



(ISO 9001:2015 CERTIFIED)

GURU NANAK COLLEGE (AUTONOMOUS)

Guru Nanak Salai, Velachery, Chennai – 600 042

STUDENT SATISFACTION SURVEY

2020-21



Prepared by

GNC IMS

<https://gnc-egovernance.com>

Online Student Satisfaction Survey Analysis Report (2020-21)

Student Satisfactory Survey with questionnaire proposed by the NAAC is collected online every academic year. This questionnaire consists of 20 questions and 3 Suggestions which focuses on the teaching – learning, evaluation process and infrastructure of the institution. All questions are mandatory.

The students are the most important stakeholders of the institute. Their views or suggestions help the institute in formulating effective learning and teaching practices. They are considered as prime data to evaluate and enhance teaching –learning, mentoring and other processes supporting overall development of the students thereby attaining the expected outcomes.

The questionnaire has been analyzed based on a 5-point scale. Automated analysis report for the responses is generated which helps to ensure a quality profile in relation to the institutional vision. The results thus enable the college to adopt quality enhancement procedures in all arenas.

The results represent the opinion of students who participated in the survey. The identity of the student is maintained confidential to ensure genuineness of responses.

Overall Analysis of the Student Satisfaction Survey

The graphs represent the different views expressed by the students in regard to their perception of quality in the institution. On an average, **98.64% students** expressed good to excellent for teaching methodology at our College, remaining **1.36%** students responded that improvement is needed.

Online Student Satisfaction Survey

Questionnaire

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

- 4 - 85 to 100%
- 3 - 70 to 85%
- 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 - will not 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 teachers 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 college 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 do not 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 weakness 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 experimental 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 - 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 - Strong disagree



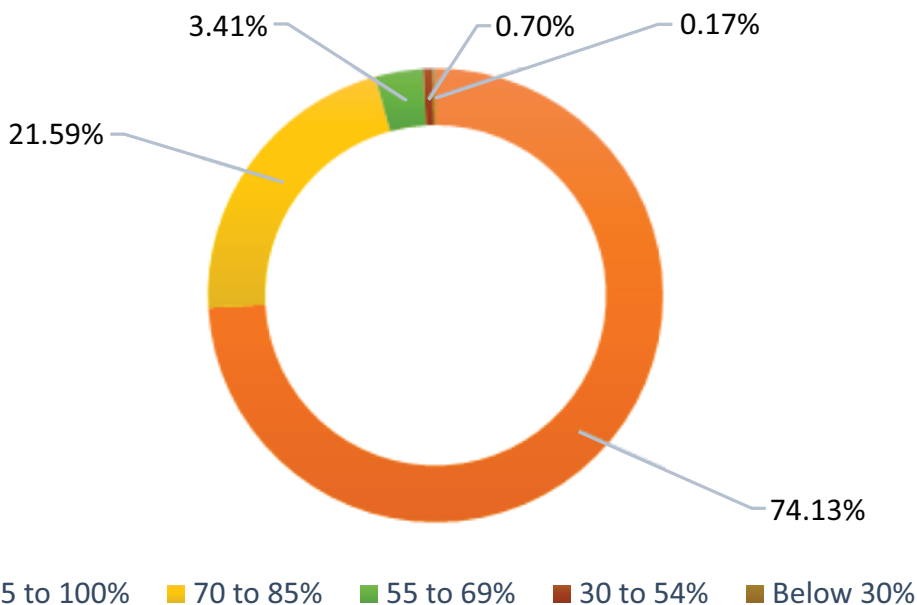
STUDENT SATISFACTION SURVEY REPORT (2020-21)

Total Number of Respondents - 2288

Parameters	Students Response (In numbers)					Students Response (In Percentage)				
	4	3	2	1	0	4	3	2	1	0
SSS-1	1696	494	78	16	4	74.13	21.59	3.41	0.7	0.17
SSS-2	1330	906	41	8	3	58.13	39.6	1.79	0.35	0.13
SSS-3	1487	679	108	6	8	64.99	29.68	4.72	0.26	0.35
SSS-4	1214	869	184	14	7	53.06	37.98	8.04	0.61	0.31
SSS-5	1356	798	111	12	11	59.27	34.88	4.85	0.52	0.48
SSS-6	1270	791	181	29	17	55.51	34.57	7.91	1.27	0.74
SSS-7	1325	738	169	36	20	57.91	32.26	7.39	1.57	0.87
SSS-8	1299	758	204	22	5	56.77	33.13	8.92	0.96	0.22
SSS-9	1251	867	145	17	8	54.68	37.89	6.34	0.74	0.35
SSS-10	1317	837	118	11	5	57.56	36.58	5.16	0.48	0.22
SSS-11	1288	824	126	34	16	56.29	36.01	5.51	1.49	0.7
SSS-12	1319	810	132	20	7	57.65	35.4	5.77	0.87	0.31
SSS-13	1308	794	132	32	22	57.17	34.7	5.77	1.4	0.96
SSS-14	1271	789	187	26	15	55.55	34.48	8.17	1.14	0.66
SSS-15	1217	888	157	15	11	53.19	38.81	6.86	0.66	0.48
SSS-16	1236	878	131	35	8	54.02	38.37	5.73	1.53	0.35
SSS-17	1322	802	141	15	8	57.78	35.05	6.16	0.66	0.35
SSS-18	1353	800	109	16	10	59.13	34.97	4.76	0.7	0.44
SSS-19	1255	781	197	34	21	54.85	34.13	8.61	1.49	0.92
SSS-20	1317	842	111	8	10	57.56	36.8	4.85	0.35	0.44

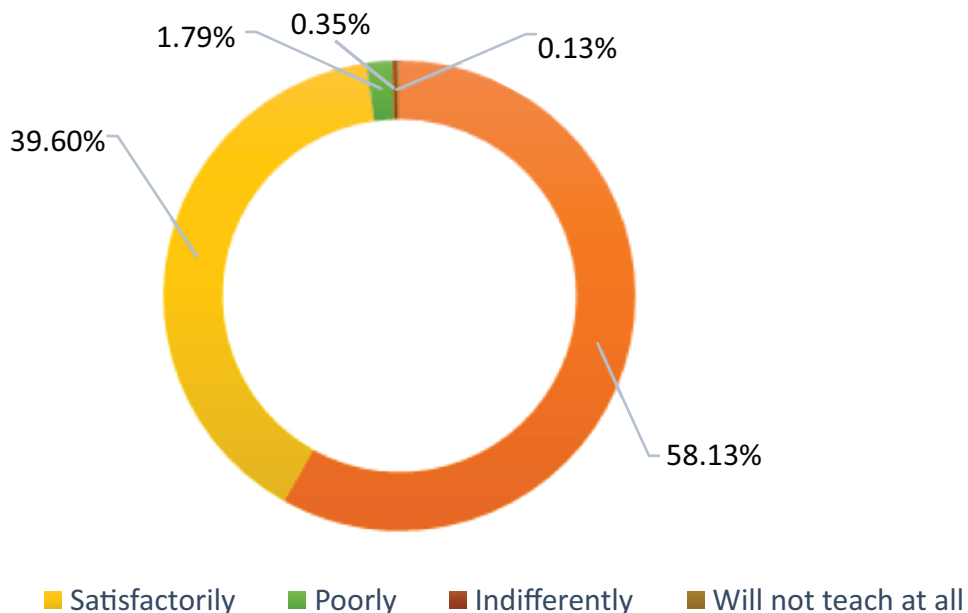
1. Syllabus Coverage

85 to 100%	70 to 85%	55 to 69%	30 to 54%	Below 30%
74.13%	21.59%	3.41%	0.7%	0.17%



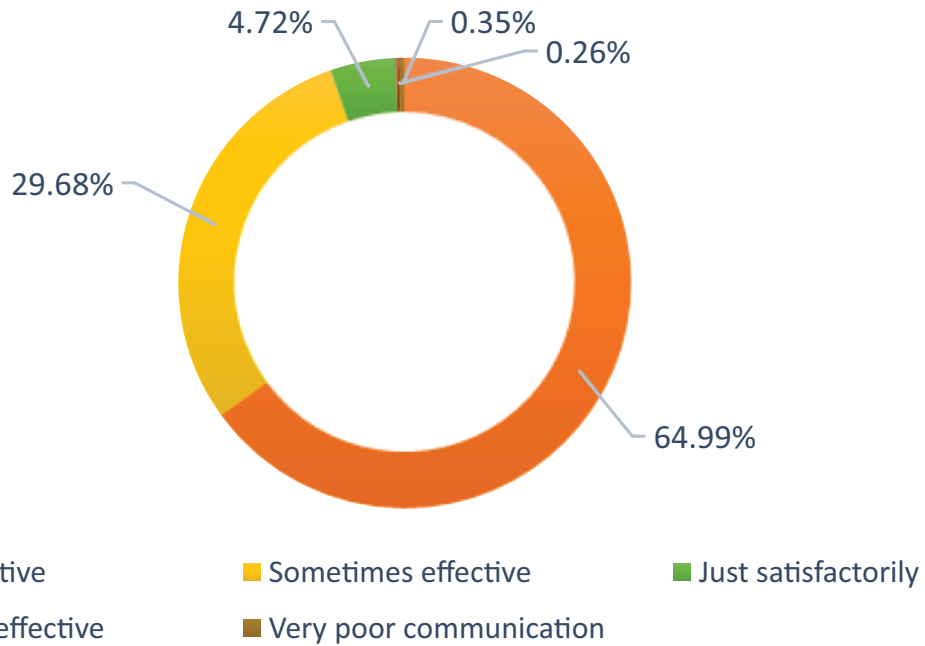
2. Teachers Preparation for the classes

Thoroughly	Satisfactorily	Poorly	Indifferently	Will not teach at all
58.13%	39.6%	1.79%	0.35%	0.13%



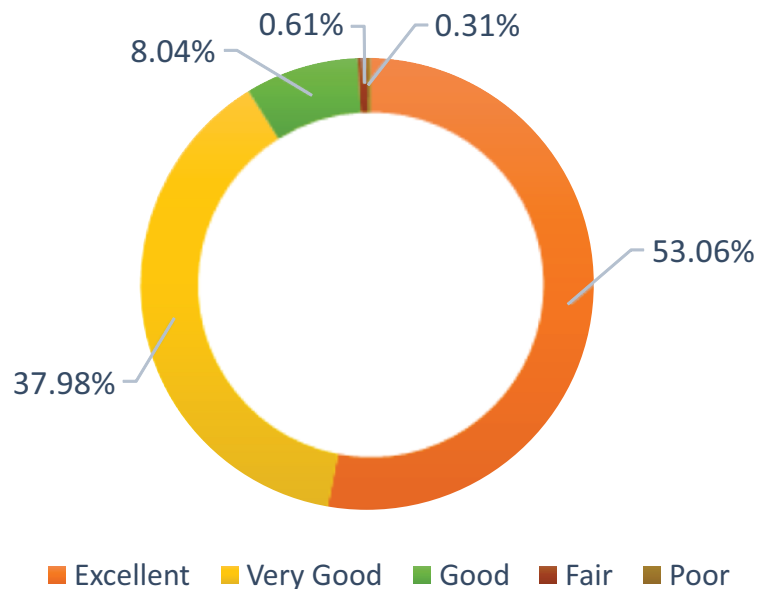
3. Teachers ability to communicate

Always effective	Sometimes effective	Just satisfactorily	Generally ineffective	Very poor communication
64.99%	29.68%	4.72%	0.26%	0.35%



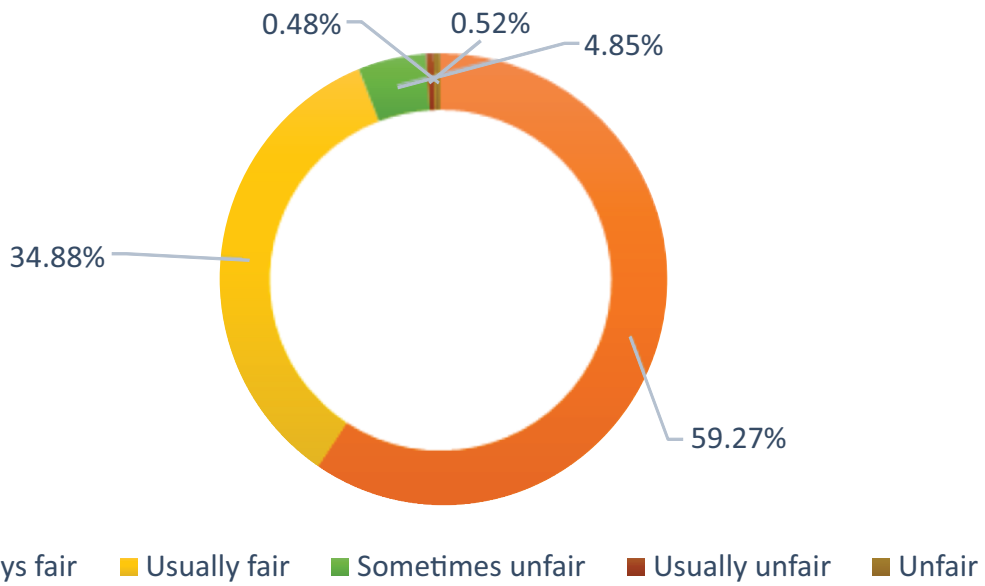
4. The teachers approach to teaching

Excellent	Very Good	Good	Fair	Poor
53.06%	37.98%	8.04%	0.61%	0.31%



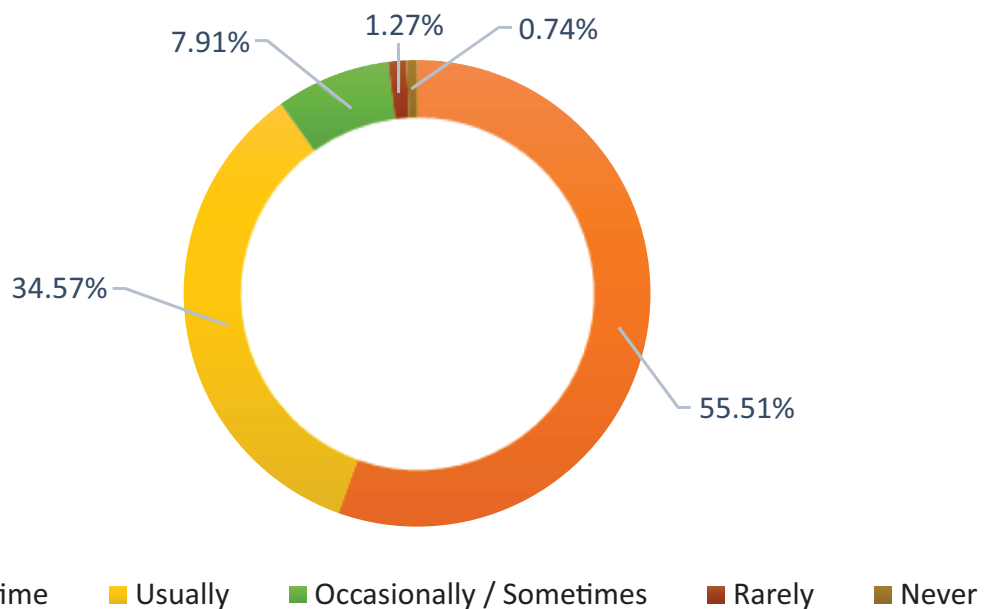
5. Fairness of the internal evaluation process

Always fair	Usually fair	Sometimes unfair	Usually unfair	Unfair
59.27%	34.88%	4.85%	0.52%	0.48%



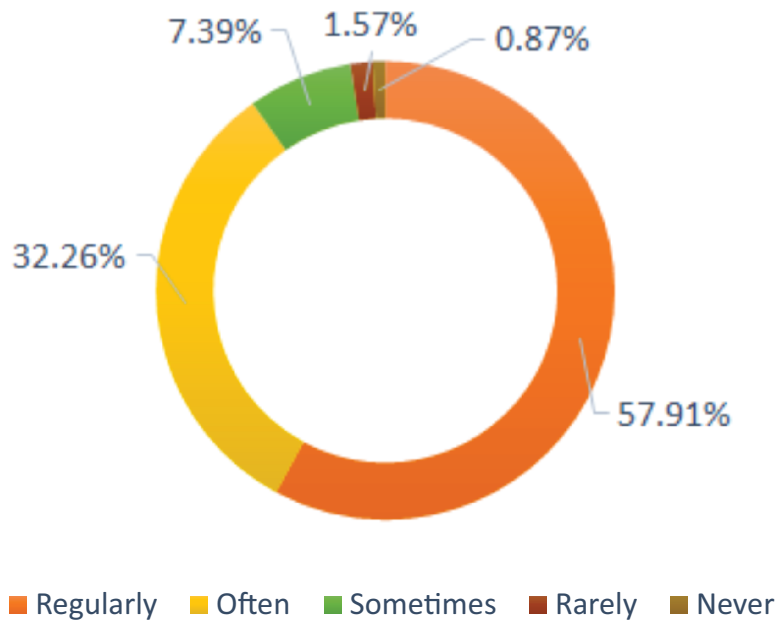
6. Evaluation of Assignments

Every time	Usually	Occasionally/Sometimes	Rarely	Never
55.51%	34.57%	7.91%	1.27%	0.74%



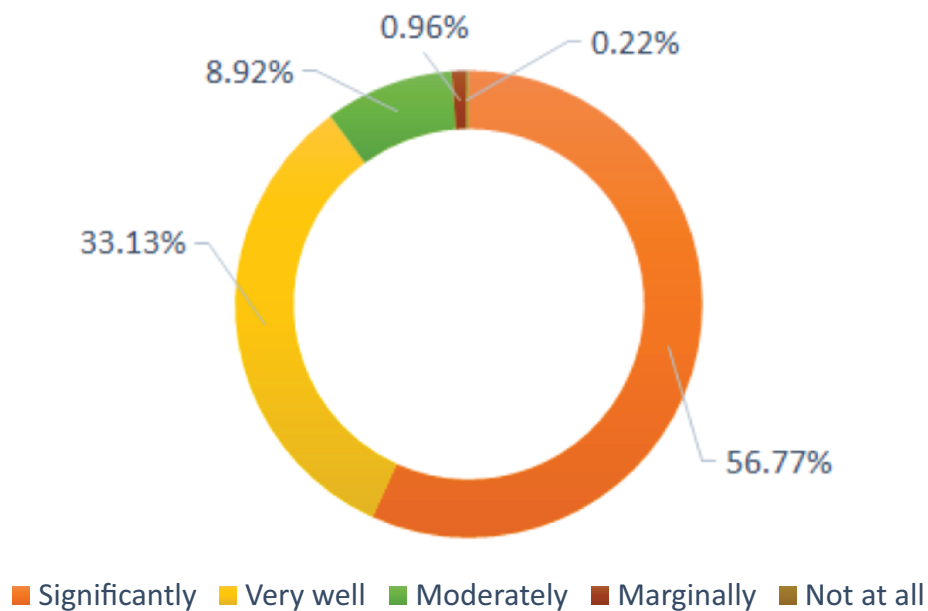
7. Promoting internship, student exchange, field visit opportunities for students

Regularly	Often	Sometimes	Rarely	Never
57.91%	32.26%	7.39%	1.57%	0.87%



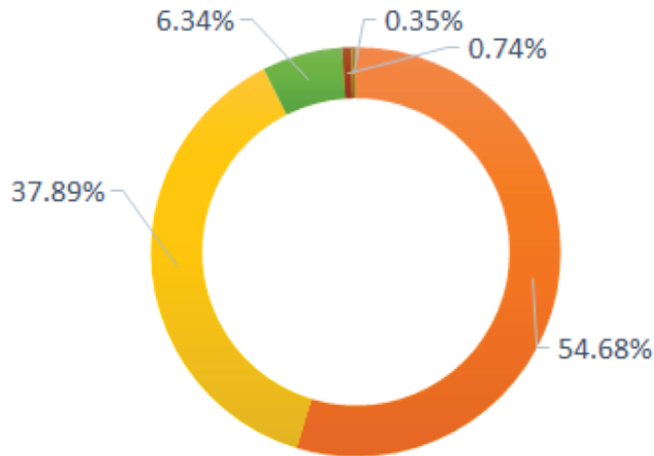
8. The teaching and mentoring process facilitates in cognitive, social and emotional growth

Significantly	Very well	Moderately	Marginally	Not at all
56.77%	33.13%	8.92%	0.96%	0.22%



9. The institution provides multiple opportunities to learn and grow

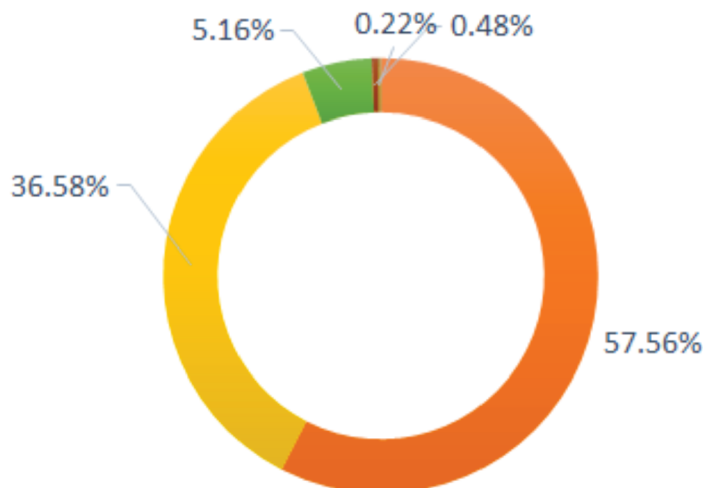
Strongly agree	Agree	Neutral	Disagree	Strongly disagree
54.68%	37.89%	6.34%	0.74%	0.35%



■ Strongly agree
 ■ Agree
 ■ Neutral
 ■ Disagree
 ■ Strongly disagree

10. Teacher informs about expected competencies, course outcomes and programme outcomes

Every time	Usually	Occasionally/ Sometimes	Rarely	Never
57.56%	36.58%	5.16%	0.48%	0.22%

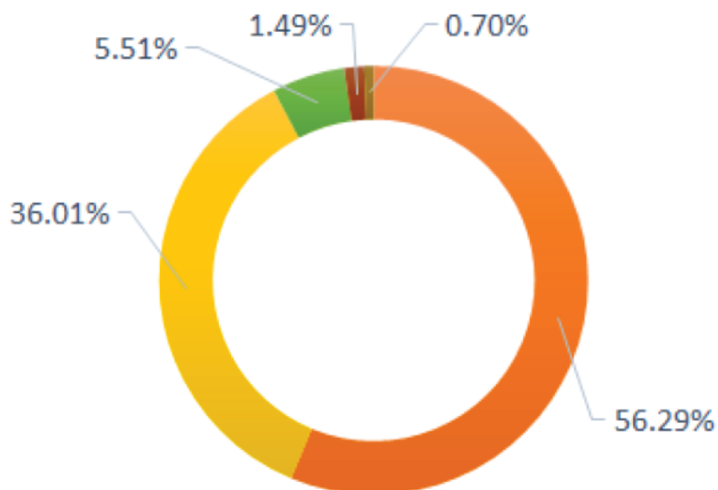


■ Every time
 ■ Usually
 ■ Occasionally / Sometimes
 ■ Rarely
 ■ Never



11. Mentor follow-up system

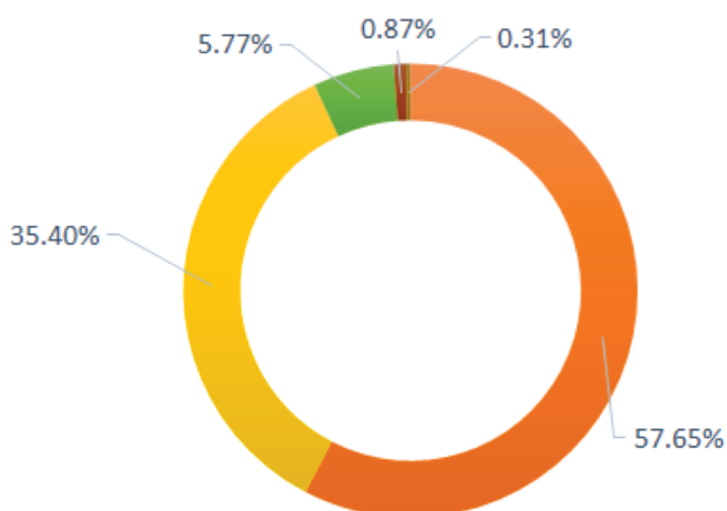
Every time	Usually	Occasionally / Sometimes	Rarely	I do not have a mentor
56.29%	36.01%	5.51%	1.49%	0.7%



■ Every time
 ■ Usually
 ■ Occasionally / Sometimes
 ■ Rarely
 ■ I do not have a mentor

12. The teachers illustrate the concepts through examples and applications

Every time	Usually	Occasionally / Sometimes	Rarely	Never
57.65%	35.4%	5.77%	0.87%	0.31%

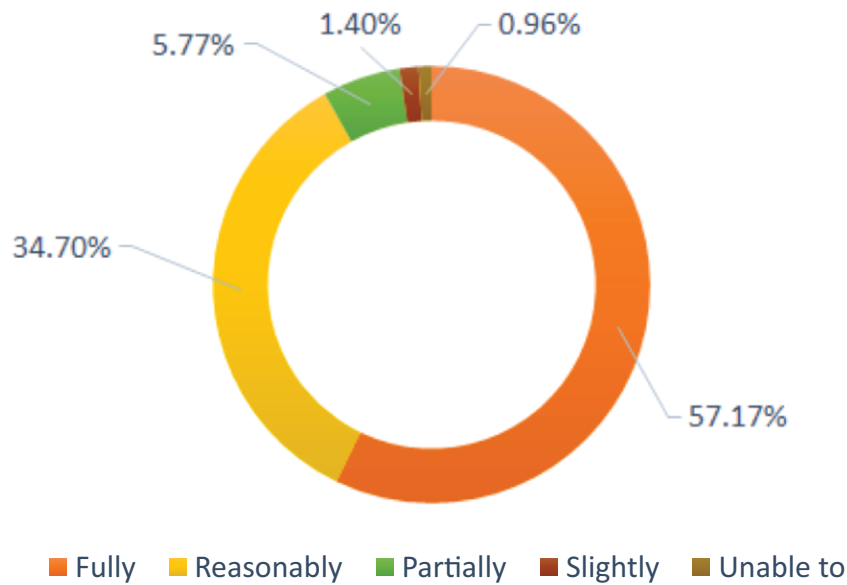


■ Every time
 ■ Usually
 ■ Occasionally / Sometimes
 ■ Rarely
 ■ Never



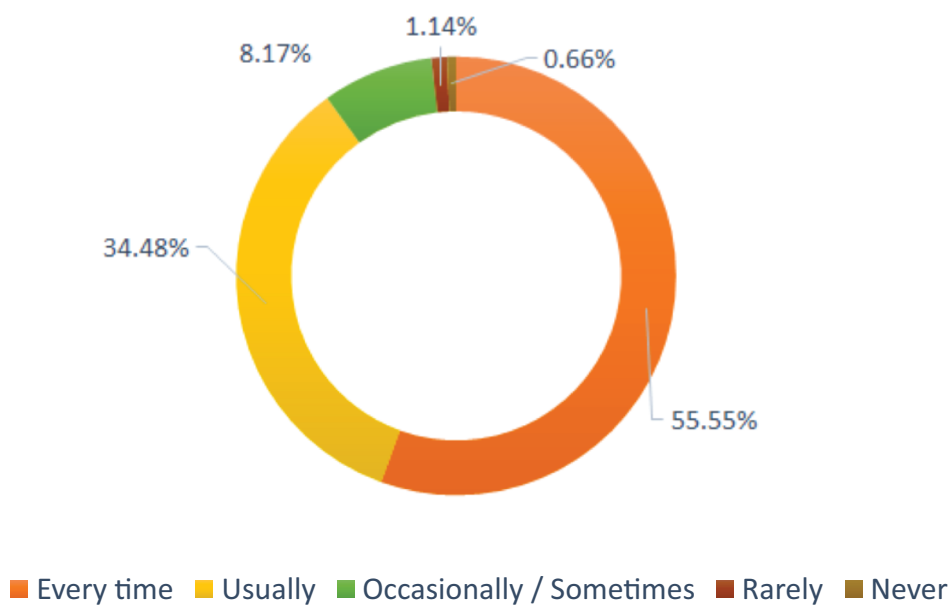
13. The teachers identify the strengths and encourage with providing right level of challenges

Fully	Reasonably	Partially	Slightly	Unable to
57.17%	34.7%	5.77%	1.4%	0.96%



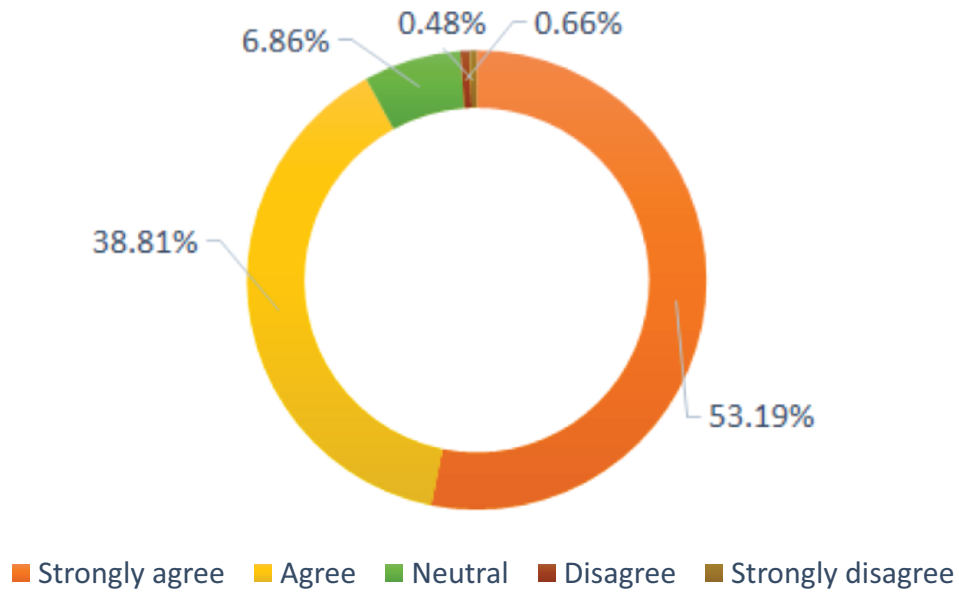
14. Teachers identify the weakness and helps to overcome

Every time	Usually	Occasionally / Sometimes	Rarely	Never
55.55%	34.48%	8.17%	1.14%	0.66%



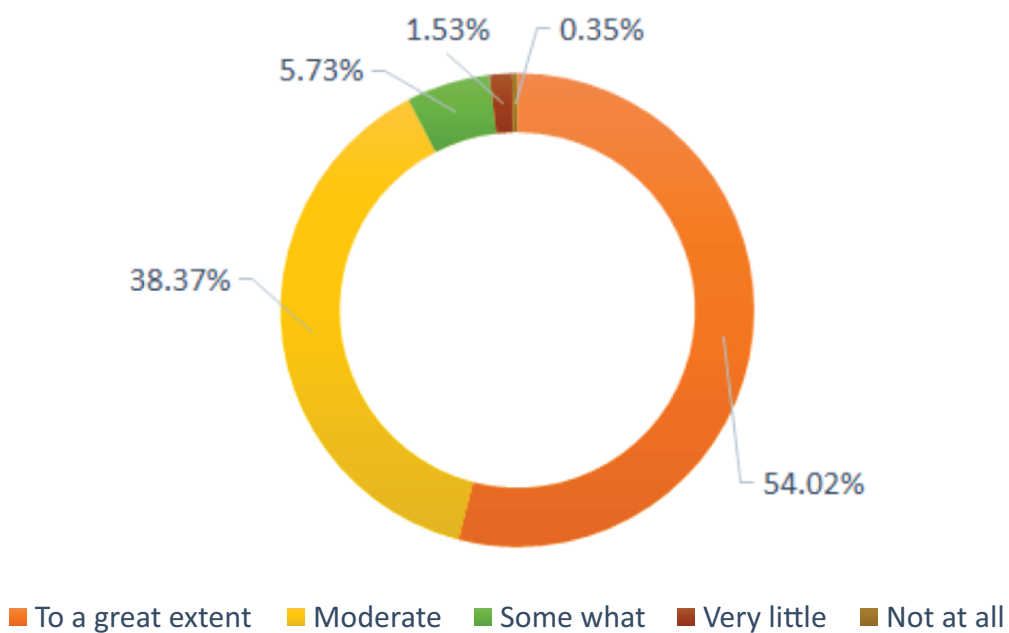
15. Monitor and review continuous quality improvement in Teaching learning process

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
53.19%	38.81%	6.86%	0.66%	0.48%



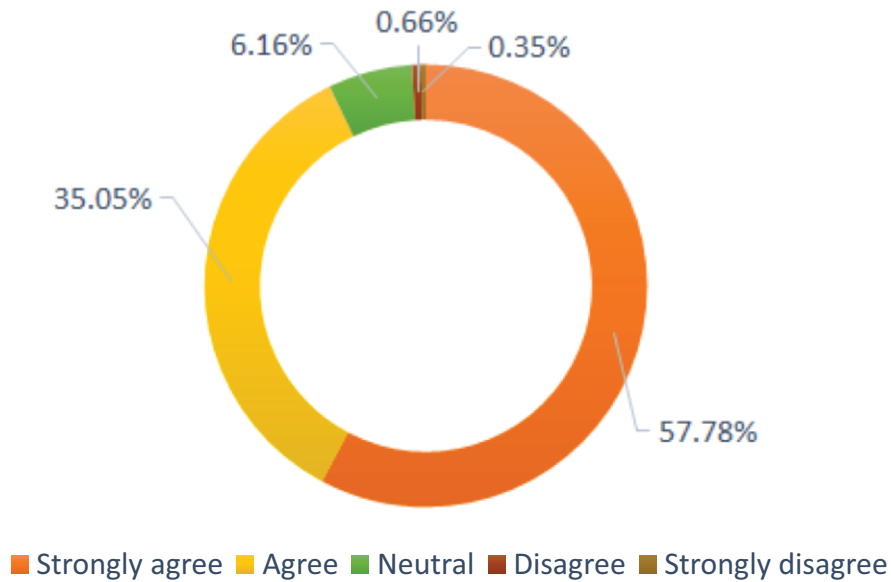
16. Student centric methods

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
53.19%	38.81%	6.86%	0.66%	0.48%



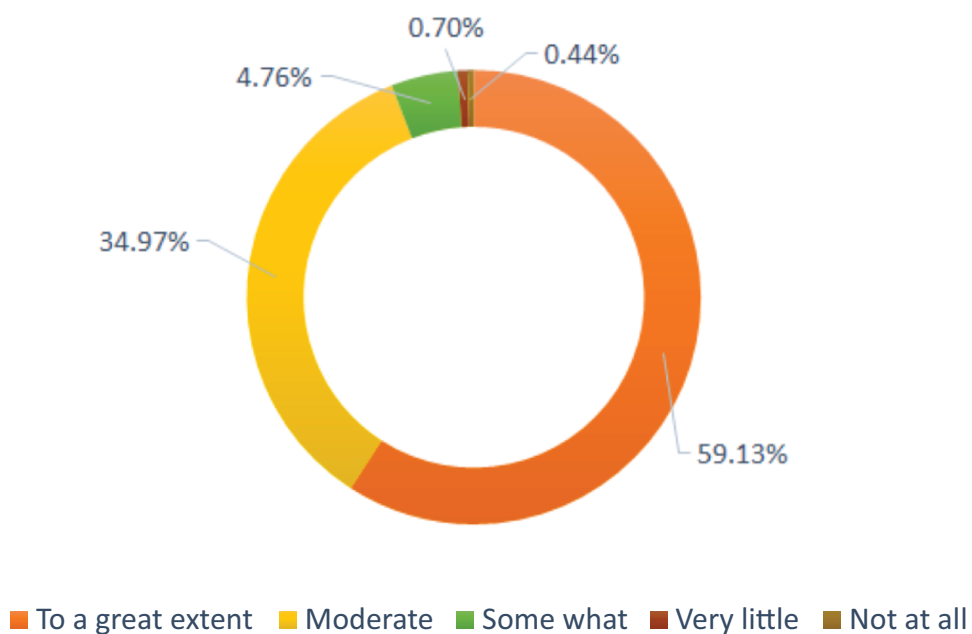
17. Teachers encourage to participate in extracurricular activities

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
57.78%	35.05%	6.16%	0.66%	0.35%



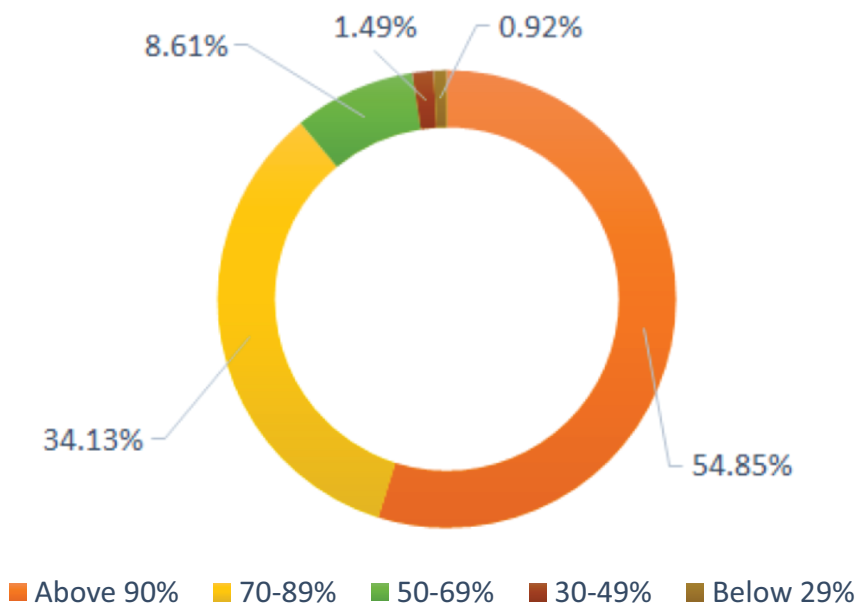
18. To inculcate soft skills, life skills and employability skills

To a great extent	Moderate	Some what	Very little	Not at all
59.13%	34.97%	4.76%	0.7%	0.44%



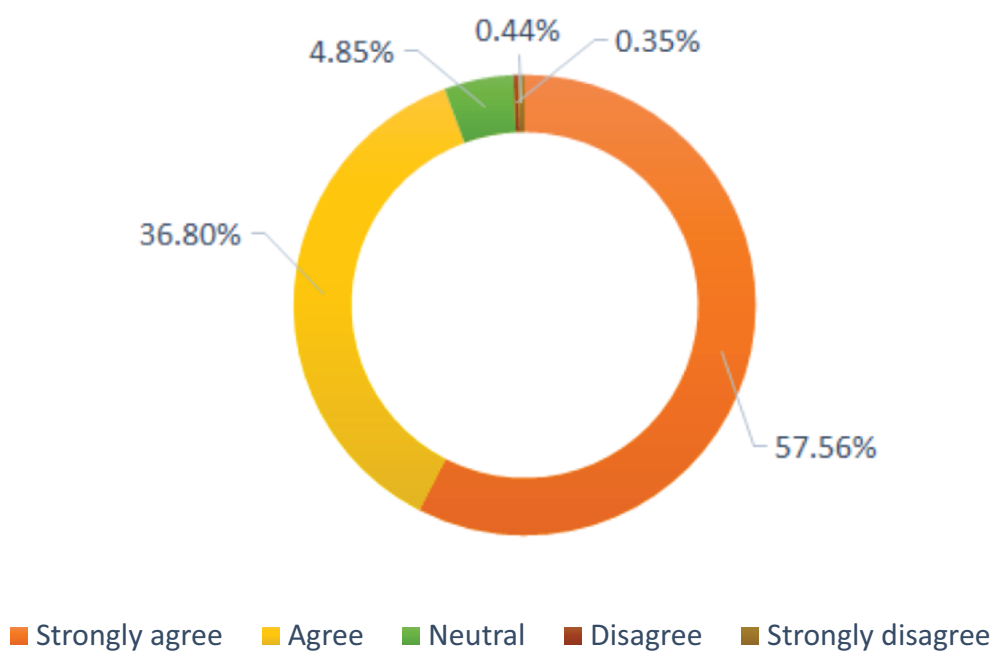
19. ICT enabled teaching

Above 90%	70-89%	50-69%	30-49%	Below 29%
54.85%	34.13%	8.61%	1.49%	0.92%



20. The overall quality of teaching-learning process

Strongly agree	Agree	Neutral	Disagree	Strongly disagree
57.56%	36.8%	4.85%	0.35%	0.44%



REVIEW MEETING

The consolidated Student Satisfaction Survey report was shared with the respective Department Heads, School Deans and Dean (Academics) at the review meeting for appropriate actions in future.

Dr. Swati Paliwal
IQAC Coordinator

Dr. M.G. Rangunathan
Principal



STUDENT SATISFACTION SURVEY (SSS)

2020-21