

R. C. Patel Institute of Pharmaceutical Education and Research,
Shirpur

Internal Quality Assurance Cell (IQAC)

Students Satisfaction Survey (SSS)
on
Overall Institutional Performance

Report

Academic Year 2019-2020

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Report of Students Satisfaction Survey (SSS) on **Overall Institutional Performance**

Student satisfaction survey is one of the most important instruments for the improvement of any educational institute. Due to its importance in the institutional development, National Assessment and Accreditation Council (NAAC) made it mandatory for the educational institutions.

We have adopted online feedback collection mechanism. Collected feedbacks are analyzed with software and the report is prepared. The feedback report is discussed in IQAC Committee meeting, approved and communicated to the authority for taking action. We have designed the various kinds of feedbacks viz. Students Satisfaction Survey on Overall Institutional Performance, Students Satisfaction Survey on teaching and curriculum, Students feedback on Teacher and Parents feedback on Institution.

In the academic year 2019-2020, for Students Satisfaction Survey (SSS) on Overall Institutional Performance, 40 questions were asked to students to give their feedback on overall performance of the institute. The questions of the Questionnaire are as follows

The Questionnaire for Students Satisfaction Survey (SSS) on Overall Institutional Performance is designed as follows

Student Satisfaction Survey (SSS)						
I	Questions about the quality of teaching					
1	How effective the professors/teachers teach at this university?	Very poorly	Poorly	Average	Effective	Very effective
2	Are the lecturers proficiency of communication enough?	Very poorly	Poorly	Average	Effective	Very effective
3	How effectively is this course/class/subject taught?	Very poorly	Poorly	Average	Effective	Very effective
4	Value you are getting from the course content?	Very poorly	Poorly	Average	Effective	Very effective
5	How relevant is the curriculum to your field of study?	Totally outdated	Somewhat outdated	Average	Relevant	Updated Effectively
6	Do you feel your degree program has made you competent for placemen	Never	Rarely	Sometimes	Always	
7	How would you rate the following aspects of your educational experience:					
7.1	Material availability	Poor	Average	Good	Very Good	Excellent
7.2	Academic advising	Poor	Average	Good	Very Good	Excellent
7.3	Access to teaching faculty	Poor	Average	Good	Very Good	Excellent
7.4	Fellow students' academic ability	Poor	Average	Good	Very Good	Excellent
7.5	The academic reputation of the Institute	Poor	Average	Good	Very Good	Excellent
7.6	Value of education for the price	Poor	Average	Good	Very Good	Excellent
II	Questions about the learning environment					
1	Helpful attitude of your academic advisor?	Poor	Average	Good	Very Good	Excellent
2	Safety feelings in your campus?	Poor	Average	Good	Very Good	Excellent
3	Your satisfaction level with the diversity and quality of the offered extracurricular activities	Poor	Average	Good	Very Good	Excellent
4	Your satisfaction level with the campus staff with	Poor	Average	Good	Very Good	Excellent

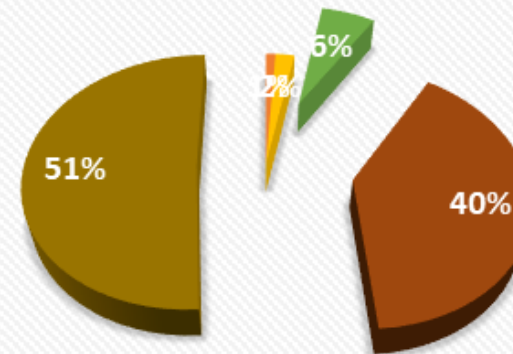
	administrative and other is					
5	How would you rate the following aspects of student life at the Institute					
5.1	Sport and recreational facilities	Poor	Average	Good	Very Good	Excellent
5.2	Clubs and student organizations	Poor	Average	Good	Very Good	Excellent
5.3	Student diversity & Social Life	Poor	Average	Good	Very Good	Excellent
5.4	Campus amenities	Poor	Average	Good	Very Good	Excellent
5.5	Extra-Curricular Activities	Poor	Average	Good	Very Good	Excellent
5.6	Health & Medical Facilities	Poor	Average	Good	Very Good	Excellent
III	Questions about facilities/Infrastructure					
1	Maintenance of the available facilities?	Poor	Average	Good	Very Good	Excellent
2	Your satisfaction with the Hostel facilities?	Poor	Average	Good	Very Good	Excellent
3	Your satisfaction with the quality of the food served at the Institute Canteen	Poor	Average	Good	Very Good	Excellent
4	Ease of getting the resources you need from the university library?	Poor	Average	Good	Very Good	Excellent
5	How would you rate the following services/facilities at the University					
5.1	Campus	Average	Good	Very Good	Excellent	
5.2	Class and Laboratory Facilities	Average	Good	Very Good	Excellent	
5.3	Library	Average	Good	Very Good	Excellent	
5.4	Parking	Average	Good	Very Good	Excellent	
5.5	Public Transportation	Average	Good	Very Good	Excellent	
5.6	Student residences	Average	Good	Very Good	Excellent	
5.7	Food Services	Average	Good	Very Good	Excellent	
5.8	Sports and fitness facilities	Average	Good	Very Good	Excellent	
5.9	Career counselling and placement	Average	Good	Very Good	Excellent	

5.10	WiFi	Average	Good	Very Good	Excellent	
IV	Other Questions					
1	How satisfied are you with the Institute policies?	Very Dissatisfied	Dissatisfied	Average	Satisfied	Very Satisfied
2	How satisfied are you with the overall experience studying here?	Very Dissatisfied	Dissatisfied	Average	Satisfied	Very Satisfied
3	How likely are you to continue attending this Institute for additional Degree	Very Dissatisfied	Dissatisfied	Average	Satisfied	Very Satisfied
4	How likely are you to recommend this University to others?	Very Dissatisfied	Dissatisfied	Average	Satisfied	Very Satisfied

Questions about quality of teaching

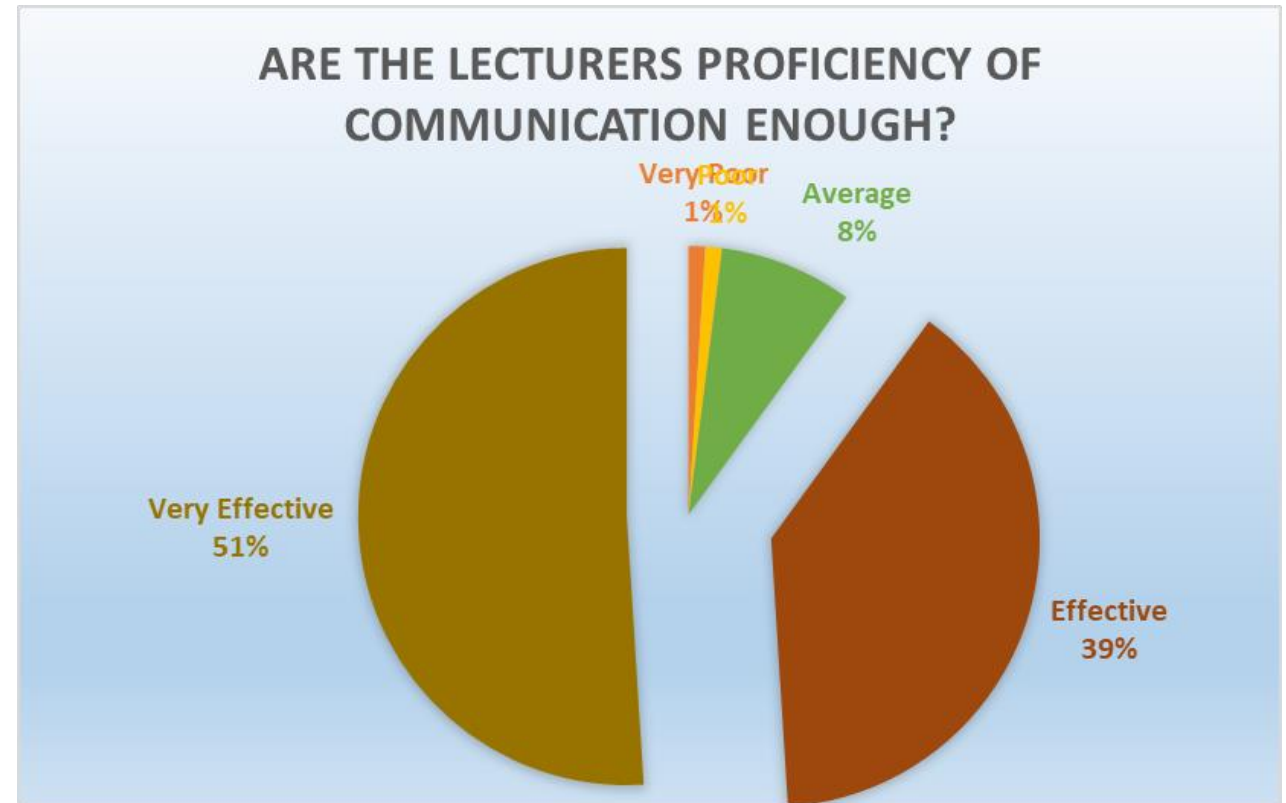
- How effective the professors/ teachers teach at this Institute

HOW EFFECTIVE THE PROFESSORS/ TEACHERS TEACH AT THIS INSTITUTE?

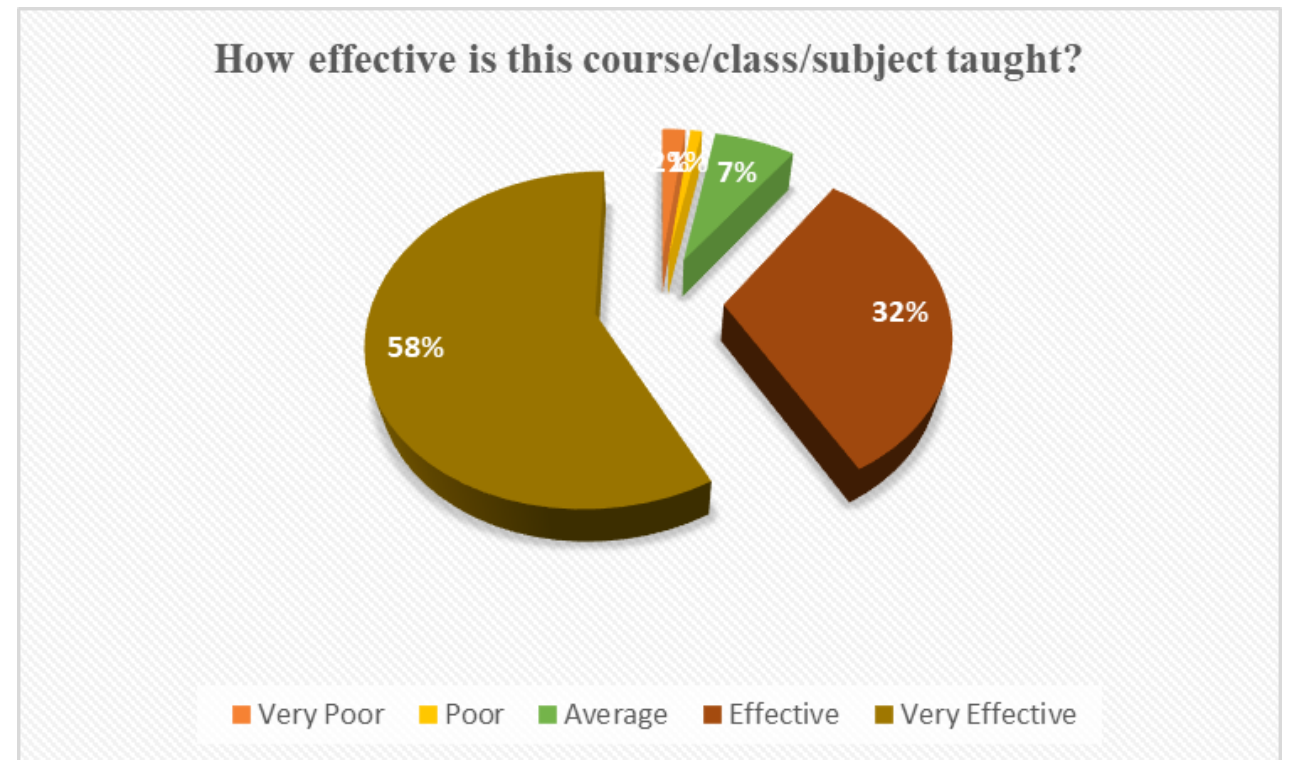


Very Poor Poor Average Effective Very Effective

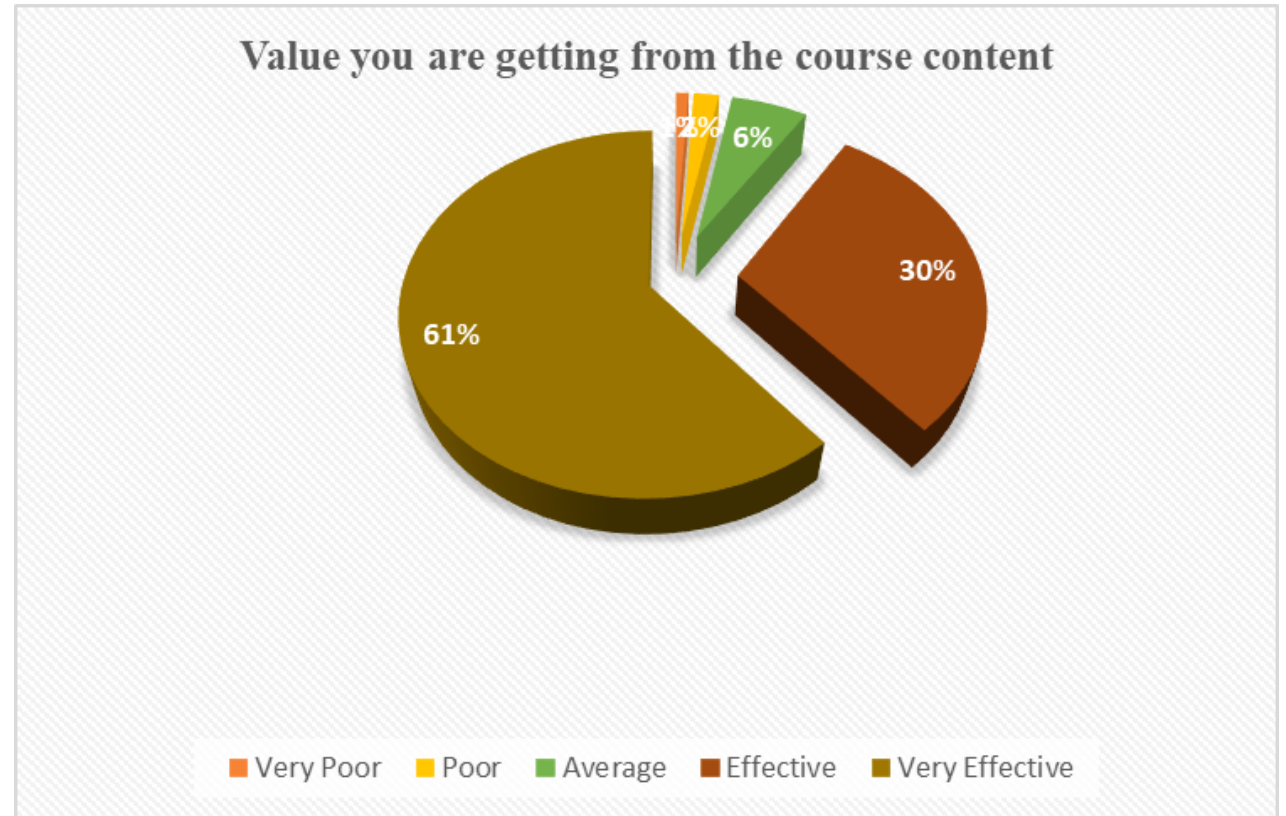
- Are the lecturer's proficiency of communication enough?



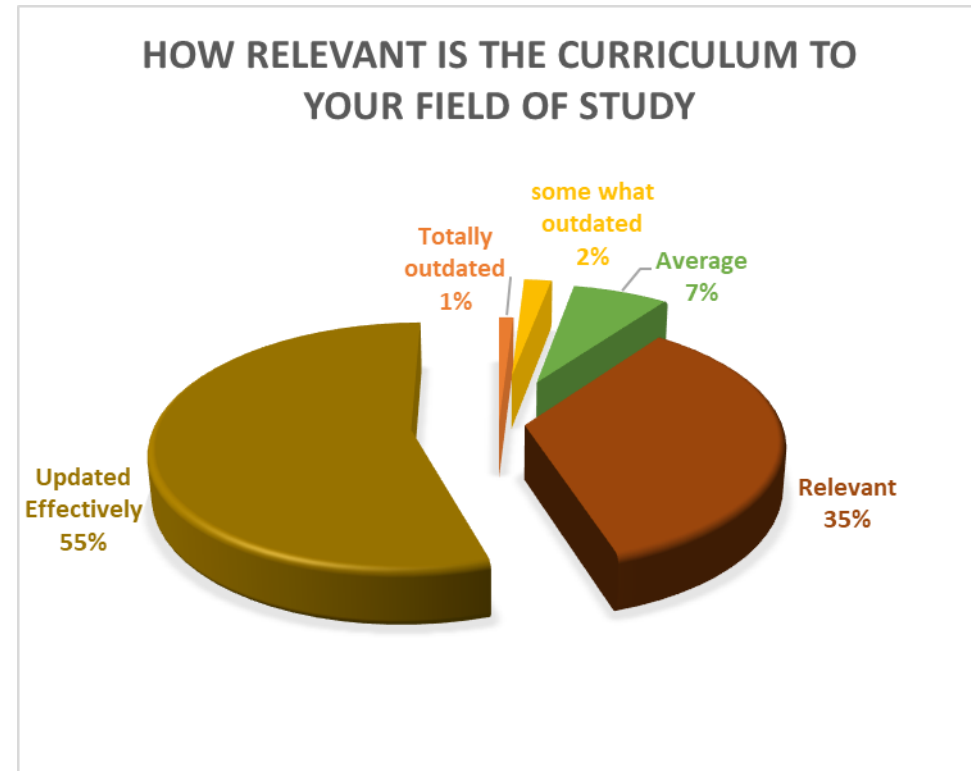
How effectively is this course/
class/subject taught?



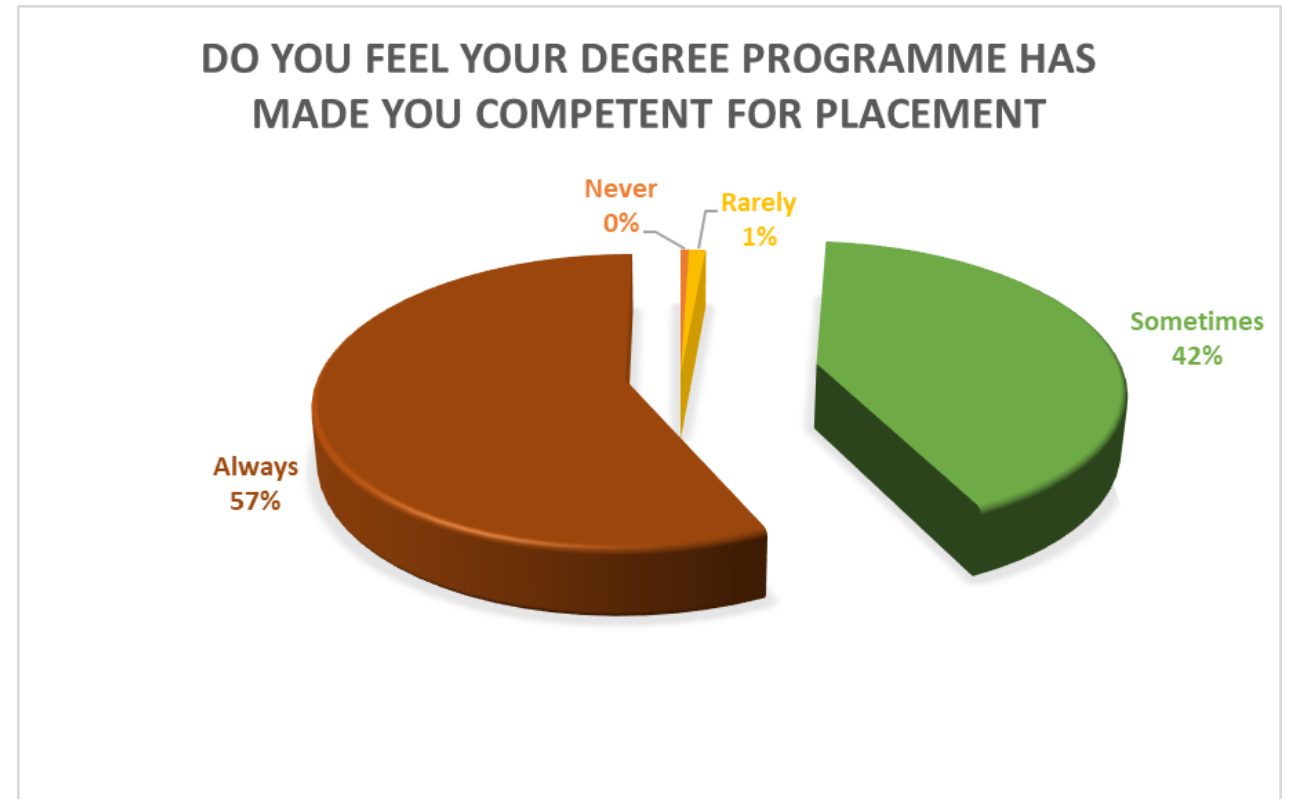
Value you are getting from the course content



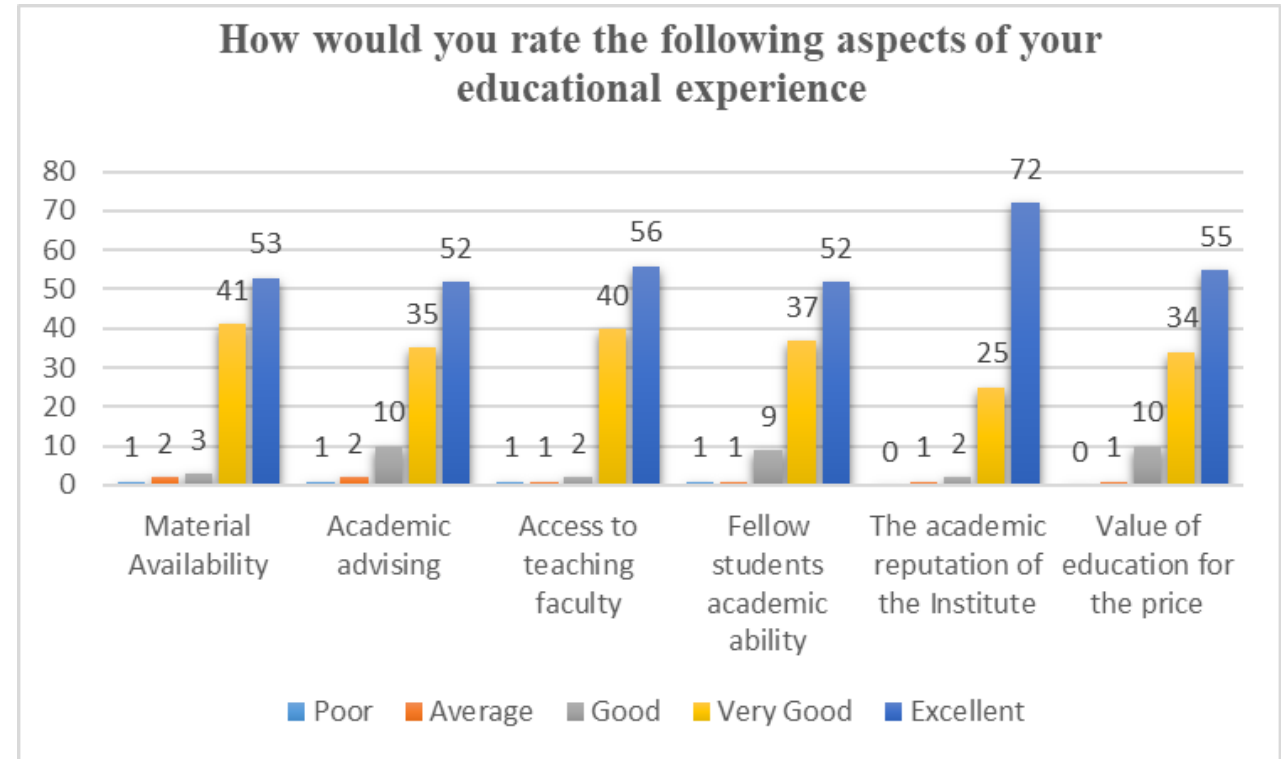
How relevant is the curriculum to your field of study?



Do you feel your degree programme has made you competent for placement?



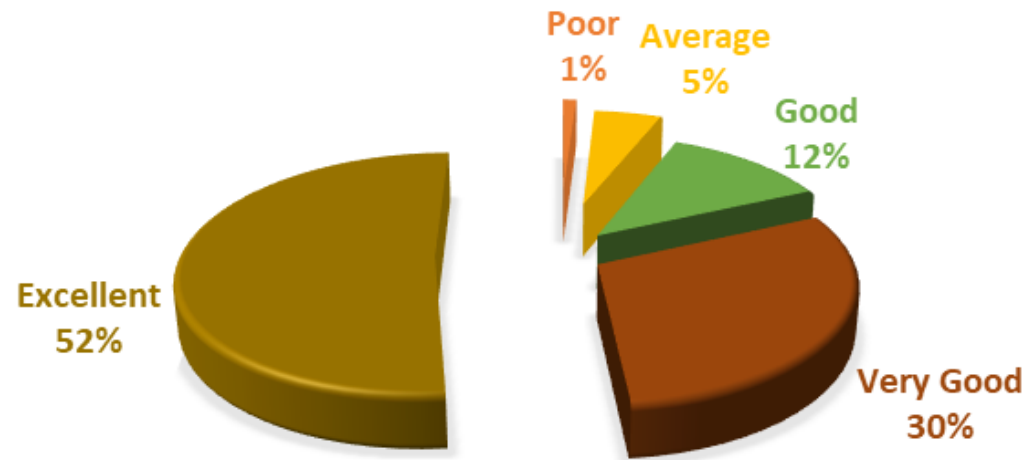
How would you rate the following aspects of your educational experience



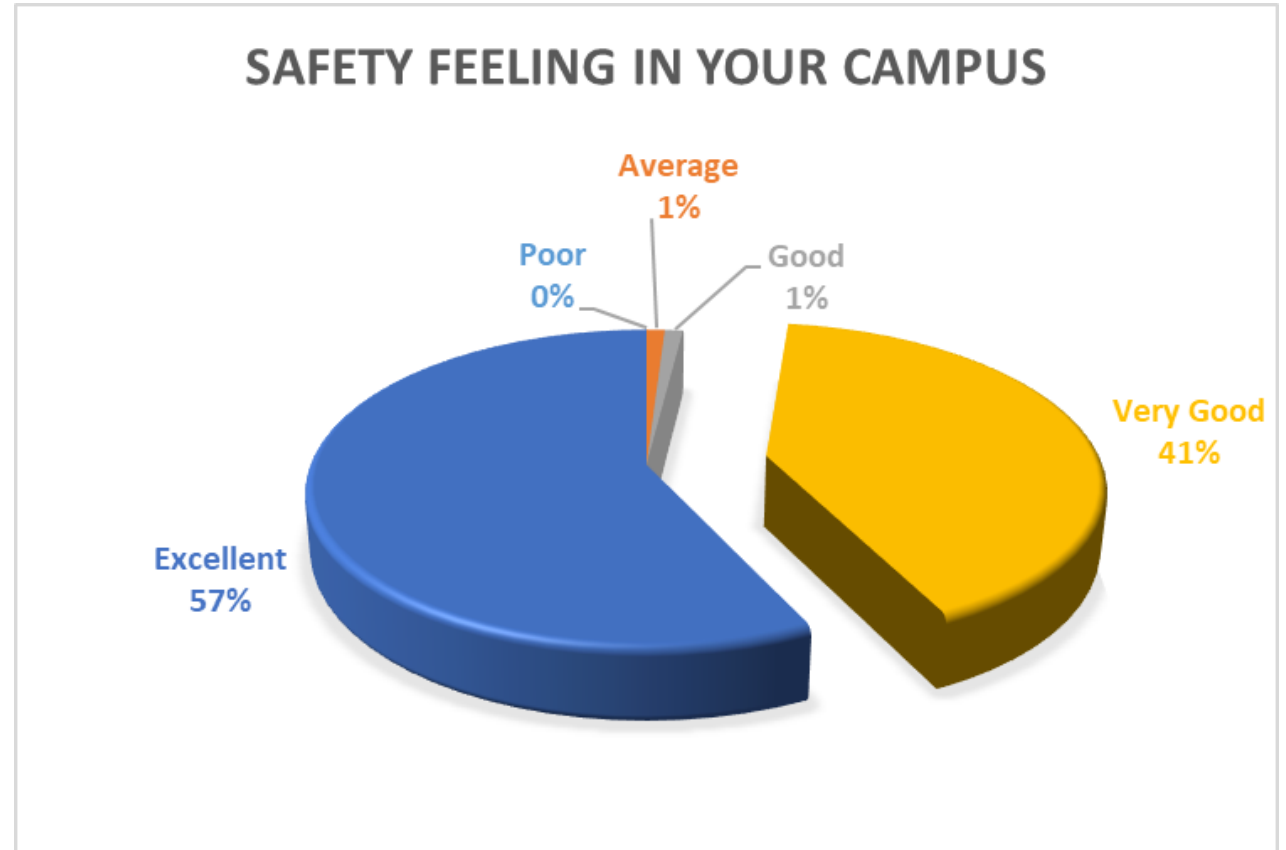
Questions about the learning environment

- Helpful attitude of your academic advisor?

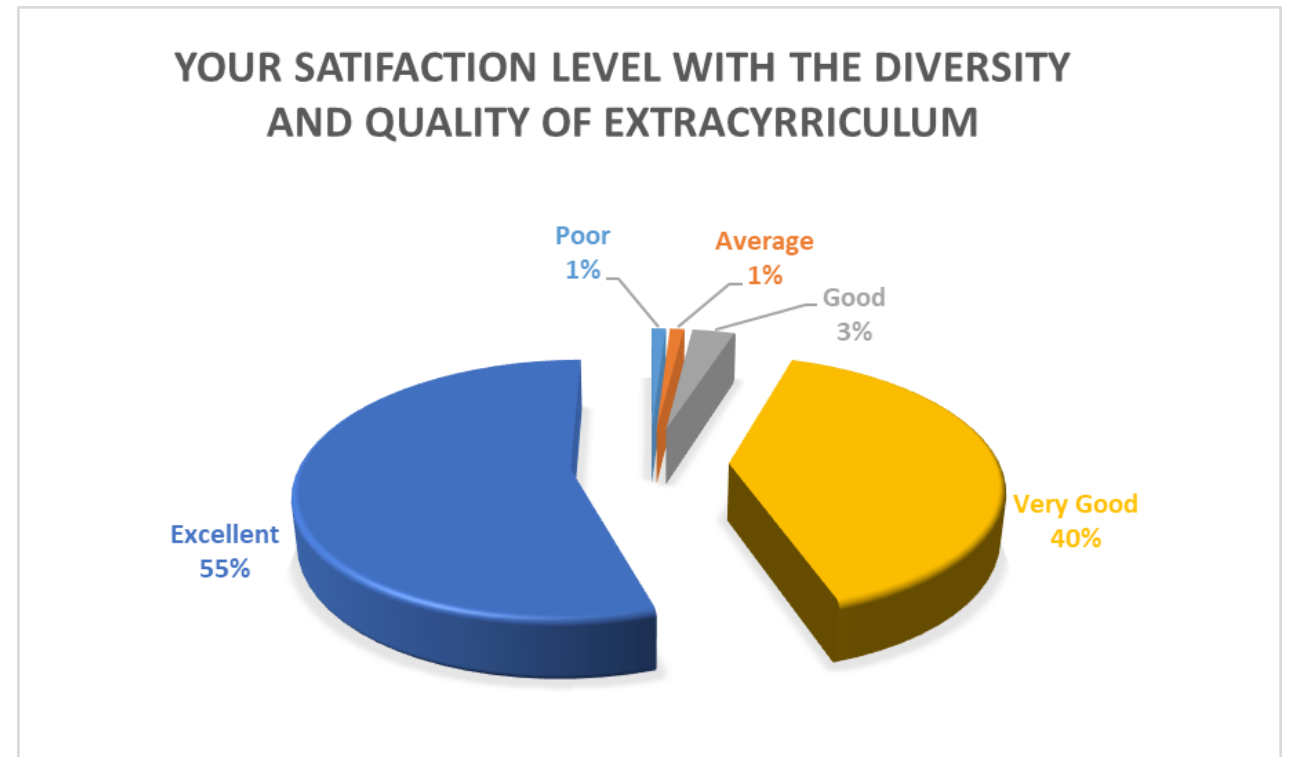
HELPFUL ATTITUDE OF YOUR ACADEMIC ADVISOR



Safety feelings in your campus

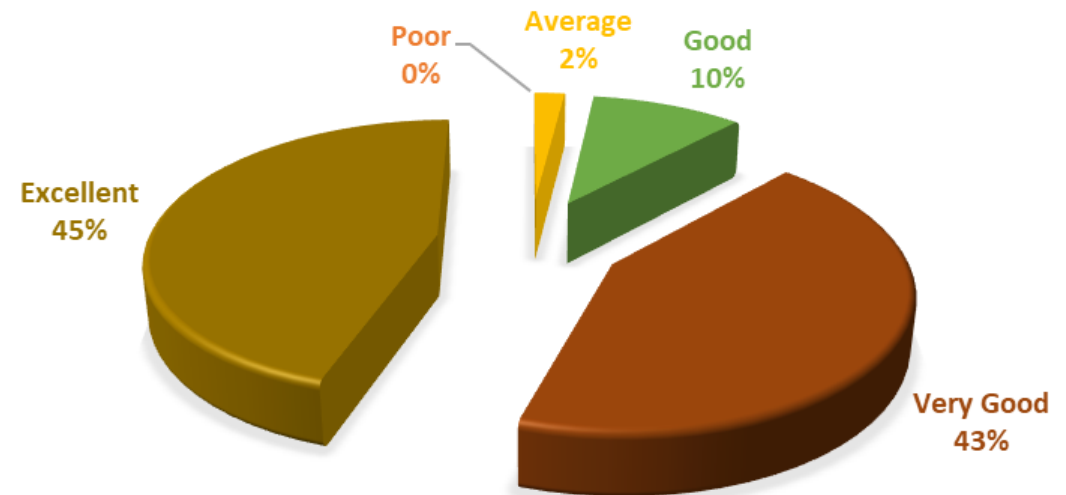


Your satisfaction level with the diversity and quality of extra curriculum

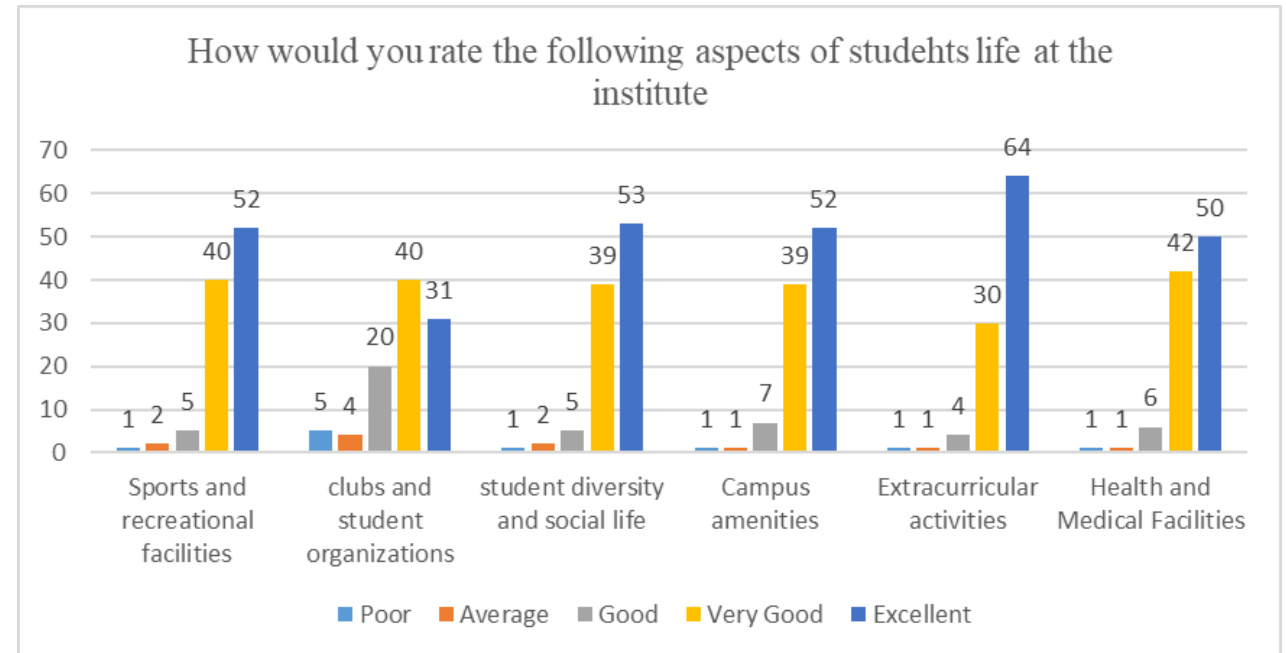


Your satisfaction level with the campus staff with administrative and other

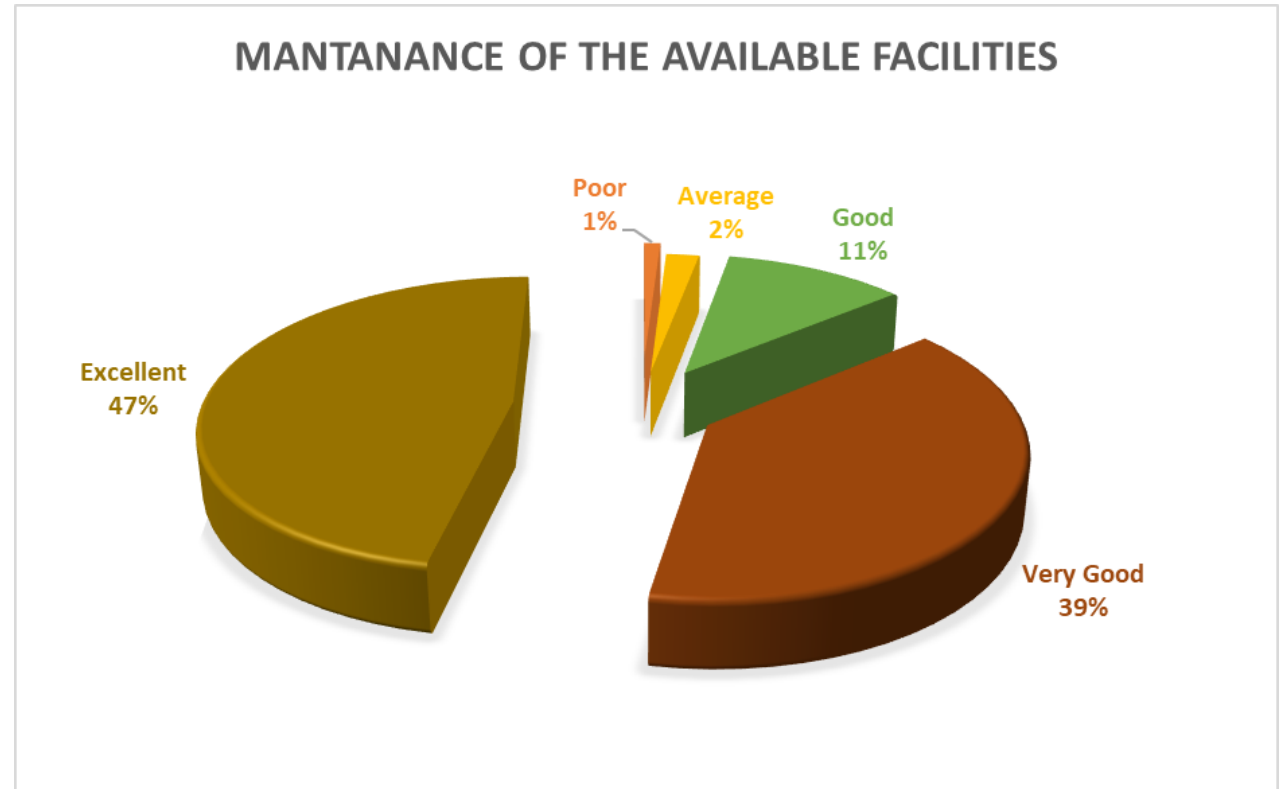
YOUR SATISFACTION LEVEL WITH THE CAMPUS STAFF WITH ADMINISTRATIVE AND OTHER



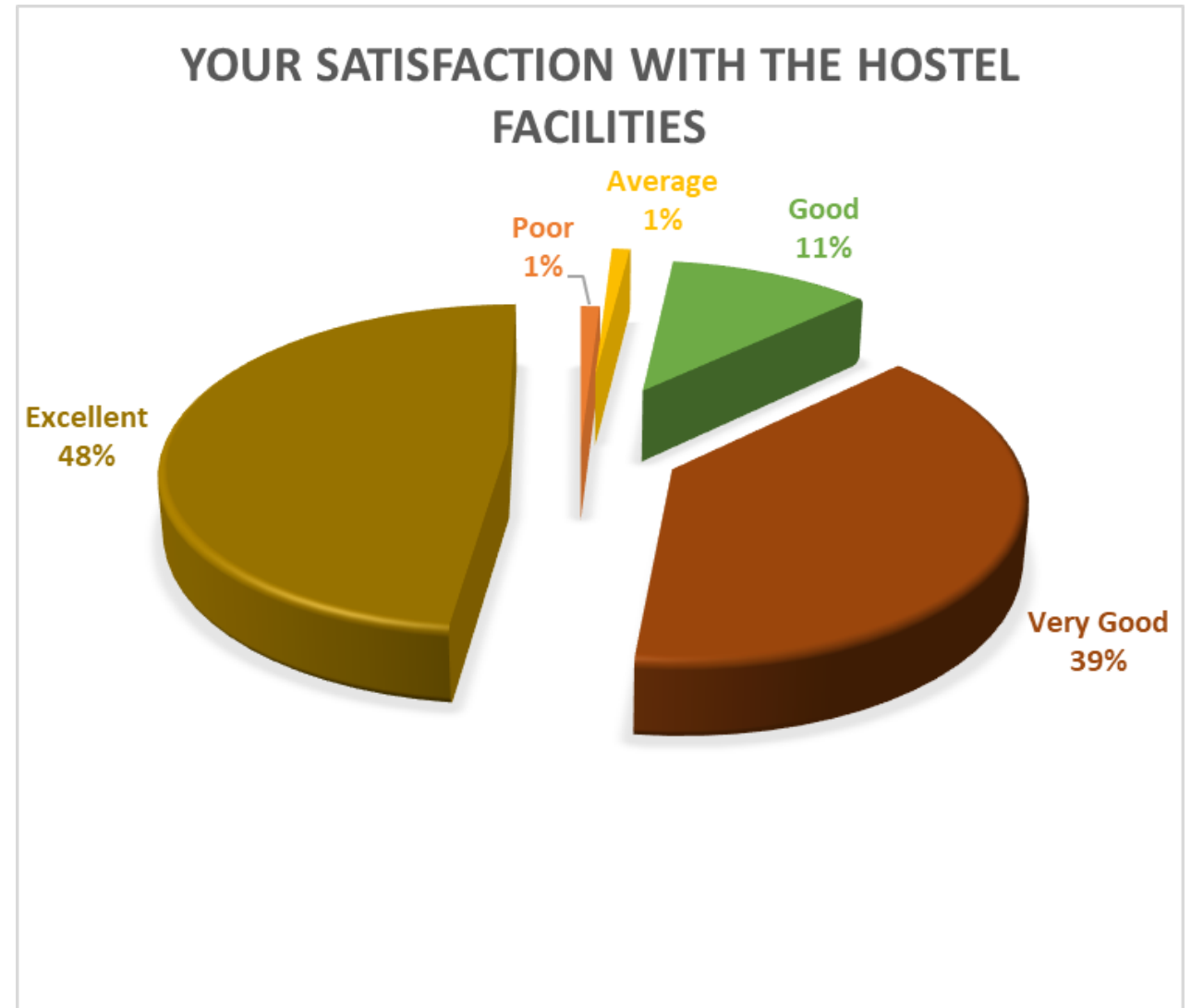
How would you rate the following aspects of student's life at the Institute



Questions about facilities / infrastructure



Your satisfaction with the Hostel facilities

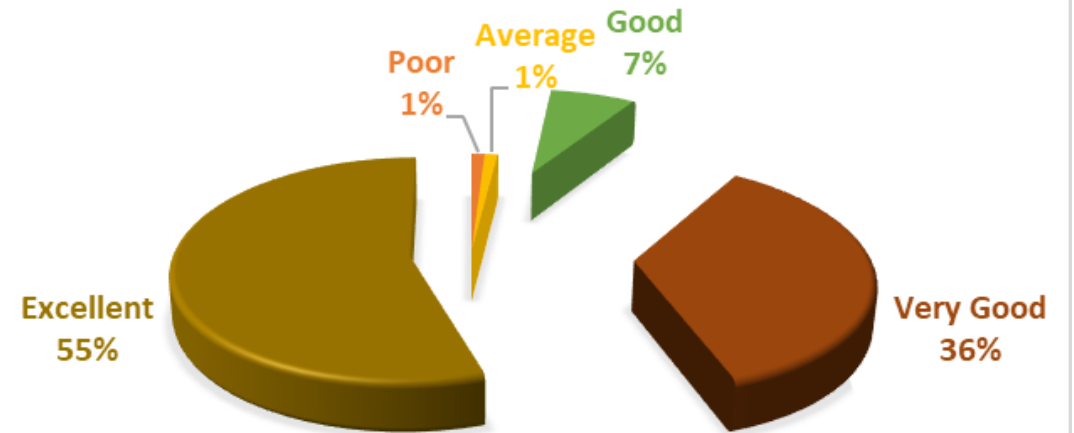


Your satisfaction with the quality of the food served at the Institute cafeteria

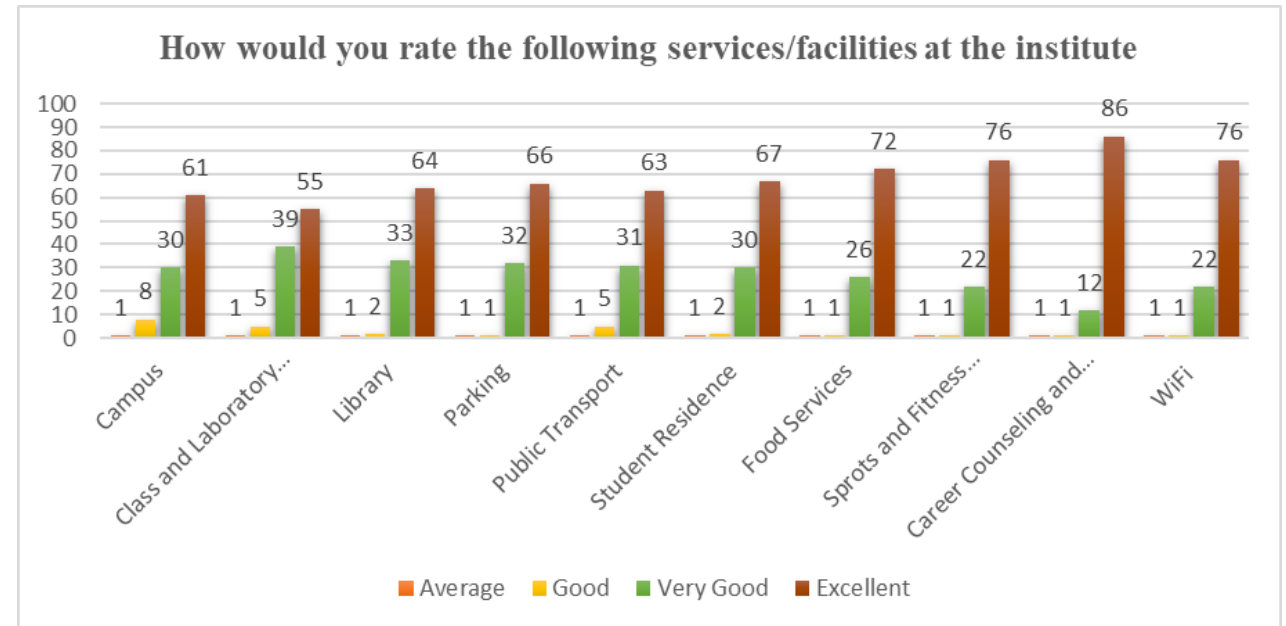


Ease of getting the resources you need from the Institute library?

EASE OF GETTING THE RESOURCES YOU NEED FROM THE INSTITUTE LIBRARY

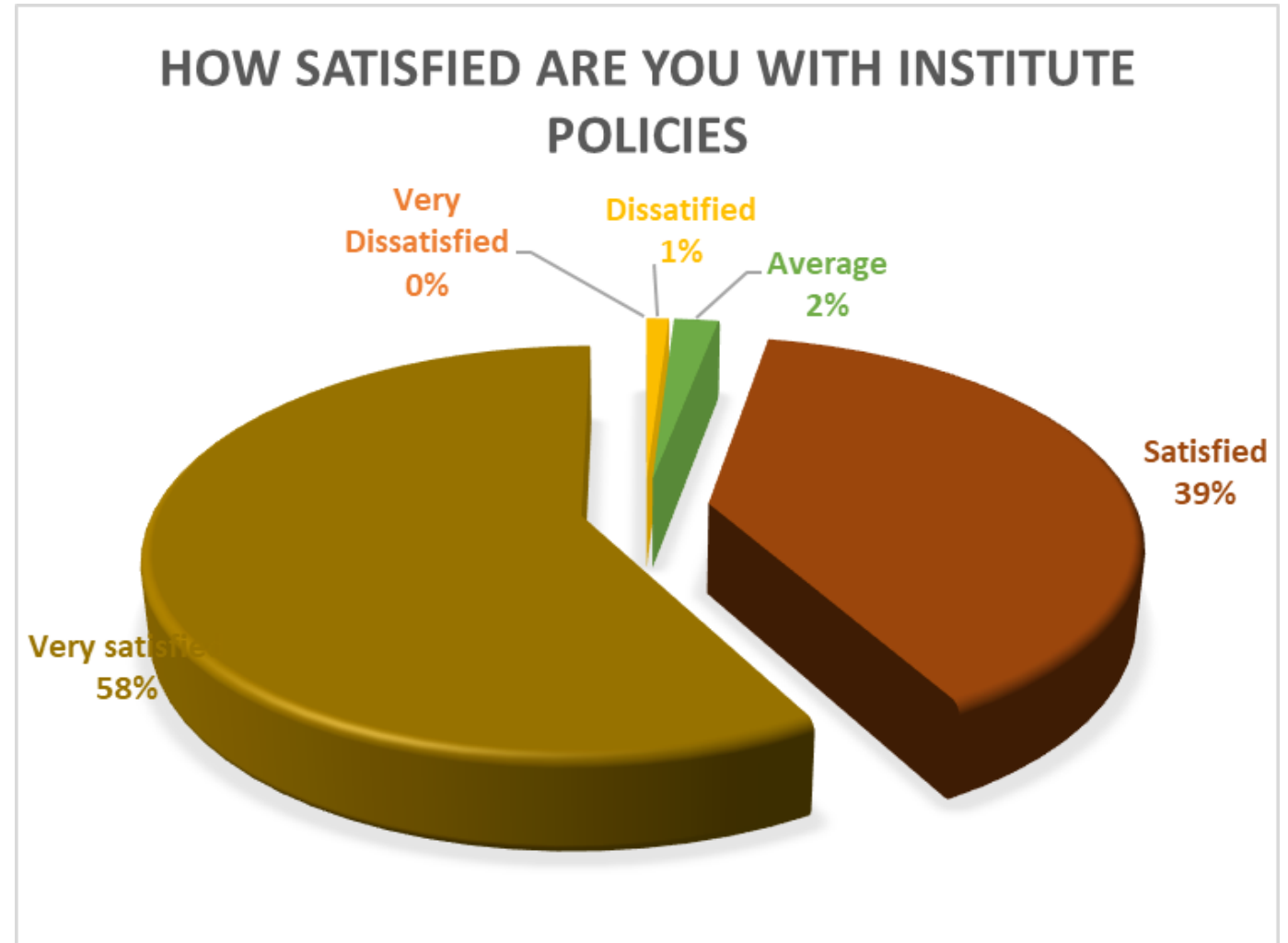


How would you rate the following services/ facilities at the Institute

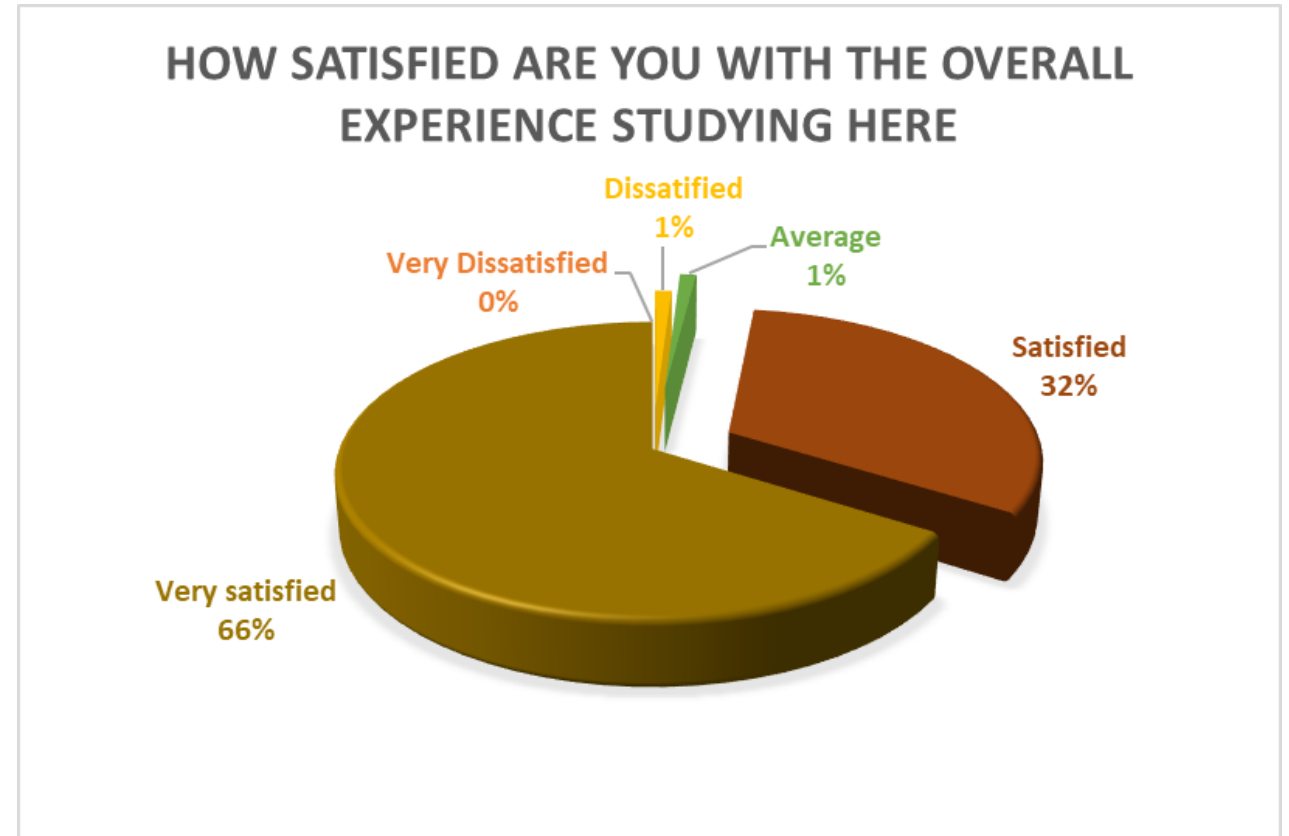


Other Questions

- How satisfied are you with Institute Policies

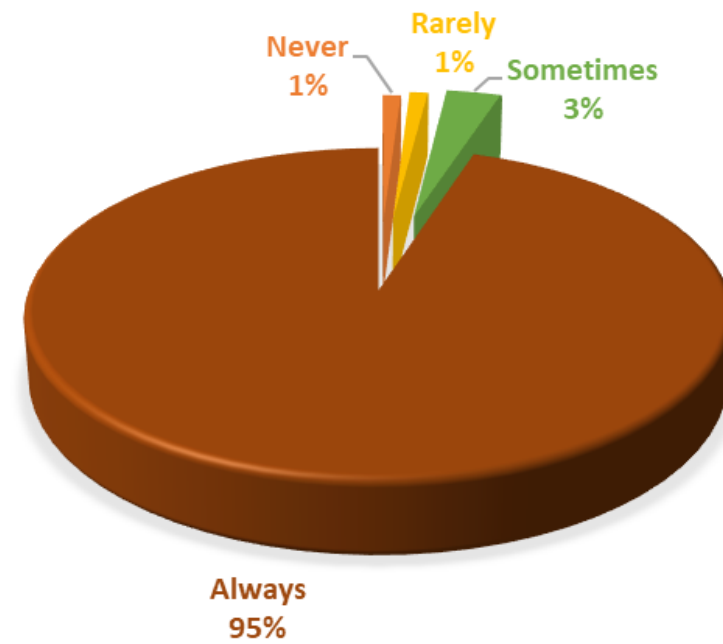


How satisfied are you with the overall experience studying here



How likely are you to continue attending this Institute for additional Degree

HOW LIKELY ARE YOU TO CONTINUE ATTENDING THE INSTITUTE FOR ADDITIONAL DEGREE



How likely are you to recommend this Institute to others

