

तोष्णीवाल कला, वाणिज्य व
विज्ञान महाविद्यालय, सेनगांव

ता.सेनगांव जि. हिंगोली (महाराष्ट्र राज्य) 431 542

नेक : B दर्जा प्राप्त

भाषीक अल्पसंख्यांक दर्जा प्राप्त



**Toshniwal Arts, Commerce &
Science College, Sengaoon**

Tq. Sengaoon, Dist. Hingoli (MS) 431 542

Re- Accredited by NAAC B

Internal Quality Assurance Cell (IQAC)

Student Satisfaction Survey (SSS) on Overall Institutional Performance during AY 2020-21

Introduction

Students are an integral part of an academic institution. The prime measure of College's development can be easily interpreted by the satisfaction of students. Toshniwal Arts, Commerce & Science College, Sengaoon is the institute which got embedded with the inherent closed loop system to correct 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 the 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

Student Satisfaction Survey by the 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. It is very difficult and time taking activity to collect SSS from each and every student in physical format so it is decided that collection of SSS through online mode with help of Google Form. Link was forwarded to all the students and stipulated time was allotted to submit responses. Out of the



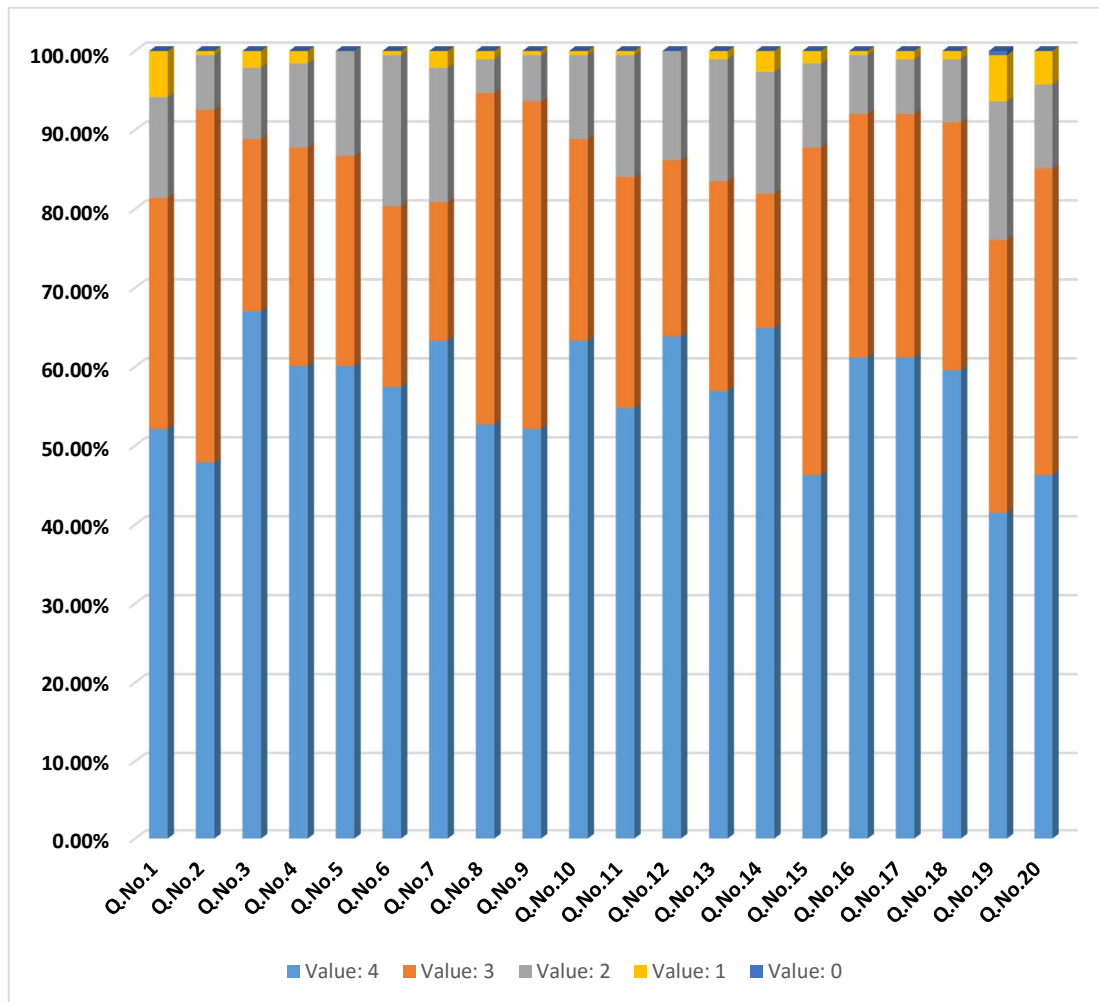
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total students 188 students answered and completed the SSS. The respondents were assured that their identity would not be disclosed.

Results & 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 Overall and question-wise outcome of the results is presented below:

Overall Result for all Question

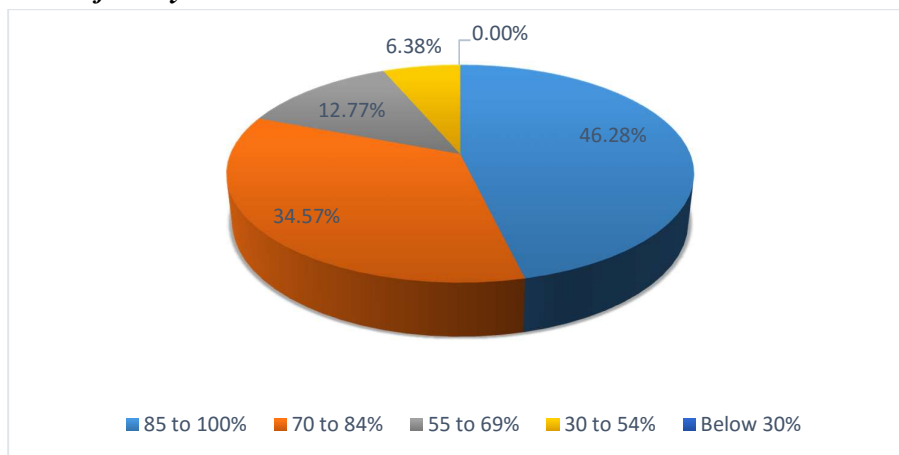




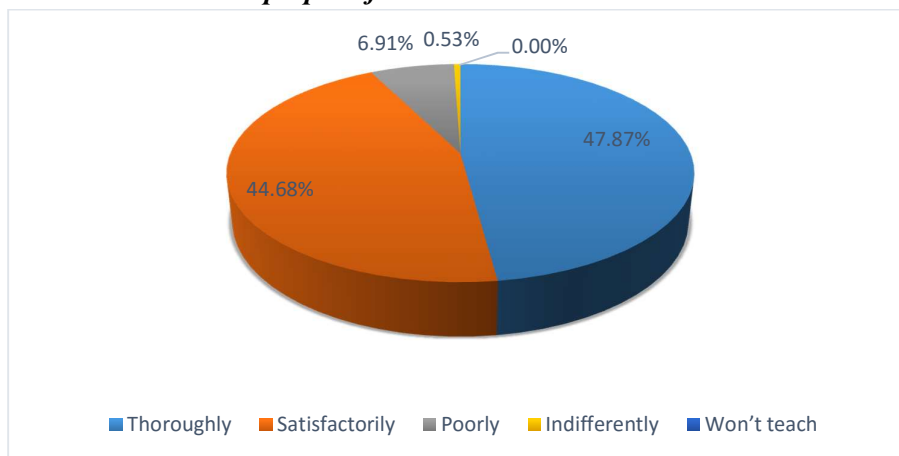
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Question wise Outcome

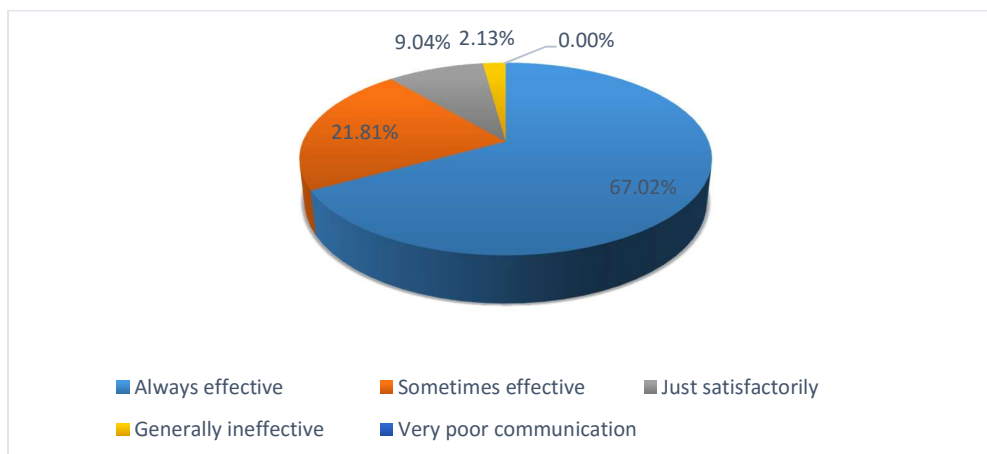
1. How much of the syllabus was covered in the class?



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



3. How well were the teachers able to communicate?



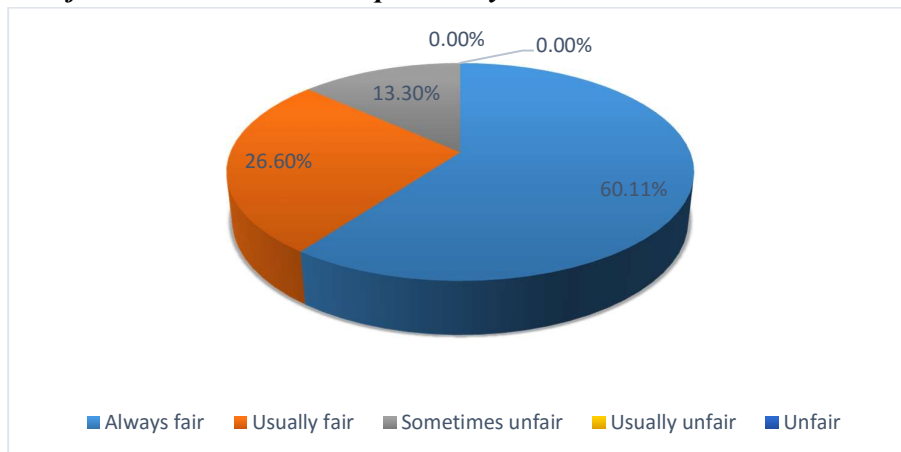


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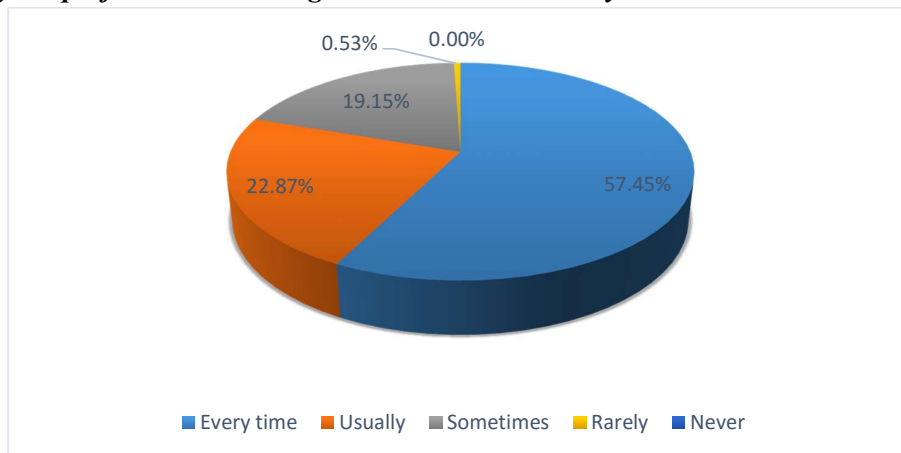
4. The teacher's approach to teaching can best be described as:



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



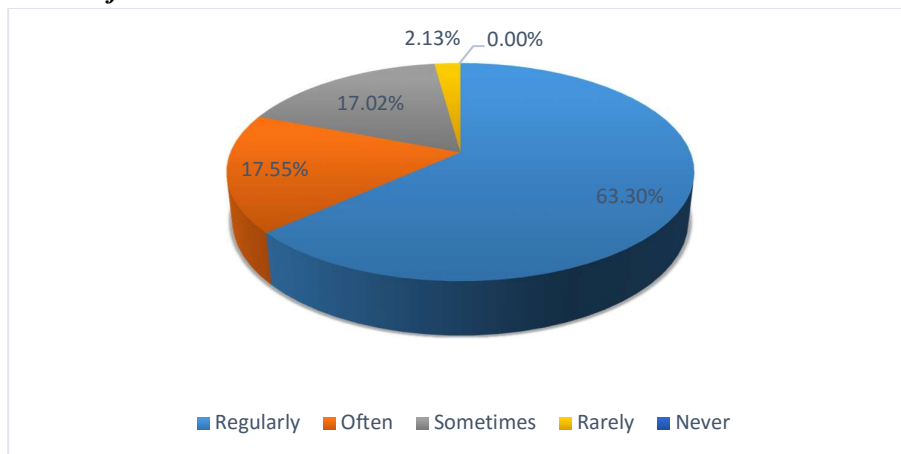
6. Was your performance in assignments discussed with you?



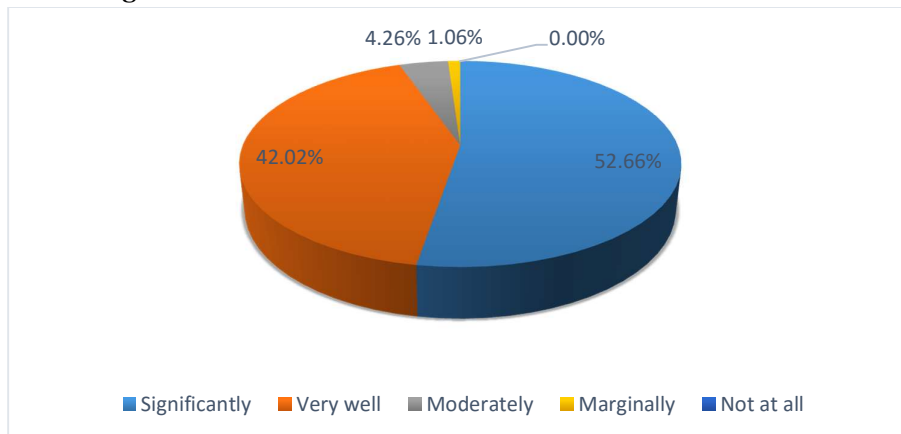


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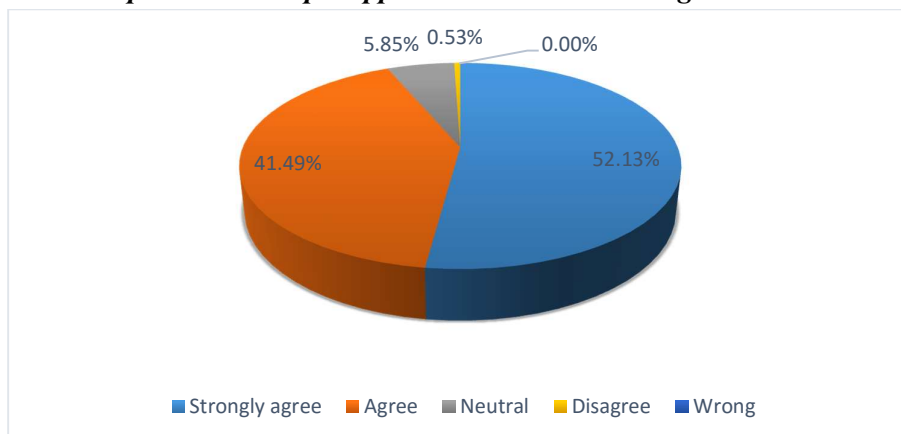
7. *The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.*



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



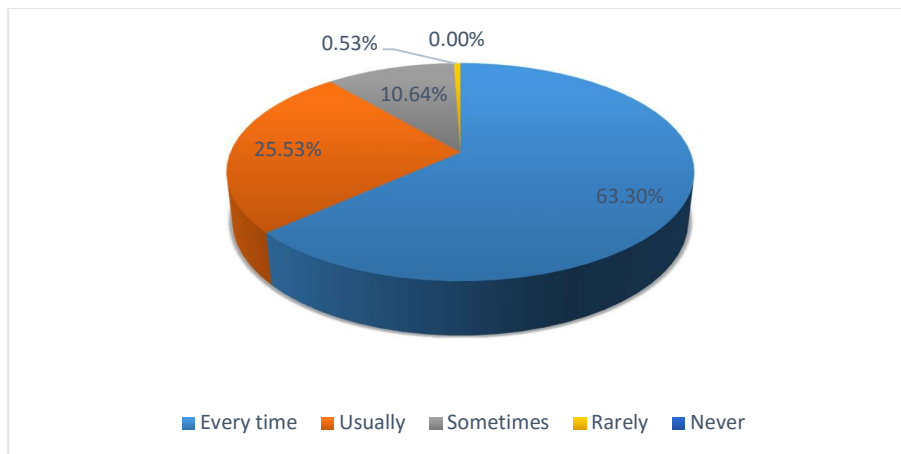
9. *The institution provides multiple opportunities to learn and grow.*



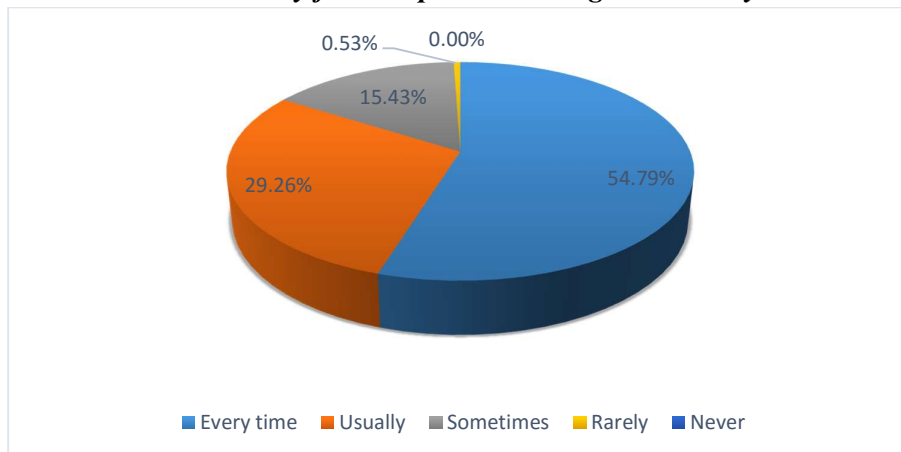


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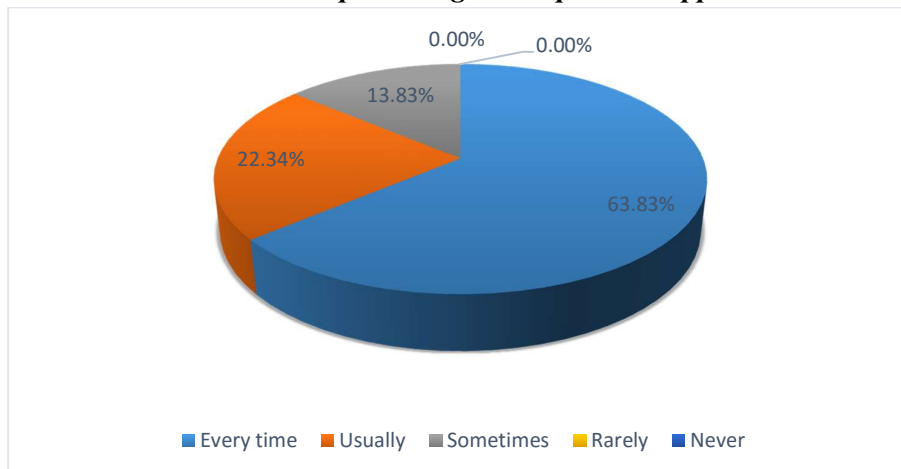
10. Teachers inform you about your expected competencies, course outcomes & program outcomes.



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



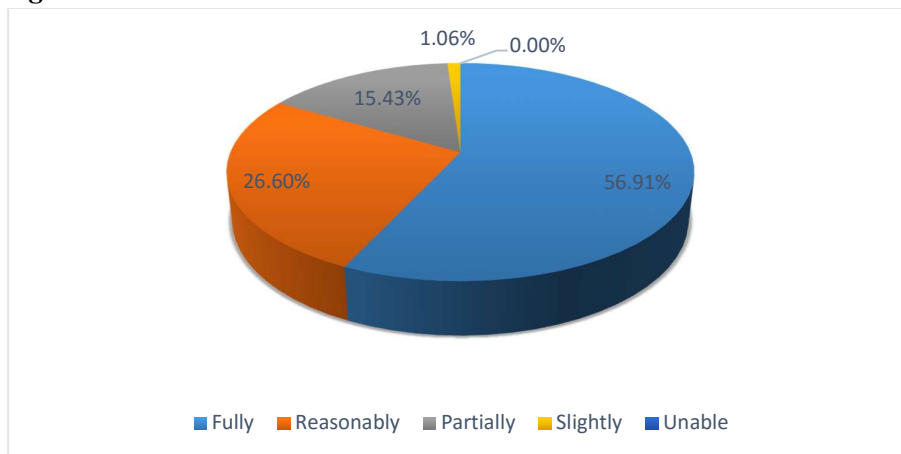
12. The teachers illustrate the concepts through examples and applications.



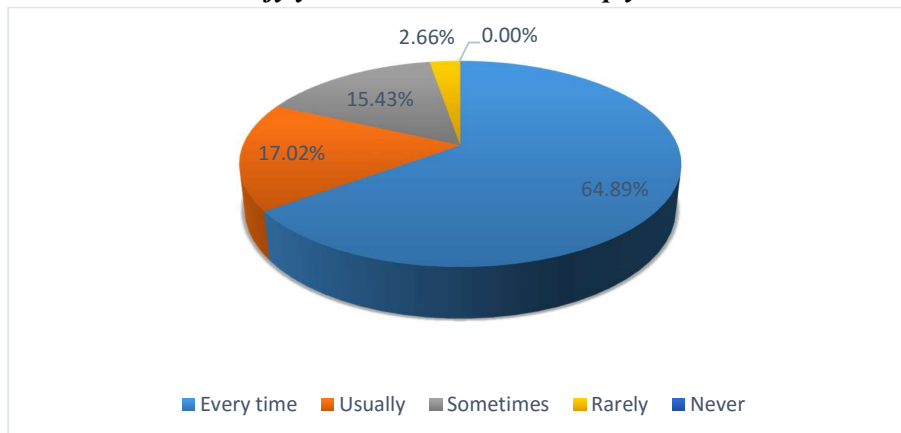


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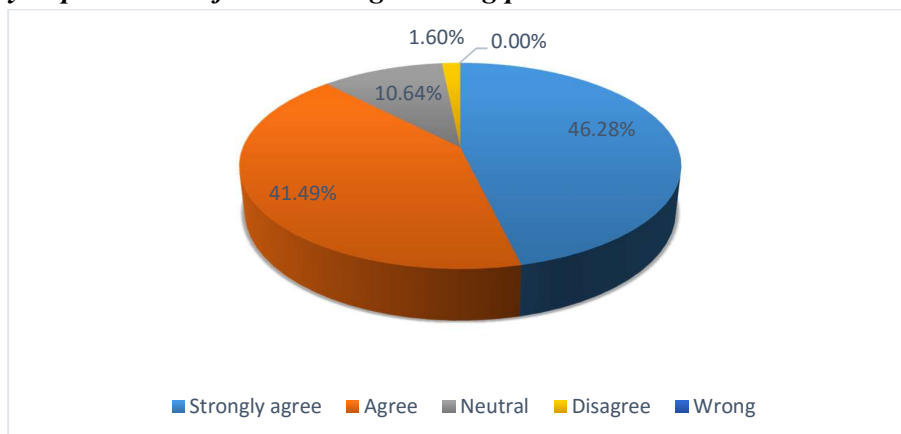
13. The teachers identify your strengths and encourage you with providing right level of challenges.



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



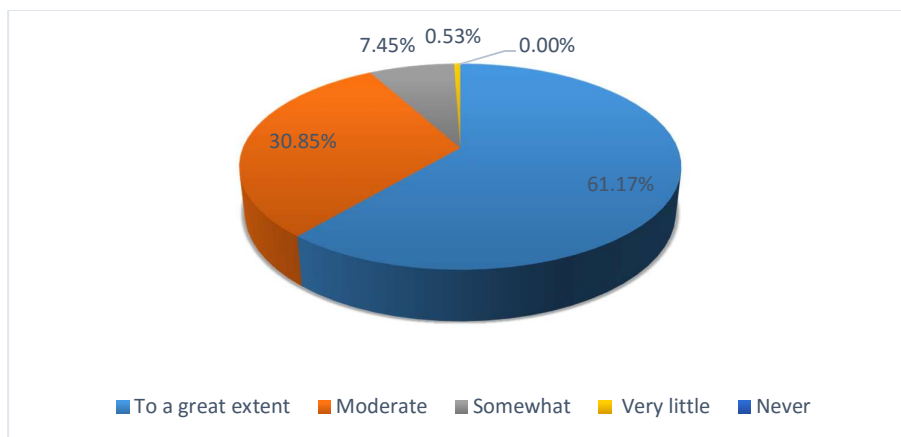
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



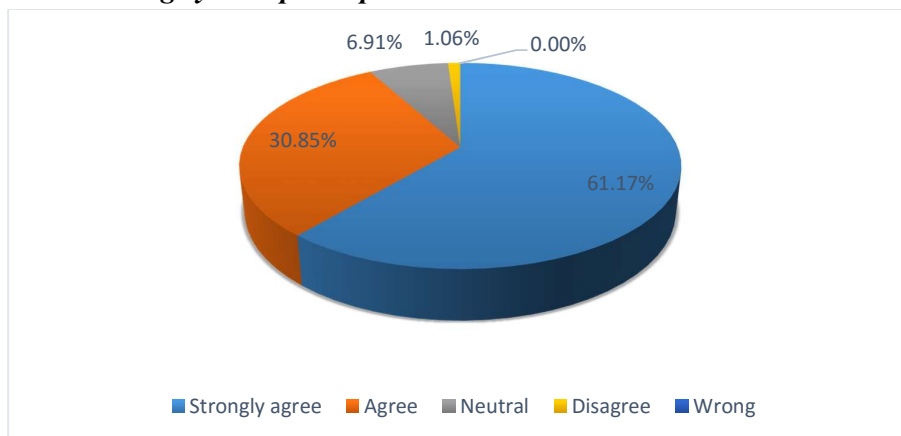


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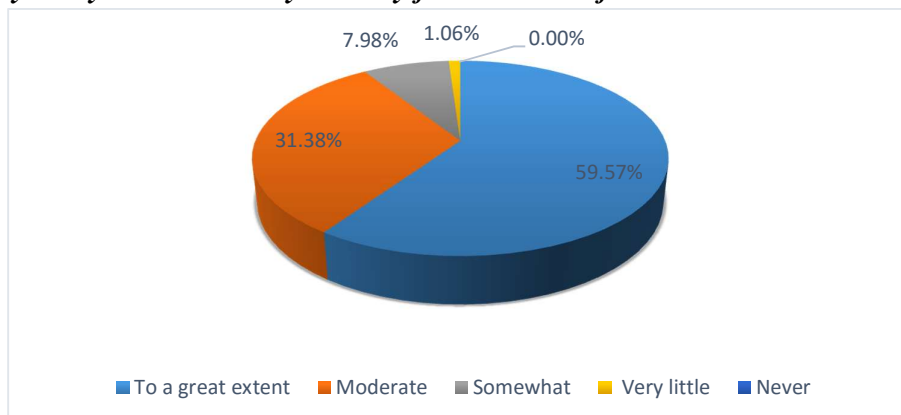
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



17. Teachers encourage you to participate in extracurricular activities.



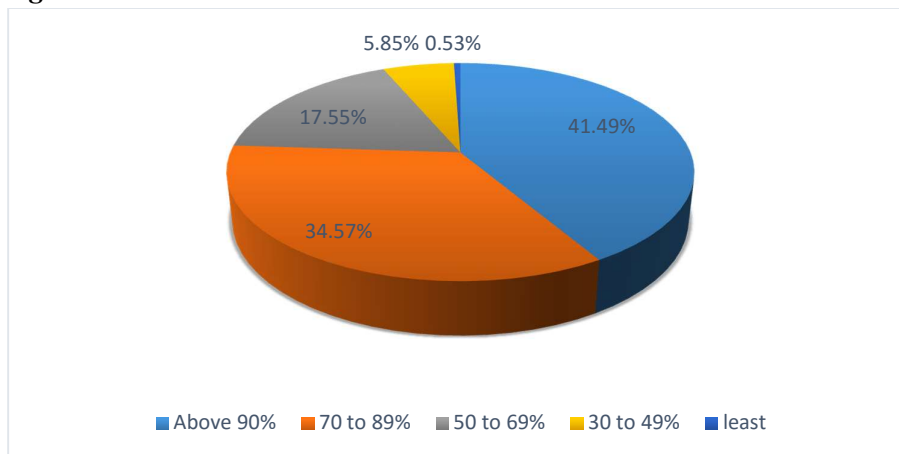
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



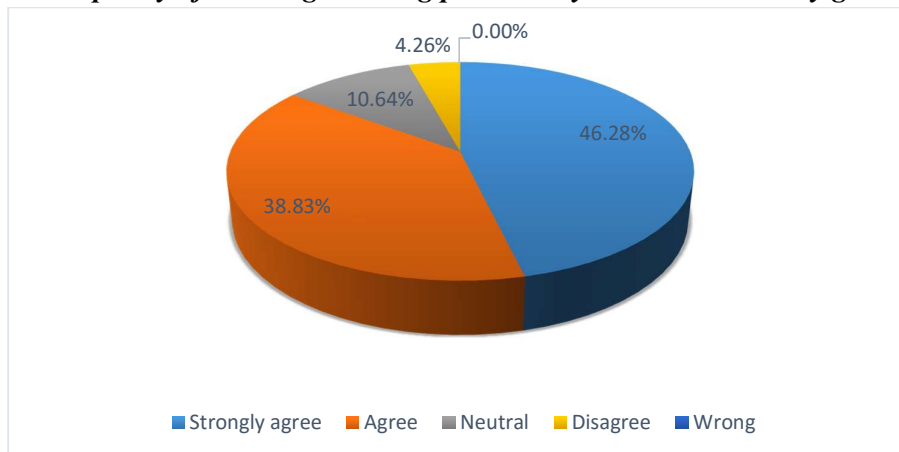


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19. What percentage of teachers use ICT tools i.e. LCD projector, Multimedia, etc. while teaching.



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



Conclusions

The Student Satisfactory Survey (SSS) was conducted online and 188 students were answered the same. The collected feedback presented above in graphical format and following conclusion drawn from the feedback analysis.

- The approach of the teachers towards teaching is appreciated by the students.
- Students were satisfied about the internal examination process.
- The ICT based learning need to be more promoted by the all teachers.
- The student's centric activities are good but need to be more strengthen.
- Co-curricular and extra-curricular activities were organized well in online mode.

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- Mentor professors are keep in regular touch with the student which help in their social, emotional and overall progress.
- Some students reported that, their syllabus was partially covered in the virtual classroom since appointment of the CHB Teacher was under process.

Suggestion

- More ICT based activates to be undertake by the all teaching faculty.
- More field visit, practical training and student exchange program will be initiated by the institution for the overall growth of the students.
- More Co-curricular and extra-curricular activities were organized physically after these pandemic situation.