

Pt. Ravishankar Shukla University
Raipur - 492 010, Chhattisgarh



A report
on
Student Satisfaction Survey
2020-2021

About Survey

A Student Satisfaction Survey on Teaching Learning Process (2020-2021) was conducted online through Google Forms by the IQAC, PRSU, Raipur. Students from the various Schools of Studies of the university participated in the survey. A total 1945 responses were received, out of which 98.7% responses were the first and only time participation. Out of total participants, 59.8% were females and 40.2% were males. 33.4% respondents belonged to graduation courses, 59.7% to post graduation, and the rest to PG Diploma, Diploma, Certificate, and Ph.D. courses. Subject area of the respondents was as follows: 16.9% were from Arts & Social Science, 37% from Science, 33.5% from Professional, 12.6 % from other subjects.

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.

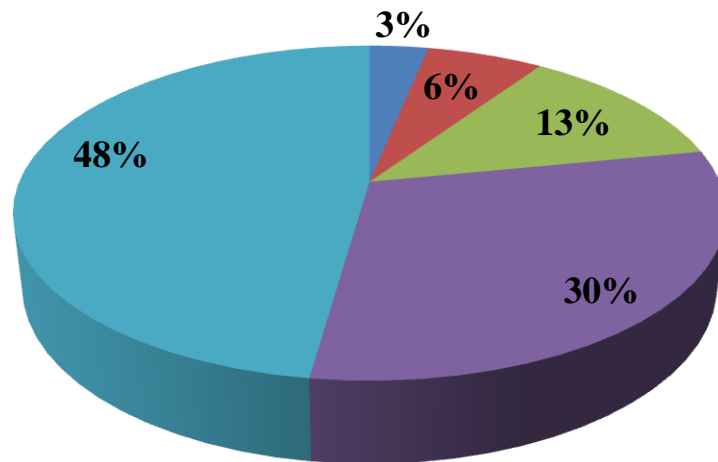
Sl No.	Question
1.	How much of the syllabus was covered in the class?
2.	How well did the teachers prepare for the classes?
3.	How well were the teachers able to communicate?
4.	The teacher's approach to teaching can best be described as
5.	Fairness of the internal evaluation process by the teachers.
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 no. 21 was qualitative that provided an opportunity to students to give their suggestions for the improvement of teaching-learning process. The details of feedback analysis are as follow:

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%)	62	3.2
1 – (30% to 54%)	123	6.3
2 – (55 % to 69%)	241	12.4
3 – (70 % to 84%)	590	30.3
4 – (85% to 100%)	929	47.8
Total	1945	100

■ 0 – (Below 30%) ■ 1 – (30% to 54%) ■ 2 – (55 % to 69%)
■ 3 – (70 % to 84%) ■ 4 – (85% to 100%)

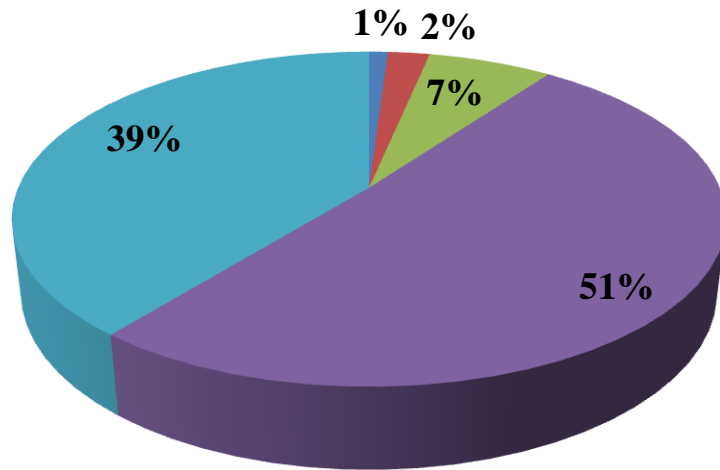


According to responses of 78.1% students, 70% and more of their syllabus was covered in the class.

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	20	1.0
1 – Indifferently	44	2.3
2 – Poorly	131	6.7
3 – Satisfactorily	988	50.8
4 – Thoroughly	762	39.2
Total	1945	100

■ 0 – Won't teach at all
 ■ 1 – Indifferently
 ■ 2 – Poorly
■ 3 – Satisfactorily
 ■ 4 – Thoroughly

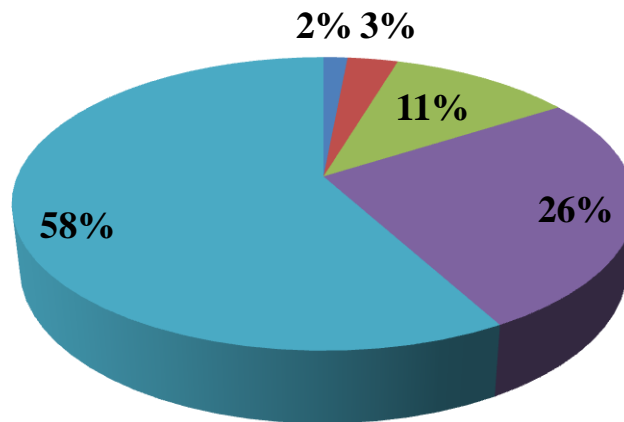


39.2% students responded that teachers are thoroughly prepared for the classes, whereas 50.8% students said that teachers are satisfactorily prepared for the classes.

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	29	1.5
1– Generally ineffective	61	3.1
2 – Just satisfactorily	221	11.4
3 – Sometimes effective	506	26.0
4 – Always effective	1128	58.0
Total	1945	100

- 0 – Very poor communication
- 1 – Generally ineffective
- 2 – Just satisfactorily
- 3 – Sometimes effective
- 4 – Always effective

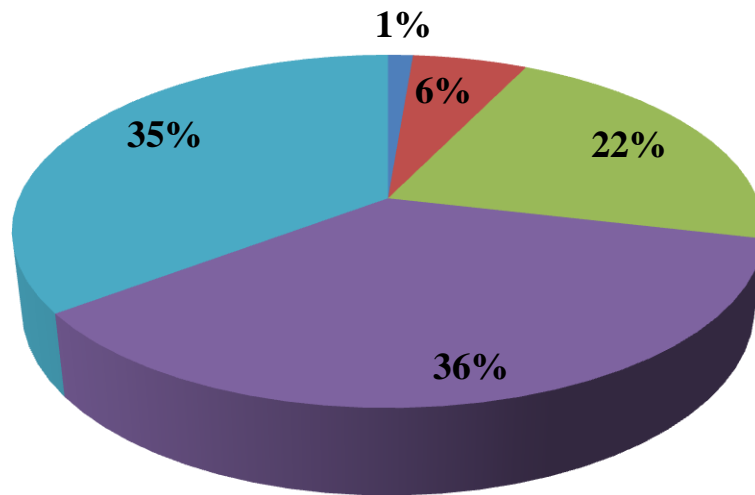


Concerning the communication skills of the teachers, 58% students were agreed that teachers are always effective in the classes. Overall 84% students are agreed about the teacher’s effective communication in the class.

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	25	1.3
1 – Fair	115	5.9
2 – Good	417	21.4
3 – Very good	702	36.1
4 – Excellent	686	35.3
Total	1945	100

■ 0 – Poor ■ 1 – Fair ■ 2 – Good ■ 3 – Very good ■ 4 – Excellent

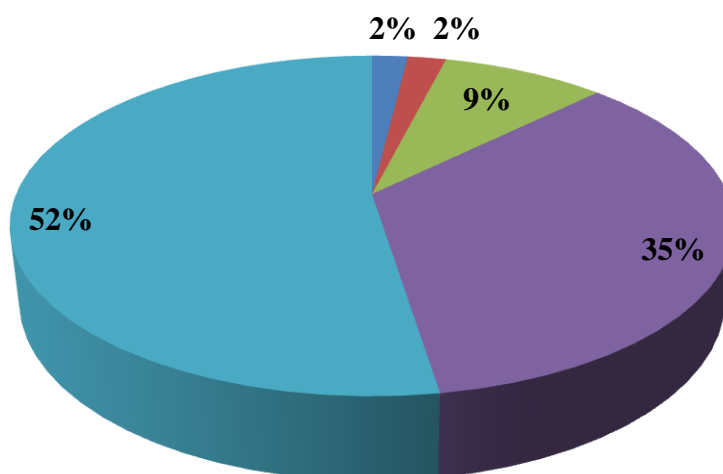


From the above figure, we can say that 36.1% of students are agreed that their teacher's approach to teaching is very good and that of saying excellent is 35.3%.

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

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Unfair	37	1.9
1 – Usually unfair	40	2.1
2 – Sometimes unfair	170	8.7
3 – Usually fair	677	34.8
4 – Always fair	1021	52.5
Total	1945	100

■ 0 – Unfair ■ 1 – Usually unfair ■ 2 – Sometimes unfair
■ 3 – Usually fair ■ 4 – Always fair

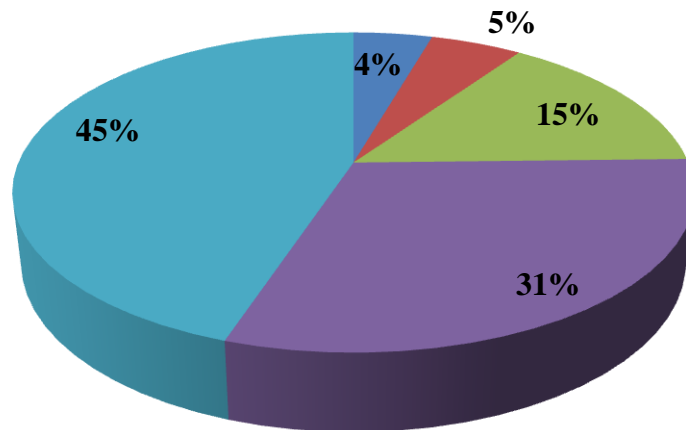


According to 34.8% and 52.5% of the students, fairness of the internal evaluation process by the teachers is ‘usually fair’ and ‘always fair,’ respectively.

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

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Never	87	4.5
1 – Rarely	101	5.2
2 – Occasionally/Sometimes	291	15.0
3 – Usually	593	30.5
4 – Every time	873	44.9
Total	1945	100

■ 0 – Never ■ 1 – Rarely ■ 2 – Occasionally/Sometimes ■ 3 – Usually ■ 4 – Every time

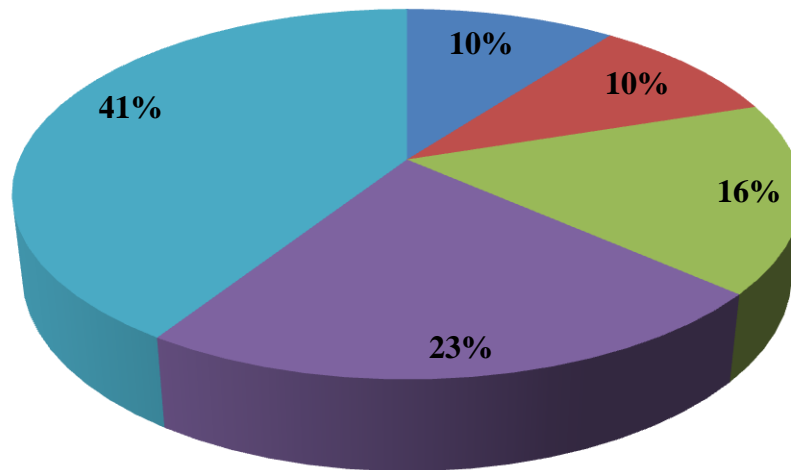


About 44.9% students said that their performances in assignments were discussed with them every time and 30.5% students claimed that it is usually discussed.

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	200	10.3
1 – Rarely	188	9.7
2 – Sometimes	322	16.6
3 – Often	440	22.6
4 – Regularly	795	40.9
Total	1945	100

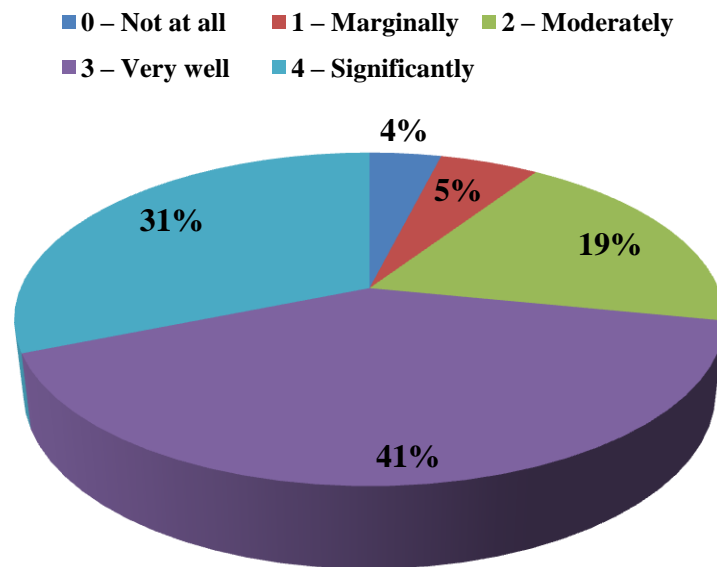
■ 0 – Never ■ 1 – Rarely ■ 2 – Sometimes ■ 3 – Often ■ 4 – Regularly



Approximately, 40.9% of the students opined that institute took active interest regularly in promoting internship, student exchange, and field visit opportunities for students, and 22.6% 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	76	3.9
1 – Marginally	105	5.4
2 – Moderately	366	18.8
3 – Very well	792	40.7
4 – Significantly	606	31.2
Total	1945	100

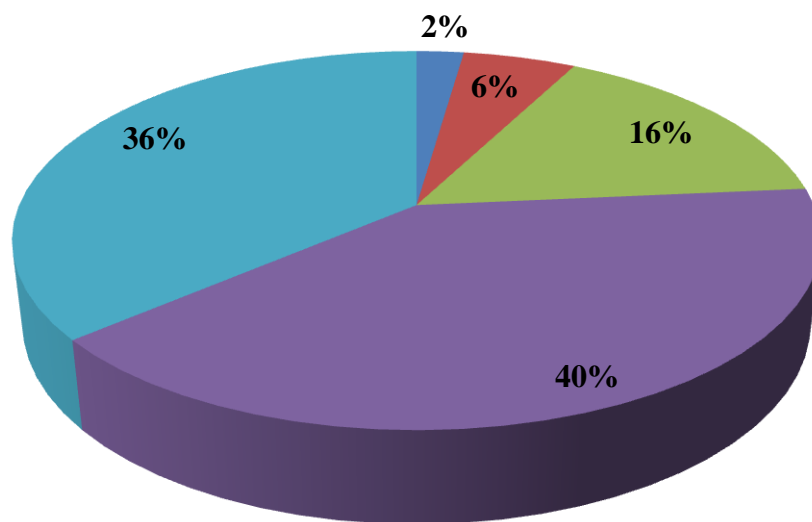


About 71.9% of the students were reported to have benefitted from the teaching and mentoring process in the institution facilitating cognitive, social and emotional growth.

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	44	2.3
1 – Disagree	105	5.4
2 – Neutral	309	15.9
3 – Agree	782	40.2
4 – Strongly agree	705	36.2
Total	1945	100

■ 0 – Strongly disagree ■ 1 – Disagree ■ 2 – Neutral ■ 3 – Agree ■ 4 – Strongly agree

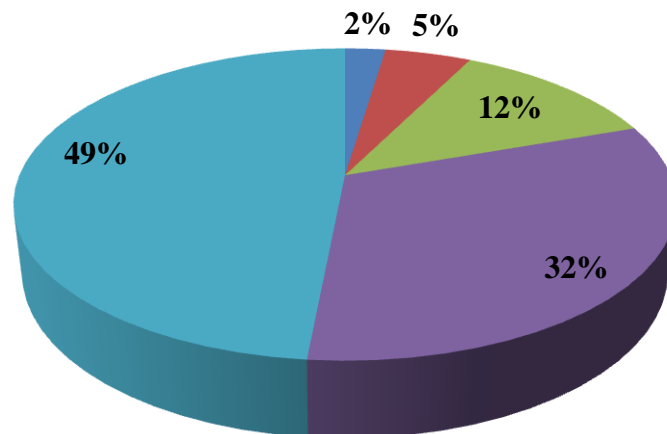


From the above figure, it is clear that about 36.2% of students are strongly agree and in general 76.4% are agree with the fact that their institution provides multiple opportunities to learn and grow.

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	46	2.4
1 – Rarely	98	5.0
2– Occasionally/Sometimes	238	12.2
3 – Usually	620	31.9
4 – Every time	943	48.5
Total	1945	100

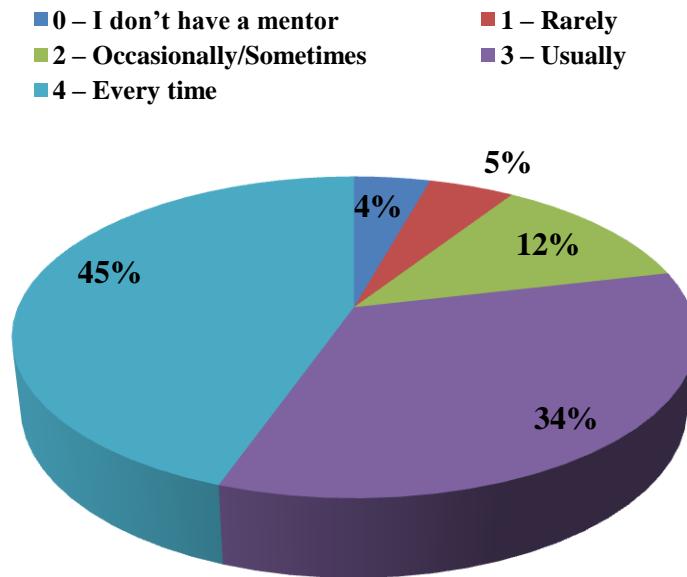
■ 0 – Never ■ 1 – Rarely ■ 2 – Occasionally/Sometimes ■ 3 – Usually ■ 4 – Every time



In general, 80.4% 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	84	4.3
1 – Rarely	94	4.8
2 – Occasionally/Sometimes	237	12.2
3 – Usually	662	34.0
4 – Every time	868	44.6
Total	1945	100

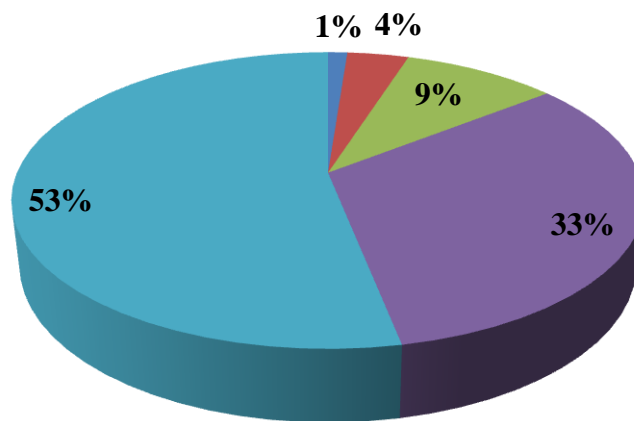


About 44.6% students agreed that a necessary follow-up with an assigned task were done every time by the mentors. Thirty four percent were agreed that usually it is done.

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

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Never	23	1.2
1– Rarely	73	3.8
2 – Occasionally/Sometimes	184	9.5
3 – Usually	632	32.5
4 – Every time	1033	53.1
Total	1945	100

■ 0 – Never ■ 1 – Rarely ■ 2 – Occasionally/Sometimes ■ 3 – Usually ■ 4 – Every time

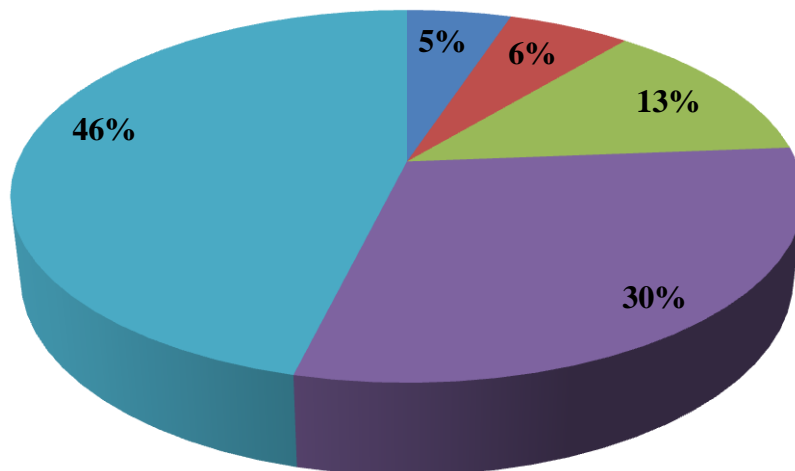


85.6% students believed that the teachers illustrated the concepts through examples and applications.

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	99	5.1
1 – Slightly	116	6.0
2 – Partially	247	12.7
3 – Reasonably	585	30.1
4 – Fully	898	46.2
Total	1945	100

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

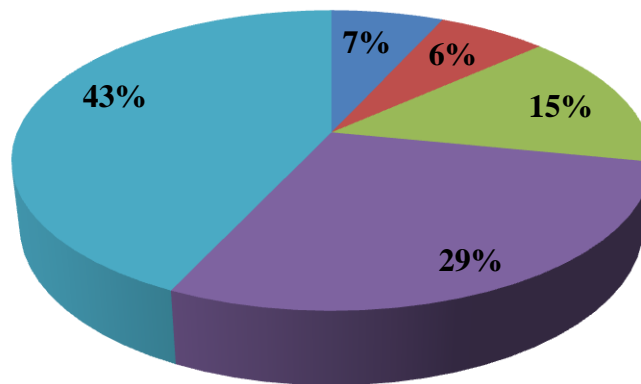


The teachers were also reported to have fully (46.2%) and reasonably (30.1%) identified the strengths of students and encouraging them with providing right level of challenges.

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	132	6.8
1 – Rarely	128	6.6
2 – Occasionally/Sometimes	287	14.8
3 – Usually	561	28.8
4 – Every time	837	43.0
Total	1945	100

■ 0 – Never ■ 1 – Rarely ■ 2 – Occasionally/Sometimes ■ 3 – Usually ■ 4 – Every time

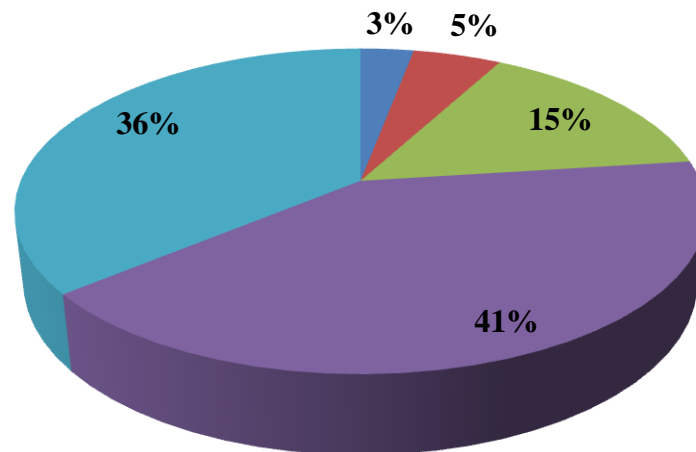


In 71.8% cases, including ‘usually’ and ‘every time,’ teachers were able to identify the weaknesses of the students and help them in overcoming of the weaknesses.

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	58	3.0
1 – Disagree	96	4.9
2 – Neutral	293	15.1
3 – Agree	798	41.0
4 – Strongly agree	700	36.0
Total	1945	100

■ 0 – Strongly disagree ■ 1 – Disagree ■ 2 – Neutral ■ 3 – Agree ■ 4 – Strongly agree

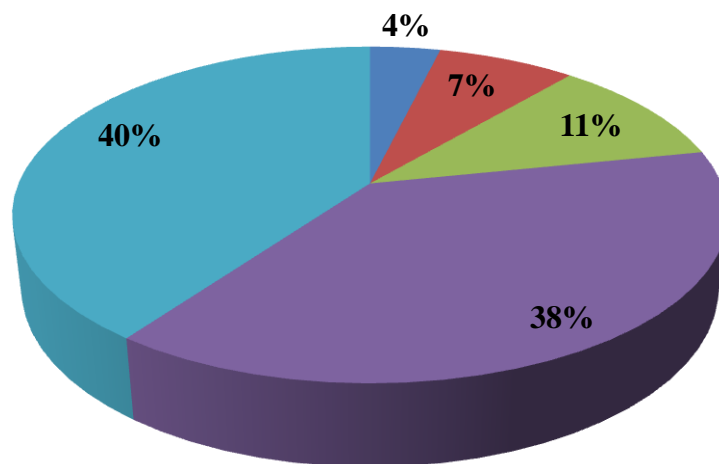


Thirty six percent students strongly agreed, while 41% agreed that the institution had been making efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

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	74	3.8
1 – Very little	145	7.5
2 – Some what	205	10.5
3 – Moderate	743	38.2
4 – To a great extent	778	40.0
Total	1945	100

■ 0 – Not at all ■ 1 – Very little ■ 2 – Some what
■ 3 – Moderate ■ 4 – To a great extent

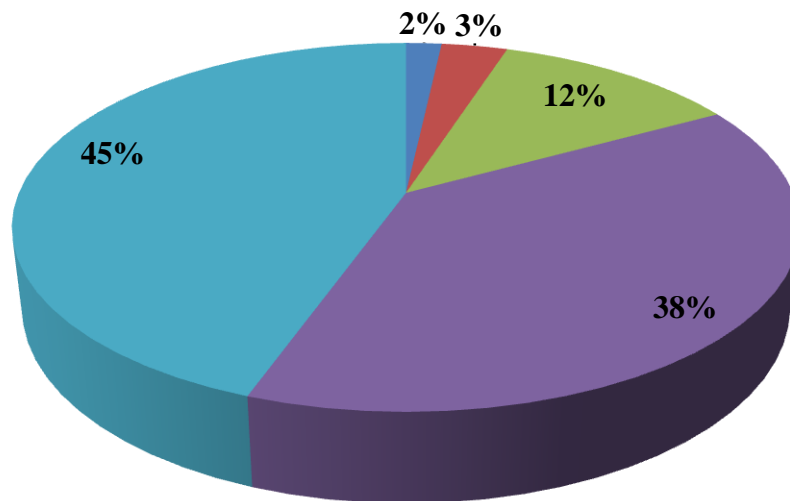


The institute/ teachers to a great extent (40%) and moderately (38.2%) used student centric methods, such as, experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

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

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Strongly disagree	34	1.7
1 – Disagree	63	3.2
2 – Neutral	234	12.0
3 – Agree	748	38.5
4 – Strongly agree	866	44.5
Total	1945	100

■ 0 – Strongly disagree ■ 1 – Disagree ■ 2 – Neutral ■ 3 – Agree ■ 4 – Strongly agree

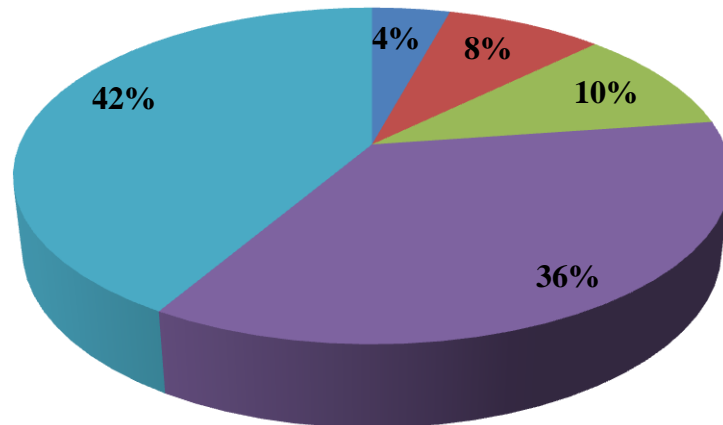


About 38.5% students are agreed and that of 44.5% are strongly agreed with the fact that their teachers encourage them to participate in extracurricular activities.

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	82	4.2
1 – Very little	165	8.5
2 – Some what	195	10.0
3 – Moderate	695	35.7
4 – To a great extent	808	41.5
Total	1945	100

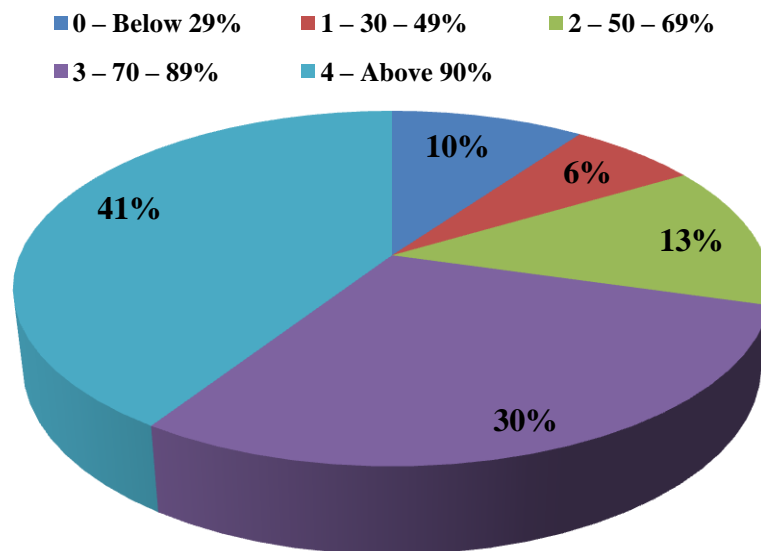
■ 0 – Not at all ■ 1 – Very little ■ 2 – Some what
■ 3 – Moderate ■ 4 – To a great extent



41.5% students agreed to a great extent and 35.7% 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%	192	9.9
1 – 30 – 49%	128	6.6
2 – 50 – 69%	253	13.0
3 – 70 – 89%	578	29.7
4 – Above 90%	794	40.8
Total	1945	100

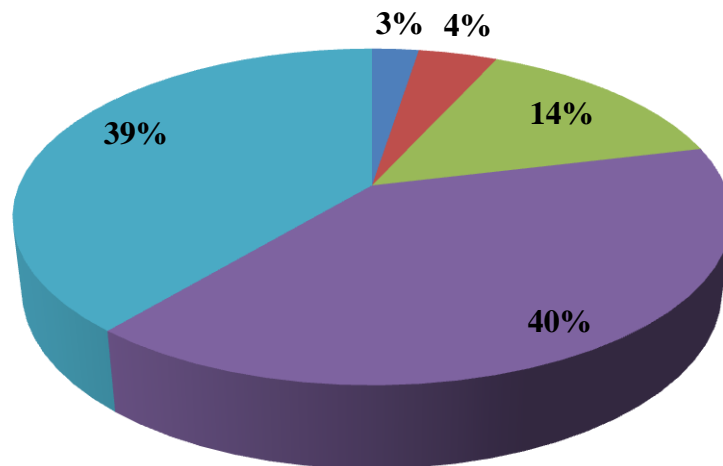


Forty point eight percent students responded that more than 90% teachers use ICT tools, such as LCD projectors, multimedia, online teaching apps etc. while teaching, whereas 29.7% students reported that 70-89% teachers use ICT tools while teaching.

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	49	2.5
1 – Disagree	83	4.3
2 – Neutral	281	14.4
3 – Agree	775	39.8
4 – Strongly agree	757	38.9
Total	1945	100

■ 0 – Strongly disagree ■ 1 – Disagree ■ 2 – Neutral ■ 3 – Agree ■ 4 – Strongly agree



In a nutshell, 38.9% of the students strongly agreed and 39.8% agreed that the overall quality of teaching-learning process in the university is very good.