



SADHUBELLA EDUCATION SOCIETY'S
(Minority Institute)
J. WATUMULL SADHUBELLA GIRLS COLLEGE,
Near Government Dispensary, Ulhasnagar-421001

STUDENT SATISFACTION SURVEY & ATR

INTRODUCTION:

Success of educational institution depends upon the satisfaction of various stakeholders i.e parents, students, teachers, management, alumni etc. But students are the most important part of the education system. Therefore, in order to measure their satisfaction level, a survey has to be done by the college to conduct the SWOC analysis.

This survey enables the college to take appropriate measures for the lacunas and improve the overall performance of the institutions. Student Satisfaction Survey is one of the mandatory criteria set by NAAC. It is also a pre qualifier for assessment and accreditation of the college.

Data Collection: -

The Student Satisfaction Survey was conducted by a team of teachers and student volunteers. Questions in the SSS are aimed at collecting factual opinion of students on curriculum, completion of syllabus, preparedness of the teachers, attitude of teachers, transparency and fairness in internal evaluations, curricular and extra-curricular activities, infrastructure and overall impression and suggestions about the college.

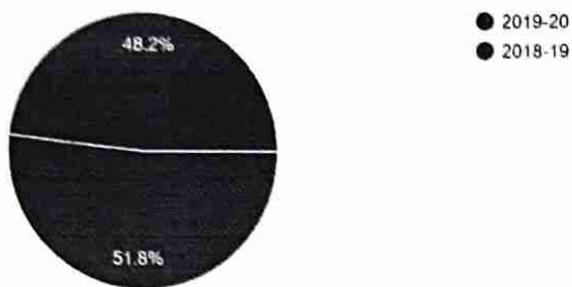
This survey definitely helps to improve the relevance of teaching and learning. The importance of the survey was explained to the students and they were instructed on how to fill the Google form for the survey. Later to which, the response were recorded and analysed for further actions.



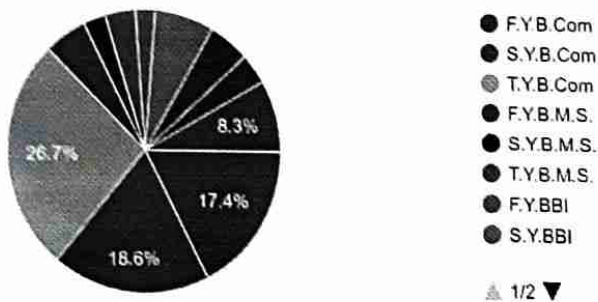
Analysis and the findings:

The responses were collected by using google form designed for the said purpose. The question-wise outcome of the analysis is shown below: -

Academic Year
689 responses



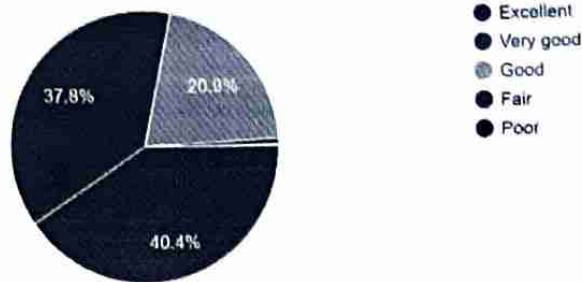
Class
690 responses



Teacher's Evaluation

1. The teacher's approach to teaching can best be described as

690 responses



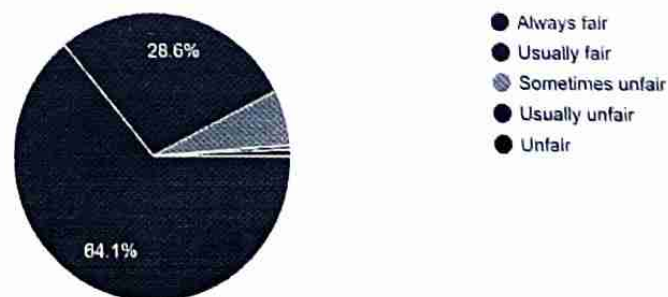
2. How well were the teachers able to communicate?

690 responses



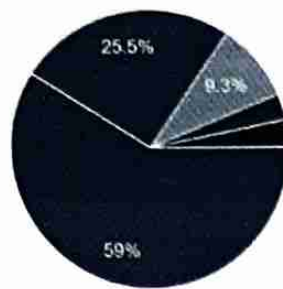
3. Fairness of the internal evaluation process by the teachers.

690 responses



4. Was your performance in examination discussed with you?

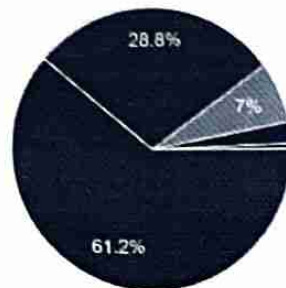
690 responses



- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

5. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

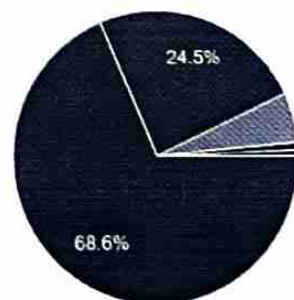
690 responses



- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

6. The teachers illustrate the concepts through examples and applications.

690 responses

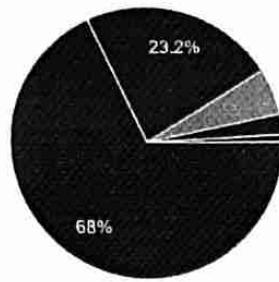


- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never



7. The teachers identify your strengths and encourage you with providing right level of challenges.

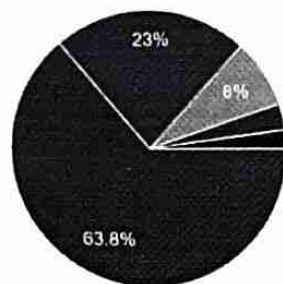
690 responses



- Fully
- Reasonably
- Partially
- Slightly
- Unable to

8. Teachers are able to identify your weaknesses and help you to overcome them.

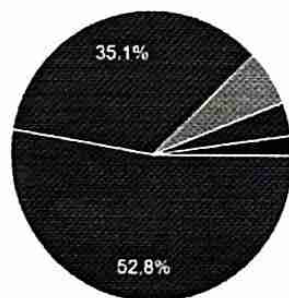
690 responses



- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

9. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

690 responses

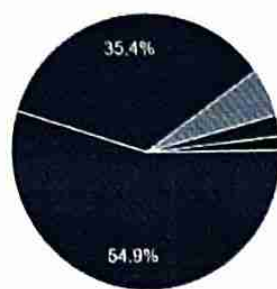


- To a great extent
- Moderate
- Somewhat
- Very little
- Not at all



11. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

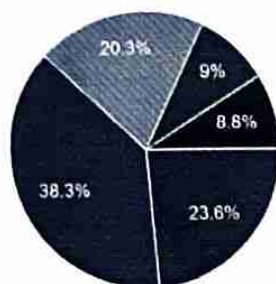
690 responses



- To a great extent
- Moderate
- Somewhat
- Very little
- Not at all

12. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

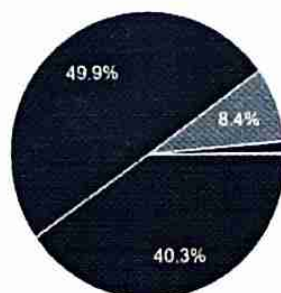
690 responses



- 90-100%
- 70-90%
- 50-70%
- 30-50%
- 00-30%

13. The overall quality of teaching-learning process in your institute is very good.

690 responses

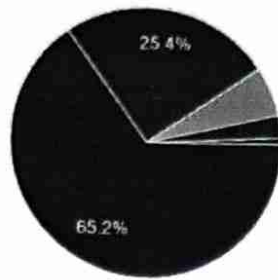


- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



14. The Principal and the faculty members are always available to the students in case of need and emergency

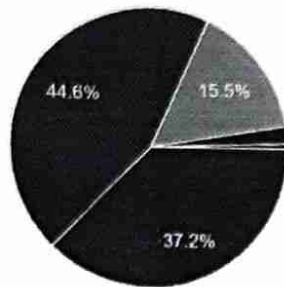
690 responses



- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

15. The percentage of students attending the lectures

690 responses



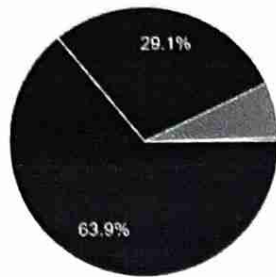
- 90-100%
- 70-90%
- 50-70%
- 30-50%
- 00-30%



Design and Implementation of the Syllabus

1. How much of the syllabus was covered in the class?

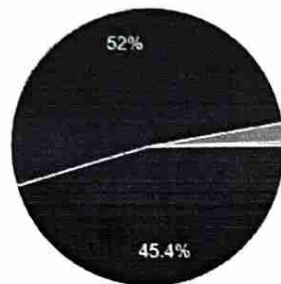
690 responses



- 85 to 100%
- 70 to 85%
- 55 to 70%
- 30 to 55%
- 00 to 30%

2. How well did the teachers prepare for the classes?

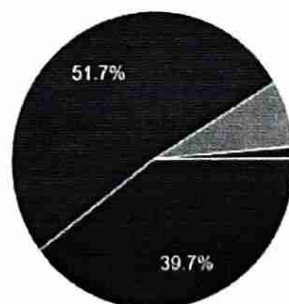
690 responses



- Thoroughly
- Satisfactorily
- Poorly
- Indifferently
- Not prepared at all

3. The syllabus of the all subjects are wisely designed

690 responses

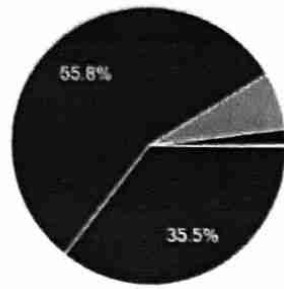


- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



4. The number of lectures allotted are in accordance with the size of the syllabus

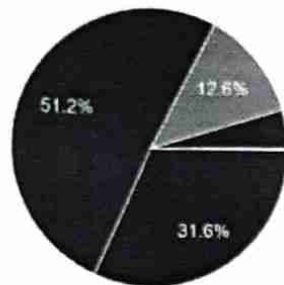
690 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

5. The syllabus is not outdated / sub standard

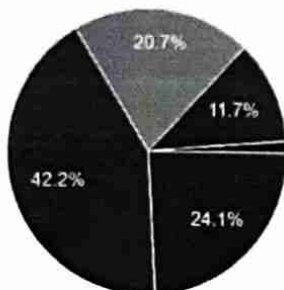
690 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

6. The syllabus is too lengthy/elaborate/impractical

690 responses

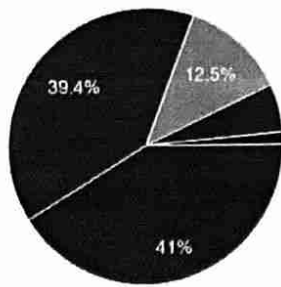


- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



7. The University changes/modifies/updates the syllabus

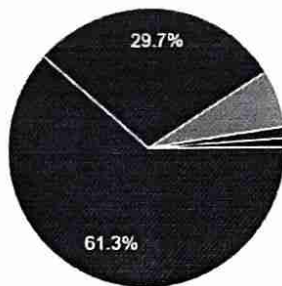
690 responses



- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

8. Teachers complete the syllabus within the stipulated time period

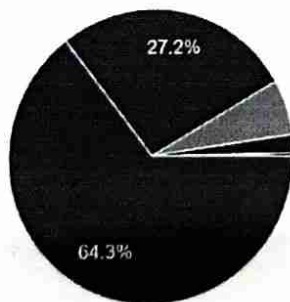
690 responses



- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

9. Students are communicated the syllabus at the beginning of every semester

690 responses



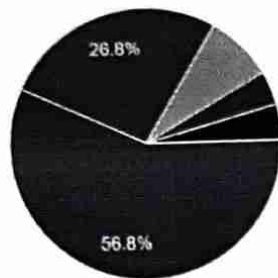
- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never



Infrastructure

1. We are satisfied with the cleanliness maintained by the college

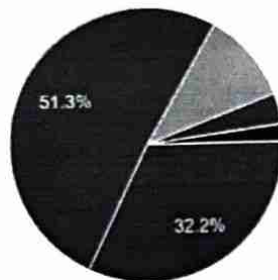
690 responses



- Fully
- Reasonably
- Partially
- Slightly
- Not at all

2. Furniture and fixture provided by the college is sufficient

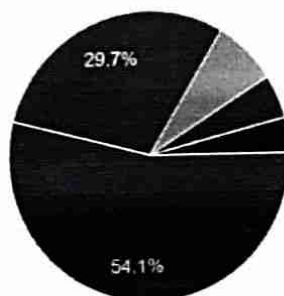
690 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

3. The Institution provides clean drinking water for learners

690 responses

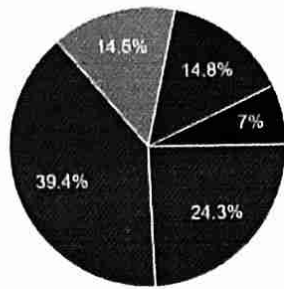


- Fully
- Reasonably
- Partially
- Slightly
- Not at all



4. Students have good canteen facility in the campus

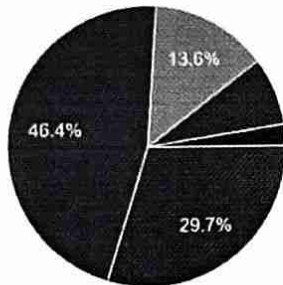
690 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

5. The institution provides well equipped playground for outdoor games

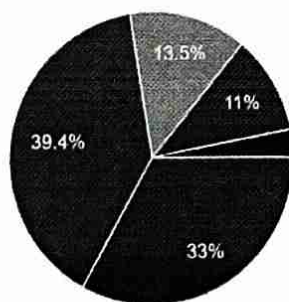
690 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

6. Gymkhana facilities are provided by the college to the learners

690 responses

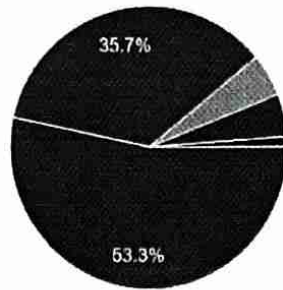


- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



7. The Electricity supply is regular in the college

690 responses

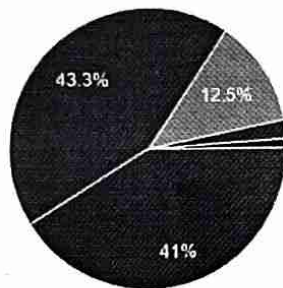


- To a great extent
- Moderate
- Somewhat
- Very little
- Not at all

Miscellaneous

1. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

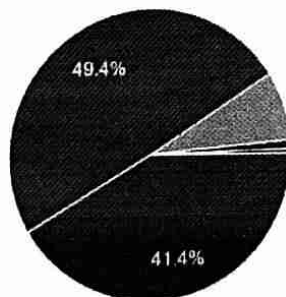
690 responses



- Significantly
- Very much
- Moderately
- Marginally
- Not at all

2. The institution provides multiple opportunities to learn and grow.

690 responses

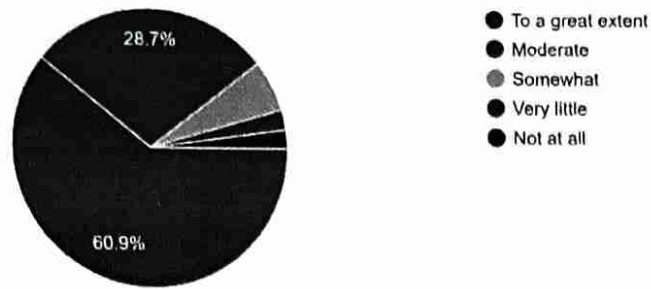


- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree



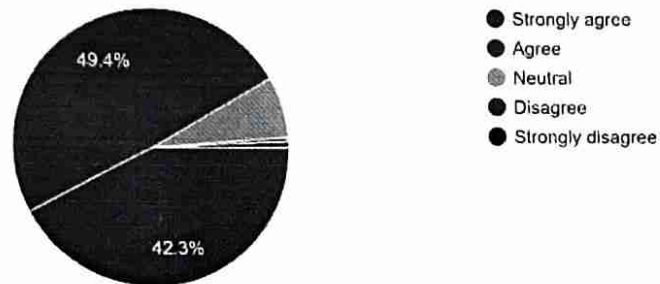
3. Students support is extended by the college pertaining to scholarship/free ship/installment in the payment of fees

690 responses



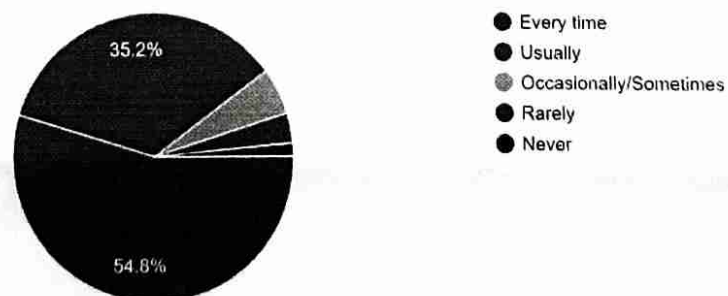
4. The Institution maintains good discipline in the premises

690 responses



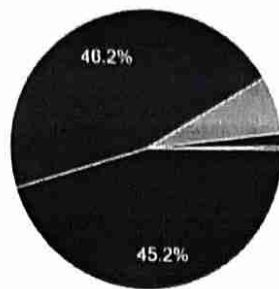
5. The Non-teaching staff is cooperative and caters the needs of the students

690 responses



6. Students are encouraged to participate in sports and games

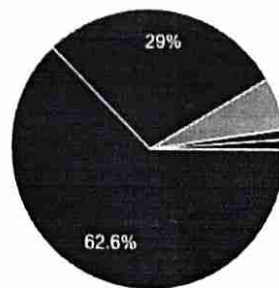
690 responses



- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

7. The college library caters the need of students in all respects

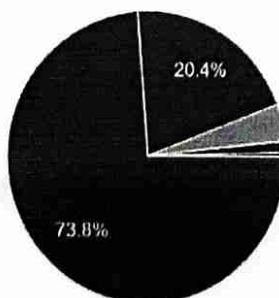
690 responses



- Fully
- Reasonably
- Partially
- Slightly
- Unable to

8. The library reading room always remains open for the learners

690 responses



- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never



9. Give your observations/suggestions to improve the overall institutional performance.

It was observed by the teachers that more than 75% students appreciated the efforts initiated by all the staff members of the college. They also appreciated the efforts taken by college for the overall development of the students by organising different skill development programmes.

About 20% students criticised for the facilities not provided like canteen, cleanliness, infrastructure development, renovation of ground, seminars on UPSC and MPSC, improvement in the behaviour of office staff, distribution of awards for winners for the activities, use of ICT tools, problems related to fees etc.

10. What do you appreciate about the college and college staff?

More than 80% of the students appreciated the efforts initiated by the college staff i.e best teaching, good coordination with students, family atmosphere, efforts initiated to solve personal problems, best explanation, role models for them etc.

They also appreciated the efforts initiated by the head of institution for organising different skill development programmes and providing the best possible facilities for students.



Action Taken Report on SSS

Meeting of IQAC was arranged to go through the responses of SSS. Principal directed the cell to go through the survey report section wise and discuss the actions to be initiated for the improvement: -

Teacher's Evaluation

Fifteen questions were asked under this section covering teachers approach to teaching, ability to communicate, internal evaluation process, discuss of performance of students at examination, course outcomes, programme outcomes, illustration through examples in classroom, identifying the strength and weaknesses of students, students centric methods used by teaches, encouragement for extra curricular activities, efforts initiated for inculcating soft and life skills along with employability skills, use of ICT tools, overall teaching and learning process, availability of teachers for students and the attendance of students.

It was observed from the chart that more than 75 to 80% students responded positively for the survey expect for the three questions.

- Use of ICT tools

Initially two class rooms were equipped with ICT tools. It was not possible for all staff members to impart teaching through ICT since all courses are conducted in the morning.

Therefore, it was decided to increase the facilities of ICT tools and impart the training to all teachers to conduct the lectures by using ICT tools. It was further decided to prepare the time table and allot the schedule to all teachers for ICT classrooms.

- Overall teaching learning process

Around 70% of students responded positively for the overall teaching learning process. 8% of students were neutral and remaining 10% students fall under the head disagree. After discussion it was decided to increase the overall percentage by using the scientific techniques of teaching.

- Percentage of students attending lectures

More than 70% students responded positively for attending the lectures. Principal directed all staff members to enhance the same. After discussion it was revealed that some students are pursuing job along with their studies. It was not possible for them to attend all the lectures. So, relaxation has been provided to them.



Design and Implementation of the syllabus

Ten questions were asked under this section viz. syllabus covered, preparedness of teachers for classes, designing of syllabus, lectures allotment, view on syllabus, changes in the syllabus, completion of syllabus, communication of syllabus at the beginning, reference books suggested by teachers for advance study.

It was observed from the chart that more than 80% students responded positively for the survey expect for the three questions.

- **Status of syllabus framed**

82% student agree that syllabus is not outdated. 12.6% are neutral. Around 5% disagree with the present syllabus.

After discussion with the members, staff members were asked to discuss the issue with the students and update them with the requirement of industry. University before updating the syllabus take into consideration the present scenario and requirements of industry.

- **Lengthy syllabus**

66% of students agrees that syllabus is lengthy. 20% students are neutral and 13% students disagree that the syllabus is lengthy and elaborated.

The matter was discussed. All members concluded framing of syllabus is coming under the jurisdiction of BOS of University. College has no right to intervene in the matter. But if the same was asked from the authorities, the college will communicate the same.

Infrastructure

Under this section, 7 questions were pin pointed on areas like cleanliness, furniture fixture, canteen, playground/gymkhana and electricity supply.

From the given response of the students it was noticed that 80% of the response were positive while the rest were neutral and disagreed. After discussion, it was brought to the notice of Principal that college should take necessary actions with regards to following three main points, also highlighted by the students with the Grievance Committee



- **Cleanliness**

57% of the students have responded that the college fully maintains cleanliness and the rest believes that to some extent more efforts have to be taken for the same.

The matter was brought to the notice of non-teaching staff members. Principal directed head clerk to take cognizance of the same by distributing the same amongst the class IV employees.

- **Canteen**

64% of the students agree that they have good canteen facility in the campus, while the rest are not satisfied with canteen facilities.

The matter was discussed. Canteen committee was directed by the Principal to look into the matter and find out the reasons for non-satisfaction of students with the present facilities and take necessary actions in consultation with Principal.

Miscellaneous

Ten questions were asked under this section. Students responded positively expect when asked for observations and suggestion. The suggestions cum observations were brought to the notice of the Principal. Concerned In charge were directed to resolve the grievance coming under their jurisdiction. Issues related to infrastructure will be forwarded through CDC to the management.



Dr. Vasant Pandit Mali

PRINCIPAL

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