



Annai Hajira Women's College

Melapalayam, Tirumelveli – 627 005

(A Unit of As-Sathiq Educational Society)

(Affiliated to Manonmaniam Sundaranar University)

INTERNAL QUALITY ASSURANCE CELL (IQAC)

Student Satisfaction Survey (SSS)



www.annaihajiracollege.ac.in

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Student Satisfaction Survey(SSS) Report (2022 – 2023)

- From 2017 onwards the NAAC (National Assessment and Accreditation Council) has endeavoured to conduct a Student Experience Survey the results of which will go into the accreditation process.
- Student Satisfaction Survey is conducted to know about the students' perception about Teaching – Learning and Evaluation, which will help to upgrade the quality of process followed in our institution.
- The questionnaire consists of several facets of the teaching learning process. Questions vary from specific teaching skills of the teacher, to his overall approach to the educational process. Specific skills of the teacher like, subject knowledge, communication skills, class preparation, and use of ICT tools are part of the questionnaire.
- The overall approach of the teacher and institution with respect to providing the right environment, motivation, interpersonal relationships, feedback etc. forms the second major component of the questionnaire.
- The questionnaire will be based on the Likert scale, that means the responses are scaled from 0 to 4, with the most positive response being rated as 4 and the most negative response being rated as 0. The score emerging out of the survey is part of the second criterion on Teaching— Learning and Evaluation, out of the seven NAAC criteria.
- In SSS there would be twenty one questions all over. Twenty of the twenty one questions are objective in nature, while one question is open ended to elicit observations and suggestions for improvements providing an opportunity to the student to give suggestions and criticisms in their own words.
- The email ids of the students currently pursuing the degree was acquired from all the UG programmes. This was around 560 in number and the questionnaire was sent in Google forms.
- The fetched response from 116 students was recorded and performance of teachers were analyzed with regards to the feedback provided and the end analysis of the survey is done.
- Inference from the feedback is analyzed thoroughly and corrective measures are being implemented.

MOCK STUDENT SATISFACTION SURVEY

Guidelines for Students

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

* Indicates required question

1. A) Please confirm this is the first and only time you answer this survey. *

Mark only one oval.

Yes

No

2. B) College Name: *

3. C) Age: *

4. D) Gender *

Mark only one oval.

Female

Male

Transgender

5. E) What degree program are you pursuing now? *

Mark only one oval.

- Bachelor's
- Master's
- MPhil
- Doctorate
- Other

6. (F) What subject area are you currently pursuing? *

Mark only one oval.

- Arts
- Commerce
- Science
- Professional
- Other

Criterion II – Teaching–Learning and Evaluation Student Satisfaction Survey on Teaching Learning Process

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's 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)

Following are questions for online student satisfaction survey regarding teaching learning process.

7. 1. How much of the syllabus was covered in the class? *

Mark only one oval.

- 4- 85 to 100%
- 3 - 70 to 84%
- 2 - 55 to 69%
- 1- 30 to 54%
- 0 -Below 30%

8. 2. How well did the teachers prepare for the classes? *

Mark only one oval.

- 4 -Thoroughly
- 3 - Satisfactorily
- 2 - Poorly
- 1 - Indifferently
- 0 - Won't teach at all

9. 3. How well were the teachers able to communicate? *

Mark only one oval.

- 4 - Always effective
- 3 - Sometimes effective
- 2 - Just satisfactorily
- 1- Generally ineffective
- 0- Very poor communication

10. 4. The teacher's approach to teaching can best be described as *

Mark only one oval.

- 4- Excellent
- 3 - Very good
- 2 - Good
- 1 - Fair
- 0- Poor

11. 5. Fairness of the internal evaluation process by the teachers. *

Mark only one oval.

- 4 - Always fair
- 3 - Usually fair
- 2 - Sometimes unfair
- 1 - Usually unfair
- 0- Unfair

12. 6. Was your performance in assignments discussed with you? *

Mark only one oval.

- 4 - Every time
- 3 - Usually
- 2 - Occasionally/Sometimes
- 1 - Rarely
- 0- Never

13. 7. The institute takes active interest in promoting internship, student exchange, *
field visit opportunities for students.

Mark only one oval.

- 4 – Regularly
 3 – Often
 2 – Sometimes
 1 – Rarely
 0– Never

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

Mark only one oval.

- 4 – Significantly
 3 – Very well
 2 – Moderately
 1 – Marginally
 0– Not at all

15. 9. The institution provides multiple opportunities to learn and grow. *

Mark only one oval.

- 4 – Strongly agree
 3 – Agree
 2 – Neutral
 1 – Disagree
 0– Strongly disagree

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

Mark only one oval.

- 4 – Every time
 3 – Usually
 2 – Occasionally/Sometimes
 1 – Rarely
 0 – Never

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

Mark only one oval.

- 4 – Every time
 3 – Usually
 2 – Occasionally/Sometimes
 1 – Rarely
 0 – I don't have a mentor

18. 12. The teachers illustrate the concepts through examples and applications. *

Mark only one oval.

- 4 – Every time
 3 – Usually
 2 – Occasionally/Sometimes
 1 – Rarely
 0 – Never

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

Mark only one oval.

- 4 – Fully
 3 – Reasonably
 2 – Partially
 1 – Slightly
 0– Unable to

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

Mark only one oval.

- 4 – Every time
 3 – Usually
 2 – Occasionally/Sometimes
 1 – Rarely
 0 – Never

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

Mark only one oval.

- 4 – Strongly agree
 3 – Agree
 2 – Neutral
 1 – Disagree
 0 – Strongly disagree

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

Mark only one oval.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

23. 17. Teachers encourage you to participate in extracurricular activities. *

Mark only one oval.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

24. 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.

Mark only one oval.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

25. 19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. *

Mark only one oval.

- 4 – Above 90%
- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%

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

Mark only one oval.

- 4 –Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

27. 21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution. *

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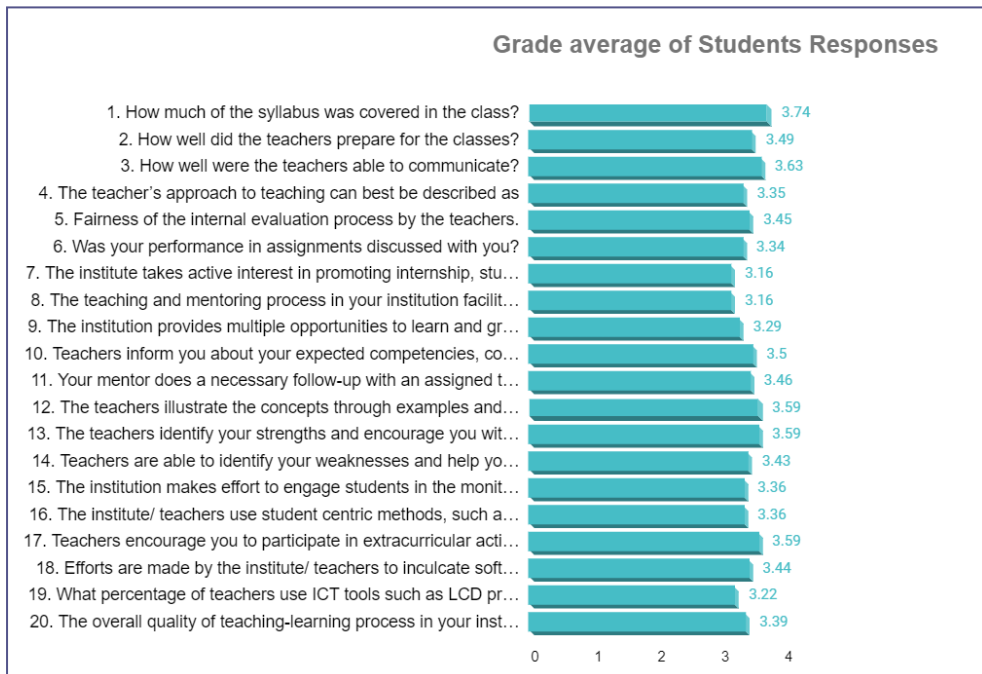
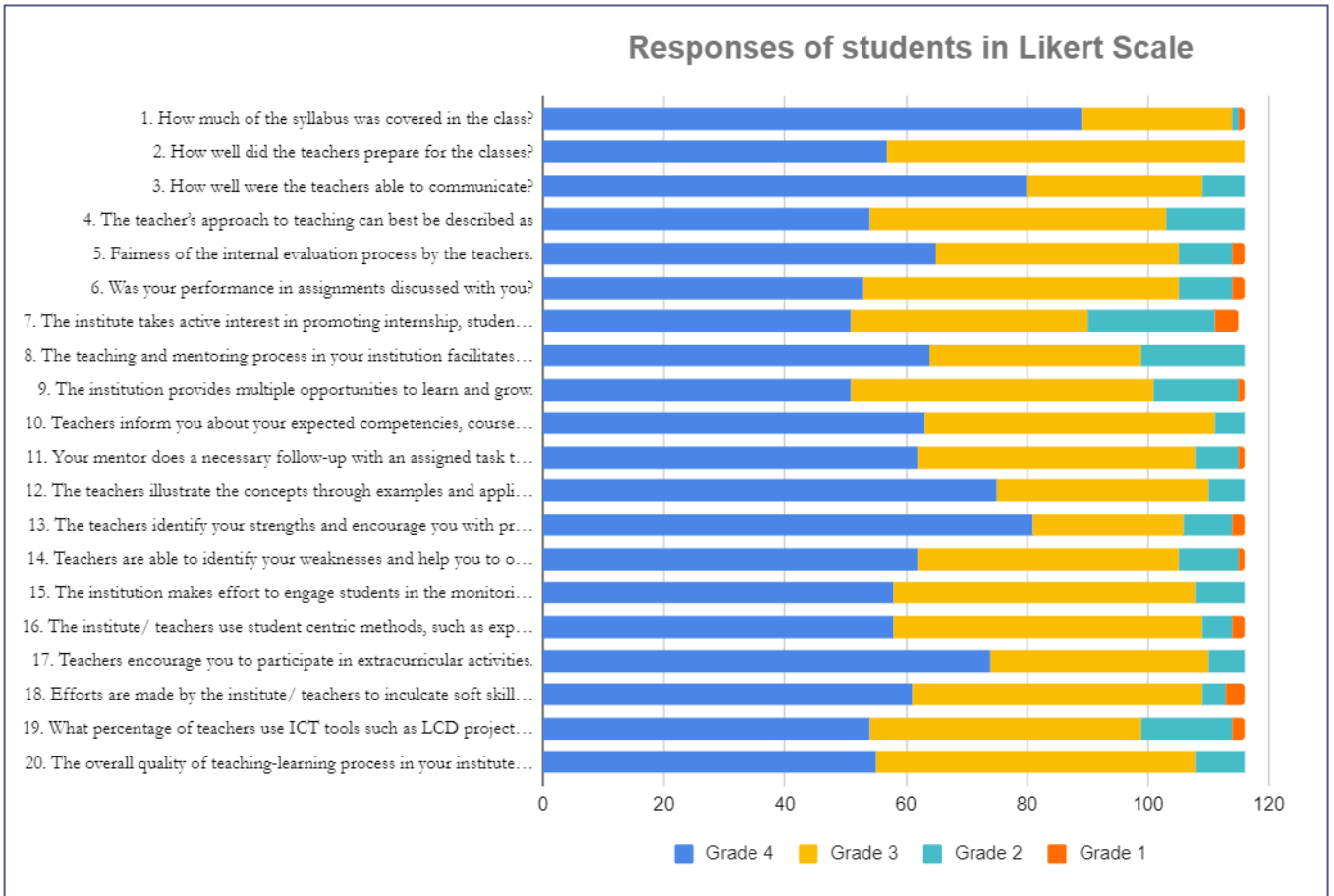


Analysis of Student Satisfaction Survey (SSS)

S.No.	Topic	Gr. 4	Gr. 3	Gr. 2	Gr. 1	Tot.	Gr. Avg.
1	How much of the syllabus was covered in the class?	89	25	1	1	116	3.74
2	How well did the teachers prepare for the classes?	57	59	0	0	116	3.49
3	How well were the teachers able to communicate?	80	29	7	0	116	3.63
4	The teacher's approach to teaching can best be described as	54	49	13	0	116	3.35
5	Fairness of the internal evaluation process by the teachers.	65	40	9	2	116	3.45
6	Was your performance in assignments discussed with you?	53	52	9	2	116	3.34
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	51	39	21	4	115	3.16
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	64	35	17	0	116	3.16
9	The institution provides multiple opportunities to learn and grow.	51	50	14	1	116	3.29
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	63	48	5	0	116	3.5
11	Your mentor does a necessary follow-up with an assigned task to you.	62	46	7	1	116	3.46
12	The teachers illustrate the concepts through examples and applications.	75	35	6	0	116	3.59
13	The teachers identify your strengths and encourage you with providing right level of challenges.	81	25	8	2	116	3.59
14	Teachers are able to identify your weaknesses and help you to overcome them.	62	43	10	1	116	3.43
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	58	50	8	0	116	3.36
16	The institute/ teachers use student centric methods, such as experiential, participative learning and problem solving methodologies for enhancing learning experiences.	58	51	5	2	116	3.36
17	Teachers encourage you to participate in extracurricular activities.	74	36	6	0	116	3.59
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.	61	48	4	3	116	3.44
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	54	45	15	2	116	3.22
20	The overall quality of teaching-learning process in your institute is very good.	55	53	8	0	116	3.39

Overall cumulative average = 3.427

Graphical Representation of the Responses



Inferences

S.N o.	Topic	Inference
1	How much of the syllabus was covered in the class?	More than 98% of the students mentioned that 70-100% of the syllabus was covered in the class; Among them 77% agreed with the coverage of 85-100% syllabus.
2	How well did the teachers prepare for the classes?	100 % of the students feel that the teachers preparedness for the classes are more than satisfactory level.
3	How well were the teachers able to communicate?	Nearly 95% of the students are satisfied with the staff members' communication ability.
4	The teacher's approach to teaching can best be described as	Nearly 90% described the teacher's approach as "Very good" and 47% described the same as "Excellent"
5	Fairness of the internal evaluation process by the teachers.	More than 90% have concluded that the evaluation process is "Usually Fair"
6	Was your performance in assignments discussed with you?	90% of the students agreed that the performance in assignments are discussed with them
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	About 88% responded as the institution often takes active interest in Internships, exchange programs and field visits
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	More than 85% are commented that the institution facilitates them in cognitive, social, emotional growth through teaching and mentoring process.
9	The institution provides multiple opportunities to learn and grow.	87% agreed that the institution provides multiple opportunities to learn and grow.
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	More than 95% described that the teachers usually inform about the competencies and outcomes.
11	Your mentor does a necessary follow-up with an assigned task to you.	More than 93% commented that the mentor usually does necessary follow-up with an assigned task.
12	The teachers illustrate the concepts through examples and applications.	95% agreed that the teachers usually illustrate the concepts through examples and applications.
13	The teachers identify your strengths and encourage you with providing right level of challenges.	70% of the students mentioned that the teachers "Fully" identified the strengths and encourage them.
14	Teachers are able to identify your weaknesses and help you to overcome them.	90% responded that the teachers are able to identify their weakness and help them to overcome them.
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	More than 93% agreed this comment about the quality improvement of the teaching learning process.
16	The institute/ teachers use student centric methods, such as experiential, participative learning and problem solving methodologies for enhancing learning experiences.	94% mentioned that the teachers use student centric methods; Among them 44% agreed the same with great extent.
17	Teachers encourage you to participate in extracurricular activities.	Nearly 95% agreed that the teachers encourage them 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.	94% agreed that efforts are made to inculcate soft skills, life skills and employability skills; Among them 53% agreed it to a great extent.
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	More than 86% agreed that above 70% of the teachers use ICT tools while teaching.
20	The overall quality of teaching-learning process in your institute is very good.	93% of the students commented that the overall quality of teaching-learning process is "Very Good"

Action Taken Report

S.No.	Feedback Response of suggestions/criticisms for the open ended question (question no. 21)	Action Taken
1.	Use of visual aids and ICT tools can be better	<ul style="list-style-type: none"> ➤ Faculty members are constantly encouraged to make use of ICT tools during class hours.
2.	The number of Extra-curricular activities can be enriched	<ul style="list-style-type: none"> ➤ The college itself has various committees and cell to assist them in participating in extracurricular activities. ➤ Each year, the college hosts a cultural competition to stir up students' interest and the winners are awarded. ➤ Certificate courses are implemented to enrich extra-curricular activities.
3.	Outreach activities, hands-on trainings, Internships can be improved	<ul style="list-style-type: none"> ➤ As Hajira Outreach Programme for Empowerment (HOPE) is already implemented, it was advised to enhance the quality and quantity of outreach activities. ➤ Workshops with hands-on sessions can also be done periodically to address this. ➤ Department heads are urged to constantly encourage students to participate in seminars, intercollegiate competitions, paper presentations and internships that will help them develop their skills.
4.	Improvement in overall quality of teaching-learning process needed	<ul style="list-style-type: none"> ➤ Faculty members are encouraged to participate in seminars, guest lectures, and other activities, as well as to register for FDP in order to gain knowledge about recent trends and developments in research as well as ICT based teaching.