

Y. S. ARTS & K. S. SHAH COMMERCE COLLEGE

STUDENT SATISFACTION SURVEY ANALYSIS REPORT AND ACTION PLAN

Academic year- 2018-19

Feedback System:

Students are an asset for any educational organization and they are de-facto agents of growth, strength and continuous self- analysis of a college. Considering the importance of their opinions and suggestions, the college framed a well-structured questionnaire ranging from Curriculum, infrastructure, teaching-learning environment, opportunities for leadership and Innovation and generated a comprehensive report based on their responses. The responses obtained were critically analyzed and interpreted and their report is presented below.

Focus Area:

- Curricular Aspects
- Teaching-Learning and Evaluation
- Research, Innovations and Extension
- Infrastructure and Learning Resources
- Student Support and Progression
- Governance, Leadership and Management
- Institutional Values and Best Practices

Objectives:

1. To provide students a platform to share their opinions & perceptions in relation to teaching-learning process and suggest improvement areas.
2. To provide the students a forum for healthy interaction with the administration regarding the weaker areas of learning environment.
3. To make the students critical thinkers
4. To develop their evaluative and analytic faculty in a sound judgmental patterning
5. To give students a sense of belongingness.
6. Continual improvement of the College Infrastructure, Staff and Supporting Services
7. To conduct overall SWOT Analysis of our College as per the best judgment of the Students.

Phases of Student Feedback Mechanism:

- Collection of Student Feedback
- Interpretation & analysis of Results
- Communication of Results to Principal.
- Communication of Results to Person/In-charge/Department Concerned.
- Action Plan
- Action Taken Report

Interpretation & Analysis of Feedback for the Session 2018-19

Total Strength: 2203

Sample Size: 265 students selected from across the streams of Commerce and Arts
(12% of total Strength)

Student Selection Criterion: Students are selected on the basis of regularity and performance in Academics.

1. How do you rate the sequence of the courses you have studied in previous semesters?

Response: Excellent.

Action Plan: More vocational courses to be introduced.

2. Is your curriculum relevant to your good future?

Response: Yes, up to 92% felt it was relevant.

Action Plan: More collaborative programmes with industry to be introduced.

3. Are you satisfied with the course content of your programme ?

Response: Yes, up to 90%. Most of the courses are compatible with industry and employers' demands.

Action Plan: Effort is to achieve 100% course content satisfaction amongst the students.

4. Are you satisfied with the special programs organised for advance learners and slow learners in your College?

Response: Yes, over 90% feel satisfied.

Action Plan: Tutorials in special classes to be organised to accommodate the students who are slow learners.

5. Are you satisfied with the internal evaluation process?

Response: Over 90% students expressed satisfaction.

Action Plan: Keeping in mind the students' responses, the internal evaluation method to be made more transparent and comprehensive.

6. Are you satisfied with the Redressal of evaluation related grievances?

Response: Majority felt satisfied. The grievances are redressed quickly and timely.

Action Plan: Grievance Redressal Cell to be strengthened with the help of SWA.

7. Does your Institution promote Research Activities amongst students?

Response: Moderately. There is hardly much scope to introduce research at UG level as students lack research-maturity.

Action Plan: To introduce more Research oriented professional courses.

8. Are you a Member of NSS or Green Club of the College?

Response: Yes. Majority of the students participate in programmes organised by NSS, SWA related to creating Eco-friendly environment.

Action Plan: More and more students will be encouraged to partake in the NSS, NCC and Go Green Clubs and Plantation Drives.

9. Do you actively participate in Extension Activities and do you find them to be relevant?

Response: Yes, 95% students actively participate in Extension Activities and they find them relevant.

Action Plan: More and more students will be encouraged to participate in the Extension Activities like visiting charitable organizations.

10. Are you satisfied with the infrastructural facilities in your classrooms like benches, electric lights, fans etc.?

Response: Yes, very satisfied. The infrastructure is adequate and add quality to the academic excellence.

Action Plan: All Rooms on C block will be made AC rooms.

11. Do you think there are enough books, journals, newspaper in the library concerning your subjects?

Response: Enough. Foreign Authors' Books and Reference Books, Magazines on varied subjects, Research journals related to most of the subjects are available.

Action Plan: Facility for online reading of Journals and Magazines will be made available to the students.

12. Are you satisfied with the facilities for extracurricular activities and sports?

Response: Yes, 95% students participate in the extra-curricular activities being organized. Participation of students in Outdoor games to be boosted.

Action Plan: More and more students will be encouraged to participate in the extra-curricular activities and more sports activities will be organized for full physical development of the students.

13. Do you regularly visit College Library for Study purpose?

Response: Yes. On daily basis, almost 85% students do visit Library to make notes, to find books related to subjects and to access their MOODLE Accounts.

Action Plan: Library chairs to be replaced with cushioned ones.

14. Does the College provide Safe drinking water and sanitation facility?

Response: Yes. Water coolers have been placed throughout the college and there are dustbins everywhere in the campus.

Action Plan: Sanitation Facility to be spruced up.

15. Do you think the college updates its infrastructure at regular basis?

Response: Yes. Classes are Labs are upgraded and infrastructure is improved regularly.

Action Plan: Many e facilities incorporated in Library and the College.

16. Do you find your teachers easy to understand?

Response: Yes. Teachers are dedicated and very efficient in their subjects. They use lecture methods and also use ICT to teach in an interactive way.

Action Plan: More Faculty Development Programmes to be organised to facilitate up gradation of knowledge of pedagogy.

17. Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject?

Response: Yes, 90% students agreed. Teachers provide in-class notes and quality study material. 90% students have full clarity and understanding of the subjects.

Action Plan: Lectures and notes will be made available online on Website. Focus will be on E- Interaction and MOODLE based resources and books, links and blogs.

18. Have you ever approached any of your teachers for Career Guidance and Assistance?

Response: Yes, frequently. Teachers of Commerce, IT classes, Applied Art, Fine Arts, Social Sciences & Language Departments and Vocational Classes have been offering career guidance and timely advice to the students, to navigate their career in the right direction.

Action Plan: Overseas Education Guidance Cell will be set up in the coming times.

19. Is the College Office Supportive in dealing with administrator?

Response: Yes. The non-teaching staff members guide about university form filling, admission form filling, Collecting University Roll Numbers or about collecting DMCs as and when sought.

Action Plan: To keep up the supportive attitude.

20. Do you make use of Suggestion Box provided in the College?

Response: Frequently.

Action Plan: More and more students will be encouraged to make use of Complaints or Suggestion Cell. E-Complaints in MOODLE to be introduced soon.

21. Is the campus Eco Friendly and Green?

Response: Extremely. Our college has 2 lush green gardens and herbal garden.

Action Plan: Green Club and waste material club have been introduced.

22. What is your opinion regarding safety of girl students in the College?

Response: Girl students are totally safe and secure and no case of sexual harassment have ever been reported.

Action Plan: Anti-Ragging Cell and Anti-Sexual Harassment Cell are already working.

23. How would you rate the services provided by the counseling cell on the scale of 1 to 5

Response: 4.8

Action Plan: Cell will include Placements, Academic and personal guidance also.

24. What is your view regarding waste management measures in the College?

Response: Dustbins and garbage bins are provided throughout the campus. 'Best out of Waste' competition is held annually.

Action Plan: Focus on reducing the usage of paper.

25. How would you rate the transparency of the admission process on the scale of 1 to 5

Response: 5

Action Plan: College Website will be set up for inviting admissions from students hailing from far off States of India.

26. What is your overall opinion about the Institution?

Response: It's the best in North India

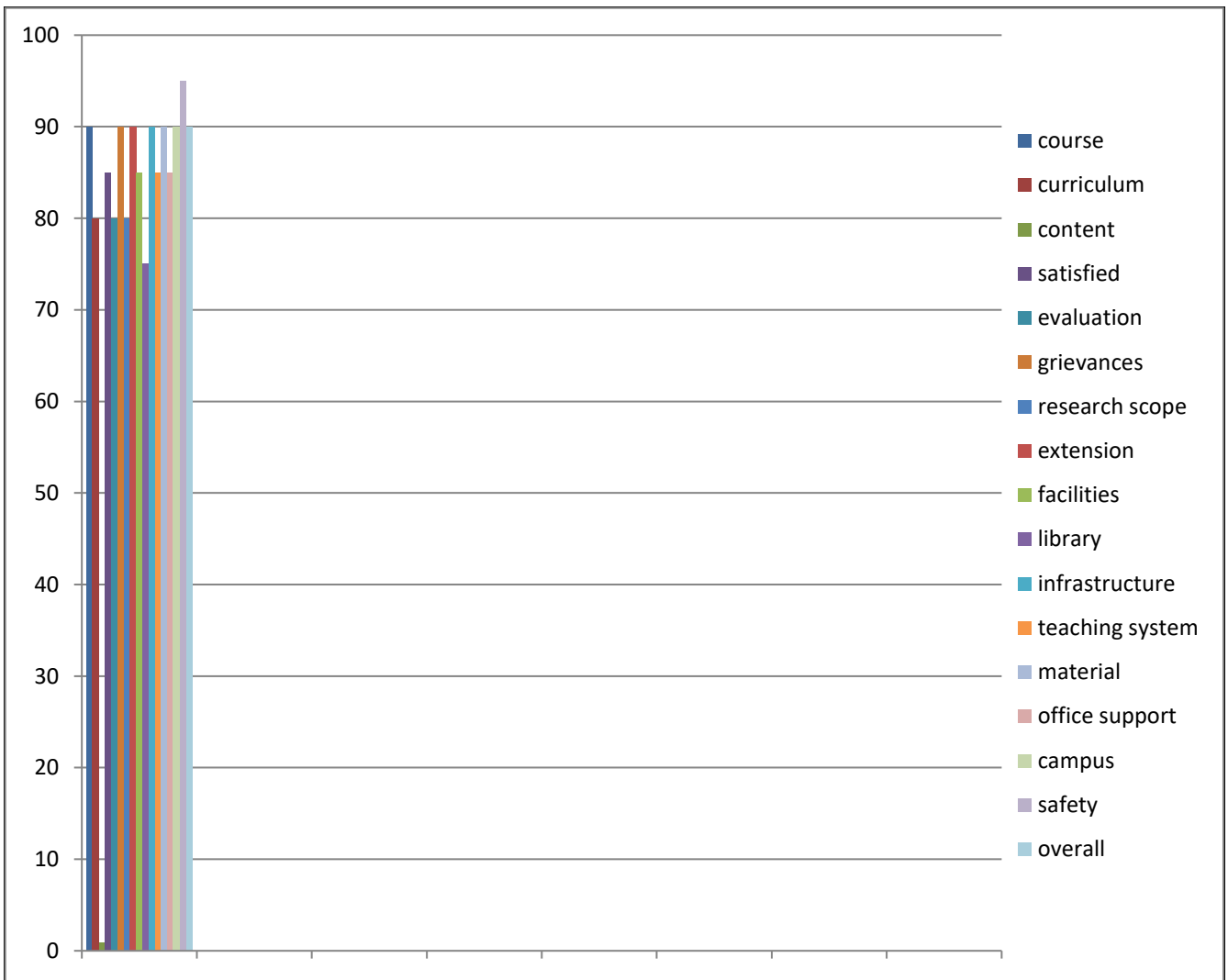
Action Plan: To work towards achieving autonomy for the Institution.

27. Any change or improvement you would like to see in your Institution.

Response: Online teaching learning facility, more sports activities and basement parking should be set up. Provision of Hostel would facilitate out station students to study here.

Action Plan: To incorporate the above suggestions and work on an action plan.

ANALYSIS IN CHART:




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