



SURANA COLLEGE
No.16, Southend Road, Bangalore

Grade A+ Reaccredited by NAAC | ISO Certified

2.7.1

STUDENT SATISFACTION SURVEY

2020-21

**THIS IS TO CERTIFY THAT THE PAGES NUMBERED 2 TO
8 OF THIS DOCUMENT HAVE BEEN VERIFIED AND FOUND
CORRECT.**


PRINCIPAL
SURANA COLLEGE
SOUTH END ROAD
BANGALORE - 4.



SURANA COLLEGE

No.16, Southend Road, Bangalore

Grade A+ Reaccredited by NAAC | ISO Certified

STUDENT SATISFACTION SURVEY 2020-21

➤ OBJECTIVE

Surana College believes in continuous improvement and aims holistic development of students. It aims for excellence not just in academics but also in overall development. To cater to the diverse requirements of students, it's a regular practice in the institution to take feedback from students annually. For the said purpose, the Feedback Committee met and designed a set of 25 multiple choice questions and one open-ended question to conduct student satisfaction survey to ensure improvements wherever required. This report will analyse the survey in a detailed manner starting from the objective of the survey, highlighting the research methodology used, illustrative analysis, and findings of the survey.

➤ AREAS COVERED IN THE SURVEY

The questions in the survey broadly covered the following areas –

- Teaching/learning process
- Evaluation and Assessment techniques
- Library and infrastructure
- Extra-curricular activities like NCC/NSS/Sports/Cultural

Since the survey conducted was during the Covid crisis, the survey also included questions regarding the new learning environment of online classes.

➤ METHODOLOGY USED

- 1) The feedback committee prepared a list of questions and submitted for the approval of IQAC. After the questions were approved, with the help of faculty representatives, the forms were shared with students of all 3 years studying in different programmes.
- 2) The students were given the following instructions –
 - *PARTICIPATE IN STUDENT SATISFACTION SURVEY 2020-21 by sharing your experience for the period of August 2020 to April 2021!!*
 - a) *Rate your Institution - You are expected to give responses on a scale of 1 to 5 with the most positive being 5.*

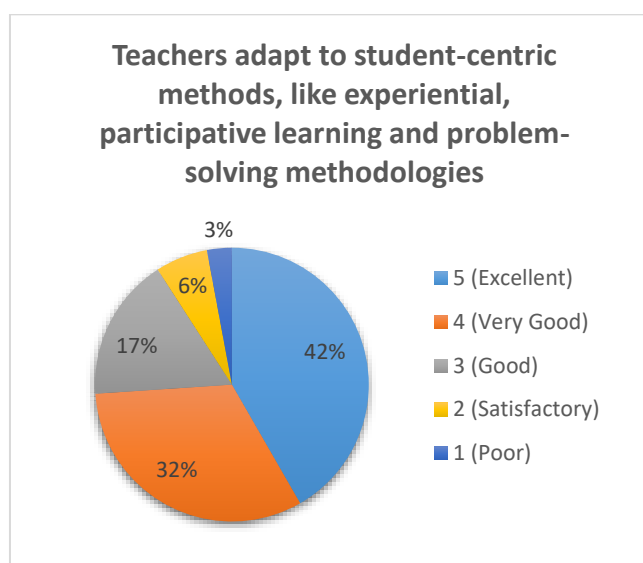
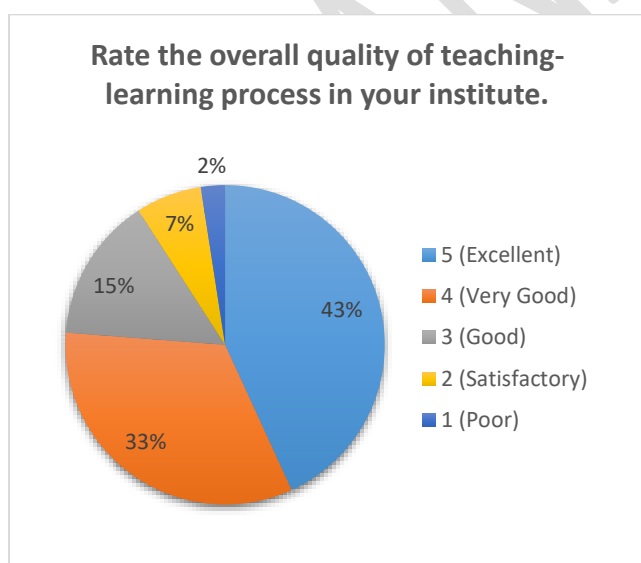
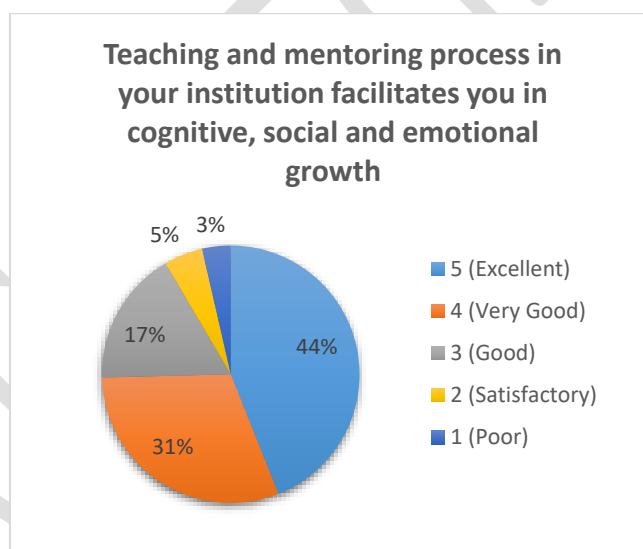
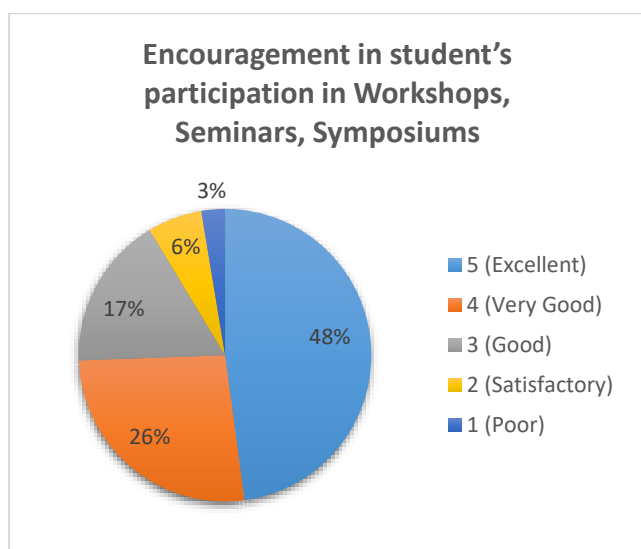


b) Suggest improvements - In this survey, 25 of 26 questions are objective in nature and one question is an open-ended question.

- 3) A total of 614 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.

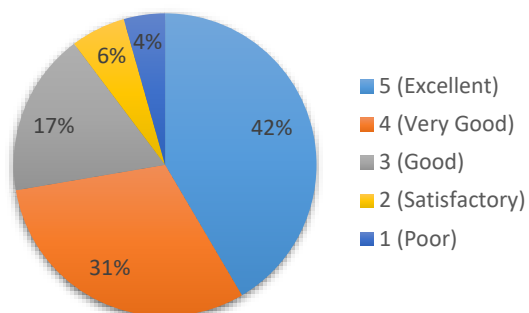
➤ ANALYSIS

1) ACADEMIC AND TEACHING

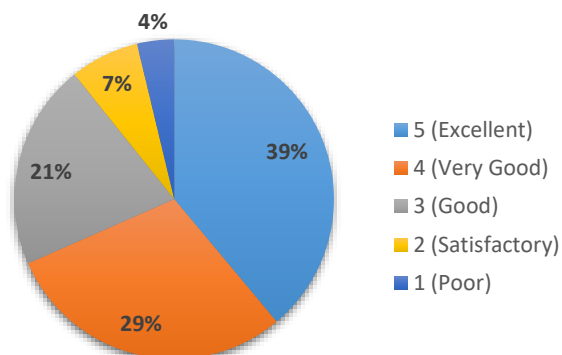




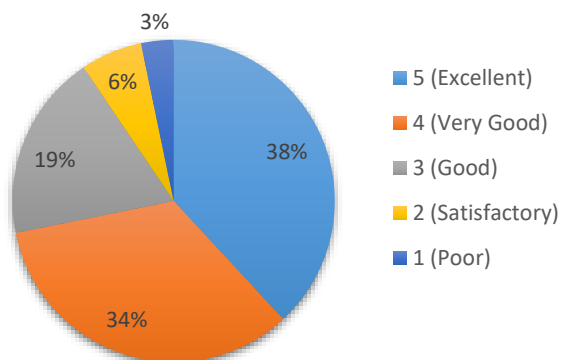
Regular follow-up by your mentor assigned



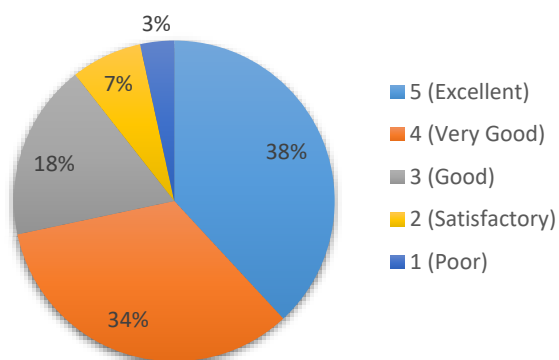
Counseling on Career Guidance



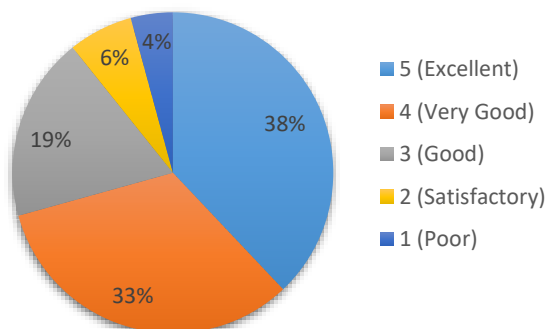
Syllabus coverage in online/offline classes



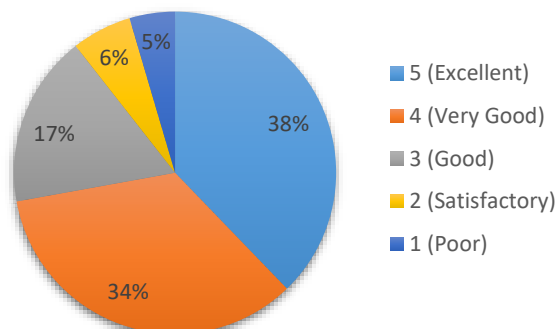
Accessibility to Study material/recorded lectures



Soft skills, life skills and employability skills training

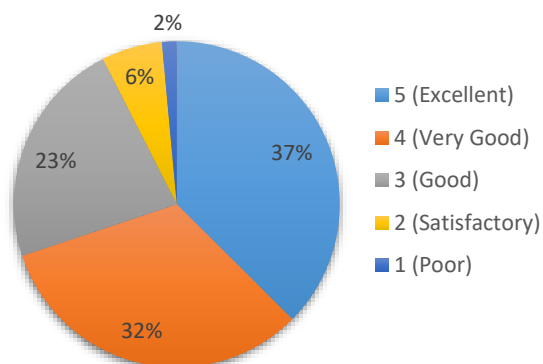


Creative and innovative methods used in teaching

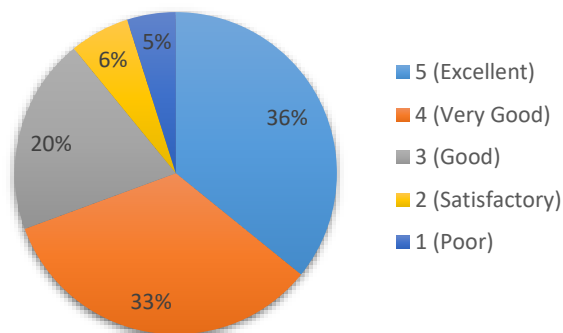




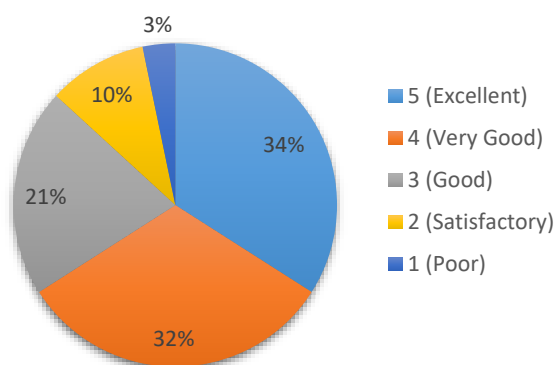
Whether the institute adheres to the university academic calendar?



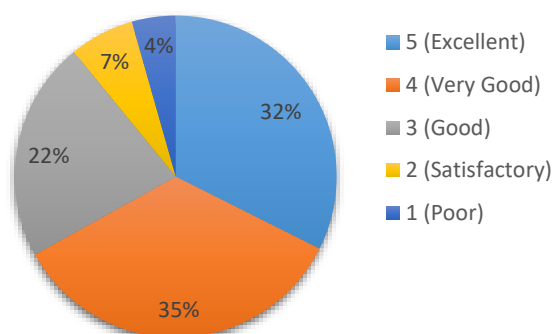
Technique used to teach practical subjects during online classes



Add-on/certification courses and enrichment courses

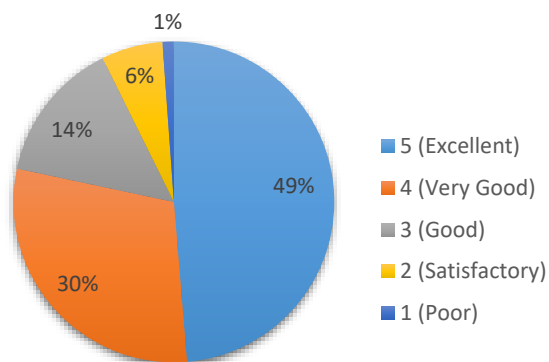


Assistance provided from the Institute towards collaboration with Industries

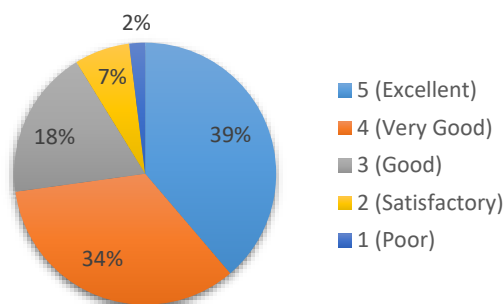


2. LIBRARY

Working hours of the library

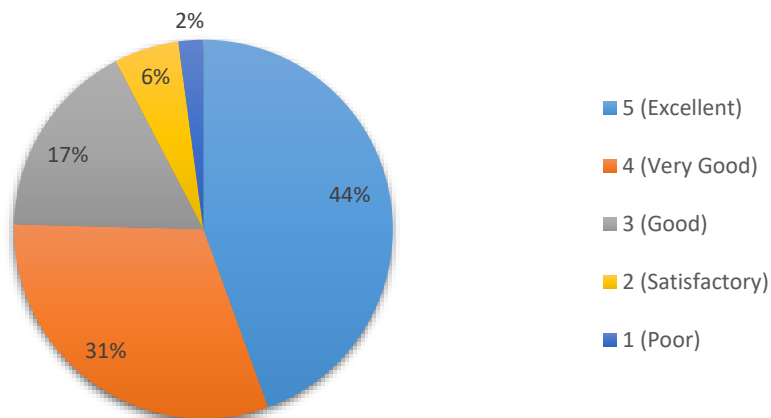


Availability, traceability and accessibility of print books and journals in the library



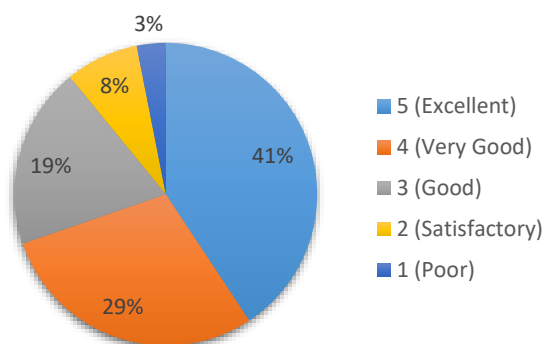


Overall ambience and performance of library

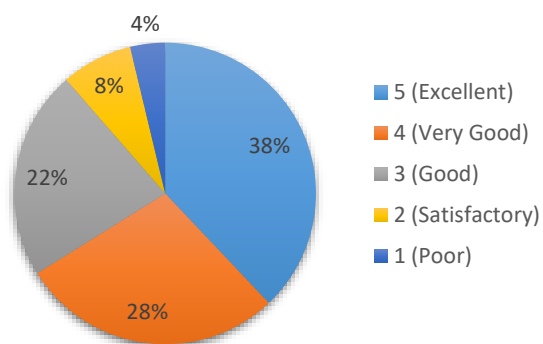


3. COLLEGE INFRASTRUCTURE

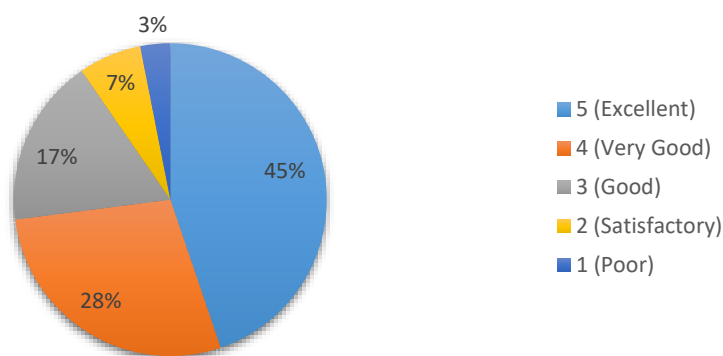
Classrooms and labs adequate with facilities such as chairs/desks/lighting/aeration?



Maintain and update a disabled-friendly campus by providing ramps and lift facilities



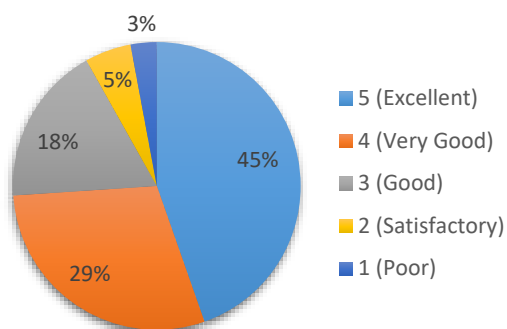
Overall cleanliness and tidiness of the departments, corridors, campus and washrooms and toilets



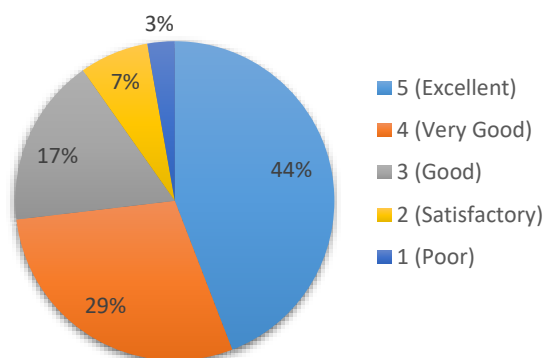


4. EXTRACURRICULAR AND OTHER ACTIVITIES

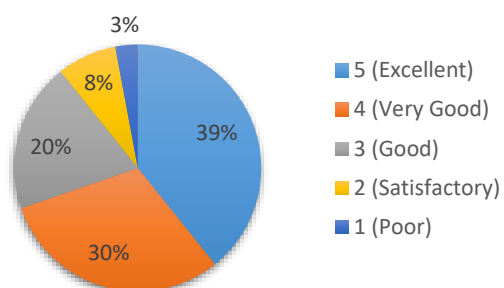
Functioning of student-grievance-redressal committees like anti-ragging committee, SHE cell and student-welfare committee



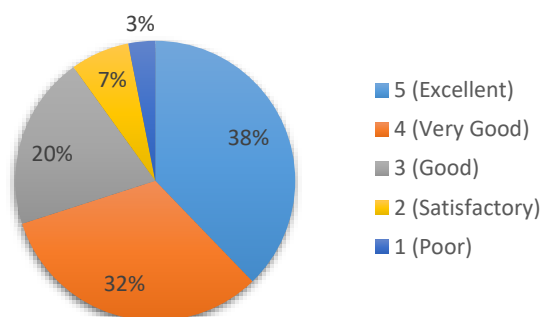
Efficiency of NSS/NCC/YRC/Red Cross Society and other Clubs in the institution



Maintain and update environmental-friendly environment by organizing activities like plantation drives, Swachh Bharath activities etc



Involvement of students and staff in sensitizing community towards social and national issues



OBSERVATIONS AND RECOMMENDATIONS FROM THE ANALYSIS OF MULTIPLE-CHOICE QUESTIONS

Received responses from 614 students out of which 298 were girls and 316 were boys. All the survey questions have received 4+ rating. Students had to provide a rating on a scale of 1 to 5, with 5 being the most positive. The collected responses were carefully studied and analysed in the month of June 2021.

Some students have found it difficult to learn practical subjects as there was Covid crisis and online classes were held. Also, students faced network issues in remote areas.



SURANA COLLEGE

No.16, Southend Road, Bangalore

Grade A+ Reaccredited by NAAC | ISO Certified

The students have given highest rating to the survey questions based on *overall teaching/learning experience, library resources, mentoring and student-centric methods like participative learning and experiential learning*. However, some of the recommendations were proposed to the IQAC for continuous improvement –

- 1) Every programme can increase the number of value-add certification courses in consultation with alumni and industry experts.
- 2) Faculty can come up with innovative methods to teach practical subjects. Digital boards can be used to teach math and accounts-based courses.
- 3) More industry collaborations can be taken up.
- 4) IQAC can explore possibilities of signing MOUs to provide students with extensive exposure.
- 5) Some sessions on career counselling can be taken up by the placement committee.
- 6) Training sessions on life skills and soft skills can be arranged.
- 7) Mentoring process can be strengthened further.

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) Improvement of infrastructure facilities especially canteen and common rooms for girls.
- 2) Some reported network problems during online classes.
- 3) Some girls have requested for a vending machine for sanitary napkins.
- 4) Due to Covid crisis, since students could not attend any intercollegiate fests, they wanted to experience if in the forthcoming academic year.