

STUDENT SATISFACTION SURVEY (SSS)



2021-22

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. Objectives

2. Survey Methodology

3. Questionnaire

4. Analysis of Survey

5. Findings and Survey Results

6. Main observations / suggestions given by students

7. Action Plans for Continual Improvement

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 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 2021-to October 2022.

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 |

The teachers illustrate the concepts through examples and applications.

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

12. 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 |

13. 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 |

14. 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 |

15. 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 |

16. Teachers encourage you to participate in extracurricular activities.

| | | | | |
|----------------|-------|---------|----------|----------|
| 4 | 3 | 2 | 1 | 0 |
| Strongly agree | agree | Neutral | Disagree | Disagree |

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.

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

18. 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% |

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

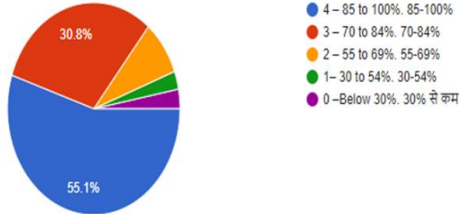
| | | | | |
|----------------|-------|---------|----------|----------|
| 4 | 3 | 2 | 1 | 0 |
| Strongly agree | agree | Neutral | Disagree | Disagree |

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

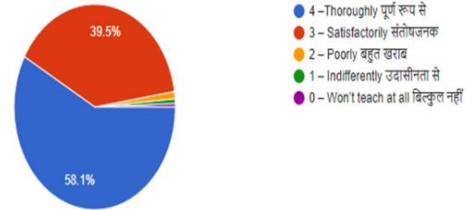
4. Analysis of Survey-

The observations/ outcome of SSS is as follows:

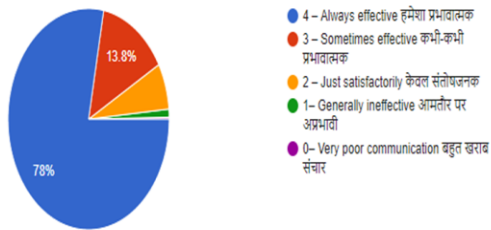
1. How much of the syllabus was covered in the class? . कक्षा में कितने % पाठ्यक्रम को कवर किया गया था?



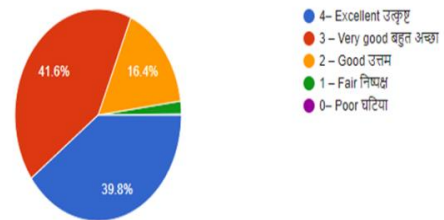
2. How well did the teachers prepare for the classes? कक्षाओं के लिए शिक्षक ने कितनी अच्छी तरह से तैयार किया है।



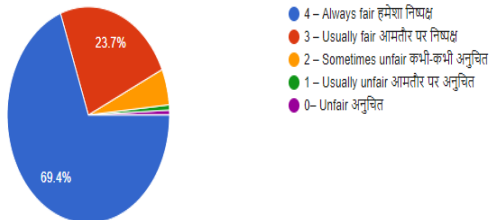
3. How well were the teachers able to communicate? शिक्षक संवाद करने में कितने सक्षम है?



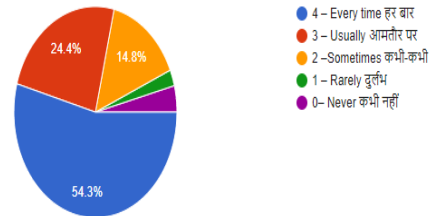
4. The teacher's approach to teaching can best be described as.. शिक्षण दृष्टिकोण से शिक्षकों को सबसे अच्छा बताया जा सकता है।



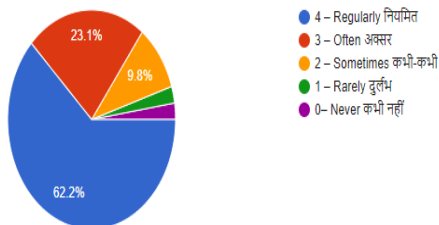
5. Fairness of the internal evaluation process by the teachers. शिक्षकों द्वारा आंतरिक मूल्यांकन प्रक्रिया की निष्पक्षता



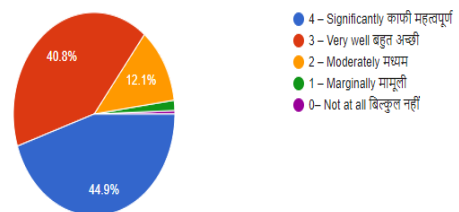
6. Was your performance in assignments discussed with you? आपके कार्य प्रदर्शन के संबंध में आपसे चर्चा की गई थी



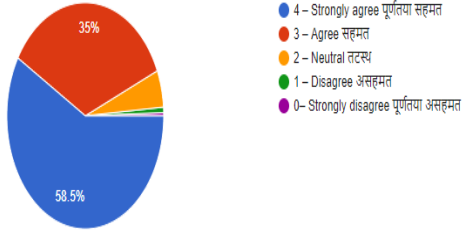
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. महाविद्यालय प्रशिक्षण छात्र विनिमय, क्षेत्र अध्ययन के संबंध में रुचि रखते हैं।



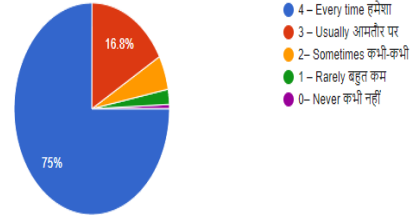
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. महाविद्यालय में शिक्षण और सलाह प्रक्रिया आपकी संज्ञानात्मक, सामाजिक और भावनात्मक विकास में सुविधा प्रदान करता है।



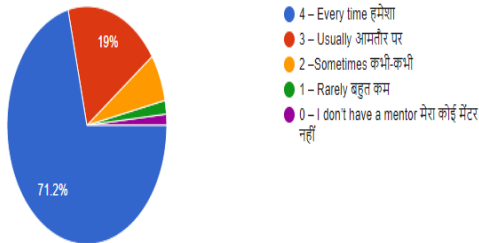
9. The institution provides multiple opportunities to learn and grow. महाविद्यालय सीखने और बढ़ने के लिए विभिन्न अवसर प्रदान करता है।



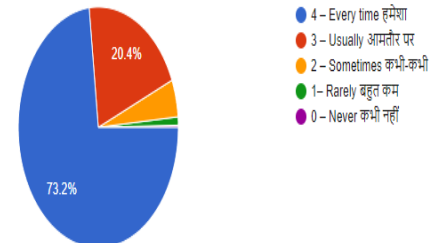
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes. प्राध्यापकों ने आपको अपेक्षित दक्षताओं, पाठ्यक्रम के परिणामों और कार्यक्रम के परिणामों के बारे में सूचित किया है।



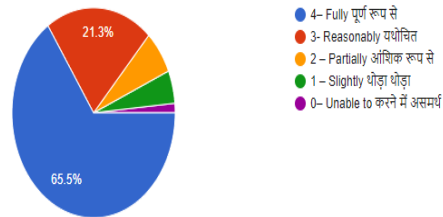
11. Your mentor does a necessary follow-up with an assigned task to you. आपके मेंटर आपके लिए एक नियत कार्य के साथ आवश्यक सहयोग कराते है।



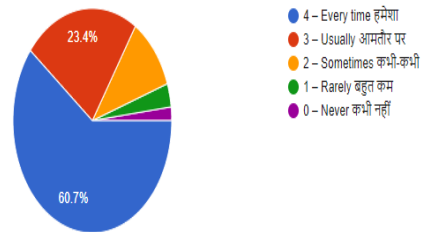
12. The teachers illustrate the concepts through examples and applications. प्राध्यापक उदाहरणों एवं प्रयोग के माध्यम से अवधारणाओं को समझाते हैं।



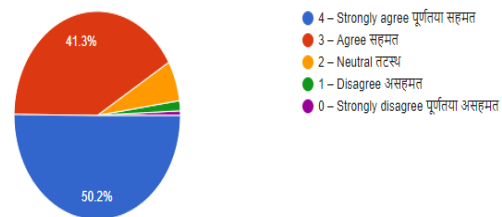
13. The teachers identify your strengths and encourage you with providing right level of challenges. प्राध्यापक आपकी ताकत की पहचान करते हैं और आपको चुनौतियों के सही स्तर प्रदान करने के साथ प्रोत्साहित करते हैं।



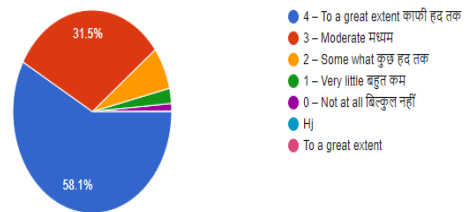
14. Teachers are able to identify your weaknesses and help you to overcome them. प्राध्यापक आपकी कमजोरियों की पहचान करने में समर्थ है और उनको दूर करने में आपकी सहायता करते हैं।



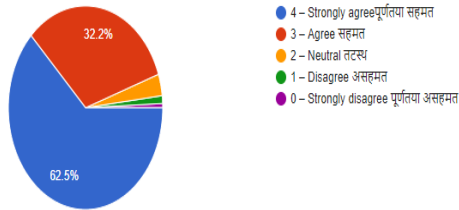
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. महाविद्यालय शिक्षण प्रक्रिया की निगरानी, समीक्षा और निरंतर गुणवत्ता सुधार में छात्रों को संलग्न करने का प्रयास करता है।



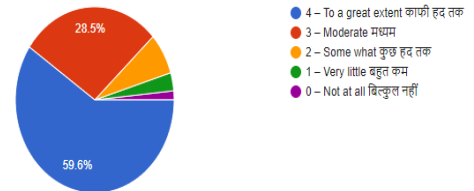
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. महाविद्यालय/ प्राध्यापक छात्र केंद्रित पद्धतियों का प्रयोग करते हैं जैसे कि अनुभवात्मक शिक्षा, सहभागी शिक्षण और सीखने के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



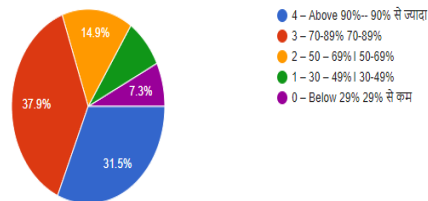
17. Teachers encourage you to participate in extracurricular activities. प्राध्यापक आपको अतिरिक्त गतिविधियों में भाग लेने के लिए प्रोत्साहित करते हैं।



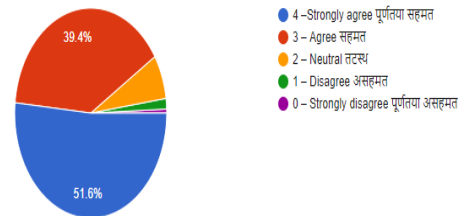
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. महाविद्यालय अध्यापकों द्वारा रोजगार हेतु तैयार करने के लिए व्यवहार कुशलता, सॉफ्ट स्किल, जीवन कौशल और रोजगार योग्यता कौशल का आकलन करने या समझाने का प्रयास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



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. Findings and Survey Results-

| S.NO. | Questions | Average OF Response |
|-------|--|---------------------|
| 1 | How much of the syllabus was covered in the class? | 3.52 |
| 2 | How well did the teachers prepare for the classes? | 3.34 |
| 3 | How well were the teachers able to communicate? | 3.61 |
| 4 | The teacher's approach to teaching can best be described as- | 3.17 |
| 5 | Fairness of the internal evaluation process by the teachers. | 3.50 |
| 6 | Was your performance in assignments discussed with you? | 3.21 |
| 7 | The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. | 3.30 |
| 8 | The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. | 3.40 |
| 9 | The institution provides multiple opportunities to learn and grow. | 3.50 |
| 10 | Teachers inform you about your expected competencies, course outcomes and programme outcomes. | 3.60 |
| 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 | 3.55 |
| 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. | 3.45 |
| 19 | What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching? | 2.70 |
| 20 | The overall quality of teaching-learning process in your institute is very good. | 3.40 |

6. Main observations / suggestions given by students-

- Our college need smarter classroom.
- Our college needs more lab equipment.
- Our college needs eBooks facilities.
- Our college needs extra coaching for competitive exams.
- Our college needs more hostel facilities.
- Our college needs more workshop and seminar.
- Our college needs Research facilities in all subjects.
- Our college needs more skill development programmes.

7. Action Plans for Continual Improvement-

- There is a need to equip classrooms with ICT facilities.
- Purchase of lab equipment's will be required.
- Up- gradation of Library facilities will be needed.
- The college can organize guidance programs to motivate students for competitive exams.
- As per NAAC recommendations solar heating panel are required for hostel as well as college waste can be converted into Biogas.
- For updating faculties' knowledge, the institution needs to organize more Seminars and workshops.
- It is necessary to increase & enhance number of research centers and guides in the college.
- Skill development programs will be conducted by the college.