

*Gondia Education Society's*  
*S. N. Mor Arts, Commerce and Smt. G. D. Saraf Science College, Tumsar.*  
*Dist- Bhandara*  
*Report of Student Satisfaction Survey on Teaching- Learning Process*  
*2022-23*

## ***2.7- Student Satisfaction Survey***

### **2.7.1- Student Satisfaction Survey (SSS) on overall institutional performance -**

Online survey was conducted through Google forms. Link of Google form was kept open for all and is present in feedback section (session 2022-23) of college website and Social Media Platform such as what's App and other like email address of the students as well.. Nearly **135 student's** responses have been taken for making the report.

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

Out of total students participated in survey about 40% answered 85–100% of syllabus is covered in class, while about 17.% of students answered syllabus is covered up to 70–84% and 30–54%, respectively. 5 % students rated syllabus completion less than 30%.

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

Around 55% of student responded, teachers prepare thoroughly and satisfactorily. 25 % of students think teachers prepare poorly or indifferently. Only 2% students reported that teachers don't teach at all.

#### **3. How well were teachers able to communicate?**

Always effective ratings were given by 40 % of students, while 30% of students think teacher effectively and satisfactorily communicate. Only 02 % student rated for very poor communication of teachers.

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

Teacher's approach to teaching was described as excellent and very good by 35 % of students, whereas 35 % students described teacher's approach as very good and fair. No student described teacher's approach as poor.

### **5. Fairness for internal evaluation process by the teachers.**

About 45 % students find the internal evaluation process by the teachers as always fair and 6 % found it usually fair. Only 1 % students find the internal evaluation process by the teachers sometimes as unfair and usually unfair. 2% students rated rarely

### **6. Was performance in assignments discussed with you?**

About 55 % students approved that their performance in assignments is discussed usually everytime. About 8 % of students reported their performance is discussed occasionally and rarely and no student voted for never discussed.

7.

### **The institution takes active interest in promoting internship, student exchange, and field visit, opportunities for students.**

About 55 % students approved that the institution takes active interest in promoting internship, student exchange, and field visit opportunities for them regularly and often. Whereas 15 % students responded sometimes and rarely. Only 7.8 % students revealed that institution never takes active interest

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

About 67 % students think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly and very well and 14% think that it is moderately and marginally. Only 2% student opted for not at all.

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

About 60 % students agree and strongly agree that the institution provides multiple opportunities to learn and grow. About 20 % students have a neutral opinion, whereas only 4% and 5% students disagree and strongly disagree, respectively.

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

About 77 % students agree that teacher informs them about their expected competencies,

course outcome, and program outcome every time and usually. About 9 % students think that teacher inform them occasionally, and only 11 % students opted for rarely and never.

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

About 56 % students feel that their mentor does a necessary follow up with an assigned task with them every time and usually. Occasional follow up was observed by 20 % students. Only 10 % students opted for rarely and never.

**12. The teachers illustrate the concept through examples and applications.**

About 78

% students replied that the teacher illustrates concepts through examples and applications every time, and 22 % students think that teacher illustrates concepts through examples and applications occasionally and usually. No students opted for none.

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

About 65 % students fully and reasonably agree that the teacher identifies their strength and encourages them with providing right level of challenges, and 11.5% students partially and agrees lightly. Only 1.4% students think that the teacher is unable to identify their strength and encourage them with providing right level of challenges.

**14. The teachers are able to identify your weaknesses and help you to overcome them.**

About 70 % students feel that teachers are able to identify their weaknesses and help them to overcome them every time and usually. About 10% students think that teachers are occasionally and rarely able to identify their weaknesses and help them to overcome them. Only 3% students opted for

**15.**

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

About 70 % students agree and strongly agree that the institution makes effort to engage students in a monitoring review and continuous quality improvement of the teaching-learning process. About 21% students opted for neutral and 9 % opted for disagree and strongly disagree.

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

About 70 % students think that institution and teachers use student-centric methods to a great moderate extent. About 20 % students opted for somewhat and very little. Only 8 % students believe that institution and teachers do not at all use student-centric methods.

**17. Teachers encourage you to participate in extra-curricular activities.**

About 70 % students agree and strongly agree that they received encouragement from teachers to participate in extra-curricular activities. About 22 % students have opted for neutral. 8 % students disagree and strongly disagree.

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

About 65 % students agree that to a great and moderate extent effort are made by the institution or teachers to inculcate soft skills, life skills and employability skills to make them ready for the world of work. About 16 % students opted for somewhat and very little. None student has opted for not at all.

**19. What percentage of teachers use ICT tools such as LCD projectors, multimedia, etc. while teaching?**

Around 67 % of students rated for range of 70-90%, whereas 25% of students rated for 30- 69% and 8 % of students rated for less than 29%.

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

About 65 % students strongly agree and agree that the overall quality of teaching-learning process in the institute is very good. About 12% students were neutral. Only 3% student opted for disagree and strongly disagree.

**21. Give three observations/suggestions to improve teaching– learning experience in your institution**

**Few important Suggestions from students:**

**Most of students responded positively to maximum questions. This survey indicates happiness of students for teaching and facilities provided by college. Many students responded that they are highly satisfied and don't have any suggestion. Few prominent suggestions are as follow**

- a. Syllabus should be upgraded to make it more applicable and career-oriented.
- b. ICT based courses should be offered.
- c. Weekly assessments should be conducted for better evaluation and assessment process.
- d. **Offline teaching should be started soon**
- e. Availability of book in library
- f. To take activities regularly
- g. To check home work

**National Assessment and Accreditation Council (NAAC)**  
**Student Satisfaction Survey**  
**Key Indicator - 2.7.1**  
**Under Criterion II of Teaching – Learning and Evaluation**

**Guidelines for Students**

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

A) Please confirm this is the first and only time you answer this survey.

a) Yes  b) No

B) Age: C) College Name:

D) Gender: a) Female  b) Male  c) Transgender

E) What degree program are you pursuing now?

a) Bachelor's  b) Master's  c) MPhil   
d) Doctorate  e) Other ( )

F) What subject area are you currently pursuing?

a) Arts  b) Commerce  c) Science   
d) Professional  e) Other: ( )

**Instructions to fill the questionnaire**

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

## Criterion II – Teaching–Learning and Evaluation

### Student Satisfaction Survey on Teaching Learning Process

Following are questions for online student satisfaction survey regarding teaching learning process.

1. 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%
  
2. How well did the teachers prepare for the classes?
  - 4 –Thoroughly
  - 3 – Satisfactorily
  - 2 – Poorly
  - 1 – Indifferently
  - 0 – Won't teach at all
  
3. How well were the teachers able to communicate?
  - 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 be described as
  - 4– Excellent
  - 3 – Very good
  - 2 – Good
  - 1 – Fair
  - 0– Poor

5. Fairness of the internal evaluation process by the teachers.
  - 4 – Always fair
  - 3 – Usually fair
  - 2 – Sometimes unfair
  - 1 – Usually unfair
  - 0– Unfair
  
6. Was your performance in assignments discussed with you?
  - 4 – Every time
  - 3 – Usually
  - 2 – Occasionally/Sometimes
  - 1 – Rarely
  - 0– Never
  
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
  - 4 – Regularly
  - 3 – Often
  - 2 – Sometimes
  - 1 – Rarely
  - 0– Never
  
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
  
9. The institution provides multiple opportunities to learn and grow.
  - 4 – Strongly agree
  - 3 – Agree
  - 2 – Neutral
  - 1 – Disagree
  - 0– Strongly disagree



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

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

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

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

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 to

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

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

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

17. Teachers encourage you to participate in extracurricular activities.

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

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.

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

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%

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

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

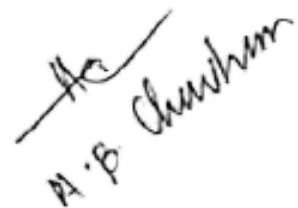
a)

b)

c)



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