

PHEK GOVERNMENT COLLEGE

Analysis of Students Satisfaction Survey: 2018-2019

As per NAAC guidelines, the Student Satisfaction Survey was conducted for the students of Phek Government College for the year 2018-2019. The students had to compulsorily answer a total of 21 questions out of which the last question was a qualitative question whereby the students had to give their suggestions to improve the teaching learning process in the institution. Questions 1-20 were of multiple choice questions wherein the students had to choose the most appropriate answer on a 4 point scale.

A total of 65 respondents were randomly surveyed which constitutes twenty-five percent of the total enrolment comprising of 30 male and 35 female and further 60 respondents are from Arts background and the remaining 5 are from Science stream.

In terms of syllabus coverage in the class, 83.08 % of students responded that syllabus was covered 85 to 100 %. 16.92 % of students said that syllabus was covered 70 to 84 %. 55.38 % of students responded that teachers prepared thoroughly for classes while 36.92 % of students were satisfied with the teachers' preparation for classes. 3.08 % of students responded that teachers did not prepare for class at all.

Majority of the students (61.54%) found the teachers' communication skills to be very effective while a minuscule 1.54 % of students responded that teachers were very poor in communication. 35.38 % of the students described the teachers' approach to teaching as excellent, 43.08 % as very good and 21.54 % of students described the teachers' approach to teaching as good.

67.69 % of the students assessed that the internal evaluation process of the teachers was always fair, while 26.16 % of students found it to be usually fair. 35.38% of the students responded that performance of their assignments was only occasionally discussed with them by the teachers. However, 29.21% of the respondents said that their performances were usually discussed while 21.54 % of students responded that their performances were discuss with them everytime. 13.85 % responded that such discussions were rare.

16.92 % of students responded that the institute takes active part in promoting internship, field visit opportunities and student exchanges. 43.08 % of students said that the institute takes interest sometimes only while 24.61 % of students responded that the institute rarely takes interest in such activities. 3.08 % of students felt that the institute never takes any interest in promoting these activities for the students.

The students responded positively in the aspect of teaching and mentoring program. 43.08% of students responded that the mentoring process facilitated them significantly in cognitive, social and emotional growth. Also, 44.62 % responded that it helped them very well.

38.46 % of students strongly agreed that the institution provided multiple opportunities to learn and grow while 47.69 % agreed for the same. However, 3.08 % of students disagreed that the institution provided such opportunities.

According to the survey, only 29.23 % of the students responded that they were informed every time by the teachers about the expected competencies, course and program outcomes. 40% responded that they were usually informed while a minuscule 1.54% responded that they were never informed.

The mentors consistently maintained communication with the students as revealed in the survey. 43.8% of the students responded that the mentors always did a follow-up with the students regarding an assigned task. 41.54% responded that the mentors usually followed up with an assigned task.

50.77% of the students said that the teachers always illustrated with examples and applications while teaching concepts. 41.54% felt that the teachers usually used examples and illustrations. 50.77% of the respondents said that the teachers could reasonably identify their strengths and encourage them with the right level of challenges while 33.85% of students responded that the teachers could fully do the same.

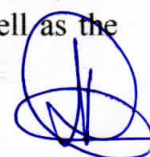
41.54% of the students also felt that the teachers could identify their weaknesses and help them overcome them every time. 6.15% of students responded that the teachers could rarely identify their weaknesses and help them. 47.69% of students strongly agreed that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. 36.92% agreed while 10.77% were neutral and 4.6 % disagreed.

Majority of the students, ie, 50.77% of the students said that the teachers used student centric methods to a great extent for enhancing learning experiences. 3.08% of students however, said that the teachers/institute never used such methods.

A large percentage of the students strongly agreed that they were encouraged by the teachers to participate in extra-curricular activities. 35.38% of students responded that the institute/teachers makes effort to a great extent to inculcate soft skills, life skills and employability to prepare the students for the world of work, while 50.77% responded that the institute/teachers makes moderate efforts.

According to 27.70% of the respondents, above 90% of the teachers uses ICT tools while teaching. 26.15% said that 70-89% of teachers use ICT tools while 20% of respondents placed teachers using ICT tools in between 30-49%. 63.08% of students strongly agreed that the quality of teaching-learning process in the institute is very good. 26.15% agreed, 9.23% remained neutral whereas 1.54% disagreed the quality of teaching and learning in the institute is very good.

The students also made several observations/suggestions to improve the overall teaching-learning experience in the institution. Majority of the students made suggestions for improvement in infrastructure, library facilities, internet connectivity and Wi-Fi in the campus. The students also pointed out the need for upgradation of science laboratory, to increase the number of textbooks in the library, to organize more field trips as well as the



need for more career guidance programs and avenues. The students also suggested for improvement of ICT teaching tools.

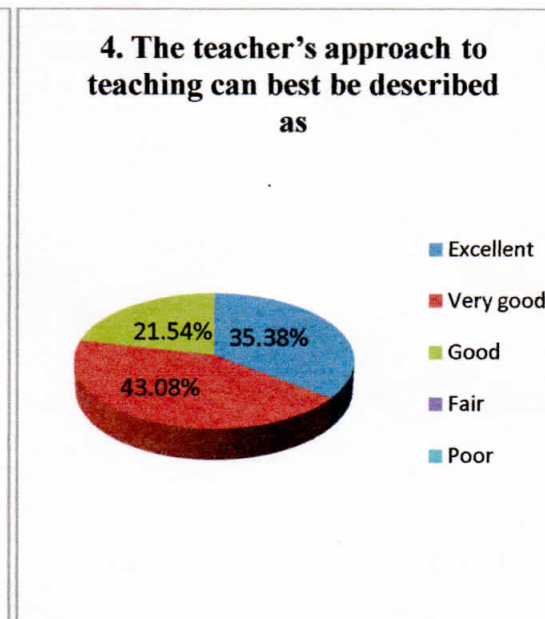
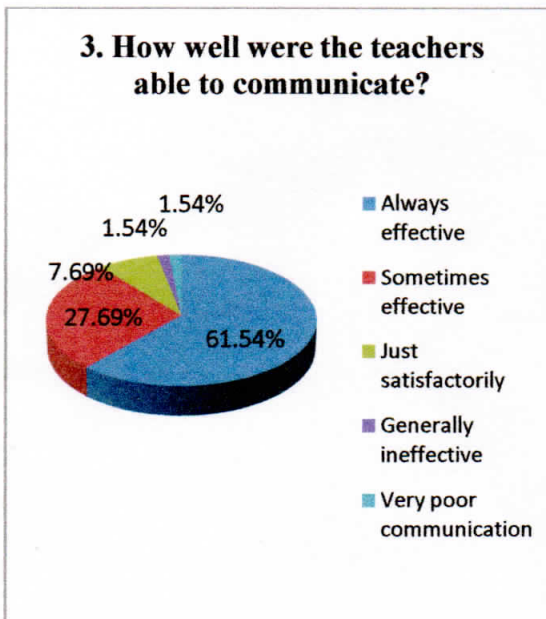
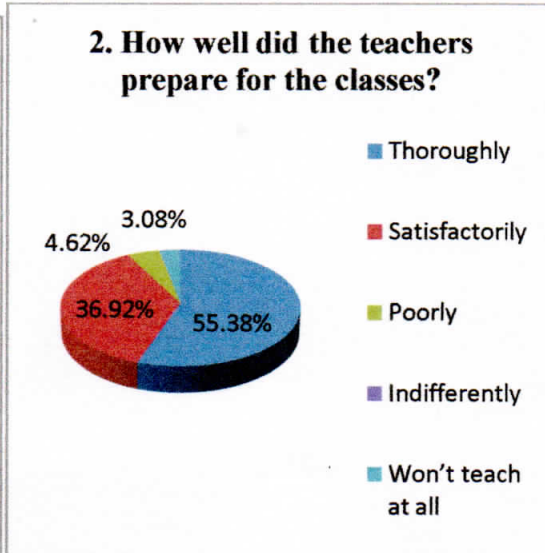
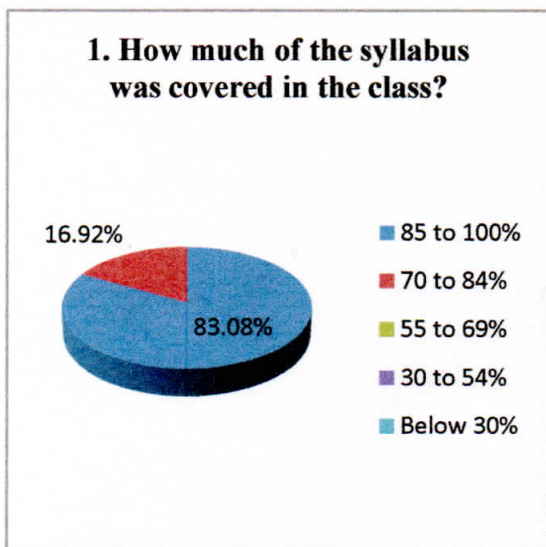
Action Taken Report


The IQAC discussed at length the analysis of the Students Satisfaction Survey and found that while the institution is doing well in terms of teaching and mentoring process, and motivation provided to the students, the institution needs to be more active in promoting exchange programs for the students and organizing more field trips. The institution can also focus on providing life skills and soft skills so as to improve the employability of the students once they passed out from the institution. It was also decided that for the teaching-learning process to be more student centric, teachers will be encouraged to make use of the ICT facilities, upgrade library facilities and provide internet facilities for all.



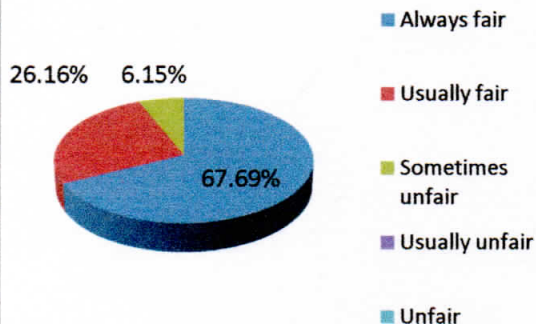
(Dr. VIZOVOL MEKRO)
Principal
Phek Govt. College
Phek : Nagaland
Pin-797108

A graphical representation of the responses is presented below:

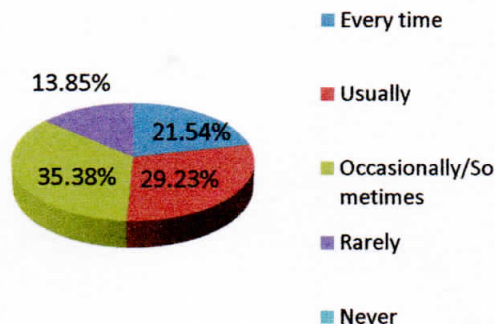



(Dr. VIZOVOL MEKRO)
 Principal
 Phek Govt. College
 Phek : Nagaland
 Pin-797108

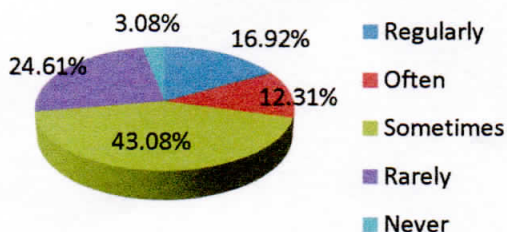
5. Fairness of the internal evaluation process by the teachers.



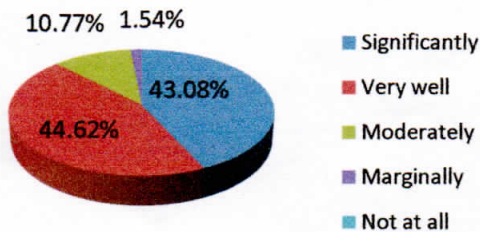
6. Was your performance in assignments discussed with you?



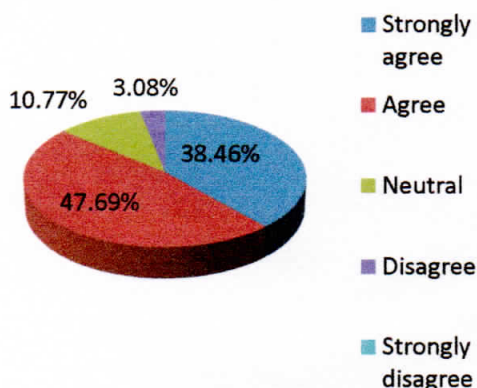
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students



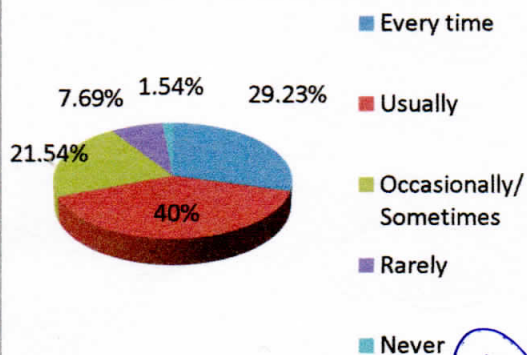
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



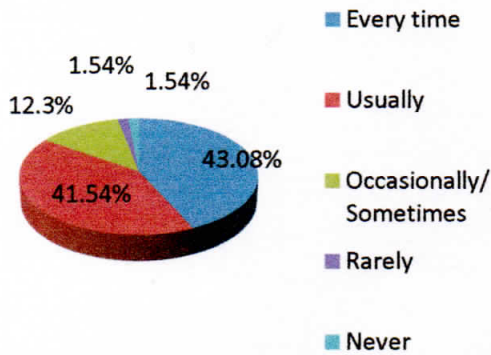
9. The institution provides multiple opportunities to learn and grow.



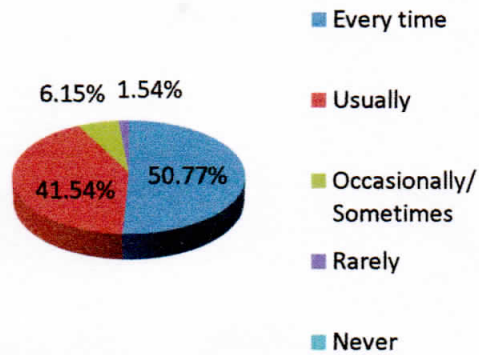
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



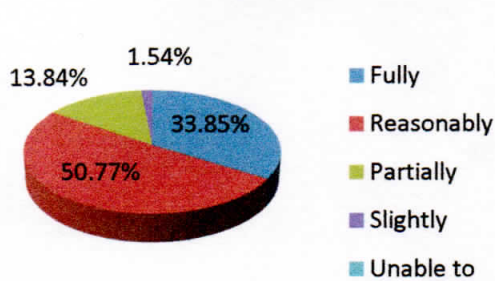
11. Your mentor does a necessary follow-up with an assigned task to you.



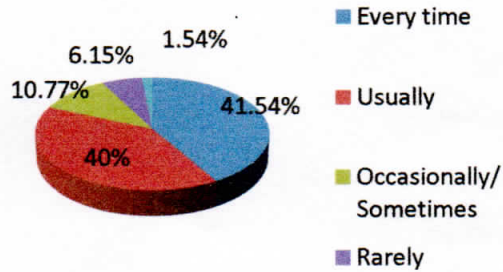
12. The teachers illustrate the concepts through examples and applications.



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

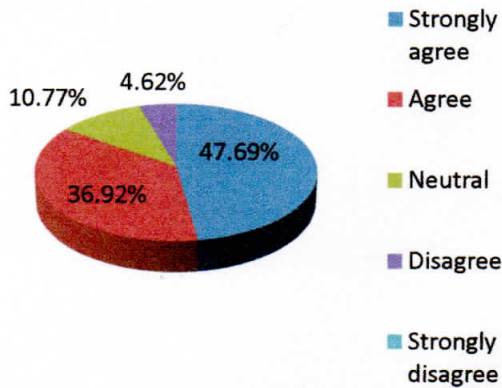


14. Teachers are able to identify your weaknesses and help you to overcome them

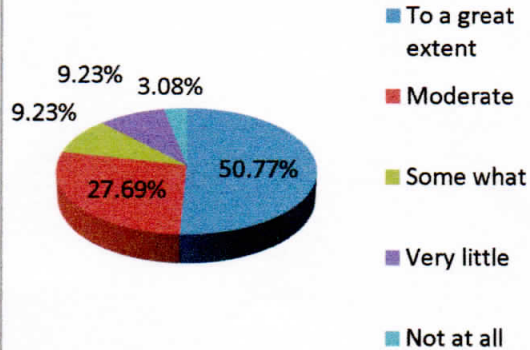


Dr. VIZOVOL MEKRO)
Principal
Phek Govt. College
Phek : Nagaland
Pin-797108

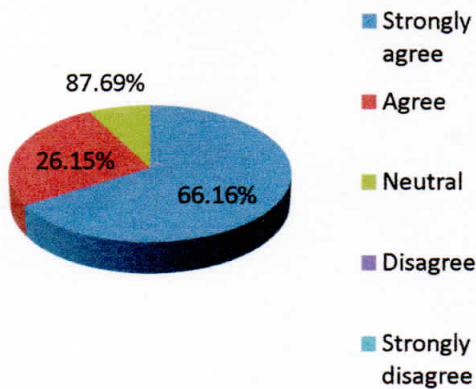
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



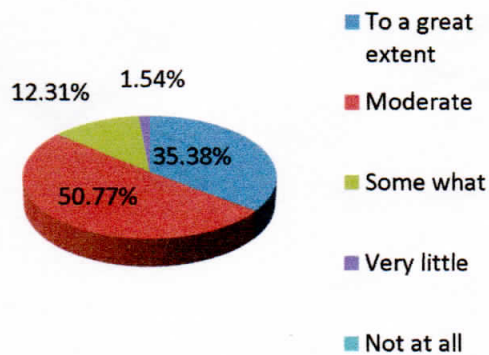
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



17. Teachers encourage you to participate in extracurricular activities.

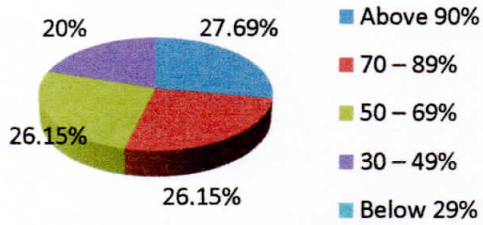


18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

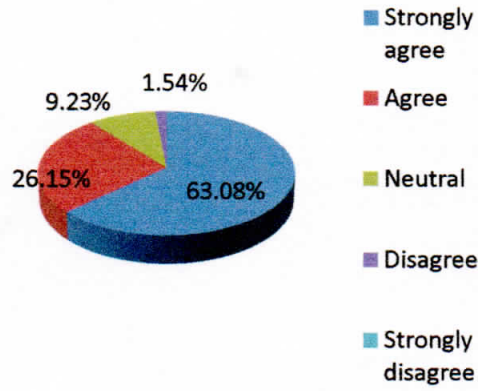


(Dr. VIZOVOL MEKRO)
Principal
Phek Govt. College
Phek : Nagaland
Pin-797108

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



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



(Dr. VIZOVOL MEKRO)
Principal
Phek Govt. College
Phek : Nagaland
Pin-797108

**PHEK GOVERNMENT COLLEGE
(IQAC)**

**Student Satisfaction Survey
Key Indicator - 2.7.1**

A) Please confirm this is the first and only time you answer this survey.

a) Yes b) No

B) Age:

C) College Name:

D) Gender: a) Female b) Male c) Transgender

E) What degree program are you pursuing now?

a) Bachelor's b) Master's c) M.Phil

d) Doctorate e) Other ()

F) What subject area are you currently pursuing?

a) Arts b) Commerce c) Science

d) Professional e) Other: ()

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

**Teaching–Learning and Evaluation
Student Satisfaction Survey on Teaching Learning Process**

Sl.no.	Questions	4	3	2	1	0	score
1	How much of the syllabus was covered in the class?	85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%	
2	How well did the teachers prepare for the classes?	Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all	
3	How well were the teachers able to communicate?	Always effective	Sometimes effective	Just satisfactorily	Generally ineffective	Very poor communication	
4	The teacher's approach to teaching can best be described as	Excellent	Very good	Good	Fair	Poor	
5	Fairness of the internal evaluation process by the teachers.	Always fair	Usually fair	Sometimes unfair	Usually unfair	Unfair	
6	Was your performance in assignments discussed with you?	Every time	Usually	Occasionally /Sometimes	Rarely	Never	
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	Regularly	Often	Sometimes	Rarely	Never	
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	Significantly	Very well	Moderately	Marginally	Not at all	
9	The institution provides multiple opportunities to learn and grow.	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	Every time	Usually	Occasionally /Sometimes	Rarely	Never	
11	Your mentor does a necessary follow-up with an assigned task to you.	Every time	Usually	Occasionally /Sometimes	Rarely	I don't have a mentor	
12	The teachers illustrate the concepts through examples and applications.	Every time	Usually	Occasionally /Sometimes	Rarely	Never	
13	The teachers identify your strengths and	Fully	Reasonably	Partially	Slightly	Unable to	

	encourage you with providing right level of challenges.						
14	Teachers are able to identify your weaknesses and help you to overcome them	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.	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	To a great extent	Moderate	Some what	Very little	Not at all	
17	Teachers encourage you to participate in extracurricular activities.	Strongly agree	Agree	Neutral	Disagree	Strongly 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.	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.	Above 90%	70 – 89%	50 – 69%	30 – 49%	Below 29%	
20	The overall quality of teaching-learning process in your institute is very good.	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
21	Give three observation / suggestions to improve the overall teaching – learning experience in your institution.	a. b. c.					