



NAGINDAS KHANDWALA COLLEGE (AUTONOMOUS)

Student Satisfaction Survey

2022-2023

M. S. H.

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**NAGINDAS KHANDWALA COLLEGE OF COMMERCE
ARTS & MANAGEMENT STUDIES AND SHANTABEN
NAGINDAS KHANDWALA COLLEGE OF SCIENCE
(AUTONOMOUS)**

MALAD (W), MUMBAI - 400 064.

Student Satisfaction Survey

Nagindas Khandwala College conducts a survey on the student-satisfaction on teaching-learning process. This survey was conducted using Google Forms. The link for the same is as follows: <https://forms.gle/9dEYw2R8jyaHR8BF9>

The form was circulated among the students and 2053 responses were received. The details are given in the following report. This report is divided into three parts:

- (1) the questionnaire
- (2) the report and analysis received from the Google Forms
- (3) a consolidated analysis followed by the action taken report is given.

The questionnaire was shared by the students and 2,053 students responded to this survey. Female students responded slightly higher in numbers than the male students. 93.2% were Undergraduate students, 6.7% were Post-Graduate students and the remaining are Ph. D. students. 59.6% of the respondents are from Commerce, 23.2% from Science and the remaining were from Arts.

The details are given below in the following parts.



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Student Satisfaction Survey Nagindas Khandwala

College

We are conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help us to upgrade the quality in higher education. You are requested to respond to all the questions given in the following format with your sincere effort and thought. Your identity will not be revealed.

* Required

1. Please confirm this is the first and only time you answer this survey. *

Mark only one oval.

☐ Yes

☐ No

2. Age of the student *

3. Name of the College *

Mark only one oval.

☐ Nagindas Khandwala College

4. Gender *

Mark only one oval.

☐ Female

☐ Male

☐ Transgender

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5. What degree program are you pursuing now? *

Mark only one oval.

- ☐ Bachelors
- ☐ Masters
- ☐ Doctorate

6. What subject area are you currently pursuing? *

Mark only one oval.

- ☐ Arts
- ☐ Commerce
- ☐ Science

Instructions
to fill the
questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one. The responses should be based on the semesters completed (not based only on the ongoing semester)

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

Mark only one oval.

- ☐ 85 to 100%
- ☐ 70 to 84%
- ☐ 55 to 69%
- ☐ 30 to 54%
- ☐ Below 30%

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

Mark only one oval.

- ☐ Thoroughly
☐ Satisfactorily
☐ Poorly
☐ Indifferently
☐ Won't teach at all

9. 3. How well were the teachers able to communicate? *

Mark only one oval.

- ☐ Always effective
☐ Sometimes effective
☐ Just satisfactorily
☐ Generally ineffective
☐ Very poor communication

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

Mark only one oval.

- ☐ Excellent
☐ Very Good
☐ Good
☐ Fair
☐ Poor

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

Mark only one oval.

- ☐ Always Fair
☐ Usually Fair
☐ Sometimes unfair
☐ Usually unfair
☐ Unfair

12. 6. Was your performance in assignments discussed with you? *

Mark only one oval.

- ☐ Always
☐ Usually
☐ Occasionally/Sometimes
☐ Rarely
☐ Never

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

Mark only one oval.

- ☐ Regularly
☐ Often
☐ Sometimes
☐ Rarely
☐ Never

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

Mark only one oval.

- ☐ Significantly
☐ Very well
☐ Moderately
☐ Marginally
☐ Not at all

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

Mark only one oval.

- ☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

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

Mark only one oval.

- ☐ Every time
☐ Usually
☐ Occasionally/Sometimes
☐ Rarely
☐ Never

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

Mark only one oval.

- ☐ Every time
☐ Usually
☐ Occasionally/Sometimes
☐ Rarely
☐ I don't have a mentor

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

Mark only one oval.

- ☐ Every time
☐ Usually
☐ Occasionally/Sometimes
☐ Rarely
☐ Never

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

Mark only one oval.

- ☐ Fully
☐ Reasonably
☐ Partially
☐ Slightly
☐ Unable to

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

Mark only one oval.

- ☐ Every time
☐ Usually
☐ Occasionally/Sometimes
☐ Rarely
☐ Never

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

Mark only one oval.

- ☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

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

Mark only one oval.

- ☐ To a great extent
☐ Moderate
☐ Some what
☐ Very little
☐ Not at all

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23. 17. Teachers encourage you to participate in extracurricular activities *

Mark only one oval.

- ☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree

24. 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. *

Mark only one oval.

- ☐ To a great extent
☐ Moderate
☐ Some what
☐ Very little
☐ Not at all

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

Mark only one oval.

- ☐ Above 90%
☐ 70 – 89%
☐ 50 – 69%
☐ 30 – 49%
☐ Below 29%

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26. 20. The overall quality of teaching-learning process in the institute is very good. *

Mark only one oval.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

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

- 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)

27. (a) *

28. (b) *

29. (c)

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Google Forms

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Student Satisfaction Survey

Nagindas Khandwala College

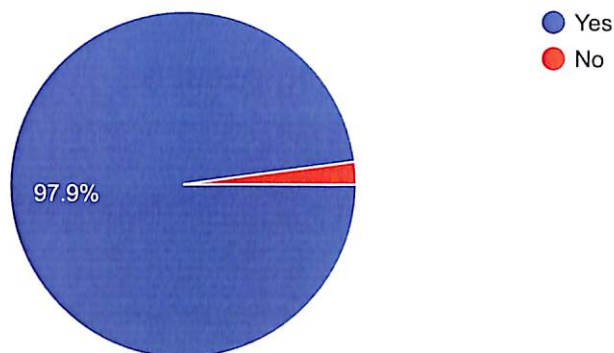
2,053 responses

[Publish analytics](#)

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

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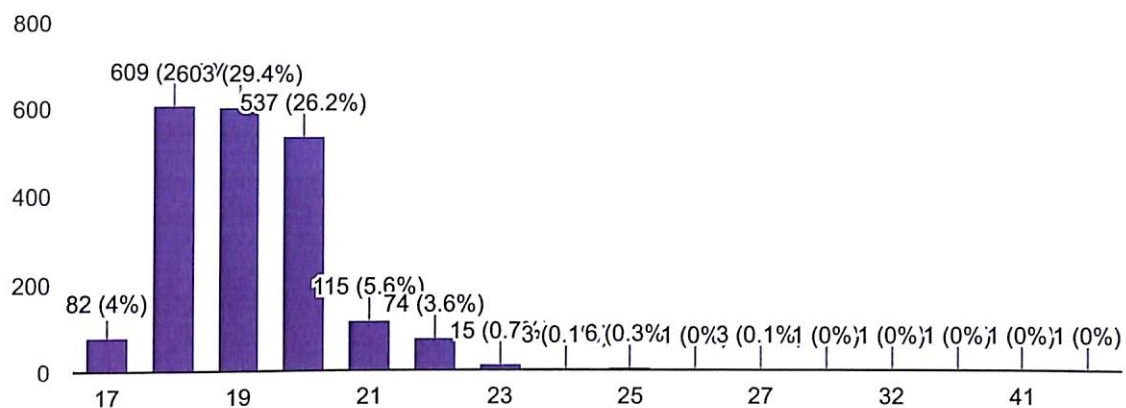
2,053 responses



Age of the student

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2,053 responses



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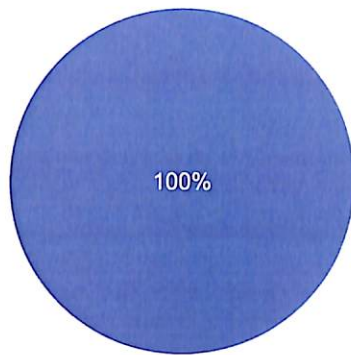
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Name of the College



2,053 responses

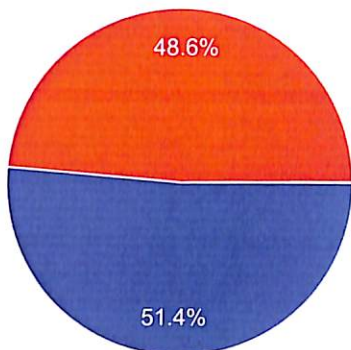


● Nagindas Khandwala College

Gender



2,053 responses

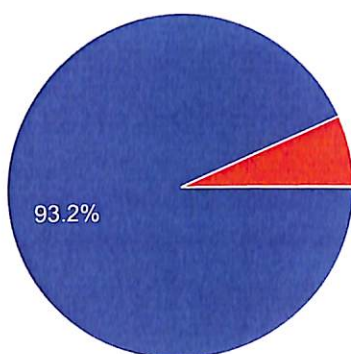


● Female
● Male
● Transgender

What degree program are you pursuing now?



2,053 responses



● Bachelors
● Masters
● Doctorate

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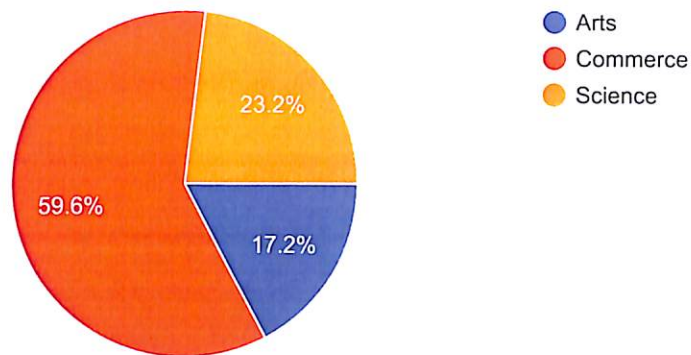
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What subject area are you currently pursuing?

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2,053 responses

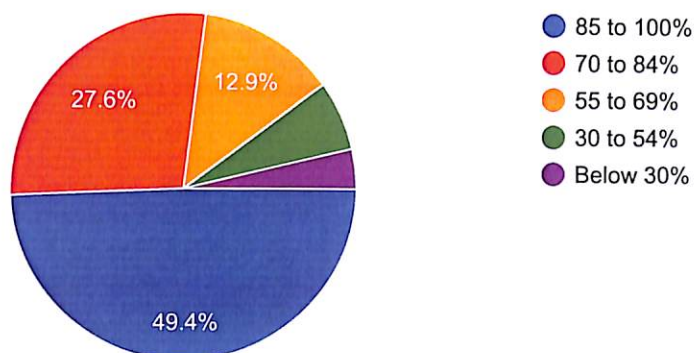


Instructions to fill the questionnaire

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

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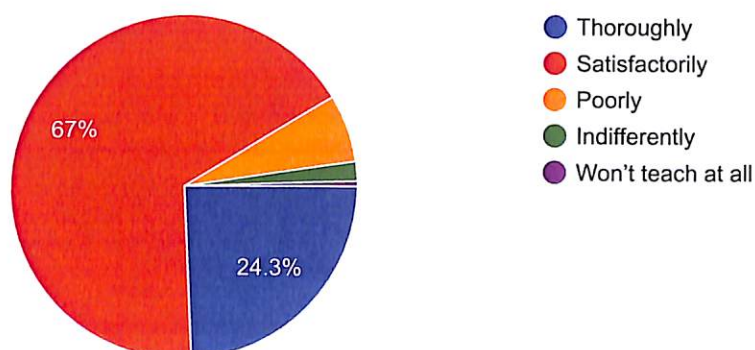
2,053 responses



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

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2,053 responses

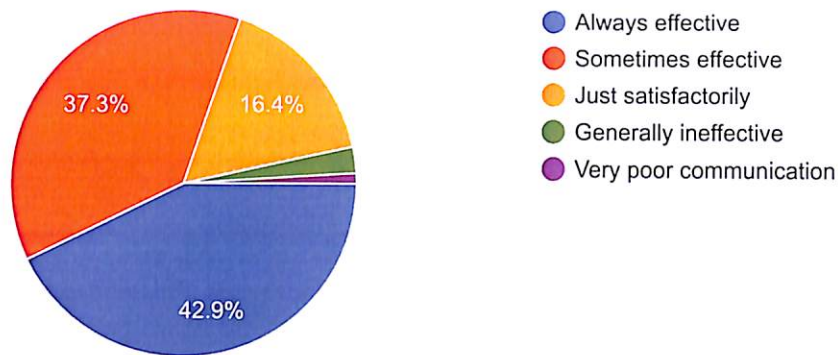


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3. How well were the teachers able to communicate?

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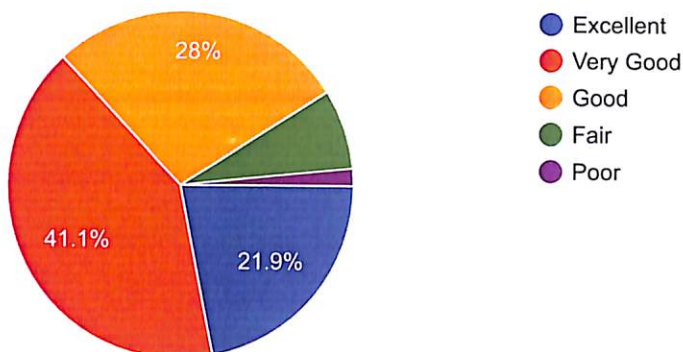
2,053 responses



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

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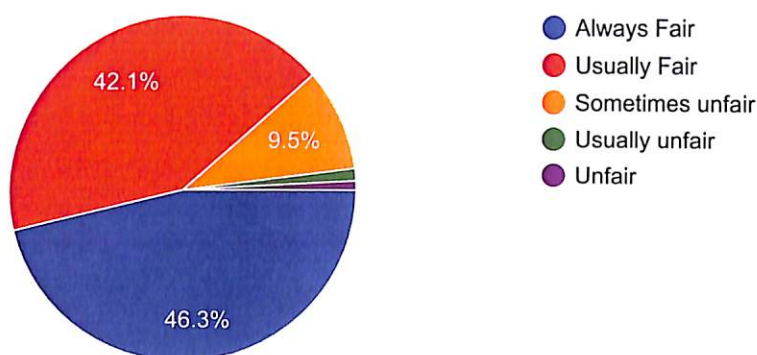
2,053 responses



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

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2,053 responses




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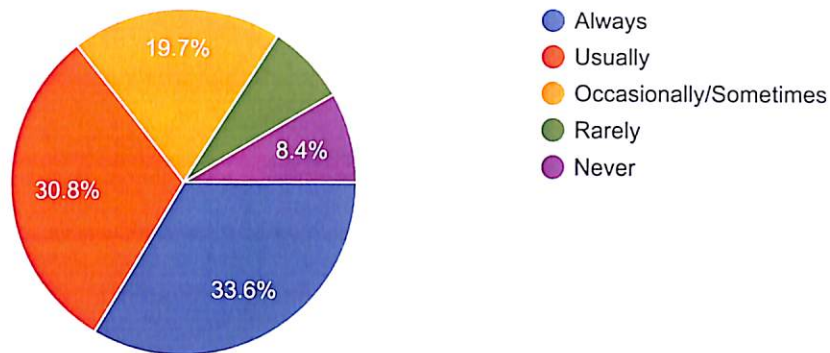
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6. Was your performance in assignments discussed with you?

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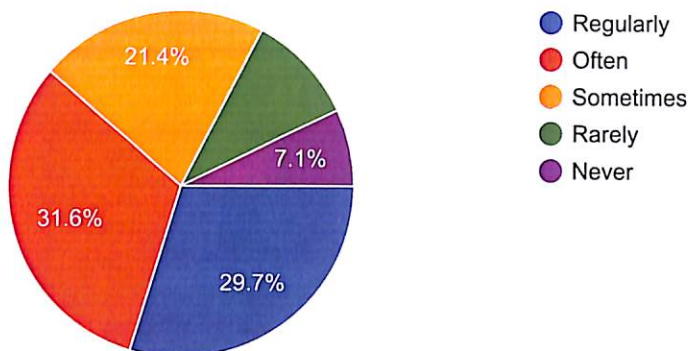
2,053 responses



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

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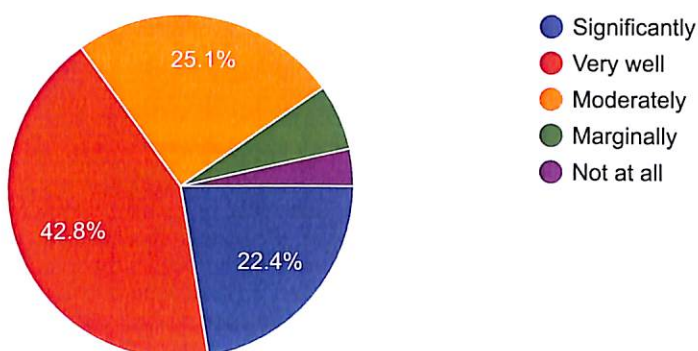
2,053 responses



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

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2,053 responses



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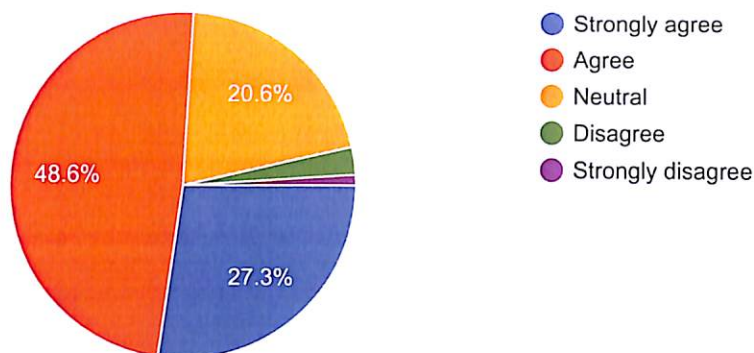
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9. The institution provides multiple opportunities to learn and grow.

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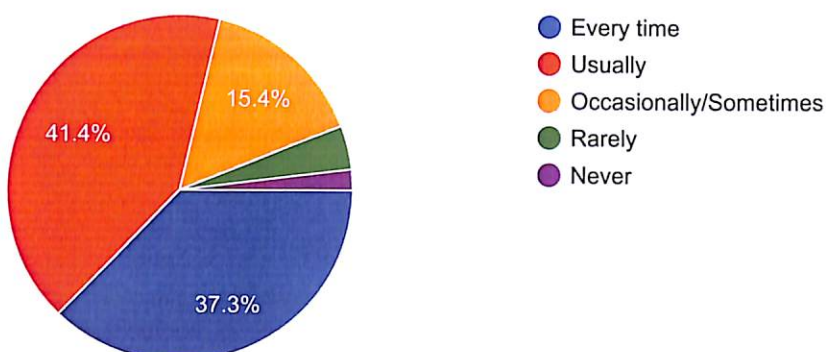
2,053 responses



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

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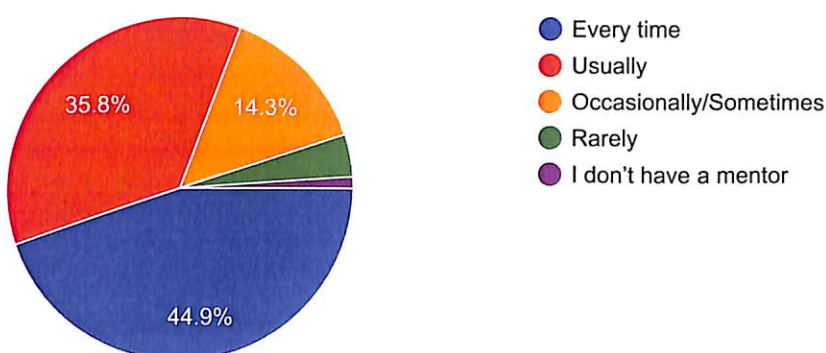
2,053 responses



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

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2,053 responses



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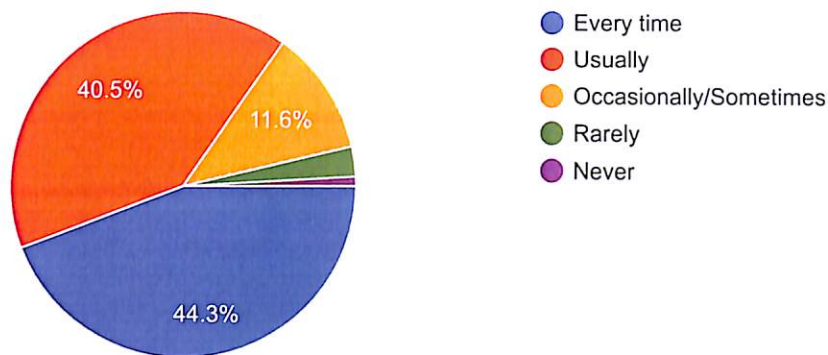
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12. The teachers illustrate the concepts through examples and applications.

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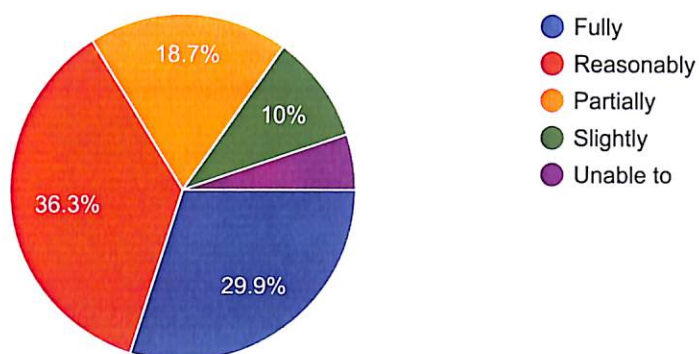
2,053 responses



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

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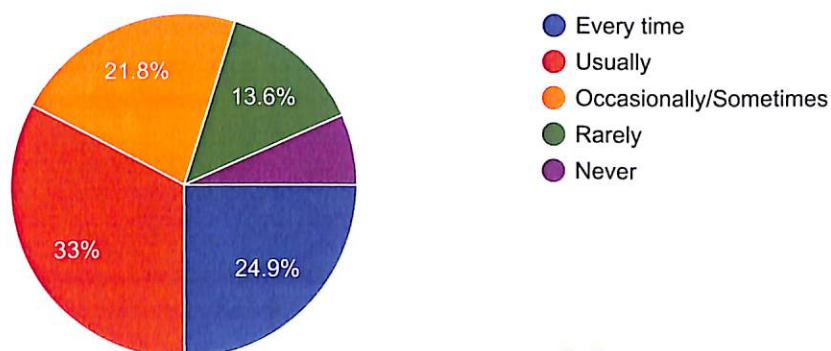
2,053 responses



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

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2,053 responses



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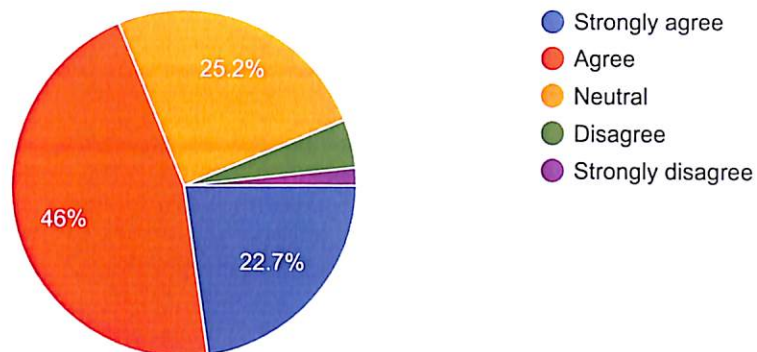
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15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

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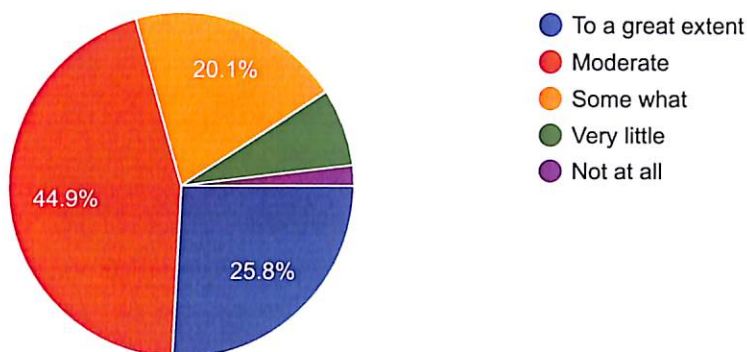
2,053 responses



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

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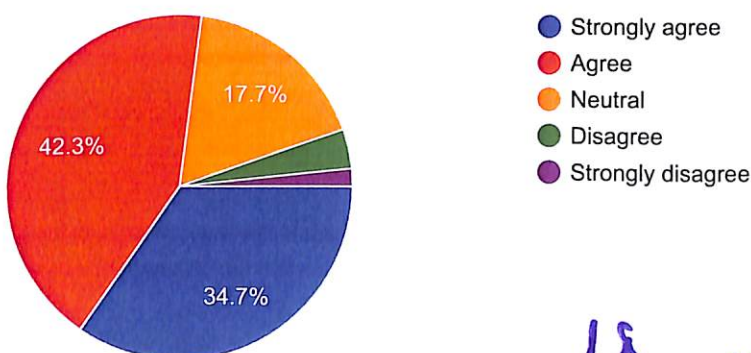
2,053 responses



17. Teachers encourage you to participate in extracurricular activities

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2,053 responses



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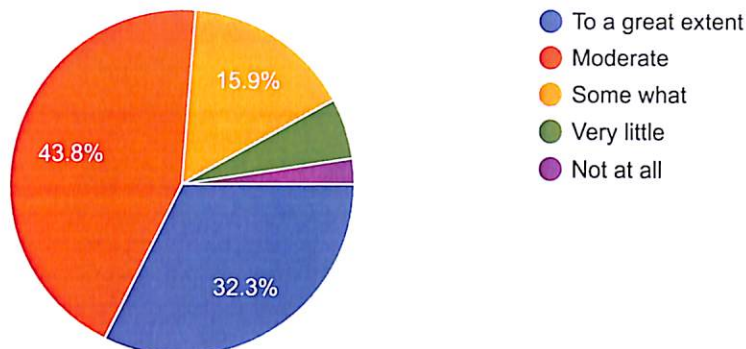
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18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

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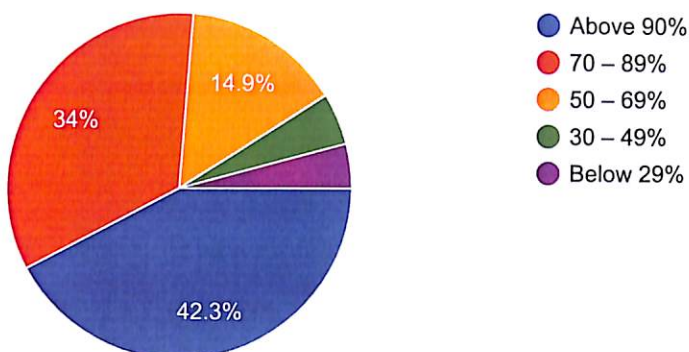
2,053 responses



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

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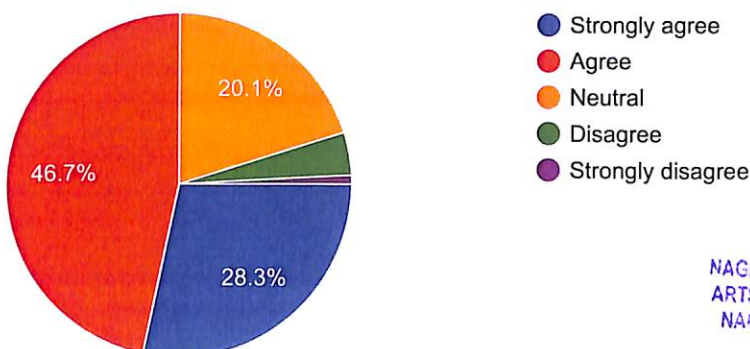
2,053 responses



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

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2,053 responses



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



Analysis Report:

2,053 students responded to this survey, where 49% are male and 51% are female.

93.2% were Undergraduate students, 6.7% were Post-Graduate students and the remaining are Ph. D. students. 59.6% of the respondents are from Commerce, 23.2% from Science and the remaining were from Arts. The visualization of the same are as follows:

Gender-wise responses are shown below in Figure 1, Figure 2 and Figure-3.

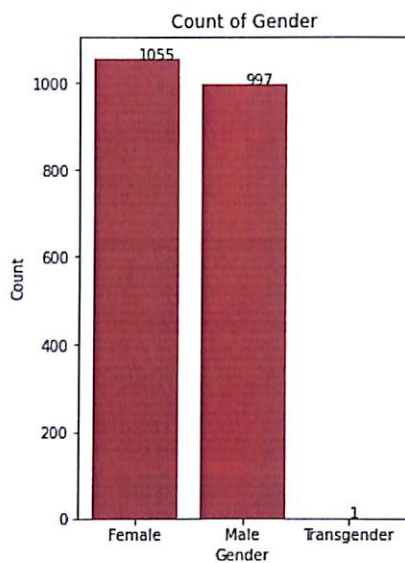


Figure 1: Gender-wise responses

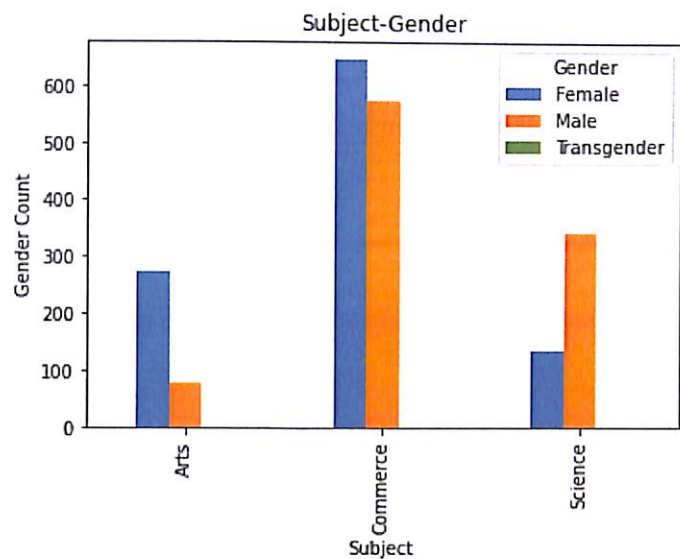


Figure 2: Subject-wise and gender-wiseresponses

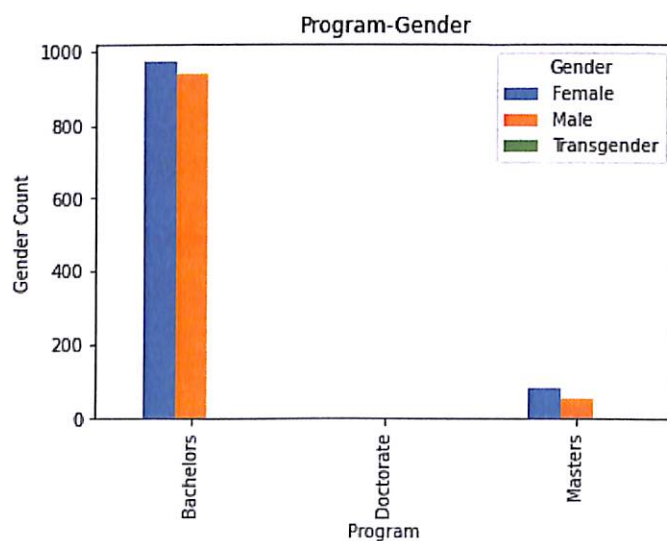
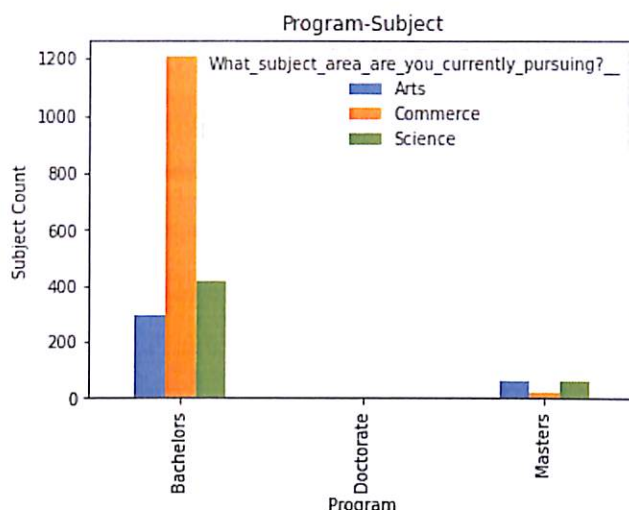


Figure 3: Program-wise and Gender-wise responses

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The respondents the students from Commerce, Arts and Science domains. The details are as shown below:



The responses are consolidated as follows:

Question	Percentage Response
1. How much of the syllabus was covered in the class?	49.4 % agreed that more than 80% of the syllabus is covered. 77% were with the option more than 70% of the syllabus is covered.
2. How well did the teachers prepare for the classes?	91% of the respondents agreed that teachers are well prepared for the class.
3. How well were the teachers able to communicate?	More than 80% of the students appreciated the effectiveness of the communication by the teachers.
4. The teacher's approach to teaching	91% of the respondents are satisfied with this component.
5. Fairness of the internal evaluation process by the teachers.	More than 88% of the students are satisfied with the internal evaluation.
6. Was your performance in assignments discussed with you?	84% of the responses are in support of this.
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	More than 82% are agreeing to this.

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8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	More than 90% responses are in favour of this question.
9. The institution provides multiple opportunities to learn and grow.	76% were agreeing to this and 20% were neutral to this question.
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.	94% of the students are in favour of this.
11. Your mentor does a necessary follow-up with an assigned task to you.	95% of the students are in support of this.
12. The teachers illustrate the concepts through examples and applications.	96.4% are in favour of this.
13. The teachers identify your strengths and encourage you with providing right level of challenges.	85% of the respondents agreed to this.
14. Teachers are able to identify your weaknesses and help you to overcome them.	80% of the respondents agreed to this.
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	More than 93% of the responses are in favour of this.
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	93% of the respondents agreed to this.
17. Teachers encourage you to participate in extracurricular activities	94.6% of the responses are in favour this question.
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.	92% of the respondents agreed the institution's efforts in preparing the students for the work world.
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	More than 76% responses shows the more than 70% use of ICT tools.
20. The overall quality of teaching-learning process in the institute is very good.	More than 95% of the students are agreeing to this.

M. Satta.

Action Taken:

The suggestions given by the students are positive and satisfactory in general. The feedback and the analysis report is submitted to the Principal.

Principal conducted a meeting with the teachers and complemented everybody for the positive aspects from the feedback. Teachers were advised to continue the same efforts to maintain the same and also to uplift the quality of teaching learning.

The suggestions given by the students are taken into serious consideration. Teachers are advised to use more ICT Tools and online resources to make the lecture more interesting and fruitful.

Infrastructural issues mentioned in the feedback, such as the working condition of the projectors, is corrected with immediate effect. Other aspects where the student-responses were low, the identification of the strengths and weaknesses of the students, are analysed. Teachers are informed to take more care in this area during the lectures, interactions and mentor meetings.

Another aspect, where the rating was low, is “The institution provides multiple opportunities to learn and grow”. This could be due to the online mode of activities conducted in the past years due to pandemic. However, all extra-curricular and co-curricular activities are started in the offline mode from this academic year.

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PRINCIPAL

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