

# Smt. Kasturbai Walchand College of Arts and Science, Sangli



## STUDENT SATISFACTION SURVEY

Academic Year – 2021-22

### 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 comprises of 23 questions. Out of which 22 should be objective in nature and 23<sup>rd</sup> 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 institute takes active interest in promoting internship, student exchange, field visit opportunities for students.  
तुमच्या महाविद्यालयाचा तुमच्यासाठी इंटरनशिप (कार्यानुभव), विद्यार्थी देवाण-घेवाण, क्षेत्रभेटीच्या संधी उपलब्ध करून देण्यात सक्रीय सहभाग होता.
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?
9. The institution provides multiple opportunities to learn and grow?  
अध्ययन आणि विकासासाठी महाविद्यालय आपणास विविध संधी उपलब्ध करून 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 तुम्हाला 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 करून 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. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.  
तुमचे शिक्षक अध्यापनासाठी एल. सी. डी. प्रोजेक्टर, मल्टीमिडिया यासारख्या आय. सी. टी. साधनांचा उपयोग किती प्रमाणात करतात?
20. Student dress code helps to inculcate conducive environment during teaching learning process.  
विद्यार्थी गणवेश नियम अध्यापन-अध्ययन कार्यपद्धतीमध्ये अनुकूल वातावरण निर्मितीस मदत करतो.
21. The course gave me competencies for pursuing higher studies and job opportunities.  
उच्चशिक्षण घेण्यासाठी आणि नोकरीच्या संधी मिळवण्यासाठी हा अभ्यासक्रम मला क्षमता प्रदान 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 23<sup>rd</sup> 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.

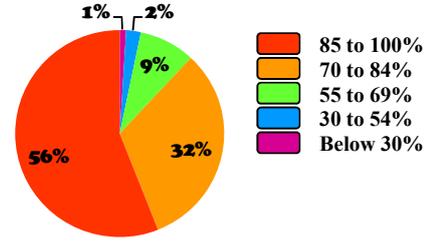
Responses from the students are collected and recorded in the auto generated worksheet. A period of one month is allotted for this process.

A total of 1132 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, question wise, graphically summarized as below:**

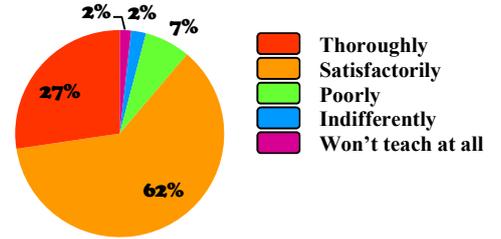
- 1) How much of the syllabus was covered in the class?**  
वर्गात किती प्रमाणात अभ्यासक्रम पूर्ण करण्यात आला?

The 56% students responded that more than 85% syllabus was covered in the class. Moreover, 32% students are responded that, 70 to 80% syllabus was covered in the class.



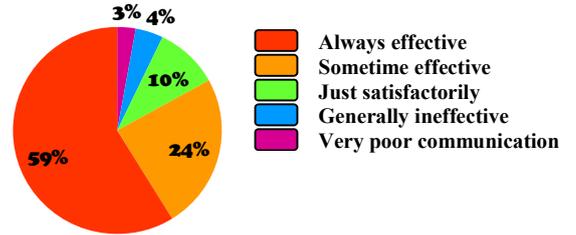
- 2) How well did the teachers prepare for the classes?**  
वर्गात शिकविण्यासाठी शिक्षकांची तयारी कशी होती?

More than 27% students responded that, their teachers are thoroughly prepared for the class. Moreover, 89% students said satisfactorily preparation of the teachers.



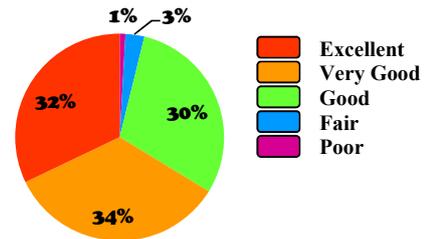
- 3) How well were the teachers able to communicate?**  
शिक्षक आपणांशी किती चांगल्या पध्दतीने संवाद साधू शकले?

The 59% students responded that their teachers communicate always effectively.



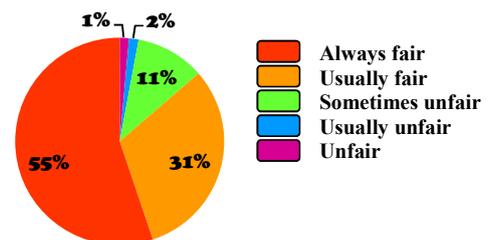
- 4) The teacher's approach to teaching can best be described as...**  
अध्यापनाबाबत शिक्षकांच्या दृष्टिकोनाचे वर्णन कसे करता येईल?

More than 66% students responded that, their teacher's approach to teaching was very good. And 32% students responded that, their teacher's approach to teaching was excellent.



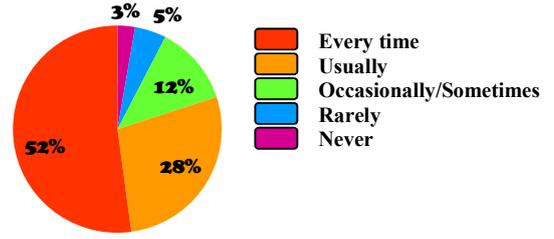
- 5) Fairness of the internal evaluation process by the teachers.**  
शिक्षकांनी केलेल्या अंतर्गत मूल्यमापनाचा दर्जा कसा होता?

The 55% students responded that, their teacher's internal evaluation process is always fair.



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

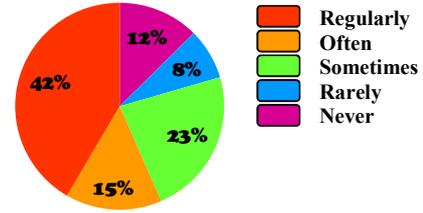
The 52% students responded that, their teachers discussed their performance in assignments with them every time.



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

तुमच्या महाविद्यालयाचा तुमच्यासाठी इंटर्नशिप (कार्यानुभव), विद्यार्थी देवाण-घेवाण, क्षेत्रभेटीच्या संधी उपलब्ध करून देण्यात सक्रीय सहभाग होता.

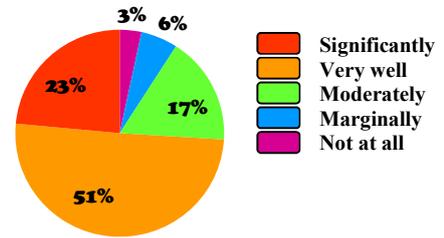
More than 42% students agreed that the institute takes regular and active interest in promoting internship, student exchange, field visit opportunities for students.



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

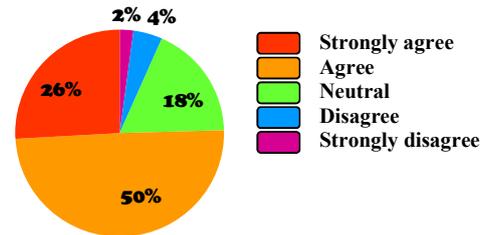
तुमच्या बौद्धिक, सामाजिक आणि भावनिक वृद्धीसाठी महाविद्यालयातील अध्यापन आणि मार्गदर्शन प्रक्रिया कितपत सुलभ आहेत?

More than 74% students responded that, the teaching and mentoring process in the institution facilitates them very well in cognitive, social and emotional growth.



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

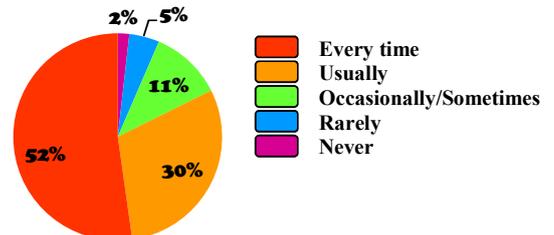
More than 76% students responded that, they agree with the institution provides multiple opportunities to learn and grow.



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

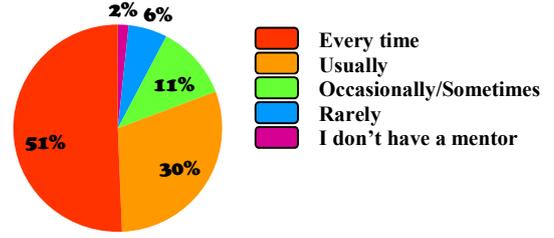
शिक्षक तुम्हाला अपेक्षित क्षमता, अभ्यासक्रमाची उद्दिष्टे आणि फलनिष्पत्ती यांबद्दल कितपत माहिती सांगतात?

The 52% students responded that their teachers informed expected competencies, course outcomes and programme outcomes every time to them.



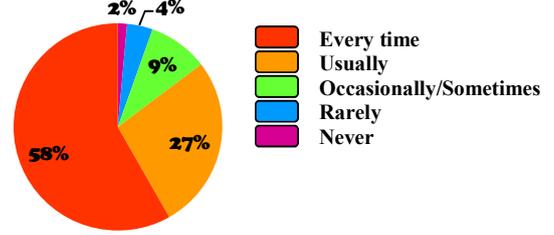
- 11) **Your mentor does a necessary follow-up with an assigned task to you.**  
तुमचे मार्गदर्शक तुम्हाला देण्यात आलेल्या स्वाध्यायाचा आढावा घेतात.

The 51% students responded that their mentor does every time a necessary follow-up with an assigned task to students.



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

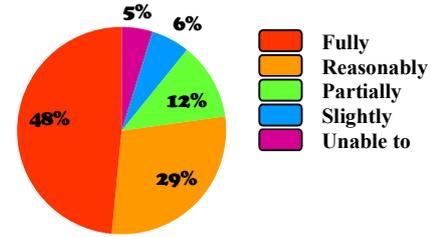
The 58% students responded that their teachers illustrated the concepts through examples and applications every time.



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

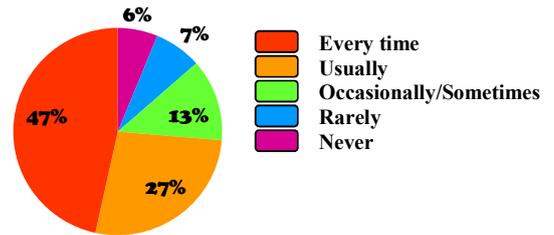
शिक्षक तुमची बलस्थाने ओळखून त्याप्रमाणे तुम्हाला आव्हाने देऊन प्रोत्साहन देतात का?

The 48% students responded that, their teacher's fully identify student's strengths and encourage students with providing right level of challenges.



- 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.

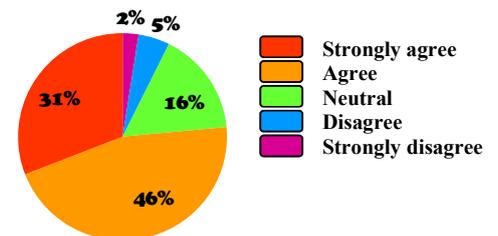
More than 47% students responded that, their teachers are able to identify student's weaknesses every time and help them to overcome weaknesses.



- 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 करून घेण्याचा प्रयत्न करते.

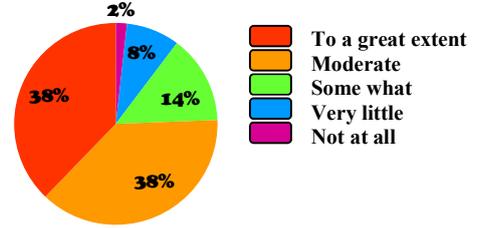
More than 77% students responded that, they agree with the institution making efforts to engage students in the monitoring, reviewing and continuous quality improvement of the teaching learning process.



- 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?

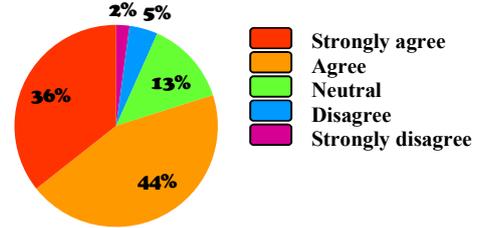
The 38% students responded that, their institute / teachers used student centric methods, such as experiential learning, participative learning and problem solving methodologies to a great extent for enhancing learning experiences.



- 17) **Teachers encourage you to participate in extracurricular activities.**

अभ्यासेतर उपक्रमांमध्ये सहभागी होण्यासाठी शिक्षक तुम्हाला प्रोत्साहन देतात.

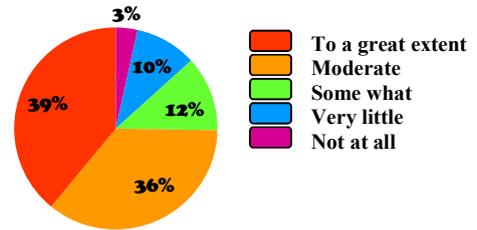
More than 80% students agreed that their teacher's encourage students to participate in extracurricular activities.



- 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.**

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

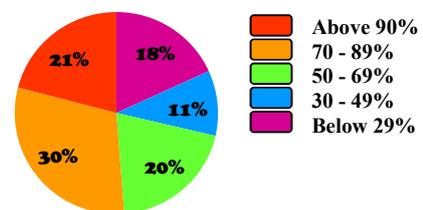
More than 39% students responded that, to a great extent the institute / teachers make efforts to inculcate soft skills, life skills and employability skills to make them ready for the world of work.



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

तुमचे शिक्षक अध्यापनासाठी एल. सी. डी. प्रोजेक्टर, मल्टीमिडिया यासारख्या आय. सी. टी. साधनांचा उपयोग किती प्रमाणात करतात?

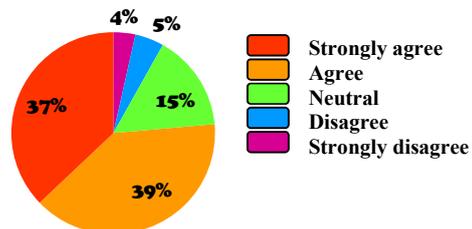
The 71% students favoured that more than 50% percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.



- 20) **Student dress code helps to inculcate conducive environment during teaching learning process.**

विद्यार्थी गणवेश नियम अध्यापन-अध्ययन कार्यपद्धतीमध्ये अनुकूल वातावरण निर्मितीस मदत करतो.

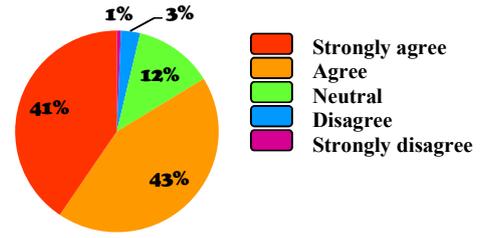
More than 76% students positively responded that, student dress code helps to inculcate conducive environment during teaching learning process.



21) **The course gave me competencies for pursuing higher studies and job opportunities.**

उच्चशिक्षण घेण्यासाठी आणि नोकरीच्या संधी मिळवण्यासाठी हा अभ्यासक्रम मला क्षमता प्रदान करतो.

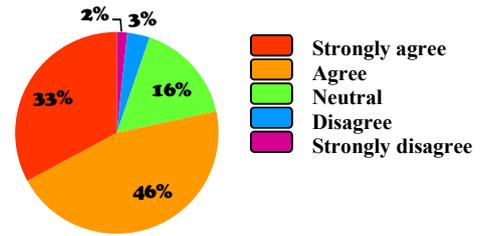
More than 84% students agreed that the course gave them competencies for pursuing higher studies and job opportunities.



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 79% students satisfied with the overall quality of teaching learning process in the institution.



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.	Organize Parent – Teacher Meet to review the academic progress of the ward.
3.	Provide excess internet facility to students.
4.	Organize more number of internship, student exchange and field visit opportunities for students.

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