

## Phek Government College

### Analysis of Student Satisfaction Survey: 2021-2022

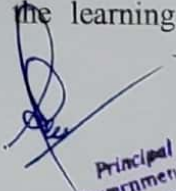
As per the NAAC guidelines, a Student Satisfaction Survey was conducted for the year 2021-2022. The data was collected on the basis of the questionnaire designed by NAAC to assess teaching-learning and evaluation of higher education institutes. A random sample of 55 respondents, 40 pursuing Bachelors in Arts and 15 pursuing Bachelors in Science was surveyed upon.

According to the survey, 98% of the students positively responded that 85-100% of the syllabus was covered in class and only 2% opined that around 70-84% of the syllabus was covered. In terms of teacher's preparedness for class, 64% respondents expressed that the preparation was satisfactory and the remaining 36% felt that the teachers were very thorough. As many as 56% of the students found the teacher's communication skill to be always effective, 33% felt that it was sometimes effective and 11% shared that it was satisfactory. 55% students described the teacher's approach to teaching as excellent, 31% described it to be very good and 14% felt that it was good.

With regard to fairness in internal evaluation, 62% of the respondents viewed that the teachers were always fair and 38% shared that they were usually fair. 47% of students responded that their performance in assignments were discussed with them every time, 50% shared that those discussions were usually done and 3% concluded that the assignments were sometimes discussed upon. 5% of students stated that the institute regularly took active interest in promoting internship, student exchange and field visit opportunities. 46% mentioned that such opportunities were often promoted, another 47% shared that it happened sometimes and 2% felt that the institute rarely promoted such activities.

In terms of the teaching and mentoring process, 25.5% felt that they were significantly facilitated by the process in their cognitive, social and emotional growth, 49% responded that it helped them very well and 25.5% opined that they were moderately impacted by the teaching and mentoring process. Majority of the students (60%) agreed that the institution provided multiple opportunities to learn and grow and 35% strongly agreed to the same while some 5% remained neutral in their opinion. Around 58% of students responded that they were usually informed about the course outcomes and program outcomes, 21% stated that they were occasionally informed and another 21% were of the view that such information's were provided every time.

The survey showed 29% of the respondents recording that their mentor did necessary follow-ups of the assigned task every time. Another 44% responded that follow-ups were usually done and 27% opined that the mentors got back to their assigned task sometimes. 40% students felt that the teacher usually illustrated the concepts through examples and illustrations, while 7% mentioned that illustrations were occasional, 53% revealed that the teachers always used examples and illustrations in explaining the concepts. 55% of students said that the teachers could reasonably identify their strengths and encourage them and while 7% felt that teachers could only partially do that, 38% answered that teachers were fully able to encourage them after identifying their strengths. Around 33% students responded that the teacher usually noted their weakness and helped in overcoming them, 27% were of the view that they were occasionally assisted on the matter and 40% mentioned that the teacher helped them every time. About 66% 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 27% agreed to this view and 7% remained neutral. 49% of respondents cited that the teachers moderately used student centric methods for enhancing the learning

  
Principal  
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Phek : Nagaland

experience, 29% mentioned that student centric methods were used to a great extent and 22% responded that the teachers somewhat used such methods.

Almost all the students were positive that teachers encouraged them to participate in extracurricular activities with 44% strongly agreeing to this and 51% being agreeable to it. 60% 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, 11% felt that efforts were somewhat made in that direction and 29% agreed that the institute/teachers made efforts to a great extent for the same. According to 9% of students, more than 90% of teachers used ICT tools such as LCD projectors, multimedia, etc., during the course of teaching, 29% stated that 70-89% teachers used ICT tools, 7% shared that about 30-40% of teachers used ICT tools and 55% cited that 50-69% teachers used those tools for teaching them. 55% agreed that the overall quality of the teaching learning process was very good and 45% concluded that they strongly agreed upon the ideal quality of the overall teaching learning process.

The respondents also made observations and suggestions to further improve the overall teaching-learning experience in the institution. They suggested the need for more class interactions and discussions, to organise more extracurricular activities, to have a more cordial and friendly relationship between students and teachers, arrange for career guidance talks and seminars on a regular basis and to connect to students on an individual level so as to be able to help and encourage them.

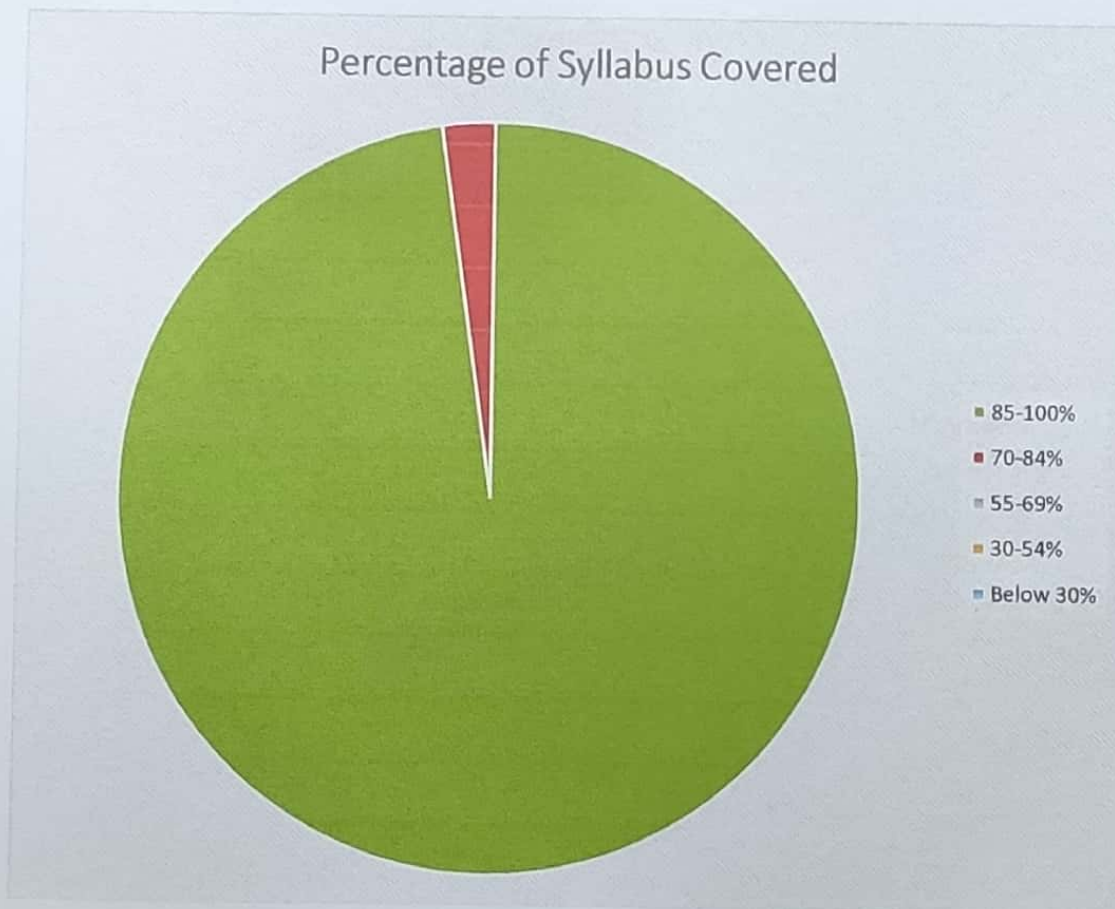
The analysis shows that the college thrives in areas of teaching and mentoring, with the faculty being portrayed as having the ability to communicate effectively and illustrate concepts efficiently, encourage class participation, motivate the students, identify their strengths and weakness and help them as much as possible. Efforts need to be made in incorporating more extracurricular activities, field trips, organising career guidance programs and class discussions in the curriculum.



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1. How much of the syllabus was covered?

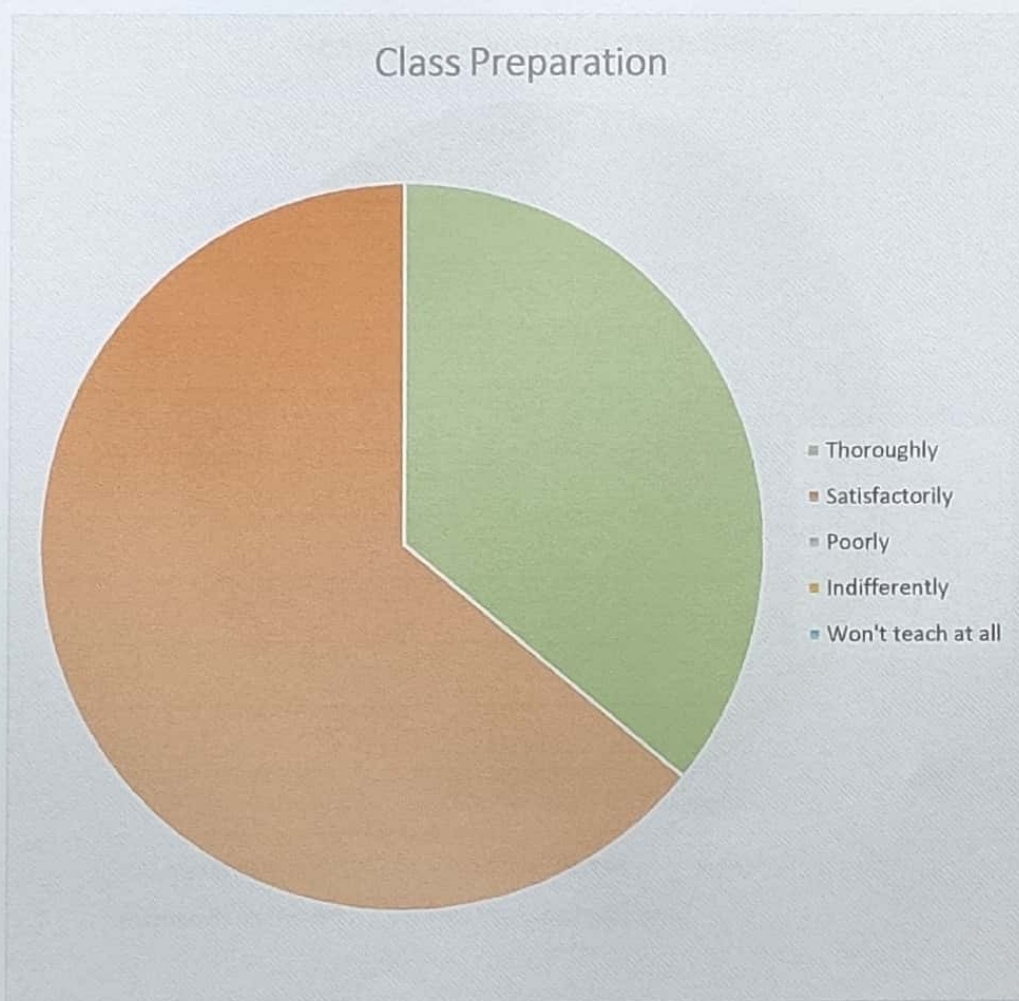
Attributes	Tally	Percentage (%)
85-100 %	54	98
70- 84 %	1	2
55-69%	-	-
30-54%	-	-
Below 30 %	-	-
<b>Total</b>	<b>55</b>	<b>100%</b>



  
Principal  
Phek Government College  
Phek : Nagaland

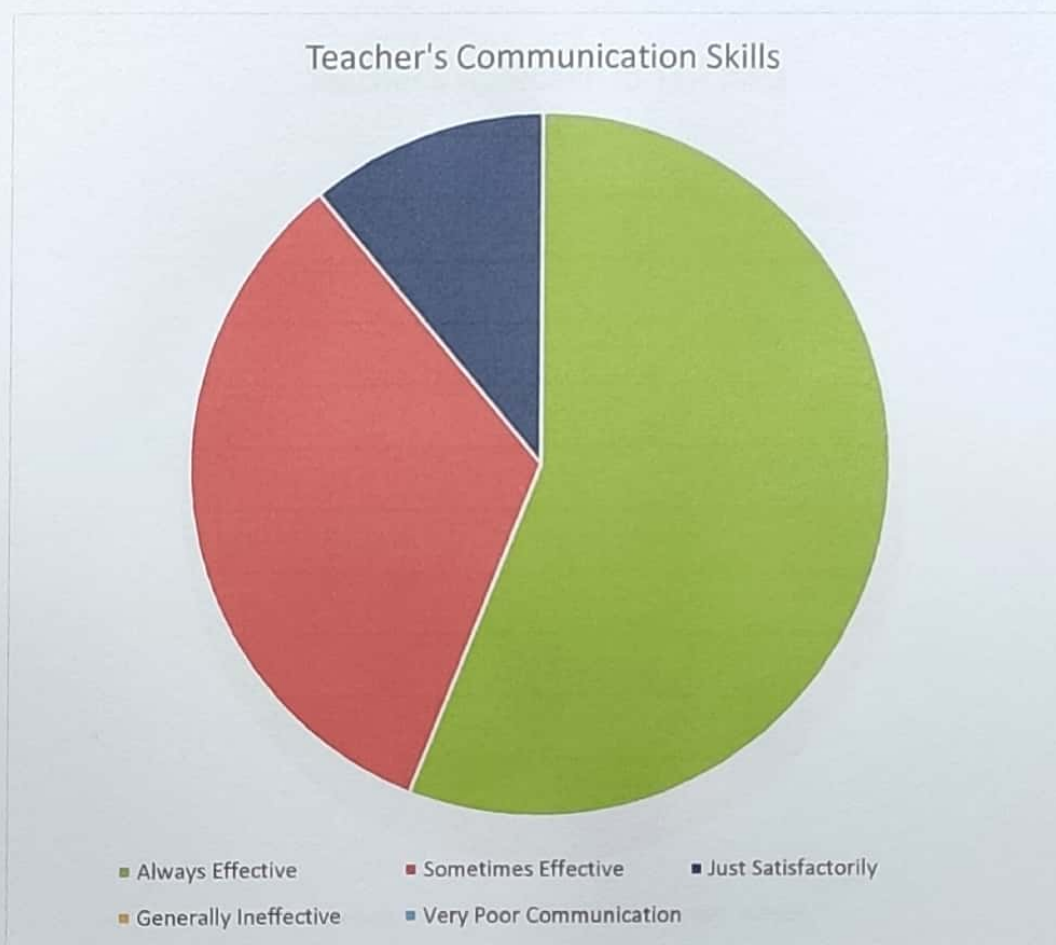
2. How well did the teachers prepare for the classes?

Attributes	Tally	Percentage (%)
Thoroughly	20	36
Satisfactorily	35	64
Poorly	-	-
Indifferently	-	-
Won't teach at all	-	-
Total	55	100%



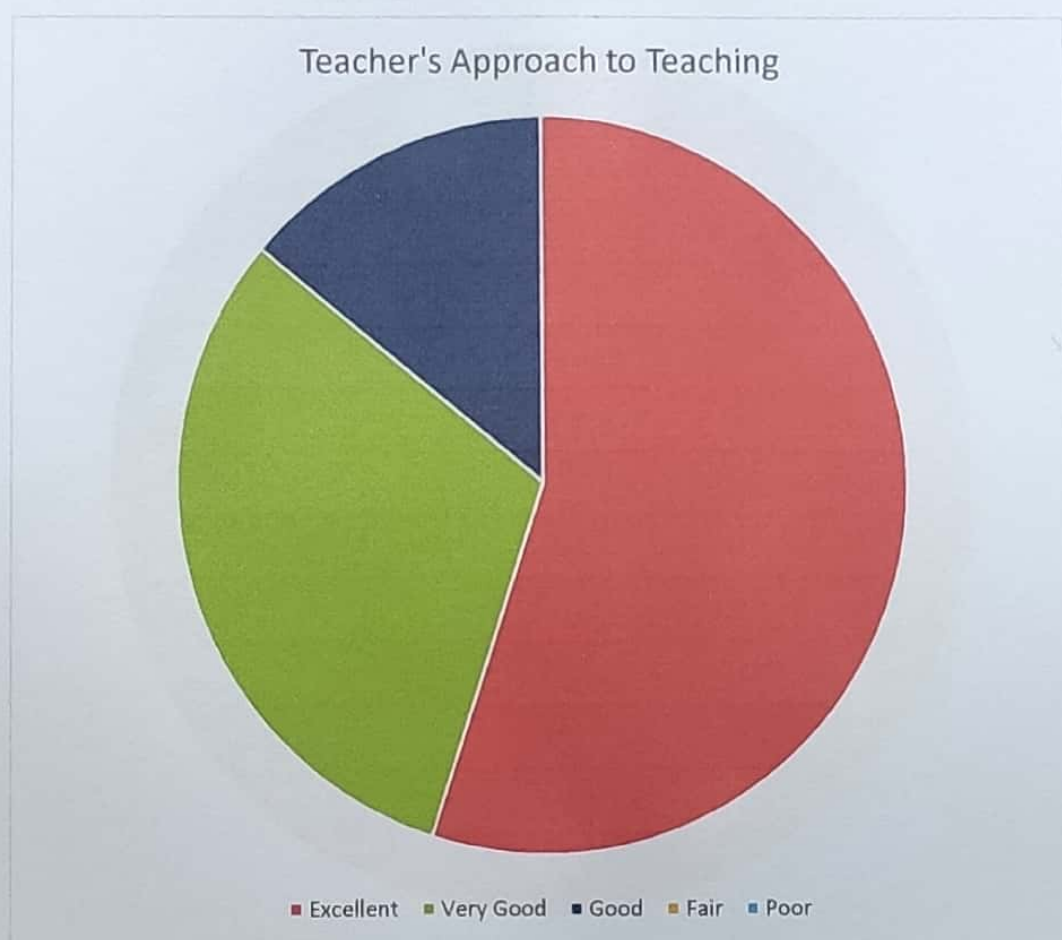
3. How well were the teachers able to communicate?

Attributes	Tally	Percentage (%)
Always Effective	31	56
Sometimes Effective	18	33
Just Satisfactorily	6	11
Generally Ineffective	-	-
Very Poor Communication	-	-
<b>Total</b>	<b>55</b>	<b>100%</b>



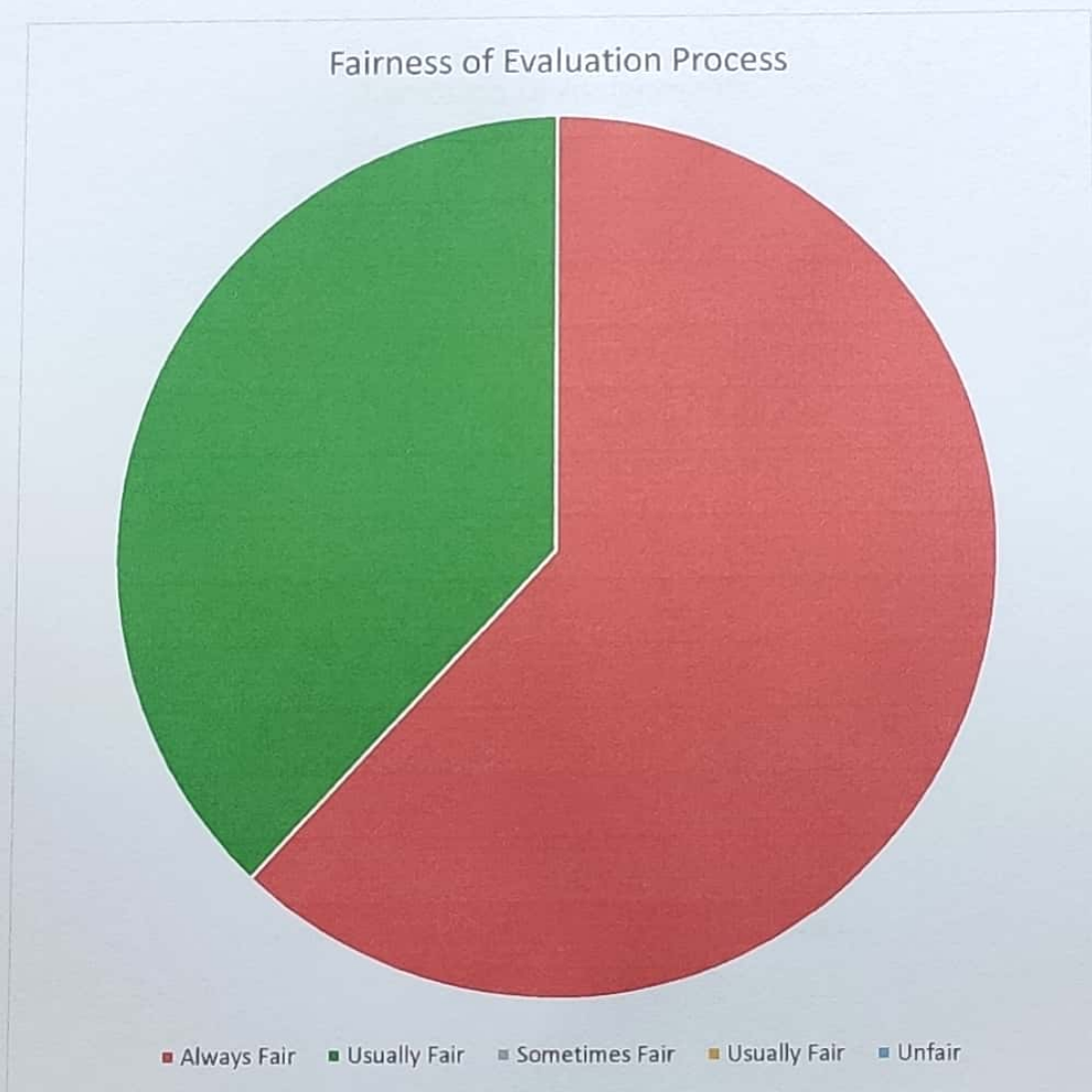
4. The teacher's approach to teaching can best be described as:

Attributes	Tally	Percentage (%)
Excellent	30	55
Very good	17	31
Good	8	14
Fair	-	-
Poor	-	-
Total	55	100%



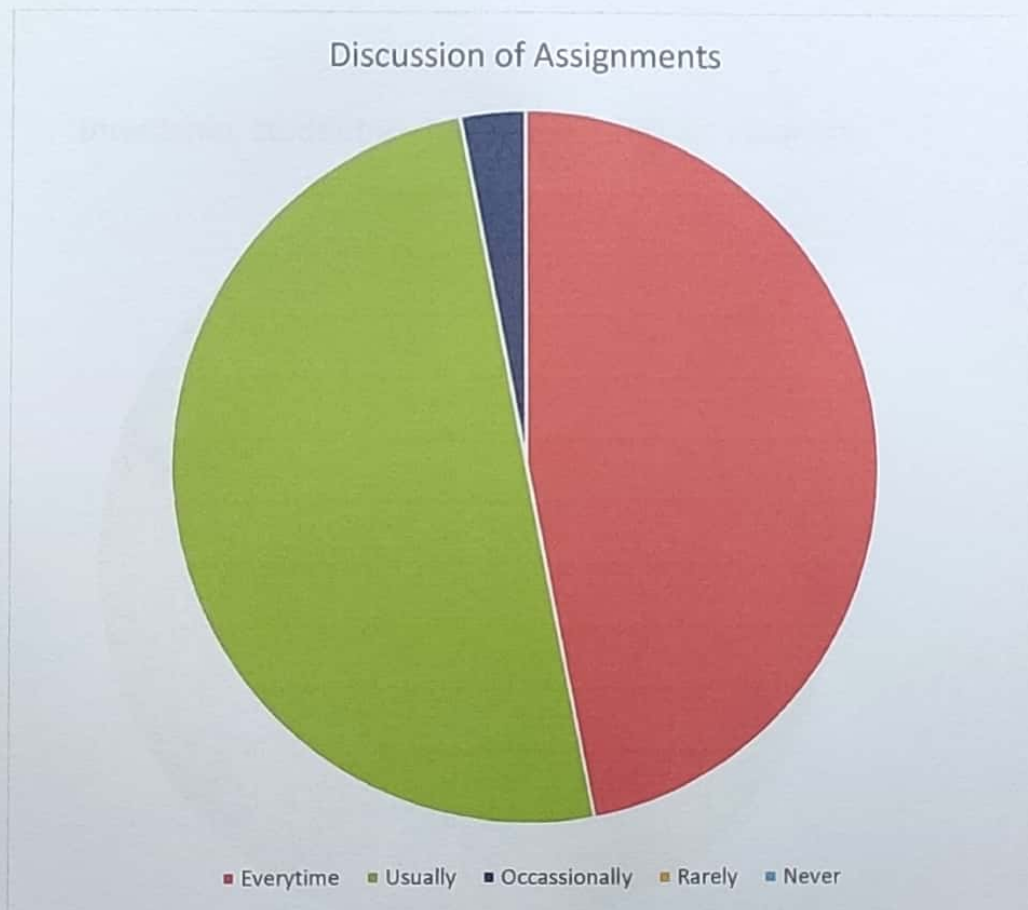
5. Fairness of the internal evaluation process by the teachers.

Attributes	Tally	Percentage (%)
Always fair	34	62
Usually fair	21	38
Sometimes unfair	-	-
Usually unfair	-	-
Unfair	-	-
Total	55	100%



6. Was your performance in assignments discussed with you?

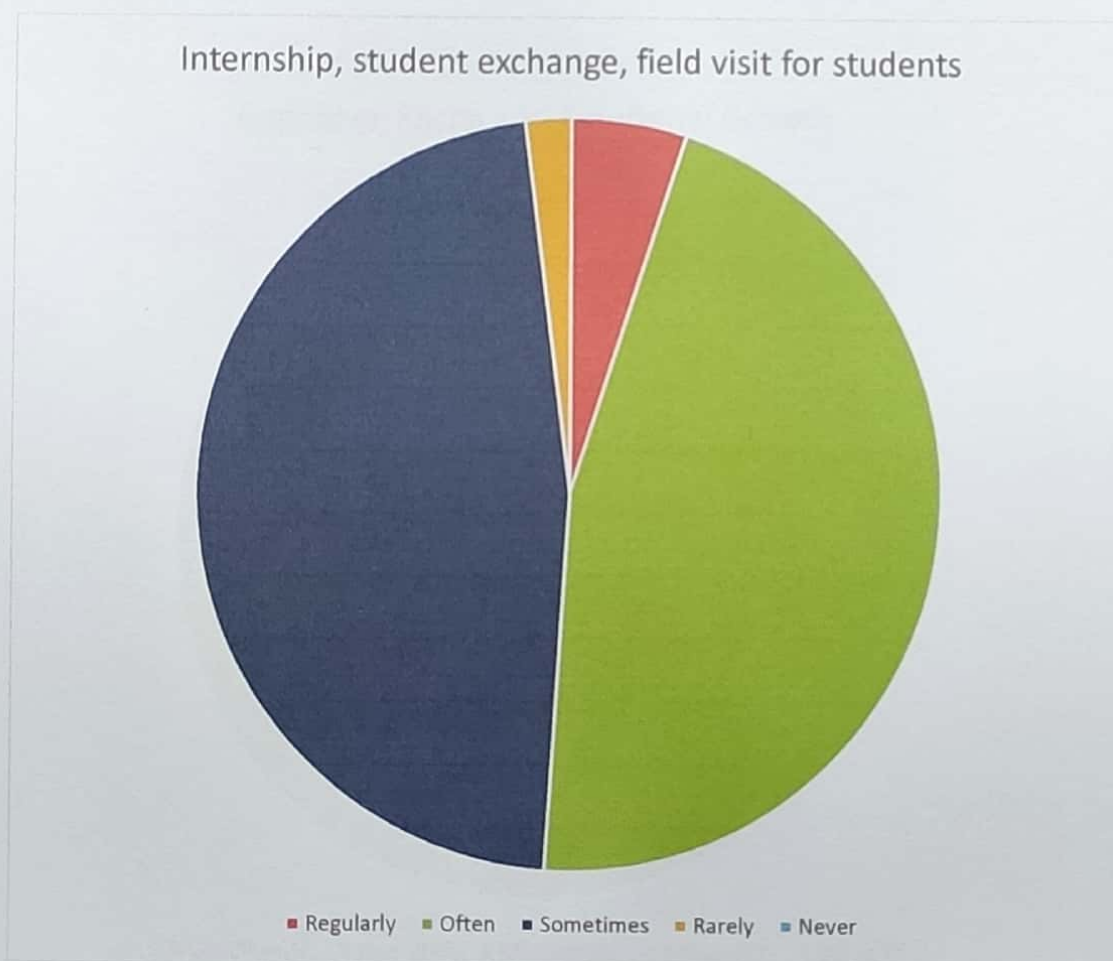
Attributes	Tally	Percentage (%)
Every time	26	47
Usually	28	50
Occasionally/ sometimes	2	3
Rarely	-	-
Never	-	-
Total	55	100%





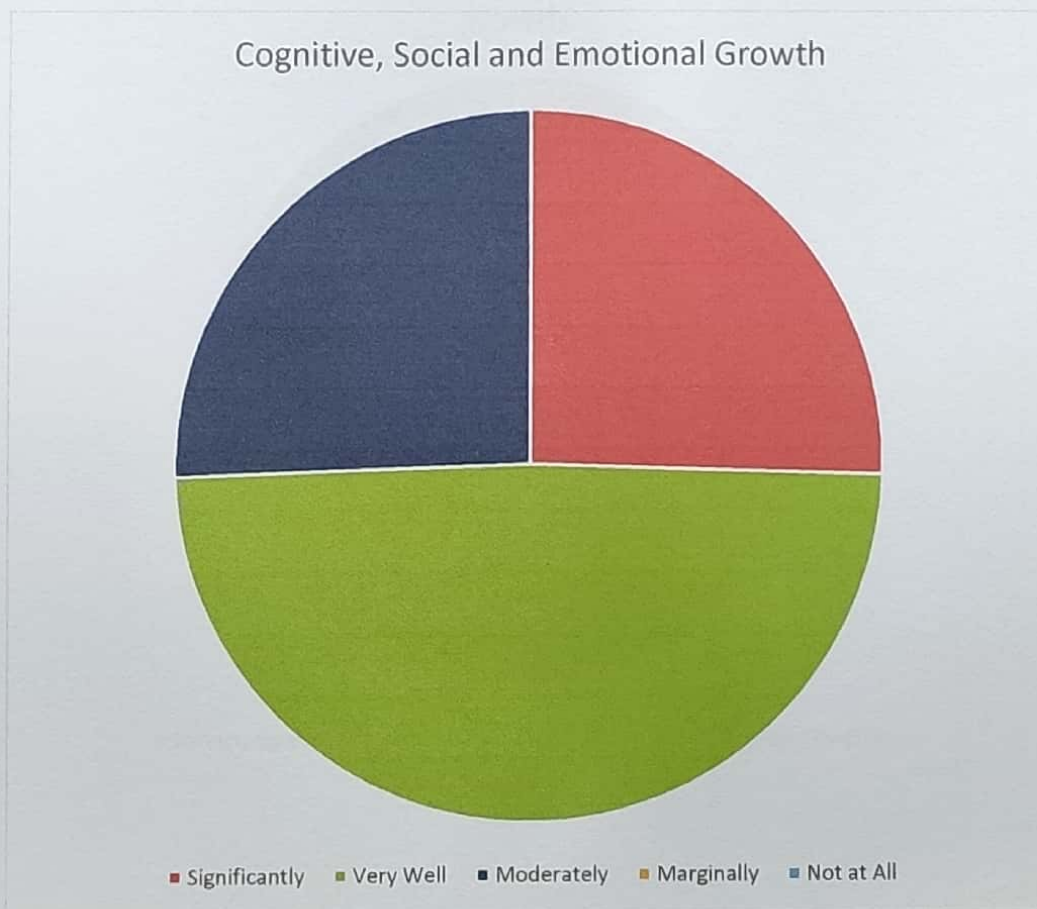
7. The institute takes active interest in providing internship, student exchange, field visit opportunities for students.

Attributes	Tally	Percentage (%)
Regularly	3	5
Often	25	46
Sometimes	26	47
Rarely	1	2
Never	-	-
<b>Total</b>	<b>50</b>	<b>100%</b>



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

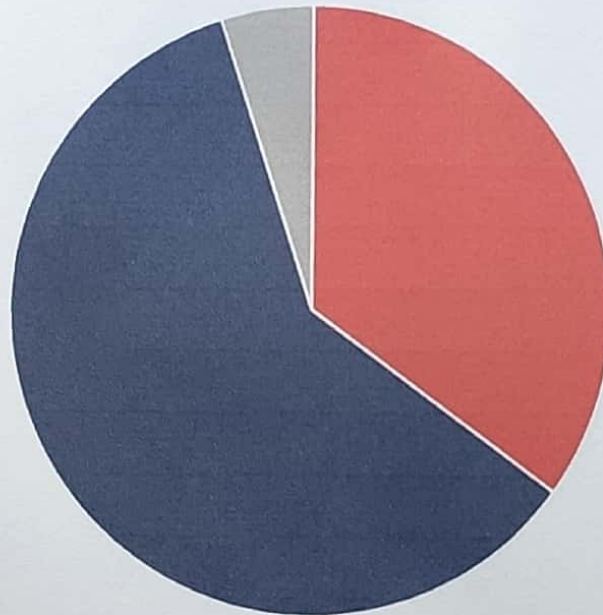
Attribute	Tally	Percentage (%)
Significantly	14	25.5
Very well	27	49
Moderately	14	25.5
Marginally	-	-
Not at all	-	-
Total	55	100%



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

Attributes	Tally	Percentage (%)
Strongly agree	19	35
Agree	33	60
Neutral	3	5
Disagree	-	-
Strongly disagree	-	-
Total	55	100%

The Institute provides oportunities for learning and growth.

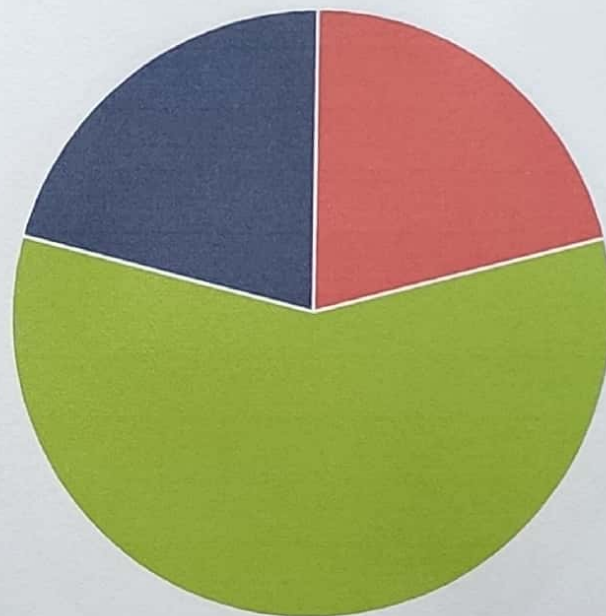


■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

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

Attributes	Tally	Percentage (%)
Every time	12	21
Usually	32	58
Occasionally / sometimes	12	21
Rarely	-	-
Never	-	-
Total	55	100%

Information on expected competencies, course outcomes and program outcomes

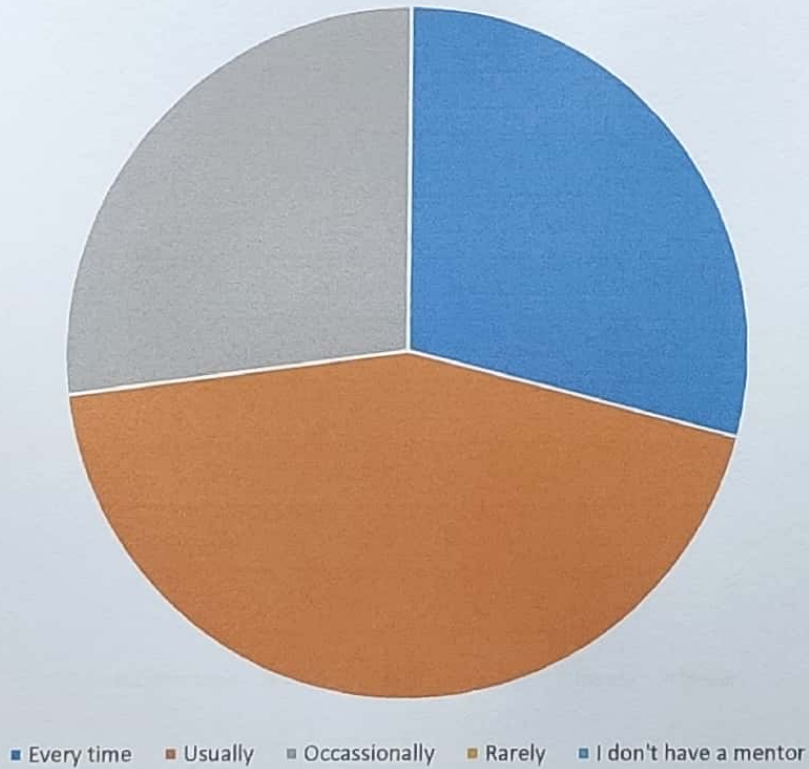


■ Every time ■ Usually ■ Occasionally ■ Rarely ■ Never

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

Attributes	Tally	Percentage (%)
Every time	16	29
Usually	24	44
Occasionally/ sometimes	15	27
Rarely	-	-
I don't have a mentor	-	-
Total	55	100%

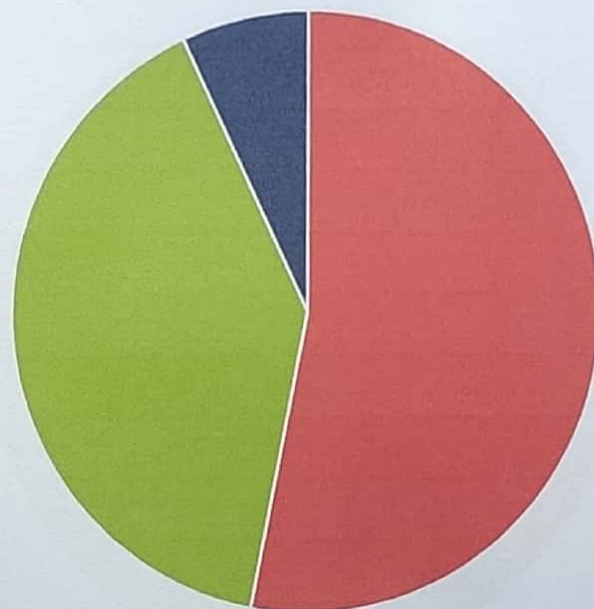
Mentor's follow-up on assigned tasks.



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

Attributes	Tally	Percentage (%)
Every time	29	53
Usually	22	40
Occasionally/sometimes	5	7
Rarely	-	-
Never	-	-
Total	55	100%

Teachers illustrate concepts through examples and applications

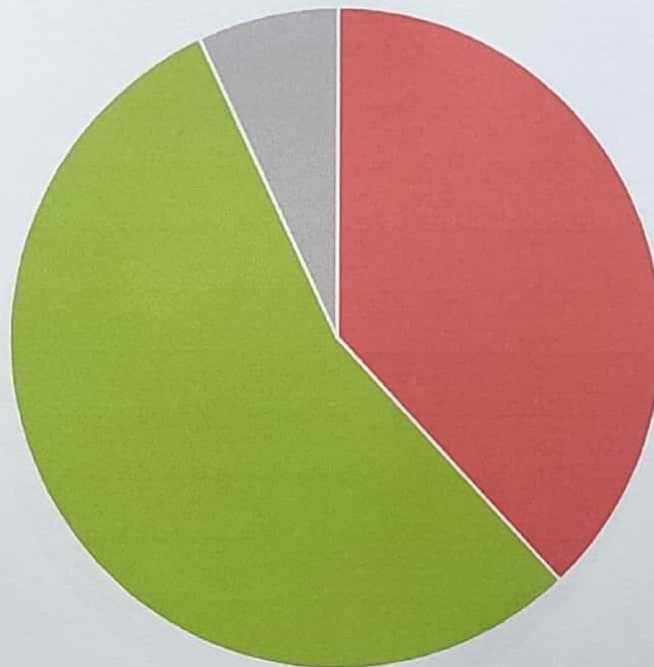


■ Every time ■ Usually ■ Occassionally ■ Rarely ■ Never

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

Attributes	Tally	Percentage (%)
Fully	21	38
Reasonably	30	55
Partially	4	7
Slightly	-	-
Unable to	-	-
Total	55	100%

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

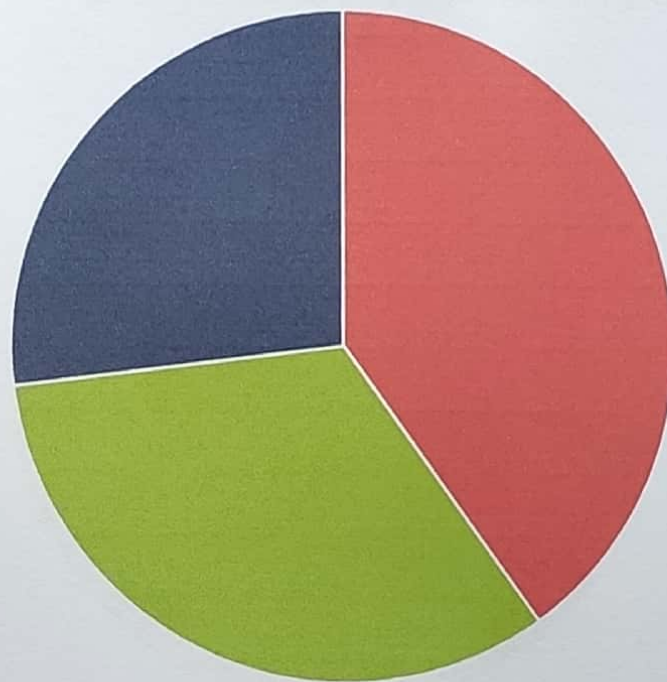


■ Fully ■ Reasonably ■ Partially ■ Slightly ■ Unable to

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

Attributes	Tally	Percentage (%)
Every time	22	40
Usually	18	33
Occasionally / sometimes	15	27
Rarely	-	-
Never	-	-
Total	55	100%

Teachers identify weakness and help to overcome them.



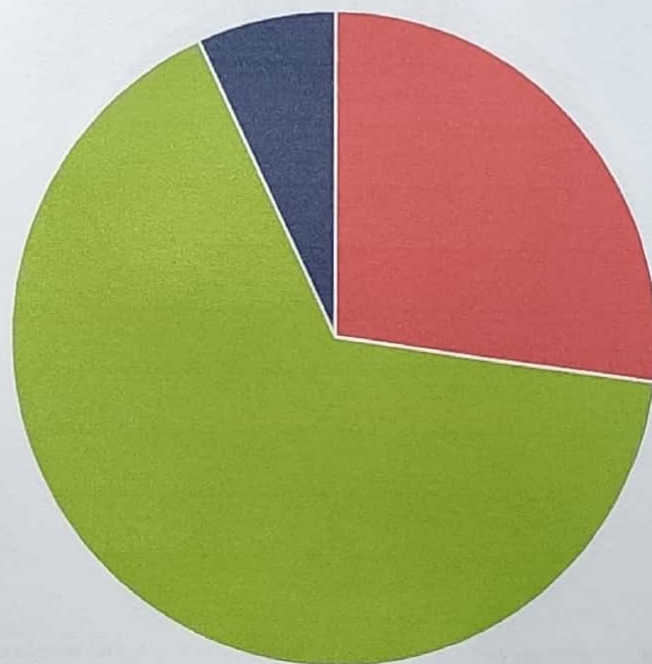
■ Every time ■ Usually ■ Occassionally ■ Rarely ■ Never



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	15	27
Agree	36	66
Neutral	4	7
Disagree	-	-
Strongly disagree	-	-
Total	55	100%

The institution makes effort to engage students in monitoring, review and quality improvement process

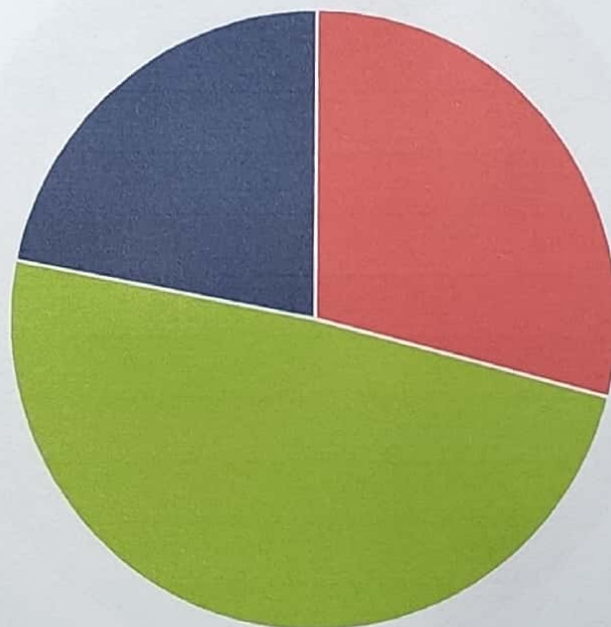


■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree

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	16	29
Moderate	27	49
Some what	12	22
Very little	-	-
Not at all	-	-
<b>Total</b>	<b>55</b>	<b>100%</b>

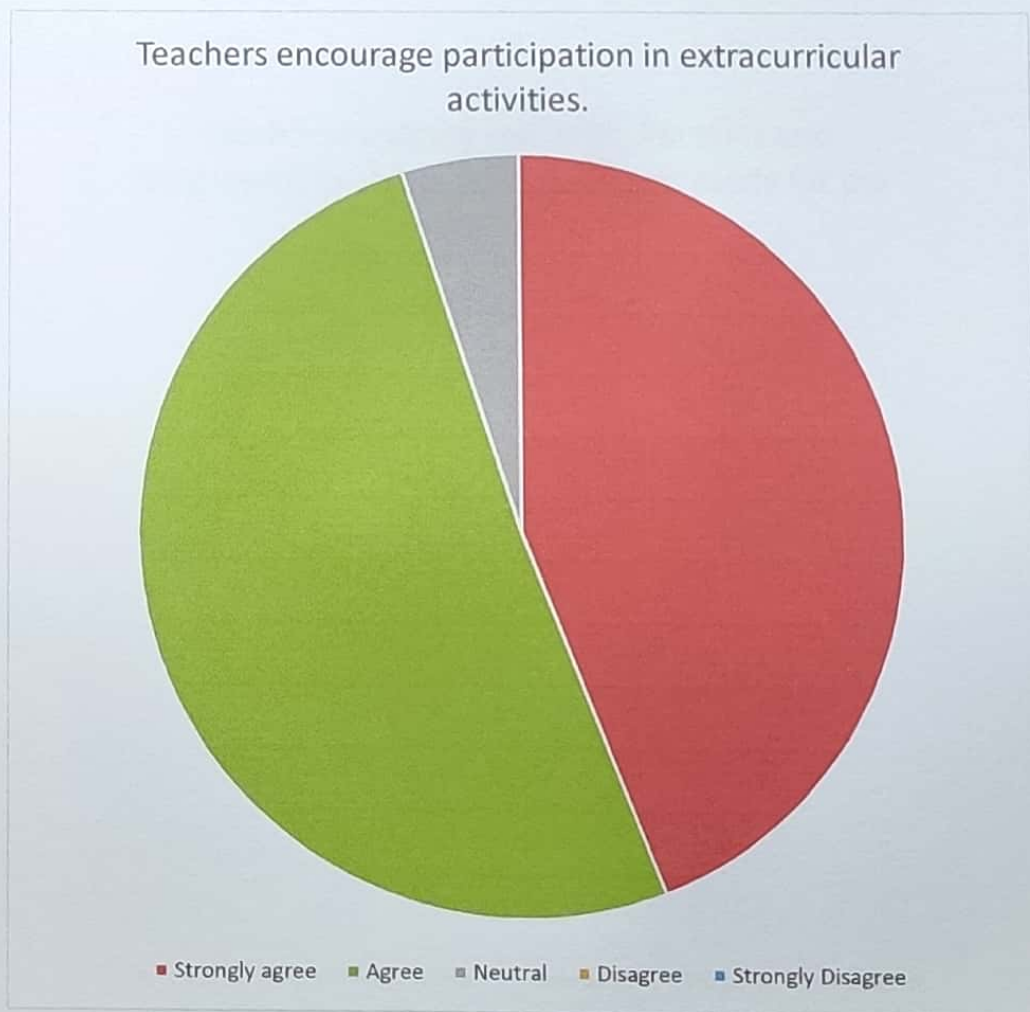
Teachers use student centric and problem solving methodologies to enhance learning experiences



■ To a great extent ■ Moderate ■ Some what ■ Very little ■ Not at all

17. Teachers encourage you to participate in extracurricular activities.

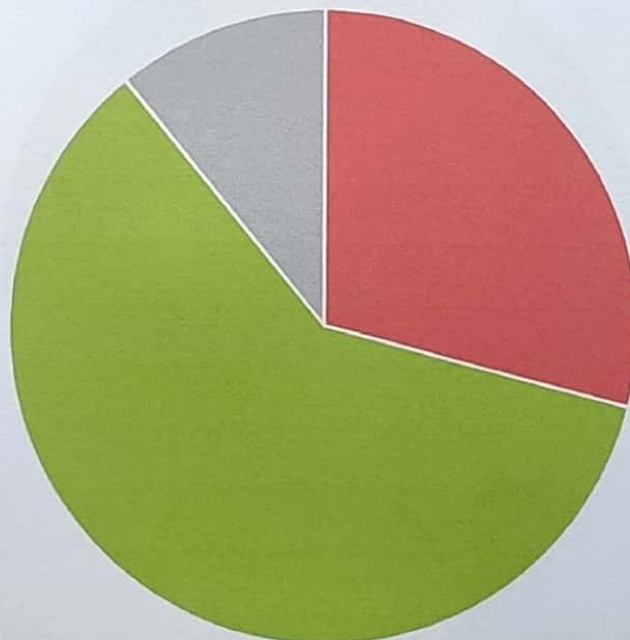
Attributes	Tally	Percentage (%)
Strongly agree	24	44
Agree	28	51
Neutral	3	5
Disagree	-	-
Strongly disagree	-	-
Total	55	100%



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	16	29
Moderate	33	60
Some what	6	11
Very little	-	-
Not at all	-	-
<b>Total</b>	<b>55</b>	<b>100%</b>

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

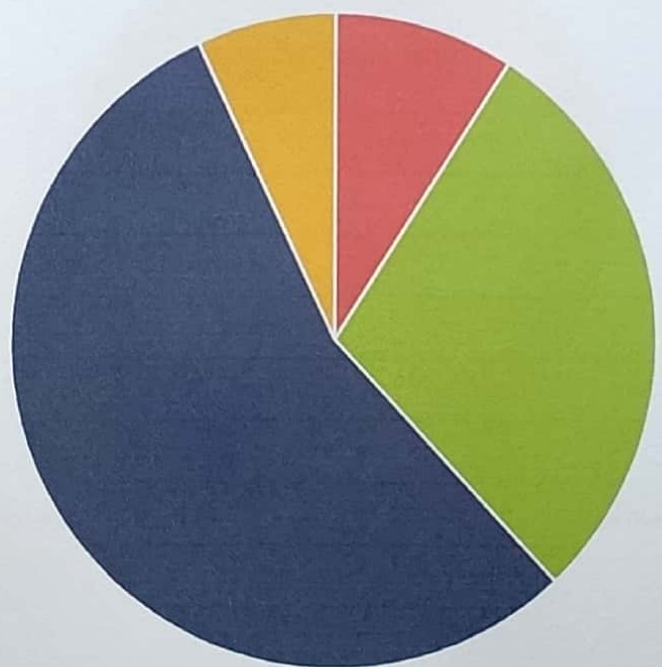


■ To a great extent ■ Moderate ■ Some what ■ Very little ■ Not at all

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

Attributes	Tally	Percentage (%)
Above 90%	5	9
70-89%	16	29
50-69%	30	55
30-49%	4	7
Below 29%	-	-
<b>Total</b>	<b>55</b>	<b>100%</b>

Percentage of teachers using ICT tools while teaching.

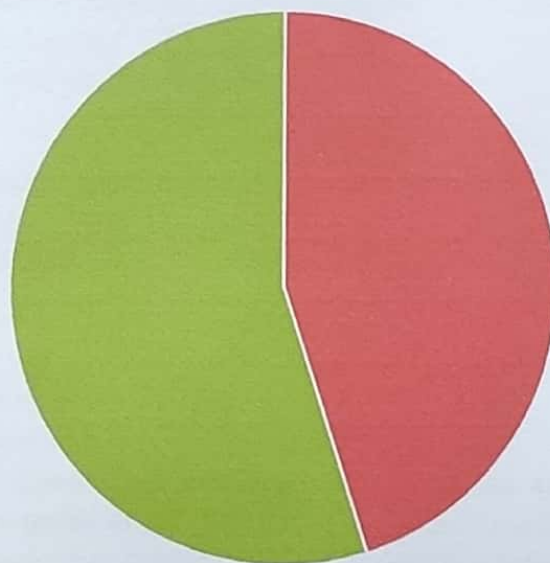


■ Above 90% ■ 70-89% ■ 50-69% ■ 30-49% ■ 0-Below 29%

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

Attributes	Tally	Percentage (%)
Strongly agree	25	45
Agree	30	55
Neutral	-	-
Disagree	-	-
Strongly disagree	-	-
Total	55	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)