**Hutatma Smarak Samitee, Ashti**
**Hutatma Rashtriya Arts & Science College, Ashti**

**STUDENT SATISFACTION SURVEY**
**ANALYSIS REPORT**

**(Academic Session 2018-19)**
**Date: 11/04/2019**

The committee has following members:
1. Prof. N. G. Sonule
2. Prof. R. L. Gulhane
3. Prof. S. D. Awthare

**Objective:**
College administers student satisfaction surveys in order to elicit student opinion and perspective regarding institutional climate, programs, and services. As part of a broader assessment effort, student satisfaction surveys provide a means to understand student opinion at a given point in time. The Student Satisfaction Survey, administered every year, is intended to assess the satisfaction of the college students concerning campus climate, services, and facilities, and to ensure educational accountability and institutional transparency.

**Policy:**
The MCQ style questionnaire has been designed to record satisfaction level of the students. Students were asked to rank, in order of importance, 14 items ranging from the percentage of syllabus completed in the classes, the teachers' preparation for the classroom, teachers' communication in the classroom, Internal examinations evaluation, Fairness, Usefulness of teaching and mentoring process for academic growth, Organization of Programs / Activities necessary for learning and academic growth. Teacher's follow ups with assigned tasks, Teachers engagement for extracurricular and co-curricular activities, Teachers help to identify your weakness and overcome them, Percentage of teachers using ICT tools (PPT, Projector, Multimedia in teaching, The quality of teaching-learning, The campus facilities, Library services and the satisfaction regarding support and help from non-teaching staff.

**Sample Size:** 50 Students

**Process:**
The students are supplied with a pre-printed MCQ style questionnaire to record their choices. A short counseling session of 5 minutes is conducted on the meaning of various parameters is explained to participant students. It ensures that the students have understood and satisfied with the questions appearing in the survey forms and understands the available options in a correct manner.
The recorded choices are then processed to obtain the feedback Analysis Report.
**Points:**

| Options | Points |
|---------|-----------|
| A | 04 Points |
| B | 03 Points |
| C | 02 Points |
| D | 01 Points |
| E | 00 Points |

**QUESTIONNAIRE**

### Hutatma Rashtriya Arts & Science College, Ashti
### Student Satisfaction Survey Questionnaire
### (Academic Session 2018-19)

Name of student: _____ Class: _____

(Instruction: Tick the correct option for the following questions)

1. What is the percentage of syllabus completed in the classes?

   A) 100%           B) 90%           C) 80%           D) 70%           E) Below 70%

2. How is the teacher's preparation for the classroom?

   A) Very Good      B) Good          C) Satisfactory  D) Poor          E) No Preparation

3. How is teachers communication in the classroom?

   A) Very Good      B) Good          C) Satisfactory  D) Poor          E) Very Bad

4. How fairly internal examinations evaluation is done?

   A) Always fair    B) Sometimes fair  C) Sometimes Unfair   D) Usually unfair  E) Unfair

5. Is the teaching and mentoring process in your college useful for your academic growth?

   A) Significantly  B) Very well     C) Moderately    D) Marginally    E) Not at all

6. Does the college arrange different programmes / activities necessary for your learning and academic growth?

   A) Always         B) Sometimes     C) Very few      D) Rarely        E) Never

7. Does teacher takes necessary follow ups with assigned tasks to you?

   A) Always         B) Sometimes     C) Very few      D) Rarely        E) Never

8. Does teachers encourages you for extracurricular and co-curricular activities?

   A) Always         B) Sometimes     C) Very few      D) Rarely        E) Never

9. Do teachers help you to identify your weakness and overcome them?

   A) Always         B) Sometimes     C) Very few      D) Rarely        E) Never

10. What percentage of teachers uses ICT tools (PPT, Projector, Multimedia) in teaching?

    A) 100%          B) 90%           C) 80%           D) 70%           E) Below 70%

11. How is the quality of teaching-learning in your college?

    A) Very Good     B) Good          C) Satisfactory  D) Poor          E) Very bad

12. How are the campus facilities?

    A) Very Good     B) Good          C) Satisfactory  D) Poor          E) Very bad

13. How are the library services in the college?

    A) Very Good     B) Good          C) Satisfactory  D) Poor          E) Very bad

14. Is non-teaching staff supportive and helpful to you?

    A) Always        B) Sometimes     C) Very few      D) Rarely        E) Never

15. Give three observations/suggestions to improve the overall teaching/learning experience in the college.

A) _____

B) _____

C) _____
   _____

The average scores reported by the students are as follows:

| F.No. | Average | F.No. | Average |
|-------|---------|-------|---------|
| 1 | 2.7 | 26 | 2.8 |
| 2 | 2.7 | 27 | 2.9 |
| 3 | 3.2 | 28 | 3.0 |
| 4 | 2.7 | 29 | 2.7 |
| 5 | 2.7 | 30 | 3.0 |
| 6 | 3.1 | 31 | 2.8 |
| 7 | 2.9 | 32 | 3.0 |
| 8 | 2.7 | 33 | 2.9 |
| 9 | 3.0 | 34 | 2.9 |
| 10 | 2.8 | 35 | 2.7 |
| 11 | 2.9 | 36 | 2.9 |
| 12 | 2.9 | 37 | 2.7 |
| 13 | 3.2 | 38 | 2.7 |
| 14 | 2.7 | 39 | 3.0 |
| 15 | 2.9 | 40 | 2.9 |
| 16 | 2.8 | 41 | 2.9 |
| 17 | 3.0 | 42 | 3.1 |
| 18 | 2.9 | 43 | 2.7 |
| 19 | 2.9 | 44 | 3.0 |
| 20 | 2.9 | 45 | 3.0 |
| 21 | 2.8 | 46 | 2.9 |
| 22 | 2.7 | 47 | 2.8 |
| 23 | 2.9 | 48 | 3.1 |
| 24 | 3.0 | 49 | 2.7 |
| 25 | 2.7 | 50 | 2.8 |

**Grand Average: 2.872**

The chart showing parameter wise response of the students is as follows:

**CHART FOR STUDNET SATISFACTION SURVEY (2018-19)**

■ Parameterwise average response
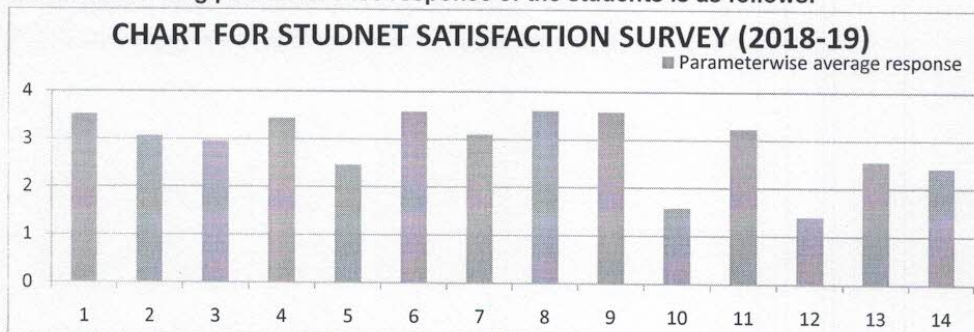


**Parameters** 1., What is the percentage of syllabus completed in the classes 2. How is the teacher's preparation for the classroom 3., How is teachers communication in the classroom 4. How fairly internal examinations evaluation is done 5. Is the teaching and mentoring process in your college useful for your academic growth 6. Does the college arrange different programmes / activities necessary for your learning and academic growth 7. Does teacher takes necessary follow ups with assigned tasks to you 8. Does teachers encourages you for extracurricular and co-curricular activities 9. Do teachers help you to identify your weakness and overcome them 10. What percentage of teachers uses ICT tools (PPT, Projector, Multimedia) in teaching 11. How is the quality of teaching-learning in your college 12. How are the campus facilities 13. How are the library services in the college 14. Is non-teaching staff supportive and helpful to you 15. Give three observations/suggestions to improve the overall teaching/learning experience in the college.

## Observations on the MCQ:

The survey reflects lower satisfaction levels on the following parameters...

5. Usefulness of teaching and mentoring process for academic growth (2.46)
10. Percentage of teachers using ICT Tools (PPT, Projector, Multimedia) in teaching (1.58)
12. The campus facilities (1.40)
14. Satisfaction regarding support and help from non-teaching staff. (2.42)

## Observations on the Independent Responses:

1. Majority of the respondents showed dissatisfaction towards lack of girl's common room.
2. Majority of the girls registered dissatisfaction towards inadequate and improper washrooms.
3. Some of the students also wanted to see the increase in number of sports facilities & permanent faculty teacher.
4. Some of the students demanded an increase in the number of books in the library. They also wanted to have access to the computer terminals with internet connectivity in the library.
5. Some of the students also wanted to have dust-bins in the classrooms.
6. Some of the students also wanted good service from non-teaching staff.

## Action Taken:

The analysis report is forwarded to the Principal through IQAC for further action.

| In-charge | Coordinator | Principal |
|---|---|---|
| Criterion No.2 | IQAC | Dr. B. D. Ridhorkar |
| Prof. N. G. Sonule | Prof. A. D. Kawrase | H.R. Arts & Science College |
| | | Ashti, Dist. Wardha |

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