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Student's Satisfaction Survey

Student Satisfaction Survey Analysis And Action taken report

(Session 2022-23)

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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 components such as objectives of the course, relevance of syllabus, allocation of marks and evaluation process of course, scientific advancement, laboratory component, etc. are covered.

Objectives of the Survey:

Following points are taken into account for Student Satisfaction Survey

1. To measure and improve the student satisfaction level on their experiences with college facilities like infrastructure, physical facilities, etc.
2. To identify and improve the student satisfaction level about the student support services.
3. To measure and improve the student satisfaction level about the teacher communication.
4. To understand and advance the student satisfaction level about the quality of teaching-learning resources.
5. To identify and improve the student satisfaction level about the teaching environment.
6. To measure the effectiveness of teaching methods adopted by the teachers.
7. To understand and improve the student satisfaction regarding the internal assessment evaluation by the department.
8. To measure and improve the quality of social and mental health of the students.
9. To measure the effectiveness of mentor-mentee scheme and accordingly make necessary changes in the existing scheme.
10. To conduct the SWOT analysis and accordingly arrange programs to help the students to improve their personality.

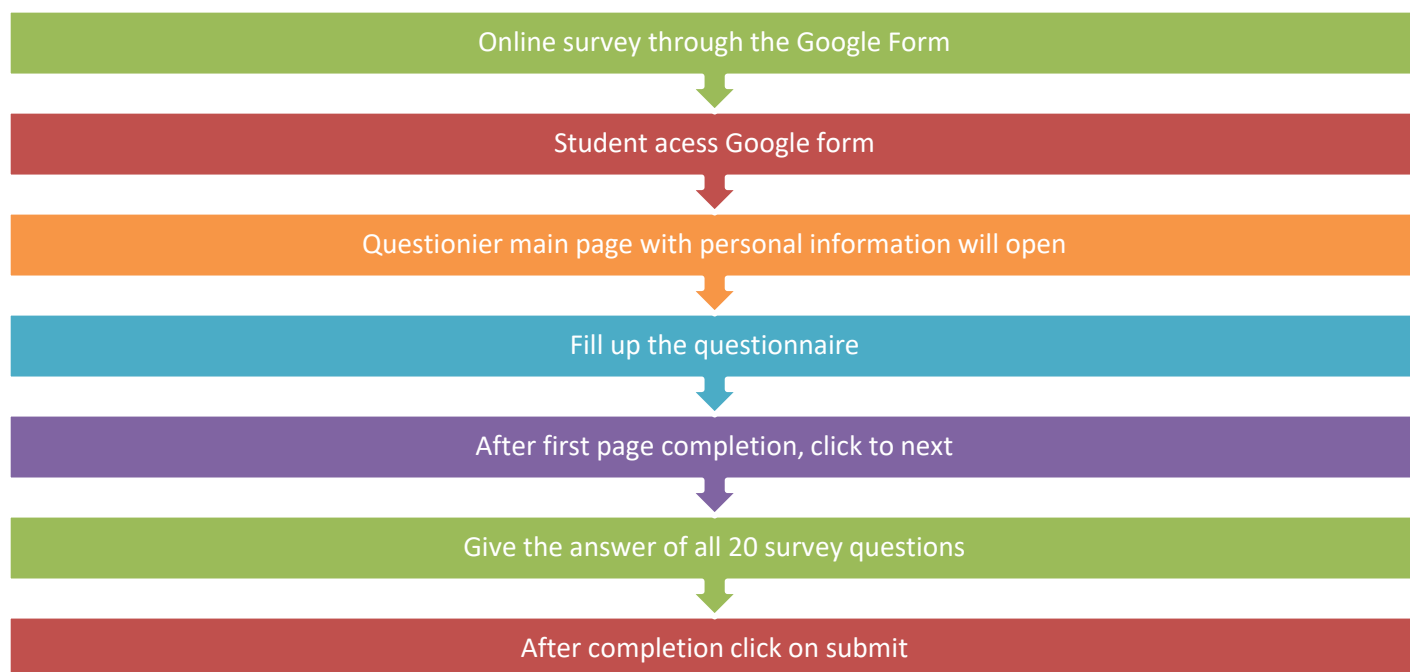
Process of Students Satisfaction Survey

The following points are taken into account for conducting the survey.

1. Method of Online Survey.
2. Selection of sample for Survey.
3. Designing and finalization of Questionnaire
4. Schedule of the Survey
5. Collection of data and information from Questionnaire.
6. Analysis and interpretation of collected data and information.
7. Action taken report.
8. Display on college website and notice board.

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 to be filled up offline and the printed version should be sent to Co-ordinator, NAAC Criterion II.



2. Sample Selection of Students

It is the initiative and responsibility of the SSS 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. SSS google form has been sent to all the students of B.A. and B.Sc. course. The student's satisfaction survey in the form of google form were sent to the all students 541 through the WhatsApp group or email. All the students were instructed to fill the SSS Google form within the time (1st week of May 2023 to 3rd week of May 2023). After the completion of time limit all the data collected from Google form. After this, coordinator of Criteria with committee members analyzed and interpreted the data.

3. Designing and finalizing of questionnaire

Questionnaire is purely objective type and except general information in which student has to fill the information such as Email id, name of the student, name of the college, name of the degree, name of the faculty and contact details. Then there will be 20 questions on Syllabus, teachers, teaching methods, examination and graduate outcome, campus and governance, skill and employability, capabilities of students and students representation. In questionnaire 5 options were given and student was supposed to tick only one option. 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 indicate highest level of satisfaction. Students are advised to tick appropriate options based on their experiences in the college. There is one extra question where we ask them three observation / suggestions to improve the overall teaching – learning experience in the college.

4. Schedule of the survey

The Students Satisfaction survey for the academic year 2022-2023 is conducted at the end of session through online mode from 1st week of May 2023 to 3rd week of May 2023.

5. Collection of data and information from questionnaire

The students satisfaction survey includes questions compromising of teaching learning process, relevance of syllabus, allocation of marks and evaluation process of course, scientific advancement, laboratory component. Data and information regarding SSS Questionnaire has been collected from the student in the form of google form.

6. Analysis and interpretation of collected data and information

The forms of student satisfaction survey were provided 541 number of students in online mode during academic session 2022-23. 283 number of students were responded to the student satisfaction survey. The students satisfaction survey form includes 20 questions on curriculum, college development and college facility aspect. The questions include five options where students have to rate them according to their experience. The question wise student response was received and recorded in the following table. The student satisfaction survey feedback is also graphically represented from figure 1 to figure 20. Also students were asked to write their suggestions for the improvement of teaching learning process.

Analysis of Students Satisfaction Survey

The forms of students satisfaction survey were provided to 541 number of students in online mode during academic session 2022-2023. 142 number of students responded to students satisfaction survey were (26.25%). 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 by online/offline mode?	50.70%	34.00%	7.70%	5.60%	2.10%
2	How well did the teacher prepare for the class?	69.00%	26.80%	2.10%	0.00%	2.10%
3	How well were teachers able to communicate?	88.00%	5.60%	4.20%	0.70%	1.40%
4	The teacher's approach to teaching can best be described as.	38.70%	43.00%	11.30%	7.00%	0.00%
5	Fairness of the online/ offline internal evaluation process by the teachers	67.60%	29.60%	1.40%	0.00%	1.40%
6	Was your performance in assignments/test/tutorial discussed with you?	81.70%	10.60%	6.30%	1.40%	0.00%
7	The college take active interest in student exchange and field visit for students.	52.80%	20.40%	14.80%	5.60%	6.30%
8	The teaching and mentoring process in your college facilitates you in cognitive, social and emotional growth.	35.20%	54.20%	7.00%	2.80%	0.70%
9	The institution provides multiple opportunities to learn and grow	54.90%	38.00%	3.50%	2.80%	0.70%
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	83.80%	10.60%	2.80%	2.10%	0.70%
11	Your mentor does a necessary follow up with the assigned task to you.	73.90%	16.20%	7.70%	2.10%	0.00%
12	The teachers illustrate the concept through the examples and application.	70.40%	19.70%	5.60%	4.20%	0.00%
13	The teacher identify your strength and encourage you with providing right level of challenges.	81.70%	13.40%	2.10%	2.10%	0.70%
14	Teacher are able to identify your weaknesses and help you to overcome them	82.00%	10.60%	6.30%	0.70%	0.00%
15	The college makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	58.50%	35.20%	3.50%	1.40%	1.40%
16	Teachers encourage you to participate in extracurricular activities.	65.50%	33.10%	0.70%	0.00%	0.70%
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.	70.40%	20.40%	3.50%	2.80%	2.80%
18	what percentage of teachers use ICT tools such as LCD projector, multimedia (google meet/ zoom meet/ whatsapps), etc . while teaching.	26.80%	42.30%	15.50%	7.00%	8.50%
19	The overall quality of teaching-learning process in your institute is very good.	52.80%	39.40%	4.90%	1.40%	1.40%
20	Approach toward developing professional skills among the students and help them to fulfill career goals.	76.80%	15.50%	4.90%	2.10%	0.70%

1. How much of the syllabus was covered in the class by online/offline mode? (ऑनलाइन/ऑफलाइन पद्धतीने वर्गात किती अभ्यासक्रम समाविष्ट करण्यात आला?)

142 responses

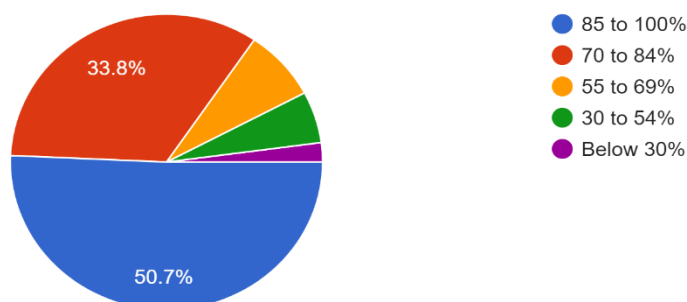


Figure No. 1

50.7% of student gave very good and only 2.1% gave below average remark.

2. How well did the teacher prepare for the classes? (शिक्षकांनी वर्गासाठी किती चांगली तयारी केली?)

142 responses

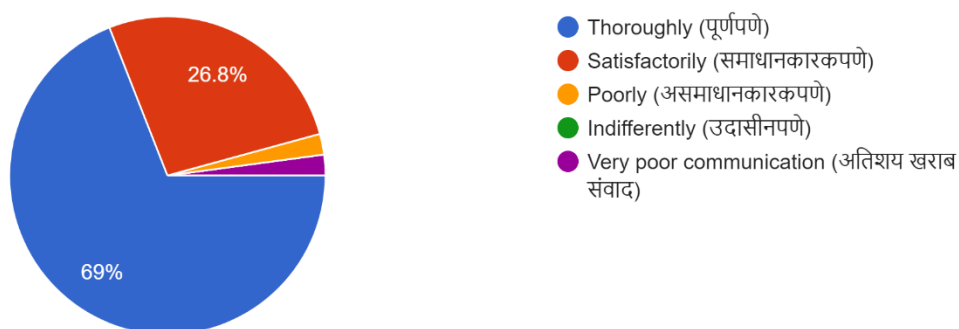


Figure No. 2

69 % of student gave satisfactory and only 2.1 % gave below average remark.

3. How Well were teachers able to communicate?

142 responses

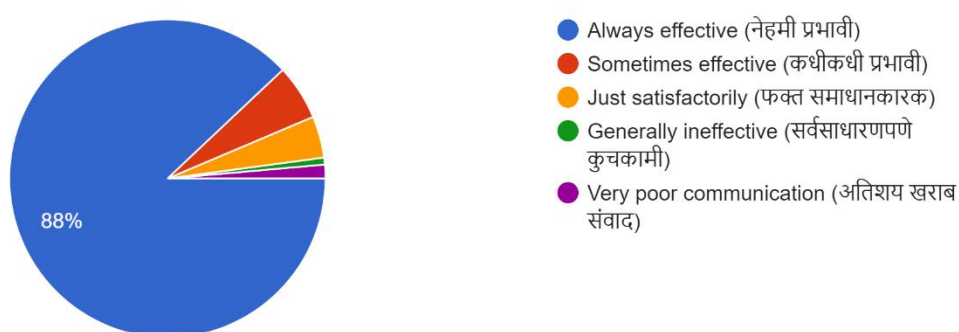


Figure No. 3

88 % of student gave excellent and only 1.4 % gave below average remark.

4. The teacher's approach to teaching can best be described as. (शिक्षकाच्या शिकवण्याच्या दृष्टिकोनाचे वर्णन उत्तम प्रकारे करता येईल.)

142 responses

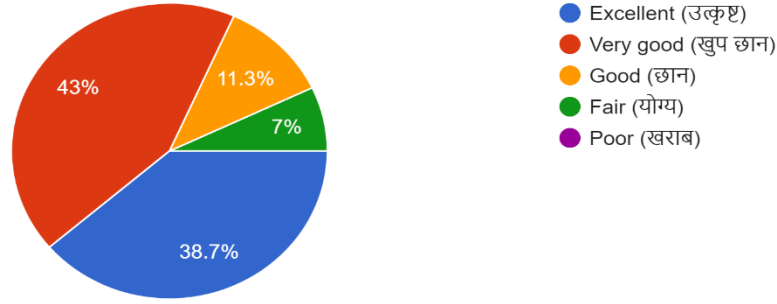


Figure No. 4

38.7 % of student gave excellent and only 0 % gave below average remark.

5. Fairness of the online/ offline internal evaluation process by the teachers. (शिक्षकांद्वारे ऑनलाइन/ऑफलाइन अंतर्गत मूल्यमापन प्रक्रियेची निष्पक्षता.)

142 responses

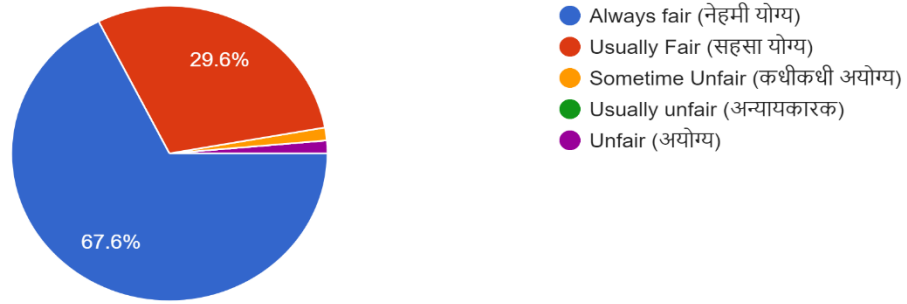


Figure No. 5

67.6 % of student gave excellent and only 1.4 % gave below average remark.

6. Was your performance in assignments/test/tutorial discussed with you? (असाइनमेंट/चाचणी/ट्यूटोरियल मधील तुमच्या कामगिरीबद्दल तुमच्याशी चर्चा झाली का?)

142 responses

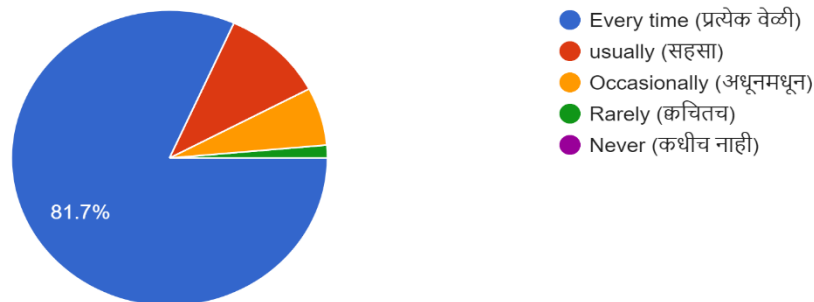


Figure No. 6

81.7 % of student gave excellent and 0 % gave below average remark.

7.The college take active interest in student exchange and field visit for students. (महाविद्यालय विद्यार्थी देवाणघेवाण आणि विद्यार्थ्यांसाठी (शैक्षणिक सहल) क्षेत्र भेटीमध्ये सक्रिय रस घेते.)

142 responses

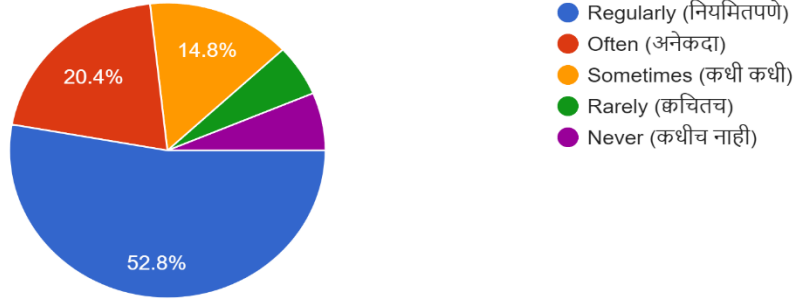


Figure No. 7

52.8 % of student gave excellent and only 6.3 % gave below average remark.

8. The teaching and mentoring process in your college facilitates you in cognitive, social and emotional growth. (तुमच्या महाविद्यालयातील अध्यापन...नात्मक, सामाजिक आणि भावनिक वाढ करण्यास मदत करते.)

142 responses

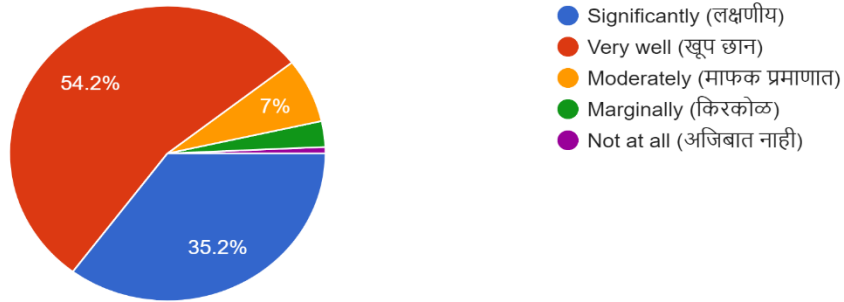


Figure No. 8

35.2 % of student gave very good and only 0.7 % gave below average remark.

9. The college provides multiple opportunities to learn and grow (महाविद्यालय शिकण्याच्या आणि वाढण्याच्या अनेक संधी उपलब्ध करून देते)

142 responses

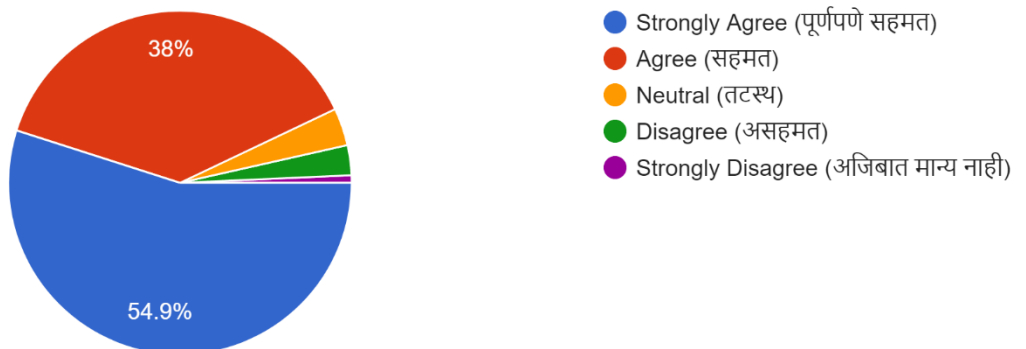


Figure No. 9

54.9 % of student gave very good and only 2.8 % gave below average remark.

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes. (शिक्षक तुम्हाला तुमची अपेक्षित क्षमता, अभ्यास...चे परिणाम आणि कार्यक्रमाच्या निकालांबद्दल माहिती देतात.)

142 responses

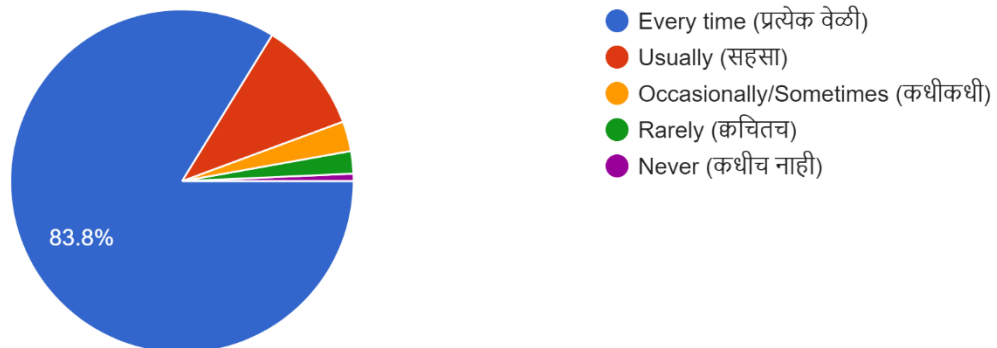


Figure No. 10

83.8 % of student gave excellent and only 0.7 % gave below average remark.

11. Your mentor does a necessary follow up with the assigned task to you. (तुमचे शिक्षक तुम्हाला नियुक्त केलेल्या कामाचा आवश्यक पाठपुरावा करतात.)

142 responses

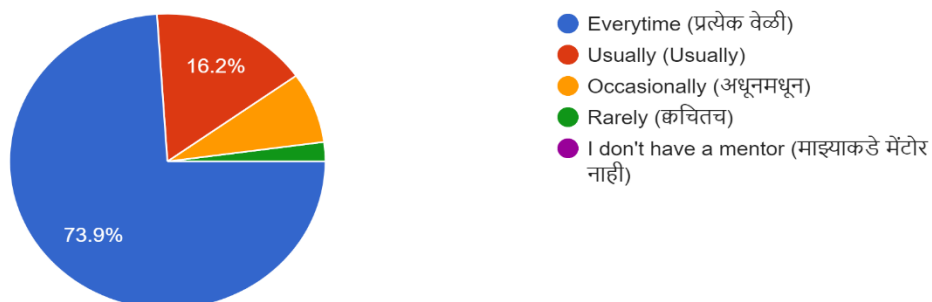


Figure No. 11

73.9 % of student gave excellent and only 0 % gave below average remark.

12. The teacher illustrate the concept through the examples and application (शिक्षक उदाहरणे आणि अनुप्रयोगाद्वारे संकल्पना स्पष्ट करतात)

142 responses

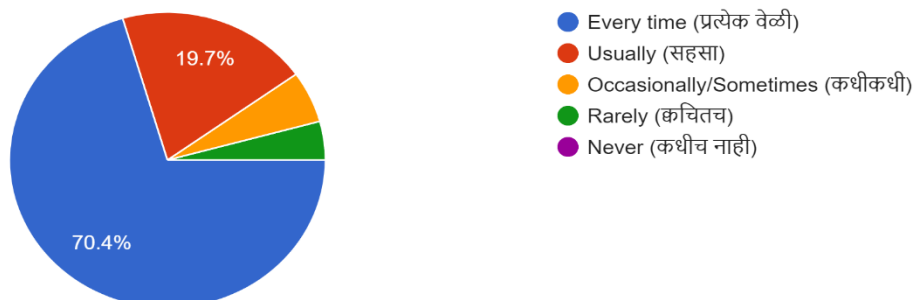


Figure No. 12

70.4 % of student gave excellent and only 0.00 % gave below average remark.

13.The teacher identify your strength and encourage you with providing right level of challenges. (शिक्षक तुमची ताकद ओळखतात आणि तुम्हाला योग्य स्तरावरील आव्हाने देऊन प्रोत्साहित करतात.)

142 responses

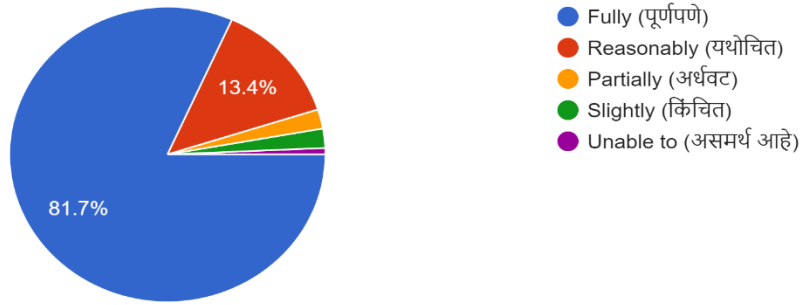


Figure No. 13

81.7 % of student gave excellent and only 0.7 % gave below average remark.

14. Teacher are able to identify your weaknesses and help you to overcome them. (शिक्षक तुमच्या कमकुवतपणा ओळखण्यास आणि त्यावर मात करण्यास मदत करण्यास सक्षम आहेत.)

142 responses

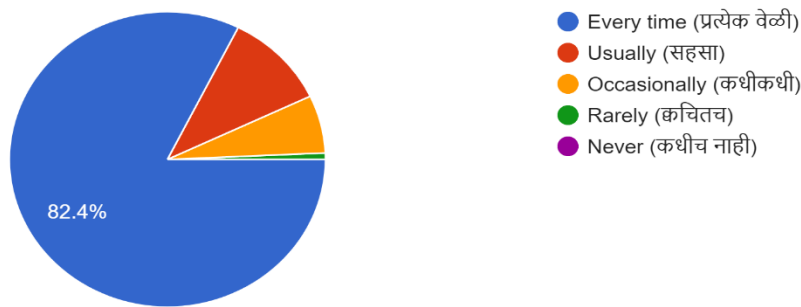


Figure No. 14

82.4 % of student gave excellent and only 0.00 % gave below average remark.

15.The college makes efforts to engage students in the monitoring , review and continuous quality improvement of the teaching learning process. (अध्यापन शा...्यालय विद्यार्थ्यांना गुंतवून ठेवण्यासाठी प्रयत्न करते.)

142 responses

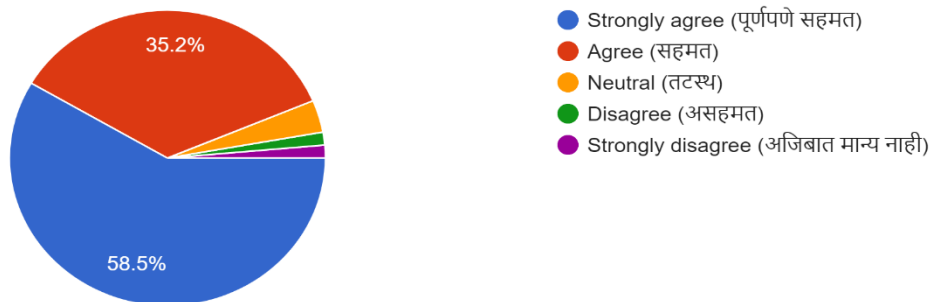


Figure No. 15

58.5 % of student gave very good and only 1.4 % gave below average remark.

16. Teacher encourage you to participate in online/offline extra curricular activities. (शिक्षक तुम्हाला ऑनलाइन/ऑफलाइन अतिरिक्त अभ्यासक्रमात सहभागी होण्यासाठी प्रोत्साहित करतात.)

142 responses

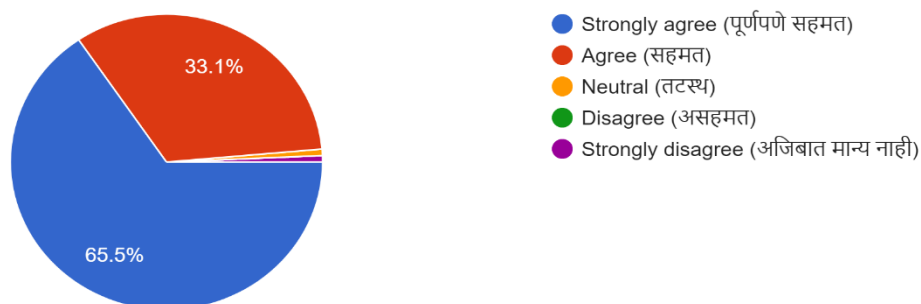


Figure No. 16

65.5 % of student gave very good and only 0.7 % gave below average remark.

17. Efforts are made by the college/ teachers to inculcate soft-skills, life skills and employability skills to make you ready for the world of work. (सॉफ्ट...ित करण्यासाठी कॉलेज/शिक्षकांकडून प्रयत्न केले जातात.)

142 responses

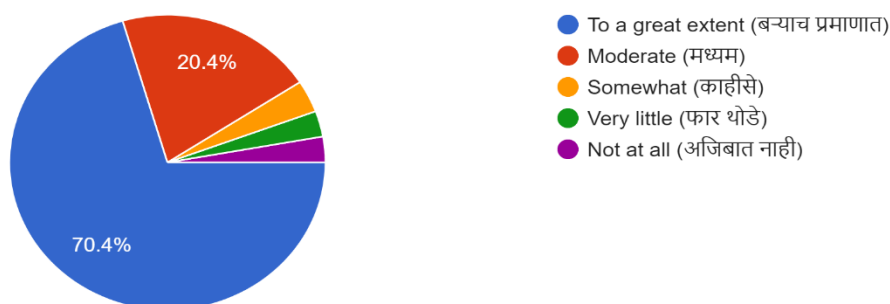


Figure No. 17

70.4 % of student gave excellent and only 2.8 % gave below average remark.

18. what percentage of teachers use ICT tools such as LCD projector, multimedia (google meet/ zoom meet/ whatsapps), etc . while teaching. (किती .../ whatsapps) इत्यादी ICT टूल्स वापरतात. शिकवताना.)

142 responses

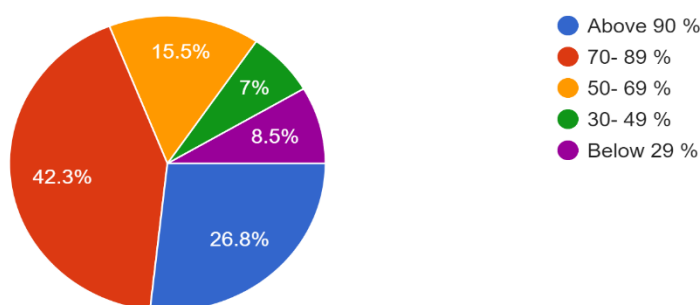


Figure No. 18

26.8 % of student gave very good and only 8.5 % gave below average remark.

19. The overall quality of teaching - learning process in your college is very good . (तुमच्या महाविद्यालयातील अध्यापन प्रक्रियेची एकूण गुणवत्ता खूप चांगली आहे.)

142 responses

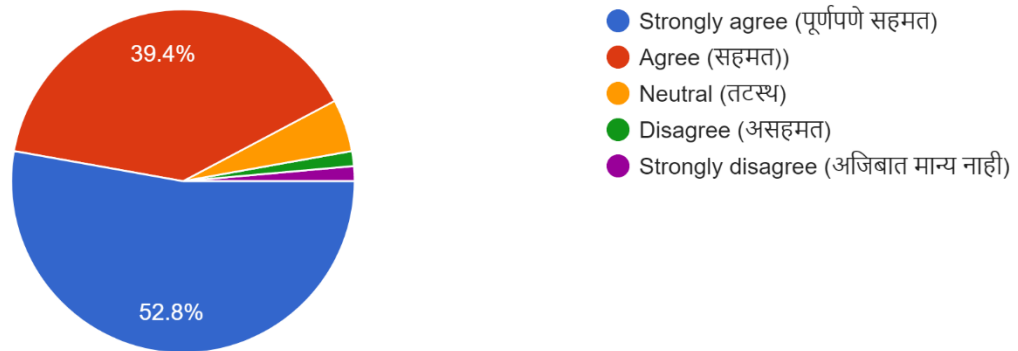


Figure No. 19

52.8 % of student gave very good and only 1.4 % gave below average remark.

20. Approach toward developing professional skills among the students and help them to fulfill career goals. (विद्यार्थ्यांमध्ये व्यावसायिक कौशल्ये विकसित... ठेवा आणि त्यांना करिअरची उद्दिष्टे पूर्ण करण्यात मदत करा.)

142 responses

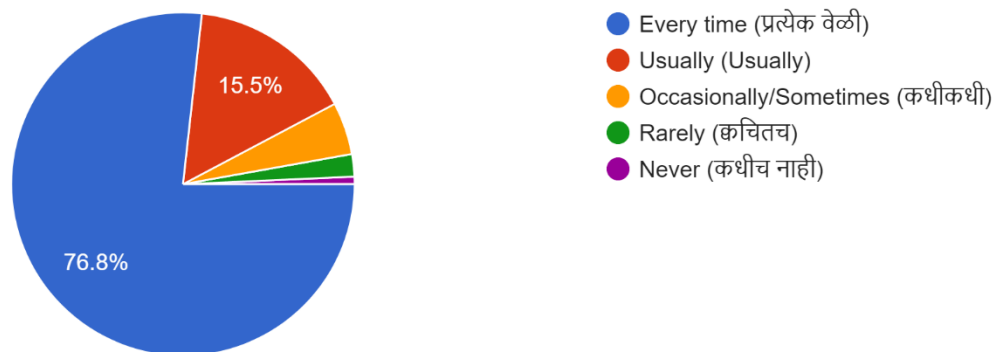
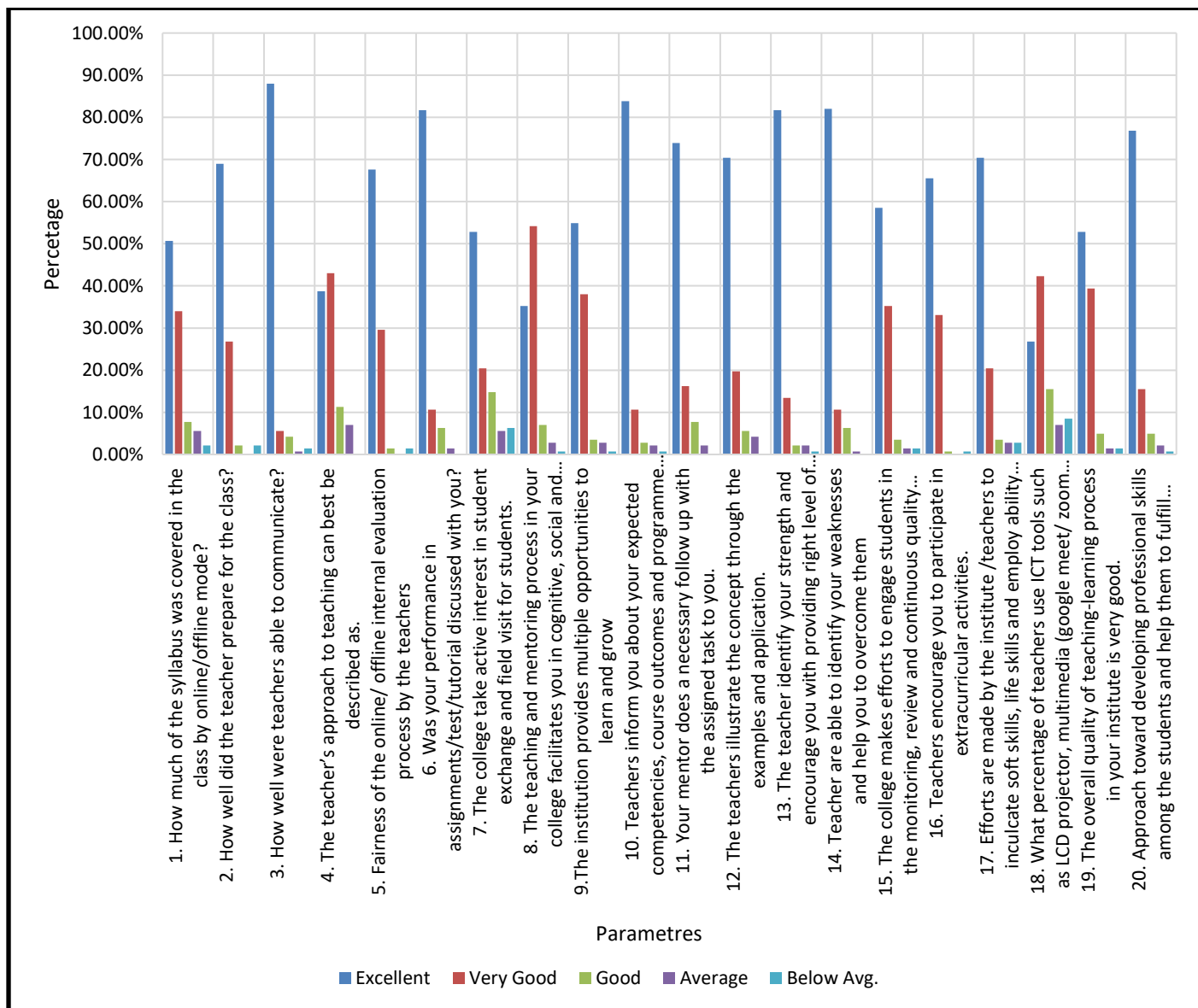


Figure No. 20

76.8 % of student gave excellent and only 0.7 % gave below average remark.

Graphical Representation of STUDENT SATISFACTION SURVEY



7. Action taken report:

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 taken as step toward improving the curriculum, College Development, College Facility aspects at college level and in general improving the quality of academic in specific.

Sr. No.	Suggestion	Action taken
1.	Integration of interactive teaching tools	It was decided in the meeting of IQAC and CDC to organize workshop and training sessions for teachers to familiarize them with various ICT tools and their effective use in teaching. Additionally, the college will provide necessary resources and technical support to ensure the seamless integration of these tools in classroom.
2.	Student engagement in decision making	The college has initiated various measures to improve student engagement through regular feedback sessions to gauge student satisfaction and suggestions for further improvement. The college has also organized extracurricular activities, workshops and guest lectures to provide students with diverse learning opportunities.
3.	Promote experiential learning opportunities	It was decided in the meeting of IQAC and CDC to increase the partnership with industries and organizations to offer more opportunities for internship, field visits, and practical training. These programs were integrated into the curriculum to provide students with hands-on experience, enabling them to apply their knowledge in real-world scenario.
4.	A computer lab with internet facility available to all students	It was decided in the meeting of IQAC and CDC to equip the existing computer Centre and the departments of the college with high-speed internet facility through optical fiber cable.

8. Display on college website and notice board

After the final approval of report the student satisfaction survey, the SSS report displayed on college website via weblink and also displayed on college notice board for all the stakeholders.

Conclusion:

The present survey was conducted to assess the perception and satisfaction levels of students regarding various aspects of college life, including infrastructure, physical facilities, student support services, teacher communication, quality of teaching-learning resources, and the overall teaching environment. The survey, which was administered during the academic session 2022-2023, included responses from 142 out of 541 students (26.25%).

The findings of the survey indicate that students generally hold a positive perception of the college in terms of infrastructure, physical facilities, student support services, teacher communication, and the quality of teaching-learning resources. The majority of respondents rated these aspects as either "excellent" or "very good." This suggests that the overall behavior of the college administration and teachers toward the students is positively perceived.

Specifically, the students who participated in the survey highly satisfied with effective teacher-student communication, transparency in course objectives, recognition of strengths, overall teaching quality, and efforts to develop employability skills. They also appreciated mentorship, practical application of concepts, and support in overcoming weaknesses. The college's engagement in monitoring and continuous improvement, as well as encouragement of extracurricular activities, received positive feedback. Students acknowledged the use of ICT tools in teaching and the focus on professional skill development.

However, the survey also provided valuable suggestions in integrating interactive teaching tools; addressing concerns regarding student engagement in decision-making; enhancing experiential learning opportunities through industry partnerships; and improving computer facilities and internet access for students.

To address these recommendations and enhance the overall quality of academic life, these points are taken into the College Development Committee and Internal Quality Assurance Cell (IQAC) meeting, and after fruitful discussion, action taken report has been prepared for academic session 2023-24. The action plan includes organizing workshops and training sessions for teachers to familiarize them with interactive teaching tools and technology, promoting student engagement through feedback sessions and extracurricular activities, increasing industry partnerships for experiential learning opportunities, and upgrading the computer facilities on campus with high-speed internet access.

The college administration's responsiveness to student feedback and the implementation of the action plan, as outlined in the action taken report, demonstrate a commitment to continuously enhance the curriculum, college development, and facilities, ultimately contributing to the overall quality of education.



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Co-ordinator**

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Co-ordinator**
Internal Quality Assurance Cell
Indira Gandhi Kala Mahavidyalaya
Ralegaon



Principal
Indira Gandhi Kala Mahavidyalaya
Ralegaon Dist. Yavatmal