



## Prahladrai Dalmia Lions College of Commerce & Economics

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

### Student Satisfaction Survey 2023-24


The students' overall satisfaction was recorded with help of student satisfaction survey. Total 657 students responded to the survey.

There are twenty objective questions in the questionnaire and three open ended questions.

The students responded to the twenty objective questions on a scale of 4 to 0. The most positive response rated as 4 whereas the most negative one as 0. The mean score for each question is calculated and the overall mean is arrived at. This figure ranges between 4 to 0 and represents the mean satisfaction level of the students of the institute. This figure is the score of the Student Satisfaction Survey.

Questions	A	B	C	D	E	Total	Average
1	323	138	35	30	131	657	2.749
2	188	418	34	10	7	657	3.172
3	354	176	103	15	9	657	3.295
4	203	239	166	37	12	657	2.889
5	304	226	96	14	17	657	3.196
6	327	190	79	38	23	657	3.157
7	288	163	123	60	23	657	2.963
8	176	295	137	34	15	657	2.887
9	212	283	124	24	14	657	2.997
10	274	243	90	32	18	657	3.100
11	294	225	90	34	14	657	3.143
12	346	213	63	25	10	657	3.309
13	275	212	97	46	27	657	3.008
14	251	194	101	73	38	657	2.833
15	212	275	121	31	18	657	2.962
16	220	272	98	44	23	657	2.947
17	240	277	106	22	12	657	3.082
18	256	252	92	44	13	657	3.056
19	159	217	126	71	84	657	2.451
20	215	296	107	24	15	657	3.023
<b>Overall Average</b>							<b>3.011</b>

The overall satisfaction score of the responses taken from the students comes down to 3.011 (the range should be between 0 to 4).

  
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### 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).

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

  
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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?

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

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


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