

## STUDENTS SATISFACTION SURVEY 2017-18

**Objective:** The internal quality assurance cell (IQAC) is an authority of ongoing efforts to define the objectives of an institution, to have a work plan to achieve them and to evaluate the degree to which each of the tasks is fulfilled. Ensuring the optimal participation of all the stake holders in the institutional governance mechanism is on the top of the agenda of the feedback system. The system is designed to evoke opinions, suggestions, remarks and innovative inputs from different sections of the society to promote and sustain quality education in the institutional functioning.

**Methodology:** Keeping in view the varieties of stake holders specific feedback formats have been designed. The formats are supplied to the students, teacher, employers, alumni and parents asking them to record their responses and send them back to IQAC for subsequent assessment. The data was collected in offline mode from the stakeholders through a structured questionnaire with a five point rating scales viz.(1) Below Average, (2) Average, (3) Good, (4) Very Good, and (5) Excellent. Basic descriptive statistics like average percentage and pie chart have been used for the analysis. The internal quality assurance cell (IQAC) designs the formats, adopts the mechanism for collection of feedback and analyses the same in a systematic manner. The stakeholders are given feedback forms to record their responses to queries. They are advised to record their responses freely and honestly without the slightest fear and prejudices. The feedback form contains queries on the quality of teaching-learning, evaluation, ICT tools, infrastructure, support services, governance, leadership, co-curricular activities and sports, mentor-mentee relationship, and the academic atmosphere.

**Analysis:** The forms are collected by the IQAC and a consolidated item-wise data sheet is prepared to ascertain the variety of responses. The responses are analyzed in a graded manner to make an assessment of the quality maintained in the institutional functioning and activities. On an average, the stakeholders have appreciated the quality of teaching-learning process as well as academic ambience most. However, the students have raised some concerned regarding availability of more text and reference books in the library and infrastructural facilities of the college.

**Action Taken:** 1. The IQAC prepares a comprehensive report based on student's satisfaction survey which is placed in the meeting of the IQAC. The feedback so obtained is utilized for policy-making decisions, corrective measures, and quality enhancement initiatives.

2. The IQAC reviews the quality initiatives taken by the institution from different stakeholders and decides to take remedial measures for addressing the lapses and deficiencies if any.

3. It also advises the management/Governing body to formulate policies for quality enhancement in different aspects. If some lapses are found in the process of teaching-learning and evaluation, the academic committee seats to discuss the issues concerned and decided to resolve the issues as soon as possible at the departmental level if any.

4. Infrastructural, financial and governance-related issues are tabled for discussion in the meeting of the governing body. The grievance redress mechanism of an organization is the gauge to measure its efficiency and effectiveness as it provides important feedback on the working of the administration. Students and teachers grievance-related issues are referred to the respective grievance redressal cells for their references and expeditious disposal.

5. Other miscellaneous issues are referred to the respective committees of the IQAC.

**Conclusion:** The IQAC monitors the entire process of review and ensures proper and timely implementation of all the decisions taken by the different committees. The feedback system is vigorous, transparent, and scalable to elicit a free flow of information from the stakeholders to the institution



## Student's Feedback on Tulasi Women's College Kendrapara for the year: 2017-18

Name of student:

Year: +3 1<sup>st</sup> year/+3 2<sup>nd</sup> year/+3 3<sup>rd</sup> year (Arts/Commerce/science) Please put tick(✓).

The Internal Quality Assurance Cell of Tulasi Women's College Kendrapara is conducting a Student's satisfaction survey on overall performance of the college. Please tick(✓) the relevant box below:

Sl. No.	Areas	Below Average	Average	Good	Very Good	Excellent
1	Syllabus covered in the class					
2	Use of teaching aids & ICT in the classroom teaching					
3	Student teacher interaction					
4	Implementation of mentor-mentee system					
5	Regularity in Conductance of classes					
6	Conductance of Examination & Declaration of result					
7	Doubt Clearance Classes					
8	Promptness in solving students problem					
9	Overall learning experience					
10	Co-operation of administrative office					
11	Co-operation of examination cell					
12	Redressal of grievance					
13	Anti-Ragging Cell					
14	College infrastructure (Classroom )					
15	College infrastructure (Laboratory ) for practical subjects					

16	Accessibility of computer laboratory					
17	Library facilities					
18	College website					
19	Sports facilities					
20	College canteen facilities					
21	Drinking water facilities					
22	Washroom facilities					
23	Discipline inside college campus					
24	Eco-friendly Environment of campus					
25	Hostel facilities for students					
26	Cleanness of campus					
27	Campus Security System					
28	Any other Suggestion:					