

**Deshbhakta Ratnappa Kumbhar College
of Commerce, Kolhapur**

**Analysis of Student Satisfaction
Survey**

Under

**NAAC Criterion II of Teaching – Learning
and Evaluation**

(Key Indicator - 2.7.1)

(2018-2019)

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Objective:

The survey has been conducted to understand student's satisfaction level, particularly in respect of teaching-learning and evaluation process practicing in the institution.

Survey Methodology:

In order to understand student's satisfaction level, responses on Likert Scale were collected from the students studying in all classes of B. Com., B. B. A., M. Com. and M. B. A. in the institution. The institution has followed questionnaire with twenty one questions designed by the NAAC, specifically for this purpose consisting twenty (20) objective questions, scaled on a scale of 4 to 0 from most positive to most negative and one (1) open ended question for providing valuable suggestions/observations. For the genuine collection of responses, ICT tool of 'Google Form' has been implemented.

Participants:

The student satisfaction survey conducted for understanding their satisfaction level covered a total of 613 active students from all classes of regular programs like B. Com. and M. Com. as well as from professional programs like B. B. A. and M. B. A.

Survey Results:

A) Please confirm this is the first and only time you answer this survey.

Yes: 100 %

B) Age:

Mean: 18.5

C) College Name:

Deshbhakta Ratnappa Kumbhar College of Commerce, Kolhapur

D) Gender:

✓ Female: 66.8 %

✓ Male: 33.2 %

E) What degree program are you pursuing now?

Name of the Program	Frequency	Percent
Bachelor's	589	96.09
Master's	11	1.79
Other	13	2.12
Total	613	100.0

F) What subject area are you currently pursuing?

Name of the Subjects	Frequency	Percent
Commerce	578	94.29
Science	0	0.0
Professional	35	5.71
Arts	0	0.0
Total	613	100.0

Instructions to fill the questionnaire:

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also

mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

NAAC Criterion II - Teaching-Learning and Evaluation Student Satisfaction Survey on Teaching Learning Process

(Following are questions for online student satisfaction survey regarding teaching learning process.)

1. How much of the syllabus was covered in the class?

Particulars	Frequency	Percent	Mean	SD
Below 30%	49	7.99	2.18	1.23
30 to 54%	155	25.29		
55 to 69%	167	27.24		
70 to 84%	123	20.07		
85 to 100%	119	19.41		
Total	613	100.00		

2. How well did the teachers prepare for the classes?

Particulars	Frequency	Percent	Mean	SD
Wont teach at all	14	2.28	2.90	0.87
Indifferently	45	7.34		
Poorly	45	7.34		
Satisfactorily	391	63.78		
Thoroughly	118	19.25		
Total	613	100.00		

3. How well were the teachers able to communicate?

Particulars	Frequency	Percent	Mean	SD
Very poor communication	18	2.94	3.09	1.05
Generally ineffective	40	6.53		
Just satisfactorily	81	13.21		
Sometimes effective	202	32.95		
Always effective	272	44.37		
Total	613	100.00		

4. The teacher's approach to teaching can best be described as

Particulars	Frequency	Percent	Mean	SD
Poor	7	1.14	2.74	0.90
Fair	31	5.06		
Good	220	35.89		
Very good	214	34.91		
Excellent	141	23.00		
Total	613	100.00		

5. Fairness of the internal evaluation process by the teachers.

Particulars	Frequency	Percent	Mean	SD
Unfair	15	2.45	3.14	.944
Usually unfair	19	3.10		
Sometimes unfair	89	14.52		
Usually fair	233	38.01		
Always fair	257	41.92		
Total	613	100.00		

6. Was your performance in assignments discussed with you?

Particulars	Frequency	Percent	Mean	SD
Never	53	8.65	2.55	1.257
Rarely	76	12.40		
Occasionally/Sometimes	135	22.02		
Usually	176	28.71		
Every time	173	28.22		
Total	613	100.00		

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

Particulars	Frequency	Percent	Mean	SD
Never	48	7.83	2.64	1.309
Rarely	77	12.56		
Sometimes	157	25.61		
Often	99	16.15		
Regularly	232	37.85		
Total	613	100.00		

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

Particulars	Frequency	Percent	Mean	SD
Not at all	16	2.61	2.81	.884
Marginally	36	5.87		
Moderately	105	17.13		
Very well	348	56.77		
Significantly	108	17.62		
Total	613	100.00		

9. The institution provides multiple opportunities to learn and grow.

Particulars	Frequency	Percent	Mean	SD
Strongly disagree	6	0.98	3.08	0.82
Disagree	23	3.75		
Neutral	78	12.72		
Agree	317	51.71		
Strongly agree	189	30.83		
Total	613	100.00		

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

Particulars	Frequency	Percent	Mean	SD
Never	9	1.47	3.18	0.99
Rarely	38	6.20		
Occasionally/Sometimes	84	13.70		
Usually	182	29.69		
Every time	300	48.94		
Total	613	100.00		

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

Particulars	Frequency	Percent	Mean	SD
I don't have a mentor	25	4.08	2.83	1.12
Rarely	68	11.09		
Occasionally/Sometimes	92	15.01		
Usually	229	37.36		
Every time	199	32.46		
Total	613	100.00		

12. The teachers illustrate the concepts through examples and applications.

Particulars	Frequency	Percent	Mean	SD
Never	5	0.82	3.38	0.89
Rarely	27	4.40		
Occasionally/Sometimes	62	10.11		
Usually	156	25.45		
Every time	363	59.22		
Total	613	100.00		

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

Particulars	Frequency	Percent	Mean	SD
Unable to	32	5.22	3.01	1.13
Slightly	44	7.18		
Partially	62	10.11		
Reasonably	223	36.38		
Fully	252	41.11		
Total	613	100.00		

14. Teachers are able to identify your weaknesses and help you to overcome them.

Particulars	Frequency	Percent	Mean	SD
Never	46	7.50	2.78	1.24
Rarely	66	10.77		
Occasionally/Sometimes	81	13.21		
Usually	205	33.44		
Every time	215	35.07		
Total	613	100.00		

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

Particulars	Frequency	Percent	Mean	SD
Strongly disagree	9	1.47	2.90	0.79
Disagree	21	3.43		
Neutral	110	17.94		
Agree	356	58.08		
Strongly agree	117	19.09		
Total	613	100.00		

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

Particulars	Frequency	Percent	Mean	SD
Not at all	18	2.94	2.87	1.08
Very little	71	11.58		
Some what	78	12.72		
Moderate	252	41.11		
To a great extent	194	31.65		
Total	613	100.00		

17. Teachers encourage you to participate in extracurricular activities.

Particulars	Frequency	Percent	Mean	SD
Strongly disagree	7	1.14	3.10	0.80
Disagree	17	2.77		
Neutral	75	12.23		
Agree	325	53.02		
Strongly agree	189	30.83		
Total	613	100.00		

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.

Particulars	Frequency	Percent	Mean	SD
Not at all	22	3.59	2.98	1.08
Very little	56	9.14		
Some what	64	10.44		
Moderate	244	39.80		
To a great extent	227	37.03		
Total	613	100.00		

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

Particulars	Frequency	Percent	Mean	SD
Below_29%	210	34.26	1.35	1.27
30-49%	145	23.65		
50-69%	130	21.21		
70-89%	87	14.19		
Above_90%	41	6.69		
Total	613	100.00		

20. The overall quality of teaching-learning process in your institute is very good.

Particulars	Frequency	Percent	Mean	SD
Strongly disagree	7	1.14	3.05	0.83
Disagree	18	2.94		
Neutral	99	16.15		
Agree	303	49.43		
Strongly agree	186	30.34		
Total	613	100.00		

21. Give three observation / suggestions to improve the overall teaching - learning experience in your institution.

Summary of the observation / suggestions given by the students:

Sr. No.	Observations/Suggestions	Number of Respondents	Percentage
1	Use e-learning tools like LCD projectors, internet, YouTube videos, Google classroom, online tests etc. in teaching learning.	450	73.41
2	Conduct the Lectures regularly and make all four lectures compulsory to all	100	16.31
3	Improve communication skill and use both English as well as Marathi language for teaching	500	81.57
4	Improve teaching quality	110	17.94
5	Provide some extra knowledge outside the book	34	5.55
6	Everything is good, no need of improvement	210	34.26
7	Toilets must be clean regularly	20	3.26
8	Provide canteen and playground facility	330	53.83
9	Make uniform compulsory and allow tie instead of scarf for B. B. A. girl students	25	4.08
10	Organize weekly tests and provide remedial coaching for weaker students	430	70.15
11	Provide more guidance and motivation in the contest of enhancing employability skills	150	24.47
12	Provide some practical knowledge and experience to bridge the gap between theory and practice	560	91.35