

## Student Satisfaction Survey (SSS) 2022-2023

### Key Indicator– 2.7.1

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/His identity will not be revealed

a) Yes ☐

b) No ☐

2. Age:

3. College Name:

4. Gender: a) Female ☐      b) Male ☐      c) Transgender ☐

5. What degree program are you pursuing now?

Bachelor's ☐    b.) Master's ☐    c.) MPhil ☐    d.) Doctorate ☐    e.) Other ( )

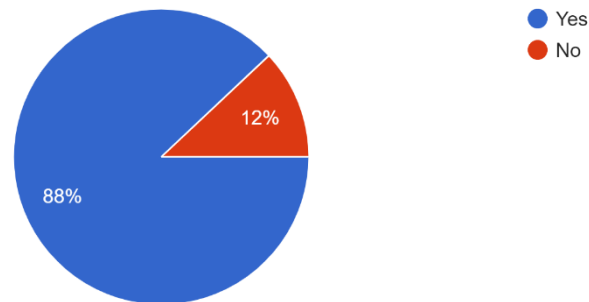
6. What Subject are you currently pursuing?

a.) Arts ☐ b.) Commerce ☐ c.) Science ☐ d.) Professional ☐ e.) Other ( )

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements, she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only).

Please confirm this is the first and only time you answer this survey

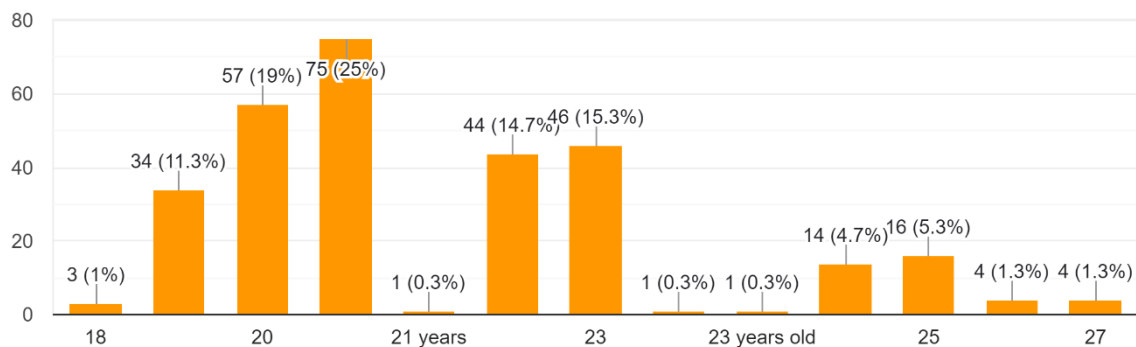
300 responses



88% of the respondents confirmed that this was the first and only time they answered to this survey whereas only 12% of respondents indicated no.

Age

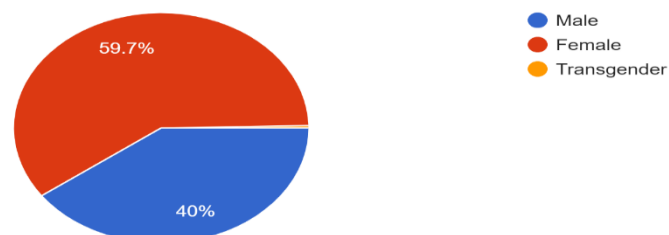
300 responses



Regarding the age of respondents, out of the total respondents, only 1% belonged to 18 years of age, 11.3% 19 years of age, 19% 20 years of age, 25% 21 years of age, 14.7% 22 years of age, 15.3% 23 years of age, 4.7% 24 years of age, 5.3% 25 years of age, 1.3% 26 years of age and 1.3% belonged to 27 years of age.

Gender:

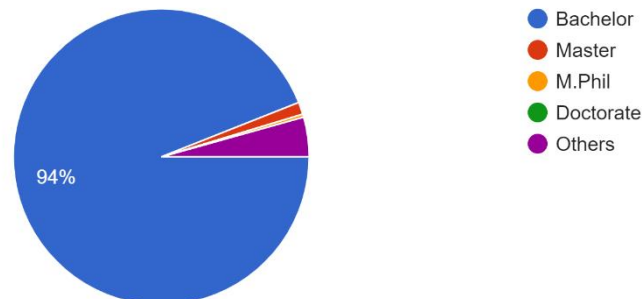
300 responses



Out of the 300 respondents, 40% were male and 59.7% were female and 0.3% transgender.

What degree program are you pursuing now?

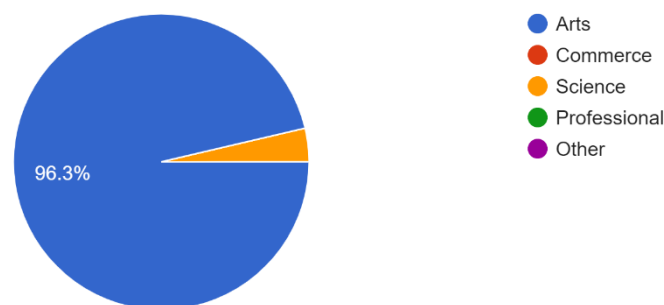
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Out of the total respondents, 94% are pursuing Bachelor's degree, 1.3% masters degree, 0.3% M.Phil and 4.3% indicated others.

What subject area are you currently pursuing?

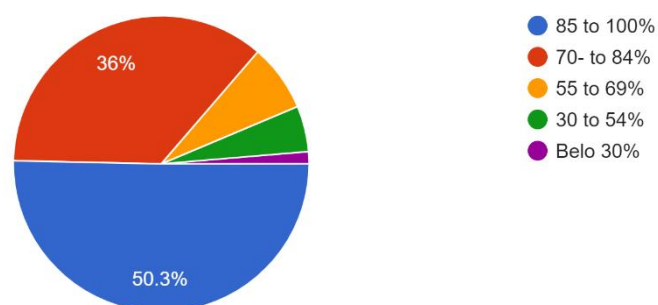
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Out of the total respondents, 96.3% have indicated that they are pursuing Arts at present and 3.7% indicated they are pursuing science.

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

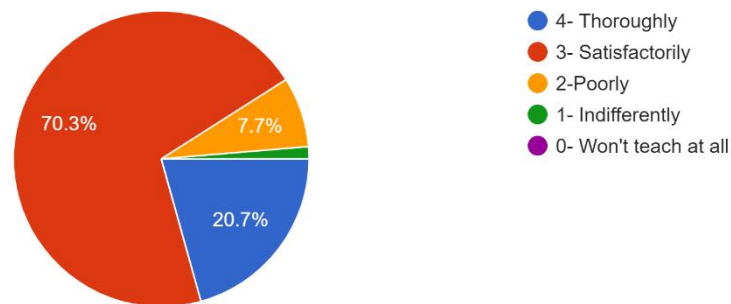
300 responses



50.3% of the respondents have indicated that 85 to 100% syllabus was covered, 36% indicated that 70-84% of the syllabus was covered, 7.3% have indicated 55 to 59% of syllabus was covered, 5% of the respondents have indicated 30-54% of syllabus was covered and 1.3% indicated below 30%.

## 2. How well did the teachers prepare for the classes?

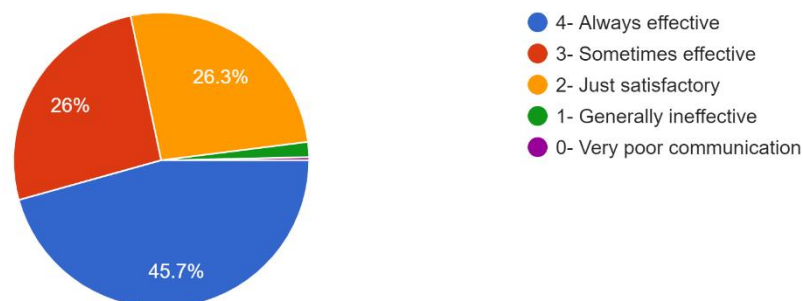
300 responses



70.3% of the respondents have expressed that teachers were well prepared for the class and were satisfied, 20.7% have opined that teachers prepared for the classes thoroughly, 7.7% of respondents indicated that teachers were prepared poorly and 1.3% expressed indifferently.

## 3. How well were the teachers able to Communicate?

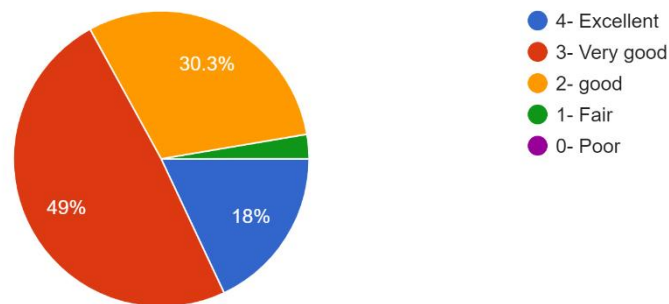
300 responses



45.7% of the respondents have indicated that teachers were able to communicate always effectively, 26% have opined that teachers were sometimes effective, 26.3% indicated just satisfactory, 1.7% indicated generally effective and 0.3% indicated very poor communication.

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

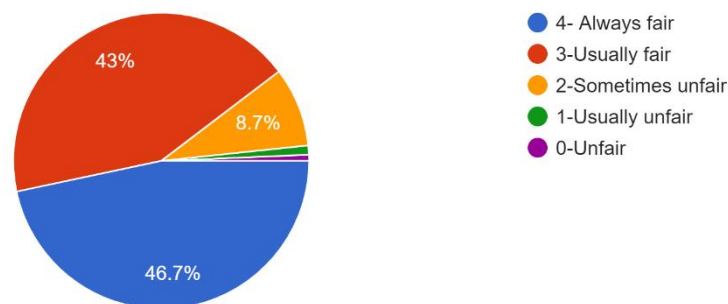
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49% of the respondents have indicated teacher's approach to teaching as very good, whereas 30.3% indicated as good, 18% indicated as excellent and 2.7% have expressed as fair.

5. Fairness of the internal evaluation process by the teachers

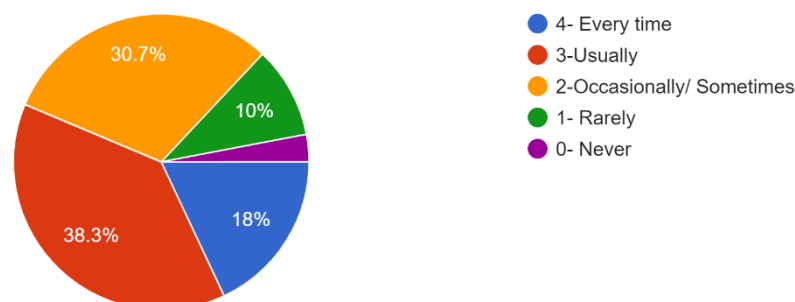
300 responses



46.7% have indicated that teachers were always fair in the internal evaluation, 43% indicated teachers were usually fair, 8.7% indicated sometimes fair, 1% believed teachers were usually unfair and 0.7% indicated as unfair in the internal evaluation by the teachers.

6. Was your performance in assignments discussed with you?

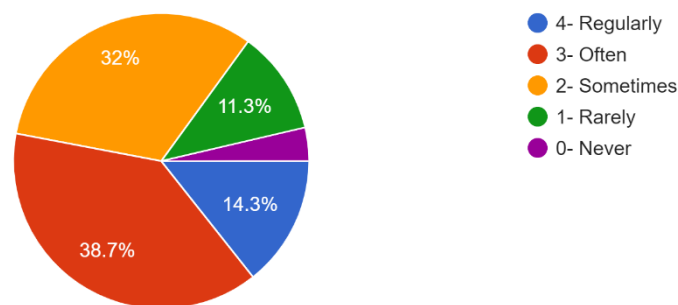
300 responses



38.3% of the respondents indicated that their performance in assignments was discussed with them, 30.7% indicated occasionally/sometimes, 18% indicated every time, 10% indicated rarely, and 3% opined their performance in assignments was never discussed with them.

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

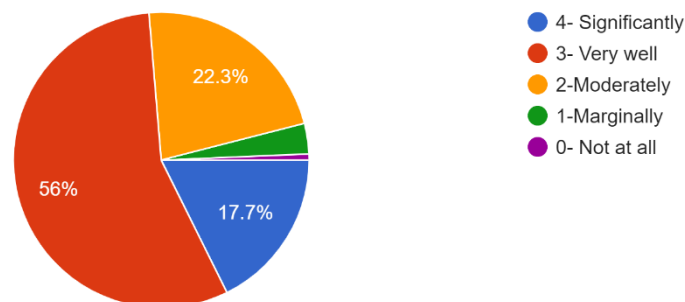
300 responses



38.7% of the respondents have opined that the institutes often takes active interest in promoting internship, student exchange, field visit opportunities for students, 32% indicated sometimes the institutes often takes active interest in promoting internship, student exchange, field visit opportunities for students, 14.3% as regularly, 11.3% as rarely and 3.7% as never.

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

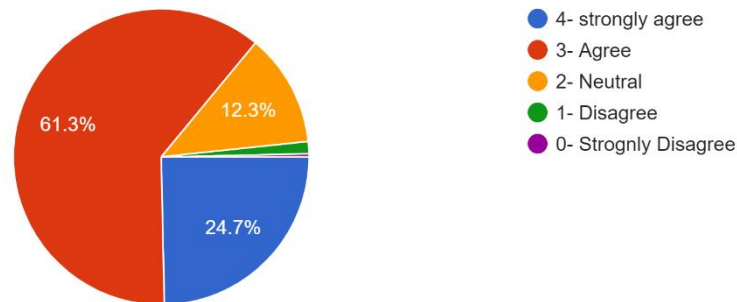
300 responses



56% of the respondents have expressed very well when it comes to teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth, 22.3% expressed moderately, 17.7% as significantly, 3.3% marginally and 0.7% expressed that teaching and mentoring process in the institution not at all facilitates them in cognitive, social and emotional growth.

9. The institution Provides multiple opportunities to learn and grow

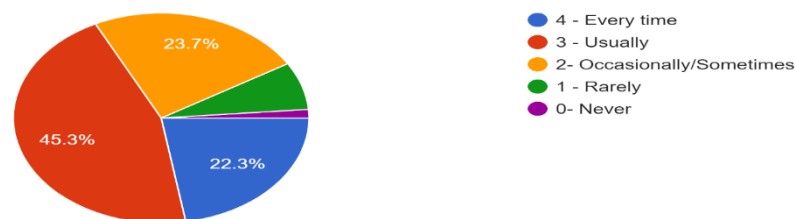
300 responses



61.3% out of all the respondents agreed that the institution provides multiple opportunities to learn and grow, 24.7% strongly agreed that the institution provides multiple opportunities to learn and grow, 12.3% were neutral, 1.3% indicated disagree and 0.3% as strongly disagree.

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

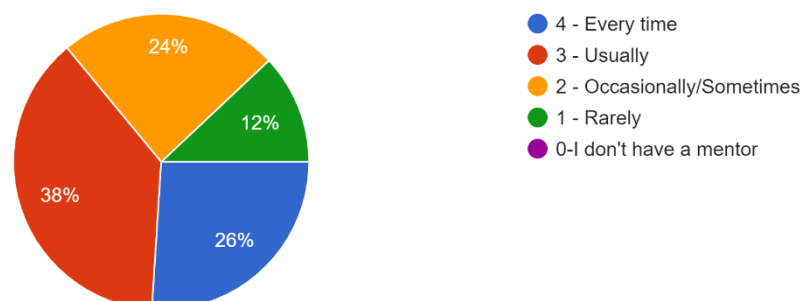
300 responses



45.3% of the respondents indicated usually the teachers inform them about their expected competencies, course outcomes and programme outcomes, 23.7% indicated occasionally/sometimes, 22.3% believed every time, 7.3% indicated rarely and 1.3% never.

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

300 responses

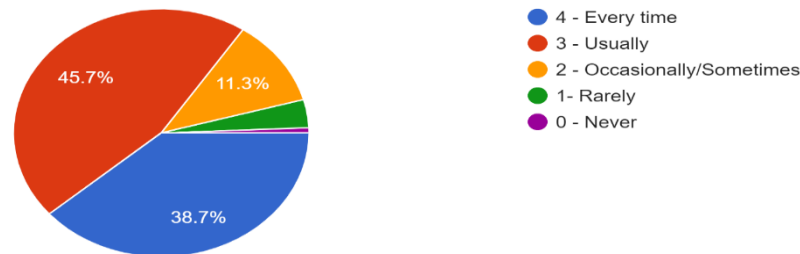


38% out of the total respondents have opined usually their mentor does a necessary follow-up with an assigned task to them, 26% believed that every time the mentor does a necessary

follow-up with an assigned task to them, 24% as occasionally/sometimes and 12% expressed rarely.

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

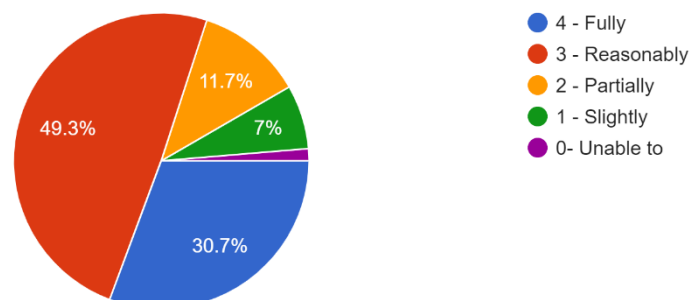
300 responses



45.7% have indicated that teachers usually illustrate the concepts through examples and applications, 38.7% expressed that every time teachers illustrate the concepts through examples and application, 11.3% indicated occasionally/sometimes, 3.7% of respondents indicated rarely and 0.7% indicated never.

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

300 responses



Out of all the total respondents, 49.3% have indicated that teachers reasonably identify students' strength and encourage them with providing right level of challenges, 30.7% indicated fully, 11.7% of respondents partially, 7% indicated slightly and 1.3% indicated teachers are unable to identify students' strength and encourage them with providing right level of challenges.

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

300 responses

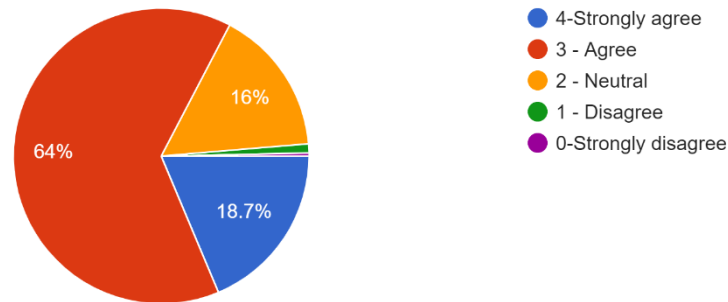




33.3% of the respondents have indicated that usually teachers are able to identify students' weakness and help them to overcome them, whereas 25.7% indicated every time, 20.7% indicated occasionally/sometimes, 15% indicated rarely and 5.3% of respondents indicated never in this area.

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

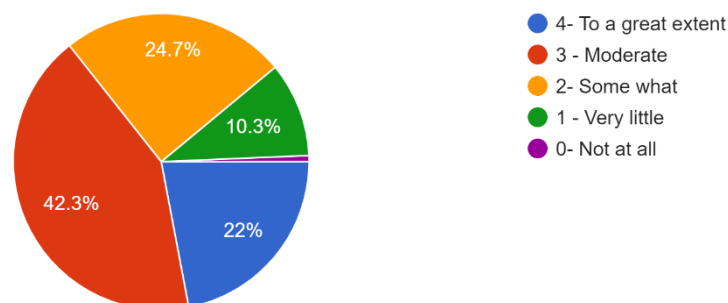
300 responses



More than fifty percent (64%) of the respondents have agreed that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process, 18.7% strongly agreed the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process, 16% were neutral, 1% and 0.3% of respondents indicated disagree and strongly disagree.

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

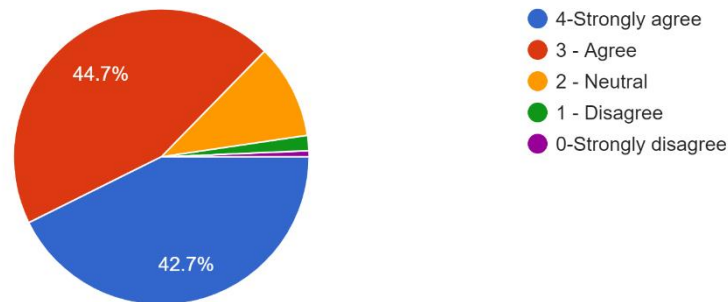
300 responses



42.3% of the respondents have indicated that moderate when it comes to the institute/teachers using student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experience, 24.7% indicated somewhat, 10.3% indicated very little and 0.7% indicated not at all.

17. Teachers encourage you to participate in extracurricular activities.

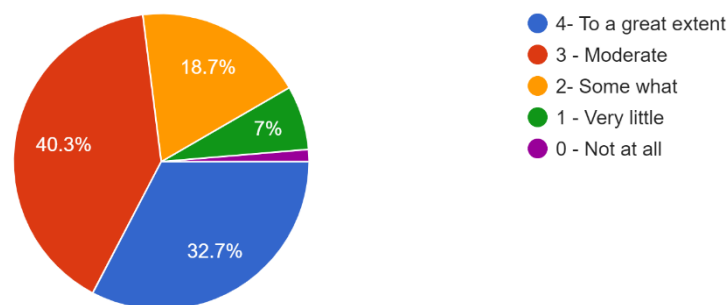
300 responses



44.7% of the respondents agree to teachers encouraging students to participate in extracurricular activities, whereas 42.7% indicated strongly agree when it comes to teachers encouraging them to participate in extracurricular activities, 10.3% were neutral, 1.7% and 0.7% indicated disagree and strongly disagree respectively.

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.

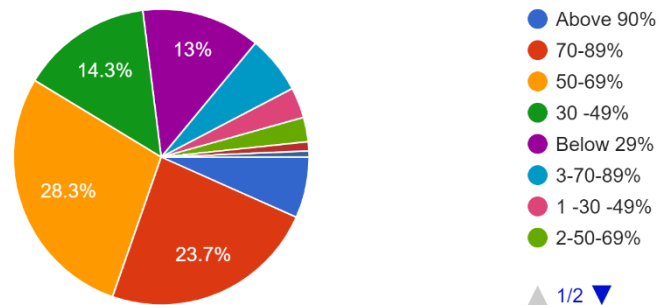
300 responses



40.3% respondents indicated moderate efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make them ready for the world of work, whereas 32.7% indicated that to a great extent, 7% indicated very little, 1.3% indicated not at all.

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

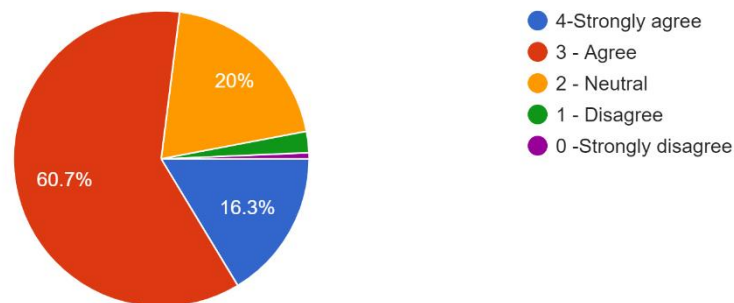
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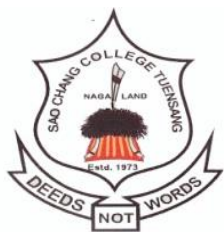
Out of the total respondents, 28.3% indicated that 50-69% of teachers use ICT tools such as LCD projector, multimedia etc while teaching, whereas 23% indicated 70-89% teachers use ICT tools in teaching, 14.3% indicated 30-49%, 13% indicated below 29%, 6% indicated 70-89%, 3.3% indicated 30-49%, 2.7% indicated 50-69%, and 1% and 0.7% indicated 30-49% and above 90% in this use of ICT by teachers respectively.

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

300 responses



60.7% of the respondents agreed that the overall quality of teaching-learning process in the institute is very good, whereas 20% were neutral, but 16.3% of the respondents strongly agreed in the over quality of teaching and learning process and 2% and 0.7% of the respondents indicated disagree and strongly disagree respectively.



**SAO CHANG COLLEGE**  
Tuensang-798612, Nagaland  
Affiliated to Nagaland University, Lumami  
NAAC Accredited



## INTERNAL QUALITY ASSURANCE CELL

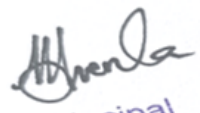
*E-mail: [iqacscctsg@gmail.com](mailto:iqacscctsg@gmail.com)*

*website: [saochangcollege.com](http://saochangcollege.com)*

### Students' Satisfaction Survey Analysis:

SL NO	FEEDBACK	ACTION TAKEN
1.	More ICT tools	Wi fi set up, ICT tools added.
2.	Not enough classroom	Class room extension going on
3.	Regularity of teachers	Attendance of teachers is being monitored by college administration regularly.
4.	Transportation	There are a total of 5 buses provided for the transportation of students.
6.	Good internet connection	Wi fi set up on 17 <sup>th</sup> April 2023
7.	Drinking water	College water source restored, 4 water filters installed at strategic locations
8.	Completion of syllabus on time	Lesson plans are submitted and monitored by the office of Vice Principal.
9.	More advanced books in the library	More than 600 latest books have been added to the list of library books, N-List, Journal 4, 9237 (E-content), KOHA software installed.
10.	Extra-curricular activities	Workshops, seminars, quiz competitions,
11.	Diagnosis of students' weaknesses	Weak students are identified and given remedial classes. Two remedial classes have thus been conducted.

Authenticated

  
Principal  
Sao Chang College  
Tuensang : Nagaland