



**Sikkim Government College (Renamed as Nar Bahadur Bhandari Degree College),
Gangtok, Tadong**

STUDENTS SATISFACTION SURVEY 2018-19

Every year in the month of May, a Students Satisfaction Survey (SSS) is conducted by the college with the final year students of the college. Likewise the SSS was conducted for 2018-19 in the month of May by the Internal Quality Assessment Cell (IQAC). A brief summary of the process and findings have been presented below.

IQAC Team:

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Process:

A set questionnaire was prepared by the team approved by the HoDs of various departments and the IQAC team. A randomized sample of a minimum of 30% of the total 6th semester students would be covered as the sample size.

Care would be taken so as to ensure to keep the male/female ratio and proper representation of SC/ST and OBCs from the students so as to get a holistic view of the entire representative sample size.

Sample Size:

A total of 37.9% students participated in the survey. This was almost 10% more than the target sample size. The sample reflected the views of every discipline (Science-31.6%, Humanities -47.2% and Commerce- 22.6%)

The Male:Female ratio was at 40.9 : 59.1 % . The sample size has captured a fair representation from all section of students as per Gen: ST: SC: OBC (20.2: 47.3: 3.2: 29.3). This representation is pretty fair in consideration of the overall demography of the students in the college.


Dr. Satyadeep S Chhetri



Findings:

1. It was satisfactory to find that almost 89.9% of the students have said that the syllabus was covered well. Commerce and the sciences fared much better. But then this can also be attributed to the fact that in Humanities no amount of teaching and justification of a topic can be enough to cover every view and theoretical explanations.
2. A whopping 92% of students confirmed that the teachers were well prepared for their classes and that almost 76% of the teachers were able to communicate well in the teaching learning process.
3. The teachers approach towards were found to be cordial and in the interest of students as almost 90% of the students have answered in affirmative.
4. There has however been a dip when it came to discussing individual problems and assignments in the class at individual level. However considering the volume of students and the teacher student ratio it is still good to find that almost 57% of the students have given their views in affirmative.
5. Internship has always been a problem and very few students actually can either avail or have the opportunity for internship. This was visible in the responses that they provided.
6. Almost 67% of the students have said that the college provides multiple opportunities to learn and grow. Almost 57% of the respondents have also said that the college does support that the faculties have been an active source of mentoring. However the IQAC still feels that this can be much improved in the future.
7. 65% of the respondents have said that the teachers do provide information regarding course outcomes and core competencies of students.
8. It was a good observation to note that most of the teachers have been forth coming and preparing well for their classes. Most of the teachers have been illustrating the concepts with examples and real life situations to explain the concept well.
9. The students have responded in an affirmative ranging from 65-68% regarding the teachers support to students in identifying their mistakes and rectifying them. They have been supporting and encouraging them to identify their strength.
10. The Institution has fared well as per students' perception in regard to conducting extra-curricular and Co-curricular activities in the college.
11. There has been a correct assessment by the students of low use of ICT in the overall teaching learning methodology. The institution should now try and improve this area as per evolving technologies.
12. The overall Teaching – Learning process has been found to be satisfactory range of almost 68%. This could further be improved.



(Dr. S. S. Chandra)