



(Accredited with Grade 'A' by NAAC)

### Student Satisfaction Survey Report - Key Indicator - 2.7.1 Session- 2020-2021

Students Satisfaction Survey has been conducted by Amity University Haryana IQAC on the format given by NAAC. The SSS questionnaire which consist of 20 objective & one subjective question has been used which is available on NAAC website. The survey was conducted with the help of Microsoft form, which was designed as per guidelines and the link was circulated among students from 17 institutes.

**Sample:** Sample for the student satisfaction Survey consists of 948 students from all the 17 departments of the University.

**Data Analysis:** There are 20 objective questions and students' response were taken on a scale of 4 to 0, with the most positive response rated as 4 and most negative response rated as 0. The average satisfaction percentage for each question was calculated and the overall satisfaction percentage was arrived at. In addition, average percentage for each scale was also calculated for better insights.

#### Result:

**Table 1-** Shows Item wise Satisfaction and Dissatisfaction level of 20 items (mentioned in table 1). The maximum satisfaction % obtained is 99.8 % for item no. 3 which stands for "Teachers Communication Skill". The minimum satisfaction % obtained is 90.1 % for item no. 11 which stands for "Necessary follow-up of students with an assigned task.". The overall satisfaction % value is 95.7 % which shows, out of 948 students who participated in the survey 919 students have positive satisfaction level for the university.

**Table 2-** Shows average percentage for each scale to understand student satisfaction levels.

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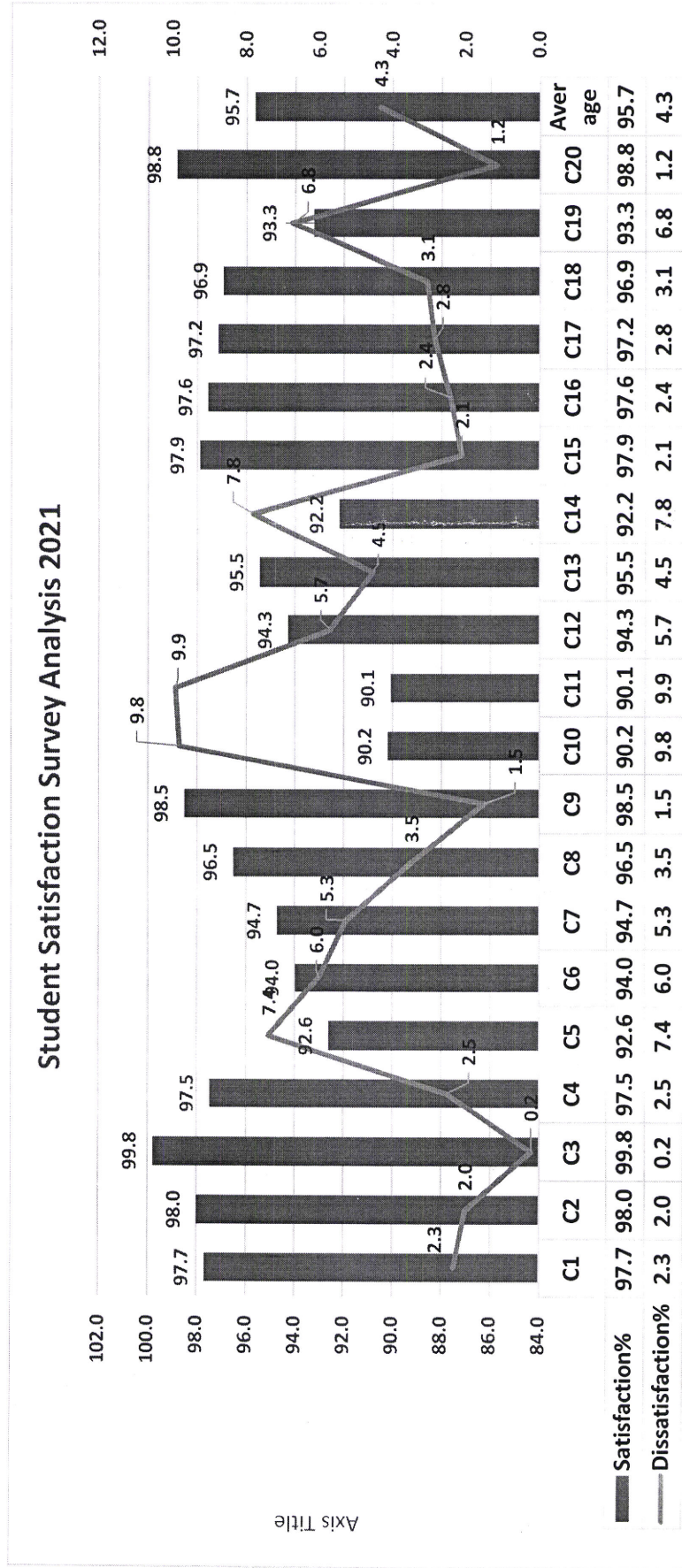
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Registrar  
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### Key Indicator- 2.7.1

C1	How much of the syllabus was covered in the class?
C2	How well did the teachers prepare for the classes?
C3	How well were the teachers able to communicate?
C4	The teacher's approach to teaching can best be described as
C5	Fairness of the internal evaluation process by the teachers.
C6	Was your performance in assignments discussed with you?
C7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
C8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
C9	The institution provides multiple opportunities to learn and grow.
C10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.
C11	Your mentor does a necessary follow-up with an assigned task to you.
C12	The teachers illustrate the concepts through examples and applications.
C13	The teachers identify your strengths and encourage you with providing right level of challenges.
C14	Teachers are able to identify your weaknesses and help you to overcome them.
C15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
C16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.
C17	Teachers encourage you to participate in extracurricular activities.
C18	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.
C19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?
C20	The overall quality of teaching-learning process in your institute is very good.

**Table No - 1**



**Interpretation:** - 95.7 % Students are Satisfied and Only 4.3% students are Dissatisfied

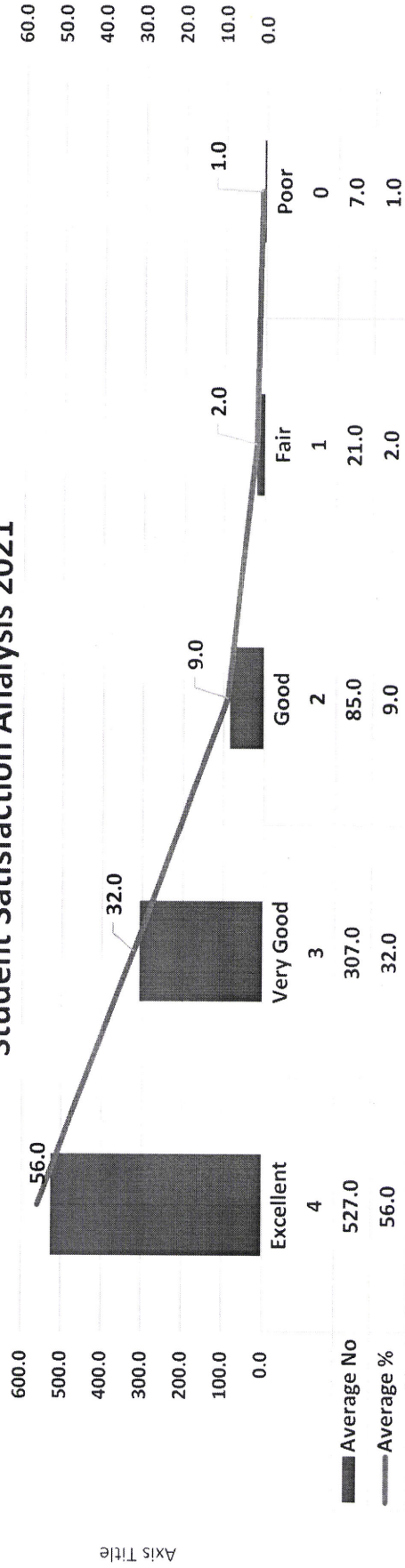


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Range	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10										
1 Excellent	657	69.3	469	49.5	687	72.5	442	46.6	602	63.5	489	51.6	525	55.4	431	45.5	464	48.9	565	59.6
2 Very Good	225	23.7	460	48.5	188	19.8	333	35.1	276	29.1	302	31.9	257	27.1	369	38.9	372	39.2	290	30.6
3 Good	44	4.6	12	1.3	71	7.5	149	15.7	53	5.6	100	10.5	116	12.2	115	12.1	98	10.3	74	7.8
4 Fair	18	1.9	7	0.7	2	0.2	22	2.3	11	1.2	40	4.2	35	3.7	28	3.0	12	1.3	17	1.8
5 Poor	4	0.4	0	0.0	0	0.0	2	0.2	6	0.6	17	1.8	15	1.6	5	0.5	2	0.2	2	0.2
Range	Q11	Q12	Q13	Q14	Q15	Q16	Q17	Q18	Q19	Q20										
1 Excellent	53	4%	23	2%	39	3%	26	2%	428	45.1										
2 Very Good	86	6%	40	3%	67	5%	43	3%	338	35.7										
3 Good	336	24%	198	14%	226	16%	155	11%	118	12.4										
4 Fair	556	39%	655	46%	599	42%	626	44%	35	3.7										
5 Poor	390	27%	505	36%	490	34%	571	40%	29	3.1										

Table No -2

Student Satisfaction Analysis 2021



**Interpretation:** Out of total 948 students who participated, on an average 919 Students are Satisfied, and 28 students are Unsatisfied.

**(Analysis of Item no. 21) (Open Ended)**

Observations /Suggestions by students to improve the overall teaching learning experiences in the university. IQAC will attend to these observations in their subsequent IQAC meetings.

1. More exposure towards practical experiences.
2. Additional mock test and mock interviews before placements for students who are not fairing well in campus interviews.
3. Online student engagement using more Graphics and Visual Media while teaching.
4. More exposure towards student industry engagement.
5. Faculty student personal interactions.
6. Online student engagements through role plays.
7. More faculty attention for weak students.
8. More number of online/offline doubts resolution classes.
9. Online resources can be increased and ICT facilities to be strengthened.



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