

Sarvajanik Arts and Commerce
College, Visarwadi, Tal. Navapur, Dist. Nan
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Analysis of Students Satisfaction Survey Results

(Academic Year: 2021-2022)

Students' satisfaction survey through questionnaire prescribed by National Assessment and Accreditation Council, Bangalore was conducted online by the IQAC committee in the month of July 2022. The survey was conducted offline due to the reduced severity of Covid-19 pandemic.

Objectives.

To measure the student's level of satisfaction on their experiences regarding teaching-learning process and continuous assessment to help to upgrade the quality in higher education.

Survey Method

There were 21 questions in the survey questionnaire, 20 being objective and 01 descriptive. They were asked to choose the appropriate out of 5 responses of all the questions. The responses 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. The results of the survey were analysed on the basis of which necessary actions were taken to improve the quality of the overall performance of the teaching-learning process.

Total Questionnaire Assessed: 50

Question no.	Question	Response	Answers per response	Rating score per response	Score obtained	Total answers	Total score	Average rating score (out of 4)
A	B	C	D	E	F (= DX E)	G (Total answers received to the 5 responses)	H (Sum of the scores of the 5 responses)	I (= H/G)
1	How much of the syllabus was covered in the class?	85 to 100%	50	04	200	50	200	4.00
		70 to 84%	00	03	00			
		55 to 69%	00	02	00			
		30 to 54%	00	01	00			
		Below 30%	00	00	00			



Question no.	Question	Response	Answers per response	Rating score per response	Score obtained	Total answers	Total score	Average rating score (out of 4)
A	B	C	D	E	F = DX E	G (Total answers received to the 5 responses)	H (Sum of the scores of the 5 responses)	I = H/G
2	How well did the teachers prepare for their classes?	Thoroughly	45	04	180	50	193	3.86
		Satisfactorily	03	03	09			
		Poorly	02	02	04			
		Indifferently	00	01	00			
		Won't teach at all	00	00	00			
3	How well were the teachers able to communicate?	Always effective	42	04	168	50	189	3.78
		Sometimes effective	05	03	15			
		Just satisfactory	03	02	06			
		Generally ineffective	00	01	00			
		Very poor communication	00	00	00			
4	The teacher's approach to teaching can best be described as	Excellent	40	04	160	50	190	3.8
		Very good	10	03	130			
		Good	00	02	00			
		Fair	00	01	00			
		Poor	00	00	00			
5	Fairness of the internal evaluation process by the teachers	Always fair	47	04	188	50	197	3.94
		Usually fair	03	03	09			
		Sometimes unfair	00	02	00			
		Usually unfair	00	01	00			
		Unfair	00	00	00			
6	Was your performance in assignments discussed with you?	Everytime	40	04	160	50	192	3.84
		Usually	06	03	18			
		Occasionally/Sometimes	02	02	04			
		Rarely	02	01	02			
		Never	00	00	00			



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A	B	C	D	E	F (= DX E)	G (Total answers received to the 5 responses)	H (Sum of the scores of the 5 responses)	I (= H/G)
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	Regularly	43	04	172	50	187	3.74
		Often	02	03	06			
		Sometimes	04	02	08			
		Rarely	01	01	01			
		Never	00	00	00			
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	Significantly	43	04	172	50	192	3.84
		Very well	05	03	15			
		Moderately	02	02	04			
		Marginally	00	01	00			
		Not at all	00	00	00			
9	The institution provides multiple opportunities to learn and grow.	Strongly agree	38	04	152	50	181	3.62
		Agree	05	03	15			
		Neutral	07	02	14			
		Disagree	00	01	00			
		Strongly disagree	00	00	00			
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	Everytime	46	04	184	50	186	3.72
		Usually	04	03	12			
		Occasionally/Sometimes	00	02	00			
		Rarely	00	01	00			
		Never	00	00	00			
11	Your mentor does a necessary follow-up with an assigned task to you.	Everytime	44	04	176	50	191	3.82
		Usually	03	03	09			
		Occasionally/Sometimes	03	02	06			
		Rarely	00	01	00			
		I don't have a mentor	00	00	00			
12	The teacher illustrates the concepts through examples and applications.	Everytime	41	04	164	50	191	3.82
		Usually	09	03	27			
		Occasionally/Sometimes	00	02	00			
		Rarely	00	01	00			
		Never	00	00	00			



Question no.	Question	Response	Answers per response	Rating score per response	Score obtained	Total answers	Total score	Average ratingscore(ou tof4)
A	B	C	D	E	F(= DX E)	G(Total answers received to the 5 responses)	H(Sum of the scores of the 5 responses)	I(= H/G)
13	The teachers identify your strengths and encourage you with providing right level of challenges.	Fully	43	04	172	50	191	3.82
		Reasonably	06	03	18			
		Partially	01	02	02			
		Slightly	00	01	00			
		Unable to	00	00	00			
14	Teachers are able to identify your weaknesses and help you to overcome them.	Everytime	47	04	188	50	197	3.94
		Usually	03	03	09			
		Occasionally/Sometimes	00	02	00			
		Rarely	00	01	00			
		Never	00	00	00			
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	Strongly agree	46	04	184	50	195	3.9
		Agree	03	03	09			
		Neutral	01	02	02			
		Disagree	00	01	00			
		Strongly disagree	00	00	00			
16	The institute/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	To a great extent	45	04	180	50	193	3.86
		Moderate	03	03	09			
		Somewhat	02	02	04			
		Very little	00	01	00			
		Not at all	00	00	00			
17	Teachers encourage you to participate in extracurricular activities.	Strongly agree	48	04	192	50	198	3.96
		Agree	02	03	06			
		Neutral	00	02	00			
		Disagree	00	01	00			
		Strongly disagree	00	00	00			



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A	B	C	D	E	F(= DX E)	G(Total answers received to the 5 responses)	H(Sum of the scores of the 5 responses)	I(= H/G)
18	Efforts are made by the institution/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	To a great extent	40	04	160	50	187	3.74
		Moderate	07	03	21			
		Somewhat	03	02	06			
		Very little	00	01	00			
		Not at all	00	00	00			
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	Above 90%	50	04	200	50	200	4.00
		70-89%	00	03	00			
		50-69%	00	02	00			
		30-49%	00	01	00			
		Below 29%	00	00	00			
20	The overall quality of teaching-learning process in your institute is very good.	Strongly agree	46	04	184	50	196	3.92
		Agree	04	03	12			
		Neutral	00	02	00			
		Disagree	00	00	00			
		Strongly disagree	00	00	00			
Average score of students' satisfaction on teaching-learning process								3.85

Analysis of survey data

1. The average satisfaction score 3.85 is much than the minimum target score 3.5 indicating high level of students satisfaction towards teaching, learning and evaluation process in the college.
2. The data showed the highest level of satisfaction, that is, 4 out of 4 rating on question no. 1 and 19 indicating 100% syllabus of all courses was covered in the class and all teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
3. The respondents recommended to develop college infrastructure, increase the number of classrooms and enrichment of library resources.

