



**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**

**2019-2020**



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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.

<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.

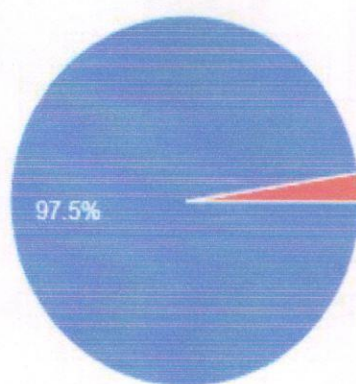


## STUDENT SATISFACTION SURVEY 2018-2019 GRAPHICAL REPRESENTATION REPORT OF ANALYSIS BASED ON THE FEEDBACK RECEIVED

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

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

395 responses

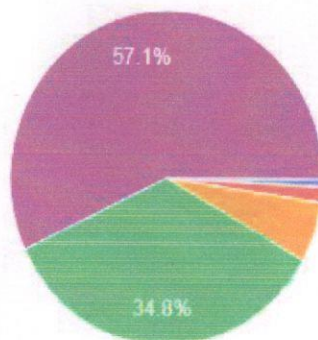


● Yes  
● No

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

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

394 responses



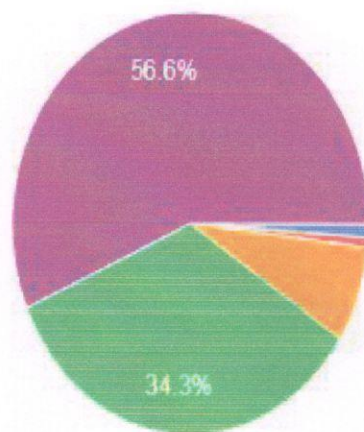
● 0) Never  
● 1) Rarely  
● 2) Occasionally  
● 3) Usually  
● 4) Always

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



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

394 responses

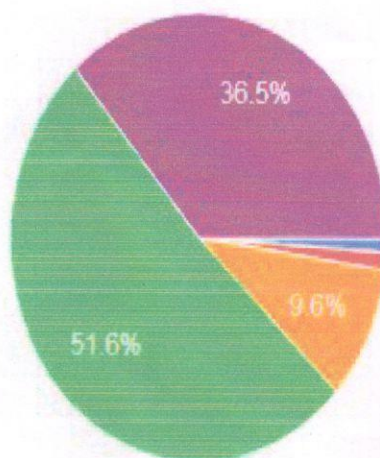


- 0) Very poor communication
- 1) Generally ineffective
- 2) Just satisfactory
- 3) Sometimes effective
- 4) Always effective

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

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

395 responses

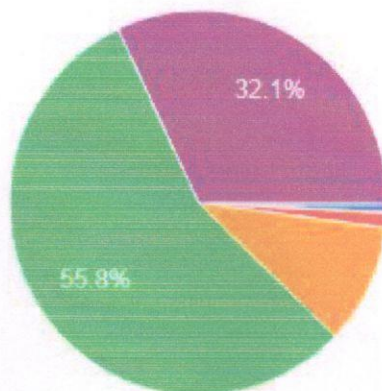


- 0) Very poor
- 1) Poor
- 2) Satisfactory
- 3) Good
- 4) Excellent

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

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

396 responses

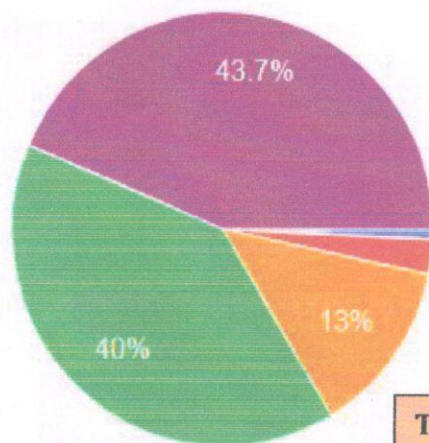


- 0) Very poor
- 1) Poor
- 2) Satisfactory
- 3) Good
- 4) Excellent

**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

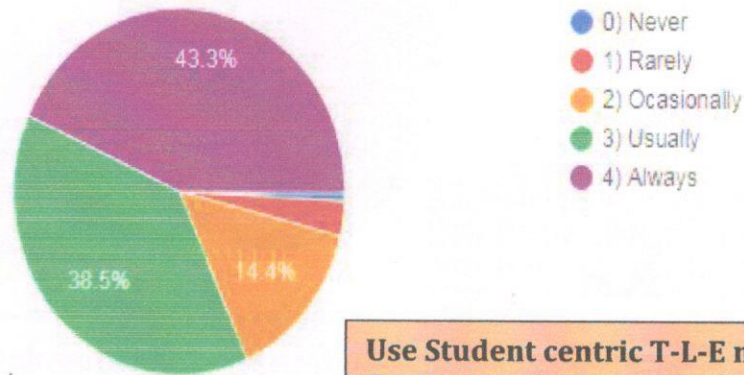
**Teacher illustrates concepts: 96.7%**  
**No: 03.3%**





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

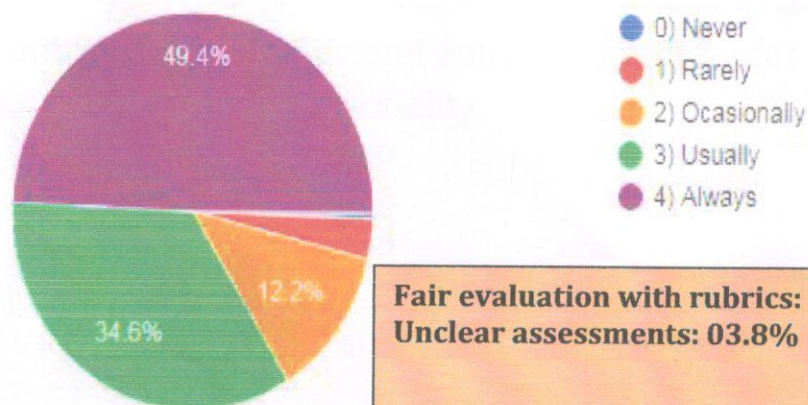
395 responses



**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

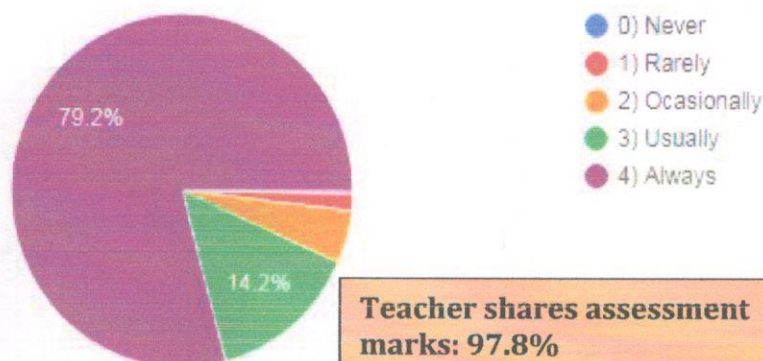
393 responses



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

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

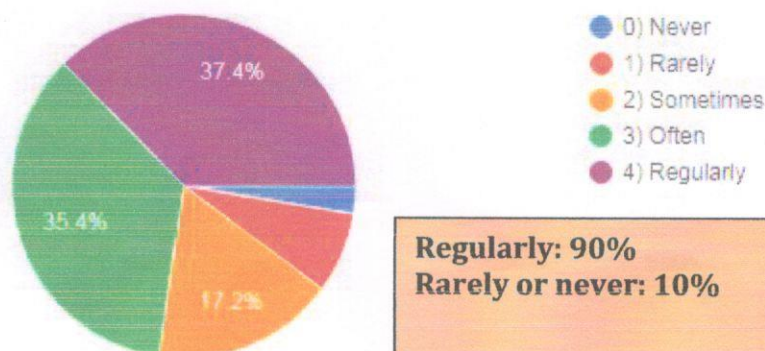
394 responses



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

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

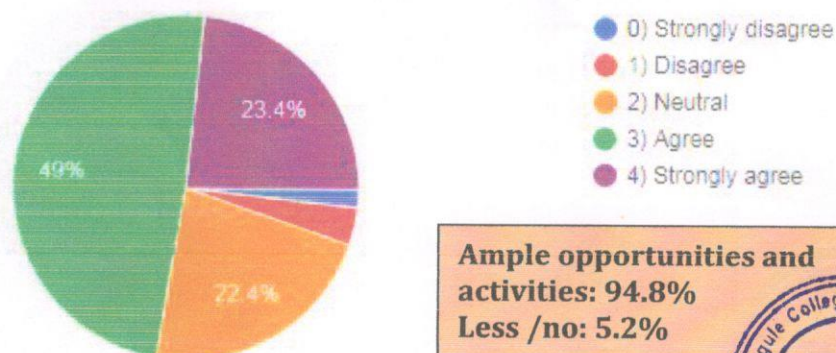
396 responses



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

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

398 responses

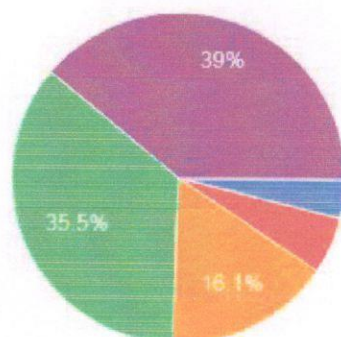


**Ample opportunities and activities: 94.8%**  
**Less /no: 5.2%**



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

397 responses

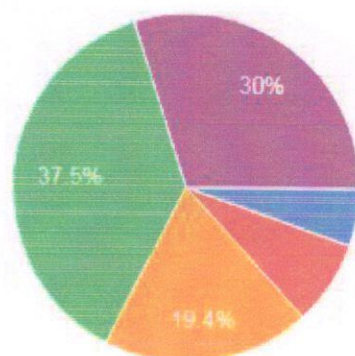


- 0) Unable to
- 1) Slightly
- 2) Partially
- 3) Reasonably
- 4) Fully

**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

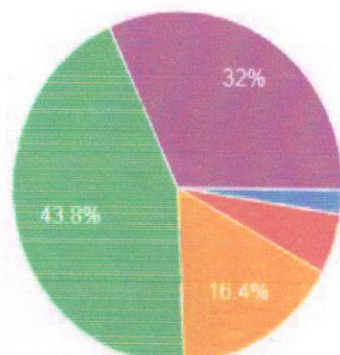


- 0) Never
- 1) Rarely
- 2) Occasionally
- 3) Usually
- 4) Always

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

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

397 responses

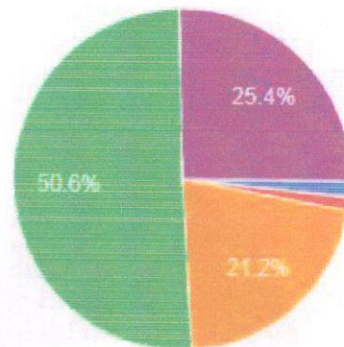


- 0) Not at all
- 1) Very little
- 2) Somewhat
- 3) Moderate
- 4) To great extent

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

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

397 responses

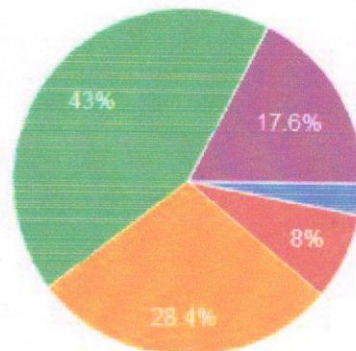


- 0) Strongly disagree
- 1) Disagree
- 2) Neutral
- 3) Agree
- 4) Strongly agree

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

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

398 responses

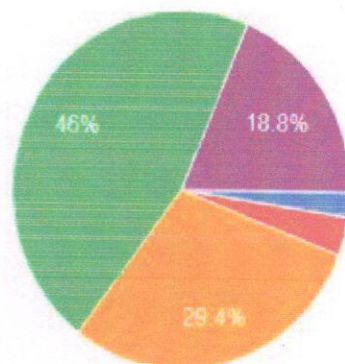


- 0) Not at all
- 1) Marginally
- 2) Moderately
- 3) Very well
- 4) Significantly

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

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

398 responses



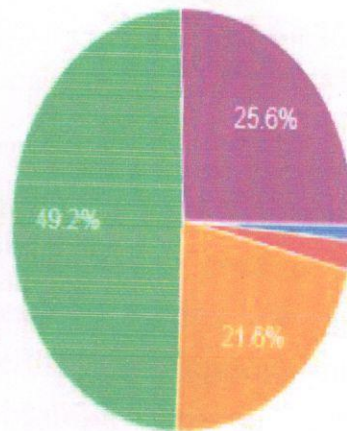
- 0) Strongly Disagree
- 1) Disagree
- 2) Neutral
- 3) Agree
- 4) Strongly Agree

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




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

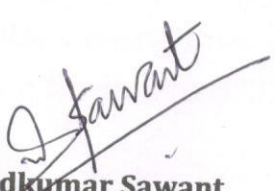
398 responses



- 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



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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

---

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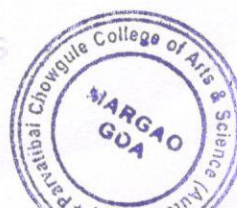
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*S. Faust*  
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PARVATIBAI CHOWGULE COLLEGE  
OF ARTS & SCIENCE (AUTONOMOUS)  
MARGAO-GOIA





Parvatibai Chowgule College of Arts and Science  
(Autonomous)

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Best affiliated College-Goa University Silver Jubilee Year Award

**REPORT ON THE STUDENT SATISFACTION SURVEY (SSS)**  
**ACADEMIC YEAR: 2019-2020**

**INDEX PAGE**

<b>Sr.No</b>	<b>CONTENTS</b>	<b>PAGE NOs</b>
<b>1</b>	<b>INTRODUCTION</b>  1.1 Objective  1.2 Survey Methodology	<b>2</b>
<b>2</b>	<b>ANALYSIS</b>  2.1 Assessment of the Teaching Learning Process.  2.2 Assessment of the Evaluation Process.  2.3 Assessment of the Mechanisms in place for overall growth of students.  2.4 Assessment of the efforts made during global pandemic.	<b>06</b>  <b>09</b>  <b>10</b>  <b>13</b>  <b>15</b>
<b>3</b>	<b>CONCLUDING REMARKS</b>	<b>15</b>
	<b>APPENDIX-I (SSS Google Form Questionnaire for 2019-2020)</b>	<b>22</b>

## 1. INTRODUCTION

ParvatibaiChowgule College of Arts and Science, (Autonomous) conducted the Students' Satisfaction Survey (SSS) for the Academic Year (2019-2020) from 13<sup>th</sup> July, 2020 to 25<sup>th</sup> August, 2020.

### 1.1 Objective:

For the NAAC AQAR (2019-2020), Students Satisfaction Survey (SSS) was conducted among the students of the college. The objective of SSS was to measure the student's level of satisfaction on their experiences with ParvatibaiChowgule College of Arts and Science, (Autonomous).

Overall, there were 20 questions that students had to answer. The questions in the SSS followed the guidelines specified by NAAC. A student had to respond to all the questions without revealing his/her identity. Being in the midst of a global pandemic, this survey also included questions to assess the methods and means adopted by the college during the pandemic towards its Teaching Learning and Evaluation process.

The questions were divided into four major categories:

- 1) Assessment of the Teaching Learning Process.
- 2) Assessment of the Evaluation Process.
- 3) Assessment of the Mechanisms in place for overall growth of students.
- 4) Assessment of the efforts made during the global pandemic.

### 1.2 Survey Methodology

ParvatibaiChowgule College of Arts and Science, (Autonomous) conducted the Students' Satisfaction Survey (SSS) for the Academic Year (2019-2020) from 13<sup>th</sup> July, 2020 to 25<sup>th</sup> August, 2020.

The survey covered all active students across various Undergraduate and Postgraduate programmes run by the College. All students of the College enrolled currently in the Institution were required to complete the Student Satisfaction Survey (SSS) form on-line via a Google Form link that was shared with all the students via their official college e-mail id. The survey responses from 198 students (Figure 1 & Table 1) were electronically tabulated for analysis and for continual improvement to processes and systems.



## II. ANALYSIS

The results obtained were analysed to get an overview of the strengths and weaknesses based on focus areas. Parameters pertaining to course content and relevance, Teaching-Learning-Evaluation and Academic Support (including during the pandemic) were analysed for satisfaction rate amongst the students.

<b>ANALYSIS OF THE FEEDBACK SSS 2019-2020</b>		
<b>PARAMETER</b>	<b>FEEDBACK POINTERS</b>	<b>ANALYSIS (percentage)</b>
<b>A) Assessment of the TLP</b>	1.The Syllabus of the Courses is Relevant.	98% Agree
	2. Teachers Communicate the Course Objectives, Course Outcomes and Programme Outcomes.	88.40% Communicated COs, etc.
	3.How well were the Teachers able to Communicate?	86.90% Effectiveness
	4.How well did the Teachers prepare for Classes?	86.80% Good level of Preparedness
	5.The Teachers Illustrate Concepts through Examples and Other Means.	85.30% Illustrated through examples and other means
	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).	88.40% Usage of student centric T-L-E Modes
<b>B) Assessment of the Evaluation Process</b>	7.For Fairness of Internal Evaluation Teachers Display/Share the clear Rubrics/Marking System.	83.80% Share fair evaluations with rubrics
	8. Are the Marks obtained at the Assessments shared by the Teachers with you?	89.90% Teachers share assessment marks with students
<b>C)Assessment of mechanisms in place of overall growth of the students</b>	9.The Teachers provide Academic support, Activities and Assistance that aid the Teaching-Learning process.	82.80% Teachers provide Support
	10.The College / Teachers take active interest in promoting Internships, Student Exchange, Field Opportunities.	91.40% Interest Shown by College/Teachers

	11. 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.	77.30% Students agree that opportunities are provided
	12. Efforts made by College / Teacher to inculcate Soft Skills/ Life Skills/Employability Skills.	70.80% Agree that efforts are made in this respect
	13. Teaching and Mentoring process in the College facilitates your overall growth (i.e Cognitive, Social and Emotional growth).	70.70% Agree that the College facilitates overall growth
	14. Your college Mentor has regular meetings with you?	64.10% Agree that there are regular meetings conducted
	15. Feedback of the Courses and Faculty is obtained from Students.	80.30% Agree that feedback is obtained wrt course and faculty
	16. The overall Quality of Teaching-Learning Processes at your College is very good.	79.30% Good Feedback
<b>D) Efforts made during the Pandemic</b>	17. 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?	32.30%: Students refer Pre-recorded sessions 30.80%: Students prefer Online Assessments 24.70%: Students Prefer Online Live lectures.
	18. The Counselling specifically provided during the lock-down was Consistent and Helpful.	71.70% Students felt that the counselling provided during lockdown was consistent and helpful.

<b>Subjective Questions</b>	19. Discuss some Issues/Barriers/Problems faced wrt the Online Teaching and Home Learning experience during the lock-down period.	Poor or no access to internet is one of the main issues that students faced during lockdown period. (Figures 20 A– D)
	20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.	Listed in Section III of this report. (Figures 21 A-F )

## 2.1 ASSESSMENT OF THE TEACHING LEARNING PROCESS:

The advantage of an autonomous college is the swiftness with which its curriculum can be updated as per the need of the stakeholders namely the industry. The stakeholders' needs are then translated into Programme Outcomes (POs), Programme Specific Outcomes (PSOs) and Course Outcomes (COs). Subsequently, they are also communicated to the students during the respective courses to raise the expectation level of the students to the courses they have enrolled into. The efforts made by the college in order to have a relevant curriculum is reassured by the students. Nearly all participants (98%, Figure 1 & 2) have shown confidence in the syllabus of their respective courses and are well aware of the outcome-based framework.

The relevance of the Syllabus was further analyzed programme-wise (Figure 2A). It was observed that 80 out of 81 respondents in BA, 92 out of 94 respondents in BSc, 6 out of 6 respondents in MSc, 12 out of 12 respondents in MA and 4 out of 5 respondents in other PG programmes found the syllabus in the respective programmes relevant.

However, a well-designed content is only half the job. The other half is the delivery of that content. Here too the participants have appreciated the teachers for effectively communicating the content in 87% cases (Figure 3 & 4) above satisfactory level. Communication can only be effective when the teachers are well prepared, nearly 98% responses (Figure 5) pointing toward satisfactory and above satisfactory level of preparation with 85% (Figure 6) times well equipped to illustrate the concepts with the help of examples and other means.

The assessment also shows that teaching learning pedagogies have shown significant innovation. Some of the innovative methods used, were appreciated by the participants like Experiential Learning, Participative Learning, Problem Solving approach, Flipped Classroom and Assignment Writing to name a few (Figure 7).



## REPORT ON THE STUDENT SATISFACTION SURVEY (SSS)

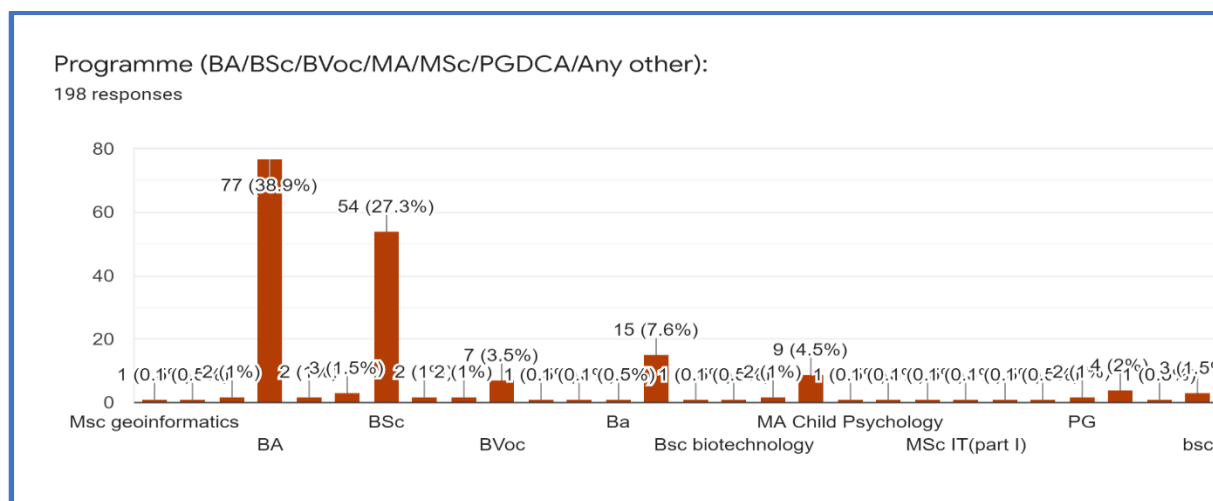


Figure 1: Programme (BA/BSc/BVoc/MA/MSc/PGDCA/Any Other).

Programme	Number of Students who answered the SSS
BA	81
B.Sc	81
B.Voc	13
PG	23
<b>TOTAL</b>	<b>198</b>

Table 1: Programme Wise Breakup

### MAIN QUESTIONS ASKED DURING THE SURVEY

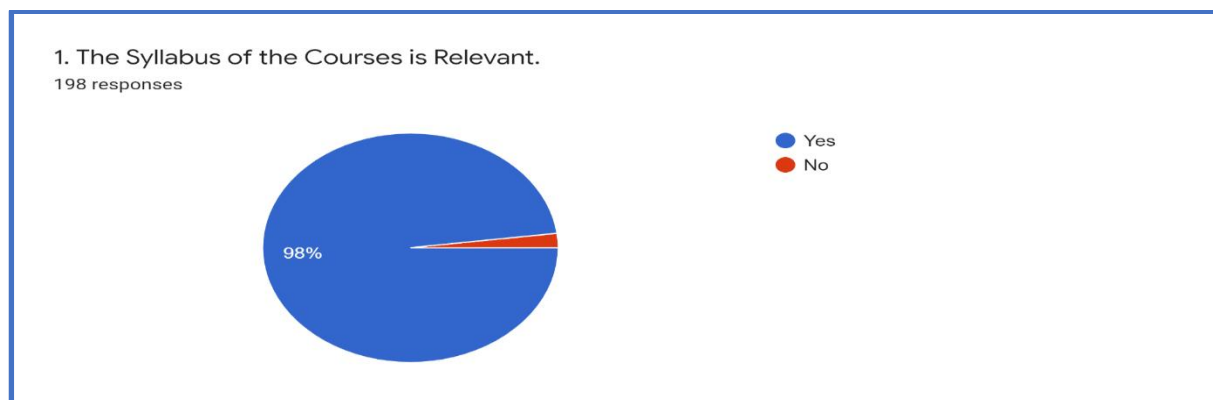


Figure 2A: The Syllabus of the Course.

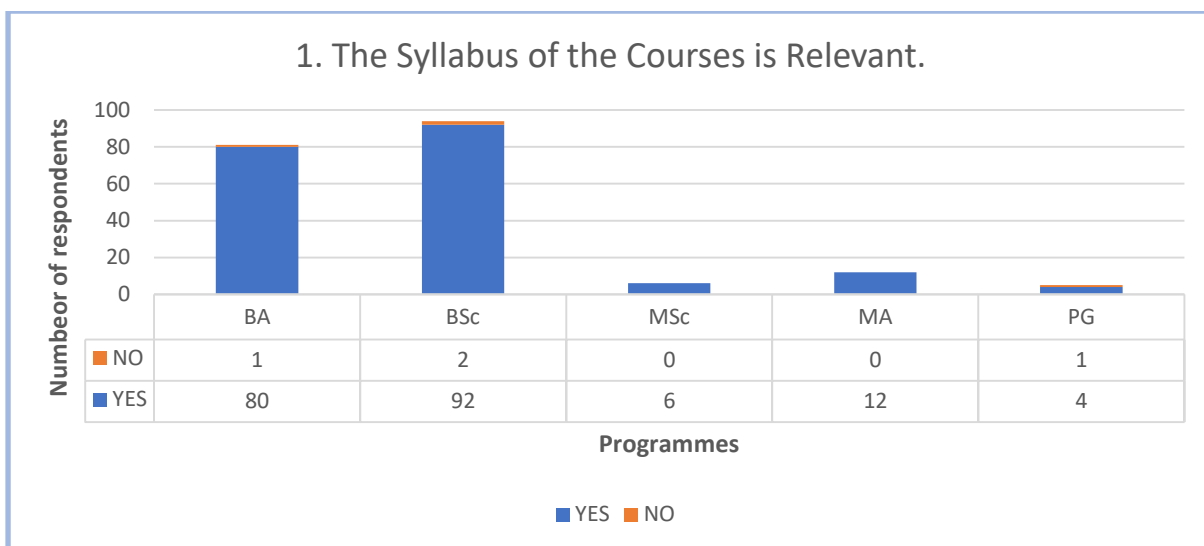


Figure 2B: Relevance of the Syllabus programme-wise

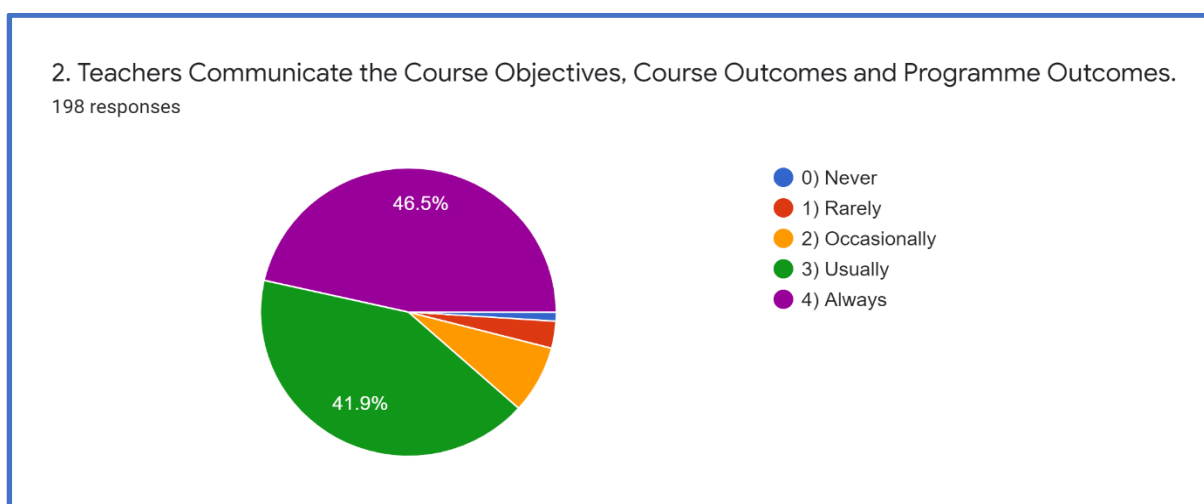


Figure 3: Teachers Communicate the Course objectives, Course outcomes and programme Outcomes.

3. How well were the Teachers able to Communicate?

198 responses

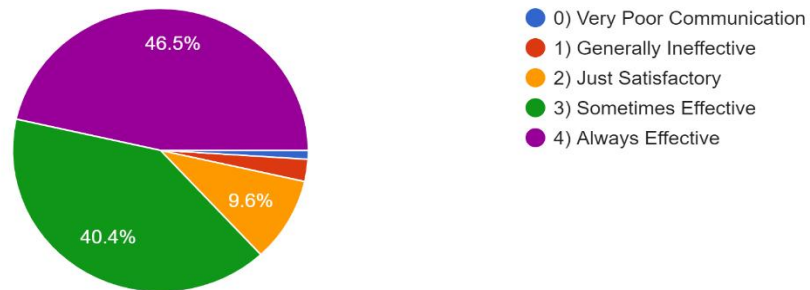


Figure 4: How well were the Teachers able to communicate.

4. How well did the Teachers prepare for Classes?

198 responses

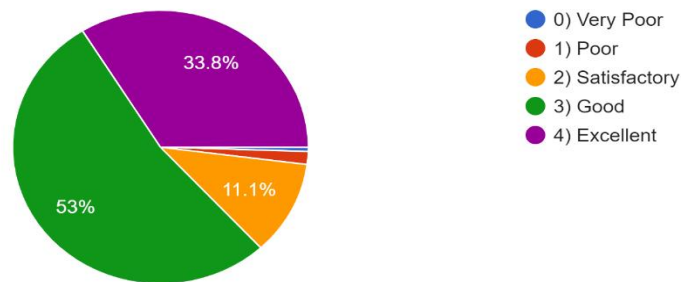


Figure 5: How well did the teachers prepare for classes.

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

198 responses

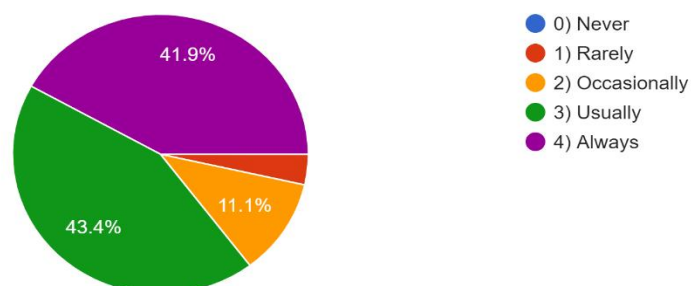


Figure 6: The Teachers illustrate Concepts through examples and other means.



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

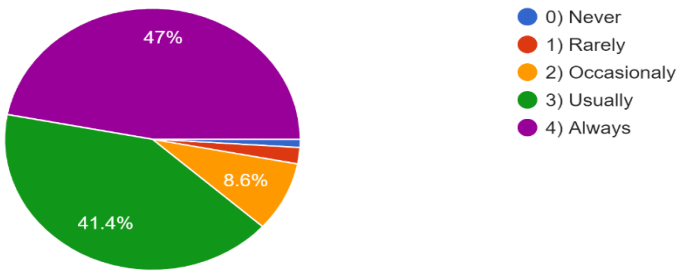


Figure 7: Teachers use student centric methods of teaching-learning.

## 2.2 ASSESSMENT OF THE EVALUATION PROCESS:

The College has practiced a time bound and fair policy of evaluation. Each Continuous Assessments (CAs) are being conducted in a different mode. The evaluation modes, pattern of questions, and allocation of marks are made known to the students at the beginning of the course and also as and when necessary. Depending on the mode of assessment, evaluated answer scripts of written exams are shown to the students usually within a week. Marks of MCQ based assessments are made known to them almost immediately. Most of the teachers are now using Google Classroom features to set MCQ based questions where the marks obtained are immediately available to the students and feedback is also discussed by the respective faculty. Such practices ensure fairness in evaluation and provide feedback to the students. This has reflected in the SSS survey. Above 90% participants (Figure 8 & 9) have reaffirmed that the evaluation process have been fair and appropriate.

7. For Fairness of Internal Evaluation Teachers Display/Share the clear Rubrics/ Marking System. 

198 responses

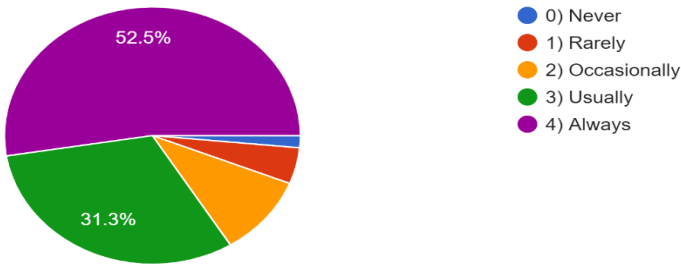


Figure 8: For Fairness of Internal Evaluation Teachers Display/ Share the clear Rubrics/Marking System &nbsp;.

8. Are the Marks obtained at the Assessments shared by the Teachers with you?

198 responses

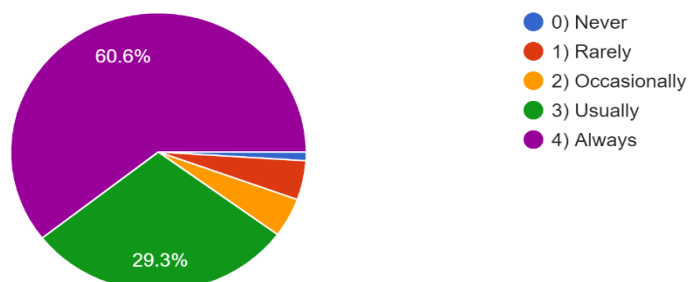


Figure 9: Marks obtained at the assessments shared by the teachers with the students.

### 2.3 ASSESSMENT OF MECHANISMS IN PLACE FOR OVERALL GROWTH OF THE STUDENTS:

Students of the college are required to complete a certain hour of internship knowing that they learn more while working in real life situations of the corporate and other working environments. Internship also improves the employability of the graduates and postgraduates. In some of the programmes, e.g. MSc IT an entire semester is devoted to student's internship. Students have been offered jobs in the same organisations after completing their internship.

In spite of the lockdown, closure of organisations and restriction of movements, students have overcome the challenges and carried out their internship adapting to changing scenario. A number of students took internships to contribute to the college by undertaking assignments that could be done from home. A few such students developed software applications for the college, working from home under the supervision of faculty members. Efforts made by the college toward internships of the students have been reflected in the survey. Nearly 90% of participants (Figure 11) have expressed more than satisfaction toward Internships guidance, Students exchange and field opportunities.

The other avenues for overall growth being participating and organising various events. Students have largely expressed satisfaction over the avenues and opportunities provided to them by their respective departments (Figure 12 and 13).

Mentoring is one other mechanism in place to remove the barriers in teaching learning process. In spite of a well-placed and documented process of mentoring the meeting between mentor and mentee needs improvement. About 35% (Figure 14 & 15) of the participants have expressed such need for improvement.

Further the resource centre/Library and internet connectivity and availability of Wi-Fi require improvement based on the survey.

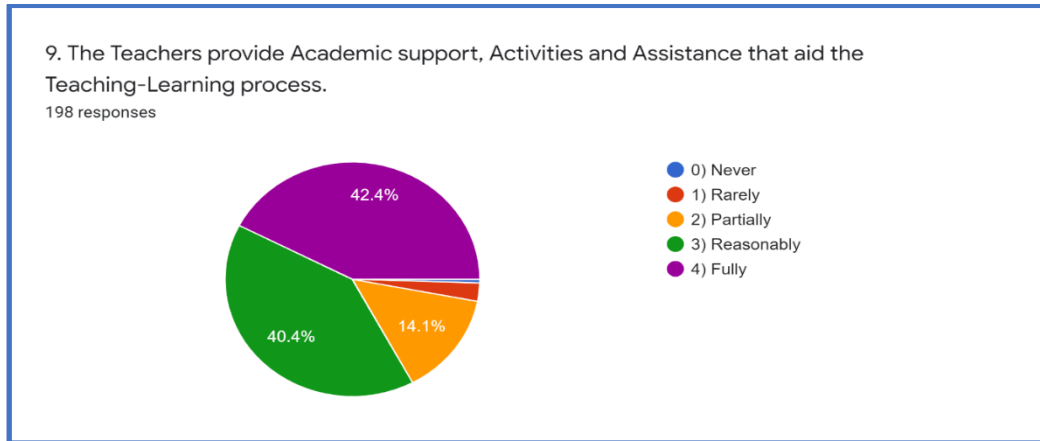


Figure 10: The Teachers provide Academic support, Activities and assistance that aid the Teaching-Learning Process.

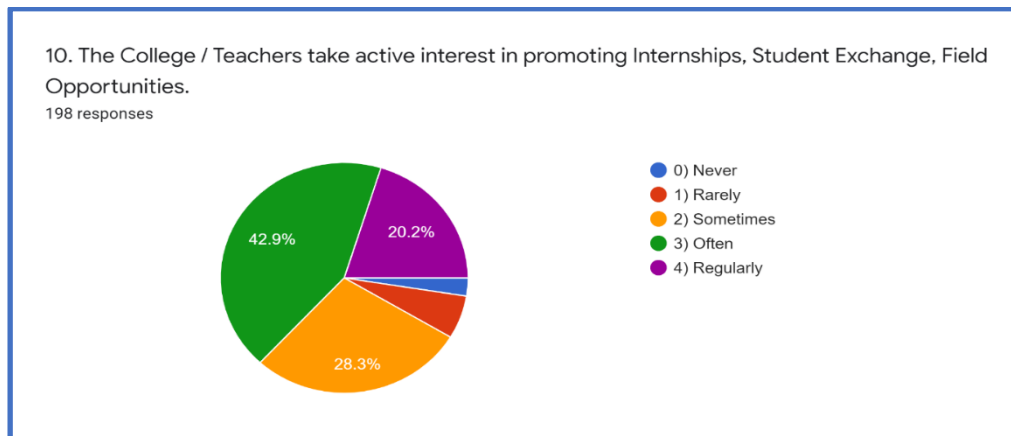


Figure 11: College or Teachers taking active interest in promoting Internships, student Exchange and field opportunities.

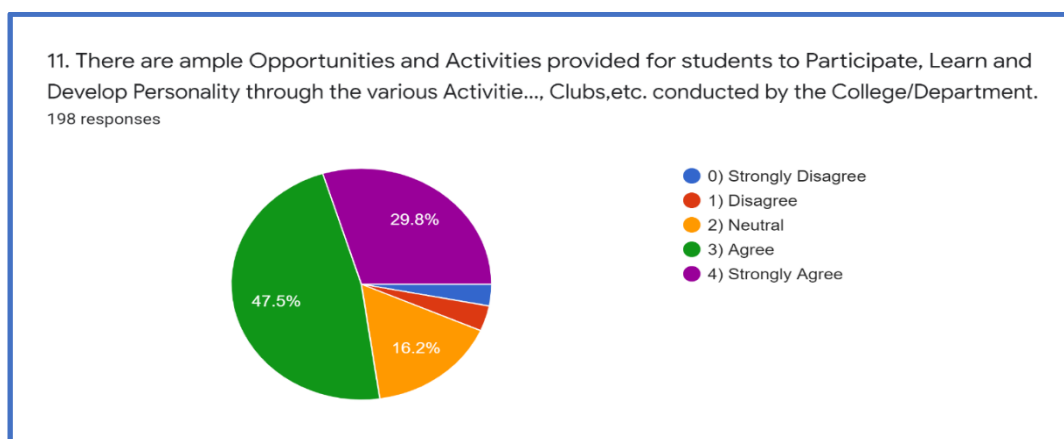


Figure 12: Ample opportunities and activities provided for students to participate, learn and Develop personality through the various activity clubs conducted by the college/Department.

12. Efforts made by College / Teacher to inculcate Soft Skills/ Life Skills/ Employability Skills?  
198 responses

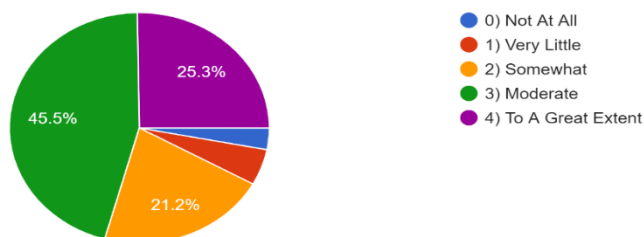


Figure 13: Efforts made by the College/Teacher to inculcate soft skills/ Life skills/ Employability skills.

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

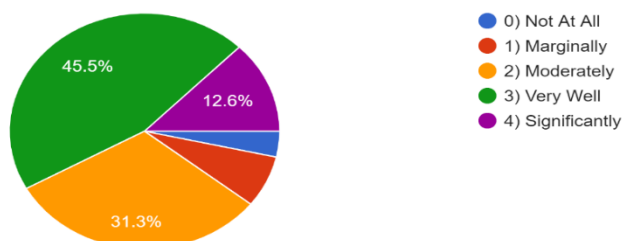


Figure 14: Teaching and mentoring process in the College facilitates your overall growth.

14. Your college Mentor has regular meetings with you?  
198 responses

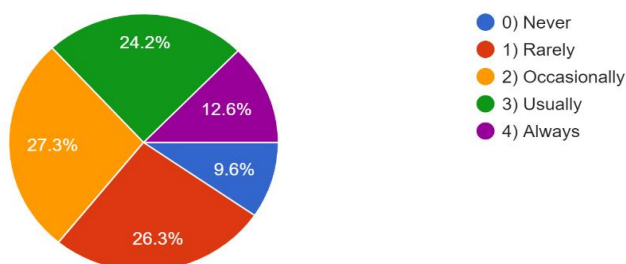


Figure 15: The College Mentor has regular meetings with the student.

## 2.4 ASSESSMENT OF THE EFFORTS MADE DURING GLOBAL PANDEMIC:

The College swung into action and put a number of efforts to continue the teaching learning processes even during lockdown. Students continued to interact with their teachers and classmates through Chowgules Learn Anytime Anyplace (CLAAP) initiative which is a



Learning Management System(LMS) like Moodle/Google Classroom that is used by the College. Other technology platforms like Google drive and messaging services were also used to facilitate this process. Evaluation mechanisms such as hybrid mode of teaching and learning were also put in place to meet the challenges. Faculty members recorded their classes and uploaded the same on the Internet for students to benefit. The participants have largely appreciated these efforts (Figure 17 & 18).

The major issue in regard to these efforts have been internet connectivity for students to join online interaction or even go through recorded content (Refer to Figures 20 A – D). However, a number of participants have suggested uploading the recorded content as a preferable solution to students being not able to join online classes. Under these circumstances' teachers have adapted to hybrid mode, where online classes are conducted and also the video recording of the same classes are provided to the student for viewing at a time and location of their own convenience.

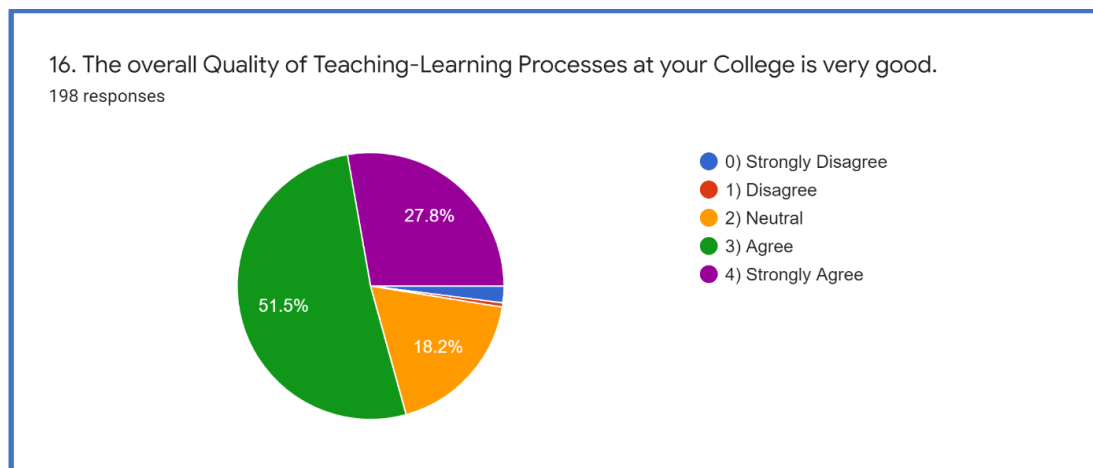


Figure 17: The overall quality of Teaching-Learning processes at the college.

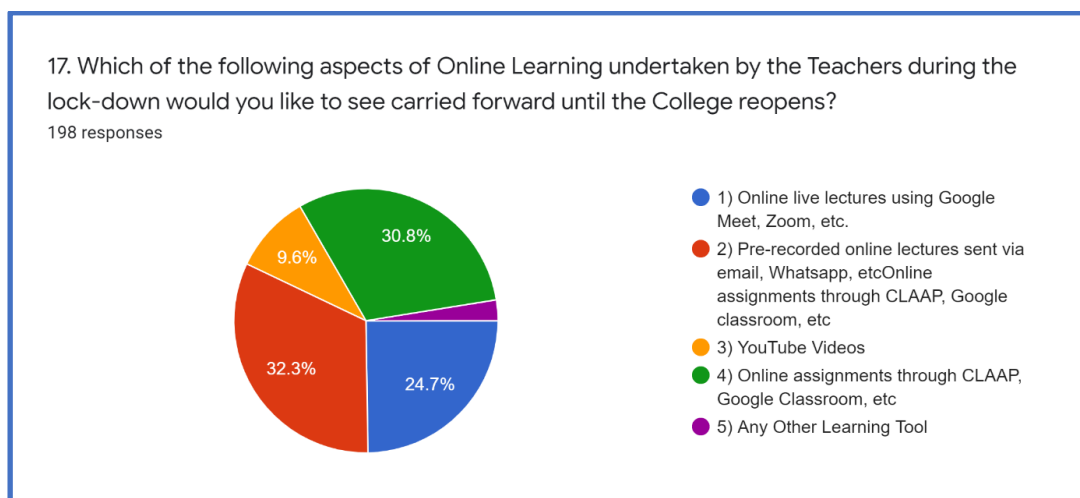


Figure 18: The following aspects of online learning undertaken by the teachers during the lockdown where students would like to see carried forward until the college reopens.

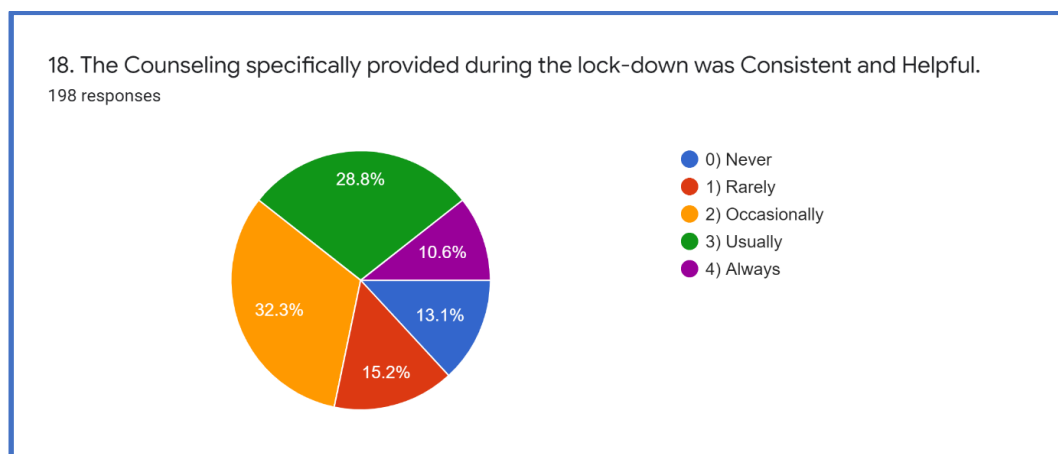


Figure 19: The Counseling specifically provided during the lock-down was consistent and helpful.

### III.CONCLUDING REMARKS:

As a whole the Students Satisfaction Survey (2019-2020) have reaffirmed many initiatives taken by the College in recent years by agreeing or strongly agreeing in nearly 80% cases (Figure 16) with the teaching learning process to be of very good quality, while also highlighting areas of improvements (See Figures 21 A-F) that will better enable the College in attaining its goal to become a centre of excellence.

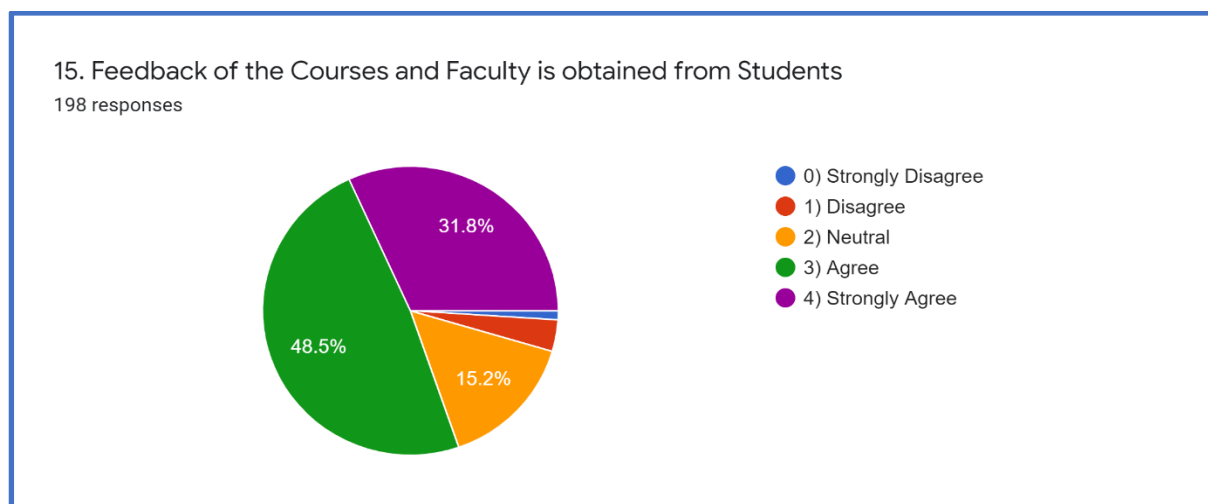


Figure 16: Feedback of the Courses and Faculty is obtained from students.

The SSS has also pointed out few grey areas where the college/ teachers/ departments do have scope for enhancement in quality of education(Refer Figures 21 A - F ). The three important suggestions are as summarised as follows:

#### (1) Library:

Majority of the Students felt that they should be allowed to go to the library, sit and read books there. Most of the First Year (FY) students felt that the library system in the college doesn't permit them to visit and read books. They feel that this rather promotes them to sit idle and waste time. Strong demand to make the library more accessible to the students.

(2) College Timing:

Students suggested that college needs to provide lecture schedule without long gap between successive lectures. They did not like lectures to be conducted late in the evening, full day and stated that lectures at the time of lunch should be avoided.

(3) Infrastructure:

Students commented on not getting good internet connectivity on campus. They suggested to have better cyber facilities (computers/internet connectivity) on campus and inside the classroom to complete online work in college with required software's pre-installed wherever necessary. They mentioned that classrooms be provided with working projectors and screens.

SSS-2019-2020-FINAL

Questions Responses 198

19. Discuss some Issues/Barriers/Problems faced wrt the Online Teaching and Home Learning experience during the lock-down period.  
198 responses

- None
- Nothing
- Network issue
- Network issues
- .
- Network
- network issues
- No issues
- Slow internet connection causes problem during live class

20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.  
198 responses

Fig 20 A: Issues/Barriers/Problems faced wrt Online Teaching during the lockdown period

SSS-2019-2020-FINAL

Questions Responses 198

19. Discuss some Issues/Barriers/Problems faced wrt the Online Teaching and Home Learning experience during the lock-down period.  
198 responses

- The learning process is restricted due to weak Internet connection. Also the trs do not understand if there is slight delay in submission due to poor Internet
- Unstable internet connection
- I had no proper connection, because I stay at remote area kind off.
- No proper internet connection
- We have some network problem in our locality
- Due to the Lockdown and we being stuck at home where we get poor network due to which the g meetings were hindered. Secondly online exams are being conducted. However it is very difficult to upload files on Google class when it rains as the the network goes down. This results in so much of stress. Students have traveled from varca to Margao just to upload a paper because they could what about those who cannot travel?
- Internship details. Make that process easier please.

20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.  
198 responses

Fig 20 B: Issues/Barriers/Problems faced wrt Online Teaching during the lockdown period

## REPORT ON THE STUDENT SATISFACTION SURVEY (SSS)

SSS-2019-2020-FINAL

Questions Responses 198

19. Discuss some Issues/Barriers/Problems faced wrt the Online Teaching and Home Learning experience during the lock-down period.  
198 responses

Due to rainy season there are some issues with the network but otherwise, it is better and very helpful

First thing is that there is internet problems, contently there are lights going of during the rains and hence I will miss out on whatever was taught, there will be a lot of disturbances while attending online classes.

Having online classes and can be difficult time for students like me who have network issues, and tend to miss or unable to submit the work in the given time limit (like given a time limit of 3 hours to submit after the CA has been given), its not always that such time limit is there. Only Range there bees a lot of problem.

Nothing

Facing problematic network connections.

Due to poor network of the teacher her voice was not audible and breaking in between.

20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.  
198 responses

Fig 20 C: Issues/Barriers/Problems faced wrt Online Teaching during the lockdown period

SSS-2019-2020-FINAL

Questions Responses 198

19. Discuss some Issues/Barriers/Problems faced wrt the Online Teaching and Home Learning experience during the lock-down period.  
198 responses

Major network issues

Network problems, slow-down of the server.

At times Internet connectivity has been a problem

Power off issues and sometimes network issues.

Network issues only

Internet is not sufficient for a full online lecture. Our area has weak Mobile network

Sometimes google Classroom doesn't work properly. The emails sent by teachers reach late or even after the due dates. Network problem is a huge issue.

Online teaching experience was not that good. Faced problems due to poor internet connections and so was not able to access important document at a specific given time.

20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.  
198 responses

Fig 20 D: Issues/Barriers/Problems faced wrt Online Teaching during the lockdown period



## REPORT ON THE STUDENT SATISFACTION SURVEY (SSS)

Questions Responses 198

20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.  
198 responses

Give assignment  
Put video of teachers giving lecture  
Also share proper reference material n youtube video link

1.online learning so that we don't waste time

Teaching is very good in chowgule

1)Encourage active and practical learning. 2)Try to reach every student's doubts. 3) Motivate students to do better.

I don't have any suggestions

Reports weekly. More material to understand matter well. Reading should be promoted for language studies.

Our department has pretty good teaching techniques.

Fig 21 A: Suggestions for Improvement

Questions Responses 198

20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.  
198 responses

I am Msc Geoinformatics Interested  
But my Wrong addmisan Porses PGDGIS Diploma please a Convert Msc II Geoinformatics

1) More practical learning.  
2) Brain-Storm sessions.  
3) More productive activities pertaining to the syllables.

1) Advance notice to be given to students before starting with any live lectures.  
2) It will be helpful if teachers give online assignments via e-mail or whatsapp as most of the time the Google classroom is not functioning.  
3) Since it's not possible to go out to visit libraries, it would be great if the students are provided with some reference link.

Teachers must be more approachable  
Summarise what is taught at the end of the class  
Give 5-10 minutes break for each lecture

1. Teachers are requested to kindly 'teach' us and not expect us to remember everything from our previous knowledge.

Fig 21 B: Suggestions for Improvement

## REPORT ON THE STUDENT SATISFACTION SURVEY (SSS)

The screenshot displays a Google Forms interface for a survey titled "SSS-2019-2020-FINAL". The form is titled "20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College." and has received 198 responses. The suggestions are listed in a text area:

1. Teachers are requested to kindly 'teach' us and not expect us to remember everything from our previous knowledge. It is an unhealthy teaching-learning experience. More emphasis must be given to strengthen the knowledge base that they brag about all the time. Honestly, it would do them good to go the extra mile and strengthen our knowledge bases themselves with their years of expertise over the subject.

2. Library facilities are not yet available to first year students. FYs cannot issue books for themselves. Kindly co-operate.

3. The college Wi-Fi isn't functioning. Students have to use their mobile Hotspots to connect their laptops. Overall, students have to hunt for network available areas to do the same.

No suggestions required

Projectors dont work properly in some classes, can repair them  
The tiger coop can be kept open in college time  
Network issues solving

1) There should be good experienced teachers  
2) There should be good computer facilities  
3) Teachers should explain some difficult concepts properly and must not tell to work on it without

Fig 21 C: Suggestions for Improvement

The screenshot displays a Google Forms interface for a survey titled "SSS-2019-2020-FINAL". The form is titled "20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College." and has received 198 responses. The suggestions are listed in a text area:

Library issue

1. Outdoor learning (in the woods/ outside library) should be encouraged b of a change of environment.

2. The wifi/ network issues in college should be solved.

3. Field work should be encouraged.

1. They need to explain the concept very well by giving different examples.

2. At one time they should take 2 or 3 topics to explain rather than explaining whole chapter in one lecture.

3. Before they start teaching they should clear about the concept they are going to teach in the class. They need to explain first and then ask questions and not vice-versa

Sometimes teachers are more focused on outcome and the marks or evaluation is more on whether or not the student has completed criterias which they have set and imagined. But very few teachers consider students effort which is a sad thing because not every student is highly intelligent and not everyone can be what the teachers have in their minds so, there is sometimes a discrepancy which demotivates students to bring out the best in them. Sometimes evaluations outcomes or marks are given towards the end of the semester which again does not give a chance to know whether or not to opt for the optional CA. Sometimes the material even rubrics is given late.

Fig 21 D: Suggestions for Improvement

## REPORT ON THE STUDENT SATISFACTION SURVEY (SSS)

The screenshot displays a Google Forms interface for a survey titled "SSS-2019-2020-FINAL". The form is titled "20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College." and has received 198 responses. The suggestions are as follows:

- Online Classes should be encouraged
- Proper Resources/References should be provided or told
- Appropriate time limit should be given before submission
- 1. It would be really helpful if students are allowed to take extra departmental subjects instead of GEC.
- 2. The sitting arrangement in the library is not very conducive to do assignment work at campus. It would be very helpful if something is done about the same.
- 1. See that students understand whatever work/assignments given to them.
- 2. Make lectures more interesting by giving examples regularly.
- 3. Sometimes try to understand students situation. Don't put continuous pressure on them so that they end up doing nothing.
- Library facility should be given
- extracurricular activities such as debates , quizzes should be there
- None
- Videos can be shown as reference in class..

Fig 21 E: Suggestions for Improvement

The screenshot displays a Google Forms interface for a survey titled "SSS-2019-2020-FINAL". The form is titled "20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College." and has received 198 responses. The suggestions are as follows:

- 1. Have more interactive sessions.
- 2. Explain the concepts/ Theories with simple and better examples.
- 3. Experimental examples.
- library facilities should be improved. books should be allowed to take home and the extra activities should be scheduled well so that students dont miss lectures.
- The respected teacher should be loud enough while explaining.
- Teacher should make sure that the concepts are clear.
- Should give more examples while explaining.
- Communication by the teachers, lectures late in the evening and at the time of lunch should be avoided and a big class of 60 for GEC or Statistics should be avoided.
- 1) the library should be made more accessible to the students
- 2) the projectors in the classrooms should be regularly checked to ensure they work properly
- 3) teachers can provide more reference videos and books for better understanding of the topics
- teachers should record the class and share the video

Fig 21 F: Suggestions for Improvement



## REPORT ON THE STUDENT SATISFACTION SURVEY (SSS)

SSS-2019-2020-FINAL

Questions Responses 198

20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College.

198 responses

Classes can be more interactive. Sharing videos and discussion on articles related to concepts helps a lot.

1. More practical approach using activities

1)CAN MAKE IT ONE TO ONE COMMUNICATION

Keep a test after each chapter (application based)

Need to be focused on a particular topic.  
Teachers are not interacting that much with online classes

1. Date of submission of each assignment should have some days gap between them  
2. Library books should be given to the students to refer.

1. Physical access to the library will be helpful or online library membership to access books as college students.  
2. Better cyber facilities (computers/internet connectivity) to complete online work in college with required softwares pre-installed.  
3. Classrooms with working projectors and screens will be helpful.

Fig 21 G: Suggestions for Improvement

\*\*\*\*\*

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

**Dr.(Ms).ShailaGhanti**  
**Officiating Principal**



**Dated:**



**APPENDIX -I**

**Google Form of the SSS 2019-2020.**

# PARVATIBAI CHOWGULE COLLEGE OF ARTS & SCIENCE (Autonomous) : STUDENT'S SATISFACTION SURVEY (SSS) 2019-20

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.

**\* Required**

*Skip to question / Skip to question /*

## Student Information

1. Name of The Student:

---

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

---

3. Class (FY/SY/TY/ Part I/Part II / Semester I/ Semester II ): \*

---

4. Department Name: \*

---

5. 1. The Syllabus of the Courses is Relevant. \*

*Mark only one oval.*

☐ Yes

☐ No



6. 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

7. 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

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

Mark only one oval.

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



## 9. 5. The Teachers Illustrate Concepts through Examples and Other Means. \*

Mark only one oval.

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

## 10. 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

## 11. 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





12. 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

13. 9. 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

14. 10. 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



15. 11. 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

16. 12. 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

17. 13. 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



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

Mark only one oval.

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

19. 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

20. 16. 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



21. 17. 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

22. 18. 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

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

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24. 20. Give Three Suggestions to Improve Overall Teaching-Learning Experience in the College. \*

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