

## 2.7.1 Student Satisfaction Survey Questions

This questionnaire is intended to collect information relating to your satisfaction towards the overall Institutional performance. The information provided by you will be used as important feedback for quality enhancement of the program of studies/institution and will be kept confidential.

Directions: A score for each item please indicate your level of satisfaction with the following statement by choosing between

Excellent

Very Good

Good

Poor

Name of the student:

Email address:

Department:

Semester and section:

SINo	Question	Excellent	Very Good	Good	Poor
1.	Quality Of Teaching Faculty				
2.	Course Availability				
3.	Academic Advising				
4.	Access To Teaching Faculty				
5.	Rating The Campus				
6.	Class And Lab Facilities				
7.	Library				
8.	Public Transport				

<b>9.</b>	<b>Parking</b>				
<b>10.</b>	<b>Hostel</b>				
<b>11.</b>	<b>Food</b>				
<b>12.</b>	<b>Sports And Fitness Facilities</b>				
<b>13.</b>	<b>Career Counselling</b>				
<b>14.</b>	<b>Placement Support</b>				

## **STUDENT SATISFACTION SURVEY 2018 -2019**

Student Satisfaction Survey (SSS) is one of the mandatory criteria set by National Assessment and Accreditation Council (NAAC). It is also a pre qualifier for Assessment and Accreditation of the institution.

A questionnaire with 14 questions was prepared by the committee. It was decided to collect feedback online from the students.

For each question, students will have to select one option which are assigned different weightages like Excellent, Very Good, Good, Poor.

The questions in the questionnaire included the overall parameters of the college like

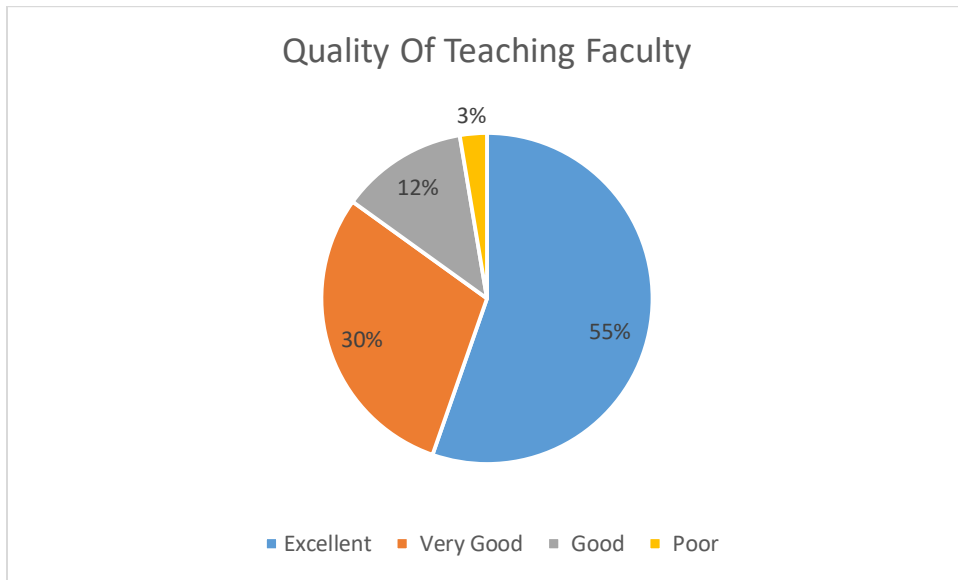
- Quality of Teaching Faculty
- Course Availability
- Academic Advising
- Access to Teaching Faculty
- Rating the Campus
- Class and Lab Facilities
- Library
- Public Transport
- Parking
- Hostel
- Food
- Sports and Fitness Facilities
- Career Counselling
- Placement Support

An online form with the above questions was created and circulated to students to know their opinion about all the above parameters and the following responses were noted. A total of 2000 students responded to the above questions. Each question in the NAAC SSS format is aimed at collecting factual opinion of students on curriculum, availability of courses, academic support, reaction of the students regarding pedagogy, attitude of teachers, career counselling, placement possibilities, curricular and extra-curricular activities, overall impression and suggestions about the college. Each question in the survey one or the other educational goal. This simple but important exercise definitely helps to improve the relevance of teaching and learning. This survey corresponds to an institute level feedback on infrastructure and learning experience.

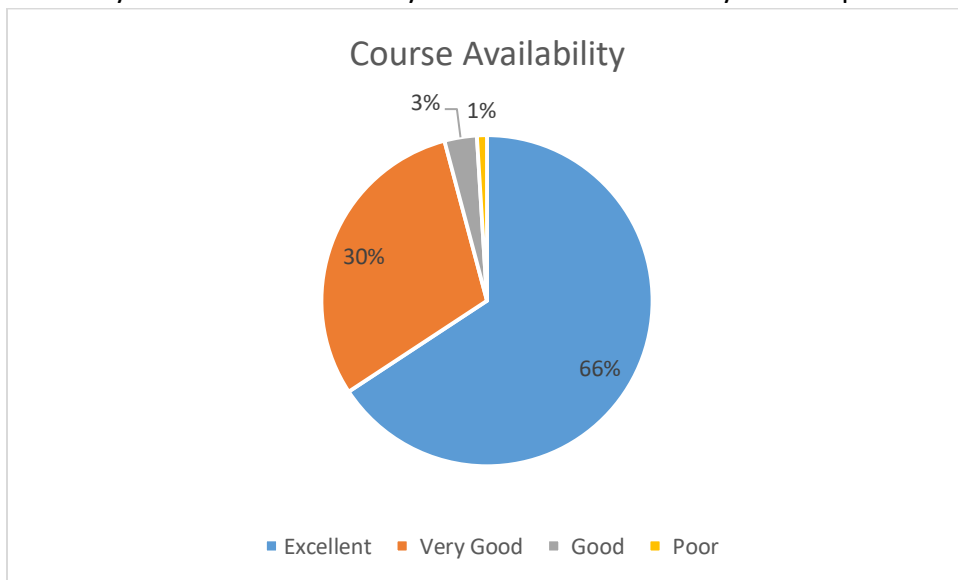
### **Analysis and the findings**

The responses collected from students responses were fed to an excel sheet designed for the analysis by the team. The responses were analyzed by a team of teachers. The question-wise outcome of the results is presented below:

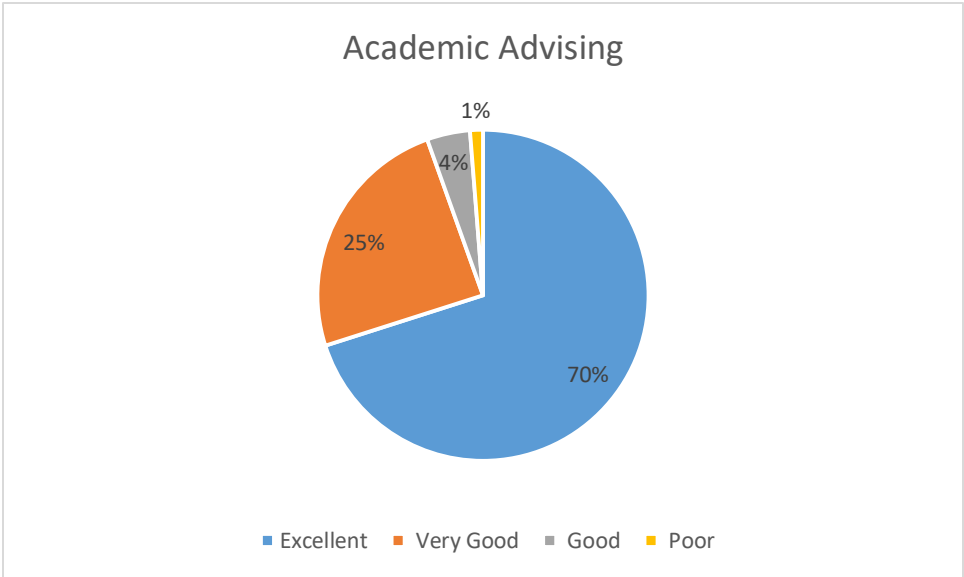
1. What is the quality of teaching faculty that are available on your campus?



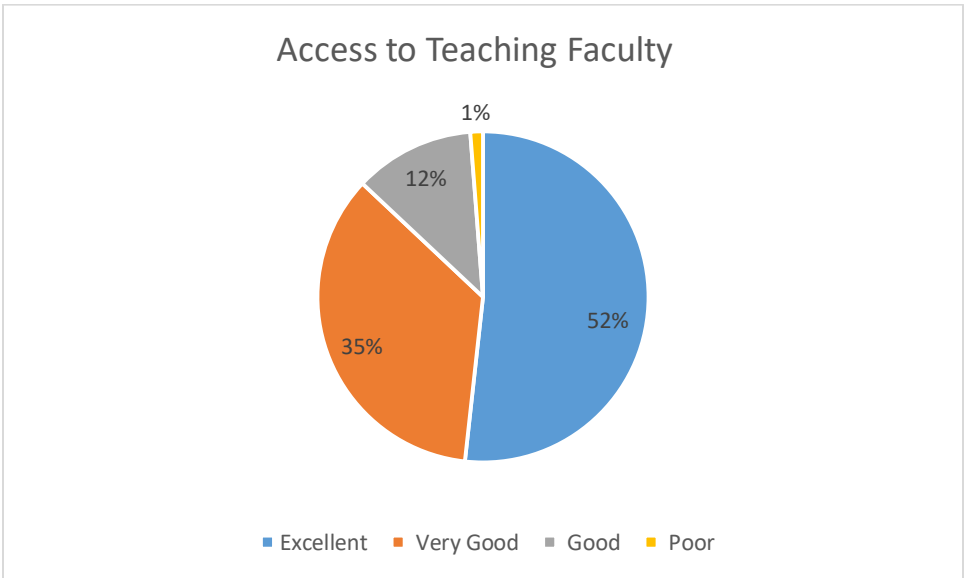
2. How do you rate the availability of different courses in your campus?



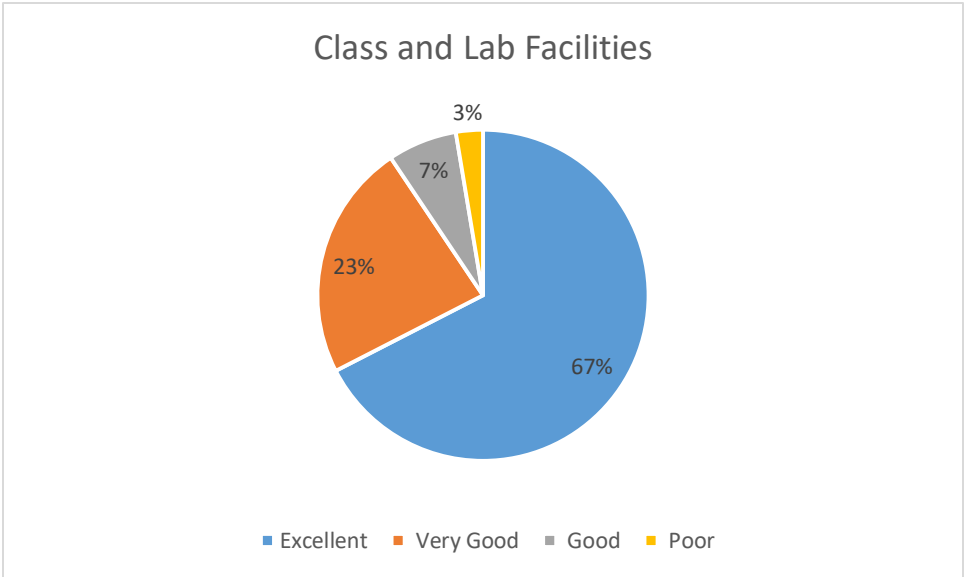
3. How would you rate the academic advising and support given to you?



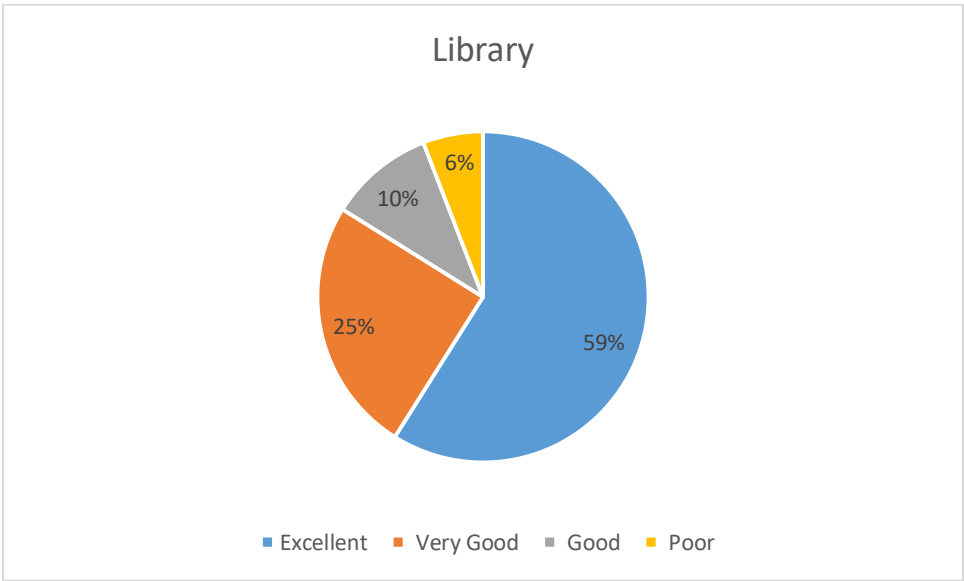
4. Are your faculty available at the campus for your doubt clarifications and other support?



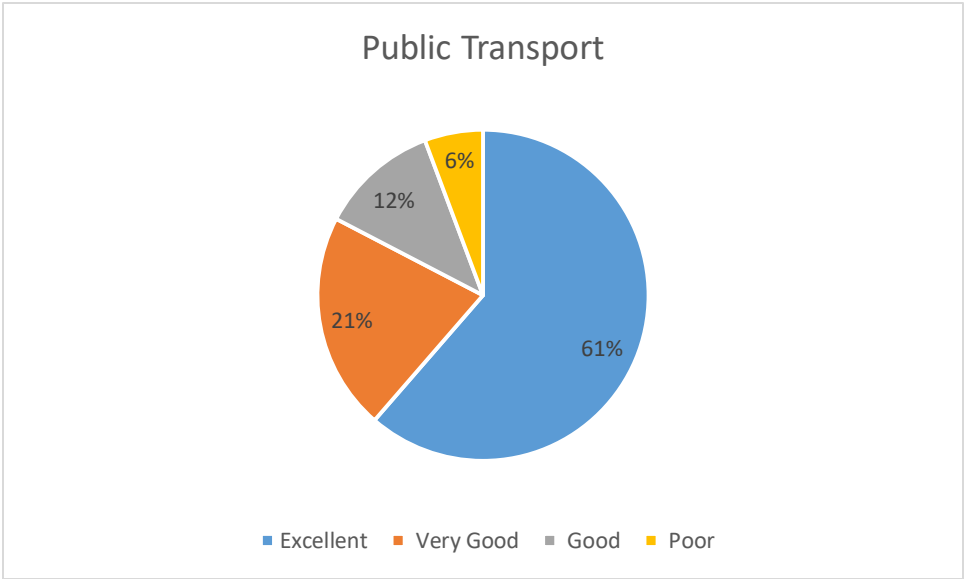
5. How would you rate your class and lab facilities in your campus?



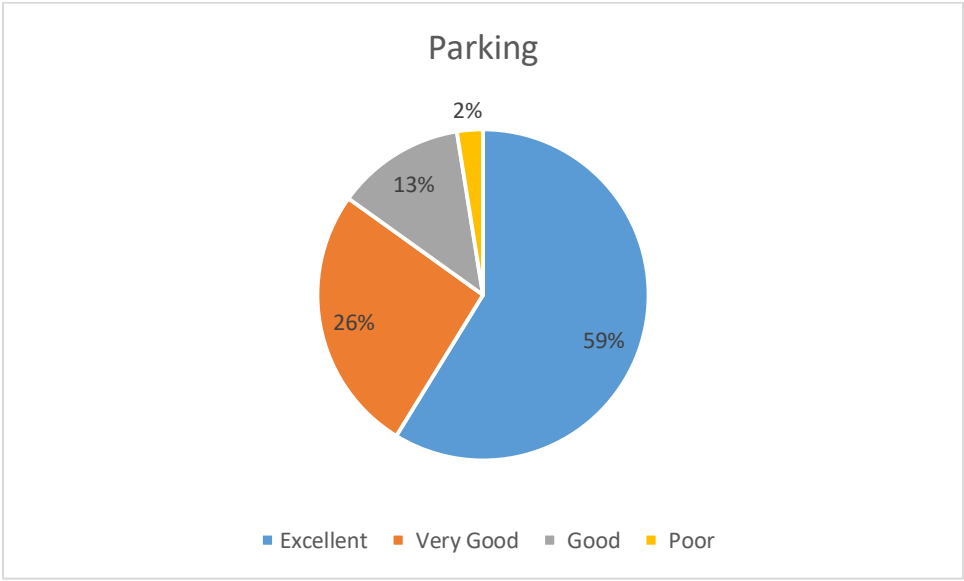
6. How useful is your centralized college library?



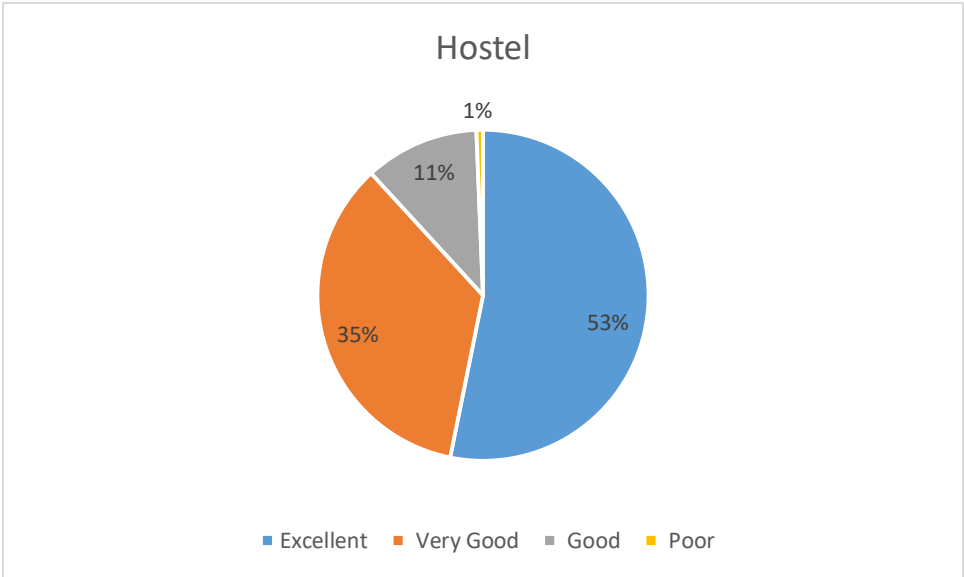
7. Can you commute to your college easily using Public Transport?



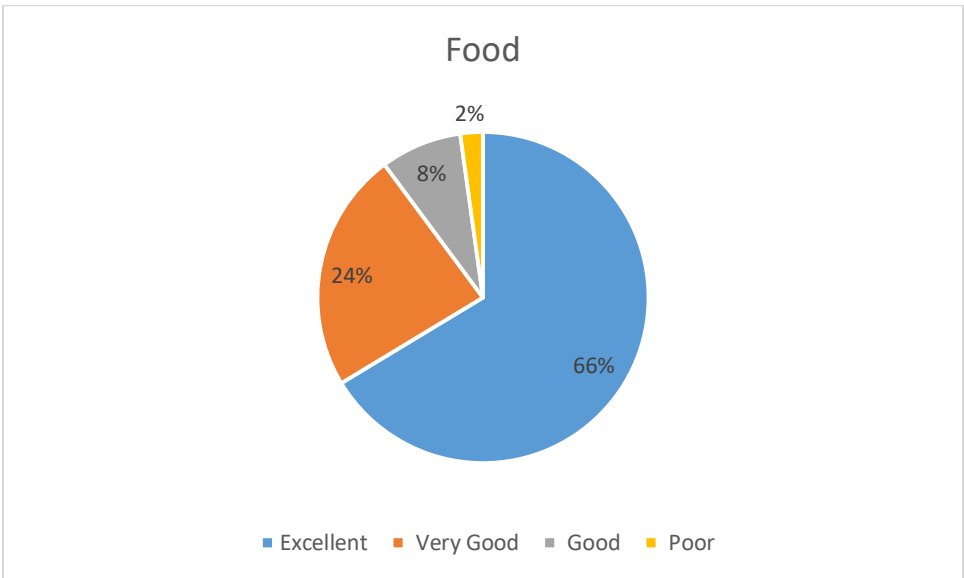
8. Does your college has sufficient parking space?



9. How would you rate the availability of hostel in your college and its facilities?

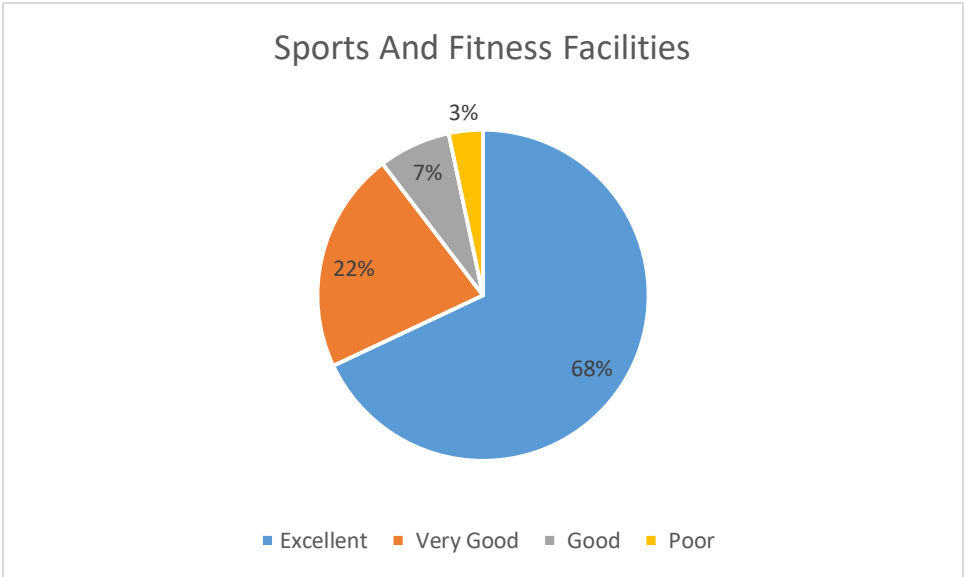


10. Rate the canteen facilities available on the campus.

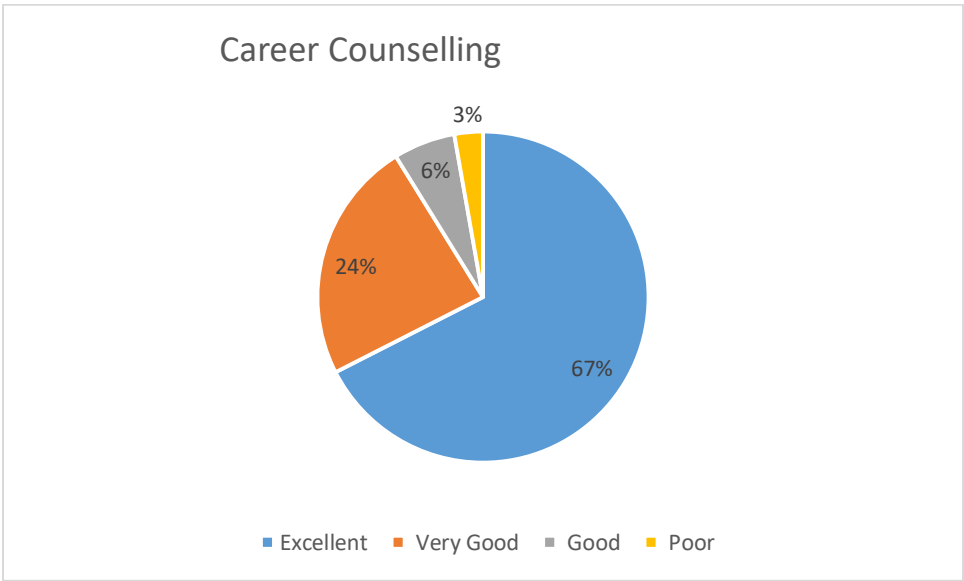


11. How good are the sports and fitness facilities available in your campus?

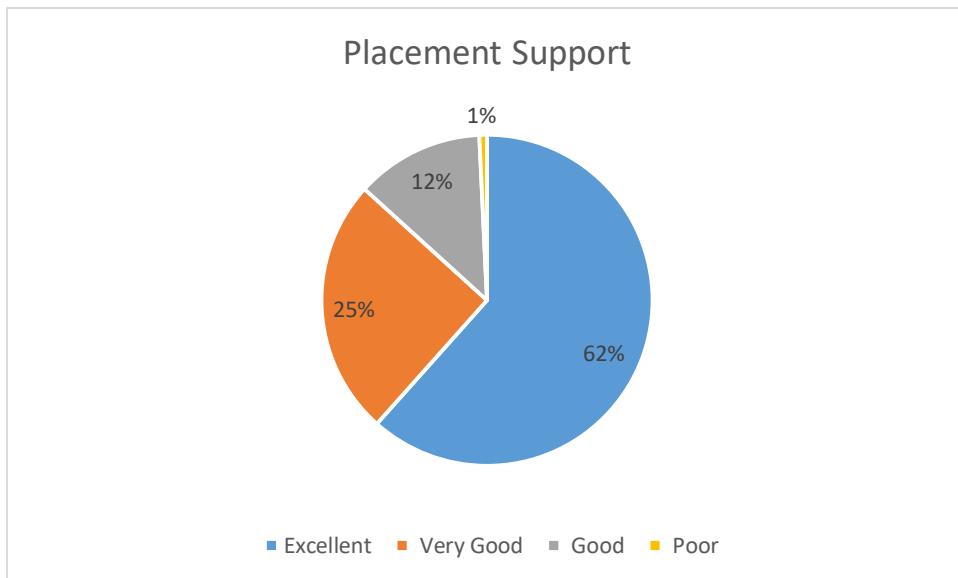




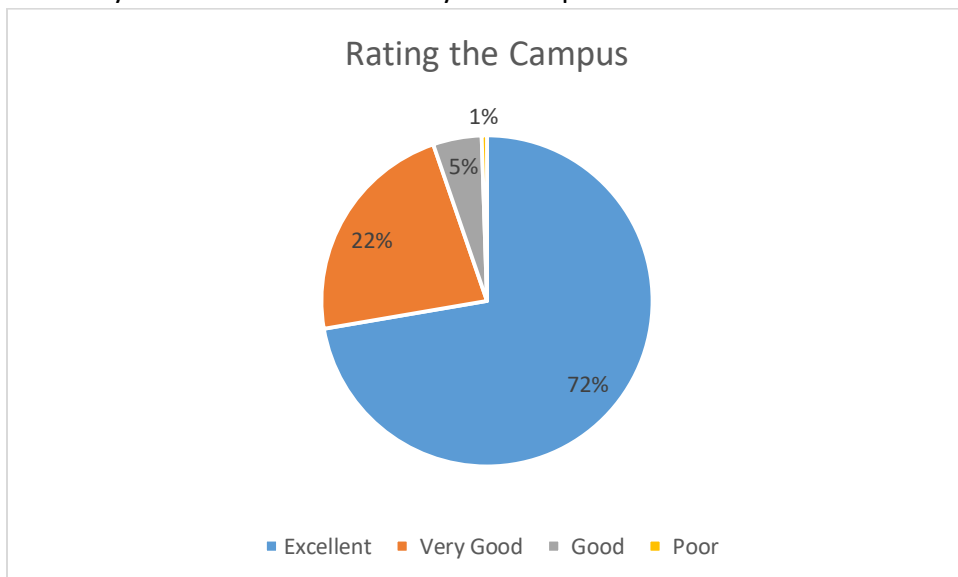
12. Rate the career counselling, soft skill training, higher education advices delivered to you in your campus?



13. How good is the Placement support available to you?



14. What is your overall feedback on your campus?



#### Key Findings from the Survey

- A high percentage of students (85%) show complete satisfaction over the quality of Teaching Learning in our college.
- Students have expressed overall satisfaction regarding the course availability, Class & laboratory experiments (95%), availability of the teachers (87%) and academic advising (95%).
- The college provides ample opportunities for cultural activities, sports activities and extracurricular activities. The students have opined that college also provides good environment for emotional growth of students.
- The students have expressed satisfaction regarding the placement, library facility, skill development programme run by the college.

- Students appreciated the facilities available on the campus like hostel, food, parking and sports facilities.

The SSS has also pointed out few grey areas where the college/ teachers/ departments do have scope for enhancement in quality of education. They are as follows:

- Formulate mechanism which will identify strength and weakness of students and provide them right level of challenges and help them to overcome their weakness.
- Teachers should encourage research culture amongst students.
- More emphasis on skill development and hands on assignments, inclusion of seminars, workshops and field visits for typically one subject.

The College Authority give utmost importance to the findings of this survey because this way students come to believe that even they have a say in policy making. It is always impossible to please everyone but often we try to strive towards keeping most of them happy, most of the time.

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