



॥ ज्ञानदीपेन भास्वता अज्ञानतमः नाशयेत् ॥

**Prabhakar Patil Education Society's**  
**Arts, Commerce and Science College,**  
Accredited B Grade by NAAC (First Cycle-CGPA-2.18)  
Affiliated to University of Mumbai (AFF/RECOG/3838 of 2003)

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## **Internal Quality Assurance Cell (IQAC)**

*Students Satisfaction Survey (SSS)*

*On*

*Overall Institutional Performance*

**Report**  
**Academic Year – 2023-24**

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At – Gokuleshwar Post- Veshvi, Alibag, Raigad,  
Alibag, Maharashtra, India -402201

URL : <https://pnpcollege.edu.in/>



## 2.7.1 Students satisfactory Survey (SSS) Report On Student’s feedback on facilities and services of the college

A student satisfaction survey helps us understand what students think about their institution. It's like a tool that helps make teaching and learning better. Because of its importance for institution to get better, the National Assessment and Accreditation Council (NAAC) made it mandatory for the educational institutions.

During the academic year 2023-24 the feedback was collected from all the stakeholders of the institution. The feedback was collected via online mode –

The feedback taken from students about the present syllabus, curriculum, Infrastructure facilities and overall learning process of the college reveals the following facts:

- Students find the course content and their expectations satisfying.
- Based on the survey responses, students believe that the syllabus content and teaching methods are suitable.
- The library is stocked with up-to-date reference and study materials.
- The syllabus emphasizes crosscutting issues important for global competency and employability.
- Students express satisfaction with both internal assessments and teachers' teaching methods.
- The syllabus is being covered within the allocated time frame.
- The college campus infrastructure meets the needs of students.
- Students appreciate the institution's efforts in organizing extracurricular activities for student development, including soft skills, employability skills, and life skills.
- Students are content with the teaching and learning process, which includes the use of ICT for learning.

Que. No.	Questions
1.	How much of the syllabus was covered in the class?
2.	How well were the teachers prepared 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?



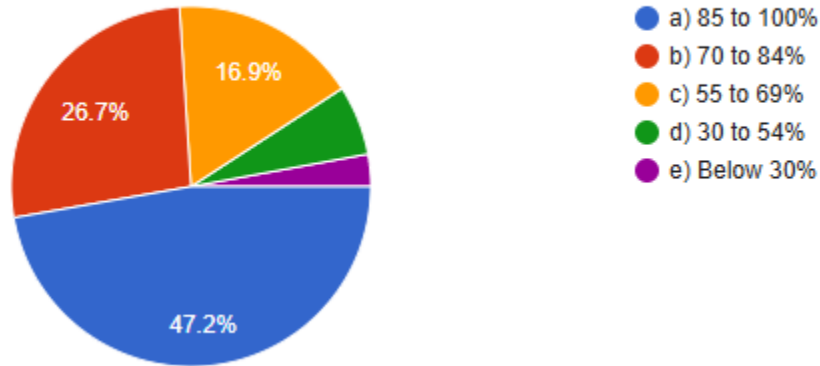
13.	The teachers identify your strengths and encourage you with providing right level of challenges?
14.	Teachers are able to identify your weaknesses and help you to overcome them?
15.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the 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?
21.	Give three observation / suggestions to improve the overall teaching – learning experience in your institution?

The numbers of responses received in academic year 2023-24 were as follows:

Sr. No.	Stream	Number of responses	Percentage of responses to total number of students
1.	Arts	83	7.63 %
2.	Commerce	147	13.49 %
3.	Science	190	17.44 %
<b>Total Responses (Out of 1089 Learners)</b>		<b>440</b>	<b>40.40 %</b>

**The outcomes of these responses with graphical representation on Students Satisfaction Survey (SSS) on Overall Institutional Performance are as follows;**

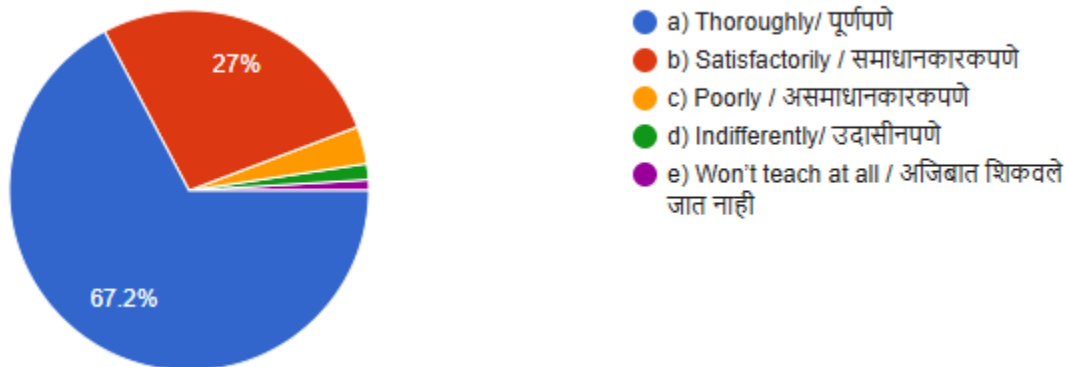
1. How much of the syllabus was covered in the class?



85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%	Total
201	126	75	26	12	440

In response to how much of the syllabus was covered in the class? Within the institution, 440 respondents offered their opinions. Out of that, 97.1 % participant's response recorded for option a) to d), while only 2.9 % respondents had below 30% concern.

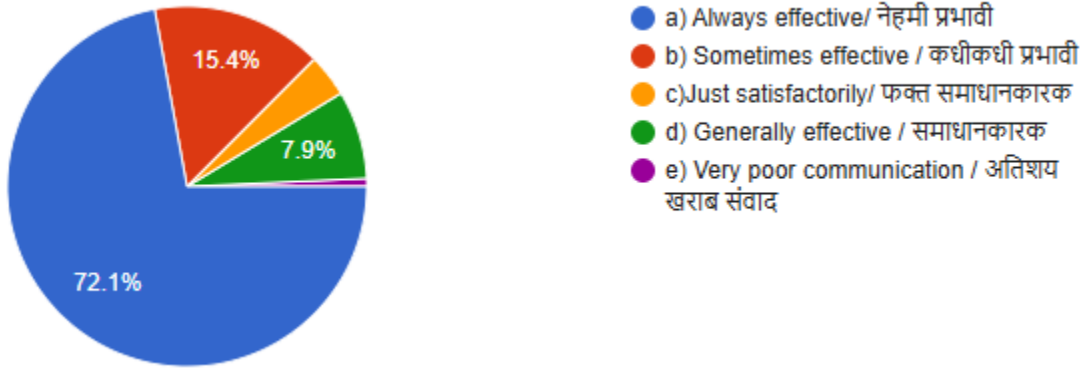
2. How well were the teachers prepared for the classes?



Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all	Total
293	123	14	06	04	440

In response to How well were the teachers prepared for the classes? Within the institution, 440 respondents offered their opinions. Out of that, 98.9 % participant's response recorded for option a) to d), while only 1.1 % respondents response to Won't teach at all.

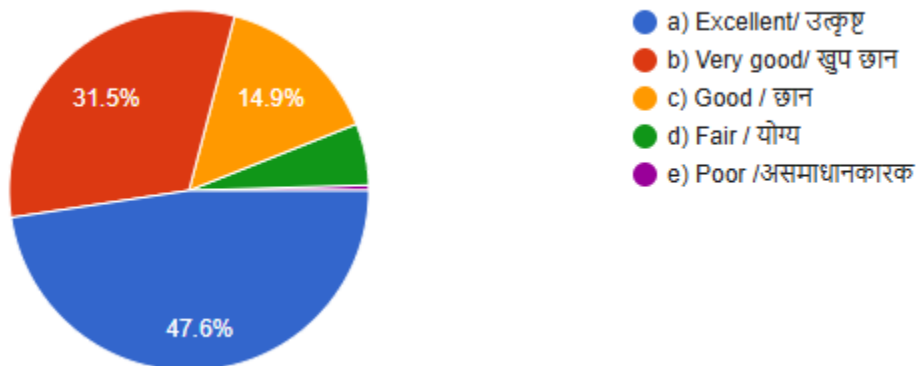
3. How well were the teachers able to communicate?



<b>Always effective</b>	324
<b>Sometimes effective</b>	64
<b>Just satisfactorily</b>	16
<b>Generally effective</b>	33
<b>Very poor effective</b>	03
<b>Total</b>	440

In terms of how well were the teachers able to communicate, 99.2 % response were recorded for the option a) to d) and 0.8 % response were recoded for very poor communication.

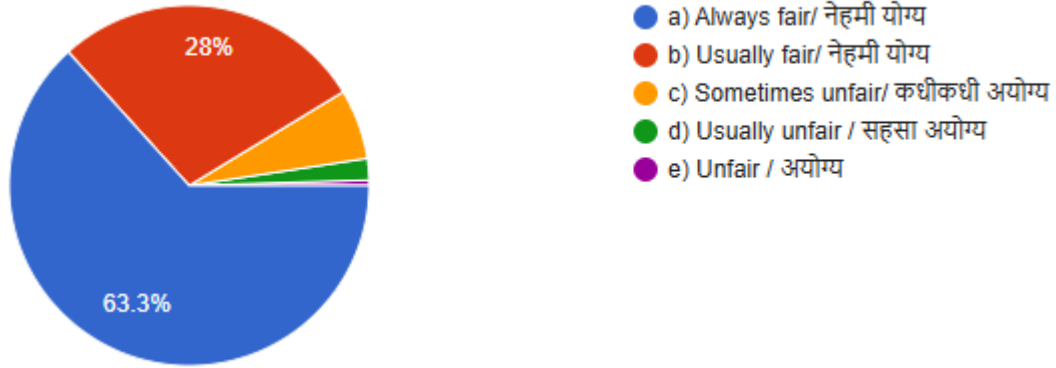
4. The teacher's approach to teaching can best be described as?



Excellent	Very good	Good	Fair	Poor	Total
218	135	62	23	02	440

In response to The teacher's approach to teaching can best be described as?, 440 respondents offered their opinions. Out of that, 99.5 % participants said the teacher's approach to teaching is excellent, while only 0.5 % respondents had poor concern.

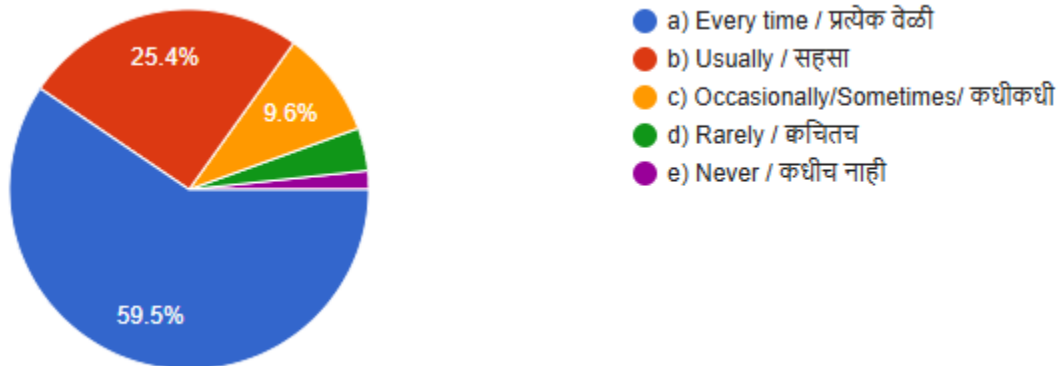
5. Fairness of the internal evaluation process by the teachers?



Always fair	Usually fair	Sometimes unfair	Usually unfair	Unfair	Total
282	122	26	08	02	440

Regarding response to, Fairness of the internal evaluation process by the teachers? 440 respondents offered their opinions. Out of that, 99.5 % participants said the fairness of the internal evaluation process by the teachers, while only 0.5 % respondents had unfair.

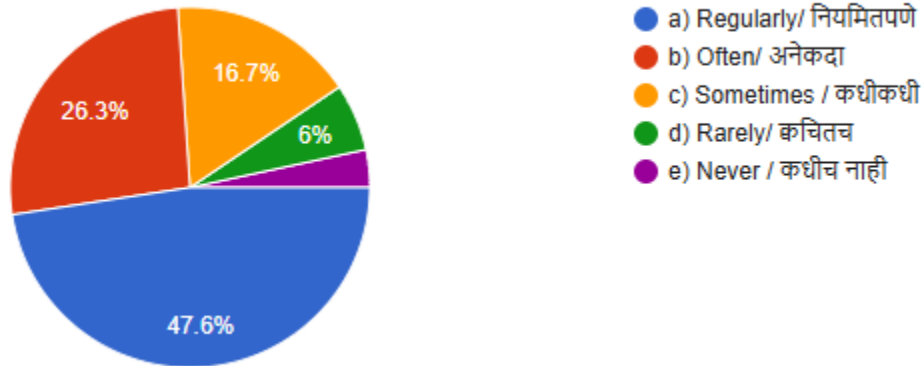
6. Was your performance in assignments discussed with you?



Every time	Usually	Occasionally	Rarely	Never	Total
268	109	40	16	07	440

In terms of response to performance in assignments discussed with students, 440 respondents offered their opinions. Out of that, 98.3 % respondents response to performance in assignments discussed with students every time, where 1.7 % respondents had response to never.

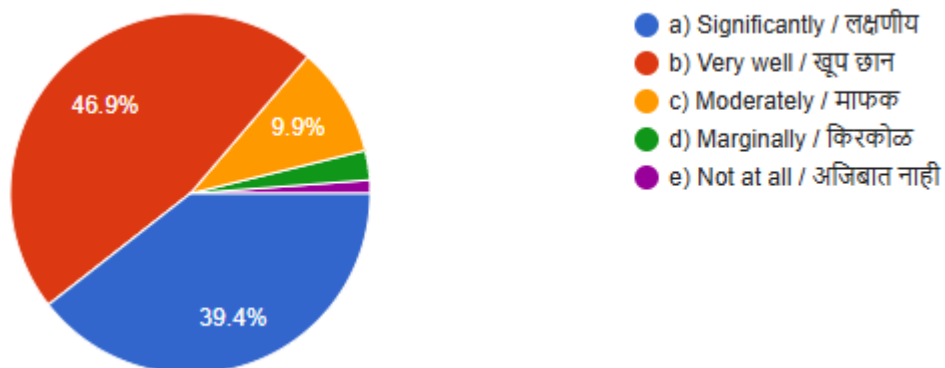
7. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students?



Regularly	Often	Sometimes	Rarely	Never	Total
212	120	69	25	14	440

In terms to response to the institute takes active interest in promoting internship, student exchange, field visit opportunities for students, 440 respondents record their opinion. Out of that, 96.6 % response were record option a) to d) and 3.4 % response were record for never.

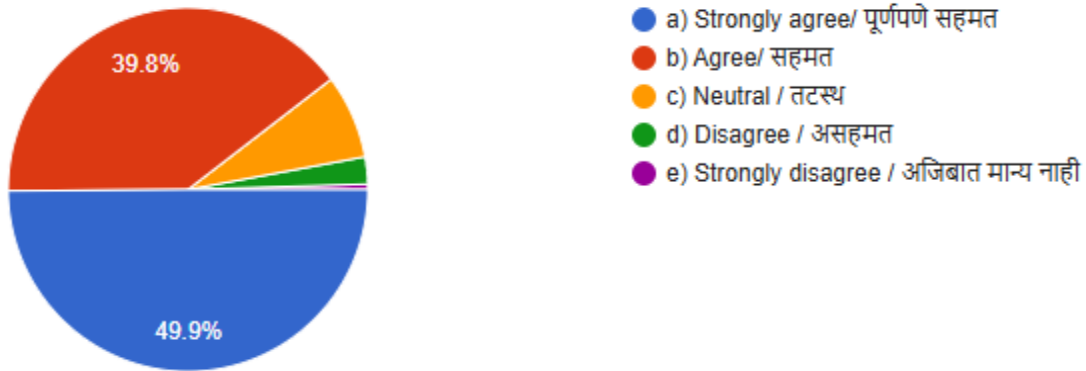
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth?



Significantly	Very well	Moderately	Marginally	Not at all	Total
174	209	41	11	05	440

In accordance with the teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth, 440 respondents record their opinion. Out of that, 98.8 % response to significantly as well as very well, where 1.2 % response to not at all.

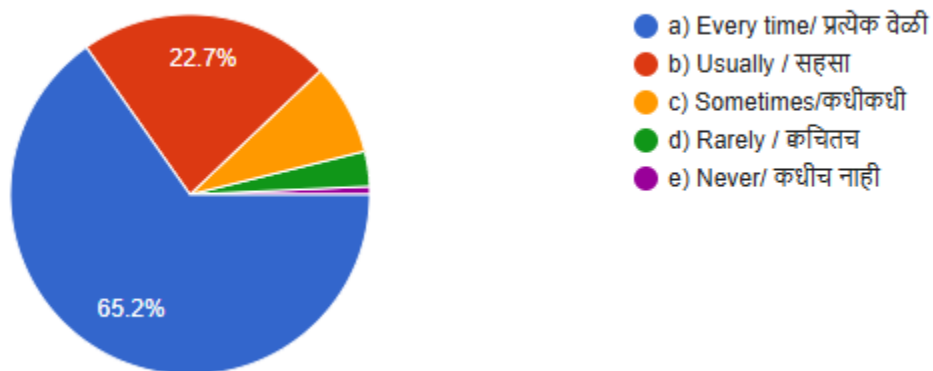
9. The institution provides multiple opportunities to learn and grow?



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
232	165	31	10	02	440

In response to, the institution provides multiple opportunities to learn and grow, 440 respondents record their response. Out of that, 99.6 % response to strongly agree & agree as well while 0.4 % response to strongly disagree.

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes?

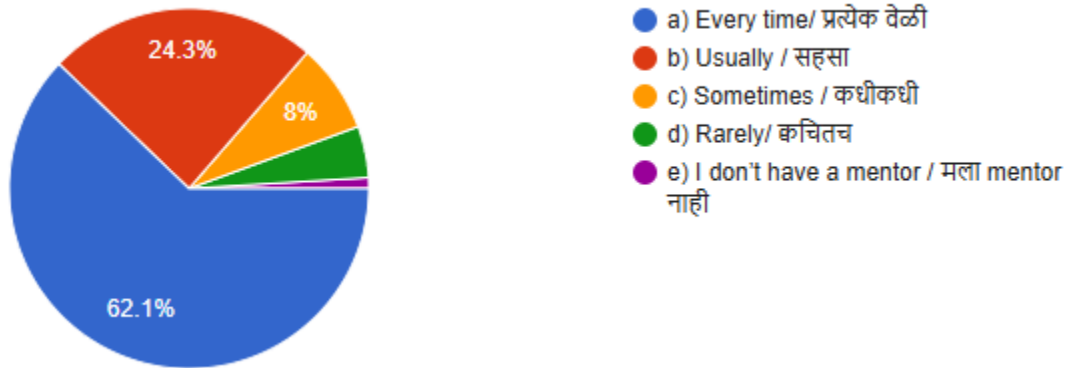


Every time	Usually	Sometimes	Rarely	Never	Total
296	94	34	13	03	440



In accordance to teachers informs to students about their expected competencies, course outcomes and programme outcomes. 440 respondents record their response. Out of that, 65.2 % students were response to every time as well as 22.7 % response to usually while 8.2 % response to sometimes & 3.1 % response to rarely as well as 0.8 % to never.

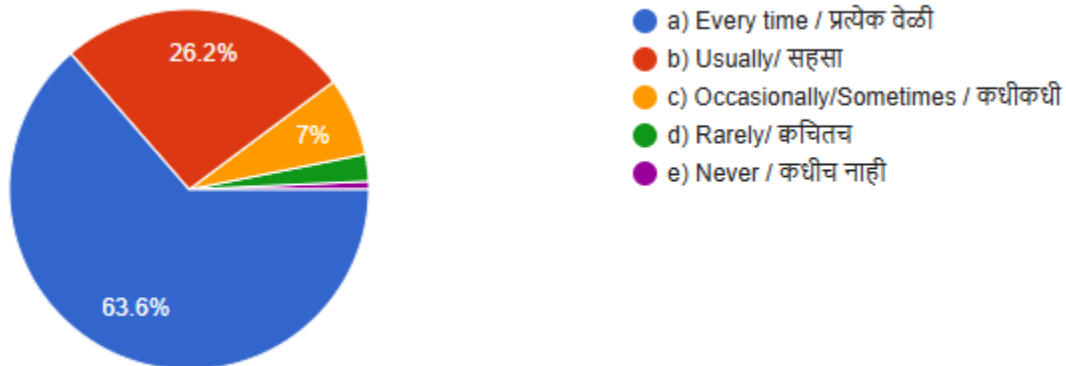
11. Your mentor does a necessary follow-up with an assigned task to you?



Every time	Usually	Sometimes	Rarely	I don't have a mentor	Total
276	108	33	19	04	440

In accordance to mentoring at the institute for recognizing students' strengths and aiding them in overcoming challenges, 440 respondents record their response. Out of that, 62.1 % students were response to every time as well as 24.3 % response to usually while 8 % response to sometimes & 4.6 % response to rarely as well as 1% to I don't have mentor.

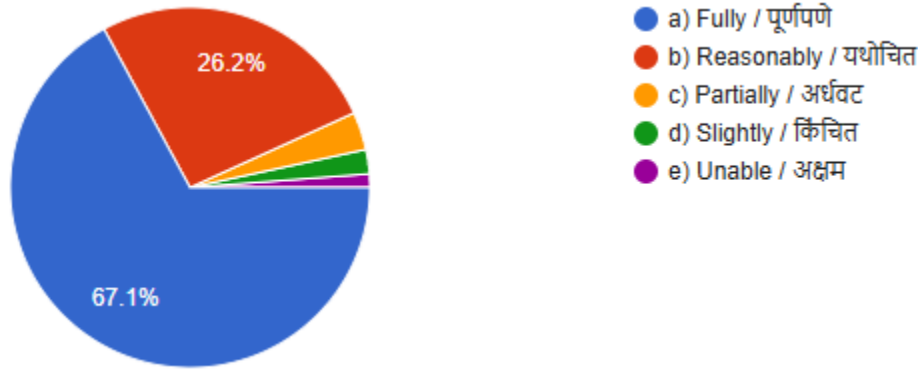
12. The teachers illustrate the concepts through examples and applications?



Every time	Usually	Sometimes	Rarely	Never	Total
284	114	29	10	03	440

Regarding explanation about concept through examples and application, 440 respondents record their response. 63.6 % & 26.2 % response to every time and usually. 7 %, 2.4 % & 0.7 % response to sometimes, rarely as well as to never.

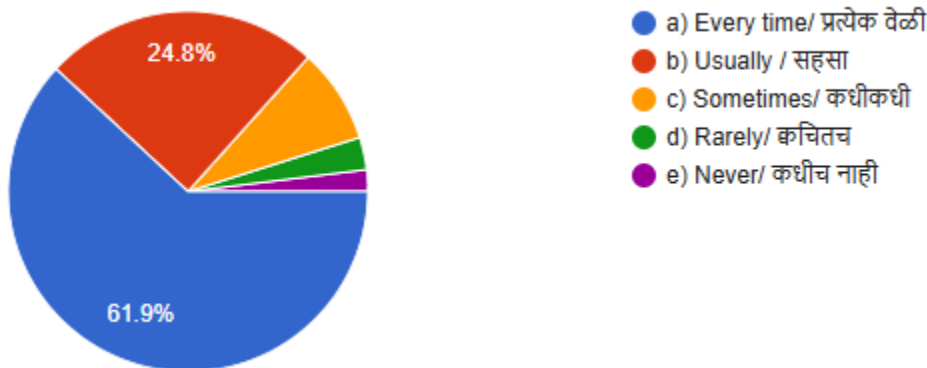
13. The teachers identify your strengths and encourage you with providing right level of challenges?



Fully	Reasonably	Partially	Slightly	Unable	Total
304	108	14	09	05	440

Regarding teachers identifies strengths and encourage students by providing right level of challenges, 440 respondents record their response. Out of that 67.1 % & 26.2 % response to fully and reasonably while 6.7 % combine response to partially, slightly as well as to unable.

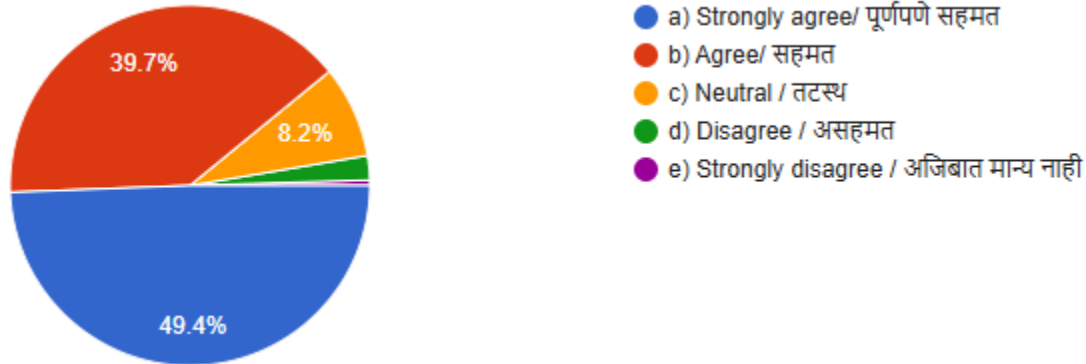
14. Teachers are able to identify your weaknesses and help you to overcome them?



Every time	Usually	Sometimes	Rarely	Never	Total
276	109	35	12	08	440

In terms of identifying weaknesses and to overcome them, 440 respondents record their response. Out of that 61.9 % & 24.8 % response were recorded for every time and usually where 13.3 % combine response to sometimes, rarely and never were recorded.

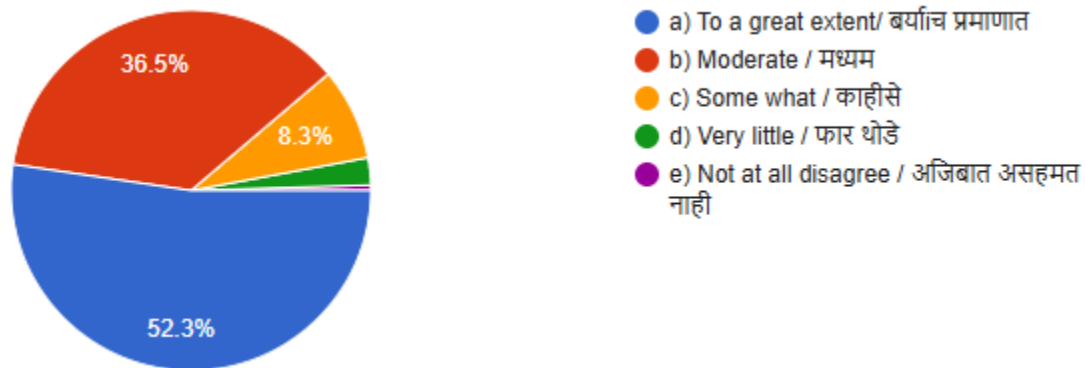
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process?



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
227	168	35	09	01	440

The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process, 440 respondents record their opinion. In that, 49.4 % and 39.7 % response were recorded for strongly agree and agree where 8.2 % and 2.2 % response to neutral as well as 0.5 % response to disagree.

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences?

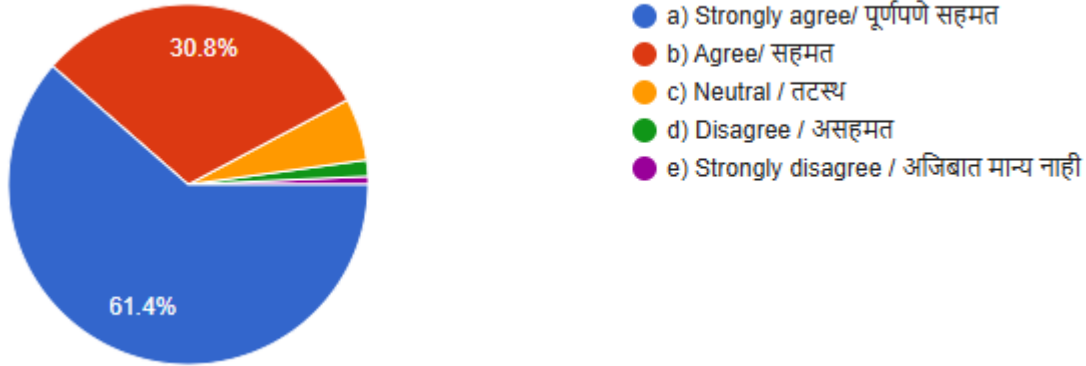


To a great extent	Moderate	Some what	Very little	Not at all disagree	Total
235	155	38	10	02	440

In institute teachers use students centric methods, like experiential learning, participative learning and problem solving methods to enhance learning experience of students, 440 respondents record

their opinion. In that, 52.3 % and 36.5 % response were recorded for to a great extent and moderate where 8.3 %, 2.4 % and 0.5 % response to somewhat, very little as well as not at all disagree.

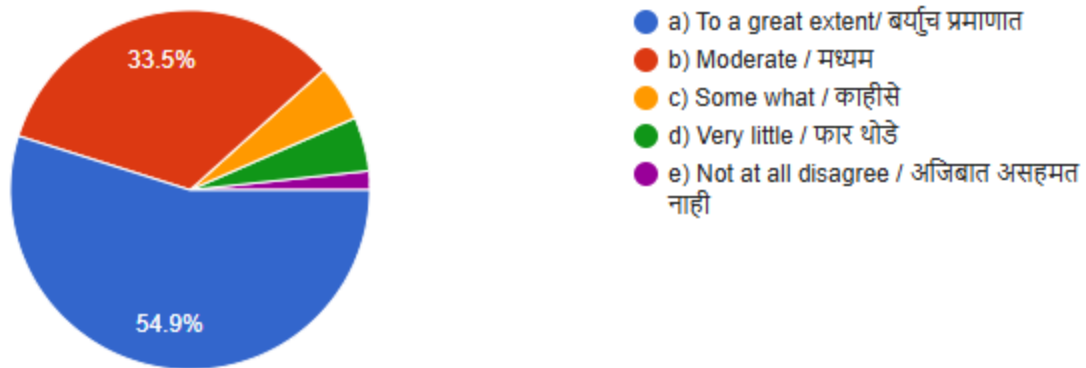
17. Teachers encourage you to participate in extracurricular activities?



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
269	139	23	06	03	440

In institute teachers encourage students to participate in extracurricular activities, 440 respondents record their response. In that, 61.4 % and 30.8 % response were recorded for strongly agree and agree where 5.6 %, 1.5 % and 0.7 % response to neutral, disagree as well as strongly disagree.

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?

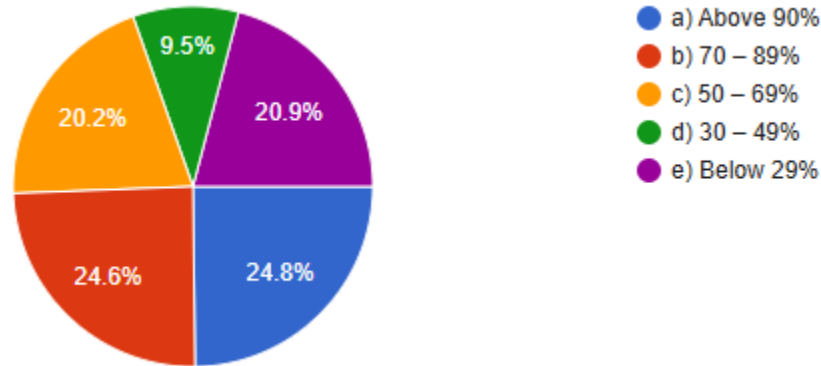


To a great extent	Moderate	Some what	Very little	Not at all disagree	Total
244	148	21	20	07	440

In institute teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work, 440 respondents record their opinion. In that, 54.6 % and 33.5 % response

were recorded for to a great extent and moderate where 5.1 %, 4.9 % and 1.7 % response to somewhat, very little as well as not at all disagree.

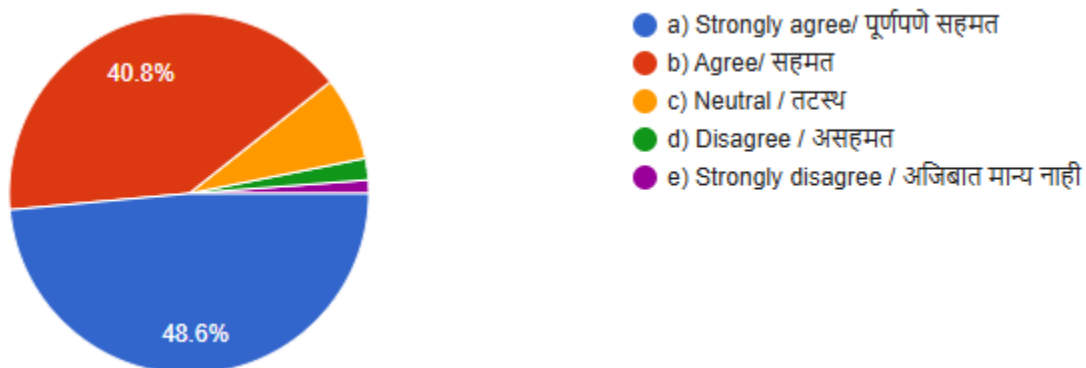
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?



Above 90 %	70-89 %	50 – 69 %	30 – 49 %	Below 29 %	Total
108	109	90	41	92	440

In accordance to ICT tools used by teachers while teaching, there is a mix response were recorded, 440 respondents record their opinion. Out of that, 24.6 % response to 70-89% were highest in all the response.

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



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
221	175	31	08	05	440

In institute, the overall quality of teaching-learning process, 440 respondents record their opinion. In that, 48.6 % and 40.8 % response were recorded for strongly agree and agree where 7.5 %, 1.9 % and 1.2 % response to neutral, disagree as well as strongly disagree.

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

1. The teachers here demonstrate exceptional dedication to their students.
2. I'm truly impressed by the teachers' genuine interest in our academic progress.
3. Our teachers' enthusiasm for teaching is truly inspiring and motivates us to excel.

Use ict futs

To need reference book

- 1) communicate better with the students.
- 2) the communication should be professional and more easier to understand or take

फार अनुभव आलेले आहेत आम्हाला शिकल्या बद्दल त्यातून आम्ही पुढे जाऊ शकतो.. 😊

Good excellent efficiency

- (1) शिक्षकांनी जे शिकवले आहे ते सर्व विद्यार्थ्यांना विचारावे। ना की हुशार मुलगा आणि मुलींना
- (2) ज्या विद्यार्थ्यांना जे अभ्यास समझल नाही ते त्यांना नीट समजावून व त्या मुलांना कडून ते पोर्शन पूर्णच करून।
- (3) आणी जास्तीच जास्त ज्या भाषे मध्ये मूळ अभ्यास समजू शाखतात त्या भाषेत त्यांना शिकवावे

If they use ict tools that can be better for students to understand.

Students were give their suggestions to improve the overall teaching – learning experience in institute.

**Conclusions:** - In concluding remarks, we can categorize our Students Satisfaction Survey in the following three areas;

**A) Following areas of college where we have done excellently like;**

1. How much of the syllabus was covered in the class? (97.1 %)
2. How well were the teachers prepared for the classes? (98.9 %)
3. How well were the teachers able to communicate? (99.2 %)
4. The teacher's approach to teaching can best be described as? (99.5 %)
5. Fairness of the internal evaluation process by the teachers? (99.5 %)
6. Was your performance in assignments discussed with you? (98.3 %)
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students? (96.6 %)
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth? (98.8 %)
9. The institution provides multiple opportunities to learn and grow? (99.6 %)

**B) Following areas are very good and needs to be strengthened further;**

1. Teachers inform you about your expected competencies, course outcomes and programme outcomes? (65.2 %)
2. The teachers illustrate the concepts through examples and applications? (62.1 %)
3. The teachers identify your strengths and encourage you with providing right level of challenges? (63.6 %)
4. Your mentor does a necessary follow-up with an assigned task to you? (67.1 %)
5. Teachers are able to identify your weaknesses and help you to overcome them? (61.9 %)

**C) Following area of college where improvements are recommended;**

1. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process? (49.4 %)
2. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences? (52.3 %)
3. Teachers encourage you to participate in extracurricular activities? (61.4 %)
4. 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? (54.9 %)
5. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching? (24.6 %)
6. The overall quality of teaching-learning process in your institute is very good? (48.6 %)

According to the above conclusion we have to train our teachers and non – teaching staff and other stakeholders of the institution to make improvements in the recommended area.