SIES (NERUL) COLLEGE OF ARTS, SCIENCE & COMMERCE

NERUL, NAVI MUMBAI

STUDENT SATISFACTION SURVEY ON Teaching-Learning and Evaluation

REPORT 2020-2021

Online Student Satisfaction Survey (Questionnaire) regarding Teaching – Learning and Evaluation, which will help to the quality in higher education. (NAAC Criterion II - 2.7.1 Student Satisfaction Survey on overall institutional performance).

Analysis of the Survey

Total Number of Respondents 2533
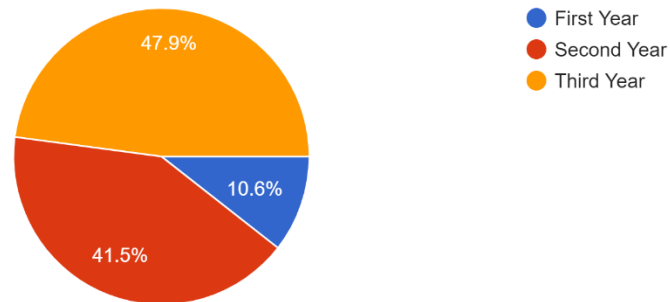
Reponses – Program wise

Program
2,533 responses

Legend:
- B.Com
- Banking and Insurance
- BAF
- BFM
- BMS
- BSC CS
- BSC IT
- BAMMC

1/3
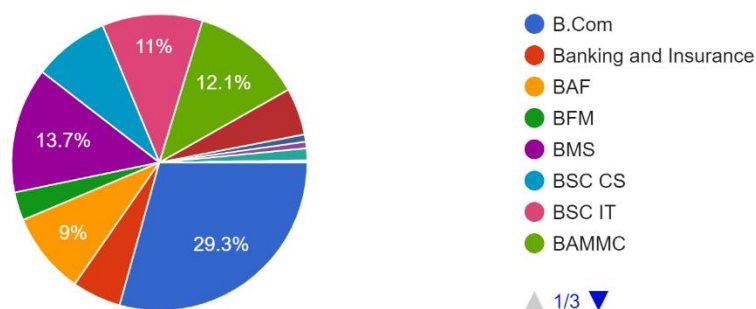
Stream	Count	% of Responses
B.Com	743	29.3
BMS	347	13.7
BAMMC	307	12.1
BSC IT	278	11
BAF	227	9
Bsc cs	215	8.5
Banking and Insurance	137	5.4
M.Com	130	5.1
BFM	78	3.1
MSc EVS	33	1.3
MSc CS	20	0.8
MSc IT	18	0.7
Grand Total	**2533**	**100**

Responses - Class Wise

Class
2,528 responses

Class	Count of Class	% of Responses
Third Year	1211	47.9
Second Year	1050	41.53
First Year	267	10.56
Grand Total	2528	100

Responses – Gender Wise

Gender
2,533 responses
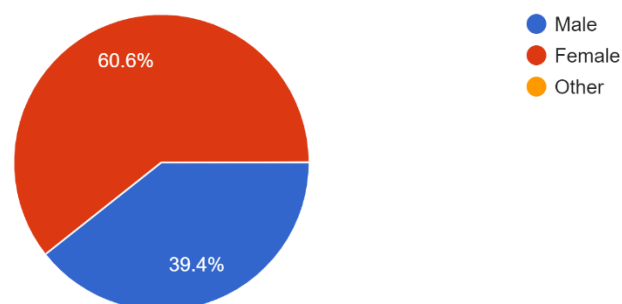
Options	Count of Gender	% of Responses
Female	1535	60.60
Male	997	39.40
Other	1	0.04
Grand Total	2533	100

1. How much of the syllabus was covered in the class?
2,533 responses
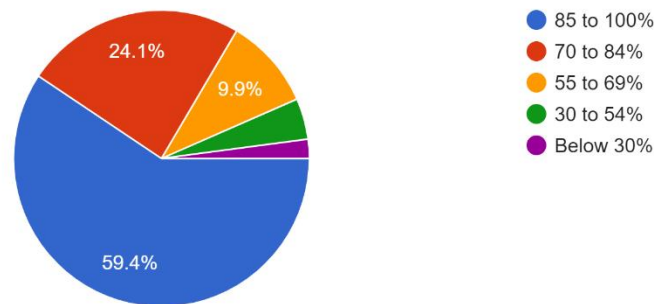
Options	Count of 1. How much of the syllabus was covered in the class?	% Of Responses
85 to 100%	1504	59.38
70 to 84%	611	24.12
55 to 69%	252	9.95
30 to 54%	113	4.46
Below 30%	53	2.09
Grand Total	2533	100

2. How well did the teachers prepare for the classes?
2,533 responses
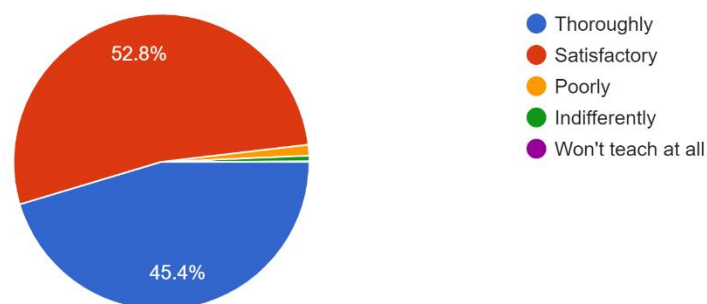
Options	Count of 2. How well did the teachers prepare for the classes?	% of Responses
Satisfactory	1337	52.78
Thoroughly	1149	45.36
Poorly	30	1.18
Indifferently	15	0.59
Won't teach at all	2	0.079
Grand Total	2533	100

3. How well were the teachers able to communicate?

2,533 responses

- ● Always effective
- ● Sometimes effective
- ● Just satisfactorily
- ● Generally ineffective
- ● Very poor communication
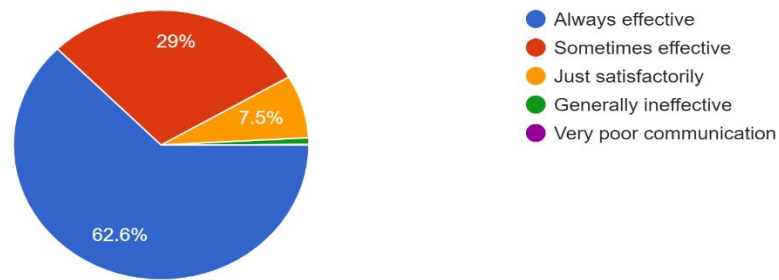
Options	Count of 3. How well were the teachers able to communicate?	% Of Responses
Always effective	1586	62.61
Sometimes effective	734	28.98
Just satisfactorily	191	7.54
Generally ineffective	20	0.79
Very poor communication	2	0.08
Grand Total	2533	100

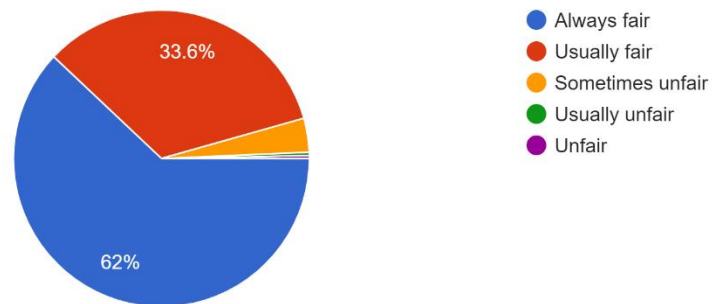4. The teacher's approach to teaching can best be described as

2,533 responses

- ● Excellent
- ● Very Good
- ● Good
- ● Fair
- ● Poor
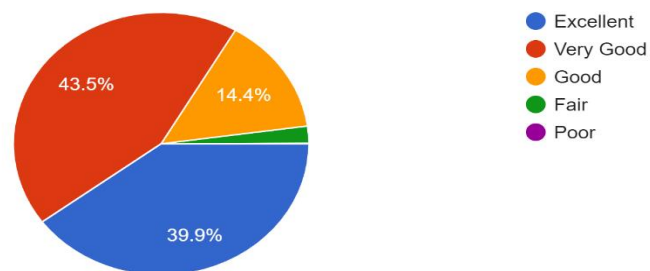
Row Labels	Count of 4. The teacher's approach to teaching can best be described as	% of Responses
Excellent	1010	39.9
Very Good	1102	43.5
Good	366	14.44
Fair	53	2.09
Poor	2	0.07
Grand Total	2533	100

5. Fairness of the internal evaluation process by the teachers.

2,533 responses

Legend:
- Always fair (blue)
- Usually fair (red)
- Sometimes unfair (orange)
- Usually unfair (green)
- Unfair (purple)

33.6%

62%

Options	Count of 5. Fairness of the internal evaluation process by the teachers.	% of Responses
Always fair	1571	62.02
Usually fair	851	33.60
Sometimes unfair	94	3.71
Usually unfair	9	0.36
Unfair	8	0.32
Grand Total	2533	100.00

6. Was your performance in assignments discussed with you?

2,533 responses

Legend:
- Every time (blue)
- Usually (red)
- Occasionally/Sometimes (orange)
- Rarely (green)
- Never (purple)

15.2%

35.4%

40.7%
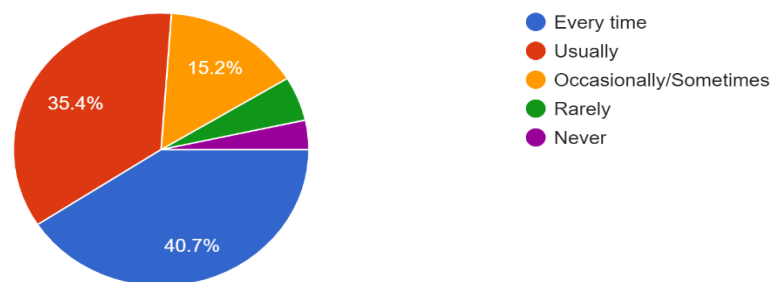
Options	Count of 6. Was your performance in assignments discussed with you?	% of Responses
Every time	1032	40.74
Usually	896	35.37
Occasionally/Sometimes	384	15.16
Rarely	133	5.25
Never	88	3.47
Grand Total	2533	100

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
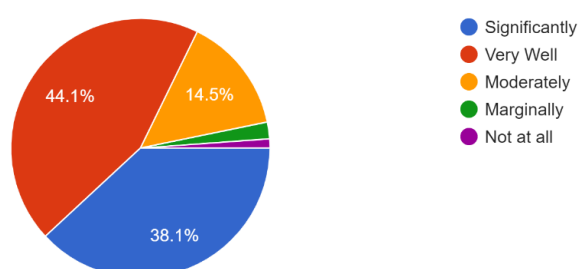
2,533 responses

Legend:
- ● Regularly
- ● Often
- ● Sometimes
- ● Rarely
- ● Never

31.5%   11.5%

49.7%
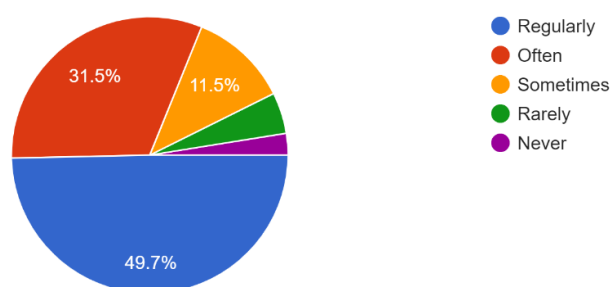
Options	Count of 7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	% of Responses
Regularly	1258	49.66
Often	797	31.46
Sometimes	292	11.53
Rarely	122	4.82
Never	64	2.53
Grand Total	2533	100

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

2,533 responses

Legend:
- ● Significantly
- ● Very Well
- ● Moderately
- ● Marginally
- ● Not at all

44.1%   14.5%

38.1%

| Options	Count of 8. The teaching and mentoring process in your institution facilities you in cognitive, social and emotional growth.	% of Responses
Significantly	965	38.1
Very Well	1118	44.14
Moderately	368	14.53
Marginally	53	2.09
Not at all	29	1.14
Grand Total	2533	100

9. The institution provides multiple opportunities to learn and grow.

2,533 responses
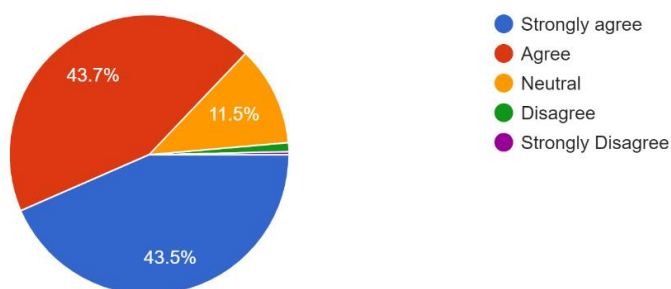
Options	Count of 9. The institution provides multiple opportunities to learn and grow.	% of Responses
Strongly agree	1101	43.47
Agree	1106	43.66
Neutral	291	11.49
Disagree	26	1.03
Strongly Disagree	9	0.36
Grand Total	2533	100

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
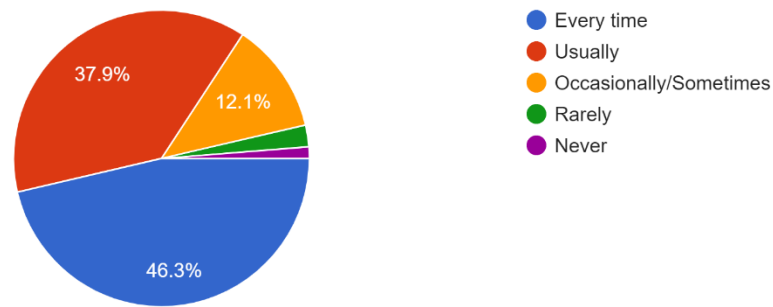
2,533 responses
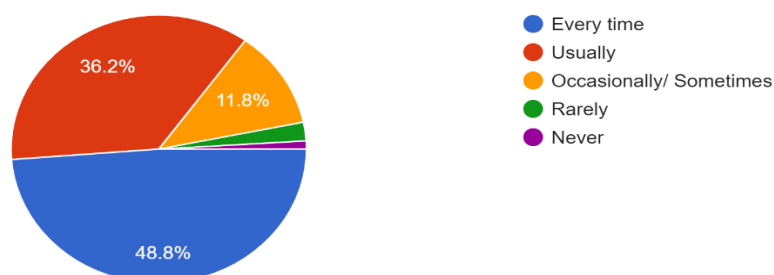
Options	Count of 10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.	% of Responses
Every time	1235	48.76
Usually	917	36.2
Occasionally/ Sometimes	299	11.8
Rarely	57	2.25
Never	25	0.99
Grand Total	2533	100

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

2,533 responses

- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

37.9%
12.1%
46.3%

Options	Count of 11. Your mentor does a necessary follow-up with an assigned task to you.	% of Responses
Every time	1174	46.35
Usually	960	37.9
Occasionally/Sometimes	307	12.12
Rarely	60	2.37
Never	32	1.26
Grand Total	2533	100

12. The teachers illustrate the concepts through examples and applications.

2,533 responses

- Example time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

43%
7%
48.7%
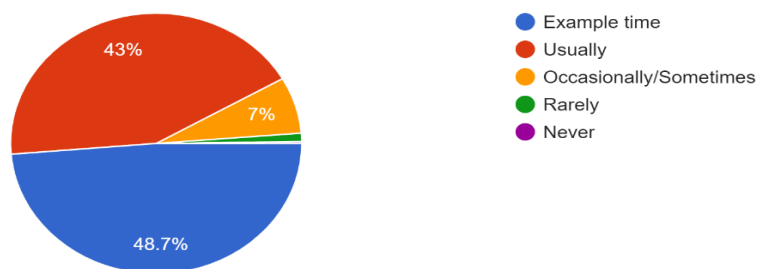
| Options	Count of 12. The teachers illustrate the concepts through examples and applications.	% of Responses
Example time	1233	48.68
Usually	1090	43.03
Occasionally/Sometimes	178	7.03
Rarely	26	1.03
Never	6	0.24
Grand Total	2533	100

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

2,533 responses

- ● Fully
- ● Reasonably
- ● Partially
- ● Slightly
- ● Unable to
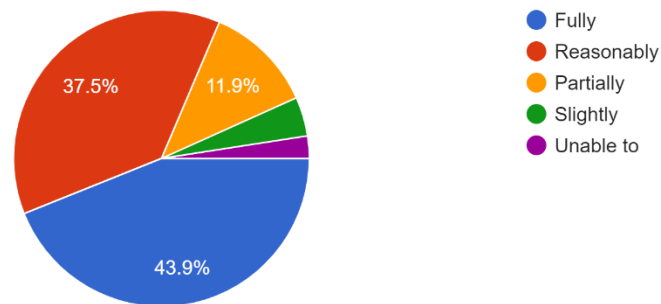
Options	Count of 13. The teachers identify your strengths and encourage you with providing right level of challenges.	% of Responses
Fully	1113	43.94
Reasonably	949	37.47
Partially	301	11.88
Slightly	108	4.26
Unable to	62	2.45
Grand Total	2533	100

14. Teachers are able to identify your weakness and help you to overcome them.

2,488 responses

- ● Every time
- ● Usually
- ● Occasionally/ Sometimes
- ● Rarely
- ● Never
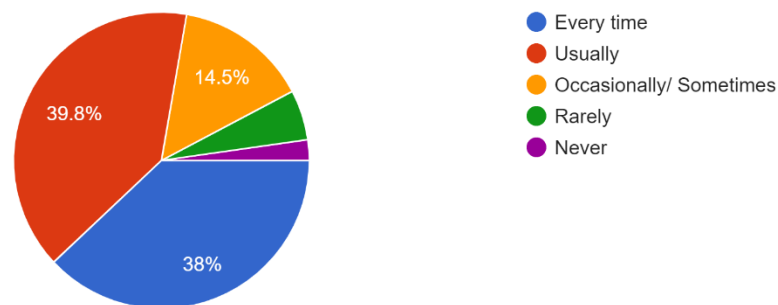
Options	Count of 14. Teachers are able to identify your weakness and help you to overcome them.	% of Responses
Every time	945	37.31
Usually	989	39.04
Occasionally/ Sometimes	362	14.29
Rarely	136	5.37
Never	56	2.21
No Response	45	1.78
Grand Total	2488	100

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
2,533 responses

Legend:
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly agree

44%
13.3%
40.6%
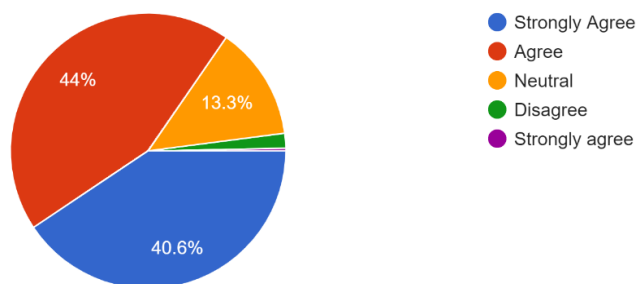
| Options	Count of 15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	% of Responses
Strongly Agree	1037	40.94
Agree	1114	43.98
Neutral	338	13.34
Disagree	44	1.74
Grand Total	2533	100

16. The institute/teachers use students centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
2,533 responses

Legend:
- To a great extent
- Moderate
- Somewhat
- Very little
- Not at all

41.2%
12%
44%
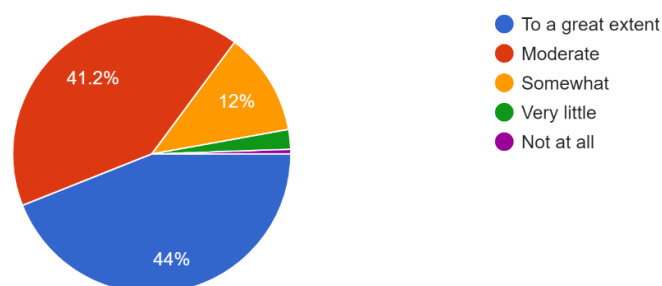
| Options	Count of 16. The institute/teachers use students centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	% of Responses
To a great extent	1114	43.98
Moderate	1043	41.18
Somewhat	304	12
Very little	58	2.29
Not at all	14	0.55
Grand Total	2533	100

17. Teachers encourage you to participate in extracurricular activities.
2,533 responses

- ● Strongly agree
- ● Agree
- ● Neutral
- ● Disagree
- ● Strongly Disagree

41.1%
11.2%
46%
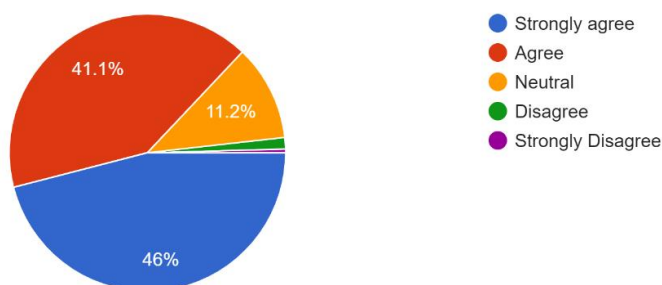
Options	Count of 17. Teachers encourage you to participate in extracurricular activities.	% of Responses
Agree	1040	41.06
Strongly agree	1165	45.99
Neutral	283	11.17
Disagree	34	1.34
Strongly Disagree	11	0.43
Grand Total	2533	100

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills , language skills and technology to make you ready for the world of work.
2,533 responses

- ● To a great extent
- ● Moderate
- ● Somewhat
- ● Very little
- ● Not at all

38.1%
10.7%
48.1%
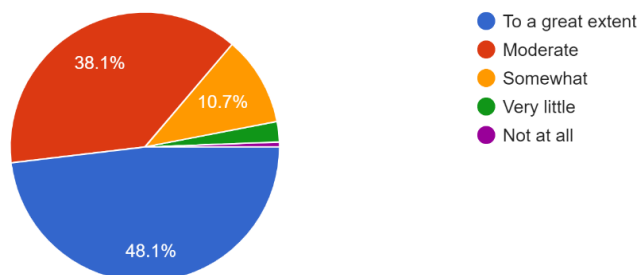
| Options	Count of 18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills , language skills and technology to make you ready for the world of work.	% of Responses
To a great extent	1219	48.12
Moderate	965	38.10
Somewhat	272	10.74
Very little	62	2.45
Not at all	15	0.59
Grand Total	2533	100.00

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
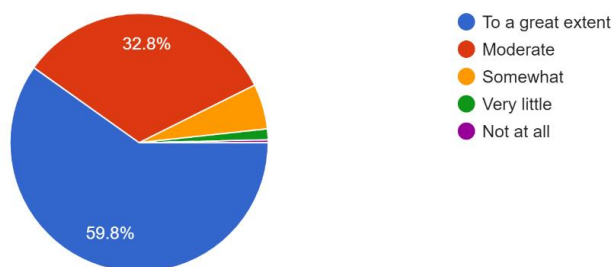
2,533 responses
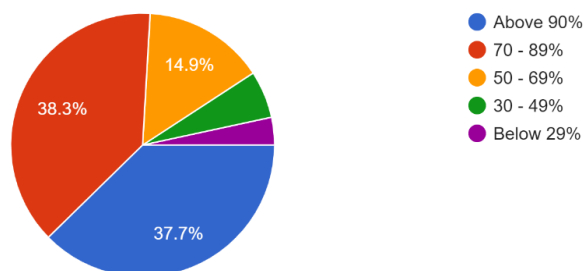
Options	Count of 19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	% of Responses
Above 90%	954	37.66
70 - 89%	969	38.26
50 - 69%	377	14.88
30 - 49%	147	5.80
Below 29%	86	3.40
Grand Total	2533	100.00

20. Was the teacher able to adapt with online teaching?

2,505 responses

Options	Count of 20. Was the teacher able to adapt with online teaching?	% of Responses
To a great extent	1499	59.18
Moderate	822	32.45
Somewhat	141	5.57
Very little	34	1.34
Not at all	9	0.36
No Response	28	1.11
Grand Total	2533	100

21. Was the teacher able to engage the students in Online sessions?
2,484 responses
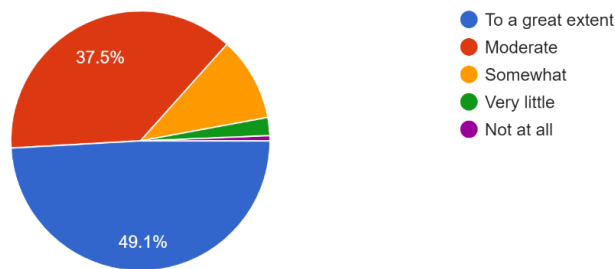
Options	Count of 21. Was the teacher able to engage the students in Online sessions?	% of Responses
To a great extent	1220	48.16
Moderate	932	36.79
Somewhat	260	10.26
Very little	56	2.21
Not at all	16	0.63
No response	49	1.93
Grand Total	2533	100

22. Was the teacher using innovative methods of teaching through ICT?
2,474 responses
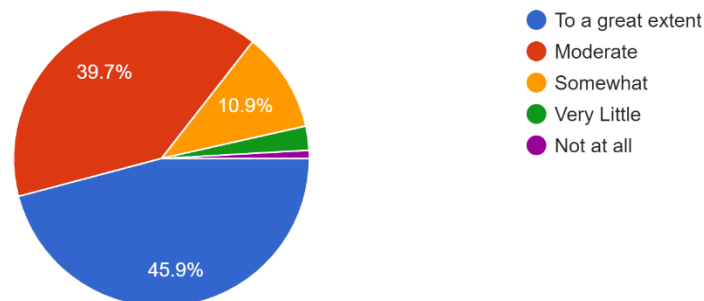
Options	Count of 22. Was the teacher using innovative methods of teaching through ICT?	% of Responses
To a great extent	1135	44.81
Moderate	982	38.77
Somewhat	270	10.66
Very Little	65	2.57
Not at all	22	0.87
No Response	59	2.33
Grand Total	2533	100

23. The overall quality of teaching -learning process in your institute is very good.
2,533 responses
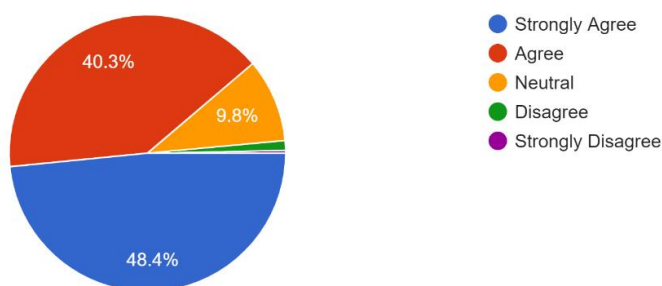
Options	Count of 23. The overall quality of teaching -learning process in your institute is very good.	% of Responses
Strongly Agree	1227	48.44
Agree	1022	40.35
Neutral	247	9.75
Disagree	29	1.14
Strongly Disagree	8	0.32
Grand Total	2533	100

24. Give three observation/ suggestions to improve the overall teaching - learning experience in your institution – (Below are summarized suggestions from 2533 responses.)

1. Many students said that their experience was good and enriching.

2. Teaching should be more practical based with real examples. Use of graphics, visual media and multimedia while teaching should be incorporated.

3. Many students preferred offline lectures over online lectures. Based on situation and university regulations, blend of both methods- hybrid method is adopted.

4. Technical and connectivity issues during lectures. Improvement in infrastructure is needed for better delivery of lectures.

5. Interactive methods of teaching should be encouraged.

6. More practical sessions especially with syllabus with numerical.

7. Organising more skills and career guidance seminars to increase skill based learning.

8. Guidance lecture on NET/SET should be conducted.

9. More electives options should be included in syllabus.

**Few questions show a variance in the Pie-Chart and Table data (%). The Variation is due to the questions not being attempted by the respondents.