



Chowgule Education Society's

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

Accredited by NAAC with Grade 'A+'  
Best Affiliated College-Goa University Silver Jubilee Year Award

**REPORT ON THE STUDENT SATISFACTION  
SURVEY (SSS) ACADEMIC YEAR: 2022-2023**



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# REPORT OF THE STUDENT'S SATISFACTION SURVEY FOR THE ACADEMIC YEAR 2022-2023

## 1. INTRODUCTION:

Parvatibai Chowgule College of Arts and Sciences (Autonomous), Margao, Goa conducted the Students Satisfaction Survey between July 7, 2023 to July 24, 2023. For a survey of this nature and scope 173 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 towards 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 19 questions were divided among above three 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
<b>A. Assessment of Teaching Learning Process</b>	1. The Syllabus of the Courses is Relevant.	100% Agree
	2. Teachers Communicate the Course Objectives, Course Outcomes and Programme Outcomes.	97% Communicated
	3. How well were the Teachers able to Communicate the Course?	99% 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% 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>B. Assessment of Evaluation Process</b>	7. For Fairness of Internal Evaluation Teachers Display/Share the clear Rubrics/ Marking System.	88% Usually or always
	8. Are the Marks obtained at the Assessments shared by the Teachers with you?	96% Usually or always
	9. 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
	10. 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.?	83% Usually or always
	11. The assessments were a good test of what was taught?	87% Usually or always
<b>C. Assessment of mechanisms in place for overall</b>	12. The Teachers provide Academic support, Activities and Assistance that aid the Teaching-Learning process.	85% Reasonably or Fully



growth of students		
	13. The College / Teachers take active interest in promoting Internships, Student Exchange, Field Opportunities.	60% Often or regularly 23% sometimes
	14. 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.	69% Agree or strongly agree
	15. Teaching and Mentoring process in the College facilitates your overall growth (i.e Cognitive, Social and Emotional growth).	62% Very well to significantly 29% Moderately
	16. Your College Mentor has regular meetings with you?	71% usually to always 17% occasionally
	17. The overall Quality of Teaching-Learning Processes at your College is very good.	76% Agree to strongly agree
	18. After successful completion of your studies what are you looking forward to.	65% Further studies 13% Employment
	19. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.	

## 2.1 DETAILED ANALYSIS:



## PARTICIPANTS:

A total of 173 students participated in the Students Satisfaction Survey 2022-2023. The summary of the number of participants from different programmes offered by the College are as follows:

1. B. A.: 70
2. B.Sc.: 82
3. B.Voc.: 7
4. M. A. :5
5. M. Sc.:6
6. PG Diploma: 2
- 7.Any Other (Please specify): 1

## 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). 89.6% 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 98.8% cases teachers have communicated the course effectively with the students (Figure 3). 99.4% students have expressed that the faculty come well prepared (Figure 4) and 98.3% students said that efforts were made to explain concepts through relevant examples etc (Figure 5). The survey also reflects 85.5% teachers used student centric methods of teaching-learning. (Figure 6). Keeping students engaged and interested in the subject and its discussion requires a variety of pedagogy.

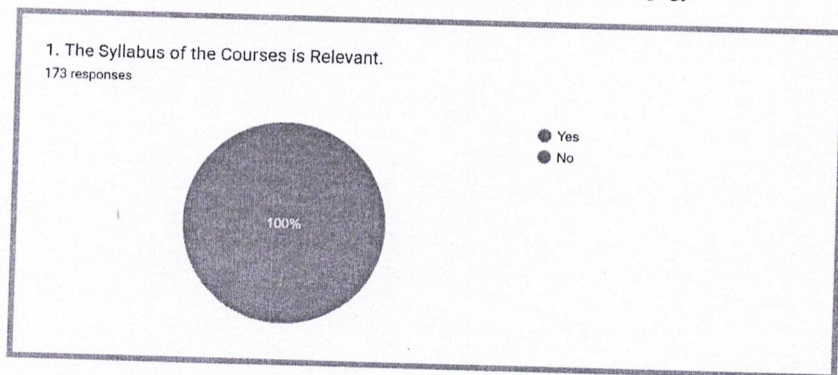


Figure 1: The Relevance of the Syllabus

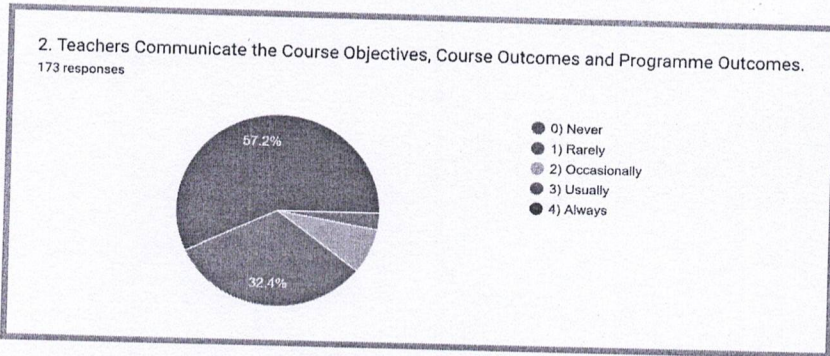


Figure 2: Teachers Communicate the Course Objectives, Course Outcomes and Programme Outcomes

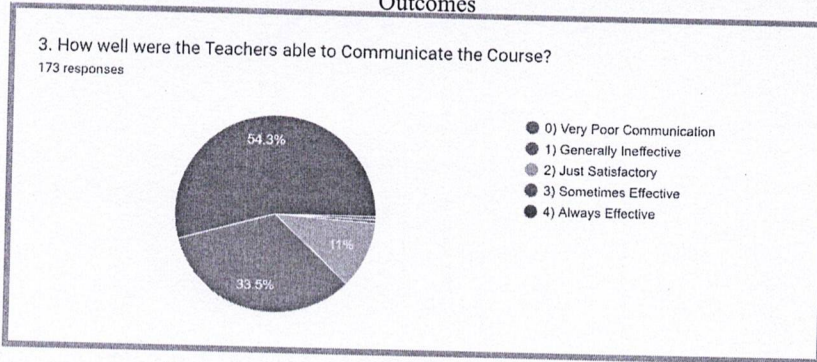


Figure 3: Effectiveness of Teachers to Communicate

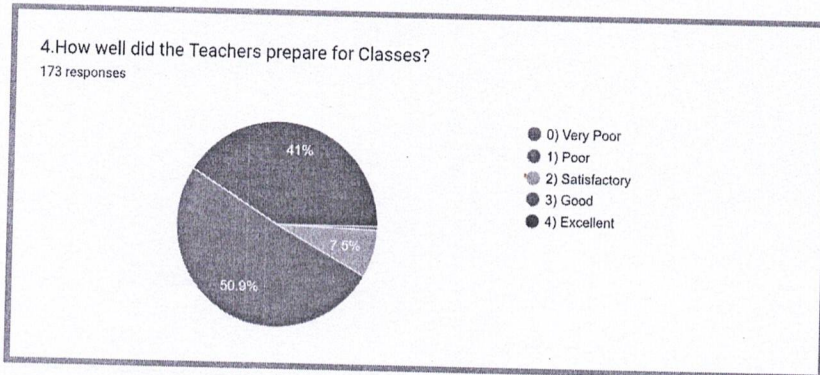


Figure 4: Preparation Level of Teachers for Classes



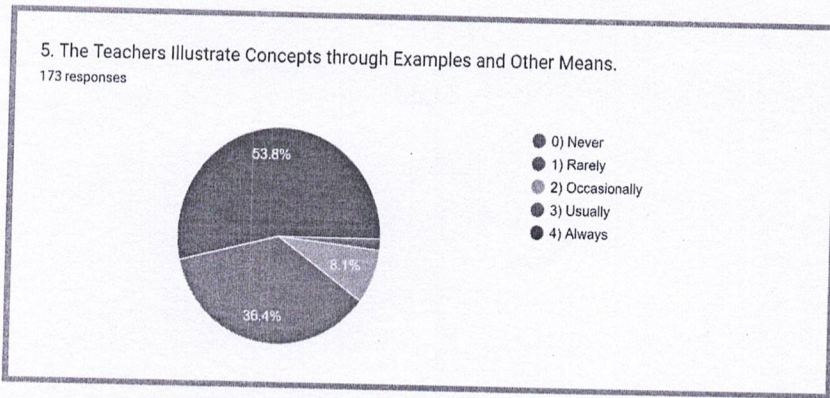


Figure 5: Effective Illustrations of Concepts

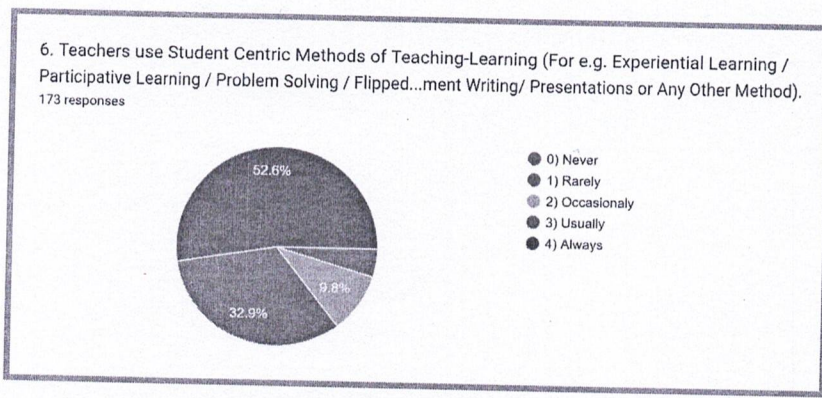


Figure 6: Student Centric Methods

### 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. 87.9% of respondents have recorded that the assessment done were fair (Figure 7). About





96% of respondents have recorded that the marks obtained by them were shared with them by the concerned faculty (Figure 8). Nearly 95% of respondents have expressed satisfaction over the variety of assessment mode adopted by the faculty (Figure 9). 82.7% of respondents have recorded that besides subject knowledge, multiple modes of evaluation 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 10.). Nearly 87% respondents think that the assessment made were a good test of what was taught during the interactions (Figure 11).

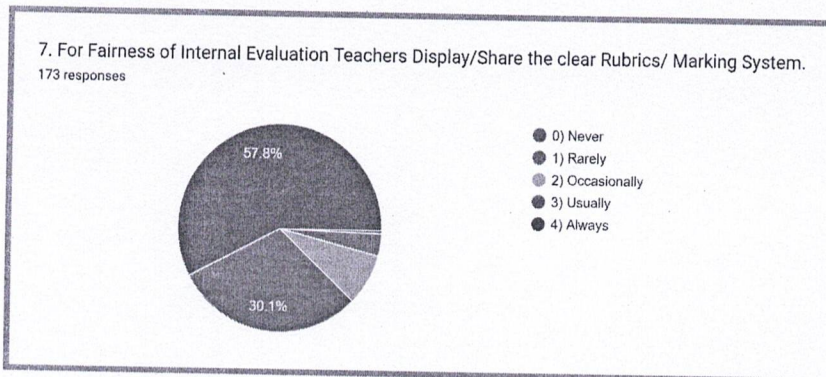


Figure 7: Fairness of Evaluation

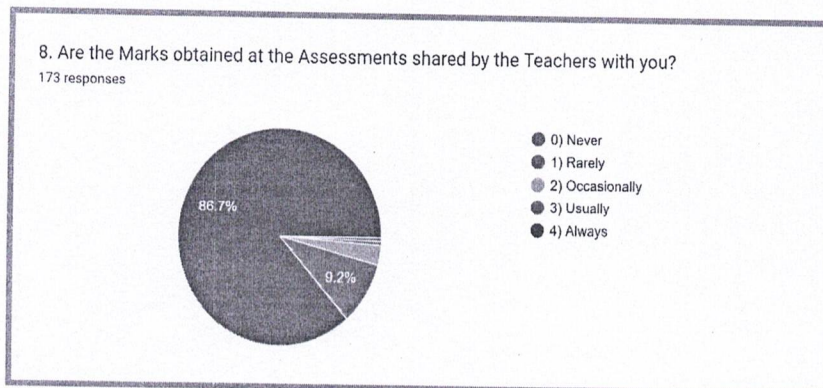


Figure 8: Marks shown to students



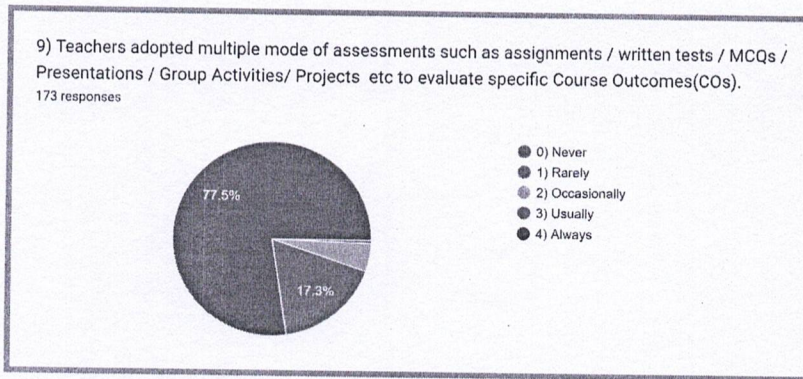


Figure 9: Relation between lectures and the tests conducted

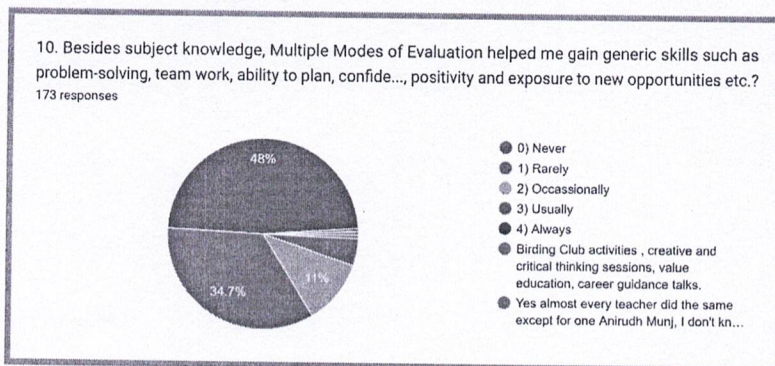


Figure 10: Relation between Multiple Modes of Evaluation and Generic skill gained

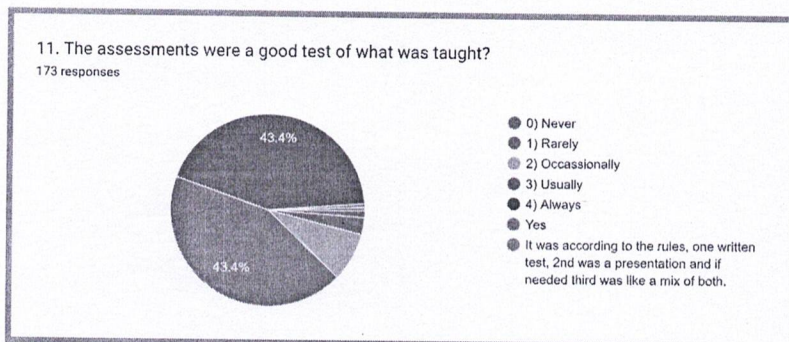


Figure 11: Relation between Assessment and Teaching



## 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.

Almost 85% of respondents have expressed that Academic Support, Activities and Assistance provided by teachers helped improve the Teaching-Learning Process (Figure 12). 60.1% participants have affirmed that College / Teachers have either often or regularly taken active interest in promoting Internships, Students Exchange and Field Opportunities (Figure 13). 68.8% participants agree that enough opportunities were provided to students to develop personality through activities, events, clubs etc.(Figure 14). Nearly 62% participants believe that Teaching and Mentoring process facilitated their Cognitive, Social and Emotional growth (Figure 15). About 71% respondents have stated that their mentors had meetings with them usually or always (Figure 16). 76.3% of participants agree or strongly agree that the overall quality of Teaching-Learning Process of the college is very good (Figure 17). 65.3% of respondents stated that they will opt for further studies and 13% of respondents stated that they will seek employment after successful completion of their programme. (Figure 18).

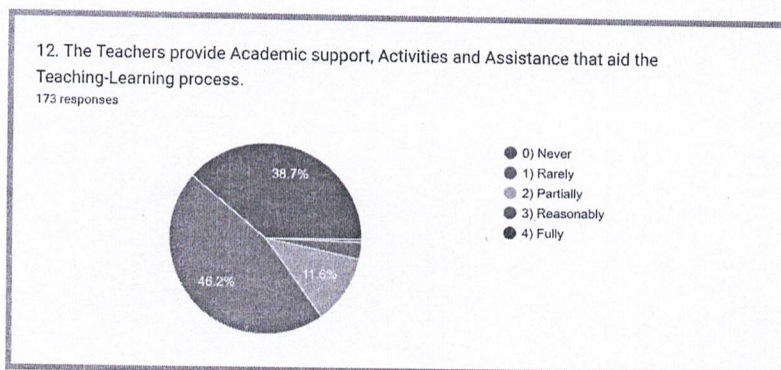


Figure 12: Academic Support and Assistance



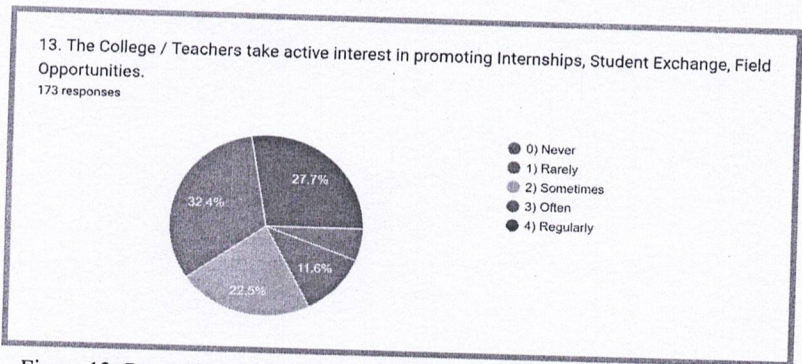


Figure 13: Promotion of Internships, Student Exchange and Field Opportunities

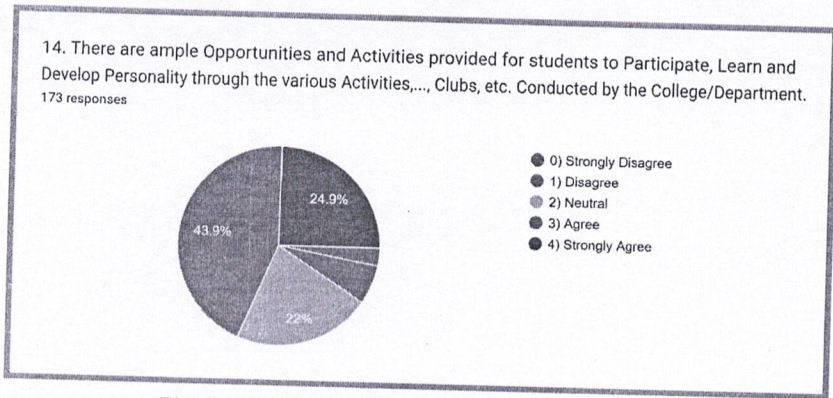


Figure 14: Opportunities for Personality Development

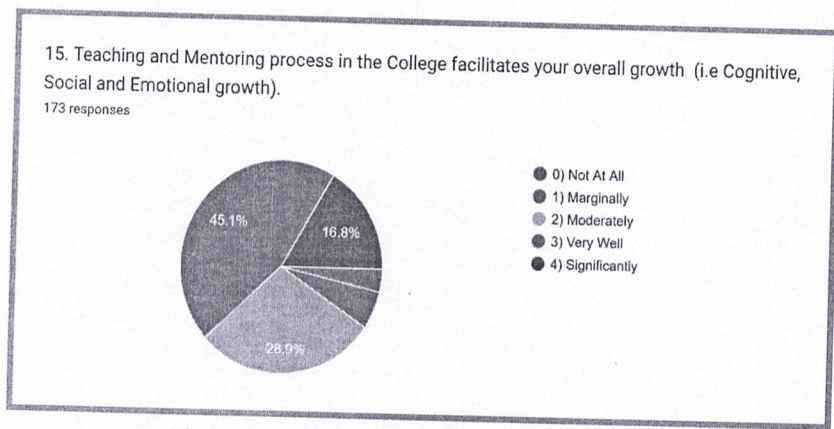


Figure 16: Effectiveness of Teaching and Mentoring



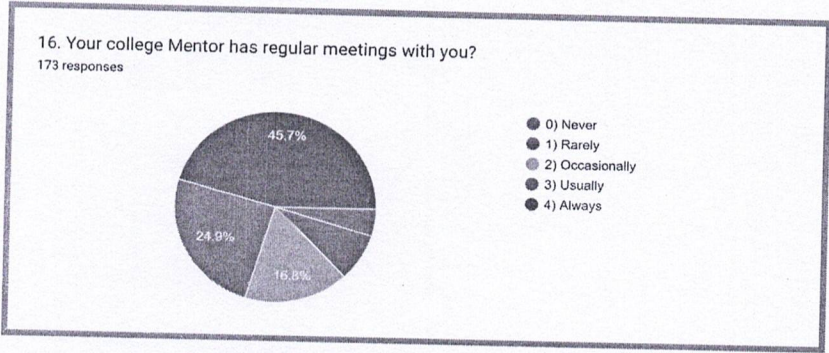


Figure 16: Regularity of Mentor-Mentee meeting

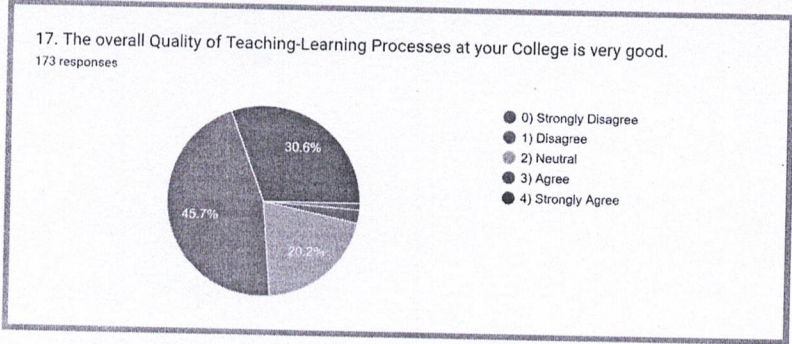


Figure 17: Overall Quality of Teaching-Learning Process

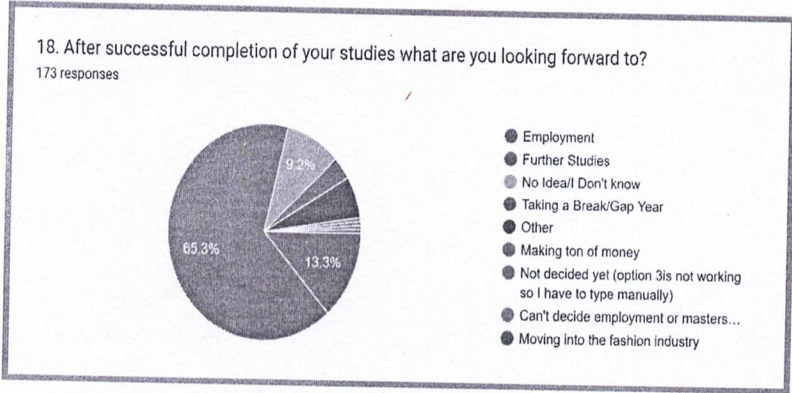


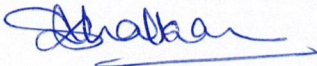
Figure 18: Goals After Course Completion



### 3 CONCLUSION:

The Students Satisfaction Survey 2022-2023 findings highlights the strengths of the Teaching- Learning process, evaluation methods, and student support mechanisms at the college. While these strengths are commendable, opportunities exist for refining and expanding certain aspects to ensure a holistic student experience. By building upon these insights, the institution can continue to foster an environment that empowers students to achieve academic success, personal growth, and professional excellence.

Dr. (Ms). Sameena Falleiro  
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Prof. (Dr.) Sangeeta G. Sankhalkar  
Principal  
PARVATIBAI CHOWGULE COLLEGE  
OF ARTS & SCIENCE (AUTONOMOUS)  
MARGAO-GOIA  
Dated: 28<sup>th</sup> August, 2023



**APPENDIX -I**

**Google Form of the SSS 2022-2023**



# Chowgule Education Society's PARVATIBAI CHOWGULE COLLEGE OF ARTS & SCIENCE (Autonomous) : STUDENT'S SATISFACTION SURVEY (SSS) 2022-2023

ALL Students of FYBA/BSc, SYBA/BSc, TYBA/BSc as well as PG Courses for the AY 2022-2023 are requested to kindly fill in this SSS form regarding Teaching Learning Processes of Chowgule College. Thank You.

\* Indicates required question

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) Occasionally
- 3) Usually
- 4) Always



13. 7. 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

14. 8. 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

15. 9) 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



16. 10. 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: \_\_\_\_\_

17. 11. 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: \_\_\_\_\_

18. 12. 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



19. 13. 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

20. 14. 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

21. 15. 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



22. 16. Your college Mentor has regular meetings with you? \*

Mark only one oval.

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

23. 17. The overall Quality of Teaching-Learning Processes at your College is very good. \*

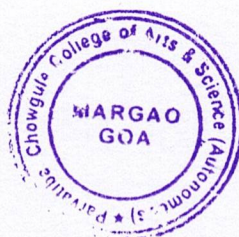
Mark only one oval.

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

24. 18. After successful completion of your studies what are you looking forward to? \*

Mark only one oval.

- Employment
- Further Studies
- No Idea/I Don't know
- Taking a Break/Gap Year
- Other
- Other: \_\_\_\_\_



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

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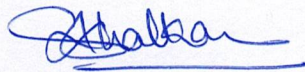
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**PARVATIBAI CHOWGULE COLLEGE**  
**OF ARTS & SCIENCE (AUTONOMOUS)**  
**MARGAO-GOA**

