

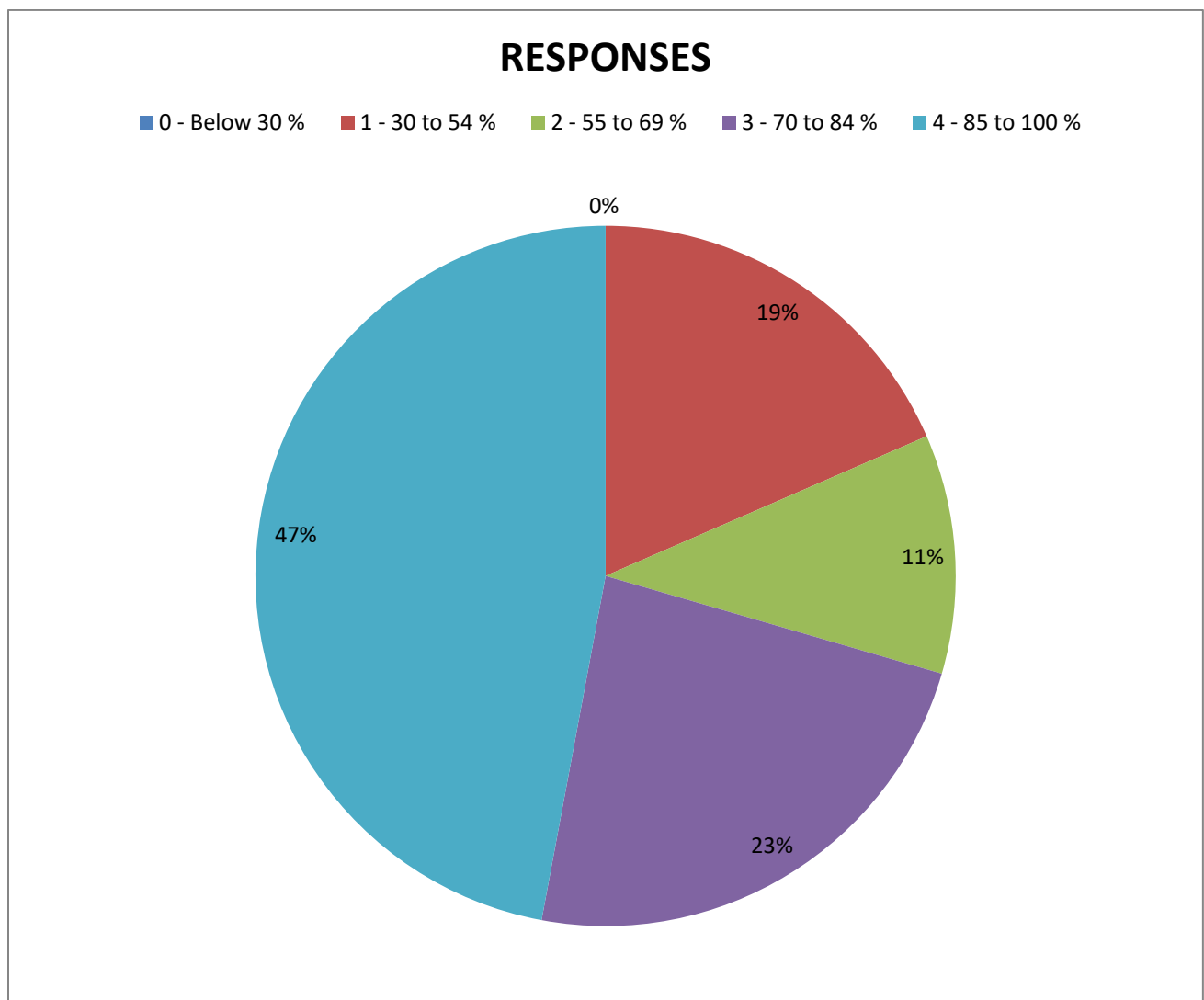
# **GUJARAT COMMERCE COLLEGE, AHMEDABAD**

## ***STUDENT SATISFACTION SURVEY REPORT (2018-19)***

Students were given an online feedback form. There were total 12 questions in student satisfaction survey, in which feedback was requested regarding the teaching and learning process. They were required to provide their feedback from question no. 1 to 12 in zero to four scales i.e. 'Excellent', 'Very Good', 'Good', 'Average' and 'Needs Improvement' and 13<sup>th</sup> question was an open ended i.e. about observations and suggestions. The detailed analysis with the help of graphs is as follows from the next page:

1) How much of the syllabus was covered in the class?

SCALE	RESPONSES	PERCENTAGE
0 - Below 30 %	0	0%
1 - 30 to 54 %	82	19%
2 - 55 to 69 %	49	11%
3 - 70 to 84 %	104	23%
4 - 85 to 100 %	209	47%
	Total = 444	

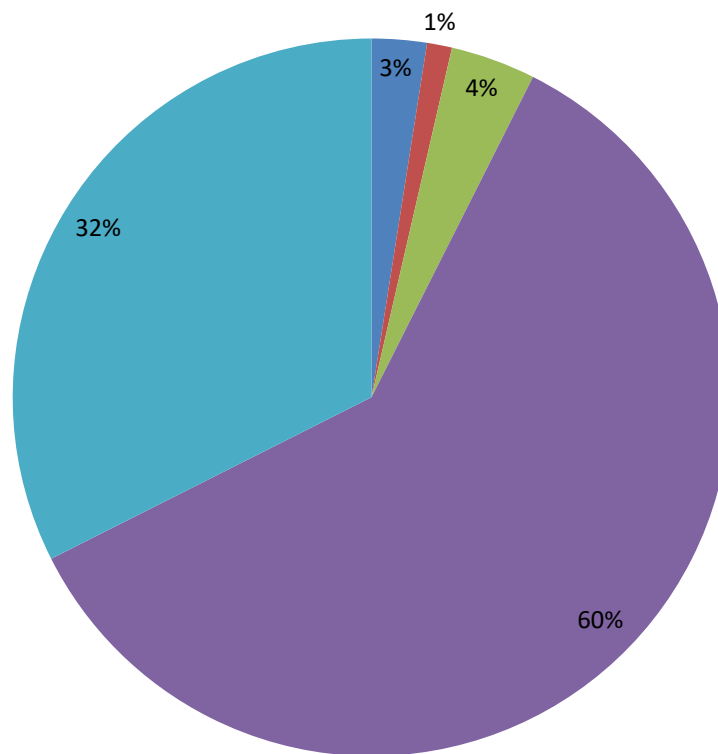


2) How well did the teachers prepare for the classes?

SCALE	RESPONSES	PERCENTAGE
0 – Won't teach at all	11	3%
1 – Indifferently	5	1%
2 – Poorly	17	4%
3 – Satisfactorily	267	60%
4 –Thoroughly	144	32%
	Total = 444	

## RESPONSES

■ 0 – Won't teach at all ■ 1 – Indifferently ■ 2 – Poorly ■ 3 – Satisfactorily ■ 4 –Thoroughly

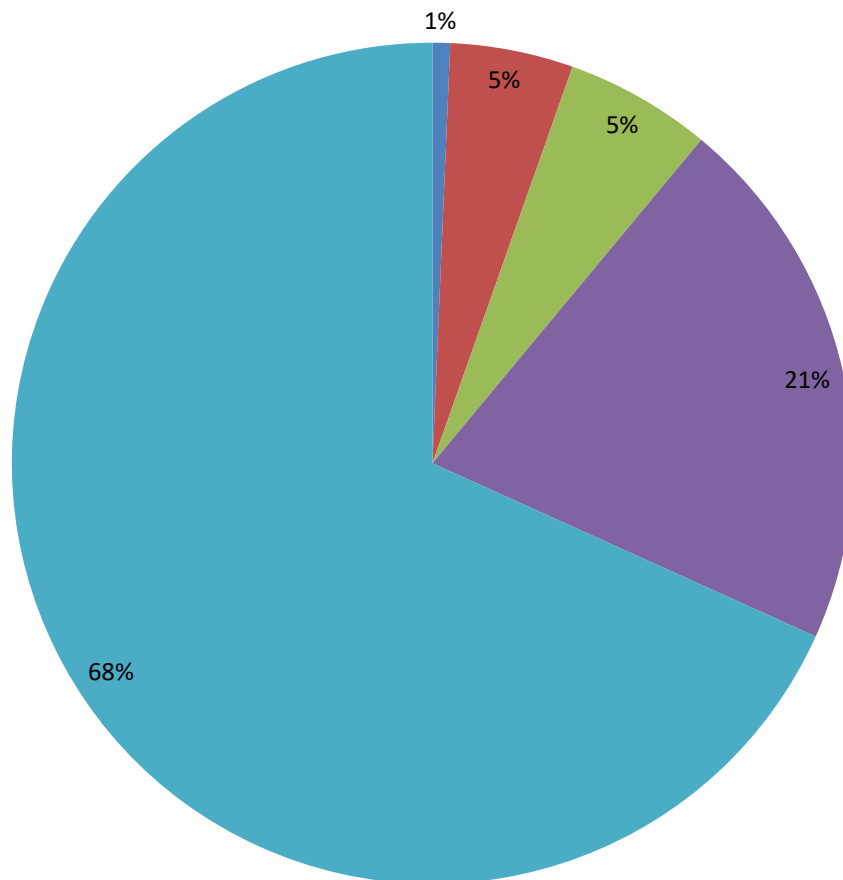


3) How well were the teachers able to communicate?

SCALE	RESPONSES	PERCENTAGE
0– Very poor communication	3	1%
1– Generally ineffective	21	5%
2 – Just satisfactorily	25	5%
3 – Sometimes effective	92	21%
4 – Always effective	303	68%
	Total = 444	

## RESPONSES

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

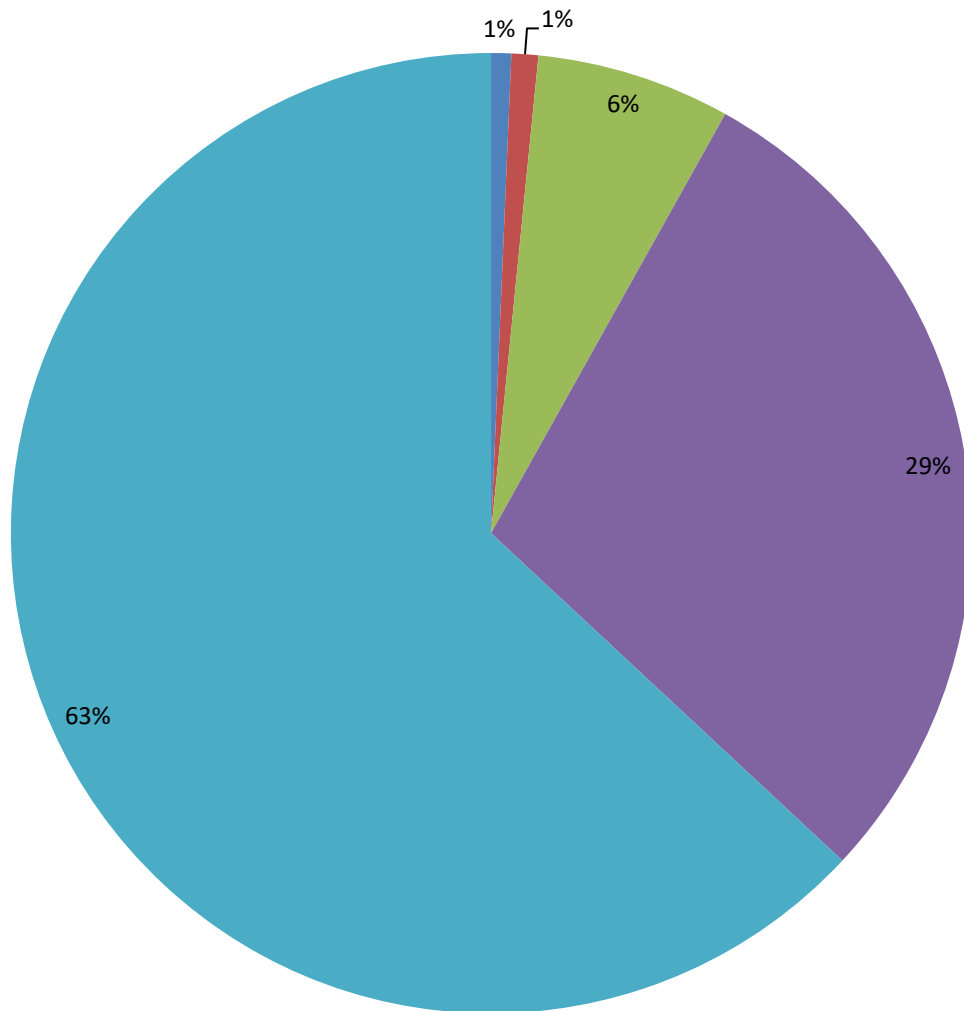


4) Fairness of the internal evaluation process by the teachers?

SCALE	RESPONSES	PERCENTAGE
0– Unfair	3	1%
1 – Usually unfair	4	1%
2 – Sometimes unfair	29	6%
3 – Usually fair	128	29%
4 – Always fair	280	63%
	Total = 444	

## RESPONSES

■ 0– Unfair ■ 1 – Usually unfair ■ 2 – Sometimes unfair ■ 3 – Usually fair ■ 4 – Always fair

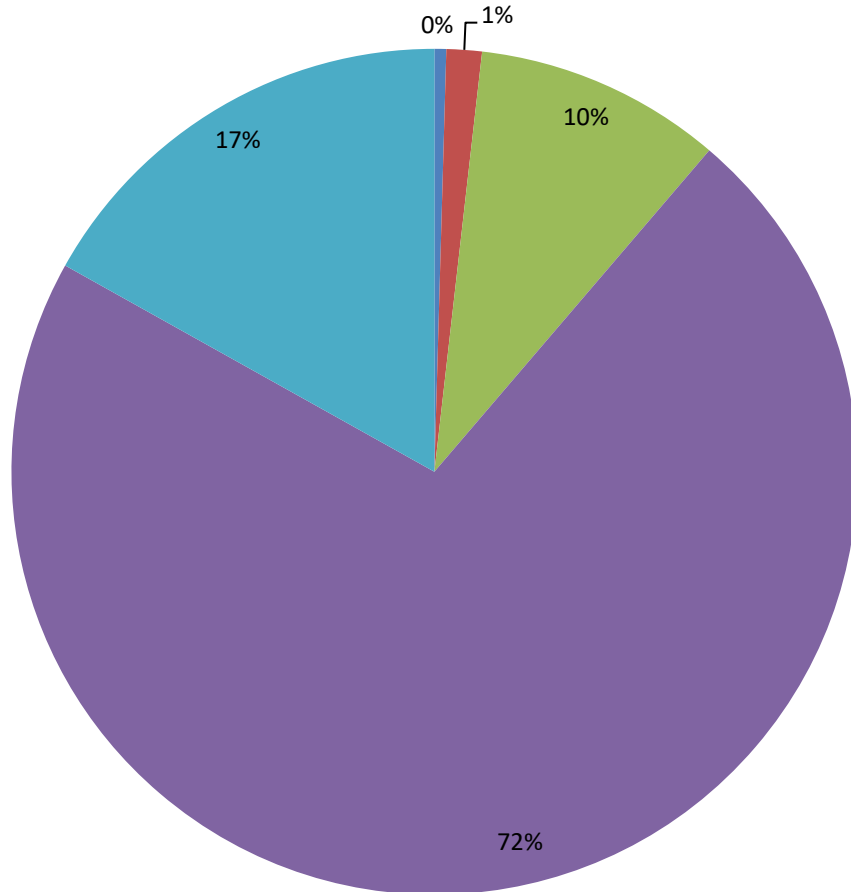


5) The institution provides multiple opportunities to learn and grow

SCALE	RESPONSES	PERCENTAGE
0– Strongly disagree	2	0%
1 – Disagree	6	1%
2 – Neutral	42	10%
3 – Agree	319	72%
4 – Strongly agree	75	17%
	Total = 444	

## RESPONSES

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

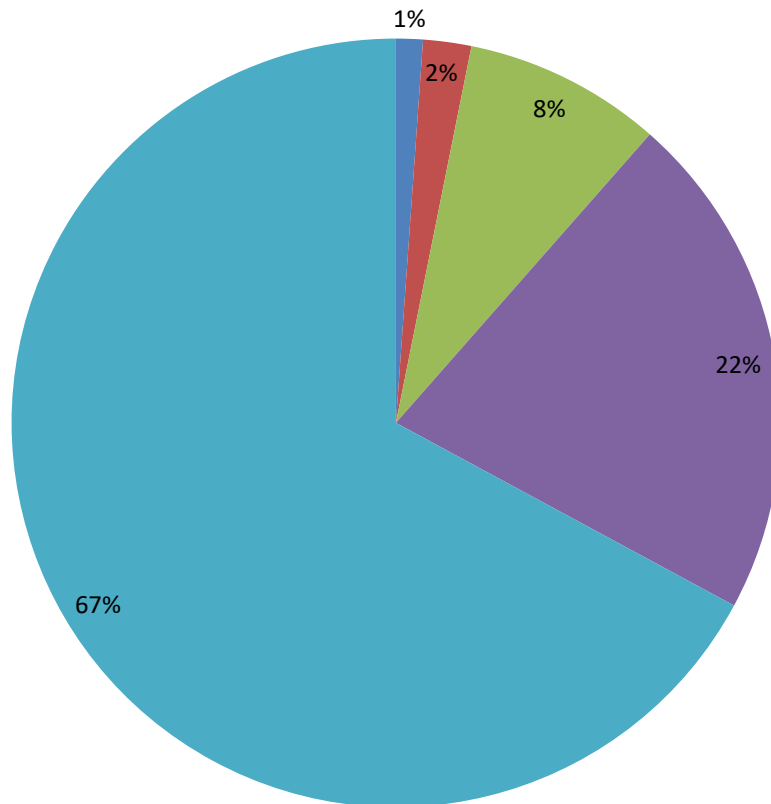


6) Teachers inform you about your expected competencies, course outcomes and programme outcomes ?

SCALE	RESPONSES	PERCENTAGE
0– Never	5	1%
1 – Rarely	9	2%
2 – Sometimes	37	8%
3 – Usually	95	22%
4 – Every time	298	67%
	Total = 444	

## RESPONSES

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

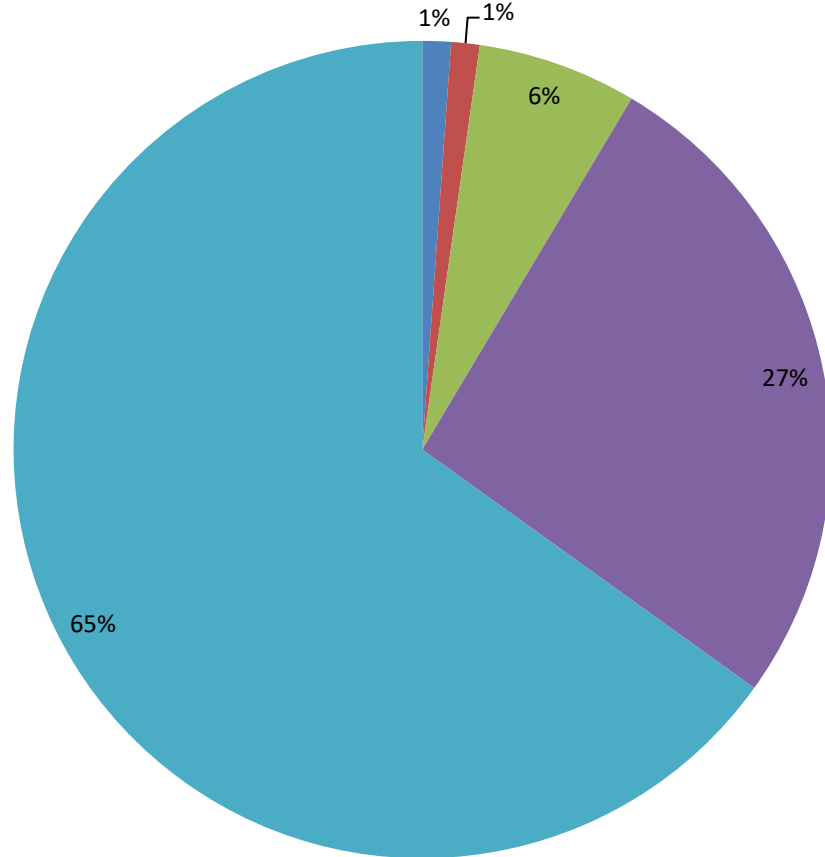


7) The teachers illustrate the concepts through example and application ?

SCALE	RESPONSES	PERCENTAGE
0– Never	5	1%
1 – Rarely	5	1%
2 – Sometimes	28	6%
3 – Usually	117	27%
4 – Every time	289	65%
	Total = 444	

## RESPONSES

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



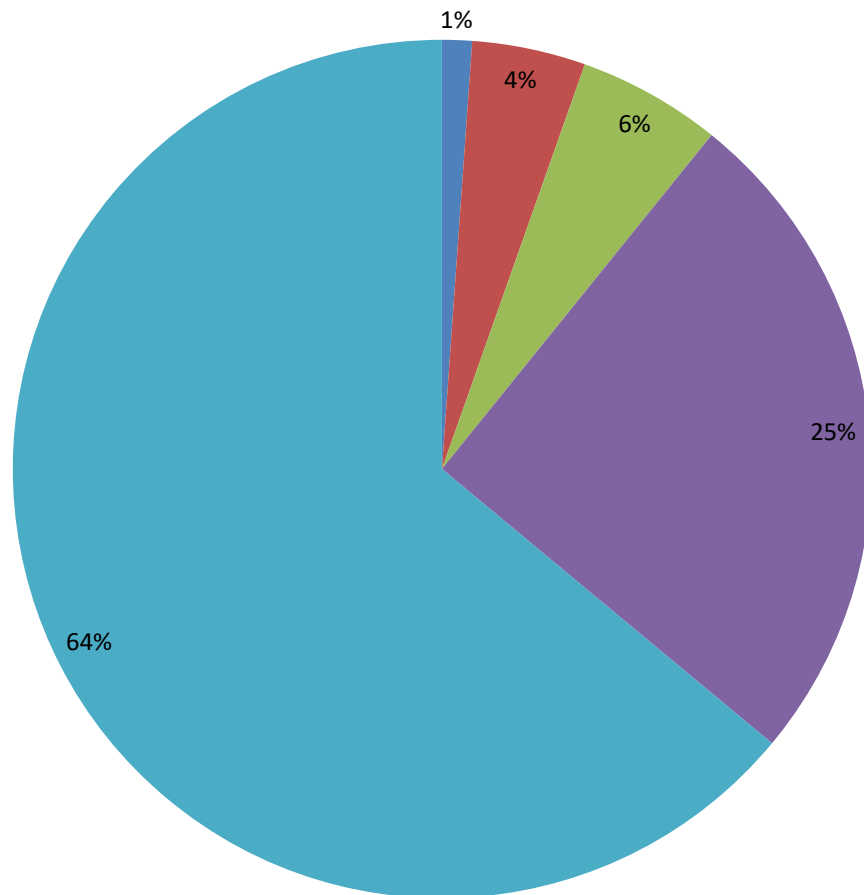


8) The teachers identify your strengths and encourage you with providing right level of challenges.

SCALE	RESPONSES	PERCENTAGE
0– Unable to	5	1%
1 – Slightly	19	4%
2 – Partially	24	6%
3 – Reasonably	112	25%
4 – Fully	284	64%
	Total = 444	

## RESPONSES

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

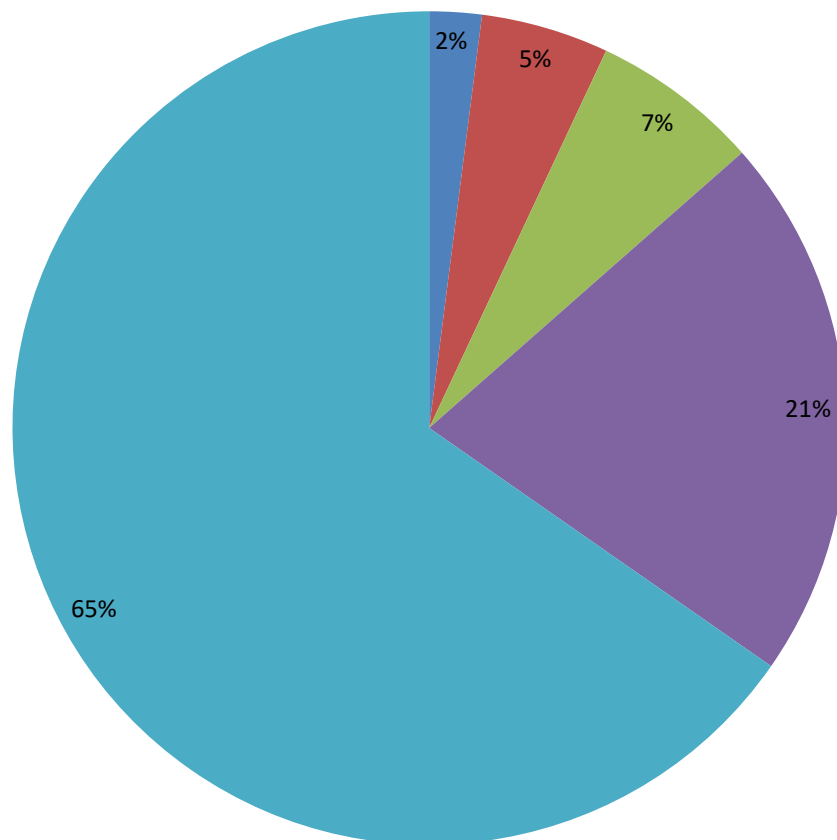


9) Teachers are able to identify your weaknesses and help you to overcome them.

SCALE	RESPONSES	PERCENTAGE
0– Never	9	2%
1 – Rarely	22	5%
2 – Sometimes	29	7%
3 – Usually	94	21%
4 – Every time	290	65%
	Total = 444	

## RESPONSES

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

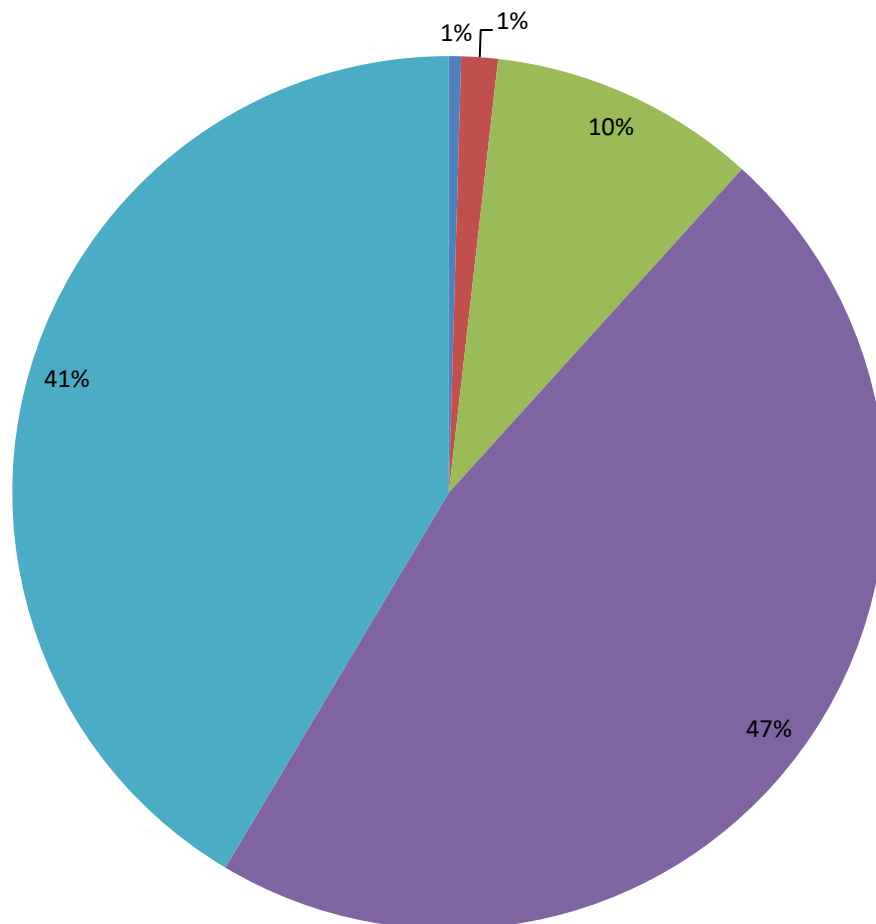


10) Teachers encourage you to participate in extracurricular activities ?

SCALE	RESPONSES	PERCENTAGE
0– Strongly disagree	2	1%
1 – Disagree	6	1%
2 – Neutral	44	10%
3 – Agree	208	47%
4 – Strongly agree	184	41%
	Total = 444	

## RESPONSES

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

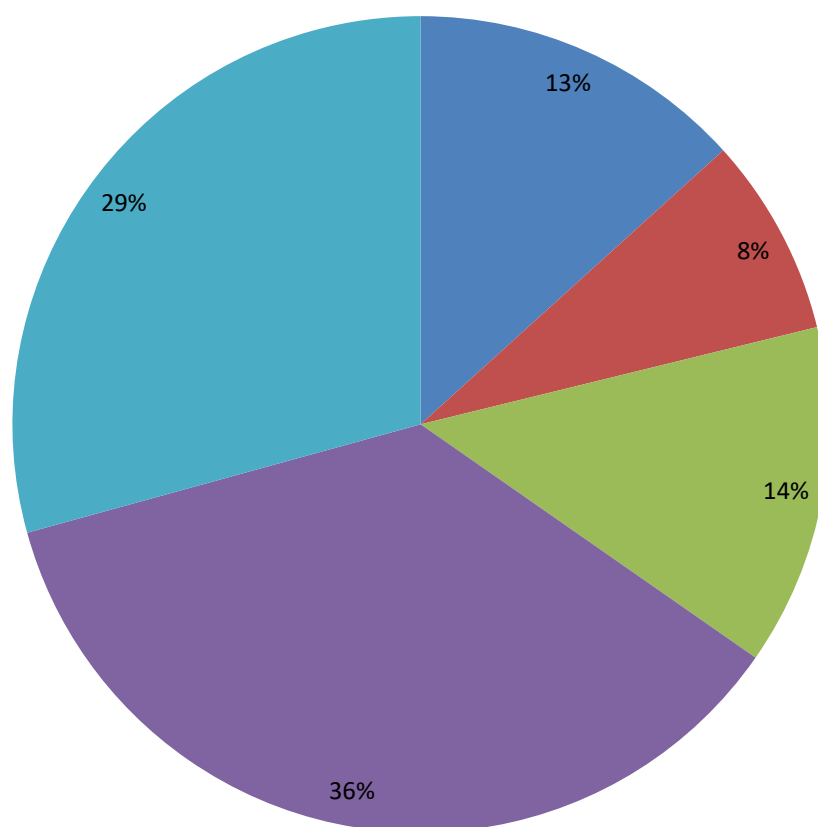


11) What percentage of teachers use ICT tools such as LCD projector, Multimedia etc. While teaching

SCALE	RESPONSES	PERCENTAGE
0 - Below 29%	59	13%
1 - 30 to 49 %	35	8%
2 - 50 to 69 %	60	14%
3 - 70 to 89 %	160	36%
4 Above 90 %	130	29%
	Total = 444	

## RESPONSES

■ 0 - Below 29% 
 ■ 1 - 30 to 49 % 
 ■ 2 - 50 to 69 % 
 ■ 3 - 70 to 89 % 
 ■ 4 Above 90 %



12) Give three observation / suggestions to improve the overall teaching - learning experience in your institution.( some notable suggestions/ observations)

Sr.no.	RESPONSES
1	Teaching is good no need to improve teaching
2	Excellent Teaching
3	Teachers always help in difficulties Always help for study Always prepared to teach us
4	Teaching and learning both types online & off-line is very good
5	1: all teachers are very good in teaching and support all students 2: students are very confident because of the teachers motivation and inspiration
6	Increase the time duration of classes
7	The teachers of Gujarat Commerce College are very excellent and this is the great college. As a student I think I am gaining more knowledge...not only related subjects but also in the other subjects / activities which helps us in our whole life.
8	The office department plays a very important role in any college but when Students who go to them with problems, they never give answer properly. This matter needs a lot of attention.
9	Courses can be more research oriented. Kindly provide elective course based on the willingness even though less strength.
10	Good communication skills and they all should use projector and should organise a debate between students so that student knowledge would improve

Students were requested to provide some observations or suggestions in addition to the above criteria, if any. After watching all the comments received, we can say that the most of them (around 95 percent) were positive and complimentary. Some critical comments were there, regarding course completion, teaching methods and behaviour of non-teaching staff. These comments were taken positively and steps will be taken to bring improvement.

After a bird eye view of all the responses received, we analyzed the following:

- 90% of the students felt that the approach of teachers to teaching is excellent.
  - Regarding the coverage of syllabus, more than 80% of the students are satisfied.
  - In case of classroom teaching almost all the teachers are satisfactorily prepared according to 60% and thoroughly according to 32% of the students.
  - 68% of the students opined that the communicative skills of our college faculties are always effective.
  - The internal evaluation process and transparency in the system is fair applauding by more than 80% students.
  - More than 65% of the students stated that the most of the teachers illustrated the concepts with practical examples and applications.
  - The efforts taken by the teachers are appreciable to identify students' strengths and encourage them with providing right level of challenges.
  - Overall 90% students strongly agree with the quality of teaching-learning process in the college as "very good".
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