# Smt. Kasturbai Walchand College of Arts and Science, Sangli
## STUDENT SATISFACTION SURVEY
## Academic Year – 2020-21
## REPORT

Teaching - Learning process may be more fruitful if the students are satisfied with it. This will be significantly helpful for assurance and sustenance of the quality in higher education. In fact, the satisfaction is relative and sometimes it becomes impractical to attain every one's satisfaction. The student satisfaction is decided by the kinds of experiences they undergo, the level of comfort they feel and intellectual stimulations provided. It is known that, the feedback significantly showcases the actual quality of teaching learning process, strengths of teachers, effectiveness of the curriculum and areas wherein possible improvements can be ensured.

Emphasizing this fact, the student satisfaction survey is carried out and the report of this SSS is prepared.

To ensure students satisfaction survey (SSS), a dedicated SSS committee is constituted.

| Sr. No. | Name of Teacher | Designation |
|---------|-----------------|-------------|
| 1. | Mr. U. T. Pawar | Chairperson |
| 2. | Dr. P. N. Chougule | Member |
| 3. | Dr. S. S. Pachore | Member |
| 4. | Dr. S. G. Khadke | Member |
| 5. | Mrs. C. G. Magdum | Member |
| 6. | Dr. S. S. Wadkar | Member |
| 7. | Mrs. P. P. Kinikar | Member |
| 8. | Mr. D. A. Patil | Member |

The policy and procedure adopted to conduct SSS is as under:

With the view to realize satisfaction of the student in Teaching-Learning Process of the college, the Student Satisfaction Survey (SSS) is conducted in the college annually. The feedback mechanism established in the college is really helpful to ensure progressive development and to sustain quality in education as well. The feedback showcases actual quality of the teaching, strengths and weaknesses of the teaching and learning process and also provides significant inputs for progressive developments. While conducting SSS, the following rules and regulations are implemented.

**R-SSS-1**     Student Satisfaction Survey (SSS) should be conducted annually.

**R-SSS-2**     Questionnaire should be prepared by the SSS Committee and approved by the IQAC.

**R-SSS-3**     Questionnaire is comprises of 23 questions. Out of which 22 should be objective in nature and 23rd question should be of descriptive type.

**R-SSS-4**     SSS may be carried out in online mode using suitable platform.

**R-SSS-5**     Students should be notified well in advance through online mode so that maximum students may participate in this feedback mechanism.

| R-SSS-6 | Results of the SSS should be analyzed by auto report generation mechanism. |
|---|---|
| R-SSS-7 | A report of analysis should be submitted to IQAC for approval. |
| R-SSS-8 | The points suggested by the students for improvement should be conveyed to the Principal. |
| R-SSS-9 | The IQAC will recommend the report to CDC for further approval. |
| R-SSS-10 | Approved report should be uploaded on the college website. |

As per the direction given by the IQAC, the SSS is carried for all programs, Bachelor of Arts (B.A.), Bachelor of Science (B.Sc.), B.Sc. Biotechnology, B.Sc. Entire Computer Science, 8 – Programmes of M.A. and 6 – Programmes of M.Sc. For this survey the questionnaire of 23 questions was framed and approved by IQAC

- **The questionnaire approved by IQAC is as under:**

1. How much of the syllabus was covered in the class?
   वर्गात किती प्रमाणात अभ्यासक्रम पूर्ण करण्यात आला?

2. How well did the teachers prepare for the classes?
   वर्गात शिकविण्यासाठी शिक्षकांची तयारी कशी होती?

3. How well were the teachers able to communicate?
   शिक्षक आपणांशी किती चांगल्या पध्दतीने संवाद साधू शकले?

4. The teacher's approach to teaching can best be described as...
   अध्यापनाबाबत शिक्षकांच्या दृष्टिकोनाचे वर्णन कसे करता येईल?

5. Fairness of the internal evaluation process by the teachers
   शिक्षकांनी केलेल्या अंतर्गत मूल्यमापनाचा दर्जा कसा होता?

6. Was your performance in assignments discussed with you?
   तुम्हाला दिलेल्या स्वाध्यायाच्या आधारे तुमच्या कामगिरीबाबत तुमच्याशी कितपत चर्चा केली होती?

7. The course gave me competencies for pursuing higher studies and job opportunity.
   उच्चशिक्षण घेण्यासाठी आणि नोकरीच्या संधी मिळवण्यासाठी हा अभ्यासक्रम मला क्षमता प्रदान करतो.

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
   तुमच्या बौद्धिक, सामाजिक आणि भावनिक वृध्दीसाठी महाविद्यालयातील अध्यापन आणि मार्गदर्शन प्रक्रिया कितपत सुलभ आहेत?

9. The institution provides multiple opportunities to learn and grow?
   अध्ययन आणि विकासासाठी महाविद्यालय आपणास विविध संधी उपलब्ध करुन देते?

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
    शिक्षक तुम्हाला अपेक्षित क्षमता, अभ्यासक्रमाची उद्दिष्टे आणि फलनिष्पत्ती यांबद्दल कितपत माहिती सांगतात?

11. Your mentor does a necessary follow-up with an assigned task to you.
    तुमचे मार्गदर्शक तुम्हांला देण्यात आलेल्या स्वाध्यायाचा आढावा घेतात.

12. The teachers illustrate the concepts through examples and applications.
    उदाहरणे व उपयोग यांचा आधार घेऊन शिक्षक संकल्पना स्पष्ट करतात का?

13. The teachers identify your strengths and encourage you with providing right level of challenges.
    शिक्षक तुमची बलस्थाने ओळखून त्याप्रमाणे तुम्हाला आव्हाने देऊन प्रोत्साहन देतात का?

14. Teachers are able to identify your weaknesses and help you to overcome them.
शिक्षक तुमच्या कमतरता ओळखतात आणि त्या कमतरतेवर मात करण्यासाठी मदत करतात.

15. The institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching-learning process.
अध्यापन-अध्ययन प्रक्रियेचे परीक्षण,आढावा आणि सातत्यपूर्ण दर्जा सुधारणा यासाठी महाविद्यालय विद्यार्थ्यांना सहभागी करुन घेण्याचा प्रयत्न करते.

16. The institute / teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
अध्ययनाचा अनुभव अधिक समृद्ध बनविण्यासाठी प्रायोगिक अध्ययन, सहभागात्मक अध्ययन आणि समस्या निराकरण अशा प्रकारच्या विद्यार्थी केंद्रित पध्दतींचा वापर महाविद्यालय किंवा शिक्षक कितपत करतात?

17. Teachers encourage you to participate in extracurricular activities.
अभ्यासेतर उपक्रमांमध्ये सहभागी होण्यासाठी शिक्षक तुम्हाला प्रोत्साहन देतात.

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.
व्यावसायिक क्षेत्रामध्ये सक्षम होण्यासाठी तुमच्यामध्ये मृदू कौशल्ये, जीवन कौशल्ये आणि व्यवसाय कौशल्ये रुजविण्यासाठी महाविद्यालय किंवा शिक्षक कितपत प्रयत्न करतात?

19. Can online teaching mode be an alternative to the traditional blackboard teaching?
ऑनलाईन अध्यापन हे पारंपरिक खडू-फळा अध्यापन पद्धतीला पर्याय असू शकते.

20. Which of the following online teaching mode you think to be more suitable?
खालीलपैकी कोणती ऑनलाईन अध्यापनाची पद्धत तुम्हाला जास्त परिणामकारक वाटते?

21. Student dress code helps to inculcate conducive environment during teaching learning process.
विद्यार्थी गणवेश नियम अध्यापन-अध्ययन कार्यपद्धतीमध्ये अनुकूल वातावरण निर्मितीस मदत करतो.

22. The overall quality of teaching learning process in your institute is very good.
महाविद्यालयातील अध्यापन-अध्ययन प्रक्रियेचा एकूण दर्जा खूप चांगला आहे.

23. Give three observation / suggestions to improve the overall teaching learning experience in your institution.
महाविद्यालयातील अध्यापन-अध्ययन सुधारण्यासाठी तीन निरीक्षणे किंवा सूचना सुचवा.


The IQAC has directed to conduct SSS in online mode. Therefore, the Google platform was availed to conduct SSS. A dedicated Google form is generated, wherein Part A comprises of students credentials and part B comprises of the questionnaire of 23 questions for SSS. The 23rd question is descriptive where the students can freely express their views.

The process of feedback is announced through respective whatsapp and telegram groups, it is notified and appealed to respond the feedback process.
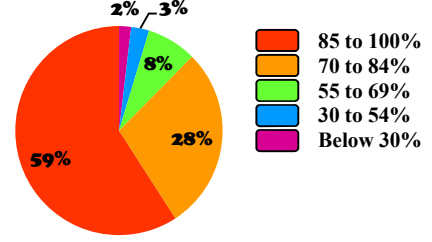
Responses from the students are collected and recorded in the auto generated worksheet. A period of one month is allotted for this process.

A total of 1259 students participated in this student satisfaction survey. By availing standard analysis process given by Google platform, the responses were analysed and results have been graphically presented.

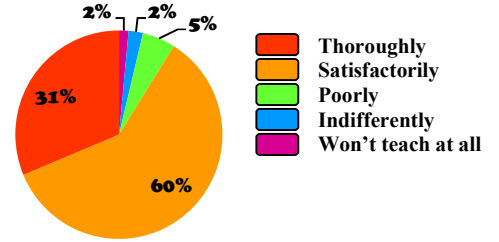**The report of SSS is question wise graphically summarized as below:**

1) **How much of the syllabus was covered in the class?**
   **वर्गात किती प्रमाणात अभ्यासक्रम पूर्ण करण्यात आला?**

       The 59% students responded that more than 85% syllabus was covered in the class. Moreover, 28% students are responded that, 70 to 80% syllabus was coverd in the class.
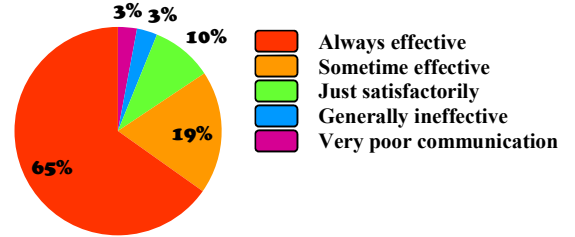
| Color | Label |
|---|---|
| ■ | 85 to 100% |
| ■ | 70 to 84% |
| ■ | 55 to 69% |
| ■ | 30 to 54% |
| ■ | Below 30% |

2) **How well did the teachers prepare for the classes?**
   **वर्गात शिकविण्यासाठी शिक्षकांची तयारी कशी होती?**

       More than 31% students responded that, their teachers are thoroughly prepared for the class Moreover, 60% students said satisfactorily preperation of the teachers.
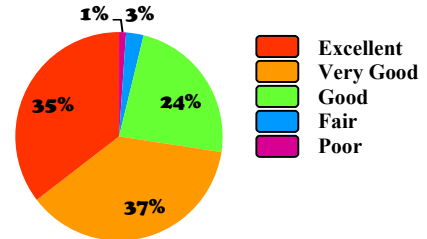
| Color | Label |
|---|---|
| ■ | Thoroughly |
| ■ | Satisfactorily |
| ■ | Poorly |
| ■ | Indifferently |
| ■ | Won't teach at all |

3) **How well were the teachers able to communicate?**
   **शिक्षक आपणांशी किती चांगल्या पध्दतीने संवाद साधू शकले?**

       The 65% students responded that their teachers communicate always effectively.

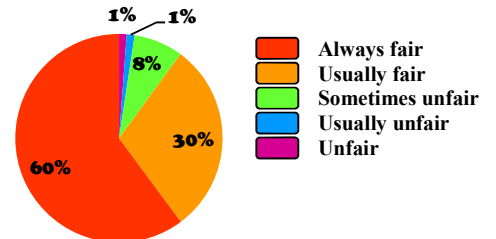| Color | Label |
|---|---|
| ■ | Always effective |
| ■ | Sometime effective |
| ■ | Just satisfactorily |
| ■ | Generally ineffective |
| ■ | Very poor communication |

4) **The teacher's approach to teaching can best be described as...**
   **अध्यापनाबाबत शिक्षकांच्या दृष्टिकोनाचे वर्णन कसे करता येईल?**

       More than 72% students responded that, their teacher's approach to teaching was very good. And 35% students responded that, their teacher's approach to teaching was excellent.
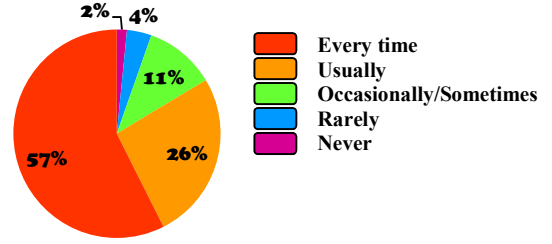
| Color | Label |
|---|---|
| ■ | Excellent |
| ■ | Very Good |
| ■ | Good |
| ■ | Fair |
| ■ | Poor |

5) **Fairness of the internal evaluation process by the teachers.**
   **शिक्षकांनी केलेल्या अंतर्गत मूल्यमापनाचा दर्जा कसा होता?**

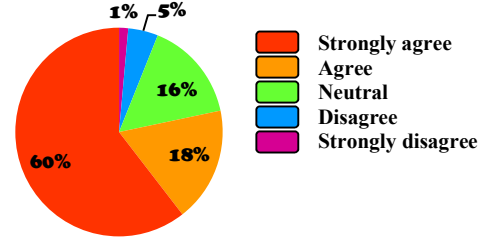       The 60% students responded that, their teacher's internal evaluation process is always fair.

| Color | Label |
|---|---|
| ■ | Always fair |
| ■ | Usually fair |
| ■ | Sometimes unfair |
| ■ | Usually unfair |
| ■ | Unfair |

**6) Was your performance in assignments discussed with you?**
तुम्हाला दिलेल्या स्वाध्यायाच्या आधारे तुमच्या कामगिरीबाबत तुमच्याशी कितपत चर्चा केली होती?

The 57% students responded that, their teachers discussed their performance in assignments with them every time.



Legend:
- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

(2%, 4%, 11%, 26%, 57%)

**7) The course gave me competencies for pursuing higher studies and job opportunity.**
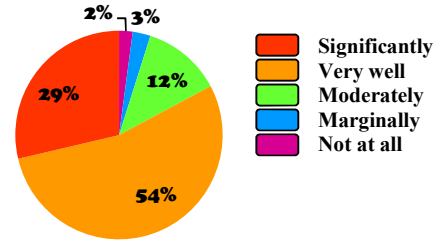उच्चशिक्षण घेण्यासाठी आणि नोकरीच्या संधी मिळवण्यासाठी हा अभ्यासक्रम मला क्षमता प्रदान करतो.

More than 60% students strongly agree that the course gave them competencies for pursuing higher studies and job opportunities.



Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

(1%, 5%, 16%, 18%, 60%)

**8) The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.**
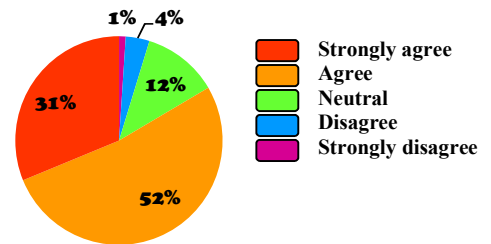तुमच्या बौद्धिक, सामाजिक आणि भावनिक वृद्धीसाठी महाविद्यालयातील अध्यापन आणि मार्गदर्शन प्रक्रिया कितपत सुलभ आहेत?

More than 29% students responded that, the teaching and mentoring process in the institution facilitates them significantly in cognitive, social and emotional growth.



Legend:
- Significantly
- Very well
- Moderately
- Marginally
- Not at all

(2%, 3%, 12%, 54%, 29%)

**9) The institution provides multiple opportunities to learn and grow?**
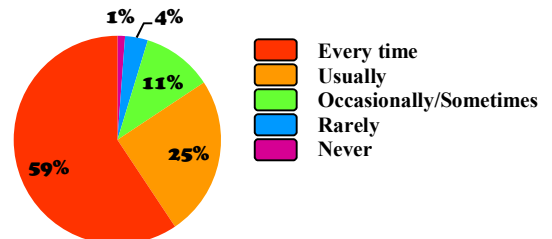अध्ययन आणि विकासासाठी महाविद्यालय आपणास विविध संधी उपलब्ध करुन देते?

More than 83% students responded that, they agree with the institution provides multiple opportunities to learn and grow.



Legend:
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

(1%, 4%, 12%, 52%, 31%)

**10) Teachers inform you about your expected competencies, course outcomes and programme outcomes.**
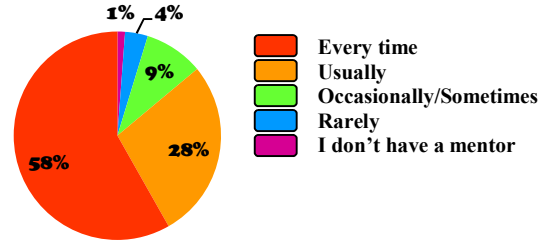शिक्षक तुम्हांला अपेक्षित क्षमता, अभ्यासक्रमाची उद्दिष्टे आणि फलनिष्पत्ती यांबद्दल कितपत माहिती सांगतात?

The 59% students responded that their teachers informed expected competencies, course outcomes and programme outcomes every time to them.
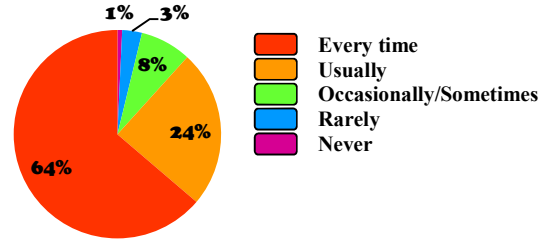


Legend:
- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

(1%, 4%, 11%, 25%, 59%)

**11) Your mentor does a necessary follow-up with an assigned task to you.**
तुमचे मार्गदर्शक तुम्हांला देण्यात आलेल्या स्वाध्यायाचा आढावा घेतात.

The 58% students responded that their mentor does every time a necessary follow-up with an assigned task to students.

- 1%
- 4%
- 9%
- 28%
- 58%

- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- I don't have a mentor

**12) The teachers illustrate the concepts through examples and applications.**
उदाहरणे व उपयोग यांचा आधार घेऊन शिक्षक संकल्पना स्पष्ट करतात का?

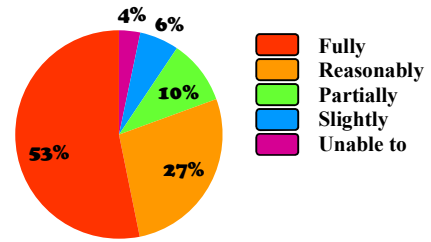The 64% students responded that their teachers illustrated the concepts through examples and applications every time.

- 1%
- 3%
- 8%
- 24%
- 64%

- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

**13) The teachers identify your strengths and encourage you with providing right level of challenges.**
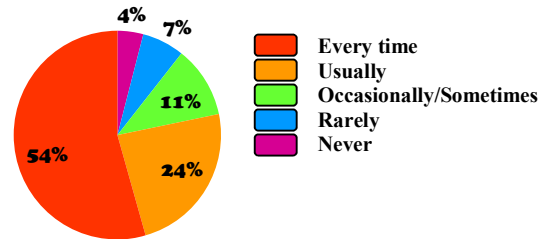शिक्षक तुमची बलस्थाने ओळखून त्याप्रमाणे तुम्हाला आव्हाने देऊन प्रोत्साहन देतात का?

The 53% students responded that, their teacher's fully identify student's strengths and encourage students with providing right level of challenges.

- 4%
- 6%
- 10%
- 27%
- 53%

- Fully
- Reasonably
- Partially
- Slightly
- Unable to

**14) Teachers are able to identify your weaknesses and help you to overcome them.**
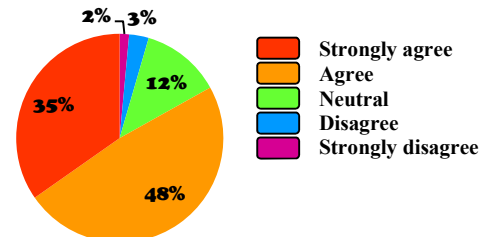शिक्षक तुमच्या कमतरता ओळखतात आणि त्या कमतरतेवर मात करण्यासाठी मदत करतात.

More than 54% students responded that, their teachers are able to identify student's weaknesses every time and help them to overcome weaknesses.

- 4%
- 7%
- 11%
- 24%
- 54%

- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

**15) The institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.**
अध्यापन-अध्ययन प्रक्रियेचे परीक्षण, आढावा आणि सातत्यपूर्ण दर्जा सुधारणा यासाठी महाविद्यालय विद्यार्थ्यांना सहभागी करुन घेण्याचा प्रयत्न करते.
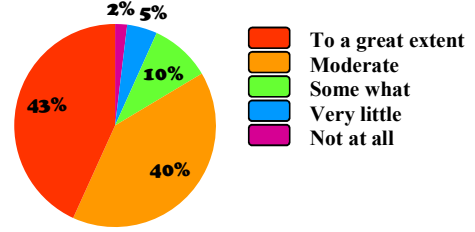
More than 83% students responded that, they agree with the institution making efforts to engage students in the monitoring, reviewing and continuous quality improvement of the teaching learning process.

- 2%
- 3%
- 12%
- 35%
- 48%

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

16) **The institute / teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.**
अध्ययनाचा अनुभव अधिक समृद्ध बनविण्यासाठी प्रायोगिक अध्ययन, सहभागात्मक अध्ययन आणि समस्या निराकरण अशा प्रकारच्या विद्यार्थी केंद्रित पध्दतींचा वापर महाविद्यालय किंवा शिक्षक कितपत करतात?
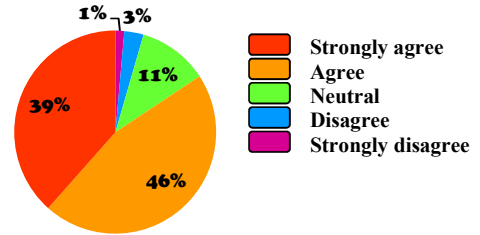
The 43% students responded that, their institute / teachers used student centric methods, such as experiential learning, participative learning and problem solving methodologies to a great extent for enhancing learning experiences.

- 43% To a great extent
- 40% Moderate
- 10% Some what
- 5% Very little
- 2% Not at all

17) **Teachers encourage you to participate in extracurricular activities.**
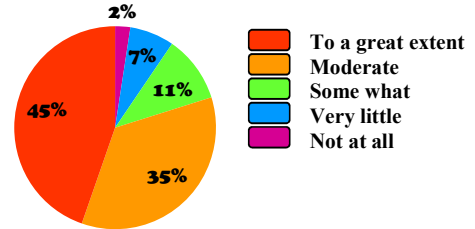अभ्यासेतर उपक्रमांमध्ये सहभागी होण्यासाठी शिक्षक तुम्हाला प्रोत्साहन देतात.

More than 85% students agreed that their teacher's encourage students to participate in extracurricular activities.

- 39% Strongly agree
- 46% Agree
- 11% Neutral
- 3% Disagree
- 1% 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.**
व्यावसायिक क्षेत्रामध्ये सक्षम होण्यासाठी तुमच्यामध्ये मृदू कौशल्ये, जीवन कौशल्ये आणि व्यवसाय कौशल्ये रुजविण्यासाठी महाविद्यालय किंवा शिक्षक कितपत प्रयत्न.
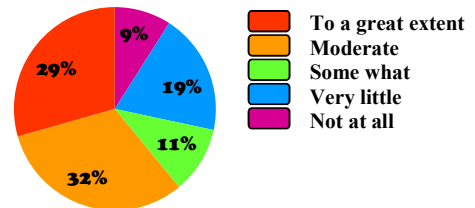
More than 45% students responded that, to a great extent the institute / teachers make efforts to inculcate soft skills, life skills and employability skills to make them ready for the world of work.

- 45% To a great extent
- 35% Moderate
- 11% Some what
- 7% Very little
- 2% Not at all

19) **Can online teaching mode be an alternative to the traditional blackboard teaching?**
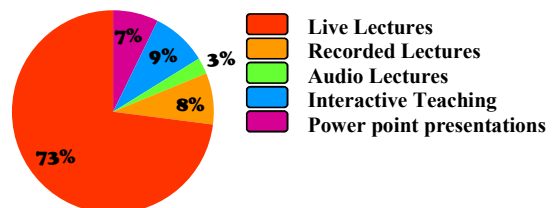ऑनलाईन अध्यापन हे पारंपरिक खडू-फळा अध्यापन पद्धतीला पर्याय असू शकते.

The 61% students favoured that the online teaching mode can be an alternative to the traditional blackboard teaching.

- 29% To a great extent
- 32% Moderate
- 11% Some what
- 19% Very little
- 9% Not at all

20) **Which of the following online teaching mode you think to be more suitable?**
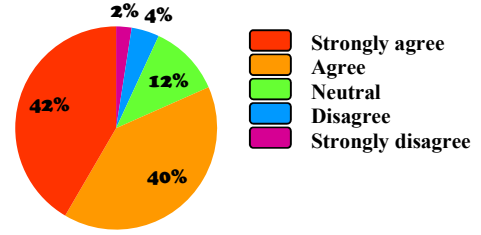खालीलपैकी कोणती ऑनलाईन अध्यापनाची पद्धत तुम्हाला जास्त परिणामकारक वाटते?

The 73% students responded that live lectures are the most suitable online teaching mode.

- 73% Live Lectures
- 8% Recorded Lectures
- 3% Audio Lectures
- 9% Interactive Teaching
- 7% Power point presentations

21) **Student dress code helps to inculcate conducive environment during teaching learning process.**
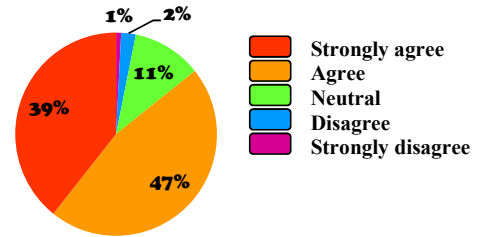विद्यार्थी गणवेश नियम अध्यापन-अध्ययन कार्यपद्धतीमध्ये अनुकूल वातावरण निर्मितीस मदत करतो.

More than 82% students positively responded that, student dress code helps to inculcate conducive environment during teaching learning process.



| | |
|---|---|
| 🟥 | Strongly agree |
| 🟧 | Agree |
| 🟩 | Neutral |
| 🟦 | Disagree |
| 🟪 | Strongly disagree |

2% 4% 12% 40% 42%

22) **The overall quality of teaching learning process in your institute is very good.**
महाविद्यालयातील अध्यापन-अध्ययन प्रक्रियेचा एकूण दर्जा खूप चांगला आहे.

More than 86% students satisfied with the overall quality of teaching learning process in the institution.



| | |
|---|---|
| 🟥 | Strongly agree |
| 🟧 | Agree |
| 🟩 | Neutral |
| 🟦 | Disagree |
| 🟪 | Strongly disagree |

1% 2% 11% 39% 47%

23) **Give three observation / suggestions to improve the overall teaching learning experience in your institution.**
महाविद्यालयातील अध्यापन-अध्ययन सुधारण्यासाठी तीन निरीक्षणे किंवा सूचना सुचवा.

On extensive study of this report, it can be concluded that, the students are significantly satisfied with the teaching and learning process of this college.

The last question was descriptive and students were allowed to express their own views regarding progressive development of the college. Out of various views, majority of the students commented as below:

| 1. | Overall teaching learning experience in the institute is excellent. |
|---|---|
| 2. | Make uniform dress code to the students. |
| 3. | Provide facility of filtered drinking water. |
| 4. | Organize Parent – Teacher Meet to review the academic progress of the ward. |

The report of student satisfaction survey (SSS), prepared by the committee constituted for the purpose, was presented before IQAC for its approval. Upon approval, the report has been displayed on college website.

**(Mr. U. T. Pawar)**
Chairperson
Student Satisfaction Survey
Committee

**(Dr. P. N. Gore)**
Coordinator
Internal Quality Assurance Cell

**(Prof. Dr. B. P. Ladgaonkar)**
Principal
Smt. Kasturbai Walchand College
of Arts & Science, Sangli