

MAHARSHI DAYANAND UNIVERSITY, ROHTAK
Report of Student Satisfaction Survey 2020

The Student Satisfaction Survey (SSS) was conducted online using Google Forms in the month of April 2020. The survey was completed by 5237 students and the results are based on the analysis of the responses obtained from these students.

DEMOGRAPHIC DISTRIBUTION

The demographic distribution of the survey response is as under:

Gender-Wise Distribution of Respondents:

Males:	2504
Females:	2729
Transgender:	4

Age-Wise Distribution of Respondents:

16-20 years:	1803
21-25 years:	3029
25-30 years:	294
Above 30 years:	111

Area-Wise Distribution of Respondents:

Rural Area of Haryana:	2471
Urban Area of Haryana:	2283
Rural area of other state:	136
Urban area of other state:	288
Out of India:	59

Program-Wise Distribution of Respondents:

Bachelor's:	2659
Master's:	2242
M. Phil.:	62
Doctorate:	112
Other:	162

Stream-Wise Distribution of Respondents:

Arts:	1208
Commerce:	401
Science:	1469
Professional:	2023
Other:	136

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Department-Wise Distribution of Respondents:

Biochemistry	82
Botany	2
Centre for Biotechnology	33
Centre for Bioinformatics	4
Chemistry	147
CMBT	24
Commerce	247
Computer Science and Application	127
CPAS	73
Defense and Strategic Studies	24
Economics	290
Education	24
English and Foreign Language	294
Environmental Sciences	27
Genetics	52
Geography	14
Hindi	86
History	71
IHTM	147
IMSAR	231
Journalism and Mass Communication	12
Laws (including CPAS)	1358
Library and Information Science	26
Mathematics	367
Microbiology	90
Music	4
Pharmaceutical Sciences	177
Physical Education	5
Physics	102
Political Science	51
Psychology	149
Public Administration	80
Sanskrit	26
Sociology	40
Statistics	64
UIET	635
Visual Arts	5
Zoology	47

Dr. Rishi

STUDENT SATISFACTION SURVEY ON TEACHING LEARNING PROCESS

In order to assess the student's satisfaction, a detailed survey was conducted using below mentioned segments:

Student-Teacher Communication/ Interaction

	Always effective	Sometimes effective	Just satisfactory	Generally ineffective	Very poor communication
Teachers were very well able to communicate the content	49.74%	21.67%	17.87%	6.55%	4.16%
	Every time	Usually	Occasionally /Sometimes	Rarely	Never
Your performance in assignments is always discussed you? (If already done)	35%	29%	16.15%	9.32%	9.81%
You are well informed by the teacher about expected competencies, course outcomes and programme outcomes	39.45%	30.27%	16.00%	9.07%	5.21%
Your mentor always does a necessary follow-up with an assigned task to you.	36.36%	31.89%	15.31%	10.65%	5.79%
The teachers illustrate the concepts through examples and applications	45.22%	32.42%	12.72%	6.24%	3.40%
Teachers are able to identify your weaknesses and help you to overcome them	33.07%	26.68%	15.66%	12.32%	12.28%
	Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all
Teacher's preparedness for the classes	27.57%	53.45%	10.79%	4.60%	3.59%
	Fully	Reasonably	Partially	Slightly	Unable to
The teachers identify your strengths and encourage you with providing right level of challenges	35.40%	30.28%	13.96%	11.06%	9.30%
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Teachers encourage you to participate in extracurricular activities (during regular teaching days).	34.62%	37.56%	16.06%	6.70%	5.06%

Outcomes:

1. Majority of students are satisfied with the pedagogy used by the teacher in the class for delivering the content as well as with the teacher's preparedness e.g., teacher always illustrate concepts with examples and applications, teacher always discussed the assignments and also informed the students in advance about the course and programme outcomes.
2. Majority of students also agreed to the point that teachers always made an attempt to identify students' weaknesses and also helped in overcoming them. In addition to this, teacher also does a necessary follow up for the task assigned to students and also made attempts to identify student's strength and also encourage them to face the challenges.

Mr. R. P. S.

Suggestions: Although a significant number of students are happy and satisfied with the efforts of the teacher for teaching learning process but certain students are still unable to get full attention. Teacher should make more efforts in providing all-inclusive education to the students.

Course Quality and Coverage

	85to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%
Syllabus covered in the class and/or through Online/mode.	24.19%	28.97%	21.02%	16.77%	9.05%
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The overall quality of teaching-learning process in your institute is very good.	28.36%	39.475	20.45%	7.39%	4.33%

Outcomes:

Significant proportion of the total students agreed that majority of syllabus was covered in the class through online/offline mode and overall quality of teaching and learning was also found very good.

Suggestions: More efforts should be made for improving quality of the course as well as teaching and learning process.

Teachers Approach to Teaching-Learning

	Excellent	Very good	Good	Fair	Poor
The teacher's approach to teaching can best be described as	27.73%	33.72%	21.83%	12.03%	4.705
	Always fair	Usually fair	Sometimes unfair	Usually unfair	Unfair
Internal evaluation is fairly done by the teachers (If already done).	41.91%	36.01%	13.23%	4.665	4.18%
	Above 90%	70-89%	50-69%	30-49%	Below 29%
What percentage of teachers use ICT tools such as LCD projector, Multimedia, Online modes etc. while teaching?	15.33%	24.73%	16.19%	13.42%	30.325

Outcomes:

1. Majority of students agreed to the point that teacher's approach towards teaching is very good and internal evaluation is also fairly done by the teachers.
2. Significant but less percentage of teachers uses ICT tools in the class.

Suggestions: An attempt should be made by the teachers to make more and more use of ICT tools in order to make teaching learning process more interesting and advanced.

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Institutional Approach

	Regularly	Often	Sometimes	Rarely	Never
The institute takes active interest in promoting internship, student exchange, field visit opportunities for students (During regular teaching days)	32.81%	23.89%	17.11%	12.32%	13.88%
	Significantly	Very well	Moderately	Marginally	Not at all
The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional support during lockdown period	26.45%	38.835	18.69%	8.04%	8.005
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
The institution provides multiple opportunities to learn and grow	27.55%	40.08%	20.13%	7.31%	4.93%
The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	26.43%	40.75%	18.85%	8.27%	5.71%
	To a great extent	Moderate	Some what	Very little	Not at all
The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	30.44%	36.49%	13.79%	11.34%	7.94%

Outcomes:

1. Majority of the total students agreed that University is using student centric methods e.g., experimental learning, problem solving methodologies for enhancing the learning experiences and university also provides ample opportunities for the students to grow and learn.
2. Students also said that University is taking active interest in in promoting internship, student exchange, field visits for the students and teaching and mentoring process of the university is facilitating in cognitive, social and emotional support during lockdown period.

Suggestions: More internship opportunities should be provided to students to enhance their practical knowledge and skills.

CONCLUDING REMARKS

Indeed, students' response towards Institutional initiatives taken up by University during COVID 19 in making teaching learning process was found very good and the same response was also for teachers' performance and support. Data clearly shows that the steps taken for the betterment of students were gone well and a large and significant proportion of students got benefited. Further, less but considerable proportion of the total students has some issues pertaining to course covered, teacher's performance and institutional practices but it is crystal clear that overall response from the students was found good.