

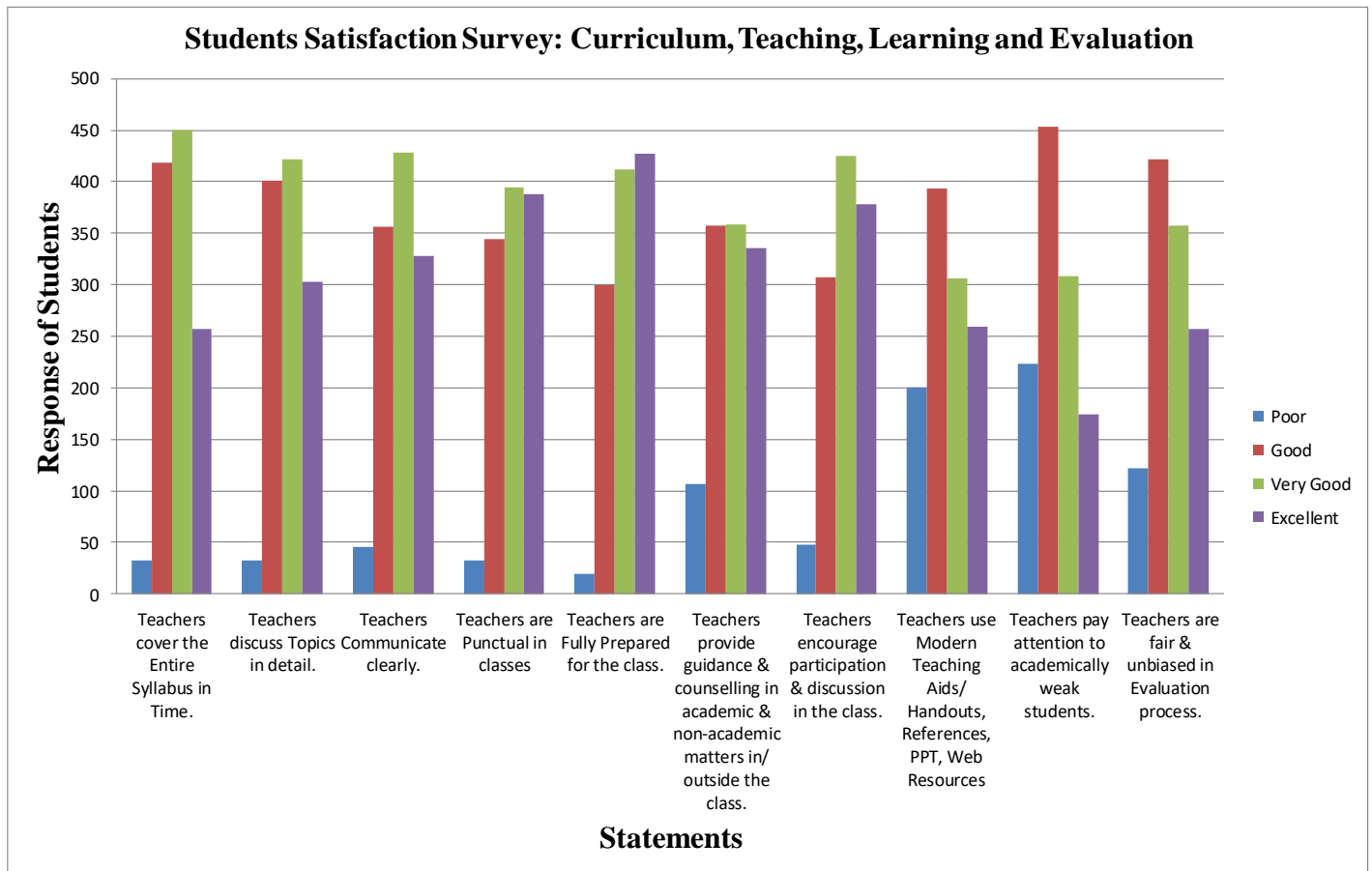
## Student Satisfaction Survey – 2018-2019

Students are the most important stakeholders of an educational institution. A true evaluation of their aspirations and needs is a valuable task in enhancing the quality of the teaching learning process. Our institution obtains student feedback on diverse aspects related to curriculum, infrastructure, governance and student support services.

A structured questionnaire is annually filled by the students online. It consists of questions related to different aspects of the functioning of the College. The students are expected to give their response on a four-point scale ranging from poor, good, very good to excellent. The findings of the feedback of 1158 students for the session 2018-19 are as follows:

### 1. Curriculum, Teaching, Learning and Evaluation

| Students Satisfaction Survey: Curriculum, Teaching, Learning and Evaluation |   |                      |      |           |           |       |
|---|---|----------------------|------|-----------|-----------|-------|
| S.NO  | Statement   | Response of Students |      |           |           |       |
|   |   | Poor                 | Good | Very Good | Excellent | Total |
| 1   | The teachers cover the entire syllabus in time.   | 33                   | 418  | 450       | 257       | 1158  |
| 2   | The teachers discuss the topics in detail.  | 32                   | 401  | 422       | 303       | 1158  |
| 3   | The teachers communicate clearly.   | 46                   | 356  | 428       | 328       | 1158  |
| 4   | The teachers are punctual to the class.   | 32                   | 344  | 394       | 388       | 1158  |
| 5   | The teachers come fully prepared for the class.   | 19                   | 300  | 412       | 427       | 1158  |
| 6   | The teachers provide guidance & counseling in academic and non- academic matters in/ outside the class. | 107                  | 357  | 358       | 336       | 1158  |
| 7   | The teachers encourage participation and discussion in the class.                                       | 48                   | 307  | 425       | 378       | 1158  |
| 8   | The teachers use modern teaching aids/ handouts, references, PPT, web resources etc.                    | 200                  | 393  | 306       | 259       | 1158  |
| 9   | The teachers pay attention to academically weak students.   | 223                  | 453  | 308       | 174       | 1158  |
| 10  | The teachers are fair and unbiased in the evaluation process.   | 122                  | 422  | 357       | 257       | 1158  |



### Analysis

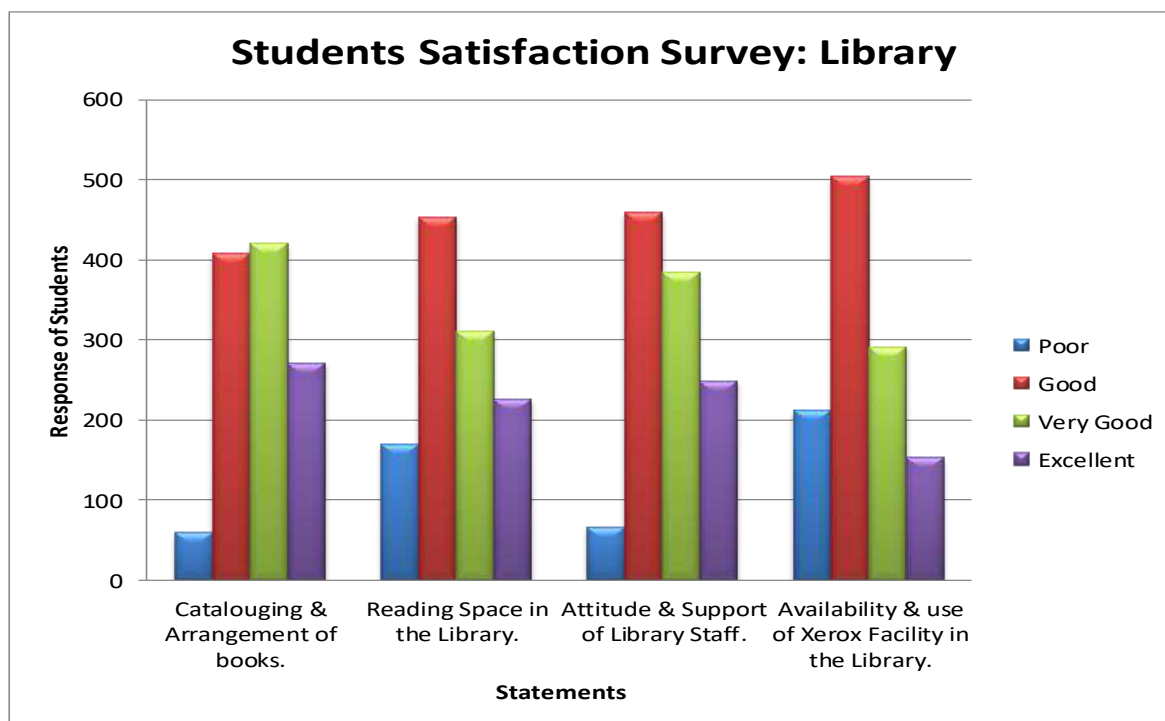
- Majority of the students were of the opinion that their syllabus was covered in time and that the topics were discussed in detail.
- 94% of the students agreed that the teachers had good communication skills and were punctual.
- 98% of the students were of the opinion that the teachers came fully prepared for the class.
- Many students highly appreciated the teachers for providing guidance and counselling in academic and non-academic matters. However, 9.72% of the students felt that the system needed further improvement.
- Most of the teachers were strongly perceived to encourage participation and discussion in the class.
- 17.38% of the students were of the view that the use of modern teaching aids/handouts, references, PPT, web resources etc. in the class needs to be further encouraged.
- 80% of the students believed that teachers pay special attention to academically weak students. However, 20% were not satisfied by the same.

- Many students were highly satisfied with the fairness of evaluation procedures followed by the teachers; still 11.03% seek betterment in this area.

## 2. Infrastructure

### a) Library

| Students Satisfaction Survey: Library |  |                      |      |           |           |       |
|---------------------------------------|--|----------------------|------|-----------|-----------|-------|
| S.NO                                  | Statement  | Response of Students |      |           |           |       |
| 1                                     | Library  | Poor                 | Good | Very Good | Excellent | Total |
| 2                                     | Cataloguing and arrangement of books.                  | 59                   | 408  | 420       | 271       | 1158  |
| 3                                     | Reading space in the library.                          | 170                  | 453  | 310       | 225       | 1158  |
| 4                                     | Attitude and support of library staff.                 | 66                   | 459  | 384       | 249       | 1158  |
| 5                                     | Availability and use of Xerox facility in the library. | 212                  | 503  | 291       | 152       | 1158  |

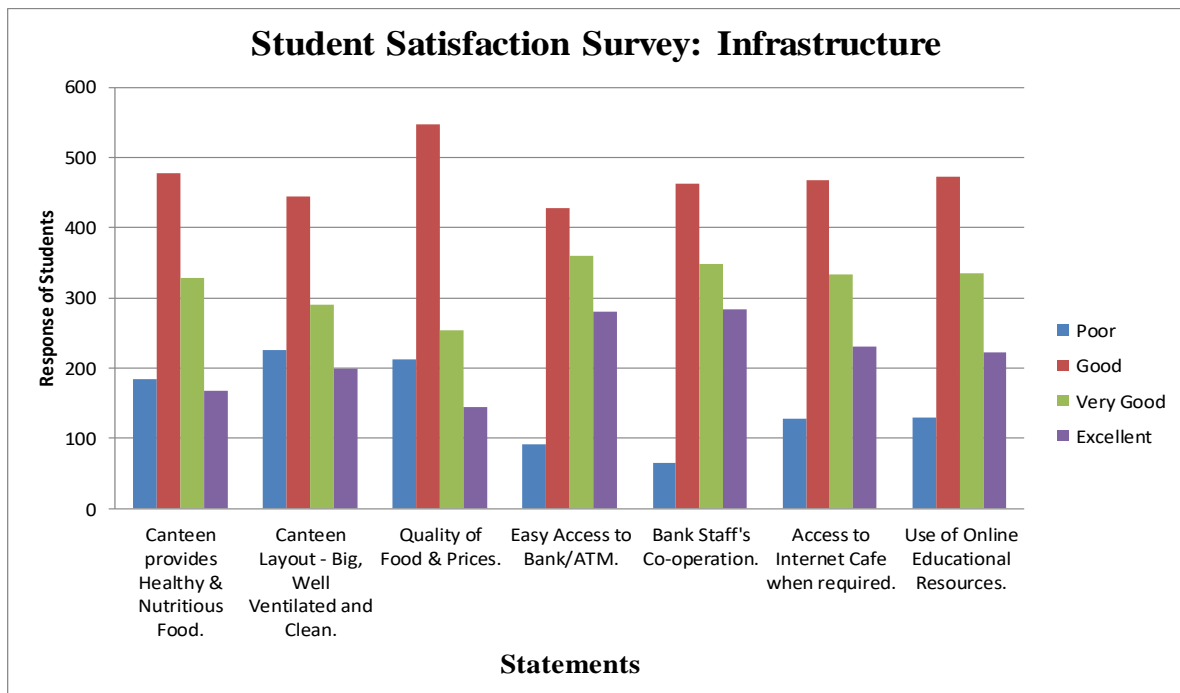


## Analysis

- Approximately 94% of the students gave positive feedback regarding arrangement of books and cooperation of the library staff. A gradual improvement has been noticed since last year's feedback.
- 14% of the students felt a space constraint.
- 18% of the students were of the opinion that Xerox facility needs an upgradation.

### b) Canteen, Bank & Internet Cafe

| Students Satisfaction Survey: College Canteen, Bank & Internet Cafe |   |                      |      |           |           |       |
|---|---|----------------------|------|-----------|-----------|-------|
| S.NO  | Statement   | Response of Students |      |           |           |       |
| 1   | Canteen   | Poor                 | Good | Very Good | Excellent | Total |
| 2   | College canteen provides healthy and nutritious food.         | 184                  | 478  | 328       | 168       | 1158  |
| 3   | The college canteen layout is big, well ventilated and clean. | 225                  | 444  | 290       | 199       | 1158  |
| 4   | Quality of food and prices.                                   | 212                  | 547  | 254       | 145       | 1158  |
| 5   | Easy Access to Bank/ATM.                                      | 92                   | 427  | 359       | 280       | 1158  |
| 6   | Bank staff's co-operation.                                    | 64                   | 462  | 348       | 284       | 1158  |
| 7   | Access to internet cafe when required.                        | 127                  | 467  | 334       | 230       | 1158  |
| 8   | Use of online educational resources.                          | 129                  | 472  | 335       | 222       | 1158  |



## Analysis

### Canteen

Many students expressed their satisfaction with regard to canteen facility. However 16-20% of the students were not satisfied with the ventilation, cleanliness, and nutrition and food prices of the canteen.

### Banking

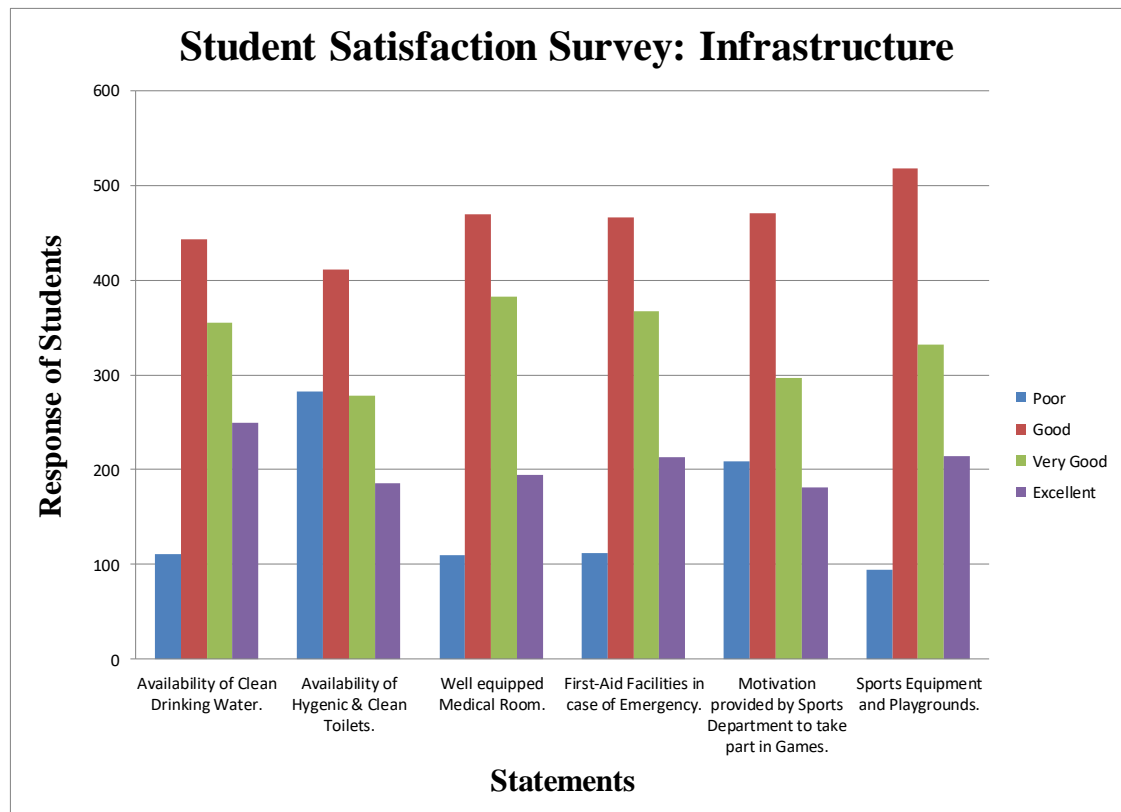
Accessibility to banking/ATM facilities received positive response from 91% of the students and 94% felt that the bank staff was cooperative and helpful in undertaking banking transactions.

### Internet Facility

Nearly 11% of the stakeholders felt the need of enhancing access to internet facility and use of online teaching resources.

### c) Drinking Water, Washrooms, Medical Facility & Sports

| Students Satisfaction Survey: Drinking Water, Washrooms, Medical Facility & Sports |   |                      |      |           |           |       |
|--|---|----------------------|------|-----------|-----------|-------|
| Statement  |   | Response of Students |      |           |           |       |
|  |   | Poor                 | Good | Very Good | Excellent | Total |
| S.No   | Availability of clean drinking water.                           | 111                  | 443  | 355       | 249       | 1158  |
| 1  | Availability of hygienic and clean toilets.                     | 283                  | 411  | 278       | 186       | 1158  |
| 2  | Well equipped medical room.                                     | 110                  | 470  | 383       | 195       | 1158  |
| 3  | First-aid facilities in case of emergency.                      | 112                  | 466  | 367       | 213       | 1158  |
| 4  | Motivation provided by sports department to take part in games. | 209                  | 471  | 297       | 181       | 1158  |
| 5  | Sports equipment and playgrounds.                               | 94                   | 518  | 332       | 214       | 1158  |



### Drinking Water

90% of the students were happy with the availability and quality of drinking water. A positive change in this percentage has been noticed since last year's feedback report due to upgradation in the infrastructure.

### Washrooms

25% of the students were of the opinion that cleanliness of the washrooms needs improvement.

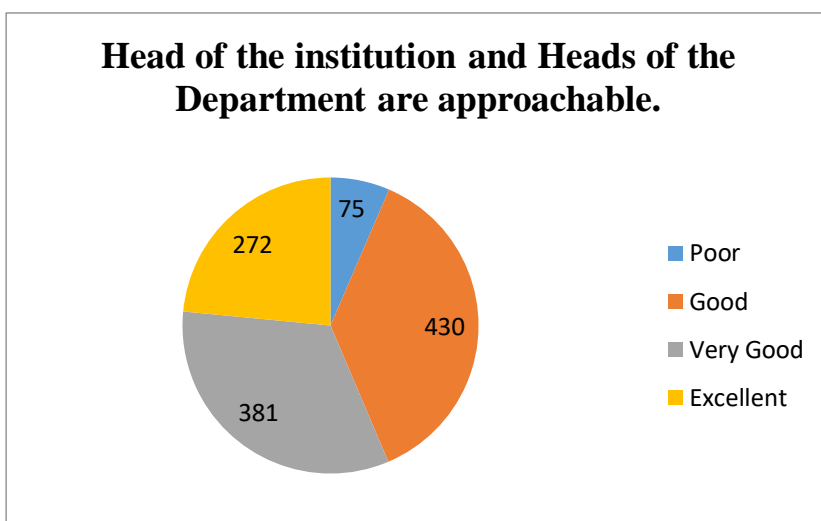
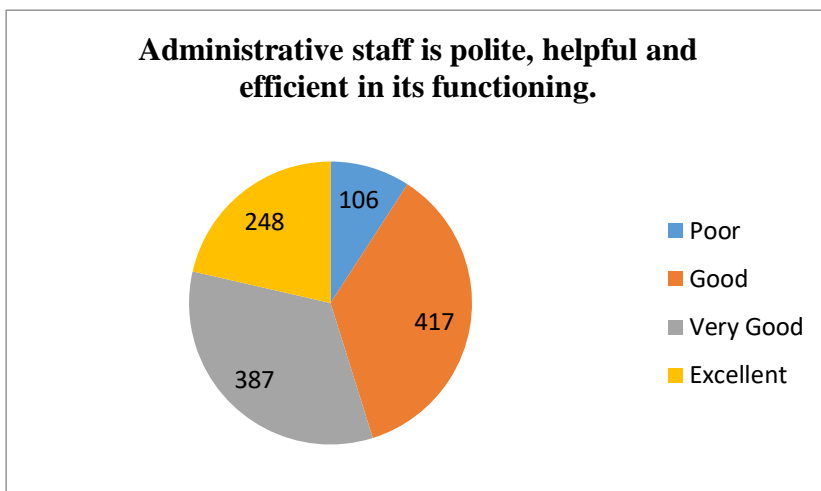
### Medical Facility

Most of the students were satisfied with the medical facilities available in the college medical room. However, few were not satisfied with the arrangements.

### Sports Facility

- 82% of the students were of the opinion that they were motivated by the sports department to take part in games. However, 18% were not happy with the same.
- 92% of the students expressed their satisfaction with sports equipment and playgrounds.

### 3. Governance and Management

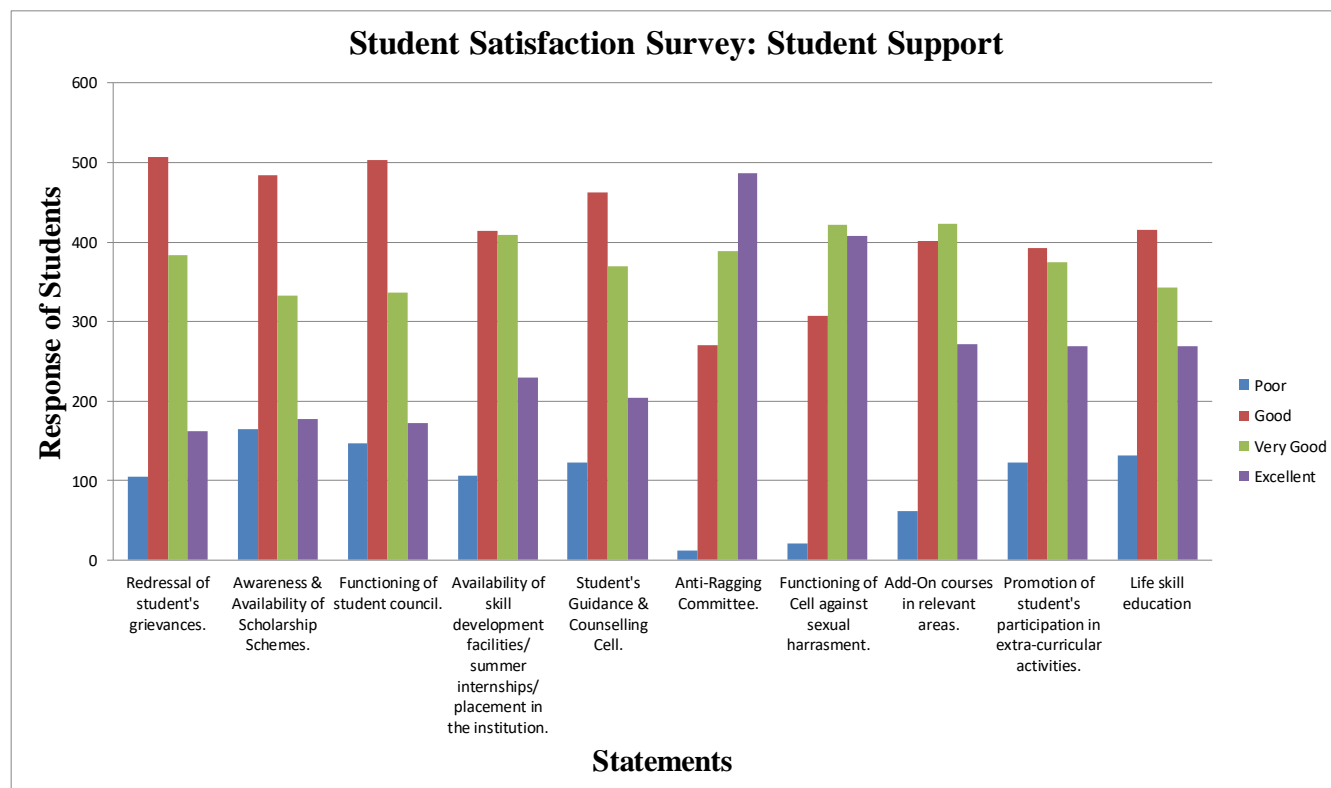


About 91% students appreciated the administrative staff for their cooperation and efficiency. 93% felt that the Head of the institution and Heads of the department were approachable and understanding.

### 4. Student Support

| Students Satisfaction Survey: Student Support |   |                      |      |           |           |       |
|---|---|----------------------|------|-----------|-----------|-------|
| Statement                                     |   | Response of Students |      |           |           |       |
| S.No  |   | Poor                 | Good | Very Good | Excellent | Total |
| 1   | Redressal of student's grievances.  | 105                  | 507  | 384       | 162       | 1158  |
| 2   | Awareness and availability of various scholarship schemes.                                      | 164                  | 484  | 333       | 177       | 1158  |
| 3   | Functioning of student's council.   | 147                  | 503  | 336       | 172       | 1158  |
| 4   | Availability of skill development facilities/ summer internships/ placement in the institution. | 106                  | 414  | 409       | 229       | 1158  |

|    |  |     |     |     |     |      |
|----|--|-----|-----|-----|-----|------|
| 5  | Student's guidance and counseling cell.  | 122 | 462 | 370 | 204 | 1158 |
| 6  | Anti-Ragging Committee.  | 12  | 270 | 389 | 487 | 1158 |
| 7  | Functioning of Cell against sexual harassment.   | 21  | 307 | 422 | 408 | 1158 |
| 8  | Add-on courses in relevant areas.  | 62  | 401 | 423 | 272 | 1158 |
| 9  | Promotion of student's participation in extra-curricular activities.                         | 122 | 393 | 374 | 269 | 1158 |
| 10 | Life skill education (education relating to personality development and character building). | 131 | 415 | 343 | 269 | 1158 |



## Analysis

- 91% students were satisfied with the process of redressal of students' grievances.
- 14% students expressed unawareness about the availability of various scholarship schemes.
- 87% students were happy with the functioning of student's council. However, few of them felt that it could be further improved.
- 91% students were satisfied with the skill development facilities/ summer internships/ placement in the institution.
- 89% students were satisfied with the students' guidance and counselling cell.



- Almost all the students (99%) were satisfied with the functioning of the Anti-Ragging Committee and the Cell against sexual harassment.
- 94% of the students approved of the option of Add-on courses in relevant areas.
- 89% of the students were satisfied with the promotion of students' participation in extra-curricular activities and imparting of life skills.

### **Recommendations:**

#### **1. Curriculum, Teaching, Learning and Evaluation**

- Teachers should aim towards interactive classroom teaching using different methods of pedagogy. They should also evolve their techniques as per the need of the learners and the classes every year respectively.
- Teachers need to pay more attention towards academically weak students enhancing their learning ability and confidence.

#### **2. Infrastructure**

##### **(a) Library**

- There is a requirement of separate reading room within the campus.
- The seating capacity needs to be increased.
- A good Xerox facility within the library is required.

##### **(b) Canteen**

- It is suggested as per the feedback that canteen's ventilation, cleanliness, nutrition and food prices need to be subsidized.

##### **(e) Washrooms**

- Cleanliness of all the student washrooms should be stringently maintained.

##### **(g) Sports Facility**

- More students need to be motivated and more avenues to be provided to the students to take part in sports and related activities.

#### **4. Student Support**

- More awareness is to be generated with regard to student scholarship schemes.