

2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as a web link)

Student Satisfaction Survey: For the academic year 2018-19

The college has collected feedback from the students once a year on the teaching-learning process. The faculty members and the college try to make learning a meaningful process. The students' satisfaction is a direct indicator of the effectiveness of teaching-learning in the college. It may be impractical to capture this aspect from every student; therefore, the college has resorted to a sample survey on a formalized basis to capture these significant features.

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:

All questions should be compulsorily attempted.

Each question has five responses; choose the most appropriate one.

The response to qualitative question no. 21 is the student's opportunity to give suggestions or improvements; they can also mention 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 was done and 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.	462	362	78.35%
2	Bachelor of Commerce	B. Com.	293	245	83.61%
3	Bachelor of Science	B. Sc.	337	282	83.67%