



Student Satisfaction Survey Report (2019-2020)

Student satisfaction surveys are an important tool for measuring the effectiveness of education and identifying areas for improvement. By gathering feedback from students about their experiences in the classroom, the College can gain valuable insights into what is working well and what needs to be changed. This information can then be used to make informed decisions about curriculum development, teaching methods, and resource allocation.

The institution can also evaluate the performance of its staff and services and identify areas of concern, such as student support, library resources, and IT services. Furthermore, it could be used to evaluate the effectiveness of institutional policies, programs, and services and to identify areas where they can be improved. Therefore, it is important to measure the institution's overall effectiveness.

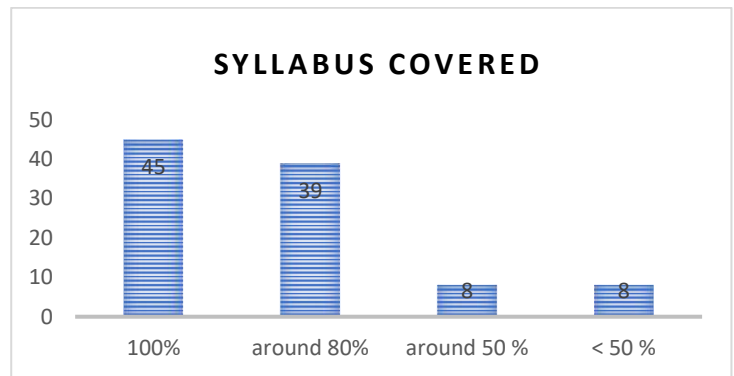
Keeping this in mind, the Student Satisfaction Survey for the year 2019-2020 was conducted by the IQAC of the College with the help of the questionnaire survey. A total of **1354** students attempted the questionnaire and gave us feedback on the teaching-learning and infrastructural facilities of the college. As the Covid-19 virus led lockdown started in March 15, 2020, one whole semester of the students was online based. Hence few questions were added for the online system. The feedback was collected late and compiled and analysed and accordingly decisions were taken for improvement.

The questionnaire was divided into two heads- teaching-learning facilities and Infrastructural Facilities. The total number of students presently enrolled in the College for the year are 2,020 (1757 U.G students and 263 P.G. Students). Only 66% of students attempted the survey for this year.

Responses for Offline Classes

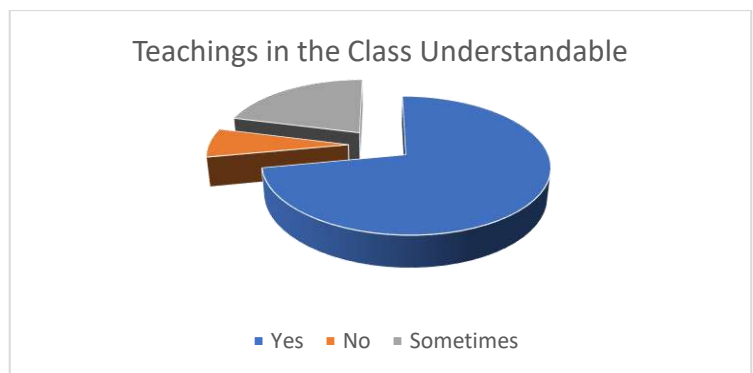
A total of 45% of students responded positively that the syllabus gets covered in given time frame followed by 39% who responded that about 80 % of the syllabus is covered in a given time. Whereas 8% students said that the around 50% of the syllabus gets covered within given time frame while less than 50% syllabus gets covered (8% responses) for the rest of the students in the given time frame.

Percentage of Syllabus covered	No. of responses	% of responses
100%	602	45
around 80%	523	39
around 50 %	105	8
< 50 %	94	8
Total	1324	100



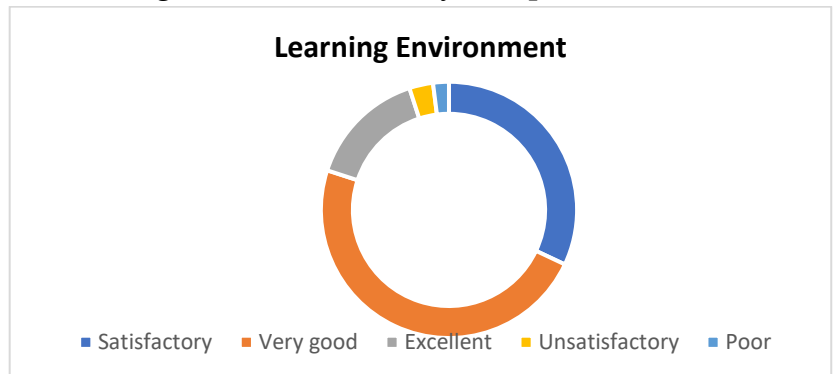
72 % of students responded that the teachings in the classroom are understandable while 7% of students found themselves not understanding the lessons taught in the class, while 21% responded that they do sometimes understand the class.

Teachings in the Class Understandable	No. of Responses	% of Responses
Yes	947	72
No	99	7
Sometimes	278	21
Total	1324	100



32% of students found the learning environment in the college satisfactory followed by 48% who deemed the environment very good and further for 15% of the respondents found it excellent. The rest of the respondents (3%&2%) found the learning to be unsatisfactory and poor.

Learning Environment	No. of Responses	% of Responses
Satisfactory	428	32
Very good	631	48
Excellent	204	15
Unsatisfactory	41	3
Poor	20	2
Total	1324	100



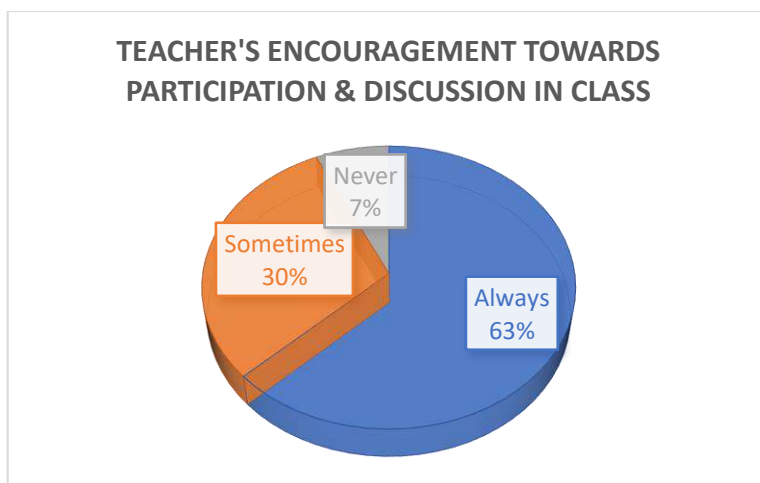
About 53% of the respondents found teachers helping them with additional material and career guidance while 10 % of them disagreed. Some were of opinion that they always (8%) get help from teachers in this matter and some said they sometimes (29%) do get help from the teachers.

Do they get additional Material & Career guidance	No. of Responses	% of Responses
Yes	694	53
No	132	10
Sometimes	389	29
Always	109	8
Total	1324	100



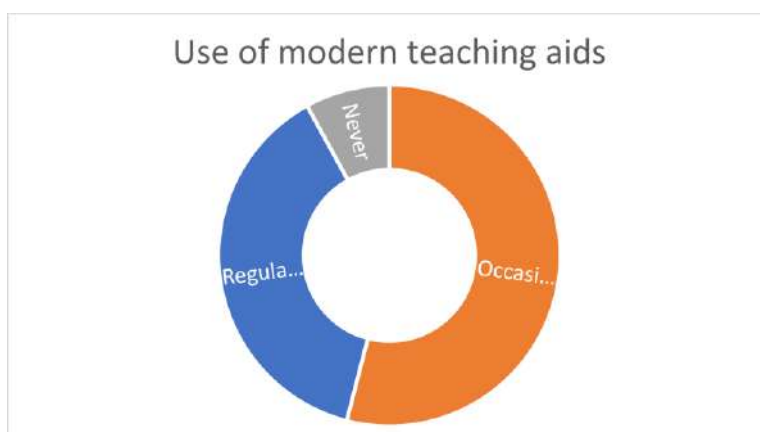
63% of the students responded that the teachers do always encourage them to participate in the discussions in the class. While 7 % did not find the encouragement by the teachers. 30% of the responded that they do sometimes gets the encouragement.

Teacher's Encouragement towards participation & discussion in class	No. of Responses	% of Responses
Always	832	63
Sometimes	402	30
Never	90	7
Total	1324	100



The use of modern teaching aid has become a necessity. As per the feedback, 38% of students have responded positively that the teachers do use the smart techniques, while 54% responded that the class is occasionally done with the help of smart techniques. Some students (8%) did responded that they have never attended a smart class.

Use of modern teaching aids	No. of Responses	% of Responses
Regularly	504	38
Occasionally	712	54
Never	108	8
Total	1324	100

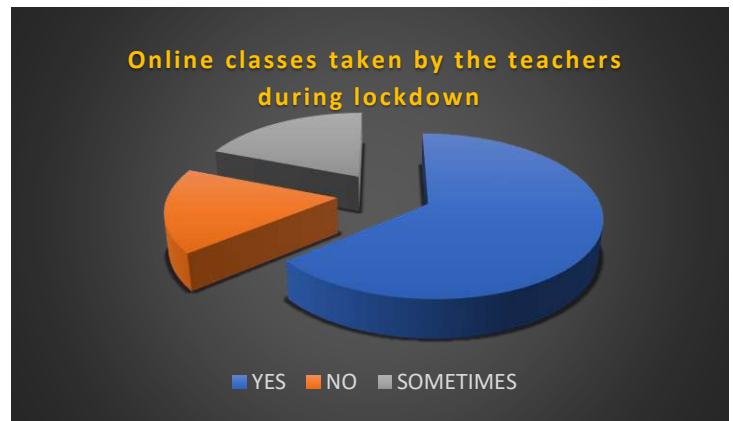


Responses for Online Classes

The second half of the year was in chaos in the beginning. The abrupt lockdown due to the Covid-19 virus has put the whole country in standstill. This has affected the academic scene drastically. The online classes were started to complete the syllabus. The teachers and students both took some time to get started with this new system. Hence the second half of the questionnaire did enquired about the online teaching classes.

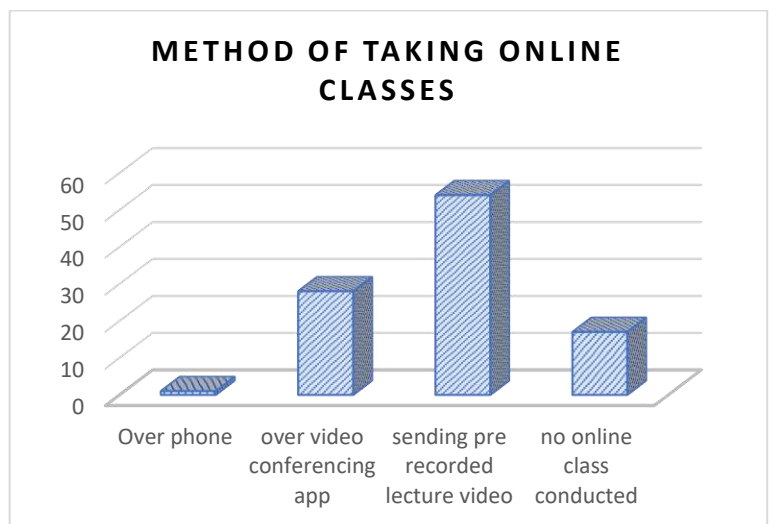
Overall, 64% of students answered in positive that the teachers did take the online classes during the lockdown period while 17% of them disagreed about that. While 19% of the students responded that the teachers did sometimes did the online classes.

Online classes taken by the teachers during lockdown	No of responses	% of responses
YES	845	64
NO	221	17
SOMETIMES	258	19
TOTAL	1324	100



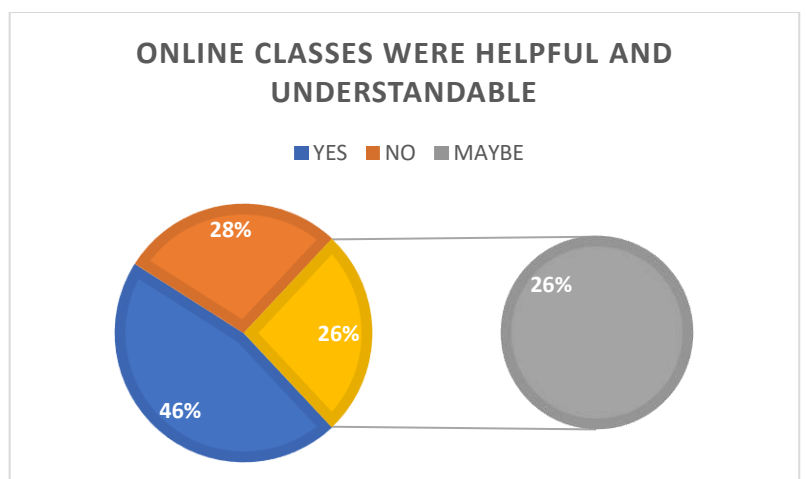
The new system of online classes was done with the help of the video conferencing apps and some other methods as sending pre-recorded lectures, sending study materials through email, etc. 28% of students responded that the online classes were held through video-conferencing apps like zoom and google meet while 54% responded that they were provided pre-recorded video lectures. Only 1% of the students responded that the classes were done through phone. However, 17% of students responded that they never did the online classes.

Method of taking online classes	No of responses	% of responses
Over phone	13	1
over video conferencing app	369	28
sending pre-recorded lecture video	721	54
no online class conducted	221	17
TOTAL	1324	100



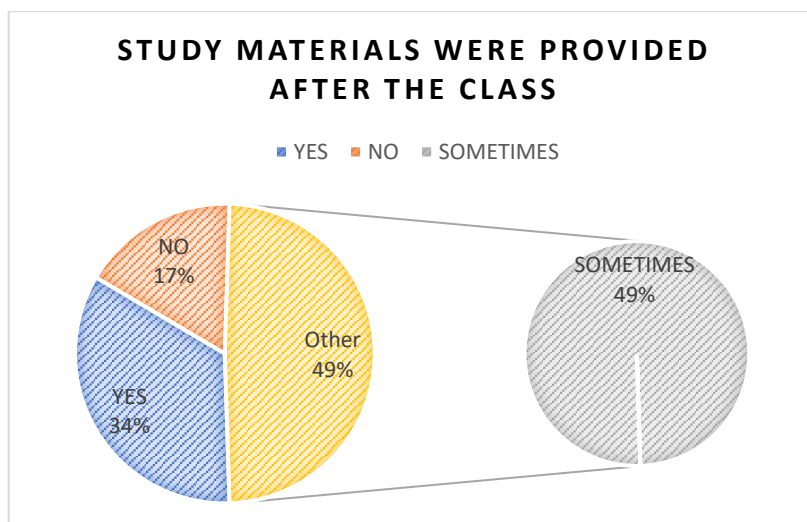
For 46% of the students the online classes were helpful and 28% of them responded that they did not find it helpful at all. While 26% of them responded that they sometimes did find it helpful.

Online classes were helpful and understandable	No of responses	% of responses
YES	603	46
NO	376	28
MAYBE	345	26
total	1324	100



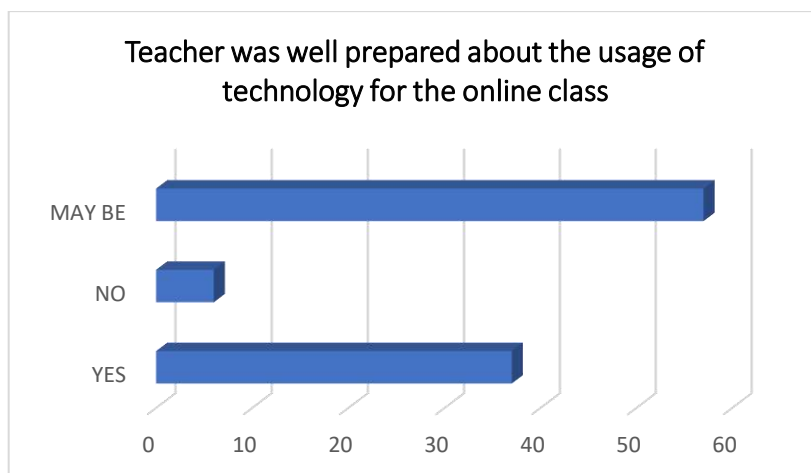
34% of them responded that the study materials were provided to them after the class while 17% said that they did not receive any study materials.

Study materials were provided after the class	No of responses	% of responses
YES	447	34
NO	223	17
SOMETIMES	654	49
TOTAL	1324	100



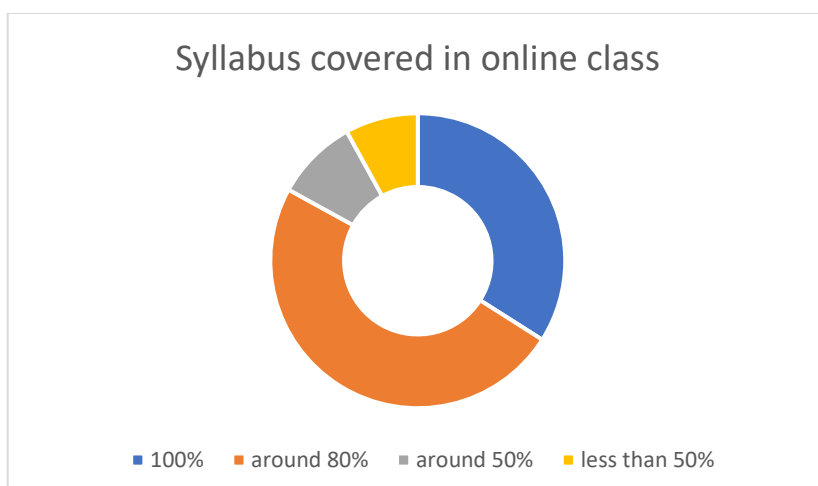
The teacher was well prepared about the usage of technology for the online class for 37% of the students while 6% of the students responded that they did not find so. While 57% responded that they could not say so.

Teacher was well prepared about the usage of technology for the online class	No of responses	% of responses
YES	489	37
NO	79	6
MAY BE	756	57
TOTAL	1324	100



34% of students responded positively that the syllabus got covered in a given time frame followed by 49% who responded that about 80% of the syllabus is covered in a given time. Whereas 9% students said that the around 50% of the syllabus gets covered within given time frame while less than 50% syllabus gets covered (8% responses) for the rest of the students in the given time frame.

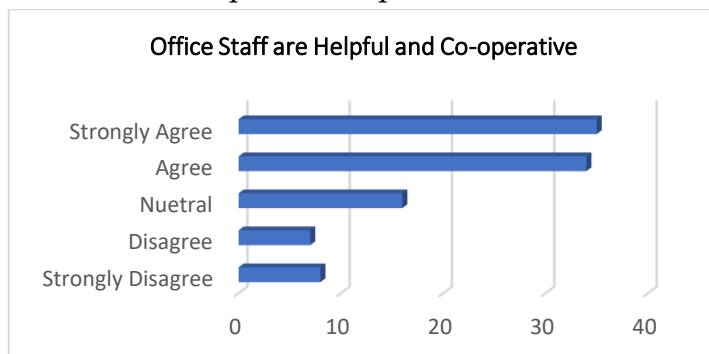
Syllabus covered in online class	No of responses	% of responses
100%	447	34
around 80%	654	49
around 50%	123	9
less than 50%	100	8
Total	1324	100



Responses for Infrastructural Facilities provided by the college

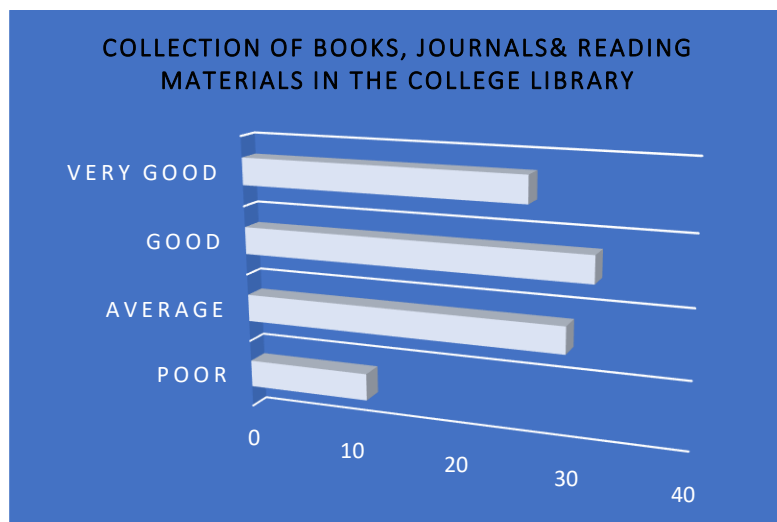
The second part of the questionnaire focused on the infrastructural facilities; the College provided. 69% of students found the office staff to be helpful, while 16% of respondents could not say anything. Remaining 15% of the students did not receive help and co-operation from the office.

Office Staff are Helpful and Co-operative	No. of Responses	% of Responses
Strongly Disagree	106	8
Disagree	91	7
Nuetral	215	16
Agree	443	34
Strongly Agree	469	35
Total	1324	100



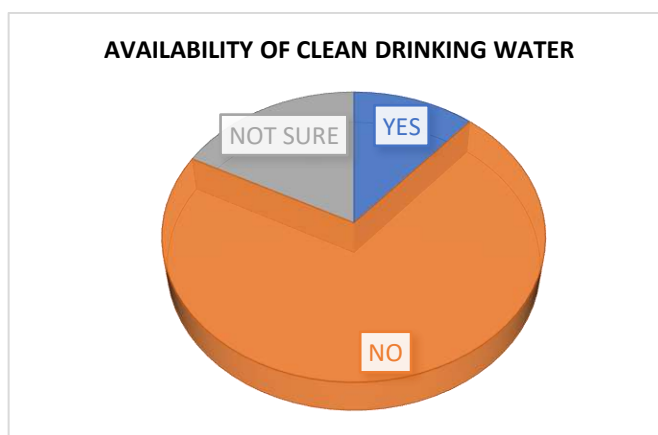
The library is the heart of any academic institution. The collection of books, journals & reading materials was found to be good to very good by 58 % of students while 30% of students found it average and 12% found them to be poor.

Collection of books, journals& reading materials in the college Library	No. of Responses	% of Responses
Poor	153	12
Average	395	30
Good	426	32
Very Good	350	26
Total	1324	100



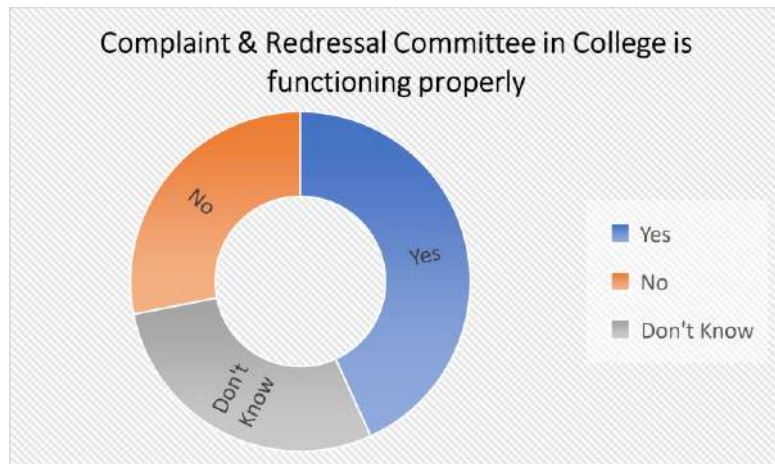
The drinking water facilities is basic need of any human being. However only 11% of the students responded in positive for clean drinking water in the college premises and 71% responded in negative for the availability of clean drinking water.

AVAILABILITY OF CLEAN DRINKING WATER	No. of Responses	% of Responses
YES	150	11
NO	945	71
NOT SURE	229	17
TOTAL	1324	100



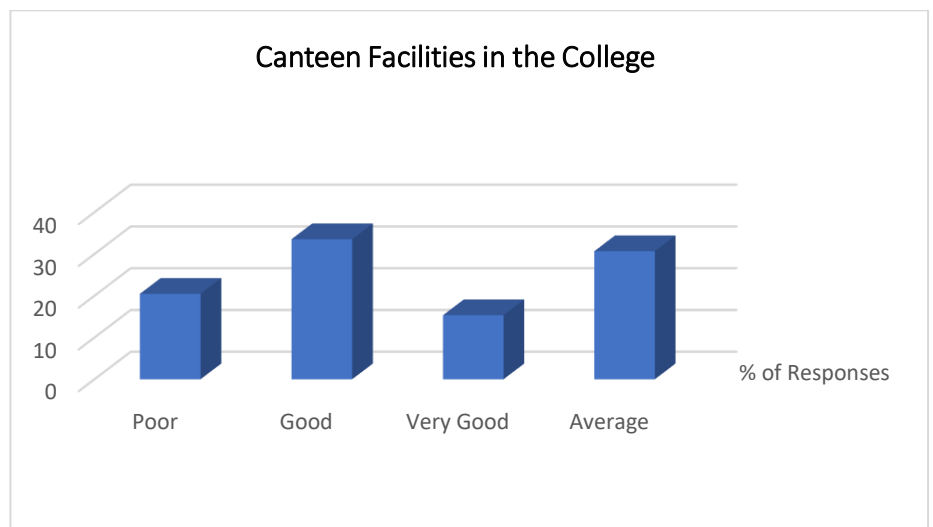
The presence of the grievance Redressal Committee gives the students a place to keep their grievances in front of the College. 43% of students were aware and found the committee to function properly while 29% of respondents didn't know about this committee.

Complaint & Redressal Committee in College is functioning properly	No.of Responses	% of Responses
Yes	572	43
No	372	28
Don't Know	380	29
Total	1324	100



49% of students responded positively for the good canteen facilities in the college. However, 20 % of students found them poor while 31% found them average in terms of the canteen facilities in the college.

How are the Canteen Facilities in the College	No.of Responses	% of Responses
Poor	271	20
Good	444	34
Very Good	203	15
Average	406	31
Total	1324	100



After getting the feedback from the students, it was concluded that the College needs to improve itself in the following categories:

1. Preparing more smart room classes to aid the students in their studies.
2. Encouragement to the students to go to the library and make use of most of the resources.
3. Solve the problem of drinking water facilities in the college
4. Awareness among students regarding the Grievance Redressal Committee.
5. The need for the teachers to get acquainted with the new teaching methods was seen due to the abrupt lockdown in the second half of the academic year.
- 6.

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