

Hislop College, Nagpur

Online Student Satisfaction Survey (SSS) on Teaching-Learning and Evaluation

Session 2020-21 (For UG and PG students)

Year 2020-21 being a pandemic year, teaching learning and evaluation was done by teachers completely online using various platforms and different ICT tools. Hislop College IQAC has taken initiative to conduct a large scale online Student Satisfaction Survey on Online Teaching Learning and Evaluation during 11th -14th June 2021, to know students' opinion about online teaching-learning and how satisfied they are about it.

A Google form questionnaire based on 4-point scale was prepared which had some statements about teachers' parameters / qualities that are essential for effective teaching learning. The students were asked to rate the teachers of each Department on a 4-point scale; where score 1 stands for inferior and 4 stands for Superior on an ordered scale. The questionnaire was designed as Department specific and responses on 41 subjects were collected. The questionnaire was divided in two parts; the first part was the student information in which the students are supposed to fill the following information.

First part-Students' information:

- ✓ Student's College ID
- ✓ Student's email id
- ✓ Stream: Science / Arts / Commerce / CMC
- ✓ Category of student: UG / PG/ Diploma
- ✓ Gender: Male / Female
- ✓ Level of student: Sem-II / Sem-IV / Sem-VI/ Any other
- ✓ Medium of teaching of in the Course: English / Hindi / Marathi

- ✓ Name of Teachers' Department for which this feedback is to be filled (Here a dropdown menu was provided having 41 Subjects)

Second Part- Student Satisfaction Survey on online Teaching Learning & Evaluation:

The following General instructions were included in the Google form questionnaire for the student respondents.

Questionnaire has 18 statements / questions about your teachers of the chosen Department. Respond to each statement with deliberation.

- ❖ You have to assign rating to each sentence as your response between 1 to 4, where rating 1 stands for inferior (lowest) and rating 4 stands for superior (Best).
- ❖ In the last part of the survey questionnaire, under the category 'Any other remarks' you can mention suggestions, positives as well as weaknesses in the teaching learning and evaluation process if any.

(Here your response should be restricted to teaching learning process only.)

- ❖ The questionnaire is Department specific. So, remember that each time you are giving rating on teachers of a particular Department which you have mentioned in the first part of the survey.
- ❖ Note that you are not asked to write your name, so your responses are expected to be transparent.

The following were the 18 statements / questions included in the questionnaire.

1. The preparation of your teachers for the online class.
2. The syllabus of your course was covered / completed by your teachers in the online classes.

3. Your teachers were able to communicate with students in their online classes.
4. Your teachers explain the course matter clearly & stimulate interest in course topic through online mode.
5. Your teachers able to solve the difficulties of students in the subject topics in online mode.
6. Your teachers regularly engage their online lectures.
7. Your teachers illustrate the concepts through examples and applications in online lectures.
8. In online teaching learning-your teachers identify your strengths and encourage you with providing right level of motivation..
9. In this online teaching- learning, your teachers encouraged you to participate in Curricular, extracurricular activities of college / department and in the intercollegiate Competitions.
10. Even during the lockdown due to pandemic, you were provided with enough opportunities to participate in extracurricular online activities.
11. What are the teaching platforms used by your teachers in online teaching? (Grid format options were suggested to them)
12. What are the teaching tools adopted by your teacher for online teaching?
13. Which method of online teaching is the best (most preferred) according to you among the following? (Common Options were provided to them)
14. Which method of teaching learning is better according to you? (online, offline, mixed)
15. According to you examination and studying more fruitfully is better in which pattern of teaching learning?

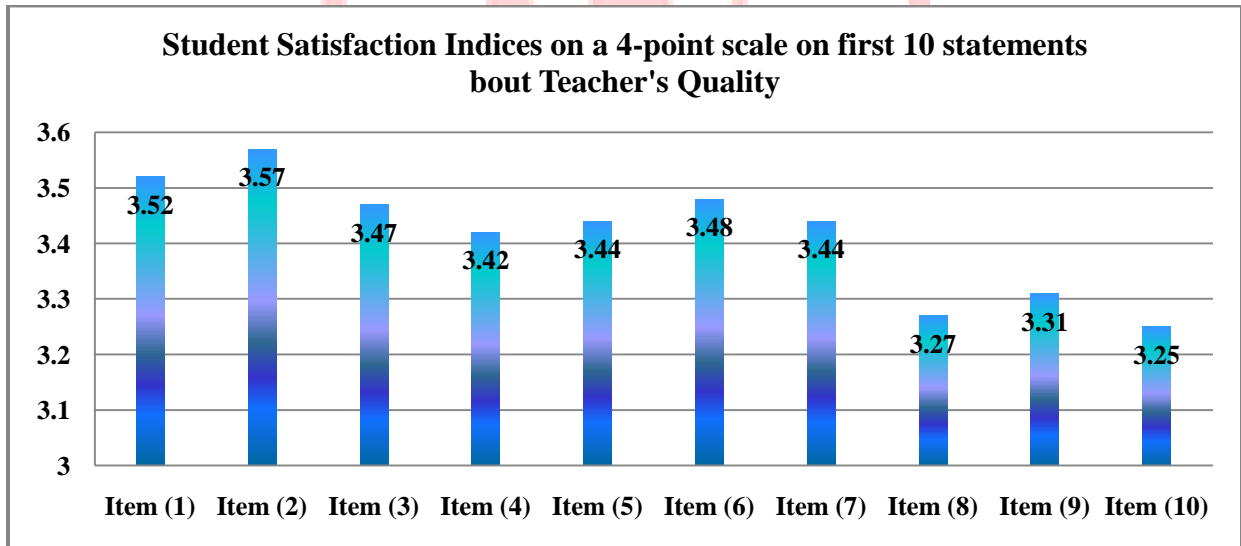
16. Online Unit tests / examinations are regularly conducted in the class by your teachers.
17. Which pattern of examination you prefer?
18. How satisfied are you with your overall online teaching learning - evaluation experience? (Rate on a 4-point scale: 1 being not happy ...4 being very happy).
19. Any other remarks: Give your positives / suggestions to improve the existing overall online teaching-learning evaluation process in your Institute.

A group of HODs and Coordinators of PG programmes was formed on What's App. The in-charge of the survey has taken care to brief the group of HODs on What's App regarding sending the Google form questionnaire link to their students' group. The link of the questionnaire was sent on HOD's group on 11th June 2021y at 10:00 am. The link was kept open till 14th June. In the span of 4 days (11th -14th June 2021) **3973** responses of students were received.

The following analysis was based on responses of 3973 students of UG and PG together belonging to Arts, Commerce, Science and CMC streams to the SSS on TLE conducted during 11th -14th June 2021. The overall average student satisfaction indices on statements (1) to (10) (Items 1 to 10) listed above about teacher's quality on a 4-point scale are calculated in the following table:

Table-(1)

Item (1)	Item (2)	Item (3)	Item (4)	Item (5)	Item (6)	Item (7)	Item (8)	Item (9)	Item (10)	Average pooled Student satisfaction Index On TLE for Hislop College (2020-21)
3.52	3.57	3.47	3.42	3.44	3.48	3.44	3.27	3.31	3.25	3.42



Noteworthy Concluding remarks on questions 11 to 18 listed above:

- ✓ Most preferred teaching platform preferred by Hislop teachers was MS Teams next followed by Google meet.

- ✓ The teaching tools adopted by most of the teacher for online teaching were PPT presentation, next followed by Teaching Online with laptop- white board combination and then a few preferred sending You tube videos.
- ✓ The response of students to the question-Which method of online teaching is the best (most preferred) according to you was that 44 % preferred teaching using PPT presentations and 32 % preferred Teaching Online with laptop- white board combination, 10 % preferred sending You tube videos and the rest opted for teaching with uploading pdf documents.
- ✓ Responses to- Which method of teaching learning is better according to you? were as follows: 40.3 % of the sampled students preferred offline teaching, and interestingly 44 % of them preferred combination of both which is noteworthy and the rest ie. 15.7 % students preferred online teaching.
- ✓ According to you examination and studying more fruitfully is better in which pattern of teaching learning? Responses to this question indicate that-40% were of the opinion that combination of both online and offline teaching-learning evaluation is a better method, where as 37.6 % of the sampled students felt that offline mode is better option for examination and teaching-learning.
- ✓ Interestingly the responses to the question- Which pattern of examination you prefer? resulted in 77.7 % of the sampled students preferring online MCQ format examination against the second option of Offline usual descriptive questions format.
- ✓ The average score assigned by students on- Online Unit tests / examinations are regularly conducted in the class by your teachers was found to be 3.39 on a 4-point scale.

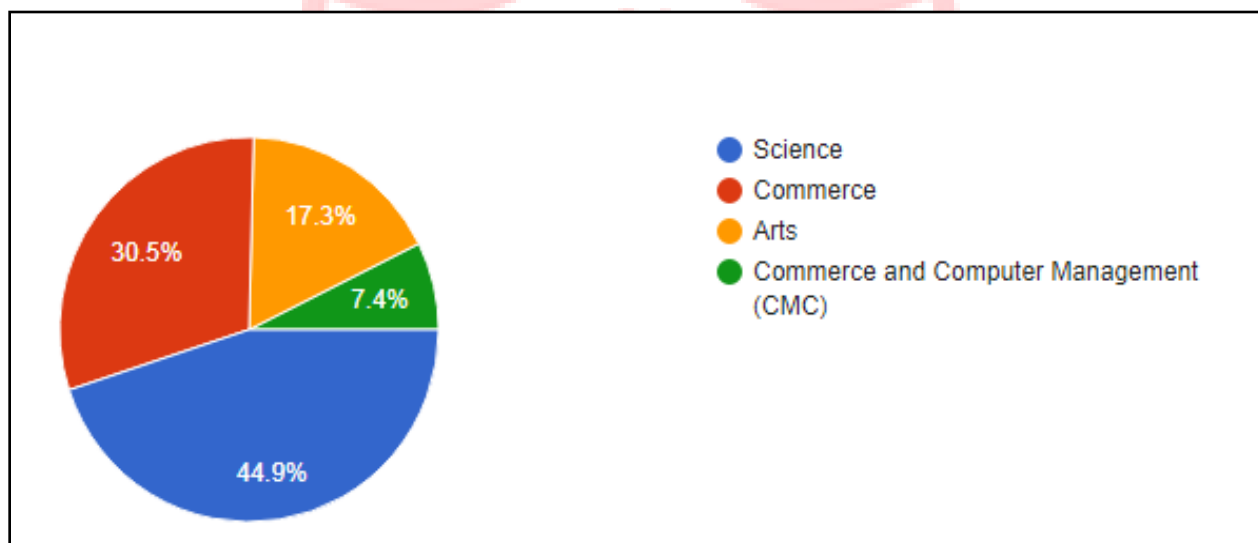
- ✓ The average score assigned to the last question- How satisfied are you with your overall online teaching learning - evaluation experience?- was found to be 3.30 on a 4-point scale.



Student Satisfaction Survey (SSS) on Overall Institutional Performance

The student satisfaction survey on college infrastructure was conducted for the session 2020-21 during 22nd June to 25th June 2021. A Google form questionnaire was prepared by setting questions related to college infrastructure and its link was sent on students' what's app groups. Responses of 1113 students were received. The analysis of these responses on 15 questions is presented below:

Out of 1113 students who responded, the following diagram gives the stream wise classification of students



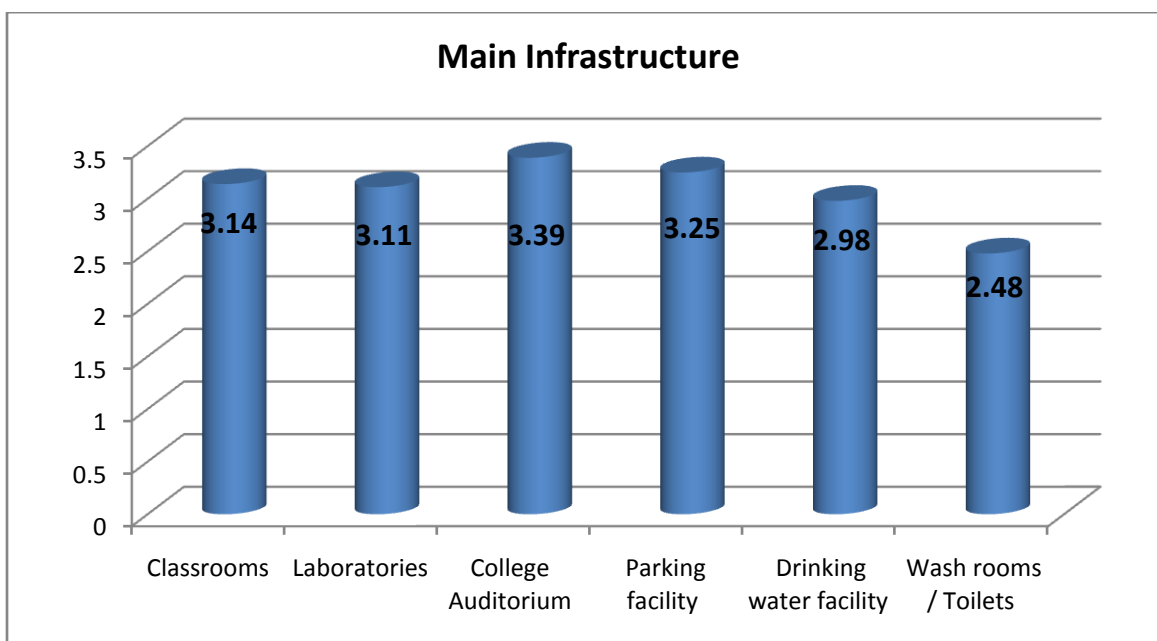
Out of the total respondents 84% were from UG courses and 61 % were girls.

The respondents were asked to rate the college amenities by assigning a score on a 4-point scale (4 being highest- superb and 1 being lowest- poor) to their classrooms, Laboratories, Auditorium, Library, Parking facility, playgrounds, Drinking water facility, Rest rooms/ toilets as well as Library staff, administrative staff, security staff .

The following diagrams indicate the average scores on a 4-point scale as Student Satisfaction indices for the respective amenity.

1. Main Infrastructure:

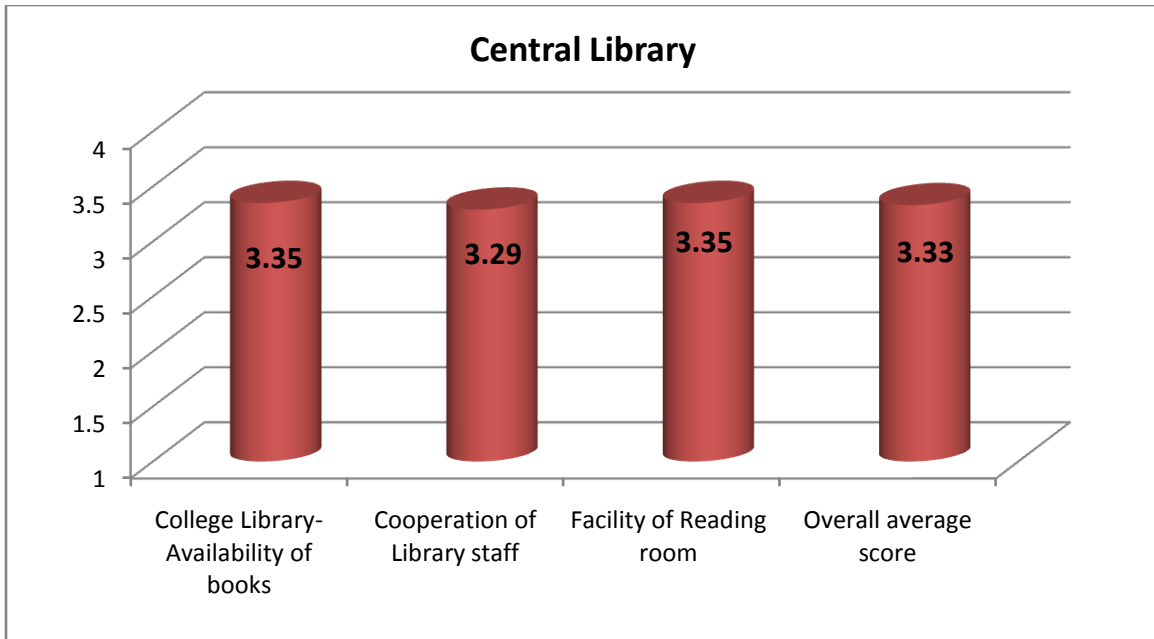
Type of amenity	Classrooms	Laboratories	College Auditorium	Parking facility	Drinking water facility	Wash rooms / Toilets
Student Satisfaction Index	3.14	3.11	3.39	3.25	2.98	2.48



Similarly the average scores on a 4-point scale were obtained for the other amenities and are summarized below.

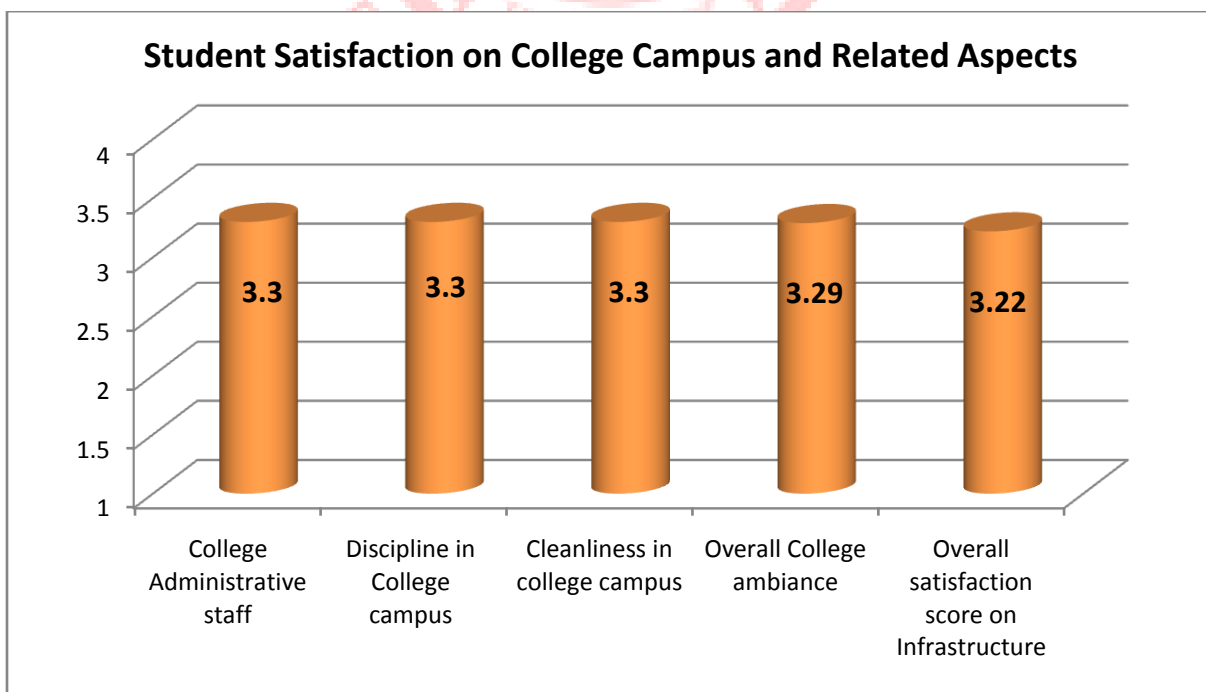
2. Central Library:

College Library- Availability of books	Cooperation of Library staff	Facility of Reading room	Overall average score
3.35	3.29	3.35	3.33



3. College Campus and related aspects:

College Administrative staff	Discipline in College campus	Cleanliness in college campus	Overall College ambiance	Overall satisfaction score on Infrastructure
3.3	3.3	3.3	3.29	3.22



Last question in the questionnaire was -How satisfied are you with overall infrastructure of Hislop College? (Rate on a 4-point scale: 1 being not happy to 4 being very happy). The overall average satisfaction score of the respondents on the college infrastructure was found to be 3.22 on a 4-point scale.

