

## **STUDENT SATISFACTION SURVEY REPORT 2018-19**

Student Satisfaction Survey (SSS) is one of the mandatory criteria set by National Assessment and Accreditation Council (NAAC). It is also a pre qualifier for Assessment and Accreditation of the institution.

### **Utility of the Survey**

The Student Satisfaction Survey by NAAC primarily focuses on Teaching Learning Evaluation. It collects in-depth data of a student's satisfaction with the teaching learning environment of the college. The students responses are collected and analysed based on 21 questions designed by NAAC. After going through the question set one understands that the feedback collected from students is definitely useful for the streamlining the services offered to students. It seems that the survey was created by experts and leaders in the education to assist the educational institutions to define the success of the most important aspect of education- teaching and learning. The results of the survey summarize the expectations of the students and experts educationalists and the extent to which the College was able to meet these expectations.

### **Research Methodology:**

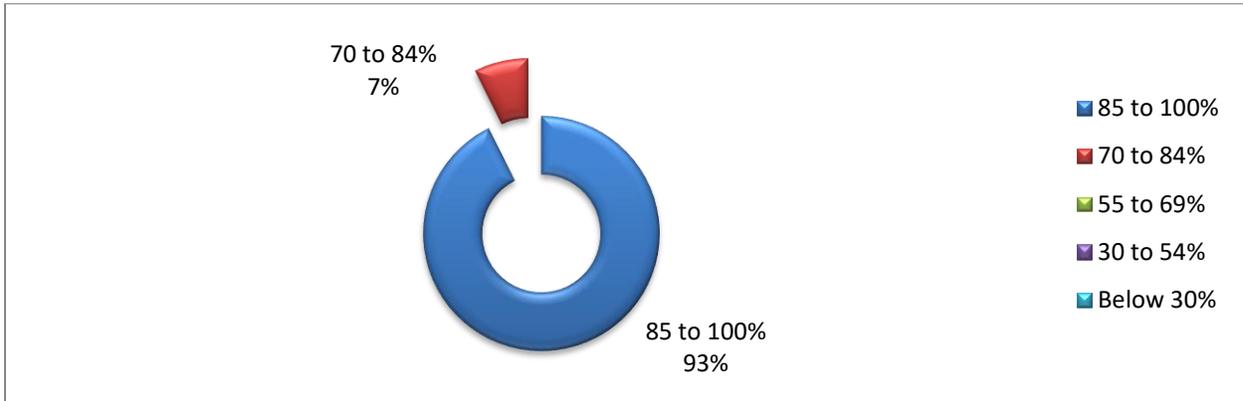
This year also, the Student Satisfaction Survey was conducted by a team of teachers and a volunteer students in the month of March, 2019. The specific month was chosen so that teaching learning process in the second semester is at its fag end and it is possible for students to retrospect and provide correct responses. Each question in the NAAC SSS format is aimed at collecting factual opinion of students on curriculum, completion of syllabus, preparedness of the teachers, reaction of the students regarding pedagogy, attitude of teachers, transparency and fairness in internal evaluations, placement possibilities, curricular and extra-curricular activities, overall impression and suggestions about the college. Each question in the survey one or the other educational goal. This simple but important exercise definitely helps to improve the relevance of teaching and learning. This survey corresponds to an institute level feedback on infrastructure and learning experience.

The student responses were collected on telephone to simulate the exercise at the time of accreditation by a team of volunteer students. Selection of respondents was done using the random numbers from the students of each branch at UG and PG level separately. Before proceeding for the survey, the Age, College Name, Gender, academic programme being pursued by the student were confirmed. After making the students aware about the instructions, motive and her/his willingness to answer the complete set of questions, the responses were recorded on SSS form by student volunteers. In some cases students had to be called twice or thrice to suit their convenient time to answer the complete set of questions. This team of volunteer tele-callers was trained and supported by teachers. The respondents were assured that their identity would not be disclosed.

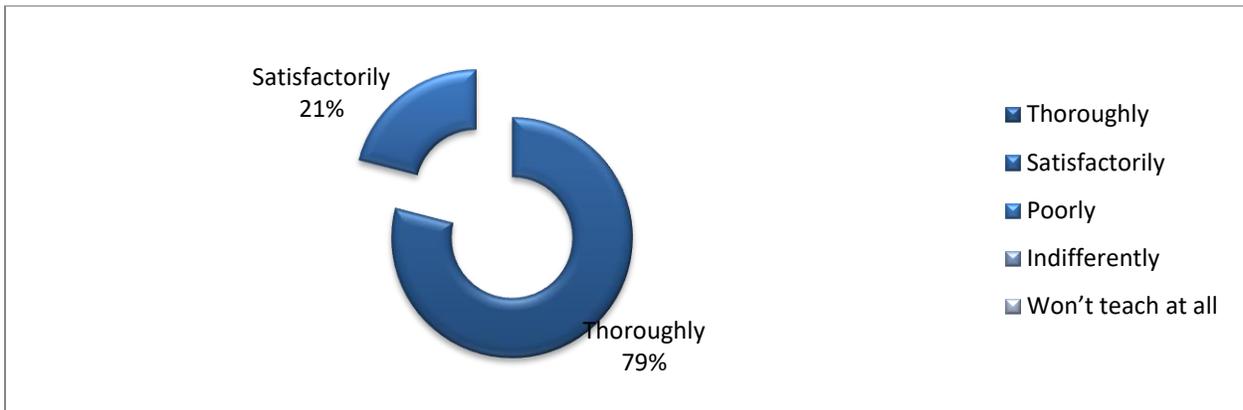
### Analysis and the findings:

The responses collected from students responses were fed to an excel sheet designed for the analysis by the team. The responses were analysed by a team of teachers. The question-wise outcome of the results is presented below:

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



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



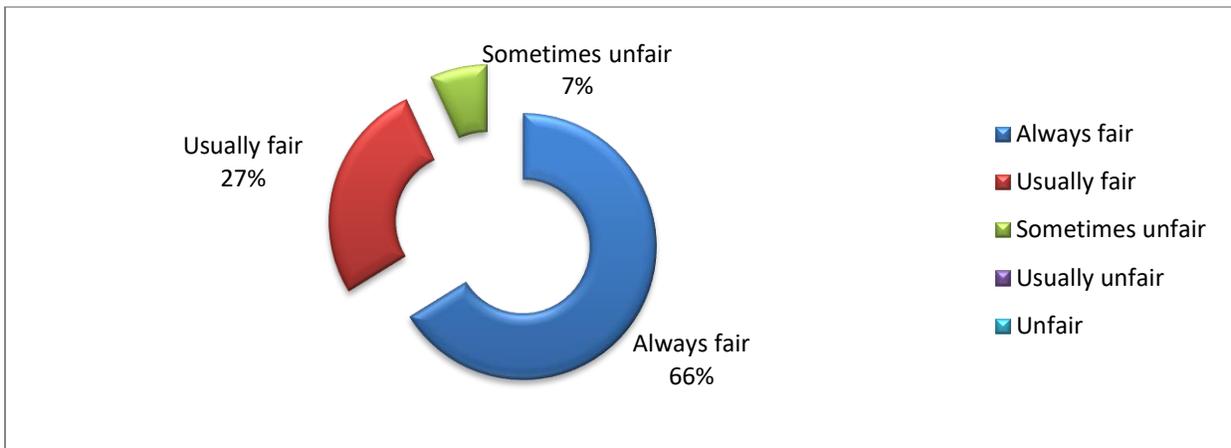
3. How well were the teachers able to communicate?



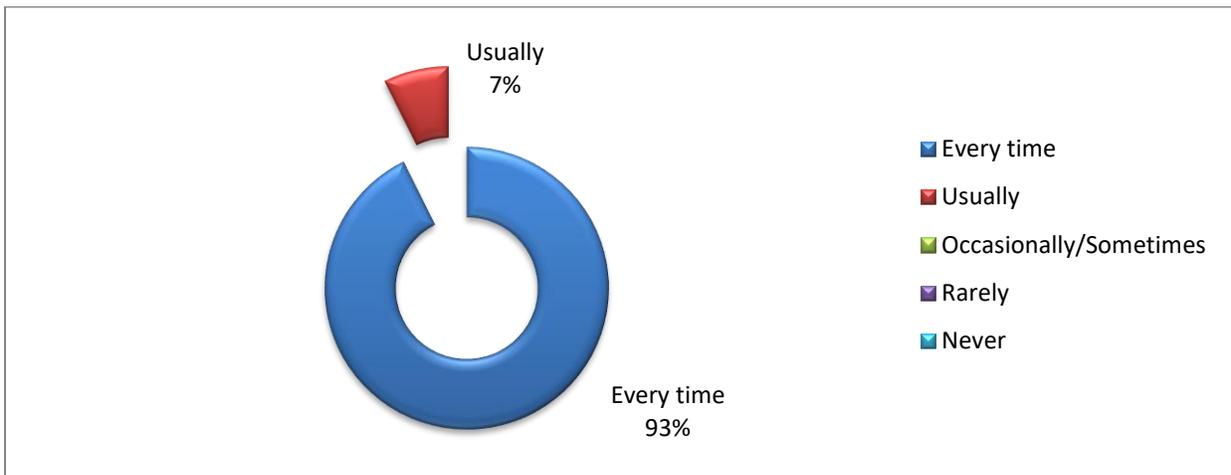
4. The teacher's approach to teaching can best be described as



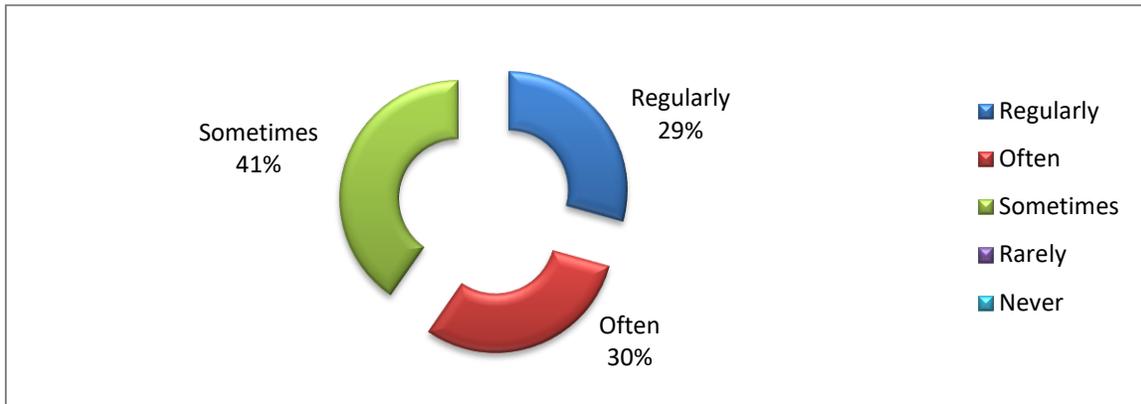
5. Fairness of the internal evaluation process by the teachers.



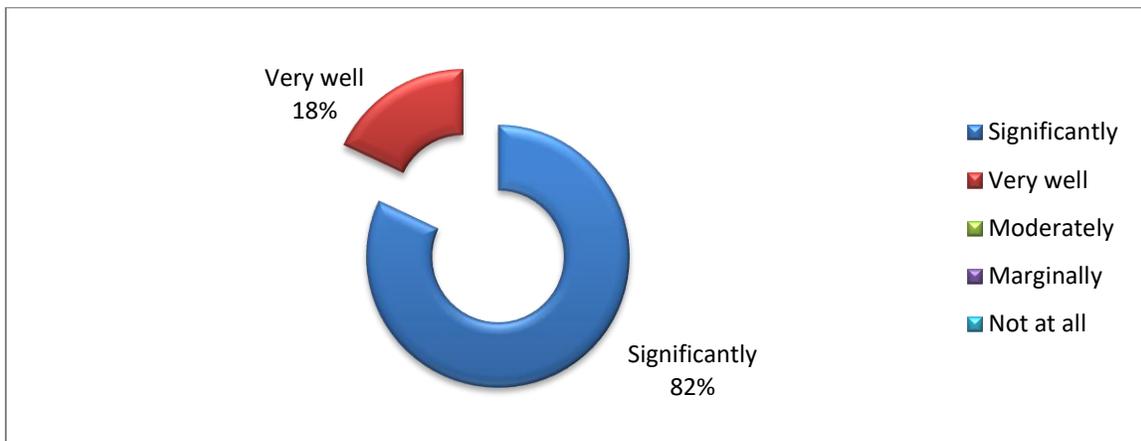
6. Was your performance in assignments discussed with you?



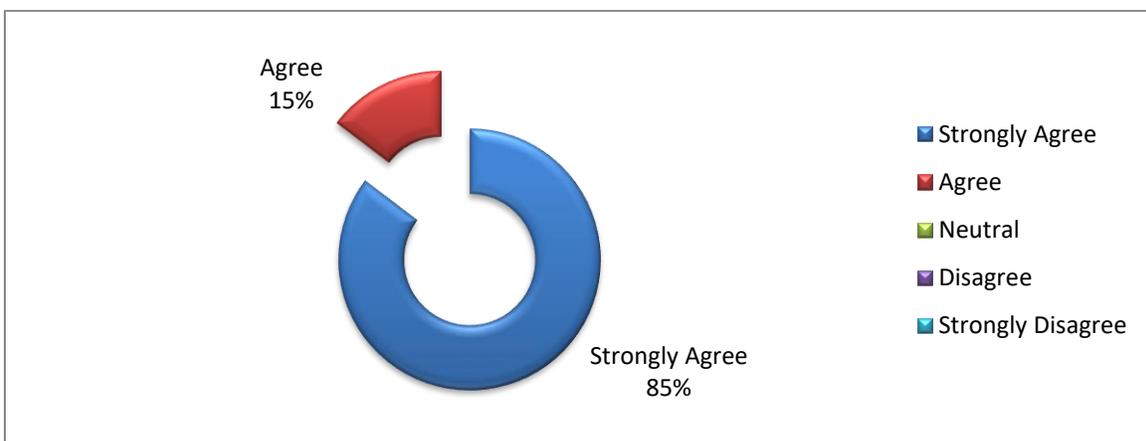
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.



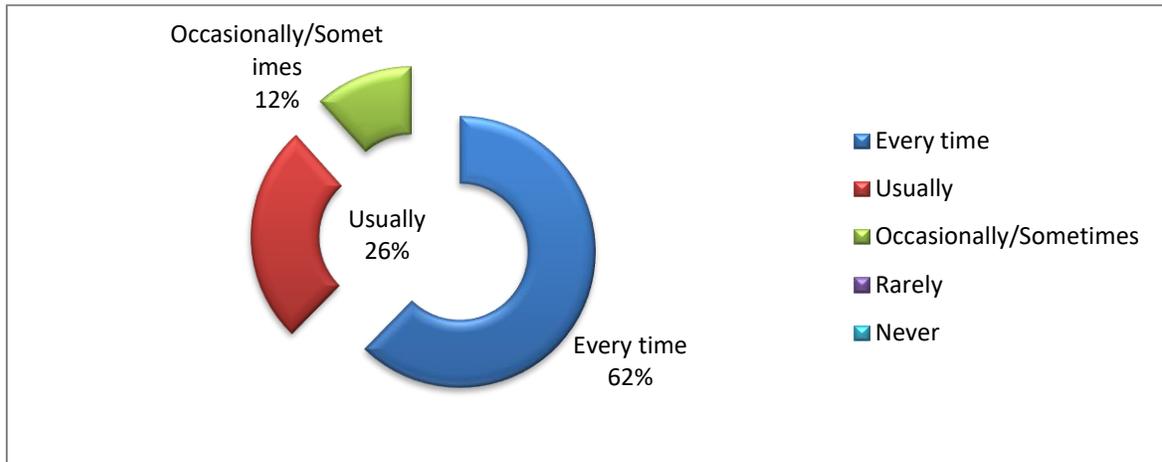
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



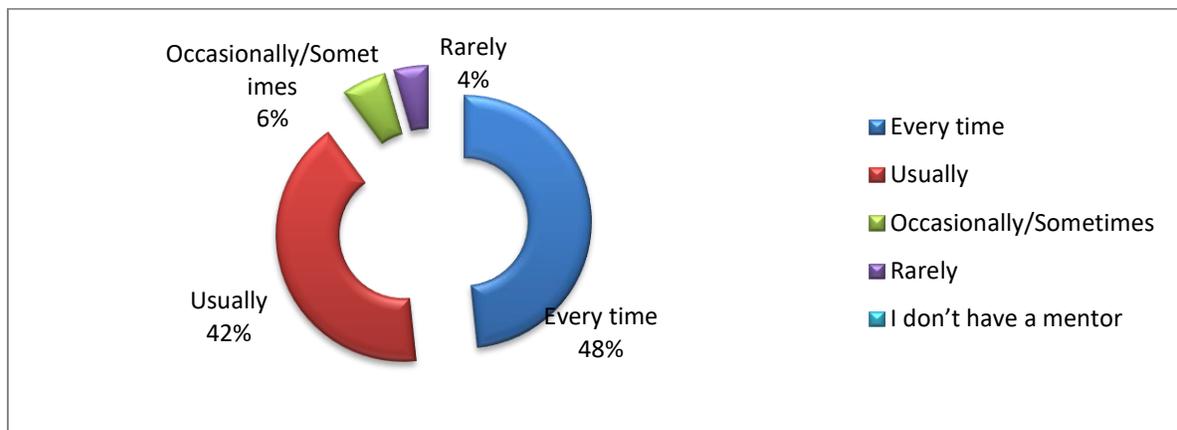
9. The institution provides multiple opportunities to learn and grow.



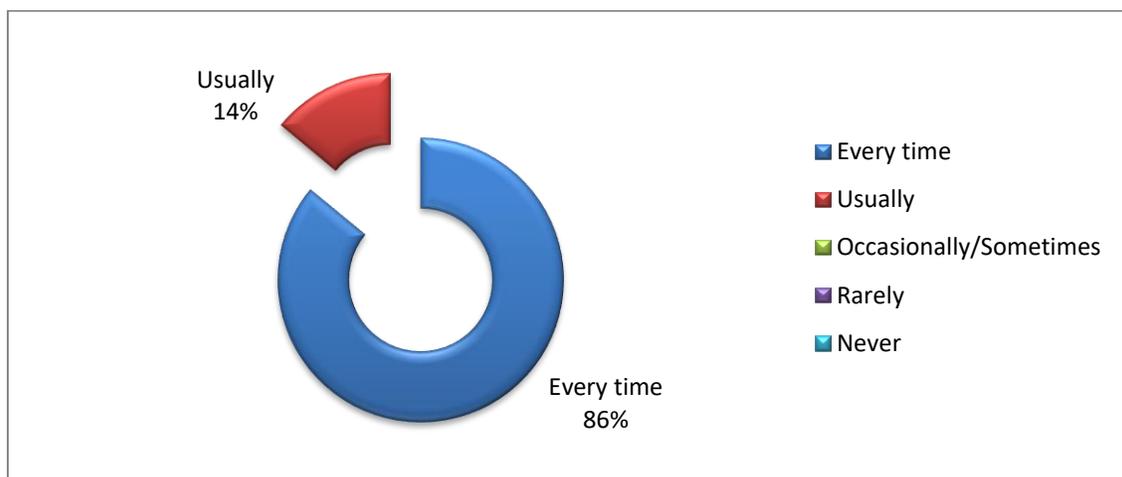
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



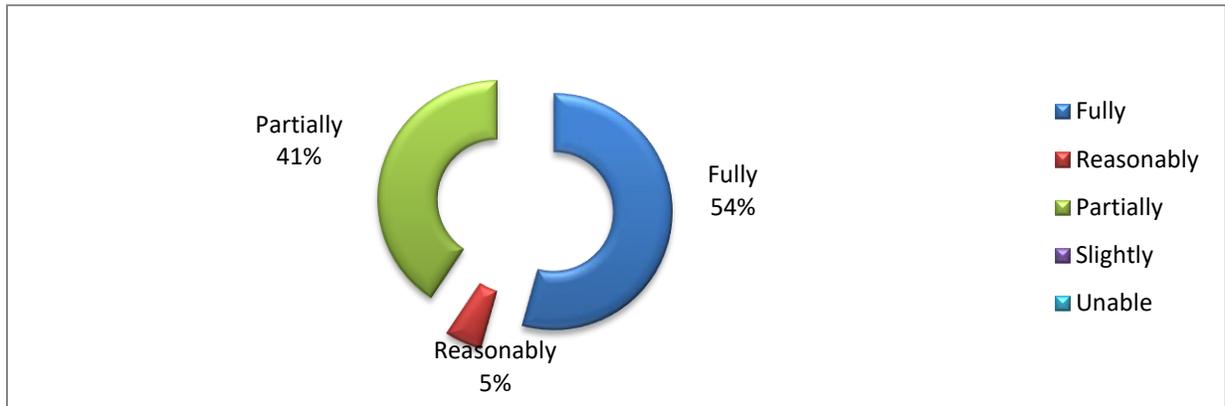
11. Your mentor does a necessary follow-up with an assigned task to you.



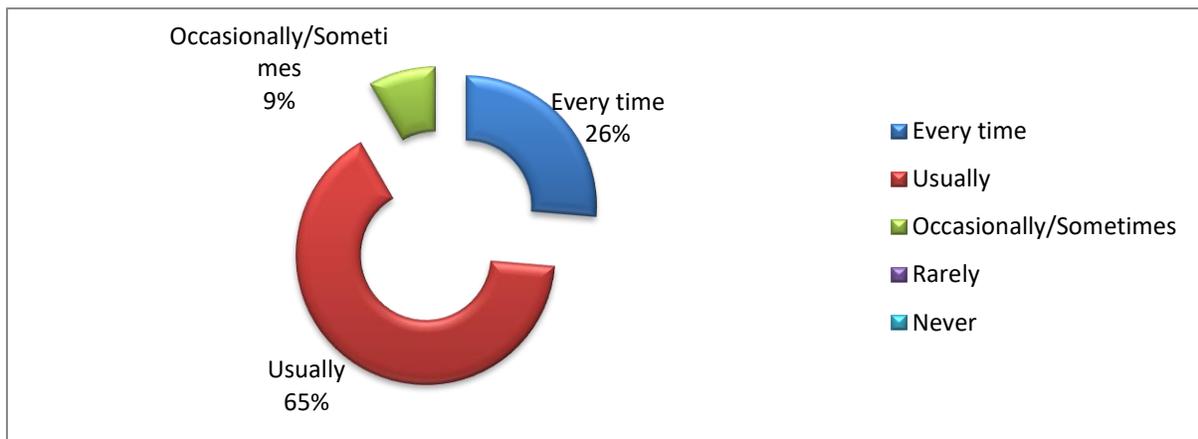
12. The teachers illustrate the concepts through examples and applications.



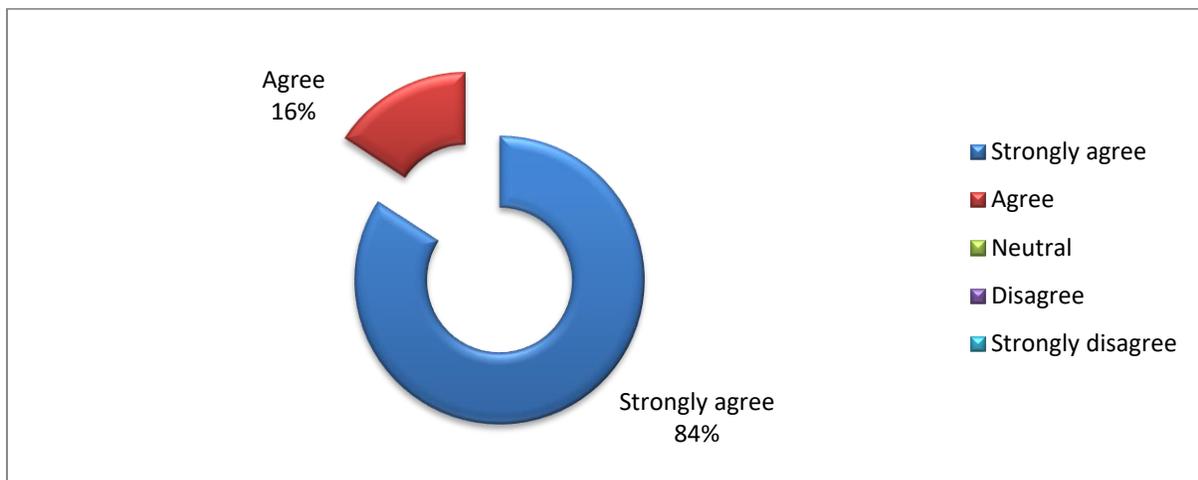
13. The teachers identify your strengths and encourage you with providing right level of challenges.



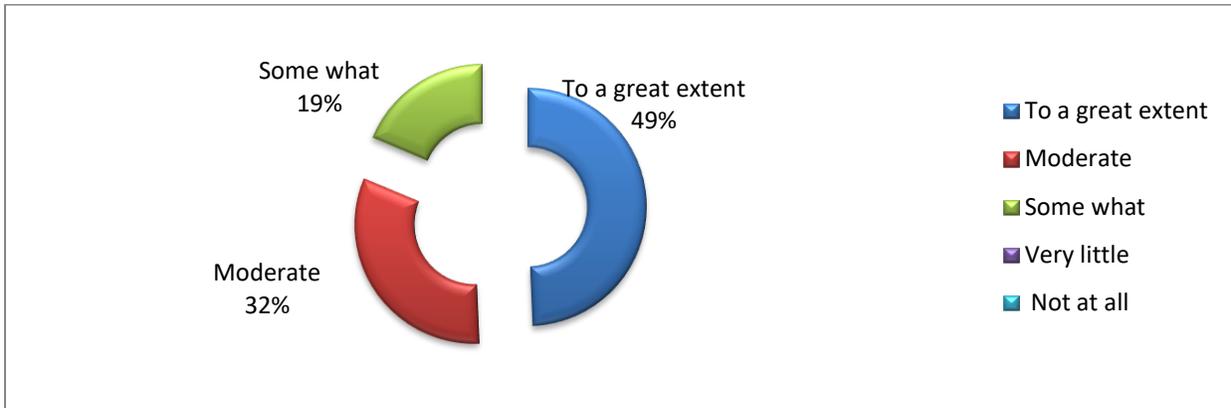
14. Teachers are able to identify your weaknesses and help you to overcome them.



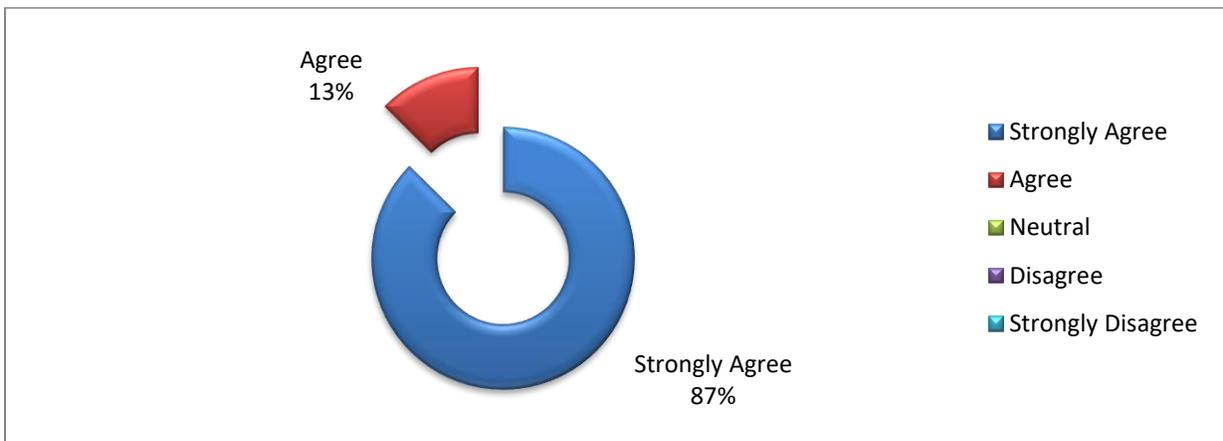
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



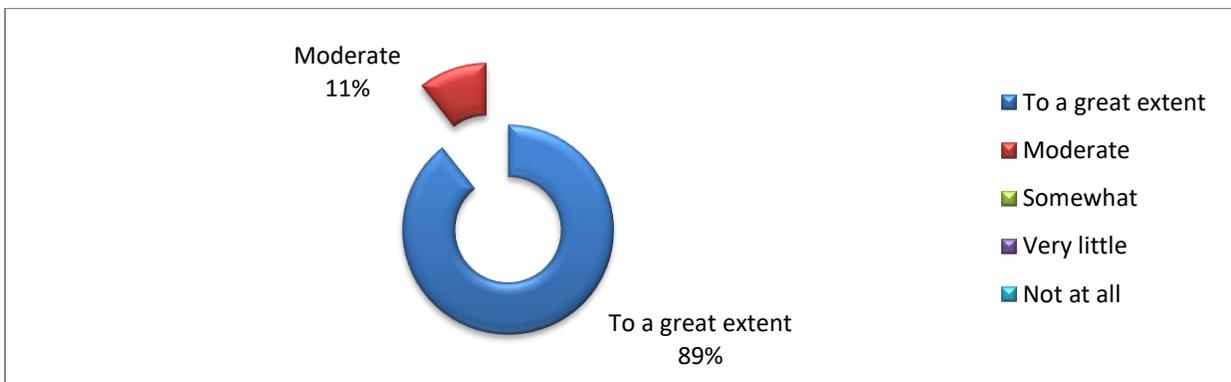
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



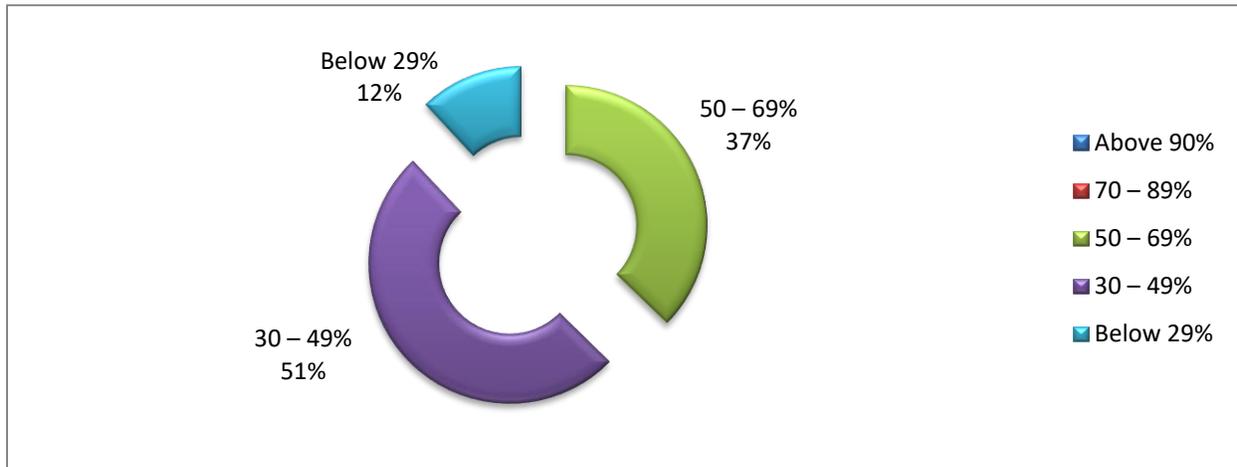
17. Teachers encourage you to participate in extracurricular activities.



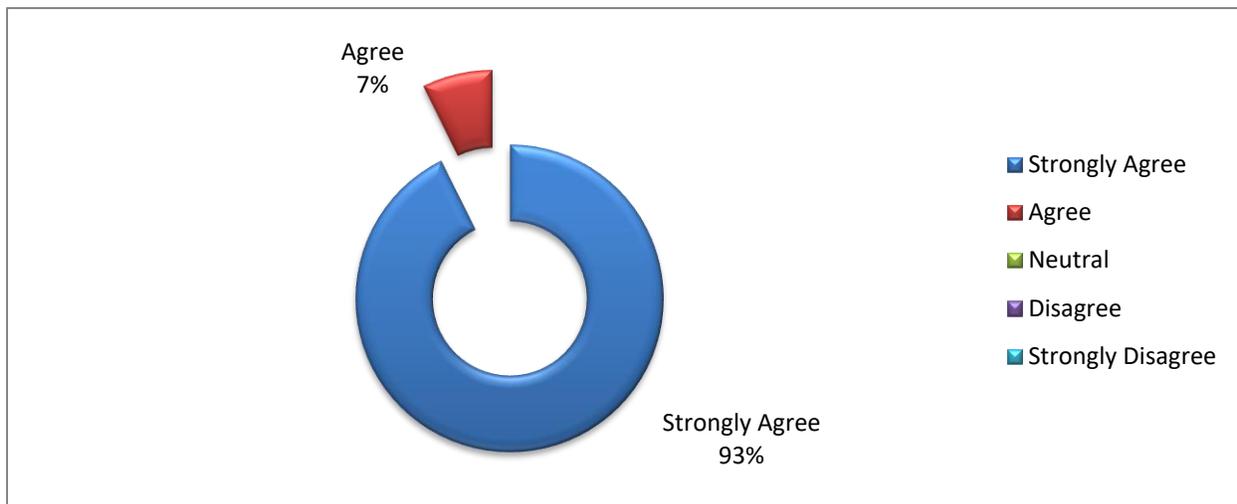
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



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.



21. **Students observations/suggestions to improve the overall teaching – learning experience in your institution**

**Key findings from the survey**

1. A high percentage of students (93%) complete satisfaction over the quality of Teaching Learning in our college.
2. Students have expressed overall satisfaction regarding the syllabus completion and laboratory experiments (93%), preparedness of the teachers (79%) and communications with the students (76%).

3. Students have appreciated the teachers attitude towards teaching and fairness in evaluation. However, they have requested for more student exchange programmes.
4. Teacher's preparation, communication, use of appropriate teaching pedagogy and fairness of internal evaluation has been rated high in the survey.
5. The college provides ample opportunities for cultural activities, sports activities and extra curricular activities. The students have opined that college also provides good environment for emotional growth of students.
6. The students have expressed satisfaction regarding the mentorship programme, skill development programme run by the college. They have
7. Students appreciated teaching and implementation of learning outcome based curriculum which includes continuous evaluation and assessment of students throughout the semester.
8. Students have also acknowledged DBT workshops, Hands On Sessions and interdisciplinary learning programmes, NCC Camps, NSS Camps, organisation of various seminars. This has helped students in learning other subjects/ practicals which were beyond their prescribed curriculum.

The SSS has also pointed out few grey areas where the college/ teachers/ departments do have scope for enhancement in quality of education. They are as follows:

1. Institute needs to promote internship especially for some subjects in faculty of Arts, student exchange and field visit opportunities.
2. Formulate mechanism which will identify strength and weakness of students and provide them right level of challenges and help them to overcome their weakness.
3. Enhance use of ICT in teaching and equip laboratories with multiple copies of small instruments.
4. Teachers should encourage research culture amongst students.
5. More emphasis on skill development and hands on assignments, inclusion of seminars, workshops and field visits for typically one subject.
6. Active mentorship especially for career guidance.
7. Design interdisciplinary courses.

8. Inclusion of dissertation work in post graduate Art programmes.

The IQAC and College Authority give utmost importance to the findings of this survey because this way students come to believe that even they have a say in policy making. This was even we try to be true to the motto of our college, “we for Students”. This approach of participative policy making is satisfying for students. It is always impossible to please everyone but often we try to strive towards keeping most of them happy, most of the time.