Student Satisfaction Survey 2019-20

TULJARAM CHATURCHAND COLLEGE OF ARTS, SCIENCE AND COMMERCE,

BARAMATI-413102, DIST. PUNE

Prepared by

Student Satisfaction Survey Committee

Prof. Krushna Kulkarni (Chairman)

Dr. Ajey Dhawale

Prof. Vilas Kardile

Prof. Dipali Anpat

Prof. Chandrakant Swami

Prof. Sandip Kakade

Prof. Jayendra Rane

Prof Dhawal Doshi

Student
Satisfaction
Survey

Strongly agree
Agree
Disagree
ly disagree

WE ASK
YOU TELL US
WE ACT!
HPU LIBRARIES - STUDENT SURVEY - 2019

About Student Satifaction Survey

The Student Satisfaction Survey is a compulsory activity under the NAAC Accreditation process. This survey focuses mainly on the Teaching Learning Process which 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 assessment and quality imprrovement process.

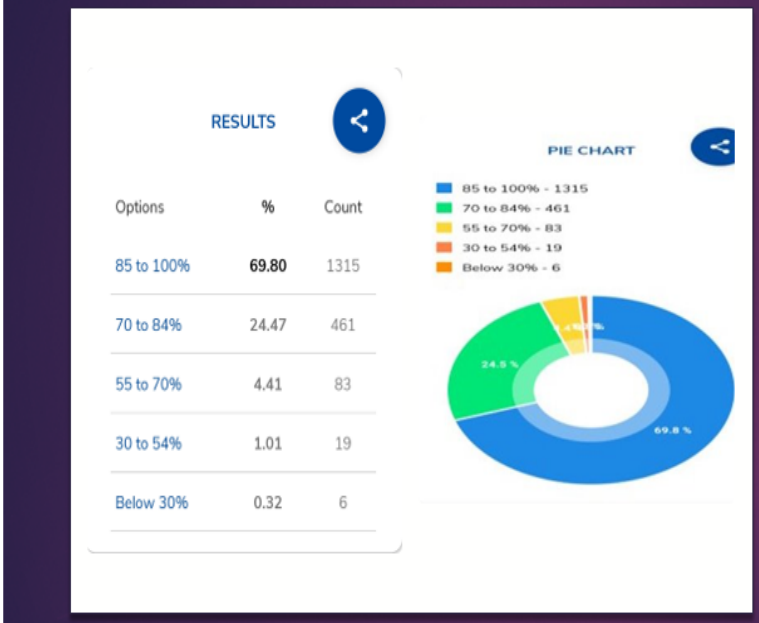
Methodology:

Our college too, has been conducting such surveys over the years. One special thing about the survey this year is that this time the entire survey is conducted online without wasting even a single piece of paper. Besides the as many ***as 1884*** *students from the entire population of* ***6200*** *students have participated in the survey. The survey was done using the Googe Form and the links of the survey were shared with students throgh the Whatsapp Groups, text messages and emails. Without any coarsing or promting a huge number of students have responded to the survey.*

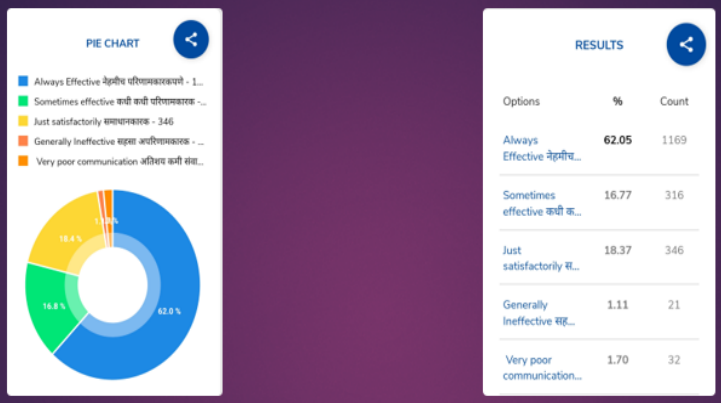
The college will try to make the process of Teaching and Learning more inclusive by encouraging more and more students to participate in this survey.

The findings:

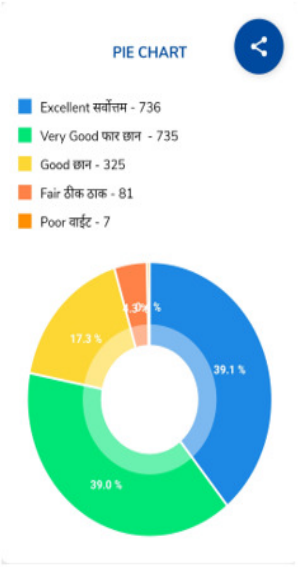
The findings of the survey were discussed by the committee members along with IQAC and the findings resulted in a set of suggestions which are given at the end of the report. ***The suggestions were conveyed to the college authorities so that they are converted into actionable inputs in the academic planning for the next year.***



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



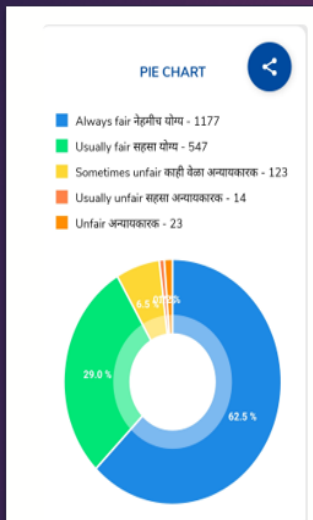
3. How well were the teachers able to communicate?



RESULTS

Options	%	Count
Excellent सर्वोत्तम	39.07	736
Very Good फार छान	39.01	735
Good छान	17.25	325
Fair ठीक ठाक	4.30	81
Poor वाईट	0.37	7

4. Teachers approach to teaching can be best described as



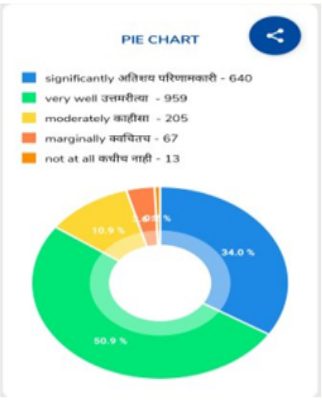
RESULTS

Options	%	Count
Always fair नेहमीच योग्य	62.47	1177
Usually fair सहसा योग्य	29.03	547
Sometimes unfair काही वेळा ...	6.53	123
Usually unfair सहसा अन्यायकारक	0.74	14
Unfair अन्यायकारक	1.22	23

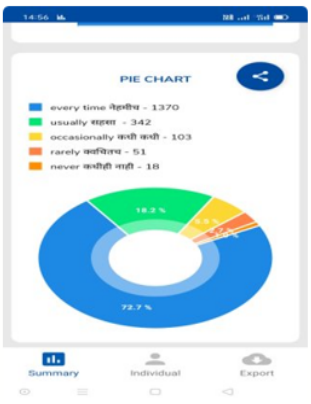
5. Fairness of the internal evaluation process by the teachers.

6. Was your performance in assignments discussed with you?

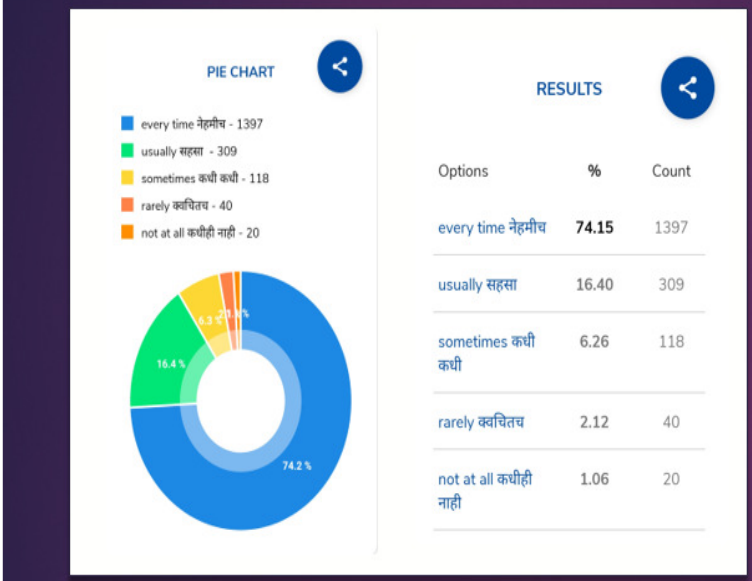
7. The Institute/College takes active interest in promoting internship, student exchange, field visit opportunities for students.



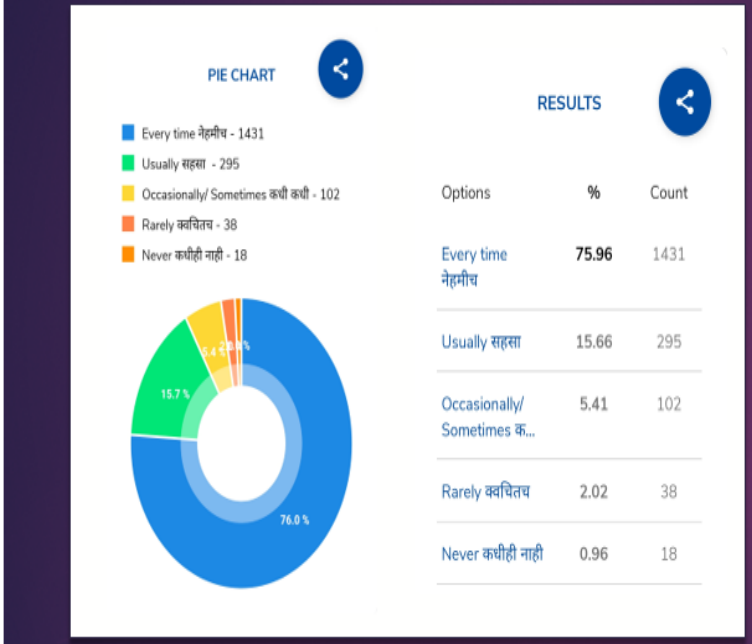
8. The Teaching and Mentoring process in your college facilitates you in cognitive, social and emotional growth.



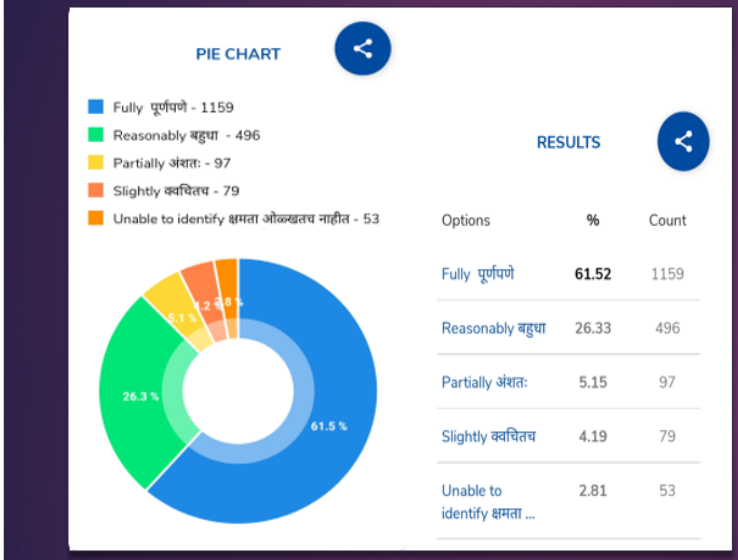
10. Teachers inform you about your expected competencies, course outcomes and program outcomes.



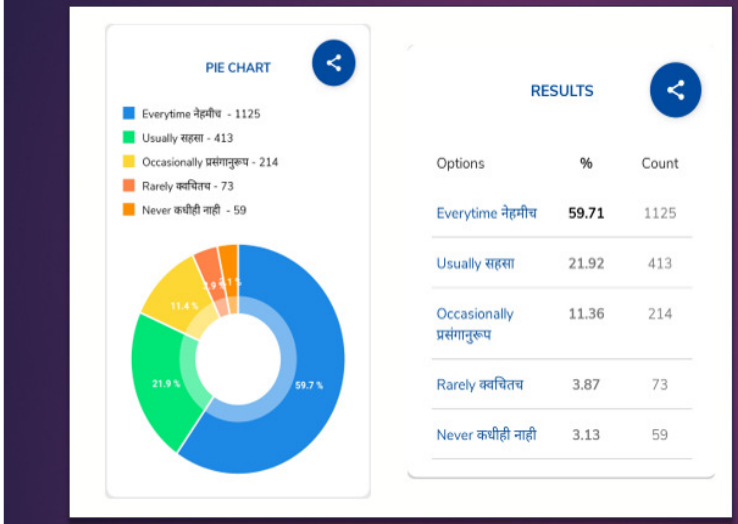
11. Your mentor does a necessary follow up with an assignment task to you.



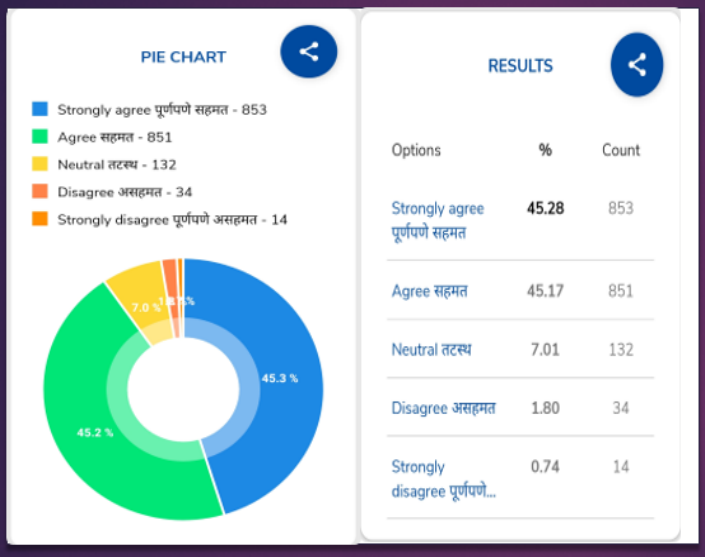
12. The teachers illustrate the concepts through examples and applications.



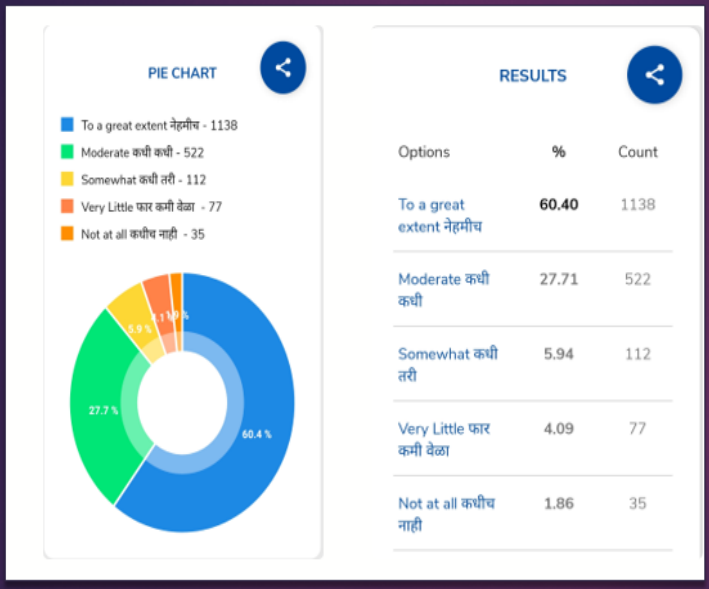
13. The teachers identify your strengths and encourage you with providing right level of challenges



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

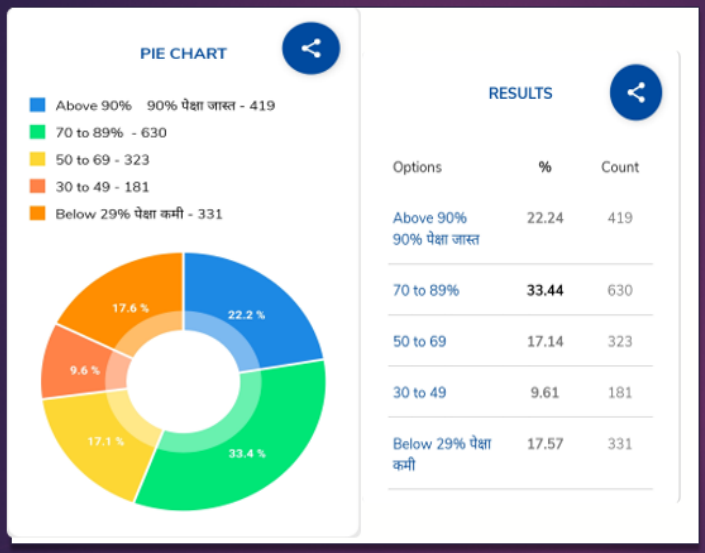


15. The college makes efforts to engage students in monitoring, review and continuous quality improvemen t of the teaching learning process.

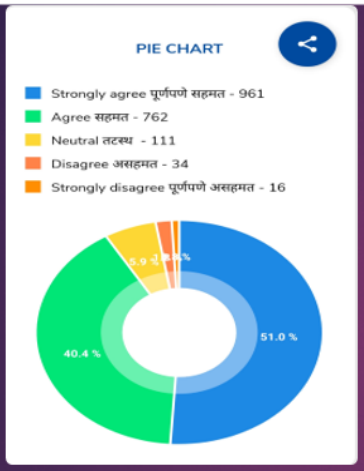


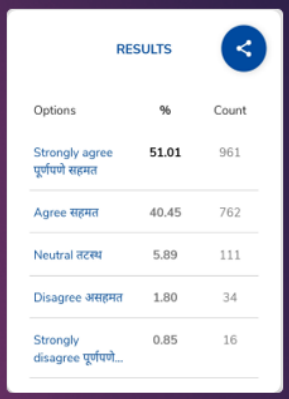
16. The college/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learining experiences.

17. Teachers encourage you to participate in extra curricular acitivites



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 college is very good.

21. Give three suggestions to improve overall teaching learning experience in your college.

- Bus Service from Bus Stand to College
- More use of ICT Methods like LCD Projectors, PPT, E-learning (Especially for Arts faculty)
- Courses for improving communication in English, oral presentations and
- Ensuring silence in classrooms and corridors
- Online study material
- Increasing the applicative value of syllabus, industrial visit, industrial collaborations for internship
- Guidance for professional courses like CA, CS
- Place for Eating tiffins, group activities
- Grievance redressal mechanism about teachers and teaching in every department
- Encourgaging students to participate in extra curricular activities

21. Give three suggestions to improve overall teaching learning experience in your college.

- Teachers should make use of reference books
- Doubt clearance sessions after completion of Chapters Teachers behavior towards students should be impartial
- Guest lectures on future career options
- Need of Silent Reading rooms, Separate reading rooms for girls
- Guidance on aptitude tests, Courses on Basic Computing
- Soft Skill Development Programme, Leadership Development Programmes
- Insistence on Regular attendance and note book completion
- Enough seating arrangements
- Giving freedom to excel in subject of choice

21. Give three suggestions to improve overall teaching learning experience in your college.

- Better and clean Toilet facilities, Drinking water facilities
- Use of mikes and speakers for better reach of teaching
- Annual Festivals for exihibiting talents of the students
- More instruments in labs, more emphasis on applicative use of knowledge
- Teachers should have command over language
- Use of group discussions
- Seating arrangements for students in campus
- Friendly behaviour with students
- Digital whiteboard
- ATM in campus
- Need of interactive learning methods to check the understanding of the students, two way communication

Suggestions Based on the Finding of the Survey

The findings of the survey were discussed at length in a meeting held in the month of June, 2020 with Dr. Yogini Mule, IQAC Cordinator and Prof. Ajit Telave, Vice Prinicipal. It was decided that corrective measures would be taken to remove the lacunae in the teaching learning process. Though, it's always good to have all the students expressing satisfaction over the overall teaching learning process in the college. Still, there is bound to be a section of student having different opinion. It was also decided that the following criteria would be followed to address the issues raised in the Student Satisfaction Survey:

% of replies	*Significance or Seriousness of Need of Corrective action*
If the combined total of bottom two replies is > 10%	***High***
If the combined total of bottom two replies is >5% but < 10%	***Medium***
If the combined total of bottom two replies is <5%	***Low***

The following suggestions are intended to serve as important policy inputs in planning the next academic session for the year 2020-21.

General Suggestions:

Inclusion of a Session on SSS in the Induction Programme

Considering the importance of the SSS, it was suggested by the committee members that a session should be included in the Annual Induction Programme and also in the Annual Camp of NSS to create awareness about the survey.

Organization of Soft Skill Development and Leadership Development Programme

Improving the classroom infrastructure

Many students have suggested in their remarks that more ICT enabled and Multimedia Classrooms should be made available. Especially in large classrooms, the students suggested that the facility of collar mikes and speakers should be made available.

Question specific suggestions

Question No.	Suggestions
1	Satisfactory remarks. The combined total of bottom three replies is < 5% .
2	Satisfactory remarks. The combined total of bottom three replies is < 5% .
3	It was suggested that the Teachers should be instructed to improve their communication with students by inviting suggestions and keeping special doubt clearing sessions after completion of each chapter. It was also suggested that teachers should also be instructed to have friendly relations with students so that they feel free to ask their doubts.
4	Regarding the Preparedness of the teachers for the class, it is suggested that teachers should give stress on giving updated subject related information to students

5 & 6	***Internal Evaluation:*** ✓ *It is recommended that every department should display the internal marks on the Departmental Notice Board and a line should be added in that display that if any student feels any sort of unfair treatment he can lodge a Grievance in the Grievance Record Register for Internal Evaluation.* ✓ *The Head of the Department should maintain and take requisite action on such complaints.*
7	***Promoting Internship, Student Exchange and Field Visit Opportunities*** ✓ *It was suggested by the committee that the Departments should utilize the Study Tour Funds available with the college under various Government Schemes but for this the Department must place their request with In charge of Excursions/Study Trip (Dr. Chitale Madam) in prescribed format. The Departments should also be compulsory suggested to include places of importance related with their subject in the Study Tours.* ***Internship and Student Exchange*** ✓ *The Departments should also be instructed to include the Internship in the Syllabi under the Autonomous Syllabus restructuring. And after inclusion, the Departments should take lead in making linkages for Internship and Student Exchange which would offer greater exposure for our students. The records of all such activities should be maintained and reported to IQAC.* ***Inclusion of Practicals in Arts Stream*** ✓ *After deliberating on the suggestion of the students, it was suggested by the committee members that Practicals should be included in the Arts faculty to improve employability, having close contact with the vocational openings and the industry and also to improve student's participation and attendance.*
8	***Teaching and Mentoring Process*** ✓ *Though the students have given positive remarks about the process, the committee felt that there was further scope for strengthening the mentoring process and making it more useful for the students.*
9	***The students have expressed their satisfaction about the***

	multiple opportunities that the college makes available for their academic growth.
10 *& 11*	***Awareness about the expected competencies, Course Outcomes and Programme Outcome*** ✓ *Considering that this is an important part of the curriculum, still the awareness about the Course and Programme outcomes in students lags behind the benchmark. Hence, all teachers are suggested that they must make use of this terminology in regular course of teaching of their subject. So that the awareness about these Course and Programme outcomes gets increased.*
12	***Students are satisfied about the about illustration of basic concepts***
13 *& 14*	***Identification of Strengths and offering challenges and Identification of Weakness and remedies for overcoming them*** ✓ *Considering the question and student's remarks, the committee suggested that the activity of conducting SWAC Or SWOT Analysis must be included in the mentoring process so that the duplication of the efforts is avoided. Besides this the mentor teachers will have a firsthand knowledge of the abilities of the students they are mentoring.*
15	***Engaging student in monitoring, review and continuous quality improvement*** ✓ *The committee suggests that teachers should assign more and more group activities. And the task of monitoring the progress should be given to the senior students studying in the successive class so that the students get engaged in a meaningful way.*
16	***Use of student centric methods, experiential learning, participative learning, problem solving methods*** ✓ *Though most of the students have expressed satisfaction about this, the committee suggests that for making education more relevant to real life problems the teachers should make use of group projects, field visits to syllabus related places, project methods in their teaching methodologies.*
17	***The students have expressed satisfaction over the extracurricular***

	activities in the college
18	***Soft Skill Programme*** ✓ *The committee recommends that each year Soft Skill Programmes and Entrepreneurship Programmes must be conducted and such soft skills programmes must be given wide publicity so that the students get awareness about this activity.* ✓ *Conduct of such programmes should be helpful for increasing the employability and entrepreneurship skills amongst the students*
19	***Use of ICT Tools*** ✓ *The committee suggests that the number of ICT Enabled Multimedia rooms should be increased.* ✓ *The details of Multimedia rooms available in college and procedure for their use should conveyed to teachers through the teachers Notice Board* ✓ *Committee members also suggested that an introduction programme for teachers should also be organized for teachers every year where they are acquainted with Facilities and Various Schemes functional in the college like RUSA, CPE, DBT, DST etc.*
20	***Bus Service*** ✓ *The committee deliberated the demand of students for starting a bus service from bus stand to college and back. But it was considered unviable in the present circumstances* ***Courses for improving communication*** ✓ *The demand for courses on Communication is expressed by many students. Hence, it was suggested that Certificate Course on Spoken English under the Padhega Bharat Abhiyan (which is already running successfully)should be advertised on a greater scale.* ✓ *The committee also suggests that separate workshops for improving the communication abilities of the teachers should also be organised.* ***Ensuring Silence in corridors*** ✓ *A number of students have suggested that college should take steps to ensure silence in the corridors while the lectures are going on. Hence, regarding this it is suggested that, except for the first lecture, students coming late to*

	the class should not allowed to enter the class. And two Security Guards should be posted on the floors to maintain silence in the corridors while the lectures are going on. ***Ensuring Silence in Reading Rooms*** ✓ *The students have suggested that many times the environment in the reading room is not silent besides this they also suggested that there should be separate reading rooms for Girls and Boys. Hence, the committee suggests that the current capacity of the reading rooms should be increased and separate reading rooms for Boys and Girls should be made available as lot of student have raised concern about this problem.* ***Guidance for CA/CS and other competitive examination*** ✓ *Many students, especially from the Commerce faculty suggested that the guidance for Competitive examination should be provided in the college campus. They suggested that detailed and continuous guidance for CA CPT, CS Foundation, Banking Services, SSC, MPSC and UPSC examinations should be provided within the campus. Hence, the committee suggests that the competitive examination center should try to initiate Coaching Classes for the competitive examinations.* ***Provision for eating places*** ✓ *The students have requested that the college should make provisions for eating places for girls and boys separately where drinking water should also be available. Regarding this the committee suggests that dining spaces in ladies and boys rooms should be upgraded and purified drinking water should be made available in boys and girls common rooms.* ***Grievance Redressal Mechanism*** ✓ *Many students have suggested that they there should be a Grievance Redressal Mechanism regarding teaching, exam related queries, internal evaluation related complaints. Regarding this the committee suggests that Every Department must maintain a Grievance Register and the information about such register should be conveyed to students on the student notice board of the department. The details of the person in-charge of that register should be displayed on the Departmental Notice Board.*

	✓ *The committee also suggests that the examination department of the college should also maintain such register.* ✓ *The committee also suggests that Departments should also install a Suggestion Box outside the Head of the Departments office where students would be free to write their complaints.* ✓ *Each department should be asked to submit the Annual Grievance Redressal Report to the IQAC. And it should be clearly mentioned that having complaints is fine and it is more important to solve these complaints.* ***Friendly Behavior with students*** ✓ *The committee suggests that teachers should have informal talks with students after lectures related to the studies so that they feel free to share their problems.*

Highlight of the survey
It's a paperless survey. The survey was conducted online and it is heartning to bring it to notice of the readers that the entire survey of 1884 students was done without printing a single piece of paper