

## **Student Satisfaction Survey**

### **Key Indicator - 2.7.1**

#### **Under Criterion II of Teaching – Learning and Evaluation**

**(Includes the questionnaire suggested by National Assessment and Accreditation Council (NAAC))**

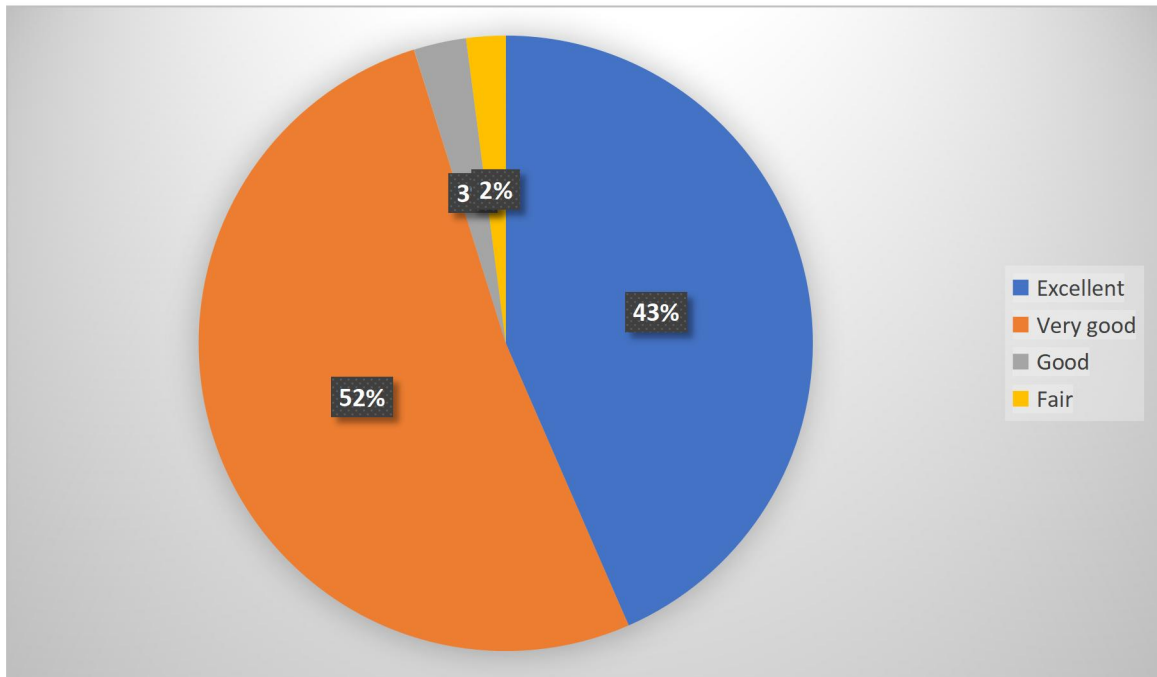
#### **Report on results and details of Students Satisfaction Survey (SSS):**

S.S.M.M College of Arts, Commerce and Science is an eminent and prestigious college situated in Pachora, Dist.Jalgaon (M.S). The college body believes in continuous evaluation through various ways and improving the overall functioning of college. Students Satisfaction Survey (SSS) is one among these. This survey includes majorly the questionnaire recommended by NAAC and was carried out on 145 students out of the 1444 students admitted during the academic year 2019-20. The organization of survey, questionnaire and the results are provided as follows.

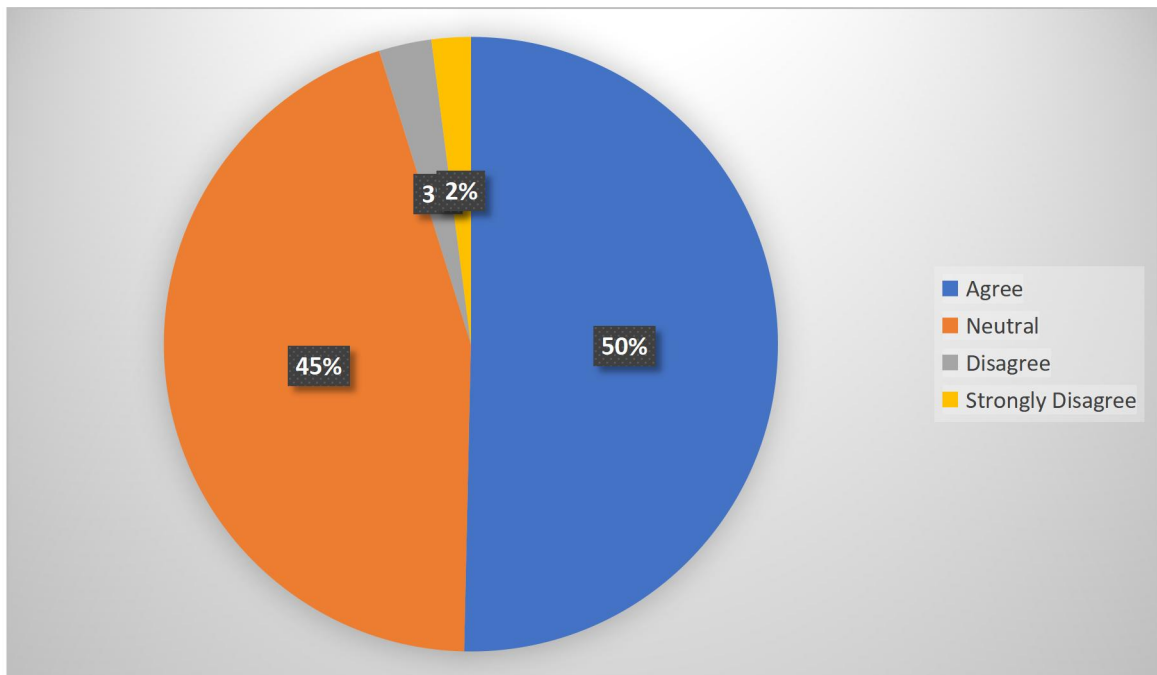
The Higher Education sector is highly competitive. To impart quality technical education and provide competent resources to the society, stakeholder's inputs create a cutting edge in achieving this. Our institute strives to reach high altitudes with continuous inputs especially from the students. NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed. This survey is being conducted by S.S.M.M College of Arts, Commerce and Science and its motto is to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

- The responses given by the students for the questionnaire provided to the students are given below.

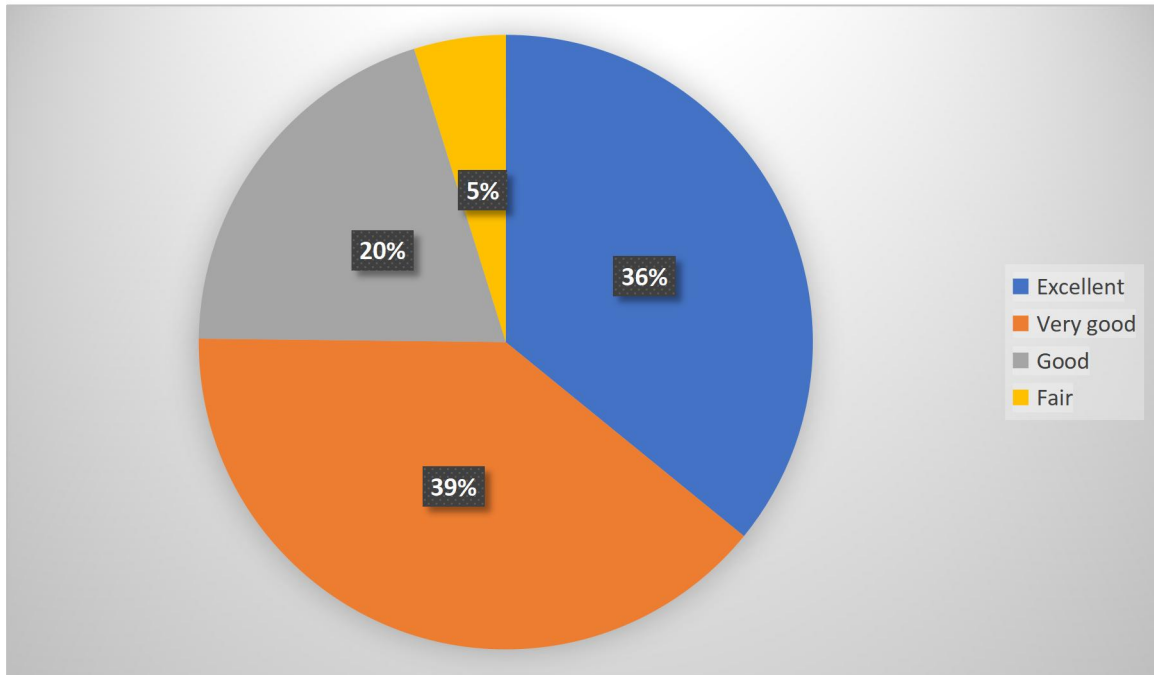
**1. How satisfied are you with the quality of education provided by our institution?**



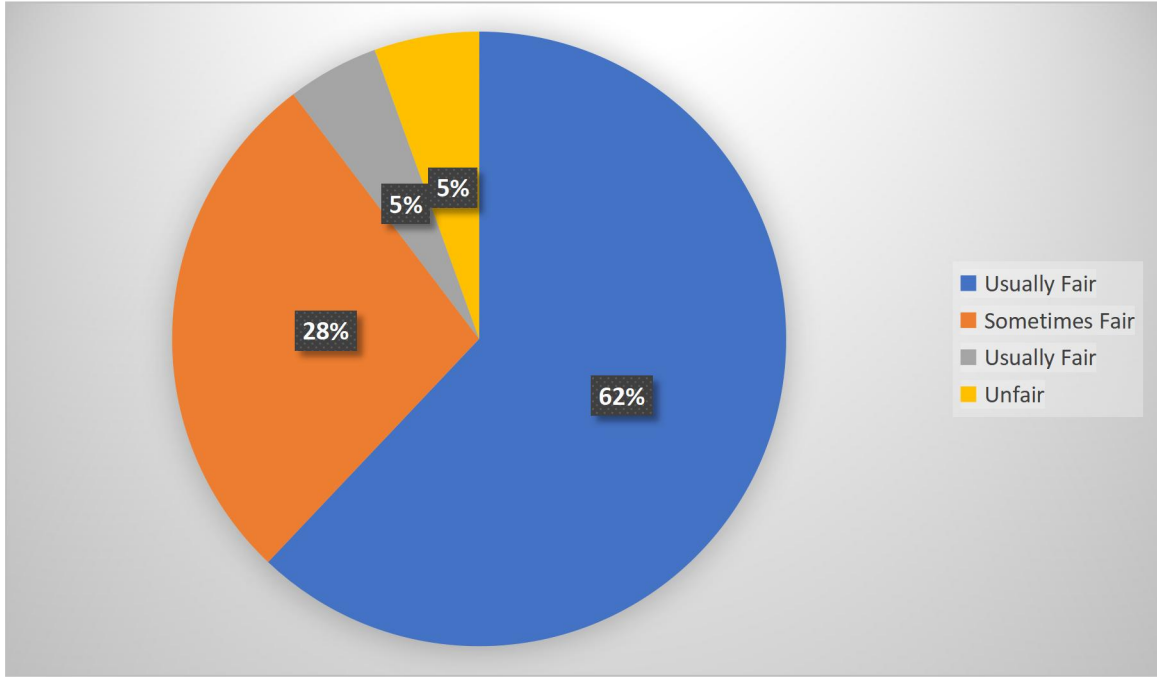
**2. Are the instructors at our institution knowledgeable and helpful?**



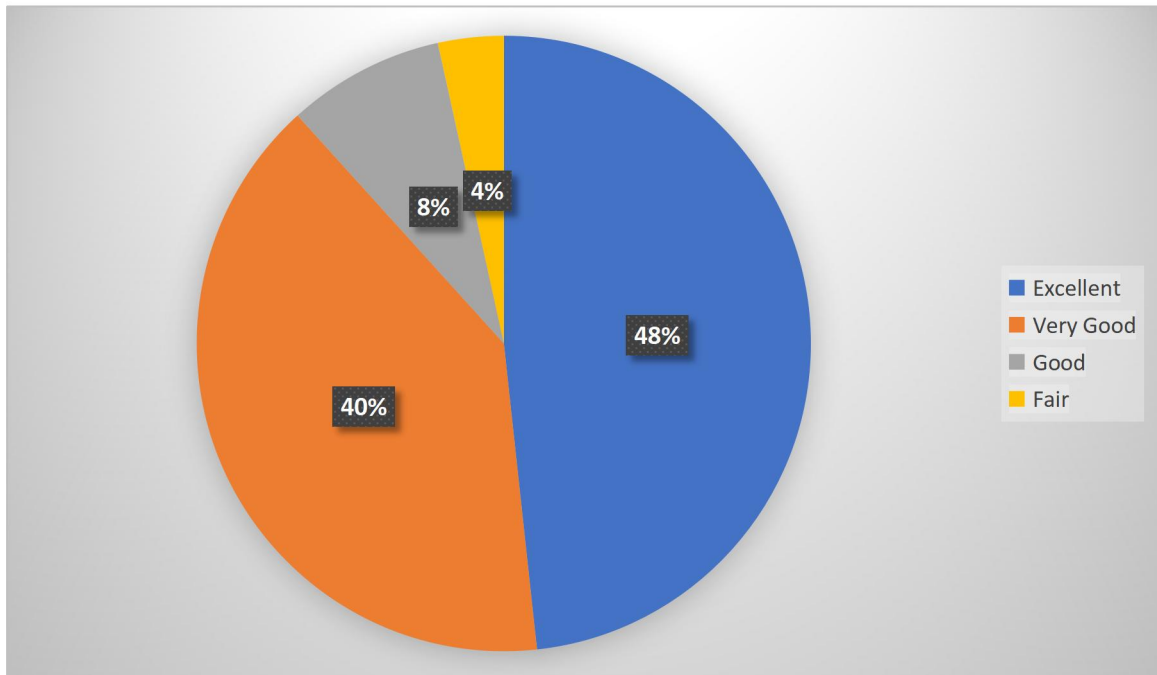
3. How satisfied are you with the availability and accessibility of resources(such as libraries, computer labs and study spaces)?



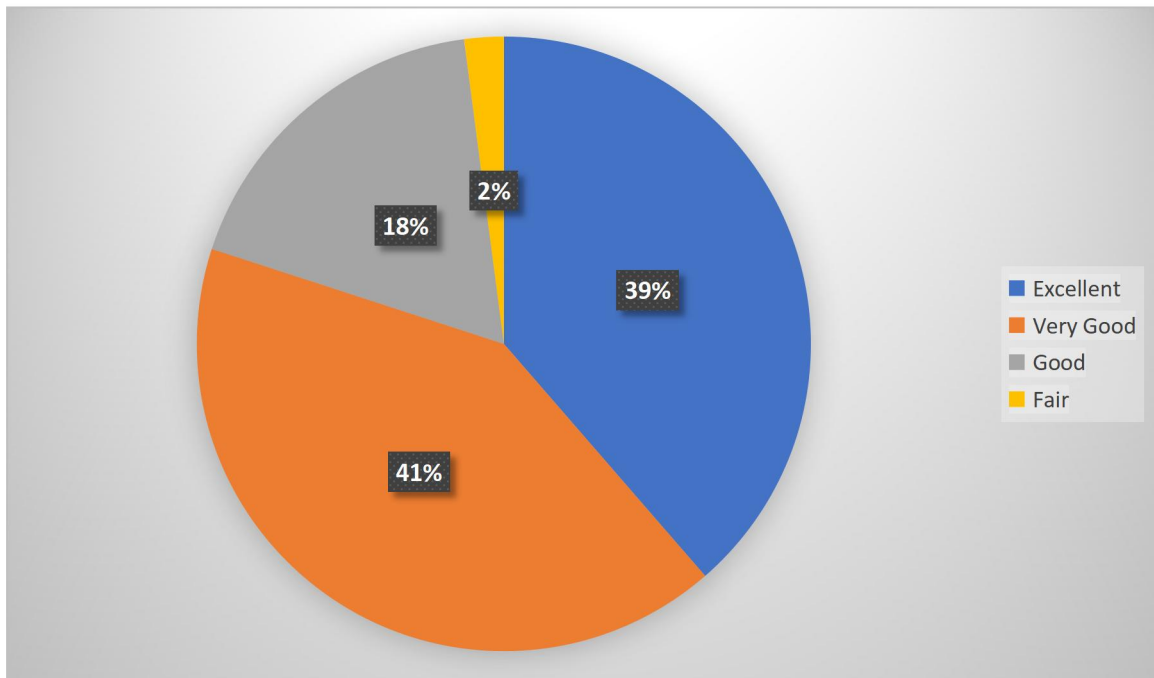
4. How satisfied are you with the communication and responsiveness of the administration and staff ?



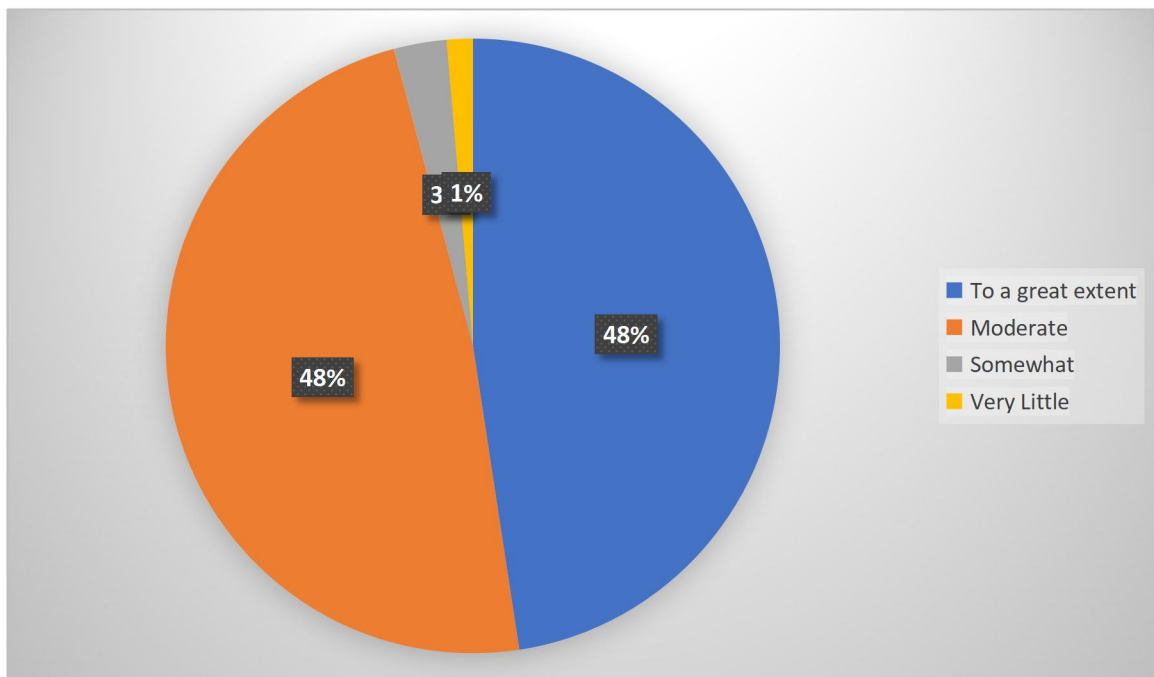
5. How satisfied are you with the overall campus environment (including safety, cleanliness, and aesthetics) ?



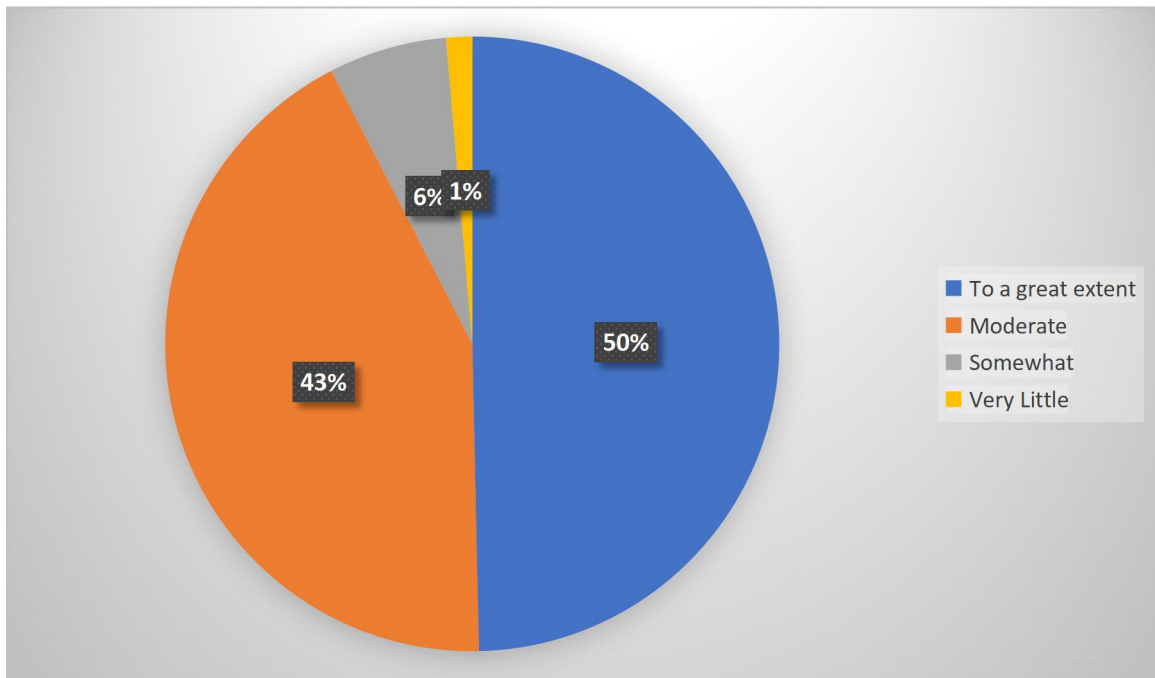
6. How satisfied are you with the variety and availability of extracurricular activities and events?



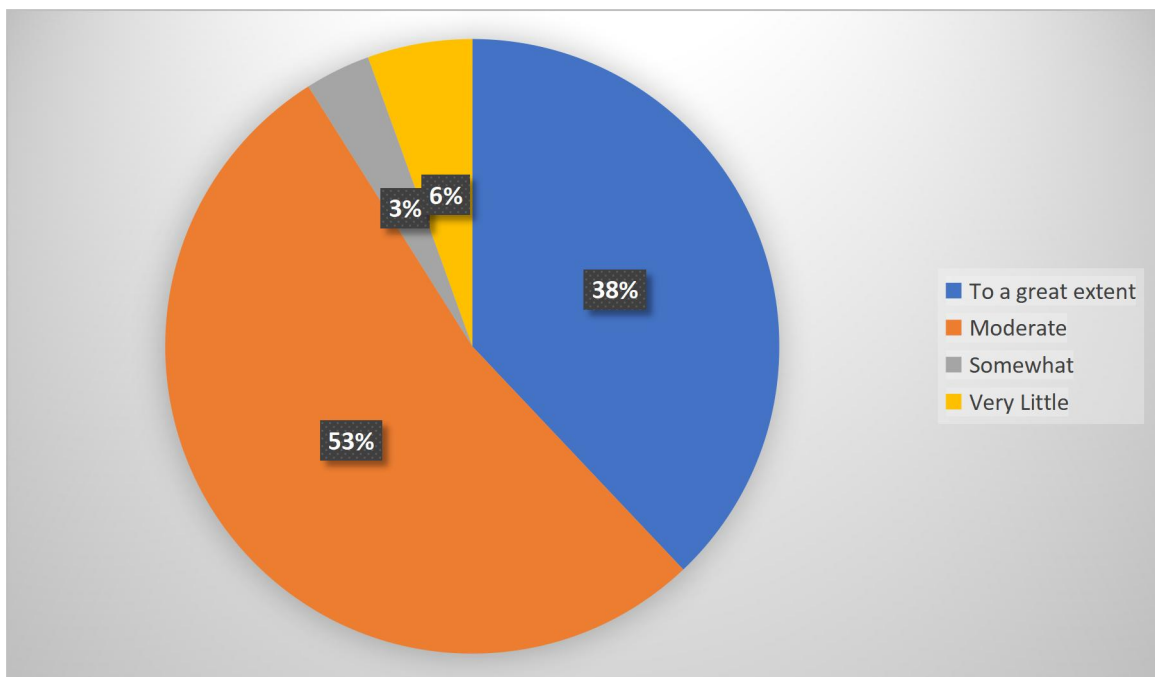
7. How satisfied are you with the affordability of tuition and other costs ?



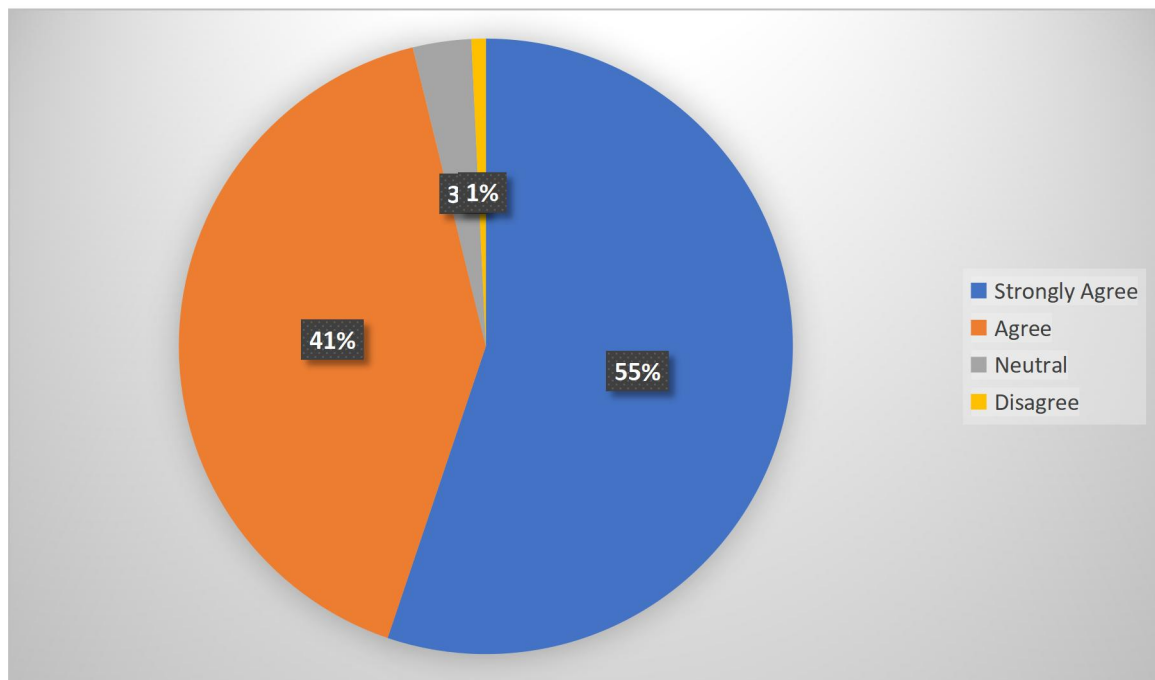
8. How satisfied are you with the level of support provided for academic and Personal success (such as tutoring, counselling and career services) ?



9. How satisfied are you with the diversity and inclusivity of the student body and the institution as a whole ?



**10. The overall quality of Teaching – Learning process in your institute is very good?**



Regarding the quality of education, more than 90% of students mentioned the quality as very good. Most of the Students were satisfied with the knowledge and helpful nature of Teachers. More the 70% of students were satisfied with the availability and accessibility of resources. More than 60% of the students were satisfied with communication and responsiveness of administration and staff. The condition of overall campus environment is well applauded by more than 80% of the students. More than 75% of the students agreed that the institution provides multiple opportunities to learn and grow and conducts extra curricular activities and events. Regarding the tuition fees and other costs of the institution, 90% of students agreed on the affordability. More than 90% of the students agreed with the statement that the quality of teaching-learning process in the institute is very good.

**Analysis of outcomes of Students Satisfaction Survey (SSS)**

<u>Question</u>	<u>Option 4</u> <u>(%)</u>	<u>Option 3</u> <u>(%)</u>	<u>Option 2</u> <u>(%)</u>	<u>Option 1</u> <u>(%)</u>	<u>Total</u> <u>(%)</u>
<u>1</u>	<u>43</u>	<u>52</u>	<u>3</u>	<u>2</u>	<u>100</u>
<u>2</u>	<u>50</u>	<u>45</u>	<u>3</u>	<u>2</u>	<u>100</u>
<u>3</u>	<u>36</u>	<u>39</u>	<u>20</u>	<u>5</u>	<u>100</u>
<u>4</u>	<u>62</u>	<u>28</u>	<u>5</u>	<u>5</u>	<u>100</u>
<u>5</u>	<u>48</u>	<u>40</u>	<u>8</u>	<u>4</u>	<u>100</u>
<u>6</u>	<u>39</u>	<u>41</u>	<u>18</u>	<u>2</u>	<u>100</u>
<u>7</u>	<u>48</u>	<u>48</u>	<u>3</u>	<u>1</u>	<u>100</u>
<u>8</u>	<u>50</u>	<u>43</u>	<u>6</u>	<u>1</u>	<u>100</u>
<u>9</u>	<u>38</u>	<u>53</u>	<u>3</u>	<u>6</u>	<u>100</u>
<u>10</u>	<u>55</u>	<u>41</u>	<u>3</u>	<u>1</u>	<u>100</u>