



Fergusson College (Autonomous), Pune
Internal Quality Assurance Cell

Report of Student Satisfaction Survey (SSS)

1	Questionnaire	
2	Report of faculty of Arts	
3	Report of Faculty of Science	

Key Indicator - 2.7.1

Under Criterion II of Teaching – Learning and Evaluation

Guidelines for Students

The Internal Quality Assurance Cell (IQAC), as part of ongoing quality enhancement process, is conducting a Student Satisfaction Survey (SSS) regarding Teaching – Learning and Evaluation, which will help to upgrade 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.

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 for improvements and quality enhancement; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

Following are questions for online Student Satisfaction Survey (SSS) regarding teaching-learning process in the College under various Academic Programmes (BA, BSc, B.Voc, MA and MSc)

1. How much of the syllabus was covered in the Class?
 - 4 – 85 to 100%
 - 3 – 70 to 84%
 - 2 – 55 to 69%
 - 1– 30 to 54%
 - 0 –Below 30%

2. How well did the teachers prepare for the classes?
 - 4 –Thoroughly
 - 3 – Satisfactorily
 - 2 – Poorly
 - 1 – Indifferently
 - 0 – Won't teach at all

3. How well were the teachers able to communicate?
 - 4 – Always effective
 - 3 – Sometimes effective
 - 2 – Satisfactorily
 - 1– Generally ineffective
 - 0– Needs Improvement.

4. How effective were the teaching -learning methods?
 1. Always effective
 - 3 – Sometimes effective
 - 2 – Satisfactorily
 - 1– Generally ineffective
 - 0– Needs Improvement.

5. The teachers illustrate the concepts through problem solving, case studies, relevant literature, peer learning, examples and applications.
 - 4 – Every time
 - 3 – Usually
 - 2 – Occasionally/Sometimes
 - 1– Rarely
 - 0 – Never

6. What percentage of teachers use ICT tools/On Line teaching platforms and E-Resources while teaching-learning
 - 4 – Above 90%

- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%

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

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

8. The teacher's approach to teaching-learning can best be described as

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

9. Flexible methods of Internal Evaluation process conducted by the teacher(s) were.

- 4 – Effective and helped in learning.
- 3 – Difficult but helped in learning.
- 2 – Ineffective
- 1 – Needs Improvement.
- 0 – Unfair

10. The College takes active interest and proactive steps in promoting student opportunities like Internship, Pre-placement and Placement Activities, Field Visits etc.,

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

11. The College/Department conducts skill enhancement learning activities in the form of Guest Lectures, Interaction with Industry Experts, Hands On Training, Industrial Visits and small research projects.

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

12. The teaching and mentoring process in the College facilitates you in cognitive, social and emotional growth.

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

13. The institution provides multiple opportunities to learn and grow.

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

14. Your mentor/teacher does a necessary follow-up with an assigned task to you.

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

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

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

16. Teachers identify your weaknesses and help you to overcome them.

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

17. The College makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process which help in overall development.
- 4 – Strongly agree
 - 3 – Agree
 - 2 – Neutral
 - 1 – Disagree
 - 0 – Strongly disagree
18. Teachers encourage you to participate in Co-curricular and extracurricular activities.
- 4 – Strongly agree
 - 3 – Agree
 - 2 – Neutral
 - 1 – Disagree
 - 0 – Strongly disagree
19. Efforts are made by the College/ Department/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.
- 4– To a great extent
 - 3 – Moderate
 - 2– Some what
 - 1 – Very little
 - 0 – Not at all
20. The overall quality of teaching-learning process in your College is very good.
- 4 –Strongly agree
 - 3 – Agree
 - 2 – Neutral
 - 1 – Disagree
 - 0 – Strongly disagree
21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.
- a)
 - b)
 - c)



Fergusson College (Autonomous), Pune
Internal Quality Assurance Cell
Faculty of Arts

Strengths of College

1. Teachers were well prepared for the class.
2. Teachers are doing the best that they can, preparing for classes, trying to make everything easier and more interesting for us.
3. All teachers help students to improve skills directly or indirectly.
4. The professors are always approachable and are always willing to solve all doubts and queries which has made the online learning experience the best it could have been.
5. The professors also connect to students on an individual level which itself is a great support through this process.
6. Feedback should be conducted during mid semester.

Administration

1. Academic calendar to be shared and followed so that examination, submissions and assignments could be evenly spaced.
2. Moderate gap between two lectures required.
3. Non- teaching staff to be prompt in action and approachable towards students
4. Monitor quality of teaching.
5. Classes must be taken regularly as per the schedule published. This should be monitored by authority
6. Teacher once allocated should not be changed in that semester. Frequent appointments of new teachers lead to break the link between students and teacher. Many at times it happens that teacher for one subject gets changed 2-3 times in a month which leads to extreme chaos.
7. Sociology & English department's professors were replaced overnight without warning the students; it has been extremely unprofessional on the administration's part. Students' learning has been jeopardized several times in my course of three years

Curriculum

1. Syllabus to be upgraded focusing on employability and relevance with reference to current scenario

2. Skill based learning through projects and courses
3. Curriculum based on assignment e.g. Ashoka university and Flame University

Teaching-Learning

1. Reference material/Course material must be provided for all courses.
2. Teachers teaching to English medium courses must communicate in fluent English.
3. Communication needs to be improved.
4. Recording lectures should be mandatory.
5. Interactive teaching methods used.
6. More use of PPT; Using more ICT while teaching will be helpful.
7. Field visit wherever necessary should be implemented.
8. Practical / Activity based teaching – learning to be practiced.
9. Dissertation work should be allowed to all PG students.

Mentoring

1. More efforts should be made in helping students overcome their weaknesses
2. Mentoring sessions need to be strengthened.
3. Starting a Buddy mentor system to pair a junior with the senior for enhancing the academic experiences.

Examination/ Evaluation

1. Students should be allowed to choose flexible assessment method during CE
2. Individual and group presentations for CE 1 evaluation should be given instead of written assignments.
3. Difficulty level of questions set in exam should be in proportion to the level of teaching.
4. Prior notice should be given so that students can get time for preparation
5. Results need to be processed fast

Pre-Placement / Placement / Career Facilitation

1. Career guidance and internship opportunities in the respective field are made available.
2. Guidance for competitive exams / higher studies is needed.
3. Arrange for more placements with variety of industries.
4. Collaboration with reputed think tanks and researchers which can give more proactive environment for a student to develop potential.

5. Arrange workshops to enhance soft skills / life skills of students.

Other Curricular activities

1. Organize guest lectures and expert interactions.

Student Teacher relationship

1. More efforts should be made in helping students overcome their weaknesses.

Suggestions to IQAC

1. Strengthening grievance addressing mechanism -Proactive effort from college's side to engage in and address grievances that have been brought to their notice time and time again to no avail.
2. Good training of ICT should be given to teachers.
3. Training should be provided to teacher in dealing with mental health of the students.
4. Arrange workshop on “Communication in English”.



Fergusson College (Autonomous), Pune
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Faculty of Science

Strengths of College

1. Good Teaching quality and knowledgebase.
2. Efforts taken by teachers for online mode of teaching is appreciated.
3. Having a mentor has given us an opportunity to improve academically.

Administration

1. Moderate gap between two lectures.
2. Students find online lecture timings overwhelming, requesting more time for self - study.
3. Teacher in charge for problem solving e.g. issuing Team ID to student.
4. Absence of CHB / specialised teacher.
5. Teachers were made to teach subjects which are not their specialization.

Teaching-Learning

1. Teacher should ensure better internet connectivity and good microphone.
2. Study material must be provided, in advance.
3. Recording lectures should be compulsory.
4. Before starting lecture, revision of earlier lecture should be taken briefly.
5. Separate doubt solving/problem solving sessions should to be arranged.
6. Weekly MCQ based test or viva/orals, (if possible).

Examination/Evaluation

1. Systematic Internal Evaluation method to be followed.
2. Do not conduct more than two papers at a time.
3. Students should be given opportunity for choosing assignment type/internal evaluation type/method.
4. Prior intimation of assessment much in advance should be given.
5. Regular tests should be taken.
6. Results are not declared on time.
7. Network and Server issue during examination should be resolved.

Pre-Placement / Placement / Career Facilitation

1. Career guidance and internship opportunities in the respective field.
2. Activities enhancing skill set in absence of offline practical.
3. Efforts should be made to inculcate life skills and employability skills.
4. Guidance for Competitive exams / higher studies.
5. Bring research opportunities in collaboration with Industries for a practical, industry-centric approach to innovation.

Other Curricular activities

1. Organize guest lectures.
2. Arrange online workshops.
3. Organize extracurricular activities.

Student Teacher relationship

1. Approachability for and sensitivity towards student issues.
2. Give attention to special needs of international students.
3. Guidance for addressing mental health issues.
4. Effective Student teacher interaction.

Suggestions to IQAC

1. Workshop to be taken for teachers for Online teaching techniques, Communication skills and Interactive session – students' participation.
2. Teaching should be based on course outcomes.
3. Points mentioned in Teaching learning feedback need to be considered and solution to be provided.
4. Some of the teachers could not explain their subjects well and never improved although we provided the feedback for every semester



Fergusson College (Autonomous), Pune
Internal Quality Assurance Cell
Satisfaction Score for Student Satisfaction Survey

Faculty of Arts			
	Scope of Improvement	Scale of 5	Rating in %
1	How effective were the teaching -learning methods?	3.34	66.83
2	The teacher's approach to teaching-learning can best be described as	3.42	68.49
3	The College takes active interest and proactive steps in promoting student opportunities like Internship, Pre-placement and Placement Activities	3.25	64.92
4	The College/Department conducts skill enhancement learning activities in the form of Guest Lectures, Interaction with Industry Experts, Hands on Training and small research projects	3.29	65.79
5	The teaching and mentoring process in the College facilitates you in cognitive, social and emotional growth.	3.43	68.57
6	The teachers identify your strengths and encourage you with providing right level of challenges	3.34	66.83
7	Teachers identify your weaknesses and help you to overcome them.	3.31	66.11
8	Efforts are made by the College/ Department/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work	3.39	67.86

Faculty of Science

	Scope of Improvement	Scale of 5	Rating in %
1	How effective were the teaching -learning methods?	3.26	65.27
2	The teacher's approach to teaching-learning can best be described as	3.31	66.27
3	The College/Department conducts skill enhancement learning activities in the form of Guest Lectures, Interaction with Industry Experts, Hands on Training and small research projects.	3.39	67.84
4	The teaching and mentoring process in the College facilitates you in cognitive, social and emotional growth	3.19	63.81
5	The teachers identify your strengths and encourage you with providing right level of challenges.	3.29	65.77
6	Teachers identify your weaknesses and help you to overcome them.	3.37	67.42