

### 2.7.1 Student Satisfaction Survey for 2019-20

2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as weblink)

(1) This have been done in the college through proper feedback mechanism available in both online and offline mode. Structured (detailed) feedback formats are made targeting all the stake holders of the college as mentioned below.

- (1) **Form 1** - For Current Students (5 Pages)
- (2) **Form 2** - For Ex-Students (Alumni) (4 Pages)
- (3) **Form 3** - For all Teaching Staffs of the college (3 Pages)
- (4) **Form 4** - For Parents/ Guardian (Hindi version also include)- (3 Pages)
- (5) **Form 5** - For all Non Teaching Staffs (Hindi version also included)- (3 Pages)

These forms are updated every year according to the prevailing condition like COVID-19 Pandemic for this year 2020. Form 1 is distributed to students for their extensive feedback on every aspect of their academic involvement.

Analysis of these data was carried out and plan for the necessary steps needed for the improvement as suggested by them. In this process a comprehensive questionnaire is developed according to the need of the stake holders of the college.

For Students, a five pages long format is developed regarding their engagements, needs and facilities. There is a provision for accessing at least three teachers of their courses and rate them.

For Alumnis, a four page formats is prepared. From them, we tried to know the nature of quality of teaching provided by our teachers. We asked whether regular meeting conducted or not. Asked them to conduct different social welfares programs like Blood donation camp etc. They are also encouraged to make donation to the college funds, for the development of the college.

Students also talked about scarcity of teachers in various departments and this is creating problem in their overall study and in completion of their courses. So, we have sent letters to University authorities and inform them about our dire need of Teaching/ Non teaching staffs in our college. We have also sent them list of all the vacant posts for quick remedial actions like sending teachers on Adhoc/ Guest or deputation basis to our college for smooth conduct of curriculum. The University has taken a positive note of it and promised to send more teachers. After these efforts University sent various Permanent (02) and Guest (03) teachers in our college.

To make this feedback system more user friendly, simple and accessible, we are going to develop online feedback system via website of the college. This will help in engaging more and more stakeholders to participate and give their valuable suggestions for the improvement of the college.

(2) During Lockdown period college was shut and teachers were working from home (WFH) for the benefit of the students. Teachers send their respective PPTs/ PDFs/ Lectures/Videos on their subject to the college email on regular basis. They were instructed to complete their syllabus in online teaching mode only. These teaching materials were uploaded in the college website according to Subject

category, so that students can follow these lectures online and study from their home itself without going for contact classes. These online teaching and sending regular PPTs to the college is monitored by the college and daily status report of how many PPTs were uploaded in a given day by a given teacher to the University for further actions. Purnea University also uploaded these materials which they get from all its constituent or affiliated colleges in their own website. This is the master data base of the university from which all UG, PG, PhD students can take help along with hundreds of E-Resources available over internet like MOOCS, NDLI, SWAYAM, e-PG Pathshala, Swayam Prabha, CEC-UGC YouTube channel, e-Content courseware in UG subjects, NISHTA, SAKSHAT etc.

(3) For the convenience of students who wants to apply for TC/ CLC etc from the college for migration transfer etc., the process of writing an application for it is abolished and instead a printed form is provided to them which they have to fill and submit. This helps in reduction in effort and time to get these certificates. We can easily collect and track data regarding progression of our pass out students for higher education, services etc.

(4) Now the admission for the new session has been made completely online mode for the students. From application, fees collection, merit list declaration, counselling, enrolment all are done online. This made the process of admission in the college error free, time bound cash less. This process helps the students to remain at home and apply online for admission and this minimises their exposure to Pandemic.

(5) Students were made aware and asked to follow all the COVID-19 protocols issued by the government whenever they are visiting the campus for any purpose.

(6) NSS of the college conducts all the Cultural, sports programs etc according to the given calendar events every year but this year due to Lockdown all events could not conducted.

One of our student (Ms. Neha Kumari Jha, B.A III) has been selected and represented Bihar in P.R.D Camp-2020 held at Agra, NSS Central Zone. This is second consecutive national event in which our students have been selected.