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# **STUDENT SATISFACTION SURVEY REPORT 2018-19**

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**Internal Quality Assessment Cell  
(IQAC)**



**SALIPUR AUTONOMOUS COLLEGE, SALIPUR  
ODISHA-754202**

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## **Backdrops:**

Salipur Autonomous College is one of the oldest Higher Education Institution(HEI) of Odisha established in the year 1964, which got embedded with the inherent closed loop system corrects itself through the feedbacks/surveys on continuous basis. Students Satisfaction Survey (SSS) is one among these surveys. This survey includes majorly the questionnaire recommended by NAAC. Apart from Teaching-Learning and Evaluation aspects, the survey has included the institution infrastructural and welfare aspects too. The organisation of survey, guidelines, questionnaire and the results are provided as follows:

### **National Assessment and Accreditation Council (NAAC)**

#### **Student Satisfaction Survey(SSS)**

#### **Key Indicator - 2.7.1**

#### **Under Criterion II of Teaching – Learning and Evaluation Guidelines for Students:**

The Higher Education sector is highly competitive. To impart quality Technical education and provide competent resources to the society, stakeholder's inputs create a cutting edge in achieving this. Our institute Our Salipur Autonomous College is one of the pioneer Higher Education Institution of Odisha imparting General Education. Your genuine input and suggestions will take it to the greater heights. Please join us in reaching this goal and setting up a bench mark in the society in creating & preparing students for world class completion .

A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed. This survey is being conducted and its motto is to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

## INFORMATION ABOUT RESPONDANT

A) Please confirm this is the first and only time you answer this survey.

a) Yes  b) No

B) Age: C) College Name:

D) Gender: a) Female  b) Male  c) Transgender

E) What degree program are you pursuing now?

a) Bachelor's  b) Master's  c) MPhil

d) Doctorate  e) Other ( )

F) What subject area are you currently pursuing?

a) Arts  b) Commerce  c) Science

d) Professional  e) Other: ( )

### Instructions to fill the questionnaire:

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

## **Criterion II – Teaching–Learning and Evaluation Student Satisfaction Survey on Teaching Learning Process**

**Following are questions for online student satisfaction survey regarding teaching learning process.**

1. How much of the syllabus was covered in the class?
  - 4 – 85 to 100%
  - 3 – 70 to 84%
  - 2 – 55 to 69%
  - 1– 30 to 54%
  - 0 –Below 30%
  
2. How well did the teachers prepare for the classes?
  - 4 –Thoroughly
  - 3 – Satisfactorily
  - 2 – Poorly
  - 1 – Indifferently
  - 0 – Won't teach at all
  
3. How well were the teachers able to communicate?
4.
  - 4 – Always effective
  - 3 – Sometimes effective
  - 2 – Just satisfactorily
  - 1– Generally ineffective
  - 0– Very poor communication
  
5. The teacher's approach to teaching can best be described as
  - 4– Excellent
  - 3 – Very good
  - 2 – Good
  - 1 – Fair
  - 0– Poor

6. Fairness of the internal evaluation process by the teachers.
- 4 – Always fair
  - 3 – Usually fair
  - 2 – Sometimes unfair
  - 1 – Usually unfair
  - 0– Unfair
7. Was your performance in assignments discussed with you?
- 4 – Every time
  - 3 – Usually
  - 2 – Occasionally/Sometimes
  - 1 – Rarely
  - 0– Never
8. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
- 4 – Regularly
  - 3 – Often
  - 2 – Sometimes
  - 1 – Rarely
  - 0– Never
9. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
- 4 Significantly 3
  - Very well
  - 2 – Moderately
  - 1 Marginally
  - 0– Not at all
10. The institution provides multiple opportunities to learn and grow.
- 4 – Strongly agree
  - 3 – Agree
  - 2 – Neutral
  - 1 – Disagree
  - 0– Strongly disagree

11. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

12. Your mentor does a necessary follow-up with an assigned task to you.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

13. The teachers illustrate the concepts through examples and applications.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

14. The teachers identify your strengths and encourage you with providing right level of challenges.

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0 – Unable to

15. Teachers are able to identify your weaknesses and help you to overcome them.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

16. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

17. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

18. Teachers encourage you to participate in extracurricular activities.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

20. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

- 4 – Above 90%
- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%

21. The overall quality of teaching-learning process in your institute is very good.

- 4 –Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

22. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

a)

b)

c)

**PART-B**

# **REPORT**

## **ABOUT THE SURVEY:**

Students of an Institution form the core of the stakeholders and all the activities undertaken by the institute are focused on creating a barrier free and conducive environment for excelling in their academics. In this regard the institution has provided many facilities for the benefit of students such as Hostels, Drinking Water, Canteen, House Keeping, Transportation etc. to name a few. In the process the institution strives to achieve its program objectives as laid down in the policy document. It becomes imperative for any institution to reiterate that, it is achieving its set goals and therefore it becomes necessary to elicit perceptions and opinions of the students who are the foremost stakeholders and identify the deviations if any, to improve the system and hence this survey is being carried on.

## **SURVEY PROCESS:**

The survey is conducted and reported by Internal Quality Assessment Cell (IQAC) with support of Heads and Coordinators of all the departments. The questioners were prepared in the form of Google form and circulated to all the departments and then to students through coordinators. was also collected by Librarian on library facilities.

The feedback was taken on different attributes like; Basic Facilities, Basic Services, Maintenance and Cleanliness, Co-curricular and Extracurricular activities, Food and water, Library Services and Hostels. Around 528 students participated in the survey conducted in the month of March 2019. A group Seven teachers under the leadership of Academic Bursar analyzed the questionnaires and the responses given by the students are given below in the form of Bar Diagrams..

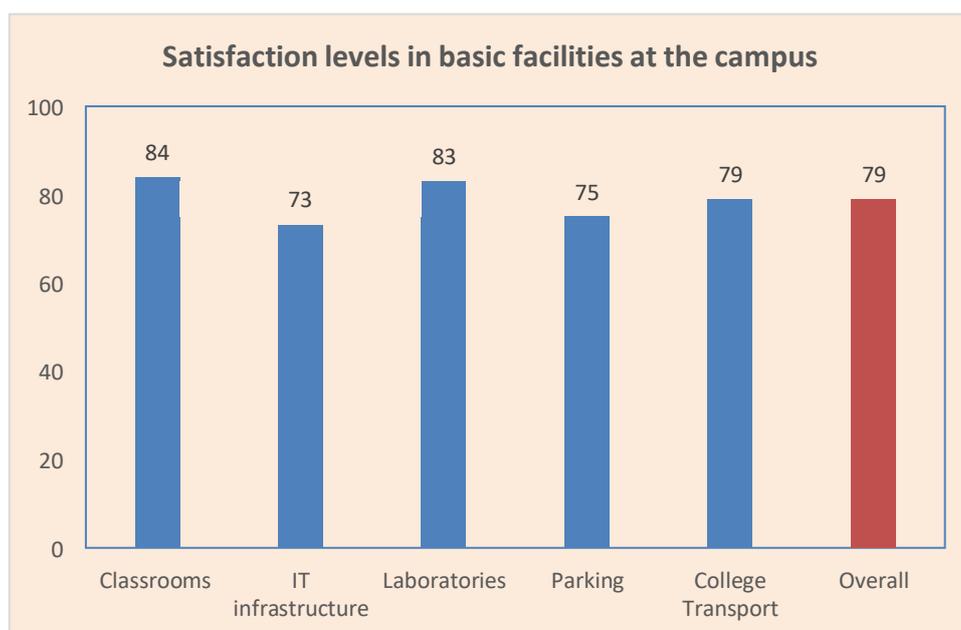
The responses obtained on these dimensions are compiled into a spread sheet, analyzed and logical conclusions are drawn there from. As all the values are represented in terms of percentage, a value above 50 indicates an above average satisfaction. The weighted average value of student satisfaction is obtained after assigning weightage to the parameters on the basis of judgment applied by the members of IQAC. The results of the survey will help the institution to understand both short term and long term needs of the students and initiate remedial action to improve the facilities wherever it is required. The outcome of this survey will provide a base for Planning.

# SATISFACTION LEVEL OF BASIC FACILITIES IN THE CAMPUS:

The satisfaction of students in the campus with respect to basic facilities provided are measured on the basis of

- Facilities in the class rooms (Furniture, Lighting, Ventilation, Projectors)
- Availability of IT infrastructure (Computing, Internet, Wi-fi,)
- Availability of software, hardware or instruments in laboratories
- Two / Four-wheeler parking

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is around 79%. The detailed analysis shows that the satisfaction level with respect to Class rooms is maximum followed by Laboratories. It is also seen that the satisfaction level is the least in case of “IT infrastructure” “Parking Facility” and “Transportation”.

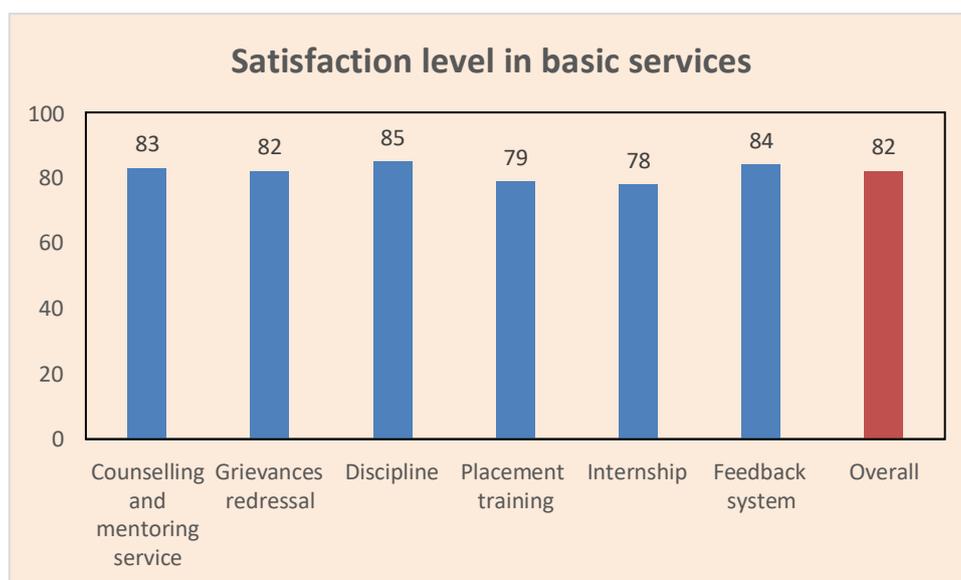


## SATISFACTION LEVEL IN BASIC SERVICES IN THE CAMPUS:

The satisfaction level with respect to student related activities/facilities are measured based on the following parameters

- Counseling/Mentoring Service
- Redressed of Grievances in the College/Department
- Discipline in the College
- Placement Training and related activities
- Internships and related activities
- Feedback system on faculty and Lab Instructors

The survey conducted on these parameters reveals that the overall satisfaction level is around 82%. In the parameter wise breakup it is seen that satisfaction level is the least in case of “Internships” and maximum in case of “Feedback System”, “Discipline in the campus” and “Counseling Service”.

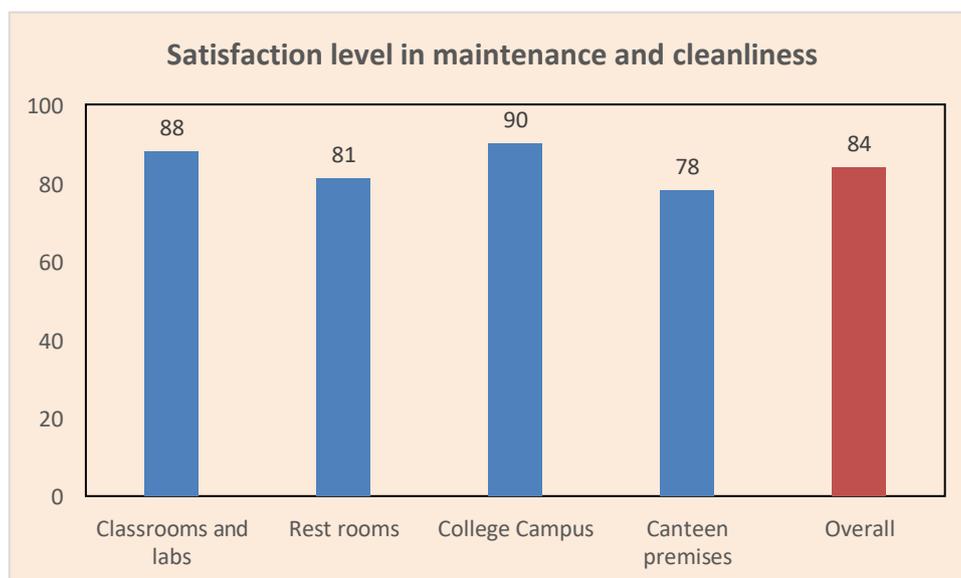


## SATISFACTION LEVEL IN MAINTENANCE AND CLEANLINESS:

The satisfaction of students in the campus with respect to basic facilities provided are measured on the basis of

- Class rooms and laboratories
- Rest rooms
- College campus
- Canteen Premises

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is around 84%. The detailed analysis shows that the satisfaction level with respect to Cleanliness of the campus is maximum followed by Class rooms and Labs. It is also seen that the satisfaction level is the least in case of cleanliness of “Canteen premises”.

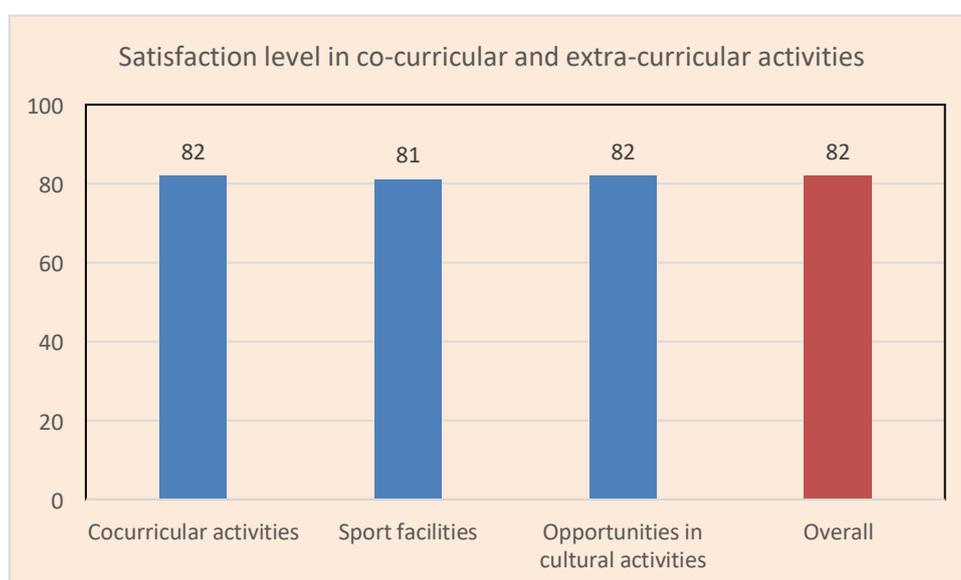


## SATISFACTION LEVEL IN CO-CURRICULAR AND EXTRACURRICULAR ACTIVITIES:

The satisfaction of students in the campus with respect to basic facilities provided are measured on the basis of

- Co-curricular activities (Guest lectures, Industry visits, workshops etc.,)
- Facilities for Indoor and Outdoor Sports
- Opportunities to participate in Cultural activities

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above activities is around 82%. The detailed analysis shows that the satisfaction level with respect to Co-curricular activities is maximum is least in case of “Sports and Cultural activities”.

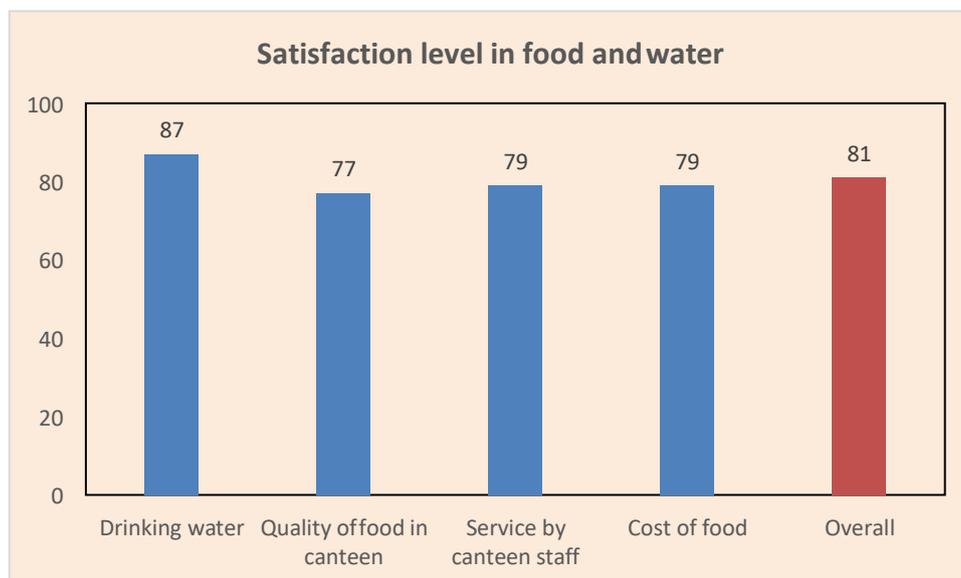


## SATISFACTION LEVEL IN FOOD AND WATER:

The satisfaction of students in the campus with respect to Food and Water provided are measured on the basis of

- Availability of Safe and Pure drinking water
- Quality of food supplied in the Canteen
- Service provided by the Canteen staff
- Cost of Food items/Meals

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is around 81%. The detailed analysis shows that the satisfaction level with respect to Drinking water provided in the campus is maximum. It is also seen that the satisfaction level is the least in case of “Canteen food” and “Cost of food in the canteen”.



## SATISFACTION LEVEL IN LIBRARY SERVICES:

The satisfaction level with respect to library services was measured based on the following parameters

- Library Physical Facilities
- Library Web Facilities
- Library Staff
- Library Timings

The survey conducted on these parameters reveals that the overall satisfaction level is above 71%. In the parameter wise breakup it is seen that satisfaction level is the least in case of support by library staff and highest in case of Physical facilities in library.

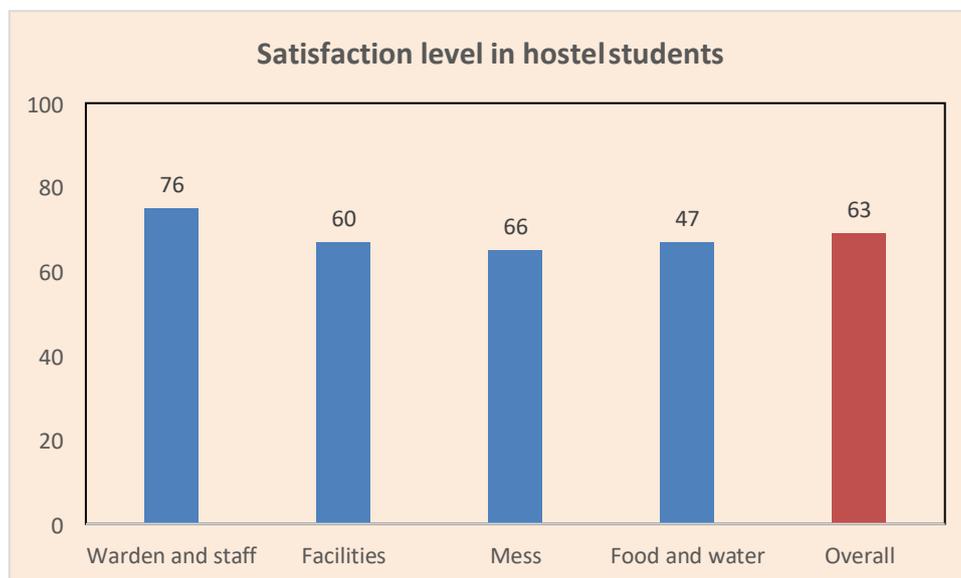


## SATISFACTION LEVEL OF HOSTEL STUDENTS:

Global Academy of Technology has 5 hostels, three of them are for boys and two are for girl students. The satisfaction level is measured based on the following sub- parameters

- Warden and other Staff members
- Hostel Facilities and Cleanliness
- Mess Facilities
- Food and Water

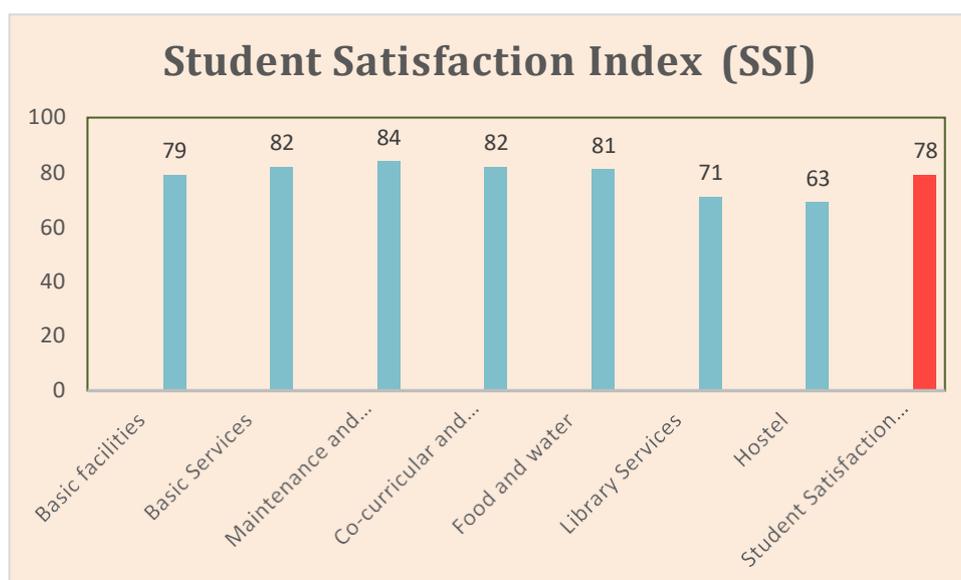
Based on the analysis it is revealed that, the satisfaction level in boys and girls hostels is around 69%. The parameter wise analysis shows that satisfaction level is the least in case of “Facilities provided in the hostel” followed by “Food and Water”. The other two facilities are above average.



## STUDENT SATISFACTION INDEX:

The overall Student Satisfaction Index (SSI) is calculated based on all the surveys made with due weightage to each survey. After discussions with members of IQAC weightage for each survey is decided and are presented in the following table. The SSI is calculated using weighted average and it is observed that the overall SSI for the year 2018-19 is 78%.

Surveys	Feedback %	Weightage
Basic Facilities	79	20
Basic Service	82	20
Maintenance and Cleanliness	84	15
Co-curricular and extracurricular activities	82	15
Food and Water	81	10
Library Services	71	10
Hostel	63	10
<b>Student Satisfaction Index (SSI)</b>	<b>78</b>	



## **RECOMMENDATIONS FROM THE SURVEY:**

The overall satisfaction level of students of Salipur Autonomous College as seen by Student Satisfaction Index (SSI) is around 78%. The following are the issues on which the students have shown concern:

- The canteen facility inside the campus needs improvement
  - ✓ The quality of food to be improved
  - ✓ The canteen ambience needs to be improved
- The proper parking facility is essential
- Internship, industrial visits and industry-institute interaction need to be increased. Proper arrangements are required for internship activities
- Increase number of quality guest lectures and workshops
- Provide scope for cultural activities
- Library – Number of books to be increased
- The capacity of the IT facility to be increased with wi-fi facility to students and internet browsing center
- The internet facility and quality of food to be improved in hostel.

The 3<sup>rd</sup> May 2019