

FATEH CHAND COLLEGE FOR WOMEN, HISAR



2.7.1

**STUDENT SATISFACTION SURVEY (SSS) ON OVERALL
INSTITUTIONAL PERFORMANCE (QUESTIONNAIRE,
RESULTS AND DETAILS)**

2023-24

PHONES: - 91-1662-234682

Email: - fccprincipal@rediffmail.com

Website:-www.fcchisar.com

National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey

Fateh Chand College for Women, Hisar

A. Age of the Student:

B. What degree program are you pursuing now?

a) Bachelor's b) Master's

C. What subject area are you currently pursuing?

a) Arts b) Commerce c) Science

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
- 1 – Very little
- 0 – Not at all

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

- 4 – Above 90%
- 3 – 80 – 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)

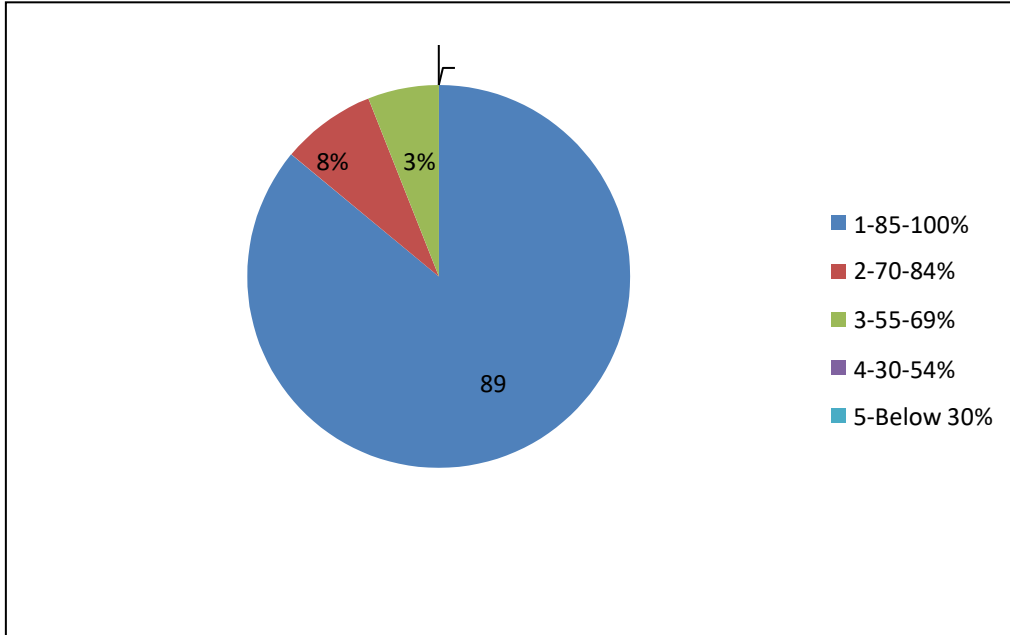
b)

c)

Student Satisfaction Survey on Teaching Learning Process

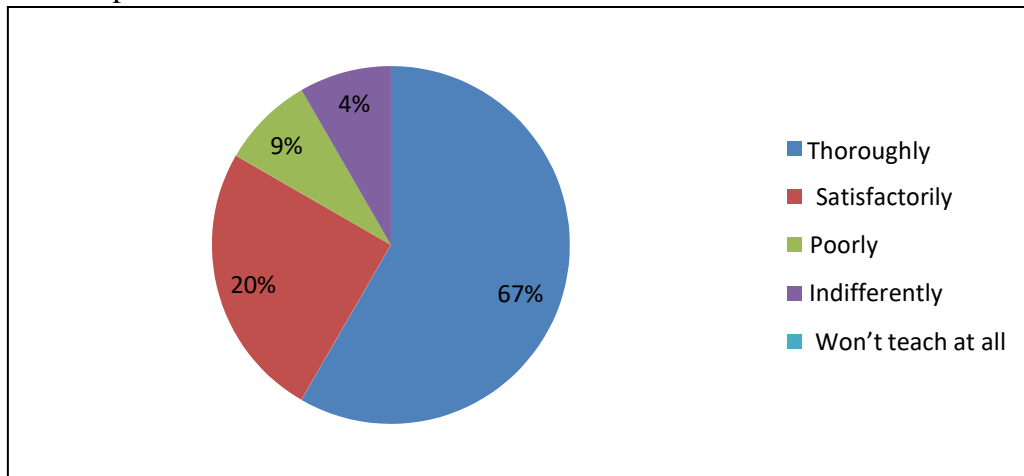
1. How much of the syllabus was covered in the class?

1090 responses



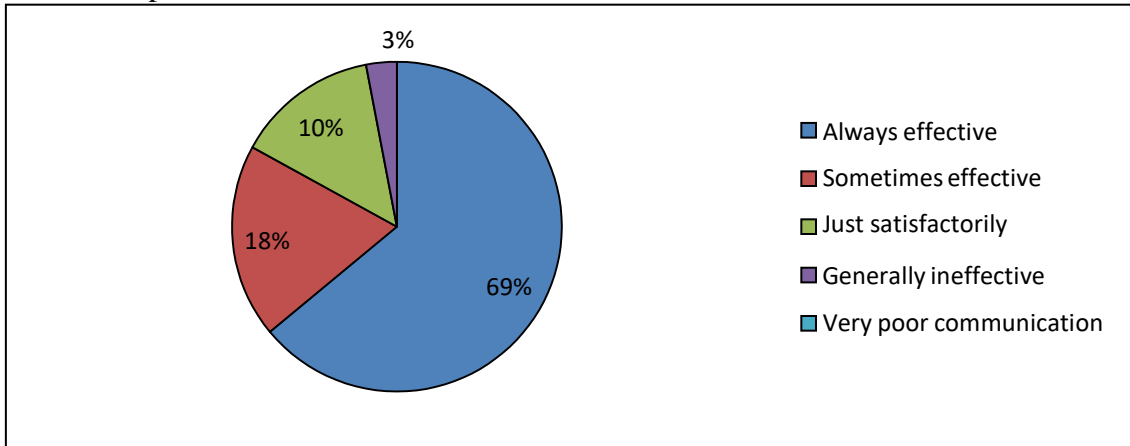
2. How well did the teachers prepare for the classes?

1090 responses



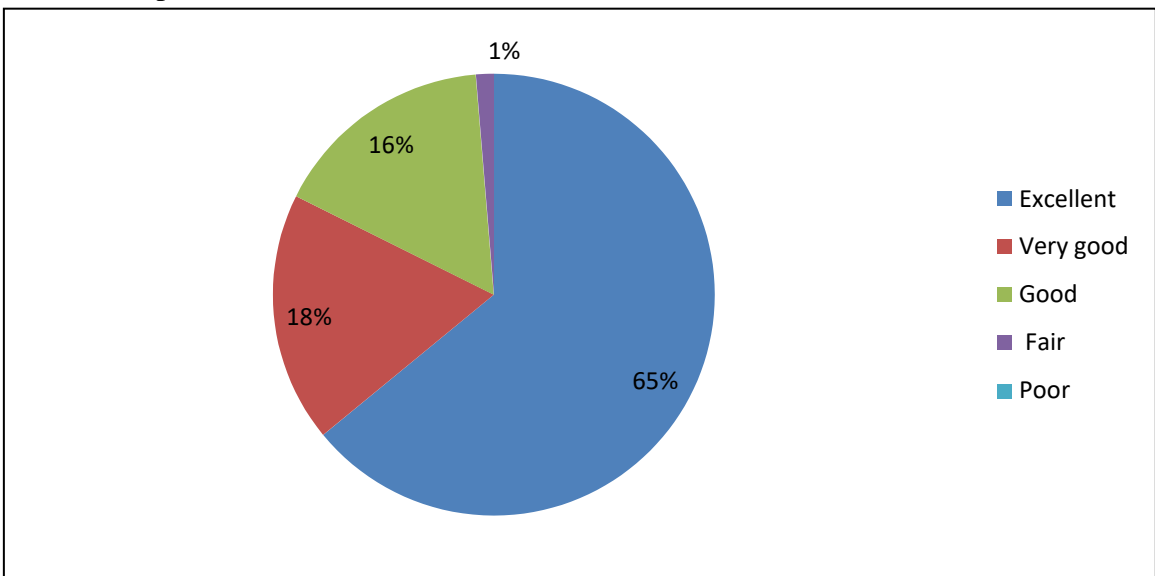
3. How well were the teachers able to communicate?

1090 responses



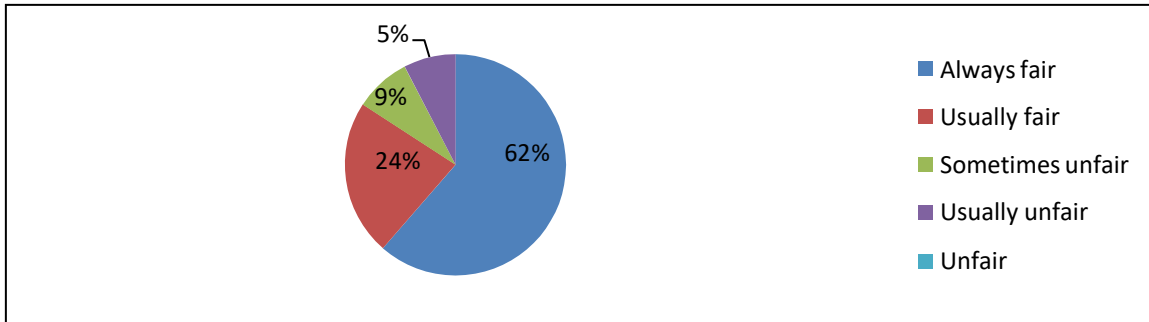
4. The teacher's approach to teaching can best be described as

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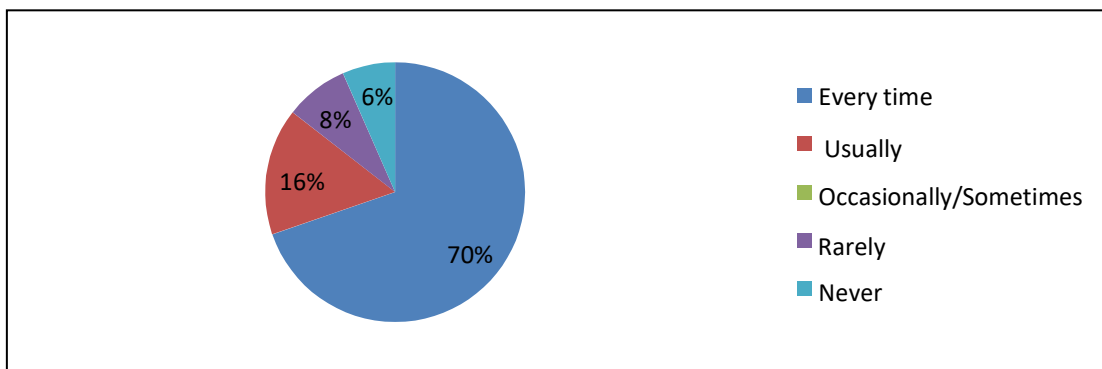
5. Fairness of the internal evaluation process by the teachers.

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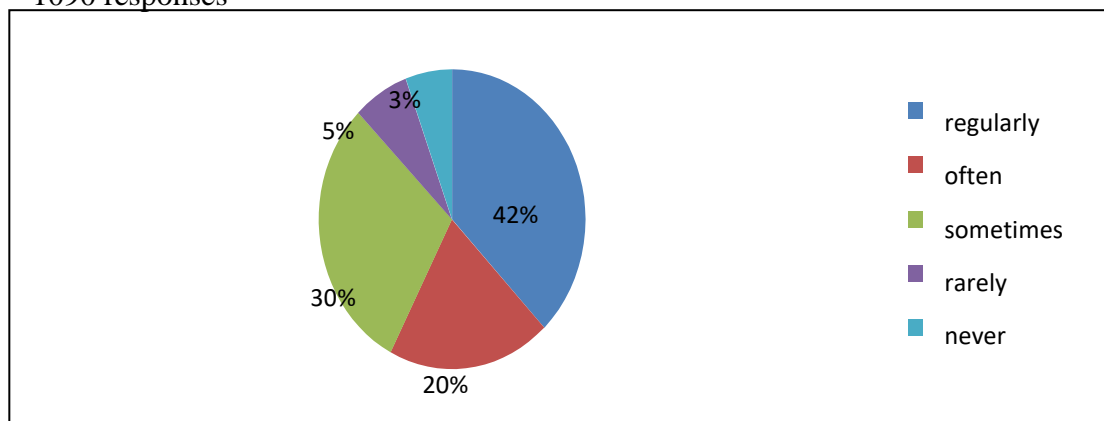
6. Was your performance in assignments discussed with you?

1090 responses



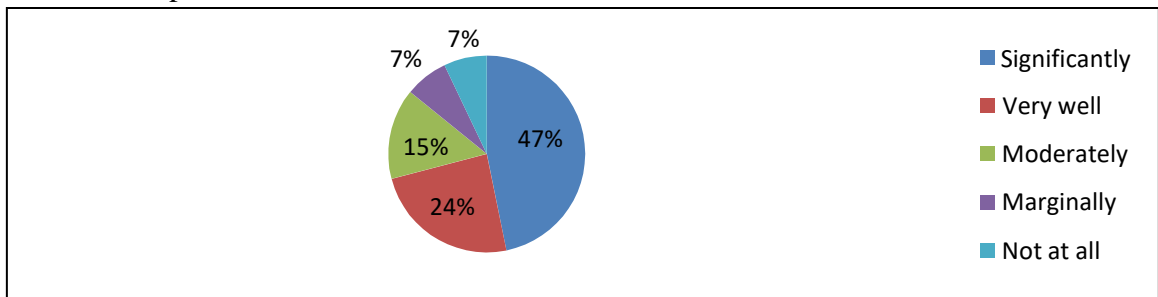
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

1090 responses



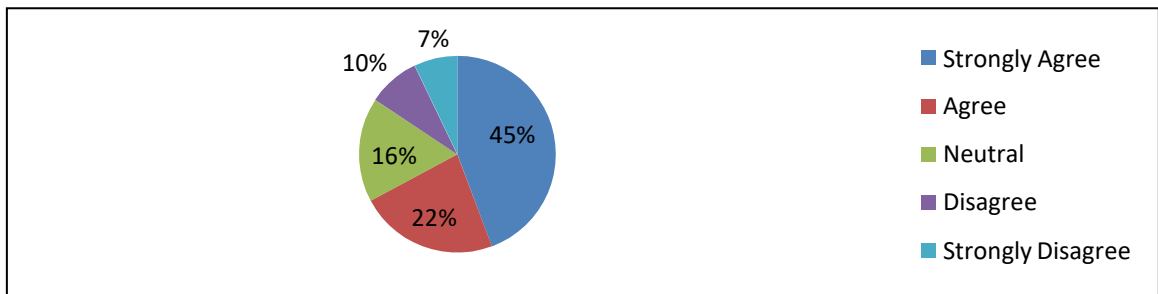
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

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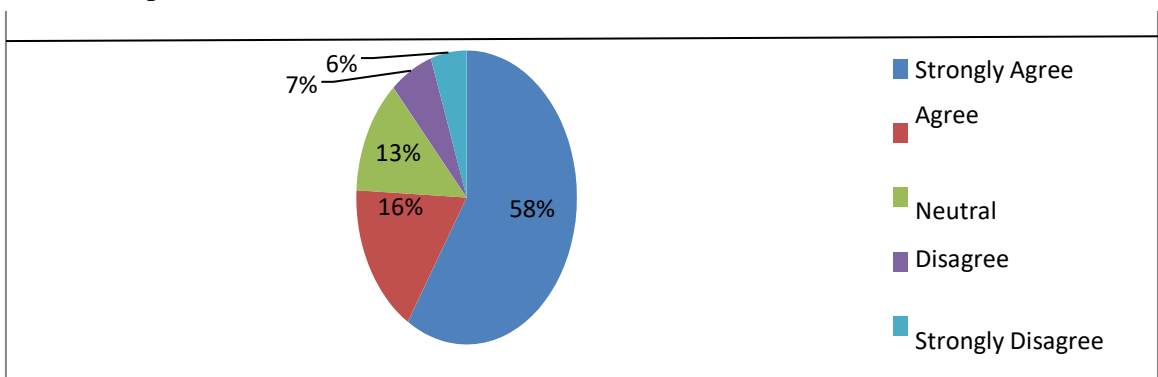
9. The institution provides multiple opportunities to learn and grow.

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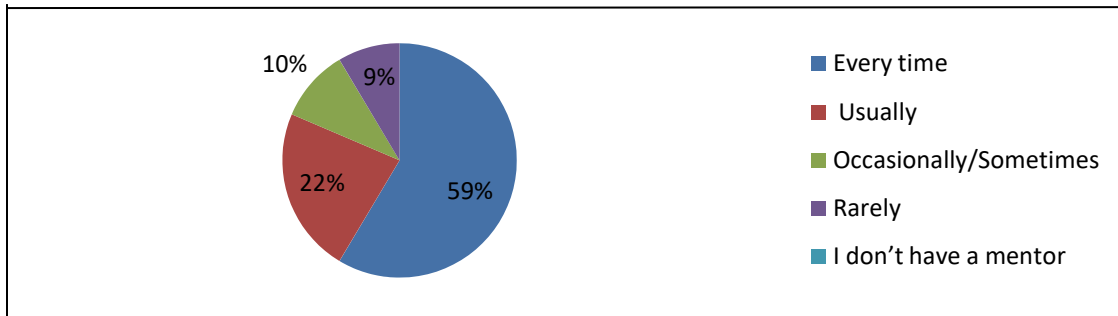


10. Teachers inform you about your expected competencies, course outcomes or programme outcomes.

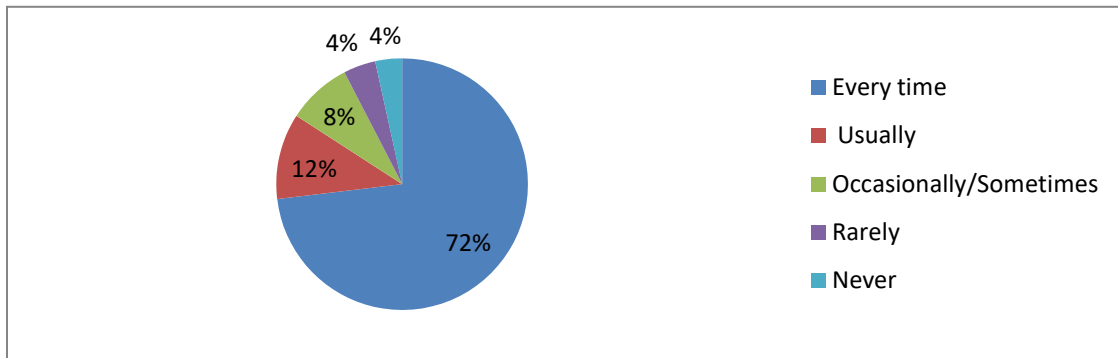
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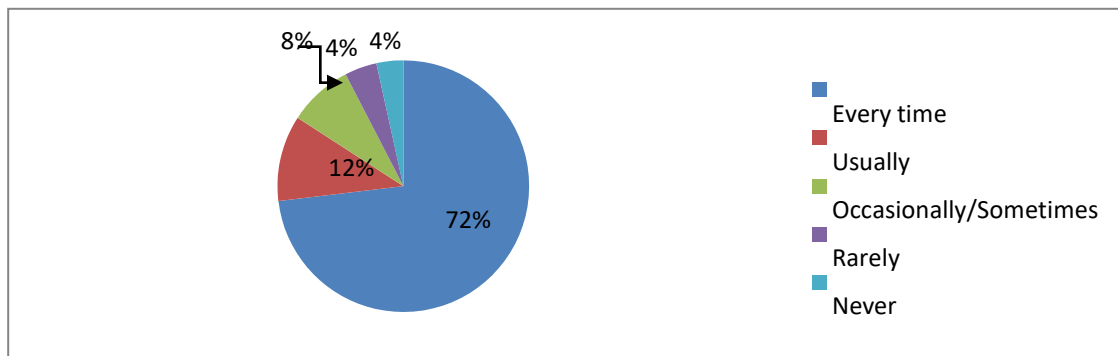
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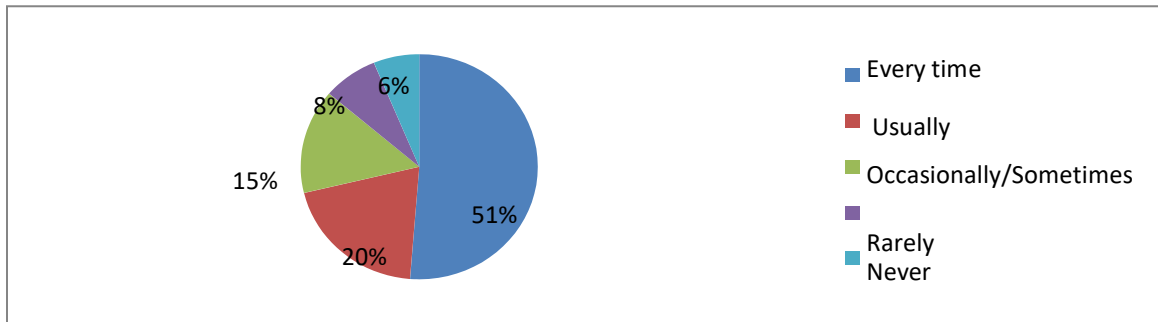
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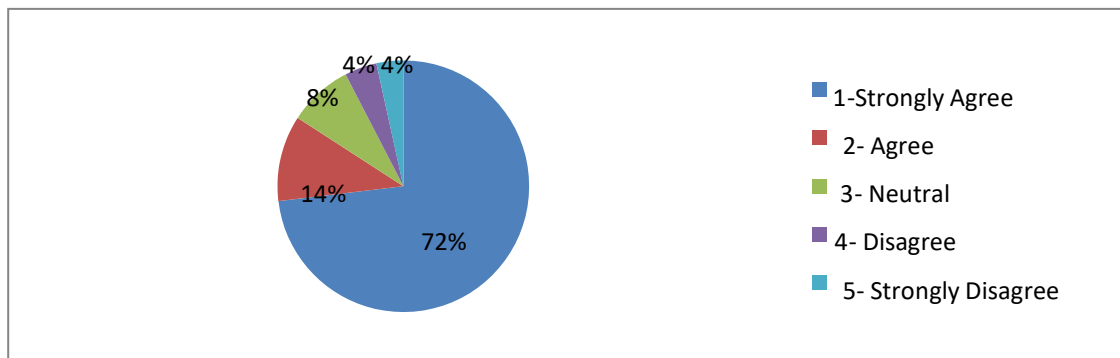
13. The teachers identify your strengths and encourage you with providing right level of challenges.
1090 responses



14. Teachers can identify your weaknesses and help you to overcome them.
1090 responses

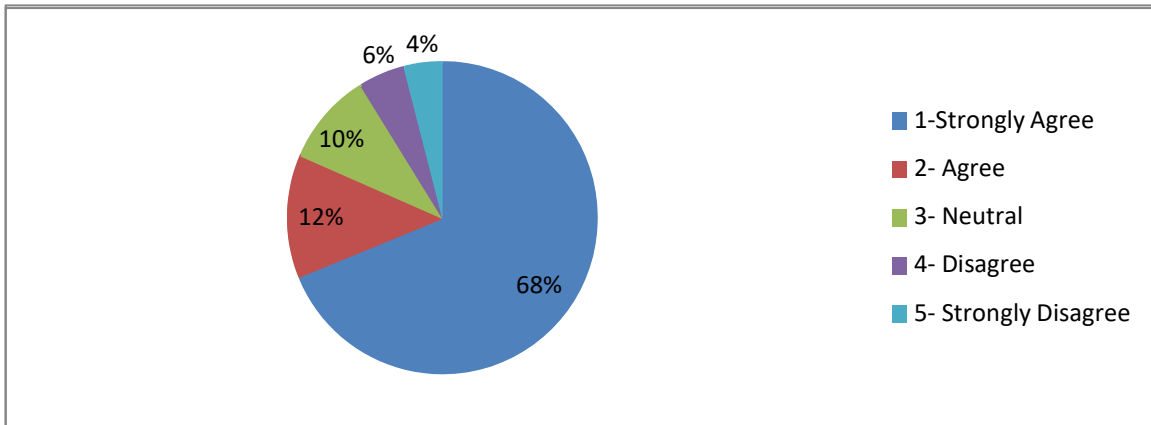


15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
1090 responses



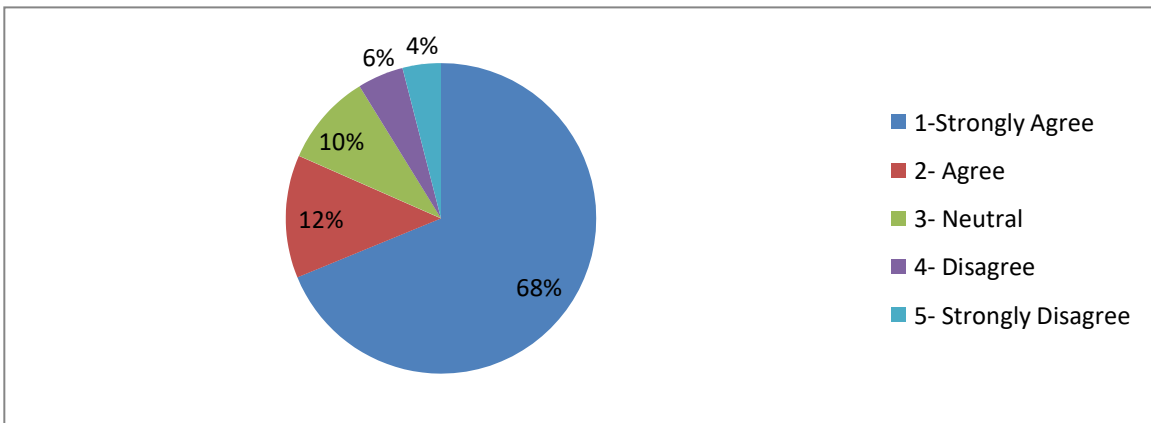
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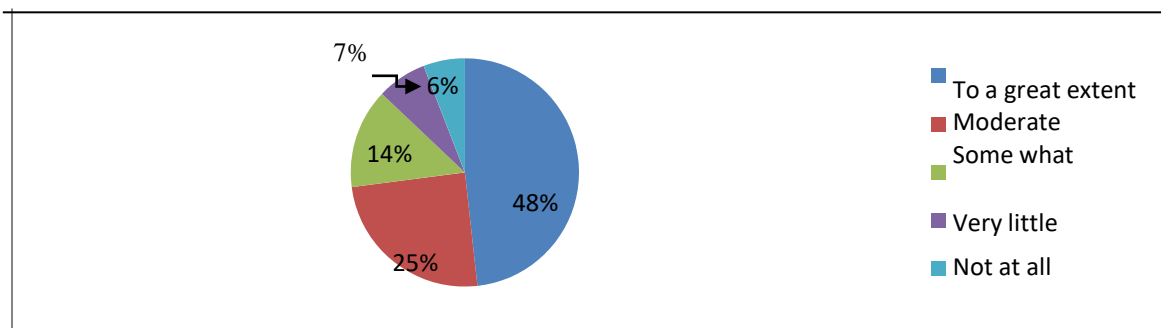
17. Teachers encourage you to participate in extracurricular activities.

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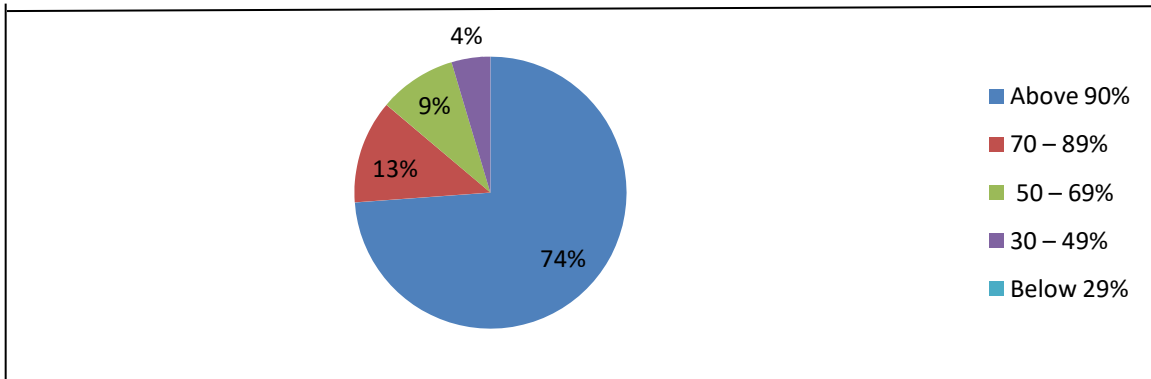
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

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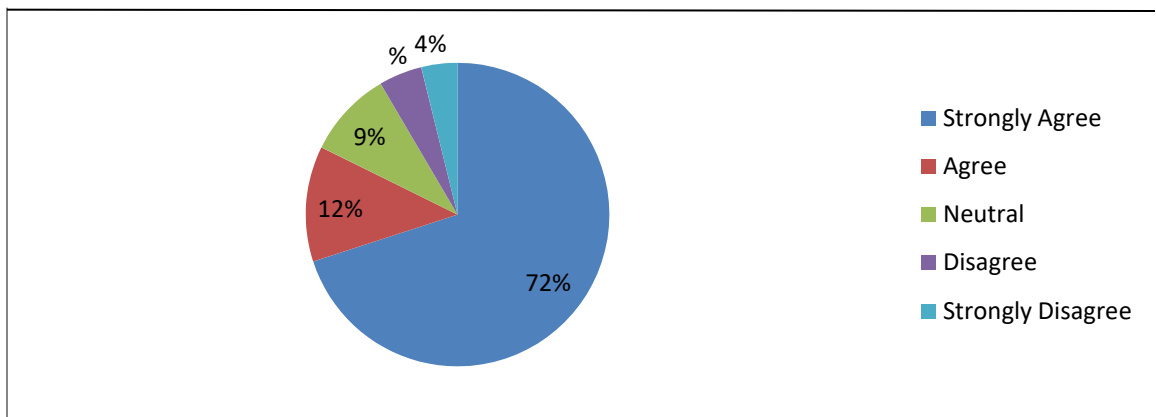
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

1090 responses



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

1090 responses



The Student Satisfaction Survey has provided valuable insights into the students' perspectives on various aspects of the institution. Following are the observations and suggestions from open ended questions:

- Overall, the majority of students were satisfied with the teaching-learning process and institutional infrastructure.
- The use of modern teaching aids, such as ICT tools, has been appreciated, though there is room for improvement in making teaching more interactive.
- There is a strong demand for updated course content and more opportunities for industry exposure.
- The institution's infrastructure, particularly the library, has been positively reviewed, although there is a need to improve digital connectivity on campus.
- Student support services and extracurricular activities were well-received, but some improvements could enhance the overall student experience.
- Introduce more student-centered learning activities, such as group discussions, case studies, and project-based learning.
- Upgrade lab equipment and improve Wi-Fi connectivity across the campus.
- Increase the availability and accessibility of academic counseling and mental health services.
- Provide more platforms for students to participate in sports and cultural activities

This report format helps an institution summarize the key findings and provides actionable insights for improvement based on student feedback, an essential step in the NAAC accreditation process.