

STUDENT SATISFACTION SURVEY 2022-23

Student Satisfaction Survey was conducted separately for both the terms (i.e. Semester-wise) along with the process of obtaining feedback from the students. The form for student satisfaction survey was made available on the Login ID of each student using the ERP 'Mograsis' for both the semesters of academic year 2022-23. Responses were taken from the students on overall working of the college and more particularly on following aspects, on a five-point scale:

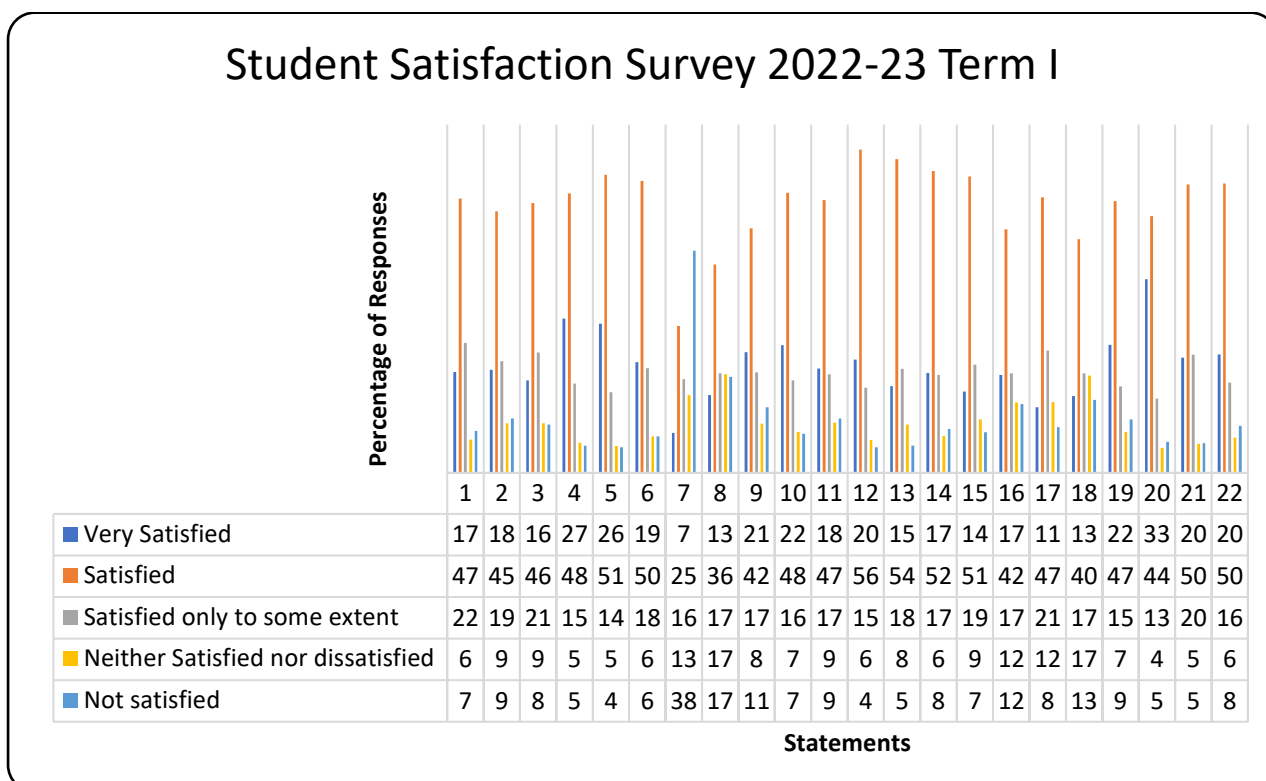
- a) Facilities provided by the college to students
- b) Curriculum Implementation and Examination system adopted by the college

a) In case of the facilities provided by the College, the level of satisfaction of the students with respect to 22 parameters listed below was known from responses on a five-point scale viz. 'Very Satisfied', 'Satisfied', 'Satisfied only to some extent', 'Neither Satisfied nor dissatisfied (or Neutral)' and 'Not satisfied'.

Sr.No.	Parameters
i)	Admission Procedure
ii)	Counseling and guidance provided at the time of admission
iii)	Infrastructure and lab facilities
iv)	Library facility
v)	Academic Discipline (i.e. timely conduct of lectures, practicals and related activities) observed by the college
vi)	Online Educational Resources provided by the College
vii)	Canteen facility
viii)	Sports and Gymkhana
ix)	Cultural activities
x)	Work Culture
xi)	Use of Information and communication technology in the college
xii)	Examination system adopted by the college
xiii)	Frequency of Internal Evaluation conducted for each course
xiv)	Inclusion of Interdisciplinary Courses in the Programme
xv)	Range of Electives/ Number of Optional Subjects offered
xvi)	Add-On Courses provided by the Framework
xvii)	Internship/Practical Training included in the framework

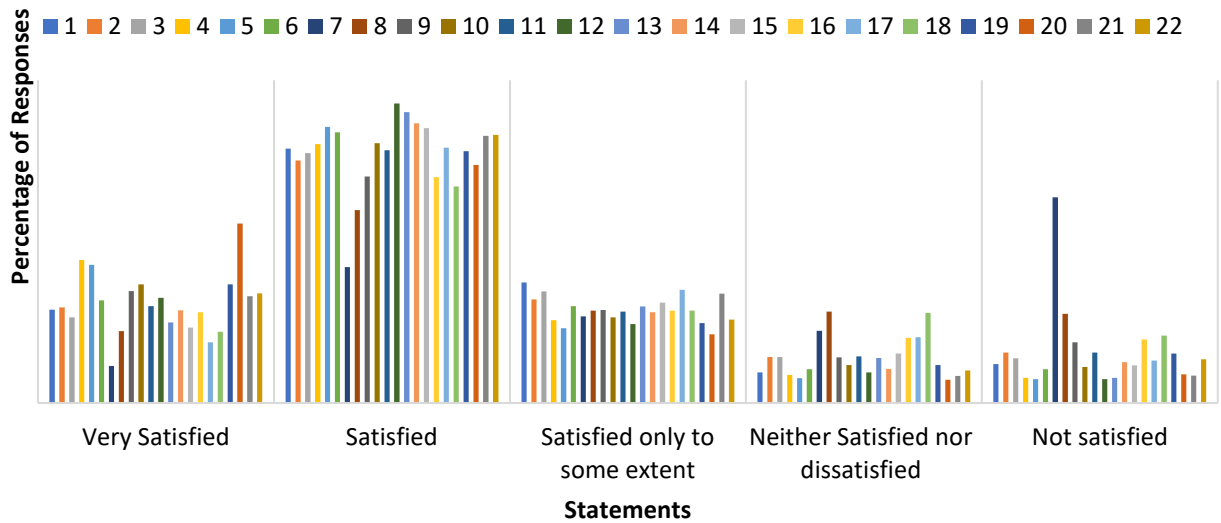
xviii)	Grievance Redressal
xix)	Functioning of Placement Cell
xx)	Career Counseling Lectures conducted for your Programme
xxi)	Student –Teacher Relationship in your Department
xxii)	Overall Expectation fulfillment

The feedback was analysed and the data was presented graphically. Analysis of the responses for the first term revealed the following:

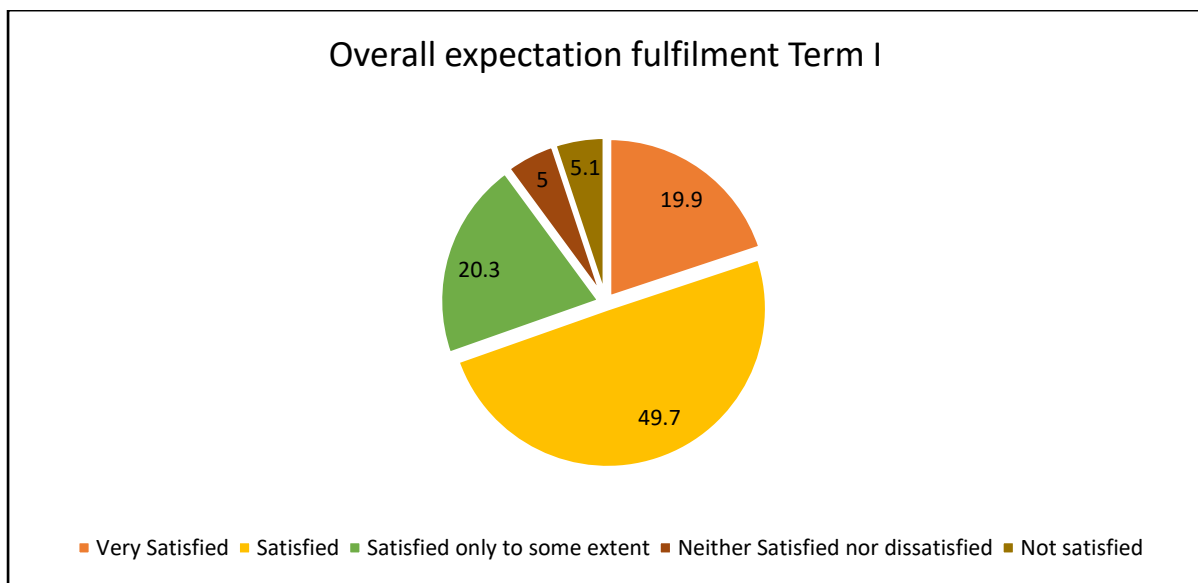


It is observed that for all the parameters, highest responses are for option ‘satisfied’. However, 38% of the students are not satisfied about the canteen facilities. 17% and 11% of the students are also not satisfied about gymkhana facility and cultural activities respectively. This is further explained by the following graph:

Student Satisfaction Survey term I



The responses for the parameter ‘Overall Expectation fulfilment’ are as follows:



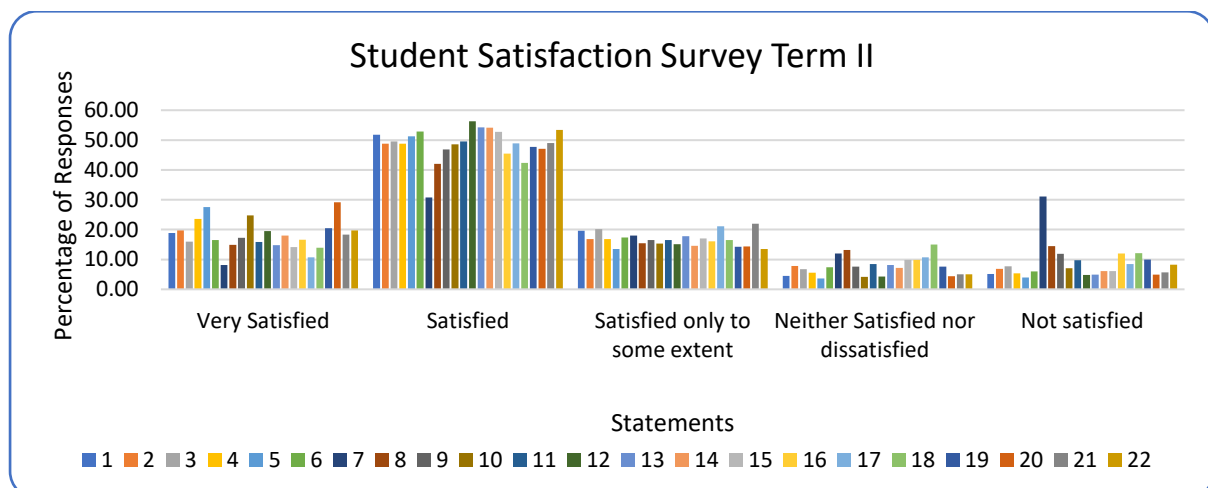
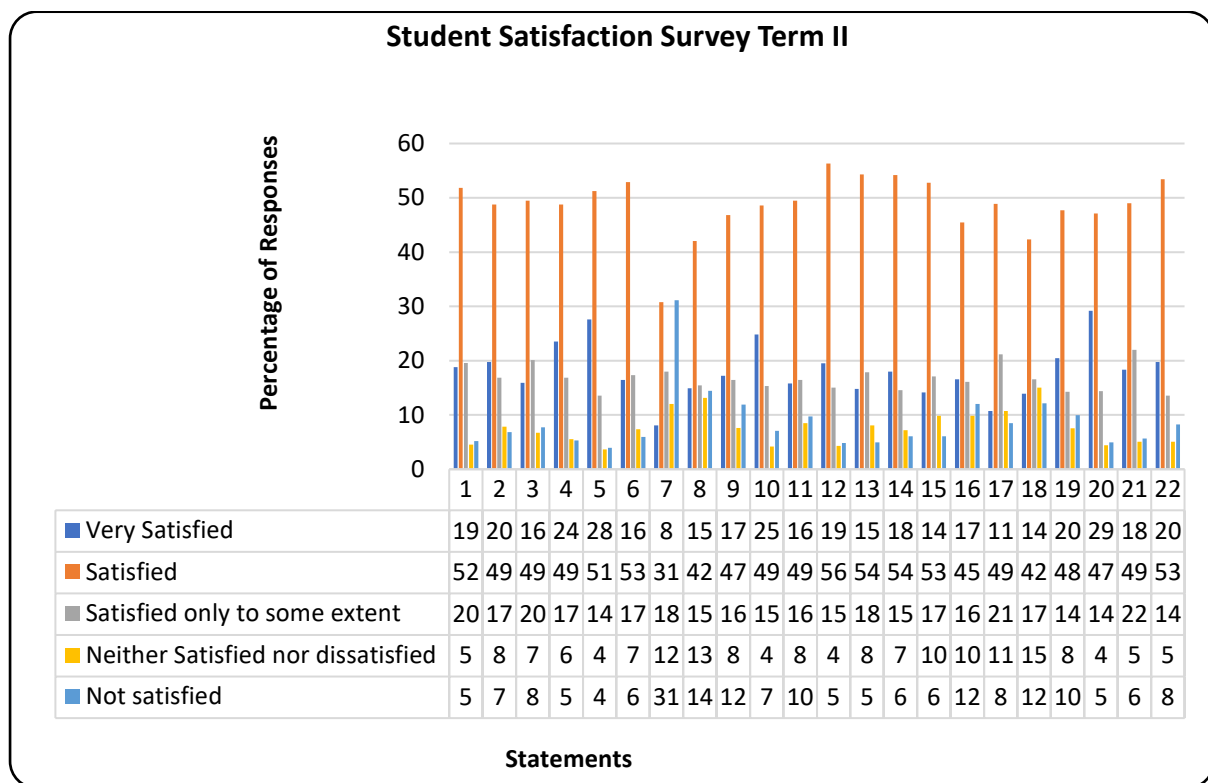
It is observed that only 5% of the respondents are neutral i.e. neither satisfied nor dissatisfied and 5.1% of the students are not satisfied. In other words, **89.9% of the responses are favourable**, indicating high level of satisfaction.

The analysis of responses for the second term revealed the following:

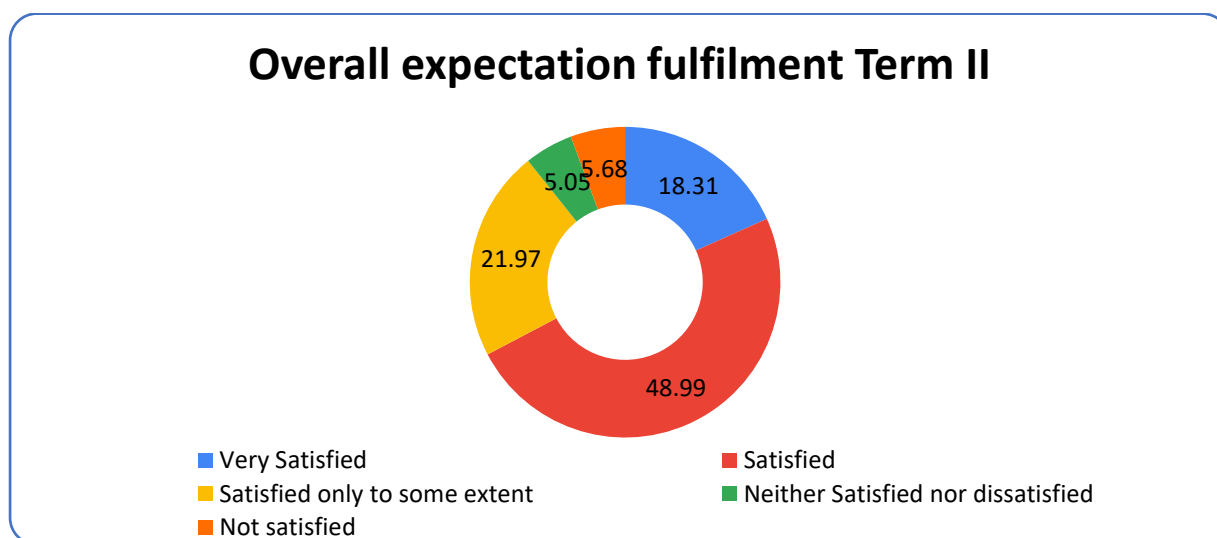
Maximum percentage of respondents are ‘Satisfied’ in respect of all the 22 parameters, in fact for some parameters, they have opted for ‘Very satisfied’ option, the responses being in the

range of 8% and 29%. However, in respect of Canteen facility almost 31% of the respondents are 'Not satisfied'. The feedback committee has taken note of this. Also, for Gymkhana facility and Cultural activities 14.5 % and 11 % of the respondents opted 'Not satisfied' option. For rest of the parameters, approximately from 4% to 31% of the responses indicate 'Not satisfied'. Regarding the parameters of academic discipline, online educational resources provided by the college and student teacher relationship in the department, large number of students are 'very satisfied.'

The percentage of responses for the option 'Not Satisfied' has increased for a few parameters in the second term, this fact has been noted by the feedback committee.



The responses for the parameter ‘Overall Expectation fulfilment’ are given below:



The chart reveals that 5% of the students are neutral and 5.68% are not satisfied, thus the favourable responses received in the second term reduced marginally (89.32%), as compared to 89.9% in the first term. This fact has also been noted by the feedback committee.

Benchmark: On the designed five-point scale, the acceptable range of responses is as follows:

For level of satisfaction, aggregate maximum responses should be received for the options ‘Very Satisfied’, ‘Satisfied’ and ‘Satisfied only to some extent’.

Thus, the student satisfaction is within acceptable range for both the terms, with a scope for improvement.

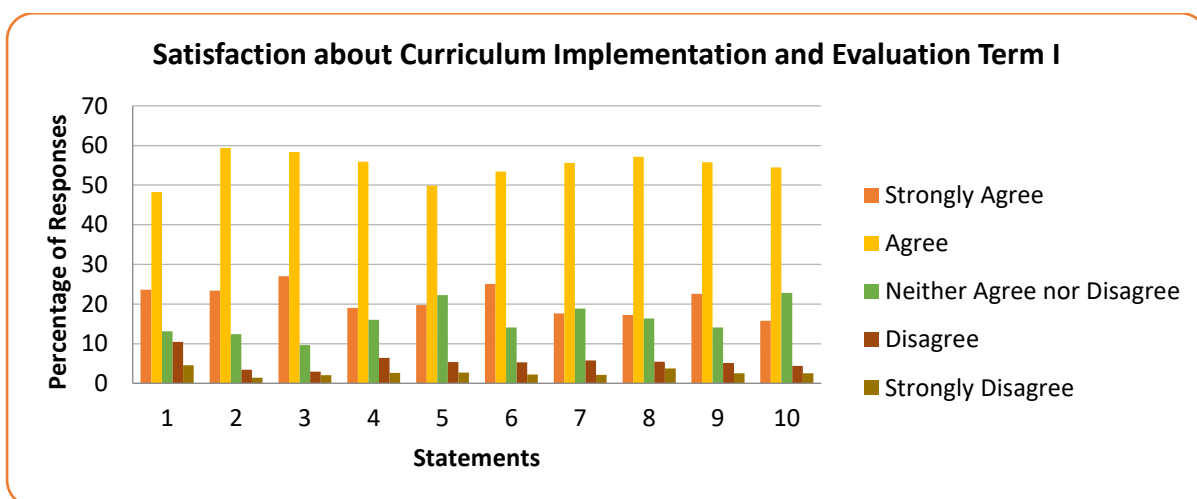
Apart from the above, the responses to the survey on curriculum implementation and evaluation under autonomous courses indicate the satisfaction of the students with respect to the statements given below.

S.No.	Statement
1	The entire syllabus is completed by the teachers in time.
2	The teachers provide the students opportunities to learn and grow.
3	The teachers come well prepared for the class.
4	The teaching and mentoring process of the college is excellent
5	Online educational resources are available and accessible in the library
6	The prescribed books/reading materials are available in the library.

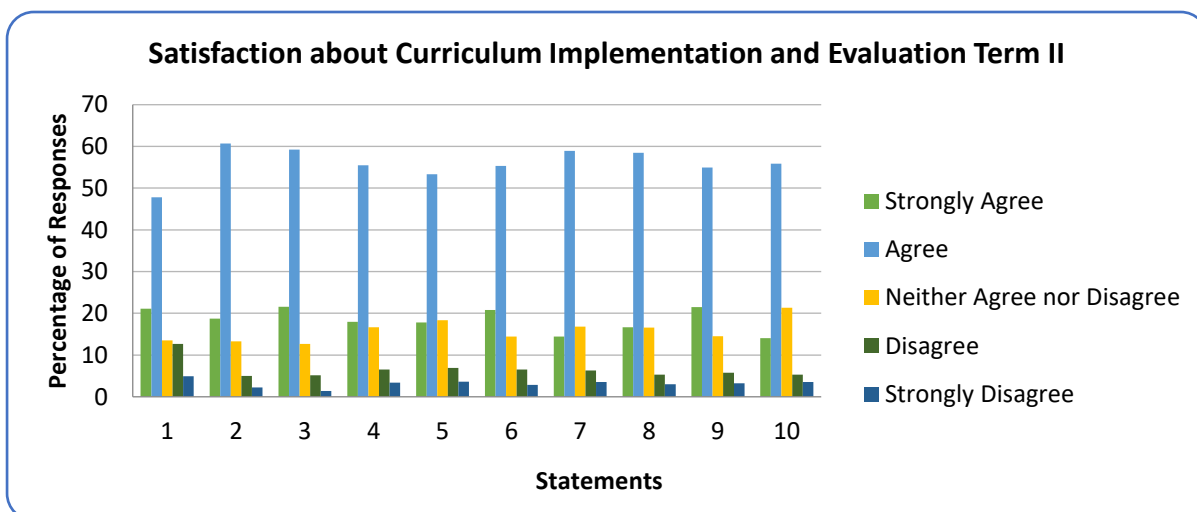
7	The evaluation process is fair and unbiased.
8	Grievances related to examinations are promptly handled.
9	Continuous efforts are taken by the college to improve the quality of teaching and learning.
10	Student –Centric methods of teaching are used

Interpretation: Higher the level of agreement to the statements, higher is the level of satisfaction for the parameter contained in the statement.

The graphs given below reveal that 20% of the students remained neutral for some parameters, however, aggregate percentage of the students agreeing and strongly agreeing to the statements is almost 70% for all statements. This indicates high level of satisfaction for the enlisted parameters.



A similar trend is also observed in Term II. The graphs given below reveal this:



Conclusion:

The analysis reveals that the satisfaction level of students is within acceptable range as per the benchmarks discussed above.

Action Taken:

The analysis of the Student Satisfaction Survey was discussed in a meeting conducted by the Coordinator IQAC with both the feedback coordinators. The results of the analysis were communicated to the concerned authorities. The aspect of dissatisfaction of the students with respect to the canteen facilities and also other aspects was discussed too.

Submitted to the Chairman IQAC Principal Dr. Zunjarrao Sir and Coordinator IQAC and Vice Principal Dr. Sardesai Madam

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