Student Satisfaction Survey

Key Indicator - 2.7.1

Under Criterion II of Teaching – Learning and Evaluation

2023 - 2024

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Student Satisfaction Survey is conducted every year to know about the students' perception about Teaching – Learning and Evaluation, which will help to upgrade the quality of process followed in our institution.

Students are randomly selected for the survey by system. Only that particular student who was chosen randomly will get the Questionnaire. The students will remain anonymous throughout the survey process.

In SSS there would be twenty one questions all over and out of which, twenty questions would be objective type and one question provides opportunity for the students to give their observations / suggestions in a descriptive way to improve the overall teaching – learning experience in our institution.

The questionnaire covers a wide array of skills involved in the teaching process which vary from teaching skills of the teacher, technical knowledge, effectiveness of communication, preparedness, doubt clearing skills and use of ICT, to overall approach to the educational process like motivation, interpersonal relationships, feedback, dynamically modifying teaching methodology to help weak students etc.,

The Questionnaire is based on the liker scale on a graded marking system. The students' response is based on a scale 0 to 4. Highest positive response is rated as 4 and the lowest negative response is rated as 0. This removes the binary forced approach and provides a more comfortable wider range for students to register their opinion.

The email ids of all the students in the institution currently pursuing the degree was acquired for all the UG and PG programme. This was around 5850 in number. Out of this entire set a subset of around 3000 students was chosen randomly by the system anonymously to maintain objectivity in the entire process. Questionnaire were sent in Google forms through the link https://forms.gle/UJhJ9MG2T6BoRmtq6 to that mail ids selected randomly. This fetched response from 1456 students was recorded and performance of stakeholders were analyzed with regards to the feedback provided.

End analysis of the survey is done using software which will aggregate the response and generate the score of student satisfaction survey. A robust mechanism is followed by this software so as to follow a holistic unambiguous approach towards quantifying the student feedback in a comprehensively inferable manner.

Inference from the feedback is analyzed thoroughly by the appellate authorities and corrective measures are implemented.

You Choose, We Do It

St. JOSEPH'S COLLEGE OF ENGINEERING
(An Autonomous Institution)
St. Joseph's Group of Institutions
Jeppiaar Educational Trust
OMR, Chennai - 119

Questionnaire

National Assessment and Accreditation Council
(NAAC) Student Satisfaction Survey
Key Indicator - 2.7.1

Under Criterion II of Teaching – Learning and Evaluation

Guidelines for Students

St.Joseph's College of Engineering is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher 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) College Name:

D) Gender: a) Female ☐ b) Male ☐   c) Transgender ☐

E) What degree program are you pursuing now?
   a) Bachelor's ☐   b) Master's ☐   c) MPhil ☐
   d) Doctorate ☐   e) Other   (   )

F) 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. (Kindly restrict your response to teaching learning process only)

Student Satisfaction Survey on 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%

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   3–Sometimes   2–Just   1–Generally   0–Verypoor
   effective   effective   satisfactorily   ineffective   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   1– Usually unfair   0– Unfair
                                            unfair

6. Was your performance in assignments discussed with you? ☐
   4 – Every time   3 – Usually   2–   1 – Rarely   0– Never
                                        Occasionally/Sometimes

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   3 – Agree   2 – Neutral   1 – Disagree   0– Strongly
   agree   disagree

10. Teachers inform you about your expected competencies, course outcomes and
    programme   outcomes ☐
    .4 – Every time   3 – Usually   2–   1 – Rarely   0– Never
                                         Occasionally/Sometimes

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

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 disagree

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 – Neutral   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)

Summary of the Survey
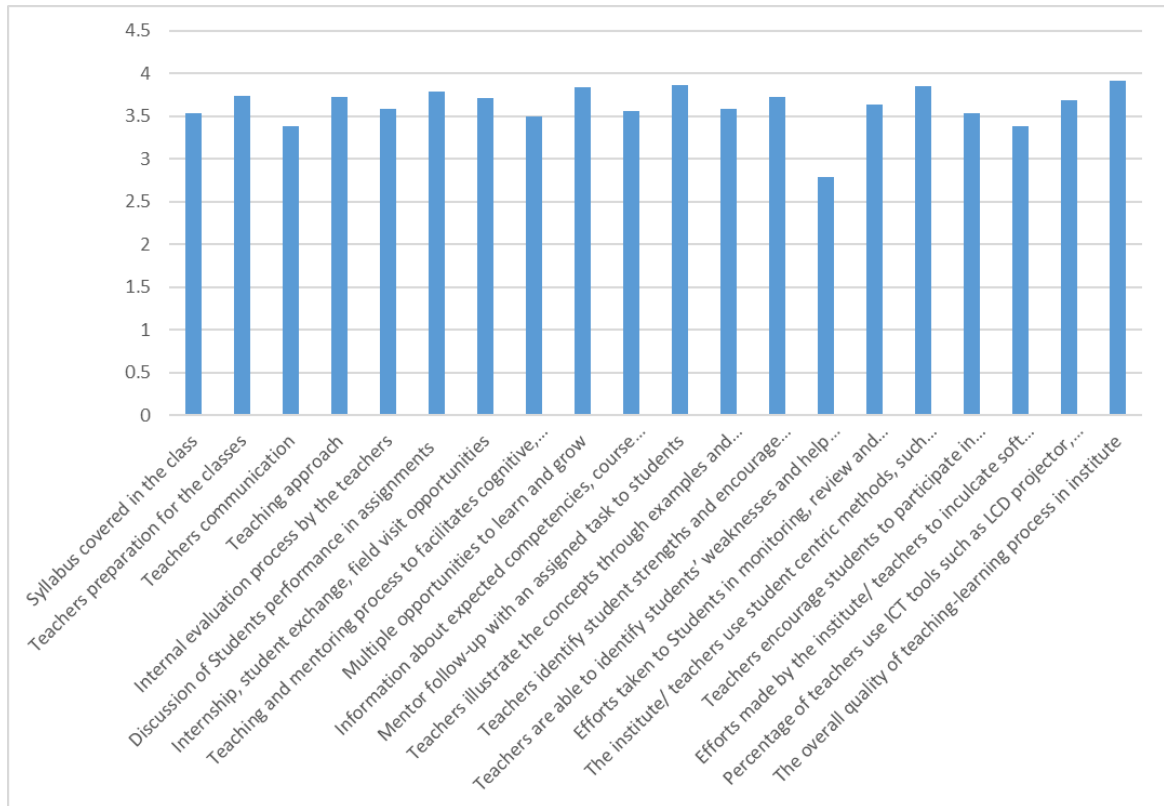
Programme wise student participation in the survey

Sl.No	Name of the Programme	No .of. Students Participated
1.	B.E - Civil Engineering	25
2.	B.E – Computer Science and Engineering	206
3.	B.E – Electronic and Communication Engineering	168
4.	B.E – Electrical and Electronic Engineering	143
5.	B.E – Electronic and Instrumentation Engineering	140
6.	B.E – Mechanical Engineering	113
7.	B.Tech – Artificial Intelligence and Data Science	162
8.	B.Tech – Artificial Intelligence and Machine Learning	73
9.	B.Tech – Bio Technology	76
10.	B.Tech – Chemical Engineering	69
11.	B.Tech – Information Technology	178
12.	M.E – Computer Science and Engineering	2
13.	Master of Business Administration	59
14.	MBA – Integrated (5 Years)	42

Teaching – Learning and Evaluation

Sl.No	Description	Average
1	Syllabus covered in the class	3.53
2	Teachers preparation for the classes	3.74
3	Teachers communication	3.38
4	Teaching approach	3.72
5	Internal evaluation process by the teachers	3.59
6	Discussion of Students performance in assignments	3.79
7	Internship, student exchange, field visit opportunities	3.71
8	Teaching and mentoring process to facilitates cognitive, social and emotional growth	3.49
9	Multiple opportunities to learn and grow	3.84
10	Information about expected competencies, course outcomes and programme outcomes	3.56
11	Mentor follow-up with an assigned task to students	3.86
12	Teachers illustrate the concepts through examples and applications.	3.58
13	Teachers identify student strengths and encourage students with providing right level of challenges	3.72
14	Teachers are able to identify students' weaknesses and help students to overcome them	2.79
15	Efforts taken to Students in monitoring, review and continuous quality improvement of the teaching learning process.	3.63

16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	3.85
17	Teachers encourage students to participate in extracurricular activities	3.54
18	Efforts made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make students ready for the world of work	3.38
19	Percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	3.68
20	The overall quality of teaching-learning process in institute	3.92

Student's Feedback - Teaching – Learning and Evaluation

Action Taken Report (Sample)

Sl.No	Feedback/Verbatim Response	Action Taken
1	Need more focus on skill-based training	Skill development workshops and hands-on sessions are conducted regularly.
2	Increase interaction with industry professionals	Guest lectures and industry connect sessions are organized with field experts.
3	Improve career guidance	Career counselling sessions and mock interviews are conducted for student benefit.
4	More emphasis on practical learning	Lab sessions and real world project based learning modules are introduced.
5	Encourage participation in global competitions	Students are guided and supported to participate in international contests.