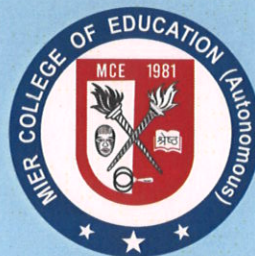

STUDENTS' SATISFACTION SURVEY ANALYSIS & ACTION TAKEN REPORT (2023-24)

INTERNAL QUALITY ASSURANCE CELL



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

Introduction

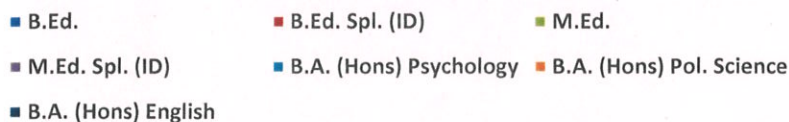
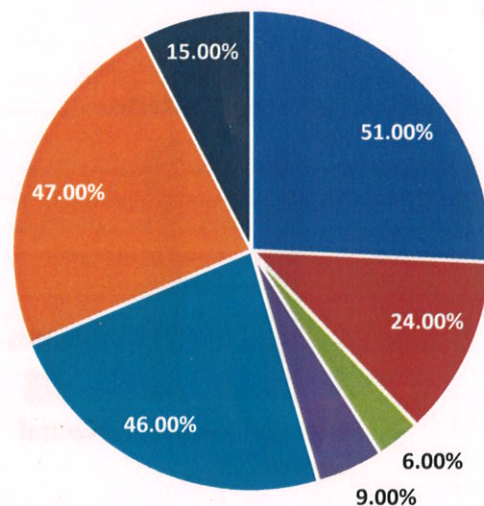
The IQAC conducted the Student Satisfaction Survey for the students of the School of Education (SOE) and the School of Social Sciences and Humanities (SSSH). For this purpose, an online feedback form was created and shared with the students of SOE, (2022-2024 batch) and SSSH (2022-26 batch) through Performance Insight-360 (PI-360), Quality Analytics Framework. 198 responses were received.

The questionnaire was designed to gather students' responses on 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, percentages have been calculated. For the effective presentation of the data tables graphs have been used. Questions were based on a Likert scale which were rated as: 1: Strongly Agree 2: Agree 3: Neutral 4: Disagree 5: Strongly Disagree.

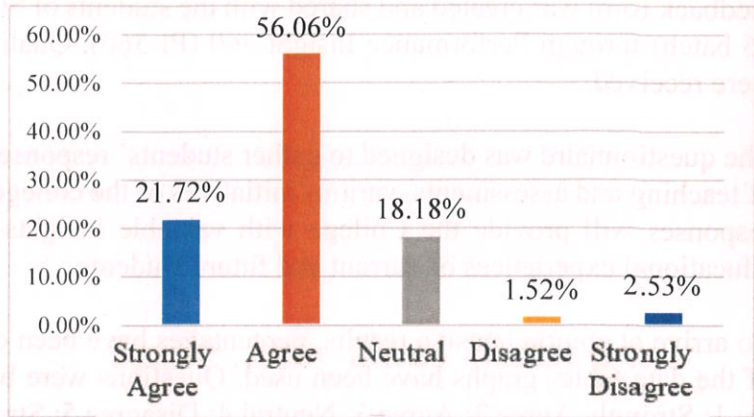
Student Profile:

S.No	Programme	Semester	Students
1.	B.Ed.	III	51
2.	B.Ed. Spl (ID)	III	24
3.	M.Ed.	III	6
4.	M.Ed. Spl (ID)	III	9
5.	BA (Hons) Psychology	III	46
6.	BA (Hons) Pol. Science	III	47
7.	BA (Hons) English	III	15
Total			198



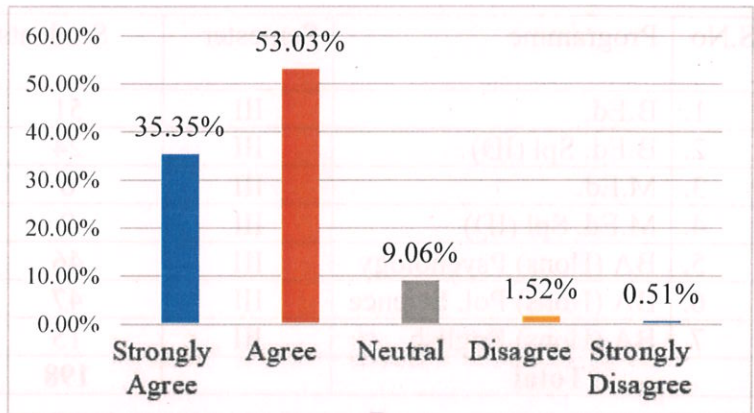
1. The overall discipline in the college/class is good

Answer Choices	Responses	
Strongly Agree	43	21.72%
Agree	111	56.06%
Neutral	36	18.18%
Disagree	3	1.52%
Strongly Disagree	5	2.53%
Answered	198	



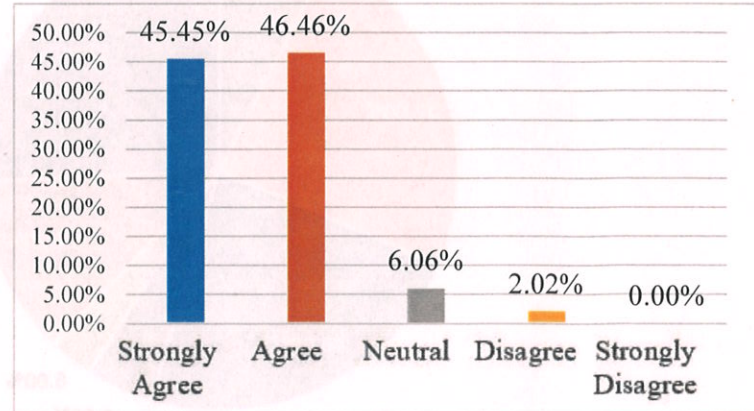
2. Teachers are punctual in conducting classes

Answer Choices	Responses	
Strongly Agree	70	35.35%
Agree	105	53.03%
Neutral	19	9.6%
Disagree	3	1.52%
Strongly Disagree	1	0.51%
Answered	198	



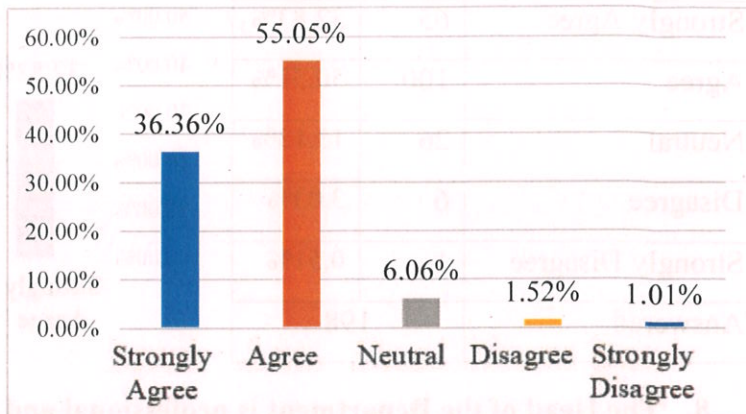
3. I attend a majority of the classes

Answer Choices	Responses	
Strongly Agree	90	45.45%
Agree	92	46.46%
Neutral	12	6.06%
Disagree	4	2.02%
Strongly Disagree	0	0%
Answered	198	



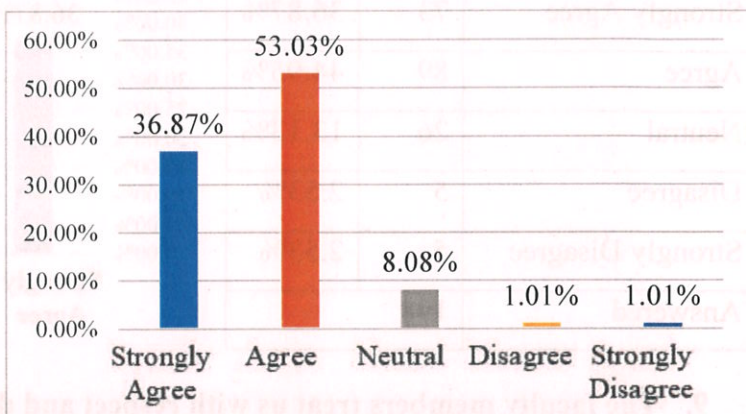
4. Teachers come prepared to the class

Answer Choices	Responses	
Strongly Agree	72	36.36%
Agree	109	55.05%
Neutral	12	6.06%
Disagree	3	1.52%
Strongly Disagree	2	1.01%
Answered	198	



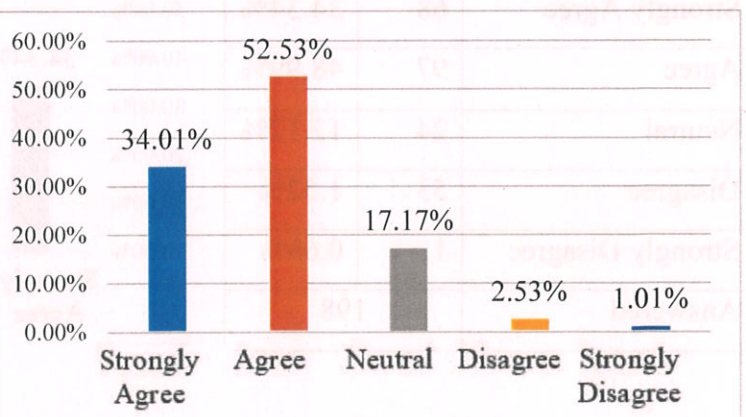
5. Teachers interact with the students and answer their questions

Answer Choices	Responses	
Strongly Agree	73	36.87%
Agree	105	53.03%
Neutral	16	8.08%
Disagree	2	1.01%
Strongly Disagree	2	1.01%
Answered	198	



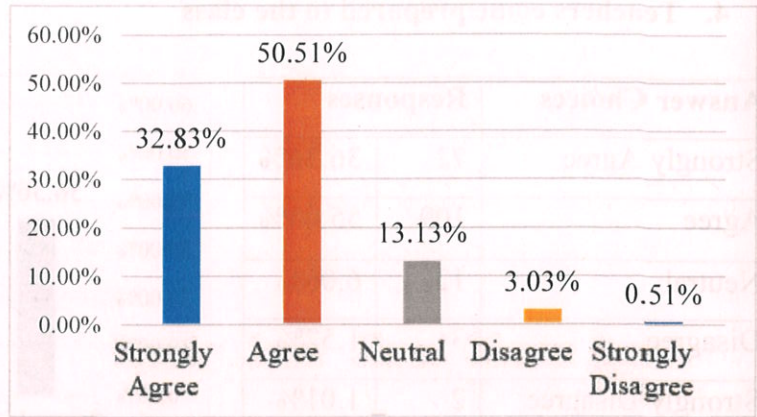
6. The method of teaching of the teachers is effective

Answer Choices	Responses	
Strongly Agree	50	34.01%
Agree	104	52.53%
Neutral	34	17.17%
Disagree	5	2.53%
Strongly Disagree	2	1.01%
Answered	198	



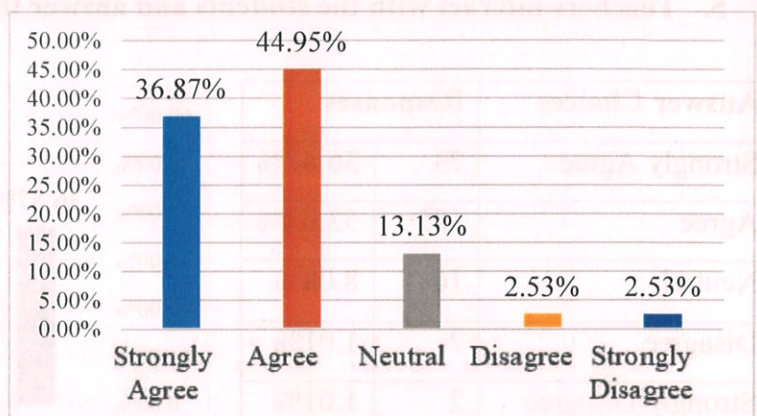
7. Internal assessment tests are taken under proper supervision

Answer Choices	Responses	
Strongly Agree	65	32.83%
Agree	100	50.51%
Neutral	26	13.13%
Disagree	6	3.03%
Strongly Disagree	1	0.51%
Answered	198	



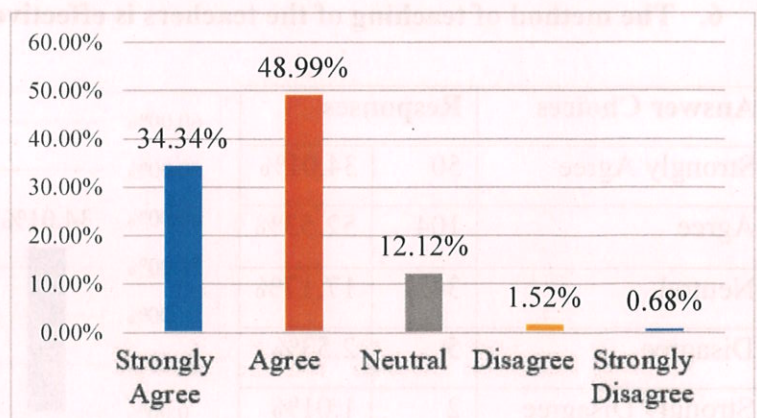
8. The Head of the Department is professional and supportive

Answer Choices	Responses	
Strongly Agree	73	36.87%
Agree	89	44.95%
Neutral	26	13.13%
Disagree	5	2.53%
Strongly Disagree	5	2.53%
Answered	198	



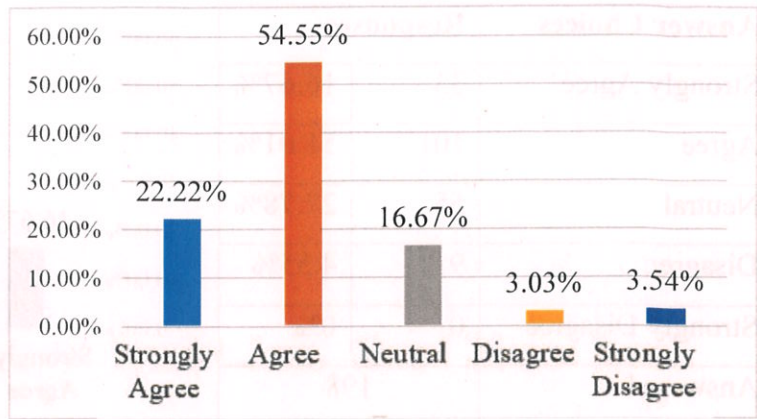
9. The faculty members treat us with respect and dignity

Answer Choices	Responses	
Strongly Agree	68	34.34%
Agree	97	48.99%
Neutral	24	12.12%
Disagree	53	1.52%
Strongly Disagree	1	0.68%
Answered	198	



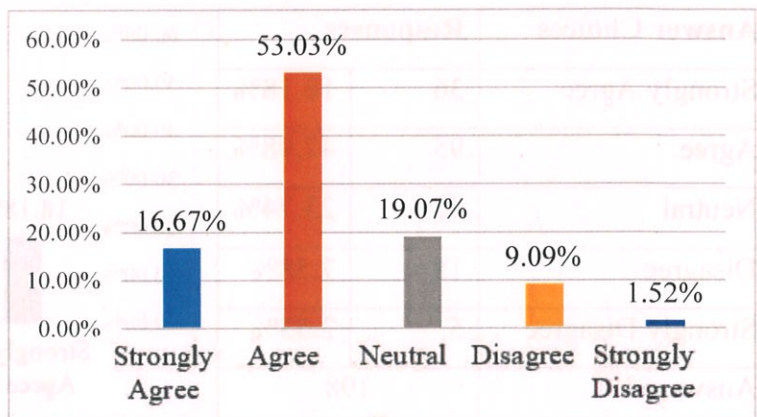
10. I feel comfortable in approaching the college authorities to solve my issues/problems

Answer Choices	Responses	
Strongly Agree	44	22.22%
Agree	108	54.55%
Neutral	33	16.67%
Disagree	56	3.03%
Strongly Disagree	7	3.54%
Answered	198	



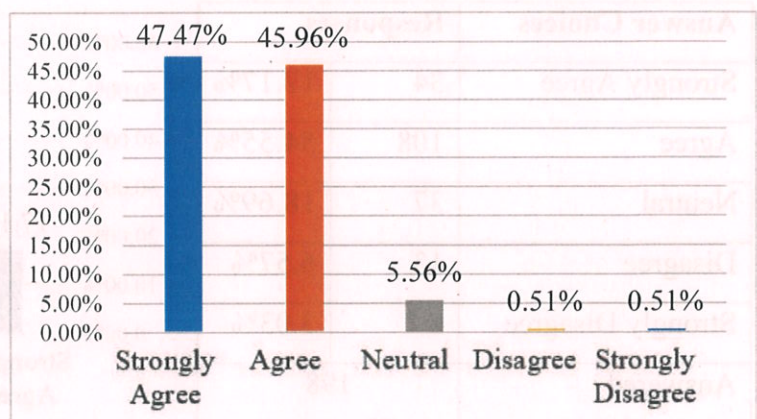
11. I attend the lab work regularly

Answer Choices	Responses	
Strongly Agree	33	16.67%
Agree	105	53.03%
Neutral	39	19.7%
Disagree	18	9.09%
Strongly Disagree	3	1.52%
Answered	198	



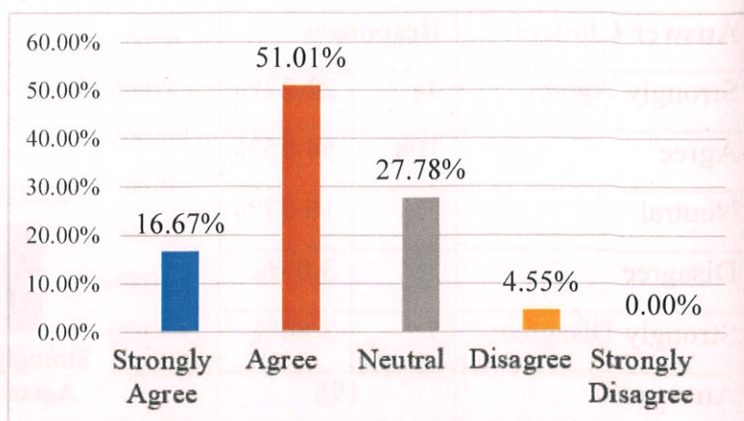
12. I take my internal assessment tests seriously

Answer Choices	Responses	
Strongly Agree	94	47.47%
Agree	91	45.96%
Neutral	11	5.56%
Disagree	1	0.51%
Strongly Disagree	1	0.51%
Answered	198	



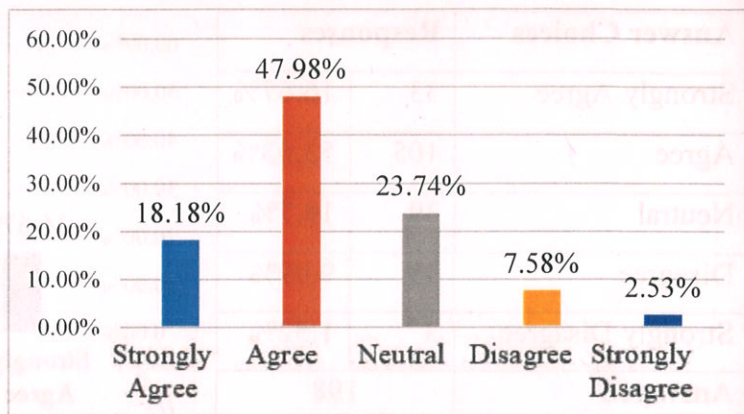
13. The attendance of the students in my class is good

Answer Choices	Responses	
Strongly Agree	33	16.67%
Agree	101	51.01%
Neutral	55	27.78%
Disagree	9	4.55%
Strongly Disagree	0	0%
Answered	198	



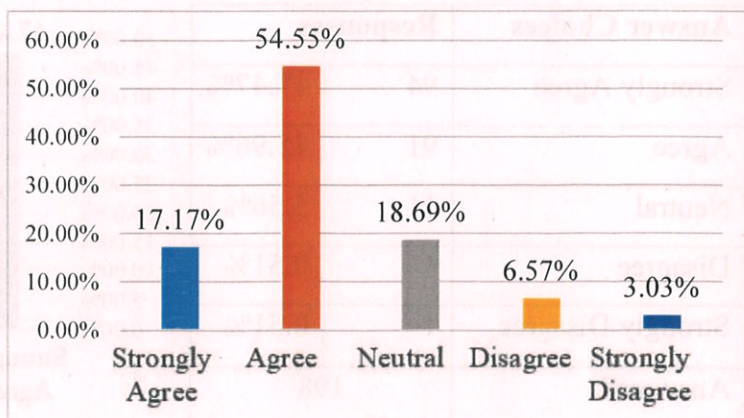
14. MIER College of Education offers high-quality library facilities

Answer Choices	Responses	
Strongly Agree	36	18.18%
Agree	95	47.98%
Neutral	47	23.74%
Disagree	15	7.58%
Strongly Disagree	5	2.53%
Answered	198	



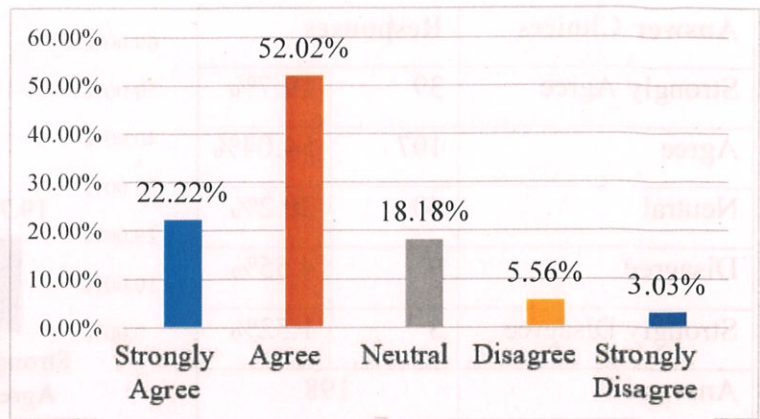
15. The computer lab facilities provided in the college are good

Answer Choices	Responses	
Strongly Agree	34	17.17%
Agree	108	54.55%
Neutral	37	18.69%
Disagree	13	6.57%
Strongly Disagree	6	3.03%
Answered	198	



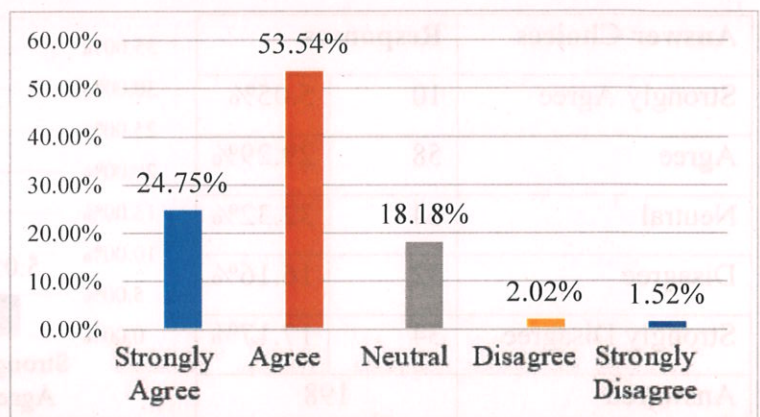
16. I receive adequate attention in the internships/projects/ dissertation

Answer Choices	Responses	
Strongly Agree	44	22.22%
Agree	103	52.02%
Neutral	36	18.18%
Disagree	11	5.56%
Strongly Disagree	4	2.02%
Answered	198	



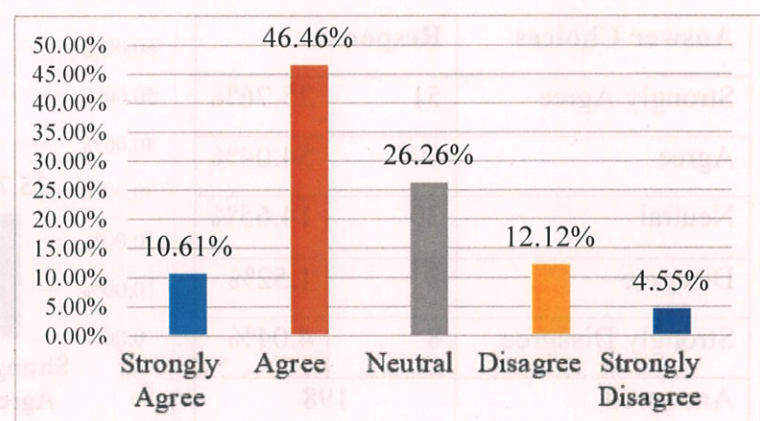
17. The cleanliness on the campus is good

Answer Choices	Responses	
Strongly Agree	49	24.75%
Agree	106	53.54%
Neutral	36	18.18%
Disagree	4	2.02%
Strongly Disagree	3	1.52%
Answered	198	



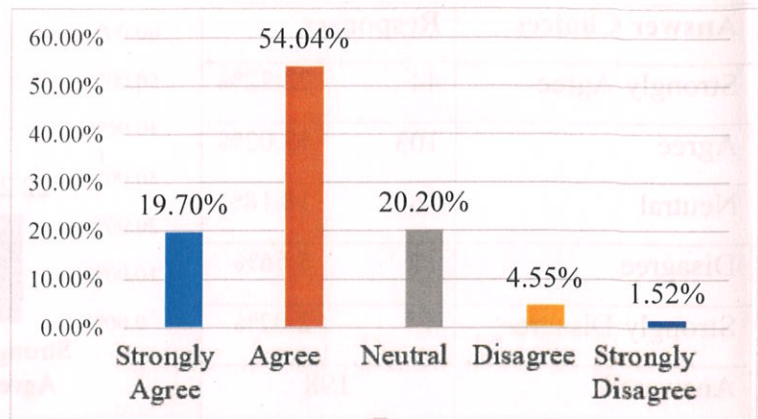
18. The maintenance and cleanliness of toilets are good

Answer Choices	Responses	
Strongly Agree	21	10.61%
Agree	92	46.46%
Neutral	52	26.26%
Disagree	24	12.12%
Strongly Disagree	9	4.55%
Answered	198	



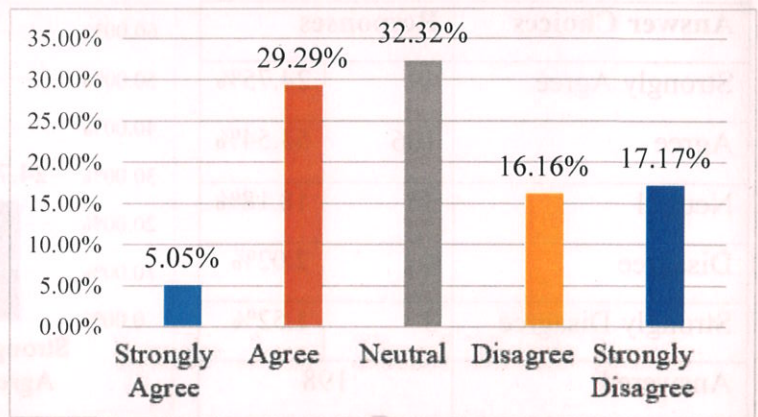
19. The drinking water facilities in the college are adequate

Answer Choices	Responses	
Strongly Agree	39	19.7%
Agree	107	54.04%
Neutral	40	20.2%
Disagree	9	4.55%
Strongly Disagree	3	1.52%
Answered	198	



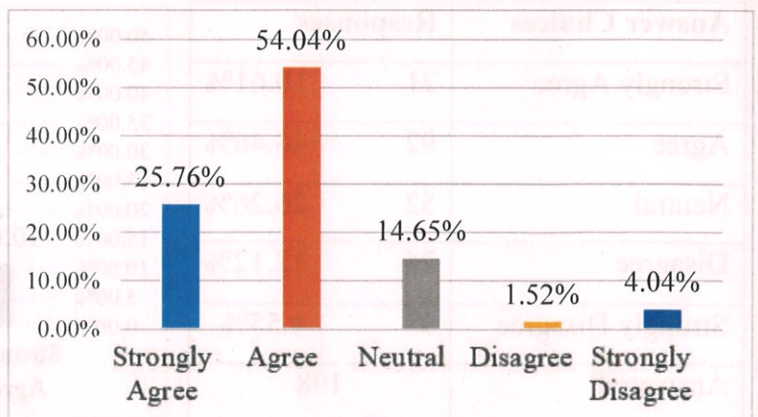
20. The canteen offers hygienic food at affordable prices

Answer Choices	Responses	
Strongly Agree	10	5.05%
Agree	58	29.29%
Neutral	64	32.32%
Disagree	32	16.16%
Strongly Disagree	34	17.17%
Answered	198	



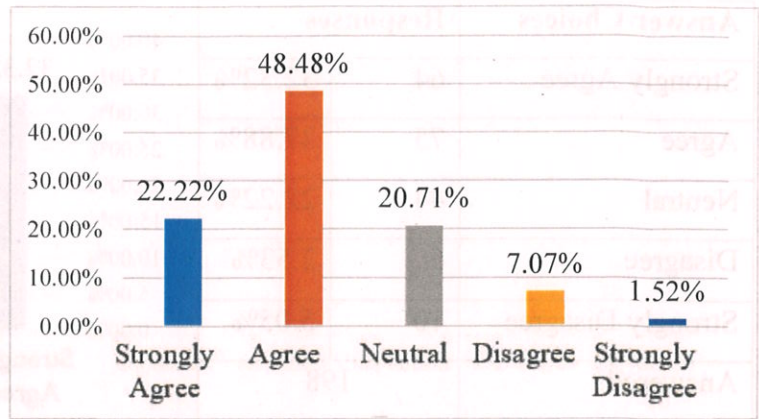
21. The security arrangement in the college is good

Answer Choices	Responses	
Strongly Agree	51	25.76%
Agree	107	54.04%
Neutral	29	14.65%
Disagree	3	1.52%
Strongly Disagree	8	4.04%
Answered	198	



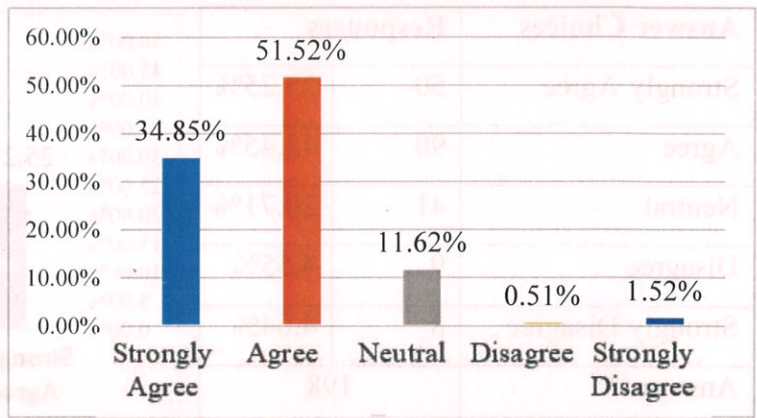
22. I take part in curricular activities organised in the college

Answer Choices	Responses	
Strongly Agree	44	22.22%
Agree	96	48.48%
Neutral	41	20.71%
Disagree	14	7.07%
Strongly Disagree	3	1.52%
Answered	198	



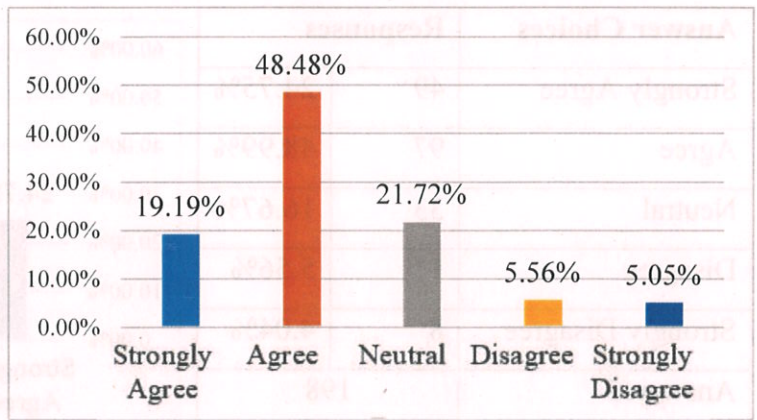
23. The quality and qualifications of the teachers are very good

Answer Choices	Responses	
Strongly Agree	69	34.85%
Agree	102	51.52%
Neutral	23	11.62%
Disagree	1	0.51%
Strongly Disagree	3	1.52%
Answered	198	



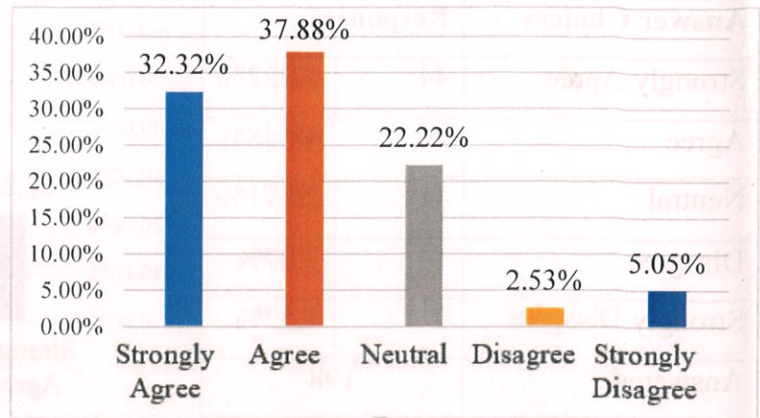
24. The college has high-quality infrastructure

Answer Choices	Responses	
Strongly Agree	38	19.19%
Agree	96	48.48%
Neutral	43	21.72%
Disagree	11	5.56%
Strongly Disagree	10	5.05%
Answered	198	



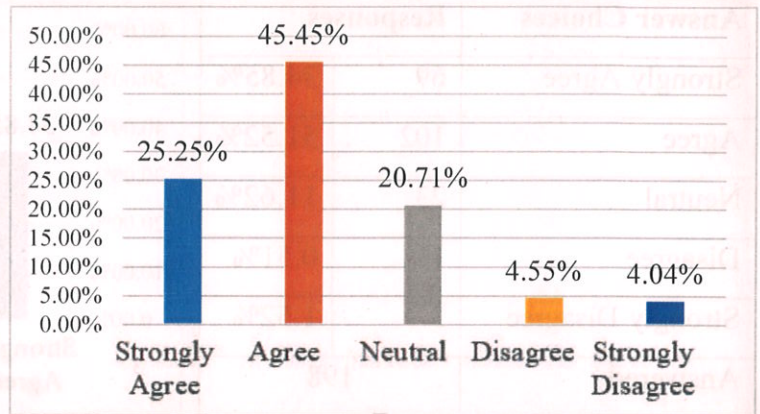
25. MIER College of Education is the best education college in the private sector in J&K

Answer Choices	Responses	
Strongly Agree	64	32.32%
Agree	75	37.88%
Neutral	44	22.22%
Disagree	5	2.53%
Strongly Disagree	10	5.05%
Answered	198	



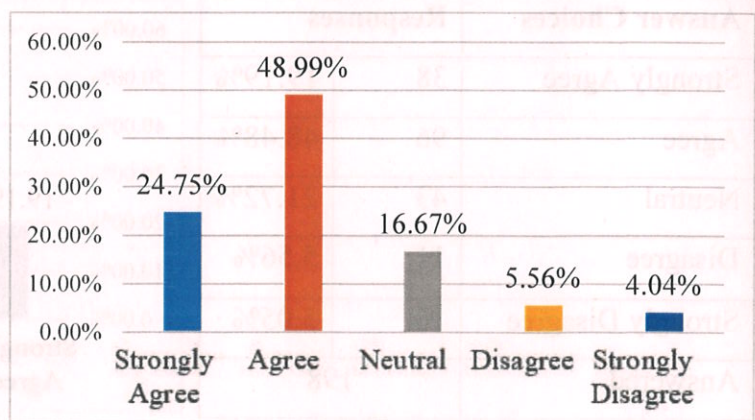
26. I would definitely recommend MIER College to others

Answer Choices	Responses	
Strongly Agree	50	25.25%
Agree	90	45.45%
Neutral	41	20.71%
Disagree	9	4.55%
Strongly Disagree	8	4.04%
Answered	198	



27. MIER College of Education offers diverse exposure & experience to students

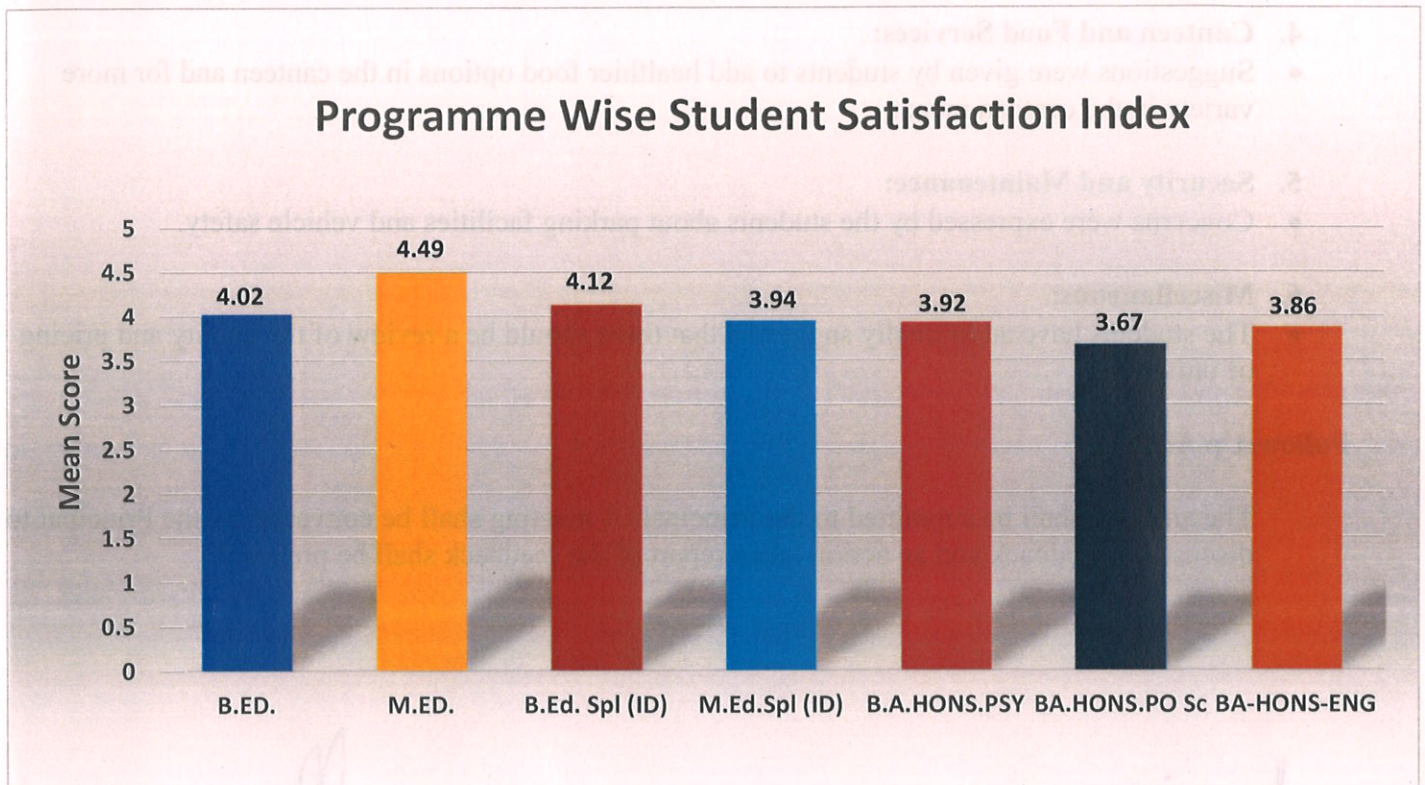
Answer Choices	Responses	
Strongly Agree	49	24.75%
Agree	97	48.99%
Neutral	33	16.67%
Disagree	11	5.56%
Strongly Disagree	8	4.04%
Answered	198	



B. Descriptive Analysis

Summary of students' responses- The College employs innovative ICT technologies for teaching, learning, and evaluation and has an excellent infrastructure for educational technology. The college's faculty members are highly skilled and knowledgeable. Numerous extracurricular events, guest lectures, orientations, seminars, and other activities are planned by the college. The college also places a strong emphasis on the application of student-centric teaching strategies, such as panel discussions, flipped classrooms, experiential learning, and problem-solving techniques. The students have expressed their appreciation for supportive and helpful teachers. The college's efforts to help students develop their personalities through value-added courses, life skills programs, and workshops on communication skills have been praised by the students. Its rigorous methods, which foster in pupils a feeling of discipline, attention, and dedication, are greatly appreciated by the students.

1. The programme-wise Student Satisfaction Index is given below:



The mean score of B.Ed. programme is 4.02 which denotes that 80.4 percent of students are satisfied with the facilities and services being provided by the college. The mean score of M.Ed. programmes is 4.49 which denotes that 89.8 percent of students are satisfied with the facilities and services being provided by the college. For the B.Ed. Spl (ID) and M.Ed. Spl (ID) programmes the mean scores are 4.12 and 3.94 which denotes that 82.4 percent of students and 78.8 percent of students of both programmes are satisfied with the facilities and services being provided by the college. The mean scores of Four Year Undergraduate Programmes- BA (Hons) in Psychology, Political Science and English are 3.92, 3.67 and 3.86 which denote satisfaction percentages of 78.4, 74.4 and 77.2 respectively.

Major Observations/Suggestions by Students:

1. Infrastructure and Facilities:

- The students have expressed a need for enhancements in college infrastructure. There is a call for the expansion of the campus and the creation of more recreational areas.
- They have advocated for improved canteen services, washroom maintenance, and sports amenities.

2. Academic Experience:

- While some students appreciated the dedication of the teaching staff and academic assistance provided, others have expressed concerns about the depth of the curriculum, availability of practical learning opportunities, and internships.

3. Student Activities and Events:

- Recommendations include the incorporation of more practical knowledge, field trips, and cultural events.
- The students have requested a convocation ceremony for pass-out students.

4. Canteen and Food Services:

- Suggestions were given by students to add healthier food options in the canteen and for more variety in the canteen menu.

5. Security and Maintenance:

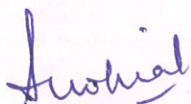
- Concerns were expressed by the students about parking facilities and vehicle safety.

6. Miscellaneous:

- The students have additionally suggested that there should be a review of the quality and pricing of uniforms.

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 Kour Mohial
Coordinator IQAC



Prof. Adit Gupta

Principal



Action Taken Report

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

S.No.	Area of Concern	Action Taken
1.	Infrastructure and Facilities	<ul style="list-style-type: none"> • The college management has initiated a comprehensive review of the infrastructure requirements identified by the students. Plans for campus expansion and the creation of additional recreational areas are currently underway, with a focus on enhancing the overall student experience. • Immediate steps have been taken to address concerns related to canteen services, washroom maintenance, and sports amenities. A maintenance schedule has been implemented to ensure regular upkeep and cleanliness of these facilities.
2.	Academic Experience	<ul style="list-style-type: none"> • The feedback regarding the academic experience has been carefully considered. Efforts are being made to enrich the curriculum by incorporating more practical learning opportunities and internships. Faculty members have been encouraged to explore innovative teaching methods to deepen students' understanding of the subjects.
3.	Student Activities and Events	<ul style="list-style-type: none"> • Plans are in place to organize more field trips, cultural events, and workshops to provide students with additional practical knowledge and exposure. Furthermore, arrangements are being made for a convocation ceremony to celebrate the achievements of pass-out students and foster a sense of accomplishment.
4.	Canteen and Food Services	<ul style="list-style-type: none"> • The canteen vendor has been replaced and the contract for canteen facilities has been given to a new vendor to improve the food services. The

		management has also taken note of the suggestions to introduce healthier food options and enhance the variety of the canteen menu.
5.	Security and Maintenance	<ul style="list-style-type: none"> Measures have been implemented to address concerns raised about parking facilities and vehicle safety. The security team has been briefed to enhance security protocols, including increased surveillance and patrols, to ensure the safety and security of students and their belongings.
6.	Miscellaneous	<ul style="list-style-type: none"> A thorough review of the quality and pricing of uniforms has been initiated by the management. Efforts are being made to source high-quality materials at competitive prices to address the concerns raised by students.

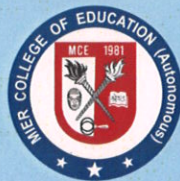
Jasleen
Jasleen Kour Mohial
Coordinator IQAC

Adit Gupta
Prof. Adit Gupta
Principal





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MIER COLLEGE OF EDUCATION (AUTONOMOUS)

