

**Mahatma Education Society's  
Mahatma Night Degree College of Arts and Commerce**

**AN ANALYSIS OF STUDENTS' SATISFCATION SURVEY 2020-21**

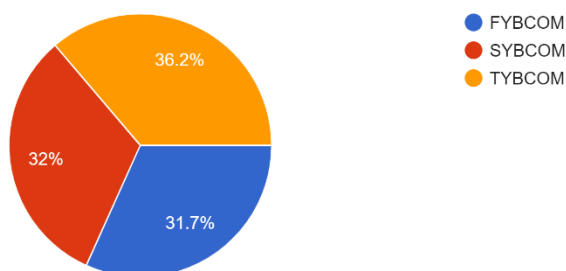
Due to COVID -19 pandemic, the Academic Year 2020-21 started through online mode. The admission procedure, regular lectures, other curricular and co-curricular activities and examinations were conducted through online mode.

Thus, the Students' Satisfaction Survey for 2020-21 was framed taking into consideration that all curricular and co-curricular activities were conducted online.

1. The Students' Satisfaction Survey was conducted through Google Form for the Academic Year 2020-21 from F.Y.B.Com., S.Y.B.Com. and T.Y.B.Com. students.

Total 356 responses were collected for the survey.

Class  
356 responses

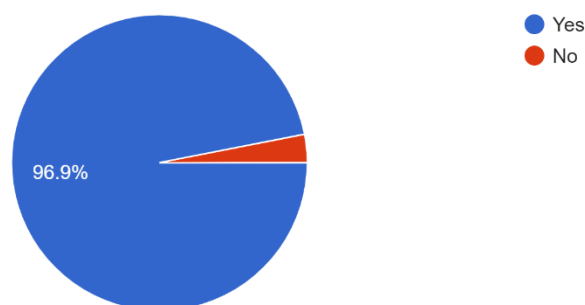


2. The students were asked whether the admission notices were put up on the college notice boards and announced on the official WhatsApp group.

96.9% students responded Yes for the above question.

Were online admission notices put up on the college notice board, website and announced in student official WhatsApp groups?

356 responses

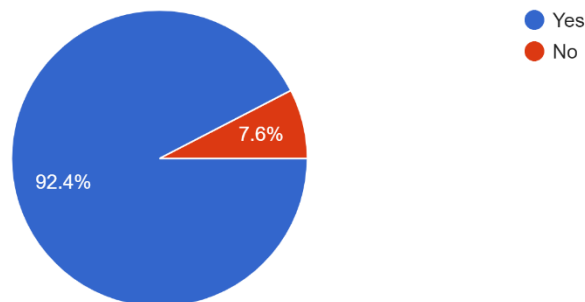


3. The question was asked on the SOPs given by the Government and University were followed during the admission process.

92.4% students responded that the SOPs were properly followed by the college during the admission procedure.

Were Covid-19 SOPs followed in college during the admission process?

356 responses

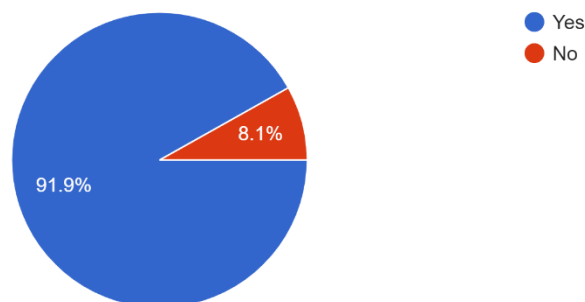


4. Taking into consideration the financial problems arose due to the pandemic and lockdown situation, the college offered an instalment facility in fees payment.

91.9% students confirmed that the said facility was offered to them.

Did you get instalment facility to pay fees to help you during this difficult financial constraint period of Covid-19?

356 responses

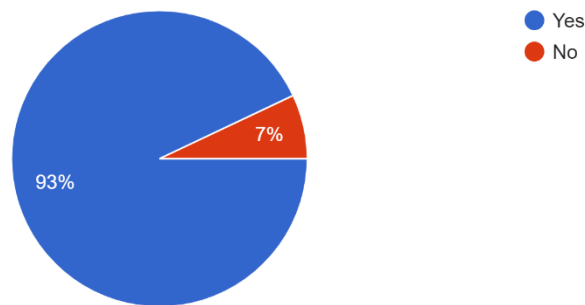


5. The question on co-operation and guidance college office staff was asked to students.

93% students responded that they got the proper guidance and co-operation from the office staff during online admission procedure.

Did you get proper co-operation and guidance by college office staff during online admission procedure?

356 responses

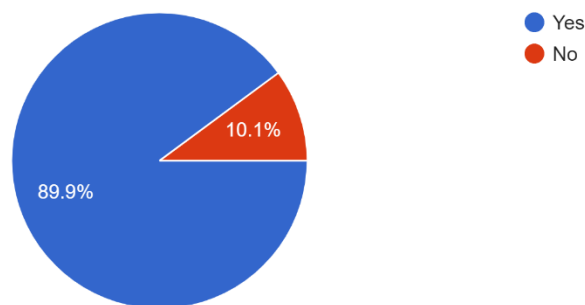


6. Since, the admission process through online mode was introduced for the first time due to pandemic the feasibility and convenience of the same was asked to students.

89.9% students found the online admission procedure convenient and student friendly.

Did you find the overall admission process and payment of fees were convenient and student friendly?

356 responses

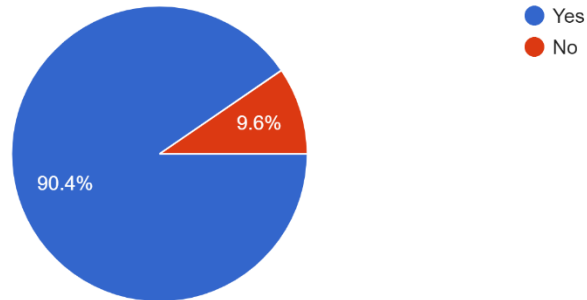


7. The conduct of curricular and co-curricular activities through online mode was a new concept for college students which required a proper training and orientation in this regard.

The college conducted such programmes for students. 90.4% students said that the orientation programmes for online lectures were conducted at the beginning of the academic year itself.

Was orientation programme conducted at the beginning of the academic year?

356 responses

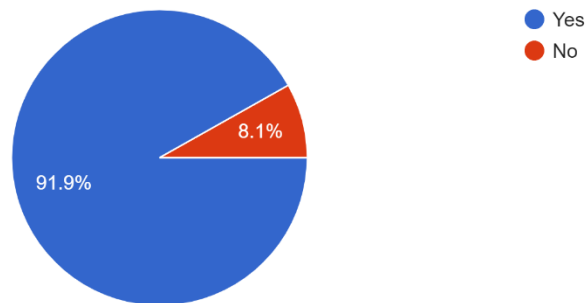


8. The students were introduced to the subjects, subject teachers, syllabus and other co-curricular and extension activities conducted by the college during the year.

91.9% students said that such information was provided during the orientation programme.

Did you get all the information regarding subjects, teachers, various curricular and cocurricular activities conducted in the college during orientation programme?

356 responses

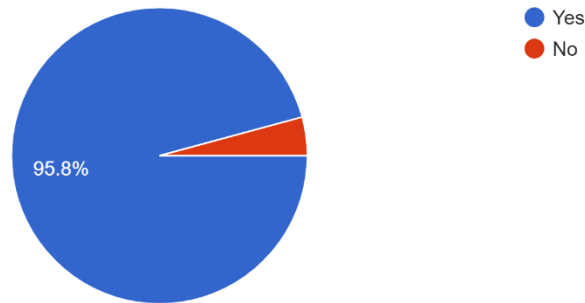


9. The information regarding regular online lectures time table, mode of conduct of lectures was given to students during the orientation programme.

95.8% students said that such information was given during the orientation programme.

Did you get the information regarding Time Table, mode of conduct of lectures in orientation programme?

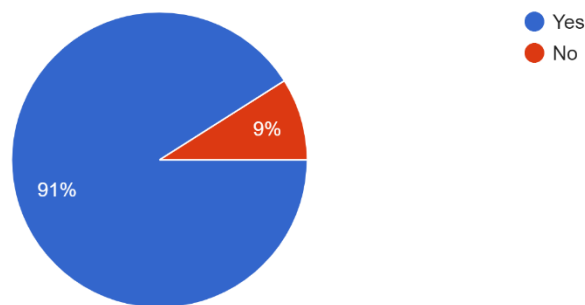
356 responses



10. The official WhatsApp groups were formed for formal communication with students where lecture links, google classroom links and other relevant material were shared by teachers.

Was a WhatsApp group formed for formal communication?

356 responses

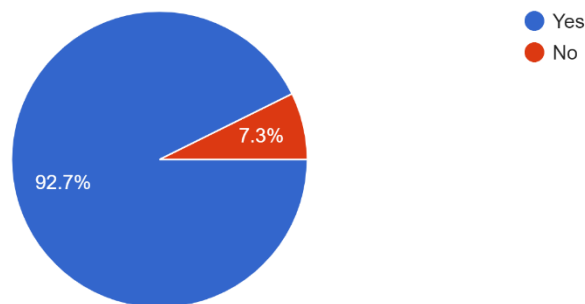


11. The online lectures also were scheduled in the evening as per the regular timings of the college.

92.7% students were satisfied with the evening timings of the online lectures.

Were you satisfied with the timings and lecture duration of the online time table?

356 responses

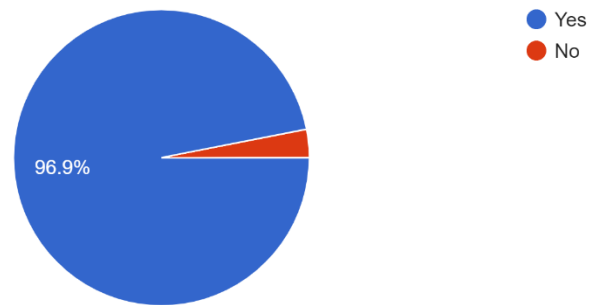


12. The G-Suit was purchased by the management for the online activities. The Google Meet and Google Classroom apps used for online teaching learning process. Students were asked whether such methodology was convenient and student friendly.

96.9% students said that they felt comfortable with the said methodology.

Did you find the platform of lectures i.e. Google Meet and Google Classroom convenient and student friendly?

356 responses

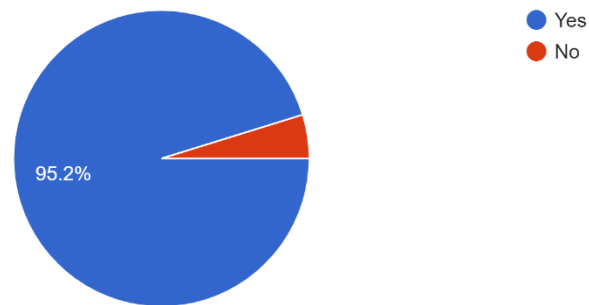


13. The students were asked whether online lectures were conducted as per given time table regularly and on time.

95.2% students responded that the online lectures were held regularly.

Were the online lectures held as per time table regularly and on time?

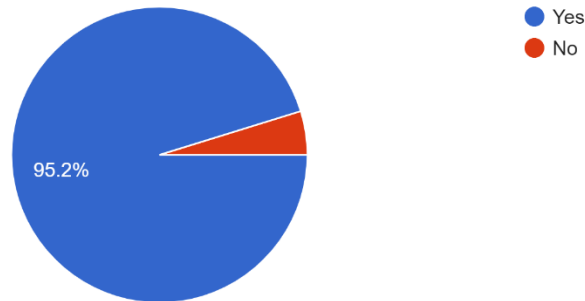
356 responses



14. 95.2% Students were of the opinion that teachers come well prepared for online lectures.

Did the teacher come well prepared for the online lectures?

356 responses

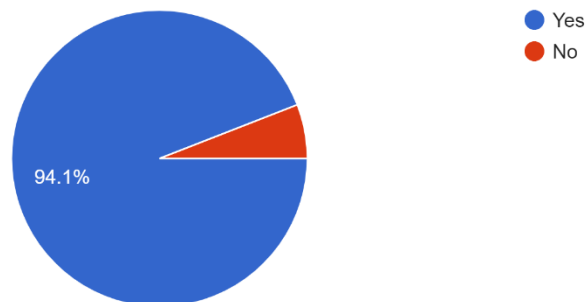


15. Students were asked whether they got the chance to ask questions and doubts during online lecture.

94.1% responded that they did get a chance to solve their doubts during the online lectures.

Did you get chance to ask questions and doubts during online lectures?

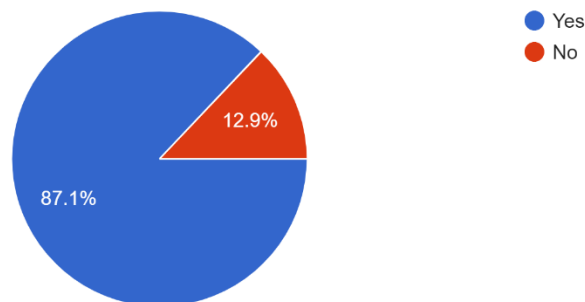
356 responses



16. The students asked whether they found the online lectures interactive. 87.1% students found online lectures interactive.

Did you find the online lectures interactive?

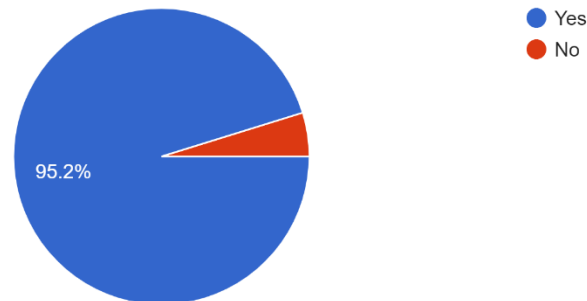
356 responses



17. The students were asked feedback on syllabus completion. 95.2% students said that the syllabus was completed on time in online lectures.

Was the syllabus of all subjects completed on time?

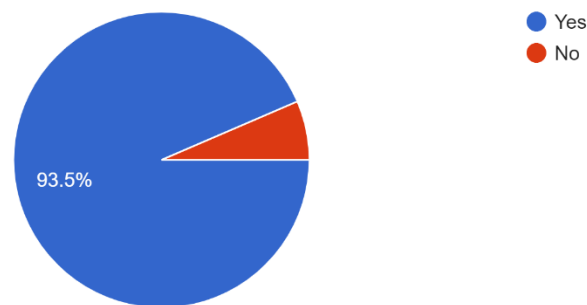
356 responses



18. The students were asked whether revision sessions were conducted during online lectures. 93.5% students said that revision sessions were conducted during online lectures.

Did teachers take revision session before examination?

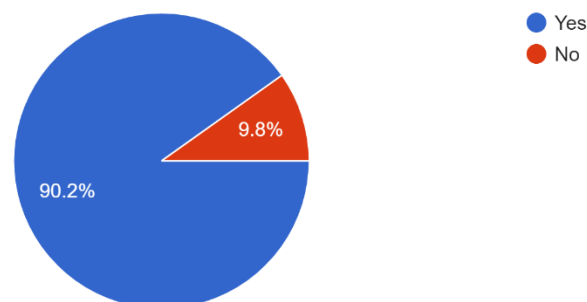
356 responses



19. The feedback on overall conduct of online lectures. 90.2% students were satisfied with the overall conduct of online lectures.

Were you satisfy with the overall conduct of online lectures?

356 responses

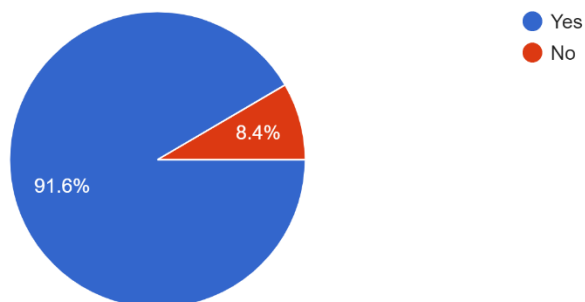




20. 91.6% students responded that the extra-curricular activities were also conducted through online mode.

Did college undertake extra curricular activities online like seminars, workshops, awareness programmes etc.?

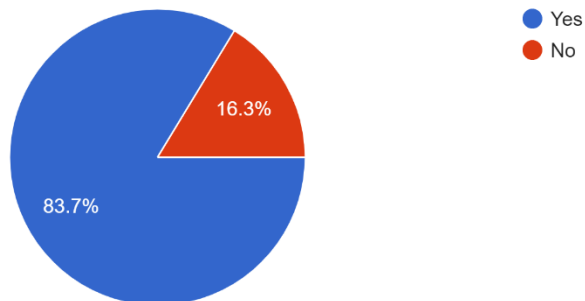
356 responses



21. The cultural committee of the college organised an intercollegiate cultural festival Prarambh. The feedback was asked on the same from students.

Did you enjoy the online inter-collegiate cultural festival Prarambh organized by the college during the pandemic?

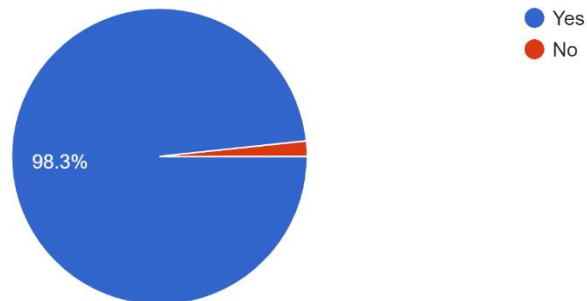
356 responses



22. The feedback on online examination system was taken from students. 98.3% students said that orientation programme and mock test were conducted before online examinations.

Did college organize an orientation programme and mock test before Examination?

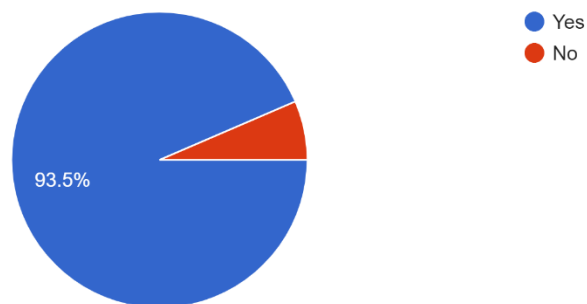
356 responses



23. The college conducted pre-exam survey as per University Guidelines.

Did college conduct pre-exam survey as per University Guidelines?

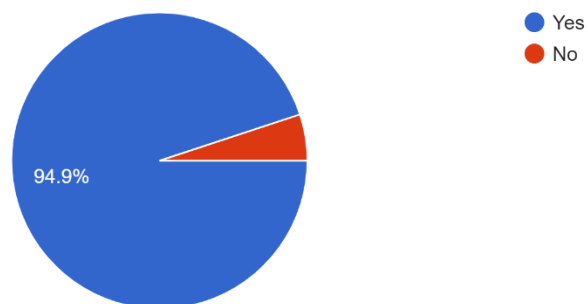
356 responses



24. 94.9% students said that they got cooperation and support during the online examination to deal with technical aspects.

Did you get teachers cooperation and support during the examination period to deal with technical aspects?

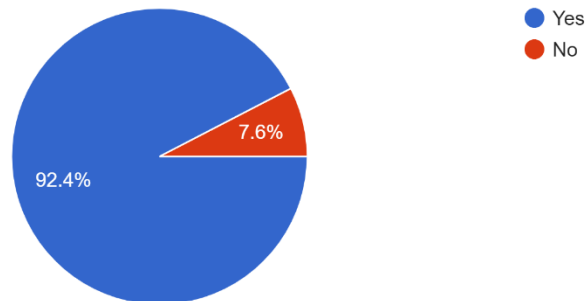
356 responses



25. The students' opinion on the online examination platform was asked. 92.4% students responded that the examination platform used was convenient and user friendly.

Did you find the examination platform user friendly?

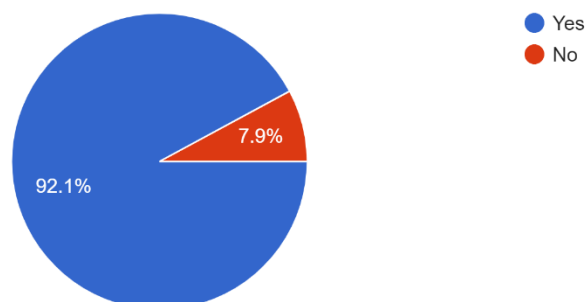
356 responses



26. Considering the technical hitches take place during the online examinations, the college also makes a provision for re-examination. 92.1% students said that the said second chance of re-examination is given to the genuine cases.

Did college give a chance for re-exam in case of technical issues during exam?

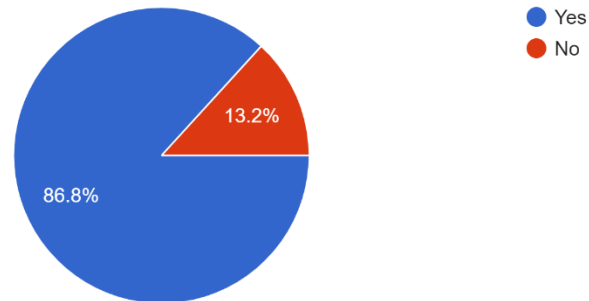
356 responses



27. Book Bank Facility is one of the best practices of the college. The feedback was asked on the said facility. 86.8% students responded that such facility is provided to them.

Was the Book Bank facility provided by the college?

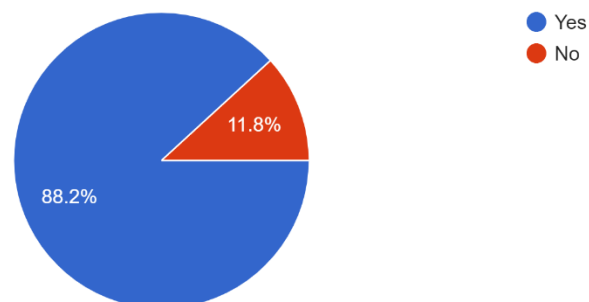
356 responses



28. During the pandemic period the library timings were adjusted as per the norms and guidelines issued by the Government and students' requirements as well. 88.2% students found the library timings convenient

Were the library timings convenient during the pandemic period?

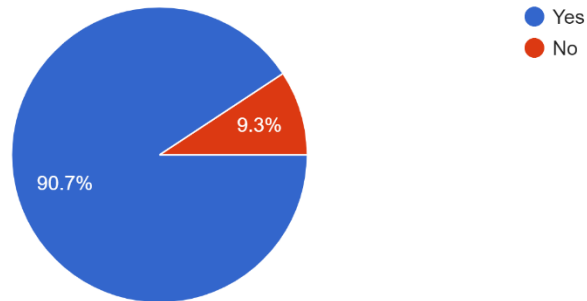
356 responses



29. 90.7% students were satisfied with the library facilities.

Were you satisfy with library facilities of the college?

356 responses



30. The COVID 19 pandemic made the colleges to introduce Online Teaching Learning System. The college asked the feedback of students on overall online college activities for the academic year 2020-21 for further improvement.

Did you find the overall online college activities satisfactory during the academic year 2020-21?

356 responses

