

Central University of Punjab

INTERNAL QUALITY ASSURANCE CELL

Analysis of the Student Satisfaction Survey (SSS)

As per the requirement of NAAC, Student Satisfaction Survey is required to be conducted every year. SSS for the session 2018-19 was conducted on May 24, 2019. The response of 350 students was received and the result has been analyzed and presented below:

| S. No. | Questions | Analysis | |
|--------|--|---------------------------------|------------------------------------|
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| 1. | How much of the syllabus was covered in the class? | 85 to 100% - 61% | 70 to 84% - 29% |
| 2. | How well did the teachers prepare for the classes? | Thoroughly - 30.3% | Satisfactorily - 59.7% |
| 3. | How well were the teachers able to communicate? | Always effective - 49.7% | Sometimes effective - 30.6% |
| 4. | The teacher's approach to teaching can best be described as | Excellent - 26.3% | Very good - 44.6% |
| 5. | Fairness of the internal evaluation process by the teachers. | Always fair - 41.1% | Usually fair - 38.9% |
| 6. | Was your performance in assignments discussed with you? | Every time - 38% | Usually - 29.4% |
| 7. | The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. | Regularly - 25.1% | Often - 22.3% |
| 8. | The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. | Moderately - 27.4% | Very well - 33.1% |
| 9. | The institution provides multiple opportunities to learn and grow. | Agree - 41.1% | Neutral - 21.4% |
| 10. | Teachers inform you about your expected competencies, course outcomes and programme outcomes. | Every time - 33% | Usually - 38% |
| 11. | Your mentor does a necessary follow-up with an assigned task to you. | Every time - 33% | Usually - 30.9% |
| 12. | The teachers illustrate the concepts through examples and applications | Every time - 42.6% | Usually - 36.6% |
| 13. | The teachers identify your strengths and encourage you with providing right level of challenges. | Fully - 34.6% | Reasonably - 34.6% |
| 14. | Teachers are able to identify your weaknesses and help you to overcome them. | Every time - 29.4% | Usually - 30% |
| 15. | The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. | Strongly Agree - 22.3% | Agree - 39.7% |

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| 16. | The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. | To a great extent – 24% | Moderate – 43% |
| 17. | Teachers encourage you to participate in extracurricular activities. | Strongly agree – 27.1% | Agree – 41% |
| 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. | To a great extent – 23.4% | Moderate – 40.3% |
| 19. | What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. | Above 90% - 45% | 70 – 89% - 33% |
| 20. | The overall quality of teaching-learning process in your institute is very good. | Strongly agree – 23.4% | Agree – 45% |

One open ended question was asked from the students. The responses given by majority of the students have been mentioned below:

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

1. Students should be taken to field visit regarding their respective subjects to learn new things in practical manner.
2. Internship should be must as to acquire knowledge.
3. Student teacher interaction, placement cell, digitalization of lectures
4. Team project work should be employed on second semester.
5. A group discussion on major topics of society can encourage student's interest & activity.
6. Assignments should be discussed in classes.
7. We need to get more exposure to the lab instruments and our syllabus should be made like that we could more focus on practical rather than theory part.
8. There should be focus on main syllabus as it will ultimately lead to success in competitive examination.
9. Recent studies should be given by teachers.
10. Teachers have to promote students in carrier oriented schemes and also have to counsel students.
11. More focus is needed in one-one interaction between mentor and student.
12. Some teachers are biased and sometimes demotivate by their words or assessment, this should be taken care of.
13. Teachers should come on time to attend classes.
14. More focus on applications of topics and subject in problem solving
15. Guest interaction lectures and exchange programs with other good universities be initiated.
16. Conduction of assignments and term paper should be improved because due to lack of proper conduction student take it as paper work only and wants to just submit before deadline irrespective of gaining knowledge.
17. Should focus on promoting internship and field visit.
18. They need to tell us about employability skills.

19. There should be proper experimental studies, with having all instruments in the laboratory.
20. Teachers should be punctual and properly prepare their lectures
21. Need to give full exposure to children about scientific skills.
22. Practical need to be conducted more carefully and with planning, not many students actually get to perform and learn them. We don't have enough kits or raw material so that everyone can perform the practical.
23. Exchange programs, study tours, support and motivation to attend seminar and conference
24. Kindly make the teacher accountable to the students not vice chancellor or person sitting in the senior position.
25. The teachers should not be biased, they should take into consider the individual difference of the students and they must help the students when they need them
26. Interaction between students and teachers should be more.
27. Formation and regular function of various co-curricular activities clubs like Music Club, Art and drawing spot, innovative writing club, regular Patriotic and cultural get together, National problems analysis club, etc.
28. Regular carrier guidance to the current students by teachers and alumni. So, "Annual alumni meet" can be organized.
29. University Clubs should be encouraged not for just name sake but for active participation which will enable the students to enrich their knowledge in their areas of interest.
30. Teaching foreign languages and soft skills in Interdisciplinary Course system would be advantageous.
31. There is a need of improvement in technical section because I observed that after completing course we do not have any detail mark card of single semester. We have no proof of master degree from central university Punjab, Bathinda.
32. There is no statistics Lab with known software SPSS, SAS, Minitab etc. So, Need of statistical Lab with software and trainer.
33. Geology is field based subject so at least one field work per semester should be done
34. Remedial classes are not available.
35. Although the syllabus is based on CSIR- NET JRF but we could hardly practice the questions based in the exam.