

Analysis of Students Satisfaction Survey

Suren Das College, Hajo

Introduction

The students' satisfaction survey was conducted by the IQAC, Suren Das College, Hajo through online mode. The survey was conducted among the students of B.A. 3rd Semester, 5th Semester and 6th Semester (already passed out). However, only 132 students participated in the survey and responded to the structured questionnaire set in the Google form. Basic cause for such low level of participation of the students in the survey is that majority of the students of the selected category don't have Android Mobile phones as they belong to BPL families.

Objective of the survey

The main objective of the survey was to understand the level of satisfaction of the students with regard to the academic atmosphere, teaching –learning process and all other academic activities.

Methodology

The survey was conducted through online mode. Altogether twenty questions were put in the structured questionnaire covering various aspects like delivery of the syllabus within stipulated time, quality and cooperation of teachers in teaching learning process, administrative issues and overall quality of academic environment of the institution.

Findings

The findings of the survey on the basis of the responses made by the students against each question is summarized below-

Question 1: How much of the syllabus was covered in the class?

Response: About 65 percent of the total respondents have said that 85 to 100 percent of the syllabus was covered during the academic year. However, 8.3 percent of the total respondents viewed that less than 70 percent of the syllabus were covered during the same academic year.

Question 2: How well did the teachers prepare for the classes?

Response: Regarding the level of preparation of the teachers for the classes, 6.1 percent of the total respondents were not satisfied as they viewed that teachers were poorly prepared. However, almost 70 percent of the total respondents were highly satisfied with the course content prepared by the teachers and 26.5 percent of the respondents were satisfied.

Question 3: How well were the teachers able to communicate?

Response: Out of the total respondents 89.4 percent were of the view that teachers were always effective in communicating with the students. But 6.1 percent respondents thought that the teachers were sometimes effective, 3.8 percent viewed the teachers as just satisfactorily effective and 1.5 percent of the respondents thought that teachers are generally ineffective in communicating with the students.

Question 4: The teachers' approach to teaching can best be described as-

Response: Relating to teachers approach to teaching, 72 percent of the respondents viewed as excellent, 22 percent as very good and 9.1 percent viewed as good. None of the respondents was of the view to describe the teachers approach to teaching was poor.

Question 5: Fairness of the Internal Evaluation process by the teachers

Response: Internal evaluation process by the teachers was thought as always fair by 81.8 percent, usually fair by 15.2 percent, sometimes unfair by 4.5 percent, usually unfair by 0.8 percent of the total respondents. However, 1.5 percent of the respondents viewed the internal evaluation process as unfair.

Question 6: Was your performance in assignments discussed with you?

Response: Regarding the discussion of teachers with the students about their performance in assignments, 81.1 percent were of the view that it is done every time, 13.6 percent were argued that it is done usually and 2.3 percent viewed as never done.

Question 7: The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students

Response: Regarding the institutional activities in promoting internship, students exchange programme, field visit opportunities for students etc., 66.67 percent were highly satisfied as they viewed that it is done regularly and 24.2 percent were simply satisfied as they thought that it is done sometimes only. Out of the total respondents, 2.3 percent were not satisfied because they viewed that it was never done.

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

Response: The survey had shown a mixed response relating to the teaching and mentoring process in the institution to facilitate cognitive social and emotional growth among the students. Around 45.5 percent of the respondents viewed the support of the institution in this respect as significantly well, 48.5 percent as very well, 8.3 percent as moderately well. However, only 0.8 percent of the respondents were not satisfied at all.

Question 9: The institution provides multiple opportunities to learn and grow

Response: Out of the total 132 respondents, 78 respondents strongly agreed that the institution provides multiple opportunities to learn and grow. Moreover, 5.3 percent respondents were of neutral view in this regard. However, 1.5 percent of the respondents were disagreed and 0.8 percent was strongly disagreed in this regard.

Question10: Teachers inform you about your expected competencies, course outcomes and programme outcomes

Response: Regarding teacher's information to students about course outcomes, programme outcomes and their expected competencies, 78 percent viewed that teachers informed them every time, 15.2 percent viewed that usually, and 10.6 percent viewed that occasionally. But 1.5 of the respondents was of the view that the teachers never informed them about the same.

Question11: Your Mentor does a necessary follow up with an assign task to you

Response: With regard to the question about follow up activities of mentor in solving a task assigned to students, 62 percent believed that teachers helped them every time, 23.5 percent viewed that they got help usually and 10.6 percent viewed that occasionally or sometimes teachers helped them. However, 1.5 percent was never satisfied about the follow up activities of the mentors.

Question12: The teachers illustrate the concepts through examples and application

Response: Regarding the use of examples and applications to illustrate the concept by the teacher, 72 percent argued that it happens every time, 16.7 percent viewed it as usual and 6.1 percent viewed it as occasionally or sometimes. According to the 3.8 percent of the total respondents teachers never used examples and application to illustrate the concepts.

Question13: The teachers identify your strengths and encourage you with providing right level of challenges

Response:In identifying the strengths of the students and encouraging them by providing the right level of challenges, 79.5 percent of the total respondents argued that the teachers are fully capable, 16.7 percent viewed that teachers are reasonably capable, 4.5 percent argued that teachers are partially capable and only 1.5 percent viewed that teachers are slightly capable of doing the same.

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

Response: With respect to the identification of weaknesses of the students and teachers cooperation to overcome them, 79.5 percent of the respondents argued that teachers are cooperative every time, 14.4 percent considered it as usual, 5.3 percent viewed that teachers are sometimes cooperative and 1.5 percent argued that teachers are never able to find students weaknesses.

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

Response:Regarding the fact that the institution made efforts to engage students in the continuous process of quality improvement of teaching learning, 65.9 percent strongly agrees to it, 25 percent simply agrees, 6.8 percent were neutral and 3.8 percent simply disagrees, 0.8 percent strongly disagrees.

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

Response:With regard to use of the student centric methods such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences, 71 percent of the respondents argued that the institution/teachers used these to a great extent, 18.2 percent viewed that these are used moderately and 3.8 percent considers the use of the same as very little.

Question 17: Teachers encourage you to participate in extracurricular activities

Response: Regarding whether the teachers encouraged students to participate in extracurricular activities, 66.7 percent strongly agreed, 28.8 percent simply agreed and 5.3 percent had neutral view that teachers encouraged them.

Question 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

Response :Relating to the efforts of the institution/teachers to inculcate soft skills, life skills and employability skills to make students ready for the world of work, 64.4 percent considered that it is done to a great extent, 20.5 percent viewed as moderate, 9.8 percent considered that it is done by somehow, 5.3 percent viewed it was done with very little effort, 1.5 percent viewed that it was not done at all by the institution/teachers.

Question 19: What percentage of teachers use ICT tools such as LCD projector, Multimedia etc. while teaching

Response: With regard to the use of ICT tools such as LCD Projector, Multimedia etc. while teaching, 52.3 percent of the total respondents viewed that teachers used these above 90 percent, 21.2 percent viewed that these are used up to the extent of 50 to 69 percent and 7.6 percent viewed that the extent of the use of these tools are less than 29 percent. With respect to the overall quality of teaching learning process in the institution, 72 percent strongly agreed that it is good, 25 percent simply agreed that it is good, 0.8 percent disagreed that it is good.

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

Response: Almost 72 percent of the respondents strongly agreed that the overall quality of teaching-learning process in your institute is very good. ^1 percent of the respondents had neutral views in this regard. Only 0.8 percent of the respondents disagreed that overall quality of teaching-learning process in your institute is very good.

Question 21: Give three (3) observations/suggestions to improve the overall teaching-learning experience in your institution:

Majority of the respondents are satisfied more or less with the existing academic environment in the institution. However, a few of them has suggested for improvement in the sanitation facilities, increase in the number of ICT based classes, cleanliness of the campus and classrooms, increase in the number of books in the library etc.

Conclusion:

The Students Satisfaction Survey, conducted by the IQAC, Suren Das College, Hajo has shown that students have high level of satisfaction with respect to teaching process and qualities of teaching. Majority of the students are satisfied with the teacher's cooperation and efforts in identifying the strength and weaknesses of the students and in overcoming those. However with respect to the use of ICT tools in teaching and also in improving the soft skills, life skills and employability of the students, much more are needed to be done.

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