

# D. S. Govt. Degree College (W), Ongole.

## Student Satisfaction Survey



### SURVEY SYSTEM

The Student Satisfaction Survey (SSS) is an annual exercise conducted by D. S. Government Degree College, Ongole, to gather valuable feedback from students on the teaching-learning process and institutional support. This survey aims to assess various aspects of academic delivery, curriculum implementation, faculty engagement, and overall student experience. By capturing students' perspectives, the institution strives to ensure continuous quality improvement and alignment with the evolving academic and professional needs of its stakeholders.

The survey is conducted online through Google Forms, enabling broad participation and convenience for students. The responses are analyzed and interpreted systematically to derive actionable insights. The findings are then discussed in Internal Quality Assurance Cell (IQAC) meetings, where further recommendations and suggestions are formulated to enhance the academic and institutional framework.

### Objectives of the Student Satisfaction Survey (SSS)

1. **Evaluate Teaching Effectiveness:**
  - To assess the quality of teaching methodologies, faculty preparedness, and communication skills in delivering course content.
2. **Assess Learning Experiences:**
  - To understand students' perceptions of the teaching-learning process, including syllabus coverage, use of ICT tools, and classroom engagement.
3. **Enhance Institutional Support:**
  - To gauge the effectiveness of institutional initiatives, such as internships, mentoring, and opportunities for cognitive, social, and emotional growth.
4. **Monitor Curriculum Relevance:**
  - To determine the alignment of the curriculum with academic outcomes, career preparation, and employability skills.
5. **Identify Areas for Improvement:**
  - To pinpoint specific gaps or challenges in teaching, learning resources, evaluation methods, and student support services.
6. **Promote Continuous Quality Improvement:**
  - To provide actionable feedback for enhancing the teaching-learning environment, aligning with the institution's goals for academic excellence.
7. **Encourage Student Participation:**
  - To actively involve students in the quality assurance process, fostering a sense of ownership and accountability for their academic experience.
8. **Strengthen IQAC Processes:**

- To use student feedback as a critical input for IQAC discussions and decision-making, ensuring that institutional strategies align with student needs and expectations.

These objectives ensure that the SSS is not just a feedback mechanism but a dynamic process for driving meaningful improvements in the educational ecosystem of the institution.

## Methodology

### 1. Design of the Survey

- A structured questionnaire is prepared to evaluate key dimensions of the teaching-learning process, faculty performance, student engagement, and institutional facilities.
- Questions are framed on a 5-point ranking scale to capture detailed responses and ensure measurable outcomes.

### 2. Data Collection

- The survey is conducted online using Google Forms, ensuring accessibility for all students.
- Students are informed about the survey through institutional communication channels, and adequate time is provided for participation.

### 3. Compilation of Responses

- Responses are automatically compiled and stored digitally for analysis.
- Participation rates are monitored to ensure a representative sample of the student population.

### 4. Data Analysis and Interpretation

- The IQAC team analyses the responses to identify trends, strengths, and areas requiring improvement.
- Quantitative data (rankings) and qualitative feedback (open-ended comments) are summarised and categorised for better understanding.

### 5. Discussion in IQAC Meetings

- The survey findings are presented and discussed in IQAC meetings with faculty members and other stakeholders.
- Suggestions and recommendations are formulated based on the analysis to address identified gaps and reinforce strengths.

### 6. Implementation of Recommendations

- The actionable insights from the IQAC discussions are implemented to enhance teaching methodologies, curriculum design, and institutional support systems.
- Progress on these actions is reviewed in subsequent meetings to ensure continuous improvement.

This systematic approach ensures that the Student Satisfaction Survey serves as an effective tool for improving the overall quality of education and student experience at the institution.

# SURVEY ANALYSIS AND REPORT

## 2023-24

The Student Satisfaction Survey (SSS) at D. S. Government Degree College, Ongole, includes 20 carefully curated questions aimed at evaluating various aspects of the teaching-learning process and institutional support. These questions address critical components of academic delivery, faculty engagement, and the overall student experience. Below is an overview of the focus areas covered by each question:

1. **Syllabus Coverage:**
  - Students are asked to rate how much of the syllabus is covered in the class, reflecting the effectiveness of course planning and time management.
2. **Teacher Preparation:**
  - This question evaluates the level of preparedness displayed by teachers in delivering classes and engaging students.
3. **Communication Skills:**
  - Students assess how well teachers are able to communicate concepts, ensuring clarity and understanding during lectures.
4. **Teaching Approach:**
  - The question explores the teaching style and its alignment with student-centered learning practices.
5. **Fairness in Evaluation:**
  - Students provide feedback on the transparency and fairness of the internal evaluation processes conducted by teachers.
6. **Assignment Feedback:**
  - This question examines whether teachers discuss performance on assignments with students, fostering growth and improvement.
7. **Opportunities for Practical Exposure:**
  - Students rate the institution's efforts in promoting internships, student exchange programs, and field visits.
8. **Mentoring Process:**
  - The question assesses the role of teaching and mentoring in facilitating cognitive, social, and emotional development.
9. **Learning and Growth Opportunities:**
  - Students evaluate whether the institution provides diverse opportunities to enhance their academic and personal growth.
10. **Communication of Outcomes:**
  - This question focuses on how well teachers inform students about course outcomes, program objectives, and expected competencies.

### **11. Follow-up on Assigned Tasks:**

- Students rate the extent to which teachers or mentors follow up on tasks assigned to them.

### **12. Use of Examples and Applications:**

- This question assesses how effectively teachers illustrate concepts through real-world examples and applications.

### **13. Encouragement Based on Strengths:**

- Students provide feedback on whether teachers identify and encourage their strengths with appropriate challenges.

### **14. Addressing Weaknesses:**

- This question evaluates whether teachers identify students' weaknesses and provide support to overcome them.

### **15. Engagement in Quality Improvement:**

- Students assess the institution's efforts to involve them in monitoring and improving the quality of the teaching-learning process.

### **16. Use of Student-Centric Methods:**

- The question explores the adoption of participative, experiential, and problem-solving methodologies in enhancing learning experiences.

### **17. Encouragement for Extracurricular Activities:**

- Students rate how well teachers and the institution encourage participation in extracurricular activities.

### **18. Skill Development for Employability:**

- This question evaluates the institution's efforts to inculcate soft skills, life skills, and employability skills in students.

### **19. Use of ICT Tools:**

- Students assess the extent to which teachers use ICT tools, such as projectors and multimedia, to enhance teaching effectiveness.

### **20. Overall Teaching-Learning Quality:**

- This final question captures students' overall satisfaction with the quality of the teaching-learning process in the institution.

## **Purpose of the Questions**

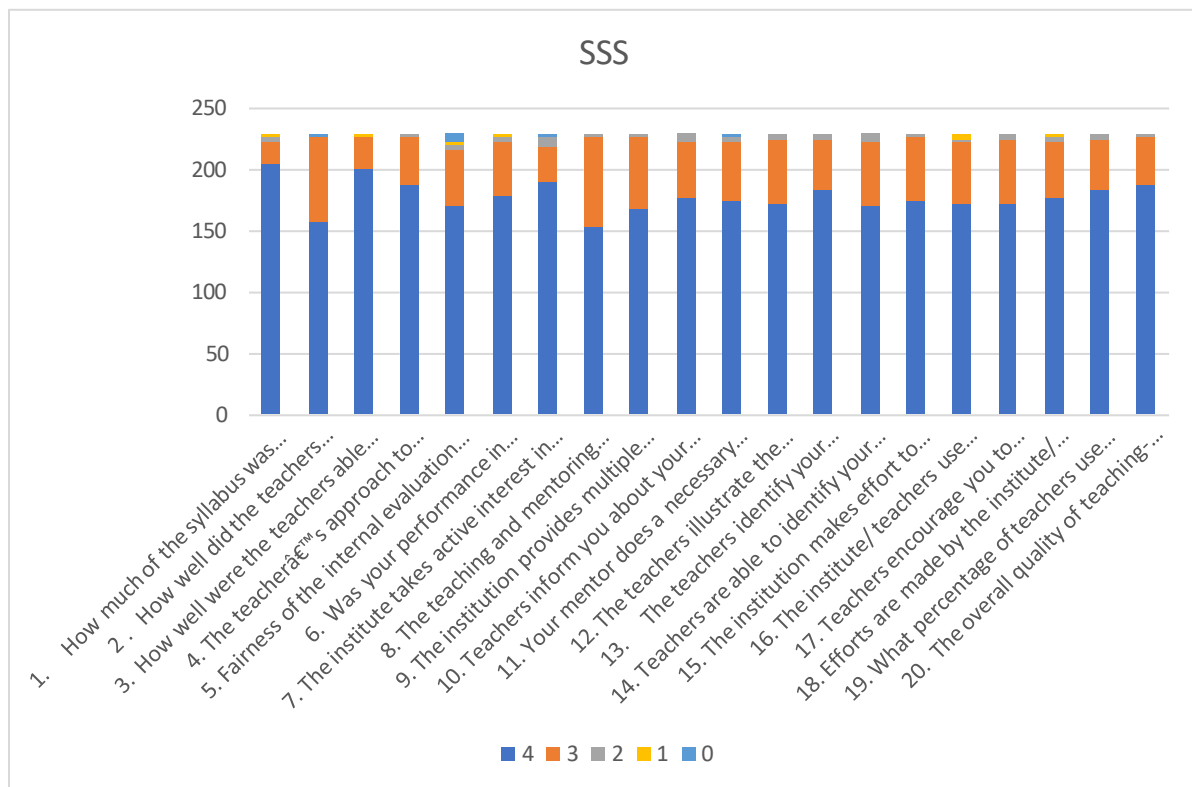
These 20 questions comprehensively address the academic environment, teaching methodologies, institutional practices, and student satisfaction. The responses provide actionable insights for the Internal Quality Assurance Cell (IQAC) to ensure continuous quality improvement and student-centric development.

**TABLE - I**  
**Number of Responses**

S. No.	Ranking	4	3	2	1	0
1	How much of the syllabus was covered in the class?	204	19	4	1	0
2	How well did the teachers prepare for the classes?	156	70	0	0	2
3	How well were the teachers able to communicate?	200	26	1	1	0
4	The teacher's approach to teaching can best be described as	188	38	2	0	0
5	Fairness of the internal evaluation process by the teachers.	169	46	4	4	5
6	Was your performance in assignments discussed with you?	179	43	5	1	0
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	190	28	9	0	1
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	153	74	1	0	0
9	The institution provides multiple opportunities to learn and grow.	168	59	1	0	0
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	177	46	5	0	0
11	Your mentor does a necessary follow-up with an assigned task to you.	175	47	4	1	1
12	The teachers illustrate the concepts through examples and applications.	172	53	3	0	0
13	The teachers identify your strengths and encourage you with providing right level of challenges.	182	42	4	0	0
14	Teachers are able to identify your weaknesses and help you to overcome them.	171	52	5	0	0
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	174	52	2	0	0

16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	173	49	3	3	0
17	Teachers encourage you to participate in extracurricular activities.	173	51	4	0	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.	176	47	3	2	0
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	183	42	3	0	0
20	The overall quality of teaching-learning process in your institute is very good.	188	39	1	0	0

## PRESENTATION OF PERCENTAGE RESPONSES THROUGH BAR- GRAPHS AND THEIR EXPLANATIONS



### Analysis

The Student Satisfaction Survey (SSS) provides a comprehensive view of students' perceptions of the teaching-learning process, institutional support, and overall academic experience. The results,

summarized below, reflect strong performance across most parameters with a few areas for improvement:

### 1. Syllabus Coverage

- **204 students (91%)** ranked syllabus coverage as excellent (4), indicating comprehensive coverage in most classes.
- A small number rated it lower, suggesting occasional gaps in syllabus completion.

### 2. Teacher Preparation

- **156 students (69%)** gave the highest ranking, with another **70 students (31%)** rating it good (3), highlighting strong preparation by teachers.
- Minimal dissatisfaction reflects consistent efforts by faculty.

### 3. Teacher Communication

- **200 students (89%)** rated communication as excellent, showing that teachers effectively convey concepts and engage students.

### 4. Teaching Approach

- **188 students (83%)** rated teaching methods as excellent, indicating a student-centered and engaging approach.

### 5. Fairness in Evaluation

- **169 students (75%)** found the internal evaluation process fair.
- A small percentage noted inconsistency, suggesting the need for improved transparency in evaluations.

### 6. Feedback on Assignments

- **179 students (80%)** confirmed regular discussion of assignment performance, reflecting proactive communication by teachers.

### 7. Internship and Field Opportunities

- **190 students (85%)** appreciated the institution's efforts in providing opportunities like internships and field visits, indicating robust practical exposure.

### 8. Cognitive, Social, and Emotional Growth

- **153 students (68%)** rated mentoring as excellent, with **74 students (32%)** rating it good. This highlights a strong mentoring system that supports overall development.

### 9. Opportunities to Learn and Grow

- **168 students (75%)** acknowledged the institution's efforts in providing diverse learning opportunities.

### 10. Awareness of Expected Outcomes

- **177 students (79%)** reported being informed about course and program outcomes, reflecting good communication from teachers.

### 11. Follow-up on Assigned Tasks

- **175 students (78%)** confirmed regular follow-ups on assigned tasks, indicating an active engagement by mentors.

## 12. Use of Examples and Applications

- **172 students (77%)** appreciated teachers' use of examples to illustrate concepts, demonstrating practical and relatable teaching methods.

## 13. Encouragement Based on Strengths

- **182 students (81%)** felt their strengths were recognized and appropriately challenged, reflecting personalized attention.

## 14. Addressing Weaknesses

- **171 students (76%)** noted efforts to identify and address their weaknesses, showing a supportive learning environment.

## 15. Student Engagement in Quality Improvement

- **174 students (78%)** acknowledged efforts to involve them in the continuous improvement of the teaching-learning process.

## 16. Student-Centric Methods

- **173 students (78%)** recognized the use of participative and experiential learning methods, indicating innovation in teaching practices.

## 17. Encouragement for Extracurricular Activities

- **173 students (78%)** appreciated the encouragement provided for extracurricular involvement.

## 18. Skill Development for Employability

- **176 students (79%)** rated efforts to inculcate soft skills and employability skills as excellent, showcasing a focus on preparing students for professional success.

## 19. Use of ICT Tools

- **183 students (82%)** highlighted regular use of ICT tools, such as projectors and multimedia, demonstrating tech-enabled teaching practices.

## 20. Overall Quality of Teaching-Learning

- **188 students (83%)** rated the overall teaching-learning process as excellent, reflecting high levels of student satisfaction.

## Summary Recommendations

The analysis reveals strong performance in most areas, particularly syllabus coverage, teacher communication, and use of ICT tools. However, opportunities for improvement include increasing fairness in evaluation, ensuring consistent mentoring, and expanding efforts to engage students in quality improvement processes. These insights will inform targeted actions to further enhance the academic experience.

Based on the analysis of the Student Satisfaction Survey (SSS), the following recommendations are proposed to enhance the teaching-learning process and address areas for improvement:

### 1. Ensure Comprehensive Syllabus Coverage

- Monitor syllabus progress more closely to ensure complete coverage across all courses.



- Encourage teachers to provide detailed course plans and periodic updates to students.

## **2. Enhance Fairness in Evaluation**

- Standardize evaluation processes across departments to ensure consistency and transparency.
- Provide students with clear rubrics for assignments and internal assessments.

## **3. Strengthen Mentoring and Student Support**

- Offer additional mentoring sessions to address students' cognitive, social, and emotional growth.
- Organize regular feedback meetings to identify and address individual concerns more effectively.

## **4. Increase Awareness of Expected Outcomes**

- Conduct orientation programs and periodic sessions to clearly communicate course and program outcomes.
- Display course outcomes prominently in classrooms and on the institution's website.

## **5. Encourage Student Participation in Quality Improvement**

- Involve students in feedback-based decision-making processes by creating student quality circles or committees.
- Regularly seek student input on teaching methods and curriculum enhancements.

## **6. Promote Experiential and Participative Learning**

- Expand the use of student-centric teaching methods such as case studies, role plays, and problem-solving exercises.
- Integrate more field visits, real-world projects, and internships into the curriculum.

## **7. Address Strengths and Weaknesses**

- Develop mechanisms for personalized feedback and guidance to help students capitalize on strengths and overcome weaknesses.
- Offer skill-building workshops and additional support for students facing academic challenges.

## **8. Expand Use of ICT Tools**

- Encourage faculty to adopt innovative ICT tools such as online learning platforms, simulations, and interactive quizzes.
- Provide periodic training sessions for teachers to enhance their proficiency in using ICT resources.

## **9. Foster Skill Development and Employability**

- Introduce additional modules on soft skills, life skills, and industry-relevant certifications.
- Organize mock interviews, resume-building workshops, and sessions with industry professionals.

## **10. Improve Extracurricular and Holistic Growth Opportunities**

- Strengthen extracurricular programs by providing resources and support for clubs and student organizations.
- Organize inter-departmental and inter-college events to foster collaboration and engagement.

By implementing these recommendations, the institution can further enhance the quality of education, student satisfaction, and overall academic experience. These steps will also ensure alignment with institutional goals and prepare students for professional and academic success.

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**PRINCIPAL**  
**D.S. Govt. Degree College for Women (A)**  
**ONGOLE, Prakasam District-523 001.**





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225	04/12/2024	TRUE		20	Da government f	Female	Bachelors	Science	123123	85 to 100	4	Thoroughly	4	Always effectiv4	4	Excellent	4	Always fair	4	Every time	4	Regularly	4	Significantly	4	Strongly agree	4	Every time	4	Every time	4	Every time	4	Fully	4	Every time	4	Strongly agree	4	To a great ext4	4	Strongly agree	4	To a great ext4	Above 90	4	Strongly agree	Good							
227	12/20/2024	TRUE		20	Balanga digree	Female	Bachelors	Science	ratu485@sgm4	85 to 100	4	Thoroughly	2	Just satisfact3	3	Very good	3	Usually fair	4	Every time	4	Regularly	4	Significantly	4	Strongly agree	4	Every time	4	Every time	4	Every time	4	Fully	4	Every time	4	Strongly agree	4	To a great ext4	4	Strongly agree	4	To a great ext3	70	89	4	Strongly agree	Network ki suvida						
228	12/20/2024	TRUE		20	Banganga mahaf	Female	Masters	Science	ratu485@sgm4	85 to 100	4	Thoroughly	4	Always effectiv3	3	Very good	4	Always fair	4	Every time	4	Regularly	4	Significantly	4	Strongly agree	4	Every time	4	Every time	4	Every time	4	Fully	4	Every time	4	Strongly agree	4	To a great ext4	4	Strongly agree	4	To a great ext4	Above 90	4	Strongly agree	Network suvida aur lab suvida							