



Cluny Women's College

8th Mile, Kalimpong - 734301
West Bengal, INDIA

(Established & Administered by Sisters of St. Joseph of Cluny)
W.B. Govt. Aided Christian Minority College Affiliated to NBU &
recognized by UGC under section 2(f) & 12(B)

Tele-Fax.: 03552 - 257924 (O)
Email: principalcwc@gmail.com
cwc@rediffmail.com

Ref. No.:.....

Date.....

Student's Satisfaction Survey on Overall Institutional Performances (Teaching- Learning Process)

1. How much of the syllabus was covered in the class (previous semester)?

*

85%to 100%
70%to 84%
55%to 69 %
30%to 54%

2. How well were the teachers prepared for their classes?

*

Very well
Good
Satisfactory
Poor

3. How well were the teachers able to communicate?

*

Always Effective
Sometimes Effect
Satisfactorily
Ineffective

4. Fairness of the internal evaluation process by the teachers.

*

Always Fair
Usually Fair
Sometimes Unfair
Usually Unfair

Principal
CLUNY WOMEN'S COLLEGE
Kalimpong

Coordinator
Internal Quality Assurance Cell (IQAC)
Cluny Women's College
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5. Was your performance in assignments discussed with you?

*

Every Time
Usually
Occasionally
Never

6. Does the Institute take active interest in promoting internship, Field visit opportunities for students?

*

Regularly
Often
Sometimes
Never

7. Does the institute provide multiple e-learning facilities?

*

Always
Usually
Sometimes
Never

8. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

*

Everytime
Usually
Sometimes
Never

9. Your mentor does a necessary follow-up with an assigned task to you.

*

Every time

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Usually
Sometimes
Never

10. Are you instructed to visit the college library?

*

Always
Usually
Sometimes
Never

11. Teachers encourage you to participate in extra-curricular activities.

*

Strongly Agree
Agree
Disagree
Strongly Disagree

12. The Institution makes an effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

*

Strongly Agree
Agree
Disagree
Strongly Disagree

13. The Institute/ Teachers use student centric methods, such as experimental learning, participative learning and problem solving methodologies for enhanced learning experience.

*

To a great extent
Moderate
Very Little
Not at all

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14. Does the teachers use ICT while teaching?

*

Always
Usually
Sometimes
Never

15. Teachers are able to identify your weaknesses and help you to overcome them.

*

Evertime
usually
Sometimes
Never

16. The teachers identify your strengths and encourage you with providing right level of challenges.

*

Fully
Reasonably
Partially
Unable to Identify

17. Your mentor listens to your personal problems during discussions and tries to find a solution.

*

Strongly Agree
Agree
Disagree
Strongly Disagree

18. Your grievances are being heard and resolved by the grievance cell.

*

Evertime
Usually
Sometimes

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Never

19. Does the Institution/Teachers guide you to build your career through career guidance workshops and seminars?

*

Regularly

Sometimes

Rarely

Never

20. The overall quality of teaching-learning process in your Institute is..

*

Very Good

Good

Fair

Poor

Link for student's satisfaction survey:

https://docs.google.com/forms/d/1fEcIECxYcfjenXNJWQ_Lbkr9yAknGztju-8xkSgMMZE/edit

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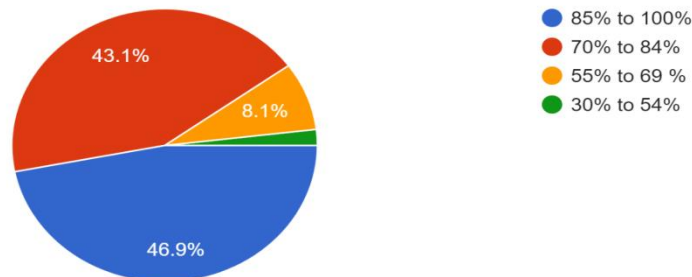
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RESULTS OF THE STUDENT SATISFACTION SURVEY ON OVERALL INSTITUTIONAL PERFORMANCE

1. How much of the syllabus was covered in the class (previous semester)?

211 responses



The pie chart illustrates that majority of the courses completed 85% to 100% of their respective syllabus in the class. It also displays that 43.1% of the courses completed 70% to 84% of the syllabus. It illustrates that 8.1% of the courses completed 55% to 69% and 1.9% of the courses completed 30% to 50% of the syllabus.

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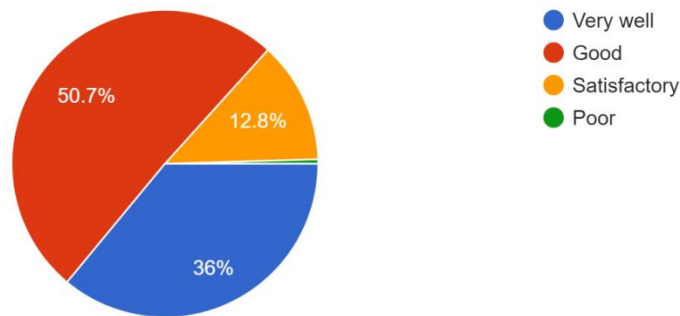
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2. How well were the teachers prepared for their classes?

211 responses



The pie chart illustrates that 50.7% of the teachers prepared well for the class while 36% of the teachers prepared very well for the class. The pie chart also reveals that 12.8% of the teachers were deemed satisfactory in their preparation and a minimal of 0.5% of the teachers were categorised as having poor preparation for the class.

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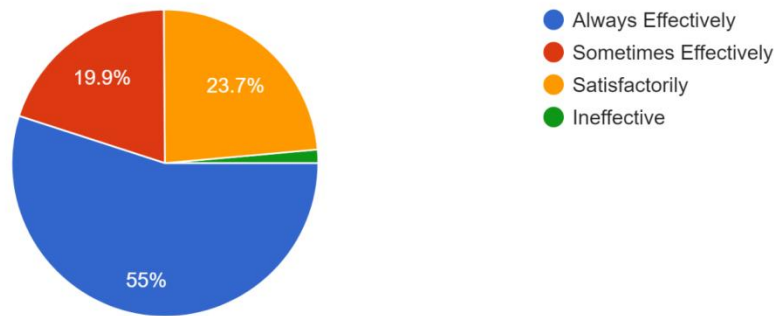
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3. How well were the teachers able to communicate?

211 responses



The pie chart illustrates that 55% of the teachers exhibited highly effective communication, while 19.1% of the teachers were able to communicate effectively at times. Additionally, it indicates that 23.7% of the teachers communicated satisfactorily whereas 1.4% of the teachers' communication was deemed ineffective.

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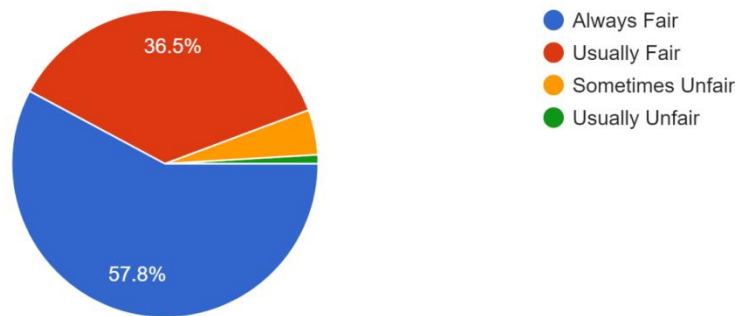
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4. Fairness of the internal evaluation process by the teachers.

211 responses



The pie chart of the internal evaluation process by the teachers illustrates that 57.8% is always fair while 36.5% is usually fair. It also highlights that 5.7% of the internal evaluation process is sometimes unfair. However, a majority of the students indicate fairness in the internal evaluation process by the teachers.

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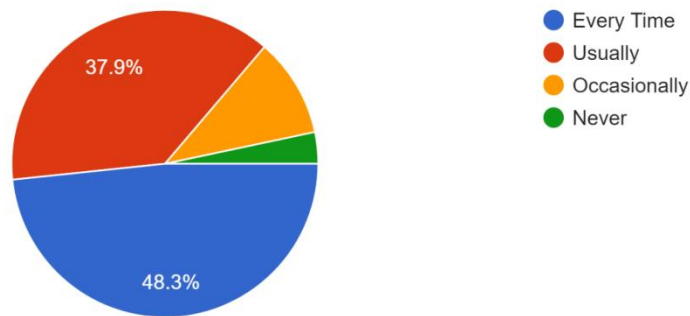
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5. Was your performance in assignments discussed with you?

211 responses



The pie chart highlights that 48.3% of the students' performance is discussed in the class every time where as 37.9% of the students' performance were discussed usually. Additionally, the chart reveals that the students' performance is discussed occasionally for 10% of the students and for 3.8% of the cases, students' performance was never discussed.

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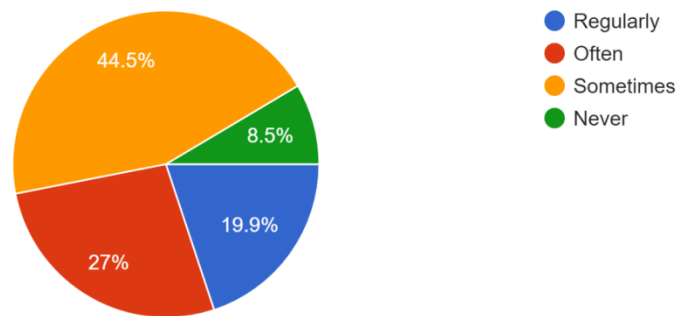
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6. Does the Institute take active interest in promoting internship, Field visit opportunities for students?

211 responses



The pie chart indicates that the institute promotes internship and field visit opportunities for 19.9% regularly, 27% often, 44.5% sometimes. It also indicates that 8.5% of the students never availed such opportunities.

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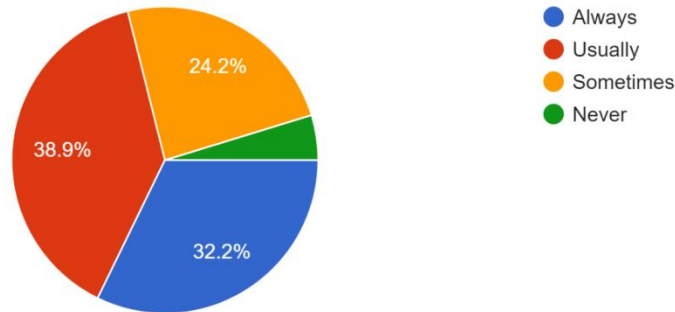
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7. Does the institute provide multiple e-learning facilities?

211 responses



The pie chart highlights that the institute has provided multiple e-learning facilities and 32.2% always used such facilities while 38.9% of the students used such facilities usually. Although 24.2% of them used such facilities sometimes, 4.7% never used the given facilities.

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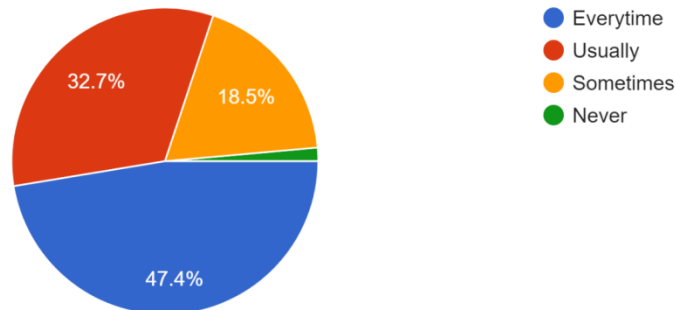
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8. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

211 responses



The pie chart illustrates that the teachers informed 47.4% of the students on C.Os and P.Os everytime. The pie chart further reveals that 32.7% of the students were informed on the COs and Pos usually while the data also shows that 18.5% got informed sometimes and the remaining never got informed on the POs and Cos.

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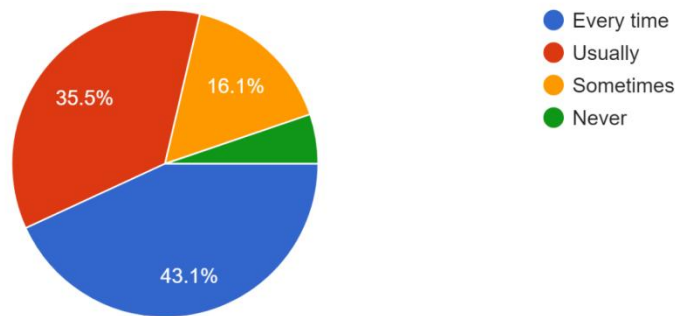
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9. Your mentor does a necessary follow-up with an assigned task to you.

211 responses



The pie chart shows that 43.1% agreed that the mentor does a necessary follow up with the student assigned. It also shows that 35.5% agree that the mentor usually follows up on them and discusses their progress and problems. The chart further shows that 16.1% does a follow-up sometimes while 5.3% never do a follow-up with an assigned task given to the students.

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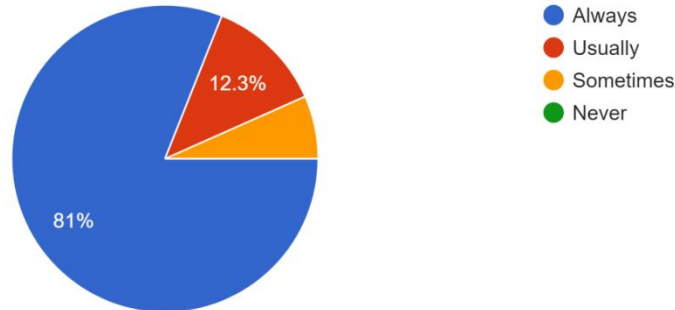
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10. Are you instructed to visit the college library?

211 responses



The pie chart shows that 81% agree that the students are always instructed to visit the college library. It also shows that 12.3% agree that the students are usually instructed to visit the library while the chart shows that 6.7% agree that the students are sometimes instructed to visit the library. Overall, the students are encouraged to visit the library regularly.

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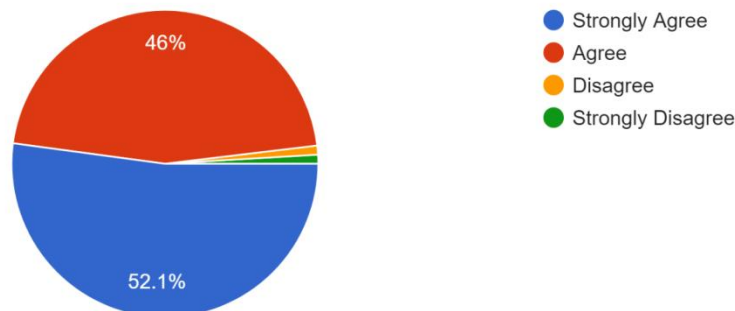
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11. Teachers encourage you to participate in extra-curricular activities.

211 responses



The pie chart shows that 52.1% strongly agree that the teachers encouraged students to participate in extra-curricular activities. It also shows that 46% agree with the encouragement provided by the teachers. 1% has disagreed that the teachers encourage them for extracurricular activities.

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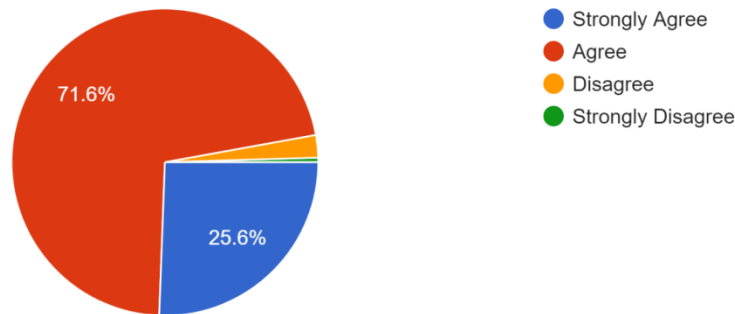
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12. The Institution makes an effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

211 responses



The pie chart shows that 71.6% of the students strongly agree that the institution makes an effort to engage them in the monitoring, review and continuous quality improvement of the teaching learning process. It also shows that 25.6% of the students agree with the efforts taken by the institution. However, 1% disagrees and 0.9% strongly disagrees with the effort taken by the institution in the monitoring, review and continuous quality improvement of the teaching learning process.

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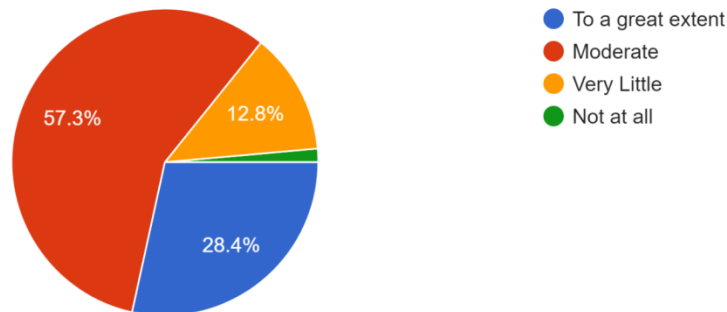
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13. The Institute/ Teachers use student centric methods, such as experimental learning, participative learning and problem solving methodologies for enhanced learning experience.

211 responses



The pie chart shows that 28.4% of the students agree to a great extent that the institute uses student centric methods and 57.3% agree moderately to the given statement. The pie chart also reveals that 12.8% of the students agree very little that the institution/teachers uses student-centric methods like participative and problem solving methodologies. 1.5% of the students do not agree at all to the given statement.

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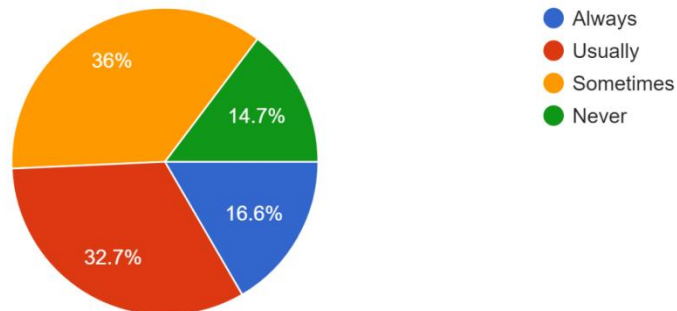
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14. Does the teachers use ICT while teaching.

211 responses



The pie chart shows that 16.6% of the teachers use ICT every time, 32.7% uses ICT usually, 36% use ICT sometimes while 4.4% agree that teachers never use ICT while teaching.

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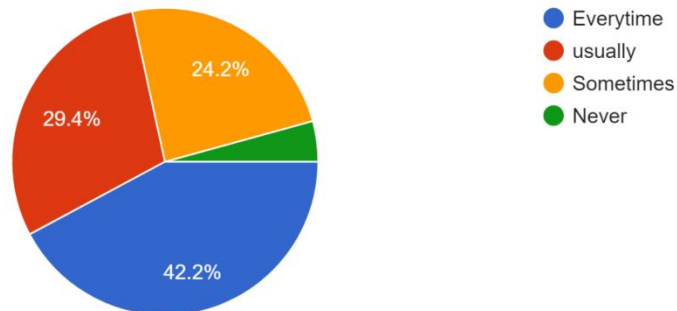
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15. Teachers are able to identify your weaknesses and help you to overcome them.

211 responses



The pie chart shows that 42.2% of the students agree that the teachers are able to identify the weaknesses of the students and help them overcome them. It also shows that 29.4% agree that the teachers usually help the students in overcoming their weaknesses while 24.2% agree that the teachers help identify and overcome their weakness just sometimes.

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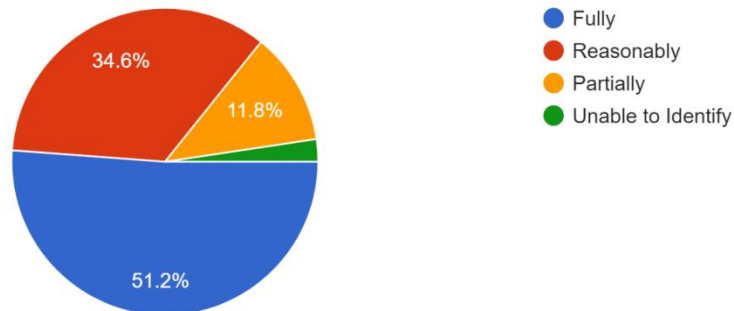
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16. The teachers identify your strengths and encourage you with providing right level of challenges.

211 responses



The pie chart shows that 51.2% of the students agree fully that their strengths are identified and they are encouraged to take up challenges, 34.6% agree reasonably whereas 11.8% agree partially that the teachers identify their strengths and provide right level of challenges.

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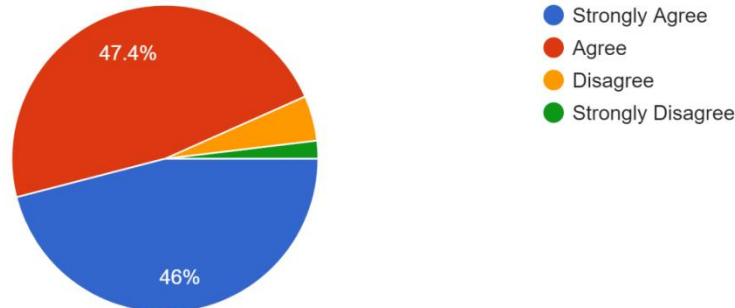
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17. Your mentor listens to your personal problems during discussions and tries to find a solution.

211 responses



The pie chart shows that 47.4% of the students strongly agree that their mentors listens to their problems; 46% agrees that the mentor listens to the personal problems of the students while also the pie chart shows that 6% disagrees and 0.6% strongly disagrees to the given statement.

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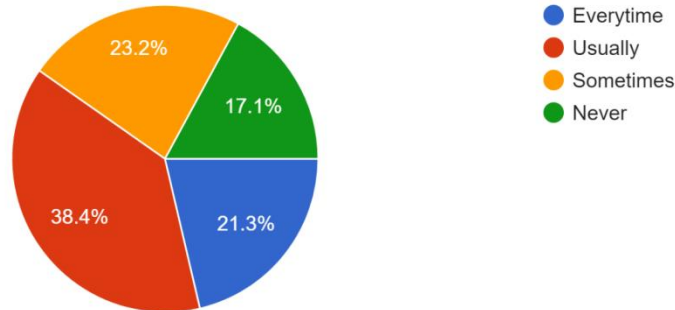
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18. Your grievances are being heard and resolved by the grievance cell.

211 responses



The pie chart shows that 21.3% of the students strongly agree that their grievances are heard and resolved every time, 38.4% feel that their grievances are usually addressed, 23.2% feel that their grievances are addressed sometimes while according to the 17.1% , their grievances grievances are never heard by the grievance cell.

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Coordinator
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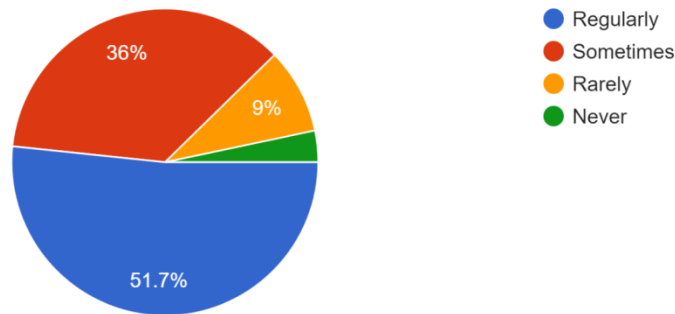
Tele-Fax.: 03552 - 257924 (O)
Email: principalcwc@gmail.com
cwc@rediffmail.com

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Date:

19. Does the Institution/Teachers guide you to build your career through career guidance workshops and seminars?

211 responses



The pie chart shows that 51.7% agree that they are regularly guided on lines of career building, while 36% agree that they are provided career guidance sometimes. However, 9% agree rarely and 3.3% never agree on the fact that the institution/teachers guides them to build the career of through career guidance workshops and seminars.

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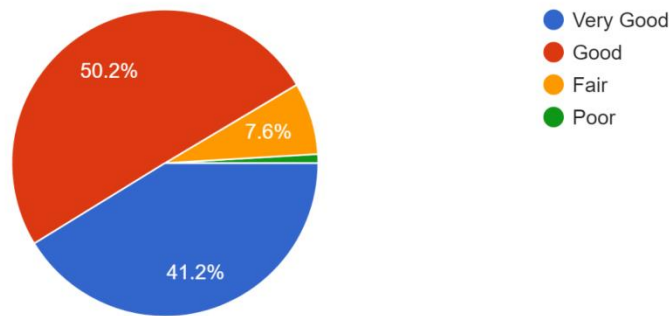
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20. The overall quality of teaching-learning process in your Institute is..

211 responses



The pie chart shows that 41.2% of the students agree that the overall quality of teaching-learning process is very good, 50.2% agree that it is good, 7.6% agree that it is fair and only 1% of the students agree that the overall quality of teaching learning process in the institute is poor.

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Student Satisfaction Survey on overall institutional performances:

Following are questions for online student satisfaction survey regarding teaching learning process:

1. How much of the syllabus was covered in the class?
4 – 85 to 100% 3 – 70 to 84% 2 – 55 to 69% 1– 30 to 54% 0 –Below 30%
2. How well did the teachers prepare for the classes?
4 –Thoroughly 3 – Satisfactorily 2 – Poorly 1 – Indifferently 0 – Won't teach at all
3. How well were the teachers able to communicate?
4 – Always effective 3 – Sometimes effective 2 – Just satisfactorily 1– Generally ineffective
0– Very poor communication
4. The teacher's approach to teaching can best be described as
4– Excellent 3 – Very good 2 – Good 1 – Fair 0– Poor
5. Fairness of the internal evaluation process by the teachers.
4 – Always fair 3 – Usually fair 2 – Sometimes unfair 1 – Usually unfair 0– Unfair
6. Was your performance in assignments discussed with you?
4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0– Never
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

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4 – Regularly 3 – Often 2 – Sometimes 1 – Rarely 0 – Never

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and Emotional growth.

4 – Significantly 3 – Very well 2 – Moderately 1 – Marginally 0 – Not at all

9. The institution provides multiple opportunities to learn and grow.

4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – Never

11. Your mentor does a necessary follow-up with an assigned task to you.

4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – I don't have a mentor

12. The teachers illustrate the concepts through examples and applications.

4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – Never

13. The teachers identify your strengths and encourage you with providing right level of challenges.

4 – Fully 3 – Reasonably 2 – Partially 1 – Slightly 0 – Unable to

14. Teachers are able to identify your weaknesses and help you to overcome them.

4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – Never

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning

and problem-solving methodologies for enhancing learning experiences.

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4 – To a great extent 3 – Moderate 2 – Somewhat 1 – Very little 0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to

make you ready for the world of work.

4 – To a great extent 3 – Moderate 2 – Some -what 1 – Very little 0 – Not at all

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

4 – Above 90% 3 – 70 – 89% 2 – 50 – 69% 1 – 30 – 49% 0 – Below 29%

20. The overall quality of teaching-learning process in your institute is very good.

4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree

21. Fairness of the internal evaluation process by the teachers: YES/NO

22. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

a)

b)

c)

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