

## 2.7 Student Satisfaction Survey 2019-2020

### 2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as web-link)

In this year, the institution had conducted online Student Satisfaction Survey in the month of October instead of March due to COVID-19. The institute construct a Google form and feedback form having questionnaires regarding overall institutional performance. The results were electronically tabulated and printed for analysis and which is submitted to management for review and approval prior to implementation of recommended improvement actions.

The purpose of this survey is to measure the student satisfaction levels based on their experiences with college facilities: infrastructure, physical facilities, student support services, teacher communication, teaching quality, teaching resources and teaching environment etc.

In this survey we were sent Google form link in final year student whats-app group of Arts, Commerce & Science faculty. Each and every student can be fill google form and the result analysis as follow:

Degree Program	Class	No. of students in final year	Successfully completed the survey	Survey percentage
Arts	B. A.	85	64	78.57%
Commerce	B. Com.	80	69	
Science	B. Sc.	129	98	

#### Survey Result & Analysis:

The survey questionnaires mainly depends on following parameters as follows

Sr. No.	Parameters	Responses
1	<b>Student Support Service</b>	The students strongly agree with students support services provided by the institution which is 87% of overall Score.
2	<b>Quality of teaching-learning process &amp; teaching quality</b>	Communication skill of teacher staff and their quality teaching style for this 89% student are happy with

		quality of teaching learning process and highly impressed.
3	<b>Physical Facilities &amp; Infrastructure</b>	As per the students survey 75% students are satisfied for the college physical facilities and infrastructure.
4	<b>Accessibility &amp; teaching-Learning resources and College Environment</b>	By the survey 87% students agreed with adequately accessibility but there is still a need to improve the accessibility of computers and library resources as per the student's feedback.
5	<b>Student Satisfaction level on overall institutional performance</b>	On the basis of above analysis and feedback received from students 79% students (active participant) responded that they were satisfied with the services and facilities provided by the college.

### **Conclusion:**

As per the survey we analysed, the active students involved in the survey through the online satisfaction survey form had successfully completed 78.57 percent and while analysing the survey results, we observed that the students are happy with the services provided the quality of teaching and learning services. However, according to the feedback provided by the students, there is a need to be improving in the facilities like physical infrastructural and computer access facilities.

The next Student Satisfaction Survey will be arranging in the month of April 2021.