

# Student Satisfaction Survey

2020-21

## 1. Preface

The feedback of the various stakeholders plays a pivotal role in the development of the university. Himachal Pradesh University, Shimla has collected feedback on overall institutional performance. The feedback is obtained from Students through Google Form. After the compilation of all responses the report placed before the Internal Quality Assurance Cell to lay down the action take strategies for the suggestions given by stakeholder.

## 2. Objectives of Feedback Process

- To determine the gap analysis of the programme.
- To ascertain the need for the revision of the course content.
- To develop the syllabus as per industrial and societal needs.
- To strengthen the HEI as per recent advances in technology.
- To incorporate the focus on employability, entrepreneurship and skill development.
- To incorporate the mentoring process in the institution.
- To engage students in the monitoring, review and continuous quality improvement of the teaching learning process
- To enable teachers for using ICT tools such as LCD projector, Multimedia, etc. while teaching

Student Satisfaction Survey (SSS) questionnaire 2020-21	Total No. of Responses				
	405				
1. How much of the syllabus was covered in the class? Response Recorded	0 –Below 30%  10	1– 30 to 54%  19	2 – 55 to 69%  51	3 – 70 to 84% =  131	4 – 85 to 100%  194
2. How well did the teachers prepare for the classes? Response Recorded	0 – Won't teach at all  2	1 – Indifferently  1	2 – Poorly  17	3 – Satisfactorily =  198	4 – Thoroughly  187

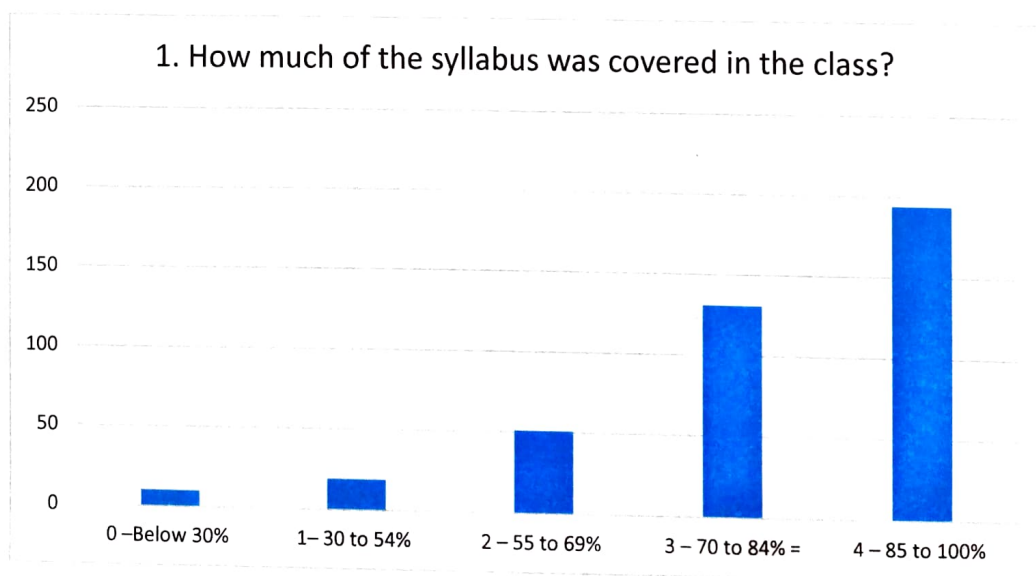
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HPU Shimla-05

3. How well were the teachers able to communicate? <b>Response Recorded</b>	0– Very poor communication  <b>2</b>	1– Generally ineffective  <b>4</b>	2 – Just satisfactorily  <b>45</b>	3 – Sometimes effective =  <b>107</b>	4 – Always effective  <b>247</b>
4. The teacher's approach to teaching can best be described as <b>Response Recorded</b>	0– Poor  <b>3</b>	1 – Fair  <b>17</b>	2 – Good  <b>85</b>	3 – Very good =  <b>141</b>	4– Excellent  <b>159</b>
5. Fairness of the internal evaluation process by the teachers. <b>Response Recorded</b>	0– Unfair  <b>5</b>	1 – Usually unfair  <b>5</b>	2 – Sometimes unfair  <b>19</b>	3 – Usually fair  <b>167</b>	4 – Always fair  <b>209</b>
6. Was your performance in assignments discussed with you? <b>Response Recorded</b>	0– Never  <b>33</b>	1 – Rarely  <b>24</b>	2 – Occasionally/Sometimes  <b>73</b>	3 – Usually  <b>150</b>	4 – Every time  <b>125</b>
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. <b>Response Recorded</b>	0– Never  <b>28</b>	1 – Rarely  <b>52</b>	2 – Sometimes  <b>80</b>	3 – Often  <b>130</b>	4 – Regularly  <b>115</b>
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. <b>Response Recorded</b>	0– Not at all  <b>12</b>	1 – Marginally  <b>21</b>	2 – Moderately  <b>79</b>	3 – Very well  <b>166</b>	4 – Significantly  <b>127</b>

9. The institution provides multiple opportunities to learn and grow. <b>Response Recorded</b>	0– Strongly disagree  <b>7</b>	1 – Disagree  <b>20</b>	2 – Neutral  <b>76</b>	3 – Agree  <b>189</b>	4 – Strongly agree  <b>113</b>
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes. <b>Response Recorded</b>	0– Neve  <b>7</b>	1 – Rarely  <b>20</b>	2– Occasionally/ Sometimes  <b>54</b>	3 – Usually  <b>159</b>	4 – Every time  <b>165</b>
11. Your mentor does a necessary follow-up with an assigned task to you. <b>Response Recorded</b>	0 – I don't have a mentor  <b>11</b>	1 – Rarely  <b>27</b>	2 – Occasionally/Sometimes  <b>54</b>	3 – Usually  <b>150</b>	4 – Every time  <b>163</b>
12. The teachers illustrate the concepts through examples and applications. <b>Response Recorded</b>	0 – Neve  <b>2</b>	1– Rarely  <b>8</b>	2 – Occasionally/Sometimes  <b>31</b>	3 – Usually  <b>137</b>	4 – Every time  <b>227</b>
13. The teachers identify your strengths and encourage you with providing right level of challenges. <b>Response Recorded</b>	0– Unable to  <b>16</b>	1 – Slightly  <b>34</b>	2 – Partially  <b>53</b>	3 – Reasonably  <b>142</b>	4 – Fully  <b>160</b>
14. Teachers are able to identify your weaknesses and help you to overcome them.	0 – Never	1 – Rarely	2 – Occasionally/Sometimes	3 – Usually	4 – Every time

<b>Response Recorded</b>	<b>20</b>	<b>37</b>	<b>53</b>	<b>151</b>	<b>144</b>
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. <b>Response Recorded</b>	0 – Strongly disagree          <b>10</b>	1 – Disagree          <b>17</b>	2 – Neutral          <b>73</b>	3 – Agree          <b>190</b>	4 – Strongly agree          <b>115</b>
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences. <b>Response Recorded</b>	0 – Not at all          <b>16</b>	1 – Very little          <b>21</b>	2 – Some what          <b>61</b>	3 – Moderate          <b>169</b>	4 – To a great extent          <b>138</b>
17. Teachers encourage you to participate in extracurricular activities. <b>Response Recorded</b>	0 – Strongly disagree          <b>8</b>	1 – Disagree          <b>14</b>	2 – Neutral          <b>70</b>	3 – Agree          <b>168</b>	4 – Strongly agree          <b>145</b>
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.	0 – Not at all	1 – Very little	2 – Some what	3 – Moderate	4 – To a great extent

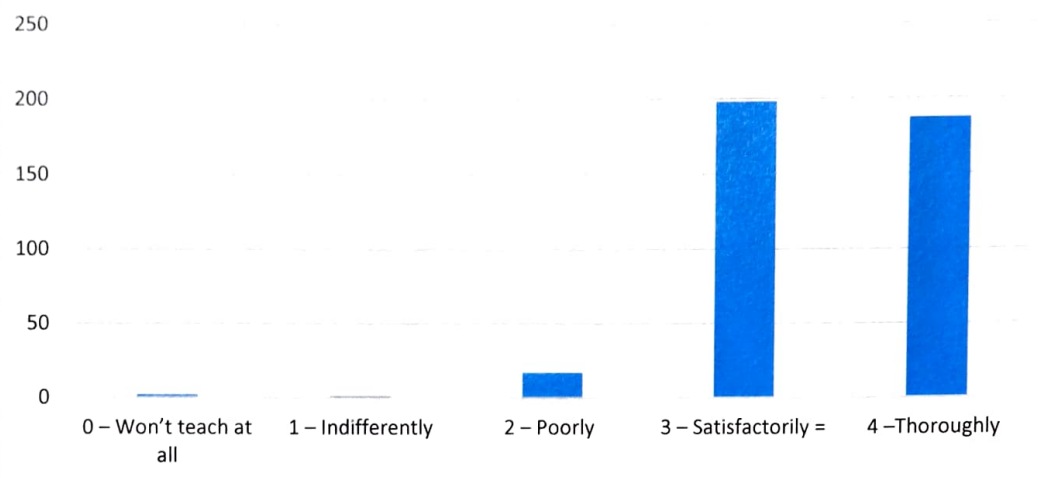
<b>Response Recorded</b>	<b>14</b>	<b>28</b>	<b>51</b>	<b>167</b>	<b>145</b>
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?	0 – Below 29%	1 – 30 – 49%	2 – 50 – 69%	3 – 70 – 89%	4 – Above 90%
<b>Response Recorded</b>	<b>74</b>	<b>39</b>	<b>82</b>	<b>116</b>	<b>94</b>
20. The overall quality of teaching-learning process in your institute is very good.	0 – Strongly disagree	1 – Disagree	2 – Neutral	3 – Agree	4 – Strongly agree
<b>Response Recorded</b>	<b>6</b>	<b>8</b>	<b>71</b>	<b>185</b>	<b>135</b>
21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.					



Total Responses recorded was 405 for syllabus covered 10 students responded that only 30% syllabus is covered ,19 students responded that between 30 to 54% syllabus is covered,51 students responded that 55 to 69% syllabus is covered and 131 students responded that 70 to 84% syllabus is covered and 194 students responded that 85 to 100% syllabus is covered.

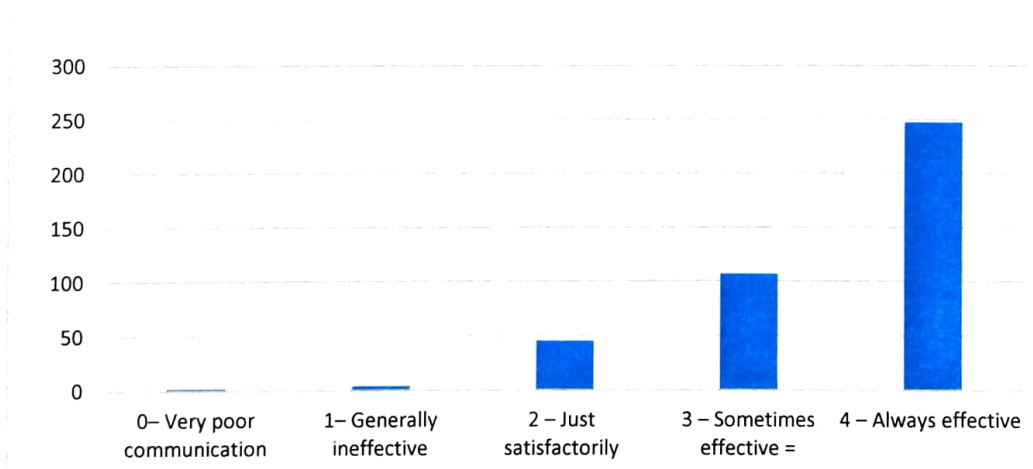


## 2. How well did the teachers prepare for the classes?



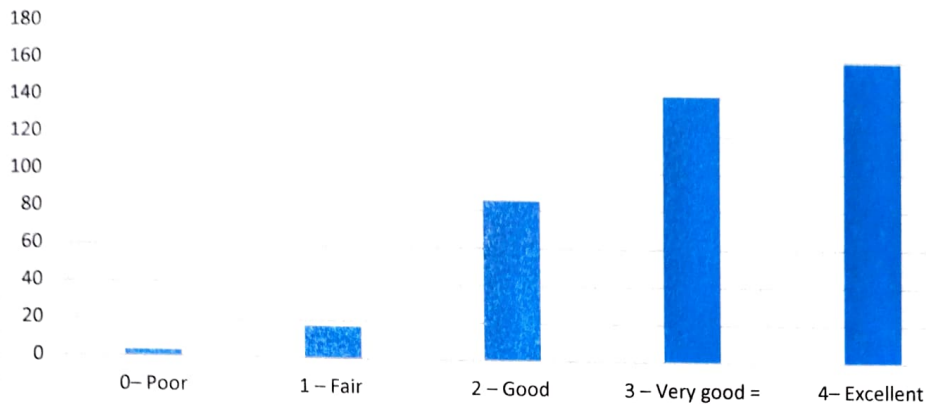
Total Responses recorded was 405 for how well the teachers prepare for the classes 2 students responded that teacher's don't teach, 1 student responded that they teach indifferently, 17 students responded that they teach good, 198 students responded that they teach satisfactorily and 187 responded that teacher's teach thoroughly.

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



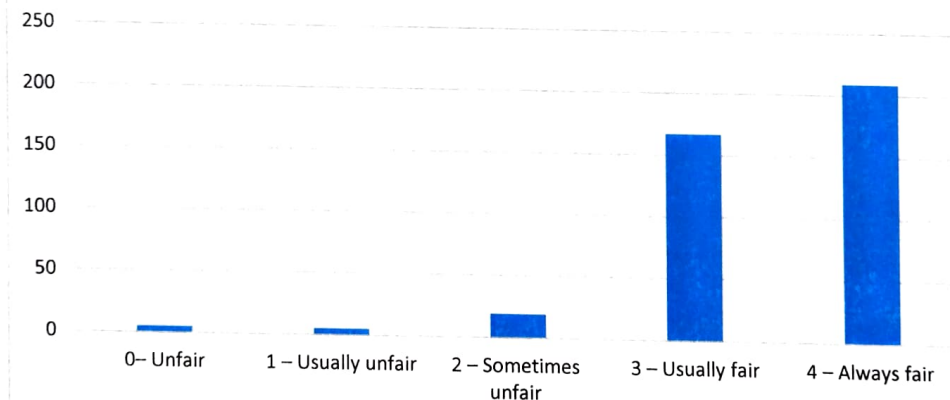
Total Responses recorded was 405 for how well the teachers able to communicate 2 students responded very poor communication, 4 students responded Generally ineffective, 45 students responded Just satisfactorily, 107 students responded sometimes effective and 247 responded that the teachers able to communicate always effective.

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



Total Responses recorded was 405 the teacher's approach to teaching can best be described as 3 students responded as poor, 17 students responded as fair, 85 students responded as good, 141 students responded as very good and 159 responded teacher's approach to teaching can best be described as excellent.

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

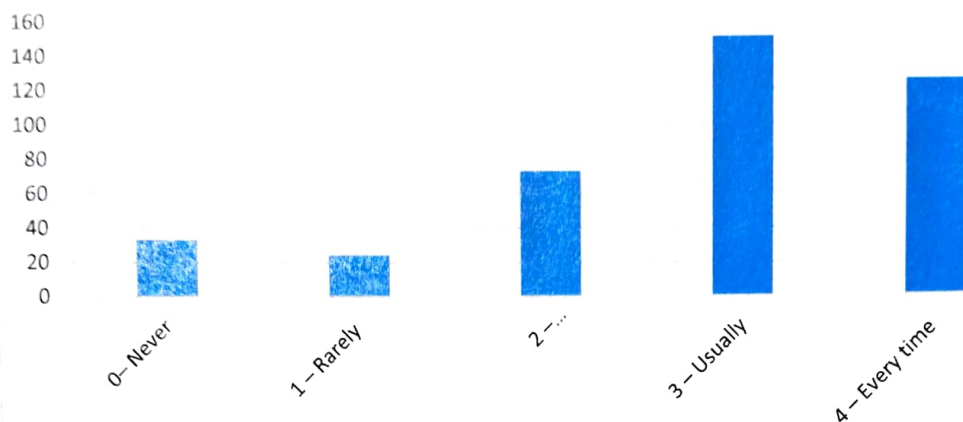


Total Responses recorded was 405 the Fairness of the internal evaluation process by the teachers as 5 students responded as Unfair, 5 students responded as usually unfair, 19 students responded as sometimes Unfair, 167 students responded as usually fair and 209 responded always fair.

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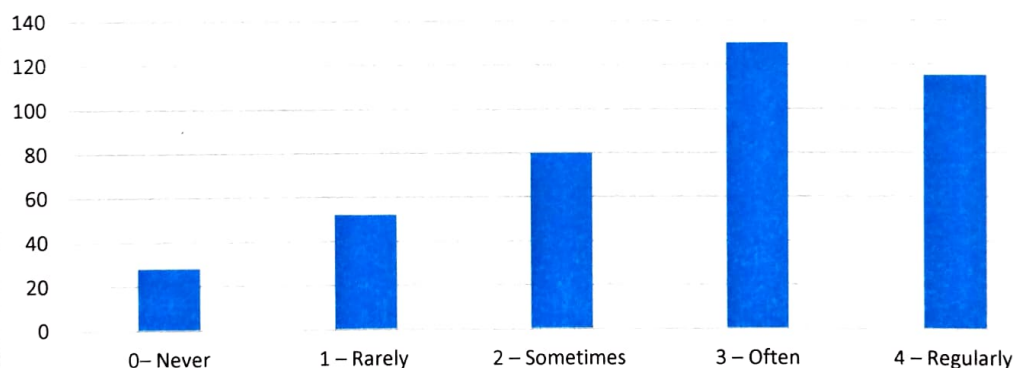
Director  
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### 6. Was your performance in assignments discussed with you?



Total Responses recorded was 405 that performance in assignments discussed with you as 33 students responded as never, 24 students responded as rarely, 73 students responded as occasionally/sometimes, 150 students responded as usually and 125 responded as every time.

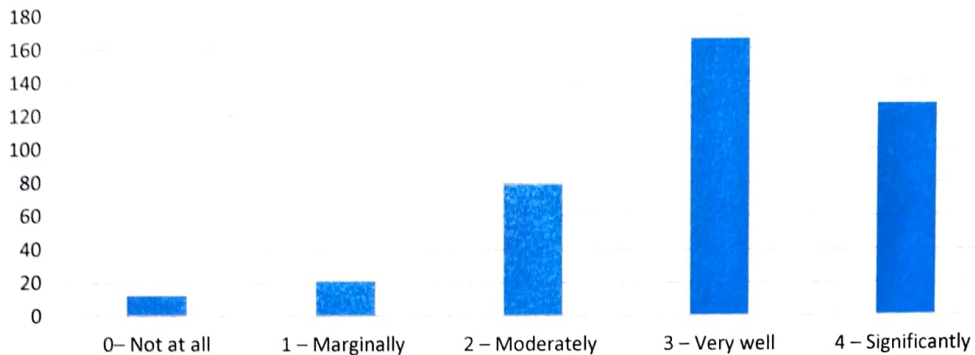
### 7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.



Total Responses recorded was 405 that the institute takes active interest in promoting internship, student exchange, field visit opportunities for students as 28 students responded as never, 52 students responded as rarely, 80 students responded as sometimes, 130 students responded as often and 115 responded as regularly.

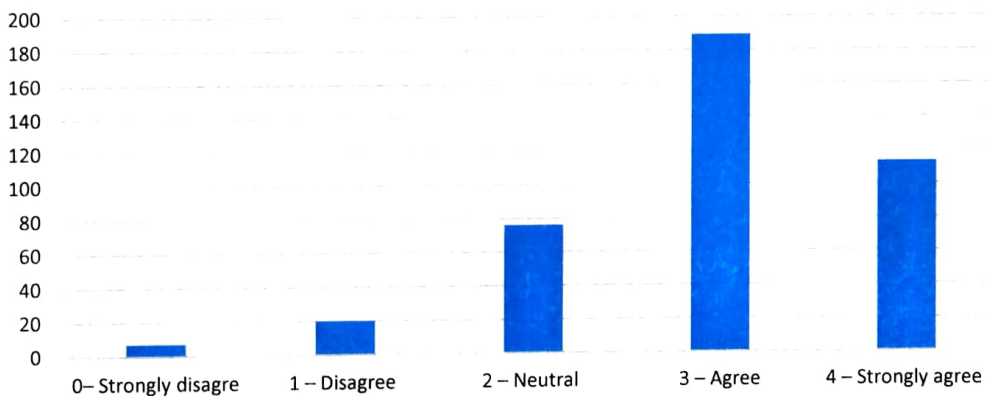


8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



Total Responses recorded was 405 that The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth as 12 students responded as not at all ,21 students responded as marginally ,79 students responded as moderately, 166 students responded as very well and 127 responded as significantly.

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

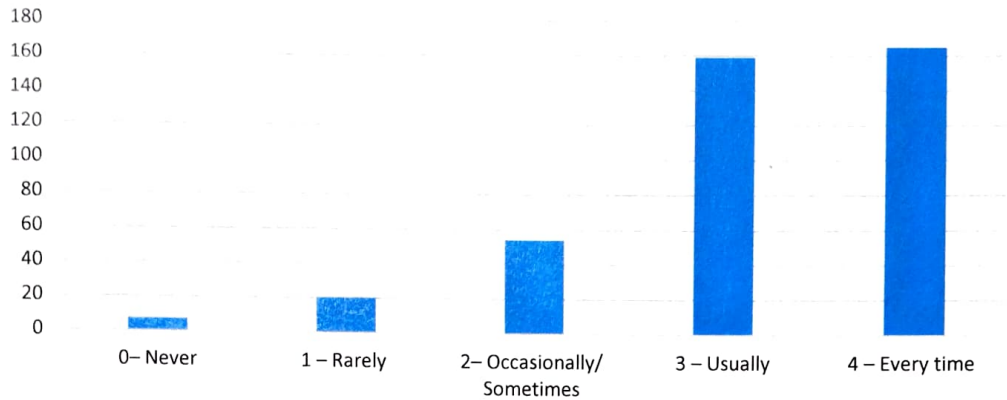


Total Responses recorded was 405 that the institution provides multiple opportunities to learn and grow as 7 students responded as Strongly disagree ,20 students responded as disagree,76 students responded as neutral, 189 students responded as agree and 113 responded as strongly agree.

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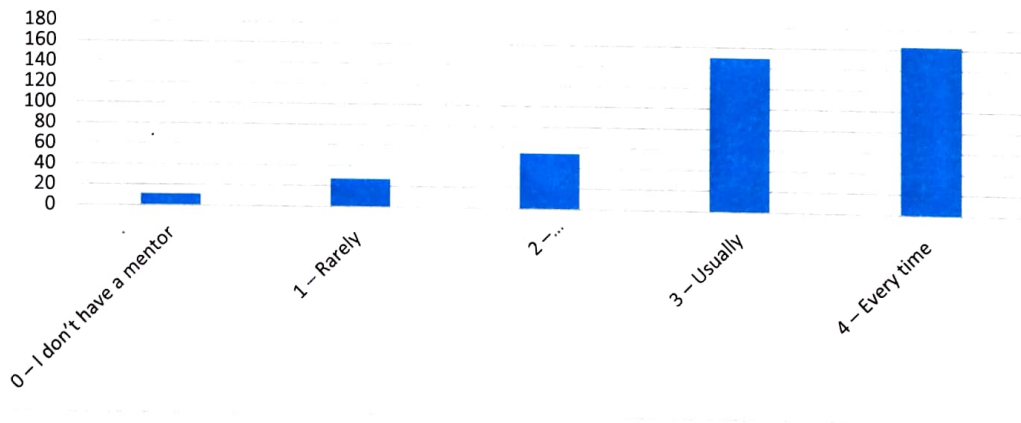
Director  
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10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



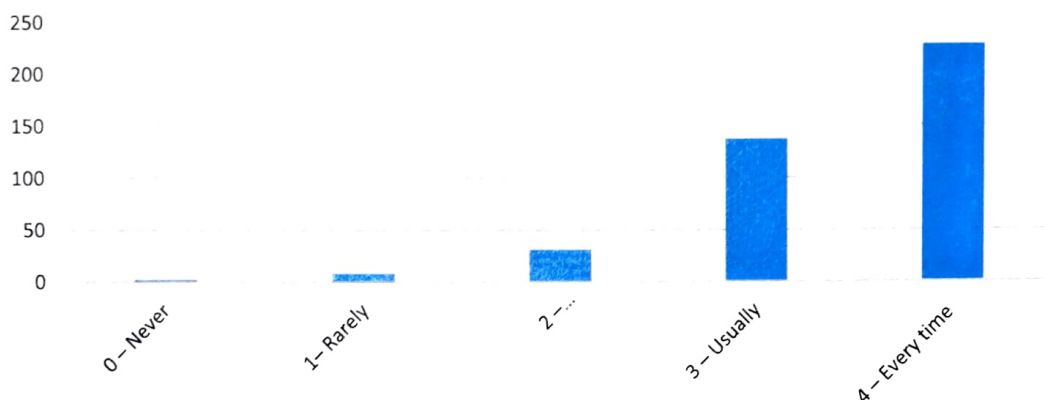
Total Responses recorded was 405 that the teachers inform you about your expected competencies, course outcomes and programme outcomes as 7 students responded as never ,20 students responded as rarely,54 students responded as Occasionally/ Sometimes, 159 students responded as Usually and 165 responded as every time.

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



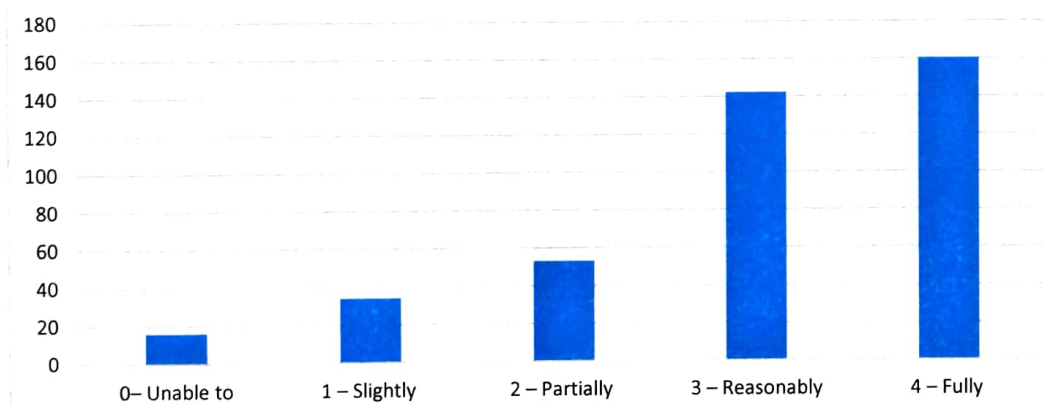
Total Responses recorded was 405 that your mentor does a necessary follow-up with an assigned task to you as 11 students responded as I don't have a mentor ,27 students responded as rarely,54 students responded as Occasionally/ Sometimes, 150 students responded as Usually and 163 responded as every time.

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



Total Responses recorded was 405 that The teachers illustrate the concepts through examples and applications as 2 students responded as never ,8 students responded as rarely,31 students responded as Occasionally/ Sometimes, 137 students responded as Usually and 227 responded as every time.

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

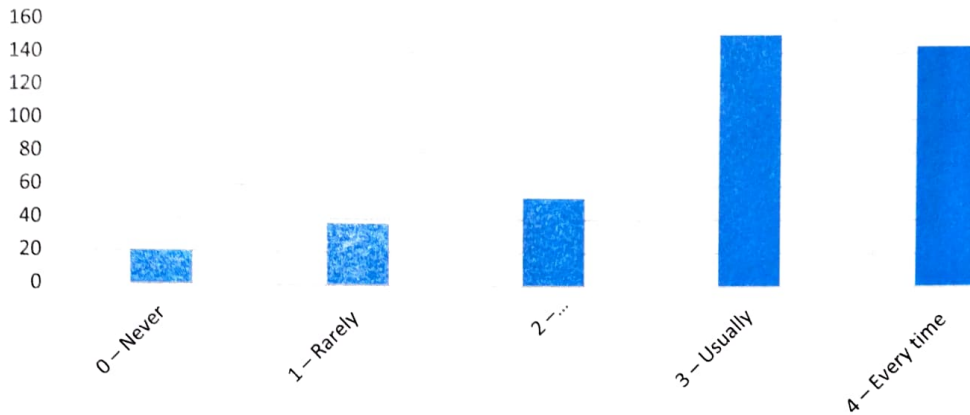


Total Responses recorded was 405 that the teachers identify your strengths and encourage you with providing right level of challenges as 16 students responded as unable to identify ,34 students responded as slightly,53 students responded as partially, 142 students responded as reasonably and 160 responded as fully identify the strengths.

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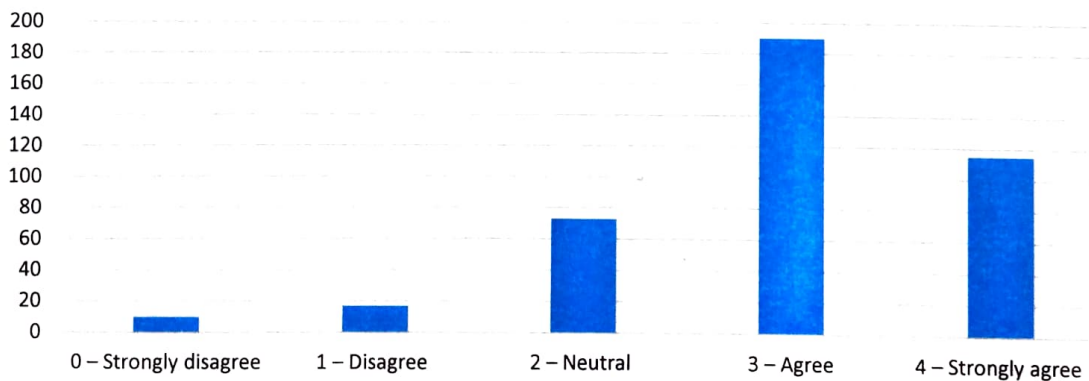
Director  
10/10/2020  
Regional Quality Assurance Cell  
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14. Teachers are able to identify your weaknesses and help you to overcome them.



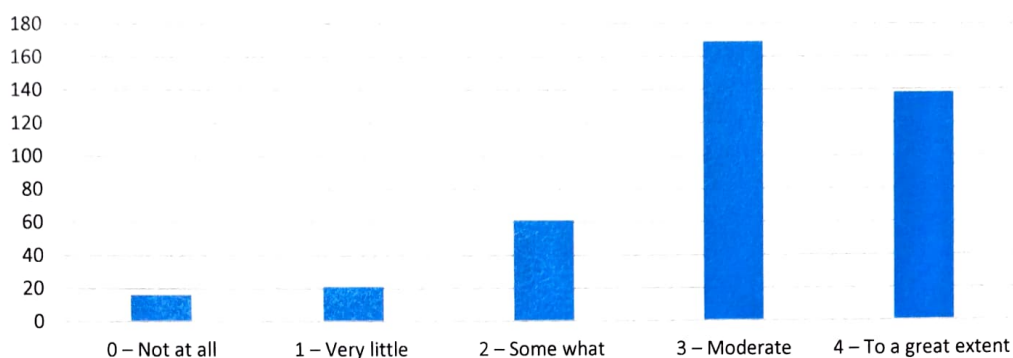
Total Responses recorded was 405 that teachers are able to identify your weaknesses and help you to overcome them as 20 students responded as unable to never ,37 students responded as rarely, 53 students responded as Occasionally/Sometimes, 151 students responded as usually and 144 responded as every time .

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



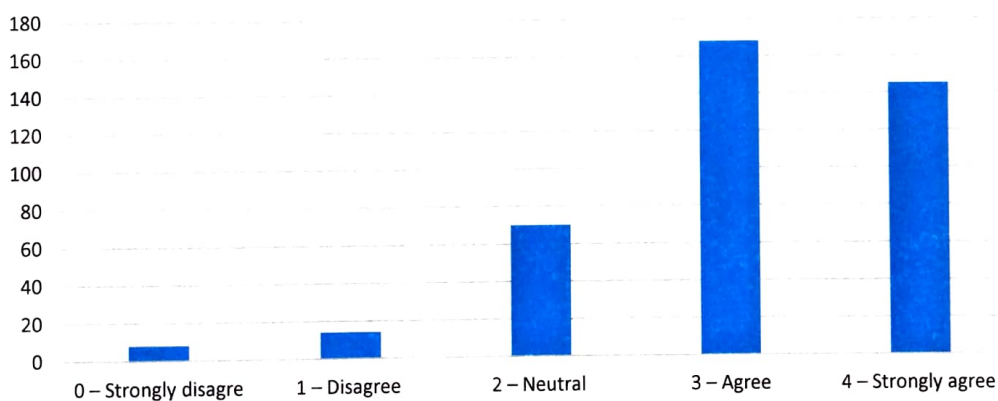
Total Responses recorded was 405 that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process as 10 students responded as Strongly disagree ,17 students responded as disagree, 73 students responded as neutral, 190 students responded as agree and 115 responded as strongly agree .

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



Total Responses recorded was 405 the institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences as 16 students responded as not at all, 21 students responded as Very little, 61 students responded as somewhat, 169 students responded as moderate and 138 responded as to a great extent.

17. Teachers encourage you to participate in extracurricular activities.



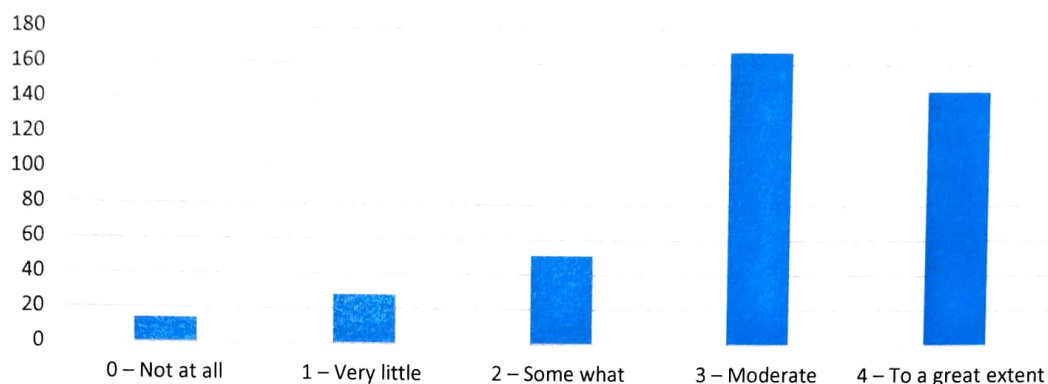
Total Responses recorded was 405 that the teachers encourage you to participate in extracurricular activities as 8 students responded Strongly disagree, 14 students responded as disagree, 70 students responded as neutral, 168 students responded as agree and 145 responded as strongly agree

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Director  
Quality Assurance Cell  
12/1/2018

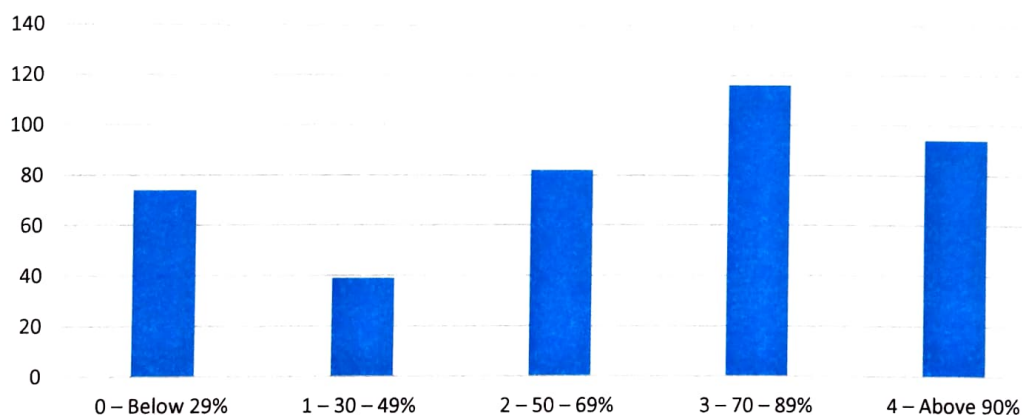


18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



Total Responses recorded was 405 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 as 14 students responded as not at all, 28 students responded as Very little, 51 students responded as somewhat, 167 students responded as moderate and 145 responded as to a great extent.

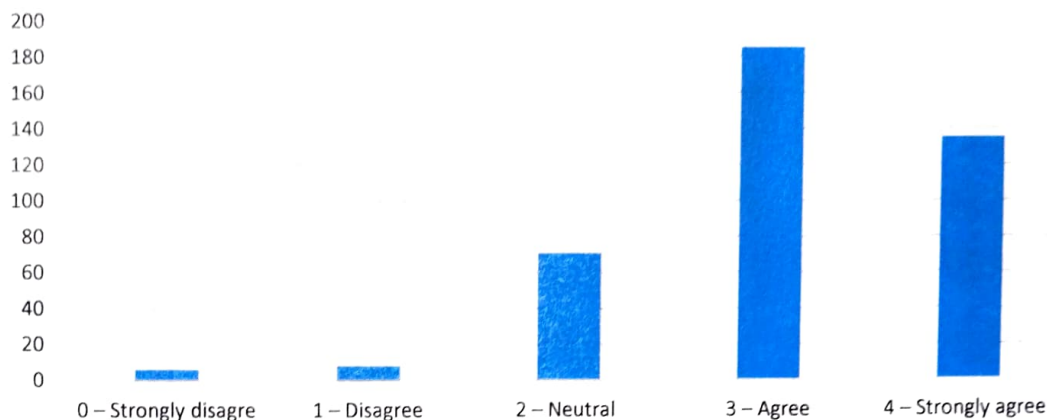
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?



Total Responses recorded was 405 that the percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching 74 students responded that only 29% uses ICT, 39 students responded that between 30 to 49% uses ICT, 82 students responded that 50 to 69% uses ICT, 116 students responded that 70 to 89% uses ICT, and 94 students responded that above 90% uses ICT.



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



Total Responses recorded was 405 that the overall quality of teaching-learning process in your institute is very good as 6 students responded Strongly disagree ,8 students responded as disagree, 71 students responded as neutral, 185 students responded as agree and 135 responded as strongly agree for overall quality of teaching-learning process in your institute is very good.

## 5. Conclusion:

The feedbacks obtained from the students in 2020-21, using prescribed Performa were analyzed. A meeting of IQAC was organized to assess the compiled feedbacks received from stakeholders.

**IQAC**

**Director**

*Ravi*

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