

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

**Prepared by  
THE IQAC**



**R.C.M. SCIENCE COLLEGE, KHALLIKOTE, GANJAM  
2019-20**

## **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:**

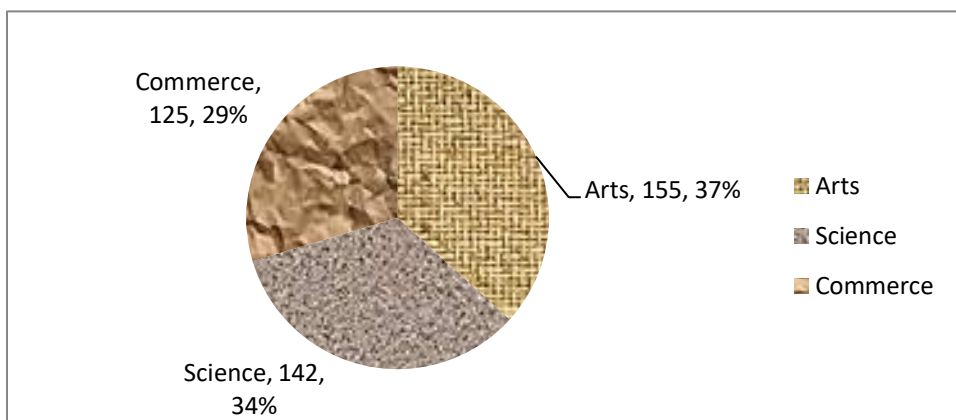
It is the responsibility of the stakeholders to transform the vision of the HEI into reality. Hence, analysis of feedback of stakeholders has paramount importance. Students' satisfaction is the sin-qua-non for a successful management of the HEI. The annual feedback system adopted by the HEI in consonance with the NAAC requirement is a positive step taken in this direction.

From its inception, the Higher Education Institution had its inbuilt feedback system and monitoring mechanism which propelled its reputation beyond limits and could achieve the pinnacle of success as it is today. At times, formal reports on certain achievable goals, informal visits of members of Governing Body, formal and informal meetings with teachers, students and other staff members augured enough qualitative and quantitative data which helped shaping the HEI in the forefront of higher education scenario in the state. However, the recently implemented formal feedback system has helped enriching the policy already in place. It is hoped, the feedback system will go in a long way to achieve a vibrant educational management system in the HEI.

## Background:

The Higher Education Institution offers undergraduate course in Arts, Science and Commerce in the newly adopted CBCS pattern. The HEI also offers two Post Graduate courses in Chemistry and Odia. The Post Graduate Departments are relatively new and at its formative stage. However, undergraduate courses offered by the institute are well recognised and appreciated by the University. Since the Post Graduate students are relatively new and have not completed even one full year, therefore, feedback is only collected from the undergraduate students. There are 517 eligible students who appeared the final examinations in three different streams out of which a total of 422 students submitted the feedback forms i.e. 81.62 % of the total student's strength of 6<sup>th</sup> semester. All feedback forms are analyzed quantitatively as detailed below to find out overall Institutional Performance.

**Chart – 1, Number of Students Given Feedback (Session 2019-20)**



## **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 feedback form (marked as Annexure – I) is administered to elicit information from the students on completion of studies. Before students could give feedback, a clarification session of 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. After filling up their feedback forms, students deposit them with their mentors. The filled in feedback forms are then deposited with the IQAC for analysis. 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.

## Analysis of Feedback:

The data elicited through the feedback is analysed and is placed in tabular manner as under.

**Table-1, Stream wise average rating on facilities in the college**

<b>Streams</b>	<b>Green campus</b>	<b>Students' common room</b>	<b>Drinking water facility</b>	<b>Indore game facility</b>	<b>Reading Room and Reading materials</b>
<b>Arts</b>	4.75	4.5	4.83	4.72	4.8
<b>Science</b>	5	4.5	4.6	4.8	4.76
<b>Commerce</b>	5	4.6	4.8	4.78	4.68
<b>Overall weighted average</b>	4.91	4.53	4.74	4.76	4.75

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. Table 2 and table 3 below depict good ratings on teaching learning and evaluation activities adopted in the college for which the HEI is known in the vicinity.

**Table-2, Stream wise average rating on teaching learning activities**

<b>Streams</b>	<b>Catering to students' diversity</b>	<b>Use of ICT</b>	<b>Completion of Curriculum</b>	<b>Teachers as facilitator</b>	<b>Seminars in the Department</b>
<b>Arts</b>	4.6	4.78	4.92	4.94	4.85
<b>Science</b>	4.38	4.35	4.59	4.68	4.55
<b>Commerce</b>	4.25	4.55	4.68	4.85	4.64
<b>Overall weighted average</b>	4.42	4.57	4.74	4.83	4.69

**Table-3, Stream wise average rating on examinations and evaluation systems**

<b>Streams</b>	<b>Transparency in internal evaluation</b>	<b>Impartiality in Evaluation</b>
<b>Arts</b>	4.92	4.95
<b>Science</b>	4.86	4.9
<b>Commerce</b>	4.96	4.97
<b>Overall weighted average</b>	4.91	4.94

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 apparent from table 4 below.

**Table-4, Stream wise average rating on facilitation channels of the college**

<b>Streams</b>	<b>Cooperation of library staff</b>	<b>Cooperation of support staff</b>
<b>Arts</b>	4.74	4.63
<b>Science</b>	4.86	4.54
<b>Commerce</b>	4.87	4.68
<b>Overall weighted average</b>	4.82	4.61

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 poor internet connectivity and wi-fi facilities in the HEI are reflected in the students' feedback which is well captured in table 5. Even though there have been efforts to restore the wi-fi infrastructure, there have been sporadic interruptions in services due to situations, often, beyond control of the HEI. The poor connectivity may be attributed to the locational disadvantage of the college, poor services of

the public service provider and due to the wandering monkeys who have, time and again, dismantled the wi-fi infrastructure of the college. Nonetheless, there have been sustained endeavours to restore the facilities.

**Table-5, Stream wise average rating on application of ICT enable monitoring and facility centers**

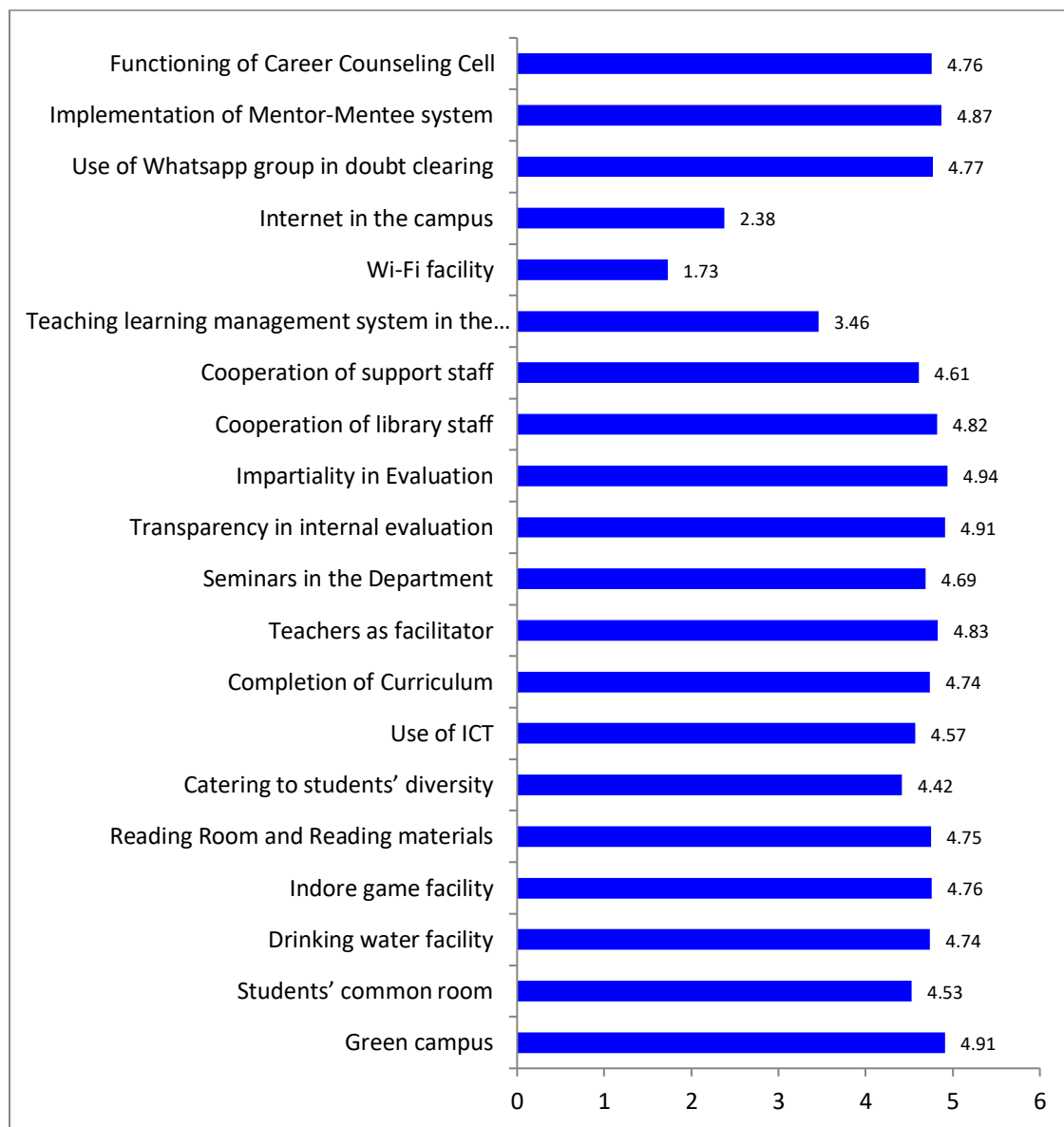
<b>Streams</b>	<b>Teaching learning management system in the college</b>	<b>Wi-Fi facility</b>	<b>Internet in the campus</b>	<b>Use of Whatsapp group in doubt clearing</b>
<b>Arts</b>	3.67	1.4	1.3	4.87
<b>Science</b>	3.25	2.3	4.56	4.68
<b>Commerce</b>	3.43	1.5	1.23	4.75
<b>Overall weighted average</b>	3.46	1.73	2.38	4.77

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 from table 5 and table 6. Career Counseling in the college is not of old vintage but has gain momentum as is displayed though high students' feedback as is reflected in table 6.

**Table-6, Stream wise average rating on counseling and mentoring in the college**

<b>Streams</b>	<b>Implementation of Mentor-Mentee system</b>	<b>Functioning of Career Counseling Cell</b>
<b>Arts</b>	4.97	4.89
<b>Science</b>	4.86	4.65
<b>Commerce</b>	4.77	4.73
<b>Overall weighted average</b>	4.87	4.76

**Chart-2, Overall Average Students' Ratings on all Parameters**





# Annexure-I

PART-B -2.7.1

## R.C.M SCIENCE COLLEGE, KHALLIKOTE, GANJAM STUDENT SATISFACTION SURVEY (SSS) ON OVERALL INSTITUTIONAL PERFORMANCE

Name of the Student: \_\_\_\_\_ Stream \_\_\_\_\_

UG  / PG  \_\_\_\_\_ Semester, Roll No: \_\_\_\_\_.

5  4  3  2  1  
Outstanding Very Good Good Average Below Average

1. Environment of the College (Green and Eco-friendly):
2. Availability of Safe Drinking Water in the college campus:
3. Availability & Daily maintenance of Lavatory for Boys and Girls:
4. Teaching Learning Management System in the college:
5. Use of ICT in Teaching-Learning Process:
6. Timely completion of curriculum:
7. Teachers catering to Student Diversity:
8. Transparency in Evaluation of Internal Examinations:
9. Impartiality in Evaluation:
10. Functioning of Mentor-Mentee System in the college:
11. Availability of Indore Game facilities in the Students Common Room:
12. Availability of News papers, Journals, Reference Books,  
Question Bank and Scheme of Evaluation in the Reading Room:
13. Availability of WI-Fi facility 24x7 in the College Precinct:
14. Availability of Internet in the college as a learning resource:
15. Cooperation of Library Staff:
16. Cooperation of Support Staff:
17. Conduct of Career Counselling Programmes:
18. Conduct of Seminars in a routine order:
19. Application of Whats-App Group in doubt clearing:
20. Overall satisfaction on Teachers as Facilitators:

**N.B: The arithmetic mean is taken into consideration to obtain Student Satisfaction Survey. This observation is the outcome of the arithmetic mean of the whole sum.**

Date:

Counter Signature of the Mentor

Signature of the Student