Prahladrai Dalmia Lions College of Commerce & Economics

Sunder Nagar, Malad (West), Mumbai, 400 064

Student Satisfaction Survey 2019-20

The students 'overall satisfaction was recorded with help of student satisfaction survey. Total 1816 students rated each of the parameters on the satisfaction level.

Parameters	Very Good	Good
Teaching - Learning Environment	43.70	56.30
Infrastructure	28.76	71.24
Teaching Faculty	42.48	57.52
Placement	46.23	53.77
Overall personality development	40.59	59.41

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	43.70	43.70	56.30	33.78	77.48
Infrastructure	28.76	28.76	71.24	42.74	71.51
Teaching Faculty	42.48	42.48	57.52	34.51	76.99
Placement	46.23	46.23	53.77	32.26	78.49
Overall personality development	40.59	40.59	59.41	35.65	76.24

To fix total satisfactory Weighted score in 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	77.48	7.75
Infrastructure	71.51	7.15
Teaching Faculty	76.99	7.70
Placement	78.49	7.85
Overall personality development	76.24	7.62

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	7.7	1.09	84.61	1.8
Infrastructure	9	7.2	1.03	73.97	1.8
Teaching Faculty	9.5	7.7	1.09	84.07	1.8
Placement	8	7.8	0.92	72.17	0.2
Overall personality development	7.5	7.6	0.86	65.72	-0.1
Average (F)	8.7	7.6		76.11	1.1

From the table one can conclude that the average importance score given to institution is 8.7 and the satisfaction score given by students is 7.6. this leads to performance gap of 1.1.The overall satisfaction score of institution is 76.11 %.

*Source for calculation NIRF

Student Satisfaction Survey - Teaching Learning and Evaluation
Detailed Analysis 2019-20

The Student Satisfaction Survey regarding Teaching Learning and Evaluation, as per the specifications of NAAC (National Assessment and accreditation council) which would help to upgrade the quality in higher education was used to get feedback from students of Third Year of the Degree as well as the Self-Financed Courses.

The questionnaires were filled in by students of Third Year of the Degree as well as the Self-Financed Courses– a total of 1816 questionnaires were filled in and survey was conducted. Following is the analysis:

 Questions
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%

This question received a total of 1812 responses. Following is a graphical representation of the actual responses received.
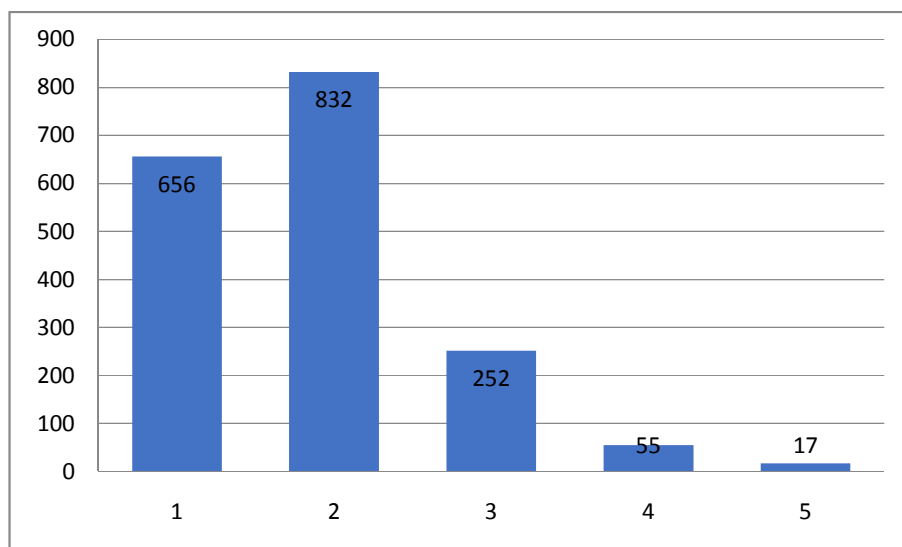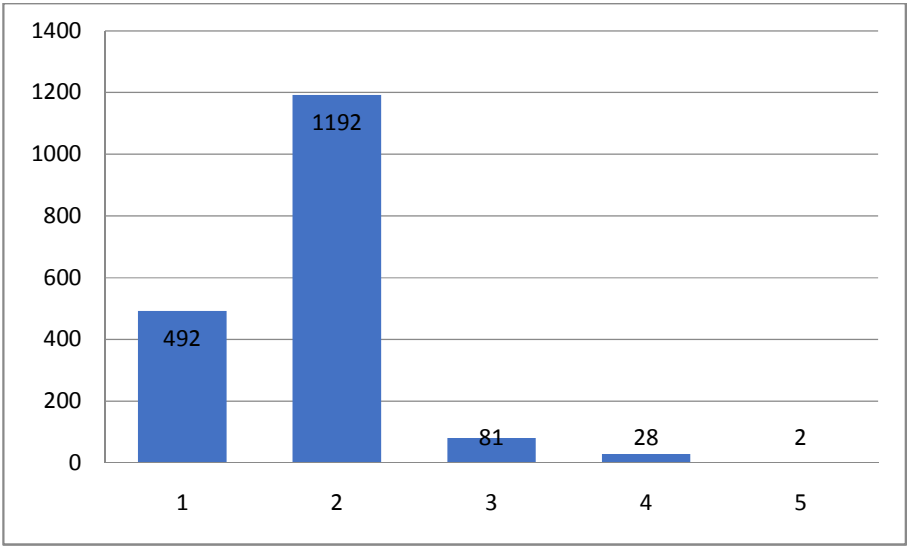

1. Syllabus Coverage

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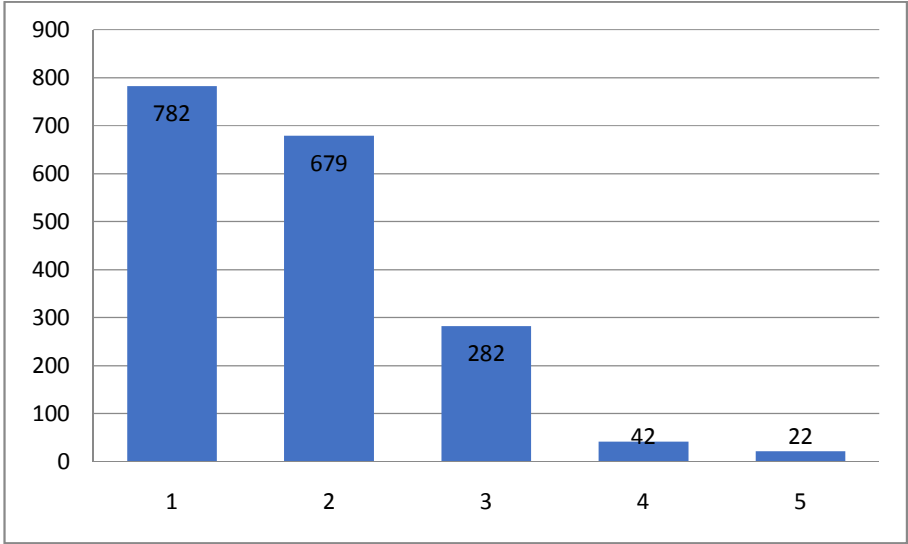   d) Indifferently   e) Won't teach at all

This question received a total of 1795 responses Following is a graphical representation of the actual responses received.

2. Teacher Preparedness

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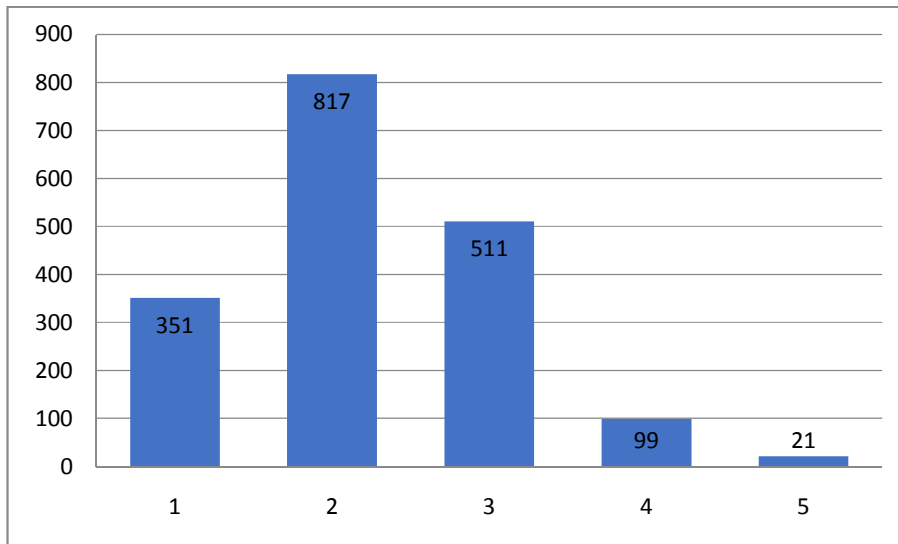   d) Generally ineffective   e) Very poor communication

This question received a total of 1807 responses Following is a graphical representation of the actual responses received.

3. Communication skills of teachers

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

This question received a total of 1799 responses Following is a graphical representation of the actual responses received.
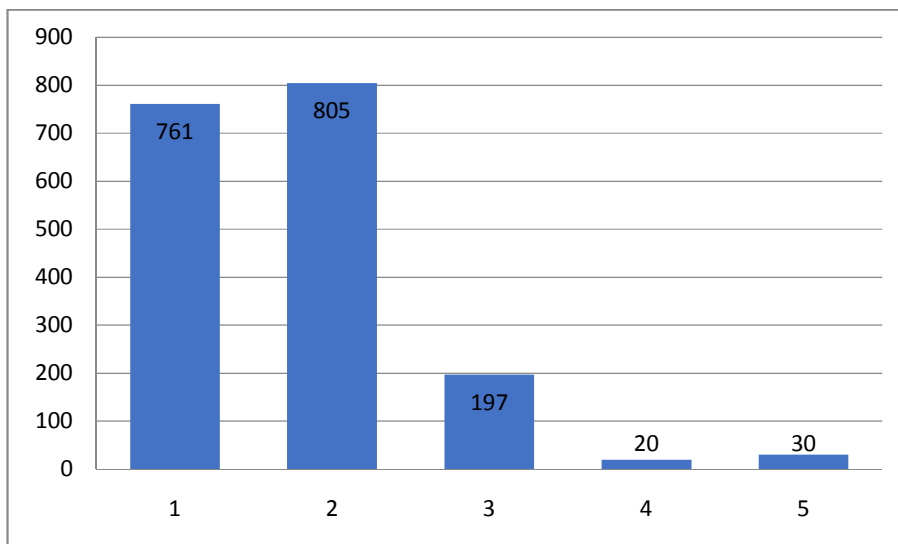

4. Approachability of teachers

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

This question received a total of 1813 responses Following is a graphical representation of the actual responses received.
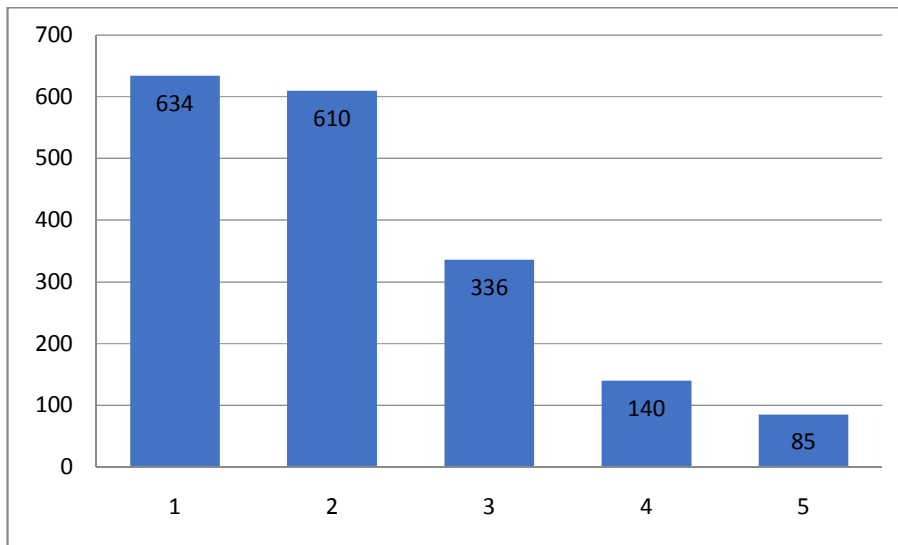

5. Fairness in terms of Internal Evaluation

6. Was your performance in assignments discussed with you?
    a) Every time   b) Usually   c) Occasionally/ Sometimes
    d) Rarely   e) Never

This question received a total of 1805 responses Following is a graphical representation of the actual responses received.
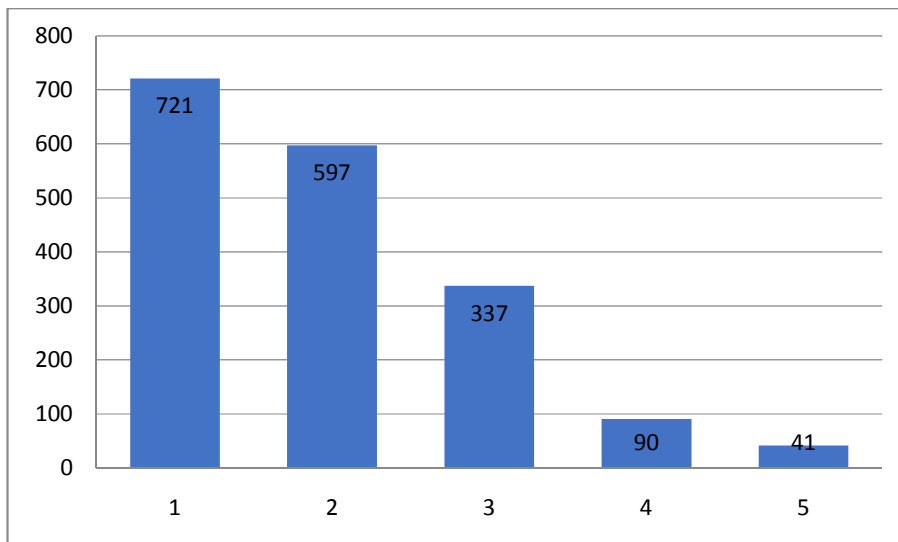

6. Discussion regarding Performance in assignments

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
This question received a total of 1786 responses. Following is a graphical representation of the actual responses received.
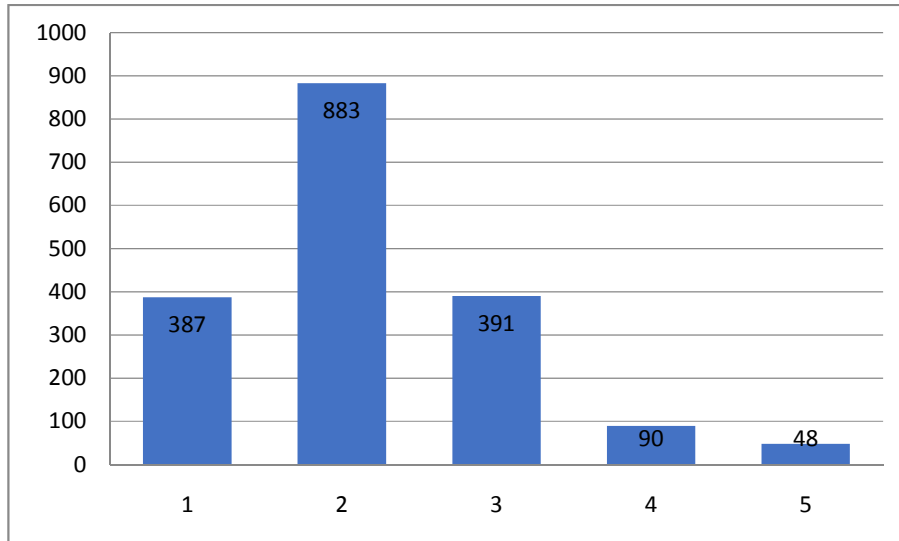

7. Interest taken in Internship, field visit etc.

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

This question received a total of 1799 responses. Following is a graphical representation of the actual responses received.
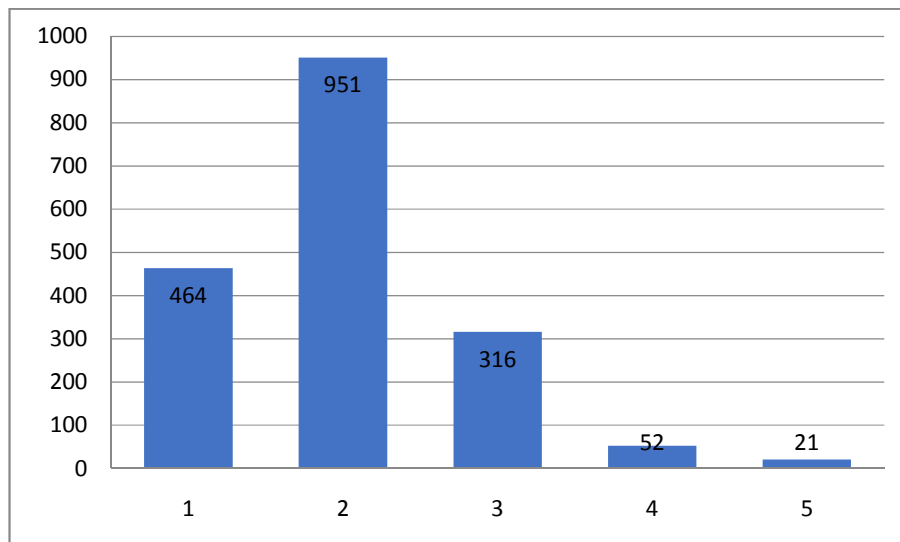

8. Facilitation in cognitive, social and emotional growth

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

This question received a total of 1804 responses. Following is a graphical representation of the actual responses received.
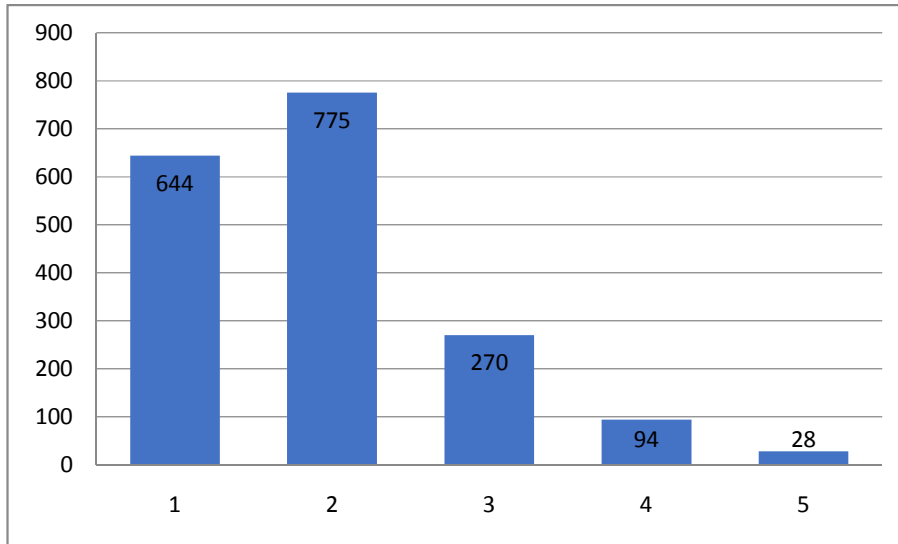

9. Provision of Multiple opportunities to learn and grow

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.

This question received a total of 1811 responses. Following is a graphical representation of the actual responses received.


10. Information regarding expected competencies, course outcomes and programme outcomes

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.
This question received a total of 1813 responses. Following is a graphical representation of the actual responses received.
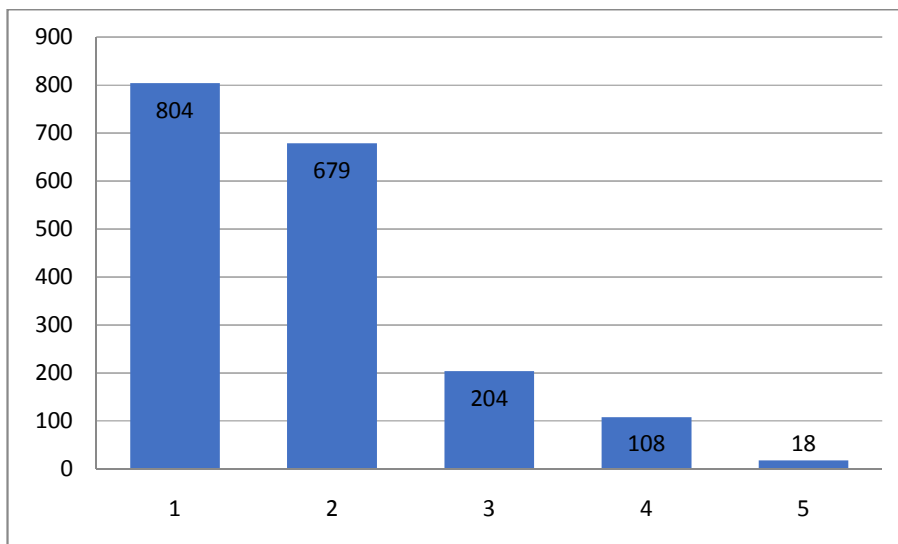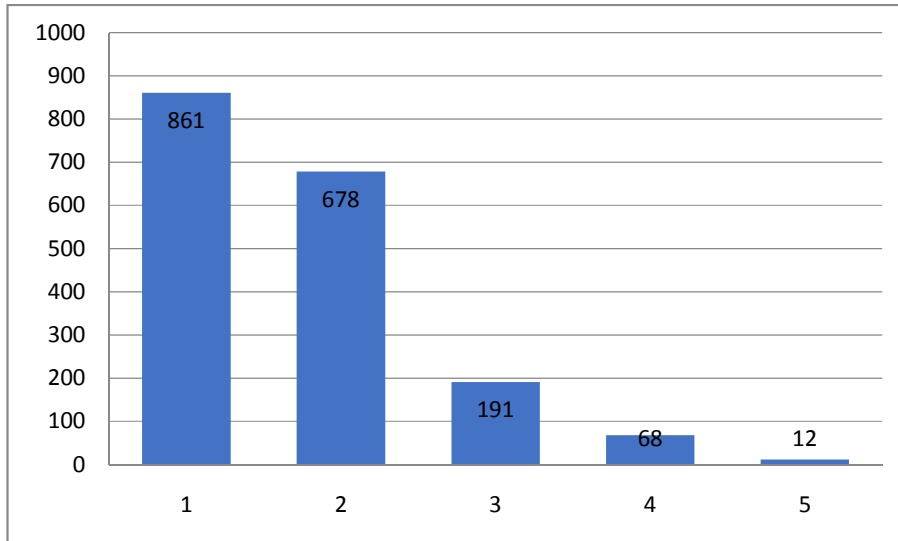

11. Mentor follow-up in tasks assigned

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

This question received a total of 1810 responses. Following is a graphical representation of the actual responses received.
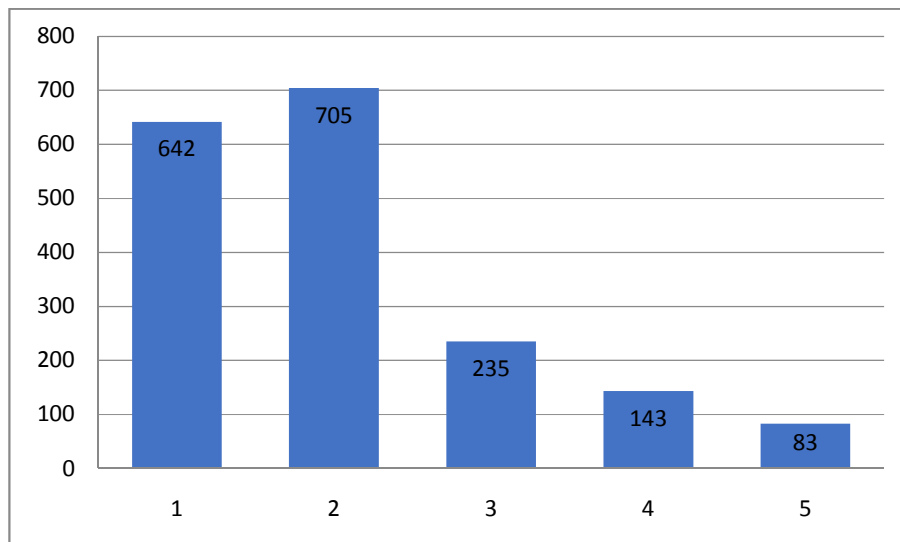

12. Illustrations in teaching process through examples and applications

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.

This question received a total of 1808 responses. Following is a graphical representation of the actual responses received.

13. Ability of teachers in identification of strengths and encourage you with providing right level of challenges.

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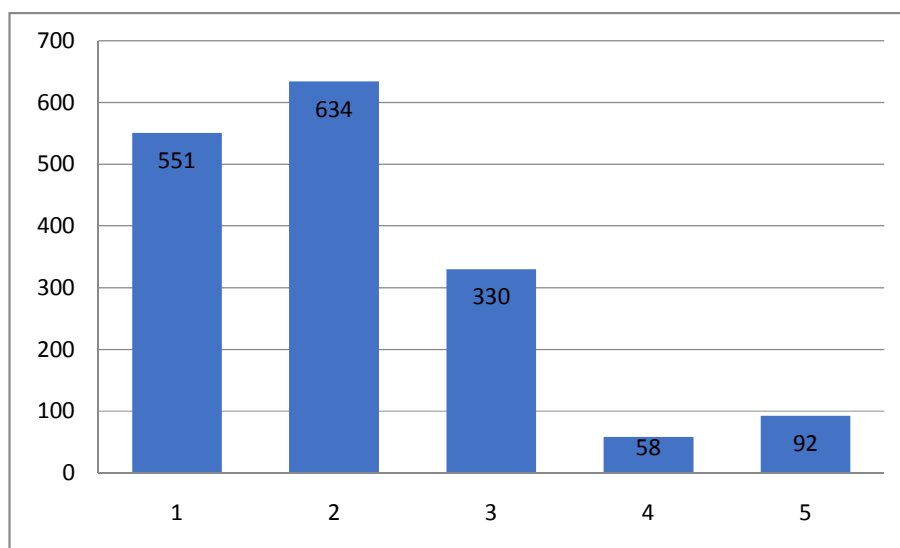   d) Rarely   e) Never.

This question received a total of 1665 responses. Following is a graphical representation of the actual responses received.


14. Ability of teachers in identification weaknesses and help you to overcome them.

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.

This question received a total of 808 responses. Following is a graphical representation of the actual responses received.
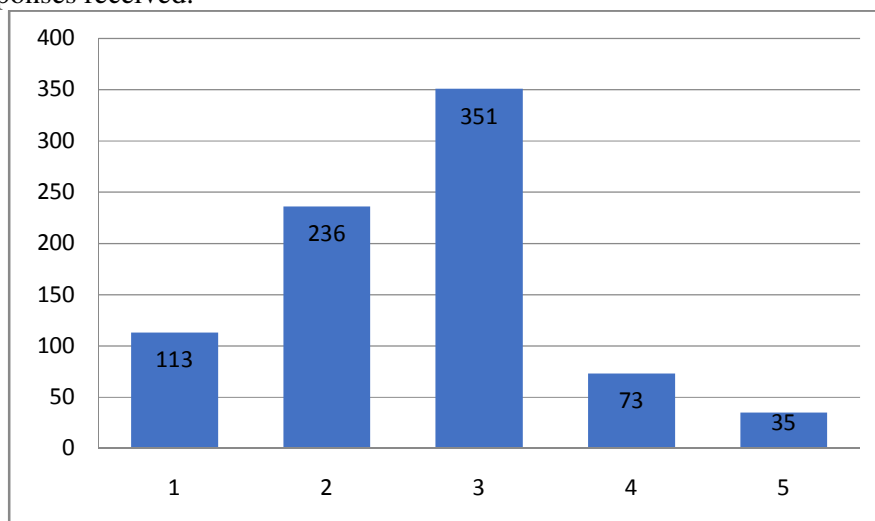

15. Efforts taken by Institution to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

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.
This question received a total of 1804 responses. Following is a graphical representation of the actual responses received.
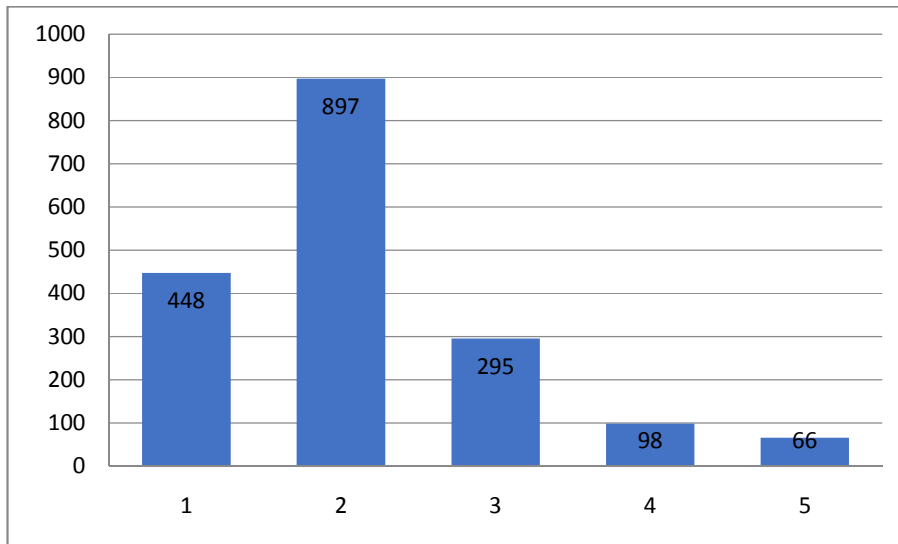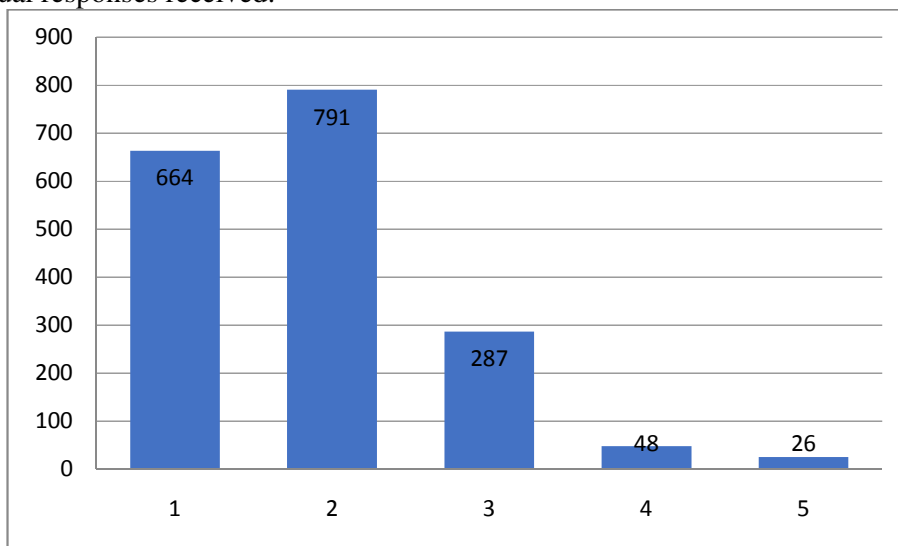

16. Efforts taken by institute/ teachers to use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

17. Teachers encourage you to participate in extracurricular activities.
    a)   Strongly agree b) Agree   c) Neutral
    d) Disagree   e) Strongly disagree.
This question received a total of 1816 responses. Following is a graphical representation of the actual responses received.


17. Efforts taken by teachers to encourage you to participate in extracurricular activities

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.

This question received a total of 1808 responses. Following is a graphical representation of the actual responses received.
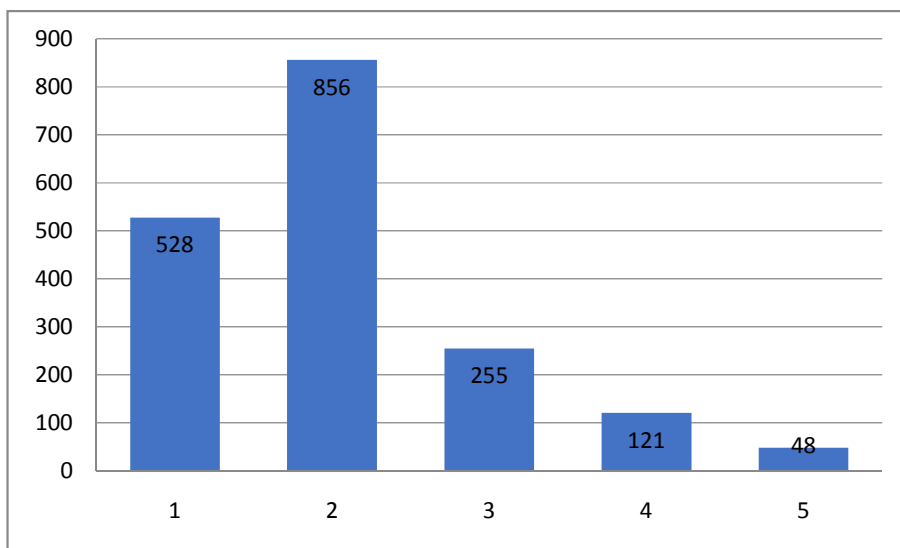
18. Efforts taken by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

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%.
This question received a total of 1808 responses. Following is a graphical representation of the actual responses received.

Following is a graphical representation of the responses received in percentage.

19. Percentage of teachers using ICT tools such as LCD projector, Multimedia, etc. while teaching.

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.

This question received a total of 1807 responses. Following is a graphical representation of the actual responses received.
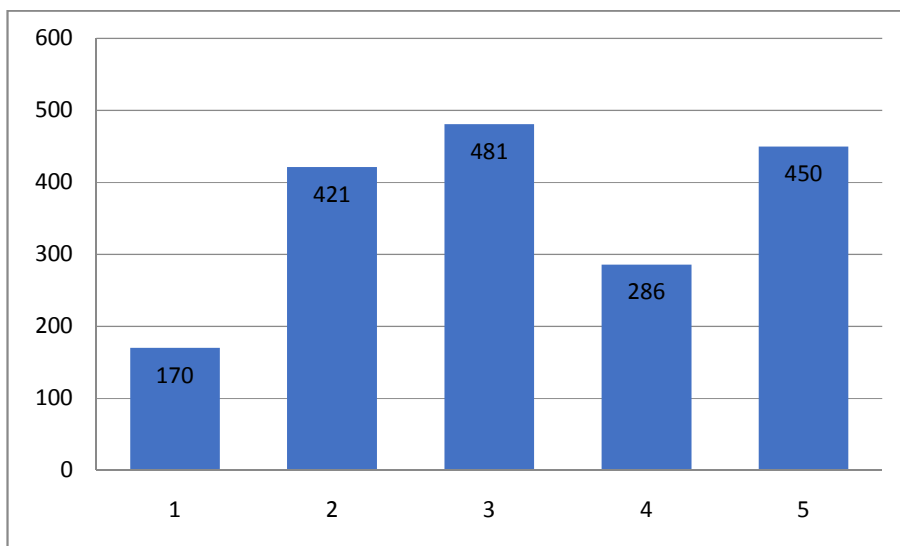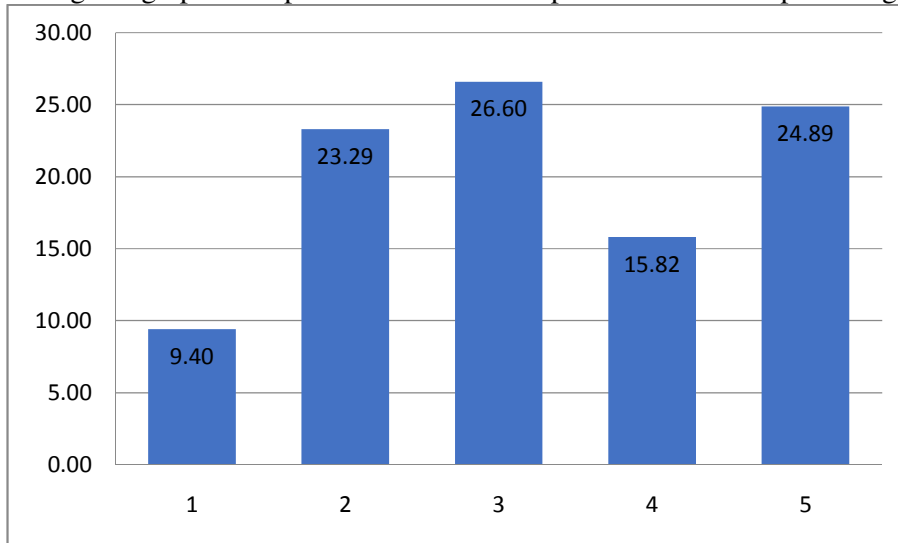

20. Overall quality of teaching-learning process.

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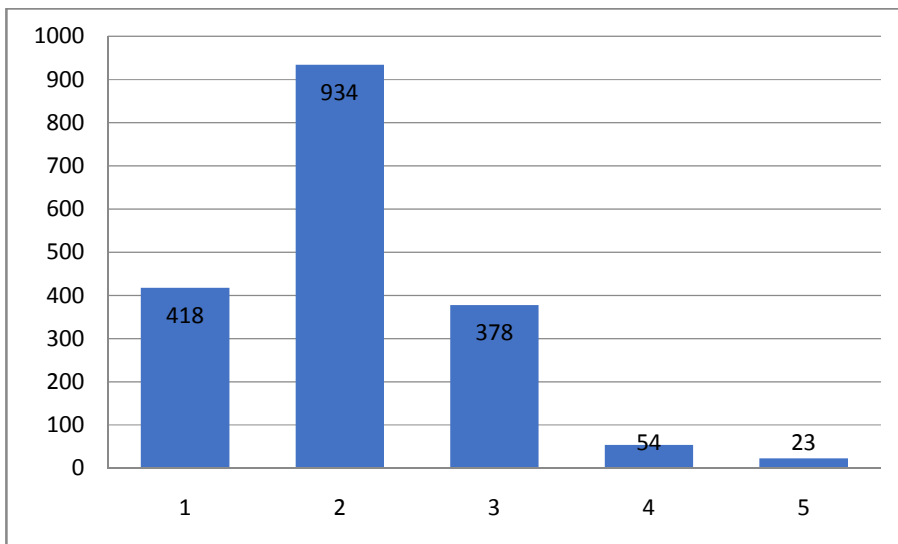
Student Satisfaction Survey – Sample Questionnaire

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) Wont 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

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. Give three observation / suggestions to improve the overall teaching learning experience
    in your institution.
    _____
    _____
    _____
    _____

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