



**SATISFACTION SURVEY  
AND OUTCOME  
OF  
STUDENTS, TEACHERS &  
NON- TEACHING STAFFS  
OF  
H.M.M.C.W**

# Questionnaire for Feedback of Students

Session: 2020- 2021

Please confirm this is the first and only time you answer this survey.

- i) Yes
- ii) No

Age:

.....

College Name:

.....  
.....

What subject area are you currently pursuing?

- A) Commerce
- B) Science
- C) Arts
- D) Professional / Vocational

Student Satisfaction Survey on Teaching-Learning Process:

How much of the syllabus was covered in the class? / ক্লাসে পাঠ্যক্রম কতখানি পড়ানো হয়েছিল?

4 - 85 to 100%

3 – 70 to 84%

2 – 55 to 69%

1– 30 to 54%

0 –Below 30%

**How well did the teachers prepare for the classes? অধ্যাপক/অধ্যাপিকাৰা ক্লামে পড়াতে আসাৰ জন্য কতখানি প্রস্তুতি নিয়ে আসেন?**

4 –Thoroughly

3– Satisfactorily

2 – Poorly

1 – Indifferently

0 – Won't teach at all

**How well were the teachers able to communicate? অধ্যাপক/অধ্যাপিকাৰা কত ভালো ভাবে যোগাযোগ করতে সক্ষম ছিলেন?\***

4 – Always effective

3– Sometimes effective

2 – Just satisfactorily

1– Generally ineffective

0– Very poor communication

**The teacher's approach to teaching can best be described as /  
অধ্যাপক/অধ্যাপিকাদের পড়ানোর পদ্ধতি কে তোমরা কিভাবে বর্ণনা করবে\***

4– Excellent

3– Very good

2 – Good

1 – Fair

0– Poor

**5 Fairness of the internal evaluation process by the teachers /  
অভ্যন্তরীণ পরীক্ষার মূল্যায়ন পদ্ধতি কি স্বচ্ছ রাখা হয়?\***

4– Always fair

3 – Usually fair

2 – Sometimes unfair

1 – Usually unfair

0– Unfair

**6 Was your performance in assignments discussed with you?**  
**/Assignment এ তোমাদের পারফরম্যান্স নিয়ে কি ক্লাসে তোমাদের সাথে আলোচনা করা হয়?\***

- 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 / তোমাদের মহাবিদ্যালয় কি শিক্ষার্থীদের জন্য ইন্টার্নশিপ, স্টুডেন্ট এক্সচেঞ্জ প্রোগ্রাম, ফিল্ড ভিজিট ইত্যাদির সুযোগ সুবিধা জোগাড় করতে কি সক্রিয় ভূমিকা পালন করে?\***

- 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. / পড়ানোর পদ্ধতি ও মেন্টরিং এর মাধ্যমে তোমাদের জ্ঞানীও, সামাজিক ও সংবেদনশীল বিকাশে কি সহায়তা হয়?\***

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

**9 The institution provides multiple opportunities to learn and grow. / তোমার মহাবিদ্যালয় কি শিক্ষা ও বিকাশের জন্য একাধিক সুযোগ প্রদান করে\***

- 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. / অধ্যাপক/অধ্যাপিকারা কি তোমাদের পাঠ্যবৃত্ত বিষয়ের দক্ষতা, উদ্দেশ্য ও ভবিষ্যৎ সুযোগ নিয়ে আলোচনা করেন?\***

- 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. / তোমাকে দেয়া করণীয় কাজ সম্পর্কে তোমার মেন্টর কি ফলো আপ করেন?\***

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

0 – I don't have a mentor

1 – Rarely

**12 The teachers illustrate the concepts through examples and applications /অধ্যাপক/অধ্যাপিকাৰা কি উদাহৰণ এবং প্রয়োগের মাধ্যমে ধারণাগুলিকে বোঝানোর চেষ্টা করেন?\***

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. / অধ্যাপক/অধ্যাপিকাৰা কি তোমাদের প্রতিভাগুলি কে সঠিকভাবে চিহ্নিত করতে পারেন এবং সঠিকভাবে পরিচালনা করতে পারেন?\***

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. / অধ্যাপক/অধ্যাপিকাৰা কি তোমাদের দুৰ্বলতাগুলি চিহ্নিত করতে পারেন এবং সেগুলি কে অতিক্রম করতে সাহায্য করেন?\***

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 / প্রতিষ্ঠান কি শিক্ষা প্রক্রিয়া সংক্রান্ত পর্যালোচনা এবং ধারাবাহিকভাবে তার মান উন্নতির জন্য ছাত্রীদের অভিমত গ্রহণ করে\***

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 / প্রতিষ্ঠান/শিক্ষকগণ ছাত্র কেন্দ্রিক পদ্ধতি(যেমন সক্রিয় অংশগ্রহণ, সমস্যা সমাধানের নানান প্রক্রিয়া) মাধ্যমে শিক্ষা প্রদান করেন।\***

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

**17 Teachers encourage you to participate in extracurricular activities. / অধ্যাপক/অধ্যাপিকা কি তোমাদের কে পাঠ্যক্রম বহির্ভূত বিষয়ে অংশগ্রহণ করতে উৎসাহিত করেন?\***

- 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. / প্রতিষ্ঠান/শিক্ষকেরা নানান বিষয়ে যেমন softskill, life skill, জীবিকা কেন্দ্রিক পারদর্শিতা অর্জনের ব্যবস্থা করেন,উৎসাহ দেন।\***

- 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. / কত শতাংশ অধ্যাপক/অধ্যাপিকা ICT সরঞ্জাম যেমন LCD প্রজেক্টর, মাল্টিমেডিয়া, ইত্যাদি ব্যবহার করেন পড়ানোর সময়?\***

- 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. / তোমাদের মহাবিদ্যালয়ের শিক্ষাদানের প্রক্রিয়ার মান খুব ভালো।\***

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

**21 Do you think the online mode of teaching, examination and evaluation creates extra stress? / তুমি কি মনে কর যে অনলাইন শিক্ষণ পদ্ধতি, পরীক্ষা এবং মূল্যায়ন অতিরিক্ত চাপ সৃষ্টি করে?\***

Yes  
No

**22 Do you think laboratory based subjects can be taught effectively through online mode? / তুমি কি মনে কর যে অনলাইন মোডের মাধ্যমে পরীক্ষাগার ভিত্তিক বিষয়গুলি কার্যকরভাবে শেখানো যাবে?\***

Yes  
No

**23 Can e-library be an alternative to the traditional library? / ই-লাইব্রেরি কি ঐতিহ্যবাহী লাইব্রেরির বিকল্প হতে পারে?\***

Agree  
Partially agree  
Disagree

**24 Give three observation / suggestions to improve the overall teaching – learning experience in your institution. / তোমাদের মহাবিদ্যালয়ের শিক্ষাদানের মান কে আরও উন্নত করার জন্য 3 টি উপদেশ/অভিমত লেখো?\***

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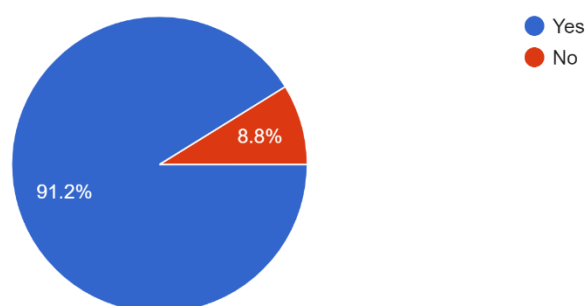
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# Feedback from Students

Session: 2020- 2021

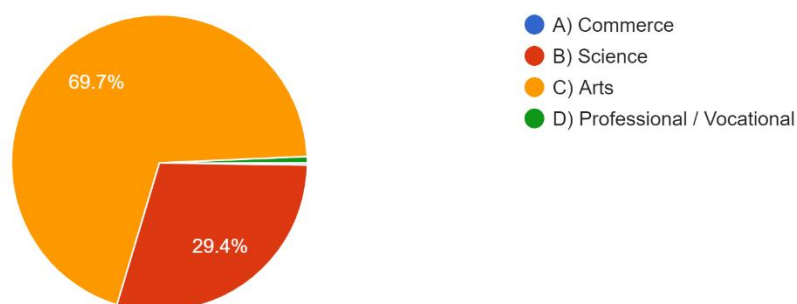
Please confirm this is the first and only time you answer this survey.

432 responses



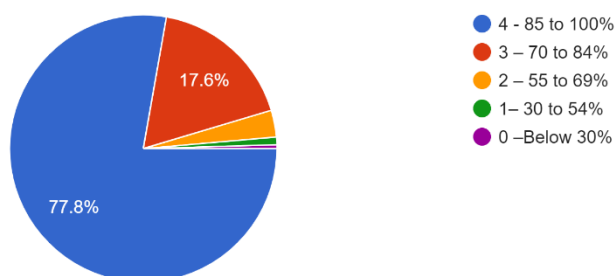
What subject area are you currently pursuing?

432 responses



1.How much of the syllabus was covered in the class? / ক্লাসে পাঠ্যক্রম কতখানি পড়ানো হয়েছিল?

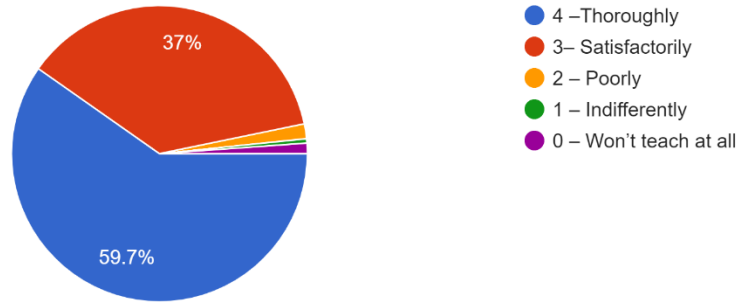
432 responses





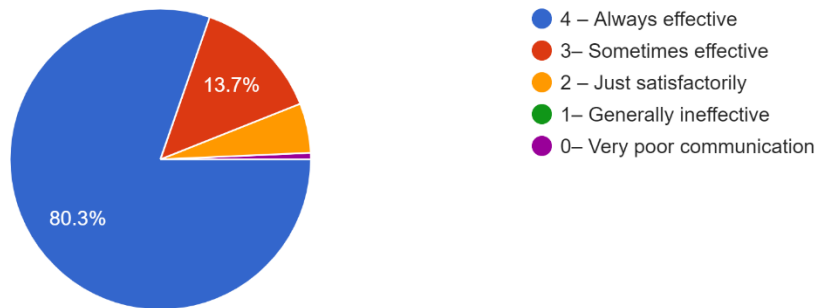
2.How well did the teachers prepare for the classes? অধ্যাপক/অধ্যাপিকারা ক্লাসে পড়াতে আসার জন্য কতখানি প্রস্তুতি নিয়ে আসেন

432 responses



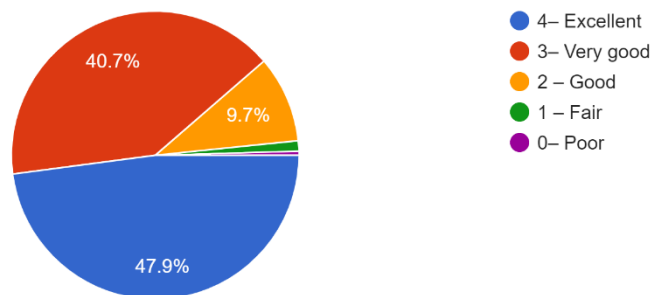
3. How well were the teachers able to communicate? অধ্যাপক/অধ্যাপিকারা কত ভালো ভাবে যোগাযোগ করতে সক্ষম ছিলেন?

432 responses



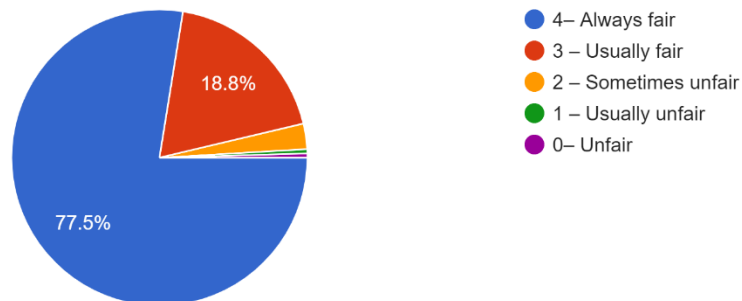
4 The teacher's approach to teaching can best be described as / অধ্যাপক/অধ্যাপিকাদের পড়ানোর পদ্ধতি কে তোমরা কিভাবে বর্ণনা করবে

432 responses



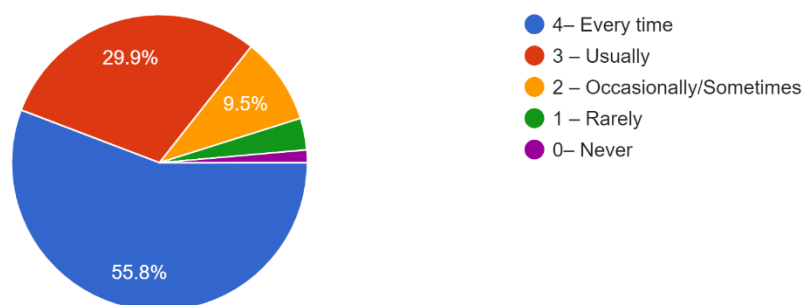
5 Fairness of the internal evaluation process by the teachers / অভ্যন্তরীণ পরীক্ষার মূল্যায়ন পদ্ধতি কি স্বচ্ছ রাখা হয়?

432 responses



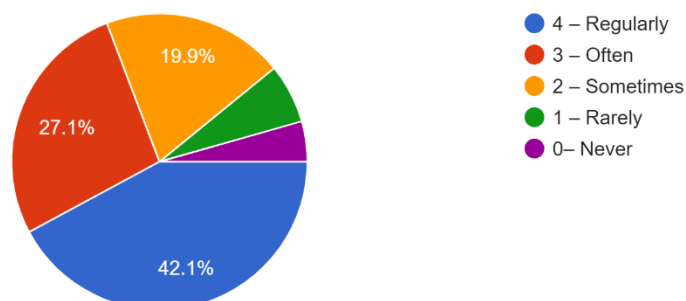
6 Was your performance in assignments discussed with you? /Assignment এ তোমাদের পারফরম্যান্স নিয়ে কি ক্লাসে তোমাদের সাথে আলোচনা করা হয়?

432 responses



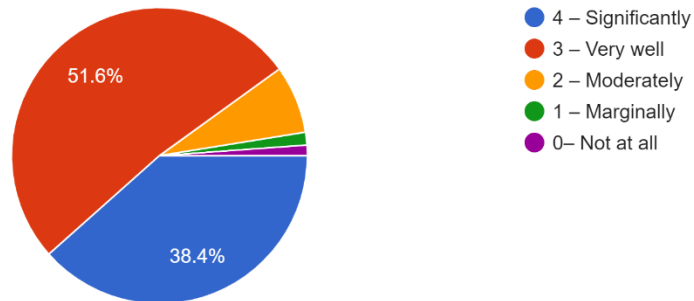
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students / তোমাদের মহাবিদ্যা...োগ সুবিধা জোগাড় করতে কি সক্রিয় ভূমিকা পালন করে?

432 responses



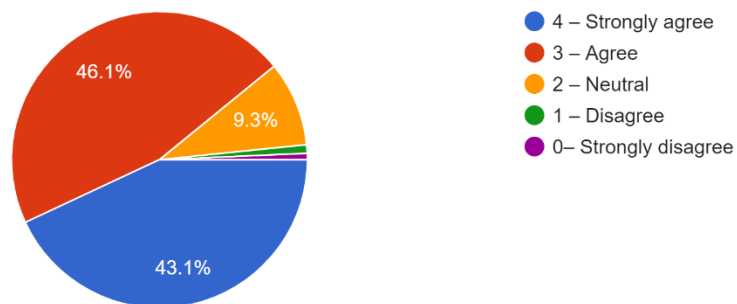
8 The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. / পড়ানোর পদ্ধতি ও মেন্টরিং ...গ্ঞানীও,সামাজিক ও সংবেদনশীল বিকাশে কি সহায়তা হয়?

432 responses



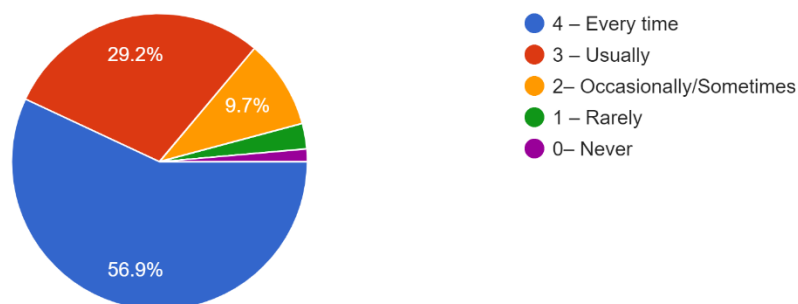
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432 responses



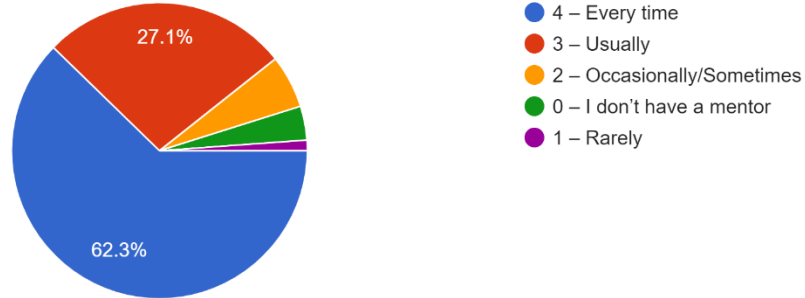
10 Teachers inform you about your expected competencies, course outcomes and programme outcomes. / অধ্যাপক/অধ্যাপিকারা কি তোমাদের পা...্ষতা,উদ্দেশ্য ও ভবিষ্যৎ সুযোগ নিয়ে আলোচনা করেন?

432 responses



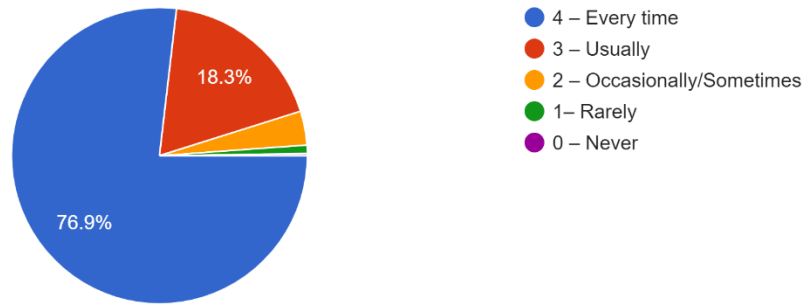
11 Your mentor does a necessary follow-up with an assigned task to you. / তোমাকে দেয়া করণীয় কাজ সম্পর্কে তোমার মেন্টর কি ফলো আপ করেন?

432 responses



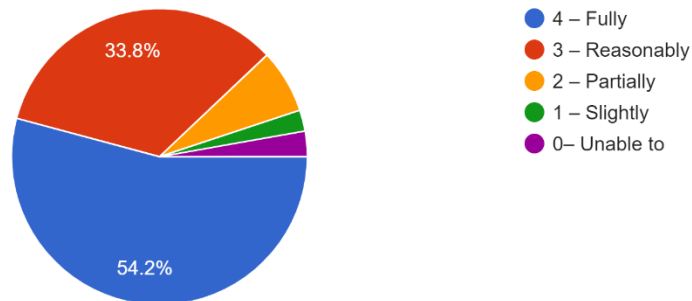
12 The teachers illustrate the concepts through examples and applications / অধ্যাপক/অধ্যাপিকা কি উদাহরণ এবং প্রয়োগের মাধ্যমে ধারণাগুলিকে বোঝানোর চেষ্টা করেন?

432 responses

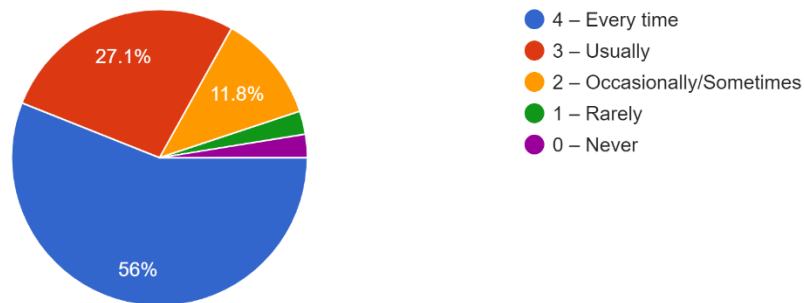


13 The teachers identify your strengths and encourage you with providing right level of challenges. / অধ্যাপক/অধ্যাপিকা কি তোমাদের প্রতিভাগুলি ... করতে পারেন এবং সঠিকভাবে পরিচালনা করতে পারেন?

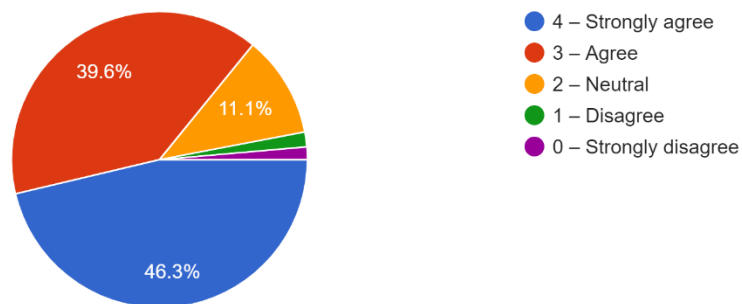
432 responses



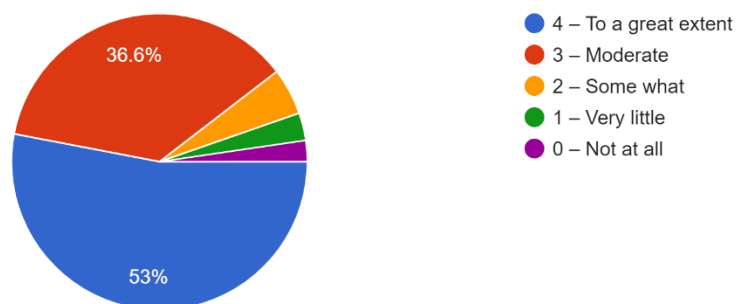
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 অধ্যাপক/অধ্যাপিকারা কি তোমাদের দুর্বলতাগুলি চিহ্ন... পারেন এবং সেগুলি কে অতিক্রম করতে সাহায্য করেন?  
 432 responses



15 The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process / প্র...বে তার মান উন্নতির জন্য ছাত্রীদের অভিমত গ্রহণ করে  
 432 responses

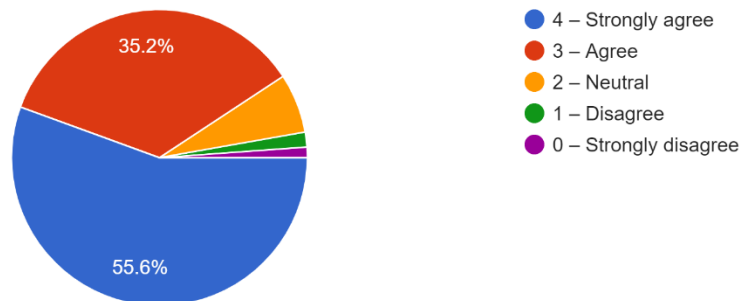


16 The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enha...ধানের নানান প্রক্রিয়া) মাধ্যমে শিক্ষা প্রদান করেন।  
 432 responses



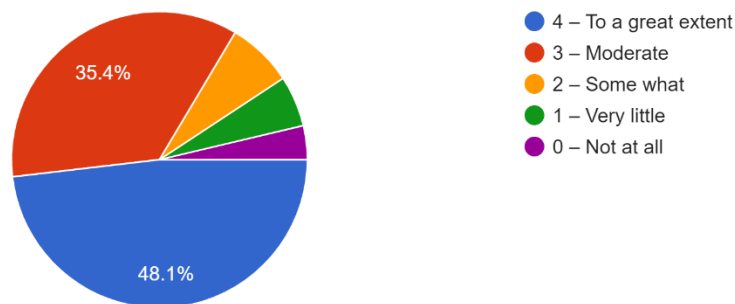
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432 responses



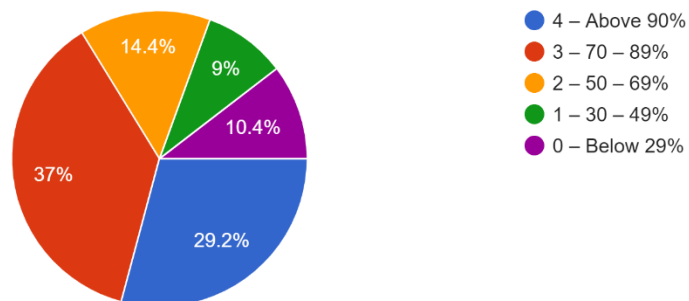
18 Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. / প...দ্রিক পারদর্শিতা অর্জনের ব্যবস্থা করেন,উৎসাহ দেন।

432 responses



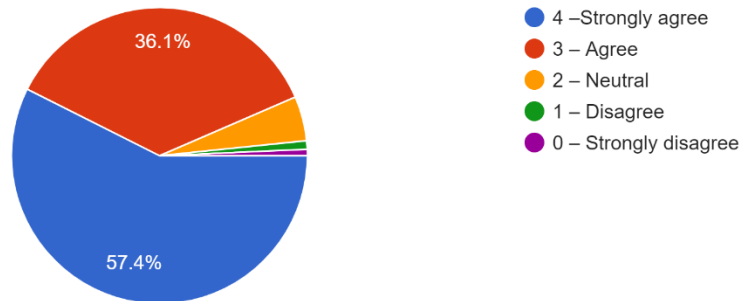
19 What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. / কত শতাংশ অধ্যাপক/অধ্যাপিকা ICT সর..., মাল্টিমেডিয়া, ইত্যাদি ব্যবহার করেন পড়ানোর সময়?

432 responses



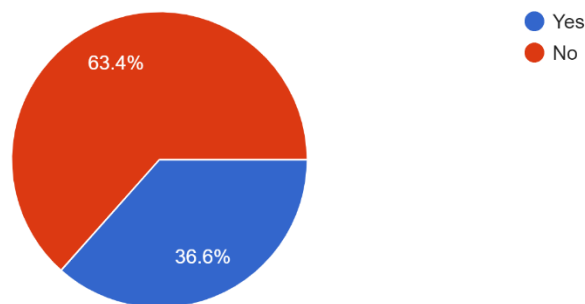
20 The overall quality of teaching-learning process in your institute is very good. / তোমাদের মহাবিদ্যালয়ের শিক্ষাদানের প্রক্রিয়ার মান খুব ভালো।

432 responses



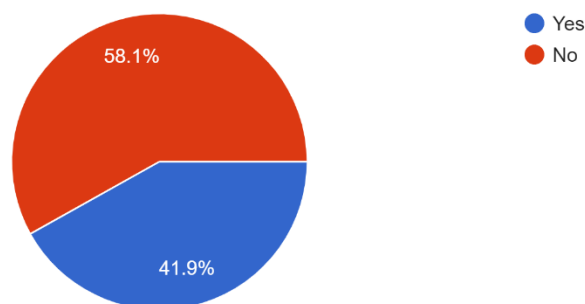
21 Do you think the online mode of teaching, examination and evaluation creates extra stress? / তুমি কি মনে কর যে অনলাইন শিক্ষণ পদ্ধতি, পরীক্ষা এবং মূল্যায়ন অতিরিক্ত চাপ সৃষ্টি করে?

432 responses



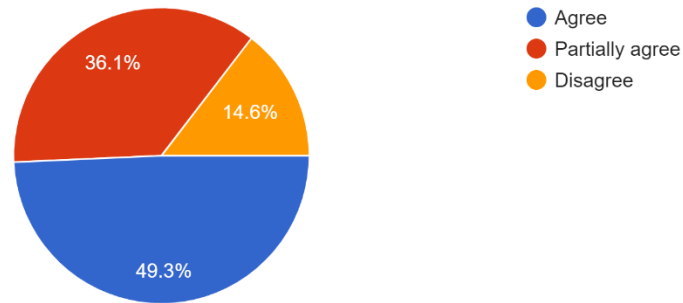
22 Do you think laboratory based subjects can be taught effectively through online mode? / তুমি কি মনে কর যে অনলাইন মোডের মাধ্যমে পরীক্ষাগার ভিত্তিক বিষয়গুলি কার্যকরভাবে শেখানো যাবে?

432 responses



23 Can e-library be an alternative to the traditional library? / ই-লাইব্রেরি কি ঐতিহ্যবাহী লাইব্রেরির  
বিকল্প হতে পারে?

432 responses





## **Analysis of Students' Feedback:**

Feedback was obtained from students regarding their teaching learning experience in college during 2020-2021. This period was mostly during lockdown due to the covid-19 pandemic and teachers were instructed to take online classes through different virtual platforms. A Google Sheet was posted in students WhatsApp group to obtain their feedback or their new experience of learning online.

The inputs received were represented through Pie Charts that reflected a moderate response from learners.

The feedback received was placed before the teachers Council to detect drawbacks on the part of teachers & dissatisfaction on the part of students.

- 1) It was found that several students were compelled to choose the meagre job option then study following unemployment or other adverse situations in their lives.
- 2) Conducting classes smoothly was hindered due to internet connectivity.
- 3) different students had no smartphones to connect themselves to class etc.

## **Action taken:**

- 1) The principal and other teachers jointly suggested that upto 35% of fees be exempted for all students.
- 2) Study materials are uploaded to a website.
- 3) Remedial tutorial and mentoring classes offer to help students remain connected to academics and support their mental well-being.

# Questionnaire for Feedback of Teaching Staff

Session: 2020-2021

## Personal Details:

1. Name:
2. Designation:
3. Year of service in this institution:
4. Contact no.

## Feedback Details:

1. Considering your experience, how likely are you to recommend the institute to a friend or a colleague?

- Very often
- Often
- Neutral
- Almost never
- Never

2. Most of the staff in the institute have a unified vision

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly disagree

3. The college staff treats each with respect

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly disagree

4. The college staff collectively brainstorms on resolutions to provide effective learning

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly disagree

5. The staff is unbiased in all tasks related to the college

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly disagree

6. The college facilities are well looked after and are up to state standards

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly disagree

7. The college puts equal emphasis on academics as well as sports and other activity.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly disagree

8. Please select the activities that the college helped you with?

- course/workshops in your area of interest
- Participation in state or national level conferences
- Degree/certificate programs
- Field trips to other colleges
- Opportunity to network with teachers from other colleges
- Research opportunities

9. To what level did the following impact your professional development? (Answer options: No effect, small impact, moderate impact, significant impact)

- course/workshops in your area of interest
- Participation in state or national level conferences
- Degree/certificate programs
- Field trips to other colleges
- Opportunity to network with teachers from other colleges
- Research opportunities

10. Did you have to pay for yourself for any professional development activities?

- Yes
- No

11. Did professional development activities have a positive impact on your career growth at the institute/college?

- Yes
- No

12. How often did you have the freedom to try innovative methods for better learning?

- Very often
- Sometimes
- Rarely
- Never

13. How often were you consulted before finalizing the curriculum for the students?

- Very often
- Sometimes
- Rarely
- Never

14. In your opinion, how important do you think the following are to you as a teacher? Answer options: Very important, Important, Neutral, little important, Not at all important)

- Logical structure and content for your subject
- Innovative evaluation practices
- Specialized training and seminar for better teaching styles
- Teaching multi-culture students
- To have a say in college administration and management
- Student counseling

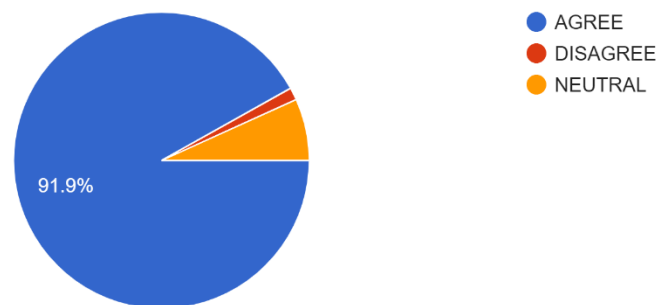
15. In your own words, please suggest if you have any comments/suggestions for the college to provide a better learning experience.

# FEEDBACK FROM TEACHING STAFF

Session: 2020- 2021

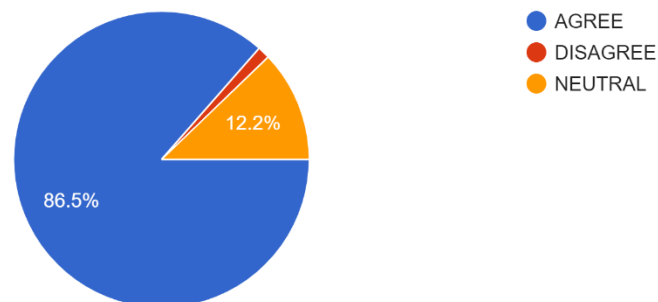
1.The college staff collectively brainstorms on resolutions to provide effective learning

74 responses



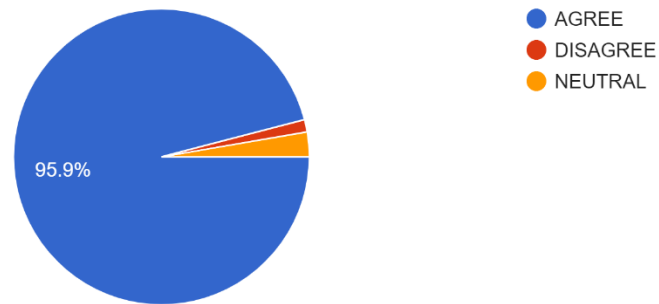
2.The college facilities are well looked after and are up to state standards

74 responses



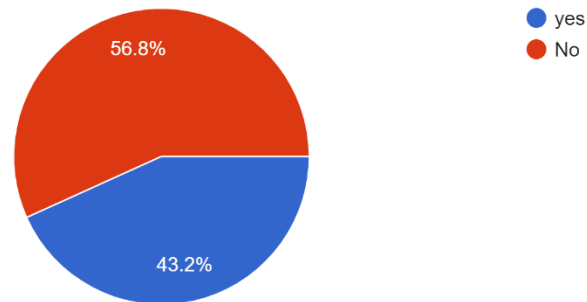
3.The college puts equal emphasis on academics as well as sports and other activity.

74 responses



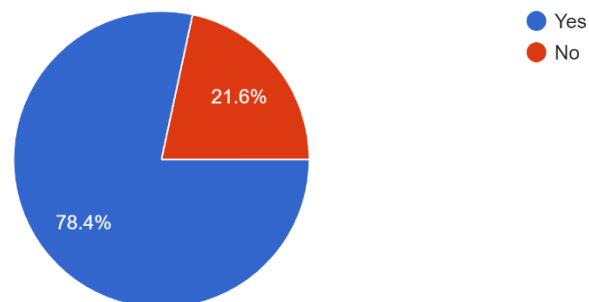
4.Do you think the online mode of teaching, examination and evaluation creates extra stress?

74 responses



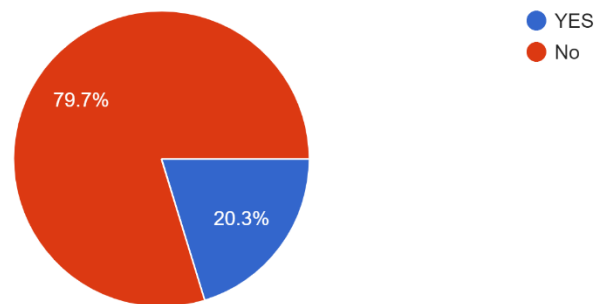
5. Are you comfortable with the online mode of execution of administrative responsibilities?

74 responses



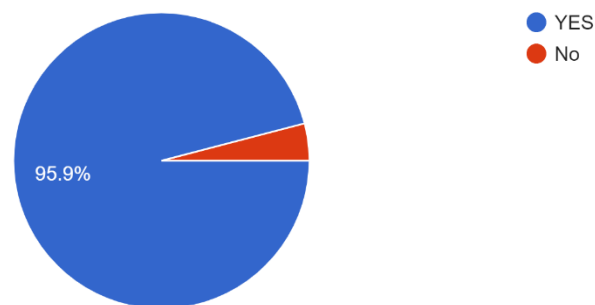
6. Do you think the laboratory based subjects can be taught effectively through online mode?

74 responses



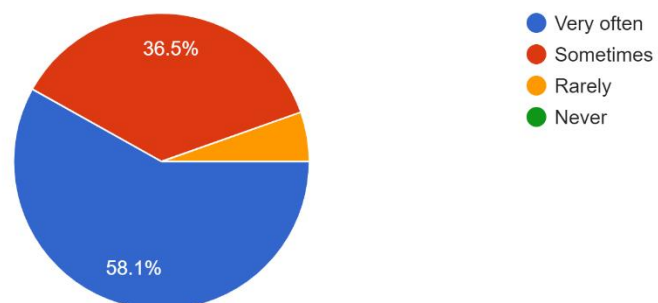
7. Did professional development activities have a positive impact on your career growth at the institute/college?

74 responses



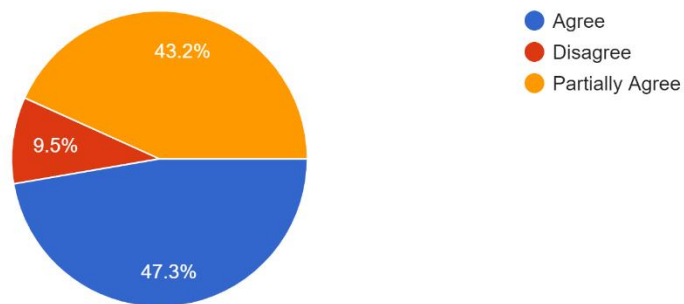
8. How often did you have the freedom to try innovative methods for better learning?

74 responses



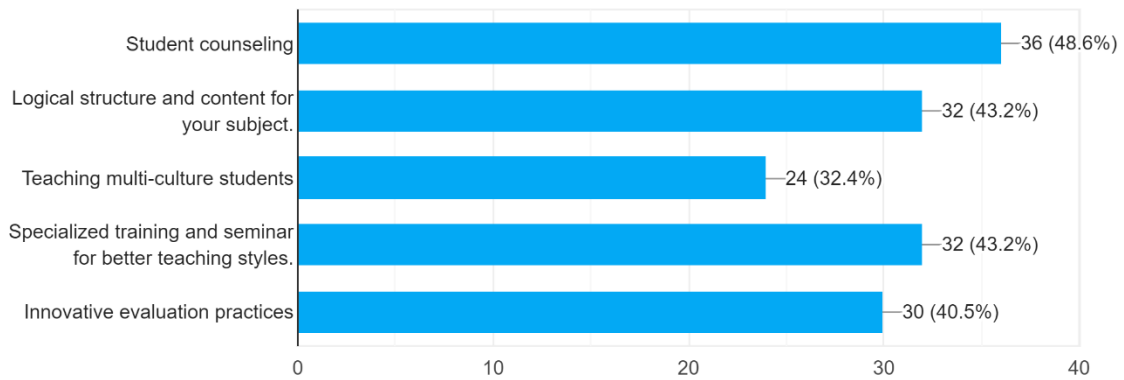
9. Can e-library be an alternative to the traditional library?

74 responses



10. As a teacher which one do you prefer?

74 responses





## Analysis of Teachers' Feedback:

All teachers appreciated and applauded for different steps taken by IQAC 2020-21 regarding the quality enhancement of the institution.

All teachers agreed to provide fees concession to students to help them cope with adverse situation during pandemic.

The IQAC initiative of engaging in **collaborative enterprises** made with other institutions was considered commendable.

Teachers also expressed their deep satisfaction for being able to conduct as many as **80 (approx.) webinars** to keep in touch with students and staff constantly during lockdown following covid 19 pandemic.

Feedback received from teachers was satisfactory.

# Questionnaire for Feedback of Non- Teaching Staff Session: 2020-2021

## Personal Details:

1. Name:
2. Designation:
3. Year of service in this institution:
4. Contact no.

## Feedback Details:

### 1. How do you describe your overall level of job satisfaction? \*

- i) Very Satisfied
- ii) Somewhat Satisfied
- iii) Neutral
- iv) Somewhat Dissatisfied
- v) Very Dissatisfied

### 2. Do you feel flexible at work? \*

- i) Always
- ii) Often
- iii) Sometimes
- iv) Rarely
- v) Never

### 3. How often do you feel stressed? \*

- i) Always
- ii) Often
- iii) Sometimes
- iv) Rarely
- v) Never

**professionally? \***

- i) Strongly Agree
- ii) Agree
- iii) Neutral
- iv) Disagree
- v) Strongly Disagree

**5. How satisfied are you with your employee benefits at the workplace? \***

- i) Very satisfied
- ii) Satisfied
- iii) Neutral
- iv) Dissatisfied
- v) Very dissatisfied

**6. Do you feel encouraged to share new ideas related to work with your co- workers? \***

- i) Always
- ii) Often
- iii) Sometimes
- iv) Rarely
- v) Never

**7. Do you struggle to get information you need while working? \***

- i) Always
- ii) Often
- iii) Sometimes
- iv) Rarely
- v) Never

**8. Do you feel appreciated for your good performance? \***

- i) Always
- ii) Often
- iii) Sometimes
- iv) Rarely
- v) Never

- i) Always
- ii) Often
- iii) Sometimes
- iv) Rarely
- v) Never

**10. Do you need any staff development programs in your organization? \***

- i) Yes
- ii) No
- iii) Maybe

**11. Do you feel proud to be a part of this organization? \***

- i) Strongly agree
- ii) Agree
- iii) Neutral
- iv) Disagree
- v) Strongly disagree

**12. Write if you have any suggestions for overall improvement of your organization (optional) \***

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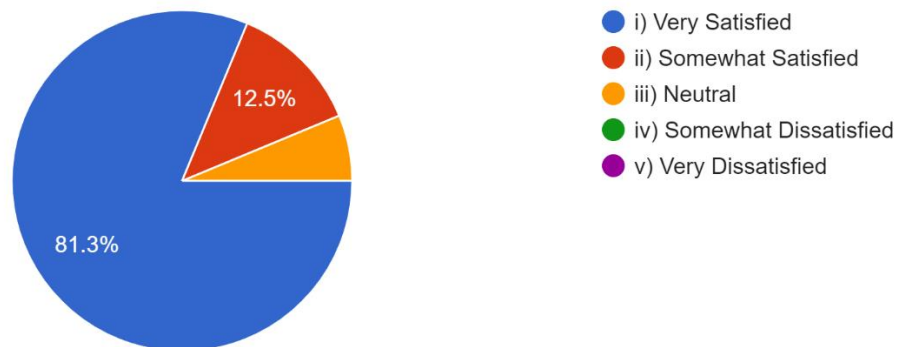
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# FEEDBACK FROM NON- TEACHING STAFF

## Session: 2020- 2021

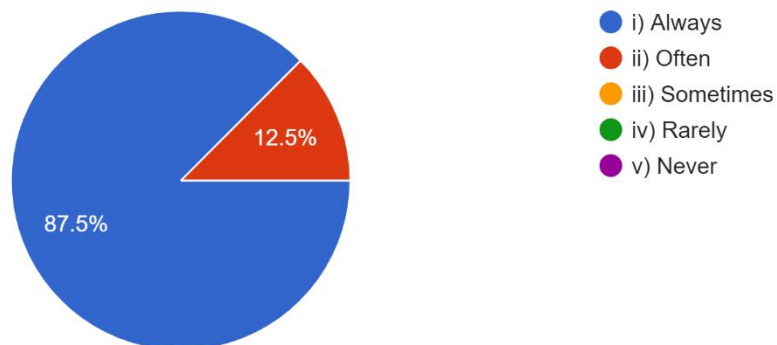
1. How do you describe your overall level of job satisfaction?

16 responses



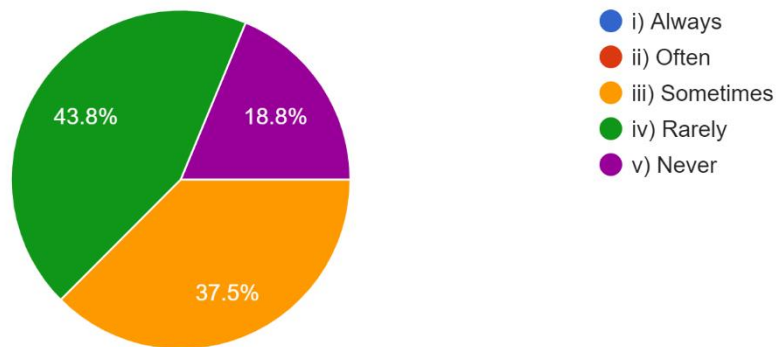
2. Do you feel flexibility at work?

16 responses



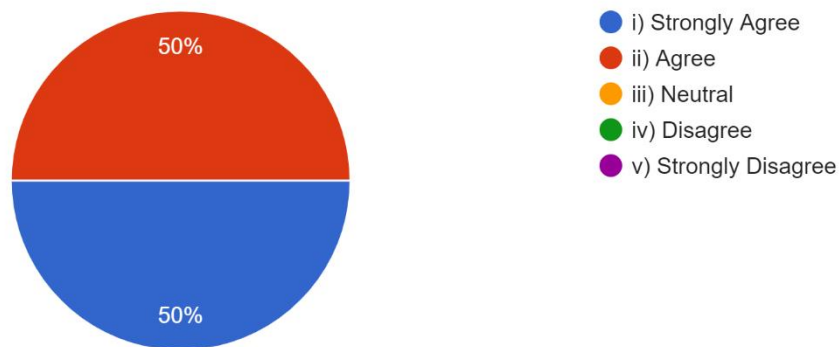
### 3. How often do you feel stressed?

16 responses



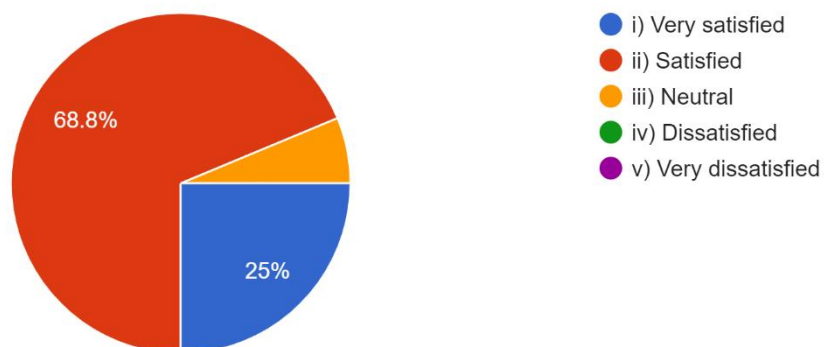
### 4. Do you feel that tasks assigned to you by the organization makes you grow professionally?

16 responses



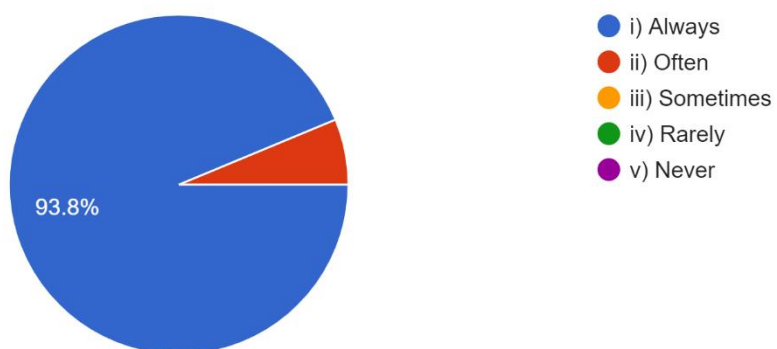
### 5. How satisfied are you with your employee benefits at the workplace?

16 responses



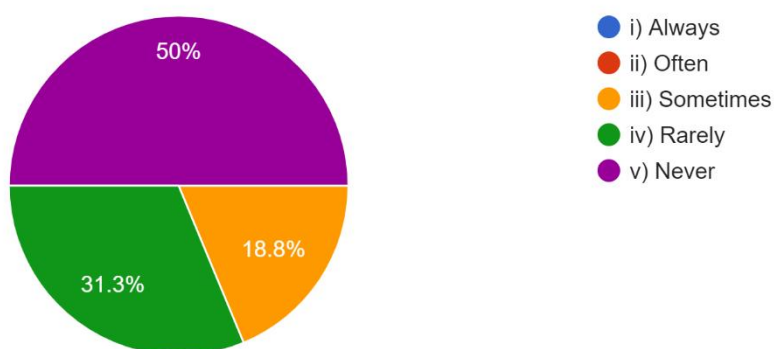
6. Do you feel encouraged to share new ideas related to work with your co- workers?

16 responses



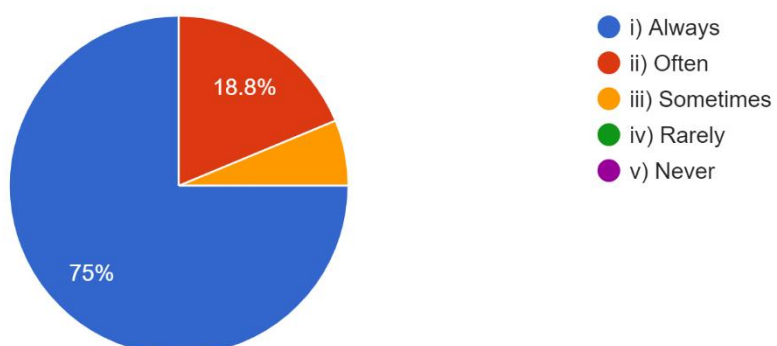
7. Do you struggle to get information you need while working?

16 responses



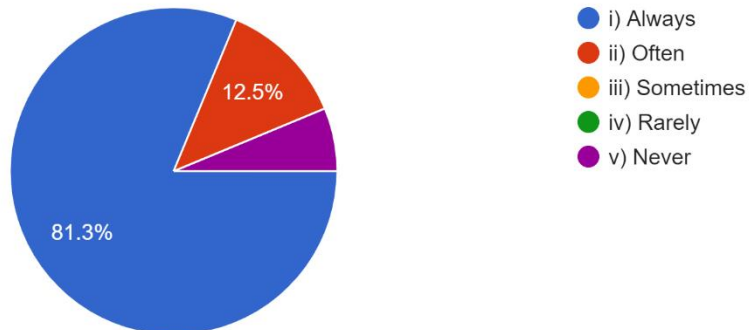
8. Do you feel appreciated for your good performance?

16 responses



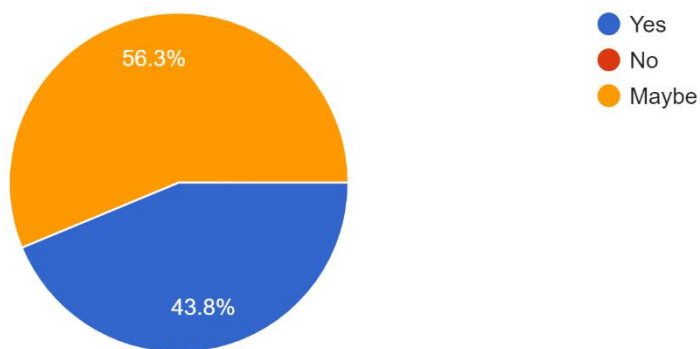
9. Do you enjoy an unbiased environment in this institution?

16 responses



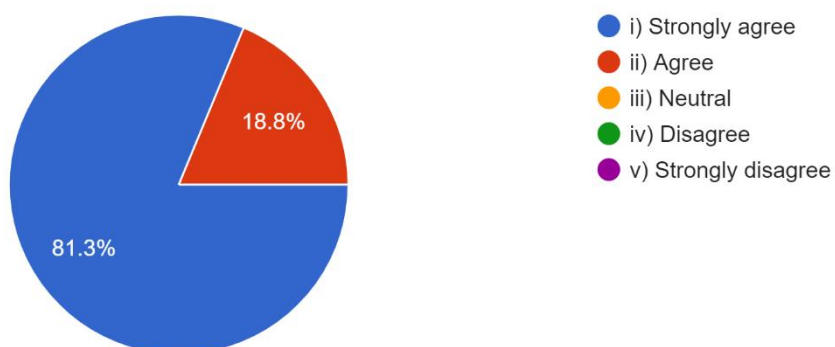
10. Do you need any staff development program in your organization?

16 responses



11. Do you feel proud to be a part of this organization?

16 responses





## **Analysis of Non- Teaching Staffs' Feedback**

Feedback from NTS was a moderate mixed response regarding initiatives undertaken by IQAC.

**ATR:** 1) 7 days orientation program to upgrade the skill of non-teaching staff was organized.

2) principal appreciated their hard work, especially during the lockdown period. This was to motivate them toward their duties.