



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

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

INTRODUCTION:

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

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 pandemic has continued for the entire academic year, 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.

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.

SUMMARY OF THE 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 Online classes make it more challenging to understand difficult concepts At times neck pain etc Difficulty of submitting online
	25. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.	



Parvatibai Chowgule College of Arts and Science

Autonomous

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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.

ANALYSIS OF THE FEEDBACK RECEIVED- SSS 2018-19		
Parameter	Feedback Pointers	Analysis
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/marketing 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:

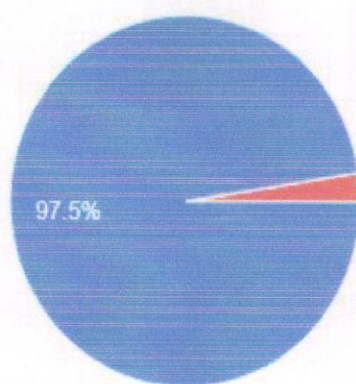
- Based on the observations, specific teachers who received adverse remarks were called for meeting with the Principal and given chance for improvement.
- Also a system was created to monitor the teaching proficiency of New teachers which was an exercise executed by a team consisting of the Deans + HOD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

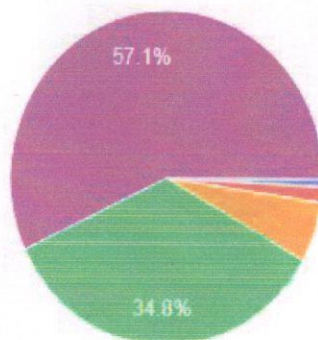


● Yes
● No

Relevant: 97.5%
No: 02.5%

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

394 responses

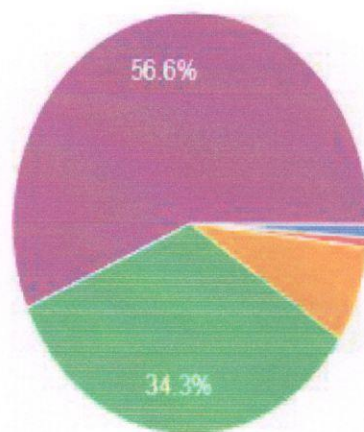


● 0) Never
● 1) Rarely
● 2) Occasionally
● 3) Usually
● 4) Always

Cos/POs Communicated: 98.9%
No: 01.1%

3. How well were the teachers able to communicate?

394 responses

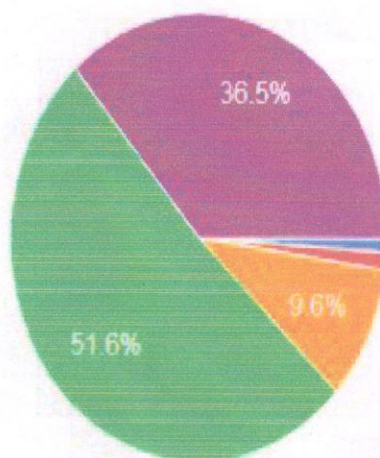


- 0) Very poor communication
- 1) Generally ineffective
- 2) Just satisfactory
- 3) Sometimes effective
- 4) Always effective

Effective Communication: 98.9%
Ineffective: 01.1%

4. Level of preparation of the teacher for the class

395 responses

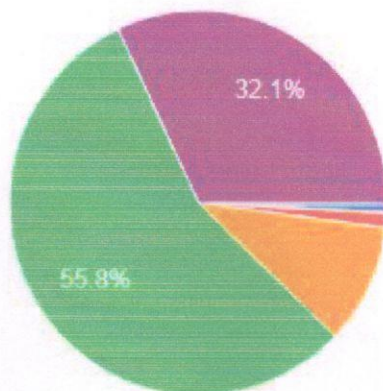


- 0) Very poor
- 1) Poor
- 2) Satisfactory
- 3) Good
- 4) Excellent

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

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

396 responses

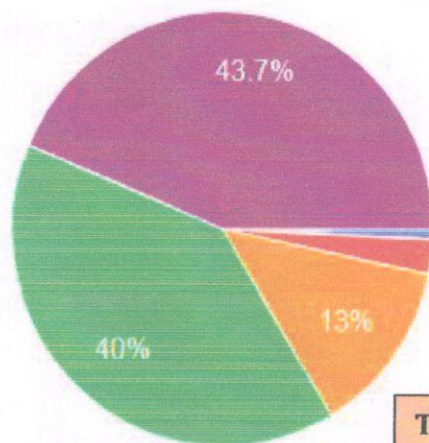


- 0) Very poor
- 1) Poor
- 2) Satisfactory
- 3) Good
- 4) Excellent

Teacher approach Good: 98.1%
Not satisfactory: 01.9%

6. The teachers illustrate concepts through examples and other means

396 responses



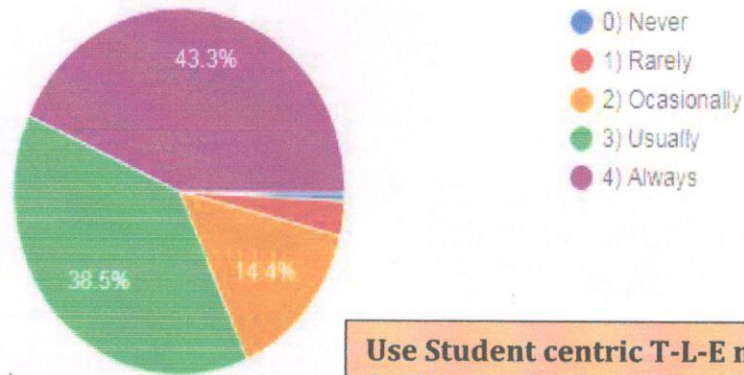
- 0) Never
- 1) Rarely
- 2) Occasionally
- 3) Usually
- 4) Always

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)

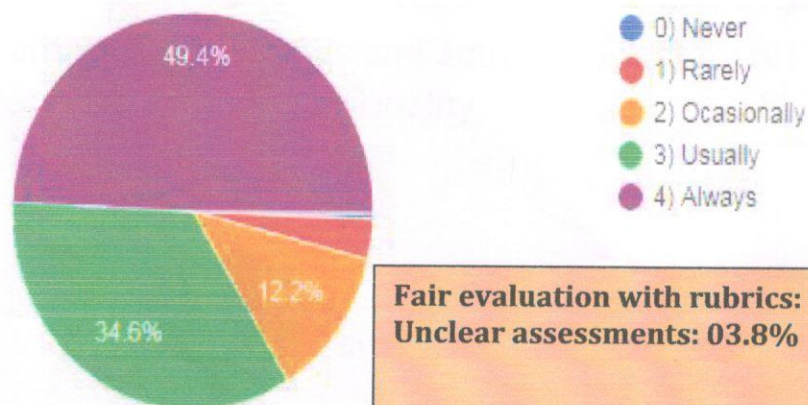
395 responses



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

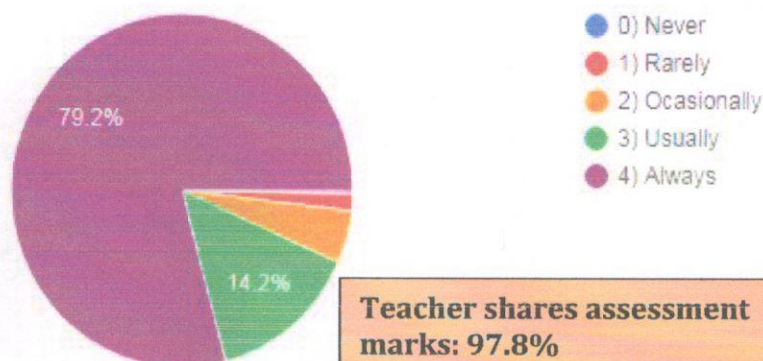
393 responses



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

9. Assessment marks are shared with you by Teachers

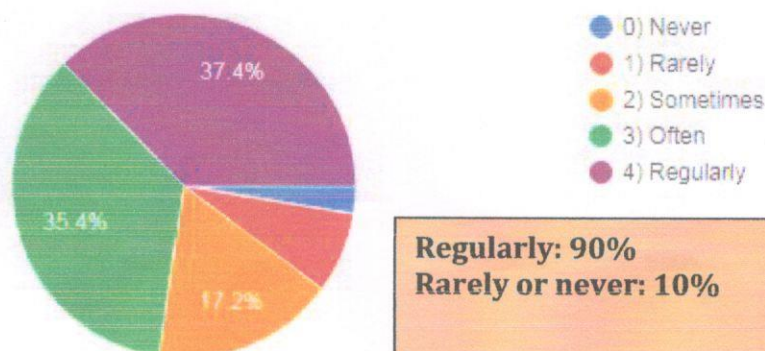
394 responses



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

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

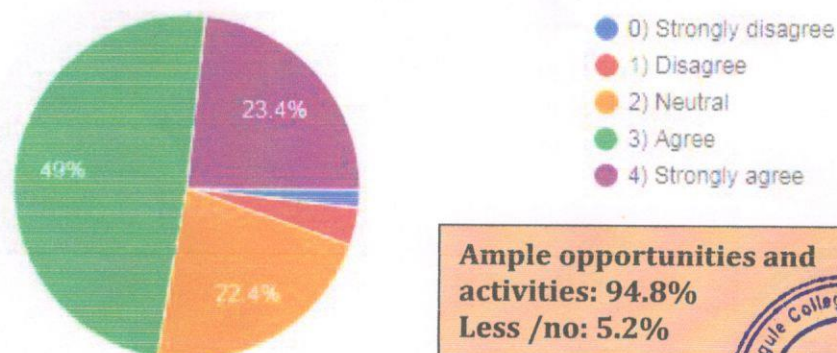
396 responses



Regularly: 90%
Rarely or never: 10%

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

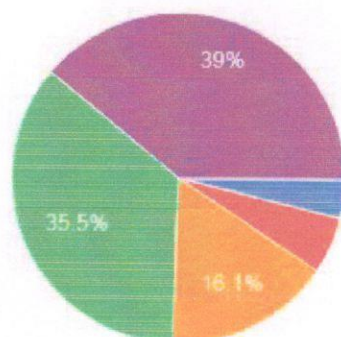
398 responses



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

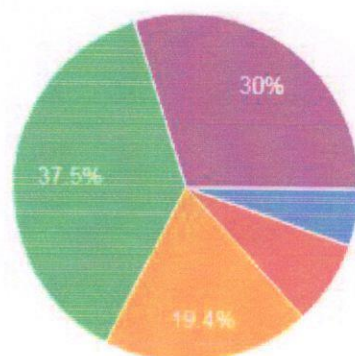


- 0) Unable to
- 1) Slightly
- 2) Partially
- 3) Reasonably
- 4) Fully

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

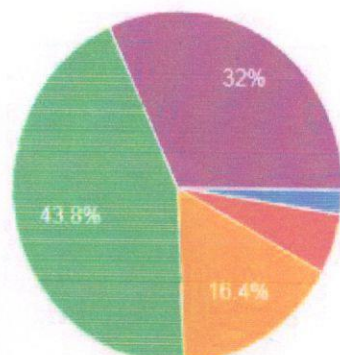


- 0) Never
- 1) Rarely
- 2) Occasionally
- 3) Usually
- 4) Always

Yes: 86.9%
No: 13.1%

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

397 responses

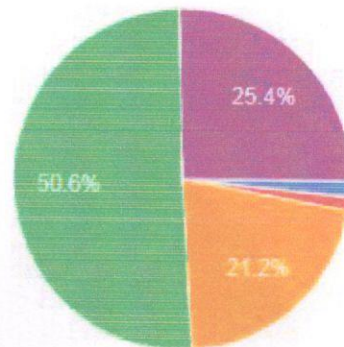


- 0) Not at all
- 1) Very little
- 2) Somewhat
- 3) Moderate
- 4) To great extent

Yes: 92.2%
No: 7.8%

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

397 responses

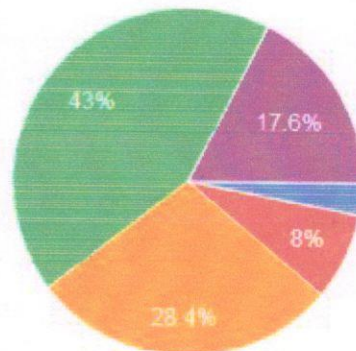


- 0) Strongly disagree
- 1) Disagree
- 2) Neutral
- 3) Agree
- 4) Strongly agree

Yes: 97.21%
No: 02.79%

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

398 responses

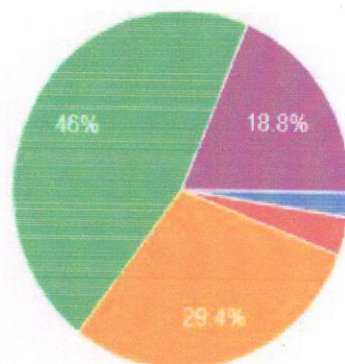


- 0) Not at all
- 1) Marginally
- 2) Moderately
- 3) Very well
- 4) Significantly

Yes: 89%
Marginally or No: 11%

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

398 responses

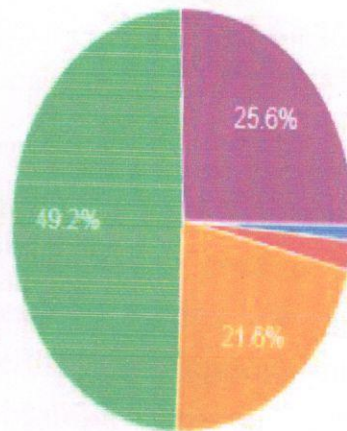


- 0) Strongly Disagree
- 1) Disagree
- 2) Neutral
- 3) Agree
- 4) Strongly Agree

Yes: 94.2%
Marginally or No: 5.8%


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

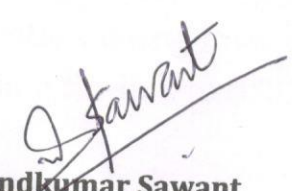
398 responses



- 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



**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

2. Programme (BA/BSc/BVoc)

3. Subject

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

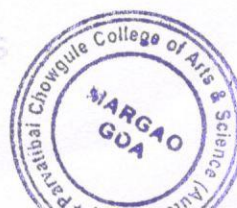
Mark only one oval.

- ☐ 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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S. Faust
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PARVATIBAI CHOWGULE COLLEGE
OF ARTS & SCIENCE (AUTONOMOUS)
MARGAO-GOIA