**STUDENT’S SATISFACTION SURVEY**

(**July 2020 –December 2021**)

For survey of students satisfaction student’s Response were collected by means of two google forms *viz.* Form-I and Form-II.

Form-I consisted of two parts: PART: A and PART: B.

PART: A includes a questionnaire consisting of the following 21 points encapsulating the relevant points related to **administration** and **facilities:**

**PART-A**

**Administration and facilities**

1. Academic environment of the college
2. Availability of books/newspapers/magazine in the library
3. Sufficient space for reading in library
4. Photocopy facilities in library
5. Internet facilities for students
6. Classroom facilities
7. Laboratory facilities
8. Washroom & drinking water facility
9. Canteen facility
10. Sports facilities
11. Facilities for cultural activities
12. Medical and first aid facilities
13. Financial assistance
14. Grievance redressal system
15. Administration of the college
16. Services of the office staff
17. Discipline in the college
18. Internal assessment system
19. Social activities of the college
20. Neatness and cleanliness of the campus
21. Overall performance

**PART-B**

**Feedback on Online –curricular and co-curricular activities**

22. How do you rate the online classes taken at your college?

23. Were the online classes taken regularly?

24.Were the online examinations conducted properly by the institution?

25.Were the in-semester (sessional) examinations conducted properly in the online mode?

26.Did the college authority brief/guide you properly regarding online examination?

27.Were the faculties cooperative in this respect?

.28 Were the online extracurricular activities and competitions conducted by the institution?

29.Was mentoring done in the online mode?

**Form –II**

**Feedback on Online-Classes**

***Response of students on a separate set of questions for satisfaction survey of students specifically on the online classes were taken through Form-II.***

1. What were modes in through online classes were taken?
2. Level of effort you put into the course?
3. What percentage of the Syllabus was covered?

In context with the Contents of each Online class:

* 1. Learning objectives were clear
	2. Contents were organized according to the syllabus
	3. Contents were organized for better understanding of all students.
	4. Contents were designed to cover relevant topics beyond syllabus.
	5. Where the Online classes able to fulfill all the requirements of regular normal classroom classes
	6. How do you rate the contents of the online classes?
	7. Pace at which contents were covered?

The students response to both forms had been and analysed and the following action has been taken.

**ACTION TAKEN REPORT**

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| --- |
| **Students Satisfaction Survey on Overall institutional performance** |
| **Sl.No.** | **Question** | Feedback | Action taken report | Impact |
| 1 | **Academic environment of the college** | Good but can be improved | * Guardian meeting conducted in the online mode.
* Steps taken to make Mentoring for effective
* E-content prepared
 | Perceivable change observed in students classroom behavior and are found to be more attentive. |
| 2 | **Availability of books/newspapers/magazine in the library** | Needs to be improved | * Soft copes and hard copies of newspapers and books have been made available
* books have been made available by sanction of fund to department for purchasing books .
 | Students and faculty have enough study material to use |
| 3 | **Sufficient space for reading in library** | Good but can be improved | Extra reading space created by* re-arranging the library and
* making more chairs and tables available for readers.
 | Students are starting to use the library for reading/completing their assignments and preparing for their exams |
| 4 | **Photocopy facilities in library** | Needs to be improved | 1. Additional photocopy machine procured.
 |  |
| 5 | **Internet facilities for students** | ImprovementStrongly recommended | 1. Jio-wifi has been installed
 | The internet connectivity/speed has improved considerably |
| 6 | **Classroom facilities** | Needs to be improved | 1. 6 New classrooms room have been made available.
 | The problem of overcrowding of Classrooms have been found to be partially resolved |
| 7 | **Laboratory facilities** | Good but can be improved |  |  |
| 8 | **Washroom & drinking water facility** | ImprovementStrongly recommended | 1. Washrooms renovated.
2. Water purifier units installed at strategic points
 |  |
| 9 | **Canteen facility** | ImproveStrongly recommended | 1. Existing canteen enlarged creatin
2. Separate space for faculty and students.
 | Now students and faculties can conveniently have their food in the canteen and students do not have to wait for a long time before being served food. |
| 10 | **Sports facilities** | Needs to be improved | 1. Indore facility introduced.
2. Gym Improved
3. Insrutuctors employed periodical
 | Students have started to show considerable interest in sports and have started to perform better in intercollege events. |
| 11 | **Facilities for cultural activities** | Needs to be improved | * Auditotium renovated
* Mentoring done for cultural activites
* More number of online/offline cultural competitions organized
* Students encouraged to join in competitions and guided accordingly
* Centre for performing arts to pe opened shortly
 | Students have started to take part in competitions and programmes organized by various organizations and have performed well. |
| 12 | **Medical and first aid facilities** | ImprovementStrongly recommended | * First aid facility have been made available at every department , boys and girls common room and indoor stadium
* Free hepatitis B Vaccination and Covid-19

vaccination camps have been organized for students, teaching and non teaching staff |  |
| 13 | **Financial assistance** | Needs to be improved | * Awareness on various schemes to be created
* Fee waiver scheme applied
* APJ Abdul Kalam award has been instituted for higher studies of poor and meritorious students
 | * A large number of students have been relieved by the free waiver.
* Two students have availed the Kalam Award and have fulfilled their dream of higher studies,
 |
| 14 | **Grievance redressal system** | good | * Structured redressal system to be introduced with the 1st stage at the department level
* Online submission of grievance to be started.
 |  |
| 15 | **Administration of the college** | good | * Several committees constituted to
 |  |
| 16 | **Services of the office staff** | Good but can be improved | * Training/Counselling given to the office staff
 |  |
| 17 | **Discipline in the college** | Good | * Steps taken to maintain the level of discipline
* Uniform, I-card, mask made compulsory in the college campus
 |  |
| 18 | **Internal assessment system** | Good | * Steps taken to make the system more robust and timely
 |  |
| 19 | **Social activities of the college** | Excellent | * Steps taken to maintain the standard
 |  |
| 20 | **Neatness and cleanliness of the campus** | Good | * Initiatives such as swachta drives, green campus initiatives taken.
* Students not allowed to bring
 | The campus appears even more clean |
| 21 | **Overall performance** | Good |  |  |
| **FEEDBACK ON ONLINE CLASSES** |
| 22 | How do you rate the online classes taken at your college? |  | The feedback has been shared with the faculty with a suggestion to improve on points where improvement was found to be required. |  |
| 23 | Were the online classes taken regularly? |  |  |
| 24 | Were the online examinations conducted properly by the institution? |  |  |
| 25 | Were the in-semester (sessional) examinations conducted properly in the online mode? |  |  |
| 26 | Did the college authority brief/guide you properly regarding online examination? |  |  |
| 27 | Were the faculties cooperative in this respect? |  |  |
| 28 | Were the online extracurricular activities and competitions conducted by the institution? |  |  |
| 29 | Was mentoring done in the online mode? |  |  |

**Analysis of students Response: Form-I**

1. Academic environment of the college
2. Availability of books/newspapers/magazine in the library
3. Sufficient space for reading in library
4. Photocopy facilities in library
5. Internet facilities for students
6. Washroom & drinking water facility
7. Classroom facilities
8. Laboratory facilities
9. Canteen facilities
10. Sports facilities
11. **Facilities** for **cultural activities**
12. **Medical and first aid facilities**
13. **Financial assistance**
14. **Grievance redressal system**
15. **Administration of the college**
16. **Services of the office staff**
17. **Discipline in the college**
18. **Internal assessment system**
19. **Social activities of the college**
20. **Neatness and cleanliness of the campus**
21. **Overall performance**
22. **How do you rate the online classes taken at your college?**
23. **Were the online classes taken regularly?**
24. **Were the online examinations conducted properly by the institution?**
25. **Were the in-semester (sessional) examinations conducted properly in the online mode?**
26. **Did the college authority brief/guide you properly regarding online examination?**
27. **Were the faculties cooperative in this respect?**
28. **Were online extracurricular activities and competitions conducted by the institution?**
29. **Was mentoring done in the online mode?**

**Analysis of students Response:**

**Form-II**

1. **What were modes in through online classes were taken?**
2. **Level of effort you put into the course?**
3. **What percentage of the Syllabus was covered?**
4. **In context with the Contents of each Online class**
5. **Learning objectives were clear**
6. **Contents were organized according to the syllabus**
7. **Contents were organized for better understanding of all the students**
8. **Contents were designed to cover relevant topics beyond Syllabus**
9. **Where the Online classes able to fulfill all the requirements of regular normal classroom classes**
10. **How do you rate the contents of the online classes?**
11. **Pace at which contents were covered**