

## Student Satisfaction Survey- 2020-21

### Feedback Analysis

For the session 2020-2021 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 3.08** The Questionnaire was framed in accordance with NAAC guidelines. The form contained 25 questions in all of which 24 were of multiple choice and 01 was an open-ended question for suggestions. The distribution of questions is as under:

• Teaching	07
• Student support	05
• Evaluation	01
• Teaching summation	01
• Academic Infrastructure	02
• Office Administration	03
• Health and Hygiene	02
• Library	02
• Grooming	01
• Suggestions	01
<b>Total</b>	<b>25</b>

Question 01-24 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 302 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-

$$\frac{\text{No. of Responses for opt(a)} \times \text{score(2)} + \text{No. of Responses for opt(b)} \times \text{score(1)} + \text{No. of Responses for opt(c)} \times \text{score(0)}}{\text{Total Number of Responses}}$$

The mean score of each question (01-24) has been provided in Table 1 for ready reference :

**Table 1**

<b>Overall Student Satisfaction Score</b>		<b>3.08</b>
<b>Sr. No.</b>	<b>Questionnaire</b>	<b>Score</b>
1.	How much syllabus was covered in the class?	3.151
2.	How well were the teachers able to communicate?	3.273
3.	How well did the teachers prepare for the class?	3.318
4.	Fairness of the internal evaluation process by the teachers:	3.056
5.	The teachers inform the class what they are going to do and what the class should expect to learn:	3.306
6.	The teacher relates the course material with real life situations, illustrations, examples and applications:	3.056
7.	The teacher identifies your strengths and encourages you for inter-departmental activities and other competitions:	3.228

8.	Does the teacher use ICT tools as LCD projector, Multimedia etc while teaching?	2.157
9.	The institute provides multiple opportunities to learn and contributes towards your cognitive, social and emotional growth:	3.006
10.	The institution actively engages the student to improve the quality of teaching-learning process:	3.176
11.	The overall quality of teaching-learning process in the institute is very good;	3.244
12.	What is your overall opinion regarding availability of books in Library:	3.052
13.	What is your overall opinion regarding Library services:	3.109
14.	What is your overall opinion regarding behaviour of Library Staff:	3.262
15.	Did you get required information from the Placement/Career Guidance Cell?	2.883
16.	Did you get help in understanding gender related issues from Women Cell?	2.955
17.	What is your opinion regarding the online teaching methods used by the teachers ?	3.035
18.	What is your opinion regarding the working if the Administrative Office?	2.86
19.	What is your overall opinion regarding the behaviour of the Administrative Office Staff:	2.982
20.	What is your opinion regarding the classrooms being well ventilated, clean and having sufficient space?	3.027

21.	How far did the college guide and support you related to Covid-19 awareness?	3.372
22.	What is your opinion regarding the upkeep of laboratories equipped with sufficient material/equipments (If applicable)	3.045
23.	Were you satisfied with the behaviour and interaction of the Principal with the students?	3.228
24.	Did your personality change during the time spent in college in terms of soft skills and employability skills?	3.055

Of the 25 questions, 07 questions focussed on teaching-learning. The mean score for this category ranged from 2.157 to 3.318. On analyzing the score per question under the category it is observed that the use of ICT tools is 2.157, which is less and, therefore, the respondents gave a low score to the question. The highest score is given to question no. 3 which indicates the satisfaction of the student's w.r.t. the teachers' preparedness for the lecture.

05 questions were dedicated to student-support. The satisfaction score for this category ranges from 2.883 to 3.228. It is observed that added efforts in Placement related activities shall help the students and a comparatively the low score is indicative of higher expectations on part of the students. On the other hand, students/respondents feel that the teachers encouraged them for inter-departmental activities and other competitions which has accounted for highest score in the category of the student support.

As far as the student's response for evaluation is concerned, the score is 3.056. For the question dedicated to teaching summation to find whether the respondents are satisfied with the pattern and procedure of evaluation of tests and assignments the satisfaction score is 3.22 which is nearer to the highest score of 04 and is indicative of respondents' satisfaction.

The scores for two questions relating to academic infrastructure are 3.052 and 3.045. The average satisfaction score is 3.048. Added to these are the questions devoted to library infrastructure and services. The satisfaction scores are 3.109 and 3.262 respectively. The average score of the two questions is 3.1855 which is nearer to 04 and indicates students' satisfaction towards library staff and their services.

The respondents were also asked questions relating to Office Administration and the score for this category ranges from 2.86 to 2.982 and the average satisfaction score is 2.842. For question no. 24 relating to overall grooming, it is observed that students/respondents found a considerable change in their personality during the time spent in the college. The satisfaction score for question no. 24 is 3.055.

Question no 25 was open-ended/subjective in nature that required the respondents to give suggestions. The highlights of the recurring suggestions are:

1. Offline classes
2. Facilities for class and group discussions
3. Upgraded ICT Tools, projector/LCD, smart classrooms.
4. Appropriate network connection for online classes
5. Cleanliness with dustbins and soap in wash rooms
6. More books in library
7. Teaching integrated with outside activities and practical explanation, hands-on experience