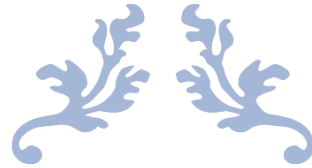




Since: 2003



Student Satisfaction Survey

SESSION: 2021-22



MODERN COLLEGE OF PROFESSIONAL STUDIES
MOHAN NAGAR, GHAZIABAD

CONTENT

1. Survey Methodology
2. Participants and Response
3. Survey Results
4. Findings and Analysis
5. Suggestions from the students
6. Action Taken
7. Conclusions

1. SURVEY METHODOLOGY

The College conducts Student Satisfaction Survey once a year each semester. The survey shall cover all active students who must complete the Student Satisfaction Survey. Student Satisfaction Survey was conducted online with the assistance of team members Criterion-2. The survey results were electronically tabulated for analysis. The analysis was compiled into a survey report submitted to the IQAC for review and approval before implementing recommended actions for improvements. The survey report was uploaded to the college website.

2. PARTICIPANTS AND RESPONSES

A total of 559 responses were received. The number of respondents from each program is enlisted below.

Program	No. of responses
M.Ed.	73
B.Ed.	289
B.A.	08
BBA	52
BCA	63
B.COM	74
Total	559

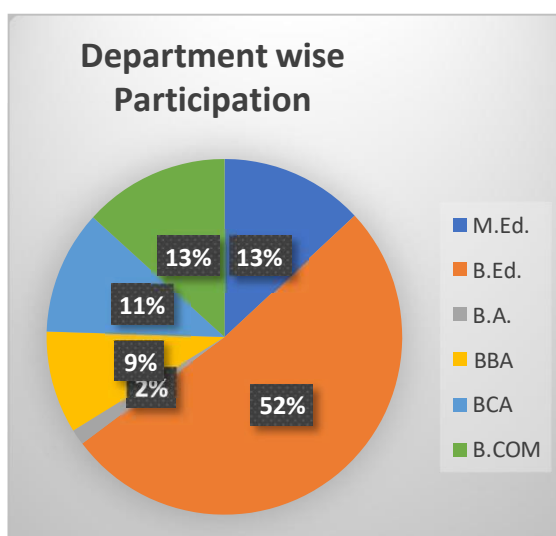
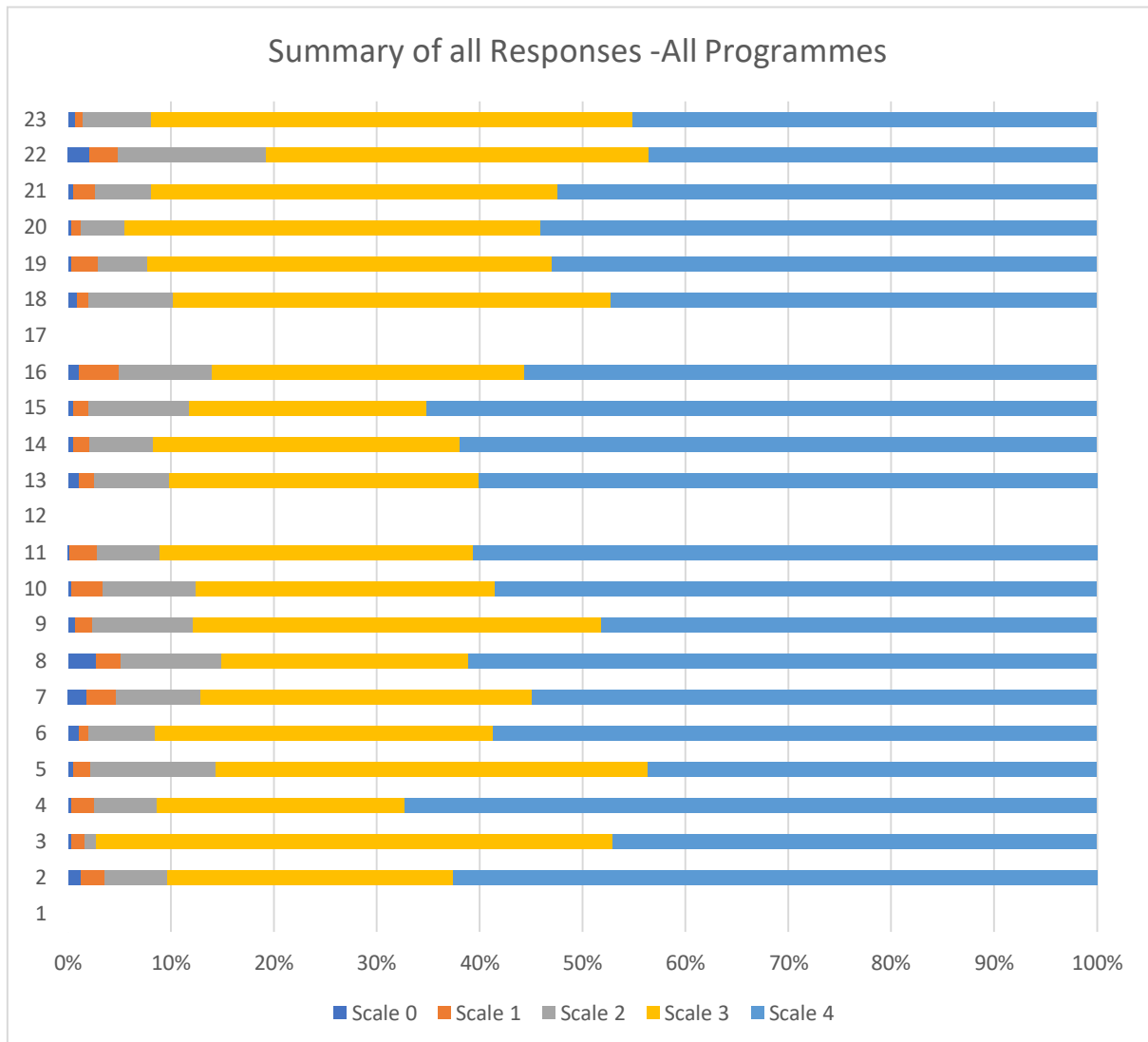


TABLE OF RESPONSES FOR ALL QUESTIONS

Total no of Responses							
Questions		Scale 0	Scale 1	Scale 2	Scale 3	Scale 4	Total
1	How much of the syllabus was covered in a class?	7	13	34	155	350	559
2	How well did the teachers prepare for the classes?	2	7	6	281	263	559
3	How well were the teachers able to communicate?	2	12	34	135	376	559
4	The teacher's approach to teaching can best be described as	3	9	68	235	244	559
5	Fairness of the internal evaluation process by the teachers	6	5	36	184	328	559
6	Was your performance in assignments discussed with you?	10	16	46	180	307	559
7	The institute actively promotes internship, student exchange, and field visit opportunities for students.	15	13	54	132	336	559
8	Your institution's teaching and mentoring process facilitate your cognitive, social, and emotional growth.	4	9	55	222	269	559
9	The institution provides multiple opportunities to learn and grow.	2	17	50	163	327	559
10	Teachers inform you about your expected competencies, course outcomes, and program outcomes.	1	15	34	170	339	559
11	Your mentor does a necessary follow-up with an assigned task to you.	6	8	41	168	336	559
12	The teachers illustrate the concepts through examples and applications.	3	9	34	167	346	559
13	The teachers identify your strengths and encourage you by providing the right level of challenges	3	8	55	129	364	559
14	Teachers are able to identify your weaknesses and help you to overcome them.	6	22	50	170	311	559
15	The institution makes effort to engage students in the monitoring, reviewing, and continuous quality improvement of the teaching-learning process.	5	6	46	238	264	559
16	The institute/ teachers use student-centric methods, such as experiential learning, participative learning, and problem-solving methodologies for enhancing learning experiences.	2	14	27	220	296	559
17	Teachers encourage you to participate in extracurricular activities.	2	5	24	226	302	559
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.	3	12	30	221	293	559
19	What is the percentage of teachers using ICT tools such as LCD projectors, Multimedia, etc. while teaching?	12	15	81	208	244	559
20	The overall quality of the teaching-learning process in your institute is very good.	4	4	37	262	252	559

SUMMARY OF RESPONSES

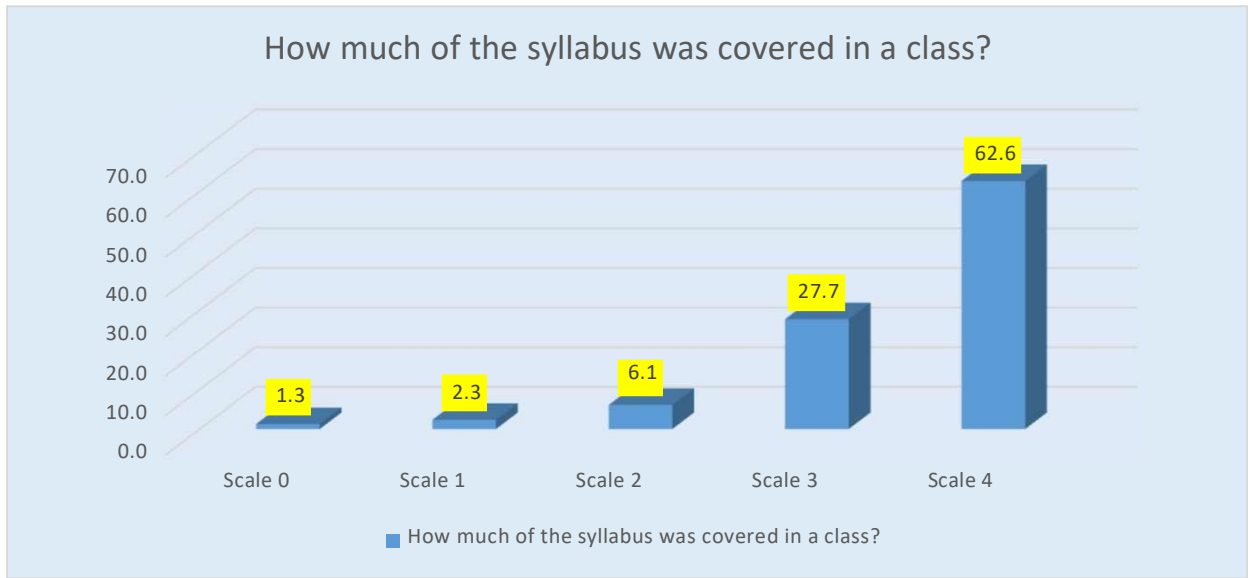
The summary of responses against each question was visualized using 100% stacked bar chart in Microsoft.



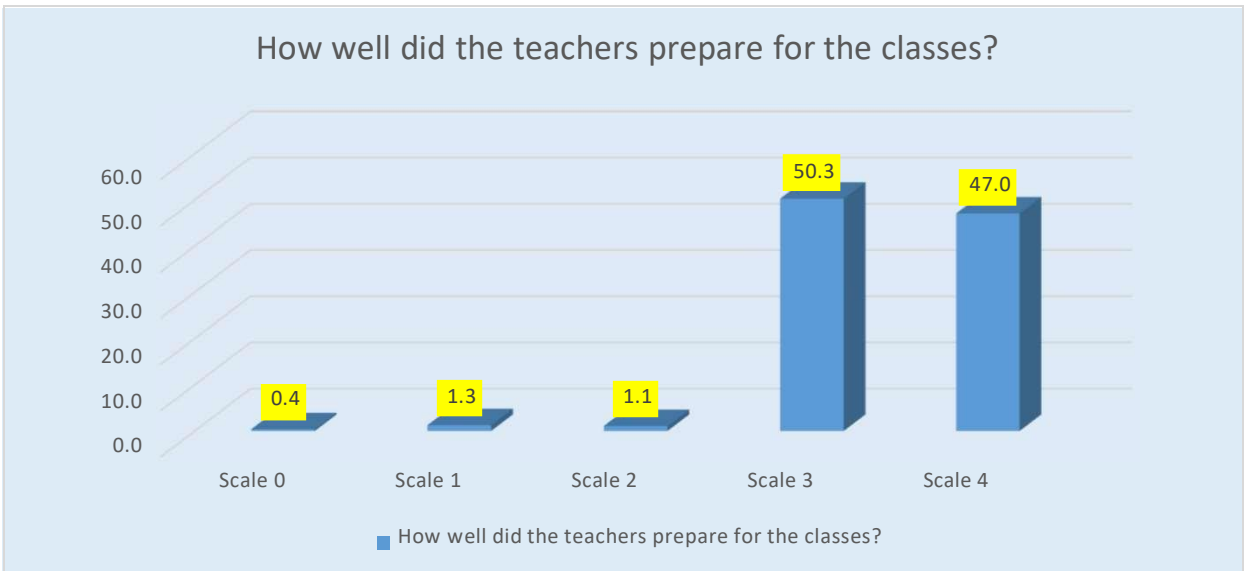
For all the questions, students have given higher grades (3 and 4) which shows higher student satisfaction.

3. SURVEY ANALYSIS

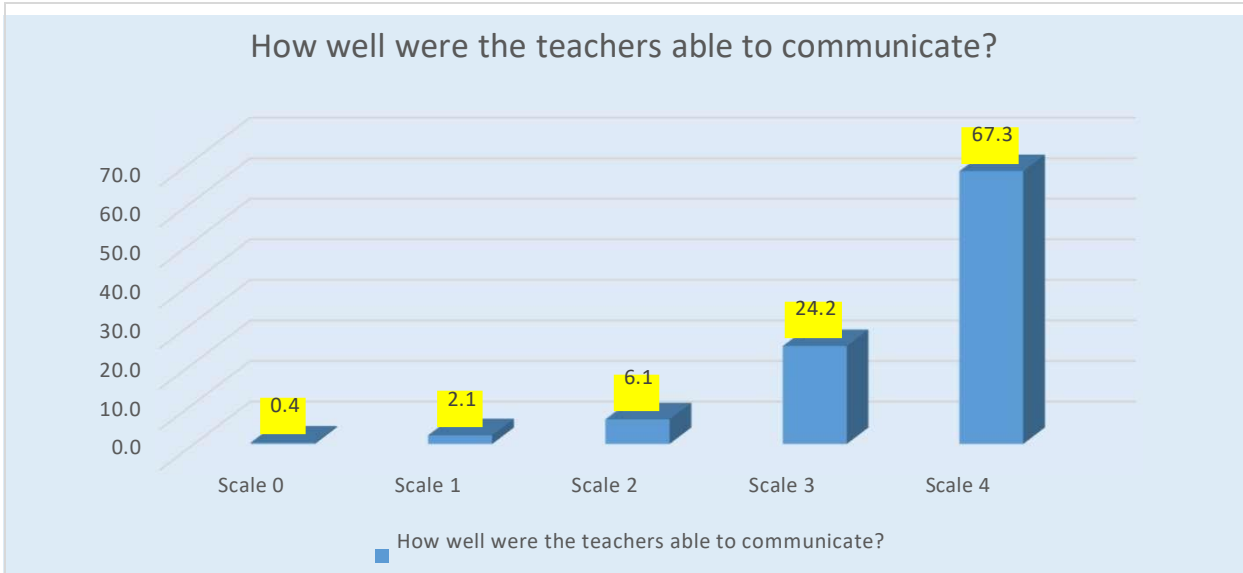
	Score
1 How much of the syllabus was covered in a class?	3.59



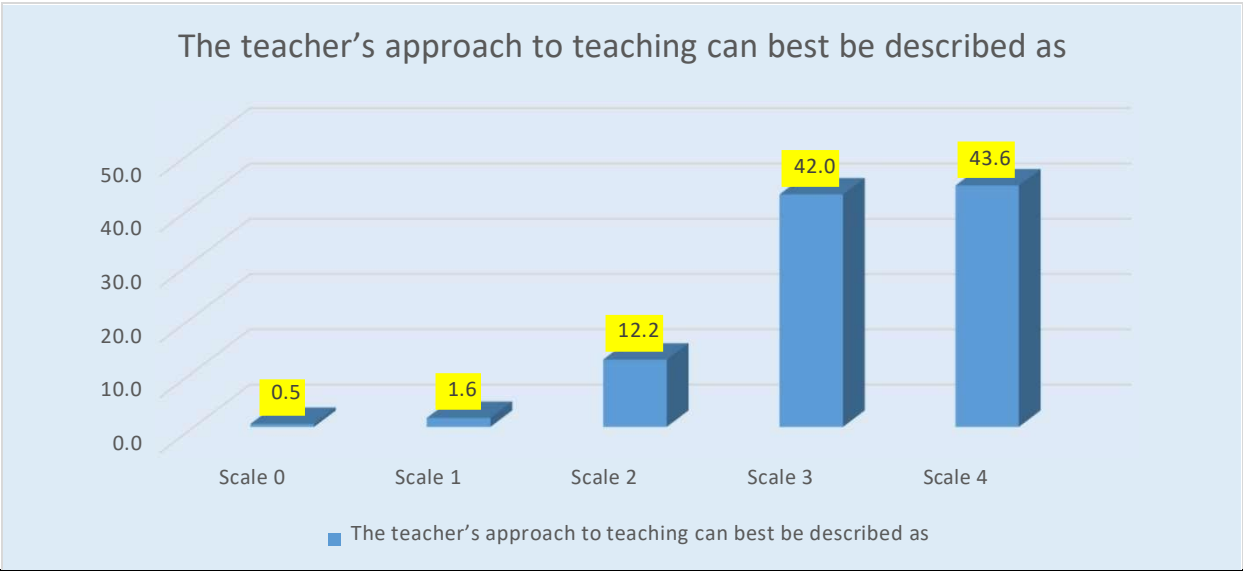
	Score
2 How well did the teachers prepare for the classes?	3.54



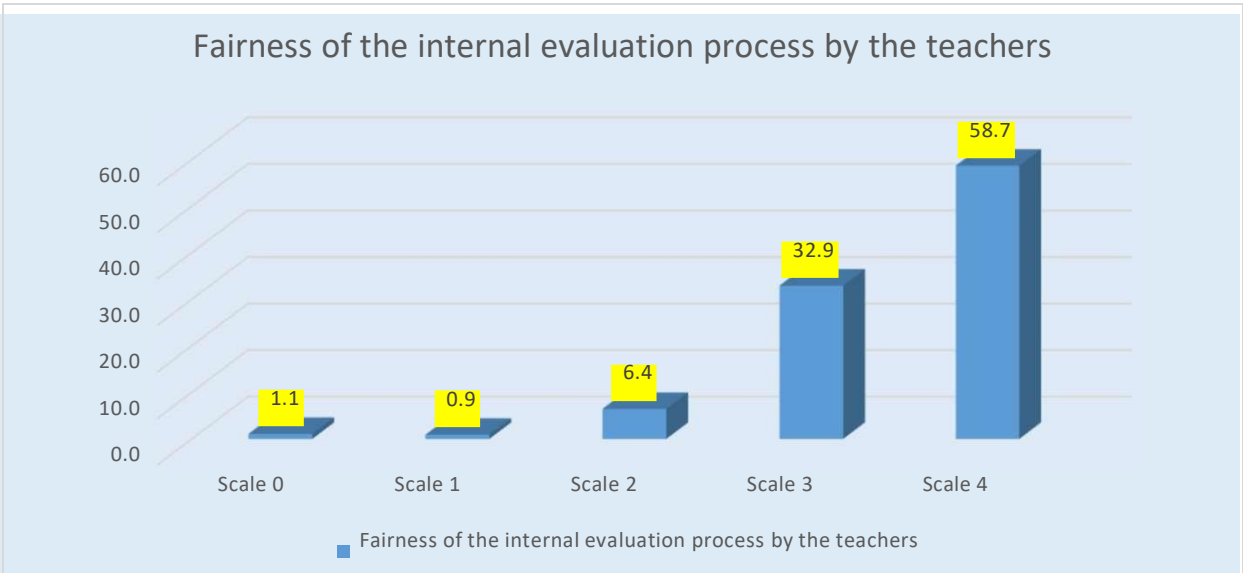
	Score
3 How well were the teachers able to communicate?	3.65



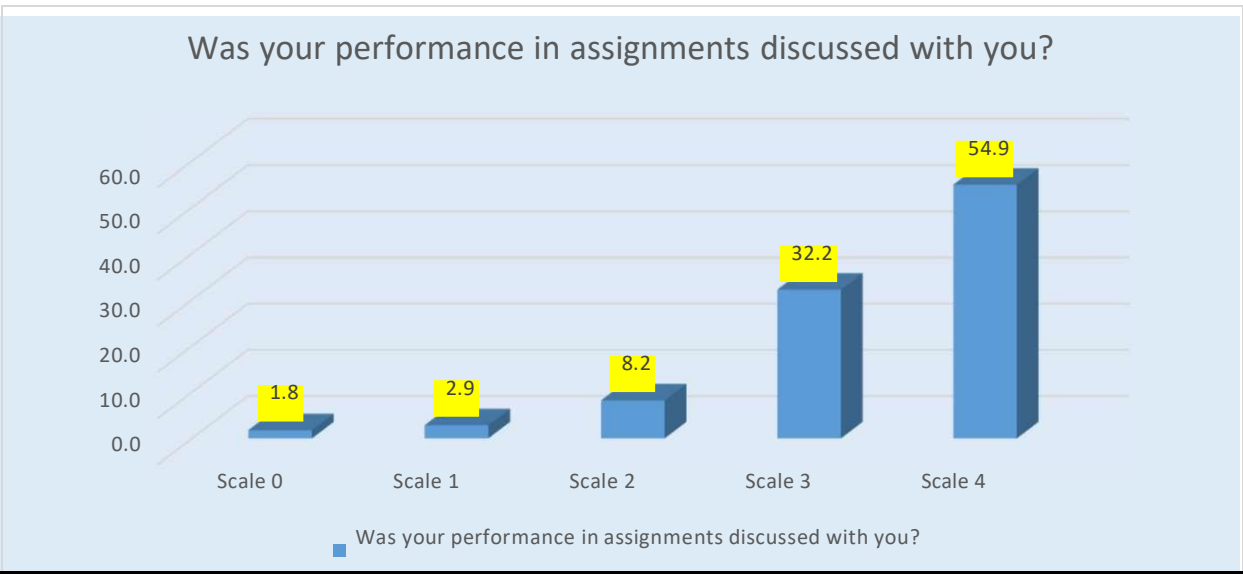
		Score
4	The teacher's approach to teaching can best be described as	3.41



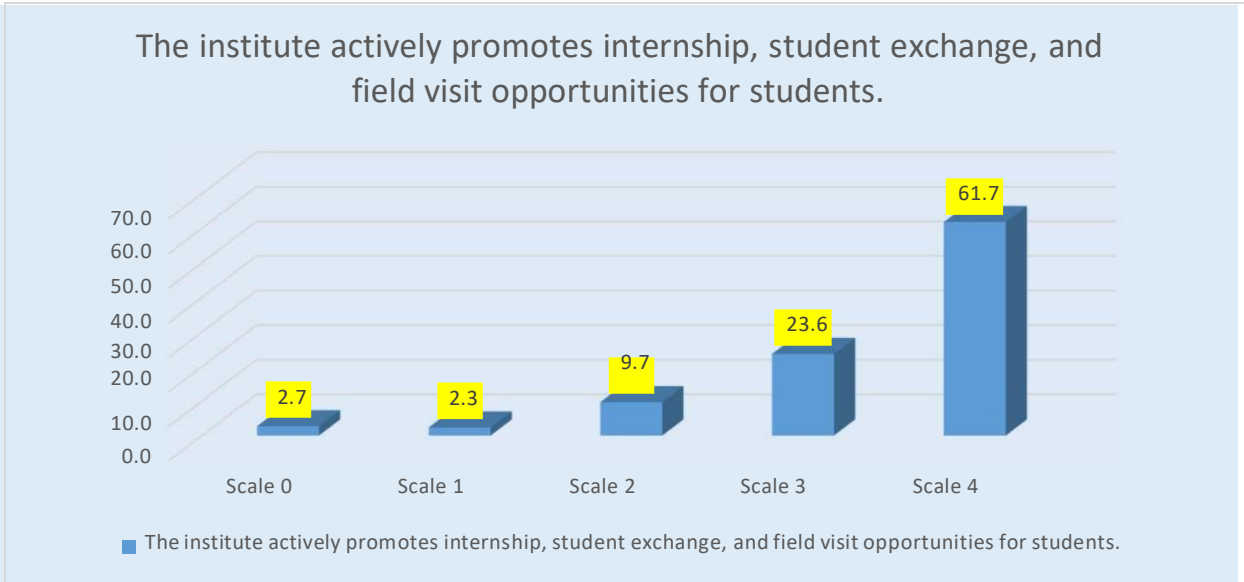
		Score
5	Fairness of the internal evaluation process by the teachers	3.58



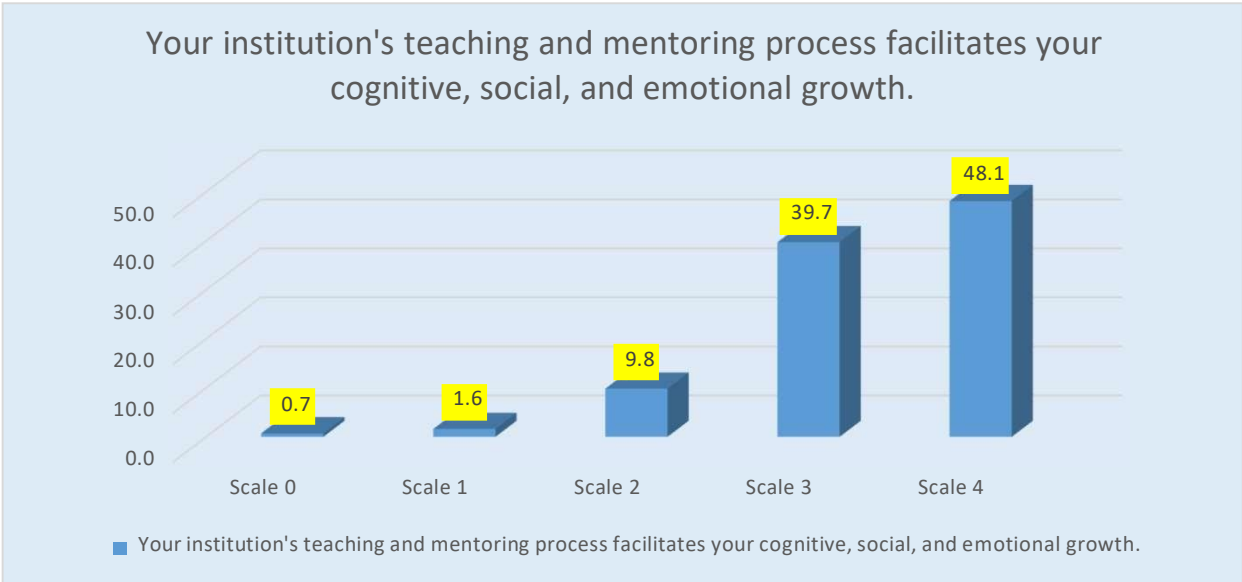
		Score
6	Was your performance in assignments discussed with you?	3.48



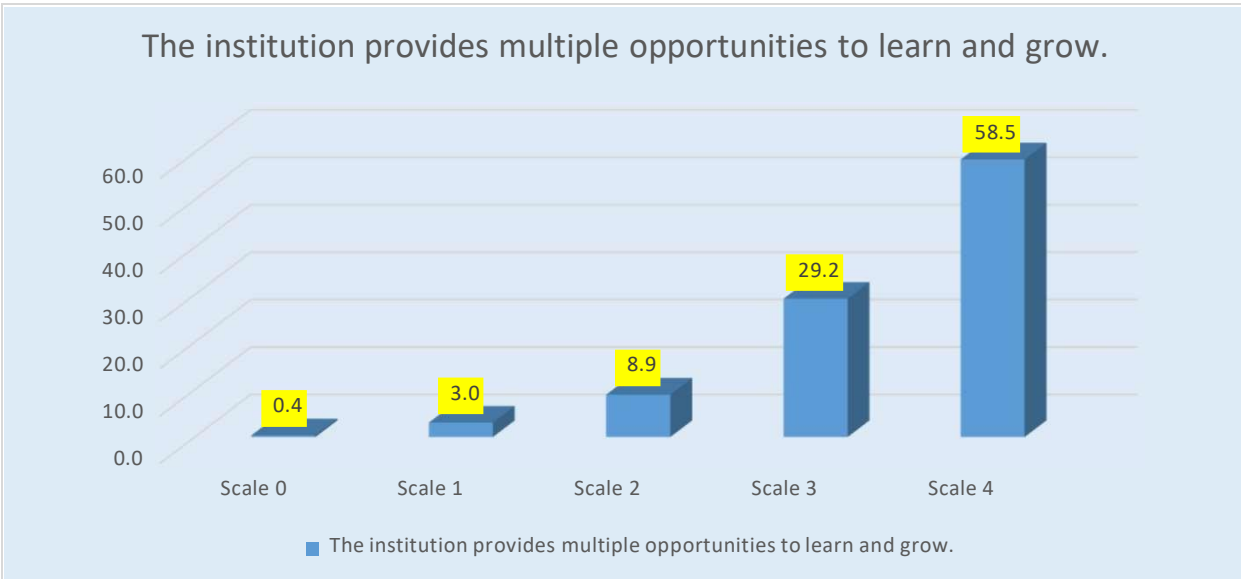
		Score
7	The institute actively promotes internship, student exchange, and field visit opportunities for students.	3.51



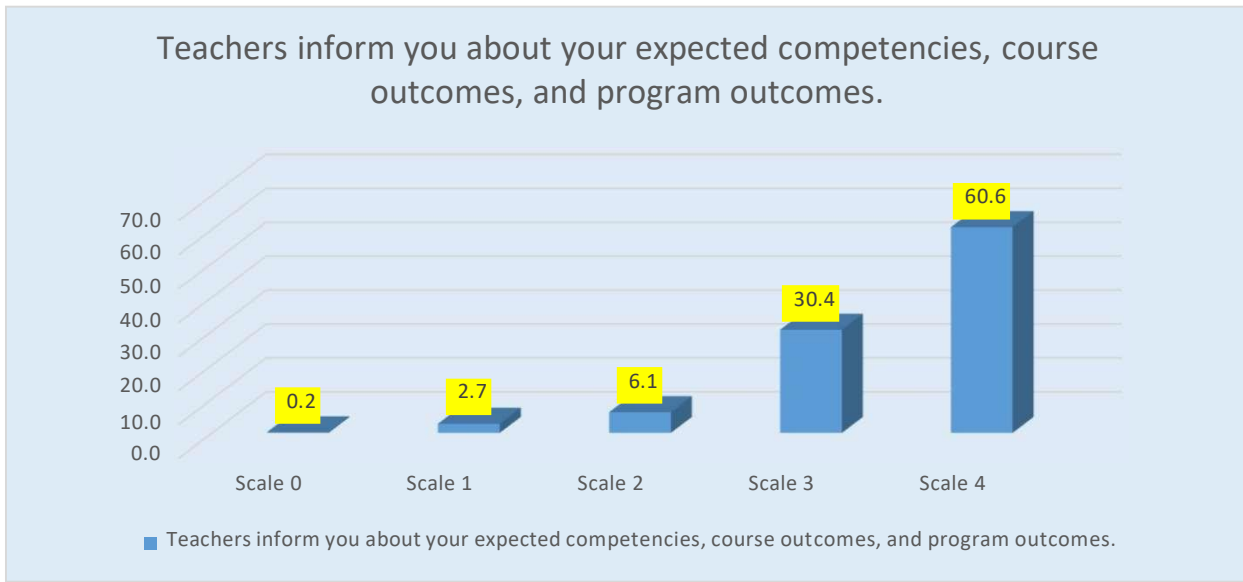
		Score
8	Your institution's teaching and mentoring process facilitates your cognitive, social, and emotional growth.	3.46



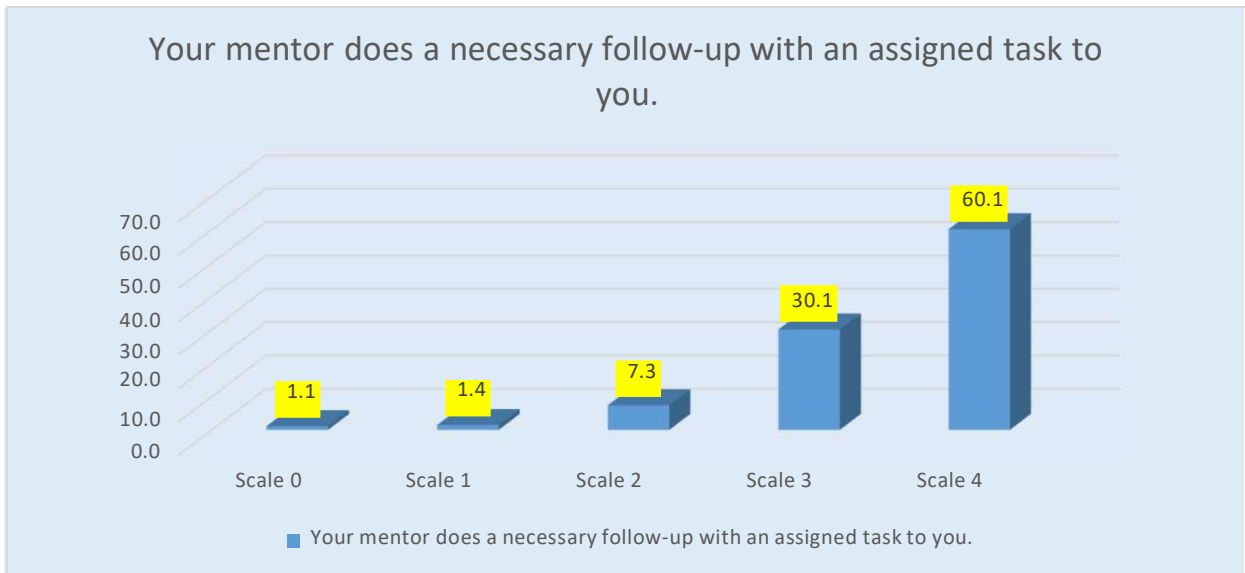
		Score
9	The institution provides multiple opportunities to learn and grow.	3.54



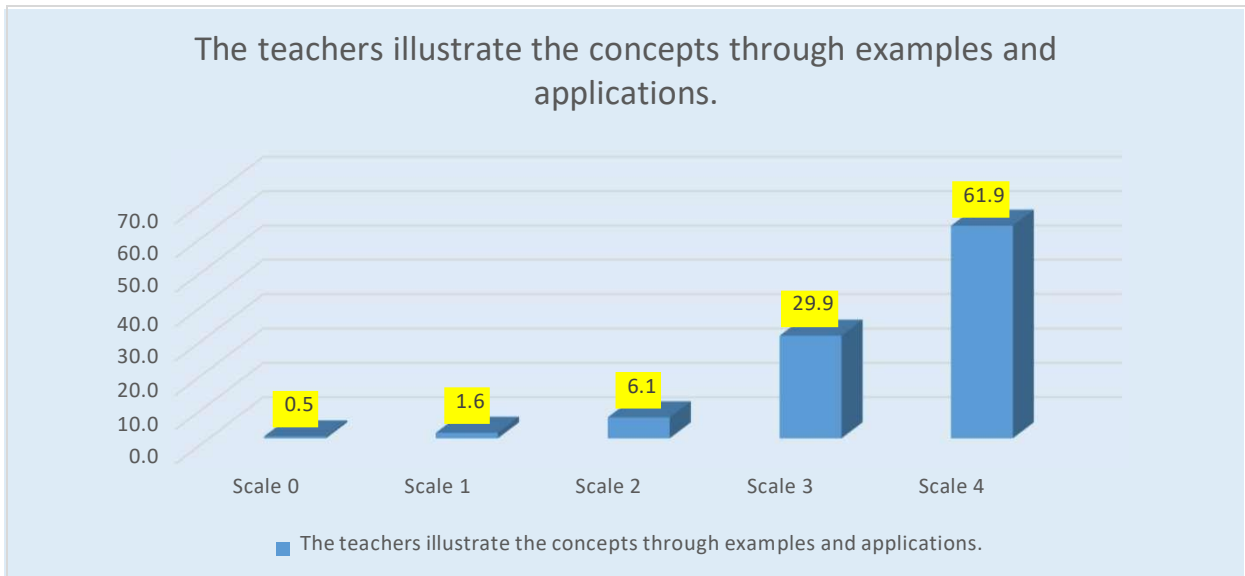
		Score
10	Teachers inform you about your expected competencies, course outcomes, and program outcomes.	3.59



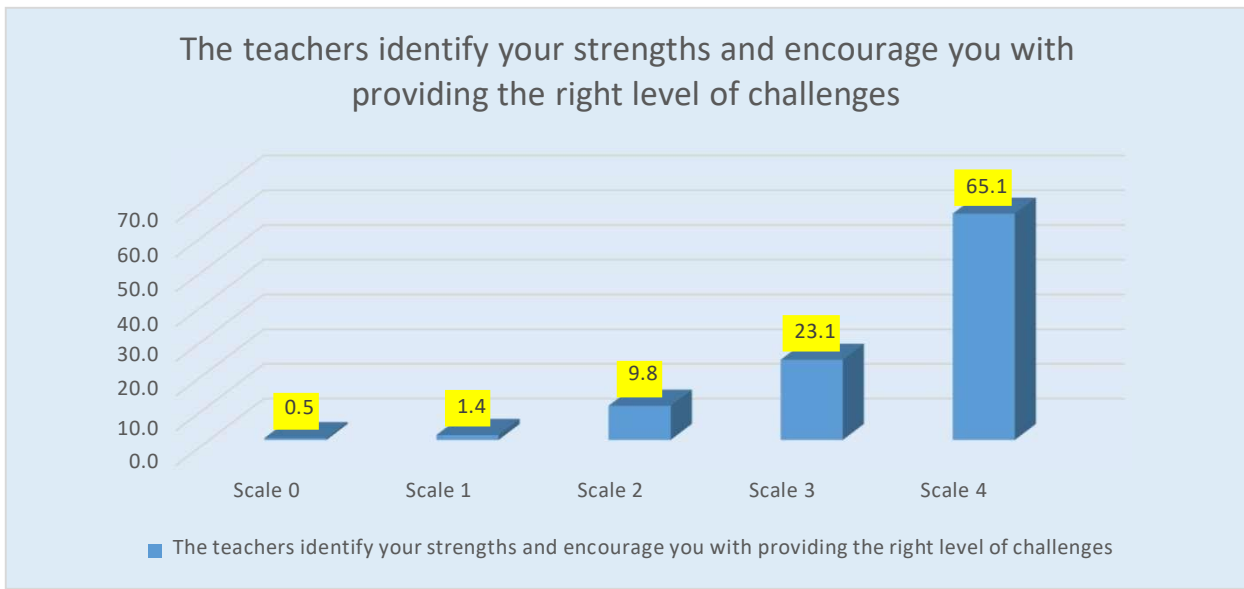
		Score
11	Your mentor does a necessary follow-up with an assigned task to you.	3.57



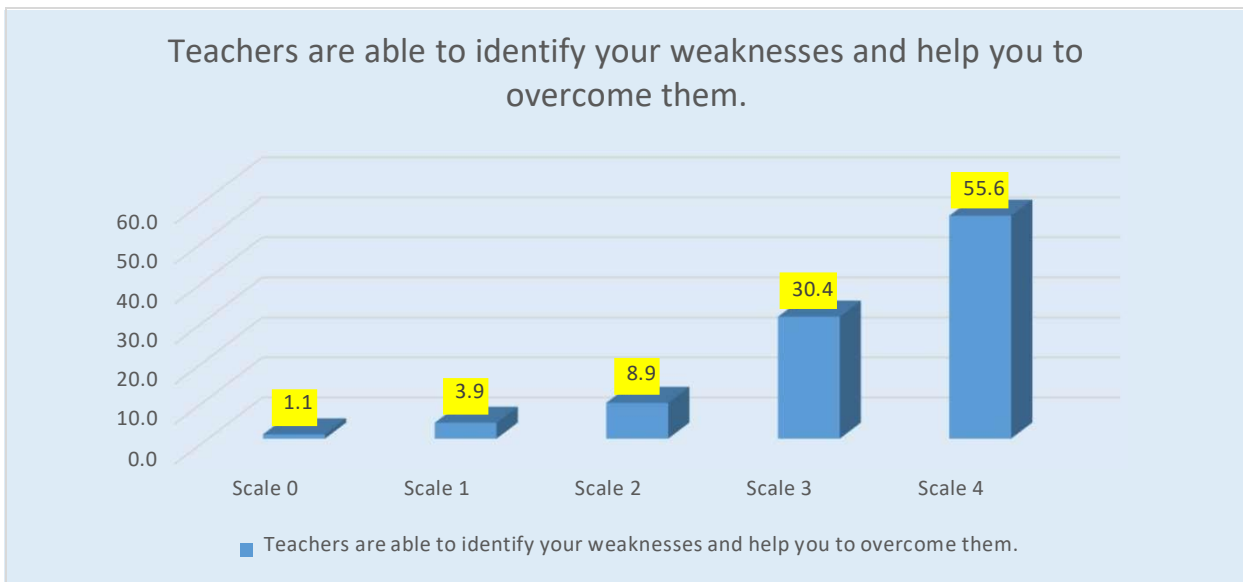
		Score
12	The teachers illustrate the concepts through examples and applications.	3.61



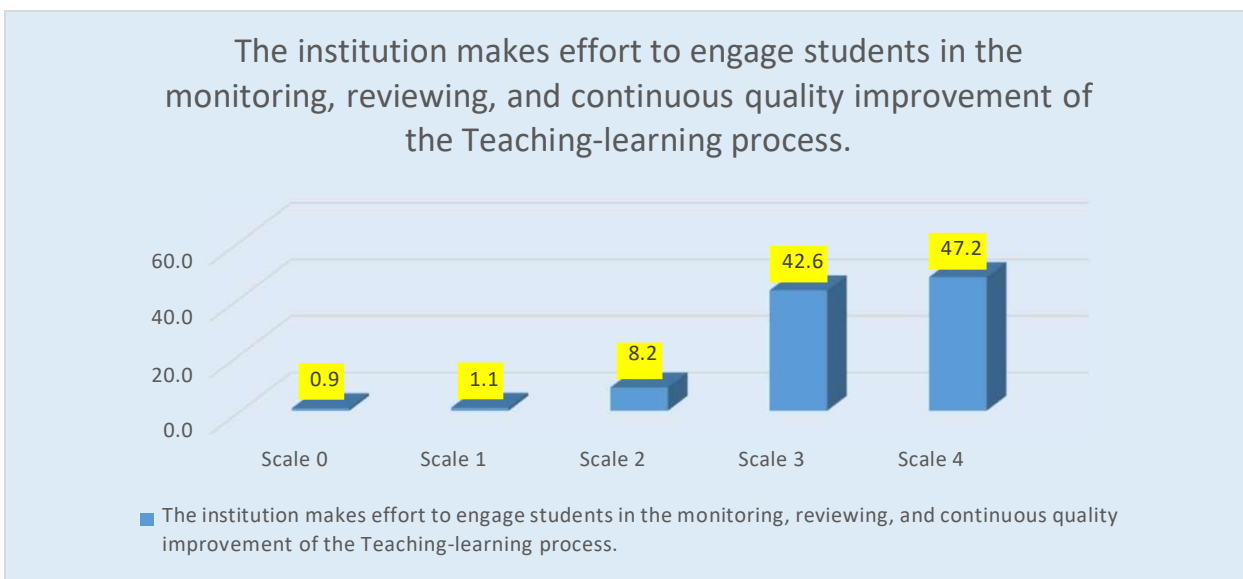
		Score
13	The teachers identify your strengths and encourage you with providing the right level of challenges	3.61



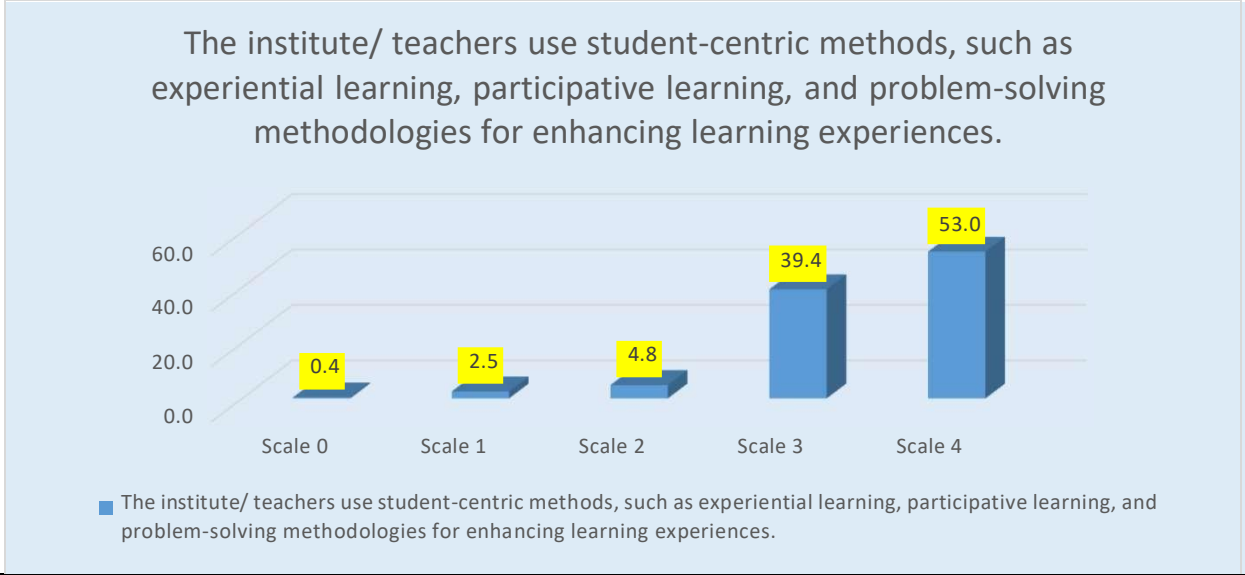
		Score
14	Teachers are able to identify your weaknesses and help you to overcome them.	3.48



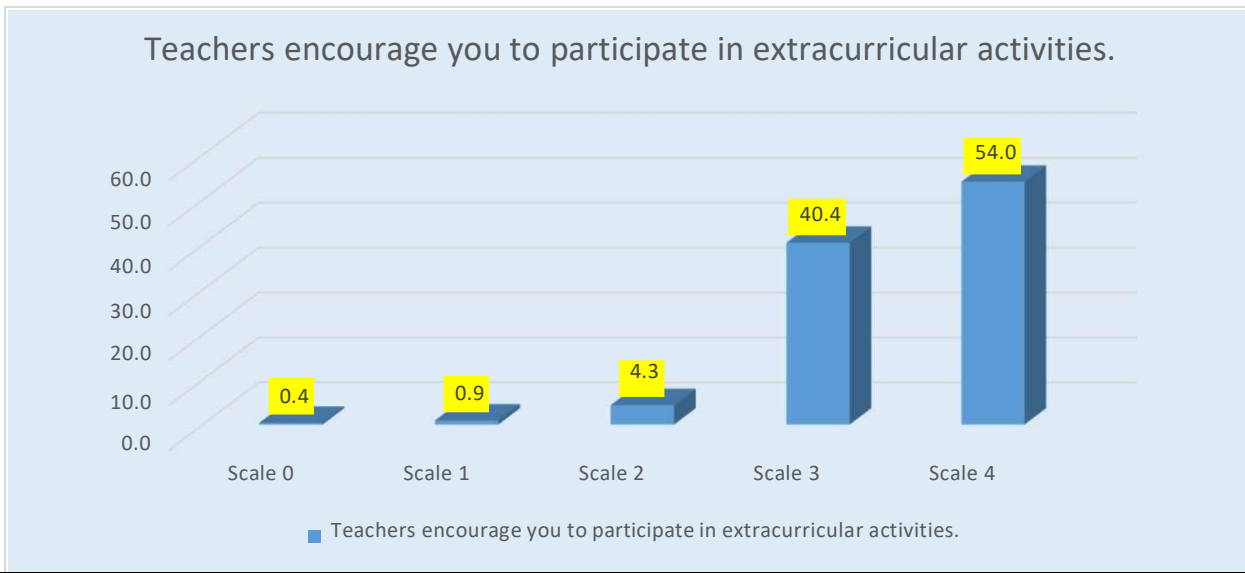
		Score
15	The institution makes effort to engage students in the monitoring, reviewing, and continuous quality improvement of the Teaching-learning process.	3.47



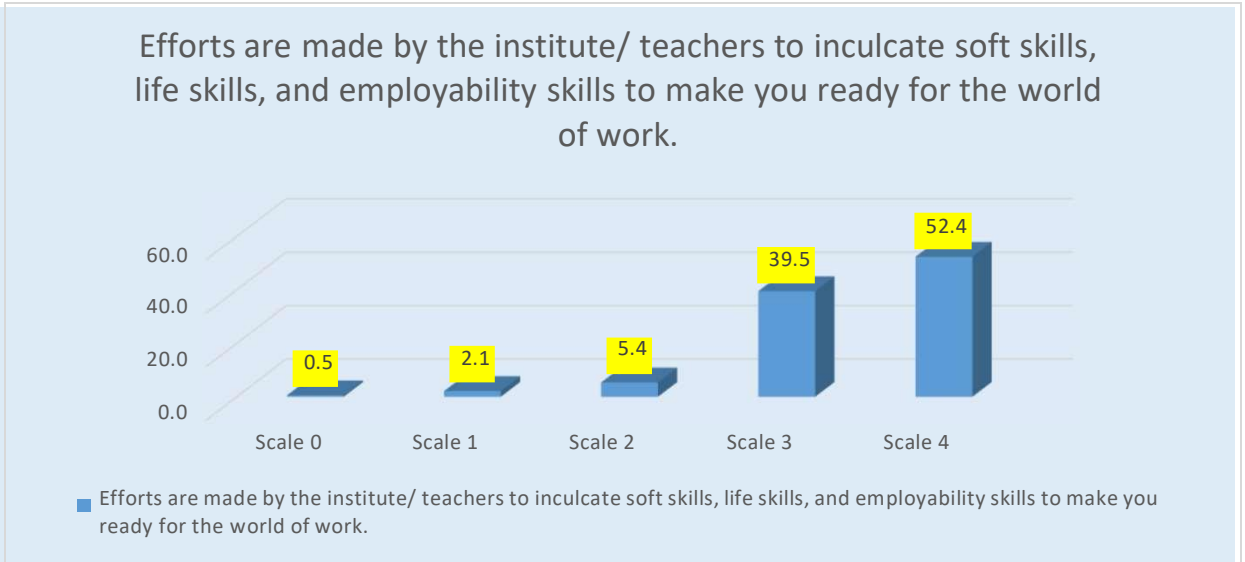
		Score
16	The institute/ teachers use student-centric methods, such as experiential learning, participative learning, and problem-solving methodologies for enhancing learning experiences.	3.54



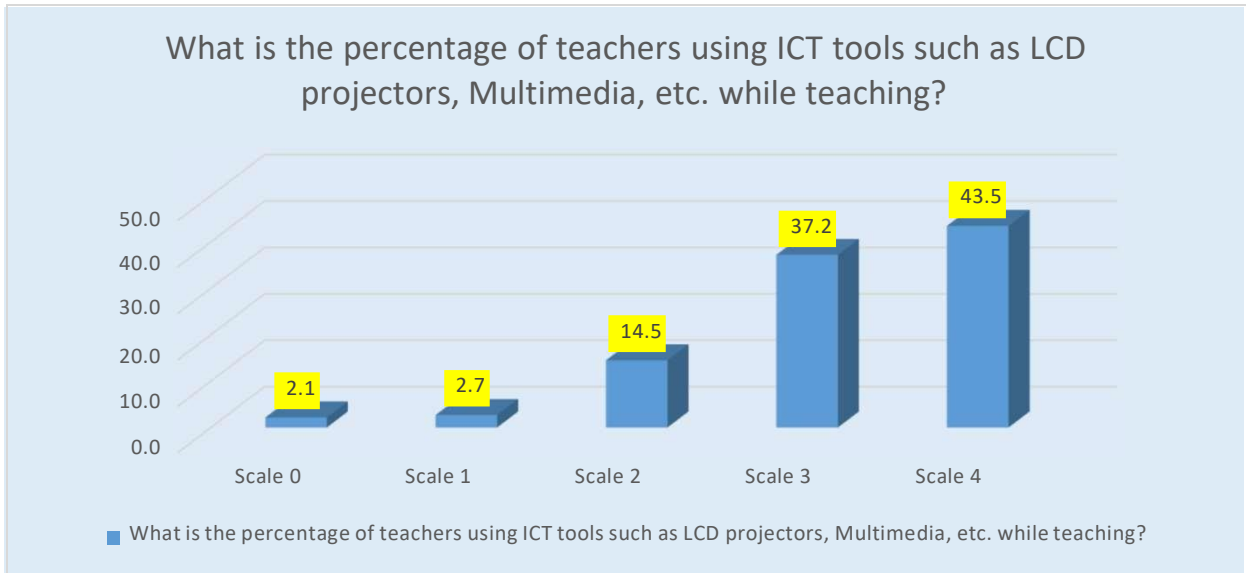
		Score
17	Teachers encourage you to participate in extracurricular activities.	3.57



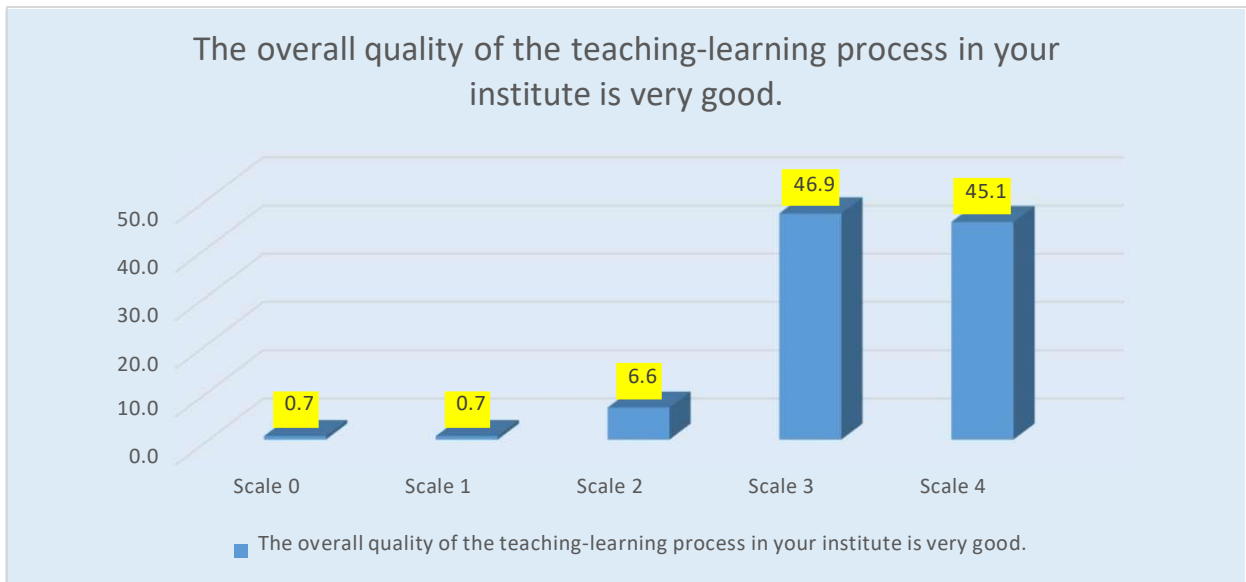
		Score
18	Efforts are made by the institute/ teachers to inculcate soft skills, life skills, and employability skills to make you ready for the world of work.	3.53



		Score
19	What is the percentage of teachers using ICT tools such as LCD projectors, Multimedia, etc. while teaching?	3.34



		Score
20	The overall quality of the teaching-learning process in your institute is very good.	3.48



4. FINDING AND ANALYSIS

The overall average score is given in the following table.

OVERALL AVERAGE SCORE		
S.No	Question	Average Score (Max -4)
1	How much of the syllabus was covered in a class?	3.59
2	How well did the teachers prepare for the classes?	3.54
3	How well were the teachers able to communicate?	3.65
4	The teacher's approach to teaching can best be described as	3.41
5	Fairness of the internal evaluation process by the teachers	3.58
6	Was your performance in assignments discussed with you?	3.48
7	The institute actively promotes internship, student exchange, and field visit opportunities for students.	3.51
8	Your institution's teaching and mentoring process facilitates your cognitive, social, and emotional growth.	3.46
9	The institution provides multiple opportunities to learn and grow.	3.54
10	Teachers inform you about your expected competencies, course outcomes, and program outcomes.	3.59
11	Your mentor does a necessary follow-up with an assigned task to you.	3.57
12	The teachers illustrate the concepts through examples and applications.	3.61
13	The teachers identify your strengths and encourage you with providing the right level of challenges	3.61
14	Teachers are able to identify your weaknesses and help you to overcome them.	3.48
15	The institution makes effort to engage students in the monitoring, reviewing, and continuous quality improvement of the Teaching-learning process.	3.47
16	The institute/ teachers use student-centric methods, such as experiential learning, participative learning, and problem-solving methodologies for enhancing learning experiences.	3.54
17	Teachers encourage you to participate in extracurricular activities.	3.57
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.	3.53
19	What is the percentage of teachers using ICT tools such as LCD projectors, Multimedia, etc. while teaching?	3.34
20	The overall quality of the teaching-learning process in your institute is very good.	3.48

5. SUGGESTIONS FROM STUDENTS

Important suggestions from students are listed below.

- Timely coverage of syllabus.
- Teachers should impart separate lectures for Hindi & English
- More transparency in internal assessment should be done by the teachers.
- Encourage good bonding between teachers and students.
- Research-based projects and activities should be included
- The evaluation made in the assignment should be soft and should help us to score better in overall results.
- Encourage cooperative learning.
- Provide more placement and online internship
- Skill based programme should be included
- ICT-enabled classrooms
- Communicate with parents.
- Guidance on Higher Education and competitive exams
- Canteen facilities are not proper
- Online Content must deliver to Students
- Please improve the teaching process and teachers' Should more interaction towards students

6. ACTIONS TAKEN

The results were discussed in the IQAC committee meeting. Later principal informed the teaching staff during the meetings. Instructions were given for corrective actions.

Table-

Q.N.	Survey Topic	Actions Taken
1	There should be an Auditorium in the college.	The campus already have the Seminar Hall for this purpose but suggestions are incorporated for future.
2	Teachers should impart separate lectures for Hindi & English	Communication is dual language and students are encouraged to develop their communication skills.
3	The College should have the sanitary pad vending machine.	The institute strives to facilitate its students by providing essential facilities. With this suggestion, the college will definitely work in future.
4	Encourage good bonding between teachers and students.	Students have been properly mentored by a class mentor. Mentor meetings are held to discuss students' problems (academic/personal/psychological/social) and to ensure that students receive appropriate advice from faculty.

5	Research based projects and activities should be included	Each student is encouraged to believe in their capacity to learn. SWOT is done by mentors Department heads are urged to encourage students to participate in interdepartmental competitions, and summer research projects, live assignments that will help them develop their skills.
6	The evaluation made in the assignment should be soft and should help us to score better in overall result.	The student's performance on assignments is evaluated and documented. The presentation of the assignment is encouraged, and corrections are given
7	Condition of washrooms to be improved.	The washrooms are cleaned and maintained regularly in shifts through out the day by housekeeping staff.
8	Provide more placement and online internship	Training and Placement Cell should organize more mock interview drills. The college offers value-added and skill development courses to enhance soft and technical skills.
9	ICT content should be used & ICT enabled classrooms	More than 90% faculties are using ICT tools.
10	Communicate with parents.	Parent Teacher Meeting is conducted once during the academic session in all courses.
11	Guidance on Higher Education and competitive exams	The class coordinator will monitor the student's academic progress and will assist them in their future career. Classes for competitive exams should be provided.
12	Canteen facilities are not proper	Suggestions are incorporated for future
13	Online Content must deliver for Students	It was advised to IQAC to conduct more teacher training on ICT to improve the quality of e-learning.
14	Please improve the teaching process and teachers' Should more interactive towards students	Teachers are encouraged to conduct module test papers. Teachers may use either Moodle platform or google Classroom to conduct such tests. As Outcome-based education is implemented such tests will be highly advantageous.

7. CONCLUSION

The Students Satisfaction Survey (SSS) comprises questionnaires endorsed by the NAAC. This study highlighted the importance of ascertaining students' perceptions of their academic and non-academic experiences. The respondent finds the library efficient along with classrooms, teaching faculty, assessment, and cooperation of staff and faculty members are satisfactory and adequate. The college should provide more opportunities for internships, field visits, and student exchange. The ICT facilities for teaching should be improved. The analysis shows that positive responses are very high which indicates a high level of student satisfaction.

Student Satisfaction Survey (SSS)

SESSION 2021-22

* Required

Guidelines for Students :

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 Keep Confidential. This survey is being conducted by M.C.P.S and its motto is to upgrade the quality of higher education.

General Information

1. Please confirm this is the first and only time you answer this survey. *

Mark only one oval.

- YES
 NO

2. NAME OF STUDENT *

3. FATHER'S NAME *

4. GENDER *

Mark only one oval.

- MALE
 FEMALE
 OTHER

5. Pursuing Programme/ Course *

Mark only one oval.

- B.Ed. 1st Year
 B. Ed. 2nd Year

6. Select the Academic Year *

Mark only one oval.

- 2021-22

Instructions to fill out the questionnaire:

- All questions should be compulsory to attempt.
- Each question has five responses, choose the most appropriate one. ●The response to qualitative question no. 21 is the student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here.

(Kindly restrict your response to the teaching-learning process only)

Student Satisfaction Survey

The following are questions for the online student satisfaction survey.

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

Mark only one oval.

- 4 – 85 to 100%
- 3 – 70 to 84%
- 2 – 55 to 69%
- 1 – 30 to 54%
- 0 – Below 30%

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

Mark only one oval.

- 4 – Thoroughly
- 3 – Satisfactorily
- 2 – Poorly
- 1 – Indifferently
- 0 – Won't teach at all

9. 3. How well were the teachers able to communicate? *

Mark only one oval.

- 4 – Always effective
- 3 – Sometimes effective
- 2 – Just satisfactorily
- 1 – Generally ineffective
- 0 – Very poor communication

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

Mark only one oval.

- 4 – Excellent
- 3 – Very Good
- 2 – Good
- 1 – Fair
- 0 – Poor

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

Mark only one oval.

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

12. 6. Was your performance in assignments discussed with you? *

Mark only one oval.

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

13. 7. The institute takes an active interest in promoting internship, student exchange, and field visit/Observation opportunities for students. *

Mark only one oval.

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

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

Mark only one oval.

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

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

Mark only one oval.

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

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

Mark only one oval.

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

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

Mark only one oval.

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

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

Mark only one oval.

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

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

Mark only one oval.

- 4 – Fully
 3 – Partially
 2 – Occasionally/Sometimes
 1 – Rarely
 0 – Never

20. 14. Teachers can identify your weaknesses and help you to overcome them. *

Mark only one oval.

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

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

Mark only one oval.

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

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

Mark only one oval.

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

23. 17. Teachers encourage you to participate in extracurricular activities. *

Mark only one oval.

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

24. 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. *

Mark only one oval.

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

25. 19. What is the percentage of teachers for using ICT tools such as LCD projectors, Multimedia, etc. while teaching? *

Mark only one oval.

- 4 – Above 90%
- 4 – Above 90%
- 3 = 50 = 69%
- 2 – 50 – 69%
- 0 = Below 29%
- 0 – Below 29%

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

Mark only one oval.

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

27. 21. Give three Improvements/suggestions to upgrade the overall teaching-learning experience in your institution. *

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