



Late. Chindhuji Laxmanrao Purke Education Society, Yavatmal

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Student's Satisfaction Survey

Student Satisfaction Survey Analysis And Action taken report

(Session 2019-20)

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Introduction:

The Students Satisfaction Survey (SSS) of students on curricular aspect is used to improve the quality of academics and enrichment of academic facilities at college. In this Students Satisfaction Survey (SSS), the academic component such as objective of the course, relevance of syllabus, allocation of marks and evaluation process of course, scientific advancement, laboratory component, etc. are covered.

Objectives of the feedback:

The objective of Survey is to understand the students' point of view and satisfaction on some important parameters to guide the future of Higher Education. It is expected to provide accurate information for the better Higher Education system, which is responsive to students. The contents of the Questionnaire used purely for academic and dissemination of students' views and will be kept confidential. The guideline includes the method of online survey, clarification on the questionnaire and the sample selection of students. The co-ordinator conducts a meeting of all the faculty members of the college to clarify the guidelines of the online survey. In case the meeting is not possible, then Coordinator is supposed to convey the important points of conducting the online survey telephonically.

Process of Students Satisfaction Survey

The following points are important in the conduct of the survey.

1. Method of Online Survey.
2. Sample Selection of Students in an Institute
3. Clarification on the Questionnaire
4. Selection of the Date/Week for the Conduct of the Survey

1. Method of Online Survey

The questionnaire is to be filled up through an online survey. The student will be required to go through the Google Form provided by the college and respondent will have to click on SSS online questionnaire. Thereafter online questionnaire main page will open. There is an option of filling up the questionnaire in English Language. Student may begin to fill up the questionnaire. When the first page of the questionnaire is filled up then only navigation to the next page will take place. In case, it is not possible to fill up the questionnaire due to internet connectivity or any other reason then it is requested that questionnaire is filled up offline and the printed version is sent to Co-ordinator, NAAC Criterion II.

2. Sample Selection of Students

It is the initiative and responsibility of the Co-ordinator to conduct the survey. The Co-ordinator may facilitate the task of conducting the survey by assigning a teacher the responsibility of conducting the survey. Our college select all the students from B.Sc. and B.A. course. The idea is to take 20 percent of total students as a sample students. From these 20 Percent of students, we select only students who are regular in attending the classes; it is better to select students with at least 60 per cent of attendance.

3. Clarification on the Questionnaire

Questionnaire is purely objective type and except 2-3 places where name, college detail is to be filled up, a student has to tick with the help of cursor. First of all, general information has to be filled up. In general information student has to fill the information such as Email id, Name of the student, Name of the college, Name of the degree, Name of faculty and Contact details. Out of the many options student is supposed to tick only one option. Then there are questions on Syllabus, teachers, teaching methods, examination and graduate outcome, campus and governance, skills and employability, capabilities of students and students' representation. Most of the questions relate to satisfaction level of students. Satisfaction level is to be given on 5 point scale. 5 indicate lowest level of satisfaction and 1 indicates highest level of satisfaction. 4 is on lowest scale of satisfaction and 2 is on the higher level of satisfaction whereas 3 indicates average level of satisfaction. Students are advised to tick appropriate option based on their experiences in the college.

4. Selection of the Date/Week for the Conduct of the Survey

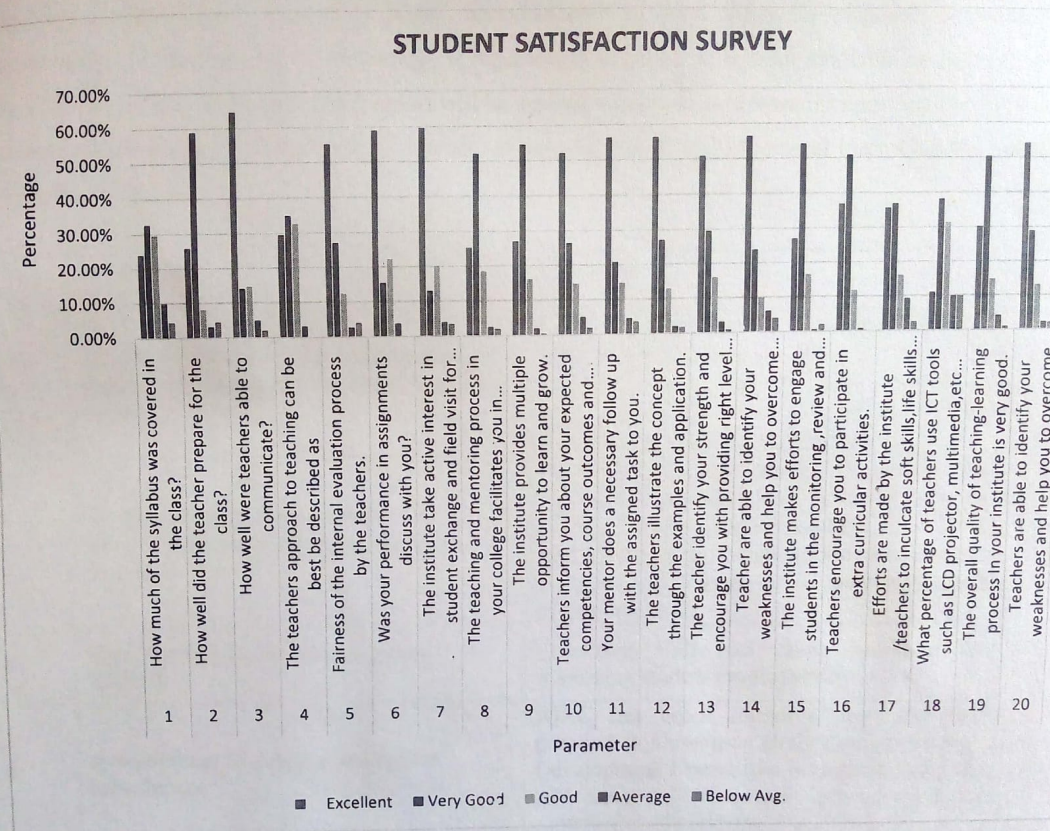
The Students Satisfaction survey for the academic year 2019-2020 is conducted at the end of session. Due the COVID-19 pandemic situation this year college conducted online Students Satisfaction survey from 2nd week of July 2020 to 2nd week of August 2020

Analysis of Students Satisfaction Survey

The forms of students satisfaction survey were provided to 536 number of students in online mode during academic session 2019-2020. 163 number of students responded to students satisfaction survey were (30%). The student's satisfaction survey form includes 20 questions on curriculum, college development and college facility aspects. The question wise student responses received are recorded in the following table. The student students satisfaction survey feedback is also graphically represented in figure.

Sr. No.	Parameters	Students response in %				
		Excellent	Very Good	Good	Average	Below Avg.
1	How much of the syllabus was covered in the class?	23.9%	32.5%	29.4%	9.8%	4.4%
2	How well did the teacher prepare for the class?	25.8%	58.9%	8%	3%	4.3%
3	How well were teachers able to communicate?	64.4%	14.1%	14.7%	4.9%	1.9%
4	The teachers approach to teaching can be best be described as	29.4%	35%	32.5%	3.1%	0%
5	Fairness of the internal evaluation process by the teachers.	55.2%	27%	12.3%	2.6%	3.9%
6	Was your performance in assignments discuss with you?	58.9%	15.3%	22.1%	3.7%	0%
7	The institute take active interest in student exchange and field visit for students.	59.5%	12.9%	20.2%	4%	3.4%
8	The teaching and mentoring process in your college facilitates you in cognitive, social and emotional growth.	25.2%	52.1%	18.4%	2.5%	1.8%
9	The institute provides multiple opportunity to learn and grow.	27%	54.6%	16%	2%	0.4%
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	52.1%	26.4%	14.7%	5%	1.8%
11	Your mentor does a necessary follow up with the assigned task to you.	56.4%	20.9%	14.7%	4.5%	3.5%
12	The teachers illustrate the concept through the examples and application.	56.4%	27%	12.9%	2%	1.7%
13	The teacher identify your strength and encourage you with providing right level of challenges.	50.9%	29.4%	16%	3%	0.7%
14	Teacher are able to identify your weaknesses and help you to overcome them	56.4%	23.9%	9.8%	6%	3.9%
15	The institute makes efforts to engage students in the monitoring ,review and continuous quality improvement of the teaching learning process.	27%	54%	16.6%	0.4%	2%
16	Teachers encourage you to participate in extra curricular activities.	36.8%	50.9%	11.7%	0.6%	0%
17	Efforts are made by the institute /teachers to inculcate soft skills,life skills and employ ability skills to make you ready for the world of work.	35.6%	36.8%	16%	9.2%	2.4%
18	What percentage of teachers use ICT tools such as LCD projector, multimedia,etc while teaching.	11%	38%	31.3%	9.8%	9.8%
19	The overall quality of teaching-learning process In your institute is very good.	30.1%	50.3%	14.7%	4%	0.9%
20	Teachers are able to identify your weaknesses and help you to overcome them.	54%	28.8%	13%	2.2%	2%

Graphical Representation of STUDENT SATISFACTION SURVEY

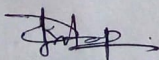


Action taken report on Students feedback on curriculum:

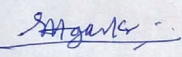
The action taken report prepared by IQAC, recommended by the College Development Committee and approved by Governing Body of the college is represented as below. It is made available on college website for all stakeholders. The action taken report will be seriously taken as step toward improving the curriculum, College Development, College Facility aspects at a college level and in general improving the quality of academic in specific.

Sr. No.	Suggestion	Action taken
1.	To improve the teaching learning process there is a need to establish the ICT facility center.	IQAC has planned a workshop for ICT training of teachers in 2020-21. IQAC has planned to enhance the ICT teaching by making compulsion of 35% of the syllabus using online tools and techniques.
2.	To arrange more extra co curricular activities and innovative practices for students.	Various extra co curricular activity and innovative practices are planned for the overall development of students. The IQAC also planned for competitive examination guidance and creating social awareness about higher education.
3.	Improvement of placements guidance for students	Placement Cell had taken initiative for improving student employability skills.
4.	Improvement of canteen facility for refreshment	IQAC has taken initiative and submitted proposal to Governing Body through College Development Committee for approval. IQAC has taken initiative for improvement of canteen for refreshment.

Conclusion: The process of collection, analysis, preparation of action taken reports and its final approval for successfully completed during academic year 2019-2020, 30 % of students responded to student satisfaction survey. The student suggested to improve the teaching learning process, there is a need to establish the ICT facility center, arrange more extra cocurricular activities and innovative practices for students placements guidance for students, establishment of canteen for refreshment etc.


Student Satisfaction Survey
Co-ordinator


IQAC Coordinator,
Co-ordinator
Internal Quality Assurance Cell
Indira Gandhi Kala Mahavidyalaya
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