



SHRI MALOJIRAJE CHHATRAPATI
Honorary Secretary

Dr. SONALI JADHAV
Principal

Student's Satisfaction Survey

Report for Academic Year 2020 – 2021

Apart from the feedbacks obtained from students on the teaching learning process & institute infrastructure the institute also conducts an annual satisfaction survey with a primary focus on the Teaching, Learning and Evaluation. This feedback will significantly showcase the actual quality of the teaching learning process which in turn will help identify the strengths of the institute's teaching and also identify the possible improvements.

Student Satisfaction Survey (SSS) is also one of the mandatory criteria set by National Assessment & Accreditation Council (NAAC). This needs to be available on the institute's website and the same needs to be submitted in the Annual Quality Assurance Report (AQAR) towards National Assessment & Accreditation Council (NAAC).

The process of this survey involved 21 questions which are similar to the questions framed by National Assessment & Accreditation Council (NAAC). Twenty questions were based on a point scale of 0 to 4 and one question was open ended for students to express their suggestions. The questionnaire was framed in Google Forms and the link was shared with all the students of the institute. An online format was chosen since the students were physically not present in the institute and that technology helps reach all students no matter their location. A total of 284 students responded to the survey.

The received responses was analyzed in an excel workbook for calculation and representation purposes. The final score is based on the average score of the twenty questions which is out of a maximum of 4. The score is based on a sample calculation as given below for each question.

Total respondents 284		Score	Total Score	Average Score
No of students marked 4 points	200	$200 \times 4 = 800$	800 + 180 + 36 + 6 + 0 = 1022	$1022 / 284 = 3.60$
No of students marked 3 points	60	$60 \times 3 = 180$		
No of students marked 2 points	18	$18 \times 2 = 36$		
No of students marked 1 point	6	$6 \times 1 = 6$		
No of students marked 0 point	0	0		

Figure 1. Sample of calculation of score for each question



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Score Sheet

Question	Score
1. How much of the syllabus was covered in the class?	3.61
2. How well did the teachers prepare for the classes?	3.59
3. How well were the teachers able to communicate?	3.66
4. The teacher's approach to teaching can best be described as	3.51
5. Fairness of the internal evaluation process by the teachers	3.61
6. Was your performance in assignments discussed with you?	3.36
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.27
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	3.37
9. The institution provides multiple opportunities to learn and grow.	3.46
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes	3.57
11. Your mentor does a necessary follow-up with an assigned task to you.	3.54
12. The teachers illustrate the concepts through examples and applications.	3.63
13. The teachers identify your strengths and encourage you with providing right level of challenges.	3.49
14. Teachers are able to identify your weaknesses and help you to overcome them.	3.39
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.41
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	3.46
17. Teachers encourage you to participate in extracurricular activities	3.49
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.	3.53
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	3.19
20. The overall quality of teaching-learning process in your institute is very good.	3.56
Average Score	3.49

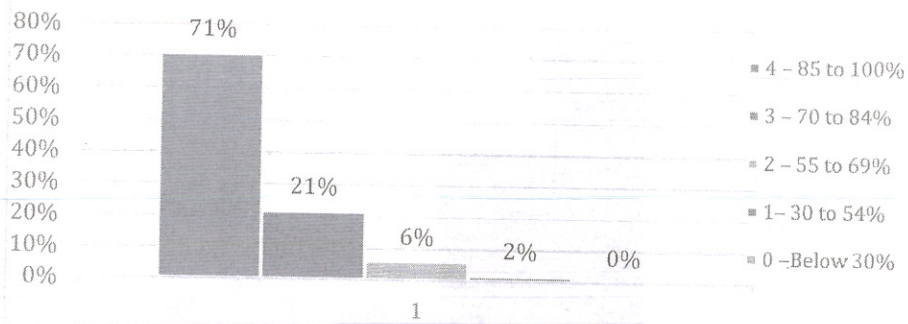


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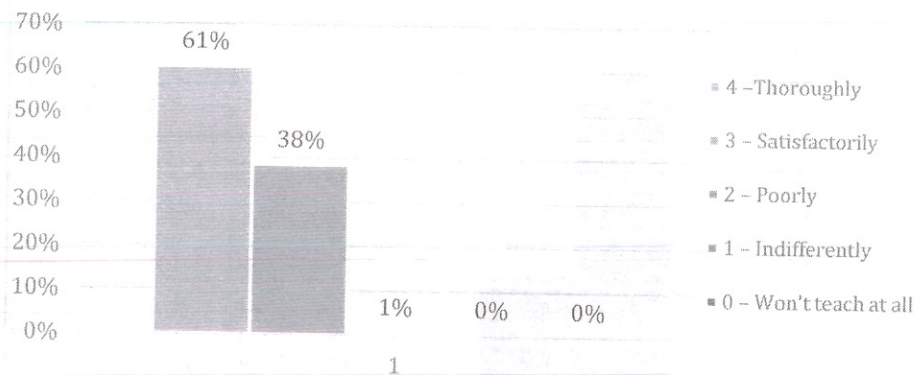
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Analysis

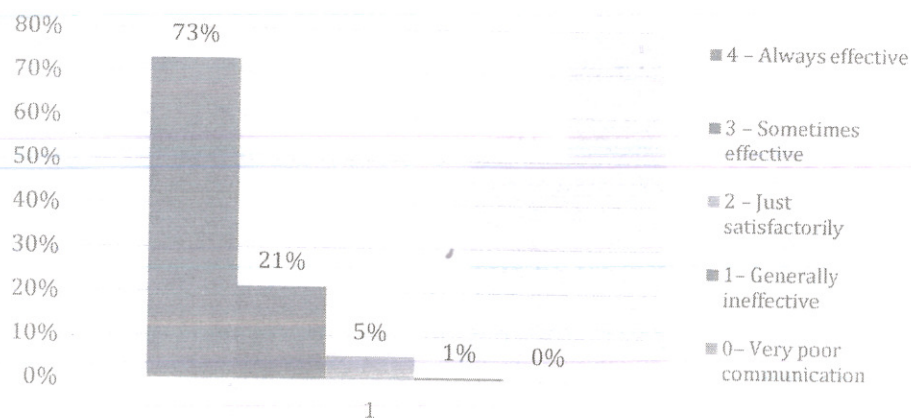
1. How much of the syllabus was covered in the class?



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



3. How well were the teachers able to communicate?





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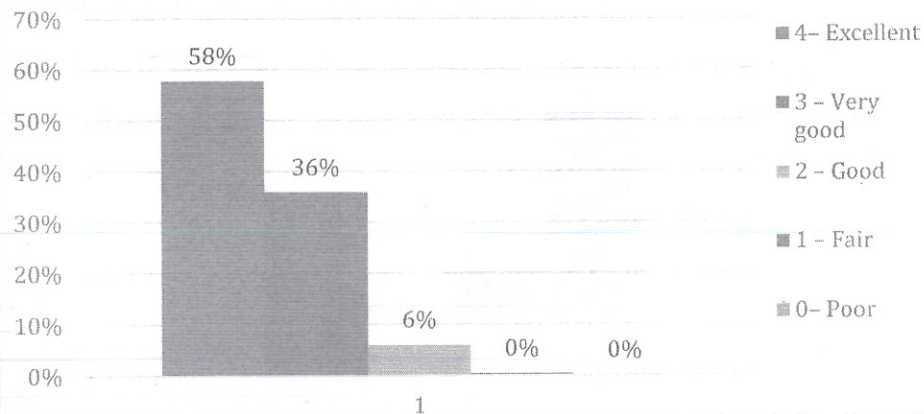


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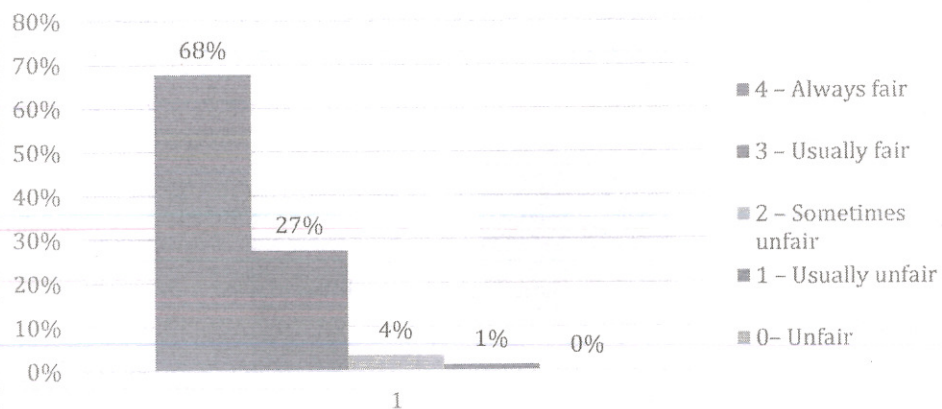
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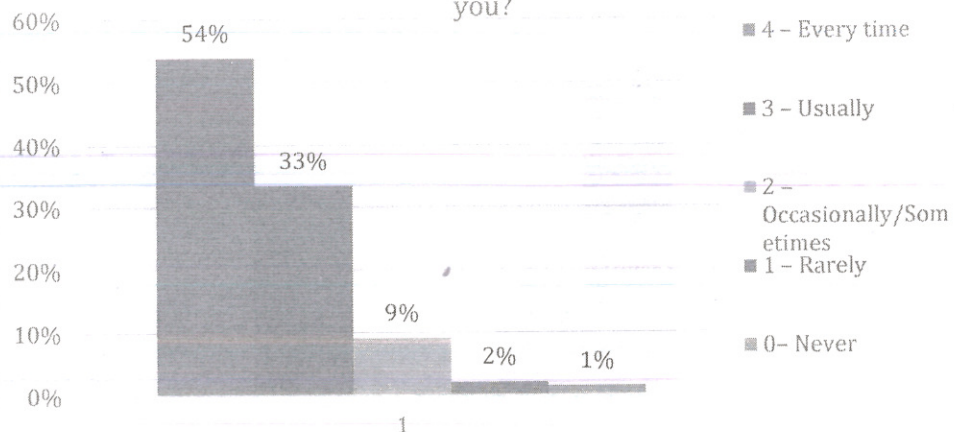
4. The teacher's approach to teaching can best be described as



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



6. Was your performance in assignments discussed with you?





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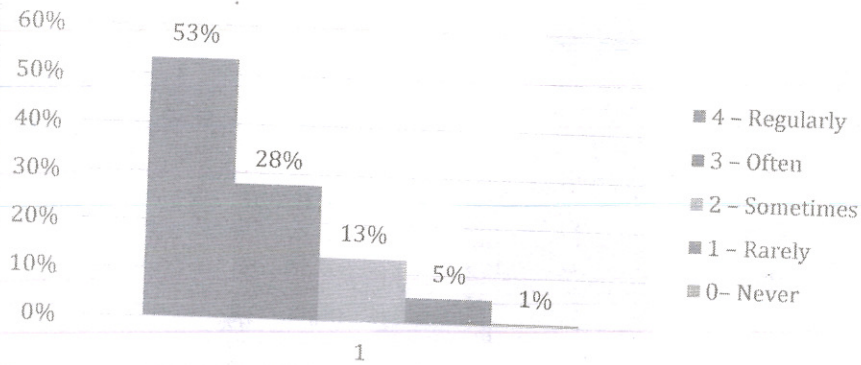


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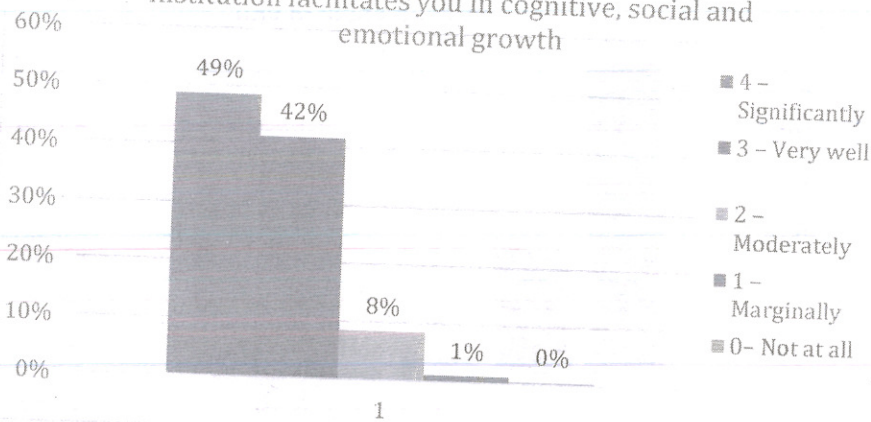
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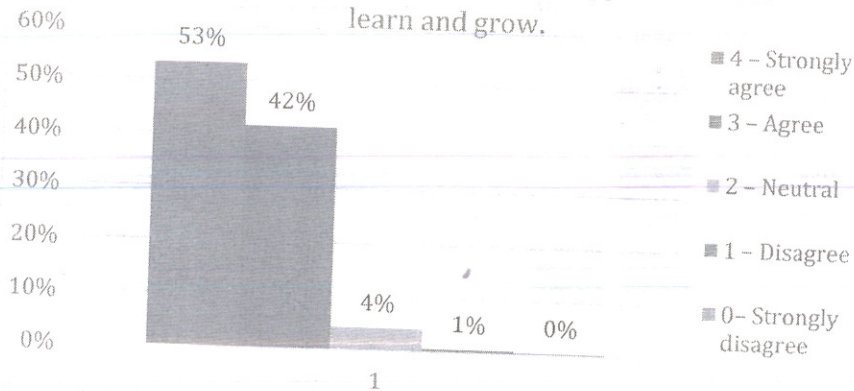
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.



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



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





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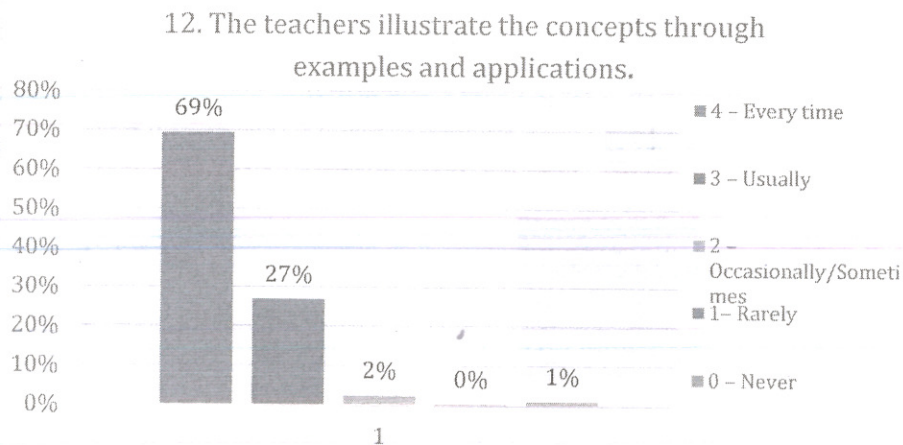
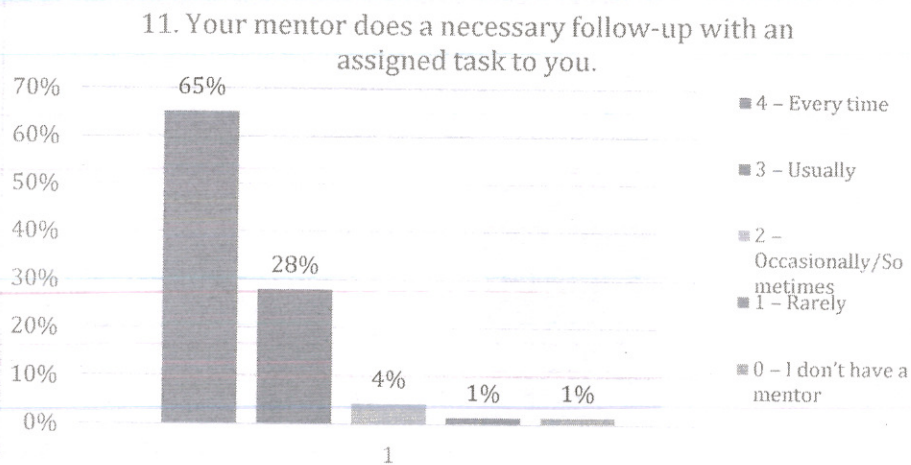
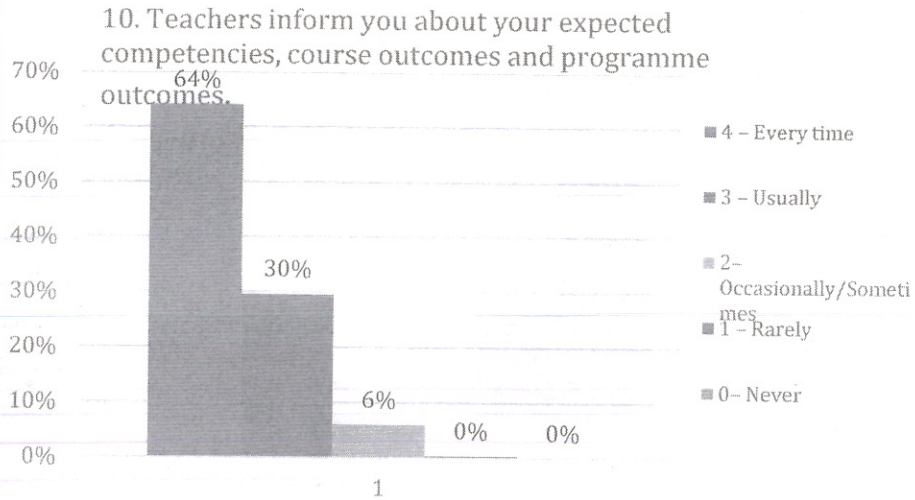
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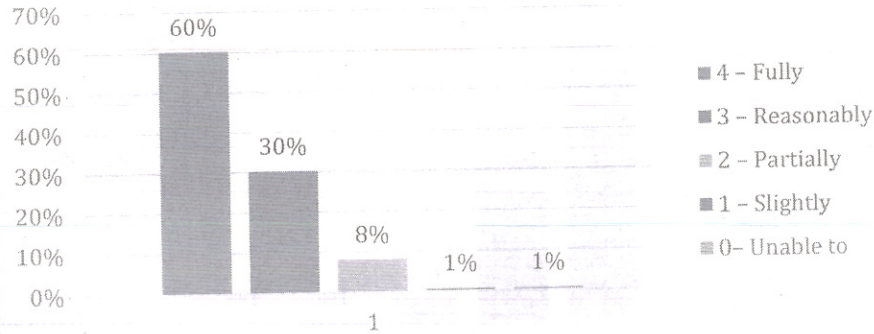


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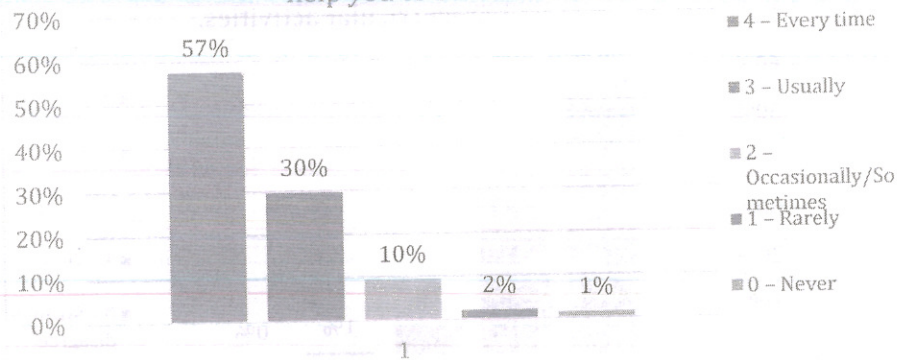
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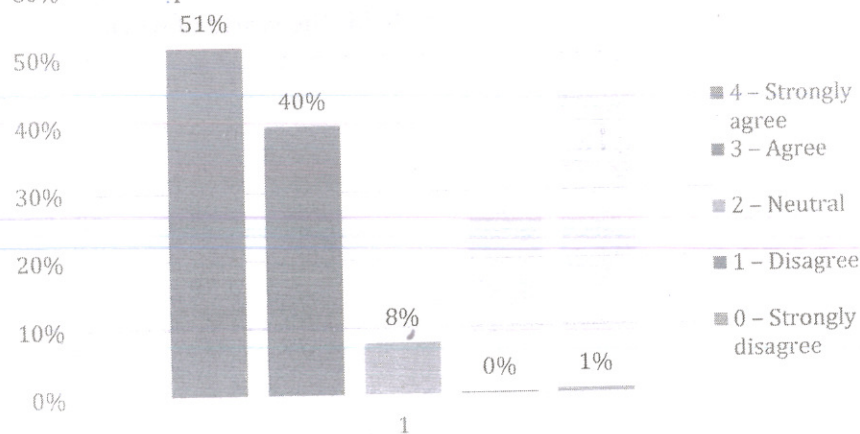
13. The teachers identify your strengths and encourage you with providing right level of challenges.



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



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





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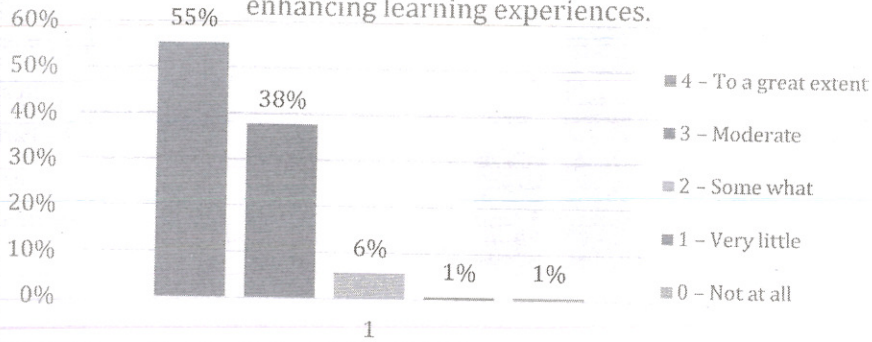


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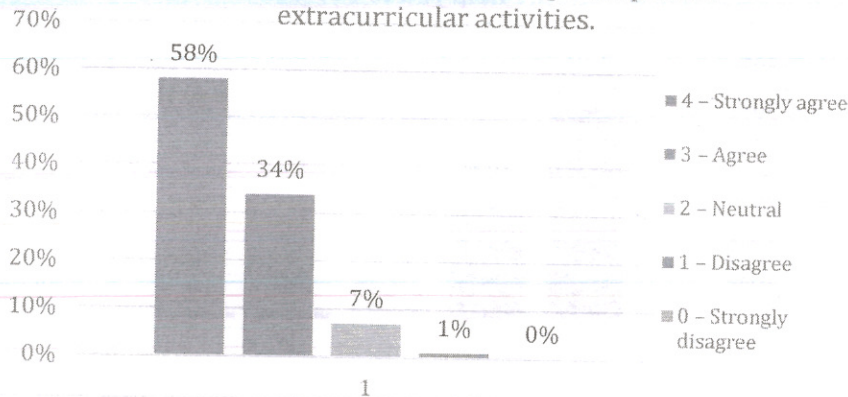
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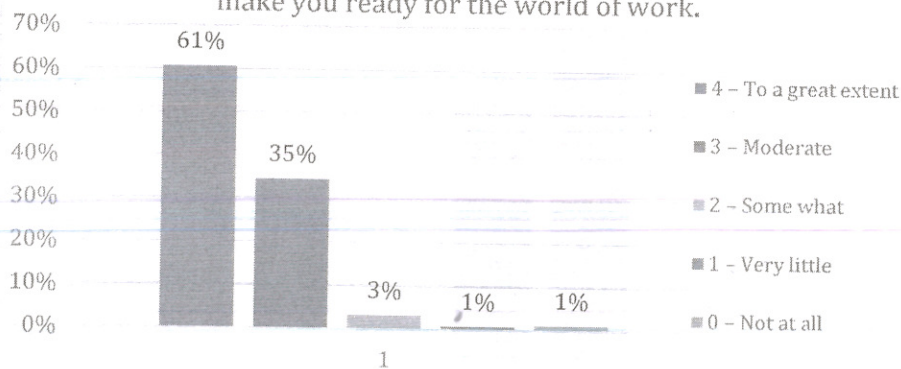
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



17. Teachers encourage you to participate in extracurricular activities.



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.





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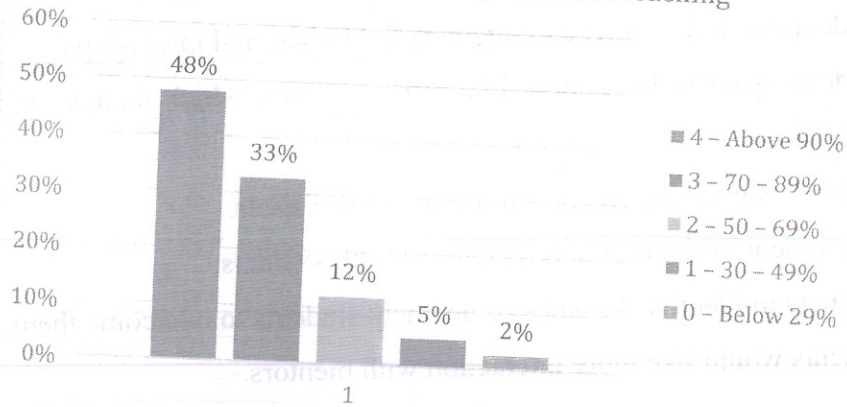


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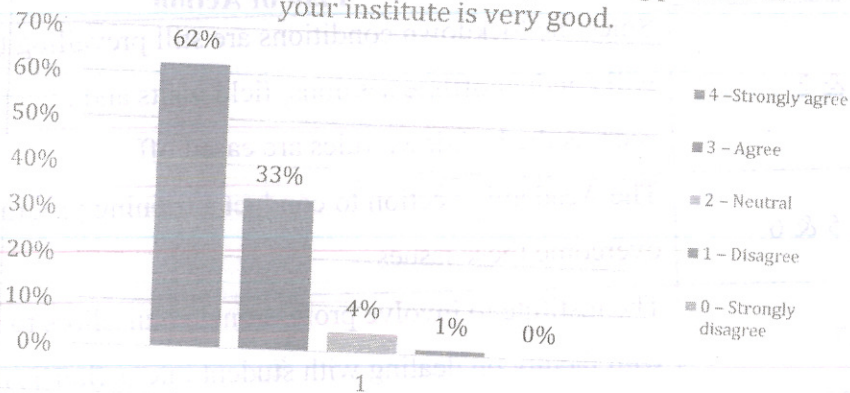
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19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching



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



The teaching learning sessions were being conducted through an online platform due to lockdown being enforced through the academic year. Although the institute has put concentrated efforts in this process during this period, it is very difficult to capture all the facets of the students understanding through the survey alone.



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Key findings:

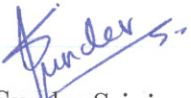
1. Students want the college to start teaching offline sessions.
2. Students want the college to organize field visits and internships.
3. Students want to have more interactive sessions which include quizzes, videos and general discussions.
4. Students wanted the teachers to use more ICT tools.
5. Assignment evaluation to be discussed with students.
6. Teachers to identify weaknesses and help students to overcome them.
7. Students would like more interaction with mentors.


Action plan:

Key finding Sr. No.	Plan of Action
1 & 2	Since the lockdown conditions are still prevailing the college will conduct offline sessions, field visits and internships as soon as the lockdown rules are eased off.
3, 4, 5 & 6	The Academic Section to conduct a training program to overcome these issues
7	The institute to involve professional counsellors to interact with faculty on dealing with student interaction as mentors.

The results of this survey will enable the institute to understand the short-term and long-term needs of the students. This will enable the institute to plan the future improvements and action plan for the same.

Internal Quality Assurance Cell (IQAC) would like to thank the students who participated in the survey to express their views sincerely. IQAC also extends its gratitude to the faculty members and staff who have directly or indirectly helped in the successful conduct of this survey.


Mr. Sunder Srinivasan
Coordinator, IQAC


Dr. Sonali Jadhav
Principal

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