

CITY COLLEGE
STUDENT SATISFACTION SURVEY (2021-22)
REPORT

TOTAL RESPONSES: 981

GENDER:: FEMALE: 49.1%, MALE: 50.9%

ENROLLMENT DETAILS: ARTS: 25.4%, SCIENCE: 32.2%, COMMERCE: 42.4%

HONOURS: 79.5%, GENERAL: 20.5%

SECTION 2: CURRICULAR ASPECTS

SYLLABUS

UG syllabus is planned by the Board of Studies of the University. The college has nothing to do with it. However, students are more or less satisfied with the current syllabus and, according to the survey, most of them benefitted from the syllabus.

SECTION 3: INSTITUTIONAL INFRASTRUCTURE

LIBRARY

Students do visit library very frequently. So, they should be encouraged to visit the library. However, they are satisfied with the availability of books and reading space there. They are also satisfied with the cooperation of the library staff.

COMPUTER CENTRE

Students are not satisfied with the availability of computers. So, the college administration should arrange sufficient number of computer in the campus.

ADMINISTRATIVE OFFICE

Students are satisfied with the office in administrative matters.

TECHNICAL STAFF AND LABORATORY MANAGEMENT

They are satisfied with the laboratory staff and laboratory equipments and its management.

CANTEEN

Students are very much satisfied with the canteen facility and the standard of hygiene there.

COLLEGE CAMPUS

Most students are satisfied with the maintenance and cleanliness of the college campus. They are also comfortable at the classrooms in the campus.

However, they are not satisfied with the cleanliness of washrooms in the campus.

Students are not satisfied with the Gym facility.

SECTION 4: TEACHING LEARNING AND EVALUATION

Students are satisfied with the teachers' preparation for the class and their ability to communicate with the students and their approach to teaching. They are also satisfied with the teaching-learning and evaluation system.

They are very much satisfied with the evaluation process of the internal examinations.

Students are moderately satisfied with the initiative in promoting internship, student exchange, field visit opportunities.

Students are satisfied with the teachers' conveyance of the students' competencies, course outcomes and programme outcomes. They are also satisfied with the teachers' performance regarding the necessary follow-ups with the tasks assigned to the students.

Students are satisfied with the teachers' illustration of the concepts through examples and applications. According to them, the teachers can identify students' strengths and encourage them by providing the right level of challenges. Students are also satisfied with the teachers' ability to identify students' weakness and help them to overcome them.

Students are also satisfied with the institution/teachers' use of student-centric methods, such as experimental learning, participative learning and problem-solving methodologies for enhancing learning experiences.

Students are also satisfied with the teachers' encouragement and effort to participate in extracurricular activities and inculcation of soft skills, life skills and employability skills to make them ready for the world of work.

Students are not satisfied with the teachers' use of ICT tools. So, the college should arrange the ICT tools and encourage the teachers to use them.

ATTESTED



Sibal prasad Chattopadhyay

Principal
City College, Kolkata-700009

**CITY COLLEGE
KOLKATA - 9
TEACHER FEEDBACK REPORT 2022**

Total number of responses: 92

Feedback on:

1. The courses taught by me have a good balance between theory and application:-
Totally – 57.6%
Moderately– 37%
Inadequately–5.4%

2. Contents of curriculum are as per the industry requirement:-
Totally – 25%
Moderately– 56.5%
Inadequately–18.5%

3. The objectives of the University prescribed syllabi are well defined:-
Totally – 47.8%
Moderately– 47.8%
Inadequately–4.3%

4. Infrastructural facilities required to cover the University prescribed syllabi are available in the college:-
Totally – 27.2%
Moderately– 60.9%
Inadequately–12%

5. The college provides adequate opportunities and support to faculty members for upgrading their skills and qualifications:-
Totally – 47.8%
Moderately– 45.7%
Inadequately–6.5%

6. The environment in the College is conducive to teaching and research:-
Totally – 35.9%
Moderately– 51.1%
Inadequately–13%

7. The books/journals etc. prescribed / listed by University as reference materials are relevant, updated and cover the entire syllabi:-
Totally – 52.2%
Moderately– 40.2%
Inadequately–7.6%
8. The University prescribed books are available in the College Library in sufficient numbers:-
Totally – 32.6%
Moderately– 47.8%
Inadequately–19.6%
9. I have the freedom to adopt new techniques / strategies of testing and assessment of students:-
Totally – 51.1%
Moderately– 37%
Inadequately–12%

The following analysis has been made based on the data collected from this survey :

1. The teachers are moderately satisfied with the balance between theory and application found in the courses prescribed by the affiliating university however they are not so satisfied with the contents of the curriculum in relation to industry requirements.
2. They also feel that the infrastructural facilities available in the college to address the requirement of prescribed syllabi need to be improved.
3. Members of the faculty are moderately happy with opportunities and support extended to them by the administration for upgrading their skills and qualifications.
4. The availability of teaching materials like, books and journals are available but the stock needs to be upgraded.
5. Finally the teachers feel that they enjoy an ambience of freedom which is needed for application of new teaching techniques and assessment processes. The environment of the institution is conducive to teaching and research.

ATTESTED

 *Sibal prasad Chattopadhyay*
Principal
City College, Kolkata-700009

**CITY COLLEGE
KOLKATA – 9
ALUMNI FEEDBACK REPORT & ANALYSIS 2022**

Total number of responses: 242

Pass-out years: 1968, 1979, 1987, 1997, 2002, 2008, 2013, 2016, 2017, 2020, 2022.

Regulation of study: 1. Annual System (2+1 / 1+ 1+ 1) - 76.4%

2. Semester System (CBCS) – 23.6%

Stream of Study: 1. Arts – 14.9%

2. Science – 84.7%

Programme of Study: 1. Honours – 93.8%

2. General – 6%

Feedback on:

1. Applicability/relevance of the University-prescribed syllabus to the real job market
Excellent – 28.1%
Good – 40.1%
Average – 31.8%

2. Weightage given to skill development in the University syllabus
Excellent – 20.7%
Good – 49.2%
Average – 30.2%

3. Weightage given to practical and field work component in the University-prescribed syllabus
Excellent – 38.4%
Good – 39.3%
Average – 22.3%

4. Overall quality of teaching in the College
Excellent – 65.7%
Good – 27.3%
Average – 7%

5. Experience regarding the Administrative Office of the College
Excellent – 19%

Good – 41.3%
Average – 39.7%

6. Overall infrastructure of the College

Excellent – 24.4%
Good – 53.3%
Average – 22.3%

7. Encouragement from the College towards cultural activities

Excellent – 37.2%
Good – 40.9%
Average – 21.9%

8. Encouragement from the College towards extended academic activities

Excellent – 43%
Good – 38.4%
Average – 18.6%

9. Percentage of students pursuing higher studies

M. A. – 11.2%
M. Sc. – 54.5%

10. Percentage of students qualifying the following examinations

NET – 10.7%
SET }
GATE } Negligible
JAM }
GRE }
None of the above – 81.8%

11. Percentage of students with PhD Degree

Awarded – 13.2%
Currently pursuing – 9.9%
Not pursuing – 76.9%

The following analysis has been made based on the suggestions received from the members of Alumni who participated in the survey:-

1. Requirement for modification of the University-prescribed syllabus according to the requirement of the job market
2. Requirement for proper infrastructure in the Institution to promote modern teaching process.
3. Classrooms should be upgraded and equipped with digital facilities.
4. Requirement for improvement in sports activities in the College.
5. Job-oriented courses should be introduced in the College.
6. Need for a properly functioning placement cell.
7. Renovation and repair of the College building is urgently required.
8. Requirement of improved efficiency and student-friendly behaviour in the Administrative Office of the Institution.
9. Need for an interactive platform for the alumni.

ATTESTED



Sital Prasad Chattopadhyay

Principal
City College, Kolkata-700009

**CITY COLLEGE
KOLKATA – 9
GUARDIANS' FEEDBACK REPORT & ANALYSIS 2022**

Total number of responses: 730

Responses with suggestions: 217

Responses with no suggestions: 513

1. Rating on the quality and relevance of the University curriculum:
Excellent: 15.5%
Good: 63.2%
Average: 21.4%

2. Rating on the treatment of the students by the faculty in teaching and evaluation:
Excellent: 20.1%
Good: 56.3%
Average: 23.6%

3. Rating on the University-prescribed courses in terms of their relevance to the job market:
Excellent: 11%
Good: 54.8%
Average: 34.2%

4. Rating on the overall quality of teaching in the College:
Excellent: 20.3%
Good: 58.4%
Average: 21.4%

The following analysis has been made based on the suggestions received from the members of Guardians who participated in the survey:-

1. The quality and relevance of the undergraduate syllabus prescribed by the Calcutta University need to improve.
2. Some training modules should be incorporated in the University curriculum which would facilitate the students to cope with the competitive job market.
3. The faculty of the College should be more attentive to the academic progress and evaluation of the students.
4. Renovation, maintenance and cleaning of the College building are areas which demand urgent solutions.
5. More classrooms with digital teaching facilities are needed.

6. More cooperation is needed from the Administrative Office of the College.



City College

Report on the Guardians' Satisfaction Survey - 2022 – 2023

For the academic year 2022-2023, the students' satisfaction survey was conducted through ERP Module, currently adequately operative to cope with most of the data processing task for the institution.

The following report has been prepared after a careful study of the responses received through this platform.

A thorough study of the feedbacks from the guardians leads us to the following major observations:

- a) The majority of the parents appeared to be fairly appreciative about the institutional approach towards their wards.
- b) 31.0665% of them expressed that they had found the overall quality of teaching in the institution nothing but excellent. For 56% of them it was quite good.
- c) The guardians were also very positive in their opinion about the faculty's treatment towards their wards. 59% of them found it to be quite good.
- d) They also appeared to be quite satisfied with the nature, relevance and reach of the curricula offered by the Calcutta University.

A graphical summary of the Guardians' Satisfaction Survey can be downloaded from the following link:-

<https://aimes-citycollege.in/FeedBackReports/FBDetailsChart.aspx?LinkID=2&chartname=Pie>



Sital Prasad Chattopadhyay

Principal
City College, Kolkata-700009

City College

Report on the Students' Satisfaction Survey - 2022 – 2023

For the academic year 2022-2023, the students' satisfaction survey was conducted through ERP Module, currently adequately operative to cope with most of the data processing task for the institution.

The following report has been prepared after a careful study of the responses received through this platform.

The survey had been conducted on **four** major areas of the institutional reach-out for the student community. These areas, specifically are, **the curriculum, the academic ambience, the administrative helpfulness**, and the extent of **general wellbeing** provided by the institution.

A thorough study of the feedbacks from the students leads us to the following major observations:

a) Courses offered/Curriculum –

Conceptual clarity, relevance and practical utility:

In this field the students' response had been fairly appreciative.

The course appeared to be manageable to 64.268% of students.

In terms of depth of the content, 33.831% expressed total satisfaction and 43.781% offered a reasonably fair opinion.

In terms of learning value, the course seemed to be very good to 32.170% and 45.387% expressed their satisfaction.

Regarding the relevance to real-life situations, 27.1825 of students expressed total satisfaction and 47.880% expressed adequate satisfaction.

About an overall rating of the offered course, 19.701% of the students expressed total satisfaction, for 39.900%, the course was very much satisfactory, the rest, i.e., 40.339% of the students also expressed their general satisfaction.

b) Academic ambience-

Faculty:

In this category also the students were more or less appreciative.

The students appreciated the readiness of the faculty to identify their strengths and provide adequate encouragement. 29.750% felt that the teachers are fully capable of the task and 29.750% felt that there was adequate support from the faculty.

The students also expressed their satisfaction about the teaching and mentoring process of the institution. 31.172% felt that the process was managed very well, 11.222% opined that it was significantly dealt with. 39.900% felt that it was moderately managed.

The students came forth with a high opinion regarding the preparedness of the faculty to address the daily academic needs of the pupils. 63.250% of them observed that the preparedness of the teachers was very much satisfactory.

The students were almost totally content with the behaviour of their teachers. 93.750% opined that they got very much satisfactory treatment from the faculty.

26.434% of the students found their teachers' approach to teaching, greatly motivating. To 49.127%, it was very much encouraging.

Yes, there was an area of concern among the students as 35.411% of them observed that below 29% of the faculty had adequately used ICT tools while teaching. This area definitely needs some urgent attention.

Library:

The students' satisfaction survey showed positive feedback regarding the access, ambience and resources of the Central library of the College. 86.284% of the students, who participated in the survey, paid occasional visit to the library. 13.716% were regular visitors.

Availability of the required number of titles in the library seemed satisfactory to 71.571% of the students.

A very high percentage (86.534%) of students found the behaviour of the library staff very much satisfactory.

For 81.546% of students the reading space provided in the library was quite satisfactory.

On the availability of online resources in the library, the feedback was moderate. 56.110% of the students expressed their satisfaction in this respect, but, 43.890% were not very appreciative.

Laboratories:

The students appeared to be quite satisfied with the facilities and ambience of the laboratories, managed by various departments.

Their opinions were positive about the availability of the lab staff. 86% students acknowledged that staff members were consistently available.

49.123% students felt that labs were well maintained.

A very encouraging response had been received regarding the availability equipment and materials in the laboratories. 90.201% students expressed their total satisfaction.

c) Administration:

The students expressed satisfaction in the matter of administrative helpfulness. 87.781% of students admitted that they had received all possible help from the administration.

More than 90% students offered positive feedback regarding the prompt service and systematic functioning process of the College Office.

The students, however, were varied in their opinion regarding the administration's promptness in promoting internship, student exchange and field visit opportunities. 19.750% of them felt that the issue had been properly addressed, 30% appeared to be not so satisfied.

d) Overall wellbeing:

Cleanliness and hygiene: 69.576% of the students appeared to be satisfied with the condition of the washrooms in the college premises. Regarding the comfort quotient of the classrooms, almost 80% of the students expressed total satisfaction.

Canteen: About the standard of hygiene in the canteen, 33.666% opined that the standard was high, but, 51.372% remained neutral about it. The overall service of the College canteen was reported to be quite good by 43.890% of the students. For 37.406%, it was fairly acceptable.

Gymnasium: The students' feedback records showed a mixed impression regarding the operations of the gymnasium. 27.750% of students appeared to be somewhat satisfied with the facilities available in the gymnasium. But 34.500% expressed their total dissatisfaction. This area requires immediate attention

Computer facility: 60.100% students expressed satisfaction regarding the availability of access to computer facilities in the college premises; 39.900% felt that there was room for improvement.

This report has been made on the basis of a thorough study of all the aspects of the students' satisfaction survey of the academic year 2022-2023, keeping in mind all crucial observations coming from the pupils of the institution with the expectation of speedy and appropriate solution from the administration.

Graphical summary of the Student satisfaction report can be downloaded from the following link:-

<https://aimes-citycollege.in/FeedBackReports/FBDetailsChart.aspx?LinkID=1&chartname=Pie>



Sibal prasad Chattopadhyay

Principal
City College, Kolkata-700009

City College

Report on the Teacher' Satisfaction Survey - 2022 – 2023

Total number of responses: 92

Feedback on:

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Totally – 57.6%
Moderately– 37%
Inadequately–5.4%
2. Contents of curriculum are as per the industry requirement:-
Totally – 25%
Moderately– 56.5%
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3. The objectives of the University prescribed syllabi are well defined:-
Totally – 47.8%
Moderately– 47.8%
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6. The environment in the College is conducive to teaching and research:-
Totally – 35.9%
Moderately– 51.1%
Inadequately–13%

7. The books/journals etc. prescribed / listed by University as reference materials are relevant, updated and cover the entire syllabi:-
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8. The University prescribed books are available in the College Library in sufficient numbers:-
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The following analysis has been made based on the data collected from this survey :

1. The teachers are moderately satisfied with the balance between theory and application found in the courses prescribed by the affiliating university however they are not so satisfied with the contents of the curriculum in relation to industry requirements.
2. They also feel that the infrastructural facilities available in the college to address the requirement of prescribed syllabi need to be improved.
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4. The availability of teaching materials like, books and journals are available but the stock needs to be upgraded.
5. Finally the teachers feel that they enjoy an ambience of freedom which is needed for application of new teaching techniques and assessment processes. The environment of the institution is conducive to teaching and research.



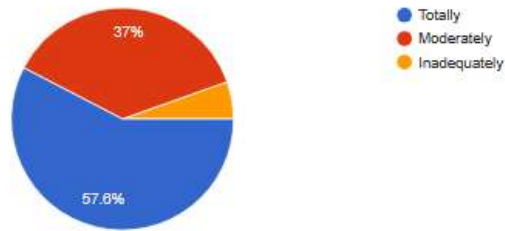
Sital Prasad Chattopadhyay

Principal
City College, Kolkata-700009

Graphical Summary of the Report:-

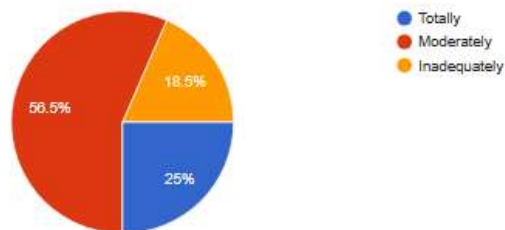
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92 responses



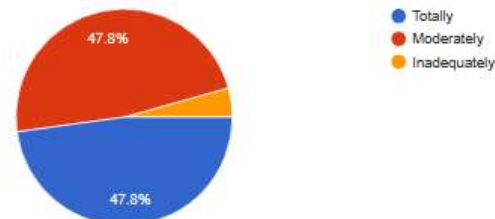
2. Contents of curriculum are as per the industry requirement:-

92 responses



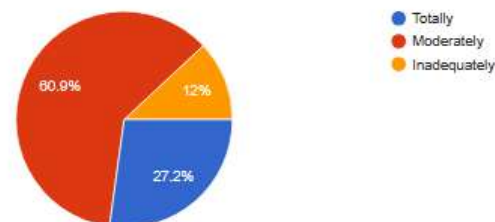
3. The objectives of the University prescribed syllabi are well defined:-

92 responses



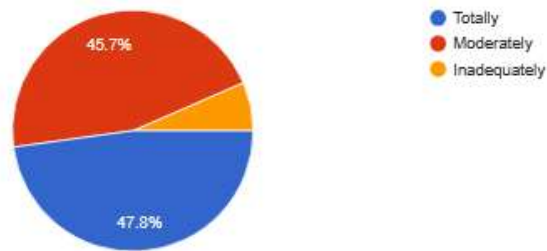
4. Infrastructural facilities required to cover the University prescribed syllabi are available in the college:-

92 responses



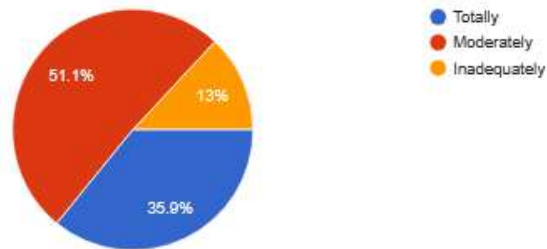
5. The college provides adequate opportunities and support to faculty members for upgrading their skills and qualifications:-

92 responses



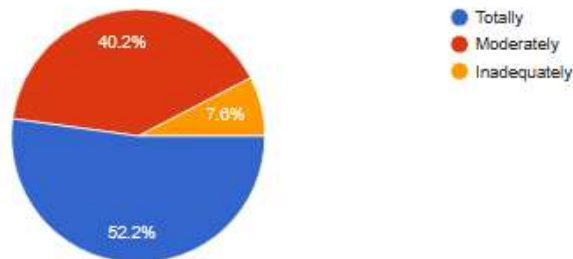
6. The environment in the College is conducive to teaching and research:-

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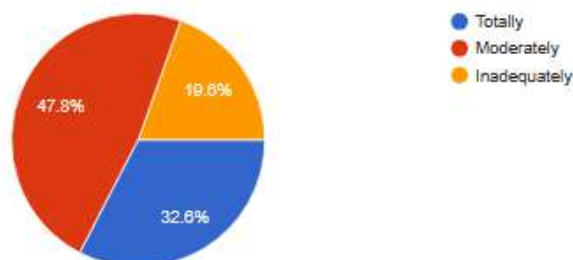
7. The books/journals etc. prescribed / listed by University as reference materials are relevant, updated and cover the entire syllabi:-

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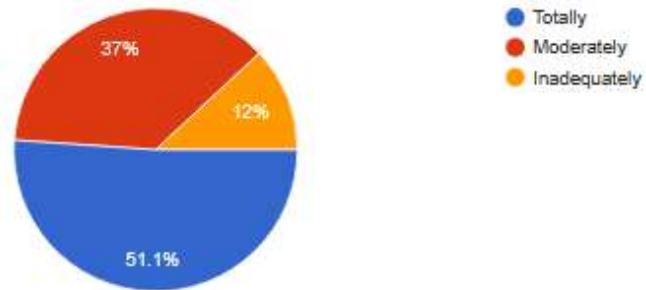
8. The University prescribed books are available in the College Library in sufficient numbers:-

92 responses



9. I have the freedom to adopt new techniques / strategies of testing and assessment of students:-

92 responses



Satish Prasad Chattopadhyay

Principal
City College, Kolkata-700009