



2.7.1 - Student Satisfaction Survey (SSS) on overall institutional performance

Feedback from Students Satisfaction Survey

Besant Women's College Mangalore has conducted Student Satisfaction Survey through Google form to know the satisfaction level among student of the Institute about various aspects like teaching learning process, effectiveness of communication, mentoring of students, internal evaluation process, extracurricular activities etc. Teaching - Learning and Evaluation, which will help to upgrade the quality of process followed in our institution.

Survey was conducted among the students of different programs. A total of 546 students have responded to the questionnaire which is designed on the basis of NAAC guidelines. The responses of the students have been tabulated and analysis by taking percentage. The details of the analysis of the Student Satisfaction Survey is depicted in the below table.

Parameter		Scale	Percentage
1.How Much of the syllabus was covered in the class	B. Com	85 to 100%	60.66
		70 to 84%	37.12
		55 to 69%	2.27
		30 to 54%	-
		Below 30%	-
	BBA	85 to 100%	81.61
		70 to 84%	13.46
		55 to 69%	0.75
		30 to 54%	-
		Below 30%	-
	BA	85 to 100%	76.19
		70 to 84%	22.68
		55 to 69%	22.16
30 to 54%		2.38	

	BCA	Below 30%	2.38
		85 to 100%	81.32
		70 to 84%	15.66
		55 to 69%	3.01
		30 to 54%	-
		Below 30%	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	85 to 100%	96.22
		70 to 84%	3.77
		55 to 69%	-
		30 to 54%	-
		Below 30%	-
	M.Com	85 to 100%	56
		70 to 84%	44
		55 to 69%	-
		30 to 54%	-
		Below 30%	-
	M.Sc	85 to 100%	94.11
		70 to 84%	5.88
		55 to 69%	-
		30 to 54%	-
Below 30%		-	
2.How well did the teachers prepare for the classes?	B. Com	Thoroughly	34.09
		Satisfactorily	65.90
		Poorly	-
		Indifferently	-
		Won't teach at all	-
	BBA	Thoroughly	67.30
		Satisfactorily	32.70
		Poorly	-
		Indifferently	-
		Won't teach at all	-
	BA	Thoroughly	61.90
		Satisfactorily	33.33
		Poorly	3.58
		Indifferently	1.90
		Won't teach at all	-
	BCA	Thoroughly	69.51

		Satisfactorily	30.12
		Poorly	1.20
		Indifferently	-
		Won't teach at all	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Thoroughly	50.94
		Satisfactorily	49.05
		Poorly	-
		Indifferently	-
		Won't teach at all	-
	M.Com	Thoroughly	48
		Satisfactorily	52
		Poorly	-
		Indifferently	-
		Won't teach at all	-
	M.Sc	Thoroughly	94.11
		Satisfactorily	5.89
		Poorly	-
		Indifferently	-
		Won't teach at all	-
	3.How well were the teachers able to communicate	B. Com	Always effective
Sometimes effective			45.46
Just satisfactorily			5.30
Generally ineffective			0.76
Very poor communication			-
BBA		Always effective	57.69
		Sometimes effective	34.61
		Just satisfactorily	5.76
		Generally ineffective	1.92
		Very poor communication	-
BA		Always effective	70.23
		Sometimes effective	25
		Just satisfactorily	4.76
		Generally ineffective	-
		Very poor communication	-
BCA		Always effective	77.10

		Sometimes effective	21.08
		Just satisfactorily	1.800
		Generally ineffective	-
		Very poor communication	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Always effective	58.49
		Sometimes effective	33.96
		Just satisfactorily	7.54
		Generally ineffective	-
		Very poor communication	-
	M.Com	Always effective	88
		Sometimes effective	12
		Just satisfactorily	-
		Generally ineffective	-
		Very poor communication	-
	M.Sc	Always effective	88.23
		Sometimes effective	11.76
		Just satisfactorily	-
		Generally ineffective	-
		Very poor communication	-
	4. The teacher's approach to Teaching can best be described as	B. Com	Excellent
Very good			50.75
Good			12.12
Fair			0.75
Poor			-
BBA		Excellent	53.84
		Very good	26.92
		Good	17.30
		Fair	1.92
		Poor	-
BA		Excellent	47.61
		Very good	46.66
		Good	8.33
		Fair	2.38
		Poor	-

	BCA	Excellent	62.04
		Very good	28.31
		Good	9.63
		Fair	1.20
		Poor	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Excellent	47.16
		Very good	39.62
		Good	13.20
		Fair	-
		Poor	-
	M.Com	Excellent	60
		Very good	40
		Good	-
		Fair	-
		Poor	-
	M.Sc	Excellent	76.47
		Very good	23.52
		Good	-
		Fair	-
		Poor	-
5. Fairness of the internal evaluation process by the teachers.	B. Com	Always Fair	37.87
		Usually Fair	47.72
		Sometimes unfair	13.63
		Usually unfair	0.75
		Unfair	-
	BBA	Always Fair	55.76
		Usually Fair	30.76
		Sometimes unfair	13.46
		Usually unfair	-
		Unfair	-
	BA	Always Fair	57.14
		Usually Fair	35.71
		Sometimes unfair	7.14
		Usually unfair	-
		Unfair	-
BCA	Always Fair	80.12	
	Usually Fair	15.66	

		Sometimes unfair	4.21
		Usually unfair	-
		Unfair	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Always Fair	62.26
		Usually Fair	26.41
		Sometimes unfair	11.32
		Usually unfair	-
		Unfair	-
	M.Com	Always Fair	80
		Usually Fair	20
		Sometimes unfair	-
		Usually unfair	-
		Unfair	-
	M.Sc	Always Fair	70.58
		Usually Fair	29.41
Sometimes unfair		-	
Usually unfair		-	
Unfair		-	
6. Was your performance in assignments discussed with you?	B. Com	Every time	39.39
		Usually	51.51
		Occasionally/ Sometimes	6.81
		Rarely	1.51
		Never	0.75
	BBA	Every time	55.76
		Usually	25
		Occasionally/ Sometimes	13.46
		Rarely	5.76
		Never	-
	BA	Every time	67.85
		Usually	29.76
		Occasionally/ Sometimes	1.19
		Rarely	5.76
		Never	-
BCA	Every time	72.89	
	Usually	22.28	

		Occasionally/ Sometimes	4.21
		Rarely	0.60
		Never	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Every time	45.28
		Usually	37.73
		Occasionally/ Sometimes	11.32
		Rarely	3.77
		Never	1.88
	M.Com	Every time	60
		Usually	36
		Occasionally/ Sometimes	4
		Rarely	-
		Never	-
	M.Sc	Every time	70.58
		Usually	23.52
Occasionally/ Sometimes		5.88	
Rarely		-	
Never		-	
7. The Institute take active interest in promoting internship, student exchange, field visit opportunities for students.	B. Com	Regularly	35.60
		Often	45.45
		Sometimes	15.15
		Rarely	3.78
		Never	-
	BBA	Regularly	69.23
		Often	11.53
		Sometimes	13.46
		Rarely	3.84
		Never	-
	BA	Regularly	47.61
		Often	40.47
		Sometimes	10.71
		Rarely	1.19
		Never	-
BCA	Regularly	40.36	

		Often	26.50
		Sometimes	28.91
		Rarely	2.40
		Never	1.80
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Regularly	33.96
		Often	28.30
		Sometimes	22.64
		Rarely	15.09
		Never	-
	M.Com	Regularly	84
		Often	14
		Sometimes	-
		Rarely	-
		Never	-
	M.Sc	Regularly	82.35
		Often	17.65
Sometimes		-	
Rarely		-	
Never		-	
8. The teaching and mentoring process in our institution acilitates in you cognitive, Social and emotional growth.	B. Com	Significantly	31.06
		Very well	53.78
		Moderately	12.87
		Marginally	2.27
		Not at all	-
	BBA	Significantly	51.92
		Very well	25
		Moderately	21.15
		Marginally	1.92
		Not at all	-
	BA	Significantly	46.42
		Very well	46.42
		Moderately	4.76
		Marginally	2.38
		Not at all	-
	BCA	Significantly	45.83
Very well		46.42	
Moderately		5.95	
Marginally		0.59	

		Not at all	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Significantly	30.18
		Very well	41.50
		Moderately	26.41
		Marginally	1.88
		Not at all	-
	M.Com	Significantly	60
		Very well	36
		Moderately	4
		Marginally	-
		Not at all	-
	M.Sc	Significantly	82.35
		Very well	17.64
		Moderately	-
		Marginally	-
Not at all		-	

9. The institution provides multiple opportunities to learn and grow	B. Com	Strongly agree	41.66
		Agree	52.27
		Neutral	6.06
		Disagree	-
		Strongly disagree	-
	BBA	Strongly agree	67.30
		Agree	17.30
		Neutral	15.38
		Disagree	-
		Strongly disagree	-
	BA	Strongly agree	53.57
		Agree	36.90
		Neutral	9.52
		Disagree	-
		Strongly disagree	-
	BCA	Strongly agree	46.98
		Agree	47.59
		Neutral	4.81
		Disagree	0.60
		Strongly disagree	-

	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Strongly agree	26.41
		Agree	45.28
		Neutral	22.64
		Disagree	5.66
		Strongly disagree	-
	M.Com	Strongly agree	80
		Agree	20
		Neutral	-
		Disagree	-
		Strongly disagree	-
	M.Sc	Strongly agree	76.47
		Agree	17.64
		Neutral	5.88
		Disagree	-
		Strongly disagree	-
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.	B. Com	Every time	43.18
		Usually	50
		Occasionally / Sometimes	5.30
		Rarely	1.51
		Never	-
	BBA	Every time	71.15
		Usually	21.15
		Occasionally / Sometimes	5.76
		Rarely	1.92
		Never	-
	BA	Every time	60.09
		Usually	29.76
		Occasionally / Sometimes	4.76
		Rarely	2.83
		Never	-
BCA	Every time	75.90	
	Usually	21.08	
	Occasionally / Sometimes	1.20	
	Rarely	1.80	
	Never	-	
B.Sc Gen/	Every time	41.50	

	B.Sc H.Sc/ B.Sc FND	Usually	49.05
		Occasionally / Sometimes	9.43
		Rarely	-
		Never	-
	M.Com	Every time	68
		Usually	32
		Occasionally / Sometimes	-
		Rarely	-
		Never	-
	M.Sc	Every time	82.35
		Usually	17.64
		Occasionally / Sometimes	-
		Rarely	-
		Never	-
	11. Your mentor does a necessary follow-up with an assigned task to you.	B. Com	Every time
Usually			51.51
Occasionally / Sometimes			2.27
Rarely			3.03
I don't have a mentor			-
BBA		Every time	71.15
		Usually	5.76
		Occasionally / Sometimes	7.69
		Rarely	7.69
		I don't have a mentor	7.69
BA		Every time	65.47
		Usually	23.80
		Occasionally / Sometimes	8.33
		Rarely	2.38
		I don't have a mentor	-
BCA	Every time	75.30	
	Usually	20.48	
	Occasionally /	3.61	

		Sometimes		
		Rarely	0.06	
		I don't have a mentor	-	
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Every time	47.16	
		Usually	37.73	
		Occasionally / Sometimes	13.20	
		Rarely	1.88	
		I don't have a mentor	-	
	M.Com	Every time	64	
		Usually	36	
		Occasionally / Sometimes	-	
		Rarely	-	
		I don't have a mentor	-	
	M.Sc	Every time	82.35	
		Usually	17.64	
		Occasionally / Sometimes	-	
		Rarely	-	
		I don't have a mentor	-	
	12. The teachers illustrate the concepts through examples and applications.	B. Com	Every time	64.39
			Usually	32.57
Occasionally / Sometimes			3.03	
Rarely			-	
Never			-	
BBA		Every time	76.92	
		Usually	13.46	
		Occasionally / Sometimes	7.69	
		Rarely	3.84	
		Never	-	
BA		Every time	59.52	
		Usually	36.90	
		Occasionally / Sometimes	3.57	

	BCA	Rarely	2.38
		Never	-
		Every time	75.30
		Usually	22.28
		Occasionally / Sometimes	2.40
		Rarely	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Never	-
		Every time	54.71
		Usually	30.18
		Occasionally / Sometimes	13.20
		Rarely	1.88
	M.Com	Never	-
		Every time	80
		Usually	20
		Occasionally / Sometimes	-
		Rarely	-
	M.Sc	Never	-
		Every time	76.47
		Usually	23.52
		Occasionally / Sometimes	-
Rarely		-	
13. The teachers identify your strengths and encourage you by providing right level of challenges.	B. Com	Never	-
		Every time	41.66
		Usually	50.75
		Partially	5.30
		Slightly	2.27
	BBA	Unable to	-
		Every time	61.53
		Usually	21.15
		Partially	15.38
		Slightly	1.92
	BA	Unable to	-
		Every time	70.23
		Usually	23.80
		Partially	5.95
		Slightly	-

		Unable to	-
	BCA	Fully	75.30
		Reasonably	19.87
		Partially	3.61
		Slightly	1.20
		Unable to	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Fully	49.05
		Reasonably	35.84
		Partially	9.43
		Slightly	3.77
		Unable to	1.88
	M.Com	Fully	64
		Reasonably	35
		Partially	-
		Slightly	-
		Unable to	-
	M.Sc	Fully	76.47
		Reasonably	23.52
		Partially	-
		Slightly	-
Unable to		-	
14. Teachers are able to identify your weaknesses and help you to overcome them.	B. Com	Every time	34.09
		Usually	55.30
		Occasionally / Sometimes	9.84
		Rarely	-
		Never	0.75
	BBA	Every time	63.41
		Usually	13.46
		Occasionally / Sometimes	17.30
		Rarely	3.84
		Never	1.92
	BA	Every time	64.28
		Usually	25
		Occasionally / Sometimes	8.33
		Rarely	2.38
		Never	1.19
	BCA	Every time	69.27

		Usually	25.90
		Occasionally / Sometimes	1.80
		Rarely	1.80
		Never	1.20
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Every time	45.28
		Usually	26.41
		Occasionally / Sometimes	16.98
		Rarely	7.54
		Never	3.77
	M.Com	Every time	56
		Usually	44
		Occasionally / Sometimes	-
		Rarely	-
		Never	-
	M.Sc	Every time	58.82
		Usually	41.17
		Occasionally / Sometimes	-
Rarely		-	
Never		-	
15. The Institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	B. Com	Strongly agree	31.06
		Agree	62.87
		Neutral	5.30
		Disagree	0.75
		Strongly disagree	-
	BBA	Strongly agree	57.69
		Agree	26.92
		Neutral	15.38
		Disagree	1.92
		Strongly disagree	-
	BA	Strongly agree	52.38
		Agree	39.28
		Neutral	8.33
		Disagree	-
		Strongly disagree	-
	BCA	Strongly agree	43.97
		Agree	50

		Neutral	5.42
		Disagree	0.60
		Strongly disagree	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Strongly agree	33.96
		Agree	43.39
		Neutral	18.86
		Disagree	3.77
		Strongly disagree	-
	M.Com	Strongly agree	68
		Agree	32
		Neutral	-
		Disagree	-
		Strongly disagree	-
	M.Sc	Strongly agree	70.58
		Agree	29.411
Neutral		-	
Disagree		-	
Strongly disagree		-	
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	B. Com	To a great extent	40.90
		Moderate	56.06
		Some what	1.51
		Very little	-
		Not at all	1.51
	BBA	To a great extent	61.53
		Moderate	26.92
		Some what	9.61
		Very little	-
		Not at all	1.92
	BA	To a great extent	60.71
		Moderate	28.57
		Some what	9.52
		Very little	1.19
		Not at all	-
	BCA	To a great extent	69.27
		Moderate	27.10
		Some what	2.40
		Very little	1.20
		Not at all	-
B.Sc Gen/	To a great extent	33.96	

	B.Sc H.Sc/ B.Sc FND	Moderate	49.05	
		Some what	13.20	
		Very little	3.77	
		Not at all	-	
	M.Com	To a great extent	64	
		Moderate	36	
		Some what	-	
		Very little	-	
		Not at all	-	
	M.Sc	To a great extent	82.35	
		Moderate	17.64	
		Some what	-	
		Very little	-	
		Not at all	-	
	17. Teachers encourage you to participate in extracurricular activities.	B. Com	Strongly agree	56.06
			Agree	40.90
Neutral			3.03	
Disagree			-	
Strongly disagree			-	
BBA		Strongly agree	71.15	
		Agree	19.23	
		Neutral	9.61	
		Disagree	1.92	
		Strongly disagree	-	
BA		Strongly agree	69.04	
		Agree	23.80	
		Neutral	7.14	
		Disagree	-	
		Strongly disagree	-	
BCA		Strongly agree	77.71	
		Agree	19.87	
		Neutral	3.01	
		Disagree	0.624	
		Strongly disagree	-	
B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Strongly agree	62.26		
	Agree	30.18		
	Neutral	7.54		
	Disagree	-		

		Strongly disagree	-
	M.Com	Strongly agree	60
		Agree	40
		Neutral	-
		Disagree	-
		Strongly disagree	-
	M.Sc	Strongly agree	82.35
		Agree	17.64
		Neutral	-
		Disagree	-
		Strongly disagree	-
18. 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.	B. Com	To a great extent	48.48
		Moderate	50
		Some what	1.51
		Very little	-
		Not at all	-
	BBA	To a great extent	61.53
		Moderate	25
		Some what	7.69
		Very little	5.76
		Not at all	-
	BA	To a great extent	55.95
		Moderate	35.71
		Some what	5.95
		Very little	2.38
		Not at all	-
	BCA	To a great extent	51.20
		Moderate	44.57
		Some what	3.61
		Very little	0.60
		Not at all	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	To a great extent	30.18
		Moderate	52.83
		Some what	13.20
		Very little	3.77
		Not at all	-
M.Com	To a great extent	52	
	Moderate	48	
	Some what	-	

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	M.Sc	Very little	-
		Not at all	-
		To a great extent	82.35
		Moderate	17.64
		Some what	-
		Very little	-
	B. Com	Strongly agree	47.72
		Agree	43.93
		Neutral	7.75
		Disagree	0.75
		Strongly disagree	-
	BBA	Strongly agree	40.38
Agree		50	
Neutral		9.61	
Disagree		-	
Strongly disagree		-	
BA	Strongly agree	54.76	
	Agree	38.09	
	Neutral	4.76	
	Disagree	-	
	Strongly disagree	-	
BCA	Strongly agree	71.08	
	Agree	26.50	
	Neutral	2.40	
	Disagree	-	
	Strongly disagree	-	
B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Strongly agree	58.49	
	Agree	28.30	
	Neutral	9.43	
	Disagree	1.88	
	Strongly disagree	1.88	
M.Com	Strongly agree	68	
	Agree	32	
	Neutral	-	
	Disagree	-	
	Strongly disagree	-	
M.Sc	Strongly agree	88.23	
	Agree	11.76	
	Neutral	-	
	Disagree	-	

		Strongly disagree	-
20. The overall quality of teaching – learning process in your institute is very good.	B. Com	Strongly agree	43.93
		Agree	52.27
		Neutral	2.27
		Disagree	0.75
		Strongly disagree	-
	BBA	Strongly agree	59.61
		Agree	28.84
		Neutral	11.53
		Disagree	-
		Strongly disagree	-
	BA	Strongly agree	55.95
		Agree	34.52
		Neutral	7.14
		Disagree	1.19
		Strongly disagree	-
	BCA	Strongly agree	62.04
		Agree	34.33
		Neutral	3.012
		Disagree	0.60
		Strongly disagree	-
	B.Sc Gen/ B.Sc H.Sc/ B.Sc FND	Strongly agree	43.39
		Agree	45.28
		Neutral	11.32
		Disagree	-
		Strongly disagree	-
M.Com	Strongly agree	52	
	Agree	48	
	Neutral	-	
	Disagree	-	
	Strongly disagree	-	
M.Sc	Strongly agree	82.35	
	Agree	17.64	
	Neutral	-	
	Disagree	-	
	Strongly disagree	-	




 Principal
 Besant Women's College
 MANGALORE - 575 003