

PHEK GOVERNMENT COLLEGE

Analysis of Student Satisfaction Survey: 2019-2020

A Student Satisfaction Survey on overall institutional performance was conducted as per NAAC guidelines for the year 2019-2020. The data was collected on the basis of the questionnaire designed by the NAAC to assess teaching-learning and evaluation of higher education institutes.

A random sample of 66 respondents, 31 male and 35 female students, accounting for 25% of the total enrolment were surveyed upon. This sample unit comprised of 60 students pursuing Bachelors in Arts and 6 students pursuing Bachelors in Science.

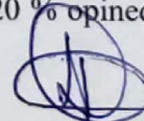
According to the survey, 70% of the respondents positively responded that 85-100 % of the syllabus was covered in class; 26 % opined that 70-84 % of the syllabus was covered and only 4% were of the opinion that about 55-69 % of the syllabus was taught in class. In terms of teacher's preparedness for the classes, 50 % of the students responded that the teachers were very thorough, 40 % expressed that the preparation was satisfactory, and 2 % cited indifference.

Almost all the students (96 %) found the teachers' communication skill to be effective, while a miniscule 4 % of students viewed it to be just satisfactory. 48 % students described the teacher's approach to teaching as excellent, 46 % found it to be very good, and another 4% and 3 % students described it as good and fair respectively.

With regard to fairness of internal evaluation process, except for 4 % of students who viewed the teachers as sometimes unfair, the rest of the respondents (96 %) labelled the teachers to be fair in evaluation. 74 % of the students responded that their performance in assignment's were usually discussed with them, 12 % shared that discussions were occasional, and 14 % concluded that the assignments were discussed upon every time. 6 % of students stated that the institute regularly took active interest in promoting internship, student exchange and field visit opportunities. 28 % mentioned that such opportunities were often promoted, 47 % shared that it happened sometimes, while 15 % and 4 % of students felt that the institute rarely or never took interest in promoting those activities.

The students responded positively with regard to the teaching and mentoring process with 55 % sharing that they were very well facilitated by the process in their cognitive, social and emotional growth. 36 % responded that it helped them moderately and 9 % shared that they were significantly impacted by the teaching and mentoring process. 32 % of students strongly agreed that the institution provided multiple opportunities to learn and grow. Another 62 % agreed to the same, and a mere 6 % of the students were neutral to the question. Around 63 % of students agreed that they were usually informed about the expected competencies, course outcomes and program outcomes, and 21 % responded that they were occasionally informed. While a minor 2 % stated that they were rarely informed, 14 % were of the view that such information was provided every time.

The survey showed 41 % of the respondents recording that their mentor did necessary follow-ups of the assigned task. 36 % responded that such follow-ups were done occasionally. 12 % revealed that follow-ups were rare and another 11 % concluded that it was done every time. 56 % students felt that the teacher usually illustrated the concepts through examples and applications. 21 % stated that illustrations were occasional and 23 % revealed that the concepts were 'always illustrated' with examples and applications. 65 % of students said that the teachers could reasonably identify their strengths and encourage them by providing the right level of challenges. While 11 % opined that the teacher did that partially, 24 % answered that the teachers were fully able to do that. As much as 59 % students further responded that the teacher identified their weakness and helped in overcoming them and 20 % opined that they



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were occasionally assisted on the matter. Only 6 % were of the view that the teacher rarely identified their weakness and around 15 % mentioned that the teacher was able to do that and helped them every time.

As much as 59 % 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 25 % of students strongly agreed to this view. A minimal 2 % however, disagreed to this and 14 % were neutral about it. 66 % of respondents cited that the teachers moderately used student centric methods for enhancing learning experiences. 15 % mentioned that student centric methods were used to a great extent, whereas 4 % responded that there was very little use of such methods.

Majority of the students were very positive that teachers encouraged them to participate in extracurricular activities with 51 % strongly agreeing to this view and another 39 % being agreeable to it. Only 2 % of students disagreed to this. 70 % 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. While 3 % stated that there was very little effort, 17 % viewed that the institute/teachers made efforts to a great extent for the same. According to 50 % of the students, about 70-89 % of the teachers used ICT tools such as LCD projectors, multimedia, etc., during the course of teaching. 60 % agreed that the overall quality of the teaching-learning process was very good and 32 % concluded that they strongly agreed upon the ideal quality of the teaching-learning process.

The respondents also made several observations/suggestions to improve the overall teaching-learning experience in the institution. They cited improvements in the library, science laboratory, sports infrastructure, provision of Wi-fi in the campus and the need for more teachers in some departments. The students also 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

A detailed 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. Strides of improvement 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 thorough 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. Efforts are already being made for upgradation of the science laboratories and the library. 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.

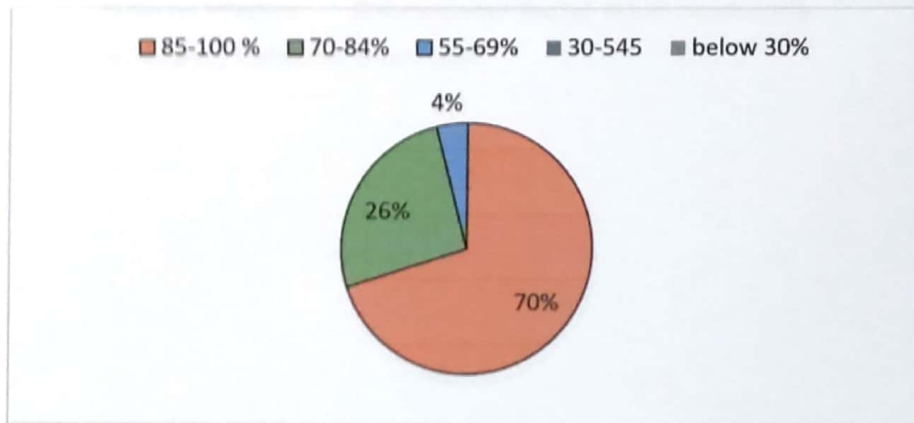


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Tabular and Graphical presentation of the data.

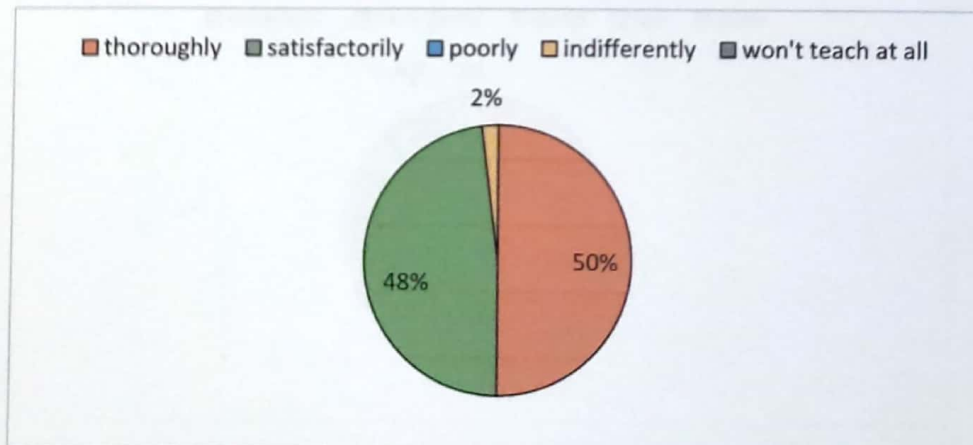
1. How much of the syllabus was covered?

Attributes	Tally	Percentage (%)
85-100 %	46	70
70- 84 %	17	26
55-69%	3	4
30-54%	-	-
Below 30 %	-	-
Total	66	100%



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

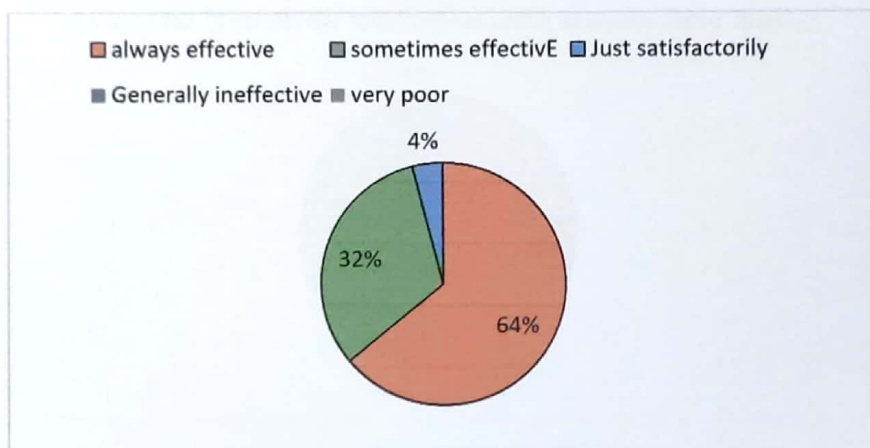
Attributes	Tally	Percentage (%)
Thoroughly	33	50
Satisfactorily	32	48
Poorly	-	-
Indifferently	1	2
Won't teach at all	-	-
Total	66	100%



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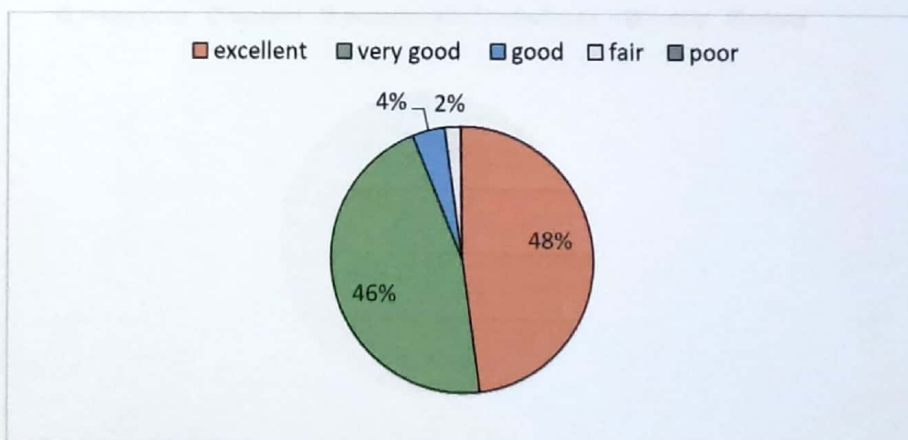
3. How well were the teachers able to communicate?

Attributes	Tally	Percentage (%)
<i>Always effective</i>	42	64
<i>Sometimes effective</i>	21	32
<i>Just satisfactorily</i>	3	4
<i>Generally ineffective</i>	-	-
<i>Very poor</i>	-	-
Total	66	100%



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

Attributes	Tally	Percentage (%)
<i>Excellent</i>	32	48
<i>Very good</i>	30	46
<i>Good</i>	3	4
<i>Fair</i>	1	2
<i>Poor</i>	-	-
Total	66	100%



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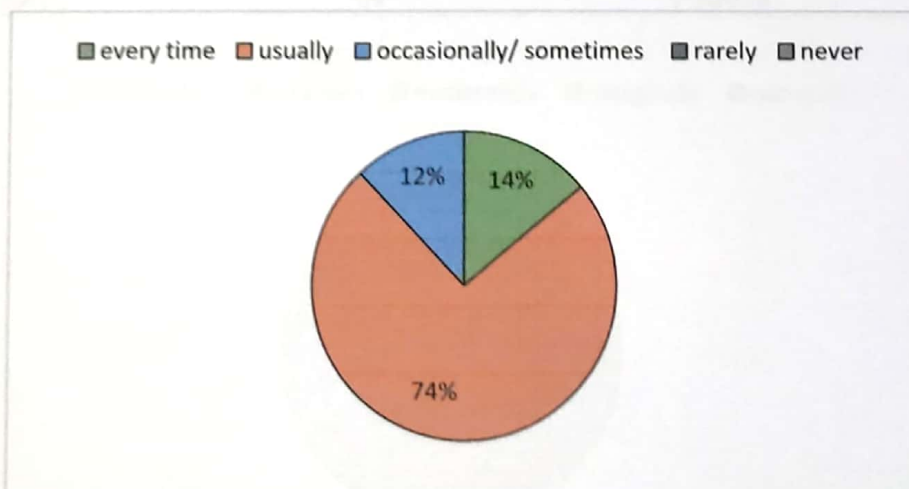
5. Fairness of internal evaluation process by the teachers.


Attributes	Tally	Percentage (%)
<i>Always fair</i>	34	52
<i>Usually fair</i>	29	44
<i>Sometimes unfair</i>	3	4
<i>Usually unfair</i>	-	-
<i>Unfair</i>	-	-
Total	66	100%



6. Was your performance in assignments discussed with you?

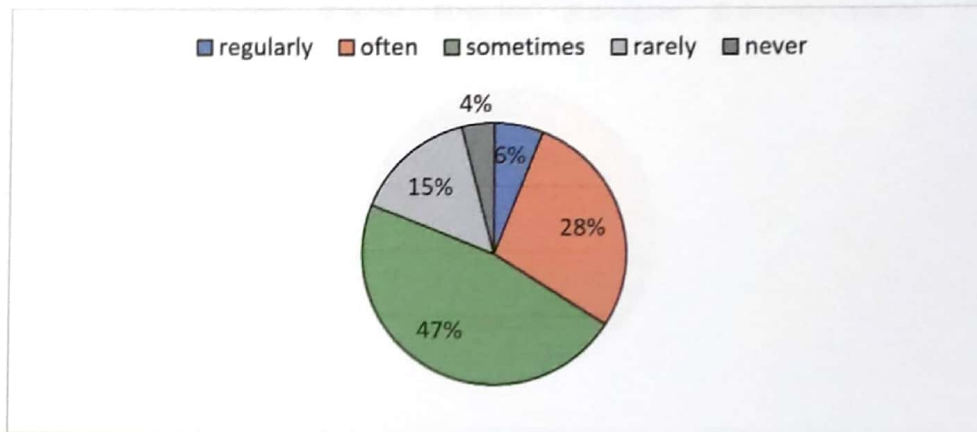
Attributes	Tally	Percentage (%)
<i>Every time</i>	9	14
<i>Usually</i>	49	74
<i>Occasionally/ sometimes</i>	8	12
<i>Rarely</i>	-	-
<i>Never</i>	-	-
Total	66	100%




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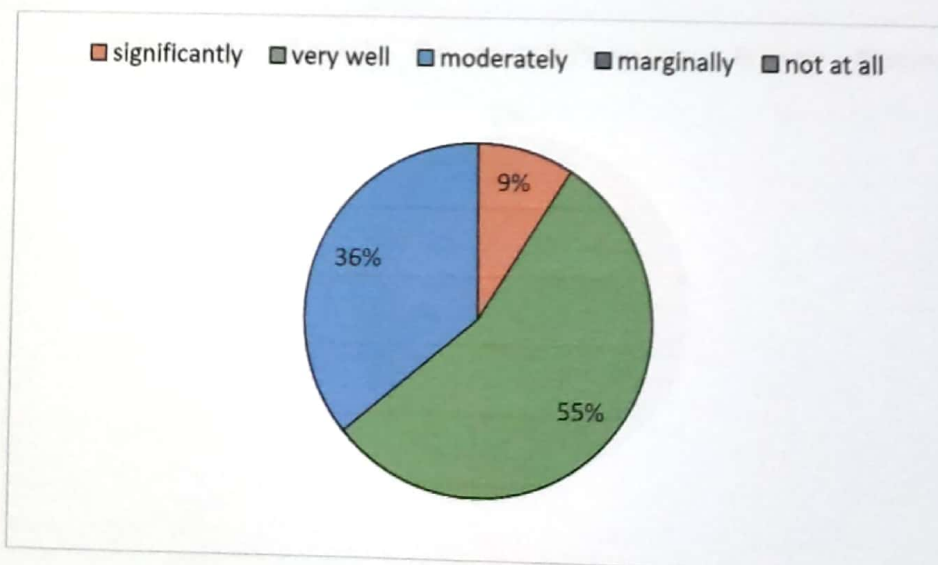
7. The institute takes active interest in providing internship, student exchange, field visit opportunities for students.


Attributes	Tally	Percentage (%)
Regularly	4	6
Often	18	28
Sometimes	31	47
Rarely	10	15
Never	3	4
Total	66	100%



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

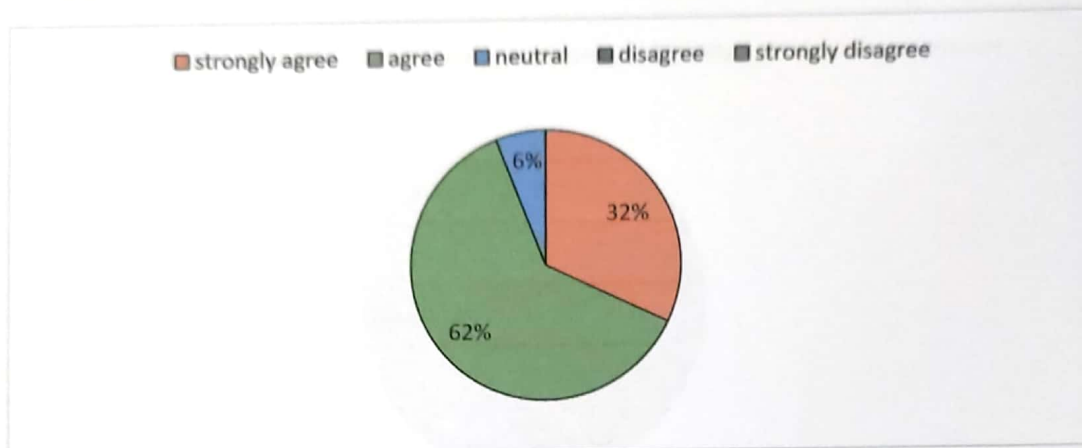
Attribute	Tally	Percentage (%)
Significantly	6	9
Very well	36	55
Moderately	24	36
Marginally	-	-
Not at all	-	-
Total	66	100%




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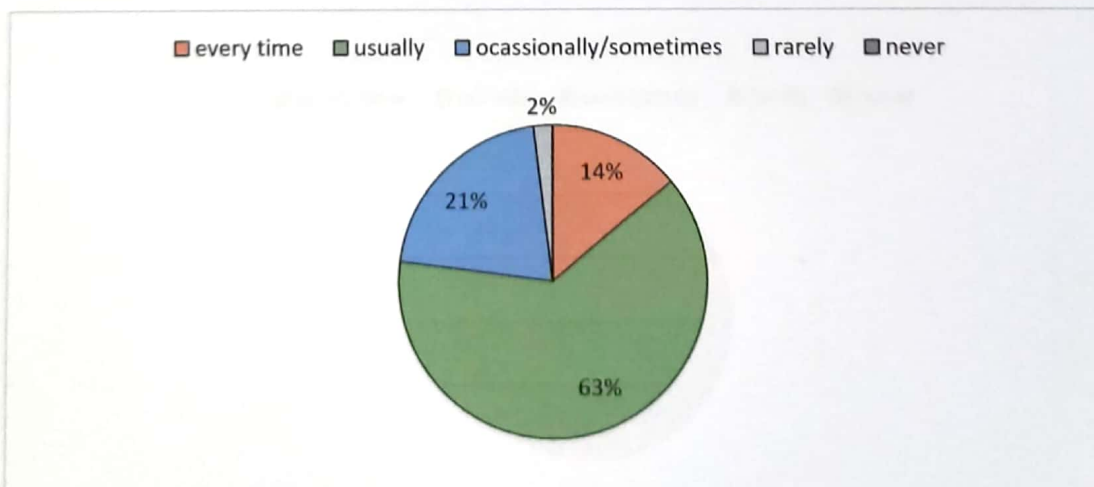
9. The institute provides multiple opportunities to learn and grow.

Attributes	Tally	Percentage (%)
<i>Strongly agree</i>	21	32
<i>Agree</i>	41	62
<i>Neutral</i>	4	6
<i>Disagree</i>	-	-
<i>Strongly disagree</i>	-	-
Total	66	100%



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

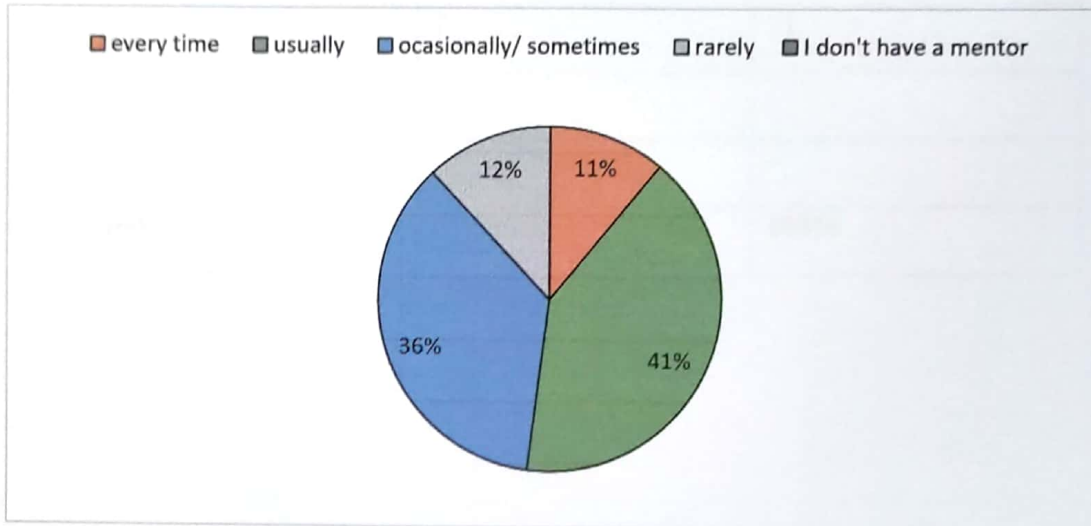
Attributes	Tally	Percentage (%)
<i>Every time</i>	9	14
<i>Usually</i>	42	63
<i>Occasionally / sometimes</i>	14	21
<i>Rarely</i>	1	2
<i>Never</i>	-	-
Total	66	100%



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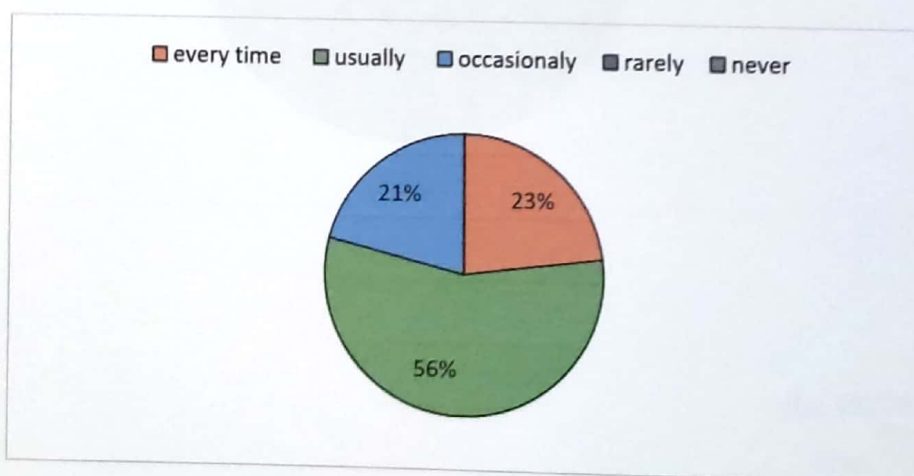
11. Your mentor does a necessary follow-up with an assignment task to you.


Attributes	Tally	Percentage (%)
Every time	7	11
Usually	27	41
Occasionally/ sometimes	24	36
Rarely	8	12
I don't have a mentor	-	-
Total	66	100%



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

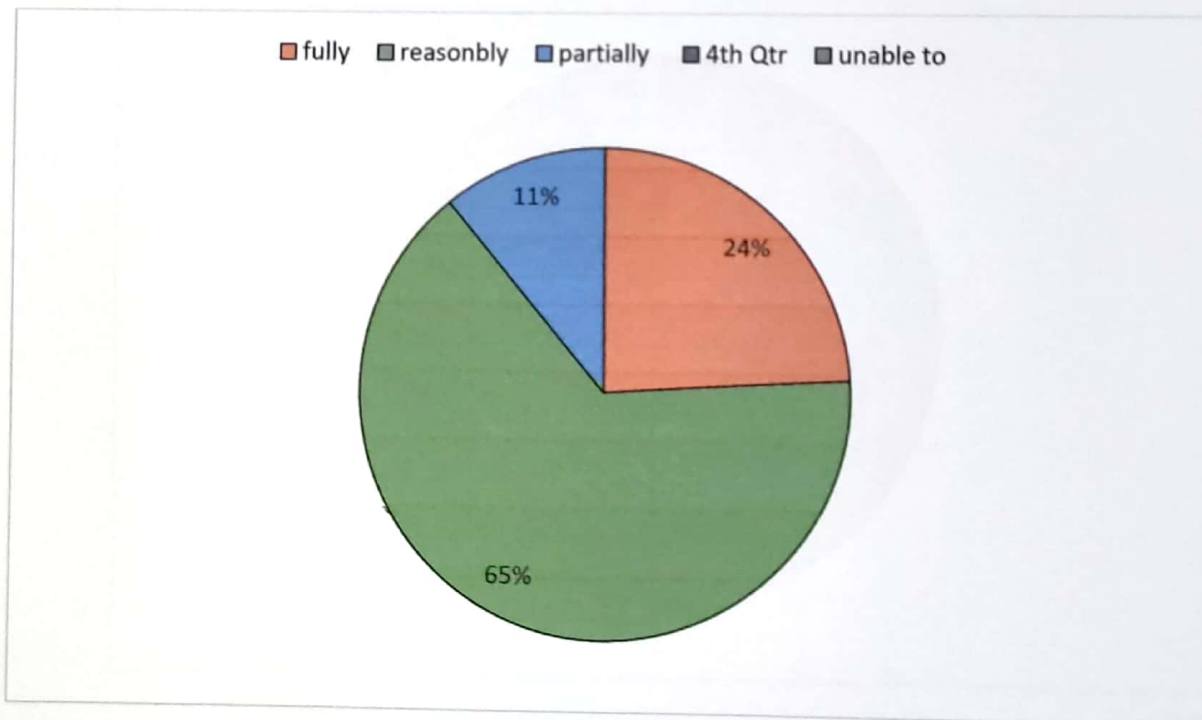
Attributes	Tally	Percentage (%)
Every time	15	23
Usually	37	56
Occasionally/sometimes	14	21
Rarely	-	-
Never	-	-
Total	66	100%




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

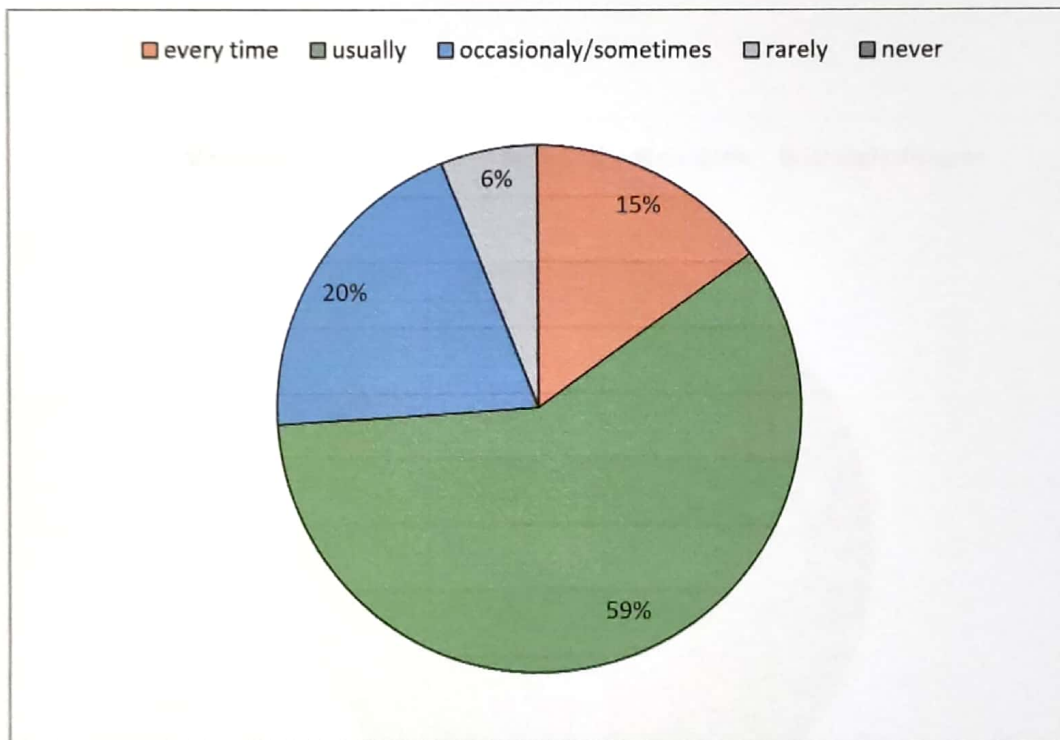
Attributes	Tally	Percentage (%)
<i>Fully</i>	16	24
<i>Reasonably</i>	43	65
<i>Partially</i>	7	11
<i>Slightly</i>	-	-
<i>Unable to</i>	-	-
Total	66	100%




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

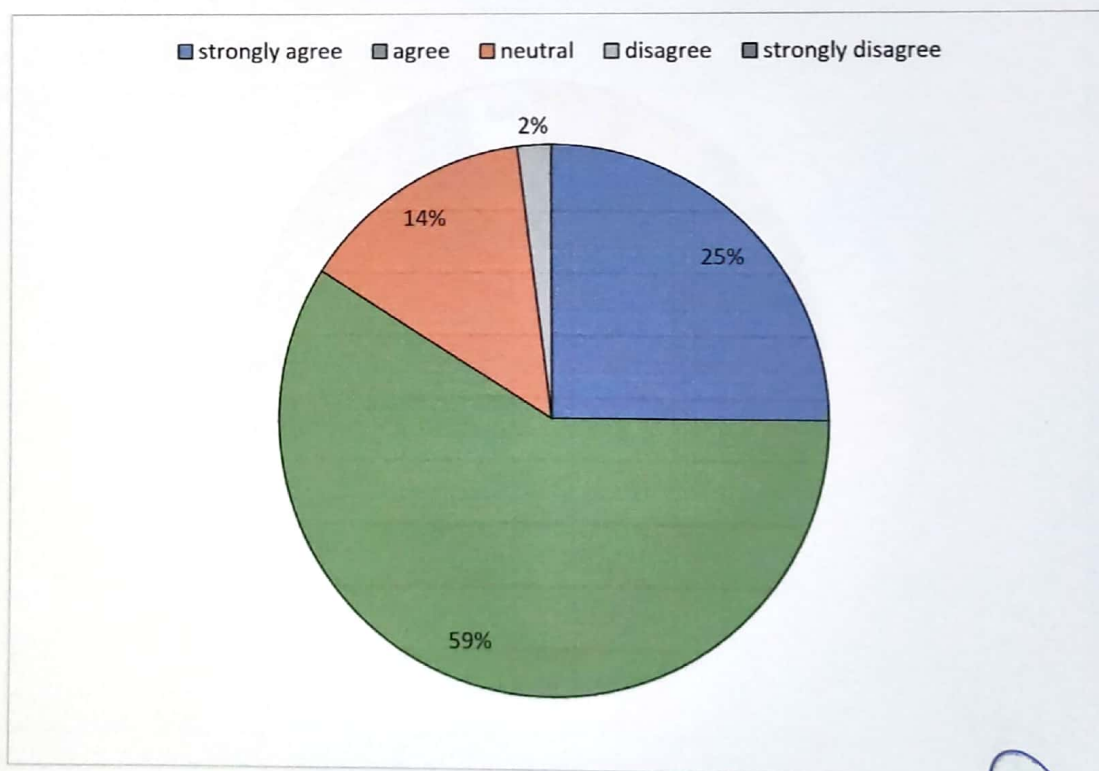
Attributes	Tally	Percentage (%)
<i>Every time</i>	10	15
<i>Usually</i>	39	59
<i>Occasionally / sometimes</i>	13	20
<i>Rarely</i>	4	6
<i>Never</i>	-	-
Total	66	100%





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

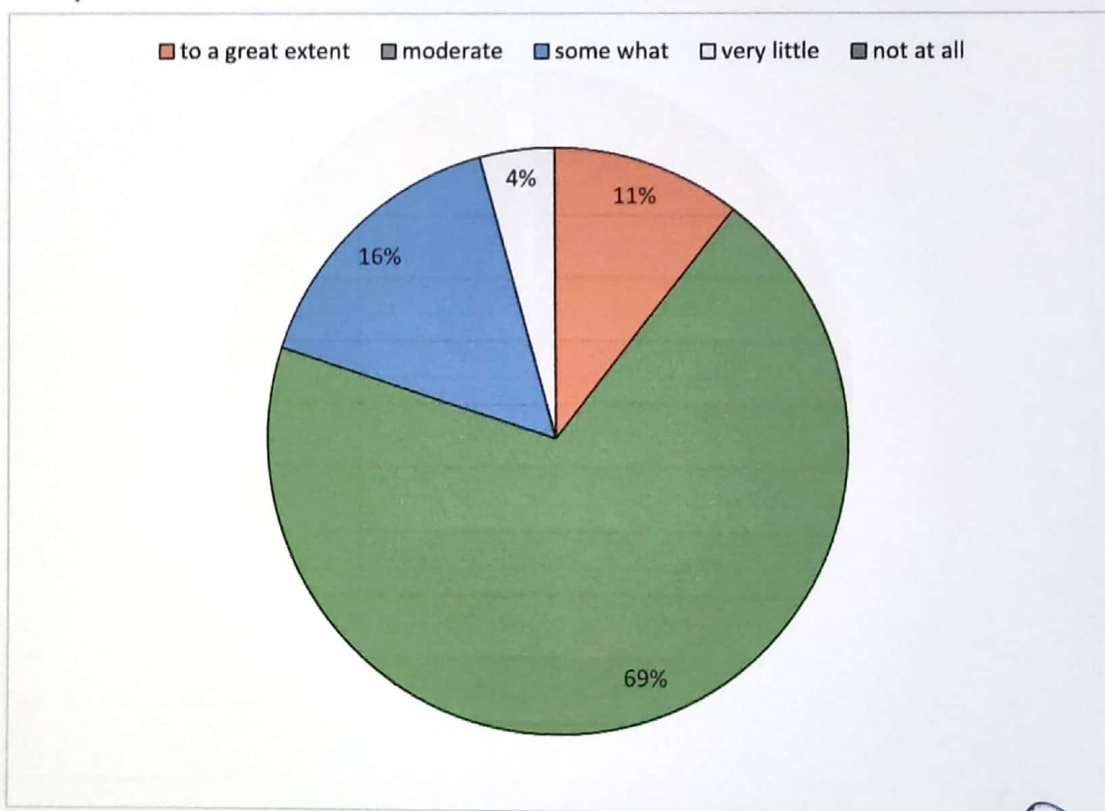
Attributes	Tally	Percentage (%)
<i>Strongly agree</i>	17	25
<i>Agree</i>	39	59
<i>Neutral</i>	9	14
<i>Disagree</i>	1	2
<i>Strongly disagree</i>	-	-
Total	66	100%





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

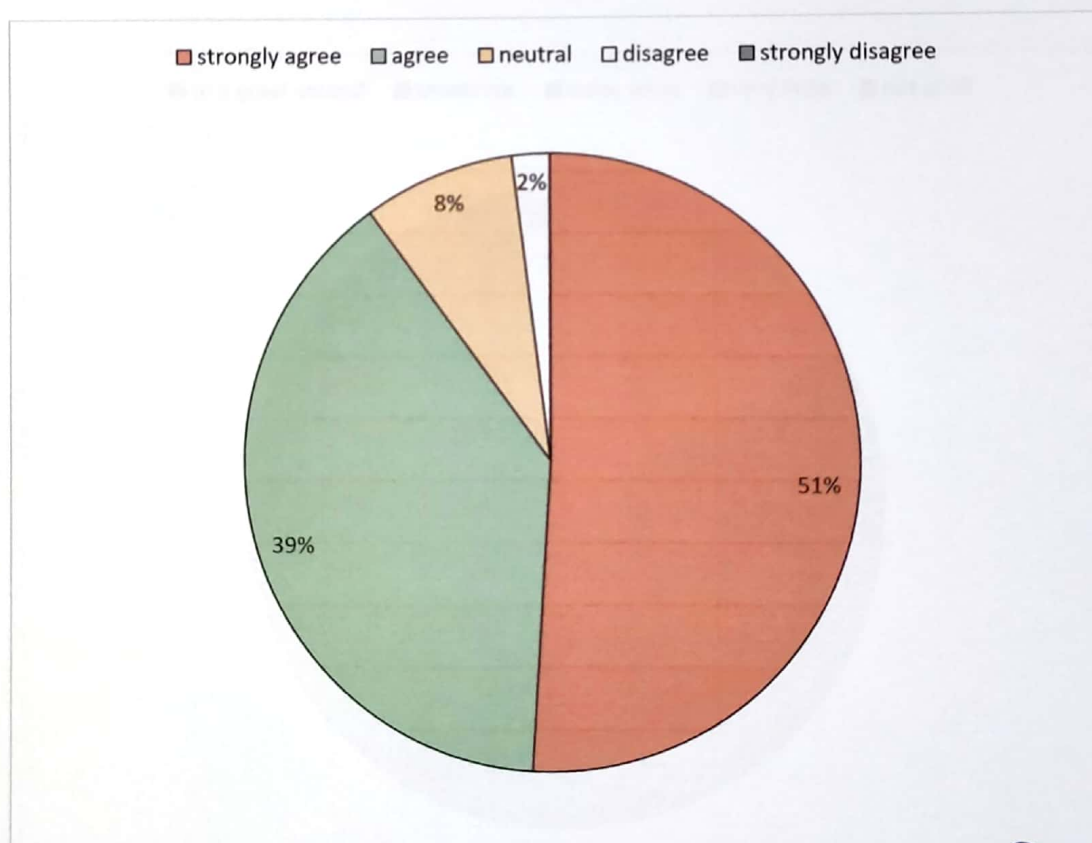
Attributes	Tally	Percentage (%)
<i>To a great extent</i>	10	15
<i>Moderate</i>	43	66
<i>Some what</i>	10	15
<i>Very little</i>	3	4
<i>Not at all</i>	-	-
Total	66	100%





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17. Teachers encourage you to participate in extracurricular activities.

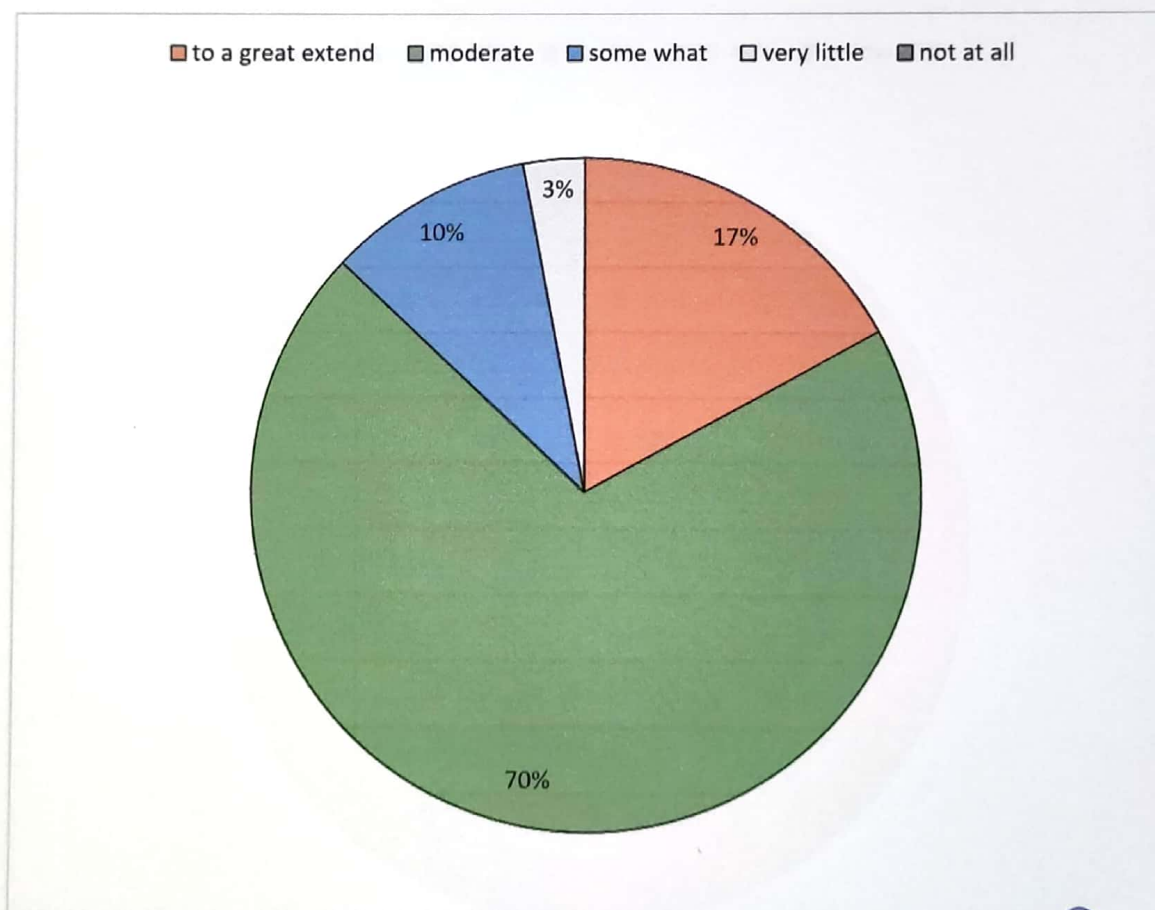
Attributes	Tally	Percentage (%)
<i>Strongly agree</i>	34	51
<i>Agree</i>	26	39
<i>Neutral</i>	5	8
<i>Disagree</i>	1	2
<i>Strongly disagree</i>	-	-
Total	66	100%




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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.

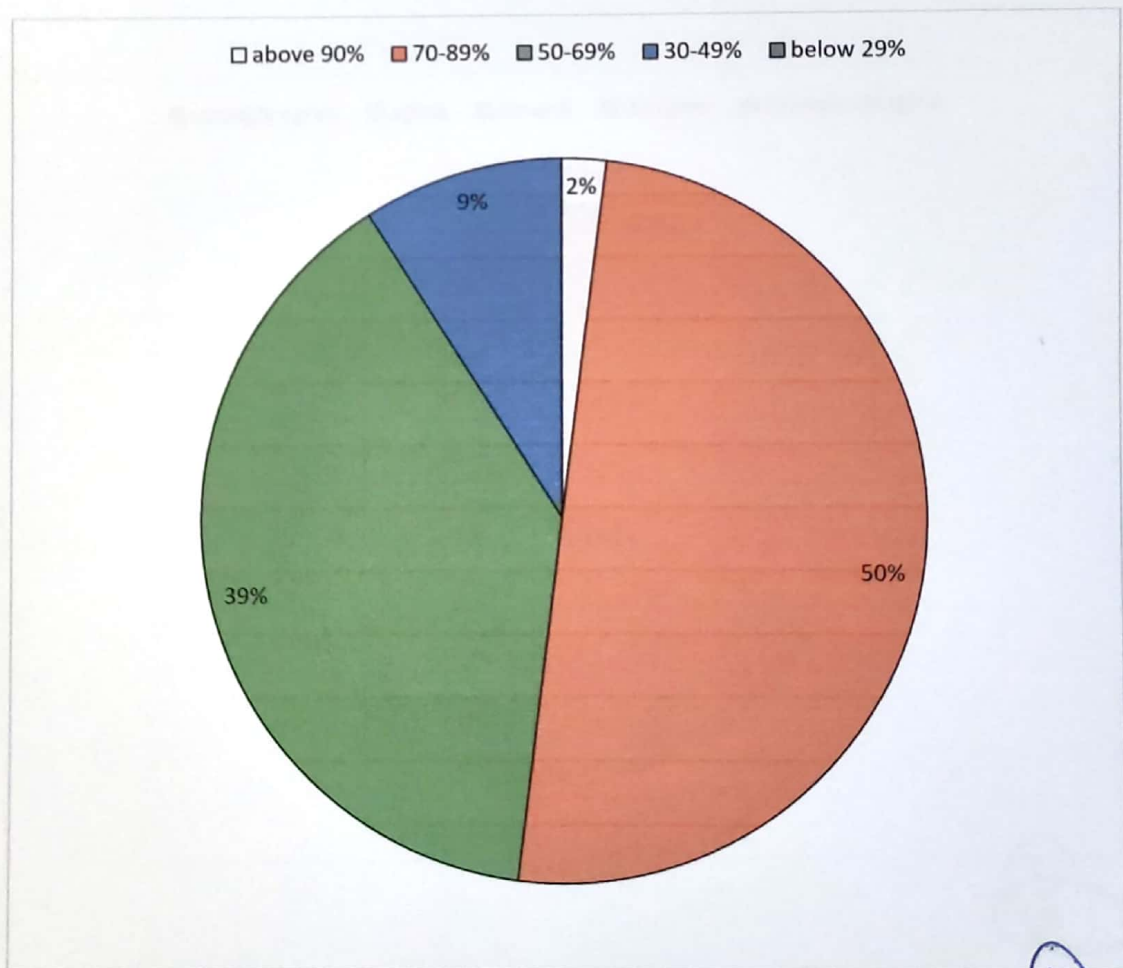
Attributes	Tally	Percentage (%)
<i>To a great extent</i>	11	17
<i>Moderate</i>	46	70
<i>Some what</i>	7	10
<i>Very little</i>	2	3
<i>Not at all</i>	-	-
Total	66	100%



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

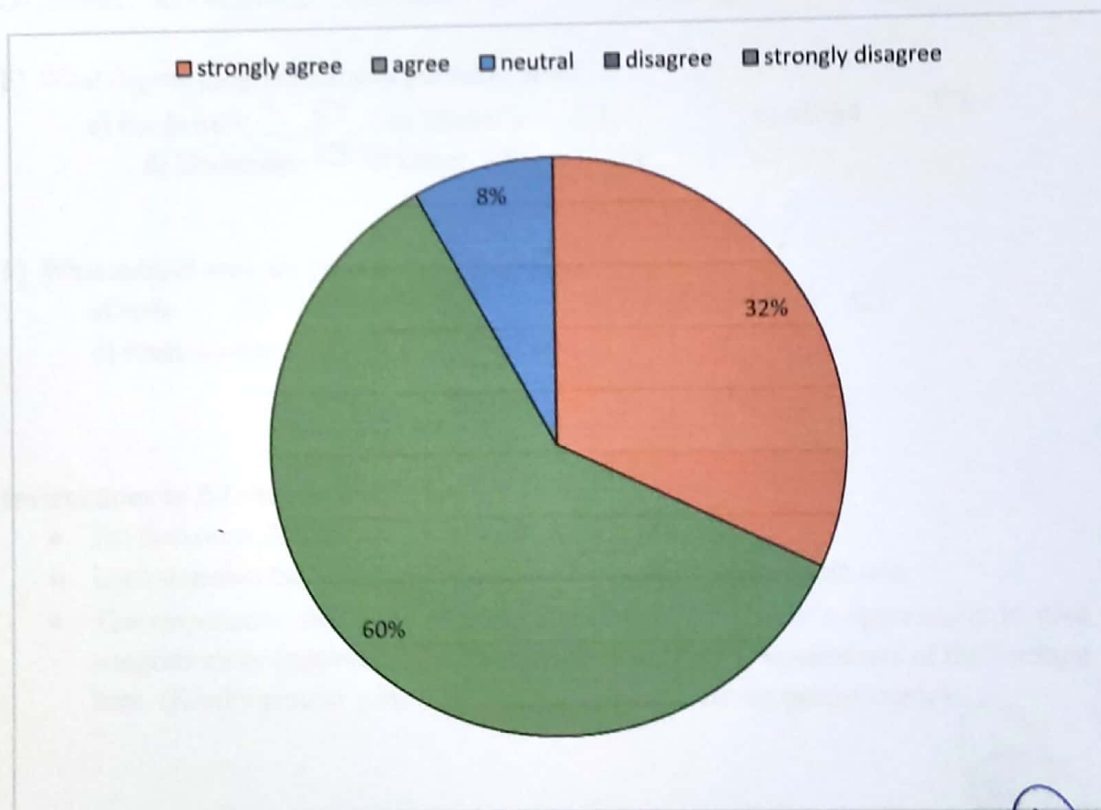
Attributes	Tally	Percentage (%)
Above 90%	1	2
70-89%	33	50
50-69%	26	39
30-49%	6	9
Below 29%	-	-
Total	66	100%



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

Attributes	Tally	Percentage (%)
<i>Strongly agree</i>	21	32
<i>Agree</i>	40	60
<i>Neutral</i>	5	8
<i>Disagree</i>	-	-
<i>-Strongly disagree</i>	-	-
Total	66	100%



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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)


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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



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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



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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



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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)



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