



CHARUSAT
CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY

**STUDENT SATISFACTION
SURVEY REPORT
(2020-21)**

CHARUSAT believes that there is a substantial relationship between students' satisfaction and academic excellence. A student satisfaction survey is conducted on regular basis to measure students' satisfaction with their educational experience, establishing a measurable benchmark in areas such as curriculum, facilities, and access to academic resources, as well as the quality and availability of extracurricular activities. The survey includes the NAAC-recommended questionnaire to improve higher education quality. A student must respond to all the questions by selecting the most appropriate of the five responses given in the following format with her/his sincere effort and thought. The questionnaire is divided into two parts: 1) Teacher specific for a particular course, and 2) Institute/Institution specific. Furthermore, a qualitative question is included to provide the student an opportunity for providing suggestions or improvements and mention weaknesses of the institute concerning the teaching-learning process. The questions, as well as the responses given by the students, are as follow:

Sr. No.	The teacher:	Completely Agree	Agree upto 75%	Agree upto 50%	Agree upto 25%	Completely Disagree
1	Effectively utilizes the classroom interaction time for syllabus transaction; illustrate the concepts through examples & applications and creates interest in the course.					
2	Is able to communicate well with the students.					
3	Makes efforts to inculcate life skills and employability/ Professional skills to make you ready for the world of work.					
4	Comes prepared for the class and has helpful approach to the students.					
5	Discusses about expected competencies, Course outcomes, Program outcomes and lesson planning					



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	with the students.					
6	Utilizes student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.					
7	Identifies your strengths and encourages you with providing right level of challenges.					
8	Identifies your weaknesses and helps you to overcome them.					
9	Encourages you to participate in co- curricular and extracurricular activities.					
10	Does a necessary follow-up with you for an assigned task.					
11	Discusses the answers of test after showing evaluated answer book.					
12	Is fair in evaluation aspects of internal examination.					
The Institute/ Institution:						
1	Takes an active interest in promoting internship, student exchange, field visit opportunities for students.	Regula rly	Often	Some times	Rarel y	Never
2	The teaching and mentoring process facilitates you in cognitive, social and emotional growth.	Signifi cantly	Very well	Mode rately	Margi nally	Not at all
3	Provides multiple opportunities to learn and grow.	Strongl y agree	Agree	Neutr al	Disag ree	Strongly disagree
4	Makes an effort to engage students in the monitoring, review and continuous quality improvement of the teaching- learning process.	Strongl y agree	Agree	Neutr al	Disag ree	Strongly disagree
5	The overall quality of teaching-learning process is very good.	Strongl y agree	Agree	Neutr al	Disag ree	Strongly disagree



6	The percentage of teachers using ICT tools such as LCD projector, Multimedia, etc. while teaching.	Above 90%	70 – 89%	50 – 69%	30 – 49%	Below 29%
7	The percentage of the syllabus covered in the class.	85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%
8	Give three observation / suggestions to improve the overall teaching – learning experience in your institution.					

The responses given by the students on a ten-point scale are as follow:

Sr. No.	Question	Average score (Out of 10.00)	Standard Deviation
1	Effectively utilizes the classroom interaction time for syllabus transaction; illustrate the concepts through examples & applications and creates interest in the course.	9.11	1.55
2	Is fair in evaluation aspects of internal examination?	8.98	1.60
3	Makes efforts to inculcate life skills and employability/ Professional skills to make you ready for the world of work.	8.93	1.67
4	Comes prepared for the class and has helpful approach to the students.	8.99	1.64
5	Discusses about expected competencies, Course outcomes, Program outcomes and lesson planning with the students.	8.95	1.66
6	Utilizes student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	8.91	1.69
7	Identifies your strengths and encourages you with providing right level of challenges.	8.82	1.77
8	Identifies your weaknesses and helps you to overcome them.	8.79	1.79
9	Encourages you to participate in co- curricular and extracurricular activities.	8.89	1.73
10	Does a necessary follow-up with you for an assigned task?	8.97	1.65



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11	Discusses the answers of test after showing evaluated answer book.	8.9	1.75
12	Is able to communicate well with the students?	9.04	1.65
13	Takes an active interest in promoting internship, student exchange, field visit opportunities for students.	8.73	1.88
14	The teaching and mentoring process facilitates you in cognitive, social and emotional growth.	8.58	1.62
15	Provides multiple opportunities to learn and grow.	8.89	1.45
16	Makes an effort to engage students in the monitoring, review and continuous quality improvement of the teaching- learning process.	8.81	1.55
17	The overall quality of teaching-learning process is very good.	8.82	1.51
18	The percentage of teachers using ICT tools such as LCD projector, Multimedia, etc. while teaching.	8.75	1.76
19	The percentage of the syllabus covered in the class.	9.41	1.16
20	Give three observation / suggestions to improve the overall teaching – learning experience in your institution.		

Various suggestions were given by the students to improve overall teaching-learning quality. Largely the students expressed their gratification in the teaching, learning, and evaluation aspects adopted in the university. However, certain aspects emphasized by the students were: To organize inter-department events; To enhance more hands-on activities; To emphasize research-oriented activities; To boost opportunities for a student exchange program with other universities, etc.

Thus, in general, the students expressed their satisfaction with an overall satisfaction score of 8.9 on the scale of 10.



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