Internal Quality Assurance Cell (IQAC)

Student Satisfaction Survey (SSS) on Overall Institutional Performance during AY 2019-20

Introduction

The students are an integral part of any academic institution. The prime measure of College's development can be easily interpreted by the satiety of students and Toshniwal Arts, Commerce & Science College, Sengaon is the institute which got embedded with the inherent closed loop system corrects itself through the feedbacks/surveys on continuous basis. Students Satisfaction Survey (SSS) is one among these surveys. This survey includes majorly the questionnaire recommended by NAAC. Apart from Teaching-Learning and Evaluation aspects, the survey has included the institution infrastructural and welfare aspects too. The need for conducting the student's satisfaction survey is essential for academic institutions. It tells us about the opinion of students about the efficiency of various facilities available in the college and also about their requirements for different other services.

Methodology

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 analyzed based on 21 questions designed by NAAC in which 20 Questions are based on Multiple choices and last Question were asked about their suggesting in brief.. 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.

Sample Size

Student Satisfaction Survey was conducted by a team of teachers and a volunteer students. It is very difficult and time taking activity to collect SSS from each and every student so it is decided that by using random sampling method only 100 sample were finalized and SSS
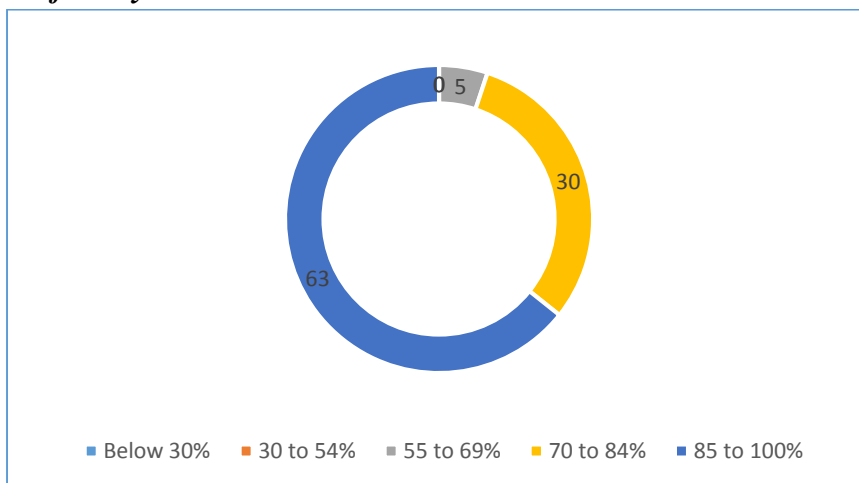
स्थापना वर्ष : 1993
Establishment Year : 1993

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will collect. The responses were recorded on SSS form by student volunteers. In some cases students had to be called twice or thrice to suit their convenient time to answer the complete set of questions and the result that out of 100 students 98 students were answered and complete the SSS. The respondents were assured that their identity would not by disclosed.
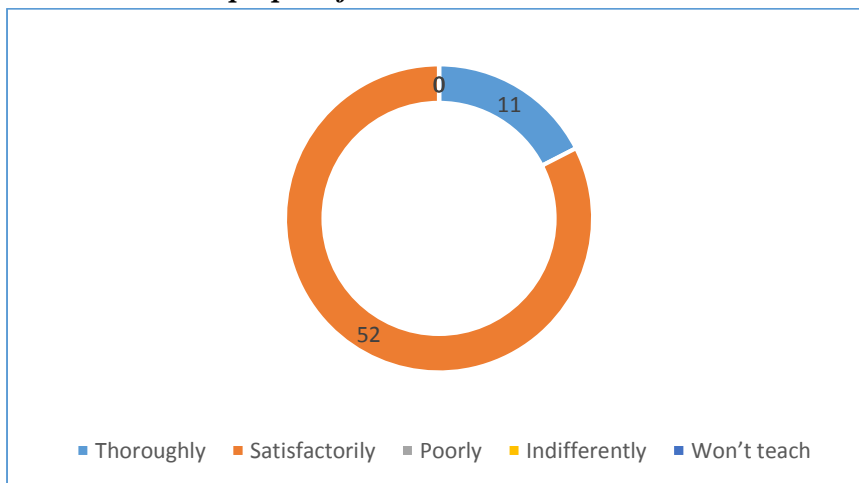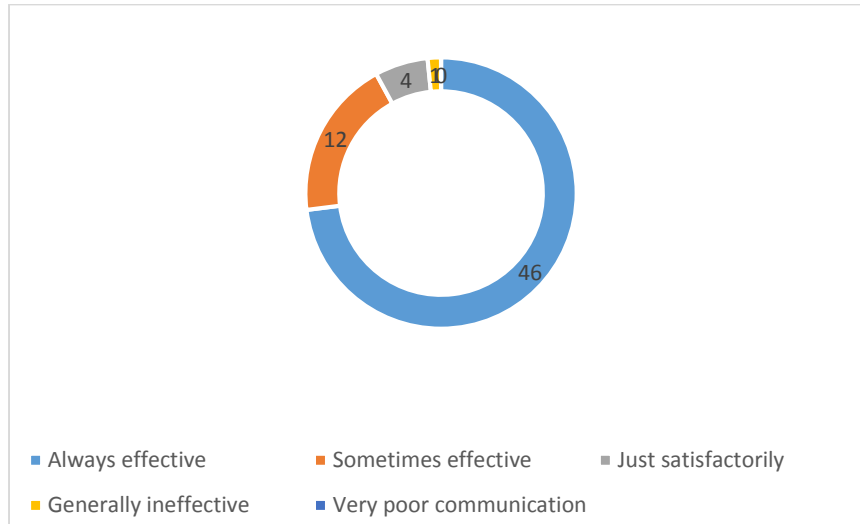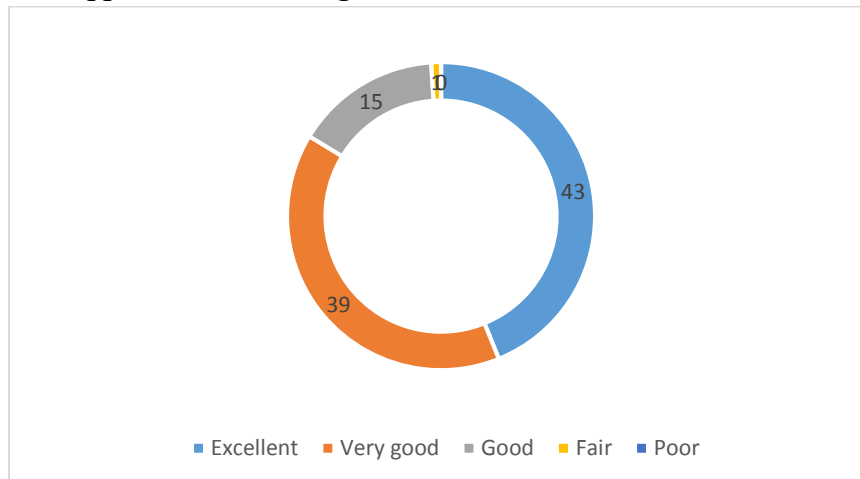
Result & Discussion

The Questions were asked to students are based on 5 point indicator. The responses collected from students responses were fed to an excel sheet designed for the analysis by the team. The responses were analyzed 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?

Legend: ■ Below 30% ■ 30 to 54% ■ 55 to 69% ■ 70 to 84% ■ 85 to 100%

2. How well did the teachers prepare for the classes?

Legend: ■ Thoroughly ■ Satisfactorily ■ Poorly ■ Indifferently ■ Won't teach

3. How well were the teachers able to communicate?

- Always effective
- Sometimes effective
- Just satisfactorily
- Generally ineffective
- Very poor communication

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

- Excellent
- Very good
- Good
- Fair
- Poor

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

- Always fair
- Usually fair
- Sometimes unfair
- Usually unfair
- Unfair

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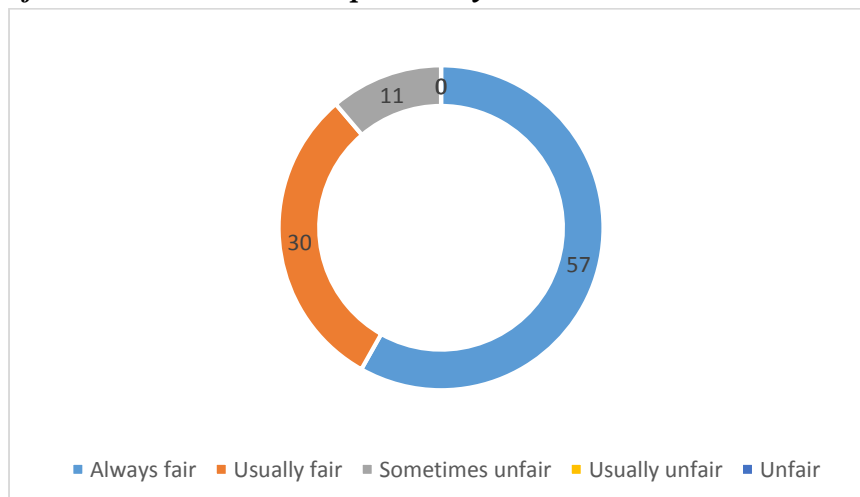Re- Accredited by NAAC B

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

Legend: ■ Every time ■ Usually ■ Sometimes ■ Rarely ■ Never

(Values: 30, 18, 55, 22)
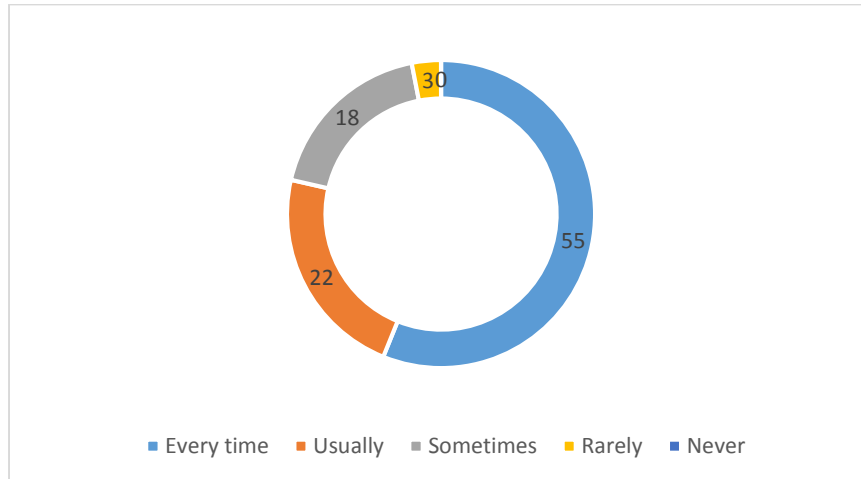
7. *The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.*

Legend: ■ Regularly ■ Often ■ Sometimes ■ Rarely ■ Never

(Values: 0, 25, 10, 63)
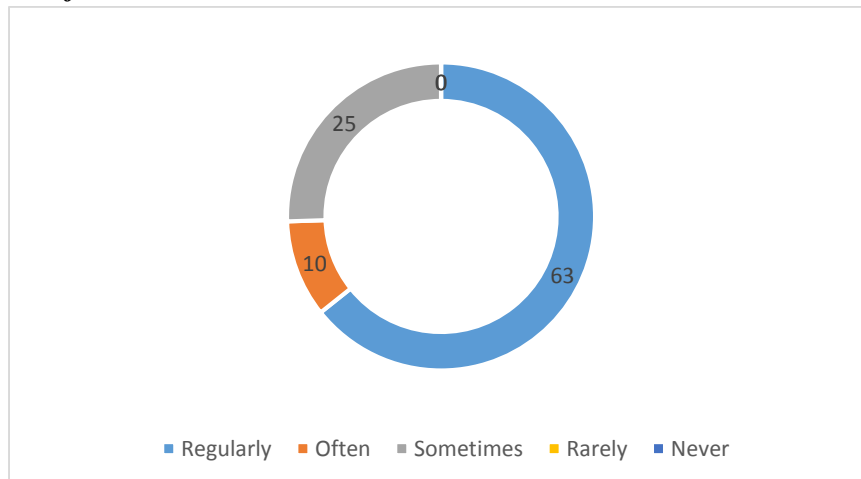
8. *The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.*
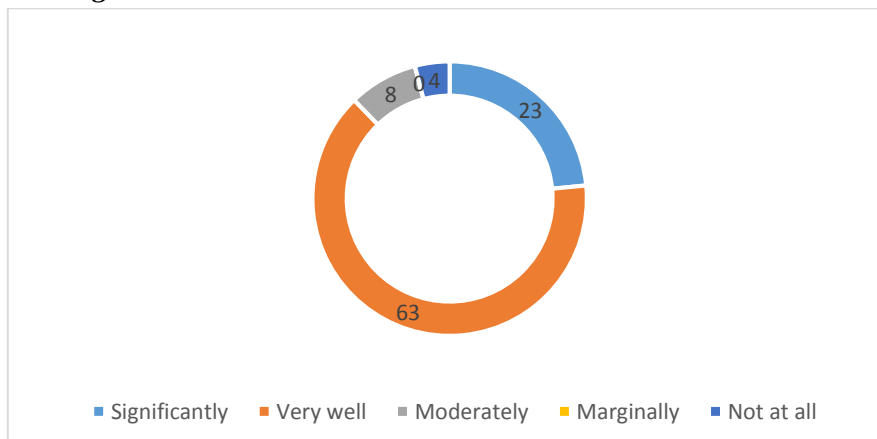
Legend: ■ Significantly ■ Very well ■ Moderately ■ Marginally ■ Not at all

(Values: 8, 0, 4, 23, 63)

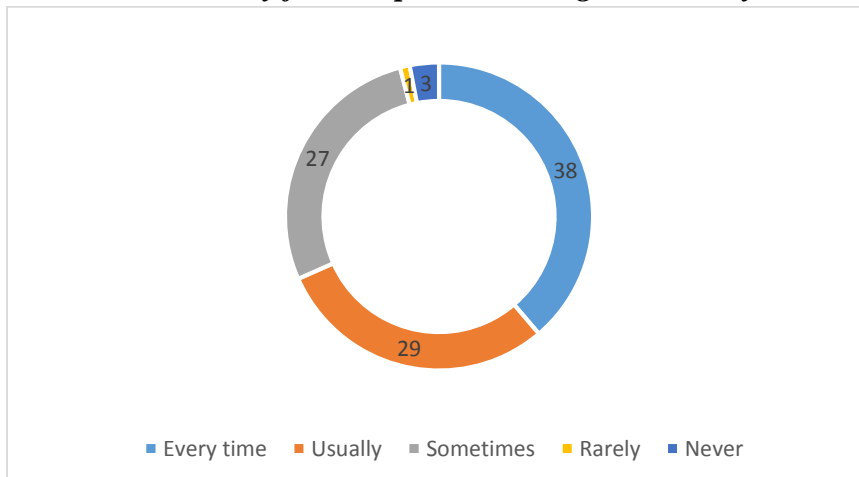|		
स्थापना वर्ष : 1993 Establishment Year : 1993	श्री गजानन शिक्षण प्रसारक मंडळाचे Shri Gajanan Shikshan Prasarak Mandal's भाषीक अल्पसंख्यांक दर्जा प्राप्त	दुरध्वनी क्र. (02456) 202465, 250462 Ph.No. (02456) 202465, 250462
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9. *The institution provides multiple opportunities to learn and grow.*
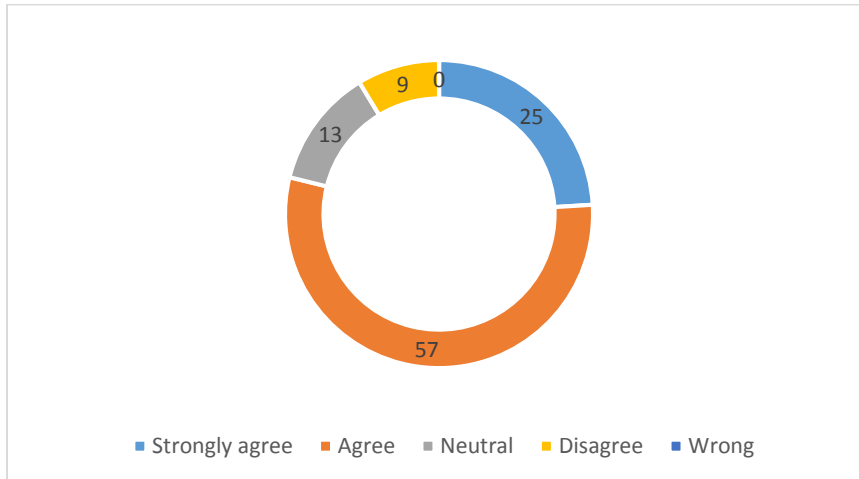
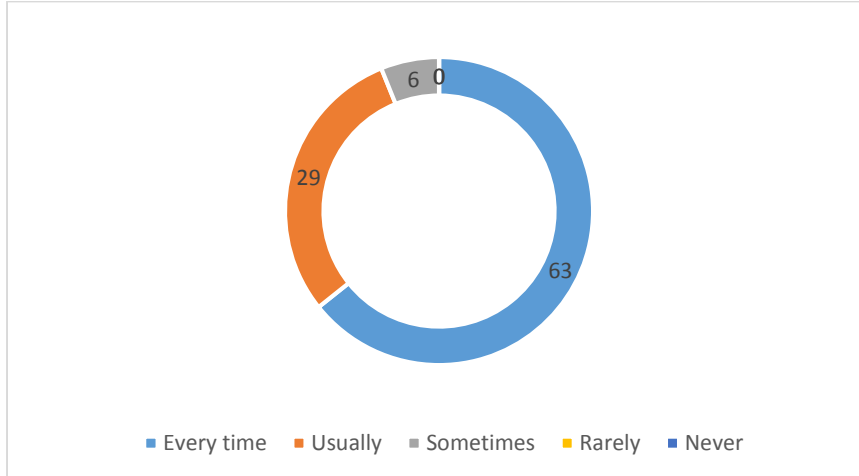10. *Teachers inform you about your expected competencies, course outcomes & program outcomes.*
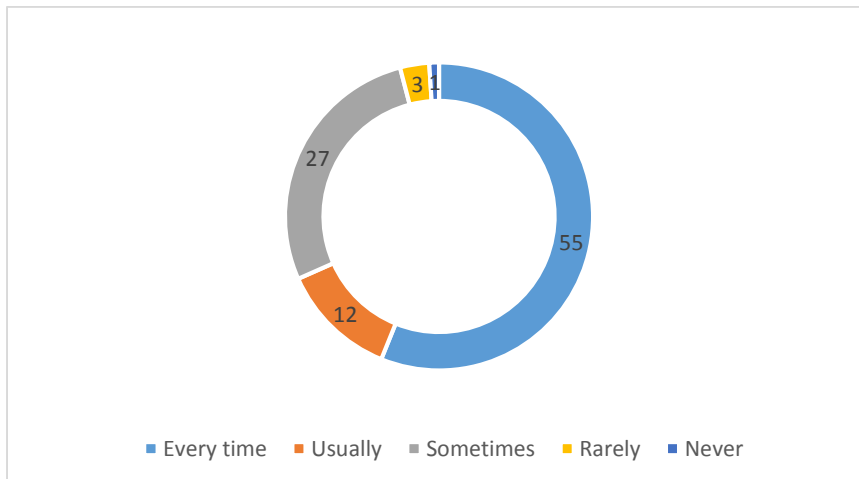
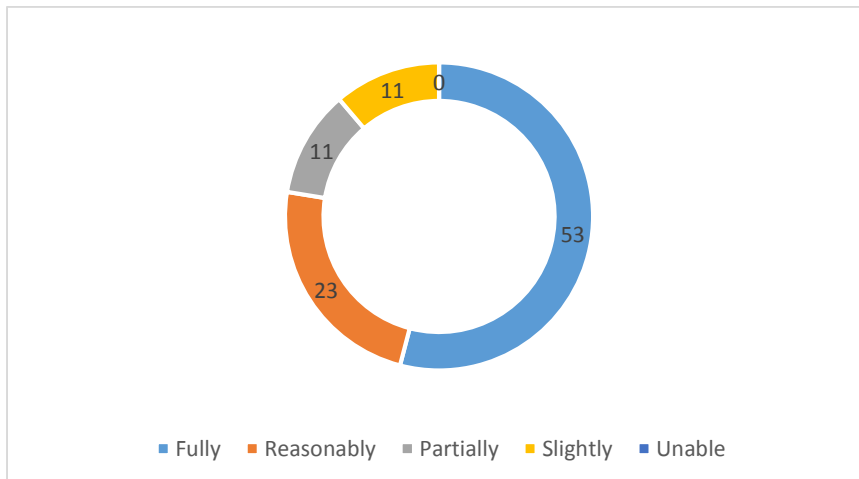11. *Your mentor does a necessary follow-up with an assigned task to you.*

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

Every time — 63
Usually — 29
Sometimes — 6
Rarely — 0
Never — 0

Legend: ■ Every time ■ Usually ■ Sometimes ■ Rarely ■ Never

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

Fully — 53
Reasonably — 23
Partially — 11
Slightly — 11
Unable — 0

Legend: ■ Fully ■ Reasonably ■ Partially ■ Slightly ■ Unable

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

Every time — 51
Usually — 15
Sometimes — 26
Rarely — 4
Never — 2

Legend: ■ Every time ■ Usually ■ Sometimes ■ Rarely ■ Never
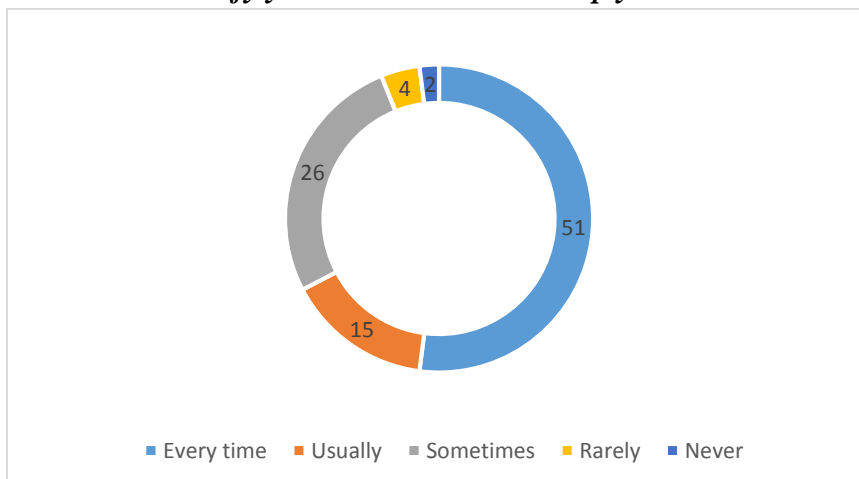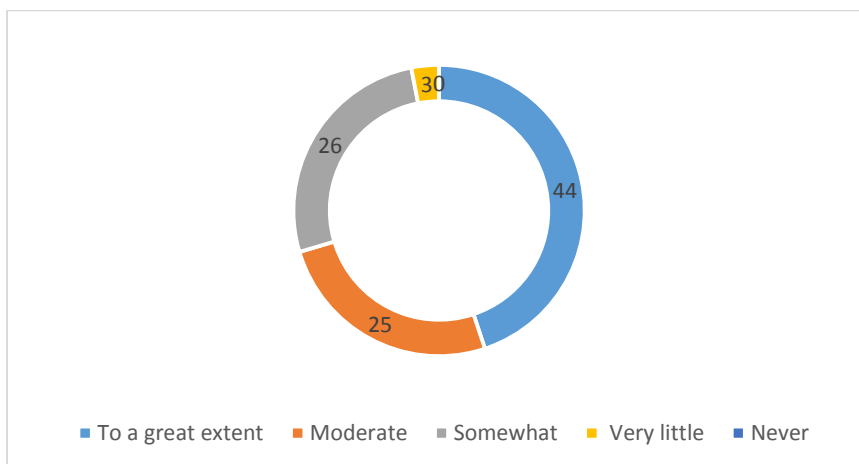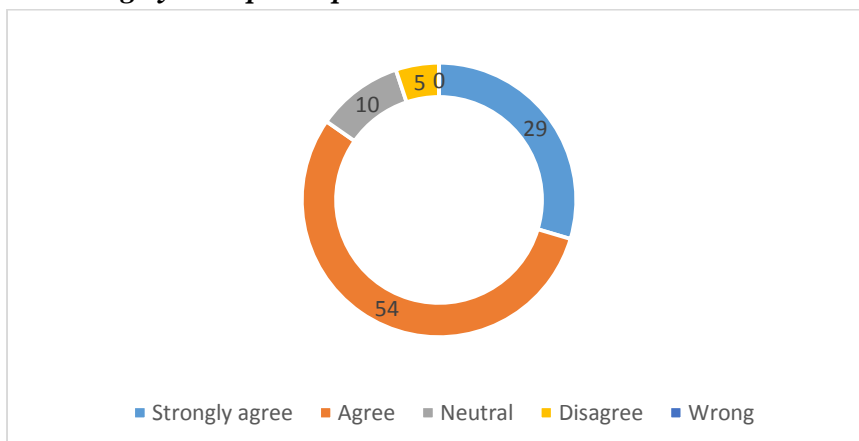
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Strongly agree: 33
Agree: 53
Neutral: 8
Disagree: 4
Wrong: 0

■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Wrong
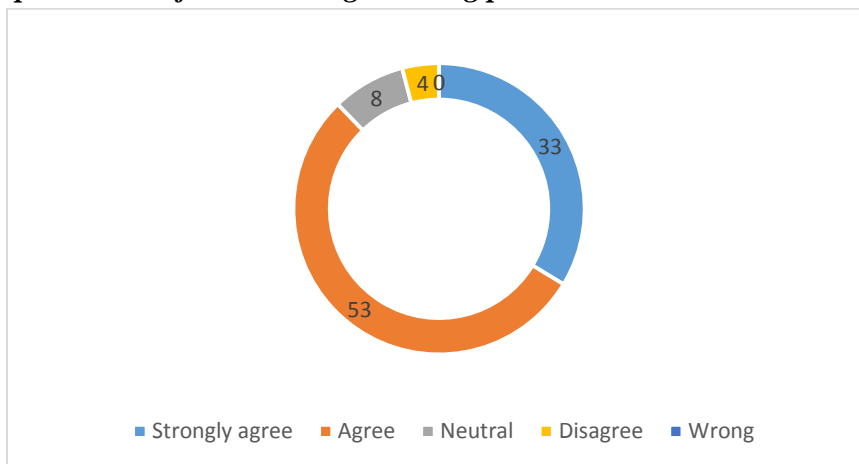
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

To a great extent: 44
Moderate: 25
Somewhat: 26
Very little: 30

■ To a great extent ■ Moderate ■ Somewhat ■ Very little ■ Never

17. Teachers encourage you to participate in extracurricular activities.

Strongly agree: 29
Agree: 54
Neutral: 10
Disagree: 5
Wrong: 0

■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Wrong

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.*

Legend: To a great extent — Moderate — Somewhat — Very little — Never

Values: 0, 31, 37, 23, 7
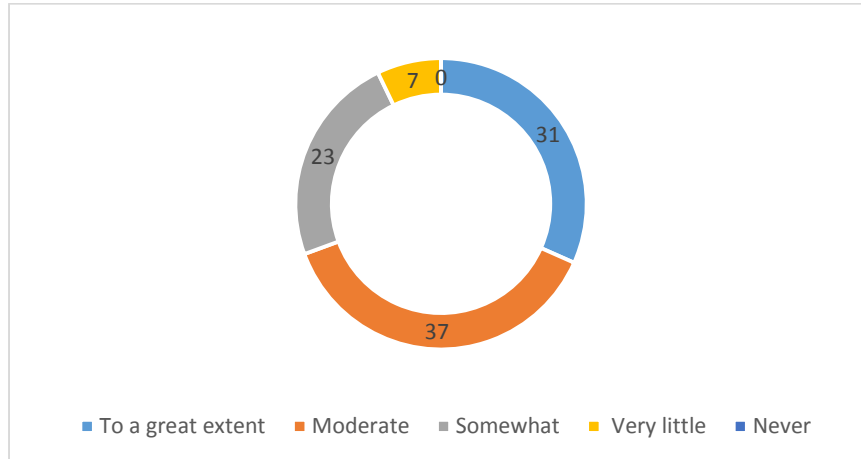
19. *What percentage of teachers use ICT tools i.e. LCD projector, Multimedia, etc. while teaching.*

Legend: Above 90% — 70 to 89% — 50 to 69% — 30 to 49% — least

Values: 8, 26, 29, 26, 9
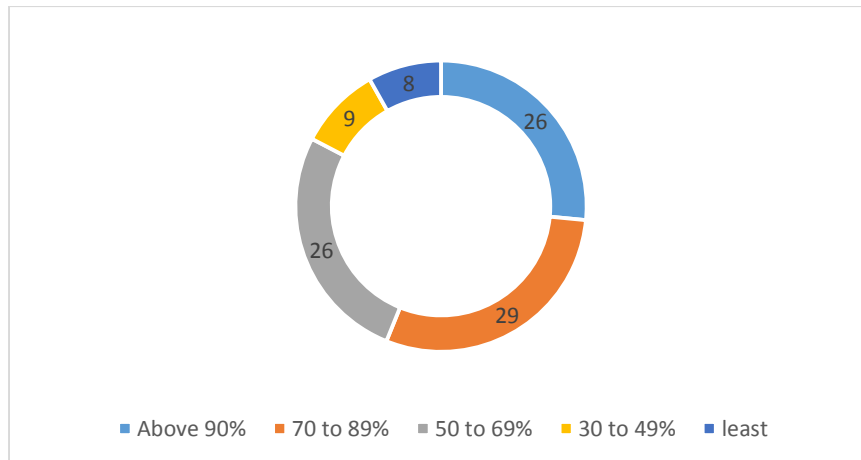
20. *The overall quality of teaching-learning process in your institute is very good.*

Legend: Strongly agree — Agree — Neutral — Disagree — Wrong

Values: 2, 0, 33, 59, 4