

KIRODIMAL GOVT. ARTS & SCIENCE COLLEGE RAIGARH (CG)

Student Satisfaction Survey (SSS)

1. Student Satisfaction Survey Questionnaire:

Students in our institution are given qualitative questionnaires for drawing their satisfaction level on the institution's service. These questionnaires cover teaching-learning process, teacher quality, examination result, infrastructure, facilities like library, NCC, NSS, Sports etc. including faculty support and cooperation from non-teaching (supporting) staff. Students are given multiple options ranging from poor to excellent to give their response without revealing their identity. These questionnaires are distributed and collected by different departments for analysis. IQAC members interact with respective departments to collect overall opinion of the students which help in improving the overall condition of the institution as per the specified Government norms. A sample copy of Questionnaire is given below:-

Feedback form to be filled by Students (Session: 20-----)

Name of Student:

Father's Name:

Roll No:

Mobile No:

Class- UG/PG :

Semester- II/ IV/ VI

Faculty- BA/ BSC/BCA/BCom

PG Subject _____

Section A

Sl. No.	Rating	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
1	The syllabus पाठ्यक्रम					
2	Syllabus Updation पाठ्यक्रम अद्यतन					
3	Your background for benefiting the course was पाठ्यक्रम के लिए आपका आधार					
4	Library facility पुस्तकालय सुविधा					
5	Other Learning Resource Laboratory, Internet अन्य शिक्षण संसाधन प्रयोगशाला, पुस्तकालय					
6	Teaching-Learning Environment पठन-पाठन वातावरण					

7	Environment for Cultural Activity सांस्कृतिक गतिविधि वातावरण					
8	Sports, NCC & NSS Facility खेल, एनसीसी, एनएसएस सुविधा					
9	Canteen Facility कैंटीन की सुविधा					
10	Cleanliness सफाई					
11	Transparency in Admission Procedure प्रवेश प्रक्रिया में पारदर्शिता					
12	Timely conducting of Exam, Revaluation & Publication of Result परीक्षा, पुनर्मूल्यांकन, एवम परीक्षापरिणाम का समय पर होना					
13	Attitude of Office Staff कार्यालयीन स्टाफ का रवैया					

Section B

Students Feedback Form on Teacher

Name of Teacher

Paper

Sl. No.	Rating	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Below Average (1)
1	Depth of Content सामग्री की गहराई					
2	Syllabus Covered पाठ्यक्रम पूर्णता (%)					
3	Clarification समझाने की क्षमता					
4	Attitude रवैया					
5	Overall Impression समग्र प्रभाव					

Any Other Suggestions-

2. No. of Students Participated in the Survey: In each session since 2015-16 an average of 15 to 20 percent students participated in our survey on satisfaction survey.

3. Analysis of the Survey: According to analysis of student feedback forms at different period by different departments following are some of the suggestions made by students:

- Need for Girls' Common Room with proper cleanliness and amenities.
- Proper lighting arrangement in the class rooms.
- Installation of water coolers in College campus.
- Timely declaration of examination result.
- Proper management of Cleanliness in class rooms ant toilet.
- Wearing uniform by students and office staff be compulsory.

4. Result and Report of the Survey: As per student satisfaction survey of the session, overall responses of students indicate moderate to high levels of satisfaction with the quality of teaching, learning and student engagement; with students being more or less positive about Academic culture in Campus, assessments, extra-curricular outcomes and available support services and facilities.

All the suggestions made by the students have been taken seriously and college administration has made necessary arrangements in the campus.

5. Our Objectives for Student Satisfaction Survey (SSS):-

Our student satisfaction survey is directed at providing:

- Timely curriculum delivery, planned and effective;
- High quality teaching, assessment and management of learning;
- Increasing student participation in NCC, NSS, Sports and other cultural events;
- Improving support facilities- canteen and sanitation for better hygiene;
- Optimum use of infrastructure and other available resources;
- Develop mechanisms for recording students progress;
- Proper redress of students' grievances on all college related issues;
- To provide a safe, professional and student friendly learning environment.