

# Student Satisfaction Survey



**STUDENTS SATISFACTION SURVEY 2020-21**

**Tuljaram Chaturchand College of Arts, Science and  
Commerce, Baramati  
(Autonomous)**

### **About Student Satisfaction Survey (SSS):**

The Student Satisfaction Survey is a compulsory activity under the NAAC Accreditation process. This survey focuses mainly on the Teaching Learning Process which is the most important academic function of an educational institution. The NAAC attaches so much importance to this survey that unless the survey report is submitted, the results of this survey encompass the accreditation process. It captures the student responses from the Higher Education Institutions (HEI). The survey gives an opportunity to students to have their say in the assessment and quality improvement process.

### **Methodology:**

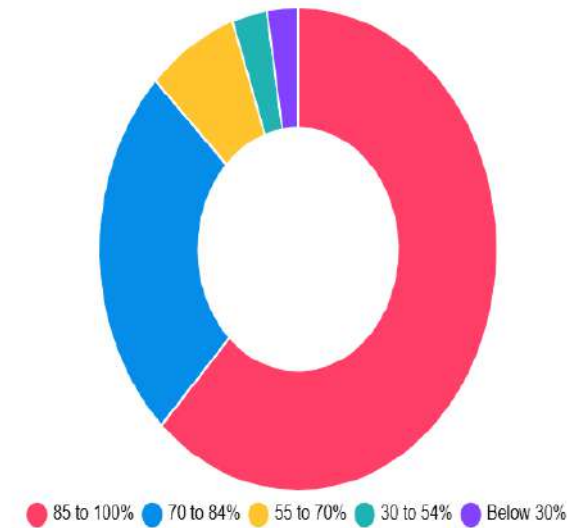
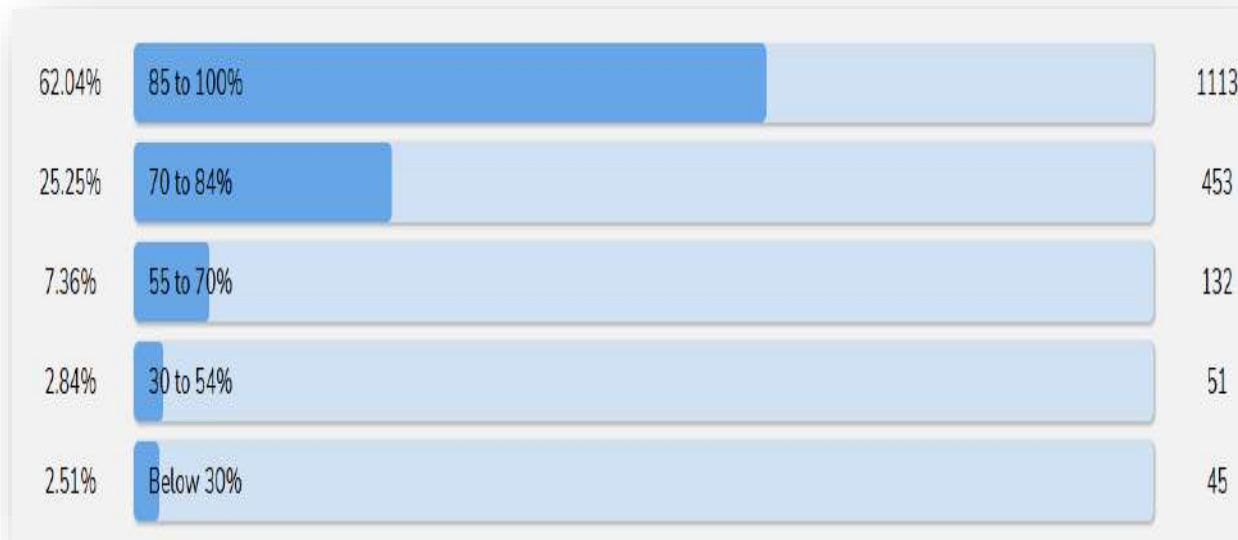
Our college too, has been conducting such surveys over the years. One special thing about the survey this year is that for the second time **the entire survey is conducted online without wasting even a single piece of paper. A total of 1794 participated in the Survey.** The survey was done using the Google Form and the links of the survey were shared with students through the Whatsapp Groups, text messages and emails. Without any coercion a huge number of students have responded to the survey voluntarily. The college will try to make the process of Teaching and Learning more inclusive by encouraging more and more students to participate in this survey.

The NAAC format for Student Satisfaction Survey includes 21 questions of which 20 questions are quantifiable while the last question gives qualitative input. The first 20 questions which are quantifiable are based on Likert's Scale. Regarding this it is decided by the Committee in accordance with the IQAC that if the last responses for the last option are more than 5% then they will be considered significant and remedial recommendations would be made and implemented.

### **The findings:**

The findings of the survey were discussed by the committee members along with IQAC. The question specific findings and recommendations are given and discussed after each subject. The students responses were converted into recommendations which are given at the end of the report. The suggestions were conveyed to the college authorities so that they are converted into actionable inputs in the academic planning for the next year. This survey is an important mean for collecting information that can assure and maintain education quality, enhance the effectiveness of the Teaching Learning Process, improve the Student and Teacher Satisfaction and contribute in the success of the college as an education institution. The findings from the Survey for the year 2020-21 are presented below:

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



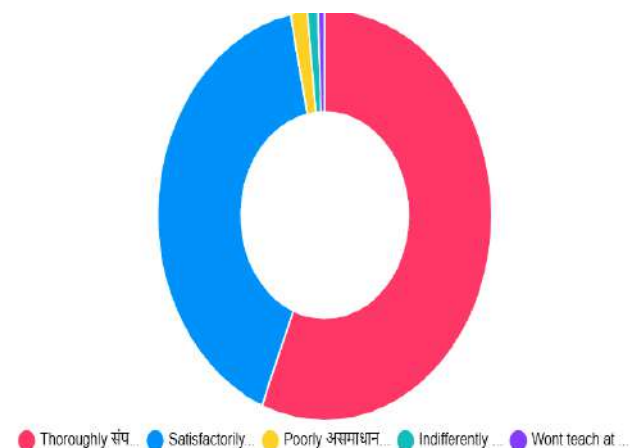
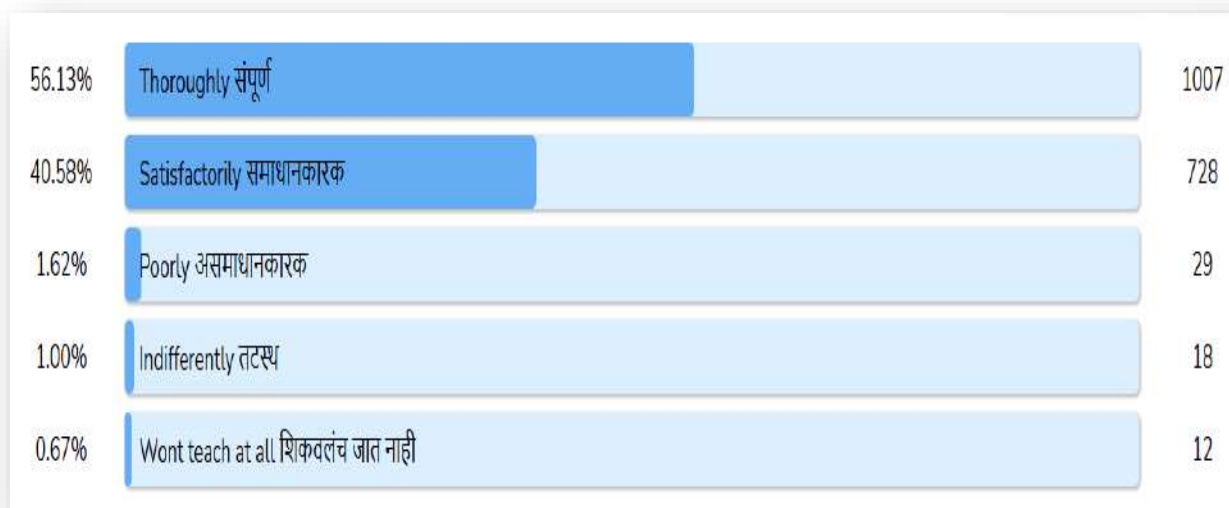
### Analysis:

Syllabus coverage is the core of Teaching Learning Process and more than 87% students have confirmed that more than 70% syllabus is covered in the class. Considering that this was a COVID Pandemic year and students as well as teachers were dealing with the new online media of interacting with each other, the students responses produce a positive picture. Only 2.51% students reported that less than 30% of the syllabus was covered. This can be ignored as per the methodology but still the issue was taken seriously.

### Recommendation:

*It is recommended that to ensure syllabus coverage, the Head of the Departments will collect Syllabus Coverage Report from each faculty for each class they are teaching. The format for such report will be provided by the IQAC.*

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



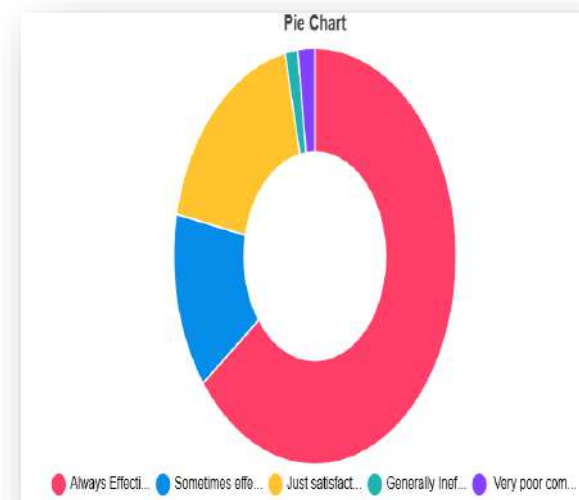
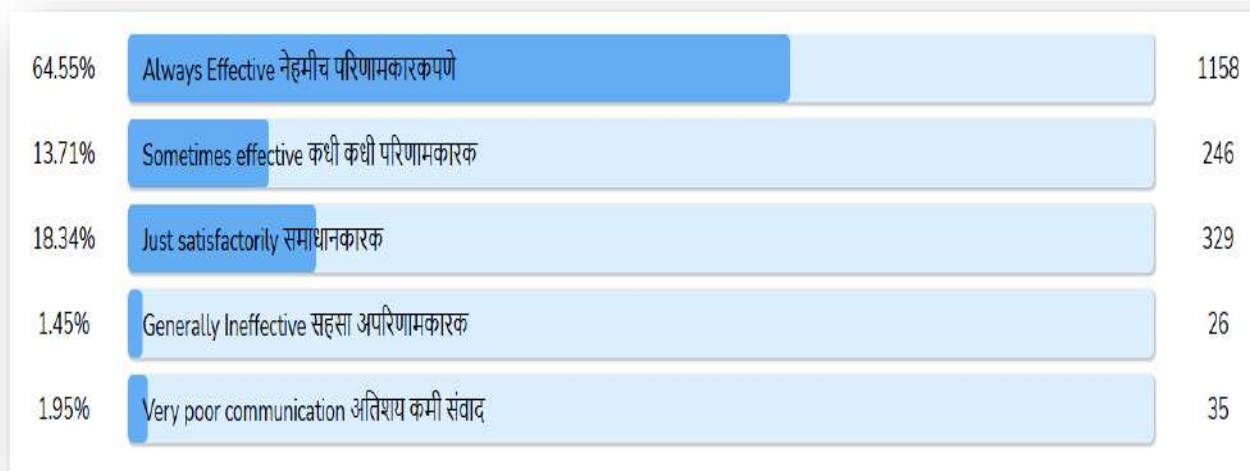
### Analysis:

For making the Teaching Learning Process effective, it is necessary that teachers prepare and update themselves before going to the class. One fine teacher commented that it may happen that a bad student may not understand what a good teacher is trying to teach but he does know whether the teacher is well prepared to teach the topic or not. Student are the best observers and the replies to the question on preparation of teachers are a testimony to it. Here, it is heartening to note that in spite of having a huge sample of 1794 respondents, more than 96% students have reported that the preparation of teachers for the class is satisfactory. Out of these students 5613% students reported that the preparation of their teachers is thorough.

### Recommendation:

Considering the replies no recommendation is made on this question.

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



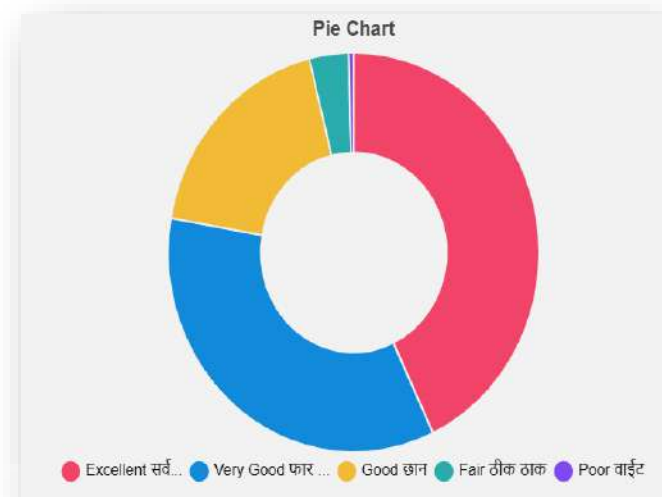
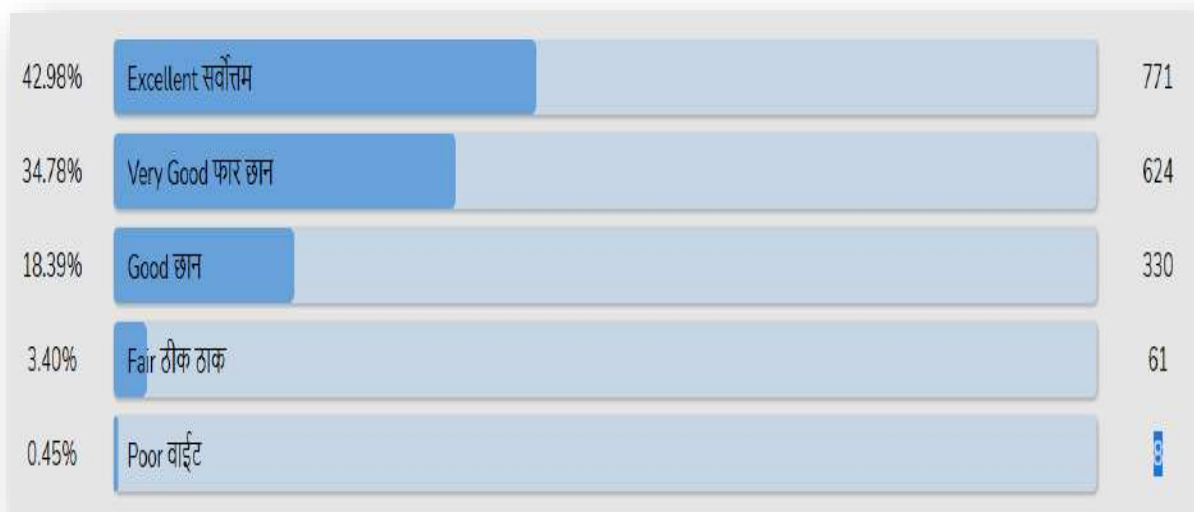
#### Analysis:

It is heartening to note that more than 64% students have confirmed that teachers from the college are always effective in communicating with the students. And less than 3.5% students have reported that the teachers are generally ineffective or poor in communication. Though the numbers of dissatisfied students is not significant, it is suggested that college must pay attention to this. Combined with the qualitative responses for the question number 21 where the students have suggested that there should be two way communications or teaching should be interactive, following recommendation is made to make the teaching learning process more effective.

#### Recommendation:

It is suggested that special workshops should be organized for teachers about having interactive communication with students, participative learning etc.

#### 4. Teachers approach to teaching can be best described as



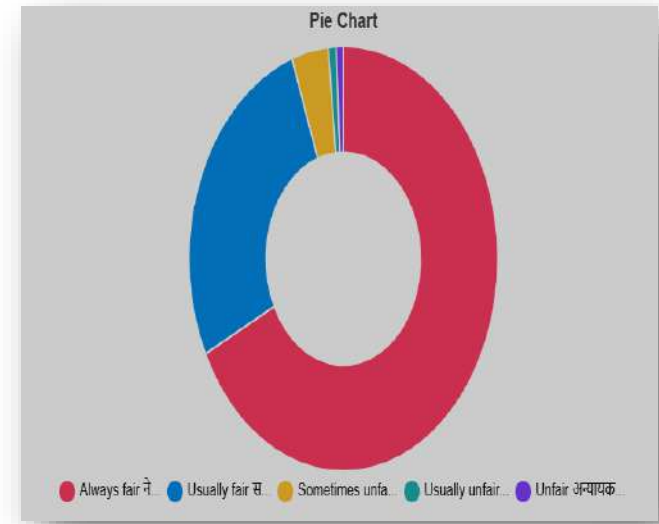
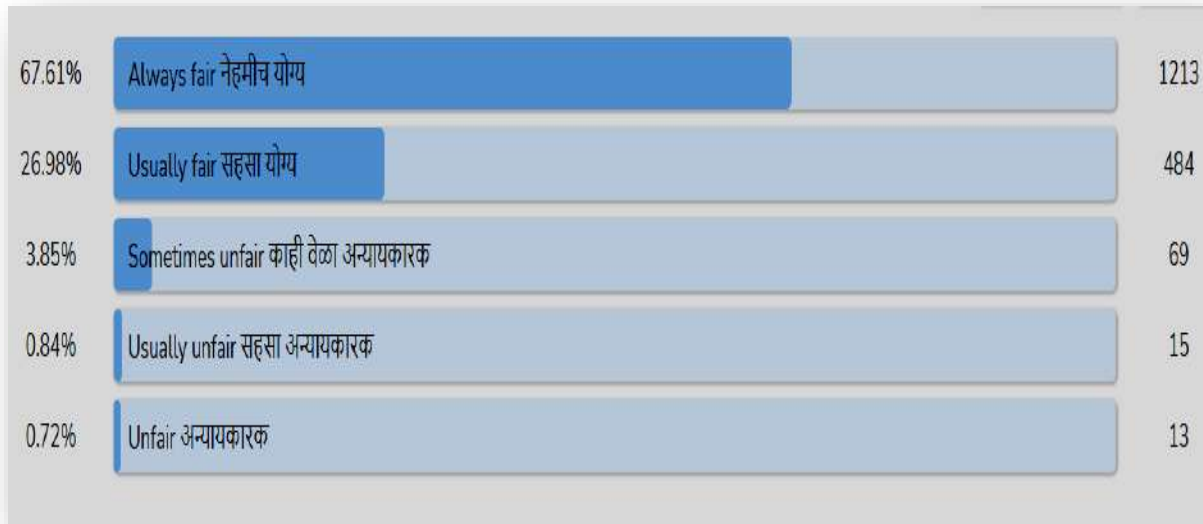
#### Analysis:

Nearly 97% of the students have expressed that the teachers approach towards teaching is either good(18.93%), Very Good (34.78%) or Excellent (42.98%). This is praiseworthy and it also highlights the commitment of the teachers towards teaching.

#### Recommendation:

Considering the replies no recommendation is made on this question.

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



### Analysis:

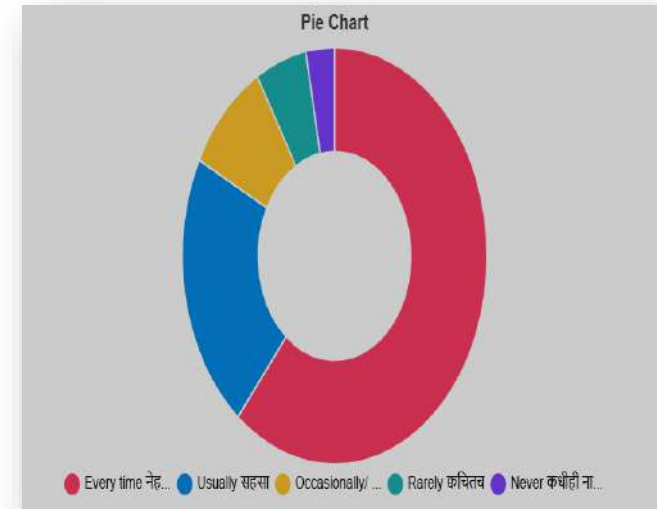
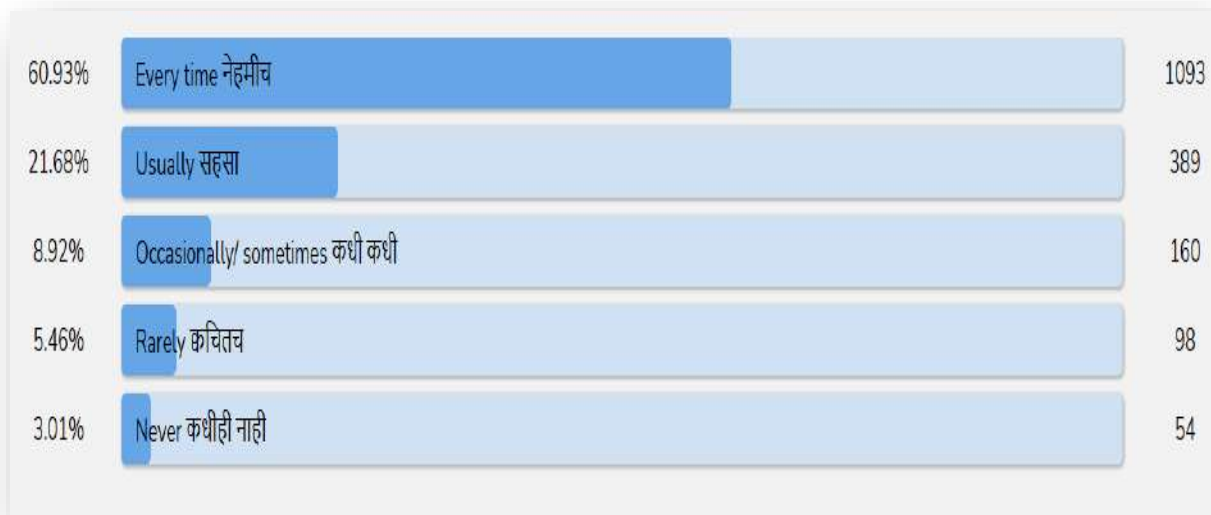
An overwhelming majority of more than 97% student have expressed their satisfaction over the fairness of internal evaluation process by teachers. This is the testimony to the commitment and fairness of the teachers in carrying out the internal evaluation which is a major area of teaching learning process.

### Recommendation:

Considering the replies no recommendation is made on this question.



## 6. Was your performance in the assignments discussed with you?



### Analysis:

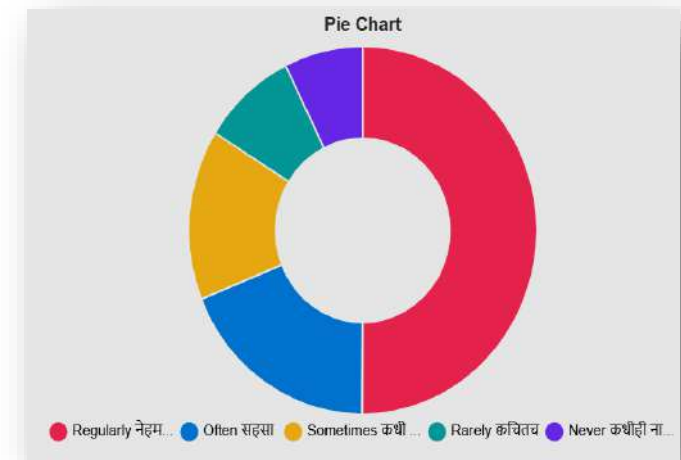
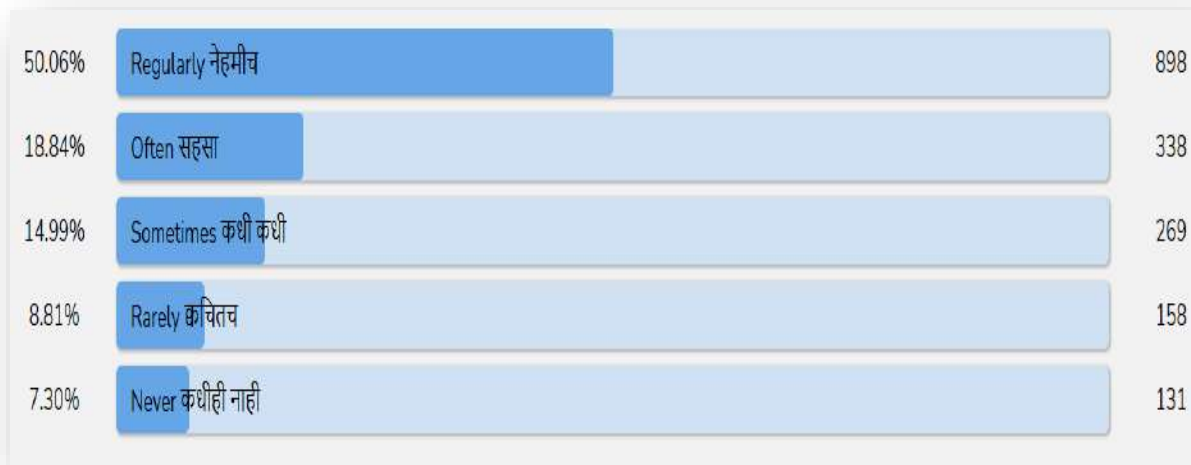
The data shows that more nearly 61% students have reported that their performance in the assignments is discussed with them every time, 21.68% say that it is usually discussed. This is fair. But remaining students feel that their performance is only occasionally discussed (8.92%), rarely discussed (5.46%) and never discussed (3.01%). This is noteworthy. Hence, following recommendation is made.

### Recommendation:

It is recommended that teachers should be instructed to keep proper record of the interactions about the performance of the students in their assignments. This would also help to identify the Weak and Advanced Learners.



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



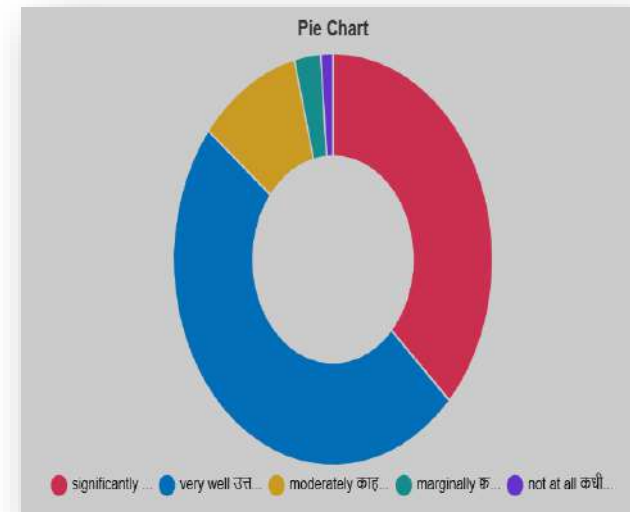
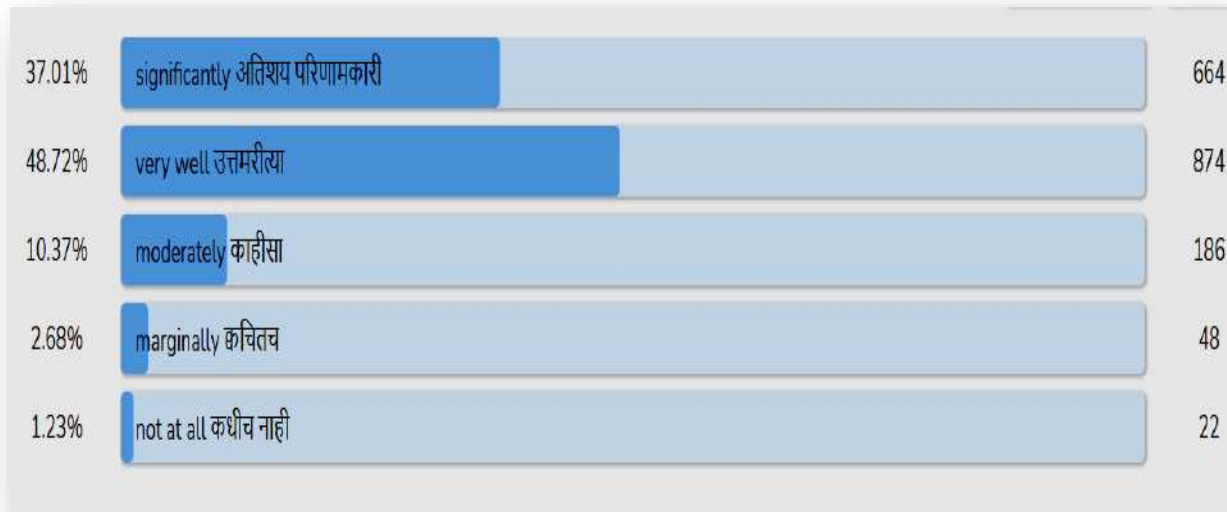
### Analysis:

More than 68.90% students have expressed satisfaction over the promotion of internship student exchange, field visit opportunities. Considering the covid times, it is understandable that the remaining 31% are not satisfied about the efforts of the college in this regard. Still considering that 31% is a significant number following recommendation is made.

### Recommendation:

It is suggested that the college should take vigorous steps to promote internship, it must engage in collaborating with other institutes for student exchanges and it must also take efforts to organize field visits of students.

## 8. The teaching and mentoring process in your college facilitates you in cognitive social and emotional growth?



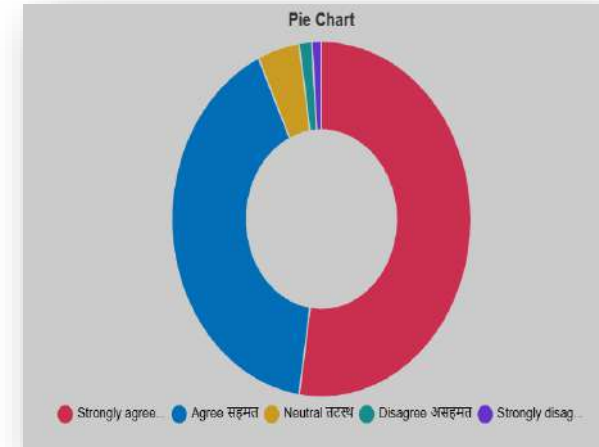
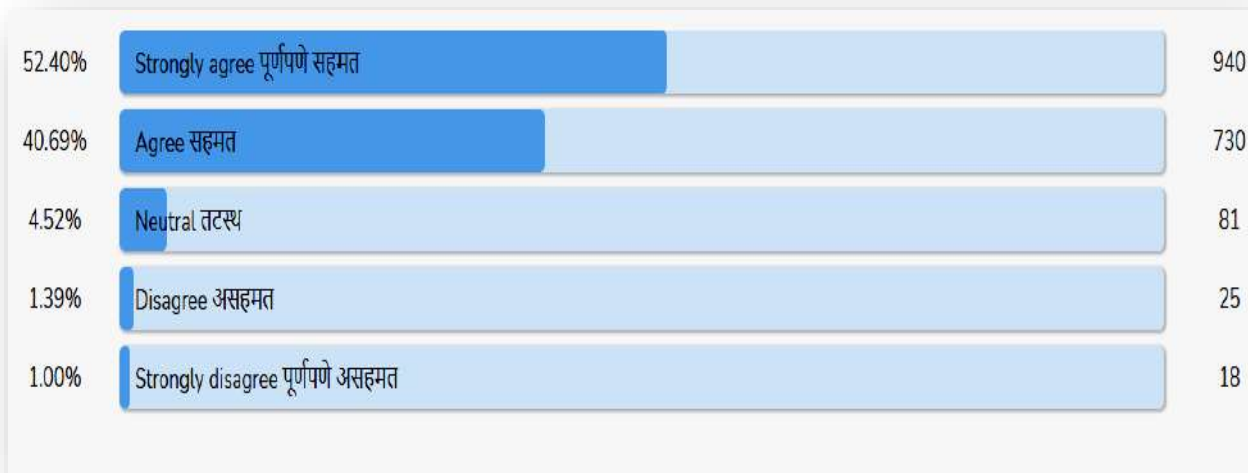
### Analysis:

More than 85% students have expressed satisfaction over the contribution of mentoring process in cognitive social and emotional growth. Very few i.e. less than % respondents are not aware about the mentoring process. Considering that it was a Covid Pandemic year, there could be some lapses in communication about the mentoring process.

### Recommendation:

Considering the replies no recommendation is made on this question.

## 9. The college provides multiple opportunities to learn and grow-



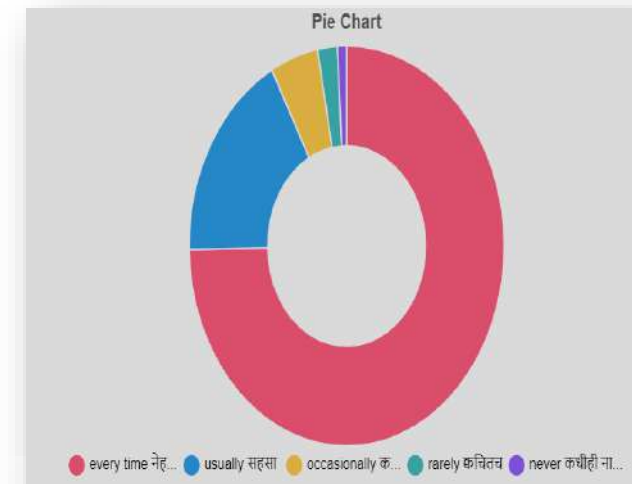
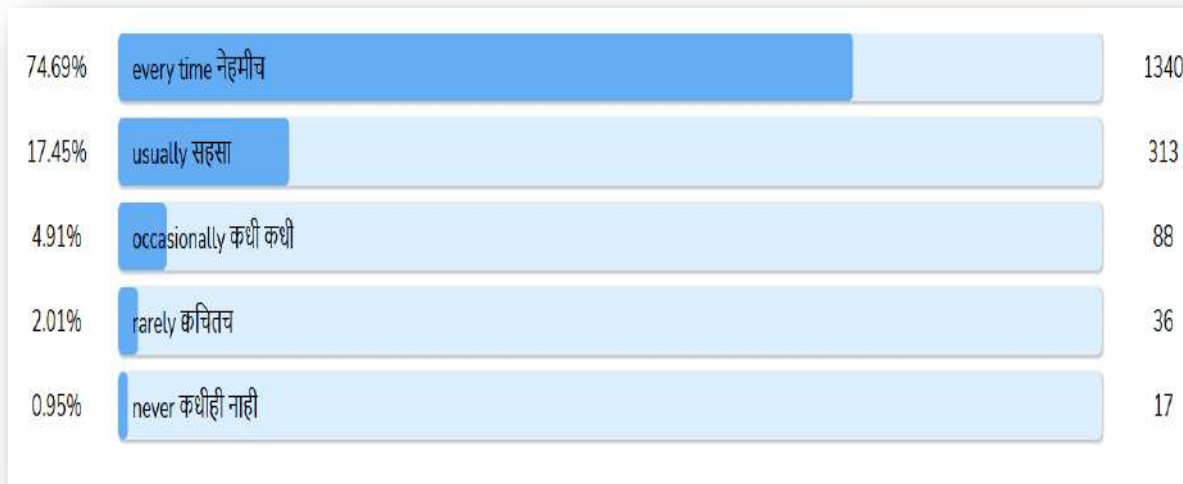
### Analysis:

More than 92.40% students have shown their satisfaction that the college provides multiple opportunities to learn and grow. Only 1.39% disagree and 1% strongly disagree with the statement that the college provides multiple opportunities to learn and grow. It is really heartening to note that students do understand the efforts taken by the college in providing these opportunities.

### Recommendations:

Considering the replies no recommendation is made.

## 10. Teachers inform you about your expected competencies, course outcomes and program outcomes?



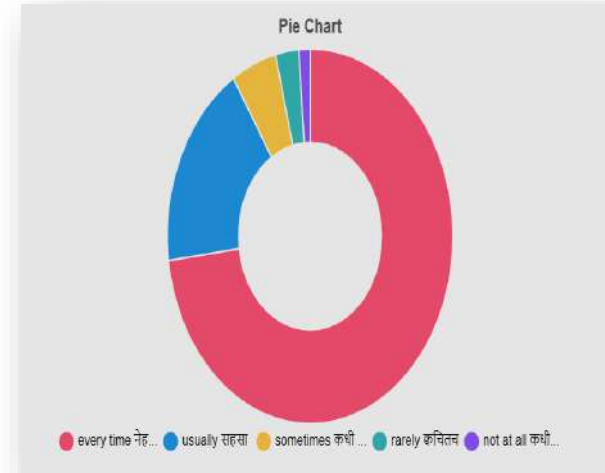
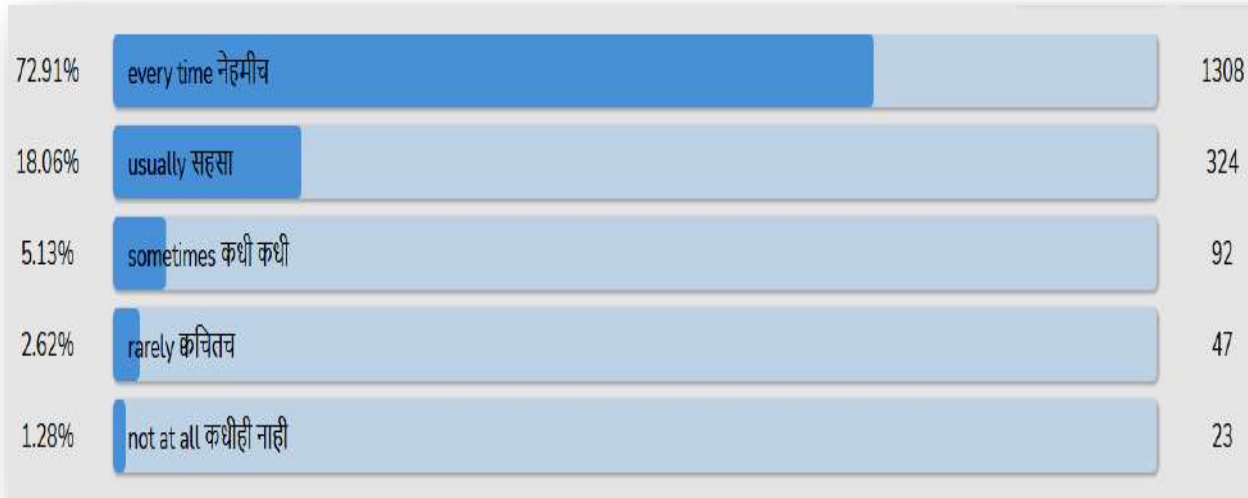
### Analysis:

More than 86% students have shown their satisfaction that their teachers identify their strengths and weaknesses. While 6.30% feel that their teachers identify their strengths only partially. And only 3.62% feel that their strengths are slightly identified or not identified at all by their teachers. This by any count is a good sign that such a large number of students are fully or reasonably satisfied.

### Recommendations:

Considering the replies no recommendation is made.

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



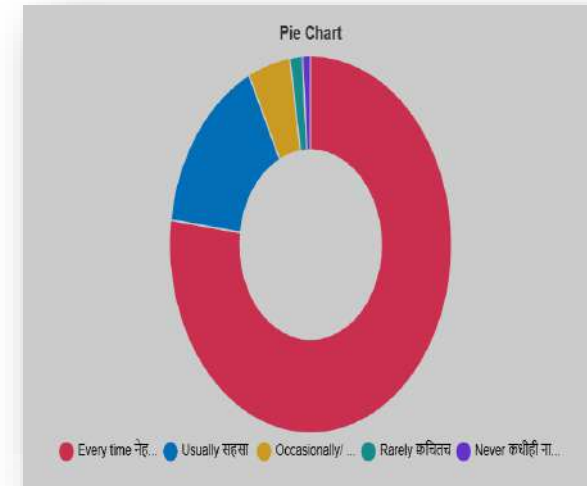
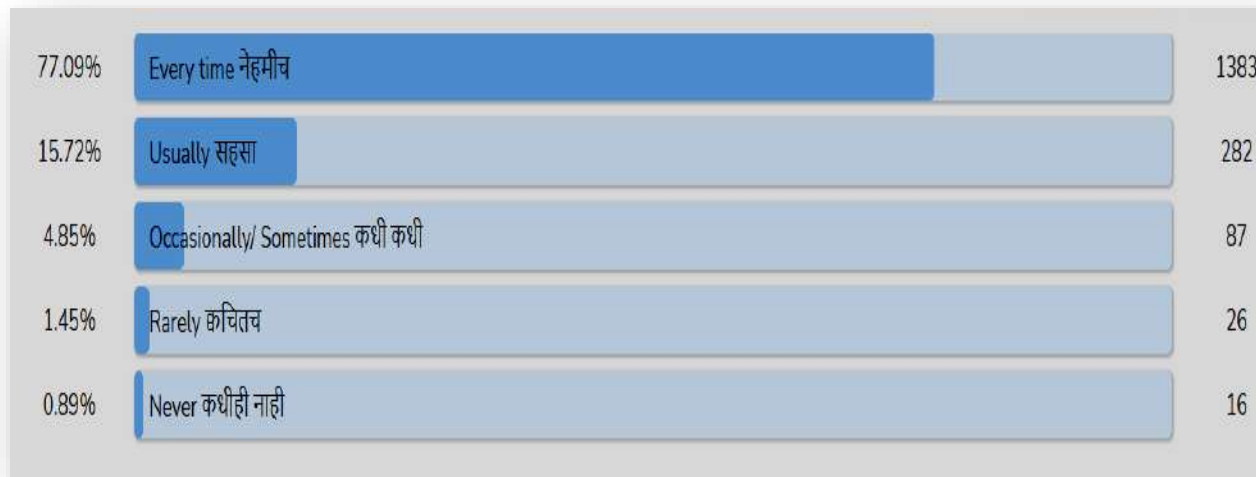
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### Recommendations:

Considering the replies no recommendation is made.

## 12. The teacher's illustrate the concepts through examples and applications-



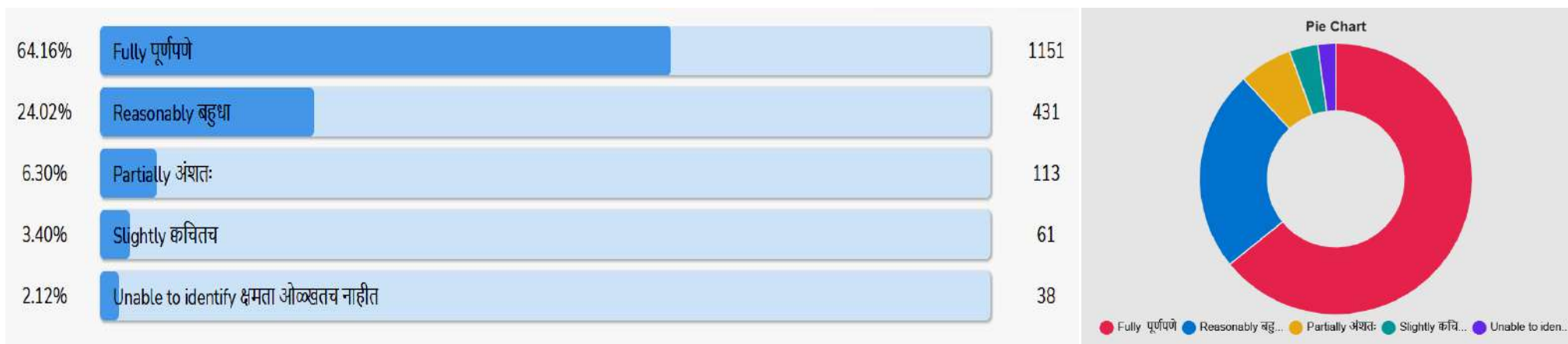
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### Recommendations:

Considering the replies no recommendation is made.

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



#### Analysis:

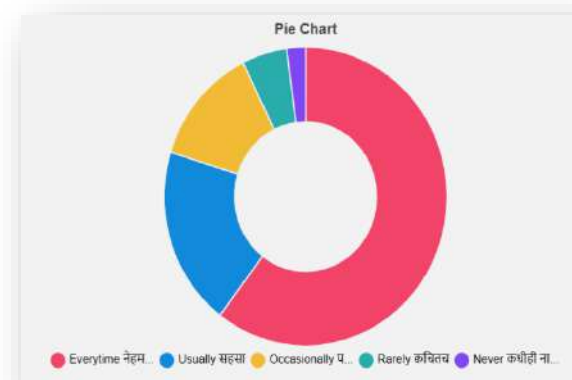
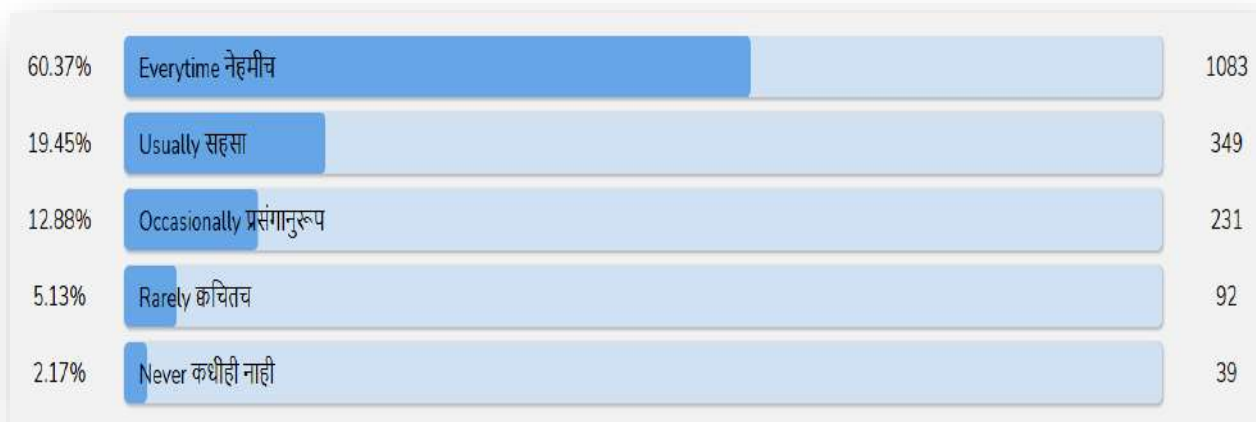
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#### Recommendations:

Considering the replies no recommendation is made.



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



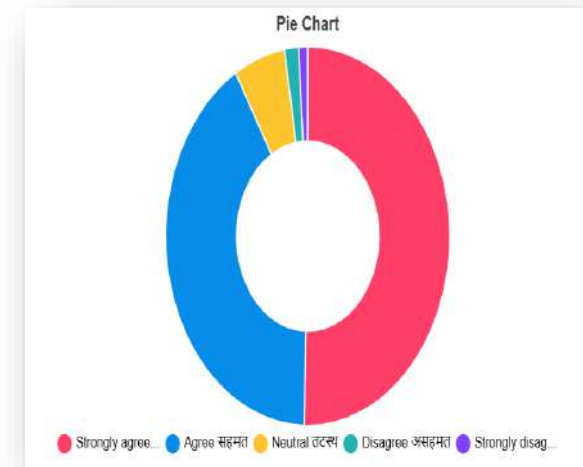
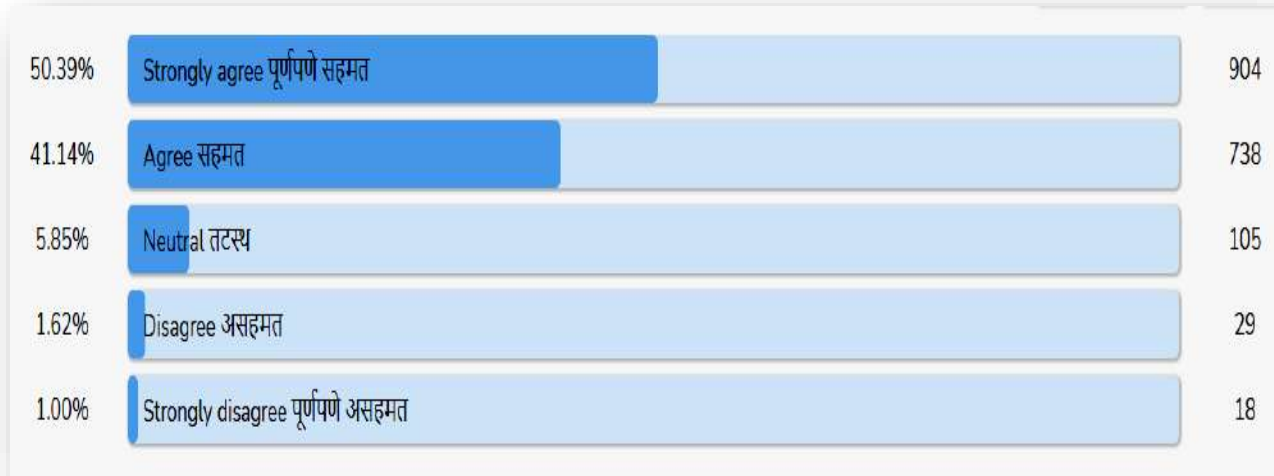
### Analysis:

More than 60.37% students Strongly Agree, 19.45% Usually Agree and 12.88% think that Occasionally their teachers are able to identify their weaknesses and help them overcome them. It means that more close to 93% students are aware and satisfied about the process of identification of weaknesses and suggesting remedies to overcome them. But still 7.30% students have responded that their teachers only rarely (5.13%) identify their weakness while the remaining feel that their teachers never(2.17) identify their weaknesses. This is noteworthy considering the fact that the college runs Weak and Advanced Learners Programme as well as the Student Mentoring Programme.

### Recommendations:

It is suggested that the teachers must be instructed to implement the Weak and Advanced Learners Programme as well as the Student Mentoring Programme more seriously. Similarly, such programmes should be advertised in the College Prospectus and in general at appropriate places. A session on this programme should be included in Induction Programme for every faculty.

## 15. The college makes efforts to engage students in monitoring, review and continuous quality improvement of the teaching learning process-



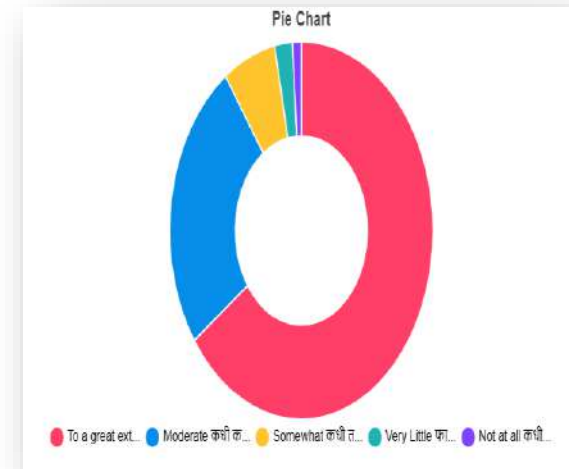
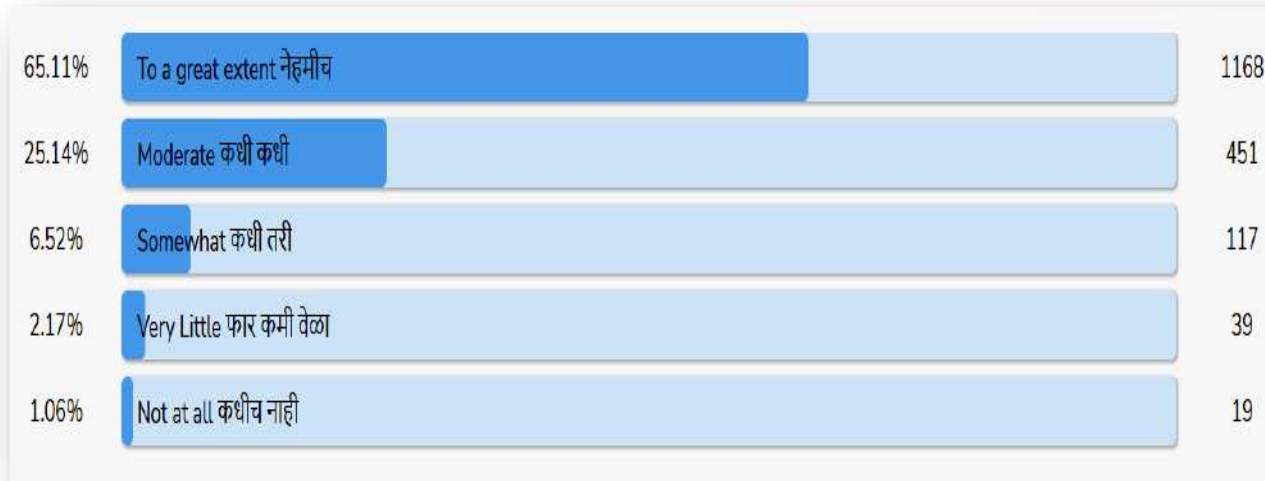
### Analysis:

An overwhelming majority of 91% admit that college makes efforts to engage students in monitoring, review and continuous quality improvement of the teaching learning process. Only 2.62% students disagree with this which can be ignored considering the huge size of the sample. This is satisfying that a huge majority of students are aware about the steps taken by the college for quality improvement.

### Recommendations:

Considering the responses, no recommendation is made.

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



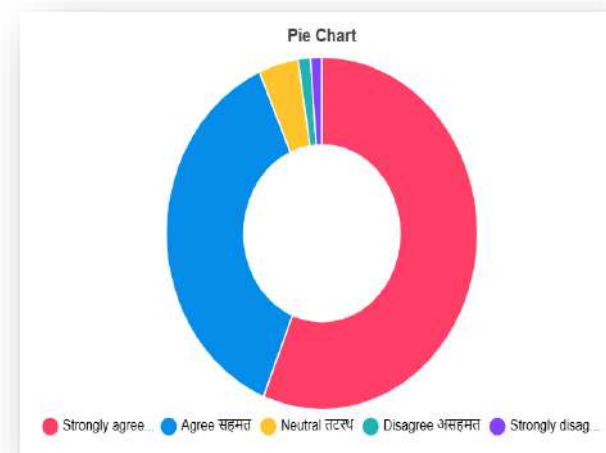
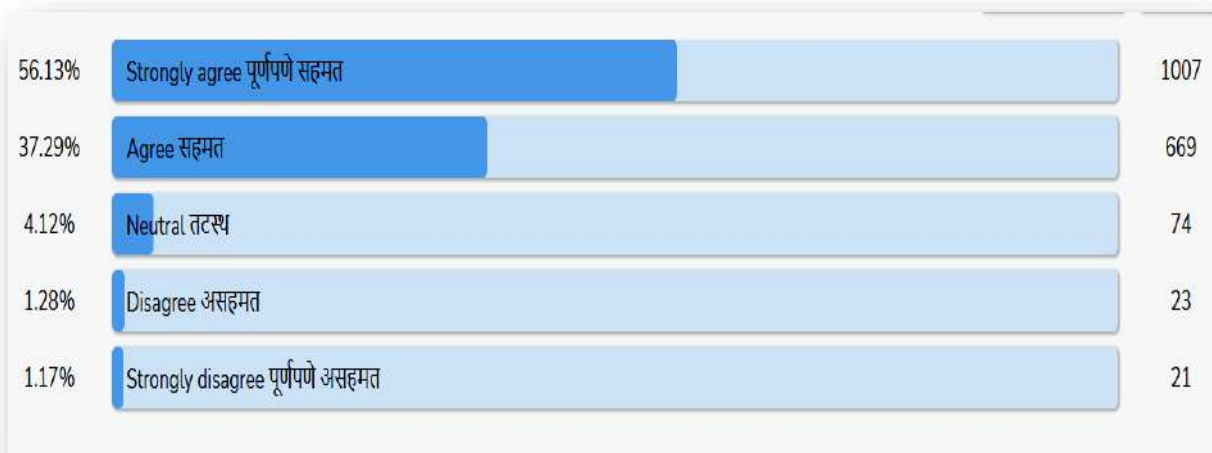
### Analysis:

One of the important question in TLP is that whether student centric methods are being used to enhance the learning experience of the students. While replying to this question 65.11% student responded that teachers are making use of such methods to a great extent and 25.14 thought that moderate use of these methods is done. Whereas as 6.52% thought that only somewhat use of these methods is being done. Only 2.17% (Very Little) and 1.06% (Not at all) respondents thought that such student centric methods are not being used effectively.

### Recommendations:

On this backdrop it is suggested that teachers should be instructed to make use of student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. If needed workshops should be organized on the subject.

## 17. Teachers encourage you to participate in extracurricular activities-



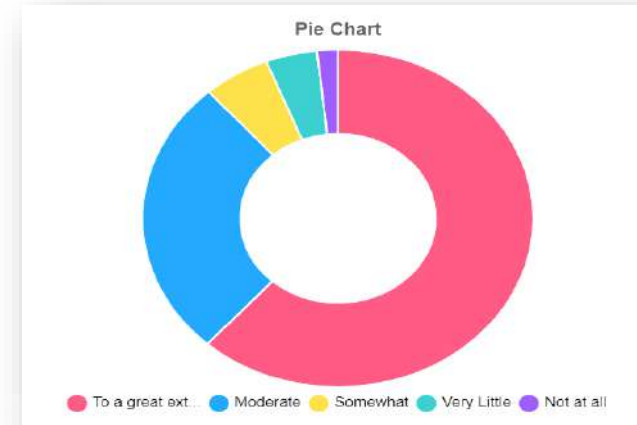
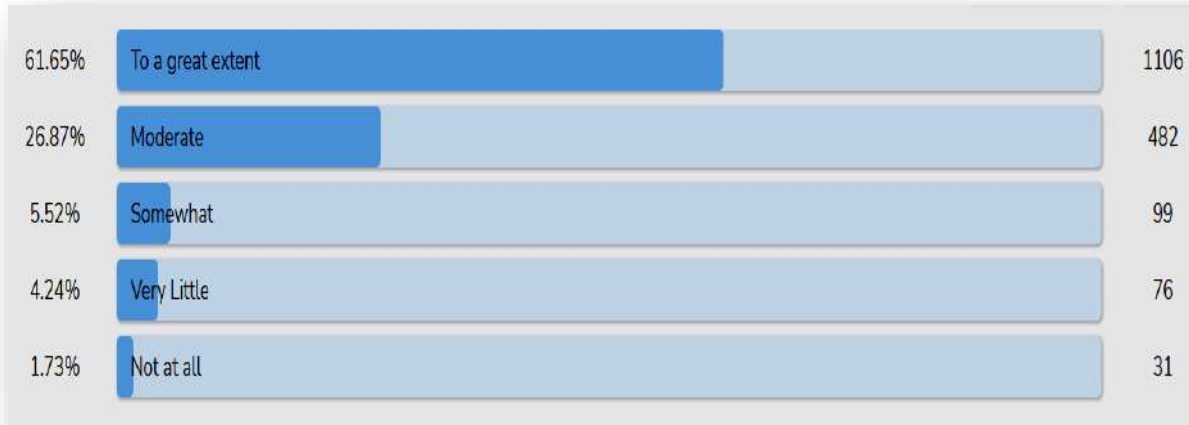
### Analysis:

Extracurricular activities are highly important for multi-dimensional personality development of the students. For this, it is necessary that teachers encourage students to take part in such activities like Cultural Activities, Dramas, Debates, Sports etc. Regarding this, it is heartening to note that an overwhelming majority of students (more than 94%) have positively reported that their teachers encourage them to take part in such activities. Efforts of the teachers in this regard are commendable. However, some suggestion on this issue is given in general suggestion received from students against the question number 21.

### Recommendations:

Considering the replies no recommendation is made in this regard.

## 18. Efforts are made by the college for students to inculcate soft skills, life skills and employability skills to make you ready for the world of work-



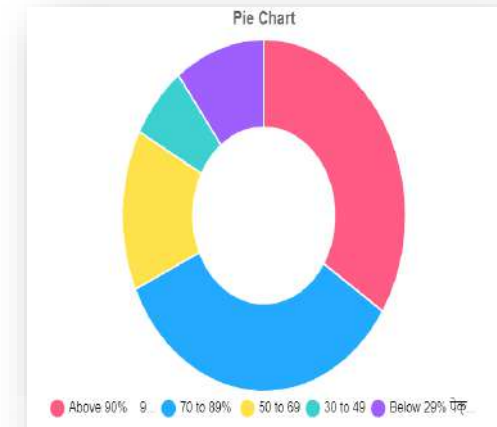
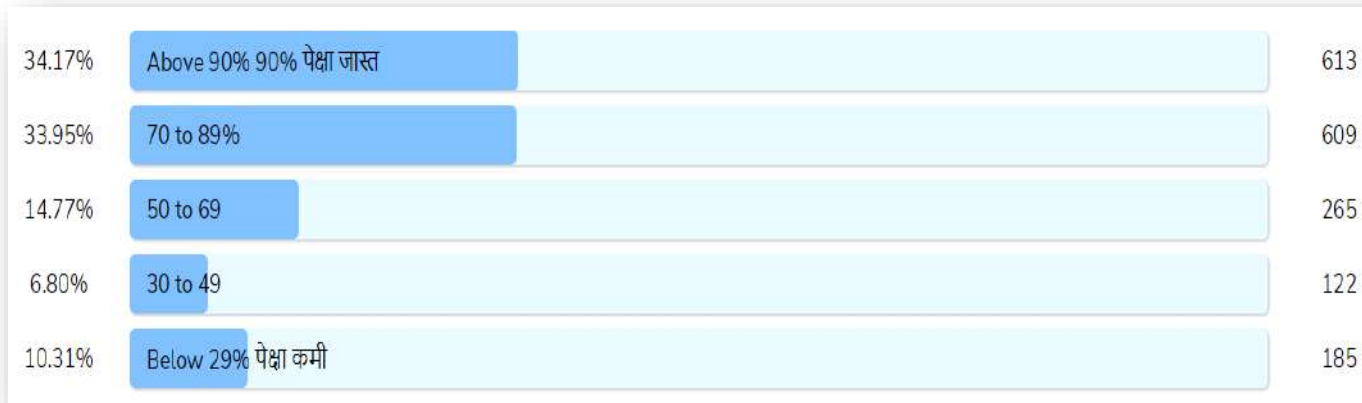
### Analysis:

More than 88.52% students feel that the college is doing enough to inculcate the soft skill, life skills and employability skills. But the remaining more than 38% students feel that more needs to be done to enhance these skills.

### Recommendations:

It is suggested that a weeklong soft skill programme should be organized each year which should include the workshops on soft skills, life skills and employability skills.

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



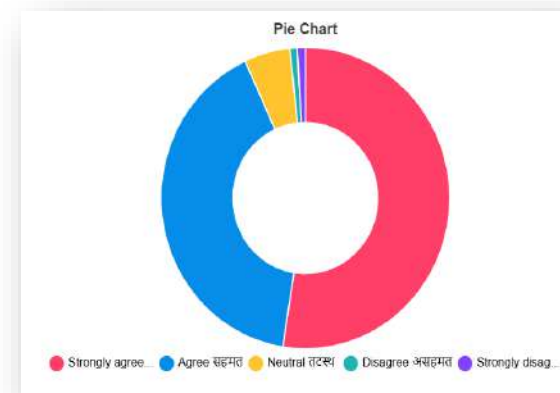
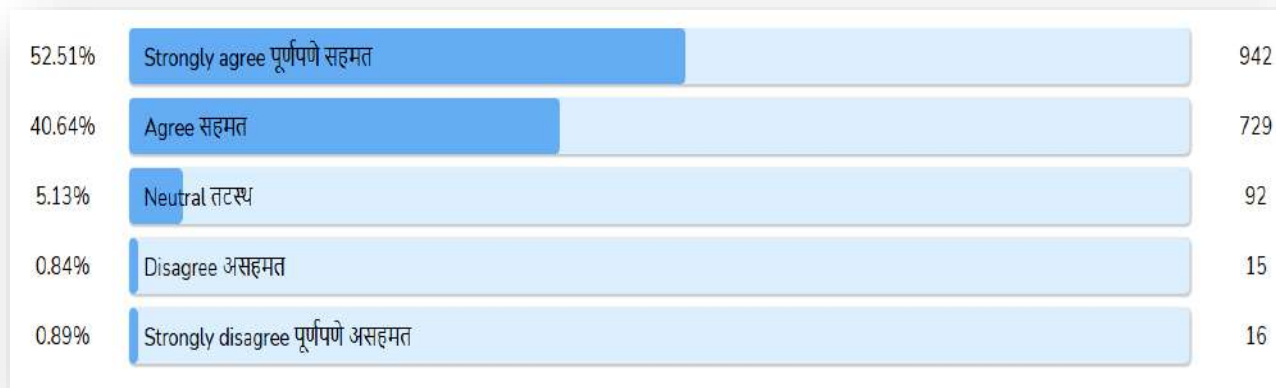
### Analysis:

While replying to the use of ICT Tools by teachers, nearly 83% students have replied that their teachers do make use of these resources. But what could be a cause of worry is that in spite of being a COVID Pandemic year, 6.80% students reported that only 30-49% teachers make use of the ICT tools while for the lowest choice 10.31% students reported that less than 29% teachers make use of ICT tools such as LCD Projectors and multimedia etc. This warrants an intervention as a significant portion of students have given an alarm. Especially during covid pandemic all the teachers had to resort to online classes and digital classrooms. In spite of this, if a sizable chunk of students feel that the ICT Tools are either not used or not used effectively some remedial action is required.

### Recommendations:

It is recommended that Workshops on Effective Use of ICT Tools should be organized for teachers. Similarly, the teachers must be instructed to cover at least a certain portion of their syllabus, say 20%, using the ICT Tools.

## 20. The overall quality of teaching learning process in your college is very good?



### Analysis:

This question summarizes the entire responses and gives you an overall opinion about the Teaching Learning Process in the Institution. It is a pleasure to report that more than 93% students have reported that they Strongly Agree (52.51%) or Agree (40.64%) that Teaching Learning Process in the college is Very Good. Here, it must also be noted that a significant portion of 5.13% student chose to be neutral while a 0.84% disagreed and 0.89% strongly disagreed. It is evident that the college passing through the challenging times, on one hand we are changing the syllabi, exam pattern etc. under the Autonomous College Regime and on the other hand there is this challenge of COVID before humanity.

### Recommendation:

It is recommended that the college authorities should rethink about the entire Teaching Learning Process, Course and Programme Outcomes to deliver quality education. Multipronged strategy should be adopted to make the TLP more fruitful based on recommendations given above.



## 21. Suggestions to improve overall teaching learning experience in your college

### Analysis Of Suggestions Made By Students To Improve Overall Teaching Learning Experience

#### Attendance:

- ❖ Students have suggested that attendance must be made compulsory and for ensuring attendance in Arts stream, **practicals should be introduced in Arts Curriculum** as they are an established practice in Commerce and Science streams.
- ❖ Similarly, for ensuring attendance digital attendance must be taken.
- ❖ The college should promote attendance, sincerity and importance of self-study methods.

#### Suggestions About Teaching Staff

- ❖ Experienced teachers should take lower classes.
- ❖ College should appoint experienced staff.

#### Student Teacher Interaction and Teaching-Learning Process

- ❖ The students have suggested that teaching-learning should be an interactive process requiring active participation of teachers and students. It should be an interactive process.
- ❖ Students have suggested that teachers should ask probing questions to check the conceptual understanding of the students.
- ❖ It is suggested that doubt clearing sessions should be kept after completion of every chapter. Teachers should focus on giving more than what is there in syllabus.
- ❖ Teachers should make special efforts to make teaching-learning a participative by making effective use of projects, assignments and interactive learning methods.
- ❖ The students should be given application based assignments where they would be required to use the conceptual knowledge which they have learnt in the class.

- ❖ Good quality notes should be made readily available on the website of the college because textbooks are not available for the syllabus under the autonomous regime.

### **Use of Modern Teaching Aids**

- ❖ A number of students have suggested that classrooms should be equipped with modern methods of teaching such as digital boards, Collar Mikes, LCD Projectors.
- ❖ Students have demanded that there should be multimedia classrooms for improving the learning experience.

### **Student Mentoring Programme**

- ❖ It is suggested that the college must identify the Weak and Advanced Learners every year based on their past academic achievements, interviews and interactions.
- ❖ For weak students suitable guidance and assistance should be provided to such students through remedial coaching and by assigning such students to mentor teachers.
- ❖ Advanced Learners should be provided higher learning opportunities through collaborations and student exchange programmes, by participating in various project based academic competitions like '**Avishkar**'.

### **Student Support Services and Facilities:**

- ❖ Many male students have suggested that there should be a separate Common Room for Boys equipped with basic facilities.
- ❖ Considering the large number of students in the college, the students have suggested that enough space with benches and tables should be provided for eating tiffins.
- ❖ As the college is around 2 kilometres from college and there is no shared auto rickshaw service on this route, the students have suggested that the college should have its own electric buses which could be used for multiple purposes.

### **Internship, Collaborative Learning and Placement**

- ❖ It is heartening to note that the students have shown great deal of maturity in demanding that college should make available the opportunities of internship which will foster participative and Collaborative Learning.
- ❖ Hence, it is suggested that college should sign MoUs with industries in the nearby area to make the internship opportunities available to at least final year student at UG and PG Level.

### **Soft Skill Development Programme**

- ❖ The students have expressed satisfaction over the Soft Skill Development Programme which is conducted by the college.
- ❖ It is suggested that **Spoken English Workshops, Personality Development, Workshops, Interactions with Motivational Achievers** should be organised occasionally to boost the confidence of the students.

### **Library- The Knowledge Resource Centre**

- ❖ Knowledge Resource Centre-Library, plays an important role in developing the culture of self learning.
- ❖ It is strongly suggested that the library should be equipped with the best possible reference books, books for competitive examinations and Journals.
- ❖ Occasional Programmes should be organized for teachers and students by library for creating awareness about online resources like INFLIBNET, National Digital Library, and NPTEL.
- ❖ Most importantly, it is suggested that the college must ensure that peaceful reading rooms are made available for students. This will add a great deal in creation of academic culture in the college.
- ❖ Students have suggested that timings for the Reading Hall should be significantly increased.
- ❖ Silence should be maintained in the Reading Hall.

### **Cultural Activities and Extra Curricular Activities**

- ❖ Considering the near house based learning in last one and half year the importance of Cultural Activities is highlighted in students suggestions.
- ❖ A number of students suggested that there should be a Cultural Activities Committee which should have a yearlong calendar of events such as **Public Speaking Workshops, Drama Club, Elocution and Debates Committee** etc.
- ❖ Further the students suggested that on most of the occasions the students should be encouraged to work as Anchors and Organisers for various activities being conducted in college.
- ❖ Allowing student to take lead in organisation of small interactive debates, informal discussions on social topics, activates would help a great deal in this regard.

### **Sports**

- ❖ The students demanded that there should be two **open gymnasiums** in the sports ground (separate for Boys and Girls) which should be open and free for all the students.
- ❖ **Intra-College Indoor and Outdoor competitions** should be organised in Winters to promote the sports culture in the college.



*Your Opinion  
Matters!*