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Student's Satisfaction Survey

Student Satisfaction Survey Analysis And Action taken report

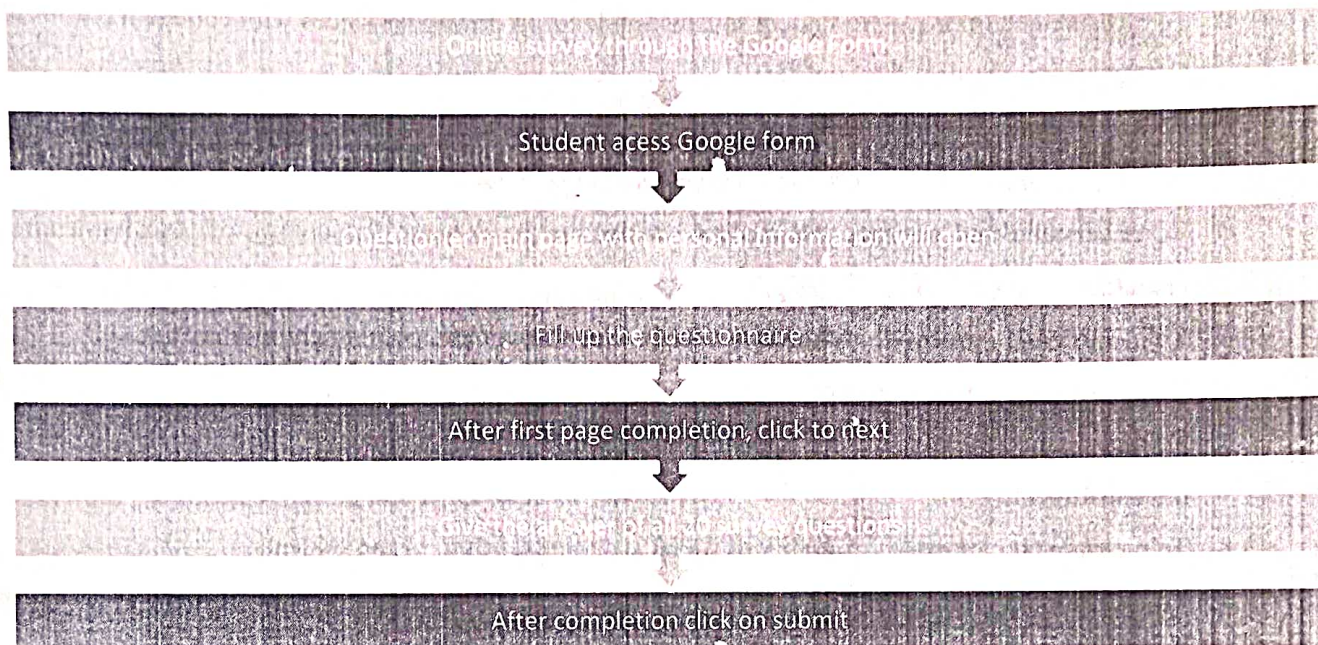
(Session 2021-22)

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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 (610) through the WhatsApp group or email. All the students were instructed to fill the SSS Google form within the time (1st week of May 2022 to 3rd week of May 2022). 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.

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.

Analysis of Students Satisfaction Survey

The forms of students satisfaction survey were provided to 610 number of students in online mode during academic session 2021-2022. 283 number of students responded to students satisfaction survey were (46.39%). The student's satisfaction survey form includes 20 questions on curriculum, college development and college facility aspects. The question wise student responses received are recorded in the following table. The student students satisfaction survey feedback is also graphically represented in figure.

Sr. No.	Parameters	Students response in %				
		Excellent	Very Good	Good	Average	Below Avg.
1	How much of the syllabus was covered in the class by online/offline mode?	37.8%	41%	15.9%	3.9%	1.4%
2	How well did the teacher prepare for the class?	24.0%	54.8%	12.7%	3.5%	4.9%
3	How well were teachers able to communicate?	58.0%	20.5%	12.4%	6.0%	3.2%
4	The teacher's approach to teaching can best be described as.	32.9%	41%	23.0%	2.5%	0.7%
5	Fairness of the online/ offline internal evaluation process by the teachers	53.7%	30.7%	9.5%	3.2%	2.8%
6	Was your performance in assignments/test/tutorial discussed with you?	64.7%	20.5%	10.6%	2.8%	1.4%
7	The college take active interest in student exchange and field visit for students.	59.45 %	17.3%	18.7%	2.8%	1.8%
8	The teaching and mentoring process in your college facilitates you in cognitive, social and emotional growth.	24.4%	65.0%	7.8%	2.5%	0.4%
9	The institution provides multiple opportunities to learn and grow	31.4%	50.2%	14.1%	2.5%	1.8%
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	58.7%	27.6%	7.4%	4.6%	1.8%
11	Your mentor does a necessary follow up with the assigned task to you.	57.6%	26.1%	6.7%	7.8%	1.8%
12	The teachers illustrate the concept through the examples and application.	55.1%	24.7%	12.0%	6.0%	2.1%
13	The teacher identify your strength and encourage you with providing right level of challenges.	53.7%	25.1%	15.5%	3.9%	1.8%
14	Teacher are able to identify your weaknesses and help you to overcome them	59%	23.3%	9.2%	6.0%	2.5%
15	The college makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	31.1%	47.0%	15.9%	4.9%	1.1%
16	Teachers encourage you to participate in extracurricular activities.	31.4%	49.1%	13.8%	4.2%	1.4%
17	Efforts are made by the institute /teachers to inculcate soft skills, life skills and employ ability skills to make you ready for the world of work.	44.5%	33.6%	11.7%	7.1%	3.2%
18	what percentage of teachers use ICT tools such as LCD projector, multimedia (google meet/ zoom meet/ whatsapp), etc . while teaching.	24.7%	51.9%	16.3%	3.5%	3.5%
19	The overall quality of teaching-learning process in your institute is very good.	33.9%	49.1%	12.0%	3.9%	1.1%
20	Approach toward developing professional skills among the students and help them to fulfill career goals.	60.4%	26.1%	6.4%	4.6%	2.5%

3. Designing and finalizing 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 the faculty and contact details. Then there will be 20 questions on Syllabus, teachers, teaching methods, examination and graduate outcome, campus and governance, skill 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 indicate highest level of satisfaction. Students are advised to tick appropriate options based on their experiences in the college. There is one extra question where we ask them three observation / suggestions to improve the overall teaching – learning experience in the college.

4. Schedule of the survey

The Students Satisfaction survey for the academic year 2021-2022 is conducted at the end of session through online mode from 1st week of May 2022 to 3rd week of May 2022.

5. Collection of data and information from questionnaire

The students satisfaction survey includes questions comprising of teaching learning process, relevance of syllabus, allocation of marks and evaluation process of course, scientific advancement, laboratory component. 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 student satisfaction survey were provided 610 number of students in online mode during academic session 2021-22. 283 number of students were responded to the student satisfaction survey. The students satisfaction survey form includes 20 questions on curriculum, college development and college facility aspect. The questions include five options where students have to rate them according to their experience. The question wise student response was received and recorded in the following table. The student satisfaction survey feedback is also graphically represented from figure 1 to figure 20. Also students were asked to write their suggestions for the improvement of teaching learning process.

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

283 responses

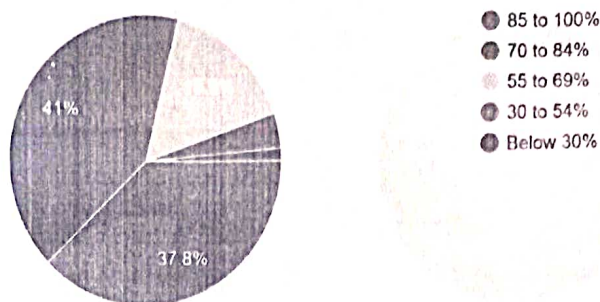


Figure No. 1

41% of student gave very good and only 1.4% gave below average remark.

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

283 responses

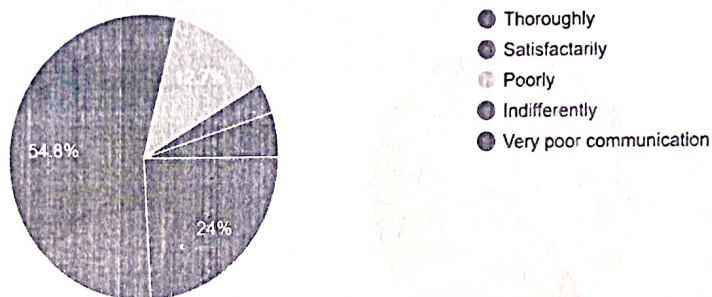


Figure No. 2

54% of student gave satisfactory and only 4.9 % gave below average remark.

3. How Well were teachers able to communicate

283 responses

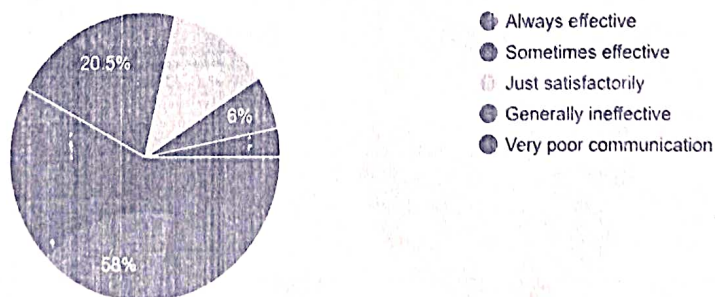


Figure No. 3

58 % of student gave excellent and only 3.2 % gave below average remark.

4. The teacher's approach to teaching can best be described as.

283 responses

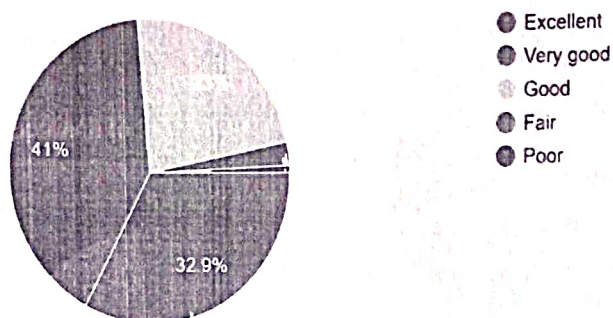


Figure No. 4

41 % of student gave excellent and only 0.7 % gave below average remark.

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

283 responses

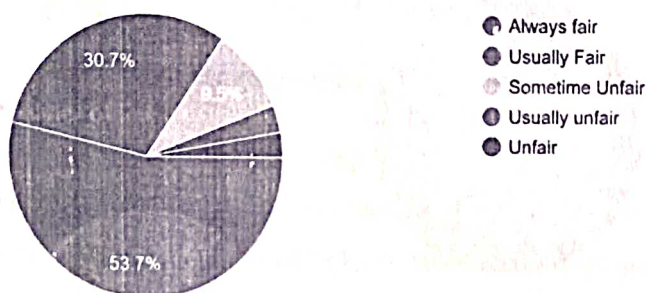


Figure No. 5

53.7 % of student gave excellent and only 2.8 % gave below average remark.

6. Was your performance in assignments/test/tutorial discussed with you?

283 responses

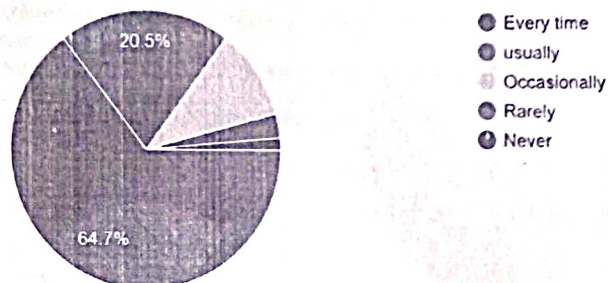


Figure No. 6

64.7 % of student gave excellent and only 2.8 % gave below average remark.

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

283 responses

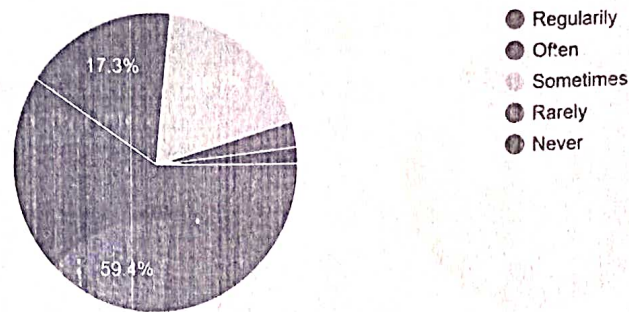


Figure No. 7

59.4 % of student gave excellent and only 18 % gave below average remark.

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

283 responses

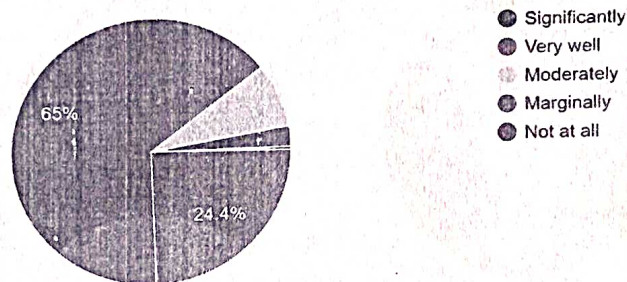


Figure No. 8

65 % of student gave very good and only 0.4 % gave below average remark.

9. The institution provides multiple opportunities to learn and grow

283 responses

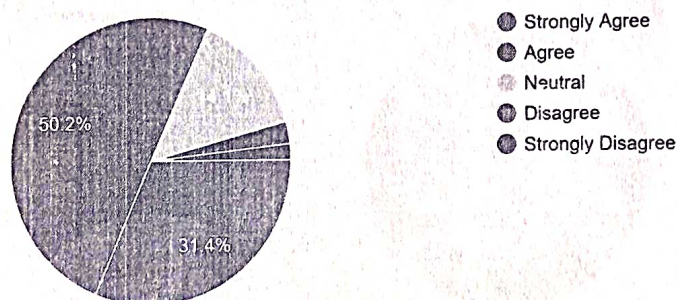


Figure No. 9

50.2 % of student gave very good and only 1.8 % gave below average remark.

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

283 responses

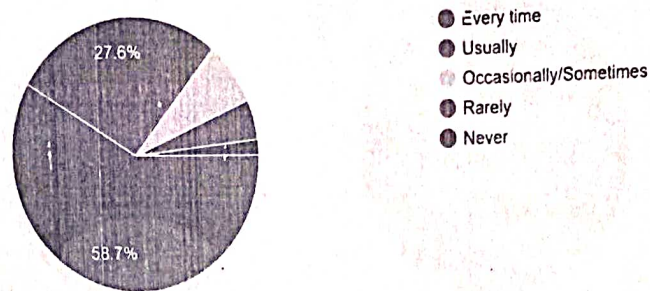


Figure No. 10

58.7 % of student gave excellent and only 1.8 % gave below average remark.

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

283 responses

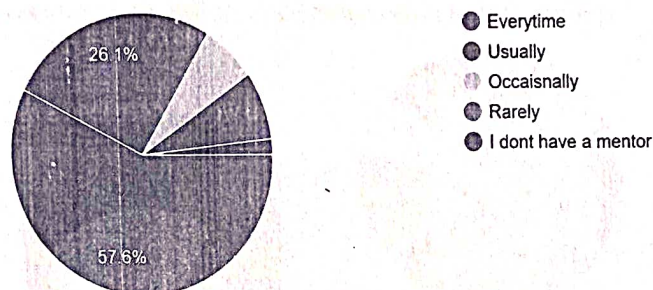


Figure No. 11

57.6 % of student gave excellent and only 1.8 % gave below average remark.

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

283 responses

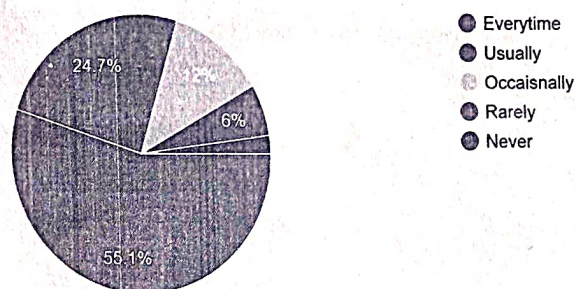


Figure No. 12

55.1 % of student gave excellent and only 2.1 % gave below average remark.

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

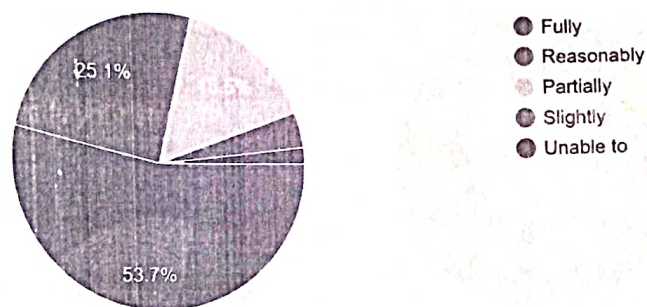


Figure No. 13

53.7 % of student gave excellent and only 1.8 % gave below average remark.

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

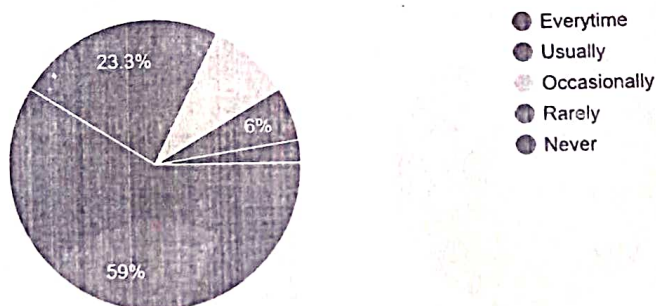


Figure No. 14

59 % of student gave excellent and only 2.5 % gave below average remark.

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

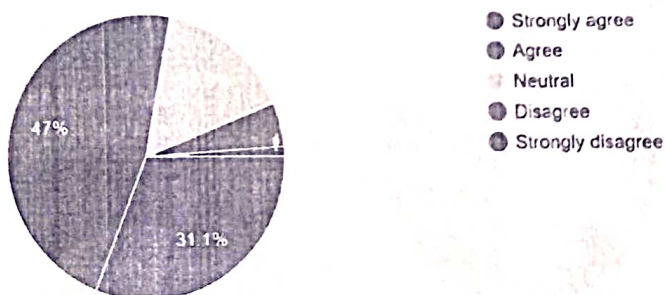


Figure No. 15

47 % of student gave very good and only 1.1 % gave below average remark.

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

283 responses

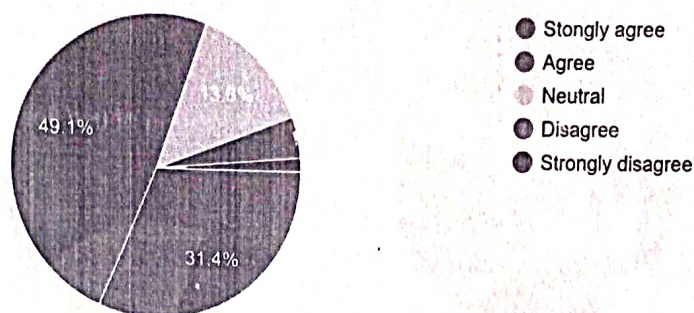


Figure No. 16

49.1 % of student gave very good and only 1.4 % gave below average remark.

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.

283 responses

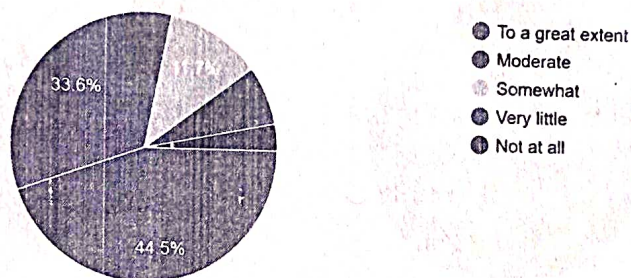


Figure No. 17

44.5 % of student gave excellent and only 3.2 % gave below average remark.

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

283 responses

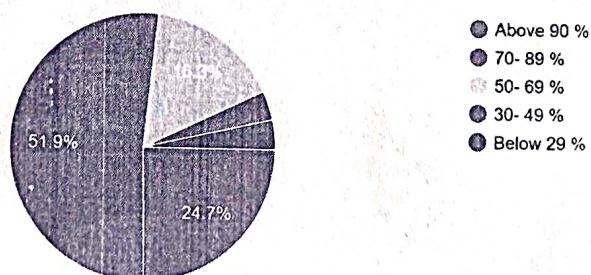


Figure No. 18

51.9 % of student gave very good and only 3.5 % gave below average remark.

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

283 responses

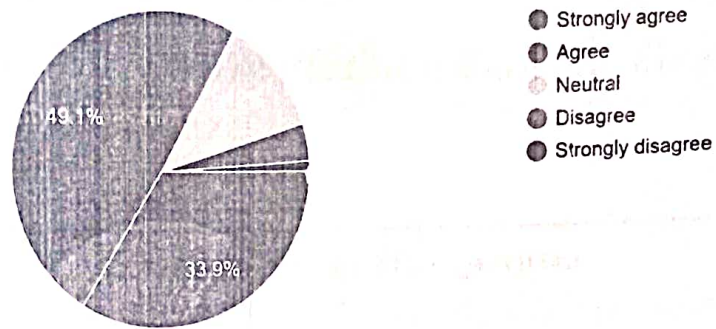


Figure No. 19

49.1 % of student gave very good and only 1.1 % gave below average remark.

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

283 responses

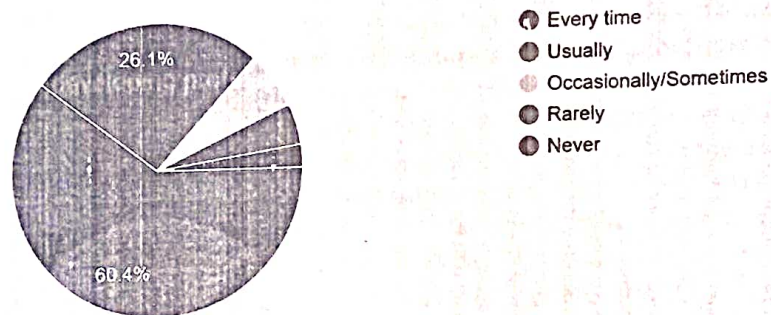
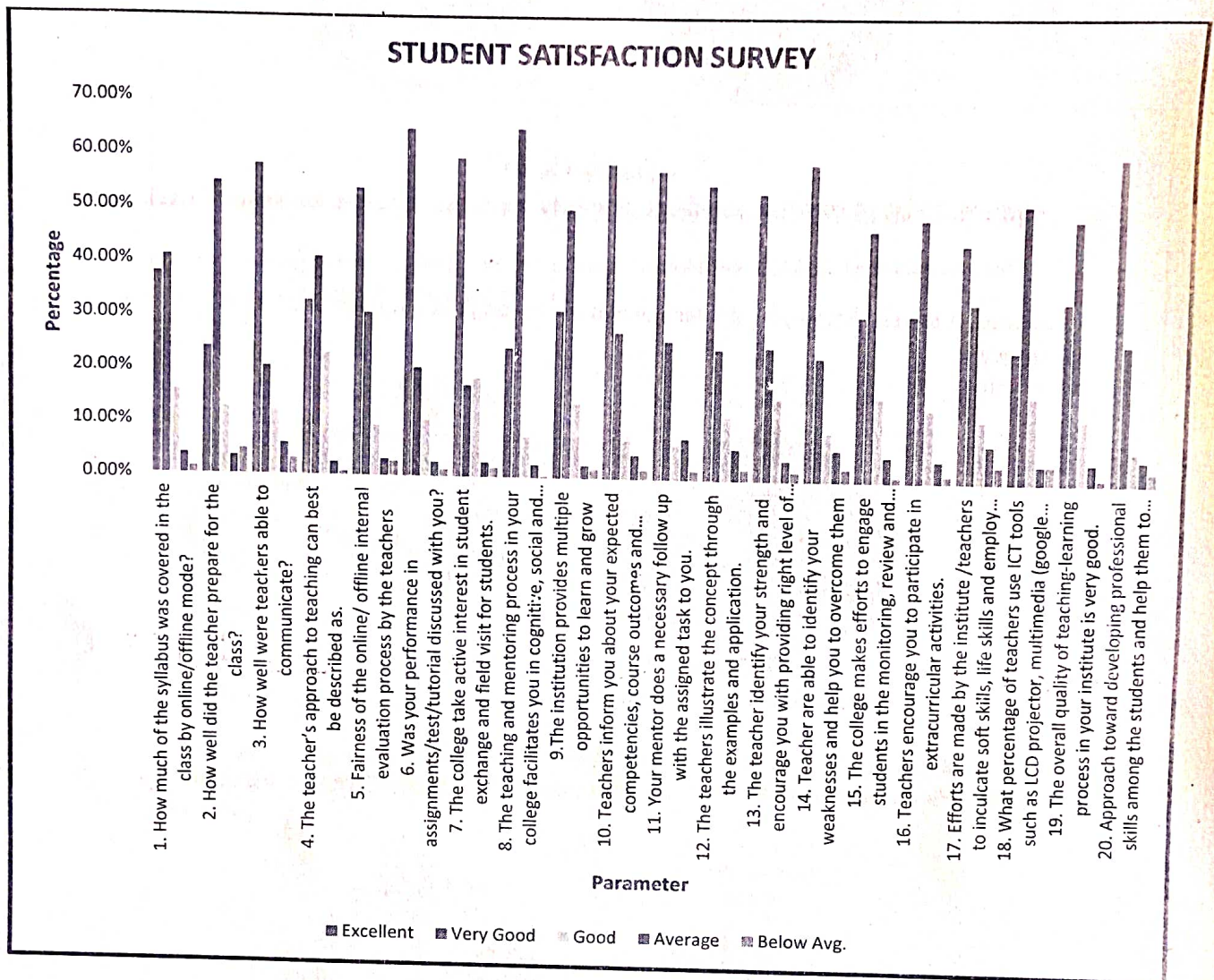


Figure No. 20

60.4 % of student gave excellent and only 2.5 % gave below average remark.

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 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.	A computer lab with internet facility accessible to all student.	It was decided in the meeting of IQAC and CDC to equip the existing computer centre and the departments of the college with high-speed internet facility through optical fiber cable.
2.	To use modern teaching technology Use better graphics and visual media to engage students	The college has an ICT room that was recently updated with an interactive board. The physics department has a projector installed in the laboratory for effective teaching learning as well as seminar, project work, etc. The departments of Botany and Zoology each have <u>their own</u> projectors for teaching and learning.
3.	Balancing between college programme and lectures	It has been decided Cocurricular/extracurricular and extension activities will be organised after the completion of theory and practical classes according to the timetable, i.e. after 4 p.m. every day. Only students from the relevant target group will be allowed to participate in the event based on the activity objectives.
4.	Projects for learning	It was decided in the meeting of IQAC and CDC to allot project work on recent trends and local social issues to students of B.Sc. Semester IV. It was also decided to motivate students to take part in "Avishkar-2023" an university level project and model making presentation competition hosted by Sant Gadge Baba Amravati University, Amravati.
5.	Teachers are able to communicate with students freely Try to reach every student and ask for their doubts	During mentor-mentee meetings, students are encouraged to freely interact with teachers. The interaction includes a discussion of student issues such as academic issues, financial constraints, health issues, etc.
6.	Focus on students aiming for games and sports	The Department of Sports and Physical Education monitors students on a regular basis through group discussions and class-based sessions. The college has updated playgrounds for volleyball, kho-kho, kabaddi, and other sports. Also created the athletic running track. The handball field is also being renovated.

8. Display on college website and notice board

After the final approval of report the student satisfaction survey, the SSS report displayed on college website via weblink and also displayed on college notice board for all the stakeholders.

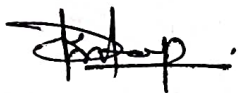
Conclusion:

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 perceive 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.

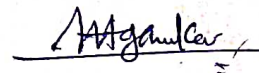
The students suggested a computer lab with internet facility accessible to all students, use of modern teaching technology, balancing between college programmes and lectures, learning through projects, free communication with teachers for their issues and doubts and special attention to students aiming for games and sports. These points 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.



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