# Student Satisfaction Survey
## A.Y.2019-20
## Report

**Objective:** The Student Satisfaction Survey was conducted to capture the perception of the students regarding the teaching-learning and evaluation process in Smt.CHM College.

**The Sample**: The Survey was carried out among the present batch of the final year students of all the Under-Graduate Programmes (UG) who were enrolled in the First Year Class in the Academic Year 2019-20. The questionnaire suggested in the NAAC Mannual was prepared and circulated through email. Email were sent to 1591 respnodents, 739 responses were received. 223 respondents reported Male gender and 481 respondents reported female gender. One respondent reported the Others category.

The table given below shows the Programme and Gender wise distribution of the respondents.

**Table 1: Frequency Distribution of the Respondents as per the Programmes and Gender**

| Programmes | Gender | | | Total |
|---|---|---|---|---|
| | Male | Female | Others | |
| BA | 24 | 72 | 0 | 96 |
| BCOM. (Plain) | 94 | 180 | 0 | 274 |
| BSc. (Plain) | 72 | 145 | 0 | 217 |
| BAF | 1 | 11 | 0 | 12 |
| BCBI | 10 | 32 | 0 | 42 |
| BFM | 9 | 10 | 0 | 19 |
| BMM | 8 | 21 | 0 | 29 |
| BMS | 5 | 10 | 0 | 15 |
| BSc. Biotechnology | 2 | 6 | 1* | 9 |
| Bsc. IT | 1 | 2 | 0 | 3 |
| BSc. Computer Science | 14 | 9 | 0 | 23 |
| **Total** | 223 | 481 | 1* | 739 |

*Note: In above table one student is marked in "Others" However college doesn't have such case in Admission record. Therfore it is verified and found the entry was wrongly made by a male student.*

**Analysis:** The mean score of each of the twenty close-ended objective types of questions was calculated and an overall mean was arrived at. The open-ended question was analysed by aggregating the most frequent responses.

**Findings:** Table 2 given below shows the mean score of each of the twenty objective type questions.

## Table 2: Mean Score of the Responses for Twenty Objective Questions

| Sr. No. | Question | Score | | | | | Total responses | Total Score | Mean Score |
|---|---|---|---|---|---|---|---|---|---|
| | | 0 | 1 | 2 | 3 | 4 | | | |
| 1 | How much of the syllabus was covered in the class? | 7 | 42 | 102 | 201 | 387 | 739 | 2397 | 3.2435724 |
| 2 | How well did the teachers prepare for the classes/lectures? | 1 | 6 | 10 | 399 | 323 | 739 | 2515 | 3.40324763 |
| 3 | How well were the teachers able to communicate during lectures? | 2 | 8 | 59 | 179 | 491 | 739 | 2627 | 3.55480379 |
| 4 | The teacher's approach to teaching can best be described as | 3 | 13 | 88 | 326 | 309 | 739 | 2403 | 3.25169147 |
| 5 | Fairness of the internal evaluation process by the teachers. | 3 | 4 | 36 | 231 | 465 | 739 | 2629 | 3.55751015 |
| 6 | Was your performance in assignments/projects/class tests discussed with you? | 19 | 30 | 85 | 222 | 383 | 739 | 2398 | 3.24492558 |
| 7 | The college takes an active interest in promoting internship, student exchange, field visit opportunities for students. | 31 | 51 | 158 | 238 | 261 | 739 | 2125 | 2.87550744 |
| 8 | The teaching and mentoring process in your college facilitates your cognitive, social and emotional growth. | 14 | 20 | 111 | 365 | 229 | 739 | 2253 | 3.04871448 |
| 9 | The college provides you with multiple opportunities to learn and grow. | 2 | 12 | 97 | 360 | 268 | 739 | 2358 | 3.19079838 |
| 10 | Teachers inform you about your expected competencies, course outcomes and programme outcomes. | 6 | 22 | 66 | 253 | 392 | 739 | 2481 | 3.35723951 |
| 11 | Your mentor does a necessary follow-up with your academic requirements and assigned tasks to you. | 23 | 25 | 80 | 253 | 358 | 739 | 2376 | 3.21515562 |
| 12 | The teachers illustrate the concepts through examples and applications. | 2 | 10 | 48 | 198 | 481 | 739 | 2624 | 3.55074425 |
| 13 | The teachers identify your strengths and encourage you by providing the right level of challenges. | 19 | 29 | 66 | 284 | 341 | 739 | 2377 | 3.2165088 |
| 14 | Teachers are able to identify your weaknesses and help you to overcome them. | 15 | 34 | 111 | 266 | 313 | 739 | 2306 | 3.12043302 |
| 15 | The college makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching-learning process. | 4 | 8 | 86 | 372 | 269 | 739 | 2372 | 3.2097429 |
| 16 | The institute/ teachers use student-centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. | 6 | 17 | 65 | 335 | 316 | 739 | 2416 | 3.26928281 |
| 17 | Teachers encourage you to participate in extracurricular activities. | 4 | 12 | 64 | 336 | 323 | 739 | 2440 | 3.30175913 |
| 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. | 9 | 23 | 59 | 315 | 333 | 739 | 2418 | 3.27198917 |

| 19 | What percentage of teachers use ICT tools such as LCD projectors, Multimedia, etc. while teaching? | 40 | 51 | 115 | 310 | 223 | 739 | 2103 | 2.84573748 |
| 20 | The overall quality of the teaching-learning process in your institute is very good. | 2 | 8 | 68 | 345 | 316 | 739 | 2443 | 3.30581867 |
| | Overall Mean | | | | | | | 48061 | 3.25175913 |

**The overall mean satisfaction level of the respondent learners is reported at 3.25175913.**