



Parvatibai Chowgule College of Arts and Science

Autonomous

Accredited by NAAC with Grade 'A' (CGPA Score 3.41 on a 4 Point Scale in 3rd cycle)

Best affiliated College-Goa University Silver Jubilee Year Award

## STUDENT SATISFACTION SURVEY 2018-2019

### Introduction:

Student Satisfaction Survey (SSS), was conducted to obtain feedback on course curriculum, its relevance, course resources provided, Teaching-Learning-Evaluation processes, modes of evaluation and fairness of assessment, infrastructural facilities and opportunities made available to the students. Based on the feedback obtained, necessary action plan was made by the Deans/IQAC and the same was conveyed to the Heads of the departments/Course faculty. The same was also incorporated in the AAA report.

### Process:

19 question, questionnaire was designed as per the reference points indicated in NAAC SSS guidelines. The last question was subjective to receive general feedback and suggestions to improve overall Teaching-Learning experience in the college. The SSS was carried out via Google form which was administered to all students, via multiple means by means of formal notice and link on the college website for students, sharing links of the form on social platforms with all HODs and also by emailing the link to HODs.

### Major Focus:

- 1) Feedback on the course content and relevance
- 2) Feedback on Teaching-Learning-Evaluation.
- 3) Feedback on Opportunities for students/ Academic support
- 4) Overall learning processes
- 5) Subjective Question- Suggestions



**ANALYSIS:**

The results obtained were analysed to get an overview of the strengths and weaknesses based on the focus areas. Parameters pertaining to course content and relevance, Teaching-Learning-Evaluation and academic support were analysed for satisfaction rate amongst the students.

<b>ANALYSIS OF THE FEEDBACK RECEIVED- SSS 2018-19</b>		
<b>Parameter</b>	<b>Feedback Pointers</b>	<b>Analysis</b>
A) Course Relevance and content	1. The syllabus of the courses is relevant	Relevant: 97.5%
	2. Course objectives, course outcomes and programme outcomes were communicated by the teacher	Cos/POs Communicated: 98.9%
B) Teaching-Learning-Evaluation	3. How well were the teachers able to communicate?	Effective Communication: 98.9%
	4. Level of preparation of the teacher for the class	Good level of preparation: 97.7%
	5. Teacher's approach to teaching can be described as	Teacher approach Good: 98.1%
	6. The teachers illustrate concepts through examples and other mean	Teacher illustrates concepts: 96.7%
	7. teachers use student centric methods of Teaching-Learning (For e.g. experiential learning/participative learning/ problem solving/flipped classroom/ assignment writing/ presentations etc)	Use Student centric T-L-E modes: 96.2%
	8. For fairness of internal evaluation, teachers displays clear rubrics/markings scheme	Fair evaluation with rubrics: 96.2%
	9. Assessment marks are shared with you by Teachers	Teacher shares assessment marks: 97.8%
C) Opportunities for students/ Academic support	10. College takes active interest in promoting internships, student exchange, field opportunities	Regularly: 90%
	11. There are ample opportunities and activities for students to participate, learn and develop personality	Ample opportunities and activities: 94.8%
	12. Teachers identify your strengths and encourages you by providing right levels of challenges through activities and	Yes: 90.6%





	assessments	
	13. Teachers were able to identify your weaknesses and help you to overcome them (Target setting and Grade tracking)	Yes: 86.9%
	14. Efforts are made by College / Teacher to inculcate soft skills/ life skills/ employability skills	Yes: 92.2%
	15. Feedback of the Courses and Faculty is obtained from students	Yes: 97.21%
	16. Teaching and mentoring process in your College facilitates cognitive, social and emotional growth	Yes: 89%
	17. College has mentoring programme and meetings are held to help students	Yes: 94.2%
D) Overall learning processes	18. The overall quality of Teaching-Learning processes at your College is very good	Yes: 96.4% (Detailed Graphical form of Report was prepared)
E) Subjective Question /Suggestions received	19. Give three suggestions to improve overall Teaching-Learning experience in your college.	All suggestions received were compiled Department wise report was prepared

### ACTION TAKEN REPORT:

Following reports were generated based on the feedback received:

- 1) Consolidated analysis report of parameters pertaining to course and T-L-E processes.
- 2) Graphical representation report of analysis (PIE diagrams) based on the feedback received.
- 3) Faculty wise report of all suggestions received. Department wise suggestions received were categorised under Faculty of Life Sciences, Faculty of Physical & Earth sciences, Faculty of languages and Faculty of social Sciences.
- 4) Feedback on Teachers teaching.



Action on Feedback on Course Relevance and content, Teaching-Learning-Evaluation:

**1) Course Content and delivery:**

- Suggestions received were documented department wise and based on the Inputs/feedback received were duly noted and action plan was prepared by the Principal.
- Based on the feedback, specific objectives were given to the Deans to be incorporated into the annual work plan of Deans for 2019-20.
- Also Agenda of the BOS was defined and given to all BOS chairman, to incorporate the suggestions received.
- HODs were asked to obtain Feedback from alumni, industrial experts and employers. Further based on their feedbacks, changes were to be made in the curriculum and thereafter approved in the BOS.
- HODs were requested to float relevant certificate courses to enhance skills in students.
- HODs were also asked to identify SWAYAM courses.

**2) T-L-E processes:**

- Adoption of multiple mode of Teaching-Learning and assessment was promoted.
- Faculty were mandated to upload Rubrics of assessment on Moodle/Google classroom, with dates of assessment well in advance.
- Deans were asked to conduct workshops for teachers to empower teachers T-L-E pedagogies.
- Special forms were created to ensure smooth functioning and monitoring of T-L-E processes.

**3) Teacher performance:**

- Based on the observations, specific teachers who received adverse remarks were called for meeting with the Principal and given chance for improvement.
- Also a system was created to monitor the teaching proficiency of New teachers which was an exercise executed by a team consisting of the Deans + HOD + Principal/Vice-principal/IQAC coordinator for 2019-2020.

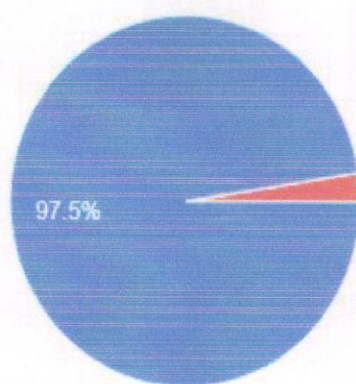


## STUDENT SATISFACTION SURVEY 2018-2019 GRAPHICAL REPRESENTATION REPORT OF ANALYSIS BASED ON THE FEEDBACK RECEIVED

Following is the graphical report of the SSS for 2018-19

### 1. The syllabus of the courses is relevant

395 responses

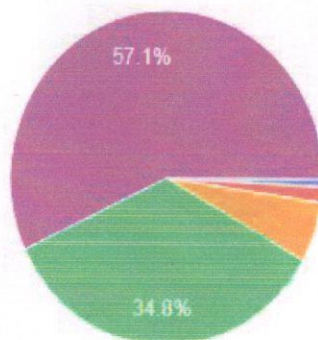


● Yes  
● No

**Relevant: 97.5%**  
**No: 02.5%**

### 2. Course objectives, course outcomes and programme outcomes were communicated by the teacher

394 responses

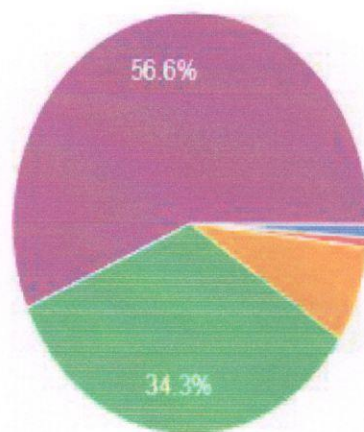


● 0) Never  
● 1) Rarely  
● 2) Occasionally  
● 3) Usually  
● 4) Always

**Cos/POs Communicated: 98.9%**  
**No: 01.1%**

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

394 responses

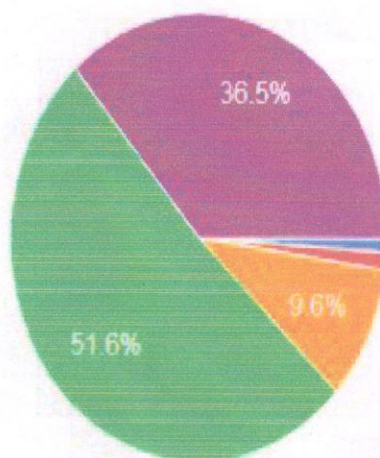


- 0) Very poor communication
- 1) Generally ineffective
- 2) Just satisfactory
- 3) Sometimes effective
- 4) Always effective

**Effective Communication: 98.9%**  
**Ineffective: 01.1%**

### 4. Level of preparation of the teacher for the class

395 responses



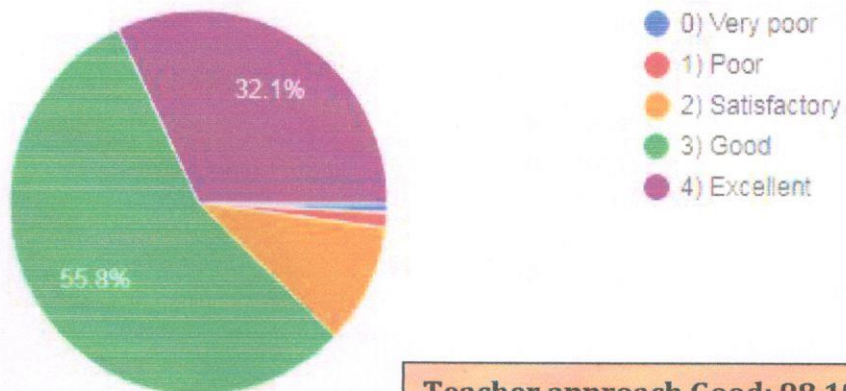
- 0) Very poor
- 1) Poor
- 2) Satisfactory
- 3) Good
- 4) Excellent

**Good level of preparation: 97.7%**  
**Poor preparation: 02.3%**



### 5. Teacher's approach to teaching can be described as

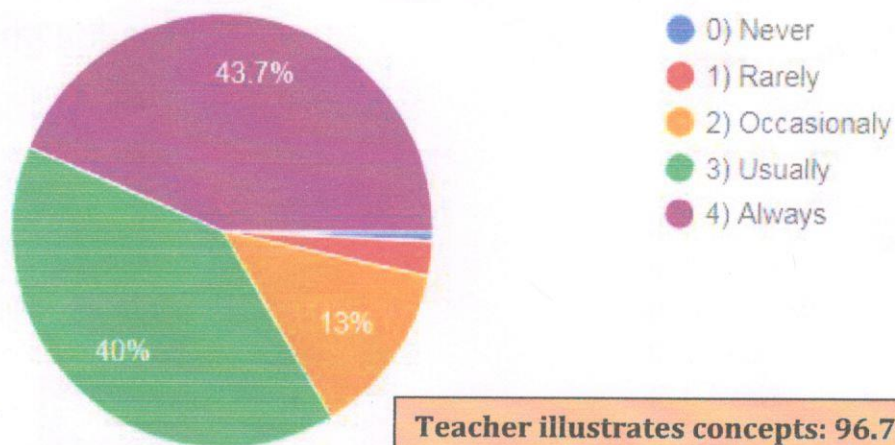
396 responses



**Teacher approach Good: 98.1%**  
**Not satisfactory: 01.9%**

### 6. The teachers illustrate concepts through examples and other means

396 responses

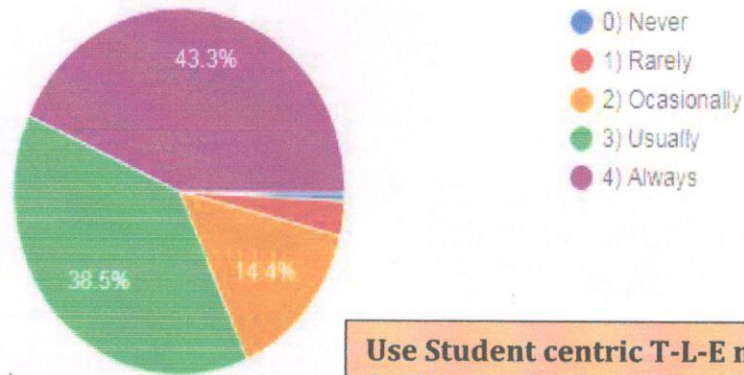


**Teacher illustrates concepts: 96.7%**  
**No: 03.3%**



7. Teachers use student centric methods of Teaching-Learning (For e.g. experiential learning/participative learning/ problem solving/flipped classroom/ assignment writing/ presentations etc)

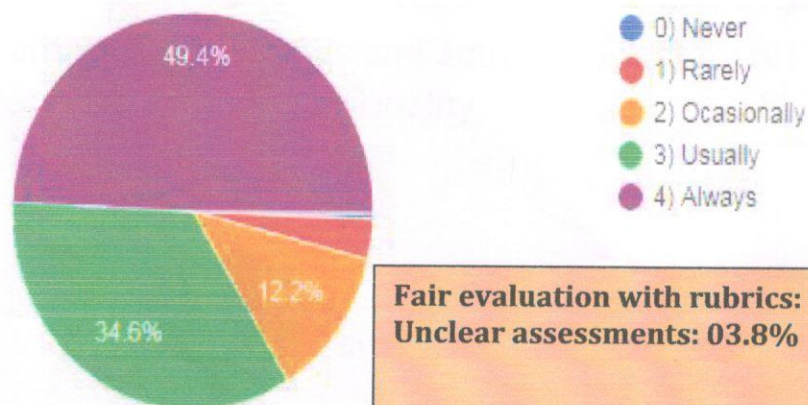
395 responses



**Use Student centric T-L-E modes: 96.2%**  
**Do not use Student centric T-L-E modes: 03.8%**

8. For fairness of internal evaluation, teachers displays clear rubrics/marketing scheme

393 responses

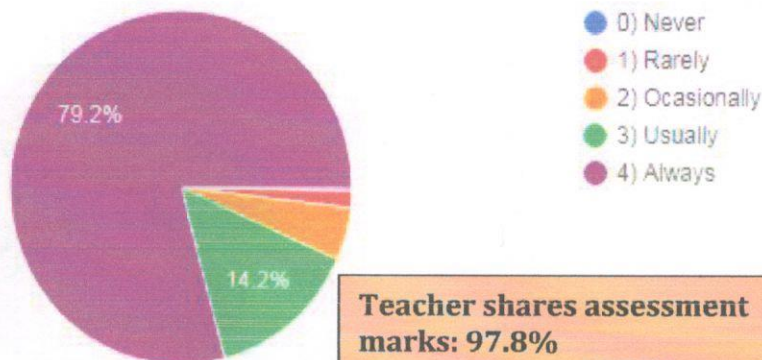


**Fair evaluation with rubrics: 96.2%**  
**Unclear assessments: 03.8%**



## 9. Assessment marks are shared with you by Teachers

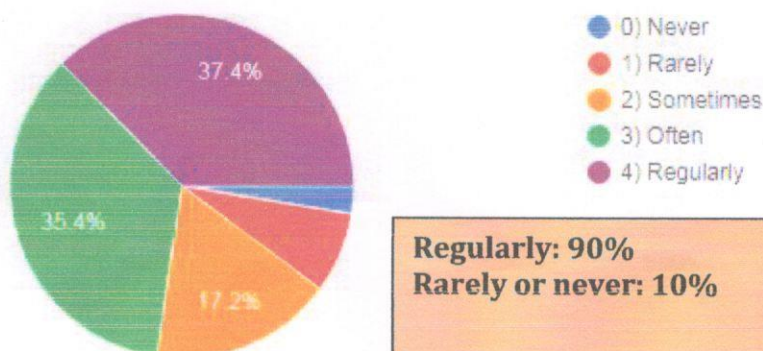
394 responses



**Teacher shares assessment marks: 97.8%**  
**Does not share: 02.2%**

## 10. College takes active interest in promoting internships, student exchange, field opportunities

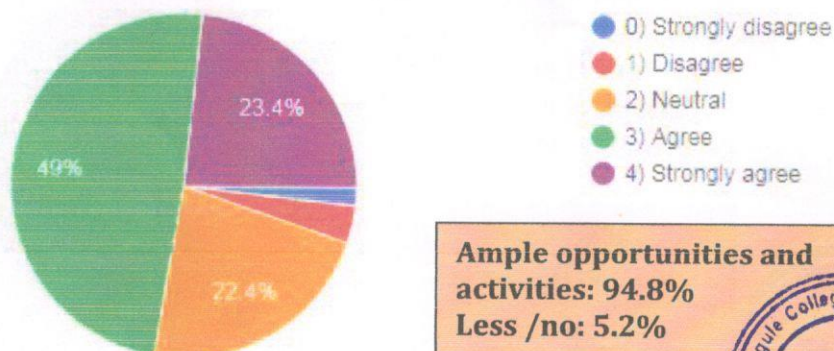
396 responses



**Regularly: 90%**  
**Rarely or never: 10%**

## 11. There are ample opportunities and activities for students to participate, learn and develop personality

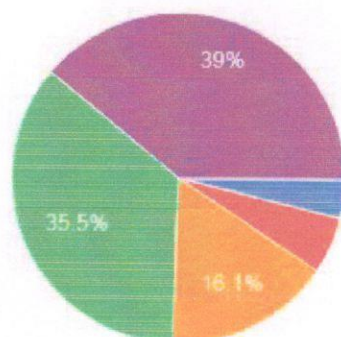
398 responses



**Ample opportunities and activities: 94.8%**  
**Less /no: 5.2%**

### 12. Teachers identify your strengths and encourages you by providing right levels of challenges through activities and assessments

397 responses

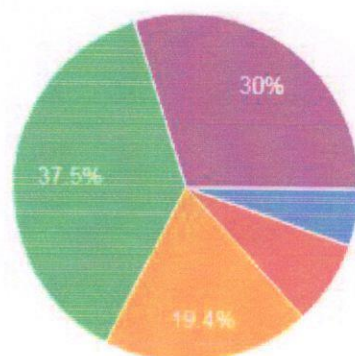


- 0) Unable to
- 1) Slightly
- 2) Partially
- 3) Reasonably
- 4) Fully

**Yes: 90.6%**  
**No: 9.4%**

### 13. Teachers were able to identify your weaknesses and help you to overcome them (Target setting and Grade tracking)

397 responses

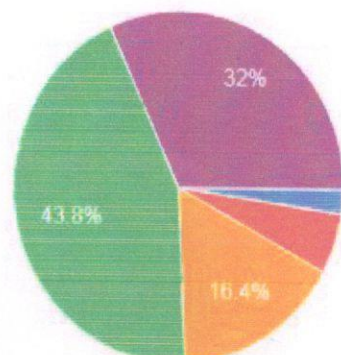


- 0) Never
- 1) Rarely
- 2) Occasionally
- 3) Usually
- 4) Always

**Yes: 86.9%**  
**No: 13.1%**

### 14. Efforts are made by College / Teacher to inculcate soft skills/ life skills/ employability skills

397 responses



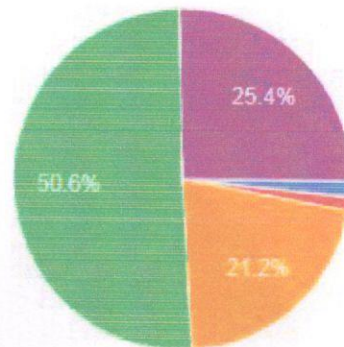
- 0) Not at all
- 1) Very little
- 2) Somewhat
- 3) Moderate
- 4) To great extent

**Yes: 92.2%**  
**No: 7.8%**



### 15. Feedback of the Courses and Faculty is obtained from students

397 responses

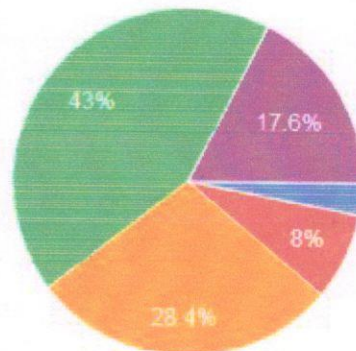


- 0) Strongly disagree
- 1) Disagree
- 2) Neutral
- 3) Agree
- 4) Strongly agree

**Yes: 97.21%**  
**No: 02.79%**

### 16. Teaching and mentoring process in your College facilitates cognitive, social and emotional growth

398 responses

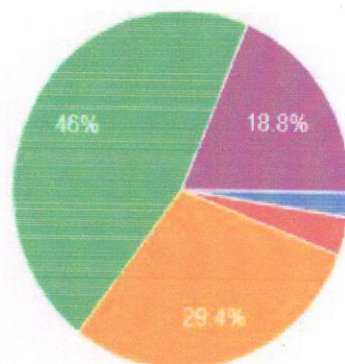


- 0) Not at all
- 1) Marginally
- 2) Moderately
- 3) Very well
- 4) Significantly

**Yes: 89%**  
**Marginally or No: 11%**

### 17. College has mentoring programme and meetings are held to help students

398 responses

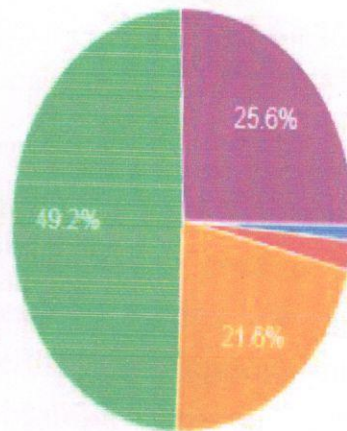


- 0) Strongly Disagree
- 1) Disagree
- 2) Neutral
- 3) Agree
- 4) Strongly Agree

**Yes: 94.2%**  
**Marginally or No: 5.8%**


18. The overall quality of Teaching-Learning processes at your College is very good

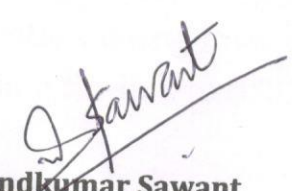
398 responses



- 0) Strongly disagree
- 1) Disagree
- 2) Neutral
- 3) Agree
- 4) Strongly agree

**Yes: 96.4%**  
**Marginally or No: 3.6%**

  
**Dr. Nandini Vaz Fernandes**  
Dean- faculty of Life Sciences

  
**Dr. Nandkumar Sawant**  
Principal



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**STUDENTS  
SATISFACTION SURVEY  
2018-19  
QUESTIONNAIRE**

# PARVATIBAI CHOWGULE COLLEGE OF ARTS & SCIENCE: STUDENT'S SATISFACTION SURVEY

Students of SYBA/BSc and TYBA/BSc are requested to kindly fill in this SSS form regarding teaching learning processes of Chowgule college.

1. Name

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2. Programme (BA/BSc/BVoc)

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3. Subject

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4. 1. The syllabus of the courses is relevant

*Mark only one oval.*

☐ Yes

☐ No





5. 2. Course objectives, course outcomes and programme outcomes were communicated by the teacher

*Mark only one oval.*

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

6. 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

7. 4. Level of preparation of the teacher for the class

*Mark only one oval.*

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



8. 5. Teacher's approach to teaching can be described as

*Mark only one oval.*

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

9. 6. The teachers illustrate concepts through examples and other means

*Mark only one oval.*

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

10. 7. Teachers use student centric methods of Teaching-Learning (For e.g. experiential learning/participative learning/ problem solving/flipped classroom/ assignment writing/ presentations etc)

*Mark only one oval.*

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





11. 8. For fairness of internal evaluation, teachers displays clear rubrics/markings scheme

*Mark only one oval.*

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

12. 9. Assessment marks are shared with you by Teachers

*Mark only one oval.*

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



13. 10. College takes active interest in promoting internships, student exchange, field opportunities

*Mark only one oval.*

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



14. 11. There are ample opportunities and activities for students to participate, learn and develop personality

*Mark only one oval.*

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

15. 12. Teachers identify your strengths and encourages you by providing right levels of challenges through activities and assessments

*Mark only one oval.*

- ☐ 0) Unable to
- ☐ 1) Slightly
- ☐ 2) Partially
- ☐ 3) Reasonably
- ☐ 4) Fully

16. 13. Teachers were able to identify your weaknesses and help you to overcome them (Target setting and Grade tracking)

*Mark only one oval.*

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





17. 14. Efforts are made by College / Teacher to inculcate soft skills/ life skills/ employability skills

*Mark only one oval.*

- ☐ 0) Not at all  
☐ 1) Very little  
☐ 2) Some what  
☐ 3) Moderate  
☐ 4) To great extent

18. 15. 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

19. 16. Teaching and mentoring process in your College facilitates cognitive, social and emotional growth

*Mark only one oval.*

- ☐ 0) Not at all  
☐ 1) Marginally  
☐ 2) Moderately  
☐ 3) Very well  
☐ 4) Significantly



10. 17. College has mentoring programme and meetings are held to help students

Mark only one oval.

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

21. 18. 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

22. 19. Give three suggestions to improve overall Teaching-Learning experience in your college.

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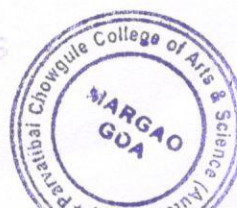
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