

2.7.1 Student Satisfaction Survey (SSS) on Overall Institutional Performance (2018-19)

Arts, Commerce College, Mayani has conducted the Student Satisfaction Survey (SSS) for all final year students from Under graduate Program. This was conducted offline providing manual forms to students. It consisted 18 points such as teaching-learning process, syllabus completion, teachers' knowledge, punctuality, organization of co-curricular and extra-curricular activities, examinations, discipline, library and overall impression about college are collected from the last year students. Among them, the last point is to mention positive and negative things observed by students in the college. Out of all final year students, total 88 students submitted manual feedback forms. The summary of this student satisfaction survey outcome by computing all responses is given as following.

Sr. No.	Particulars	Remark (% of satisfaction)
1	Completion of syllabus in classroom	100
2	Teaching methods used by teachers	80
3	Use of modern teaching aids by teacher	82
4	Preparation of teachers for the classes	89
5	Communication of ideas by the teachers	95
6	Punctuality and regularity of teachers in attending the classes	97
7	Satisfaction with library, sports, cultural and other facilities	90
8	Experience with non-teaching staff	61
9	Conduct of examination in true spirit	93
10	Discipline in the college	88
11	Organization of co-curricular and extra-curricular activities	82
12	Grade point preference for overall performance of the college	100
13	Consistency in theory lectures	92
14	Practical conducted by teachers	93
15	Placement cell	68
16	Laboratory facilities	93
17	Canteen and parking facilities	91

Action Taken Report:

The feedback forms containing 18 points such as teaching-learning process, syllabus completion, teachers' knowledge, punctuality, organization of co-curricular and extra-curricular activities, examinations, discipline, library and overall impression about college are collected from the last year students. Their opinions are analyzed by Feedback Committee and brought into notice of Head of the Institution. The opinions expressed by students are discussed in the staff meeting with Principal. The Principal made some suggestions to concerned faculty members to look carefully into options marked by students. The positive things mentioned by students in the last column are appreciated. The negative things such as inadequacy of frequency of buses, ST pass are discussed with Controller of MSRTC office, Mayani. The negative things related to college premises are discussed in college meeting and resolved remedies on them. IQAC is asked to follow the suggestions given by students for better improvement.