

Arya Kanya Mahavidyalaya, Shahabad Markanda

Student Satisfaction Survey 2021-2022

Feedback Committee

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Student Satisfaction Survey- 2021-22

Feedback Analysis

For the session 2021-2022 the feedback of the students, the primary stakeholders, was collected online from the students of all branches from 11-24 September 2021 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 3.424.** The Questionnaire was framed in accordance with NAAC guidelines. The form contains 21 questions in all of which 20 are of multiple choice and 01 is an open-ended question for suggestions. The distribution of questions is as under:

• Teaching- learning/IVT	11
• Student support	02
• Evaluation	02
• Grooming/PD/Soft Skills	04
• Counseling	01
• 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 202 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-

No. of Responses for opt(a)*score(4) No. of Responses for opt(a)*score(3) No. of Responses for opt(a)*score(2) No. of Responses for opt(a)*score(1) No. of Responses for opt(a)*score(0)

Total No. of Responses

Total No. of Responses

Total No. of Responses

Total No. of Responses

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		3.424
Sr. No.	Questionnaire	Score
1.	How much syllabus was covered in the class?	3.596
2.	How well did the teachers prepare for the class?	3.483
3.	How well were the teachers able to communicate?	3.724
4.	The teacher's approach to teaching can best be described as.	3.39
5.	Fairness of the internal evaluation process by the teachers.	3.628
6.	Was your performance in assignments discussed with you?	3.494
7.	The Institute takes active interest in promoting internship, students exchange, field visit opportunities for students.	3.22
8.	The teaching and mentoring process in your institution facilitates you in cognitive, social, and emotional growth.	3.172
9.	The institution provides multiple opportunities to learn and grow.	3.331
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.534
11.	Your mentor does a necessary follow-up with an assigned task to you.	3.48
12.	The teachers illustrate the concepts through examples and applications.	3.67

13.	The teachers identify your strengths and encourage you with providing right level of challenges.	3.599
14.	Teachers are able to identify your weaknesses and help you to overcome them.	3.554
15.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.346
16.	The institute/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	3.361
17.	Teachers encourage you to participate in extracurricular activities.	3.492
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.	3.41
19.	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	2.569
20.	The overall quality of teaching-learning process in your institute is very good.	3.44

Of the 21 questions, 11 questions focussed on teaching-learning. The mean score for this category ranged from 3.346 to 2.569. On analyzing the score per question under the category it is observed that the lowest score is given to question no. 11 which indicates that use of ICT tools is comparatively low, therefore, the respondents gave it a low score of 2.569. The highest score is given to question no. 3 which indicates the satisfaction of the student's w.r.t. the teachers' ability to communicate.

02 questions were dedicated to student-support. The satisfaction score for this category ranges from 3.22 to 3.331. It is observed that added efforts in promoting internships, student exchange programmes, field visits 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 3.494 to 3.628. For the questions dedicated to personality grooming and soft skills the responds range from 3.172 to 3.554 which are nearer to the highest score of 04 and is indicative of respondents' satisfaction. Added efforts in mentoring will place the students with better cognitive, social and emotional skills. The score for question relating to counselling is 3.48.

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

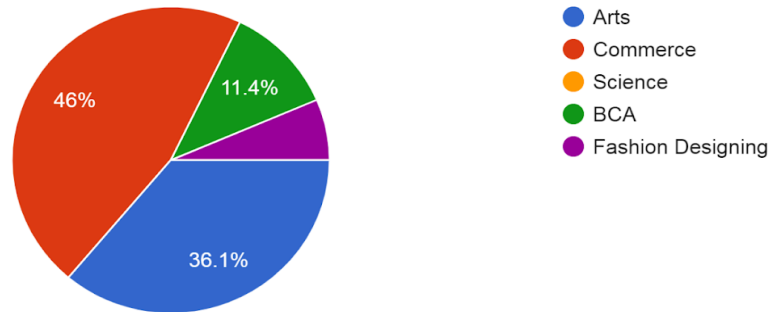
1. Training for Interviews, resume writing
2. More use of Graphic and visual media
3. Internship programmes
4. Skill based learning and critical based components
5. Promoting entrepreneur skills
6. Projects and real-time problems to be given to solve

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

Student Satisfaction Survey- Summary

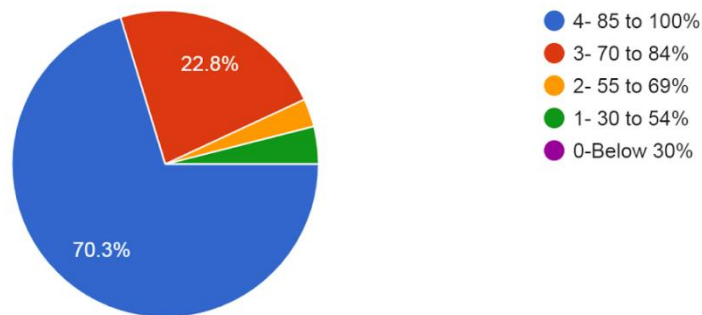
Stream

202 responses



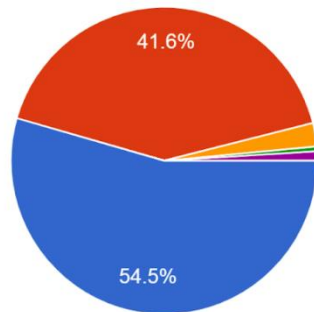
1. How much of the syllabus was covered in the class?

202 responses



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

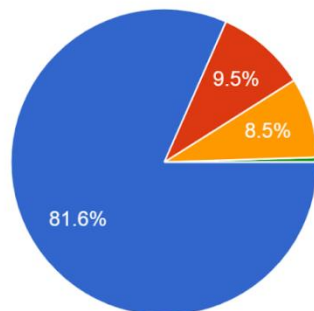
202 responses



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

3. How well were the teachers able to communicate?

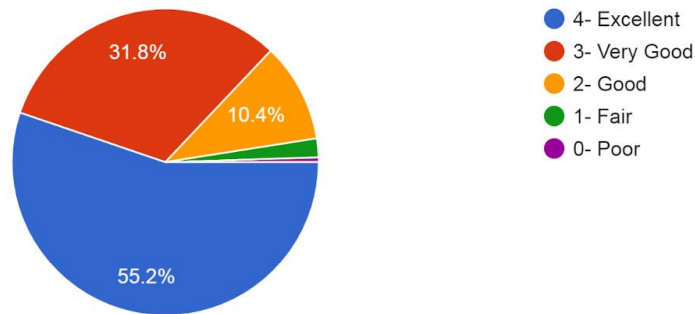
201 responses



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

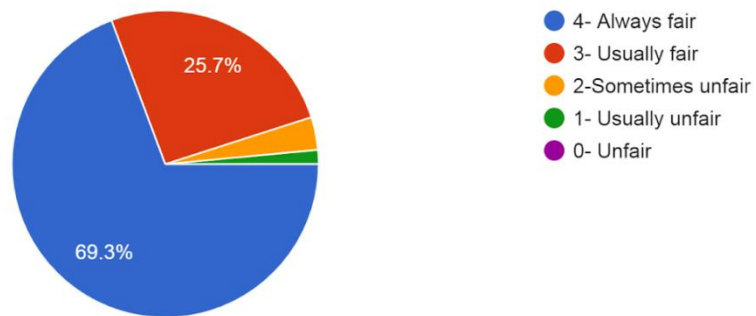
4. The teacher's approach to teaching can best to described as ..

201 responses



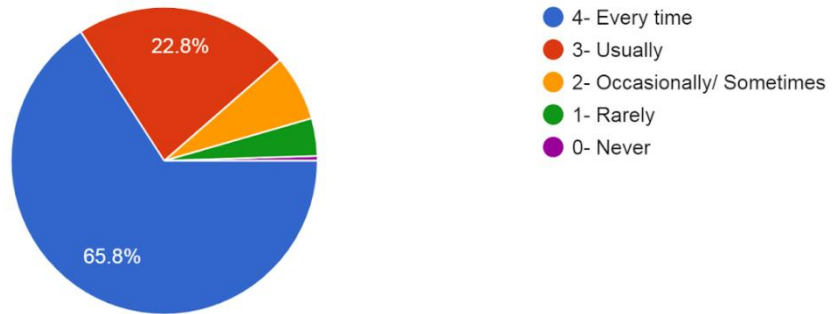
5. Fairness of the internal evaluation process by the teachers.

202 responses



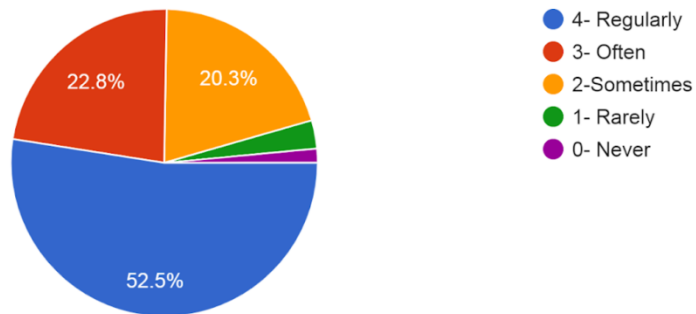
6. Was your performance in assignments discussed with you?

202 responses



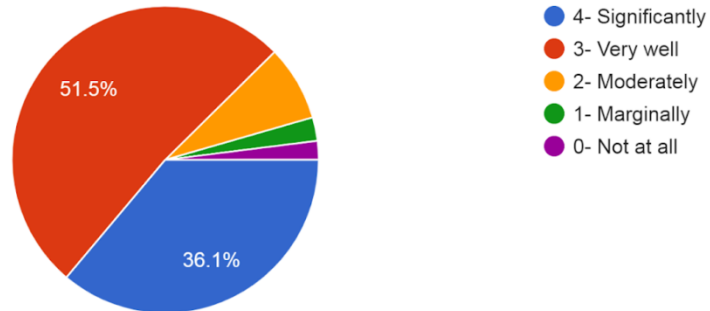
7. The Institute takes active interest in promoting internship, students exchange, field visit opportunities for students.

202 responses



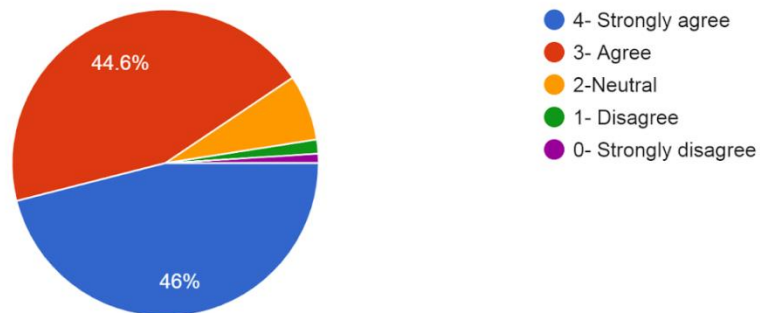
8. The teaching and mentoring process in your institution facilitates you in cognitive, social, and emotional growth.

202 responses



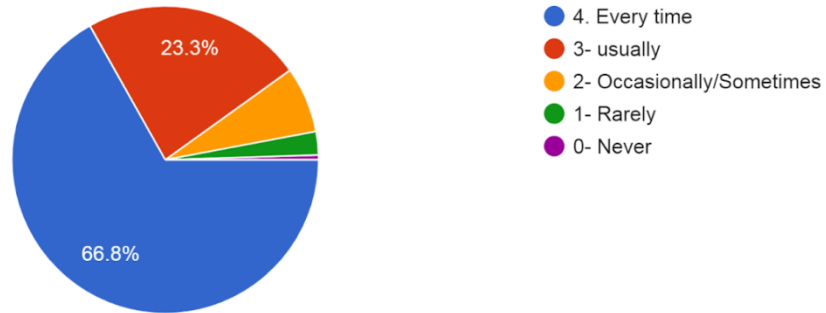
9. The institution provides multiple opportunities to learn and grow:

202 responses



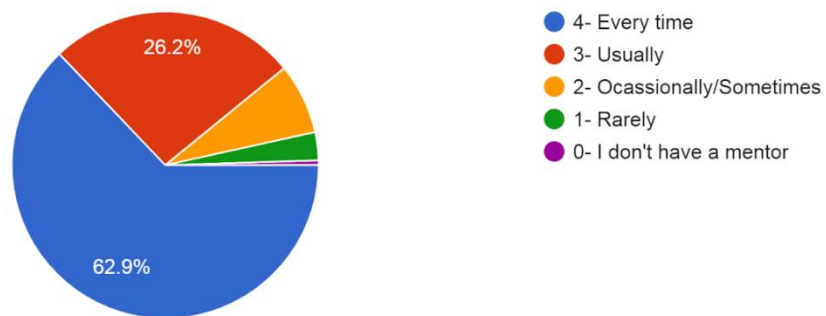
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

202 responses



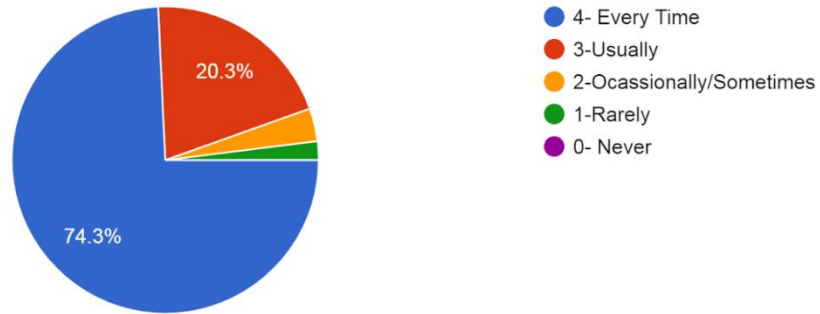
11. Your mentor does a necessary follow-up with an assigned task to you.

202 responses



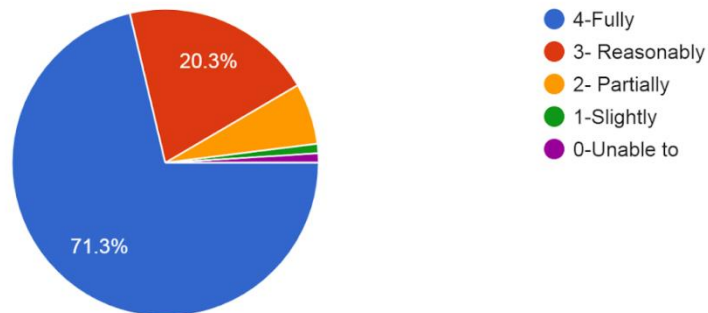
12. The teachers illustrate the concepts through examples and applications.

202 responses



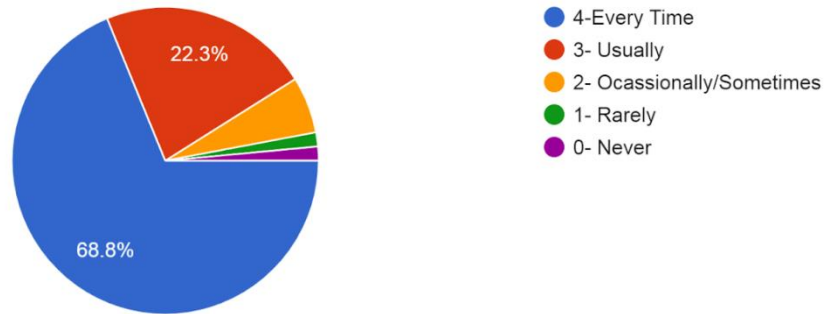
13. The teachers identify your strengths and encourage you with providing right level of challenges.

202 responses



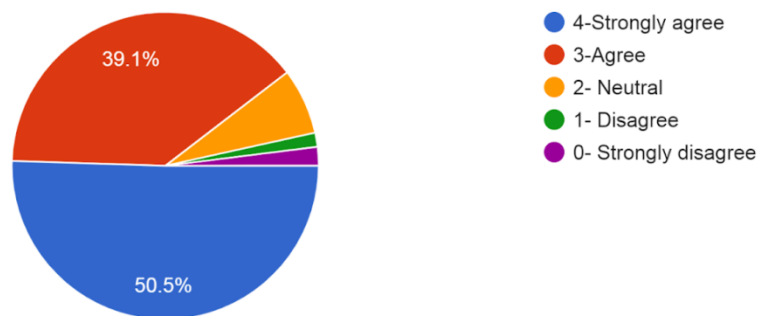
14. Teachers are able to identify your weaknesses and help you to overcome them.

202 responses



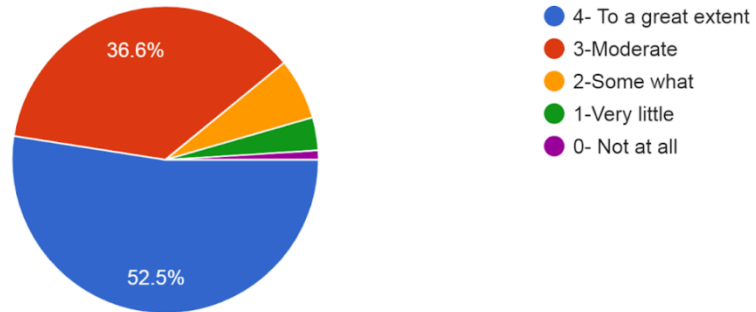
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

202 responses



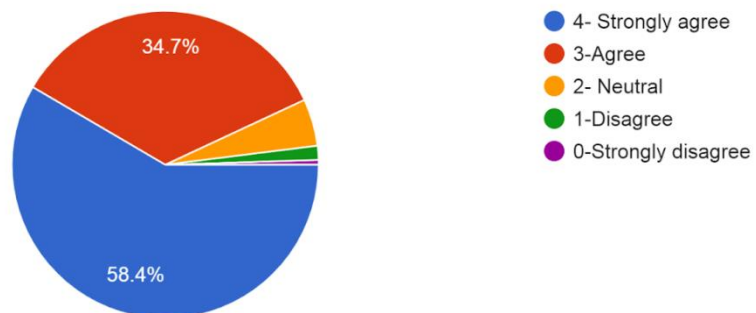
16. The institute/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

202 responses



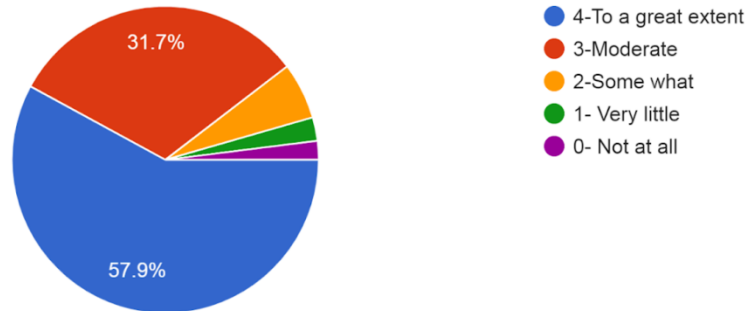
17. Teachers encourage you to participate in extracurricular activities.

202 responses



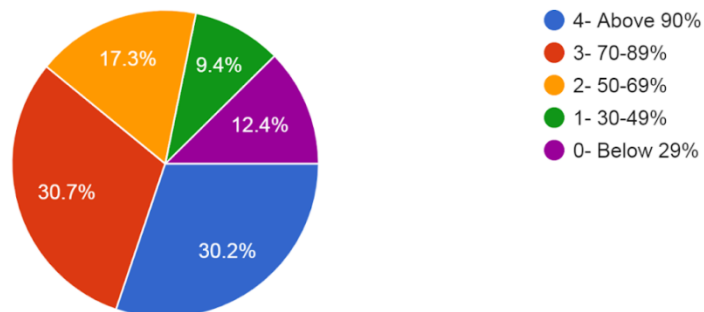
18. Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

202 responses



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

202 responses



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

202 responses

