

# SURANA COLLEGE

## STUDENT SATISFACTION SURVEY 2018-19

A questionnaire with 20 questions was prepared by the committee. It was decided to collect feedback online from the students.

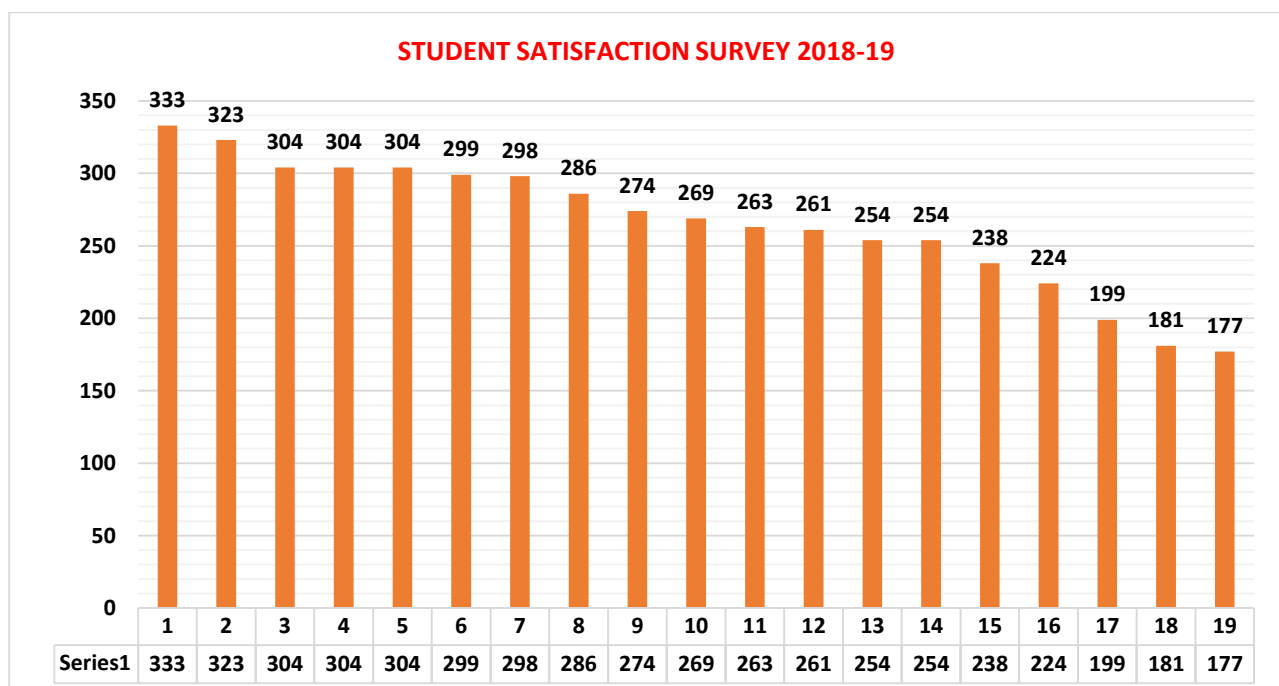
For each question, students' will have to select one option which are assigned different weightages. For example, for the question, **HOW WELL WERE THE TEACHERS ABLE TO COMMUNICATE?** the options given were - *4 – Always effective, 3 – Sometimes effective, 2 – Just satisfactorily, 1– Generally ineffective, 0– Very poor communication*

The questions used for survey are –

1. How much of the syllabus was covered in the class?
2. How well did the teachers prepare for the classes?
3. How well were the teachers able to communicate?
4. The teacher's approach to teaching can best be described as?
5. Fairness of the internal evaluation process by the teachers.
6. Was your performance in assignments discussed with you?
7. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
9. The institution provides multiple opportunities to learn and grow.
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
11. Your mentor does a necessary follow-up with an assigned task to you.
12. The teachers illustrate the concepts through examples and applications.
13. The teachers identify your strengths and encourage you with providing right level of challenges.
14. Teachers are able to identify your weaknesses and help you to overcome them.
15. The institute/teachers use student-centric methods, such as experiential learning, participative learning and problem solving methodologies
16. Teachers encourage you to participate in extracurricular activities.
17. Efforts are made to inculcate soft skills, life skills and employability skills to make you ready for the world of work.
18. What percentage of teachers use ICT tools while teaching?
19. The overall quality of teaching-learning process in your institute is very good.
20. Give three observation / suggestions to improve the overall teaching – learning experience in the institution.

An online form with the above questions was created and circulated to all the students. A total of 614 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 nineteen questions are analyzed in depth.

## GRAPH OF HIGHEST RATING



Students have appreciated their highest for the *How well were the teachers able to communicate?* and the second in order is the *Teachers illustrate the concepts through examples and applications*. All the questions given in the table below are performing satisfactorily and nearly 50% of samples collected have given the highest rating to questions numbered 1 to 8. However, questions numbered 9 to 19 are performing less. The report will be placed before the concerned authorities for continuous improvement in the areas where the questions are underperforming.

The order of highest to lowest, i.e., **EXCELLENT** to **LOW PERFORMER** are as follows:

SL.NO	QUESTION	NO. OF SAMPLES WITH HIGHEST RATNG (4)
1	How well were the teachers able to communicate?	333
2	Teachers illustrate the concepts through examples and applications.	323
3	Fairness of the internal evaluation process by the teachers.	304
4	Was your performance in assignments discussed with you?	304
5	Efforts are made to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	304
6	Your mentor does a necessary follow-up with an assigned task to you.	299
7	Teachers encourage you to participate in extracurricular activities.	298
8	The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.	286
9	The teachers identify your strengths and encourage you with providing right level of challenges.	274
10	How much of the syllabus was covered in the class?	269
11	The institution provides multiple opportunities to learn and grow.	263
12	The overall quality of teaching-learning process in your institute is very good.	261
13	Teachers are able to identify your weaknesses and help you to overcome them.	254
14	The institute/ teachers use student-centric methods, such as experiential learning, participative learning and problem solving methodologies	254
15	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	238
16	How well did the teachers prepare for the classes?	224
17	What percentage of teachers use ICT tools while teaching?	199
18	The teacher's approach to teaching can best be described as?	181
19	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	177

## **RECOMMENDATIONS FOR UNDERPERFORMING QUESTIONS**

- 1) Challenging problems to be given to advanced learners.
- 2) Mentoring to be strengthened
- 3) Teachers to enhance the use of ICT tools
- 4) Innovative teaching methods can be tried by teachers
- 5) Students to be well oriented about the course and programme outcomes along with the relevant career opportunities