UNITY COLLEGE

National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey Report 2022-2023

Key Indicator - 2.7.1

Under Criterion II of Teaching – Learning and Evaluation

For the NAAC AQAR (2018-19), Students Satisfaction Survey (SSS) was conducted among the students of the college. The questionnaire has been framed based on NAAC guidelines. The objective of the survey to know about the students' perception about Teaching – Learning and Evaluation, which will help to upgrade the quality of process followed in our institution. The questionnaire covers a wide array of skills involved in the teaching process which vary from teaching skills of the teacher, technical knowledge, effectiveness of communication, preparedness, doubt clearing skills and use of ICT, to overall approach to the educational process like motivation, interpersonal relationships, feedback, and dynamically modifying teaching methodology. The questionnaire was prepared in Google form and sent out to the selected students through an email.

Student's Feedback on Teaching-Learning

1. Syllabus is completed on time
    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
2. College is imparting Quality Education
    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
3. Teachers provide additional study material and other learning inputs for clarity and understanding of the paper
    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
4. Remedial Classes are regular and productive
    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree

5. Teachers make efforts to use innovative methods of teaching
    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree

6. The teachers encourage the students to use reference books, e-resources, e-journals etc
    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree

7. The teachers take active interest in arranging field visits, study tours etc. for enhancing learning.
    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree

Students' Feedback on Course evaluation

1. The assessment and evaluation process is fair and unbiased
    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
2. The assignments and projects are well designed to help gain deeper perspective on the paper
    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree
3. The teachers give regular and timely feedback on the performance of the students
    - Strongly Agree

- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

4. Mechanism of internal assessment is transparent and robust in terms of frequency and mode
   - Strongly Agree
   - Agree
   - Neither agree nor disagree
   - Disagree
   - Strongly disagree

5. Results are displayed on Display Board
   - Strongly Agree
   - Agree
   - Neither agree nor disagree
   - Disagree
   - Strongly disagree

Students' feedback on ICT facilities

1. The college has its institutional official website designed for every academic support to the students
   - Strongly Agree
   - Agree
   - Neither agree nor disagree
   - Disagree
   - Strongly disagree
2. The college has Interactive Notice Board which gives the students access to the college notices through the digital notice system
   - Strongly Agree
   - Agree
   - Neither agree nor disagree
   - Disagree
   - Strongly disagree
3. CCTV cameras are used across campus and classrooms
   - Strongly Agree
   - Agree
   - Neither agree nor disagree
   - Disagree
   - Strongly disagree
4. The Departments/Honours classrooms in the college are ICT enabled with laptops, projectors and whiteboards

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

5. The online payment related transactions are done by the students through the secure end to end encrypted gateway using their unique student ID

    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree

6. The computer lab has adequate number of computers in good working condition

    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree

7. Fedena College Management System is available
    - Strongly Agree
    - Agree
    - Neither agree nor disagree
    - Disagree
    - Strongly disagree

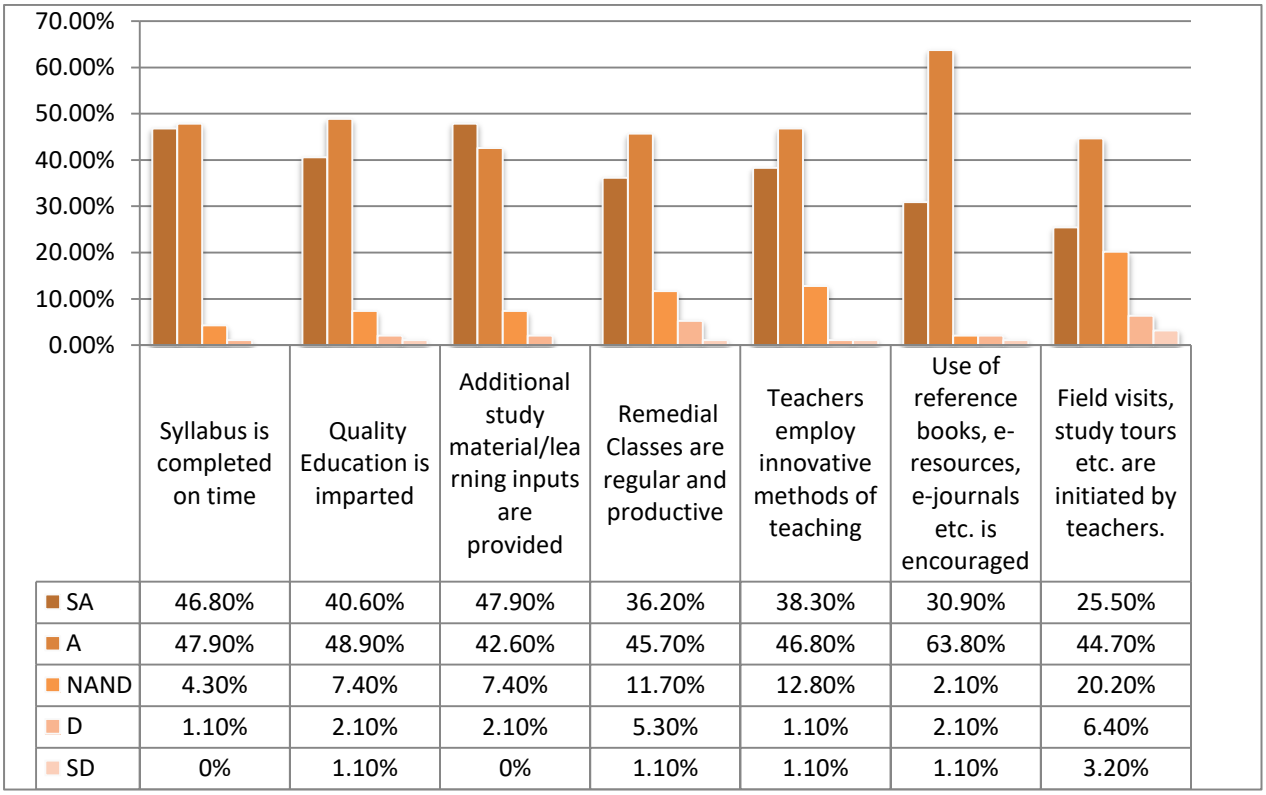
Summary of the Survey

* **SA-** Strongly Agree
* **A-**Agree
*__NAND__-Neither agree nor disagree
*__D__-Disagree
*__SD__-Strongly disagree

Table 1: Students' Feedback on Teaching-Learning

Sl.no	**Parameters**	**SA**	**A**	**NAND**	**D**	**SD**
1.	Syllabus is completed on time	46.8%	47.9%	4.3%	1.1%	0%
2.	Quality Education is imparted	40.6%	48.9%	7.4%	2.1%	1.1%

3.	Additional study material/learning inputs are provided	47.9%	42.6%	7.4%	2.1%	0%
4.	Remedial Classes are regular and productive	36.2%	45.7%	11.7%	5.3%	1.1%
5.	Teachers employ innovative methods of teaching	38.3%	46.8%	12.8%	1.1%	1.1%
6.	Use of reference books, e-resources, e-journals etc. is encouraged	30.9%	63.8%	2.1%	2.1%	1.1%
7.	Field visits, study tours etc. are initiated by teachers.	25.5%	44.7%	20.2%	6.4%	3.2%



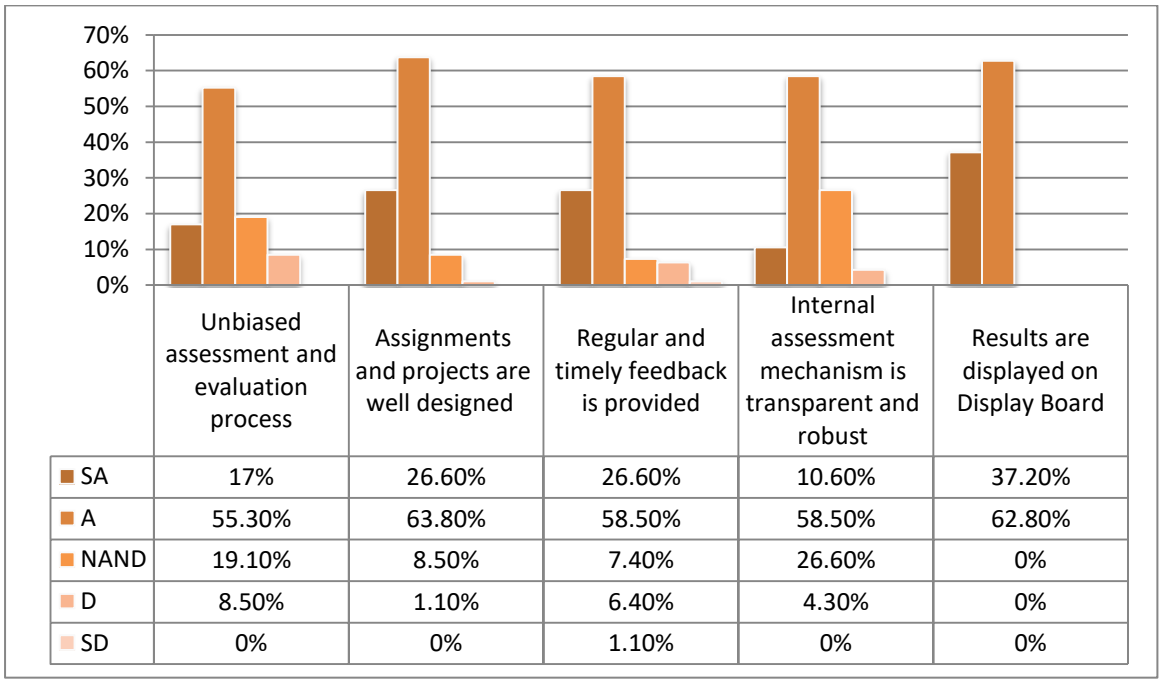
	Syllabus is completed on time	Quality Education is imparted	Additional study material/learning inputs are provided	Remedial Classes are regular and productive	Teachers employ innovative methods of teaching	Use of reference books, e-resources, e-journals etc. is encouraged	Field visits, study tours etc. are initiated by teachers.
SA	46.80%	40.60%	47.90%	36.20%	38.30%	30.90%	25.50%
A	47.90%	48.90%	42.60%	45.70%	46.80%	63.80%	44.70%
NAND	4.30%	7.40%	7.40%	11.70%	12.80%	2.10%	20.20%
D	1.10%	2.10%	2.10%	5.30%	1.10%	2.10%	6.40%
SD	0%	1.10%	0%	1.10%	1.10%	1.10%	3.20%

48.9% of the students agreed that the college provide quality education. The teachers complete the syllabus on time leaving scope for the students to prepare for examinations ahead of time. 47.9% strongly agreed that the teachers provide additional study materials/inputs for clarity and understanding of the paper. Remedial classes are effective and productive with 45.7% positive response from the students. 46.8% expressed that they were satisfied with the teachers' efforts to use innovative methods in teaching the class. However, it is seen that more than 20% of the students are undecided regarding the teachers'/colleges' initiative efforts in organising field visits and study tours.

Table 2: Students' Feedback on Course evaluation

Sl.no	**Parameters**	**SA**	**A**	**NAND**	**D**	**SD**
1.	Unbiased assessment and	17%	55.3%	19.1%	8.5%	0%

	evaluation process					
2.	Assignments and projects are well designed	26.6%	63.8%	8.5%	1.1%	0%
3.	Regular and timely feedback is provided	26.6%	58.5%	7.4%	6.4%	1.1%
4.	Internal assessment mechanism is transparent and robust	10.6%	58.5%	26.6%	4.3%	0%
5.	Results are displayed on Display Board	37.2%	62.8%	0%	0%	0%

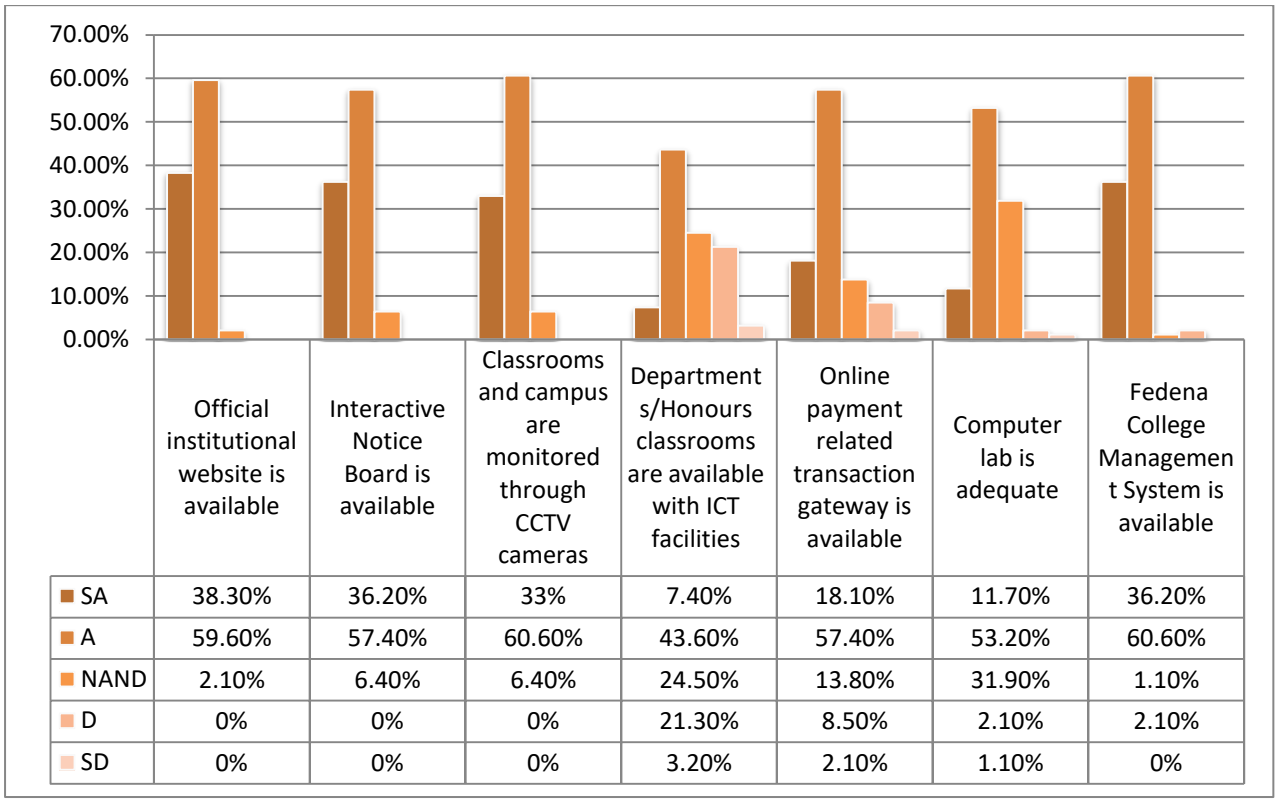


55.3% agreed that the evaluation process of the college is unbiased and free from any subjectivity. Majority of the students, 63.8% agreed that the assignments and project works assigned are well designed, thus helping them to apply theories to practice. The students also expressed satisfaction with regard to the feedback mechanism regarding their performances with 58.5% positive response. However, it is seen that 26.6% of the students are undecided with regard to the transparency and robust nature of the internal assessment mechanism.

Table 3: Students' feedback on ICT facilities

Sl.no	Parameters	SA	A	NAND	D	SD
1.	Official institutional website is available	38.3%	59.6%	2.1%	0%	0%
2.	Interactive Notice Board is available	36.2%	57.4%	6.4%	0%	0%
3.	Classrooms and campus are	33%	60.6%	6.4%	0%	0%

	monitored through CCTV cameras					
4.	Departments/Honours classrooms are available with ICT facilities	7.4%	43.6%	24.5%	21.3%	3.2%
5.	Online payment related transaction gateway is available	18.1%	57.4%	13.8%	8.5%	2.1%
6.	Computer lab is adequate	11.7%	53.2%	31.9%	2.1%	1.1%
7.	Fedena College Management System is available	36.2%	60.6%	1.1%	2.1%	0%



	Official institutional website is available	Interactive Notice Board is available	Classrooms and campus are monitored through CCTV cameras	Departments/Honours classrooms are available with ICT facilities	Online payment related transaction gateway is available	Computer lab is adequate	Fedena College Management System is available
SA	38.30%	36.20%	33%	7.40%	18.10%	11.70%	36.20%
A	59.60%	57.40%	60.60%	43.60%	57.40%	53.20%	60.60%
NAND	2.10%	6.40%	6.40%	24.50%	13.80%	31.90%	1.10%
D	0%	0%	0%	21.30%	8.50%	2.10%	2.10%
SD	0%	0%	0%	3.20%	2.10%	1.10%	0%

With regard to students' feedback on the ICT facilities, the students expressed diverse opinions. While majority of the students expressed satisfaction over the ICT facilities, it is seen that 24.5% of the students are undecided with regard to the availability of departmental honours classrooms with adequate ICT facilities and 21.3% disagreed regarding its availability. On this account, there is a need for provision and improvement of the same.