GOVERNMENT DEGREE COLLEGE, SEETHANAGARAM

STUDENT SATISFACTION SURVEY- AN ANALYSIS

2019-20

The primary purpose of higher education is creation of knowledge and propagation for the development of world through innovation and creation of prepared minds of students. Hence, higher education institutions are increasingly recognizing and are placing greater emphasis on meeting the expectations and needs of their students. So, successful completion and enhancement of students' education are the major reasons for the existence of higher educational institutions. This positive development in higher education shows the importance of educational institutions understanding student satisfaction in a competitive environment. Both academic and students perceive physical facilities are more important than general. i.e. students must satisfied with factors related to comfortable learning environment, public spaces, campus accessibility and staff satisfied with laboratory and teaching facilities. Our Institution has administered student satisfaction surveys in order to elicit student opinion and perspective regarding institutional environment, programs, and services. We have prepared Student survey forms with certain questionnaire. 308 students submitted their Student Satisfaction Survey forms. The survey has been conducted on 20 items regarding curricular and extra curricular activities. The students gave their feed back. The names of the students were kept confidential.

Outcome: This survey appears to be making a genuine effort to gather feedback to improve the effectiveness of the experience for students in the institution. The result of the survey is shown in the form of Pie chart below. The result analysis shows that majority of the students have highly appreciated the facilities available in the institution very positively. We also observed some comments which will help us to improve ourselves in some aspects.

**The questionnaire for student satisfactory survey is as follows**

S.No	Question	Your Response				
		Excellent	Very Good	Good	Average	Poor
1	How much of the syllabus was covered by the teacher?					
2	How well did your teacher prepare for the classes?					
3	How well is the teacher able to communicate?					

4	The teacher's approach to teaching can best be described as 5					
5	Fairness of the 6internal evaluation process by the teacher7					
6	Was your performa8nce in assignments discussed with you?9					
7	The tea cher tak1es active interest in arranging field visits for students.					
8	The teaching process in the class room facilitates you in cognitive, social and emotional growth.					
9	The teacher provides multiple opportunities to learn and grow.					
10	The teacher informs you about your expected competencies, course outcomes and programme outcomes.					
11	Your teacher does a necessary follow-up with an assigned task to you.					
12	The teacher illustrates the concepts through examples and applications.					
13	The teacher identifies your strengths and encourage you with providing right level of challenges.					
14	14. Teacher is able to identify your weaknesses and help you to overcome them.					
15	The teacher makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.					
16	The teacher uses the student centric methods, such as experiential learning, participative learning and problem solving for enhancing learning experiences.					
17	The teacher encourages you to participate in extracurricular activities.					
18	Efforts are made by the teacher to inculcate soft skills, life skills and employability skills to make you ready for the world of work.					
19	The teacher uses ICT tools such as LCD projector, Multimedia, etc. while teaching.					
20	The overall quality of teaching-learning process in the class is very good.					

Analysis of Student Satisfaction Survey

1. How much of the syllabus was covered by the teacher ?
308 responses

- 85-100%
- 70-84%
- 55-69%
- 30-54%
- Below 30%
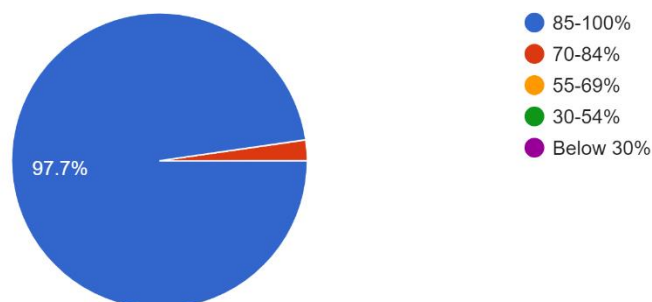
Q.1 How much of the syllabus was covered in the class?

4 – 85 to 100%

3 – 70 to 84%

2 – 55 to 69%

1– 30 to 54%

0 –Below 30%

Rating	No. of Students opted	Percentage
4 – 85 to 100%	301	97.7%
3 – 70 to 84%	7	2.3%
2 – 55 to 69%		
1– 30 to 54%		
0 –Below 30%		

2. How well did your teacher prepare for the classes ?
308 responses

- ● Thoroughly
- ● Satisfactorily
- ● Poorly
- ● Indifferently
- ● Won't teach at all
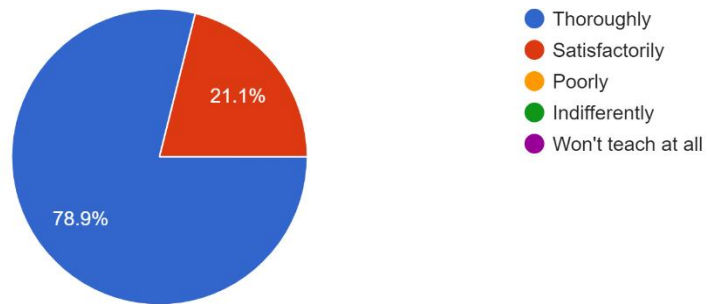
Q.2 How well did the teachers prepare for the classes?

4 –Thoroughly

3 – Satisfactorily

2 – Poorly

1 – Indifferently

0 – Won't teach at all

Rating	No. of Students opted	Percentage
4 –Thoroughly	243	78.9%
3 – Satisfactorily	65	21.1%
2 – Poorly		
1 – Indifferently		
0 – Won't teach at all		

3. How well is the teacher able to communicate ?
308 responses

- Always effective
- Sometimes effective
- Just satisfactorily
- Generally ineffective
- Very poor communication
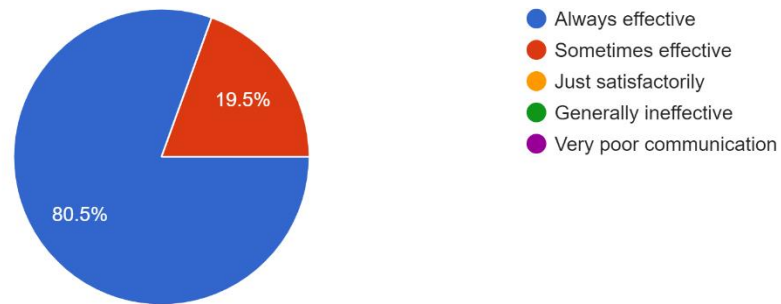
Q.3 How well were the teachers able to communicate?

4 – Always effective

3 – Sometimes effective

2 – Just satisfactorily

1– Generally ineffective
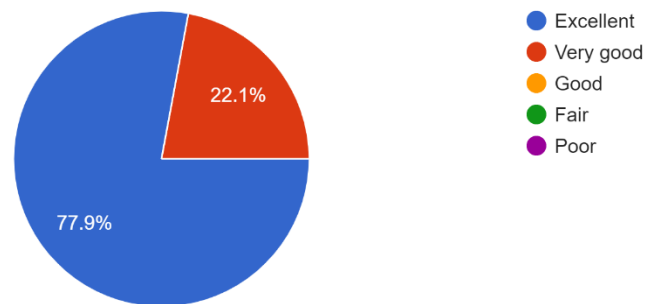
0– Very poor communication

Rating	No. of Students opted	Percentage
4 – Always effective	248	80.5%
3 – Sometimes effective	60	19.5%
2 – Just satisfactorily		
1– Generally ineffective		
0– Very poor communication		

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

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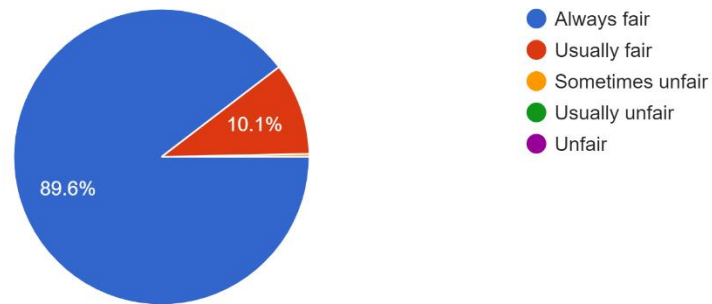
4– Excellent

3 – Very good

2 – Good

1 – Fair

 0– Poor

Rating	No. of Students opted	Percentage
4-Excellent	240	77.9%
3-Very Good	68	22.1%
2-Good		
1-Fair		
0-Poor		

5. Fairness of the internal evaluation process by the teacher
308 responses

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

89.6%

10.1%

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

4 – Always fair

3 – Usually fair

2 – Sometimes unfair

1 – Usually unfair

0– Unfair
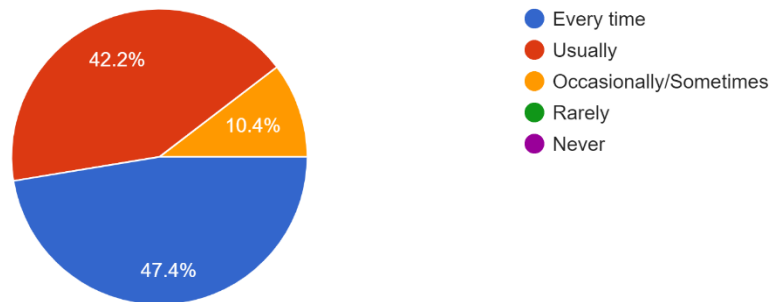
Rating	No. of Students opted	Percentage
4 – Always fair	276	89.6%
3 – Usually fair	31	10.1%
2–Sometimes unfair	1	0.3%
1 – Usually unfair		
0– Unfair		

6. Was your performance in assignments discussed with you ?
308 responses

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

4 – Every time
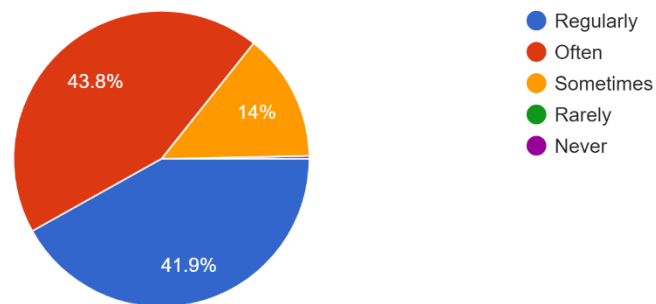
3 – Usually

2 – Occasionally/Sometimes

1 – Rarely

 0– Never

Rating	No. of Students opted	Percentage
4 – Every time	146	47.4%
3 – Usually	130	42.2%
2–Occasionally/Sometimes	32	10.4%
1 – Rarely		
0– Never		

7. The teacher takes active interest in arranging field visits for students.
308 responses

Q.7 The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
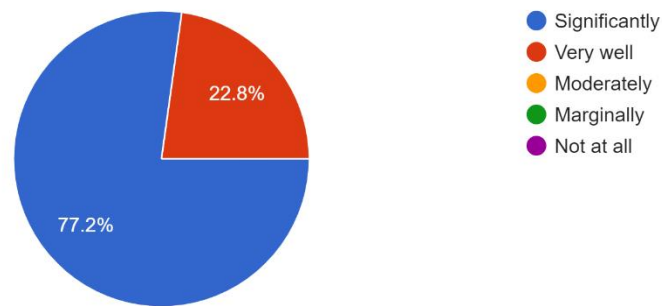
4 – Regularly

3 – Often

2 – Sometimes

1 – Rarely

 0– Never

Rating	No. of Students opted	Percentage
4 – Regularly	129	41.9%
3 – Often	135	43.8%
2 – Sometimes	43	14%
1 – Rarely		
0– Never	1	0.3%

8. The teaching process in the class room facilitates you in cognitive, social and emotional growth.
307 responses

- Significantly
- Very well
- Moderately
- Marginally
- Not at all

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

4 – Significantly
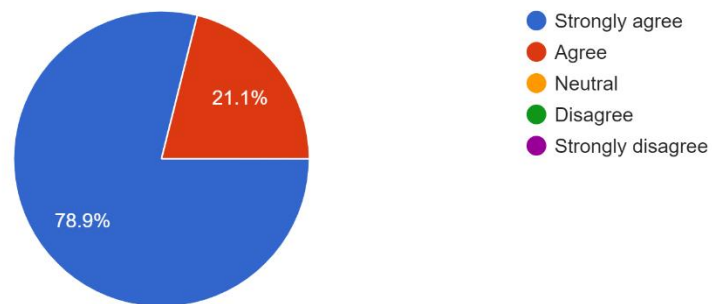
3 – Very well

2 – Moderately

1 – Marginally

0– Not at all

Rating	No. of Students opted	Percentage
4 – Significantly	237	77.2%
3 – Very well	70	22.8%
2 – Moderately		
1 – Marginally		
0– Not at all		

9. The teacher provides multiple opportunities to learn and grow
308 responses

● Strongly agree
● Agree
● Neutral
● Disagree
● Strongly disagree

21.1%

78.9%

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

 4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0– Strongly disagree
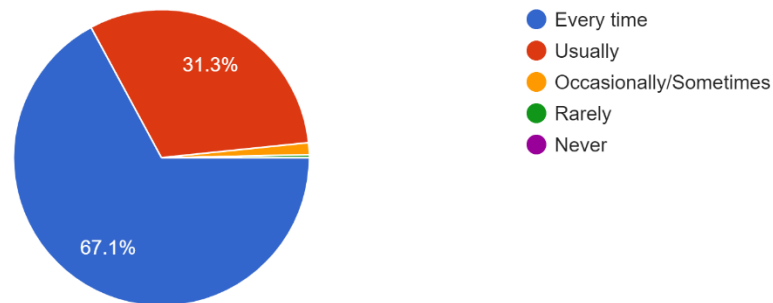
Rating	No. of Students opted	Percentage
4 – Strongly agree	243	78.9%
3 – Agree	65	21.1%
2 – Neutral		
1 – Disagree		
0–Strongly disagree		

10. The teacher informs you about your expected competencies, course outcomes and programme outcomes
307 responses

- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

31.3%

67.1%

Q.10 Teachers inform you about your expected competencies, course outcomes and programme outcomes.

4 – Every time

3 – Usually

2– Occasionally/Sometimes
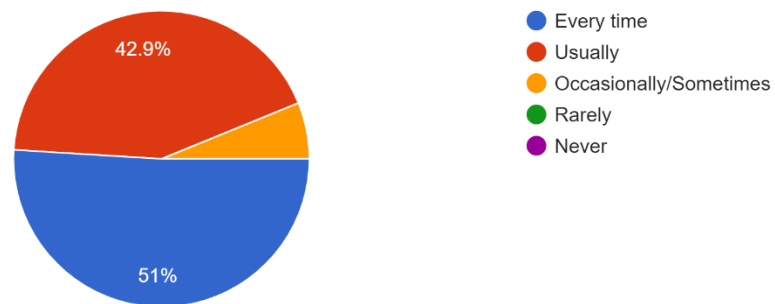
1 – Rarely

0– Never

Rating	No. of Students opted	Percentage
4 – Every time	206	67.1%
3 – Usually	96	31.3%
2– Occasionally/Sometimes	4	1.3%
1 – Rarely		
0– Never		

11. Your teacher does a necessary follow-up with an assigned task to you.
308 responses

- ● Every time
- ● Usually
- ● Occasionally/Sometimes
- ● Rarely
- ● Never

42.9%

51%

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

4 – Every time

3 – Usually

 2 – Occasionally/Sometimes

1 – Rarely

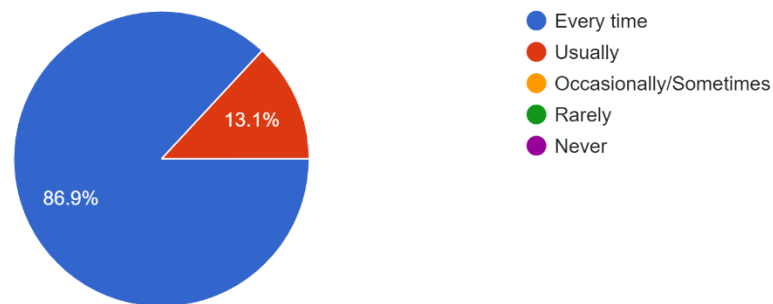0 – I don't have a mentor

Rating	No. of Students opted	Percentage
4 – Every time	157	51%
3 – Usually	132	42.9%
2–Occasionally/Sometimes	19	6.2%
1 – Rarely		
0 – I don't have a mentor		

12. The teacher illustrates the concepts through examples and applications.
306 responses

Legend:
- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

13.1%

86.9%

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

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

1– Rarely

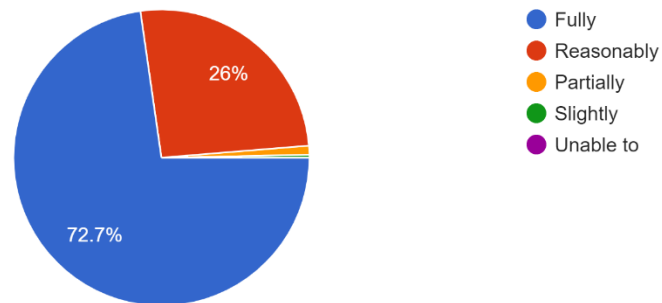0 – Never

Rating	No. of Students opted	Percentage
4 – Every time	266	86.9%
3 – Usually	40	13.1%
2 – Occasionally/Sometimes		
1– Rarely		
0 – Never		

13. The teacher identifies your strengths and encourages you with providing right level of challenges.
308 responses

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

4 – Fully
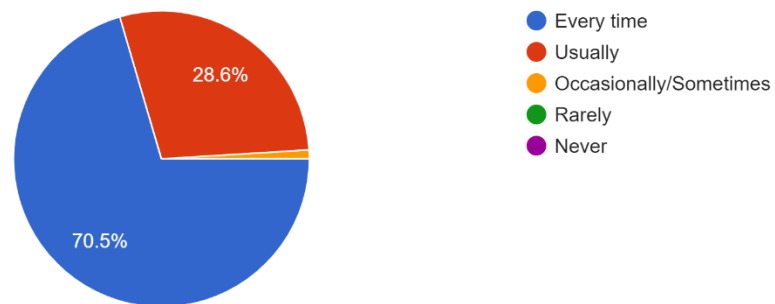
3 – Reasonably

2 – Partially

1 – Slightly

0– Unable to

Rating	No. of Students opted	Percentage
4 – Fully	224	72.7%
3 – Reasonably	80	26%
2 – Partially	3	1%
1 – Slightly		
0– Unable to		

14. Teacher is able to identify your weaknesses and helps you to overcome them.
308 responses

- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

28.6%

70.5%

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

4 – Every time
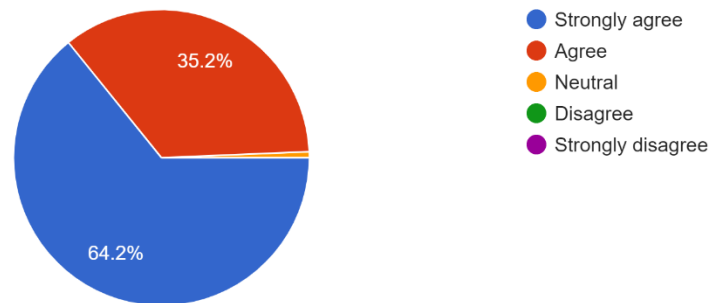
3 – Usually

2 – Occasionally/Sometimes

1 – Rarely

0 – Never

Rating	No. of Students opted	Percentage
4 – Every time	217	70.5%
3 – Usually	88	28.6%
2 – Occasionally/Sometimes	3	1%
1– Rarely		
0 – Never		

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

307 responses

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

4 – Strongly agree
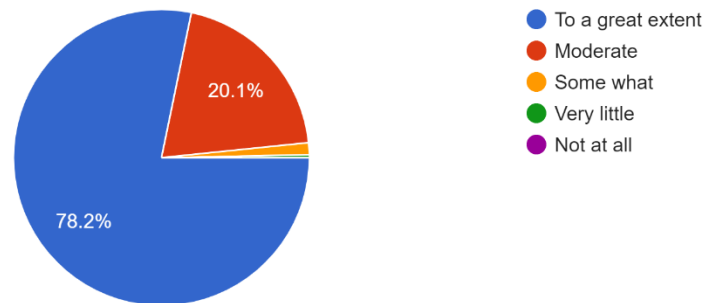
3 – Agree

2 – Neutral

1 – Disagree

 0 – Strongly disagree

Rating	No. of Students opted	Percentage
4 – Strongly agree	197	64.2%
3 – Agree	108	35.2%
2 – Neutral	2	0.7%
1 – Disagree		
0 – Strongly disagree		

16. The teacher uses the student centric methods, such as experiential learning, participative learning and problem solving for enhancing learning experiences.
308 responses

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

 4 – To a great extent
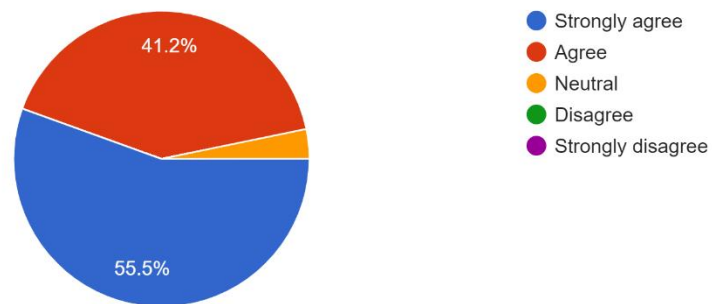
3 – Moderate

2 – Some what

1 – Very little

0 – Not at all

Rating	No. of Students opted	Percentage
4 – To a great extent	241	78.2%
3 – Moderate	62	20.1%
2 – Some what	4	1.3%
1 – Very little		
0 – Not at all		

17. The teacher encourages you to participate in extracurricular activities
308 responses

- ● Strongly agree
- ● Agree
- ● Neutral
- ● Disagree
- ● Strongly disagree

Q.17 Teachers encourage you to participate in extracurricular activities.

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

Rating	No. of Students opted	Percentage
4 – Strongly agree	171	55.5%
3 – Agree	127	41.2%
2 – Neutral	10	3.2%
1 – Disagree		
0 – Strongly disagree		

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

308 responses

- ● To a great extent
- ● Moderate
- ● Some what
- ● Very little
- ● Not at all
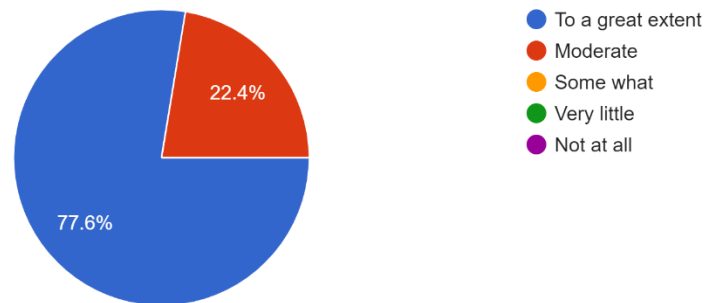
Q.18 Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

4 – To a great extent
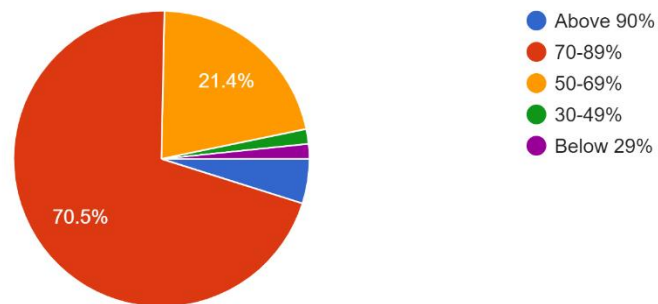
3 – Moderate

2 – Some what

1 – Very little

0 – Not at all

Rating	No. of Students opted	Percentage
4 – To a great extent	239	77.6%
3 – Moderate	69	22.4%
2 – Some what		
1 – Very little		
0 – Not at all		

19. The teacher uses ICT tools such as LCD projector, Multimedia, etc., while teaching.
308 responses

Q.19 What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
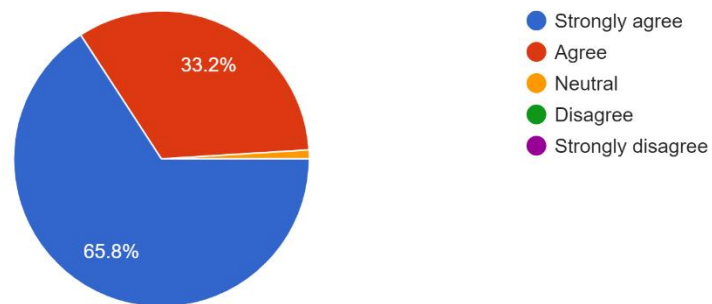
4 – Above 90%

3 – 70 – 89%

2 – 50 – 69%

1 – 30 – 49%

0 – Below 29%

Rating	No. of Students opted	Percentage
4 – Above 90%	15	4.9%
3 – 70 – 89%	217	70.5%
2 – 50 – 69%	66	21.4%
1 – 30 – 49%	5	1.6%
0 – Below 29%	5	1.6%

20. The overall quality of teaching-learning process in the class is very good.
307 responses

- ● Strongly agree
- ● Agree
- ● Neutral
- ● Disagree
- ● Strongly disagree

33.2%

65.8%

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

4 –Strongly agree

3 –Agree

2 –Neutral

1 –Disagree

0 –Strongly disagree

Rating	No. of Students opted	Percentage
4 –Strongly agree	202	65.8%
3 –Agree	102	33.2%
2 –Neutral	3	1%
1 –Disagree		
0 –Strongly disagree		

21. Give three observations/suggestions to improve the overall teaching- learning

experience in the class with reference to the teacher 212 responses

(The following are some of the observations and suggestions given by the students to

improve overall teaching – learning process. They are mentioned as they are.)

1)ICT Usage has to improved
Ict use ase to improve
Good teaching skills
Good teaching
ICT use as to improve
Digital class room is needed
ICT TOOLS HAVE TO BE USED
Ict
Ict classes needed
Using multi media in digital classes
ICT TEACHING IS REQUIRED
good teaching
2)ICT Usage has to improved
ICT is needed
ICT is required
Field trips must be organised
FIELD TRIPS HAVE TO BE ARRANGED
DIGITAL TEACHING IS NEEDED
Using multimedia and digital class
Using multi media digital classes
GOOD TEACHING
English lab is needed
ICT IS NEEDED
DIGITAL TEAHING IS NEEDED
MOBILE PHONE MUST BE IN SILENT MODE. FIELD TRIPS ARE TO BE
ARRANGED
KEEP YOUR MOBILE PHONE IN SILENT MODE IN THE CLASS ROOM
DON'T BLAME THE STUDENTS IN THE CLASS ROOM
ENGLISH LANGUAGE MUST BE ESTABLISHED
BASIC FACILITIES MUST BE PROVIDED
DIGITAL CLASS ROOM MUST BE ESTABLISHED
ICT TEACHING HAS TO BE INCREASED
ICT HAS TO BE USED
ENGLISH LAB IS NEEDED
DIGITAL CLASS ROOM IS NEEDED
BASIC INFRASTRCTURE MUST BE PROVIDED
ICT TEACHING AND FIELD TRIPS ARE REQUIRED

ENGLISH LAB MUST BE ESTABLISHED
DIGITAL TEACHING IS REQUIRED
ICT TEACHING IS NEEDED
good communication
Ict use as to improve
Using multimedia in digital classes
ICT use to improve
Good teacher. Skills
1) ICT Usage has to improved
1)IICT Usage has to improved
English lab is required
Basic infrastructure is needed
ICT iS required
Digital class room is required
Language lab is needed
ICT and field trips are required
Field trip is needed
Participative learning has to be encouraged
Ict needed

Findings :

1) **Majority of the students opined that field trips must be organised quiet often.**
2) **English language lab has to established.**
3) **All the class rooms must be digitalised.**
4) Most of the students felt that ICT based teaching is required in the class room.
5) Some students expressed their opinion saying that due importance has to be given to Extra Curricular Activities.
6) Some students opined that slow leaners must be given special coaching.
7) Some students opined that participative learning has to be encouraged.
8) Some students told that field visits must be conducted in large number.
9) Some students expressed that internal evaluation must much more fair.

Action taken :

1) It is resolved to increase ICT based teaching and digital teaching in the teaching learning process
2) It is resolved to conduct remedial classes to the slow learners.
3) It is resolved to conduct extra curricular activities and field trips.