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2.7.1 - Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design its own questionnaire) (results and details need to be provided as a weblink)

1. Methodology Adopted in collection

Mode of feedback collection:-
- Online made using Google form
- Target group:-UG Students of B.A., B.COM, B.CA.

2. Objective:-

- SSS was conducted among the students of the college for the preparation of NAAC AQAR (2020-21)

3. Survey Methodology:-

- Students satisfaction survey (SSS) was conducted among the students of B.A., B.COM, B.CA. department of the institution.
- The students were informed to submit the feedback form in Google link provided.
- The feedback questionnaire was prepared in accordance with NAAC guidelines.
- Students have rated the questions in 4-point scale.
- Response was collected from   students during the year.
- The data were analyzed.
- The most of students were rated all criteria as good and agree .
- The head of the department informed to concentrate and discuss the students need, on the Students satisfaction survey (SSS) in the up coming IQAC meeting and to modify the teaching method, projects,tours and visitors,co-curriculars activies for the next academic year
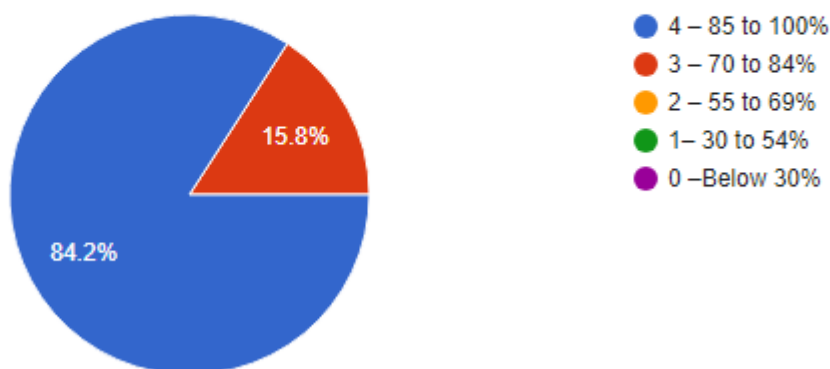
4.Detailed Analysis of the Survey:-

Sl.No	Area	Analysis
1	Completion of syllabus in the classroom	Around 84.2% of students said that more than seventy percent of the syllabus for all the programs is getting completed in the classroom itself. The remaining 15.8% which is in disagreement to the statement is due to the impact of the pandemic which had slightly affected the classroom teaching.
2	Preparation status of the teachers	The quality of teaching depends on the preparation status of the teachers. 49.2% of the students have expressed satisfaction regarding the preparation status of the faculty
3	Communication ability of the teachers	Teachers should interact with students in an effective manner. This is very essential for overall development of the student and also for addressing grievances at proper time. 55.4%of the students responded that the teachers are always effective in communication
4	Teachers' approach to teaching	94.4% of the students expressed that their teachers are dedicated and are committed to executing their duties.
5	Fairness of internal evaluation	Since internal evaluation is an important part of curricular system, it is necessary to get the opinion of students regarding the fairness of internal evaluation. More than48.5%of the students are of the opinion that the internal assessment mechanisms are always fair ,45.5% students are of the opinion that the internal assessment mechanisms are usually fair .
6	Follow-up of assignments	Assignments are essential in enhancing the knowledge of students in the subject. More than 46.5% of the students said that teachers usually discuss and provide tips to improve the performance,46.9% of the students said that teachers every time discuss and provide tips to improve the performance.
7	Provision for internship, student exchange, field visit etc.	Exposing the students to different source of knowledge and learning experience is important in improving the potential of the student. Around 44.9%of the students responded that they are getting such opportunities often, 46.5% of the students responded that they are getting such opportunities regularly.
8	Effectiveness of teaching and mentoring process	We have a well maintained mentoring process. 45.2% of the students are of the opinion that the students are going through a well maintained teaching and mentoring process,44.9% of the students are of the opinion that the students are going through a significantly maintained teaching and mentoring process.
9	Provision of multiple opportunities to learn and grow	53.5% of students agree expressed that the college is providing multiple opportunities for their overall development,36.3% of students strongly agree expressed that the college is providing multiple opportunities for their overall development.
10	Communication regarding expected competencies, course outcomes and programme outcomes	42.6% of the students have said that proper communication is given usually regarding expected competencies, course outcomes and programmed outcomes at the time of commencement of the course itself, 45.5% of the students have said that proper communication is given every time regarding expected competencies, course outcomes and programmed outcomes at the time of commencement of the course itself,
11	Follow-up Process in Mentoring	Mentoring is necessary to understand the social and emotional challenges of the student, 49.5% of the students remarked that the mentor follows up with the mentee every time, 43.2% of the students remarked that the mentor follows up with the mentee usually.
12	Use of illustrations, examples, and application-oriented teaching.	The method of teaching concepts through examples and application helps in better understanding of the subject. 48.5% of the students are of the opinion that such method of teaching usually there in the campus , 41.9% of the students are of the opinion that such method of teaching every time there in the campus.
13	Identification of the Strengths and Provision of Right Level of Challenges	47.2% of the students fully agreed that teachers encourage them to develop their strengths and that they are provided with right challenges to enhance the potential of the student , 41.9% of the students reasonably agreed that teachers encourage them to develop their strengths and that they are provided with right challenges to enhance the potential of the student.

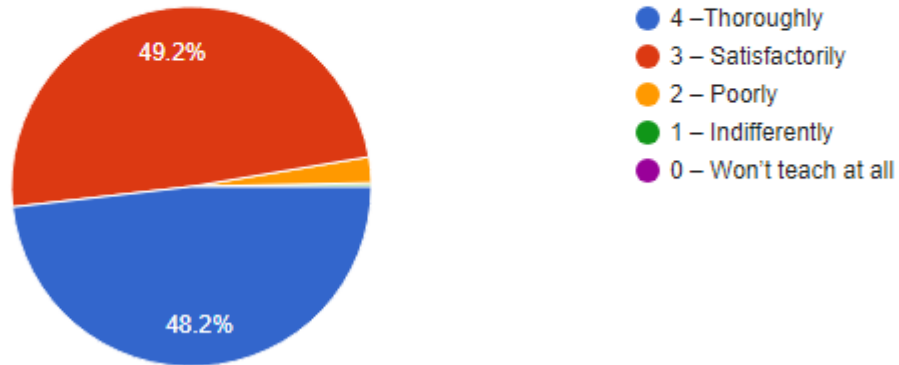| 14	Identification of Weakness and helping to overcome it	49.2% of the students agreed that teachers every time help and support them in times of crisis , 42.6% of the students agreed that teachers usually help and support them in times of crisis.
15	Engaging students in quality improvement of the teaching learning process	About 50.5% of the students strongly agree registered positive response towards the institution's efforts to engage students in the quality review and monitoring process of the activities of the College , 41.3% of the students agree registered positive response towards the institution's efforts to engage students in the quality review and monitoring process of the activities of the College.
16	Details of student centric methods	The initiation of student centric methods such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences was appreciated by 53.1% of the students to a great extent , 41.3% of the students moderate.
17	Encouragement to participate in extracurricular activities	Around 45.5 % of the students strongly agree responded that teachers encourage them to participate in extracurricular activities , 44.9% of the students agree responded that teachers encourage them to participate in extracurricular activities.
18	Inculcation of life skills, soft skills and employability skills.	Around 48.2% of the students to a great extent remarked that efforts are made by the institute to inculcate soft skills, life skills and employability skills to make them ready for the external world of work , 42.2% of the students moderate remarked that efforts are made by the institute to inculcate soft skills, life skills and employability skills to make them ready for the external world of work.
19	Use of ICT tools	Only 47.2% of the students above 90% responded that more than seventy percent of the teachers are utilizing various ICT tools in the class rooms , 45.5% of the students 70 – 89% responded that more than seventy percent of the teachers are utilizing various ICT tools in the class rooms.
20	Overall quality of the teaching learning process	Around 47.9% of the students agree observed that the teaching learning process in the campus is good , 44.6% of the students strongly agree observed that the teaching learning process in the campus is good

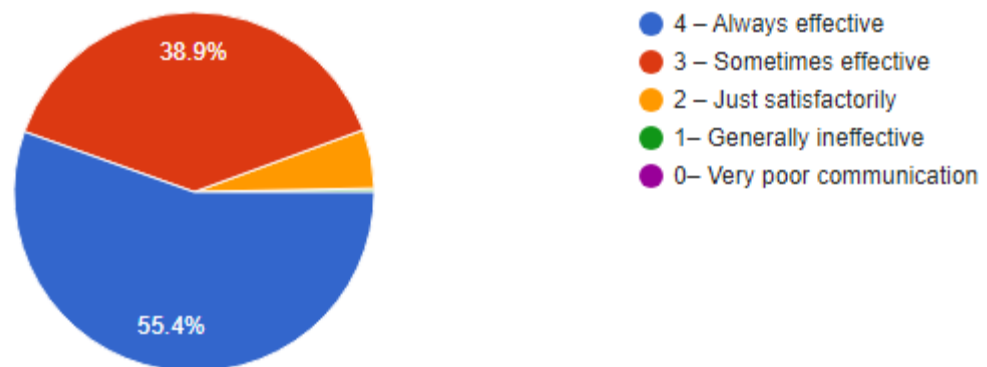1. How much of the syllabus was covered in the class?

303 responses

- 4 – 85 to 100%
- 3 – 70 to 84%
- 2 – 55 to 69%
- 1– 30 to 54%
- 0 –Below 30%

84.2%

15.8%

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

303 responses

- ● 4 –Thoroughly
- ● 3 – Satisfactorily
- ● 2 – Poorly
- ● 1 – Indifferently
- ● 0 – Won't teach at all

49.2%

48.2%

3. How well were the teachers able to communicate?

303 responses

- ● 4 – Always effective
- ● 3 – Sometimes effective
- ● 2 – Just satisfactorily
- ● 1– Generally ineffective
- ● 0– Very poor communication

38.9%

55.4%

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

303 responses

- ● 4– Excellent
- ● 3 – Very good
- ● 2 – Good
- ● 1 – Fair
- ● 0– Poor

46.5%

47.9%
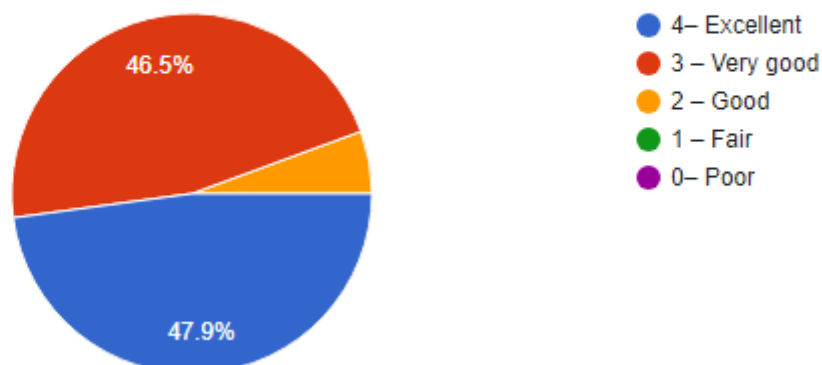
5. Fairness of the internal evaluation process by the teachers.

303 responses

- ● 4 – Always fair
- ● 3 – Usually fair
- ● 2 – Sometimes unfair
- ● 1 – Usually unfair
- ● 0– Unfair

45.5%

48.5%
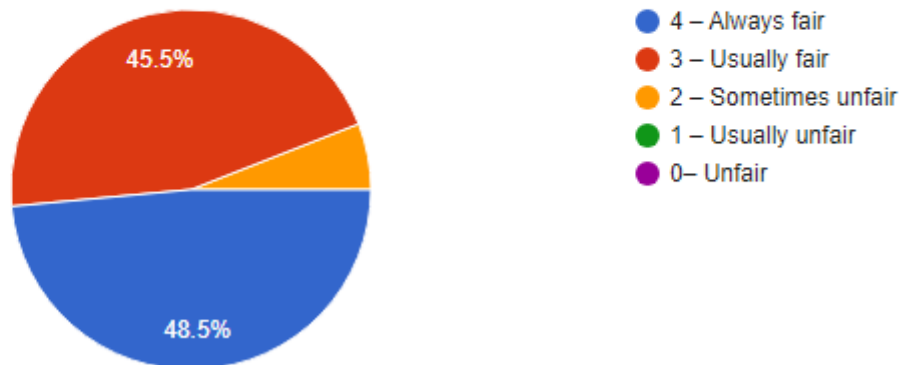
6. Was your performance in assignments discussed with you?

303 responses

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

46.5%

46.9%
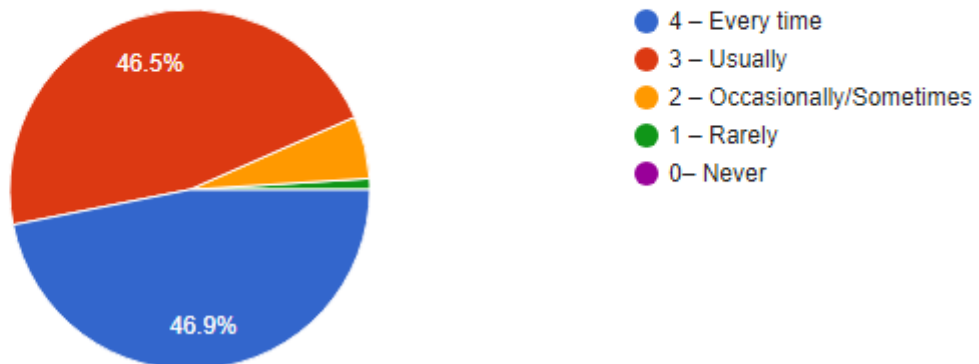
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
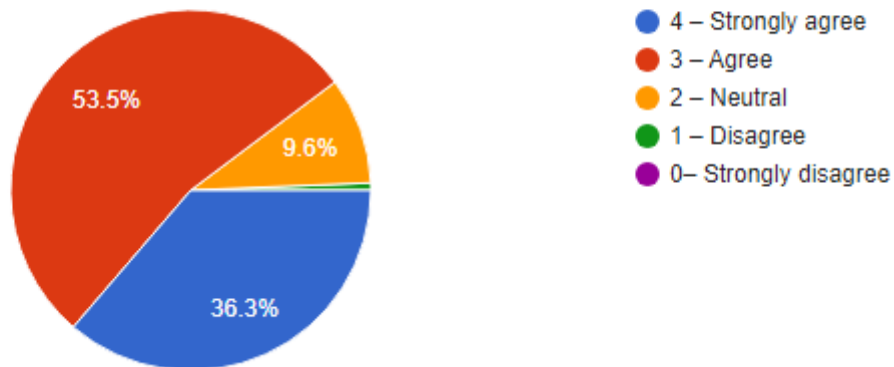
303 responses

- ● 4 – Regularly
- ● 3 – Often
- ● 2 – Sometimes
- ● 1 – Rarely
- ● 0– Never

44.9%

8.6%

46.5%
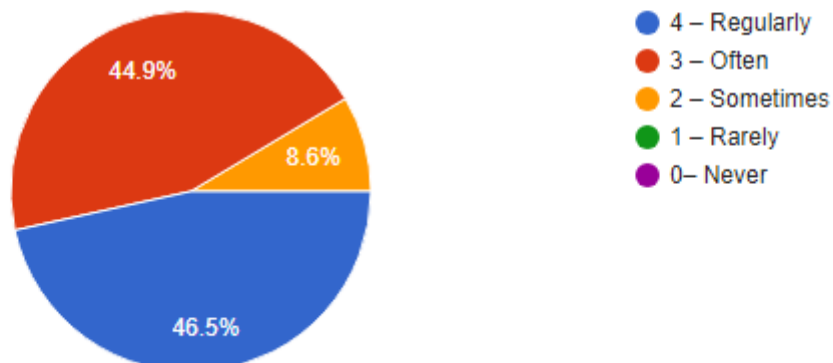
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth
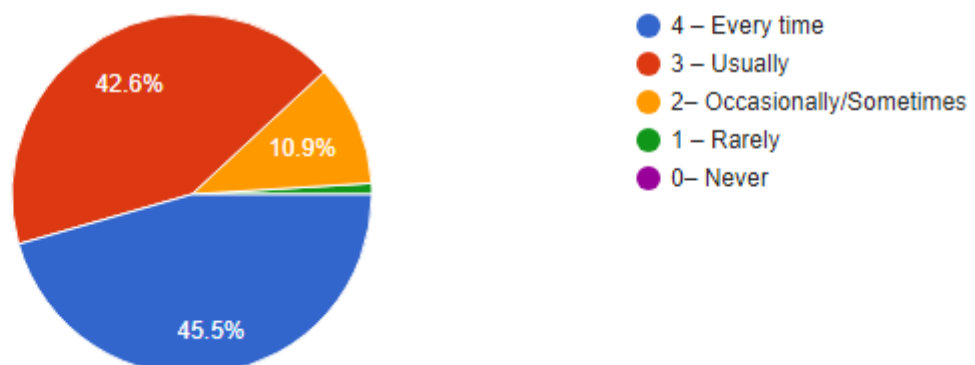
303 responses

- 4 – Significantly
- 3 – Very well
- 2 – Moderately
- 1 – Marginally
- 0 – Not at all

45.2%
9.2%
44.9%
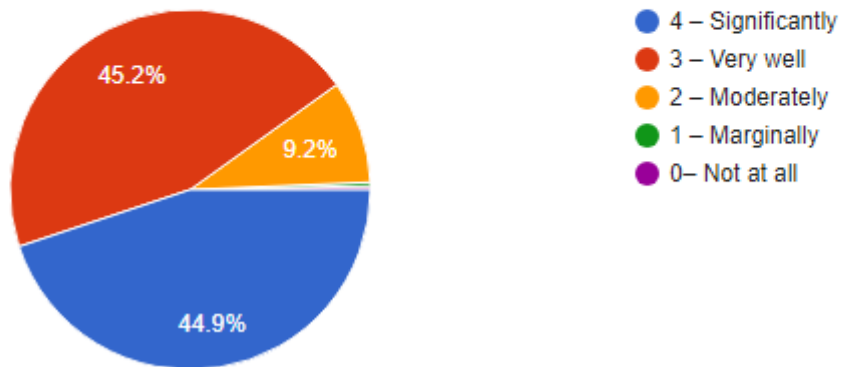
9. The institution provides multiple opportunities to learn and grow.

303 responses

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

53.5%
9.6%
36.3%

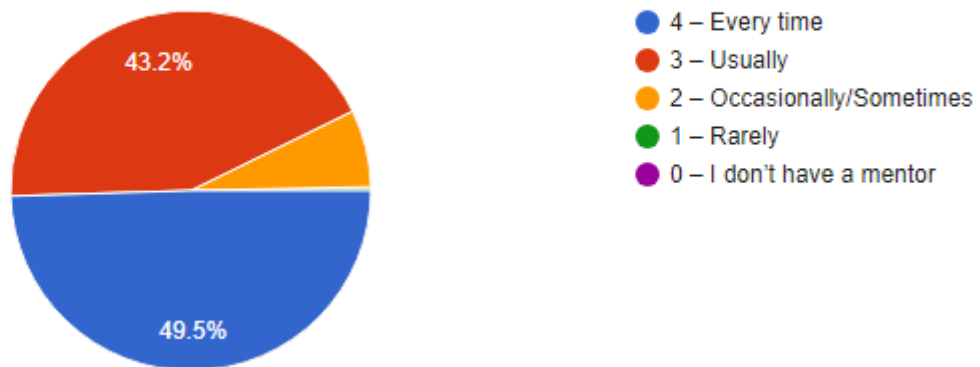## 10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

303 responses

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

42.6%
10.9%
45.5%

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

303 responses

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

43.2%
49.5%

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

303 responses

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

48.5%
9.6%
41.9%
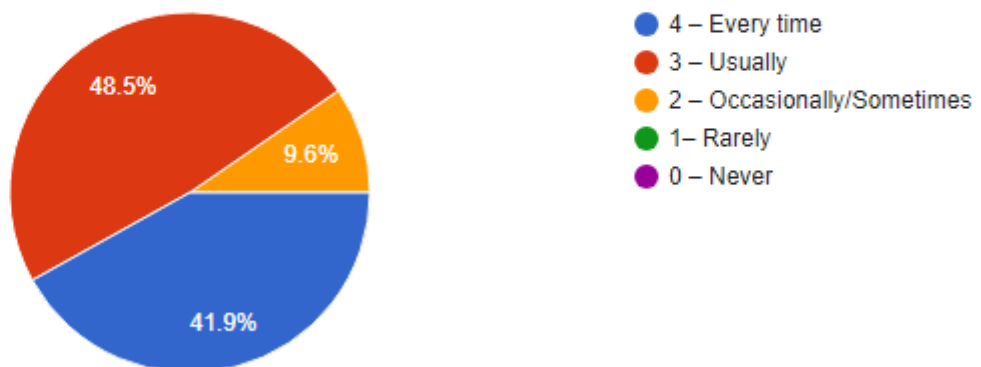
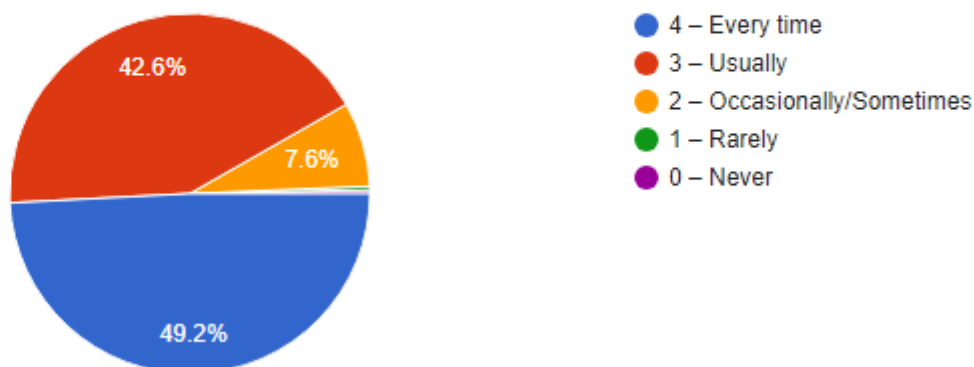## 13. The teachers identify your strengths and encourage you with providing right level of challenges.
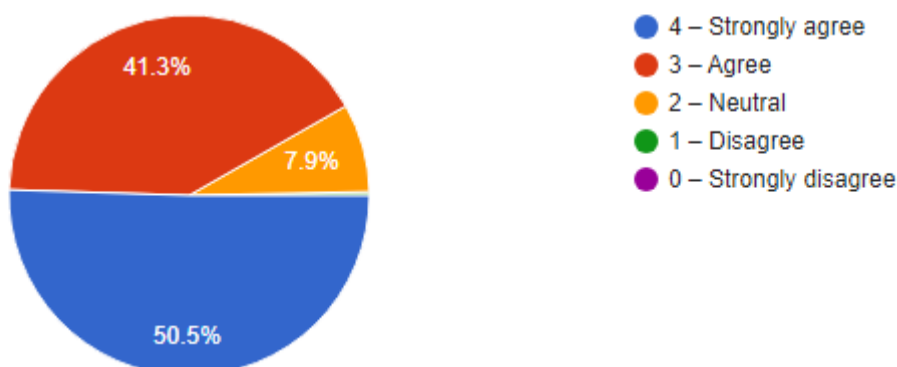
303 responses

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

41.9%
10.2%
47.2%
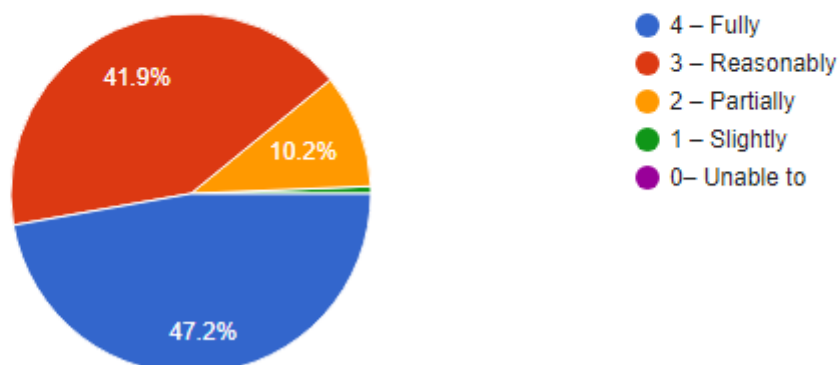
14. Teachers are able to identify your weaknesses and help you to overcome them.

303 responses

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

42.6%
7.6%
49.2%

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

303 responses

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

41.3%
7.9%
50.5%

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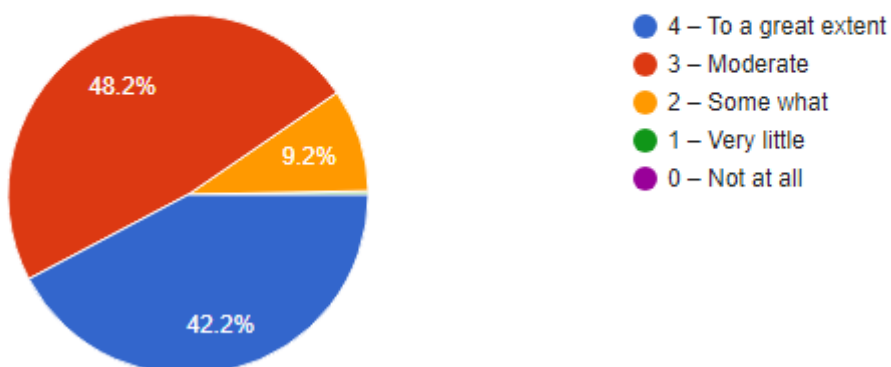
303 responses

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

41.3%
53.1%
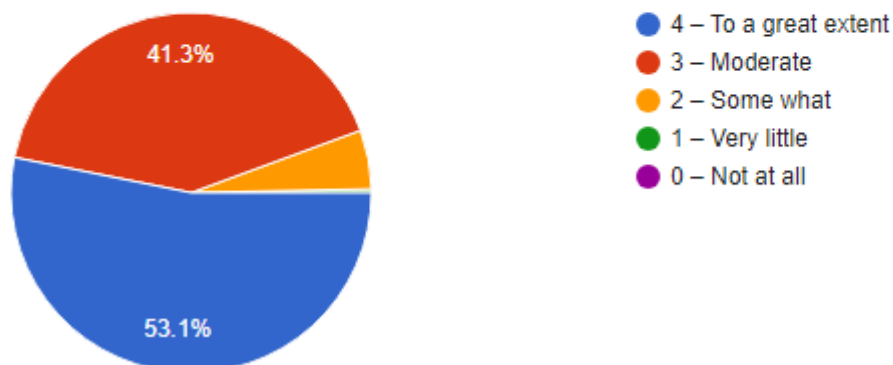
17. Teachers encourage you to participate in extracurricular activities.

303 responses

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

44.9%
8.9%
45.5%
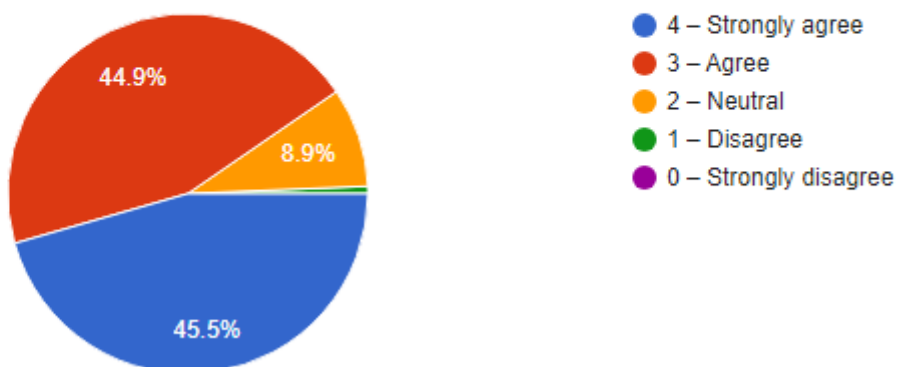
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

303 responses

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

48.2%
9.2%
42.2%

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

303 responses

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

45.5%
7.3%
47.2%
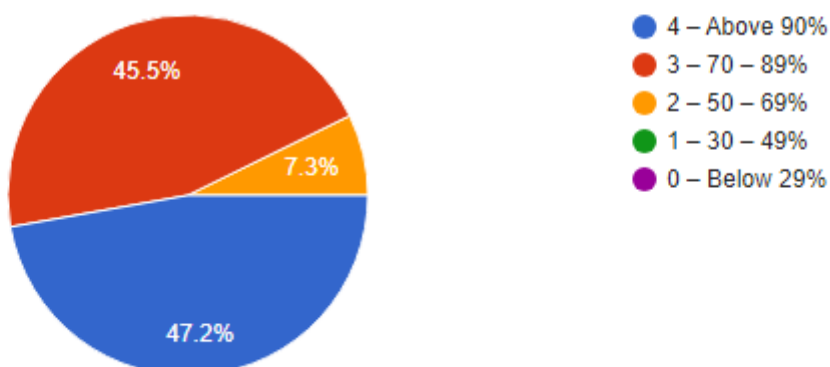
20. The overall quality of teaching-learning process in your institute is very good.

303 responses

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

47.9%

44.6%
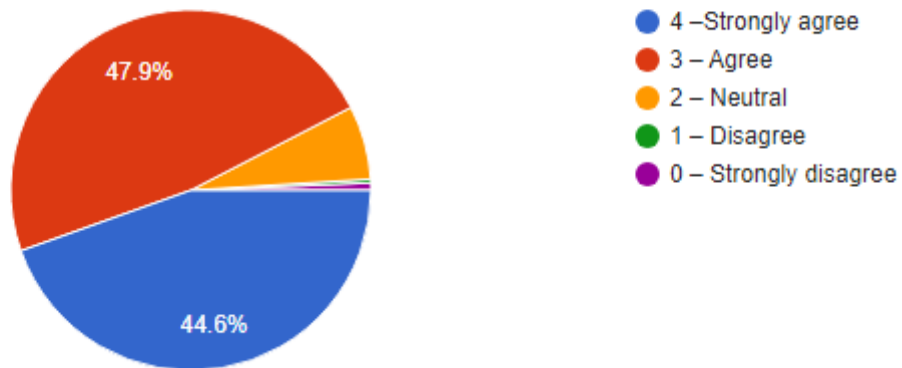
CONCLUSION

SSS provides insight into the college's strengths and the areas that need to be prioritized for improving the academic system. The survey evaluates the teaching and learning processes, communication efficacy, availability of learning resources, mentoring process already in place on campus, and the methods used for assessment. The students are expressing satisfaction with the educational strategies and techniques used by the teachers. They are expressing contentment with the fairness of the evaluation processes as well. However, the study advises that we concentrate on issues like mentoring, ICT-enabled instruction, and the need for learning resources. The survey report recommends that the College Council and related bodies take appropriate steps to address the students' grievances.

PRINCIPAL
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