

STUDENT SATISFACTION SURVEY REPORT 2020-21

Student Satisfaction Survey (SSS) is one of the mandatory criteria set by National Assessment and Accreditation Council (NAAC). It is also a pre qualifier for Assessment and Accreditation of the institution.

Utility of the Survey

The Student Satisfaction Survey by NAAC primarily focuses on Teaching Learning Evaluation. It collects in-depth data of a student's satisfaction with the teaching learning environment of the college. The students responses are collected and analysed based on 21 questions designed by NAAC. After going through the question set one understands that the feedback collected from students is definitely useful for the streamlining the services offered to students. It seems that the survey was created by experts and leaders in the education to assist the educational institutions to define the success of the most important aspect of education- teaching and learning. The results of the survey summarize the expectations of the students and experts educationalists and the extent to which the College was able to meet these expectations.

Research Methodology:

The Student Satisfaction Survey was conducted Online through Google form. The specific days chosen so that teaching learning process in the second semester is at its fag end and it is possible for students to retrospect and provide correct responses. Each question in the NAAC SSS format is aimed at collecting factual opinion of students on curriculum, completion of syllabus, preparedness of the teachers, reaction of the students regarding pedagogy, attitude of teachers, transparency and fairness in internal evaluations, placement possibilities, curricular and extra-curricular activities, overall impression and suggestions about the college. This simple but important exercise definitely helps to improve the relevance of teaching and learning. This survey corresponds to an institute level feedback on infrastructure and learning experience.

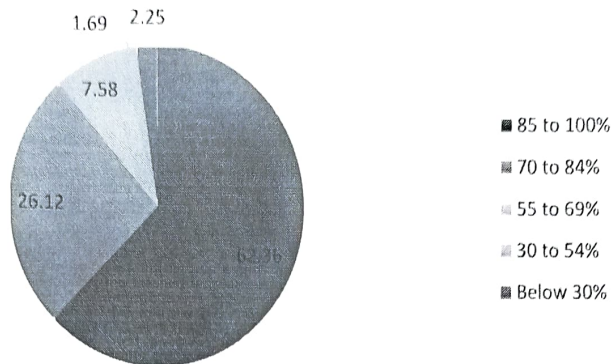
Selection of respondents was done from the students of each branch at UG and PG level. Before proceeding for the survey, the Age, College Name, Gender, academic programme being pursued by the student were confirmed. After making the students aware about the instructions, motive and her/his willingness to answer the complete set of questions, the responses were recorded on SSS Google form online. In some cases, students had to be called twice or thrice to suit their convenient time to answer the complete set of questions online.

Analysis and the findings:

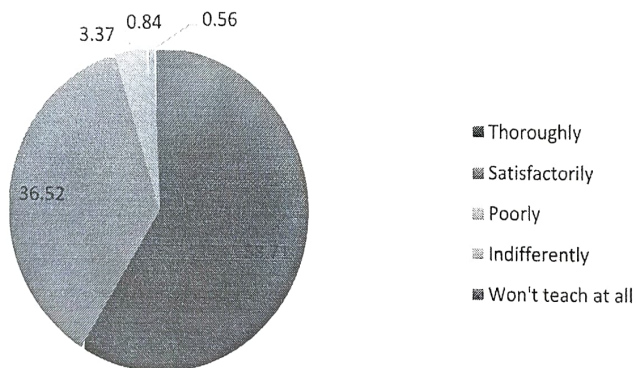
The responses collected from students were designed to an excel sheet designed for the analysis by the team. The responses were analysed by a team of teachers. The question-wise outcome of the results is presented below:



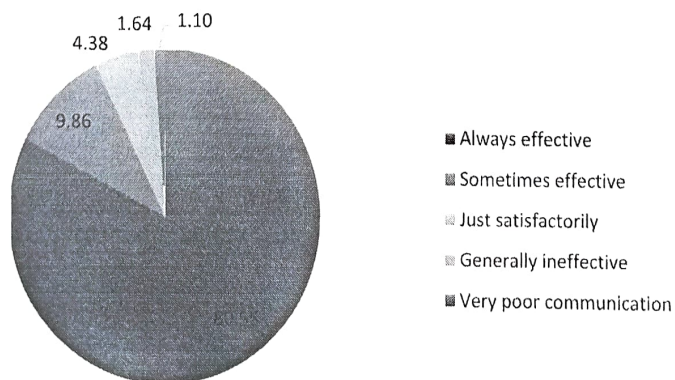
1) How much of the syllabus was covered in the class?/वर्गात किती अभ्यासक्रम पूर्ण झाला होता?



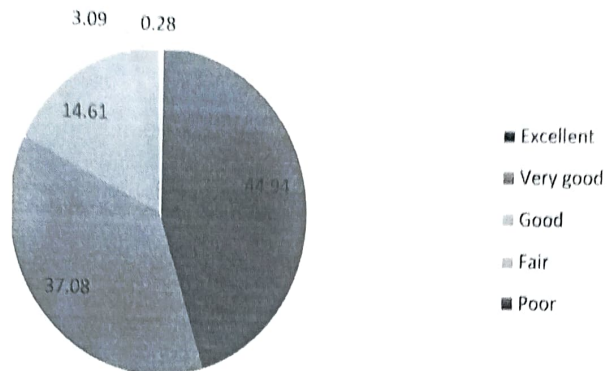
2) How well did the teachers prepare for the classes? /शिक्षकांनी वर्गात शिकवण्यासाठी कितीपत तयारी केली?



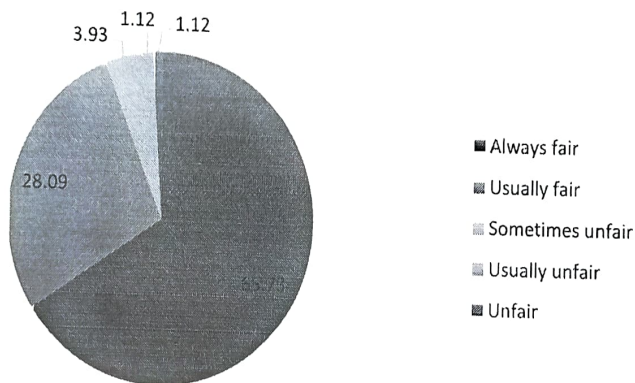
3) How well were the teachers able to communicate? /शिक्षक संवाद साधण्यास किती चांगले सक्षम होते?



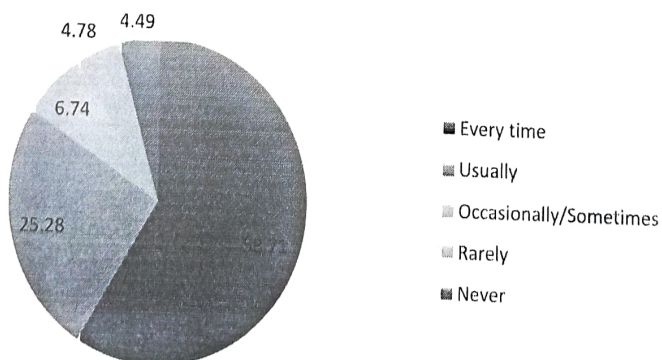
4) The teacher's approach to teaching can best be described as /अध्यापनातून शिक्षकांचा दृष्टिकोन उत्तम प्रकारे वर्णन केला जाऊ शकतो



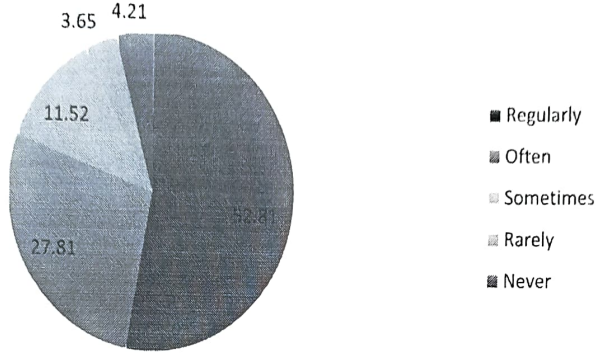
5) Fairness of the internal evaluation process by the teachers./शिक्षकांकडून अंतर्गत मूल्यांकन प्रक्रियेची निष्पक्षता



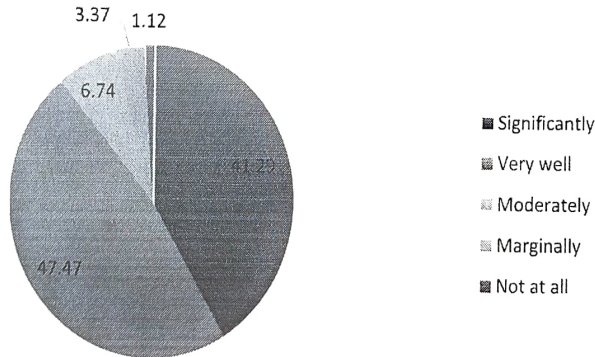
6) Was your performance in assignments discussed with you?/असाईनमेंटमधील तुमच्या कामगिरीबद्दल तुमच्याशी चर्चा झाली का?



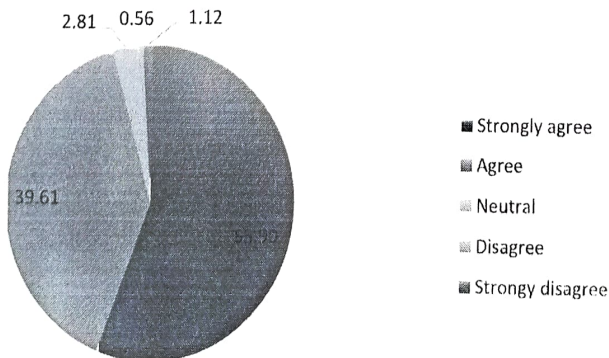
7) The institute takes active interest in promoting internship, student exchange, field visit opportunities for students./संस्था विद्यार्थ्यांसाठी इंटर्नशिप, विद्यार्थ्यांची देवाणघेवाण, फिल्ड व्हिजिटच्या संवर्धनासाठी सक्रिय रस घेते.



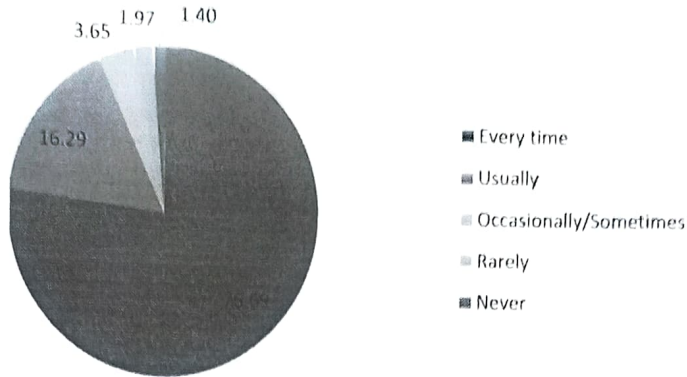
8) The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth./आपल्या संस्थेत शिकवण्याची आणि मार्गदर्शन देण्याची प्रक्रिया आपल्याला संज्ञानात्मक, सामाजिक आणि भावनिक वाढीस मदत करते.



9) The institution provides multiple opportunities to learn and grow. /संस्था शिकण्याची आणि वाढण्याची अनेक संधी उपलब्ध करून देते.



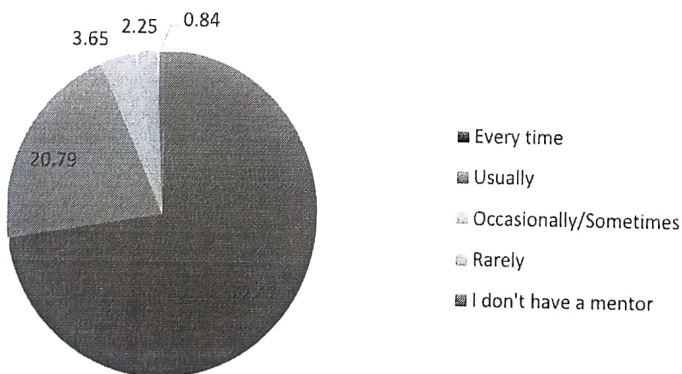
10) Teachers inform you about your expected competencies, course outcomes and programme outcomes/शिक्षक आपल्याला अपेक्षित असलेली क्षमता, अभ्यासक्रम निकाल आणि कार्यक्रमाच्या निकालांविषयी माहिती देतात



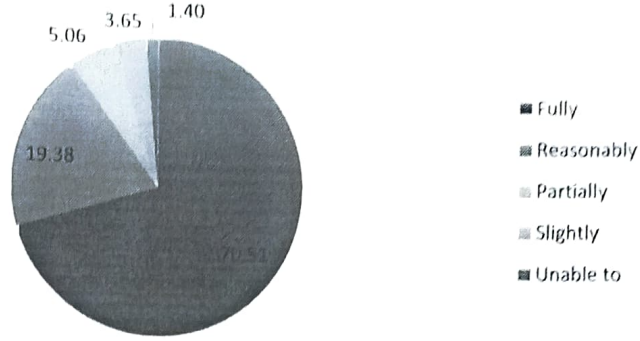
11) Your mentor does a necessary follow-up with an assigned task to you./आपले गुरू आपल्याला सोपविलेल्या कार्यासह आवश्यक पाठपुरावा करतात.



12) The teachers illustrate the concepts through examples and applications./शिक्षक उदाहरणे आणि अनुप्रयोगांद्वारे संकल्पना स्पष्ट करतात.



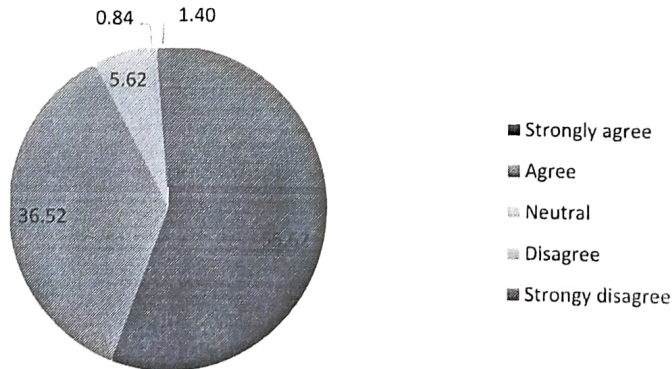
13) The teachers identify your strengths and encourage you with providing right level of challenges. /शिक्षक तुमची सामर्थ्य ओळखतात आणि योग्य पातळीवरील आव्हाने देण्यास प्रोत्साहित करतात.



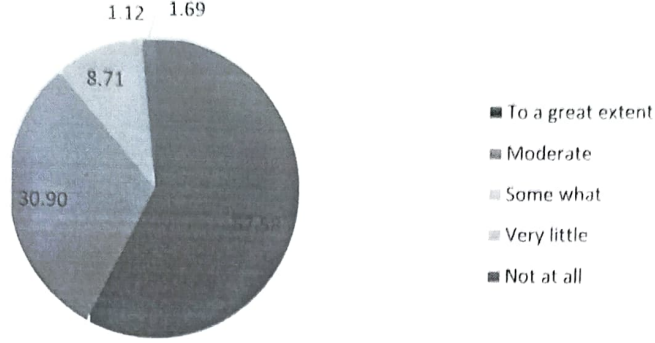
14) Teachers are able to identify your weaknesses and help you to overcome them./शिक्षक आपल्यातील कमकुवतपणा ओळखण्यात आणि त्या दूर करण्यात आपली मदत करण्यास सक्षम आहेत



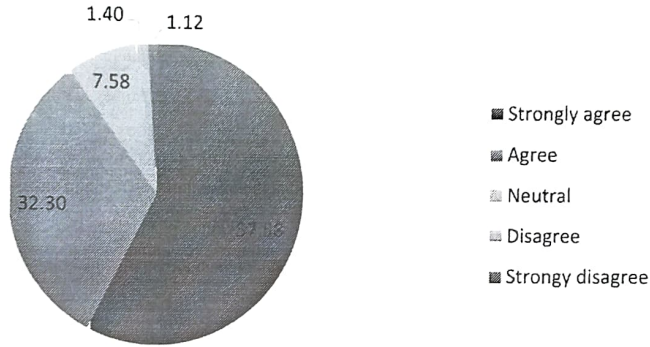
15) The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process./संस्था शिकवण्याच्या प्रक्रियेतील देखरेख, आढावा आणि सातत्याने गुणवत्ता सुधारण्यात विद्यार्थ्यांना गुंतविण्याचा प्रयत्न करते.



16) The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for /enhancing learning experiences./शिक्षण / अनुभव वाढविण्यासाठी संस्था / शिक्षक विद्यार्थी-केंद्रित पद्धती वापरतात जसे की अनुभवात्मक शिक्षण, सहभागी शिक्षण आणि समस्या सोडवण्याच्या पद्धती.

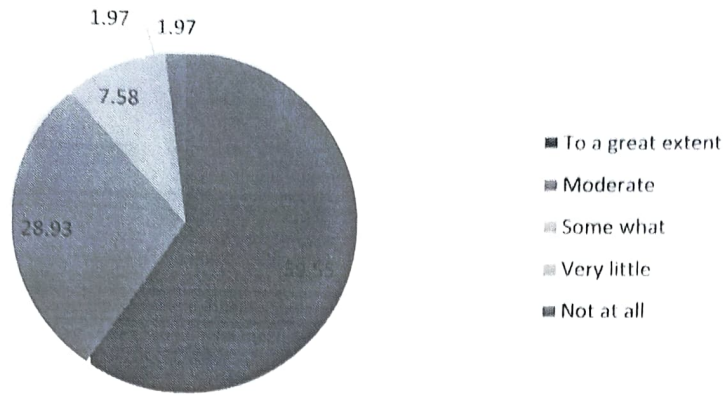


17) Teachers encourage you to participate in extracurricular activities./शिक्षक तुम्हाला अवांतर उपक्रमांमध्ये भाग घेण्यासाठी प्रोत्साहित करतात.

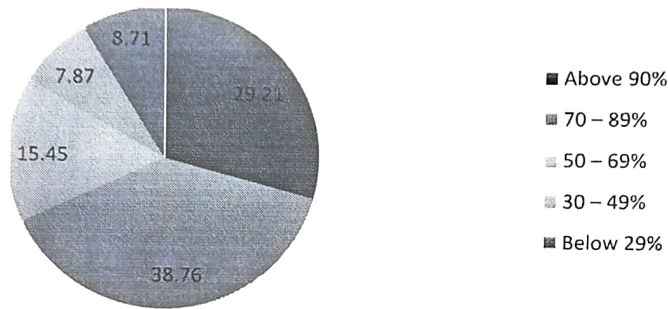


18) Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. /संस्थेच्या / शिक्षकांकडून आपल्याला जगातील कामात सज्ज होण्यासाठी सॉफ्ट कौशल्ये, जीवन कौशल्ये आणि रोजगाराची कौशल्ये आत्मसात करण्याचे प्रयत्न केले जातात.

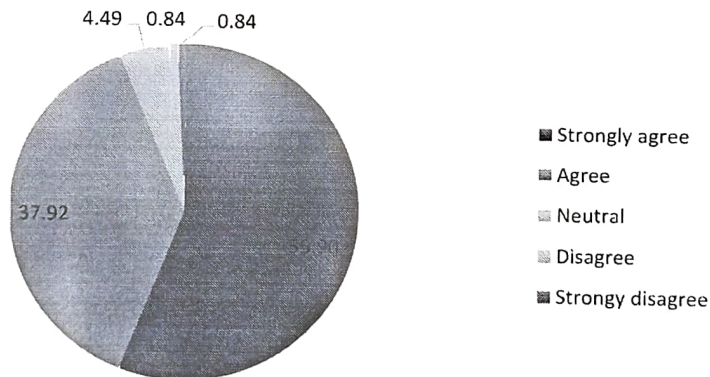




19) What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. /शिक्षक शिकवताना किती टक्के आयसीटी साधने वापरतात जसे की एलसीडी प्रोजेक्टर, मल्टीमीडिया इत्यादी .

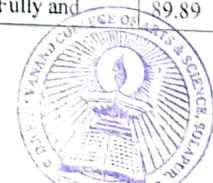


20) The overall quality of teaching-learning process in your institute is very good./आपल्या संस्थानातील अध्यापन-शिक्षण प्रक्रियेची एकूण गुणवत्ता चांगली आहे.



Total number of responses for Student Satisfaction Survey (SSS) in tabular form is as follow

S. No.	Question	Opinion of answer in percentage					Scale of opinions	% of opinions
		A	B	C	D	E		
01	How much of the syllabus was covered in the class?	85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%	70 to 84% and 85 to 100%	88.48
		62.36	26.12	7.58	1.69	2.25		
02	How well did the teachers prepare for the classes?	Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all	Thoroughly and Satisfactorily	95.22
		58.71	36.52	3.37	0.84	0.56		
03	How well were the teachers able to communicate?	Always effective	Sometimes effective	Just satisfactorily	Generally ineffective	Very poor communication	Always effective and Sometimes effective	90.41
		80.55	9.86	4.38	1.64	1.10		
04	The teacher's approach to teaching can best be described as	Excellent	Very good	Good	Fair	Poor	Excellent and Very Good	82.02
		44.94	37.08	14.61	3.09	0.28		
05	Fairness of the internal evaluation process by the teachers.	Always Fair	Usually fair	Sometimes unfair	Usually unfair	Unfair	Always Fair and Usually fair	93.82
		65.73	28.09	3.93	1.12	1.12		
06	Was your performance in assignments discussed with you?	Every time	Usually	Occasionally/ Sometimes	Rarely	Never	Every time and Usually	83.99
		58.71	25.28	6.74	4.78	4.49		
07	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	Regularly	Often	Sometimes	Rarely	Never	Regularly and Often	80.62
		52.81	27.81	11.52	3.65	4.21		
08	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth	Significantly	Very well	Moderately	Marginally	Not at all	Significantly and Very well	88.76
		41.29	47.47	6.74	3.37	1.12		
09	The institution provides multiple opportunities to learn and grow.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Strongly agree and Agree	95.51
		55.90	39.61	2.81	0.56	1.12		
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes	Every time	Usually	Occasionally/ Sometimes	Rarely	Never	Every time and Usually	92.98
		76.69	16.29	3.65	1.97	1.40		
11	Your mentor does a necessary follow-up with an assigned task to you.	Every time	Usually	Occasionally/ Sometimes	Rarely	I don't have a mentor	Every time and Usually	91.29
		74.16	17.13	6.46	1.40	0.84		
12	The teachers illustrate the concepts through examples and applications.	Every time	Usually	Occasionally/ Sometimes	Rarely	I don't have a mentor	Every time and Usually	93.26
		72.47	20.79	3.65	2.25	0.84		
	The teachers	Fully	Reasonably	Partially	Slightly	Unable to	Fully and	89.89



3	identify your strengths and encourage you with providing right level of challenges.	70.51	19.38	5.06	3.65	1.40	Reasonably	
14	Teachers are able to identify your weaknesses and help you to overcome them	Every time	Usually	Occasionally/ Sometimes	Rarely	Never	Every time and Usually	89.33
		64.33	25.00	5.62	3.37	1.69		
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Strongly agree and agree	92.13
		55.62	36.52	5.62	0.84	1.40		
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	Moderate	Some what	Very little	Not at all	To a great extent and Moderate	88.48
		57.58	30.90	8.71	1.12	1.69		
17	Teachers encourage you to participate in extracurricular activities.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Strongly agree and agree	89.89
		57.58	32.30	7.58	1.40	1.12		
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.	To a great extent	Moderate	Some what	Very little	Not at all	To a great extent and Moderate	88.48
		59.55	28.93	7.58	1.97	1.97		
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching	Above 90%	70 – 89%	50 – 69%	30 – 49%	Below 29%	Above 90% and 70 – 89%	67.98
		29.21	38.76	15.45	7.87	8.71		
20	The overall quality of teaching-learning process in your institute is very good.	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	Strongly agree and Agree	93.82
		55.90	37.92	4.49	0.84	0.84		
	Average rating							88.82



Feedback Analysis Report 2020-21

Question number	Opinion of answer in percentage					Sum Of score
	A	B	C	D	E	
Weightage / Scale	4	3	2	1	0	
01	85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%	
	62.36	26.12	7.58	1.69	2.25	
	2.49	0.78	0.15	0.02	0.00	3.28
02	Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all	
	58.71	36.52	3.37	0.84	0.56	
	2.35	1.10	0.07	0.01	0.00	3.44
03	Always effective	Sometimes effective	Just satisfactorily	Generally ineffective	Very poor communication	
	80.55	9.86	4.38	1.64	1.10	
	3.22	0.30	0.09	0.02	0.00	3.52
04	Excellent	Very good	Good	Fair	Poor	
	44.94	37.08	14.61	3.09	0.28	
	1.80	1.11	0.29	0.03	0.00	2.91
05	Always Fair	Usually fair	Sometimes unfair	Usually unfair	Unfair	
	65.73	28.09	3.93	1.12	1.12	
	2.63	0.84	0.08	0.01	0.00	3.47
06	Every time	Usually	Occasionally/ Sometimes	Rarely	Never	
	58.71	25.28	6.74	4.78	4.49	
	2.35	0.76	0.13	0.05	0.00	3.11
07	Regularly	Often	Sometimes	Rarely	Never	
	52.81	27.81	11.52	3.65	4.21	
	2.11	0.83	0.23	0.04	0.00	2.95
08	Significantly	Very well	Moderately	Marginally	Not at all	
	41.29	47.47	6.74	3.37	1.12	
	1.65	1.42	0.13	0.03	0.00	3.08
09	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	
	55.90	39.61	2.81	0.56	1.12	
	2.24	1.19	0.06	0.01	0.00	3.42
10	Every time	Usually	Occasionally/ Sometimes	Rarely	Never	
	76.69	16.29	3.65	1.97	1.40	
	3.07	0.49	0.07	0.02	0.00	3.56
11	Every time	Usually	Occasionally/ Sometimes	Rarely	I don't have a mentor	
	74.16	17.13	6.46	1.40	0.84	
	2.97	0.51	0.13	0.01	0.00	3.48
12	Every time	Usually	Occasionally/ Sometimes	Rarely	I don't have a mentor	
	72.47	20.79	3.65	2.25	0.84	
	2.90	0.62	0.07	0.02	0.00	3.52



13	Fully	Reasonably	Partially	Slightly	Unable to	
	70.51	19.38	5.06	3.65	1.40	
	2.82	0.58	0.10	0.04	0.00	3.40
14	Every time	Usually	Occasionally/ Sometimes	Rarely	Never	
	64.33	25.00	5.62	3.37	1.69	
	2.57	0.75	0.11	0.03	0.00	3.32
15	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	
	55.62	36.52	5.62	0.84	1.40	
	2.22	1.10	0.11	0.01	0.00	3.32
16	To a great extent	Moderate	Some what	Very little	Not at all	
	57.58	30.90	8.71	1.12	1.69	
	2.30	0.93	0.17	0.01	0.00	3.23
17	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	
	57.58	32.30	7.58	1.40	1.12	
	2.30	0.97	0.15	0.01	0.00	3.27
18	To a great extent	Moderate	Some what	Very little	Not at all	
	59.55	28.93	7.58	1.97	1.97	
	2.38	0.87	0.15	0.02	0.00	3.25
19	Above 90%	70 – 89%	50 – 69%	30 – 49%	Below 29%	
	29.21	38.76	15.45	7.87	8.71	
	1.17	1.16	0.31	0.08	0.00	2.33
20	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree	
	55.90	37.92	4.49	0.84	0.84	
	2.24	1.14	0.09	0.01	0.00	3.37
Average score						3.26



Key findings from the survey

1. A high percentage of students (88.48%) satisfied with the completion of the syllabus in the class.
2. 90.41% students have expressed overall satisfaction regarding the teachers ability to communicate.
3. 88.48% of the students have opinion that efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make them ready for the world of work.
4. Students have appreciated the teacher's attitude towards teaching and fairness in Evaluation, teacher's preparation, communication, performance in assignment, use of appropriate teaching pedagogy and fairness of internal evaluation has been rated high in the survey.

The S. S. S. Has also pointed out few areas where the college/teachers/departments do have scope for enhancement in quality of education. They are as follows:

1. Conduct more college assessment which will identify strength and weakness of students and provide them support and help them to overcome their weakness.
2. Increase use of ICT tools such as LCD projector, Multimedia etc. while teaching.

