

Pandit Raghunath Murtu

Smriti Mahavidyalaya

STUDENT SATISFACTION SURVEY

SESSION—2020-21





Pandit Raghunath Murmu Smriti Mahavidyalaya

[UG and PG College]

A Govt. Aided and NAAC accredited Institute

STUDENTS SATISFACTION SURVEY [SSS] SESSION 2020-21

INTRODUCTION:

The Indian higher education system is the third largest in the world. The higher education institutions are governed by the norms set by the affiliating University based on the guidelines provided by the University Grant Commission (UGC). National Assessment and Accreditation Council (NAAC) has been established to strengthen the education system, to ensure complete transparency, to stimulate the academic environment for promotion of quality of teaching-learning and research in higher education institutions (HEI).


Students are the most important stakeholders of any educational institution. Along with students' progression and placements one of the main indicators of a college's progress is the students' level of satisfaction. In India HEIs are not only imparting the required skills and improving the abilities of their graduates but are also concentrating to gratify students' feelings about their scholastic experiences in the institution. There is emphasis on primary activities such as teaching learning, evaluation, research, extension activities, innovation along with emphasis on infrastructure facilities, quality of services, welfare measures for students and staff and overall satisfaction. of overall educational experience.

The vigorous, efficacious and value predicated scholastic system is the backbone of any nation. To progress in the right direction complete knowledge of student diversity, socio economic status, expectations and academic preferences are very useful parameters.

The gratified individual will have greater efficiency and will contribute to further progress of the institution and nation at large. Students who are studying in a higher educational institution seek more quality education and perfection of the system, in terms of approachability of the place, good infrastructure, quality education system, services offered by the institution, additional inputs in the form of value addition and employability enhancement courses etc. As stated by Usman (2010) the infrastructure facilities are becoming important, because these facilities satisfy student's perception, esteem and develop them with all the essentials and capabilities to be an efficacious learner.

HEI's all across the world are increasingly vying for students on a national and international level. They strive to improve student satisfaction to admit and retain students. This can only be accomplished


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if all of the services that contribute to "academic life" are of sufficient quality. Students satisfaction can be defined as an attitude resulting from an assessment of students' educational experience, services and facilities provided by the institution. Because students are the important internal judges of performance of the institute, student satisfaction surveys are important and help the HEI to improve and adjust accordingly in the landscape of higher education. It also provides satisfaction to the institute of offering quality education.

The IQAC of PRMSM initiated a step to measure the student satisfaction survey in the year 2017 as per its road map. A questionnaire was developed and necessary changes are made in consultation with the experts suiting to the needs of the university and the same was adopted.

Objectives of Student Satisfaction Survey

- To know the holistic view about the satisfaction level of the pass-out students of each programme on the basis of mentioned defined parameters.
- To evaluate the success and weak spots of the programme
- To ascertain any concern for any specific learning environment
- To determine the response to the applicability, implementation and execution of different activities organized by Clubs and
- To invite suggestions for further improvement measures so as to bring holistic improvement in the requisite


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QUESTIONNAIRE FOR STUDENT SATISFACTION SURVEY SESSION – 2020-21

Students are asked to fill the following feedback form on infrastructure, teaching learning, library and other facilities provided by the college. There are twenty four (24) questions with five options each. Students are asked to tick only one option which they feel is suitable for a particular question. They must not write their name, UID or anything that may be used to identify them. Only following information regarding them is needed.

Course: UG/PG

Semester:

Stream

Q1. Are you satisfied with the overall Teaching-Learning process of the college?

- Very Satisfied
- Moderately Satisfied
- Somewhat satisfied
- Not satisfied
- Do not Know

Q2. Coverage of the syllabus

- Adequate
- Above average
- Average
- Below average
- Not satisfactory

Q3. Is the courses studied by you have enhanced your knowledge, skills and capabilities?

- Strongly Agree
- Agree
- Not sure
- Do not Agree
- Do not Know

Q4. The teachers' approach to teaching

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q5. Teachers' command over the subjects they teach and overall class performance

- Excellent
- Very good
- Good
- Average
- Not satisfactory

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Q6. Use of interactive and computer assisted teaching

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q7. Motivation from the teachers

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q8. Student-Teacher Interaction

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q9. Overall experience with internal assessment

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q10. Opportunity to participate in activities beyond the classroom (Workshops/ Projects /Fieldwork)

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q11. Library facilities in the College

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q12. The teacher guides the students for overall personality development

- Strongly Agree
- Agree
- Not sure
- Do not Agree

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Q13. Admission procedure of the College

- Very transparent
- Moderately transparent
- Somewhat transparent
- Not transparent
- Do not Know

Q14. Examination system of the college

- Very transparent
- Moderately transparent
- Somewhat transparent
- Not transparent
- Do not Know

Q15. Support and assistance of the Library Staff

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q16. Assistance from the college office on overall studentship

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q17. Scholarship(s) available from the College

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q18. Are you satisfied with Grievance redressal system?

- Very Satisfied
- Moderately Satisfied
- Somewhat satisfied
- Not satisfied
- Do not Know

19. Opportunities for extra-curricular activities (Sports, Cultural etc)

- Excellent
- Very good
- Good
- Average
- Not satisfactory

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Q20. Physical infrastructure of the College

Adequate

- Above average
- Average
- Below average
- Not satisfactory

Q21. Drinking water and health service facility

- Adequate
- Above average
- Average
- Below average
- Not satisfactory

Q22. Condition of the Canteen

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q23. Cleanliness and maintenance of college premises

- Excellent
- Very good
- Good
- Average
- Not satisfactory

Q24. Condition of sanitary system

- Excellent
- Very good
- Good
- Average
- Not satisfactory

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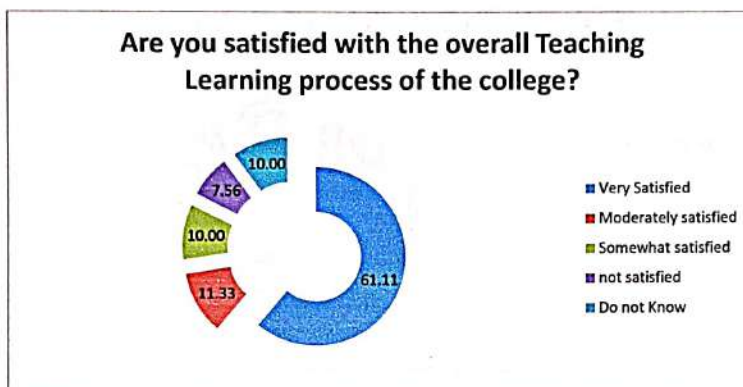
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Analysis of Students' feedback (2020-21)

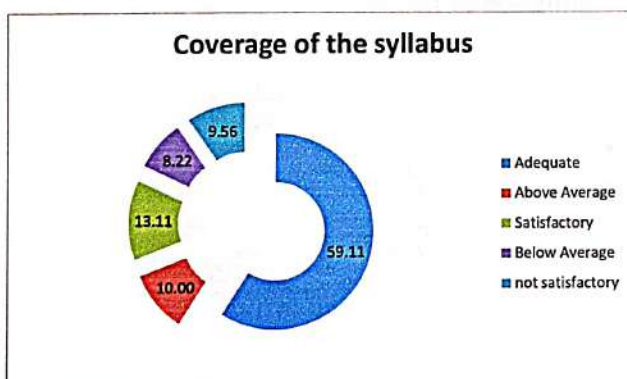
Q1. Are you satisfied with the overall Teaching-Learning process of the college?

The following chart shows the satisfaction level of students about the satisfaction level of overall teaching-learning process of the college in 2020-21? About 61.11% says they are very satisfied with the overall teaching-learning process of the college.



Q2. Coverage of the syllabus

The following chart shows the satisfaction level of students about the coverage of the syllabus by the department. About 59.11 % says there is adequate coverage of the syllabus by the department. Which is about 10% improvement from the last year.



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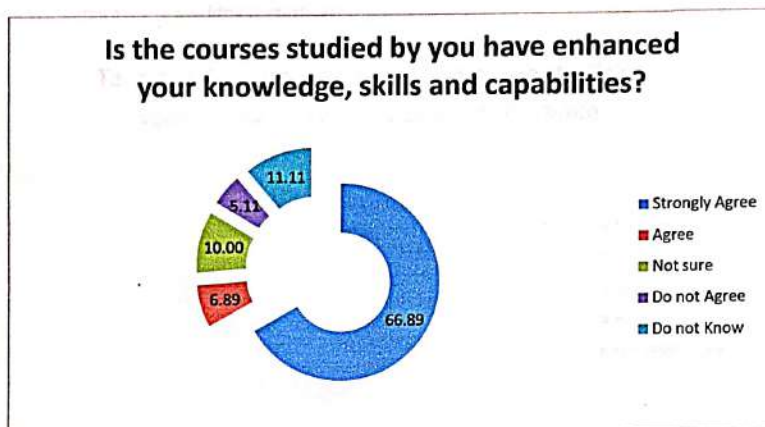


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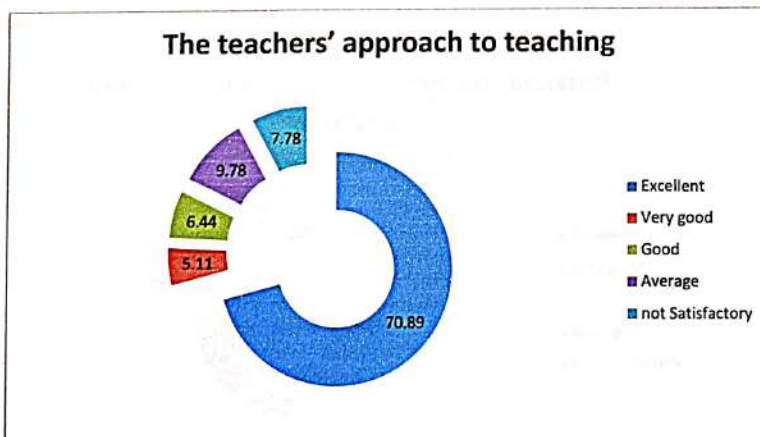
Q3. Is the courses studied by you have enhanced your knowledge, skills and capabilities?

The following chart shows the satisfaction level of students about the courses studied by them have enhanced your knowledge, skills and capabilities. About 66.89% strongly agree with the notion.



Q4. The teachers' approach to teaching

The following chart shows the perception of the students about the teachers' approach to teaching. 70.89% of the students think that the teacher's approach to teaching is excellent.



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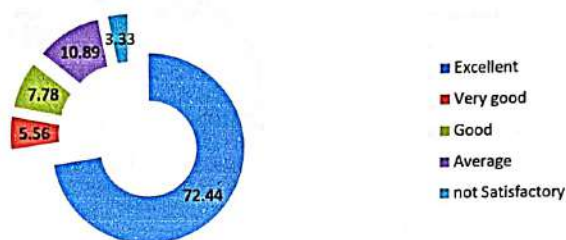
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Q5. Teachers' command over the subjects they teach and overall class performance

The following chart shows the perception of the students about the teachers' command over the subjects they teach and overall class performance. About 72.44% of the students think that the teacher's approach to teaching is excellent.

Teachers' command over the subjects they teach and overall class performance



Q6. Use of interactive and computer assisted teaching

The following chart shows the use of interactive and computer assisted teaching as interpreted by the students. 76.44% of the students think that the teachers' use of interactive methods and computer assisted teaching is excellent.

Use of interactive and computer assisted teaching



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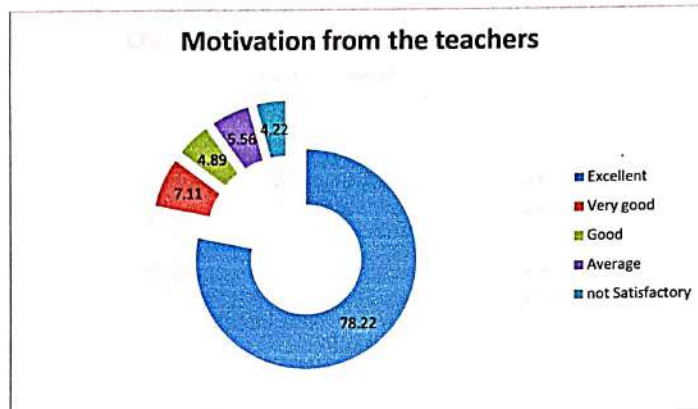
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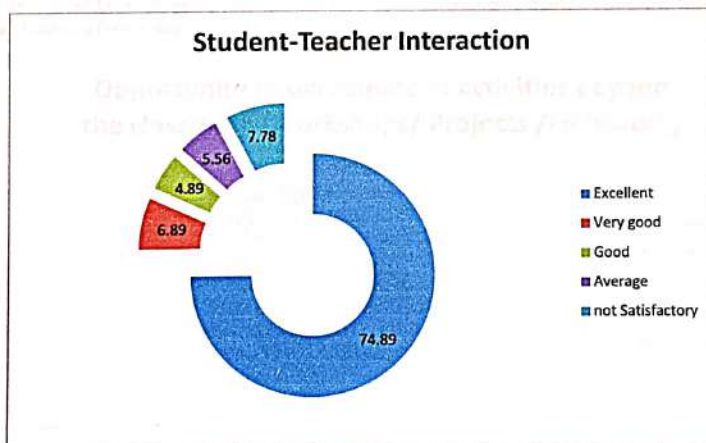
Q7. Motivation from the teachers

The following chart shows the perception of the students about how they are motivated by the teachers. 78.22% of the students say that the teachers motivate them excellently.



Q8. Student-Teacher Interaction

The following chart shows the data on the students' teachers' interaction. About 74.89% students think that the interaction between them and the teachers are excellent.



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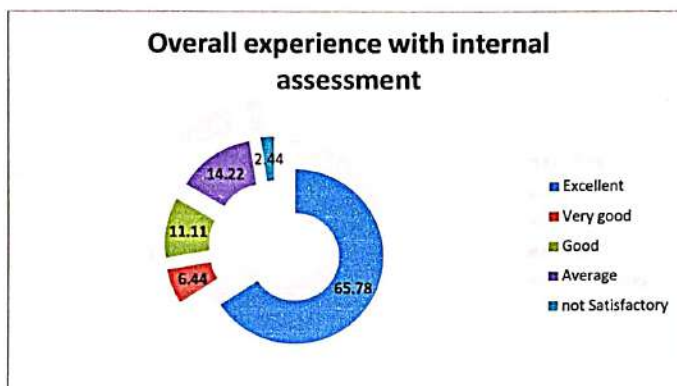
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Q9. Overall experience with internal assessment


The following chart shows the Overall experience of the students on internal assessment. Students say that they are quite happy with their experience with internal assessment. The percentage of satisfaction level has been decreased from 77% to 65.78% who claimed it was excellent earlier.



Q10. Opportunity to participate in activities beyond the classroom (Workshops/ Projects /Fieldwork)

The following chart shows the opportunity for the students to participate in activities beyond the classroom (Workshops/ Projects /Fieldwork). According to the students it is increased from 57.98% to 67.11% this year. They get excellent opportunity to participate in activities beyond the classroom (Workshops/ Projects /Fieldwork).




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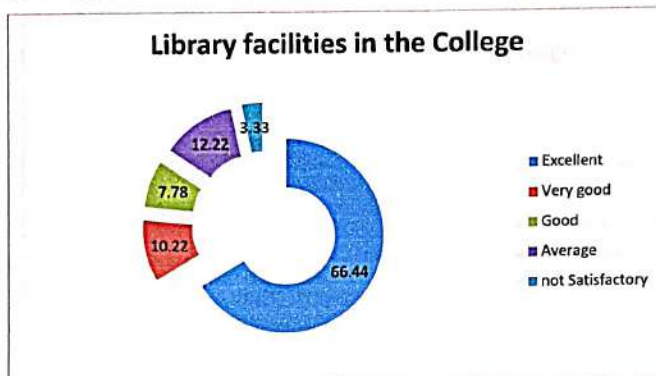
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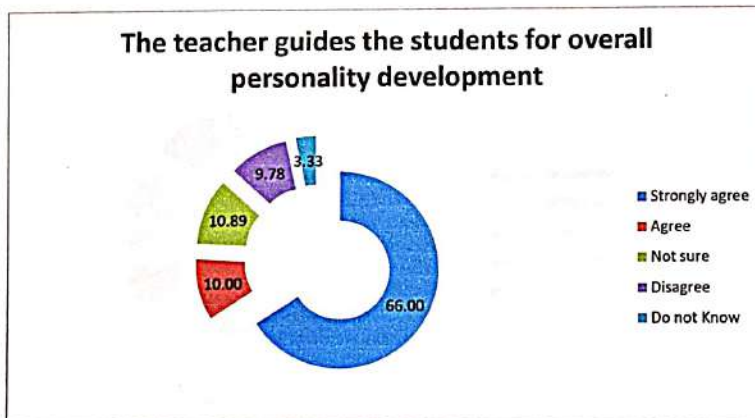
Q11. Library facilities in the College

The following chart shows the library facilities available in the College. And 66.44% students agree that there are excellent library facilities available in the college which is slight decrease than the previous year



Q12. The teacher guides the students for overall personality development

The following chart shows the guidance by the teacher to students for overall personality development. About 66% strongly agree with the statement which is vast improvement from the previous year.



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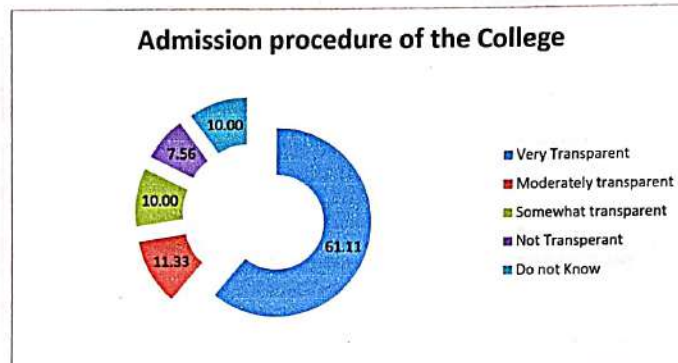
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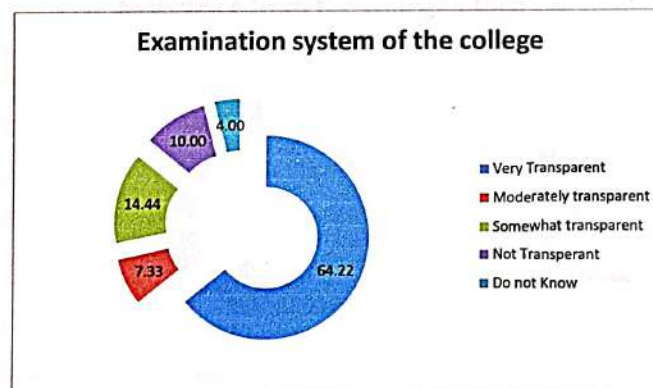
Q13. Admission procedure of the College

The following chart show about the transparency of the admission procedure of the college. And 61.11% students say that the procedure is very transparent.



Q14. Examination system of the college

The following chart show about the transparency of the examination procedure of the college. And 64.22% students say that the procedure is very transparent




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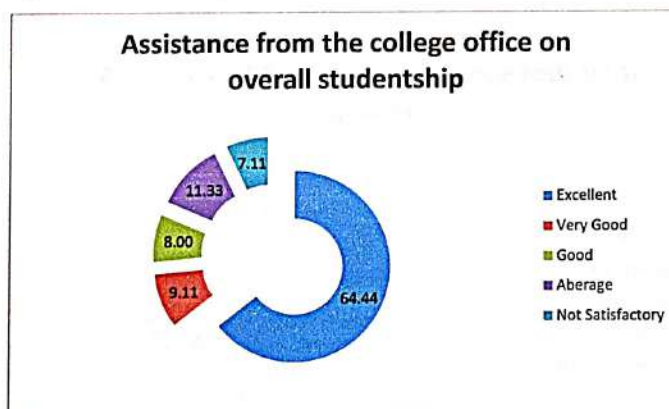
Q15. Support and assistance of the Library Staff

The following chart show about the support and assistance of the Library Staff. And 61.11% students say that the support is excellent which is slightly less than the last year.



Q16. Assistance from the college office on overall studentship

The following chart show about the support and assistance from the college office on overall studentship. And 64.44% students agree that the assistance is excellent. This is slight improvement than the last year.



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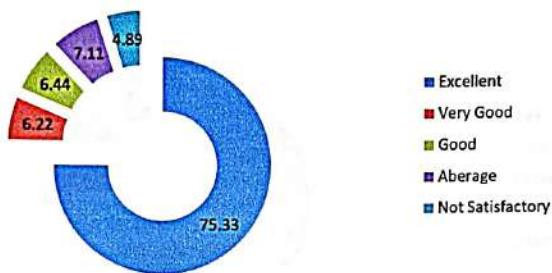
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Q17. Scholarship(s) available from the College

When students are asked about the availability of scholarships and assistance provided to get those scholarships, 75.33% students agree that the college provides excellent opportunity to get scholarship.

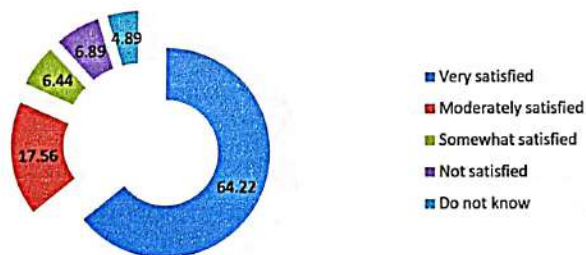
Scholarship(s) available from the College



Q18. Are you satisfied with Grievance redressal system?

The following chart shows the satisfaction level of students about the grievance redressal system of the college. And 64.22% students are very satisfied with the grievance redressal system of the college.

Are you satisfied with Grievance redressal system



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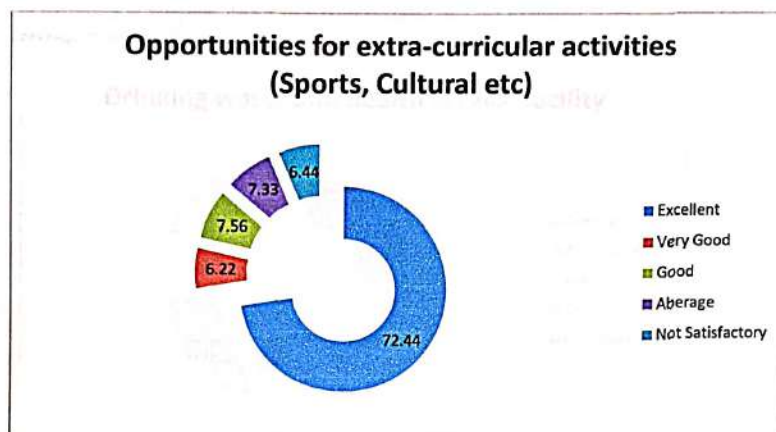


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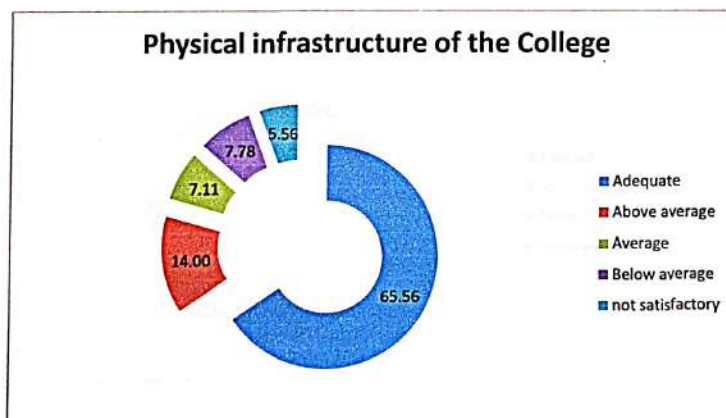
19. Opportunities for extra-curricular activities (Sports, Cultural etc)

The following chart shows about the opportunities for students on extra-curricular activities (Sports, Cultural etc). 72.44% students agree that there are excellent opportunities for extra-curricular activities (Sports, Cultural etc)



Q20. Physical infrastructure of the College

When students are asked about the Physical infrastructure of the College, 65.56% agreed that there is adequate Physical infrastructure available in the College. The overall perception of the students about the college infrastructure remains more or less same.



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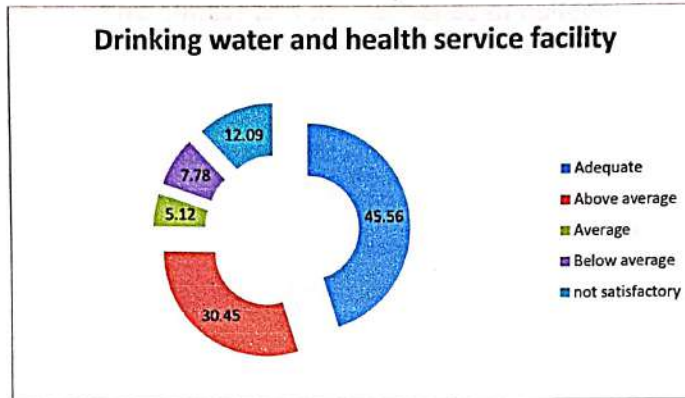


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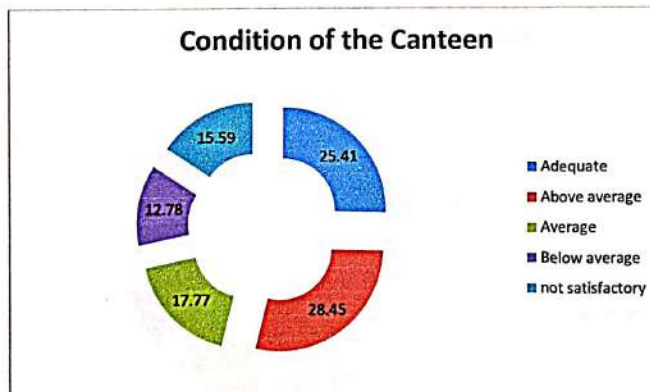
Q21. Drinking water and health service facility

The following chart show about the drinking water and health service facility available in the college. In this case only 45.56 students feel that the drinking water and health service facility available in the college is adequate. About 20% students think that this particular facility is either below average or not satisfactory.



Q22. Condition of the Canteen

The following chart shows the condition of the Canteen within the college. The result shows that about 28% students feel that the condition of the Canteen is below average or unsatisfactory which is nominal improvement than the previous year.



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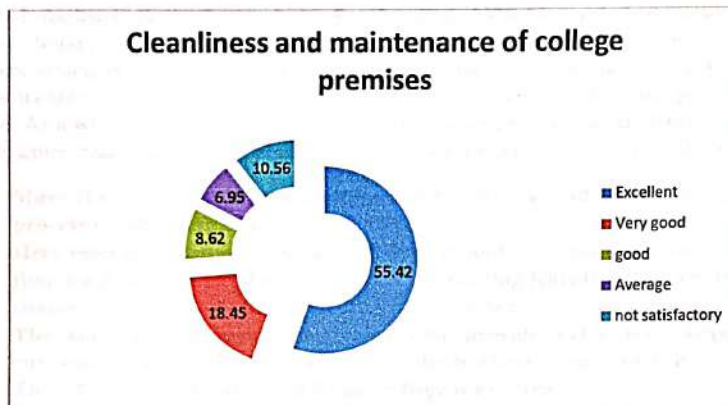


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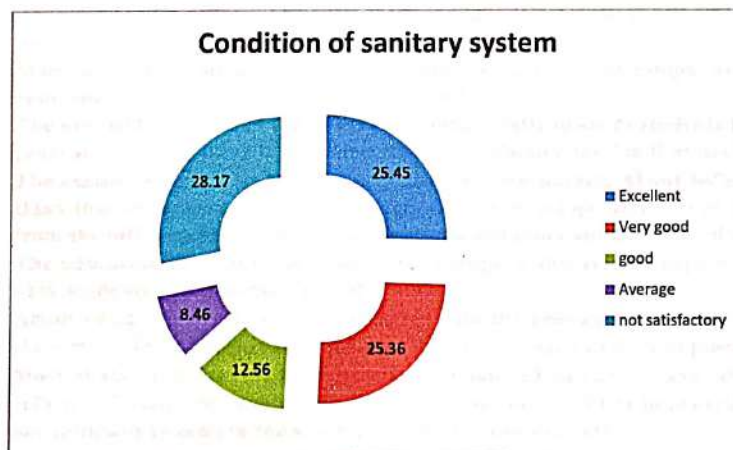
Q23. Cleanliness and maintenance of college premises

When students are asked about overall cleanliness and maintenance of college premises they reacted positively. About 55.42% students feel that the Cleanliness and maintenance of college premises is excellent. This particular aspect has been deteriorated.



Q24. Condition of sanitary system

The following chart shows the condition of sanitary system in the college. Although it is improved slightly from the year 2019-20 the students are still not very happy with the condition of sanitary system in college. About 28.17% think it is not satisfactory.



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Report of the feedback of the students on infrastructure, teaching learning, library and other facilities provided by the college.

As per the guidelines provided by the National Board of Accreditation Council (NAAC), the Internal Quality Assurance Cell (IQAC) of Pandit Raghunath Murmu Smriti Mahavidyalaya collected feedback from the students for the year 2020-21 on infrastructure, teaching learning, library and other facilities provided by the college. About 450 students provided feedback which is about 12.5% of the students. After analysing the feedback, necessary actions are taken to improve the teaching learning process and other facilities provided by the college. As a whole, the following synopsis can be obtained about the students' feedback on infrastructure, teaching learning, library and other facilities provided by the college.

- More than 60% students are either highly satisfied with the teaching-learning process of the institution.
- Here most of the teachers are knowledgeable and the command over the subjects they teach is excellent. In every aspect of teaching learning methods the faculty community has score more than 70% in excellence.
- The teachers are highly motivated and provide extra time beyond their curricular activities. More than 78% students strongly agree on this.
- The Library facility provided by the college is excellent.
- Students get ample opportunities for extra-curricular activities. About 70% students strongly agree on it. They are encouraged to take projects, field visits, sports and cultural activities. They participate in various cultural programmes throughout the year.
- Cleanliness of the college campus and campus maintenance is deteriorated in this current year as expressed by the students.
- Students are not very happy on the drinking water facility and sanitation facility provided by the college. Although there is slight improvement but still quite far away from the standards set by the other aspects.
- Students of this institution get ample opportunities for scholarships. All kinds of assistance provided for getting the scholarship.
- The overall behaviour of the library and office staffs towards students is good in general. Although there is some decrease of satisfaction level in that part.
- The examination system in the college is quite transparent. About 66% students think that the system is very transparent. The students get all kinds of assistance from the office staffs regarding examinations and other student related activities.
- The admission Procedure adopted by the college is also very transparent. About 61% students agree to this particular notion.
- About 64.22% students are very satisfied with the grievance redressal system of the college. They feel that their grievances are addressed as soon as possible.
- Most of the students feel that there is adequate infrastructure available in the college. Although the canteen facilities and sanitary facilities improved but it is not sufficient to achieve the satisfaction level of the students.

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As part of the procedure, the college authority, with the help of IQAC, after analysing the feedback take necessary measures to implement and improve the state of affairs. During the period of Covid—19 there was a vast loss of time and resources. COVID pandemic has impacted most of the higher education institutes by shifting to online teaching. Due to this change, there has been increasing use of online learning management systems, social media applications, soft copy of texts and ERP platforms used by students and teachers to provide feedback and comments about a course and online classroom experience before and during the pandemic. This feedback is important for the education institutes and can be used to improve the teaching and learning experience. Varied modes of assessments were adopted by the teachers this was appreciated by the students Group discussions, debates, presentations, and interactive discussions were the methods widely used. Most of the students were appreciative of novel methods of assessments like quiz and online activity sheets. As a college situated in Jungle Mahal and with difficulties in accessing the internet and other resources, the institute tried its level best to cater to the student community as a whole.

ACTION TAKEN

The following actions were taken on the basis of the feedback

1. In response to the access to reading material, several steps were taken by the College Library to enable students as well as teachers to gain access to library resources during the Pandemic
 - Library Orientation was conducted online to acquaint users with the method of accessing e-resources offered by NLIST and e-books and e-journals procured by the College
 - Detailed User Manual Guidelines for accessing all e-resources (NLIST, e-books and e-journals procured by College) were uploaded in college website
 - PG and UG members registered for NLIST
 - Question papers uploaded in college website
2. Mentoring for all semesters has been done. Teachers are given special responsibilities to look for vulnerable students and keep a watch on mental health of the students.
3. Online remedial sessions for both slow and fast learners were conducted.

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CONCLUSION -


The students' satisfaction and the whole exercise is an innovative method to obtain students' feedback on their academic experience, perceptions and expectations from the higher education institution and finally to assess their satisfaction level. It contributes in understanding student's perception, likes and dislikes and more importantly which educational experience they think of as the most important and which facilities require improvement. The method devised to obtain feedback of students of HEI is very innovative, generic, flexible and easy to adopt by any higher education institution. The questions can be changed and altered based on the requirements of the institution. Various interpretations can be obtained using this technique.

One survey analysis is capable of highlighting many parameters and aspects of higher education institutions. This analysis helps us in determination of parameters which require higher levels of improvement and changes to offer students greater levels of satisfaction. It also helps us in assessing the parameters, where institutions are strong and which can become their strengths. It provides information about actions that can be taken to maintain high levels of satisfaction and improve student learning experiences in the institution. Higher satisfaction level will definitely contribute to better outcomes.

Each question in the questionnaire highlights different aspects of an underlying perception. If few questions are combined together and even Likert scale is used, a reasonably accurate measure of the satisfaction can be obtained and effectiveness of that parameter can be analyzed easily. For instance, Teacher quality in imparting curriculum and giving extra inputs and effectiveness of library services is analyzed in the observation. If this method is used on a regular basis it may provide many insights into satisfaction level of students, changes in student priority, Quality of teachers, factors that really contribute to students' satisfaction. The study also emphasizes that there is a need to make students aware of objectives and intended learning outcomes. It can help administrators to understand the relative importance and accordingly plan improvement in facilities and resources.

The method developed is a useful tool for selecting the most efficient parameters which help in improvement of experience, which leads to satisfaction. The facilities and services of organizations can then be improved to maximize efficiency. This study presents an easy, reliable and complete quality assessment method to obtain student feedback with no additional cost for any software purchase or training.


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