

JINDAL COLLEGE FOR WOMEN

STUDENT SATISFACTION SURVEY 2019-20

A questionnaire with 20 questions was prepared by the committee. It was decided to collect feedback online from the students. For each question, students' will have to select one option which are assigned different weightages.

For example, for the question, HOW WELL WERE THE TEACHERS ABLE TO COMMUNICATE? the options given were - 4 – Always effective, 3 – Sometimes effective, 2 – Just satisfactorily, 1– Generally ineffective, 0– Very poor communication

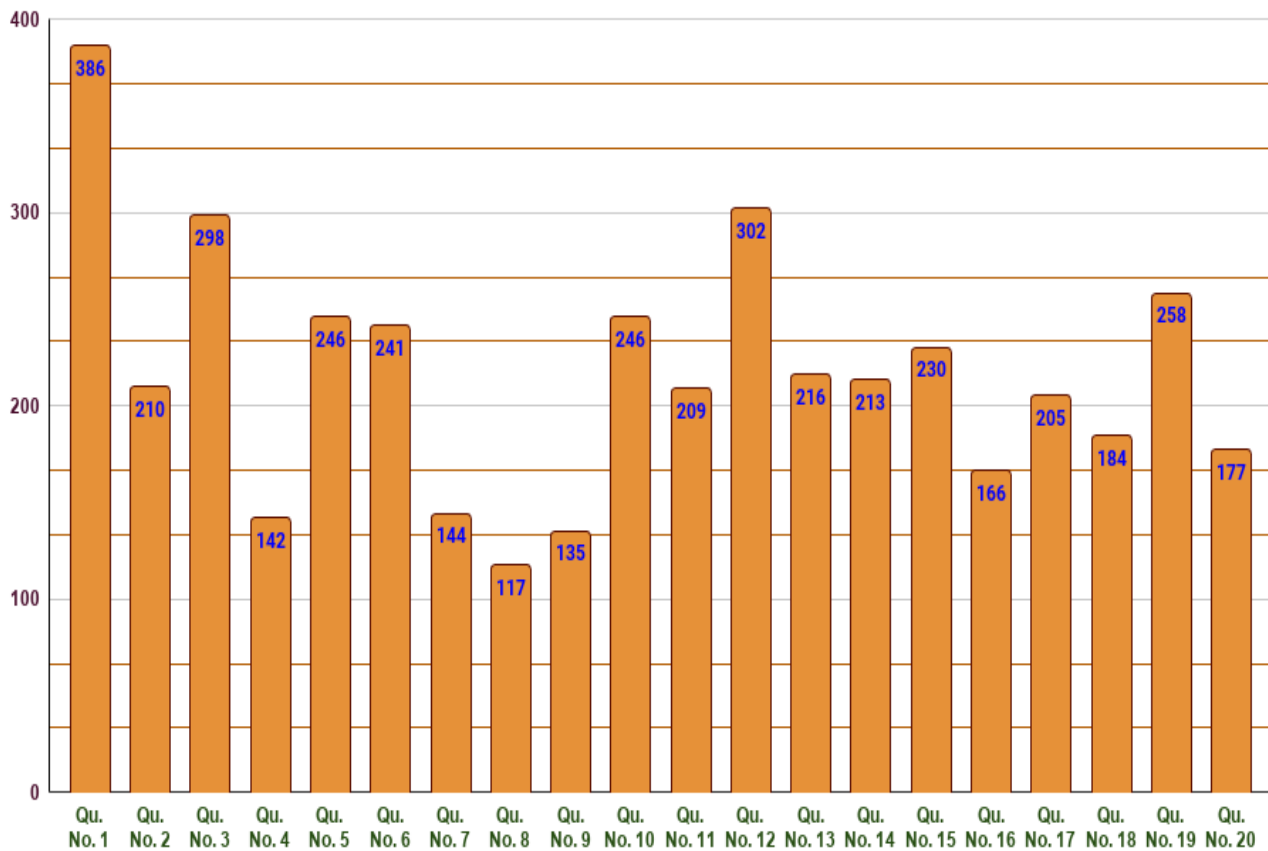
The questions used for survey are –

1. How much of the syllabus was covered in the class?
2. How well did the teachers prepare for the classes?
3. How well were the teachers able to communicate?
4. The teacher's approach to teaching can best be described as?
5. Fairness of the internal evaluation process by the teachers.
6. Was your performance in assignments discussed with you?
7. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
9. The institution provides multiple opportunities to learn and grow.
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
11. Your mentor does a necessary follow-up with an assigned task to you.
12. The teachers illustrate the concepts through examples and applications.
13. The teachers identify your strengths and encourage you with providing right level of challenges.
14. Teachers are able to identify your weaknesses and help you to overcome them.
15. The institution makes effort to engage students in monitoring, review and continuous quality improvement of the teaching.
16. The institute/teachers use student-centric methods, such as experiential learning, participative learning and problem solving methodologies
17. Teachers encourage you to participate in extracurricular activities.
18. Efforts are made 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 while teaching?
20. The overall quality of teaching-learning process in your institute is very good.

An online form with the above questions was created and circulated to all the students. A total of 497 samples were collected and the data was tabulated. The graph given below depicts the questions for which the students have given the highest rating (Qu. No. 1, 12 & 19). It is evident that, from the graph enclosed, The students have given feedback that all the questions are satisfactory and more than 50% of students have given highest rating to most of the questions. However, for the principle of continuous improvement, all the questions are analyzed in depth.

GRAPH OF HIGHEST RATING

STUDENT SATISFACTION SURVEY 2019-20



Students have appreciated their highest for the Question No. 1 syllabus completion, Question No. 12 Teachers illustrate the concepts through examples and applications. All the questions given in the table below are performing satisfactorily and nearly 50% of samples collected have given the highest rating to questions. However, questions numbered 4, 7, 8, 9, are performing less. The report will be placed before the concerned authorities for continuous improvement in the areas where the questions are underperforming.

The order of highest to lowest, i.e., EXCELLENT to LOW PERFORMER are as follows:

SL.NO	SL.NO QUESTION NO. OF SAMPLES WITH HIGHEST RATNG	NO. OF SAMPLES WITH HIGHEST RATNG
1	How much of the syllabus was covered in the class?	386
2	The teachers illustrate the concepts through examples and applications.	302
3	How well were the teachers able to communicate?	298
4	What percentage of teachers use ICT tools while teaching?	258
5	Fairness of the internal evaluation process by the teachers.	246
6	Teachers inform you about your expected competencies, course outcomes and programme outcomes	246
7	Was your performance in assignments discussed with you?	241
8	The institution makes effort to engage students in monitoring, review and continuous quality improvement of the teaching.	241
9	The teachers identify your strengths and encourage you with providing right level of challenges.	230
10	Teachers are able to identify your weaknesses and help you to overcome them	216
11	How well did the teachers prepare for the classes?	213
12	Your mentor does a necessary follow-up with an assigned task to you.	210
13	Teachers encourage you to participate in extracurricular activities.	209
14	Efforts are made to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	205
15	The overall quality of teaching-learning process in your institute is very good.	184
16	The institute/teachers use student-centric methods, such as experiential learning, participative learning and problem solving methodologies	177
17	The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.	142
18	The teacher's approach to teaching can best be described as?	144
19	The institution provides multiple opportunities to learn and grow.	135
20	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	117

RECOMMENDATIONS FOR UNDERPERFORMING QUESTIONS

- 1) Challenging problems to be given to advanced learners.
- 2) Mentoring to be strengthened
- 3) Innovative teaching methods can be tried by teachers

- 4) Students to be well oriented about the course and programme outcomes along with the relevant career opportunities
- 5) Increase the number of Field visits, Industrial visits etc.