## I.B. College, Panipat

## Analysis of Student Satisfaction Survey (Session 2017-2018)

The student satisfaction survey for the session was conducted through distributing hard copies of the questionnaire among the students. Out of the 150 questionnaires distributed, we received back 124 of them, out of which 101 were found to be complete. The analysis was done on the basis of these complete questionnaires. The questions, response chart as well as the response analysis are being provided below:
Q. 1. How much of the syllabus was covered in the class during the session?
$\begin{array}{lr}\text { A. } 85-100 \% & \square \\ \text { C. } 55-69 \% & \square \\ \text { E. Below } 30 \% & \square\end{array}$
B. $70-84 \%$

D. $30-54 \% \quad \square$

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1 .}$ | $\mathbf{4 9}$ | $\mathbf{4 3}$ | $\mathbf{8}$ | $\mathbf{1}$ | $\mathbf{0}$ |

This indicated that the syllabus coverage in different classes is well above average, but it needs to be enhanced further. As is evident from the data above $48.5 \%$ respondents agreed that more than $85 \%$ of syllabus was covered, $42.5 \%$ informed above $70 \%$ coverage. Cumulatively, the response from $90 \%$ respondents is encouraging.
Q. 2. How well did the teachers prepare for the class?
A. Thoroughly

B. Satisfactorily

C. Poorly

D. Indifferently

E. Won't Teach at All


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| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 .}$ | $\mathbf{3 8}$ | $\mathbf{5 7}$ | $\mathbf{5}$ | $\mathbf{1}$ | $\mathbf{0}$ |

The preparation level of the teachers is suggested to be excellent by $37.6 \%$ of the respondents and $56.4 \%$ respondents showed their satisfaction by the preparation level of the teachers.
Q. 3. How well were the teachers able to communicate?
A. Always Effective

C. Just satisfactorily

$\begin{array}{lr}\text { B. Sometimes Effective } & \square \\ \text { D. Generally Ineffective } & \square\end{array}$
E. Very Poor Communication


| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{3 .}$ | $\mathbf{3 5}$ | $\mathbf{5 8}$ | $\mathbf{6}$ | $\mathbf{2}$ | $\mathbf{0}$ |

The effective communication is the key to success as a teacher. When the students are questioned the communicative abilities of the teachers, around $35 \%$ of them gave the highest score, and $57 \%$ expressed that the communication from teachers is sometimes effective. However, only around $8 \%$ of the respondents informed inefficiency.
Q. 4. The teacher's approach to teaching can best be described as:
A. Excellent

B. Very Good
C. Good

D. Fair

E. Poor


| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 4. | 47 | 26 | 25 | $\mathbf{3}$ | $\mathbf{0}$ |

For this question, as is evident from the data above, we got a mixed response from students ranging from good ( $24 \%$ ), very good ( $25 \%$ ) to excellent ( $46 \%$ ). It implies that most of the respondents are satisfied with the teaching approach.
Q. 5. Fairness of the internal evaluation process by the teachers:
A. Always Fair

B. Usually Fair

C. Sometimes UnfairD. Usually Unfair

E. Unfair $\square$

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{5 .}$ | $\mathbf{4 8}$ | $\mathbf{3 3}$ | $\mathbf{1 9}$ | $\mathbf{1}$ | $\mathbf{0}$ |

The internal evaluation system of the college is fair as per the response from $80 \%$ of the respondents. Around $19 \%$ of respondents, however also indicated that the internal evaluation is sometimes not fair.
Q. 6. Was your performance in assignments discussed with you?
A. Every time

B. Usually

C. Occasionally/Sometimes

D. Rarely

E. Never


| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{6 .}$ | $\mathbf{2 8}$ | $\mathbf{6 1}$ | $\mathbf{1 1}$ | $\mathbf{1}$ | $\mathbf{0}$ |

Seeing the response of 100 out of 101 respondents in this favour, it can be agreed upon that the teachers discuss the performance of students in the assignments given to them. A good number of $60 \%$ respondents told that their teachers usually discuss their performance.
Q. 7. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students:
A. Regularly
B. Often

C. Sometimes
D. Rarely

E. Never $\square$

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{7 .}$ | $\mathbf{3 4}$ | $\mathbf{5 2}$ | $\mathbf{1 2}$ | $\mathbf{3}$ | $\mathbf{0}$ |

None of the respondents declined about this question, implying thereby, that the college provides them ample opportunities for such kind of activities. However, the responses of the individual points of this question cannot be segregated independently.
Q. 8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
A. Significantly
B. Very Well
C. Moderately
D. Marginally

E. Not at All $\square$

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{8 .}$ | $\mathbf{3 3}$ | $\mathbf{5 4}$ | $\mathbf{1 3}$ | $\mathbf{1}$ | $\mathbf{0}$ |

The institute caters to this need of the students significantly is the opinion of around $33 \%$ of the respondents, and nearly $54 \%$ of them said that these aspects are taken care of very well.
Q. 9. The institution provides multiple opportunities to learn and grow.
A. Strongly Agree

B. Agree
C. Neutral

D. Disagree

E. Strongly Disagree $\square$

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 9. | 49 | $\mathbf{3 7}$ | $\mathbf{1 5}$ | $\mathbf{0}$ | $\mathbf{0}$ |

While some of the respondents ( $\cong 15 \%$ ) preferred not to answer, the remaining ( $\cong 85 \%$ ) agreed or strongly agreed with the fact that the institution provides them ample opportunities to learn and grow.
Q. 10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
A. Every timeB. Usually $\square$
C. Occasionally/ Sometimes $\square$ D. Rarely $\square$
E. Never


| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1 0 .}$ | $\mathbf{4 4}$ | $\mathbf{4 8}$ | $\mathbf{8}$ | $\mathbf{1}$ | $\mathbf{0}$ |

The responses to this question are indicative of a good trend of information transfer where the mentors keep the students aware of the expectations and opportunities after going through the course they are enrolled in.
Q. 11. Your mentor does a necessary follow-up with an assigned task to you.
A. Every time

B. Usually $\square$
C. Occasionally/ Sometimes $\square$ D. Rarely $\square$
E. I don't have a mentor


| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1 1 .}$ | $\mathbf{4 3}$ | $\mathbf{4 5}$ | $\mathbf{1 3}$ | $\mathbf{0}$ | $\mathbf{0}$ |

While some of the respondents ( $\cong 12 \%$ ) informed that they do not get a follow up from their mentors regarding important assignments given to them, a good number ( $\cong 42 \%$ ) also stated that they are always monitored for their progress made.
Q. 12. The teachers illustrate the concepts through examples and applications.
A. Every time

B. Usually

C. Occasionally/ Sometimes

E. Never

D. Rarely $\quad \square$

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1 2 .}$ | $\mathbf{3 8}$ | $\mathbf{5 2}$ | $\mathbf{9}$ | $\mathbf{2}$ | $\mathbf{0}$ |

The teaching can be more effective if it is supplemented with examples and illustrations. The student participants of this survey expressed that they are provided with enough examples as and when required to make the topics easy to understand. Around $89 \%$ of the respondents agreed on this fully or significantly.
Q. 13. The teachers identify your strengths and encourage you with providing right level of challenges.
A. Fully

B. Reasonably $\square$
C. PartiallyD. Slightly
E. Unable to

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1 3 .}$ | $\mathbf{3 6}$ | $\mathbf{5 8}$ | $\mathbf{6}$ | $\mathbf{1}$ | $\mathbf{0}$ |

The responses received from the students regarding this significant question are encouraging, as most of the students agree upon the fact that the teachers are aware of their strong points and try to provide appropriate level of challenge to the mentees.
Q. 14. Teachers are able to identify your weakness and help you to overcome them.
A. Every time

B. Usually

C. Occasionally/ Sometimes

D. Rarely

E. Never


| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1 4 .}$ | $\mathbf{5 7}$ | $\mathbf{2 5}$ | $\mathbf{1 9}$ | $\mathbf{0}$ | $\mathbf{0}$ |

In similar lines with the previous question, most of the respondents ( $\cong 81 \%$ ) agreed that the teachers notice their specific weak points and try to help them. However, $\cong 18 \%$ told that only sometimes the weak points are noticed and help is extended by the teachers.
Q. 15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
A. Strongly Agree

B. Agree

C. Neutral

D. Disagree $\square$
E. Strongly Disagree $\square$

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1 5 .}$ | $\mathbf{5 1}$ | $\mathbf{3 5}$ | $\mathbf{1 4}$ | $\mathbf{1}$ | $\mathbf{0}$ |

Most of the respondents agreed that the college is really concerned about improving the quality of teaching-learning in the campus. However, nearly $13 \%$ of the respondents preferred not to say something about it.
Q. 16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
A. To a great extent

B. Moderate

C. Somewhat

D. Very Little

E. Not at All


| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1 6 .}$ | $\mathbf{3 7}$ | $\mathbf{5 1}$ | $\mathbf{1 1}$ | $\mathbf{2}$ | $\mathbf{0}$ |

While a proportion of about $11 \%$ respondents disagreed to the above statement, a good number of them ( $\cong 88 \%$ ) gave their opinion that the teaching faculty of the college is quite responsive and involves them in solving the problems.
Q. 17. Teachers encourage you to participate in extracurricular activities.
A. Strongly Agree

B. Agree
D. Disagree

C. Neutral
E. Strongly Disagree $\square$

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1 7 .}$ | $\mathbf{4 2}$ | $\mathbf{4 5}$ | $\mathbf{1 3}$ | $\mathbf{1}$ | $\mathbf{0}$ |

In response to this question, most of the respondents opined that they get encouragement and support from the teachers to participate in extracurricular activities. The teachers always promote such kind of participation by the students, both in the programmes organized by the college as well as inter-college activities hosted by other institutions.
Q.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.
A. To a great extent $\square$ B. Moderate $\quad \square$
C. SomewhatD. Very Little $\square$
E. Not at All

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{1 8 .}$ | $\mathbf{3 3}$ | $\mathbf{6 0}$ | $\mathbf{8}$ | $\mathbf{0}$ | $\mathbf{0}$ |

The respondents acknowledged the efforts made by the college to prepare them to face the challenges ahead in their career. Around $60 \%$ of them said that college some efforts to do so. Analysis of the results of this question in particular shows that more efforts are needed by the college to do better on this account.
Q. 19. What percentage of teachers uses ICT tools such as LCD Projector, Multimedia, etc. while teaching?
A. Above 90\%

B. $70-89 \%$

C. $50-69 \%$

D. $30-49 \%$

E. Below $29 \%$


| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 19. | $\mathbf{1 0}$ | $\mathbf{1 4}$ | $\mathbf{1 5}$ | $\mathbf{2 1}$ | $\mathbf{4 1}$ |

The answers to this question are a cause of concern for the college, and it is to be taken up seriously to include more of more teachers in using ICT tools while teaching, and the necessary infrastructure to be added as soon as possible.
Q. 20. The overall quality of teaching-learning process in your institute is very good.
A. Strongly AgreeB. Agree
C. Neutral

D. Disagree

E. Strongly Disagree

| Q.N. | Responses A | Responses B | Responses C | Responses D | Responses E |
| :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 0 .}$ | $\mathbf{4 5}$ | $\mathbf{5 1}$ | $\mathbf{4}$ | $\mathbf{1}$ | $\mathbf{0}$ |

The responses indicate that the students are satisfied with the overall teaching-learning atmosphere of the college.

## Q. 21. Any suggestions for betterment of the college?

The suggestions from the primary stakeholders of the college, i.e. the students, are noted and it will be ensured that constructive and practicable suggestions are not only appreciated but implemented also.

