

2.7.1 Student Satisfaction Survey Questions



This questionnaire is intended to collect information relating to your satisfaction towards the overall Institutional performance. The information provided by you will be used as important feedback for quality enhancement of the program of studies/institution and will be kept confidential.

Directions: A score for each item please indicate your level of satisfaction with the following statement by choosing between 1 -4.

- 1- Poor
- 2- Good
- 3- Very Good
- 4- Excellent

Following were the questions selected by the committee for the student satisfaction survey

SL.NO	QUESTION
1	1.. . How much of the syllabus was covered in the class?
2	2.How well did the teachers prepare for the online classes during COVID19?
3	3. How effective were the e learning methods during COVID19?
4	4.The teacher's approach to teaching can be best described as
5	5. Fairness of the internal evaluation process by the teachers
6	6. Was your performance in assignments discussed with you?
7	7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students
8	8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth
9	9. The institution provides multiple opportunities to learn and grow
10	10. Teachers inform you about expected competencies, course outcomes and programme outcomes

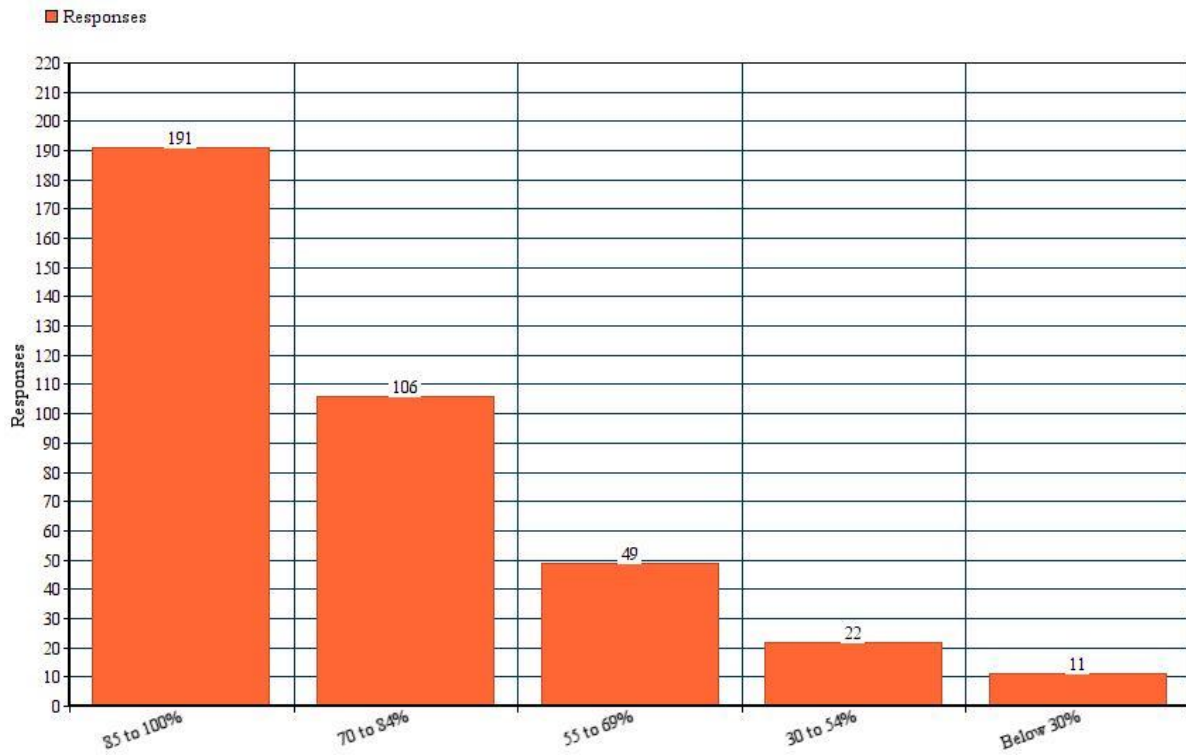


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11	Your mentor does a necessary follow-up with an assigned task to you
12	The teachers illustrate the concepts through examples and application
13	Teachers are able to identify your weaknesses and help you to overcome them
14	The teachers identify your strengths and encourage you with providing right level of challenges
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process
16	Teachers encourage you to participate in extracurricular activities
17	The overall quality of teaching-learning process in your institute is very good
18	To what extent the online classes during COVID19 were as effective as offline classes
19	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
20	What percentage of teachers use ITC tools such as LCD projector, multimedia etc, while teaching

The above questionnaire was prepared by the committee. It was decided to collect feedback online from the students. For each question, students will have to select one option which are assigned different weightages. For example, for the question, **To what extent the online classes during COVID19 were as effective as offline classes**. The options given were *4- Always effective, 3-Sometimes effective, 2-Just satisfactorily, 1-Generally ineffective, 0-Not at all effective*

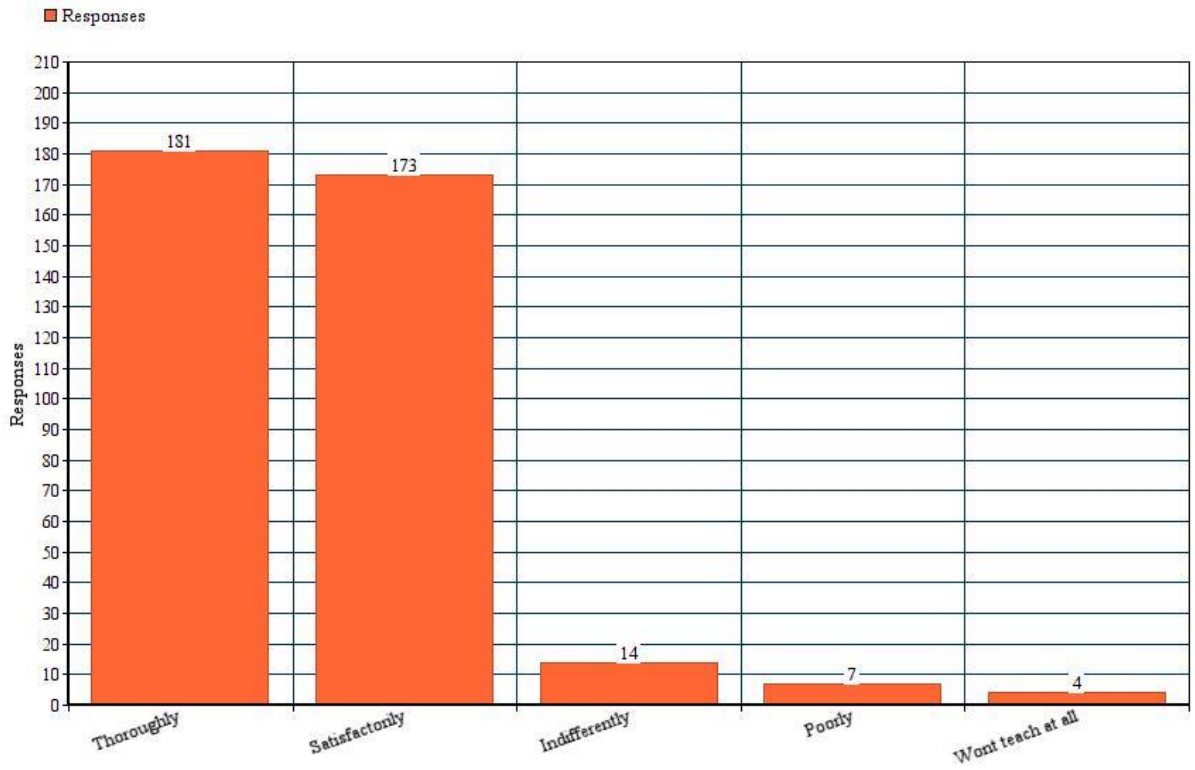
An online form with the above questions was created and circulated to all the students. A total of 378 samples were collected and the data was tabulated. The graph given below depicts the *questions for which the students have given the highest rating (4)*. It is evident that, from the graph enclosed, students have given feedback that all the questions are satisfactory and more than 50% of students have given highest rating to some of the questions. However, for the principle of continuous improvement, all the twenty questions are analyzed in depth.

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



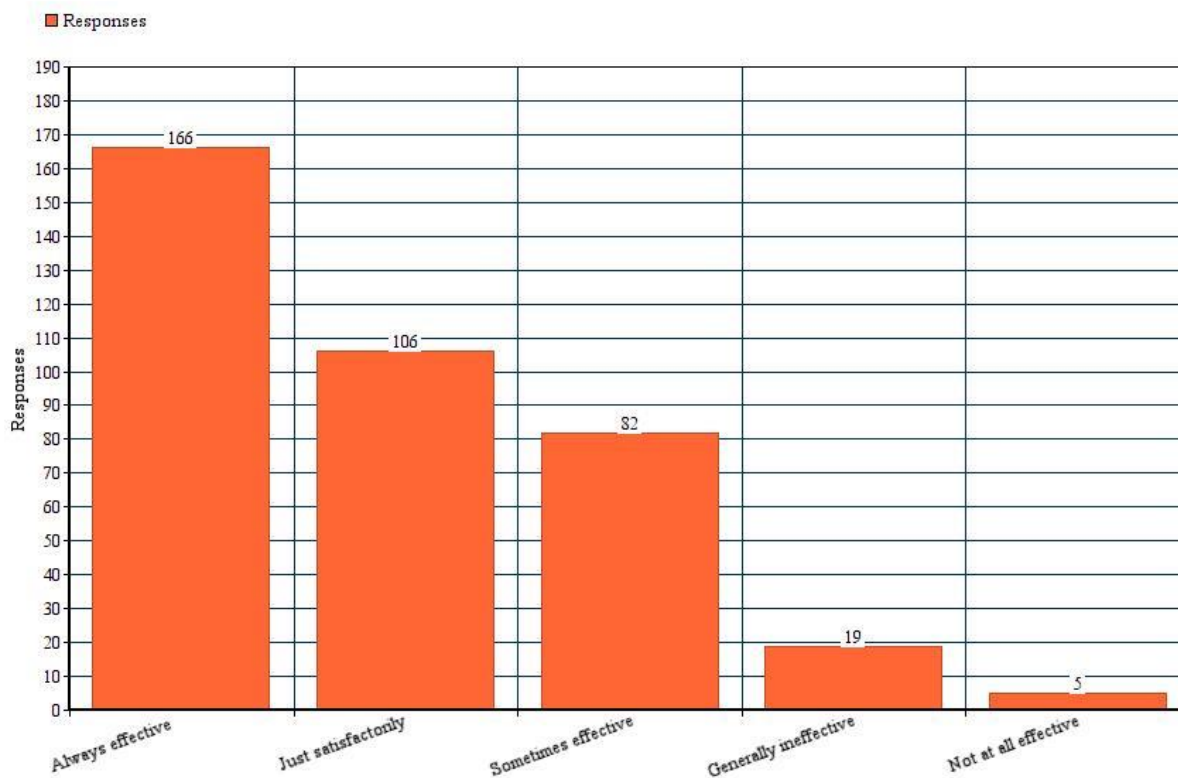
OPTION TEXT	RESPONSES
85 to 100% (4)	191
70 to 84%	106
55 to 69% (2)	49
30 to 54% (1)	22
Below 30% (0)	11
Total	379

2. How well did the teachers prepare for the online classes during COVID19?



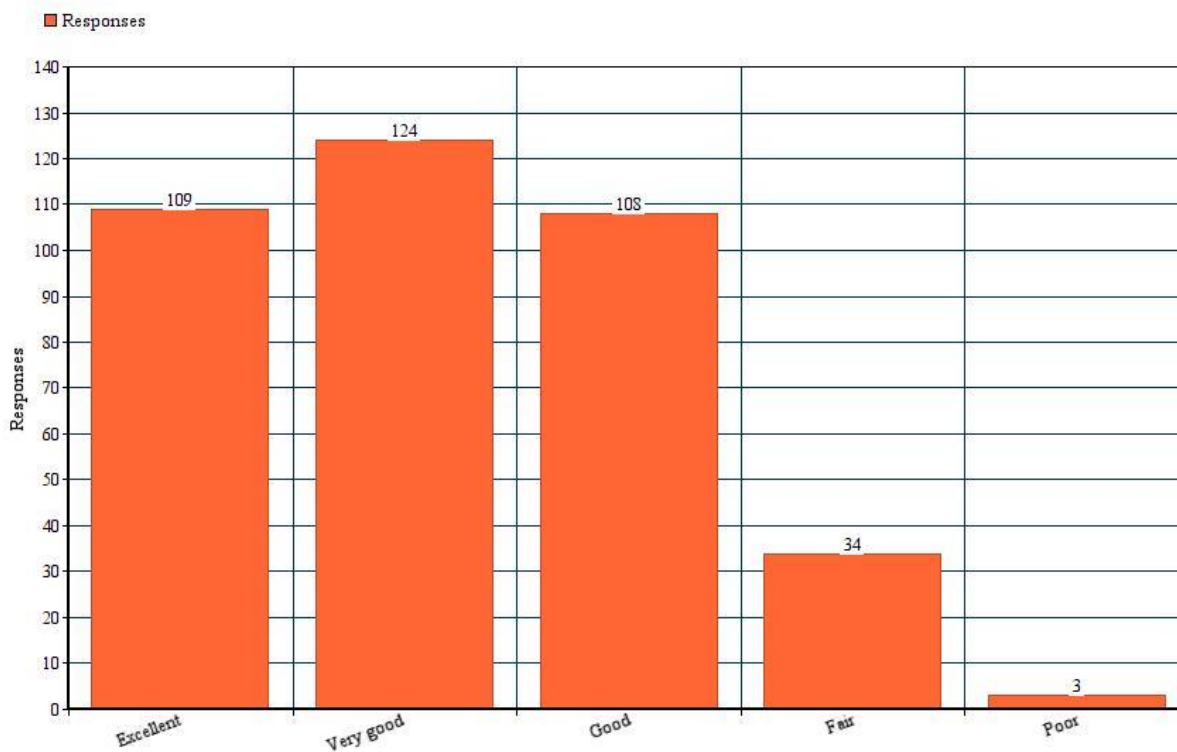
OPTION TEXT	RESPONSES
Thoroughly(4)	181
Satisfactorily(3)	173
Indifferently(2)	14
Poorly(1)	7
Wont teach at all(0)	4
Total	379

3. How effective were the e learning methods during COVID19?



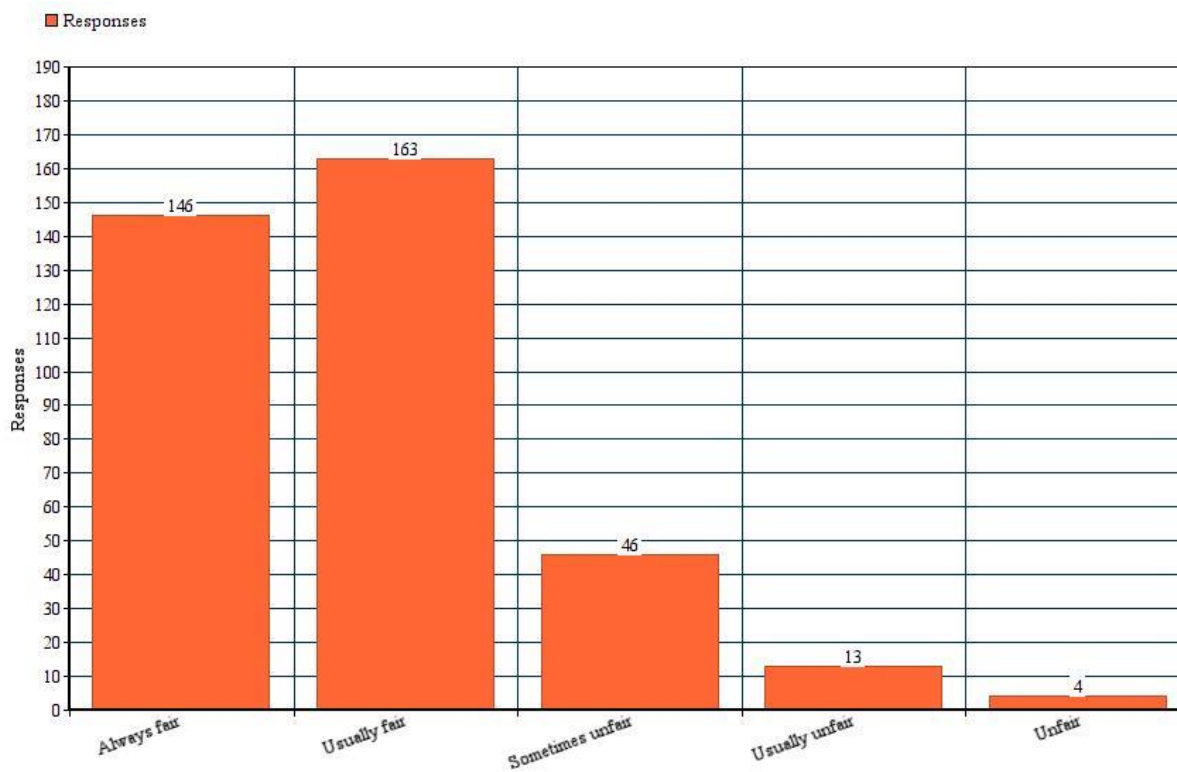
OPTION TEXT	RESPONSES
Always effective(4)	166
Sometimes effective(3)	106
Just satisfactorily(2)	82
Generally ineffective(1)	19
Not at all effective(0)	5
Total	364

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



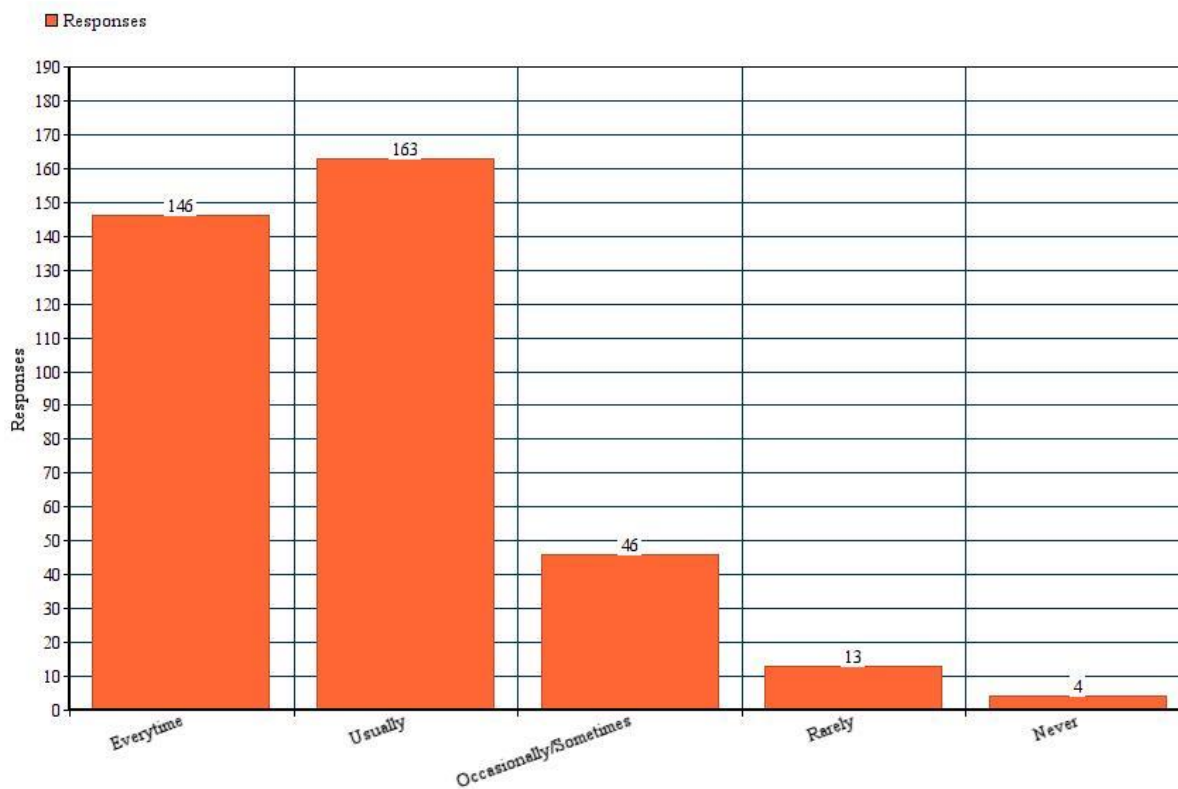
OPTION TEXT	RESPONSES
Excellent(4)	109
Very good(3)	124
Good(2)	108
Fair(1)	34
Poor(0)	3
Total	378

5. Fairness of the internal evaluation process by the teachers



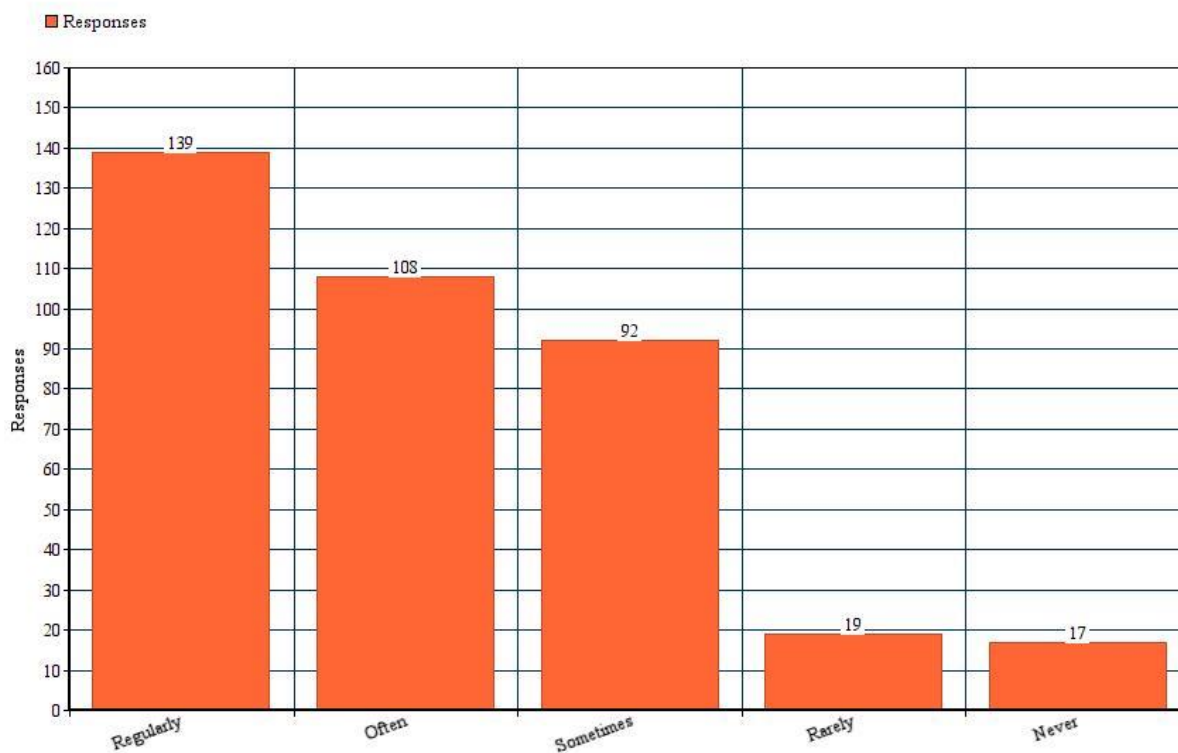
OPTION TEXT	RESPONSES
Always fair(4)	146
Usually fair(3)	163
Sometimes unfair(2)	46
Usually unfair(1)	13
Unfair(0)	4
Total	360

6. Was your performance in assignments discussed with you?



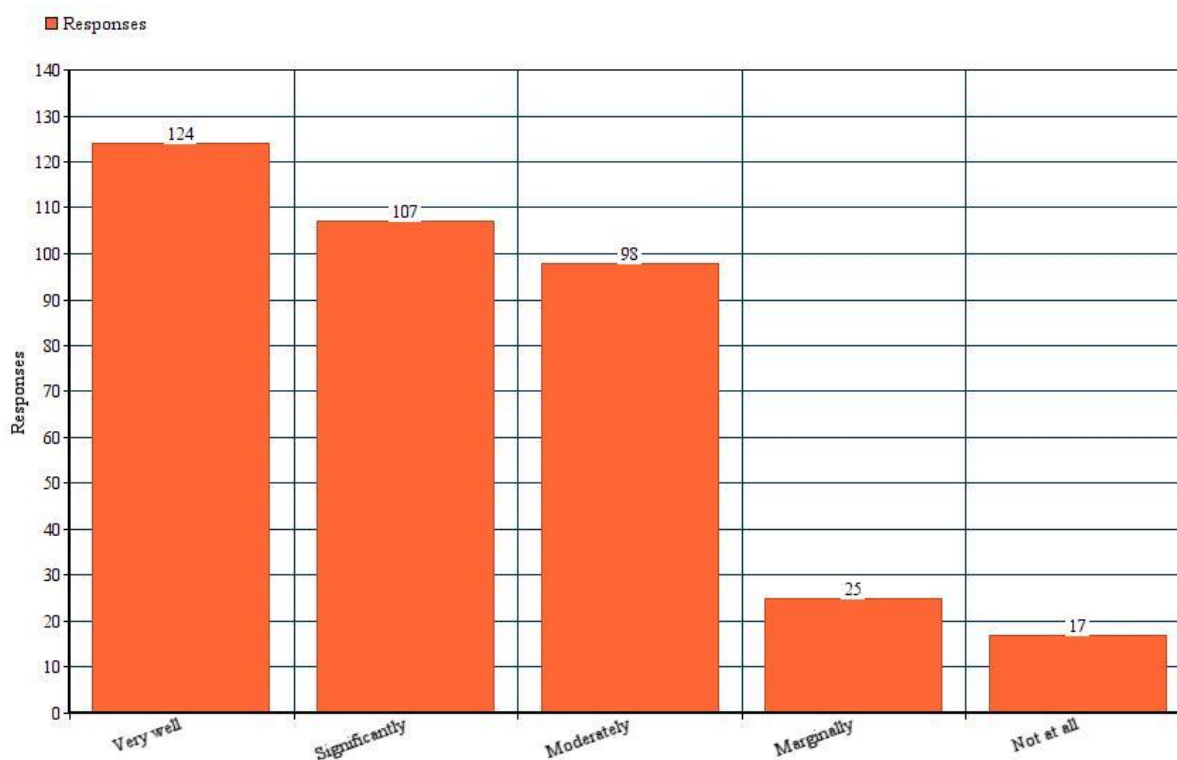
OPTION TEXT	RESPONSES
Every time(4)	147
Usually(3)	116
Occasionally/Sometimes(2)	79
Rarely(1)	21
Never(0)	9
Total	372

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



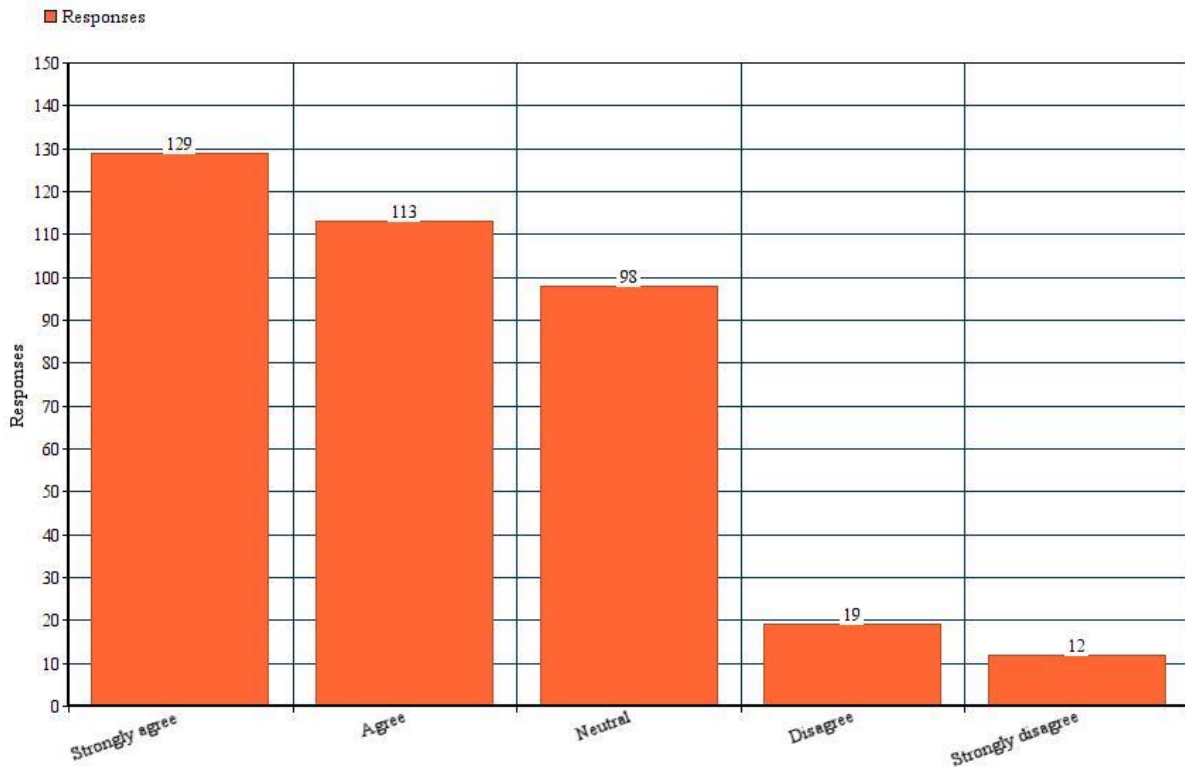
OPTION TEXT	RESPONSES
Regularly(4)	139
Often(3)	108
Sometimes(2)	92
Rarely(1)	19
Never(0)	17
Total	375

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



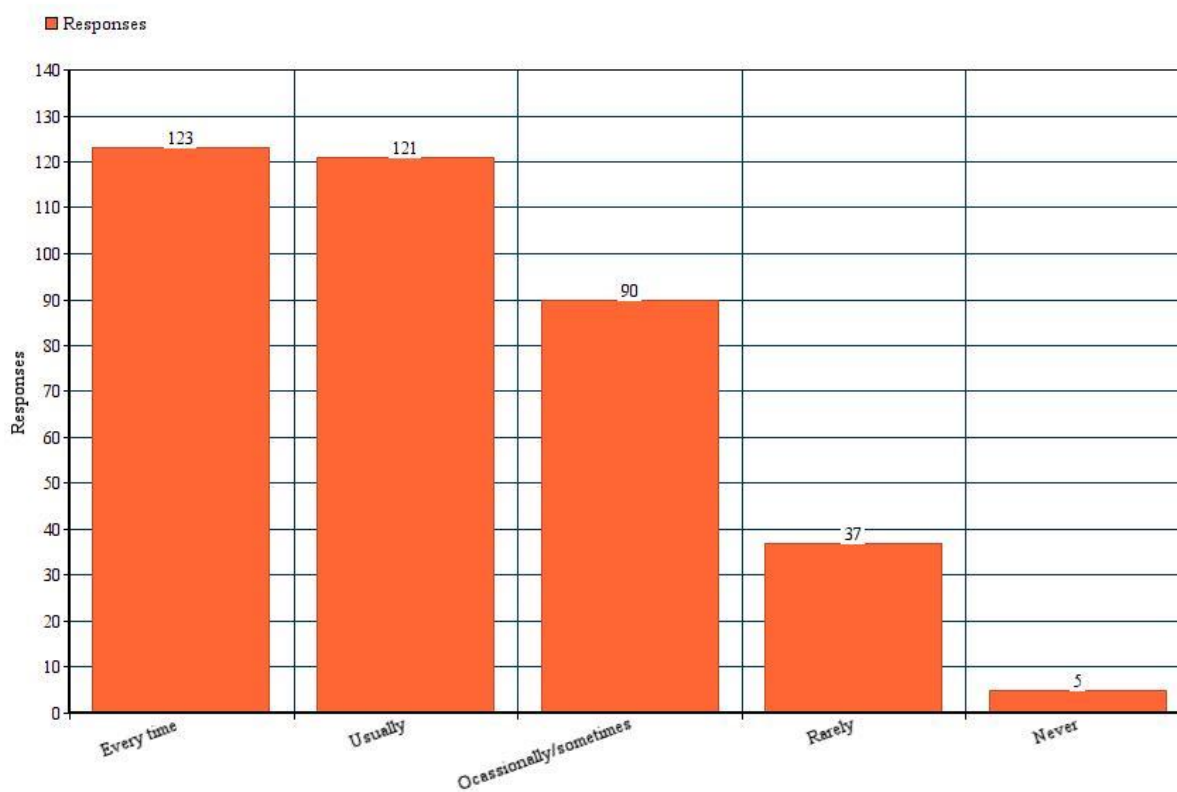
OPTION TEXT	RESPONSES
Very well(4)	124
Significantly(3)	107
Moderately(2)	98
Marginally(1)	25
Not at all(0)	17
Total	371

9. The institution provides multiple opportunities to learn and grow



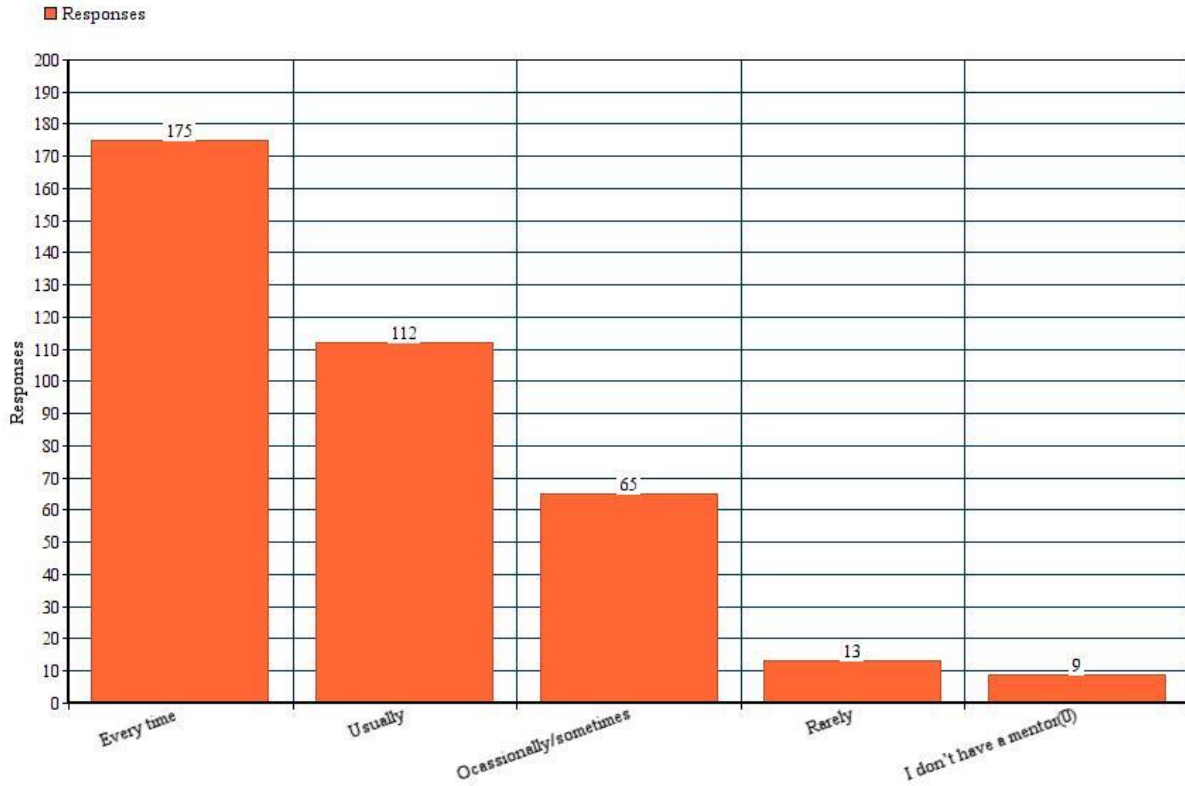
OPTION TEXT	RESPONSES
Strongly agree(4)	129
Agree(3)	113
Neutral(2)	98
Disagree(1)	19
Strongly disagree(0)	12
Total	371

10. Teachers inform you about expected competencies, course outcomes and programme outcomes



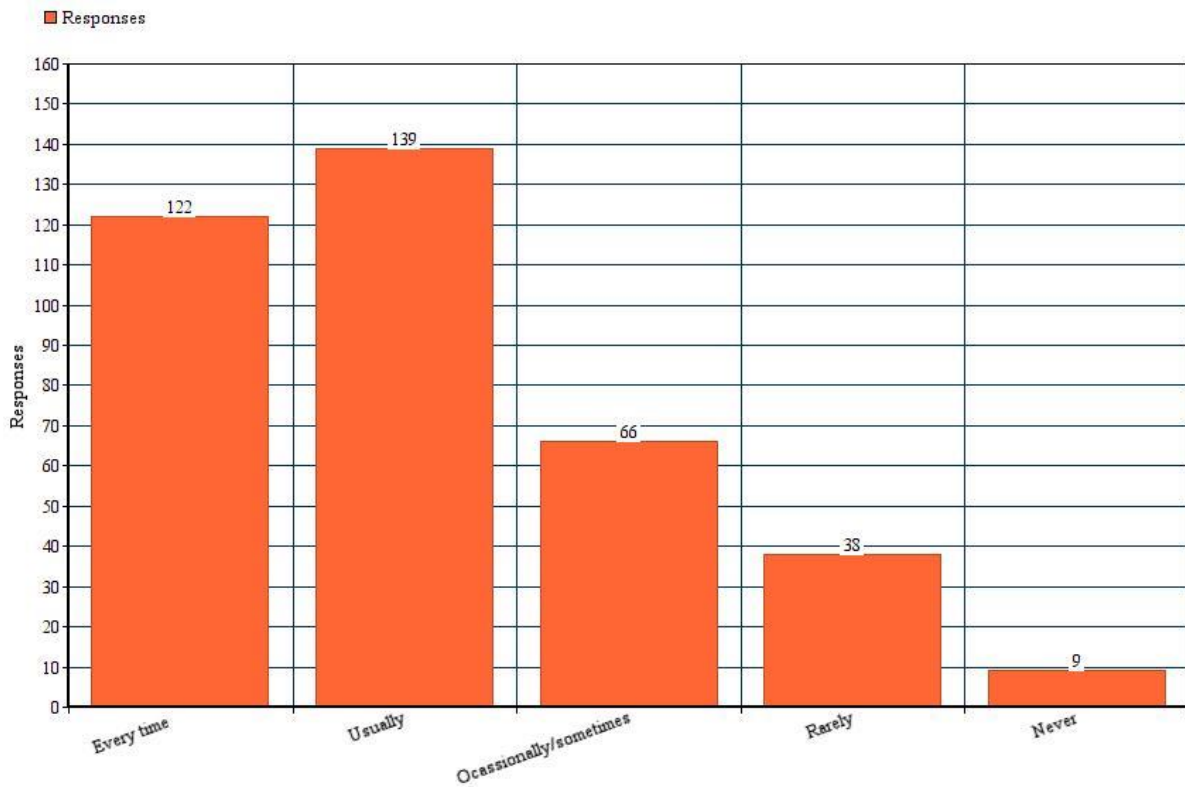
OPTION TEXT	RESPONSES
Every time(4)	123
Usually(3)	121
Ocasionally/sometimes(2)	90
Rarely(1)	37
Never(0)	5
Total	376

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



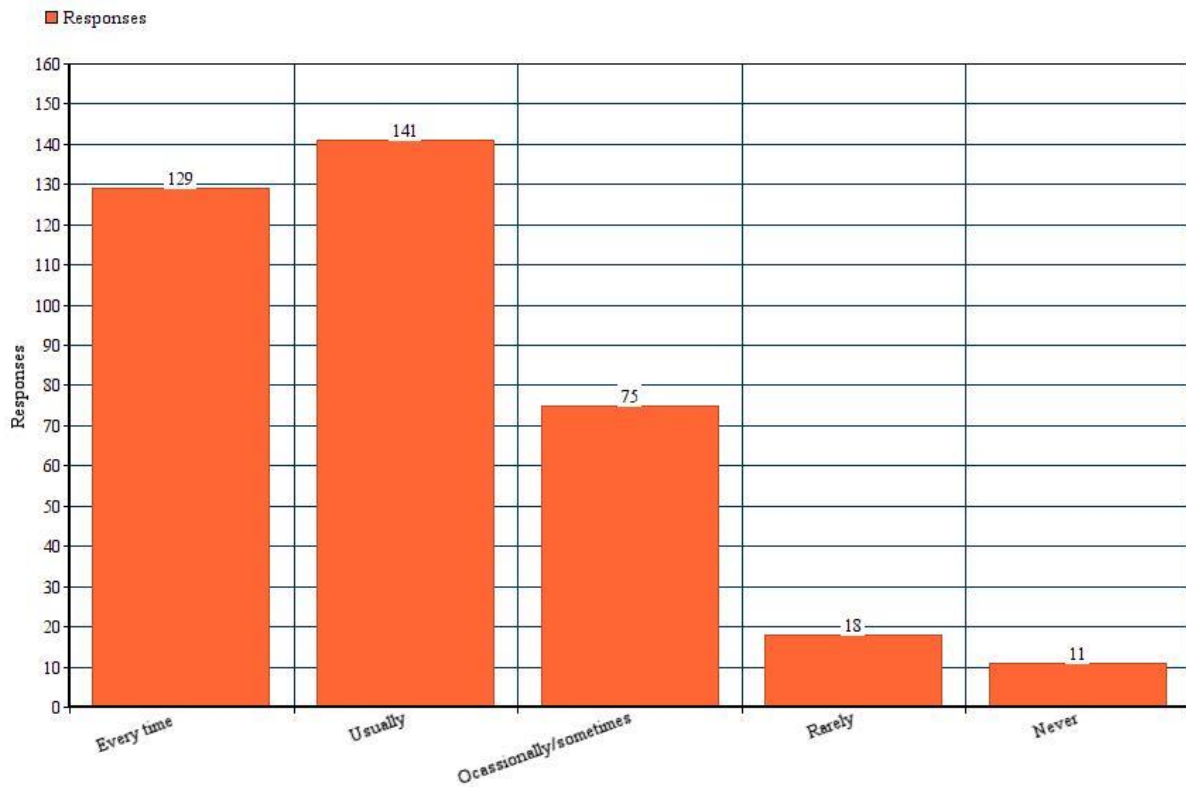
OPTION TEXT	RESPONSES
Every time(4)	175
Usually(3)	112
Ocassionally/sometimes(2)	65
Rarely(1)	13
I don't have a mentor(0)	9
Total	374

12. The teachers illustrate the concepts through examples and application



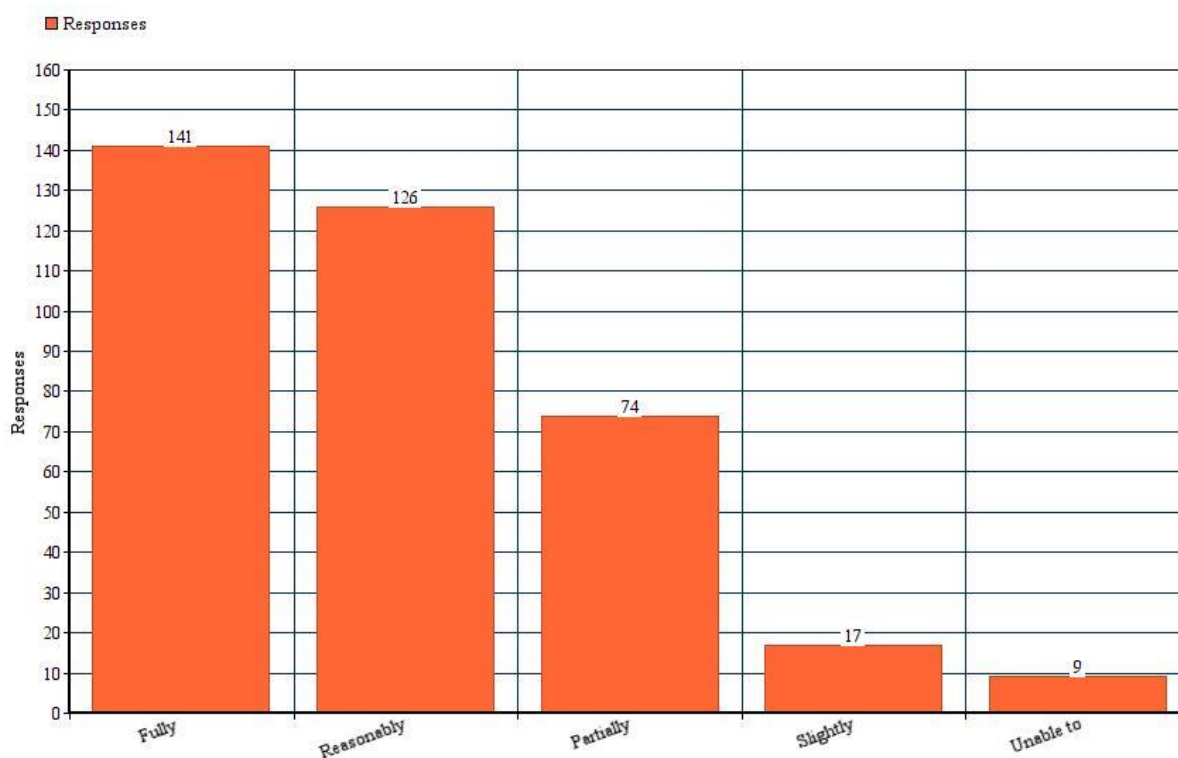
OPTION TEXT	RESPONSES
Every time(4)	122
Usually(3)	139
Ocasionally/sometimes(2)	66
Rarely(1)	38
Never(0)	9
Total	374

13. Teachers are able to identify your weaknesses and help you to overcome them



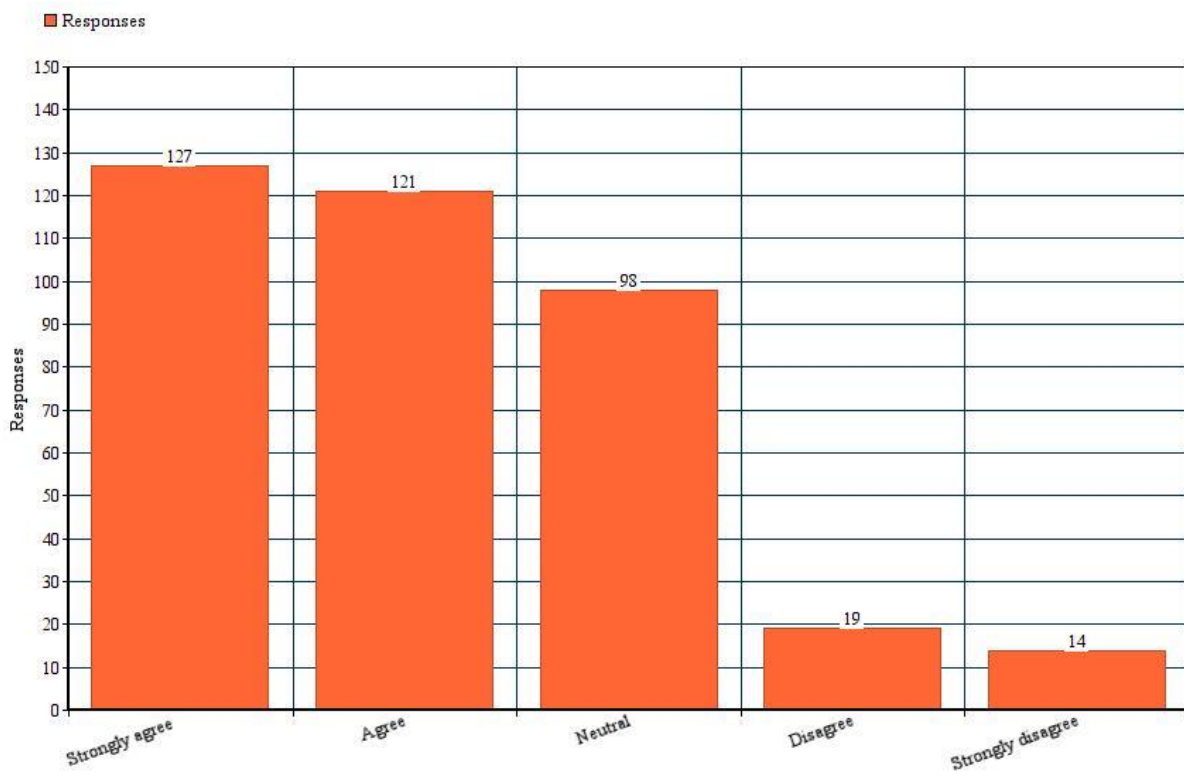
OPTION TEXT	RESPONSES
Every time(4)	129
Usually(3)	141
Ocasionally/sometimes(2)	75
Rarely(1)	18
Never(0)	11
Total	374

14. The teachers identify your strengths and encourage you with providing right level of challenges



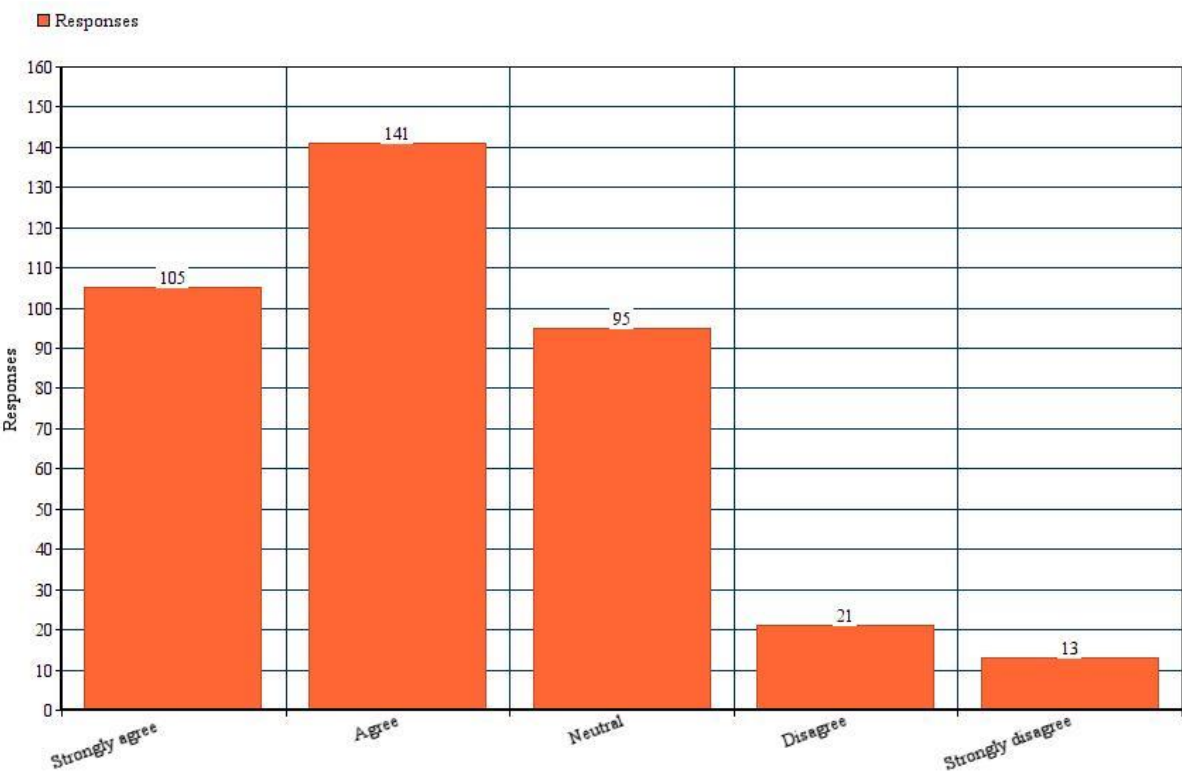
OPTION TEXT	RESPONSES
Fully(4)	141
Reasonably(3)	126
Partially(2)	74
Slightly(1)	17
Unable to(0)	9
Total	367

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



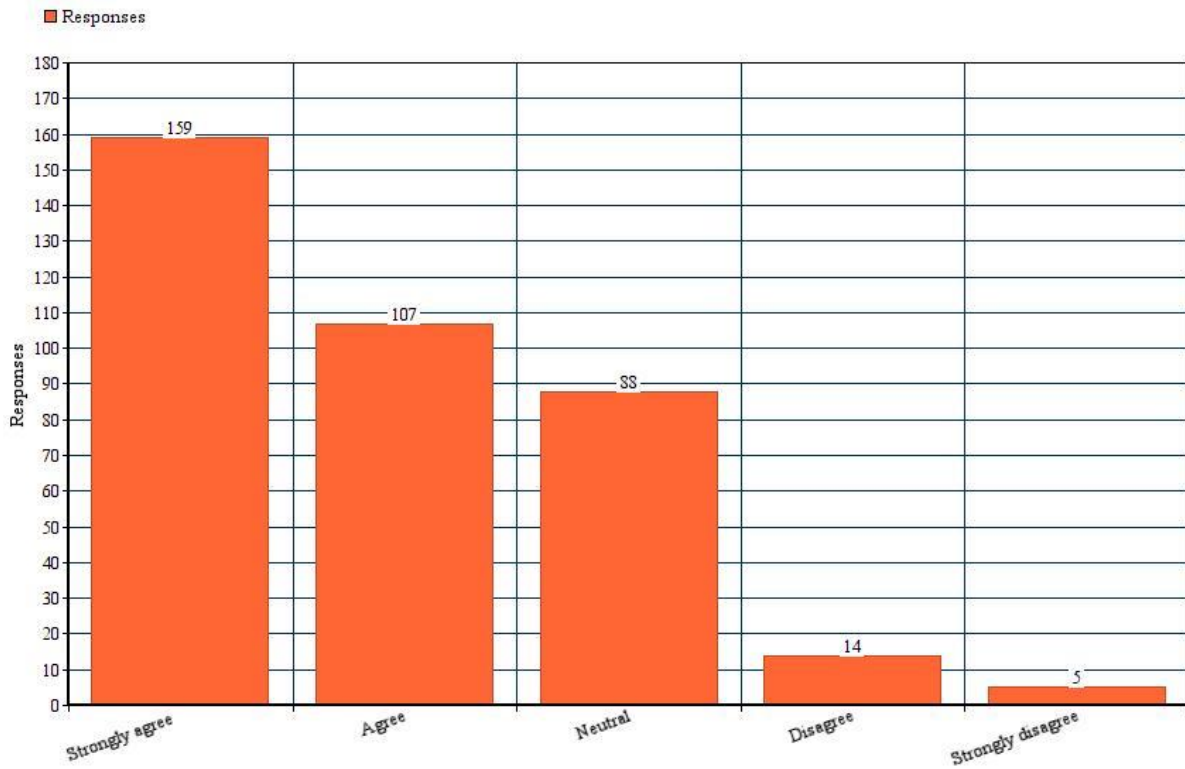
OPTION TEXT	RESPONSES
Strongly agree(4)	127
Agree(3)	121
Neutral(2)	98
Disagree(1)	19
Strongly disagree(0)	14
Total	379

16. Teachers encourage you to participate in extracurricular activities



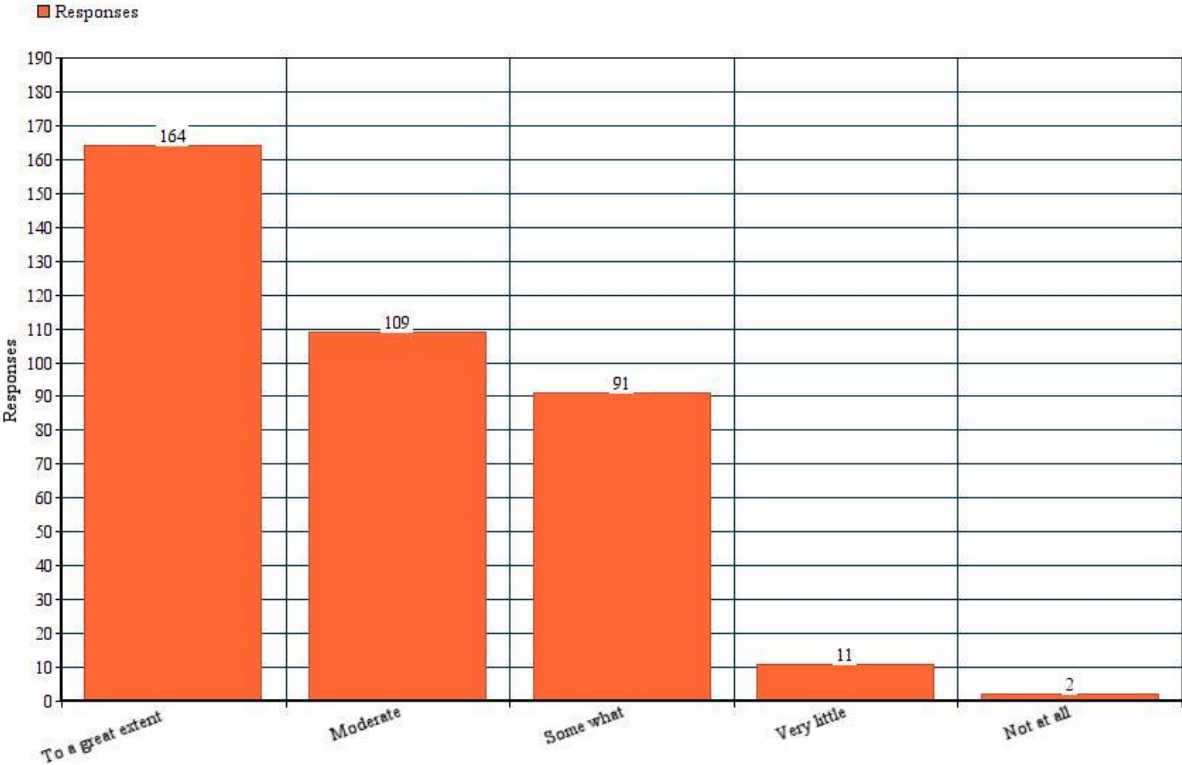
OPTION TEXT	RESPONSES
Strongly agree(4)	105
Agree(3)	141
Neutral(2)	95
Disagree(1)	21
Strongly disagree(0)	13
Total	375

17. The overall quality of teaching-learning process in your institute is very good



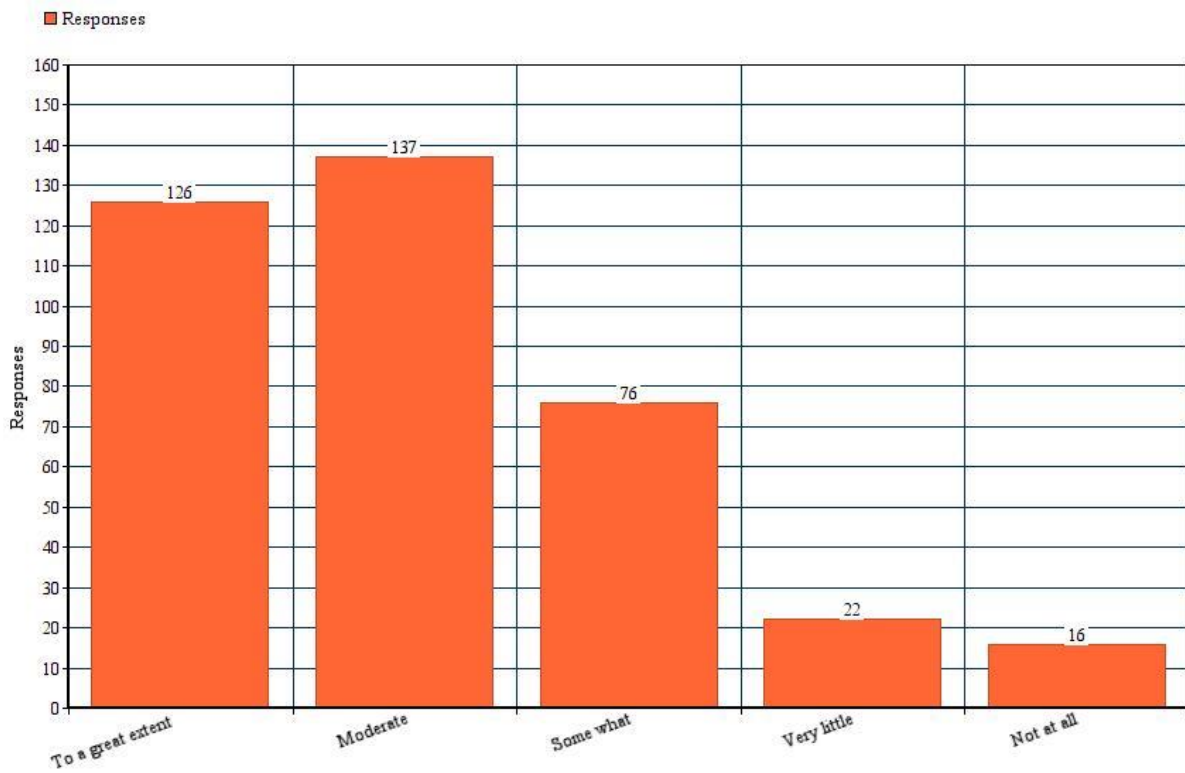
OPTION TEXT	RESPONSES
Strongly agree(4)	159
Agree(3)	107
Neutral(2)	88
Disagree(1)	14
Strongly disagree(0)	5
Total	373

18. To what extent the online classes during COVID19 were as effective as offline classes



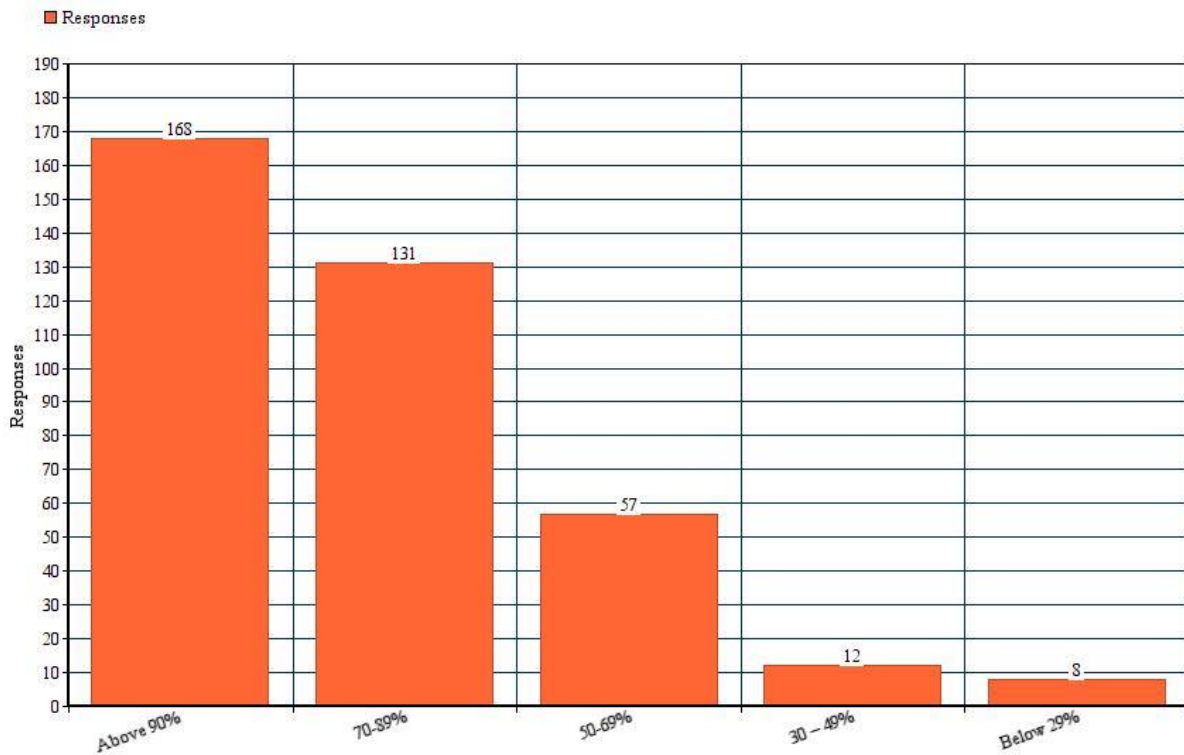
OPTION TEXT	RESPONSES
To a great extent(4)	164
Moderate(3)	109
Somewhat(2)	91
Very little(1)	11
Not at all(0)	2
Total	377

19. 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



OPTION TEXT	RESPONSES
To a great extent(4)	126
Moderate(3)	137
Some what(2)	76
Very little(1)	22
Not at all(0)	16
Total	377

20. What percentage of teachers use ITC tools such as LCD projector, multimedia etc, while teaching



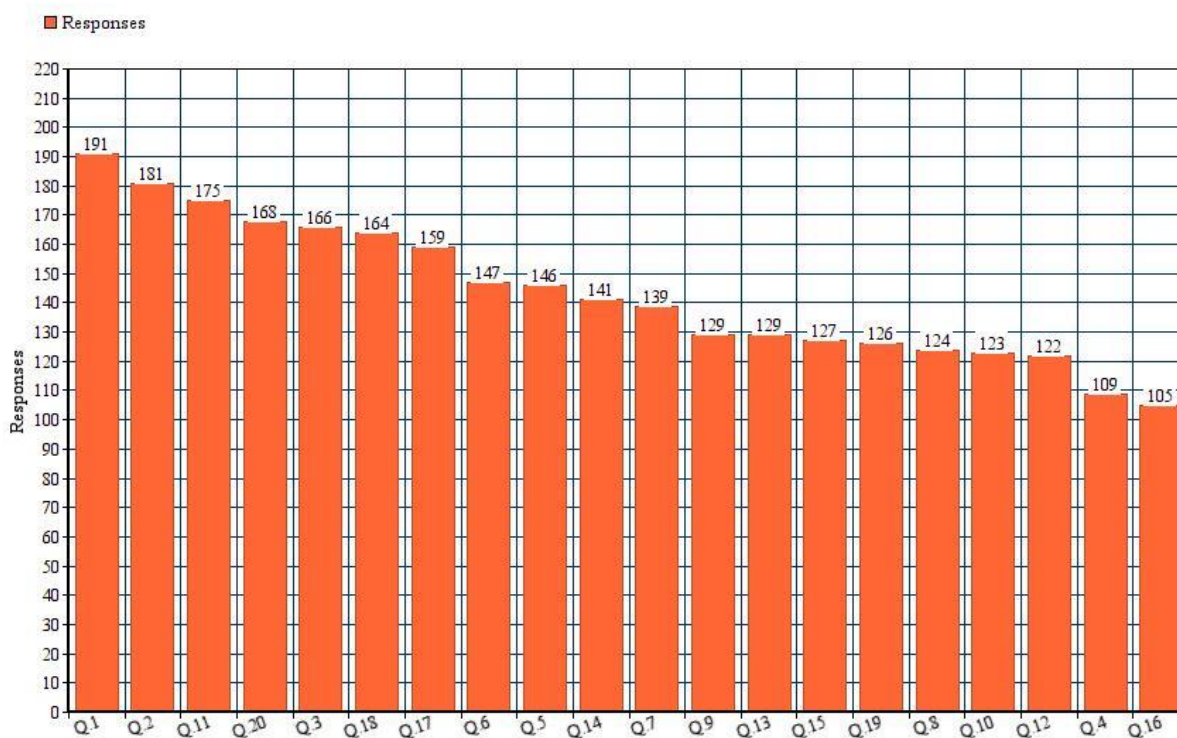
OPTION TEXT	RESPONSES
Above 90%(4)	168
70-89%(3)	131
50-69%(2)	57
30 – 49%(1)	12
Below 29%(0)	8
Total	376

376

SL.NO	QUESTION	NO. OF SAMPLES WITH HIGHEST RATNG(4)
1	1. .How much of the syllabus was covered in the class?	191
2	2. How well did the teachers prepare for the online classes during COVID19?	181
3	11. Your mentor does a necessary follow-up with an assigned task to you	175
4	20. What percentage of teachers use ITC tools such as LCD projector, multimedia etc, while teaching	168
5	3. How effective were the e learning methods during COVID19?	166
6	18. To what extent the online classes during COVID19 were as effective as offline classes	164
7	17. The overall quality of teaching-learning process in your institute is very good	159
8	6. Was your performance in assignments discussed with you?	147
9	5. Fairness of the internal evaluation process by the teachers	146
10	14. The teachers identify your strengths and encourage you with providing right level of challenges	141
11	7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students	139
12	9. The institution provides multiple opportunities to learn and grow	129
13	13. Teachers are able to identify your weaknesses and help you to overcome them	129
14	15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process	127
15	19. 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	126
16	8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth	124
17	10. Teachers inform you about expected competencies, course outcomes and	123

	programme outcomes	
18	12. The teachers illustrate the concepts through examples and application	122
19	4.The teacher’s approach to teaching can be best described as	109
20	16. Teachers encourage you to participate in extracurricular activities	105

This is a graphical representation of students’ feedback from highest response to the lowest response.




Students have appreciated their highest for the How much of the syllabus was covered in the class?, and the second in order is the How well did the teachers prepare for the online classes during COVID19? . All the questions given in the table below are performing satisfactorily, and of all the samples collected, questions numbered 1 to 11 have been given the highest rating. However, questions numbered 12 to 20 are performing less. The report will be placed before the concerned authorities for continuous improvement in the areas where the questions are underperforming.

RECOMMENDATIONS FOR THE UNDERPERFORMING QUESTIONS

- 1) Innovative teaching methods can be tried by teachers during COVID19 as students showed mixed responses.
- 2) Students to be well oriented about the course and program outcomes along with the relevant career opportunities.
- 3) The institution must encourage the students to participate in student exchange programs and field visits to provide them necessary exposure needed.
- 4) Institution must create an environment for the overall improvement in the personality of the students.
- 5) Extracurricular activities are to be promoted by the teaching faculty.
- 6) Mentee-Mentor program should not only bring about academic improvement, but must also focus on the non-academic aspects of the students.

ROLE OF IQAC COMMITTEE

The above recommendations have been placed before the IQAC Committee to resolve the concerns observed from the Student Satisfaction Survey. The IQAC Committee will strive to achieve better standards and create an environment for holistic development of the students.


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