STUDENTS' SATISFACTION SURVEY ANALYSIS & ACTION TAKEN REPORT (2022-23)

INTERNAL QUALITY ASSURANCE CELL

MIER COLLEGE OF EDUCATION
(AUTONOMOUS)
ACCREDITED BY THE NAAC WITH 'A+' GRADE

Student Satisfaction Survey Analysis Session 2022-23

Introduction

The IQAC conducted the Student Satisfaction Survey for the students of SOE and SOSSH. For this purpose, an online feedback form was created and shared with the students of SOE, semester IV (2021-2023) and SOSSH, semester IV (2021-24) through the Performance Insight-360 (PI-360), Quality Analytics Framework. 147 out of 154 students responded to the survey.

The questionnaire was designed to gather students' responses their overall experience, the quality of teaching and assessments, various initiatives of the college, campus facilities and services. Student responses will provide the College with valuable insights and guide it to serve and improve the educational experiences of current and future students.

To arrive at comprehensive results, a useful statistical tool like percentage has been used. For the effective presentation of the data tables and graphs have been used. Questions were based on a 5-point Likert scale- 1. Strongly agree 2. Agree 3. Neutral 4. Disagree 5. Strongly disagree.

Student Profile:

| S.No.	Programme	Semester	Students
1.	B.Ed.	IV	85/87
2.	B.Ed. Spl (ID)	IV	18/22
3.	M.Ed.	IV	20/20
4.	BA (Hons) Psychology	IV	24/25
	Total		**147/154**
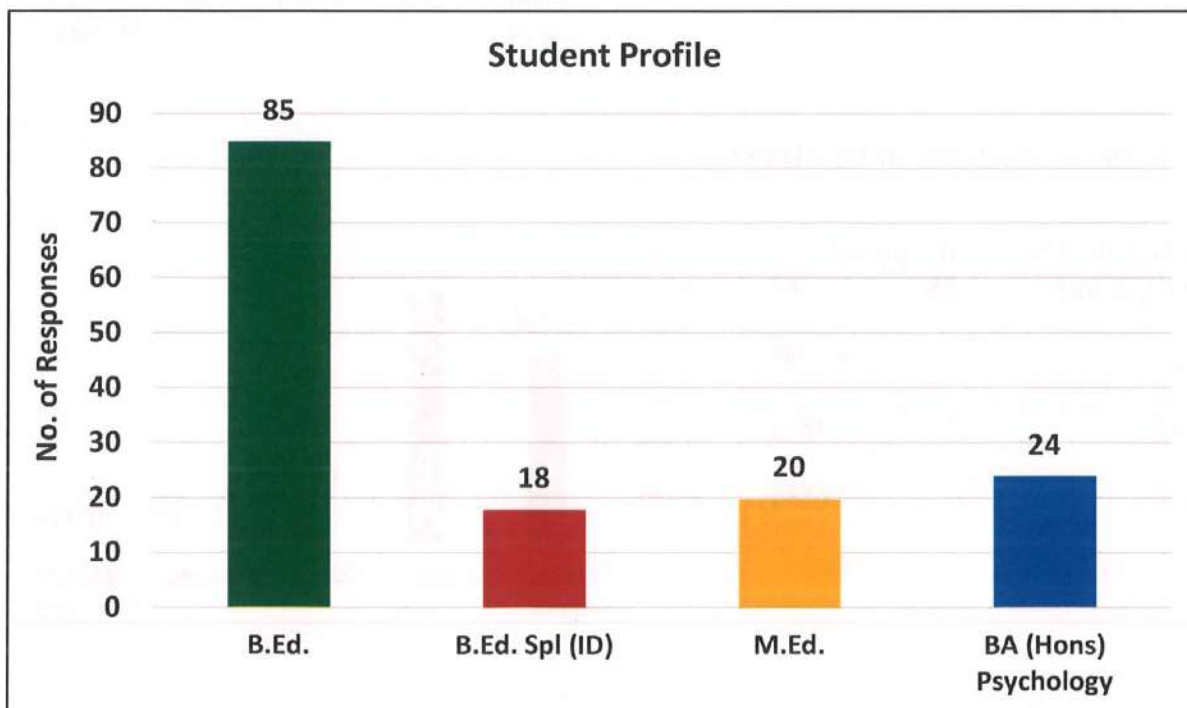
Student Satisfaction Survey Analysis Session 2022-23

A. Question-wise analysis:

1. The overall discipline in the college/class is good

Answer Choices	Responses	
Strongly Agree	38	25.85%
Agree	95	64.63%
Neutral	11	7.48%
Disagree	3	2.04%
Strongly Disagree	0	0%
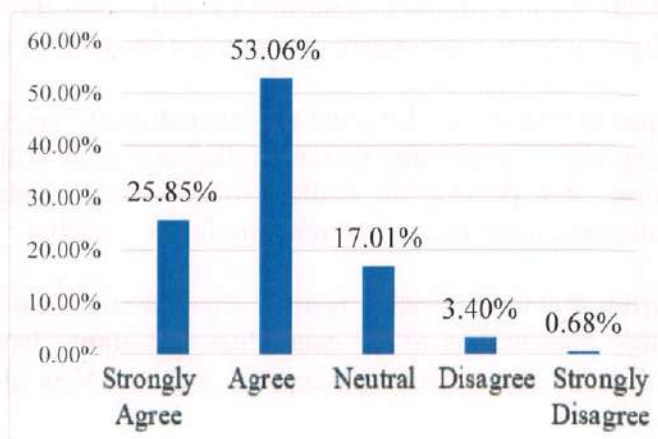
2. Teachers are punctual in conducting classes

Answer Choices	Responses	
Strongly Agree	53	36.05%
Agree	81	55.10%
Neutral	11	7.48%
Disagree	1	0.68%
Strongly Disagree	1	0.68%
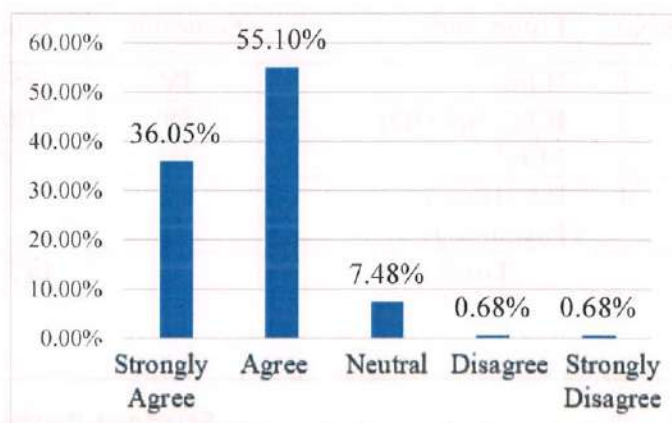
3. I attend a majority of the classes

Answer Choices	Responses	
Strongly Agree	58	39.46%
Agree	77	52.38%
Neutral	11	7.48%
Disagree	1	0.68%
Strongly Disagree	0	0%
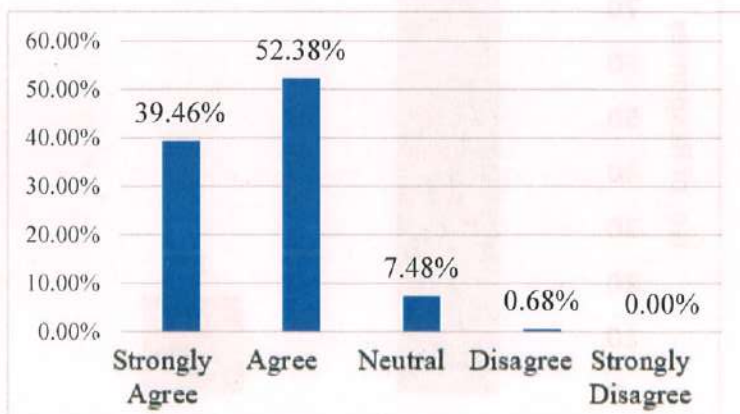
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4. Teachers come prepared to the class

Answer Choices	Responses	
Strongly Agree	51	34.69%
Agree	79	53.74%
Neutral	15	10.20%
Disagree	2	1.36%
Strongly Disagree	0	0.00%
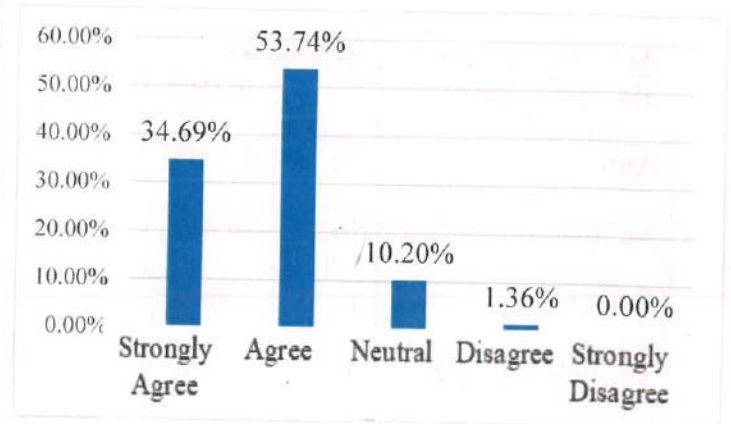
5. Teachers interact with the students and answer their questions

Answer Choices	Responses	
Strongly Agree	58	39.46%
Agree	77	52.38%
Neutral	10	6.80%
Disagree	2	1.36%
Strongly Disagree	0	0.00%
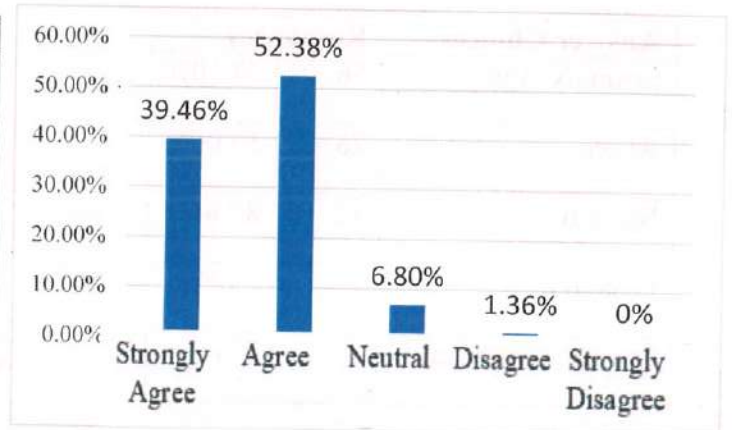
6. The method of teaching of the teachers is effective

Answer Choices	Responses	
Strongly Agree	50	34.01%
Agree	72	48.98%
Neutral	18	12.24%
Disagree	7	4.76%
Strongly Disagree	0	0%
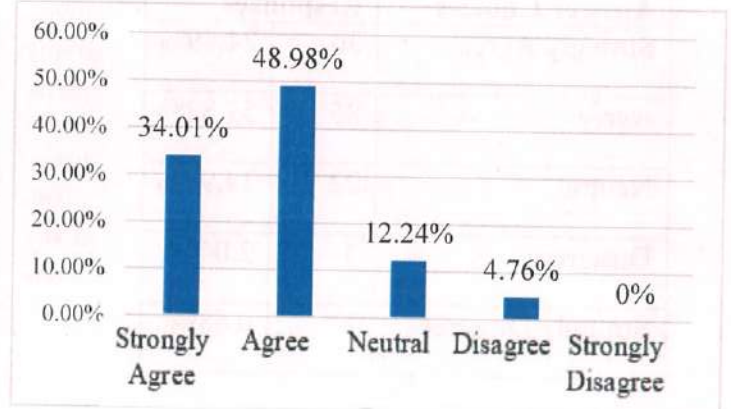
7. Internal assessment tests are taken under proper supervision

Answer Choices	Responses	
Strongly Agree	53	36.05%
Agree	73	49.66%
Neutral	16	10.88%
Disagree	1	0.68%
Strongly Disagree	4	2.72%
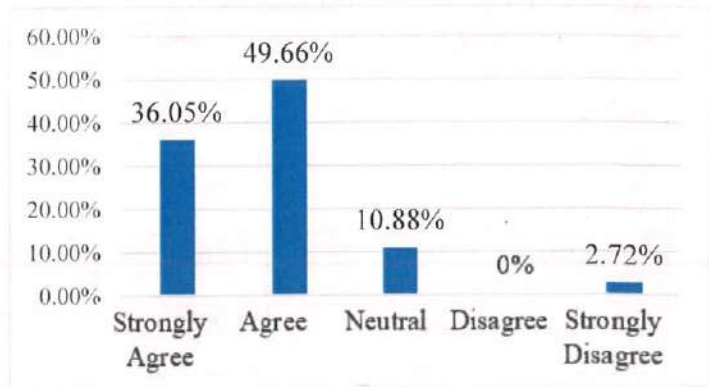
8. The Head of the Department is professional and supportive

Answer Choices	Responses	
Strongly Agree	56	38.10%
Agree	78	53.06%
Neutral	12	8.16%
Disagree	1	0.68%
Strongly Disagree	0	0%
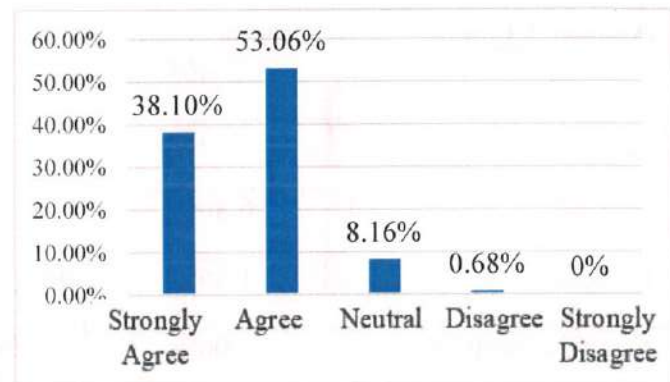
9. The faculty members treat us with respect and dignity

Answer Choices	Responses	
Strongly Agree	36	24.49%
Agree	85	57.82%
Neutral	22	14.97%
Disagree	3	2.04%
Strongly Disagree	1	0.68%
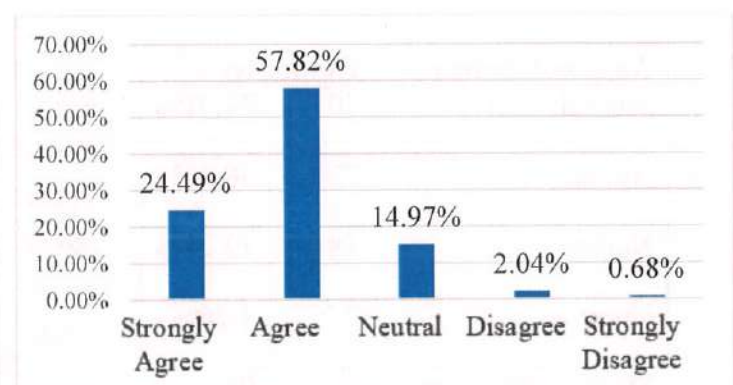
10. I feel comfortable in approaching the college authorities to solve my issues/problems

Answer Choices	Responses	
Strongly Agree	38	25.85%
Agree	82	55.78%
Neutral	21	14.29%
Disagree	5	3.40%
Strongly Disagree	1	0.68%
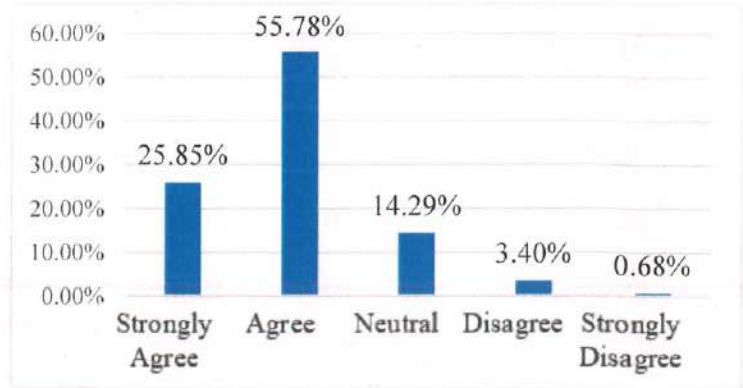
11. I attend the lab work regularly

Answer Choices	Responses	
Strongly Agree	27	18.37%
Agree	74	50.34%
Neutral	37	25.17%
Disagree	8	5.44%
Strongly Disagree	1	0.68%
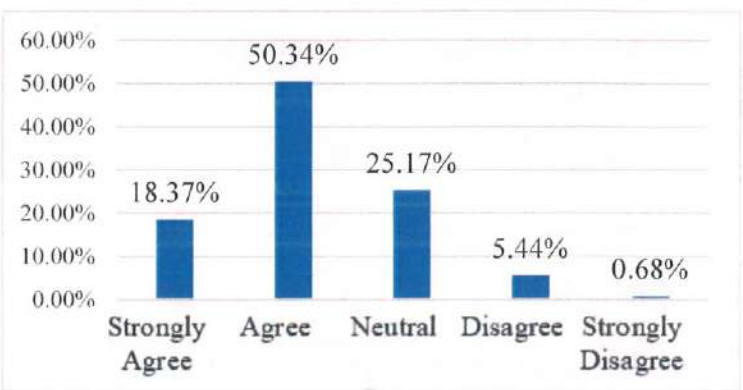
12. I take my internal assessment tests seriously

Answer Choices	Responses	
Strongly Agree	67	45.58%
Agree	75	51.02%
Neutral	5	3.40%
Disagree	0	0%
Strongly Disagree	0	0%
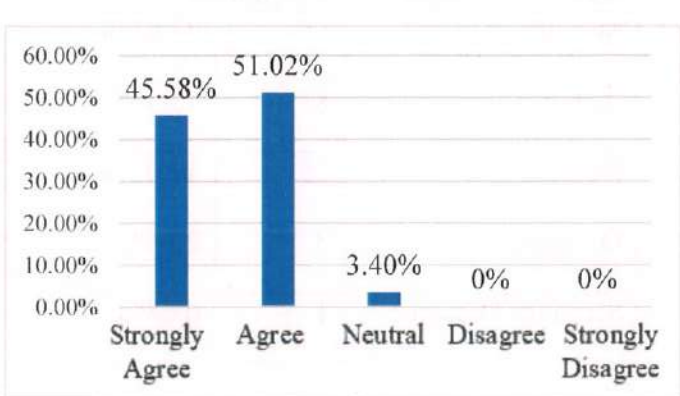
13. The attendance of the students in my class is good

Answer Choices	Responses	
Strongly Agree	22	14.97%
Agree	74	50.34%
Neutral	30	20.41%
Disagree	19	12.93%
Strongly Disagree	2	1.36%
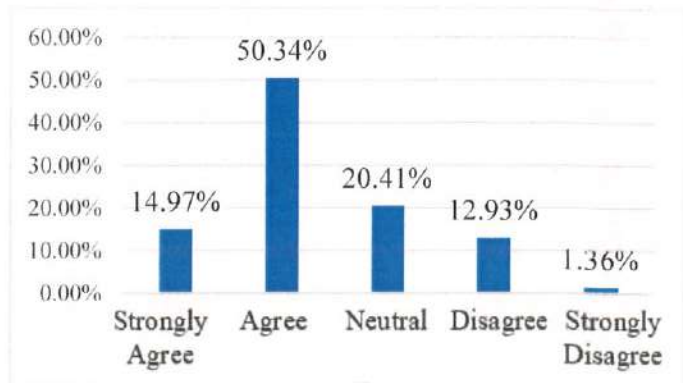
14. MIER College of Education offers high-quality library facilities

Answer Choices	Responses	
Strongly Agree	29	19.73%
Agree	89	60.54%
Neutral	25	17.01%
Disagree	4	2.72%
Strongly Disagree	0	0%
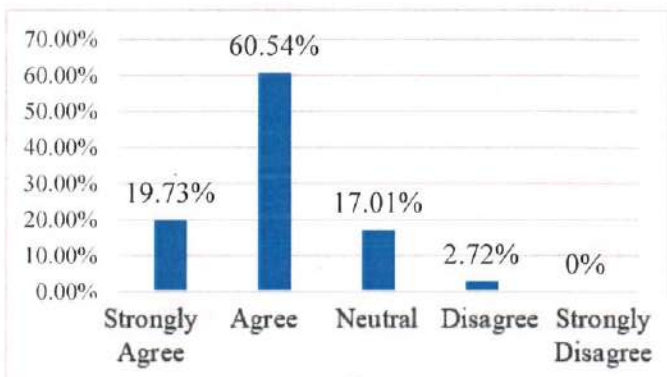
15. The computer lab facilities provided in the college are good

Answer Choices	Responses	
Strongly Agree	35	23.81%
Agree	83	56.46%
Neutral	25	17.01%
Disagree	3	2.04%
Strongly Disagree	1	0.68%
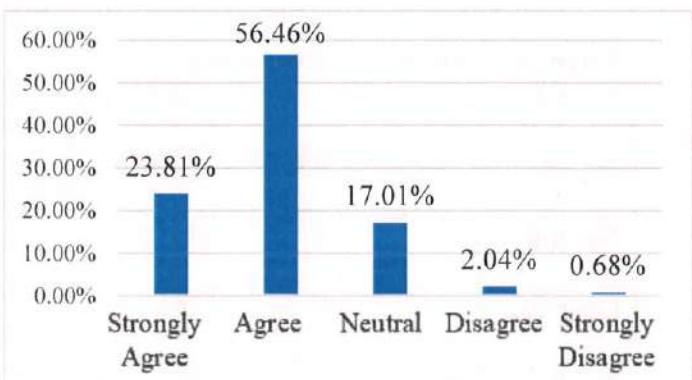
16. I receive adequate attention in the internships/projects/ dissertation

Answer Choices	Responses	
Strongly Agree	38	25.85%
Agree	81	55.10%
Neutral	24	16.33%
Disagree	4	2.72%
Strongly Disagree	0	0%
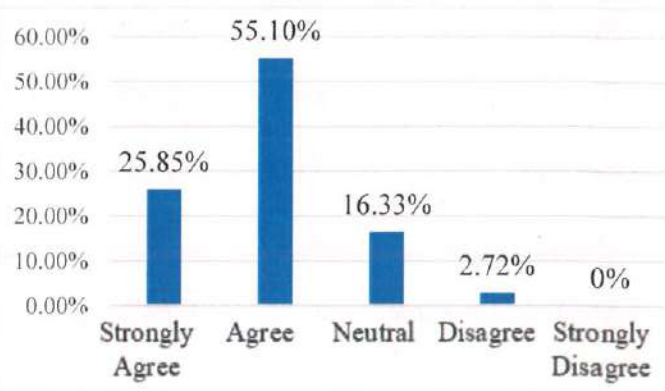
17. The cleanliness on the campus is good

Answer Choices	Responses	
Strongly Agree	53	36.05%
Agree	83	56.46%
Neutral	8	5.44%
Disagree	2	2.04%
Strongly Disagree	0	0%
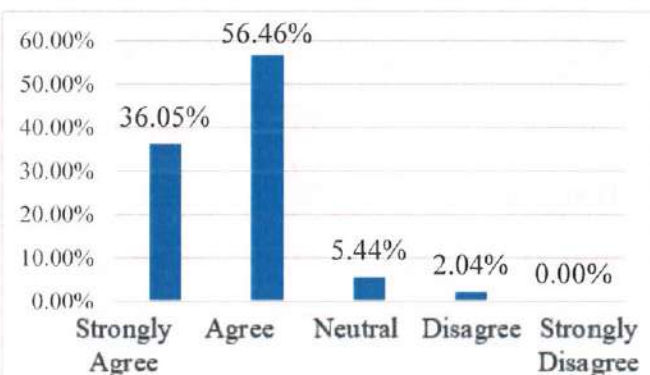
18. The maintenance and cleanliness of toilets are good

Answer Choices	Responses	
Strongly Agree	24	16.33%
Agree	76	51.70%
Neutral	38	25.85%
Disagree	7	4.76%
Strongly Disagree	2	1.36%
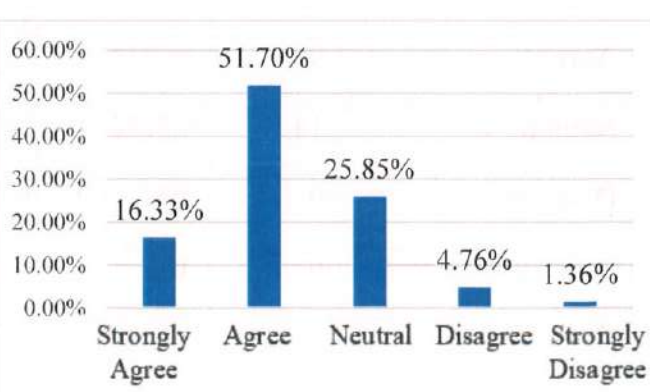
19. The drinking water facilities in the college are adequate

Answer Choices	Responses	
Strongly Agree	41	27.89%
Agree	80	54.42%
Neutral	21	14.29%
Disagree	4	2.72%
Strongly Disagree	1	0.68%
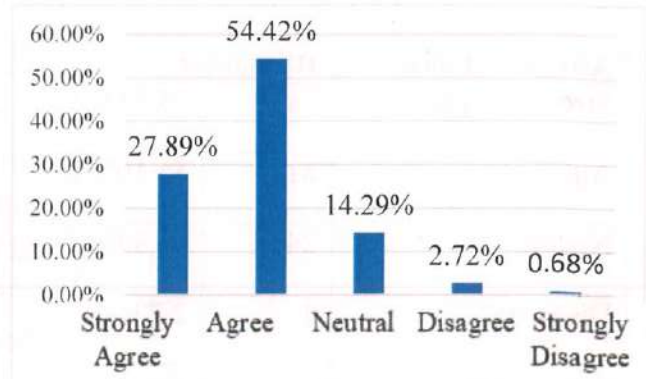
20. The canteen offers hygienic food at affordable prices

Answer Choices	Responses	
Strongly Agree	6	4.08%
Agree	46	31.29%
Neutral	39	26.53%
Disagree	39	26.53%
Strongly Disagree	17	11.56%
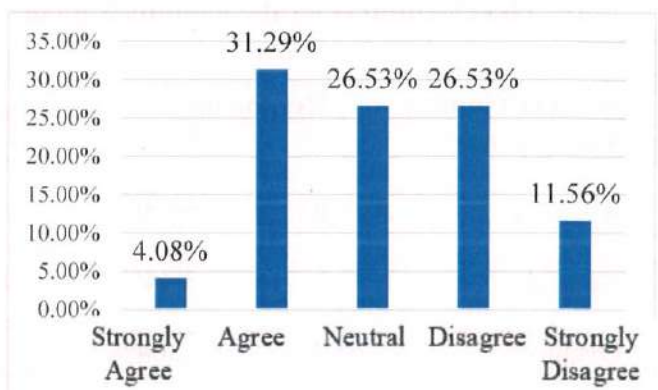
21. The security arrangement in the college is good

Answer Choices	Responses	
Strongly Agree	37	25.17%
Agree	96	65.31%
Neutral	14	9.52%
Disagree	0	0%
Strongly Disagree	0	0%
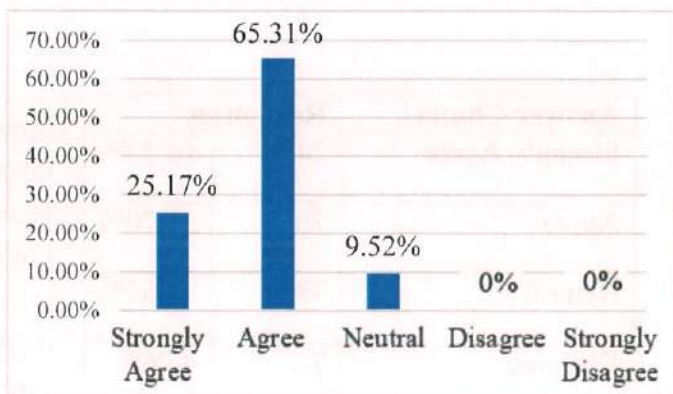
22. I take part in curricular activities organised in the college

Answer Choices	Responses	
Strongly Agree	24	16.33%
Agree	73	49.66%
Neutral	47	31.97%
Disagree	3	2.04%
Strongly Disagree	0	0%
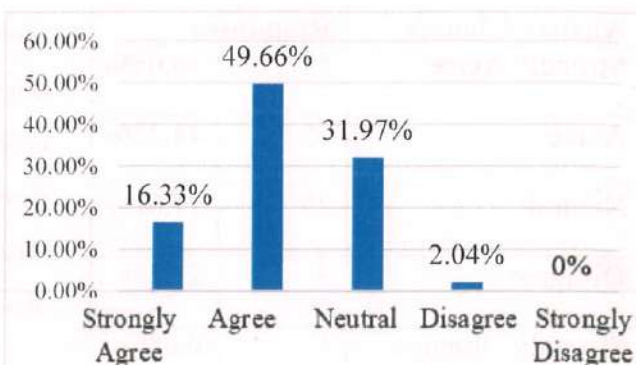
23. The quality and qualifications of the teachers are very good

Answer Choices	Responses	
Strongly Agree	58	39.46%
Agree	69	46.94%
Neutral	19	12.93%
Disagree	1	0.68%
Strongly Disagree	0	0%
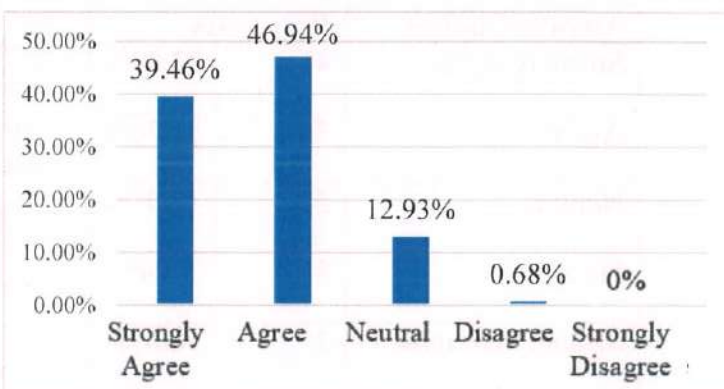
24. The college has high-quality infrastructure

Answer Choices	Responses	
Strongly Agree	38	25.85%
Agree	78	53.06%
Neutral	25	17.01%
Disagree	5	3.40%
Strongly Disagree	1	0.68%
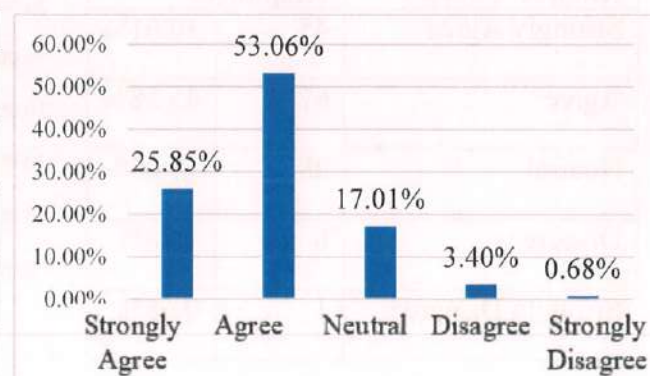
25. MIER College of Education is the best education college in the private sector in J&K

Answer Choices	Responses	
Strongly Agree	53	36.05%
Agree	65	44.22%
Neutral	25	17.01%
Disagree	3	2.04%
Strongly Disagree	1	0.68%
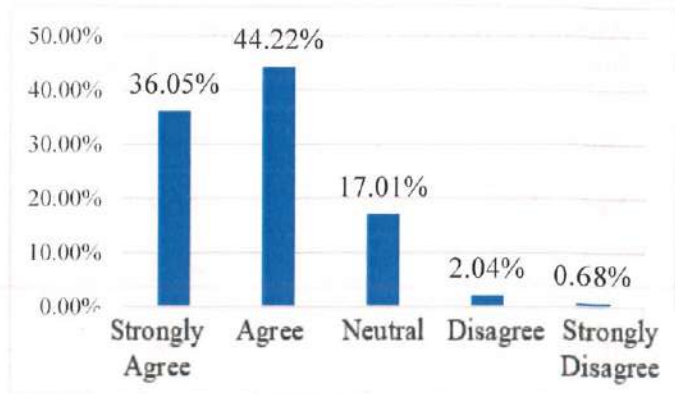
26. I would definitely recommend MIER College to others

Answer Choices	Responses	
Strongly Agree	41	27.89%
Agree	76	51.70%
Neutral	25	17.01%
Disagree	3	2.04%
Strongly Disagree	2	1.36%
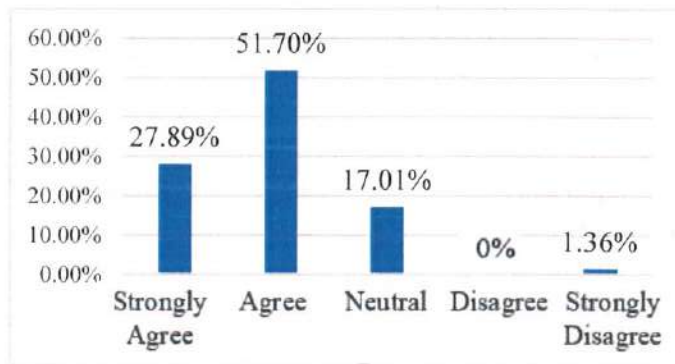
27. MIER College of Education offers diverse exposure & experience to students

Answer Choices	Responses	
Strongly Agree	45	30.61%
Agree	67	45.58%
Neutral	28	19.05%
Disagree	6	4.08%
Strongly Disagree	1	0.68%
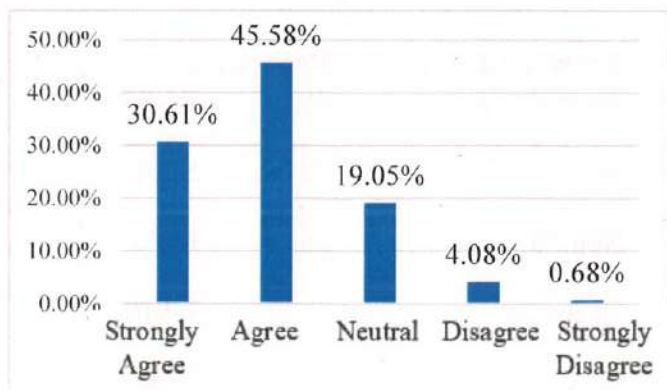
B. Descriptive Analysis

Summary of students' responses- The College has excellent educational technology infrastructure and uses modern ICT tools for teaching, learning and assessment. The faculty of the college is well qualified and experienced. The college organises a number of co-curricular activities, events, guest lectures, orientations, seminars, etc. The college also emphasises the use of student-centric teaching methodologies like experiential learning, problem-solving methods, flipped classrooms, panel discussions etc. The students have acknowledged the college's attempt to develop their personality through communication skills workshops, value-added courses and life skills programmes. The students are highly appreciative of its rigorous practices that inculcate a sense of discipline, focus and dedication among students.

The programme- wise Student Satisfaction Index is given below:
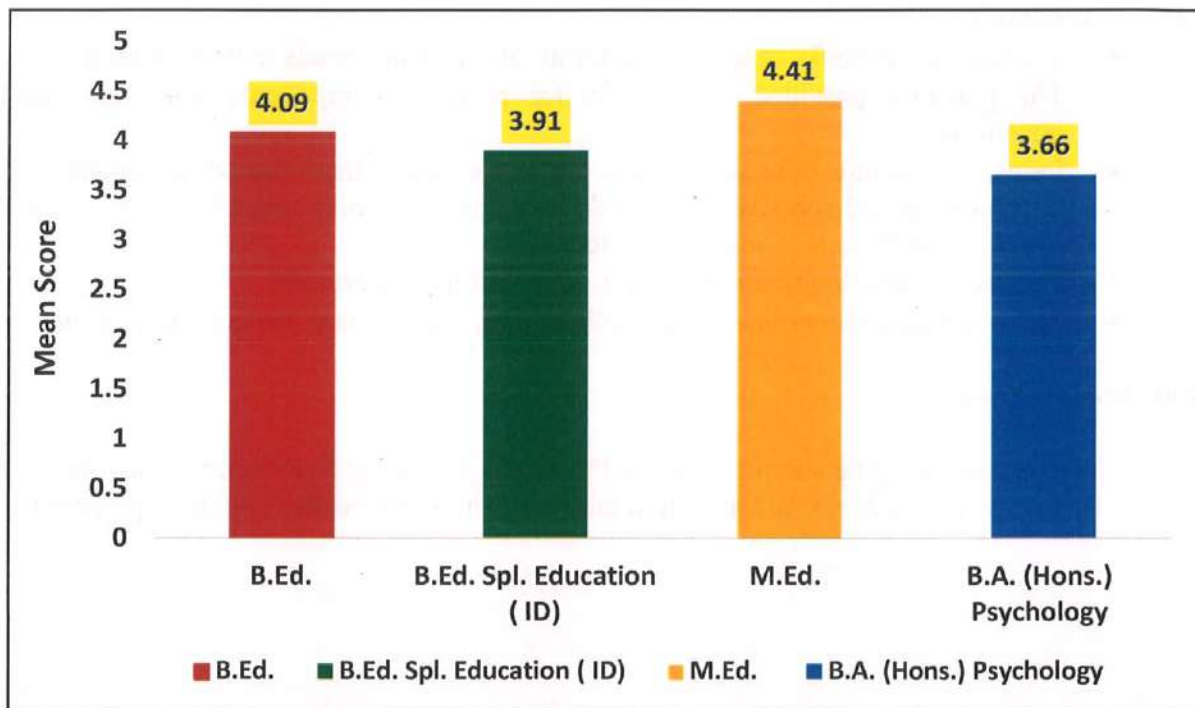
The mean score of B.Ed. programme is 4.09 which denotes that 81.8 percent students are satisfied with the facilities and services being provided by the college. The mean score of B.Ed. Spl (ID) programme is 3.91 which denotes that 78.2 percent students are satisfied with the facilities and services being provided by the college. For the M.Ed. and B.A (Hons) Psychology programmes, the mean scores are 4.41 and 3.66 respectively which denote that 88.2 percent students of M.Ed. programme and 73.2 percent students of B.A (Hons) Psychology programme are satisfied with the facilities and services being provided by the college.

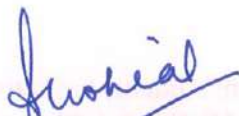**Major Observations/Suggestions and Action Taken:**

I. Infrastructure

- The computers in the library need to be updated to the latest operating system.
- There should be a more efficient printing system i.e., students can give print commands through their laptops or mobile phones.
- There should be a well-equipped computer lab in each department to increase productivity and output.
- The canteen services and infrastructure need to be improved. The food served at times is not of good quality and the vendor is not hygiene conscious.
- The number of washrooms is less and they are not always clean.
- Sports and recreational facilities need improvement.

II. Academics

- The number of books in the library for all programmes needs to be increased.
- The guidance provided by teachers for practical components and dissertations needs improvement.
- Industry exposure is lacking. More field/educational trips should be organised. Visits to hospitals, special schools, etc. and field research for more exposure to the related subject should be incorporated into the curriculum.
- The faculty attrition rate is high in the Psychology department.
- There should be an online leave application system through the college website.

Follow-Up Action:

The analysis shall be submitted to the Principal. A meeting shall be convened by the Principal to discuss the feedback and an action taken report of the feedback shall be prepared.

Jasleen Mohial
Coordinator IQAC
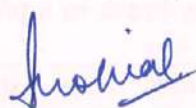
Prof. Adit Gupta
Principal

Action Taken Report

A meeting was held by the Principal with the HoDs of SOE and SOSSH, Deputy HoD SOE, Programme Coordinators, SOSSH and the IQAC team to discuss the major observations of the feedback and the suggestions given the by the students. The following action taken report has been prepared on the basis of the decisions taken in the meeting:

| S.No.	Major Observations/Suggestions	Action Taken
Infrastructure		
1.	The computers in the library need to be updated to the latest operating system. There should be a more efficient printing system i.e., students can give print commands through their laptops or mobile phones.	Instructions have been given to the ICT department for upgrading the library systems with the latest OS. However, taking printouts through email is already set up through the computers available in the college library for the students. Printouts can be taken with the help of the library assistant. Tracking of printouts and paper usage would not be possible if students give commands from their own devices.
2.	There should be a well-equipped computer lab in each department to increase productivity and output.	Apart from the main computer lab, 5 computers have been provided in the ET Cell and 10 computers in the library for students. The students have been informed to use the computers as and when required. Besides, 45 computers have been made available in the school computer lab which can be used after 1:45 pm.
3.	Canteen services and infrastructure need to be improved. The food served at times is not of good quality and the vendor is not hygiene conscious.	The canteen vendor has been briefed about the poor services. He has been given a time of 1 month to improve the services and food quality failing which the college shall advertise for a new canteen contractor.
4.	Less number of washrooms and a lack of cleanliness.	The cleaning staff have been given instructions to clean the washrooms at least twice a day, especially after the mid-day break in a proper manner.
5.	Sports and recreational facilities need improvement.	The college has provided new sports equipment for the students. The PET has been asked to prepare a proper schedule for sports activities in coordination with the Incharge Sports committee so that ample opportunities for games can be provided to students.

Academics		
6.	The number of books in the library for all programmes needs to be increased.	Instructions have been given to the concerned Heads and faculty of both the SOE and SSSH along with the librarians to prepare a list of books to be purchased to meet the deficiency pointed out by the students.
7.	The guidance provided by teachers for practical components and dissertations needs improvement.	All the teachers concerned with the completion of practical components and dissertation work have been clearly instructed to provide better guidance to the students. They have been asked to provide a specific period in the time table to address the problems of the students. The HoDs have also been asked to supervise these activities in a thorough manner.
8.	Industry exposure is lacking. More field/educational trips should be organised. Visits to hospitals, special schools, etc. and field research for more exposure to the related subject should be incorporated into the curriculum.	The HoDs of the SOE and SSSH have been given instructions to include and conduct field visits and educational trips every semester for the students to give them practical exposure wherever required. These activities shall also be incorporated as part of their sessional work based on the requirements of the curriculum.
9.	The faculty attrition rate is high in the Psychology department.	The college has been able to appoint new teachers in a timely manner to ensure that the academic work is not hampered, and the curriculum is completed on time. Efforts have been made to retain teachers throughout the session and minimize gaps in teaching.
10.	There should be an online leave application system through the college website.	The mobile app linked to the new ERP is being made active by the end of September and the students shall be able to apply for their leaves online.

Jasleen Mohial
Coordinator IQAC

Prof. Adit Gupta
Principal
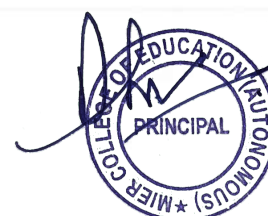
Sign & Seal of the Principal

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