SAO CHANG COLLEGE
TUENSANG: NAGALAND 798612

Student Satisfaction Survey (SSS) 2023-2024

Sao Chang College had successfully carried out the Students Satisfaction Survey for the year 2022-2023, based on the guidelines and questioner framed by NAAC. The Survey which is to help the institution to upgrade the Teaching-Learning and Evaluation quality from the students responds.

Key Indicator– 2.7.1

Under Criterion II of Teaching – Learning and

Evaluation Guidelines for Students

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

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

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 ( )
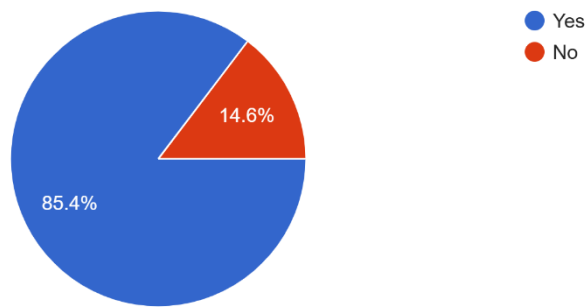
6. What Subject are you currently pursuing?

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

Instructions to fill the questionnaire:

• 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.

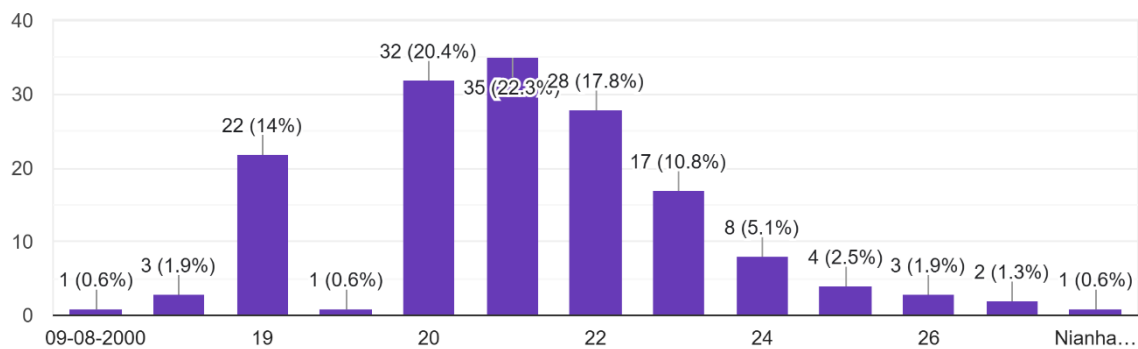## Please confirm this is the first and only time you answer this survey
157 responses

- Yes
- No

14.6%

85.4%

Out of the total respondents, 85.4% were first and only time to answer to this survey whereas, 14.6% were not first and only time to respond to this survey.
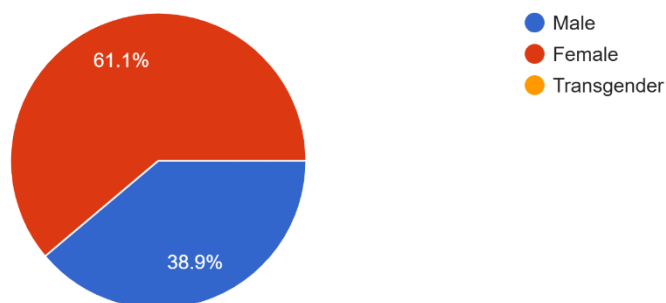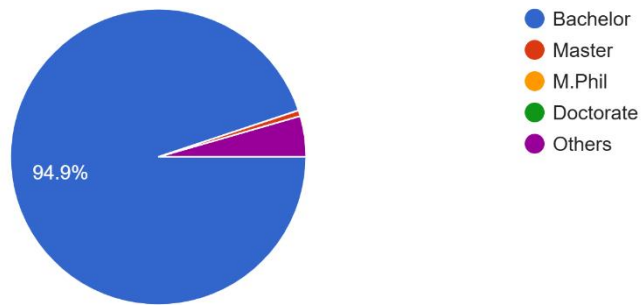
Age
157 responses

32 (20.4%)
35 (22.3%) 28 (17.8%)
22 (14%)
17 (10.8%)
8 (5.1%)
1 (0.6%) 3 (1.9%) 1 (0.6%) 4 (2.5%) 3 (1.9%) 2 (1.3%) 1 (0.6%)

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Gender:
157 responses

- Male
- Female
- Transgender

61.1%

38.9%

61.1% of the respondents were female whereas 38.9% were male.

What degree program are you pursuing now?
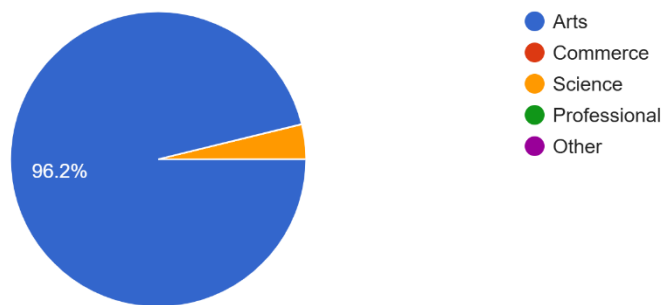157 responses

- Bachelor
- Master
- M.Phil
- Doctorate
- Others

94.9%

94.9% respondents are pursuing bachelor's degree, 0.6% are pursuing masters and 4.5% are pursuing others.

What subject area are you currently pursuing?
157 responses

- Arts
- Commerce
- Science
- Professional
- Other

96.2%

96.2 of the respondents are currently pursuing arts where as 3.8% of the respondents are currently pursuing science.

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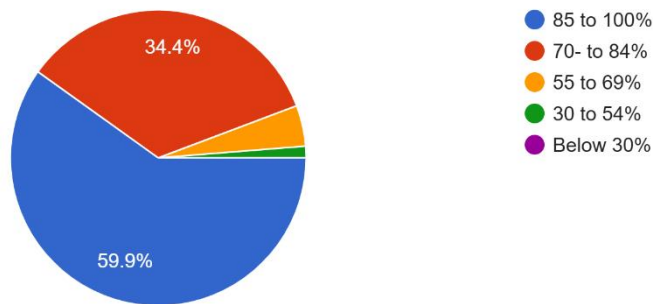157 responses

- 85 to 100%
- 70- to 84%
- 55 to 69%
- 30 to 54%
- Below 30%

34.4%

59.9%
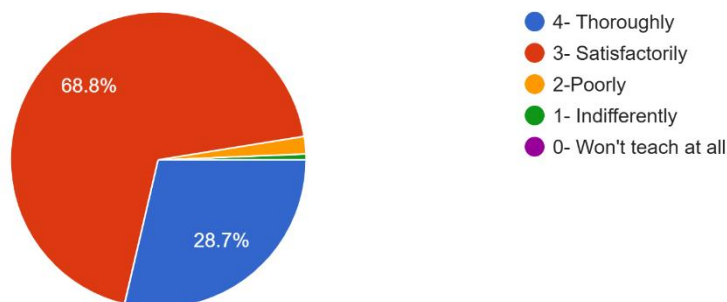
Out of the total respondents, 59.9% indicated that syllabus was covered between 85-100%, 34.4% indicated that syllabus was covered between 70-84%, 4.5% indicated between 55-69% and 1.3% indicated between 30-54%.

2. How well did the teachers prepare for the classes?
157 responses

- 4- Thoroughly
- 3- Satisfactorily
- 2-Poorly
- 1- Indifferently
- 0- Won't teach at all

68.8%

28.7%
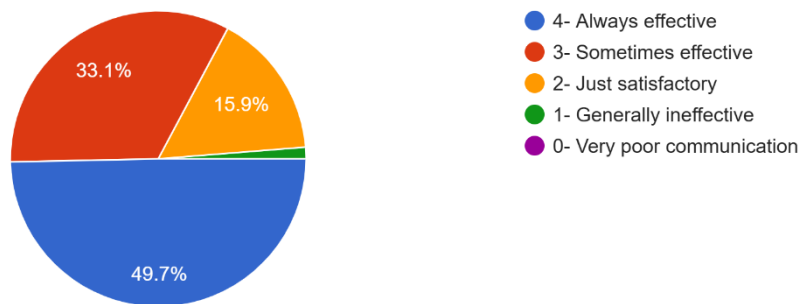
68.8% indicated that teachers prepare for classes satisfactorily, 28.7% indicated teacher prepare for classes thoroughly, 1.9% teachers prepare classes poorly and 0.6% indicated indifferently.
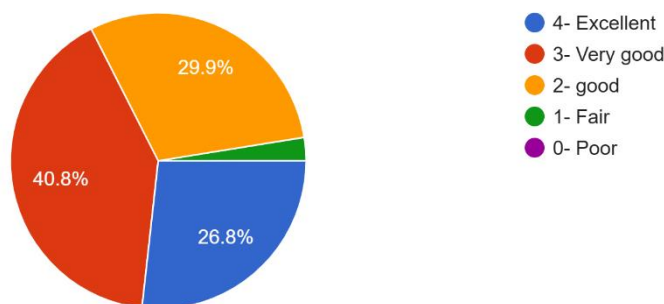
3. How well were the teachers able to Communicate?
157 responses

- 4- Always effective
- 3- Sometimes effective
- 2- Just satisfactory
- 1- Generally ineffective
- 0- Very poor communication

33.1%
15.9%
49.7%

Out of the total respondents, 49.7% responded that teachers were able to communicated always effective, 33.1% indicated teacher were sometimes effective in their communication, 15.9% respondents indicated that teacher were able to communicated just satisfactorily and 1.3% expressed generally ineffective.

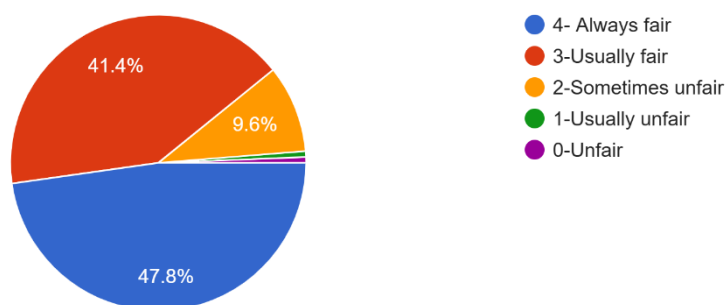### 4. The teacher's approach to teaching can best be described as
157 responses

- 4- Excellent
- 3- Very good
- 2- good
- 1- Fair
- 0- Poor

29.9%
40.8%
26.8%

40.8% indicated that very good when it comes to teacher's approach to teaching, 29.9% indicated that teacher's approach to teaching is good, 26.8% indicated that teacher's approach to teaching is excellent and 2.5% indicated fair.

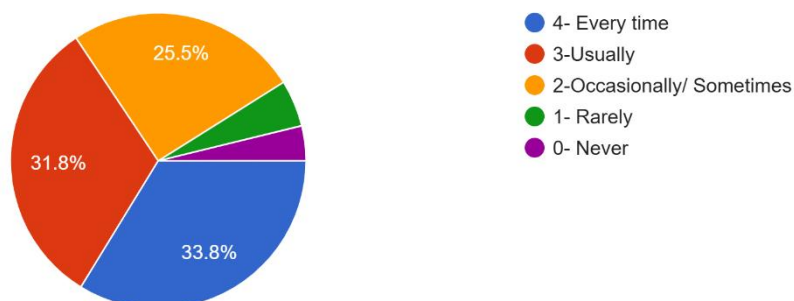### 5. Fairness of the internal evaluation process by the teachers
157 responses

- 4- Always fair
- 3-Usually fair
- 2-Sometimes unfair
- 1-Usually unfair
- 0-Unfair

41.4%
9.6%
47.8%

47.8% of the respondents indicated always fair when it comes to fairness of the internal evaluation process by the teachers, 41.4% indicated that teachers were usually fair when it comes to fairness of the internal evaluation process by the teachers, 9.6% of the respondents teachers were sometimes unfair, 0.6% indicated usually unfair and unfair.

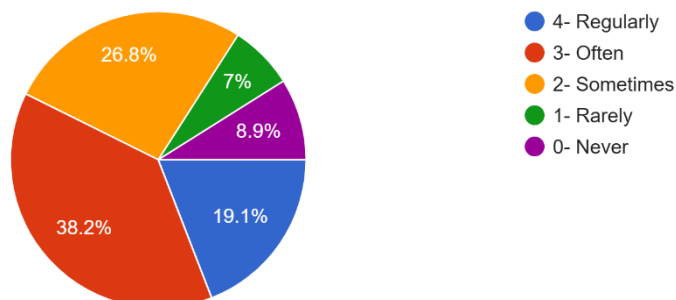6. Was your performance in assignments discussed with you?
157 responses

- 4- Every time
- 3-Usually
- 2-Occasionally/ Sometimes
- 1- Rarely
- 0- Never

25.5%
31.8%
33.8%

33.8% responded that every time their performance in assignments was discussed with them, 31.8% indicated usually their performance in assignments was discussed with them, 25.5% indicated occasionally, 5.1% indicated rarely and 3.8% indicated rarely.

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

- 4- Regularly
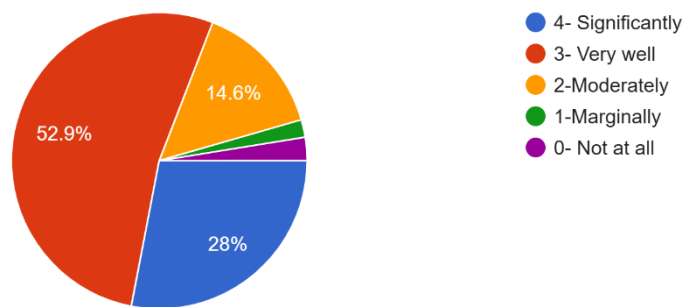- 3- Often
- 2- Sometimes
- 1- Rarely
- 0- Never

26.8%
7%
8.9%
38.2%
19.1%

19.1% indicated that regularly the institute takes active interest in promoting internship, student exchange, field visit opportunities for students, 38.2% of the respondents are of the opinion that often, 26.8% indicated sometimes, whereas 7% indicated rarely and 8.9% indicated never.

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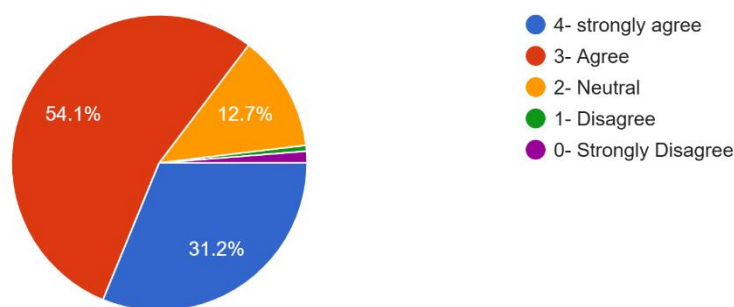
157 responses

- 4- Significantly
- 3- Very well
- 2-Moderately
- 1-Marginally
- 0- Not at all

52.9%

14.6%

28%

28% respondents responded the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth very well, whereas more than 50 per cent (52.9%) indicated very well, 14.6% indicated moderately 1.9% and 2.5% indicated marginally and not at all.

9. The institution Provides multiple opportunities to learn and grow
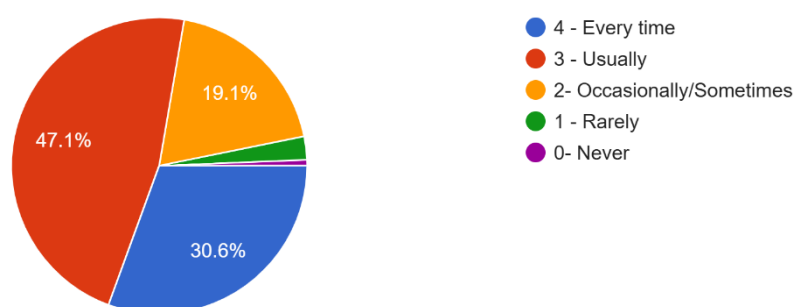
157 responses

- 4- strongly agree
- 3- Agree
- 2- Neutral
- 1- Disagree
- 0- Strongly Disagree

54.1%

12.7%

31.2%

31.2% of the respondents strongly agreed that the institution provides multiple opportunities to learn and grow whereas 54.1% agreed that the institution provides multiple opportunities to learn and grow, 12.7% were neutral, 0.6% and 1.3% indicated disagree and strongly disagree respectively.

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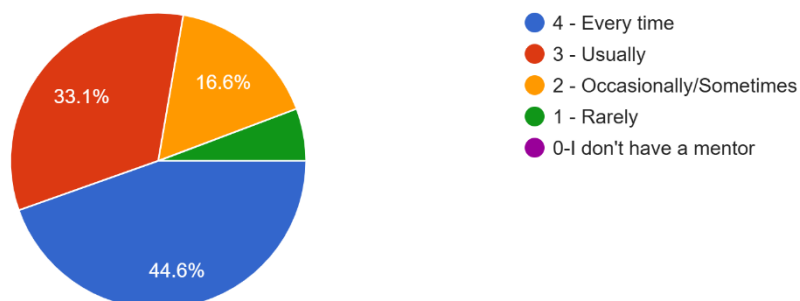
157 responses

- 4 - Every time
- 3 - Usually
- 2- Occasionally/Sometimes
- 1 - Rarely
- 0- Never

47.1%

19.1%

30.6%

30.6% indicated that every time the teachers inform them about their expected competencies, course outcomes and programme outcomes, 47.1% indicated usually the teachers inform them about their expected competencies, course outcomes and programme outcomes whereas 19.1% indicated occasionally and 2.5% and 0.6% of the responded rarely and never respectively.

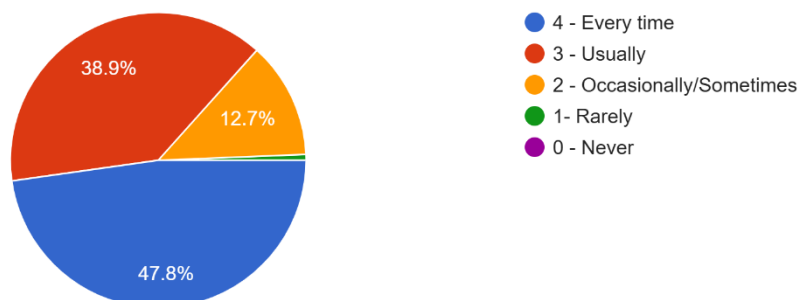11. Your mentor does a necessary follow-up with an assigned task to you

157 responses

- 4 - Every time
- 3 - Usually
- 2 - Occasionally/Sometimes
- 1 - Rarely
- 0-I don't have a mentor

44.6% of the respondents responded that every time their mentor does a necessary follow-up with and assigned task to them, 33.1% indicated usually their mentor does a necessary follow-up with and assigned task to them, 16.6% were of the opinion that occasionally their mentor does a necessary follow-up with and assigned task to them, and 5.7% of the respondents rarely.

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

157 responses

- 4 - Every time
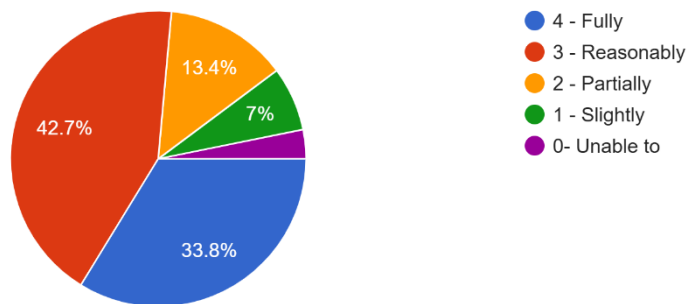- 3 - Usually
- 2 - Occasionally/Sometimes
- 1- Rarely
- 0 - Never

Nearly 50 per cent (47.8%) of the respondents indicated every time the teachers illustrate the concepts through examples and applications whereas 38.9% indicated usually the teachers illustrate the concepts through examples and applications and 12.7% and 0.6% indicated occasionally/sometimes and never respectively.

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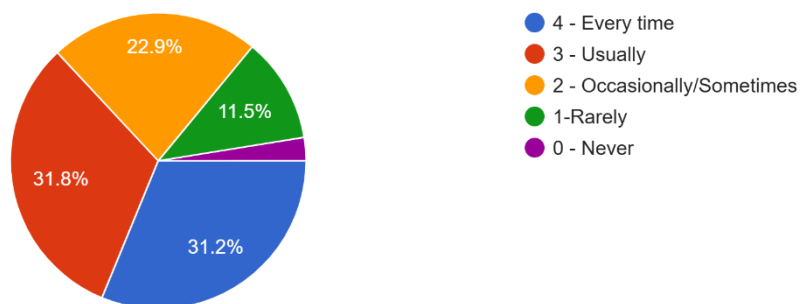157 responses

- ● 4 - Fully
- ● 3 - Reasonably
- ● 2 - Partially
- ● 1 - Slightly
- ● 0- Unable to

42.7%
13.4%
7%
33.8%

33.8% indicated fully the teacher identify their strength and encourage them with providing right level of challenges, 42.7% indicated reasonably, 13.4% indicated partially and 7% and 3.2% indicated slightly and unable to respectively.

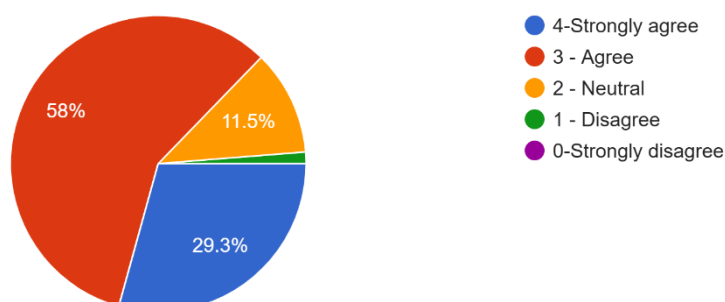14. Teachers are able to identify your weaknesses and help you to overcome them
157 responses

- ● 4 - Every time
- ● 3 - Usually
- ● 2 - Occasionally/Sometimes
- ● 1-Rarely
- ● 0 - Never

22.9%
11.5%
31.8%
31.2%

31.2% responded that every time teachers are able to identify their weaknesses and help them overcome them whereas 31.8% think that usually time teachers are able to identify their weaknesses and help them overcome them, 22.9% indicated occasionally, 11.5% and 2.5% of the respondents indicated rarely and never respectively.

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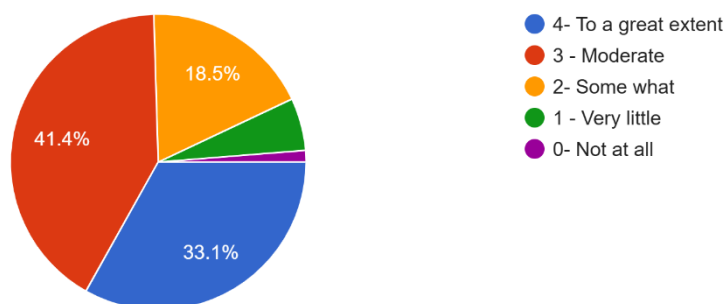157 responses

- ● 4-Strongly agree
- ● 3 - Agree
- ● 2 - Neutral
- ● 1 - Disagree
- ● 0-Strongly disagree

58%
11.5%
29.3%

29.3% of the respondents strongly agreed that the institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching and learning process whereas more than 50 per cent (58%) agreed the institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching and learning process, 11.5% were neutral and 1.3% disagreed.

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

- 4- To a great extent
- 3 - Moderate
- 2- Some what
- 1 - Very little
- 0- Not at all

41.4%
18.5%
33.1%

33.1% expressed that to a great extent the institute/teachers use student centric methods, such as experiential learning, participative learning and pro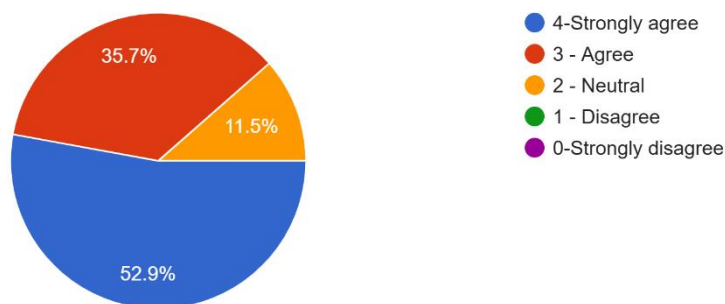blem solving methodologies for enhancing learning experience, 41.4% indicated moderate, 18.5% indicated somewhat, 5.7% and 1.3% indicated very little and not at all respectively.

17. Teachers encourage you to participate in extracurricular activities.
157 responses

- 4-Strongly agree
- 3 - Agree
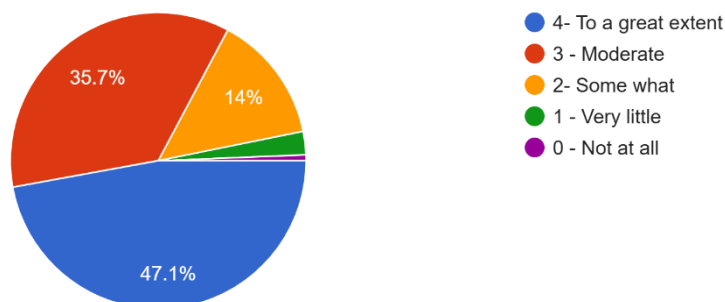- 2 - Neutral
- 1 - Disagree
- 0-Strongly disagree

35.7%
11.5%
52.9%

More than 50 per cent (52.9%) strongly agreed that the teachers encourage them to participate in extracurricular activities whereas 35% and 11.5% indicated agree and neutral.

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.
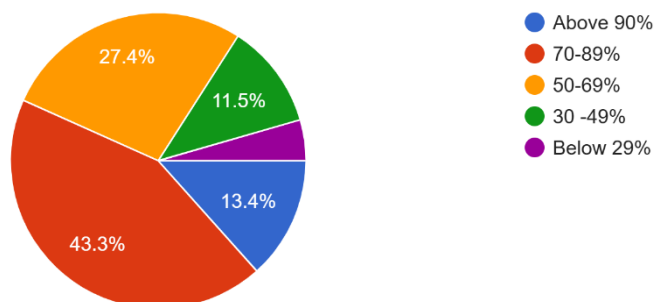
157 responses

- 4- To a great extent
- 3 - Moderate
- 2- Some what
- 1 - Very little
- 0 - Not at all

47.1% of the respondents indicated that to great extent 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 35.7% were moderate when it comes to the 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, 14% indicated somewhat, 2.5% and 0.6% indicated very little and not at all.

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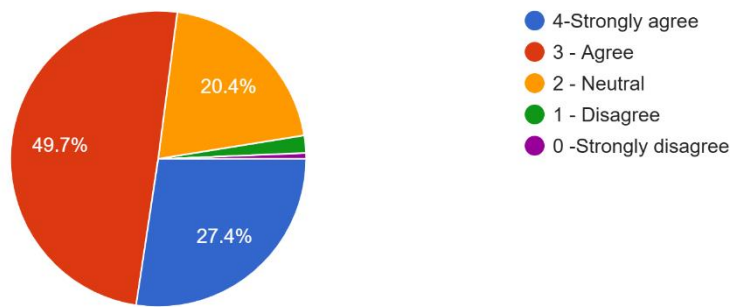
157 responses

- Above 90%
- 70-89%
- 50-69%
- 30 -49%
- Below 29%

13.4% of the respondents indicated that above 90% of the teachers use ICT tools LCD projectors, multimedia etc while teaching, while 43.3% indicated 70-89% of the teachers use ICT tools LCD projectors, multimedia etc, 27.4% indicated 50-69% of the teachers use ICT tools LCD projectors, multimedia etc and 11.5% and 4.5% of the respondents indicated 30-49% and below 29% respectively.

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

157 responses

- 4-Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
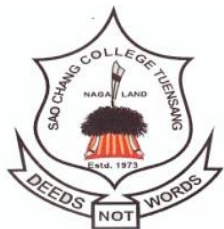- 0 -Strongly disagree

49.7%   20.4%   27.4%

27.4% strongly agreed that the overall quality of teaching-learning process in their institute is very good whereas nearly 49.7% agreed that the overall quality of teaching-learning process in their institute is very good, 20.4% indicated neutral in the overall quality of teaching-learning process in their institute is very good and 1.9% and 0.6% indicated disagree and strongly disagree.

Give three observation / suggestions to improve the overall teaching - learning experience in your institution

- Foster a supportive learning culture.
- Utilize technology effectively.
- Implement interactive teaching methods.
- Effective communication.
- Mentoring, sometimes teaching (very few).
- Improvement in college infrastructure.
- Improvement in the field of sports, and also in extracurricular activities that college should possess.
- Use of projector.
- Upgradation of library, increase of computer systems and equal treatment of students.
- The teacher must properly prepare the lessons to be taught.
- Teacher must attend the class regularly.
- Transportation, Teaching faculties.
- Classroom must be increase.
- Need more teaching faculty, buses.
- Course can be more research and oriented.
- Shortage of books in library.
- To have interaction personally.
- Friendly teaching.
- Teaching in grassroot level.
- To understand each weakness and deal accordingly.

- Shortage of time which is affecting teaching -learning because of poor transportation.
- Shortage of professor in some department.
- Lack of ICT tools.
- Good communication between teacher and student.
- Cooperation.
- Better environment, better facilities.

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

INTERNAL QUALITY ASSURANCE CELL

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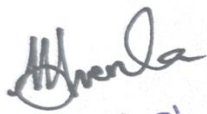## 2.7 - Student Satisfaction Survey

Students' Satisfaction Survey Analysis: Action Taken

SL NO	FEEDBACK FROM STUDENTS	ACTION TAKEN
1.	More ICT tools, Lack of ICT tools, Use of projector.	Wi fi set up, number of projectors have been set up in the institute.
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 6 buses provided for the transportation of students.
6.	Good internet connection.	Wi fi set up on 17th April 2023
7.	Drinking water.	College water source re-stored, 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, debates, drawing competitions, cultural activities, sports week
11.	Diagnosis of students' weaknesses.	Weak students are identified and given remedial classes. Two remedial classes have thus been conducted within the period.
12.	The teacher must properly prepare the lessons to be taught.	Teachers prepare lesson plan for every month and submit to the office of the Vice Principal.
13.	Classroom must be increased.	Class room extension going on and on the verge of completion.
14.	To have interaction personally, To understand each weakness and deal accordingly, Good communication between teacher and student.	Every student has been assigned with mentors who interact with them personally to know their strength and weakness and work for improvements.
15.	Shortage of professor in some department.	New teachers have been allocated to the college.

16.	Mentoring, sometimes teaching (very few).	Mentoring sessions are conducted in every semester.
17.	Shortage of time which is affecting teaching -learning because of poor transportation.	Every class is monitored and new bus has been provided to the institute.

Authenticated

Principal
Sao Chang College
Tuensang : Nagaland