Student Satisfaction Survey (SSS) 2019-20

Objective:

The objective of student's satisfaction survey is to assess the student satisfaction with regard to infrastructure, physical facilities, student support services, quality of teaching, quality of teaching-learning resources and teaching environment etc. and to take appropriate steps to address the weaknesses. Internal quality assurance cell (IQAC) defines the objectives of an institution, designs a work plan to achieve them and to evaluate the degree to which each of the tasks are fulfilled through SSS. The SSS (student's satisfaction survey) is designed to evoke opinions, suggestions, remarks and innovative inputs from different stakeholders to promote and sustain quality education in the institutional functioning.

Methodology: The students are the most important stakeholders of Higher Education systems. The interest and participation of students both in internal and external quality assurance plays a central role. Keeping in view diversities among the stake holders, specific feedback questionnaire 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 questionnaire forms were collected from our under graduate students and a consolidated item-wise data sheet was prepared to ascertain the varieties of responses. The responses were analyzed in a graded manner in the excel format 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.

Action Taken: In the next IQAC meeting, the findings of the SSS were placed and all the members were apprised of the survey outcome. Members of the meeting were convinced of the lack of more sports equipments, proper sanitation and infrastructural development of the institution. It was decided to sanction sufficient funds for the purchase of sports equipments, sanitation work, and infrastructural development. Principal was requested to mobilise resources from internal source or external sources for the augmentation of classroom, library and sports facilities with special priority on wash rooms and sanitation.

Conclusion: The IQAC monitors the entire process of SSS and ensures proper and timely implementation of all the decisions. This helps the institutions in planning and monitoring in the proper way. The feedback system is vigorous, transparent, and scalable to elicit a free flow of information from the stakeholders to the institution.

Tulasi Women's College Kendrapara
for the year: 2019-20

Name of student:

Year: +3 1st year/+3 2nd year/+3 3rd 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:					