

**VMV Commerce, JMT Arts and JJP Science College,
Nagpur**

**Teaching-Learning and Evaluation -Online Student Satisfaction Survey: Session 2020-21
(For UG and PG students)**

Analysis Report by Dr.Savita Deogirkar (In-charge for TLE SSS-2020-21)

The year 2020 is marked as a Pandemic year by WHO due to the outbreak of COVID-19. With the advent of COVID-19, pandemic driven behaviour is observed round the year with students' physical absence in the college campus. Social distancing led us to design online Students' Satisfaction Survey to be executed. In consonance with newly introduced guidelines of NAAC, the college has designed institution specific Virtual Students' Satisfaction Survey system. A Google form questionnaire based on 5-point scale was prepared which had 09 statements about teachers' parameters / qualities that are essential for effective teaching learning for online classes to be conducted. The students were asked to rate the teachers of each Department on a 4/5-point scale; where score 1 stands for superior and 4 and 5 stand for inferior on an ordered scale. This year teachers' online teaching methodologies, their preparation for online classes and their engagement and innovation on virtual platform while engaged in TL, were given weightage in the questionnaire. The questionnaire was designed for all the students of the college. The questionnaire was divided in two parts. The first part was the student information in which the students are supposed to fill the following information.

First part-Students' information:

- ✓ Student's email id
- ✓ Stream: Science / Arts / Commerce / B.Voc/MCA/MCM/PGDCCA
- ✓ Category of student: UG / PG/ Diploma
- ✓ Gender: Male / Female
- ✓ Level of student: Sem-II / Sem-IV / Sem-VI/
- ✓ Age of the student

Second Part- Student Satisfaction Survey on Teaching Learning & Evaluation

Second part carried general instructions for the students at the beginning of the questionnaire. They are as follows:

❖ Questionnaire has 14 statements about your teachers of the Department. Respond to each statement with deliberation. ❖ In the last part of the survey questionnaire, under the category 'Any other suggestions' you can mention suggestions, positives as well as weaknesses in the teaching, learning and evaluation process if any (Here your response should be restricted to teaching learning process only).

First few questions were based on focusing Teacher's classroom aptitude, his/her performance and his/her authority on the subject. Due to lockdown, the questions based on based on the infra-structural facilities provided by the institution and the student welfare facilities availed by the students were excluded from the current academic session.

Commerce, Science and B.Voc. The overall student satisfaction indices on a 5-point scale are as follows:

- The following analysis was based on responses of UG and PG students of Arts, Commerce, Science (Grant / No Grant)

Overall combined Student Satisfaction Indices on 16 points in the questionnaire (Grant / No Grant)

Question Number	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	Average pooled Student satisfaction Index On TLE for VMV College (2020-21)
Student Satisfaction Indices	3.95	4.20	4.40	4.03	3.34	3.90	4.06	3.90	4.32	4.25	4.10	4.20	4.17	3.45	4.17	4.16	4.04

The output of the Google excel sheet and the analysis was done by Mrs. Manjusha Channawar and Mrs. Lata Pardhi.

The online survey of Students Satisfaction was done under the supervision of Dr. Savita Deogirkar.

The students mostly gave compliments to their teachers and a few students gave suggestions for improvement. In 'Any Other suggestions' section of the questionnaire, the responses of the students are submitted to the IQAC coordinator. Also, the soft copies of analysis excel files as well as the master data file are sent to IQAC coordinator. All the HODs, PG Coordinators and the respective teachers of their Department cooperated very well in this survey. The survey was aimed at almost all the students of the college but could reasonably cover only 20% of the total students. The students responded enthusiastically. The offline survey on Teaching Learning and Evaluation was proposed in the second week of March but due to unexpected lockdown in the city due to COVID-19, it was conducted online in the month of April 2020.

The duly signed copy of the analysis and the report of the SSS was prepared and submitted to the IQAC in the month of July 2021.

To improve the Teaching Learning and Evaluation process, in the last part of the survey, the students were asked their genuine responses and suggestions focusing on teaching-learning, infra-structural facilities in general.

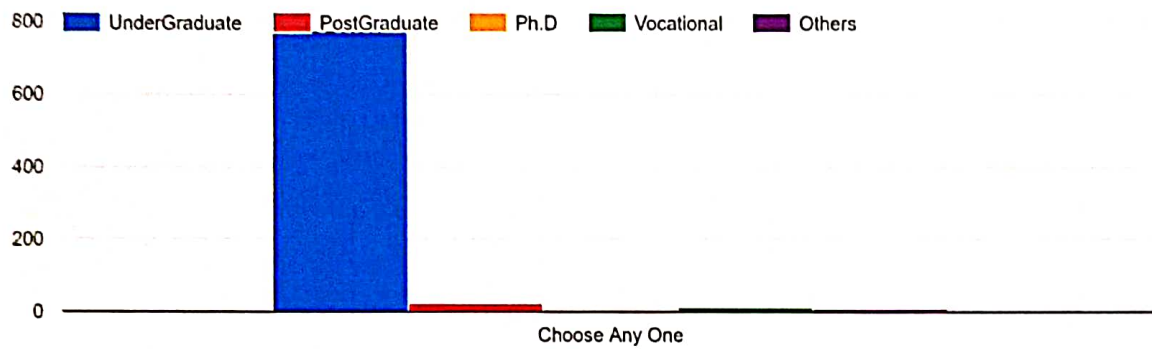
The following were the 9 statements about teachers' quality and aptitude.

1. How much of the syllabus was covered in the online class?
2. How well did the teachers prepare for the online classes?
3. How well were the teachers able to communicate through virtual lectures?
4. The teacher's approach to teaching can best be described as ...
5. The teaching and Mentoring process in your Institution facilitates you in cognitive, social and Emotional growth
6. The teachers illustrate the concept through examples and Applications.
7. The teachers identify your strengths and encourage you with providing right level of challenges
8. The institute / teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.
9. Teacher encourages you to participate in extracurricular activities.
10. What percent of teachers use e-resources such ppt's. pdfs, Google class-rooms, MOOC etc. while teaching?
11. Teachers are able to identify your weaknesses and help you to overcome them.
12. The Institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process
13. The overall quality of teaching-learning process in your institution is very good.
14. Give Suggestions to improve the overall teaching-learning experience in your institution. Any other remarks: Give your positives / suggestions to improve the existing overall teaching-learning process in your Institute.

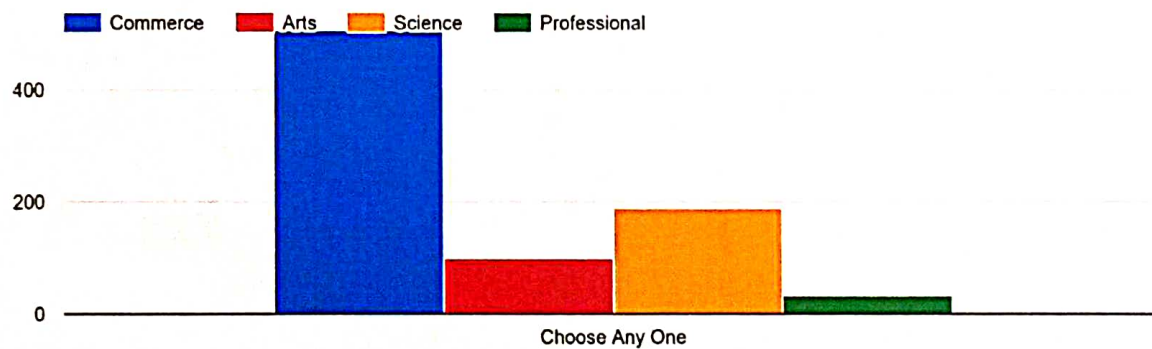
A Google form link was created for the said survey in the month of December 2021. Already created group of HODs and Coordinators of PG programmes were briefed with the SSS and were requested to share the link with their students' groups through Whatsapp. The in charge of the survey made it sure that all the students' groups were formed and informed. Prior to sharing the link with the HOD's and co-ordinators of PG, the faculty members were requested to share the google form link with the students for their genuine responses. They were given instructions through respective whatsapp groups. The link of the questionnaire was sent to the HOD's. The link was kept open for eight days to register the responses of the students. In the week-long span, around 826 responses of students were received. The following analysis of TLE SSS was based on responses of UG and PG students of Arts,

Following is the graphical analysis of the SSS.

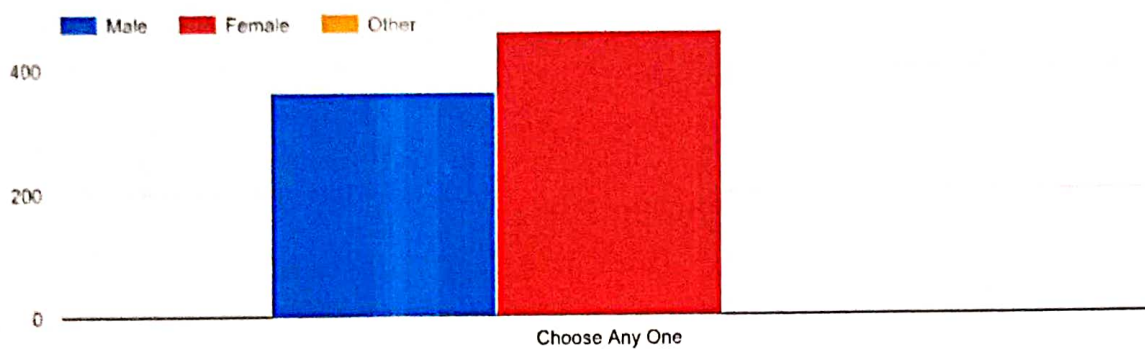
What Degree program you are pursuing now?



Which Stream are you pursuing?

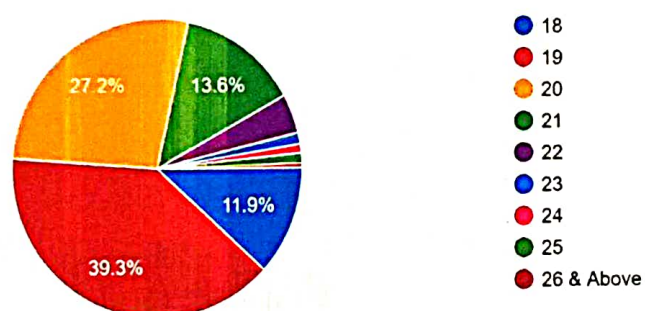


Gender



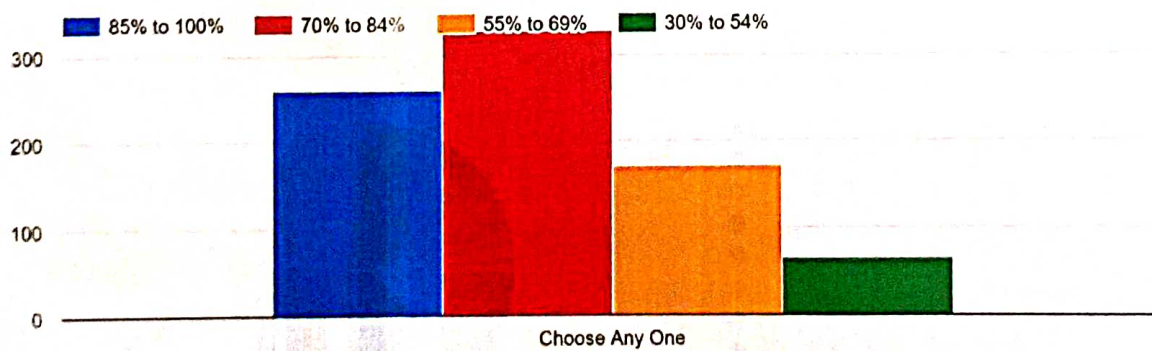
Age

826 responses

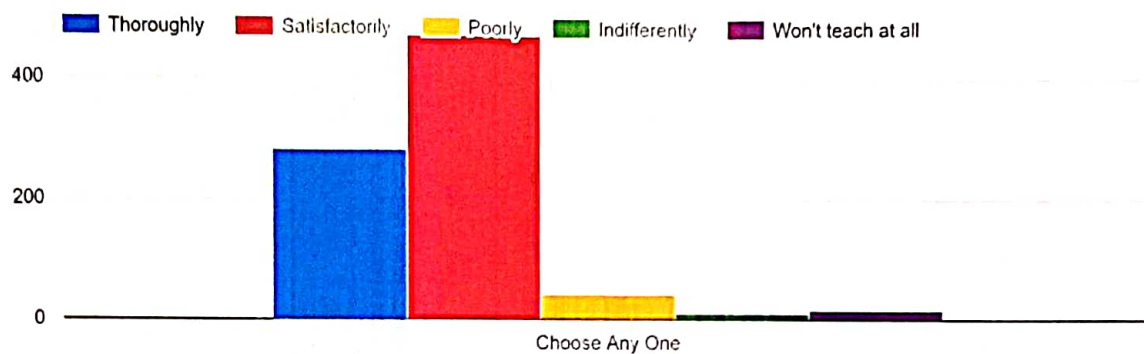


Questionnaire

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



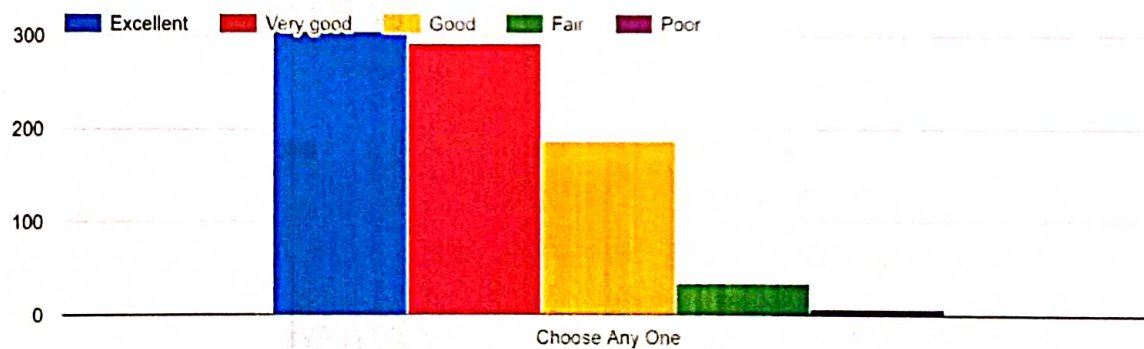
2. How well did the teachers prepare for the online classes



3. How well were the teachers able to communicate in online classes?

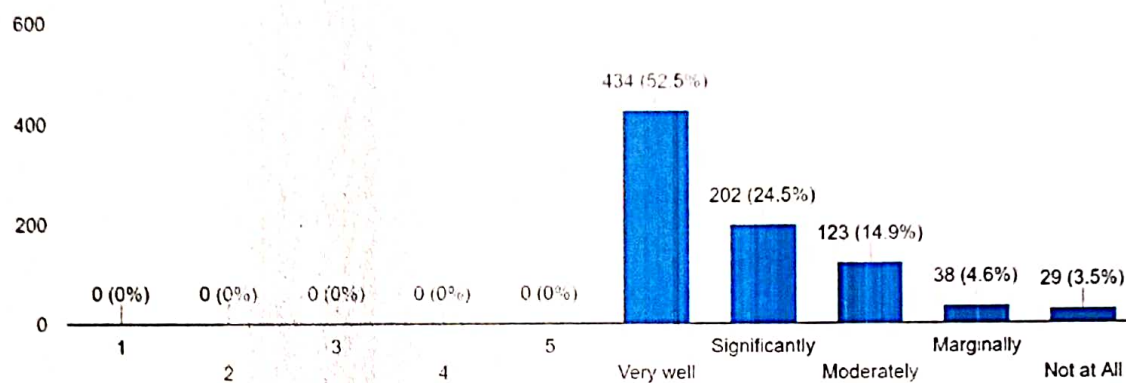


4. The teacher's approach to teaching can best be described as

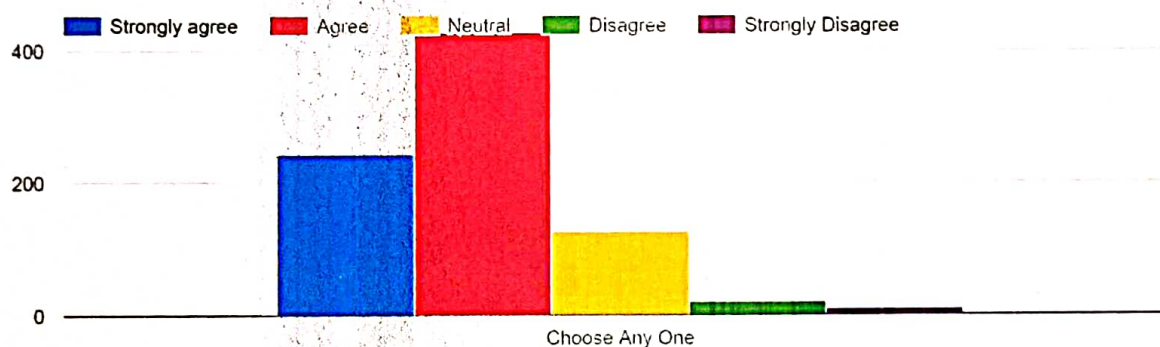


5. The teaching and Mentoring process in your Institution facilitates you in cognitive, social and Emotional growth .

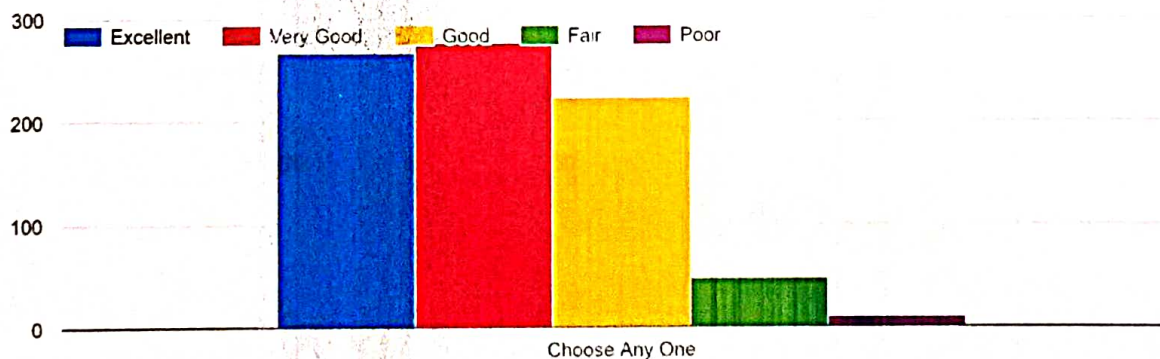
826 responses



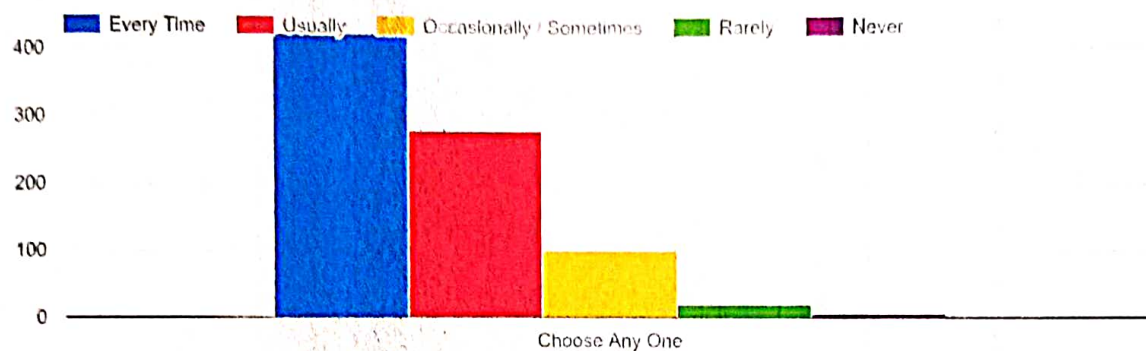
6. The Institution provides multiple opportunities to Learn and Grow



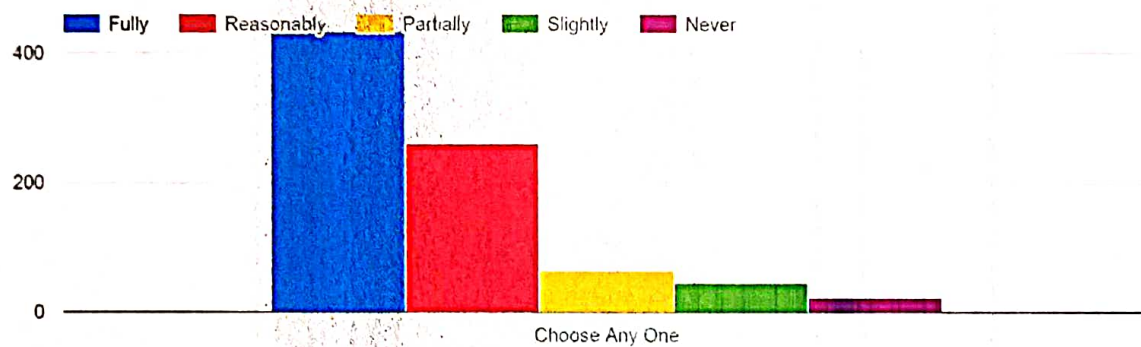
7. To make Teaching-Learning more Satisfactory, the Infa-structure of the College is



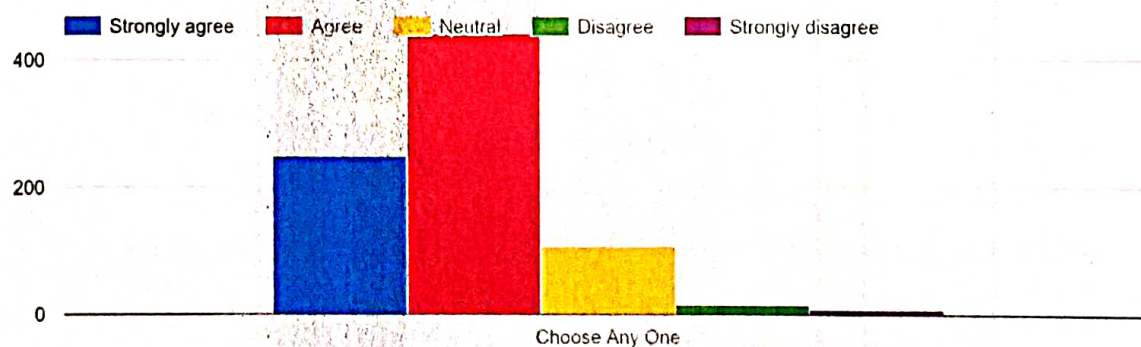
8. The teachers illustrate the concept through examples and Applications in online classes



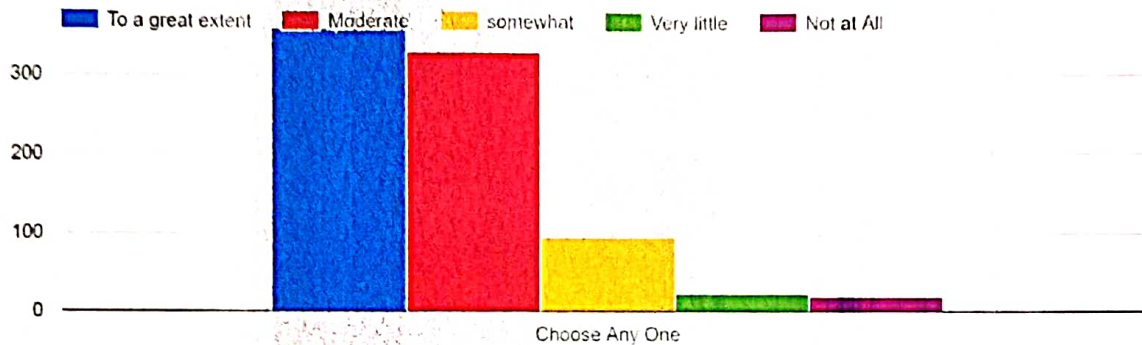
9. The teachers identify your strengths and encourage you with providing right level of challenges



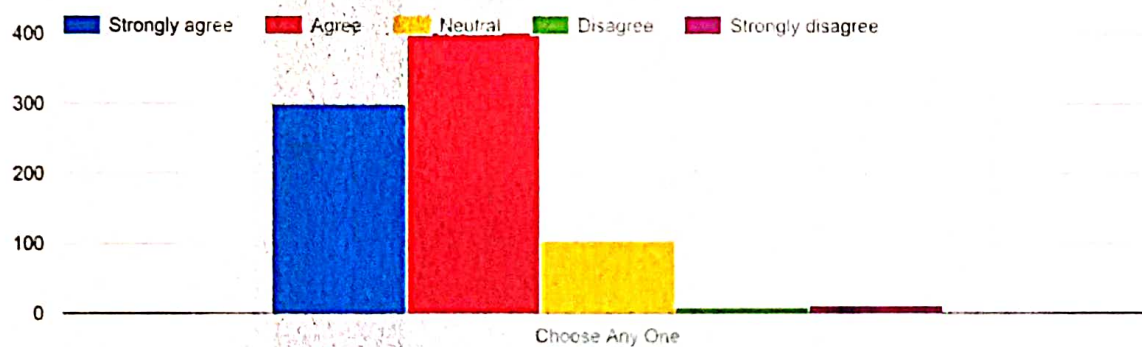
10. The Institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process



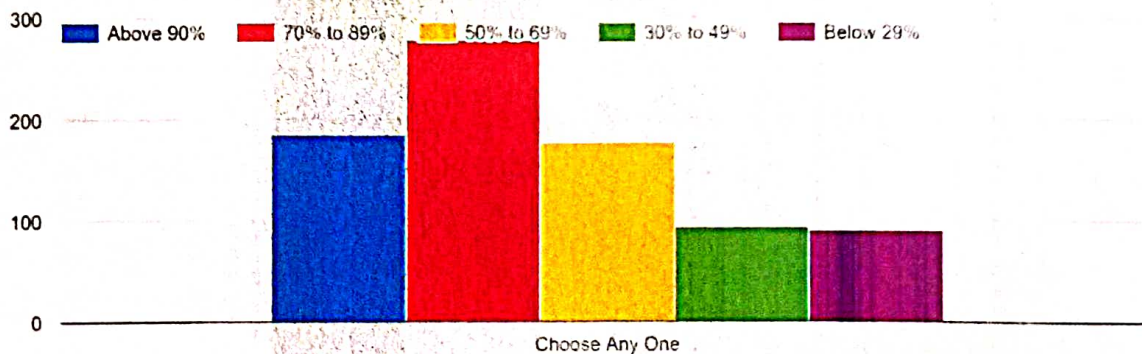
11. The institute / teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



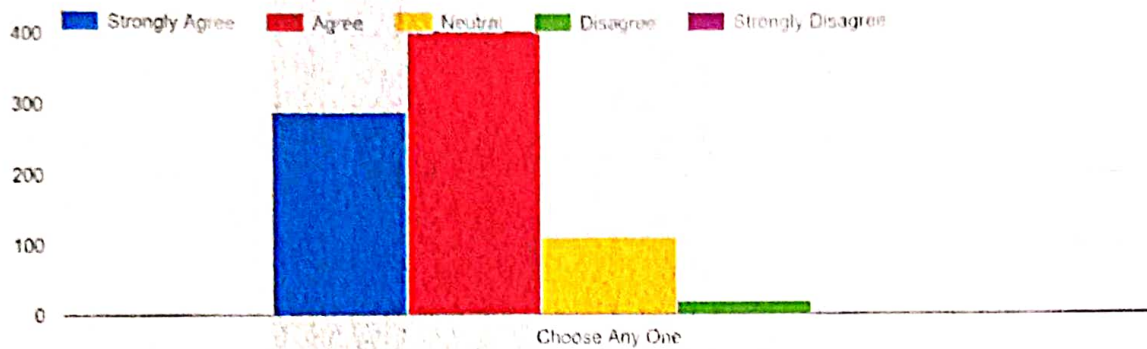
12. Teacher encourages you to participate in extracurricular activities.



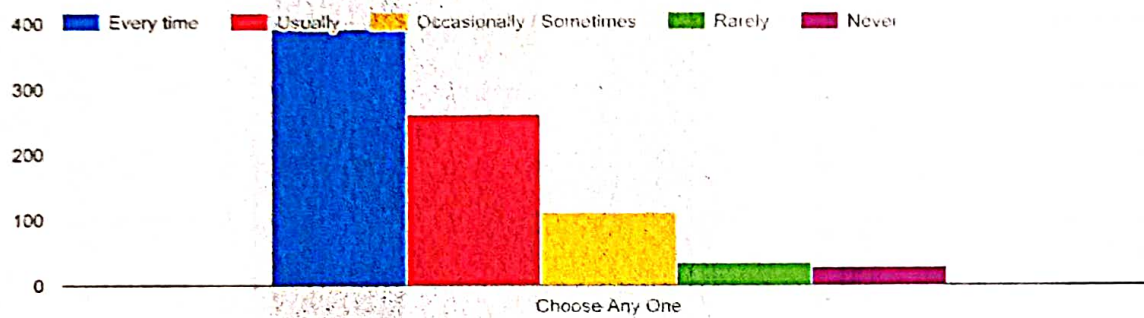
13. What percent of teachers use e-resources such ppt's, pdfs, Google class-rooms, MOOC etc. while teaching?



14. The overall quality of teaching-learning process in your institution is very good.



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



16. Give three observation / Suggestion to improve the overall teaching-learning experience in your institution, 826 responses

Good
No
Nothing
Excellent
.
Very good
No suggestions
Yes
Good
Nothing
....
Very good

A REPORT OF OFFLINE STUDENTS SATISFACTION SURVEY

DEPARTMENT OF MCA

Session 2020-2021

Teaching-Learning and Evaluation - Student Satisfaction Survey: Session 2020-21

A questionnaire based on 5-point scale was prepared which had 13 statements about teacher's parameters / qualities that are essential for effective teaching learning. The students were asked to rate the teachers between 1 to 5-point scale; where score 1 for poor 2 for Fair 3 for Good 4 for very Good and 5 stand for Excellent inferior on an ordered scale. As this year Students Satisfaction Survey was being introduced, the survey was experimental and overall performance of the faculty members of the institution was considered through questionnaire. The questionnaire was designed for all the students MCA Dept.

The survey was designed about each of the faculty member and their respective subjects. First few questions were based on focusing Teacher's classroom aptitude, his/her performance and his/her authority on the subject. Some questions in the survey were based on the infrastructural facilities provided by the institution and some questions focused on the utility of Library and other student welfare facilities availed by the students in the current academic session.

To improve the Teaching Learning and Evaluation process, last part of the survey, the students were asked their genuine responses and suggestions focusing on teaching-learning, infrastructural facilities in general.

The following were the 13 statements about teachers' quality and aptitude.

1	Has the Teacher covered entire syllabus?
2	Punctuality in taking classes
3	Regularity in taking classes
4	Subject Command
5	Self-confidence
6	Delivery of structure lecture
7	Effectiveness of teacher In terms of " Technical content/course content"
8	Effectiveness of Teacher In term of "Communication skills"
9	Effectiveness of Teacher In terms of "Use of teaching aids"
10	Clarity of expectations of students
11	Has Teacher solved your all doutes?


12	Overall faculty rating out of 5
13	Suggestions (If any)


MCA institute has taken quantitative feedback of MCA I students of session 20-21. The feedback has been collected during university examination form schedule. It is found after analysis the feedback that, the MCA I year students are almost satisfied with online lectures facility and academic activity. The institute has also satisfied after analysis the feedback of teaching and overall activity which avails for students during covid pandemic. The total number of 44 students submitted offline feedback while university examination form submission schedule.

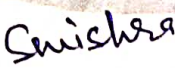
The following analysis was based on responses of MCA I student feedback form.

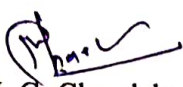
Question Number	1	2	3	4	5	6	7	8	9	10	11	12	Remark to Student satisfaction Index for MCA Dept. Session(20-21)
No. of student selected	1	0	0	0	0	0	0	0	0	0	0	0	Maximum student selected
rate	2	0	0	0	0	0	0	0	0	0	1	0	selected
	3	5	0	9	0	0	7	0	2	0	2	0	option 5-
	4	20	26	23	20	10	17	9	11	2	21	18	Excellent
	5	15	17	10	20	30	20	31	20	39	20	19	20

On the survey form, instructions are given to the students reflecting the eligibility of those students who had 75% of their attendance for the said academic year. The students mostly gave compliments to their teachers and a few students gave suggestions for improvement. In 'Any Other suggestions' section of the questionnaire. The feedback of session 20-2021 was proposed in the month of October.


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Wardhaman Nagar, Nagpur

Date: July 2021.
Place: VMV College,
Wardhaman Nagar Nagpur

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