

2.7.1 – Student Satisfaction Survey (SSS) on overall institutional performance 2019-20.

Feedback is valuable information that plays an important role in taking important decisions. Effective feedback has benefits for the giver, the receiver, and the wider organization. Feedback is actually constructive criticism and is the best tool to formulate better decisions to improve and increase performance.

This survey includes majorly the questionnaire recommended by NAAC. Apart from Teaching-Learning and Evaluation aspects, the survey has included the institution infrastructural and welfare aspects too. Students satisfaction survey (SSS) was conducted in the college. SSS is a part of accreditation process. Survey consists of many competent questions and students have to answer it. It is an institution level feedback system. Our SSS was conducted offline by given them forms with questions.

The observations of the SSS are as follows.

- 1) Teacher performance in timely completion of syllabus was good.
- 2) Fairness of the internal evaluations process by the teachers was always fair.
- 3) Student Mentoring System was positive aspect of the institute which tracks overall growth of the students.
- 4) Usually teachers inform about expected competencies, course outcomes and program outcomes to the students.
- 5) Overall the response to survey was positive.
- 6) Preparation of the teacher for class was satisfied.
- 7) Teachers usually discuss the performance of students in internal examination with students.
- 8) Institution regularly takes active interest in promoting extracurricular activities and organizing field visits.

There were few areas of concern where scope for improvement was seen. Those areas are as follows.

- 1) Encouragement of research culture among students is needed.
- 2) Need of more Skill based certificate programs and courses.
- 3) More New post-graduation courses should be started.

- 4) Enlarging Physical Infrastructure.
- 5) Number of books should increase in the library.
- 6) Efforts need to be made by the teachers to inculcate soft skills and employability skills.

The overall performance of the Institution was positive and there was need for improvement in some areas.