

2.7- Student Satisfaction Survey

The institution had conducted online/offline providing manual forms for Student Satisfaction Survey in the month of November instead of March due to disturbance of covid-19, the session has been extended. The institute construct a Google form and feedback form having questionnaires as given by NAAC for SSR regarding overall institutional performance. The summary of this survey outcome computing all responses by electronically and separately for offline tabulated and printed for analysis, which is submitted to management for review and approval prior to implementation of recommended improvement actions.

The importance 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 final year students of Arts, Commerce & Science faculty. The mechanism and result analysis as follow:

| Degree Program | Class | No. of students in final year | Successfully completed the survey | Survey percentage |
|-----------------------|--------------|--------------------------------------|--|--------------------------|
| Arts | B. A. | 119 | 83 | 74.48% |
| Commerce | B. Com. | 127 | 97 | |
| Science | B. Sc. | 95 | 74 | |

Survey Result & Analysis:

The survey questionnaires mainly depends on following parameters as follows

| Sr. No. | Parameters | Responses |
|----------------|--|--|
| 1 | Student Support Service | The students concur with students support services provided by the institution and management which is 81% from total Score regarding SSR. |
| 2 | Quality of teaching-learning process & teaching quality | Student are happy with quality of teaching learning process and highly impressed with Communication skill of teacher staff and their quality teaching style. |
| 3 | Physical Facilities & Infrastructure | Survey analysis shows that students are satisfied for the college physical facilities and infrastructure but they also want to more facilities as provided as. |
| 4 | Accessibility & teaching-Learning resources and College Environment | 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 given in the survey. |
| 5 | Student Satisfaction level on overall institutional performance | On the basis of above analysis and feedback received from students 74.48% students (active participant) responded that they were satisfied with the services and facilities provided by the college. |

Conclusion:

The survey analysis described the activeness of students involved in the survey through the online/offline satisfaction survey form had successfully completed 74.48 percent and according to the feedback provided by the students, we observed that the students are happy with the services provided from institution and the quality of teaching and learning services. However, there is a need to be improving in the facilities like physical infrastructural and ICT necessities facilities. This survey report is submitted to management for review and approval prior to implementation of recommended improvement actions.