



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 Analysis Report)

2023-24

N. P. Arts & Commerce College, Keshod
(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)
Student Satisfaction Survey (SSS) – Action Taken Report
Academic Year: 2023–2024
Based on Feedback from

Introduction

The Student Satisfaction Survey (SSS) for the academic year 2023–24 was conducted at N.P. Arts & Commerce College, Keshod to systematically evaluate the perceptions of students regarding the teaching–learning process, institutional practices, and overall academic environment. The survey was administered through Google Forms, with responses represented in pie-chart summaries. A total of 218 students from undergraduate and postgraduate programs participated.

The survey consisted of 20 structured questions covering syllabus delivery, teaching quality, communication, evaluation, mentoring, use of technology, and opportunities for holistic development. The feedback provides valuable insights into institutional strengths while also highlighting areas requiring improvement. The findings of this survey serve as an important input for the Internal Quality Assurance Cell (IQAC) and contribute to enhancing academic standards, student engagement, and institutional effectiveness.

Findings

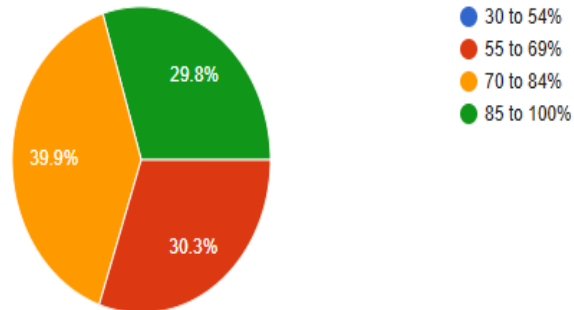
- Syllabus coverage (Q1): 69.7% report $\geq 70\%$ coverage; 30.3% report 55–69%.
- Teacher preparation (Q2): 88.1% (65.6% satisfactorily + 22.5% thoroughly).
- Communication effectiveness (Q3): 12.8% always effective; 47.7% sometimes effective; 10.6% just satisfactory; 28.9% generally ineffective.
- Teaching approach (Q4): 76.5% rate Very good/Excellent (46.1% + 30.4%).
- Fair evaluation (Q5): 82.5% Usually/Always fair (43.8% + 38.7%).
- Assignment feedback (Q6): 78.5% Usually/Every time (34.9% + 43.6%).
- Internships/visits (Q7): 75.6% Often/Regularly (45.2% + 30.4%).
- Holistic growth (Q8): 78.9% Very well/Significantly (51.8% + 27.1%).
- Opportunities to grow (Q9): 90.8% Agree/Strongly agree (53.5% + 37.3%).

- Outcome clarity (Q10): 85.7% Usually/Every time (41.9% + 43.8%).
- Mentor follow-up (Q11): ~92% Usually/Every time (~48% + 43.5%).
- Use of examples (Q12): 84.9% Usually/Every time (43.6% + 41.3%).
- Appropriate challenge (Q13): 91.8% Reasonably/Fully (42.7% + 49.1%).
- Identifies weaknesses & helps (Q14): 87.5% Usually/Every time (44.2% + 43.3%).
- Student role in quality (Q15): 92.2% Agree/Strongly agree (44% + 48.2%).
- Student-centric methods (Q16): 94.9% Moderate/Great extent (59.6% + 35.3%).
- Extracurricular encouragement (Q17): 93.1% Agree/Strongly agree (48.4% + 44.7%).
- Soft/life/employability skills (Q18): 93.6% Moderate/Great extent (55.5% + 38.1%).
- ICT use (Q19): 79.4% report $\geq 70\%$ usage (51.4% at 70–89%; 28% above 90%).
- Overall teaching–learning quality (Q20): 95.5% Agree/Strongly agree (45% + 50.5%).

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

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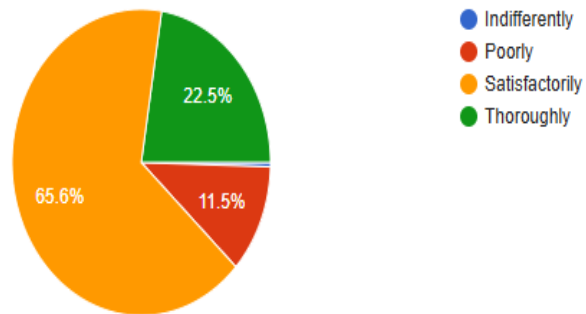
218 responses



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

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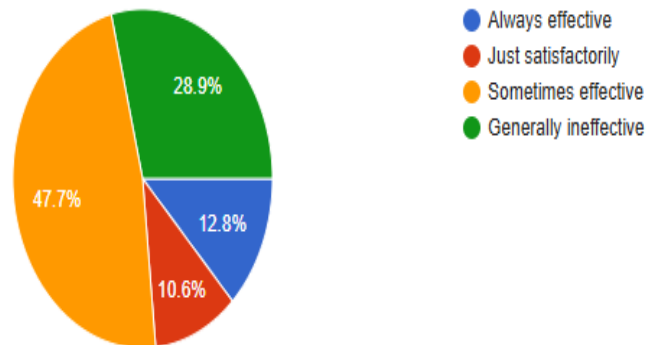
218 responses



3. How well were the teachers able to communicate?

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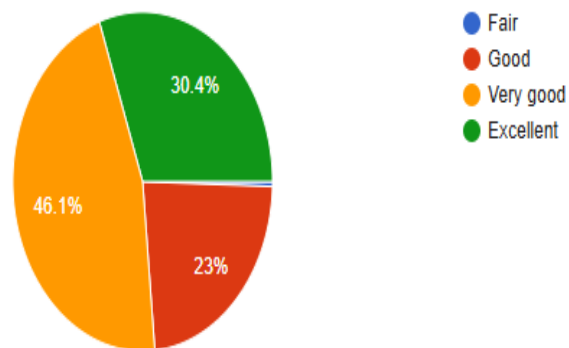
218 responses



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

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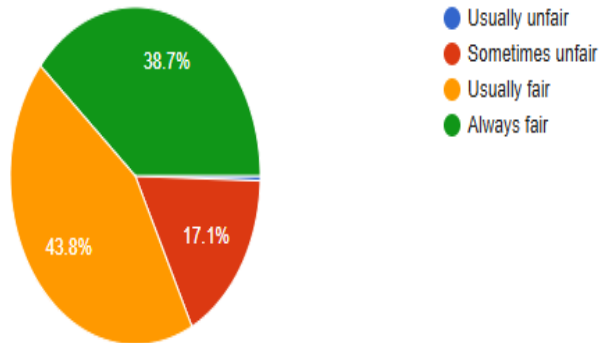
217 responses



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

217 responses

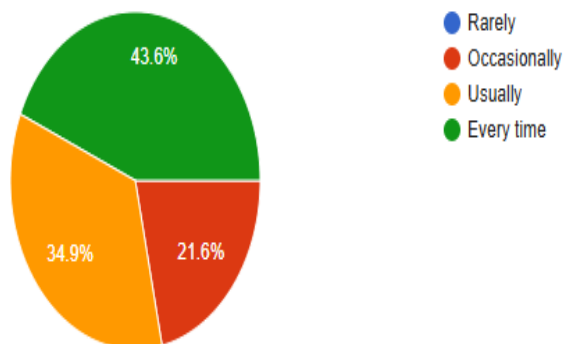
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6. Was your performance in assignments discussed with you?

218 responses

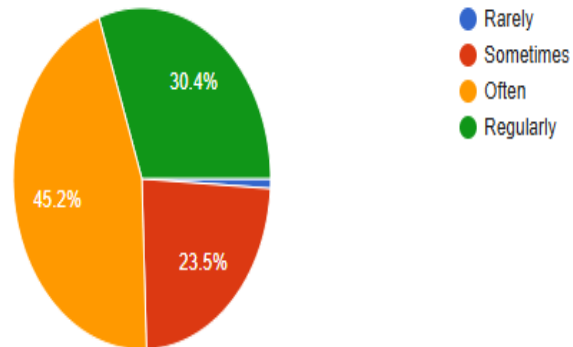
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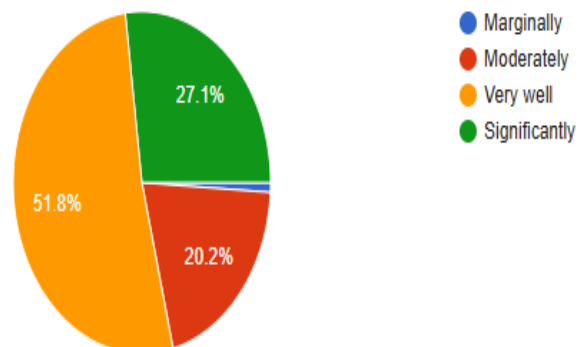
7. Institute promotes internships, student exchange, field visits?

217 responses

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8. Teaching/mentoring facilitates cognitive, social and emotional growth.

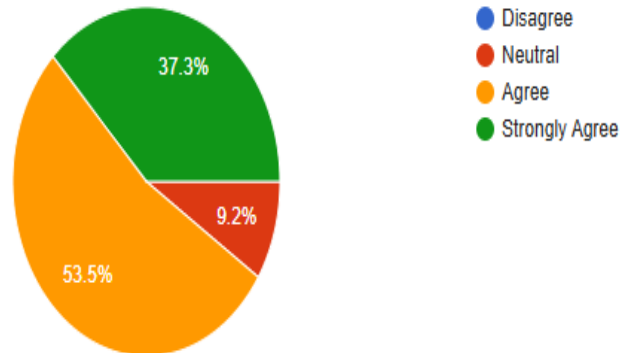
218 responses



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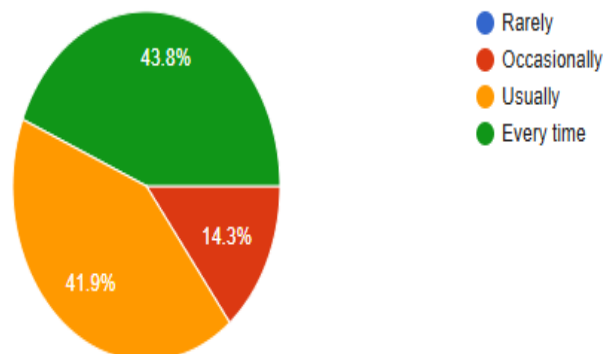
9. Institution provides multiple opportunities to learn and grow.

217 responses

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10. Teachers inform expected competencies/outcomes.

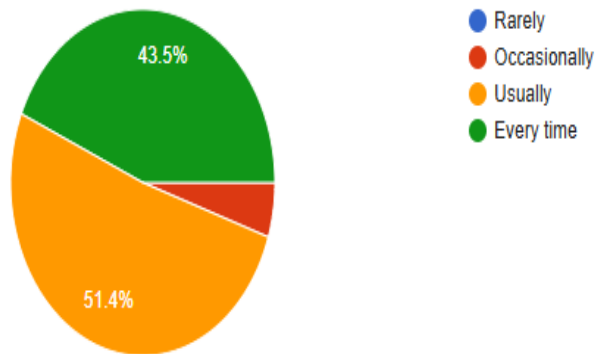
217 responses



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11. Mentor follows up with assigned tasks

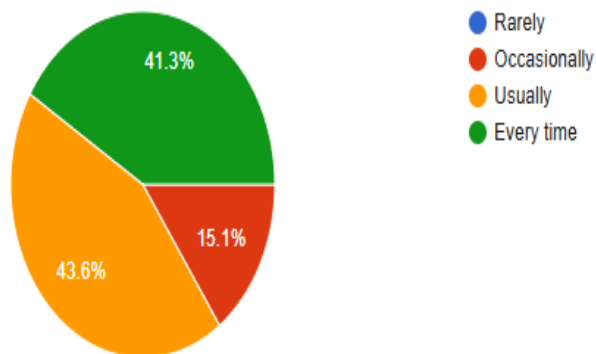
216 responses



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12. Teachers illustrate concepts through examples.

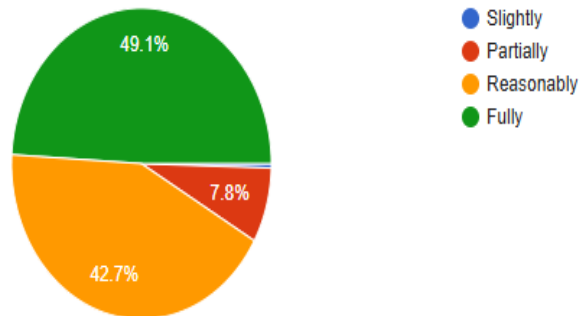
218 responses



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13. Teachers encourage you with appropriate challenges.

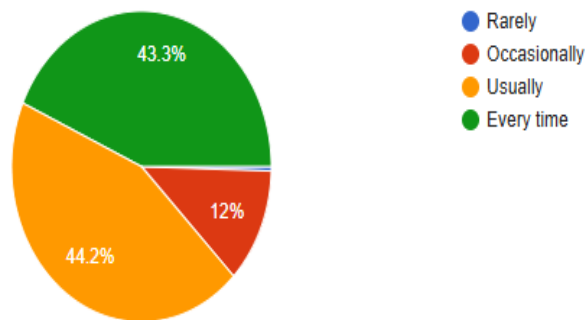
218 responses



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14. Teachers identify weaknesses and help you.

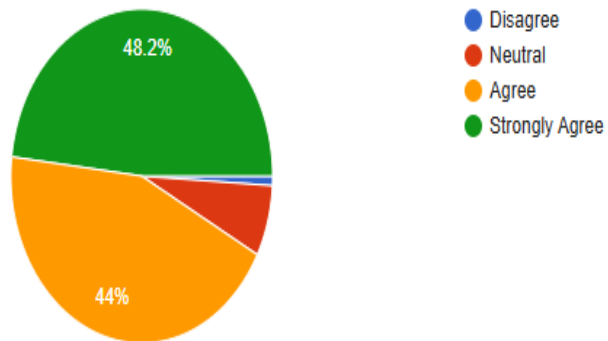
217 responses



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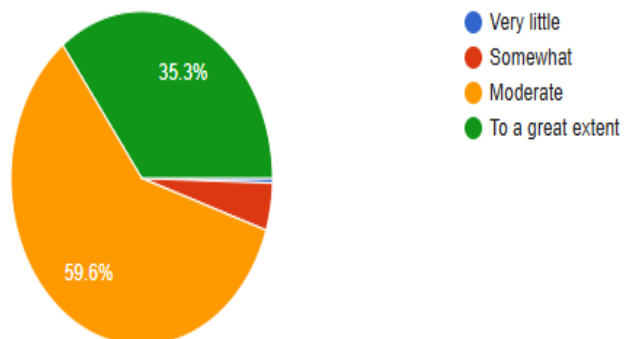
15. Institute involves students in quality improvement.

218 responses

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16. Use of student-centric learning methods.

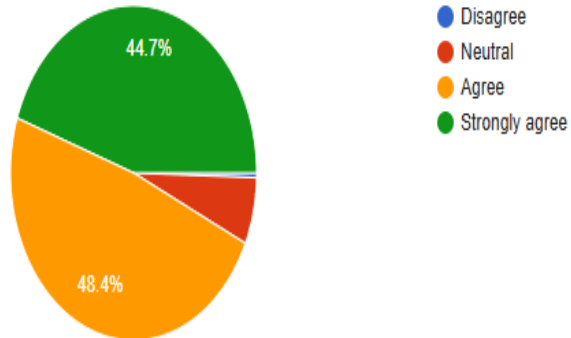
218 responses



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17. Teachers encourage extracurricular activities.

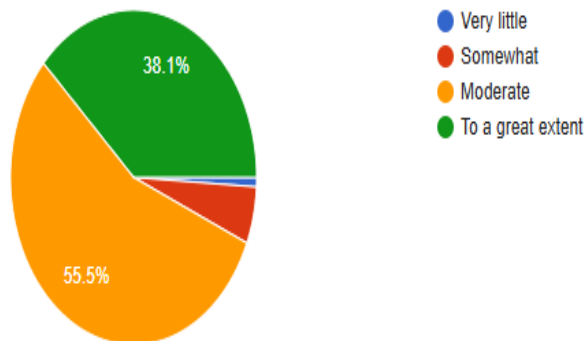
217 responses



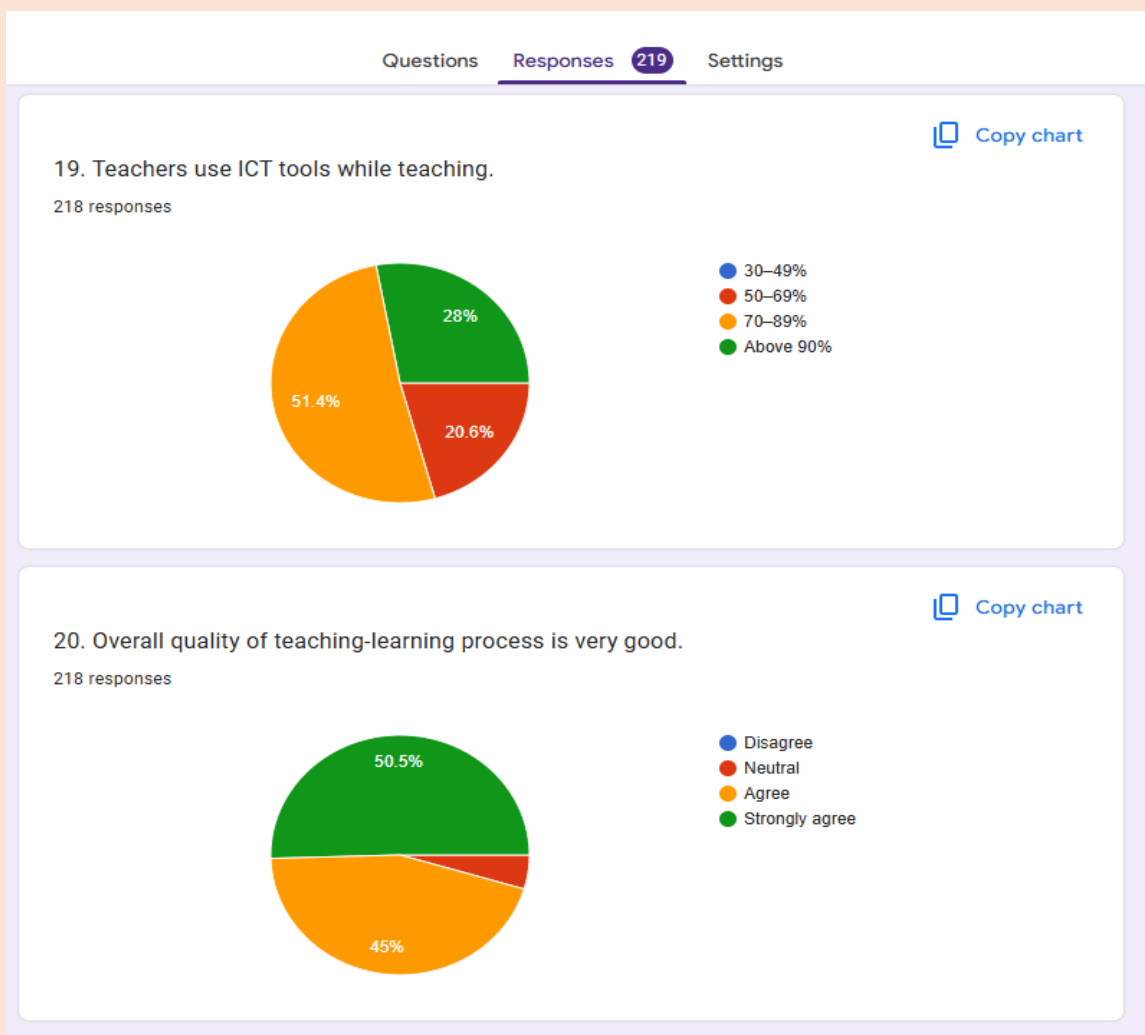
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18. Teachers help develop soft/life/employability skills.

218 responses



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Conclusion

The Student Satisfaction Survey (SSS) 2023–24 reveals high levels of student satisfaction at N.P. Arts & Commerce College, Keshod. Students particularly value effective teaching practices, fairness in evaluation, mentoring support, and opportunities for personal and professional growth. By addressing identified areas such as communication, syllabus completion, experiential learning, and ICT integration, the institution can elevate outcomes from very good *to* excellent, thereby reinforcing its commitment to continuous quality enhancement.

Alumni Feedback Report 2023-24
N. P. Arts and Commerce College, Keshod
Academic Year: 2023-24

Introduction

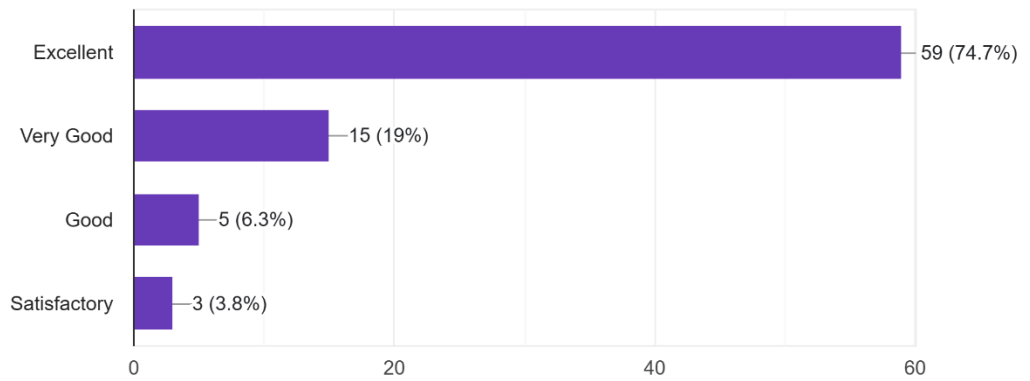
Alumni feedback plays an important role in assessing the effectiveness of academic programs, infrastructure, and overall institutional growth. For the academic year 2023-24, alumni feedback was collected through a structured Google Form. The responses, represented through pie charts, provided valuable insights into teaching quality, skill development, facilities, and alumni perception about the college.

Summary of Alumni Feedback

- Alumni expressed overall satisfaction with teaching and learning quality.
- Many respondents appreciated the role of faculty members in shaping their academic and professional growth.
- Infrastructure facilities such as classrooms and library were considered satisfactory, with suggestions for further modernization.
- Alumni valued the support for personality development and extracurricular activities.
- Some highlighted the need for strengthening placement activities and industry linkages.
- Suggestions were given for skill-oriented programs and workshops to meet industry demands.

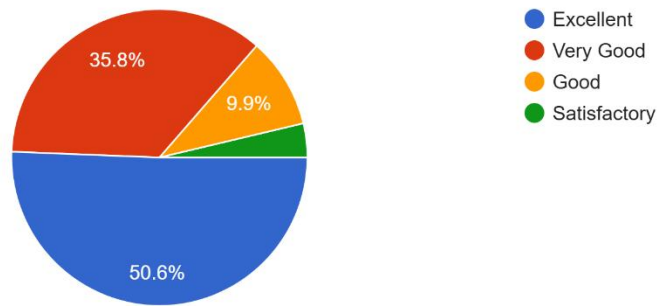
1. Quality of Teaching

79 responses



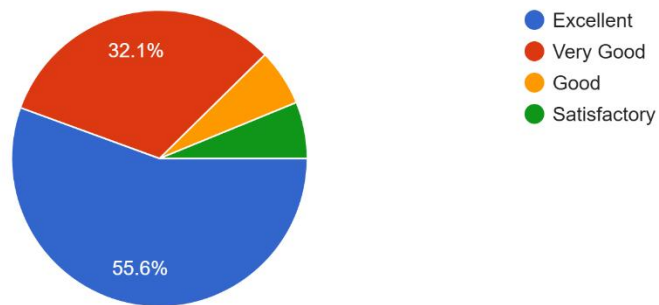
2. Curriculum Relevance

81 responses



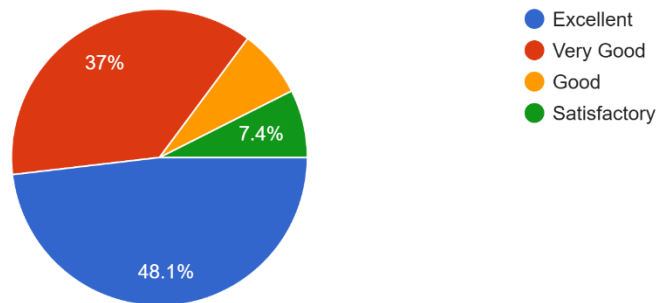
3. Infrastructure Facilities

81 responses



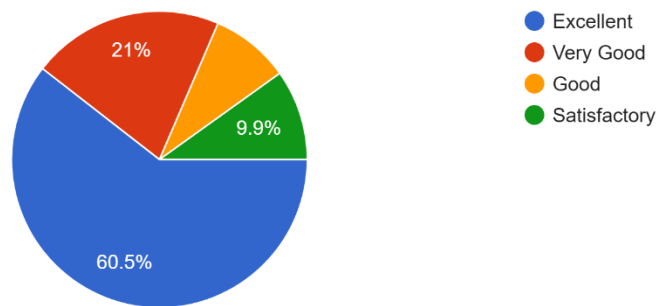
4. College Environment & Culture

81 responses



5. Support for Career & Placement

81 responses



<https://forms.gle/h8SGaDaUDc5cfkDh7>

Key Findings

The alumni feedback indicates that former students hold a positive impression of the institution. They trust the college for the role it played in their professional journey and expressed willingness to remain connected. However, they emphasized further improvements in career guidance, placements, and skill development opportunities.

Conclusion

The Alumni Feedback Report 2023-24 reflects the confidence of graduates in *N. P. Arts and Commerce College, Keshod*. The institution acknowledges the alumni's valuable inputs and assures continuous efforts to upgrade teaching, infrastructure, and career

development facilities. Strengthening alumni engagement remains a key focus for mutual growth and long-term success.

Parents' Feedback 2023–24
N. P. Arts and Commerce College, Keshod
Academic Year: 2023–24

Introduction

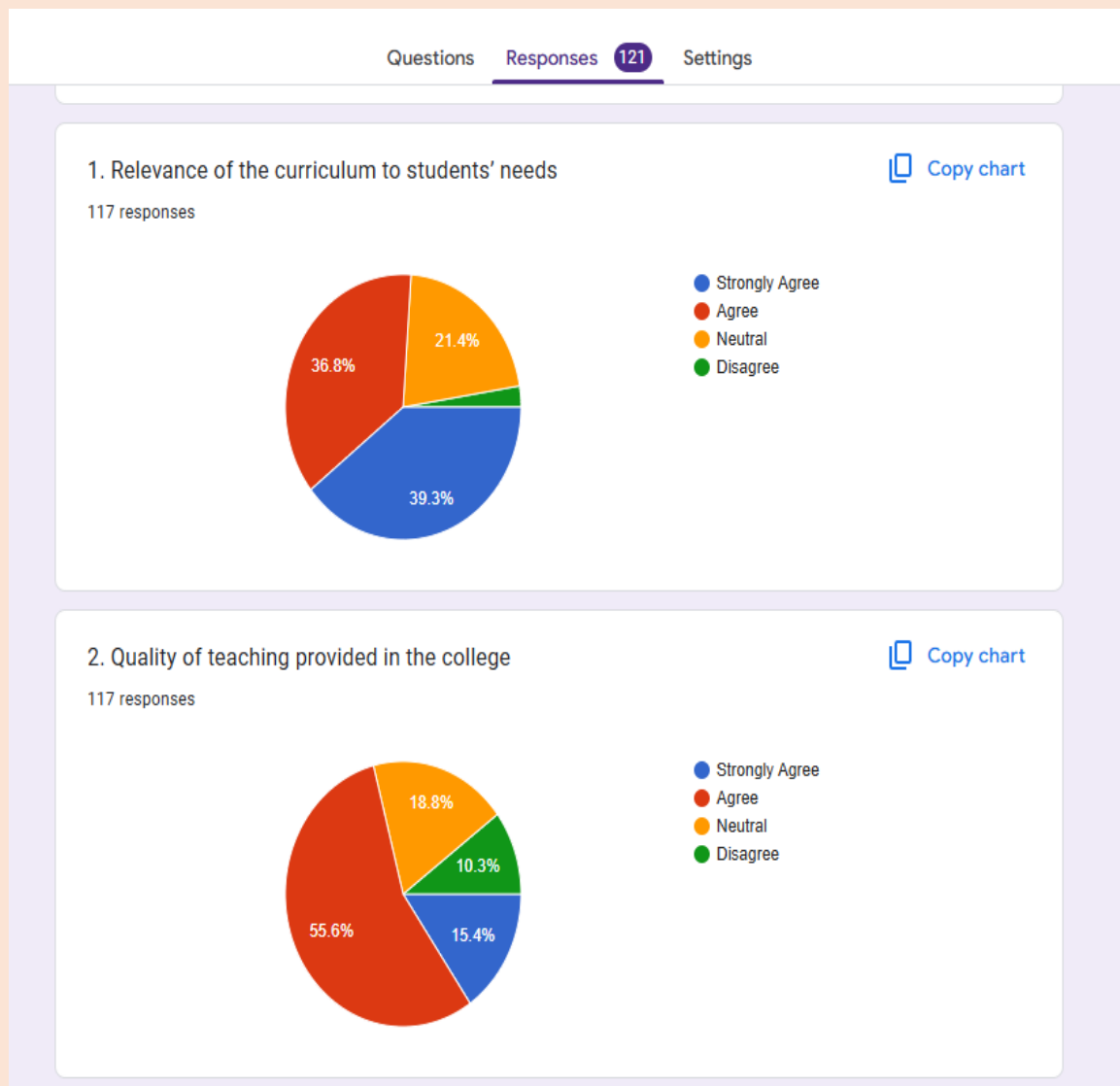
For the academic year 2023–24, feedback from parents was collected through a structured Google Form consisting of 10 questions. The responses were analyzed and represented in pie-chart format to ensure clarity and transparency. The primary objective of this feedback exercise was to evaluate the quality of teaching–learning, the effectiveness of infrastructure and facilities, the extent of student development initiatives, the communication system between college and parents, and the overall satisfaction of parents with the institution.

Summary of Feedback

- A majority of parents expressed satisfaction with the teaching quality and the active involvement of faculty members in guiding students.
- The college environment, including discipline and the supportive atmosphere, was highly appreciated.
- Infrastructure facilities such as classrooms, library, and ICT-enabled resources were rated satisfactory, though a few parents suggested further modernization and expansion.
- The communication mechanism between the college and parents was acknowledged as effective and useful.
- Parents expressed happiness with extracurricular and co-curricular activities, while also recommending their further strengthening.
- Suggestions were also received for introducing more career guidance sessions, placement opportunities, and skill development workshops to enhance students' employability.

Findings

The analysis of parents' feedback indicates that they are generally happy and satisfied with the overall performance of the college. Parents strongly trust the institution for ensuring the holistic development of their children. At the same time, they have highlighted the need for continuous improvement in career-oriented facilities, placement support, and infrastructure development.

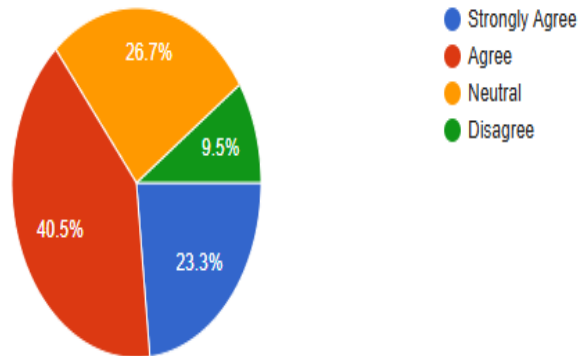


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3. Availability of teachers for addressing student queries

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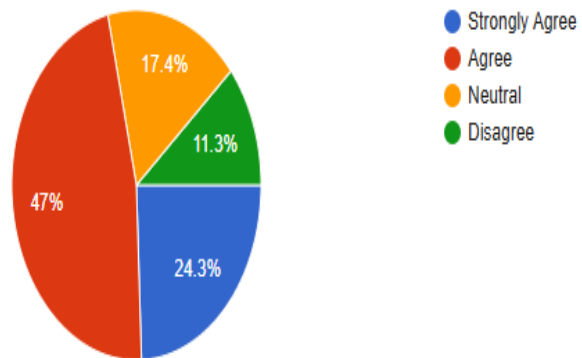
116 responses



4. Discipline and overall environment of the college

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115 responses

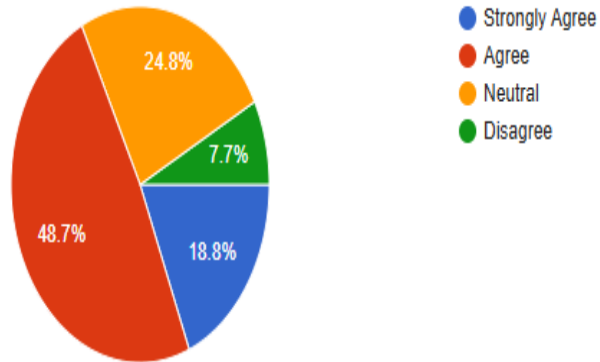


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5. Student's overall academic development

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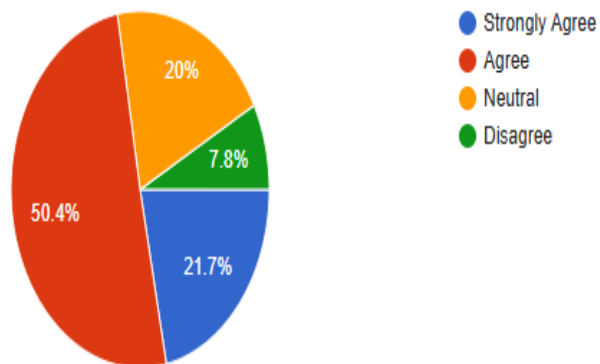
117 responses



6. Effectiveness of communication from college to parents

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115 responses

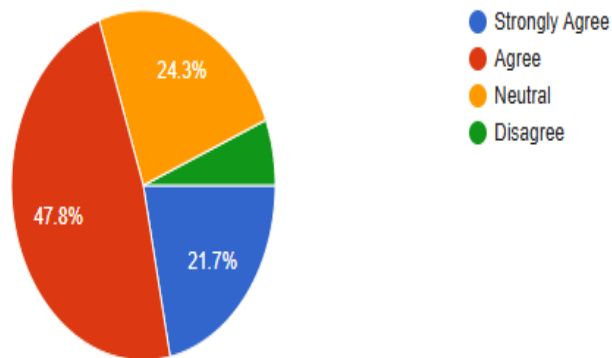


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7. Involvement of parents in college-related activities

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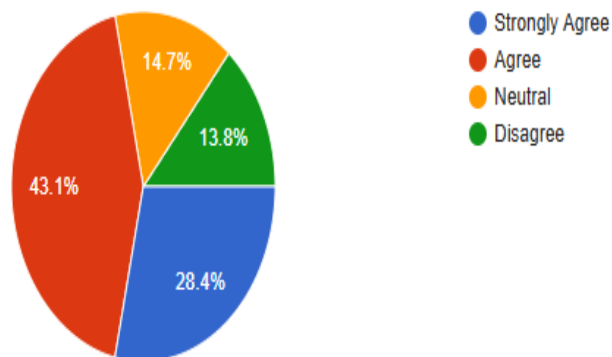
115 responses



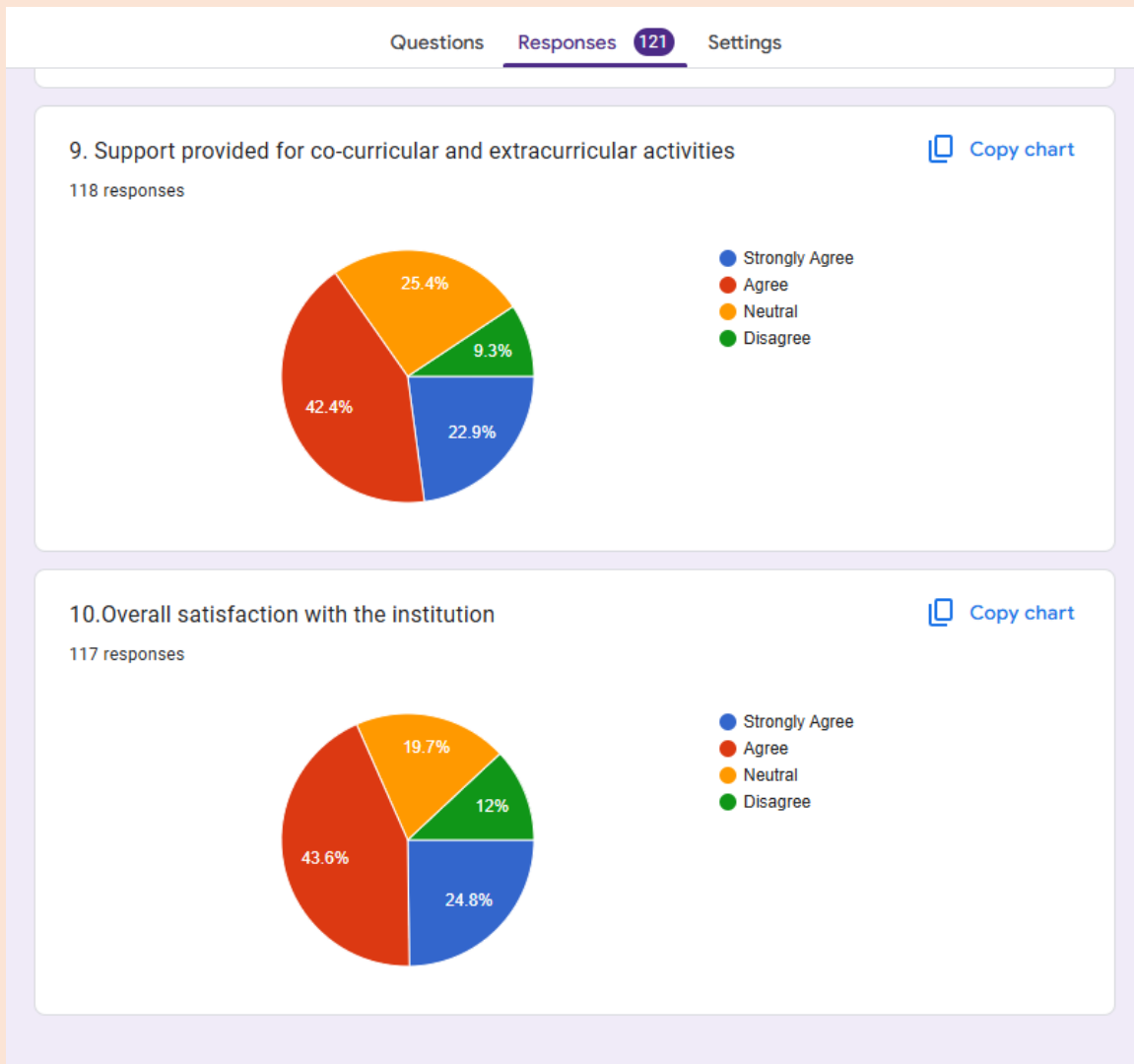
8. Availability and quality of infrastructure and facilities (e.g., library, laboratories)

[Copy chart](#)

116 responses



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Conclusion

The Parents' Feedback Report 2023–24 highlights the positive contribution of N. P. Arts and Commerce College, Keshod towards students' academic progress, personal growth, and value-based education. The institution sincerely acknowledges the valuable suggestions of parents and assures them of its commitment to continuous enhancement in the areas of teaching–learning quality, infrastructure, career guidance, and student support services.

N. P. Arts & Commerce College, Keshod
(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)
Action Taken Report (ATR)
Academic Year: 2023–24

Student Satisfaction Survey (SSS) 2023–24

Feedback Received	Action Taken
Need for improvement in communication effectiveness.	Faculty advised to adopt structured lesson plans and weekly briefs; introduced exit tickets for better communication.
Syllabus coverage to be raised to $\geq 85\%$.	Department-wise syllabus tracking dashboard introduced for monitoring completion.
ICT use to be enhanced further.	faculty encouraged to use interactive platforms and blended learning.

Parents' Feedback 2023–24

Feedback Received	Action Taken
Suggested modernization of infrastructure.	Renovation of classrooms and gradual ICT facility upgrades initiated.
Requested more career guidance and placement opportunities.	Career Guidance and Placement Cell organized workshops and counselling sessions.
Strengthening extracurricular and co-curricular activities.	Additional cultural, sports, and co-curricular programs scheduled in the academic calendar.

Alumni Feedback 2023–24

Feedback Received	Action Taken

Need for more skill-oriented programs.	Skill development workshops and certificate programs introduced.
Continued alumni engagement.	Strengthened alumni network through dedicated meets and online platforms.

Conclusion

The institution sincerely acknowledges the feedback from students, parents, and alumni for the academic year 2023–24. The suggestions have been carefully considered, and necessary actions have been initiated to improve teaching–learning, infrastructure, career development, and student support systems.