

Report of the Student Satisfaction Survey 2020-21

Introduction: The purpose of educational institution is to provide quality education to the aspirants. Therefore, students are the main stakeholders of an educational institution. The higher education in India of the present day is demanding excellence for employability. Keeping this in view the Besant Evening College is trying to impart quality education to those who aspire for education while they earn or pursue other professional courses. Feedback mechanism both formal and non-formal constitutes an integral part of quality sustenance and quality improvement. With this background a student satisfaction survey was conducted.

Objective of the Study: The level of satisfaction of the beneficiaries will help to continuously improve the quality of education in any institution. It sets the yardstick or bench mark for the educational institutions. The institutions of the present day should try to increase the quality of education and increase the contentment level of the students. With this objective student satisfaction survey was conducted in the college.

Sources of Data: To evaluate the satisfaction level of the students about the facilities available in the college a student satisfaction survey was conducted during the third week of September, when the delayed academic year is about to close. Pre designed Google forms, based on the format supplied by NAAC were sent to the respondents. The various attributes have been measured with a 5-point scale. Information has been gathered from a sample of 72 student respondents of which 33.3 are male and 66.7 are female and 19.4 per cent are from masters and 80.6 per cent are from bachelors.

Analysis and Interpretation: The results of the study show the following results:

i. Syllabus Completion: Curriculum delivery is an integral part of education and completion of the syllabus is an important part of the teaching and learning process. A total of 25.4 per cent of the respondents opined that 85 to 100 percent of the syllabus has been completed, 42.9 percent opined that 75 to 84 per cent of the syllabus has been completed and 22.5 per cent opined that 55 to 69 percent of the syllabus has been completed and 9.8 per cent of the respondents opined that less than 55 per cent of the syllabus has been completed.

ii. Teacher's Preparation for Classes: A total of 25 per cent of the respondents felt that the teachers prepare thoroughly, 65.3 per cent opined teachers prepare satisfactorily and 9.7 percent feel that the teachers prepare poorly.

iii. Ability to Communicate: A total of 44.4 per cent of the respondents perceive that the teachers are always able to communicate well and another 44.4 per cent of the respondents perceive that the teachers are sometimes able to communicate well.

iv. Teacher's Approach to Teaching: A total of 20.8 per cent of the respondents perceive that the teachers approach to teaching can be described as excellent, 38.9 per cent of the respondents perceive that the teachers approach to teaching is very good and 29.2 percent perceive that the approach of the teachers to teaching is good.

V. Internal Evaluation Process: Of the 72 responses received 44.4 percent of the respondents feel that the process of internal evaluation is always fair and another 44.4 percent of the respondents perceive that the process is usually fair and 8.3 per cent perceive that it is usually unfair.

VI. Performance in Assignments: Of all the respondents 27.8 per cent of the respondents opine that the performance in assignments was discussed every time with them, another 30.6 per cent of them say that the performance was usually discussed with them 20.8 per cent feel that it is sometimes discussed with them.

VII. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students: About the query 14.1 per cent perceive that the institute always takes active interest, 39.4 per cent perceive often and 32.4 per cent perceive some times.

VIII. The teaching and mentoring process in the institution facilitates you in cognitive, social and emotional growth: About this query, of all 70 responses 22.9 per cent perceive significantly, 35.7 percent very well and 34.3 per cent moderately.

IX. The institution provides multiple opportunities to learn and grow: Of the 71 responses received 26.6 per cent respondents strongly agree, 50 per cent of the respondents agree and 16.7 per cent are neutral.

X. Teachers inform you about your expected competencies, course outcomes and programme outcomes: Regarding these 71 respondents

responded. Of all the respondents 36.6 per cent of the respondents said every time teacher informs them about the aspects mentioned 40.8 per cent said usually and 16.9 per cent said some times the teachers inform.

XI. Your mentor does a necessary follow-up with an assigned task to you:

About this facet 70 respondents responded. Of the respondents 26.6 per cent feel every time, 44.3 per cent feel usually and 20 per cent feel occasionally the mentor does a necessary follow up.

XII. The teachers illustrate the concepts through examples and applications:

About this subject 70 respondents responded. Of the respondents 47.1 per cent of the respondents supposed that every time, 38.6 per cent believed every time and 10 per cent thought sometimes the teachers illustrate the concepts with examples.

XIII. The teachers identify your strengths and encourage you with providing right level of challenges:

As far as the said issue is concerned 47.1 per cent perceive fully, 34.3 per cent feel reasonably and 12.9 per cent perceived partially.

XIV. Teachers are able to identify your weakness and help you to overcome them:

Of all the 70 respondents, 35.7 per cent of the respondents perceive that every time, 34.3 per cent perceive usually and 15.7 per cent perceive sometimes the teachers are able to identify their weakness and help to overcome them.

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

Of the 70 responses received, 22.9 per cent of the respondents strongly agree, 57.1 per cent agree and 15.7 per cent are neutral about the statement that the institution makes effort to engage students in the improvement of the teaching learning process.

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

69 respondents responded to this attribute. 30.4 percent of them perceive that the institute/teachers use student centric, methods to a great extent, 47.8 per cent opined to a moderate extent and 15.7 to some extent.

XVII. Teachers encourage you to participate in extracurricular activities:

Of the 70 respondents, 47.1 per cent respondents strongly agree the statement and another 44.3 per cent agree the statement.

XVIII. 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:

Of the 70 respondents, 27.1 per cent felt that the institute inculcates soft skills, life skills and employability skills to a great extent, 51.4 per cent opined to a moderate extent and 11.4 per cent said to some extent.

XIX. What percentage of teachers use ICT tools such as LCD projector multimedia, etc, while teaching:

Of the 70 responses received, 17.4 per cent of the respondents perceive that the teachers use ICT tools to an extent of more than 90 per cent, 30.4 per cent feel to the extent of 70 to 89 per cent, 17.4 per cent feel that the tools are used to the extent of 50 to 69 per cent 34.8 per cent feel the use is less than 49 per cent.

XX. The overall quality of teaching learning process in your institute is very good:

Of the 70 responses received to this attribute 28.6 per cent of the respondents strongly agree with the statement that the overall quality of teaching learning process in the institute is very good, 55.7 percent agree and 12.9 per cent are neutral.

Conclusion: It is a fruitful exercise to know the perceived level of student satisfaction about the teaching and learning evaluation method in the college. Of all the respondents 17 respondents have given suggestions or observations. One suggestion received is about larger use of ICT, another is about scheduling of tests, assignments to reduce pressure on the students, one suggestion that has come is to organise more sports and games events, one suggestion is about providing better facilities.