

SAKUS MISSION COLLEGE

LANDMARK COLONY; DIMAPUR NAGALAND

STUDENT SATISFACTION SURVEY

NOTE

This questionnaire is intended to collect information relating to Students' Satisfaction on overall institutional performance. This questionnaire has been designed by the institution as part of Criterion II- Teaching-Learning and Evaluation part 2.7.1

This exercise was conducted on the 18th of September 2020 involving 184 B.A Degree students of 1st, 3rd and 5th Semester.

The analyzed feedback attached herewith has been forwarded to the Board of management through the Principal for necessary follow-up measures to be implemented.

DETAILS OF THE FEEDBACK

1. Are you attending online classes for the first time?

Response	Yes	No
Percentage	89.6%	10.4%

2. Is the suspension of normal classes affecting your studies negatively?

Response	Very much	To some extent	No	Can't say
Percentage	36.3%	39.6%	8.7%	15.4%

3. Regular normal classes are better than online cases.

Response	Agree	Partly agree	Disagree	Can't say
Percentage	66.6%	16.4%	12%	5%

4. How is the internet service in your locality?

Response	Very good	Good	Bad	Very bad
Percentage	1.1%	32.2%	38.3%	28.4%

5. Do you think that online education is not fair for students in remote areas?

Response	Very much	To some extent	No	Can't say
Percentage	62.1%	25.8%	4.4%	7.7%

6. Do you think the teachers are able to handle online classes efficiently?

Response	Very much	To some extent	No	Can't say
Percentage	24%	41%	7.1%	27.9%

7. What is the biggest problem faced by students in online education?

Response	Poor internet service	No access to library	Noisy background	Lack of concentration
Percentage	65.4%	8.2%	0.8%	25.6%

8. Do you receive feedback from the teachers on your academic performance?

Response	Very much	Often	Sometimes	Never
Percentage	12.7%	30.9%	48.1%	8.3%

9. Do you ask questions during class or contribute to class discussions?

Response	Very much	Often	Sometimes	Never
Percentage	5.5%	14.2%	69.4%	10.9%

10. Is the syllabus structure satisfactory for you?

Response	Strongly agree	Agree	Uncertain	Disagree
Percentage	5.5%	58.2%	28.6%	7.7%

11. The overall quality of teaching-learning process in your institute is very good.

Response	Strongly agree	Agree	To some extent	Disagree
Percentage	7.7%	67.6%	23.6%	1.1%

12. Fairness of the internal evaluation process by the teachers.

Response	Always fair	Usually fair	Sometimes unfair	Usually unfair
Percentage	46.7%	36.3%	15.9%	1.1%

13. The teachers illustrate the concepts through examples and applications.

Response	Every time	Usually	Rarely	Never
Percentage	42.8%	46.7%	10%	.5%

14. How often do you speak with the college management for enquiries and problems?

Response	Always	Sometimes	When required	Never
Percentage	1.2%	20.3%	71.4%	7.1%

15. Does the management/authority address your problems efficiently?

Response	Always	Often	To some extent	Never
Percentage	29.1%	24.2%	37.9%	8.8%

16. Does the college provide enough information/guidelines for students' awareness?

Response	Very much	Sufficient	Not enough	Never
Percentage	41.5%	49.7%	8.7%	.1%

17. Do the teachers provide assistance to the students even after working hours?

Response	Always	Often	To some extent	Never
Percentage	27.6%	29.8%	28.2%	14.4%

18. Are online examinations fair in assessing students' performance?

Response	Very much	To some extent	Not fair	Can't say
Percentage	8.8%	24.2%	40.1%	26.9%

19. Do you think promotion without examinations is fair?

Response	Yes	No	To some extent	Can't say
Percentage	7.6%	56.3%	19.7%	16.4%

20. Are the office staffs friendly while dealing with students?

Response	Very much	To some extent	Not friendly	Can't say
Percentage	59.6%	27.3%	2.7%	10.4%

21. Are the teachers friendly while dealing with students?

Response	Very much	To some extent	Not friendly	Can't say
Percentage	72.1%	24.6%	nil	3.3%

22. Are you learning enough through the online classes?

Response	Very much	Not much	Not at all	Not sure
Percentage	11.5%	65.6%	16.9%	6%

23. Give three observations/suggestions to improve the overall teaching-learning experience in your institution.

- Enough notes must be provided.
- Emphasize on practical learning.
- More teacher-student interactions.
- Reach out to all students individually.
- Encourage students to ask questions.
- Use of more graphics and visuals while teaching.
- More assignments and fewer tests.
- Better communications between teachers and students.
- Absentee students during tests should be provided another chance.

- Increase the time limit for internal tests.
- Poor power supply and internet services are affecting online classes.
- Normal classroom learning is better than online classes.
- Students' grievances should be addressed promptly.

Sd/-

(Mr. John Zarench)

CONVENOR

Teaching-Learning & Evaluation Team

Sakus Mission College

Sd/-

(Dr. Arenla Aier)

PRINCIPAL

Sakus Mission College