

# Analytical Report

## Student Satisfaction Survey – 2019-2020

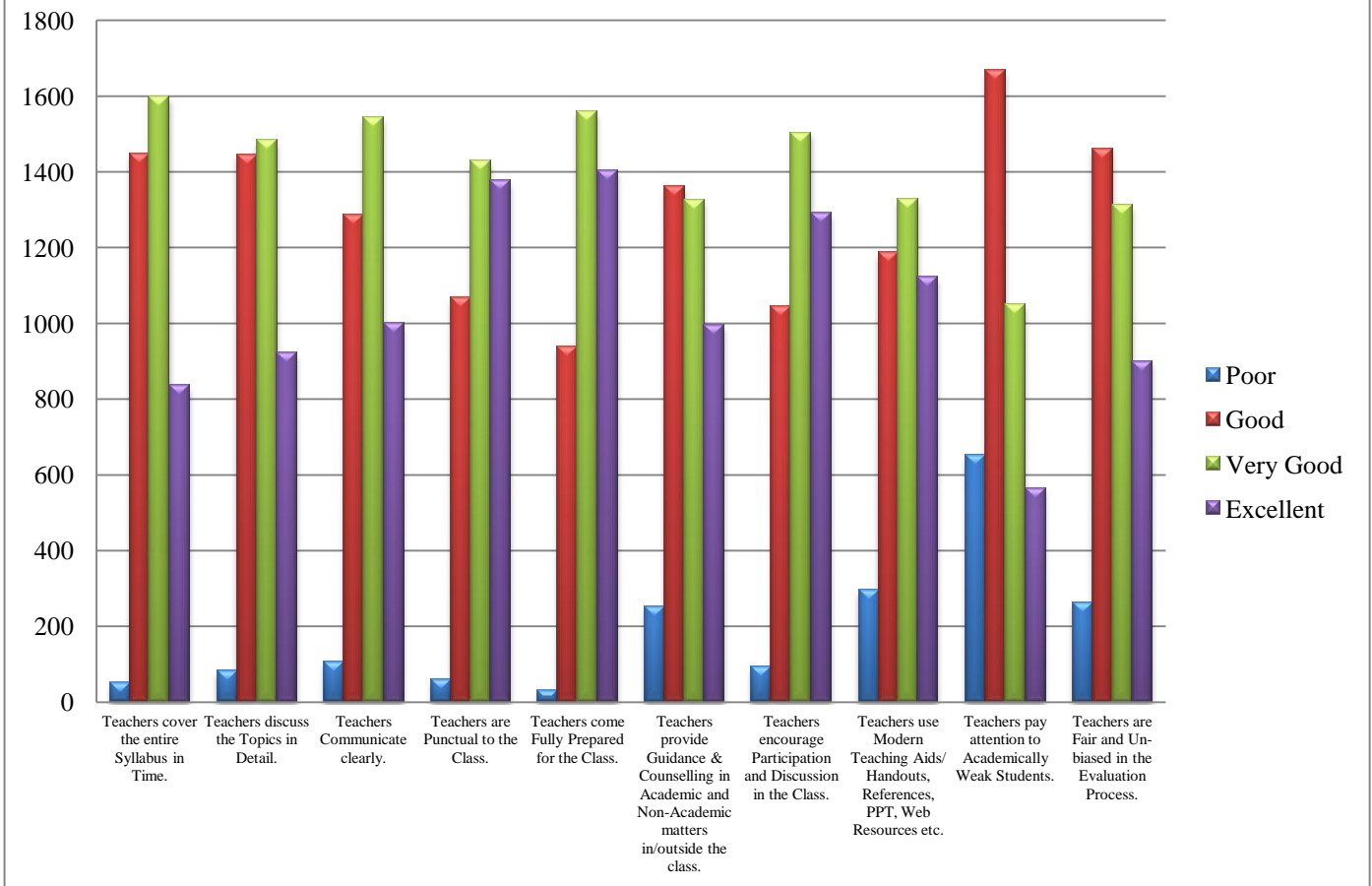
Students are the most important stakeholders of an educational institution. A true evaluation of their aspirations and needs is a valuable task in enhancing the quality of the teaching-learning process. Our institution obtains student feedback on diverse aspects related to curriculum, infrastructure, 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 around 3933 students for the session 2019-20 are as follows:

### Section I

#### 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.  | 50                   | 1449 | 1597      | 837       | 3933  |
| 2   | The teachers discuss the topics in detail.   | 82                   | 1446 | 1483      | 922       | 3933  |
| 3   | The teachers communicate clearly.  | 106                  | 1286 | 1543      | 998       | 3933  |
| 4   | The teachers are punctual to the class.  | 61                   | 1068 | 1429      | 1375      | 3933  |
| 5   | The teachers come fully prepared for the class.  | 31                   | 939  | 1559      | 1404      | 3933  |
| 6   | The teachers provide guidance & counselling in academic and non- academic matters in/ outside the class. | 252                  | 1360 | 1327      | 994       | 3933  |
| 7   | The teachers encourage participation and discussion in the class.  | 94                   | 1044 | 1504      | 1291      | 3933  |
| 8   | The teachers use modern teaching aids/ handouts, references, PPT, web resources etc.                     | 296                  | 1188 | 1328      | 1121      | 3933  |
| 9   | The teachers' pay attention to academically weak students.   | 651                  | 1667 | 1050      | 565       | 3933  |
| 10  | The teachers are fair and unbiased in the evaluation process.  | 262                  | 1461 | 1310      | 900       | 3933  |

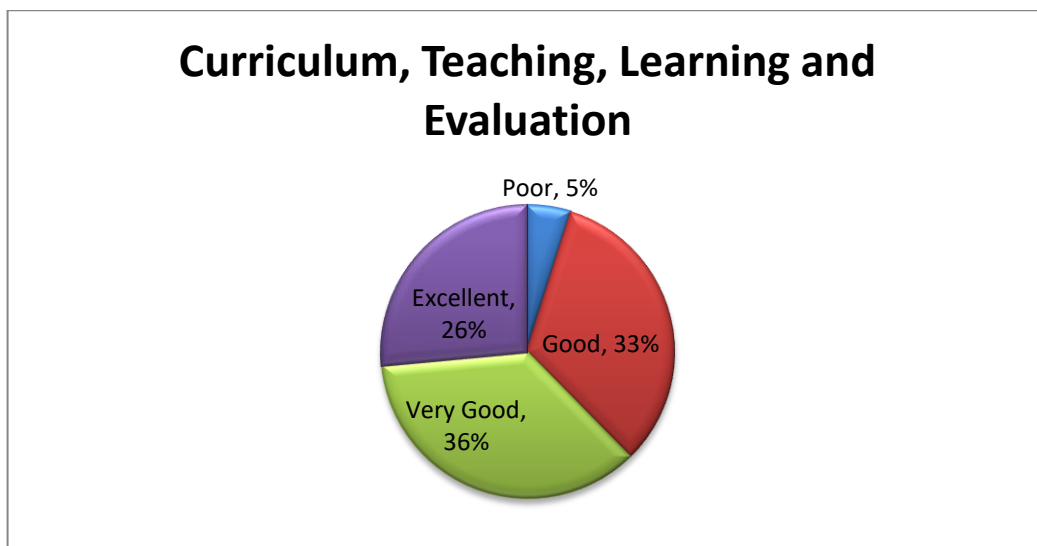
## Curriculum, Teaching, Learning and Evaluation



- About 99% of the students ascertained that their respective subject teachers covered the entire syllabus in time and 98% of them believed that the teachers discussed the topics in detail. Further, 97% of them stated that the teachers have good communication skills and are able to enunciate their subject in an interesting manner.
- 98% of the students were of the opinion that the teachers were punctual and came fully prepared to their classes.
- Nearly 94% of the pupils felt that teachers guided and counselled them in academic and non-academic matters both within the class hours and otherwise. The rapport thus helps both in emotional and academic mobilization aiding student progression further.
- 98% of the students were of the view that the teachers were persuasive enough to encourage and initiate participation and discussion in the class.
- From the data collected, it showed that 92% of the students affirmed that the teachers used modern teaching aids/handouts, references, PPT, web resources etc. An eclectic mix of pedagogy was

being used by the teachers to engage, facilitate, and help students in better understanding of the subject area and its contemporary relevance.

- It was pointed out by 17% of the students that the teachers paid less attention to the academically weak students.
- Usage of fair and unbiased evaluation process and class assessment was emphasized upon by 93% of the students.



Overall, 95% students were satisfied with the Curriculum, Teaching, Learning and Evaluation process followed in the institution. It can be highlighted that, there has been 4% improvement in student's satisfaction in the context to academic and non-academic guidance provided by the teachers in the last session. There has been a 9% enhancement since last session in the usage of eclectic and interactive teaching methods by the faculty. There has been a 3% drop rate in the dissatisfaction last year in regard to teacher's tending to the academic weak students. 5% improvement can be noticed in unbiased assessment in comparison to the last year data.

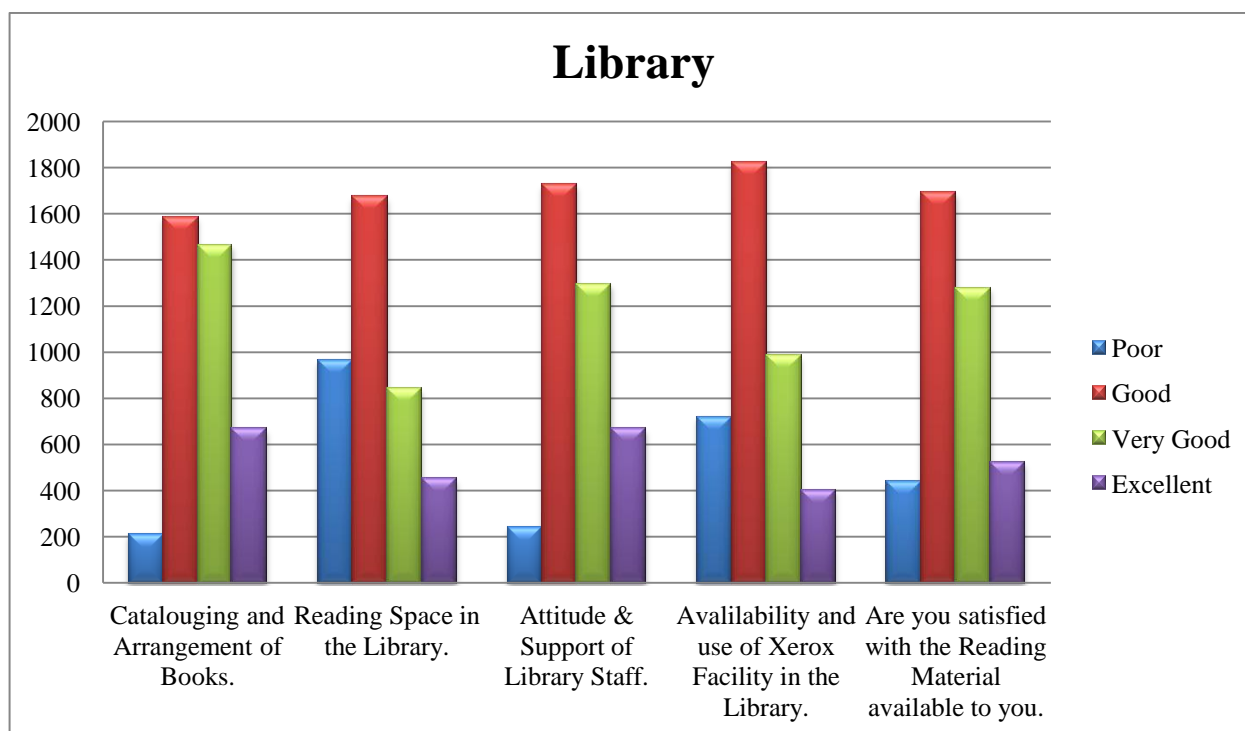
## Section II

### Infrastructure

#### 1) Library

| Students Satisfaction Survey: Library |                                       |                      |      |           |           |       |
|---------------------------------------|---------------------------------------|----------------------|------|-----------|-----------|-------|
| S. No                                 | Statement                             | Response of Students |      |           |           | Total |
|                                       |                                       | Poor                 | Good | Very Good | Excellent |       |
| 1                                     | Cataloguing and arrangement of books. | 213                  | 1586 | 1466      | 668       | 3933  |

|   |  |     |      |      |     |      |
|---|--|-----|------|------|-----|------|
| 2 | Reading space in the library.                                      | 964 | 1675 | 842  | 452 | 3933 |
| 3 | Attitude and support of library staff.                             | 242 | 1726 | 1295 | 670 | 3933 |
| 4 | Availability and use of Xerox facility in the library.             | 721 | 1822 | 987  | 403 | 3933 |
| 5 | Are you satisfied with the reading material made available to you. | 438 | 1693 | 1279 | 523 | 3933 |

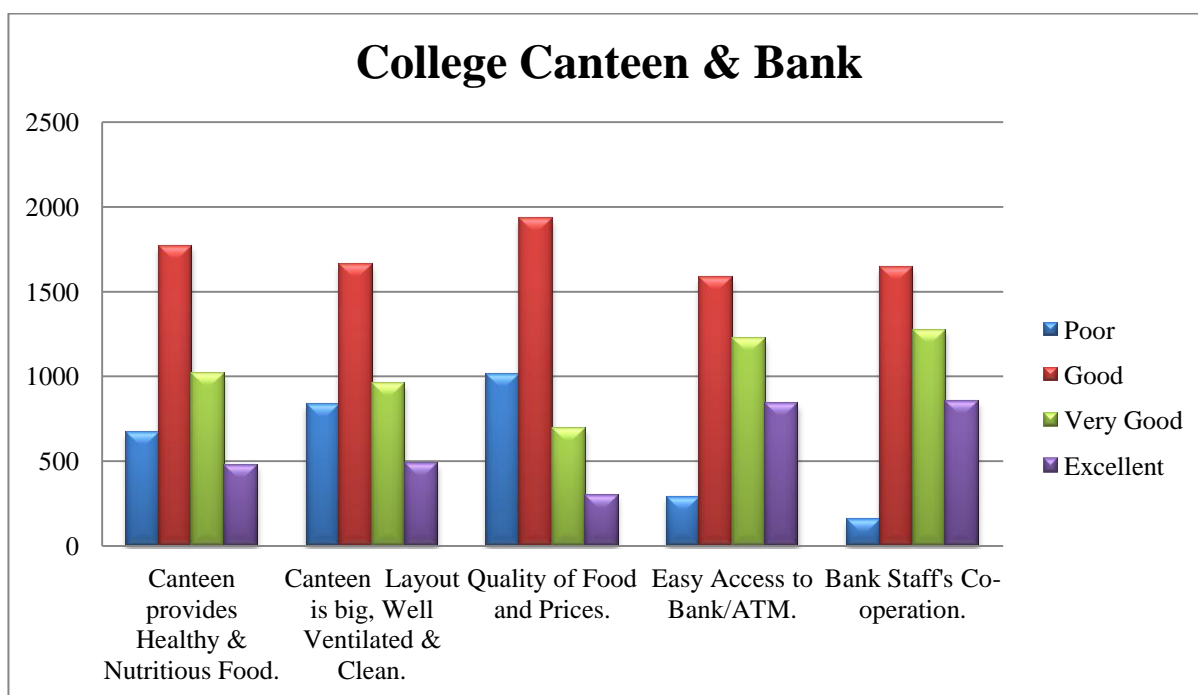


- Roughly 95% of the students gave positive feedback regarding arrangement of the books and cooperation of the Library Staff.
- 25% of the students felt a space constraint.
- 18% of the students were of the opinion that the Xerox facility needs to be upgraded.
- A majority of 89% were satisfied with the reading material available in the Library.

## 2) Canteen and Bank facility

| Students Satisfaction Survey: Canteen and Bank facility |   |                      |      |           |           |       |
|---|---|----------------------|------|-----------|-----------|-------|
| S. No.  | Statement   | Response of Students |      |           |           |       |
|   |   | Poor                 | Good | Very Good | Excellent | Total |
| 1   | College canteen provides healthy and nutritious food.         | 670                  | 1769 | 1017      | 477       | 3933  |
| 2   | The college canteen layout is big, well ventilated and clean. | 831                  | 1662 | 955       | 485       | 3933  |
| 3   | Quality of food and prices.                                   | 1014                 | 1933 | 689       | 297       | 3933  |

|   |                            |     |      |      |     |      |
|---|----------------------------|-----|------|------|-----|------|
| 4 | Easy Access to Bank/ATM.   | 289 | 1583 | 1223 | 838 | 3933 |
| 5 | Bank staff's co-operation. | 160 | 1644 | 1275 | 854 | 3933 |



### Canteen

Majority of the students expressed their satisfaction as far as the layout, ventilation and nutrition of the food in the cafeteria was concerned, but nearly 26% were of the opinion that the quality of food provided is not value for money.

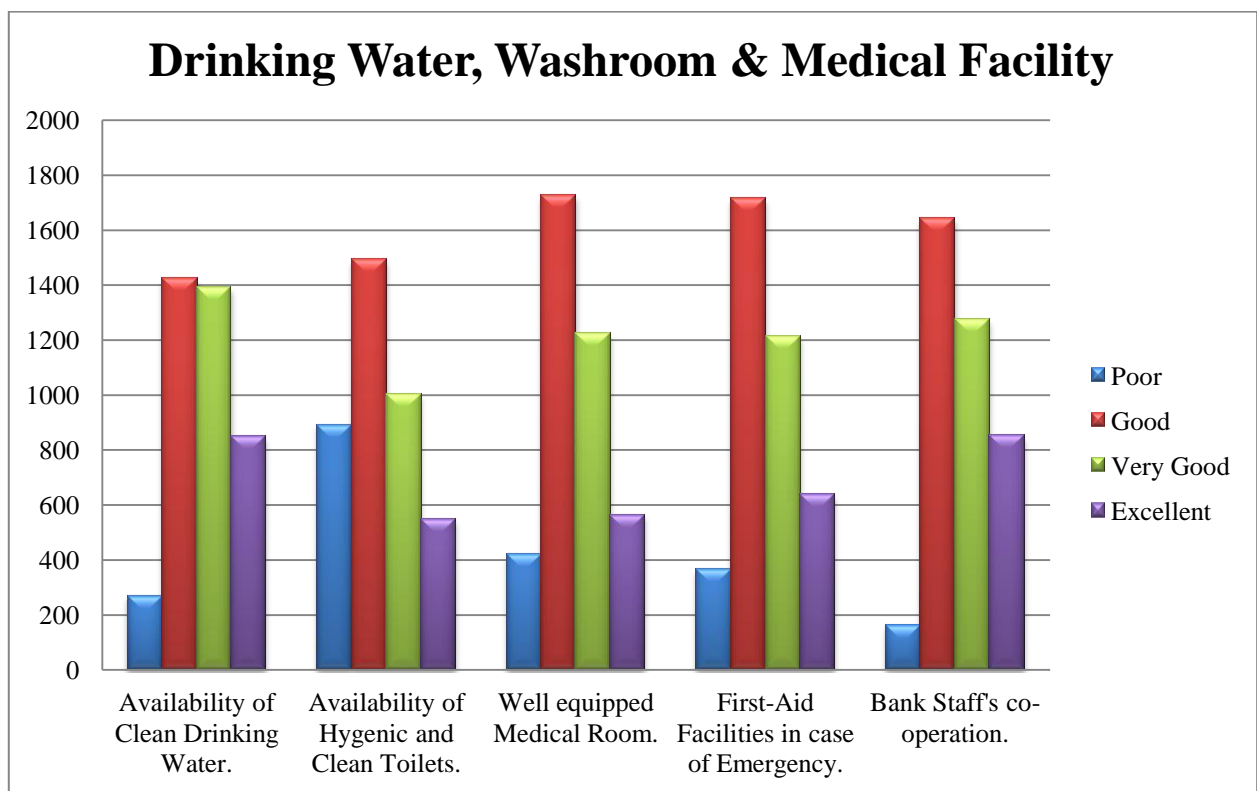
### Banking

93% of the students expressed satisfaction with regard to accessibility to banking/ATM facilities. Further, 96% of the pupils felt that the bank staff was cooperative and helpful in undertaking banking transactions.

### 3) Drinking Water, Washroom and Medical facility

| Students Satisfaction Survey: Drinking Water, Washroom and Medical facility |   |                      |      |           |           |       |
|---|---|----------------------|------|-----------|-----------|-------|
| S. No.  | Statement                                   | Response of Students |      |           |           |       |
|   |   | Poor                 | Good | Very Good | Excellent | Total |
| 1   | Availability of clean drinking water.       | 269                  | 1424 | 1392      | 848       | 3933  |
| 2   | Availability of hygienic and clean toilets. | 891                  | 1491 | 1004      | 547       | 3933  |
| 3   | Well-equipped medical room.                 | 419                  | 1726 | 1224      | 564       | 3933  |

|   |  |     |      |      |     |      |
|---|--|-----|------|------|-----|------|
| 4 | First-aid facilities in case of emergency. | 366 | 1715 | 1214 | 638 | 3933 |
|---|--|-----|------|------|-----|------|



#### Drinking water

93% 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

23% of the students were of the opinion that cleanliness of the washrooms needed improvement. There has been a rise in student satisfaction upto 2% this session.

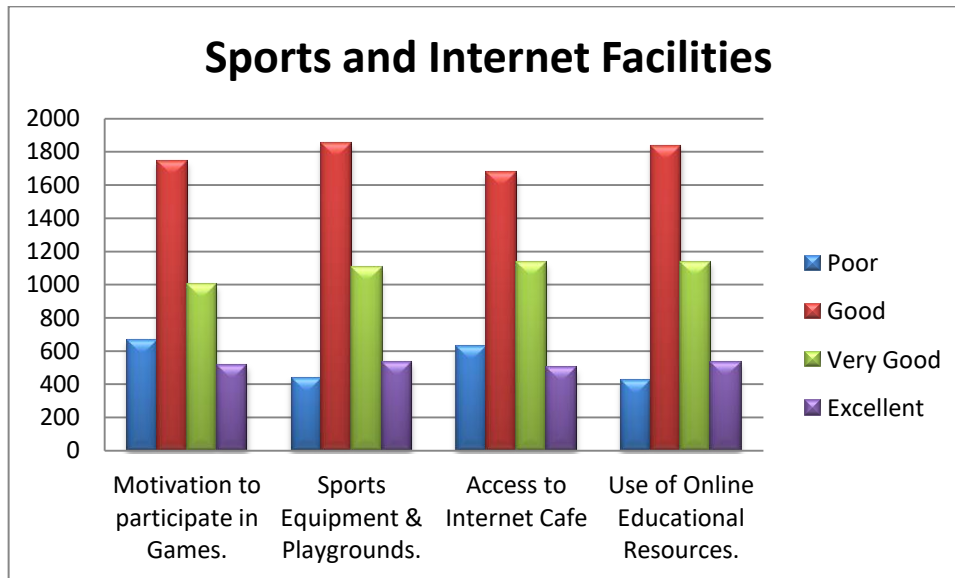
#### Medical Facility

More than 90% of the students were satisfied with the medical facilities available in the college medical room.

#### 4) Sports Facility and Internet Facility

| Students Satisfaction Survey: Sports Facility and Internet Facility |           |                      |
|---|-----------|----------------------|
| S. No.  | Statement | Response of students |

|   |   | Poor | Good | Very Good | Excellent | Total |
|---|---|------|------|-----------|-----------|-------|
| 1 | Motivation provided by sports department to take part in games. | 669  | 1744 | 1002      | 518       | 3933  |
| 2 | Sports equipment and playgrounds.                               | 438  | 1855 | 1105      | 535       | 3933  |
| 3 | Access to internet cafe when required.                          | 624  | 1675 | 1134      | 500       | 3933  |
| 4 | Use of educational online resources.                            | 423  | 1837 | 1138      | 535       | 3933  |



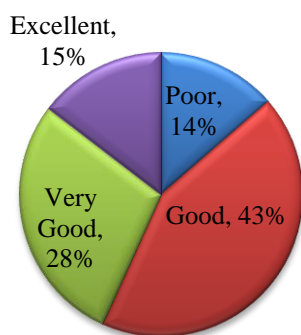
### Sports Facility

- 83% of the students were of the opinion that they were motivated by the sports department to take part in games.
- Nearly, 89% of the students expressed their satisfaction with sports equipment and playground.

### Internet Facility

There has been a 3% rise in the need of the stakeholders demanding access to good internet facility and the requirement of online teaching resources.

## Infrastructure



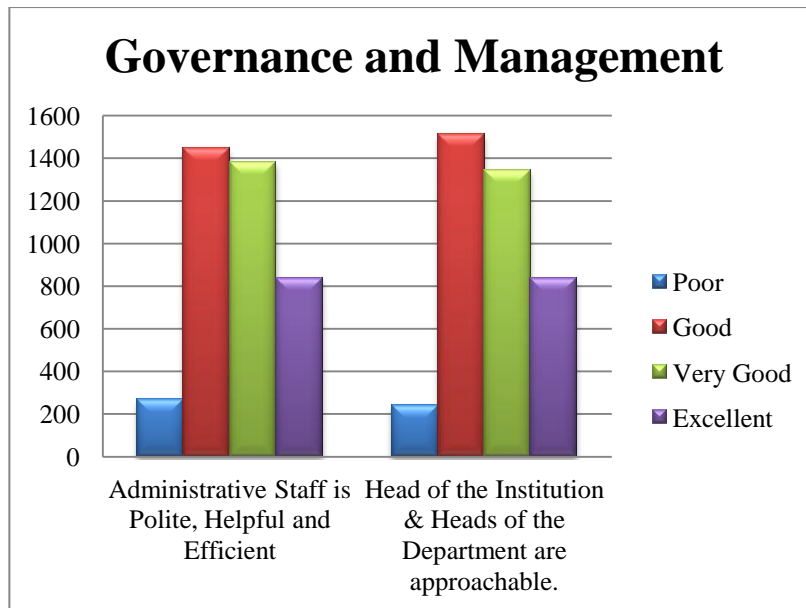
Overall, 86% students were satisfied with the infrastructure of the institution. With the increase in readership and academic pursuits within the college the increase in the caveat of lack of space within the Library from 14% to 25% this session was noted; and College has taken up the endeavour since the last session to shift the Library space to a bigger area to help students in their learning and research pursuits.

### Section III

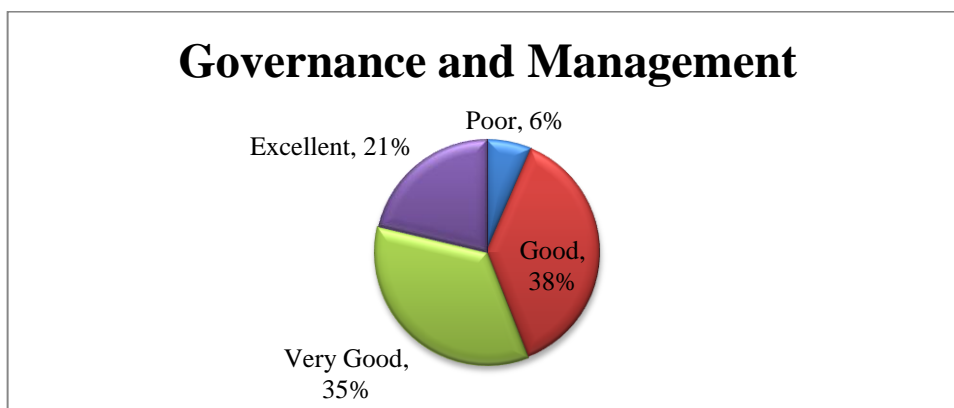
#### Governance and Management

| Students Satisfaction Survey: Governance and Management |   |                      |      |           |           |       |
|---|---|----------------------|------|-----------|-----------|-------|
| S. No.  | Statement   | Response of students |      |           |           |       |
|   |   | Poor                 | Good | Very Good | Excellent | Total |
| 1   | Administrative staff is polite, helpful and efficient in its functioning. | 265                  | 1447 | 1380      | 841       | 3933  |
| 2   | Head of the institution and Heads of the department are approachable.     | 240                  | 1511 | 1345      | 837       | 3933  |





- Around 21% of the students rated the behaviour and the efficiency of the administrative staff as excellent, while 35% rated it as very good, just over 37% agreed to it as good, and only 7% indicated it as poor.
- As far as approachability of the Head of the Institution and Head of the various Departments was concerned, 21% of the students rated it as excellent, over 34% declared it as very good, while 38% stated as good, and only 6% as poor.



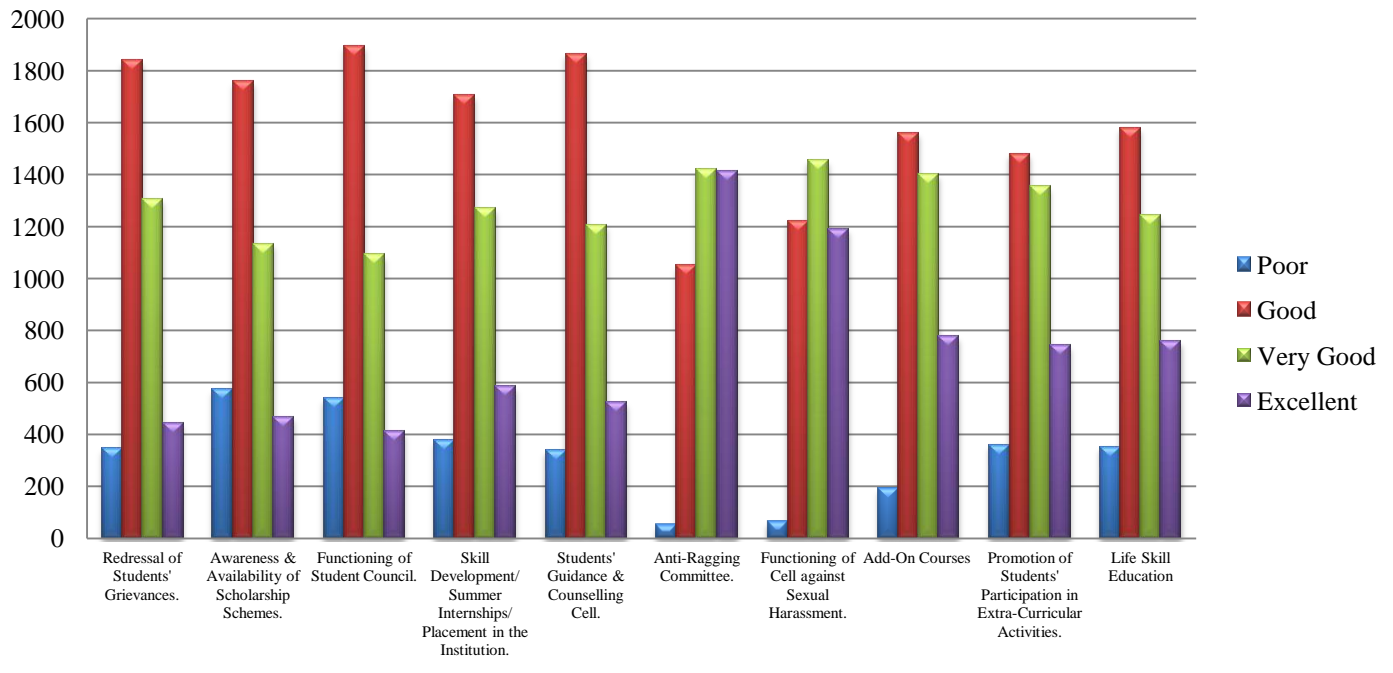
Overall, 94% students were satisfied with the Governance and Management practices followed in the institution. The higher percentage avows the approachability and connectivity amongst the staff and students.

## Section IV

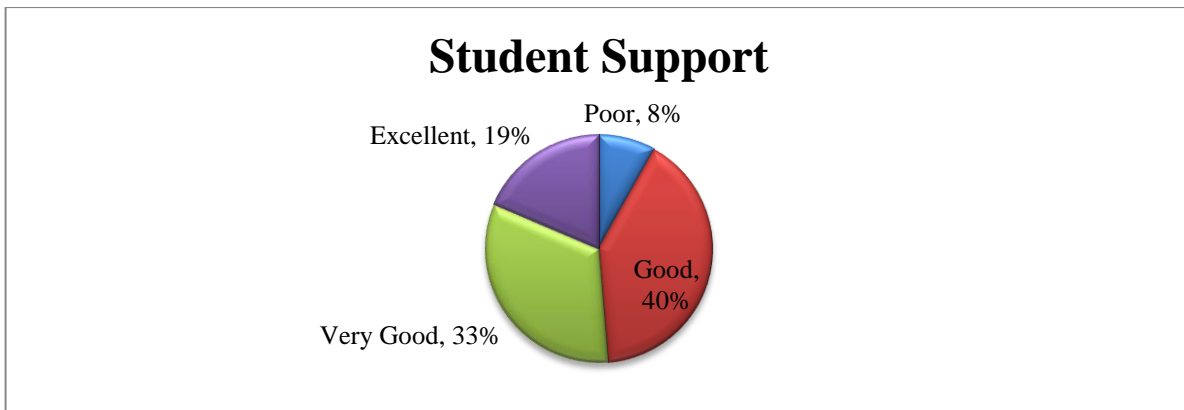
## Student Support

| <b>Students Satisfaction Survey: Student Support</b> |   |                             |             |                  |                  |              |
|--|---|-----------------------------|-------------|------------------|------------------|--------------|
| <b>S. No.</b>  | <b>Statement</b>  | <b>Response of students</b> |             |                  |                  |              |
|  |   | <b>Poor</b>                 | <b>Good</b> | <b>Very Good</b> | <b>Excellent</b> | <b>Total</b> |
| 1  | Redressal of student's grievances.  | 346                         | 1838        | 1305             | 444              | 3933         |
| 2  | Awareness and availability of various scholarship schemes.                                      | 573                         | 1759        | 1133             | 468              | 3933         |
| 3  | Functioning of student council.   | 539                         | 1894        | 1090             | 410              | 3933         |
| 4  | Availability of skill development facilities/ summer internships/ placement in the institution. | 377                         | 1704        | 1268             | 584              | 3933         |
| 5  | Student's guidance and counselling cell.  | 338                         | 1865        | 1207             | 523              | 3933         |
| 6  | Anti-Ragging Committee.   | 51                          | 1051        | 1420             | 1411             | 3933         |
| 7  | Functioning of Cell against sexual harassment.  | 65                          | 1222        | 1455             | 1191             | 3933         |
| 8  | Add-on courses in relevant areas.   | 193                         | 1562        | 1402             | 776              | 3933         |
| 9  | Promotion of student's participation in extra-curricular activities.                            | 359                         | 1480        | 1352             | 742              | 3933         |
| 10   | Life skill education (education relating to personality development and character building).    | 353                         | 1579        | 1243             | 758              | 3933         |

## Student Support



- 91% of the students were satisfied with the process of redressal of student's grievances.
- Regarding the availability of various scholarship schemes, 15% of the students expressed their unawareness about them.
- Around 86% of students were happy with the functioning of the Student Council Body of the College.
- Overall, students to the tune of 90% were satisfied with the skill development facilities/summer internships/placement by the Institution.
- 91% students were satisfied with the Student's Guidance and Counselling Cell.
- The findings from the data indicate almost all the students, that is, 99% were satisfied with the functioning of Anti-Ragging Committee and the Cell against sexual harassment which is the highest of all the percentage in the whole data. The prominent figure encourages and assures a safe environment for the girls of the College.
- The Add-on courses in the relevant areas were found useful by 95% of the student respondents.
- 91% students were satisfied with the promotion of student's participation in extra-curricular activities and imparting of life skills within College.



Overall, 92% students were satisfied with the Student Support System followed within the Institution.

## **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. Strategic, self-paced, challenging as well as interesting learning systems need to be endorsed and customized as per individual classes.
- Teachers need to pay more attention towards academically weak students to enhance their learning ability and confidence. The attention to them should be given from the very beginning of the session. It is recommended that assessment and their rubrics should be devised as well as discussed at length within the classes. Formative Assessment followed by Work Integrated Assessment and Diagnostic Assessment must be considered. Finally, with certain students Impassive Assessment will be really beneficial to compare the previous performance of the student to motivate her and mark even a slight improvement or her positive strong area to encourage her to perform better the next time.

### **2. Infrastructure**

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

- The new construction is already underhand looking at the need of a separate reading room within the campus, increase in library space is also being looked into which will be upgraded by the next session.
- Xerox facility within the library is to be upgraded.

**(b) Canteen**

- Food prices need to be subsidized while maintaining the quality of food.
- Canteen area needs to be increased and better ventilated.

**(c) Banking**

- An additional green portal or ATM machine within college can be installed.

**(d) Toilets and Water Facilities**

- Cleanliness of all the student washrooms should be stringently maintained along with student awareness on personal hygiene and social responsibility.

**(e) Medical Facility**

- Looking at the increase in students the medical facility within the College can be enhanced.

**(f) 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. Small sessions on various games and non-sports participation on fortnightly basis or monthly basis can be arranged.

**(g) Internet Facility**

- Access to the internet and online resources can be upgraded. Looking at the online system this is already under consideration though.

### **3. Governance and Management**

- Administrative Staff can be more cooperative and gentle with the students in their communication and follow up.

### **4. Student Support**

- More awareness is to be generated with regard to student scholarship schemes.
- Student Council functioning should be given autonomy and addressed to its best purpose for the betterment of students. They should be involved in purposeful activities to promote leadership, planning, and cultural and human values. The student opinions and needs will be helpful in creating better changes while inculcating a sense of personal involvement as well as personal responsibility within the students.
- Skill based vocation can be addressed to through certifications that are helpful in self-employment and also looks into college and industry interface to make students ready for the next stage of career choices.