Arya Kanya Mahavidyalaya, Shahabad Markanda

Student Satisfaction Survey 2023-2024

Feedback Committee
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Student Satisfaction Survey- 2023-24
Feedback Analysis
(Responses= 689)

For the session 2023-2024, 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 3.56.** The Questionnaire was framed in accordance with NAAC guidelines consisting of 21 questions in all. Of the 21 questions, 20 are of multiple choices 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 **689** 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-

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

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

Table 1

Overall Student Satisfaction Score		3.56
Sr. No.	**Questionnaire**	**Score**
1.	How much syllabus was covered in the class?	3.45
2.	How well did the teachers prepare for the class?	3.49
3.	How well were the teachers able to communicate?	3.74
4.	The teacher's approach to teaching can best to described as	3.58
5.	Fairness of the internal evaluation process by the teachers.	3.72
6.	Was your performance in assignments discussed with you?	3.59
7.	The Institute takes active interest in promoting internship, students exchange, field visit opportunities for students.	3.41
8.	The teaching and mentoring process in your institution facilitates you in cognitive, social, and emotional growth.	3.47
9.	The institution provides multiple opportunities to learn and grow.	3.50
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.66
11.	Your mentor does a necessary follow-up with an assigned task to you.	3.63
12.	The teachers illustrate the concepts through examples and applications.	3.72

13.	The teachers identify your strengths and encourage you with providing right level of challenges.	3.69
14.	Teachers are able to identify your weaknesses and help you to overcome them.	3.66
15.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.55
16.	The institute/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	3.60
17.	Teachers encourage you to participate in extracurricular activities.	3.59
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.	3.61
19.	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	3.16
20.	The overall quality of teaching-learning process in your institute is very good.	3.55

The above Table reflects that out of the 20 questions, **11 focused on teaching-learning**, with mean scores ranging from **3.74 to 3.16**. The lowest score, **3.16**, was attributed to question no. 19, highlighting the **comparatively low usage of ICT tools** like multimedia and projectors in teaching. This suggests a need for greater integration of technology to enhance the learning experience.

The highest score, **3.74**, was recorded for question no. 3, reflecting students' satisfaction with the **teachers' communication skills**, which are critical to effective learning. Another well-rated area was question no. 12 (**3.72**), indicating students' appreciation of teachers' ability to explain concepts using examples and applications, a core strength of the institution.

Five questions focused on **student support, grooming, personality development, and soft skills**, with scores ranging from **3.61 to 3.50**. The relatively high score for efforts in promoting soft skills, life skills, and employability skills (**3.61**) shows positive results but also indicates

room for added efforts to align with student expectations. The institution could enhance opportunities in these areas to better meet students' developmental needs.

Regarding **evaluation processes**, the scores ranged from **3.72 to 3.59**, reflecting a positive perception of fairness in internal evaluations and feedback mechanisms. This consistent scoring highlights that students feel adequately supported and guided during evaluations.

Finally, in terms of **counseling and mentoring**, scores ranged from **3.66 to 3.41**, with the lowest score reflecting students' perception of limited active promotion of internships, student exchanges, and field visits. Enhanced focus in this area could significantly improve students' practical exposure and growth.

In nutshell, the results underscore strong areas such as teacher communication, effective use of examples in teaching, and fairness in evaluations. However, focused improvements in ICT integration, experiential learning opportunities, and comprehensive student support systems can further enhance the overall satisfaction and learning experience.

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

- Enhanced use of **ICT tools** to make classes more interactive.
- Increase **practical learning opportunities** like fieldwork and hands-on projects.
- Conduct **stress management and time management workshops** for students
- Regular feedback sessions to support academic and personal growth.
- Personalized attention to **boost each student's confidence**

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