2.7.1 Student Satisfaction Survey Questions

This questionnaire is intended to collect information relating to your satisfaction towards the overall Institutional performance. The information provided by you will be used as important feedback for quality enhancement of the program of studies/institution and will be kept confidential.

Directions: A score for each item please indicate your level of satisfaction with the following statement by choosing between 1 -4.

1- Poor
2- Good
3- Very Good
4- Excellent

**Following were the questions selected by the committee for the student satisfaction survey**

SL.NO	QUESTION
1	1.. . How much of the syllabus was covered in the class?
2	2.How well did the teachers prepare for the classes?
3	3. How well were the teachers able to communicate?
4	4.The teacher's approach to teaching can be best described as
5	5. Fairness of the internal evaluation process by the teachers
6	6. Was your performance in assignments discussed with you?
7	7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students
8	8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth
9	9. The institution provides multiple opportunities to learn and grow
10	10. Teachers inform you about expected competencies, course outcomes and programme outcomes
11	11. Your mentor does a necessary follow-up with an assigned task to you

Dean and Director
The Oxford Dental College, Bommnahall
Hosur Road Bengaluru - 560 068

12	The teachers illustrate the concepts through examples and application
13	Teachers are able to identify your weaknesses and help you to overcome them
14	The teachers identify your strengths and encourage you with providing right level of challenges
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process
16	Teachers encourage you to participate in extracurricular activities
17	The overall quality of teaching-learning process in your institute is very good
18	The institute/ teachers use student centric methods such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences
19	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
20	What percentage of teachers use ITC tools such as LCD projector, multimedia etc, while teaching

The above questionnaire was prepared by the committee. It was decided to collect feedback online from the students. For each question, students will have to select one option which are assigned different weightages. For example, for the question**, How well were the teachers able to communicate?** The options given were *-4–Always effective, 3–Sometimes effective, 2–Just satisfactorily, 1–Generally ineffective, 0–Very poor communication*

An online form with the above questions was created and circulated to all the students. A total of 356 samples were collected and the data was tabulated. The graph given below depicts the *questions for which the students have given the highest rating (4)*. It is evident that, from the graph enclosed, students have given feedback that all the questions are satisfactory and more than 50% of students have given highest rating to some of the questions. However, for the principle of continuous improvement, all the twenty questions are analyzed in depth.

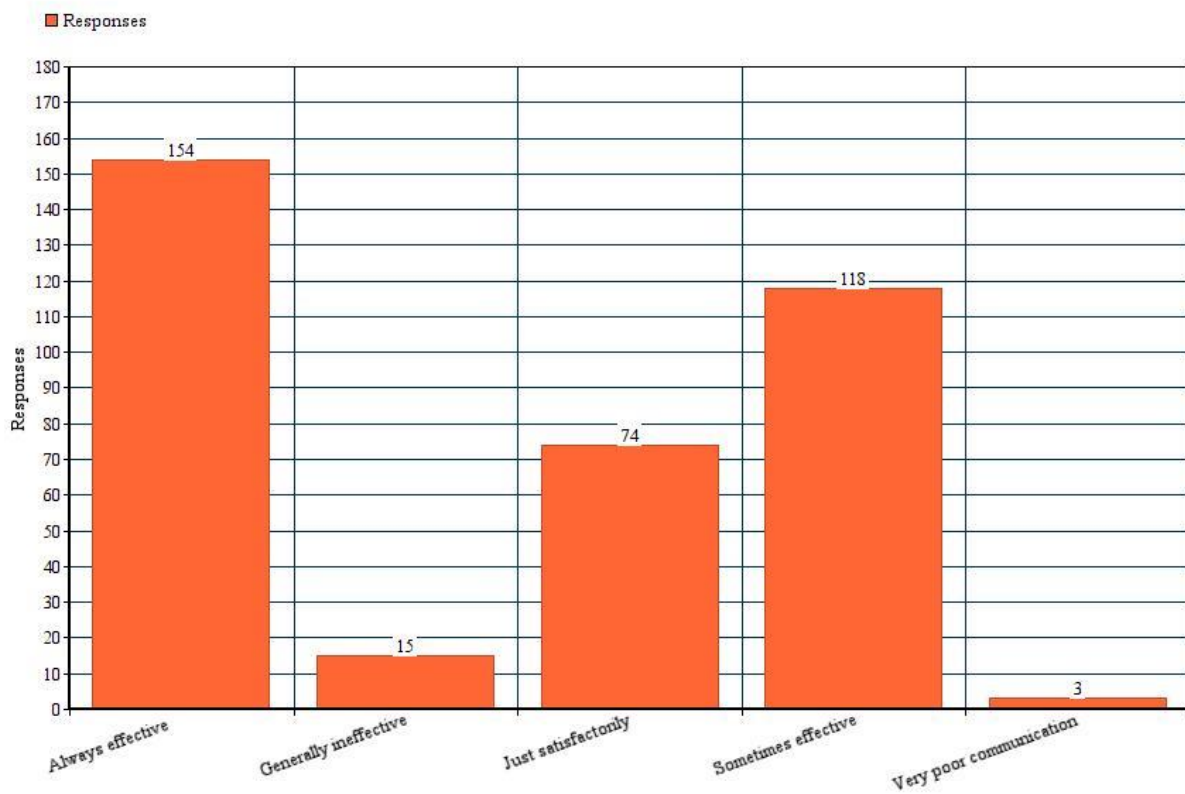1. How much of the syllabus was covered in the class?
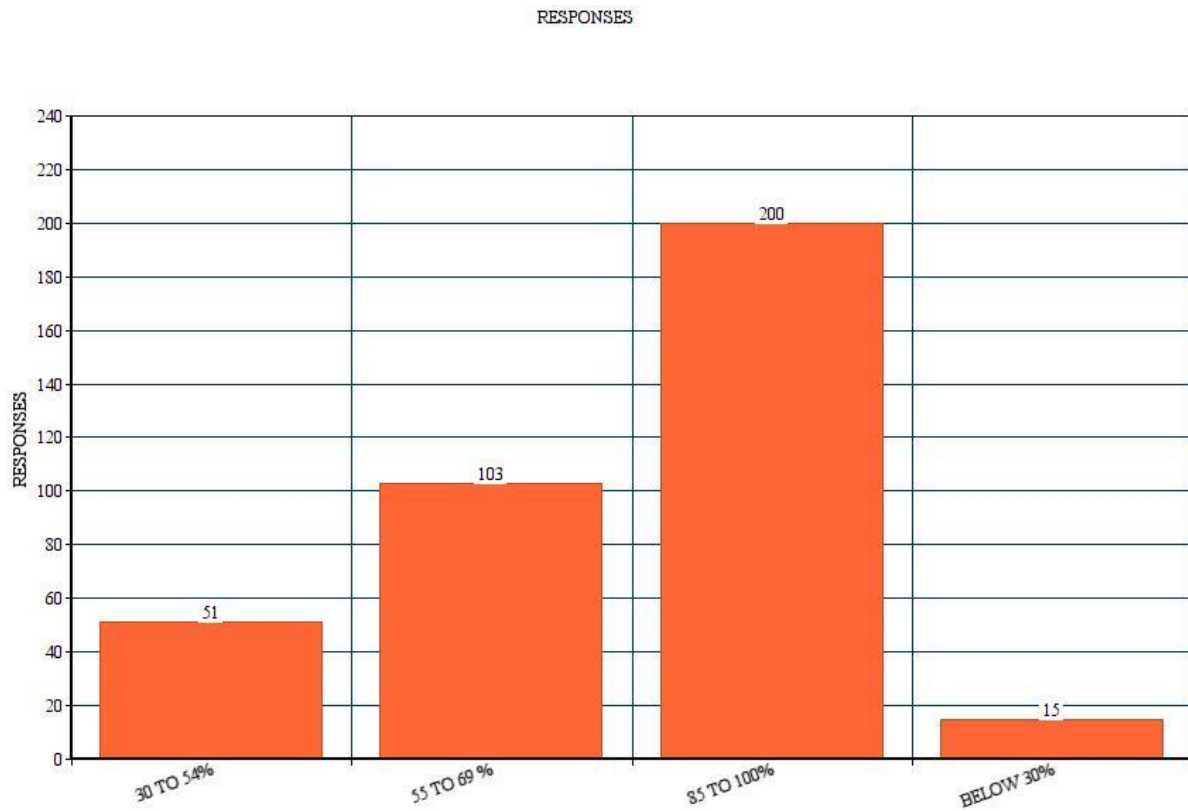
RESPONSES

OPTION TEXT	RESPONSES
85 to 100% (4)	200
55 to 69% (2)	103
30 to 54% (1)	51
Below 30% (0)	15
Total	**369**

2. How well did the teachers prepare for the classes?
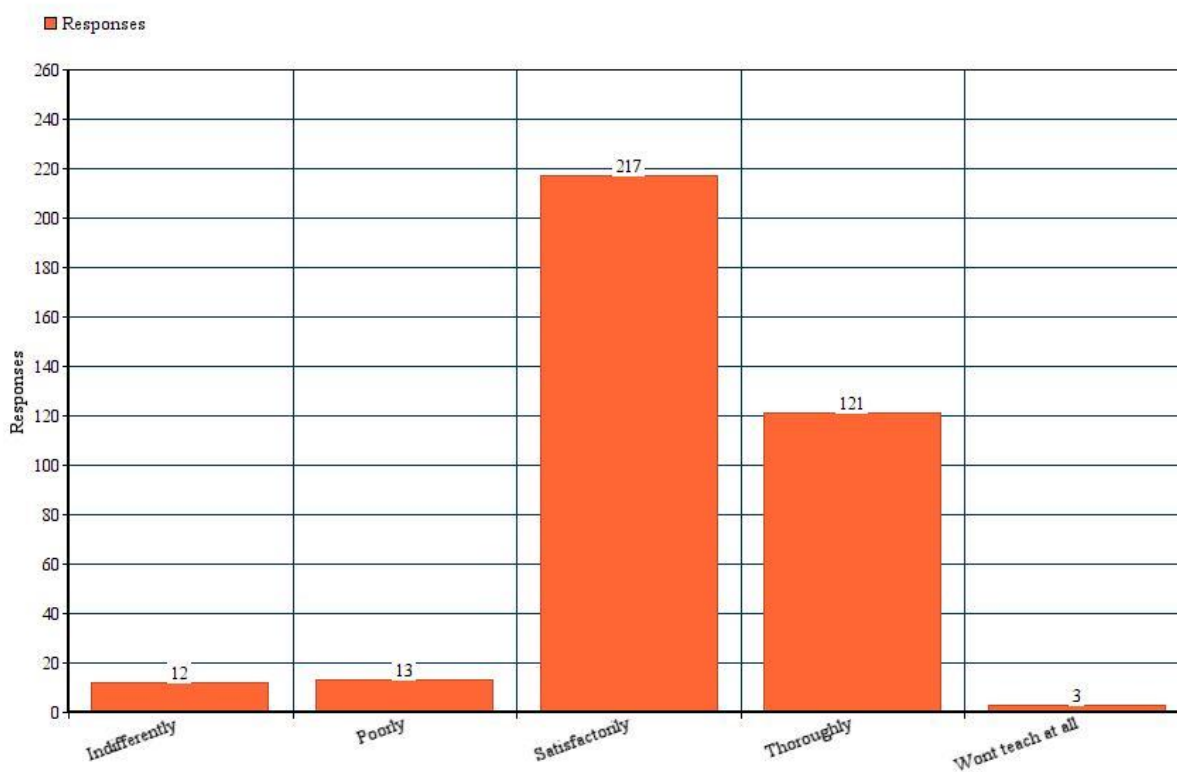
OPTION TEXT	RESPONSES
Thoroughly(4)	121
Satisfactorily(3)	217
Indifferently(2)	12
Poorly(1)	13
Wont teach at all(0)	3
Total	**366**

3. How well were the teachers able to communicate?

OPTION TEXT	RESPONSES
Always effective(4)	154
Sometimes effective(3)	118
Just satisfactorily(2)	74
Generally ineffective(1)	15
Very poor communication(0)	3
Total	**364**

4. The teacher's approach to teaching can be best described as
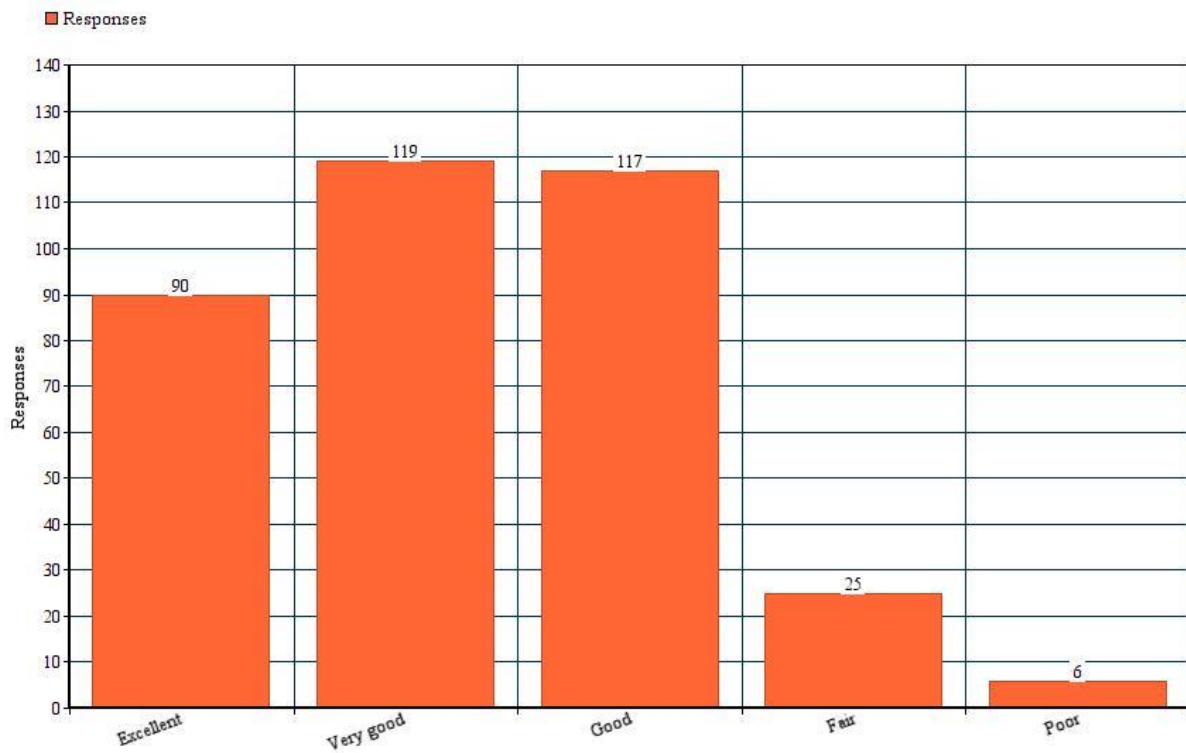
OPTION TEXT	RESPONSES
Excellent(4)	90
Very good(3)	119
Good(2)	117
Fair(1)	25
Poor(0)	6
Total	**357**

5. Fairness of the internal evaluation process by the teachers
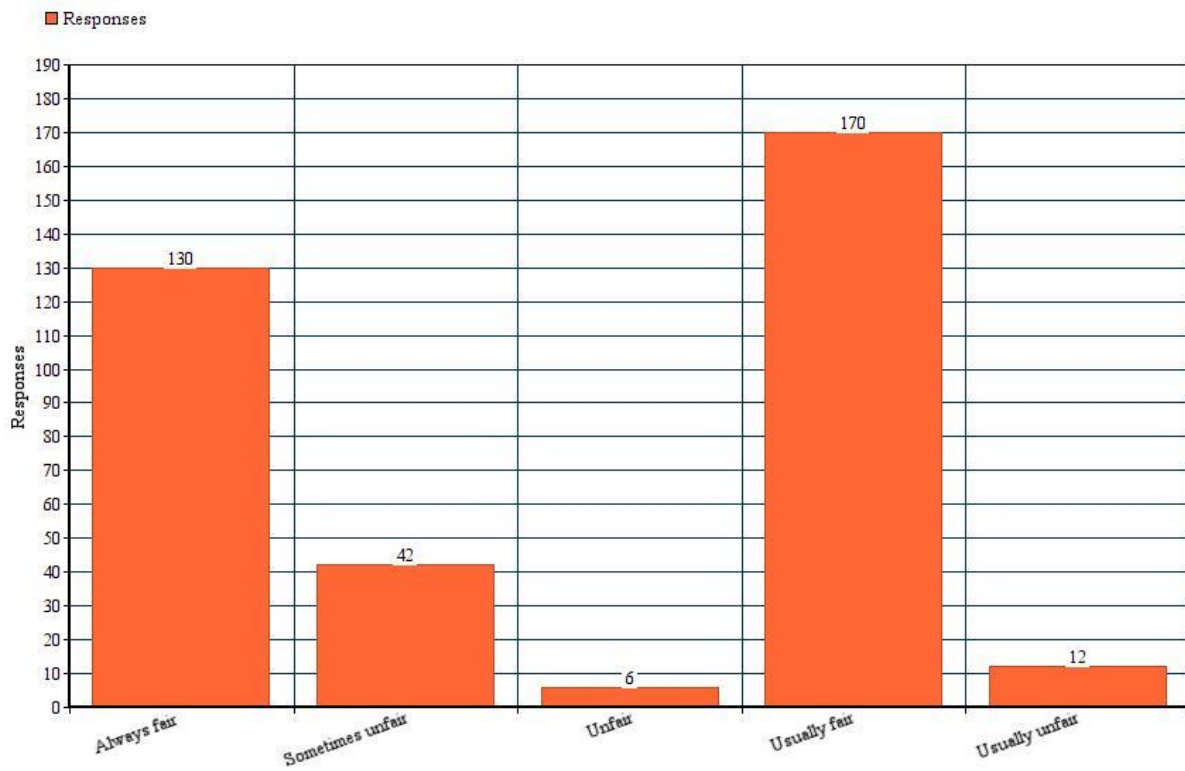
OPTION TEXT	RESPONSES
Always fair(4)	130
Usually fair(3)	170
Sometimes unfair(2)	42
Usually unfair(1)	12
Unfair(0)	6
Total	**360**

6. Was your performance in assignments discussed with you?
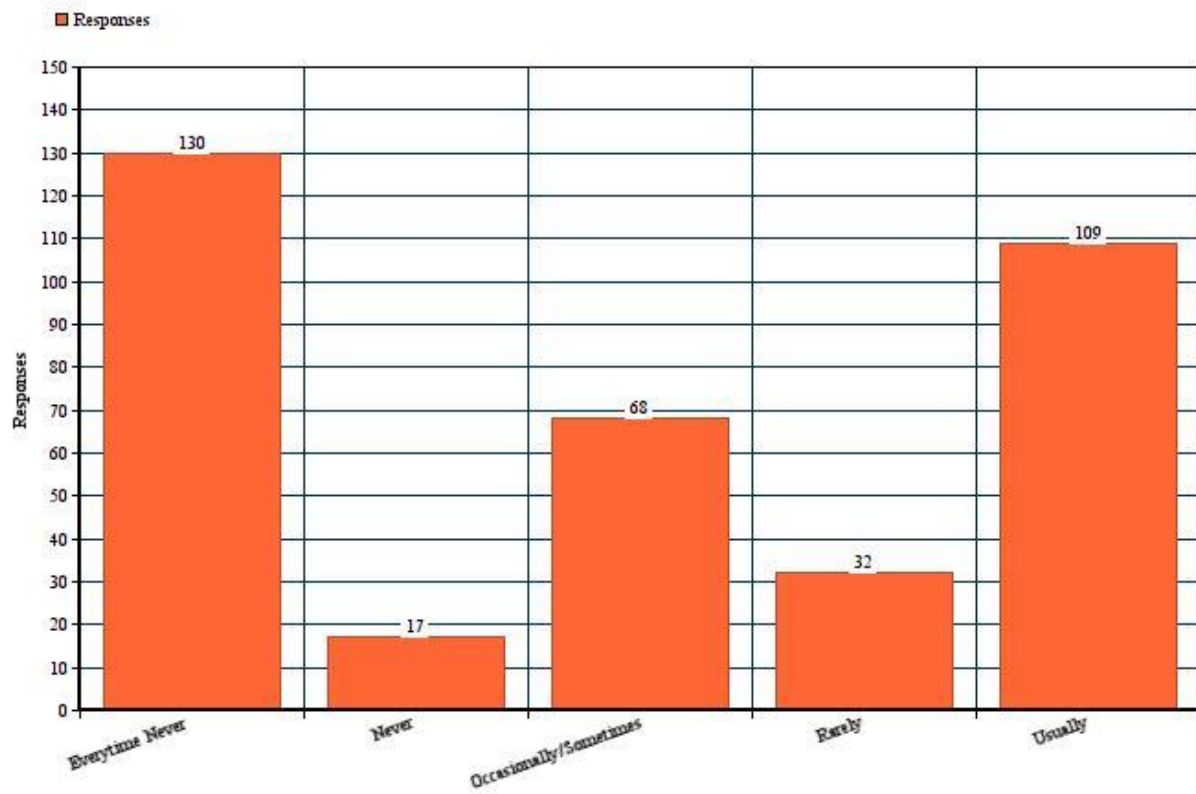
OPTION TEXT	RESPONSES
Everytime(4)	130
Usually(3)	109
Occasionally/Sometimes(2)	68
Rarely(1)	32
Never(0)	17
Total	**356**

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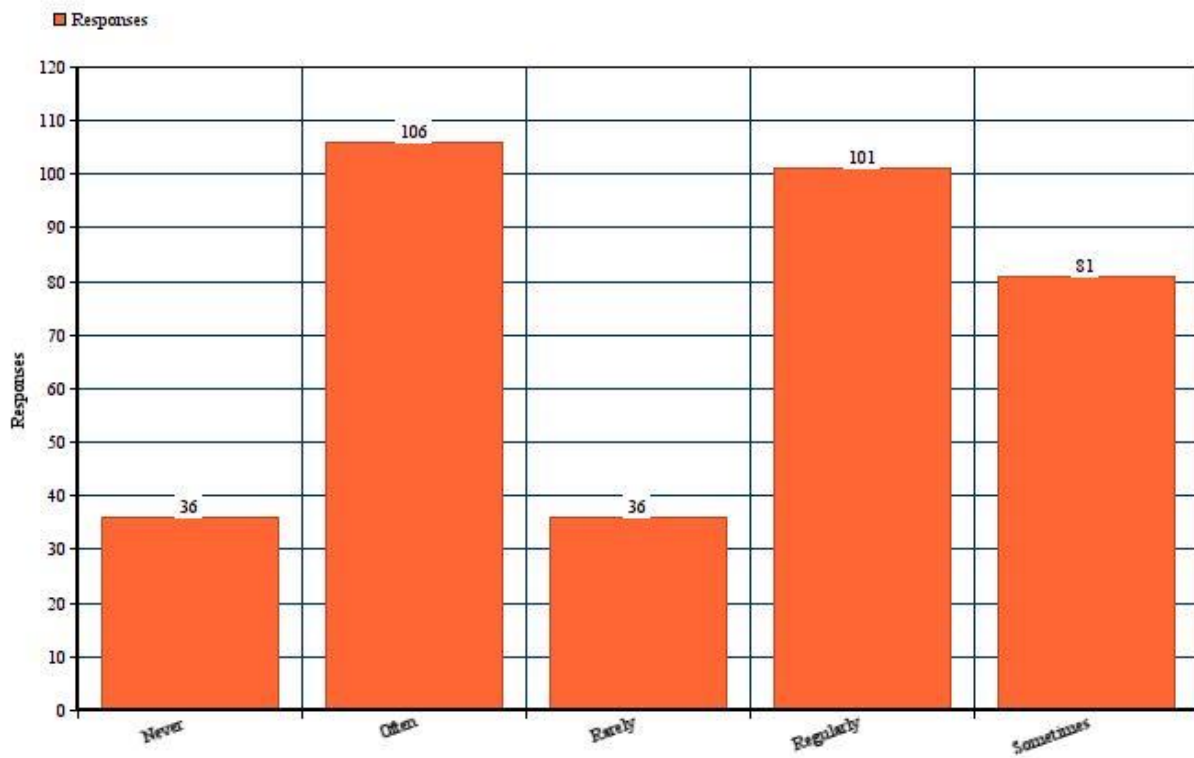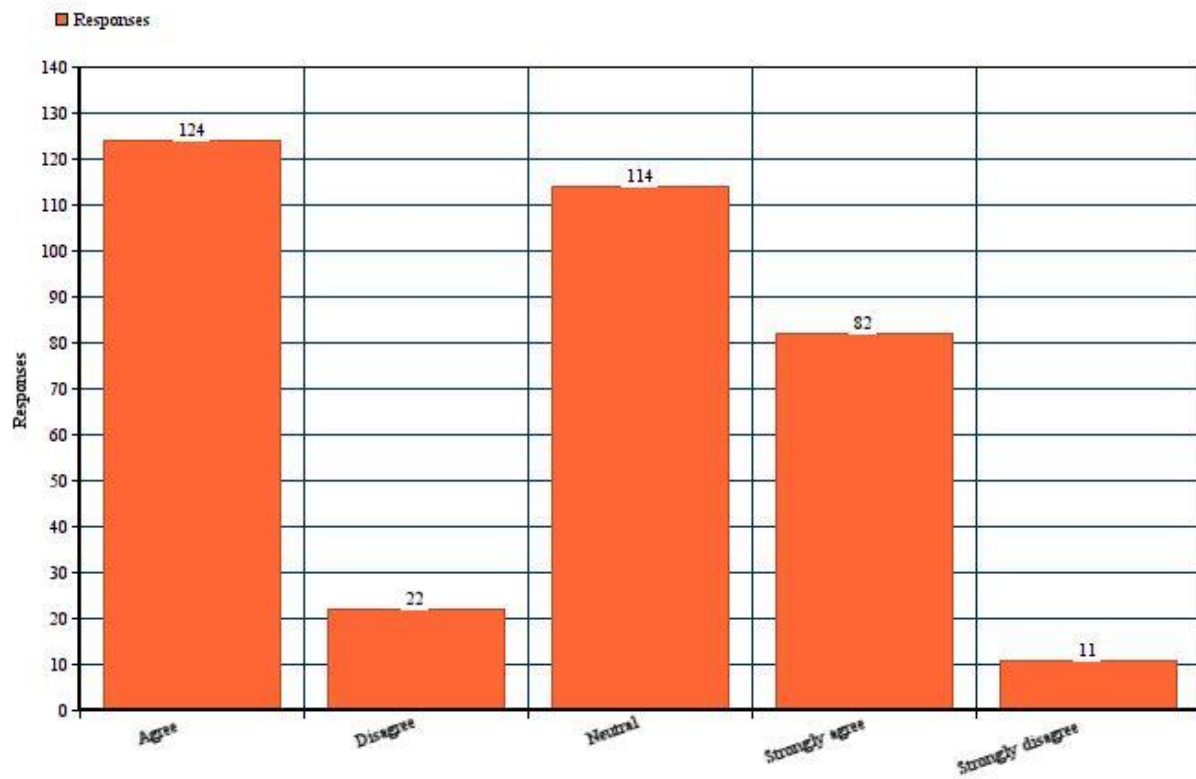

OPTION TEXT	RESPONSES
Regularly(4)	101
Often(3)	106
Sometimes(2)	81
Rarely(1)	36
Never(0)	36
Total	**360**

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth
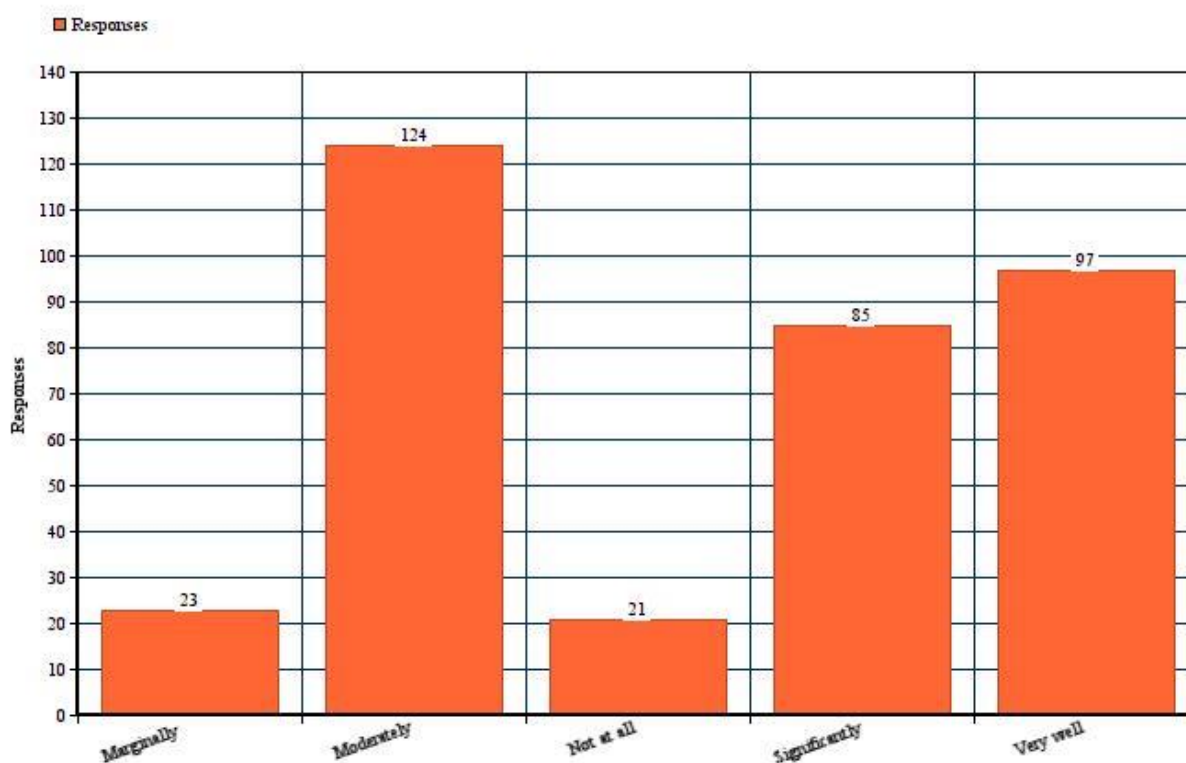
OPTION TEXT	RESPONSES
Very well(4)	97
Significantly(3)	85
Moderately(2)	124
Marginally(1)	23
Not at all(0)	21
Total	**350**

9. The institution provides multiple opportunities to learn and grow

OPTION TEXT	RESPONSES
Strongly agree(4)	82
Agree(3)	124
Neutral(2)	114
Disagree(1)	22
Strongly disagree(0)	11
Total	**353**

10. Teachers inform you about expected competencies, course outcomes and programme outcomes
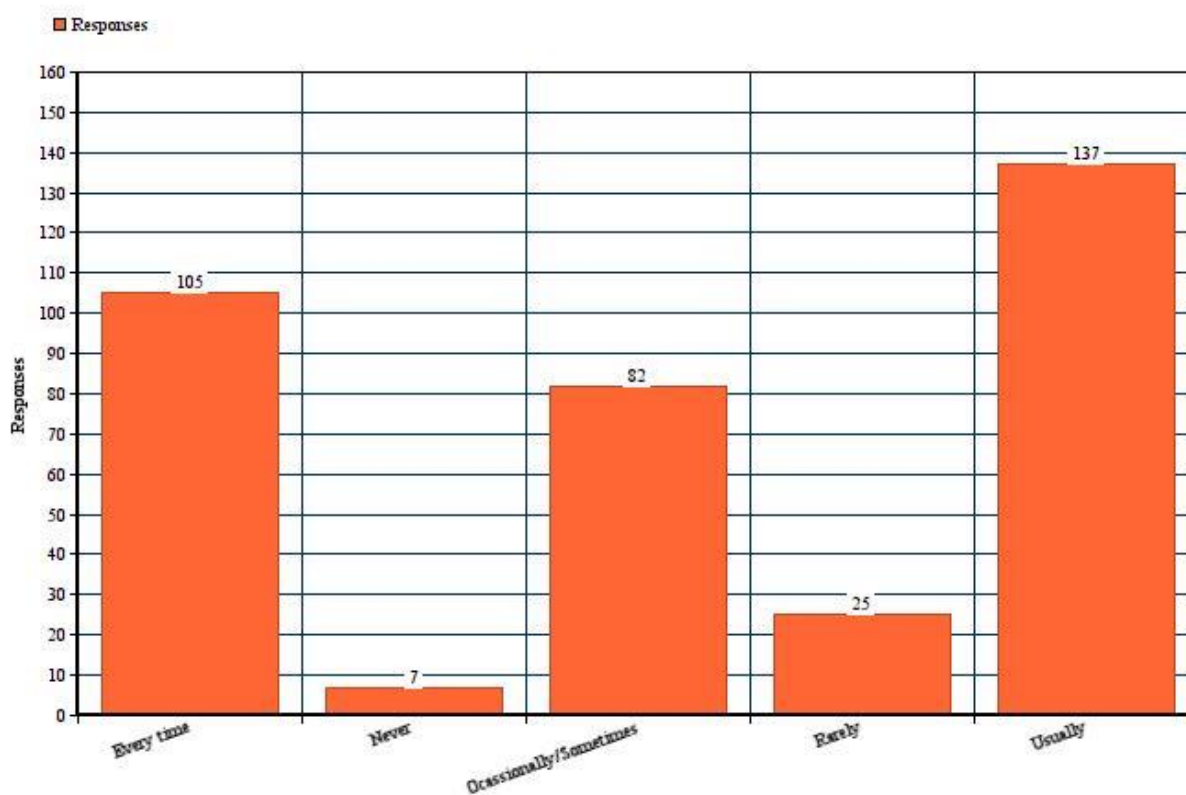
OPTION TEXT	RESPONSES
Every time(4)	105
Usually(3)	137
Ocassionally/sometimes(2)	82
Rarely(1)	25
Never(0)	7
Total	**356**

11. Your mentor does a necessary follow-up with an assigned task to you
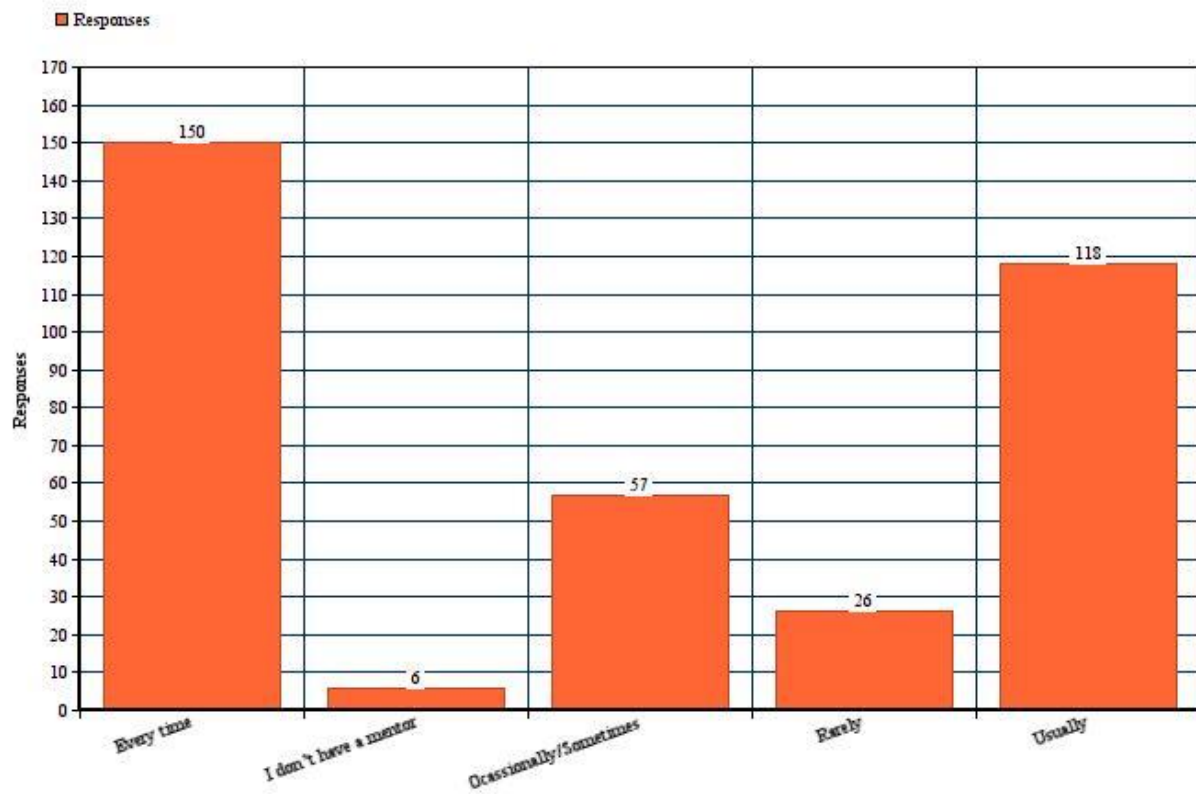
OPTION TEXT	RESPONSES
Every time(4)	150
Usually(3)	118
Ocassionally/sometimes(2)	57
Rarely(1)	26
I don't have a mentor(0)	6
Total	**357**

12. The teachers illustrate the concepts through examples and application
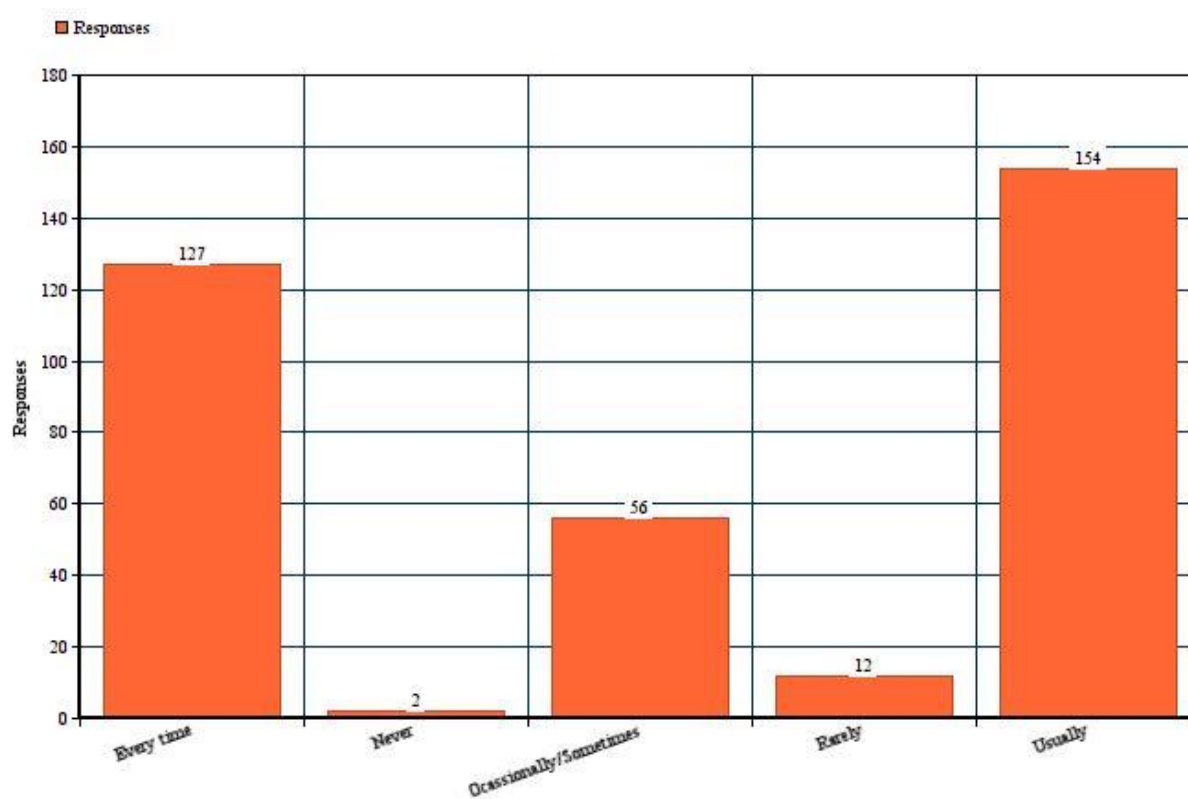
OPTION TEXT	RESPONSES
Every time(4)	127
Usually(3)	154
Ocassionally/sometimes(2)	56
Rarely(1)	12
Never(0)	2
Total	**351**

13. Teachers are able to identify your weaknesses and help you to overcome them
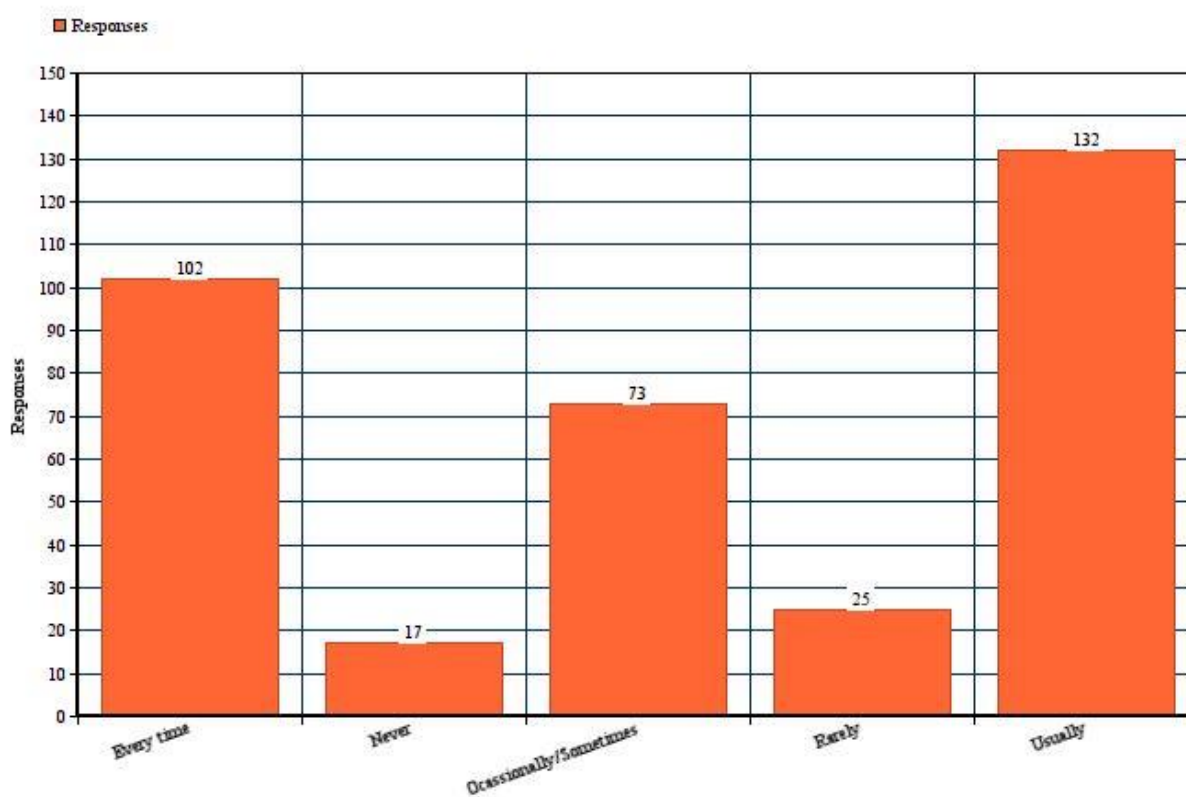
OPTION TEXT	RESPONSES
Every time(4)	102
Usually(3)	132
Ocassionally/sometimes(2)	73
Rarely(1)	25
Never(0)	17
Total	**349**

14. The teachers identify your strengths and encourage you with providing right level of challenges
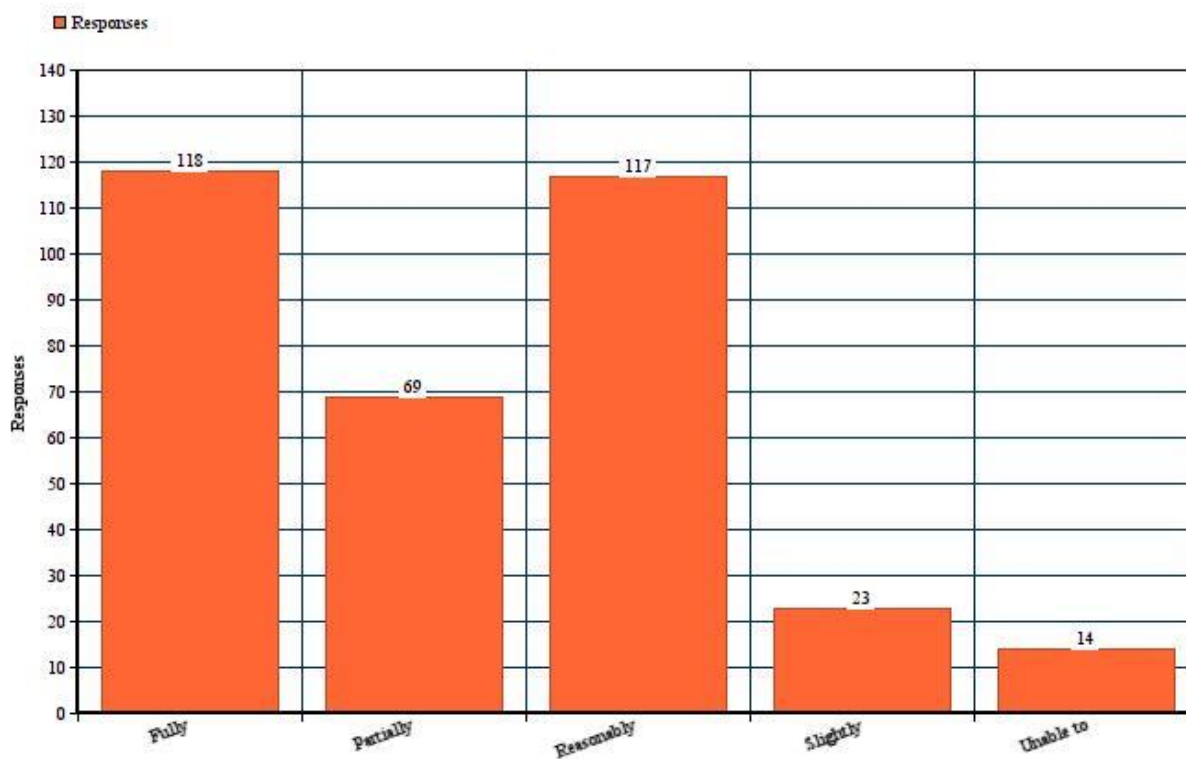
OPTION TEXT	RESPONSES
Fully(4)	118
Reasonably(3)	117
Partially(2)	69
Slightly(1)	23
Unable to(0)	14
Total	**341**

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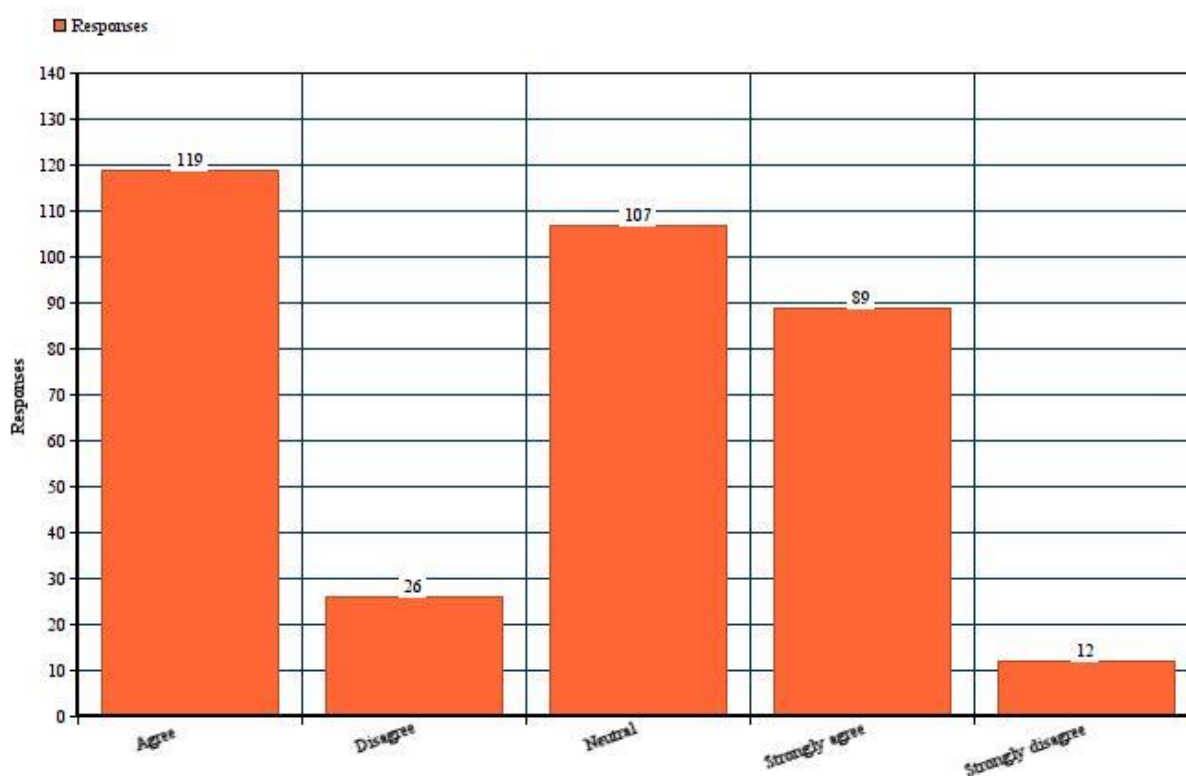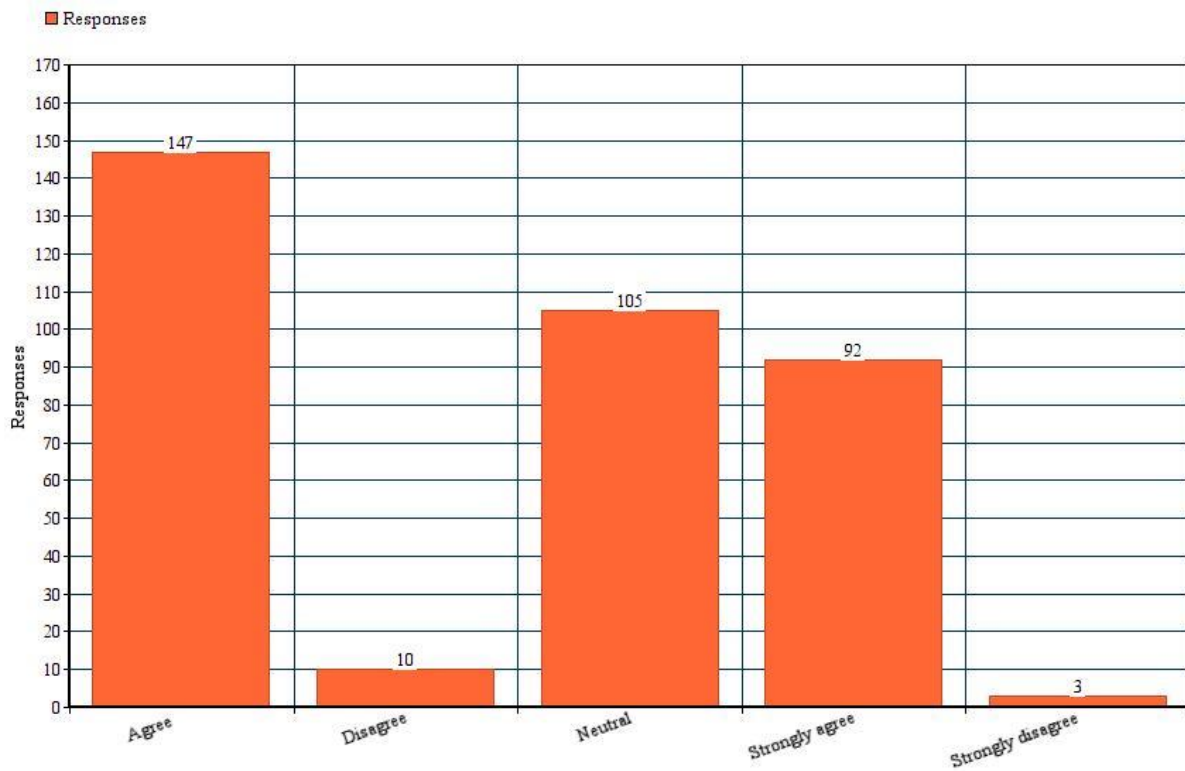

OPTION TEXT	RESPONSES
Strongly agree(4)	89
Agree(3)	119
Neutral(2)	107
Disagree(1)	26
Strongly disagree(0)	12
Total	**353**

16. Teachers encourage you to participate in extracurricular activities
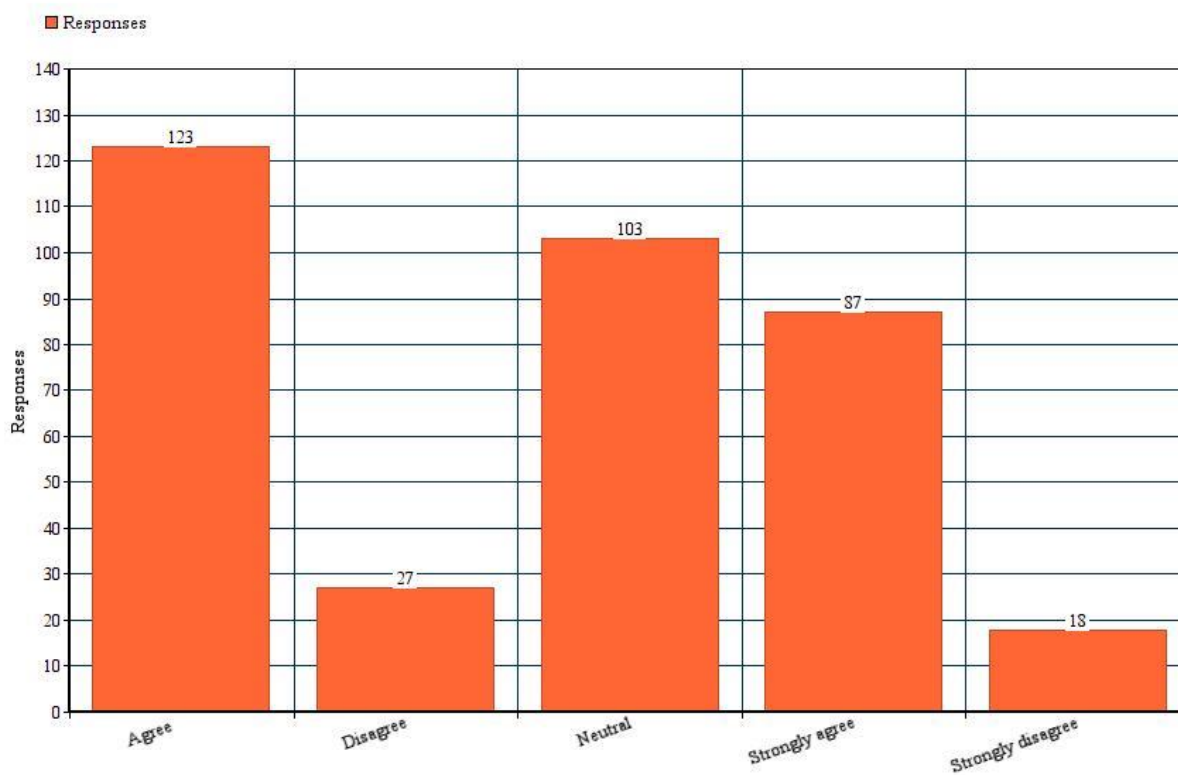
OPTION TEXT	RESPONSES
Strongly agree(4)	87
Agree(3)	123
Neutral(2)	103
Disagree(1)	27
Strongly disagree(0)	18
Total	**358**

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

OPTION TEXT	RESPONSES
Strongly agree(4)	92
Agree(3)	147
Neutral(2)	105
Disagree(1)	10
Strongly disagree(0)	3
Total	**357**

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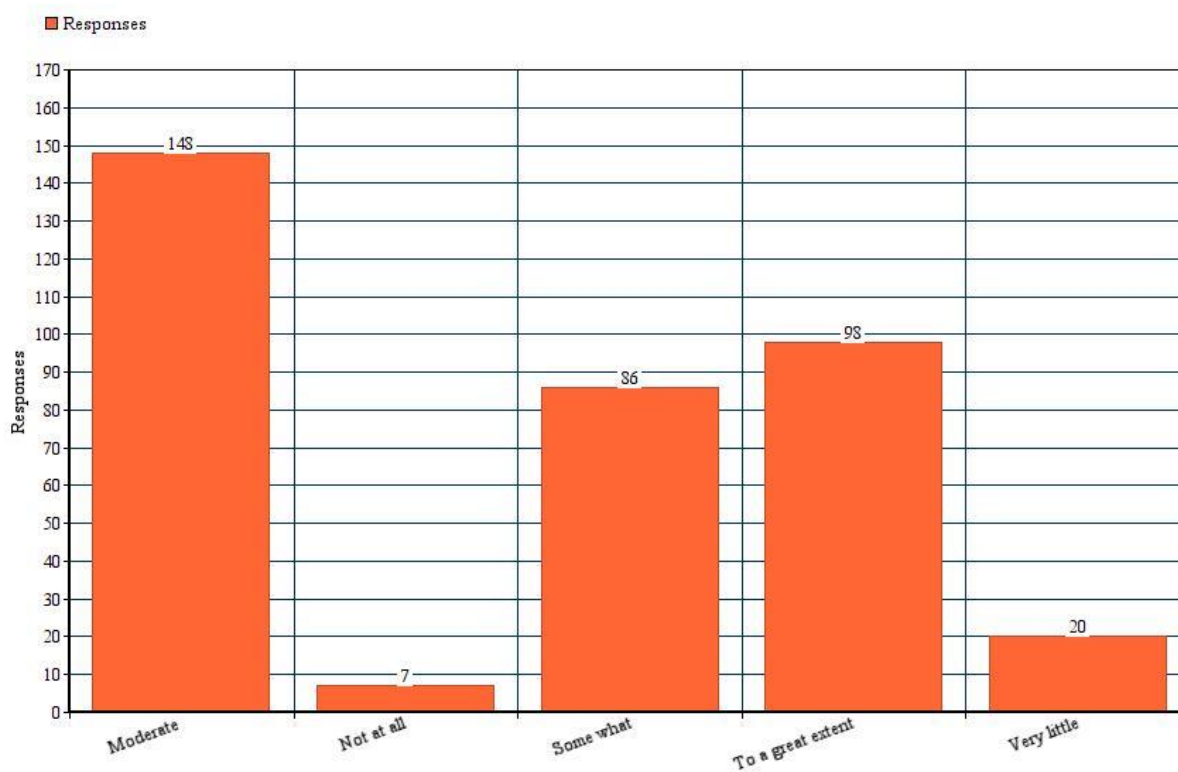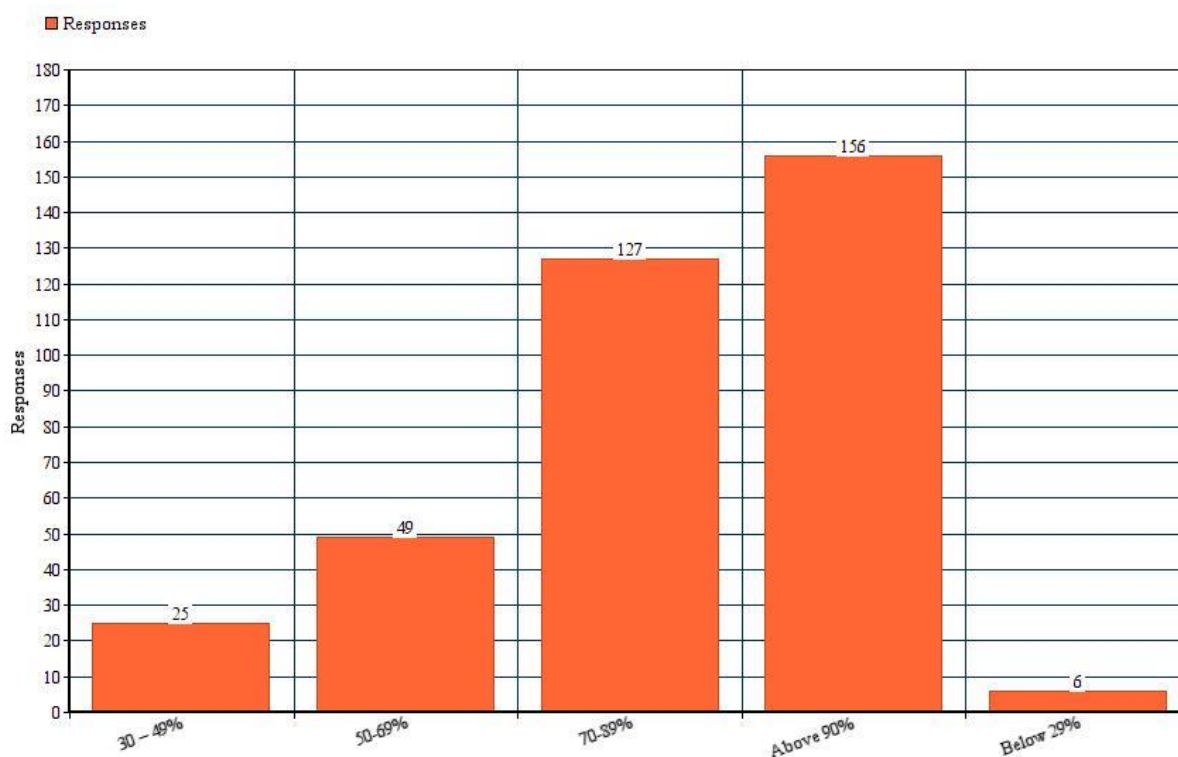

OPTION TEXT	RESPONSES
To a great extent(4)	98
Moderate(3)	148
Some what(2)	86
Very little(1)	20
Not at all(0)	7
Total	**359**

19.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
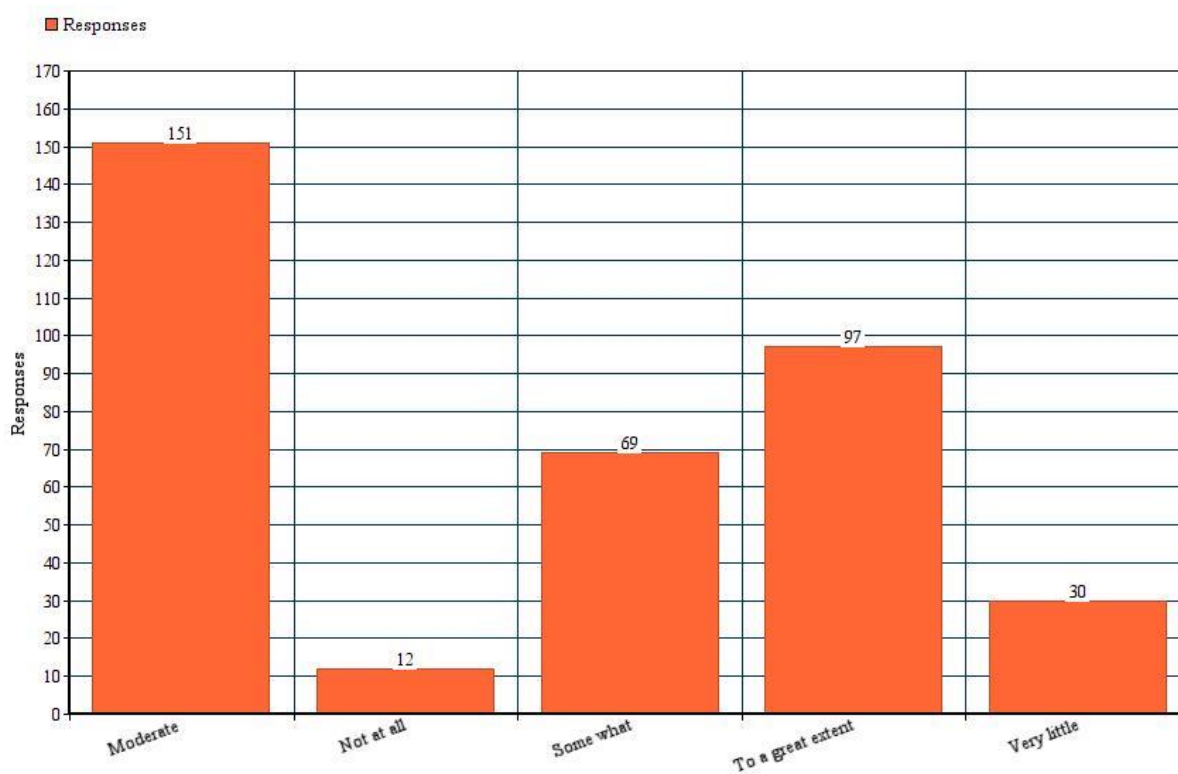
OPTION TEXT	RESPONSES
To a great extent(4)	97
Moderate(3)	151
Somewhat(2)	69
Very little(1)	30
Not at all(0)	12
Total	**359**

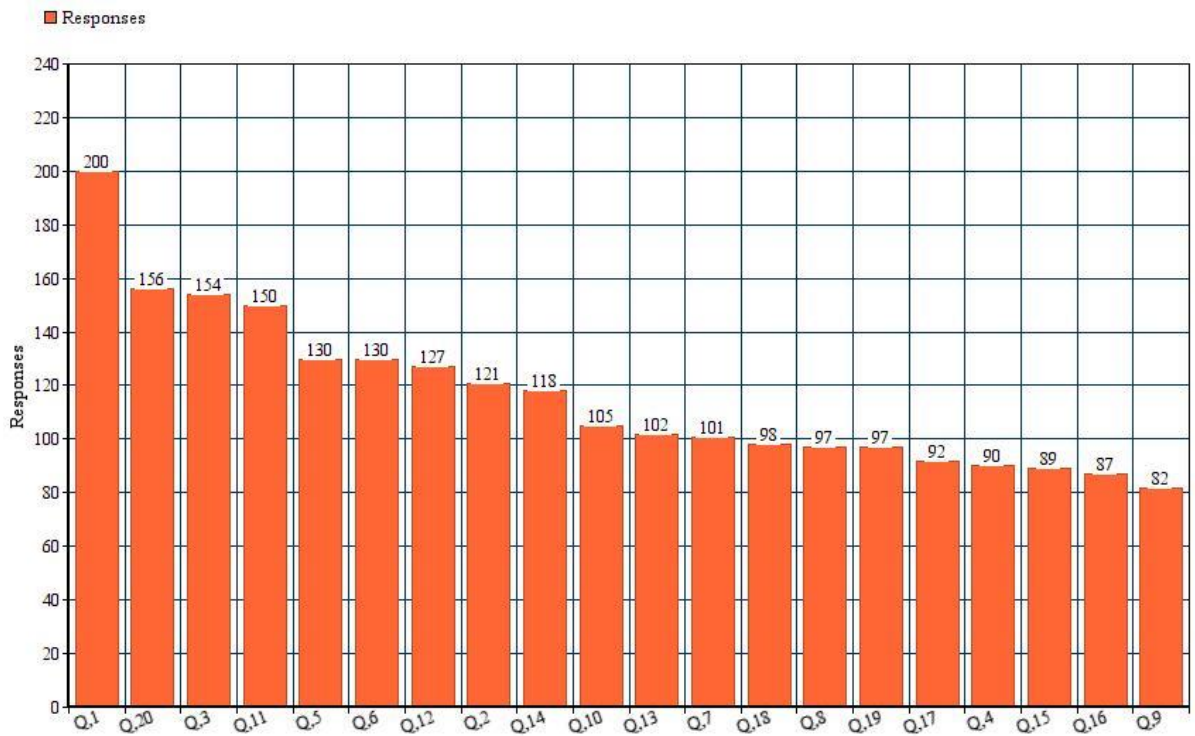20. What percentage of teachers use ITC tools such as LCD projector, multimedia etc, while teaching

OPTION TEXT	RESPONSES
Above 90% (4)	156
70-89% (3)	127
50-69% (2)	49
30 – 49% (1)	25
Below 29% (0)	6
Total	**363**

SL.NO	QUESTION	NO. OFSAMPLES WITHHIGHEST RATNG(4)
1	1. How much of the syllabus was covered in the class?	200
2	20. What percentage of teachers use ITC tools such as LCD projector, multimedia etc, while teaching	156
3	3. How well were the teachers able to communicate?	154
4	11. Your mentor does a necessary follow-up with an assigned task to you	150
5	5. Fairness of the internal evaluation process by the teachers	130
6	6. Was your performance in assignments discussed with you?	130
7	12. The teachers illustrate the concepts through examples and application	127
8	2.How well did the teachers prepare for the classes?	121
9	14. The teachers identify your strengths and encourage you with providing right level of challenges	118
10	10. Teachers inform you about expected competencies, course outcomes and programme outcomes	105
11	13. Teachers are able to identify your weaknesses and help you to overcome them	102
12	7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students	101
13	18. The institute/ teachers use student centric methods such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences	98
14	8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth	97
15	19.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	97
16	17. The overall quality of teaching-learning process in your institute is very good	92

17	4.The teacher's approach to teaching can be best described as	90
18	15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process	89
19	16. Teachers encourage you to participate in extracurricular activities	87
20	9. The institution provides multiple opportunities to learn and grow	82

This is a graphical representation of students' feedback from highest response to the lowest response.
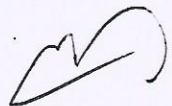
Students have appreciated their highest for the How much of the syllabus was covered in the class? and the second in order is the **What percentage of teachers use ITC tools such as LCD projector, multimedia etc, while teaching**. All the questions given in the table below are performing satisfactorily, and of all the samples collected, questions numbered 1 to 8 have been given the highest rating . However, questions numbered 9 to 20 are performing less. The report will be placed before the concerned authorities for continuous improvement in the areas where the questions are underperforming.

RECOMMENDATIONS FOR THE UNDERPERFORMING QUESTIONS

1) Teachers need to review and discuss the performance of the students post internal assessment for the purpose of maintaining transparency.

2) Mentor-mentee program to be strengthened.

3) Teachers to enhance the use of ICT tools and advanced audio visual aids.

4) Innovative teaching methods can be tried by teachers.

5) Students to be well oriented about the course and program outcomes along with the relevant career opportunities.

6) The institution must encourage the students to participate in student exchange programs and field visits to provide them necessary exposure needed.

7) Advanced performers should be encouraged to explore more opportunities.

8) Institution must create an environment for the overall improvement in the personality of the students.

9) Extracurricular activities are to be promoted by the teaching faculty.

ROLE OF IQAC COMMITTEE

The above recommendations have been placed before the IQAC Committee to resolve the concerns observed from the Student Satisfaction Survey. The IQAC Committee will strive to achieve better standards and create an environment for holistic development of the students.

Dean and Director
The Oxford Dental College, Bommn
Hosur Road Bengaluru - 560 06&