

# Student Satisfaction Survey



**STUDENTS SATISFACTION SURVEY 2021-22**

**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 assessment and quality improvement process.

### **Methodology:**

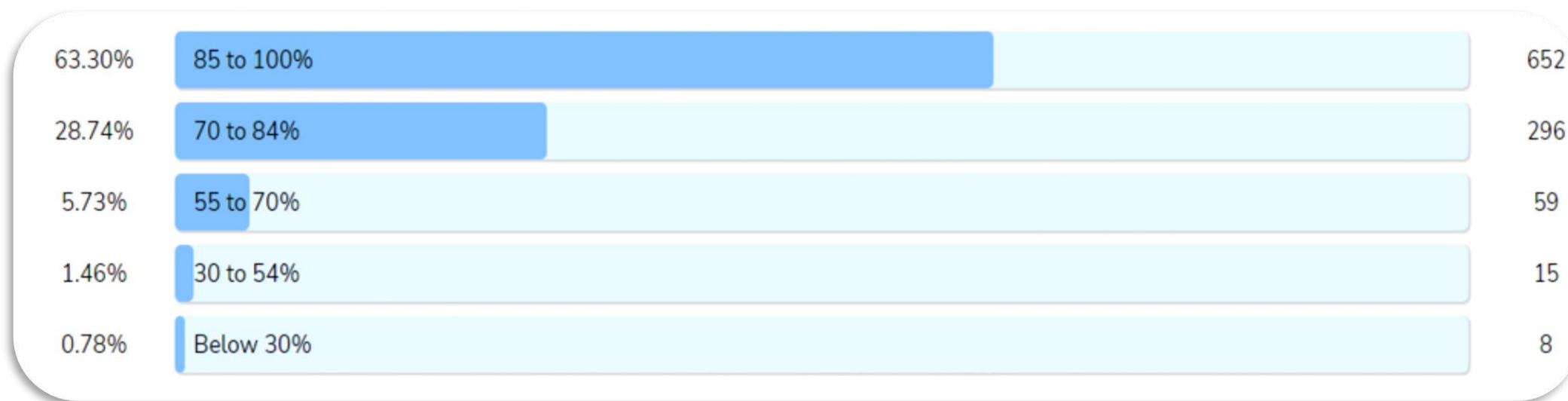
Our college too, has been conducting such surveys over the years. One special thing about the survey this year is that for the second time **the entire survey is conducted online without wasting even a single piece of paper. A total of 1030 students participated in the Survey.** The survey was done using 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 are 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 finding from the Survey for the year 2021-22 are presented below:

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



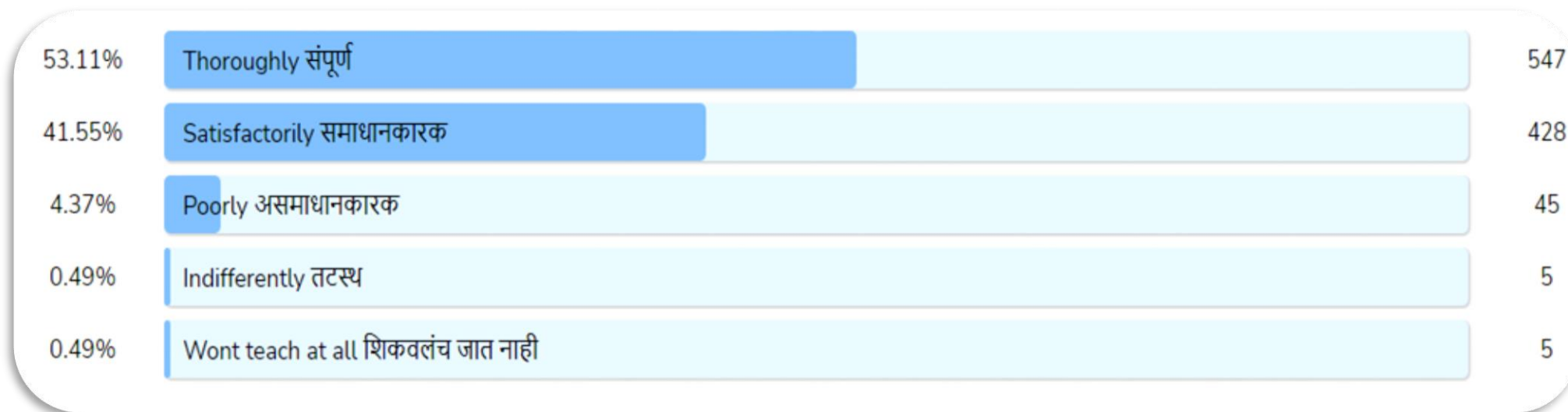
### Analysis:

Syllabus coverage is the core of Teaching Learning Process and more than 92% (higher than 5% before previous year) students have confirmed that more than 70-84% syllabus is covered in the class. Considering that half of 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 0.78% students reported that less than 30% of the syllabus was covered. This can be ignored as per the methodology.

### Recommendation:

*It was recommended that to ensure syllabus coverage, the Head of the Departments would collect Syllabus Coverage Report from Each Teacher for Each Class they are teaching. The format for such report would be provided by the IQAC. It is recommended that such formats should be again circulated which should be signed by the Teacher and the Class Representatives.*

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



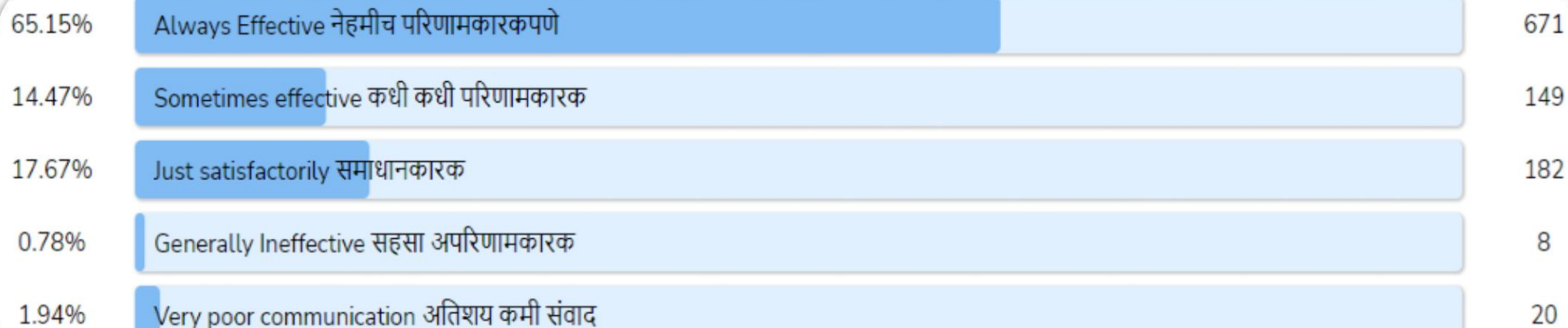
### Analysis:

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. Students 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 1030 respondents, more than 94% (fall of 2% over previous year) students have reported that the preparation of teachers for the class is satisfactory. Out of these students 53.11% (56.13% last year) students reported that the preparation of their teachers is thorough.

### Recommendation:

Considering this it is suggested that the Heads of the Departments should interact informally with students to know their opinion on preparedness of the teachers and again it is suggested that the Class Representatives could be used positively in this regard.

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



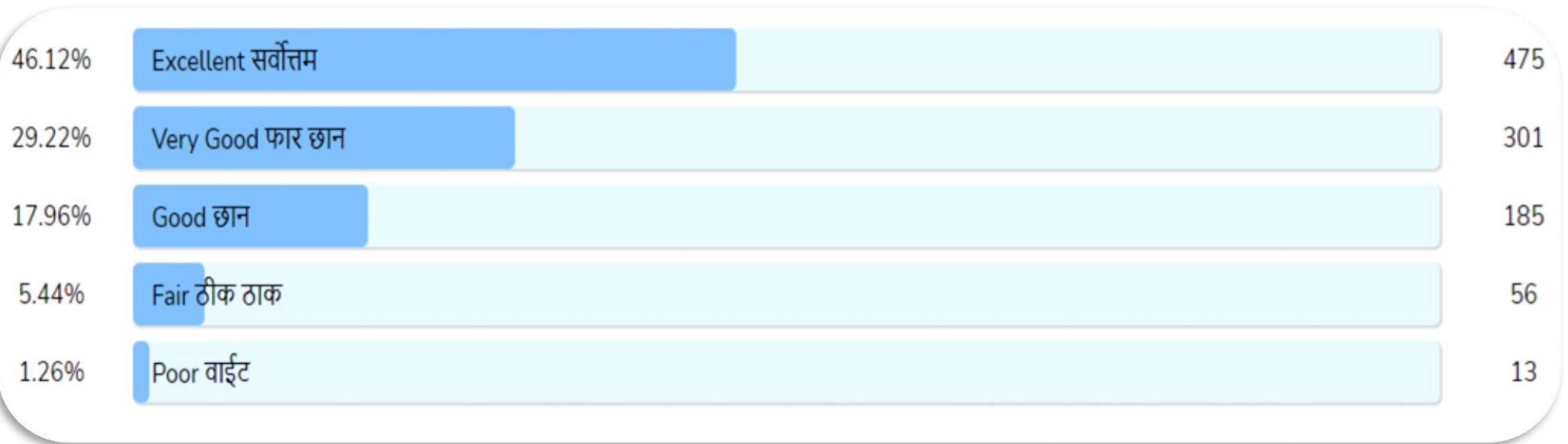
#### Analysis:

It is heartening to note that more than 65% students have confirmed that teachers from the college are always effective in communicating with the students. And less than 2.72% (3.5% previously) 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 to train them about making the teaching learning process participative, interactive and experiential.

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



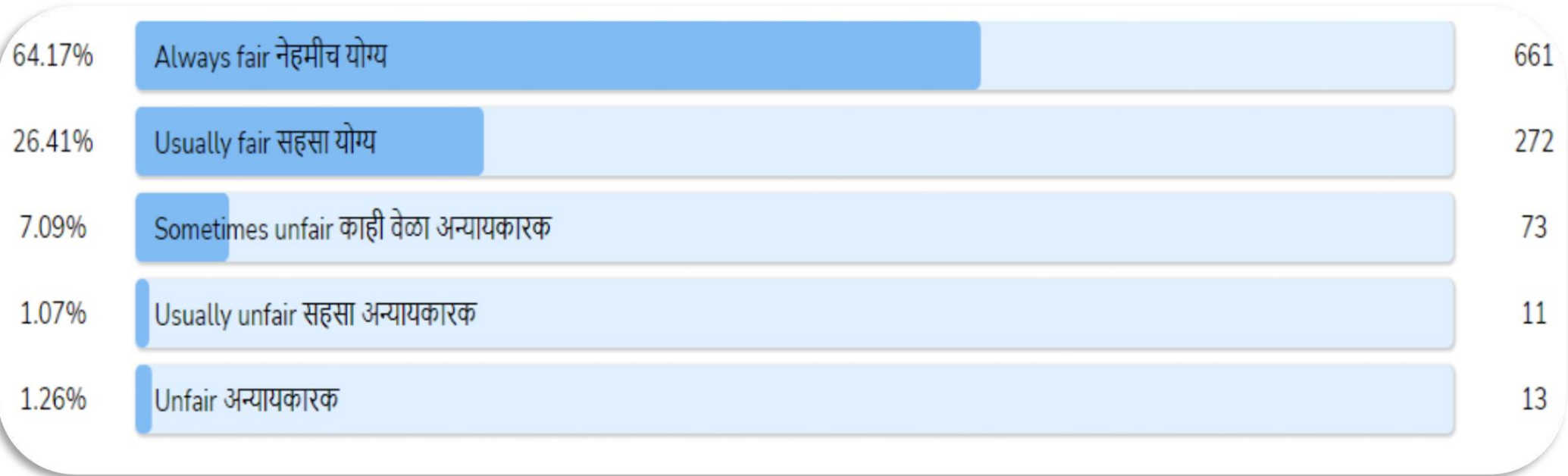
#### Analysis:

Nearly 93.3% of the students have expressed that the teachers approach towards teaching is either good(17.96%), Very Good (29.22%) or Excellent (46.12%). 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



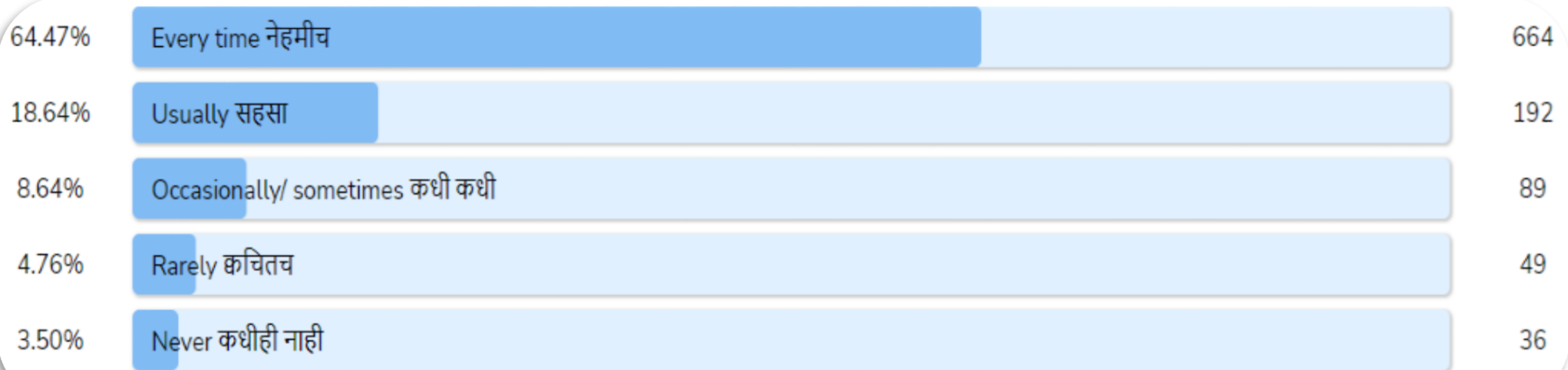
### Analysis:

Nearly 90.58% (97% previous year) student have expressed their satisfaction over the fairness of internal evaluation 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. But, the percentage of students who don't think so has increased during last year.

### Recommendation:

It is suggested that each department should have a grievance box 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:

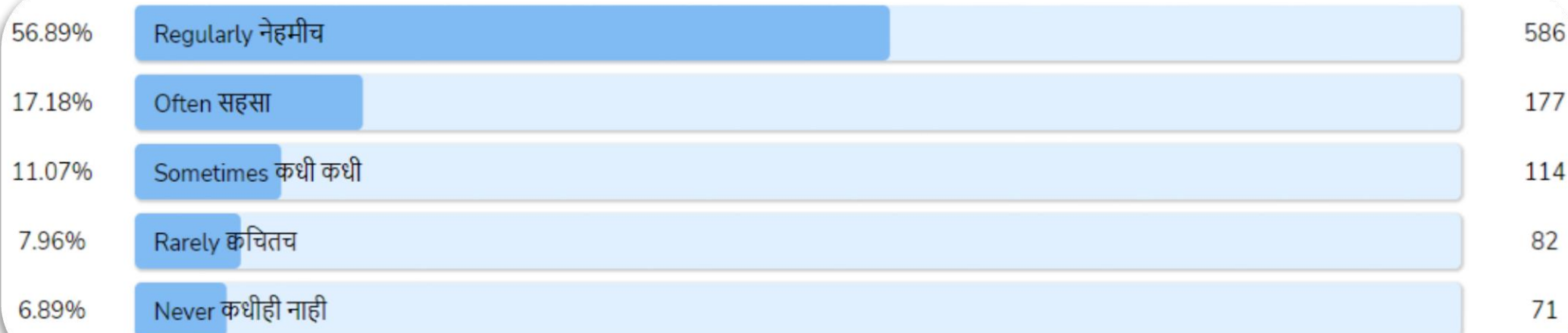
The data shows that more nearly 64.47% (an increase of 3% over previous year) students have reported that their performance in the assignments is discussed with them every time, 18.64% say that it is usually discussed. This is fair. But remaining students feel that their performance is only occasionally discussed (8.64%), rarely discussed (4.76%) and never discussed (3.50%). 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?



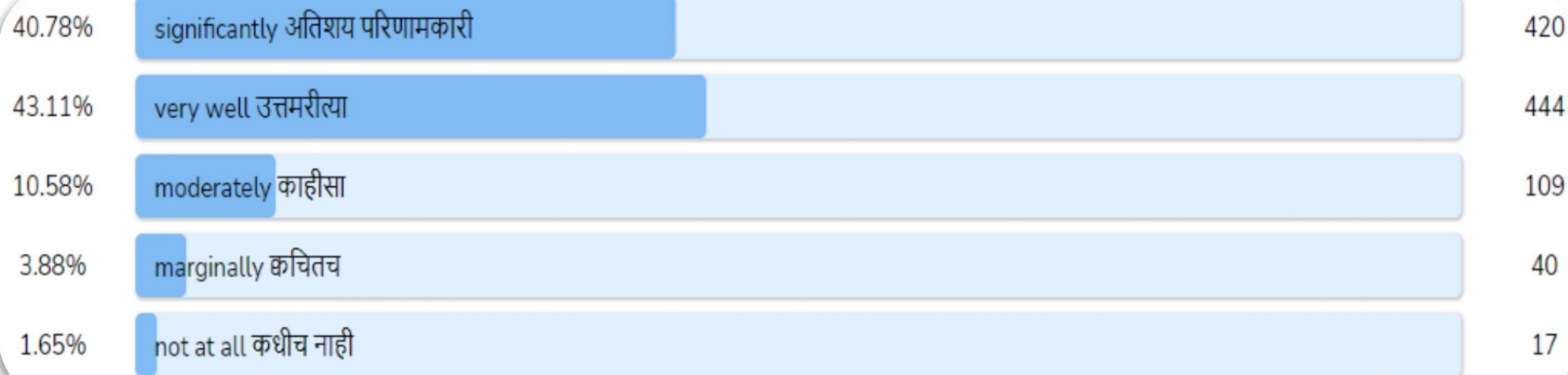
### Analysis:

More than 74.07% (68.90%) students have expressed satisfaction over the promotion of internship, student exchange, field visit opportunities. This shows a considerable improvement over previous year. However, the remaining 25.92 (31% in previous year) are not satisfied about the efforts of the college in this regard. Still considering that this is a significant number following recommendations are 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. 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?



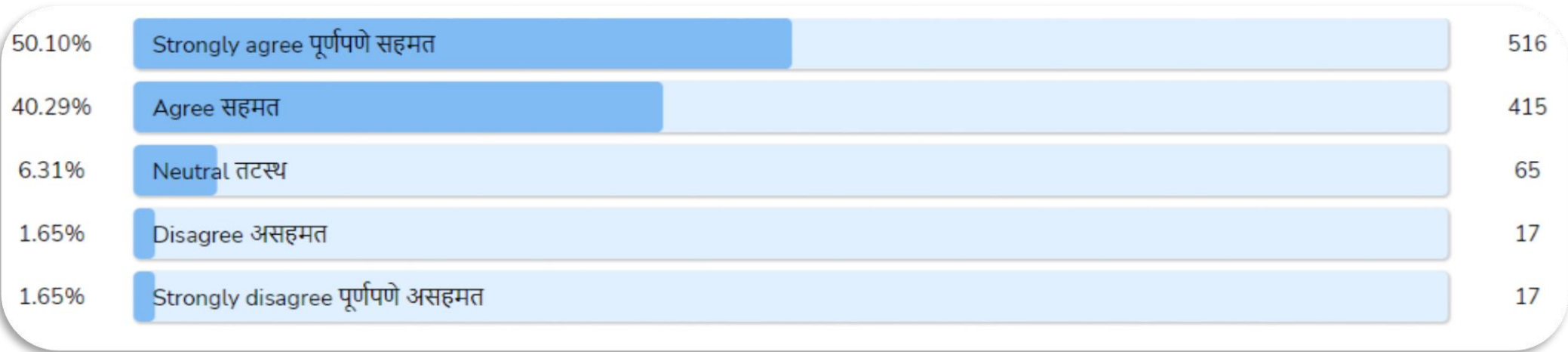
### Analysis:

More than 84% students have expressed satisfaction over the contribution of mentoring process in cognitive social and emotional growth. While, 3.88% students thought that this process helps them marginally and 1.65% thought that this process doesn't help at all. Considering this following recommendations are made.

### Recommendation:

Teachers at the beginning of the session should be made aware about this mentor mentee process. The list of mentors and mentees should be displayed on departmental noticeboards and it should be available with the Head of the Departments. The Mentor-Mentee interactions should be looked at more seriously and such instructions must be issued by IQAC afresh.

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



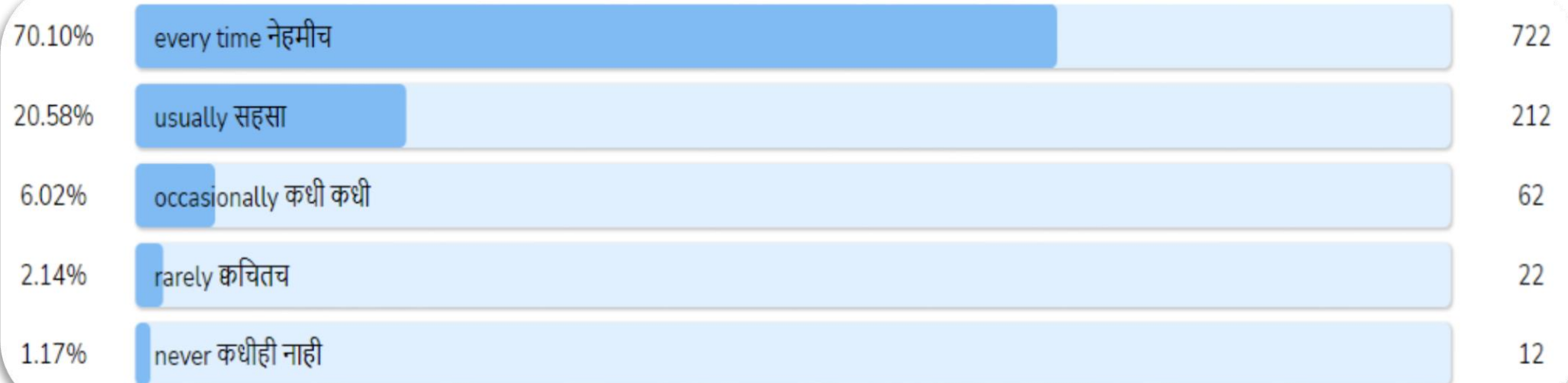
### Analysis:

More than 90.39% students have shown their satisfaction that the college provides multiple opportunities to learn and grow. Only 1.65% Disagree and 1.65% 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?



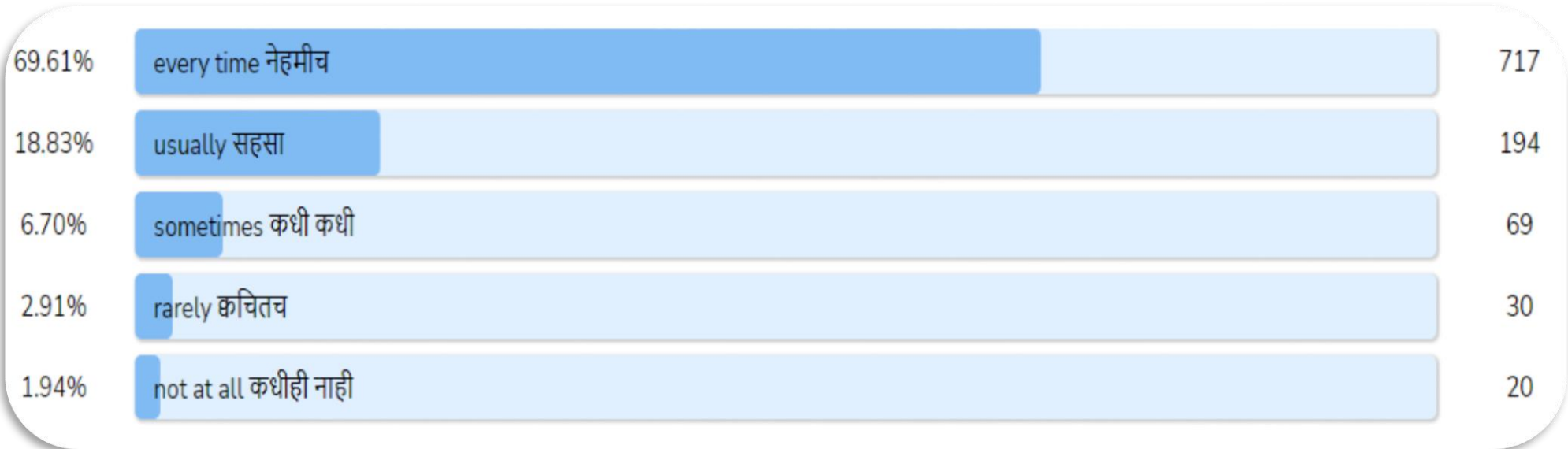
### Analysis:

More than 90.68% (86% previously) students have shown their satisfaction that their teachers identify their strengths and weaknesses. While 6.02% feel that their teachers identify their strengths occasionally. And only 3.31% 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-



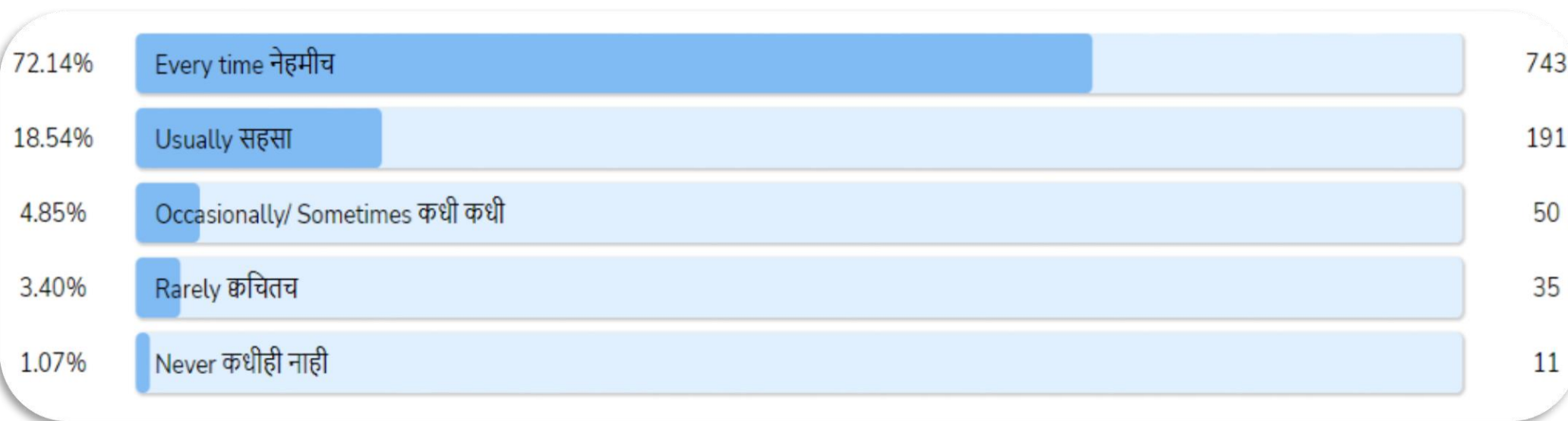
#### Analysis:

More than 88.44% students have responded that their mentor does the necessary follow up, 6.70% think it is done only sometimes. 2.91% think it is done rarely while 1.94% 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-



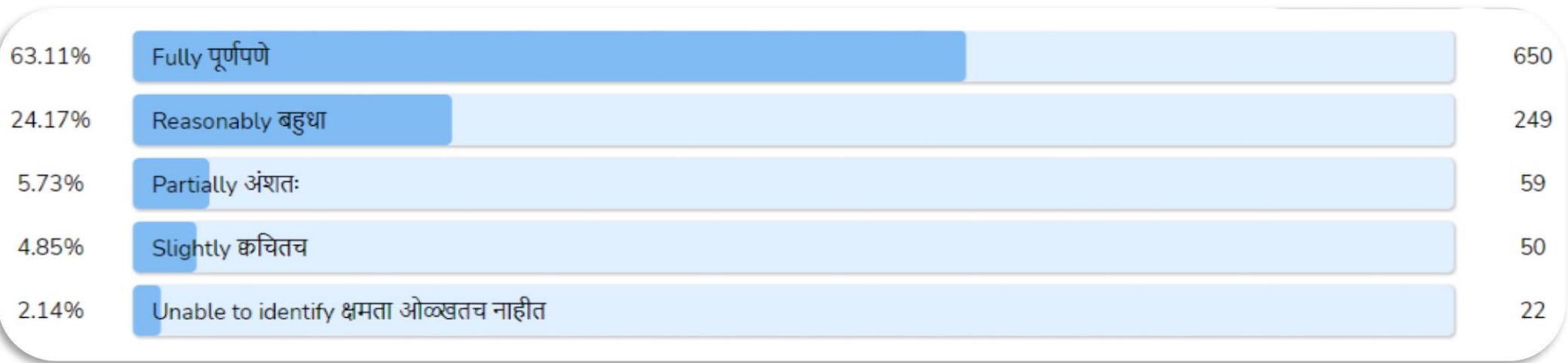
### Analysis:

More than 90.68% students feel that their teachers illustrate the concepts through examples and application. 4.85% feel it is done occasionally. While those who think it is done rarely (3.40%) or it's never done (1.07%) 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-



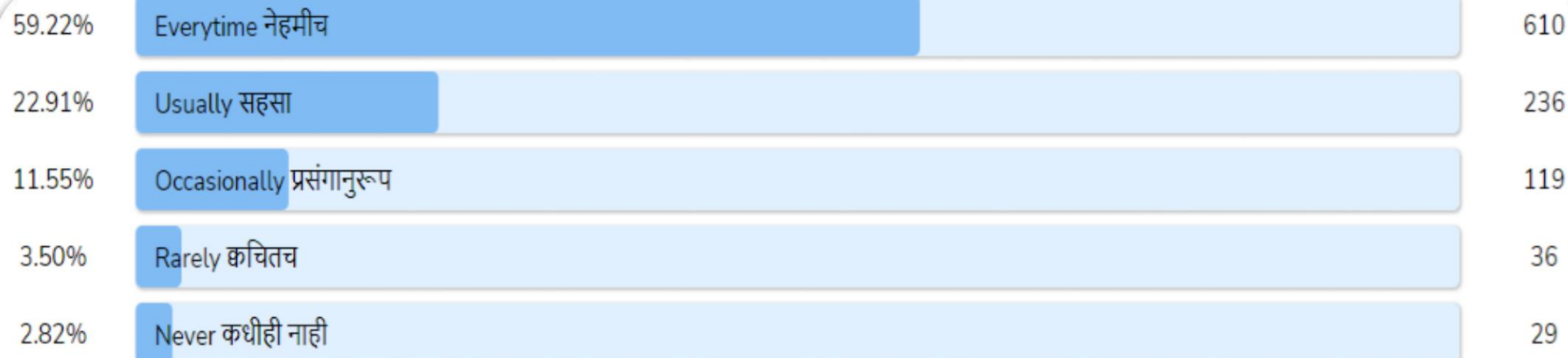
#### Analysis:

More than 87% students have shown their satisfaction that their teachers identify their strengths and weaknesses. While 5.73% feel that their teachers identify their strengths only partially. And only 4.85% feel that their strengths are slightly identified while 2.14% feel that their strengths are not identified at all by their teachers.

#### Recommendations:

Following the methodology, it is suggested that teachers should be encouraged to conduct SWOT or SWOC analysis in their classrooms. If needed, teachers should be taught such skills in advance.

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



#### Analysis:

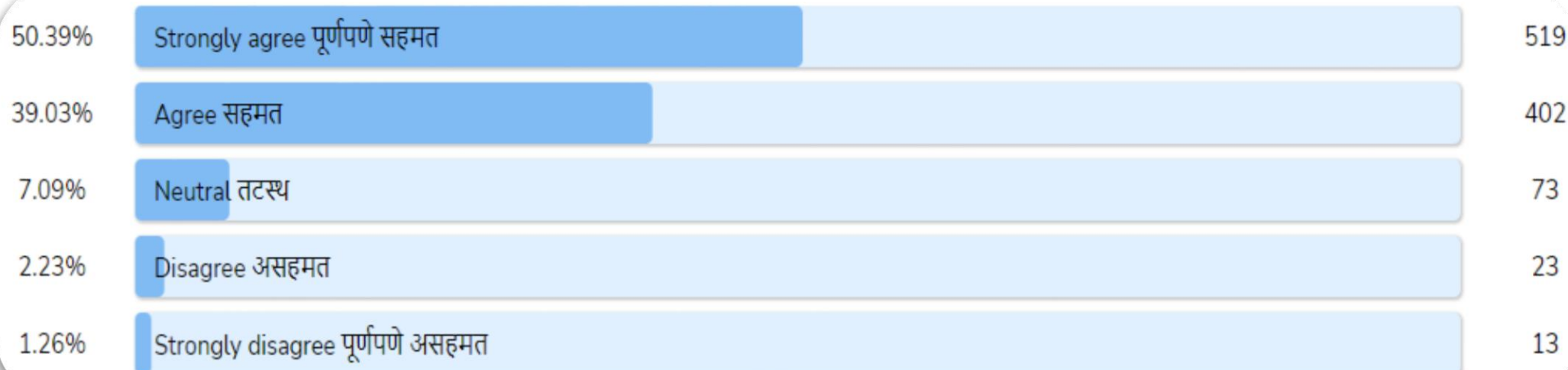
As many as 59.22% students Strongly Agree, 22.91% Usually Agree and 11.55% think that their teachers are able to identify their weaknesses only Occasionally and help them overcome them. It means that more close to 93% students are aware and satisfied about the process of identification of weaknesses and suggesting remedies to overcome them. But still 6.32% students have responded that their teachers only Rarely (3.50%) identify their weakness while the remaining feels that their teachers Never (2.82%) 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:

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-



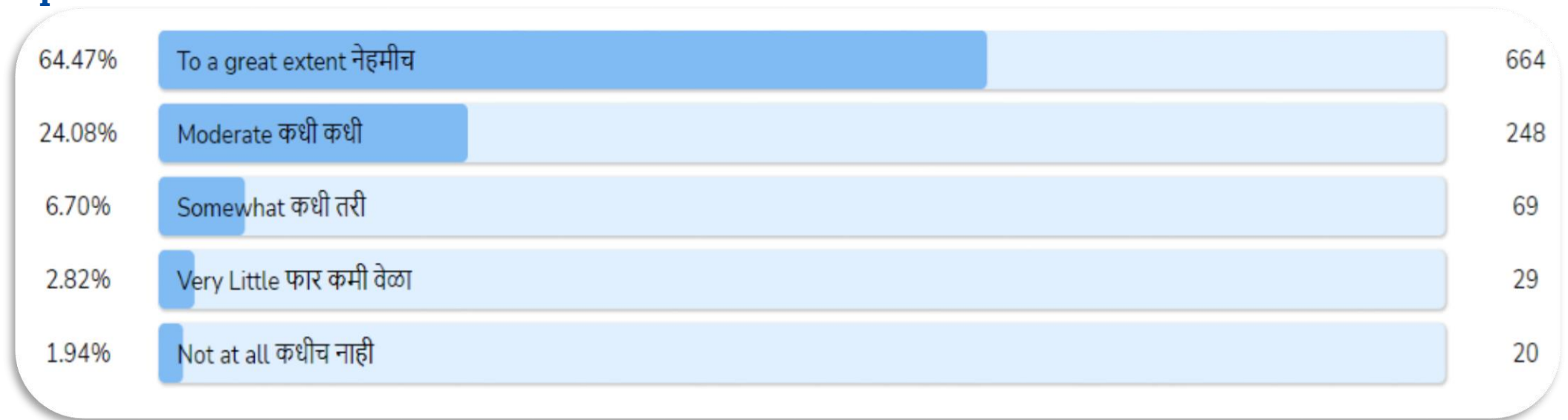
#### Analysis:

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-**



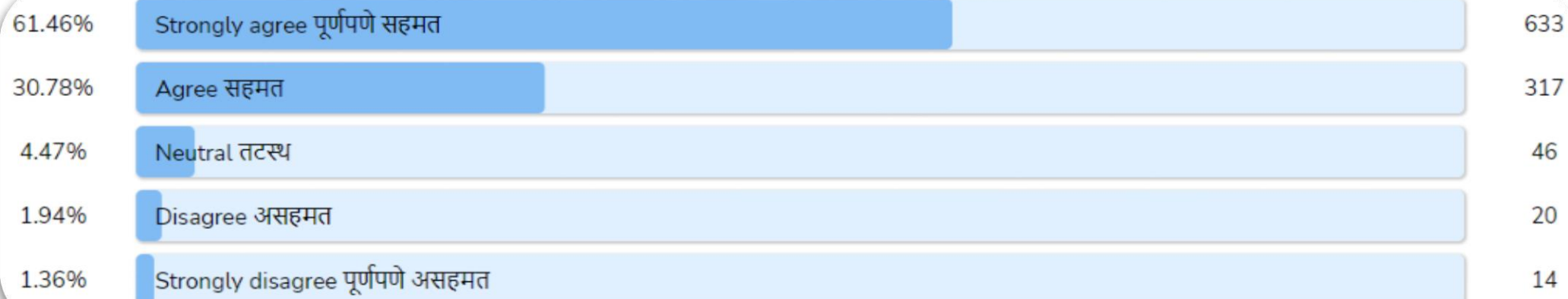
**Analysis:**

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 64.47% student responded that teachers are making use of such methods to a great extent and 24.08 thought that moderate use of these methods is done. Whereas as 6.70% thought that only somewhat use of these methods is being done. Only 2.82% (Very little) and 1.94% (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-



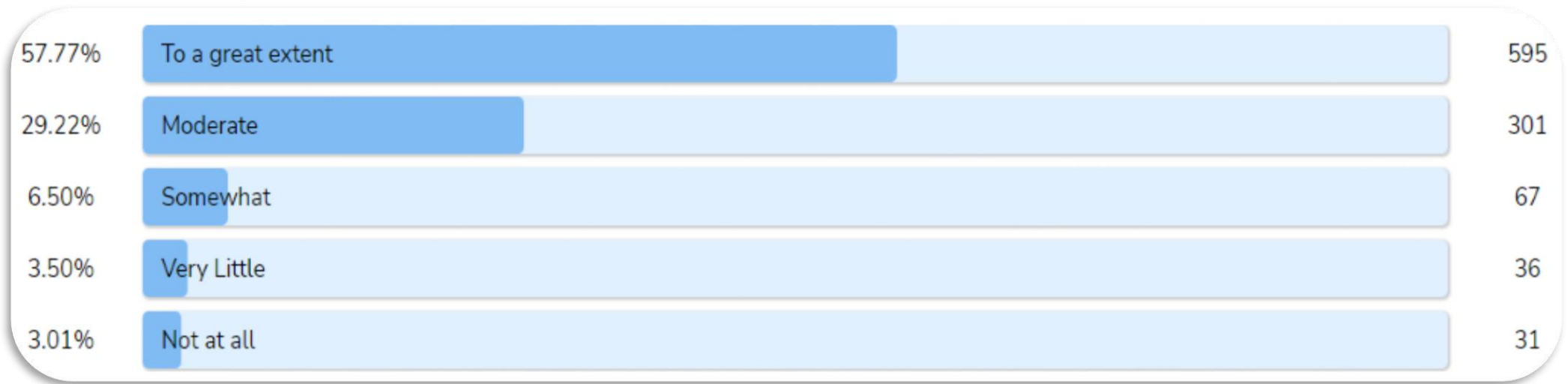
### Analysis:

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 92%) 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-**



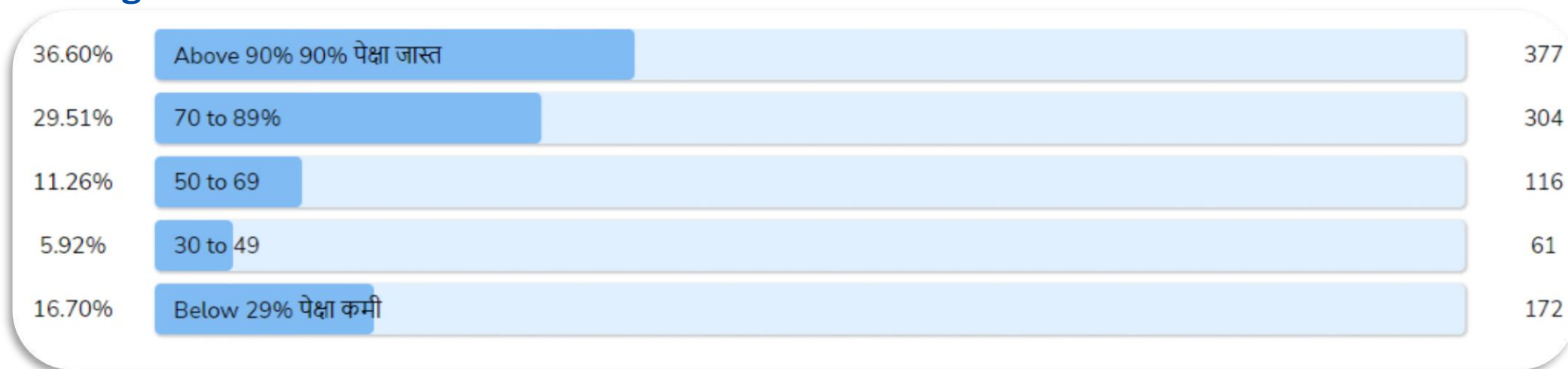
**Analysis:**

More than 57.77% students feel that the college is doing enough to inculcate the soft skill, life skills and employability skills. But the remaining more than 42% 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?



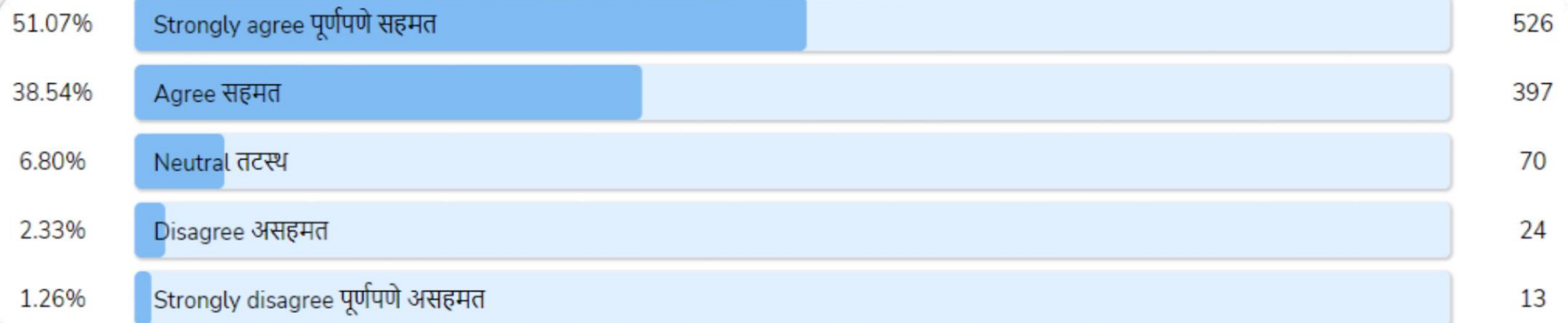
#### Analysis:

While replying to the use of ICT Tools by teachers, nearly 77% (dropped from 83% last year) students have replied that their teachers do make use of these resources. But what could be the cause of worry is that 5.92% students think that only 30-49% teachers are making use of ICT Tools while whopping 16.70% 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:

After a cross checking the infrastructure availability in the college for using ICT Tools it was found that the college urgently needs to increase its investments in increasing the ICT enabled classrooms equipped with multimedia. Similarly, it is suggested that comparing with the best of our peers it is needed that the hardware and software availability in the departments should be studied thoroughly. Needs and tools required by the faculty members should be identified. Considering all the above, the digital infrastructure should be overhauled.

## 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 89% (93% in previous year) students have reported that they strongly Agree (51.07%) or Agree (38.54%) that Teaching Learning Process in the college is Very Good. Here, it must also be noted that a significant portion of 6.80% (5.13% in previous year) student chose to be neutral while a 2.33% (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. For making this Teaching Learning Process more effective

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

### Analysis of Suggestions Made By Students to Improve Overall Teaching Learning Experience

This year, students have given wonderful suggestions which provide lot many inputs for policy makers. One of the students has written a beautiful feedback. She says, “An odd feature of the public policy discussion of higher education is the near absence of attention to the quality of teaching”.

Following is the analysis of the suggestions given by students:

#### Attendance:

- ❖ Students have suggested that attendance must be made compulsory. Poor attendance in classrooms affects classroom teaching.
- ❖ For ensuring attendance in Arts stream, **practicals should be introduced in Arts Curriculum** as they are an established practice in Commerce and Science streams.
- ❖ Students have suggested that teachers should give serious attention to attendance. Teachers should talk to the parents of those students who are not attending the classes on regular basis.

#### About Teaching Staff

- ❖ A number of students have suggested that college *should appoint experienced and qualified staff*. They have also suggested that newly recruited staff should be given proper training regarding teaching pedagogy, student psychology and class control, making learning more participative and experiential.
- ❖ Newly inducted staff should be well trained in teaching pedagogy, students psychology and communication skills. This was suggested by a number of students.
- ❖ Teaching staff should report to the lectures on time. Teachers should be punctual. To ensure this the respective Vice Principals should make friendly visits in the corridors to check whether Teachers and Students are reaching on time or not.
- ❖ *Many students have expressed that the teachers should talk to them in friendly and dignified manner.*

### **Syllabus Completion Reports**

- ❖ Many students have suggested that the entire syllabus is not covered in the classrooms. To ensure the completion of syllabus, it is suggested that the Head of the Department should display a syllabus completion report for each subject of each class.
- ❖ This report must be signed by class representative and respective subject teacher. This report should be displayed on the notice board of the department. If a student has an objection, she/he will have the option of raising the Grievance.

### **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.
- ❖ Students have suggested that the entire Teaching Learning Process in the college is very hectic which does not leave any space for students to look beyond their department. They have also suggested that due to this fast paced process they are not able to enjoy the various programmes being conducted in the college.
- ❖ 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.

### **Non-availability of notes or textbooks of autonomous syllabus**

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.



- ❖ Many students have complained that the textbooks in the library are different from the syllabus of the autonomous college. In such scenario, the teachers should make the notes available to the students using good reference books.
- ❖ Sufficient number of quality reference books must be made available.

### **Need of ICT Enabled rooms**

- ❖ A number of students have suggested that enough number of ICT Enabled classrooms are not available. They have suggested that each department should have its own ICT Enabled classrooms. Such classrooms should be equipped with modern methods of teaching such as digital boards, Collar Mikes, LCD Projectors.
- ❖ Especially, the students from the humanities have suggested that very few members of the humanities make use of ICT facilities and hence such facilities should be made available.
- ❖ Students have suggested that the facility of collar mikes should be made available in large classrooms where the strength of students present is more.

### **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 'Aavishkar'. Such students should be sent for students exchange programs, trainings and workshops etc.

### **Teaching Learning Process**

- ❖ As one student have suggested that in today's higher education there is near absence of attention to the quality of teaching.
- ❖ Many of the students have suggested that the teachers lack communication skills to interact with students. Hence, it is suggested that more workshops on teaching pedagogy should be organized.
- ❖ A lot of students have suggested that currently the teachers and students are busy in internals, practicals, orals, term end exams or backlog exams etc. The students are trying to suggest that teaching is like cooking, the slow it is; greater will be its taste.

### **Parent Satisfaction Survey, Parent Meetings and Feedback**

In some places students have suggested that along with students and teachers, parents are also one of the important stakeholder in this Teaching Learning Process. *Hence, it is suggested that College should try to communicate with the parents through a Parent Satisfaction Survey. For conducting such survey, well thought out questionnaires should be designed.*

### **Student Support Services and 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, interacting and waiting.*
- ❖ *As the bus stand 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.*
- ❖ The demand for bus service is done by many students and considering that such buses could be put to multiple uses like field visits, trips etc. It is suggested that authorities should think about starting such service.

### **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.

### **Special Programme for improving English Language Skills**

- ❖ Many students have suggested there should be separate programme for improving English language skills for the students. They have suggested that English has become a life skill and lack of English communication skills creates a permanent negativity in the minds of the students.
- ❖ Hence, it is suggested that separate staff should be appointed specifically to improve writing and communication skills of the students in the English language.

### **Soft Skill Development Programme**

- ❖ The students have expressed that their main lacunae is the English Communication Skills. Many students have suggested that a comprehensive program for enhancing such skills especially for the final students should be organised.
- ❖ 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.

- ❖ *Students have suggested that under the Autonomous Framework, the utility of textbook section has gone down due to differentiated syllabus. Hence, it is suggested that more and more reference books should be made available.*
- ❖ Timing of reading hall should be increased throughout the year and not just during the exam periods.
- ❖ Students have complained that the reading hall is not quiet and students use mobiles, talk inside the reading hall etc. It is therefore suggested that the department should ensure that the miscreant students are punished and a good reading hall culture should be imbibed in students.
- ❖ 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.
- ❖ Two books should be given to PG Students.
- ❖ Students have suggested that the upper section of the library should be opened up for open access for students where important reference books are kept.

### **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, and 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!*