

**VMV Commerce, JMT Arts and JJP Science College,  
Nagpur**

**Teaching-Learning and Evaluation -Online Student Satisfaction Survey: Session 2019-20 (For UG and PG students)**

Analysis Report by Dr. Savita Deogirkar (In-charge for TLE SSS-2019-20)

A Google form questionnaire based on 5-point scale was prepared which had 09 statements about teachers' parameters / qualities that are essential for effective teaching learning. The students were asked to rate the teachers of each Department on a 4/5-point scale; where score 1 stands for superior and 4 and 5 stand for inferior on an ordered scale. As this year Students Satisfaction Survey was being introduced, the survey was experimental and overall performance of the faculty members of the institution was considered through questionnaire. The questionnaire was designed for all the students of the college. The questionnaire was divided in two parts. The first part was the student information in which the students are supposed to fill the following information.

First part-Students' information:

- ✓ Student's email id
- ✓ Stream: Science / Arts / Commerce / B.Voc
- ✓ Category of student: UG / PG/ Diploma
- ✓ Gender: Male / Female
- ✓ Level of student: Sem-II / Sem-IV / Sem-VI/
- ✓ Age of the student

Second Part- Student Satisfaction Survey on Teaching Learning & Evaluation

First few questions were based on focusing Teacher's classroom aptitude, his/her performance and his/her authority on the subject. Some questions in the survey were based on the infra-structural facilities provided by the institution and some questions focused on the utility of Library and other student welfare facilities availed by the students in the current academic session.

To improve the Teaching Learning and Evaluation process, last part of the survey, the students were asked their genuine responses and suggestions focusing on teaching-learning, infra-structural facilities in general.

The following were the 9 statements about teachers' quality and aptitude.

1. How much of the syllabus was covered in the class?
2. How well did the teachers prepare for the classes?
3. How well were the teachers able to communicate?
4. The teacher's approach to teaching can best be described as ...
5. The teaching and Mentoring process in your Institution facilitates you in cognitive, social and Emotional growth

6. The teachers illustrate the concept through examples and Applications.
7. The teachers identify your strengths and encourage you with providing right level of challenges
8. The institute / teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.
9. Teacher encourages you to participate in extracurricular activities.
10. What percent of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?
11. Teachers are able to identify your weaknesses and help you to overcome them.
12. The Institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process
13. The overall quality of teaching-learning process in your institution is very good.
14. Give Suggestions to improve the overall teaching-learning experience in your institution. Any other remarks: Give your positives / suggestions to improve the existing overall teaching-learning process in your Institute.

A Google form link was created for the said survey. A group of HODs and Coordinators of PG programmes were briefed with the SSS and were requested to share the link with their students' groups. The in charge of the survey made it sure that all the students' groups were formed. Prior to sharing the link with the HOD's and co-ordinators of PG, the faculty members were requested to share the google form link with the students for their genuine responses. They were given instructions by sending an email. It was confirmed from all HODs that they had What's App groups of their all students. The link of the questionnaire was sent to the HOD's. The link was kept open for eight days to register the responses of the students. In the week-long span, around 370 responses of students were received. The following analysis of TLE SSS was based on responses of UG and PG students of Arts, Commerce, Science and B.Voc. The overall student satisfaction indices on a 5-point scale are as follows:

- The following analysis was based on responses of UG and PG students of Arts, Commerce, Science (Grant)

**Overall combined Student Satisfaction Indices on 16 points in the questionnaire (Grant)**

| Question Number              | 1    | 2    | 3    | 4    | 5    | 6    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 14   | 15   | 16   | Average pooled Student satisfaction Index On TLE for VMV College (2019-20) |
|------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|--|
| Student Satisfaction Indices | 3.99 | 4.15 | 4.35 | 4.03 | 3.67 | 3.84 | 4.11 | 3.91 | 4.38 | 4.24 | 4.06 | 4.07 | 4.25 | 3.62 | 4.16 | 4.23 | 4.07   |

- The following analysis was based on responses of UG and PG students of Arts, Commerce, Science(No Grant)

**Overall combined Student Satisfaction Indices on 16 points in the questionnaire (No-Grant)**

| Question Number              | 1    | 2    | 3    | 4    | 5    | 6    | 7    | 8    | 9    | 10   | 11   | 12   | 13   | 14   | 15   | 16   | Average pooled Student satisfaction Index On TLE for VMV College (2019-20) |
|------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|--|
| Student Satisfaction Indices | 3.92 | 4.26 | 4.56 | 4.04 | 3.30 | 3.94 | 4.00 | 3.89 | 4.47 | 4.25 | 4.09 | 4.16 | 4.17 | 3.65 | 4.17 | 4.19 | 4.07   |

The output of the Google excel sheet and the analysis was done by Mrs. Manjusha Channawar and Ms. Lata Pardhi.

The online survey of Students Satisfaction was done under the supervision of Dr. Savita Deogirkar.

The students mostly gave compliments to their teachers and a few students gave suggestions for improvement. In ‘Any Other suggestions’ section of the questionnaire, the responses of the students are submitted to the IQAC coordinator. Also, the soft copies of analysis excel files as well as the master data file are sent to IQAC coordinator. All the HODs, PG Coordinators and the respective teachers of their Department cooperated very well in this survey. The survey was aimed at almost all the students of the college but could reasonably cover only 20% of the total students. The students responded enthusiastically. The offline survey on Teaching Learning and Evaluation was proposed in the second week of March but due to unexpected lockdown in the city due to COVID-19, it was conducted online in the month of April 2020.

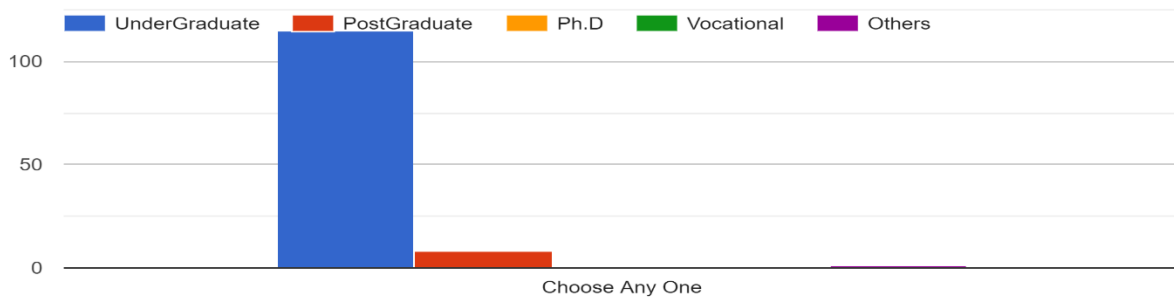
Department of MCM, MCA usually undertake off-line Students’ feedback based on academics and teacher proficiency. The survey is exclusively department specific. Questionnaire was based on 5-point scale which had 12 statements about teachers’ parameters / qualities that are essential for effective teaching learning. On the survey form, instructions are given to the students reflecting the eligibility of those students who had 75% of their attendance for the said academic year. The survey was designed about each of the faculty member and their respective subjects. In the year 2019-20 as well the off-line survey of the aforementioned department

was proposed in the month of March. But due to the sudden lockdown imposed upon the city due to the impending threat of COVID-19, it could not be executed.

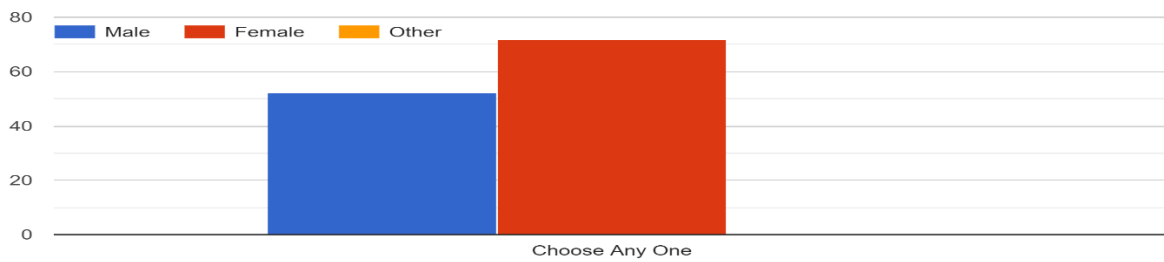
The duly signed copy of the analysis and the report of the SSS was prepared and submitted to the IQAC in the month of June 2020.

**Following is the graphical analysis of the SSS.**

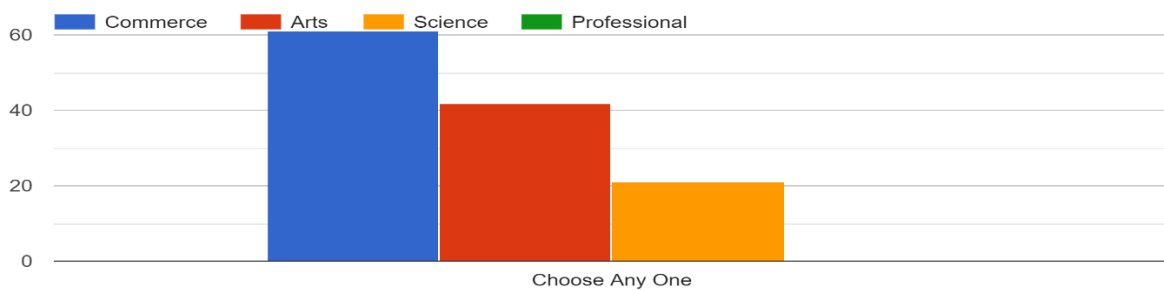
What Degree program you are pursuing now?



Gender

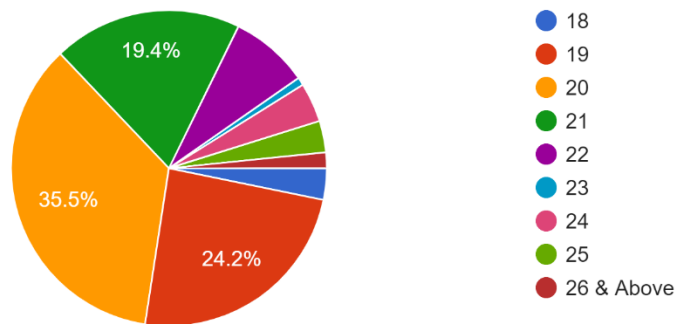


Which Stream are you pursuing?

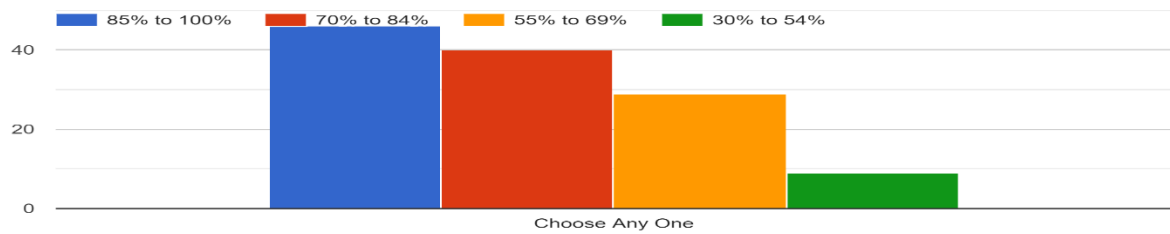


## Age

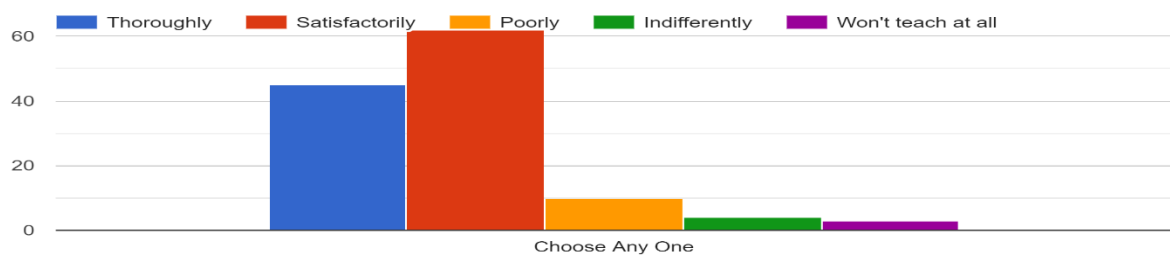
124 responses



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



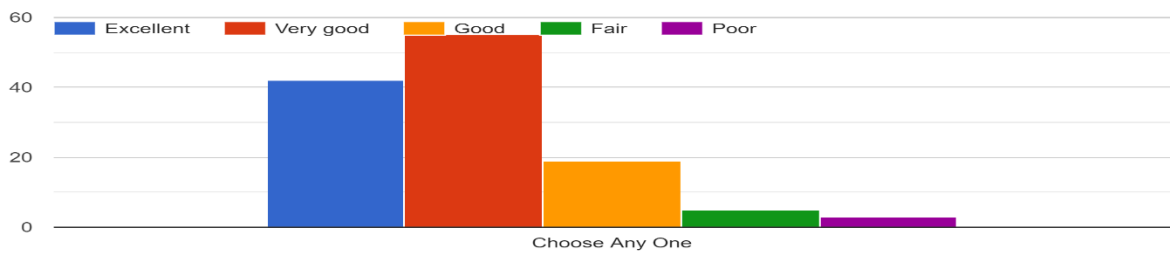
2. How well did the teachers prepare for the classes



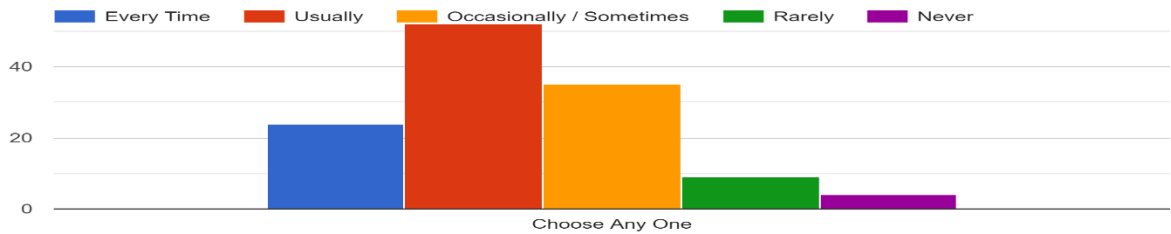
3. How well were the teachers able to communicate?



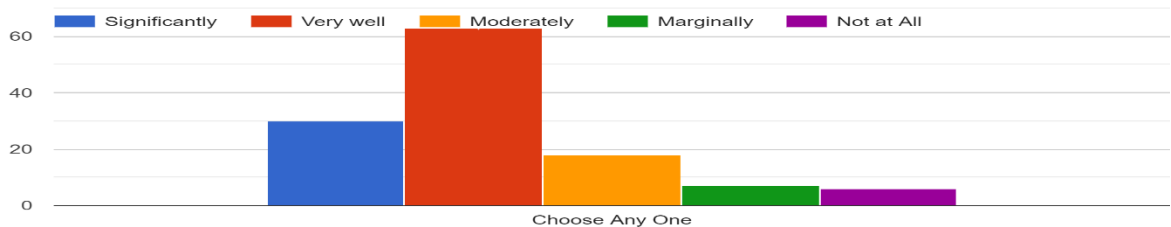
4. The teacher's approach to teaching can best be described as



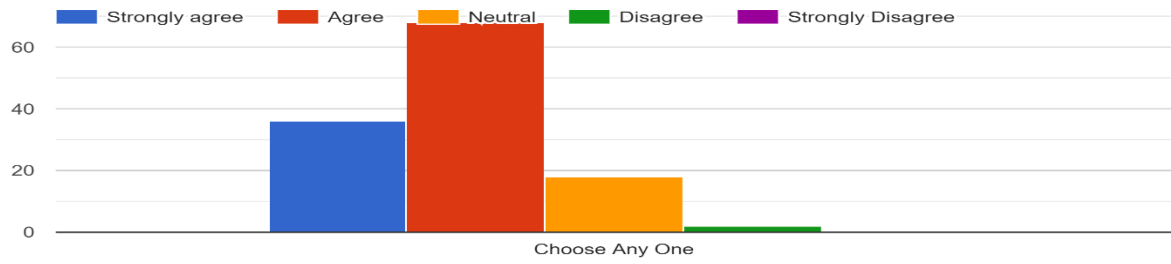
5. Did you visit the Library?



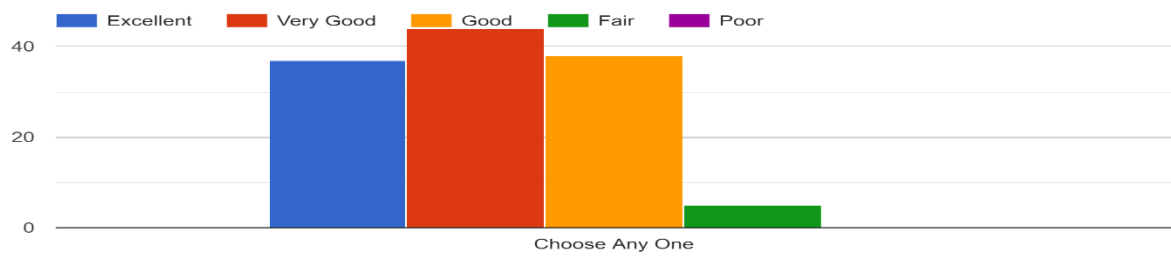
6. The teaching and Mentoring process in your Institution facilitates you in cognitive, social and Emotional growth .



7. The Institution provides multiple opportunities to Learn and Grow



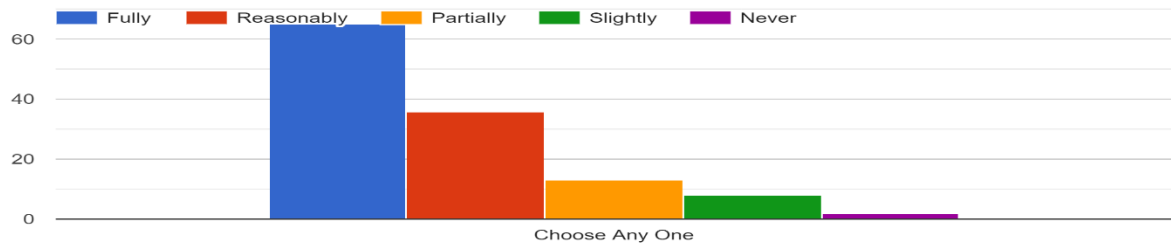
8. To make Teaching-Learning more Satisfactory, the Infa-structure of the College is



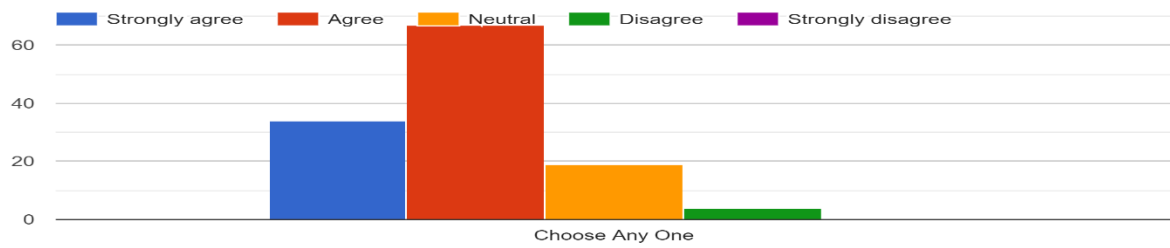
9. The teachers illustrate the concept through examples and Applications



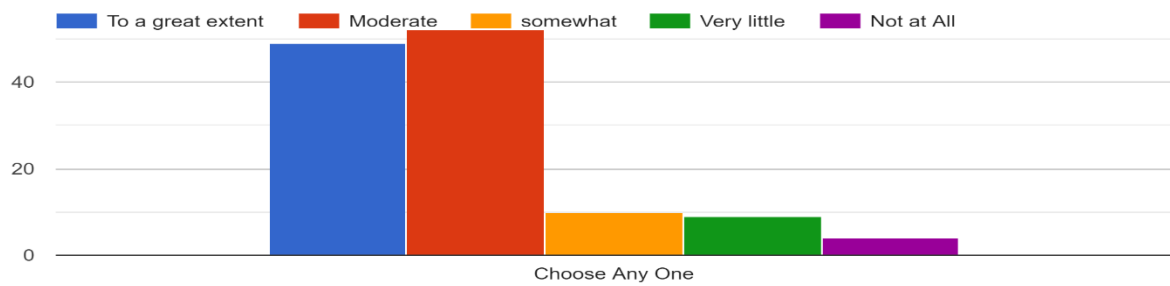
10. The teachers identify your strengths and encourage you with providing right level of challenges



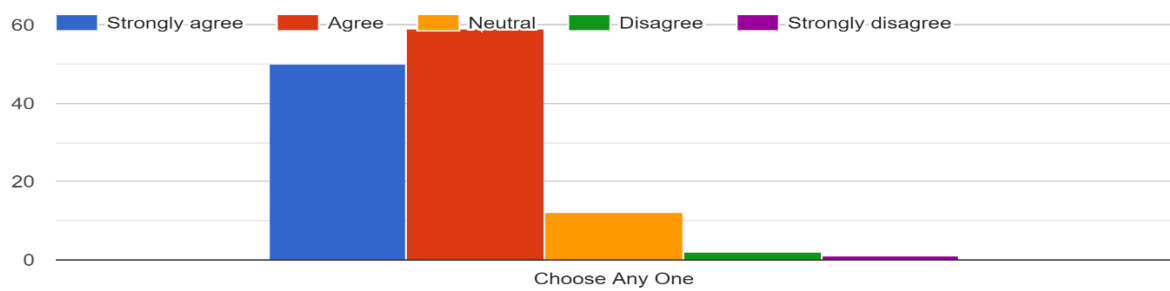
11. The Institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process



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

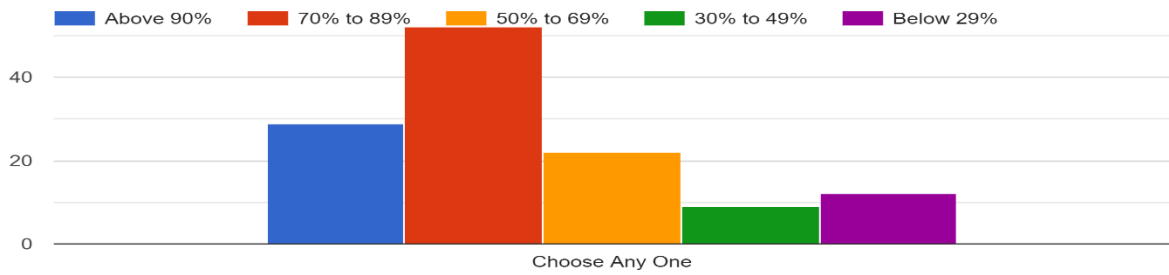


13. Teacher encourages you to participate in extracurricular activities.

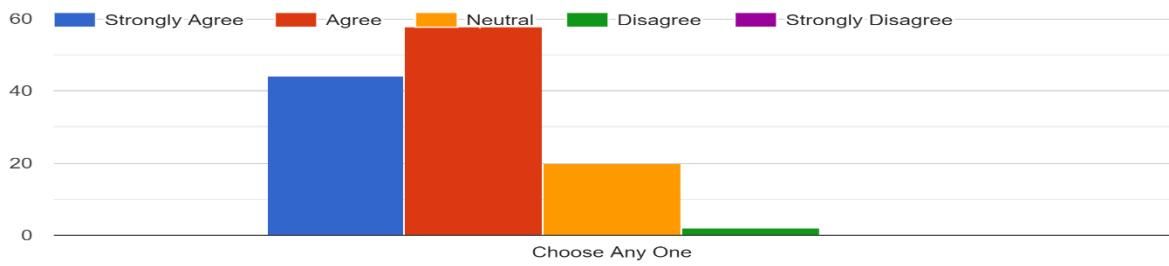




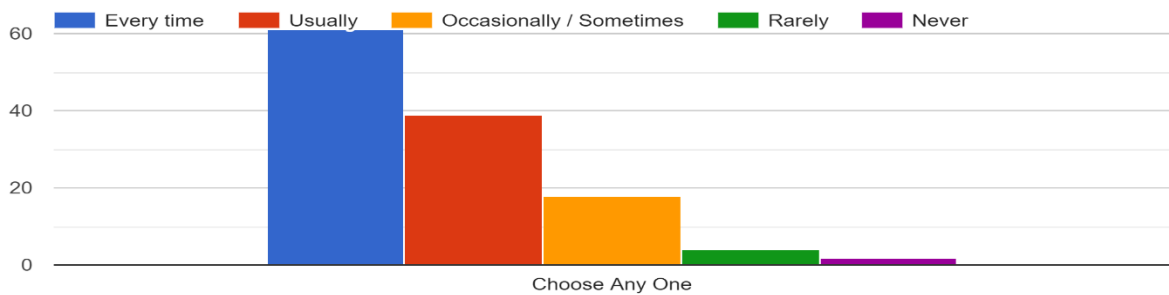
14. What percent of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?



15. The overall quality of teaching-learning process in your institution is very good.



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



*Srichra*  
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