

# Student Satisfaction Survey (SSS) on overall institutional performance

PT. MOHAN LAL SD COLLEGE FOR GIRLS, FATEHGARH CHURIAN

INTERNAL QUALITY ASSURANCE CELL (IQAC)

Criteria II-Teaching, Learning and Evaluation

Student Satisfaction Survey Questionnaire

(Academic Session 2023-24)

**Objective:-** This questionnaire has been designed by IQAC of PT. MOHAN LAL SD COLLEGE FOR GIRLS, FATEHGARH CHURIAN to seek a feedback from students to upgrade the quality in higher education.

**Note:-**

1. The student will have to respond to all the questions with sincere efforts and thoughts.
2. Each question has five responses, choose the most appropriate one

a) Name:- \_\_\_\_\_

b) Class :- \_\_\_\_\_

c) Roll No:- \_\_\_\_\_

c) Which program you presently pursuing?

Arts

Science,

Commerce

## Student satisfaction survey on Teaching Learning Process.

- 1) How much of the syllabus was covered in the class?  
a) 85 to 100% b) 70 to 84% c) 55 to 69% d) 30 to 54% e) Below 30%
- 2) How well did the teachers prepare for the classes?  
a) Thoroughly b) Satisfactorily c) Poorly d) Indifferently e) Won't teach at all
- 3) How well were the teachers able to communicate?  
a) Always effective b) Sometimes effective c) Just satisfactory d) Generally ineffective e) Very poor communication
- 4) The teachers approach to teaching can best be described as  
a) Excellent b) Very good c) Good d) Fair e) Poor
- 5) Fairness of the internal evaluation process by the teachers  
a) Always fair b) Usually fair c) Sometime sun fair d) Usually unfair e) Unfair
- 6) Was your performance in assignments discussed with you?  
a) Every time b) Usually c) Occasionally/sometimes d) Rarely e) Never

- 7) Does the institute take active interest in promoting internship, field visit opportunities for students?  
a) Regularly b) Often c) Sometimes d) Rarely e) Never
- 8) How does the institution provide multiple opportunities to learn and grow?  
a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree
- 9) Teachers inform you about your expected competencies, course outcomes and program outcomes.  
a) Every time b) Usually c) Occasionally/sometimes d) Rarely e) Never
- 10) How teachers illustrate the concepts through examples and applications?  
a) Every time b) Usually c) Occasionally d) Rarely e) Never
- ~~11) How the teachers identify your strengths and encourage you with providing right level of challenges.~~  
a. Fully b) Reasonably c) Partially d) Slightly e) Unable to
- 12) How often your teachers help you to overcome your weaknesses?  
a. Every time b) usually c) Sometimes d) rarely e) Never
- 13) The institute/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.  
a. To a great extent b) Moderate c) Somewhat d) Very little e) Not at all
- 14) The teachers use ICT tools while delivering their lecture?  
a. Every time b) usually c) Sometimes d) rarely e) Never
- 15) Do you agree that your institute provides you the opportunity to sharpen your skills?  
a. Strongly agree b) Agree c) Neutral d) Disagree e) Strongly Disagree
- 16) Teachers encourage you to participate in extracurricular activities.  
a. Strongly agree b) Agree c) Neutral d) Disagree e) Strongly Disagree
- 17) The overall quality of teaching-learning process in your institute is very good.  
a. Strongly agree b) Agree c) Neutral d) Disagree e) Strongly Disagree

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

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



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**Note: - Feedback taken from 25 students of different classes for the survey**

<b>Sr No</b>	<b>Class</b>	<b>No of Students</b>
1.	BA 4 <sup>th</sup>	5
2.	B.Com 4 <sup>th</sup>	5
3.	B.Com 2 <sup>nd</sup>	7
4.	BA 2 <sup>nd</sup>	7
5.	B.Sc 2 <sup>nd</sup>	1

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## Analysis Report

Q. No	Option A	B	C	D	E
1.	20	5	0	0	0
2.	19	6	0	0	0
3.	21	4	0	0	0
4.	15	10	0	0	0
5.	18	7	0	0	0
6.	22	1	2	0	0
7.	3	8	5	1	8
8.	10	14	1	0	0
9.	18	4	2	1	0
10.	19	6	0	0	0
11.	19	5	1	0	0
12.	14	11	0	0	0
13.	4	8	4	7	2
14.	9	16	0	0	0
15.	18	7	0	0	0
16.	19	6	0	0	0
Total Percentage	64.5%	29.5%	3.75%	2.25%	2.5%



# REPORT OF SSS

SSS was conducted to take the feedback of the students.

Questionnaires were given to the students of Bsc, Bcom and B.A. for the survey, the questionnaire consisting of 16 questions was used to check the specific skills of the teachers as well as the institutional performance. The following suggestions are given by the students:-

1. Educational trips should be organized
2. More use of audio and visual aids/ ICT tools to make the lectures interactive and interesting.
3. Historical trips should be made a regular feature in every semester
4. More outdoor activities by Physical education department
5. Maximum field visits/ internship efforts

**Action Taken**  
**(Student Satisfactory Survey)**  
**(2023-24)**

After analyzing the student satisfactory survey forms filled by the students, different departments have taken initiative to arrange educational as well as historical trips. This practice will be a regular feature in the curriculum. The detail is attached with this.

## **ACTIVITIES OF COMMERCE DEPARTMENT**

1. Visited "RELIANCE SMART POINT" on 15 MARCH 2023.
2. Celebrated "Commerce Day "on 7 August 2023.
3. Two days online workshop on "ONLINE STOCK MARKET "held by GGDSD college kherighurna ,Banur (Punjab) from 1-9-2023 to 2-9-2023.
4. Two days workshop on 'FINANCIAL EDUCATION FOR YOUNG CHILDREN' organised on 3-4 October 2023.
5. Celebrated "WORLD THINKING DAY" on 2nd February 2024.
6. Celebrated "WORLD CONSUMER RIGHT DAY" on 15 March 2024.
- 7 . Two college students participated in "ONE DAY REGIONAL SEMINAR ON SUSUTAINABLE INNOVATION RESEARCHING FOR A BETTER FUTURE" at PT. MOHAN LAL SD COLLEGE FOR WOMEN , GURDASPUR on 29th April 2024.
8. Webinar Organised on "WEALTH CREATION THROUGH FINANCIAL PLANNING COLLABRATION" with Mutual Funds Association of India on 8-May 2024.
9. Visited "99 MART" on the occasion of "COMMERCE DAY " on 5 August 2024"
10. Lecture on "INVESTOR AWARENESS PROGRAMME "Organised by Commerce Department on 13-9-2024.
- 11 . Visited "VERKA MILK PLANT " Amritsar on 27-9-2024.
12. Visited "TRILLIUM MALL " Amritsar on 27-9-2024.