



Report on Criterion 2.7

Student Satisfaction Survey

2023-2024

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Analytical Report on Student Satisfaction Survey

(2023-2024)

The Student Satisfaction Survey (SSS) is a cornerstone of our institution's commitment to continuous improvement and the delivery of quality education. In the ever-evolving landscape of higher education, understanding the experiences, needs, and perspectives of our primary stakeholders—the students—is vital. The survey offers a structured mechanism to collect valuable insights directly from students, enabling us to tailor our strategies and initiatives to better meet their expectations and aspirations. It fulfills the requirements outlined by the National Assessment and Accreditation Council (NAAC) as well as reflects our dedication to enhancing students' well-being and overall academic journey.

Scope and Objectives:

The scope of the Student Satisfaction Survey is both broad and targeted, encompassing various dimensions of student life at our institution. Its primary goals are two-fold:

- To assess how effectively the institution meets students' needs and expectations.
- To pinpoint specific areas requiring improvement.

The survey focuses on key domains such as academic programs, faculty performance, infrastructure, administrative services, extracurricular activities, and overall campus life.

The specific objectives of the survey include:

- Measuring students' overall satisfaction with their educational experience.
- Evaluating the quality of teaching and learning.
- Understanding perceptions of academic support services.
- Gathering feedback on the adequacy and quality of campus facilities and infrastructure.
- Assessing the responsiveness of administrative services.
- Identifying areas for improvement through student opinions and suggestions.

These objectives are designed to provide a comprehensive understanding of the student experience, empowering the institution to enhance educational quality, support services, and the campus environment.

Survey Design and Methodology:

During the academic session 2023-2024, the Student Satisfaction Survey was conducted using a structured questionnaire aligned with NAAC guidelines. The survey instrument comprised:

- 20 multiple-choice questions, assessed on a 5-point Likert scale.
- One open-ended question to collect qualitative feedback and suggestions from students.

The survey was hosted as a web form on the institution's website, with the link disseminated through official WhatsApp groups to ensure wide participation. Students submitted their responses anonymously to promote honest and unbiased feedback. For the session 2023-2024, the survey received responses from 1,014 students.

This report includes the following:

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This report serves the following purpose:

- Assist the institution in making informed modifications and improvements.
- Foster a stronger communication channel between students and the administration.
- Ensure optimal performance of the institution in both academic and administrative spheres.

By systematically analyzing student feedback, this initiative reinforces our commitment to creating a supportive and dynamic academic environment that nurtures holistic development and continuous growth.

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

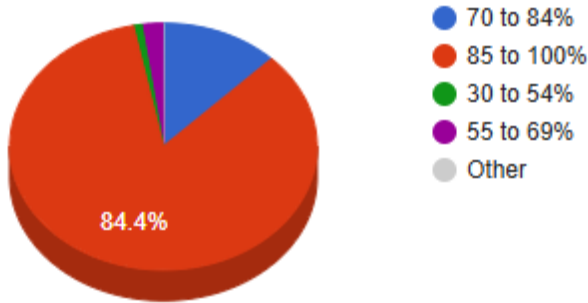
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

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

- a)
- b)
- c)

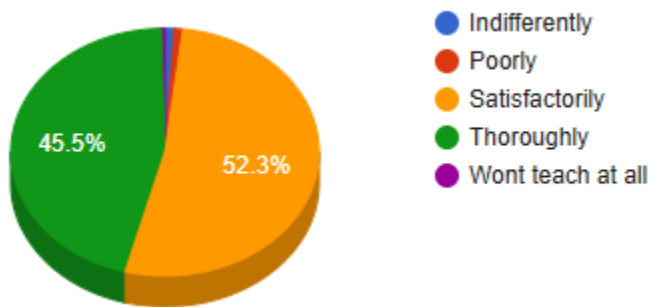
Question-wise Analysis of the responses

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



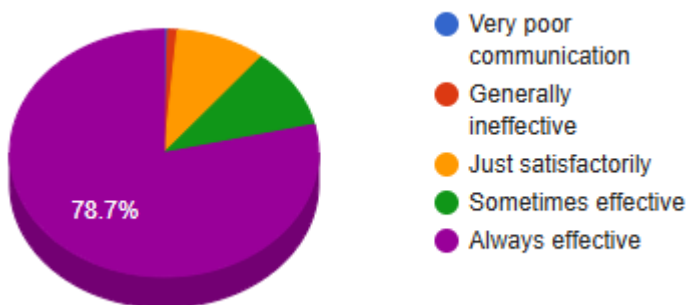
84.4% of students responded that 85-100% of the syllabus was covered in the class. However, a very low number of students (0.1%) reported that less than 30% syllabus was covered in the class.

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



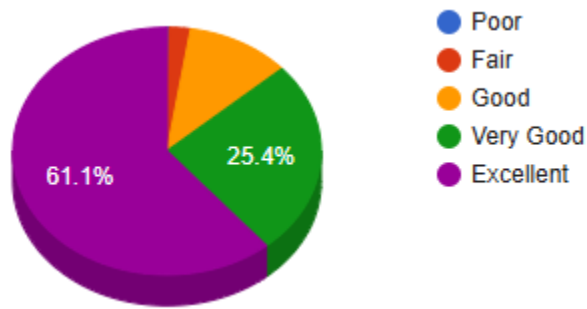
Majority of the students (97.8%) were satisfied when questioned about the preparation of teachers related to teaching material and content.

3. How well were the teachers able to communicate?



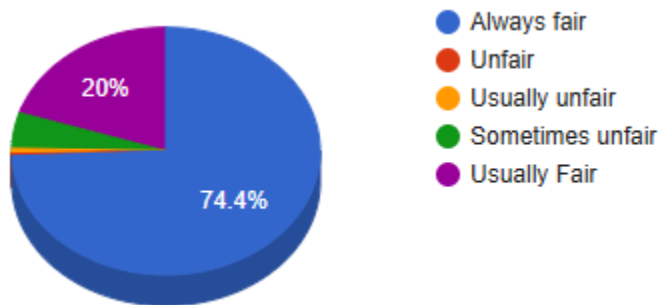
89.2% of students felt that the communication with the teachers was effective.

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



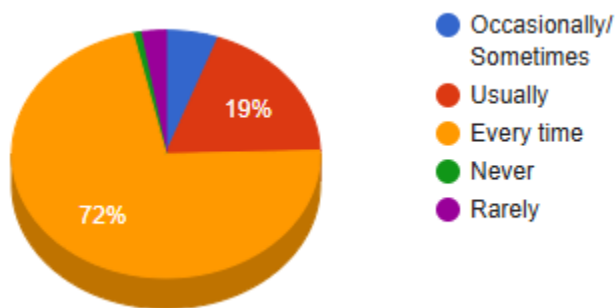
A clear majority of students (86.5%) rate the teaching methodology as Excellent (61.1%) and Very Good (25.4%).

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



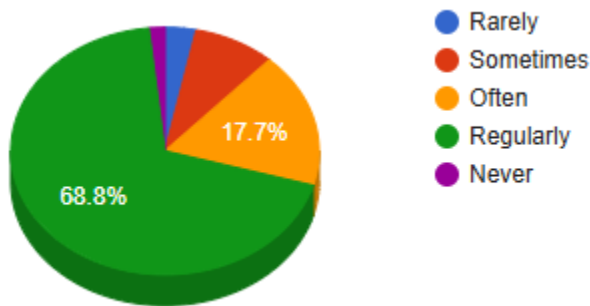
Majority of the students rate the evaluation process by teachers as Fair (94.4%). A very low number of respondents (0.3%) felt that the internal evaluation process is Unfair.

6. Was your performance in assignments discussed with you?



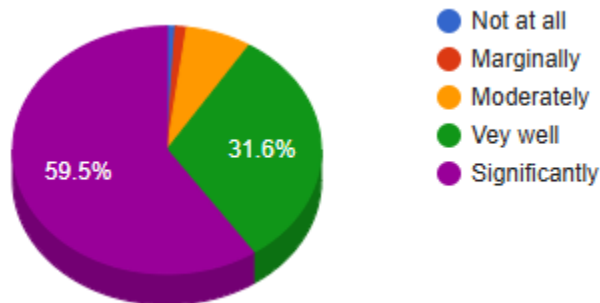
Most of the students (91.0%) have selected that the teachers discuss their assignments with them and point out any mistakes or additions if required.

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



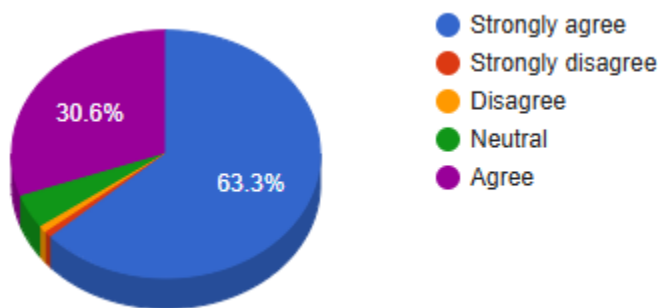
68.8% students reported that college regularly takes interest towards promoting internship, student exchange, etc. while a very small fraction of respondents (1.7%) have shown a negative response in this aspect.

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



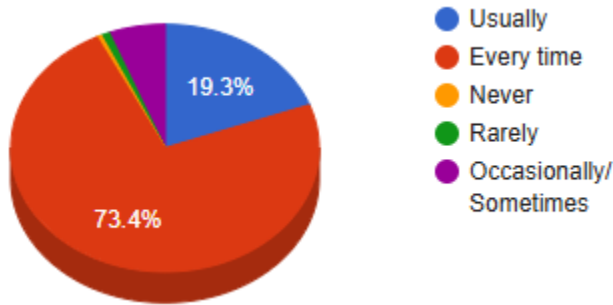
Large majority of students (98.0%) are satisfied with the teaching and mentoring process and agree that it facilitates their overall growth.

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



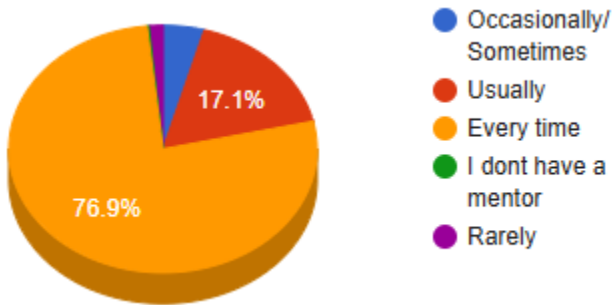
93.9% students agree on the point that the institution provides multiple opportunities for them to grow and learn.

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



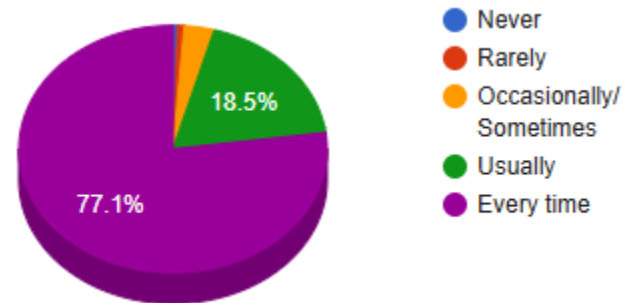
92.7% students reported that teachers inform them about the expected competencies, course outcomes, and program outcomes. Only 1.4% of students reported that teachers rarely (0.9%) or never (0.5%) discussed Program and Course outcomes.

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



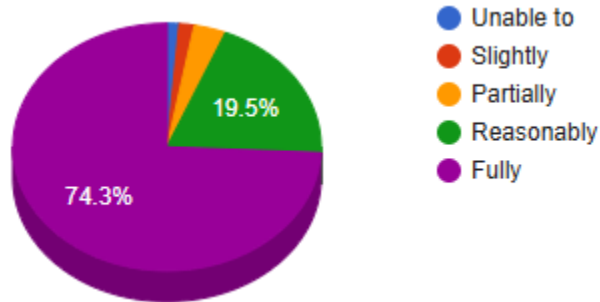
98.3% students are satisfied that their mentors do a necessary follow-up with a task assigned to them.

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



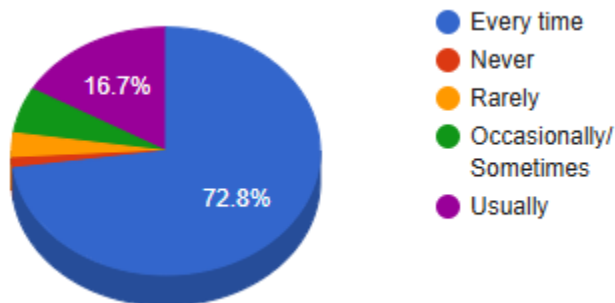
98.8% of students feel that teachers make use of examples and applications most of the time they illustrate a concept.

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



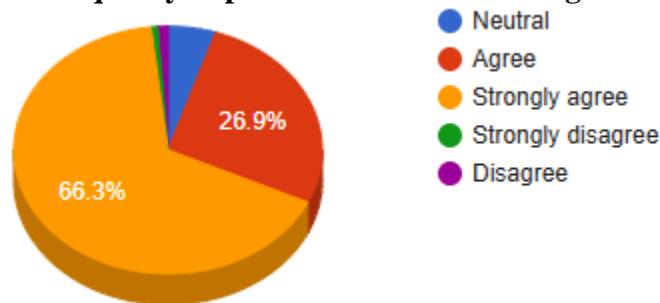
Majority (93.8%) students agree that the teachers identify their strengths and encourage them to advance further while providing the right amount of challenges and opportunities for them to grow.

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



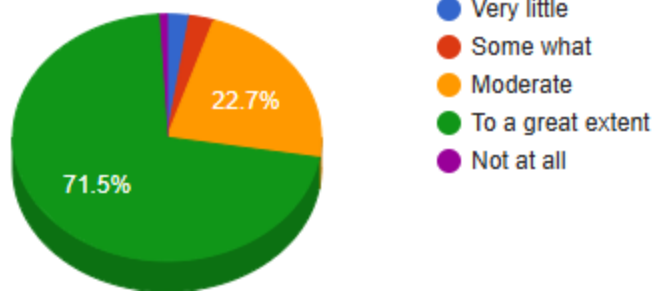
Majority students (95.5%) agree that the teachers are able to identify their weaknesses and help them to overcome them. This not only encourages the students but also helps in promoting the overall growth of the individual student.

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



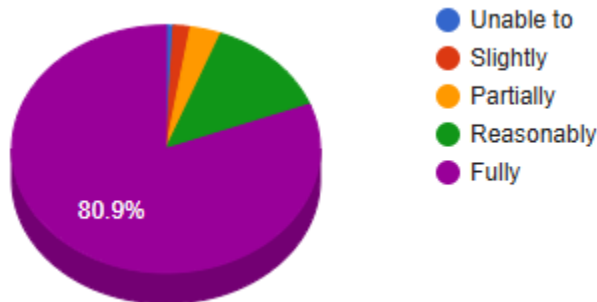
93.2% agree with the positive efforts made by the institutions towards engaging students in monitoring, reviewing and continuous improvement of the teaching learning process.

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



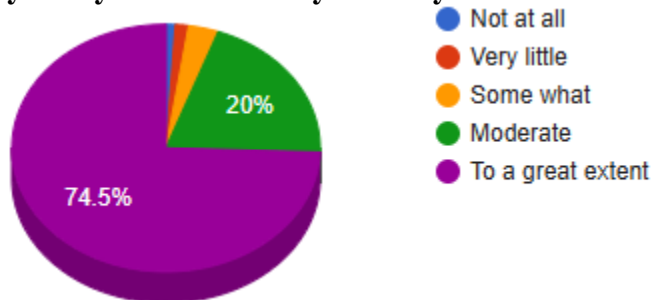
94.2% students feel that the institute/teachers use student centric methods for enhancing learning experiences.

17. Teachers encourage you to participate in extracurricular activities.



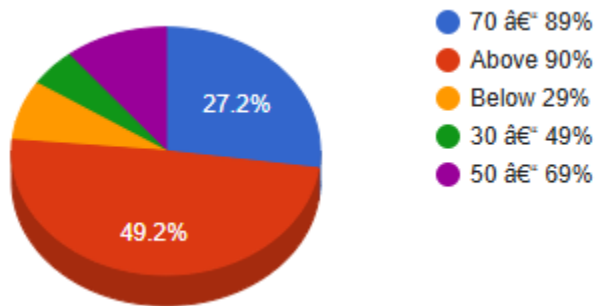
A very high number of students (94.2%) agree that teachers encourage them to participate in extra-curricular activities.

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.



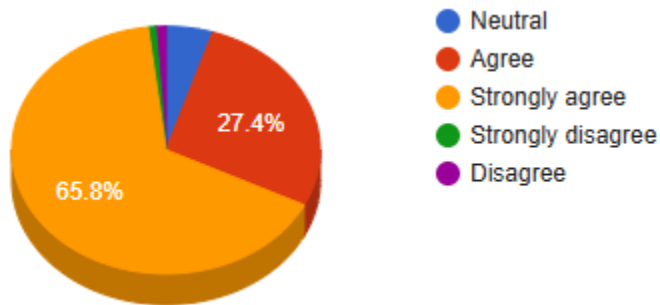
According to 74.5% students, the institute makes great efforts to inculcate soft skills, life skills and employability skills while 20.0% feel that the institute is making moderate efforts in this area.

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



76.4% 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 93.2% 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.

Academic Suggestions and Feedback

- There should be more lectures focusing on experiential learning.
- There should be more industrial visits.
- Students must be offered more opportunities for internships and placements.
- Honors in various subjects must be introduced.
- Language Lab should be setup.
- Meditation classes should be introduced for students.

Infrastructure-related Suggestions and Feedback

- More ICT facilities must be provided.
- More smart classrooms must be setup.
- Air Conditioners should be provided in every classroom.
- Classrooms need to be whitewashed.
- Sports training facilities should be provided.
- Washrooms should have better facilities.
- The look of the college canteen needs to be enhanced.
- New furniture must be bought for classrooms.

General Suggestions and Feedback

- Teachers are experienced, gentle, and highly cooperative.
- A shady seating space must be provided to sit during summers.
- A full-time counselor should be appointed to handle student-related issues.

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
Meditation classes for students should be conducted.	It was planned to conduct meditation classes for students.
Shady seating space for students.	It was decided to discuss this suggestion with the college governing body.
More ICT facilities must be provided. More smart classrooms must be setup.	Budget was earmarked for updation of ICT facilities.
There should be more lectures focusing on holistic 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, new furniture	It was decided to discuss the infrastructure updation suggestions with the college governing body and accordingly, provisions for infrastructure enhancements will be made in the budget.
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.
The look of the college canteen needs to be enhanced.	It was decided to discuss this suggestion with the college governing body for its implementation.