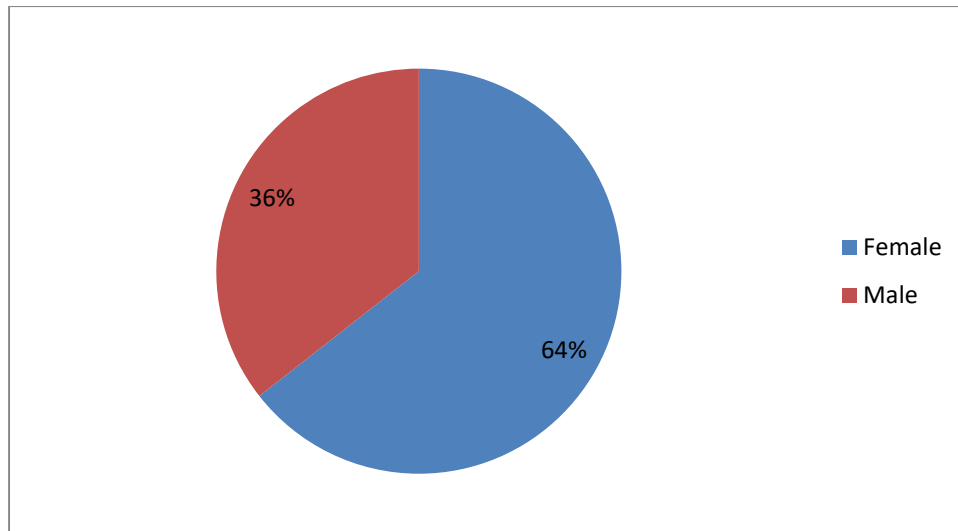# Student Satisfaction Survey Analysis
(2019-20)

The student satisfaction survey regarding teaching learning process was carried out by IQAC cell of the college. A questionnaire was served to students in online mode. The responses received from students were analysed and the analysis is presented below:

1. Demographic Profile of Students

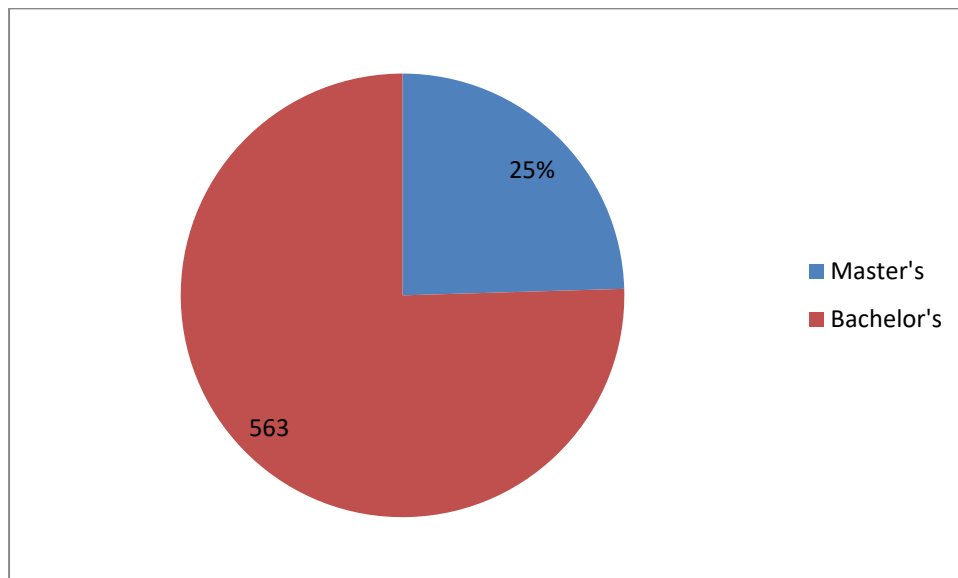| Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	480	64.3	64.4	64.4
	Male	265	35.5	35.6	100.0
	Total	745	99.9	100.0	
Missing	System	1	0.1		
Total		746	100.0		

The above chart displays demographic profile on the basis of gender, in which 64.3 % of respondents are female and 35.5% of respondents are male. This shows that survey has included

all the sections of the students on the basis of gender inclusion. The maximum share of students are girls because of safe environment of the campus.
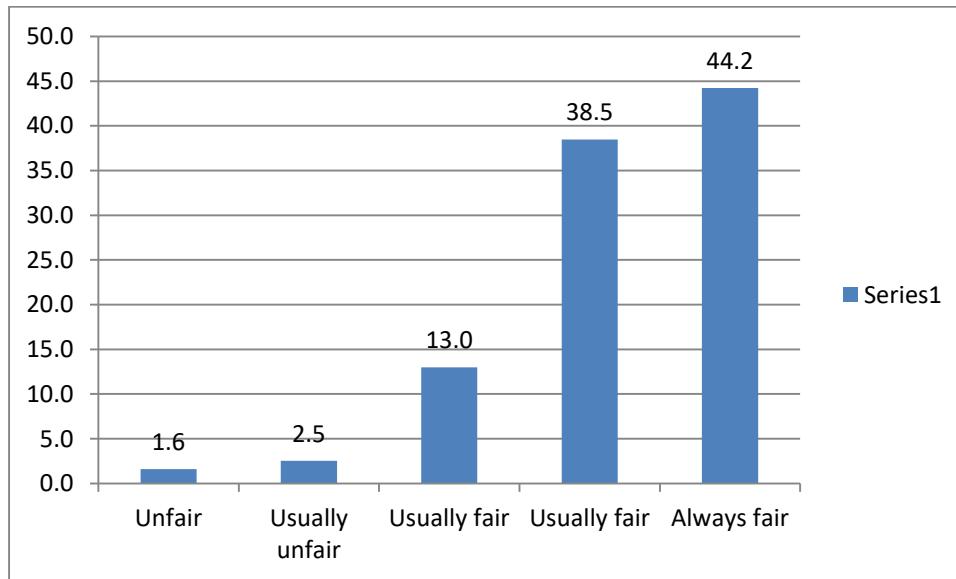
2. What degree program are you pursuing now?

		Frequency	Percent	Valid Percent	Cumulative Percent
	Master's	183	24.5	24.5	24.5
	Bachelor's	563	75.5	75.5	100.0
Valid	Total	746	100.0	100.0	

The above table and graphs show the educational based profile of respondents out of which 75.5% respondents were the students of Bachelor classes and 24.5% were from the Master's courses.

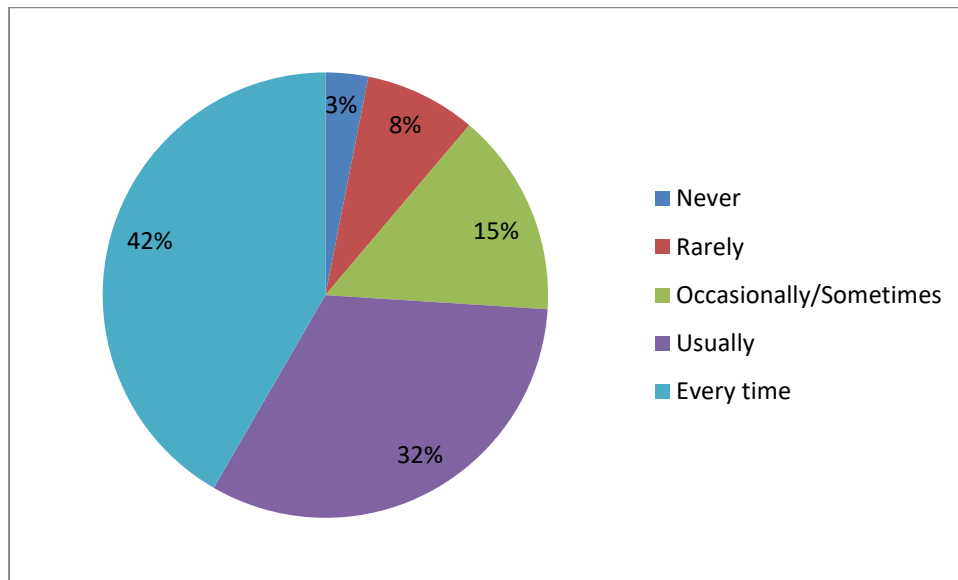**3. Fairness of the internal evaluation process by the teachers.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unfair	12	1.6	1.6	1.6
	Usually unfair	19	2.5	2.6	4.2
	Usually fair	97	13.0	13.0	17.2
	Usually fair	287	38.5	38.5	55.7
	Always fair	330	44.2	44.3	100.0
	Total	745	99.9	100.0	
Missing	System	1	0.1		
Total		746	100.0		

The above graphs shows that majority of the students feel that internal evaluation process is fair as 44.2% students have rated the evaluation as always fair and 38.5% students have rated the internal evaluation of the college as fair.

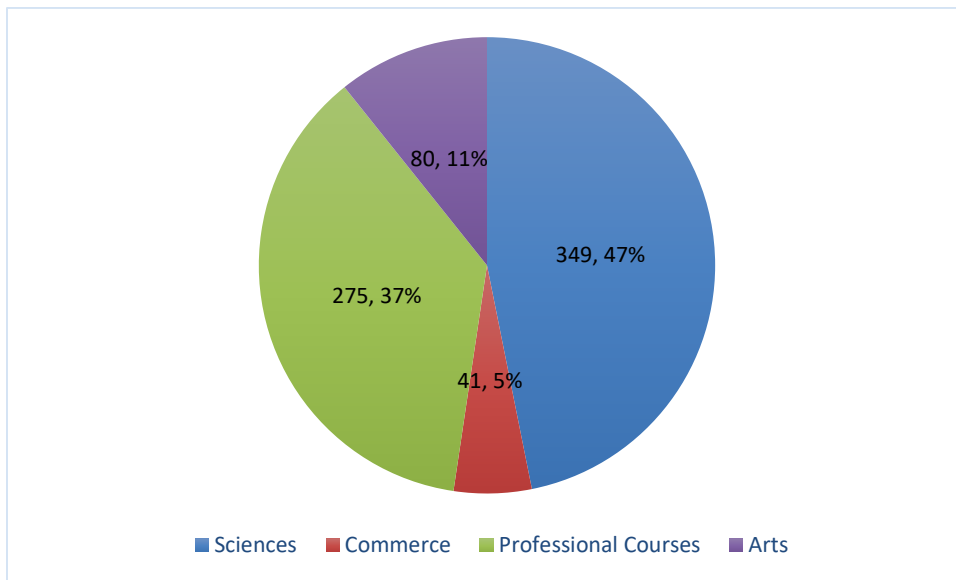**4. Was your performance in assignments discussed with you?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	23	3.1	3.1	3.1
	Rarely	60	8.0	8.1	11.2
	Occasionally/Sometimes	110	14.7	14.8	26.0
	Usually	240	32.2	32.3	58.4
	Every time	309	41.4	41.6	100.0
	Total	742	99.5	100.0	
Missing	System	4	0.5		
Total		746	100.0		

From the results, it is evident that majority of the students (73.6%) agree to the statement that the teachers usually discuss the performance of assignments with them which helps the students to improve their performance in future.
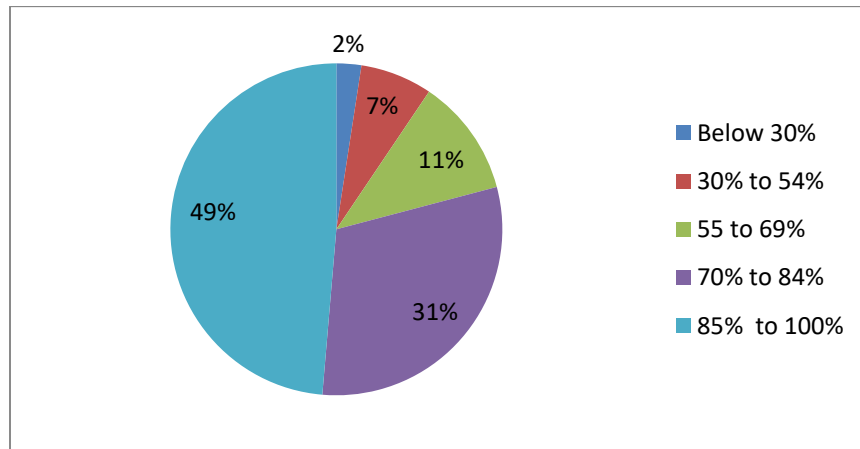
4

5. What subject area are you currently pursuing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Science	349	46.8	46.8	46.9
	Commerce	41	5.5	5.5	52.4
	Professional (BBA,MBA,BCA,MCA)	275	36.9	36.9	89.3
	Arts	80	10.7	10.7	100.0
	Total	746	100.0	100.0	

The above graphs shows the academic profile of the respondents who responded to the survey. The graph shows that the respondents include students from all major streams namely Sciences (B.Sc, M.Sc), Commerce (B.Com, M.Com), Professional courses (MBA, BBA, MCA, BCA, B.Voc) & Arts (B.A, M.A).

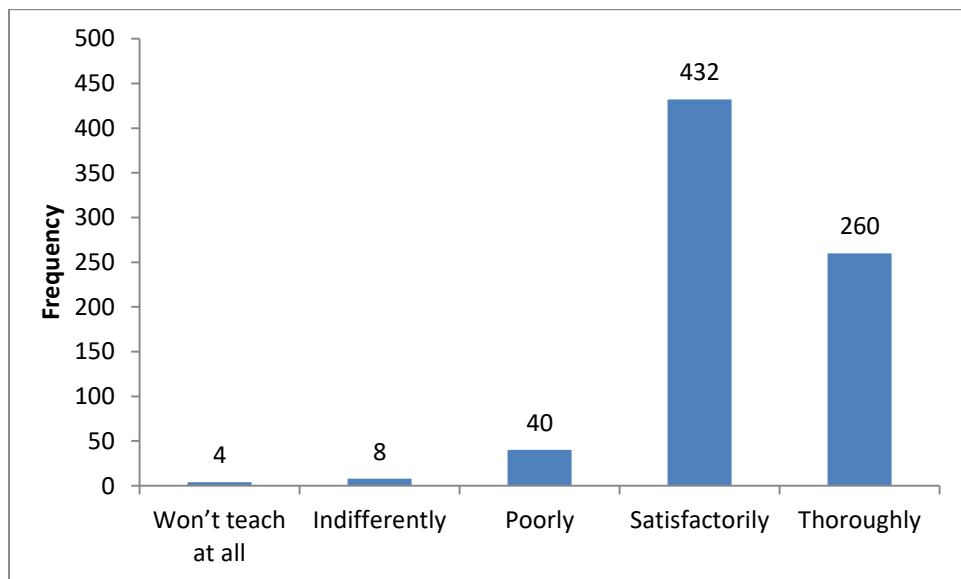**6. How much of the syllabus was covered in the class?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 30%	18	2.4	2.4	2.4
	30% to 54%	52	7.0	7.0	9.4
	55 to 69%	85	11.4	11.5	20.9
	70% to 84%	226	30.3	30.5	51.3
	85% to 100%	361	48.4	48.7	100.0
	Total	742	99.5	100.0	
Missing	System	4	0.5		
Total		746	100.0		

The above chart shows that 79.2% students agree that more than 70 percent syllabus is covered in classes out of which 48.4% agreed that more than 85% syllabus is covered in classes.

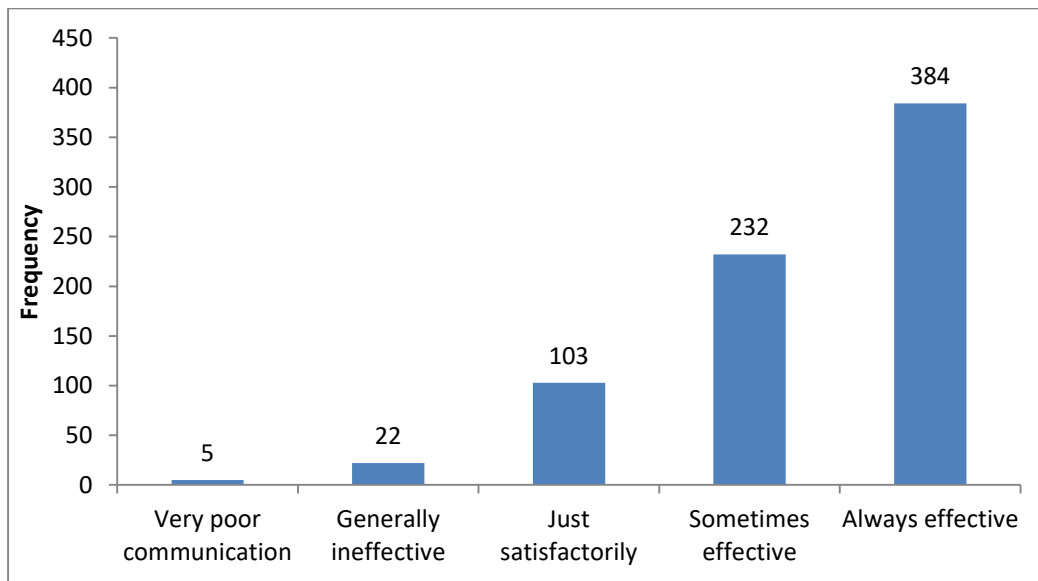**7. How well did the teachers prepare for the classes?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Won't teach at all	4	0.5	0.5	0.5
	Indifferently	8	1.1	1.1	1.6
	Poorly	40	5.4	5.4	7.0
	Satisfactorily	432	57.9	58.1	65.1
	Thoroughly	260	34.9	34.9	100.0
	Total	744	99.7	100.0	
Missing	System	2	0.3		
Total		746	100.0		

A high percentage of students (92.8%) were of the view that teachers come prepared satisfactorily or thoroughly for the class.

8. How well were the teachers able to communicate?

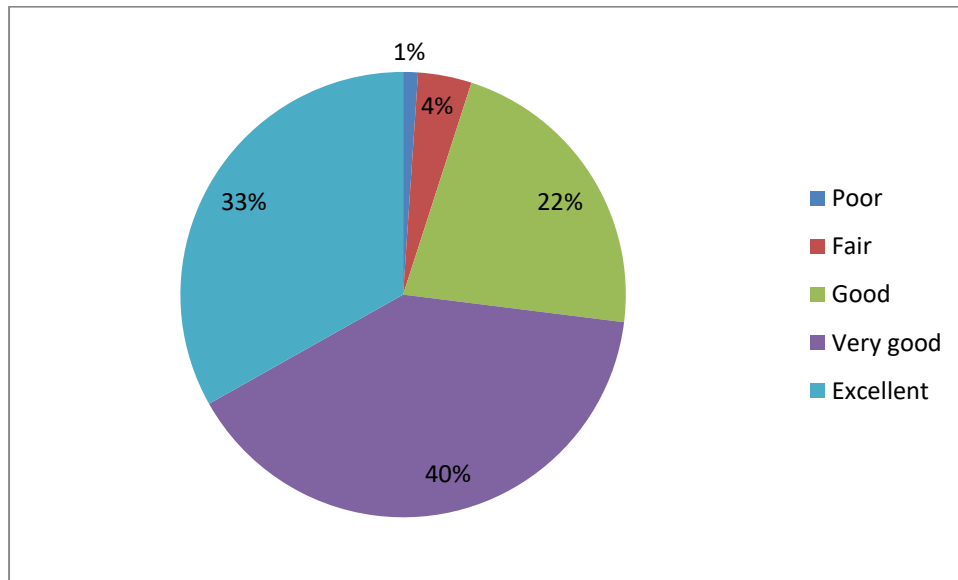|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor communication	5	0.7	0.7	0.7
	Generally ineffective	22	2.9	2.9	3.6
	Just satisfactorily	103	13.8	13.8	17.4
	Sometimes effective	232	31.1	31.1	48.5
	Always effective	384	51.5	51.5	100.0
	Total	746	100.0	100.0	

The above tables and graphs shows the teachers are able to communicate effectively with the students with 51.5% of the respondents choosing the 'always effective' option.

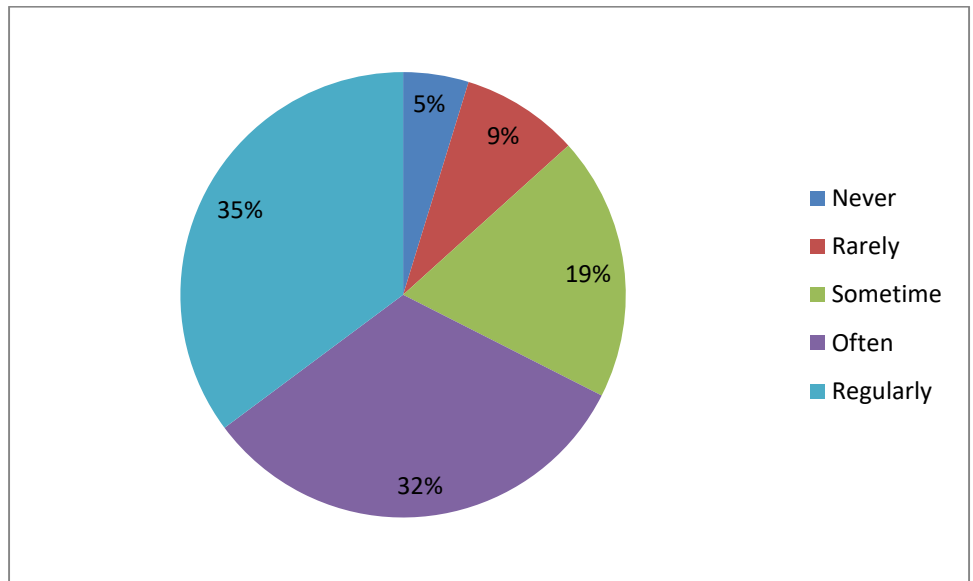**9. The teacher's approach to teaching can best be described as**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	8	1.1	1.1	1.1
	Fair	29	3.9	3.9	5.0
	Good	164	22.0	22.0	27.0
	Very good	297	39.8	39.9	66.8
	Excellent	247	33.1	33.2	100.0
	Total	745	99.9	100.0	
Missing	System	1	.1		
Total		746	100.0		

Teaching methodology is very important in achieving learning outcomes. The above responses given by students show that majority of the teachers (73.9%) have excellent or very good approach towards teaching.

10. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
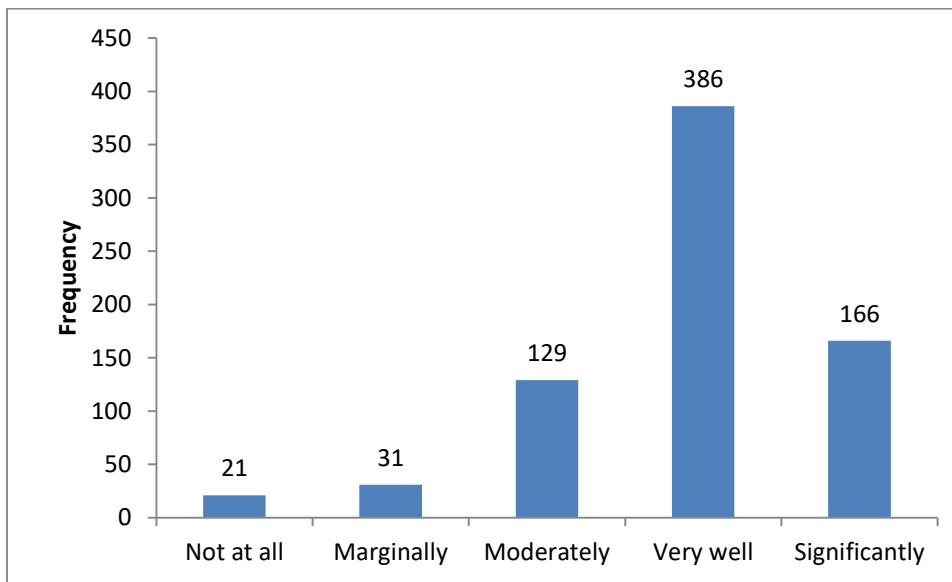
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	35	4.7	4.8	4.8
	Rarely	63	8.4	8.6	13.3
	Sometime	141	18.9	19.2	32.5
	Often	238	31.9	32.3	64.8
	Regularly	259	34.7	35.2	100.0
	Total	736	98.7	100.0	
Missing	System	10	1.3		
Total		746	100.0		

The responses received from participants (with 66.6% students choosing regularly and often as response) show that institute is taking active interest in promoting internship, student exchange, field visits opportunities for students as students given responses.

11. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
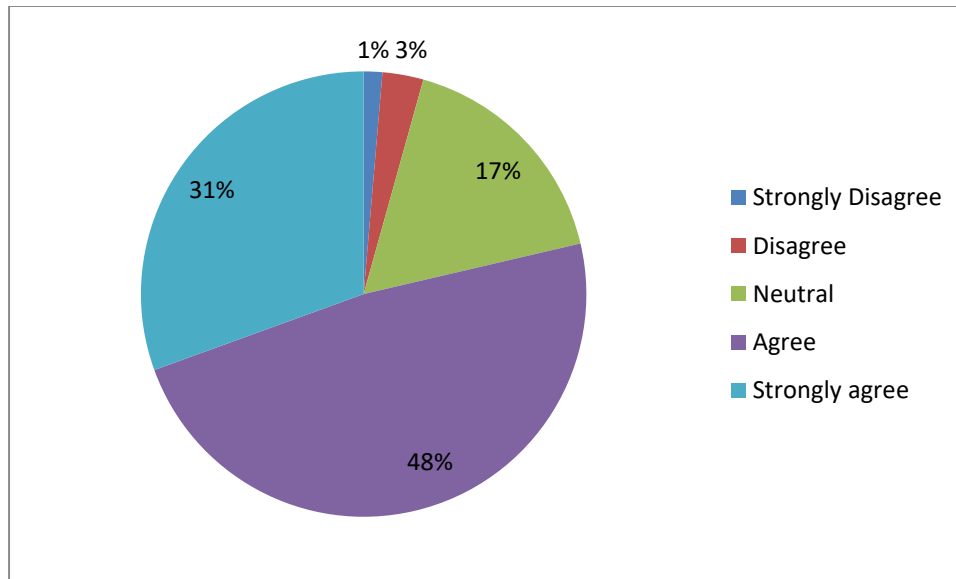
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	21	2.8	2.9	2.9
	Marginally	31	4.2	4.2	7.1
	Moderately	129	17.3	17.6	24.7
	Very well	386	51.7	52.7	77.4
	Significantly	166	22.3	22.6	100.0
	Total	733	98.3	100.0	
Missing	System	13	1.7		
Total		746	100.0		

With 74% of the students choosing very well or significantly options for the above question, the results show that majority of students are of the view that the teaching and mentoring process in the institution facilitates their cognitive, social and emotional growth.

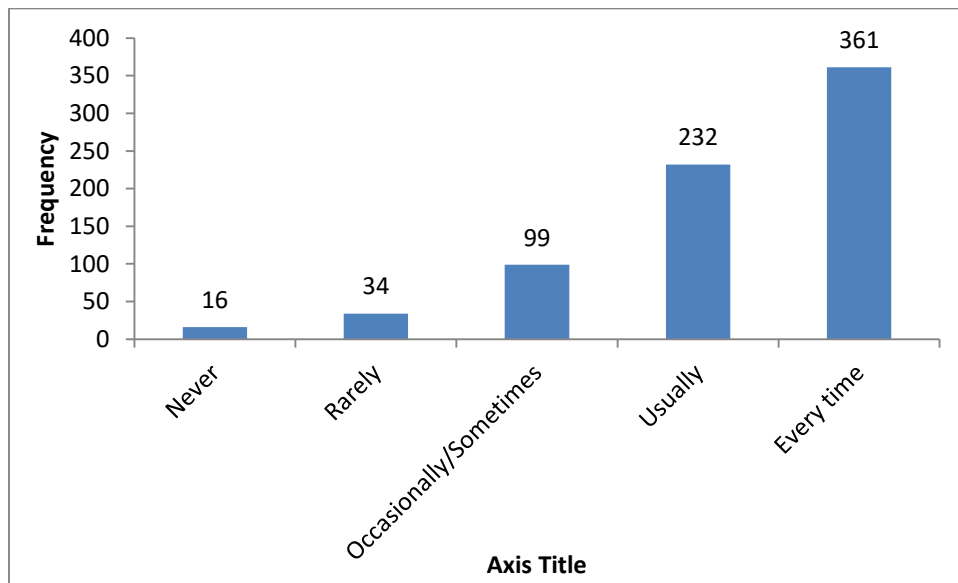**12. The institution provides multiple opportunities to learn and grow.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	10	1.3	1.4	1.4
	Disagree	22	2.9	3.0	4.3
	Neutral	126	16.9	17.0	21.4
	Agree	356	47.7	48.1	69.5
	Strongly agree	226	30.3	30.5	100.0
	Total	740	99.2	100.0	
Missing	System	6	.8		
Total		746	100.0		

The majority of the students (78%) agreed to the statement that the institution is providing multiple opportunities to learn and grow.

13. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
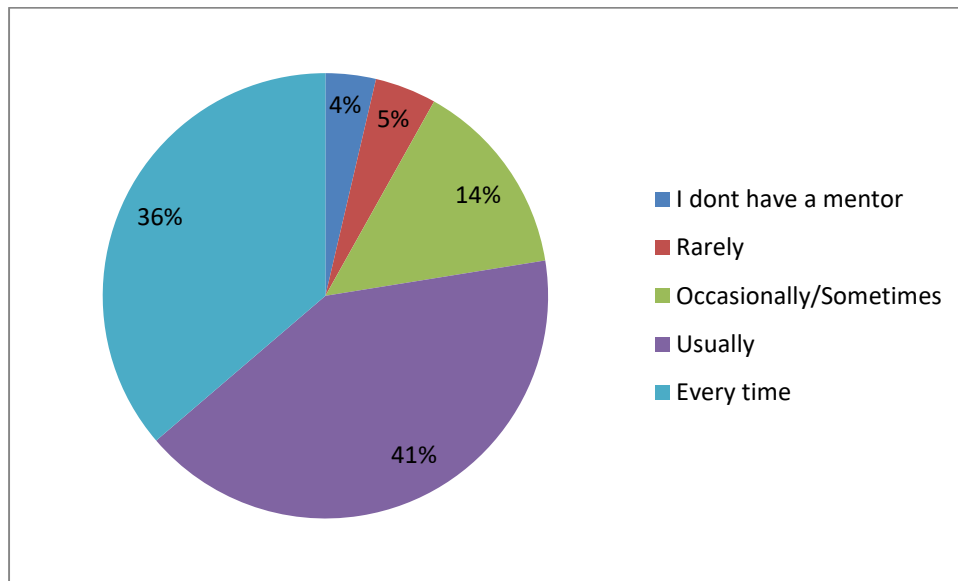
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	16	2.1	2.2	2.2
	Rarely	34	4.6	4.6	6.7
	Occasionally/Sometimes	99	13.3	13.3	20.1
	Usually	232	31.1	31.3	51.3
	Every time	361	48.4	48.7	100.0
	Total	742	99.5	100.0	
Missing	System	4	0.5		
Total		746	100.0		

From the above table and graph, we can see that majority of the students (79.5%) were of the view that the teachers inform the students about their expected competencies, course outcomes and programme outcomes.

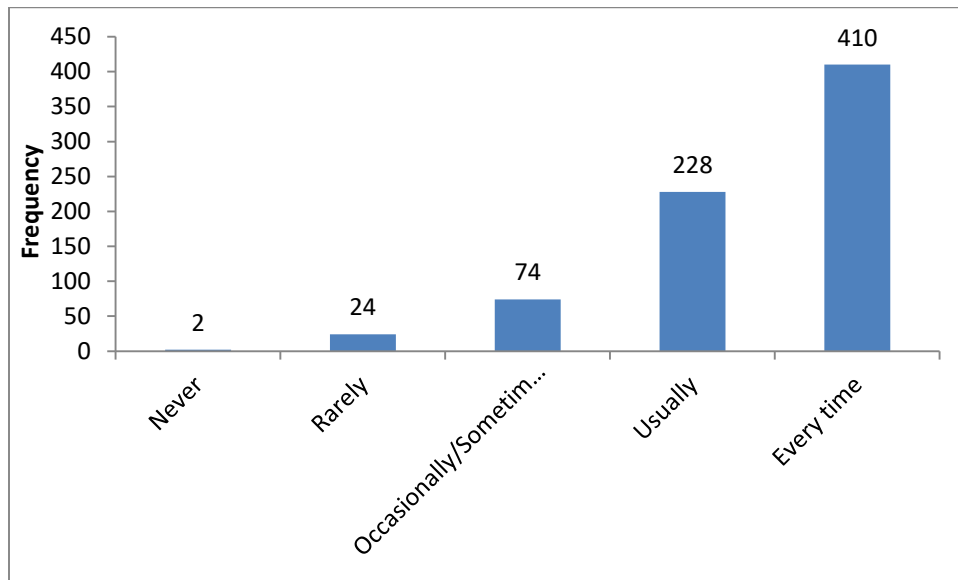**14. Your mentor does a necessary follow-up with an assigned task to you.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I dont have a mentor	27	3.6	3.7	3.7
	Rarely	33	4.4	4.5	8.1
	Occasionally/Sometimes	106	14.2	14.3	22.5
	Usually	305	40.9	41.3	63.7
	Every time	268	35.9	36.3	100.0
	Total	739	99.1	100.0	
Missing	System	7	0.9		
Total		746	100.0		

The results obtained from the survey show that effective mentoring of students is being done by the teachers which helps the students to improve their performance.

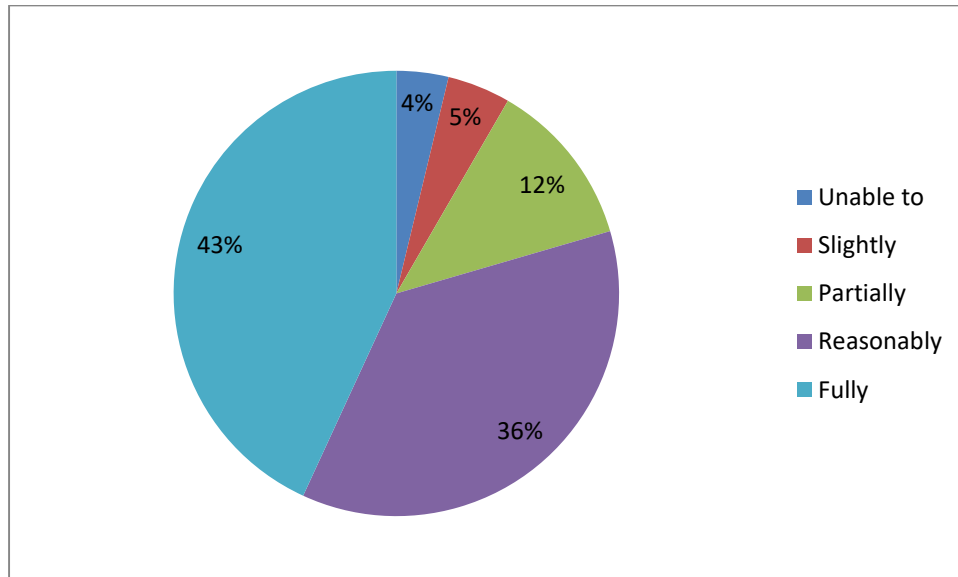**15. The teachers illustrate the concepts through examples and applications.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	2	0.3	.3	.3
	Rarely	24	3.2	3.3	3.5
	Occasionally/Sometimes	74	9.9	10.0	13.6
	Usually	228	30.6	30.9	44.4
	Every time	410	55.0	55.6	100.0
	Total	738	98.9	100.0	
Missing	System	8	1.1		
	Total	746	100.0		

As can be seen from the graph above, majority of students were of the view that teachers illustrate the concepts through examples and applications.

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

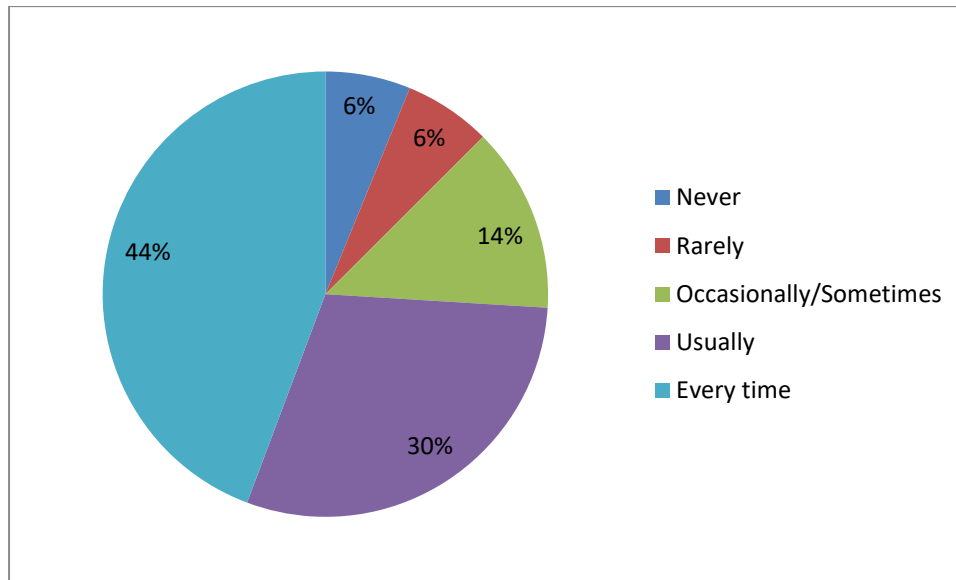|		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unable to	28	3.8	3.8	3.8
	Slightly	34	4.6	4.6	8.4
	Partially	90	12.1	12.1	20.5
	Reasonably	270	36.2	36.4	56.9
	Fully	320	42.9	43.1	100.0
	Total	742	99.5	100.0	
Missing	System	4	.5		
Total		746	100.0		

From the student responses it can be seen that majority of students (79.1%) were of the view that the teachers identify their strengths either reasonably or fully and encourage them by providing right level of challenges.

17. Teachers are able to identify your weaknesses and help you to overcome them.
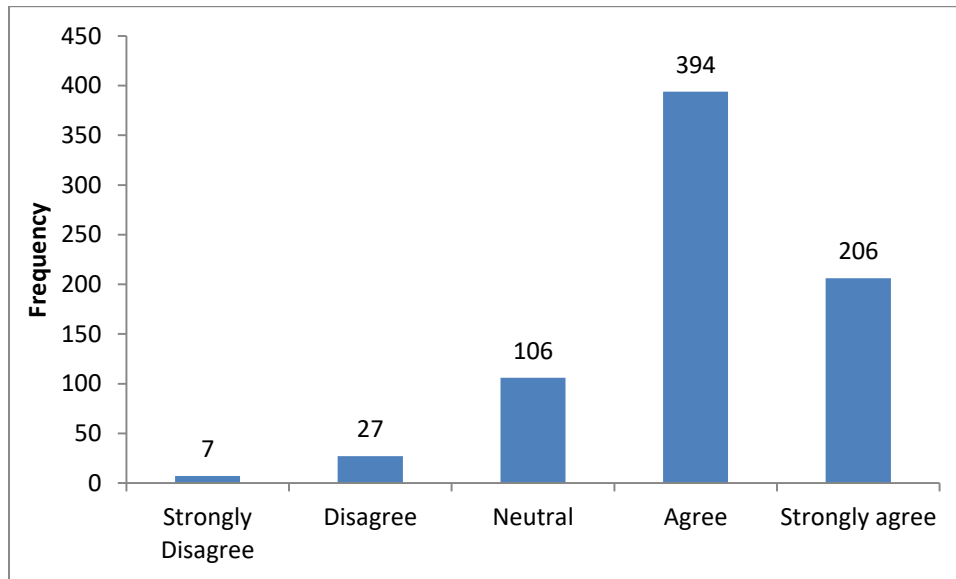
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	46	6.2	6.2	6.2
	Rarely	47	6.3	6.3	12.5
	Occasionally/Sometimes	100	13.4	13.5	26.0
	Usually	221	29.6	29.7	55.7
	Every time	329	44.1	44.3	100.0
	Total	743	99.6	100.0	
Missing	System	3	0.4		
Total		746	100.0		

As can be seen from the chart above, a good number of students (550) agreed that majority of the teachers are working on student's weaknesses and helping the students to overcome the challenges.

18. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
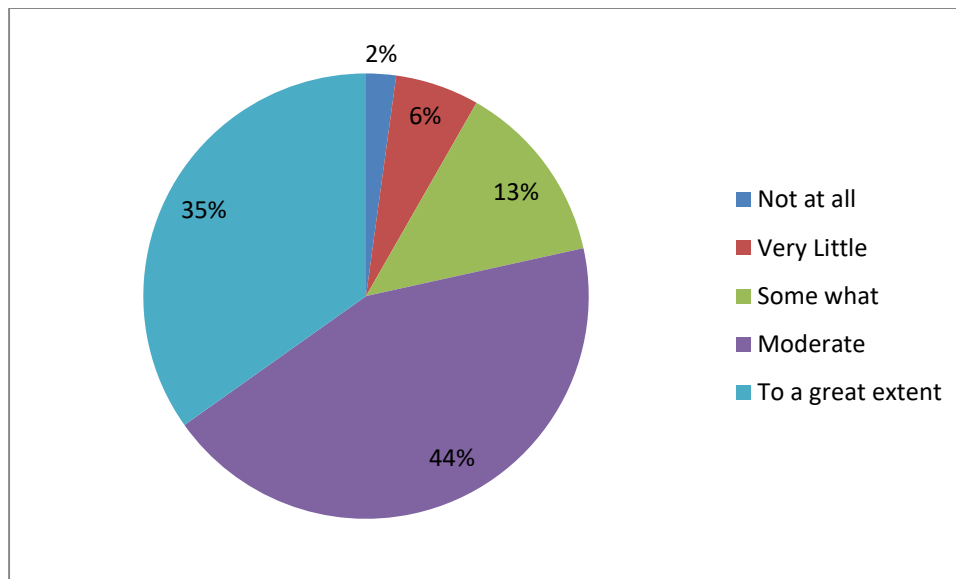
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	0.9	0.9	0.9
	Disagree	27	3.6	3.6	4.6
	Neutral	106	14.2	14.3	18.9
	Agree	394	52.8	53.2	72.2
	Strongly agree	206	27.6	27.8	100.0
	Total	740	99.2	100.0	
Missing	System	6	0.8		
Total		746	100.0		

Students are major stakeholders in education system. Their participation at every level i.e. teaching monitoring, review and continuous quality improvement of the teaching learning process is very important. The above graph shows the institute engages students fairy well in the monitoring, review and continuous quality improvement of the teaching learning process in our campus.

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

		Freque ncy	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	16	2.1	2.2	2.2
	Very Little	45	6.0	6.1	8.3
	Some what	98	13.1	13.3	21.5
	Moderate	322	43.2	43.6	65.2
	To a great extent	257	34.5	34.8	100.0
	Total	738	98.9	100.0	
Missing	System	8	1.1		
Total		746	100.0		

The above responses (with 34.5% responding to 'a great extent' and 43.2% responding to 'moderate') show that majority of the students agreed that the institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
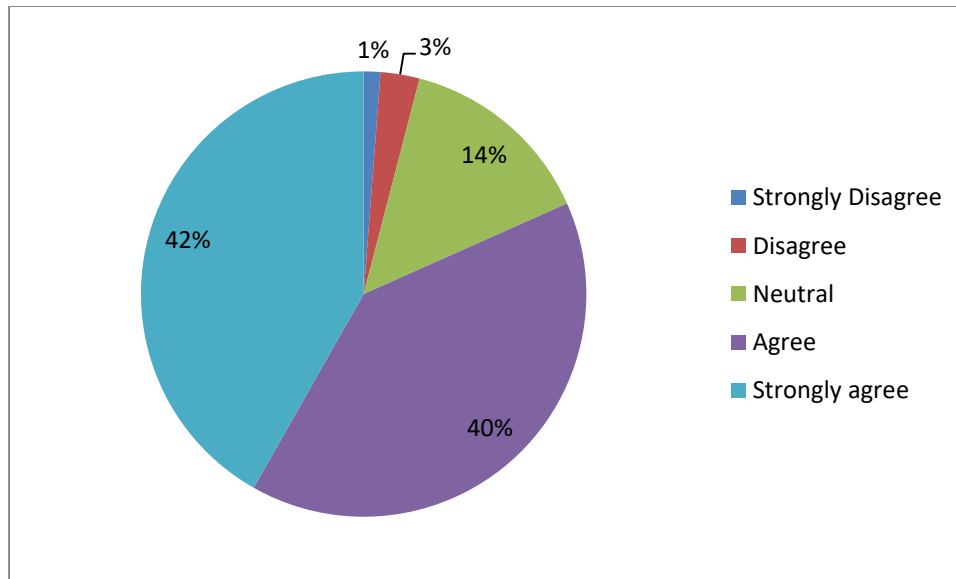
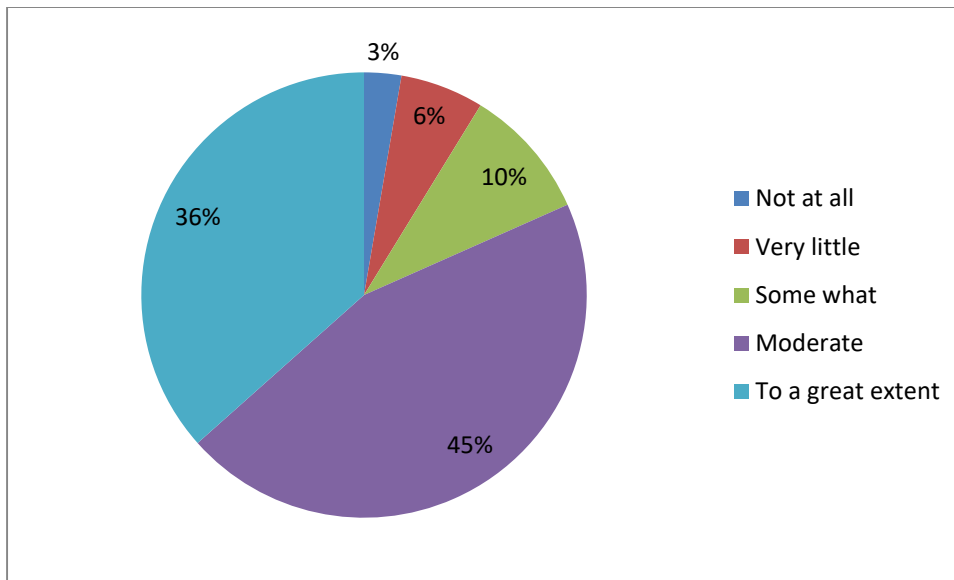**20. Teachers encourage you to participate in extracurricular activities.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	9	1.2	1.2	1.2
	Disagree	21	2.8	2.8	4.0
	Neutral	106	14.2	14.3	18.3
	Agree	296	39.7	39.9	58.2
	Strongly agree	310	41.6	41.8	100.0
	Total	742	99.5	100.0	
Missing	System	4	.5		
Total		746	100.0		

Motivation and encourage are the drivers which are very essential to ensure participation of students in developmental activities. As per responses given by students, majority of the students agreed to the statement (81.3%) that teachers encourage them to participate in extracurricular activities.

21. 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.
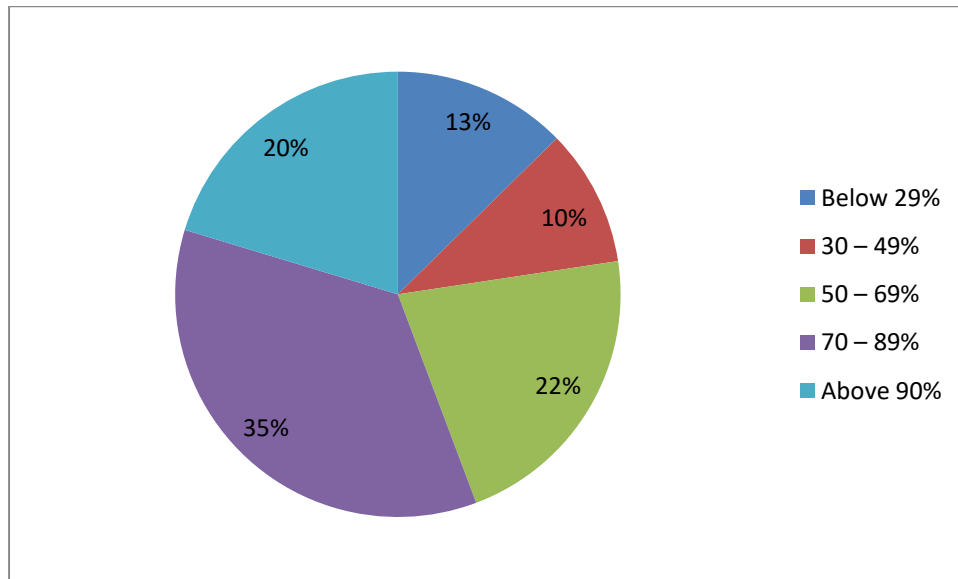
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	20	2.7	2.7	2.7
	Very little	45	6.0	6.1	8.8
	Some what	71	9.5	9.6	18.4
	Moderate	334	44.8	45.1	63.4
	To a great extent	271	36.3	36.6	100.0
	Total	741	99.3	100.0	
Missing	System	5	0.7		
Total		746	100.0		

A large number of students agreed moderately or to a great extent (605) with the statement that efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make students ready for the world of work.

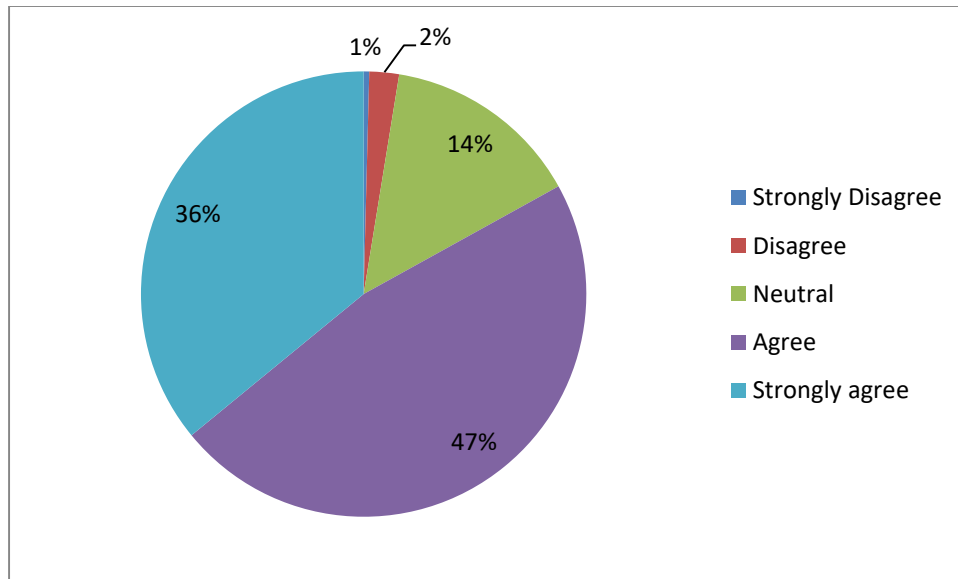**22. What percentage of teachers use ICT tools such as LCD projector, multimedia, etc. while teaching.**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 29%	94	12.6	12.7	12.7
	30 – 49%	74	9.9	10.0	22.6
	50 – 69%	161	21.6	21.7	44.3
	70 – 89%	263	35.3	35.4	79.7
	Above 90%	151	20.2	20.3	100.0
	Total	743	99.6	100.0	
Missing	System	3	.4		
Total		746	100.0		

From the results it is evident that 77.1% of students were of the view that more than 50% teachers use ICT tools such as LCD projector, multimedia, etc. while teaching.

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

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	0.4	0.4	.4
	Disagree	16	2.1	2.2	2.6
	Neutral	107	14.3	14.4	17.0
	Agree	350	46.9	47.1	64.1
	Strongly agree	267	35.8	35.9	100.0
	Total	743	99.6	100.0	
Missing	System	3	0.4		
Total		746	100.0		

A high percentage of respondents (82.7%) agreed to the statement that the overall quality of teaching learning process in the institute is very good.