

DONYI POLO GOVERNMENT COLLEGE KAMKI
DISTRICT WEST SIANG::ARUNACHAL PRADESH



STUDENTS SATISFACTION SURVEY REPORT
FOR THE SESSION 2019
(JAN to MAY)

INTRODUCTION

Internal Quality Assessment Cell (IQAC) DPGC has conducted a Student Satisfaction Survey regarding Teaching – Learning and Evaluation for the session January to May 2019, with an aim to upgrade the quality in institutional education. Students from the final semester were the target respondents for the survey and every respondent have gone through a series of twenty (20) multiple choice based questions with one descriptive cum open ended question. Whereas, Internal Quality Assessment Cell Assure that the name and identity of the respondent will not be revealed.

SAMPLING TECHNIQUE AND SIZE

For the present survey, multi-stage convenience sampling under non probability sampling technique has been used. Overall 60 Percent of the total strength of the final semester students was targeted for the survey which is around 165 but as a result only 137 students participated in the satisfaction survey. The division of the sampling has been explained below:

	DEPARTMENTS	ISSUED/TARGETED	RECEIVED/PARTICIPATED
ARTS	Political Science	44	37
	History	30	29
	Geography	19	18
	Education	21	16
	English	18	17
	Hindi	12	02
	Economics	09	06
COMMERCE	Commerce	12	12
	TOTAL	165	137

The overall data were analysed with the help of SPSS (Statistical Packages for social sciences) software and will soon be uploaded in the institutional website.

STUDENT'S (RESPONDENTS) PROFILE:

First Time Answering The Survey

	Frequency	Percent	Valid Percent	Cumulative Percent
YES	137	100.0	100.0	100.0

AGE

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 18 YEARS to 20YEARS	46	33.6	33.6	33.6
21YEARS to 23YEARS	83	60.6	60.6	94.2
24 YERAS & ABOVE	8	5.8	5.8	100.0
Total	137	100.0	100.0	

GENDER

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid FEMALE	57	41.6	41.6	41.6
MALE	80	58.4	58.4	100.0
Total	137	100.0	100.0	

SUBJECT CURRENTLY PURSUING

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	ARTS	125	91.2	91.2	91.2
	COMMERCE	12	8.8	8.8	100.0
	Total	137	100.0	100.0	

1. How much of the syllabus was covered in the class?

Syllabus Covered In the Class

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 30%	1	.7	.7	.7
	30 to 54%	3	2.2	2.2	2.9
	55 to 69%	6	4.4	4.4	7.3
	70 to 84%	55	40.1	40.1	47.4
	85 to 100%	72	52.6	52.6	100.0
	Total	137	100.0	100.0	

2. How well did the teachers prepare for the classes?

How Well Did The Teachers Prepare For The Classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Won't teach at all	3	2.2	2.2	2.2
	Indifferently	3	2.2	2.2	4.4
	Poorly	1	.7	.7	5.1
	Satisfactorily	91	66.4	66.4	71.5
	Thoroughly	39	28.5	28.5	100.0
	Total	137	100.0	100.0	

3. How well were the teachers able to communicate?

How Well Were The Teachers Able To Communicate

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very poor communication	2	1.5	1.5	1.5
	Generally ineffective	1	.7	.7	2.2
	Just Satisfactorily	19	13.9	13.9	16.1
	Sometimes effective	36	26.3	26.3	42.3
	Always effective	79	57.7	57.7	100.0
	Total	137	100.0	100.0	

4. The teacher's approach to teaching can best be described as

The Teachers Approach to Teaching Can Best Be Described As

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	3	2.2	2.2	2.2
	Good	32	23.4	23.4	25.5
	Very Good	65	47.4	47.4	73.0
	Excellent	37	27.0	27.0	100.0
	Total	137	100.0	100.0	

5. Fairness of the internal evaluation process by the teachers.

Fairness Of The Internal Evaluation Process By The Teachers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Usually unfair	4	2.9	2.9	2.9
	Sometimes unfair	23	16.8	16.8	19.7
	Usually fair	34	24.8	24.8	44.5
	Always fair	76	55.5	55.5	100.0
	Total	137	100.0	100.0	

6. Was your performance in assignments discussed with you?

Was Your Performance In Assignments Discussed With You

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	4	2.9	2.9	2.9
	Rarely	21	15.3	15.3	18.2
	Occasionally/Sometimes	39	28.5	28.5	46.7
	Usually	33	24.1	24.1	70.8
	Everytime	40	29.2	29.2	100.0
	Total	137	100.0	100.0	

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students?

Institute Promoting Internship Students exchange Or Field visit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	18	13.1	13.1	13.1
	Rarely	22	16.1	16.1	29.2
	Sometimes	40	29.2	29.2	58.4
	Often	18	13.1	13.1	71.5
	Regularly	39	28.5	28.5	100.0
	Total	137	100.0	100.0	

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth

Cognitive Social And Emotional Growth Through Teaching And Mentoring

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not at all	6	4.4	4.4	4.4
Marginally	6	4.4	4.4	8.8
Moderately	39	28.5	28.5	37.2
Very well	64	46.7	46.7	83.9
Significantly	22	16.1	16.1	100.0
Total	137	100.0	100.0	

9. The institution provides multiple opportunities to learn and grow.

Institution Provides Multiple Opportunities To Learn And Grow

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly disagree	5	3.6	3.6	3.6
Disagree	13	9.5	9.5	13.1
Neutral	22	16.1	16.1	29.2
Agree	53	38.7	38.7	67.9
Strongly agree	44	32.1	32.1	100.0
Total	137	100.0	100.0	

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

Expected Competencies Course Outcomes Program Outcome

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	4	2.9	2.9	2.9
	Rarely	8	5.8	5.8	8.8
	Occasionally/Sometimes	30	21.9	21.9	30.7
	Usually	41	29.9	29.9	60.6
	Every time	54	39.4	39.4	100.0
	Total	137	100.0	100.0	

11. Your mentor does a necessary follow-up with an assigned task to you.

Follow Ups By Mentor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I Don't have a mentor	15	10.9	10.9	10.9
	Rarely	14	10.2	10.2	21.2
	Occasionally/Sometimes	35	25.5	25.5	46.7
	Usually	36	26.3	26.3	73.0
	Every Time	37	27.0	27.0	100.0
	Total	137	100.0	100.0	

12. The teachers illustrate the concepts through examples and applications.

Use Of Examples And Applications By Teacher to Illustrate The Concept

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	2	1.5	1.5	1.5
	Rarely	5	3.6	3.6	5.1
	Occasionally/Sometimes	17	12.4	12.4	17.5
	Usually	35	25.5	25.5	43.1
	Every time	78	56.9	56.9	100.0
	Total	137	100.0	100.0	

13. The teachers identify your strengths and encourage you with providing right level of challenges.

Identification Of Students Strength And Encouragement By Teachers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unable to	6	4.4	4.4	4.4
	Slightly	9	6.6	6.6	10.9
	Partially	8	5.8	5.8	16.8
	Reasonably	26	19.0	19.0	35.8
	Fully	88	64.2	64.2	100.0

Identification Of Students Strength And Encouragement By Teachers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unable to	6	4.4	4.4	4.4
	Slightly	9	6.6	6.6	10.9
	Partially	8	5.8	5.8	16.8
	Reasonably	26	19.0	19.0	35.8
	Fully	88	64.2	64.2	100.0
	Total	137	100.0	100.0	

14. Teachers are able to identify your weaknesses and help you to overcome them.

Identification Of Students Weakness And Help To Overcome By Teachers

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	6	4.4	4.4	4.4
	Rarely	7	5.1	5.1	9.5
	Occasionally/Sometimes	16	11.7	11.7	21.2
	Usually	26	19.0	19.0	40.1
	Every time	82	59.9	59.9	100.0
	Total	137	100.0	100.0	

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Students Participation In Review And Continuous Improvement In Teaching

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	3	2.2	2.2	2.2
Disagree	4	2.9	2.9	5.1
Neutral	26	19.0	19.0	24.1
Agree	65	47.4	47.4	71.5
Strongly agree	39	28.5	28.5	100.0
Total	137	100.0	100.0	

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

Use Of Student Centric Method By Teachers

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not at all	14	10.2	10.2	10.2
Very little	26	19.0	19.0	29.2
Some what	11	8.0	8.0	37.2
Moderate	49	35.8	35.8	73.0
To a great extent	37	27.0	27.0	100.0
Total	137	100.0	100.0	

17. Teachers encourage you to participate in extracurricular activities.

Encourage Students To Participate In Co-Curricular Activities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	6	4.4	4.4	4.4
	Neutral	13	9.5	9.5	13.9
	Agree	40	29.2	29.2	43.1
	Strongly agree	78	56.9	56.9	100.0
	Total	137	100.0	100.0	

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

Institute Role for Soft skills / Life skills And Employability Skills

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not at all	8	5.8	5.8	5.8
	Very little	12	8.8	8.8	14.6
	Some what	8	5.8	5.8	20.4
	Moderate	54	39.4	39.4	59.9
	To a great extent	55	40.1	40.1	100.0
	Total	137	100.0	100.0	

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

Use Of ICT / LCD Projector While Teaching

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 29%	82	59.9	59.9	59.9
	30-49%	10	7.3	7.3	67.2
	50-69%	20	14.6	14.6	81.8
	70-89%	17	12.4	12.4	94.2
	Above 90%	8	5.8	5.8	100.0
	Total	137	100.0	100.0	

20. The overall quality of teaching-learning process in your institute is very good.

Overall quality of teaching learning process is very good

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	2	1.5	1.5	1.5
	Disagree	4	2.9	2.9	4.4
	Neutral	17	12.4	12.4	16.8
	Agree	54	39.4	39.4	56.2
	Strongly agree	60	43.8	43.8	100.0
	Total	137	100.0	100.0	

FINDINGS
&
SUGGESTIONS
FROM
STUDENTS

DEPARTMENT OF HINDI

GRIEVANCES	SUGGESTIONS
-NIL-	<ul style="list-style-type: none">* Improve Library.*Introduce ICT tools for learning.*Needs more students' teachers' communication.

DEPARTMENT OF ENGLISH

GRIEVANCES	SUGGESTIONS
<ul style="list-style-type: none">• Lack of good books in Library• Poor toilet & rest room facilities.• Classes in holidays.• Teachers are very strict.• Cleanliness.• Need good infrastructure.• Needs computer education.	<ul style="list-style-type: none">• Tests followed by viva should be held regularly.• Don't go out of the syllabus while teaching.• Needs feedback from teachers after submission of assignments.• Highlight about the character of particular novel in advance.• At least one assignment in three tests.• Introduce ICT & teaching aids.

DEPARTMENT OF EDUCATION

GRIEVANCES	SUGGESTIONS
<ul style="list-style-type: none">• No teaching aids.• Computer education.• Lack of good and updated books in library.• Lack of faculties.• Class infrastructure.	<ul style="list-style-type: none">• Properly plan the lesson.• Teacher's preparation.• Need feedback from teachers.• Provide notes.• Remedial classes.• Needs extra classes.• Needs feedback on assignment.• Teachers should evaluate the weakness of the students.• Give feedback & encourage frequently.

DEPARTMENT OF ECONOMICS

GRIEVANCES	SUGGESTIONS
<ul style="list-style-type: none">• Lack of adequate numbers of faculties.• Faculties transfer affects academics.• Lack of relevant books in library.• Teacher's communication with students.	<ul style="list-style-type: none">• Faculties should reside in campus.• Cover syllabus in time.• Needs personality development programmes for students.

DEPARTMENT OF HISTORY

GRIEVANCES	SUGGESTIONS
<ul style="list-style-type: none">• Library and internet.• Shortage of faculties.• Shortage of relevant books in library.• Transportation facilities.• Need Computer education.	<ul style="list-style-type: none">• Compulsory career counselling for final semester students.• Take classes regularly.• Needs more interaction with teachers in class.• Teachers should be regular and friendly.• Complete syllabus in time.• Need smart class.• One MCQ test out of three sessional.• Take presentations for personality development.

DEPARTMENT OF GEOGRAPHY

GRIEVANCES	SUGGESTIONS
<ul style="list-style-type: none">• Shortage of updated books in library.• Shortage of faculties.• Shortage of instruments in Geo-Lab.• Shortage of computers.• Irregular water supply in toilets.• Teaching with angry mood.	<ul style="list-style-type: none">• Teach applications also.• Needs classes on ethics, manners & soft skills.• Date for sessional tests should be fixed in advance.• At least two times social service in a month.• Need computer education.• Introduce ICT and other teaching aids.• Faculty's absence should be informed in advance.• Be frank with students.

DEPARTMENT OF POLITICAL SCIENCE

GRIEVANCES	SUGGESTIONS
<ul style="list-style-type: none">• Shortage of books in library.• College infrastructure.• No Computer education.	<ul style="list-style-type: none">• Identify weakness of the students and help to overcome it.• Conduct presentations.• There should not be discrimination on the basis of student's education.• Teachers should encourage more.• Viva after the assignment needed.• Crack jokes in between teaching.• Provide notes.• Cover syllabus before time.• Teachers must maintain class timing.• Must not go beyond the syllabus.• Teachers must prepare well before taking class.• Take classes regularly.• Need feedback after internal exam.

DEPARTMENT OF COMMERCE

GRIEVANCES	SUGGESTIONS
<ul style="list-style-type: none">• Shortage of faculties.• Shortage of books in library.• No computer classes.• No drinking water facilities.	<ul style="list-style-type: none">• Complete syllabus in time.• Introduce ICT & teaching aids.• Use simple language & techniques.• Need notes & detail explanations.• Teachers should be frank and interactive.• Don't compare one student with other.• Use examples & applications while teaching.• Should discuss out-knowledge & daily news.• Don't take whole 60 mins.• Fix dates for sessional in advance.•

FOR PRINCIPAL

GRIEVANCES	SUGGESTIONS
NIL	<ul style="list-style-type: none">• Institute should monitor the regularity of the faculties.• Conduct at least 2 time social service in a month.• Sessional test dates should be fixed in advance.• Principal should sometime visit the classes.

ANEXURE NO. 1

DONYI POLO GOVERNMENT COLLEGE, KAMKI A.P
INTERNAL QUALITY ASSESSMENT CELL (IQAC)

STUDENT SATISFACTION SURVEY

DEPARTMENT:.....

Internal Quality Assessment Cell (IQAC) DPGC is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in institutional education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

A) Please confirm this is the first and only time you answer this survey.

- a) Yes () b) No ()

B) Age:

- C) Gender: a) Female ()
 b) Male ()
 c) Transgender ()

D) What subject area are you currently pursuing?

- a. Arts ()
- b) Commerce ()
- c. Science ()
- d. Professional ()
- e Other: ()

Instructions to fill the questionnaire

- ✓ All questions should be compulsorily attempted.
- ✓ Each question has five responses, choose the most appropriate one.
- ✓ The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here.

NOTE: Kindly restrict your response to teaching learning process only.

Following are questions for student satisfaction survey regarding teaching learning process:

1. How much of the syllabus was covered in the class?

4 – 85 to 100%

3 – 70 to 84%

2 – 55 to 69%

1– 30 to 54%

0 –Below 30%

2. How well did the teachers prepare for the classes?

4 –Thoroughly

3 – Satisfactorily

2 – Poorly

1 – Indifferently

0 – Won't teach at all

3. How well were the teachers able to communicate?

4 – Always effective

3 – Sometimes effective

2 – Just satisfactorily

1– Generally ineffective

0– Very poor communication

4. The teacher's approach to teaching can best be described as

4– Excellent

3 – Very good

2 – Good

1 – Fair

0– Poor

5. Fairness of the internal evaluation process by the teachers.

4 – Always fair

3 – Usually fair

2 – Sometimes unfair

1 – Usually unfair

0– Unfair

6. Was your performance in assignments discussed with you?

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

1 – Rarely

0– Never

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

4 – Regularly

3 – Often

2 – Sometimes

1 – Rarely

0– Never

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

4 – Significantly

3 – Very well

2 – Moderately

1 – Marginally

0– Not at all

9. The institution provides multiple opportunities to learn and grow.

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0– Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

4 – Every time

3 – Usually

2– Occasionally/Sometimes

1 – Rarely

0– Never

11. Your mentor does a necessary follow-up with an assigned task to you.

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

1 – Rarely

0 – I don't have a mentor

12. The teachers illustrate the concepts through examples and applications.

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

1– Rarely

0 – Never

13. The teachers identify your strengths and encourage you with providing right level of challenges.

4 – Fully

3 – Reasonably

2 – Partially

1 – Slightly

0– Unable to

14. Teachers are able to identify your weaknesses and help you to overcome them.

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

1 – Rarely

0 – Never

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

4 – To a great extent

3 – Moderate

2 – Some what

1 – Very little

0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

4 – To a great extent

3 – Moderate

2 – Some what

1 – Very little

0 – Not at all

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

4 – Above 90%

3 – 70 – 89%

2 – 50 – 69%

1 – 30 – 49%

0 – Below 29%

20. The overall quality of teaching-learning process in your institute is very good.

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

a)

b)

c)