PHEK GOVERNMENT COLLEGE

Analysis of Student Satisfaction Survey: 2020-2021

A Student Satisfaction Survey on overall institutional performance was conducted as per NAAC guidelines for the year 2020-2021. The data was collected on the basis of the questionnaire designed by the NAAC to access teaching-learning and evaluation of higher education institutes. A random sample of 50 respondents, 22 male and 28 female students, were surveyed upon. This sample unit comprised of 41 students pursuing Bachelors in Arts and 9 students pursuing Bachelors in Science.

According to the survey, 84 % of the respondents positively responded that 85-100 % of the syllabus was covered in class, while 26 % opined that around 70-84 % of the syllabus was covered. In terms of teacher's preparedness for the classes, 56 % of the students responded that the teachers were very thorough and the remaining 44 % expressed that the preparation was satisfactory. As many as 64 % of the students found the teacher's communication skill to be always effective, 26 % found it to be sometimes effective and 10 % shared that it was satisfactory. 46 % students described the teacher's approach to teaching as excellent, 42 % found it to be very good, and another 12 % students described it as good.

In terms of fairness of internal evaluation process, 70% of the respondents viewed the teachers to be always fair and the remaining 30 % shared that they were usually fair. 38 % of the students responded that their performance in assignment's were discussed with them every time, 46 % shared that discussions were usually done and 16 % concluded that the assignments were sometimes discussed upon. 16 % of students stated that the institute regularly took active interest in promoting internship, student exchange and field visit opportunities. 36 % mentioned that such opportunities were often promoted, another 36 % shared that it happened sometimes, while 12 % of students felt that the institute rarely promoted such activities.

With regard to the teaching and mentoring process, 38 % felt that they were significantly facilitated by the process in their cognitive, social and emotional growth, 46 % responded that it helped them very well and 16 % were of the opinion that they were moderately impacted by the teaching and mentoring process. Majority of the respondents (60 %) strongly agreed that the institution provided multiple opportunities to learn and grow and 40 % agreed to the same. Around 54 % of students responded that they were usually informed about the expected competencies, course outcomes and program outcomes. While a minor 8 % stated that they were sometimes informed, 38 % were of the view that such information was provided every time.

The survey showed 48 % of the respondents recording that their mentor did necessary follow-ups of the assigned task every time. Another 48 % responded that such follow-ups were done usually and 2 % each opined that follow-ups were rare or occasional. 34 % students felt that the teacher usually illustrated the concepts through examples and applications. And while 2 % mentioned that illustrations were occasional, 64 % revealed that the concepts were illustrated with examples and applications every time. 54 % of students said that the teachers could reasonably identify their strengths and encourage them by providing the right level of challenges and the remaining 42 % answered that the teachers were fully able to do that. About 48 % students responded that the teacher usually identified their weakness and helped in overcoming them, 6 % were of the view that they were occasionally assisted on the matter, and 40 % mentioned that the teacher was able to do that and helped them every time.

As many as 50 % of the students agreed that the institution made efforts to engage them in monitoring, review and continuous quality improvement of the teaching learning process. Another 46 % of students strongly agreed to this view. A minimal 4 % however, remained neutral about it. 44 % of respondents cited that the teachers moderately used student centric

methods for enhancing learning experiences. 40 % mentioned that student centric methods were used to a great extent and 12 % responded that the teachers somewhat used such methods.

Almost all the students were very positive that teachers encouraged them to participate in extracurricular activities with 66 % strongly agreeing to this view and 34 % being agreeable to it. 54 % of the students responded that the institute/teachers put in moderate efforts to inculcate soft skills, life skills and employability skills, preparing them for the world of work and the remaining 46 % viewed that the institute/teachers made efforts to a great extend for the same. According to 34 % of the students, about 70-89 % of the teachers used ICT tools such as LCD projectors, multimedia, etc., during the course of teaching, 30 % stated that 50-69 % of teachers made use of ICT tools and 36 % shared that above 90 % teachers made use of the same. 48 % agreed that the overall quality of the teaching-learning process was very good and 52 % concluded that they strongly agreed upon the ideal quality of the overall teaching-learning process.

The respondents also made observations/suggestions to improve the overall teaching-learning experience in the institution. They suggested the need for more extracurricular activities, interactive sessions between students and teachers, and to organise more field trips and career guidance programs.

Conclusion and Action Taken Report

An analysis of the Student Satisfaction Survey shows that the college thrives in areas of teaching and mentoring process, with the faculty being portrayed as having the ability to communicate effectively, encourage class participation and motivate the students, identifying their strengths and weakness and working on them. Improvements need to be made in incorporating more extracurricular activities, field trips and career guidance programs in the curriculum.

The Principal along with the IQAC had a deliberation on all aspects of the feedback received from the students and formulated an action plan to address the weakness and to further boost the strengths of the college. Thereafter, a meeting was convened with the faculty and staff discussing the details of the survey and the course of action to be undertaken. The institute is striving towards student's progression, emphasizing on provision of life skills and soft skills to improve the employability of the students as they pass out of the institution. The mentoring, career guidance and counselling cells are keeping close track of students, catering to their queries and guiding them. Emphasis is also being put in to make the teaching-learning process more student-centric, to encourage teachers to use ICT facilities and to have more discussions and interactive sessions with the students. The COVID-19 pandemic hindered the conduct of extracurricular activities but the institute is hopeful to pick up on those once the virus is contained and things return to normalcy.

1. How much of the syllabus was covered?

Attributes	Tally	Percentage (%)
85-100 %	42	84
70- 84 %	8	12
55-69%	-	-
30-54%	-	-
Below 30 %	-	-
Total	50	100%

Percentage of Syllabus Covered

- 85-100%
- 70-84%
- 55-69%
- 30-54%
- Below 30%
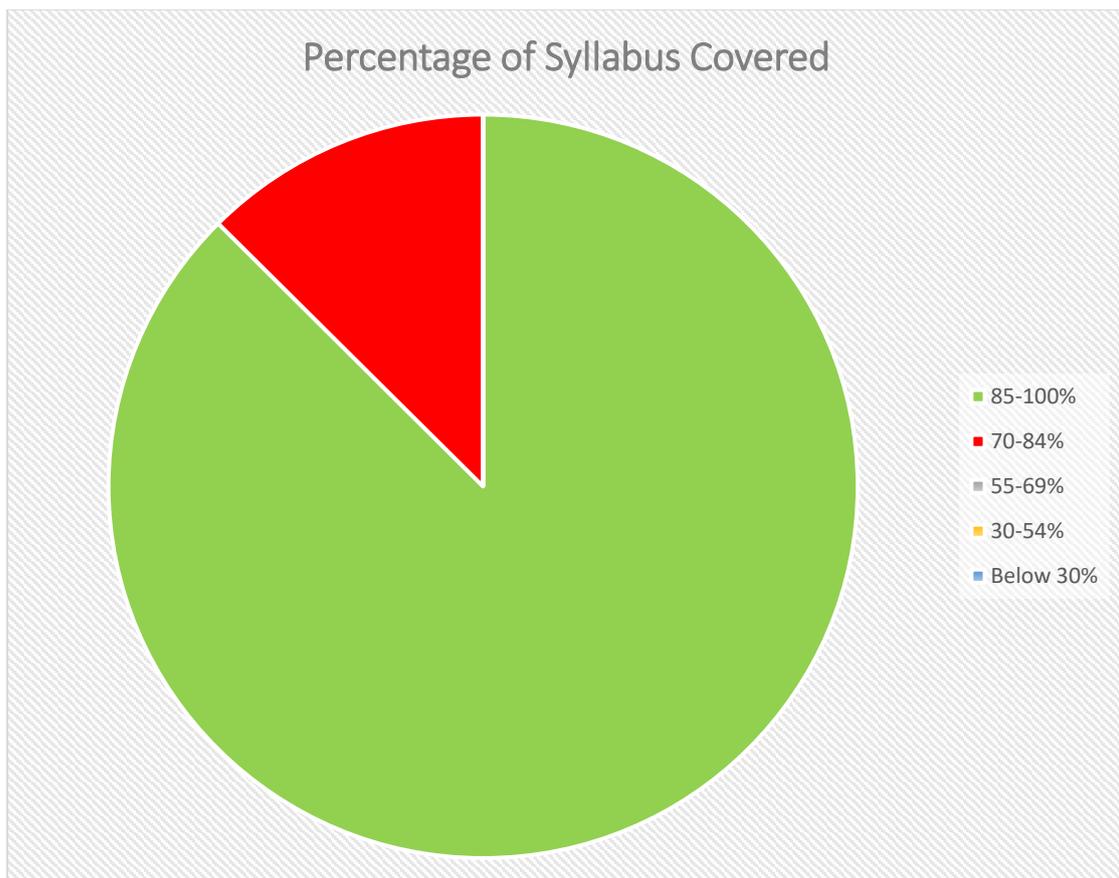
2. How well did the teachers prepare for the classes?

Attributes	Tally	Percentage (%)
Thoroughly	28	56
Satisfactorily	22	44
Poorly	-	-
Indifferently	-	-
Won't teach at all	-	-
Total	50	100%
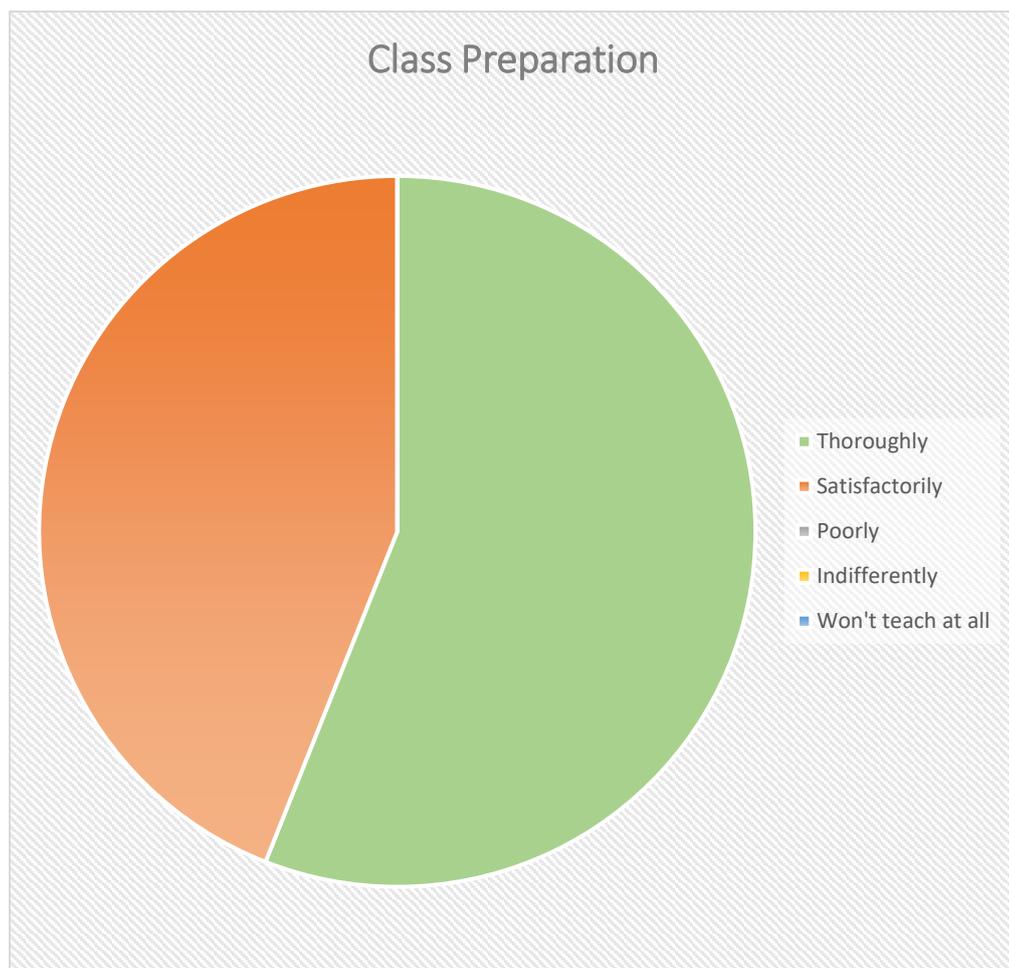
3. How well were the teachers able to communicate?

Attributes	Tally	Percentage (%)
Always Effective	32	64
Sometimes Effective	13	26
Just Satisfactorily	5	10
Generally Ineffective	-	-
Very Poor Communication	-	-
Total	50	100%

Teacher's Communication Skills

- Always Effective
- Sometimes Effective
- Just Satisfactorily
- Generally Ineffective
- Very Poor Communication
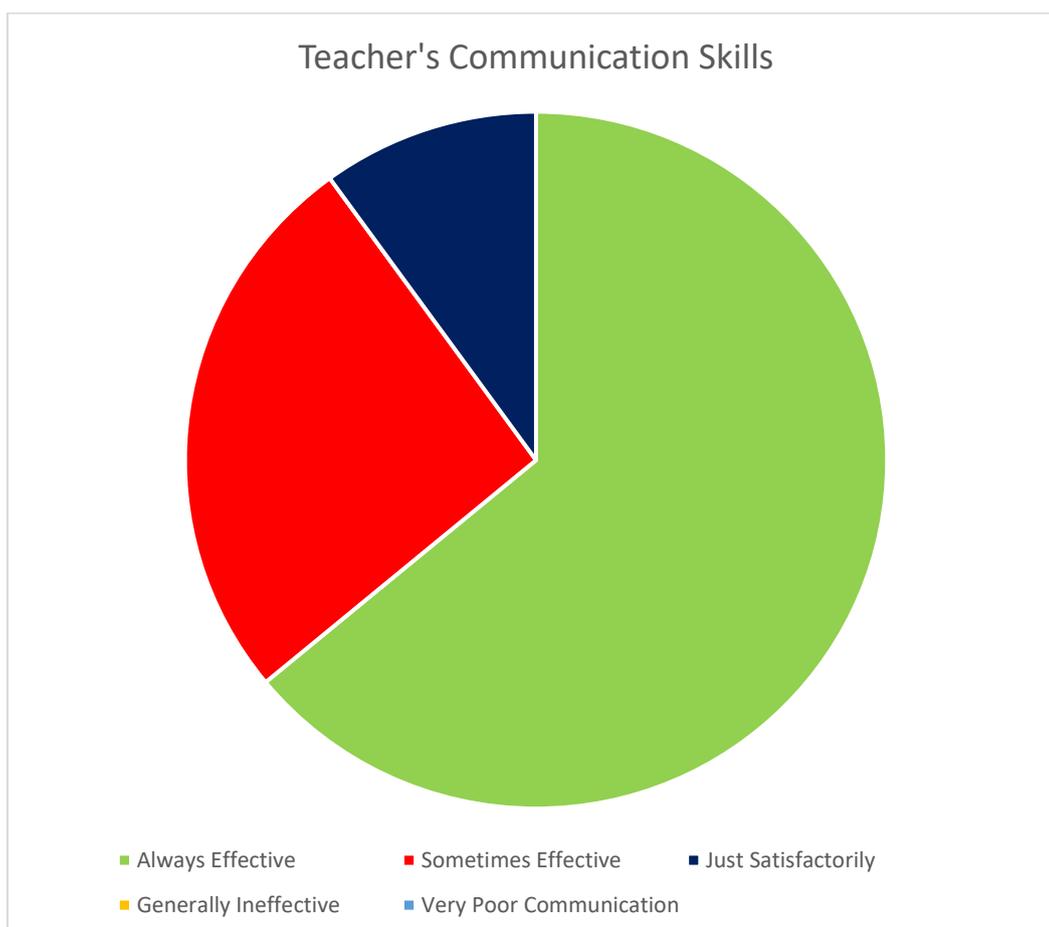
4. The teacher's approach to teaching can best be described as:

Attributes	Tally	Percentage (%)
Excellent	23	46
Very good	21	42
Good	6	12
Fair	-	-
Poor	-	-
Total	50	100%

Teacher's Approach to Teaching

■ Excellent ■ Very Good ■ Good ■ Fair ■ Poor
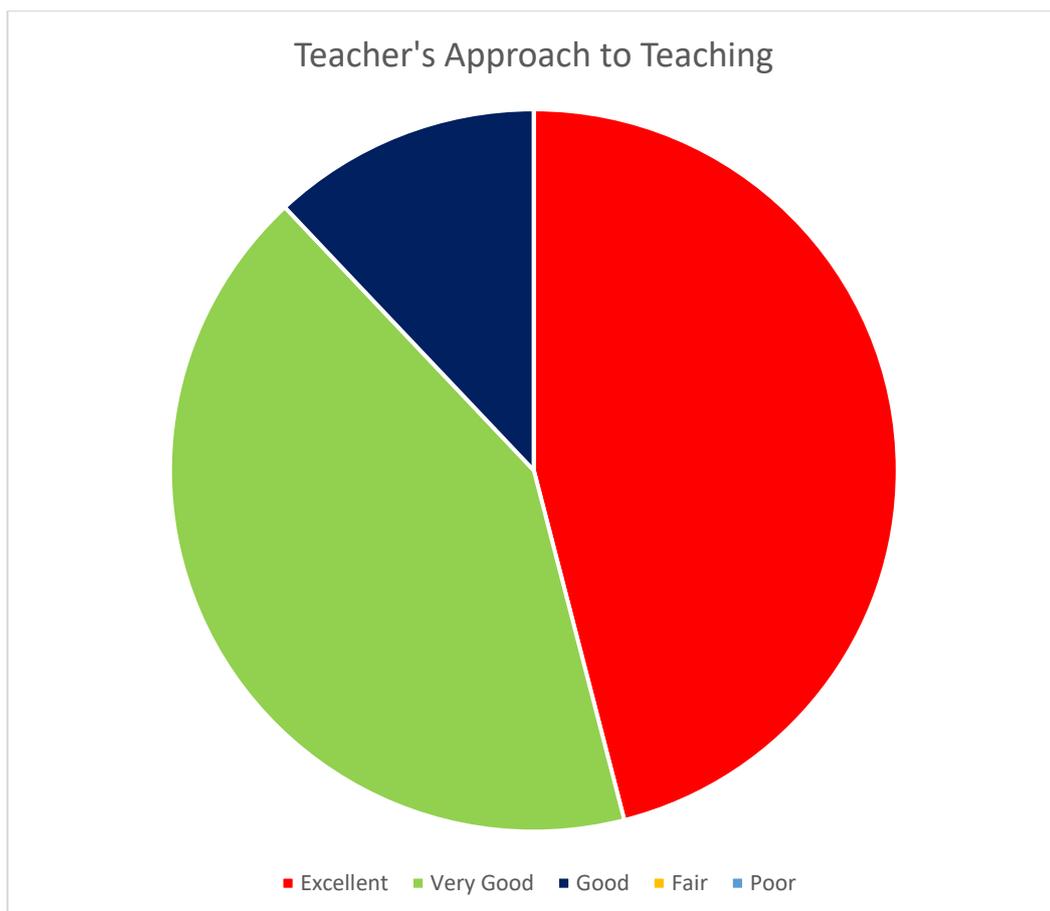
5. Fairness of the internal evaluation process by the teachers.

Attributes	Tally	Percentage (%)
Always fair	35	70
Usually fair	15	30
Sometimes unfair	-	-
Usually unfair	-	-
Unfair	-	-
Total	50	100%
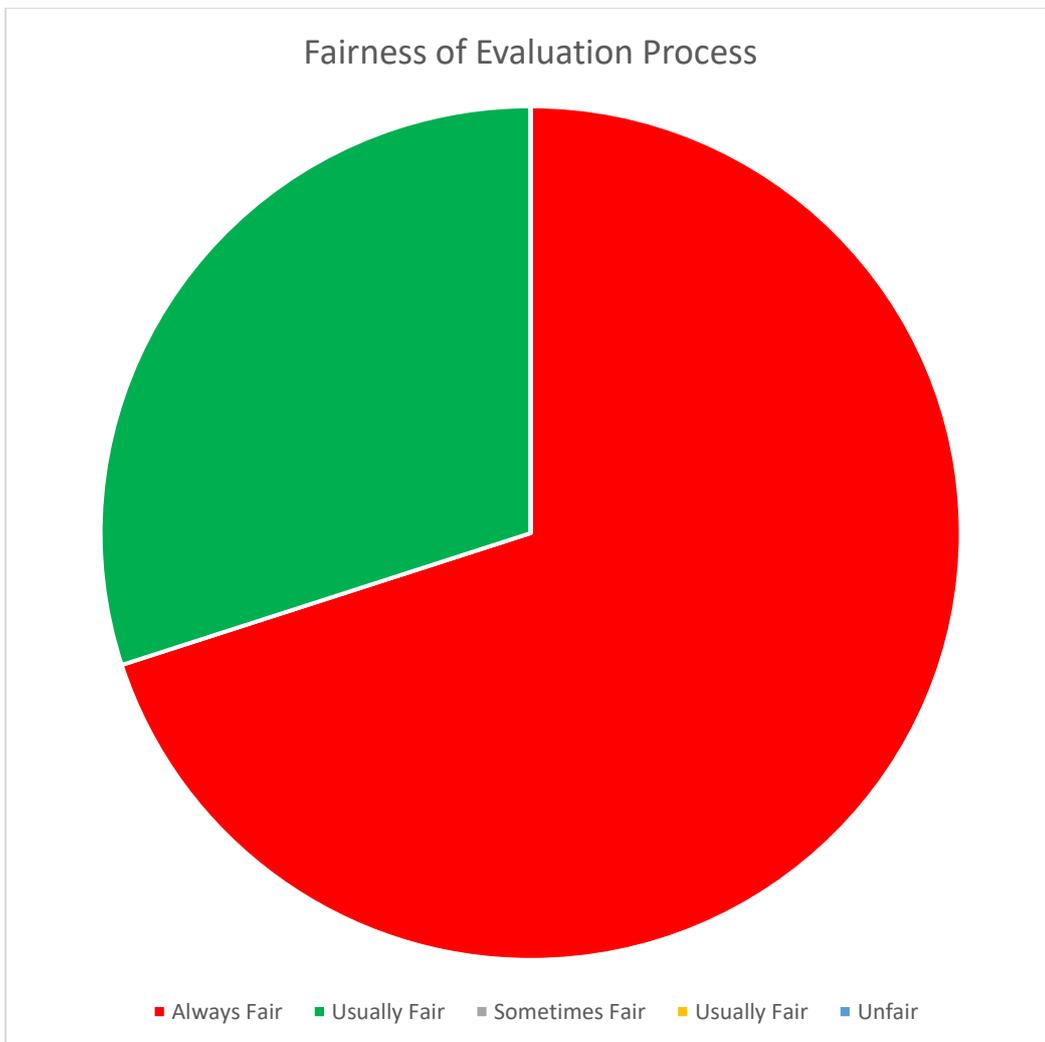
6. Was your performance in assignments discussed with you?

Attributes	Tally	Percentage (%)
Every time	**19**	**38**
Usually	**23**	**46**
Occasionally/ sometimes	**8**	**16**
Rarely	**-**	**-**
Never	**-**	**-**
Total	**50**	**100%**
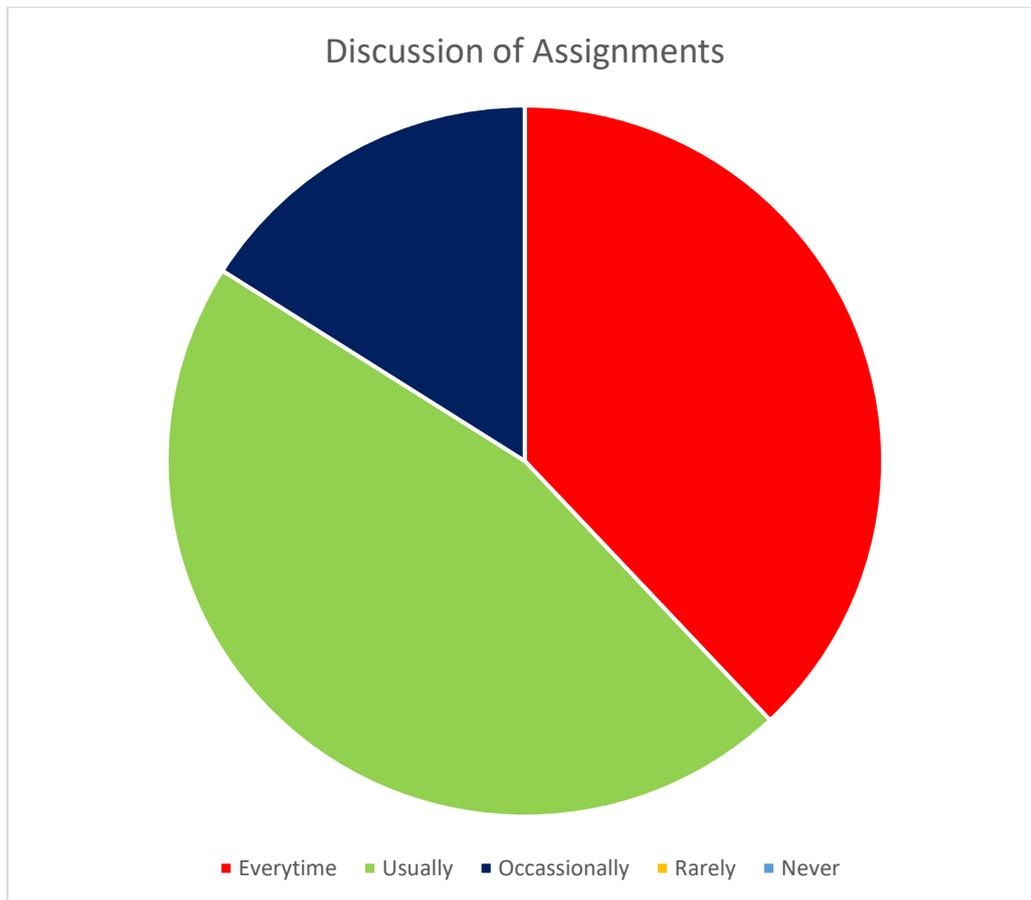
7. The institute takes active interest in providing internship, student exchange, field visit opportunities for students.

Attributes	Tally	Percentage (%)
Regularly	8	16
Often	18	38
Sometimes	18	36
Rarely	6	12
Never	-	-
Total	50	100%
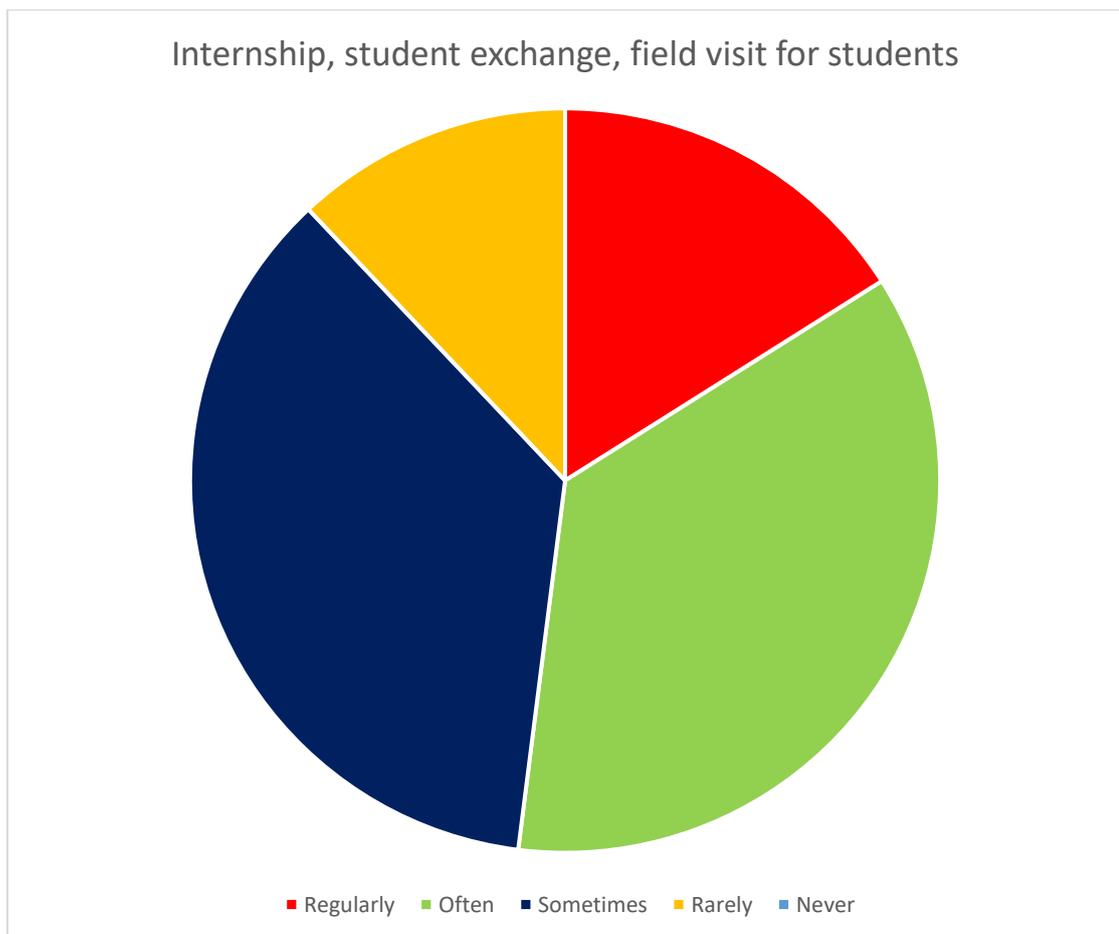
Internship, student exchange, field visit for students

■ Regularly ■ Often ■ Sometimes ■ Rarely ■ Never

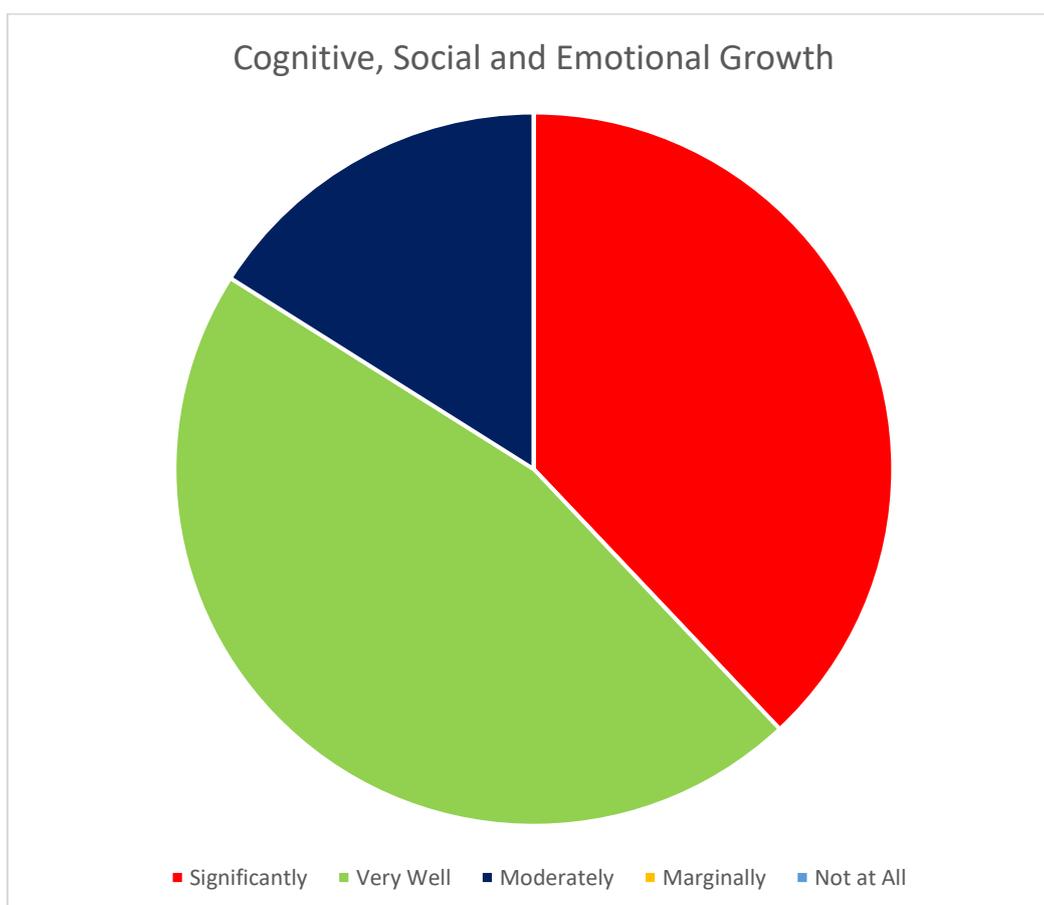8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

Attribute	Tally	Percentage (%)
Significantly	19	38
Very well	23	46
Moderately	8	16
Marginally	-	-
Not at all	-	-
Total	50	100%

Cognitive, Social and Emotional Growth

■ Significantly ■ Very Well ■ Moderately ■ Marginally ■ Not at All

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

Attributes	Tally	Percentage (%)
Strongly agree	30	60
Agree	20	40
Neutral	-	-
Disagree	-	-
Strongly disagree	-	-
Total	50	100%
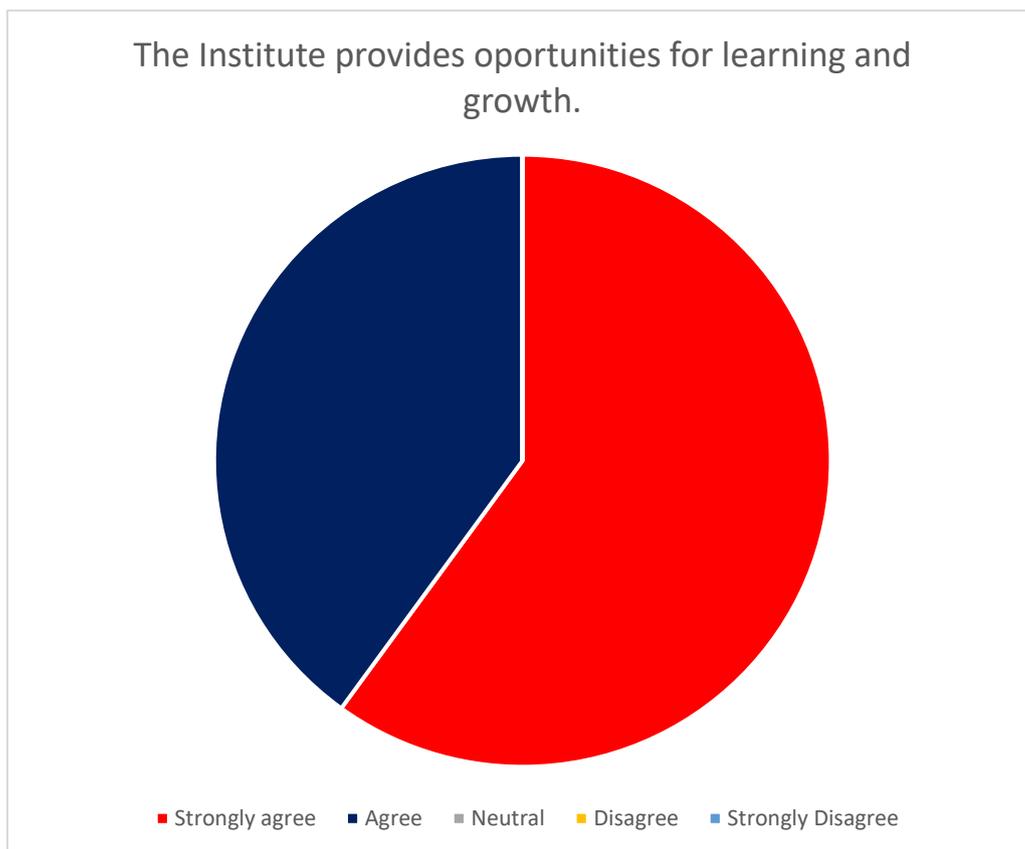
The Institute provides oportunities for learning and growth.

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

Attributes	Tally	Percentage (%)
Every time	19	38
Usually	27	54
Occasionally / sometimes	4	8
Rarely	-	-
Never	-	-
Total	50	100%

Information on expected competencies, course outcomes and program outcomes

■ Every time ■ Usually ■ Occassionally ■ Rarely ■ Never
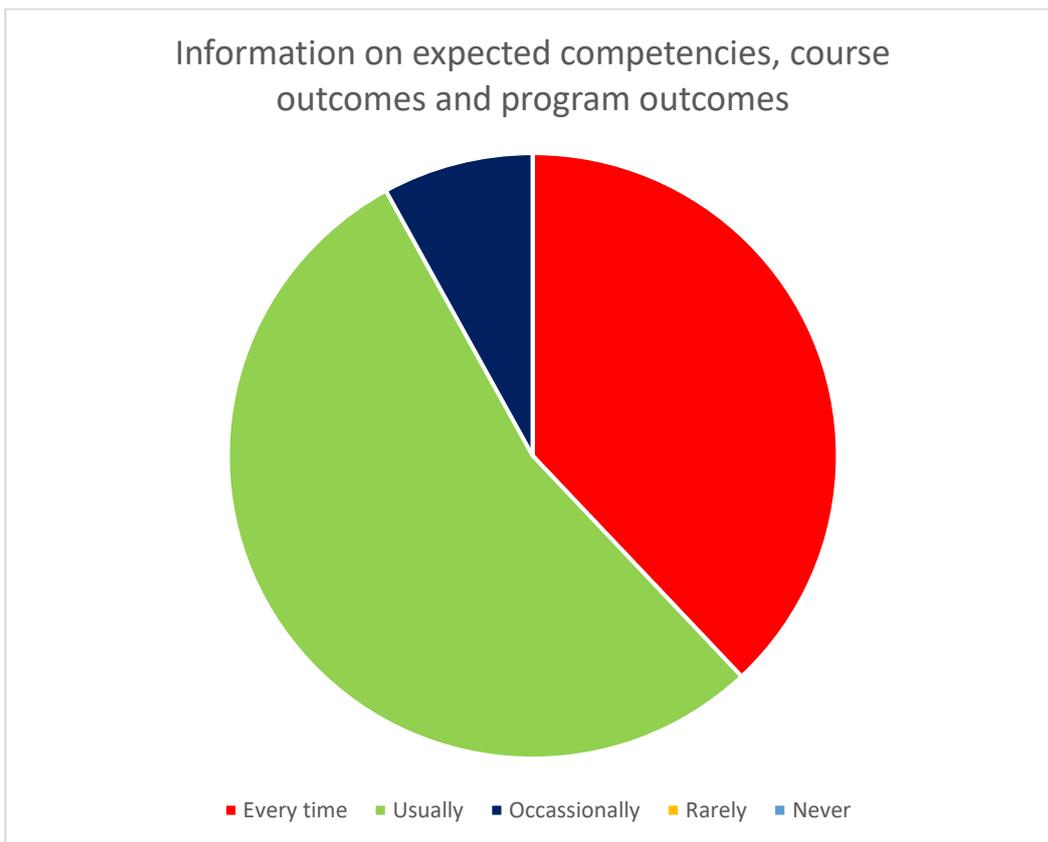
11. Your mentor does a necessary follow-up with an assigned task to you.

Attributes	Tally	Percentage (%)
Every time	24	48
Usually	24	48
Occasionally/ sometimes	1	2
Rarely	1	2
I don't have a mentor	-	-
Total	50	100%

Mentor's follow-up on assigned tasks.

- Every time
- Usually
- Occassionally
- Rarely
- I don't have a mentor

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

Attributes	Tally	Percentage (%)
Every time	32	64
Usually	17	34
Occasionally/sometimes	1	2
Rarely	-	-
Never	-	-
Total	50	100%
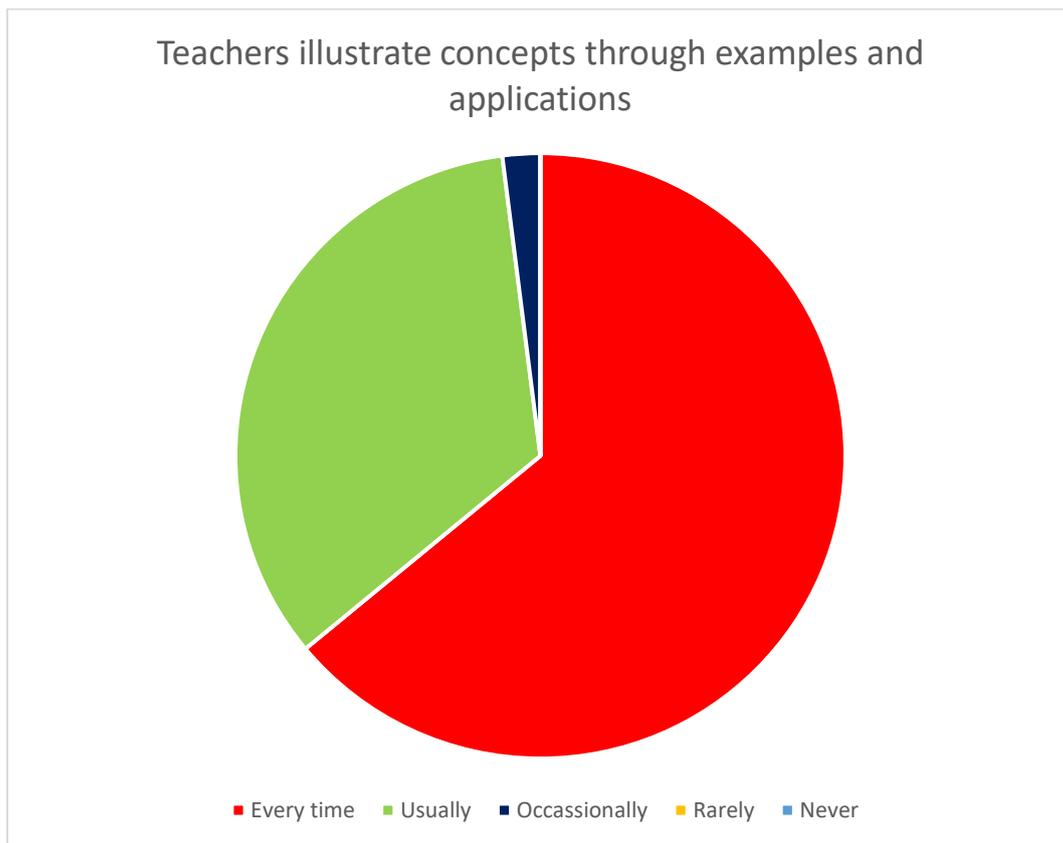
Teachers illustrate concepts through examples and applications

■ Every time ■ Usually ■ Occassionally ■ Rarely ■ Never

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

Attributes	Tally	Percentage (%)
Fully	21	42
Reasonably	29	58
Partially	-	-
Slightly	-	-
Unable to	-	-
Total	50	100%

Teachers identify strengths and encourage by providing right level of challenges.

■ Fully ■ Reasonably ■ Partially ■ Slightly ■ Unable to
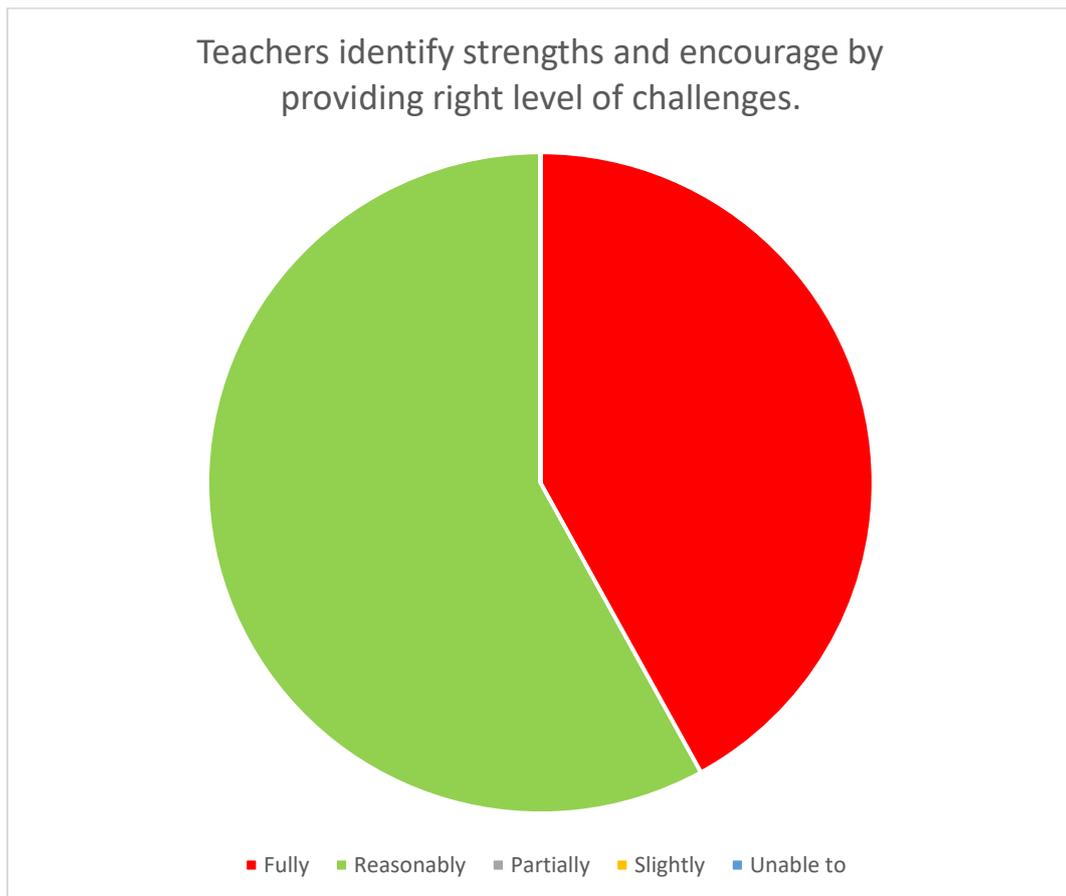
14. Teachers are able to identify your weakness and help you to overcome them.

Attributes	Tally	Percentage (%)
Every time	20	40
Usually	24	48
Occasionally / sometimes	6	12
Rarely	-	-
Never	-	-
Total	50	100%
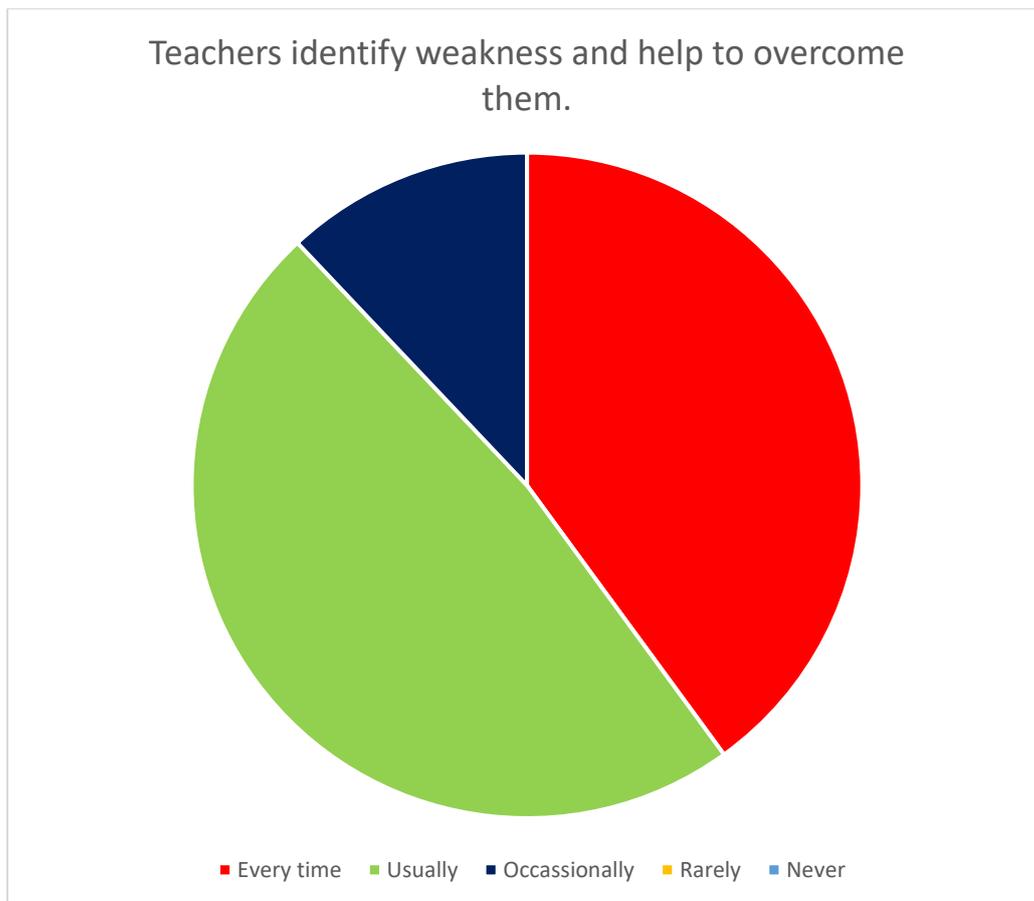
Teachers identify weakness and help to overcome them.

■ Every time   ■ Usually   ■ Occassionally   ■ Rarely   ■ Never

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

Attributes	Tally	Percentage (%)
Strongly agree	23	46
Agree	25	50
Neutral	2	4
Disagree	-	-
Strongly disagree	-	-
Total	50	100%
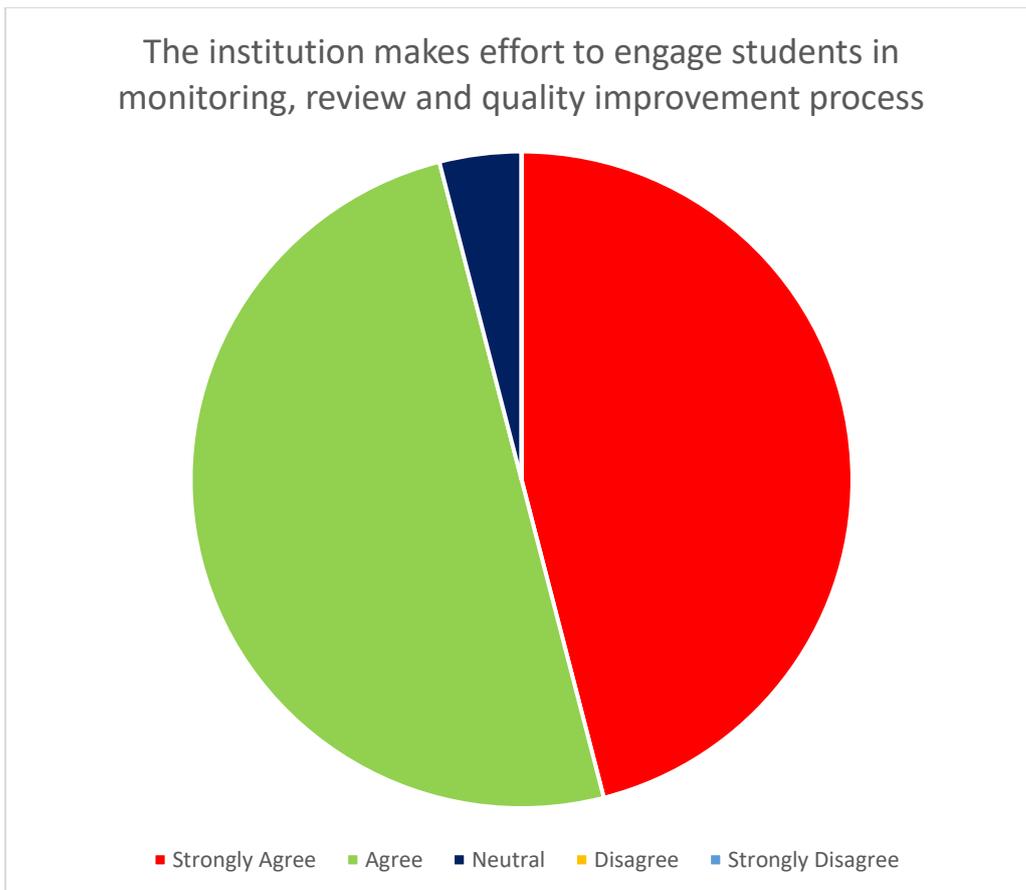
The institution makes effort to engage students in monitoring, review and quality improvement process

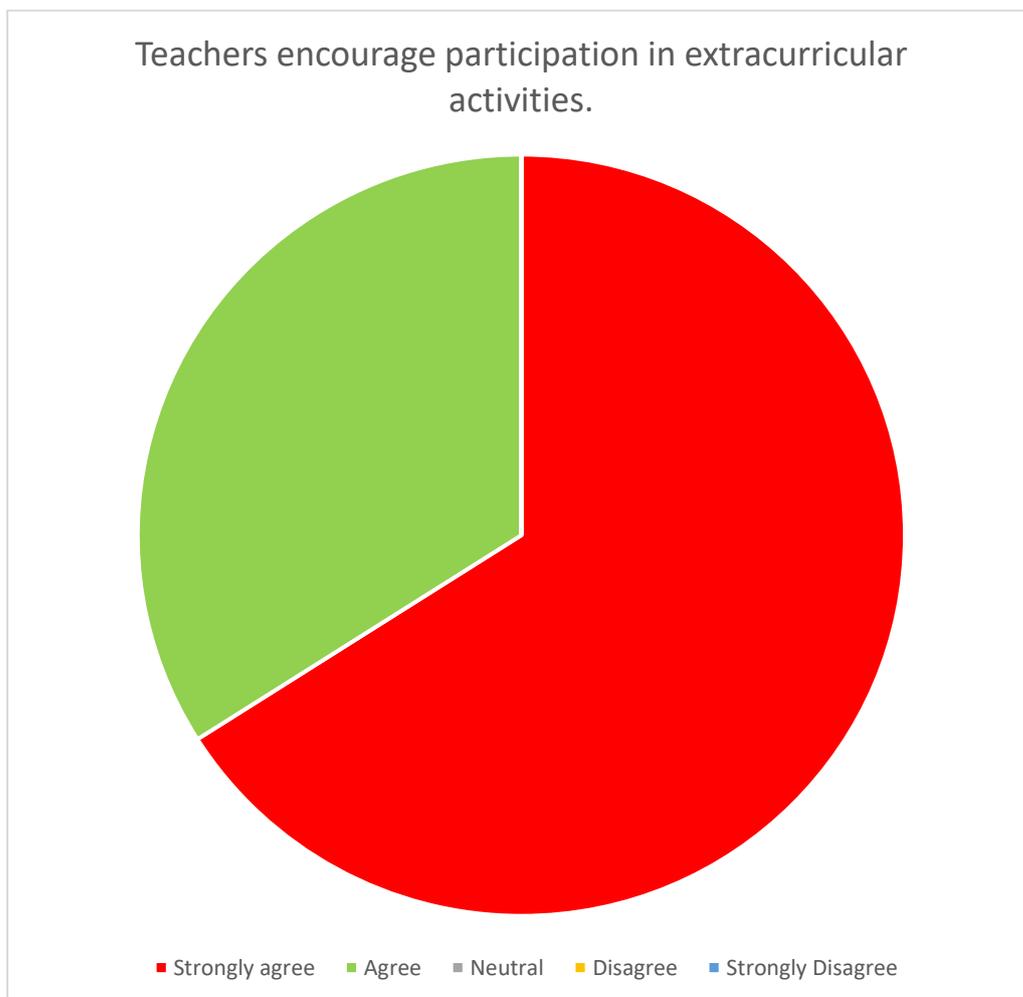■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

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

Attributes	Tally	Percentage (%)
To a great extent	20	40
Moderate	24	48
Some what	6	12
Very little	-	-
Not at all	-	-
Total	50	100%

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Teachers use student centric and problem solving methodologies to enhance learning experiences

■ To a great extent   ■ Moderate   ■ Some what   ■ Very little   ■ Not at all
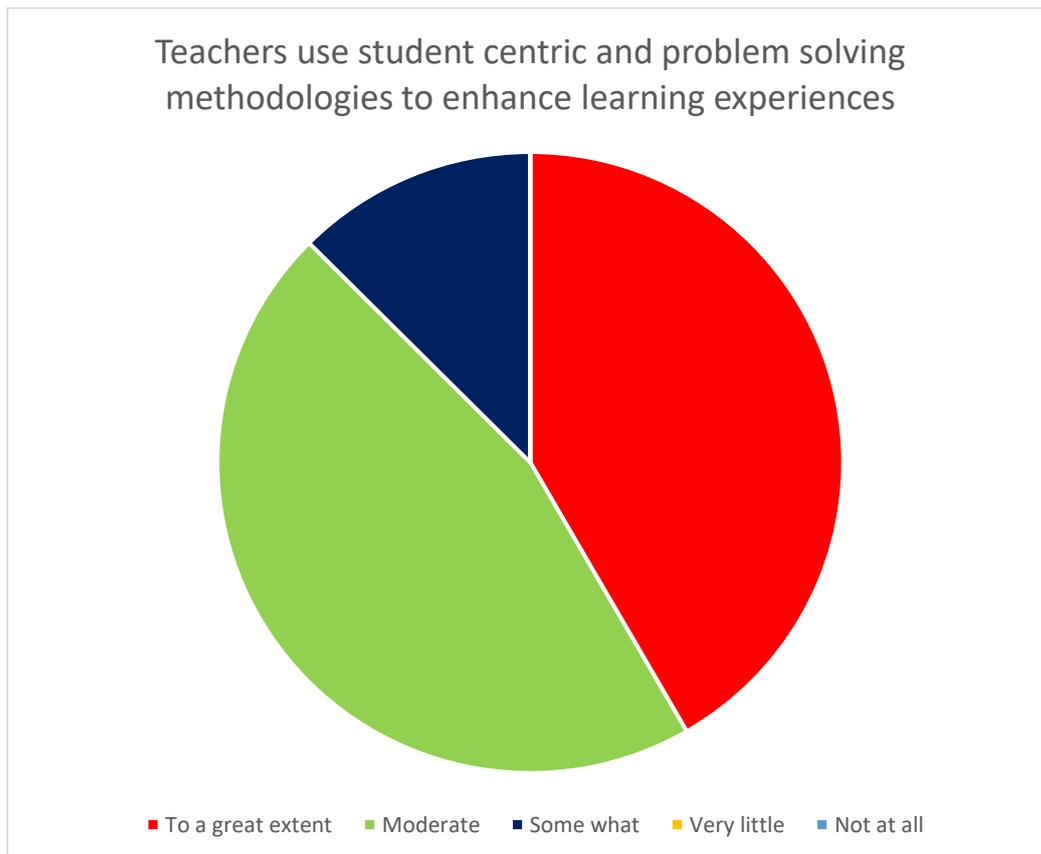
17. Teachers encourage you to participate in extracurricular activities.

Attributes	Tally	Percentage (%)
Strongly agree	33	66
Agree	17	34
Neutral	-	-
Disagree	-	-
Strongly disagree	-	-
Total	50	100%

Teachers encourage participation in extracurricular activities.

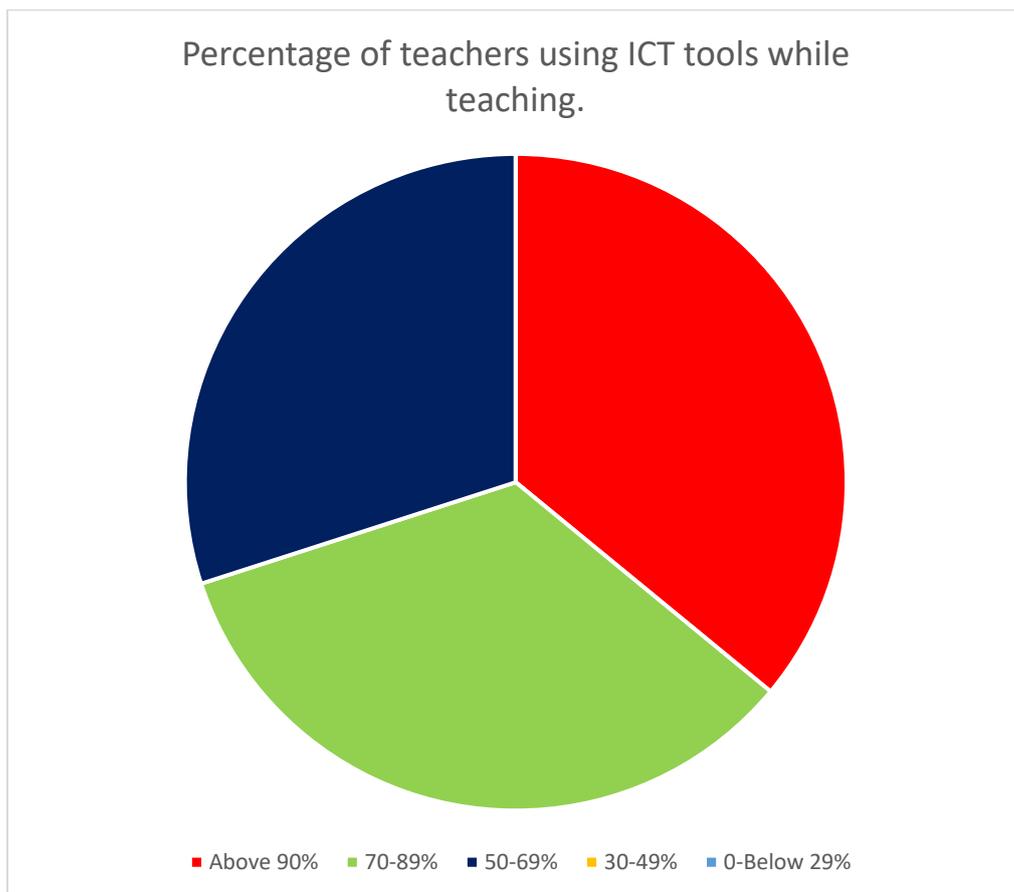■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

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.

Attributes	Tally	Percentage (%)
To a great extent	23	46
Moderate	27	24
Some what	-	-
Very little	-	-
Not at all	-	-
Total	50	100%

Teachers inculcate soft skills, life skills and employability skills making students ready for the world of work.

■ To a great extent ■ Moderate ■ Some what ■ Very little ■ Not at all
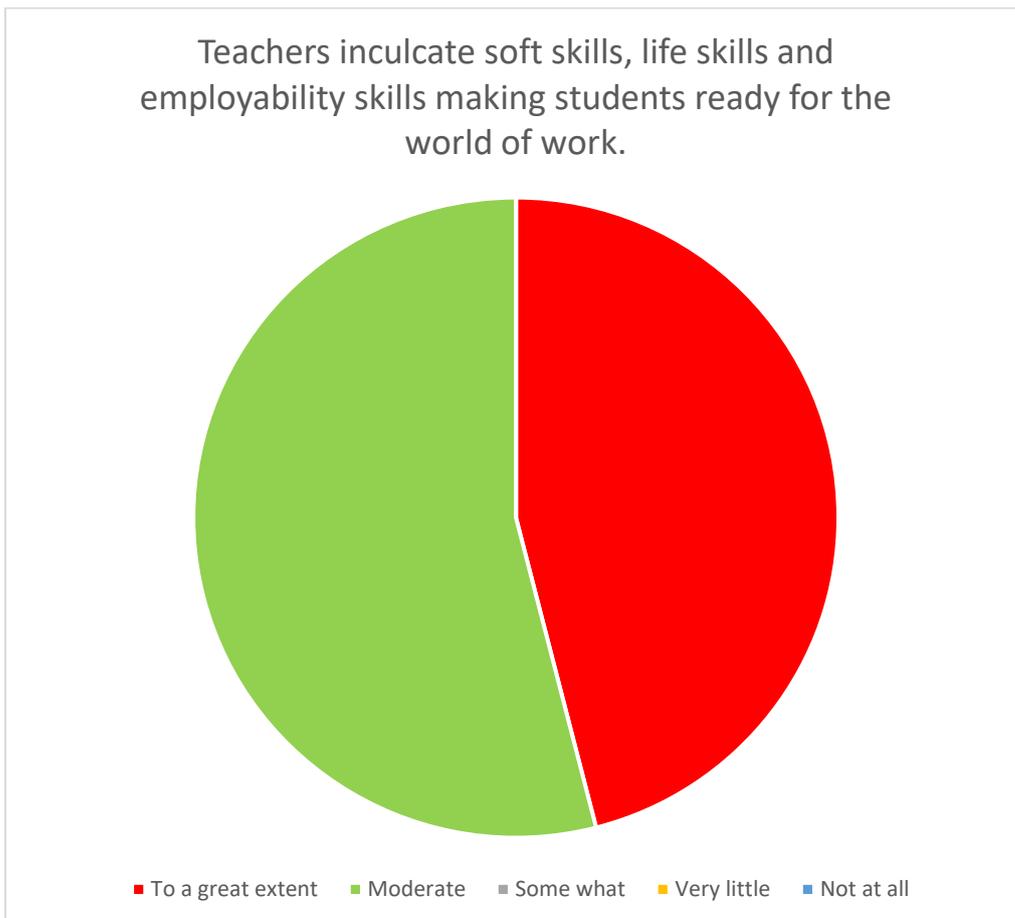
19. What percentage of teachers use ICT tools such as LCD projectors, multimedia, etc. while teaching?

Attributes	Tally	Percentage (%)
Above 90%	18	36
70-89%	17	34
50-69%	15	30
30-49%	-	-
Below 29%	-	-
Total	50	100%

Percentage of teachers using ICT tools while teaching.

■ Above 90% ■ 70-89% ■ 50-69% ■ 30-49% ■ 0-Below 29%

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

Attributes	Tally	Percentage (%)
Strongly agree	26	52
Agree	24	48
Neutral	-	-
Disagree	-	-
Strongly disagree	-	-
Total	50	100%

The overall quality of teaching-learning process of the institute is very good.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
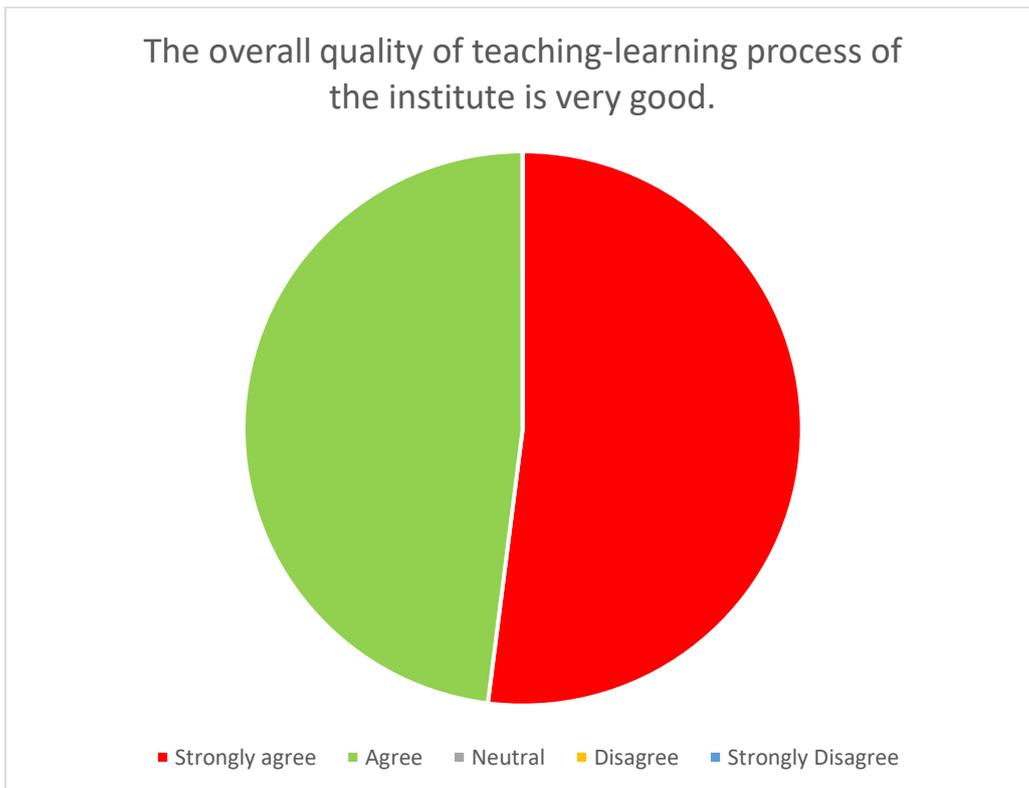
National Assessment and Accreditation Council (NAAC)
Student Satisfaction Survey
Key Indicator - 2.7.1
Under Criterion II of Teaching – Learning and Evaluation

Guidelines for Students

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

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) MPhil ☐
      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)

Criterion II – Teaching–Learning and Evaluation

Student Satisfaction Survey on Teaching Learning Process

Following are questions for online student satisfaction survey regarding teaching learning process.

1. How much of the syllabus was covered in the class?
     4 – 85 to 100%
     3– 70 to 84%
     2 – 55 to 69%
     1– 30 to 54%
     0 –Below 30%

2. How well did the teachers prepare for the classes?
     4 –Thoroughly
     3 – Satisfactorily
     2 – Poorly
     1 – Indifferently
     0 – Won't teach at all

3. How well were the teachers able to communicate?
     4 – Always effective
     3– Sometimes effective
     2 – Just satisfactorily
     1– Generally ineffective
     0– Very poor communication

4. The teacher's approach to teaching can best be described as
     4– Excellent
     3– Very good
     2 – Good
     1 – Fair
     0– Poor

5. Fairness of the internal evaluation process by the teachers.
     4 – Always fair
     3 – Usually fair
     2 – Sometimes unfair
     1 – Usually unfair
     0– Unfair

6. Was your performance in assignments discussed with you?
     4 – Every time
     3 – Usually
     2 – Occasionally/Sometimes
     1 – Rarely
     0– Never

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
   - 4 – Regularly
   - 3 – Often
   - 2 – Sometimes
   - 1 – Rarely
   - 0– Never

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
   - 4 – Significantly
   - 3 – Very well
   - 2 – Moderately
   - 1 – Marginally
   - 0– Not at all

9. The institution provides multiple opportunities to learn and grow.
   - 4 – Strongly agree
   - 3 – Agree
   - 2 – Neutral
   - 1 – Disagree
   - 0– Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
    - 4 – Every time
    - 3 – Usually
    - 2– Occasionally/Sometimes
    - 1 – Rarely
    - 0– Never

11. Your mentor does a necessary follow-up with an assigned task to you.
    - 4 – Every time
    - 3 – Usually
    - 2-Occasionally/Sometimes
    - 1 – Rarely
    - 0 – I don't have a mentor

12. The teachers illustrate the concepts through examples and applications.
    - 4 – Every time
    - 3 – Usually
    - 2 – Occasionally/Sometimes
    - 1– Rarely
    - 0 – Never

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

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

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

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

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

        4 – Strongly agree
        3 – Agree
        2 – Neutral
        1 – Disagree
        0 – Strongly disagree

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

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

17. Teachers encourage you to participate in extracurricular activities.

        4 – Strongly agree
        3 – Agree
        2 – Neutral
        1 – Disagree
        0 – 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.

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

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

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

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

        4 –Strongly agree
        3 – Agree
        2 – Neutral
        1 – Disagree
        0 – Strongly disagree

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

a)

b)

c)