



St. JOHN'S COLLEGE OF ARTS & SCIENCE

(Accredited with B++ by NAAC & Approved by UGC under section 2(f) & 12(B) status)
(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)
(A Christian Minority Institution)

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CRITERIA 2-TEACHING-LEARNING AND EVALUATION

2023-2024

KeyIndicator-2.7 STUDENTSATISFACTION SURVEY REPORT

St. John's College of Arts and Science, Ammandivilai is conducting a Student Satisfaction Survey regarding Teaching Learning and Evaluation, which will help to upgrade the quality in higher education. Every year at the end of the Academic Year student's feedback is taken to know the areas of improvement and the same is implemented as and when required. Following is the unbiased report of the students which is based on the questionnaire provided by NAAC. Student Satisfaction Survey (SSS) is conducted every year to know about the students' perception about Teaching Learning and Evaluation, which will help to upgrade the quality of process followed in our institution. Students are randomly selected for the survey by system. Only that particular student who was chosen randomly will get the Questionnaire. The students will remain anonymous throughout the survey process. In SSS there would be twenty one questions all over and out of which, twenty questions would be objective type and one question provides opportunity for the students to give their observations / suggestions in a descriptive way to improve the overall teaching learning experience in our institution. The questionnaire covers a wide array of skills involved in the teaching process which vary from teaching skills of the teacher, technical knowledge, effectiveness of communication, preparedness, doubt clearing skills and use of ICT to overall approach to the educational process like motivation, interpersonal relationships, feedback, dynamically modifying teaching methodology to help weak students etc., The student's response is based on a scale 0 to 4. Highest positive response is rated as 4 and the lowest negative response is rated as 0. This removes the binary forced approach and provides a more comfortable wider range for students to register their opinion. The printed student's satisfactory survey form was given and get marked from the students in the institution currently pursuing the degree of all programme. This was around 977 in number. This fetched response from 850 students was recorded and the performances of stakeholders were analyzed with regards to the feedback provided. End analysis of the survey is done.

SAMPLE STUDENT SATISFACTION SURVEY

National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey

Key Indicator - 2.7.1

Under Criterion II of Teaching – Learning and Evaluation

Guidelines for Students

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

A) Please confirm this is the first and only time you answer this survey.

a) Yes ☐ b) No ☒

B) Age: 20

C) College Name: St. John's College of Arts and Science, Ammandi

D) Gender: a) Female ☒ b) Male ☐ c) Transgender ☐

E) What degree program are you pursuing now?

a) Bachelor's ☒ b) Master's ☐ c) MPhil ☐
d) Doctorate ☐ e) Other ()

F) What subject area are you currently pursuing?

a) Arts ☒ b) Commerce ☐ c) Science ☐
d) Professional ☐ e) Other: ()

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

Criterion II – Teaching–Learning and Evaluation

Student Satisfaction Survey on Teaching Learning Process

Following are questions for online student satisfaction survey regarding teaching learning process.

1. How much of the syllabus was covered in the class?

4 – 85 to 100% ✓

3 – 70 to 84%

2 – 55 to 69%

1 – 30 to 54%

0 – Below 30%

2. How well did the teachers prepare for the classes?

4 – Thoroughly ✓

3 – Satisfactorily

2 – Poorly

1 – Indifferently

0 – Won't teach at all

3. How well were the teachers able to communicate?

4 – Always effective ✓

3 – Sometimes effective

2 – Just satisfactorily

1 – Generally ineffective

0 – Very poor communication

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

4 – Excellent ✓

3 – Very good

2 – Good

1 – Fair

0 – Poor

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

- 4 – Always fair ✓
- 3 – Usually fair
- 2 – Sometimes unfair
- 1 – Usually unfair
- 0 – Unfair

6. Was your performance in assignments discussed with you?

- 4 – Every time ✓
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

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

- 4 – Regularly
- 3 – Often ✓
- 2 – Sometimes
- 1 – Rarely
- 0 – Never

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

- 4 – Significantly
- 3 – Very well ✓
- 2 – Moderately
- 1 – Marginally
- 0 – Not at all

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

- 4 – Strongly agree
- 3 – Agree ✓
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

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

- 4 – Every time ✓
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

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

- 4 – Every time ✓
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

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

- 4 – Every time ✓
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

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

- 4 – Fully ✓
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0 – Unable to

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

- 4 – Every time ✓
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

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

- 4 – Strongly agree
- 3 – Agree ✓
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

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

- 4 – To a great extent ✓
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

- 4 – Strongly agree ✓
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

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.

- 4 – To a great extent ✓
- 3 – Moderate
- 2 – Some what
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19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

- 4 – Above 90% ✓
- 3 – 70 – 89% ✓
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%

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

4 - Strongly agree ✓

3 - Agree

2 - Neutral

1 - Disagree

0 - Strongly disagree

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

- a) Motivate the learner with positive language and support.
- b) Highlight both achievements and areas of growth.
- c) offer feedback soon after the task or activity for relevance.

National Assessment and Accreditation Council (NAAC)
Student Satisfaction Survey
Key Indicator - 2.7.1
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B) Age: 18

C) College Name: St. John's College of Arts & Science

D) Gender: a) Female ☒ b) Male ☐ c) Transgender ☐

E) What degree program are you pursuing now?

a) Bachelor's ☐ b) Master's ☒ c) MPhil ☐
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 - 0 – Never
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
- 4 – Regularly
 - ✓ 3 – Often
 - 2 – Sometimes
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8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
- 4 – Significantly
 - ✓ 3 – Very well
 - 2 – Moderately
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- The institution provides multiple opportunities to learn and grow.
- 4 – Strongly agree
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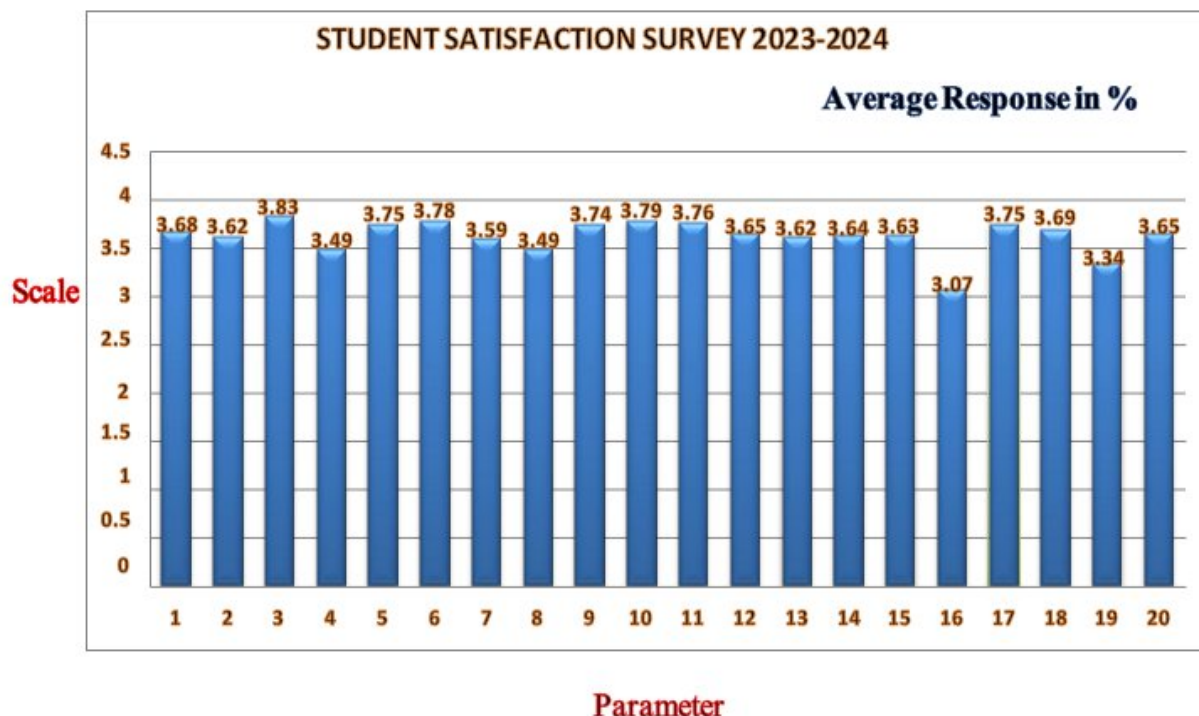
21. Give three observation / suggestions to improve the overall teaching - learning experience in your institution.

- a) Ensure all learning materials are easily accessible to all students.
- b) You provide constructive feedback that help me improve my work
- c) I feel comfortable asking you question and seeking clarification on topics i don't understand

STUDENT'S SATISFACTORY SURVEY -TEACHING–LEARNING AND EVALUATION-RESPONSE ANALYSIS

Question NO	Questions	Average
1	The percentage of syllabus completed in the classes	3.68
2	The teacher's preparation for the classroom	3.62
3	Interaction of teacher in the classroom	3.83
4	Teachers approach to teaching	3.49
5	Fairness of internal evaluation process	3.75
6	Teacher's follow-ups with assigned task	3.78
7	Active interest of institution in promoting internship, field visit, opportunities for students	3.59
8	Role of institution in cognitive, social and emotional growth	3.49
9	Teachers providing information about expected competencies, course outcomes and program outcomes	3.74
10	Regular follow up with an assigned task	3.79
11	Illustration of concepts through examples and applications	3.76
12	Teacher's identification of strengths and providing right level of challenges	3.75
13	Teacher's identification of weaknesses and help to overcome them	3.72
14	Institution's efforts in monitoring, review and continuous quality improvement	3.74
15	Use of student centric methods	3.63
16	Teacher's encouragement in students	3.7
17	Extracurricular activities	3.75
18	Efforts to inculcate soft skills, life skills and employability skills	3.69
19	Use of ICT tools by teachers	3.34
20	Overall quality of teaching learning process	3.65

PARAMETER WISE RESPONSE OF THE STUDENTS CHART



OBSERVATION / SUGGESTIONS TO IMPROVE THE OVERALL TEACHING–LEARNING EXPERIENCE IN THE INSTITUTION

Students were given the above-mentioned questionnaire through printed Forms. Their responses were collected in paper form. These responses were analyzed in the graphical representation. According to the responses received most of the students have expressed that the Teaching and Learning process is very good, they are given varied exposure to participate in various activities both in academics and other areas of learning. When it comes to ICT usage some of the students have expressed that few more teachers can use it in an advanced way. Student's responses also show that they are happy and satisfied with the way the Institution has given the best learning platform.

ACTION TAKEN

The analysis report is forwarded to the Principal through IQAC for further action.



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Declaration

I hereby declare that the details and information given above are complete and true to the best of my knowledge and belief.

Dr. V.Y. DASAPPAN M.A., M.Phil., Ph.D.
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