



SURANA COLLEGE

AUTONOMOUS

Affiliated to Bangalore University
Re-accredited by NAAC with "A+"

2021-22

AQAR

Annual Quality Assurance Report

**Criterion II – Teaching-Learning
and Evaluation**

(2.7.1)

Student Satisfaction Survey



ESTD.1995
SURANA COLLEGE

(AUTONOMOUS)
Moulding Character & Careers

Affiliated to Bangalore University
Re-accredited by NAAC with A+ Grade
Recognized under 2(f) & 12(B) of UGC
Accredited by IAO & Certified by ISO

Student Satisfaction Survey 2021-22

Success of any institution is largely dependent on the fact that every student is provided with a good academic ambience. To ensure that every student is satisfied, the institution believes in a good feedback system. The year 2021-22 marked the introduction of the NEP syllabus which brought in a major paradigm shift in curriculum and elective system. As new framework was introduced, the Feedback Committee collected feedback from students at the end of the academic year. Though the institute collects feedback for various purposes, this report focusses only on the survey, based on student satisfaction.

The committee formulated questions that covers various aspects such as -

- Teaching and learning process
- Evaluation mechanism
- Assessment techniques
- Mentoring activities
- Add-on and certificate courses
- Holistic development
- Clubs and forums
- Library and infrastructure
- Extra-curricular activities like NCC/NSS/Sports/Cultural

19-12-2022

Bhauzih
PRINCIPAL
SURANA COLLEGE
16, South End Road,
Bangalore - 560 004.



Methodology for the survey

- 1) The committee formulated a set of questions covering various aspects of the institution and submitted for IQAC approval.
- 2) The students were given the following instructions –
 - *PARTICIPATE IN STUDENT SATISFACTION SURVEY 2021-22 by sharing your experience during the last academic year:*
 - a) *Rate your Institution - You are expected to give responses on a scale of 1 to 5 with the most positive being 5.*
 - b) *Suggest improvements - In this survey, 25 of 26 questions are objective in nature and one question is an open-ended question.*
- 3) A total of 592 responses were used for analysis. The collected responses from multiple choice questions were tabulated for analysis and submitted to IQAC for further review.
- 4) The suggestions given in the open-ended question were consolidated and submitted to IQAC.





Questionnaire

- 1) Whether the institute adheres to the university academic calendar?
- 2) Add-on/certification and enrichment courses
- 3) Classrooms and labs adequate with facilities such as chairs/desks/lighting/aeration
- 4) Availability, traceability and accessibility of printed books and journals in the library
- 5) Overall ambience and performance of library
- 6) Working hours of the library
- 7) Maintain and update environmental-friendly environment by organizing activities like plantation drives, Swachh Bharath activities etc
- 8) Maintain and update a disabled-friendly campus by providing ramps and lift facilities
- 9) Overall cleanliness and tidiness of the departments, corridors, campus and washrooms
- 10) Assistance provided from the Institute towards collaboration with Industries
- 11) Encouragement in student's participation in Workshops, Seminars, Symposiums
- 12) Counselling on Career Guidance
- 13) Functioning of student-grievance-redressal committees like anti-ragging committee, Sexual Harassment Elimination (SHE cell) and student-welfare committee
- 14) Efficiency of NSS/NCC/YRC/Red Cross Society and other Clubs in the institution
- 15) Involvement of students and staff in sensitizing community towards social and national issues
- 16) Celebration of commemorative, national and international days
- 17) Teachers adapt to student-centric methods, such as experiential learning, participative learning, and problem-solving methodologies
- 18) Teaching and mentoring process in your institution facilitates you in cognitive, social, and emotional growth
- 19) Regular follow-up by your mentor assigned
- 20) Syllabus coverage in offline classes
- 21) Accessibility to Study material/recorded lectures
- 22) Creative and innovative methods used in teaching
- 23) Soft skills, life skills and employability skills training
- 24) Technique used to teach practical subjects classes
- 25) Rate the overall quality of teaching-learning process in your institute.





OBSERVATIONS AND RECOMMENDATIONS FROM THE ANALYSIS OF THE SURVEY (MULTIPLE-CHOICE QUESTIONS)

A total of 592 students had taken up the satisfaction survey out of which 290 were boys and 302 were girls. Students had to provide a rating on a scale of 1 to 5, with 5 being the most positive. The feedback committee collected responses and carefully studied and analysed in the month of July 2022. Some of the questions have received highest rating and a few feedback suggest some areas of improvement.

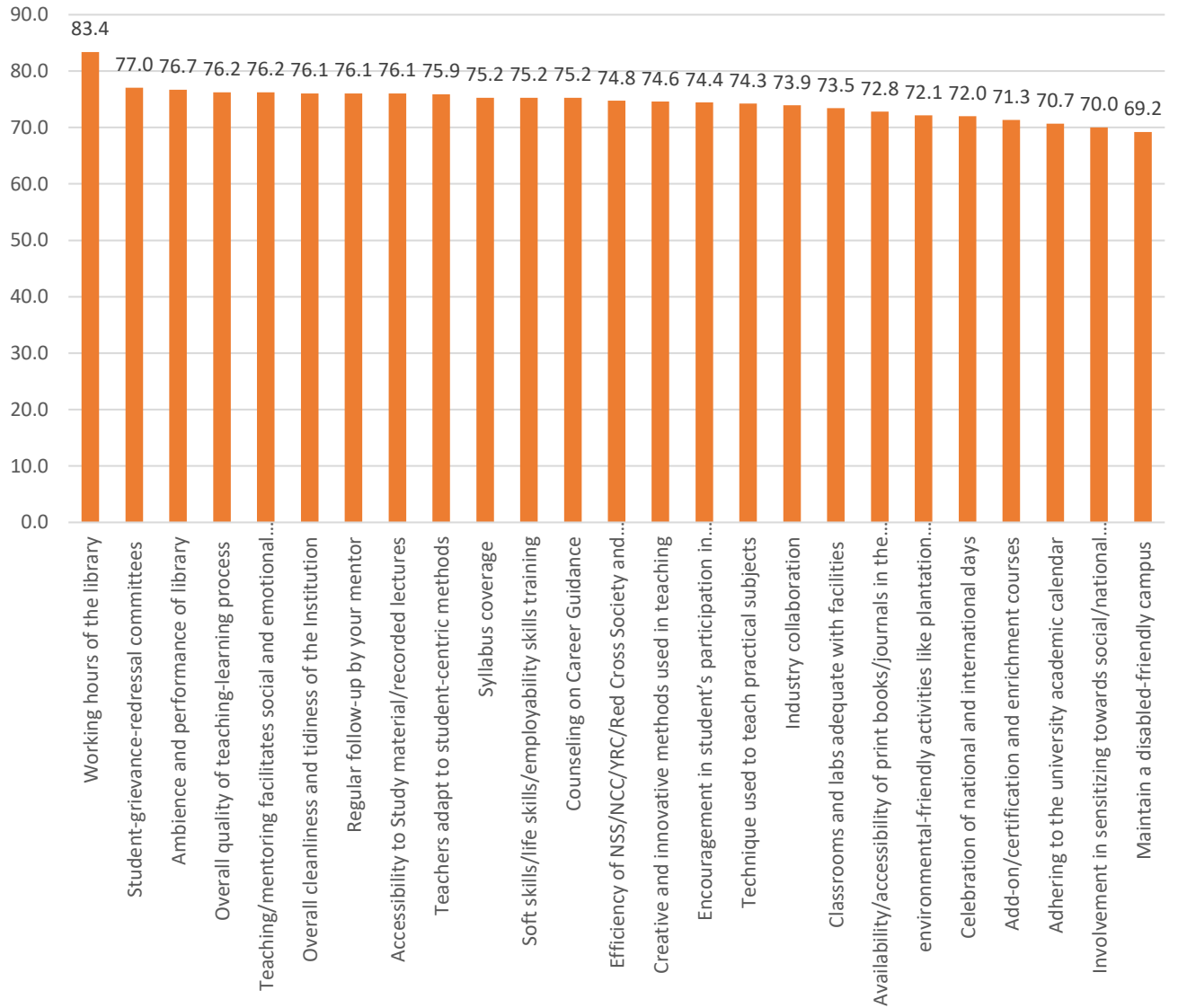
Students have given highest rating to the questions related to

- ✓ Working hours of the library
- ✓ Functioning of student-grievance-redressal committees like anti-ragging committee, Sexual Harassment Elimination (SHE cell) and student-welfare committee
- ✓ Overall ambience and performance of library
- ✓ Rate the overall quality of teaching-learning process in your institute.
- ✓ Teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth
- ✓ Overall cleanliness and tidiness of the departments, corridors, campus and washrooms and toilets
- ✓ Regular follow-up by your mentor assigned
- ✓ Accessibility to Study material/recorded lectures
- ✓ Teachers adapt to student-centric methods, such as experiential learning, participative learning, and problem-solving methodologies
- ✓ Syllabus coverage in online/offline classes
- ✓ Soft skills, life skills and employability skills training
- ✓ Counselling on Career Guidance
- ✓ Efficiency of NSS/NCC/YRC/Red Cross Society and other Clubs in the institution
- ✓ Creative and innovative methods used in teaching



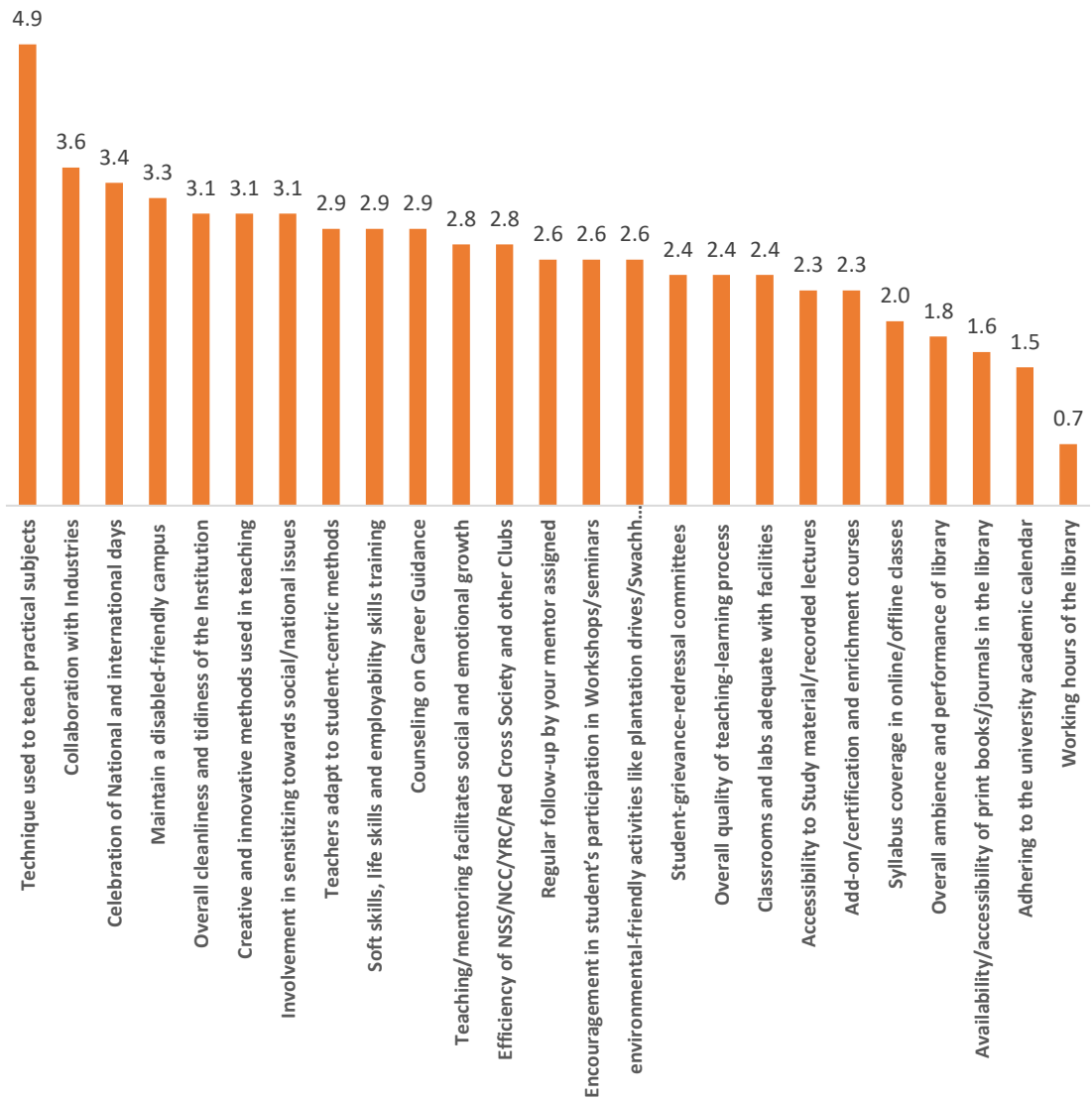


STUDENT SATISFACTION - QUESTIONS THAT WERE GIVEN HIGHER RATING





STUDENT SATISFACTION - QUESTIONS THAT WERE GIVEN LOWER RATING





However, some areas of improvement were identified by the feedback committee and a report of questions that received lower rating was submitted to the IQAC for further perusal.

Areas of improvement identified are –

- ✓ Project work/case studies/problem-based learning can be used to improve practical subjects teaching
- ✓ More focus on industry collaboration
- ✓ Involvement by students in celebration of commemorative, national and international days
- ✓ Better management of disabled-friendly campus by providing ramps and lift facilities
- ✓ Activities can be planned where student and staff can involve in sensitizing community towards social and national issues like e-Waste management drive, digital literacy etc

OBSERVATIONS AND RECOMMENDATIONS FROM THE OPEN-ENDED QUESTION

The last question of the survey was an open-ended question to seek “any other” suggestions and/or feedback not covered in the objective questions. Students suggested the following –

- 1) Due to pandemic students have missed out on lot of activities like hosting and participating in intercollegiate fests. Same can be organized
- 2) Hands-on workshops by industry experts for technical subjects
- 3) More industry-institute collaboration
- 4) Assignments must be more application-oriented rather than conventional
- 5) Common rooms for girls
- 6) Lunch break to be made into 1 Hour

