

Student Satisfaction Survey

Criteria: Teaching-Learning and Evaluation

Instructions to fill the questionnaire

- All questions should be compulsorily attempted
- Each question has five responses, choose the most appropriate one

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

a) Yes ☐

b) No ☐

B) Age:

C) College Name:

D) What degree program are you pursuing now?

a) Bachelor's ☐

b) Master's ☐

c) Bachelor's + Add on course ☐

d) Bachelor's (Vocational) ☐

e) Other ☐

E) What subject are you currently pursuing?

a) Arts ☐

b) Commerce ☐

c) Medical/Non-medical/Home science/Biotechnology ☐

d) BBA ☐

e) Other ☐

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) How will you rate the teacher's in depth knowledge of subject?

- 4-Excellent
- 3-Very good
- 2-Good
- 1-Fair
- 0-Poor

5) How fair was 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 internal evaluation discussed with you?

- 4-Everytime
- 3-Usually
- 2-Occasionally / sometimes
- 1-Rarely
- 0-Never

7) Does the institute take active interest in promoting exposure through educational trips?

- 4-Regularly
- 3-Often
- 2-Sometimes
- 1-Rarely
- 0-Never

8) Is the teaching and learning process in your institution helpful in cognitive, social and emotional growth?

- 4-Significantly
- 3-Very well
- 2-Moderately
- 1-Marginally
- 0-Not at all

9) Does the institution provide multiple opportunities to learn and grow?

- 4-Strongly agree

3-Agree

2-Neutral

1-Disagree

0-Strongly disagree

10) Do the teachers inform you about your expected competencies, course outcomes and programme outcomes?

4-Everytime

3-Usually

2-Occasionally / sometimes

1-Rarely

0-Never

11) Does your teacher do a necessary follow up with an assigned task to you?

4-Everytime

3-Usually

2-Occasionally / sometimes

1-Rarely

0-Never

12) Do the teachers illustrate the concepts through examples and applications?

4-Everytime

3-Usually

2-Occasionally / sometimes

1-Rarely

0-Never

13) Do 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

14) Are your teachers able to identify your weaknesses and help you to overcome them?

4-Everytime

3-Usually

2-Occasionally / sometime

1-Rarely

0-Never

15) Does the institution make 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) Do the teachers use student centric methods such as participative learning and problem solving methodologies for enhancing learning experiences ?

4-To a great extent

3-Moderate

2-Somewhat

1-Very little

0-Not at all

17) Do your teachers encourage you to participate in extracurricular activities ?

4-Strongly agree

3-Agree

2-Neutral

1-Very little

0-Not at all

18) Are efforts 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-Somewhat

1-Very little

0-Not at all

19) What percentage of teachers take up academic problems of the students beyond the classroom ?

4-Above 90%

3-70 to 89%

2-50 to 69%

1-30 to 49%

0-Below 29%

20) Is the overall quality of teaching-learning process in your institute very good ?

4-Strongly agree

3-Agree

2-Neutral

1-Disagree

0-Strongly disagree

21) Give observations / suggestions to improve the overall teaching – learning experience in your institution.

Survey Feedback From Students

Feel Good:

1. Majority of the students are satisfied with learning & teaching experience.
2. Mock test and internal test is a good practice for revision and well appreciated.
3. Teachers are cooperative & supportive in every possible manner.
4. Teachers encourage and motivate students to participate in Extracurricular and co-curricular activities.
5. Good drinking water facilities with RO water plant with AMC.
6. Congenial safe & secure environment for each and every girl student.
7. Disciplined institution
8. Games, Extra Curricular activities and cleanliness are the most important aspect of our Institution

Recommendation/Improvement Areas:

1. NDRF trainings should be organized more often.
2. Placement services should be arranged for all the courses.
3. Focus should be more on smart classroom teaching.
4. Educational Trips should be more frequent.

K.L.MEHTA DAYANAND COLLEGE FOR WOMEN, FARIDABAD
Student Satisfaction Survey(SSS)2019-2020
Total Number of Respondents:159(Overall)

Q-1)How much of the syllabus was covered in the class?

	Frequency	Percent	Mean	Rating
30 to 54%	0	0	3.7862.	EXCELLENT
55 to 69%	1	.6		
70 to 84%	32	20.1		
85 to100%	126	79.2		
Total	159	100		

Q-2)How well did the teachers prepare for the classes?

	Frequency	Percent	Mean	Rating
Satisfactorily	82	51.6	3.4843	VERY GOOD
Thoroughly	77	48.4		
Poorly	0	0		
Indifferently	0	0		
Total	159	100.0		

Q-3) How well were the teachers able to communicate?

	Frequency	Percent	Mean	Rating
Always effective	125	78.6	3.6823	EXCELLENT
Sometimes effective	33	20.7		
Just Satisfactorily	1	.6		
Generally ineffective	0	0		
Very poor communication	0	0		
Total	159	100		

Q-4)How will you rate the teacher's in depth knowledge of subject?

	Frequency	Percent	Mean	Rating
Fair	1	.6	.	VERY GOOD
Good	12	7.5	3.5346	
very good	47	29.6		
Excellent	99	62.3		
Total	159	100.0		

Q-5)How fair was the internal evaluation process by the teachers?

	Frequency	Percent	Mean	Rating
usually unfair	3	1.9	3.5723	EXCELLENT
sometimes unfair	6	3.8		
usually fair	47	29.6		
always fair	103	64.8		
Total	159	100.0		

Q-6) Was your performance in internal evaluation discussed with you?

	Frequency	Percent	Mean	Rating
Never	6	3.8	3.0881	VERY GOOD
Rarely	12	7.5		
occasionally/sometimes	18	11.3		
Usually	49	30.8		
Everytime	74	46.5		
Total	159	100.0		

Q-7)Does the institute take active interest in promoting exposure through educational trip?

	Frequency	Percent	Mean	Rating
Never	27	17.0	1.8742	AVERAGE
Rarely	34	21.4		
Sometimes	48	30.2		
Often	32	20.1		
Regularly	18	11.3		
Total	159	100.0		

Q-8) Is the teaching and learning process in your institution helpful in cognitive ,social and emotional growth?

	Frequency	Percent	Mean	Rating
not at all	2	1.3	3.1761	VERY GOOD
Moderately	19	11.9		
very well	85	53.5		
Significantly	53	33.3		
Total	159	100.0		

Q-9) Does the institution provide multiple opportunities to learn and grow?

	Frequency	Percent	Mean	Rating
strongly disagree	1	.6	3.3333	VERY GOOD
Disagree	3	1.9		
Neutral	10	6.3		
Agree	73	45.9		
strongly agree	72	45.3		
Total	159	100.0		

Q-10) Do the teachers inform you about your expected competencies,course outcomes and program outcomes

	Frequency	Percent	Mean	Rating
Never	1	.6	3.6792	EXCELLENT
Rarely	3	1.9		
occasionally/sometimes	9	5.7		
Usually	20	12.6		
Everytime	126	79.2		
Total	159	100.0		

Q-11)Does your teacher do a necessary follow up with an assigned task to you?

	Frequency	Percent	Mean	Rating
Rarely	1	.6	3.6164	EXCELLENT
occasionally/sometimes	8	5.0		
Usually	42	26.4		
Everytime	108	67.9		
Total	159	100.0		

Q-12)Do the teachers illustrate the concepts through examples and applications?

	Frequency	Percent	Mean	Rating
occasionally/sometimes	3	1.9	3.7673	EXCELLENT
Usually	31	19.5		
Every time	125	78.6		
Rarely	0	0		
Never	0	0		
Total	159	100.0		

Q-13) Do the teachers identify your strengths and encourage you with providing right level of challenges?

	Frequency	Percent	Mean	Rating
unable to	1	.6	3.6792	EXCELLENT
Partially	4	2.5		
Reasonably	39	24.5		
Fully	115	72.3		
Total	159	100.0		

Q-14) Are your teacher able to identify your weaknesses and helps you to overcome them?

	Frequency	Percent	Mean	Rating
Never	1	.6	3.5220	EXCELLENT
Rarely	2	1.3		
occasionally/sometimes	7	4.4		
Usually	52	32.7		
Everytime	97	61.0		
Total	159	100.0		

Q-15) Does the institution make efforts to engage students in the monitoring ,review and continuous quality improvement of teaching learning process?

	Frequency	Percent	Mean	Rating
Disagree	1	.6	3.3481	VERY GOOD
Neutral	15	9.4		
Agree	70	44.0		
strongly agree	72	45.3		
Strongly disagree	1	.6		
Total	159	100.0		

Q-16) Do the teachers use student centric methods such as participative learning and problem solving methodologies for enhancing learning experiences?

	Frequency	Percent	Mean	Rating
not at all	1	.6	3.3836	VERY GOOD
very little	2	1.3		
Somewhat	6	3.8		
Moderate	76	47.8		
to a great extent	74	46.5		
Total	159	100.0		

Q-17)Do your teachers encourage you to participate in extracurricular activities?

	Frequency	Percent	Mean	Rating
very little	2	1.3	3.6415	EXCELLENT
neutral	1	.6		
agree	49	30.8		
strongly agree	107	67.3		
Total	159	100.0		

Q-18)Are efforts made by the institute to inculcate soft skills, life skills and employability skills to make you ready for the world of work?

	Frequency	Percent	Mean	Rating
VERY LITTLE	3	1.9	3.6038	EXCELLENT
Somewhat	2	1.3		
Moderate	50	31.4		
to a great extent	104	65.4		
Total	159	100.0		

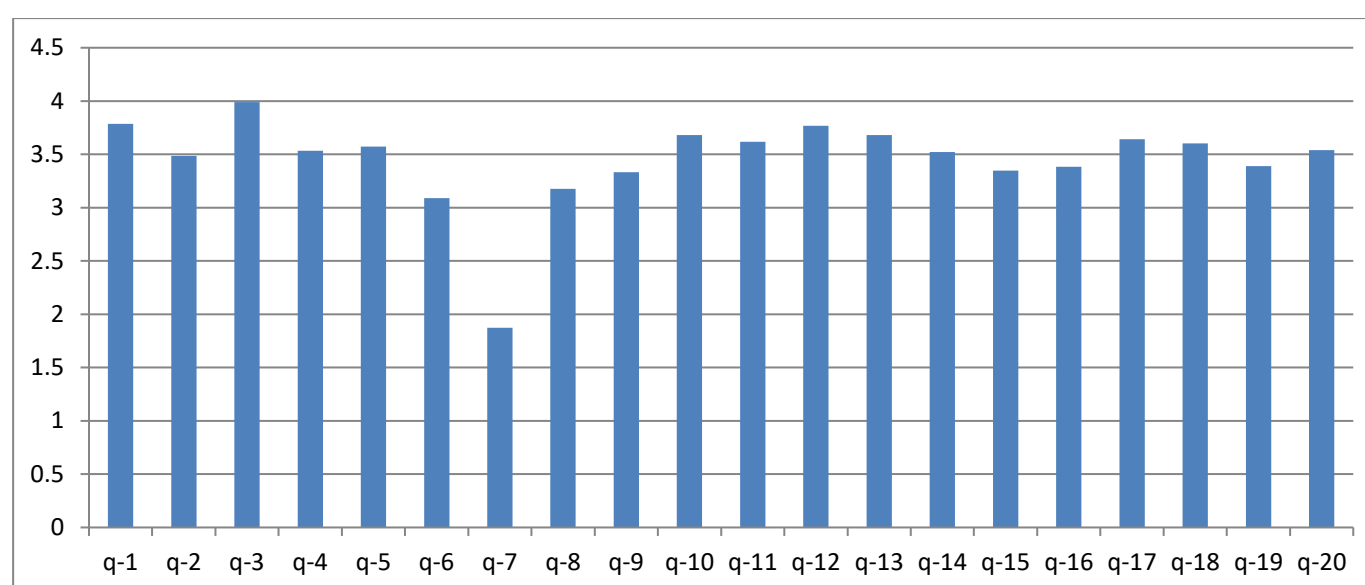
Q-19) What percentage of teachers take up academic problems of the students beyond the classroom?

	Frequency	Percent	Mean	Rating
below 29%	2	1.3	3.3899	VERY GOOD
30 to 49%	2	1.3		
50 to 69%	8	5.0		
70 to 89%	67	42.1		
above 90%	80	50.3		
Total	159	100.0		

Q-20) Is the overall quality of teaching learning process in your institute very good?

	Frequency	Percent	Mean	Rating
neutral	8	5.0	3.5409	EXCELLENT
agree	57	35.8		
strongly agree	94	59.1		
Disagree	0	0		
Strongly disagree	0	0		
Total	159	100.0		

MEAN SCORE OF STUDENT SATISFACTION SURVEY(SSS)



NOTE:

1) TAQ administered by 159 students

2) A maximum of 4.00 points can be obtained for a question

3) In order to understand the ratings keep the following anchoring points in mind:

Between 3.50 and 4.00: EXCELLENT

Between 3.00 and 3.50: VERY GOOD

Between 2.00 and 3.00: GOOD

Between 1.00 and 2.00: AVERAGE

Greater than 0.00 and Less than 1.00: POOR

Out of 20 parameters, 11 were rated as “Excellent” and 8 as “Very Good”. The highest mean score was enjoyed by the ability of the teachers to communicate in the class. The students were also satisfied with the quality of teaching learning process, information about the expected competencies, course outcomes and program outcomes, inculcating soft skills, life skills and employability skills, exposure to extra-curricular activities and ability of teachers to identify the weakness of students and overcome them.

The parameter with a mean score of less than 3 was exposure to students through educational trips. Though efforts have been made to organize educational trips more often, the hardest part of planning the trips include funding, engaging majority of the students and time management. Keeping in view security of the girls, overnight trips are avoided. Recent educational trips organized includes one day visit to Kingdom of Dreams and Lohagarh Farms. Also an affordable trip to “Rani Ki Chatri”, Ballabgarh is organized every year to help students learn through visual experience and understand the importance to preserve the cultural heritage. Trips are also organized by Science and Home Science departments every year.

Teachers were also successful in taking academic problems beyond the classrooms and identifying the strengths of the students and utilizing them in the right way. The teaching and learning process in the institution was also found to be helpful in cognitive, social and emotional growth of the students which will help them to face the challenges of personal as well as professional life. The institution has also made efforts to engage students in the monitoring, review and continuous quality improvement of teaching learning process through yearly surveys.

“STILL ACHIEVING AND STILL PURSUING REMAINS OUR GOAL”

