JagatTaran Girls' Degree College, Prayagraj
Students Satisfaction Survey Report
Session 2017-18

Students Satisfaction Survey (Key Indicator 2.7.1) has been conducted by IQAC on the format given by NAAC. The SSS questionnaire which consist of 20 objective & onesubjective question has been used,which is available in NAAC website.

Sample: Sample for the student satisfaction Survey consists of 150 students from all the 12 departments of the college.

Data Analysis: There are 20 objective questions and students' response was taken on a scale of 4 to 0, with the most positive response rated as 4 and most negative response rated as 0. The mean score for each question was calculated and the overall mean was arrived at.
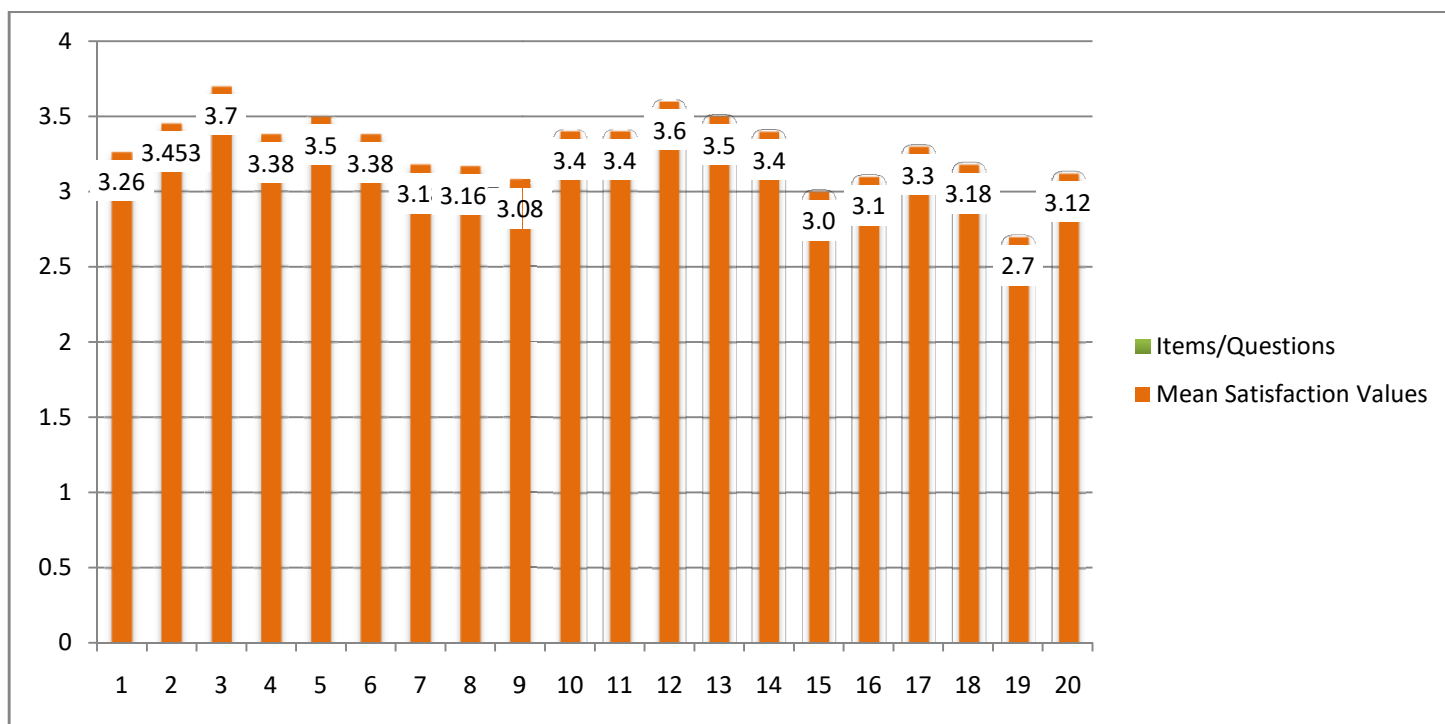
Result: Table one shows Item wise mean values of 20 items (mentioned in table 1). The maximum mean value obtained is **3.7** for item no. 3 which stands for "Teachers Communication Skill'. The minimum mean value obtained is **2.7** for item no. 19 which stands for "use of ICT tools by teachers". The overall mean value is **3.28** which shows 82% students have positive satisfaction level for the college.

Table 1

Table showing Item-wise 'Mean Values' for 'Students' Satisfaction on 20 items/ criteria of 'Student Satisfaction Survey'
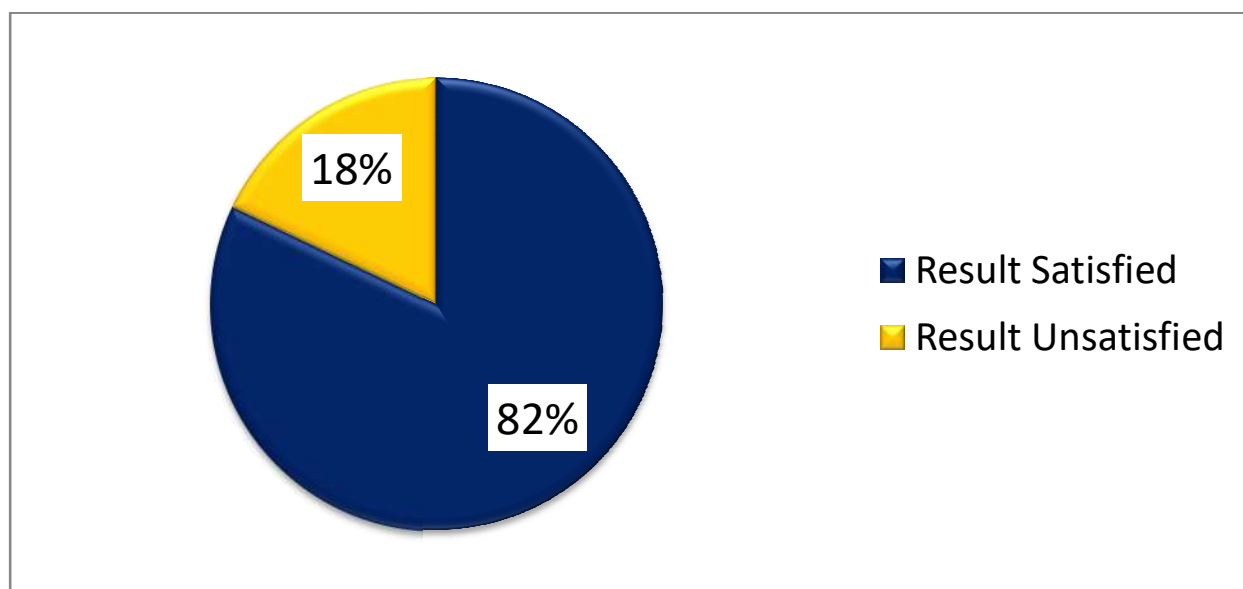
S. No.	CRITERIA	MEAN VALUE
1.	Syllabus coverage	3.26
2.	Teachers' Preparation	3.45
3.	Teachers' communication skills	3.70
4.	Teachers' approach towards teaching	3.38
5.	Fairness of internal evaluation process	3.50
6.	Discussion with students for assignments	3.38
7.	Promotion of students' internship, exchange and field visit	3.18
8.	Facilitation of students' cognitive, social and emotional growth	3.16
9.	Multiple opportunities to learn and grow by institution	3.08
10.	Information of students' expected competencies, course outcomes and programme outcomes by teachers	3.40
11.	Necessary follow-up of students with an assigned task	3.40
12.	Illustration of concepts through examples and their applications by teachers	3.60
13	Identification of students' strengths and their encouragement by teachers	3.50
14.	Identification of students' weaknesses and their help by teachers	3.40
15.	Monitoring , review and continuous quality improvements of the teaching learning process	3.00
16.	Use of student centric methodologies for enhanced learning experiences	3.10
17.	Teachers' encouragement for participation in extracurricular activities	3.30
18.	Efforts to inculcate soft skills and employability skills	3.30
19.	Use of ICT tools by the teachers	3.18
20.	Overall Quality of teaching- learning process	2.70

Graphical representation of Item wise mean values-

Graph 1 of Table 1

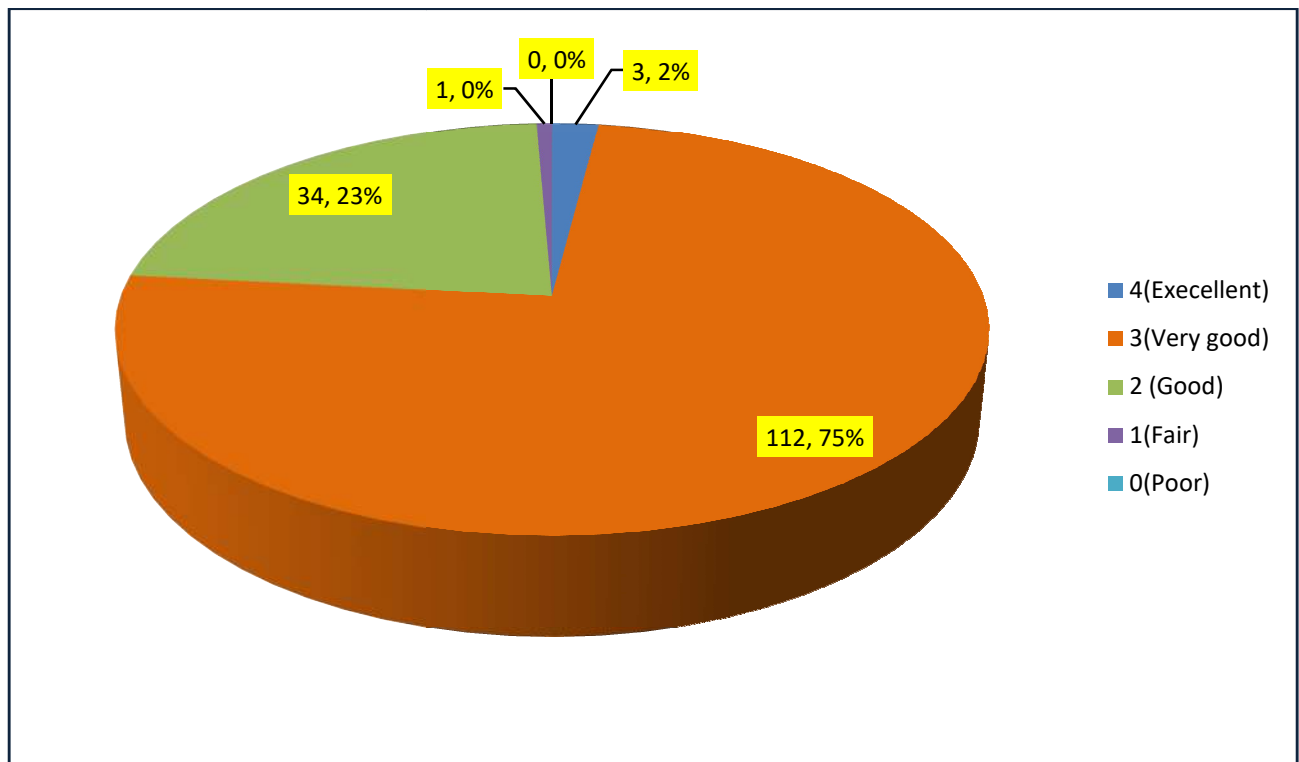## Graphical Representation of Data showing Total Satisfaction Value of the students

Graph 2 of Table 1

Table 2

Table Showing Student's response for each category

Marks Allotted to Each Category	4(Excellent)	3(Very good)	2 (Good)	1(Fair)	0(Poor)
Marks obtained for each Category	3	112	34	1	0

Graph 3of Table 2

(Analysis of Item no. 21) (Open Ended)

Observations /Suggestions by students to improve the overall teaching-learning experiences in the institution

A. **Development of the college infrastructure:**The students' response suggest that number of class room should be increased. There should be more seating place in the Library. Students have asked for a common room and more numbers of washroom, which should be cleaned daily.

B. **ICT facility in the College:** Some students suggested that they should have access to use computer with internet facility in the library so that they can consult books online.

C. **Development of library facilities:**Suggestion were also made to increase text-books in the library especially in English medium.

D. **Field works/trips:** Many students suggested that excursion, field trips may be organized so that they get more opportunity for practical knowledge.