SHIKSHAN VIKAS MANDAL DEVGAD

SHRI S. H. KELKAR COLLEGE OF ARTS, COMMERCE AND SCIENCE DEVGAD

DEVGAD COLLEGE

INTERANAL QUALITY ASSURANCE CELL (IQAC)
APRIL, 2022
ACCADEMIC YEAR 2021-2022

STUDENT SATISFACTION SURVEY

Key Indicator - 2.7.1

Under Criterion II

Teaching – Learning and Evaluation

Student Satisfaction Survey was conducted online through google form. The questionnaire was based on the Likert type scale, that means the responses are scaled on a scale of 1 to 3, with the most positive response being rated as 3 and the most negative response being rated as 1. The score emerging out of the survey is part of the second criterion on Teaching—Learning and Evaluation, out of the seven NAAC criteria.

Shikshan Vikas Mandal's

SHRI S. H. KELKAR COLLEGE OF ARTS, COMMERCE AND SCIENCE, DEVGAD DIST. SINDHUDURG 416613

"Students Satisfaction Survey Analysis"

Academic Year 2021-2022

INTRODUCTION:

The measurement of student satisfaction can be useful to our institution, to help us to pin point our strengths and identify areas for improvement. The purpose of this survey measures the students' satisfaction level and present the determinants of students' perceptions of quality and experience of study at our college campus. Devgad college is set to become an academic hub in Konkan region. By adopting simple random sampling technique and convenience technique samples of 371 respondents out of total (1143) enrollment (both undergraduate and postgraduate) nine streams operating in our college. By using well-structured google questionnaire and the data was analyzed by using various statistical techniques and tools such as percentage and frequency. The results revealed that across the fifteen dimensions examined concerning curricular, extra-curricular and infrastructure qualities – college reputation/image, Programme quality, lecturers and teaching quality, student learning environment, effective use of technology, counselling and academic advising support, and social life (direct/indirect)
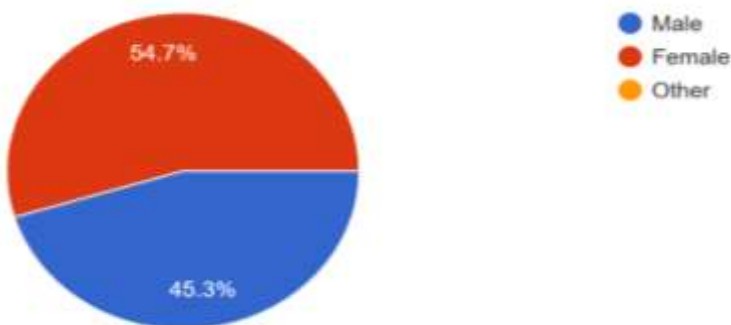

Fig. 1 : Gender wise Students' Responses

- Male
- Female
- Other

54.7%

45.3%

facilities. Furthermore, the conclusion is that, students are satisfied or highly satisfied with teacher's regularity, their behaviour, placement, parking space in the institute, fee structure of the course and library. On the other hand, students express their dissatisfaction regarding labs, IT tools, sports facilities and extra curriculum activities in our institute.

ANALYSIS AND FINDINGS:

The responses collected from the survey were auto fed in Google from summery sheet are considered for analysis.
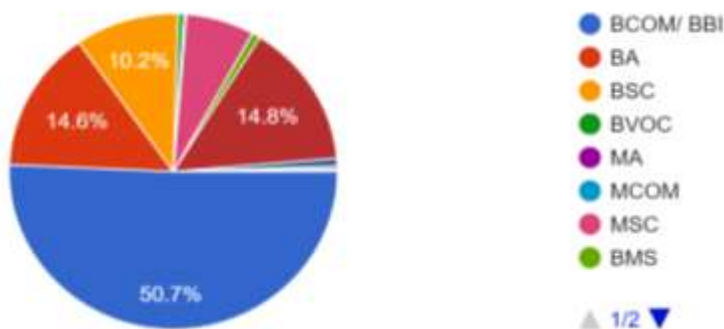

Fig. 2: Degree Programme wise Responses

Out of 371 respondents, 50.7 percent was B. com./ BBI., 25 percent from B. Sc./ IT., 14.6 percent belongs to B. A. while, 6.7 percent students from M. Sc were noted their responses.

It is satisfactory to note that, students from all class groups were positively respond to this survey. There are almost equal number of students are belonged from FY and Sy Class.
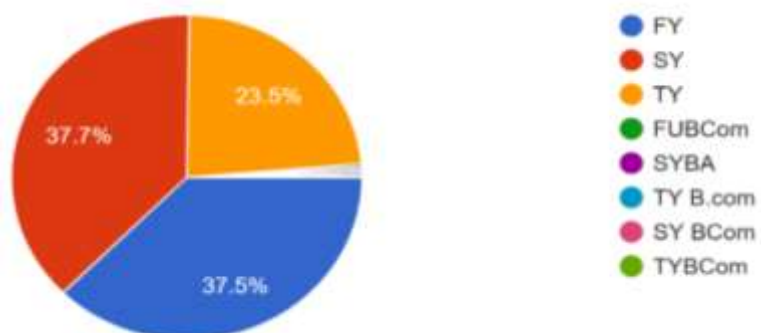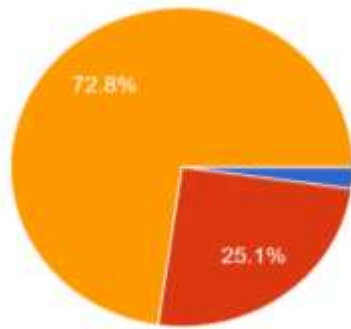

Fig. 3: Class Wise Responses

1) How well did the teachers prepare for the classes?
   (अध्यापकांच्या अध्यापनपूर्व तयारी विषयी आपले मत काय?)

According to response recorded, 72.8 percent students are much satisfied with their teacher's preparation. while 25.1 percent students are stated that, preparation of their respective faculties is satisfactory, but 2.2 percent students were told that, preparedness of some faculties was a lesser amount of up to the mark.

Fig.4: Teacher's Preparation

2) How well were the teachers able to communicate?
   (अध्यापकांच्या संज्ञापना विषयीचे आपले मत काय?)

The responses reveled that, among all respondent's 73.3 percent were accepted that their professors always communicate with them in outstanding manners. Whereas 24.5 percent was plainly stated that, com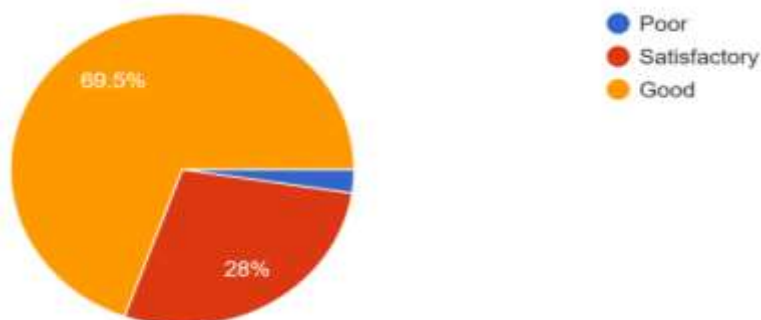munication with their subject teachers were satisfactory. Nonetheless 2.2 percent had poor communication with their concern faculties.
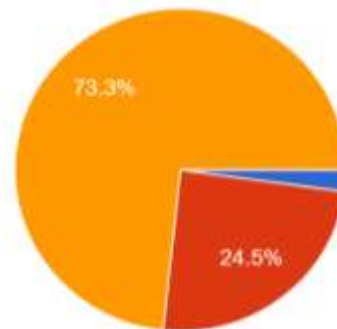
Fig.5: Teachers Communication Ability

3) The teacher's approach to teaching can best be described as: (अध्यापकांचा अध्यापनविषयक दृष्टीकोन कसा वर्णन कराल?)

It is glad to mention that entire faculty members are most precise in their profession as per responses recorded by 69.5 percent students granted as very good teaching approach. In another side 28 percent learner awarded satisfactory status to teaching approach for their subject teachers. While less (2.4 percent) pupils documented that teaching approach of their faculties is less satisfactory.

Fig.6: Teacher's Approach to Teaching

4) Percentage of syllabus covered (शिकवलेल्या अभ्यासक्रमाची टक्केवारी)

Even in the COVID-19 pandemic situation, whole world fought to live but both faculties along with students of our college are efficiently engaged in teaching-learning process. As per online survey conducted in April 2022, 56.1 percent students improved their subject knowledge through lectures, covered 40-80 percent proportion of syllabus taken by their subject teachers. Curriculum of some subjects completed more than 80 percent stated by 11.5 percent students.
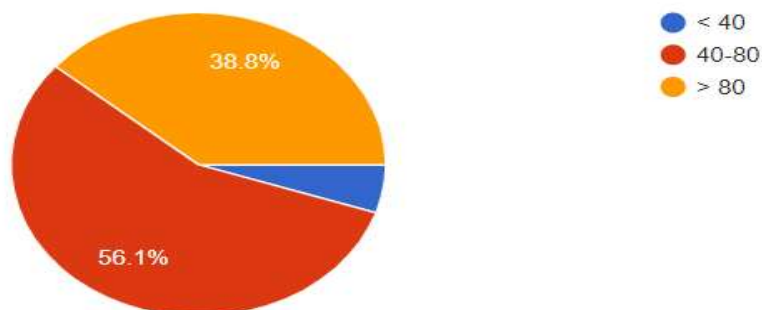
Fig.7: Percentage of Syllabus Covered

While 05.1 percent learners noted that they attended few lectures which enclosed less than 40 percent syllabus taught.

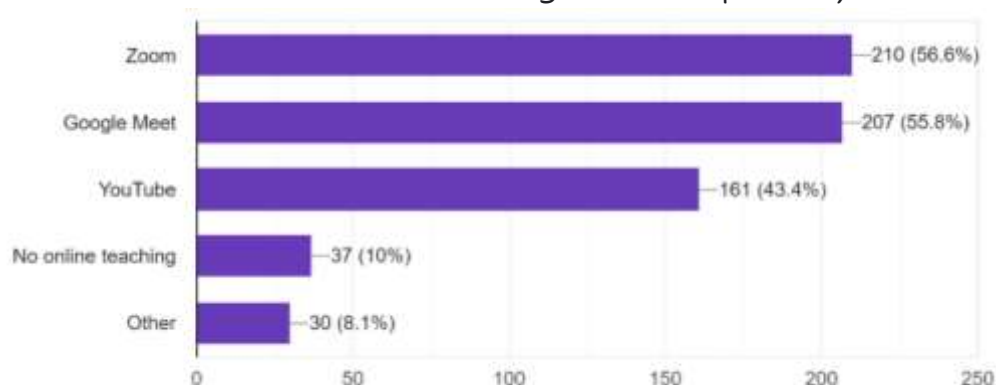5) What mode of online teaching was adopted by teachers?

Fig.8: *Mode of Online Teaching*

As representation of fig. No. 8 maximum teachers adopted 'Zoom' and 'Google meet' for online teaching, recorded by 56.6 percent and 55.8 percent respondents respectively. Whereas, some faculties were used 'YouTube' platform for conducting online lectures specified by 43.4 percent students. According to 10 percent pupils, have insufficient resources to attending online lectures conducted through various online modes/platform. Other source also implemented for online lectures said by 8. 1 percent students.

6) The institute takes active interest in promoting internship, student exchange and field visit opportunities for students. (महाविद्यालय विद्यार्थ्यांच्या विविध क्षेत्रातील आणि क्षेत्र भेटीच्या संधी उपलब्ध करून देते का?)

Our college continuously endeavor active interest in promoting internship, student exchange, and field visit opportunities for students but they think similar or not it is scrutinized on the basis of responses recorded through existing survey. Students are strength and accountable citizens of nation for lengthy period remembering this it is key responsibility of an institute to develop each angle of personality of our stakeholders through fetching many opportunities in different fields. In point of view 60.9 percent students marked, our institute take interest in promoting
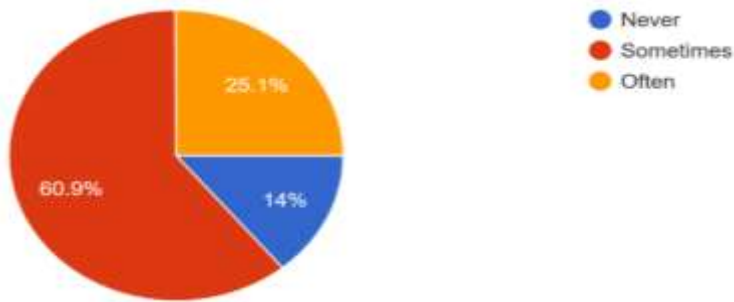
Fig.9: *Promoting Internship, Student Exchange, and Field Visit Opportunities.*

internship, student exchange, and field visit opportunities. Even though 25.1 percent students go to same way by tracing that, the institute often ready to such activities. But 14 percent students put their opinion as our institute never interested in above cited activates/programs.

7) The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. (महाविद्यालयातील आपले मार्गदर्शक अध्यापक मार्गदर्शनाद्वारे आपल्याला संज्ञात्मक, सामाजिक व भावनिक वृद्धीच्या संधी देतात का?)

Mentoring process supports students to recognize how their ambitions fit into education, life and career choices.
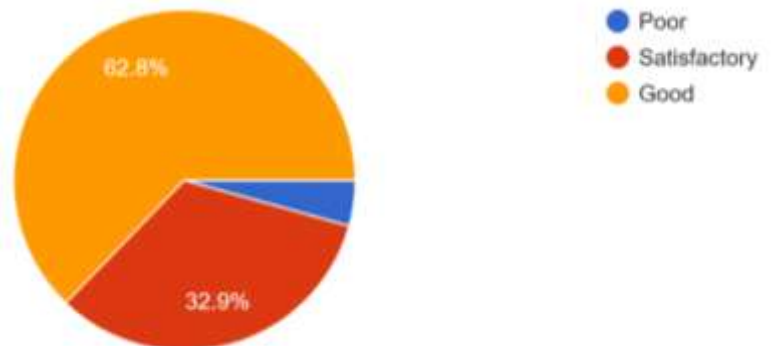
Fig.10: *The Teaching and Mentoring Process*

Amongst altogether enrolled student's 62.8 percent morally emphasized that teaching and mentoring process in our institution facilitates them in cognitive, social and emotional growth in very well manners. Likewise, 32.9 percent students point out that their mentor convey meaningfully abundant opportunities to them. Beside this, 4.3 percent students had been poor experience with mentor-mentee system.

8) Your mentor conducts meetings on regular basis to address your academic/ personal issues. (तुमचे मार्गदर्शक तुमच्या शैक्षणिक/वैयक्तिक समस्यांचे निराकरण करण्यासाठी नियमितपणे तुमची मीटिंग घेतात.)
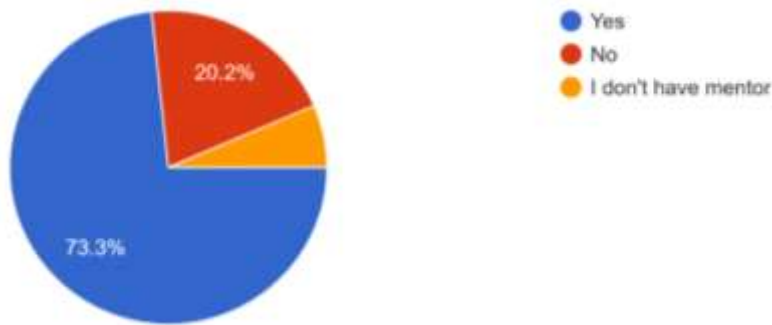

Fig.11: *Mentor Meetings*

Mentors serve as a discussion board to their mentees, for that they have to come together frequently through different modes/ platforms. Out of all registered student's 73.3 percent are agreed that their mentor conducts meetings on regular basis to address academic/ personal issues. Though 20.2 percent students not thinking same. Even 06.5 percent undergraduates are not aware about mentor-mentee system.

9) The teachers identify your strengths and encourage you with providing right level of challenges. (अध्यापक विद्यार्थ्यांमधील बलस्थाने शोधून त्यांच्या वृद्धीसाठी उत्तेजना देतात का?)

By means of Fig. No. 12, Out of whole respondents 58.5 percent students mentioned that, most faculties identified strengths of their pupils and encourage them with providing precise challenges in full capacity. Although, 34.5 percent students revealed that their teachers reasonably help them. Among all 7 percent students
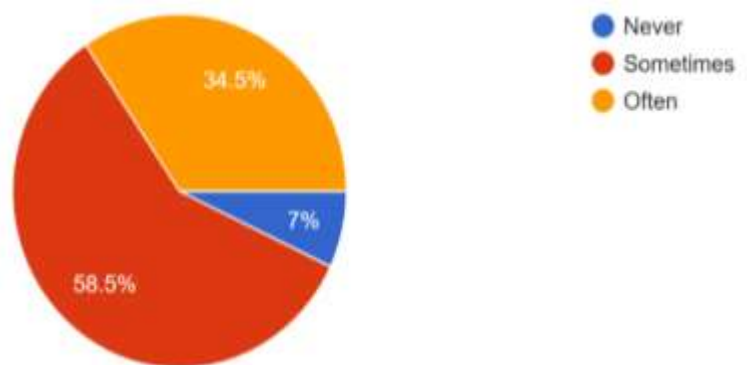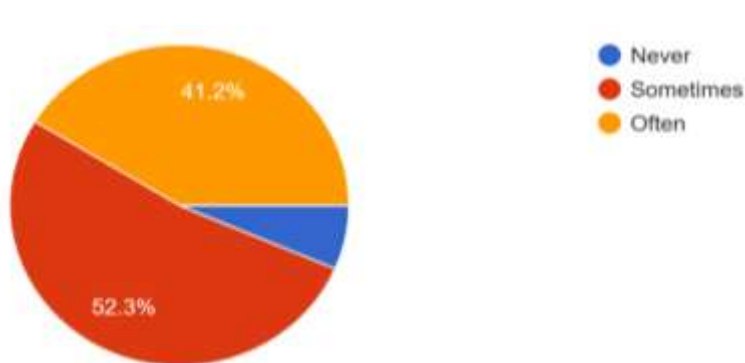

Fig.12: Students Strengths and Encouragement

assumed as teachers unable to classify their talents.

10) Teachers are able to identify your weaknesses and help you to overcome them (अध्यापक विद्यार्थ्यांमधील उणीवा शोधून त्यांवर मात करण्यासाठी मार्गदर्शन करतात का?)

It is highly significant that our maximum teachers not only identify weakness of their belonging learners but also habitually help them to overcome all academic as well as personal problems, mentioned by 52.3percent students. Simultaneously, 41.2 percent stakeholders responded that, their supervisors frequently help them to identify weakness and suggest various ways to overcome it. Whereas 6.5 percent students were stated as their teachers slighter focus on their weakness.

Fig.13: Teachers Identify Weaknesses of Students.

11) The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences. (महाविद्यालय/ अध्यापक विद्यार्थीकेन्द्री अध्यापन पद्धती जसे की, प्रायोगिक, सहभाग, समस्या निवारण पद्धतीचा वापर अध्यापनासाठी करतात का?)

Our students are honest evaluator in factual manners. From entire participants 59.6 percent told that, our college sometime executing student centric, experiential, participative, problem-solving methodologies to enhancing their learning experiences. Moreover, 33.7 percent learners appreciate to great extent,
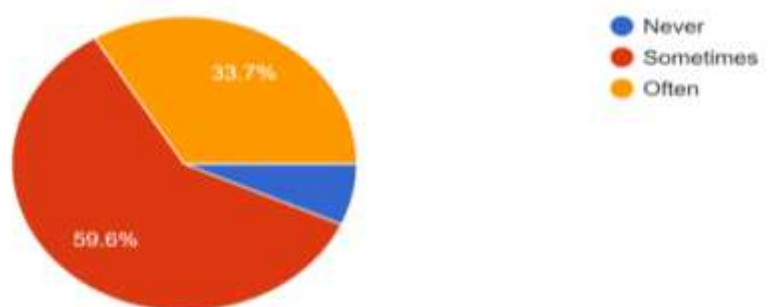

Fig.14: The Institute/ Teachers Use Student Centric Methods

institute/teachers made exact efforts for inclusive enhancement through implementing advanced pedagogy. As per 6.7 percent students were perhaps less alert with our fruitful determinations regarding extension activities.

12) 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.
(महाविद्यालय/ अध्यापक हे संज्ञापण कौशल्य, जीवन कौशल्य व व्यावसायिक कौशल्य वृद्धींगत होण्यासाठी व कार्यक्षेत्रात यशस्वी होण्यासाठी प्रयत्न करतात का?)

Our college made great efforts occasionally to improvement of life skill, soft skill as well as employability skill among students, specified by 50.1 percent participants. It
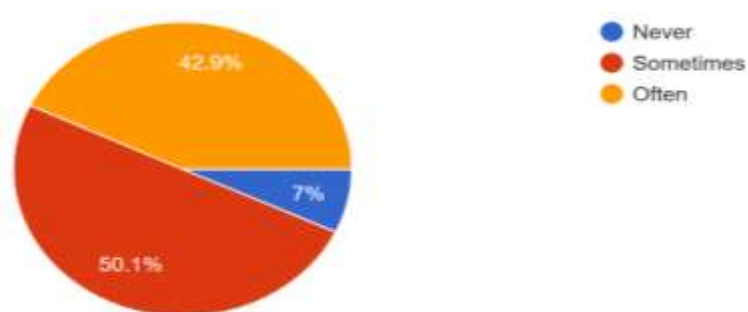
Fig.15: Inculcate Soft Skills, Life Skills and Employability Skills

is very clear that, soft skills are abilities which everyone can use at workplace in their career.

Keep in mind our college often organized various programs for better development for learners, statement made by 42.9 percent students. While, college habitually arranged placement camp in our premises to grow employability skills of the potential students. However, this scenario reach in very little amount due to that 7 percent students indicated our college never organizes such programs.

13) The teachers illustrate the concepts through examples and applications. (शिक्षक उदाहरणे आणि अनुप्रयोगाद्वारे संकल्पना स्पष्ट करतात.)

Teaching is regarded as both an art or science. As an art, it lays stress on the imaginative and artistic abilities of the teacher in creating a worthwhile situation in the classroom to enable students to learn. As a science, it sheds light on the logical, mechanical, or procedural steps to be followed to attain an effective achievement of goals. According to 61.5 percent responses recorded as almost faculties in our college consistently illustrate the concepts through examples and applications. Whereas, 20.2 percent students think, their teachers used examples and applications for elaborating concepts usually. Albeit, 13.5 percent students note that, some faculty members occasionally/sometimes illustrate concepts with suitable examples. As belief of 4 percent students, few teachers rarely employ examples as well as applications in explanation of some concepts. But very few (0.8 percent) students supposed that, their
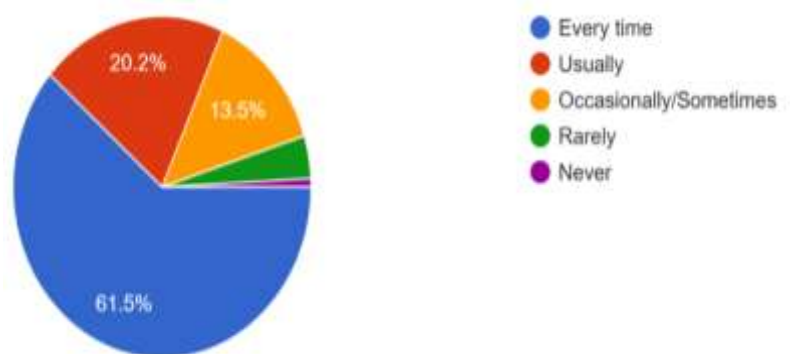

Fig.16: Illustration the

related tutors never used examples in teaching.

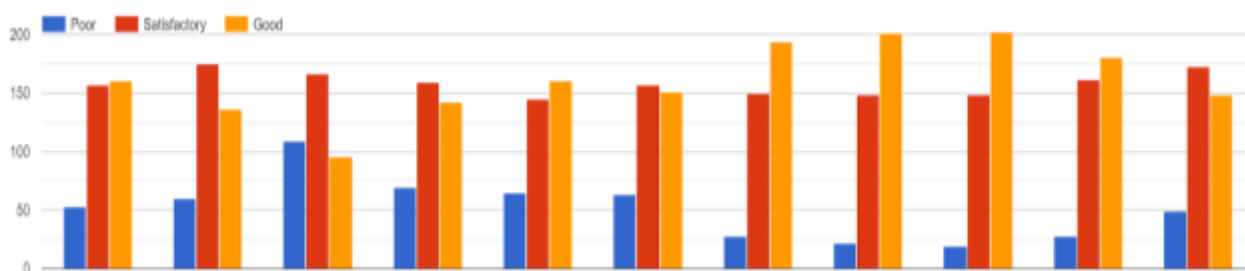14) Please answer all questions by circling one out of numbers 1 - 3 against each statement.

Fig.17: Applied for Sub Question 1 to 11

14.1. You have sufficient equipment and facilities (computer/laptop/Internet/software) to participate for online lectures (आपल्याकडे ऑनलाइन व्याख्यानांसाठी पुरेसे उपकरणे आणि सुविधा (संगणक / लॅपटॉप / इंटरनेट / सॉफ्टवेअर) आहेत.)

As per responses recorded by 371 students out of them 161 learners have above gadgets to good extent. While, 157 students had satisfactory facilities including computer/laptop, internet/software. Whereas, 53 respondents replied as to some extent appliances they have.
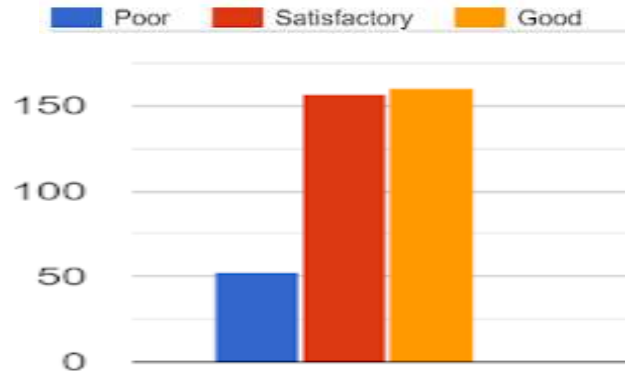
Fig.17.1: Equipment and Facilities

14.2. You have sufficient computer knowledge and IT skills to manage your online learning (ऑनलाइन शिक्षणसाठी आपल्याकडे संगणकाचे पुरेसे ज्ञान आणि आयटी कौशल्य आहे.)

In connection with above mention question, 175 students among 371 respondents are having satisfactory computer knowledge and IT skills. Even though 136 pupils agreed that, they are good familiar with computer knowledge and IT skill. Although, 60 learners stated that, they poorly connected with computer and IT skill.

14.3. Online lectures are effective than traditional/live classroom lectures. (ऑनलाईन व्याख्याने पारंपारिक / लाइव्ह क्लासरूम लेक्चरपेक्षा प्रभावी आहेत.)

As per collected through online students' satisfaction survey, 96 students were happy with effectiveness of online lectures instead of traditional live classroom interaction to good extent. At the same time, 166 learners feeling satisfy with online lectures besides traditional classroom discussions.

Apart from them, 109 survey participants highlighted that they poorly deal with online addresses.

14.4. Direct contact with other students/colleagues/friends. (इतर विद्यार्थी / सहकारी / मित्रांशी थेट संपर्क)

Due to covid-19 pandemic circumstances, it was challenging to meet friends. Beyond this, 142 students responded as they had good network of friends and made regular direct contact with them. As same way 159 respondents recorded as satisfactory, they met with friends as well as happened direct contacts with them. Whereas, opinion of 70 learners was different as they said lack of straight contact or very little chances to came in touch with their academic friends.

14.5. Home environment is suitable for participating online lectures (ऑनलाइन व्याख्यानात भाग घेण्यासाठी घरचे वातावरण योग्य आहे)

Out of all 145 learners exposed that, they have good and suitable environment for online lectures in their house. Whereas, 161 students spoke that, their home environment is satisfactory obtainable for virtual classes. But among all role players in student satisfaction survey, 65 students reported the home-learning program to be even more stressful than regular classrooms as their home environment is not suitable for participating online lectures.

14.6. Do you like to participate for online lectures with conventional lectures after COVID-19 pandemic over?

(कोविड -19 (साथीचा रोग) सर्व देशभर (साथीचे साथीचे) रोग संपल्यानंतर पारंपारिक लेक्चरसंसह ऑनलाइन लेक्चरसंमध्ये भाग घेऊ इच्छिता काय?)

It will be interesting to know that, what scenario after this pandemic, students would like to continued online lectures besides traditional teaching. The group of 63 students are counted that not at all they interested in remote learning

after global disaster. While, 157 learners satisfactorily attending online class. Whereas, 151 stakeholders are feeling good comfortable with virtual classes besides conventional lectures even after COVID-19 is over.

14.7. During Covid 19 pandemic, the teachers have conducted sufficient and resourceful online lectures for the students in order to effective conduct of the curriculum. (कोविड 19 आपत्ती काळात महाविद्यालयातील अध्यापकांनी अभ्यासक्रमाच्या परिणामकारक पूर्ततेसाठी व्याख्याने online माध्यमातून आयोजित केली)

As per opinion recorded by undergraduates as well as postgraduates through students' satisfaction survey. Overall faculty members in our college are much particular with their noble profession. As 194 students, agreed that, their educators have taken good efforts for necessary and resourceful online lectures in order to complete curriculum effectively. Whereas, 150 survey contributors articulated that, concern teachers have completed their syllabus satisfactory through virtual platforms. Among them 27 students considered that, their teachers conducted virtual lectures as some extent for completion of academic course.

14.8. The overall quality of teaching-learning process in your institute is very good.(महाविद्यालयातील अध्ययन व अध्यापनाचा दर्जा उत्तम आहे)

Our college implement schemes or evaluation mechanisms to identify and promote good teaching practices as well lead to enhanced quality of teaching in higher education through various means. It has been noticed by 201 students as they stated to a great extent overall quality of teaching-learning process in our institute is good. Likewise, 149 participants agreed that, teaching-learning practice in our college is satisfactory. On the other hand, the college has

taken to some extent efforts for improve teaching-learning process, commented by 21 students.

14.9. Teachers encourage you to participate in extracurricular activities.(अभ्यासेत्तर उपक्रमात सहभागी होण्यासाठी अध्यापक उत्तेजन देतात का?)

Among all respondents, 203 learners pronounced that, teachers in our college constantly stimulate maximum participation to good extent in extracurricular activities. Afterward, 149 pupils, noted that, their teachers satisfactorily motivate them for being a part of extracurricular programs organized by various institutes. As per 19 responses recorded in existing survey, their teachers stimulated as to some extent for participation in extracurricular exercises along with routine curricular.

14.10. The institution provides multiple opportunities to learn and grow. (महाविद्यालय अध्ययन व विकासाच्या बहुविध संधी उपलब्ध करून देते.)

The student satisfaction survey clearly depicts that, among all higher education institutions, our college is able to deliver multiple opportunities in the apt senses. It was noticed by 181 participants as to good extent, the institute offers various opportunities. At the same time, 162 respondents answered that, the institute satisfactorily made several opportunities for overall improvement. As 28 learners recorded their views, our college took very little measures for their personality enrichment.

14.11. Students are satisfied with the infrastructural and ICT facilities provided on the college premises. (महाविद्यालयीन परिसरात उपलब्ध असणाऱ्या पायाभूत सुविधा तसेच माहिती तंत्रज्ञान सुविधांविषयी विद्यार्थी कितपत समाधानी आहेत?)

Beyond the teaching-learning and evaluation features, this survey investigates the students' satisfaction in the direction of the infrastructure providing by our college which

includes the resource centre, library service, ICT facilities, parking space and the campus environment. In this connection, 149 participants expressed that, good infrastructural as well as ICT facilities available in our college premises. Accordingly, 173 students told that, essential amenities along with ICT are satisfactory accessible in our college. At the same time 49 students revealed that, very little or some extent infrastructural and likewise facilities available in our college campus.

15) Give your observations/ suggestions to improve the overall teaching – learning experience in your institution. (महाविद्यालयातील अध्ययन व अध्यापनाचा दर्जा सुधारण्यासाठी तीन निरीक्षणे/सूचना)

Out of total enrolment (1143) consisting 582 boys and 561 girls, 371 (54.7 percent girls and 45.3 percent boys) were participated in online students' satisfaction survey conducted by IQAC in April, 2022. Among them 208 students recorded observation along with suggestion. Selected observation and suggestion are included in this analysis, because some participants gives similar responses and some has not given such observation as well as suggestion.

- ✓ All Lectures Take in Zoom App.
- ✓ Audio, Video Format मध्ये ऑफलाईन अध्यापन करावे.
- ✓ Campus Interviews Should Be Conducted M.Sc. For E & TC Students. Also, If the Exams Are Going to Be Offline, The Teachers Should Call the Class and Guide Them.
- ✓ Coding Tests Are to Be Conducted Class Wise.
- ✓ College Institute Should Give Their Student Tablets to Learn Digitally.
- ✓ Conduct Group Activities for The Students for Role Play, Model Making, Assignment, Projects, Outdoor Activities Etc., Courses Can Be More Research Oriented.

- ✓ Direct Contact from Teachers for Any Students
- ✓ Do Well Prepare Practical's
- ✓ Explain Practically All Possible Point for Easy to Understand.
- ✓ Extra Class for Account
- ✓ Field Visit.
- ✓ Give More Computers Knowledge
- ✓ Give More Practice of Syllabus at Least Before the Exam, Takes Practice Tests
- ✓ Improve The IT Lab Computers They Are Hang at Practical's Doing.
- ✓ IT Lab मधला Generator चालू करावा. जनरेटर बंद असल्या कारणाने लाइट नसल्यास Practical काम ठप्प पडते.
- ✓ Kindly Give More Project and Real Time Problem to Solve.
- ✓ Lectures Should Be Conduct Offline.
- ✓ Look For Free Resources, Provide Information in Multiple Ways, Prioritize Personal Connection.
- ✓ Make Teaching a Two-Way Interaction.
- ✓ New Technology Monthly Updates Can be Given.
- ✓ Online Lectures Sarvanach Attend Karne Possible Hot Nahi So Tya Sathi Kahi Upay Karne
- ✓ Organized Various Programs.
- ✓ Our College Doesn't Have Extracurricular Activities Yet. Previous Year We Were Able to Go to The Field Trip and Industrial Visit. Last Year Our College Organised Sports Event and DYF Also. This Year They Doesn't Organised Any of The Extracurricular Activities
- ✓ Overall Teaching Is Good but Teachers Should Take More Efforts While Explaining the Concept.

- PC Repair करून घ्यावेत PC बंद असल्या कारणाने सर्व विद्यार्थ्यांना प्रॅक्टिकल करता येत नाहीत. काही वेळा एका PC Vr दोघांना बसावे लागते.
- Pcs in IT Labs are Not in Good Condition and Most of Them Are Not Started, So There is a Problem in Practicing.
- Provides Multiple Opportunities to Learn and Grow.
- Regular Online Lecture . Project Work /Assignments Work
- Take Care About All Students Got This Online Lectures
- Take Lectures Offline. Because We Don't Have Laptop. Network Issue is also a big Problem.
- Teachers Should Change Their Teaching Style.
- Teaching about Upcoming Software Required.
- The Generator and Some Computers in The IT Lab Of Our College Are Not Working.
- To Improve the Overall Teaching and Learning. The Teachers Have to Work Hard as Long as Student To. To Improve Their Institute, Toilette ची सुविधा अजुन सुधारावी
- Try To Reach Every Student and Ask for Their Doubts
- Use Better Graphics and Visual Media to Engage Students Well. Better Graphics and Colors Arouse the Interest and Desire to Learn Among Students.
- Well, Its Good Experience but The Campus Toilet for Boys Is Bad So Update or Fully Renovate or Build a New One. About Teaching We Can Say Some Teachers Are Good and Some Are Satisfactory. Well, Every Teacher Has Their Own Style of Teaching.
- WIFI Connection, Digital Classroom, Provided Good Laboratory Instruments

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