Report on Student Satisfaction Survey

23-04-2019

Objective

To understand the satisfaction level of the students in the Teaching Learning and Evaluation process of the Institution and enhance the academic performance based on the comments / suggestions received.

Survey Method

IQAC used the NAAC's Student Satisfaction Survey (SSS) questionnaire for conducting the survey. The questionnaire (Annexure –I) containing twenty Multiple Choice Questions (MCQs) and one descriptive question was designed using the Google Form and sent to around six hundred students those whom were selected randomly across the Institution covering all the Programmes being offered through e-mail. Each question was to be rated on 5-point scale by the students. The response received from 513 students within the time line fixed was taken for analysis.

The Google Form was framed (customised) considering the following:

1) A Student can fill the form only once.
2) All the 21 questions have necessarily to be answered.
3) Submission after due date will be indicated by a Pop-up message "This form no longer accepting the response".

Data Analysis

The analysis was done in two parts. In the first part, the scores given for the MCQs were analysed and in the second part, the comments/suggestions given for the descriptive question were analysed.

I. Analysis of MCQs

For analysis, the scores given by the students for each question was grouped into two categories, one scoring above average and the other scoring average and below. The percentage of students rated more than average scale is tabulated below in the descending order for all the twenty questions:

Sl. No	Questions	Cutoff Score	Rank
1	2. How well did the teachers prepare for the classes?	97.3	1
2	1. How much of the syllabus was covered in the class?	94.6	2
3	16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	89.5	3
4	3. How well were the teachers able to communicate?	87.5	4
5	12. The teachers illustrate the concepts through examples and applications.	86.9	5

6	11. Your mentor does a necessary follow-up with an assigned task to you.	86.8	6
7	5. Fairness of the internal evaluation process by the teachers	85.4	7
8	10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.	85.2	8
9	20. The overall quality of teaching-learning process in your institute is very good.	83.2	9
10	6. Was your performance in assignments discussed with you?	82.7	10
11	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.	81.3	11
12	17. Teachers encourage you to participate in extracurricular activities.	81.1	12
13	15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	80	13
14	13. The teachers identify your strengths and encourage you with providing right level of challenges.	79	14
15	9. The institution provides multiple opportunities to learn and grow	77.2	15
16	8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth	76.2	16
17	14. Teachers are able to identify your weaknesses and help you to overcome them.	75.9	17
18	4. The teacher's approach to teaching	72.5	18
19	19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	68.1	19
20	7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students	67.6	20

Out of twenty questions, thirteen questions were rated above average by 80 to 97.3 percentage of the students. The remaining seven questions were rated by 67.6 to 79 percentage of the students. That means 21 to 32.4 percentage of students rated average and below for these following seven questions which require attention for improvement.

1) The institute takes active interest in promoting internship, student exchange, field visit opportunities for students (Question no.7)
2) What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching (Question no.19)
3) The teacher's approach to teaching (Question no.4)
4) Teachers can identify your weaknesses and help you to overcome them. (Question no.14)
5) The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth (Question no.8)

6) The institution provides multiple opportunities to learn and grow (Question no.9)
7) The teachers identify your strengths and encourage you with providing right level of challenges (Question no.13)
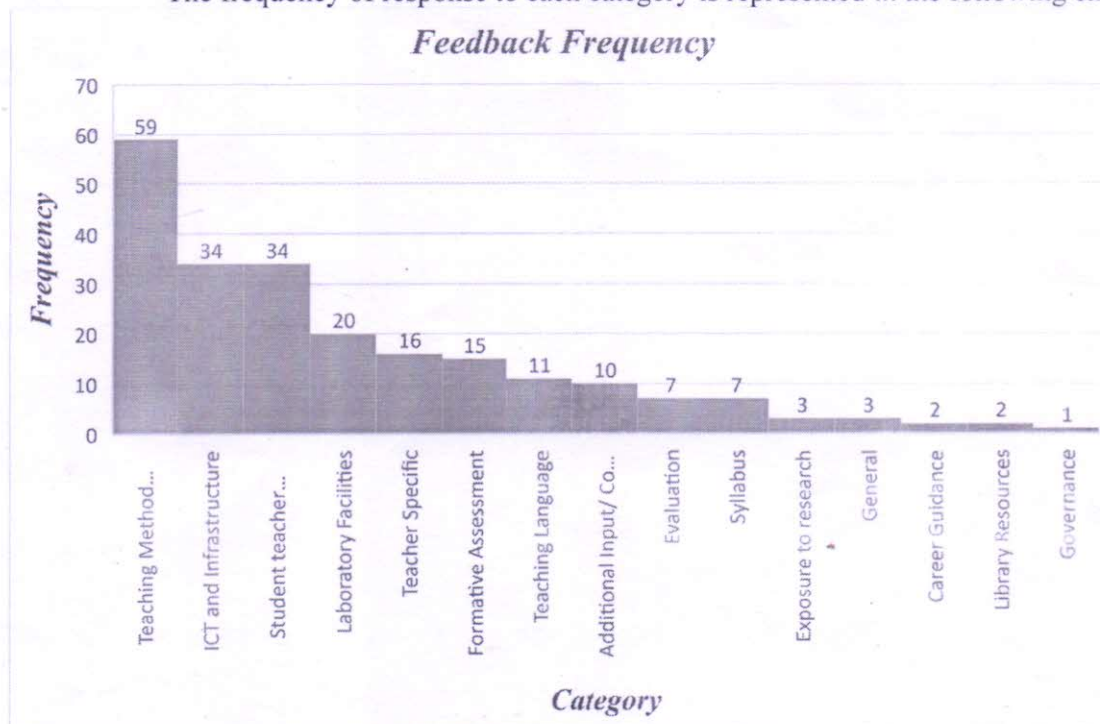
II. Analysis of response to descriptive question (Question no. 21)

The students put forward their response both generally and specifically. Also, they came out with single and multiple response for the descriptive question. (Annexure-II).

The requirements/suggestions/comments given by the students were analysed and grouped into the following categories (the multiple response have been split and accounted in the respective category).

Sl. No.	Feedback Category
1	Teaching Method Enhancing
2	ICT and Infrastructure
3	Student teacher relationship
4	Laboratory Facilities
5	Teacher Specific
6	Formative Assessment
7	Teaching Language
8	Additional Input/ Co-Curricular
9	Evaluation
10	Syllabus
11	Exposure to research
12	General
13	Career Guidance
14	Library Resources
15	Governance

The frequency of response to each category is represented in the following chart.

Feedback Frequency

From the above analysis it is observed that the following areas need to be focussed to enhance the satisfaction level of the students:

1. Teaching Methods
2. Student Teacher Relationship
3. ICT and Infrastructure
4. Laboratory Facilities
5. Teacher Specific
6. Formative Assessment
7. Teaching Language
8. Additional Input/ Co-Curricular

Conclusion

The response of the students for the MCQs 4, 7, 9, 13, 14 and 19 are supported fully by the response of the descriptive (Open) question. Considering both the quantitative and qualitative response, it may be concluded that the following areas are to be taken up for improvement on priority basis for enhancing the satisfaction level of the students.

1. ICT and Infrastructure
2. Student Teacher Relationship
3. Formative Assessment
4. Teaching Methods

23/04/2019

Director, IQAC