

**Pt. Ravishankar Shukla University**  
**Raipur - 492 010, Chhattisgarh**



**A report**  
**on**  
**Student Satisfaction Survey**  
**2021-2022**

## About Survey

A Student Satisfaction Survey on Teaching Learning Process (2021-2022) was conducted online through Google Forms by the IQAC, PRSU, Raipur. Students from the various Schools of Studies/ Institutes, Centers of the university participated in the survey. A total 747 responses were received, out of which 96.5% responses were the first and only time participation. Out of total participants, 59% were females and 41% were males. 23.4% respondents belonged to graduation courses, 70.3% to post graduation, and the rest to PG Diploma, Diploma, Certificate, and Ph.D. courses. Subject area of the respondents was as follows: 11.6% were from Arts & Social Science, 59.3% from Science, 14.9% from Professional, and 14.2 % from other subjects.

That online feedback form consists of 20 questions with five options on a 0-4 Likert scale. The questions are given below in a table.

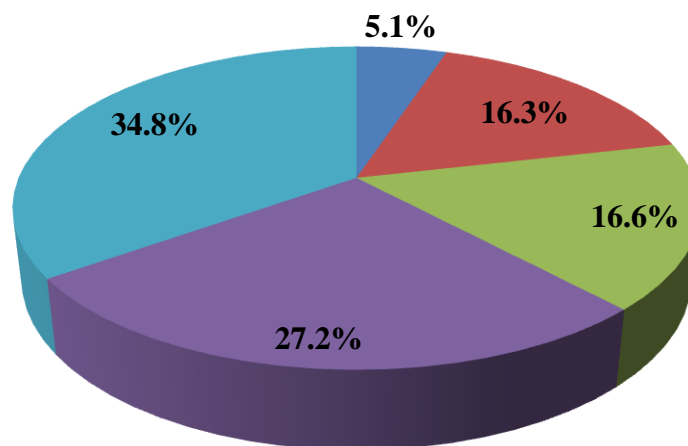
Sl No.	Question
1.	How much of the syllabus was covered in the class?
2.	How well did the teachers prepare for the classes?
3.	How well were the teachers able to communicate?
4.	The teacher's approach to teaching can best be described as
5.	Fairness of the internal evaluation process by the teachers.
6.	Was your performance in assignments discussed with you?
7.	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
8.	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
9.	The institution provides multiple opportunities to learn and grow.
10.	Teachers inform you about your expected competencies, course outcomes and programme outcomes.
11.	Your mentor does a necessary follow-up with an assigned task to you.
12.	The teachers illustrate the concepts through examples and applications.
13.	The teachers identify your strengths and encourage you with providing right level of challenges.
14.	Teachers are able to identify your weaknesses and help you to overcome them.
15.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
16.	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
17.	Teachers encourage you to participate in extracurricular activities.
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.
19.	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
20.	The overall quality of teaching-learning process in your institute is very good.

Question no. 21 was qualitative that provided an opportunity to students to give their suggestions for the improvement of teaching-learning process. The details of feedback analysis are as follow:

**Question No. 1: How much of the syllabus was covered in the class?**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – (Below 30%)	38	5.1
1 – (30% to 54%)	122	16.3
2 – (55 % to 69%)	124	16.6
3 – (70 % to 84%)	203	27.2
4 – (85% to 100%)	260	34.8
<b>Total</b>	<b>747</b>	<b>100</b>

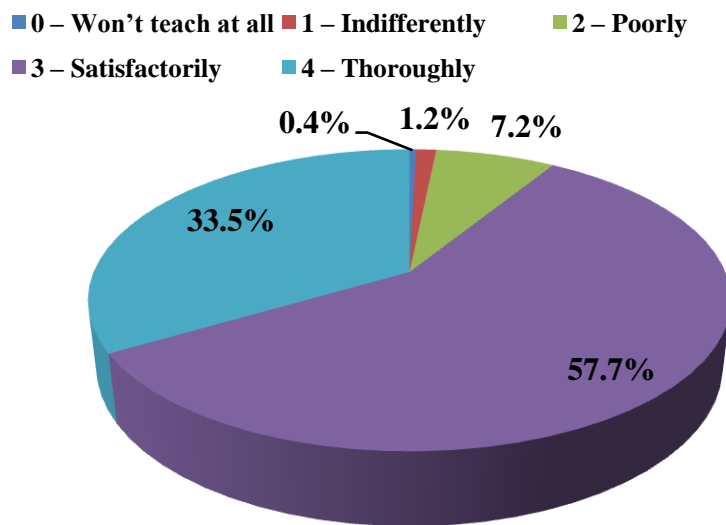
■ 0 – (Below 30%)   ■ 1 – (30% to 54%)   ■ 2 – ( 55 % to 69%)  
■ 3 – (70 % to 84%)   ■ 4 – (85% to 100%)



According to responses of 62.0% students, 70% and more of their syllabus was covered in the class.

**Question No. 2: How well did the teachers prepare for the classes?**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Won't teach at all	3	0.4
1 – Indifferently	9	1.2
2 – Poorly	54	7.2
3 – Satisfactorily	431	57.7
4 – Thoroughly	250	33.5
<b>Total</b>	<b>747</b>	<b>100.0</b>

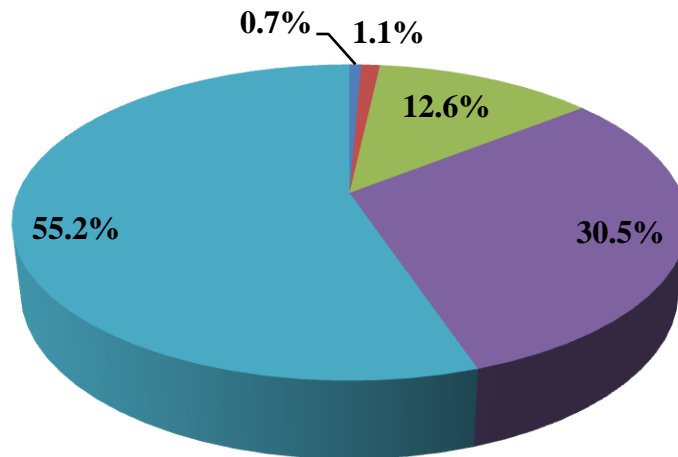


33.5% students responded that teachers are thoroughly prepared for the classes, whereas 57.7% students said that teachers are satisfactorily prepared for the classes.

**Question No. 3: How well were the teachers able to communicate?**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Very poor communication	5	0.7
1– Generally ineffective	8	1.1
2 – Just satisfactorily	94	12.6
3 – Sometimes effective	228	30.5
4 – Always effective	412	55.2
<b>Total</b>	<b>747</b>	<b>100</b>

- 0 – Very poor communication
  - 2 – Just satisfactorily
  - 4 – Always effective
- 1 – Generally ineffective
  - 3 – Sometimes effective

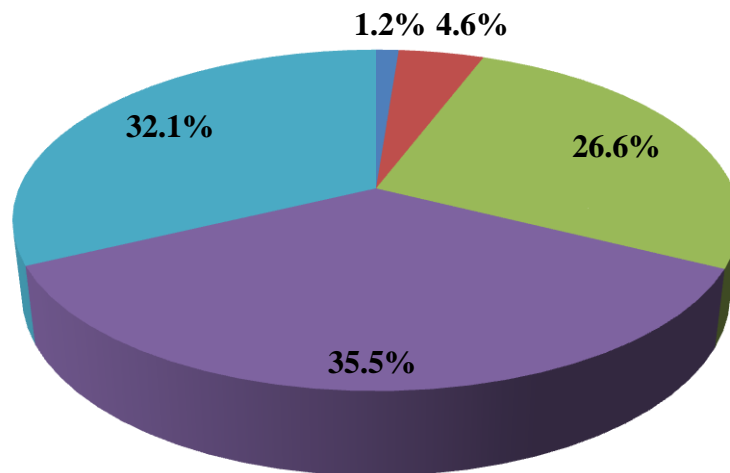


Concerning the communication skills of the teachers, 55.2% students were agreed that teachers are always effective in the classes. Overall 85.7% students are agreed about the teacher’s effective communication in the class.

**Question No. 4: The teacher's approach to teaching can best be described as**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Poor	9	1.2
1 – Fair	34	4.6
2 – Good	199	26.6
3 – Very good	265	35.5
4 – Excellent	240	32.1
<b>Total</b>	<b>747</b>	<b>100.0</b>

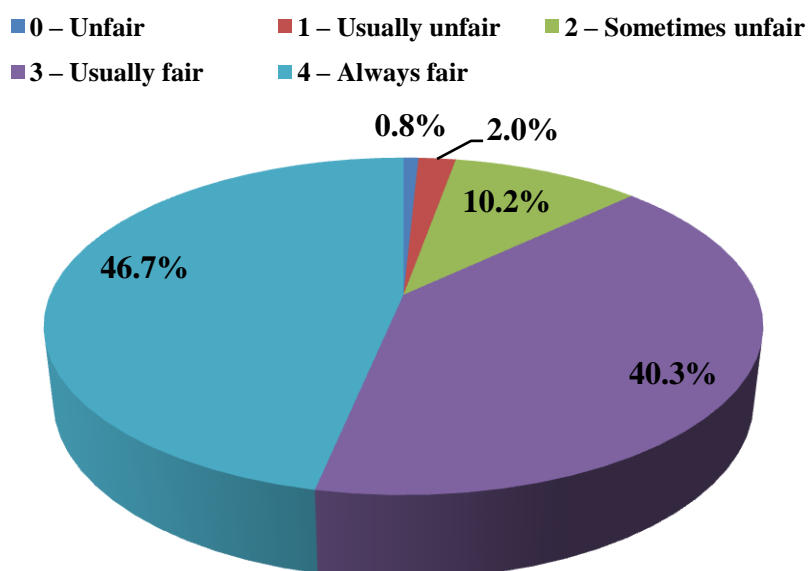
■ 0 – Poor ■ 1 – Fair ■ 2 – Good ■ 3 – Very good ■ 4 – Excellent



From the above figure, we can say that 35.5% of students are agreed that their teacher's approach to teaching is very good and that of saying excellent is 32.1%.

**Question No. 5: Fairness of the internal evaluation process by the teachers.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Unfair	6	0.8
1 – Usually unfair	15	2.0
2 – Sometimes unfair	76	10.2
3 – Usually fair	301	40.3
4 – Always fair	349	46.7
<b>Total</b>	<b>747</b>	<b>100.0</b>

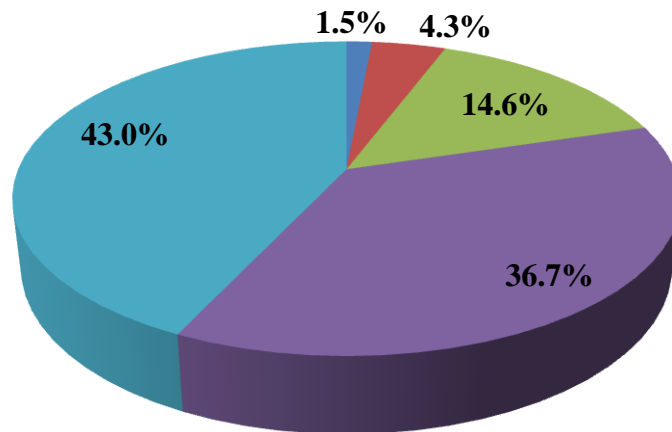


According to 40.3% and 46.7% of the students, fairness of the internal evaluation process by the teachers is ‘usually fair’ and ‘always fair,’ respectively.

**Question No. 6: Was your performance in assignments discussed with you?**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Never	11	1.5
1 – Rarely	32	4.3
2 – Occasionally/Sometimes	109	14.6
3 – Usually	274	36.7
4 – Every time	321	43.0
<b>Total</b>	<b>747</b>	<b>100.0</b>

■ 0 – Never ■ 1 – Rarely ■ 2 – Occasionally/Sometimes ■ 3 – Usually ■ 4 – Every time



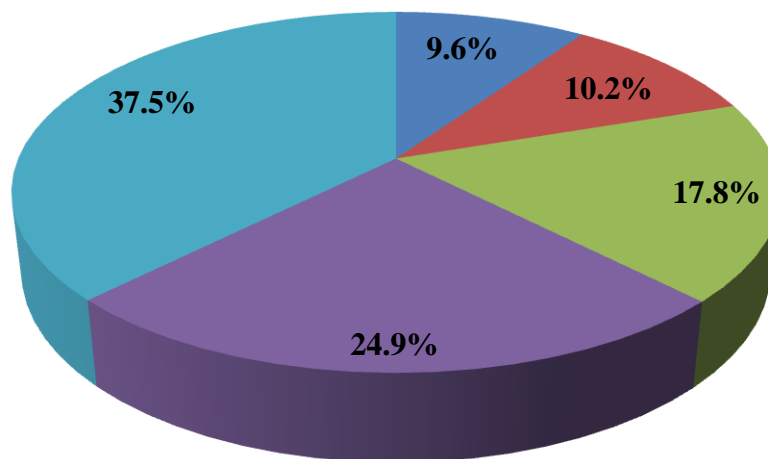
About 43.0% students said that their performances in assignments were discussed with them every time and 36.7% students claimed that it is usually discussed.



**Question No. 7: The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Never	72	9.6
1 – Rarely	76	10.2
2 – Sometimes	133	17.8
3 – Often	186	24.9
4 – Regularly	280	37.5
<b>Total</b>	<b>747</b>	<b>100.0</b>

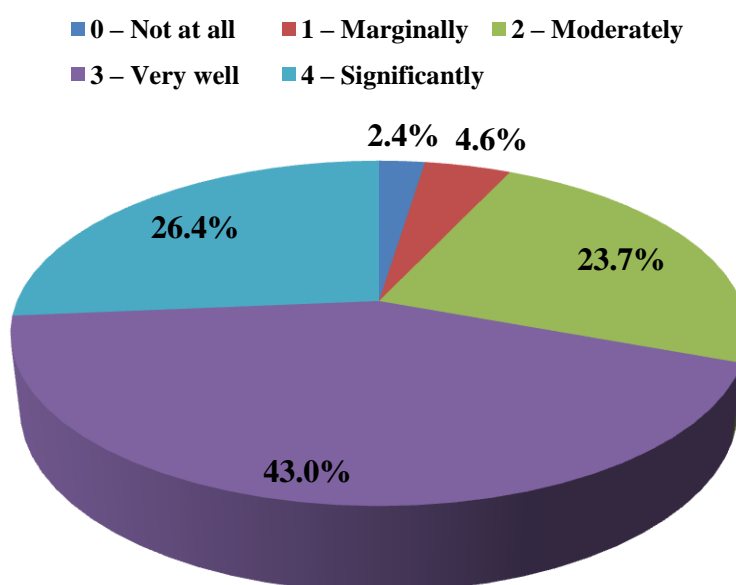
■ 0 – Never   ■ 1 – Rarely   ■ 2 – Sometimes   ■ 3 – Often   ■ 4 – Regularly



Approximately, 37.5% of the students opined that institute took active interest regularly in promoting internship, student exchange, and field visit opportunities for students, and 24.9% students claimed it as often.

**Question No. 8: The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Not at all	18	2.4
1 – Marginally	34	4.6
2 – Moderately	177	23.7
3 – Very well	321	43.0
4 – Significantly	197	26.4
<b>Total</b>	<b>747</b>	<b>100.0</b>

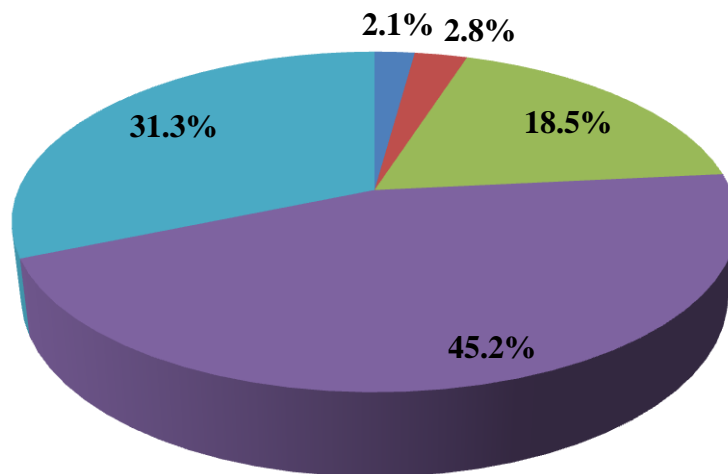


About 69.4% of the students were reported to have benefitted from the teaching and mentoring process in the institution facilitating cognitive, social and emotional growth.

**Question No. 9: The institution provides multiple opportunities to learn and grow.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Strongly disagree	16	2.1
1 – Disagree	21	2.8
2 – Neutral	138	18.5
3 – Agree	338	45.2
4 – Strongly agree	234	31.3
<b>Total</b>	<b>747</b>	<b>100.0</b>

■ 0 – Strongly disagree ■ 1 – Disagree ■ 2 – Neutral ■ 3 – Agree ■ 4 – Strongly agree

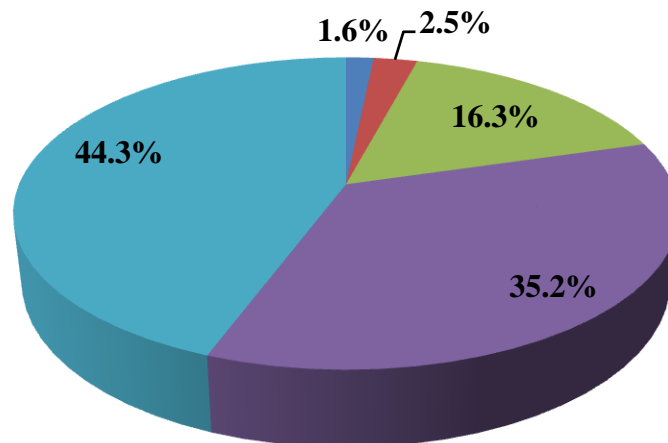


From the above figure, it is clear that about 31.3% of students are strongly agree and in general 76.5% are agree with the fact that their institution provides multiple opportunities to learn and grow.

**Question No. 10: Teachers inform you about your expected competencies, course outcomes and programme outcomes.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0– Never	12	1.6
1 – Rarely	19	2.5
2– Occasionally/Sometimes	122	16.3
3 – Usually	263	35.2
4 – Every time	331	44.3
<b>Total</b>	<b>747</b>	<b>100.0</b>

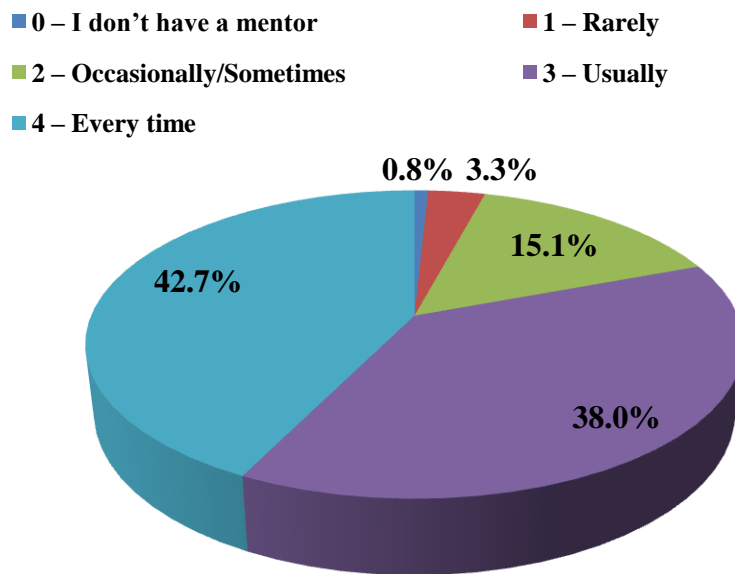
■ 0 – Never ■ 1 – Rarely ■ 2 – Occasionally/Sometimes ■ 3 – Usually ■ 4 – Every time



In general, 79.5% students agreed that the teachers informed them about their expected competencies, courses and program outcomes.

**Question No. 11: Your mentor does a necessary follow-up with an assigned task to you.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – I don't have a mentor	6	0.8
1 – Rarely	25	3.3
2 – Occasionally/Sometimes	113	15.1
3 – Usually	284	38.0
4 – Every time	319	42.7
<b>Total</b>	<b>747</b>	<b>100.0</b>

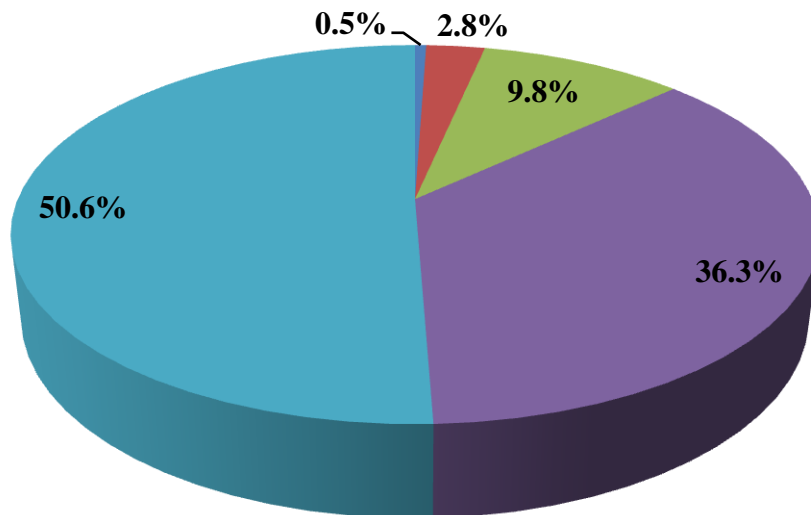


About 42.7% students agreed that a necessary follow-up with an assigned task were done every time by the mentors. Thirty eight percent were agreed that usually it is done.

**Question No. 12: The teachers illustrate the concepts through examples and applications.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Never	4	0.5
1– Rarely	21	2.8
2 – Occasionally/Sometimes	73	9.8
3 – Usually	271	36.3
4 – Every time	378	50.6
<b>Total</b>	<b>747</b>	<b>100.0</b>

■ 0 – Never ■ 1 – Rarely ■ 2 – Occasionally/Sometimes ■ 3 – Usually ■ 4 – Every time

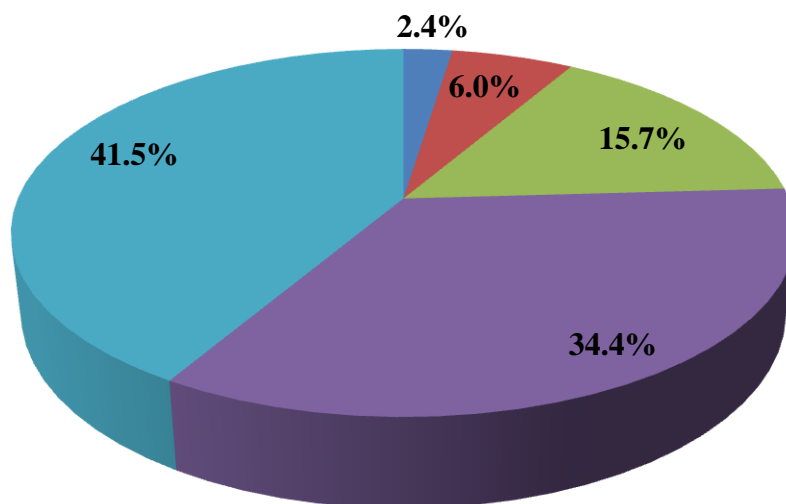


86.9% students believed that the teachers illustrated the concepts through examples and applications.

**Question No. 13: The teachers identify your strengths and encourage you with providing right level of challenges.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Unable to	18	2.4
1 – Slightly	45	6.0
2 – Partially	117	15.7
3 – Reasonably	257	34.4
4 – Fully	310	41.5
<b>Total</b>	<b>747</b>	<b>100.0</b>

■ 0 – Unable to ■ 1 – Slightly ■ 2 – Partially ■ 3 – Reasonably ■ 4 – Fully

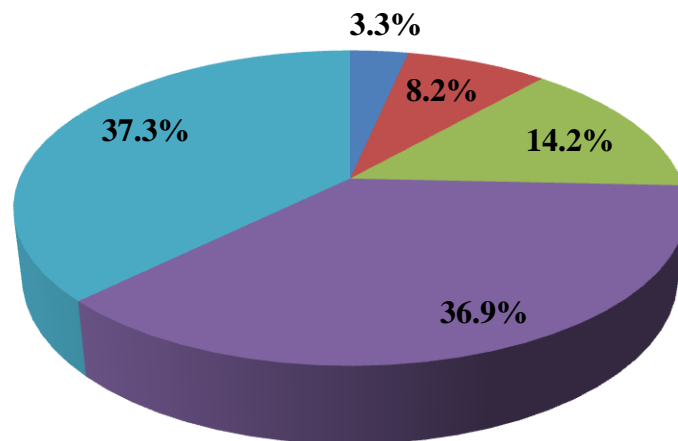


The teachers were also reported to have fully (41.5%) and reasonably (34.4%) identified the strengths of students and encouraging them with providing right level of challenges.

**Question No. 14: Teachers are able to identify your weaknesses and help you to overcome them.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Never	25	3.3
1 – Rarely	61	8.2
2 – Occasionally/Sometimes	106	14.2
3 – Usually	276	36.9
4 – Every time	279	37.3
<b>Total</b>	<b>747</b>	<b>100.0</b>

■ 0 – Never ■ 1 – Rarely ■ 2 – Occasionally/Sometimes ■ 3 – Usually ■ 4 – Every time



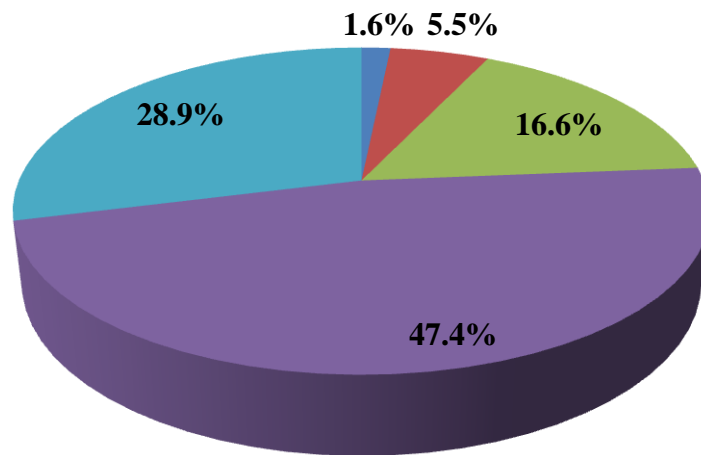
In 74.2% cases, including ‘usually’ and ‘every time,’ teachers were able to identify the weaknesses of the students and help them in overcoming of the weaknesses.



**Question No. 15: The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.**

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Strongly disagree	12	1.6
1 – Disagree	41	5.5
2 – Neutral	124	16.6
3 – Agree	354	47.4
4 – Strongly agree	216	28.9
<b>Total</b>	<b>747</b>	<b>100.0</b>

■ 0 – Strongly disagree     ■ 1 – Disagree     ■ 2 – Neutral  
■ 3 – Agree     ■ 4 – Strongly agree

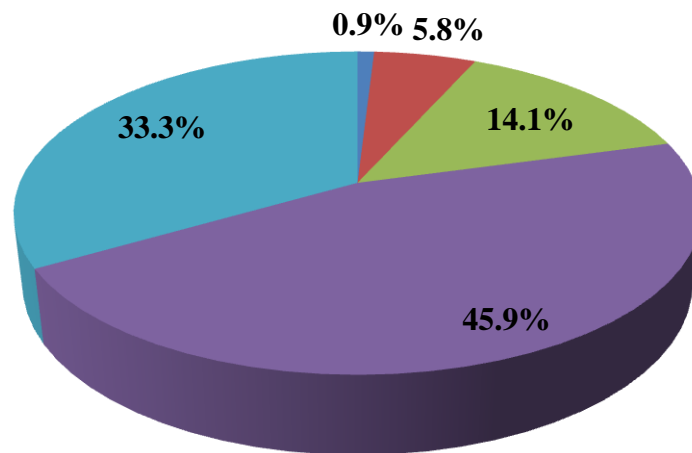


28.9% students strongly agreed, while 47.4% agreed that the institution had been making efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

**Question No. 16: The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Not at all	7	0.9
1 – Very little	43	5.8
2 – Some what	105	14.1
3 – Moderate	343	45.9
4 – To a great extent	249	33.3
<b>Total</b>	<b>747</b>	<b>100.0</b>

■ 0 – Not at all     
 ■ 1 – Very little     
 ■ 2 – Some what  
■ 3 – Moderate     
 ■ 4 – To a great extent

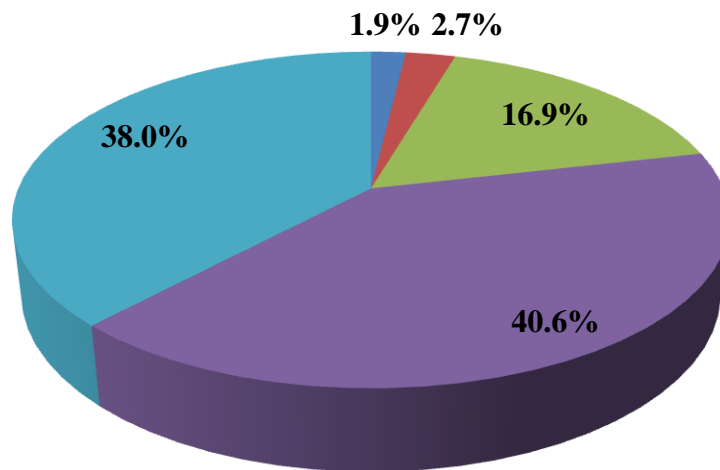


The institute/ teachers to a great extent (33.3%) and moderately (45.9%) used student centric methods, such as, experiential learning, participative learning, and problem solving methodologies for enhancing learning experiences.

**Question No. 17: Teachers encourage you to participate in extracurricular activities.**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Strongly disagree	14	1.9
1 – Disagree	20	2.7
2 – Neutral	126	16.9
3 – Agree	303	40.6
4 – Strongly agree	284	38.0
<b>Total</b>	<b>747</b>	<b>100.0</b>

■ 0 – Strongly disagree ■ 1 – Disagree ■ 2 – Neutral ■ 3 – Agree ■ 4 – Strongly agree

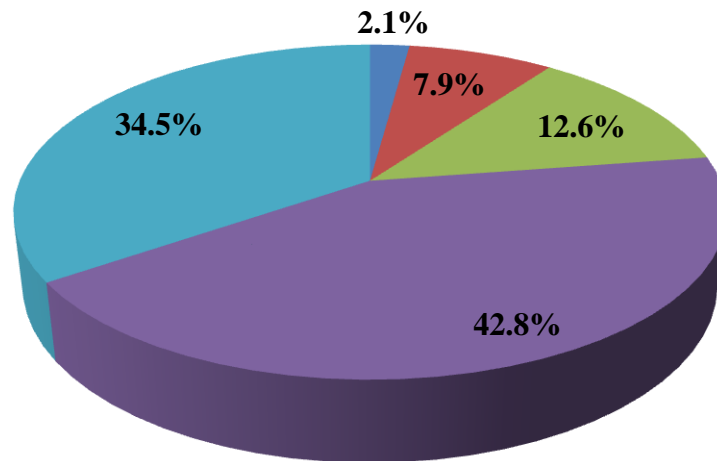


About 40.6% students are agreed and that of 38.0% are strongly agreed with the fact that their teachers encourage them to participate in extracurricular activities.

**Question No. 18: Efforts are made by the institute/ teachers to inculcate soft skills, lifeskills and employability skills to make you ready for the world of work?**

Rating - (Range of Percentage)	Number of Respondents	Percentage of Respondent
0 – Not at all	16	2.1
1 – Very little	59	7.9
2 – Some what	94	12.6
3 – Moderate	320	42.8
4 – To a great extent	258	34.5
<b>Total</b>	<b>747</b>	<b>100.0</b>

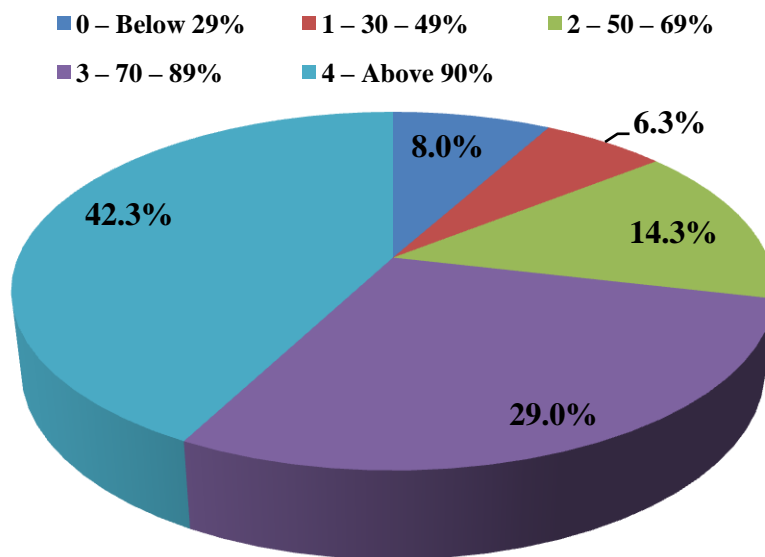
■ 0 – Not at all      ■ 1 – Very little      ■ 2 – Some what  
■ 3 – Moderate      ■ 4 – To a great extent



34.5% students agreed to a great extent and 42.8% moderately that efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make students ready for their professional field.

**Question No. 19: What percentage of teachers uses ICT tools such as LCD projector, Multimedia, etc. while teaching?**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Below 29%	60	8.0
1 – 30 – 49%	47	6.3
2 – 50 – 69%	107	14.3
3 – 70 – 89%	217	29.0
4 – Above 90%	316	42.3
<b>Total</b>	<b>747</b>	<b>100.0</b>

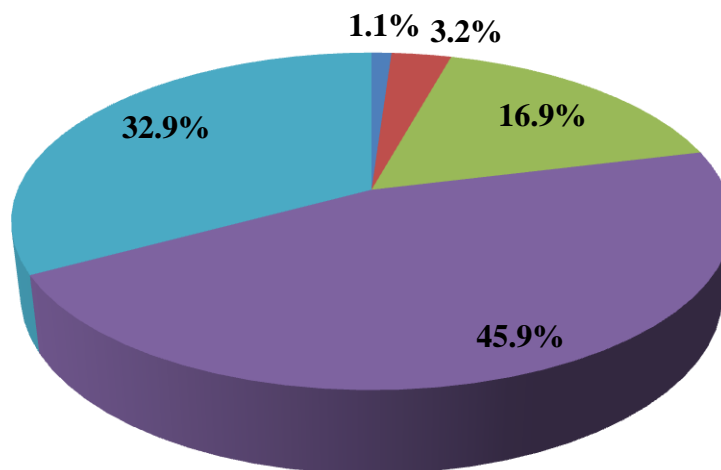


Forty two point three percent students responded that more than 90% teachers use ICT tools, such as LCD projectors, multimedia, online teaching apps etc. while teaching, whereas 29.0% students reported that 70-89% teachers use ICT tools while teaching.

**Question No. 20: The overall quality of teaching-learning process in your institute is very good**

<b>Rating - (Range of Percentage)</b>	<b>Number of Respondents</b>	<b>Percentage of Respondent</b>
0 – Strongly disagree	8	1.1
1 – Disagree	24	3.2
2 – Neutral	126	16.9
3 – Agree	343	45.9
4 –Strongly agree	246	32.9
<b>Total</b>	<b>747</b>	<b>100.0</b>

■ 0 – Strongly disagree ■ 1 – Disagree ■ 2 – Neutral ■ 3 – Agree ■ 4 – Strongly agree



In a nutshell, 32.9% of the students strongly agreed and 45.9% agreed that the overall quality of teaching-learning process in the university is very good.