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Student's Satisfaction Survey

Student Satisfaction Survey Analysis And Action taken report

(Session 2020-21)

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Introduction:

The Students Satisfaction Survey (SSS) of students on curricular aspect is used to improve the quality of academics and enrichment of academic facilities at college. In this Students Satisfaction Survey (SSS), the academic components such as objectives of the course, relevance of syllabus, allocation of marks and evaluation process of course, scientific advancement, laboratory component, etc. are covered.

Objectives of the Survey:

Following points are taken into account for Student Satisfaction Survey

1. To measure and improve the student satisfaction level on their experiences with college facilities like infrastructure, physical facilities, etc.
2. To identify and improve the student satisfaction level about the student support services.
3. To measure and improve the student satisfaction level about the teacher communication.
4. To understand and advance the student satisfaction level about the quality of teaching-learning resources.
5. To identify and improve the student satisfaction level about the teaching environment.
6. To measure the effectiveness of teaching methods adopted by the teachers.
7. To understand and improve the student satisfaction regarding the internal assessment evaluation by the department.
8. To measure and improve the quality of social and mental health of the students.
9. To measure the effectiveness of mentor-mentee scheme and accordingly make necessary changes in the existing scheme.
10. To conduct the SWOT analysis and accordingly arrange programs to help the students to improve their personality.

Process of Students Satisfaction Survey

The following points are taken into account for conducting the survey.

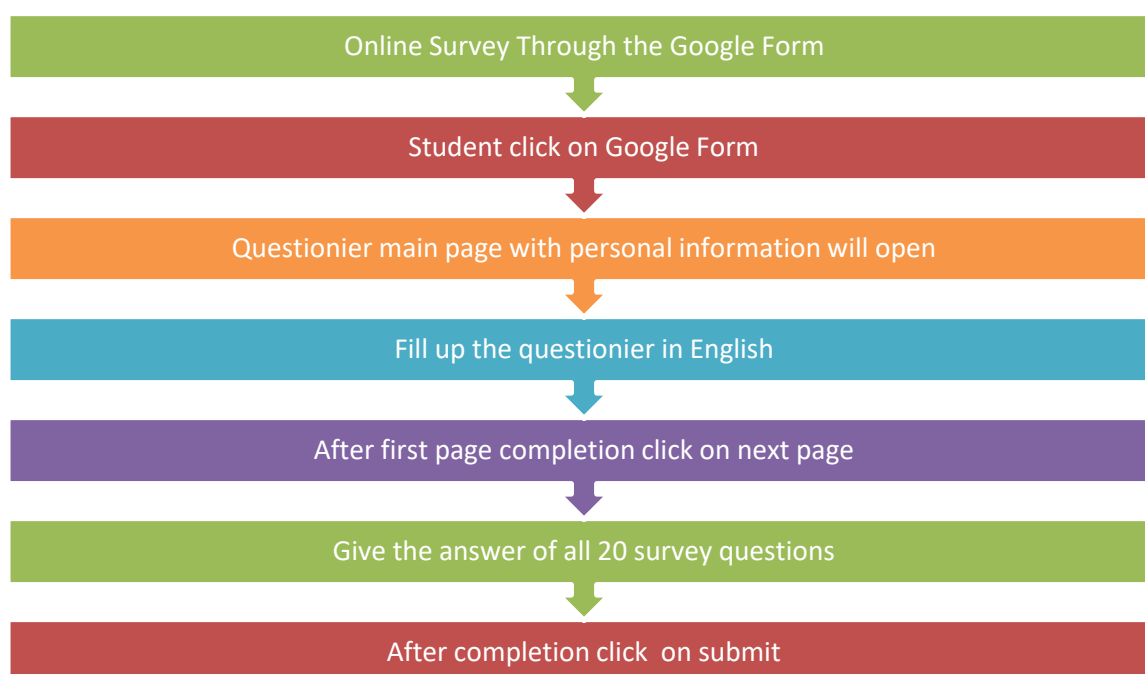
1. Method of Online Survey.
2. Selection of sample for Survey.
3. Designing and finalization of Questionnaire
4. Schedule of the Survey
5. Collection of data and information from Questionnaire.
6. Analysis and interpretation of collected data and information.

7. Action taken report.

8. Display on college website and notice board.

1. Method of Online Survey

The questionnaire is to be filled up through an online survey. The student will be required to go through the Google Form provided by the college and respondent will have to click on SSS online questionnaire. Thereafter online questionnaire main page will open. There is an option of filling up the questionnaire in English Language. Student may begin to fill up the questionnaire. When the first page of the questionnaire is filled up then only navigation to the next page will take place. In case, it is not possible to fill up the questionnaire due to internet connectivity or any other reason then it is requested that questionnaire to be filled up offline and the printed version should be sent to Co-ordinator, NAAC Criterion II.



2. Sample Selection of Students

It is the initiative and responsibility of the SSS Co-ordinator to conduct the survey. The Co-ordinator may facilitate the task of conducting the survey by assigning a teacher the responsibility of conducting the survey. SSS google form has been sent to all the students of B.A. and B.Sc. course. The student's satisfaction survey in the form of google form were sent to the all students (584) through the WhatsApp group or email. All the students were instructed to fill the SSS Google form within the time limit (2nd week of July to 2nd week of August). After the completion of time limit all the data collected from Google form. After this, coordinator of Criteria with committee members analyzed and interpreted the data.

3. Designing and finalization of Questionnaire

Questionnaire is purely objective type and except general information in which student has to fill the information such as Email id, Name of the student, Name of the college, Name of the degree, Name of faculty and Contact details. Then there were 20 questions on Syllabus, teachers, teaching methods, examination and graduate outcome, campus and governance, skills and employability, capabilities of students and students' representation. In Questionnaire 5 options were given and student was supposed to tick only one option. Most of the questions relate to satisfaction level of students. Satisfaction level is to be given on 5 point scale. 5 indicate lowest level of satisfaction and 1 indicates highest level of satisfaction. Students are advised to tick appropriate option based on their experiences in the college.

4. Schedule of the Survey

The Students Satisfaction survey for the academic year 2020-2021 was conducted at the end of session. Due the COVID-19 pandemic situation, college was conducted online Students Satisfaction survey during 2nd week of July 2021 to 2nd week of August 2021.

5. Collection of data and information from Questionnaire

The students satisfaction survey includes 20 questions comprising of teaching learning process, relevance of syllabus, allocation of marks and evaluation process of course, scientific advancement, laboratory component etc. Data and information regarding SSS Questionnaire has been collected from the student in the form of google form.

6. Analysis and interpretation of collected data and information

The forms of students satisfaction survey were provided to 586 number of students in online mode during academic session 2020-2021. 183 number of students were responded to the students satisfaction survey. The student's satisfaction survey form includes 20 questions on curriculum, college development and college facility aspects. The question wise student responses were received and recorded in the following table. The student students satisfaction survey feedback is also graphically represented from figure 1 to figure 20.

Sr. No.	Parameters	Students response in %				
		Excellent	Very Good	Good	Average	Below Avg.
1	How much of the syllabus was covered in the class?	22.4%	43.7%	15.3%	10.9%	7.7%
2	How well did the teacher prepare for the class?	22.4%	58.5%	7.7%	4.4%	7.1%
3	How well were teachers able to communicate?	48.1%	21.9%	12.6%	10.4%	7.1%
4	Overall impression about online teaching learning.	21.9%	34.4%	34.4%	4.4%	4.9%
5	Fairness of the online/ offline internal evaluation process by the teachers	47.5%	32.2%	13.7%	2.2%	4.4%
6	Internet connectivity at your home for online teaching learning / distant education?	21.3%	47.5%	18%	8.2%	4.9%
7	The college take active interest in student exchange and field visit for students.	41.5%	17.5%	27.3%	5.5%	8.2%
8	The teaching and mentoring process in college facilitates you in cognitive, social and emotional growth.	18.0%	62.8%	12.6%	1.1%	5.5%
9	How helpful are your teachers while studying online?	29.0%	54.1%	8.2%	4.9%	3.8%
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	57.4%	20.8%	15.3%	4.9%	1.6%
11	Your mentor does a necessary follow up with the assigned task to you.	46.4%	25.1%	16.4%	8.2%	3.8%
12	The teachers illustrate the concept through the examples and application.	50.3%	25.1%	11.5%	7.7%	5.5%
13	The teachers identify your strength and encourage you with providing right level of challenges.	43.2%	30.1%	19.7%	4.4%	2.7%
14	Teachers are able to identify your weaknesses and help you to overcome them	48.6%	25.7%	14.8%	7.1%	3.8%
15	The college makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	26.2%	51.9%	16.4%	3.8%	1.6%
16	Teachers encourage you to participate in extra-curricular activities.	35.0%	42.6%	14.2%	6.0%	2.2%
17	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.	36.6%	31.1%	18%	11.5%	2.7%
18	What percentage of teachers use ICT tools such as LCD projector, multimedia, etc. while teaching?	27.3%	34.4%	27.3%	3.3%	7.7%
19	The overall quality of teaching-learning process In your institute is very good.	28.4%	47%	18.6%	3.8%	2.2%
20	Approach toward developing professional skills among the students and help them to fulfill career goals.	48.6%	25.7%	15.8%	6.0%	3.8%

1. How much of the syllabus was covered in the class by online/offline mode?

183 responses

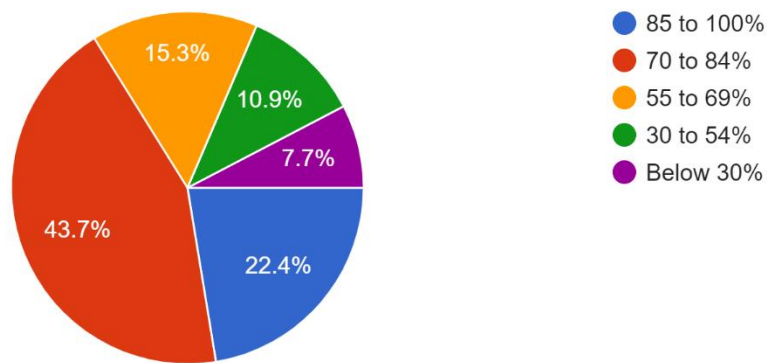


Figure No. 1

43.7 % of students gave very good and only 7.7 % of students gave below average remarks

2. How well did the teacher prepare for the classes?

183 responses

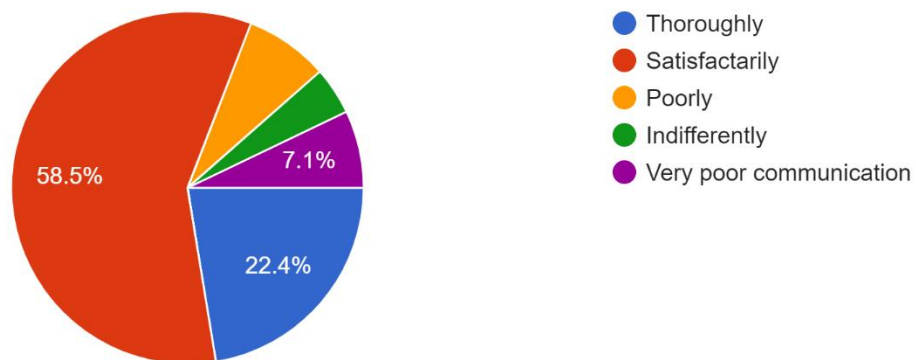


Figure No. 2

58.5 % of students gave very good and only 7.1 % of students gave below average remarks

3. How Well were teachers able to communicate?

183 responses

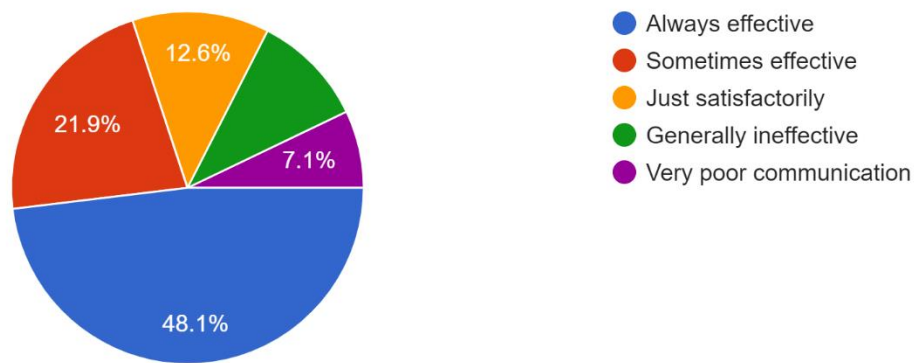


Figure No. 3

48.1 % of students gave excellent and only 7.1 % of students gave below average remarks

4. Overall impression about online teaching learning.

183 responses

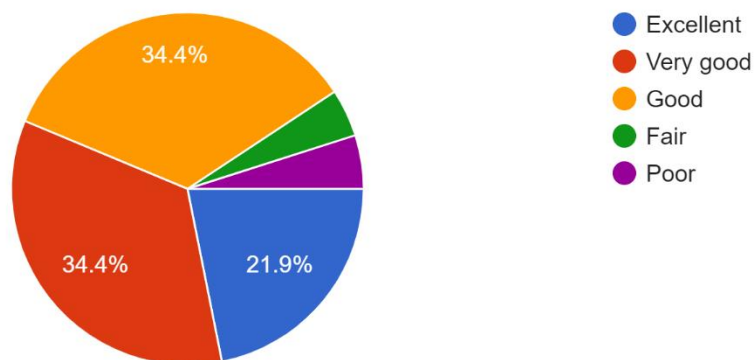


Figure No. 4

34.4 % of students gave very good and only 4.9 % of students gave below average remarks

5. Fairness of the online/ offline internal evaluation process by the teachers.

183 responses

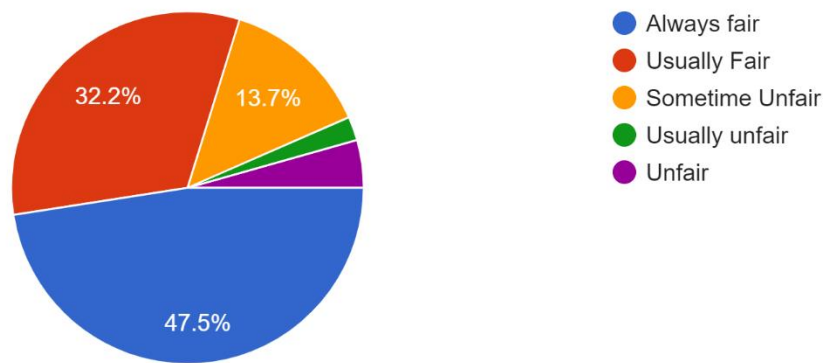


Figure No. 5

47.5 % of students gave excellent and only 4.4 % of students gave below average remarks

6. Internet connectivity at your home for online teaching learning / distant education?

183 responses

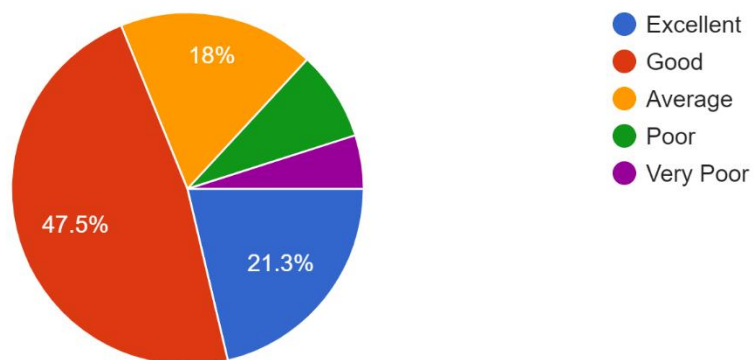


Figure No. 6

47.5 % of students gave very good and only 4.4 % of students gave below average remarks

7.The college take active interest in student exchange and field visit for students.

183 responses

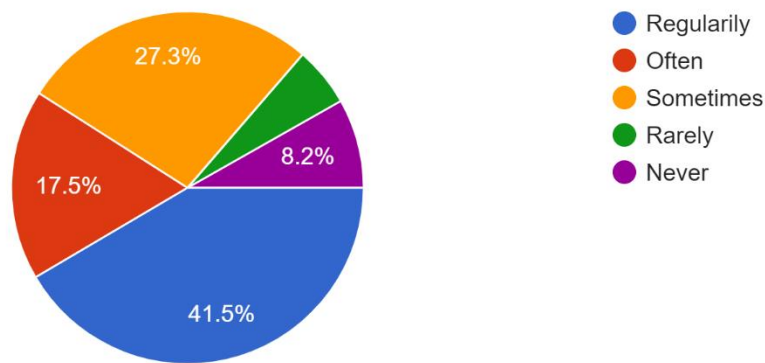


Figure No. 7

41.5 % of students gave excellent and only 8.2 % of students gave below average remarks

8. The teaching and mentoring process in your college facilitates you in cognitive, social and emotional growth.

183 responses

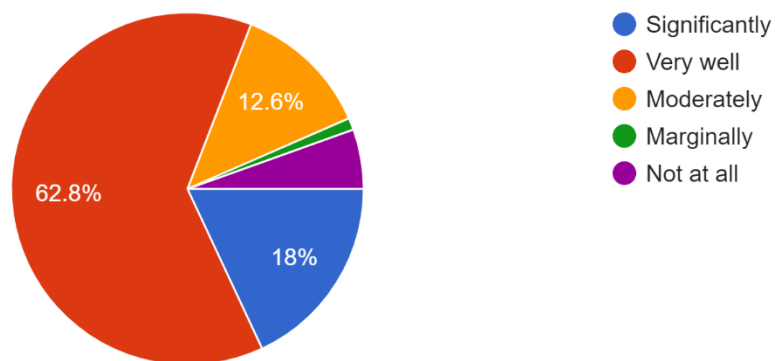


Figure No. 8

62.8 % of students gave very good and only 5.5 % of students gave below average remarks

9. How helpful are your teachers while studying online?

183 responses

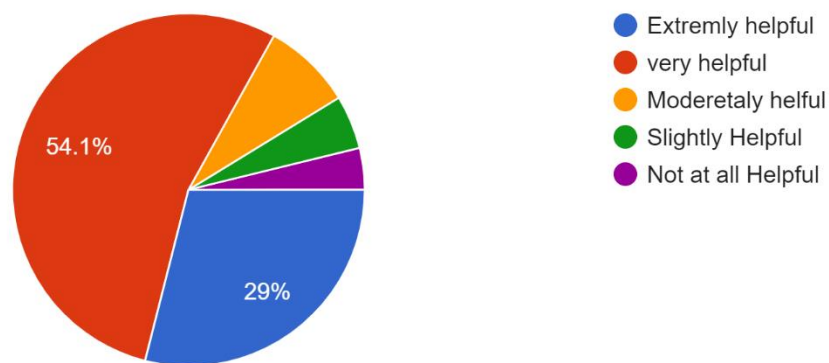


Figure No. 9

54.1 % of students gave very good and only 3.8 % of students gave below average remarks

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

183 responses

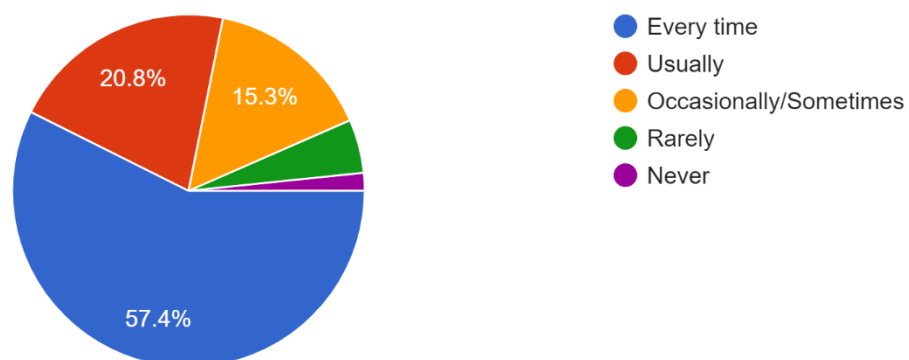


Figure No. 10

57.4 % of students gave Excellent and only 1.6 % of students gave below average remarks

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

183 responses

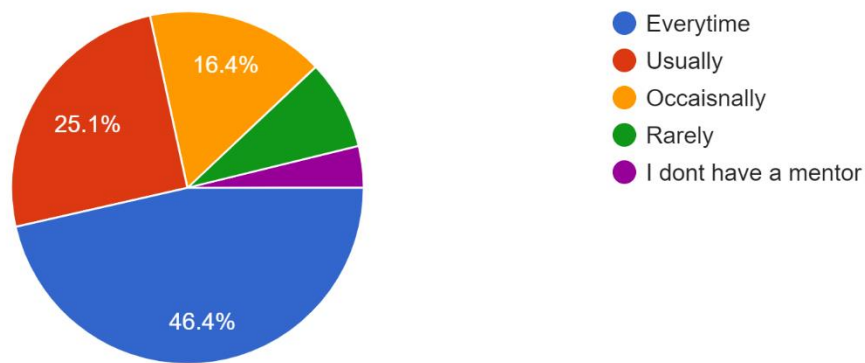


Figure No. 11

46.4 % of students gave Excellent and only 3.8 % of students gave below average remarks

12. The teacher illustrates the concept through the examples and application

183 responses

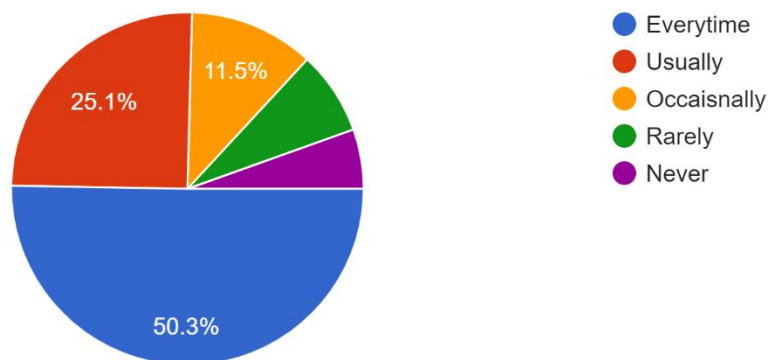


Figure No. 12

50.3 % of students gave Excellent and only 5.5 % of students gave below average remarks

13.The teacher identify your strength and encourage you with providing right level of challenges.

183 responses

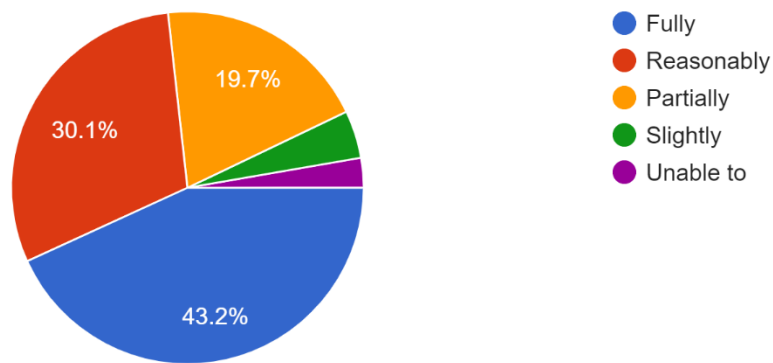


Figure No. 13

43.2 % of students gave Excellent and only 2.7 % of students gave below average remarks

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

183 responses

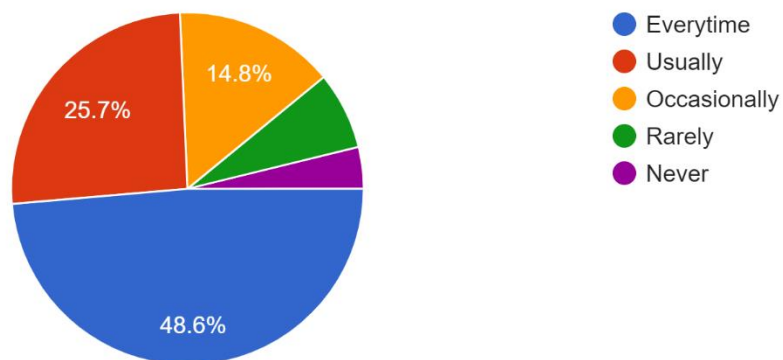


Figure No. 14

48.6 % of students gave very good and only 3.8 % of students gave below average remarks

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

183 responses

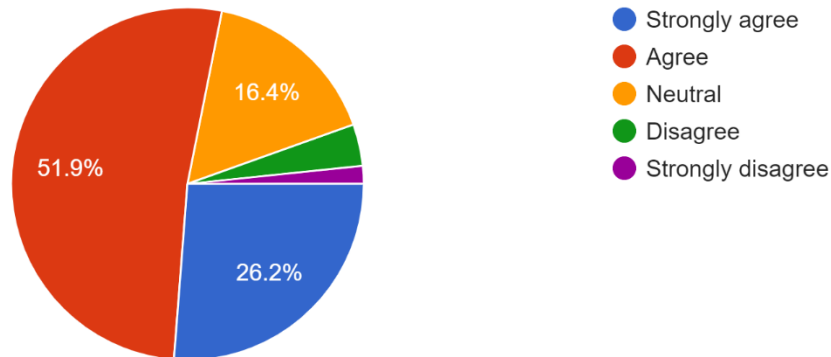


Figure No. 15

51.9 % of students gave very good and only 1.6 % of students gave below average remarks

16.Teacher encourage you to participate in online/offline extra curricular activities.

183 responses

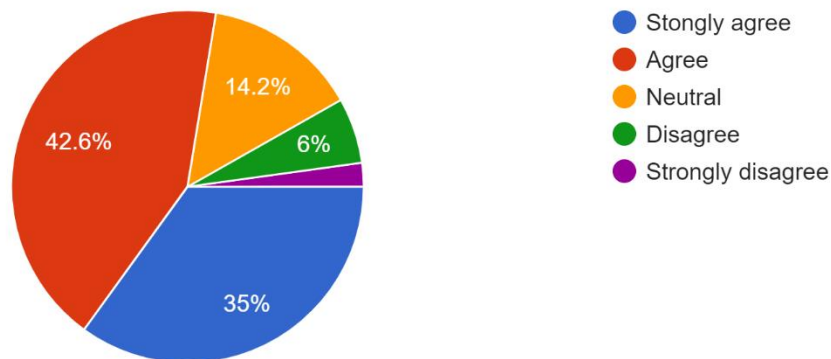


Figure No. 16

42.6 % of students gave very good and only 2.2 % of students gave below average remarks

17.Efforts are made by the college/ teachers to inculcate soft-skills, life skills and employability skills to make you ready for the world of work.

183 responses

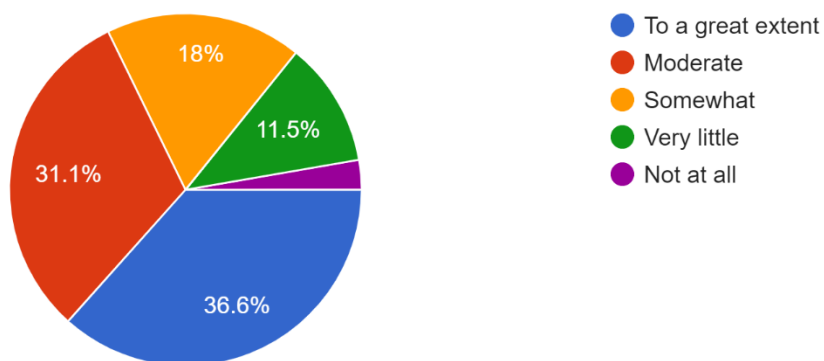


Figure No. 17

36.6 % of students gave very good and only 2.7 % of students gave below average remarks

18. what percentage of teachers use ICT tools such as LCD projector, multimedia (google meet/ zoom meet/ whatsapps), etc . while teaching.

183 responses

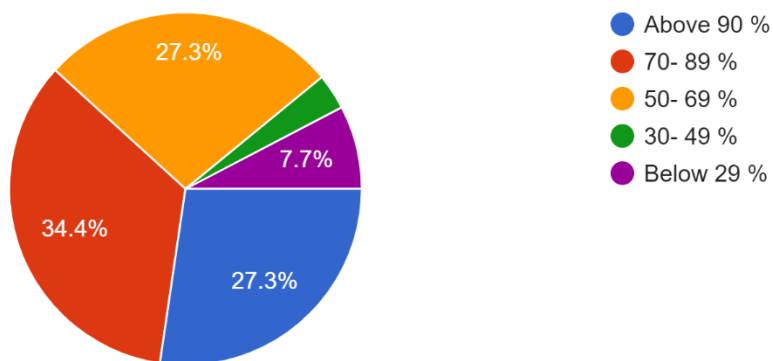


Figure No. 18

34.4 % of students gave very good and only 7.7 % of students gave below average remarks

19.The overall quality of teaching - learning process in your college is very good .

183 responses

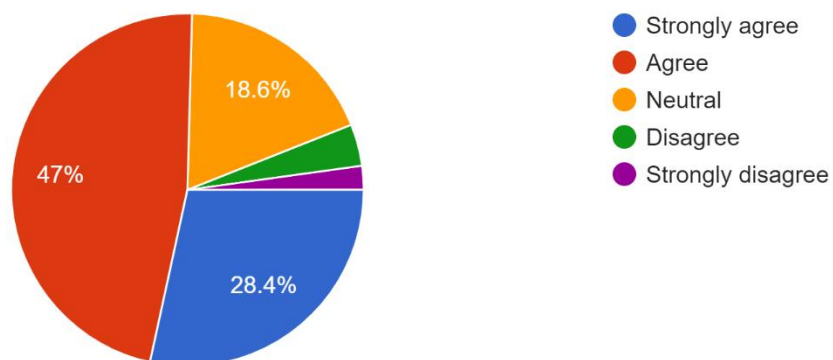


Figure No. 19

47 % of students gave very good and only 2.2 % of students gave below average remarks

20. Approach toward developing professional skills among the students and help them to fulfill career goals.

183 responses

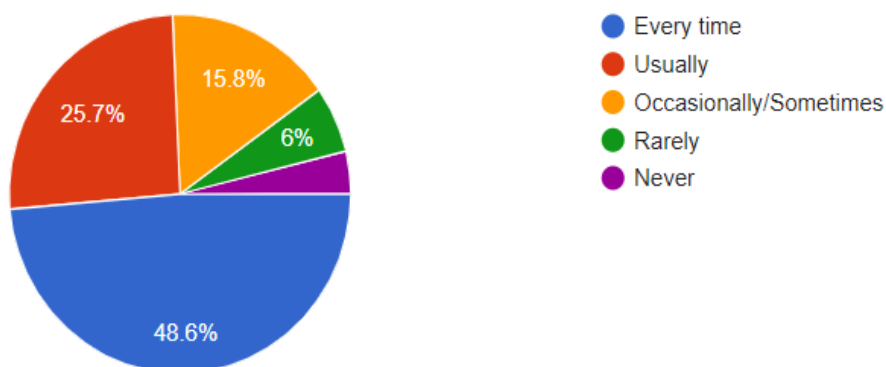
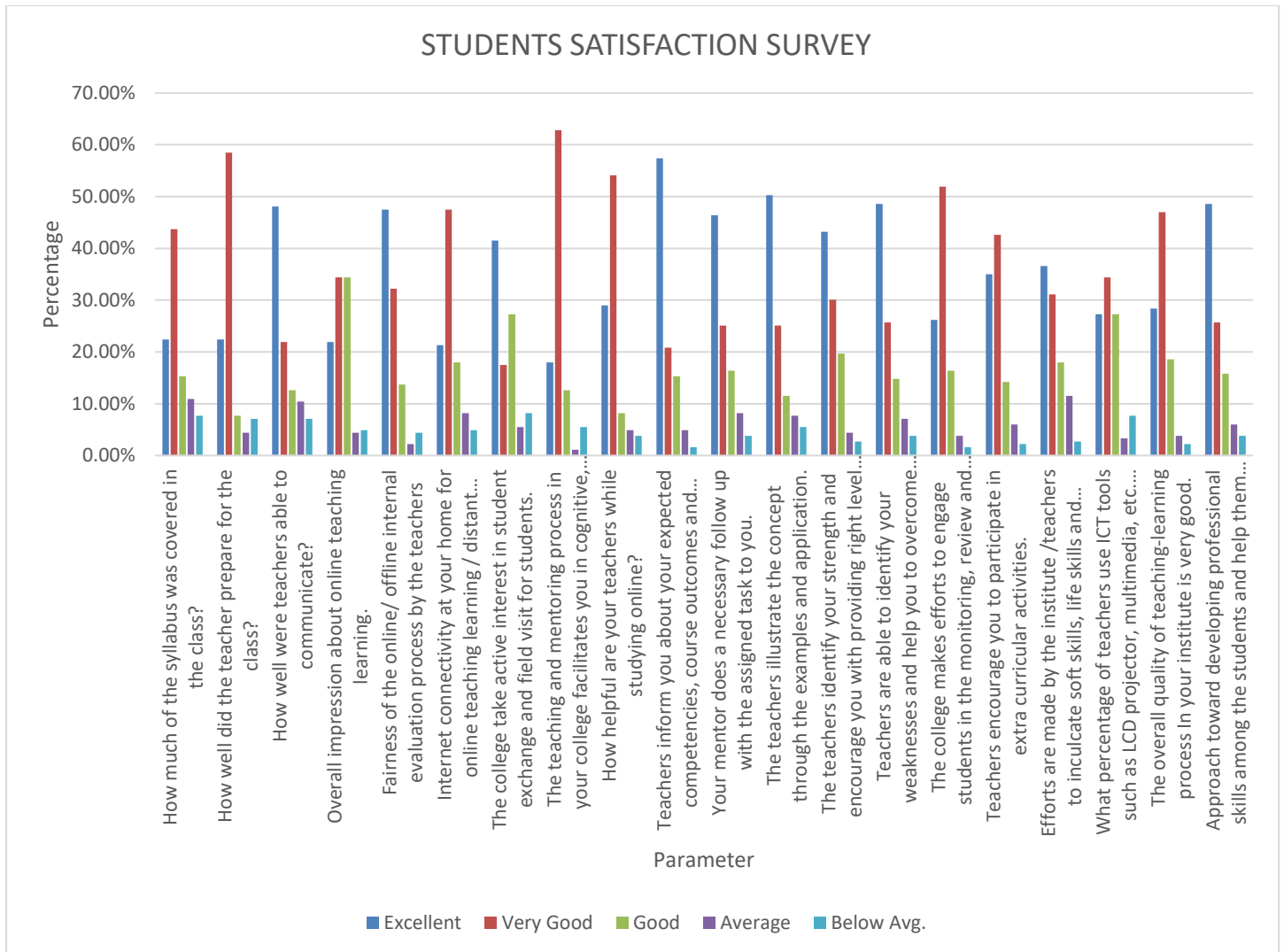


Figure No. 20

48.6 % of students gave very good and only 3.8 % of students gave below average remarks

GRAPHICAL REPRESENTATION OF STUDENT SATISFACTION SURVEY



7. Action taken report

The action taken report prepared by IQAC, recommended by the College Development Committee and approved by Governing Body of the college is represented as below. It is made available on college website for all stakeholders. The action taken report will be seriously taken as step toward improving the curriculum, College Development, College Facility aspects at college level and in general improving the quality of academic in specific.

Sr. No.	Suggestion	Action taken
1.	To improve soft skills, life skills and employ ability skills to make you ready for the world of work.	Personality and soft skill development committee has taken initiative for improving soft skill, life skill and student employability skills.
2.	To improve the percentage of syllabus taught in the class	IQAC and Academic monitoring committee has taken initiative to increase the percentage of syllabus taught in the classes.
3.	To improve communication between teachers and students	IQAC and Academic monitoring committee has taken initiative to improve the communication between teachers and students.

8. Display on college website and notice board

After the final approval of report of the Students Satisfaction survey, the SSS report displayed on college website via web link and also displayed on college notice board for all the stakeholders.

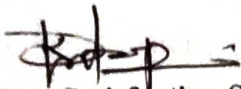
Conclusion:

The present survey has been undertaken with the objectives to study the perception and satisfaction level of students towards college infrastructure, physical facilities, student support services, teacher communication, quality of teaching-learning resources, teaching environment etc.

It has been found in the survey that the students perceives the college infrastructure, physical facilities, student support services, teacher communication, quality of teaching-learning resources, teaching environment either very good or excellent and overall behavior of college administration and teachers towards them.

The students selected for this survey reported the teaching learning process of the college on the positive sides in terms of coverage of syllabus, communication skills and ability of teachers to identify and overcome weaknesses, teachers encouragement to participate in extracurricular activities, internal evaluation process of the college, use of ICT tools while teaching.

It is found that in the survey less than 10 % of students gave average remarks for syllabus completion, communication skills, soft skills, life skills, employability skills. These point are taken in account in the College Development Committee for discussion and after fruitful discussion, action taken report has been prepared for academic session 2021-22.



**Student Satisfaction Survey
Co-ordinator**



IQAC Co-ordinator
Co-ordinator
Internal Quality Assurance Cell
Indira Gandhi Kala Mahavidyalaya
Ralegaon



Principal
PRINCIPAL
Indira Gandhi Kala Mahavidyalaya
Ralegaon Dist. Yavatmal

