



**Parvatibai Chowgule College of Arts and Science
(Autonomous)**

Accredited by NAAC with Grade 'A' (CGPA Score 3.41 on a 4 Point Scale)
Best affiliated College-Goa University Silver Jubilee Year Award

**REPORT ON THE STUDENT SATISFACTION
SURVEY (SSS)
ACADEMIC YEAR: 2020-2021**



INDEX PAGE

Sr.No	CONTENTS	PAGE Nos
1	INTRODUCTION 1.1 Objective 1.2 Survey Methodology	3
2	ANALYSIS 2.1 Detailed Analysis 2.2 Assessment of the Teaching Learning Process 2.3 Assessment of Evaluation Process 2.4 Assessment of mechanisms in place for overall growth of students 2.5 Assessment of effectiveness of Online Teaching and Evaluation	4-15 6 6 9 11 14
3	CONCLUSION	16
	APPENDIX-I (SSS Google Form Questionnaire for 2020-2021)	



REPORT OF THE STUDENTS SATISFACTION SURVEY FOR THE ACADEMIC YEAR 2020-2021

1. INTRODUCTION:

Parvatibai Chowgule College of Arts and Sciences (Autonomous), Margao, Goa conducted the Students Satisfaction Survey between Aug 1, 2021 to Aug 10, 2021. For a survey of this nature and scope, a record number of 452 students across various programmes run by the College participated in the survey.

1.1 OBJECTIVE:

The objective of the survey was to evaluate students' satisfaction level toward the Teaching Learning Process and other services facilitated at the college. The survey was conducted following the guidelines of the NAAC.

As the global pandemic has continued for the entire academic year resulting in largely online or blended mode of teaching and evaluation, few questions were also included to assess the awareness of online repositories, effectiveness of online teaching and evaluation, and issues faced by students in connection to these.

1.2 SURVEY METHODOLOGY:

Multiple choice-based questions were categorized into four major areas for assessments.

- A. Assessment of Teaching Learning Process
- B. Assessment of Evaluation Process
- C. Assessment of mechanisms in place for overall growth of students
- D. Awareness of various knowledge portals and effectiveness of online teaching and evaluation

A total of 25 questions were divided among above four categories. Two of the questions also collected students' subjective assessment and suggestions to improve the TLP and other facilitating services of the College.



2. ANALYSIS:**TABULAR SUMMARY OF ANALYSIS**

PARAMETER	FEEDBACK POINTERS	ANALYSIS
A. Assessment of Teaching Learning Process	1. The Syllabus of the Courses is Relevant.	98.7% Agree
	2. Teachers Communicate the Course Objectives, Course Outcomes and Programme Outcomes.	98% Communicated
	3. How well were the Teachers able to Communicate?	92% Effectiveness
	4. How well did the Teachers prepare for Classes?	98% Satisfactory and above
	5. The Teachers Illustrate Concepts through Examples and Other Means.	90% Illustrated
	6. Teachers use Student Centric Methods of Teaching-Learning (For e.g. Experiential Learning / Participative Learning / Problem Solving / Flipped Learning / Assignment Writing/ Presentations or Any Other Method).	89% Used usually or always
	7. Through Competency Tests and other means teachers understood my specific learning needs?	>70% Learning needs understood
B. Assessment of Evaluation Process	8. For Fairness of Internal Evaluation Teachers Display/Share the clear Rubrics/ Marking System.	88% Usually or always
	9. Are the Marks obtained at the Assessments shared by the Teachers with you?	95% Usually or always
	10. Teachers adopted multiple mode of assessments such as assignments / written tests / MCQs / Presentations / Group Activities/ Projects etc to evaluate specific Course Outcomes (COs).	95% Usually or always
	11. Besides subject knowledge, Multiple Modes of Evaluation helped me gain generic skills such as problem-solving, team work, ability to plan, confidence to learn, positivity and exposure to new opportunities etc.?	84% Usually or always
	12. The assessments were a good test of what was taught?	90% Usually or always
C. Assessment of mechanisms in place for overall growth of students	13. The Teachers provide Academic support, Activities and Assistance that aid the Teaching-Learning process.	84% Reasonably or Fully
	14. The College / Teachers take active interest in promoting Internships, Student Exchange, Field Opportunities.	64% Often or regularly 24% sometimes
	15. There are ample Opportunities and Activities provided for students to Participate, Learn and Develop Personality through the various Activities, Events, Clubs, etc. Conducted by the College/Department.	71% Agree or strongly agree



	16. Efforts made by College / Teacher to inculcate Soft Skills/ Life Skills/ Employability Skills?	75% Moderate to a greater extent
	17. Teaching and Mentoring process in the College facilitates your overall growth (i.e Cognitive, Social and Emotional growth).	75% Very well to significantly
	18. Your college Mentor has regular meetings with you?	40% usually to always 27.7% occasionally
	19. Feedback of the Courses and Faculty is obtained from Students	86% Agree to strongly agree
	20. The overall Quality of Teaching-Learning Processes at your College is very good.	82% Agree to strongly agree
D. Awareness of various knowledge portals and effectiveness of online teaching and evaluation	21. Which of the following aspects of Online Learning undertaken by the Teachers during the lock-down would you like to see carried forward until the College reopens?	54.4% Google meet 23% recorded lectures 15% assignment on CLAAP
	22. The Counseling specifically provided during the lock-down was Consistent and Helpful.	49% Usually to always 27% Occasionally
	23. To help the teaching learning during the pandemic which among these online repositories / MOOC you were made aware of?	69.9% SWAYAM/NPTEL 23.5% Coursera 9.2% EdX 5.2% DISHTAVO
	24. Discuss some Issues/Barriers/Problems faced wrt the Online Teaching and Home Learning experience during the lock-down period.	Mostly Network Issues
	25. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.	

2.1 DETAILED ANALYSIS:

PARTICIPANTS:

A record number of 452 students participated in the Students Satisfaction Survey 2020-2021. The summary of the number of participants from different programmes offered by the College are as follows:

1. B. A.:111
2. B.Sc.:278
3. B.Voc.: 5
4. M. A. :10
5. M. Sc.:48



2.2 ASSESSMENT OF THE TEACHING LEARNING PROCESS

Apart from selecting and grooming well qualified faculty on continuous basis, Parvatibai Chowgule College also emphasizes outcome-based learning. Every year the curriculum is reexamined and revised by academic as well as industry experts. Especially from Academic Year 2020-2021, workshops were conducted by the College for the teaching faculty to emphasize attainment of Course Outcomes (COs) leading up to attainment of Programme Outcomes (POs). In many cases COs were redesigned based on Bloom's Taxonomy and Learning Pyramid for the teaching learning to take place at higher levels. Faculty members taking various subject submitted CO reports based on the Continuous Assessment (CAs) and End Semester Examination. These efforts have been very positively reflected in the survey. Nearly all students (98.7%) have shown confidence in the relevance of the syllabus (Figure 1). 90.7% students also affirmed that they were made aware of the course objectives, Course Outcomes (COs), and Programme Outcomes by the faculty on a regular basis (Figure 2).

Ability to transfer of knowledge from a faculty to a student is an art that can be imparted and also a gift that is inborn. Knowledge transfer resulting in effective teaching learning has become especially challenging since the ongoing global pandemic. At the beginning of the semester faculty members conduct competency tests to gain insight into students' then understanding level and fulfillment of pre-requisites. Bases on students' competency, bridge courses or topics are discussed in groups or even at individual level so that the entire class can be at the same level of understanding. This process is repeated during the semester if necessary.

Faculty of the College have made extra efforts to overcome the challenges of online teaching and evaluation. The survey shows that in 92.3% cases teachers have communicate effectively with the students (Figure 3). 98% students have expressed that the faculty come well prepared (Figure 4) and 89.9% students said that efforts were made to explain concepts through relevant examples etc (Figure 5). The survey also reflects that in 90% times teachers understood students specific learning needs through competency tests etc (Figure 7). Keeping students engaged and interested in the subject and its discussion requires a variety of pedagogy. 89% of the participants have expressed that teacher have used students' centric methods like Experiential Learning, Participative Learning, Flipped Classroom etc to enrich the learning experience in spite of the challenges posed by online classes (Figure 6).



1. The Syllabus of the Courses is Relevant.

452 responses

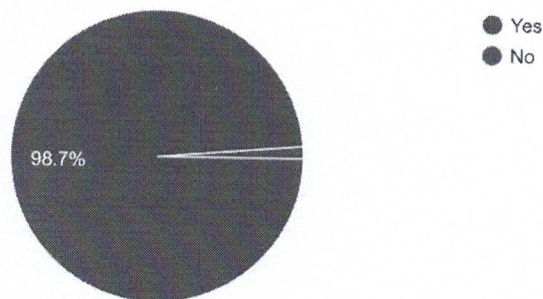


Figure 1: The Relevance of the Syllabus

2. Teachers Communicate the Course Objectives, Course Outcomes and Programme Outcomes.

452 responses

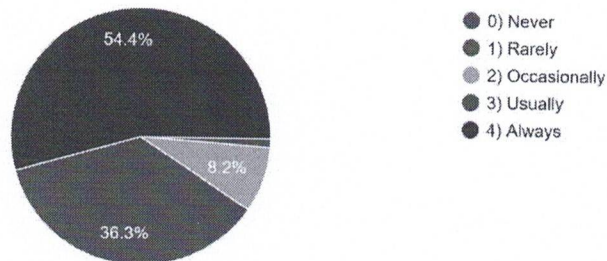


Figure 2: Teachers Communicate the Course Objectives, Course Outcomes and Programme Outcomes

3. How well were the Teachers able to Communicate?

452 responses

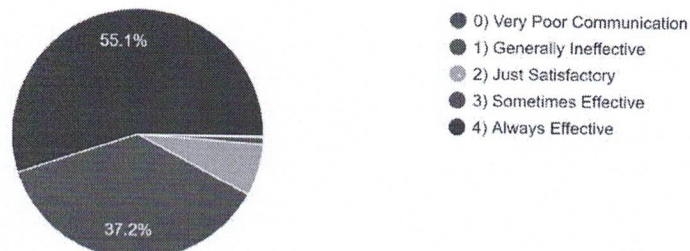


Figure 3: Effectiveness of Teachers to Communicate



4. How well did the Teachers prepare for Classes?

452 responses

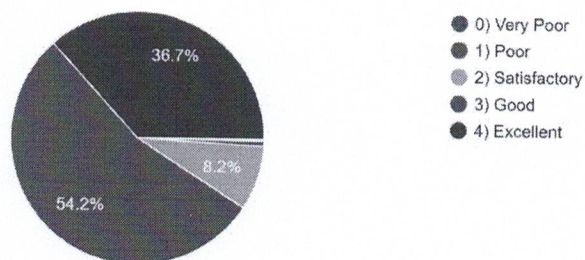


Figure 4: Preparation Level of Teachers for Classes

5. The Teachers Illustrate Concepts through Examples and Other Means.

452 responses

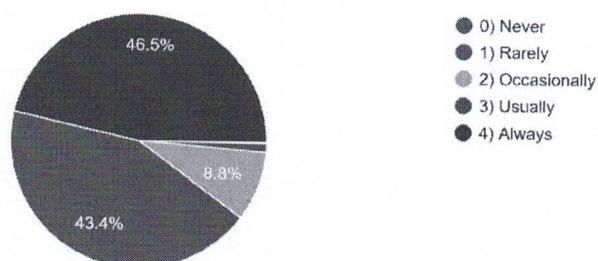


Figure 5: Effective Illustrations of Concepts

7. Through Competency Tests and other means teachers understood my specific learning needs?

452 responses

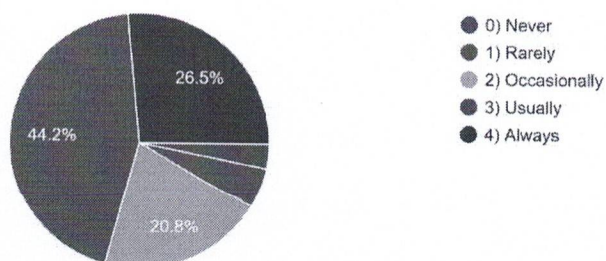


Figure 7: Understanding of students' learning needs

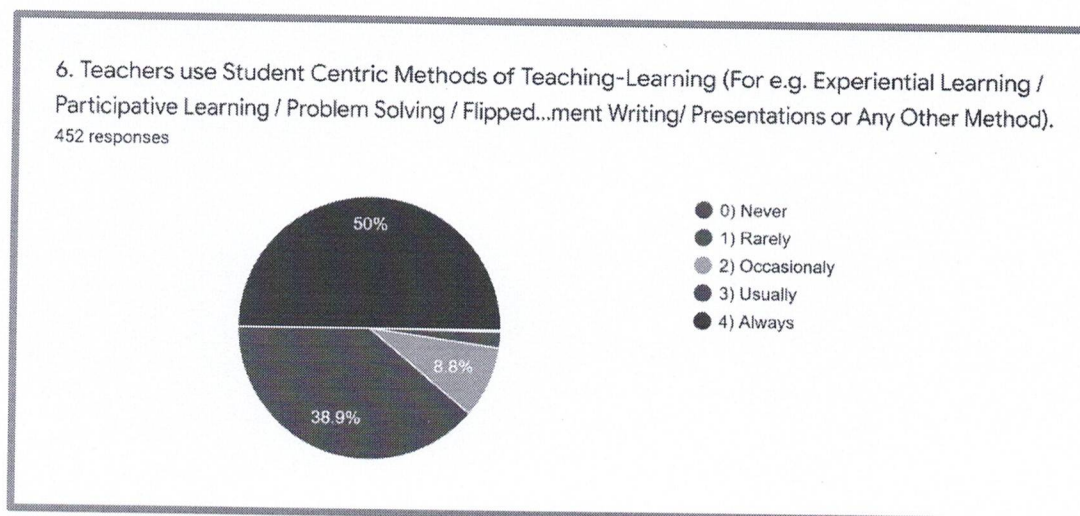


Figure 6: Student Centric Methods

2.3 ASSESSMENT OF EVALUATION PROCESS

The College has a policy of conducting several Continuous Assessments (CA) and one final End Semester Examination (ESE). As a matter of policy each of the CA is conducted in different modes such as: written test, MCQ based quiz, assignments, projects, viva, research writing and presentation etc. Also each CA is designed to target a subset of the Course Outcomes for that particular subject and so also an appropriate assessment mode for those sets of COs is decided by the teacher and made known to the students at the beginning of semester or with sufficient time in advance. Evaluation is done on a timely bases and the marks obtained by the students are shared with them for feedback and further discussion. 87% of respondents have recorded that the assessment done were fair (Figure 8). Nearly 85% responded have recorded that the marks obtained by them were shared with them by the concerned faculty (Figure 9). 95% of respondents have expressed satisfaction over the variety of assessment mode adopted by the faculty. Nearly 90% respondents think that the assessment made were a good test of what was taught during the interactions (Figure 10)

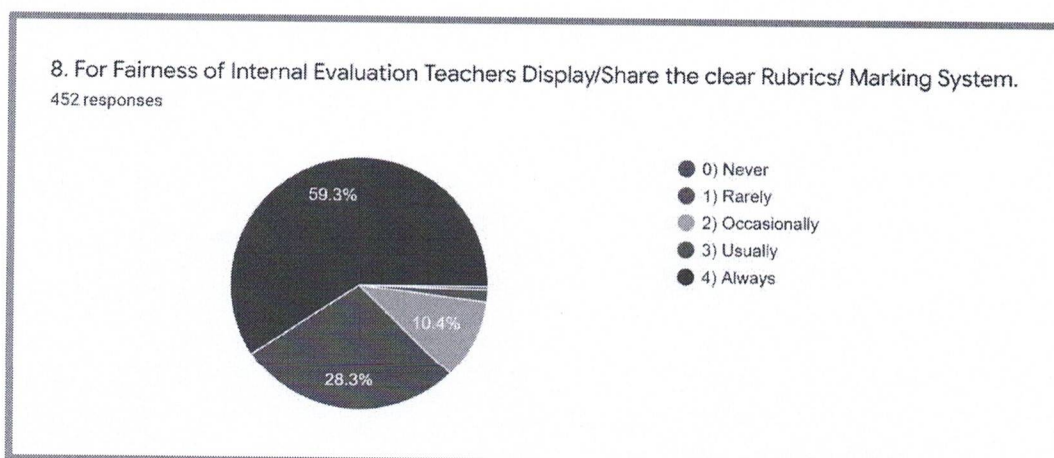


Figure 8: Fairness of Evaluation



9. Are the Marks obtained at the Assessments shared by the Teachers with you?
452 responses

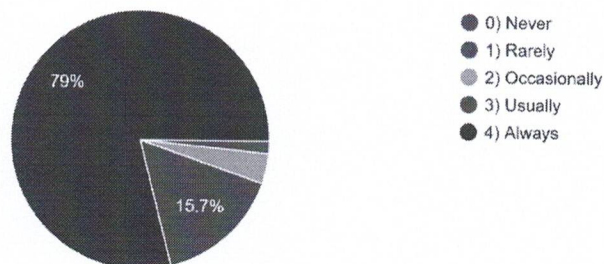


Figure 9: Marks shown to students

12. The assessments were a good test of what was taught?
452 responses

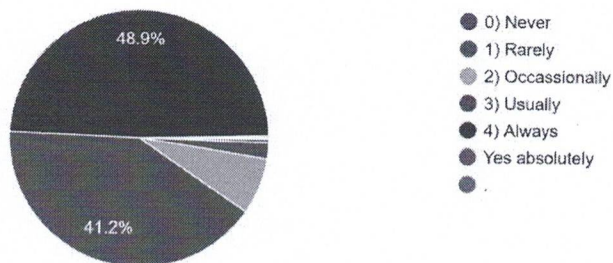


Figure 10: Relation between lectures and the tests conducted



2.4 ASSESSMENT OF MECHANISMS IN PLACE FOR OVERALL GROWTH OF STUDENTS

The objective of modern higher education is not just imparting subject knowledge but also to prepare students to be ready for jobs, career, higher studies etc which require a variety of other essential skills beside subject knowledge. The Teaching Learning and Evaluation Process of the College is consciously designed to impart other skills besides subject knowledge. These interventions are usually in the form of Mentoring, Academic Support, Internship, Students Exchange, Placement Assistant, Activities like Field Trip, Industrial Tour, Excursions etc. Also, various events and Clubs at College and Department level are meant to develop students overall personality. The online mode and shutdowns have especially challenged such activities which are otherwise regular activities of the College experience. But the College has done reasonably good even in these areas in the midst of great challenges because of the active interest taken by the College and its teachers toward promoting these activities.

84% of respondents believe that multiple mode of evaluation has helped them gain generic skills such as problem-solving, team work, ability to plan, confidence to learn, positivity and exposure to new opportunities etc (Figure 11). 84% of respondents have expressed that Academic Support, Activities and Assistance provided by teachers helped improve the Teaching-Learning Process (Figure 12). 64% participants have affirmed that College / Teachers have either often or regularly taken active interest in promoting Internships, Students Exchange and Field Opportunities (Figure 13). 71% participants agree that enough opportunities were provided to students to develop personality through activities, events, clubs etc (Figure 14). 75% participants express satisfaction about the efforts made to inculcate Soft Skills, Life Skills, Employability Skills etc (Figure 15). 46% participants believe that Teaching and Mentoring process facilitated their Cognitive, Social and Emotional growth (Figure 16). 40% respondents have stated that their mentors had meetings with them usually or always (Figure 17). 86% students agree that feedback of the courses were collected from students to help improve the Teaching Learning Process of the College (Figure 18). 82% of participants agree or strongly agree that the overall quality of Teaching-Learning Process of the college is very good (Figure 19).

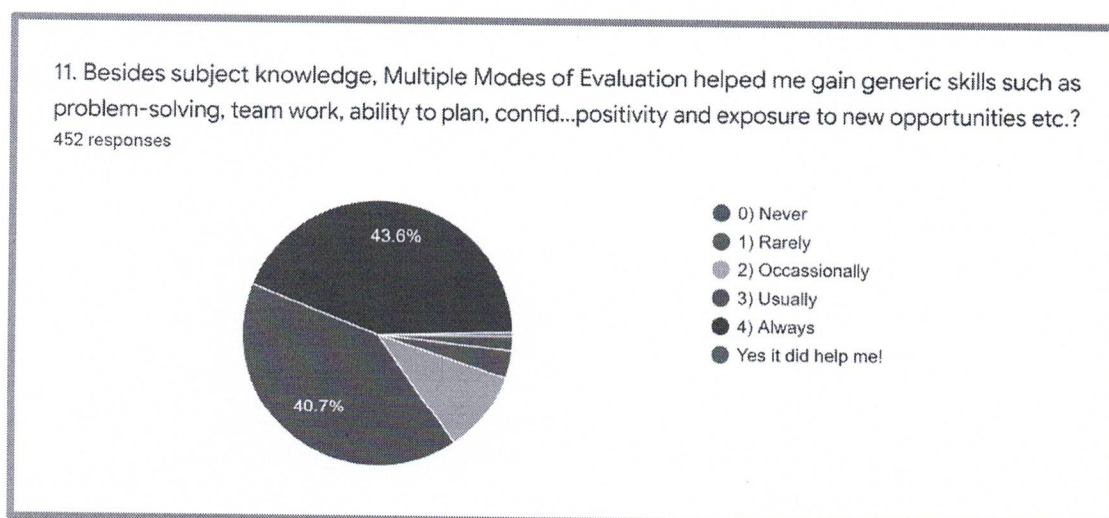


Figure 11: Relation between Multiple Mode of Evaluation and Generic skill gained



13. The Teachers provide Academic support, Activities and Assistance that aid the Teaching-Learning process.

452 responses

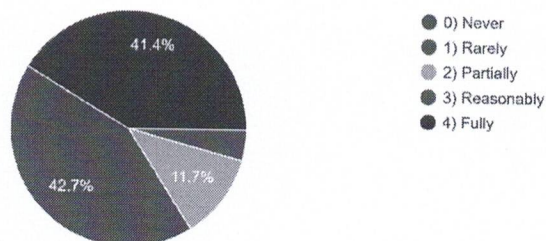


Figure 12: Academic Support and Assistance

14. The College / Teachers take active interest in promoting Internships, Student Exchange, Field Opportunities.

452 responses

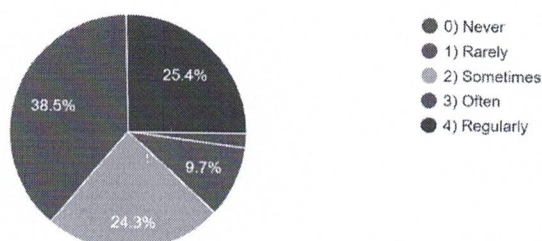


Figure 13: Promotion of Internships etc

15. There are ample Opportunities and Activities provided for students to Participate, Learn and Develop Personality through the various Activitie... Clubs, etc. Conducted by the College/Department.

452 responses

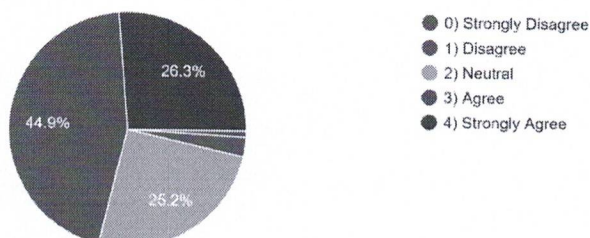


Figure 14: Opportunities for Personality Development



16. Efforts made by College / Teacher to inculcate Soft Skills/ Life Skills/ Employability Skills?
452 responses

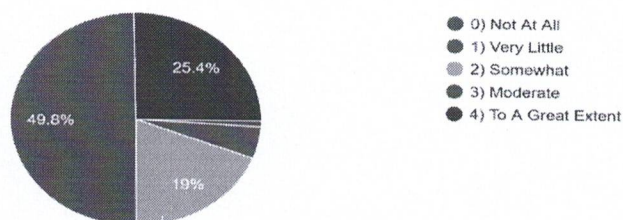


Figure 15: Efforts made toward development of Soft Skills etc

17. Teaching and Mentoring process in the College facilitates your overall growth (i.e Cognitive, Social and Emotional growth).
452 responses

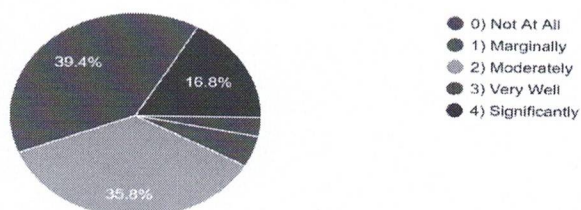


Figure 16: Effectiveness of Mentoring

18. Your college Mentor has regular meetings with you?
452 responses

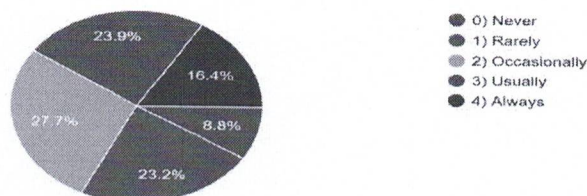


Figure 17: Regularity of Mentor-Mentee meeting

19. Feedback of the Courses and Faculty is obtained from Students
452 responses



Figure 18: Collection of Students' Feedback

2.5 ASSESSMENT OF EFFECTIVENES OF ONLINE TEACHING AND EVALUATION

Recording online classes and sharing the video lectures have become the new norm during the lockdowns. This has helped students revisit the lecture and gain better understanding. Also, students who would miss any lecture for whatever reason gets an opportunity to catch up with what was taught by watching the recorded lectures. Faculty members made efforts to make recorded lectures available to the students. Even assessments in the viva-voice and presentation mode were recorded so students can get appropriate feedback. The shutdowns and online classes opened door and drew attention toward well prepared materials available on various knowledge portals such as SWAYAM/NPTEL, DISTAVO, edX, Coursera etc. to be accessed by the students to enrich and supplement the learning. Keeping in mind few questions were added to the survey to assess the effectiveness of online teaching and evaluation.

54% respondents appreciated the online lectures through Google Meet, Zoom etc while another 23% respondents appreciated availability of pre-recorded lectures and regular contacts through WhatsApp, Google Classroom etc (Figure 20). 49% respondent expressed that counselling provided specifically during lockdown was usually or always consistent and helpful (Figure 21). 69% participants were either aware of or accessed SWAYAM/NPTEL, while 23% participants expressed awareness or accessed the Coursera knowledge portals during lock-downs (Figure 22).

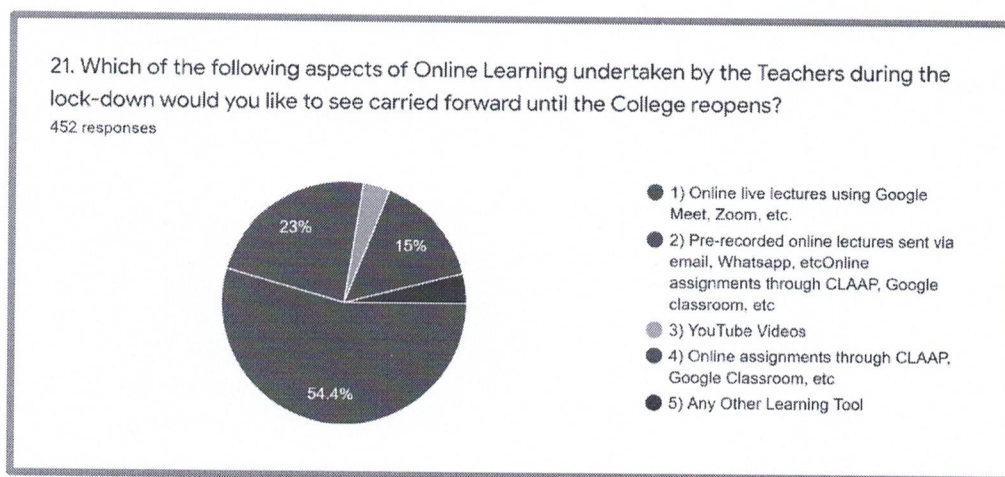


Figure 20: Preferred Online Method



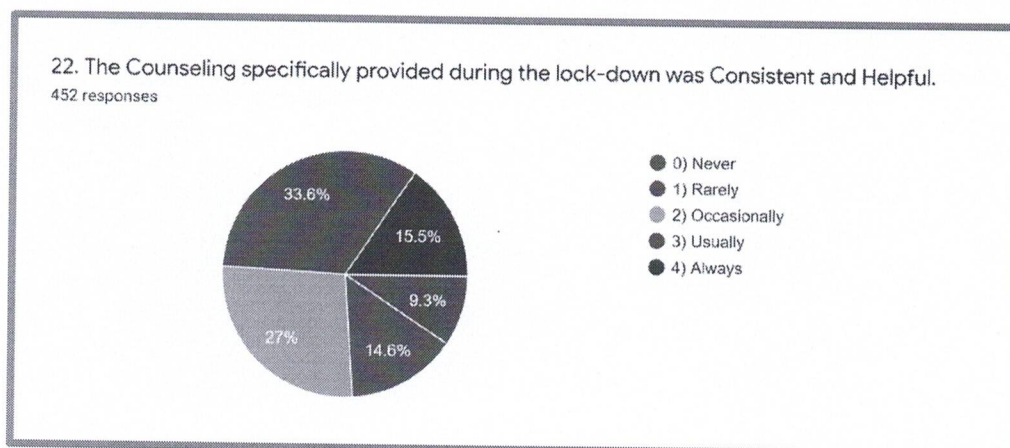


Figure 21: Effectiveness of Counseling during Lock-down

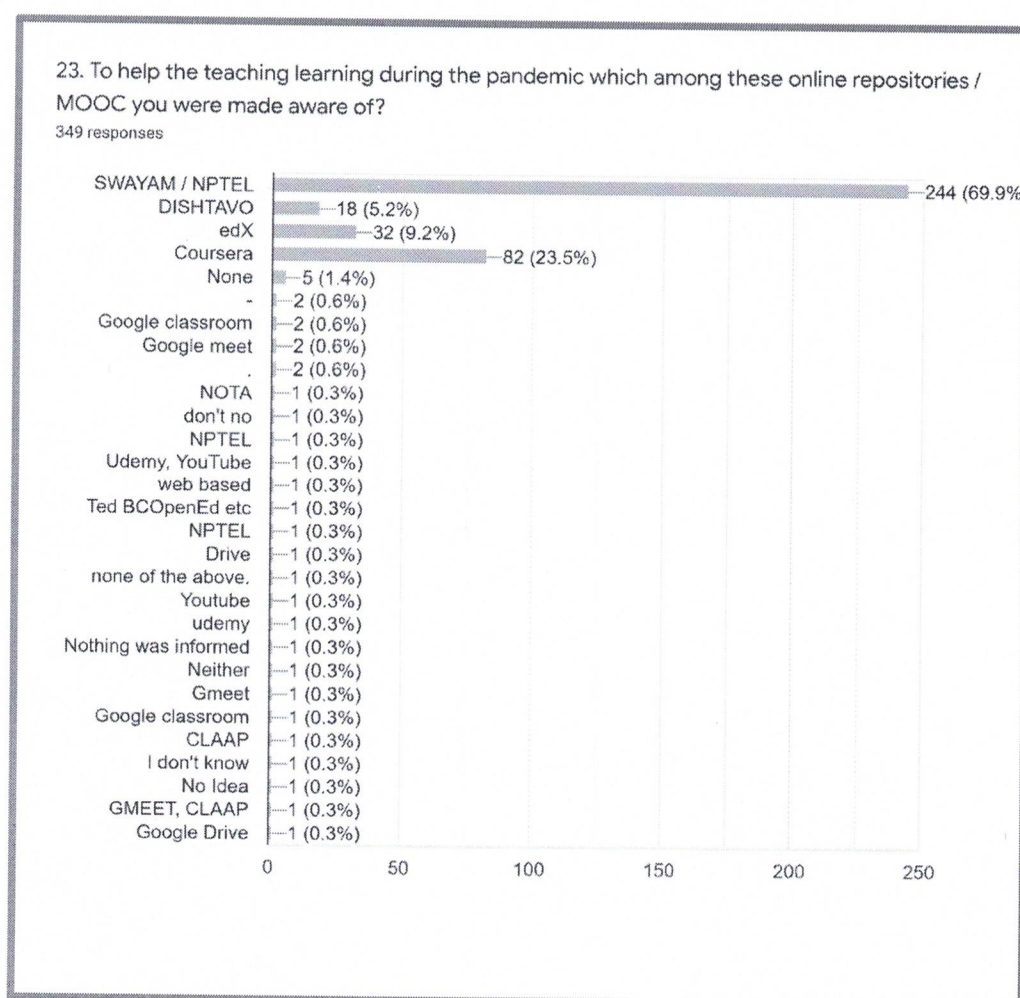


Figure 22: Awareness and access of knowledge portals



3 CONCLUSION:

The Students Satisfaction Survey 2020-2021 has brought to light many good efforts and interventions made by the College in spite of the prevailing lock-downs. Above 92% respondents either agree or strongly agree that the overall quality of Teaching-Learning Process is very good (Figure 23). Areas like mentoring and activities that require physical visit etc can be further improved through systematic planning and execution and will further enable the college toward its goal to be a center of excellence for higher education in Goa.

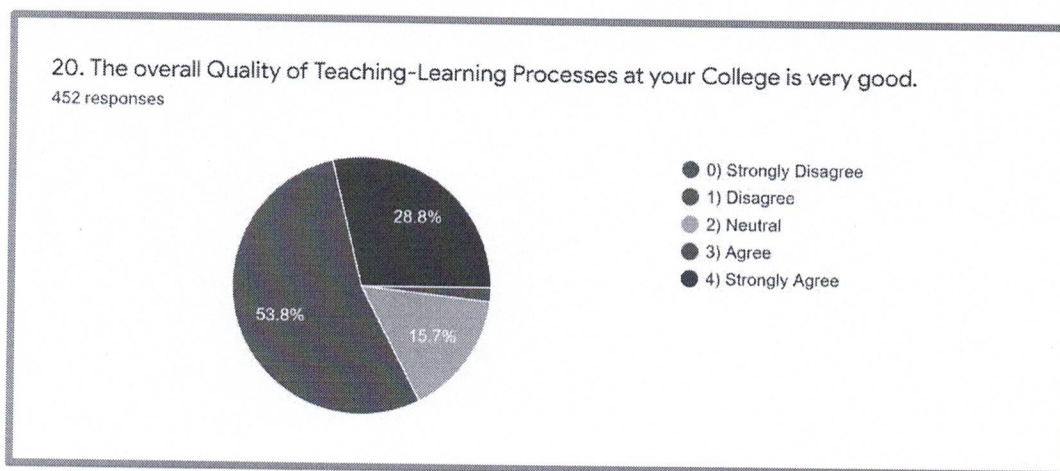


Figure 23: Over quality of Teaching-Learning Process

Falleiro

Dr.(Ms).SameenaFalleiro
Co-ordinator Criteria – II (NAAC/AQAR)

Shaila Ghanti

Dr.(Ms).Shaila Ghanti
Officiating Principal

Dated: 30th September, 2021



APPENDIX -I

Google Form of the SSS 2020-2021



PARVATIBAI CHOWGULE COLLEGE OF ARTS & SCIENCE (Autonomous) : STUDENT'S SATISFACTION SURVEY (SSS) 2020-21

ALL Students of FYBA/BSc, SYBA/BSc, TYBA/BSc as well as PG Courses are requested to kindly fill in this SSS form regarding Teaching Learning Processes of Chowgule College.

The respondent's email (**null**) was recorded on submission of this form.

* Required

1. Email *

Skip to question 2 *Skip to question 2*

Student Information

Details of the Student

2. Roll No of The Student: *

3. Name of The Student:

4. Programme (BA/BSc/BVoc/MA/MSc/PGDCA/Any other): *



5. Class (UG/PG): *

Mark only one oval.

- ☐ FY
- ☐ SY
- ☐ TY
- ☐ MSc
- ☐ MA
- ☐ PGDCA
- ☐ PGDIS
- ☐ PGDCGMLT
- ☐ Any Other

6. Department Name: *

7. 1. The Syllabus of the Courses is Relevant. *

Mark only one oval.

- ☐ Yes
- ☐ No

8. 2. Teachers Communicate the Course Objectives, Course Outcomes and Programme Outcomes. *

Mark only one oval.

- ☐ 0) Never
- ☐ 1) Rarely
- ☐ 2) Occasionally
- ☐ 3) Usually
- ☐ 4) Always



9. 3. How well were the Teachers able to Communicate? *

Mark only one oval.

- ☐ 0) Very Poor Communication
- ☐ 1) Generally Ineffective
- ☐ 2) Just Satisfactory
- ☐ 3) Sometimes Effective
- ☐ 4) Always Effective

10. 4. How well did the Teachers prepare for Classes? *

Mark only one oval.

- ☐ 0) Very Poor
- ☐ 1) Poor
- ☐ 2) Satisfactory
- ☐ 3) Good
- ☐ 4) Excellent

11. 5. The Teachers Illustrate Concepts through Examples and Other Means. *

Mark only one oval.

- ☐ 0) Never
- ☐ 1) Rarely
- ☐ 2) Occasionally
- ☐ 3) Usually
- ☐ 4) Always



12. 6. Teachers use Student Centric Methods of Teaching-Learning (For e.g. Experiential Learning / Participative Learning / Problem Solving / Flipped Learning / Assignment Writing/ Presentations or Any Other Method). *

Mark only one oval.

- ☐ 0) Never
☐ 1) Rarely
☐ 2) Occasionally
☐ 3) Usually
☐ 4) Always

13. 7. Through Competency Tests and other means teachers understood my specific learning needs? *

Mark only one oval.

- ☐ 0) Never
☐ 1) Rarely
☐ 2) Occasionally
☐ 3) Usually
☐ 4) Always

14. 8. For Fairness of Internal Evaluation Teachers Display/Share the clear Rubrics/ Marking System. *

Mark only one oval.

- ☐ 0) Never
☐ 1) Rarely
☐ 2) Occasionally
☐ 3) Usually
☐ 4) Always



15. 9. Are the Marks obtained at the Assessments shared by the Teachers with you? *

Mark only one oval.

- ☐ 0) Never
☐ 1) Rarely
☐ 2) Occasionally
☐ 3) Usually
☐ 4) Always

16. 10) Teachers adopted multiple mode of assessments such as assignments / written tests / MCQs / Presentations / Group Activities/ Projects etc to evaluate specific Course Outcomes(COs). *

Mark only one oval.

- ☐ 0) Never
☐ 1) Rarely
☐ 2) Occasionally
☐ 3) Usually
☐ 4) Always

17. 11. Besides subject knowledge, Multiple Modes of Evaluation helped me gain generic skills such as problem-solving, team work, ability to plan, confidence to learn, positivity and exposure to new opportunities etc.? *

Mark only one oval.

- ☐ 0) Never
☐ 1) Rarely
☐ 2) Occasionally
☐ 3) Usually
☐ 4) Always
☐ Other: _____



18. 12. The assessments were a good test of what was taught? *

Mark only one oval.

- ☐ 0) Never
☐ 1) Rarely
☐ 2) Occassionally
☐ 3) Usually
☐ 4) Always
☐ Other: _____

19. 13. The Teachers provide Academic support, Activities and Assistance that aid the Teaching-Learning process. *

Mark only one oval.

- ☐ 0) Never
☐ 1) Rarely
☐ 2) Partially
☐ 3) Reasonably
☐ 4) Fully

20. 14. The College / Teachers take active interest in promoting Internships, Student Exchange, Field Opportunities. *

Mark only one oval.

- ☐ 0) Never
☐ 1) Rarely
☐ 2) Sometimes
☐ 3) Often
☐ 4) Regularly



21. 15. There are ample Opportunities and Activities provided for students to Participate, Learn and Develop Personality through the various Activities, Events, Clubs, etc. Conducted by the College/Department. *

Mark only one oval.

- ☐ 0) Strongly Disagree
☐ 1) Disagree
☐ 2) Neutral
☐ 3) Agree
☐ 4) Strongly Agree

22. 16. Efforts made by College / Teacher to inculcate Soft Skills/ Life Skills/ Employability Skills? *

Mark only one oval.

- ☐ 0) Not At All
☐ 1) Very Little
☐ 2) Somewhat
☐ 3) Moderate
☐ 4) To A Great Extent

23. 17. Teaching and Mentoring process in the College facilitates your overall growth (i.e Cognitive, Social and Emotional growth). *

Mark only one oval.

- ☐ 0) Not At All
☐ 1) Marginally
☐ 2) Moderately
☐ 3) Very Well
☐ 4) Significantly



24. 18. Your college Mentor has regular meetings with you? *

Mark only one oval.

- ☐ 0) Never
☐ 1) Rarely
☐ 2) Occasionally
☐ 3) Usually
☐ 4) Always

25. 19. Feedback of the Courses and Faculty is obtained from Students *

Mark only one oval.

- ☐ 0) Strongly Disagree
☐ 1) Disagree
☐ 2) Neutral
☐ 3) Agree
☐ 4) Strongly Agree

26. 20. The overall Quality of Teaching-Learning Processes at your College is very good. *

Mark only one oval.

- ☐ 0) Strongly Disagree
☐ 1) Disagree
☐ 2) Neutral
☐ 3) Agree
☐ 4) Strongly Agree



27. 21. Which of the following aspects of Online Learning undertaken by the Teachers during the lock-down would you like to see carried forward until the College reopens? *

Mark only one oval.

- ☐ 1) Online live lectures using Google Meet, Zoom, etc.
- ☐ 2) Pre-recorded online lectures sent via email, Whatsapp, etc Online assignments through CLAAP, Google classroom, etc
- ☐ 3) YouTube Videos
- ☐ 4) Online assignments through CLAAP, Google Classroom, etc
- ☐ 5) Any Other Learning Tool

28. 22. The Counseling specifically provided during the lock-down was Consistent and Helpful. *

Mark only one oval.

- ☐ 0) Never
- ☐ 1) Rarely
- ☐ 2) Occasionally
- ☐ 3) Usually
- ☐ 4) Always

29. 23. To help the teaching learning during the pandemic which among these online repositories / MOOC you were made aware of?

Check all that apply.

- ☐ SWAYAM / NPTEL
- ☐ DISHTAVO
- ☐ edX
- ☐ Coursera

Other: ☐ _____



30. 24. Discuss some Issues/Barriers/Problems faced wrt the Online Teaching and Home Learning experience during the lock-down period. *

31. 25. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College. *

This content is neither created nor endorsed by Google.

Google Forms

