



### Student Satisfaction Survey (SSS) Reports

#### Academic Session 2021-22

#### ABBREVIATIONS:

X-axis	Criteria-II Plots	
Y-axis	% Feedback; Calculated on the basis of Score awarded vs Maximum Score	
I	Teaching	
II	Cognitive Learning	
III	Academic Flexibility	
IV	Learning Correlations	
V	Encouraging Competencies	
VI	Learning resources	
VII	Evaluation	
Q1	Quarter 1	June - August
Q2	Quarter 2	September - November
Q3	Quarter 3	December - February
Q4	Quarter 4	March - May

#### FEEDBACK SYSTEM:

Three Common questions, based on Criteria-II & SSS of NAAC parameters, were selected for Introspection of working and reflections of Ranchi University perceived in the mind of our students. Google form for Feedback on seven criterions were sent to students via e-mail or What's app group of their departments. One e-mail can be used once for sending the feedback in a quarter.

**Identity of students were kept confidential and NO Further Communication in this regard is done either from IQAC RU or the Department concerned.**

To compare reflections projected by students were plotted in terms of percentage of score awarded vs maximum score possible for such a number of SSS feedback responses.

Every question in SSS Feedback form were assessed in range of numeral values from 1 to 5 reflecting Fair to Excellent labels.

Responses received from students via google form were feed in already prepared Excell Sheet which producess graphical report in printable form and simultaneously prepare Power Point Presentation within a couple of seconds also.

The SSS feedback System used in Ranchi University was prepared by IQA Cell of Ranchi University and costs not a single penny for its operation and record keeping.



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## I.Q.A.C.

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### QUESTIONS IN SSS FORMS:

#### Aspect -I Teaching

- Q1 How will you rate the coverage of syllabus in your class?  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding
- Q2 How well were the teachers able to communicate? Please rate.  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding
- Q3 The teacher's approach to teaching can best be described as:  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding

#### Aspect -II Cognitive Learning

- Q1 The institute takes active interest in promoting internship, field visit opportunities for students. Please rate.  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding
- Q2 The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. Please rate.  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding
- Q3 The institution provides multiple opportunities to learn and grow. Please rate.  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding

#### Aspect -III Academic Flexibility

- Q1 How do you rate the ICT enabled tools usage including online resources for effective teaching/ learning process?  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding
- Q2 How do you rate the teachers' use of student centric methods, such as experiential learning, participative learning and problem solving methodologies?  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding
- Q3 How do you rate your teachers' follow-up with an assigned task given to you?  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding

#### Aspect -IV Learning Correlations

- Q1 How do you rate your teachers' explanation of your course outcomes and programme outcomes?  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding
- Q2 How well the teachers of the Department link the subject matter to real life situation and create interest by innovative techniques? Please rate.  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding
- Q3 How well the teachers illustrate the concepts through examples and applications? Please rate  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding

#### Aspect -V Encouraging competencies

- Q1 How far teachers encourage you to participate in extracurricular activities? Please rate.  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding
- Q2 How do you rate the efforts made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work?  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding
- Q3 How far the teachers identify your strengths and encourage you with providing right level of challenges? Please rate.  
1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding



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### Aspect -VI                      Learning resources

Q1 Please rate the library resources provided by your Department/ University.

1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding

Q2 How do you rate the infrastructural resources like classrooms laboratories etc. in your department?

1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding

Q3

How do you rate the Seminars/ Workshops/ Webinars conducted by your Department?

1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding

### Aspect -VII                      Evaluation

Q1 How well did the teachers prepare you for examinations? Please rate.

1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding

Q2 How do you rate the internal evaluation process conducted by the department?

1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding

Q3 How do you rate your teachers' role in evaluating your assignment/ project/ dissertation?

1= Average, 2= Good, 3= Very Good, 4= Excellent, 5= Outstanding



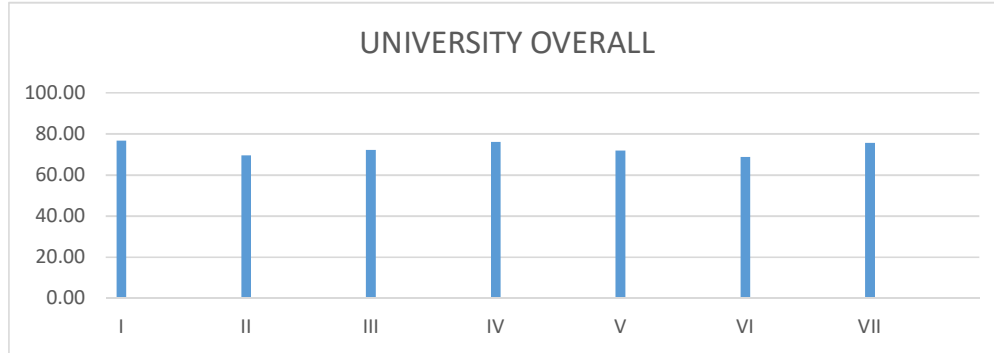
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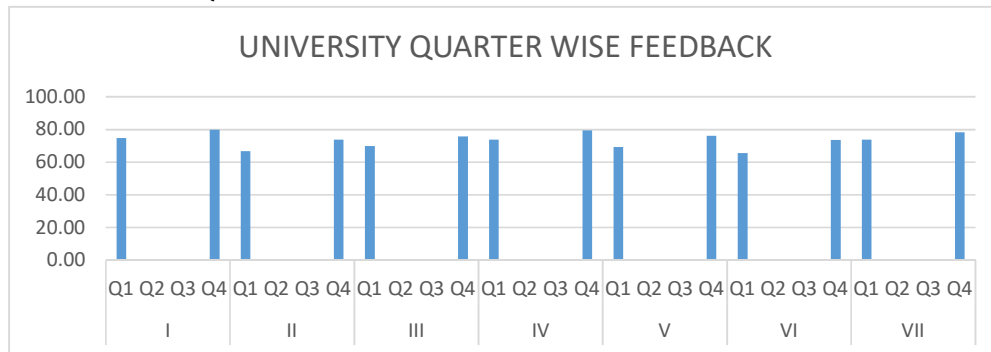
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### UNIVERSITY OVERALL CRITERIA WISE FEEDBACK

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	3004	0	0	1949



### UNIVERSITY CRITERIA WISE QUARTER FEEDBACK





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### FACULTY WISE FEEDBACK

#### COMMERCE

Quarter →

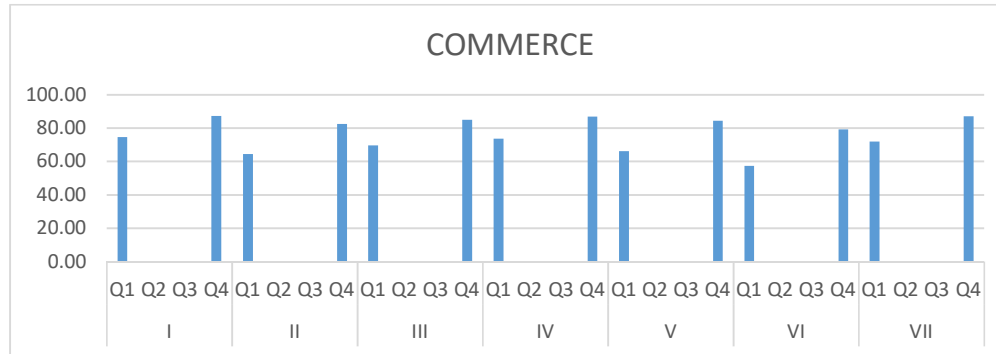
Total Feedbacks =

Q1
576

Q2
0

Q3
0

Q4
436



#### HUMANITIES

Quarter →

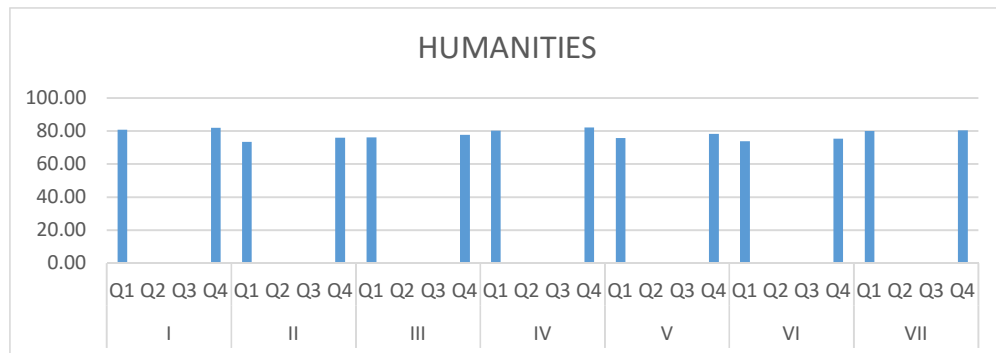
Total Feedbacks =

Q1
646

Q2
0

Q3
0

Q4
388



#### TRIBAL & REGIONAL LANGUAGES

Quarter →

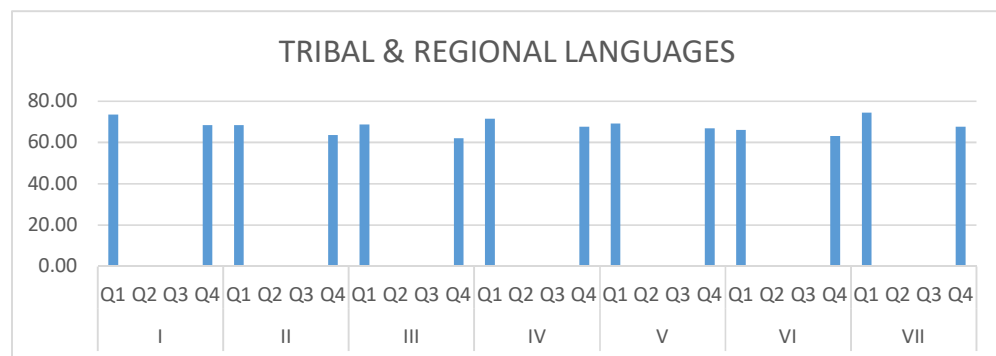
Total Feedbacks =

Q1
64

Q2
0

Q3
0

Q4
19





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### SOCIAL SCIENCE

Quarter →

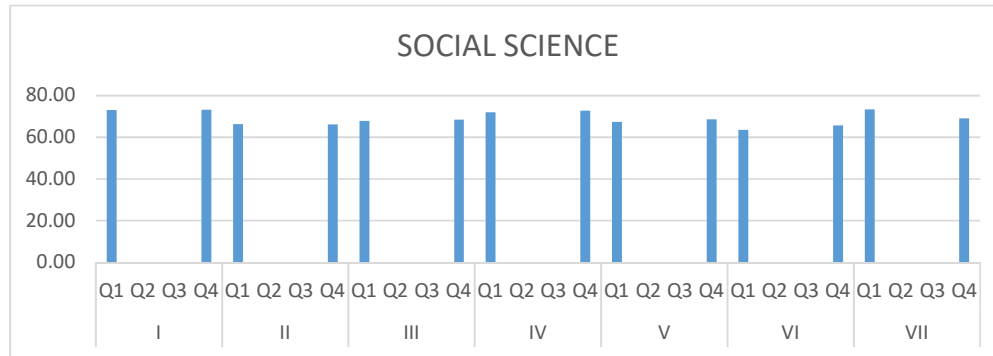
Total Feedbacks =

Q1
472

Q2
0

Q3
0

Q4
553



### SCIENCE

Quarter →

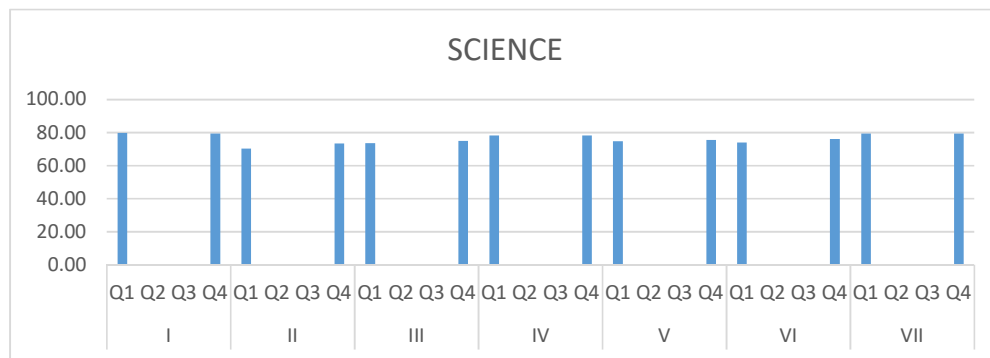
Total Feedbacks =

Q1
638

Q2
0

Q3
0

Q4
572



### VOCATIONAL COURSES

Quarter →

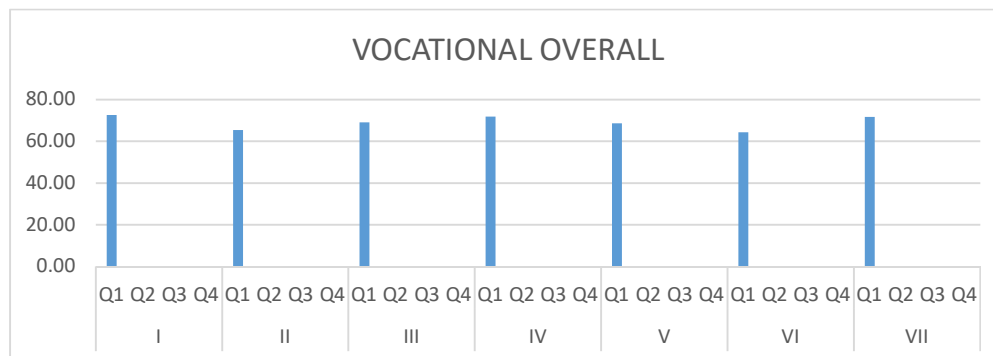
Total Feedbacks =

Q1
608

Q2
0

Q3
0

Q4
0





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## I.Q.A.C.

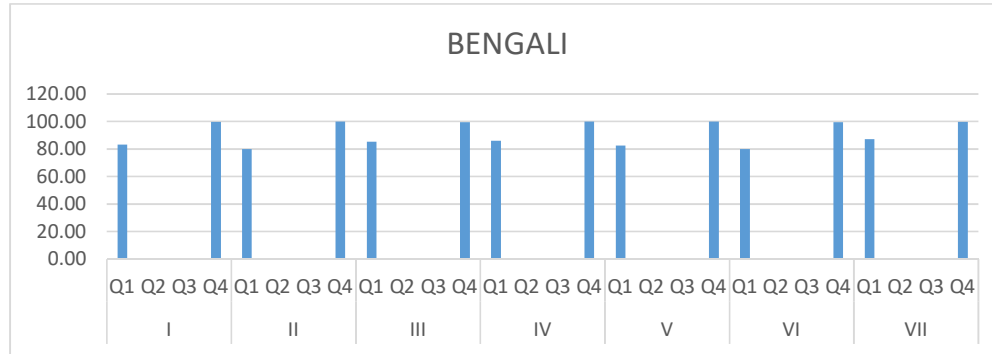
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### DEPARTMENT WISE FEEDBACK

#### HUMANITIES

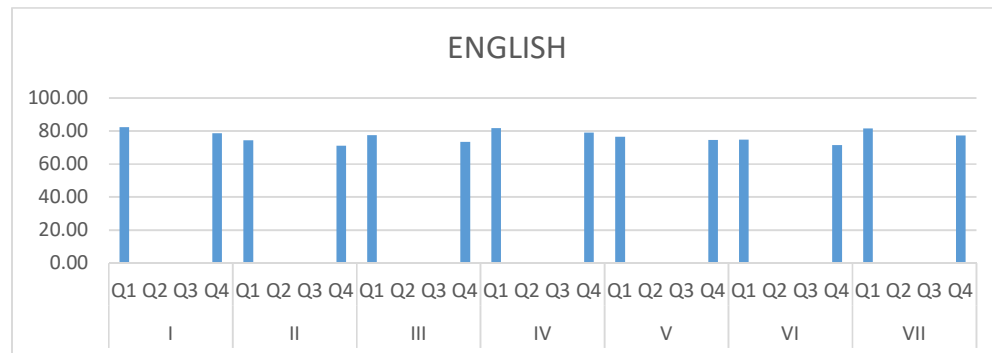
##### 1 Bengali

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	13	0	0	20



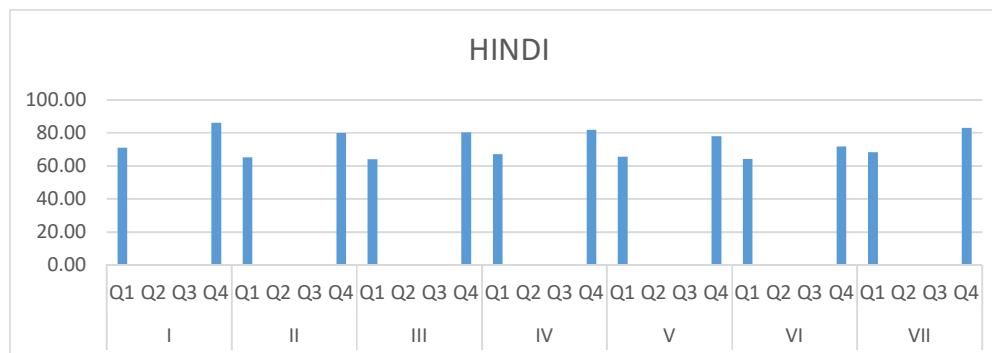
##### 2 English

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	433	0	0	288



##### 3 Hindi

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	74	0	0	17





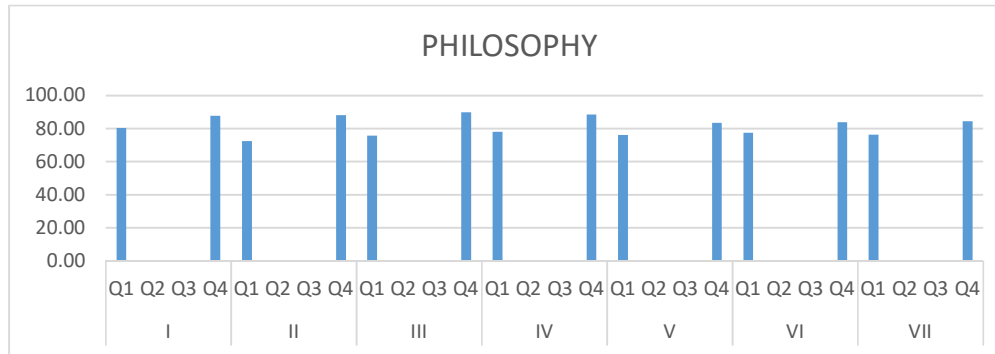
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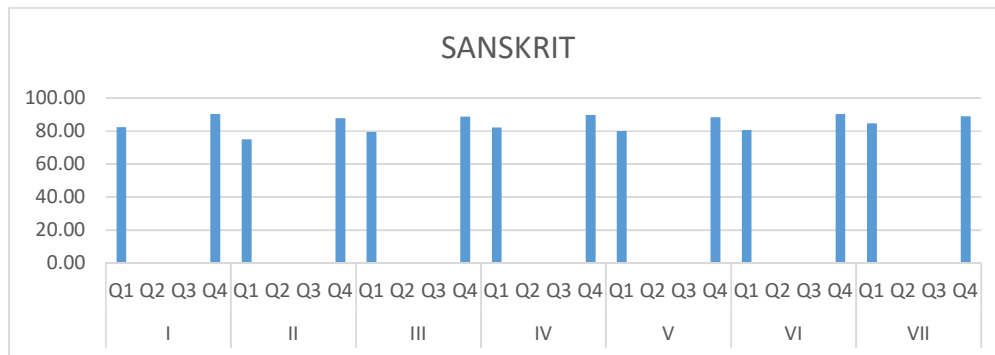
### 4 Philosophy

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	29	0	0	25



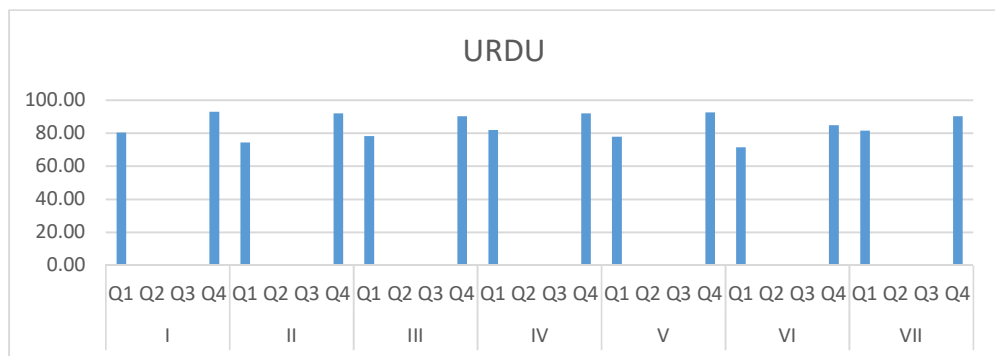
### 5 Sanskrit

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	34	0	0	20



### 6 Urdu

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	63	0	0	18







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### TRIBAL & REGIONAL LANGUAGES

#### 1 Ho

Quarter →

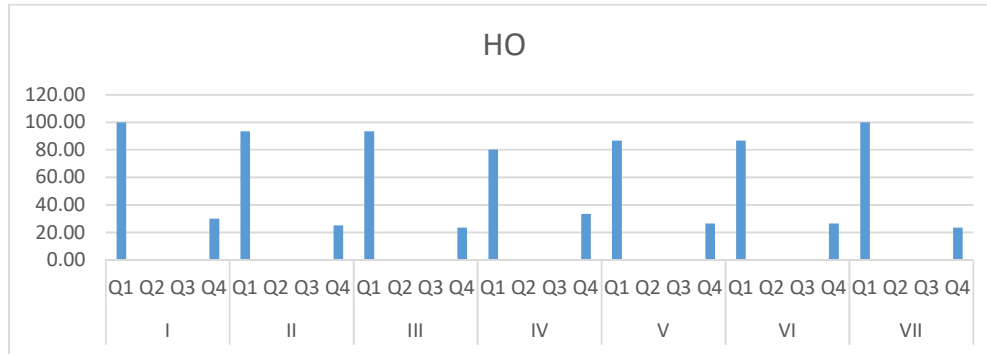
Total Feedbacks =

Q1
1

Q2
0

Q3
0

Q4
4



#### 2 Kharia

Quarter →

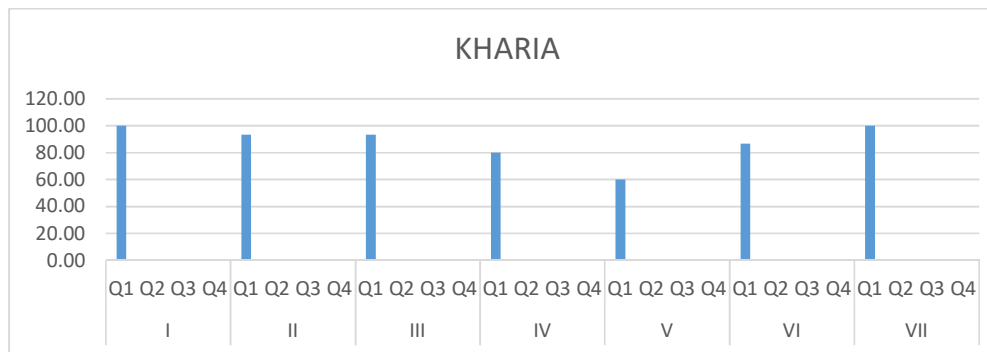
Total Feedbacks =

Q1
1

Q2
0

Q3
0

Q4
0



#### 3 Khortha

Quarter →

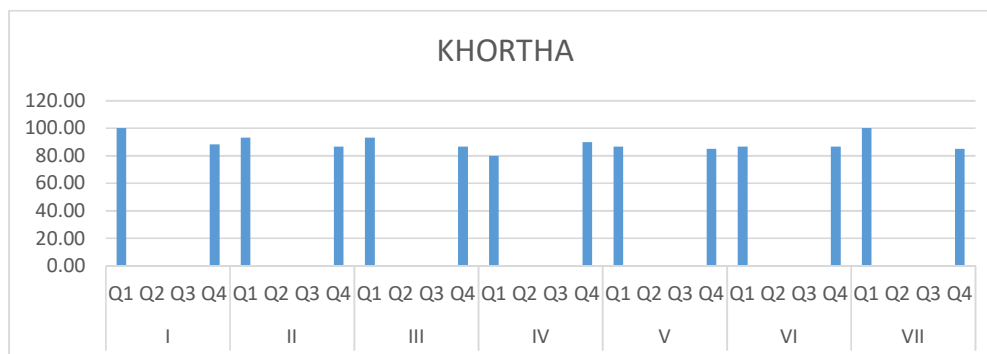
Total Feedbacks =

Q1
1

Q2
0

Q3
0

Q4
55





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### 4 Kurux

Quarter →

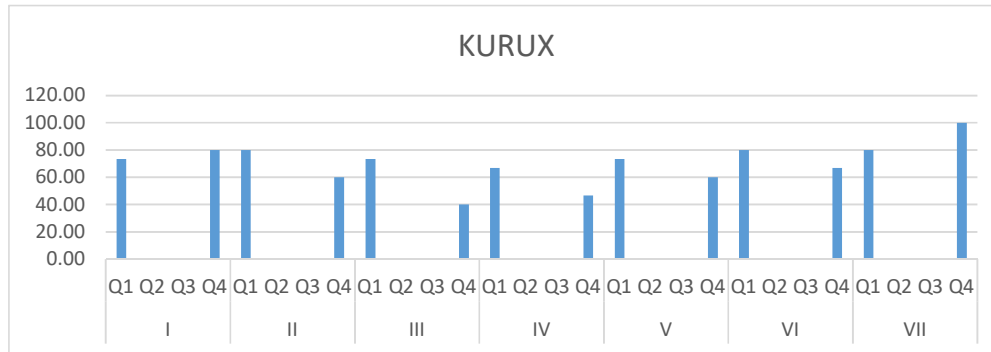
Total Feedbacks =

Q1
1

Q2
0

Q3
0

Q4
0



### 5 Kurmali

Quarter →

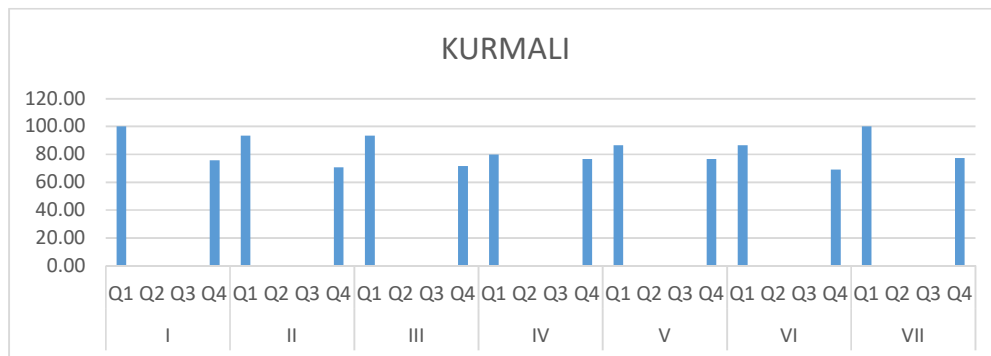
Total Feedbacks =

Q1
1

Q2
0

Q3
0

Q4
233



### 6 Mundari

Quarter →

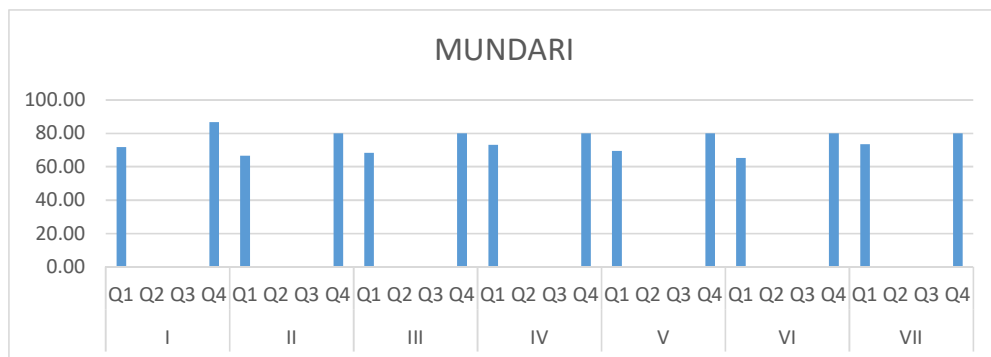
Total Feedbacks =

Q1
35

Q2
0

Q3
0

Q4
0





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### 7 Nagpuri

Quarter →

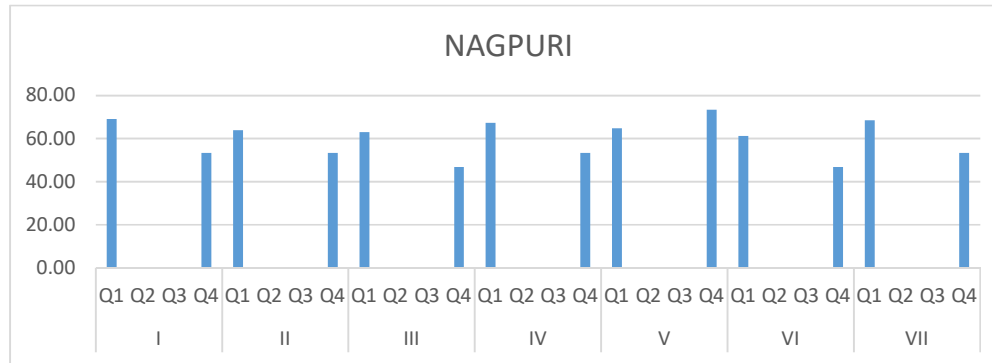
Total Feedbacks =

Q1
22

Q2
0

Q3
0

Q4
0



### 8 Panch Pargania

Quarter →

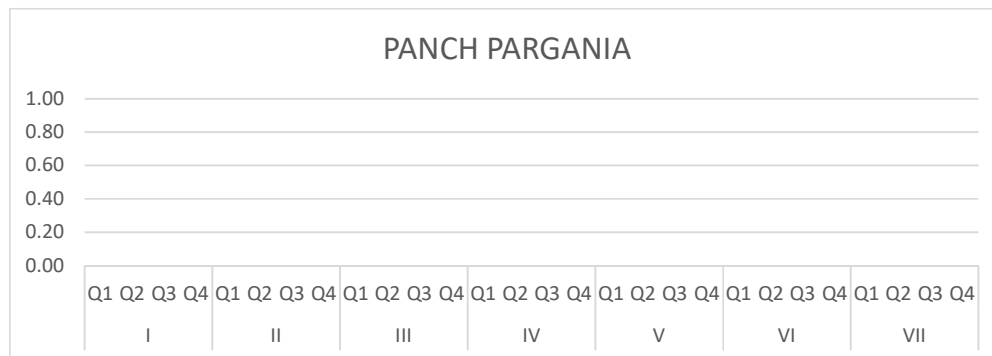
Total Feedbacks =

Q1
0

Q2
0

Q3
0

Q4
0



### 9 Santali

Quarter →

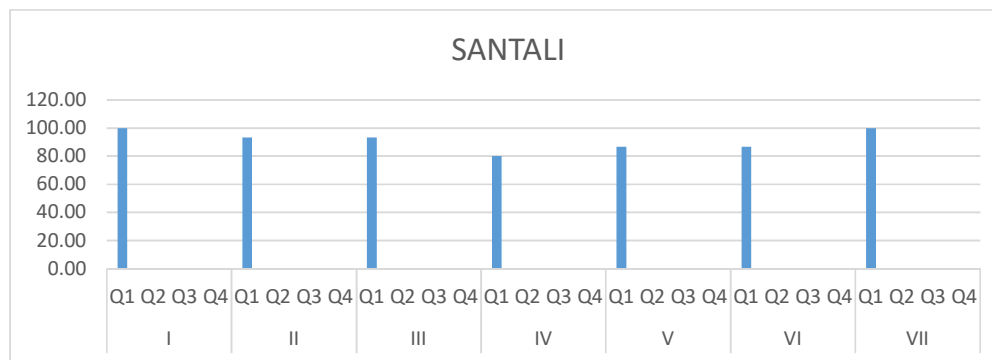
Total Feedbacks =

Q1
2

Q2
0

Q3
0

Q4
0





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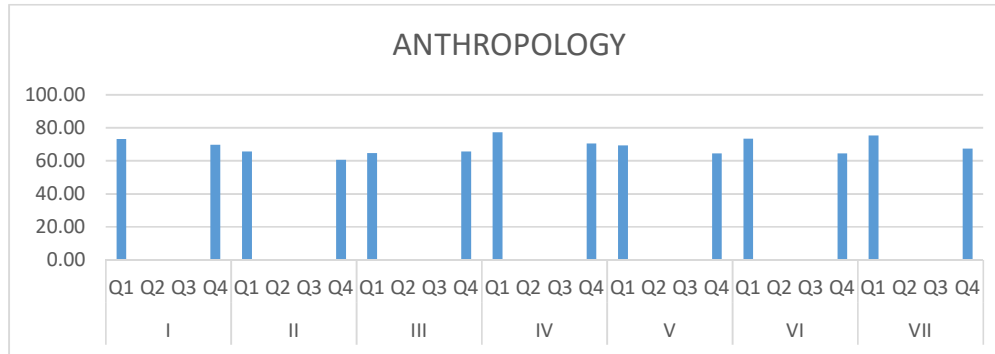
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### SOCIAL SCIENCE

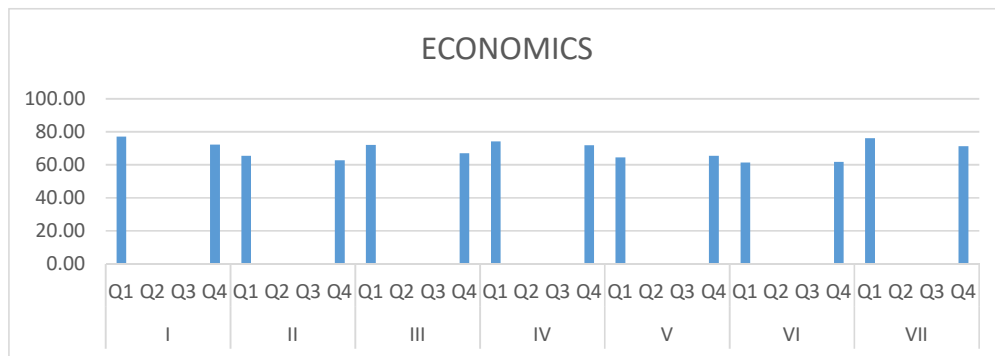
#### 1 Anthropology

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	54	0	0	55



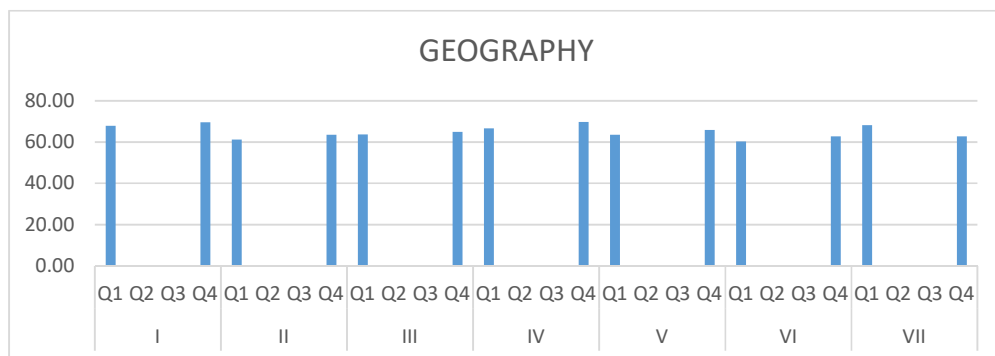
#### 2 Economics

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	85	0	0	68



#### 3 Geography

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	173	0	0	253





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### 4 History

Quarter →

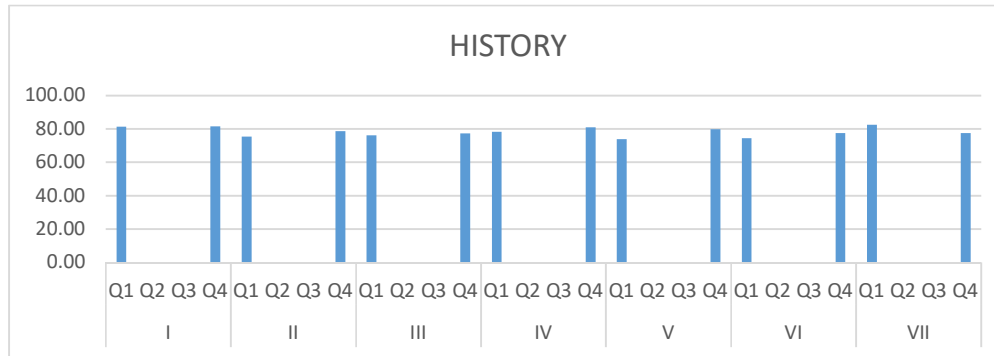
Total Feedbacks =

Q1
27

Q2
0

Q3
0

Q4
62



### 5 Home Science

Quarter →

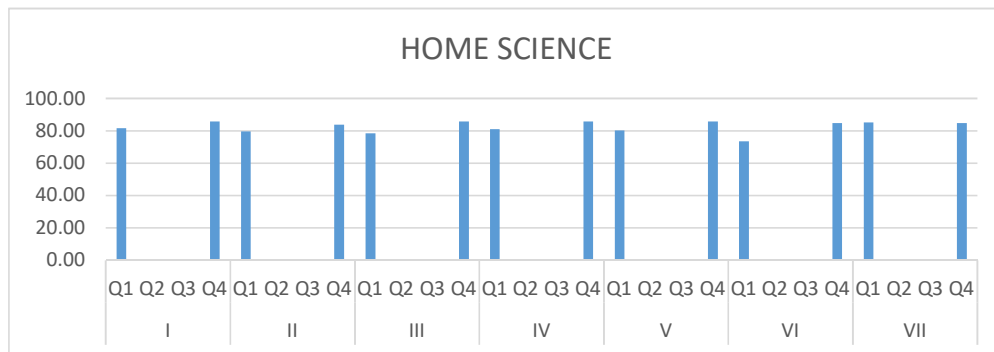
Total Feedbacks =

Q1
29

Q2
0

Q3
0

Q4
7



### 6 Pol Science

Quarter →

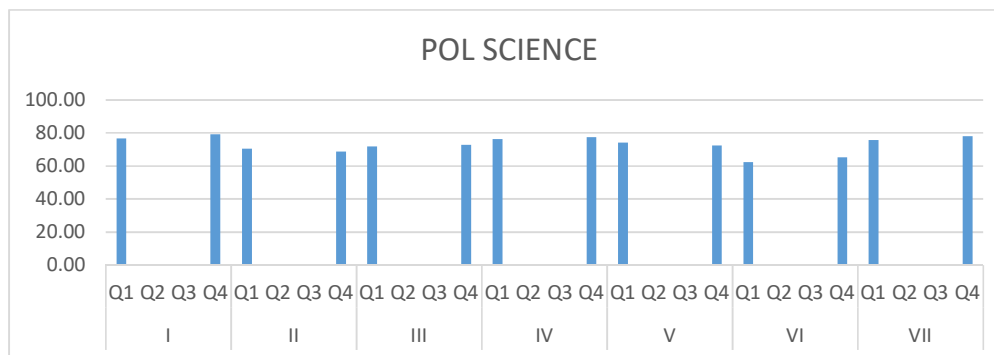
Total Feedbacks =

Q1
34

Q2
0

Q3
0

Q4
58





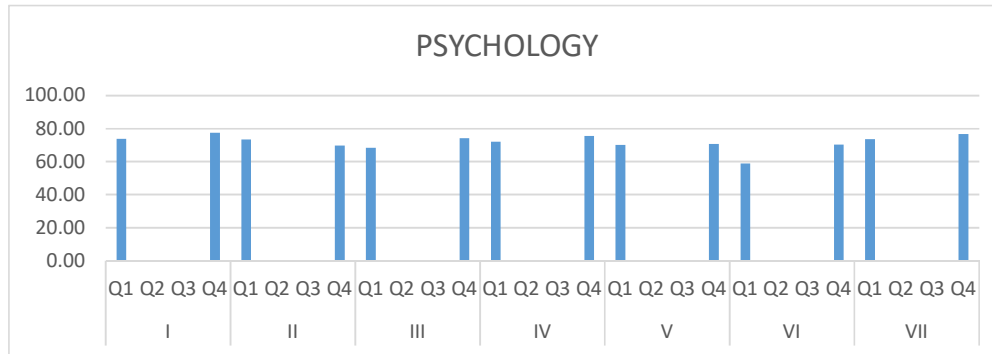
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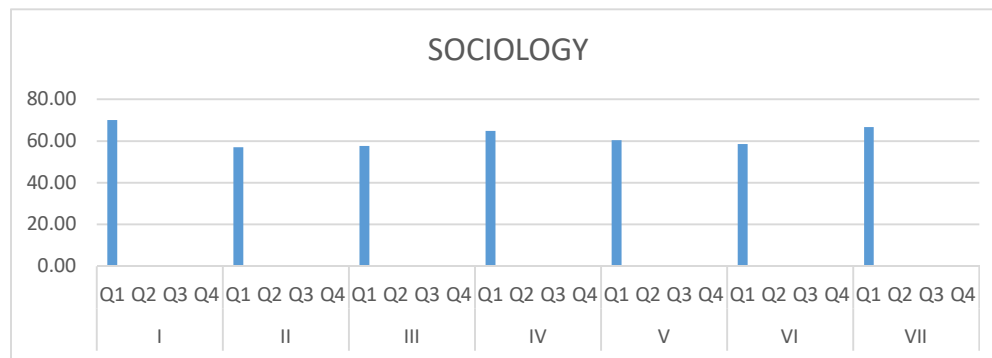
### 7 Psychology

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	52	0	0	50



### 8 Sociology

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	18	0	0	0





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### SCIENCE

#### 1 Botany

Quarter →

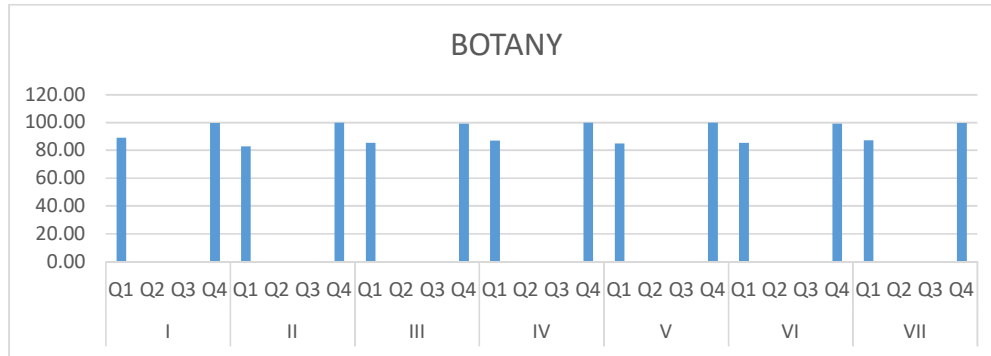
Total Feedbacks =

Q1
122

Q2
0

Q3
0

Q4
20



#### 2 Chemistry

Quarter →

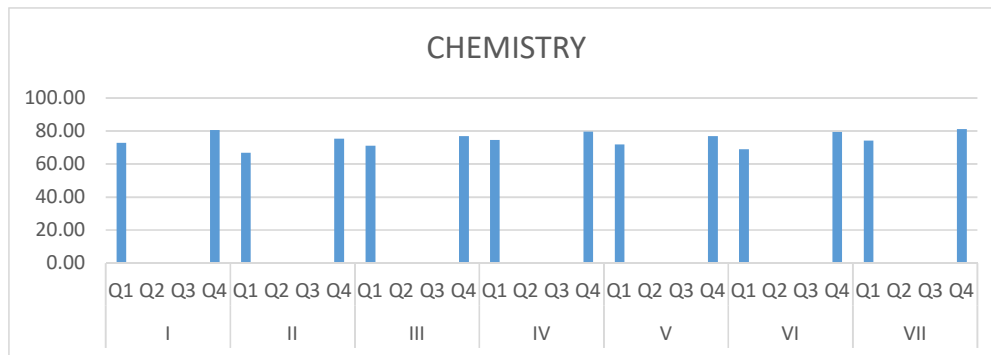
Total Feedbacks =

Q1
163

Q2
0

Q3
0

Q4
233



#### 3 Geology

Quarter →

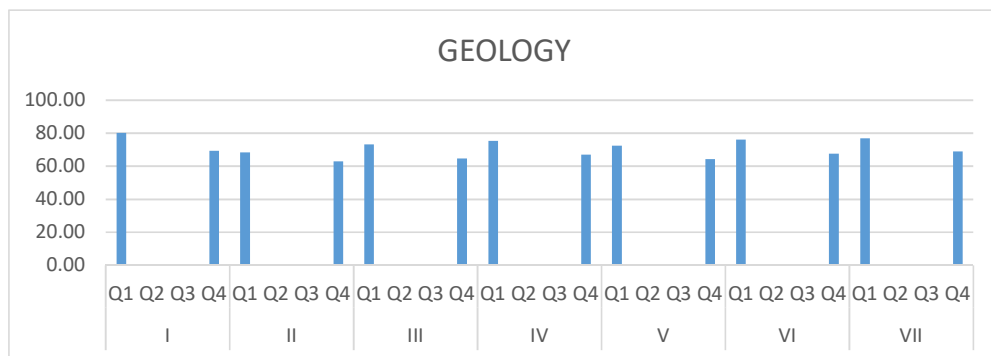
Total Feedbacks =

Q1
59

Q2
0

Q3
0

Q4
81





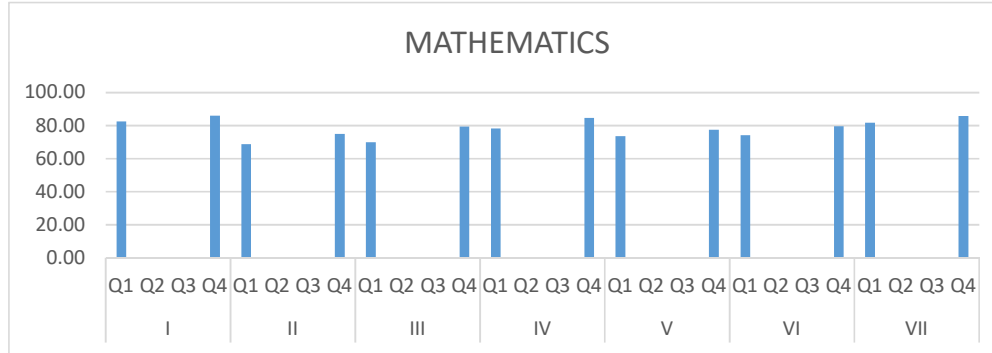
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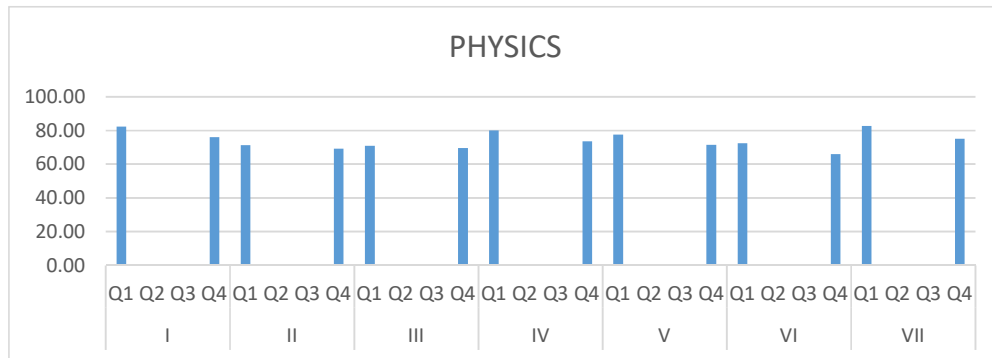
### 4 Mathematics

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	112	0	0	78



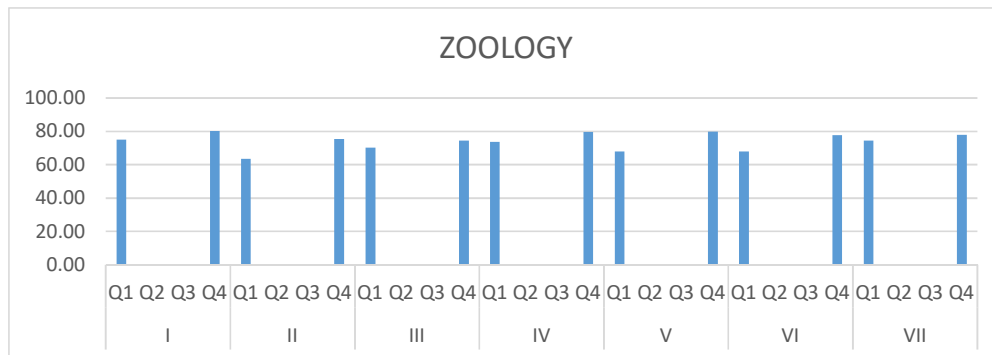
### 5 Physics

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	78	0	0	94



### 6 Zoology

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	104	0	0	66







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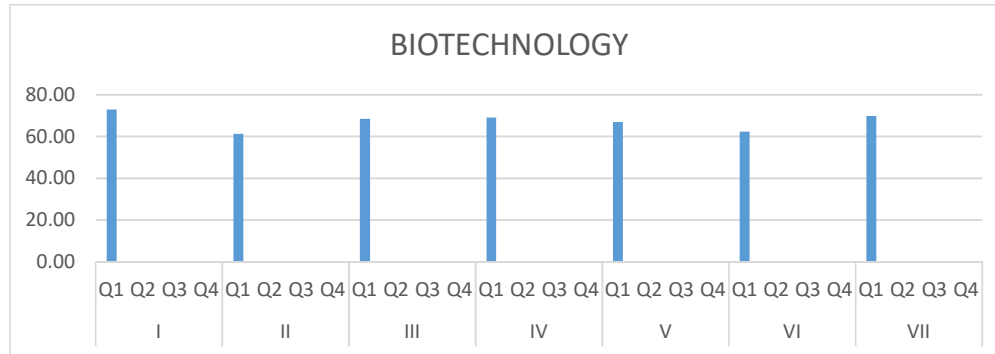
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### VOCATIONAL DEGREE COURSES

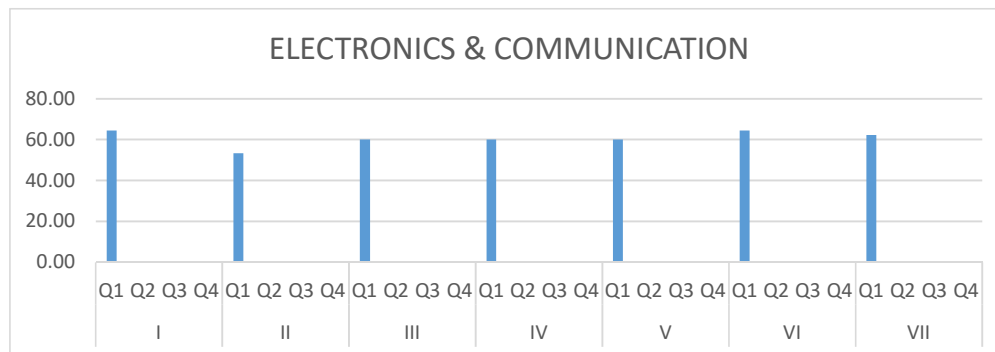
#### 1 Biotechnology

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	67	0	0	0



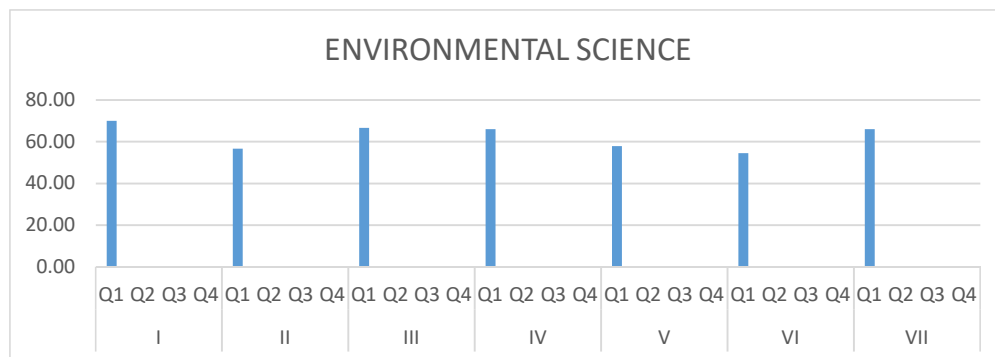
#### 2 Electronics & Communication

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	3	0	0	0



#### 3 Environmental Science

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	12	0	0	0





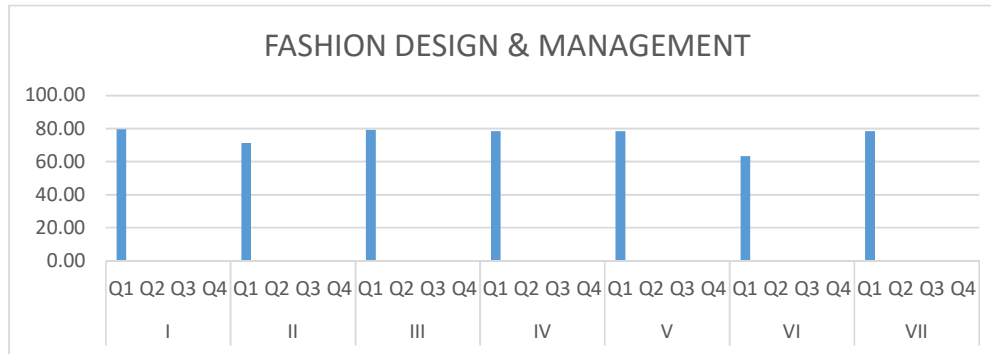
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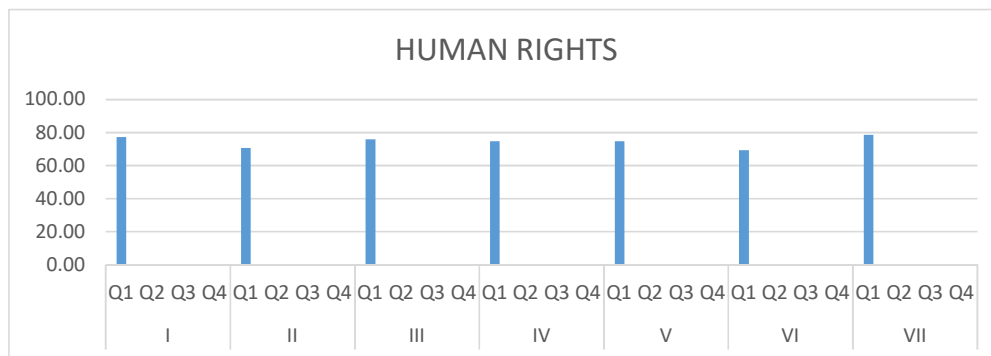
### 4 Fashion Design & Management

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	20	0	0	0



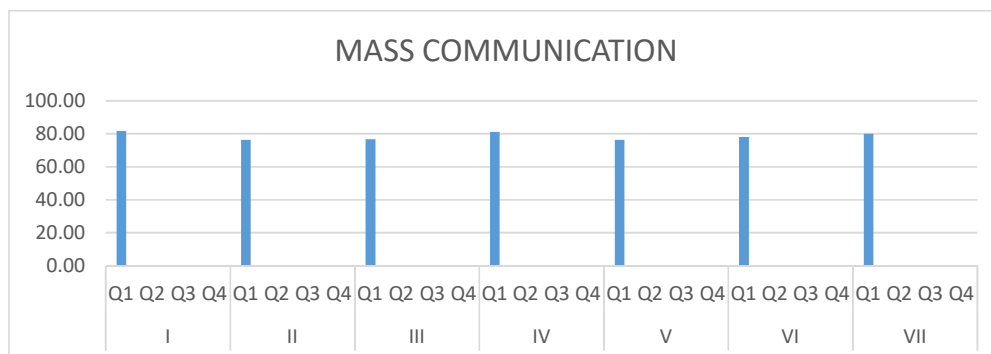
### 5 Human Rights

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	5	0	0	0



### 6 Mass Communication

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	85	0	0	0





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### 7 MBA

Quarter →

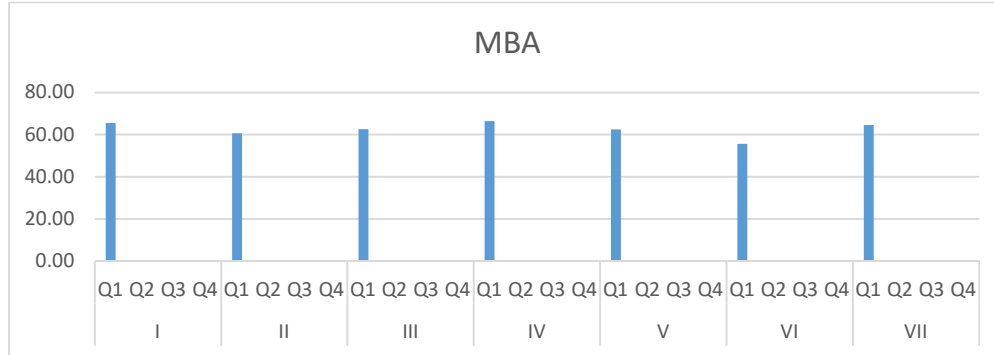
Total Feedbacks =

Q1
161

Q2
0

Q3
0

Q4
0



### 8 MCA

Quarter →

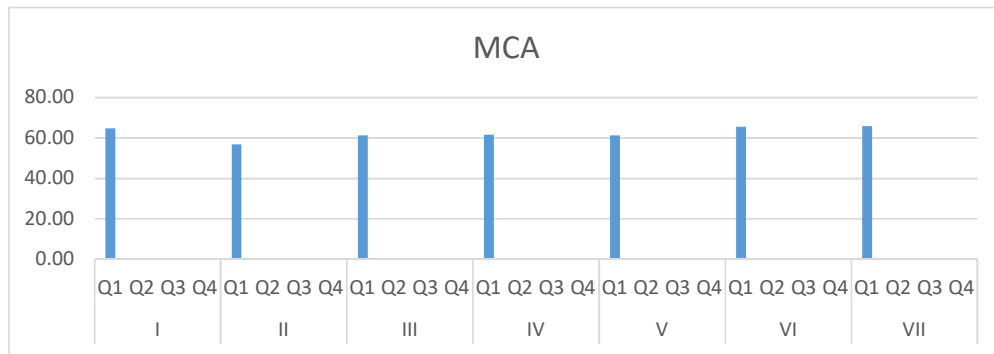
Total Feedbacks =

Q1
62

Q2
0

Q3
0

Q4
0



### 9 Performing Arts

Quarter →

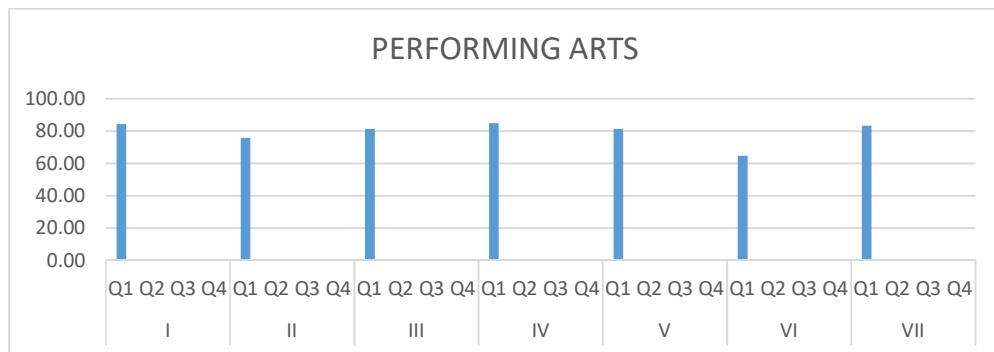
Total Feedbacks =

Q1
51

Q2
0

Q3
0

Q4
0





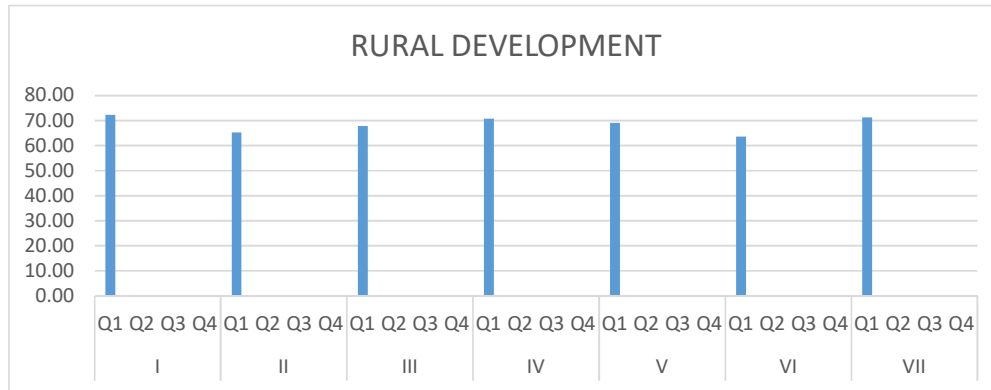
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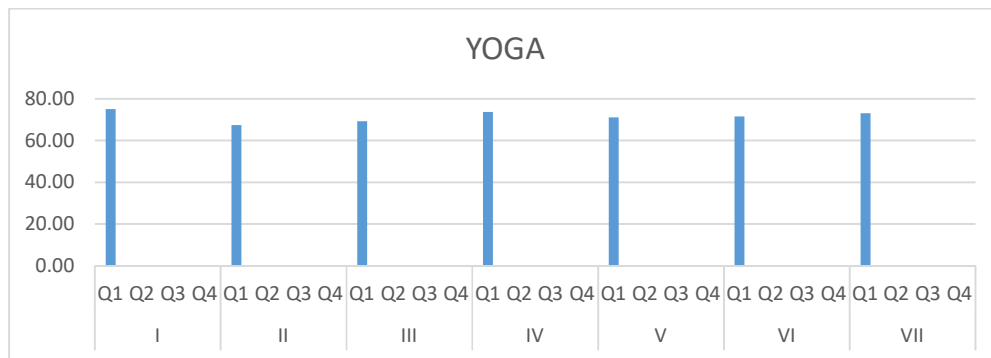
### 10 Rural Development

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	93	0	0	0



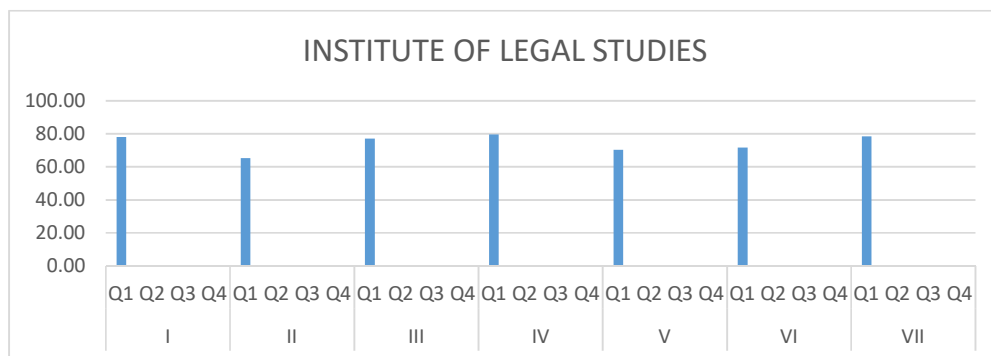
### 11 Yoga

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	18	0	0	0



### 12 Institute of Legal Studies

Quarter →	Q1	Q2	Q3	Q4
Total Feedbacks =	28	0	0	0





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### PG DIPLOMA/ CERTIFICATE COURSES

#### 1 PG Diploma in Medicinal Plants

Quarter →

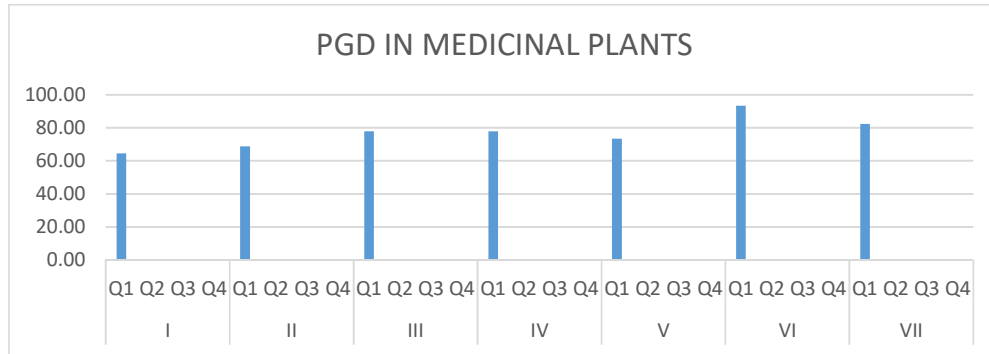
Q1
3

Q2
0

Q3
0

Q4
0

Total Feedbacks =



  
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### Report of SSS Comparative Question wise from the Session 2021-22.

Faculty	Programme	Total Responses question wise	Question wise response for average grade	Question wise response for above average grade	% of Performance for grade 'Average'	% of Performance for grade 'Above Average'
<b>COMMERCE</b>						
1	Commerce	21252	3877	13694	18.2	64.4
<b>HUMANITIES</b>						
1	Bengali	693	63	612	9.1	88.3
2	English	15141	2987	10255	19.7	67.7
3	Hindi	1911	463	975	24.2	51.0
4	Philosophy	1134	52	447	4.6	39.4
5	Sanskrit	1134	116	889	10.2	78.4
6	Urdu	1701	269	1233	15.8	72.5
	Sub-total	21714	3950	14411	18.2	66.4
<b>TRIBAL &amp; REGIONAL LANGUAGES</b>						
1	Ho	105	20	27	19.0	25.7
2	Kharia	21	1	20	4.8	95.2
3	Khortha	105	16	85	15.2	81.0
4	Kurux	42	12	24	28.6	57.1
5	Kurmali	189	49	127	25.9	67.2
6	Mundari	756	235	376	31.1	49.7
7	Nagpuri	483	173	186	35.8	38.5
8	Panch Pargania	0	0	0	#DIV/0!	#DIV/0!
9	Santali	42	2	40	4.8	95.2
	Sub-total	1743	508	885	29.1	50.8
<b>SOCIAL SCIENCE</b>						
1	Anthropology	2289	525	1212	22.9	52.9
2	Economics	3213	723	1728	22.5	53.8
3	Geography	8946	2273	4178	25.4	46.7
4	History	1869	303	1367	16.2	73.1
5	Home Science	756	149	547	19.7	72.4
6	Pol Science	1932	420	1159	21.7	60.0
7	Psychology	2142	470	1237	21.9	57.7
8	Sociology	378	95	165	25.1	43.7
	Sub-total	21525	4958	11593	23.0	53.9
<b>SCIENCE</b>						
1	Botany	2982	383	2509	12.8	84.1
2	Chemistry	8316	1708	5411	20.5	65.1
3	Geology	2940	665	1579	22.6	53.7
4	Mathematics	3990	631	2790	15.8	69.9
5	Physics	3612	776	2214	21.5	61.3
6	Zoology	3570	845	2134	23.7	59.8
	Sub-total	25410	5008	16637	19.7	65.5



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<b>VOCATIONAL</b>						
	Biotechnology	1407	392	687	<b>27.9</b>	<b>48.8</b>
	Ecom	63	15	25	<b>23.8</b>	<b>39.7</b>
	Environmental Science	252	95	95	<b>37.7</b>	<b>37.7</b>
	Fashion Design & Man	420	74	267	<b>17.6</b>	<b>63.6</b>
	Human Rights	105	8	65	<b>7.6</b>	<b>61.9</b>
	Mass Communication	1785	388	1211	<b>21.7</b>	<b>67.8</b>
	MBA	3381	760	1493	<b>22.5</b>	<b>44.2</b>
	MCA	1302	355	559	<b>27.3</b>	<b>42.9</b>
	Performing Arts	1071	168	781	<b>15.7</b>	<b>72.9</b>
	Yoga	378	63	216	<b>16.7</b>	<b>57.1</b>
	Institute of Legal Studi	588	139	356	<b>23.6</b>	<b>60.5</b>
	<b>Sub-total</b>	<b>10752</b>	<b>2457</b>	<b>5755</b>	<b>22.9</b>	<b>53.5</b>
<b>Certificate</b>						
	PG Diploma in Medicin	63	17	37	<b>27.0</b>	<b>58.7</b>
	<b>Sub-total</b>	<b>63</b>	<b>17</b>	<b>37</b>	<b>27.0</b>	<b>58.7</b>

Overall Responses	Total Responses question wise	Question wise response for average grade	Question wise response for above average grade	% of Performance for grade 'Average'	% of Performance for grade 'Above Average'
REGULAR COURSES OVERALL	70392	14424	43526	<b>20.5</b>	<b>61.8</b>
VOCATIONAL COURSES OVERALL	10815	2474	5792	<b>22.9</b>	<b>53.6</b>
<b>UNIVERSITY OVERALL</b>	<b>81207</b>	<b>16898</b>	<b>49318</b>	<b>20.8</b>	<b>60.7</b>

  
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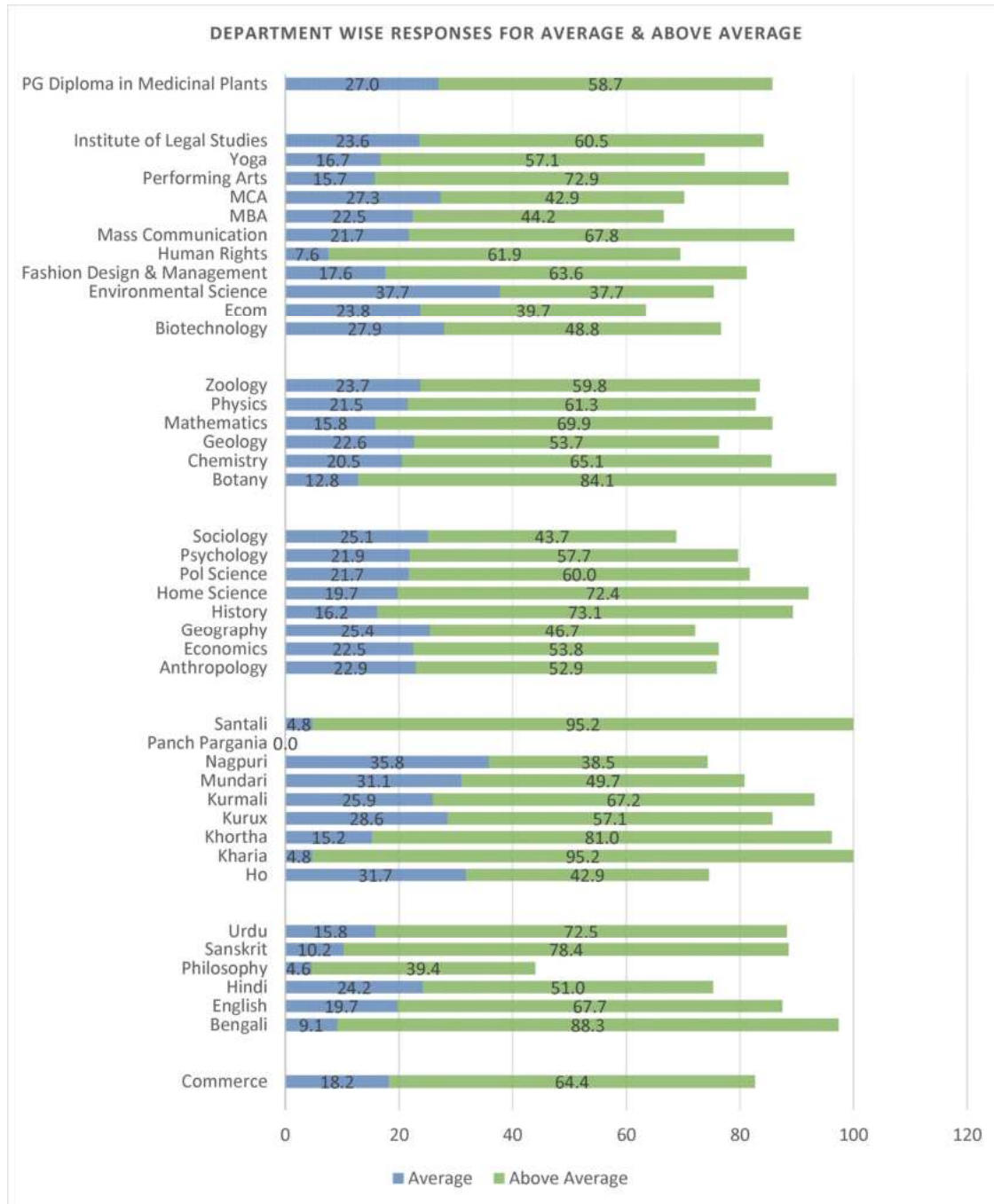
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