SBES College of Arts and Commerce Aurangabad

Student Satisfaction Survey
(2021-22)

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 ourinstitution.

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 was sent in Google forms through the link to the mail ids of students. This fetched response from 276 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 generates 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 inferablemanner.

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 toupgrade 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 thissurvey.
a) Yes   b)No

B) Age:

C) CollegeName:

D) Gender:
a) Female   b) Male   c)Transgender

E) What degree program are you pursuingnow?
a) Bachelor's   b) Master's   c) MPhil   d) Doctorate   e) Other ()

F) What subject area are you currentlypursuing?
a) Arts   b) Commerce c) Science   d) Professional   e) Other: ()

Instructions to fill the questionnaire:

- All questions should be compulsorilyattempted.
- Each question has five responses, choose the most appropriateone.
- 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 processonly

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 to100%
   3 – 70 to 84%
   2 – 55 to 69%
   1 – 30 to 54%
   0 – Below 30%

2. How well did the teachers prepare for theclasses?
   4–Thoroughly
   3 – Satisfactorily
   2 – Poorly
   1 – Indifferently
   0 – Won't teach at all

3. How well were the teachers able to communicate?
   4 – Alwayseffective
   3 – Sometimes effective
   2 – Just satisfactorily
   1 – Generally ineffective
   0 – Very poor communication

4. The teacher's approach to teaching can best be describedas
   4 –Excellent
   3 – Very good
   2 – Good
   1 – Fair
   0 – Poor

5. Fairness of the internal evaluation process by theteachers.
   4 – Alwaysfair
   3 – Usually fair
   2 – Sometimes unfair
   1 – Usuallyunfair
   0 – Unfair

6. Was your performance in assignments discussed withyou?
    4 – Everytime
    3–Usually
    2 – Occasionally/Sometimes
    1 – Rarely
    0 – Never

7. The institute takes active interestin promoting internship, student exchange, and field visit opportunities forstudents.
    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 emotionalgrowth.
    4 – Significantly
    3 – Very well
    2 – Moderately
    1 – Marginally
    0 – Not at all

9. The institution provides multiple opportunities to learn and grow.
    4 – Stronglyagree
    3 – Agree
    2 – Neutral
    1 – Disagree
    0 – Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes and programmeoutcomes.
    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 – Everytime
    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 – Everytime
    3 – Usually
    2 – Occasionally/Sometimes
    1 – Rarely
    0 – Never

13. The teachers identify your strengths and encourage you with providing right level ofchallenges.
    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 – Everytime
    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 learningprocess.
    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 greatextent
    3 – Moderate
    2 – Some what
    1– Very little
    0 – Not atall

17. Teachers encourage you to participate in extracurricular activities.
    4 – Stronglyagree
    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 ofwork.

    4 – To a great extent

    3 – Moderate

    2 – Some what

    1 – Very little

    0 – Not atall

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. whileteaching.

    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 –Stronglyagree

    3 – Agree

    2 – Neutral

    1 – Disagree

    0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience in yourinstitution.
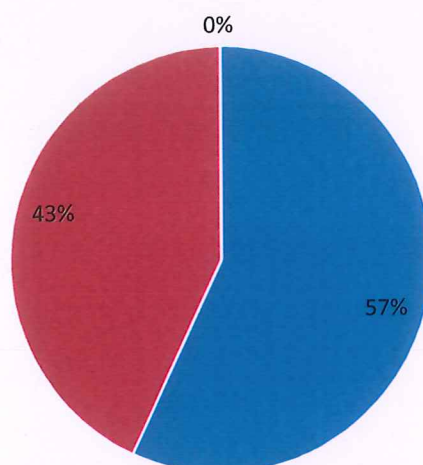
    a)

    b)

    c)

Table 1.1 - Gender-wise distribution of respondents

Respondent	Frequency	Percentage
Female	156	57%
Male	120	43%
Transgender	0	0%
Total	276	100%

Gender-wise distribution of respondents
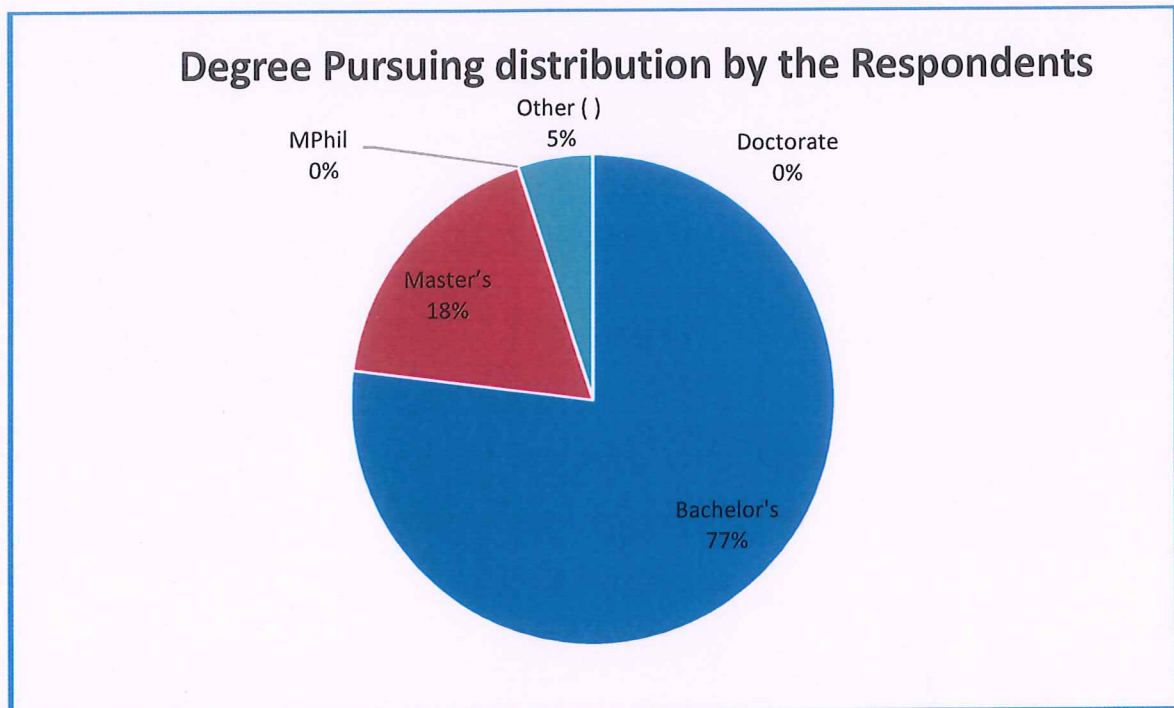
■ Female ■ Male ■ Transgender

Analysis:
It is observed from the above data that 57% of respondents are female and 43% of participants are male.

Table 1.2 - Degree Pursuing by the Respondents

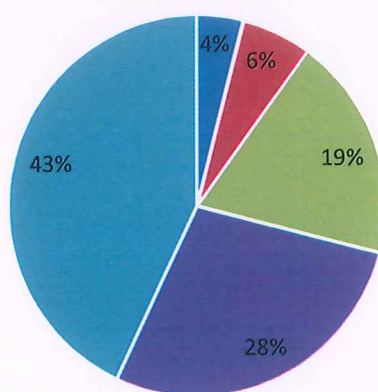| Degree	Frequency	Percentage
a) Bachelor's	211	77%
b) Master's	50	18%
c) MPhil	0	0 %
d) Doctorate	0	0 %
e) Other ( )	15	5%
Total	276	100%

Degree Pursuing distribution by the Respondents

Analysis:
It is revealed from the above data that 77% and 18% of respondents are pursuing Bachelor's degree and master degree respectively. Only 5% of students replied for other. Majority of the respondents are pursuing Bachelor's degree.

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

Options	Frequency	Percentage
0-Below 30%	12	4%
1-30 to54%	17	6%
2-55 to 69%	54	19%
3-70 to 84%	75	28%
4-85 to 100%	118	43%
Total	276	100%

How much of the syllabus was covered in the class?

- Below 30%
- 30 to54%
- 55 to 69%
- 70 to 84%
- 85 to 100%

Analysis:
It is observed from the above data, according to 91% of students are saying 69% 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	6	2%
1-Indifferently	6	2%
2-Poorly	20	7%
3-Satisfactorily	156	57%
4-Thoroughly	88	32%
Total	276	100%
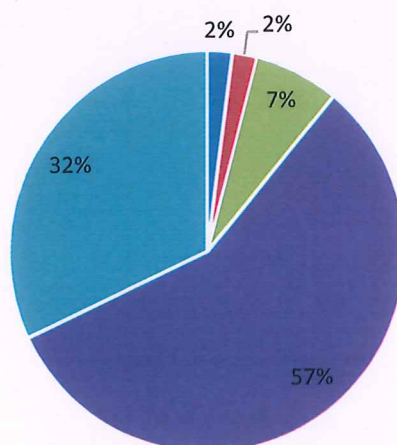
Analysis:

It is noticed from the above data 89% 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	5	2%
2-Just Satisfactorily	33	12%
3-Sometimes effective	66	24%
4-Always effective	166	60%
Total	276	100%

How well were the teachers able to communicate?

- Very poor communication
- Generally ineffective
- Just Satisfactorily
- Sometimes effective
- 4-Always effective
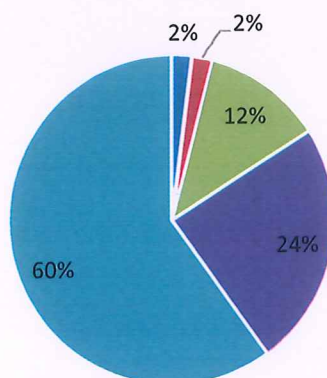
Analysis:
Table 1.5 clearly indicates that 60% of the respondents stated that teacher communication is always effective. 24% of respondents agreed that it is sometimes effective.
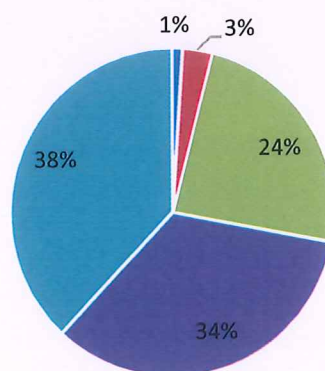
Table 1.6 - The teacher's approach to teaching can best be described as

Options	Frequency	Percentage
0-Poor	2	1%
1-Fair	10	3%
2-Good	66	24%
3-Very Good	94	34%
4-Excellent	104	38%
Total	276	100%

The teacher's approach to teaching can best be described as

Analysis:
Table 1.6 reveals that 96% 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	3	1%
1-Usually Unfair	4	1%
2-Sometimes Unfair	31	11%
3-Usually Fair	87	32%
4-Always Fair	151	55%
Total	276	100%

Fairness of the internal evaluation process by the teachers.

■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

1%   1%

11%

55%   32%
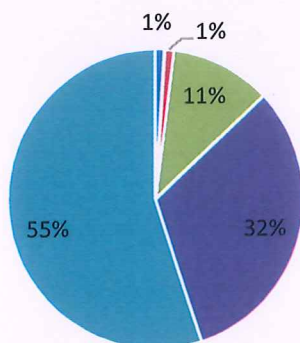
Analysis:

It can be observed from the above table that 87% of respondents are satisfied about the internal evaluation process. 11% of respondents stated that it is sometimes unfair. Only 2% of respondents said that it isunfair.
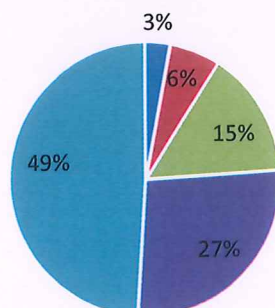
Table 1.8 - Was your performance in assignments discussed with you?

Options	Frequency	Percentage
0-Never	9	3%
1-Rarely	16	6%
2-Occasionally/sometimes	42	15%
3-Usually	74	27%
4-Every Time	135	49%
Total	276	100%

Was your performance in assignments discussed with you?

■ Never ■ Rarely ■ Occasionally/sometimes ■ Usually ■ Every Time

3%
6%
15%
49%
27%

Analysis:
It is observed from the above data 49% of respondents are responded that their assignments always discussed with them and 27% of the respondents said usually teacher discusses the performance. .Only 15% respondents said sometimes discusses the performance. Majority of the students are satisfied about the discussion of the performance in the assignments.
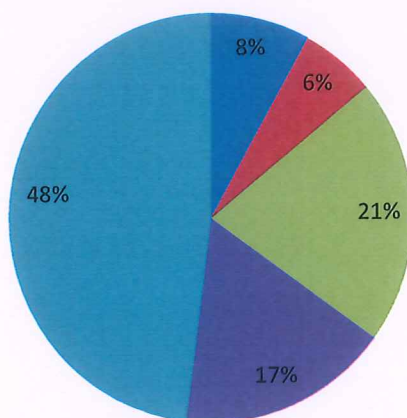
Table 1.9 - The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.

Options	Frequency	Percentage
0 – Never	24	8%
1 –Rarely	16	6%
2 – Sometimes	58	21%
3 – Often	46	17%
4– Regularly	132	48%
Total	276	100%

Active interest of Institute

■ Never   ■ Rarely   ■ Sometimes   ■ Often   ■ Regularly

Analysis:

It is observed from the above data 86% of respondents are satisfied about the institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.
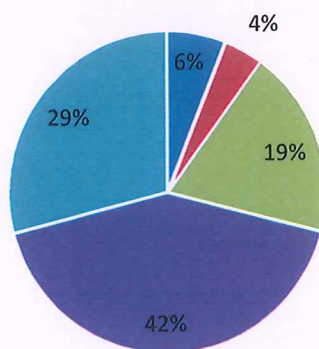
Table 1.10 - The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

Options	Frequency	Percentage
0-Not at all	20	6%
1-Marginally	10	4%
2-Moderately	51	19%
3-Very Well	116	42%
4-Significantlly	79	29%
Total	276	100%

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

■ Not at all ■ Marginally ■ Moderately ■ Very Well ■ Significantlly

4%
6%
19%
29%
42%

Analysis:
Table 1.10 presents the opinion on the teaching and mentoring process in institution in cognitive, social and emotional growth. There is 90% of respondents shown overall satisfaction.
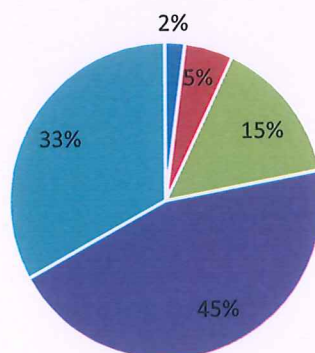
Table 1.11 - The institution provides multiple opportunities to learn and grow.

Options	Frequency	Percentage
0-Strongly disagree	7	2%
1-Disagree	14	5%
2-Neutral	40	15%
3-Agree	125	45%
4-Strongly Agree	90	33%
Total	276	100%

The institution provides multiple opportunities to learn and grow.

■ Strongly disagree   ■ Disagree   ■ Neutral   ■ Agree   ■ Strongly Agree

Analysis:
Table 1.11 witnessed that 78% of respondent are agreed that the institution provides opportunities to learn to grow.15% respondents are unable to decide and 7% disagreed to thestatement.

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

Options	Frequency	Percentage
0-Never	9	3%
1-Rarely	13	5%
2-Occasionaly/sometimes	36	13%
3-Usually	72	26%
4-Every time	146	53%
Total	276	100%

Teachers inform you about your expected competencies, course outcomes and programme outcomes

■ Never ■ Rarely ■ Occasionaly/sometimes ■ Usually ■ Every time

3% 5%

13%

26%

53%
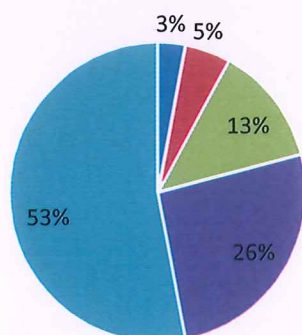
Analysis:
Table 1.12 - revealed that 79% of respondent are agreed that teachers inform respondents about their competencies, course outcomes and program outcomes.
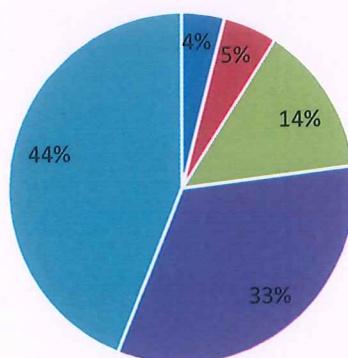
Table 1.13 - Your mentor does a necessary follow-up with an assigned task to you.

Options	Frequency	Percentage
0-I don't have a mentor	10	4%
1-Rarely	15	5%
2-Occasionally/Sometimes	38	14%
3-Usually	91	33%
4-Every time	122	44%
Total	276	100%

Your mentor does a necessary follow-up with an assigned task to you

- I don't have a mentor
- Rarely
- Occasionally/Sometimes
- Usually
- Every time

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 4% of respondents said that they don't have a mentor.
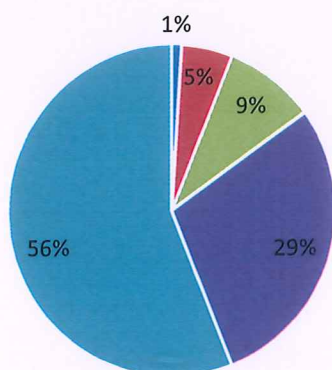
Table 1.14 - The teachers illustrate the concepts through examples and applications.

Options	Frequency	Percentage
0-Never	4	1%
1-Rarely	13	5%
2-Ocassionaly/Sometimes	25	9%
3-Usually	79	29%
4-Every time	155	56%
Total	276	100%

The teachers illustrate the concepts through examples and applications.

■ Never   ■ Rarely   ■ Ocassionaly/Sometimes   ■ Usually   ■ Every time

Analysis:
It is observed from the above table that there is overall satisfaction about the teachers illustrate the concepts through examples and application. 94% of the students are satisfied about the statement.
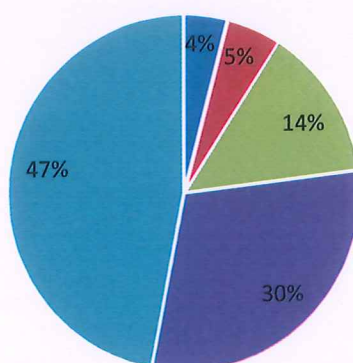
Table 1.15 - The teachers identify strengths and encourage with providing right level ofchallenges

Options	Frequency	Percentage
0-Unable to decide	10	4%
1-Slightly	15	5%
2-Partially	38	14%
3-Reasonably	83	30%
4-Fully	130	47%
Total	276	100%

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

■ Unable to decide ■ Slightly ■ Partially ■ Reasonably ■ Fully

Analysis:

It is explicitly found in the study that the 77% of the respondents are agreed to the statement that the teacher's identity strengths and encourage with providing right level of challenges.14% of the students are partially agreed to thestatement.
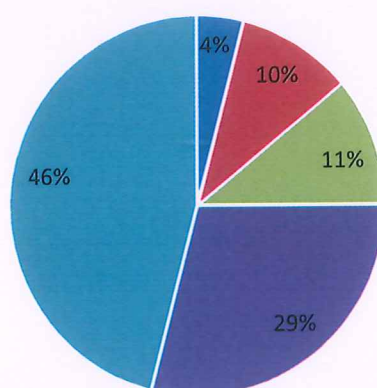
Table 1.16 -Teachers are able to identify weaknesses and help to overcome them.

Options	Frequency	Percentage
0-Never	12	4%
1-Rarely	28	10%
2-Occasionally/Sometimes	29	11%
3-Usually	81	29%
4-Every time	126	46%
Total	276	100%

identify weaknesses and help to overcome them.

■ Never ■ Rarely ■ Occasionally/Sometimes ■ Usually ■ Every time

Analysis:
It is observed from the above data 86% of respondents are agreed to the statement that teachers are able to identify weaknesses and help to overcome them. Only 14% of respondents are not satisfied about the statement.
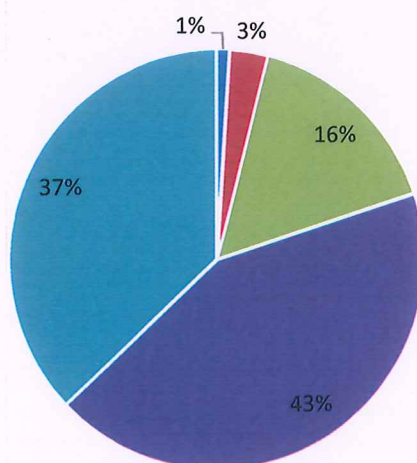
Table 1.17 - The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Options	Frequency	Percentage
0-Strongly Disagree	3	1%
1-Disagree	8	3%
2-Neutral	45	16%
3-Agree	118	43%
4-Strongly Agree	102	37%
Total	276	100%

Efforts By Institute.

■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

1% 3%
16%
37%
43%

Analysis:
It is clear from the above table that 80% of the respondents are satisfied about institution efforts to engage them in the review and continuous quality improvement of the teaching learning process.20% of the respondents are not agreed to thestatement.

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	6	2%
1-Very Little	19	7%
2-Some What	36	13%
3-Moderate	105	38%
4-To a great extent	110	40%
Total	276	100%

Innovative Teaching Methods

■ Not at all   ■ Very Little   ■ Some What   ■ Moderate   ■ To a great extent
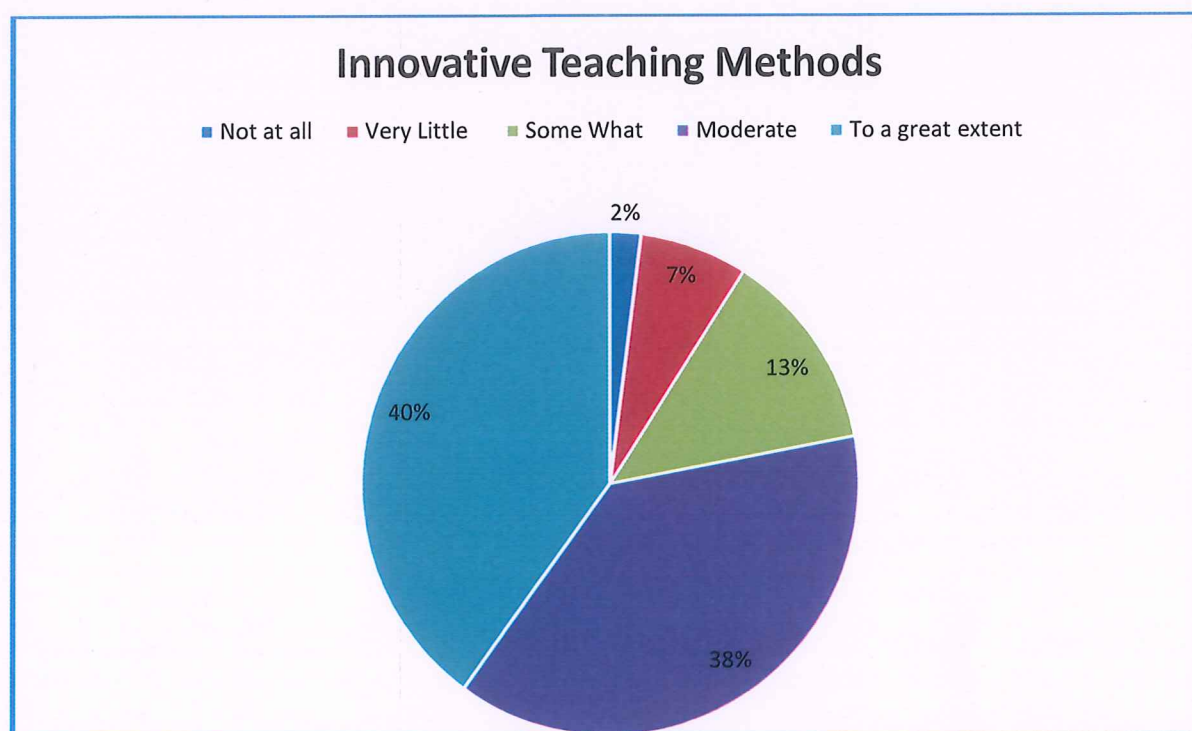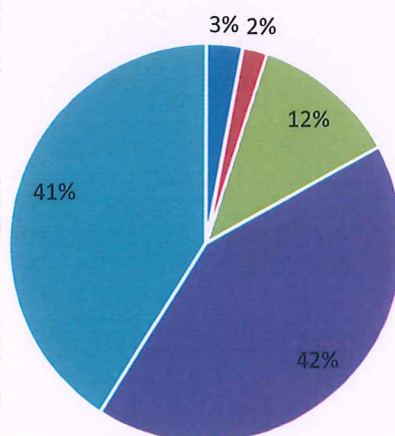

Analysis

Table 1.18 indicates clearly that there is 91% 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	9	3%
1-Disagree	7	2%
2-Neutral	32	12%
3-Agree	115	42%
4-Strongly Agree	113	41%
Total	276	100%

Teachers encourage you to participate in extracurricular activities

■ Strongly disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

3% 2%

12%

41%

42%

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 aboutit.

Tables 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	6	2%
1-Very Little	22	8%
2-Some What	39	14%
3-Moderate	94	34%
4-To a great extent	115	42%
Total	276	100%

Efforts For Skills developement

■ Not at all ■ Very Little ■ Some What ■ Moderate ■ To a great extent
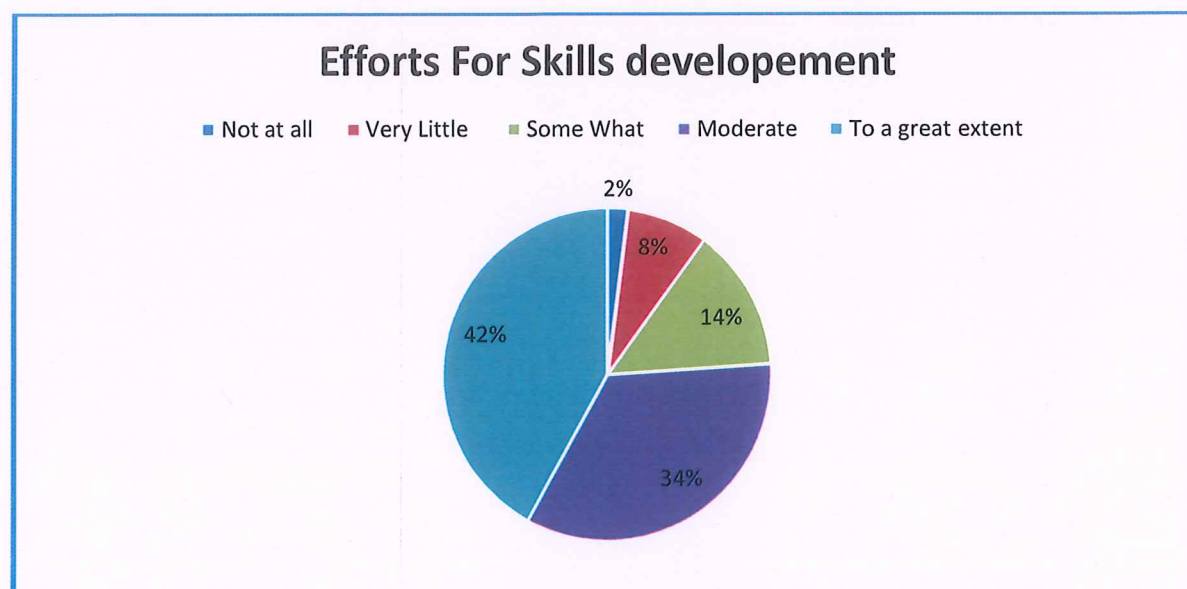
Analysis:

It can be seen from the above table that 90% 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.
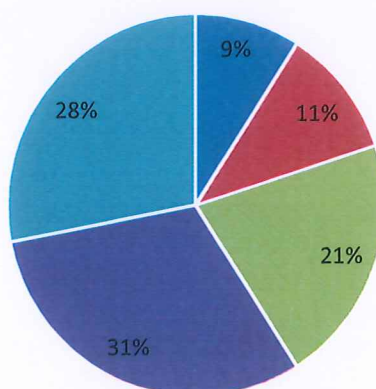
Table1.21 - What percentage of teachers use ICT tools such as LCD Projector, Multimedia while teaching

Options	Frequency	Percentage
0-Below 29%	24	9%
1-30-49%	30	11%
2-50-69%	59	21%
3-70-89%	85	31%
4-Above 90%	78	28%
Total	276	100%

Use Of ICT tools By Teacher

Below 29% 30-49% 50-69% 70-89% Above 90%

Analysis:
Table 1.21 reveals that 90%of the teachers use ICT, LCD, and Multimedia while teaching up to 69%.

Table 1.22 - The overall quality of teaching is good in institution

Options	Frequency	Percentage
0-Strongly Disagree	4	1%
1-Disagree	12	5%
2-Neutral	40	15%
3-Agree	128	46%
4-Strongly Agree	92	33%
Total	276	100%

The overall quality of teaching is good in institution

■ Strongly Disagree ■ Disagree ■ Neutral ■ Agree ■ Strongly Agree

1% 5%
15%
33%
46%
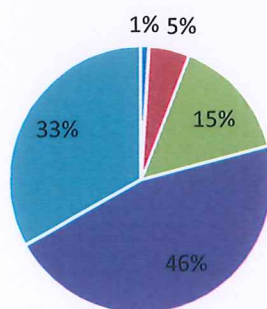
Analysis:
It can be seen that 79% of respondents are stated that the overall quality of teaching is good in institution but 5% are unable to decide about the overall quality of teaching while only 6% are disagreed to the statement.

1.23 - Descriptive Basis Question

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. Completion of entire syllabus. 2. Needs to discuss students' preferences in assignments. 3. Improvement in mentoring process. 4. Needs to inform students about expected competencies, course outcomes & programme outcomes. 5. Needs to Identity strengths of students and encourage them with right levels of challenges. 6. Needs to identify the weaknesses of students and help them to overcome it. 7. Needs to Increase efforts for skill Development. 8. Needs to Increase use of ICT tools by teachers 9. Online platform/online payment facility to be made available. 10. Needs to improve interaction with students. 11. Other curricular activities to be increased. 12. Internship and Campus placements. 13. Practical based knowledge should be given 14. Online library option should be provided 15. Cleanliness and hygiene needs improvement	**All the issues are discussed in the departmental meetings and corrective measures taken accordingly.**

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