

## Student Satisfaction Survey 2021-22

Total Respondents – 1229

Female – 57.5% (707) and Male – 42.4% (522)

### Teaching-Learning Evaluation

Sl No	Question	%	4	%	3	%	2	%	1	%	0
			85% to 100%		70 to 84%		55 to 69%		30 to 54%		Below 30%
1	Was the syllabus covered by all the teachers? (0 the least and 4 the maximum)	56.2	647	33	406	10.7	132	3.1	38	0.5	6
			Thoroughly		Satisfactorily		Poorly		Indifferently		Won't teach at all
2	Were your teachers well prepared for the lectures?	43.8	538	51.6	634	2.6	32	1.4	17	0.7	8
			Strongly agree		Agree		Neutral		Disagree		Strongly Disagree
3	Are you satisfied with the online pattern of teaching?	34.2	420	38.2	469	20.7	255	5	61	2	24
			Fully		Reasonably		Partially		Slightly		Unable to
4	Were the teachers able to deliver the syllabus effectively?	49.3	606	38.2	470	10.3	127	1.6	20	0.5	6

Sl No	Question	%	4	%	3	%	2	%	1	%	0
			Always effective		Sometimes effective		Just satisfactorily		Generally ineffective		Very poor communication



5	Was the Is the WhatsApp Group created for your class effective?	66.5	815	24.2	296	7.5	92	1.1	13	0.7	9
			Always effective		Sometimes Effective		Just satisfactorily		Generally ineffective		Very poor communication
6	Rate your teachers teaching	47.8	587	36.9	453	14.1	173	0.9	11	0.4	5
			Excellent		Very Good		Good		Fair		Poor
7	Did the college provide proper help to the students as and when required?	57	700	33.8	416	7.2	88	1.7	21	0.3	4
			Excellent		Very Good		Good		Fair		Poor
8	How do you rate the google classroom?	52.3	641	33.5	411	12.2	150	1.3	16	0.7	8
			Excellent		Very Good		Good		Fair		Poor
9	Was the information put in the google class by teachers satisfactory?	46.6	573	41.8	514	10.3	127	1	12	0	Nil

Sl No	Question	%	4	%	3	%	2	%	1	%	0
			Strongly agree		Agree		Neutral		Disagree		Strongly Disagree



10	Was the online content used during the lectures effective?	36.3	446	47.9	589	13.5	166	2	24	0.3	4
			To a great extent		Moderate		Some what		Very little		Not at all
11	Where the mentors available for your needs	46.9	576	38	467	10.4	128	3.8	47	0.9	11
			Excellent		Very Good		Good		Fair		Poor
12	Rate the quality of Teaching Learning process in your college.	44.7	549	40.5	498	13.3	164	1.1	13	0.4	5



## Facilities

Sl No	Question	%	4	%	3	%	2	%	1	%	0
			Excellent		Very Good		Good		Satisfactory		Poor
13	How do you rate your college office?	35.7	438	34.6	425	21.2	261	6.2	76	2.3	28
			Excellent		Very Good		Good		Satisfactory		Poor
14	How do you rate your college Library	44.5	547	35.1	431	17.3	213	2.5	31	0.6	7
			Excellent		Very Good		Good		Satisfactory		Poor
15	How are the library services provided	40.8	502	34.8	428	19.1	235	4.5	55	0.7	9
			supportive		helpful		indifferent		rude		Not bothered
16	How does the Library staff deal with you	37.6	462	55.5	682	4.6	56	1.9	23	0.5	6
			Adequate		Inadequate		Not to be changed		-		-
17	What do your opinion about library timing (time 7.00AM to 4 PM)	94	1155	4.4	54	1.6	20	-	-	-	-
			supportive		helpful		indifferent		rude		Not bothered
18	How does the Office -staff deal with you	34.7	426	55.1	677	6.6	81	2.1	26	1.5	19

Sl No	Question	%	4	%	3	%	2	%	1	%	0
			supportive		helpful		indifferent		rude		Not bothered



19	How do you rate the behaviour of the office staff	34.3	422	53.9	662	7.9	97	1.9	23	2	25
			Prompt		Slow		Ignore		Need Improvement		-
20	Your opinion about response of the office towards your needs	64.4	791	28.2	346	1.4	17	6.1	75	-	-
			supportive		helpful		indifferent		rude		Not bothered
21	How does the Support Staff (Peons) deal with you	43	528	48.3	594	5.7	70	1.5	19	1.4	17
			Every day		3 days a week		2 days a week		Once a week		Never
22	How frequently you visit the library	17.7	218	20.7	255	15.1	186	36.3	446	10	123
			No		Yes		Not Informed		Informed but not used		Not needed
23	Do you know about the N List, Delnet ( e resources, e books, e journals) facility of the library?	43.1	530	32.8	403	12.4	153	10.1	124	1.5	18
			Always available		Available		Sometimes available		Unavailable		Never available
24	Does the library have sufficient books for your need	32.1	395	53.5	655	13	160	0.9	11	0.7	8

Sl No	Question	%	4	%	3	%	2	%	1	%	0
			Always available		Available		Sometimes available		Unavailable		Never available





25	Is the library staff willing to help you	40.2	494	49.9	613	8.7	107	0.6	7	0.6	7
			More than enough		Sufficient		Not Sufficient		The provided computers are rarely available for students		Need more computer
26	Are computers provided in the library sufficient for students use	15.1	185	57.5	707	13.2	162	7.9	97	6.3	78
			Yes		No		Sometimes		Never		-
27	Do you participate in co-curricular activities like sports, cultural, NCC, NSS, DLLE etc.,	30.5	375	44.7	549	20.7	254	4.1	51	-	-
			Lack of time		No proper information		Pressure of studies		Unsuitable timing		No permission from parents
28	If you don't Participate why?	38.1	468	13.3	163	10.6	130	17.7	218	7.2	88
			Lack of time		No proper information		Pressure of studies		Unsuitable timing		No permission from parents
29	What problem/s did you experience while participating in co-curricular activities	36.3	446	15.1	185	11.2	138	17.9	220	6.1	75



  
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## Teaching-Learning Evaluation:

- 1) 56.2% students said that the syllabus is thoroughly covered by the teachers, 33% students answered that the syllabus is satisfactorily covered. However 10.7% students answered that teachers covered the syllabus poorly and 3.1% students were indifferent about the question and only 0.5% students opined that teachers have not taught at all.
- 2) 43.8% students strongly agree that teachers come prepared for the lectures and 51.6% students agreed with this view. Only 0.7% of students believe that teachers do not come prepared for the lectures.
- 3) 34.2% of students were fully satisfied with the online pattern of teaching. 38.2% of students were reasonably satisfied with online teaching. However 27.7% students were partially or slightly satisfied with the online pattern of teaching.
- 4) 49.3% students felt that teachers are always able to deliver the syllabus effectively and 38.2% students felt that teachers sometimes effectively deliver the syllabus. 10.3% students felt that teachers just satisfactorily delivered the syllabus.
- 5) **WhatsApp Group:** around 66.5% respondent students opined that whatsapp group was always effective and 24.2% felt that it was only sometimes effective. 7.5% students were just satisfied with the group. Only 1.1% of students rated it to be ineffective.
- 6) 98.7% of students rated excellent, very good and good for teaching. Whereas 1.3% students rated fair and poor.
- 7) 98% of students said excellent, very good and good for the help from college to students when they required it. 2% of students said fair and poor about help from college to students when they required it.
- 8) Google classroom has gained much importance in the academic world. It provides a platform to communicate with students, ask questions and make assignments digitally and facilitates online learning for learners. Our college has taken initiatives to create a Google classroom for online teaching and learning in each class. 52.3% of the students rated excellent, 33.5% rated very good and 12.2% rated good to Google classroom initiatives made by the college. 2% of the students rated fair and poor to Google classroom initiatives made by the college.
- 9) 46.6% of students strongly agree, 41.8% of the students agreed with the information and study material put in the Google classroom by subject teachers. Against this 10.3% of the students were neutral and 1% of the students disagreed in this regard.
- 10) 36.3% of the respondents students said that the online content used during the lectures was effective to a great extent, 47.9% of the students said moderate, 13.5% of the students said somewhat, 2% of the students answered that the online content used during the lecture was effective to a very little extent.
- 11) 46.9%, 38% and 10.4% of the students opined excellent, very good and good respectively for the availability of mentors when the students needed. However, 3.8% and 0.9% of the students responded fair and poor respectively for the availability of mentors when the students need.
- 12) 44.7% of the students rated excellent for the quality of teaching learning process in the college. 45.5 % and 13.3% of the students rated very good and good respectively. Whereas 1.1% and 0.4% of the students have rated fair and poor for the quality of teaching learning process in the college.





### Facilities:

- 1) The College office is playing a very important role in the overall college administration. **91.5%** of students responded that overall office performance was excellent, very good and good. 6.2% of students were slightly satisfied with office work.
- 2) The library is the heart of any institute. **96.9%** of students responded that the overall performance of the college library was excellent, very good and good. In addition to satisfaction, 2.5% of the students rated.
- 3) Similarly, **94.7%** of students rated library services as excellent, very good and good.
- 4) **93.1%** of students rated library staff as supportive and very helpful in the daily library operations.
- 5) About library timing, **94%** of the students were adequately happy with the library timing from 7.00 AM to 4 PM. **1.6%** of students responded that library timing should not be changed.
- 6) The **89.8%** students rated the office staff as supportive and helpful for any type of work.
- 7) **88.2%** of students answered that office staff behavior was supportive and helpful.
- 8) **64.4%** of students rated the office response as per students' any type of needs.
- 9) **91.3%** of students stated that, colleges' peons were supportive and helpful in the overall day of today's college work.
- 10) Students' response towards the frequency of library visits. **36.3%** of students visited the library once a week, **20.7%** three days a week, **15.1%** two days a week and **17.7%** everyday.
- 11) The **403** students knew about online library e-resources services such as N-LIST, DELNET etc.
- 12) In the context of library book requirements, **655** of students stated that the library has sufficient books available as per requirements. **85.6%** of students responded that sufficient books are available and always available in the library.
- 13) The **1,107 (90.1%)** respondents responded that the library staff are always available and willing to help students.
- 14) **72.6%** of students responded that computers are more than enough and sufficient in the library.
- 15) **30.5%** of students responded that participation in co-curricular activities such as sports, cultural, NCC, NSS, DLLE etc. **20.7%** of respondents answered that, sometimes participated in the above co-curricular activities.
- 16) In the same context, the majority **38.1%** of students responded that due to lack of time, they couldn't participate in co-curricular activities. Similarly, the **17.7%** students due to unsuitable timing couldn't participate in co-curricular activities





- 17) The majority of students experienced problems participating in co-curricular activities such as Lack of time (36.3%) followed by no proper information (15.1%), the pressure of studies (11.2%) and unsuitable timing (17.9%).

### **Suggestions on Teaching learning evaluation**

1. Teachers can take extra lectures to bridge the gaps in completion of syllabus. Teachers can take more feedback from students in order to create better understanding and clear doubts if any.
2. The online platform had its own glitches and challenges like network issues, login problems, No updated devices etc.. college should work on these shortcomings as in future teaching-learning will be blended form.
3. The teachers can upload more Case study, PPTs, video link, quizzes, syllabus copy in order to bring more students on the platform.

### **Suggestions on Facilities**

1. Help desk for student related inquiries which will answer the calls, emails as well.
2. Spread more awareness of online library, e-resource, N-list etc.
3. Though this period was unprecedented and tough times extra-curricular was not possible due to university restrictions, but more online activities could have been planned



  
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