



Managed by KeshodKelavni 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 Analysis Report)

2022-23

N. P. Arts & Commerce College, Keshod
(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)
Student Satisfaction Survey (SSS) – Action Taken Report
Academic Year: 2022–2023
Based on Feedback from

Introduction

Feedback from key stakeholders plays a vital role in ensuring the continuous improvement of academic quality and institutional effectiveness. In alignment with its commitment to student-centric education and participatory governance, **N. P. Arts & Commerce College, Keshod** conducted a **Student Satisfaction Survey (SSS)** for the academic year **2022–2023**. This initiative aimed to evaluate various parameters of the teaching-learning process, institutional environment, curriculum relevance, and support systems.

The survey was designed to collect inputs from three major stakeholder groups—**current students (340 responses)**, **alumni (134 responses)**, and **parents (83 responses)**. Their feedback provided valuable insights into the strengths of the institution and identified areas where further enhancements could be made.

The data collected has been systematically analysed, and this **Action Taken Report** outlines the key observations along with the concrete steps initiated by the college in response to the feedback received. This reflective and responsive approach demonstrates the institution's ongoing efforts to ensure academic excellence, stakeholder satisfaction, and overall institutional development.

The Student Satisfaction Survey (SSS) for the academic year **2022–2023** was conducted by **N. P. Arts & Commerce College, Keshod** (Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh) to assess the quality of the teaching-learning environment and various aspects of institutional performance from the students' perspective. The survey comprised **20 structured questions**, targeting different dimensions such as curriculum

effectiveness, teaching quality, fairness in internal evaluations, availability of faculty, infrastructure, and overall satisfaction.

A total of **340 students** participated in the survey. Their responses were recorded across four graded options for each question, allowing the college to evaluate the degree of satisfaction and identify priority areas for improvement. The data collected reflects a strong engagement with the institution and offers valuable insights into the effectiveness of academic and administrative practices.

Analysis of Student Feedback

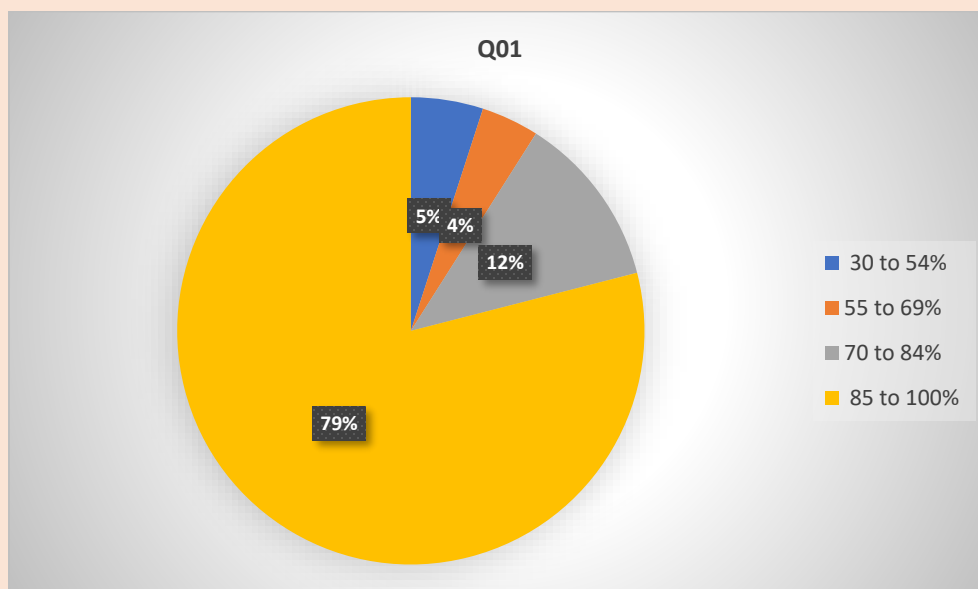
Table: Analysis of Student Feedback Responses (340 responses), Academic Year: 2022–2023

Q. No	Question	Option 1	Option 2	Option 3	Option 4	Total
1	Syllabus coverage	5%	4%	12%	79%	100%
2	Teacher preparation	3%	3%	10%	84%	100%
3	Communication skills	12%	7%	12%	69%	100%
4	Teaching approach	2%	3%	10%	85%	100%
5	Internal evaluation fairness	4%	1%	13%	82%	100%
6	Assignment discussion	1%	10%	11%	78%	100%
7	Internships / Exchange / Visits	3%	5%	19%	73%	100%
8	Cognitive/social/emotional growth	6%	15%	13%	66%	100%
9	Opportunities to learn and grow	3%	5%	21%	71%	100%
10	Informs expected competencies/outcomes	1%	3%	24%	72%	100%
11	Mentor follow-up	8%	4%	10%	78%	100%
12	Concepts through examples	0%	1%	17%	82%	100%
13	Encourages appropriate challenges	15%	6%	11%	68%	100%
14	Identifies and helps with weaknesses	7%	6%	13%	74%	100%
15	Involvement in quality improvement	3%	4%	11%	82%	100%
16	Use of student-centric methods	1%	14%	19%	66%	100%
17	Encourages extracurricular activities	2%	7%	23%	68%	100%
18	Soft/life/employability skills development	1%	2%	17%	80%	100%

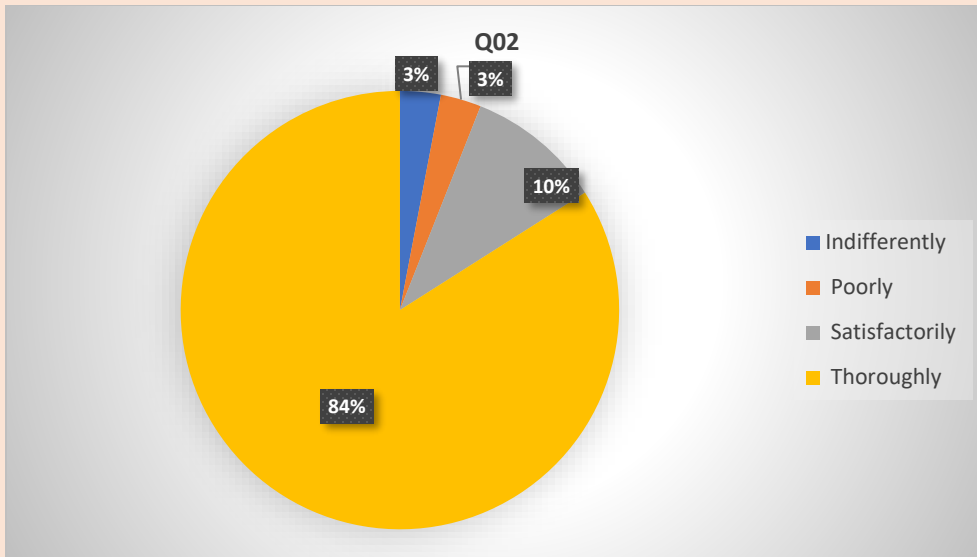
19	Use of ICT tools	1%	13%	14%	72%	100%
20	Overall quality of teaching-learning process	0%	2%	16%	82%	100%

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

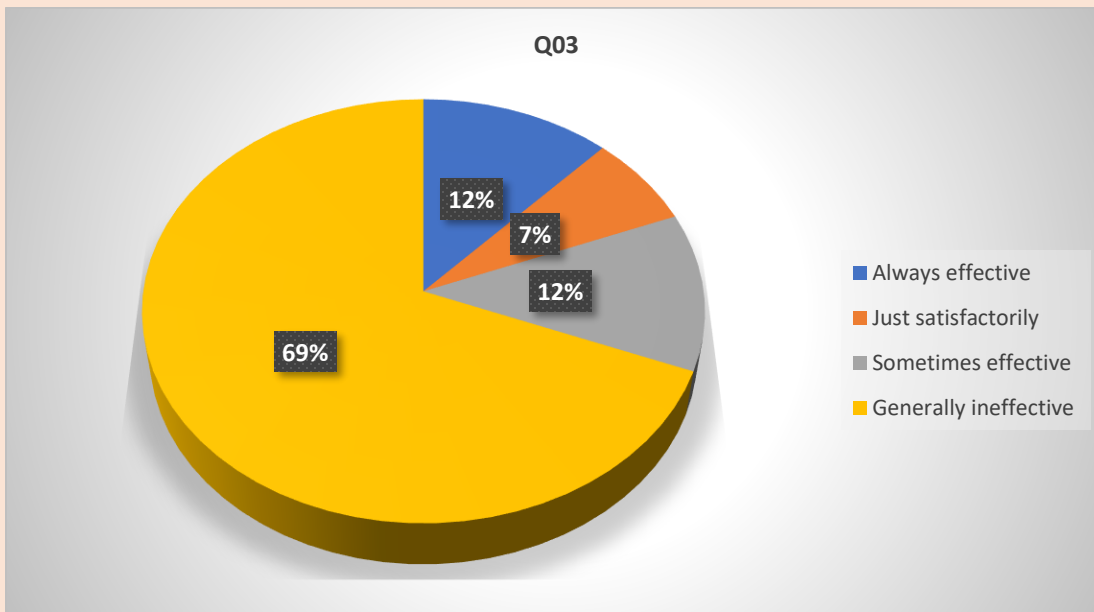
1 How much of the syllabus was covered in the class?



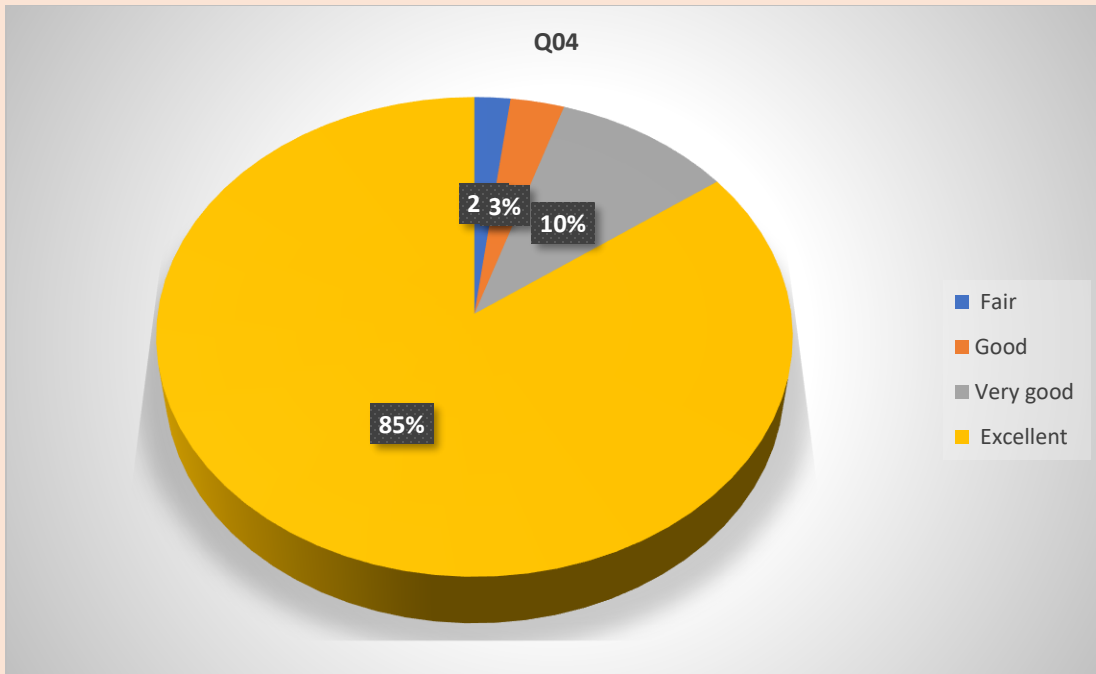
2 How well did the teachers prepare for the classes?



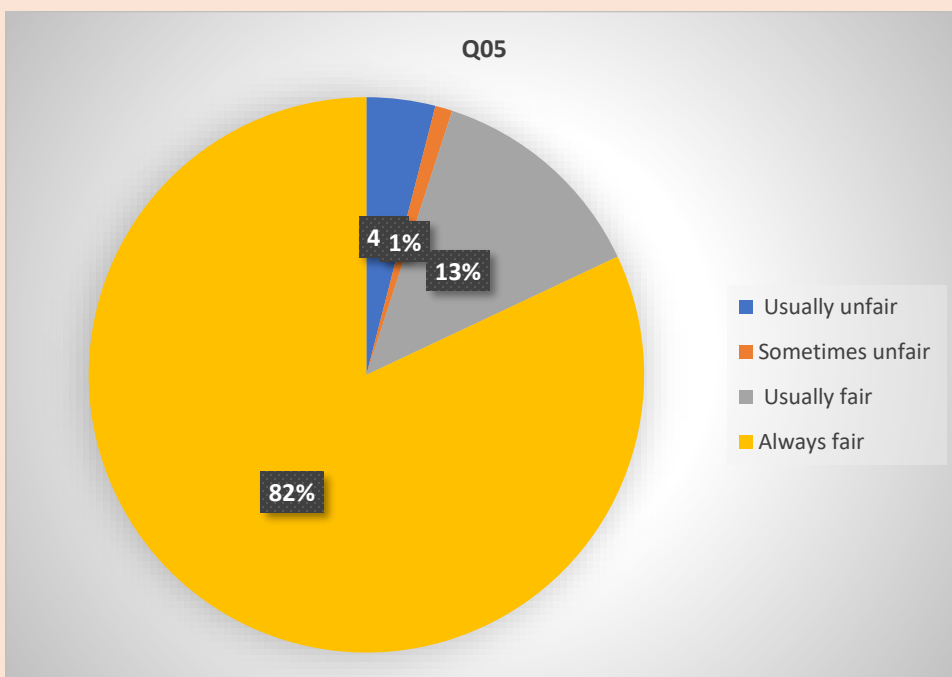
3 How well were the teachers able to communicate?



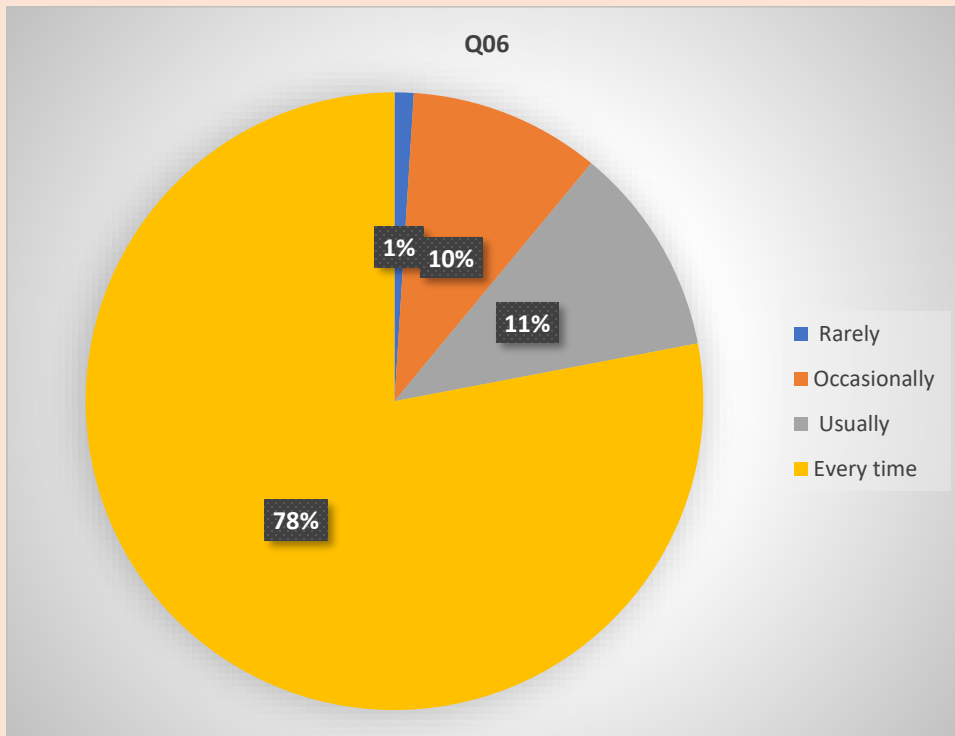
4 The teacher's approach to teaching can best be described as



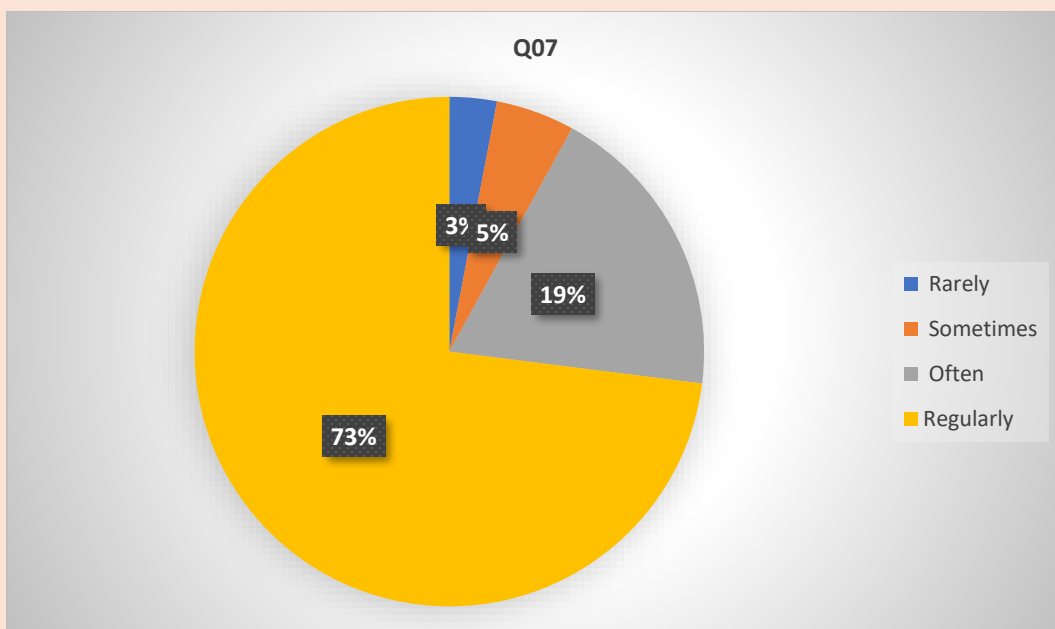
5 Fairness in internal evaluation process by the teachers.



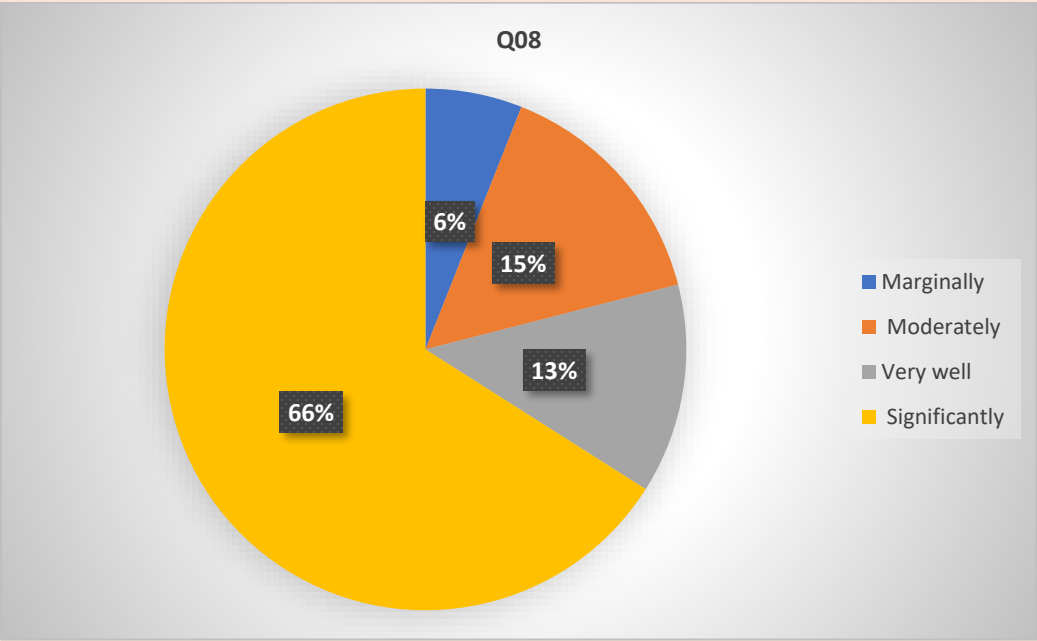
6 Was your performance in assignments discussed with you?



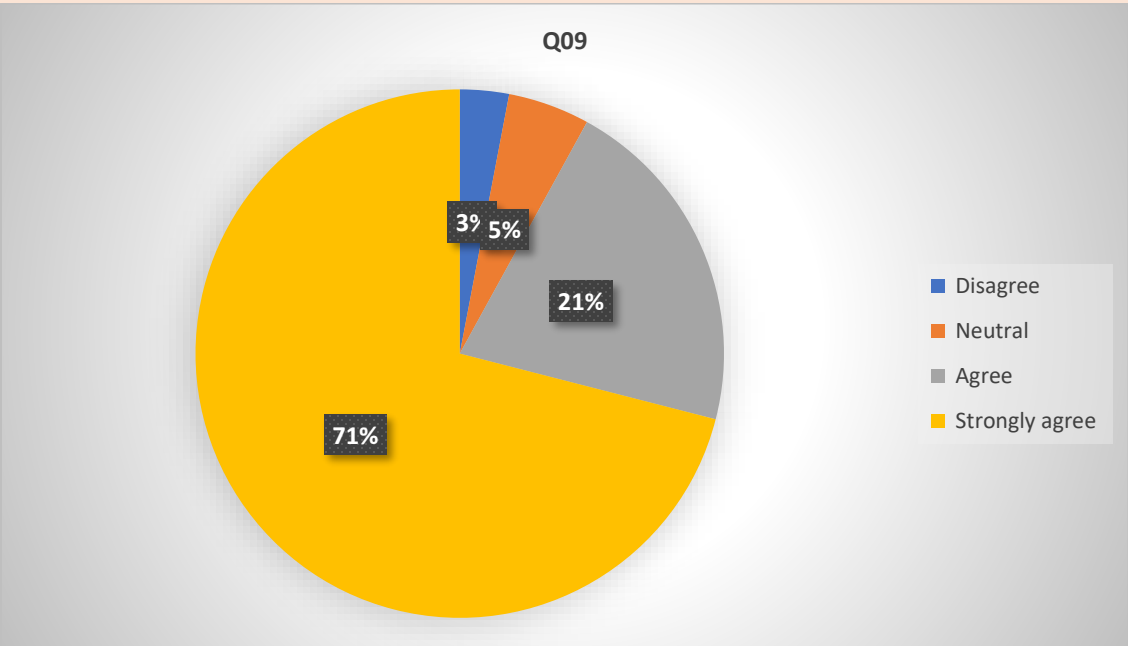
7 The institute takes active interest in promoting internships, student exchange, field visits.



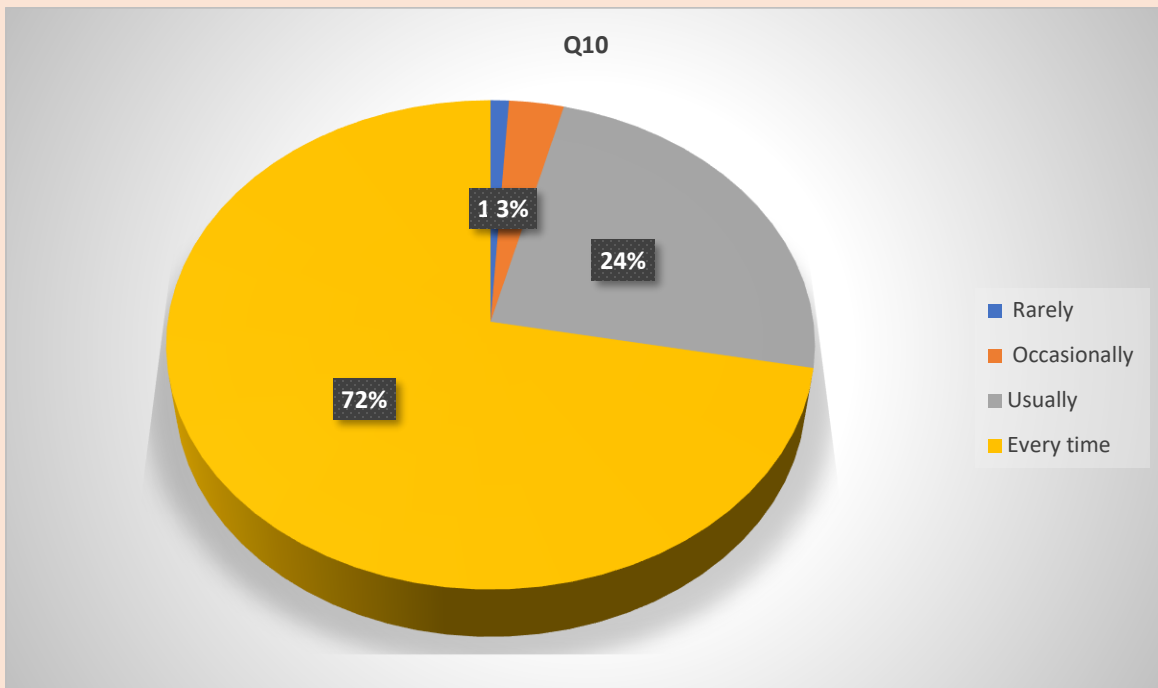
8 The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



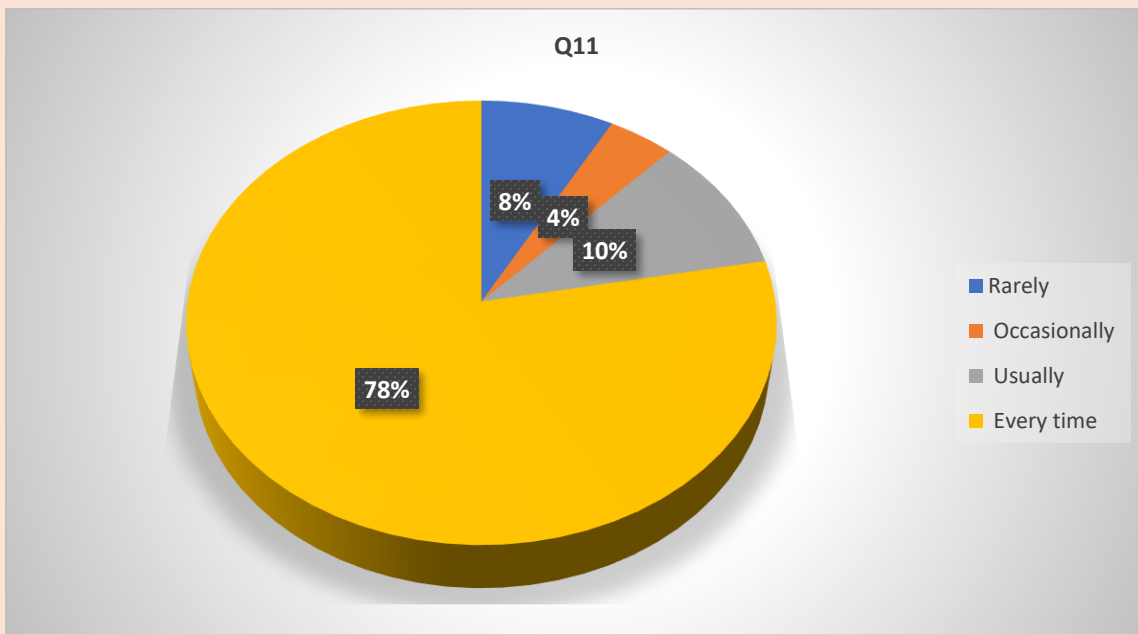
9 The institution provides multiple opportunities to learn and grow.



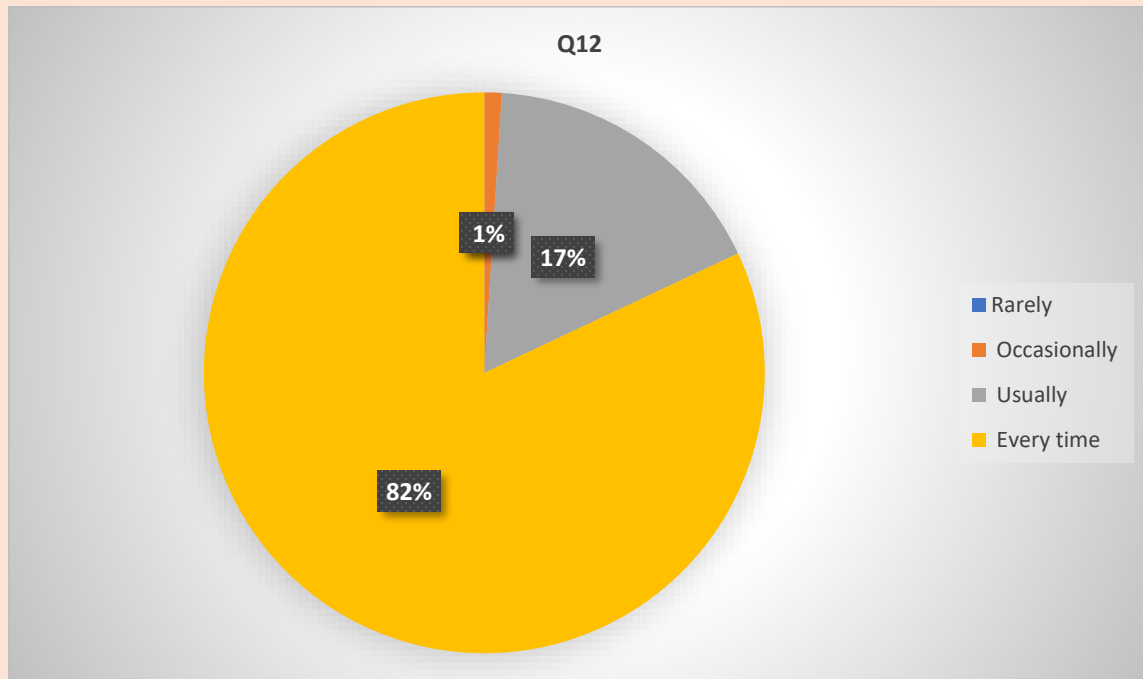
10 Teachers inform you about expected competencies, course outcomes, and programme outcomes.



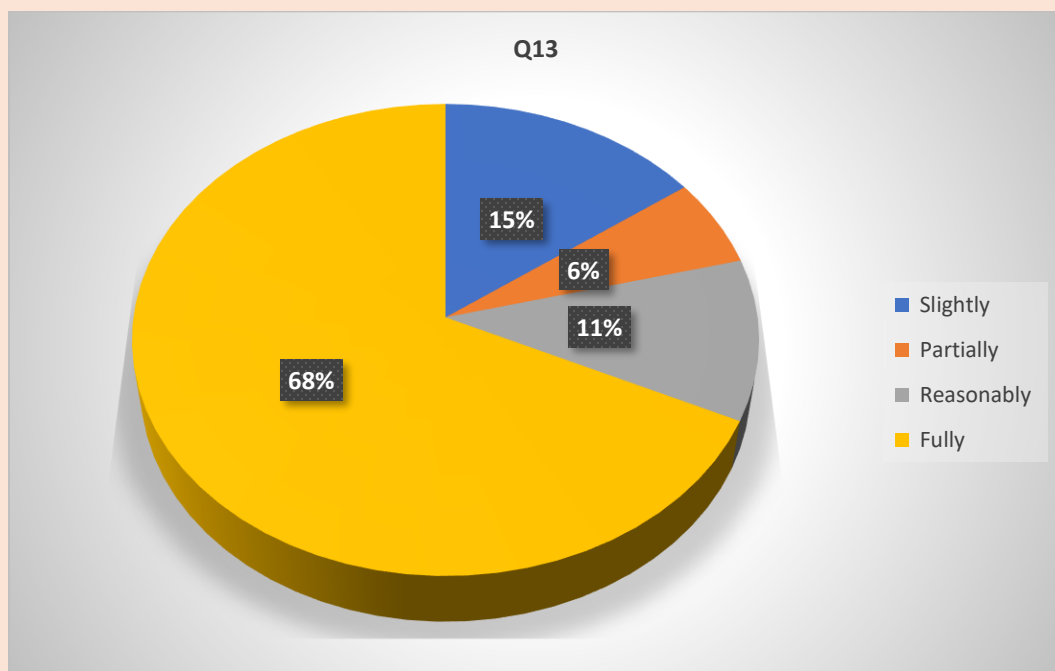
11 Your mentor does a necessary follow-up with assigned tasks.



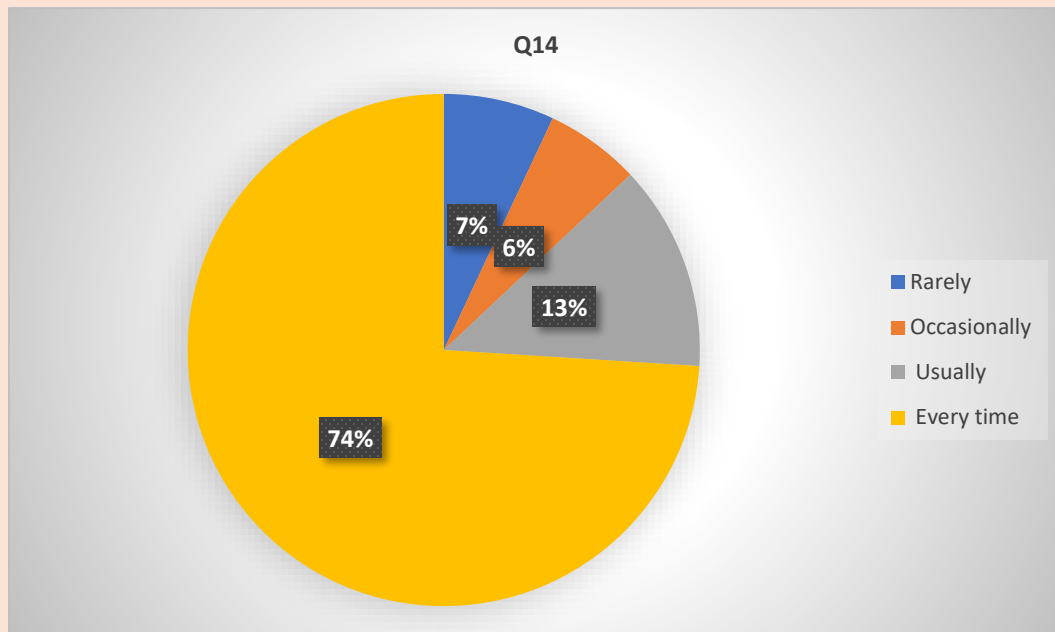
12 Teachers illustrate the concepts through examples and applications.



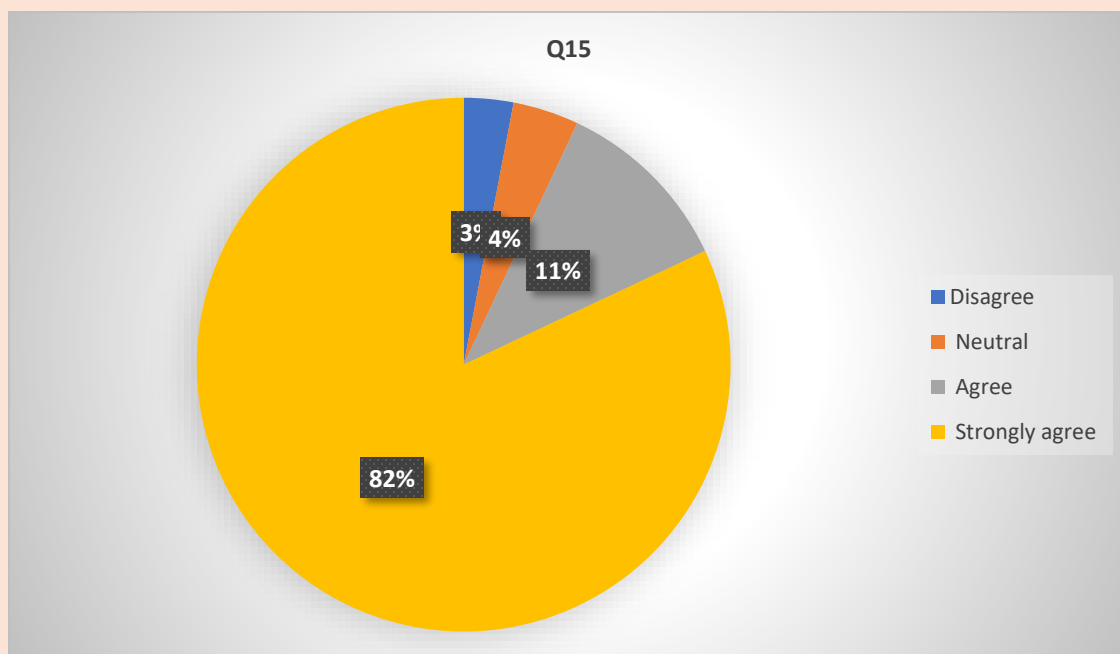
13 Teachers identify your strengths and encourage you.



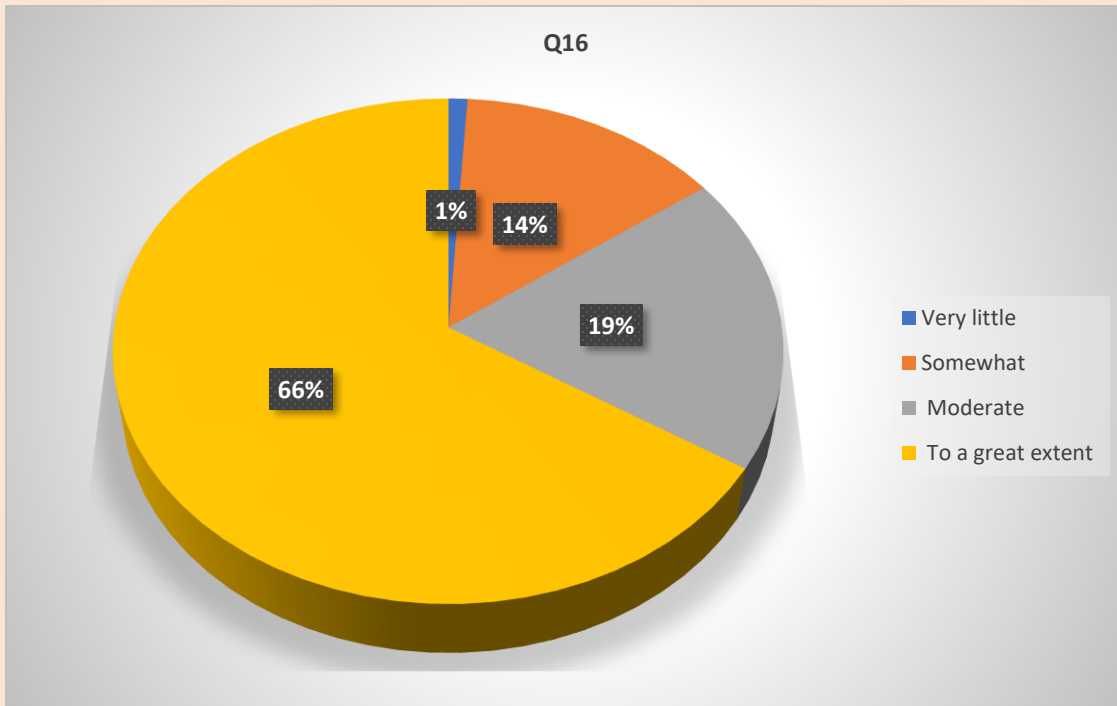
14 Teachers are able to identify your weaknesses and help you overcome them.



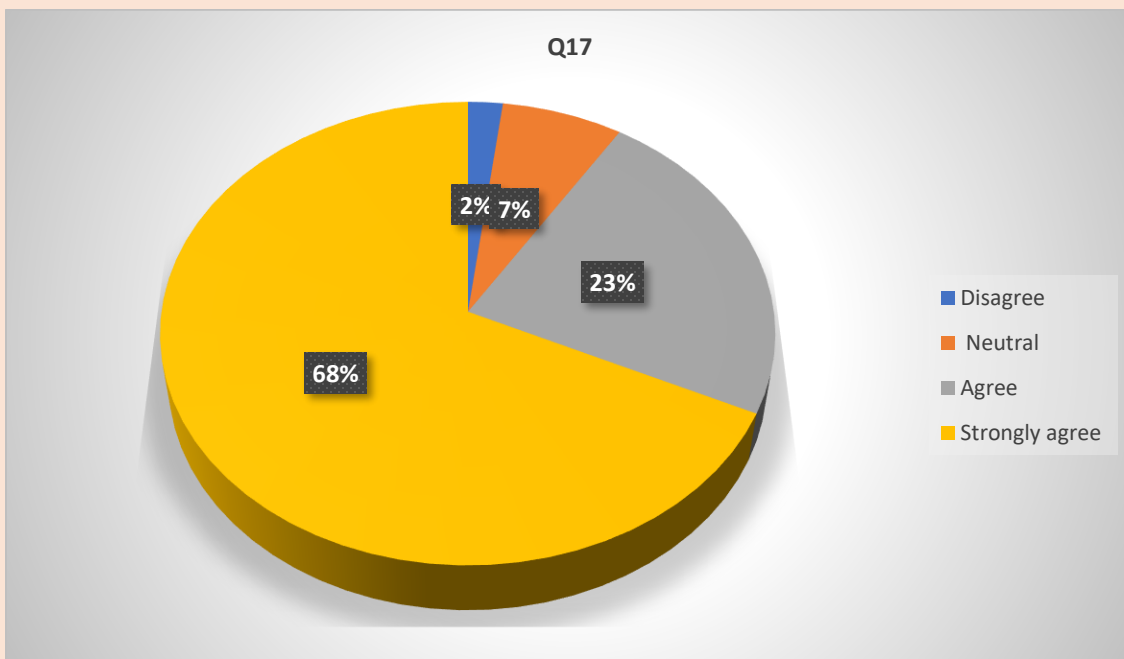
15 The institution makes effort to engage students in extracurricular and co-curricular activities.



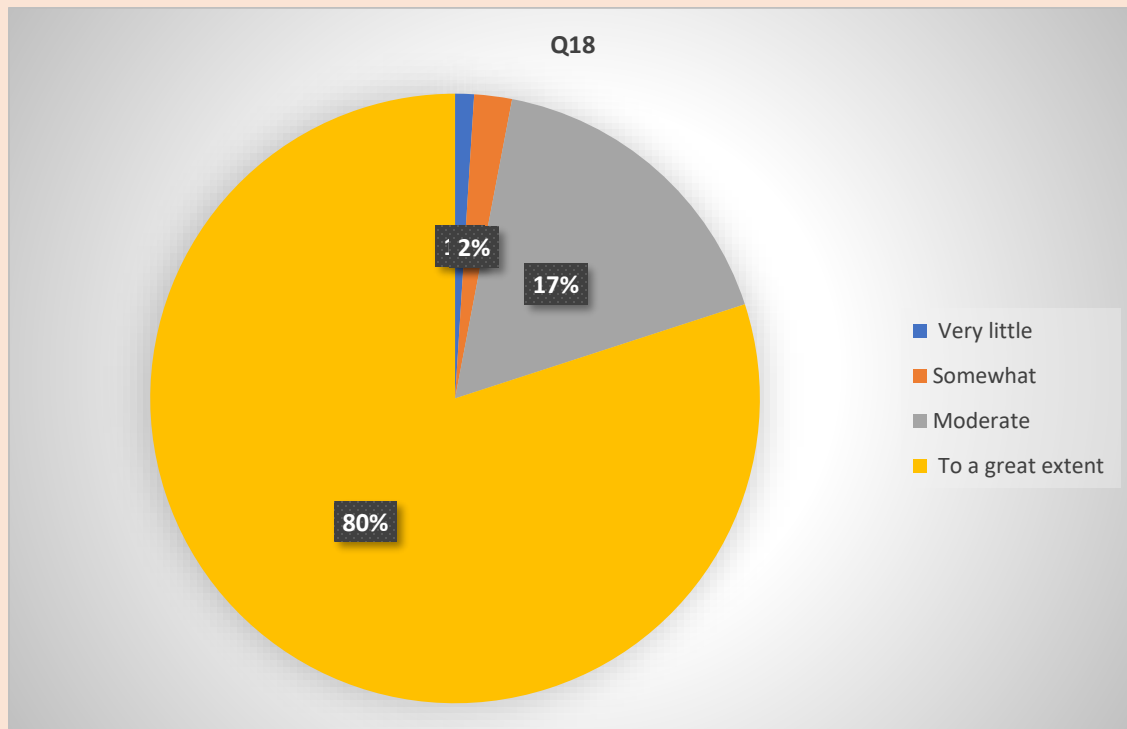
16 Efforts are made by the institute/teachers to inculcate soft skills, life skills, and employability skills.



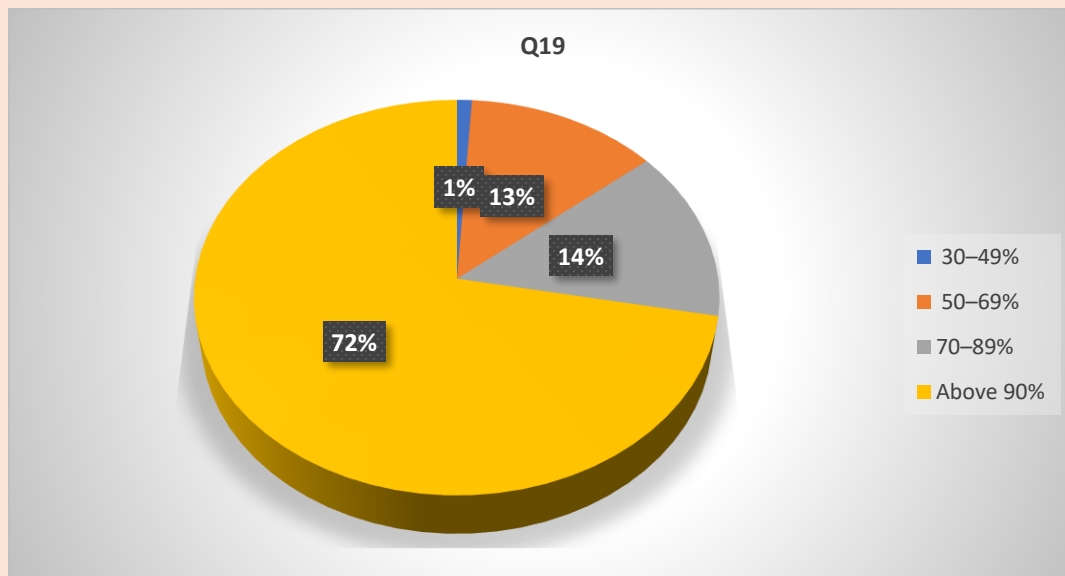
17 What percentage of teachers use ICT tools (LCD projector, multimedia, etc.) while teaching?



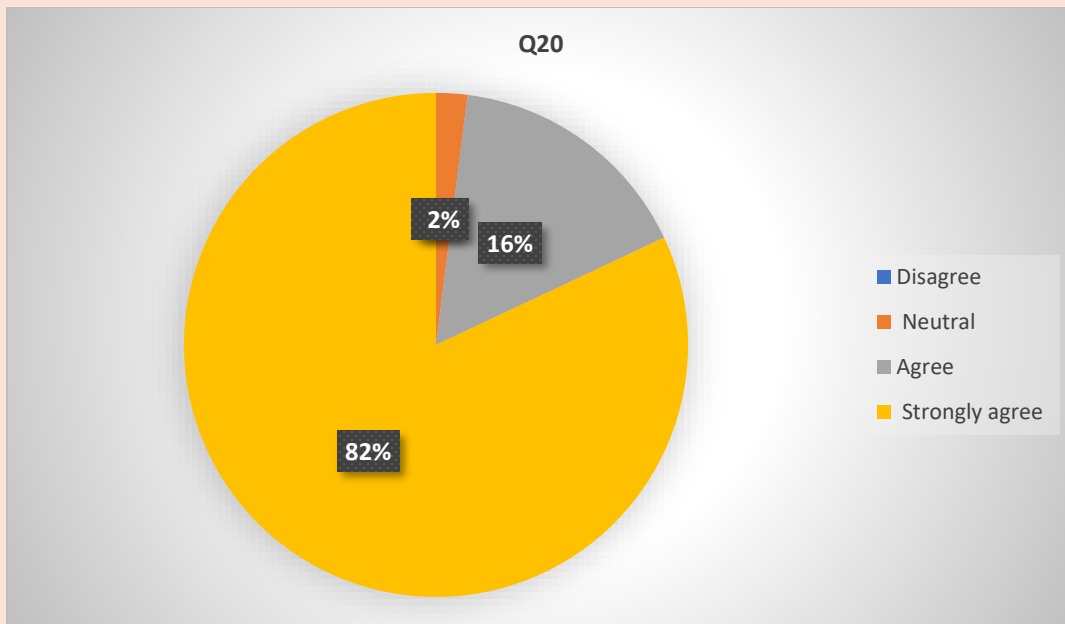
18 The overall quality of teaching-learning process in your institute is very good.



19 Teachers encourage you to participate in seminars, workshops, and competitions.



20 The evaluation process of internal assessments is transparent and unbiased.



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The analysis of the Student Satisfaction Survey responses indicates a **high level of student satisfaction** across most parameters. A significant majority of students consistently selected the highest level of agreement or satisfaction (Option 4) in nearly all questions. Notably:

- **Over 70% to 85%** of respondents chose the most positive option (Option 4) for questions related to teaching effectiveness, fairness in internal assessment, teacher preparedness, and academic mentoring.
- Questions such as **Q02, Q04, Q05, Q10, Q12, Q15, and Q20** received particularly strong positive feedback, with **over 80%** of students indicating strong agreement or maximum satisfaction.
- Minimal responses were recorded under negative or unsatisfactory options (Options 1 and 2), suggesting limited dissatisfaction.

This overall positive trend reflects the college's dedication to quality education, faculty engagement, effective curriculum delivery, and supportive academic infrastructure. Based on this encouraging feedback, the institution plans to further reinforce its strengths

and continue addressing areas of improvement to maintain and enhance student satisfaction in the coming years.

N. P. Arts and Commerce College, Keshod
(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)

Academic Year: 2022–2023

Alumni Feedback on Teaching-Learning and Evaluation

Total Respondents: 134 Alumni

As part of its continuous quality enhancement initiatives, **N. P. Arts and Commerce College, Keshod** conducted an **Alumni Feedback Survey** for the academic year **2022–2023**. The primary objective of this survey was to gather constructive insights from alumni regarding their academic experiences, particularly in the areas of **teaching, learning, and evaluation processes**. Alumni, being valuable stakeholders with firsthand experience of the institution's academic environment and its impact on their career progression, offer meaningful perspectives that help in institutional planning and development.

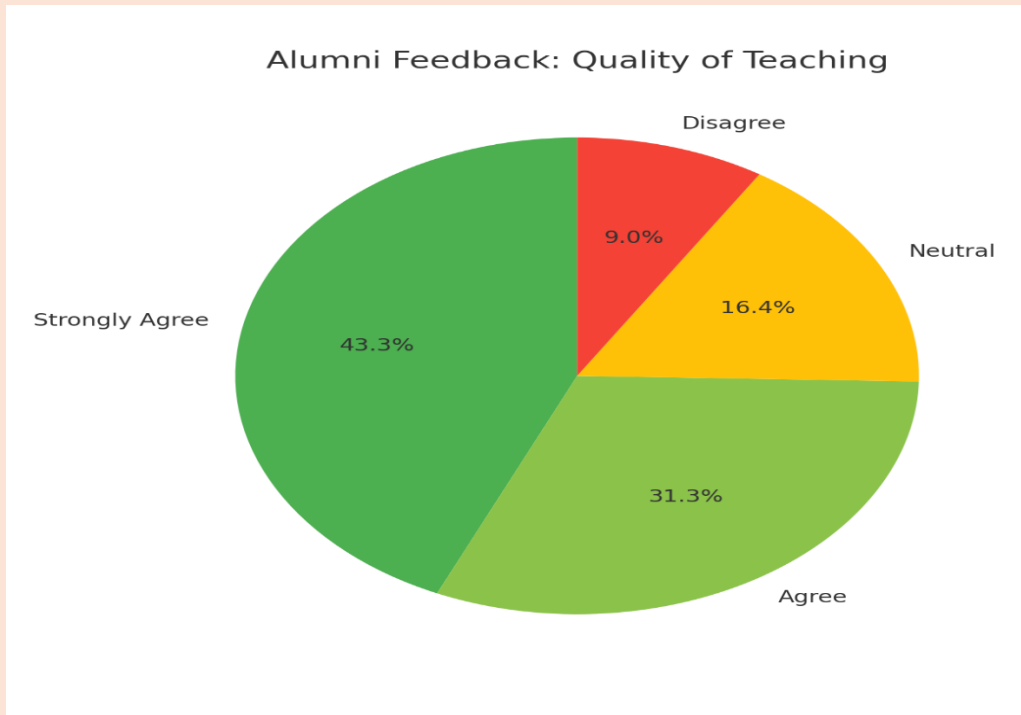
A total of **134 alumni** participated in the survey, providing feedback on various aspects of curriculum design, teaching effectiveness, evaluation methods, skill development opportunities, and overall academic preparedness. The responses were carefully analyzed to assess the strengths of the college's academic practices and to identify areas where further enhancement could be made.

This report presents a summary of the feedback received and outlines the action taken by the institution to address alumni suggestions and maintain the quality and relevance of its academic offerings.

Analysis of Student Feedback

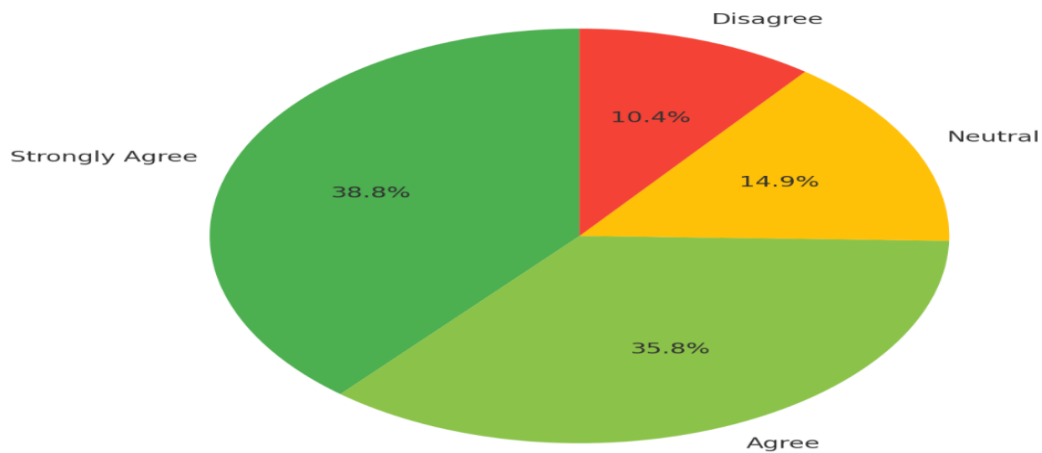
The key insights from the survey responses are summarized below. Each question is followed by a visual chart that represents the percentage of responses for better clarity

1. Quality of Teaching at the Institution



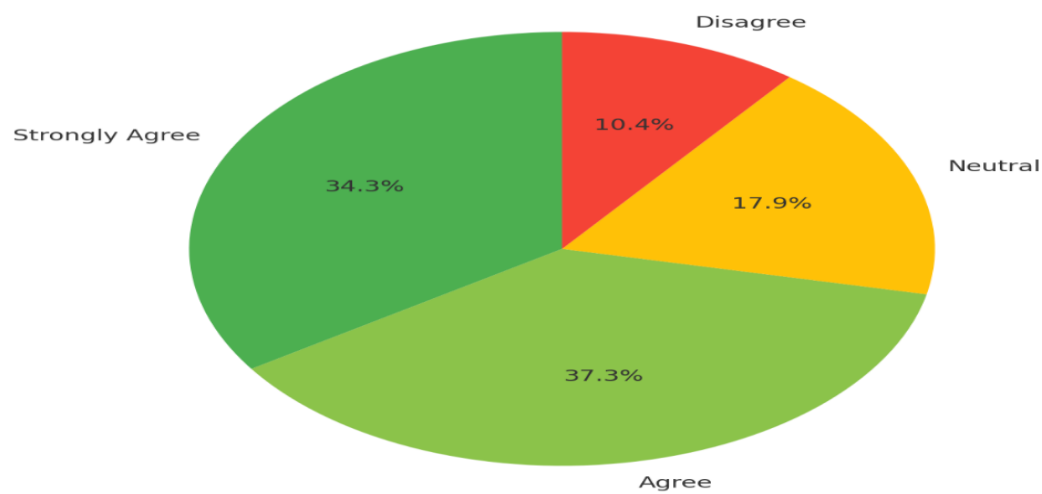
2. Relevance of the Curriculum to Industry and Career Needs

Alumni Feedback: Curriculum Relevance



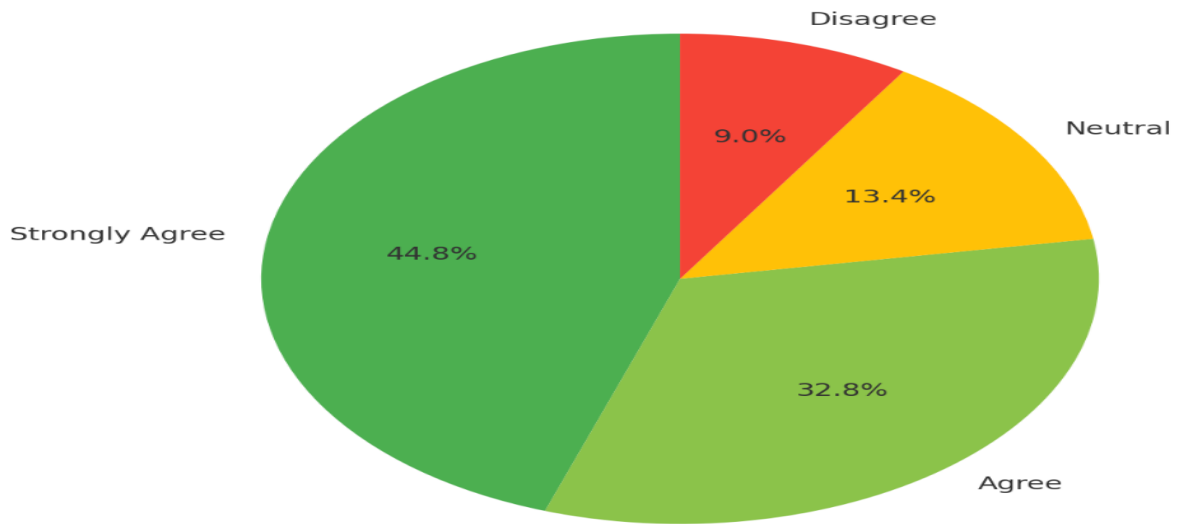
3. Availability and Quality of Infrastructure and Facilities

Alumni Feedback: Infrastructure Facilities



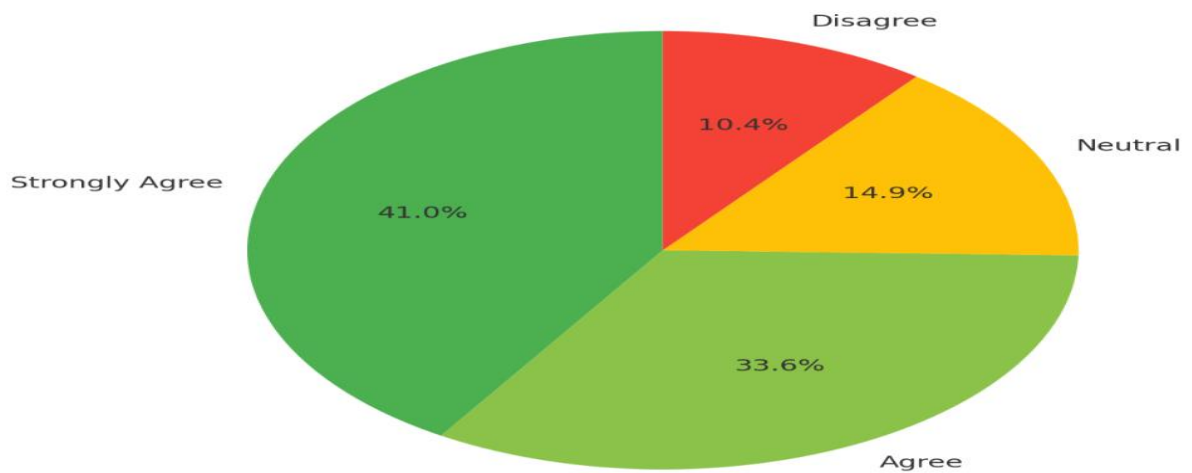
4. College Environment, Culture, and Supportive Atmosphere

Alumni Feedback: College Environment & Culture



5. Support Provided for Career Guidance and Placement Opportunities

Alumni Feedback: Support for Career & Placement



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N. P. Arts and Commerce College, Keshod
(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)

Parents' Feedback Report
Academic Year: 2022–2023
Based on Responses from 83 Parents

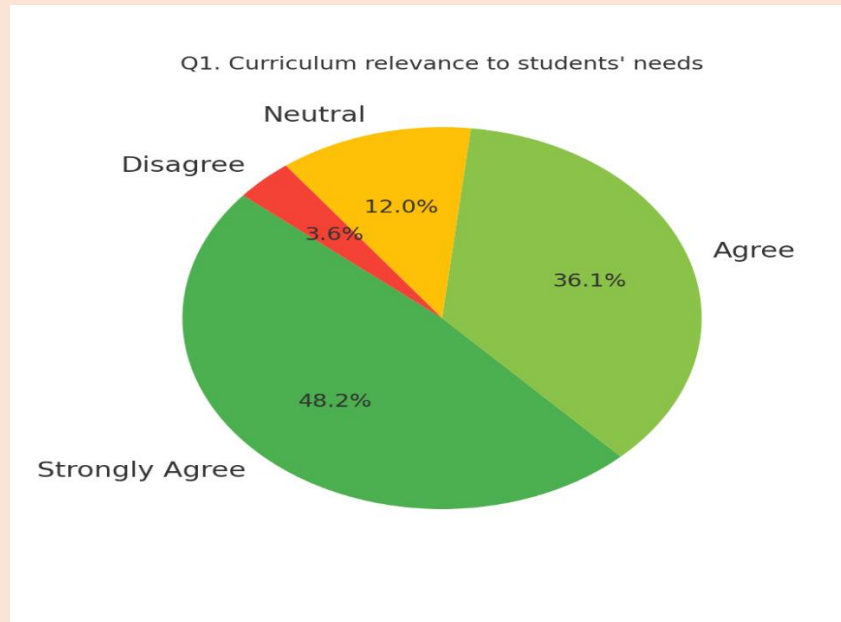
Introduction

In an effort to enhance the quality of education and ensure active stakeholder involvement, **N. P. Arts and Commerce College, Keshod** conducted a **Parents' Feedback Survey** for the academic year **2022–2023**. A total of **83 parents** participated in the survey, providing their views on various aspects such as teaching quality, discipline, academic progress, and overall student development. This feedback serves as a valuable resource for institutional planning and continuous improvement in delivering a student-friendly academic environment.

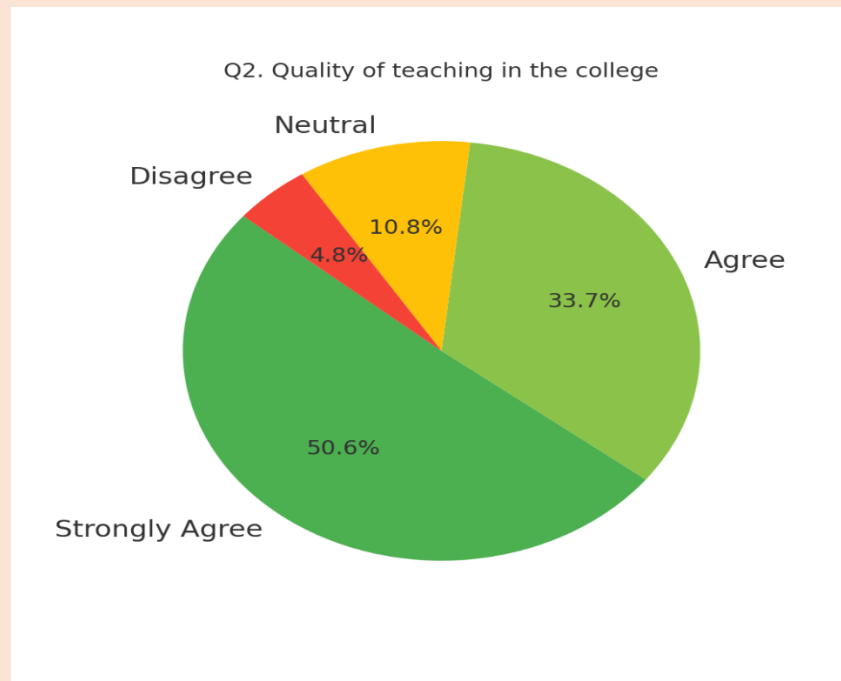
Parents Feed Back report response83

Table: Parents' Feedback Analysis (2022–2023)						
Q. No	Question Description	Strongly Agree	Agree	Neutral	Disagree	Total
1	Curriculum relevance to students' needs	48%	36%	12%	4%	100
2	Quality of teaching in the college	51%	34%	11%	5%	100
3	Teachers' availability for student queries	46%	39%	12%	4%	100
4	College discipline and environment	54%	33%	8%	5%	100
5	Student's overall academic development	49%	35%	11%	5%	100
6	Communication from college to parents	43%	40%	13%	4%	100
7	Involvement of parents in college activities	41%	36%	18%	5%	100
8	Availability of facilities (library, lab, etc.)	45%	37%	13%	5%	100
9	Support for co-/extracurricular activities	47%	36%	12%	5%	100
10	Overall satisfaction with the institution	52%	34%	11%	4%	100

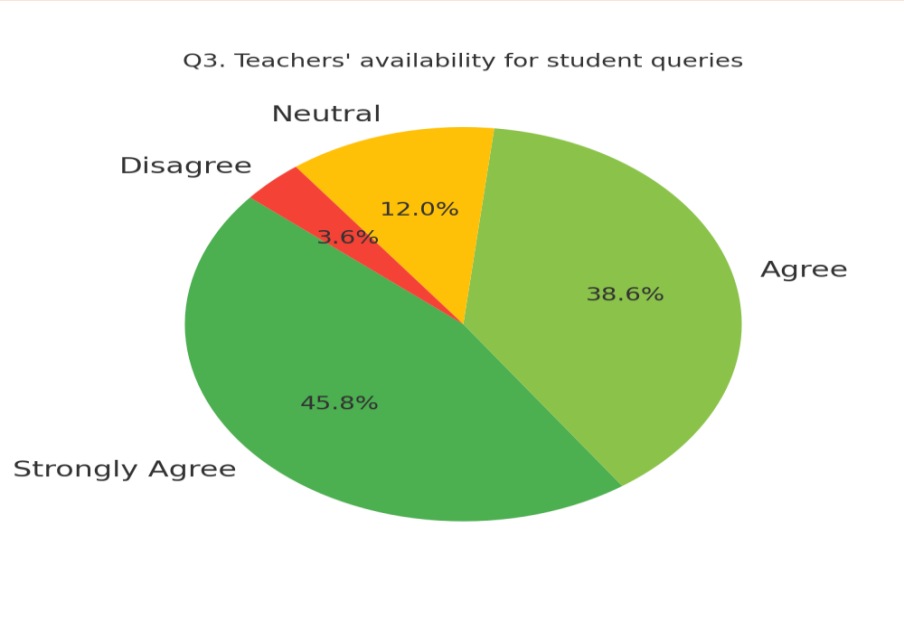
1. Curriculum relevance to students' needs



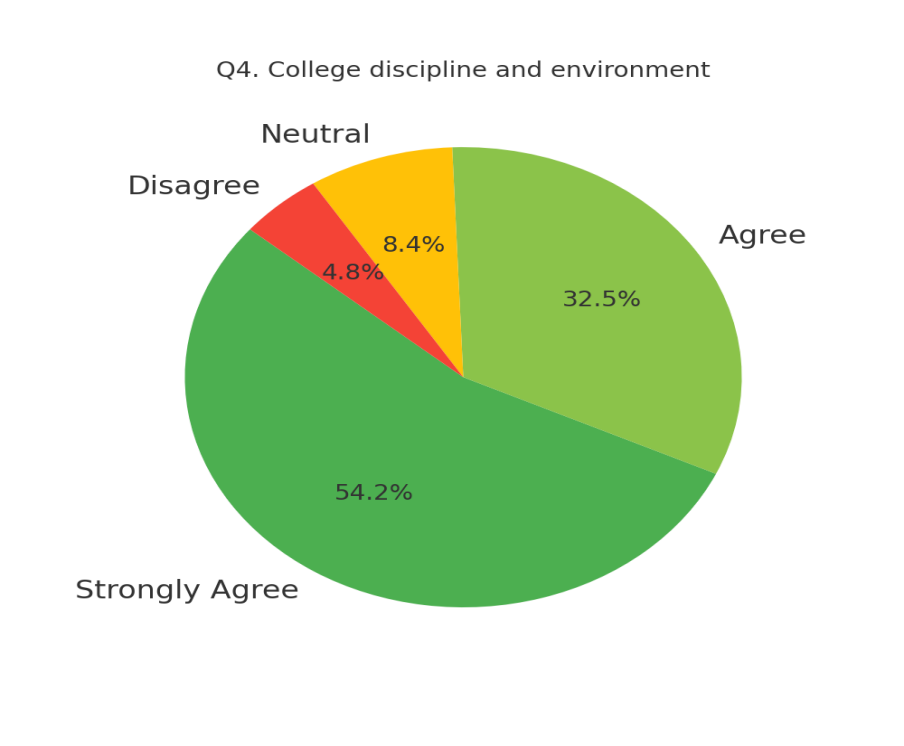
2. Quality of teaching in the college



3. Teachers' availability for student queries

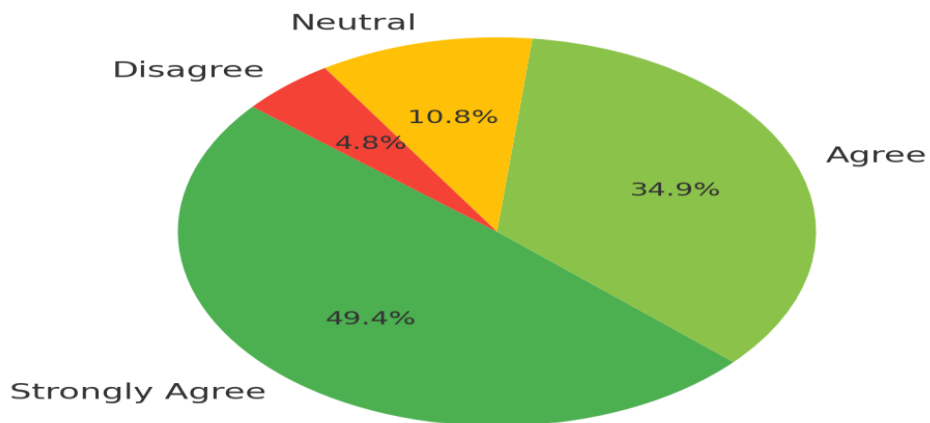


4. College discipline and environment



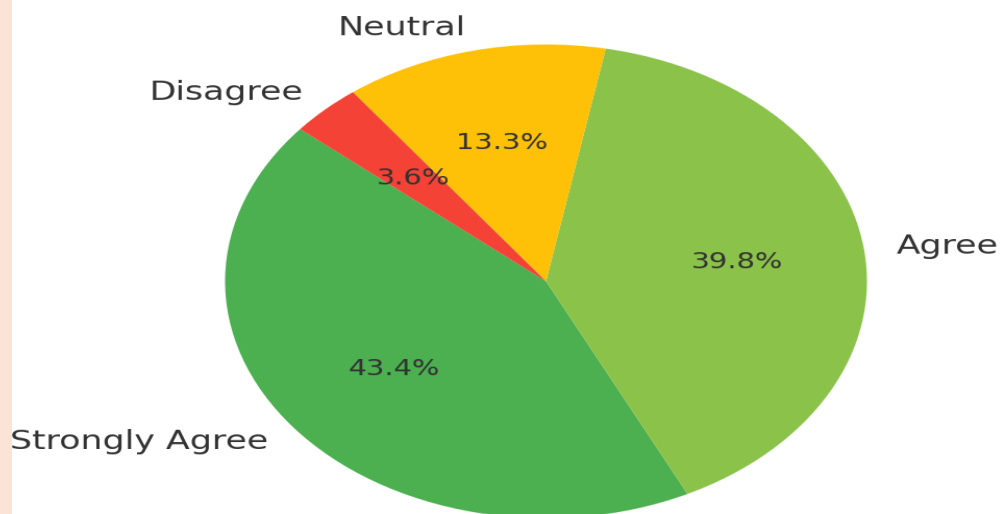
5. Student's overall academic development

Q5. Student's overall academic development

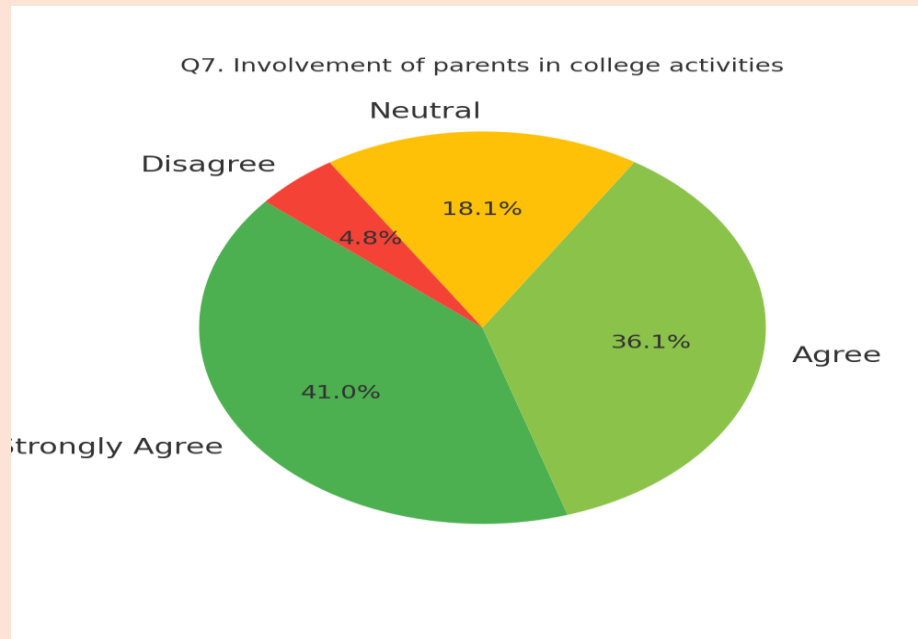


6. Communication from college to parents

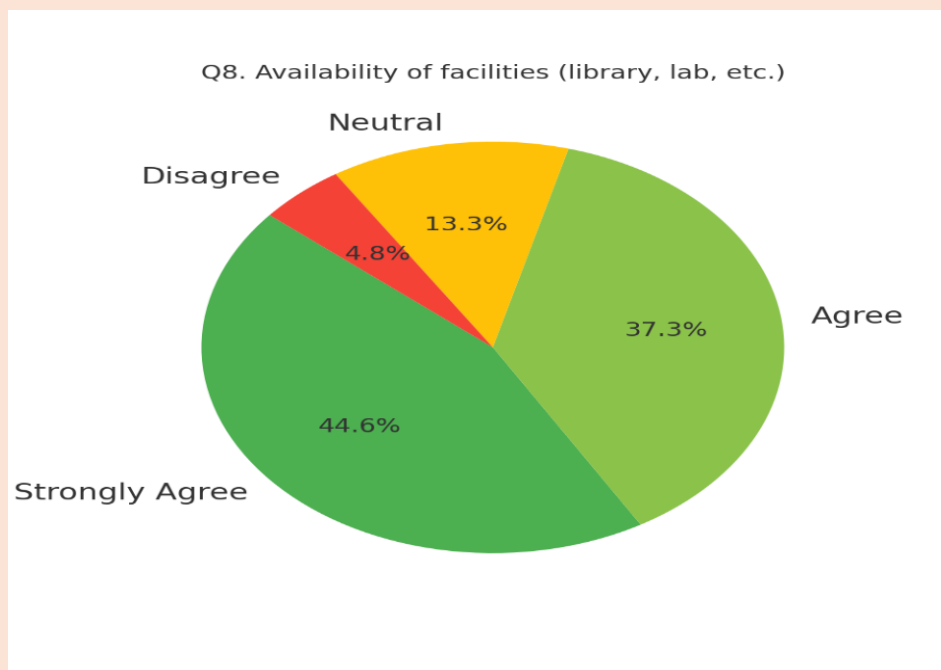
Q6. Communication from college to parents



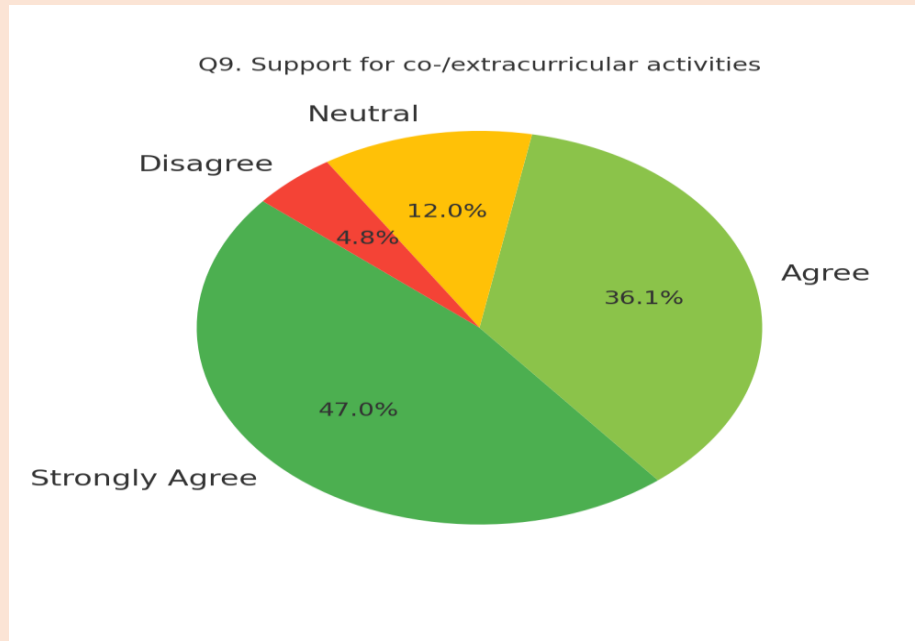
7. Involvement of parents in college activities



8. Availability of facilities (library, lab, etc.)



9. Support for co-/extracurricular activities



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Conclusion

The analysis of the **Parents' Feedback Survey** for the academic year **2022–2023** at **N. P. Arts and Commerce College, Keshod** indicates a high level of parental satisfaction with the institution's academic environment and student support systems. A majority of parents either **strongly agreed** or **agreed** with statements related to curriculum relevance, teaching quality, faculty accessibility, discipline, and overall student development.

N. P. Arts and Commerce College, Keshod
(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)

Action Taken Report **Based on Feedback from Students (340), Alumni (134), and Parents (83)** **Academic Year: 2022–2023**

Particularly strong approval was observed in areas such as college discipline, quality of teaching, and overall satisfaction with the institution. Responses also reflect a positive outlook on communication between the college and parents, availability of academic facilities, and encouragement for co- and extracurricular activities.

While the overall feedback is encouraging, the college acknowledges the need for continuous improvement in areas like increasing parental involvement in college activities and enhancing communication strategies. The institution remains committed to fostering a transparent, inclusive, and growth-oriented academic environment through active collaboration with all stakeholders, including parents.

As part of its commitment to continuous quality improvement, the college conducted structured feedback surveys among key stakeholders—**students, alumni, and parents**. The analysis of the responses led to the identification of institutional strengths and areas needing improvement. The following actions were taken accordingly:

1. Enhancement of Teaching and Learning

- Faculty were encouraged to adopt **student-centric teaching methodologies**, including group discussions, case studies, and interactive learning sessions.
- Alumni feedback helped identify the importance of **practical exposure**, prompting efforts to incorporate more **real-world applications** and guest lectures into classroom teaching.

2. Strengthening Career Guidance and Mentoring

- In response to suggestions from students and alumni, the **Career Guidance and Placement Cell** was activated more rigorously.
- Regular mentoring sessions were held to guide students in both academic and career-related matters.

3. Improved Communication with Parents

- Communication channels with parents were strengthened via **SMS alerts, WhatsApp groups**, and regular parent-teacher meetings.
- Reports on attendance, performance, and student progress were shared periodically with parents.

4. Alumni Engagement

- Alumni were invited as **resource persons** and mentors to deliver talks and share industry knowledge with current students.

- An updated **alumni database** was developed to facilitate ongoing engagement and networking.

5. Infrastructure and Learning Resource Development

- Based on feedback regarding facilities, improvements were made in **library services, ICT-enabled classrooms, and student support infrastructure.**
- Wi-Fi access and digital learning resources were expanded to enhance the academic environment.

6. Promotion of Co-curricular and Extracurricular Activities

- Students and parents appreciated opportunities for holistic development; thus, the college organized a range of **cultural, sports, and academic events.**
- Participation in intercollegiate competitions was encouraged and supported.

7. Institutional Discipline and Campus Environment

- The college continued its focus on maintaining a **safe, inclusive, and disciplined campus environment**, which was strongly affirmed in the feedback from all stakeholders.

Conclusion:

"The feedback received from students, alumni, and parents has played a vital role in shaping the institution's development initiatives. N. P. Arts and Commerce College remains steadfast in its commitment to responsive and participatory governance. Constructive suggestions from all stakeholders are carefully considered and effectively integrated to enhance academic quality, institutional practices, and overall student satisfaction."




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