

To  
The Principal,  
AITS, Tirupati

Through: IQAC, AITS, Tirupati

Subject: Submission of report on student satisfaction survey (SSS) for the academic year  
2021-22.

Respected sir


In the academic year 2021-22, under the guidance of IQAC of the college, the feedback committee created the questionnaire for student satisfaction on the overall performance of the institution. Twenty five questions were prepared in the Google form covering all the key aspects of the institution performance and circulated among the students through social media group. Heads of the Departments were directed to motivate their students to participate in the student satisfaction survey. A large number of students participated and the responses were recorded. Opinion of the students on different questions was analysed to identify the areas of improvement. The detailed report of the observations and analysis to identify the areas of improvement was submitted for your perusal. Further, it is requested to suggest necessary action plans and corrective measures.

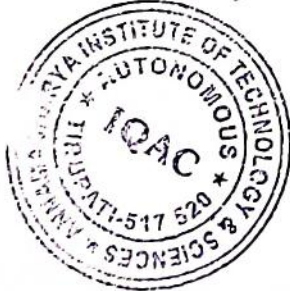
Thanking you


Date: 20-09-2022

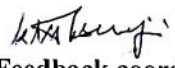
Place: Tirupati

Enclosure: A copy of feedback report

  
IQAC  
(Dr. K. RAMYA)



Yes  
Approved .  
  
Principal 20.9.2022.  
PRINCIPAL  
ANNAMACHARYA INSTITUTE OF  
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Feedback coordinator  
(Dr. K. THULASIRAJAN)

## Student Satisfaction Survey report

### Academic year 2021-22

Student satisfaction survey on the overall performance of the institution was collected from the students for the academic year 2021-22 through online mode. 25 questions were prepared in the google form and circulated among the students through social media group. Google form link was <https://forms.gle/Kx5Nmu33nNicovZJA>. Students from different courses were encouraged to participate in the student satisfaction survey. The list of questions posted in the google form were presented in table 1.

**Table 1: List of questions**

Q No	Questions
Q1	How much of the syllabus was covered in the class?
Q2	The teachers communicate with the students very effectively.
Q3	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching ?
Q4	Teachers encourage you to participate in extracurricular activities
Q5	Internal evaluation process (mid and internal lab exams) by the teachers is fair and transparent.
Q6	The teaching and mentoring (counselling) process in your Institution facilitates you in cognitive, social and emotional growth
Q7	Teachers inform you about your expected competencies, course outcomes and Programme Outcomes
Q8	The teachers illustrate the concepts through examples and applications
Q9	Teachers preparedness for the classes is well
Q10	The teachers identify your strengths and encourage you with providing right level of challenges
Q11	The institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process through feedback and similar systems.
Q12	Teachers makes effects to inculcate soft skills, life skills and employability skills to make you ready for the world of work
Q13	The institute/ teachers use student centric methods, such as experiential/participative learning and problem solving methodologies for enhancing learning experiences
Q14	The institution provides multiple opportunities to learn and grow (training programs, social relevant projects, mini project, annual social gathering, NSS etc).
Q15	The institute has well-furnished laboratory facility
Q16	The institute take efforts for campus placements
Q17	The Institute takes active interest in promoting Internship, student exchange, field visit opportunities for students
Q18	The institute has Student Academic Council & representation of students on academic & administrative bodies/committees of the institution



Q19	Welfare schemes for students like scholarships, fellowships, etc. are available.
Q20	The institute has well-furnished library
Q21	The institute has well-furnished sports facilities
Q22	The facilities available in the institute are sufficient for conducting research work
Q23	The institute enhances creative abilities of the students through competitions (Essay writing, elocution, debate, magazines etc)
Q24	The institute has complaint/suggestion box to report your grievances/issues
Q25	The overall quality of teaching-learning process in your institute is very good

The number of students participated in the survey was 2,014. The responses received from students were segregated from their opinion of option selections. The questions and notation for options were presented in table 2.

**Table 2: Option notation for different questions**

Q No	Option				
	A	B	C	D	E
Q1	85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%
Q3	Above 90%	70-89%	50-69%	30-49%	Below 30%
Q2 and Q4 –Q25	Strongly agree	agree	Neutral	Disagree	Strongly disagree

The percentage opinion of answers for different options were used to identify the 'scale of opinion'. The summation of any two options which results in the maximum value (% of opinion) was considered as the 'scale of opinion'.

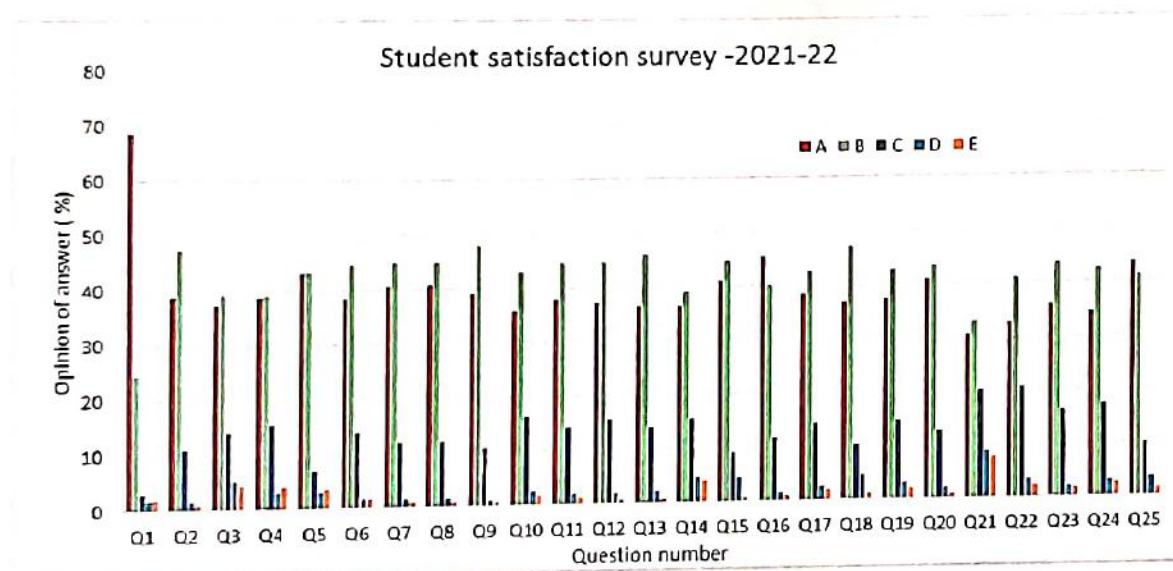
Scale of opinion = Maximum {summation of any two options (A,B,C,D &E)}

The 'scale of opinion' and '% of opinion' for the questions were tabulated in table 2. The graphical representation of opinions of answer for different questions was shown in Fig. 1.

**Table 3: % of opinion for the questions**

Q No	Opinions of answer in percentage for different options					Scale of opinion	% of opinion
	A	B	C	D	E		
Q1*	68.6	24.6	3	1.7	2	85 to 100% and 70 to 84%	93.2
Q2	38.9	47.4	11.1	1.6	1	Strongly agree and agree	86.3
Q3	37.2	39.2	14	5.3	4.4	Above 90% and 70-89%	76.4
Q4	38.6	39	15.4	3	4	Strongly agree and agree	77.6
Q5	43	43.3	7	3.1	3.5	Strongly agree and agree	86.3
Q6	38.4	44.5	13.8	1.8	1.5	Strongly agree and agree	82.9
Q7	40.5	45	11.9	1.6	1	Strongly agree and agree	85.5
Q8	40.8	45	11.9	1.6	1	Strongly agree and agree	85.8

Q9	39.2	48.1	10.7	1.2	0.7	Strongly agree and agree	87.3
Q10	36	43.1	16.4	2.7	1.7	Strongly agree and agree	79.1
Q11	37.8	44.6	14.3	2	1.3	Strongly agree and agree	82.4
Q12	37	44.6	15.5	1.9	0.8	Strongly agree and agree	81.6
Q13	36.6	46.2	14.1	2.3	0.8	Strongly agree and agree	82.8
Q14	36.5	39.1	15.5	4.8	4	Strongly agree and agree	75.6
Q15	40.9	44.5	9.2	4.6	0.7	Strongly agree and agree	85.4
Q16	45.3	40.1	11.7	1.6	1.2	Strongly agree and agree	85.4
Q17	38.4	42.4	14.4	2.7	2	Strongly agree and agree	80.8
Q18	36.7	47	10.3	4.7	1.3	Strongly agree and agree	83.7
Q19	37.3	42.6	14.7	3.2	2.1	Strongly agree and agree	79.9
Q20	40.8	43.4	12.7	2.1	1	Strongly agree and agree	84.2
Q21	30.5	32.9	20.1	8.8	7.7	Strongly agree and agree	63.4
Q22	32.7	40.9	20.7	3.4	2.3	Strongly agree and agree	73.6
Q23	36	43.6	16.4	2.1	1.8	Strongly agree and agree	79.6
Q24	34.5	42.4	17.2	3.2	2.6	Strongly agree and agree	76.9
Q25	43.6	41.3	10	3.6	1.6	Strongly agree and agree	84.9
Average							81.6



**Fig. 1. Graphical representation of opinions of answer for different questions**

#### Observation of students on overall performance of institution

- A good number of students (68.6%) pointed out that more than 85% syllabus was covered in classes.
- 86.3 % students agreed that the teachers communicates with the students very effectively.
- 76.4% of students stated that more than 70% of the teachers uses ICT tools such as LCD projector, Multimedia, etc. while teaching.
- 77.6 % students agreed that teachers encouraged them to participate in extracurricular activities



- 86.3 % students agreed that the internal evaluation process (mid and internal lab exams) by the teachers is fair and transparent.
- A good number of students (82.9%) acknowledged that the teaching and mentoring (counselling) process in the Institution facilitates the students in cognitive, social and emotional growth.
- 85.5 % students agreed that the teachers inform the students about their expected competencies, course outcomes and Programme Outcomes.
- 85.8 % students pointed out that the teachers illustrate the concepts through examples and applications.
- 87.3% students agreed that teachers prepares well for the classes
- 79.1 % students agreed that teachers identify their strengths and encourage them by providing right level of challenges.
- A good number of students 82.4% acknowledged that the institution make efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process through feedback and similar systems.
- 81.6% students expressed their consent that the teachers make effects to inculcate soft skills, life skills and employability skills to make them ready for the world of work.
- Majority of students (82.8%) discoursed that the institute/ teachers uses student centric methods, such as experiential/participative learning and problem solving methodologies for enhancing learning experiences.
- 75.6 % of the students opined that the institution provides multiple opportunities to learn and grow (training programs, social relevant projects, mini project, annual social gathering, NSS etc).
- 85.4 % of the students agreed that the institute have well-furnished laboratory facility.
- 85.4 % of the students expressed that institute make effects for campus placements
- Significant number of students (80.8%) opined that the college make active interest in promoting Internship, student exchange, field visit opportunities for students
- A good number of students (83.7%) acknowledged that the college have student Academic Council & representation of students on academic & administrative bodies/committees of the institution
- A good number of students (79.9%) agreed that welfare schemes for students like scholarships, fellowships, etc. are available
- More than 84.2 % students expressed that college have well-furnished library.
- Only 63.4 % students expressed that college have well-furnished sports facilities.
- 73.6% students agreed that facilities available in the institute are sufficient for conducting research work
- A good number of students (79.6%) acknowledged that the institute enhances the creative abilities of the students through competitions (Essay writing, elocution, debate, magazines etc)
- More than 76.9% students agreed that institute have complaint/suggestion box to report their grievances/issues

- A large number of students (84.9%) felt that the overall quality of teaching-learning process in the institute is very good.
- The overall average percentage of opinion was found to be 81.6%.

#### Analysis of the feedback report

The questionnaire comprise of wide range of questions, covering different aspect of overall performance of institution. In order to compare all the parameters in a single platform, the opinions of answer in percentage for different options(refer table 3) were converted to a uniform scale of 4 to 0 for options A to E respectively. Theoption to scale conversion was tabulated in table 4. The following formulas was used to calculate the 'option score' and 'sum of option score' for the questions.

$$\text{Option Score} = \frac{\text{opinions of answer in percentage} \times \text{scale for option}}{100}$$

$$\text{Sum of score} = \text{Summation [A,B,C,D\& E]}$$

**Table4 : Option vs scale**

Option	Scale
A	4
B	3
C	2
D	1
E	0

The 'optionscore' and the 'sum of option score' obtained for different questions were tabulated in table 5. From the table 5, the questions which the sum of option score of less than 3 were sorted out and actions were planned.

**Table 5:Score for different questions**

Q No	Option score					Sum of the option score
	A	B	C	D	E	
Q1	2.744	0.738	0.06	0.017	0	3.56
Q2	1.556	1.422	0.222	0.016	0	3.22
Q3	1.496	1.179	0.276	0.053	0	3
Q4	1.544	1.17	0.304	0.03	0	3.05
Q5	1.72	1.299	0.148	0.031	0	3.20
Q6	1.536	1.335	0.28	0.018	0	3.169
Q7	1.62	1.35	0.24	0.016	0	3.23
Q8	1.632	1.35	0.246	0.016	0	3.244
Q9	1.568	1.443	0.222	0.012	0	3.245
Q10	1.44	1.293	0.334	0.027	0	3.09
Q11	1.512	1.338	0.292	0.02	0	3.16
Q12	1.48	1.338	0.32	0.019	0	3.16
Q13	1.464	1.386	0.282	0.023	0	3.16
Q14	1.46	1.173	0.336	0.048	0	3.017
Q15	1.636	1.335	0.166	0.046	0	3.183



Q16	1.812	1.203	0.24	0.016	0	3.27
Q17	1.536	1.272	0.308	0.027	0	3.14
Q18	1.468	1.41	0.178	0.047	0	3.103
Q19	1.492	1.278	0.312	0.032	0	3.11
Q20	1.632	1.302	0.246	0.021	0	3.20
Q21	1.22	0.987	0.402	0.088	0	2.70
Q22	1.308	1.227	0.414	0.034	0	2.98
Q23	1.44	1.308	0.328	0.021	0	3.10
Q24	1.38	1.272	0.344	0.032	0	3.03
Q25	1.744	1.239	0.2	0.036	0	3.219
<b>Average</b>						<b>3.14</b>

The students expressed their satisfaction of the overall performance of institution to a great extent with an average score of 3.14. Moreover, the analysis discloses, that the majority of the questions achieved a score of more than 3, except for questions 21 and 22.

The question 21 related to the sports facilities. Although 63.4 % students agreed with the sports facilities in the institute, but from the analysis, it is revealed that the score attained was below 3, hence improvement is need in this area. The question 22 related to the research facilities. Although 73.6 % students agreed with the adequacy of research facilities in the institute, but from the analysis, it is revealed that the score attained was below 3, hence improvement is need in this area.

Most of the suggestion given by the students also focus on the involvement of the students in the sports activities. The area for improvement and action plan was presented in **table 6**.

**Table 6: Area for improvement and action plan**

<b>Areas for improvement</b>	<b>Action plan</b>
Sports facilities : Needs improvement	Within department, games such as cricket, chess and caroms were conducted for the II,IIIand IV year students. But, inter-Collegiate department sports will be conducted in the upcoming year and informed to the concern physical directorate teacher
Research facilities: Needs improvement	In the 15 <sup>th</sup> question, 85.4 % of the students agreed that institute has well-furnished

	<p>laboratory facility. Hence, HOD's are instructed to create awareness among students on the scope of research work with the facilities available in the lab.</p> <p>To motivate the young scientists (PG students) towards research, a series of lectures have been planned that guides the faculty and students towards quality research and publications.</p> <p>In addition to this, regular workshops on Intellectual Property Rights have been organized consistently and this year 2021-22 also, 700 students got benefitted of the IPR knowledge and obtained certificates also.</p>
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## Summary of Student satisfaction survey

Academic year: 2021-22

Survey mode: online


Google form Link :<https://forms.gle/Kx5Nmu33nNicovZJA>

Total number questions: 25

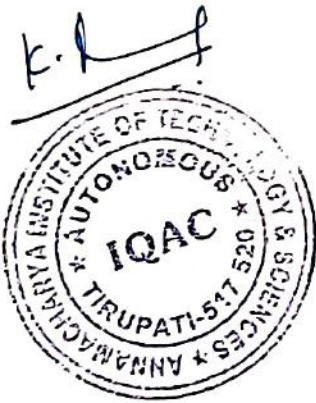
Number of students participated :2014

Average percentage rating by the students on the institutional performance: 81.6 %

From the analysis of the student satisfaction survey, it is found out that the student opinion to improve the sports facilities and facilities for conducting research work. Actions were planned for the upcoming academic year 2022-23.

  
20.9.2022.

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