

# Student Satisfaction Survey



**STUDENTS SATISFACTION SURVEY 2022-23**

**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:**

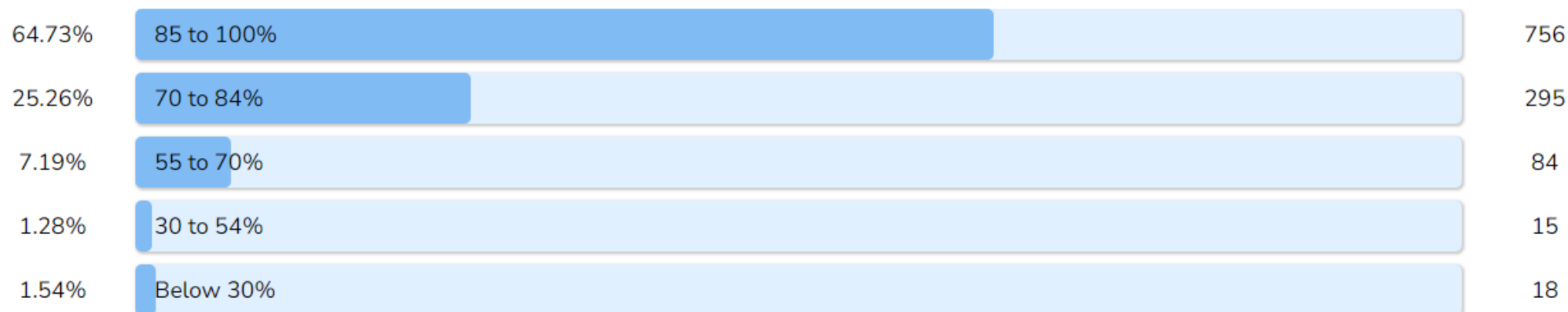
Our college too, has been conducting such surveys over the years. One special thing about the survey this year is that for the second time **the entire survey is conducted online without wasting even a single piece of paper. A total of 1168 students participated in the Survey.** The survey was done using the Google Form and the links of the survey were shared with students through the Whatsapp Groups and using Telegram Group for students. 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 responses for the last two or three options (based on questions) 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 2022-23 are presented below:

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



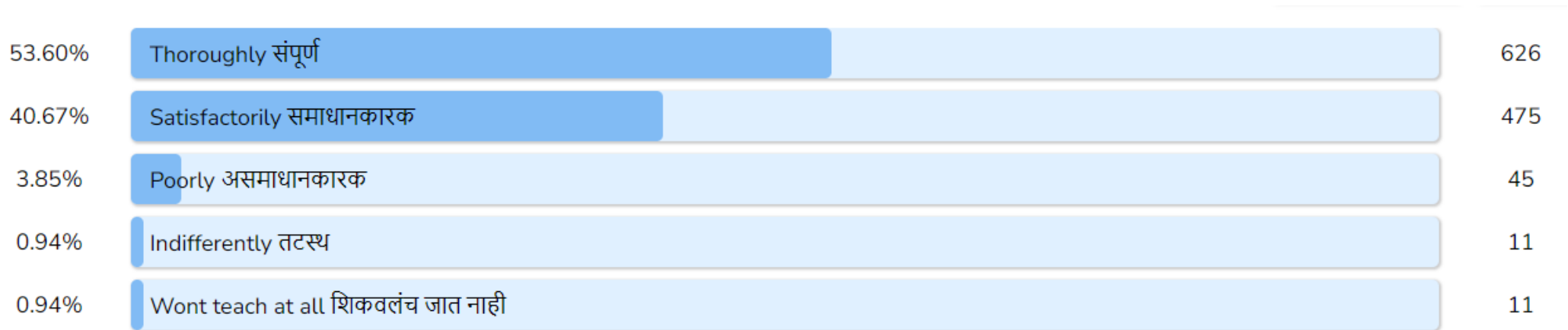
### **Analysis:**

Syllabus coverage is the core of Teaching Learning Process and more than 90% (less than 2% before previous year) students have confirmed that more than 70-84% syllabus is covered in the class. Considering that this was the first full academic year after COVID Pandemic the students' responses produce a positive picture. Less than 3% students reported that less than 30% of the syllabus was covered. This can be ignored as per the methodology.

### **Recommendation:**

*Considering the data for the year, it is recommended that the practice of collecting Syllabus Completion report should be started by each department from Each Teacher for Each Class they are teaching. The format for such report should be provided by the IQAC. Such formats should be collected from each Teacher for each subject he teachers and these formats should be jointly signed by the teacher and the Class Representatives.*

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



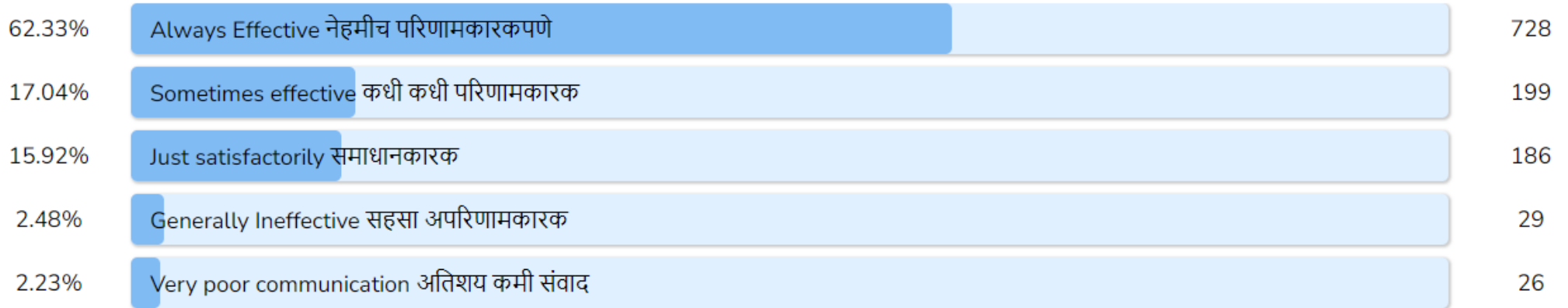
### Analysis:

Here, it is heartening to note that in spite of having a huge sample of 1168 respondents, more than 94% students have reported that the preparation of teachers for the class is satisfactory. However, more than 5% students have reported their dissatisfaction and this is a cause of concern. Students are the best observers and the replies to the question on preparation of teachers are a testimony to it. Though 94% students have given positive reply ywt it is felt that the voice of the remaining 6% needs to be heard.

### Recommendation:

Considering this it is suggested that Heads of the Department should have informal meetings with the students to assess about what they feel about the preparedness of the teachers for the class and what their expectations are. Similarly, it is suggested that a workshop on teaching learning method should be organised in the college.

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



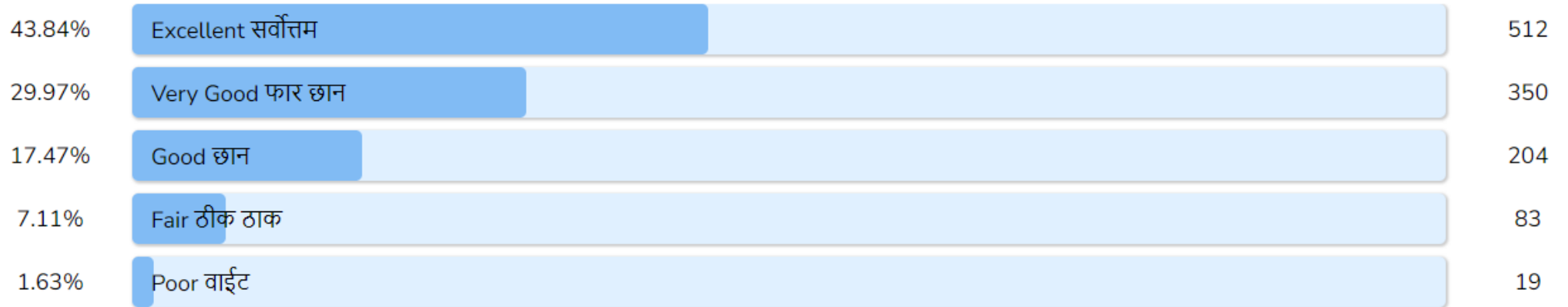
#### Analysis:

It is heartening to note that more than 62% students have confirmed that teachers from the college are always effective in communicating with the students. And less than 5% have reported that teachers are either ineffective or their performance is poor in communicating with the students. 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:

Considering above, it is suggested that there is need to improve communication with the students. For this trainings in the form workshops for making teaching learning more interactive should be organized in the college so that a large number of teachers and ultimately the students benefit from it.

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



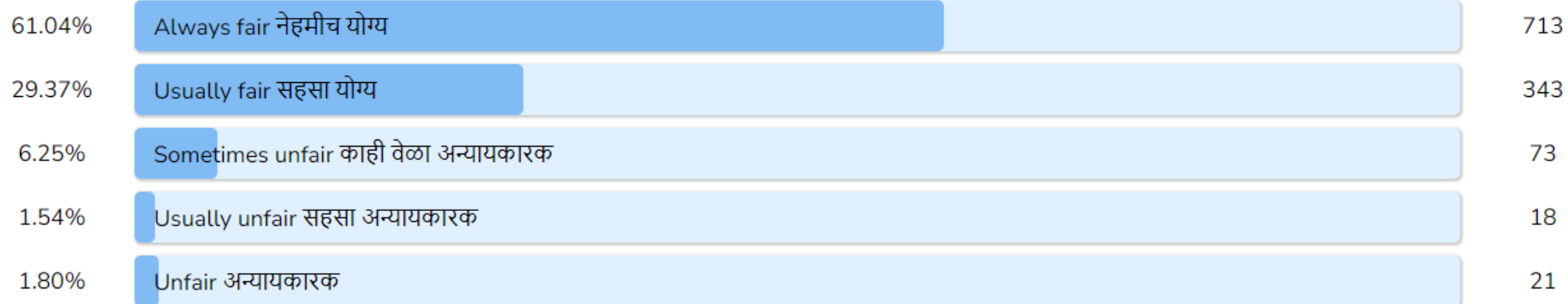
#### **Analysis:**

Nearly 93.3% of the students have expressed that the teachers approach towards teaching is either Good(17.47%), Very Good (29.97%) or Excellent (43.84%). 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



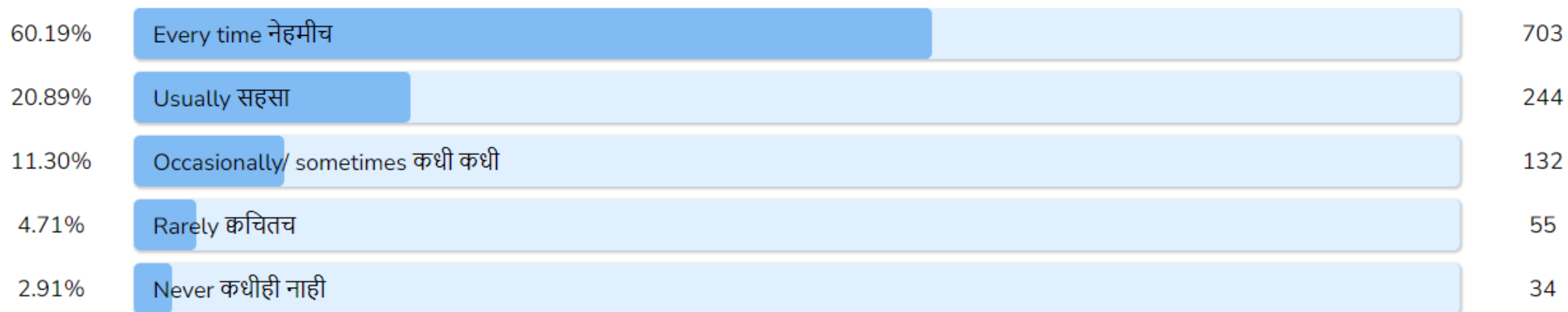
### Analysis:

The data reveals that more than 61% students feel that the internal evaluation is always fair and just more than 29% feel that it is usually fair. This is really commendable considering the huge number of respondents. However, what could be cause of worry is the fact that 6.25% feel that it is sometimes unfair, 1.54% feel that it is usually unfair and 1.80% feel that internal evaluation is unfair. Though the last to responses are less than 5% still the number of 6.25% students who feel that the internal evaluation is sometimes unfair cannot be ignored. Hence, following suggestion is made in this regard.

### Recommendation:

For making the internal evaluation fair and transparent, it is suggested that the matter should be discussed by the Deans of various faculties. Alternatively, It is suggested that the practice suggested and initiated by each department to place a grievance box should be continued and students should be encouraged to use this box anonymously to convey their grievances regarding the teaching learning process in the departments.

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



### Analysis:

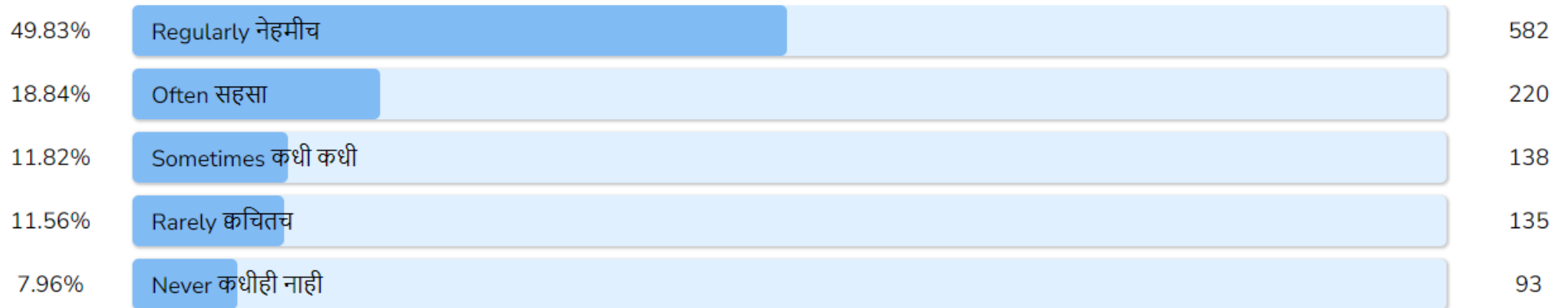
The data shows that more nearly 60.19% students have reported that their performance in the assignments is discussed with them every time, 20.89% say that it is usually discussed. This is fair. But remaining students feel that their performance is only occasionally discussed (11.30%), rarely discussed (4.71%) and never discussed (2.91%). This is noteworthy. Hence, following recommendation is made.

### Recommendation:

It is recommended that teachers should be instructed to keep proper records of the assignments given, their completion status etc. The performance of the students in the assignments must be discussed with students and the marks secured by students in the internal assignments should be conveyed to the individual students.



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



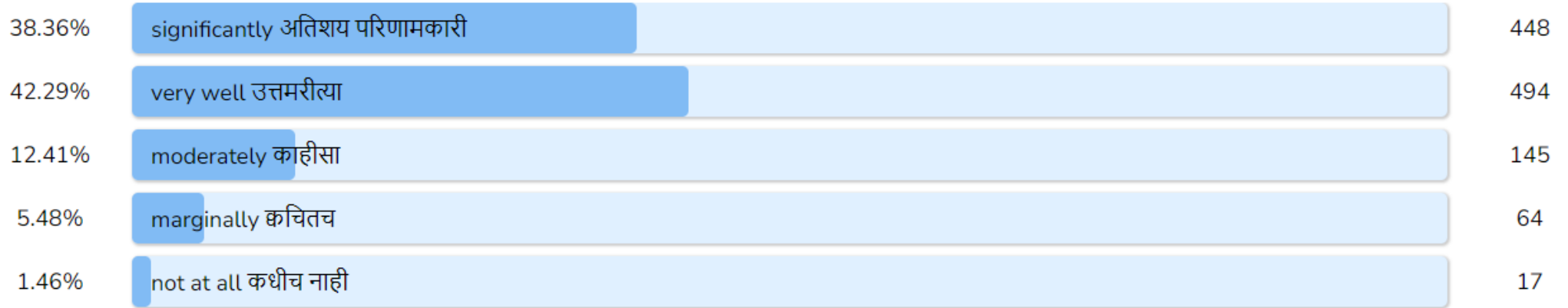
### Analysis:

Nearly 69% students have expressed satisfaction over the promotion of internship, student exchange, and field visit opportunities. There is slight decline in this aspect over previous year. 11.82% students feel that such opportunities are available only sometimes, 11.56 feel that such opportunities are rarely available while 7.96% have replied that such opportunities are never available. Considering the high percentage of students

### 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. Similarly, college should try to promote such opportunities for the students especially from the Humanities subjects where little opportunities of internship, field visits are currently available.

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



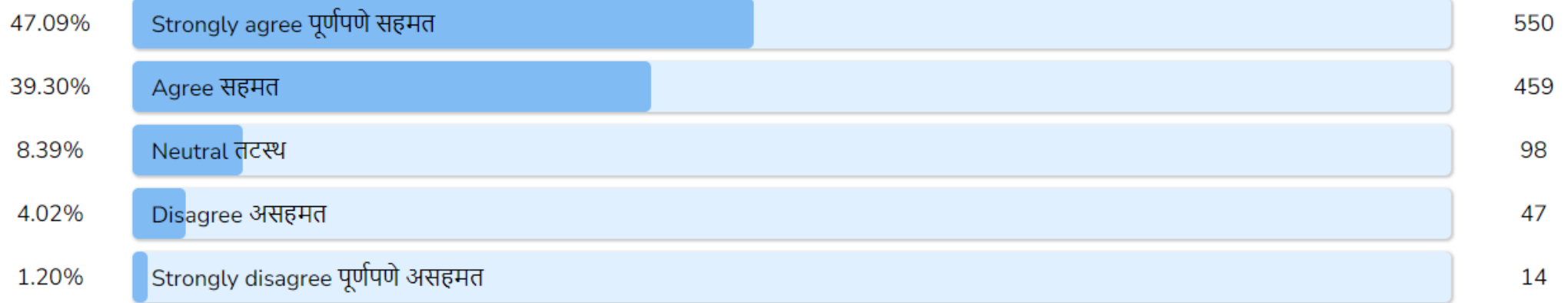
### Analysis:

More than 81% students have expressed satisfaction over the contribution of mentoring process in cognitive social and emotional growth. 12.41% respondents feel that mentoring helps moderately. While, 5.48% students thought that this process helps them marginally and 1.46% thought that this process doesn't help at all. Considering this following recommendations are made.

### Recommendation:

Teachers and students should be guided on the methodology and importance of mentoring process. The role of mentors, how it acts as a support and encouragement system, such issues should be displayed through posters outside each departments. Similarly, list of mentors and mentees should be displayed on departmental notice boards and it should be available with the Head of the Departments.

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



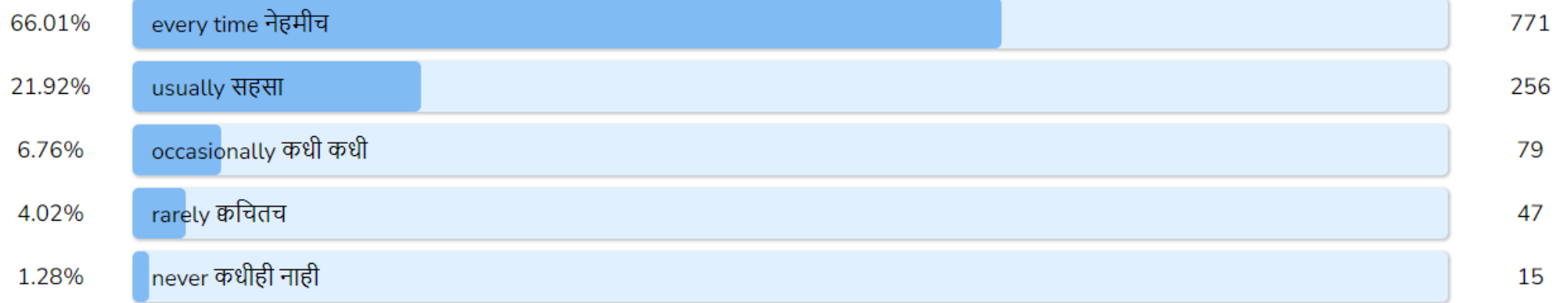
### Analysis:

More than 86.39% students have shown their satisfaction that the college provides multiple opportunities to learn and grow. 8.39% are Neutral, nearly 4.02% Disagree and 1.20% Strongly Disagree with the statement that the college provides multiple opportunities to learn and grow.

### Recommendations:

Considering the replies it is suggested that though the college is organising a number of workshops, training programmes and placement drive, they are not being well advertised and the students are not participating in these programmes in large numbers. Hence, it is suggested that opportunities to learn and grow should be well advertised.

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



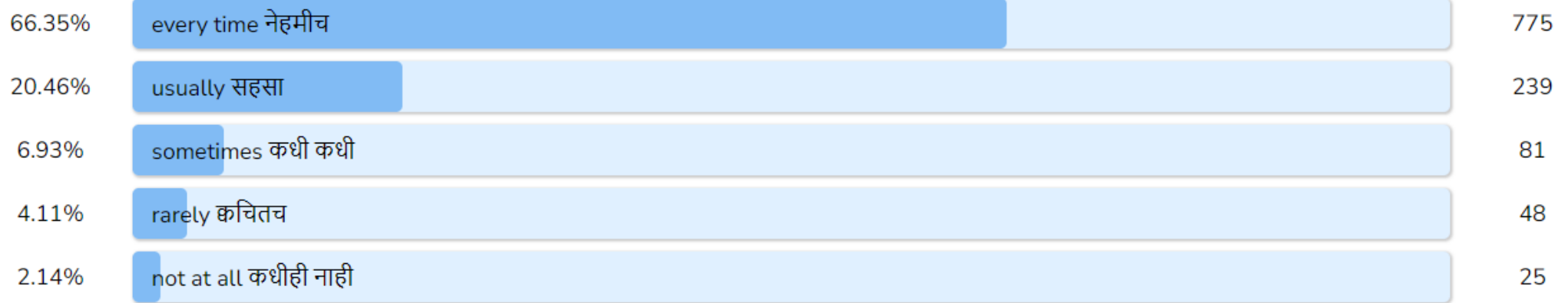
### Analysis:

More than 87% students have shown their satisfaction that their teachers identify their strengths and weaknesses. While 6.76 feel that their teachers identify their strengths occasionally. And just over 5% feel that their strengths are rarely or never identified. This by any count 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-



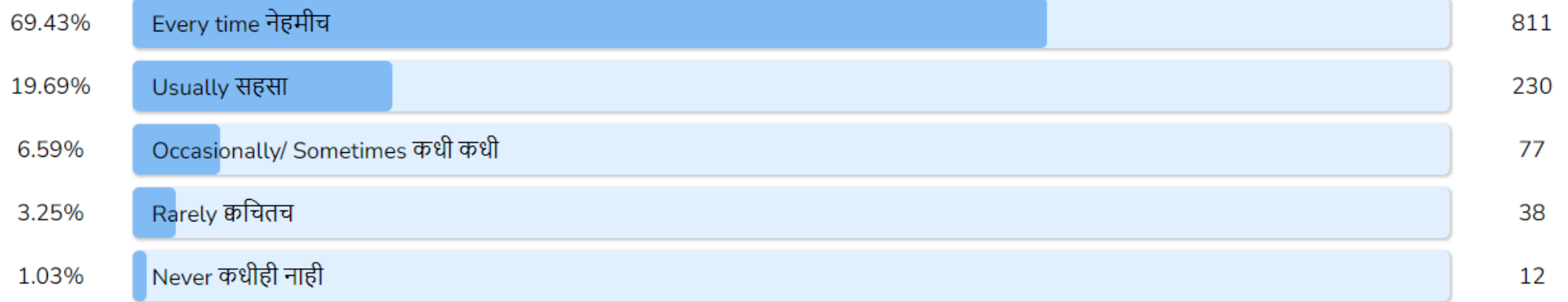
### Analysis:

More than 86% students have responded that their mentor does the necessary follow up, 6.93% think it is done only sometimes. 4.11% think it is done rarely while 2.14% believe it is never done. Following the methodology the follow up of the mentors is sufficient and hence no recommendation in this regard is done.

### Recommendations:

Considering the replies no recommendation is made.

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



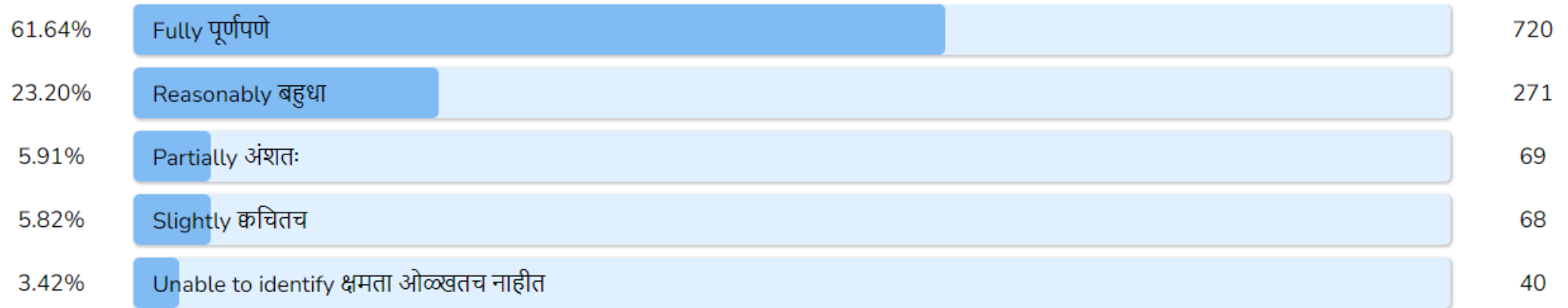
### Analysis:

More than 90% students feel that their teachers illustrate the concepts through examples and application. 6.59% feel it is done occasionally. While those who think it is done rarely (3.25%) or it's never done (1.03%) are less than 5% of the total respondents. Hence, it is concluded that the teachers are making use of examples and application for illustrating the concepts.

### Recommendations:

Considering the replies no recommendation is made.

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



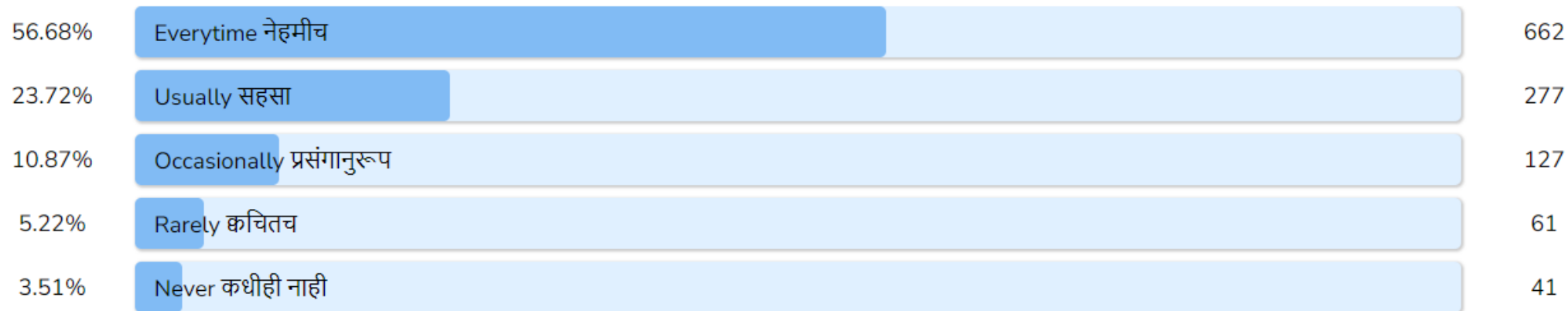
#### Analysis:

More than 84.84% students have shown their satisfaction that their teachers identify their strengths and weaknesses. While 5.91% feel that their teachers identify their strengths only partially. While 5.91% feel that their strengths are slightly identified and 3.42% feel that their strengths are not identified at all by their teachers.

#### Recommendations:

It is suggested that the practice of conducting SWOT or SWOC analysis, suggested in previous year, should be continued vigorously. Teachers should be trained to conduct such analysis.

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



### Analysis:

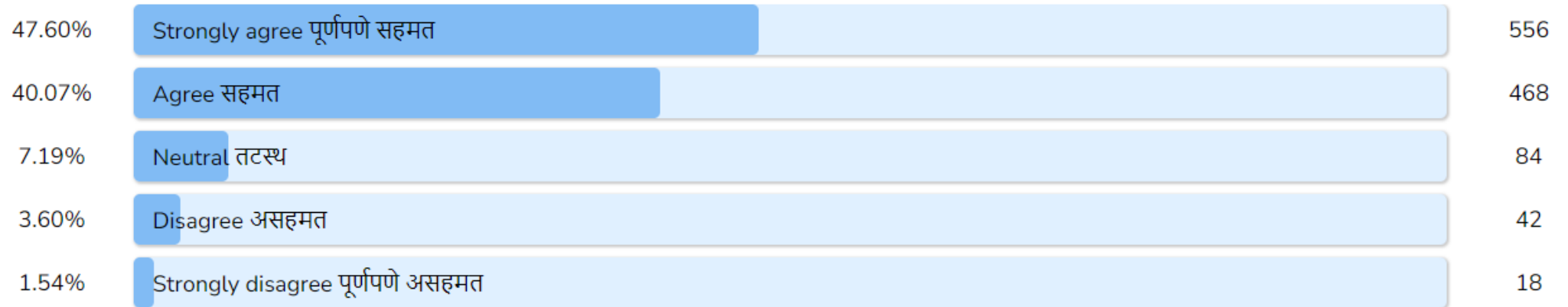
As many as 56.68% students Strongly Agree, 23.72% Usually Agree and 10.87% think that their teachers are able to identify their weaknesses only Occasionally and help them overcome them. It means that 91.27% students are aware and satisfied about the process of identification of weaknesses and suggesting remedies to overcome them. But still 8.73% students have responded that their teachers only Rarely (5.22%) identify their weakness while the remaining 3.51% feel that their teachers Never identify their weaknesses. This is noteworthy considering the fact that the college has a well established Weak and Advanced Learners Programme as well as the Student Mentoring Programme.

### Recommendations:

This leads us to suggest 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-



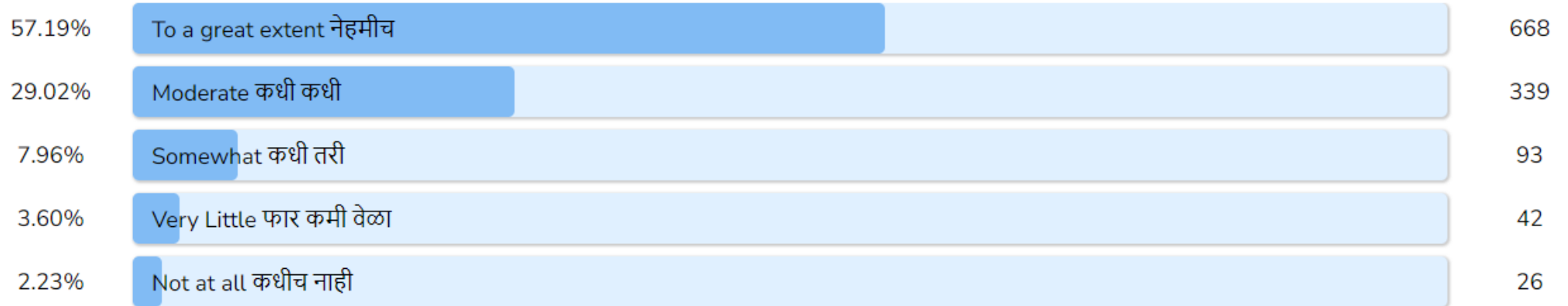
### Analysis:

An overwhelming majority of 87.67% admit that college makes efforts to engage students in monitoring, review and continuous quality improvement of the teaching learning process. Only 5.14% students disagree or strongly 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-



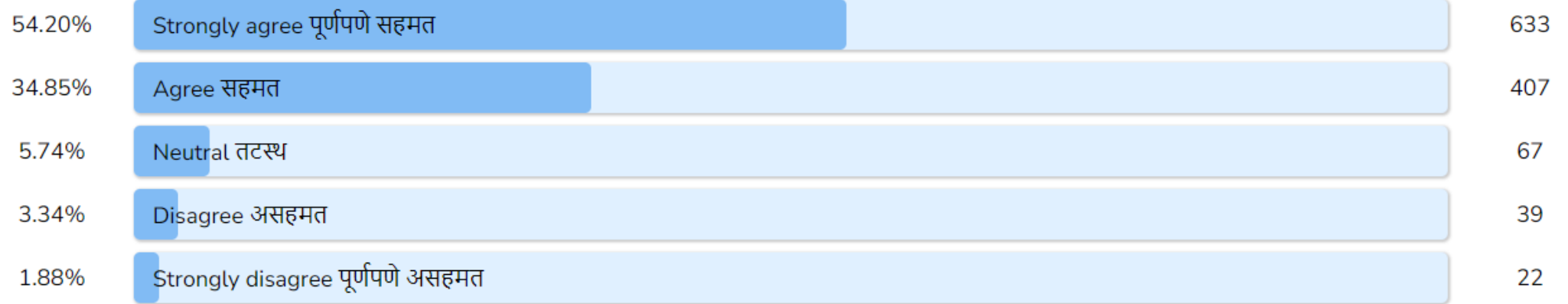
### Analysis:

One of the important questions in TLP is that whether student centric methods are being used to enhance the learning experience of the students. While replying to this question 57.19% (64.47% in previous year) student responded that teachers are making use of such methods to a great extent and 29.02 thought that moderate use of these methods is done. Whereas as 7.96% thought that only somewhat use of these methods is being done. Only 3.60% (Very little) and 2.23% (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. As suggested earlier, workshops should be organized on the subject.

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



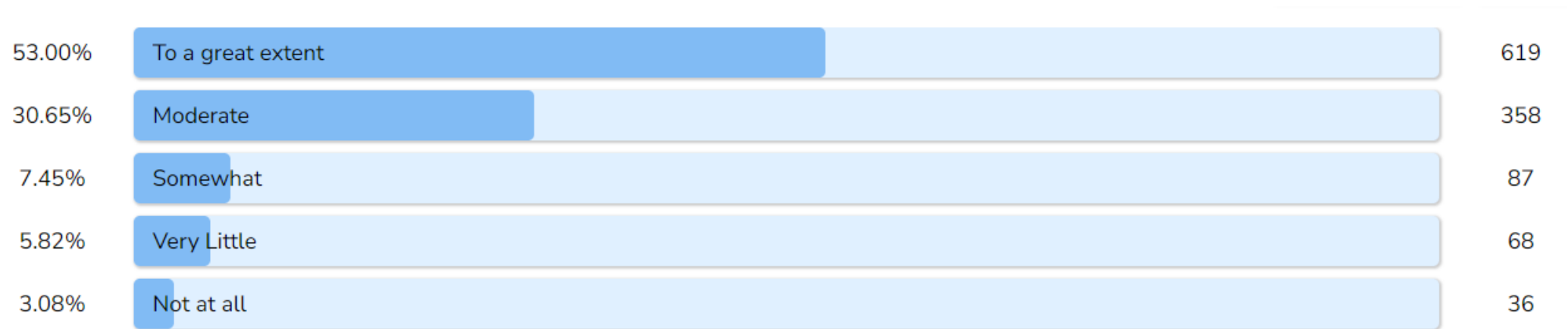
### Analysis:

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 and Sports etc. Regarding this, it is heartening to note that an overwhelming majority of students (more than 89%) have positively reported that their teachers encourage them to take part in such activities. Efforts of the teachers in this regard are commendable.

### 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-



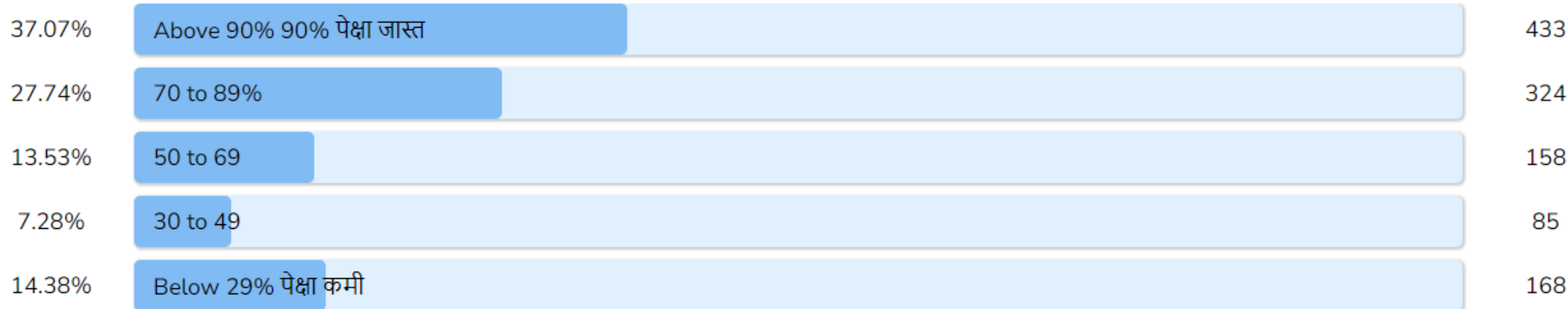
### Analysis:

More than 53.00 (57.77% previous year) students feel that the college is doing enough to inculcate the soft skill, life skills and employability skills. But the remaining 47% 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. Soft skill and employability skills workshops should be organized for final year students at graduation and post graduate levels.

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



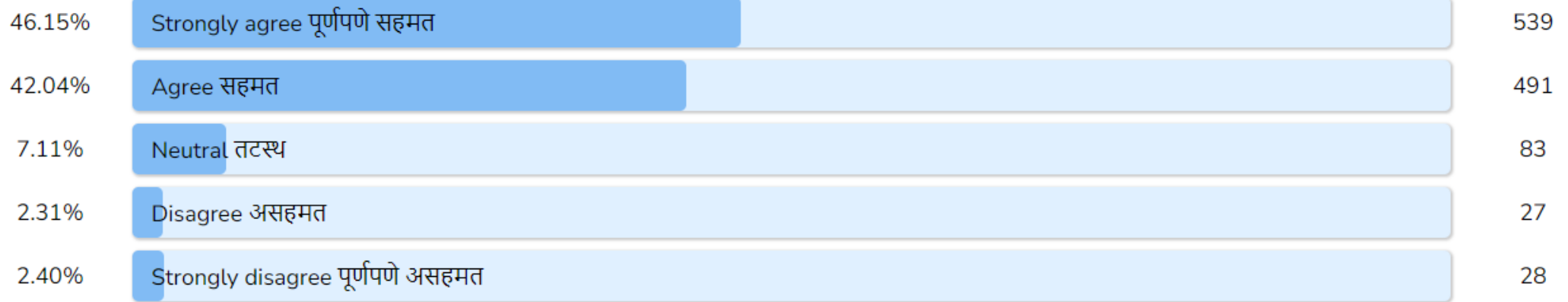
### Analysis:

While replying to the use of ICT Tools by teachers, nearly 78.34% students have replied that their teachers do make use of these resources. But what could be the cause of worry is that 7.28% students think that only 30-49% teachers are making use of ICT Tools while whopping 14.38% respondents feel that the less than 29% teachers are using ICT Tools and multimedia while teaching. This warrant an intervention as a significant portion of students has 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 then remedial action is required.

### Recommendations:

The above analysis underlines the need to increase the use of ICT Classrooms in the college. College has created many ICT Classrooms. Considering this it is suggested the hardware and software availability in the departments should be overhauled. Teachers should be encouraged to use different ICT Tools while teaching.

## 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. More than 88.19% students have reported that they strongly Agree (46.15 %) or Agree (42.04%) that Teaching Learning Process in the college is Very Good. Here, it must also be noted that a significant portion of 7.11% student chose to be neutral while a 2.31% (0.84%) Disagreed and 1.26% (0.89%) Strongly Disagreed. It is evident that the overall quality of the teaching learning process is vetted by the majority. Yet, the discontent and disagreement is rising. Considering this following suggestions are made.

### Recommendation:

It is recommended that the college authorities should rethink about making the Teaching Learning Process more inclusive, encompassing the views of all the stake holders.

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

### Important Suggestions made by students to Improve Overall Teaching Learning Experience

<b>Teaching Learning Process Related</b>
❖ Interactive and Participative Teaching
❖ Improving the communication with students
❖ Well equipped Laboratories
❖ Lectures should be conducted on time
❖ Chalk and Talk method should be effectively practiced
❖ Written Notes, study material and question banks should be provided for each paper as the textbooks are not available for the syllabus of the autonomous college
<b>Teacher Related Suggestion</b>
❖ More experienced staff should be appointed
<b>Student Support</b>
❖ Field Visits, Industrial Visits, On job trainings should be organized for each faculty courses
❖ Student Exchange programmes should be organized
<b>Exam Related</b>

❖ Internal Evaluation should be fair and impartial

❖ Surprise Tests should be taken to improve attendance

❖ Assignments, Practicals, Projects and Tests should be concluded 15 days before exams

❖ Exam rechecking and revaluation should be quick

### **Classroom and Campus Related**

❖ Use of digital teaching aids and increasing the number of ICT Classrooms

❖ Clean Classrooms

❖ Clean Washrooms

❖ Increase Dustbins in Classrooms and Campus

❖ Junior College students shouldn't be allowed to overstay in senior college

❖ More efforts should be taken to maintain discipline in the campus

❖ ST Bus service from bus stand to college should be started

### **Placement Drives and Placement Support**

❖ Placement Drives should focus on real industry jobs instead of Sales and Marketing Jobs

❖ Design Employment Orientated Syllabus

### **Knowledge Resource Center Related**



❖ Library and Reading rooms must have peaceful environment

❖ Reading Rooms, especially reading rooms for girls should open at 8 o'clock

❖ Book borrowing duration should be increased from the current one week period

### **Administrative Support Services**

❖ Most of the fees should be taken at once at the time of admission

❖ Exam and Course Fees should be reduced

❖ Authorities should think about the financial conditions

❖ All facilities related to Admission should be provided at one place


❖ Administrative staff should be polite with the students

### **Students participation in decision making**

❖ Students and their representatives should be involved in the decision making process



  
**Coordinator**  
Internal Quality Assurance Cell  
Tuljaram Chaturchand College of  
Arts, Science and Commerce,  
Baramati (Pune)-413102

  
**Principal**  
Tuljaram Chaturchand College  
Baramati



*Your Opinion  
Matters!*