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## भारतीय अंतरिक्ष विज्ञान एवं प्रौद्योगिकी संस्थान

(वि.अ.आयोग अधिनियम 1956 की धारा-3 के अधीन मानित विश्वविद्यालय घोषित)

भारत सरकार, अंतरिक्ष विभाग, वलियमला पोस्ट, तिरुवनंतपुरम 695 547 भारत

## INDIAN INSTITUTE OF SPACE SCIENCE AND TECHNOLOGY

(A Deemed to be University u/s 3 of the UGC Act, 1956)

Government of India, Department of Space

Valiamala P. O, Thiruvananthapuram 695 547 India

### Student Satisfaction Survey Analysis Report and Recommendations 2021-22

Indian Institute of Space Science and Technology (IIST), Thiruvananthapuram is a Deemed to be University under Section 3 of the UGC Act 1956. It is an autonomous institute under the Department of Space, Government of India. IIST is submitting AQAR regularly and is planning for its second cycle of NAAC re accreditation process in 2024. In this connection, the Student Satisfaction Survey (SSS) and its analysis is mandatory. The institute conducts SSS with a questionnaire as per the direction of NAAC. **This survey is mandatory to all students who appear for the end semester(even) examinations of the academic year.** Students receive advance survey notices which include time slots, dates, venues, guidelines, and web links. SSS is collected along with even semester feedback on programs, courses, teaching and other aspects. The survey covers general views of the students' community on various criteria including teaching, learning, evaluation, and student support. A committee constituted by IQAC analyzes the data and submits a report and recommendations to the Director, IIST. This process is important in maintaining the quality of education at IIST. The report and recommendations for the academic year 2021-22 is submitted here.

*	Total number of students (BTech/M.Tech/PhD) in the roll list of the institute	1097
*	Total number of students (B.Tech/M.Tech/PhD) appearing for End semester(even) examinations. (Mandatory requirement for those who appear for exam)	568
*	Total number of students (BTech/M.Tech/PhD) who have given feedback	568
*	Percentage of Students who responded to feedback	100%

#### The percentage of students who strongly agree on the role of the institute in the following aspects

Sl No	Feedback Questions	Percentage
		2021-2022
*	Percentage of Students who responded to feedback	100%

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<b>Teaching</b>		
1	Covering of syllabus	98%
2	Preparedness of teachers for delivering lectures	95%
3	Communication skills of teachers	83%
4	Effectiveness of teaching	93%
5	Information to students about their expected competencies, course outcomes and programme outcomes	78%
6	Teacher's illustration of concepts through examples and applications	78%
7	Use of student-centric methods such as experimental/participative learning and problem-solving methodologies for learning enhancement	66%
8	At least 70% of teachers use ICT tools such as LCD, multimedia etc while teaching	63%
9	The overall quality of the teaching-learning process in IIST	78%
<b>Evaluation</b>		
10	Following the Fairness of the internal evaluation	81%
11	Promoting discussion on performance in assignments with students	45%
12	The teachers identify your strengths and encourage you with providing the right level of challenges	56%
<b>Learning</b>		
13	Promoting internships, student-exchange, field visits etc.	47%
14	Teaching and mentoring process for the cognitive, social and emotional growth of students	49%
15	Providing multiple opportunities to learn and grow	68%
16	Mentor's follow-up in connection with an assigned task to students	58%
<b>Student Support</b>		
17	Teachers' ability to identify students' weaknesses and help them overcome them	50%
18	Participation of students in monitoring/reviewing/improving quality teaching-learning process	60%
19	Encouragement of teachers to participate in extracurricular activities	48%

20	Institute's efforts to inculcate soft/life/employability skills to make students ready for work	58%
Green=Very Good, Black=Average, Red=Needs attention		

## The Report

### (a) Teaching:

- The syllabus coverage is high at **98%** in the year, indicating that the institute maintains an effective curriculum management system.
- Teachers' Preparedness is **95%**, showing teachers' commitment to preparing lectures for a better understanding of students.
- The communication skills of faculty are **83%**, showing the focused communication abilities of instructors.
- Teaching Effectiveness is very high, with **93%** indicating the potential of faculty members in teaching.
- The percentage of information dissemination is **78%**, which shows a better level of communication about students' expected competencies and outcomes to them.
- The percentage of teachers who illustrate Concepts through examples and applications is again **78%**, showing the efforts put forth by teachers in teaching and learning methodologies.
- Student-centric methods are high, but only **66%**, indicating a need for innovative teaching strategies to enhance student engagement.
- The use of ICT tools in teaching is also at **63%**, demanding further improvements in the Technology-based methodologies.
- Overall, Teaching-Learning Quality is very high, with **78%**, but there is enough room for improvement in specific areas.

### (b) Evaluation:

- Fairness in Evaluation is high, with **81%**, underlining students' faith in the assessment process.
- The percentage of teachers who promote discussion on students' performance is average (only **45%**), emphasizing the need to improve further student-teacher interaction on students' performance in assignments.
- Recognition of Student Strengths by teachers is only **56%**, indicating a need for teachers to identify, nurture and improve students' strengths.

### (c) Learning:

- The promotion of internships and field visits is average (47%) and hence demands efforts to enhance practical learning experiences.
- Teaching and Mentoring for Growth is average (49%), necessitating a holistic student development approach.
- Multiple Learning Opportunities are at 68%, showing diverse learning avenues.
- Mentor Follow-Up and engagement with students is 58%, demanding improvements in mentorship strategies.

#### (d) Student Support:

- Students' satisfaction with identifying weaknesses and the support to overcome them is precisely 50%, and hence, a better support system is needed to address student weaknesses and remedies for them.
- Student Participation in Quality Improvement is pretty good (60%), but measures must be taken to enhance teaching-learning processes.
- Encouragement of Extracurricular Activities is average (48%) and must address students' overall development in future.
- The inculcation of soft skills in teaching-learning is at 58% and has to be improved significantly.

#### Recommendations based on the report

- Conduct FDP for teachers to improve teaching and communication skills.
- Devise and implement innovative teaching methods to increase students' participation in teaching and learning.
- Promote the use of ICT tools for effective teaching.
- Increase opportunities for internships, field visits, and practical experiences.
- Provide resources for mentors to support students better in their academic and personal growth.
- Encourage students to participate in extracurricular activities.
- Address students' feedback at the individual/institute level.

#### Enclosures:

1. The questionnaire
2. Guidelines

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## Guideline for Course Feedback & Student Satisfaction Survey

As an academic practice of Indian Institute of Space Science & Technology, students have to submit an online feedback for each course every semester & Student Satisfaction Survey every year. IIST started taking feedback on courses since 2007 and Student Satisfaction Survey since 2022. Usually, the feedback for the odd semester is taken in November, and that of the even semester in April, whereas Student Satisfaction Survey (SSS) is taken in April along with the feedback for the even semester. The Academic section of IIST communicates the guideline, date, time, and link to the students well in advance by mail.

Steps to be followed:

### Course feedback (Odd and Even semesters)

- From the Academic portal, <https://academics.iist.ac.in/>, click **'My Account'**
- Login to **'My Account'** using student login credentials (Student id as username and password are already given to students during the time of admission, and it is used for accessing the course details, attendance, results, feedback and fee payment/details and security code).
- Clicking the feedback link at the top menu, the portal generates a randomly generated USERNAME, a PASSWORD, and displays a link named as **'URL for Feedback Submission'** to access the Student Feedback System (This link will be active for a day).
- Clicking the above link, the portal opens an **'Online Student Feedback System'** in a new window.
- Then, login to the Student Feedback System using the randomly generated USERNAME and PASSWORD, and Captcha. The portal displays course details.
- Click on **'Save Course Details'** to save the courses.
- Click on **'FEEDBACK'** to proceed further.
- Selecting **'Course'** and **'Faculty'** names from the dropdown menu, a feedback questionnaire appears.
- Enter your feedback (All Questions are MANDATORY).
- Click on **'Save'** to record entries.
- After saving the feedback, the Course and Faculty names appears in brown color.
- On completing feedback of all courses, a scrolling message **'Feedback Entry Completed. Thank you!'** in RED color appears. In even semester, a page for submitting Student Satisfaction Survey also pops up along with the above scrolling message, on submitting course feedback. The Internal Quality Assurance Cell (IQAC) @IIST proposes this as a mandatory requirement of NAAC-UGC.

### Student Satisfaction Survey (Even semester only)

- Click **'Student Satisfaction Survey'** to proceed for the survey.
- A questionnaire for **'STUDENT SATISFACTION SURVEY DETAILS'** appears for the survey. Response to all the questions are MANDATORY.
- Enter your feedback and click **'Save'** to record your entries.
- 'Verify all fields are entered and Press OK to confirm the survey details or press Cancel to change' popup will appear, click OK to continue.
- A Red color message, 'Student satisfaction survey updated Successfully' will appear.
- Select the 'Student Satisfaction Survey' button, enter the answers, and save the data.
- After the student satisfaction survey, Confirm the COURSES displayed and click the FEEDBACK link to proceed.
- Apart from the course feedback, students must submit the Student Satisfaction Survey, which is a part of the IIST- NAAC - Internal Quality Assurance Cell (IQAC).
- After completing the feedback entry for All faculty members and Student Satisfaction Survey, you may LOG OUT.



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(The questionnaire is proposed by NAAC,UGC)

### Guidelines for Students

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

A) Please confirm this is the first and only time you answer this survey.

a) Yes ☐ b) No ☐

B) Age: C) College Name:

D) Gender: a) Female ☐ b) Male ☐ c) Transgender ☐

E) What degree program are you pursuing now?

a) Bachelor's ☐ b) Master's ☐ c) MPhil ☐  
d) Doctorate ☐ e) Other ( )

F) What subject area are you currently pursuing?

a) Arts ☐ b) Commerce ☐ c) Science ☐  
d) Professional ☐ e) Other: ( )

### Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

## **Criterion II – Teaching–Learning and Evaluation**

### **Student Satisfaction Survey on Teaching Learning Process**

**Following are questions for online student satisfaction survey regarding teaching learning process.**

1. How much of the syllabus was covered in the class?
  - 4 – 85 to 100%
  - 3 – 70 to 84%
  - 2 – 55 to 69%
  - 1– 30 to 54%
  - 0 –Below 30%
  
2. How well did the teachers prepare for the classes?
  - 4 –Thoroughly
  - 3 – Satisfactorily
  - 2 – Poorly
  - 1 – Indifferently
  - 0 – Won't teach at all
  
3. How well were the teachers able to communicate?
  - 4 – Always effective
  - 3 – Sometimes effective
  - 2 – Just satisfactorily
  - 1– Generally ineffective
  - 0– Very poor communication
  
4. The teacher's approach to teaching can best be described as
  - 4– Excellent
  - 3 – Very good
  - 2 – Good
  - 1 – Fair
  - 0– Poor

5. Fairness of the internal evaluation process by the teachers.
- 4 – Always fair
  - 3 – Usually fair
  - 2 – Sometimes unfair
  - 1 – Usually unfair
  - 0– Unfair
6. Was your performance in assignments discussed with you?
- 4 – Every time
  - 3 – Usually
  - 2 – Occasionally/Sometimes
  - 1 – Rarely
  - 0– Never
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
- 4 – Regularly
  - 3 – Often
  - 2 – Sometimes
  - 1 – Rarely
  - 0– Never
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
- 4 – Significantly
  - 3 – Very well
  - 2 – Moderately
  - 1 – Marginally
  - 0– Not at all
9. The institution provides multiple opportunities to learn and grow.
- 4 – Strongly agree
  - 3 – Agree
  - 2 – Neutral
  - 1 – Disagree
  - 0– Strongly disagree



10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

11. Your mentor does a necessary follow-up with an assigned task to you.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

12. The teachers illustrate the concepts through examples and applications.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

13. The teachers identify your strengths and encourage you with providing right level of challenges.

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0 – Unable to

14. Teachers are able to identify your weaknesses and help you to overcome them.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – 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.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

- 4 – Above 90%
- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%

20. The overall quality of teaching-learning process in your institute is very good.

4 –Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

a)

b)

c)