

**ANALYSIS OF STUDENTS' FEEDBACK / SATISFACTION
SURVEY ON OVERALL INSTITUTIONAL PERFORMANCE
(AQAR - 2.7.1)**

Prepared by
THE IQAC



GOPABANDHU CHOUDHURY COLLEGE
Ramachandrapur, Jajpur

SESSION: 2023-24

2.7 – STUDENT SATISFACTION SURVEY

2.7.1 – *Student Satisfaction Survey (SSS) on overall Institutional Performance*

(The Questionnaire & Results are provided in the College Website.)

Introduction:

Stakeholders play a crucial role in turning the vision of a Higher Education Institution (HEI) into reality. Therefore, analyzing stakeholder feedback is of utmost importance. Student satisfaction is an essential factor in the effective management of an HEI. The institution's adoption of an annual feedback system, aligned with NAAC requirements, is a significant step in this direction. Since its establishment, the HEI has maintained a structured feedback mechanism and monitoring system, which has greatly contributed to its reputation and success. Over time, formal reports on specific objectives, informal visits by Governing Body members, and both formal and informal interactions with teachers, students, and staff have provided valuable qualitative and quantitative insights, positioning the HEI as a leader in higher education within the state. The recently introduced formal feedback system has further enhanced the existing policies. It is anticipated that this system will play a vital role in fostering a dynamic and efficient educational management framework within the institution.

Background:

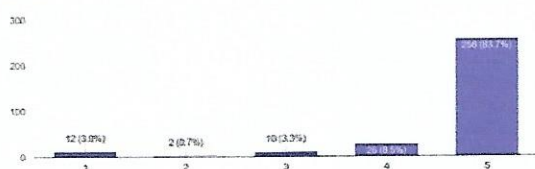
The Higher Education Institution offers undergraduate course in Arts, Science and Commerce in the newly adopted CBCS pattern. undergraduate courses offered by the institute are well recognised and appreciated by the University. feedback is collected from the undergraduate students. a total of around 300 students submitted the feedback forms. All feedback forms are analyzed quantitatively as detailed below to find out overall Institutional Performance.

Methodology:

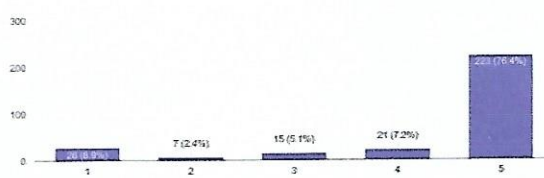
Feedback collection being a delicate process, utmost care has been taken to ensure a fearless, unbiased and free consent of students on different parameters enshrined in the feedback form. A prescribed google feedback form

is administered to elicit information from the students on completion of studies. Before students could give feedback, a clarification session of more than thirty minutes has been taken in each section to clear any doubts and ambiguity, if any, in the minds of students on different indicators mentioned and grading system adopted in the form. The feedback forms are analysed by IQAC. The entire process is accomplished under the supervision of the Coordinator, IQAC. The feedback schedule is aimed to seek close-ended responses of students and is based on five points rating scale. On any given parameter students are expected to rate on five point scale of preference – five being the most favourable, the rating of one is the least favourable. Though there are limitations of the scale based rating system but this appears to be most convenient from the students' side. There are a total of 20 parameters on which students are asked to rate in a five point preference scale.

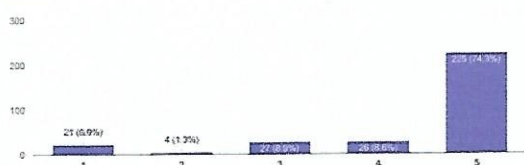
Environment of the College (Green and Eco-friendly)
206 responses



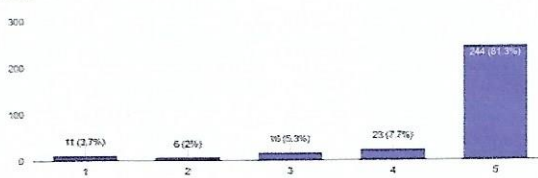
Availability of Safe Drinking Water in the college campus:
292 responses



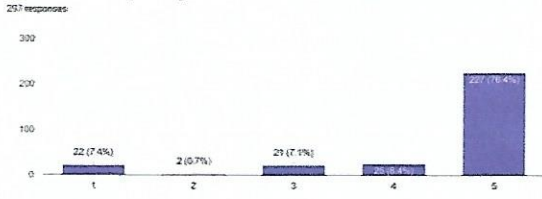
Availability & Daily maintenance of Lavatory for Boys and Girls:
303 responses



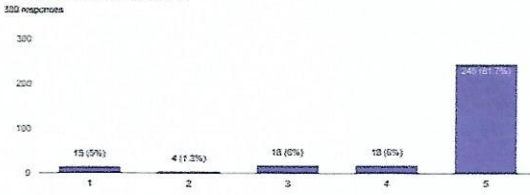
Teaching Learning Management System in the college:
309 responses



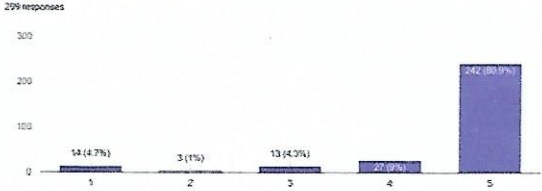
Use of ICT in Teaching-Learning Process:



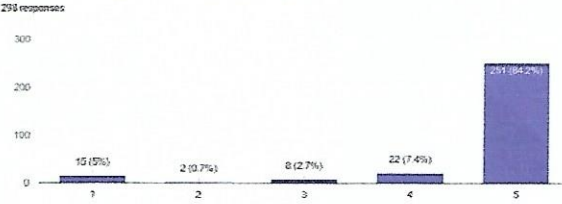
Timely completion of curriculum:



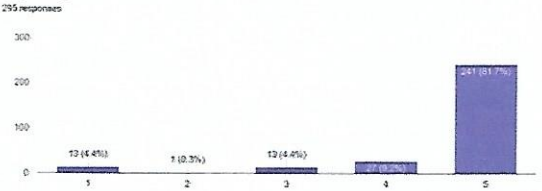
Teachers catering to Student Diversity:



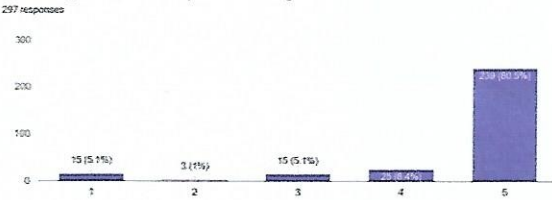
Transparency in Evaluation of Internal Examinations:



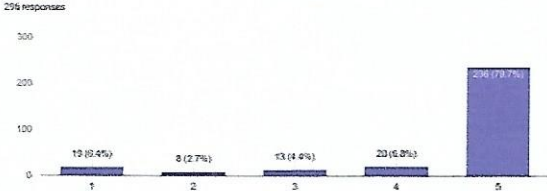
Impartiality in Evaluation:



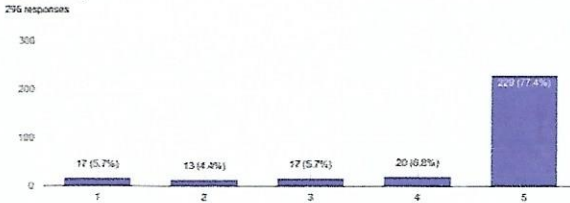
Functioning of Mentor-Mentee System in the college:



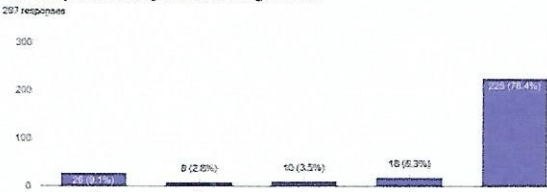
Availability of Indoor Game facilities in the Students Common Room:



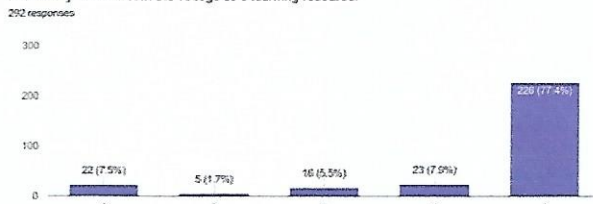
Availability of News papers, Journals, Reference Books, Question Bank and Scheme of Evaluation in the Reading Room:



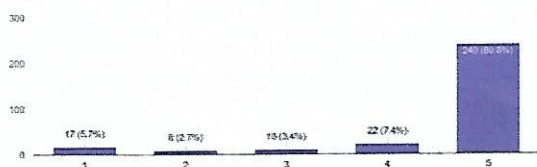
Availability of Wi-Fi facility 24x7 in the College Precinct:



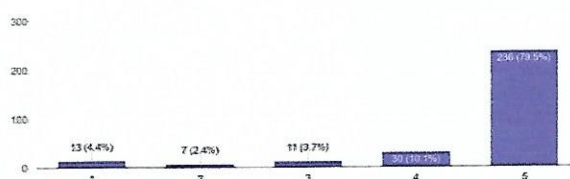
Availability of Internet in the college as a learning resource:



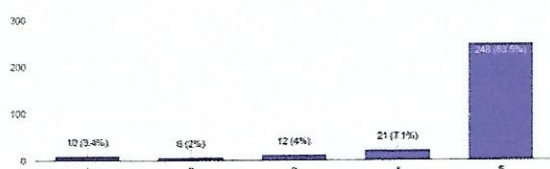
Cooperation of Library Staff, Support staff
297 responses



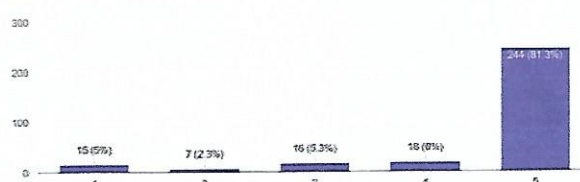
Conduct of Career Counselling Programmes
297 responses



Conduct of Seminars in a routine order:
297 responses



Application of Whats-App Group in doubt clearing:
306 responses



Analysis:

As far as facilities in the college is concerned, the HEI has got reasonably good feedbacks from students. The physical facility is not all that an educational institution should only be longing for. After all, it is the teaching learning and evaluation process adopted, that matters a lot to put the HEI in the forefront. It depicts good ratings on teaching learning and evaluation activities adopted in the college for which the HEI is known in the vicinity. The college is known for its cooperation being extended to students in achieving their learning goals. A very high students' rating on five point scale is found from the analysis.

The HEI has got good computing facilities along with wi-fi hardware. However, internet connectivity in the HEI has been a grey area so far. The good internet connectivity and wi-fi facilities in the HEI are reflected in the students' feedback. Group and cooperative learning are the outcomes of group charts through social media instrument like whatsapp and mentoring in group on which the HEI has got laurels from students. Students' favourable ratings on learning through whatsapp and mentoring are apparent. Career Counseling in the college is not of old vintage but has gained momentum as is displayed through high students' feedback.

IQAC Coordinator

Principal
Principal
G.C. College, Ranchandrapur
Jajpur