# STUDENT SATISFACTION SURVEY REPORT (2020-2021)

The Internal Quality Assurance Cell of Maharaja Agrasen University, Baddi conducted Student Satisfaction Survey (2020-2021) with regard to overall evaluation of Online Teaching-Learning paradigm. The Survey was conducted in the month of March, 2021. A total number of 954 students participated in the survey. The findings of the survey are analyzed as under:

**Table-1: Online Teaching during COVID-19**

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 0.70% | 1.90% | 6.50% | 10.40% | 80.50% |



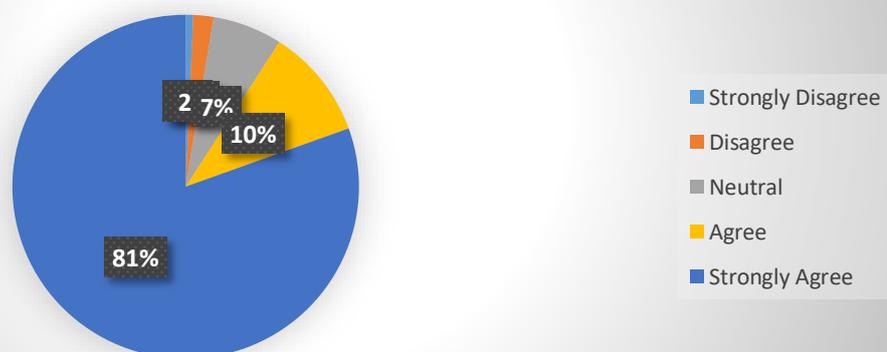Online teaching provides opportunity to students to continue their study during COVID-19 pandemic.

## Table-2: Technology for Online Teaching

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 0.50% | 0.70% | 3.50% | 10.40% | 85.20% |

**University adopted reliable technology (MS Team) for online teaching.**

3%
10%
85%

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
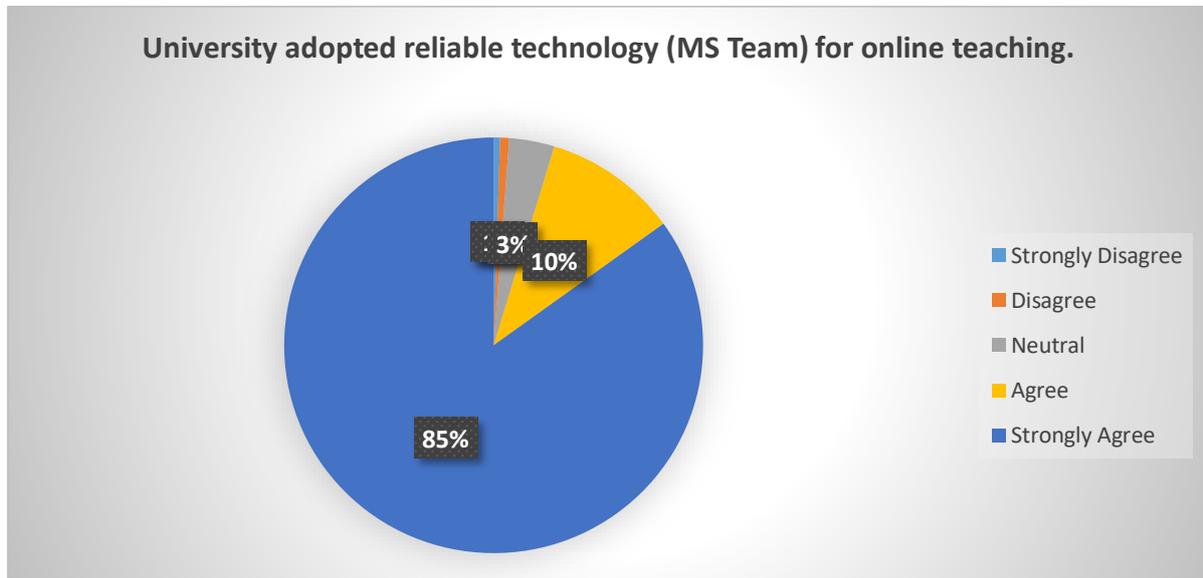
## Table-3: Easy Login to MS Team

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 0.30% | 0.30% | 1.10% | 3.20% | 95.10% |

**Students can easily login to their MS teams accounts using their official Ids created by IT department**
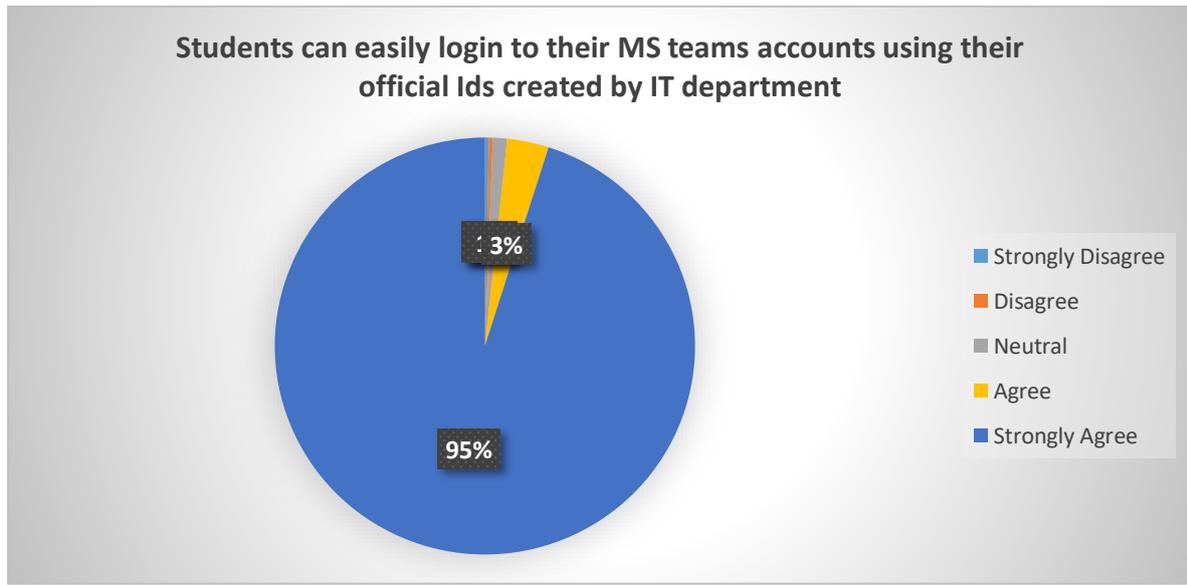
## Table-4: Student Online Interaction

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 0.30% | 1.30% | 44.00% | 11.20% | 43.20% |

**Students interaction is higher in online compered to face-to-face courses**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

1%
43%
44%
11%
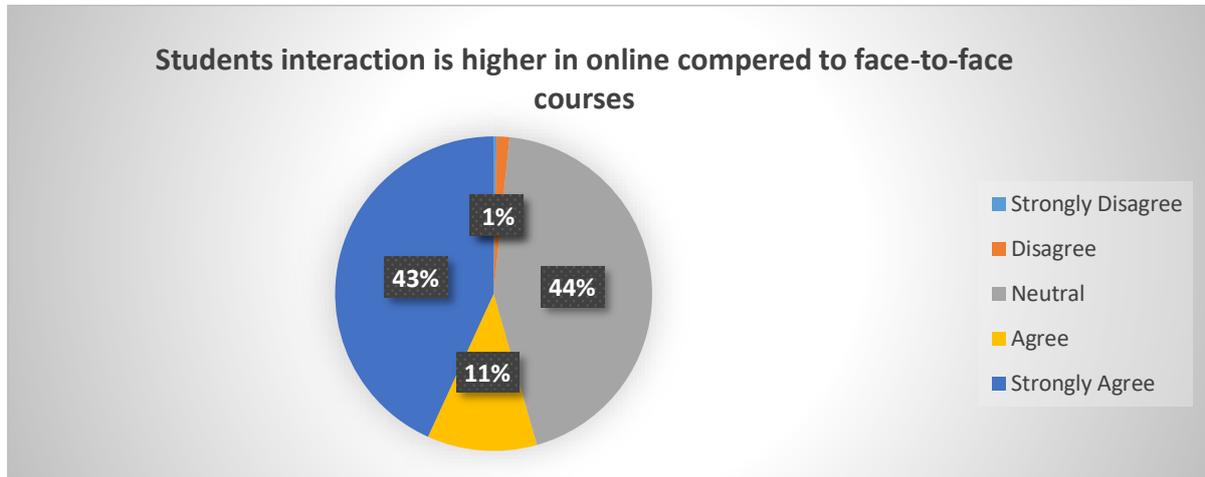
## Table-5: Online Query Handling

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 0.50% | 0.30% | 5.10% | 4.30% | 89.00% |

**Faculty communicate actively with students regarding online course queries**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

1 5% 5%

89%
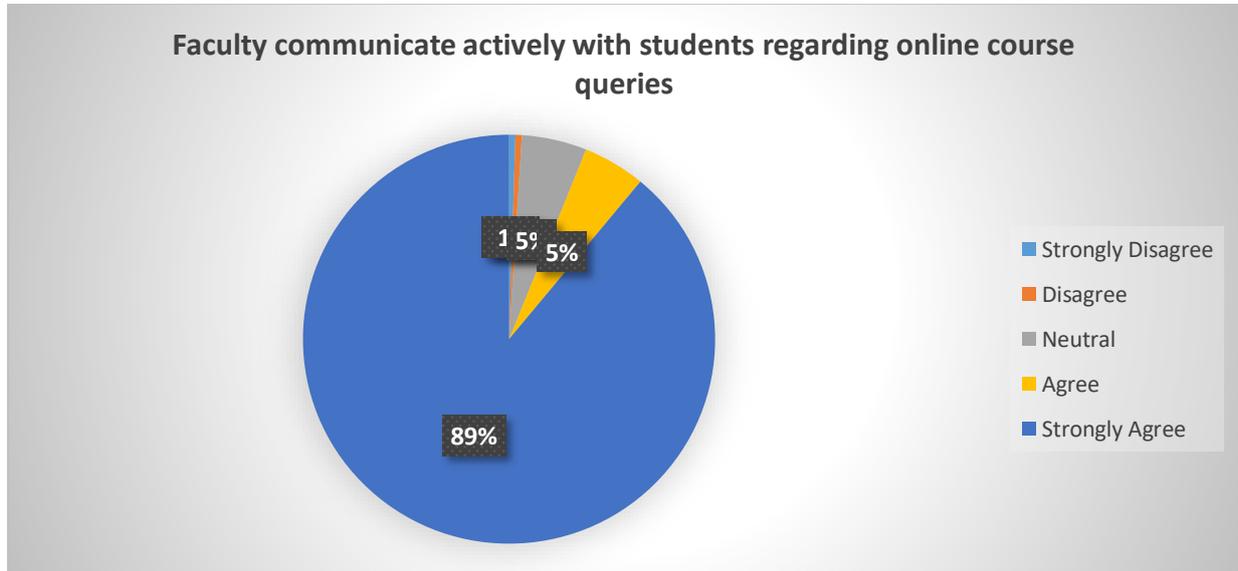
## Table-6: Course Material provided by Faculty

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 1.50% | 0.90% | 5.10% | 5.50% | 87.00% |

**Faculty provide a range of resources in online learning than in face-to-face**
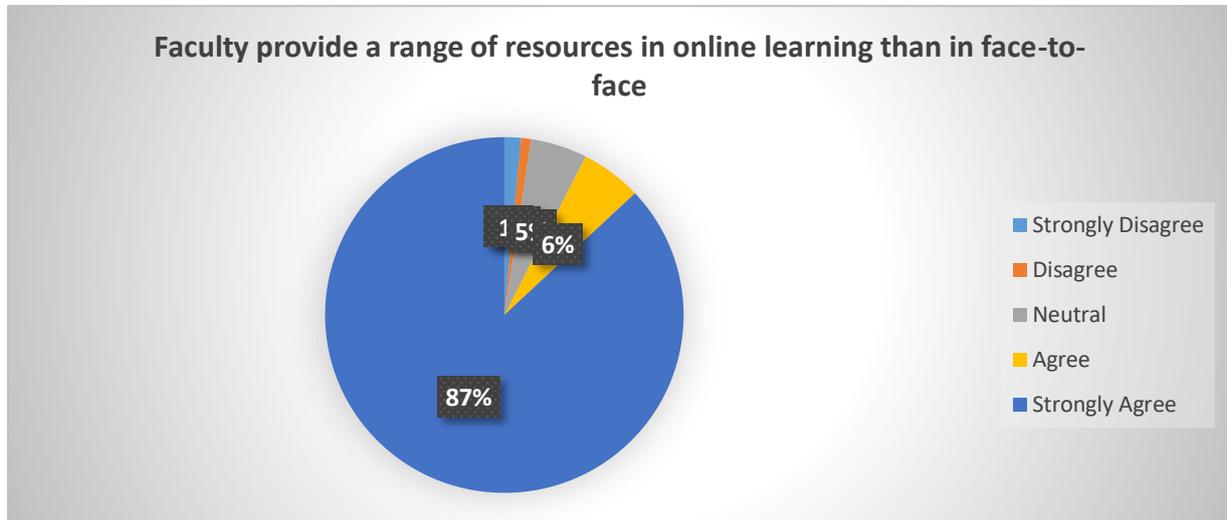
## Table-7: Digital Tools used by Faculty

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 1.50% | 0.90% | 7.10% | 10.50% | 80.00% |

**Faculty use new and interactive digital tools to gain the attention of students like Jam board, Google Forms, MS Quiz's etc**
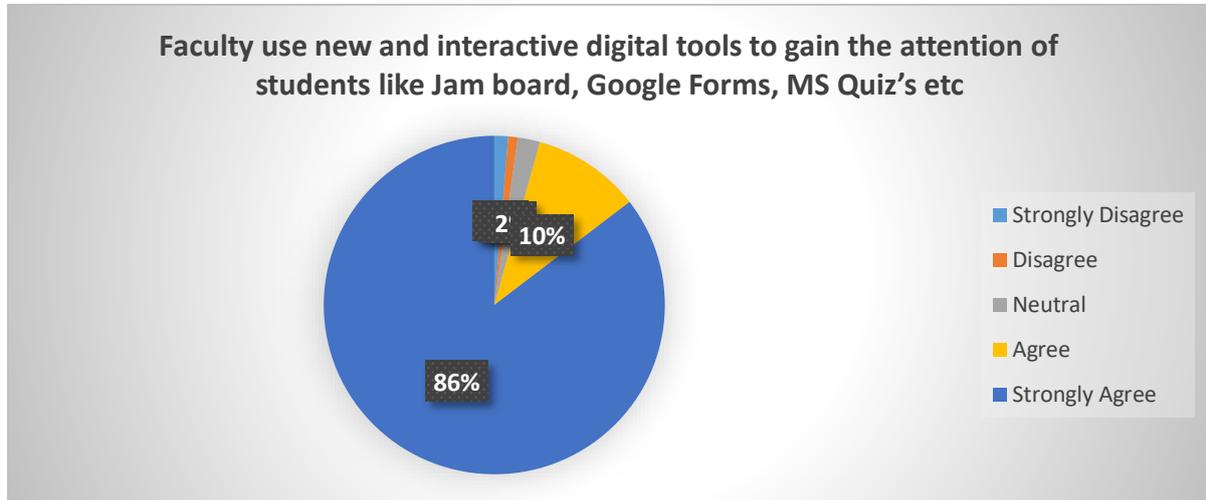
## Table-8: Technical difficulties faced by students

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 0.50% | 1.90% | 2.10% | 6.50% | 89.00% |

**Technical difficulties faced by the students during online examination are resolved well in time by the IT Team.**
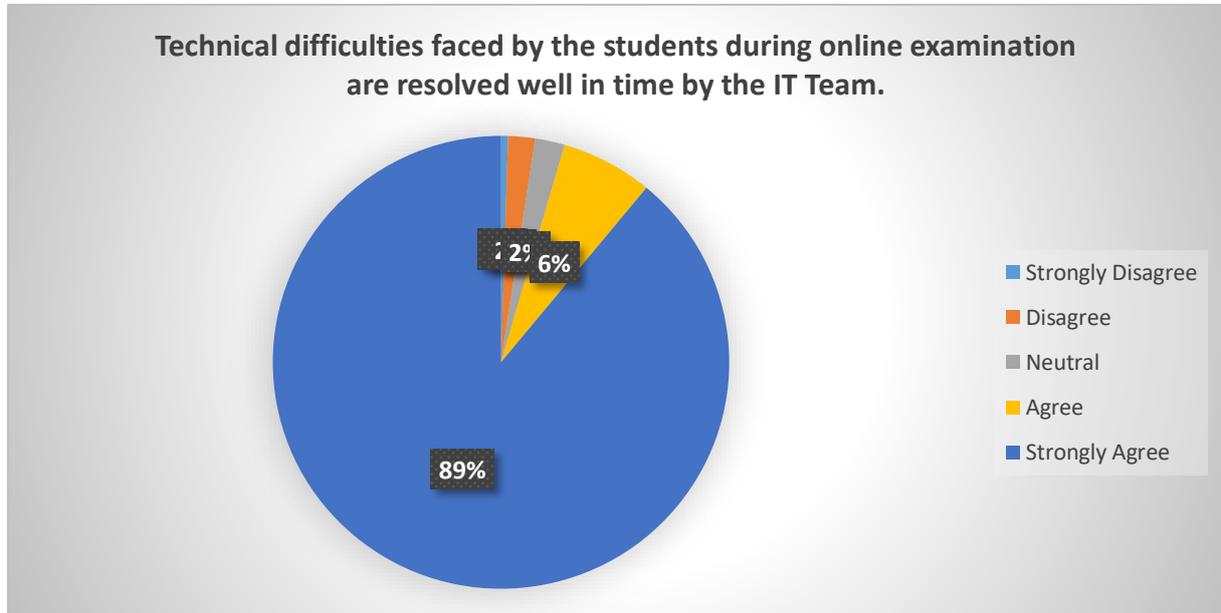
## Table-9: Online Teaching and soft skills

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 1.30% | 0.90% | 2.10% | 10.20% | 86.00% |

**Online teaching improves the communication and presentation skills of the students**

2%
10%
86%

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree
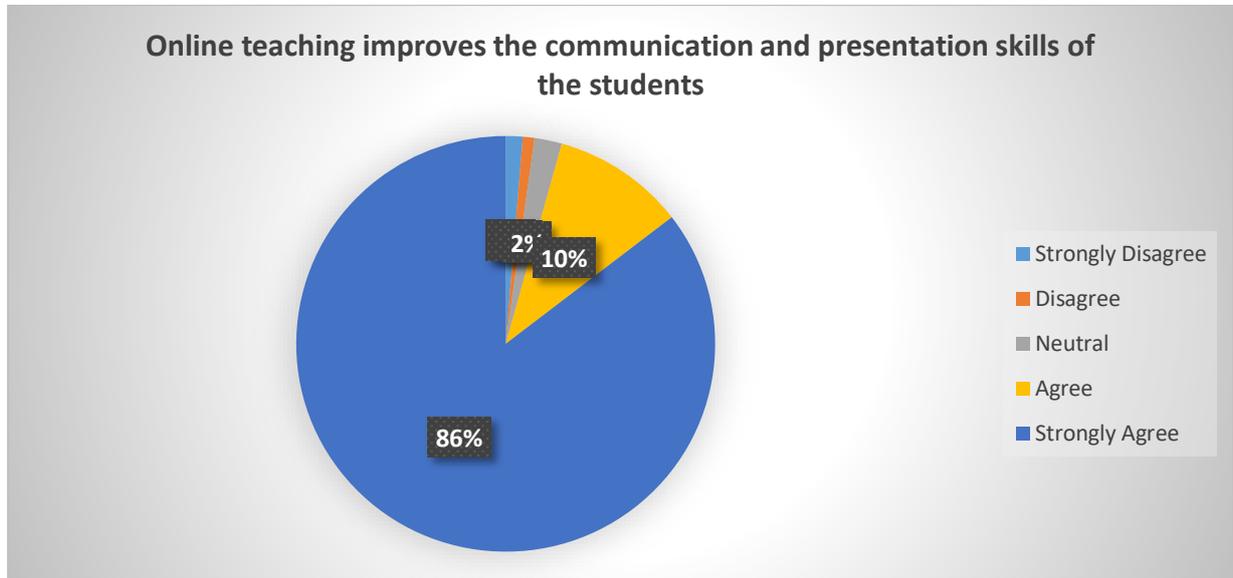
## Table-10: Events Organized by University

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 2.50% | 1.90% | 2.10% | 26.50% | 67.00% |

**University Organizes Various Webinars, Guest Lectures, Workshops through online mode which encourage and motivate students for real world challenges**

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

67%  27%  2%
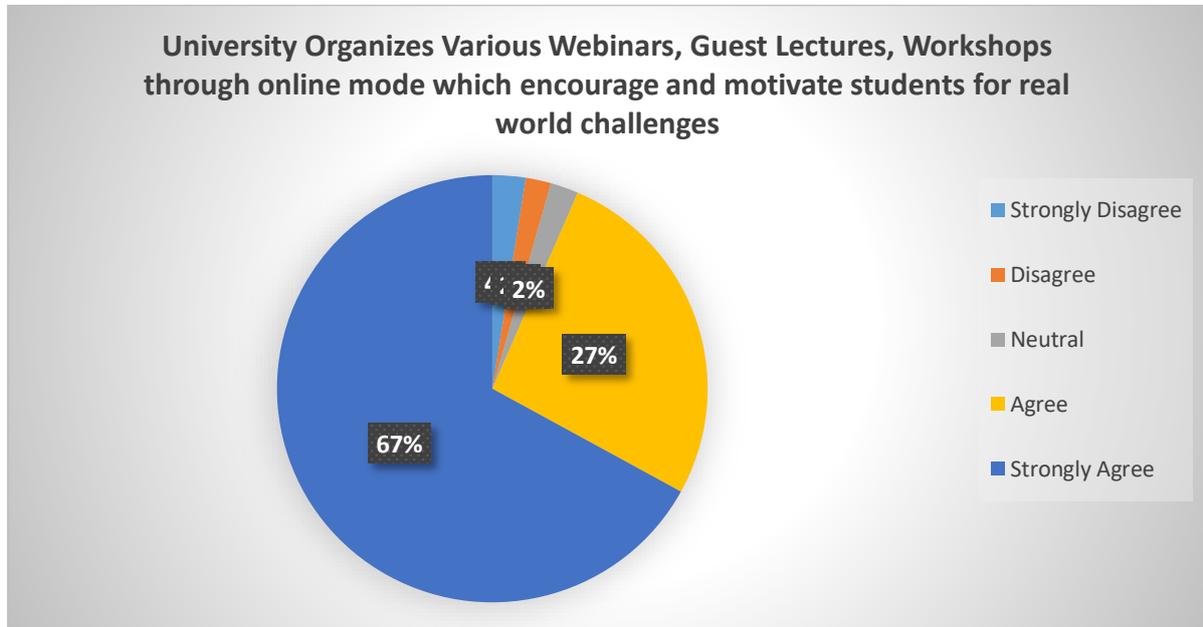
**Table-11: OverallQuality of Online Teaching-Learning process**

| Strongly Disagree | Disagree | Neutral | Agree | Strongly Agree |
|---|---|---|---|---|
| 2.40% | 2.00% | 6.10% | 12.50% | 77.00% |

The overall quality of online teaching-learning process in the University is very good
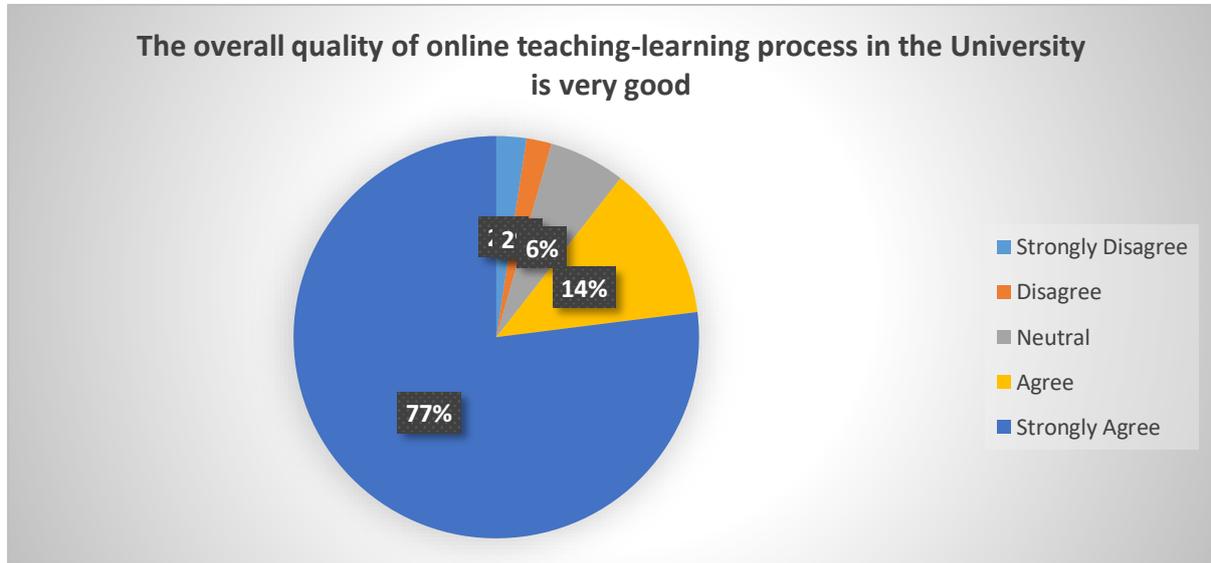


# Suggestion: - (from most of the students) & Action Taken Report

**1. Awareness Program needed on E- Resource.**

*Action Taken: Awareness Program organized by the Librarian & Guideline given on how to access E- Resource.*

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