

STUDENT SATISFACTION SURVEY

REPORT 2022-23



2023-24

INTERNAL QUALITY ASSURANCE CELL

**Govt. D. B. Girls' P.G. Autonomous college,
Raipur, Chhattisgarh.**

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

Content:

1. Introduction

2. Survey Methodology

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1. Introduction

Govt. D.B. Girls' P.G. Autonomous college, Raipur reaccredited ‘B++ grade by NAAC has clear focus on excellence in academics, co-curricular activities and an overall growth of all stakeholders. The IQAC committee takes regular feedback from students to ensure improvements wherever required and conducts Student Satisfaction Survey (SSS) for the academic year 2023-24 to monitor and analysis the student’s perception about Teaching – Learning and evaluation process, which will help to upgrade the quality in higher education of college.

This 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 2017 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 October 2024-to December 2024. The responses were received from 1151 students across all disciplines offered by the college.

3. Questionnaire:

The questionnaire will be based on the Likert type scale that means the responses are scaled on a scale of 0 to 4, with the most positive response being rated as 4 and the most negative response being rated as 0. The score emerging out of the survey is part of the second criterion on Teaching— Learning and Evaluation, out of the seven NAAC criteria. The questionnaire consists of several facets of the teaching learning process. Questions vary from specific teaching skills of the teacher, to his overall approach to the

educational process. Specific skills of the teacher like, subject knowledge, communication skills, class preparation, and use of ICT tools are part of the questionnaire.

The overall approach of the teacher and institution with respect to providing the right environment, motivation, interpersonal relationships, feedback etc. forms the second major component of the questionnaire. Twenty of the twenty-one questions are objective in nature, while one question is open ended to elicit observations and suggestions for improvements providing an opportunity to the student to give suggestions and criticism in their own words. Analysis of the survey would be done using software which will aggregate the responses and generate the score. The score will range from a minimum of 0 to a maximum of 4 on a five-point rating scale and would affect the overall score of second criteria on Teaching-Learning and evaluation. Responses to the open ended question would also be aggregated to find out the most common suggestion and criticisms emerging out of the survey.

The survey analysis score will be used as a key component of accreditation. A predetermined weight age is also assigned to this key indicator in this accreditation framework. A stratified random sample of students will be chosen for the survey. Response rate below 10% will not be considered. In sample, students would be spread evenly across different classes, year of

enrolment and gender as far as possible. The HEIs are required to submit data of all students. (Class wise with name, e-mail & mobile number and Aadhaar number) The institution, teachers; should not by any way try to influence the students with respect to the survey. This will ensure genuine feedback for the institute to improve further.

Analysis of questionnaire -

There are twenty objective questions in the questionnaire and one open ended question. Students will respond on a scale of 4 to 0, with the most positive response rated as 4 and most negative response rated as 0. The mean score for each question will be calculated and the overall mean will be arrived at. This figure will range from 4 to 0 and will give the mean satisfaction level of the students for the particular institute. This figure in the range of 4 to 0 will be the score of key indicator 'Student Satisfaction Survey (2.7.1) which is part of criterion II on Teaching – Learning and Evaluation. The students are asked to give three observations/suggestions to improve the overall teaching-learning experience in the institution. Analysis 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. This Information can be provided to peer team conducting onsite visit, to be used for validation as well as peer team report preparation.

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%

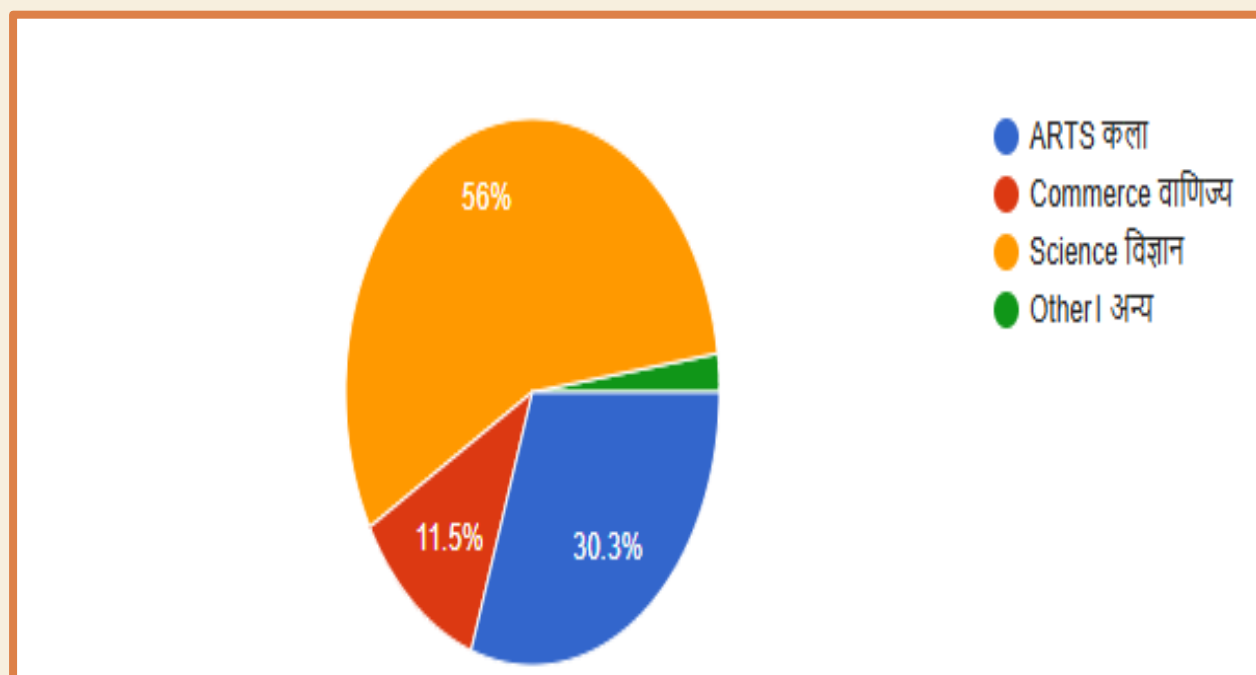
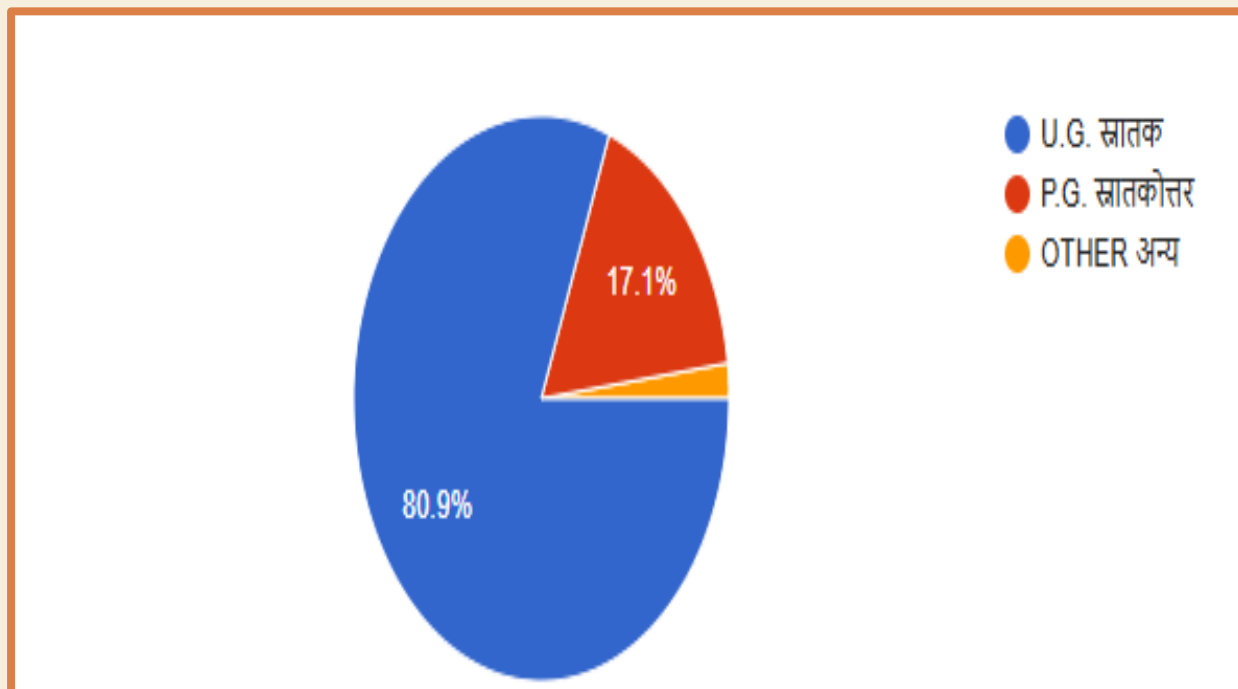
20. The overall quality of teaching-learning process in your institute is very good.

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.

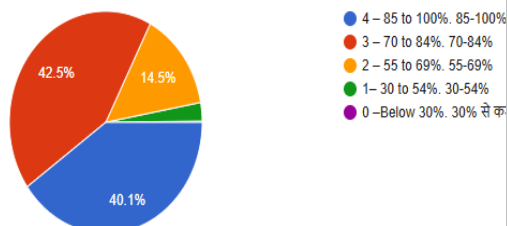
4. Analysis of Survey-

Total responses-1151



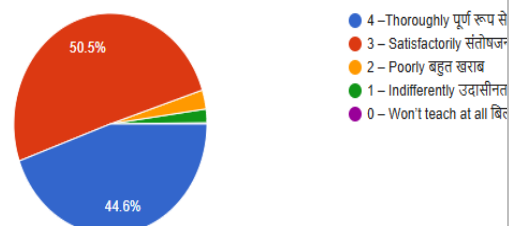
1. How much of the syllabus was covered in the class? . कक्षा में कितने % पाठ्यक्रम को कवर किया गया था?

1,151 responses



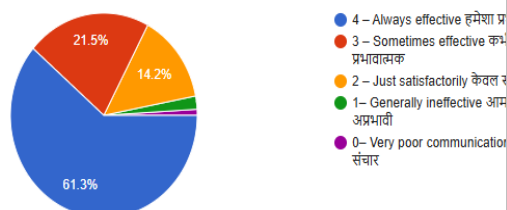
2. How well did the teachers prepare for the classes? कक्षाओं के लिए शिक्षक ने कितनी अच्छी तरह से तैयार किया है।

1,151 responses



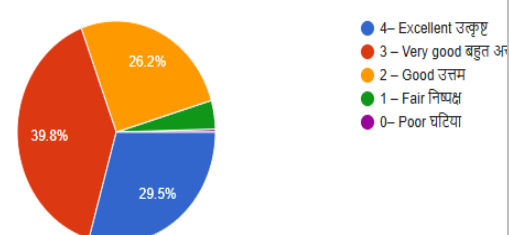
3. How well were the teachers able to communicate? शिक्षक संवाद करने में कितने सक्षम हैं?

1,151 responses



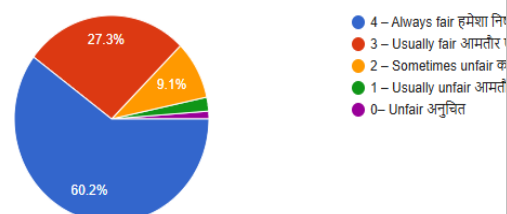
4. The teacher's approach to teaching can best be described as.. शिक्षण दृष्टिकोण से शिक्षकों को सबसे अच्छा बताया जा सकता है।

1,151 responses



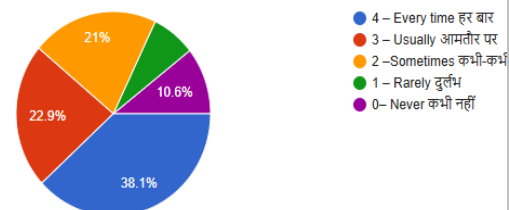
5. Fairness of the internal evaluation process by the teachers. शिक्षकों द्वारा आंतरिक मूल्यांकन प्रक्रिया की निष्पक्षता

1,151 responses



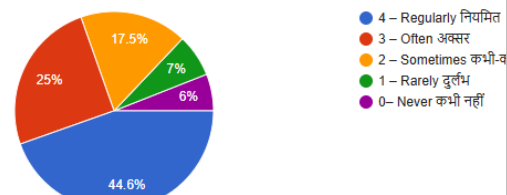
6. Was your performance in assignments discussed with you? आपके कार्य प्रदर्शन के संबंध में आपसे चर्चा की गई थी

1,151 responses



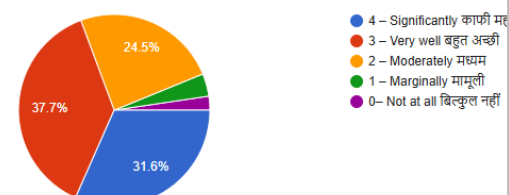
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. महाविद्यालय प्रशिक्षण छात्र विनिमय, क्षेत्र अध्ययन के संबंध में रुचि रखते हैं।

1,151 responses



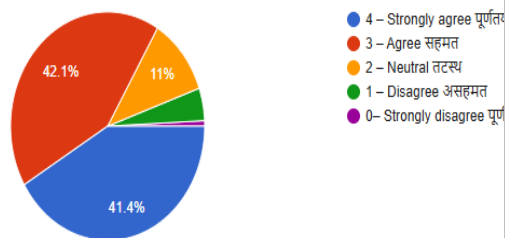
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. महाविद्यालय में शिक्षण और सलाह प्रक्रिया आपकी संज्ञानात्मक, सामाजिक और भावनात्मक विकास में सुविधा प्रदान करता है।

1,151 responses



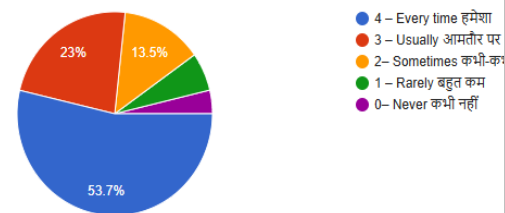
9. The institution provides multiple opportunities to learn and grow. महाविद्यालय सीखने और बढ़ने के लिए विभिन्न अवसर प्रदान करता है।

1,151 responses



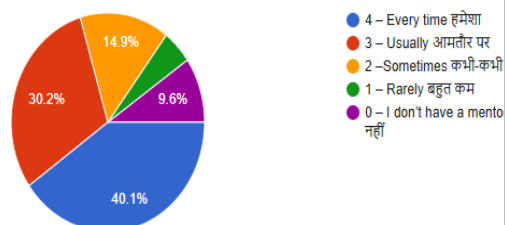
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes. प्राध्यापकों ने आपको अपेक्षित दक्षताओं, पाठ्यक्रम के परिणामों और कार्यक्रम के परिणामों के बारे में सूचित किया है

1,151 responses



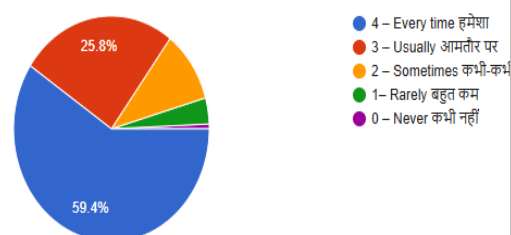
11. Your mentor does a necessary follow-up with an assigned task to you. आपके मेंटर आपके लिए एक नियत कार्य के साथ आवश्यक सहयोग करते हैं।

1,151 responses



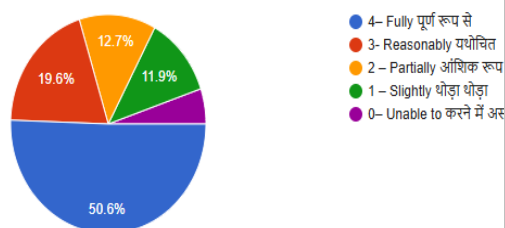
12. The teachers illustrate the concepts through examples and applications. प्राध्यापक उदाहरणों एवं प्रयोग के माध्यम से अवधारणाओं को समझाते हैं।

1,151 responses



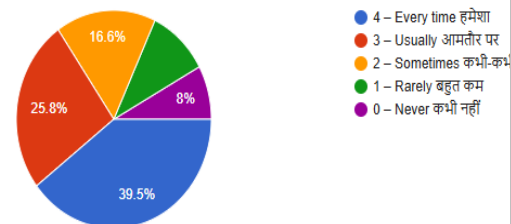
13. The teachers identify your strengths and encourage you with providing right level of challenges. प्राध्यापक आपकी ताकत की पहचान करते हैं और आपको चुनौतियों के सही स्तर प्रदान करने के साथ प्रोत्साहित करते हैं।

1,151 responses



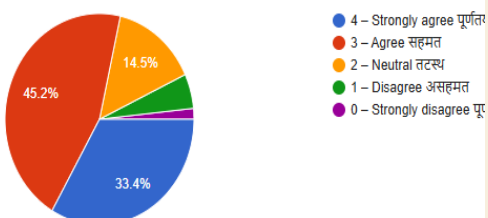
14. Teachers are able to identify your weaknesses and help you to overcome them. प्राध्यापक आपकी कमजोरियों की पहचान करने में समर्थ है और उनको दूर करने में आपकी सहायता करते हैं।

1,151 responses



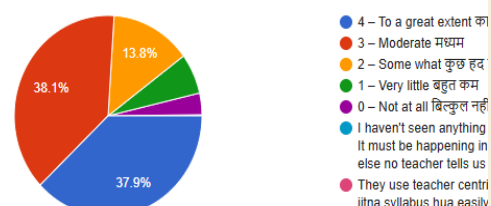
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. महाविद्यालय शिक्षण प्रक्रिया की निगरानी, समीक्षा और निरंतर गुणवत्ता सुधार में छात्रों को संलग्न करने का प्रयास करता है।

1,151 responses



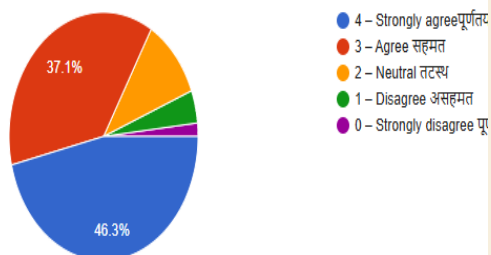
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. महाविद्यालय/ प्राध्यापक छात्र केंद्रित पद्धतियों का प्रयोग करते हैं जैसे कि अनुभव आधारित शिक्षा, सहभागी शिक्षण और सीखने के अनुभव को बढ़ाने के लिए समस्या के आदि

1,151 responses



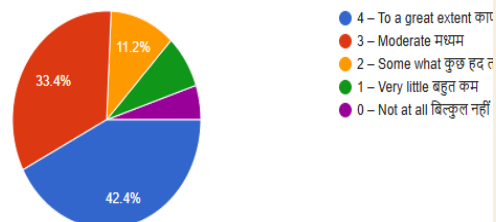
17. Teachers encourage you to participate in extracurricular activities. प्राध्यापक आपको अतिरिक्त गतिविधियों में भाग लेने के लिए प्रोत्साहित करते हैं।

1,151 responses

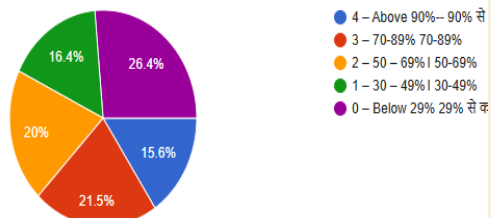


18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. महाविद्यालय अध्यापकों द्वारा रोजगार हेतु तैयार करने के लिए व्यवहार कुशलता, सॉफ्ट स्किल, जीवन कौशल और रोजगार योग्यता कौशल का आकलन करने या समझाने का प्रयास किया जाता है।

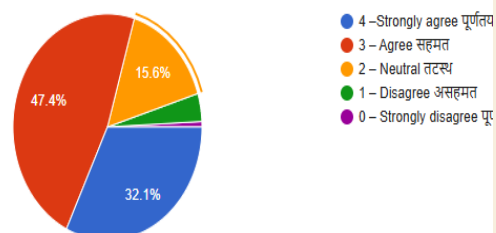
1,151 responses



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



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।



5. Main observations / suggestions given by students-

- More skill-oriented courses should be taught.
- More Use of ICT Tools.
- More Number of Smart classroom.
- More lab equipment.
- More eBooks facilities.
- Extra coaching for competitive exams.
- More hostel facilities.
- More workshop and seminar.
- Research facilities in all subjects.

6. Findings and Survey Results-

S.NO.	Questions	Average of Response
1	How much of the syllabus was covered in the class?	3.68
2	How well did the teachers prepare for the classes?	3.37
3	How well were the teachers able to communicate?	3.65
4	The teacher's approach to teaching can best be described as-	3.16
5	Fairness of the internal evaluation process by the teachers.	3.40
6	Was your performance in assignments discussed with you?	3.45
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.60
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	3.30
9	The institution provides multiple opportunities to learn and grow.	3.72
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.40
11	Your mentor does a necessary follow-up with an assigned task to you.	3.50
12	The teachers illustrate the concepts through examples and applications.	3.65
13	The teachers identify your strengths and encourage you with providing right level of challenges	3.44
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.	3.35
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?	2.62
20	The overall quality of teaching-learning process in your institute is very good.	3.55

7. Action Plans for Continual Improvement-

- The teacher's communication with students increased by using mentor mentee scheme.
 - The college promote internship, student exchange, field visit opportunities for students.
 - All Head of Department instruct the teachers about the communication of POs and COs to the students to the first lecture of semester start.
 - The skill-oriented courses were offered and all students were promoted for advance skill course offered by institutions.
 - The teachers instructed to use more ICT tools during teaching learning.
 - The examinations such as home assignments, quiz's, open book tests and surprise tests were arranged.
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Principal

Dr. kiran Gajpal