Pt. Ravishankar Shukla University
Raipur - 492 010, Chhattisgarh

A report

on

Student Satisfaction Survey

2022-2023

About Survey

In the 2022-2023 academic year, the IQAC at PRSU, Raipur, conducted an online Student Satisfaction Survey on the Teaching-Learning Process using Google Forms. Students across various Schools of Studies at the university took part in the survey, yielding 412 responses. Notably, 96.1% of these responses were from first-time participants. The gender distribution among participants was 57% female and 43% male. Regarding educational levels, 11.9% were in graduation courses, 83.7% in post-graduation, and the remainder in PG Diploma, Diploma, Certificate, and Ph.D. programs. The respondents' subject areas were diversified: 10.4% from Arts & Social Sciences, 79.6% from Science, 1.9% from Professional fields, and 8% from other disciplines.

That online feedback form consists of 20 questions with five options on a 0-4 Likert scale. The questions are given below in a table.
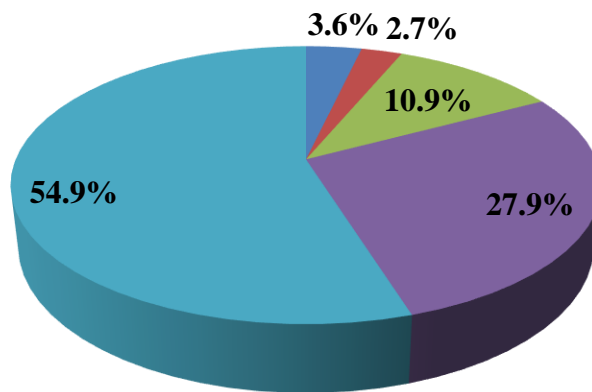
S. No.	Question
1.	How much of the syllabus was covered in the class?
2.	How well did the teachers prepare for the classes?
3.	How well were the teachers able to communicate?
4.	The teacher's approach to teaching can best be described as
5.	Fairness of the internal evaluation process by the teachers.
6.	Was your performance in assignments discussed with you?
7.	The institute takes 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.
9.	The institution provides multiple opportunities to learn and grow.
10.	Teachers inform you about your expected competencies, course outcomes and programme outcomes.
11.	Your mentor does a necessary follow-up with an assigned task to you.
12.	The teachers illustrate the concepts through examples and applications.
13.	The teachers identify your strengths and encourage you with providing right level of challenges.
14.	Teachers are able to identify your weaknesses and help you to overcome them.
15.	The institution makes effort to engage students in the monitoring, review 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.
17.	Teachers encourage you 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.
19.	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
20.	The overall quality of teaching-learning process in your institute is very good.

Question 21 was qualitative in nature, allowing students the chance to offer suggestions for enhancing the teaching and learning experience. The details of the feedback analysis are as follows:

Question No. 1: How much of the syllabus was covered in the class?

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – (Below 30%)	15	3.6
1 – (30% to 54%)	11	2.7
2 – (55 % to 69%)	45	10.9
3 – (70 % to 84%)	115	27.9
4 – (85% to 100%)	226	54.9
Total	**412**	**100**

82.8% of students reported that at least 70% of their syllabus was covered in class.

Question No. 2: How well did the teachers prepare for the classes?

| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Won't teach at all	2	0.5
1 – Indifferently	8	1.9
2 – Poorly	16	3.9
3 – Satisfactorily	213	51.7
4 – Thoroughly	173	42.0
Total	**412**	**100**
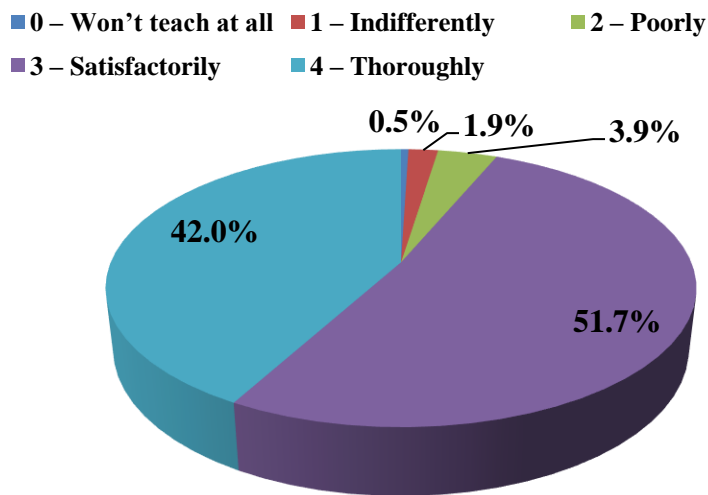
42% of students indicated that teachers are thoroughly prepared for classes, while 51.7% of students stated that teachers are satisfactorily prepared for classes.

Question No. 3: How well were the teachers able to communicate?

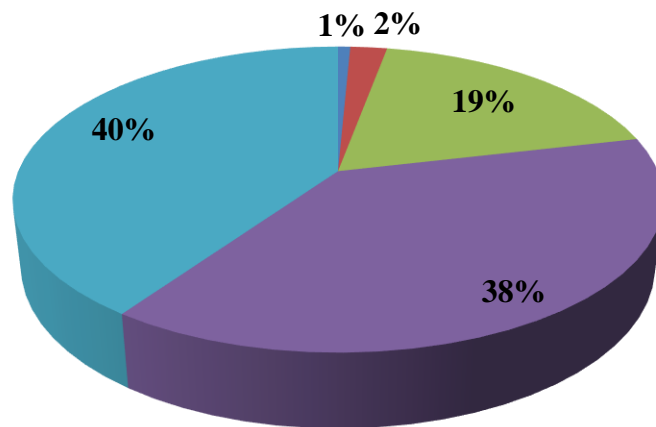| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Very poor communication	1	0.0
1– Generally ineffective	10	3.0
2 – Just satisfactorily	34	8.0
3 – Sometimes effective	112	27.0
4 – Always effective	255	62.0
Total	**412**	**100**
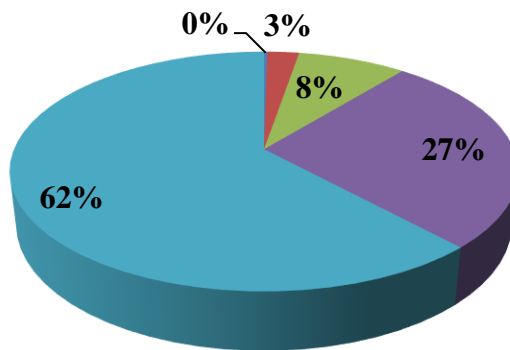
Regarding teachers' communication skills, 62% of students agreed that teachers are consistently effective in classes. In total, 89% of students concurred about the teachers' effective communication in class.

Question No. 4: The teacher's approach to teaching can best be described as

| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Poor	3	1
1 – Fair	9	2
2 – Good	76	19
3 – Very good	158	38
4 – Excellent	166	40
Total	**412**	**100**

From the above figure, we can say that 38% of students agree that their teacher's approach to teaching is very good and that of saying excellent is 40%.

Question No. 5: Fairness of the internal evaluation process by the teachers.

| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Unfair	3	1
1 – Usually unfair	6	1
2 – Sometimes unfair	35	9
3 – Usually fair	148	36
4 – Always fair	220	53
Total	**412**	**100**
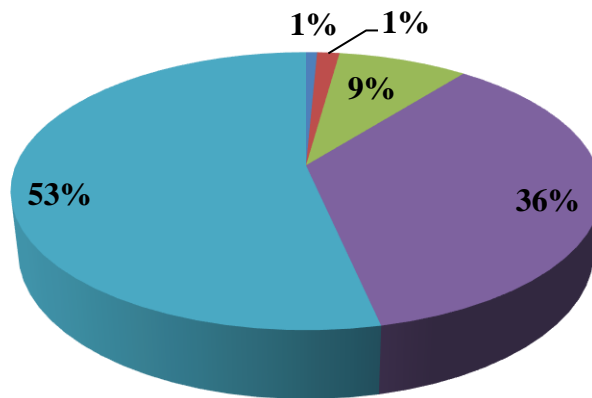
According to 36% and 53% of the students, fairness of the internal evaluation process by the teachers is 'usually fair' and 'always fair,' respectively.

Question No. 6: Was your performance in assignments discussed with you?

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Never	6	1
1 – Rarely	19	5
2 – Occasionally/Sometimes	48	12
3 – Usually	140	34
4 – Every time	199	48
Total	**412**	**100**

- ■ **0 – Never**
- ■ **1 – Rarely**
- ■ **2 – Occasionally/Sometimes**
- ■ **3 – Usually**
- ■ **4 – Every time**
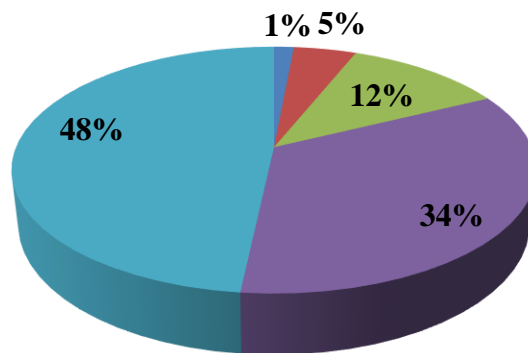
About 48% of students said that their performances in assignments were discussed with them every time and 34% of students claimed that it is usually discussed.

Question No. 7: The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Never	37	9
1 – Rarely	24	6
2 – Sometimes	63	15
3 – Often	108	26
4 – Regularly	180	44
Total	**412**	**100**
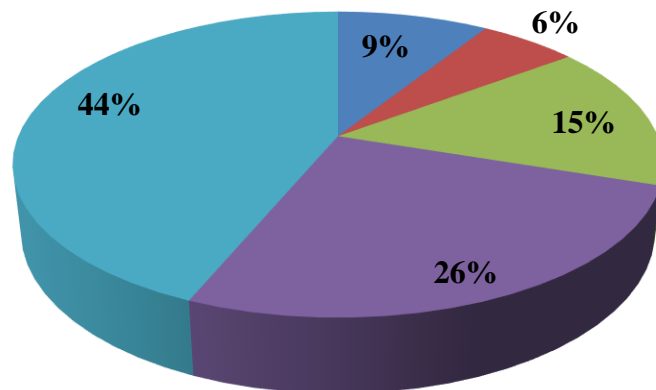
Approximately, 44% of the students opined that the institute took an active interest regularly in promoting internship, student exchange, and field visit opportunities for students, and 26% of students claimed it as often.

Question No. 8: The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Not at all	5	1
1 – Marginally	12	3
2 – Moderately	82	20
3 – Very well	155	38
4 – Significantly	158	38
Total	**412**	**100**
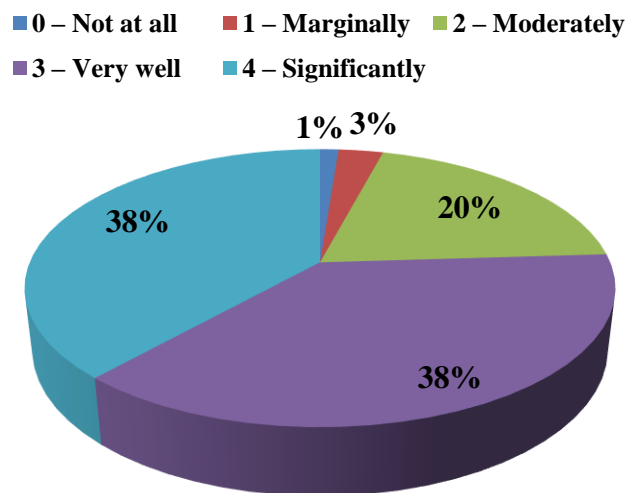
About 76% of the students were reported to have benefitted from the teaching and mentoring process in the institution facilitating cognitive, social, and emotional growth.

Question No. 9: The institution provides multiple opportunities to learn and grow.

| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Strongly disagree	6	2
1 – Disagree	10	2
2 – Neutral	57	14
3 – Agree	174	42
4 – Strongly agree	165	40
Total	**412**	**100**
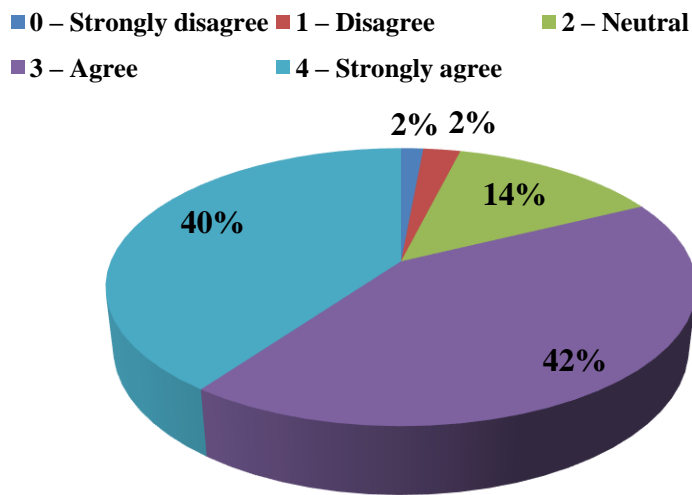
From the above figure, it is clear that about 40% of students strongly agree and in general 82% agree with the fact that their institution provides multiple opportunities to learn and grow.

Question No. 10: Teachers inform you about your expected competencies, course outcomes and programme outcomes

| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0– Never	6	1
1 – Rarely	15	4
2– Occasionally/Sometimes	48	12
3 – Usually	144	35
4 – Every time	199	48
Total	**412**	**100**
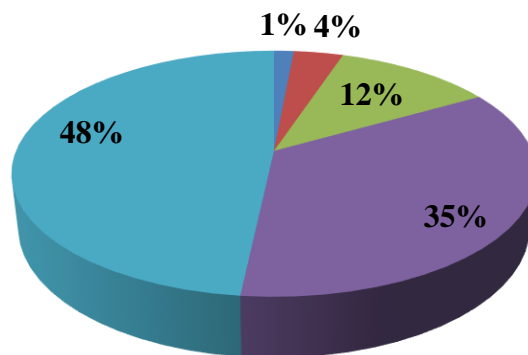
In general, 83% of students agreed that the teachers informed them about their expected competencies, courses, and program outcomes.

Question No. 11: Your mentor does a necessary follow-up with an assigned task to you.

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – I don't have a mentor	6	2
1 – Rarely	17	4
2 – Occasionally/Sometimes	41	10
3 – Usually	149	36
4 – Every time	199	48
Total	**412**	**100**

■ **0 – I don't have a mentor**   ■ **1 – Rarely**
■ **2 – Occasionally/Sometimes**   ■ **3 – Usually**
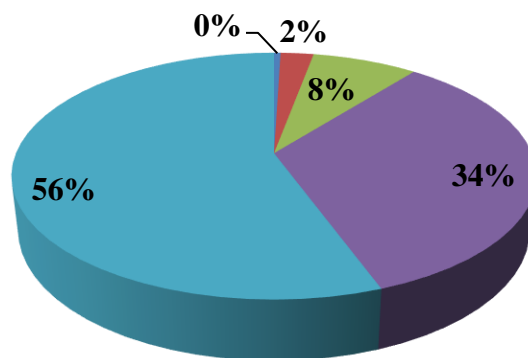■ **4 – Every time**
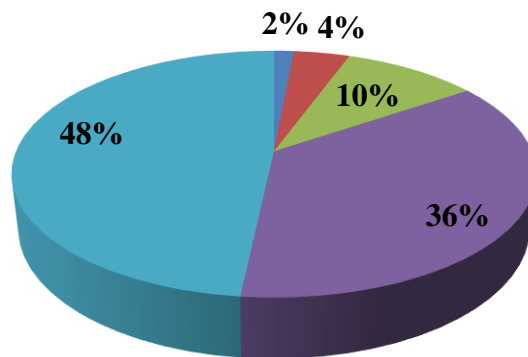
About 48% of students agreed that a necessary follow-up with an assigned task was done every time by the mentors. Thirty-six percent agreed that usually it is done.

Question No. 12: The teachers illustrate the concepts through examples and applications.

| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Never	2	0
1– Rarely	10	2
2 – Occasionally/Sometimes	32	8
3 – Usually	139	34
4 – Every time	229	56
Total	**412**	**100**

90% of students believed that the teachers illustrated the concepts through examples and applications.

Question No. 13: The teachers identify your strengths and encourage you with providing right level of challenges.

| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Unable to	13	3
1 – Slightly	17	4
2 – Partially	52	13
3 – Reasonably	142	34
4 – Fully	188	46
Total	**412**	**100**
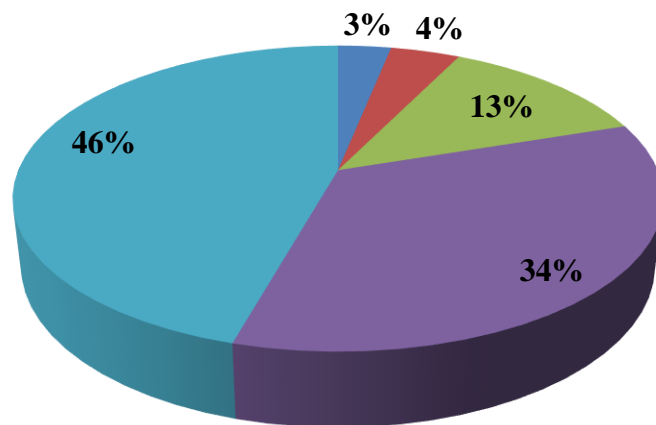
The teachers were also reported to have fully (46%) and reasonably (34%) identified the strengths of students and encouraged them by providing the right level of challenges.

Question No. 14: Teachers are able to identify your weaknesses and help you to overcome them.

| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Never	12	3
1 – Rarely	28	7
2 – Occasionally/Sometimes	61	15
3 – Usually	132	32
4 – Every time	179	43
Total	**412**	**100**

■ **0 – Never** ■ **1 – Rarely**
■ **2 – Occasionally/Sometimes** ■ **3 – Usually**
■ **4 – Every time**
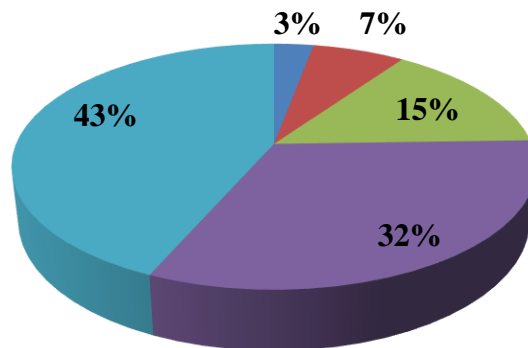
In 75% of cases, including 'usually' and 'every time,' teachers were able to identify the weaknesses of the students and help them overcome the weaknesses.

Question No. 15: The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

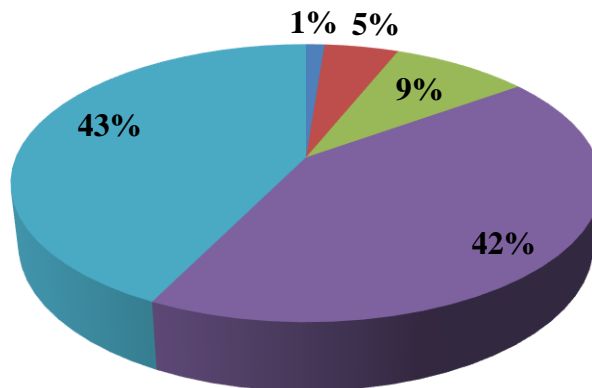| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Strongly disagree	6	1
1 – Disagree	12	3
2 – Neutral	56	14
3 – Agree	172	42
4 – Strongly agree	166	40
Total	**412**	**100**
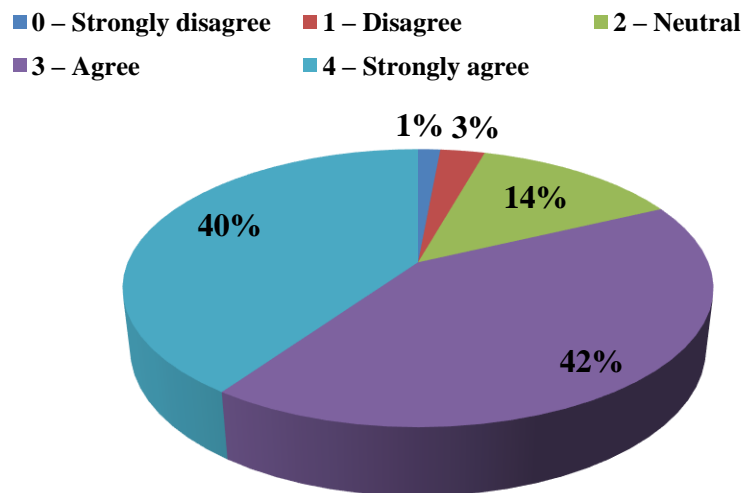
Forty percent of students strongly agreed, while 42% agreed that the institution had been making efforts to engage students in the monitoring, review, and continuous quality improvement of the teaching-learning process.

Question No. 16: The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

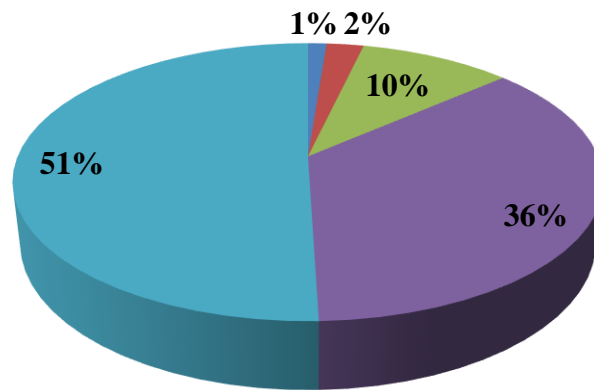| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Not at all	5	1
1 – Very little	20	5
2 – Some what	37	9
3 – Moderate	174	42
4 – To a great extent	176	43
Total	**412**	**100**

The institute/ teachers to a great extent (43%) and moderately (42%) used student-centric methods, such as experiential learning, participative learning, and problem-solving methodologies for enhancing learning experiences.

Question No. 17: Teachers encourage you to participate in extracurricular activities.

| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Strongly disagree	5	1
1 – Disagree	10	2
2 – Neutral	41	10
3 – Agree	148	36
4 – Strongly agree	208	51
Total	**412**	**100**

About 36% of students agreed, and 51% strongly agreed with the fact that their teachers encourage them to participate in extracurricular activities.

Question No. 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.

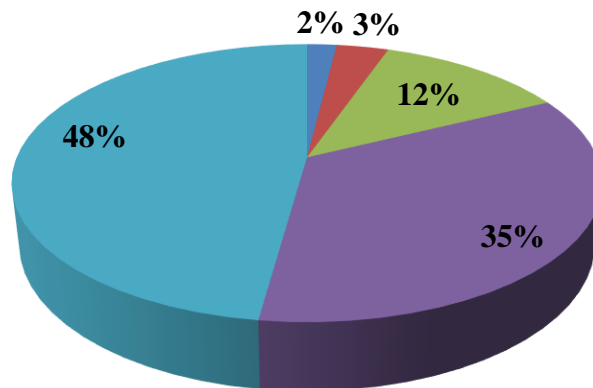| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Not at all	8	2
1 – Very little	22	5
2 – Some what	38	9
3 – Moderate	168	41
4 – To a great extent	176	43
Total	**412**	**100**
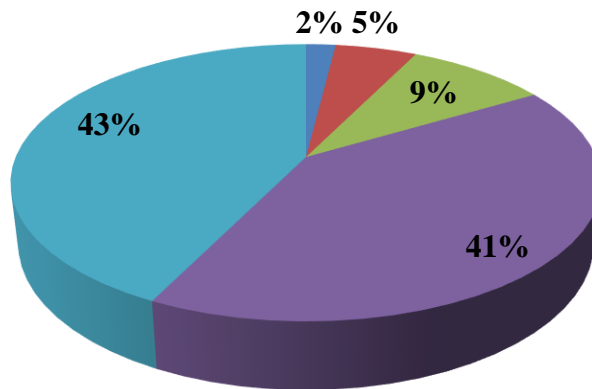
43% of students agreed to a great extent and 41% moderately that efforts are made by the institute/ teachers to inculcate soft skills, life skills, and employability skills to make students ready for their professional field.

Question No. 19: What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?

| Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Below 29%	8	2
1 – 30 – 49%	14	3
2 – 50 – 69%	51	12
3 – 70 – 89%	142	35
4 – Above 90%	197	48
Total	**412**	**100**

Forty-eight percent of students responded that more than 90% of teachers use ICT tools, such as LCD projectors, multimedia, online teaching apps, etc. while teaching, whereas 35% of students reported that 70-89% of teachers use ICT tools while teaching.

Question No. 20: The overall quality of teaching-learning process in your institute is very good

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Strongly disagree	6	1
1 – Disagree	14	3
2 – Neutral	44	11
3 – Agree	173	42
4 –Strongly agree	175	43
Total	**412**	**100**
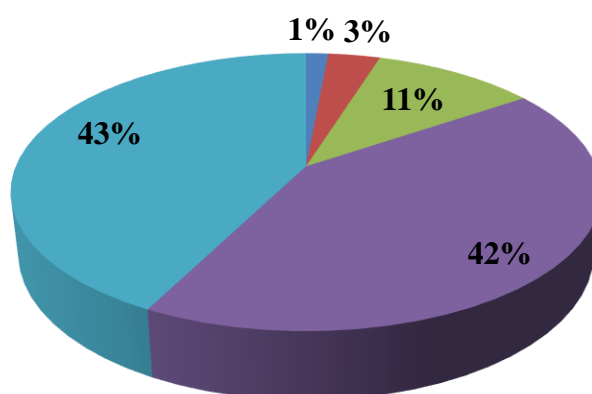
In a nutshell, 43% of the students strongly agreed and 42% agreed that the overall quality of the teaching-learning process in the university is very good.

Following are some observations/ suggestions by students to improve the overall teaching-learning experience in the institution:

- Syllabi needs to be more research and skill-based.
- The teaching level is better than other institutions, practical-based syllabi are available, and all instruments.
- Learning needs to be skill-based, which gives more job opportunities.
- Very excellent teaching and research Qualities
- Preparation for the entrance exam, providing placement offers.
- More workshops can be conducted regularly.
- More internship opportunities, field trips, and workshops can be implemented.

- Placements should be provided; industrial visits should be preferred and quality internships should be provided for better improvement in the subject.
- More animated videos for subjects for understanding mechanism, and placement should be provided.
- Student counseling regarding career
- All teaching techniques are good but placement, industrial visits, and skill development classes should be provided.
- Syllabus, practical knowledge, and new skills should be added, student time should not be wasted.
- Gardening can be done, Permanent faculties should be increased and permanent HOD should be posted, Nursing room can be provided at the institute.