Student Satisfaction Survey : Teaching Learning Process
Session: 2021-22

Introduction:

The students are the primary concern of educational institutions and improving their satisfaction is crucial for retention and recruitment. Conducting regular student satisfaction surveys can help educational institutions identify areas for improvement in the educational experience, services, and facilities provided to students. Tulas Institute conducted a Student Satisfaction Survey on the Teaching Learning Process in 2021-22 to better understand student perceptions and satisfaction levels.

Assessing students' educational experience, services, and facilities can measure their satisfaction level. Student satisfaction surveys are crucial in identifying areas that educational institutions can improve and adjust. Regular surveys help institutions to better understand student perceptions and satisfaction levels.

Objectives:

The survey's primary objective is to gather information about the satisfaction level of students regarding the university's entire teaching and learning process. The survey covers aspects of the curriculum, such as syllabus coverage, teacher competency and preparedness, assessment and evaluation systems, and the mentoring system, to achieve this objective.
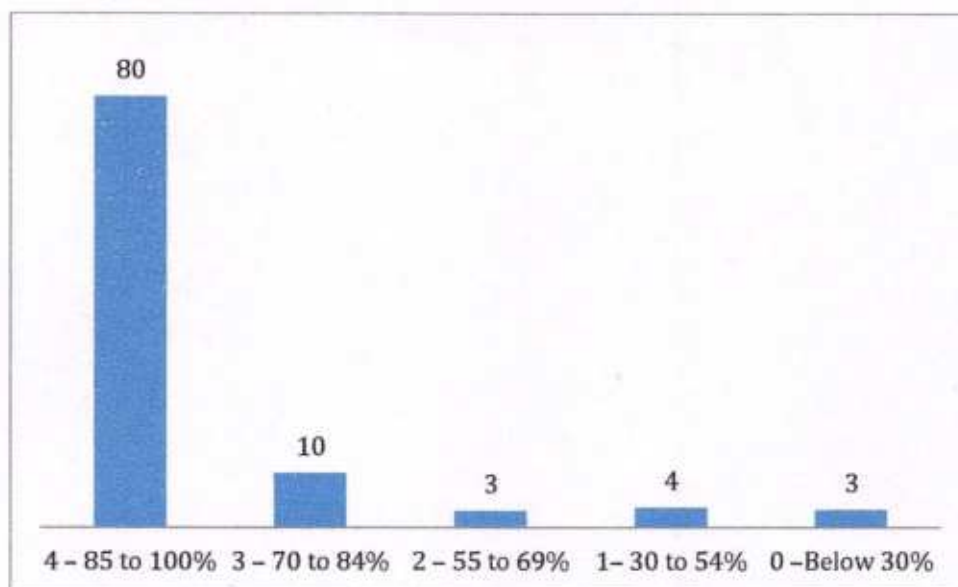
Methodology:

The institute created a questionnaire based on the aforementioned objectives and collected student responses through an online survey. The Departmental Coordinators of the IQAC and the Head of Departments provided students with online survey links to conduct the survey.

Analysis:

A total of 1343 student responses were received and analyzed as follows:

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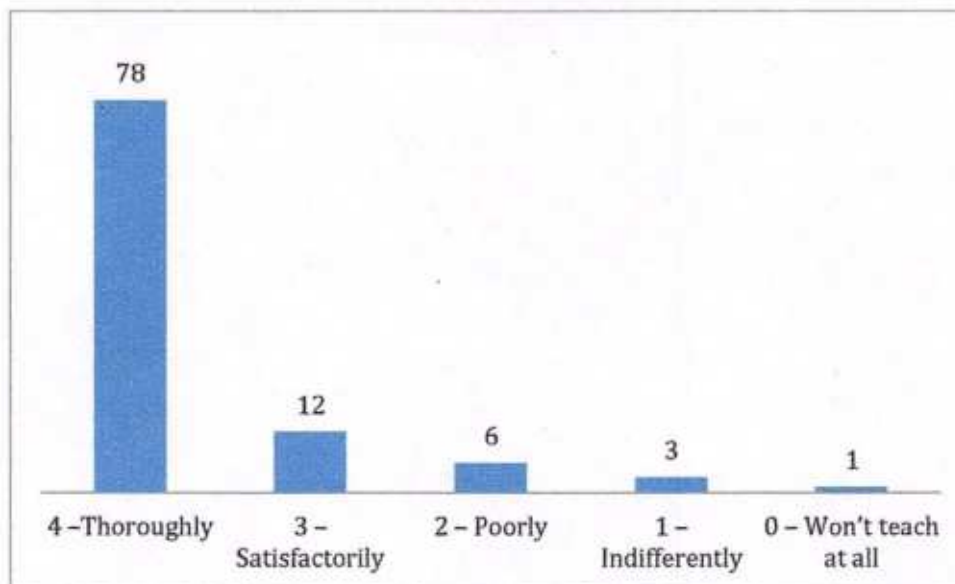**Question 1: How much of the syllabus was covered in the class?**

Analysis: From the graph above it is clear that the majority of the students (80%) agreed that "85% to 100% syllabus" was covered.

Recommendations and Action Taken:

Recommendations	Action Taken
100% Syllabus should be covered by teachers	The analysis was sent to respective HODs and they were asked to ensure the 100% syllabus coverage.

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Question 2: How well did the teachers prepare for the classes?

Analysis: *From the graph above it is clear that the majority of the students (78%) agreed that teachers were thoroughly prepared for the classes.*
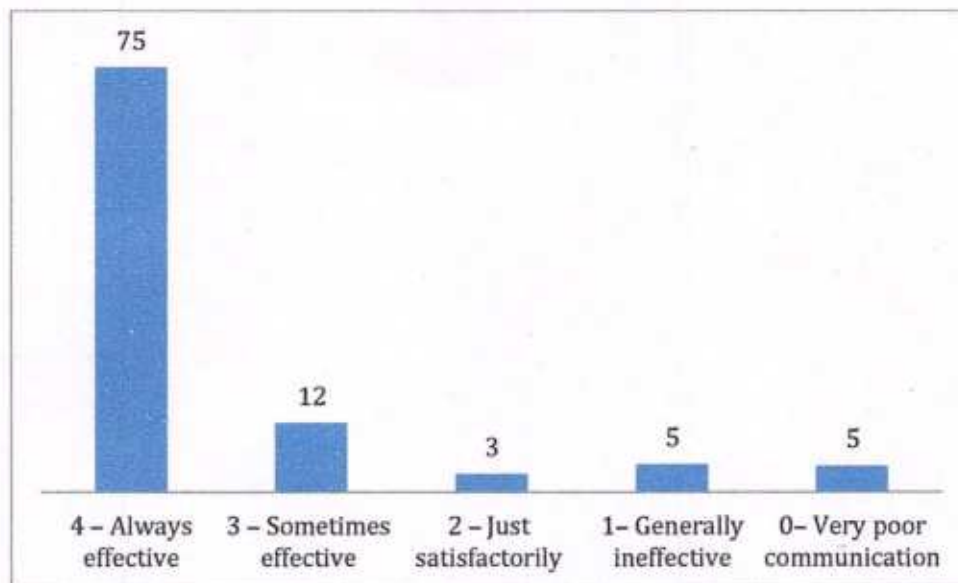
Recommendations and Action Taken:

Recommendations	Action Taken
Teachers preparation towards the class should be such that no-child-left behind	Recommendation was sent to respective HODs and teachers were asked to: • Assess student needs • Differentiate instruction • Use data to inform instruction • Provide targeted interventions • Build relationships • Collaborate with colleagues

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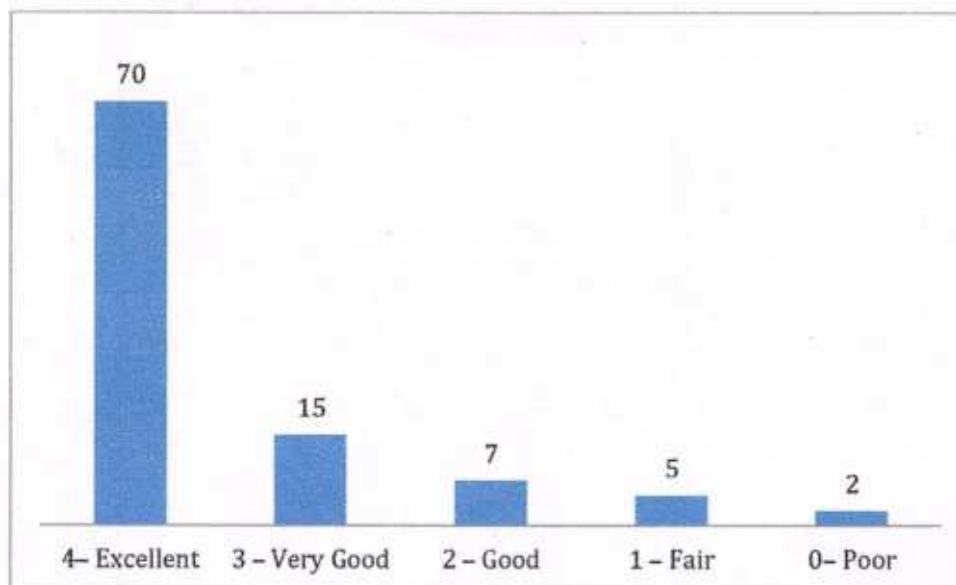*Question 3:* How well were the teachers able to communicate?

Analysis: *From the graph above it is clear that the majority of the students (75%) agreed that teachers' communication was always effective.*

Recommendations and Action Taken:

Recommendations	Action Taken
Teachers communication should be at the level of students	Recommendation was sent to respective HODs and teachers are asked to : • Use clear and simple language • Adjust their pace • Use visual aids: • Encourage feedback • Use real-world examples • Avoid talking down to students • Use active listening

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Question 4: **The teacher's approach to teaching can best be described as**
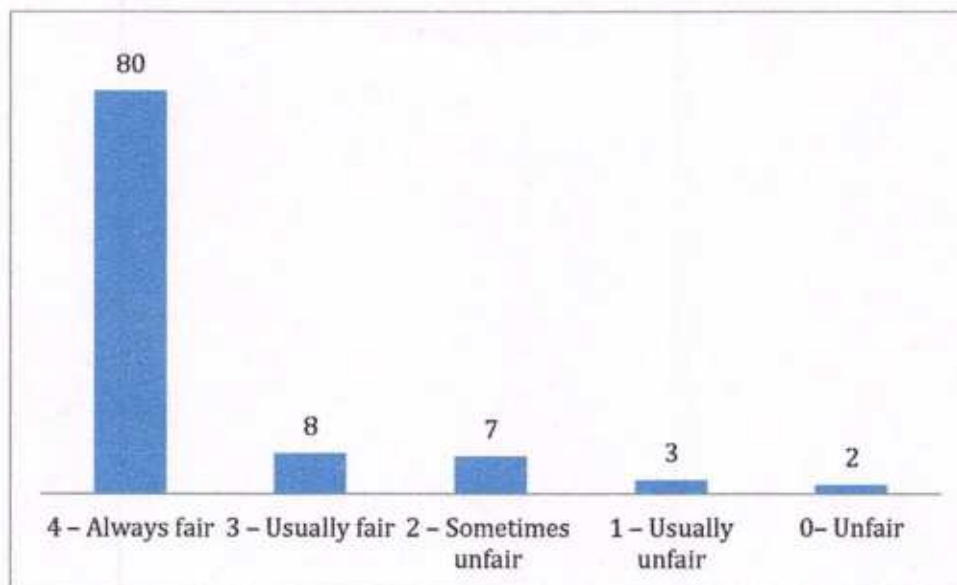

Analysis: *From the graph above it is clear that the majority of the students (70%) agreed that teachers' approach to teaching was excellent.*

Recommendations and Action Taken:

Recommendations	Action Taken
As a teacher there is no "ONE-SIZE-FITS ALL" solution, so there is a range of effective teaching strategies teachers can use to make teaching approach excellent	Recommendation was sent to Academic Council to conduct Professional Development Programame (PDP) of Effective Teaching Pedagogy.

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

Analysis: *From the graph above it is clear that the majority of the students (80%) agreed that the internal evaluation process by teachers was always fair.*
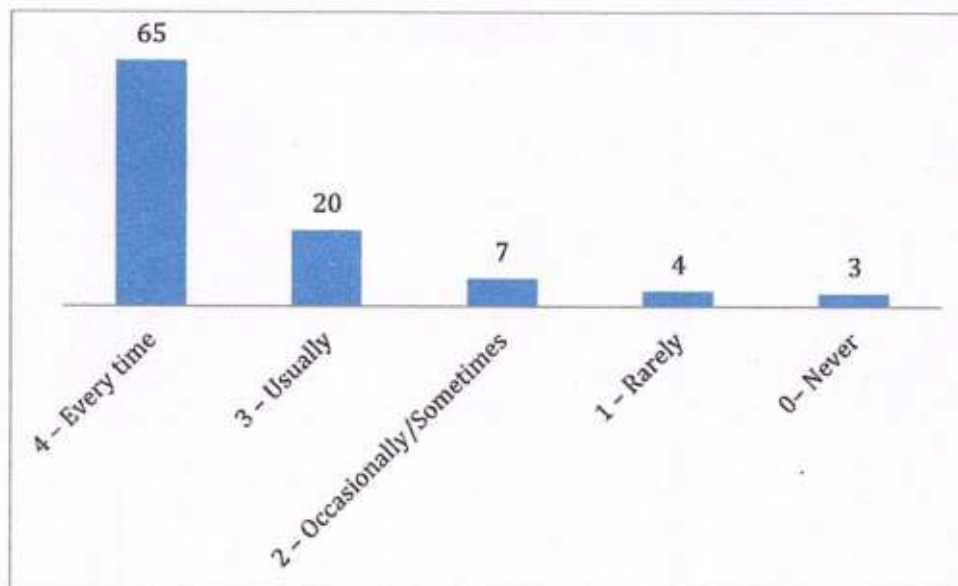
Recommendations and Action Taken:

Recommendations	Action Taken
Teachers must justify to each and every students that internal evaluation was fair and unbiased.	Recommendation was sent to HODs for further guidance & To justify to each and every student that the internal evaluation was fair and unbiased, teachers should take the following actions: • Provide clear and detailed instructions • Use a variety of assessment methods • Explain the rationale behind the evaluation methods • Be consistent and objective about grading criteria

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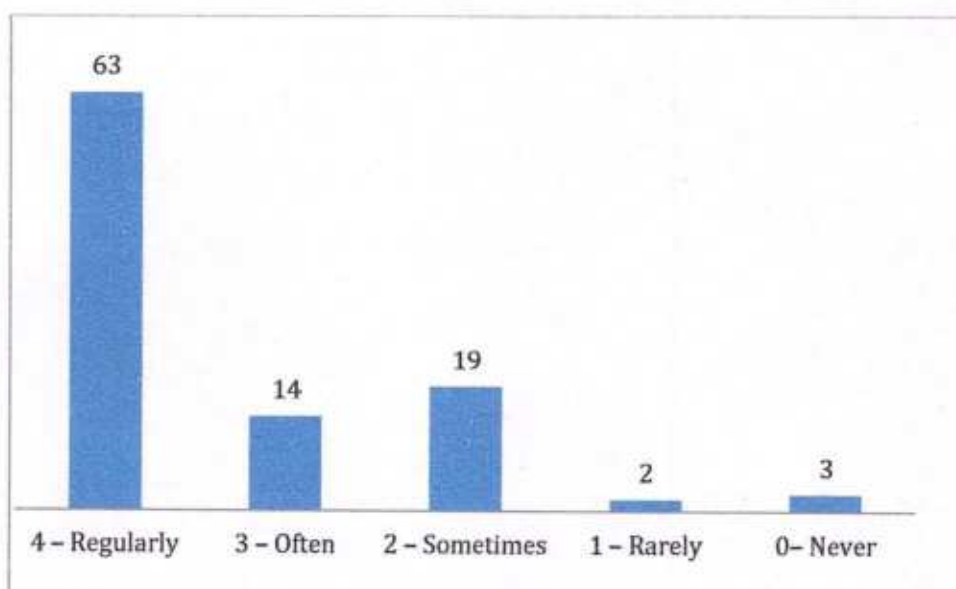**Question 6: Was your performance in assignments discussed with you?**

Analysis: *From the graph above it is clear that the majority of the students (65%) agreed that the performance in assignments was discussed with them every time by teachers.*

Recommendations and Action Taken:

Recommendations	Action Taken
Teachers must discuss the solutions of assignments and give feedback of performance on time.	Recommendation was sent to HODs for further guidance. To ensure timely discussion of solutions and feedback, teachers should take the following actions: • Set clear expectations • Be specific and constructive • Be available for questions • Use technology to streamline the process

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

Analysis: *From the graph above it is clear that the majority of the students (63%) agreed that the institute takes active interest regularly in promoting internship, student exchange, and field visit opportunities for students.*
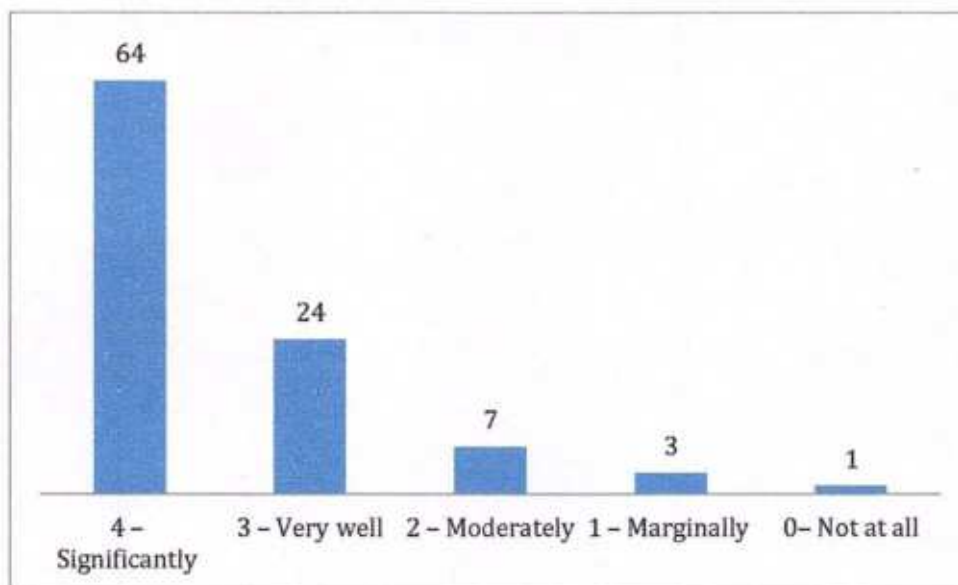
Recommendations and Action Taken:

Recommendations	Action Taken
The institute must arrange regularly internships, student exchange field visits to have real-workplace experiences before full placement to have experience of new culture by meeting new students.	Recommendation was sent to TPO for further action

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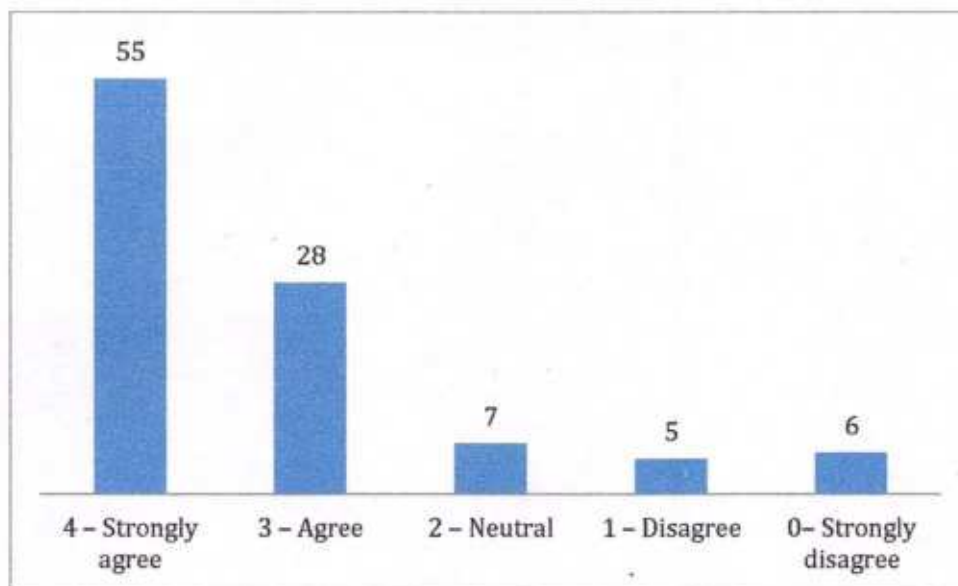

Analysis: *From the graph above it is clear that the majority of the students (64%) agreed that the teaching and mentoring process in the institute facilitates students' cognitive, social and emotional growth significantly.*

Recommendations and Action Taken:

Recommendations	Action Taken
Strong mentoring system can have a life-changing effect on a student's career by empowering them with the guidance, confidence and skills necessary to succeed.	Recommendation was sent to Academic Council for further action

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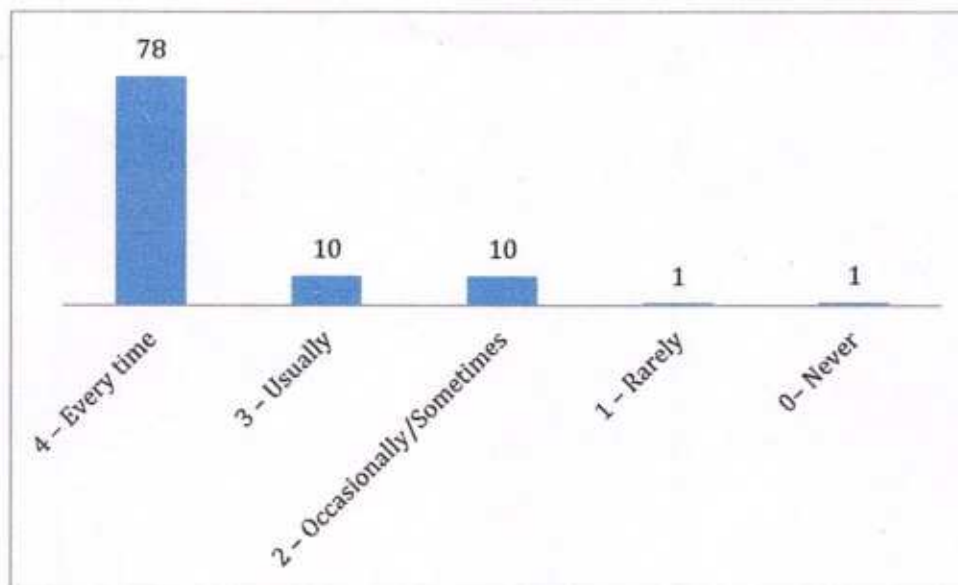

Analysis: *From the graph above it is clear that the majority of the students (55%) strongly agreed that the institute provides multiple opportunities to learn and grow.*

Recommendations and Action Taken:

Recommendations	Action Taken
The institute must provide multiple opportunities to learn and grow such as peer-learning, participative learning, experiential learning, etc.	Recommendation was sent to Academic Council for include further methodologies in the teaching learning as follows : • Peer-learning • Participative learning • Experiential learning • Collaborative learning • Self-directed learning

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

Analysis: *From the graph above it is clear that the majority of the students (78%) agreed that the teachers inform students about their expected competencies, course outcomes and program outcomes every time.*
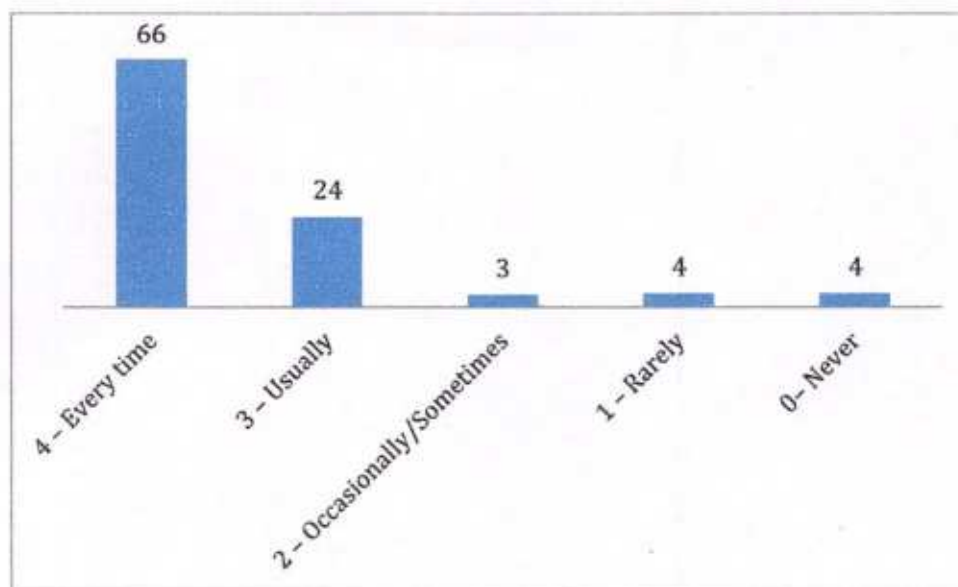
Recommendations and Action Taken:

Recommendations	Action Taken
Teachers should explain to students about lesson learning outcomes and course level and program level learning outcomes	Recommendation was sent to HODs for further action.

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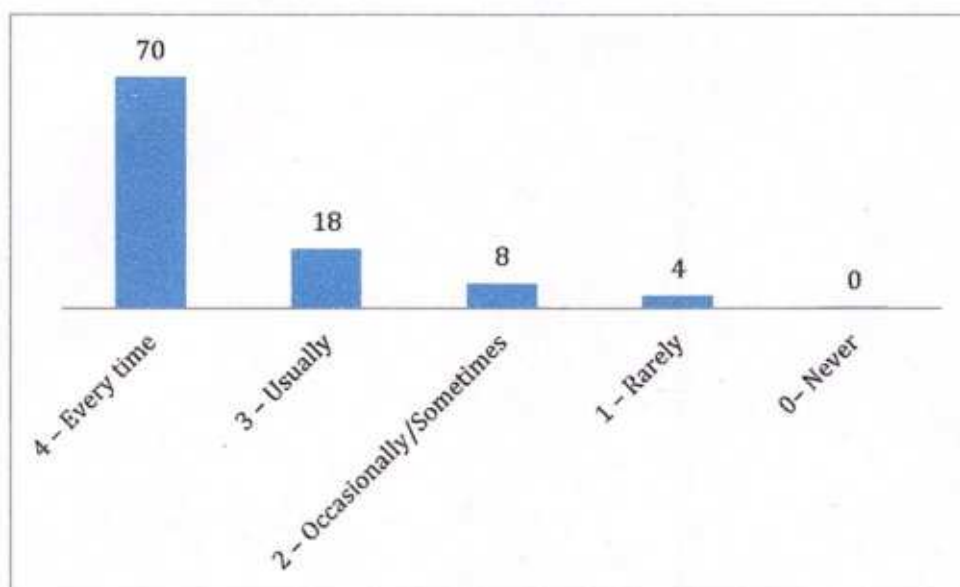

Analysis: *From the graph above it is clear that the majority of the students (66%) agreed that the mentor does a necessary follow-up with an assigned task to them every time.*

Recommendations and Action Taken:

Recommendations	Action Taken
Mentors should after assigning task to mentees must regularly do necessary follow-up and also provide constructive feedback on time.	Recommendation was sent to HODs for further action and teachers were asked to provide regular follow-up and timely feedback to mentees after assigning tasks. It Helps to keep mentees on track and provides opportunities for course correction

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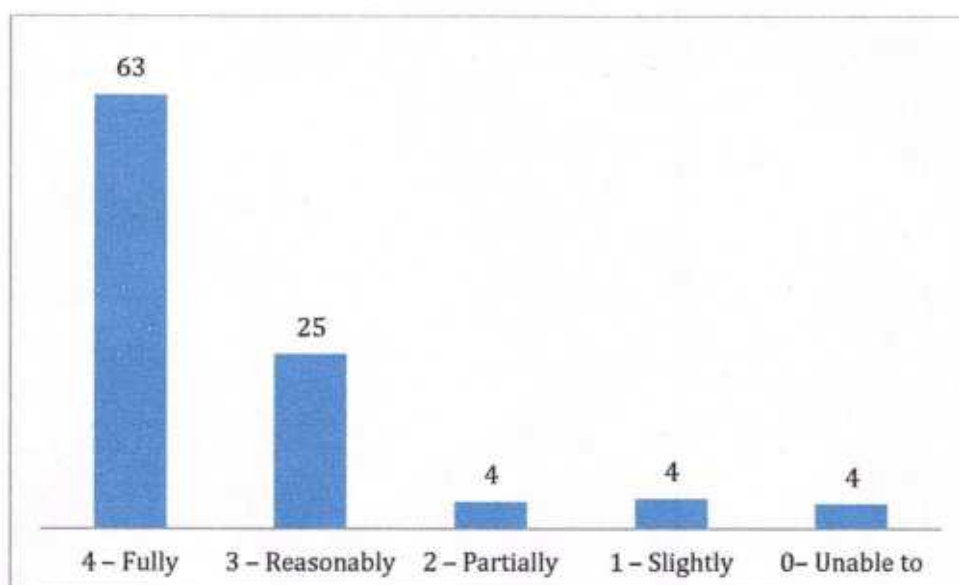

Analysis: *From the graph above it is clear that the majority of the students (70%) agreed that the teachers illustrate the concepts through examples and applications every time.*

Recommendations and Action Taken:

Recommendations	Action Taken
To have meaningful knowledge transfer teacher must illustrate the concepts by connecting to real-life examples and application of concepts in real-world.	Recommendation was sent to HODs for further guidance and to illustrate concepts by connecting them to real-life examples and applications, teachers should: • Identify relevant examples • Explain the connection • Encourage discussion • Provide opportunities for application

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

63	

4 – Fully   3 – Reasonably   2 – Partially   1 – Slightly   0– Unable to

Analysis: *From the graph above it is clear that the majority of the students (63%) fully agreed that the teachers identify strengths and encourage them by providing the right level of challenges.*
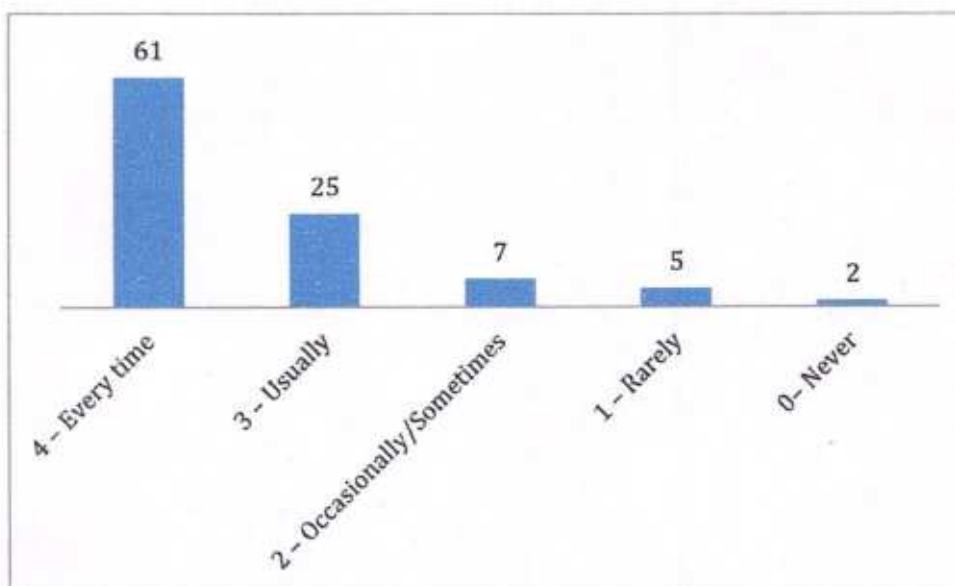
Recommendations and Action Taken:

Recommendations	Action Taken
Teachers must identify Advance and slow learners, their strength and weaknesses and encourage them by providing level of challenges so that each student can grow as per his / her strength and weaknesses.	Recommendation was sent to HODs for further guidance and : • Teachers should analyze student data to identify patterns and trends in their performance. This can help to identify areas where students are excelling as well as areas where they need additional support. • Teachers should provide differentiated instruction that is tailored to the needs of each student.

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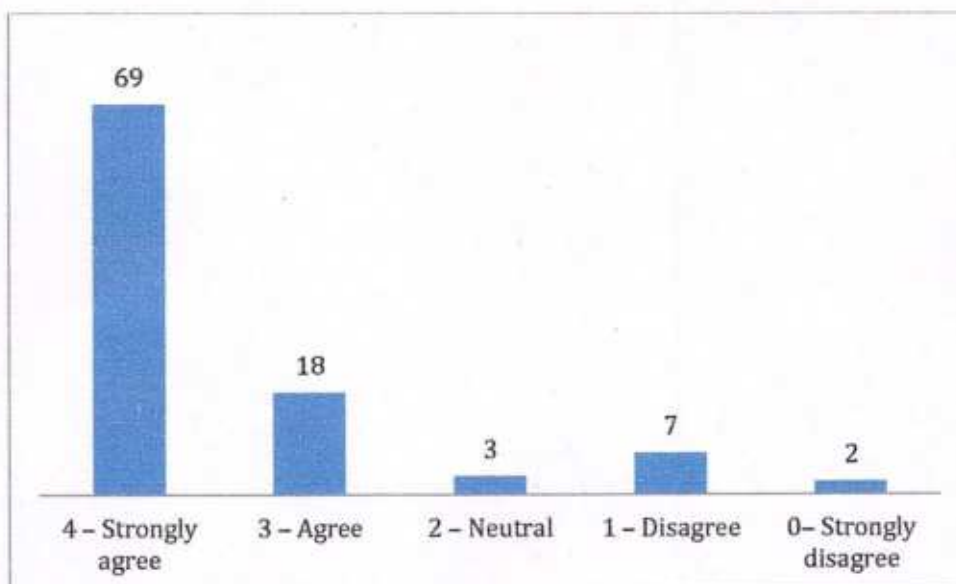

Analysis: *From the graph above it is clear that the majority of the students (61%) agreed that the teachers are able to identify weaknesses and help them by providing help to overcome them every time.*

Recommendations and Action Taken:

Recommendations	Action Taken
Teachers must identify Advance and slow learners, their strength and weaknesses and encourage them by providing level of challenges so that each student can grow as per his / her strength and weaknesses.	Recommendation was sent to HODs for further guidance.

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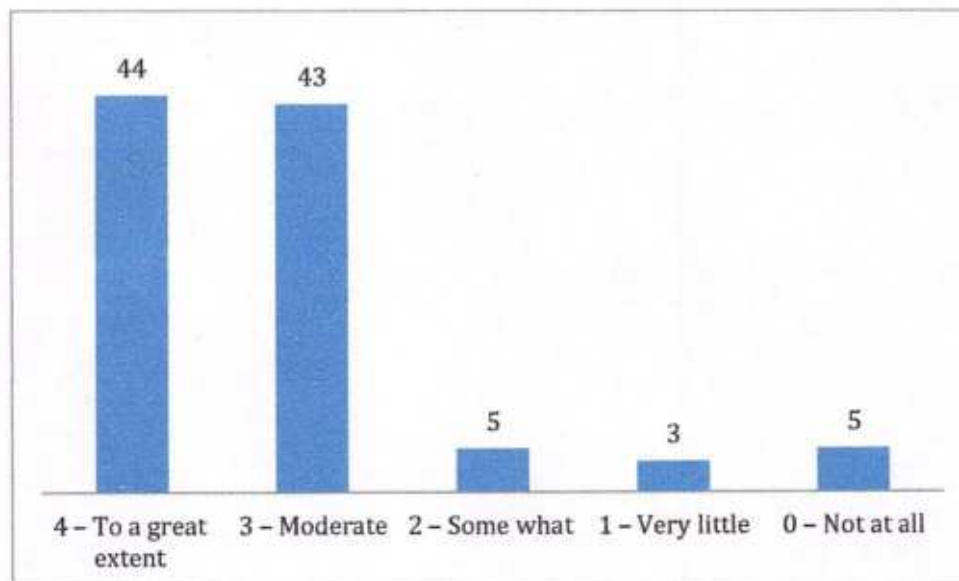

Analysis: *From the graph above it is clear that the majority of the students (69%) strongly agreed that the institution makes an effort to engage students in the monitoring review and continuous quality improvement of teaching and learning process.*

Recommendations and Action Taken:

Recommendations	Action Taken
The institute must take regular and timely feedback from all stakeholders on teaching and learning process for continuous quality improvement	Recommendation was sent to IQAC for implementations.

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

Analysis: From the graph above it is clear that the majority of the students (87%),[to a great extent and moderate] agreed that the institute / teachers use student-centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
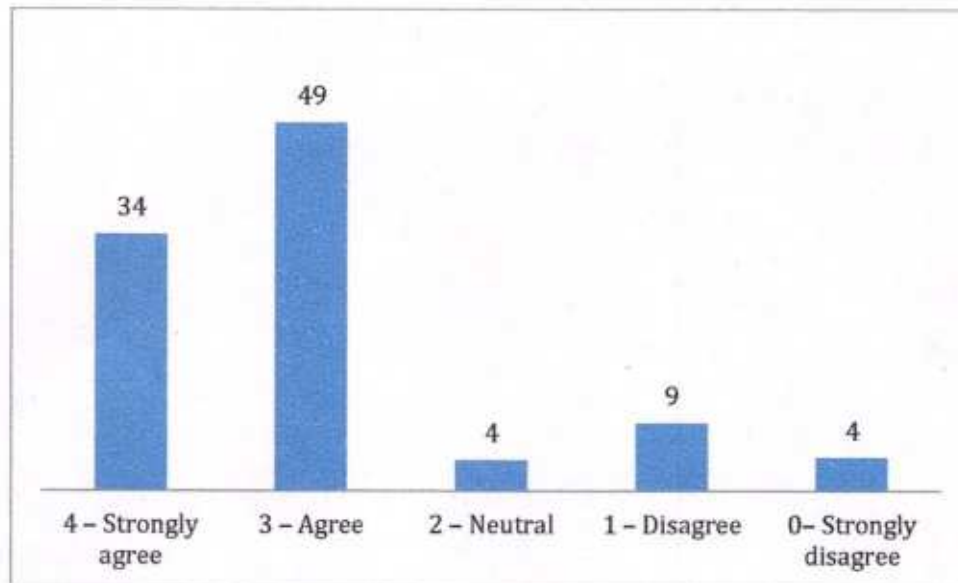
Recommendations and Action Taken:

Recommendations	Action Taken
To have different learning experiences, institute / teachers must adopt student centric pedagogy	Recommendation was sent to Academic Council for conducting PDP on student-centric Pedagogy

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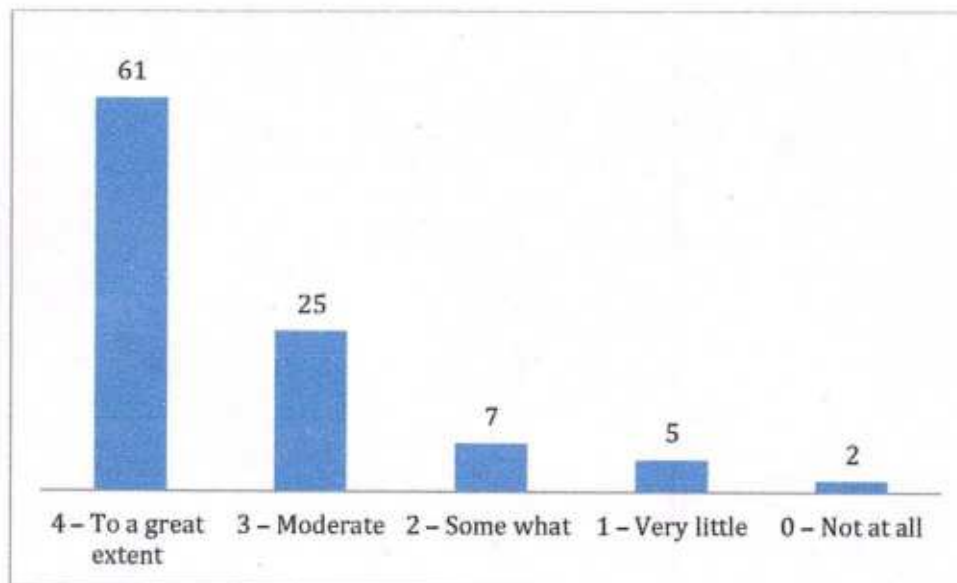**Question 17: Teachers encourage you to participate in extracurricular activities.**

Analysis: *From the graph above it is clear that the majority of the students (83%) strongly agreed and agrees that the teachers encourage them to participate in extracurricular activities.*

Recommendations and Action Taken:

Recommendations	Action Taken
To have holistic development, teachers must encourage every student to participate in extracurricular activities of his / her choice.	Recommendation was sent to IQAC for implementations.

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Question 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.
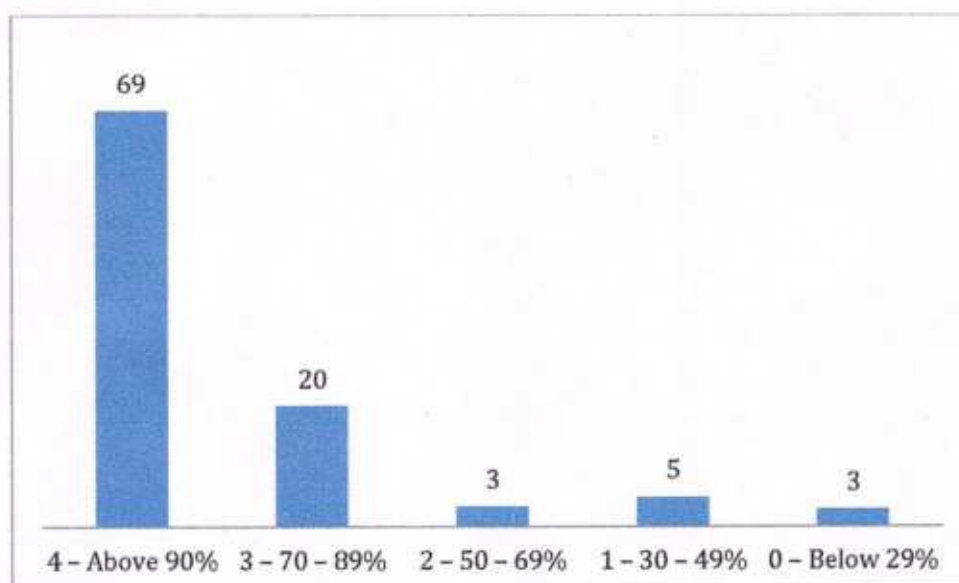

Analysis: From the graph above it is clear that the majority of the students (61%) agreed to a great extent that efforts are made by the institute / teachers to inculcate soft skills, life skills and employability skills to make them ready for the world of work.

Recommendations and Action Taken:

Recommendations	Action Taken
The institute / teachers conduct regular classes for soft skills, life skills and employability skills development skills to make them ready for the world of work.	Recommendation was sent to Academic Council.

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

Analysis: *From the graph above it is clear that the majority of the students (69%) agreed that above 90% of teachers use ICT tools such as LCD projector, Multimedia, etc while teaching.*
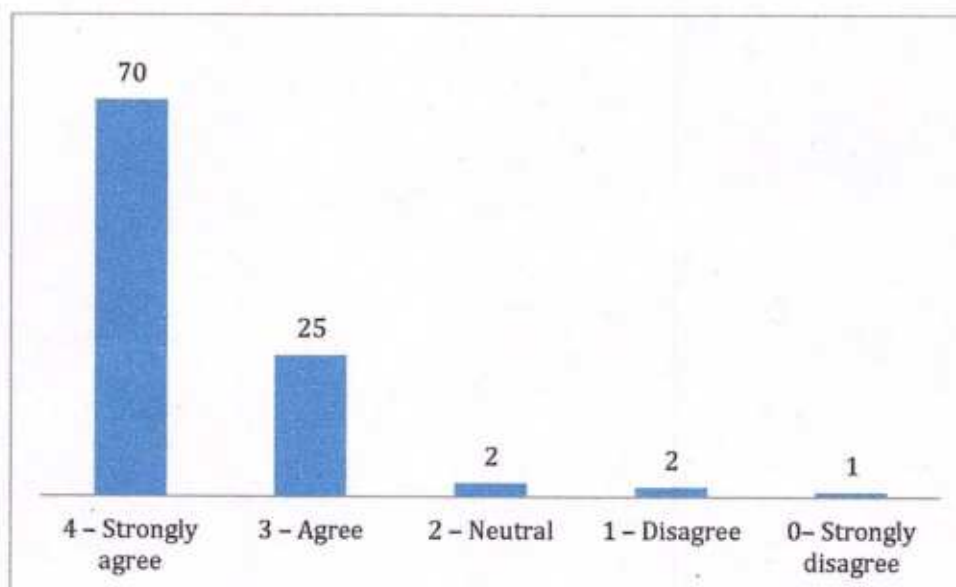
Recommendations and Action Taken:

Recommendations	Action Taken
One of the qualities of effective teacher is that they must have technological-pedagogical knowledge to enhance the teaching and learning process.	Recommendation was sent to Academic Council for conducting PDP on Roles of ICT tools in effective teaching and learning process.

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

Analysis: *From the graph above it is clear that the majority of the students (70%) strongly agreed that the overall quality of teaching and learning process in the institute is very good.*

Recommendations and Action Taken:

Recommendations	Action Taken
The institute / Teachers should always try to improve the quality of Teaching and Learning Process.	Recommendation was sent to Academic Council for conducting PDP on good practices in Teaching and Learning Process.

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