

UNITY COLLEGE, DIMAPUR  
Student Satisfaction Survey Report- Key Indicator-2.7.1  
Session 2023-2024

Student Satisfaction Survey has been conducted by Unity College Dimapur IQAC on the format given by NAAC. The Survey was carried out with final year students. The SSS questionnaire which consists of 20 objective and 1 subjective questions which is available on the NAAC website has been used. The survey was conducted with the help of Google form. Altogether 181 students responded.

**Respondents' analysis:**

**Total number of respondents: 181**

**Male: 49.7%**

**Female: 50.3%**

**Bachelor's: 82.3%**

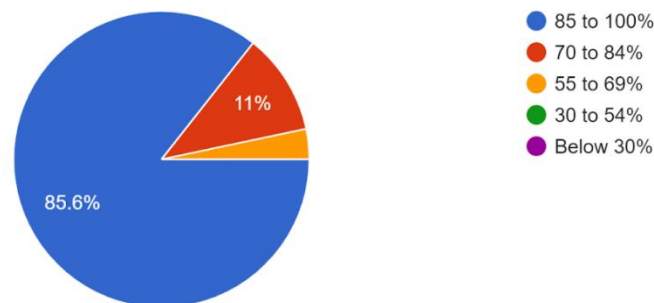
**Master's: 17.7%**

**Arts: 81.2%**

**Commerce: 18.8%**

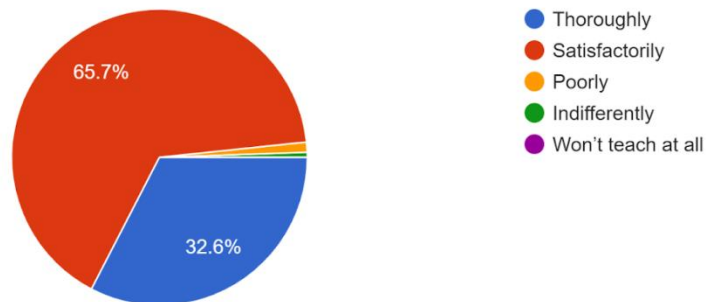
1. How much of the syllabus was covered in the class?

181 responses



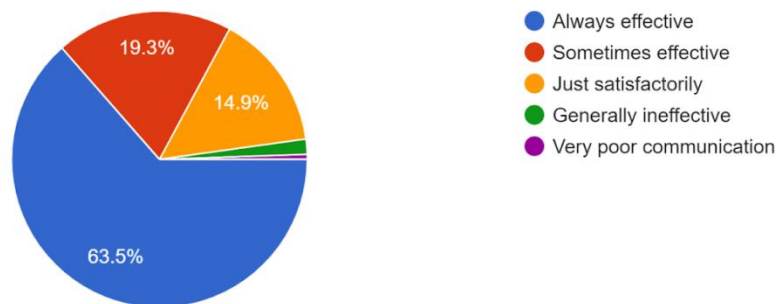
## 2. How well did the teachers prepare for the classes?

181 responses



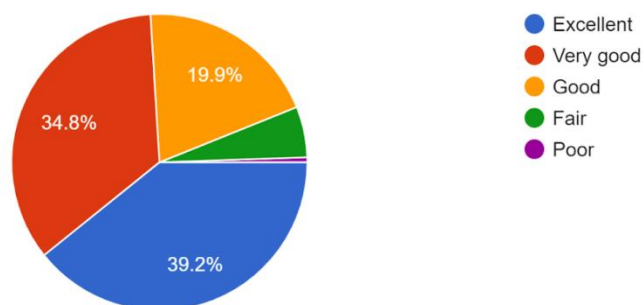
## 3. How well were the teachers able to communicate?

181 responses



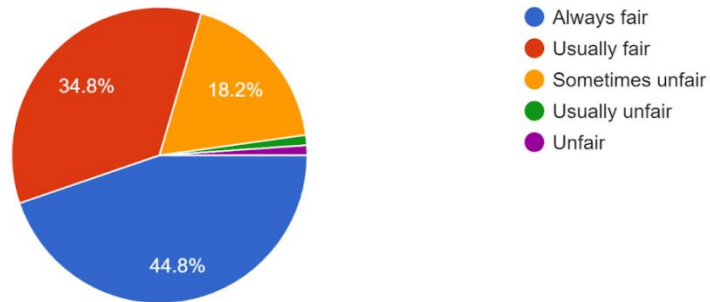
## 4. The teacher's approach to teaching can best be described as

181 responses



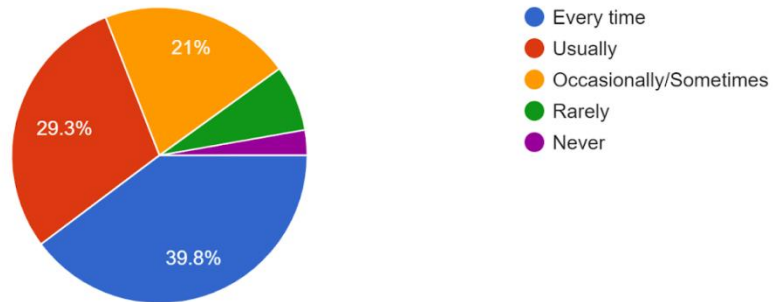
5. Fairness of the internal evaluation process by the teachers.

181 responses



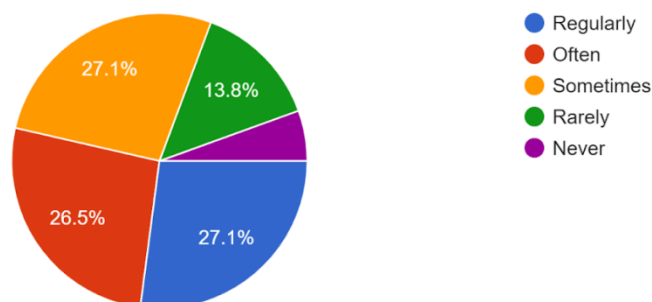
6. Was your performance in assignments discussed with you?

181 responses



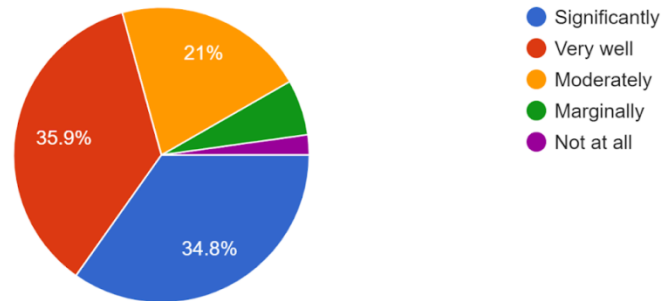
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

181 responses



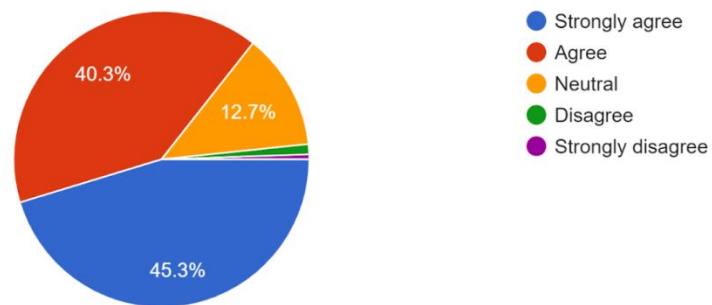
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

181 responses



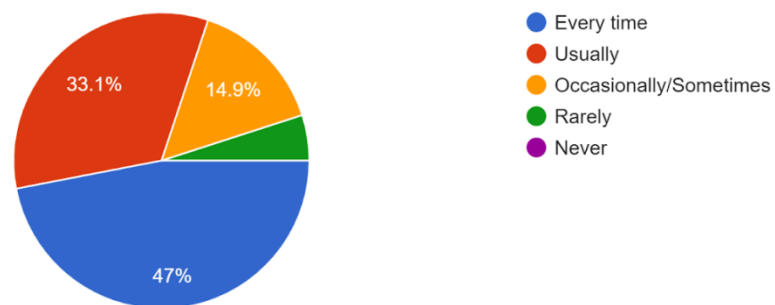
9. The institution provides multiple opportunities to learn and grow.

181 responses



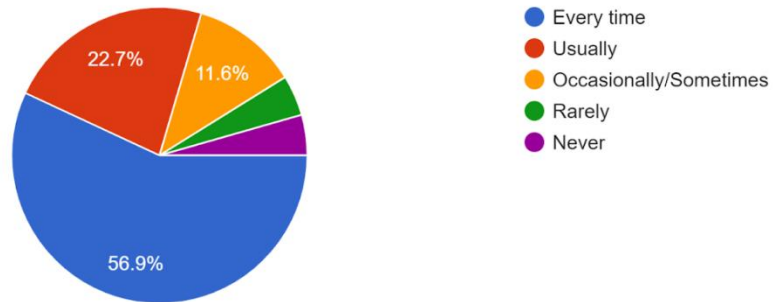
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

181 responses



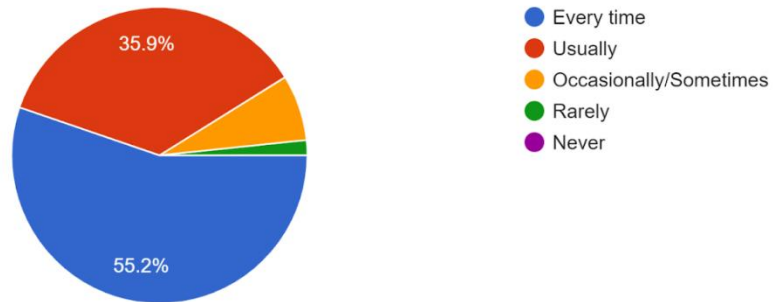
11. Your mentor does a necessary follow-up with an assigned task to you.

181 responses



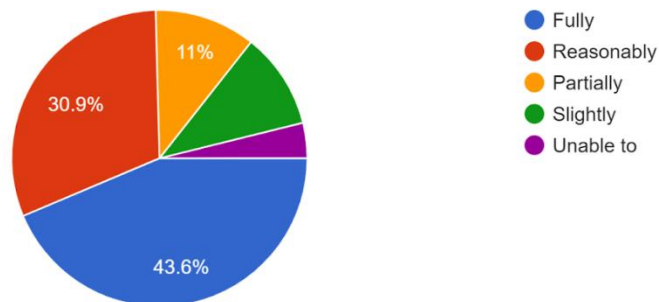
12. The teachers illustrate the concepts through examples and applications.

181 responses



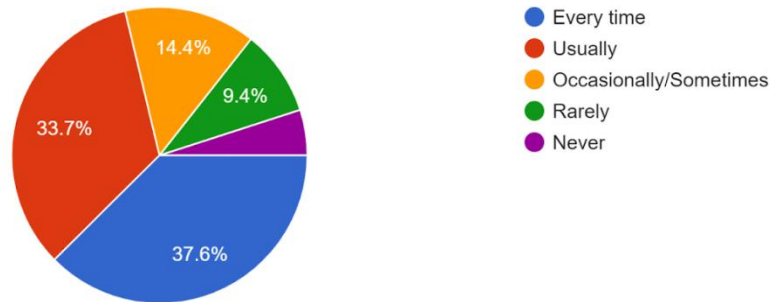
13. The teachers identify your strengths and encourage you with providing right level of challenges.

181 responses



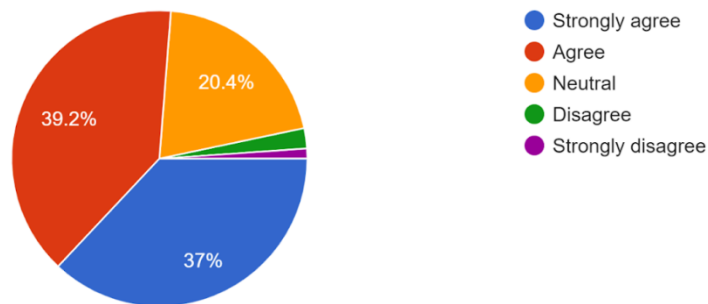
14. Teachers are able to identify your weaknesses and help you to overcome them.

181 responses



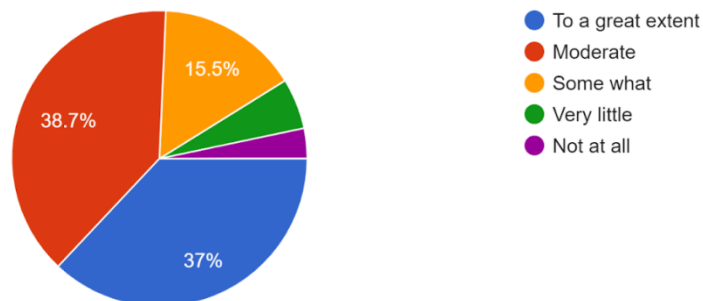
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

181 responses



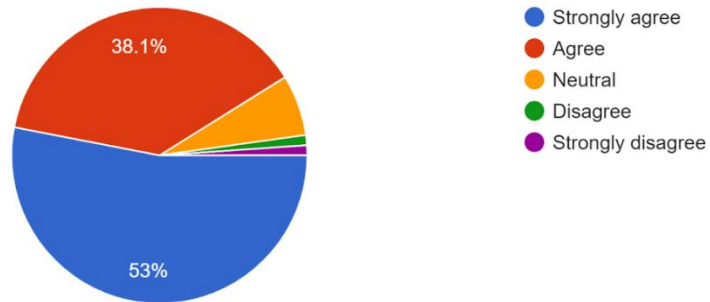
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

181 responses



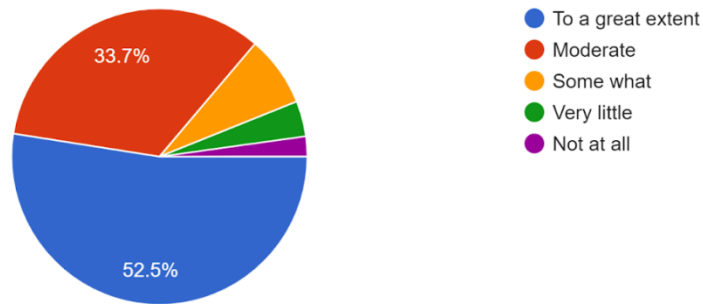
17. Teachers encourage you to participate in extracurricular activities.

181 responses



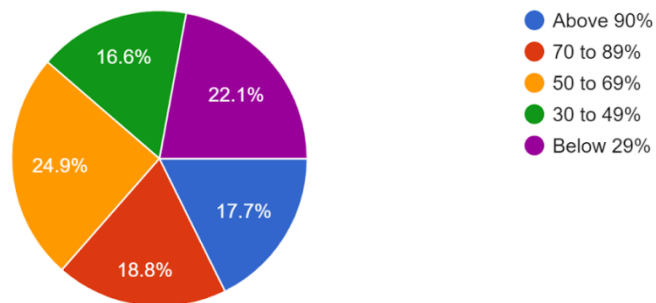
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

181 responses



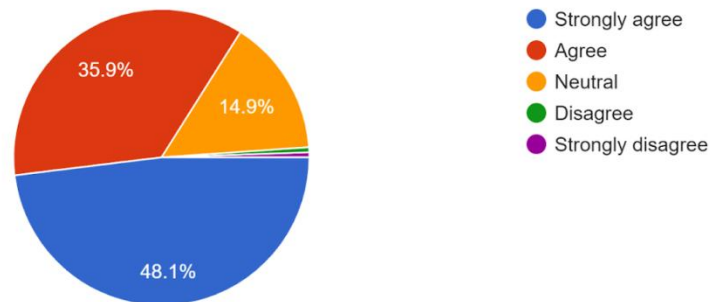
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

181 responses



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

181 responses



21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

- Smart Classroom, More ICT teaching tools
- Enhance students' engagement during lectures
- Improvement in student-teacher relationship
- Students exchange programs

#### TABULAR PRESENTATION OF DATA:

Q.no	Parameter	Score				
		Very Good 4	Good 3	Fair 2	Poor 1	Very Poor 0
1.	Syllabus coverage	<b>85-100%</b>	<b>70-84%</b>	<b>55-79%</b>	<b>30-84%</b>	<b>Below 30%</b>
		85.6%	11%	3.3%	Nil	Nil
2.	Teachers' preparation for class	32.6%	65.7%	1.1%	0.6%	Nil
3.	Teachers' communication skill	63.5%	19.3%	14.9%	1.7%	0.6%
4.	Teachers' approach to teaching	39.2%	34.8%	19.9%	5.5%	0.6%
5.	Fairness of Internal evaluation	48.8%	34.8%	18.2%	1.1%	1.1%
6.	Discussion of assignment performance	39.8%	29.3%	21%	7.7%	2.8%
7.	Internship, student exchange & field visit	27.1%	26.5%	27.1%	13.8%	5.5%
8.	Teaching & mentoring process	34.8%	35.9%	21%	6.1%	2.2%
9.	Provision of opportunities to learn & grow	45.3%	40.3%	12.7%	1.1%	0.6%
10.	Information about your competencies	47%	33.1%	14.9%	5%	Nil
11.	Follow-up task by mentor	56.9%	22.7%	11.6%	4.4%	4.4%
12.	Illustration of concept through examples	55.2%	35.9%	7.2%	1.7%	Nil
13.	Identify your strengths & encourage you	43.6%	30.9%	11%	10.5%	3.9%
14.	Identify your weaknesses & help	37.6%	33.7%	14.4%	9.4%	5%
15.	Institute's effort to engage students in monitoring, review & quality improvement	37%	39.2%	20.4%	2.2%	1.1%
16.	Teacher use student-centric methods	37%	38.7%	15.5%	5.5%	3.3%
17.	Encourage extracurricular activities	53%	38.1%	6.6%	1.1%	1.1%



18.	Efforts to inculcate soft/life skills	52.5%	33.7%	7.7%	3.9%	2.2%
19.	Use of ICT tools by teachers	<b>Above 90%</b>	<b>70- 89%</b>	<b>50-69%</b>	<b>30- 49%</b>	<b>Below 29%</b>
		17.7%	18.8%	24.9%	16.6%	22.1%
20.	Overall quality of teaching-learning process	48.1%	35.9%	14.9%	0.6%	0.6%

### Feedback Report:

From the survey, it was observed that the general response toward 90% of the questions asked were positive. However, the response to **Q.No 7** needs to be looked upon.

**Q. no 7: *The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.***


The survey further suggests that there is urgent need for improvement in the internet connectivity and efficient utilization of ICT tools.

### Further suggestions by the respondents:


- Enhance students' engagement during lectures
- Improvement in student-teacher relationship
- Students exchange programs
- Reduce student-teacher ratio
- More focus on slow learners
- Better e-resource
- Field trip/visit to aid classroom learning

## Action Taken Report

- Based on the suggestions teachers were apprised on keeping the students engaged by asking them questions, give the students an opportunity to share their thoughts, and carry out brain storming activities.
- Teachers were encouraged to deal the students with respect, respond to students in a timely manner, build trust, show genuine interest into students interests and likes, extend support when the students are in need, be open and honest.
- Department are advised to include Students exchange program in Yearly Action Plan.
- Sections were created to balance student-teacher ratio.
- Remedial classes are conducted for slow learners. The concerned teachers make the list of weak students and keep a track on it in the form of counselling, providing study materials.
- Library is upgraded, students can access e journals, e-books through N-List program of INFLIBNET. Students are oriented by the College Librarian during Induction/Orientation Program.
- Departments initiate field trip/excursion for the final year students every year.

  
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