



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)

2024-25

N. P. Arts & Commerce College, Keshod
(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)
Student Satisfaction Survey (SSS) – Action Taken Report
Academic Year: 2024–2025
Based on Feedback from

Introduction

The Student Satisfaction Survey (SSS) for the academic year 2024–25 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 239 students from undergraduate and postgraduate programs participated.

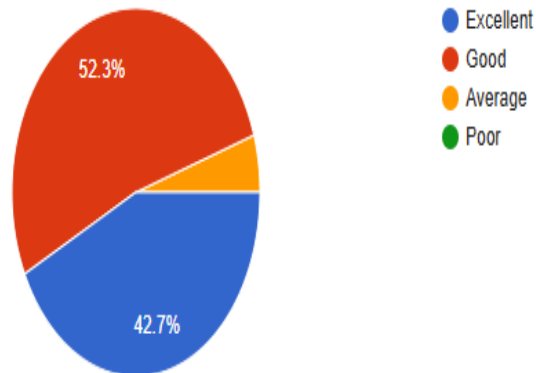
The survey consisted of 20 structured questions covering syllabus delivery, teaching quality, communication, evaluation, mentoring, use of technology, and opportunities for holistic development. The feedback provides valuable insights into institutional strengths while also highlighting areas requiring 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.

Methodology

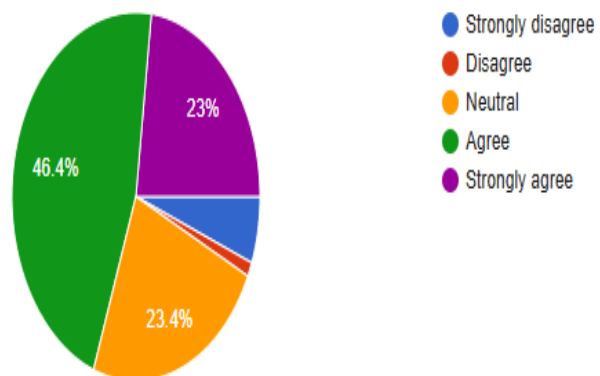
- Target group: UG/PG students enrolled in 2024–25.
- Instrument: NAAC-aligned questionnaire with multiple-choice scales.
- Data source: Google form

How do you rate the overall quality of teaching in your course? Copy chart

239 responses

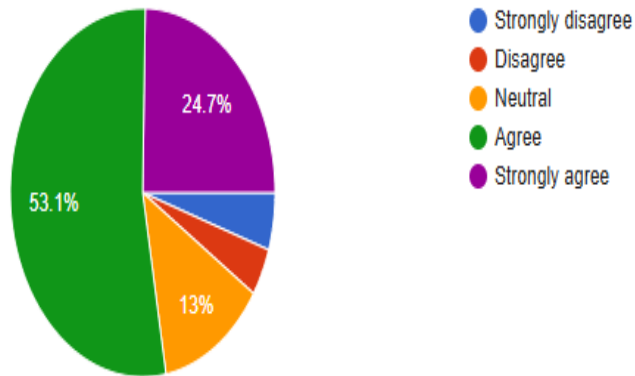
**Are the teachers well-prepared for the lectures?** Copy chart

239 responses

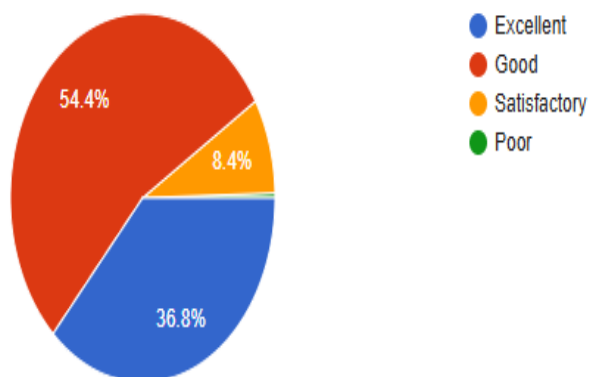


Do you find the syllabus covered in the classroom relevant and useful? Copy chart

239 responses

**Are the teachers able to communicate effectively?** Copy chart

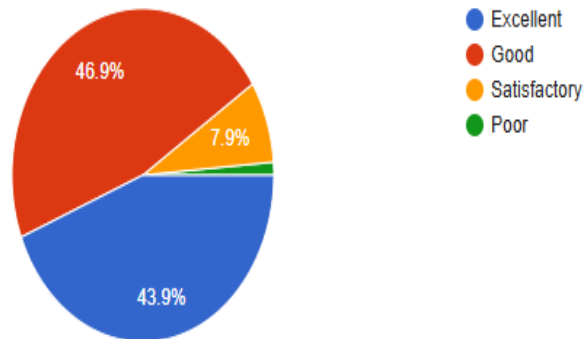
239 responses

<https://forms.gle/r4ZxHkHvERxWJVb36>

How do you rate the fairness and transparency of the internal evaluation process (assignments, presentations, exams)?

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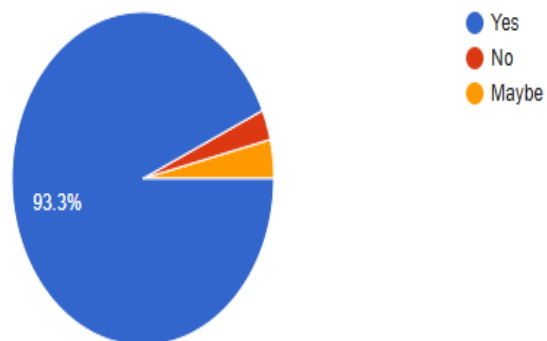
239 responses



Are your doubts and queries solved by the teachers?

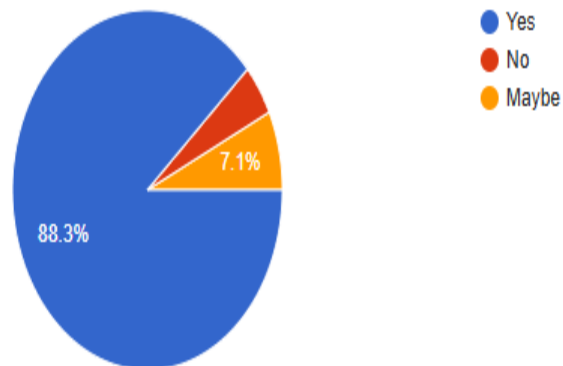
 [Copy chart](#)

239 responses

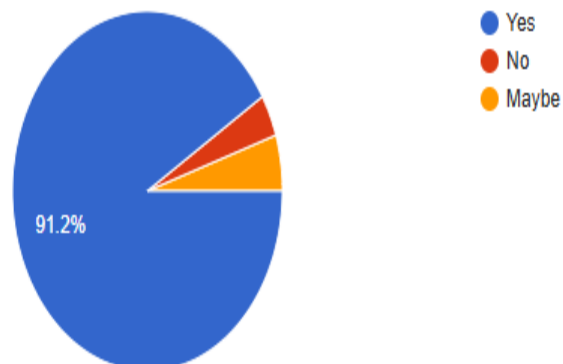


Are you encouraged to participate in seminars, workshops, and academic activities? [Copy chart](#)

239 responses

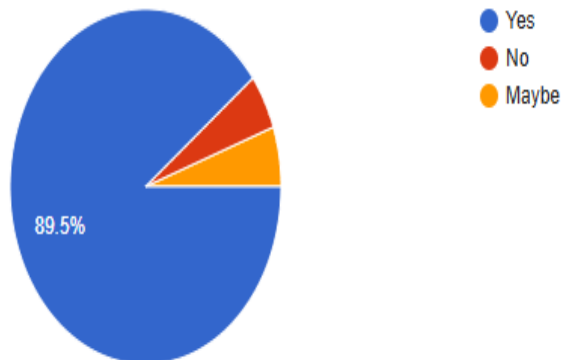
**Do teachers encourage you to participate in class discussions and activities?** [Copy chart](#)

239 responses

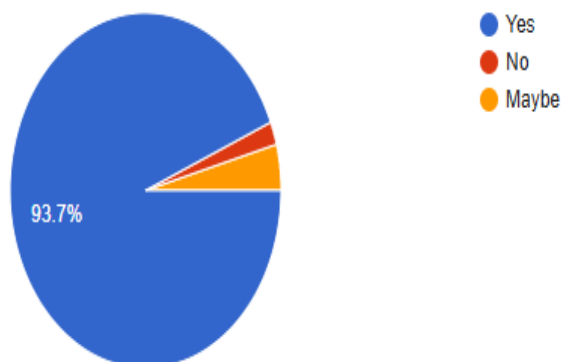
<https://forms.gle/r4ZxHkHvERxWJVB36>

Are you satisfied with the cultural and sports activities organized by the college? Copy chart

239 responses

**Do you feel comfortable approaching the college authorities for help or support?** Copy chart

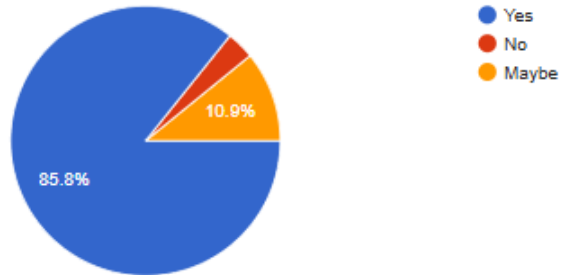
239 responses

<https://forms.gle/r4ZxHkHvERxWJVb36>

Is there a proper grievance redressal mechanism in the college?

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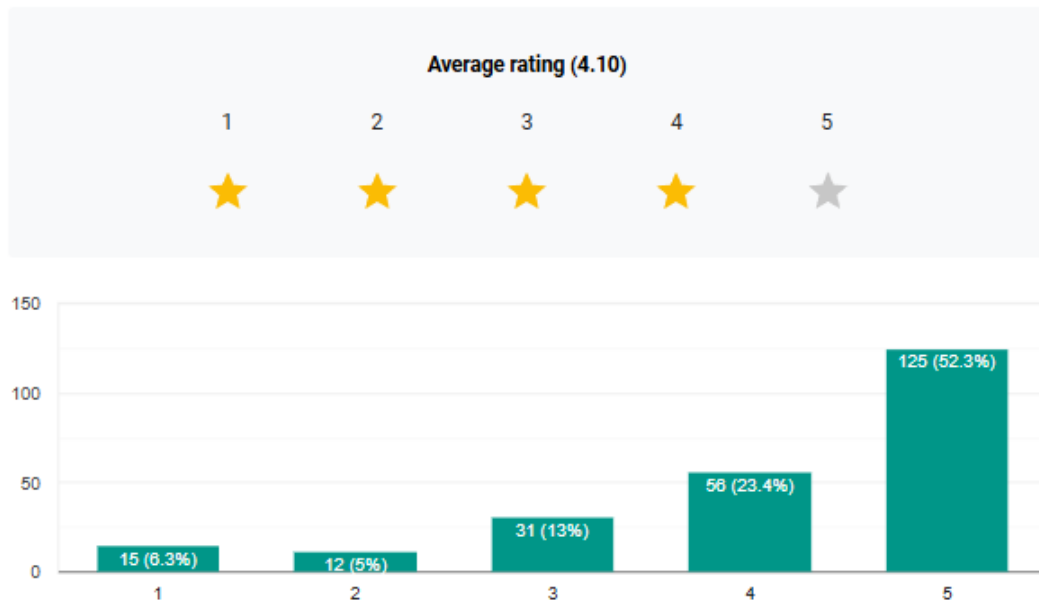
239 responses



How do you rate the availability of teachers outside the classroom for academic support?

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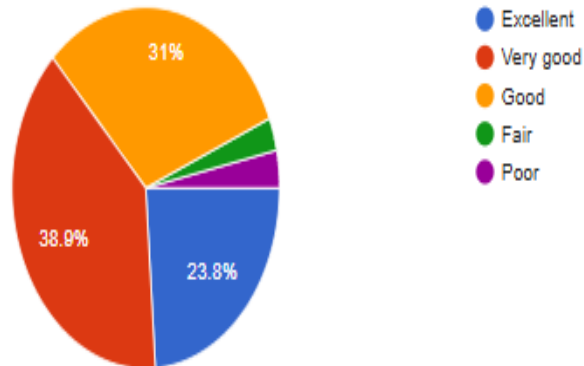
239 responses



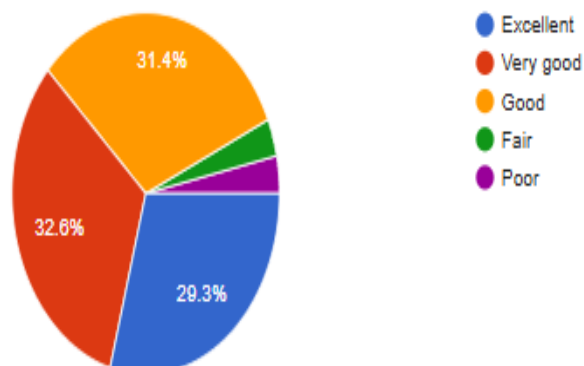
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How do you rate the classroom facilities (cleanliness, furniture, ventilation)? Copy chart

239 responses

**How do you rate the library facilities ?** Copy chart

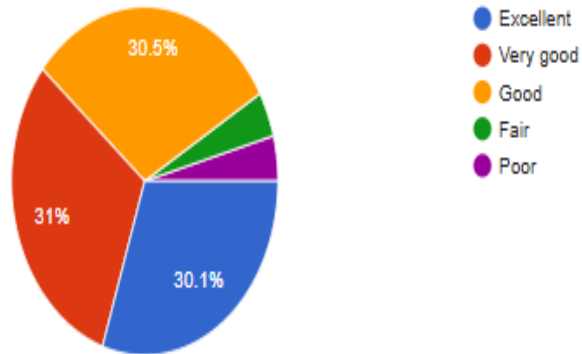
239 responses

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How do you rate the Provided of study materials?

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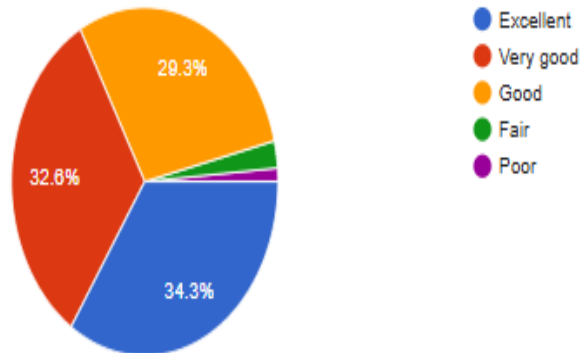
239 responses



Overall, how satisfied are you with the learning experience at the Post Graduation Centre?

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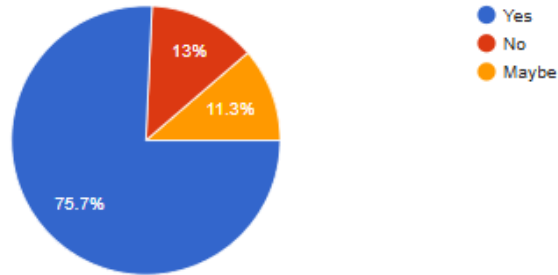
239 responses



Are you satisfied with the computer/internet facilities provided by the college?

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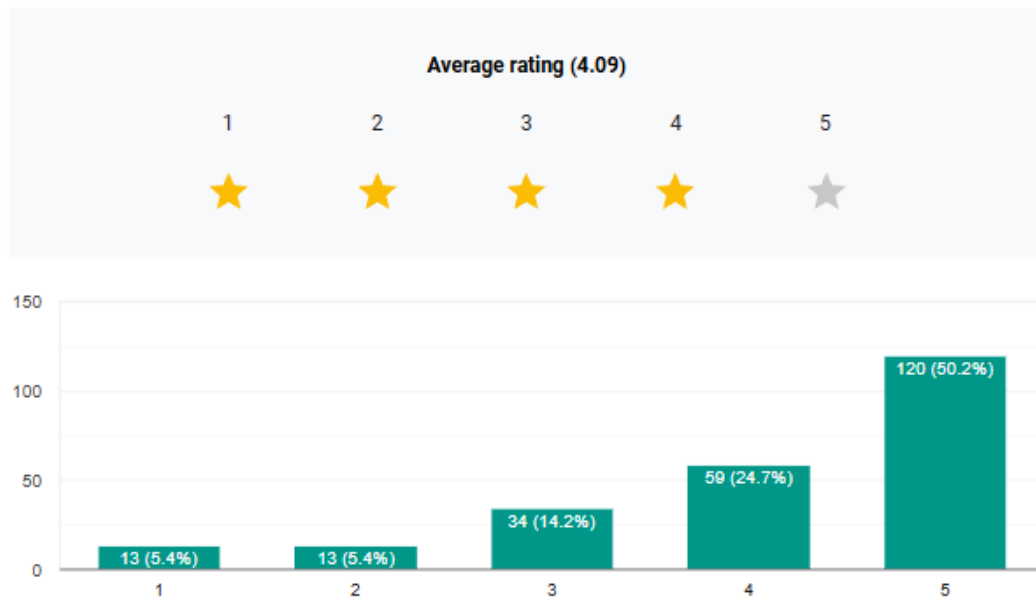
239 responses



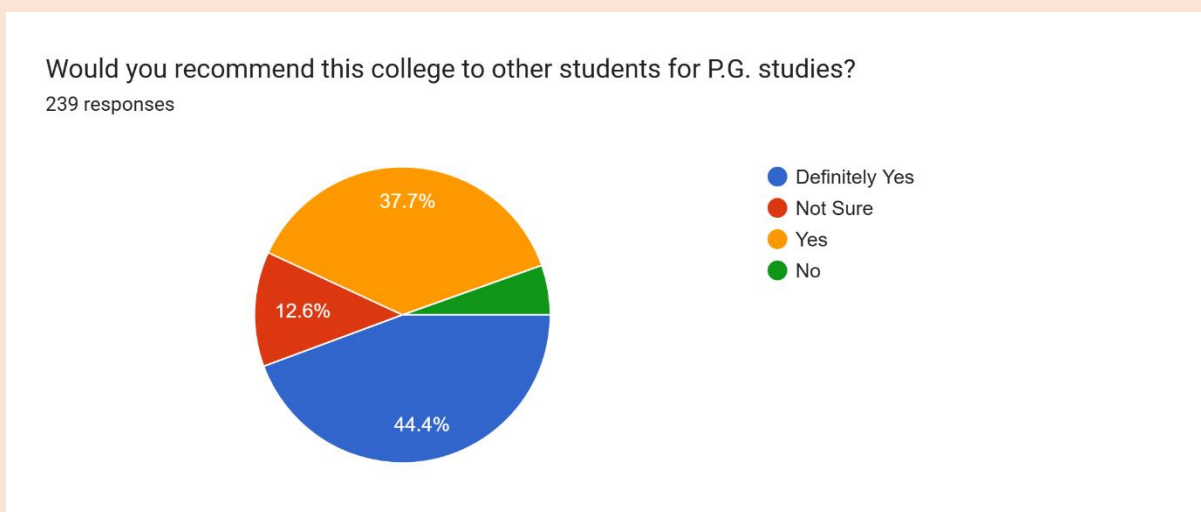
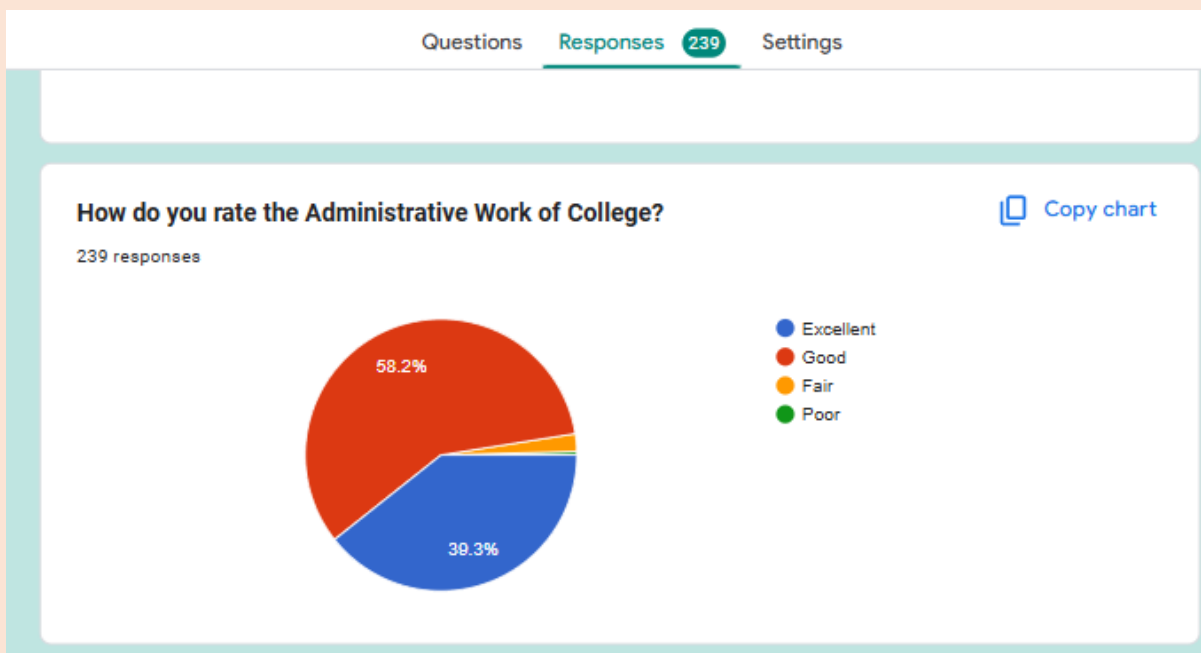
How do you rate the overall academic environment of the college?

 Copy chart

239 responses



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Conclusion

The Student Satisfaction Survey (SSS) for the academic year 2024–25 provided meaningful insights into students' perceptions of teaching–learning practices, curriculum delivery, and institutional support at **N. P. Arts & Commerce College, Keshod**. The majority of responses reflected high levels of satisfaction with faculty performance, mentoring, and the overall academic environment. Students particularly appreciated the

effective communication of teachers, the use of ICT tools in classrooms, and the supportive institutional culture.

At the same time, constructive suggestions offered by students highlighted the need for continuous enhancement in areas such as skill-based learning, career guidance, and infrastructure upgradation. These inputs have been carefully considered by the Internal Quality Assurance Cell (IQAC), and appropriate measures have been incorporated into the **Action Taken Report** to address the identified gaps.

The survey thus reaffirms the institution's commitment to student-centric learning and quality improvement. By integrating student feedback into academic planning and policy-making, the college ensures a culture of inclusiveness, accountability, and excellence, strengthening its role in shaping competent and responsible graduates for society.

Alumni Feedback Report 2024–25
N. P. Arts and Commerce College, Keshod
(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)
Total Alumni Respondents: 83

Introduction

The Alumni Feedback Survey for the academic session 2024–25 was conducted to collect opinions of alumni regarding the quality of teaching, curriculum relevance, infrastructure, college environment, and overall support provided by the institution. The responses were gathered online, and a total of **83 alumni** participated in the survey.

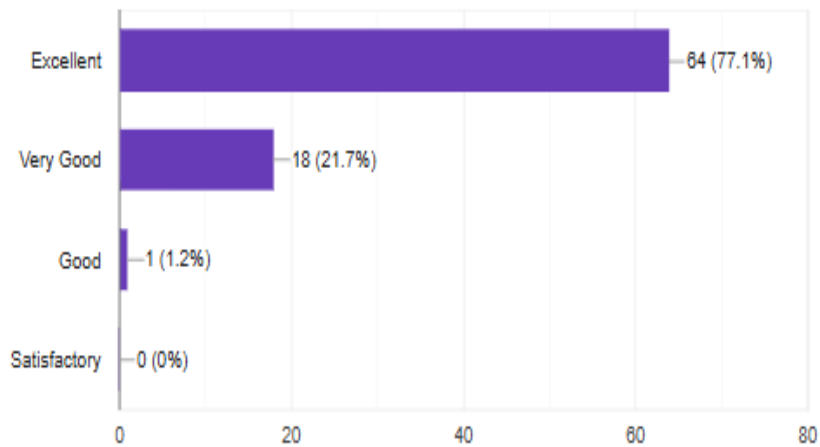
The analysis was carried out using structured questions, and responses were categorized as **Excellent, Very Good, Good, and Satisfactory**. The following section presents the summarized results with graphical representation.

Feedback Analysis

1. Quality of Teaching

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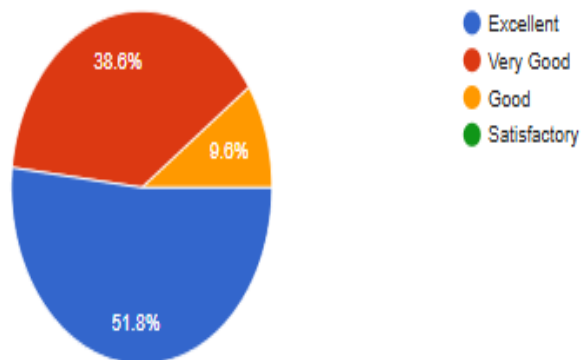
83 responses



2. Curriculum Relevance

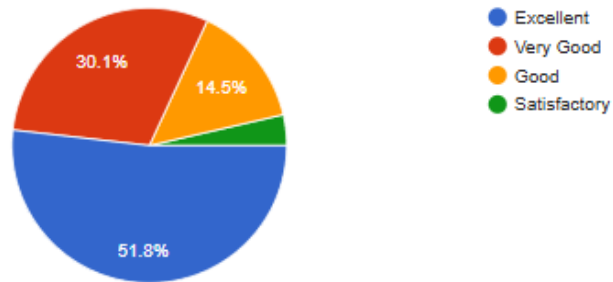
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83 responses



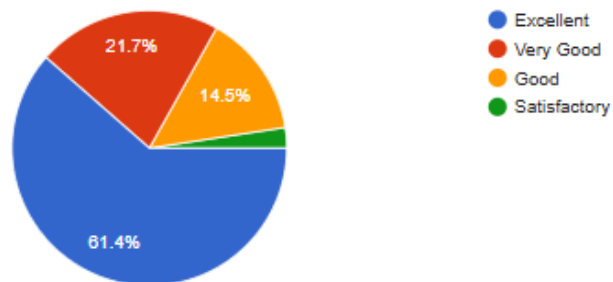
3. Infrastructure Facilities

83 responses

 Copy chart

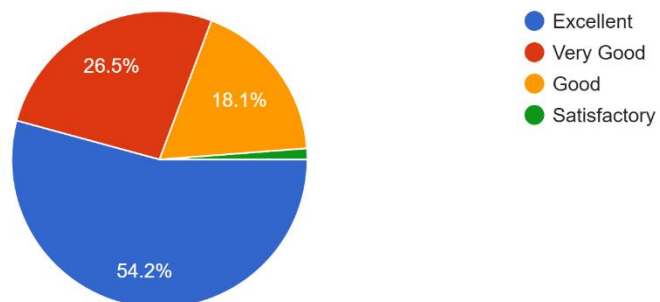
4. College Environment & Culture

83 responses

 Copy chart

5. Support for Career & Placement

83 responses



Overall Findings

The feedback highlights that the alumni of N. P. Arts and Commerce College, Keshod, hold the institution in high regard across multiple dimensions. More than **80% of alumni consistently rated their experiences as Excellent or Very Good.**

The strengths identified include:

- High-quality teaching and faculty commitment.
- Curriculum relevance aligned with academic and professional growth.
- Positive campus environment and culture.

Areas for improvement include:

- Upgrading infrastructure further.
- Expanding placement opportunities and industry tie-ups.

Conclusion

The Alumni Feedback Survey 2024–25 reaffirms the institution's commitment to quality education, holistic student development, and career readiness. Alumni perspectives provide valuable guidance for continuous institutional development, ensuring that the college maintains its tradition of excellence while adapting to future academic and professional challenges.

Parents' Feedback Report
N. P. Arts and Commerce College, Keshod
(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)
Total Parents Respondents: 184
Academic Year 2024–25

Introduction

The institution regularly collects structured feedback from parents to evaluate the quality of academic, infrastructural, and support services provided to students. This process ensures active stakeholder participation and contributes to the continuous improvement of the teaching-learning environment.

For the academic year **2024–25**, feedback was obtained from **184 parents** using a standardized Google Form. The survey focused on areas such as curriculum relevance, teaching quality, infrastructure, communication, discipline, co-curricular support, and overall satisfaction.

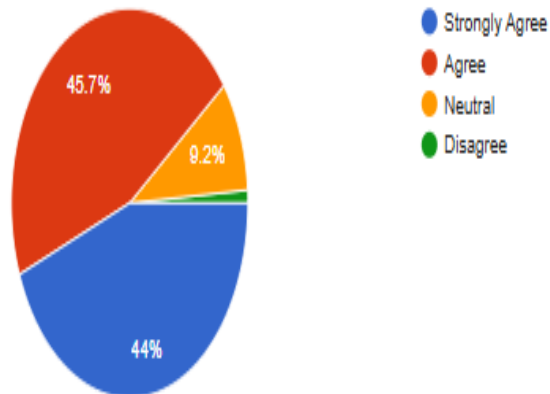
Methodology

- **Tool Used:** Google Form (structured questionnaire)
- **Respondents:** 184 parents of enrolled students
- **Scale Used:** Four-point Likert scale (Strongly Agree, Agree, Neutral, Disagree)
- **Analysis:** Responses were tabulated, converted into percentages, and represented through charts & tables.

1. Relevance of the curriculum to students' needs

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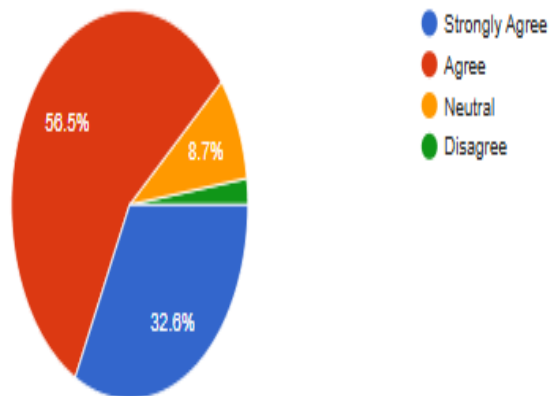
184 responses



2. Quality of teaching provided in the college

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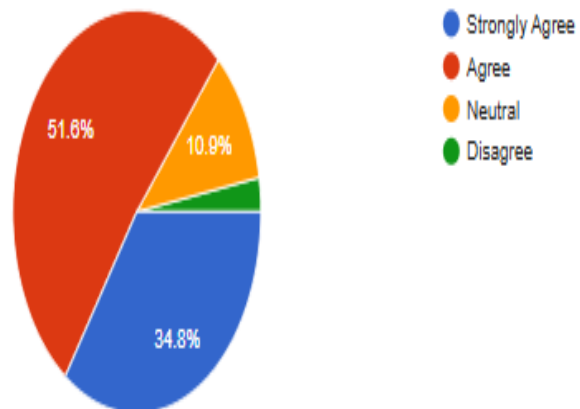
184 responses



3. Availability of teachers for addressing student queries

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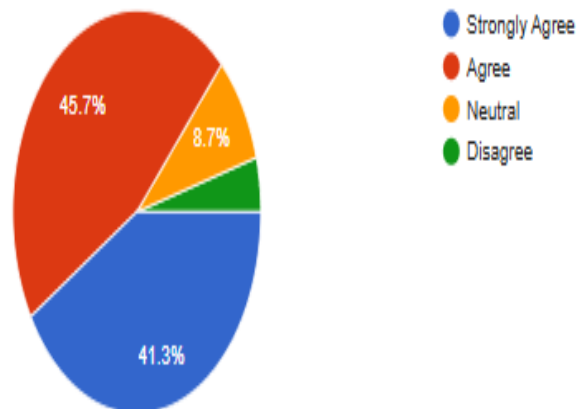
184 responses



4. Discipline and overall environment of the college

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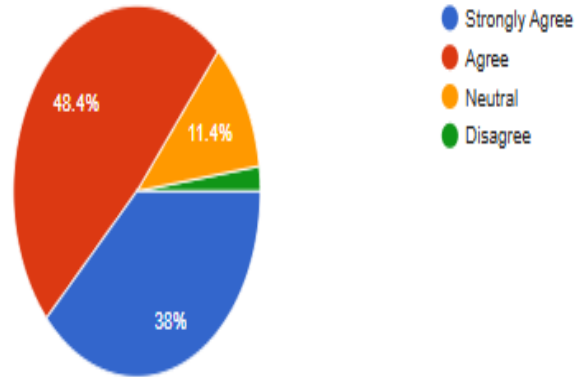
184 responses



5. Student's overall academic development

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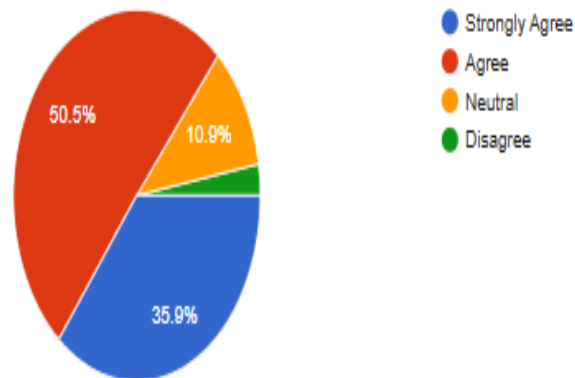
184 responses



6. Effectiveness of communication from college to parents

 Copy chart

184 responses

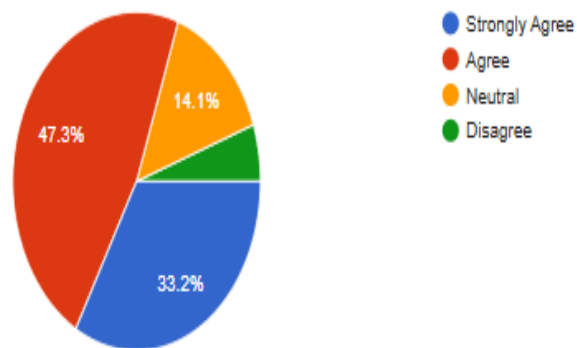


<https://forms.gle/kYLRtvMKd8pdVpKXA>

7. Involvement of parents in college-related activities

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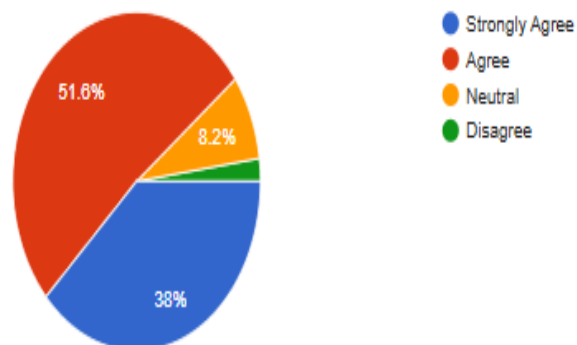
184 responses



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

 Copy chart

184 responses

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<https://forms.gle/kYLRtvMKd8pdVpKXA>

Summary of Feedback

1. **Curriculum Relevance:** Nearly **90%** of parents felt that the curriculum is relevant to student needs.
2. **Teaching Quality:** Around **89%** expressed satisfaction with the quality of teaching.
3. **Teacher Availability:** **86%** agreed that teachers are approachable and responsive.
4. **Discipline & Environment:** A positive response rate of **87%** indicates satisfaction with discipline and campus environment.
5. **Academic Development:** **86.4%** parents acknowledged satisfactory academic progress of their child.
6. **Communication:** **86%** rated communication with parents as effective.

7. **Parental Involvement:** About **80.5%** were satisfied with involvement opportunities, though improvement is possible.
8. **Infrastructure:** **89.6%** rated facilities (library, labs, etc.) positively.
9. **Co-curricular & Extracurricular:** **89.6%** agreed adequate support is provided.
10. **Overall Satisfaction:** **89.1%** of parents expressed overall satisfaction with the institution.

Key Observations

- Strong satisfaction (85–90%) across all major areas.
- Strength areas: **teaching quality, infrastructure, extracurricular support, and curriculum relevance.**
- Scope for improvement: **enhancing parental involvement and strengthening communication channels.**

Conclusion

The Parents' Feedback Report for **2024–25** reflects a **high level of satisfaction** among parents regarding the institution's academic, infrastructural, and developmental provisions. The feedback demonstrates the institution's success in meeting stakeholder expectations while also indicating areas where improvements can further enhance the student and parent experience

Action Taken Report
N. P. Arts & Commerce College, Keshod
(Affiliated to Bhakta Kavi Narsinh Mehta University, Junagadh)

Academic Year: 2024–2025

Introduction

In keeping with its commitment to continuous quality enhancement and participative governance, N. P. Arts & Commerce College, Keshod systematically collects structured feedback from students, alumni, and parents. These stakeholder groups provide valuable insights into the teaching–learning process, infrastructure, curriculum relevance, institutional environment, and overall developmental support offered by the college.

For the academic year 2024–25, three major feedback surveys were conducted:

- **Student Satisfaction Survey (SSS)**
- **Alumni Feedback Survey**
- **Parents’ Feedback Survey**

The Internal Quality Assurance Cell (IQAC) has analyzed the findings of these surveys and initiated suitable actions. This consolidated Action Taken Report (ATR) summarizes the outcomes and measures undertaken to address stakeholder expectations and to further strengthen the institution’s academic and support systems.

1. Student Satisfaction Survey (SSS) – Action Taken Report 2024–25

Key Findings:

Students expressed high satisfaction with teaching quality, syllabus coverage, mentoring, and supportive academic environment. Suggestions highlighted the need for improved ICT integration, Wi-Fi reliability, laboratory facilities, career guidance, and experiential learning.

Actions Taken

- **Smart Classroom & ICT Integration:** More classrooms are being equipped with projectors/interactive panels; faculty workshops on ICT-enabled teaching have been initiated.
- **Network & Wi-Fi:** Bandwidth and access points upgraded in libraries and student-dense areas.
- **Laboratory Upgradation:** Departmental audits completed; procurement of equipment initiated.
- **Mentoring & Counselling:** Mentor–mentee system strengthened with documentation and referral mechanisms.
- **Evaluation Transparency:** Rubrics published in advance; answer-sheet showings encouraged.
- **Career Guidance & Placement:** At least two industry workshops per term planned; internship linkages expanded.
- **Library & e-Resources:** Extended hours during exams; student orientation on N-List, INFLIBNET, and open databases.
- **Outcome-Based Education:** Course Outcomes (COs) and Programme Outcomes (POs) communicated and mapped to assessments.
- **Experiential Learning:** Field visits, case studies, and community projects integrated.
- **Mid-Semester Feedback:** Introduced to allow corrective measures before final SSS.
- **Green & Inclusive Campus:** Continued improvements in drinking water, seating, and inclusivity facilities.

Conclusion:

The SSS 2024–25 confirmed strong student satisfaction. Targeted interventions were implemented to address specific areas of improvement.

2. Alumni Feedback – Action Taken Report 2024–25

Key Findings:

Over 80% of alumni rated their experience as *Excellent* or *Very Good*. Strengths included quality teaching, committed faculty, curriculum relevance, and campus culture. Suggested improvements involved infrastructure upgrades and stronger placement/industry linkages.

Actions Taken:

- **Infrastructure:** Expansion of ICT-enabled classrooms; proposals for library and computer lab upgrades.
- **Placement & Career Guidance:** Strengthened industry outreach; two employability workshops per semester planned; alumni networks engaged for internships and mentoring.
- **Curriculum & Skills:** Alumni suggestions shared with university; short-term skill-based certificate courses introduced.
- **Alumni Engagement:** Annual Alumni Meet scheduled; alumni invited as mentors, speakers, and resource persons.

Conclusion:

Alumni feedback reaffirmed the college's strengths and guided strategic actions toward infrastructure and career readiness.

3. Parents' Feedback – Action Taken Report 2024–25

Key Findings:

High satisfaction (85–90%) was noted in teaching, discipline, infrastructure, and student development. Parents valued teacher availability and curriculum relevance but suggested stronger communication and more opportunities for involvement.

Actions Taken:

- **Parental Communication:** Semester-wise PTMs institutionalized; WhatsApp/email channels strengthened for updates.
- **Parental Involvement:** Invitations extended for select cultural and academic events; PTM feedback documented.
- **Academic Quality:** Faculty provide periodic progress updates; mentoring system enhanced.
- **Infrastructure:** Library/lab upgrades initiated; constant monitoring of drinking water, seating, and cleanliness.
- **Discipline & Student Support:** Awareness drives on ethics; counselling and mentoring services reinforced.
- **Co-Curricular Activities:** More cultural, sports, and extension programs scheduled; updates shared with parents.

Conclusion:

Parents' feedback reflected confidence in institutional provisions. Measures were taken to strengthen communication, engagement, and infrastructure.

Overall Conclusion

The consolidated feedback from students, alumni, and parents for 2024–25 highlights a positive perception of N. P. Arts & Commerce College, Keshod in academic delivery, institutional environment, and student support systems. The IQAC has initiated specific corrective and enhancement measures based on stakeholder inputs.

This Action Taken Report underscores the institution's commitment to inclusiveness, accountability, and continuous quality improvement, ensuring that the college remains responsive to stakeholder expectations while preparing students for academic excellence, employability, and social responsibility.