Hope Foundation's
Finolex Academy of Management and Technology, Ratnagiri

NAAC Criterion II
(Teaching Learning and Evaluation)

A Report on
Student Satisfaction Survey
2020 - 21

Prepared By

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Head NAAC Criterion II

Date: 26/10/2021

A] Setup:

As per NAAC manual, point No. 2.7, the **Student Satisfaction Survey** for the academic year 2020-21 was conducted by sending emails from my email id – girish.bhide@famt.ac.in, to the concerned students on Roll. A total of **1672** students were sent the standard questionnaire (21) using the google form. The Link to the google form is given below.

https://forms.gle/MB2vnYcRtGrVBG957

A total of **297** responses were received before the link was disabled for accepting responses.
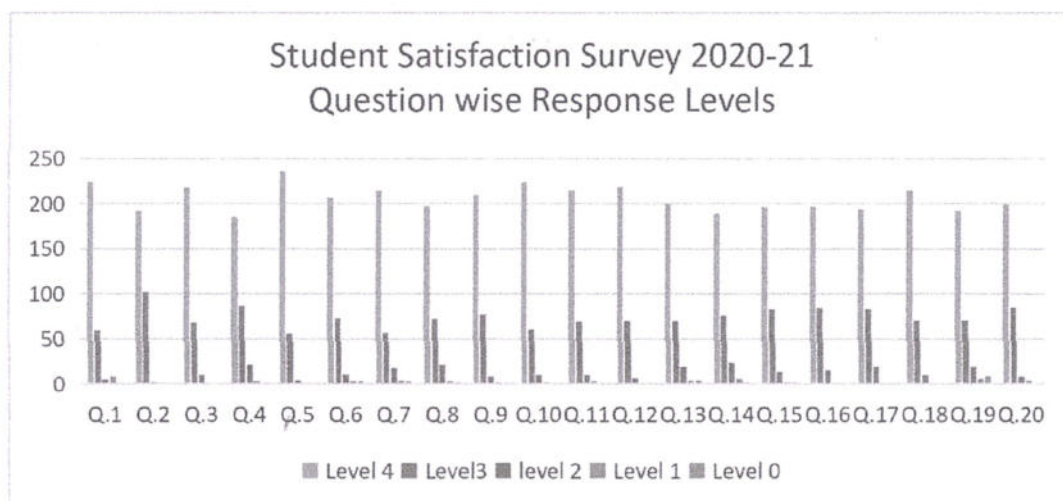
B] Analysis:

The excel sheet was downloaded for the responses of google form. The analysis of the responses is as given hereunder.

Table 1: Responses obtained for the 20 questions and their analysis.

Q.N.	Question	Levels of Responses					Remark
		4	**3**	**2**	**1**	**0**	
1	How much of the syllabus was covered in the online class?	224	59	5	8	1	75.42% say that "85% to 100% syllabus was covered"
2	How well did the teachers prepare for the online classes?	192	102	2	0	1	64.65% say that "teachers prepare thoroughly"
3	How well were the teachers able to communicate?	218	68	10	1	0	73.40% say that "Always Effective"
4	The teacher's approach to teaching can best be described as	186	86	22	3	0	62.63% say that "Excellent"
5	Fairness of the online internal evaluation process by the teachers.	236	56	4	0	1	79.46% say that "Always Fair"
6	Was your performance in online assignments discussed with you?	207	73	11	3	3	69.70% say that "Every time"
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	215	57	18	4	3	72.39% say that "Regularly"
8	The online teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	198	72	22	3	2	66.67% say that "Significantly"
9	The institution provides multiple opportunities to learn and grow.	210	77	8	2	0	70.71% say that "Strongly agree"
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	224	61	10	2	0	75.42% say that "Every time "
11	Your mentor does a necessary follow-up with an assigned task to you.	215	69	10	3	0	72.39% say that "Every time "
12	The teachers illustrate the concepts through examples and applications.	219	70	7	1	0	73.74% say that "Every time "
13	The teachers identify your strengths and encourage you with providing right level of challenges.	200	70	19	4	4	67.34% say that "Fully "
14	Teachers are able to identify your weaknesses and help you to overcome them.	189	76	24	6	2	63.64% say that "Every time "
15	The institution makes effort to engage students in the monitoring, review, and continuous quality improvement of the online teaching learning process.	196	83	14	2	2	65.99% say that "Strongly agree"
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning, and problem-solving methodologies for enhancing online learning experiences.	197	84	15	1	0	66.33% say that "To a great extent"
17	Teachers encourage you to participate in extracurricular activities.	194	83	19	1	0	65.32% say that "Strongly agree"
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.	215	71	10	1	0	72.39% say that "To a great extent"
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching in online mode?	192	71	19	6	9	64.65% say that "Above 90%"
20	The overall quality of online teaching-learning process in your institute is very good	199	85	8	4	1	67.00% say that "Strongly agree"
	Min	186	56	2	0	0	
	Max	236	102	24	8	9	
	Avg	206.3	73.65	12.85	2.75	1.45	

The chart for responses to the 20 questions having 5 options such as Level 4, 3, 2, 1 and 0.

Student Satisfaction Survey 2020-21
Question wise Response Levels

Vide question No. 21, suggestions (03 each) were asked from students. Following is the interpretation of suggestions received.

Sr.	No. of suggestions received OR compliments	Level	No. of responses
1	Compliments	Level 4	61
2	No suggestion	Level 3	163
3	01 suggestion each	Level 2	42
4	02 suggestions each	Level 1	17
5	03 suggestions each	Level 0	14
		Total	297

Summary of Suggestions (1 Suggestion each).

Sr.	Suggestion	Count
1	Practical time should be increased.	3
2	To make the connection of internet strong	6
3	Provide extra video lectures of practical session's / animations etc.	7
4	Try to reach every student and ask for their doubts.	3
5	Class / practical should be taken Offline	3
6	Frequently small tests should be conducted	1
7	Give more examples to understand concept clearly., better teaching, easy way etc.	3
8	In computer science, it is difficult to do practical as every software can't support personal laptop.	1
9	Keep the pace slower at the portion	1
10	Must be a little cooperative	1
11	Need application-based teaching	1
12	Need to improve non-it placements, because no non-it placement were held	1
13	Give a less assignments, and enough time to submit them!! explain in brief	1
14	Please provide online courses which are important for students	1
15	Provide collaboration with technical industry	1
16	Start uploading recorded lectures regularly	1
17	College can have better public transport.	1
18	Providing written notes before the explanation of that particular point.	1
19	Teachers should add more activities or quiz to improve learning	2
20	Use of Virtual Labs for Practical	1
21	Arrange extra-curricular activities.	1
22	Improvement in training and placement activities.	1
23	Tell us about machinaries	1
	TOTAL	42

Summary of Suggestions (2 Suggestions each).

Sr.	Suggestion	Count	Is similar with any of the above list	Cumulative count
1	Connect to students individually. Make teaching a two-way interaction.	4	Yes, Sr. 4	8
2	Provide Notes for all subjects.	2	Yes, Sr. 18	3
3	All teachers should explain well /improvement in presenting / real life examples	5		3
4	The college can provide courses which will prove useful for students in their respective field.	1	Yes, Sr. 14	2
5	Various Events should be organized once college is offline.	1		1
6	Utilize a variety of technology options / modern devices / other platforms than gmeet	4		4
7	Consider new learning methods / use of games etc.	2		2
8	Duration of the online lectures / Time management	2		2
9	Focus on practical orientated training	1		1
10	Focus on skills generation in students. Please offer a variety of new technology-based courses.	4		4
11	Network problem.	1		1
12	creating more events like hackethons or competitions	4	Yes, Sr. 21	5
13	strictly conduct exam offline.	1		1
14	Tell students to keep camera on compulsorily.	1		1
15	Provide different courses and foreign language courses.	1		1
	TOTAL (2 x 17 responses) =	**34**		

Summary of Suggestions (3 Suggestions each)

Sr.	Suggestion	Count	Is similar with any of the above two lists	Cumulative count
1	Use of headphone /provide recorded lecture link / discord app / better graphics	6	Yes Sr. 6, List 2	10
2	Connect to students individually. / Interactive	9	Yes Sr. 1, List 2	13
3	Provide collaboration and socialization opportunities.	1		1
4	Mentoring should be more focused./ keep checking their internships.	3		3
5	Information about additional softwares / development software etc.	2		2
6	More time for completing assignments	1	Yes Sr. 13, List 1	2
7	Should not only teach on PPT / Live examples /quality improvement	5	Yes Sr. 3, List 2	10
8	More course related activities should be taken	1	Yes, Sr. 19, List 1	2
9	Late entry be allowed in gmeet	1	Yes, Sr.10, List 1	2
10	Provide video lectures	1	Yes Sr. 3, List 1	8
11	Assignments in google classroom. / Do not pressurize	3		3
12	Make students aware what is needed in market.	2		2
13	Connectivity is an issue that both students and teachers face equally.	1	Yes Sr. 11, List 2	2
14	Hand's on education is not possible, that is an upset. / practical knowledge lacking overall	2		2
15	Connect theory to how it can be used.	1		1
16	More co-curricular activities	1		1
17	More industrial visits	1		1
18	Support to SAE BAJA activities	1		1
	TOTAL (3 x 14 responses) =	**42**		

Conclusion:

Due to the pandemic the academic activities in the year 2020-21 were executed in online mode. Based on the responses, and suggestions received, it is felt that there are no major issues in the online teaching learning and evaluation process followed in the institute. Overall the students are satisfied with the content delivery. The excerpt of this analysis will be further processed by NAAC co-ordinator, and IQAC for betterment in academics.

Contribution:

Sr	Activity	Performed by
1	Planning	G.G. Bhide
2	Google form creation	/S.S. Sankareswari
3	Students Database – email checking	/R.R. Kulkarni
4	Briefing Sessions	Department faculty / HoDs
5	Launching the Survey: Sending the emails	G.G. Bhide
6	Analysis	

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_____End of Report_____

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