

ST. THOMAS COLLEGE, BHILAI

STUDENT SATISFACTION SURVEY [2018-2019]

ANALYSIS

A. ADMISSION

Q1. How much satisfied are you with the admission process of your institution?

The admission process was analyzed based on availability of information through prospectus and website, fair selection procedure & criteria and fees structure.

ANALYSIS

Roles	Dissatisfied	Satisfied	Highly Satisfied
Availability of Information in prospectus or institution website, guidance in the choice of subjects in institution, fees Payment Procedure, fair selection criteria in admission	0%	86%	14%

INTERPRETATION

- 86% of students feel that the admission process is satisfactory, 14% feel it is highly satisfactory and no one has voted against dissatisfactory.

B. TEACHERS

Q2. How much are you satisfied with your teachers?

ANALYSIS

Sl. No	Roles	Dissatisfied	Satisfied	Highly Satisfied
a.	Subject Knowledge	1%	57%	42%
b.	Teaching Ability	2%	69%	29%
c.	Regularity/ Punctuality	Nil	55%	45%
d.	Fair as evaluator/examiner	4.5%	55%	40.5%
e.	Mentor / Role Model and Guide	4.5%	59%	36.5%

INTERPRETATION

- Regarding subject knowledge of teachers, 57% were satisfied, 42% highly satisfied and 1% dissatisfied
- Regarding teaching ability of teachers, 69% were satisfied, 29% highly satisfied and 2% dissatisfied
- Regarding regularity/ Punctuality of teachers, 55% were satisfied, 45% highly satisfied and no one is dissatisfied
- Regarding fair as evaluator/examiner, 55% were satisfied, 40.5% highly satisfied and 4.5% dissatisfied
- Teachers as mentor / role model and guide, 59% were satisfied, 36.5% highly satisfied and 4.5% dissatisfied

C. TEACHING METHODS, EXAMINATION AND GRADUATE OUTCOME

Q3. What is your satisfaction on teaching methods/techniques used in your institution?

ANALYSIS

Sl.No	Methods	Dissatisfied	Satisfied	Highly Satisfied
a.	Lectures	1%	69%	30%
b.	ICT Based Teaching (PPT/videos etc.)	43%	47%	10%
c.	Extra coaching/ classes	25%	56%	19%
d.	Seminars/Group Discussion	12%	67%	21%
e.	Assignments / Project work	4%	67%	29%
f.	Practical classes (If applicable in your subject)	8%	54%	38%

INTERPRETATION

- Regarding lecture methods, 69% satisfied, 30% highly satisfied and 1% dissatisfied
- Regarding ICT Based Teaching (PPT/videos etc.), 47% satisfied, 10% highly satisfied and 43% dissatisfied
- Regarding Extra coaching/ classes, 56% satisfied, 19% highly satisfied and 25% dissatisfied
- Regarding Seminars/Group Discussion, 67% satisfied, 21% highly satisfied and 12% dissatisfied

- Regarding Assignments / Project work, 67% satisfied, 29% highly satisfied and 4% dissatisfied
- Regarding Practical classes (If applicable in your subject), 54% satisfied, 38% highly satisfied and 8% dissatisfied
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Q4. Are you satisfied with the examinations and evaluation process in your institution?

ANALYSIS

Methods	Dissatisfied	Satisfied	Highly Satisfied
Pattern of question paper, practical/viva examinations, internal evaluation, etc	10%	69%	21%

INTERPRETATION

Regarding examination and evaluation 69% were satisfied, 21% highly satisfied and 10% were dissatisfied

Q5. How do you evaluate yourself regarding satisfaction from your institution?

ANALYSIS

Sl. No	Self-Assessments	Dissatisfied	Satisfied	Highly Satisfied
a.	Level of Knowledge Gained	1%	85%	14%
b.	Skills Gained (Life /Soft /Practical)	4%	81%	15%
c.	Employability	19%	72%	9%

INTERPRETATION

- Regarding evaluation of satisfaction from the institution with respect to level of knowledge gained, 85% were satisfied, 14% highly satisfied and 1% dissatisfied.
- Regarding evaluation of satisfaction from the institution with respect to Skills gained, 81% were satisfied, 15% highly satisfied and 4% dissatisfied
- Regarding evaluation of satisfaction from the institution with respect to employability, 72% were satisfied, 9% highly satisfied and 19% dissatisfied

D . CAMPUS LIFE AND GOVERNANCE OF STUDENTS

Q6.Are you satisfied with the campus facilities available on your campus?

ANALYSIS

Facilities	Dissatisfied	Satisfied	Highly Satisfied
Library, laboratory,Hostel, Toilets, drinking water, canteen,sports and games, Medical facility, banking facility/ATM, supportive campus for differtly abled, commom room, cleanliness of campus, etc.	8%	75%	17%

INTERPRETATION

- Regarding campus facilities available, 75 % were satisfied, 17% highly satisfied, 8% dissatisfied

Q7. Are you satisfied with the institutional governance?

ANALYSIS

Facilities	Dissatisfied	Satisfied	Highly Satisfied
Timely response to application, easy access to officials, cooperation of administrative,/support/ security staff, etc.	13%	70%	17%

INTERPRETATION

- Regarding institutional governance, 70% were satisfied, 17% were highly satisfied and 13% were dissatisfied

E.SKILLS AND EMPLOYABILITY

Q 8. Are you satisfied with the initiatives taken by your institution for enhancing the employability of the course?

ANALYSIS

Sl. No	Particulars	Dissatisfied	Satisfied	Highly Satisfied
a.	Career Counseling	16%	63%	21%
b.	Placement Cell	7%	64%	29%
c.	Training and Internship	15%	54%	31%

INTERPRETATION

- Regarding the initiatives taken by your institution for enhancing the employability of the course with respect to career counseling, 63% were satisfied, 21% were highly satisfied and 16% dissatisfied
- Regarding the initiatives taken by your institution for enhancing the employability of the course with respect to Placement Cell, 64% were satisfied, 29% were highly satisfied and 7% dissatisfied
- Regarding the initiatives taken by your institution for enhancing the employability of the course with respect to Training and Internship, 54% were satisfied, 31% were highly satisfied and 15% dissatisfied

F. ENHANCING STUDENTS CAPABILITIES

Q9. Are you satisfied with the opportunities in your institution to enhancing the capabilities?

ANALYSIS

Sl. No	Opportunities in Your Institution	Dissatisfied	Satisfied	Highly Satisfied
1.	Discussion in the Classroom	8%	76%	16%
2.	Activities Like Theatre, Art, Painting, Music	24%	66%	10%
3.	Sports and Games	9%	75%	16%

Sl. No	Opportunities in Your Institution	Dissatisfied	Satisfied	Highly Satisfied
4.	Open Discussion on Public Issues	20%	67%	13%
5.	Interaction With Scholars and Eminent Personalities	23%	69%	8%
6.	Campus Environment	2%	78%	20%
7.	Social Outreach Activities (NSS/NCC etc.)	2%	66%	32%

INTERPRETATION

- Regarding the opportunities in your institution to enhancing the capabilities with respect to discussion in the class room, 76% were satisfied, 16% highly satisfied and 8% dissatisfied.
- Regarding the opportunities in your institution to enhancing the capabilities with respect to Activities Like Theatre, Art, Painting, Music, 66% were satisfied, 10% highly satisfied and 24% dissatisfied.
- Regarding the opportunities in your institution to enhancing the capabilities with respect to Sports and Games, 75% were satisfied, 16% highly satisfied and 9% dissatisfied.
- Regarding the opportunities in your institution to enhancing the capabilities with respect to Open Discussion on Public Issues, 67% were satisfied, 13% highly satisfied and 20% dissatisfied.
- Regarding the opportunities in your institution to enhancing the capabilities with respect to Interaction With Scholars and Eminent Personalities, 69% were satisfied, 8% highly satisfied and 23% dissatisfied.
- Regarding the opportunities in your institution to enhancing the capabilities with respect to Campus Environment, 78% were satisfied, 20% highly satisfied and 2% dissatisfied.
- Regarding the opportunities in your institution to enhancing the capabilities with respect to Social Outreach Activities (NSS/NCC etc.), 66% were satisfied, 32% highly satisfied and 2% dissatisfied.

G. STUDENTS REPRESENTATION

ANALYSIS

Sl. No	Particulars	Dissatisfied	Satisfied	Highly Satisfied
1.	Student Representation in Departmental Committees and Bodies	11%	75%	14%
2.	Fair and regular student Body Elections	21%	66%	13%
3.	Student Representation in Cultural /Sports Committees	5%	76%	19%
4.	Functioning of the Student Alumni Association.	10%	68%	22%

INTERPRETATION

- Regarding Student Representation in Departmental Committees and Bodies, 75% were satisfied, 14% highly satisfied and 11% dissatisfied
- Regarding Fair and regular student Body Elections, 66% were satisfied, 13% highly satisfied and 21% dissatisfied
- Regarding Student Representation in Cultural /Sports Committees, 76% were satisfied, 19% highly satisfied and 5% dissatisfied
- Regarding Functioning of the Student Alumni Association., 68% were satisfied, 22% highly satisfied and 10% dissatisfied

H. POLICY AWARENESS

ANALYSIS

Awareness	Yes	No
Regarding council election, IQAC, Anti-ragging cell, Sexual harassment cell, Student counselling centre etc.	72%	28%

INTERPRETATION

- Regarding policy awareness, 72% students were aware about various policies and 28% were not aware.

I. VIEWS / PROBLEMS

ANALYSIS

Q 10. Which is the most serious problem in your institution? (Tick only one)

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|-----------------------------------|-------|
| i. Admission process | - 4% |
| ii. Quality of teachers | - 5% |
| iii. Examination system | - 9% |
| iv. Syllabus updating | - 15% |
| v. Governance in your institution | - 18% |
| vi. Technological up gradation | - 44% |
| vii. Practical skill/ knowledge | - 5% |

INTERPRETATION

- Regarding the most serious problem in the institution, maximum students voted for technological up gradation.
