

## **Student Satisfaction Survey: For the academic year 2020-21**

Due to Covid-19, the first term of the academic year was started on 1<sup>st</sup> November 2020 and ended on 25<sup>th</sup> March 2021. The second term was started on 5<sup>th</sup> April 2021 and ended on 21<sup>st</sup> August 2021. The student satisfaction survey was conducted in June 2021 through the offline method. The printed questionnaire was circulated to the students through the WhatsApp group and their unique WhatsApp numbers. The students were sent their responses through WhatsApp to their respective class monitor or class teachers.

The students' satisfaction level is decided by their experiences, the extent of the comfort, and the intellectual stimulation the learning situations provide. The questionnaire has been prepared by the IQAC and covered twenty questions student satisfaction survey regarding the teaching-learning process. The question bank is shown in the following table.

Instructions to fill the questionnaire:

1. All questions should be compulsorily attempted.
2. Each question has five responses; choose the most appropriate one.
3. The response to qualitative question no. 21 is the student's opportunity to give suggestions or improvements; they can also mention the weaknesses of the institute here. (Kindly restrict your response to the teaching-learning process only)

Sr. No.	Question	Response
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 an active interest in promoting internship, student exchange, field visit opportunities for students.

8 Your Institution's teaching and mentoring process facilitate 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 program 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 by providing the right challenges.

14 Teachers can identify your weaknesses and help you to overcome them

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

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

- 17 Teachers encourage you to participate in extracurricular activities
- 18 Efforts are made by the institute/ teachers to teach soft skills, life skills, and employability skills to make you ready for the world of work
- 19 What percentage of teachers use ICT tools such as LCD projectors, Multimedia, etc., while teaching.
- 20 The overall quality of the teaching-learning process in your institute is excellent
- 21 Give three observations/suggestions to improve your Institution's overall teaching-learning experience.

The responses are scaled on a scale of zero to four, with the most positive response being rated as four and the most negative response being rated as zero. The score emerging from the survey is part of the second criterion on Teaching-Learning and Evaluation.

The duly filled-up questionnaires were received from the students are classified class-wise and stream-wise. The physical verification counted the rating allotted by an individual class student and streams. The data given in the following table shows the students' responses to this metric.

Sr. No	Program Name	Program Code	No. of students enrolled	No. of students participated in the survey	Percentage
1	Bachelor of Arts	B. A.	469	349	74.41%

2	Bachelor of Commerce	B. Com.	312	239	76.60%
3	Bachelor of Science	B. Sc.	328	215	75.91%