

### **2.7.1 Student Satisfaction Survey (SSS) on Overall Institutional Performance (2017-18)**

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 68 students submitted manual feedback forms. The summary of this student satisfaction survey outcome by computing all responses is given as following.

| <b>Sr. No.</b> | <b>Particulars</b>   | <b>Remark (% of satisfaction)</b> |
|----------------|--|-----------------------------------|
| 1              | Completion of syllabus in classroom                              | 100                               |
| 2              | Teaching methods used by teachers                                | 82                                |
| 3              | Use of modern teaching aids by teacher                           | 76                                |
| 4              | Preparation of teachers for the classes                          | 89                                |
| 5              | Communication of ideas by the teachers                           | 94                                |
| 6              | Punctuality and regularity of teachers in attending the classes  | 98                                |
| 7              | Satisfaction with library, sports, cultural and other facilities | 90                                |
| 8              | Experience with non-teaching staff                               | 56                                |

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|----|---|-----|
| 9  | Conduct of examination in true spirit                         | 85  |
| 10 | Discipline in the college                                     | 79  |
| 11 | Organization of co-curricular and extra-curricular activities | 85  |
| 12 | Grade point preference for overall performance of the college | 100 |
| 13 | Consistency in theory lectures                                | 91  |
| 14 | Practicals conducted by teachers                              | 95  |
| 15 | Placement cell  | 57  |
| 16 | Canteen and parking facilities                                | 69  |

### **Action Taken Report:**

The feedback forms containing 18 points about college are collected from the last year students. Their opinions are analyzed by Feedback Committee and brought into notice to Head of the Institution. The opinions expressed by the 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 satisfactory remarks made by students are appreciated. The negative things mentioned in the last column such as inadequacy of frequency of buses, State Transport 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.