

# STUDENT SATISFACTION SURVEY

## About the survey

Students of an Institution are the most valuable stakeholders and all the activities are implemented and designed for creating an environment conducive for their success and helping them to scale great heights.

The Institution provides several facilities to students such as IT enabled classrooms, well equipped laboratories, well stocked and comfortable Library, a well formulated and just evaluation system, approachable and efficient office to name a few.

The current year being a pandemic year the college has provided all services via the online mode including educational, administrative, curricular and co-curricular activities

It becomes imperative for any Institution to understand the effectiveness of its efforts by eliciting the perceptions and opinions of the students in this regard which would help in identifying lacunae if any for further improvement.

## Survey Process

The survey is conducted and reported by Internal Quality Assessment Cell (IQAC) with the support of Heads and Coordinators of all the departments. The questionnaires are prepared in the Google form and circulated to all the departments and then to students.

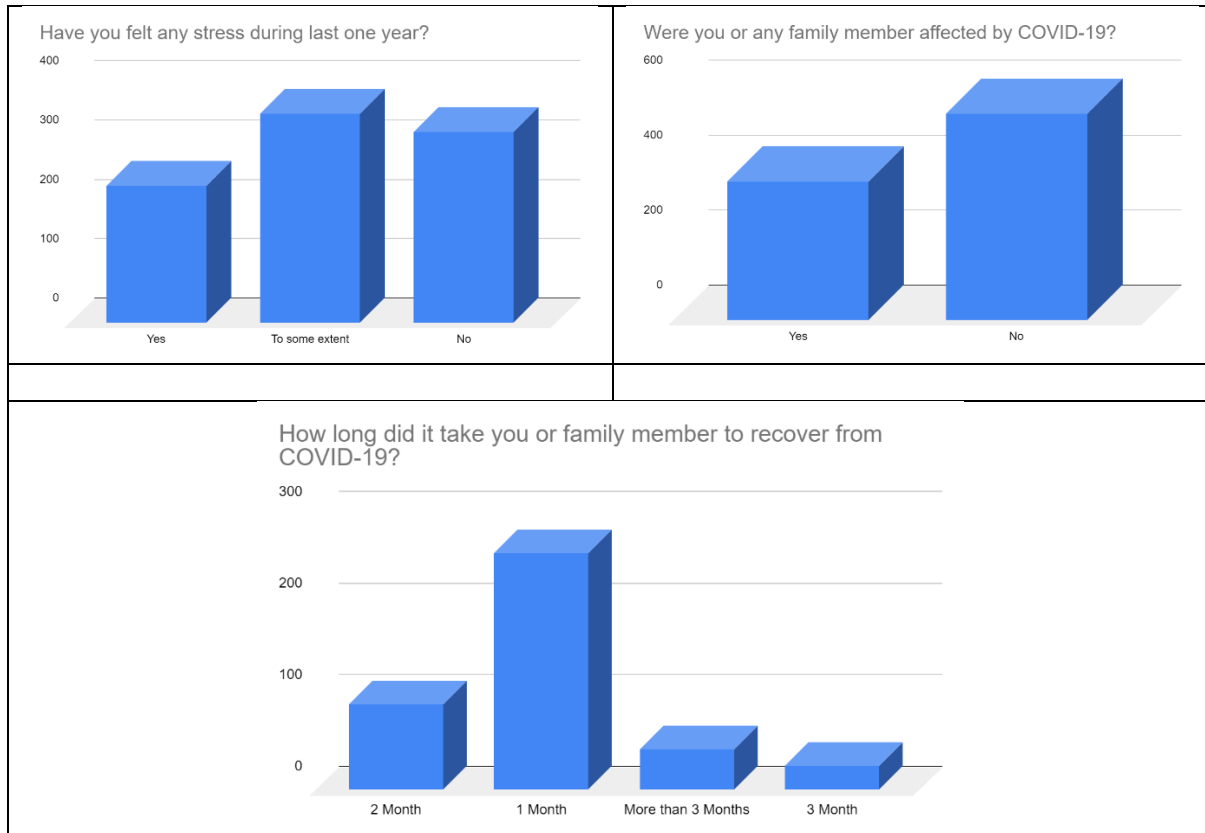
This year being the Pandemic year the feedback questionnaire was prepared keeping in mind the online mode of functioning. The questionnaire measured the level of stress and overall experience with online mode along with measuring satisfaction with different attributes such as online classrooms, e resources, syllabus, results & evaluation ,online extracurricular and co- curricular activities, placements, internships & counselling facilities, college administration and faculty. The responses obtained on these dimensions were analyzed and logical conclusions were drawn. All values were interpreted in terms of percentages.

The results of the survey will help the Institution to understand both short term and long term needs of the students and initiate remedial action to improve the facilities wherever it is required. The outcome of the Survey will provide a base for planning for the future.

## General Stress level

The stress experienced by students due to the pandemic was measured on the basis of

- General level of stress
- Occurrence of Covid in the family
- Recovery time from Covid

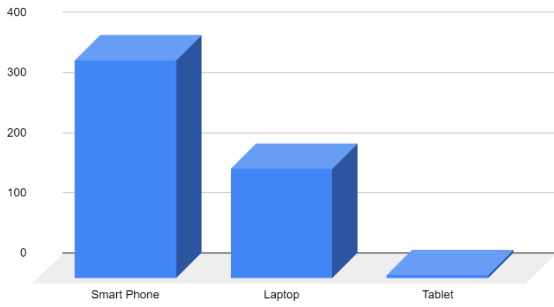


### Issues faced during online learning

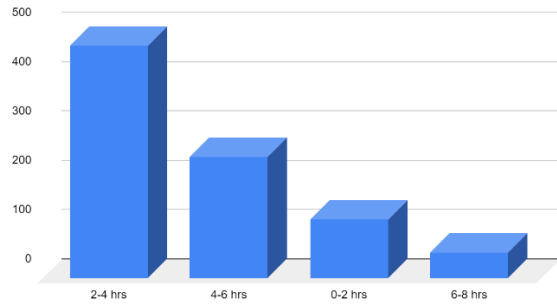
The issues faced by students during online learning were measured on basis of

- Type of Devices used to attend classes
- Hours spent on online lectures
- Time for self- study
- Sharing devices with siblings
- Dedicated place for attending online classes
- Use of social media for college activity & study purpose
- Change in sleep pattern
- Responsibility /care of family during online class

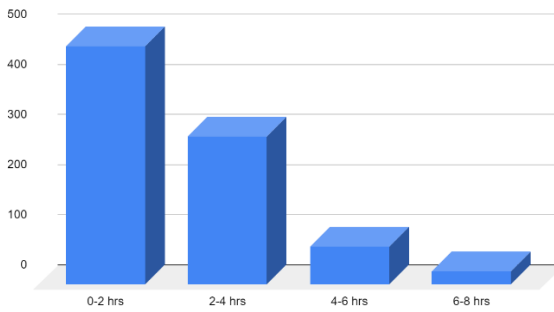
Online lectures were attended through which devices?



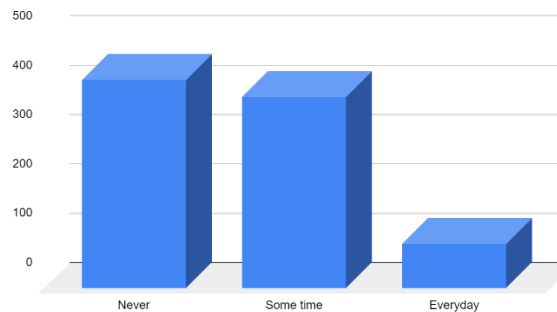
How many hours per day spent on online lecture?



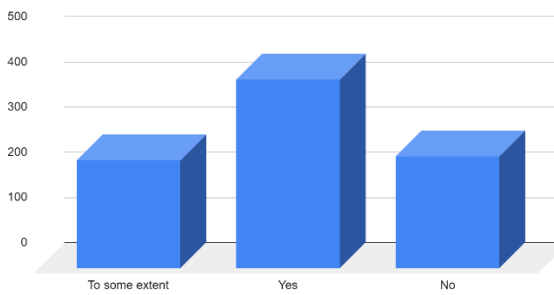
How many hours per day spent on Self Study?



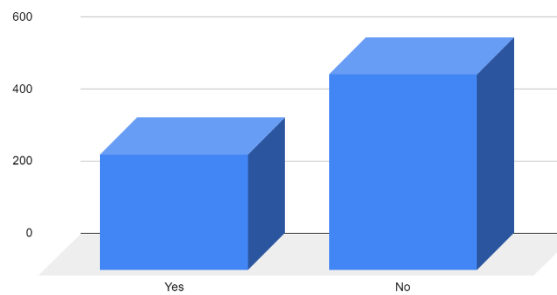
Did you have to share your device with any sibling?



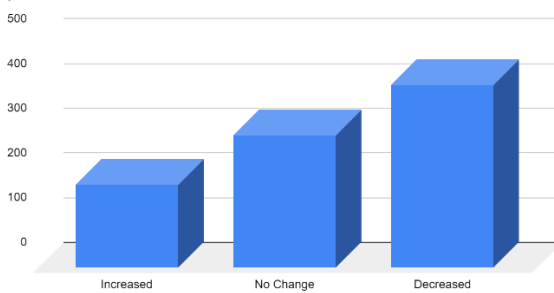
Do you have a dedicated place in your home to attend online lectures?



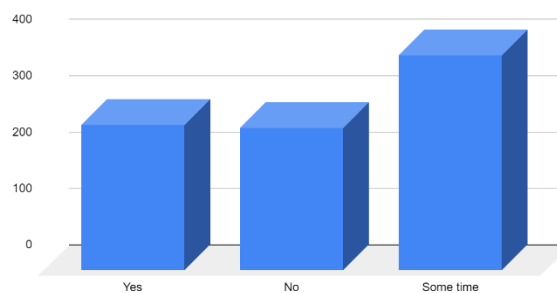
Do you use any social media for college activity/study purposes?

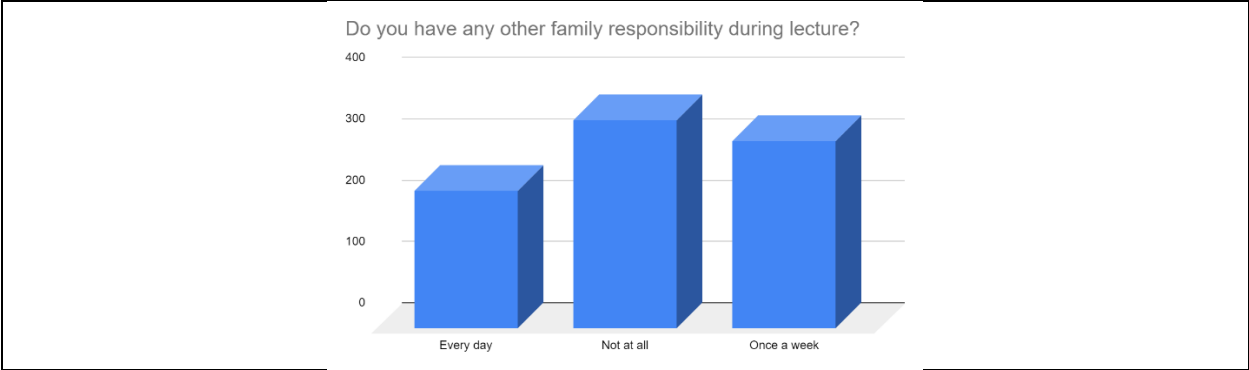


Has there been any change in your sleeping time during the past time?



Do you need to take care of home/family members during online lectures?

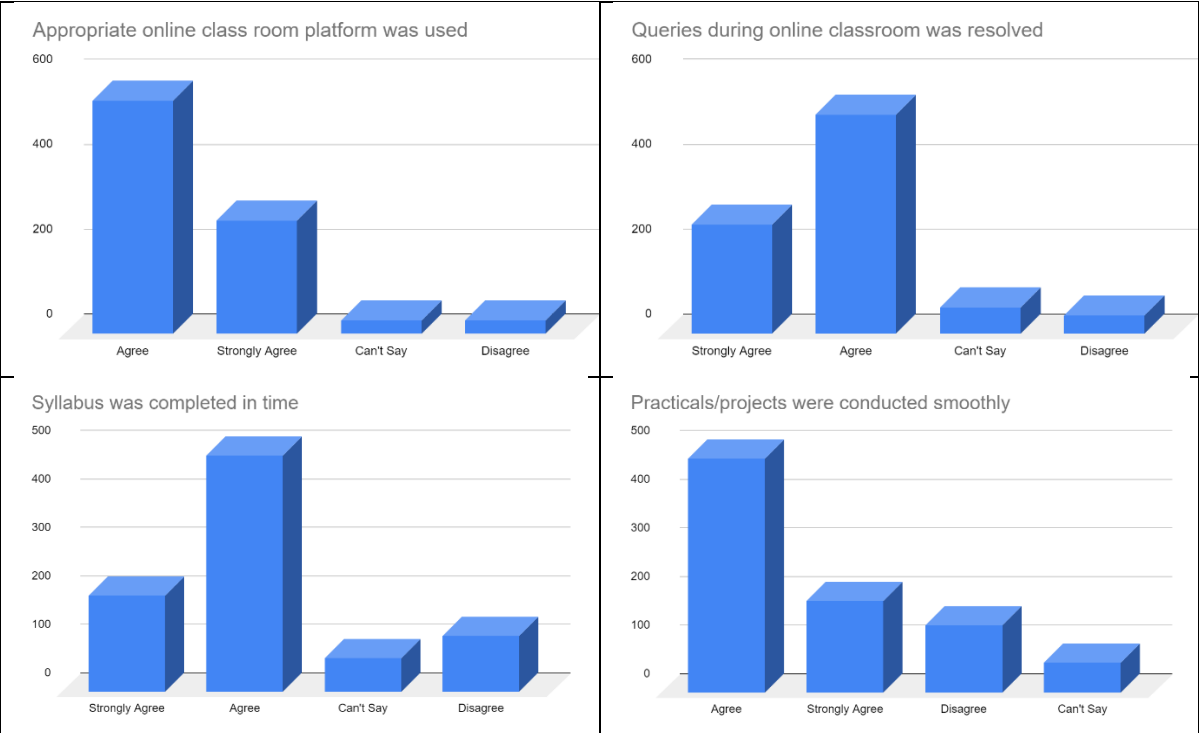


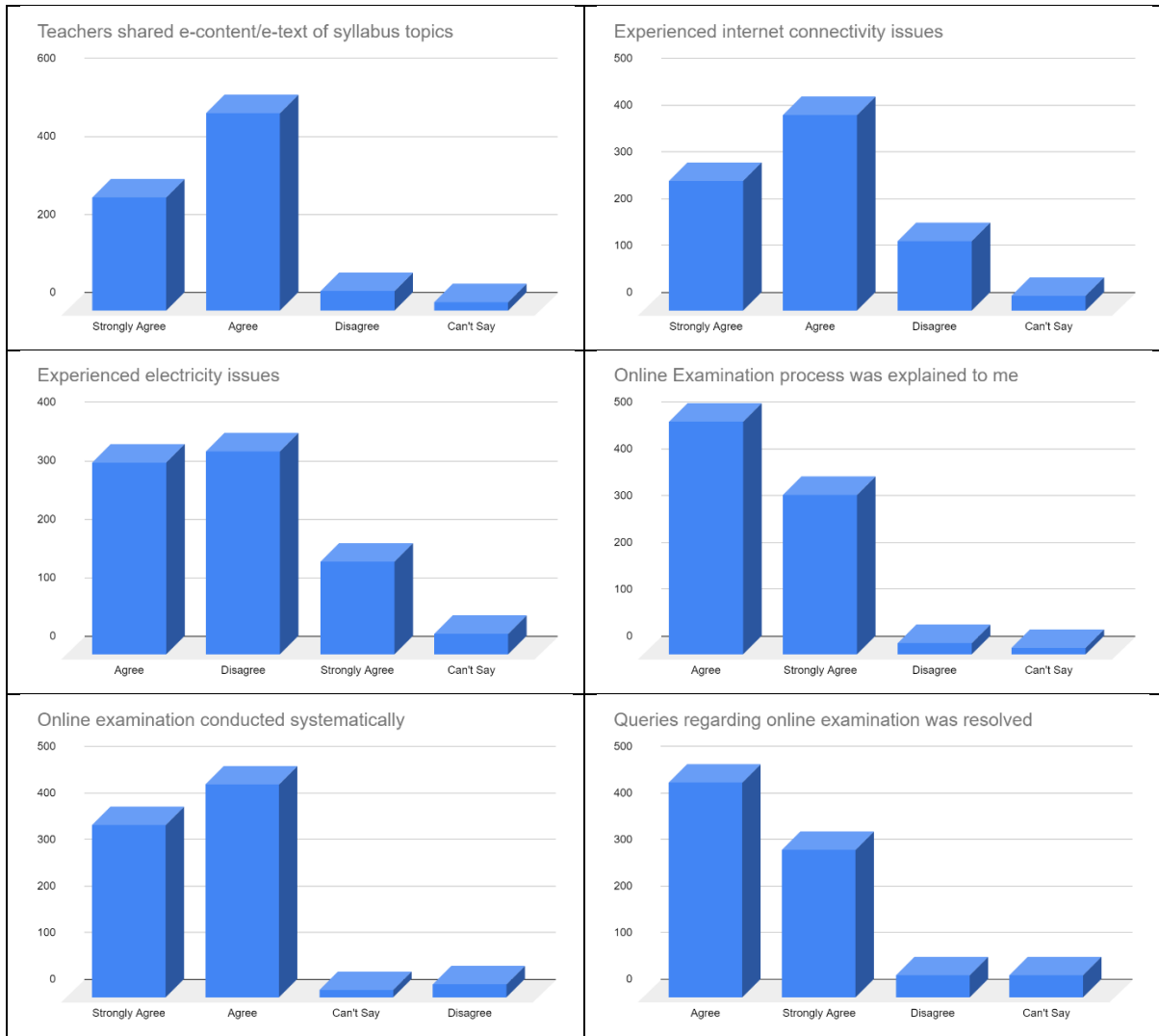


**Satisfaction with online mode of teaching & availability of resources**

The satisfaction of students with various aspects of online mode of teaching were measured on the basis of availability and quality of

- Appropriate online teaching platforms
- Answering of quires in online class
- Timely Syllabus completion
- Smooth conduct of practical's/projects
- E-content
- Connectivity issues
- Explanation of online examination process
- Smooth conduct of online examinations
- Queries answered regarding online examination

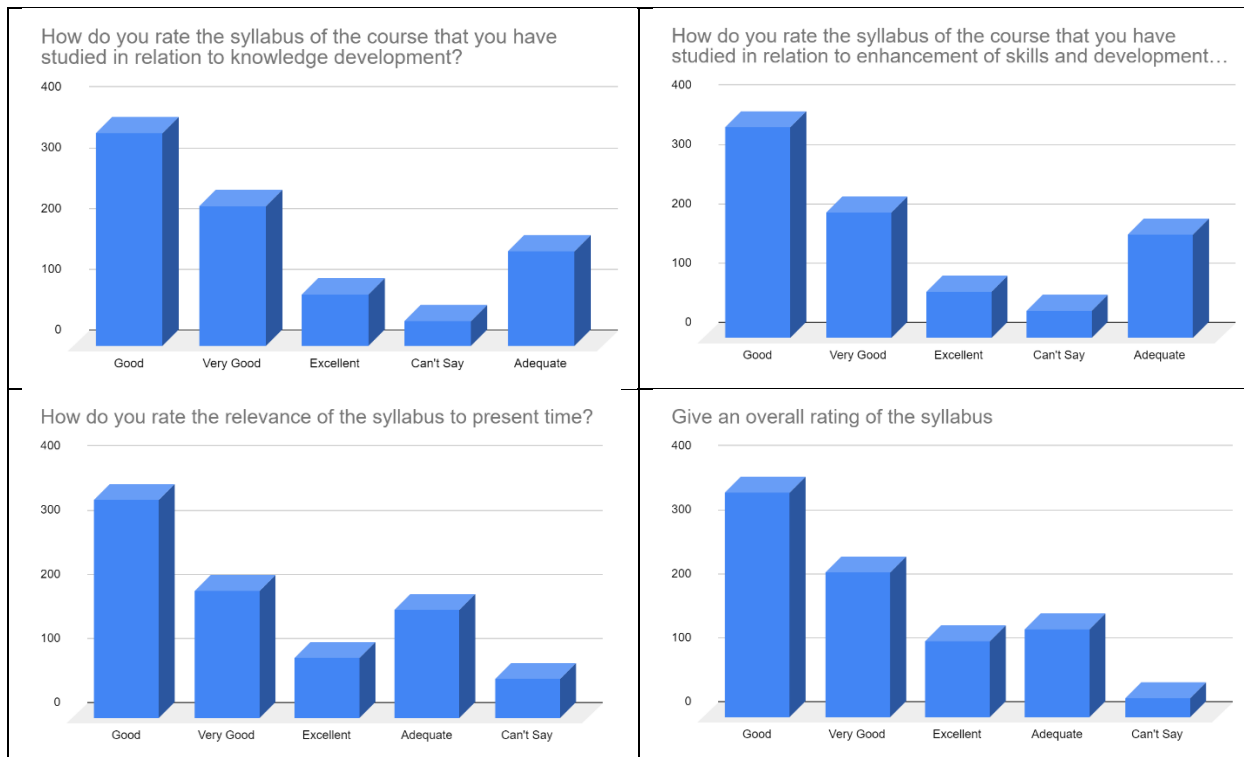




### Satisfaction level with Syllabus

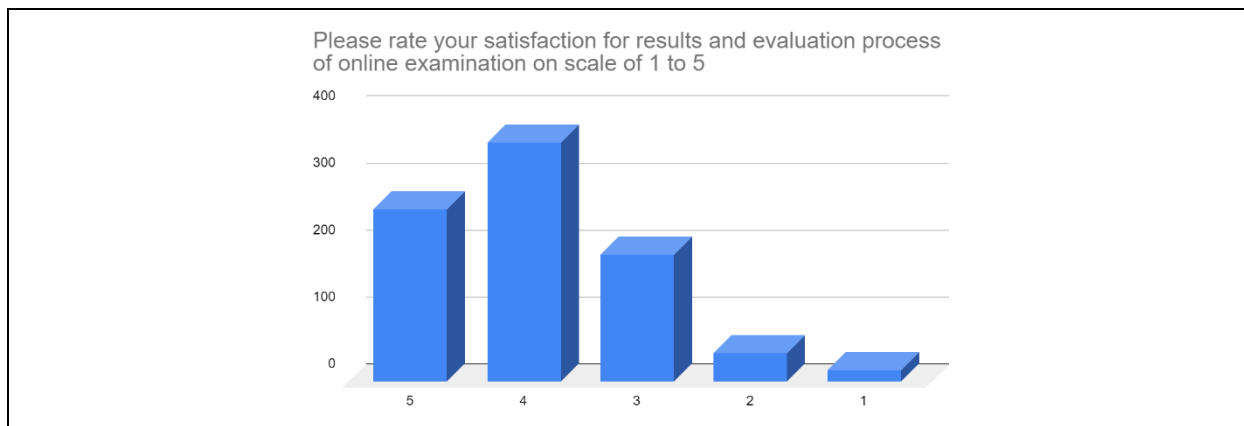
The satisfaction of students with various aspects of syllabus were measured on the basis of fulfillment of the following via the syllabus

- Knowledge development
- Enhancement of skills and development of competency
- Relevance of Syllabus as per current times
- Overall satisfaction



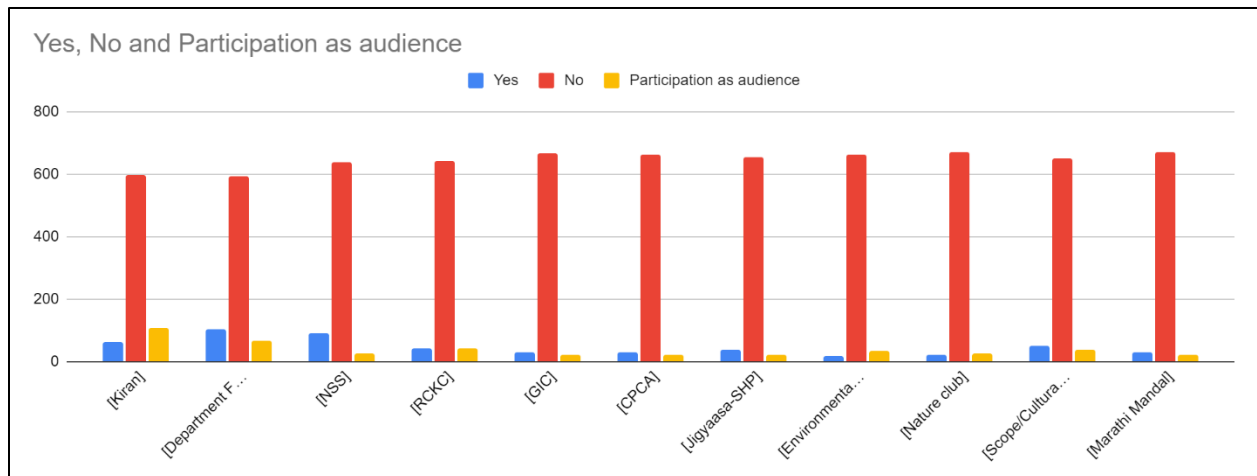
**Satisfaction level with online results and evaluation**

The satisfaction of students with results and evaluation via the online mode were measured on a five point rating scale. One being least satisfied and five being highly satisfied



**Satisfaction level with online festival/club/association/activities**

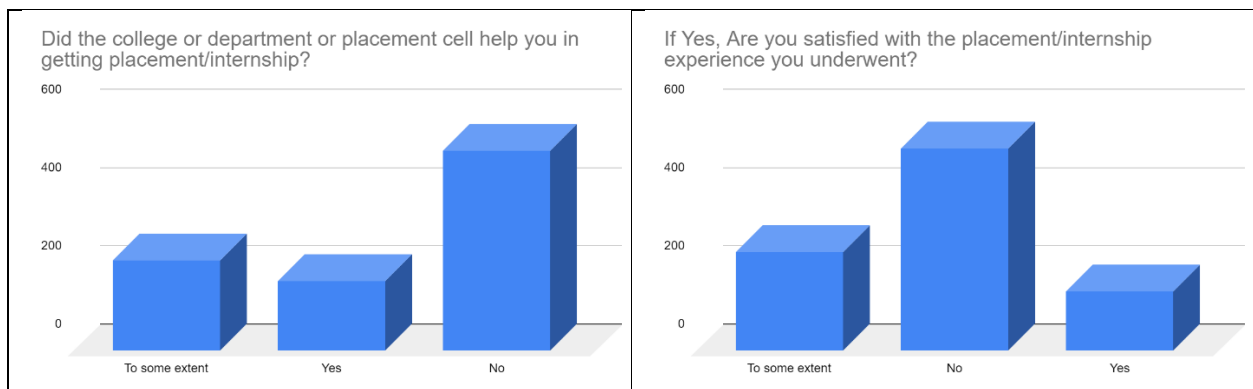
Student's level of participation was measured on basis of yes/no/audience



### Satisfaction level with Placement & Internship

The satisfaction of students with various aspects of placement and internship were measured on the basis of

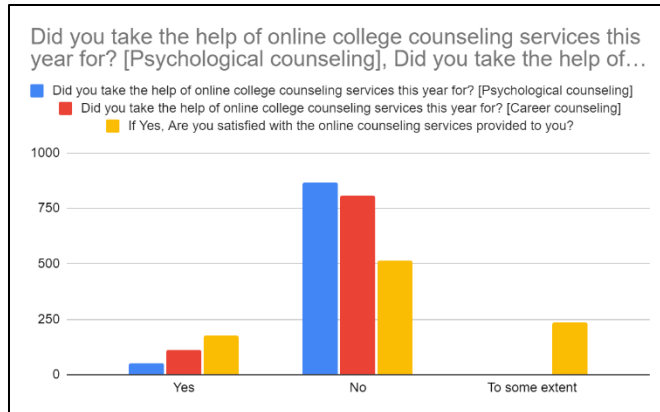
- Help received from college
- Satisfaction with internship



### Satisfaction level with online counselling services

The satisfaction of students with various aspects of counselling were measured on the basis of satisfaction and use of

- Psychological counselling
- Career counselling
- Overall satisfaction with counselling



### Satisfaction level with college administration/ Teachers

The satisfaction of students with various aspects of college administration & teachers were measured on the basis

- Queries answered beyond lecture hours

