

2.7 Student Satisfaction Survey

2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance

The primary purpose of higher education is creation of knowledge and propagation for the development of world through innovation and creation of prepared minds of students. Hence, higher education institutions are increasingly recognizing and are placing greater emphasis on meeting the expectations and needs of their students. So, successful completion and enhancement of students' education are the major reasons for the existence of higher educational institutions. This positive development in higher education shows the importance of educational institutions understanding student satisfaction in a competitive environment. Both academic and students perceive physical facilities are more important than general. i.e. students must satisfied with factors related to comfortable learning environment, public spaces, campus accessibility and staff satisfied with laboratory and teaching facilities.

Our University has administered student satisfaction surveys in order to elicit student opinion and perspective regarding university's environment, programs, and services. We have prepared Students survey forms with certain questionnaire by considering the following factors:

- Infrastructure facilities such as classrooms, Sports/games, Sanitation, drinking water canteen etc. available in the university
- Learning resources available viz. Text books, Magazines, Newspapers, Reference books, E-resources etc.
- The functioning of the placement cell.
- University's effort to improve the quality of teaching.
- Helpfulness by the university's administrative staff.
- Examination and evaluation system.
- Encouragement provided to the students for participation in Curricular & Co-Curricular competitions.
- Discipline practices followed in the campus.

Student Satisfaction Survey (SSS) On Overall Institutional Performance

Academic Year _____	Name of Student/Faculty/Alumni /Employer _____
School _____	
Department _____	E mail id _____
Program Name _____	Year _____
	Semester _____ (<i>only for student</i>)
	Roll No _____ (<i>only for student</i>)

S NO	Over all Evaluation Points	Excellent	Very Good	Good	Satisfactory
1	Infrastructure facilities such as classrooms, Sports/games, Sanitation, drinking water canteen etc. available in the campus.				
2	Learning resources available viz. Text books, Newspapers, Reference books, E-resources etc.				
3	The functioning of the placement cell.				
4	Efforts by the university to improve the quality of teaching and learning.				
5	Helpfulness of the University's administrative staff.				
6	Examination and evaluation system				
7	Encouragement provided to the students for participation in Curricular & Co-Curricular competitions.				
8	Discipline practices followed in the campus.				

Outcome:

The students are the most important stakeholders of Higher Education systems. The interest and participation of students at all levels in both internal quality assurance and external quality assurance have to play a central role. We have collected feedback (Table-1) from our students for different departments/schools. A four point scale feedback form on the curriculum is developed.

Question No.	Over all Evaluation points	Response in %			
1	Infrastructure facilities such as classrooms, Sports/games, Sanitation, drinking water canteen etc. available in the campus	17.2	25.5	31.2	26.1
2	Learning resources available viz. Text books, Newspapers, Reference books, E-resources etc.	21.6	34.2	29.4	14.8
3	The functioning of the placement cell.	15.8	30.5	35.6	18.1
4	Efforts by the University to improve the quality of teaching and learning.	19.4	38.2	30.8	11.6
5	Helpfulness by the University administrative staff.	21.3	29.7	36.4	13.4
6	Examination and evaluation system.	33.8	27.2	30.9	8.1
7	Encouragement provided to the students for participation in Curricular & Co-Curricular competitions.	26.4	41.2	21.8	10.6
8	Discipline practices followed in the campus.	30.1	24.7	38.9	6.3

The result of the survey is shown in the form of Pie chart below. The result analysis shows that majority of the students have highly appreciated the facilities available in the institution very positively. We also observed some comments which will help us to improve ourselves in some aspects.

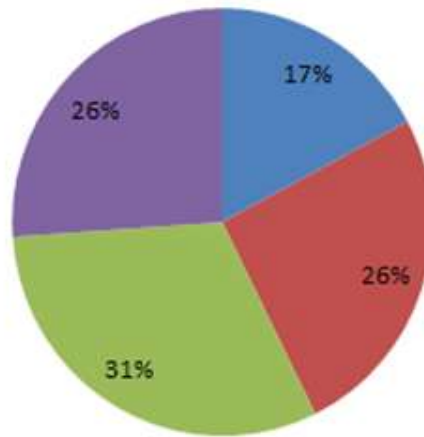
The result of the survey is shown in the form of Pie chart below.

Student Satisfaction Survey from Students:

1. Infrastructure facilities such as classrooms, Sports/games, Sanitation, drinking water canteen etc. available in the campus.

Infrastructure facilities such as Classrooms, Sports/games, Sanitation, Drinking water, Canteen etc. available in the campus.

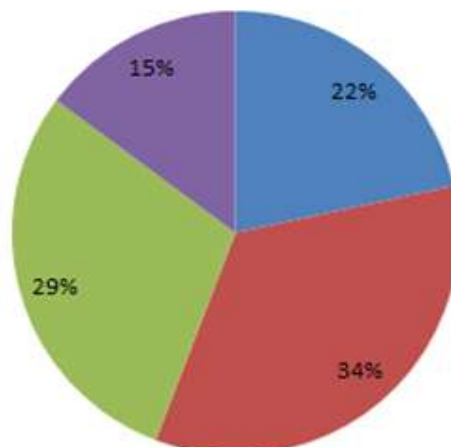
■ Response in % Excellent ■ Response in % Very Good ■ Response in % Good ■ Response in % Satisfactory



2. Learning resources available viz. Text books, Newspapers, Reference books, E-resources etc.

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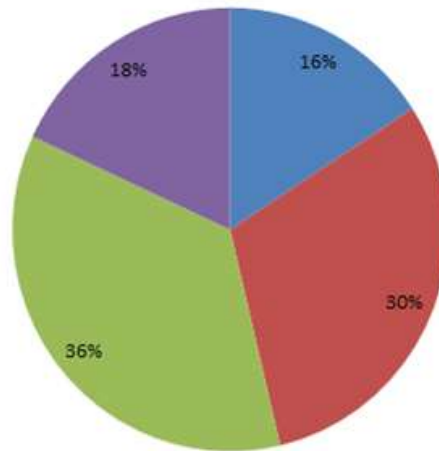
■ Response in % Excellent ■ Response in % Very Good ■ Response in % Good ■ Response in % Satisfactory



3. The functioning of the placement cell

The functioning of the placement cell

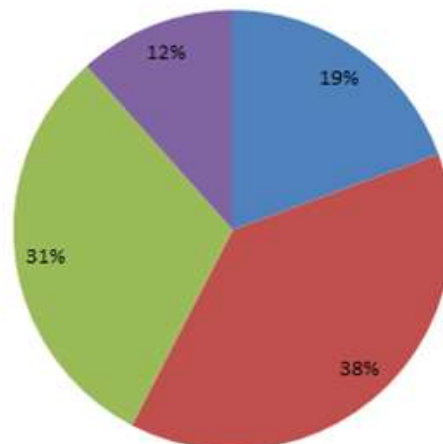
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4. Efforts by the college to improve the quality of teaching and learning

Efforts by the University to improve the quality of teaching & learning.

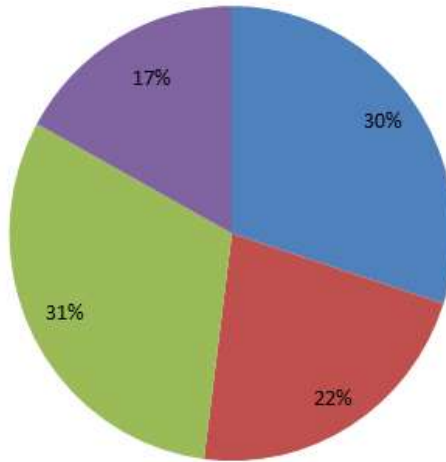
■ Response in % Excellent ■ Response in % Very Good ■ Response in % Good ■ Response in % Satisfactory



5. Helpfulness by the University's administrative staff.

Helpfulness by the University's administrative staff.

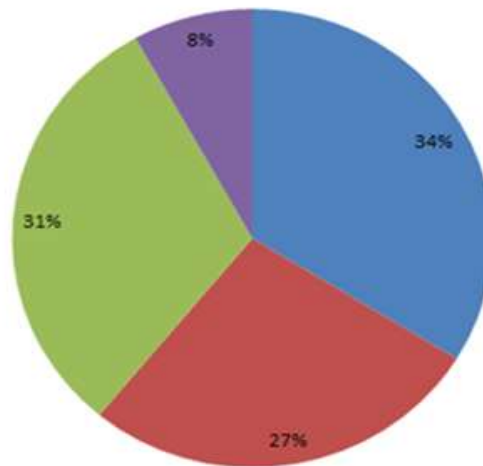
■ Response in % Excellent ■ Response in % Very Good ■ Response in % Good ■ Response in % Satisfactory



6. Examination and evaluation system

Examination & Evaluation System

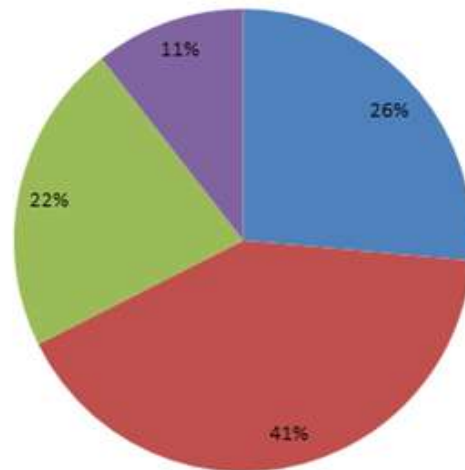
■ Response in % Excellent ■ Response in % Very Good ■ Response in % Good ■ Response in % Satisfactory



7. Encouragement provided to the students for participation in Curricular & Co-Curricular competitions.

Encouragement provided to the students for participation in Curricular & Co-Curricular competitions.

■ Response in % Excellent ■ Response in % Very Good ■ Response in % Good ■ Response in % Satisfactory



8. Discipline practices followed in the campus

Discipline practices followed in the campus

■ Response in % Excellent ■ Response in % Very Good ■ Response in % Good ■ Response in % Satisfactory

