

GOVT. D.B. GIRLS' P.G. AUTONOMOUS COLLEGE

Raipur C.G.



STUDENT SATISFACTION SURVEY

REPORT

2022-23

Govt. D.B. Girls' P.G. Autonomous college, Raipur.
Student Satisfaction Survey

Key Indicator - 2.7.1
Under Criterion II of Teaching – Learning and Evaluation

Content:

1. Objectives
2. Survey Methodology
3. Participants Detail
4. Questionnaire
5. Analysis of Survey
6. Findings and Survey Results
7. Action Plans for Continual Improvement
8. Conclusions.

1. Objectives-

Student Satisfaction Survey (SSS) is one of the mandatory criteria set by National Assessment and Accreditation Council (NAAC). It is also a pre qualifier for Assessment and Accreditation of the institution. From 2019 onwards the NAAC has endeavored to conduct a Student Experience Survey, the results of which will go into the accreditation process. The Survey includes 20 competency based questions, responses to which are given anonymously by students of the institution. This survey corresponds to an institute level feedback on infrastructure and learning experience.

2. Survey Methodology-

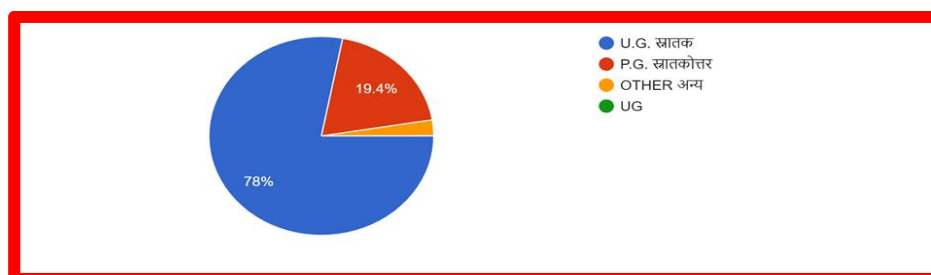
Govt. D.B. Girls' P.G. Autonomous college, Raipur, is conducting many feedbacks/surveys on continuous basis. Students Satisfaction Survey (SSS) is one among these surveys. This survey includes majorly the questionnaire recommended by NAAC. Apart from Teaching-Learning and Evaluation aspects, the survey has included the institution infrastructural and welfare aspects too. The organization of survey, guidelines, questionnaire and the results are provided as follows.

We implemented SSS on-line through google form during the month of August 2019 to

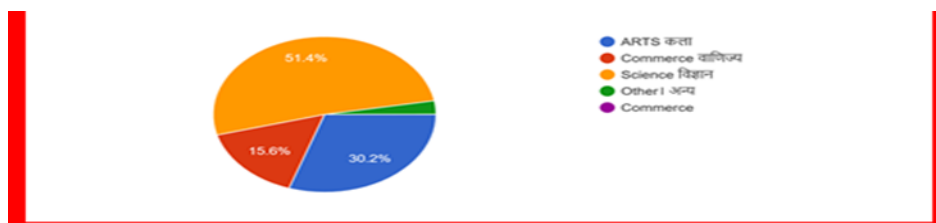
3. Participants Detail -

1. No. of Students who have given feedback: - 1860

2. Students percent in Program



3. Student's percent in subject



4. Questionnaire-

1. How much of the syllabus was covered in the class?

4	3	2	1	0
85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%

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

4	3	2	1	0
Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all

3. How well were the teachers able to communicate?

4	3	2	1	0
Always effective	Sometimes effective	Just satisfactorily	Generally ineffective	Very poor communication

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

4	3	2	1	0
Excellent	Very good	Good	- Fair	Poor

5. Fairness of the internal evaluation process by the teachers.

4	3	2	1	0
Always fair	Usually fair	Sometimes unfair	Usually unfair	Unfair

6. Was your performance in assignments discussed with you?

4	3	2	1	0
Every time	Unusually	Occasionally/Sometime	Rarely	Never

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

4	3	2	1	0
Regularly	Often	Sometimes	Rarely	Never

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

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

9. The institution provides multiple opportunities to learn and grow.

4	3	2	1	0
Strongly agree	agree	Neutral	Disagree	Disagree

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

4	3	2	1	0
Every time	Usually	Occasionally/Sometimes	Rarely	Never

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

4	3	2	1	0
Every time	Usually	Occasionally/Sometimes	Rarely	I don't have a mentor

12.The teachers illustrate the concepts through examples and applications.

4	3	2	1	0
Every time	Usually	Occasionally/Sometimes	Rarely	Never

13. The teachers identify your strengths and encourage you with providing right level of challenges.

4	3	2	1	0
Fully	– Reasonably	– Partially	Slightly	– Unable to

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

4	3	2	1	0
Every time	Usually	Occasionally/Sometimes	Rarely	Never

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

4	3	2	1	0
Strongly agree	agree	Neutral	Disagree	Disagree

16.The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

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

17. Teachers encourage you to participate in extracurricular activities.

4	3	2	1	0
Strongly agree	agree	Neutral	Disagree	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.

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

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?

4	3	2	1	0
Above 90%	70 – 89%	50 – 69%	30 – 49%	Below 29%

20.The overall quality of teaching-learning process in your institute is very good.

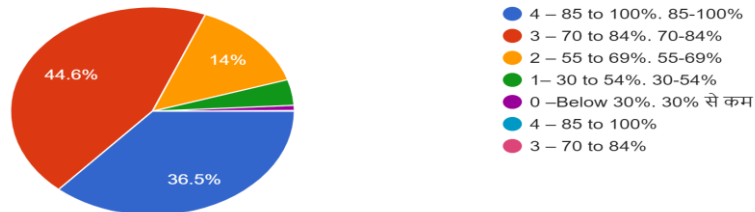
4	3	2	1	0
Strongly agree	agree	Neutral	Disagree	Disagree

21.Give three observations / suggestions to improve the overall teaching – learning experience in your institution.

5. Analysis of Survey-

The observations/ outcome of SSS is as follows:

1. How much of the syllabus was covered in the class? . 1. कक्षा में कितने % पाठ्यक्रम को कवर किया गया था?



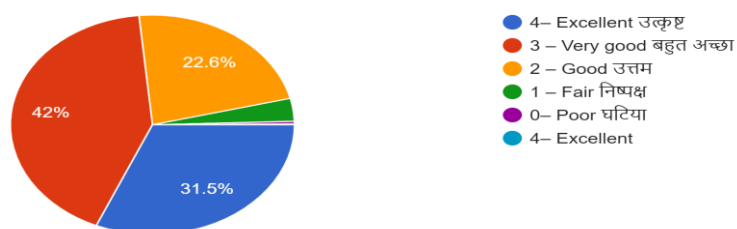
2. How well did the teachers prepare for the classes? 2. कक्षाओं के लिए शिक्षक ने कितनी अच्छी तरह से तैयार किया है।



3. How well were the teachers able to communicate? 3. शिक्षक संवाद करने में कितने सक्षम है?

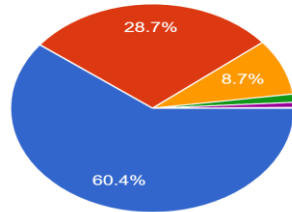


4. The teacher's approach to teaching can best be described as.. शिक्षण दृष्टिकोण से शिक्षकों को सबसे अच्छा बताया जा सकता है।



5. Fairness of the internal evaluation process by the teachers. शिक्षकों द्वारा आंतरिक मूल्यांकन प्रक्रिया की निष्पक्षता

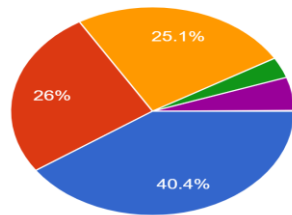
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- 4 – Always fair हमेशा निष्पक्ष
- 3 – Usually fair आमतौर पर निष्पक्ष
- 2 – Sometimes unfair कभी-कभी अनुचित
- 1 – Usually unfair आमतौर पर अनुचित
- 0 – Unfair अनुचित
- 4 – Always fair

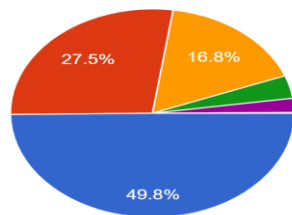
6. Was your performance in assignments discussed with you? आपके कार्य प्रदर्शन के संबंध में आपसे चर्चा की गई थी

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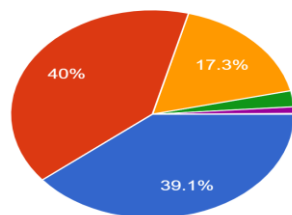
- 4 – Every time हर बार
- 3 – Usually आमतौर पर
- 2 – Sometimes कभी-कभी
- 1 – Rarely दुर्लभ
- 0 – Never कभी नहीं
- 4 – Every time
- 3 – Usually

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. महाविद्यालय प्रशिक्षण छात्र विनिमय, क्षेत्र अध्ययन के संबंध में रुचि रखते हैं।
2,425 responses



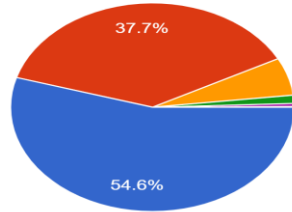
- 4 – Regularly नियमित
- 3 – Often अक्सर
- 2 – Sometimes कभी-कभी
- 1 – Rarely दुर्लभ
- 0 – Never कभी नहीं
- 4 – Regularly

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. महाविद्यालय में शिक्षण और सलाह प्रक्रिया...माजिक और भावनात्मक विकास में सुविधा प्रदान करता है।
2,425 responses



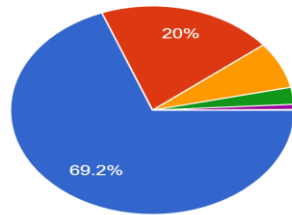
- 4 – Significantly काफी महत्वपूर्ण
- 3 – Very well बहुत अच्छी
- 2 – Moderately मध्यम
- 1 – Marginally मामूली
- 0 – Not at all बिल्कुल नहीं
- 4 – Significantly

9. The institution provides multiple opportunities to learn and grow. महाविद्यालय सीखने और बढ़ने के लिए विभिन्न अवसर प्रदान करता है।



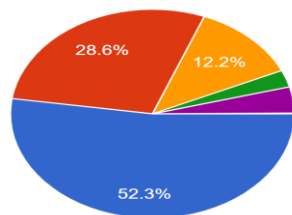
- 4 – Strongly agree पूर्णतया सहमत
- 3 – Agree सहमत
- 2 – Neutral तटस्थ
- 1 – Disagree असहमत
- 0– Strongly disagree पूर्णतया असहमत
- 4 – Strongly agree
- 3 – Agree

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes. प्राध्यापकों ने आपको अपेक्षित दक्षताओं, पाठ्यक्र...णामों और कार्यक्रम के परिणामों के बारे में सूचित किया है



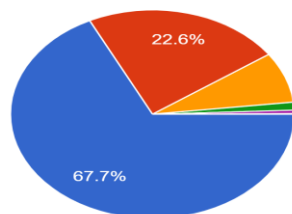
- 4 – Every time हमेशा
- 3 – Usually आमतौर पर
- 2– Sometimes कभी-कभी
- 1 – Rarely बहुत कम
- 0– Never कभी नहीं
- 4 – Every time
- 2– Occasionally/Sometimes

11. Your mentor does a necessary follow-up with an assigned task to you. आपके मेंटर आपके लिए एक नियत कार्य के साथ आवश्यक सहयोग कराते है।



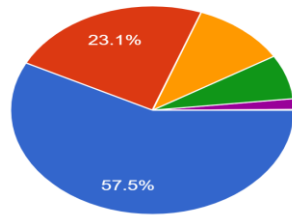
- 4 – Every time हमेशा
- 3 – Usually आमतौर पर
- 2 –Sometimes कभी-कभी
- 1 – Rarely बहुत कम
- 0 – I don't have a mentor मेरा कोई मेंटर नहीं
- 4 – Every time
- 2 – Occasionally/Sometimes

12. The teachers illustrate the concepts through examples and applications. प्राध्यापक उदाहरणों एवं प्रयोग के माध्यम से अवधारणाओं को समझाते हैं।



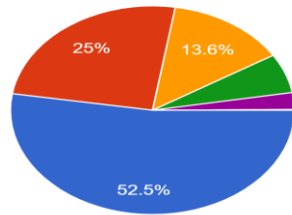
- 4 – Every time हमेशा
- 3 – Usually आमतौर पर
- 2 – Sometimes कभी-कभी
- 1– Rarely बहुत कम
- 0 – Never कभी नहीं
- 4 – Every time
- 3 – Usually

13. The teachers identify your strengths and encourage you with providing right level of challenges प्राध्यापक आपकी ताकत की पहचान करते हैं और आपको चुनौतियों के सही स्तर प्रदान करने के साथ प्रोत्साहित करते हैं।



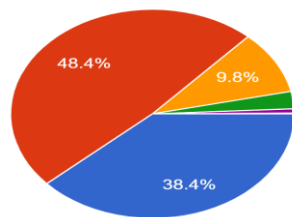
- 4- Fully पूर्ण रूप से
- 3- Reasonably यथोचित
- 2- Partially आंशिक रूप से
- 1- Slightly थोड़ा थोड़ा
- 0- Unable to करने में असमर्थ
- 4- Fully
- 1- Slightly

14. Teachers are able to identify your weaknesses and help you to overcome them. प्राध्यापक आपकी कमजोरियों की पहचान करने में समर्थ है और उनको दूर करने में आपकी सहायता करते हैं।



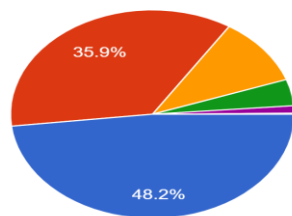
- 4- Every time हमेशा
- 3- Usually आमतौर पर
- 2- Sometimes कभी-कभी
- 1- Rarely बहुत कम
- 0- Never कभी नहीं
- 4- Every time
- 1- Rarely

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. म...ता सुधार में छात्रों को संलग्न करने का प्रयास करता है।



- 4- Strongly agree पूर्णतया सहमत
- 3- Agree सहमत
- 2- Neutral तटस्थ
- 1- Disagree असहमत
- 0- Strongly disagree पूर्णतया असहमत
- 4- Strongly agree
- 2- Neutral

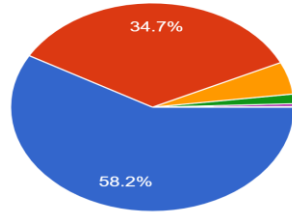
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enh...अनुभव को बढ़ाने के लिए समस्या सुलझाने के तरीके आदि



- 4- To a great extent काफी हद तक
- 3- Moderate मध्यम
- 2- Some what कुछ हद तक
- 1- Very little बहुत कम
- 0- Not at all बिल्कुल नहीं
- 4- To a great extent
- 2- Some what
- whenever required

17. Teachers encourage you to participate in extracurricular activities. प्राध्यापक आपको अतिरिक्त गतिविधियों में भाग लेने के लिए प्रोत्साहित करते हैं।

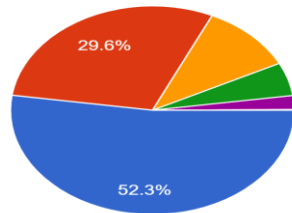
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- 4 - Strongly agree पूर्णतया सहमत
- 3 - Agree सहमत
- 2 - Neutral तटस्थ
- 1 - Disagree असहमत
- 0 - Strongly disagree पूर्णतया असहमत
- 4 - Strongly agree
- 2 - Neutral

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. मह...शल का आकलन करने या समझाने का प्रयास किया जाता है।

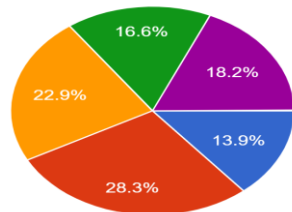
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- 4 - To a great extent (काफी हद तक)
- 3 - Moderate (मध्यम)
- 2 - Some what (कुछ हद तक)
- 1 - Very little (बहुत कम)
- 0 - Not at all (बिल्कुल नहीं)
- 4 - To a great extent
- 3 - Moderate

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching शिक्षण हेतु कितने प्रतिशत शिक्षकों द्वारा एलसीडी प्रोजेक्टर, मल्टीमीडिया एवं सूचना तकनीक का उपयोग करते हैं

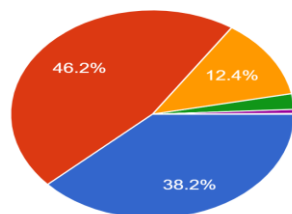
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- 4 - Above 90% (90% से ज्यादा)
- 3 - 70-89% (70-89%)
- 2 - 50 - 69% (50-69%)
- 1 - 30 - 49% (30-49%)
- 0 - Below 29% (29% से कम)
- 3 - 70 - 89%
- 4 - Above 90%
- 0 - Below 29%

20. The overall quality of teaching-learning process in your institute is very good. महाविद्यालय में शिक्षा शिक्षण प्रक्रिया की समग्र गुणवत्ता बहुत अच्छी है।

is



- 4 - Strongly agree (पूर्णतया सहमत)
- 3 - Agree (सहमत)
- 2 - Neutral (तटस्थ)
- 1 - Disagree (असहमत)
- 0 - Strongly disagree (पूर्णतया असहमत)
- 3 - Agree
- 4 - Strongly agree

6. Findings and Survey Results

S.NO.	Questions	Average of Response
1	How much of the syllabus was covered in the class?	3.62
2	How well did the teachers prepare for the classes?	3.40
3	How well were the teachers able to communicate?	3.33
4	The teacher's approach to teaching can best be described as-	3.01
5	Fairness of the internal evaluation process by the teachers.	3.45
6	Was your performance in assignments discussed with you?	3.38
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.70
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	3.35
9	The institution provides multiple opportunities to learn and grow.	3.66
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.56
11	Your mentor does a necessary follow-up with an assigned task to you.	3.32
12	The teachers illustrate the concepts through examples and applications.	3.45
13	The teachers identify your strengths and encourage you with providing right level of challenges	3.67
14	Teachers are able to identify your weaknesses and help you to overcome them	3.38
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.40
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	3.45
17	Teachers encourage you to participate in extracurricular activities	3.53
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.	3.43
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?	2.82
20	The overall quality of teaching-learning process in your institute is very good.	3.50

7. Action Plans for Continual Improvement-

1. Sincere efforts are made to 100% syllabus completion by all faculty members.
2. New teaching techniques are being used by all faculty members.
3. Effort are being made by college to engage students in monitoring and reviewing of teaching learning process.
4. Try to make teaching learning attractive by increasing use of ICT tools such as LCD projector, Multimedia, etc. by all faculty members.
5. Continuous and sincere efforts are being made by all the faculty members for overall quality improvement of teaching-learning process.

8. Conclusions-

The college has conducted Student Satisfaction Survey. The results of survey will be included the accreditation process.

There were twenty objective questions in the questionnaire and one open ended question.

Analysis of objective questions- There are twenty objective questions and most of students responded and gave rating 4 to the college for teaching learning process.

Observations/suggestions- The students were asked to give three suggestions to improve the overall teaching--learning experience in the college. Implementation would be carried out by aggregating the most occurring suggestions in the student responses. This would provide an idea of the most general expectations, observations and suggestions from the students to college.
