

Shri Shivaji Education Society, Amravati's

SHRI SHIVAJI ARTS & COMMERCE COLLEGE MORSHI ROAD AMRAVATI

Analysis and Action Taken Report of Student Satisfaction Survey Conducted During the Academic Session 2020-2021

At the end of the Academic session an online Student Satisfaction Survey was conducted in the institution. 1,527 responses of the enrolled students were registered online. The institution has UG & PG Arts, Commerce disciplines. Apart from this there is BJMC & MJMC and Ph.D research Centres.

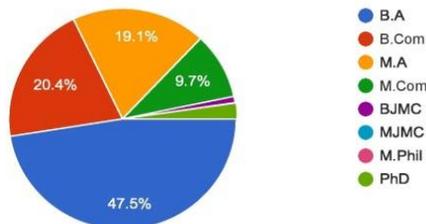
The survey was specified only for evaluating the Teaching and Learning Process in the institution. In total 20 questions were asked online to the student. A link was provided to the students on their Whatsapp to which the students provided the following responses.

The Survey was conducted from 28 August 2021 to 25 September 2021
on the Google form on the link--- <https://forms.gle/5YKz67GsXtdcp6uV9>

Class

1,527 responses

Discipline Wise Analysis



The students responses are:-

- B.A were 725 students (47.05 %)
- B.Com 312 students (20.04 %)
- M.A 292 students (19.01 %)
- M.Com 148 students (09.07 %)
- BJMC 14 students (00.09 %)
- MJMC = XX
- M.Phil = XX
- Ph.D = 35 students (02.03 %)

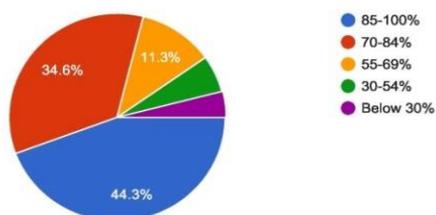
TEACHING AND LEARNING PROCESS

TEACHING AND LEARNING PROCESS

Question No. 1

How much of the syllabus was covered in the class?

1,527 responses

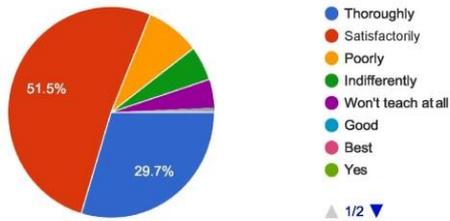


The students responses are:-

- 85-100 % = (677) = 44.03 %,
- 70-84 % = (528) = 34.06 %,
- 55-69 % = (173) = 11.03 %,
- 30-54% = (88) = 05.08%,
- Below 30% = (61) = 04.00 %

How well did the teachers prepare for the classes ?

1,527 responses



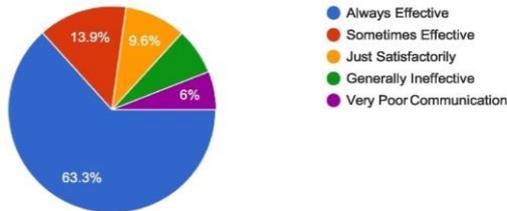
Question No. 2

The students responses are:-

- Thoroughly = (453) = 29.07 %,
- Satisfactorily = (787) = 51.05 %
- Poorly = (129) 8.04 %,
- Indifferently = (81) = 5.03 %,
- Won't teach at all = (66) = 4.03 %,
- Beat taught = XX, Perfectly = XX

How well were the teachers able to communicate?

1,527 responses



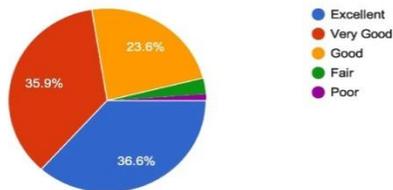
Question No. 3

The students responses are:-

- Always Effective = (967) – 63.03 %,
- Sometimes Effective = (212) = 13.09 %,
- Just Satisfactorily = (146) = 9.06 %,
- Generally Ineffective = (111) = 7.03 %,
- Very Poor Communication = (91) = 6.00 %

The teacher's approach to teaching can best be described as

1,527 responses



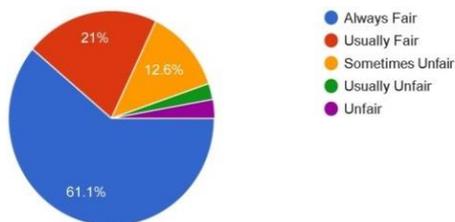
Question No. 4

The students responses are:-

- Excellent = (559) = 36.06 %,
- Very Good = (548) = 34.09 %,
- Good = (360) = 23.06 %,
- Fair = (43) = 2.08 %,
- Poor = (17) = 1.11 %

Fairness of the internal evaluation process by the teachers.

1,527 responses



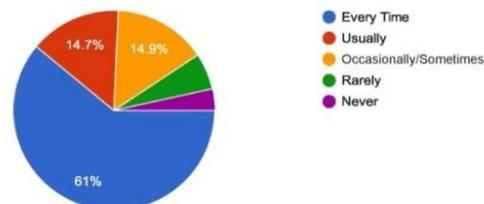
Question No. 5

The students responses are:-

- Always Fair = (933) = 61.01 %,
- Usually Fair = (321) = 21.00 %,
- Sometimes Unfair = (193) = 12.06 %
- Usually Unfair = (37) = 2.41 %,
- Unfair = (43) = 2.08 %.

Was your performance in assignments discussed with you?

1,527 responses



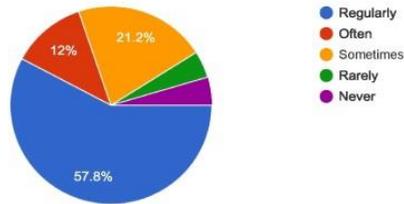
Question No. 6

The students responses are:-

- Every Time = (932) = 61.00 %,
- Usually = (224) = 14.07 %,
- Occasionally/Sometimes = (228) = 14.09 %,
- Rarely = (90) = 5.09 %,
- Never = (53) = 3.05 %.

The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

1,527 responses



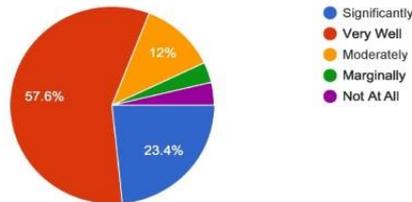
Question No. 7

The students responses are:-

- Regularly = (882) = 57.08 %,
- Often = (184) = 12.00 %,
- Sometimes = (324) = 21.02 %,
- Rarely = (67) = 4.04 %,
- Never = (70) = 4.06 %.

The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

1,527 responses



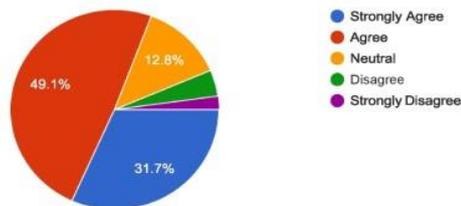
Question No. 8

The students responses are:-

- Significantly = (357) = 23.04 %,
- Very Well = (879) = 57.06 %,
- Moderately = (183) = 12.00 %,
- Marginally = (51) = 3.03 %,
- Not At All = (57) = 3.07 %.

The institution provides multiple opportunities to learn and grow.

1,527 responses



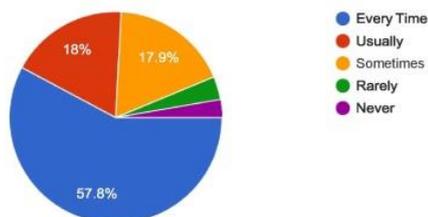
Question No. 9

The students responses are:-

- Strongly Agree = (484) = 31.07 %,
- Agree = (749) = 49.01 %,
- Neutral = (196) = 12.08 %,
- Disagree = (65) = 4.03 %.
- Strongly Disagree = (33) = 2.02 %.

Teachers inform you about your expected competencies, course outcomes and programme outcomes.

1,527 responses



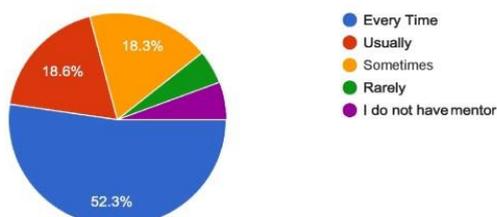
Question No. 10

The students responses are:-

- Every Time = (883) = 57.08 %,
- Usually = (275) = 18.00 %,
- Sometimes = (273) = 17.09 %,
- Rarely = (54) = 3.05 %
- Never = (42) = 2.81 %.

Your mentor does a necessary follow-up with an assigned task to you.

1,527 responses



Question No. 11

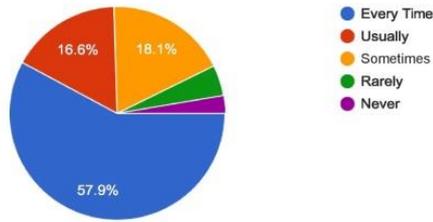
The students responses are:-

- Every Time = (799) = 52.03 %,
- Usually = (284) = 18.06 %,
- Sometimes = (279) = 18.03 %,
- Rarely = (78) = 5.08 %,
- I do not have mentor = (87) = 5.07 %.

The teachers illustrate the concepts through examples and applications ?

Question No. 12

1,527 responses



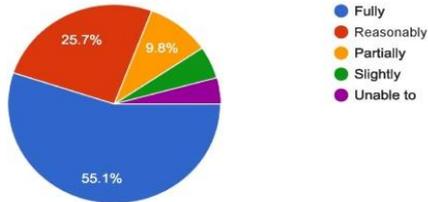
The students responses are:-

- Every Time = (884) = 57.09 %,
- Usually = (254) = 16.06 %,
- Sometimes = (277) = 18.08 %,
- Rarely = (71) = 4.06 %,
- Never = (41) = 2.07 %.

The teachers identify your strengths and encourage you with providing right level of challenges ?

Question No. 13

1,527 responses



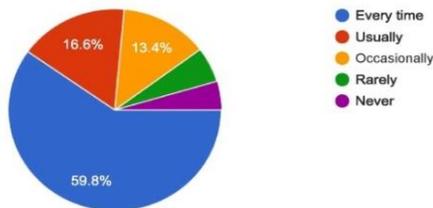
The students responses are:-

- Fully = (841) = 55.08 %,
- Reasonably = (392) = 25.07 %,
- Partially = (149) = 9.08 %,
- Slightly = (80) = 5.02 %,
- Unable to = (65) = 4.03%.

Teachers are able to identify your weaknesses and help you to overcome them ?

Question No. 14

1,527 responses



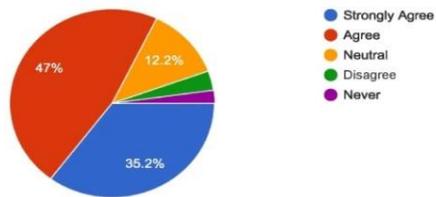
The students responses are:-

- Every time = (913) = 59.08 %,
- Usually = (254) = 16.06 %,
- Occasionally = (204) = 13.04 %,
- Rarely = (86) = 5.06 %,
- Never = (70) = 4.06 %.

The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process ?

Question No. 15

1,527 responses



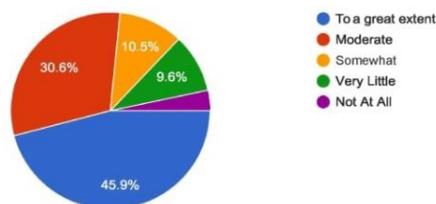
The students responses are:-

- Strongly Agree = (538) = 35.02 %,
- Agree = (717) = 47.00 %,
- Neutral = (187) = 12.02 %,
- Disagree = (51) = 3.03 %,
- Never = (34) = 2.02 %.

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

Question No. 16

1,527 responses

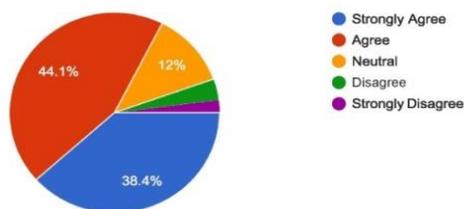


The students responses are:-

- To a great extent = (701) = 45.09 %,
- Moderate = (468) = 30.06 %,
- Somewhat = (160) = 10.05 %,
- Very Little = (147) = 9.06 %,
- Not At All = (51) = 3.03 %,
- To a great Extent = XX.

Teachers encourage you to participate in extracurricular activities.

1,527 responses



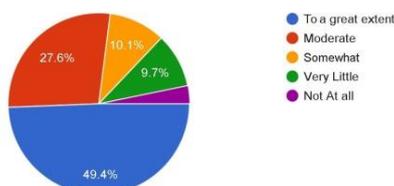
Question No. 17

The students responses are:-

- Strongly Agree = (586) = 38.04 %,
- Agree = (674) = 44.01 %,
- Neutral = (184) = 12.00 %,
- Disagree = (52) = 3.04 %,
- Strongly Disagree = (31) = 2.00 %.

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 ?

1,527 responses



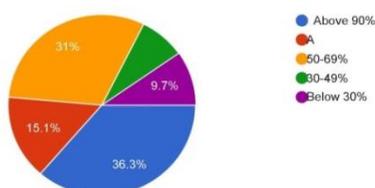
Question No. 18

The students responses are:-

- To a great extent = (754) = 49.04 %,
- Moderate = (422) = 27.06 %,
- Somewhat = (154) = 10.01 %,
- Very Little = (148) = 9.07 %,
- Not At all = (49) = 3.02 %.

What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching ?

1,527 responses



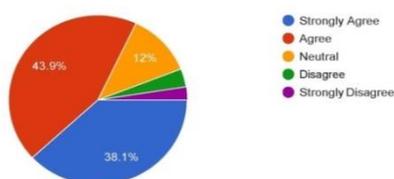
Question No. 19

The students responses are:-

- above 90 % = (555) = 36.03 %,
- 70-89 % = (230) = 15.01 %,
- 50-69 % = (473) = 31.00 %,
- 30-49 % = (121) = 7.09 %
- Below 30 % = (148) = 9.07 %.

The overall quality of teaching-learning process in your institute is very good ?

1,527 responses



Question No. 20

The students responses are:-

- Strongly Agree = (582) = 38.03 %,
- Agree = (671) = 43.09 %,
- Neutral = (183) = 12.00 %,
- Disagree = (53) = 3.05 %,
- Strongly Disagree = (38) = 2.05 %.

AFTER THE DIGITAL ANALYSIS THE FOLLOWING REPORT OF THE ANALYSIS AND ACTION TAKEN REPORT OF STUDENT SATISFACTION SURVEY CONDUCTED DURING THE ACADEMIC SESSION 2020-2021 IS GENERATED

The survey was conducted from 28 August 2021 to 25 September 2021 on the Google form on the link---<https://forms.gle/5YKz67GsXtdcp6uV9> The students were given enough time and the link was circulated on the students group and the students were asked to give their responses to the questions asked. The pattern of Questions was followed as per the questionnaire provided by NAAC to take SSS Survey. In all 20 questions were asked with Multiple Choice Questions for the students to provide their responses.

The analysis is as follow

The institution has UG & PG Arts, Commerce disciplines with M.Phil in Arts Economics & M.Phil in Commerce, Apart from this there is BJMC & MJMC. In total 1527 responses were received. Among the students the responses for B.A were 725 students (47.05 %) for B.Com 312 students (20.04 %) for M.A 292 students (19.01 %) for M.Com 148 students (09.07 %) for BJMC 14 students (00.09 %) for MJMC = XX & for M.Phil= XX, Ph.D - 35 students (02.03 %)

To the Question No. 1:- How much of the syllabus was covered in the class? For this 1,527 responses were received. The options registered are - 85-100 % = (677) = 44.03 %, 70-84 % = (528) = 34.06 %, 55-69 % = (173) = 11.03 %, 30-54% = (88) = 05.08%, Below 30% = (61) = 04.00 %

To the Question No. 2:- How well did the teachers prepare for the classes? For this 1,527 responses were received. The options registered are - Thoroughly = (453) = 29.07 %, Satisfactorily = (787) = 51.05 % Poorly = (129) 8.04 %, Indifferently = (81) = 5.03 %, Won't teach at all = (66) = 4.03 %, Beat teached = XX, Perfectly = XX

To the Question No. 3:- How well were the teachers able to communicate? In total 1,527 responses were registered. The students answers for the option are - Always Effective = (967) – 63.03 %, Sometimes Effective = (212) = 13.09 %, Just Satisfactorily = (146) = 9.06 %, Generally Ineffective = (111) = 7.03 %, and Very Poor Communication = (91) = 6.00 %

To the Question No. 4:-The teacher's approach to teaching can best be described as. In total 1,527 responses were registered. The result are - Excellent = (559) = 36 06 %, Very Good = (548) = 34.09%, Good = (360) = 23. 06 %, Fair = (43) = 2.08 %, Poor = (17) = 1.11 %

To the Question No. 5:-Fairness of the internal evaluation process by the teachers. In all 1,527 responses were registered. The responses to the options are - Always Fair = (933) = 61.01 %, Usually Fair = (321) = 21.00 %, Sometimes Unfair = (193) = 12.06 %, Usually Unfair = (37) = 2.41 %, and Unfair = (43) = 2.08 %.

To the Question No. 6:-Was your performance in assignments discussed with you? The received responses were 1,527. The students answers are - Every Time = (932) = 61.00 %, Usually = (224) = 14.07 %, Occasionally/Sometimes = (228) = 14.09 %, Rarely = (90) = 5.09 %, Never = (53) = 3.05 %.

To the Question No. 7:-The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. In all 1,527 responses were registered. The responses to the options are -Regularly = (882) = 57.08 %, Often = (184) = 12.00 %, Sometimes = (324) = 21.02 %, Rarely = (67) = 4.04 %, and Never = (70) = 4.06 %.

To the Question No. 8:-The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. There were 1,527 responses for this question. The responses registered for the given options are - Significantly = (357) = 23.04 %, Very Well = (879) = 57.06 %, Moderately = (183) = 12.00 %, Marginally = (51) 3.03 %, and Not At All = (57) = 3.07 %.

To the Question No. 9:-The institution provides multiple opportunities to learn and grow. The responses registered were 1,527. The responses to the options provided are - Strongly Agree = (484) = 31.07 %, Agree = (749) = 49.01 %, Neutral = (196) = 12. 08 %, Disagree = (65) = 4.03 %.and Strongly Disagree = (33) = 2.02 %.

To the Question No. 10:- Teachers inform you about your expected competencies, course outcomes and programme outcomes. There were 1,527 responses received for this question. The analysis is - Every Time = (883) = 57.08 %, Usually = (275) = 18.00 %, Sometimes = (273) = 17.09 %, Rarely = (54) = 3.05 % and Never = (42) = 2.81 %.

To the Question No. 11:- Your mentor does a necessary follow-up with an assigned task to you. There were 1,071 responses received by the students. The answers to the options are - Every Time = (799) = 52.03 %, Usually = (284) = 18.06 %, Sometimes = (279) = 18.03 %, Rarely = (78) = 5.08 %, and I do not have mentor = (87) = 5.07 %

To the Question No. 12:- The teachers illustrate the concepts through examples and applications? There were 1,527 responses and the answers are - Every Time = (884) = 57.09 %, Usually = (254) = 16.06 %, Sometimes = (277) = 18.08 %, Rarely = (71) = 4. 06 %, and Never = (41) = 2.07 %.

To the Question No. 13:-The teachers identify your strengths and encourage you with providing right level of challenges? The students gave 1,527 responses and the analysis is - Fully = (841) = 55.08 %, Reasonably = (392) = 25.07 %, Partially = (149) = 9.08 %, Slightly = (80) = 5.02 %, and Unable to = (65) = 4.03%.

To the Question No. 14:-Teachers are able to identify your weaknesses and help you to overcome them? There were 1,527 responses received by the students. The answers to the options are - Every time = (913) = 59.08 %, Usually = (254) = 16.06 %, Occasionally = (204) = 13.04 %, Rarely = (86) = 5.06 %, and Never = (70) = 4.06 %.

To the Question No. 15:-The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process? There were 1,527 responses and the options are - Strongly Agree = (538) = 35.02 %, Agree = (717) = 47.00 %, Neutral = (187) = 12.02 %, Disagree = (51) = 3.03 %, Never = (34) = 2.02 %.

To the Question No. 16:-The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences? There were 1,527 responses and the analysis is - To a great extent = (701) = 45.09 %, Moderate = (468) = 30.06 %, Somewhat = (160) = 10.05 %, Very Little = (147) = 9.06 %, Not At All = (51) = 3.03 %, To a great Extent = XX.

To the Question No. 17:-Teachers encourage you to participate in extracurricular activities. The students gave 1,068 responses to the question are - Strongly Agree = (586) = 38.04 %, Agree = (674) = 44.01 %, Neutral = (184) = 12.00 %, Disagree = (52) = 3.04 %, Strongly Disagree = (31) = 2.00 %.

To the 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? There were about 1,527 responses in reaction to this question and the analysis found is - To a great extent = (754) = 49.04 %, Moderate = (422) = 27.06 %, Somewhat = (154) = 10.01 %, Very Little = (148) = 9.07 %, and Not At all = (49) = 3.02 %.

To the Question No. 19:- What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching? The students provided 1,527 responses for this question and the reaction from them for the provided objectives is as - Above 90 % = (555) = 36.03 %, / 70-89 % = (230) = 15.01 %, / 50-69 % = (473) = 31.00 %, / 30-49 % = (121) = 7.09 % and Below 30 % = (148) = 9.07 %.

To the Question No. 20:-The overall quality of teaching-learning process in your institute is very good? There were 1,527 responses given by the students and the analysis found online is - Strongly Agree = (582) = 38.03 %, Agree = (671) = 43.09 %, Neutral = (183) = 12.00 %, Disagree = (53) = 3.05 %, Strongly Disagree = (38) = 2.05 %.

To the Question

Give three observation / suggestions to improve the overall teaching learning experience in your institution.

There were 1,527 responses against this question provided by the students.

Here are some of the observations/suggestions given by the students.

1. Experiential learning
2. Sports activity
3. All is good not any issues for teachers and education
1. Use better graphics and visual media to engage students well.....
2. Try to reach every student and ask for their doubts.....
3. Make Teaching a two way interaction"
1. Make arrangement of staff for English medium student...
2. our overall teaching learning experience Excellent , their our attendance are totally full, that's why our study ,lecture completely understand.
3. Well teaching, Always supporting, Encourage" Helpfull teaching
1. Utilizes a variety of technology options.
2. consider new learning methods.
3. conect with students individualy

<ol style="list-style-type: none"> 1. Encourage students to take an interest in what they are interested in 2. Players should help students and organize other competitions 3. Students should be given time to focus on education and competition rather than documents"
<ol style="list-style-type: none"> 1. Online Assignment Is Very Good. 2. Online Exam Is A Good Idea. 3. Online Class Is A Best As A My Choice.
<ol style="list-style-type: none"> 1. There is no need to improve because all are excellent 2. There should have friendly communication between teacher and students 3. Give more effort for students preparation
<ol style="list-style-type: none"> 1. To provide online study materials 2. offline class should be started 3. to provide library facilities
<ol style="list-style-type: none"> 1. Use better graphics and visual media to engage students well 2. Try to teach every student and ask for their doubts 3. Make teaching a two way interaction"
<ol style="list-style-type: none"> 1. online teaching method is very poor , improve the ICT 2. Students are not the followed college rules please your suggest the institute. To follow the rules strictly.. 3. villagers and poorer have not the electronic devices to join online lectures
<ol style="list-style-type: none"> 1. Maintain quality of teaching and teach as requirements of students not to teach for completing syllabus and for personal satisfaction. 2. Help students for extra curriculum activities and don't play politics with them because they are students not politician help them for their extra activities. 3. Be friendly with them not every time but sometime it required.
<ol style="list-style-type: none"> 1. Teacher illustrate the concepts through examples. 2. teachers identify our weakness and help to overcome them. 3. teachers identify our strength and encourage"
<ol style="list-style-type: none"> 1. Encourage actively & practical learning nd make course expectations clear nd based on learning outcomes 2. The teachers to well communicated always effective. The teachers well prepared syllabus in the classes thoroughly. 3. Good, right, important, The teachers able to well communicated always effective. the teacher well prepared in the classes thoroughly.
<ol style="list-style-type: none"> 1. to improve the social work activities as more possible 2. Attract towards national level sports gaming activities 3. connect with students as possible as in pandemic for discussion about study session
<ol style="list-style-type: none"> 1. use better graphics and visual media to engage students well. 2. try to reach every student and ask for their doubts 3. Make teaching a two way interaction
<ol style="list-style-type: none"> 1. Teachers can always bring that student friendly attitude within them to make students comfortable while learning. Also the kind of attention that needs to be given towards each and every student is needed. 2. Institution can introduce more E-education tools which to upcoming batches would feel useful. 3. They need to provide a more liberal and student friendly atmosphere to the students which were provided by the teachers from hindi and sociology faculty. Otherwise, the college atmosphere felt as if strongly titled and made cohesive to certain political ideology.
<ol style="list-style-type: none"> 1. Education and politics shouldn't be mixed nor it needs to use educational institutions as of a political ground. By saying that I also want a proper politically structured system to held students election and favoritism to be avoided. 2. Students coming from backward areas to be motivated and empowered instead of neglecting. 3. Internal marks system as a whole needs overhauling where a non deserving candidates gets more marks just due to being close to lecturers while the deserving are barred from it.
<ol style="list-style-type: none"> 1. The institution overall teaching is all over superb 2. The teachers and all staff are able to always communicated 3. Teachers encourage all students participate in extracurricular activities
<ol style="list-style-type: none"> 1. I have great experience in this institute. One suggestions form my side is that reduced paper work , theory part and concrete on practical knowledge, no of industrial visit , no of workshop its more beneficial to students for increasing their practical knowledge. 2. need to improve placement , get more companies with higher packages 3. satisfy with the teaching method staff.4) practical knowledge to be focused more than theoretical , extra knowledge to be delivered in order to make students get prepared for entrance exams , placement of better quality to be focused more .

1. kindly give more project and real time problem to solve industrial problem statement may be given as assignment.
 2. many competitions can be conducted and more informative seminars, lecture be an expert required.
 3. more emphasis on skill based learning and promoting entrepreneur skill needed.
1. Try something new.
 2. Present better content.
 3. Don't be afraid of taking risks."
1. In our college online class regularly conducted
 2. Computer facility very nice
 3. In our college environment very healthy."
1. शिकवताना अभ्यासक्रमाबरोबर व्यावहारिक उदाहरणे द्यावेत.
 2. तासिकेचे योग्य नियोजन असावे.
 3. तासिकेत विध्यार्थ्यांना उपस्थिती बाबत त्यांना वेळोवेळी सूचना द्याव्यात."
1. increase sports department
 2. get new sports equipment
 3. provide new cricket ground "
1. Most of the PPT should be provide to student
 2. Teaching should be corelative with point of view MPSC syllabus.
 3. Technical issues should not be occurred in online learning. "
1. "Lecture of every subject should be held in a regular way
 2. Teachers should communicate with student and help them to solve their doubt
 3. Educational field visit should be held in a regular way"
1. Teach with a variety of strategies
 2. use assessment to inform students of their achievement
 3. keep the passion
1. when syllabus is completed then revised the all topics that's are very important for us.
 2. In online class some of network issue that can dangerous for us to avoid this issue they can send us some slides to learn and understand the subject.
 3. Take some online seminar to improve our skills and build up our confidence."
1. Ask a clear question.
 2. contains all information that is necessary to solve the problem.
 3. includes attachments And text as needed.
1. Encourage active and practical learning.
 2. provide for meaningful teacher-student interactions.
 3. make course expectations clear and based on learning outcomes. "

The students gave their suggestions for further improvement in the ICT teaching, academic, infrastructural and administrative growth and sport facilities in the institution. The head of the institution was given the entire analysis of the survey and necessary action was taken as per the responses given by the students. He faculty members were given necessary information of the survey and they were asked for improvement and better performance during the next session.

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