

Arya Kanya Mahavidyalaya, Shahabad Markanda

Student Satisfaction Survey 2022-2023

Feedback Committee

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Dr. Priyanka Singh

Mrs Parwinder Kaur

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Student Satisfaction Survey- 2022-23

Feedback Analysis

(Responses= 146)

For the session 2022-2023, the feedback of the students, the primary stakeholders, was collected online from the students of all branches using Google form. The online medium of survey was implemented for the first time by the College in 2019-20 and prior to that the feedback was collected manually. The objective was to obtain maximum responses and authentic and reliable data using a sample size spread across different classes / branches and year of enrollment. **The resulting overall student satisfaction score obtained is 3.54.** The Questionnaire was framed in accordance with NAAC guidelines consisting of 21 questions in all. Of the 21 questions, 20 are of multiple choice and 01 is an open-ended question for suggestions. The distribution of questions is as under:

• Teaching- learning/ICT	11
• Evaluation	02
• Student Support/ Grooming/PD/Soft Skills	05
• Counseling	02
• Suggestion	01
Total	21

Question 01-20 were assigned five alternative answers ranging from Poor to Excellent on the linear scale of 5. The respondent had to select one option. The score of each answer has been measured on the scale of 4-0. The highest score of 04 has been given to the best answers i.e. 'Excellent' thereafter descending i.e. very good-3, good-2, fair-1 and poor-0. The result of this survey is based on the response of **146** students.

The answers have been calculated on the basis of the number of students answering a particular question. To reach the final student satisfaction score, the mean score of every question has been calculated i.e., if all the respondents choose option 'excellent' thereby giving the highest score to the question, the mean score will be 4.0. It can, therefore be calculated that **mean score nearer to 4.0 is indicative of better performance** in view of the primary stakeholders i.e., the student respondents.

- The mean score per question has been calculated as-

$$\frac{\text{No. of Responses for opt(a)*score(4)} + \text{No. of Responses for opt(a)*score(3)} + \text{No. of Responses for opt(a)*score(2)} + \text{No. of Responses for opt(a)*score(1)} + \text{No. of Responses for opt(a)*score(0)}}{\text{Total No. of Responses}}$$

The mean score of each question (01-20) has been provided in Table 1 for ready reference:

Table 1

Overall Student Satisfaction Score		3.54
Sr. No.	Questionnaire	Score
1.	How much syllabus was covered in the class?	3.677
2.	How well did the teachers prepare for the class?	3.479
3.	How well were the teachers able to communicate?	3.651
4.	The teacher's approach to teaching can best be described as	3.523
5.	Fairness of the internal evaluation process by the teachers.	3.629
6.	Was your performance in assignments discussed with you?	3.616
7.	The Institute takes active interest in promoting internship, students exchange, field visit opportunities for students.	3.372
8.	The teaching and mentoring process in your institution facilitates you in cognitive, social, and emotional growth.	3.362
9.	The institution provides multiple opportunities to learn and grow.	3.541
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.692
11.	Your mentor does a necessary follow-up with an assigned task to you.	3.653
12.	The teachers illustrate the concepts through examples and applications.	3.698

13.	The teachers identify your strengths and encourage you with providing right level of challenges.	3.624
14.	Teachers are able to identify your weaknesses and help you to overcome them.	3.596
15.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.458
16.	The institute/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	3.542
17.	Teachers encourage you to participate in extracurricular activities.	3.654
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.	3.541
19.	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	2.97
20.	The overall quality of teaching-learning process in your institute is very good.	3.51

Of the 21 questions, 11 questions focussed on teaching-learning. The mean score for this category ranged from 3.698 to 2.97. On analyzing the score per question under the category it is observed that the lowest score is given to question no. 19 which indicates that use of ICT tools is comparatively low, therefore, the respondents gave it a low score of 2.97. The highest score is given to question no. 12 which indicates the satisfaction of the student's w.r.t. the teachers' ability to illustrate using examples and applications.

05 questions were dedicated to student-support/ Grooming/ personality Development/ Soft Skills. The satisfaction score for this category ranges from 3.654 to 3.541. It is observed that added efforts in promoting soft skills/ life skills/ employability skills and other opportunities will meet the expectations of the respondents.

As far as the student's response for evaluation is concerned, the scores range from 3.629 to 3.616. The score for question relating to counselling range from 3.458 to 3.362.

Question no 21 was open-ended/subjective in nature that required the respondents to give suggestions. The highlights of the recurring suggestions are:

1. More use of Graphic and visual media/LCD
2. More focus on each student to build self-confidence

3. Use of green board; Listening and note-taking, memory and learning styles and textbook reading strategies
4. Concept relation to Real-time world
5. Washroom maintenance/ hygiene

The questionnaire and the corresponding summary of the responses are attached in **Annexure I and II** respectively.

Student Satisfaction Survey -Questionnaire (2022-23)

Note:

- 1) The questionnaire is solely for the academic purpose of the College
- 2) All the information of the student shall be kept confidential
- 3) The students are required to respond all questions

Q1. 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%

Q2. How well did the teachers prepare for the class?

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

Q3. How well were the teachers able to communicate?

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

Q4. The teacher's approach to teaching can best be described as ..

- 4- Excellent
- 3- Very Good
- 2- Good
- 1- Fair
- 0- Poor

Q5. Fairness of the internal evaluation process by the teachers.

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

Q6. Was your performance in assignments discussed with you?

- 4- Every time
- 3- Usually
- 2- Occasionally/ Sometimes

- 1- Rarely
- 0- Never

Q7. The Institute takes active interest in promoting internship, students exchange, field visit opportunities for students.

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

Q 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

Q 9. The institution provides multiple opportunities to learn and grow:

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

Q 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

Q 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

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

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

Q 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

Q 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

Q 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

Q 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

Q 17. Teachers encourage you to participate in extracurricular activities.

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

Q 18. Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make your ready for the world of work.

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

Q 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%

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

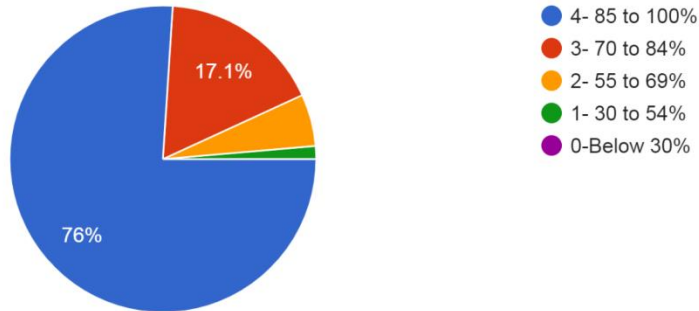
- 4- Strongly agree
- 3- Agree
- 2- Neutral
- 1- Disagree
- 0- Strongly disagree

Q 21. Give three observations/suggestions to improve the overall teaching-learning experience in your institution.

Student Satisfaction Survey- Summary

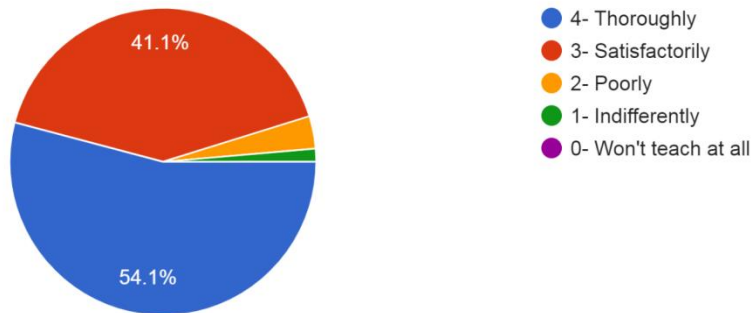
1. How much of the syllabus was covered in the class?

146 responses



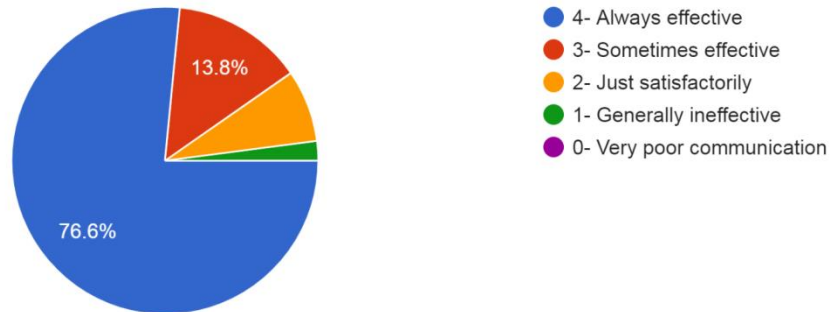
2. How well did the teachers prepare for the class?

146 responses



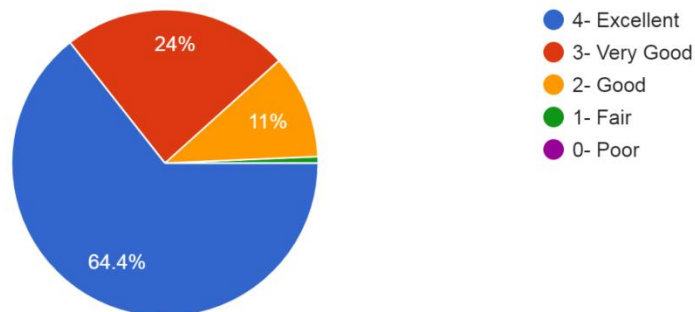
3. How well were the teachers able to communicate?

145 responses



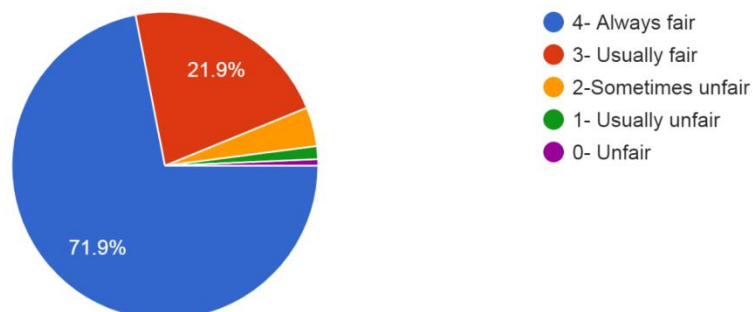
4. The teacher's approach to teaching can best be described as ..

146 responses



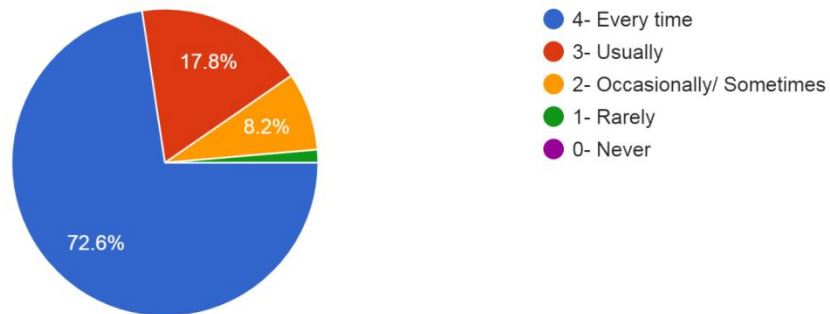
5. Fairness of the internal evaluation process by the teachers.

146 responses



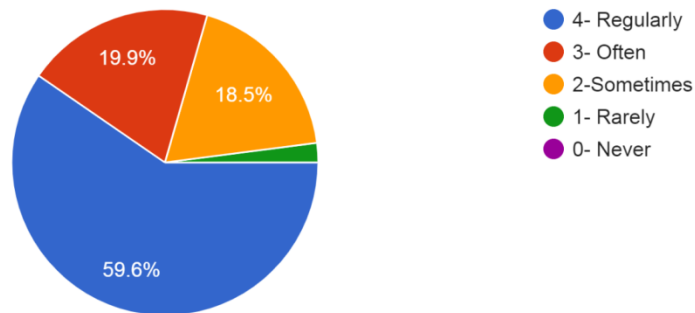
6. Was your performance in assignments discussed with you?

146 responses



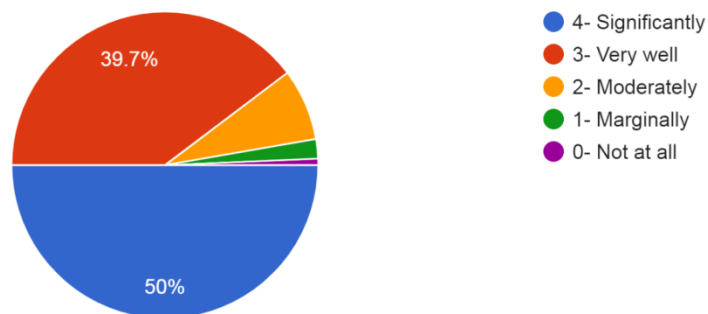
7. The Institute takes active interest in promoting internship, students exchange, field visit opportunities for students.

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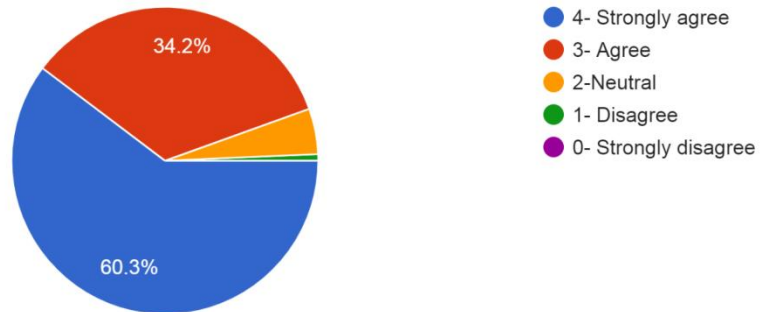
8. The teaching and mentoring process in your institution facilitates you in cognitive, social, and emotional growth.

146 responses



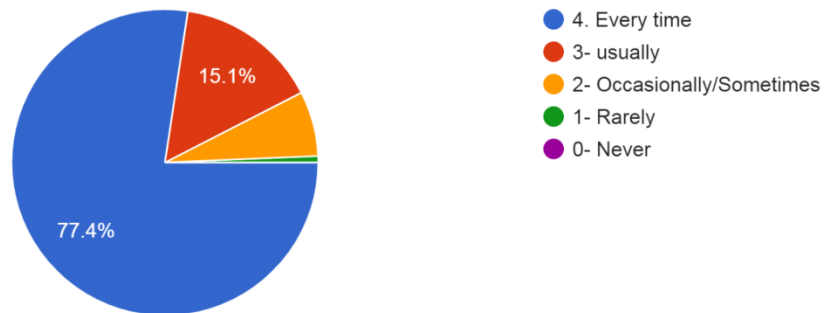
9. The institution provides multiple opportunities to learn and grow:

146 responses



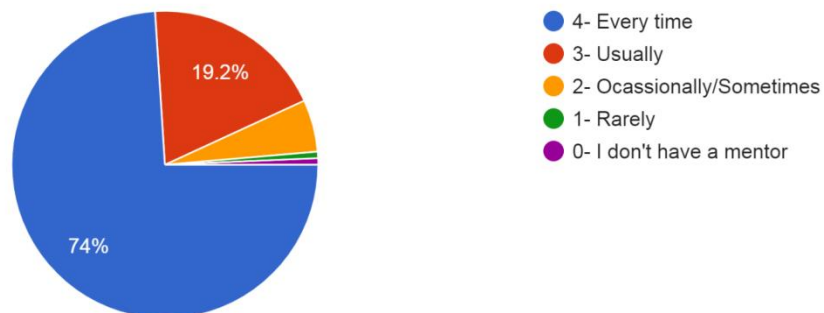
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

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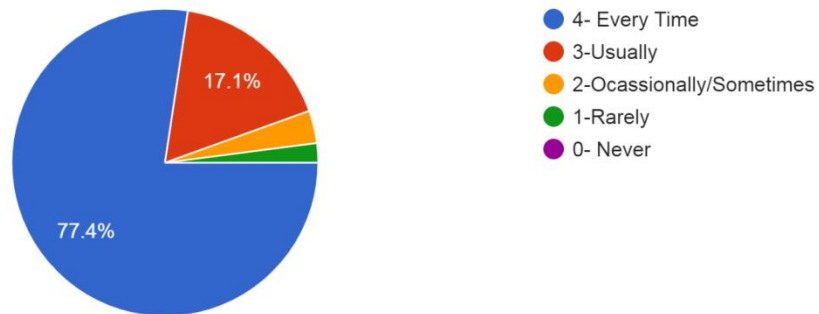
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146 responses



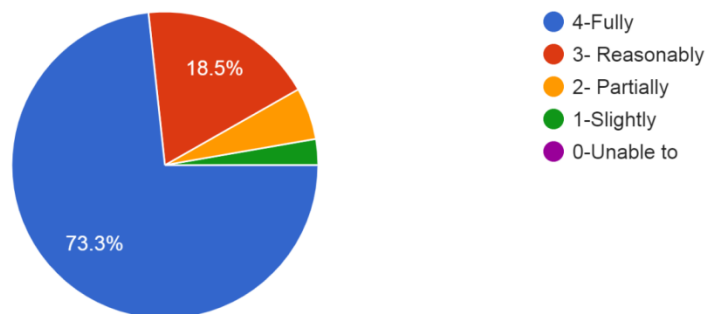
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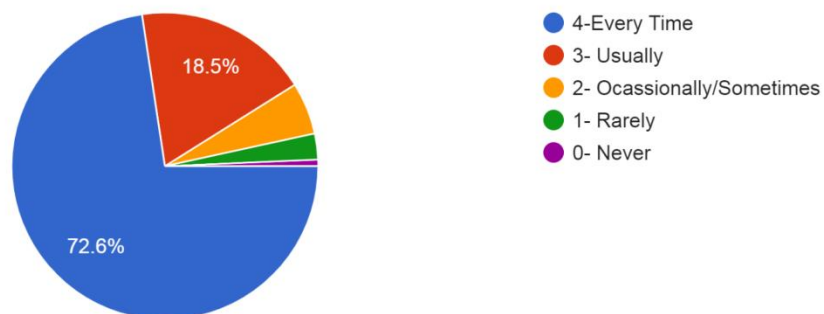
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146 responses



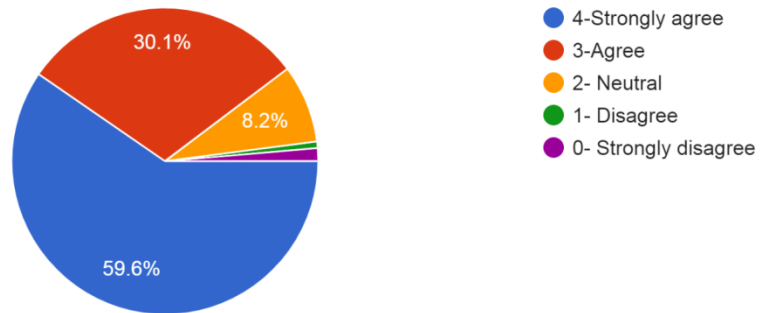
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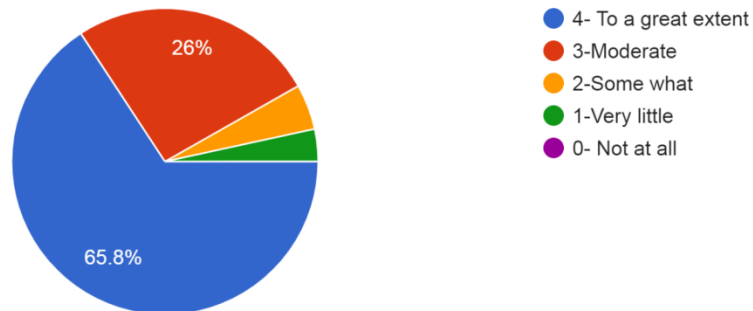
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146 responses



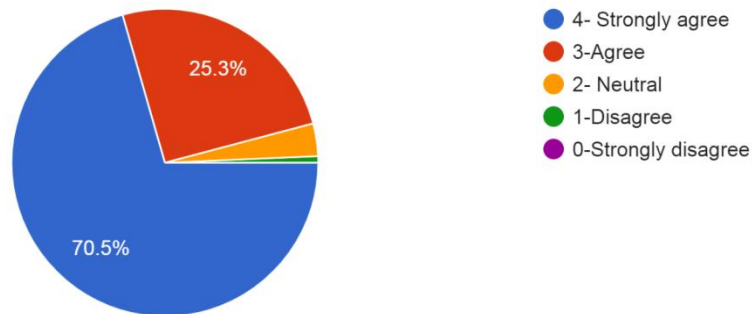
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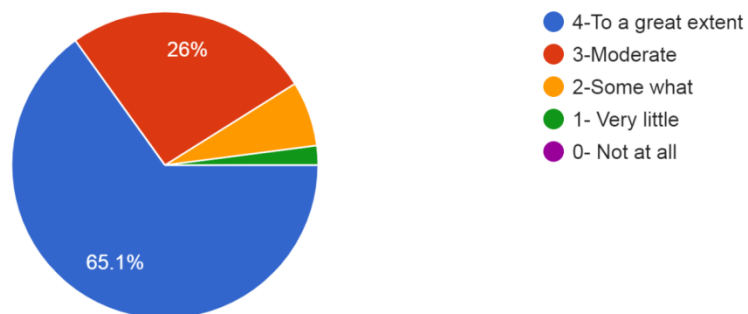
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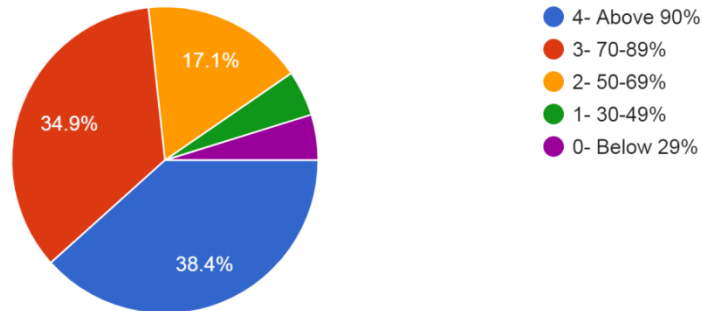
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146 responses



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146 responses



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146 responses

