



# **SBES College of Arts and Commerce Aurangabad**

## **Student Satisfaction Survey (2020-21)**

**Internal Quality Assurance Cell**

Student Satisfaction Survey is conducted every year to know about the students' perception about Teaching – Learning and Evaluation, which will help to upgrade the quality of process followed in our institution. Students are randomly selected for the survey by system. Only that particular student who was chosen randomly will get the Questionnaire. In SSS there are twenty-one questions out of which, twenty questions are objective type and one question is about opportunity for the students to give their observations / suggestions in a descriptive way to improve the overall teaching – learning experience in our institution.

The questionnaire covers a wide array of skills involved in the teaching process which vary from teaching skills of the teacher, technical knowledge, effectiveness of communication, preparedness, doubt clearing skills and use of ICT, to overall approach to the educational process like motivation, interpersonal relationships, feedback, etc.

The Questionnaire is based on a graded marking system. The students' response is based on a scale zero to four. Highest positive response is rated as four and the lowest negative response is rated as zero. This removes the binary forced approach and provides a more comfortable wider range for students to register their opinion.

Questionnaire were sent in Google forms through the link to the mail ids of students. This fetched response from 240 students was recorded and performance of stakeholders was analyzed with regards to the feedback provided. End analysis of the survey is done using software which aggregated the response and generate the score of student satisfaction survey. A robust mechanism is followed by this software so as to follow a holistic unambiguous approach towards quantifying the student feedback in a comprehensively inferable manner.

Inference from the feedback is analyzed by the authorities and corrective measures are implemented.

## **Student Satisfaction Survey**

### **Guidelines for Students**

College is conducting a Student Satisfaction Survey as per NAAC requirement that will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

A) Please confirm this is the first and only time you answer this survey.

a) Yes b) No

B) Age:

C) College Name:

D) Gender:

a) Female b) Male c) Transgender

E) What degree program are you pursuing now?

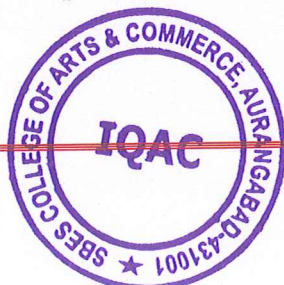
a) Bachelor's b) Master's c) MPhil d) Doctorate e) Other ( )

F) What subject area are you currently pursuing?

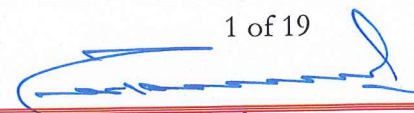
a) Arts b) Commerce c) Science d) Professional e) Other: ( )

### **Instructions to fill the questionnaire**

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)



1 of 19

  
I/C Principal  
SBES College of Arts & Commerce  
Aurangabad.



### Student Satisfaction Survey

Following are questions for online student satisfaction survey regarding teaching learning process.

1. How much of the syllabus was covered in the class?  
4 – 85 to 100%  
3 – 70 to 84%  
2 – 55 to 69%  
1 – 30 to 54%  
0 – Below 30%
2. How well did the teachers prepare for the classes?  
4 – Thoroughly  
3 – Satisfactorily  
2 – Poorly  
1 – Indifferently  
0 – Won't teach at all
3. How well were the teachers able to communicate?  
4 – Always effective  
3 – Sometimes effective  
2 – Just satisfactorily  
1 – Generally ineffective  
0 – Very poor communication
4. The teacher's approach to teaching can best be described as  
4 – Excellent  
3 – Very good  
2 – Good  
1 – Fair  
0 – Poor
5. Fairness of the internal evaluation process by the teachers.  
4 – Always fair  
3 – Usually fair  
2 – Sometimes unfair  
1 – Usually unfair  
0 – Unfair
6. Was your performance in assignments discussed with you?  
4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1 – Rarely  
0 – Never
7. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.  
4 – Regularly  
3 – Often  
2 – Sometimes  
1 – Rarely  
0 – Never



8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.  
4 – Significantly  
3 – Very well  
2 – Moderately  
1 – Marginally  
0 – Not at all
9. The institution provides multiple opportunities to learn and grow.  
4 – Strongly agree  
3 – Agree  
2 – Neutral  
1 – Disagree  
0 – Strongly disagree
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.  
4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1 – Rarely  
0 – Never
11. Your mentor does a necessary follow-up with an assigned task to you.  
4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1 – Rarely  
0 – I don't have a mentor
12. The teachers illustrate the concepts through examples and applications.  
4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1 – Rarely  
0 – Never
13. The teachers identify your strengths and encourage you with providing right level of challenges.  
4 – Fully  
3 – Reasonably  
2 – Partially  
1 – Slightly  
0 – Unable to decide
14. Teachers are able to identify your weaknesses and help you to overcome them.  
4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1 – Rarely  
0 – Never



15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.  
4 – Strongly agree  
3 – Agree  
2 – Neutral  
1 – Disagree  
0 – Strongly disagree
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.  
4 – To a great extent  
3 – Moderate  
2 – Some what  
1 – Very little  
0 – Not at all
17. Teachers encourage you to participate in extracurricular activities.  
4 – Strongly agree  
3 – Agree  
2 – Neutral  
1 – Disagree  
0 – Strongly disagree
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.  
4 – To a great extent  
3 – Moderate  
2 – Some what  
1 – Very little  
0 – Not at all
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.  
4 – Above 90%  
3 – 70 – 89%  
2 – 50 – 69%  
1 – 30 – 49%  
0 – Below 29%
20. The overall quality of teaching-learning process in your institute is very good.  
4 – Strongly agree  
3 – Agree  
2 – Neutral  
1 – Disagree  
0 – Strongly disagree
21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.  
a)  
b)  
c)

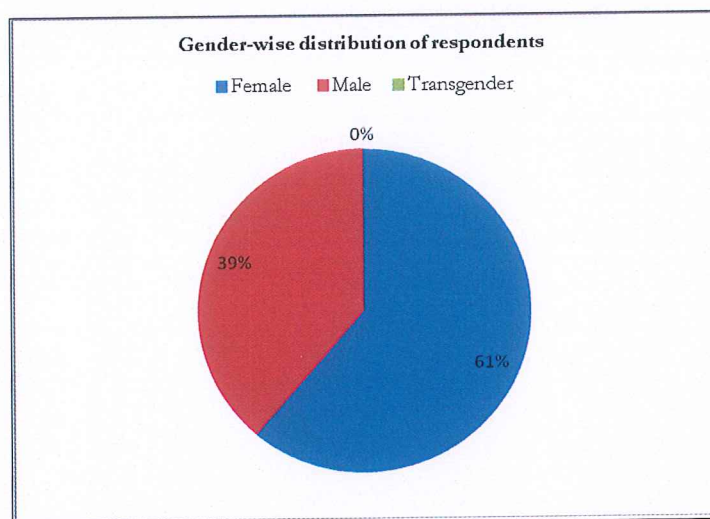




## Analysis & Interpretation of Student Satisfaction Survey

**Table 1.1 Gender-wise distribution of respondents**

Respondent	Frequency	Percentage
Female	147	61%
Male	93	39%
Transgender	0	0%
<b>Total</b>	<b>240</b>	<b>100%</b>



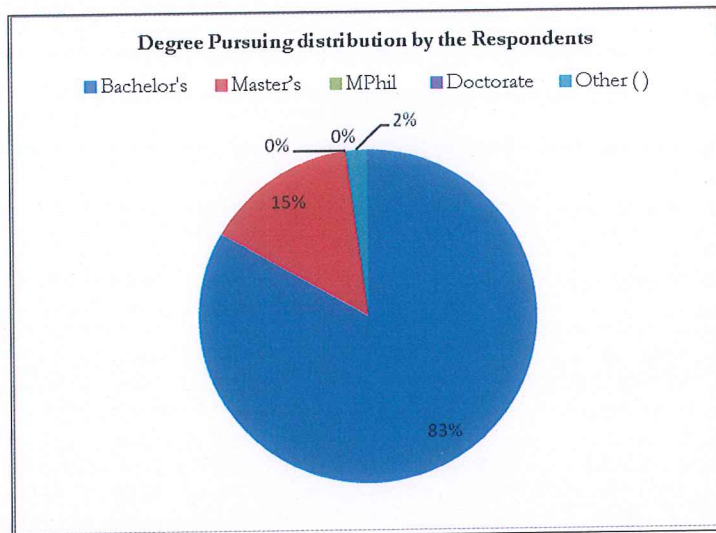
### Analysis

It is observed from the above data that 61% of respondents were female and 39% of participants are male.

**Table 1.2 Degree Pursuing by the Respondents**

Degree	Frequency	Percentage
a) Bachelor's	200	83%
b) Master's	35	15%
c) MPhil	0	0 %
d) Doctorate	0	0 %
e) Other ( )	5	2 %
<b>Total</b>	<b>240</b>	<b>100%</b>



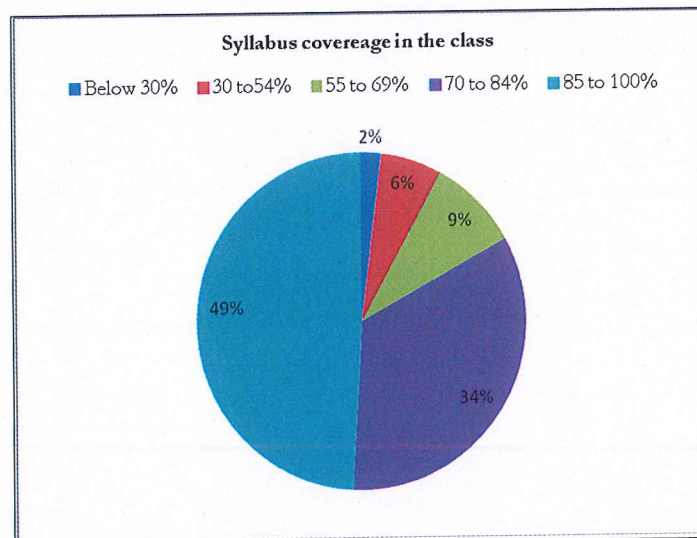


### Analysis

It is revealed from the above data that 83% and 15% of respondents were pursuing Bachelor's degree and master degree respectively. Only 2 % of students replied for other. Majority of the respondents were pursuing Bachelor's degree.

**Table: 1.3 How much of the syllabus was covered in the class?**

Options	Frequency	Percentage
0-Below 30%	5	2%
1-30 to 54%	14	6%
2-55 to 69%	22	9%
3-70 to 84%	81	34%
4-85 to 100%	118	49%
<b>Total</b>	<b>240</b>	<b>100%</b>



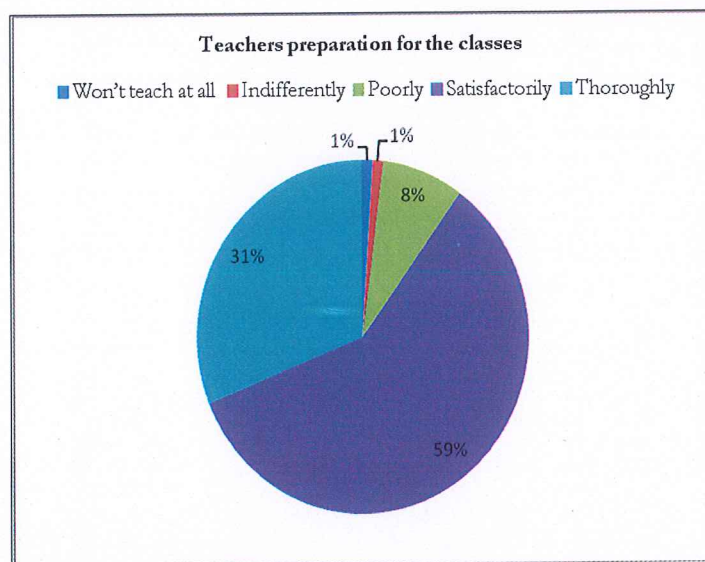
### Analysis

It is observed from the above data according to 83% of students 85% syllabus was covered in the class.



**Table 1.4 How well did the teachers prepare for the classes?**

Options	Frequency	Percentage
0-Won't teach at all	4	1%
1-Indifferently	2	1%
2-Poorly	19	8%
3-Satisfactorily	141	59%
4-Thoroughly	74	31%
<b>Total</b>	<b>240</b>	<b>100%</b>



### Analysis

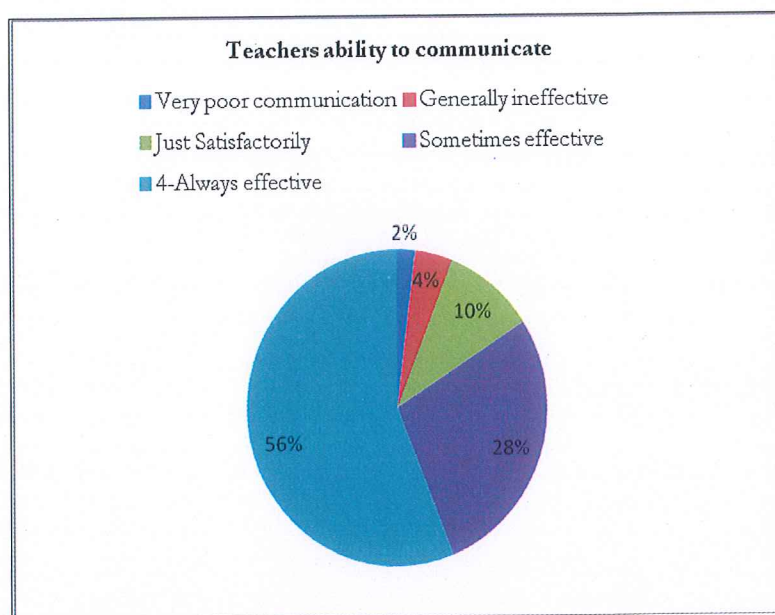
It is noticed from the above data 90% of teachers are prepared for the class

**Table 1.5 How well were the teachers able to communicate?**

Options	Frequency	Percentage
0-very poor communication	6	2%
1-Generally ineffective	9	4%
2-Just Satisfactorily	23	10%
3-Sometimes effective	68	28%
4-Always effective	134	56%
<b>Total</b>	<b>240</b>	<b>100%</b>





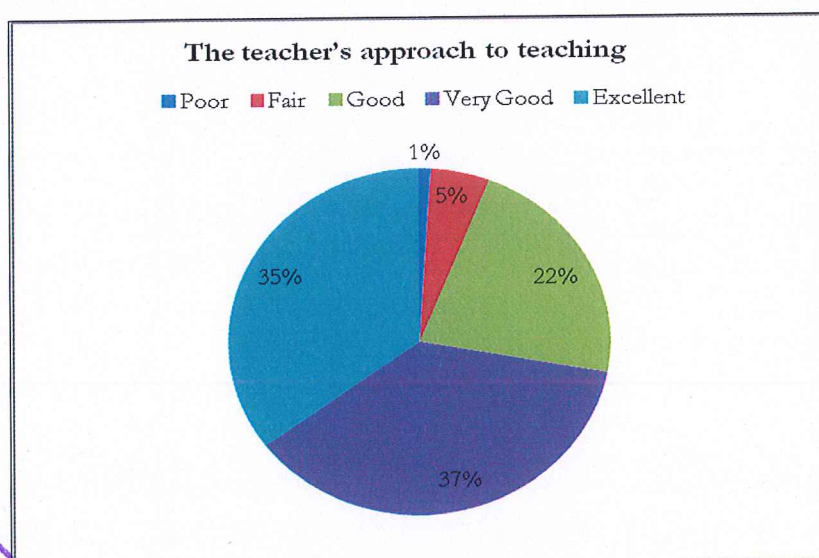


### Analysis

Table 1.5 indicates clearly that 56% of the respondents stated that teacher communication is always effective. 28% of respondents agreed that it is sometimes effective.

**Table: 1.6. The teacher's approach to teaching can best be described as**

Options	Frequency	Percentage
0-Poor	3	1%
1-Fair	11	5%
2-Good	53	22%
3-Very Good	89	37%
4-Excellent	84	35%
<b>Total</b>	<b>240</b>	<b>100%</b>

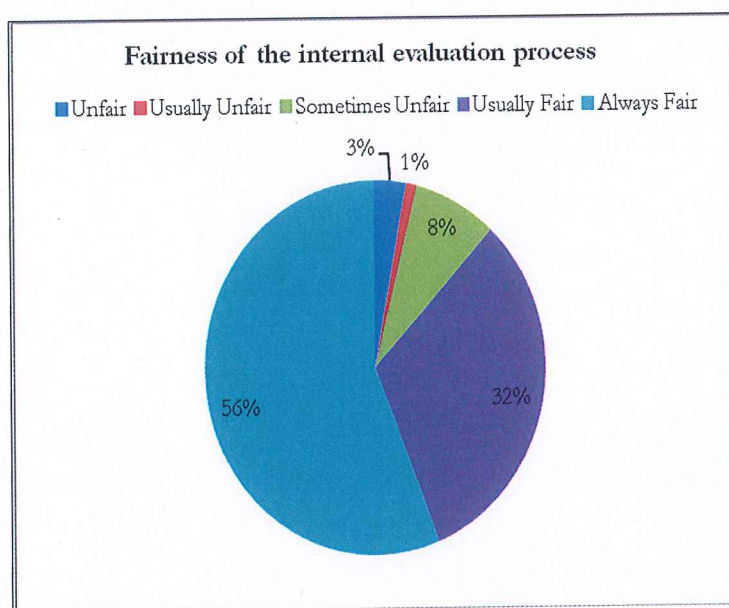


## Analysis

Table 1.6 reveals that 94% of respondents are satisfied about the teachers teaching approach.

**Table1.7 Fairness of the internal evaluation process by the teachers**

Options	Frequency	Percentage
0-Unfair	6	3%
1-Usually Unfair	2	1%
2-Sometimes Unfair	19	8%
3-Usually Fair	74	32%
4-Always Fair	131	56%
<b>Total</b>	<b>240</b>	<b>100%</b>



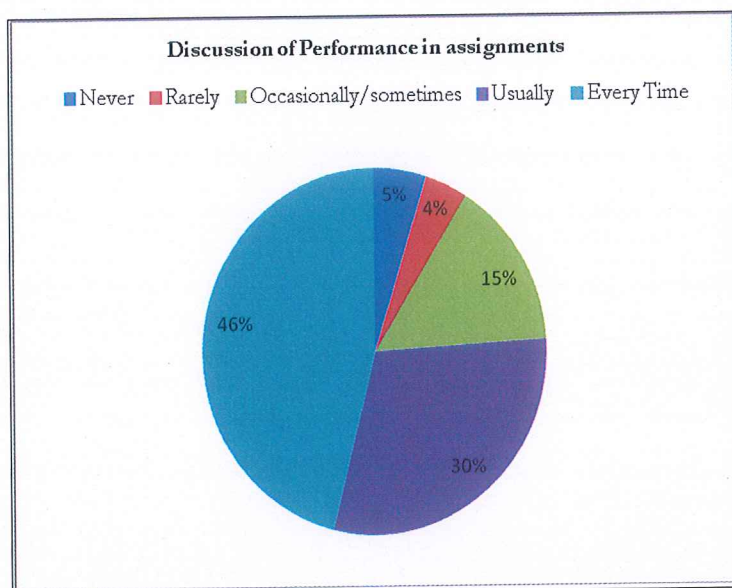
## Analysis

It can be observed from the above table that 88% of respondents are satisfied about the internal evaluation process. 8% of respondents stated that it is sometimes unfair. Only 4% of respondents said that it is unfair.

**Table 1.8 Was your performance in assignments discussed with you?**

Options	Frequency	Percentage
0-Never	13	5%
1-Rarely	10	4%
2-Occasionally/sometimes	36	15%
3-Usually	71	30%
4-Every Time	110	46%
<b>Total</b>	<b>240</b>	<b>100%</b>



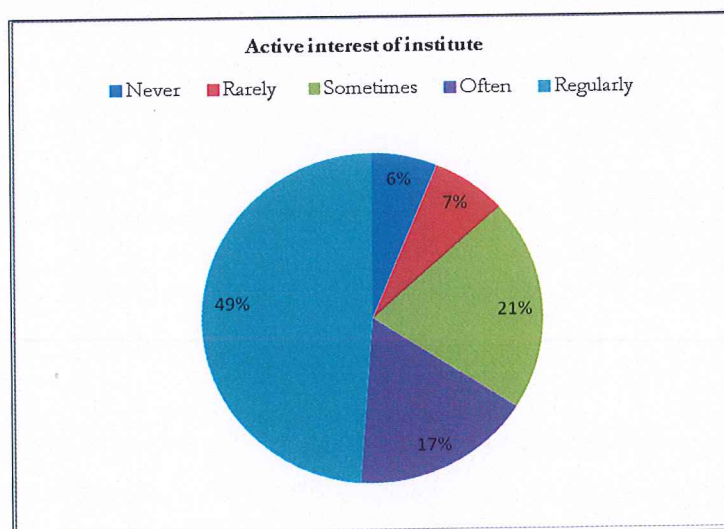


### Analysis

It is observed from the above data 91% of respondents are satisfied about the discussion about internal performance.

**Table 1.9 The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.**

Options	Frequency	Percentage
0 – Never	15	6%
1 – Rarely	17	7%
2 – Sometimes	50	21%
3 – Often	41	17%
4– Regularly	117	49%
<b>Total</b>	<b>240</b>	<b>100%</b>



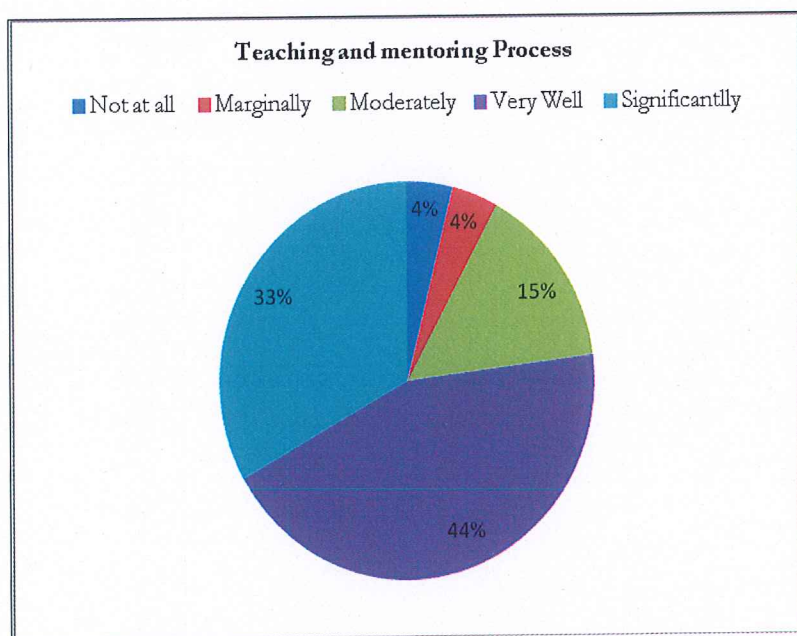


### Analysis

It is observed from the above data 87% of respondents are satisfied about the institute takes active interest in promoting internship, student exchange, and field visit opportunities for students..

**Table 1.10. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.**

Options	Frequency	Percentage
0-Not at all	11	4%
1-Marginally	10	4%
2-Moderately	35	15%
3-Very Well	105	44%
4-Significantly	79	33%
<b>Total</b>	<b>240</b>	<b>100%</b>



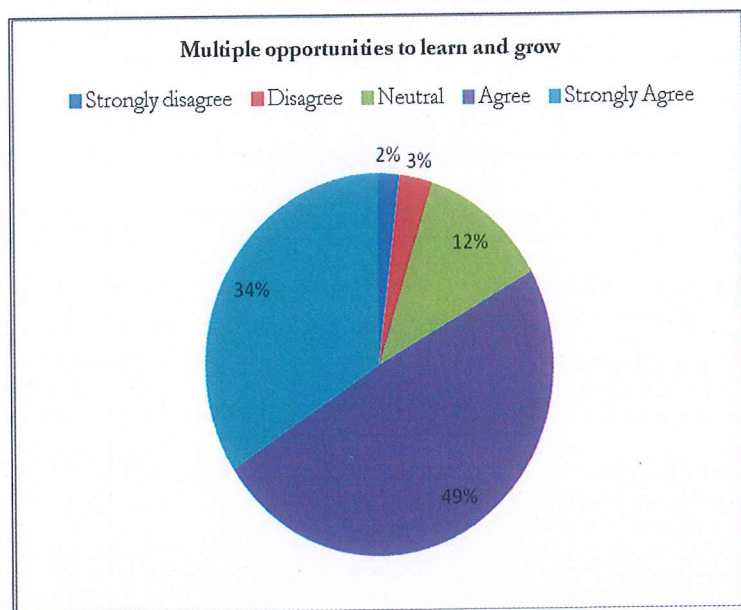
### Analysis

Table 1.10 presents the opinion on the teaching and mentoring process in institution in cognitive, social and emotional growth. There is 92% of respondents shown overall satisfaction.

**Table 1.11 The institution provides multiple opportunities to learn and grow.**

Options	Frequency	Percentage
0-Strongly disagree	4	2%
1-Disagree	7	3%
2-Neutral	29	12%
3-Agree	117	49%
4-Strongly Agree	83	34%
<b>Total</b>	<b>240</b>	<b>100%</b>



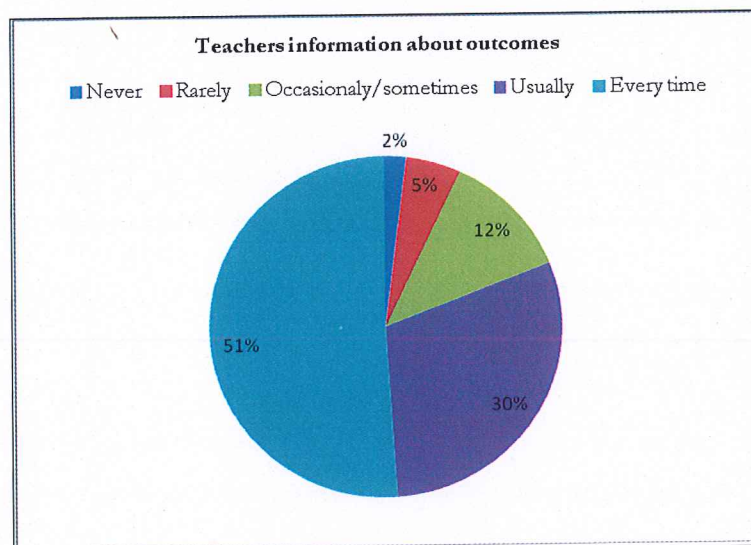


### Analysis

Table 1.11 witnessed that 83% of respondent are agreed that the institution provides opportunities to learn to grow. 12% respondents are unable to decide and 5 % disagreed to the statement.

**Table 1.12 Teachers inform you about your expected competencies,  
Course outcomes and program outcomes**

Options	Frequency	Percentage
0-Never	6	2%
1-Rarely	11	5%
2-Occasionaly/sometimes	28	12%
3-Usually	72	30%
4-Every time	123	51%
<b>Total</b>	<b>240</b>	<b>100%</b>



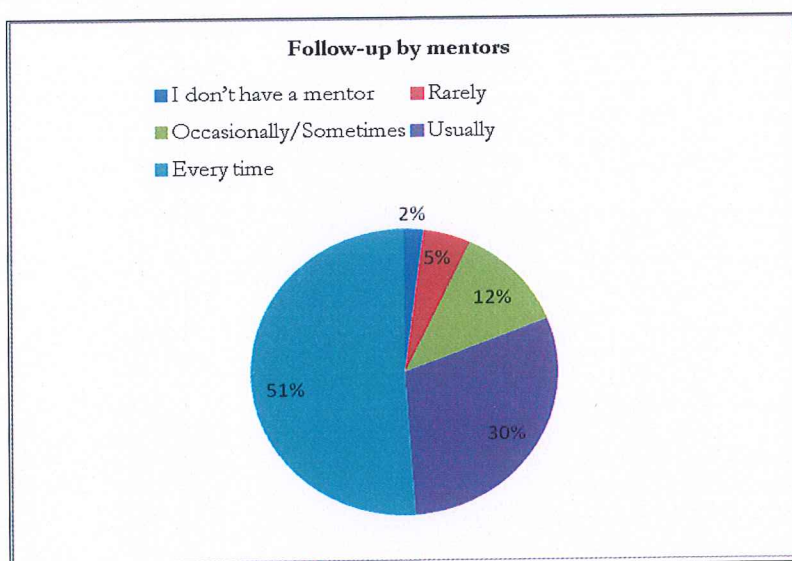


### Analysis

Table 1.12 revealed that 81% of respondent are agreed that teachers inform respondents about their competencies, course outcomes and program outcomes.

**Table 1.13 Your mentor does a necessary follow-up with an assigned task to you.**

Options	Frequency	Percentage
0-I don't have a mentor	11	2%
1-Rarely	11	5%
2-Occasionally/Sometimes	23	12%
3-Usually	79	30%
4-Every time	116	51%
<b>Total</b>	<b>240</b>	<b>100%</b>



### Analysis

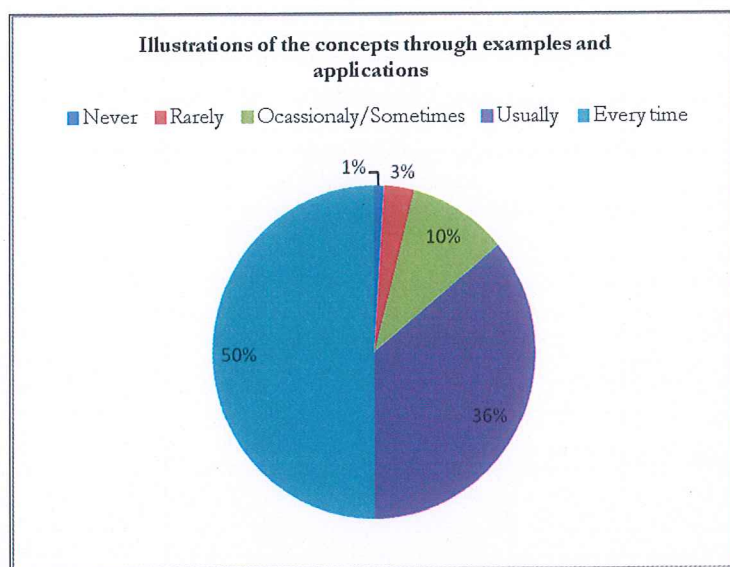
Table 1.13 presents opinion of respondents that their mentor does a necessary follow-up with an assigned task to them. 91% agreed to the statement. Only 5% of respondents said that they don't have a mentor.

**Table 1.14 The teachers illustrate the concepts through examples and applications.**

Options	Frequency	Percentage
0-Never	3	1%
1-Rarely	8	3%
2-Occasionally/Sometimes	23	10%
3-Usually	87	36%
4-Every time	119	50%
<b>Total</b>	<b>240</b>	<b>100%</b>





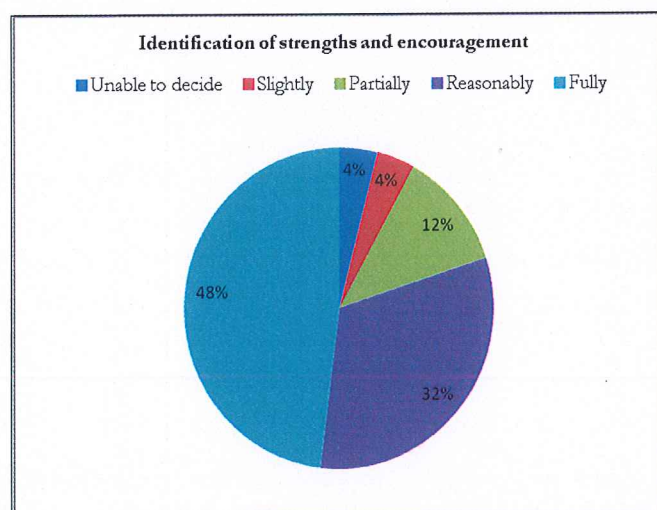


### Analysis

It is observed from the above table that there is overall satisfaction about the teachers illustrate the concepts through examples and application. 96% of the students are satisfied about the statement

**Table 1.15 The teachers identify strengths and encourage with providing right level of challenges**

Options	Frequency	Percentage
0-Unable to decide	10	4%
1-Slightly	9	4%
2-Partially	29	12%
3-Reasonably	77	32%
4-Fully	115	48%
<b>Total</b>	<b>240</b>	<b>100%</b>

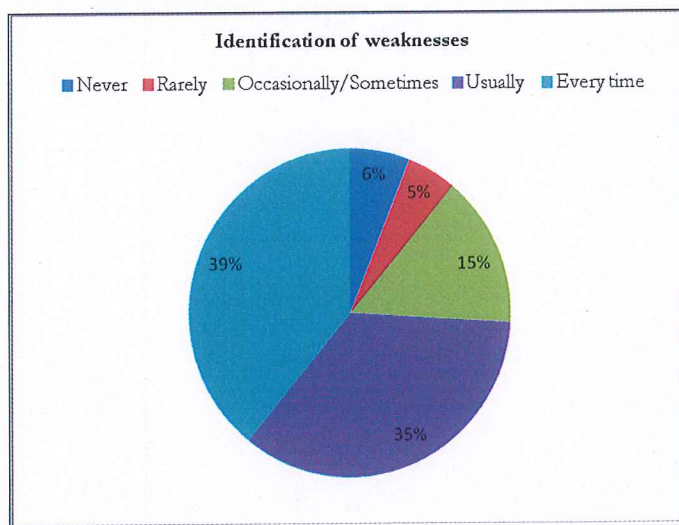


### Analysis

It is explicitly found in the study that the 80% of the respondents are agreed to the statement that the teacher's identity strengths and encourage with providing right level of challenges.12% of the students are partially agreed to the statement.

**Table 1.16 Teachers are able to identify weaknesses and help to overcome them.**

Options	Frequency	Percentage
0-Never	15	6%
1-Rarely	13	5%
2-Occasionally/Sometimes	36	15%
3-Usually	83	35%
4-Every time	93	39%
<b>Total</b>	<b>240</b>	<b>100%</b>



### Analysis

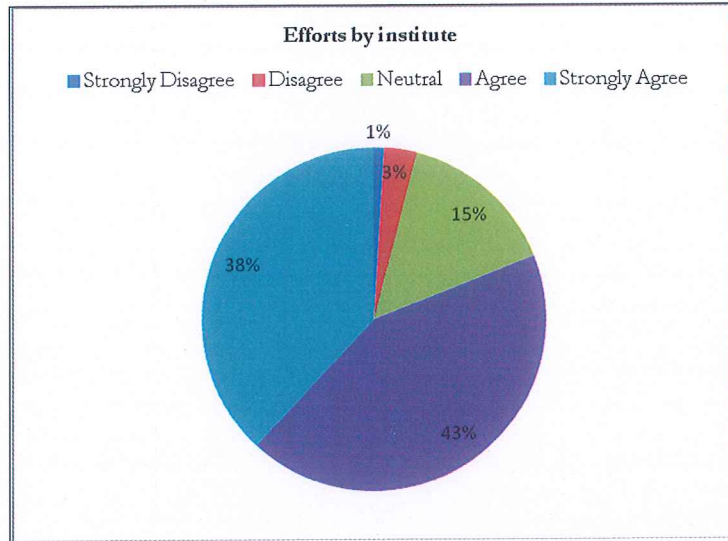
It is observed from the above data 89% of respondents are agreed to the statement that teachers are able to identify weaknesses and help to overcome them. Only 11% of respondents are not satisfied about the statement.

**Table 1.17 The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.**

Options	Frequency	Percentage
0-Strongly Disagree	3	1%
1-Disagree	6	3%
2-Neutral	36	15%
3-Agree	103	43%
4-Strongly Agree	92	38%
<b>Total</b>	<b>240</b>	<b>100%</b>





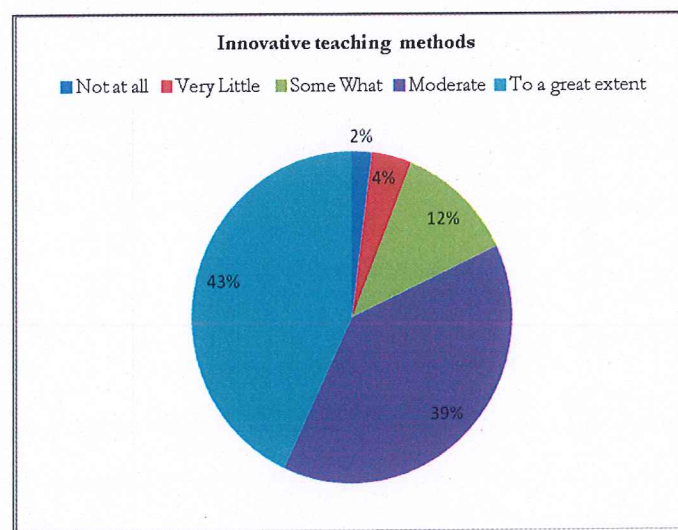


### Analysis

It is clear from the above table that 81% of the respondents are satisfied about institution efforts to engage them in the review and continuous quality improvement of the teaching learning process. 19% of the respondents are not agreed to the statement.

**Table : 1.18 The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences**

Options	Frequency	Percentage
0-Not at all	4	2%
1-Very Little	10	4%
2-Some What	28	12%
3-Moderate	95	39%
4-To a great extent	103	43%
<b>Total</b>	<b>240</b>	<b>100%</b>



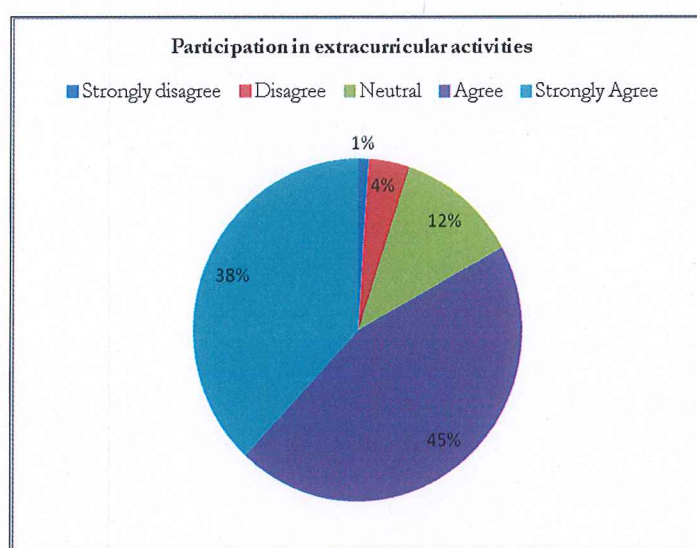


### Analysis

Table 1.18 indicates clearly that there is 82% of respondent's satisfaction about the institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences

**Table 1.19 Teachers encourage you to participate in extracurricular activities**

Options	Frequency	Percentage
0-Strongly disagree	2	1%
1-Disagree	9	4%
2-Neutral	30	12%
3-Agree	107	45%
4-Strongly Agree	92	38%
<b>Total</b>	<b>240</b>	<b>100%</b>



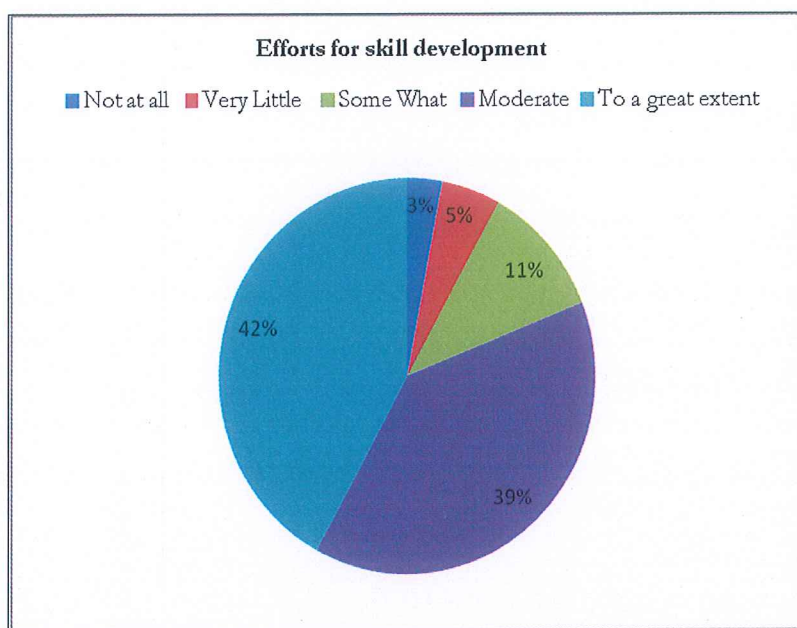
### Analysis

It can be seen from the table 1.19 that 83% of students are shown positive response on the statement that teachers encourage them to participate in extracurricular activities. 12% of respondents are unable to decide about it.

**Table : 1.20 Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.**

Options	Frequency	Percentage
0-Not at all	7	3%
1-Very Little	11	5%
2-Some What	26	11%
3-Moderate	94	39%
4-To a great extent	102	42%
<b>Total</b>	<b>240</b>	<b>100%</b>



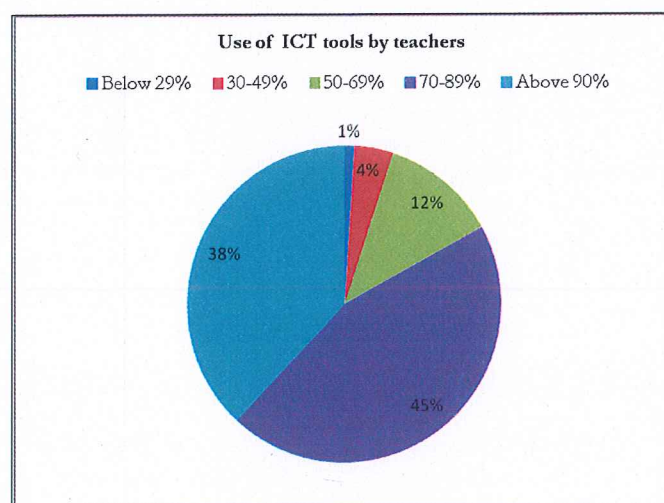


### Analysis

It can be seen from the above table that 81% of the respondents are agreed to statement that efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

**Table1.21 What percentage of teachers use ICT tools such as LCD Projector, Multimedia while teaching**

Options	Frequency	Percentage
0-Below 29%	23	1%
1-30-49%	18	4%
2-50-69%	42	12%
3-70-89%	95	45%
4-Above 90%	62	38%
<b>Total</b>	<b>240</b>	<b>100%</b>



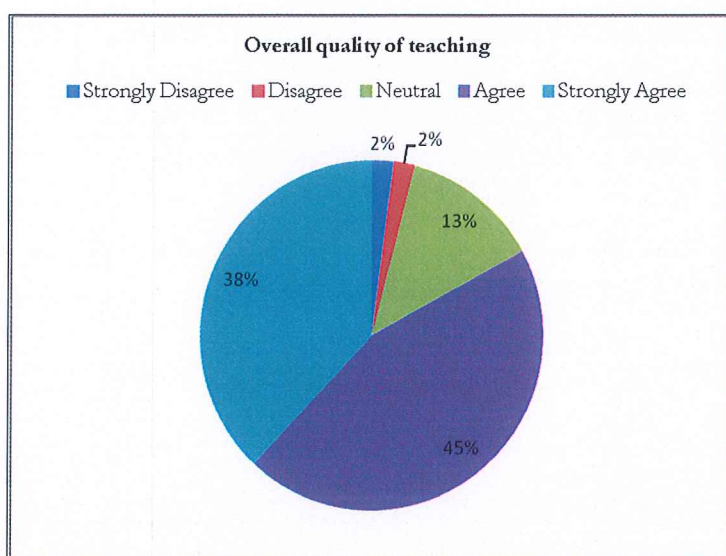


## Analysis

Table 1.21 reveals that 95% of the teachers use ICT, LCD, and Multimedia while teaching.

**Table:1.22 The overall quality of teaching is good in institution**

Options	Frequency	Percentage
0-Strongly Disagree	4	2%
1-Disagree	4	2%
2-Neutral	32	13%
3-Agree	109	45%
4-Strongly Agree	91	38%
Total	240	100%



## Analysis

It can be seen that 83% of respondents are stated that the overall quality of teaching is good in institution but 13% are unable to decide about the overall quality of teaching while only 4% are disagreed to the statement.

The last question was a descriptive basis for the suggestions from the students. Overall suggestions included, there should be more use of digital technology, improvement in use technology & infrastructure. According to the respondents there should be internship opportunities, carrier guidance more practical on IT & teacher should be fairer.

### Action taken Report on Student satisfaction survey

Issue	Action Taken on the Issue
1)Multiple opportunities to learn and grow 2) Improvement in use of digital technology 3)Internship opportunities 4) Infrastructure Improvement 5)Carrier guidance 6)Campus interview	Issues are discussed in the departmental meeting

