Prahladrai Dalmia Lions College of Commerce & Economics
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Student Satisfaction Survey 2021-22

The students 'overall satisfaction was recorded with the help of a student satisfaction survey. Total 2102 students rated each of the parameters on the satisfaction level.

Parameters	Very Good	Good
Teaching - Learning Environment	60.13	39.87
Infrastructure	44.26	55.74
Teaching Faculty	56.97	43.03
Placement	60.55	39.45
Overall personality development	49.97	50.03

For calculation of student satisfaction score the responses given by students are given extra weight if the respondent was either 'very good' good, or 'Unsatisfactory'. This is called 'rating' and is achieved by attributing a weighted score (+1 for 'very good' and 0.6 for Good) to the number of responses received.

Like this all the indicators were calculated:

Indicators	Very Good	Weighted score for Very Good response	Good	Weighted score for Good response	Total satisfaction Weighted score
		A		B	=A+B
Teaching - Learning Environment	60.13	60.13	39.87	23.92	84.05
Infrastructure	44.26	44.26	55.74	33.44	77.71
Teaching Faculty	56.97	56.97	43.03	25.82	82.79
Placement	60.55	60.55	39.45	23.67	84.22
Overall personality development	49.97	49.97	50.03	30.02	79.99

To fix a total satisfactory Weighted score in the range of 1 to 10 total Weighted score was divided by 10.

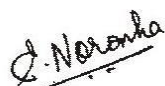| Indicators	Total satisfaction Weighted score	Range between 1 to 10
Teaching - Learning Environment	84.05	8.41
Infrastructure	77.71	7.77
Teaching Faculty	82.79	8.28
Placement	84.22	8.42
Overall personality development	79.99	8.00

For the calculation of performance gap importance score was given to each Indicator with 1 to 10 scale.

Indicators	Importance Score (A)	Satisfaction Score (B)	Weighting (Average of 1) (C) = A/F	Weighted Score (D) = B*C*10	Performance Gap (E) = A - B
Teaching - Learning Environment	9.5	8.4	1.09	91.78	1.1
Infrastructure	9	7.8	1.03	80.39	1.2
Teaching Faculty	9.5	8.3	1.09	90.40	1.2
Placement	8	8.4	0.92	77.44	-0.4
Overall personality development	7.5	8.0	0.86	68.95	-0.5
Average (F)	8.7	8.2		81.79	0.5

From the table one can conclude that the average importance score given to the institution is 8.7 and the satisfaction score given by students is 8.2. This leads to a performance gap of 0.5. The overall satisfaction score of the institution is 81.79 %.
*Source for calculation NIRF

Ms. Kirti Sigtia
Feedback committee, Member

Ms. Emelia Noronha

Dr. Kiran Mane

Student Satisfaction Survey

Guidelines for Students

The following Student Satisfaction Survey regarding Teaching Learning and Evaluation, is as per the specifications of NAAC (National Assessment and accreditation council) which will help to upgrade the quality in higher education.

Students are requested to please respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

Name: _____ Class: _____ Roll No.: _____

Instructions to fill the questionnaire:

All questions should be compulsorily attempted.

Each question has five responses, choose the most appropriate one.

The response to the qualitative question no. 21 is student opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only).

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1. How much of the syllabus was covered in the class?
   a) 85 to 100% b)70 to 84% c)55 to 69%
   d) 30 to 54%   e) Below 30%

2. How well did the teachers prepare for the classes?
   a) Thoroughly   b) Satisfactorily   c) Poorly
   d) Indifferently   e) Won't teach at all

3. How well were the teachers able to communicate?
   a) Always effective   b) Sometimes effective   c) Just satisfactorily
   d) Generally ineffective   e) Very poor communication

4. The teachers approach to teaching can best be described as
   a) Excellent   b) Very good   c) Good
   d) Fair   e) Poor

5. Fairness of the internal evaluation process by the teachers.
   a) Always fair   b) Usually fair c) Sometimes unfair
   d) Usually unfair e) Unfair

6. Was your performance in assignments discussed with you?
   a) Every time   b) Usually   c) Occasionally/ Sometimes
   d) Rarely   e) Never   f) Not Applicable

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
   a) Regularly   b) Often   c) Sometimes
   d) Rarely   e) Never

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
   a) Significantly b) Very well c) Moderately
   d) Marginally   e) Not at all

9. The institution provides multiple opportunities to learn and grow.
   a) Strongly agree b) Agree   c) Neutral
   d) Disagree   e) Strongly disagree.

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
    a) Every time   b) Usually   c) Occasionally/Sometimes
    d) Rarely   e) Never.

11. Your mentor does a necessary follow-up with an assigned task to you.
    a) Every time   b) Usually   c) Occasionally/Sometimes
    d) Rarely   e) I don't have a mentor.

12. The teachers illustrate the concepts through examples and applications.
    a) Every time   b) Usually   c) Occasionally/Sometimes
    d) Rarely   e) Never.

13. The teachers identify your strengths and encourage you with providing right level of challenges.
    a) Fully   b) Reasonably c) Partially
    d) Slightly   e) Unable to.

14. Teachers are able to identify your weaknesses and help you to overcome them.
    a) Every time   b) Usually   c) Occasionally/Sometimes
    d) Rarely   e) Never.

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
    a) Strongly agree b) Agree   c) Neutral
    d) Disagree   e) Strongly disagree.

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.
    a) To a great extent   b) Moderate   c) Some what

d) Very little   e) Not at all.

17. Teachers encourage you to participate in extracurricular activities.
     a) Strongly agree b) Agree   c) Neutral
     d) Disagree   e) Strongly disagree.

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.
     a) To a great extent   b) Moderate   c) Some what
     d) Very little   e) Not at all.

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?
     a) Above 90%   b) 70 - 89%   c) 50- 69%
     d) 30 - 49%   e) Below 29%.

20. The overall quality of teaching-learning process in your institute is very good.
     a) Strongly agree b) Agree   c) Neutral
     d) Disagree   e) Strongly disagree.

21. What are your expectations from the institution?

_____
_____
_____

22. Give three suggestions to improve the process of teaching - learning in your institution.

_____
_____
_____

23. Give three suggestions for overall improvement of your institution.

_____
_____
_____