KHARUPETIA COLLEGE
2.7.1 STUDENT SATISFACTION SURVEY
SESSION-2021-22

CRITERION II – TEACHING-LEARNING AND EVALUATION

Students Satisfaction Survey (SSS) was conducted among the students of the college through a structured questionnaire. The questionnaire has been framed based on NAAC guidelines. Students have rated the questions in a scale of 0 to 4.The summary is displayed on the college website and it is also presented in the IQAC meeting.

About Questionnaire:

The questionnaire was based on the Likert scale where the responses are scaled on a scale of 0 to 4, with the most positive response being rated as 4 and the most negative response being rated as 0. The survey is a part of the second criterion on Teaching-Learning and Evaluation, out of the seven NAAC criteria. The questionnaire consists of several facets of the teaching-learning process. Questions vary from specific teaching skills of the teacher to his/her overall approach to the educational process. Specific skills of the teacher like subject knowledge, communication skills, class preparation, and use of ICT tools are part of the questionnaire. The overall approach of the teacher and institution with respect to providing the right environment, motivation, interpersonal relationships, feedback, etc. forms the second major component of the questionnaire. Twenty of the twenty-one questions are objective in nature, while one question is open-ended to draw observations and suggestions for improvements of the institution.

Analysis of questionnaire:

There are twenty objective questions in the questionnaire and one open-ended question.

Analysis of objective questions:

There are twenty objective questions and students will respond on a scale of 4 to 0, with the most positive response rated as 4 and the most negative response rated as 0. The mean score for each question has been calculated and arrived at the overall mean.

Analysis of the open-ended question:

The students are asked to give three observations/suggestions to improve the overall teaching-learning experience in the institution. The analysis would be carried out by

aggregating the most occurring suggestions in the student responses. This would provide an idea of the most general expectations, observations, and suggestions from the students.

No. of Responses Received for the (SSS) Survey = 431

GENDER WISE BREAK-UP:

Male Respondent: 288
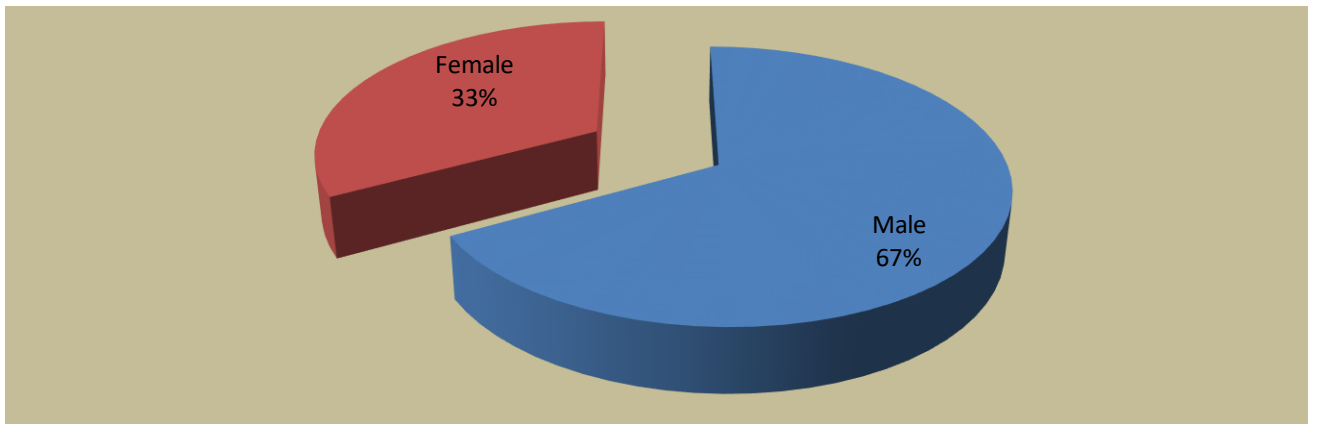
Female Respondent: 143

STREAM WISE BREAK-UP:

Arts: 267

Commerce: 164

Sl. No.	Questions	Score
1	How much of the syllabus was covered in the class?	3.59
2	How well did the teachers prepare for the classes?	3.62
3	How well were the teachers able to communicate?	3.82
4	The teacher's approach to teaching can best be described as	3.80
5	Fairness of the internal evaluation process by the teachers.	3.73
6	Was your performance in assignments discussed with you?	3.88
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.48
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	3.49
9	The institution provides multiple opportunities to learn and grow.	3.53
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.61
11	Your mentor does a necessary follow-up with an assigned task to you.	3.51
12	The teachers illustrate the concepts through examples and applications.	3.69

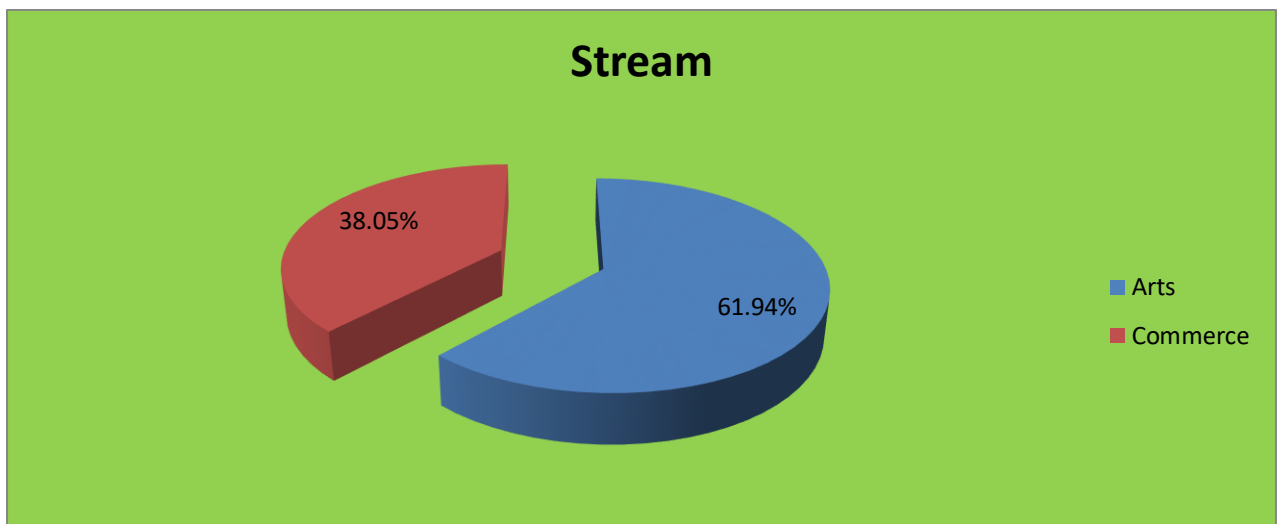|		
13	The teachers identify your strengths and encourage you with providing right level of challenges.	3.48
14	Teachers are able to identify your weaknesses and help you to overcome them.	3.61
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.61
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	3.71
17	Teachers encourage you to participate in extracurricular activities.	3.90
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.	3.59
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	3.53
20	The overall quality of teaching-learning process in your institute is very good.	3.69
21	Give three observation / suggestions to improve the overall teaching – learning experience in your institution. (Some Notable Suggestions).	

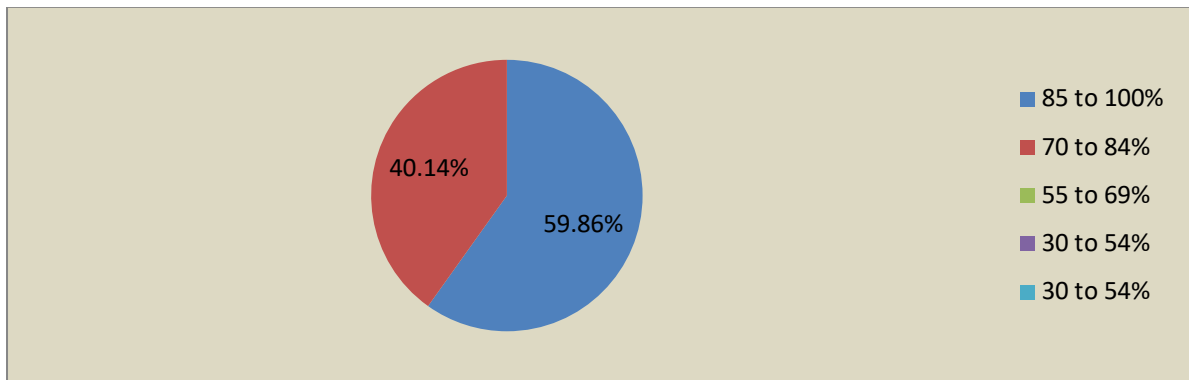**Information related to Gender and Subject area of the students**

Gender

Out of 431 respondents, 67% (288) were male respondents and 33% (143) were female respondents.
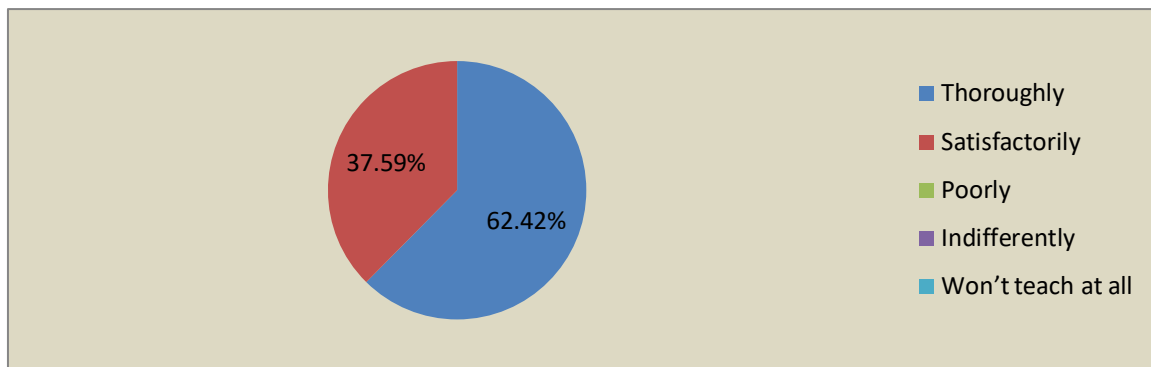
Stream

Out of 431 respondents, 61.94% (267) was belonged to Arts Stream and 38.05% (164) was from Commerce Stream.
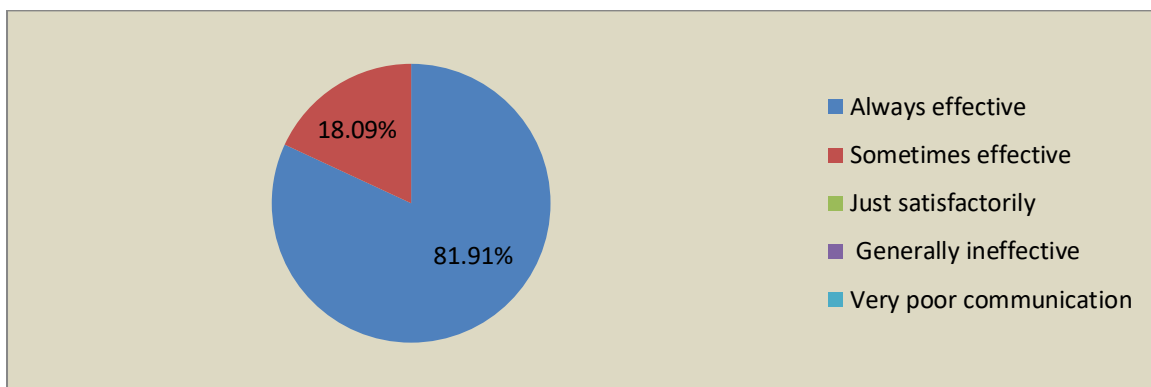
1) How much of the syllabus was covered in the class?

Out of 431 respondents, 59.86% (258) of the respondents expressed that syllabus was covered **85-100%** while rest of the respondents, i.e., 40.14% (173) expressed that **70-84%** syllabus was covered in the class.

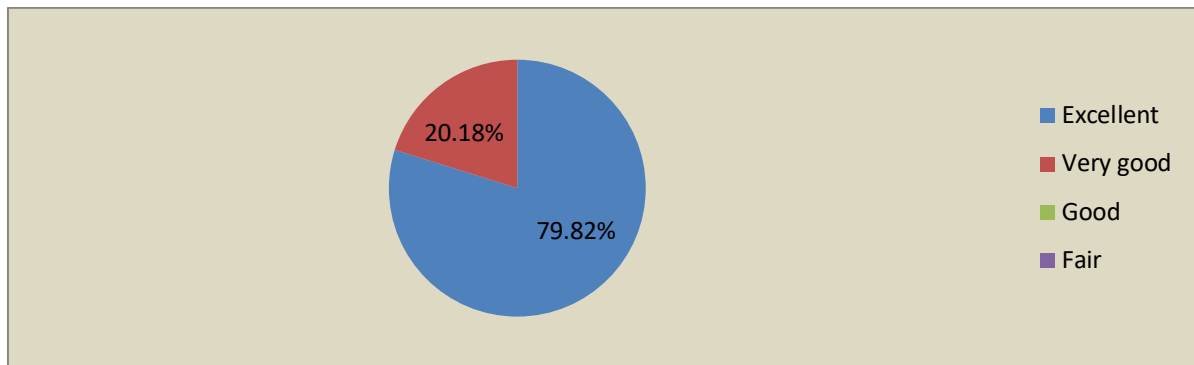**2) How well did the teachers prepare for the classes?**

Out of 431 respondents, 62.42% (269) of the respondents viewed that teachers prepared **thoroughly** for the classes while rest 37.59% (162) of the respondents viewed that teacher's preparedness for the class was **satisfactory.**

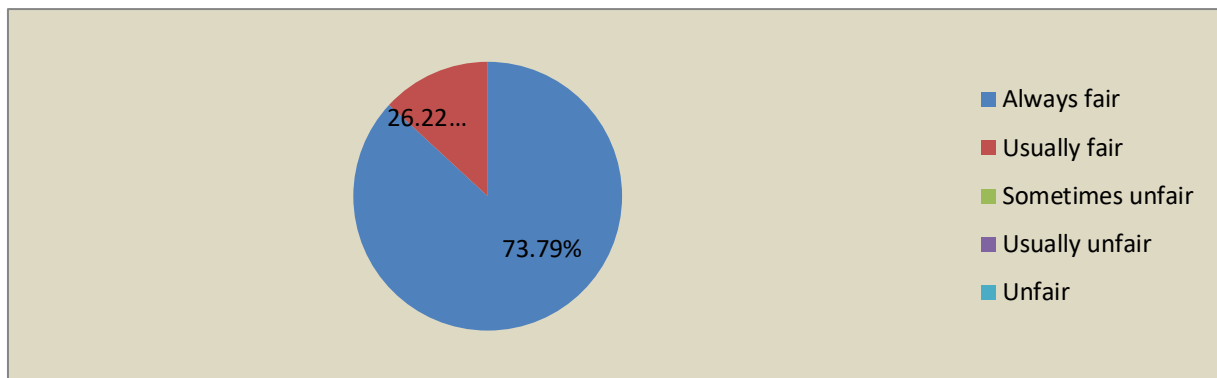**3) How well were the teachers able to communicate?**

81.91% (353) of the respondents viewed that teachers communication was **always effective** while 18.09% (78) of the respondents viewed that teacher's communication was **sometimes effective.**

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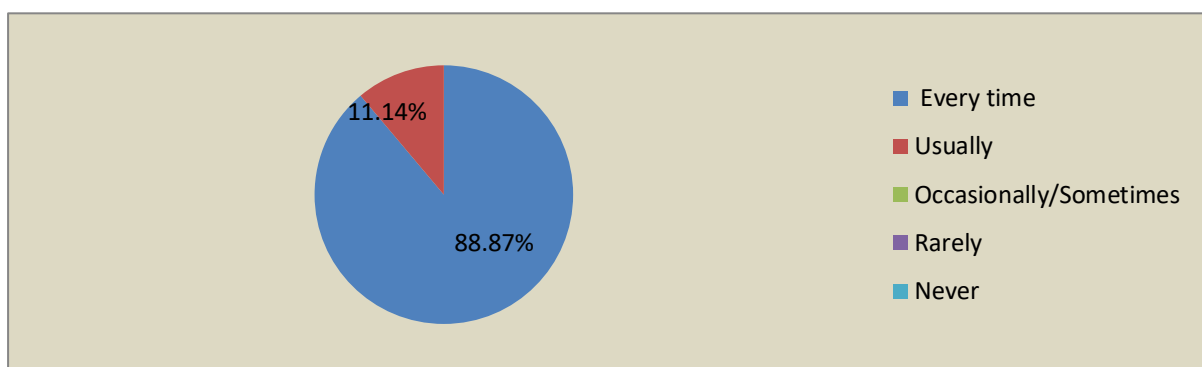

Out of 431 respondents, 79.82% (344) of the respondents viewed that the teacher's approach to teaching can be best described as **Excellent** while 20.18% of the respondents (87) viewed that teacher's approach to teaching was **Very good.**

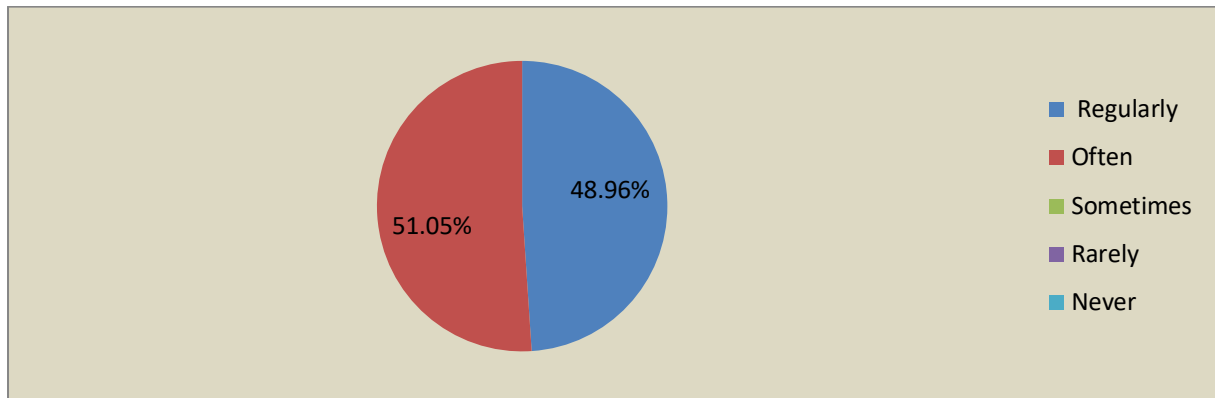**5) Fairness of the internal evaluation process by the teachers.**

As much as 73.79% (318) of the respondents expressed that internal evaluation process by the teachers was *always fair* whereas 26.22% (113) of the respondents expressed that internal evaluation process by the teachers was *usually fair*.

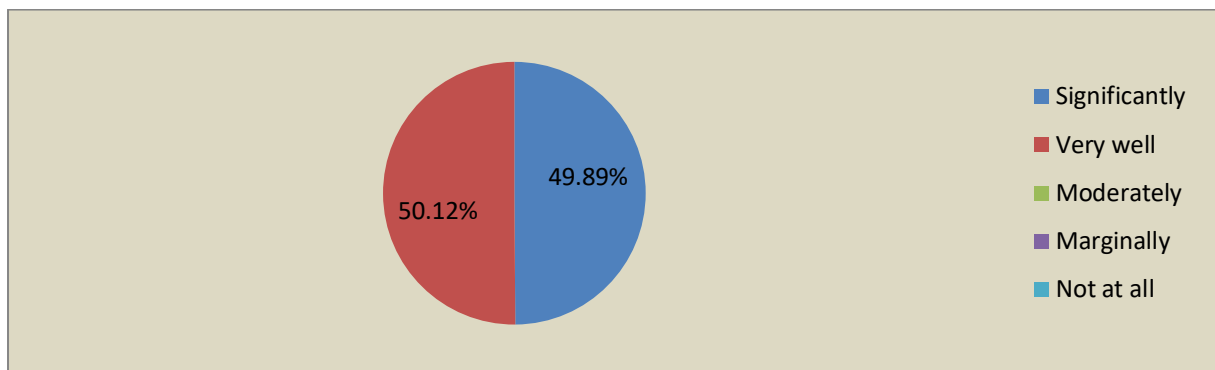**6) Was your performance in assignments discussed with you?**

As much as 88.87% (383) of the respondents expressed that assignments performance was discussed with them *every time* by the teachers whereas 11.14% (48) of the respondents expressed that teachers **usually** discussed the assignments performance with the students.

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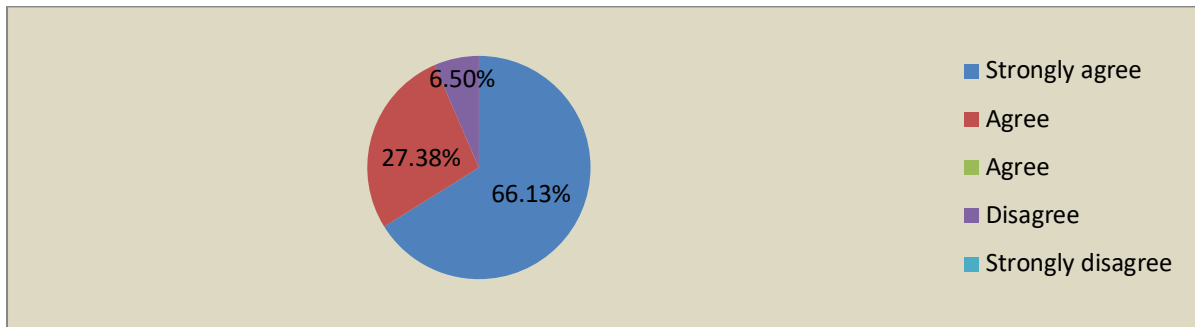

51.05% (211) of the respondents viewed that the institute **_often_** takes active interest in promoting internship, student exchange, field visit opportunities for students while 48.96% (220) of the respondents viewed that the institute takes active interest **_regularly_** towards the same.

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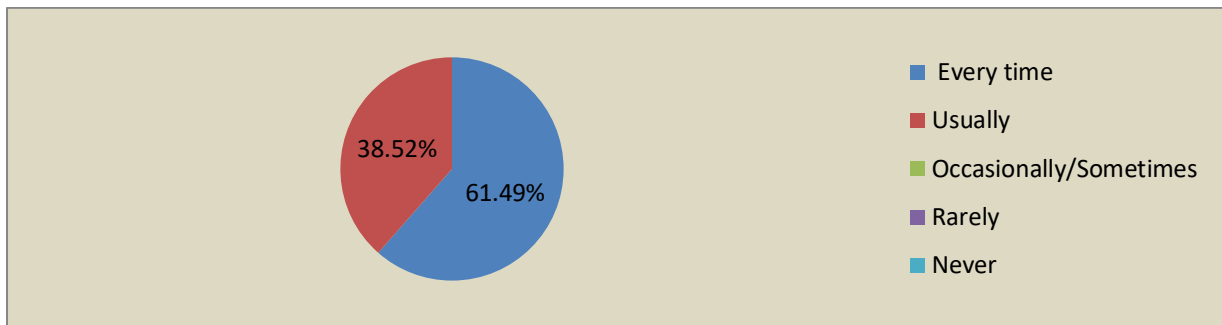

As much as 50.12% (216) of the respondents expressed that the teaching and mentoring process in the institution facilitates **_very well_** in cognitive, social and emotional growth whereas 49.89% (215) of the respondents expressed that teaching and mentoring process in the institution facilitates **significantly** in cognitive, social and emotional growth.

9) The institution provides multiple opportunities to learn and grow.

Legend: Strongly agree, Agree, Agree, Disagree, Strongly disagree
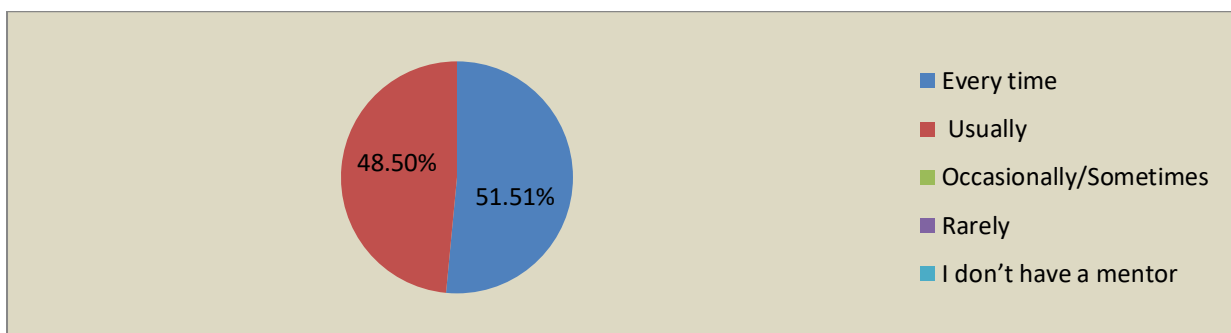
Values shown: 6.50%, 27.38%, 66.13%

As much as 66.13% (285) of the respondents **strongly agreed** on the fact that the institution provides multiple opportunities to learn and grow whereas 27.38% (118) of the respondents simply **agreed** about the same and rest 6.50% (28) of the respondents disagreed on it.

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

Legend: Every time, Usually, Occasionally/Sometimes, Rarely, Never
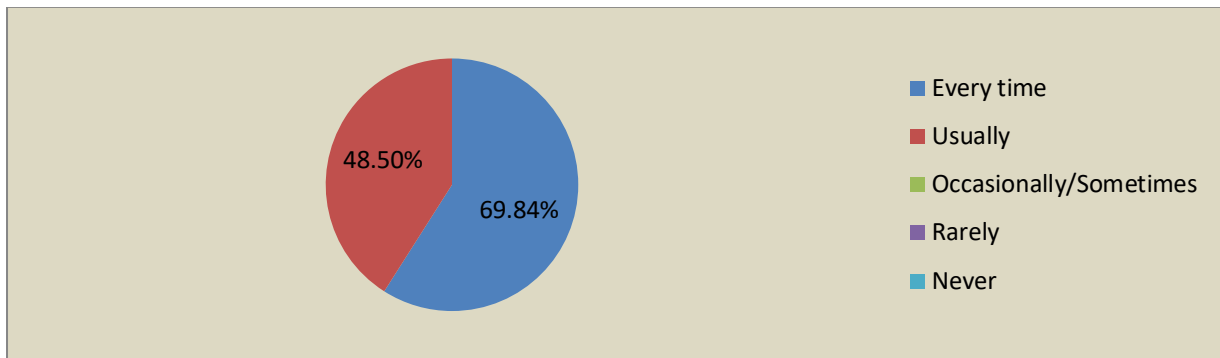
Values shown: 38.52%, 61.49%

As much as 61.49% (265) of the respondents expressed that teachers inform **every time** about the expected competencies, course outcomes and programme outcomes to the students whereas 38.52% (166) of the respondents expressed that that teachers inform **usually** about the expected competencies, course outcomes and programme outcomes to the students

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

Legend: Every time, Usually, Occasionally/Sometimes, Rarely, I don't have a mentor
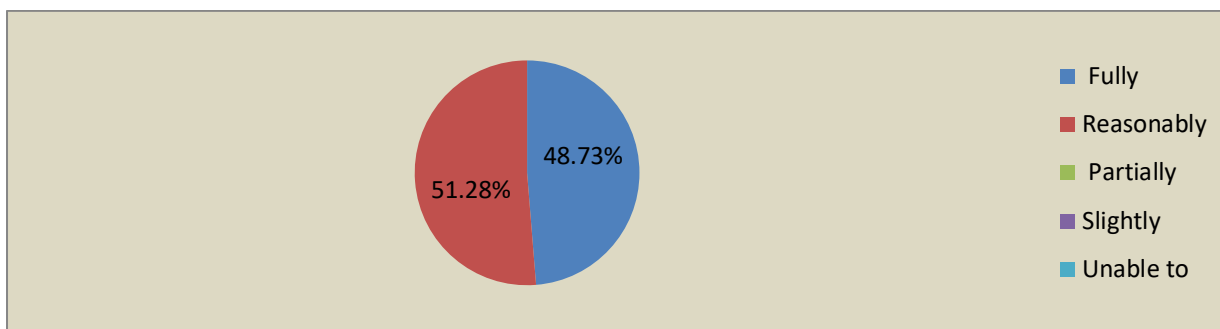
Values shown: 48.50%, 51.51%

As much as 51.51% (222) of the respondents expressed that mentor **every time** does a necessary follow-up with an assigned task whereas 48.50% (209) of the respondents expressed that that mentor **usually** does a necessary follow-up with an assigned task.

12. The teachers illustrate the concepts through examples and applications.

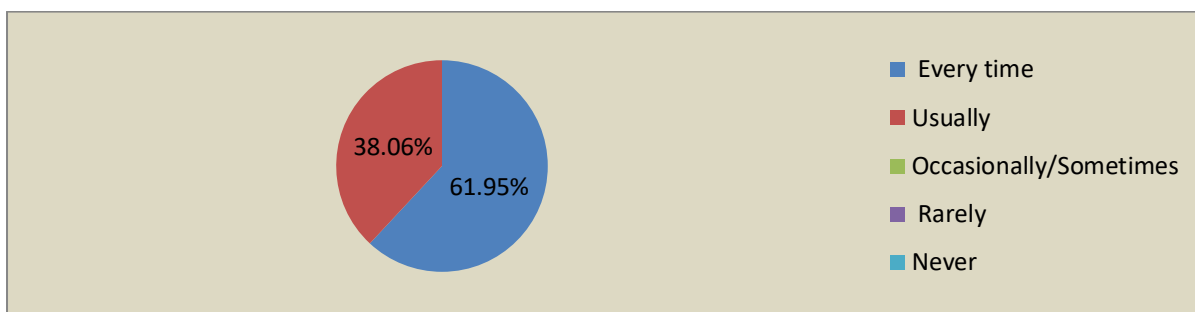69.84% (301) of the respondents viewed that teachers *every time* illustrate the concepts through examples and applications while 48.50% (130) of the respondents viewed that teachers *usually* illustrate the concepts through examples and applications.

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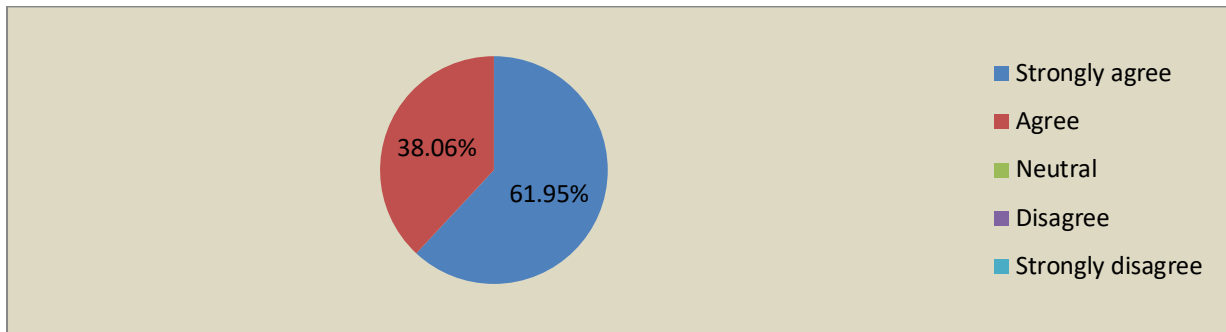

51.28% (221) of the respondents viewed that teachers *reasonably* identify strengths and encourage the students with providing right level of challenges while 48.73% (210) of the respondents viewed that teachers *fully* identify strengths and encourage the students with providing right level of challenges.

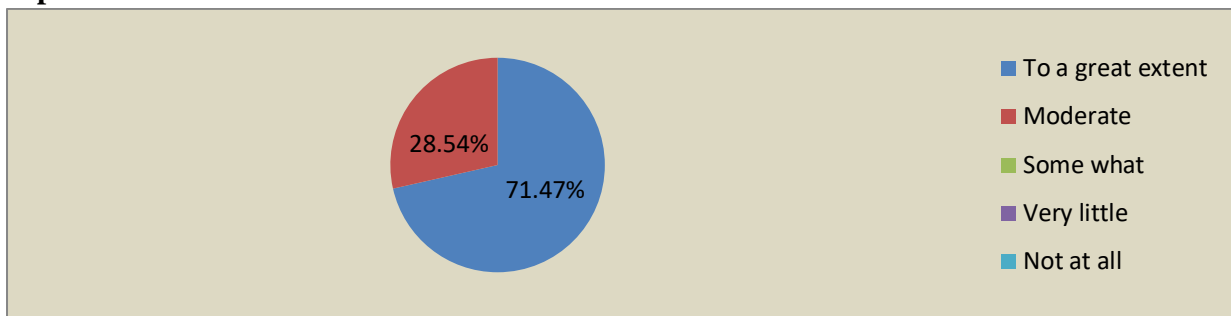**14. Teachers are able to identify your weaknesses and help you to overcome them.**

61.95% (267) of the respondents viewed that teachers are able to identify *every time* the weaknesses of the students and help to overcome them while 38.06% (164) of the respondents viewed that teachers *usually* the weaknesses of the students and help to overcome them.

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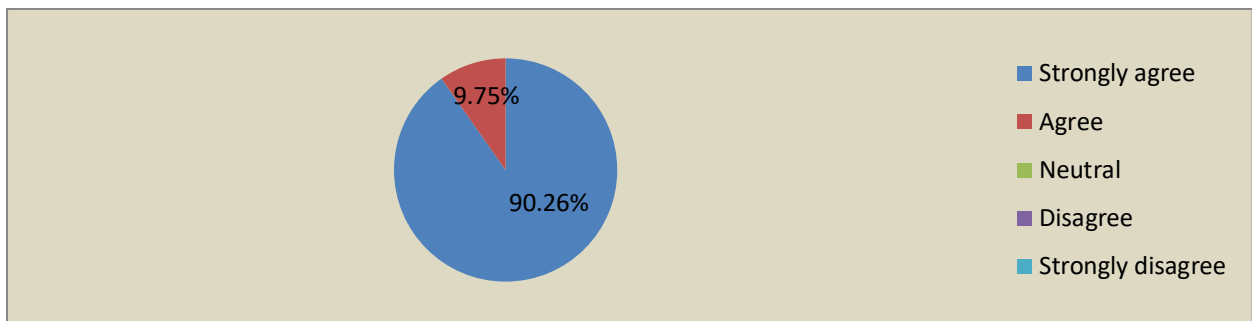

61.95% (267) of the respondents *strongly agreed* that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process while 38.06% (164) of the respondents *agreed* on the same.

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
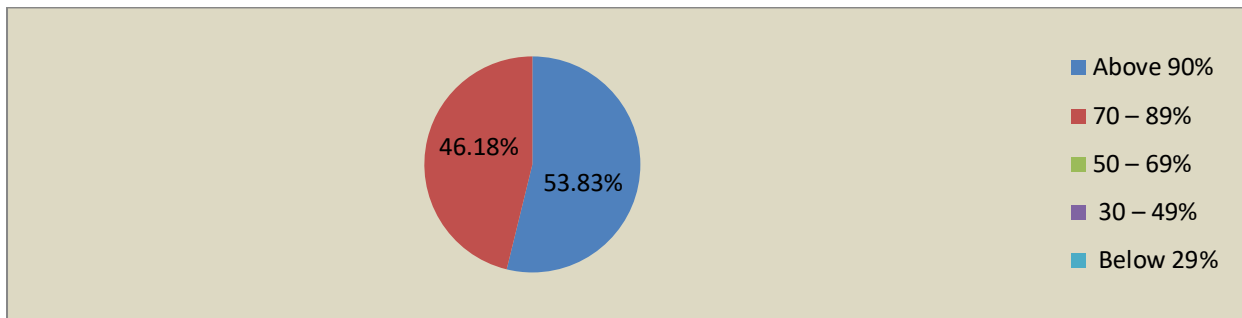

71.47% (308) of the respondents expressed that the institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences *to a great extent* while 28.54% (123) of the respondents expressed the same as *moderately.*

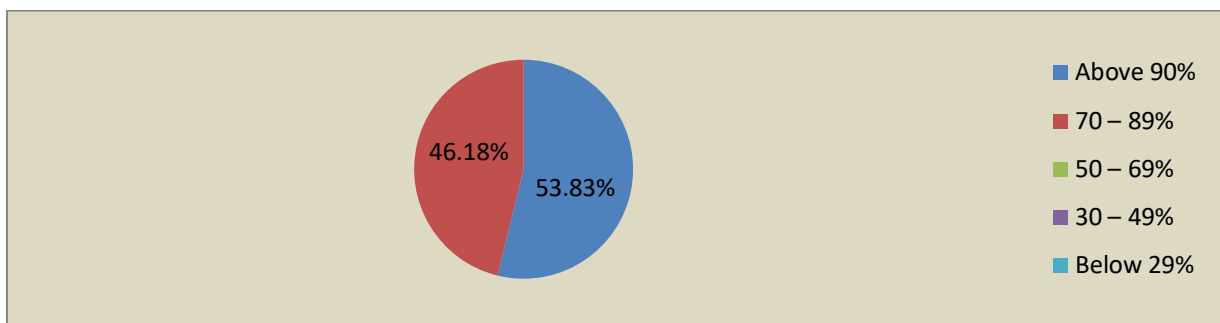**17. Teachers encourage you to participate in extracurricular activities.**

90.26% (389) of the respondents *strongly agreed* that teachers encourage them to participate in extracurricular activities while 9.75% of the respondents *agreed* on the same.

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.
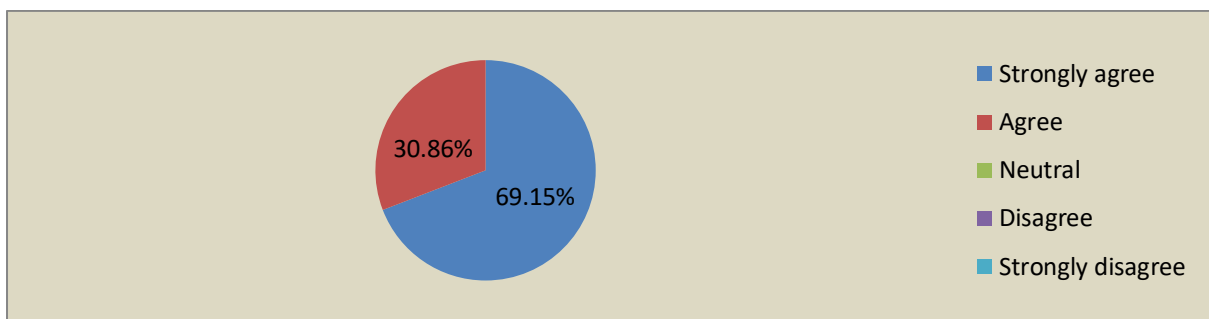

53.83% (255) of the respondents expressed that *above 90%* efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work while 46.18% (176) of the respondents expressed the same as *70-89%.*

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
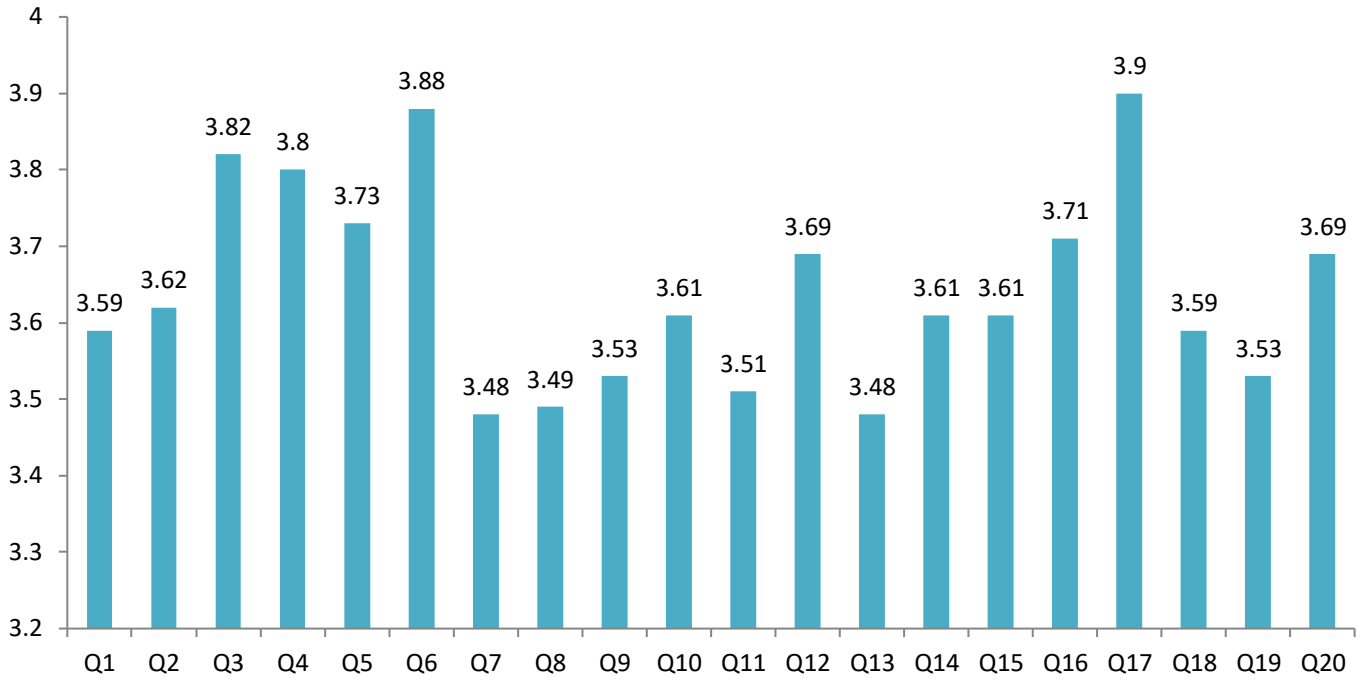

53.83% (255) of the respondents expressed that *above 90%* of teachers use ICT tools such as LCD projector, Multimedia, etc. while 46.18% (176) of the respondents expressed the same as *70-89%.*

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

69.15% (298) of the respondents *strongly agreed* that the overall quality of teaching-learning process in the institute is very good while 30.86% (133) of the respondents *agreed* the same.

Mean Score

Question	Mean Score
Q1	3.59
Q2	3.62
Q3	3.82
Q4	3.8
Q5	3.73
Q6	3.88
Q7	3.48
Q8	3.49
Q9	3.53
Q10	3.61
Q11	3.51
Q12	3.69
Q13	3.48
Q14	3.61
Q15	3.61
Q16	3.71
Q17	3.9
Q18	3.59
Q19	3.53
Q20	3.69

Principal
Kharupetia College
Kharupetia, Assam