

STUDENT SATISFACTION FEEDBACK SURVEY 2023-24

As part of a process improvement initiative, the IQAC of Shri Lal Bahadur Shastri Degree College, Gonda, conducted a student satisfaction survey in March 2023-24. This survey aims to track changes over the years in various aspects of student satisfaction. This report summarizes the results and compares them with the previous year's survey findings.

Objectives

- To measure students' level of satisfaction with the college as a whole, and with its different processes.
- To evaluate the effect of changes initiated this year on student satisfaction with the process.
- To identify existing problems, if any, and recommend changes.
- To identify changes in student satisfaction with various processes, as compared with previous surveys.

Methods and tools

The Student Satisfaction Feedback Survey was prepared using, in general, the same guidelines adopted for previous similar surveys (Appendix). The 30 survey questions have been developed in light of existing college practices. A comment box has been provided for students to add any relevant written comments on learning and teaching at the college. The expectation is that college will retain this open text data and use it for their own analysis.

The Survey included the following components:

- Global items measuring students' overall satisfaction with the process.
- Items soliciting student opinion and perception of the quality of the programs, classrooms and laboratories.
- Items soliciting student opinion and perception of the Syllabus and Examination process.
- Items soliciting student opinion and perception of the Teaching environment and material.
- Items soliciting student opinion and perception of the Infrastructure and maintenance.

The total number of students enrolled in graduate and postgraduate courses for the 2021-22 academic year is 8907. 900 undergraduate and Post-graduate students from all classes, or 10% of the total enrolment for the 2023-24 academic year, made up the first sample. We conducted the study using cluster and easy sampling approaches. The data from 2023-24 is summarized in the following tables. The number of students enrolled in the 2023-24 academic year was 8907. As a result, we have taken an approximation of 900 students.

Table 1

NO. OF STUDENTS IN 2023-24 IN EACH COURSE

COURSE/ YEAR	2023-24	10% OF TOTAL STRENGTH
B.A.	3956	395
B.Sc.	1364	136
B. Com	730	75
B.Sc.(Ag.)	979	100
BBA	190	20
BCA	126	14
M.A.	994	100
M.Sc.	331	35
M. Com	149	15
B.Ed.	91	10

Data Analysis and interpretation

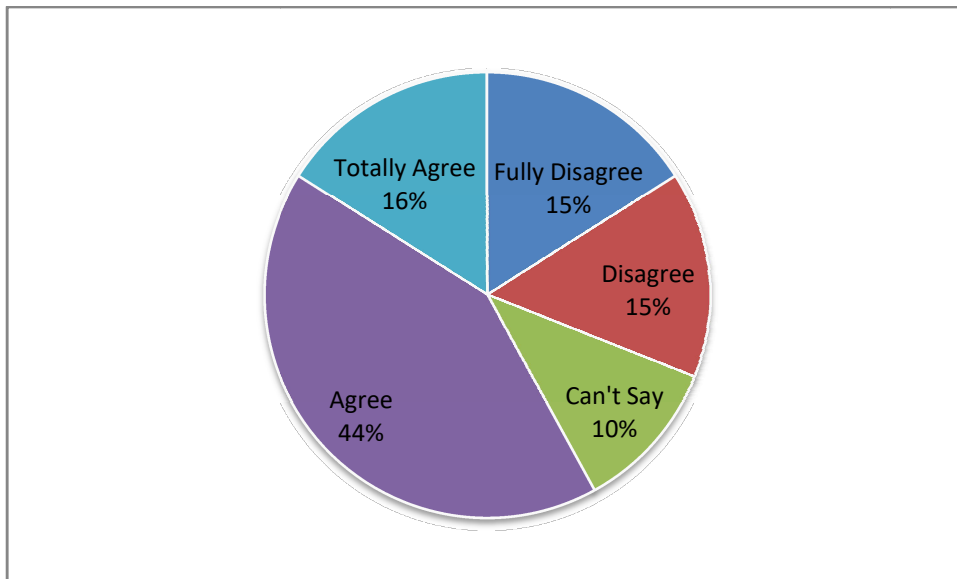
The student feedback has been divided into two forms one having an overall feedback from students about the college facilities, staff, premises, teachers etc and other having a feedback about the course and curriculum. For analysis and feedback we have used two structured

questionnaires one having 30 questions covering all the required areas of study and other having 8 structured questions about the design and review of syllabus and curriculum.

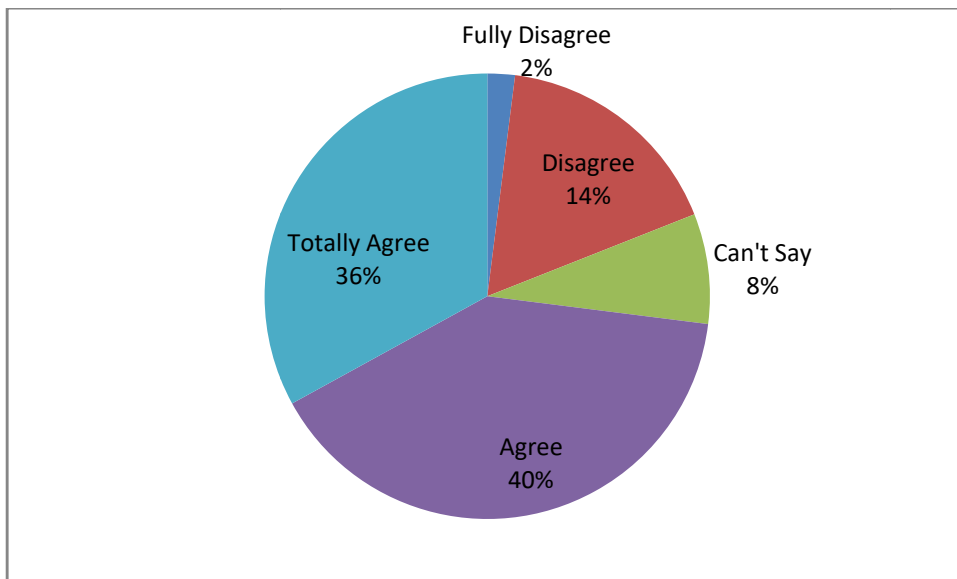
Percentage analysis has been used as tool for analyzing the data.

The interpretations are as follows as per the questions given-

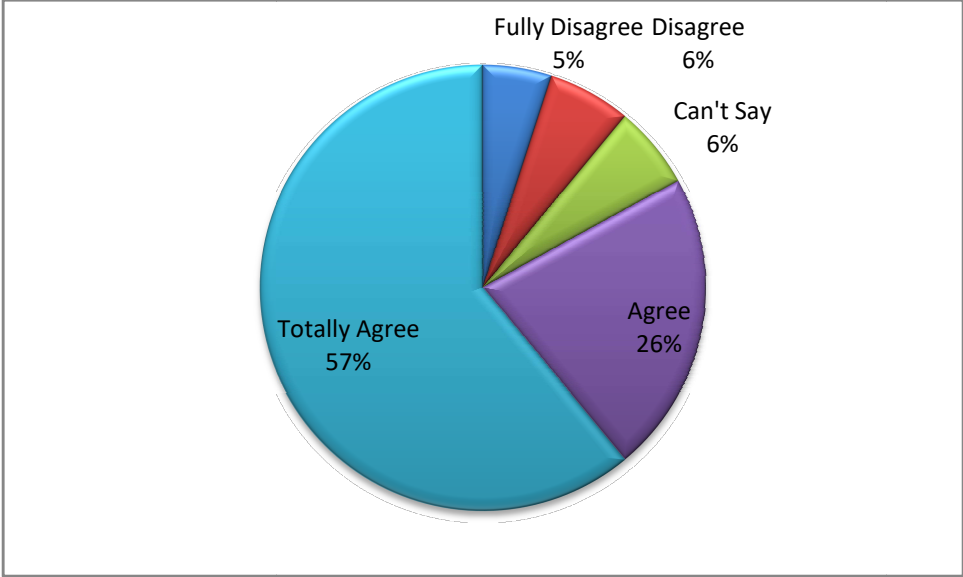
1. Entire course completed at time



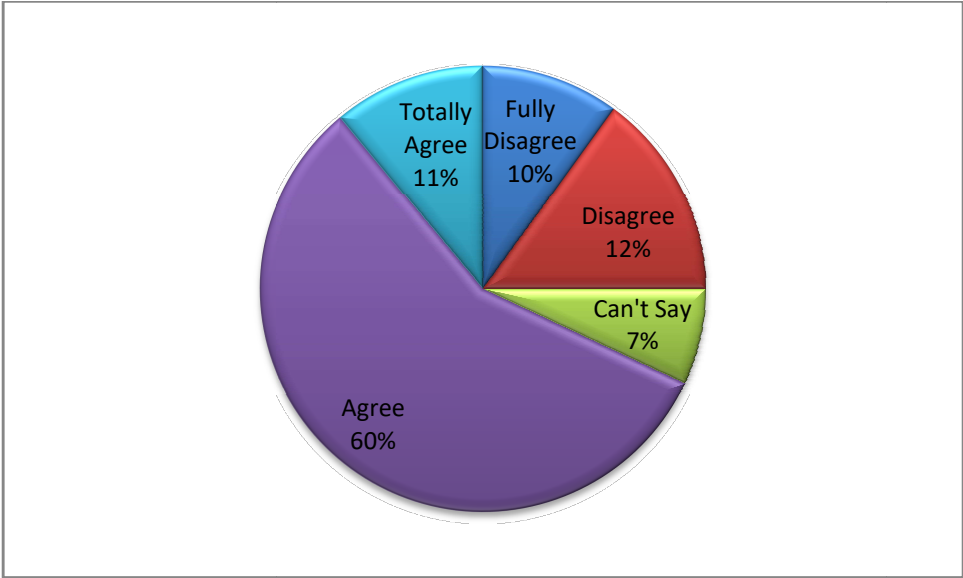
2. Teachers take their lectures on time and regularly



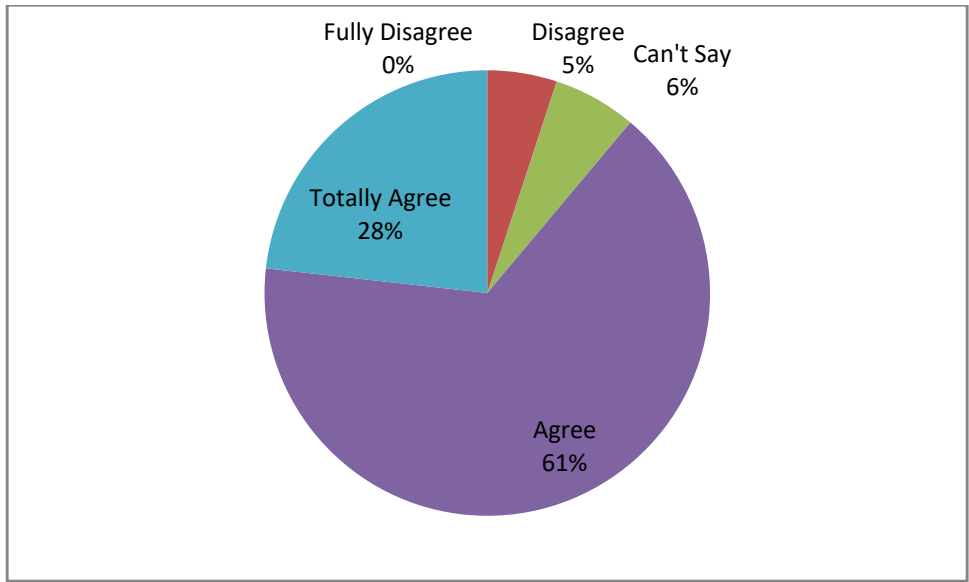
3. Teachers come well prepared for class



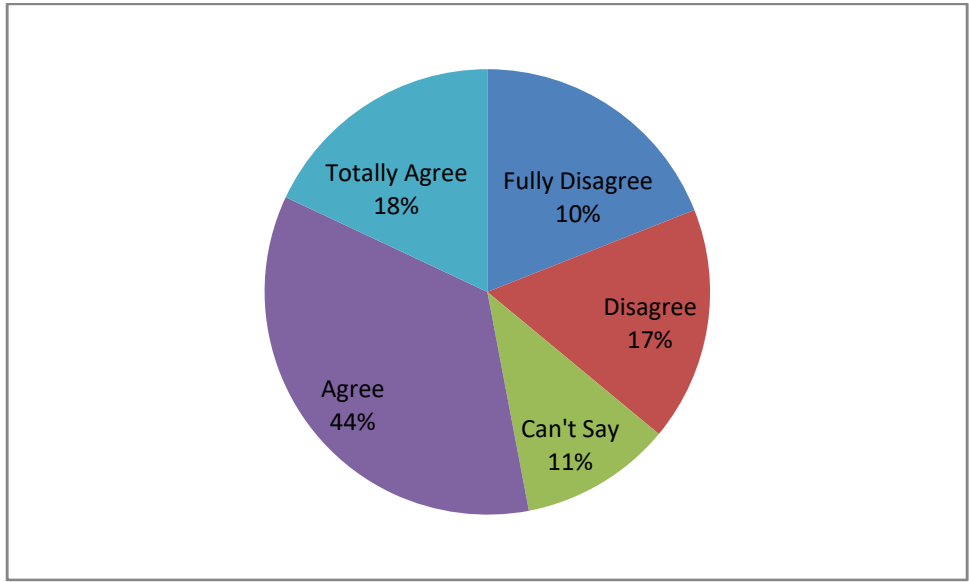
4. You understand the teaching skills of your teachers better in terms of content and style



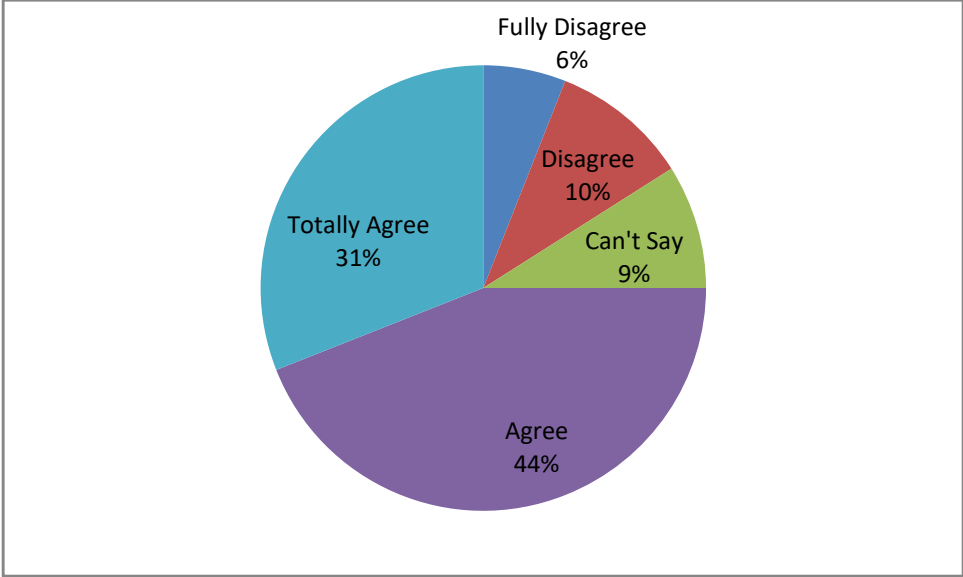
5. Your teachers provide you additional study material, notes and post learning inputs



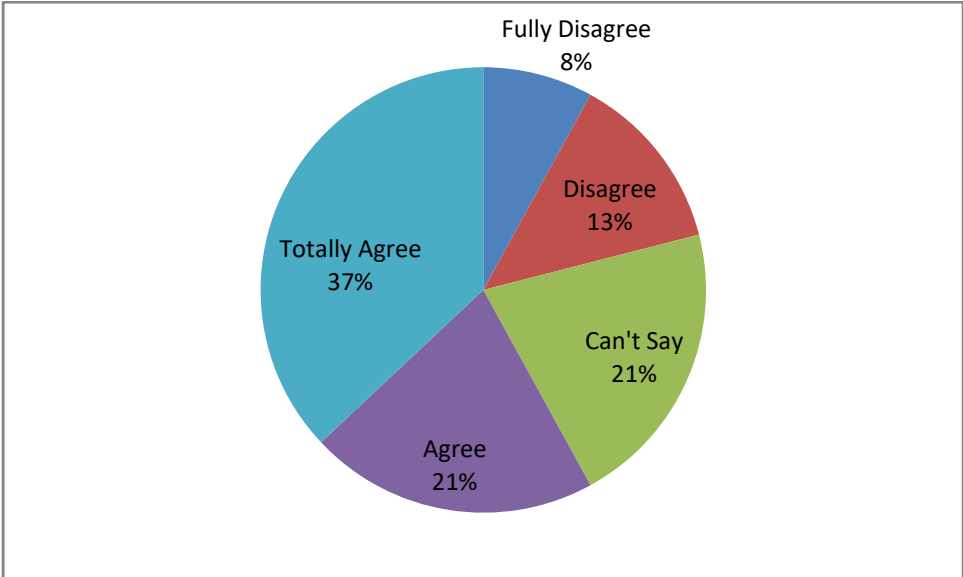
6. Teachers encourage participation and discussion in classroom



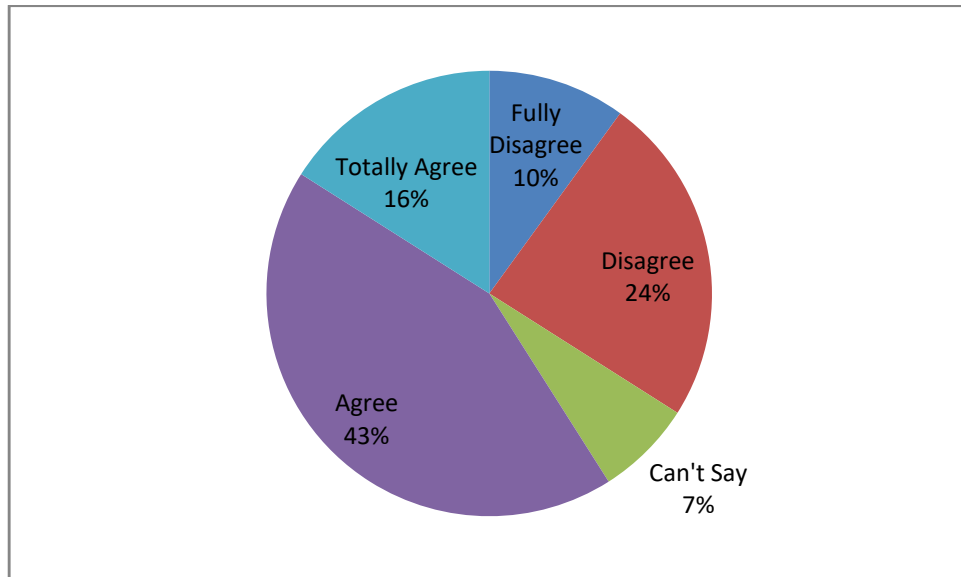
7. The behaviour of teachers towards students is friendly and helpful



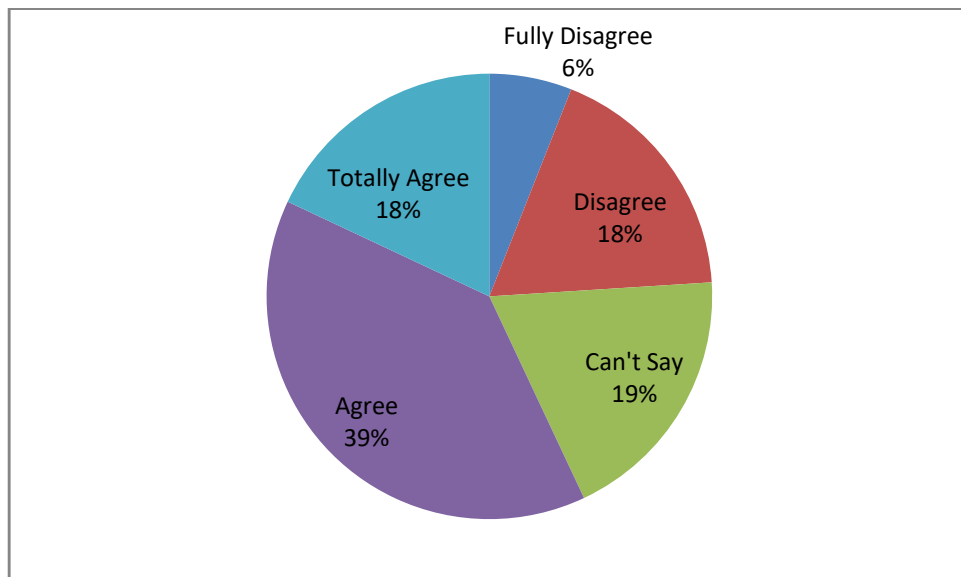
8. Modern teaching aids, PowerPoint presentation and other resources are being used by teachers while teaching



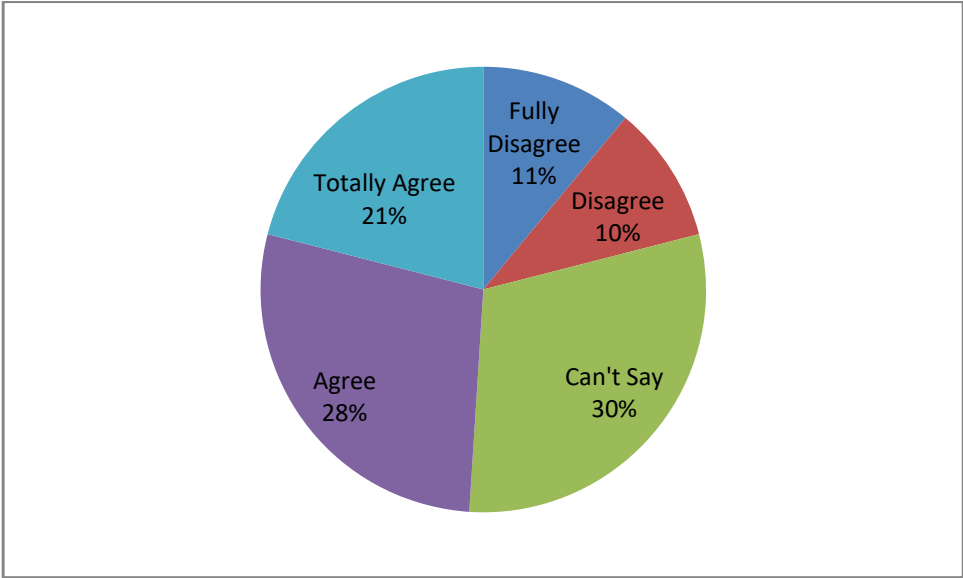
9. Teachers are available and accessible in the department after lecture hours



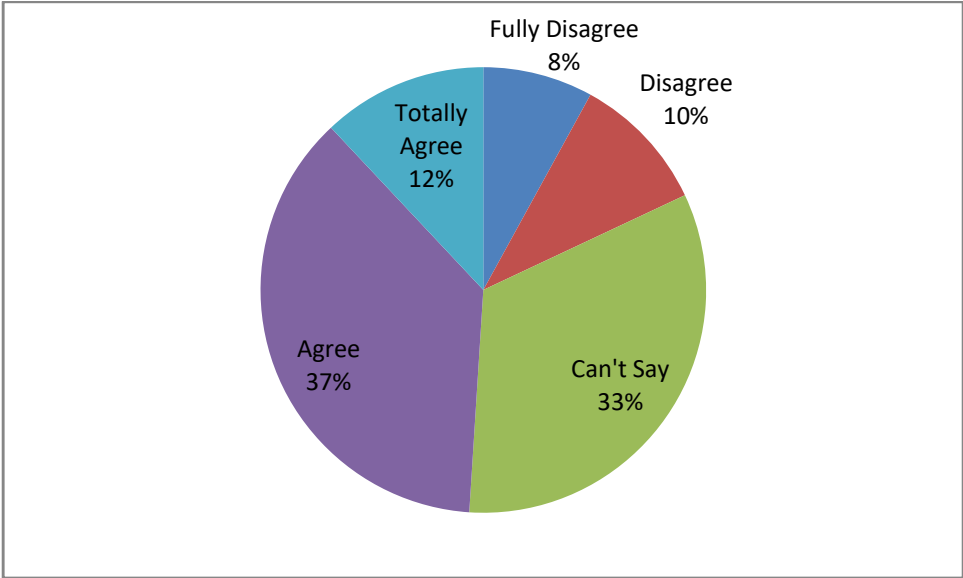
10. Periodic evaluation is conducted as per schedule while scheduling



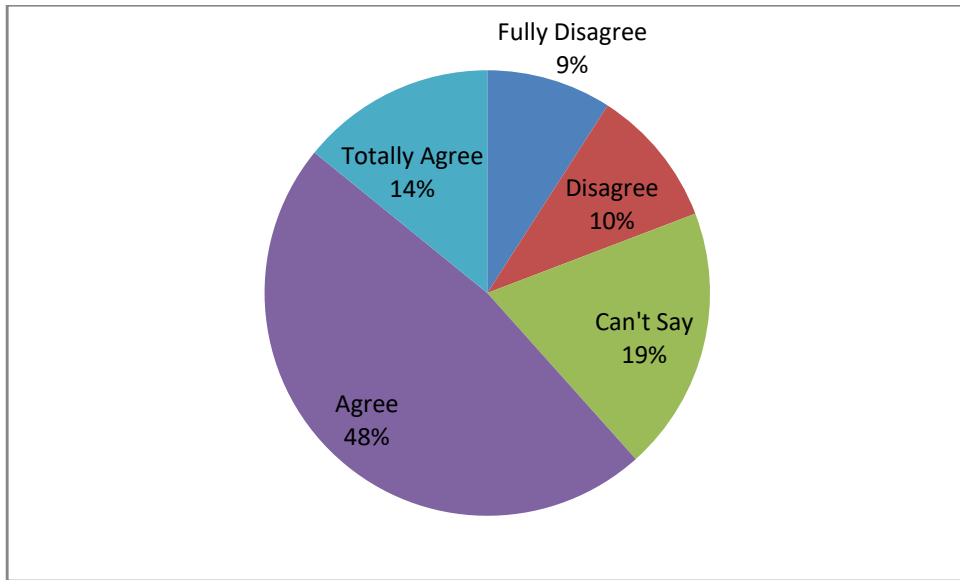
11. Record of the attendance of the students is kept by the teachers



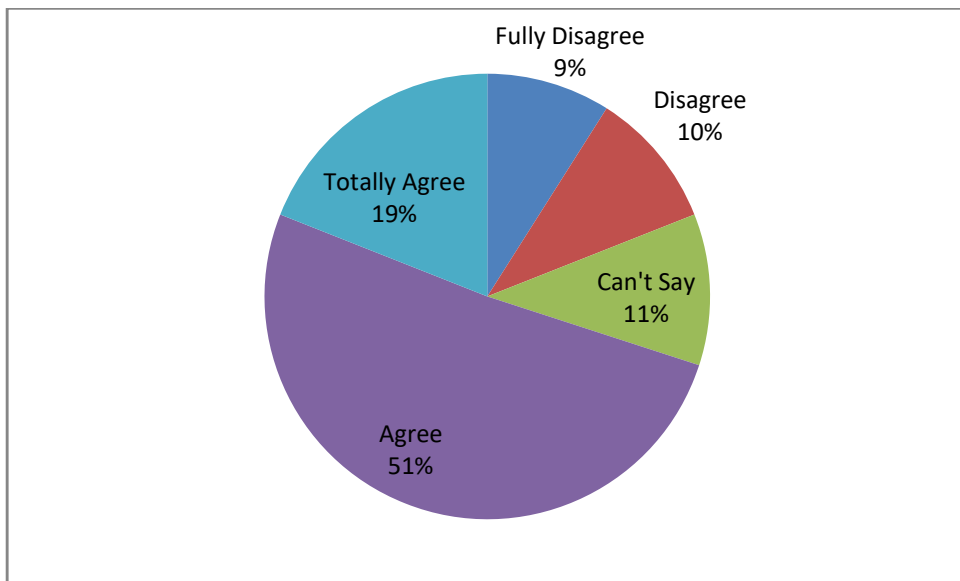
12. The evaluation process is fair



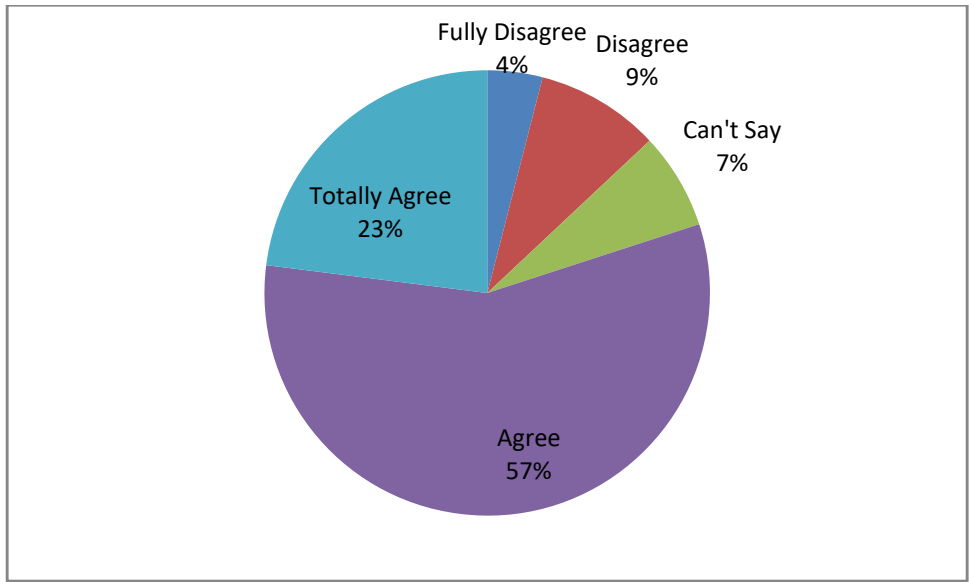
13. Teachers guide for holistic personality and development of students



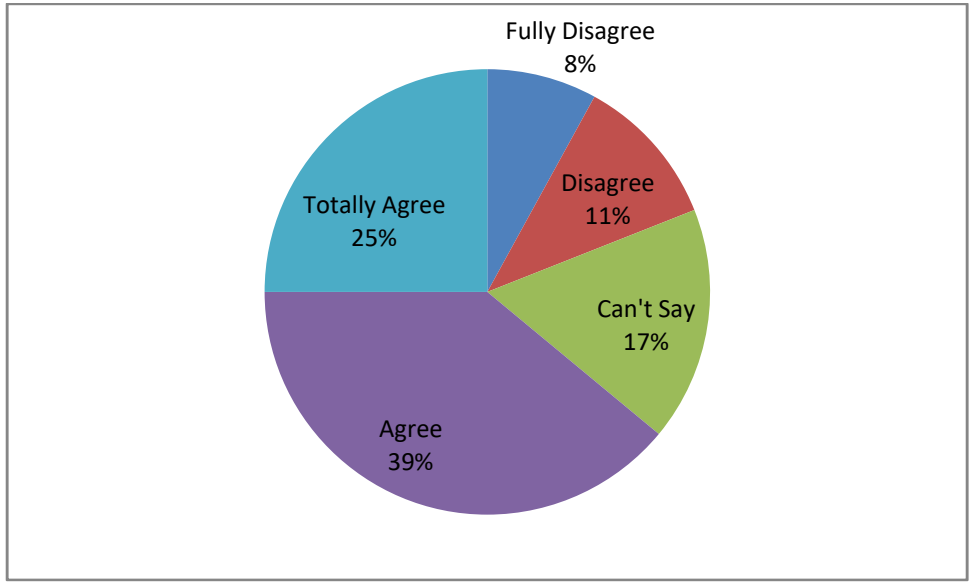
14. The courses I took have increased my knowledge and skills



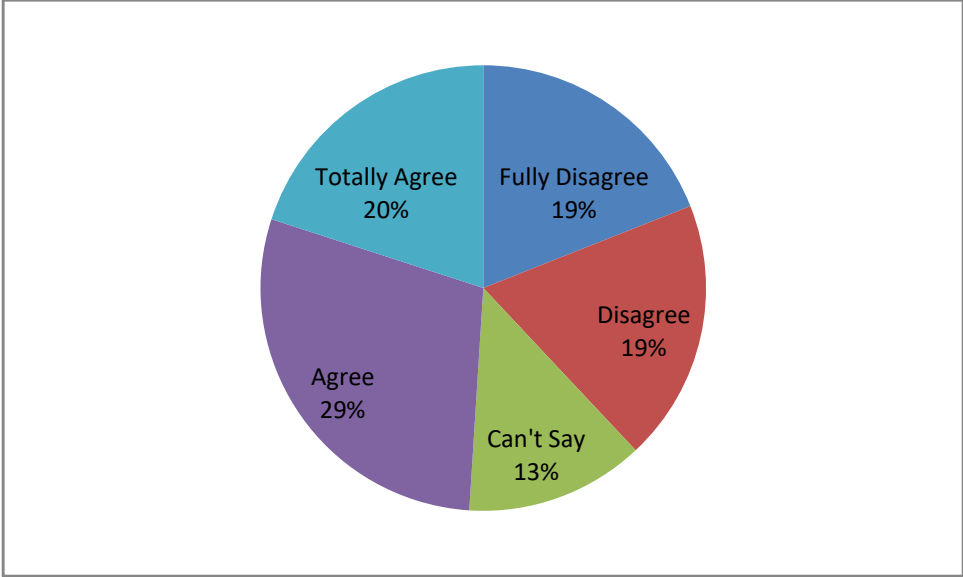
15. Regular and timely feedback on performance achievement of students is received



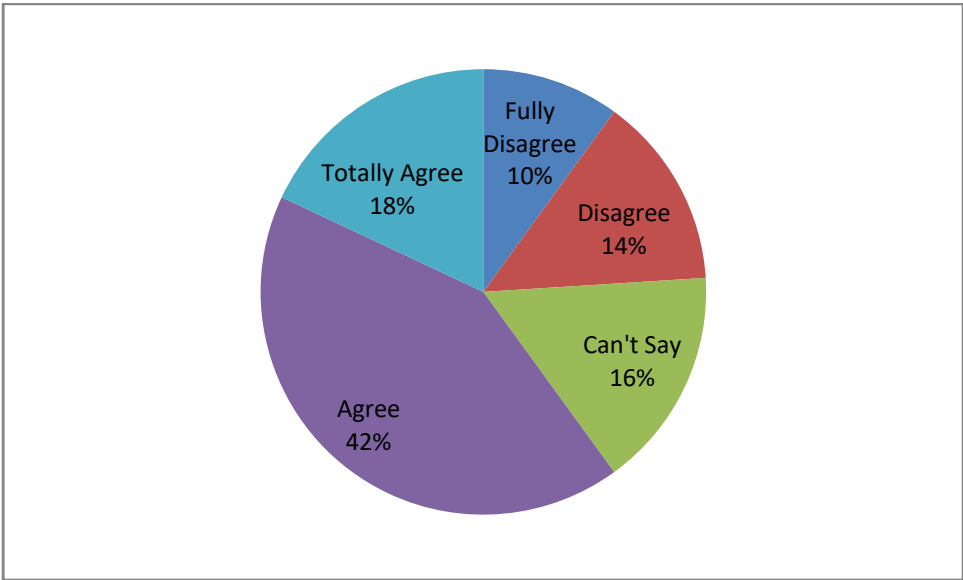
16. The condition of basic physical resources available in the college is better



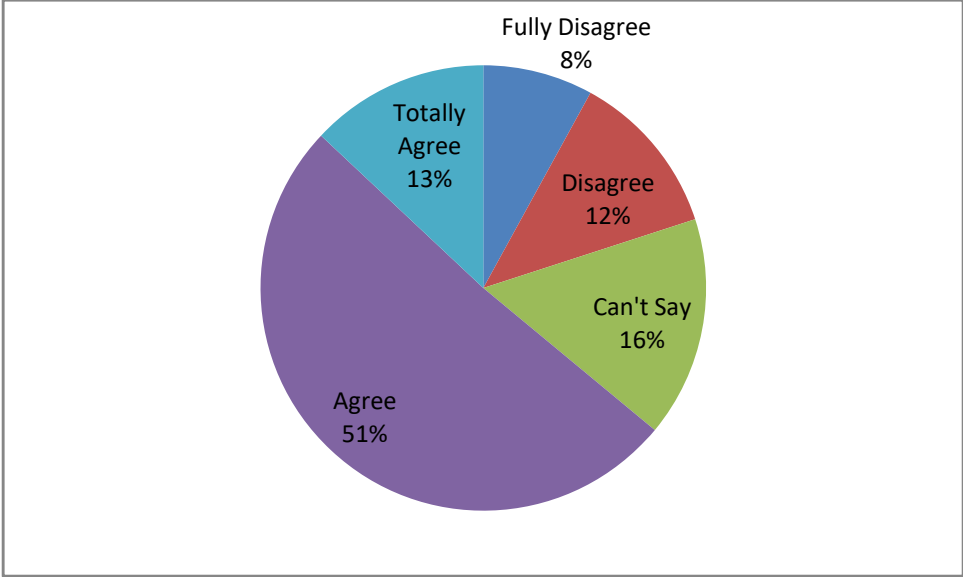
17. The basic resources in the library are in good condition



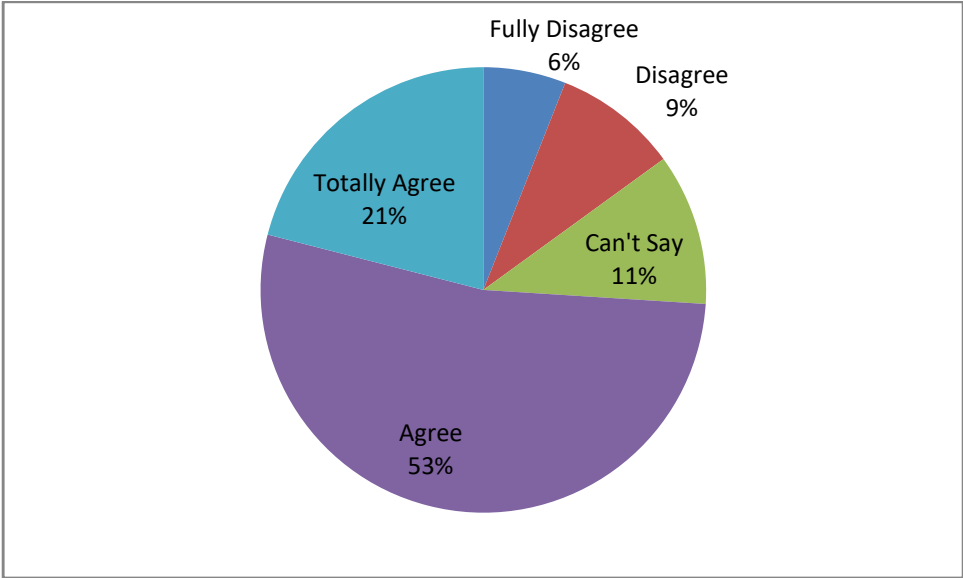
18. The condition of cooperation and support of library staff is good



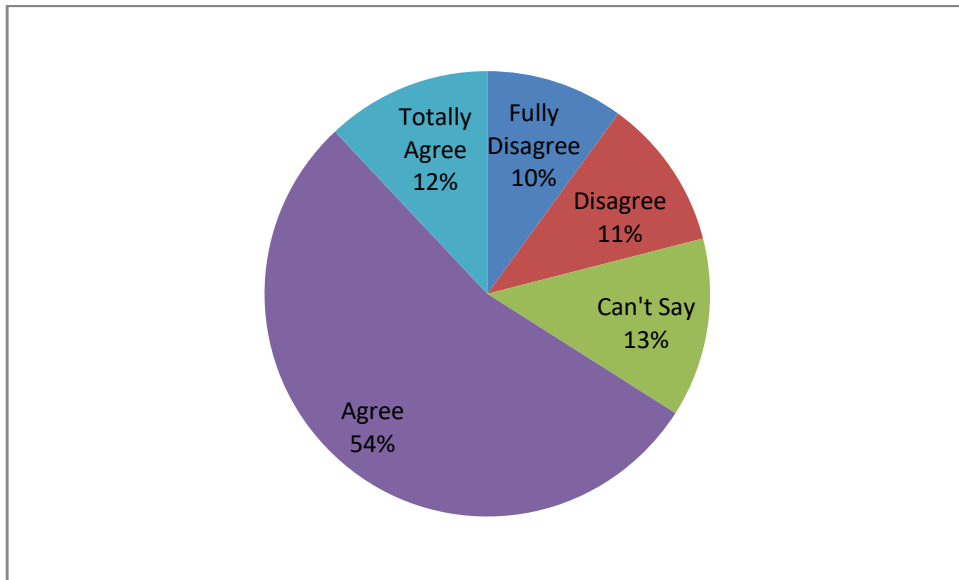
19. The state of material cooperation and support provided by college in the playground is good



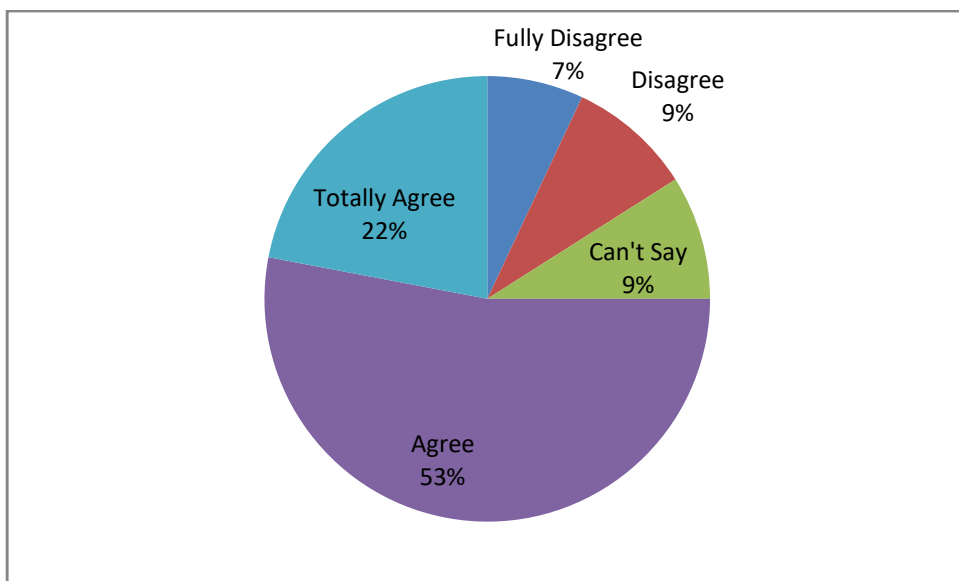
20. Students get cooperation and support of college staff



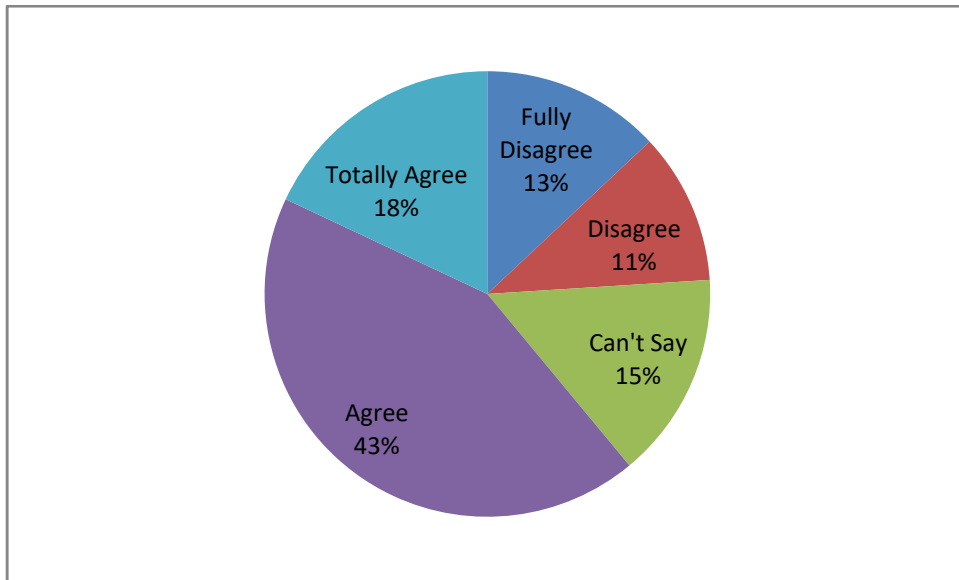
21. The grievances of students are taken cognizance and redressed by the grievance redressal cell



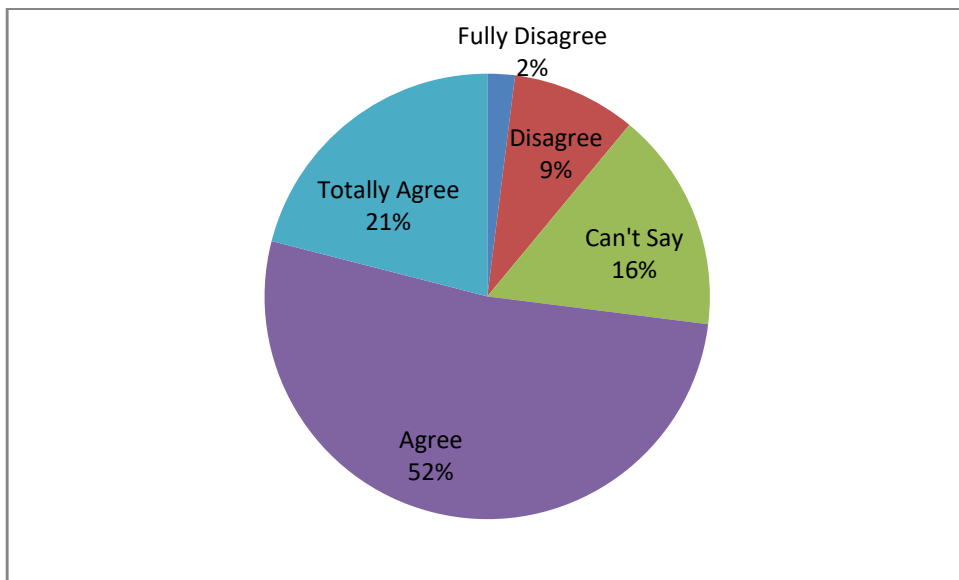
22. There is good position to fulfil the duties and responsibilities by the disciplinary committee of the college



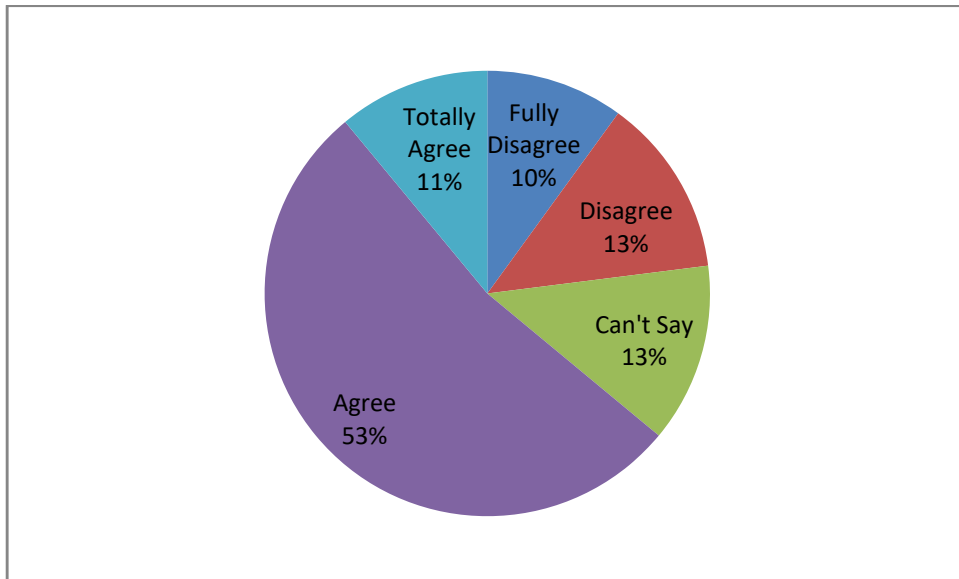
23. The atmosphere of the college canteen, quality of food items and behaviour of staff is good



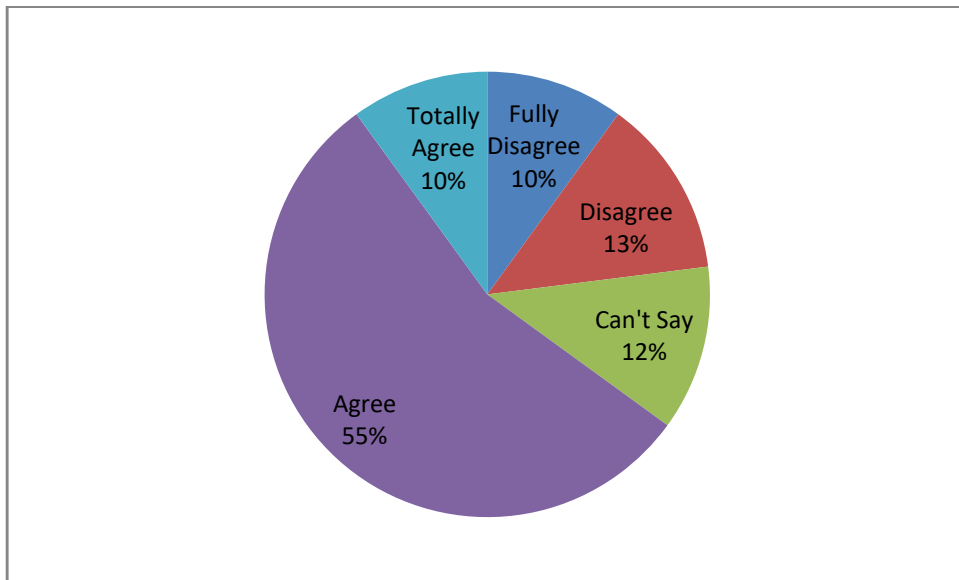
24. Internet facility is good in college



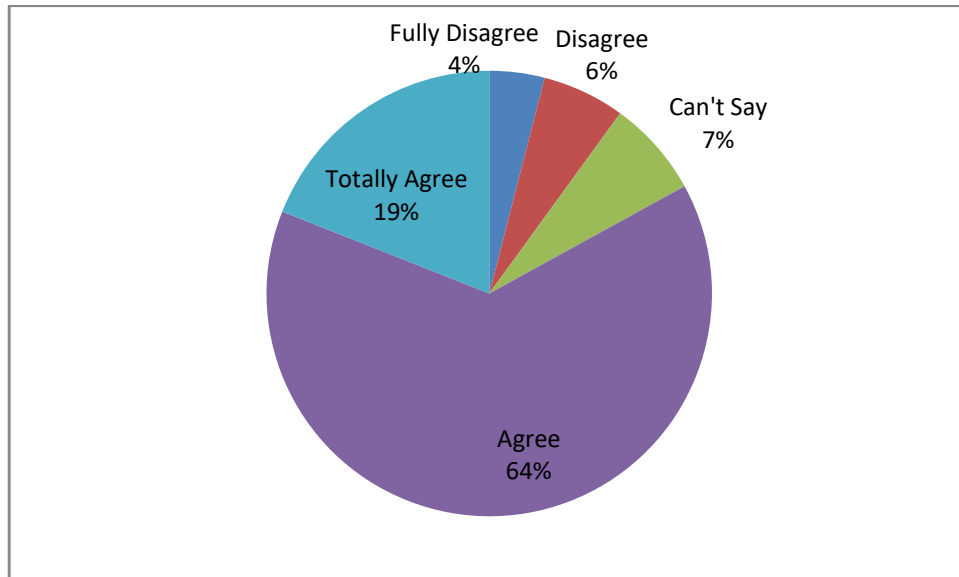
25. College website is in good condition



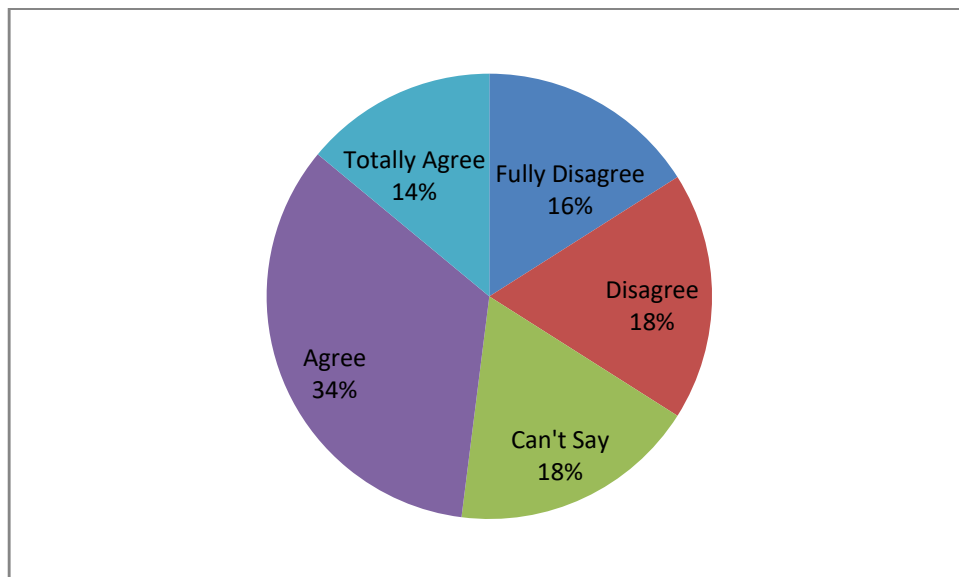
26. The condition of common rooms in the college is good



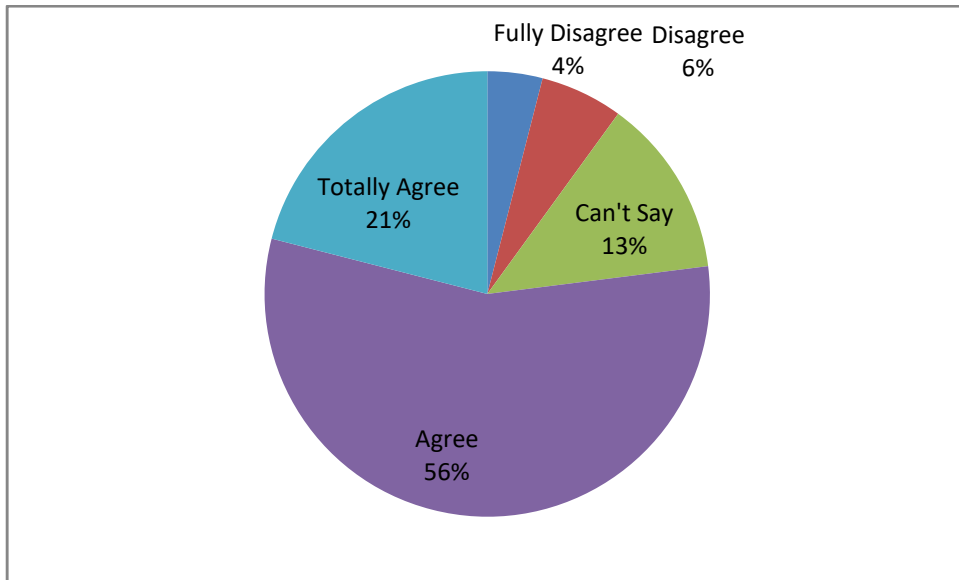
27. There is facility of pure drinking water



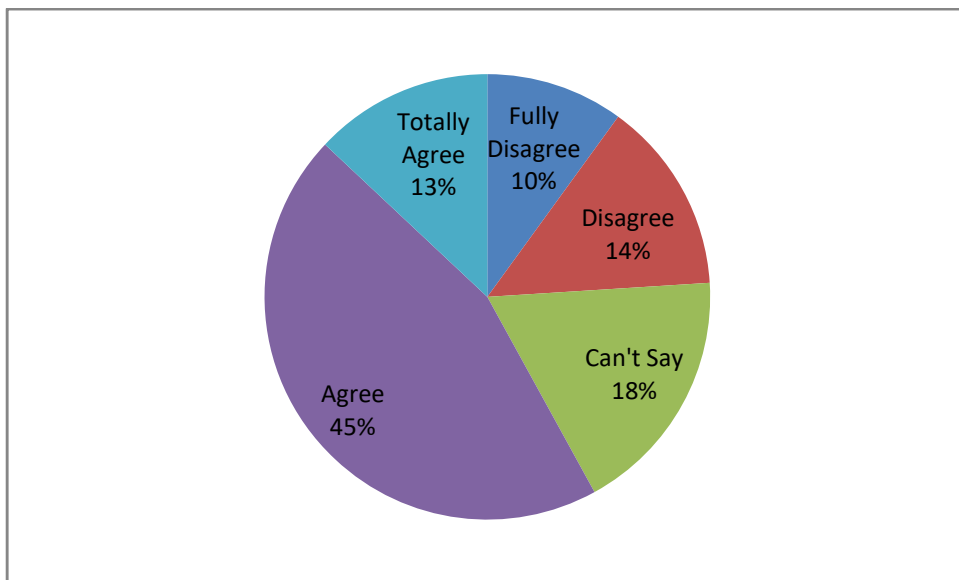
28. Toilet maintenance and cleaning facility



29. There is enough greenery in the college



30. The condition of cleaning and maintenance of college campus and building is good



Results & Conclusions

Student Feedback Analysis Report

Two surveys were conducted to gather student feedback on various aspects of the college, including campus facilities, faculty cooperation, and the syllabus design and review. The first survey utilized a structured questionnaire comprising 30 questions that addressed faculty cooperation, campus facilities, and other related factors. The results were analyzed using graphs and charts, revealing the following insights:

- Over 70% of students agreed that the entire course was completed on time, and teachers were available and accessible after lectures.
- More than 59% of students reported that teachers conducted their lectures punctually and regularly, were well-prepared, and excelled in both content delivery and teaching style.
- Over 41% of students acknowledged the provision of material inputs, encouragement of student participation, and the availability of basic physical resources in playgrounds and laboratories, as well as books and amenities in the library.
- Approximately 53% of students agreed that teachers were friendly, helpful, and utilized modern teaching techniques. They also noted that teachers maintained attendance records, guided students in their holistic development, enhanced their knowledge and skills, and provided regular and timely feedback on their performance.
- More than 54% of students expressed satisfaction with the cooperation and support of the library staff, grievance cell, and disciplinary committee.

Curriculum Feedback and Recommendations

The feedback from students across various disciplines regarding the curriculum has been consolidated, resulting in the following recommendations:

- Interdisciplinary courses should be included in the curriculum.
- Mini projects and case studies could be introduced to deepen students' knowledge.
- Video lectures, tutorials, and e-content should be provided to facilitate learning at any time and from any place.

- The institution could offer more diploma, certificate, skill-oriented, and job-oriented courses.
- Students should be encouraged to participate in extracurricular activities on weekends, and their life skills should be further developed.
- Sports students should be motivated, and their talents should be showcased.

The Institutional Quality Assurance Cell (IQAC) analyzed the feedback from all programs and discussed the notable suggestions during the IQAC meeting for further action.