

### 2.7.1 STUDENT SATISFACTION SURVEY (SSS)

The Institution / IQAC prepared questionnaires to collect students' feedback about the institution. The questionnaires were distributed to the students. The students were asked to express their views, opinions objectively and freely without any bias or prejudice.

The students were strictly instructed to keep their identity strictly confidential and not to disclose their names. The students were given four options - **Excellent, Good, Satisfactory** and **Unsatisfactory**

The questions were about

1. Programmes, Activities, Seminars, Departmental activities, Students participation.
2. Academic Ambiance and Environment
3. Library, Timings, Books and Facilities.
4. Facilities and infrastructure of the College –Laboratories, Waiting rooms, Wash rooms, etc.
5. College office, Accounts section and Computer section
6. Teachers and their performance in the classrooms.
7. Support and Encouragement for co-curricular activities – Sports, NSS, NCC, and Cultural activities
8. Training, placement and opportunities for career growth
9. College timings, Fee- structure and Scholarships
10. Overall impression about college.

#### **Important Findings of the Survey:**

1. It is very evident that majority of students are happy and comfortable with activities, functions and programmes of the Institution
2. Many of the students have expressed “good” which indicates that they are neither extremely comfortable nor annoyed with the existing system.
3. Majority of the students have expressed “Very good” about the library
4. Students have expressed “very good” with regard to facilities and infrastructure. But are not at all happy with washrooms and cleanliness.
5. Students have expressed “good” with regard to Office, Accounts section and computer section.
6. Majority of the students have expressed “very good” with regard to the Teachers and their performance in the classroom.

7. Most of the students are very happy and comfortable about Co-Curricular activities like Sports, NSS and Cultural activities etc.

8. The college does possess Training and Placement cell and provides opportunities for career growth etc.

9. Majority of the students are very happy with fee structure, scholarships etc.

10. The students have expressed 'very good' with regard to overall impression of the college.

Thus the overall survey shows that majority of the students are very happy and comfortable with the facilities and ambiance of the Institution. The problems and issues raised by the students would be placed before the Management and the Authorities to consider the issues and look into their problems and address them at the earliest possible. Thus the Institution does initiate steps and prepares action plans to address them.