



SHRI RAM COLLEGE, MUZAFFARNAGAR, (UP)

Date: 20.08.2020

Student Satisfaction Survey (Session 2019-20)

A Student Satisfaction Survey is an essential part of any feedback system of a college. SRC has adopted a well-defined system of feedback where Student Satisfaction Survey (SSS) is conducted on yearly basis for receiving overall feedback from the students. SSS helps college formulate policies, plan strategies and implement student friendly practices throughout the year. All students studying in the college during 2019-20 were informed by Class Coordinators for this survey. Participation was voluntary, the survey was conducted offline and complete confidentiality was maintained. Due to Covid-19 pandemic, this survey was conducted in the month of August 2020 and was conducted among students available in the campus.

The survey was conducted by the team of teachers nominated by the Principal of SRC through a structured questionnaire, finalised by the IQAC as usual in the last year. The motto of SSS is to upgrade the quality of education in the campus. This year syllabi were covered through online classes by the faculties.

Respondents were asked to rate the importance of work and satisfaction for Institutional operations and services using a five-point, MCQ-type form consisting of 20 questions.

A total of 270 students participated in the survey. The survey results were tabulated in MS-Excel by the team for analysis and for continual improvement in processes and systems. The analysis was compiled into a survey report which was submitted to the Principal for review and approval. Survey report was sent to management after Principal's approval.

SURVEY RESULT

S.No.	Items	Score (out of 5)
1	The syllabi of the courses are completely covered in the classes (Online/Offline)	4.5
2	My teachers generally explain topics with suitable examples and their applications	4.5
3	My teachers allow me very well to communicate and discuss my problems with them	4.7
4	I am sure of a fair evaluation of internal assessment examinations (Online/Offline)	4.3
5	The teachers inform me about the course outcomes ('course outcomes' means things I will learn or will be able to do on my own at the end of the course)	4.3
6	My teachers find out my weaknesses and help to overcome these weaknesses	4.4
7	My teachers encourage me to participate in extra-curricular activities	4.8
8	My teachers are ready to help me even after regular class hours	4.8
9	My teachers use Computer-aided teaching methods such as LCD Projector, Multimedia, Whatsapp, Google Class Rooms, Youtube etc. to teach	4.7
10	The library resources and information are sufficient to meet my needs	4.5
11	My performance in assignments is discussed with me	4.4
12	The teacher does a necessary follow-up with an assigned task	4.4
13	Teachers in the department use ICT tools such as power-point presentations, animations and software, etc. while teaching?	4.5
14	The overall teaching process of the department may be explained as excellent	4.6

15	The institution provides me many opportunities to learn and grow in life	4.8
16	I am satisfied with the regularity of classes in my department (Online/Offline)	4.8
17	I am satisfied with the punctuality of the faculty members in terms of taking classes in department (Online/Offline)	4.4
18	I am satisfied with the behaviour of the faculty members of my department	4.8
19	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	4.4
20	I am satisfied with the overall academic environment of the College	4.8
Overall Average		4.6

The score achieved for Overall Student Satisfaction Level was 4.6/5.0. The results showed that students are satisfied with their study experiences pertaining to the education services and student support services provided by College. We observe that the satisfaction level of students is slightly more than the result of previous year survey report. We have developed more ICT enabled classrooms for online/offline classes and we will try to achieve the satisfaction level of students upto 100%.


(Dr. Vinit Kumar Sharma)
 IQAC Coordinator

CC to the following for information and necessary action-

- 1- Principal, SRC
- 2- Director, IQAC, SRC


(Dr. Vinit Kumar Sharma)
 IQAC Coordinator