

Students Satisfaction Survey – March /April 2021

Internal Quality Assurance Event Committee (IQAEC) under the umbrella of IQAC of Sushant University conducted the Students Satisfaction Survey of all the eight schools of the university from 25th March 2021 to 04th April 2021. The Survey was conducted with the following objectives:

To obtain true unbiased opinion about the various aspects of the learning process in Sushant University from research to quality teaching to availability of learning resources and any other issue that help in delivering high quality learning experience to all student community members.

The Consolidated Report of Students Satisfaction Survey conducted in March-April 2021

As we all know that students are equal stakeholders in improving the overall learning experience at Sushant University, the University took the initiative of listening to the voices of the student community. University recognize the involvement of student participation in the institutional quality enhancement processes as crucial and invaluable factor because of the following:

- Students are the largest group within University and therefore are the main stakeholders who have a much stronger voice than any other stakeholders.
- Students are quite well informed, committed, participative, motivated and curious, and this provides for valuable contributions.
- The several dimensions of student participation often surpass the four walls of the institution and other academic frontiers, following the trend that induces or obliges the institutions to open up to the society.

Of late, world over, there is a wide and positive attitude towards increased student influence in higher education governance including the role of student activism in social changes. Therefore, students are the driving force behind ambitious and far reaching reforms in University. As part of Internal Quality Assurance activities at University level, Quality awareness campaign was organised on 19 March 2021 amongst student's council members plus student's representatives of different schools where in importance of survey was discussed. It was followed by a **student satisfaction survey for the current semester that started in January 2021 till the mid semester exam.**

1. Note:

- a. A total of 346 students responded in the survey out of Approximately 2150 students of the university, i.e., 15% which is quite low as per the sample size. **We have to encourage more students to participate and increase more awareness by connecting regularly with the student council.**

b. All the data are enlisted in the excel sheet and most of the answers were converted to a 5-point grading scale, keeping 5 as excellent, 4 as good, 3 as average, 2 as below average and 1 as poor. Only the critical points are discussed below

2. Major findings from the Survey:

a. Total number of students participated in the survey is 346. School wise division is

SoPD	SAA	SOL	SOB	VHTBS	SET	SHS	SoD	UNIVERSITY	
22	113	36	19	90	20	24	22	346	Sample size
45	565	264	269	114	248	398	255	2113	Total students
49%	20%	13%	7%	79%	8%	6%	8%	15%	Response %

b. Only two Schools (SOL and VHTBS) secured more than 4 in overall average. The details of the overall average are

SoPD	SAA	SOL	SOB	VHTBS	SET	SHS	SoD	UNIVERSITY
3.8	3.5	4.17	3.46	4.1	3.55	3.56	3.47	3.7

The University average is 3.7, and five schools are below it needs to work on it.

c. The following questions received highest rating considering all schools of Sushant University

Questions	University Rating
How well are the teachers prepared for the class?	4.27
Accessibility of the teacher in and out of the class includes the availability of the teacher to motivate further study and discussion outside class	4.17
Is there continuous learning and assessment with quizzes /tests/assignments/examinations and projects to evaluate students understanding of the course	4.05
What effect do you think the internal assessment will have on your course grade?	4.05
Rate fairness of the internal evaluation process by the teachers	3.94

d. The following questions received lowest grading considering all schools of Sushant University

Questions	University Rating
For how many courses in the current semester syllabus was shared with you in introduction?	2.84
Are you satisfied with the Internship and Placements opportunities provided by your institution?	3.25

How are the recreational opportunities provided by the University?	3.28
If you are a hosteller answer- Are you satisfied with the hostel facilities?	3.38
Appraise the relevance of additional source material shared for obtaining knowledge (Library etc.)	3.42

3. Concluding remarks:

The small sample size of the students participated in the Survey which needs to be addressed by organising more awareness program with student council members plus students representatives to explain importance of quality in teaching, learning and assessment process. Data so obtain becomes base point for future analysis and based on present survey the five critical areas are identified in para 2d above need to addressed by each schools. Also apart from SOL and VHTBS, all schools need to improve the quality as per the Student's Satisfaction Survey.

Signature of IQAEC Chairperson

Coordinator IQAC _SU

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Date: 12th May 2021

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