HINDU COLLEGE :: GUNTUR
(NAAC 'A' Grade Accreditation)

Internal Quality Assurance Cell (IQAC)

AQAR 2020-21

2.7.1

STUDENT SATISFACTION SURVEY

STUDENT SATISFACTION SURVEY REPORT 2020-21

Student Satisfaction Survey (SSS) is one of the mandatory criteria set by National Assessment and Accreditation Council (NAAC). It is also a pre qualifier for Assessment and Accreditation of the institution.

Utility of the Survey:

The Student Satisfaction Survey by NAAC primarily focuses on Teaching Learning Evaluation. It collects in-depth data of a student's satisfaction with the teaching learning environment of the college. The students responses are collected and analysed based on 21 questions designed by NAAC. After going through the question set one understands that the feedback collected from students is definitely useful for the streamlining the services offered to students. It seems that the survey was created by experts and leaders in the education to assist the educational institutions to define the success of the most important aspect of education- teaching and learning. The results of the survey summarize the expectations of the students and experts educationalists and the extent to which the College was able to meet these expectations.

Research Methodology:

This year also, the Student Satisfaction Survey was conducted by a team of teachers and a volunteer students in the month of March, 2020. The specific month was chosen so that teaching learning process in the first, Third and Fifth semester (this year) is at its fag end and it is possible for students to retrospect and provide correct responses. Each question in the NAAC SSS format is aimed at collecting factual opinion of students on curriculum, completion of syllabus, preparedness of the teachers, reaction of the students regarding pedagogy, attitude of teachers, transparency and fairness in internal evaluations, placement possibilities, curricular and extra-curricular activities, overall impression and suggestions about the college. Selection of respondents was done using the stratified random sampling method from the students of each branch at UG and PG level separately. Before proceeding for the survey, the Age, College Name, Gender, academic programme being pursued by the student were confirmed. After making the students aware about the instructions, motive and her/his willingness to answer the complete set of questions, the responses were recorded on SSS form by student volunteers. In some cases

students had to be called twice or thrice to suit their convenient time to answer the complete set of questions. The respondents were assured that their identity would not by disclosed.

Analysis and the findings:

The responses collected from students responses were fed to SPSS package program sheet designed for the analysis by the team. The responses were analysed by a team of teachers. The question-wise outcome of the results is presented below:

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.

21. Students observations/suggestions to improve the overall teaching – learning experience in your institution

Key findings from the survey

1. Almost all the students 998.4%) aid that the syllabus is completed, satisfaction over the quality of Teaching Learning in our college.

2. 97% of the students felt that their faculty prepare well for the classes.

3. 96 percent of the students rated very good and excellent on the ability of faculty to communicate.

4. 97% of the respondents replied that, their performance in assignments discussed with them.

5. Teacher's preparation, communication, use of appropriate teaching pedagogy and fairness of internal evaluation has been rated high in the survey.

6. The college provides ample opportunities for cultural activities, sports activities and extra-curricular activities. The students have opined that college also provides good environment for emotional growth of students.

7. With respect to field trips, mentoring also most of the students felt happy. However, they suggested for more efficient system along with exchange programmes and internships.

8. The students have expressed satisfaction regarding multiple opportunity to learn and grow; skill development programme run by the college. They have

9. Students appreciated teaching and implementation of learning outcome based curriculum which includes continuous evaluation and assessment of students throughout the semester.

Finally, the students are very happy with their faculty, teaching methods, style, system and all other aspects of college, which increased the responsibility of the Institution.

8. Students have also acknowledged interdisciplinary learning programmes, NCC Camps, NSS Camps, organisation of various seminars. This has helped students in learning other subjects/ practicals which were beyond their prescribed curriculum.
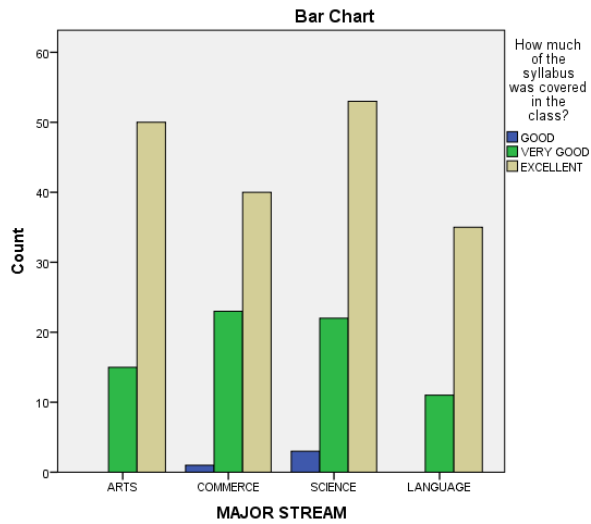
The SSS has also pointed out few grey areas where the college/ teachers/ departments do have scope for enhancement in quality of education. **They are as follows**:

1. College need to promote internship especially for some subjects in faculty of Science and Commerce.

2. Formulate mechanism which will identify SWOC of students and provide them right level of challenges and help them to overcome their weakness.

3. Good number of field visits and student exchange programmes to be organized.

4. Mentor system is to be strengthened further.

5. Enhance use of ICT in teaching and equip laboratories with multiple copies of small instruments.

6. Teachers should encourage research culture amongst students.

7. More emphasis on skill development and hands on assignments, inclusion of seminars, workshops and field visits for typically one subject.

8. More number of campus interviews to be arranged.

9. Design good number interdisciplinary courses.

The IQAC as well as College management give utmost importance to the findings of this survey as students come to believe that even they have a role in policy making. This approach of participative policy making is needed for students.
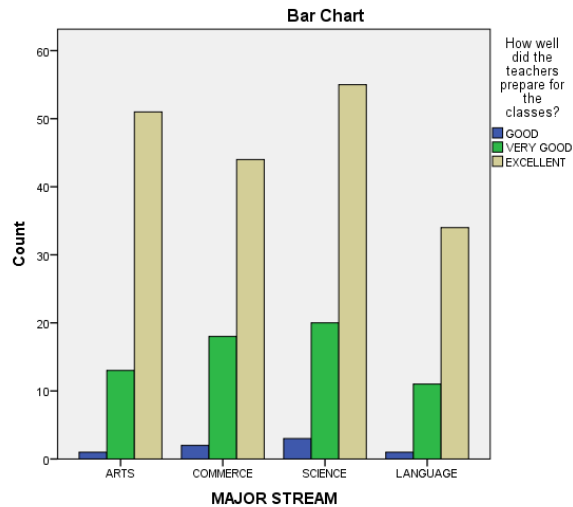
MAJOR STREAM * How much of the syllabus was covered in the class? Crosstabulation

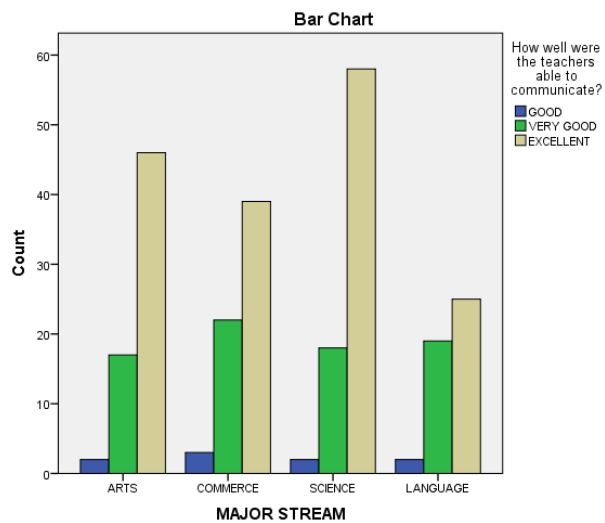|		How much of the syllabus was covered in the class?			Total
		GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	0	15	50	65
		0.0%	23.1%	76.9%	100.0%
	COMMERCE	1	23	40	64
		1.6%	35.9%	62.5%	100.0%
	SCIENCE	3	22	53	78
		3.8%	28.2%	67.9%	100.0%
	LANGUAGE	0	11	35	46
		0.0%	23.9%	76.1%	100.0%
Total		4	71	178	253
		1.6%	28.1%	70.4%	100.0%

MAJOR STREAM * How well did the teachers prepare for the classes? Crosstabulation

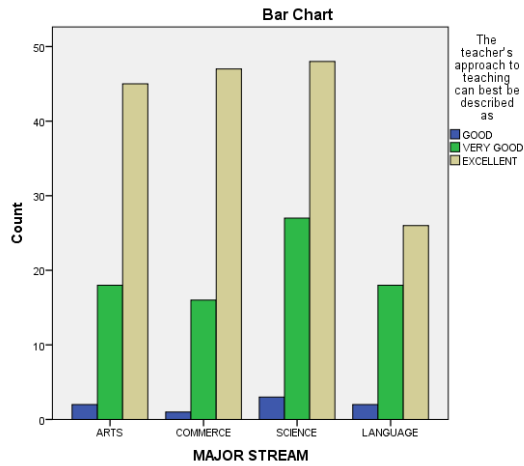|			How well did the teachers prepare for the classes?			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	1	13	51	65
		% within MAJOR STREAM	1.5%	20.0%	78.5%	100.0%
	COMMERCE	Count	2	18	44	64
		% within MAJOR STREAM	3.1%	28.1%	68.8%	100.0%
	SCIENCE	Count	3	20	55	78
		% within MAJOR STREAM	3.8%	25.6%	70.5%	100.0%
	LANGUAGE	Count	1	11	34	46
		% within MAJOR STREAM	2.2%	23.9%	73.9%	100.0%
Total		Count	7	62	184	253
		% within MAJOR STREAM	2.8%	24.5%	72.7%	100.0%

Bar Chart

MAJOR STREAM * How well were the teachers able to communicate? Crosstabulation

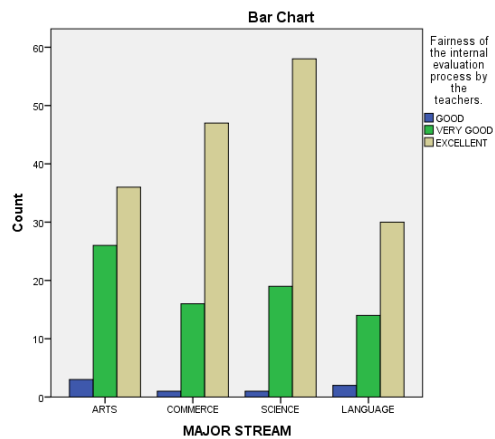|		How well were the teachers able to communicate?			Total
		GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	2	17	46	65
		3.1%	26.2%	70.8%	100.0%
	COMMERCE	3	22	39	64
		4.7%	34.4%	60.9%	100.0%
	SCIENCE	2	18	58	78
		2.6%	23.1%	74.4%	100.0%
	LANGUAGE	2	19	25	46
		4.3%	41.3%	54.3%	100.0%
Total		9	76	168	253
		3.6%	30.0%	66.4%	100.0%

Bar Chart

MAJOR STREAM * The teacher's approach to teaching can best be described as Crosstabulation

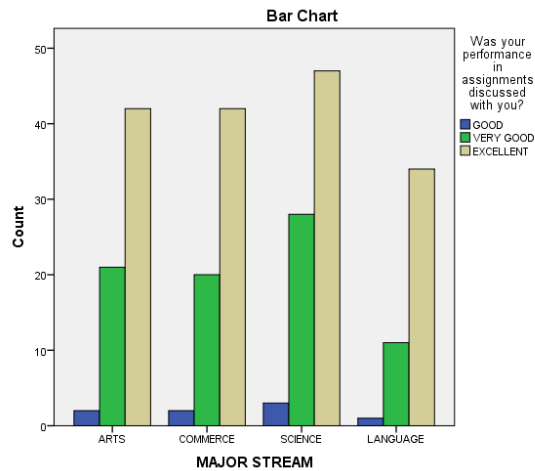|			The teacher's approach to teaching can best be described as			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	18	45	65
		% within MAJOR STREAM	3.1%	27.7%	69.2%	100.0%
	COMMERCE	Count	1	16	47	64
		% within MAJOR STREAM	1.6%	25.0%	73.4%	100.0%
	SCIENCE	Count	3	27	48	78
		% within MAJOR STREAM	3.8%	34.6%	61.5%	100.0%
	LANGUAGE	Count	2	18	26	46
		% within MAJOR STREAM	4.3%	39.1%	56.5%	100.0%
Total		Count	8	79	166	253
		% within MAJOR STREAM	3.2%	31.2%	65.6%	100.0%

Bar Chart

MAJOR STREAM * Fairness of the internal evaluation process by the teachers. Crosstabulation

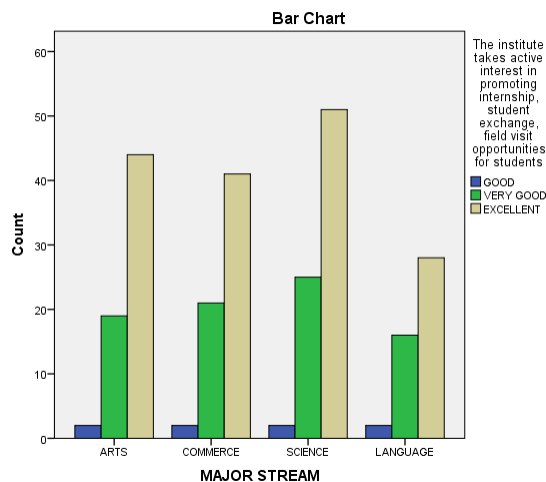|			Fairness of the internal evaluation process by the teachers.			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	3	26	36	65
		% within MAJOR STREAM	4.6%	40.0%	55.4%	100.0%
	COMMERCE	Count	1	16	47	64
		% within MAJOR STREAM	1.6%	25.0%	73.4%	100.0%
	SCIENCE	Count	1	19	58	78
		% within MAJOR STREAM	1.3%	24.4%	74.4%	100.0%
	LANGUAGE	Count	2	14	30	46
		% within MAJOR STREAM	4.3%	30.4%	65.2%	100.0%
Total		Count	7	75	171	253
		% within MAJOR STREAM	2.8%	29.6%	67.6%	100.0%

Bar Chart

MAJOR STREAM * Was your performance in assignments discussed with you? Crosstabulation

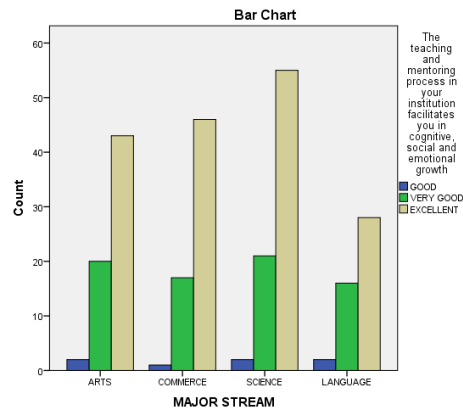|			Was your performance in assignments discussed with you?			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	21	42	65
		% within MAJOR STREAM	3.1%	32.3%	64.6%	100.0%
	COMMERCE	Count	2	20	42	64
		% within MAJOR STREAM	3.1%	31.2%	65.6%	100.0%
	SCIENCE	Count	3	28	47	78
		% within MAJOR STREAM	3.8%	35.9%	60.3%	100.0%
	LANGUAGE	Count	1	11	34	46
		% within MAJOR STREAM	2.2%	23.9%	73.9%	100.0%
Total		Count	8	80	165	253
		% within MAJOR STREAM	3.2%	31.6%	65.2%	100.0%

Bar Chart

MAJOR STREAM * The institute takes active interest in promoting internship, student exchange, field visit opportunities for students Crosstabulation

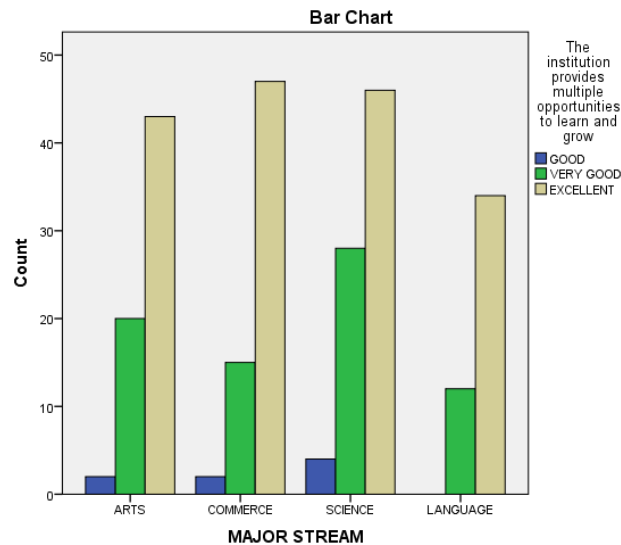|			The institute takes active interest in promoting internship, student exchange, field visit opportunities for students			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	19	44	65
		% within MAJOR STREAM	3.1%	29.2%	67.7%	100.0%
	COMMERCE	Count	2	21	41	64
		% within MAJOR STREAM	3.1%	32.8%	64.1%	100.0%
	SCIENCE	Count	2	25	51	78
		% within MAJOR STREAM	2.6%	32.1%	65.4%	100.0%
	LANGUAGE	Count	2	16	28	46
		% within MAJOR STREAM	4.3%	34.8%	60.9%	100.0%
Total		Count	8	81	164	253
		% within MAJOR STREAM	3.2%	32.0%	64.8%	100.0%

Bar Chart

MAJOR STREAM * The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth Crosstabulation

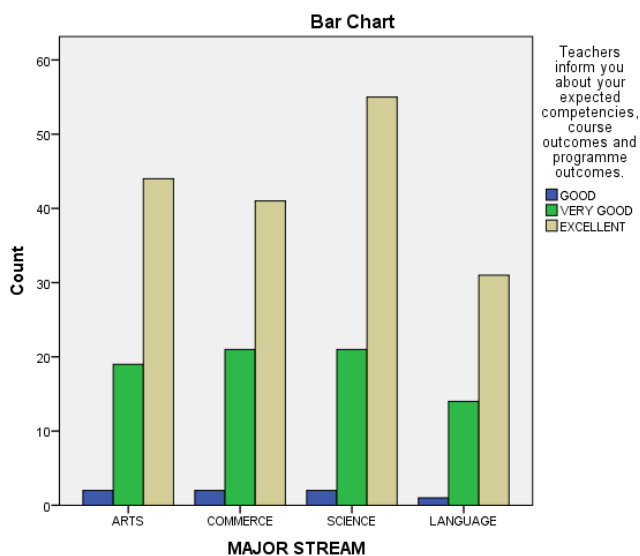|		The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth			Total
		GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	2	20	43	65
		3.1%	30.8%	66.2%	100.0%
	COMMERCE	1	17	46	64
		1.6%	26.6%	71.9%	100.0%
	SCIENCE	2	21	55	78
		2.6%	26.9%	70.5%	100.0%
	LANGUAGE	2	16	28	46
		4.3%	34.8%	60.9%	100.0%
Total		7	74	172	253
		2.8%	29.2%	68.0%	100.0%

Bar Chart

MAJOR STREAM * The institution provides multiple opportunities to learn and grow Crosstabulation

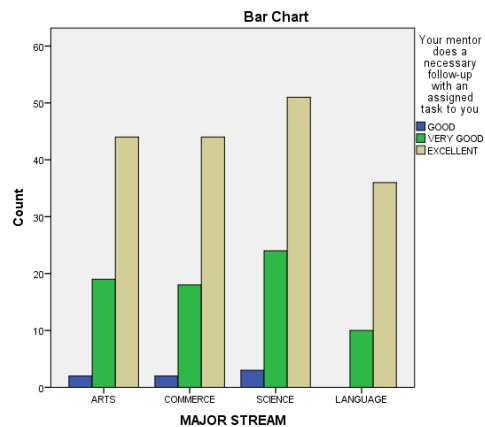|			The institution provides multiple opportunities to learn and grow			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	20	43	65
		% within MAJOR STREAM	3.1%	30.8%	66.2%	100.0%
	COMMERCE	Count	2	15	47	64
		% within MAJOR STREAM	3.1%	23.4%	73.4%	100.0%
	SCIENCE	Count	4	28	46	78
		% within MAJOR STREAM	5.1%	35.9%	59.0%	100.0%
	LANGUAGE	Count	0	12	34	46
		% within MAJOR STREAM	0.0%	26.1%	73.9%	100.0%
Total		Count	8	75	170	253
		% within MAJOR STREAM	3.2%	29.6%	67.2%	100.0%

Bar Chart

MAJOR STREAM * Teachers inform you about your expected competencies, course outcomes and programme outcomes. Crosstabulation

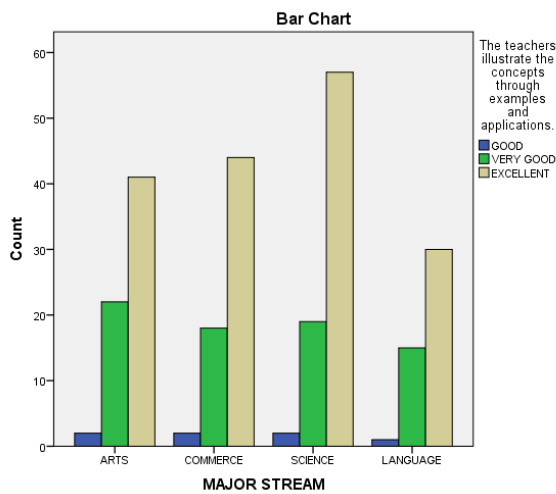|			Teachers inform you about your expected competencies, course outcomes and programme outcomes.			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	19	44	65
		% within MAJOR STREAM	3.1%	29.2%	67.7%	100.0%
	COMMERCE	Count	2	21	41	64
		% within MAJOR STREAM	3.1%	32.8%	64.1%	100.0%
	SCIENCE	Count	2	21	55	78
		% within MAJOR STREAM	2.6%	26.9%	70.5%	100.0%
	LANGUAGE	Count	1	14	31	46
		% within MAJOR STREAM	2.2%	30.4%	67.4%	100.0%
Total		Count	7	75	171	253
		% within MAJOR STREAM	2.8%	29.6%	67.6%	100.0%

Bar Chart

MAJOR STREAM * Your mentor does a necessary follow-up with an assigned task to you Crosstabulation

			Your mentor does a necessary follow-up with an assigned task to you			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	19	44	65
		% within MAJOR STREAM	3.1%	29.2%	67.7%	100.0%
	COMMERCE	Count	2	18	44	64
		% within MAJOR STREAM	3.1%	28.1%	68.8%	100.0%
	SCIENCE	Count	3	24	51	78
		% within MAJOR STREAM	3.8%	30.8%	65.4%	100.0%
	LANGUAGE	Count	0	10	36	46
		% within MAJOR STREAM	0.0%	21.7%	78.3%	100.0%
Total		Count	7	71	175	253
		% within MAJOR STREAM	2.8%	28.1%	69.2%	100.0%

Bar Chart

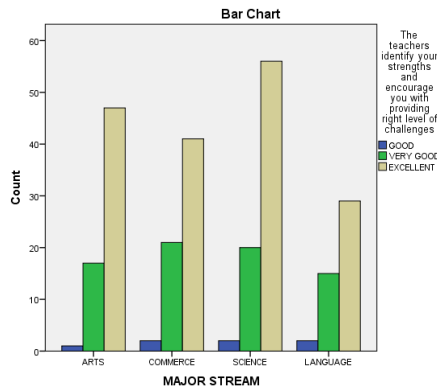**MAJOR STREAM * The teachers illustrate the concepts through examples and applications. Crosstabulation**

			The teachers illustrate the concepts through examples and applications.			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	22	41	65
		% within MAJOR STREAM	3.1%	33.8%	63.1%	100.0%
	COMMERCE	Count	2	18	44	64
		% within MAJOR STREAM	3.1%	28.1%	68.8%	100.0%
	SCIENCE	Count	2	19	57	78
		% within MAJOR STREAM	2.6%	24.4%	73.1%	100.0%
	LANGUAGE	Count	1	15	30	46
		% within MAJOR STREAM	2.2%	32.6%	65.2%	100.0%
Total		Count	7	74	172	253
		% within MAJOR STREAM	2.8%	29.2%	68.0%	100.0%

Bar Chart

MAJOR STREAM * The teachers identify your strengths and encourage you with providing right level of challenges Crosstabulation
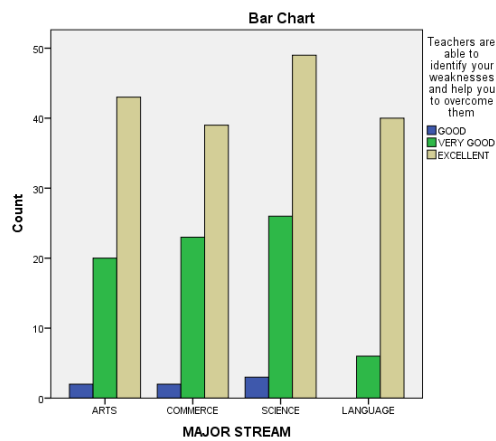
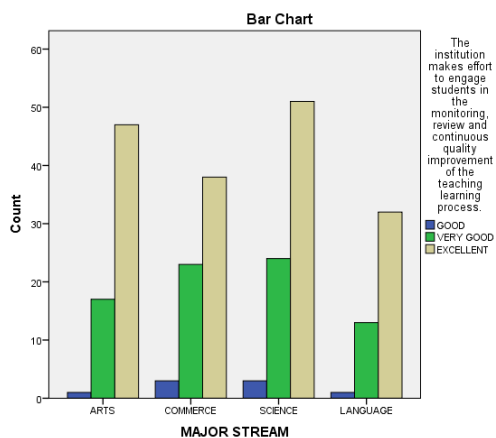|			The teachers identify your strengths and encourage you with providing right level of challenges			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	1	17	47	65
		% within MAJOR STREAM	1.5%	26.2%	72.3%	100.0%
	COMMERCE	Count	2	21	41	64
		% within MAJOR STREAM	3.1%	32.8%	64.1%	100.0%
	SCIENCE	Count	2	20	56	78
		% within MAJOR STREAM	2.6%	25.6%	71.8%	100.0%
	LANGUAGE	Count	2	15	29	46
		% within MAJOR STREAM	4.3%	32.6%	63.0%	100.0%
Total		Count	7	73	173	253
		% within MAJOR STREAM	2.8%	28.9%	68.4%	100.0%

MAJOR STREAM * Teachers are able to identify your weaknesses and help you to overcome them Crosstabulation

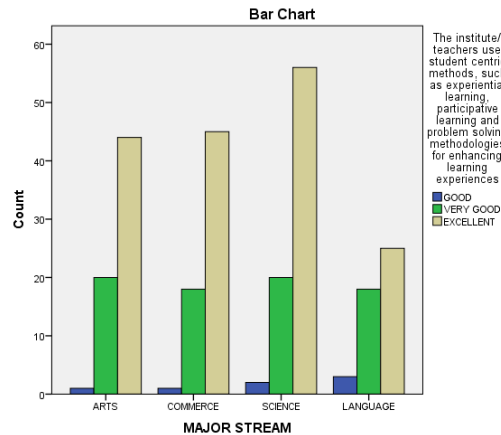|			Teachers are able to identify your weaknesses and help you to overcome them			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	20	43	65
		% within MAJOR STREAM	3.1%	30.8%	66.2%	100.0%
	COMMERCE	Count	2	23	39	64
		% within MAJOR STREAM	3.1%	35.9%	60.9%	100.0%
	SCIENCE	Count	3	26	49	78
		% within MAJOR STREAM	3.8%	33.3%	62.8%	100.0%
	LANGUAGE	Count	0	6	40	46
		% within MAJOR STREAM	0.0%	13.0%	87.0%	100.0%
Total		Count	7	75	171	253
		% within MAJOR STREAM	2.8%	29.6%	67.6%	100.0%

MAJOR STREAM * The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. Crosstabulation

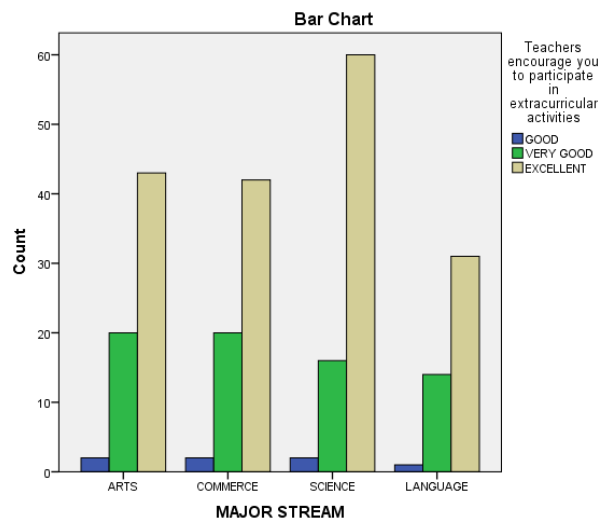|			The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	1	17	47	65
		% within MAJOR STREAM	1.5%	26.2%	72.3%	100.0%
	COMMERCE	Count	3	23	38	64
		% within MAJOR STREAM	4.7%	35.9%	59.4%	100.0%
	SCIENCE	Count	3	24	51	78
		% within MAJOR STREAM	3.8%	30.8%	65.4%	100.0%
	LANGUAGE	Count	1	13	32	46
		% within MAJOR STREAM	2.2%	28.3%	69.6%	100.0%
Total		Count	8	77	168	253
		% within MAJOR STREAM	3.2%	30.4%	66.4%	100.0%

Bar Chart

MAJOR STREAM * The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences Crosstabulation

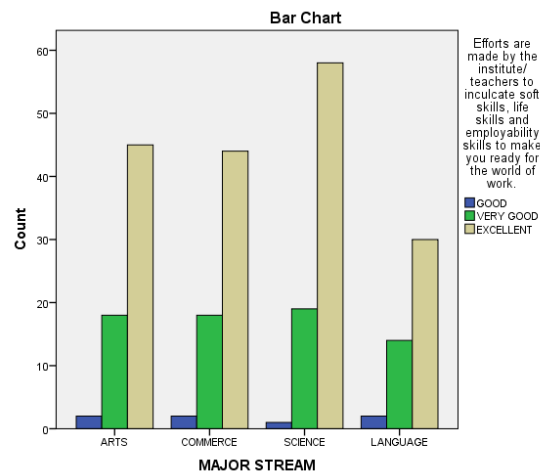|			The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	1	20	44	65
		% within MAJOR STREAM	1.5%	30.8%	67.7%	100.0%
	COMMERCE	Count	1	18	45	64
		% within MAJOR STREAM	1.6%	28.1%	70.3%	100.0%
	SCIENCE	Count	2	20	56	78
		% within MAJOR STREAM	2.6%	25.6%	71.8%	100.0%
	LANGUAGE	Count	3	18	25	46
		% within MAJOR STREAM	6.5%	39.1%	54.3%	100.0%
Total		Count	7	76	170	253
		% within MAJOR STREAM	2.8%	30.0%	67.2%	100.0%

Bar Chart

MAJOR STREAM * Teachers encourage you to participate in extracurricular activities Crosstabulation

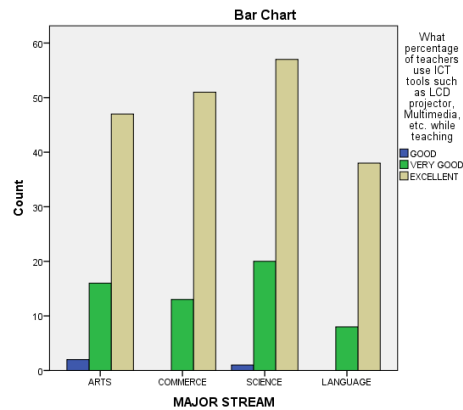|			Teachers encourage you to participate in extracurricular activities			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	20	43	65
		% within MAJOR STREAM	3.1%	30.8%	66.2%	100.0%
	COMMERCE	Count	2	20	42	64
		% within MAJOR STREAM	3.1%	31.2%	65.6%	100.0%
	SCIENCE	Count	2	16	60	78
		% within MAJOR STREAM	2.6%	20.5%	76.9%	100.0%
	LANGUAGE	Count	1	14	31	46
		% within MAJOR STREAM	2.2%	30.4%	67.4%	100.0%
Total		Count	7	70	176	253
		% within MAJOR STREAM	2.8%	27.7%	69.6%	100.0%

Bar Chart

MAJOR STREAM * 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. Crosstabulation

			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.			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	18	45	65
		% within MAJOR STREAM	3.1%	27.7%	69.2%	100.0%
	COMMERCE	Count	2	18	44	64
		% within MAJOR STREAM	3.1%	28.1%	68.8%	100.0%
	SCIENCE	Count	1	19	58	78
		% within MAJOR STREAM	1.3%	24.4%	74.4%	100.0%
	LANGUAGE	Count	2	14	30	46
		% within MAJOR STREAM	4.3%	30.4%	65.2%	100.0%
Total		Count	7	69	177	253
		% within MAJOR STREAM	2.8%	27.3%	70.0%	100.0%

Bar Chart

MAJOR STREAM * What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching Crosstabulation

			What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	2	16	47	65
		% within MAJOR STREAM	3.1%	24.6%	72.3%	100.0%
	COMMERCE	Count	0	13	51	64
		% within MAJOR STREAM	0.0%	20.3%	79.7%	100.0%
	SCIENCE	Count	1	20	57	78
		% within MAJOR STREAM	1.3%	25.6%	73.1%	100.0%
	LANGUAGE	Count	0	8	38	46
		% within MAJOR STREAM	0.0%	17.4%	82.6%	100.0%
Total		Count	3	57	193	253
		% within MAJOR STREAM	1.2%	22.5%	76.3%	100.0%

Bar Chart

MAJOR STREAM * The overall quality of teaching-learning process in your institute is Crosstabulation

			The overall quality of teaching-learning process in your institute is			Total
			GOOD	VERY GOOD	EXCELLENT	
MAJOR STREAM	ARTS	Count	3	30	32	65
		% within MAJOR STREAM	4.6%	46.2%	49.2%	100.0%
	COMMERCE	Count	2	22	40	64
		% within MAJOR STREAM	3.1%	34.4%	62.5%	100.0%
	SCIENCE	Count	3	32	43	78
		% within MAJOR STREAM	3.8%	41.0%	55.1%	100.0%
	LANGUAGE	Count	2	23	21	46
		% within MAJOR STREAM	4.3%	50.0%	45.7%	100.0%
Total		Count	10	107	136	253
		% within MAJOR STREAM	4.0%	42.3%	53.8%	100.0%

Bar Chart