

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 **three** options - **Very Good, Good and Average**. 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 more than 70% of students are happy and comfortable with activities, functions and programmes of the Institution
2. 60% 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 “good” about the library and it appears that they are not very happy with the library and its functioning.
4. Students have expressed “good” with regard to facilities and infrastructure. But are not at all happy with washrooms and cleanliness.
5. Students have expressed “average” with regard to Office, Accounts section and computer section.
6. 70% 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, NCC, NSS and Cultural activities etc.
8. The college does possess Training and Placement cell and provides opportunities for career growth etc. It is observed that students are not happy with regard to Training and Placement cell. Only a few students have been selected for various companies. Opportunities for career growth are almost marginalized and every effort would be initiated by the Management and the Institution to address their problems.

9. Majority of the students are very happy with fee structure, scholarships etc. Only a few students are not comfortable with the scholarships and fee structure.
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.