

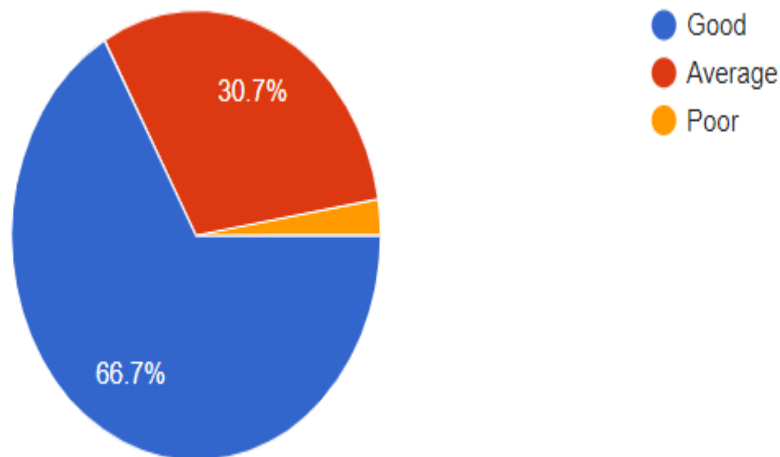
Dombivli Shikshan Prasarak Mandal's
K.V. Pendharkar College of Arts, Science and Commerce (Autonomous)
Dombivli, Thane 421203
Student's Satisfaction Survey (2020-2021)

1. Mode of feedback: Google Form was designed to obtain feedback. Students' feedback was invited online through Google form. Staff members assigned with duties of feedback process completed the analysis.

2. Response: In all, 2314 responses were received from the students of all the undergraduate and post-graduate classes. The survey was conducted on admission procedures, teaching learning and examinations which all were conducted through the online mode. Owing to COVID -19 pandemic, physical facilities on the campus were not available to the students. As a result, the survey did not include these categories.

3. Analysis of Feedback: Data obtained in the feedback process was analyzed with percentage analysis. Bar diagrams pie charts were used to present interpretation and findings of the feedback.

1. Rate the Online Admission Procedure implemented by the college.



Good – 66.7%

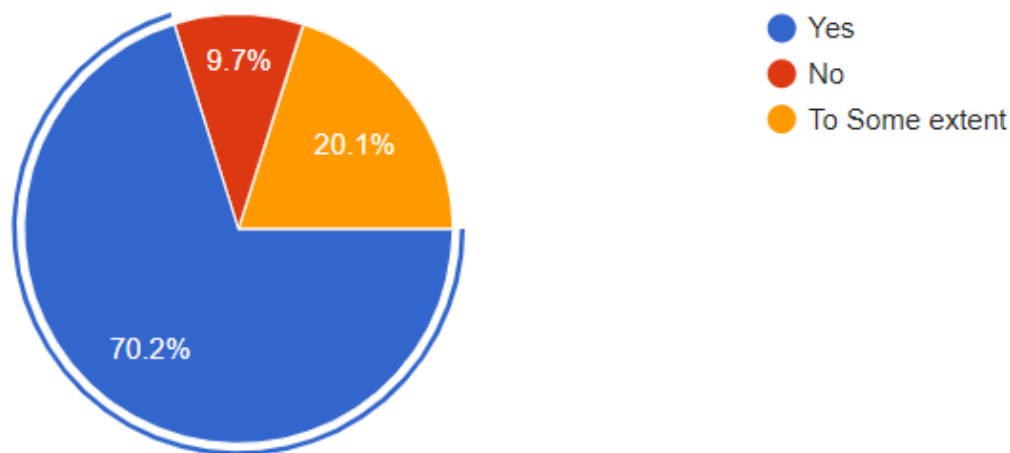
Average – 30.7%

Poor – 2.6%

For the first time, admissions were given through online mode. The admission form was made available on the college website. The students were also encouraged to pay their fees through an online payment gateway.

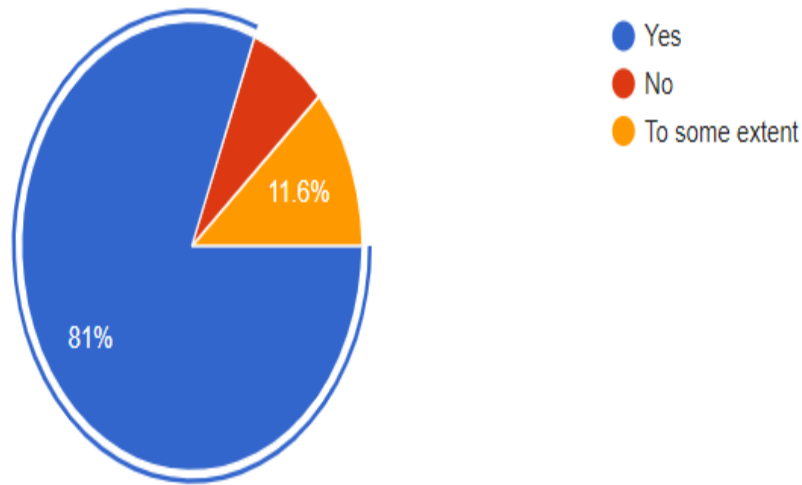
As many of the parents had to move to their native places due to pandemic, this online procedure for admission proved to be useful and convenient for the parents and the students.

2. Was the Help- desk Assistance useful in the admission procedure?



As the online admission procedure was new for the students, the help desk assistance was provided to them during the admission. The teachers from the admission committee were assigned the task of solving the queries related to uploading the documents for admission, paying the fees etc. Many of the students used this help desk facility whenever they encountered any problems. The feedback given by the students, reveals that the help desk assistance provided by the college was really useful to them.

3. Were you satisfied with the number of lectures scheduled per day?



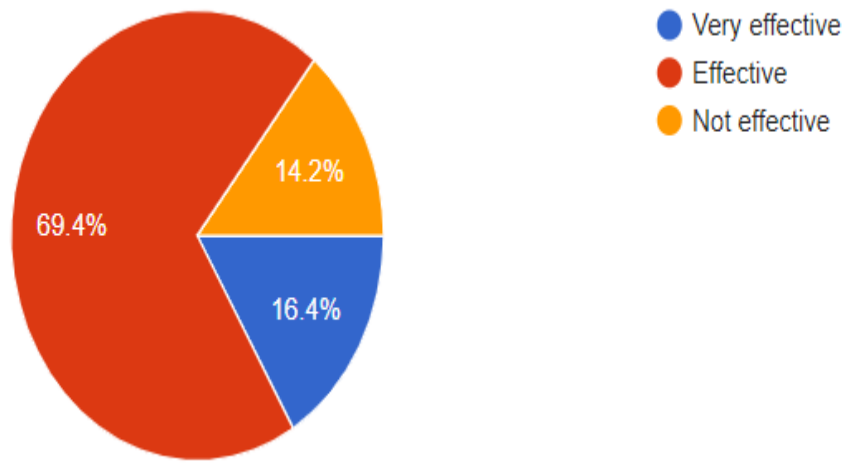
Yes – 81%

No – 11.6%

To some extent – 7.4%

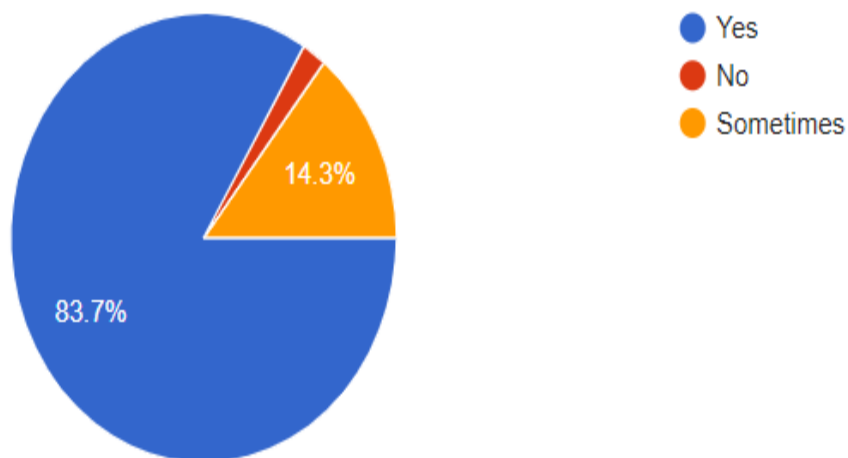
The College Time Table Committee deliberately designed the daily lecture schedule in such a manner that, students would not feel fatigued attending the lectures online, as it was difficult for many of the students to adjust and adapt themselves with the newly introduced online teaching mode. The feedback received from the students, reveals that they are satisfied with the lecture schedule.

4. How effective has been online learning for you?



Online teaching - learning was a completely new experience for the students and the teachers alike. Yet, teachers endeavored hard to make online teaching effective. They used innovative methods like PowerPoint presentations, online quizzes, video clips to avoid monotony in teaching and making online teaching interesting and fruitful.

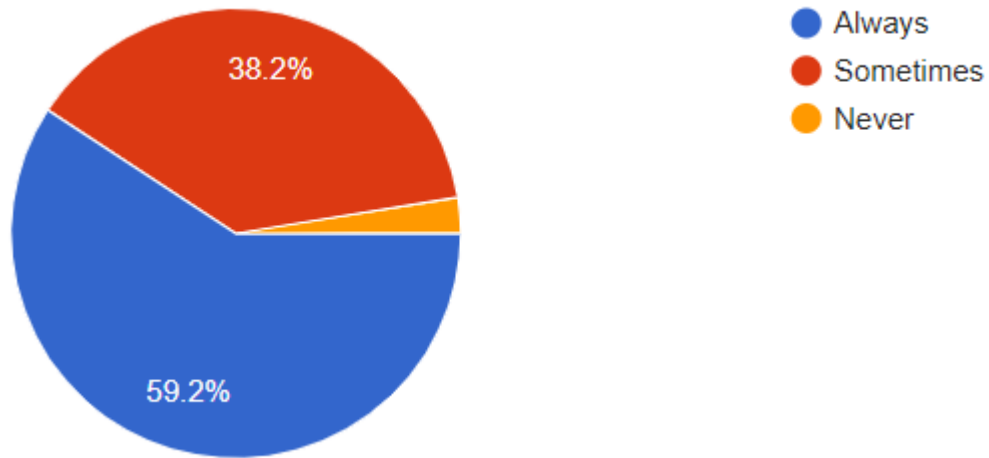
5. Did teachers provide you with study/reference material?



No- 2%

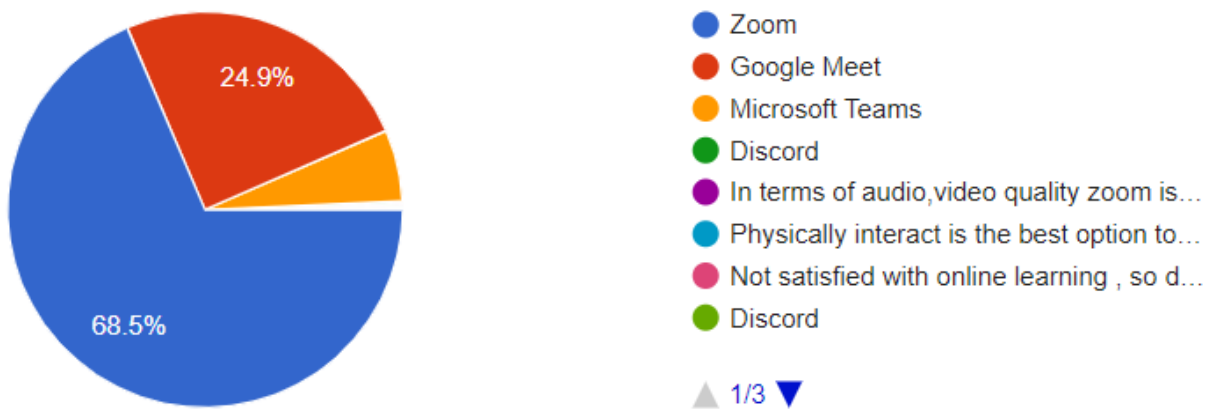
Most of the teachers offered study and reference material to the students even though lectures/practical sessions were conducted online. They provided the material to the students in soft copies. Slides were also shared to the students for ready reference.

6. If yes, was the material helpful for studying from home?



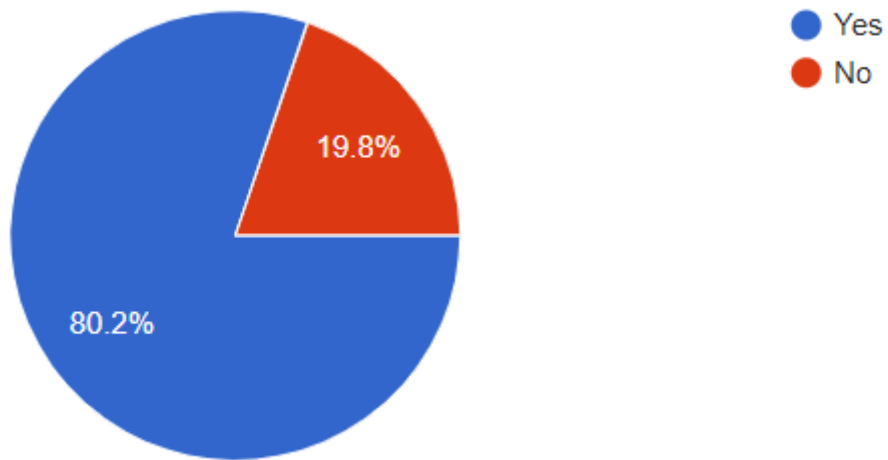
This chart shows that, the study material which was provided to the students was helpful to them at least to some extent.

7. Which platform is better for online education in terms of clarity, buffering, noise and features?



The data reveals that, Zoom is the platform preferred by the students for online lectures. A majority of the teachers in our institution have been using this platform and students are finding it convenient and user friendly.

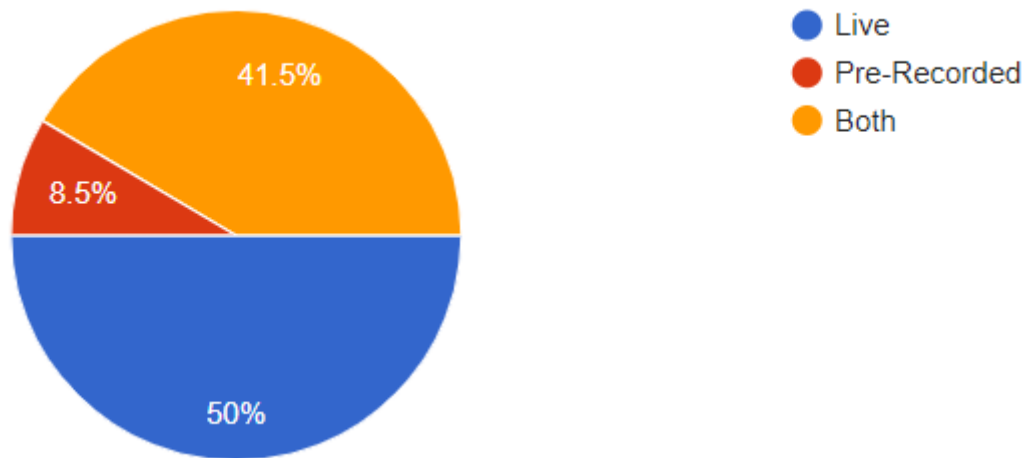
8. In future would you prefer blended (Online + Offline) learning?



The feedback received from the students indicates that, they are willing for blended learning that will harness the benefits of both online and offline methods of teaching.

So even after the pandemic ends and the teachers switch back to regular offline classroom teaching, the institution plans to continue with online teaching too, as a supplement to offline mode of teaching.

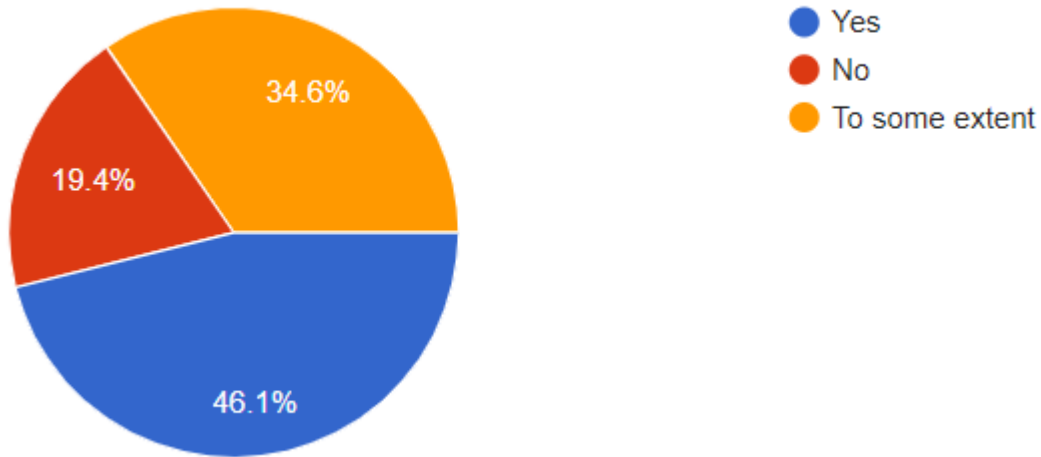
9. Which type of online lecture will be preferred by you?



The above pie chart shows that students prefer live online lectures. This might be because, during live lectures students get an opportunity to interact and discuss the topic with the teachers and fellow students, and get their doubts addressed immediately.

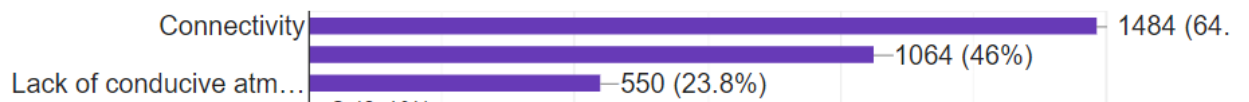
Along with live lectures, students seem to have an inclination towards pre-recorded lectures too, as these lectures facilitate students to learn leisurely at their own pace. The major benefit of pre-recorded lectures is that students can refer to them as per the availability of the internet.

10. Does the online mode of learning offer better flexibility in learning?



According to a majority of the students, online teaching learning offers flexibility to them. This could be mainly because, students have the liberty to study and attend their lectures from any location.

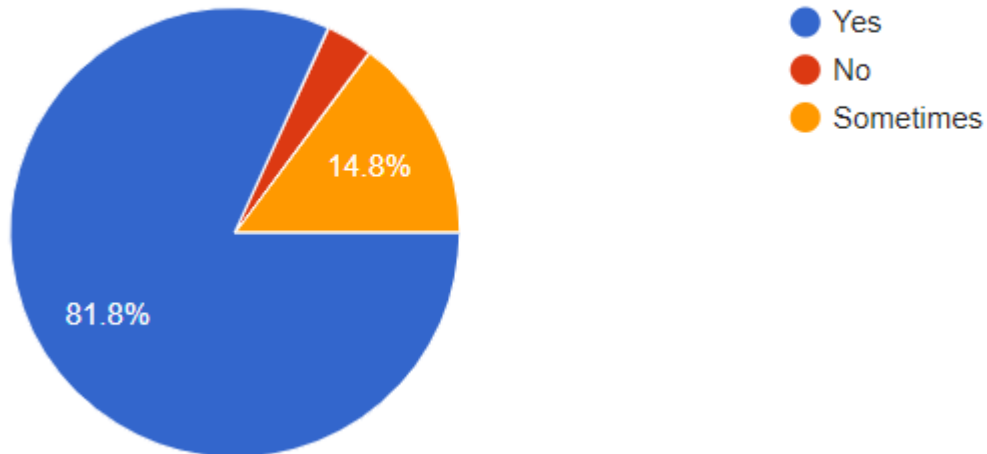
11. What are the major challenges faced in online learning?



The feedback received from the students reveals that the major challenges faced by the students in online learning are:

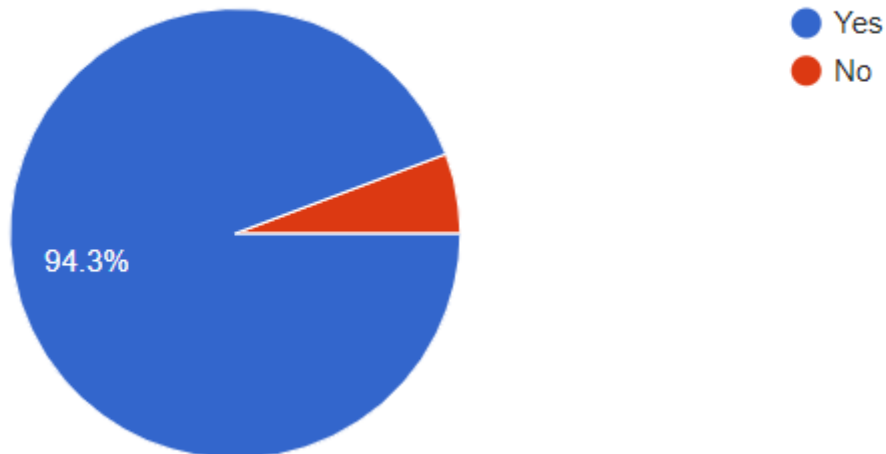
- Connectivity – 64%
- Difficulty in understanding certain concepts – 46%
- Lack of conducive atmosphere – 23.8%

12. Were your teaching staff approachable/accessible to you in online environment to solve doubts/queries?



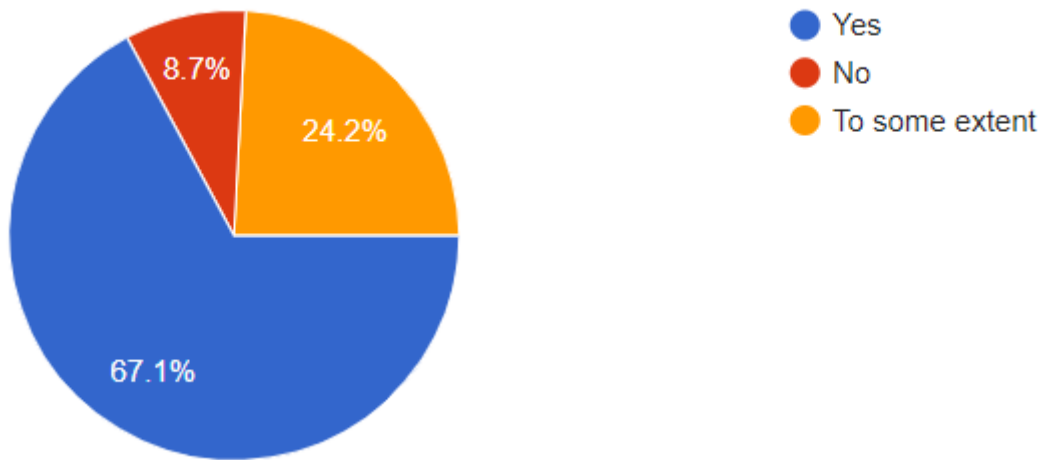
From this chart, we can clearly infer that the teachers have been very supportive and approachable. They willingly extended help to the students and addressed their doubts and queries while teaching through the online mode.

13. Did the teachers involve/encourage you in active participation?



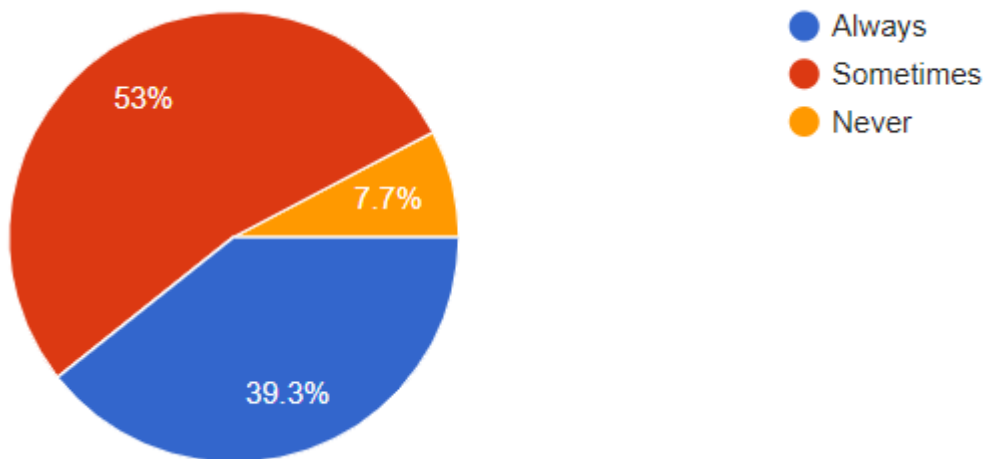
This pie chart signifies that, the teachers were successful in keeping the online class active. They kept the students engaged and attentive even in the virtual environment and made them participate in the classroom interaction.

14. Were your teachers innovative to make online learning more effective/ interesting?



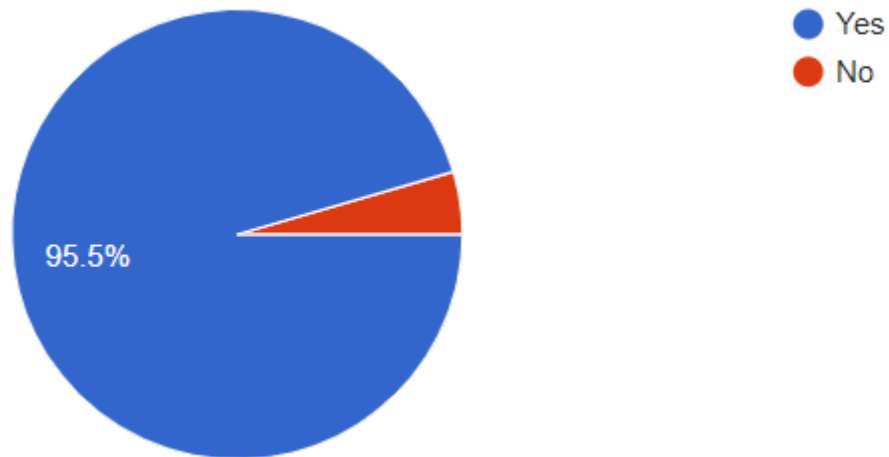
A large number of students feel that the teachers have succeeded in making the online lectures effective. The teachers employed various innovative tools like audio visual clips, quizzes so as to make the online sessions interesting.

15. Were you randomly pinpointed by the teachers to check your active participation?



This chart indicates that the teachers were keen about active participation of the students in the online classes. They randomly pinpointed the students so as to ensure that they are attentive and understand the concepts clearly.

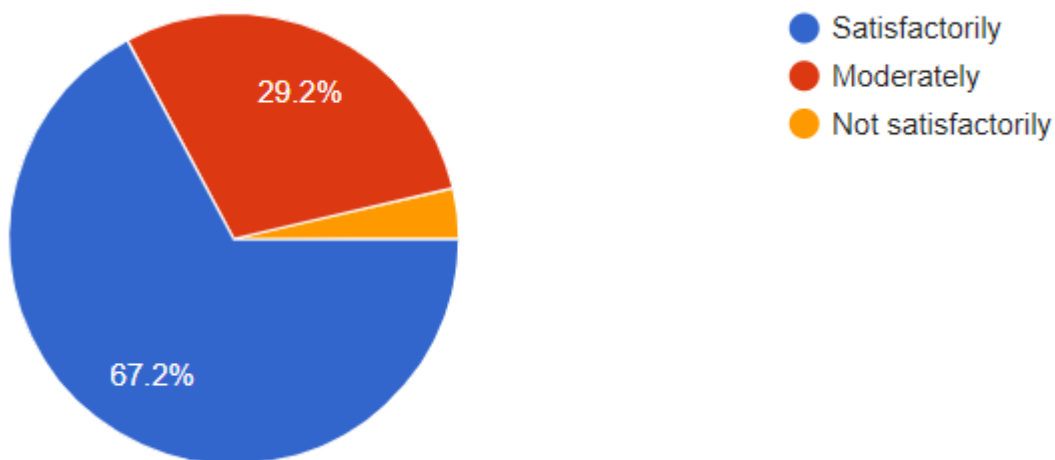
16. Did the concerned teachers orient/help/guide you before the exams to make you understand online exam system easily?



During this academic year, examinations were also conducted online. This examination pattern of online assessment was entirely new to the students. Hence, in order to make them acquainted with the system, and to reduce exam anxiety, detailed orientation lectures were organized by the teachers.

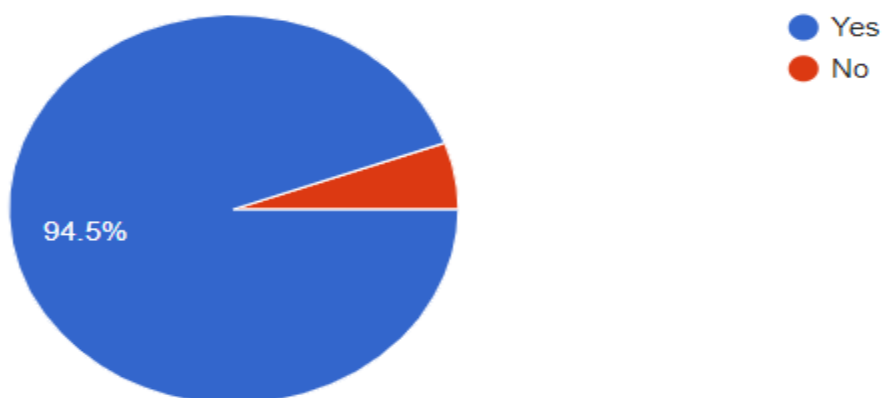
The students' data confirms that the lectures were conducted by the teachers.

17. How well were you briefed by the teachers on the new examination pattern?



In the orientation lectures, students were briefed by the concerned teachers regarding the examination and the feedback from the students reveals that this was done to the satisfaction of the students.

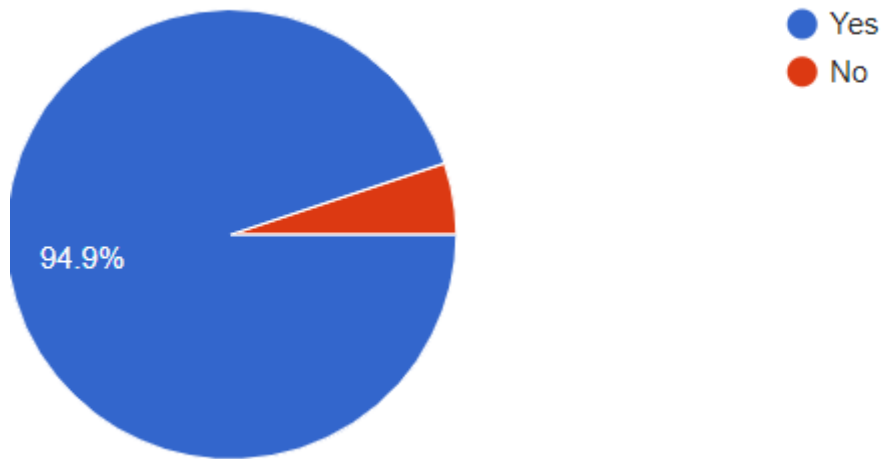
18. Was the mock test conducted (during the first term) beneficial to you?



Even in the regular, offline mode of examination, students face exam related stress and anxiety. Such challenges get aggravated in online environment due to technical glitches.

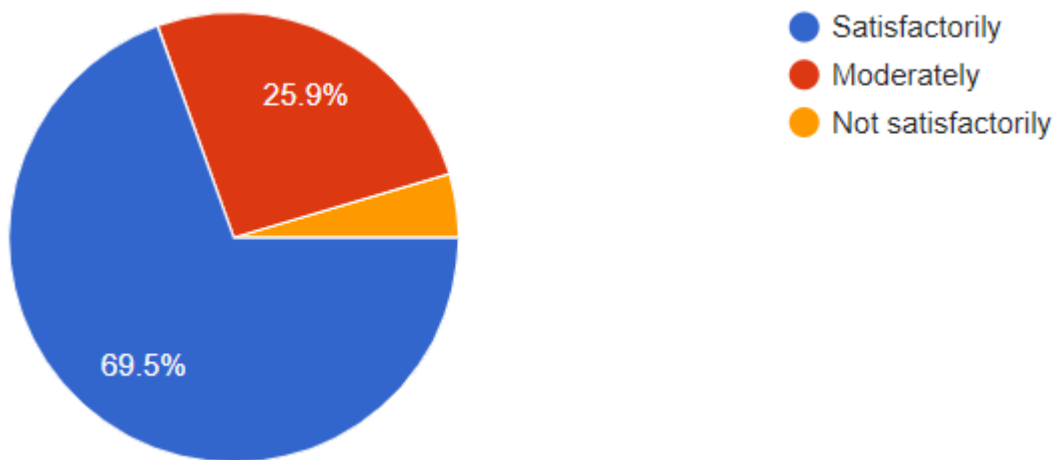
In order to address such problems our institution conducted mock examination that made the students acquainted with the online examination system; and the students found this mock test immensely useful.

19. Was the digital delivery of the question paper 'on time' during exams?



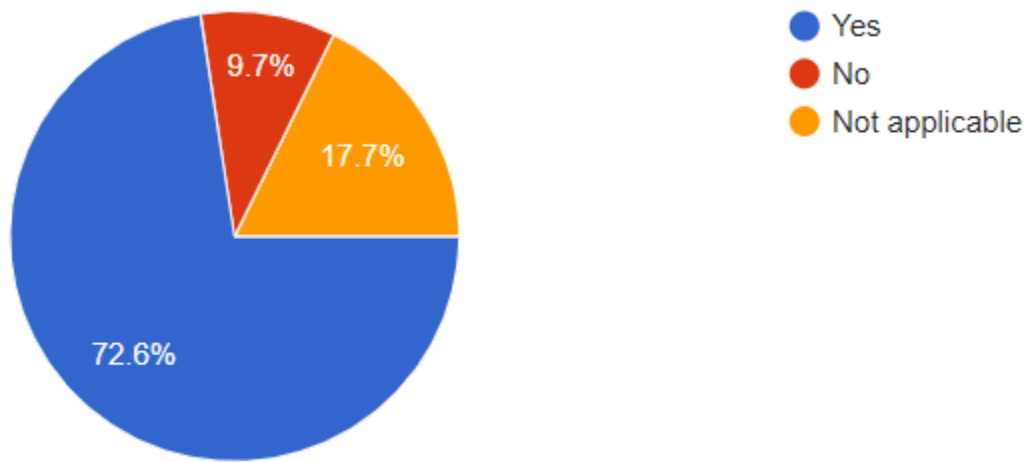
This chart indicates that the examination department was very punctual and prompt in sending the link of the question papers to the students on time.

20. How well did the college respond to technical difficulties faced by you during exams?



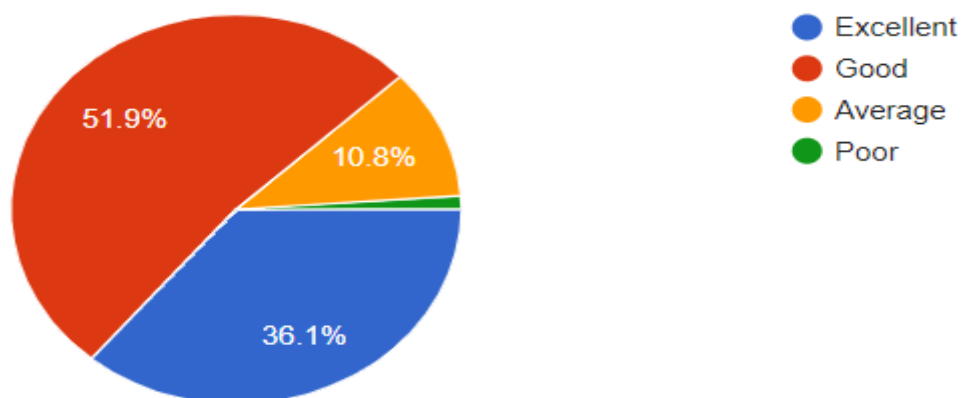
Some of the students had to face technical problems during the online examinations. Sometimes they encountered a difficulty in submitting the answer- paper online due to unavailability of the network. But the teachers were supportive of the students in addressing such problems.

21. Were appropriate measures implemented by the college to conduct re-examination on technical grounds?



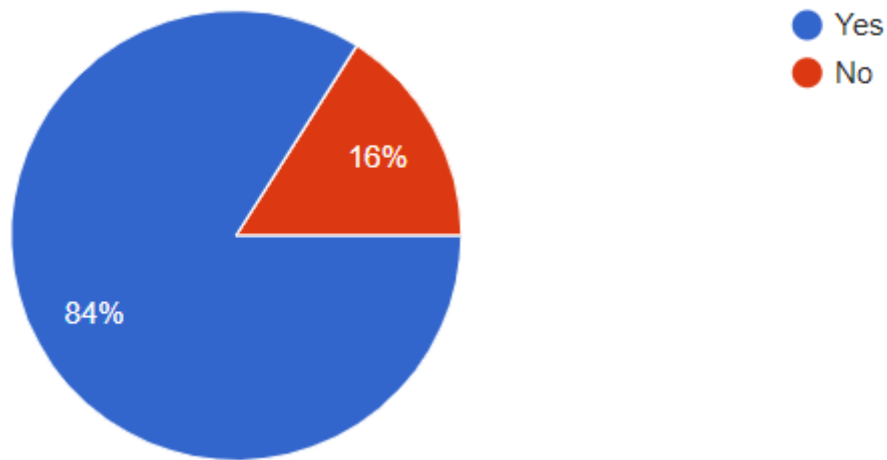
In some cases, the students were not in a position to appear for the online examination due to certain technical reasons like poor network connection, unavailability of the device etc. In such situations, the students were given an opportunity to appear for the re- examination as is revealed by the above chart.

22. Your overall impression about the online examination system implemented by the college:



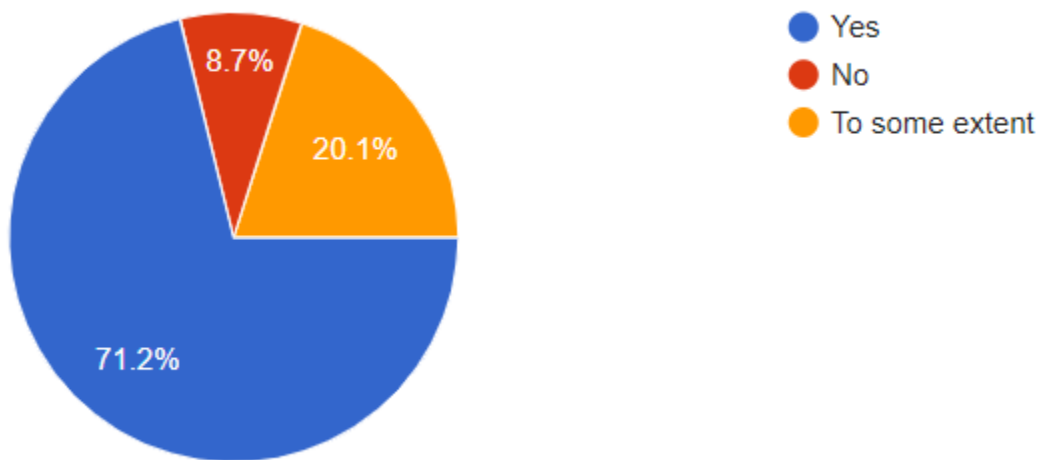
The students seem to be fairly satisfied with the overall conduct of the examination through the online mode.

23. Was the time limit for the online examination sufficient?



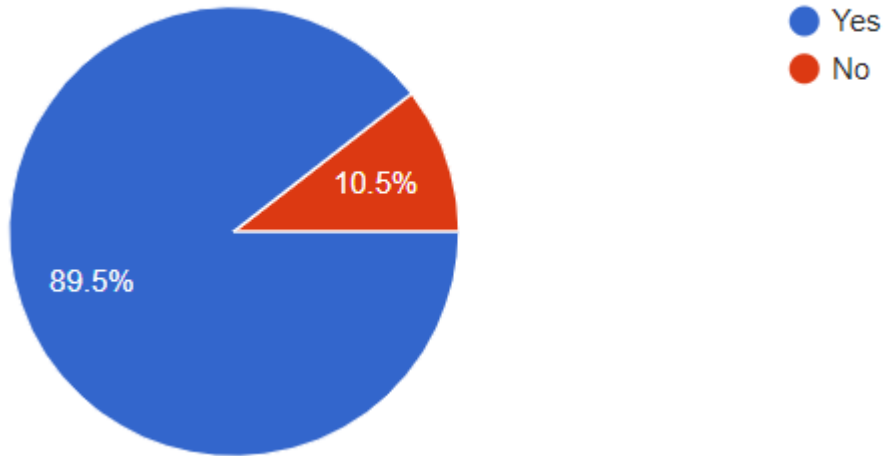
The time limit given for the examination was strictly as per the university guidelines and most of the students appear to be satisfied with the allotted time limit. However, the feedback given by the students of Accountancy and Mathematics reveals that they need more time to solve the question paper.

24. Do you find the college website user - friendly?



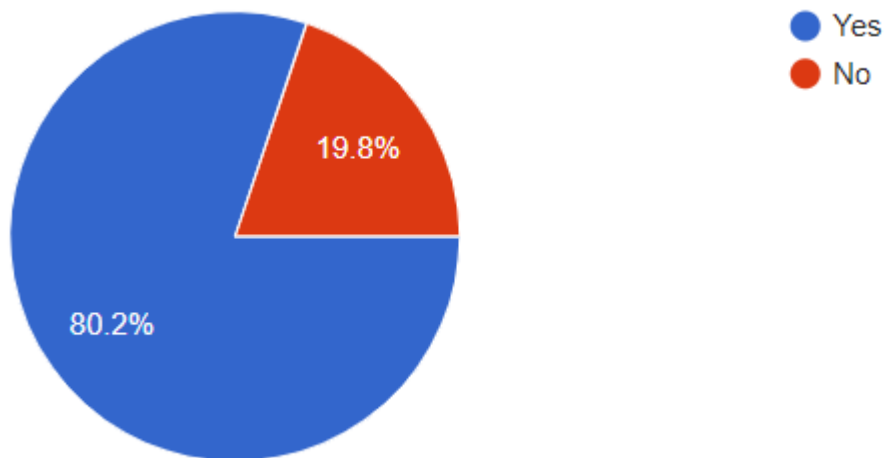
The above chart clearly reveals that, a majority of the students find the college website user - friendly.

25. Does the college website offer adequate information about the college and the courses that it offers?



According to a majority of the students, the college website provides adequate information about the college and the courses that it offers.

26. In future would you like to continue with the online admission procedure?



The chart above illustrates that a majority of the students find online admission procedure convenient and they would like to continue with the same system in future, as well.

**27. Offer your comments / suggestions (if any) on the following: Online Admissions/
Online Exams/ Online Teaching-Learning/ Other**

A separate table that compiles the note-worthy comments and suggestions is presented below:

Online Admissions	Online teaching	Online Examinations	Other
Online admissions are preferred by the students but some of them faced problems while uploading documents and paying fees.	A majority of the students comment that, they are thankful to the teachers for being supportive and helpful in the difficult times of the pandemic.	Students state that, more time should be allotted for the online examinations of subjects such as Mathematics and Accountancy.	Quite a few students desire that the fees should be reduced as many of the physical facilities are not in use.
Students suggest that the fee receipt should be provided in PDF.	Some of the students suggest that, the recording of online lectures should be made available.	Students desire that, the examination form should be made available online.	Some of the students wish online events/ fests/ competitions to be organized.
	A few students state that, they need more study material from the teachers as the hard copies of the textbooks/reference books are not available.	At the time of conducting the online examination (through Google forms), students should be asked to keep their cameras on, in a concurrent zoom meeting in order to avoid examination malpractices.	Some students from open category desire some concession in the fees.
	Quite a few students suggest that, good internet facility should be provided to the teachers, so that the lectures do not get interrupted.		One of the students is not able to adapt himself/ herself with the online mode of education. His/her comment reveals that, s/he is utterly depressed and s/he is apprehensive of failing in the examination.
	Students also opine that, there should be a fixed schedule for the lectures and that lectures should not get cancelled on the eleventh hour.		Some students suggest that the college website should be updated regularly.
	A large number of the students from the Science faculty feel that, practical sessions can be conducted more effectively through videos in which teachers can give live demonstration.		

Sd/

Prof. B.T. Shirsath

IQAC Coordinator and Vice Principal

Sd/

Dr. S.S. Mahajan

I/C Principal