



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: 2021-2022**



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REPORT OF THE STUDENTS SATISFACTION SURVEY FOR THE ACADEMIC YEAR 2021-2022

1. INTRODUCTION:

Parvatibai Chowgule College of Arts and Sciences (Autonomous), Margao, Goa conducted the Students Satisfaction Survey between Aug 1, 2021 to Aug 10, 2022. For a survey of this nature and scope 205 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.

1.2 SURVEY METHODOLOGY:

Multiple choice-based questions were categorized into three 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

A total of 22 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		100% Agree
	1. The Syllabus of the Courses is Relevant.	
	2. Teachers Communicate the Course Objectives, Course Outcomes and Programme Outcomes.	97% Communicated
	3. How well were the Teachers able to Communicate the Course?	98% Effectiveness
	4. How well did the Teachers prepare for Classes?	99% Satisfactory and above
	5. The Teachers Illustrate Concepts through Examples and Other Means.	98.5% 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).	86% Used usually or always
B. Assessment of Evaluation Process	7. Through Competency Tests and other means teachers understood my specific learning needs?	>65% Learning needs understood
	8. For Fairness of Internal Evaluation Teachers Display/Share the clear Rubrics/ Marking System.	92% Usually or always
	9. Are the Marks obtained at the Assessments shared by the Teachers with you?	97% 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).	96% 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?	91% 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.	82% Reasonably Fully or
	14. The College / Teachers take active interest in promoting Internships, Student Exchange, Field Opportunities.	64% Often or regularly 17% 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?	70% Moderate to a greater extent
	17. Teaching and Mentoring process in the College facilitates your overall growth (i.e Cognitive, Social and Emotional growth).	59% Very well to significantly 32% Moderately
	18. Your college Mentor has regular meetings with you?	60% usually to always 24% occasionally
	19. Feedback of the Courses and Faculty is obtained from Students	80% Agree to strongly agree
	20. The overall Quality of Teaching-Learning Processes at your College is very good.	80% Agree to strongly agree
	21. Discuss some Issues/Barriers/Problems faced wrt the Teaching-Learning and Evaluation experience during this academic year.	Qualitative
	22. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.	Qualitative

2.1 DETAILED ANALYSIS:

PARTICIPANTS:

A total of 205 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.: 70
2. B.Sc.: 94
3. B.Voc.: 1
4. M. A. :16
5. M. Sc.:24



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. Faculty members taking various subject submitted Course Outcome (CO) reports based on the Continuous Assessment (CAs) and End Semester Examination. Record 100% students have shown confidence in the relevance of the syllabus (Figure 1). 91.8% 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).

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.

The survey shows that in 93.6% cases teachers have communicate effectively with the students (Figure 3). 99% students have expressed that the faculty come well prepared (Figure 4) and 98.5% students said that efforts were made to explain concepts through relevant examples etc (Figure 5). The survey also reflects that in 97.6% 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.

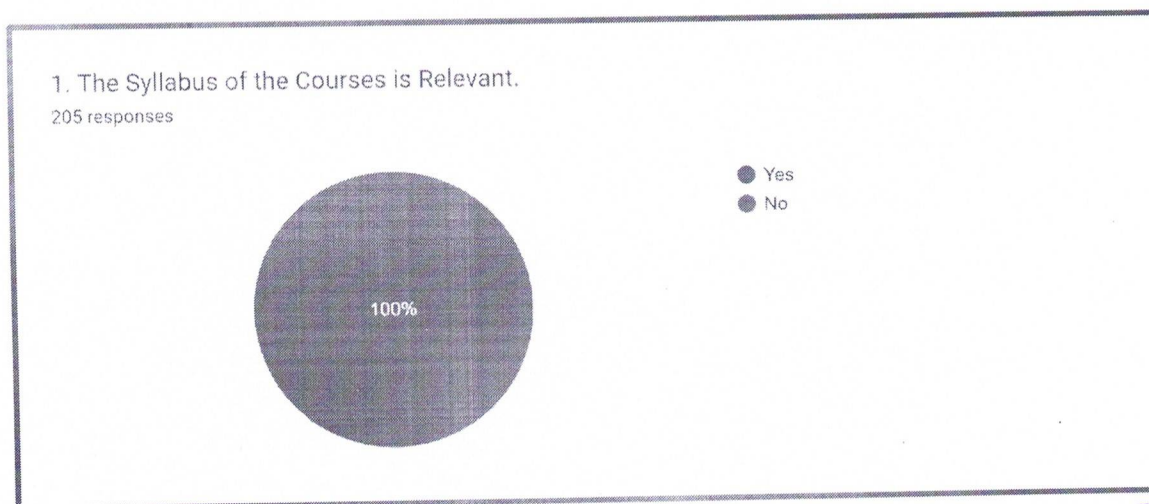


Figure 1: The Relevance of the Syllabus



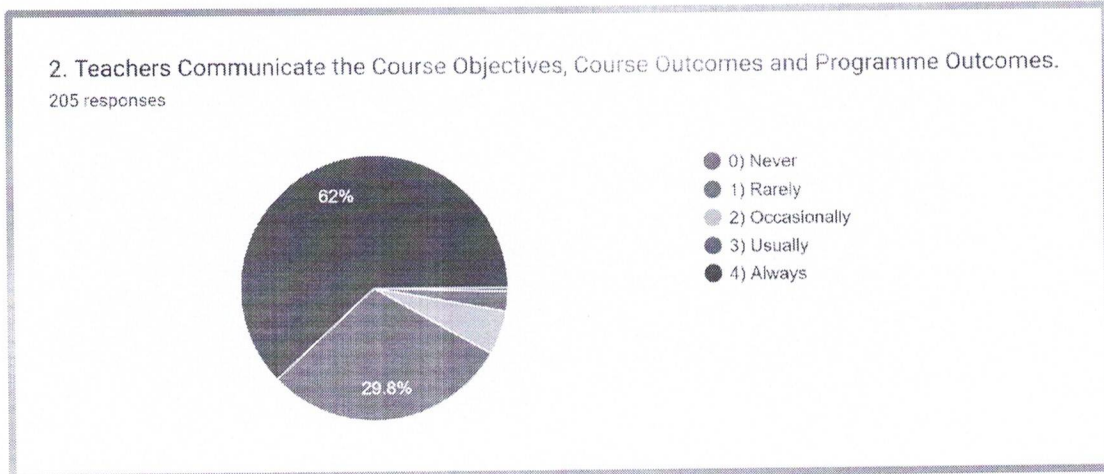


Figure 2: Teachers Communicate the Course Objectives, Course Outcomes and Programme Outcomes

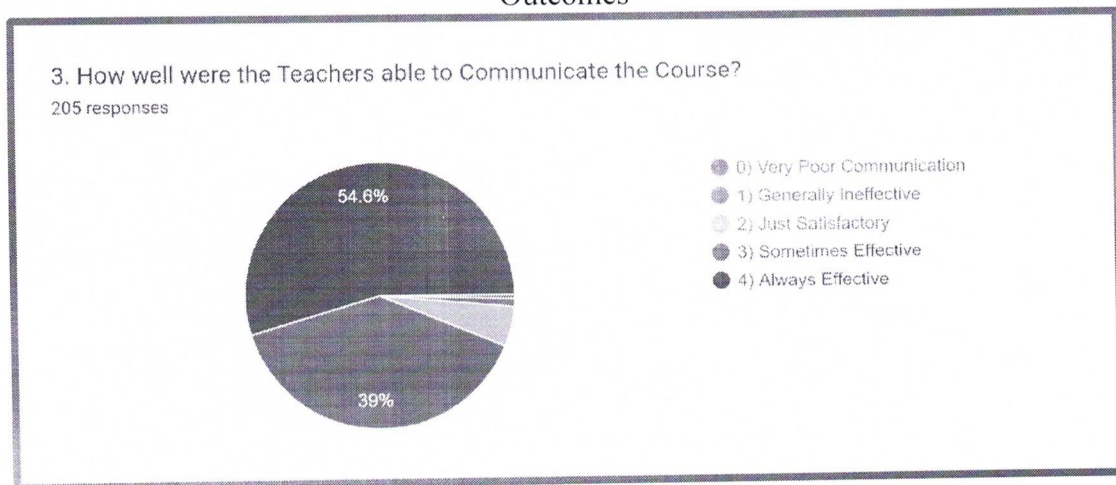


Figure 3: Effectiveness of Teachers to Communicate

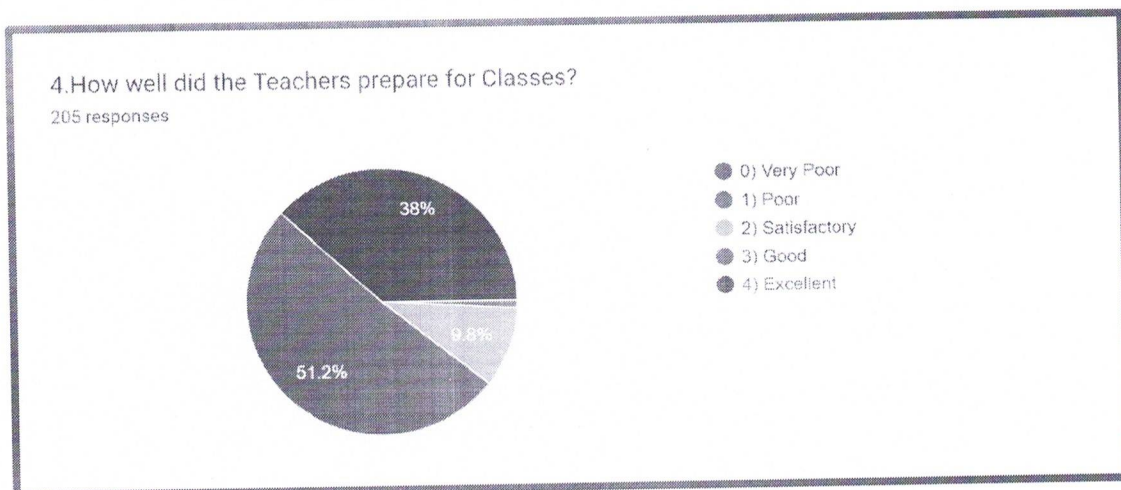


Figure 4: Preparation Level of Teachers for Classes



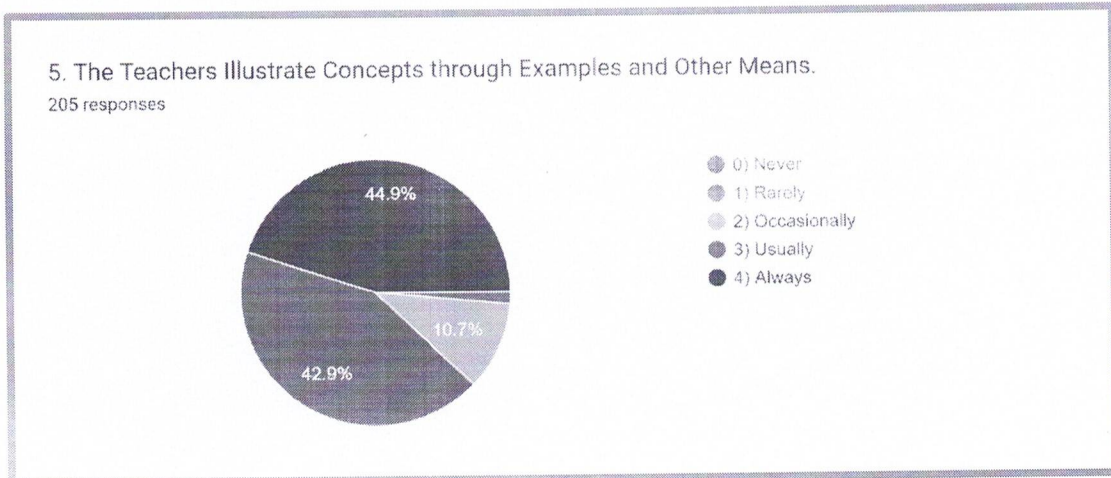


Figure 5: Effective Illustrations of Concepts

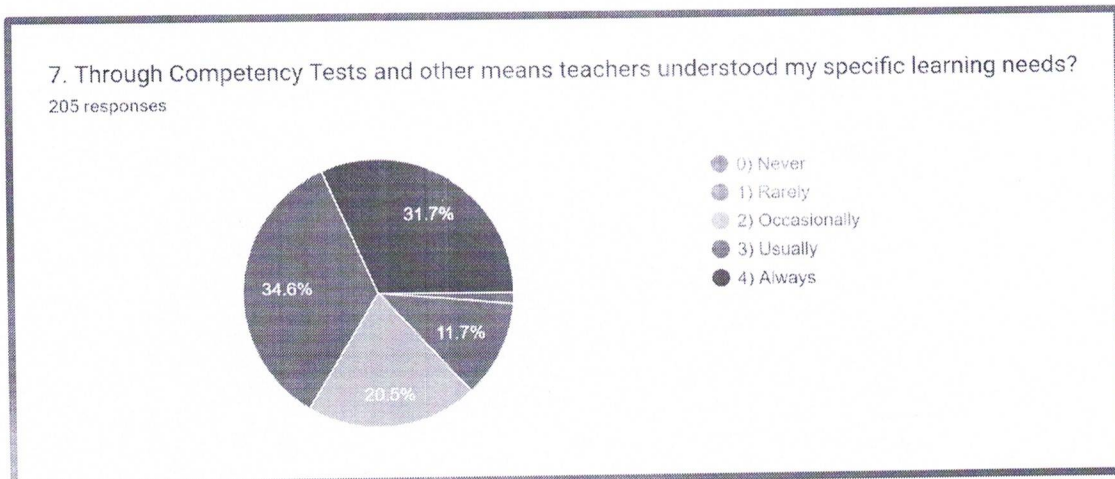


Figure 7: Understanding of students' learning needs

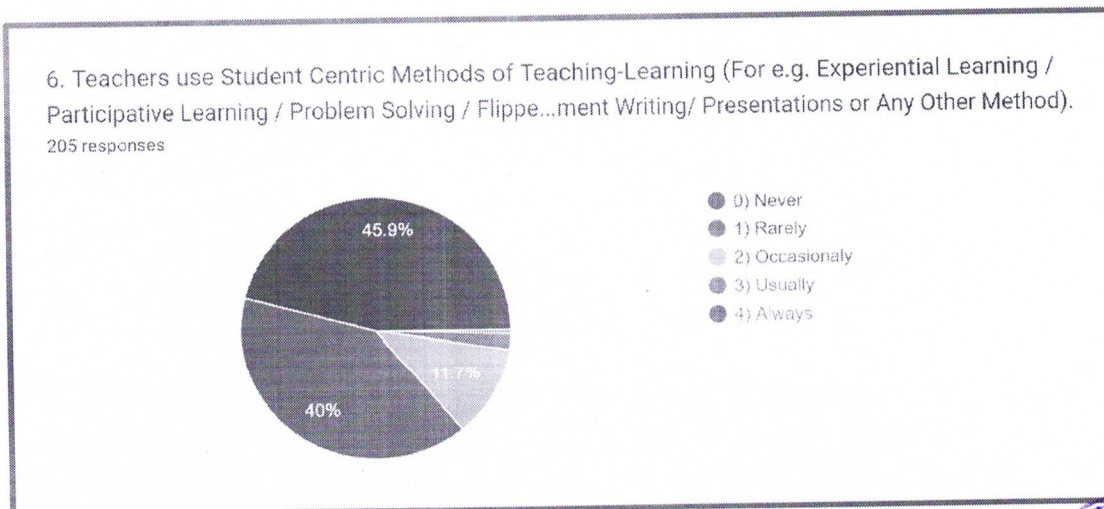


Figure 6: Student Centric Methods



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. 91.7% of respondents have recorded that the assessment done were fair (Figure 8). Nearly 98% responded have recorded that the marks obtained by them were shared with them by the concerned faculty (Figure 9). 96% of respondents have expressed satisfaction over the variety of assessment mode adopted by the faculty. Nearly 91.2% respondents think that the assessment made were a good test of what was taught during the interactions (Figure 10)

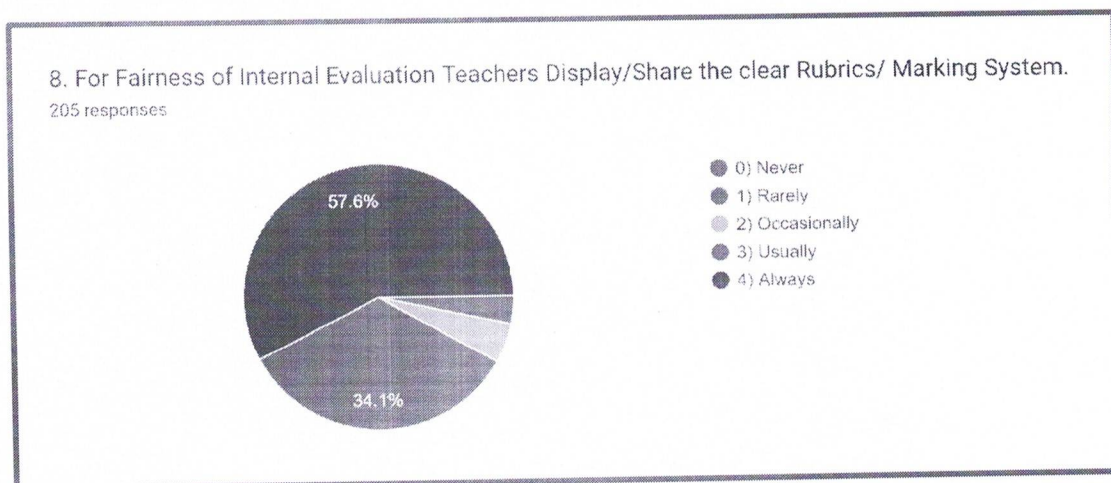


Figure 8: Fairness of Evaluation

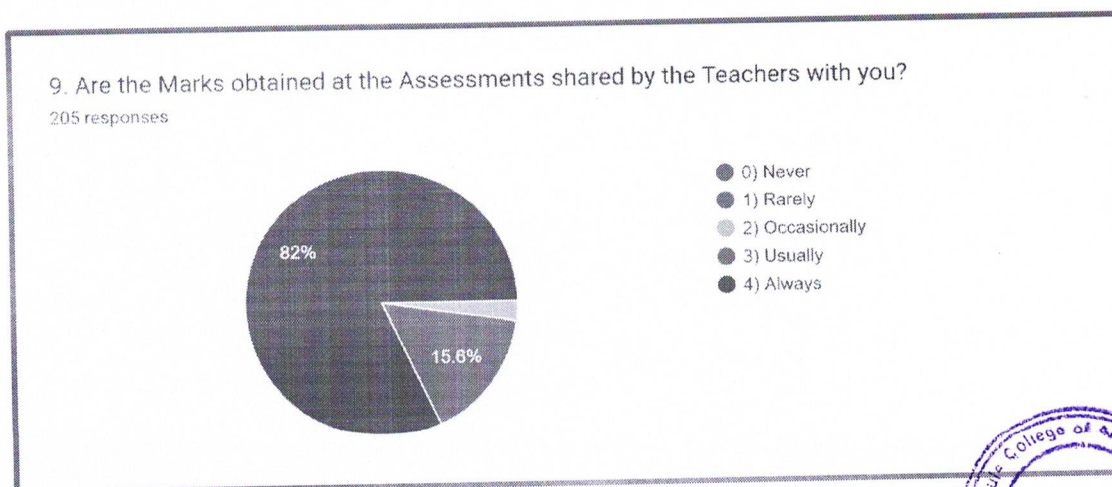


Figure 9: Marks shown to students



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

205 responses

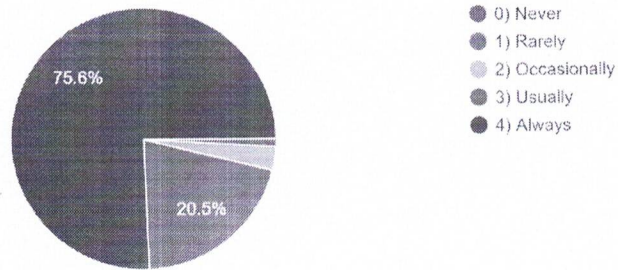


Figure 10: Relation between lectures and the tests conducted



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.

84.4% 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). 82.4% of respondents have expressed that Academic Support, Activities and Assistance provided by teachers helped improve the Teaching-Learning Process (Figure 12). 64.9% participants have affirmed that College / Teachers have either often or regularly taken active interest in promoting Internships, Students Exchange and Field Opportunities (Figure 13). 71.2% participants agree that enough opportunities were provided to students to develop personality through activities, events, clubs etc (Figure 14). 70.3% participants express satisfaction about the efforts made to inculcate Soft Skills, Life Skills, Employability Skills etc (Figure 15). 59% participants believe that Teaching and Mentoring process facilitated their Cognitive, Social and Emotional growth (Figure 16). 60% respondents have stated that their mentors had meetings with them usually or always (Figure 17). 80.5% students agree that feedback of the courses were collected from students to help improve the Teaching Learning Process of the College (Figure 18). 80.5% of participants agree or strongly agree that the overall quality of Teaching-Learning Process of the college is very good (Figure 19).

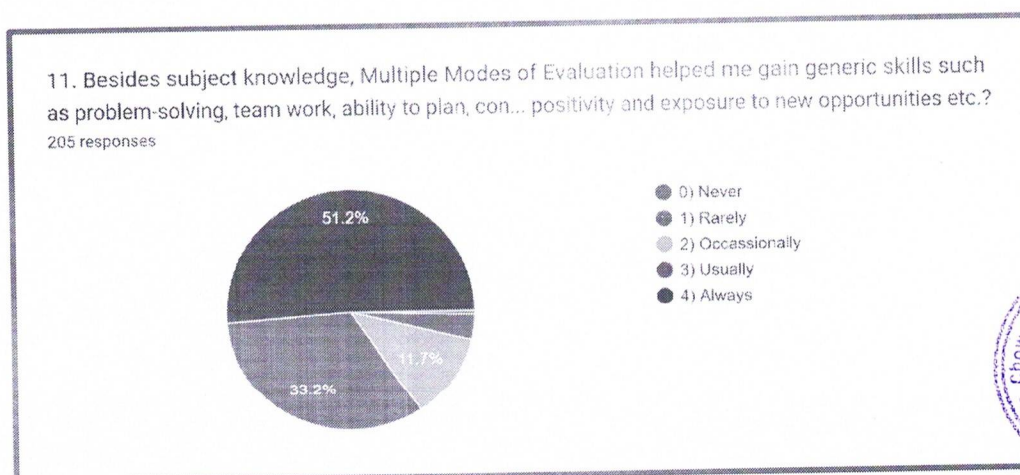


Figure 11: Relation between Multiple Mode of Evaluation and Generic skill gained



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

205 responses

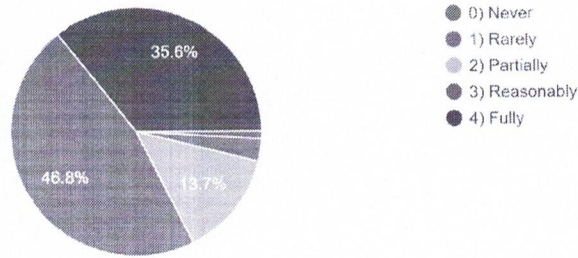


Figure 12: Academic Support and Assistance

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

205 responses

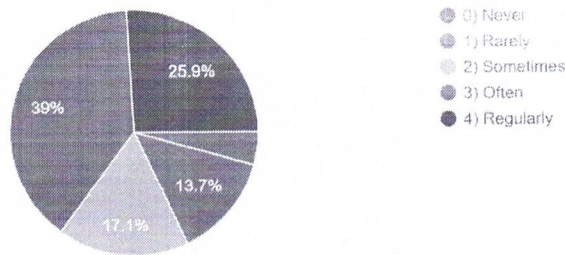


Figure 13: Promotion of Internships etc

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

205 responses

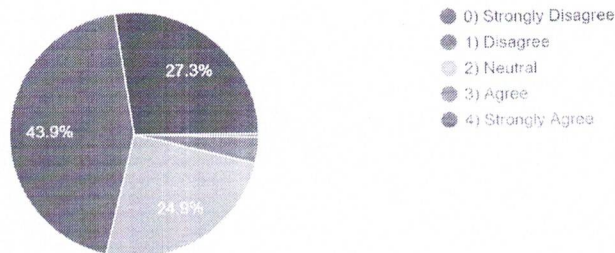


Figure 14: Opportunities for Personality Development



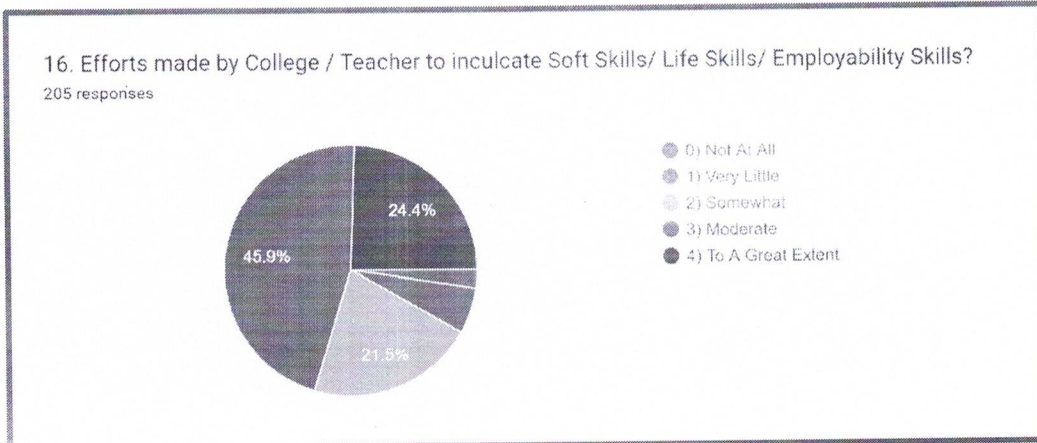


Figure 15: Efforts made toward development of Soft Skills etc

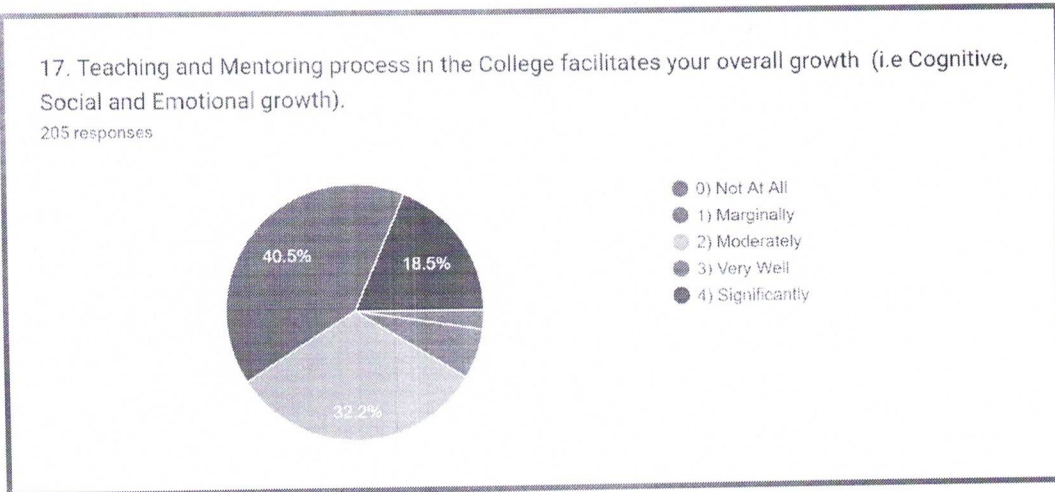


Figure 16: Effectiveness of Mentoring

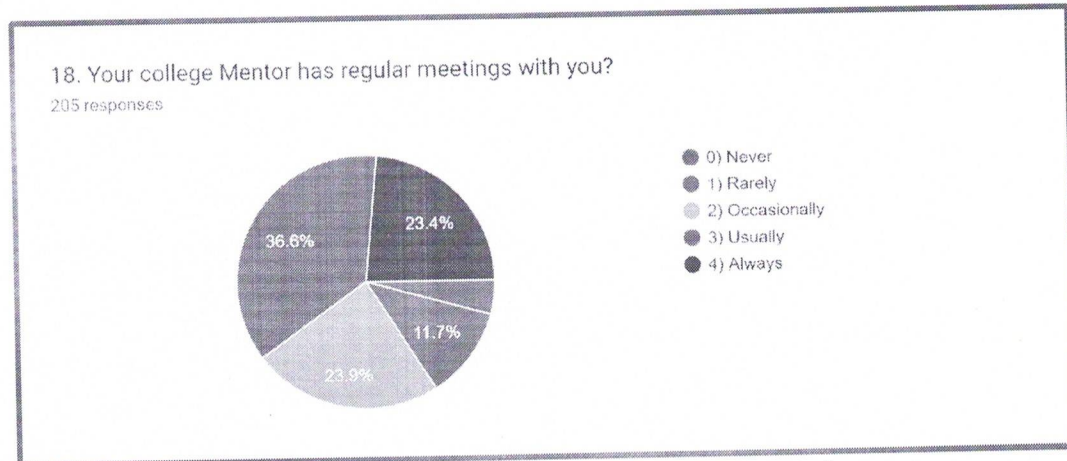


Figure 17: Regularity of Mentor-Mentee meeting



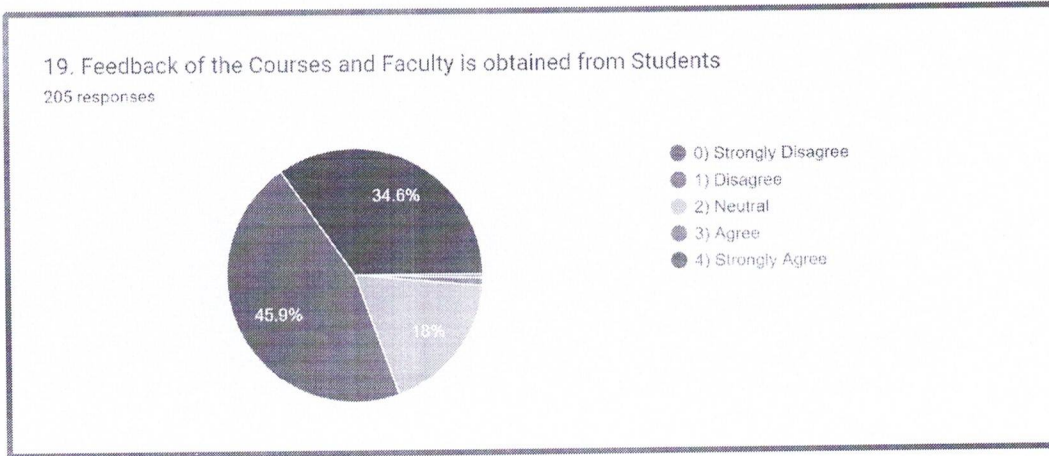


Figure 18: Collection of Students' Feedback



3 CONCLUSION:

The Students Satisfaction Survey 2021-2022 has brought to light many good efforts and interventions made by the College. Above 80% respondents either agree or strongly agree that the overall quality of Teaching-Learning Process is very good (Figure 23). Areas like mentoring and activities 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.

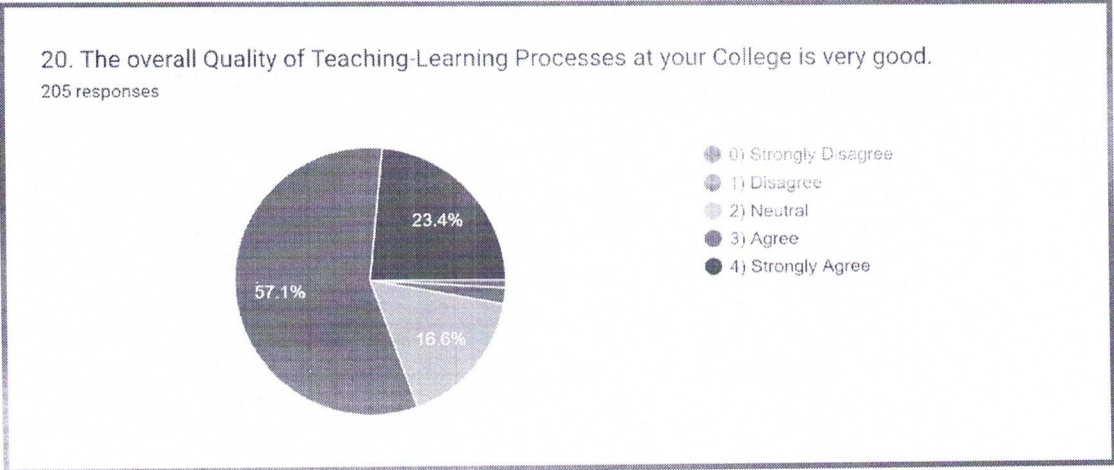


Figure 23: Over quality of Teaching-Learning Process

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

Mr. V. C. Kumaresh
IQAC Co-ordinator

Dr. Ananya Das
Officiating Principal



Dated: 1st October, 2022

PARVATIBAI CHOWGULE COLLEGE OF ARTS & SCIENCE (Autonomous) : STUDENT'S SATISFACTION SURVEY (SSS) 2021- 2022

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 Enrolled for: *

Mark only one oval.

- BA
- BSc
- BVoc
- MA
- MSc
- PG Diploma
- Any Other (please specify)

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 the Course? *

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) Occasionaly
- 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) Occassionally
 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. Discuss some Issues/Barriers/Problems faced wrt the Teaching-Learning and Evaluation experience during this academic year. *



28. 22. Give Three Suggestions to Improve Overall Teaching-Learning Experience in * the College.

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