

2.7.1 – Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as weblink)

The University has the mechanism for analyzing feedback from different stakeholders on overall performance. A feedback from the students is obtained through feedback forms containing questionnaire on various aspects i.e. curriculum, sports, facilities in the department, involvement of teachers etc. The feedbacks and suggestions received are placed before the Principal as well as management for corrective measures from time to time. The student issues facilitating the student’s responses are resolved promptly.

Student: A questionnaire is prepared to obtain feedback from students to find out the status of the college. Students are answering the following questions:

Make a tick mark in the appropriate cell.

A. Teaching Learning Process

S.No.	Give your feedback on the following	Excellent	Very Good	Good	Average	Poor
1	Extent of syllabi covered in the class					
2	Student Teacher Interaction					
3	Teaching Methodology adopted by the teachers					
4	Career Guidance and Assistance By Teachers					
5	Integration of theory and Practical (if applicable)					
6	Overall learning environment					

7. Please give your suggestions to improve the teaching learning process at the University:

B. Physical Infrastructure and Amenities

S.No.	Give your feedback on the following	Excellent	Very Good	Good	Average	Poor
1	Physical infrastructure of the University Library					
2	Collection of books, journals and reading material in the Library					
3	Infrastructure of the Computer Laboratory					
4	Infrastructure of the other Laboratories (if applicable)					
5	Hostel Facility (If you stay in University Hostel)					
6	Canteen and Mess facilities					
7	Infrastructure of Class room					

8	Infrastructure of Auditorium					
9	Drinking water and Cleanliness and maintenance of University premises					
10	Overall Physical Infrastructure and Amenities					

11. Please give your suggestions to improve the Physical Infrastructure and Amenities at the University:

C. Co-curricular Activities and Recreational facilities

S.No.	Give your feedback on the following	Excellent	Very Good	Good	Average	Poor
1	Sports Facilities at University					
2	Health Club and Gymnasium					
3	Cultural activities organized at University					
4	Extra – curricular activities at University					
5	Overall status of Co-curricular Activities and recreational facilities					

6. Please give your suggestions to improve the Co-curricular Activities and recreational facilities at the University:

D. Any other Suggestions:

Students are giving responses by rating the questions as:-

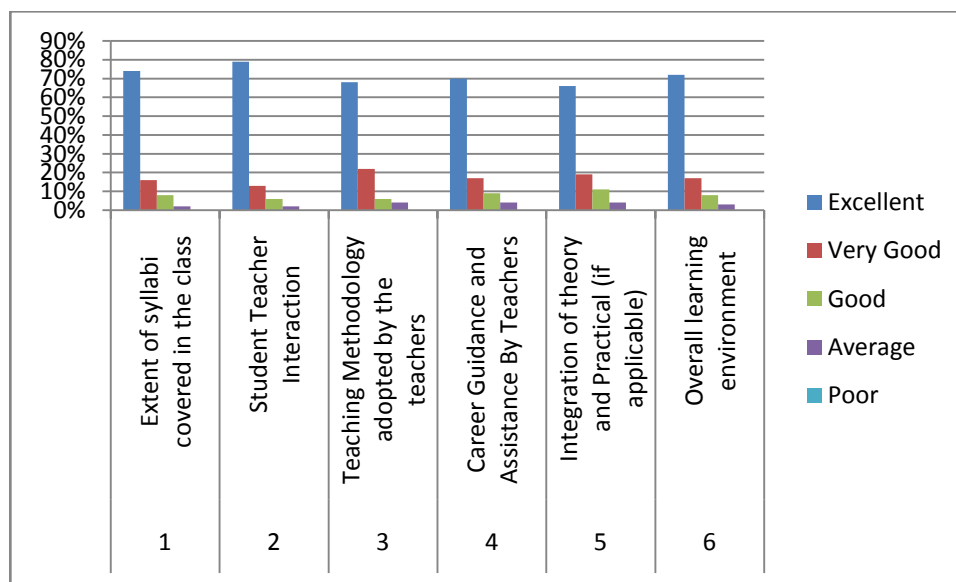
1. Very Good
2. Good
3. Satisfactory
4. Poor
5. Very Poor

Cumulative Report:

Make a tick mark in the appropriate cell.

A. Teaching Learning Process

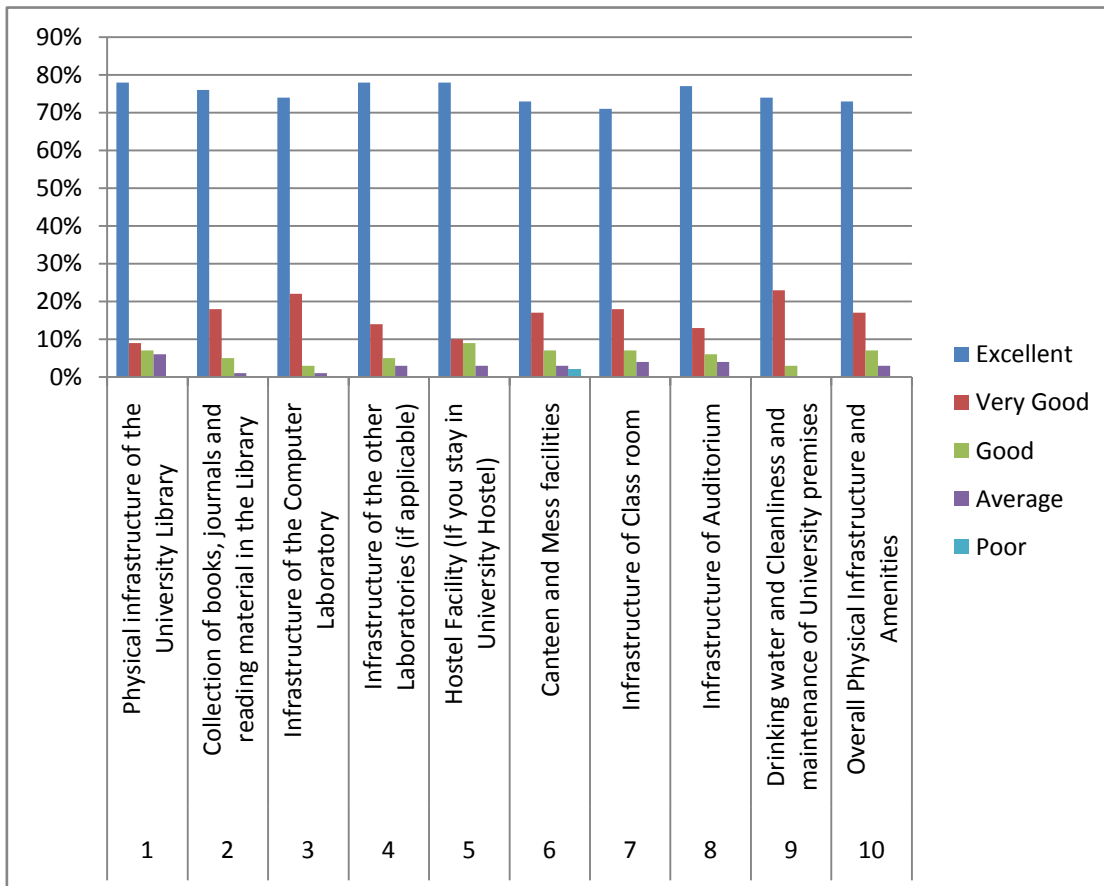
S.No.	Give your feedback on the following	Excellent	Very Good	Good	Average	Poor
1	Extent of syllabi covered in the class	74%	16%	8%	2%	0%
2	Student Teacher Interaction	79%	13%	6%	2%	0%
3	Teaching Methodology adopted by the teachers	68%	22%	6%	4%	0%
4	Career Guidance and Assistance By Teachers	70%	17%	9%	4%	0%
5	Integration of theory and Practical (if applicable)	66%	19%	11%	4%	0%
6	Overall learning environment	72%	17%	8%	3%	0%



6. Please give your suggestions to improve the teaching learning process at the University:

B. Physical Infrastructure and Amenities

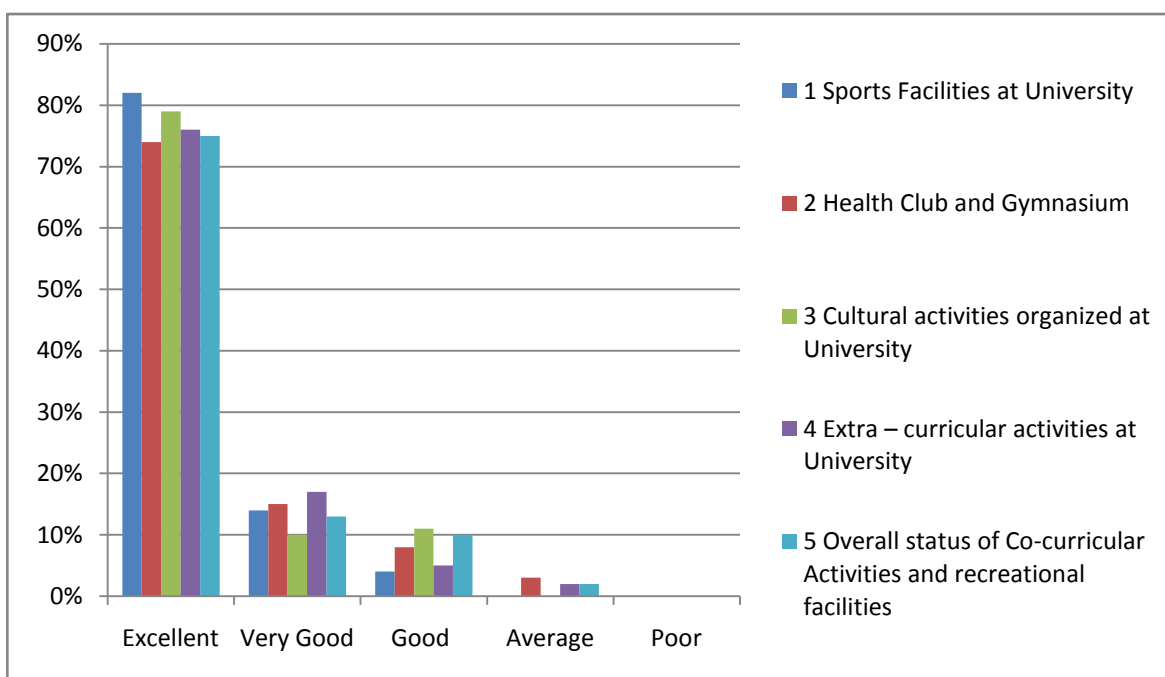
S.No.	Give your feedback on the following	Excellent	Very Good	Good	Average	Poor
1	Physical infrastructure of the University Library	78%	9%	7%	6%	0%
2	Collection of books, journals and reading material in the Library	76%	18%	5%	1%	0%
3	Infrastructure of the Computer Laboratory	74%	22%	3%	1%	0%
4	Infrastructure of the other Laboratories (if applicable)	78%	14%	5%	3%	0%
5	Hostel Facility (If you stay in University Hostel)	78%	10%	9%	3%	0%
6	Canteen and Mess facilities	73%	17%	7%	3%	2%
7	Infrastructure of Class room	71%	18%	7%	4%	0%
8	Infrastructure of Auditorium	77%	13%	6%	4%	0%
9	Drinking water and Cleanliness and maintenance of University premises	74%	23%	3%	0%	0%
10	Overall Physical Infrastructure and Amenities	73%	17%	7%	3%	0%



11. Please give your suggestions to improve the Physical Infrastructure and Amenities at the University:

C. Co-curricular Activities and Recreational facilities

S.No.	Give your feedback on the following	Excellent	Very Good	Good	Average	Poor
1	Sports Facilities at University	82%	14%	4%	0%	0%
2	Health Club and Gymnasium	74%	15%	8%	3%	0%
3	Cultural activities organized at University	79%	10%	11%	0%	0%
4	Extra – curricular activities at University	76%	17%	5%	2%	0%
5	Overall status of Co-curricular Activities and recreational facilities	75%	13%	10%	2%	0%



6. Please give your suggestions to improve the Co-curricular Activities and recreational facilities at the University:

D. Any other Suggestions:

Faculty: A questionnaire is prepared to obtain feedback from faculty members to find out the status of the college. Faculties are answering the following questions:

I. CURRICULUM DESIGN AND DEVELOPMENT

S.No.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	Board of studies ensures that the latest and relevant programmes are being offered					
2	Employability is given weightage in curriculum design and development					
3	Teachers are given enough freedom to contribute their ideas on curriculum design and development					
4	The system followed by the university for the design and development of curriculum is effective.					
5	The curriculum is updated from time to time.					
6	Representation from business and industry in PG Boards of studies is helpful in designing and improving the courses.					

Suggestions for improvement in curriculum design and development:-

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II. TEACHING, LEARNING, EVALUATION & RESEARCH

S.No.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
01	Admission process and procedure adopted by the university is effective					
02	The university is able to attract meritorious students					
03	Student-centered learning resources are available in the university					
04	The faculty members update their knowledge and skills					
05	The class work takes place as per schedule					
06	The university central library is a major source of information					
07	The library is used optimally by the teachers					
08	The library is used optimally by the Research Scholars					
09	The library is used optimally by the students					

10	The library is managed effectively					
11	It is easy to use library for issuing books, reading and reference					
12	Adequate teaching aids are available for the classrooms, seminars, lectures and presentations etc.					
13	Teachers have easy access to learning resources and they are supported in having new resources					
14	Teachers are encouraged to organize seminars/ workshops/ symposia/ conferences etc.					
15	Teachers are encouraged to do research					
16	Teachers are encouraged to participate in seminars/ workshops/ symposia/ conferences etc.					
17	Teachers are encouraged to undertake extension service programmes					
18	Teachers are encouraged to establish linkages with industry					
19	Teachers are encouraged to take up consultancy-services					
20	Merit of the teachers is recognized					
21	Examination system followed by the university is effective					
22	The evaluation system followed by the university is effective					

Suggestions if any, for improvement in teaching, learning, Evaluation and Research:.....

III. INFRASTRUCTURE

S.No.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
01	Classrooms and the furniture etc are adequate					
02	Enough number of toilets are available for the					

	teachers, staff and the students					
03	Building and furniture are well maintained					
04	The laboratories wherever needed, are adequately equipped					
05	The infrastructure available in the department is optimally used					
06	Enough parking facility is available in the university campus					
07	Roads are maintained well within the campus					
08	Water resources are adequately provided					
09	Safe drinking water is available in the campus					
10	Sports infrastructure and facilities are adequately available within the university					
11	Enough green efforts are consistently made by the university					
12	The university is making adequate efforts to conserve energy					
13	Rain water is not wasted inside the campus					

Suggestions if any, for improvement in infrastructure:

IV. GOVERNANCE:

S.No.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
01	Management makes sincere efforts for the development of the institute					
02	The administration is accessible					
03	Quality initiatives taken up during the last academic year are contributing for improvement					
04	MoUs with other universities/ institutions/ industry are meaningful and they enhance the scope for mutual cooperation with institutions and research organizations of good repute					
05	Faculty-members are given freedom to express their opinions					
06	IQAC is working well for promoting quality in the university					

07	The university is providing adequate opportunities and support to the faculty and their family members.					
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Suggestions for improvement of Governance:

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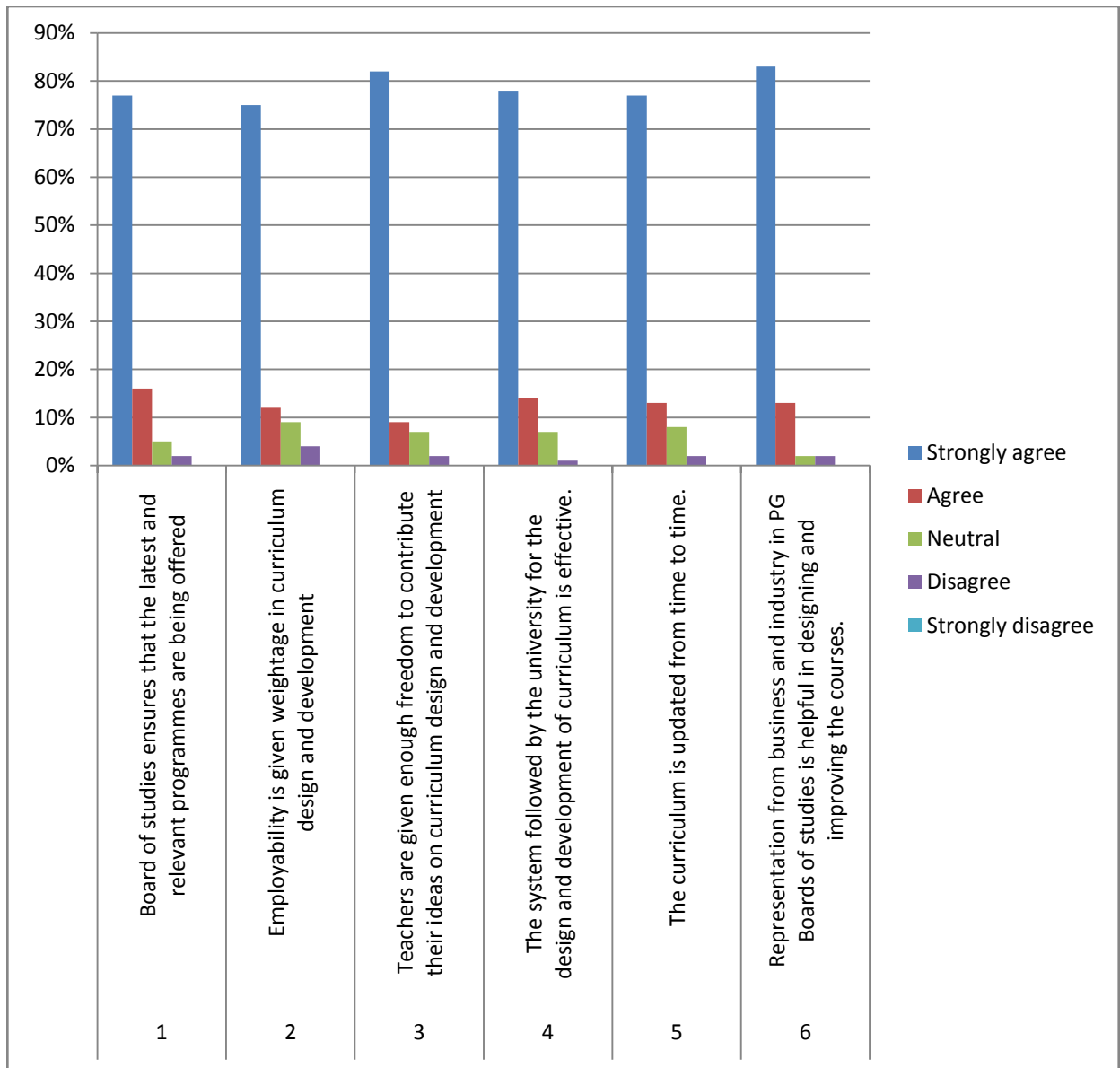
Faculties are giving responses by rating the questions as:-

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

Cumulative Report:

V. CURRICULUM DESIGN AND DEVELOPMENT

S.No.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	Board of studies ensures that the latest and relevant programmes are being offered	77%	16%	5%	2%	0%
2	Employability is given weightage in curriculum design and development	75%	12%	9%	4%	0%
3	Teachers are given enough freedom to contribute their ideas on curriculum design and development	82%	9%	7%	2%	0%
4	The system followed by the university for the design and development of curriculum is effective.	78%	14%	7%	1%	0%
5	The curriculum is updated from time to time.	77%	13%	8%	2%	0%
6	Representation from business and industry in PG Boards of studies is helpful in designing and improving the courses.	83%	13%	2%	2%	0%



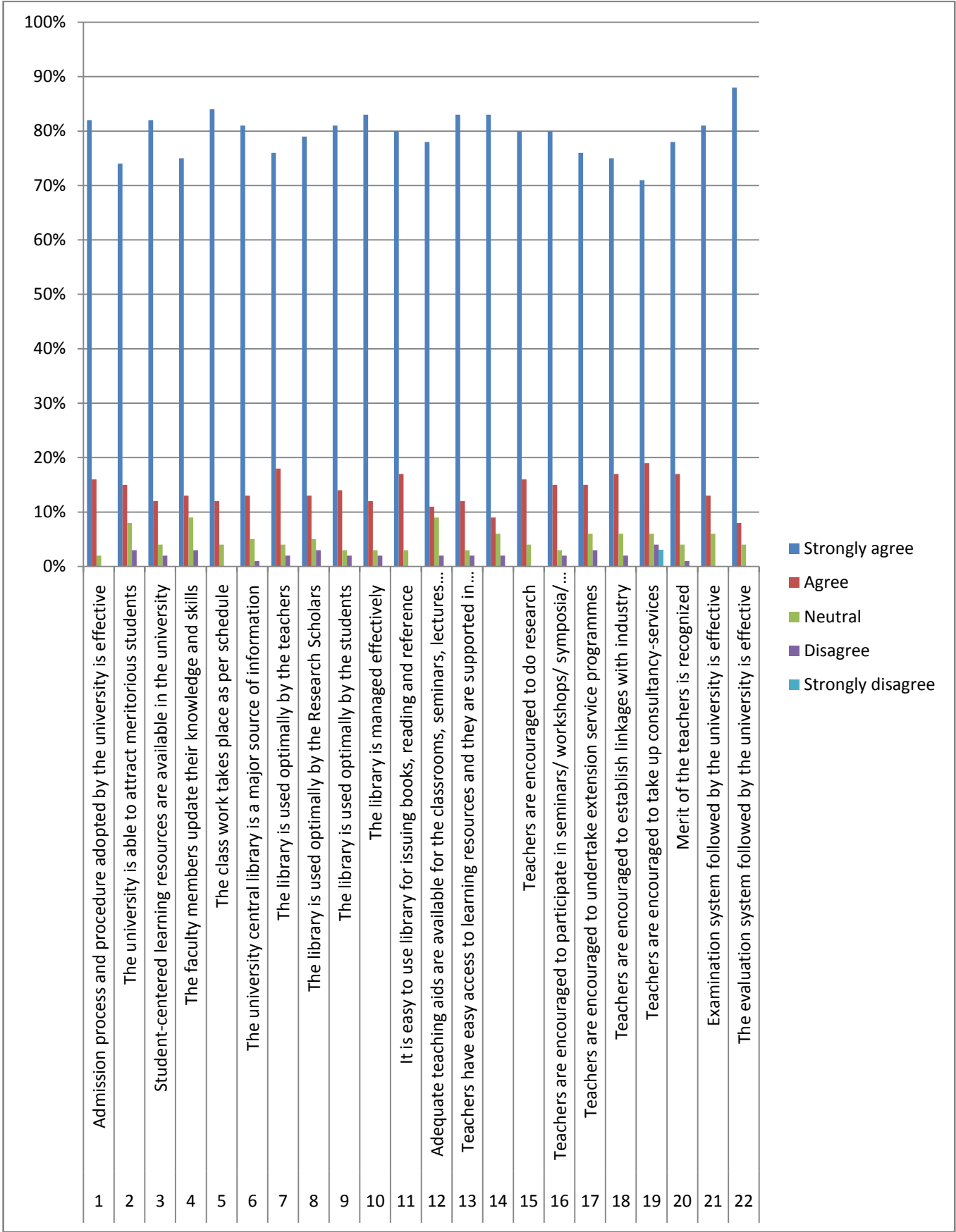
Suggestions for improvement in curriculum design and development:-

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VI. TEACHING, LEARNING, EVALUATION & RESEARCH

S.No.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
01	Admission process and procedure adopted by the university is effective	82%	16%	2%	0%	0%
02	The university is able to attract meritorious students	74%	15%	8%	3%	0%
03	Student-centered learning resources are available in the university	82%	12%	4%	2%	0%

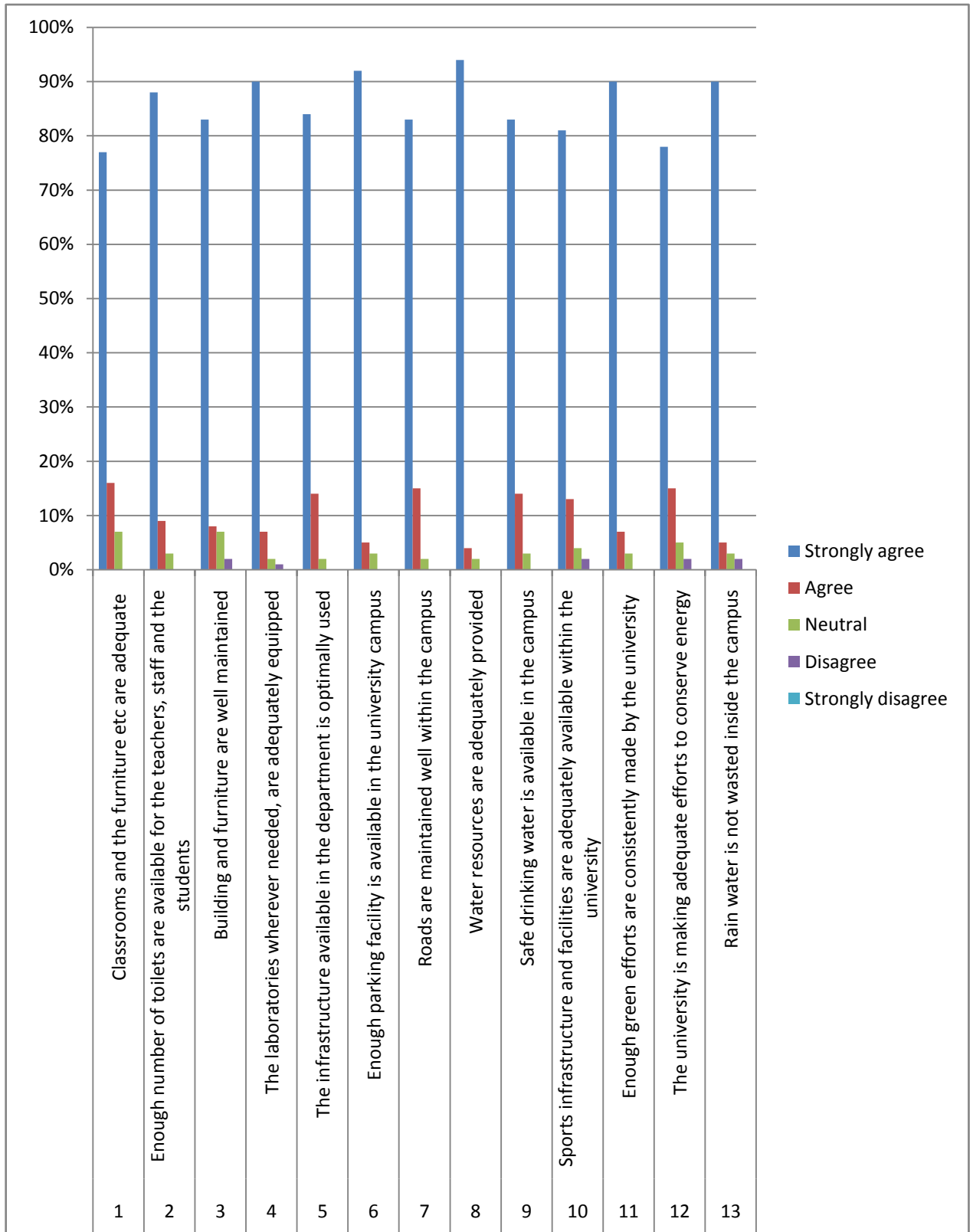
04	The faculty members update their knowledge and skills	75%	13%	9%	3%	0%
05	The class work takes place as per schedule	84%	12%	4%	0%	0%
06	The university central library is a major source of information	81%	13%	5%	1%	0%
07	The library is used optimally by the teachers	76%	18%	4%	2%	0%
08	The library is used optimally by the Research Scholars	79%	13%	5%	3%	0%
09	The library is used optimally by the students	81%	14%	3%	2%	0%
10	The library is managed effectively	83%	12%	3%	2%	0%
11	It is easy to use library for issuing books, reading and reference	80%	17%	3%	0%	0%
12	Adequate teaching aids are available for the classrooms, seminars, lectures and presentations etc.	78%	11%	9%	2%	0%
13	Teachers have easy access to learning resources and they are supported in having new resources	83%	12%	3%	2%	0%
14	Teachers are encouraged to organize seminars/ workshops/ symposia/ conferences etc.	83%	9%	6%	2%	0%
15	Teachers are encouraged to do research	80%	16%	4%	0%	0%
16	Teachers are encouraged to participate in seminars/ workshops/ symposia/ conferences etc.	80%	15%	3%	2%	0%
17	Teachers are encouraged to undertake extension service programmes	76%	15%	6%	3%	0%
18	Teachers are encouraged to establish linkages with industry	75%	17%	6%	2%	0%
19	Teachers are encouraged to take up consultancy-services	71%	19%	6%	4%	3%
20	Merit of the teachers is recognized	78%	17%	4%	1%	0%
21	Examination system followed by the university is effective	81%	13%	6%	0%	0%
22	The evaluation system followed by the university is effective	88%	8%	4%	0%	0%



Suggestions if any, for improvement in teaching, learning, Evaluation and Research:.....

VII. INFRASTRUCTURE

S.No.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
01	Classrooms and the furniture etc are adequate	77%	16%	7%	0%	0%
02	Enough number of toilets are available for the teachers, staff and the students	88%	9%	3%	0%	0%
03	Building and furniture are well maintained	83%	8%	7%	2%	0%
04	The laboratories wherever needed, are adequately equipped	90%	7%	2%	1%	0%
05	The infrastructure available in the department is optimally used	84%	14%	2%	0%	0%
06	Enough parking facility is available in the university campus	92%	5%	3%	0%	0%
07	Roads are maintained well within the campus	83%	15%	2%	0%	0%
08	Water resources are adequately provided	94%	4%	2%	0%	0%
09	Safe drinking water is available in the campus	83%	14%	3%	0%	0%
10	Sports infrastructure and facilities are adequately available within the university	81%	13%	4%	2%	0%
11	Enough green efforts are consistently made by the university	90%	7%	3%	0%	0%
12	The university is making adequate efforts to conserve energy	78%	15%	5%	2%	0%
13	Rain water is not wasted inside the campus	90%	5%	3%	2%	0%

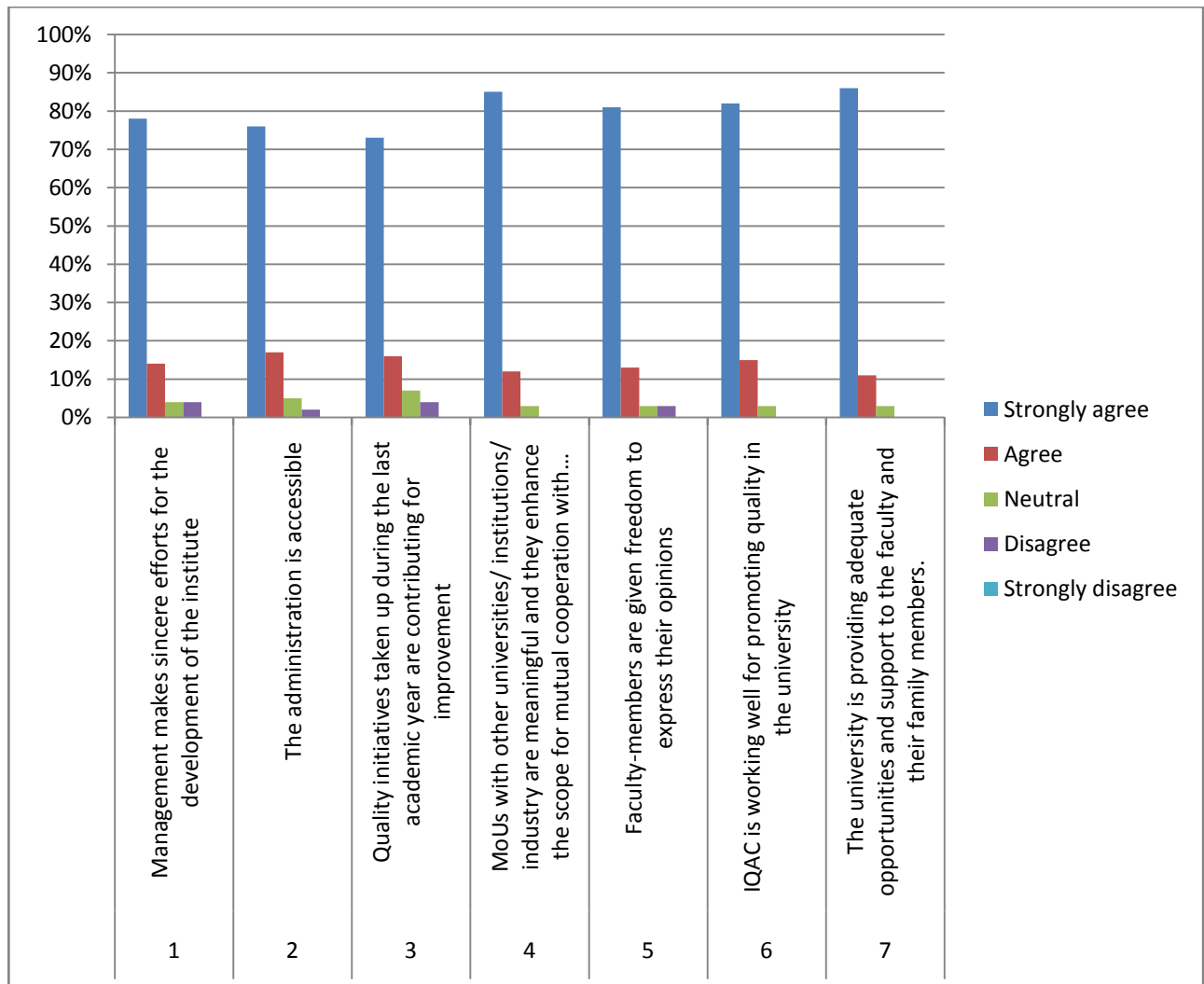


Suggestions if any, for improvement in infrastructure:

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VIII. GOVERNANCE:

S.No.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
01	Management makes sincere efforts for the development of the institute	78%	14%	4%	4%	0%
02	The administration is accessible	76%	17%	5%	2%	0%
03	Quality initiatives taken up during the last academic year are contributing for improvement	73%	16%	7%	4%	0%
04	MoUs with other universities/ institutions/ industry are meaningful and they enhance the scope for mutual cooperation with institutions and research organizations of good repute	85%	12%	3%	0%	0%
05	Faculty-members are given freedom to express their opinions	81%	13%	3%	3%	0%
06	IQAC is working well for promoting quality in the university	82%	15%	3%	0%	0%
07	The university is providing adequate opportunities and support to the faculty and their family members.	86%	11%	3%	0%	0%



Suggestions for improvement of Governance:

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Parents: A questionnaire is prepared to obtain feedback from parents to find out the status of the college. Parents are answering the following questions

S.No.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
01	Getting my ward admission in this University was a right decision					
02	Admission process is fair and accurate					
03	My ward appears improving her/his knowledge base while studying here					
04	Discipline in the University is good					
05	My ward talks to us and friends about studies, professors & other activities of the University					
06	Positive change in the behaviour of my ward after joining the University					
07	No sudden and unexpected financial demand from the University (other than already known to me fees, charges etc.)					
08	All information about the University is accessible and duly notified					
09	The University website is very informative and regularly updated					
10	Curriculum of the course is well designed and promotes learning experience of the students					
11	Employability is focused in the curriculum					
12	Facts about my ward's progress in the University, known to me from University.					
13	Examination results are declared in time					
14	University employees are cooperative					
15	Hostel and mess facilities are satisfactory					
16	Changes introduced by the University are intimated & are progressive in nature					
17	My ward gives me hope that s/he has a bright future					

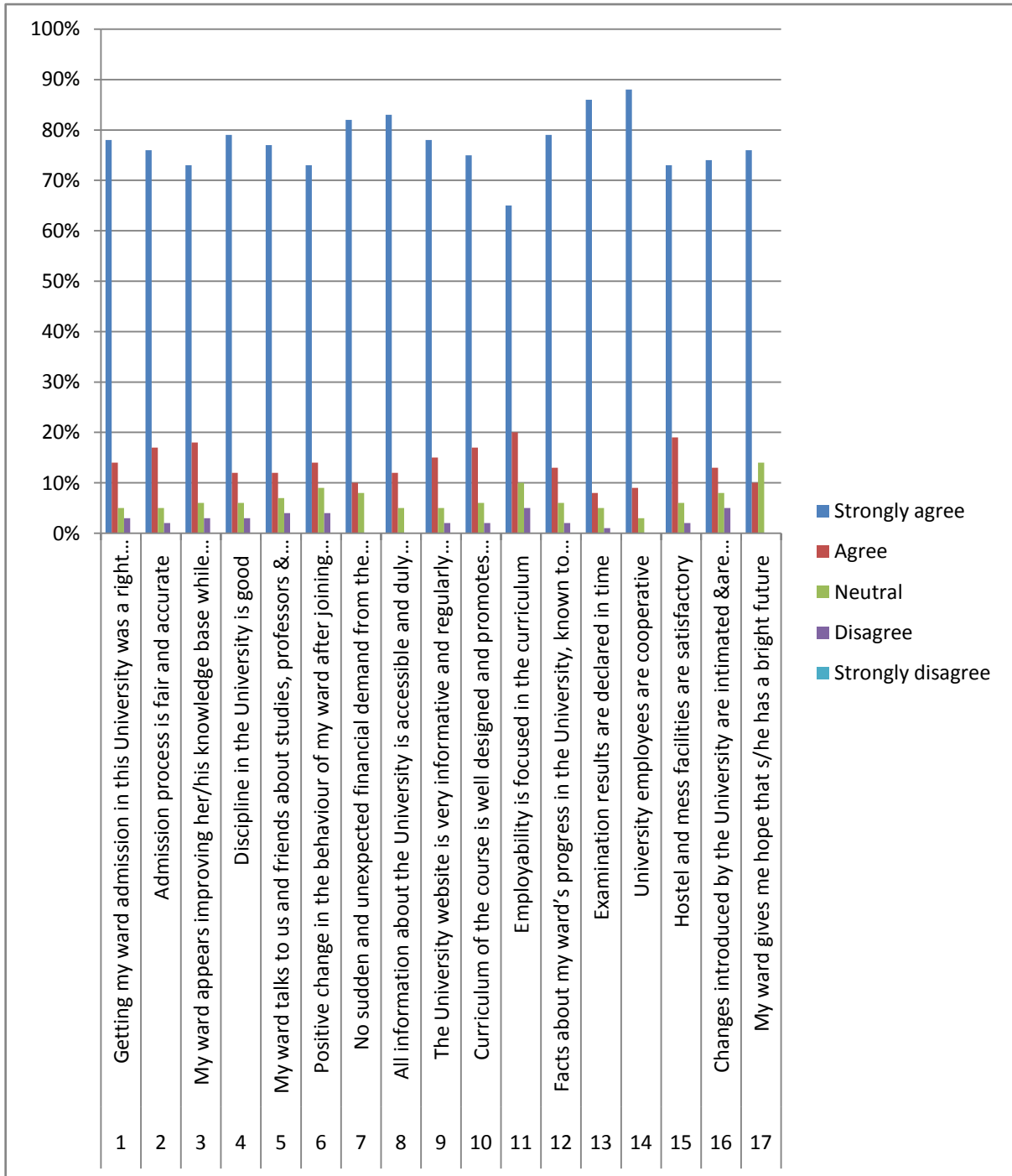
Parents are giving responses by rating the questions as:-

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

Cumulative Report:

S.No.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
01	Getting my ward admission in this University was a right decision	78%	14%	5%	3%	0%
02	Admission process is fair and accurate	76%	17%	5%	2%	0%
03	My ward appears improving her/his knowledge base while studying here	73%	18%	6%	3%	0%
04	Discipline in the University is good	79%	12%	6%	3%	0%
05	My ward talks to us and friends about studies, professors & other activities of the University	77%	12%	7%	4%	0%
06	Positive change in the behaviour of my ward after joining the University	73%	14%	9%	4%	0%
07	No sudden and unexpected financial demand from the University (other than already known to me fees, charges etc.)	82%	10%	8%	0%	0%
08	All information about the University is accessible and duly notified	83%	12%	5%	0%	0%
09	The University website is very informative and regularly updated	78%	15%	5%	2%	0%
10	Curriculum of the course is well designed and promotes learning experience of the students	75%	17%	6%	2%	0%
11	Employability is focused in the curriculum	65%	20%	10%	5%	0%
12	Facts about my ward's progress in the University, known to me from University.	79%	13%	6%	2%	0%
13	Examination results are declared in time	86%	8%	5%	1%	0%
14	University employees are cooperative	88%	9%	3%	0%	0%
15	Hostel and mess facilities are satisfactory	73%	19%	6%	2%	0%
16	Changes introduced by the	74%	13%	8%	5%	0%

	University are intimated &are progressive in nature					
17	My ward gives me hope that s/he has a bright future	76%	10%	14%	0%	0%



Support Staff : A questionnaire is prepared to obtain feedback from Support Staffs to find out the status of the college. Staffs are answering the following questions

Make a tick mark in the appropriate cell:

Sl. NO.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	The procedures followed in the University are effective.					
2	The work distribution is fair.					
3	The work load is reasonable					
4	The placement of the employees is as per the job requirements.					
5	The training programmes organized by the University are helpful.					
6	The promotion policies of the University are encouraging					
7	The infrastructure facilities are supporting the work environment					
8	The employees are having clear understanding of their roles and responsibilities.					
9	The superior-subordinate relationships are fine.					
10	The administration respects women employees and treats them well.					
11	The employees have the opportunity to contribute for process development.					
12	The employee grievances are settled fairly.					
13	The University provides opportunities and support to the Staff and their Family members.					

Section / Department:

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Experience (years):

Make suggestion if you would like to :

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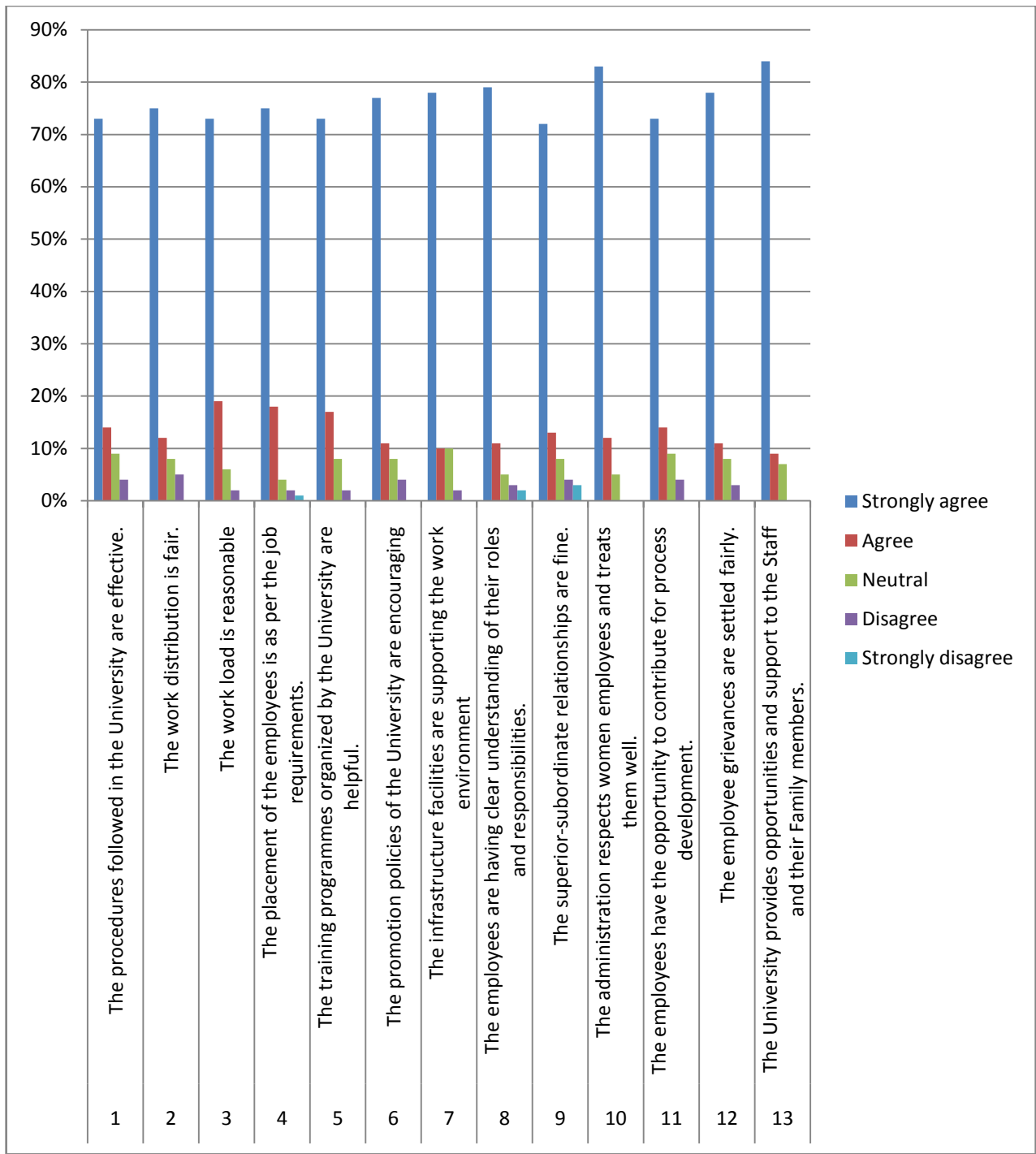
Support staffs are giving responses by rating the questions as:-

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

Cumulative Report:

Make a tick mark in the appropriate cell:

Sl. NO.	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	The procedures followed in the University are effective.	73%	14%	9%	4%	0%
2	The work distribution is fair.	75%	12%	8%	5%	0%
3	The work load is reasonable	73%	19%	6%	2%	0%
4	The placement of the employees is as per the job requirements.	75%	18%	4%	2%	1%
5	The training programmes organized by the University are helpful.	73%	17%	8%	2%	0%
6	The promotion policies of the University are encouraging	77%	11%	8%	4%	0%
7	The infrastructure facilities are supporting the work environment	78%	10%	10%	2%	0%
8	The employees are having clear understanding of their roles and responsibilities.	79%	11%	5%	3%	2%
9	The superior-subordinate relationships are fine.	72%	13%	8%	4%	3%
10	The administration respects women employees and treats them well.	83%	12%	5%	0%	0%
11	The employees have the opportunity to contribute for process development.	73%	14%	9%	4%	0%
12	The employee grievances are settled fairly.	78%	11%	8%	3%	0%
13	The University provides opportunities and support to the Staff and their Family members.	84%	9%	7%	0%	0%



Section / Department:

Experience (years):

Make suggestion if you would like to :

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Alumni : A questionnaire is prepared to obtain feedback from Alumni to find out the status of the college. Staffs are answering the following questions

Make a tick mark in the appropriate cell:

Sl. #	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	I feel proud to have been a student of the University					
2	The learning I had in the University has been useful in my career.					
3	Developments in the University in the recent years are appreciative.					
4	The new courses introduced met contemporary requirements.					
5	The University is involving alumni in its activities.					
6	The alumni have a role to play in academically strengthening the University.					
7	The alumni have a role to play in financially strengthening the University.					
8	University's initiatives to strengthen its network with industry, Business houses and other institutions is a good step and the alumni have a role to play in this initiative.					
9	Alumni are tied to their alma mater not only for emotional reasons but also as a matter of responsibility towards their younger successors					

Suggestions for further improvement:

Alumni are giving responses by rating the questions as:-

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

Cumulative Report:

Make a tick mark in the appropriate cell:

Sl. #	Particulars	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	I feel proud to have been a student of the University	80%	7%	9%	4%	0%
2	The learning I had in the University has been useful in my career.	79%	11%	10%	0%	0%
3	Developments in the University in the recent years are appreciative.	77%	12%	10%	1%	0%
4	The new courses introduced met contemporary requirements.	69%	13%	11%	7%	0%
5	The University is involving alumni in its activities.	85%	9%	6%	0%	0%

6	The alumni have a role to play in academically strengthening the University.	88%	7%	5%	0%	0%
7	The alumni have a role to play in financially strengthening the University.	76%	20%	3%	1%	0%
8	University's initiatives to strengthen its network with industry, Business houses and other institutions is a good step and the alumni have a role to play in this initiative.	82%	10%	8%	0%	0%
9	Alumni are tied to their alma mater not only for emotional reasons but also as a matter of responsibility towards their younger successors	81%	14%	4%	1%	0%

Suggestions for further improvement:

