



Report on Criterion 2.7

Student Satisfaction Survey

2022-2023

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Analytical Report on Student Satisfaction Survey

(2022-2023)

The Student Satisfaction Survey (SSS) serves as a fundamental component of our institution's commitment to continuous improvement and the delivery of quality education. As we navigate the dynamic landscape of higher education, it is essential to engage with our primary stakeholders, the students, to understand their experiences, needs, and perspectives. The survey provides a structured platform to gather valuable insights directly from the students, allowing us to align our strategies and initiatives with their expectations and aspirations. The survey not only represents a commitment to fulfill the requirements set forth by the National Assessment and Accreditation Council (NAAC) but also a sincere endeavor to uphold our commitment to students' well-being and academic experiences.

Scope and Objectives:

The scope of this Student Satisfaction Survey is both comprehensive and targeted, encompassing multiple aspects of student life within our institution. Its primary objectives are twofold: to evaluate the extent to which our institution meets the expectations and needs of students and to identify areas where improvements are needed. Key areas of focus within the survey include academic programs, faculty and teaching, infrastructure and facilities, administrative services, extracurricular activities, and overall campus life.

The specific objectives of the survey are as follows:

- To gauge students' overall satisfaction with their educational experience at our institution.
- To assess the quality of teaching and learning experiences.
- To understand students' perceptions of academic support services.
- To gather feedback on the adequacy and quality of campus facilities and infrastructure.
- To evaluate the effectiveness of administrative services in addressing student needs.
- To identify areas for improvement based on students' opinions and suggestions.

By defining these objectives, the survey aims to provide a holistic understanding of the student experience, enabling our institution to enhance the quality of education, student support services, and overall campus environment, thus contributing to the institution's continuous growth and development.

Our institution obtains student feedback on diverse aspects related to curriculum, infrastructure, governance and student support services. During the academic session 2022-2023, the student feedback related to different aspects of the functioning of the college was obtained through a structured questionnaire designed as per NAAC guidelines. The questionnaire included 20 multiple choice questions wherein the responses were collected using a 5-point Likert scale. A qualitative question inviting student suggestions was also included in the questionnaire. The survey was provided as a web-form on the college website and the link to the form was shared with the students through the WhatsApp groups. The survey was filled by students anonymously. For the session 2022-2023, feedback from 1105 students was received.

This report includes the following:

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This report serves the following purpose:

- Provide a suitable platform to students to play a greater role in teaching and other educational processes.
- Help the institute to make modifications and improvements.
- Develop a communication channel between the management and students.
- Maintain the functioning of the institute at its best in academic and administrative levels.

Student Satisfaction Survey Questionnaire

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 can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

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 – Somewhat

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 – Somewhat

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.

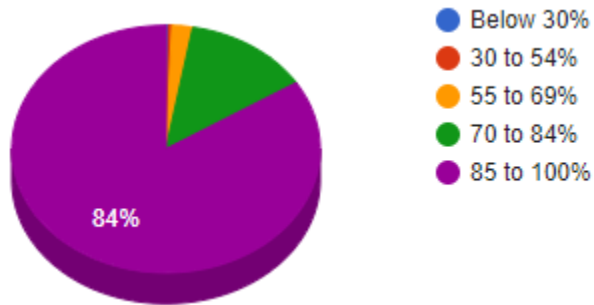
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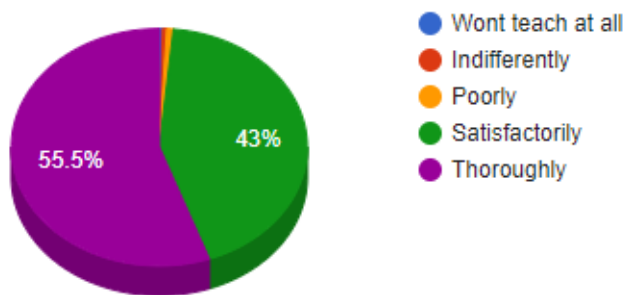
Question-wise Analysis of the responses

1. How much of the syllabus was covered in the class?



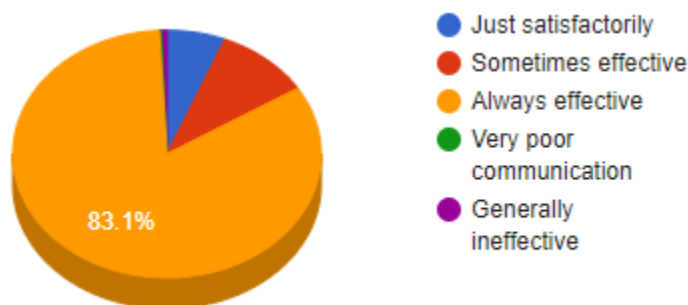
84% of students responded that 85-100% of the syllabus was covered in the class. However, a very low number of students (0.3%) reported that less than 30% syllabus was covered in the class.

2. How well did the teachers prepare for the classes?



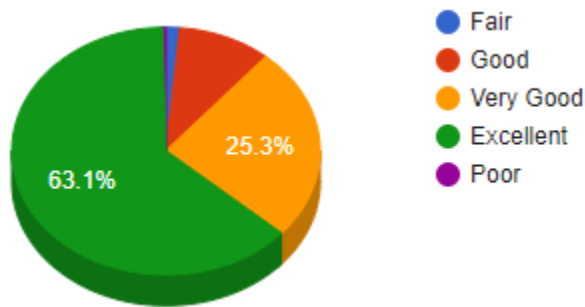
Majority of the students (98.5%) were satisfied when questioned about the preparation of teachers related to teaching material and content.

3. How well were the teachers able to communicate?



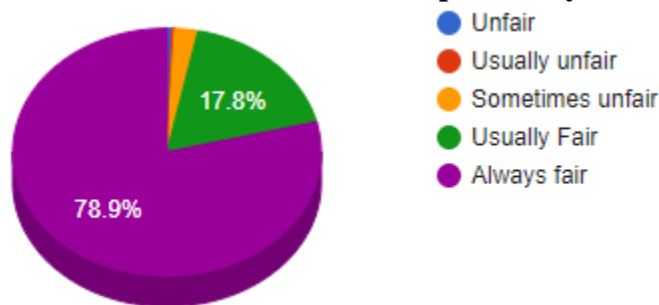
83.1% of students felt that the communication with the teachers was always effective.

4. The teacher's approach to teaching can best be described as



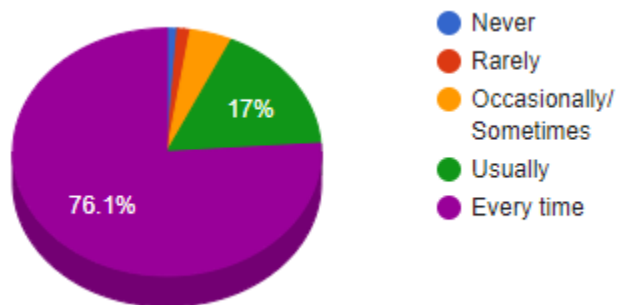
A clear majority of students (88.4%) rate the teaching methodology as Excellent (63.1%) and Very Good (25.3%).

5. Fairness of the internal evaluation process by the teachers.



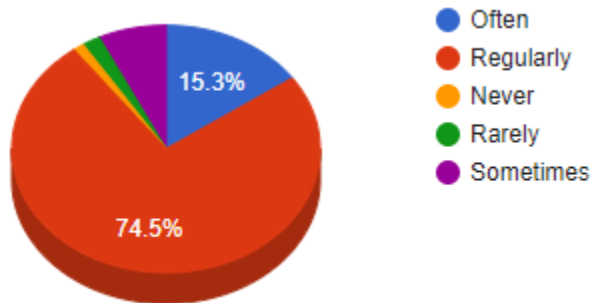
Majority of the students rate the evaluation process by teachers as Fair (96.7%). A very low number of respondents (0.5%) felt that the internal evaluation process is Unfair.

6. Was your performance in assignments discussed with you?



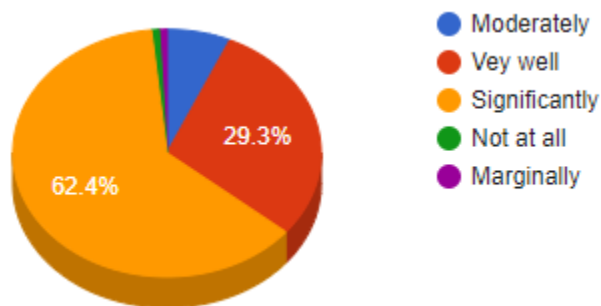
Most of the students (76.1%) have selected that the teachers discuss their assignments with them every time and point out any mistakes or additions if required. This is followed by 17% where the teachers usually discuss the students' assignments.

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.



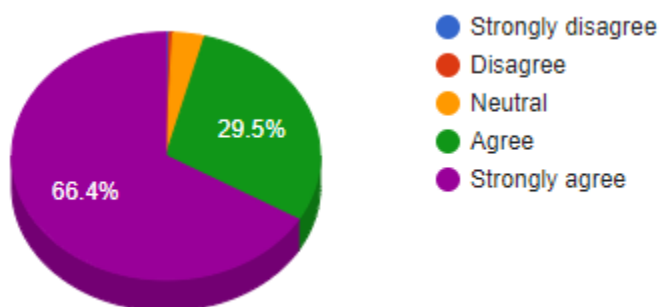
74.5% students reported that college regularly takes interest towards promoting internship, student exchange, etc. while a very small fraction of respondents (1.2%) have shown a negative response in this aspect.

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



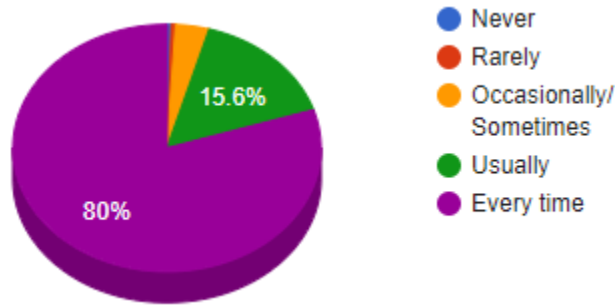
Large majority of students (98.4%) are satisfied with the teaching and mentoring process and agree that it facilitates their overall growth.

9. The institution provides multiple opportunities to learn and grow.



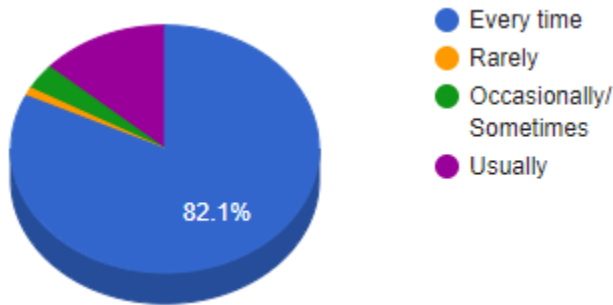
95.9% students agree on the point that the institution provides multiple opportunities for them to grow and learn.

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



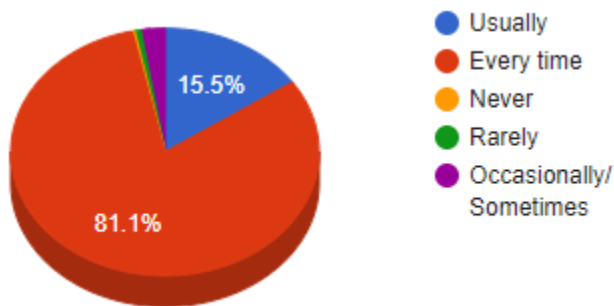
80% students reported that teachers always inform them about the expected competencies, course outcomes, and program outcomes. Only 1% of students reported that teachers rarely (0.5%) or never (0.5%) discussed Program and Course outcomes.

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



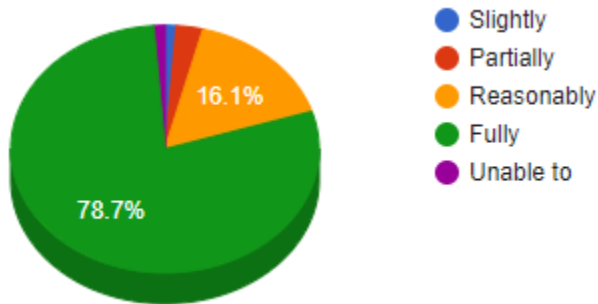
95.6% students are satisfied that their mentors do a necessary follow-up with a task assigned to them.

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



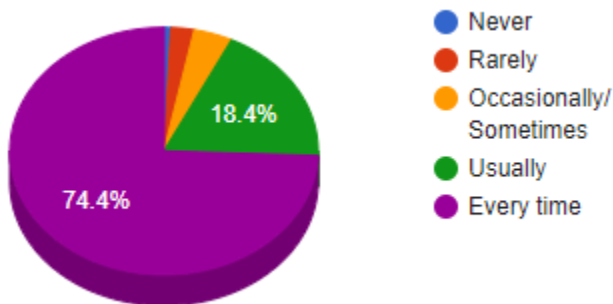
96.6% of students feel that teachers make use of examples and applications most of the time they illustrate a concept.

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



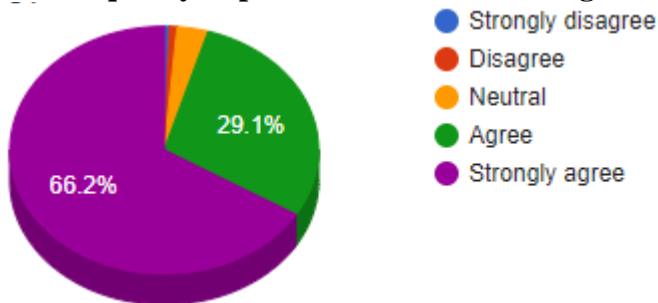
Majority (94.8%) students agree that the teachers identify their strengths and encourage them to advance further while providing the right amount of challenges and opportunities for them to grow.

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



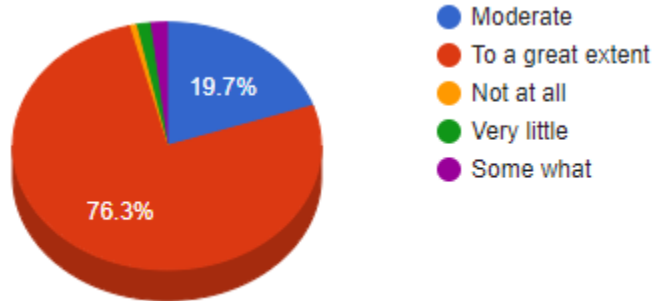
Majority students (92.8%) agree that the teachers are able to identify their weaknesses and help them to overcome them. This not only encourages the students but also helps in promoting the overall growth of the individual student.

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



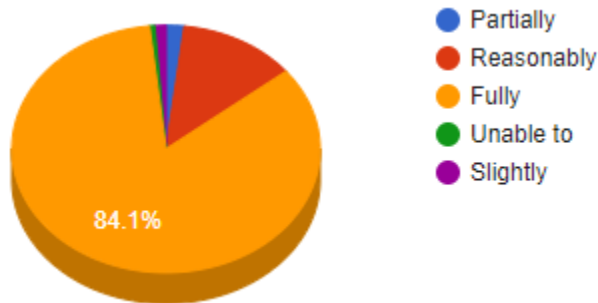
95.3% agree with the positive efforts made by the institutions towards engaging students in monitoring, reviewing and continuous improvement of the teaching learning process.

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



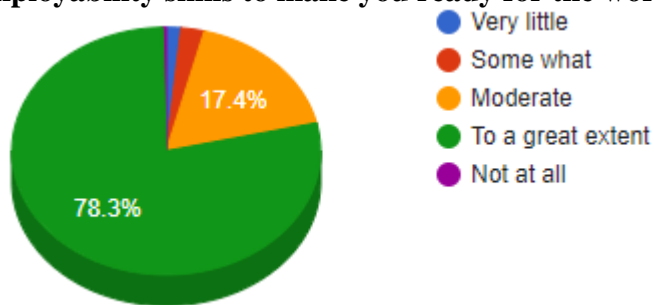
76.3% students feel that the institute/teachers use student centric methods for enhancing learning experiences while 19.7% have responded ‘moderate’.

17. Teachers encourage you to participate in extracurricular activities.



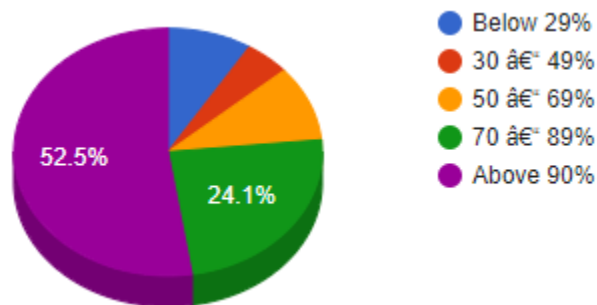
A very high number of students (96.4%) agree that teachers encourage them to participate in extra-curricular activities.

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.



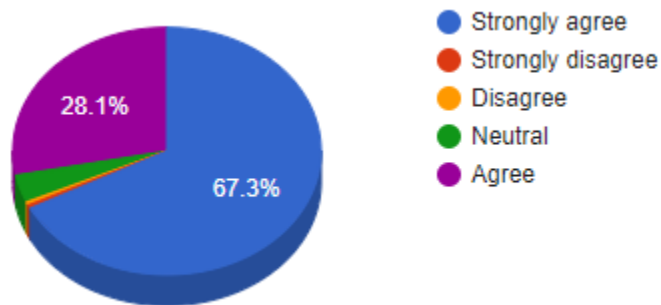
According to 78.3% students, the institute makes great efforts to inculcate soft skills, life skills and employability skills while 17.4% feel that the institute is making moderate efforts in this area.

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



76.6% students reported that more than 70% of teachers regularly use ICT tools while teaching.

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



A clear majority of more than 95.4% agree that the institute offers a very good overall quality of teaching-learning process

Suggestions/Feedback received from students

This section presents the suggestions/feedback received from the students in response to the qualitative question (Q. 21) in the survey.

- Teachers are very good and highly cooperative.
- More ICT facilities must be provided.
- There should be more courses focusing on overall growth of the students.
- There should be more field visits.
- Students must be offered more opportunities for internships.
- A common sports day must be organized.
- Fresher students must be provided the opportunity to show case their talent during the Induction program.
- More smart classrooms must be setup.
- The date sheet of Mid-Semester Exams must be provided at least a week prior to the commencement of examinations.
- A special full-time counselor should be appointed to handle student issues.
- Air Conditioners should be provided in every classroom.
- Gating time should be reduced.
- Honors in various subjects must be introduced.
- Classrooms need to be whitewashed.

Action Plan based of feedback and suggestions

The college is committed to fostering a culture of ongoing enhancement within the institution to sustain and elevate the standard of education. After analyzing student feedback, the strengths and weaknesses were identified. A subsequent action plan was developed to address areas for improvement, aiming to implement essential changes that would ultimately enrich the overall educational experience for students.

Suggestion/ Feedback from students	Action Plan Item
More ICT facilities must be provided. More smart classrooms must be setup.	Budget was earmarked for updation of ICT facilities.
There should be more courses focusing on overall growth of the students. Honors in various subjects must be introduced.	With the implementation of the NEP, the students will be able to opt for Multi-disciplinary and skill-based courses. In addition, students will be able to pursue Honors in the subject of your choice in the 4 th year of the graduation program.
More internship programs should be started.	It was decided to have more industry collaborations for internship opportunities.
Infrastructure updation suggestions: AC facility, Washroom upkeep, Whitewash of classrooms	The Budget committee identified the areas of enhancement and allotted the required budget for infrastructure augmentation.
More industrial visits should be organized.	After discussion with the Trips and Tours Committee, it was decided to organize more educational visits for experiential learning.
Fresher students must be provided the opportunity to show case their talent during the Induction program.	It was planned to include a Talent Show for Fresher students during the induction programs