

Feedback Analysis of Student Satisfaction Survey, 2020-21

The Student Satisfaction Survey, conducted for the session 2020-21 reveals a robust academic rigor and student-centric approach of the University, with rooms for improvement. Considering the occurrence of COVID-19 pandemic during the said academic year and the manner in which it has nearly uprooted the traditional educational practices, the findings of this survey become more so crucial in establishing the commitment and concern of the university in not only imparting the quality education to the students, but, also their welfare.

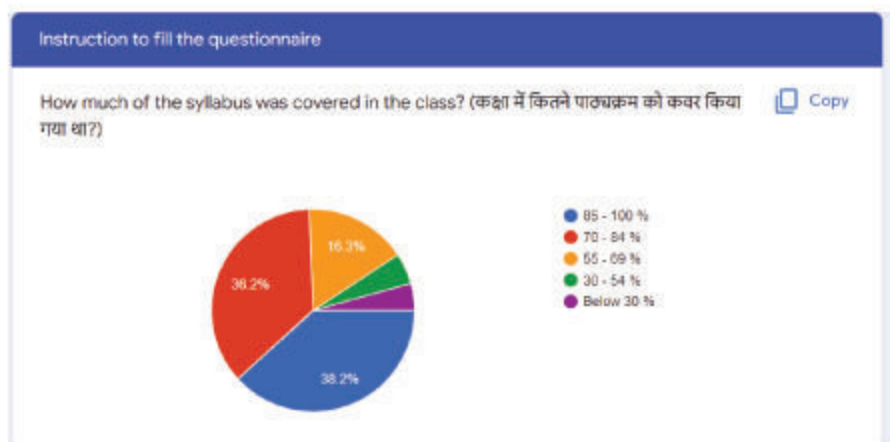
The survey was based on the two parameters, *viz.* approach and performance of **teachers and institute** throughout the year, with thirteen and seven items respectively. The objective of the survey was to assess the students' perception and satisfaction towards their teachers and institution. On teacher satisfaction side, items pertain to *their preparedness for the classes, approach towards teaching, communication ability, fairness of their evaluation process, quality and follow-up of feedback provided, individual consideration for students, and their dedication and volition to encourage students for extra-curricular activities and go extra miles for them.* On institutional front, satisfaction of students was assessed towards *regularity of classes and facilitating cognitive, emotional, and social growth, promotion of internship, student exchange, field opportunities, engaging them in the teaching learning process, inculcating skills such as soft skills, life skills, and employability skills, and overall teaching learning process of the institute.*

Analyzing the responses filled by the students reveals the pillars and cornerstones of the university which has laid the strong foundation for a student-centric and robust teaching learning process. Maximum scores were found lying on the positive continuum, signaling the high level of satisfaction of the students. They were found highly satisfied with their teachers' teaching learning process, approach towards them, and helping them in overcoming obstacles by providing timely and sustained feedback. Teachers were applauded for their preparedness, varied student-centric teaching methods such as experiential learning and participative learning, effective communication,

coverage of syllabus, fair evaluation, robust feedback, and volitional role in encouraging students by providing consistent review and mentoring, identifying students' weaknesses and extending help in disabling it.

This high level of satisfaction is also reflected and percolated towards the institutional performance in facilitating cognitive, emotional, and social growth, providing multiple avenues for students to learn and grow, promoting and infusing intellectual and cultural milieu through internship, student exchange, and field opportunities, engaging students in the teaching learning process by subjecting them to various learning experiences, inculcating skills such as soft skills, life skills, and employability skills to empower students in the 21st century skill-driven world. The aforementioned has been captured in the responses meted out to the last item of the survey which evaluates students' satisfaction towards overall quality of teaching-learning process, where maximum respondent scores (78%) reveal teaching-learning process to be very good.

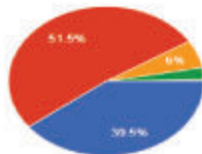
However, one of the grey area where the teachers are required to put extra effort is to maximize the use of ICT tools in their teaching as nearly 25% students felt that almost half of the teachers only uses ICT. This demands urgent and sustained in-principle attention.



How well did the teachers prepare for the classes? (शिक्षकों ने कक्षाओं के लिए कितनी अच्छी तैयारी की?)

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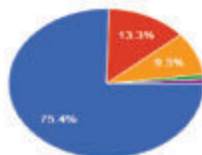
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- Thoroughly (संपूर्ण)
- Satisfactorily (संतोषजनक ढंग से)
- Poorly (असफल)
- Indifferently (असहमत/असुविष्ट)
- Won't teach at all (बिचकृत नहीं पढ़ाएंगे)

How well were the teachers able to communicate? (शिक्षक कितनी अच्छी तरह संवाद करने में सक्षम थे?)

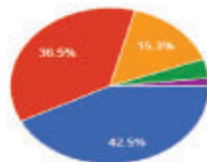
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- Always effective (हमेशा प्रभावी)
- Sometimes effective (कभी-कभी प्रभावी)
- Just satisfactory (छह सही/संतोषजनक)
- Generally ineffective (आम तौर पर अक्षम)
- Very poor communication (बहुत खराब संवाद)

The teacher's approach to teaching can best be described as (शिक्षण के प्रति शिक्षक के दृष्टिकोण को सर्वोत्तम रूप से वर्णित किया जा सकता है।)

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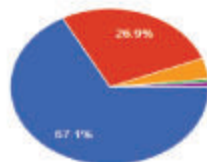


- Excellent (उत्कृष्ट)
- Very good (बहुत अच्छा)
- Good (अच्छा)
- Fair (सिध्द)
- Poor (रुचिहीन)

Fairness of the internal evaluation process by the teachers. (शिक्षकों द्वारा आंतरिक मूल्यांकन प्रक्रिया की निष्पक्षता।)

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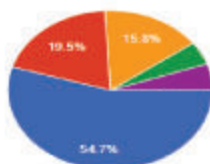
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- Always fair (हमेशा निष्पक्ष)
- Usually fair (आमतौर पर निष्पक्ष)
- Sometimes unfair (कभी-कभी अनुचित)
- Usually unfair (आमतौर पर अनुचित)
- Unfair (अनुचित)

Was your performance in assignments discussed with you? (क्या सजीव कार्यों में आपके प्रदर्शन के बारे में आपसे चर्चा की गई?)

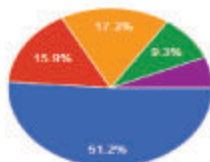
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- Every time (हर बार)
- Usually (आमतौर पर)
- Occasionally/Sometimes (कभी कभी)
- Rarely (कदाचित् ही कभी)
- Never (कभी नहीं)

The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. (संस्थान छात्रों के लिए इंटरनशिप, छात्र विनिमय, फील्ड विजिट के अवसरों को बढ़ावा देने में सक्रिय रुचि लेता है।)

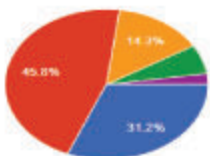
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- Regularly (नियमित तौर पर)
- Often (कम)
- Sometimes (कभी - कभी)
- Rarely (कदाचित् ही कभी)
- Never (कभी नहीं)

The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. (आपके संस्थान में शिक्षण और परामर्श प्रक्रिया आपको संज्ञानात्मक, सामाजिक और भावनात्मक विकास में मदद करती है।)

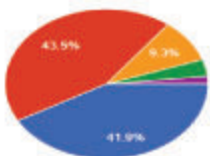
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- Significantly (अपेक्षाकृत से)
- Very well (बहुत अच्छा)
- Moderately (मध्यम)
- Marginally (सीमित रूप से)
- Not at all (बिस्तार नहीं)

The institution provides multiple opportunities to learn and grow. (संस्था सीखने और बढ़ने के कई अवसर प्रदान करती है।)

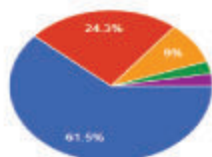
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- Strongly agree (बहुत मजबूत सहमत)
- Agree (सहमत)
- Neutral (निरपेक्ष)
- Disagree (असहमत)
- Strongly Disagree (बहुत मजबूत असहमत)

Teachers inform you about your expected competencies, course outcomes and programme outcomes. (शिक्षक आपको आपकी अपेक्षित दक्षताओं, पाठ्यक्रम परिणामों और कार्यक्रम के परिणामों के बारे में सूचित करते हैं।)

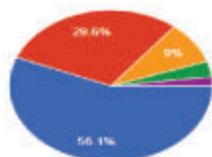
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- Every time (हर बार)
- Usually (आमतौर पर)
- Occasionally / Sometimes (कभी कभी)
- Rarely (कम से कम)
- Never (कभी नहीं)

Your mentor does a necessary follow-up with an assigned task to you. (आपका गुरु आपको शीघ्र गए कार्य के साथ एक आवश्यक अनुवर्ती कार्रवाई करता है।)

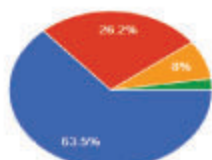
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- Every time (हर बार)
- Usually (आमतौर पर)
- Occasionally / Sometimes (कभी कभी)
- Rarely (कम से कम)
- I don't have a mentor (मेरा कोई गुरु नहीं है)

The teachers illustrate the concepts through examples and applications. (शिक्षक उदाहरणों और अनुप्रयोगों के माध्यम से अवधारणाओं को स्पष्ट करते हैं।)

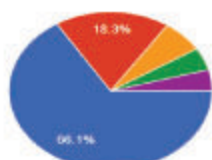
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- Every time (हर बार)
- Usually (आमतौर पर)
- Occasionally / Sometimes (कभी कभी)
- Rarely (कम से कम)
- Never (कभी नहीं)

The teachers identify your strength and encourage you with providing right level of challenges. (शिक्षक आपको ताकत की पहचान करते हैं और आपको चुनौतियों का सही स्तर प्रदान करने के लिए प्रोत्साहित करते हैं।)

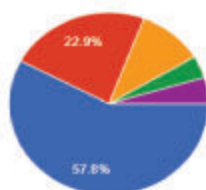
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- Fully (पूरी तरह से)
- Reasonably (पर्याप्त)
- Partially (आंशिक रूप से)
- Slightly (थोड़ा)
- Unable to (असमर्थ)

Teachers are able to identify your weakness and help you to overcome them. (शिक्षक आपकी कमजोरियों को पहचानने में सक्षम होते हैं और उन्हें दूर करने में आपकी मदद करते हैं।)

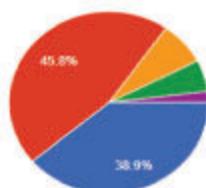
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- Every time (हर बार)
- Usually (आमतौर पर)
- Occasionally / Sometimes (कभी कभी)
- Rarely (कभी-कभी)
- Never (कभी नहीं)

The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. (संस्था शिक्षण अधिगम प्रक्रिया की निगरानी, समीक्षा और निरंतर गुणवत्ता सुधार में छात्रों को शामिल करने का प्रयास करती है।)

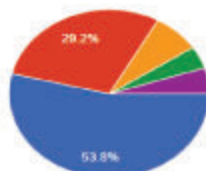
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- Strongly agree (दृढ़तापूर्वक सहमत)
- Agree (सहमत)
- Neutral (नटस्य)
- Disagree (असहमत)
- Strongly Disagree (दृढ़तापूर्वक असहमत)

The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. (संस्थान/शिक्षक छात्र-केंद्रित विधियों का उपयोग करते हैं, जैसे कि अनुभववात्मक अधिगम, सहभागी अधिगम और समस्या समाधान के तरीके सीखने के अनुभवों को बढ़ाने के लिए।)

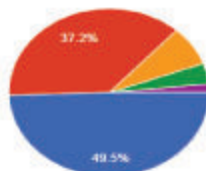
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- To a great extent (काफी हद तक)
- Moderate (मध्यम)
- Some what (कुछ कुछ)
- Very little (बहुत थोड़ा)
- Not at all (शुद्धतः नहीं)

Teachers encourage you to participate in extra curricular activities. (शिक्षक आपको छात्रोपेक्ष गतिविधियों में भाग लेने के लिए प्रोत्साहित करते हैं।)

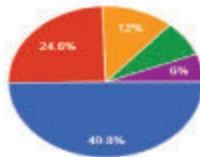
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- Strongly agree (दृढ़तापूर्वक सहमत)
- Agree (सहमत)
- Neutral (नटस्य)
- Disagree (असहमत)
- Strongly Disagree (दृढ़तापूर्वक असहमत)

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. (आपको काम की दुनिया के लिए तैयार करने के लिए संस्थान / शिक्षकों द्वारा सॉफ्ट स्किल्स, जीवन कौशल और रोजगार कौशल विकसित करने का प्रयास किया जाता है।)

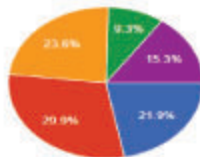
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- To a great extent (काफी हद तक)
- Moderate (मध्यम)
- Some what (कुछ कुछ)
- Very little (बहुत थोड़ा)
- Not at all (दिलचुप नहीं)

What percentage of teachers use ICT tools while teaching. (कितने प्रतिशत शिक्षक पढ़ाते समय आईसीटी उपकरणों का उपयोग करते हैं।)

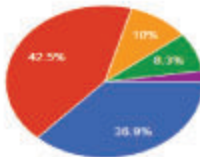
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- Above 90 % (90% से ऊपर)
- 70 - 89 %
- 50 - 69 %
- 30 - 49 %
- Below 29 % (29% से नीचे)

The overall quality of teaching-learning process in your institute is very good. (आपके संस्थान में शिक्षण-अधिगम प्रक्रिया की समग्र गुणवत्ता बहुत अच्छी है।)

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- Strongly agree (दृढ़तापूर्वक सहमत)
- Agree (सहमत)
- Neutral (निरपेक्ष)
- Disagree (असहमत)
- Strongly Disagree (दृढ़तापूर्वक असहमत)

Give three observation / suggestions to improve the overall teaching - learning experience in your institution. (अपने संस्थान में समग्र शिक्षण-अधिगम अनुभव में सुधार के लिए तीन अवलोकन/सुझाव दें।)

Yes

Excellent

Smart uniform

Nice

Regular classes