

# **Shri.Kisanlal Nathmal Goenka College, Karanja Lad**

## **STUDENTS SATISFACTION SURVEY ANALYSIS REPORT**

(Academic Session 2019-20)

Date: 11/04/2019

The committee has following members

1. Dr.D.B. Raghuwanshi
2. Dr.P.S.Shirsat
3. Dr. N.M.Chhangani

### **Objective:**

College administers student satisfaction surveys in order to elicit student opinion and perspective regarding institutional climate. Programs, and services. As part of a broader assessment effort student satisfaction survey provide a means to understand student opinion at a given point in time. The student satisfaction survey, administered every year, is intended to assess the satisfaction of the college students concerning campus climate, services and facilities, and to ensure educational accountability and institutional transparency.

### **Policy:**

The MCQ style questionnaire has been designed to record satisfaction level of the students. Students were asked to rank, in order of importance 14 items ranging from the percent age of syllabus completed in the classes, the teachers' preparation for the classroom, teachers' communication in the class room, Internal examinations evaluation Fairness, Usefulness of teaching and mentoring process for academic growth, Organization of Programs/Activities necessary for learning and academic growth, Teacher's follow ups with assigned tasks, Teachers encouragement for extracurricular and co-curricular activities, Teachers help to identify your weaknesses and overcome them, Percentage of teachers using ICT tools (PPT, Projector. Multimedia) in teaching, The quality of teaching-learning, The campus facilities, Library services and the satisfaction regarding support and help from non teaching staff.

Recorded Sample- 94 students.

Process:

The Students are supplied with online link MCQ style questionnaire to record their choices. With the help of Survey Heart Application share a questionnaire with the students.

The recorded choices are then processed to obtain the feedback Analysis Report.

Scale:

Option Selected	Point
A	04 Point
B	03 Point
C	02 Points
D	02 Points
E	00 Point

**QUESTIONNAIRE**

**Shri.Kisanlal Nathmal Goenka College, Karanja Lad**  
**Student Satisfaction Survey Questionnaire**  
**(Academic Session 2019-20)**

Name of student: \_\_\_\_\_ Class: \_\_\_\_\_

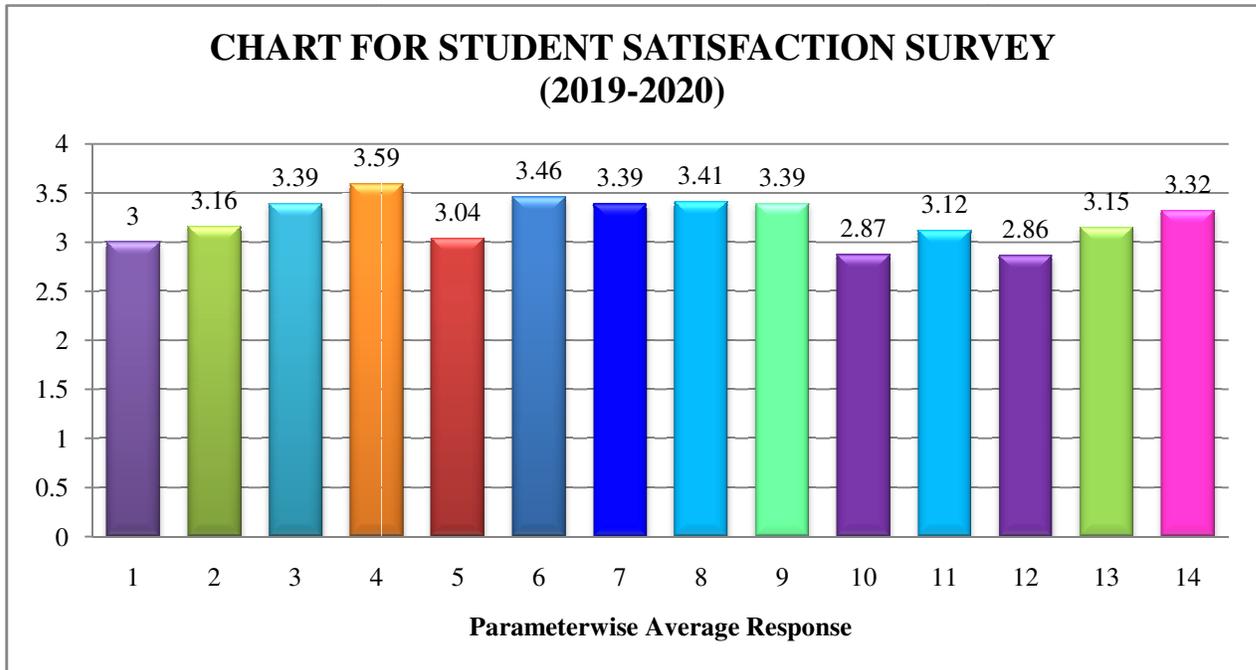
{Instruction: Tick the correct option for the following questions}

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1. What is the percentage of syllabus completed In the classes?  
A) 100%      B) 90%      C) 80%      D) 70%      E) Below70%
2. How is the teachers' preparation for the classroom?  
A) Very good      B) Good      C) Satisfactory      D) Poor      E) No Preparation
3. How is teachers' communication in the classroom?  
A) Very good      B) Good      C) Satisfactory      D)Poor      E)Very bad
4. How fairly internal examinations evaluation is done?  
A) Always fair      B)Sometimes fair      C)Sometimes unfair      D)Usually un fair      E)Unfair
5. Is the teaching and mentoring process in your college useful for your academic growth?  
A) Significantly      B)Very well      C) Moderately      D)Marginally      E)Not at all
6. Does the college arrange different programmes / activities necessary for your learning and academic growth?  
A) Always      B)Sometimes      C)Very few      D)Rarely      E)Never
7. Does teacher takes necessary follow-ups with assigned tasks to you?  
A) Always      B)Sometimes      C)Very few      D)Rarely      E)Never
8. Does teachers encourages you for extracurricular and co curricular activities?  
A) Always      B)Sometimes      C)Very few      D)Rarely      E)Never
9. Do teachers help you to identify your weaknesses and overcome them?  
A) Always      B)Sometimes      C)Very few      D)Rarely      E)Never
10. What percentage of teachers uses ICT tools (PPT, Projector, Multimedia) in teaching?  
A) 100%      B)90%      C) 80%      D)70%      E)Below70%
11. How is the quality of teaching-learning in your college?  
A) Very good      B) Good      C) Satisfactory      D)Poor      E) Very bad
12. How are the campus facilities?  
A) Very good      B) Good      C) Satisfactory      D)Poor      E)Very bad
13. How are the library services in the college?  
A) Very good      B) Good      C) Satisfactory      D)Poor      E)Very bad
14. Is non teaching staff supportive and helpful to you?  
A) Always      B) Sometimes      C) Very few      D) Rarely      E)Never
15. Give three observations/suggestions to improve the overall teaching/learning experience in the college
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**Shri.Kisanlal Nathmal Goenka College, Karanja Lad**  
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The chart showing parameter wise response of the students is as follows...



Parameters: 1.The percentage of syllabus completed in the classes. 2.The teachers' preparation for the classroom. 3. Teachers' communication in the classroom. 4. Internal examinations evaluation Fairness 5. Usefulness of teaching and mentoring process for academic growth.6.Organization of Programs/Activities necessary for learning and academic growth. 7. Teacher's follow ups with assigned tasks. 8. Teachers encouragement for extracurricular and co-curricular activities. 9. Teachers help to identify your weaknesses and overcome them. 10. Percentage of teachers using ICT tools (PPT, Projector, Multimedia)in teaching 11. The quality of teaching-learning 12. The campus facilities. 13. Library services 15. Satisfaction regarding support and help from nonteaching staff.

**Observations on the MCQ:**

The survey reflects lower satisfaction levels on the following parameters...

- Percentage of teachers using ICT tools (PPT, Projector, Multimedia) in teaching (2.87)
- The campus facilities (2.86)

**Observations on the Independent Responses:**

- Majority of the respondents showed dissatisfaction towards lack of girls' common Room
- Majority of the girls registered dissatisfaction towards in adequate and improper washrooms
- Number of respondents also demanded to set up of the Canteen/Café facility on campus

- Some of the students also wanted to see the increase in number of sports facilities.
- Some of the students demanded an increase in the number of books in the library.
- They also wanted to have access to the computer terminals with internet connectivity in the library.
- Some of the students also wanted to have dust-bins in the classrooms.

### Action Taken:

The analysis report is forwarded to the Principal through IQAC for the further action.



**In-charge**

**Criterion No. 2**



**IQAC**

**Coordinator**



**Principal**

**(Dr.V.R.Kodape)**

**Officiating Principal  
Shri K. N. Goenka College  
Karanja Lad**

