



Managed by Keshod Kelavni Mandal

N.P Arts and Commerce College, Keshod

*(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)*

Akshaygadh Road Keshod, 362220 (Gujarat)

## 2.7.1 - Student Satisfaction Survey (SSS)

on overall institutional performance

2021-22

## **Analysis of Students' Satisfaction Survey**

**Academic Session: 2021–2022**

**N.P. Arts & Commerce College, Keshod**

*(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)*

### **1. Introduction**

The Student Satisfaction Survey (SSS) for the academic year 2021–2022 was conducted at *N. P. Arts and Commerce College, Keshod* to evaluate the effectiveness of the teaching-learning process and to assess students' academic experiences. Feedback was obtained from students across various programs, including B.A., B.Com., M.A., and M.Com., through a structured questionnaire designed in accordance with the NAAC guidelines. A total of 300 **students** participated in the survey.

### **2. Methodology**

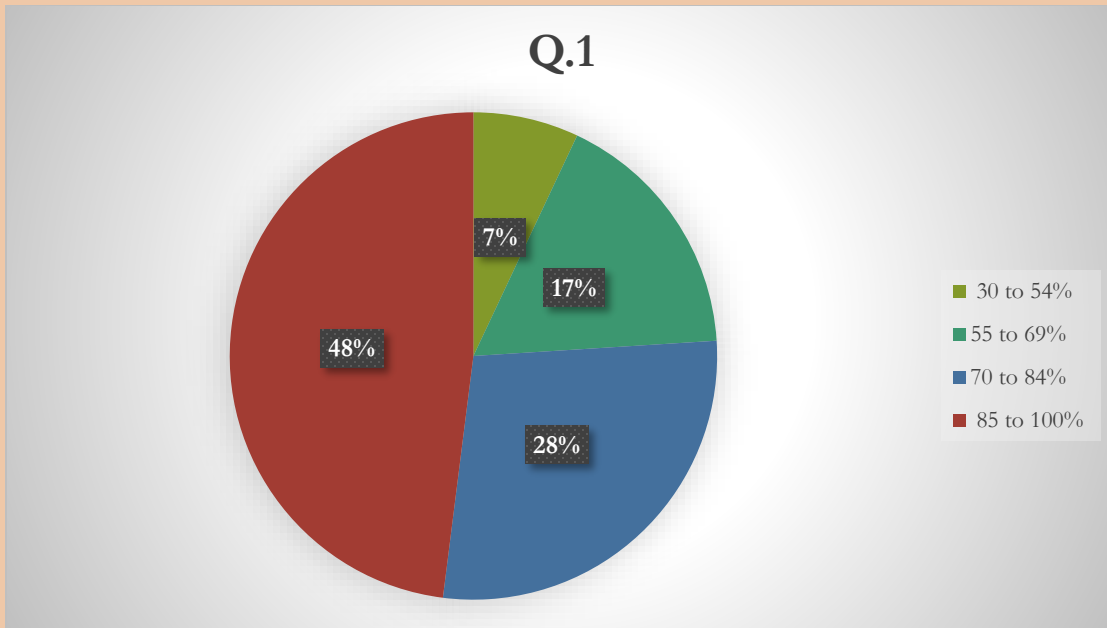
The feedback was collected using a standard questionnaire recommended by the NAAC framework, comprising 20 quality-based parameters focused on curriculum delivery, faculty performance, institutional support, and learning outcomes. Responses were recorded on a four-point scale. The data was then compiled, statistically analyzed, and interpreted to identify key strengths and areas requiring improvement.

### **3. Analysis of Student Feedback**

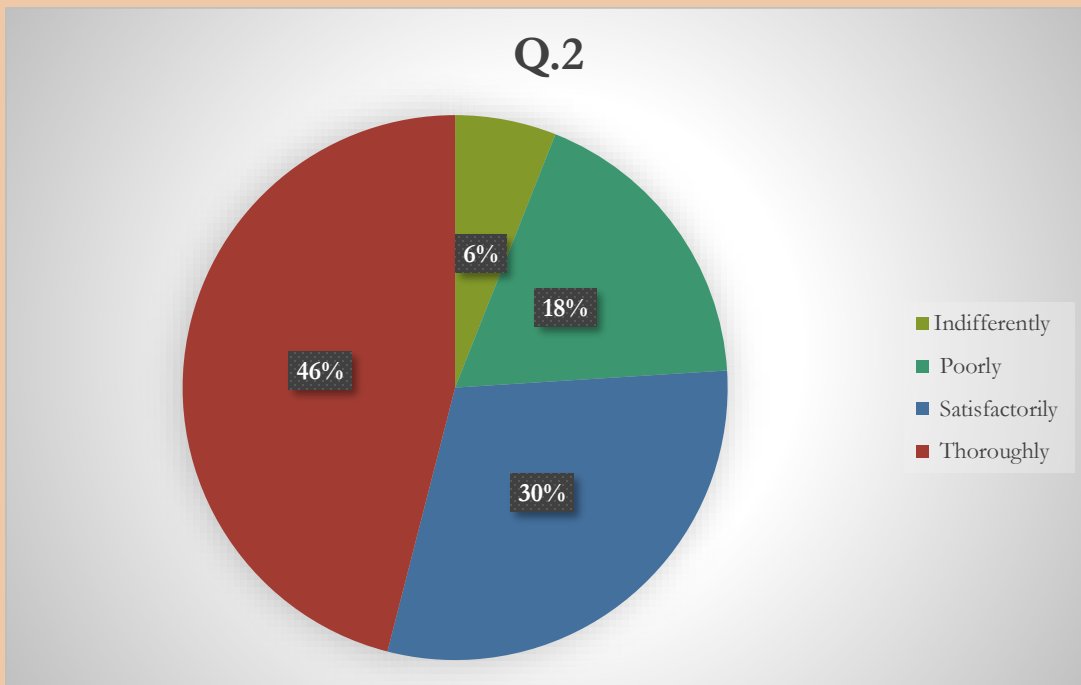
The key insights from the survey responses are summarized below. Each question is followed by a visual (pie chart) that represents the percentage of responses for better clarity.

#### **Student Satisfaction Survey (SSS) - Pie Charts Report**

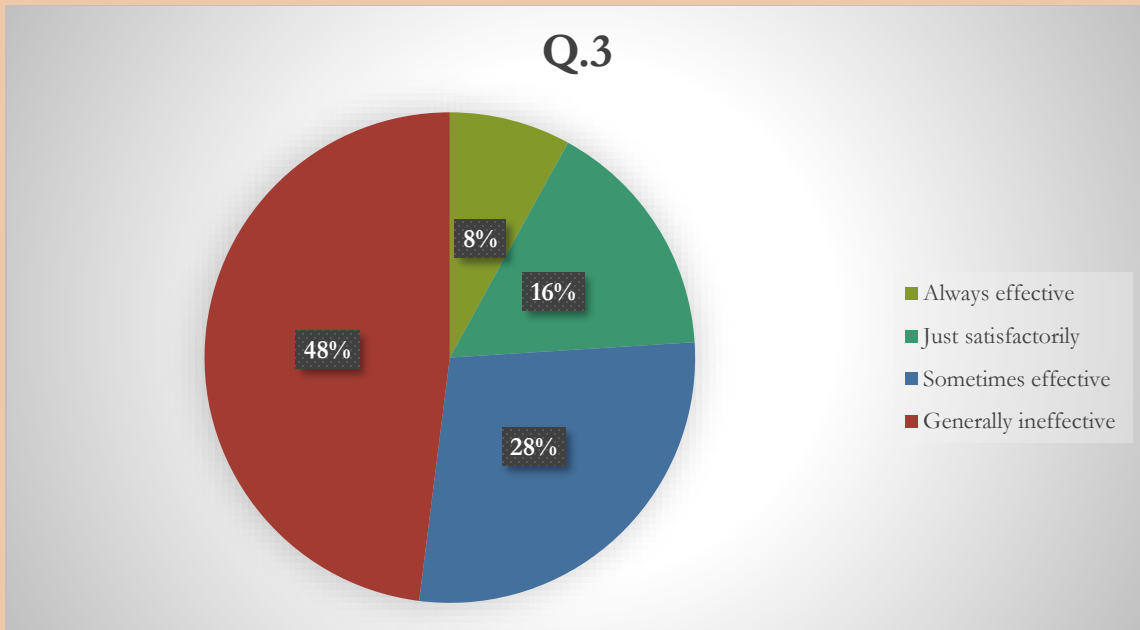
##### **1. How much of the syllabus was covered in the class?**



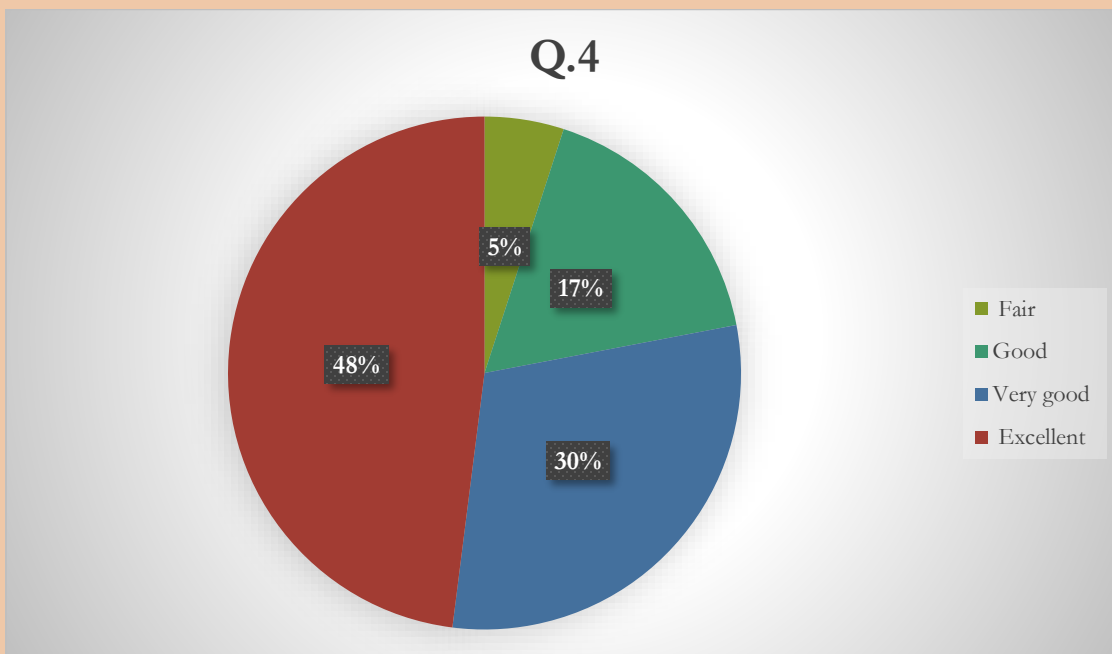
**2. How well did the teachers prepare for the classes?**



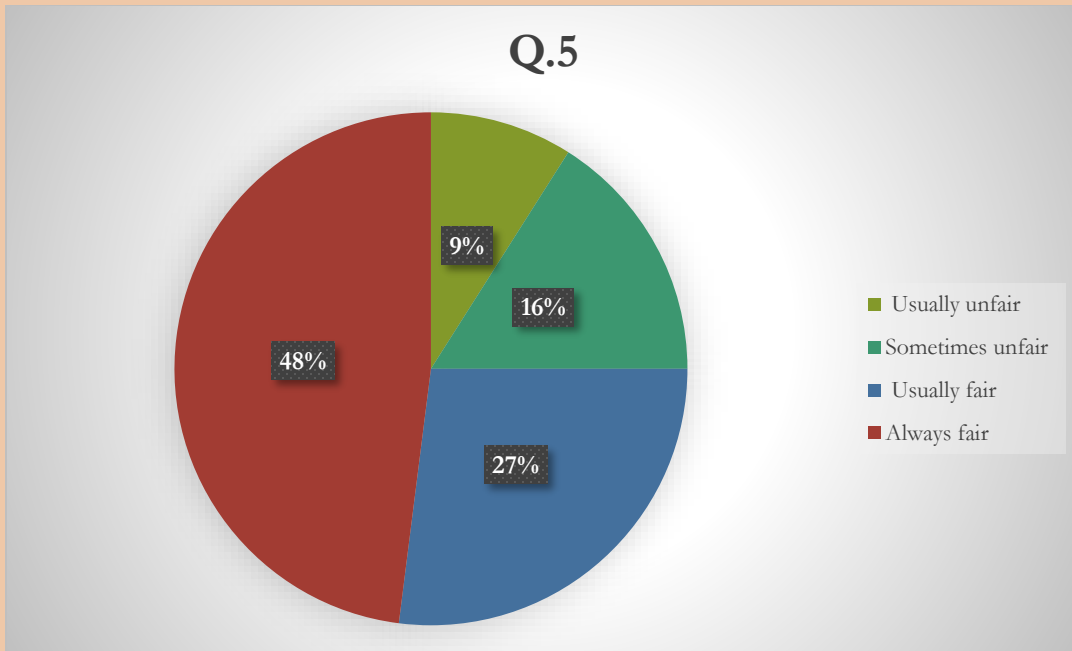
**3. How well were the teachers able to communicate?**



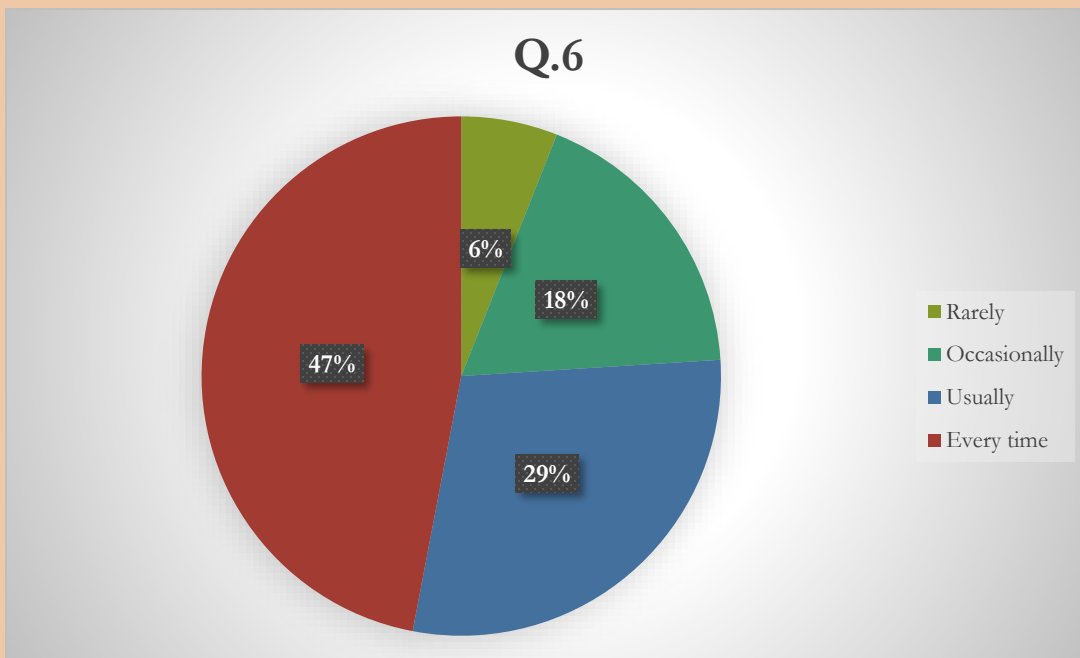
**4. The teacher's approach to teaching can best be described as**



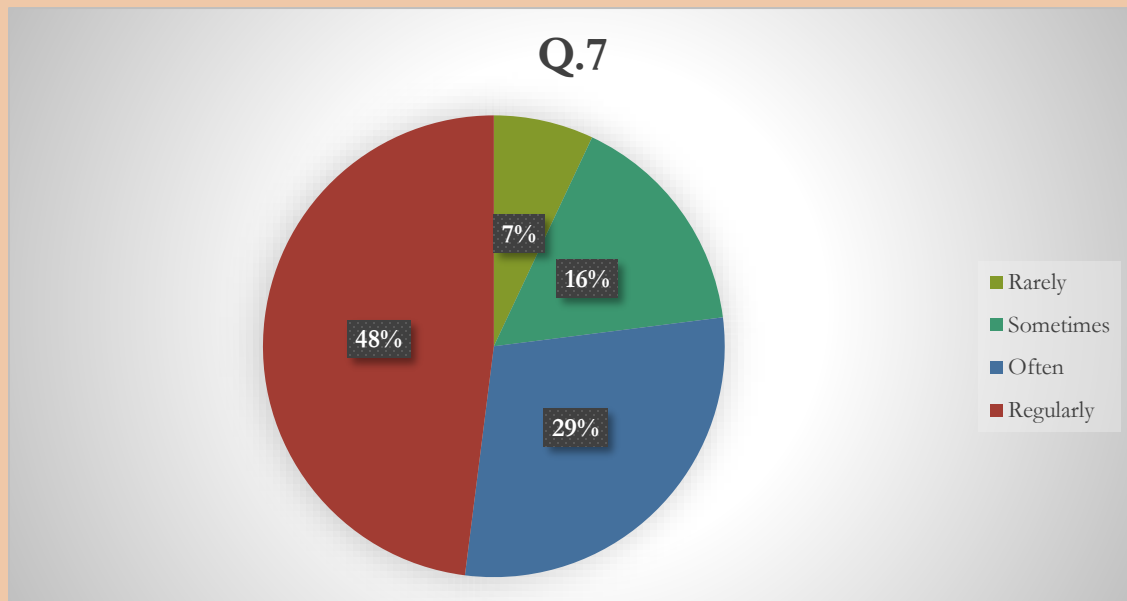
**5. Fairness of the internal evaluation process by the teachers.**



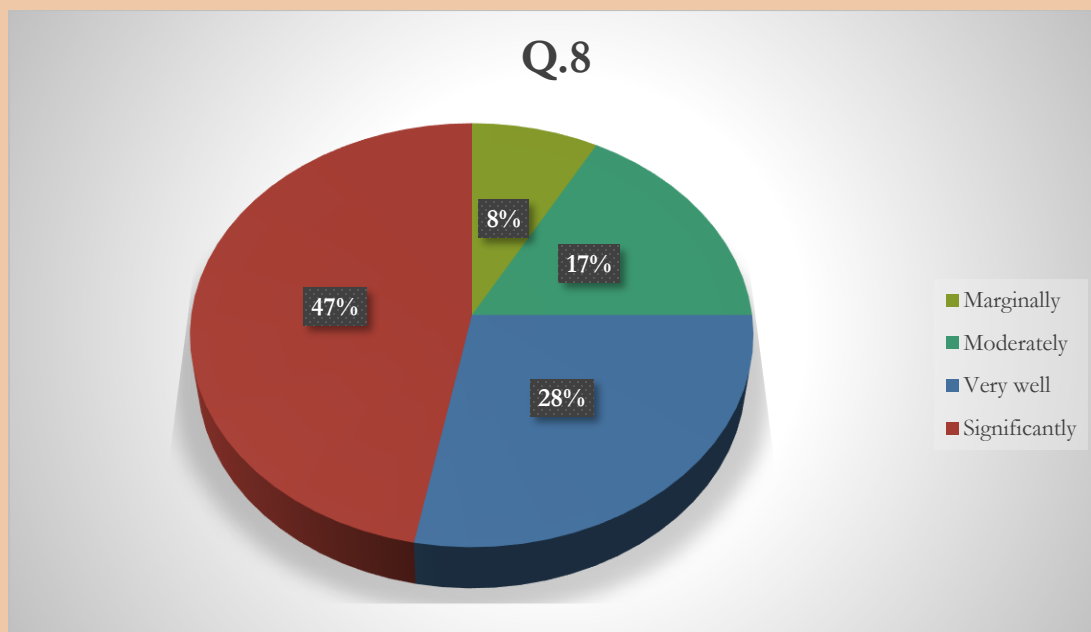
**6. Was your performance in assignments discussed with you?**



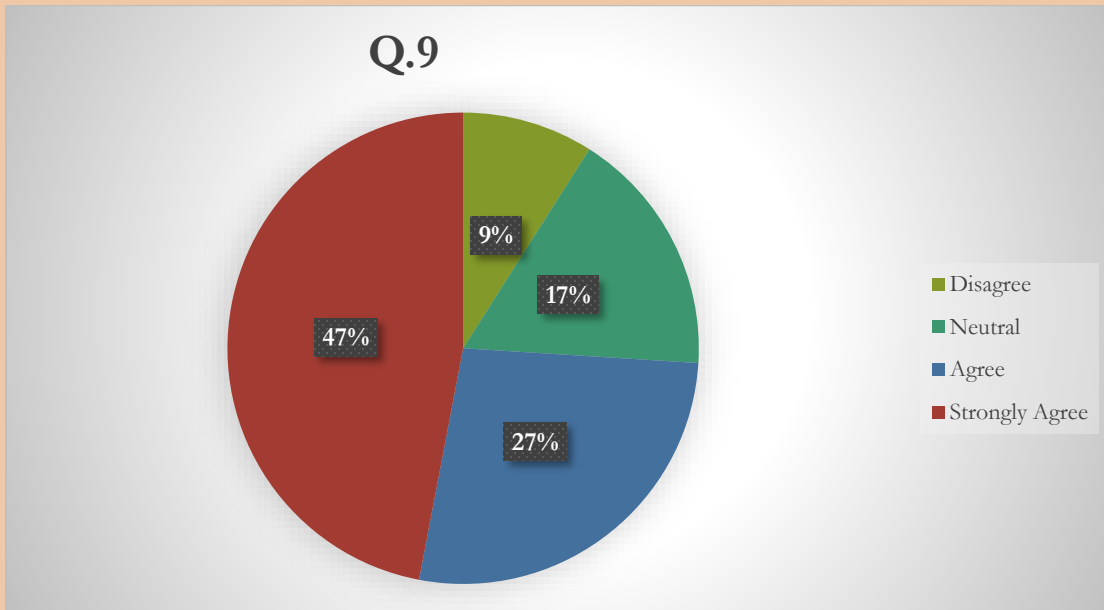
**7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.**



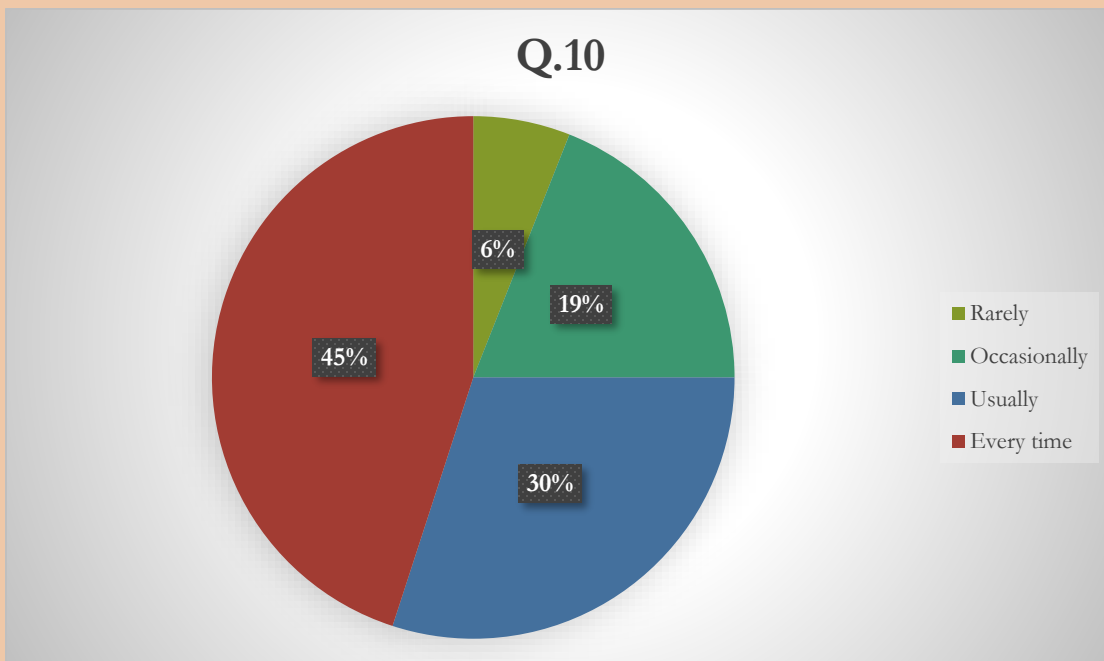
**8. The teaching and mentoring process facilitates cognitive, social and emotional growth.**



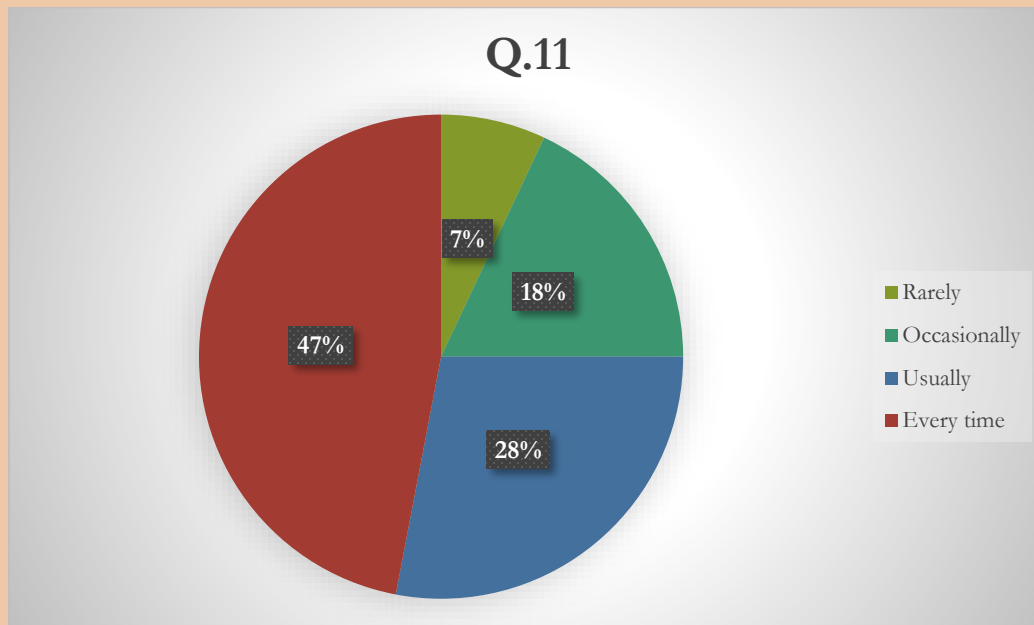
**9. The institution provides multiple opportunities to learn and grow.**



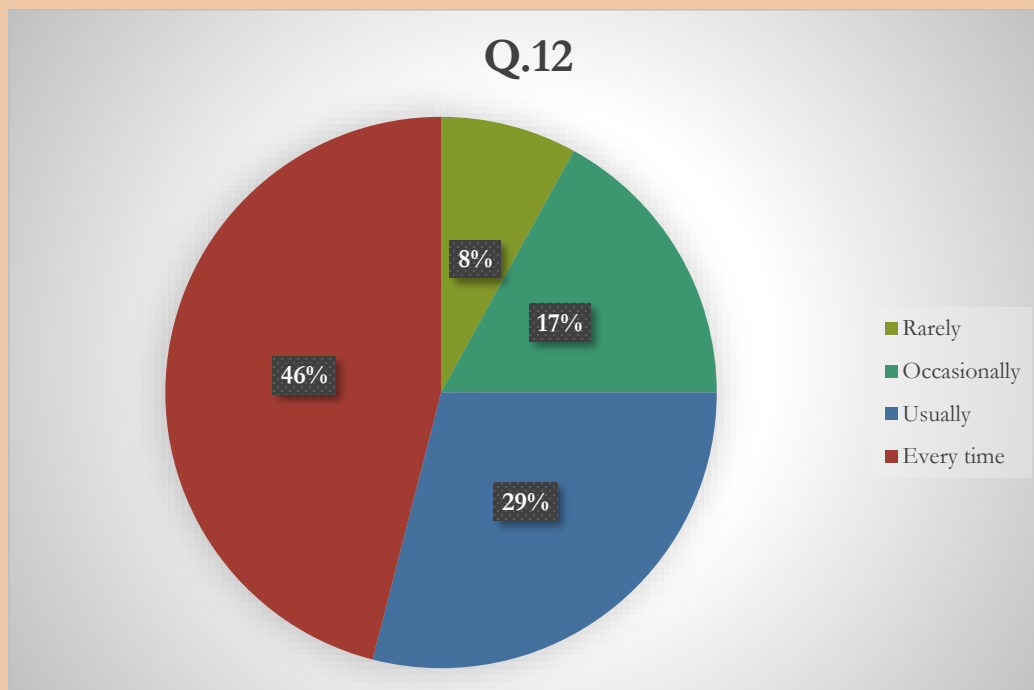
**10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.**



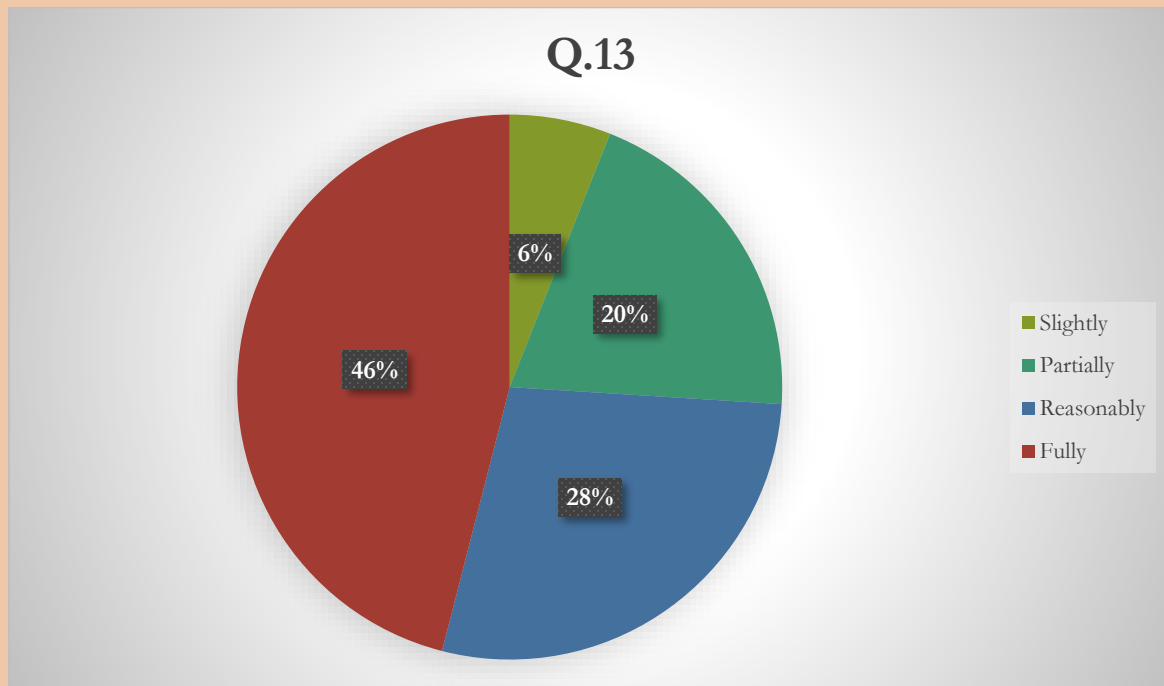
**11. Your mentor does a necessary follow-up with an assigned task to you.**



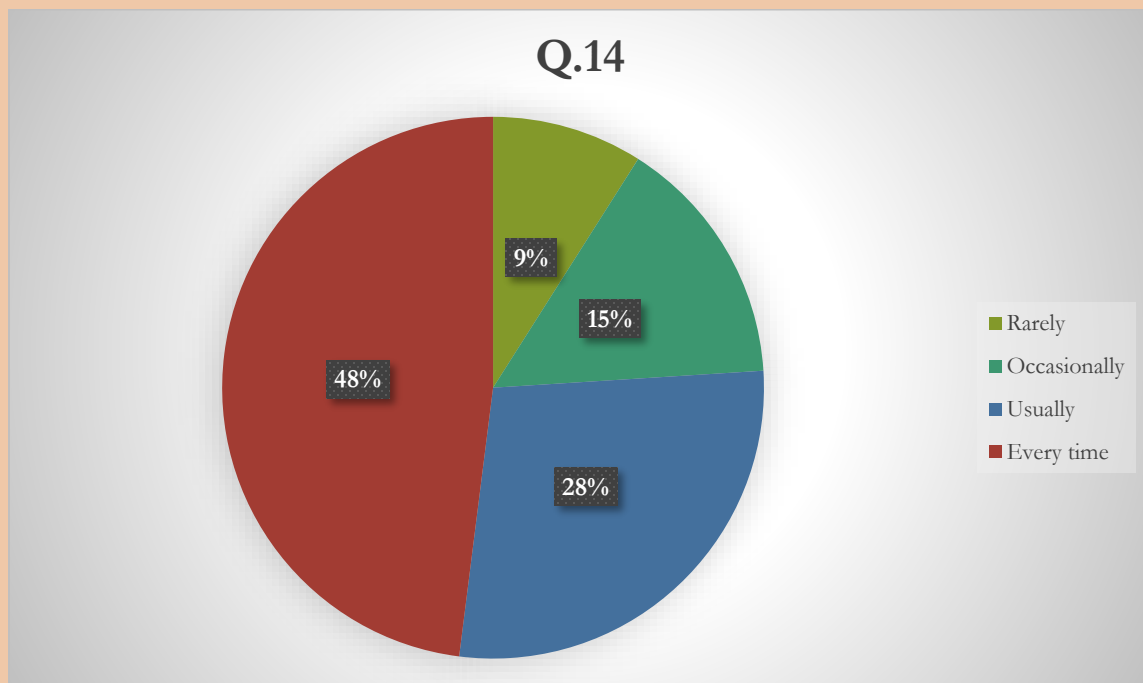
**12. The teachers illustrate concepts through examples and applications.**



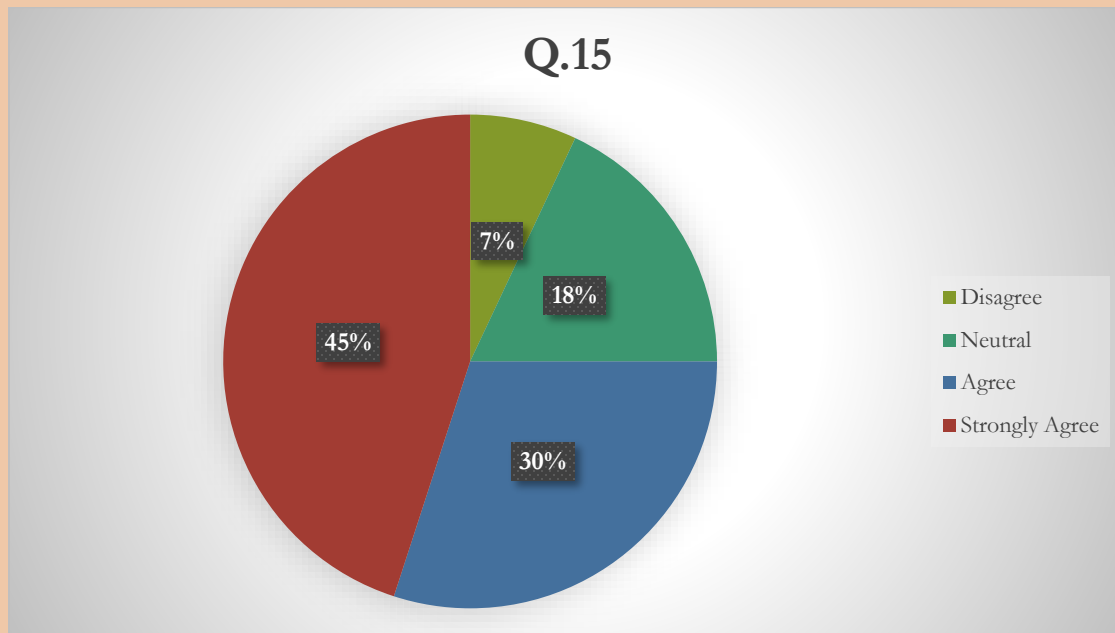
**13. Teachers identify your strengths and encourage challenges.**



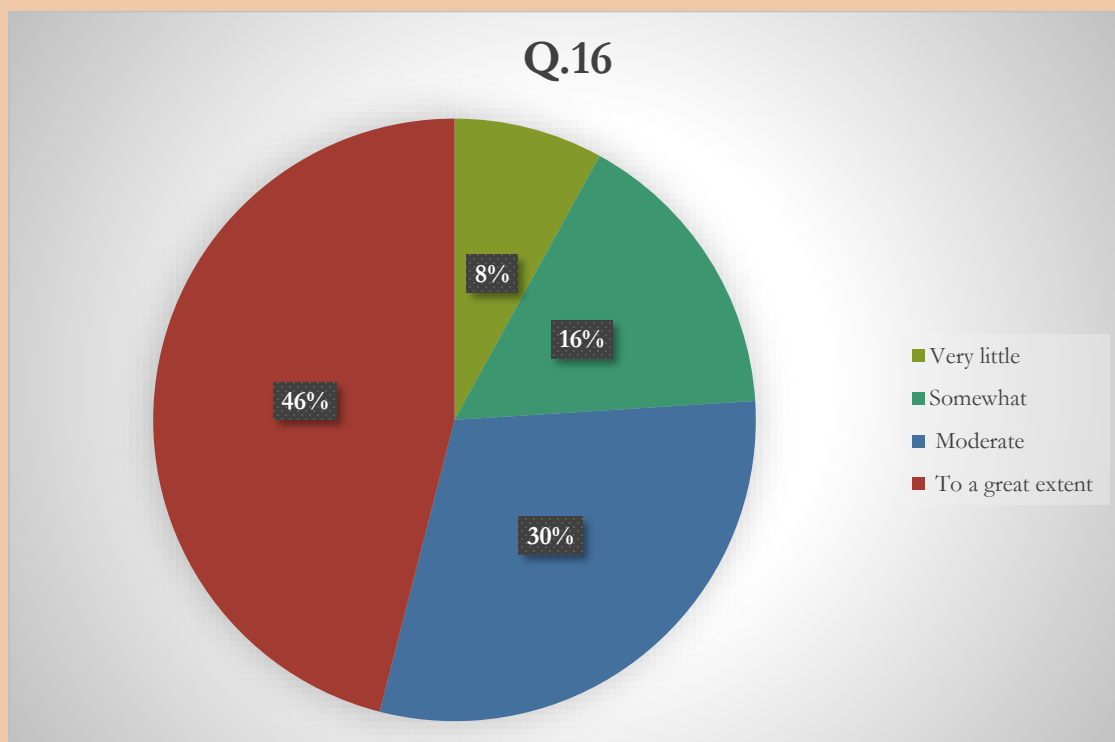
**14. Teachers identify your weaknesses and help you overcome them.**



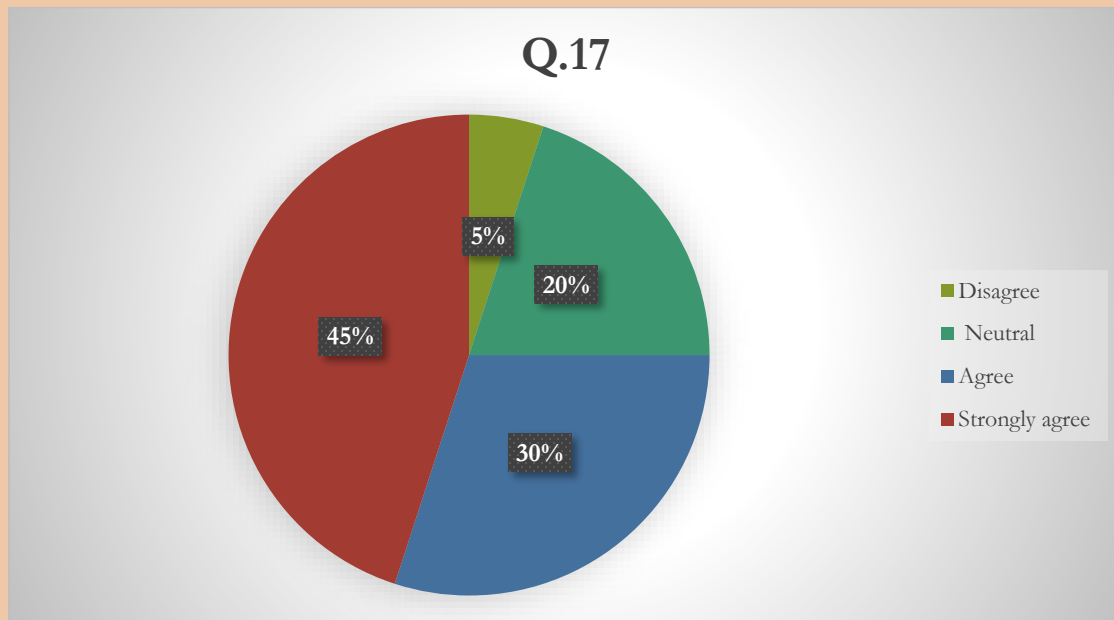
**15. The institution engages students in teaching-learning process improvement.**



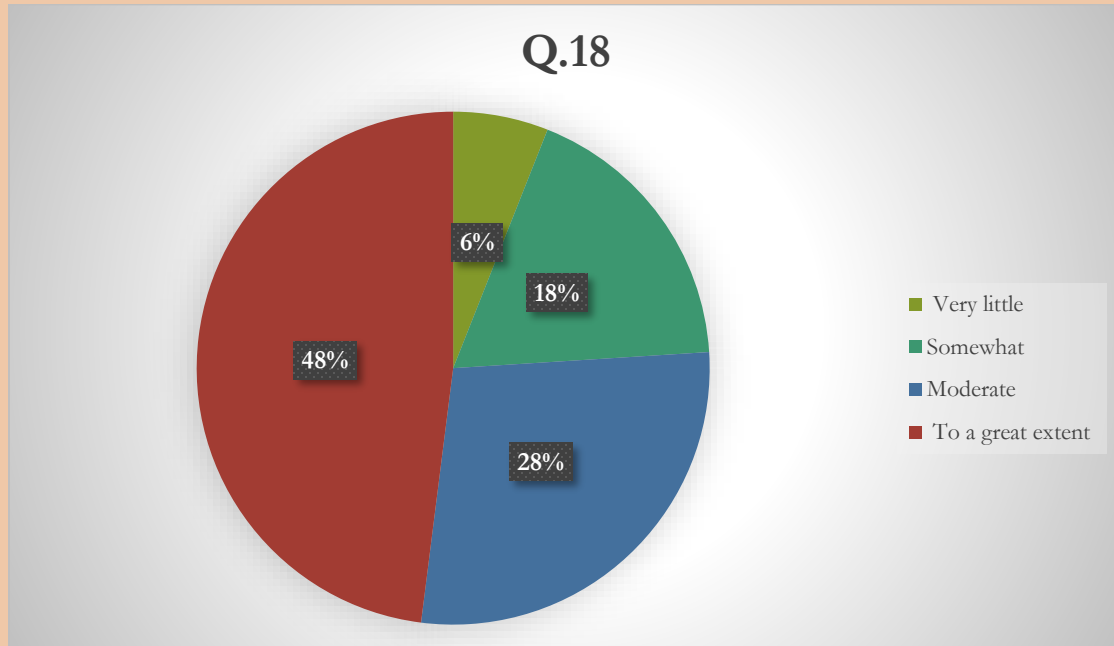
**16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.**



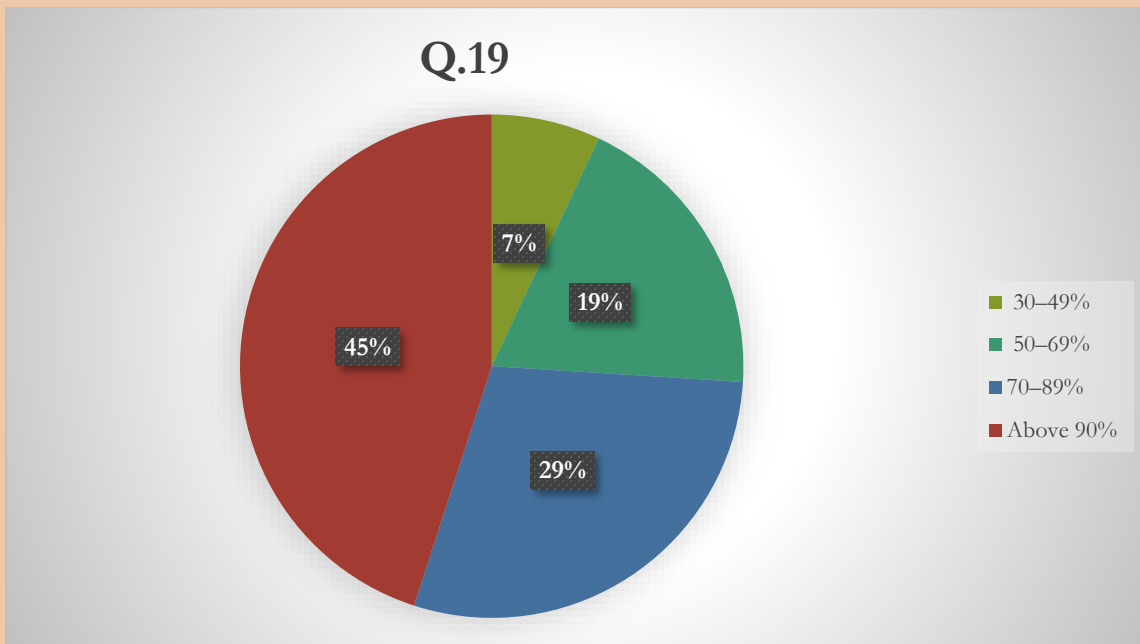
**17. Teachers encourage participation in extracurricular activities.**



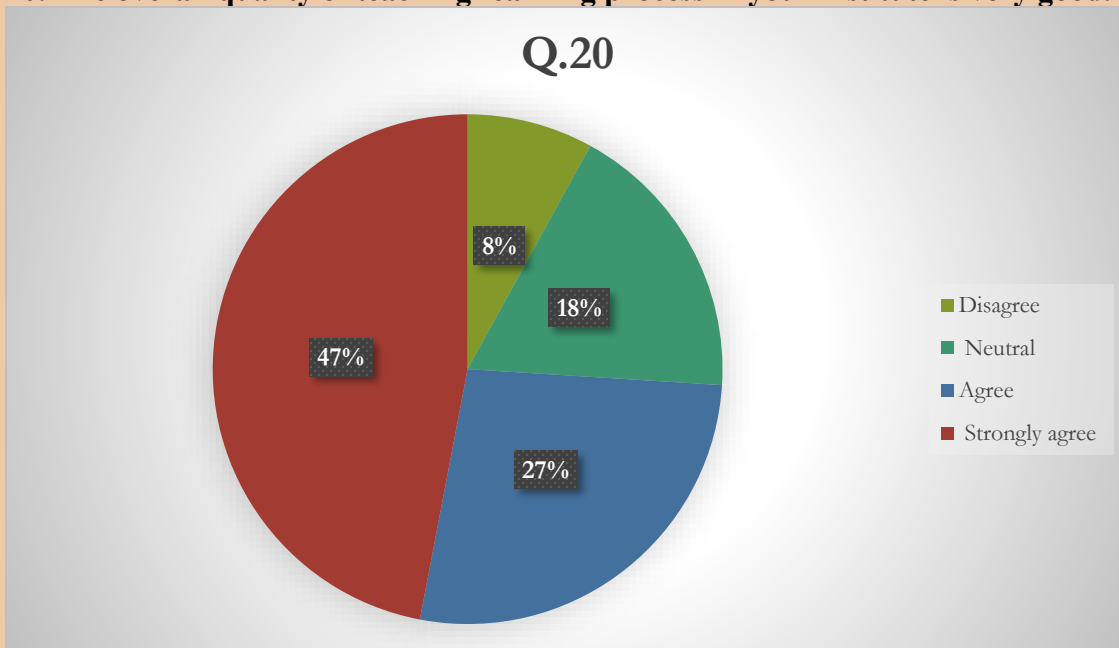
**18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.**



**19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.**



**20. The overall quality of teaching-learning process in your institute is very good.**



<https://forms.gle/Va5RZ7wJwkCx9e83A>

#### **4. Action Taken Report**

Based on the detailed analysis of student feedback collected through the SSS for the academic session 2021–2022, the college has identified both areas of strength and areas needing further enhancement. The following actions were taken by the institution to address students’ concerns and to improve the overall quality of the teaching-learning environment:

##### **1. Enhancement of Teaching Quality:**

Teachers were encouraged to adopt more interactive, student-centric teaching methodologies, including participative learning, group discussions, and real-life case studies. Internal faculty meetings emphasized the integration of innovative pedagogy to meet diverse learner needs.

##### **2. Strengthening ICT Usage:**

In response to student suggestions on improving digital delivery, the use of ICT tools like smart boards, projectors, and subject-related multimedia content was further promoted. Faculty received orientation on using advanced digital tools for classroom teaching.

##### **3. Improved Academic Support and Mentoring:**

The mentoring process was restructured to ensure regular follow-up and academic guidance. Mentors were advised to maintain a record of interactions and provide personalized support to students in academic and personal matters.

##### **4. Transparent Evaluation Practices:**

Teachers were instructed to ensure transparency and fairness in internal evaluations. Answer sheets and assignments were discussed in class, and students were given constructive feedback for improvement.

### **5. Promotion of Experiential and Practical Learning:**

Departments were encouraged to organize more field visits, surveys, and project-based learning activities. These initiatives were taken to bridge the gap between theory and practice.

### **6. Soft Skills and Employability Enhancement:**

Value-added courses and soft skill development sessions were introduced. Training programs focusing on communication skills, interview techniques, and personality development were arranged in collaboration with the placement cell.

### **7. Encouragement of Extracurricular Engagement:**

Students were actively involved in cultural, NSS, NCC, and sports activities. Teachers provided support and motivation for student participation, thereby enhancing their overall college experience.

### **8. Curriculum Outcome Awareness:**

Teachers were instructed to share course objectives and learning outcomes clearly at the beginning of each semester. Outcome-based education practices were emphasized in staff training sessions.

**N.P. Arts & Commerce College, Keshod**  
**(Affiliated to Bhakta Kavi Narsinh Mehta University)**  
**Alumni and Parents Feedback Analysis Report**  
**Academic Year: 2021–2022**  
Total Response 47 Alumni

## 1. Introduction

The institution believes that the feedback of alumni and parents plays a significant role in enhancing the overall quality of the education system. The feedback was collected through structured questionnaires from alumni and parents during the academic year 2021–22. This report summarizes their responses and highlights areas of strength and improvement.

## 2. Methodology

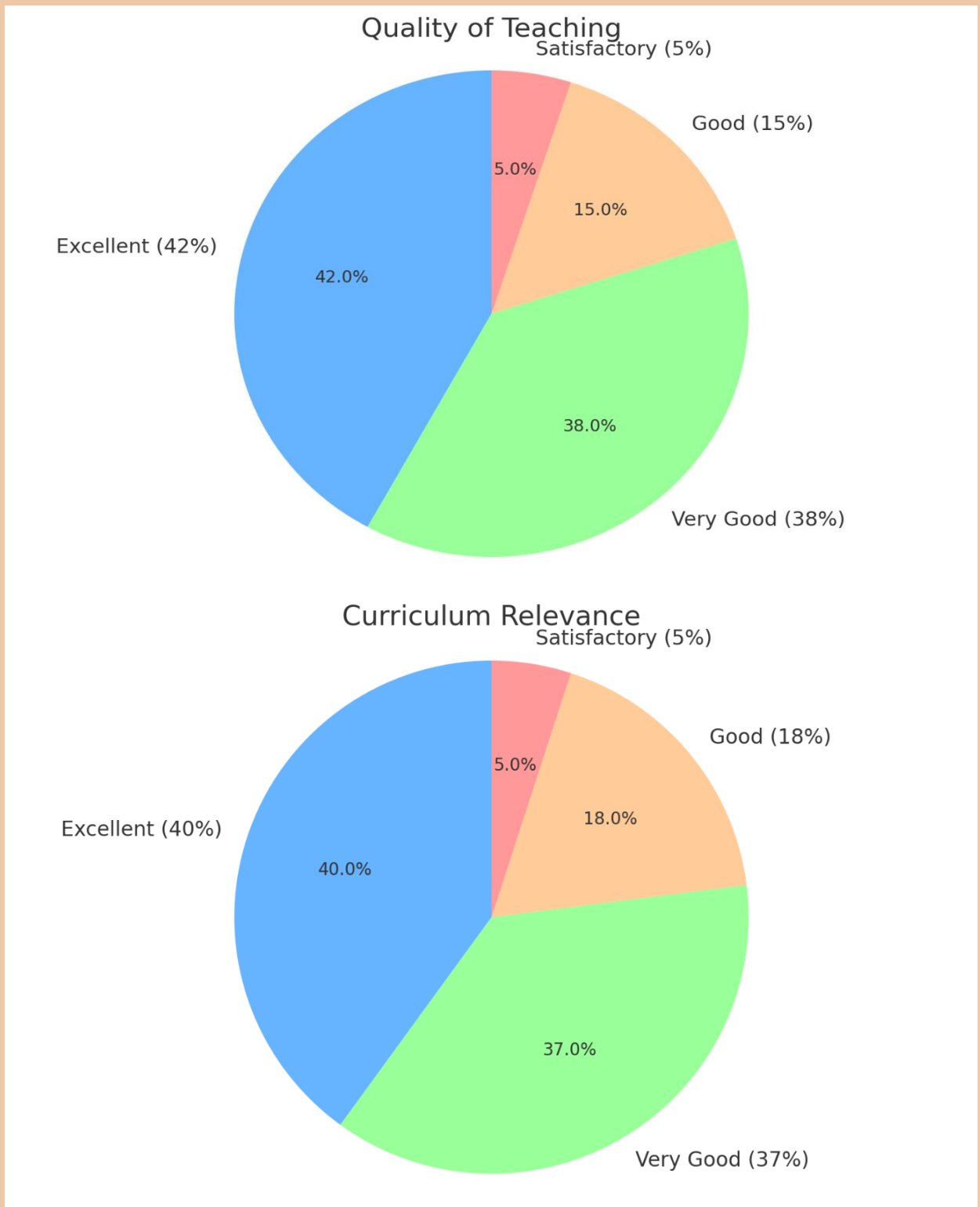
Separate feedback forms were provided to alumni and parents containing structured questions covering academic quality, infrastructure, placement support, extracurricular development, and overall satisfaction. Responses were categorized into four levels: Excellent, Very Good, Good, and Satisfactory.

## 3. Alumni Feedback Summary

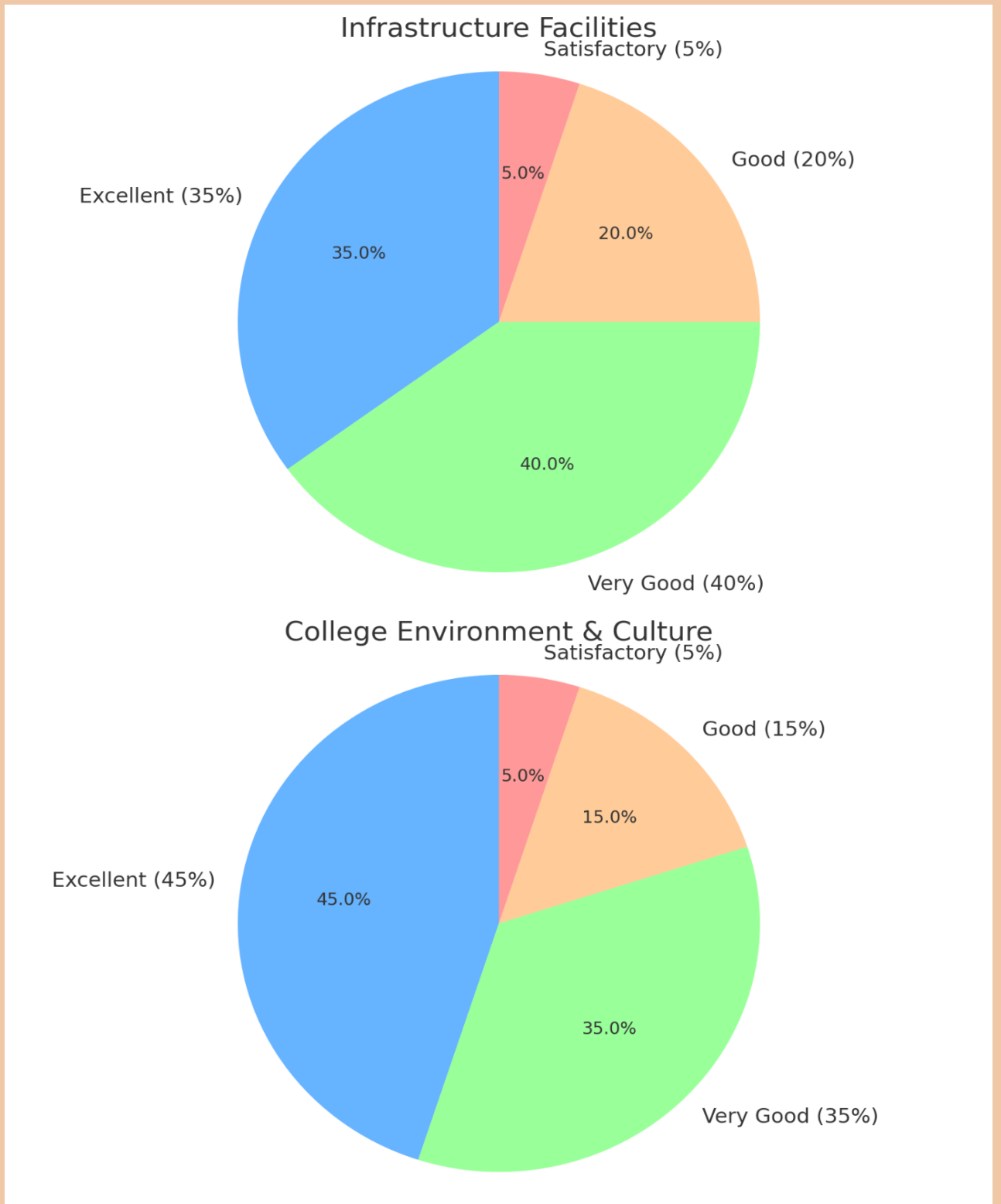
Feedback Area	Excellent (%)	Very Good (%)	Good (%)	Satisfactory (%)
Quality of Teaching	42%	38%	15%	5%
Curriculum Relevance	40%	37%	18%	5%
Infrastructure Facilities	35%	40%	20%	5%
College Environment & Culture	45%	35%	15%	5%
Support for Career & Placement	30%	42%	23%	5%

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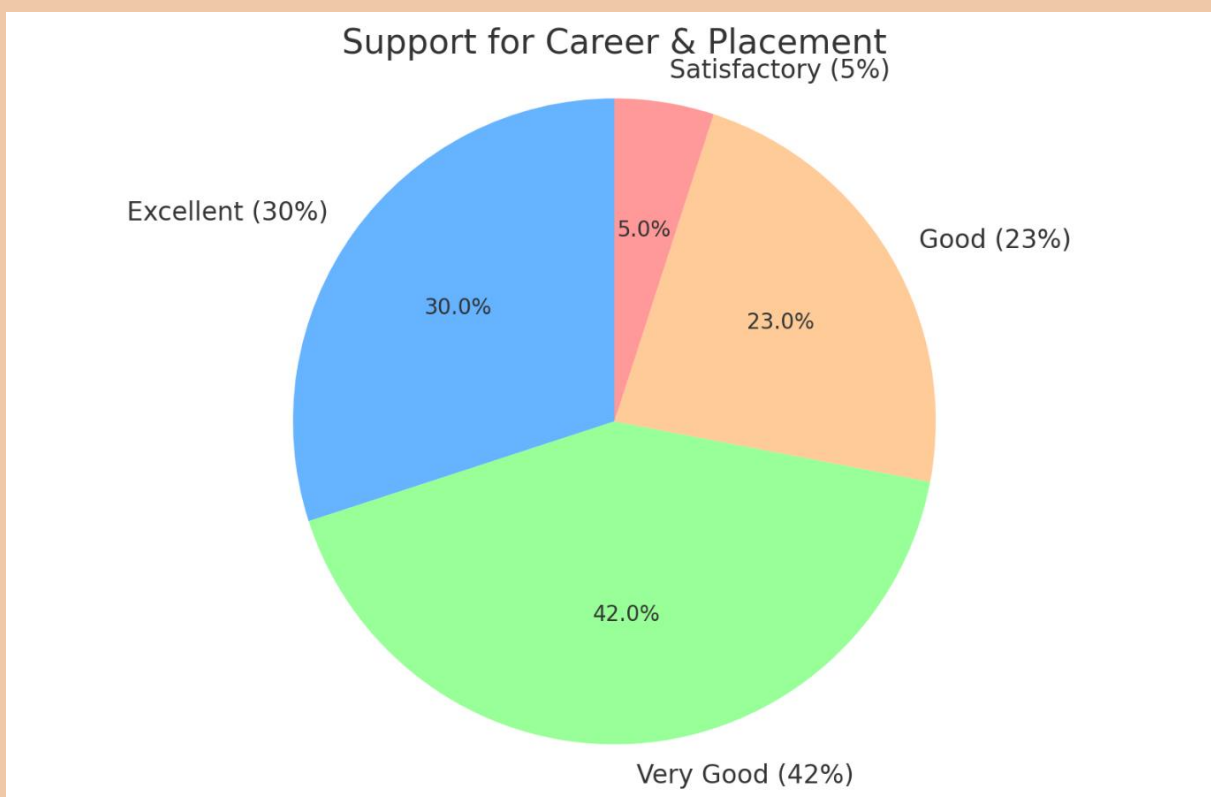
## 4. Graphical Analysis



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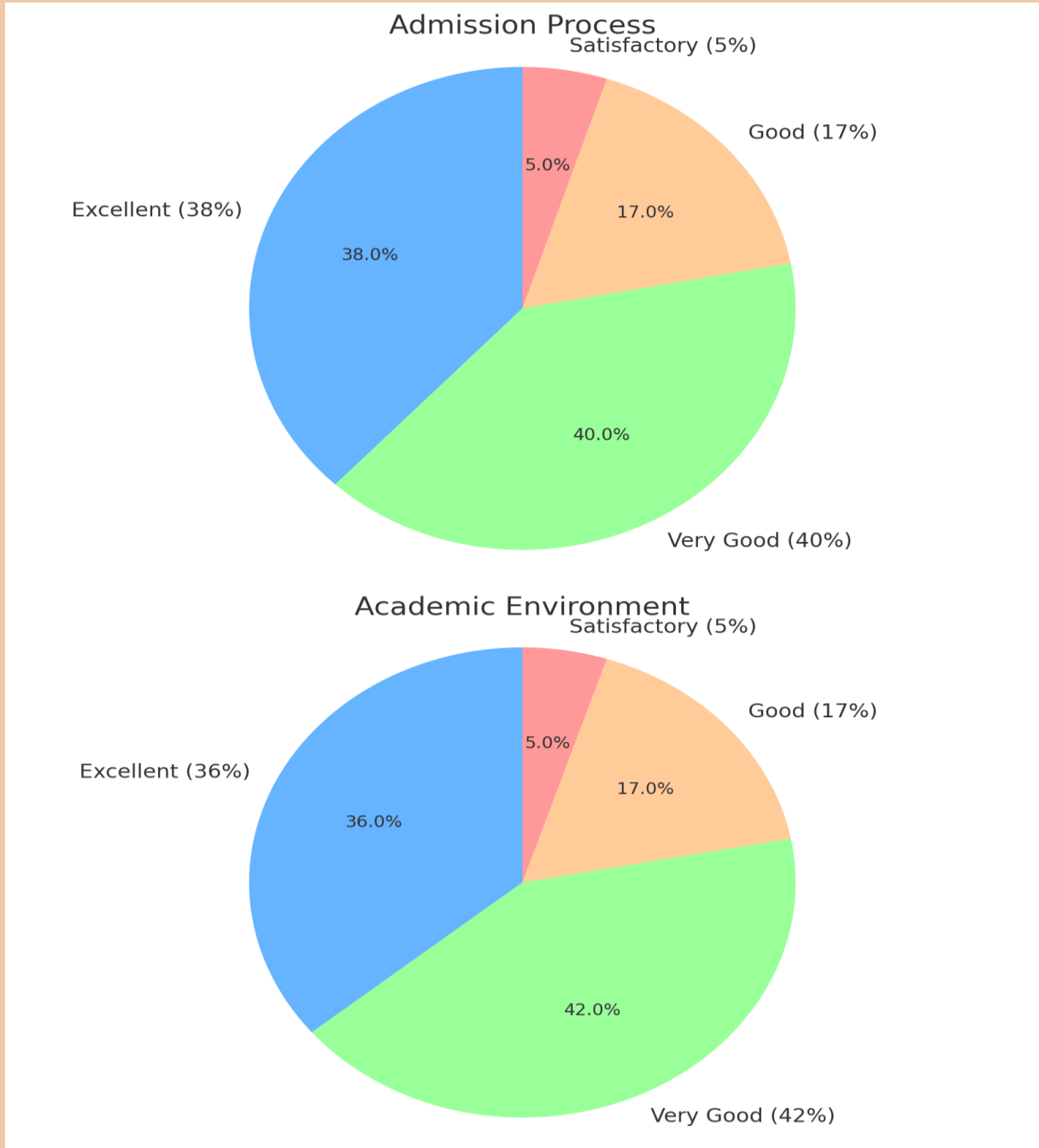
## 5. Parents Feedback Summary

Total Response 50

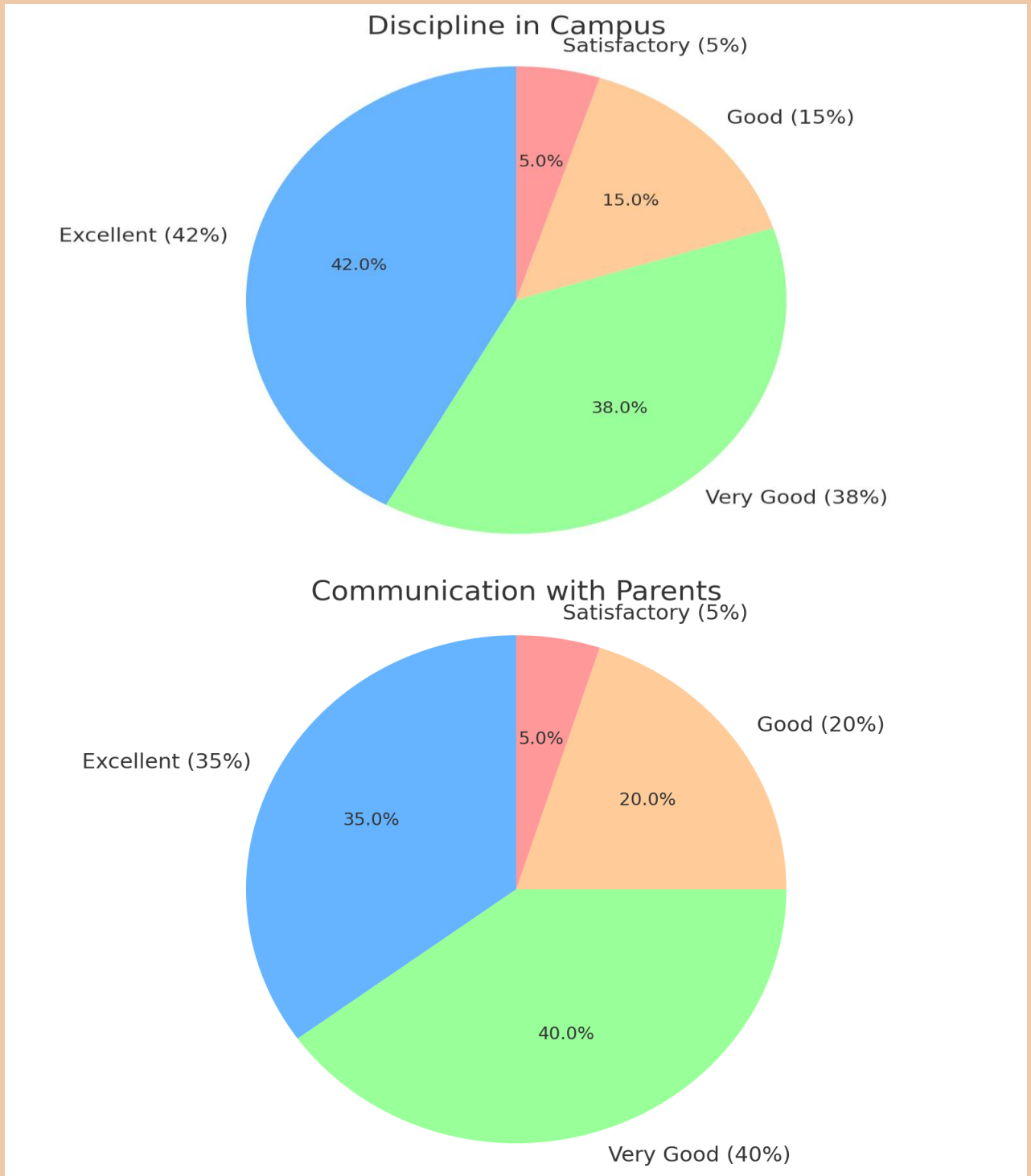
Feedback Area	Excellent (%)	Very Good (%)	Good (%)	Satisfactory (%)
Admission Process	38%	40%	17%	5%
Academic Environment	36%	42%	17%	5%
Discipline in Campus	42%	38%	15%	5%
Communication with Parents	35%	40%	20%	5%
Infrastructure Facilities	33%	40%	22%	5%

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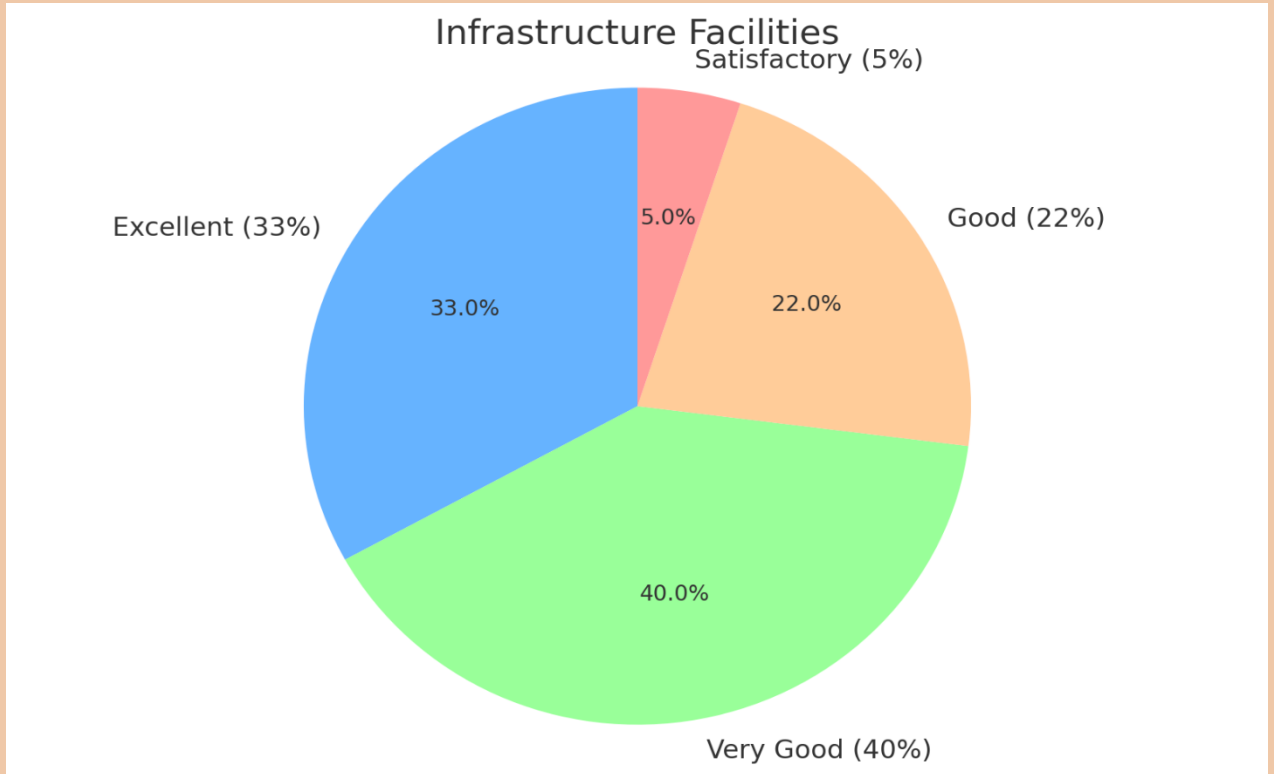
## 6. Graphical Analysis



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## 7. Action Taken Report

Based on the feedback collected, the following actions were taken by the college:

- Enhancement in career counseling and placement support services.
- Increased alumni involvement through guest lectures and mentorship programs.
- Improvement in infrastructure and learning resources.
- Strengthened communication between institution and parents.
- Organized frequent parent-teacher meetings to update academic progress.
- Continued focus on maintaining campus discipline and student support systems.