STUDENT SATISFACTION SURVEY REPORT

2023-24

Under Criterion II of Teaching – Learning and Evaluation

STUDENT SATISFACTION SURVEY REPORT 2023-24

Under Criterion II of Teaching – Learning and Evaluation

Students constitute the prime stake holders of a higher educational institution. Their satisfaction level with regard to the teaching and learning process is one of the important indicators that justifies the need for the existence and growth of the institution. To assess the Satisfaction level of the students, feedback is collected from them at the end of each year. For collecting feedback a questionnaire in Google Form containing 24 questions in 5 point Likert Scale was sent to the entire student community of the college. Among them, 834 students from all the department responded and their responses are statistically analyzed and is presented in the table given below.

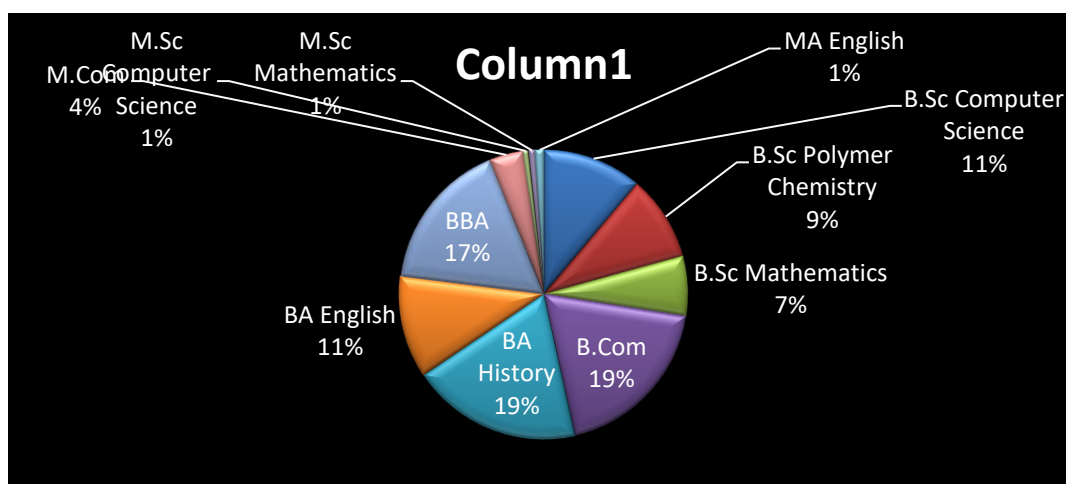| Programme	No of Respondents	Percentage
B.Sc Computer Science	93	11.20
B.Sc Polymer Chemistry	80	9.60
B.Sc Mathematics	56	6.70
B.Com	159	19.10
BA History	159	19.10
BA English	95	11.40
BBA	141	16.90
M.Com	32	3.80
M.Sc Computer Science	5	0.60
M.Sc Mathematics	6	0.70
MA English	8	1.00
Total	**834**	**100.0**

Table Showing the Summary of Analysis of Students' Satisfaction Survey

Sl. No	Parameters	1 (in %))	2 (in %)	3 (in %)	4 (in %)	5 (in %	Total (In %)
1.	How much of the syllabus was covered in the class? (Write 5 - 85 to 100%; 4 – 70 to 84%; 3 - 55 to 69%; 2 – 30 to 54% and 1 –Below 30%)	2.4	3.7	7.3	21.6	65.0	100
2.	How well did the teachers prepare for the classes? (Write 5 – Thoroughly; 4 – Satisfactorily; 3 – Poorly; 2 - Indifferently; and 1 - Won't teach at all)	0.5	1.0	2.8	60.4	35.4	100
3.	How well are the teachers able to communicate? ?(write 5 - Always effective; 4 – Sometimes effective; 3 - Just satisfactorily; 2 - Generally ineffective and 1 - Very poor communication)	0.6	1.6	9.4	25.3	63.2	100
4.	The teacher's approach to teaching can best be described as (5 – Excellent; 4 – Very good; 3 – Good; 2 – Fair and 1- Poor)	0.6	1.7	20.5	35.9	41.4	100
5.	Fairness of the internal evaluation process by the teachers (5- Always fair; 4 - Usually fair; 3 – Sometimes unfair; 2 – Usually unfair; 1– Unfair)	2.0	0.2	12.0	39.4	46.3	100
6.	Was your performance in assignments discussed with you (5- Every time; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)	2.2	5.3	15.7	38.7	38.1	100
7.	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students (5 – Regularly; 4 – Often; 3 – Sometimes; 2 – Rarely 1 - Never)	7.4	11.4	21.7	28.8	30.7	100
8.	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth (5 - Significantly; 4 - Very well; 3 – Moderately; 2 Marginally ; 1 - Not at all)	4.0	5.8	1.4	58.6	30.2	100
9.	The institution provides multiple opportunities to learn and grow (5 -	1.7	3.5	18.7	45.4	30.7	100

	Strongly agree; 4 – Agree; 3 - Neutral; 2 – Disagree; 1 – Strongly disagree)					
10.	Teachers inform you about your expected competencies, course outcomes and programme outcomes (5 -Every time; 4 – Usually; 3– Occasionally/Sometimes; 2 - Rarely; 1 - Never)	1.2	3.8	14.3	40.0	40.6	100
11.	Your mentor does a necessary follow-up with an assigned task to you (5 -Every time ; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1 - Never)	1.4	4.3	11.4	42.9	39.9	100
12.	The teachers illustrate the concepts through examples and applications (5 -Every time ; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1 - Never)	0.8	2.5	9.5	36.5	50.7	100
13.	The teachers identify your strengths and encourage you with providing right level of challenges (5 – Fully; 4 - Reasonably; 3 -Partially; 4 - Slightly; 5 - Unable to)	3.8	6.1	12.6	38.4	39.1	100
14.	Teachers are able to identify your weaknesses and help you to overcome them (5 -Every time ; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)	4.2	7.8	14.4	33.2	40.4	100
15.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process(5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	1.2	4.8	16.4	45.1	32.5	100
16.	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences. (5- To a great extent; 4 – Moderate; 3 – Somewhat; 2 - Very little; 1 – Not at all)	2.8	6.1	12.5	44.6	34.1	100
17.	Teachers encourage you to participate in extracurricular activities. . (5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	1.2	4.3	14.5	42.2	37.8	100

No.	Question						
18.	Training offered by college to improve soft skills, life skills and employability skills make you ready for the world of work(5– To a great extent; 4- Moderate; 3 – Somewhat; 2 - Very little; 1– Not at all)	4.0	7.4	14.5	38.8	35.3	100
19.	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching (5- Above 90%; 4 - 70 – 89%; 3 50 – 69%; 2 – 30 – 49%; 1 - Below 29%)	9.1	7.4	17.9	38.5	27.1	100
20.	The overall quality of teaching-learning process in your institute is very good (5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	0.4	1.7	12.8	45.3	39.8	100
21.	How do you rate the infrastructure of the college e (5 – Excellent; 4 – Very good; 3 – Good; 2 – Fair and 1- Poor)	1.2	2.3	14.0	27.2	55.3	100
22.	How do you rate the curriculum (5 – Excellent; 4 – Very good; 3 – Good; 2 – Fair and 1- Poor)	1.9	4.4	21.1	38.6	33.9	100
23.	The office staff of the college offers every possible help to satisfy your office related enquiries. (5- Strongly agree; 4 – Agree; 3- Neutral; 2 – Disagree; 1– Strongly disagree)	1.1	3.6	17.4	42.9	35.0	100
24.	The interaction of the office staff with you is always (5 – Excellent; 4 - Very good; 3 – Good; 2 – Fair and 1- Poor)	3.5	5.5	23.3	35.1	32.6	100

Source: Survey Data

Students' Satisfaction Survey Report

This report presents the analysis of students' responses based on the satisfaction survey conducted in the institution. The survey covered various aspects of the educational experience, including teaching quality, curriculum, infrastructure, and administrative support. Below is a detailed summary of each parameter, highlighting the overall satisfaction levels of the students. Below is a detailed analysis of each parameter based on the responses gathered.

1. **Overall Satisfaction**: The majority of students (84.17%) rated various aspects of the teaching-learning process positively, with an overall mean score of 4.15, indicating high levels of satisfaction.
2. **Syllabus Coverage**: 86.60% of students were satisfied with the syllabus coverage in classes, with over 97% of the syllabus reportedly being covered in the classroom.
3. **Teacher Preparedness**: 95.8% of students felt that their teachers were well-prepared for the classes, and the mean rating for this aspect was 4.29 (SD = 0.61), suggesting strong approval.
4. **Communication and Teaching Approach**: 88.5% of students positively assessed the communication skills of their teachers, while 77.3% rated their teachers' teaching approach as excellent or very good.
5. **Fairness in Evaluation**: 85.8% of students felt the internal evaluation process was fair.
6. **Teacher Feedback**: 76.8% of students reported that teachers discussed their performance in assignments, reinforcing the idea of continuous feedback.
7. **Institutional Opportunities**: 59.5% of students acknowledged that the institution takes active interest in promoting opportunities like internships, student exchanges, and field visits.
8. **Mentoring and Growth**: 88.8% of students stated that the teaching and mentoring process in the college supported their social, cognitive, and emotional growth. Additionally, 76.1% of students believed the institution provided multiple opportunities for learning and growth.
9. **Clear Expectations**: 80.6% of students felt that teachers provided them with necessary information regarding competencies, course outcomes, and program outcomes.
10. **Mentor-Mentee Relationship**: 82.8% of students reported that their mentor effectively followed up on assigned tasks.
11. **Teaching Methods**: 87.2% of students were satisfied with the teaching methods, especially the use of examples and applications to illustrate concepts.
12. **Support for Development**: 77.5% of students agreed that teachers helped identify their strengths and weaknesses and provided challenges to encourage improvement.
13. **Student Engagement in Quality Improvement**: 77.6% of students felt the institution actively engaged them in the monitoring and continuous improvement of the teaching-learning process.
14. **Student-Centric Teaching**: 78.7% of students appreciated the use of student-centric learning methodologies by their teachers.

15. **Co-Curricular Activities**: 80% of students felt encouraged by teachers to participate in co-curricular and extracurricular activities.
16. **Soft Skills and Employability Training**: 74.1% of students were satisfied with the training offered by the college to improve soft skills, life skills, and employability.
17. **ICT Use in Teaching**: 65.6% of students positively assessed the use of ICT tools by teachers in the classrooms.
18. **Overall Teaching-Learning Quality**: 85.1% of students considered the overall quality of the teaching-learning process to be very good.
19. **Infrastructural Facilities**: 82.5% of students expressed satisfaction with the infrastructural facilities provided by the college.
20. **Curriculum Satisfaction**: 72.5% of students found the curriculum to be good and satisfactory.
21. **Office and Administrative Staff**: 77.9% of students were satisfied with the service rendered by the office and administrative staff.
22. **Interaction with Administrative Staff**: 67.8% of students reported good interaction with the office and administrative staff.

Conclusion

Overall, the feedback suggests high levels of student satisfaction in many areas of the college experience, including teaching quality, student support, institutional opportunities, and administrative services. However, there are a few areas, such as the use of ICT tools and the training for soft skills, where there may be room for further improvement.

Based on the feedback report, here are some suggestions for improving various aspects of the teaching-learning environment and student satisfaction:

1. Enhancing ICT Integration in Teaching

- **Current Situation**: 65.6% of students positively responded regarding the use of ICT tools in classrooms.
- **Suggestion**: Increase the integration of ICT tools in teaching and learning processes. Faculty could be encouraged to use multimedia, online resources, and digital platforms more frequently. Regular training sessions on effective use of ICT tools for teachers could be organized to ensure consistent and impactful usage across all departments.

2. Improving Soft Skills and Employability Training

- **Current Situation**: 74.1% of students were satisfied with the soft skills, life skills, and employability training offered.

- **Suggestion**: Expand and diversify the training programs aimed at soft skills, life skills, and employability to ensure they cater to all student needs. More workshops, industry internships, and collaborations with companies could help students develop the necessary skills to excel in the job market. Additionally, consider offering personalized career counseling to address individual aspirations.

3. Increase Active Engagement in Internship and Field Visit Opportunities

- **Current Situation**: 59.5% of students felt that the institution actively promotes internship, student exchange, and field visit opportunities.
- **Suggestion**: Strengthen efforts to promote and facilitate internships, field visits, and student exchange programs. The college can collaborate more with industries, companies, and other institutions to create a wider range of opportunities. A dedicated placement cell could work closely with students to guide them in securing internships and job placements.

4. Focus on Curriculum Enhancement

- **Current Situation**: 72.5% of students rated the curriculum as good and satisfactory.
- **Suggestion**: Regularly review and update the curriculum to keep it relevant to current industry trends and student needs. Student feedback on the curriculum should be continuously incorporated, and the inclusion of new and emerging fields of study should be considered. Additionally, more hands-on learning experiences, such as projects and case studies, could be introduced to complement theoretical learning.