

2019- 20

Student Satisfaction Survey Report



IQAC

Sri Varshney College

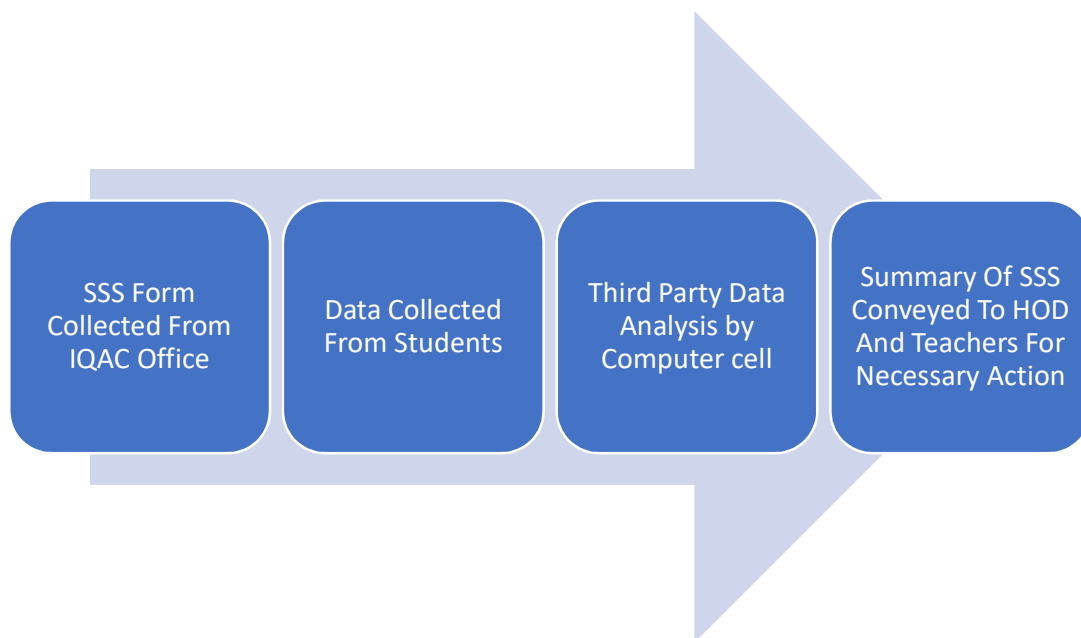
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Student Satisfaction Survey – Data collection system

Summary of the Student Satisfaction Survey system followed at S.V. College, Uttar Pradesh.

IQAC has developed a format for data collection for Student Satisfaction Survey (SSS). The printed proforma is collected by departments from the IQAC office. The proforma is provided to students and “in-class” feedback from students is collected. The SSS is

- i) Anonymous** – to encourage honest feedback without fear of reprisal from anyone.
- ii) In Class** – to ensure high rate of participation.
- iii) Objective** – to permit data summarization and analysis.
- iv) Comprehensive** – Data is collected on 14 points about various aspects of teaching.
- v) Third party analysis** – objective analysis by the computer cell.
- vi) Actionable inputs** - based on the collected and analyzed forms, individual feedback is provided to teachers by the respective head of the department. Any points about the infrastructure and aspects beyond the purview of the head of the department are communicated to the principal in various meetings.



Student Satisfaction Survey Analysis Report 2019 - 20

The mean scores across various parameters for different faculties of the college are given in the table.

	Commerce	Law	Education	Science	Arts
Punctuality	4.3	4.8	4.5	4.7	5.0
Knowledge	4.5	4.6	5.0	4.7	4.8
Teaching Method & Expression	4.6	4.5	4.7	4.6	4.8
Helping Attitude	4.5	4.5	4.6	4.7	4.3
Laboratory Interaction	NA	NA	NA	4.5	4.3*
Class Control	4.5	4.6	4.7	4.6	5.0
Interaction with Class	4.6	4.6	4.5	4.6	4.5
Impartiality	4.5	4.6	4.8	4.7	4.3
Language & Communication Skills	4.4	4.6	4.6	4.7	4.9
Availability after Class Hours	4.6	4.7	4.3	4.7	4.8
Provides Information about Additional Reading Material & References	4.6	4.6	4.6	4.6	4.7
Completion of Syllabus	4.5	4.6	4.6	4.6	4.6
In -Class Assessment of Students	4.6	4.6	4.5	4.6	4.4
Helps in Personality & Professional Dev.	4.5	4.6	4.8	4.7	4.4
Highest individual score	5.0	5.0	5.0	5.0	5.0
Lowest individual score	3.5	4.0	3.6	3.0	3.0
* Scores refer to only those departments of the arts faculty (drawing, geography, psychology and military studies) that have practical classes.					
Observation: Scores of the 14-parameter feedback report ranged between 3.0 to 5.0.					
Action Taken: 1) Individual feedback analysis reports were compiled and communicated to teachers by the respective HOD. 2) The teachers were advised to strengthen the areas of concern highlighted in the student feedback report.					

Other Issues Raised by Students

a) Infrastructure and facilities

Issues raised	Action Taken
1. Sports facilities should be improved e.g., indoor basketball and badminton court should be prepared.	1. The requirement has been communicated to the teacher in-charge of sports, principal and the management committee.
2. Professional sports coaches should be arranged.	2. Efforts are being made to engage Alumni, members of the community and relatives of ex-employees to arrange the funds necessary sports facilities, digitally equipped lecture halls and girls' toilets.
3. More digitally equipped lecture halls should be prepared.	3. Efforts are being made to get a sanitary napkin dispenser installed in the girl's common room through Rotary club.
4. More toilets should be constructed for girl students.	
5. Sanitary napkins should be available in the girls' common room.	

b) Learning environment

Issues raised	Action Taken
1. Vacant posts of teachers should be filled.	1. The demand for additional teachers has been passed to the management committee. The management committee has promised to arrange the necessary funds to appoint additional teachers and library staff in the next academic session.
2. More staff should be appointed in the library.	
3. All classes should not have whiteboards since chalk boards have lesser reflection and are easier to read.	2. The project of replacing black boards with white boards has been put on hold until further feedback is available from teachers and students.

c) Curriculum

Issues Raised	Action Taken
1. Some courses e.g., Biostatistics were reported to be difficult to understand.	1. Teachers have been advised to spend more time on topics deemed to be tough.
2. Computer courses should be introduced as add on optional courses.	2. Department of Computer science is applying for permission to run value added courses.