

**ANNAMACHARYA INSTITUTE OF TECHNOLOGY AND SCIENCES
TIRUPATI**

(KARAKAMBADI ROAD, VENKATAPURAM VILL., RENIGUNTA MANDAL)



**STUDENTS SATISFACTION SURVEY
Academic year 2020-21
Feedback Committee**

To
The Principal,
AITS, Tirupati

Through: IQAC convener, AITS, Tirupati

Subject: Submission of report on student satisfaction survey (SSS) for the academic year
2020-21.

Respected sir

In the academic year 2020-21, 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. 1754 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:


Place: Tirupati

Enclosure: A copy of feedback report


IQAC convener


Feedback coordinator




Principal
PRINCIPAL
ANNAMACHARYA INSTITUTE OF
TECHNOLOGY & SCIENCES
VENKATAPURAM (VIII.)
RENIGUNTA (M), TIRUPATI-517 520

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STUDENT SATISFACTION SURVEY REPORT

SUMMARY

Academic year: 2020-21

Survey mode: online

Total number questions: 25

Number of students participated :1754

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. Action were planned for the upcoming academic year 2021-22.

Areas for improvement/suggestions	Action plan	Action taken
Areas for improvement -The institute has well-furnished sports facilities -	Institute has planned to purchase different sports accessories	Different sports accessories were purchased
Suggestions-Cultural activities	Institute has planned to conduct more cultural events for the students	Cultural events such as "NRITHYA AMEYA" and "MISS DIVA" were conducted for the students
Suggestions-Sports events	Due to COVID pandemic, less sport events were conducted. However, in the next academic year, departmental wise sports events are planned.	Sports events were conducted in the departments. such as Civil, ECE, EEE, MBA and ME


IQAC convener




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STUDENT SATISFACTION SURVEY REPORT

Academic year 2020-21

Student satisfaction survey on the overall performance of the institution was collected from the students for the academic year 2020-21 through online mode. 25 questions were prepared in the google form and circulated among the students through social media group. 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 for SSS

Q No	Questions
Q1	How much percentage 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

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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 1,754. The responses received from students were segregated from their opinion of option selections. The option notations for different questions are presented in **table 2**.

Table 2: Option notations for different questions

Q No	Options				
	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 two options ('A'-'B' or 'D'-'E') which results in the maximum value (% of opinion) was considered as the 'scale of opinion'.

$$\text{Scale of opinion} = \text{Maximum} \{(\text{Summation of 'A'-'B' or 'D'-'E'})\}$$

The 'scale of opinion' and '% of opinion' for the questions is tabulated in **table 2**. The graphical representation of '% of opinion' opinions of answer for different questions is shown in **Fig. 1**. The "% of opinion for the questions" is tabulated in **table 3**.

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Table 3: Scale of opinion and % of opinion for different questions

Q No	Opinions of answer in percentage for different options					Scale of opinion	% of opinion
	A	B	C	D	E		
Q1	53.9	31.6	9.5	2.5	2.5	85 to 100% and 70 to 84%	85.5
Q2	37.6	48.5	9.6	3.1	1.3	Strongly agree and agree	86.0
Q3	37.9	43.0	13.9	2.9	2.3	Above 90% and 70-89%	80.9
Q4	41.7	36.7	16.3	3.5	1.8	Strongly agree and agree	78.4
Q5	45.6	39.1	10.6	3.0	1.8	Strongly agree and agree	84.6
Q6	46.8	36.0	10.7	4.2	2.3	Strongly agree and agree	82.8
Q7	37.3	42.5	12.1	5.0	3.1	Strongly agree and agree	79.8
Q8	41.2	39.2	12.0	4.2	3.5	Strongly agree and agree	80.4
Q9	47.5	36.7	10.7	3.2	1.9	Strongly agree and agree	84.2
Q10	41.8	36.5	9.6	8.3	3.8	Strongly agree and agree	78.3
Q11	46.9	39.9	7.0	4.2	1.9	Strongly agree and agree	86.8
Q12	37.3	37.4	13.3	7.0	5.0	Strongly agree and agree	74.7
Q13	45.7	37.2	10.1	5.0	1.9	Strongly agree and agree	83.0
Q14	40.4	36.4	11.3	7.5	4.4	Strongly agree and agree	76.7
Q15	45.8	40.5	6.8	5.0	1.9	Strongly agree and agree	86.3
Q16	47.4	41.9	3.4	5.5	1.8	Strongly agree and agree	89.3
Q17	43.6	36.7	9.01	7.5	3.1	Strongly agree and agree	80.4
Q18	44.8	43.0	7.8	3.2	1.2	Strongly agree and agree	87.8
Q19	46.8	32.3	10.1	7.0	3.7	Strongly agree and agree	79.1
Q20	45.6	36.7	7.6	5.8	4.3	Strongly agree and agree	82.2
Q21	31.0	25.8	17.4	14.5	11.3	Strongly agree and agree	56.8
Q22	37.3	41.1	11.3	8.3	2.1	Strongly agree and agree	78.4
Q23	39.7	43.5	7.6	4.4	4.7	Strongly agree and agree	83.2
Q24	49.3	37.5	7.5	3.8	1.9	Strongly agree and agree	86.8
Q25	47.5	36.8	10.0	4.4	1.3	Strongly agree and agree	84.3
Average (%)							81.5

Student satisfaction survey 2020-21

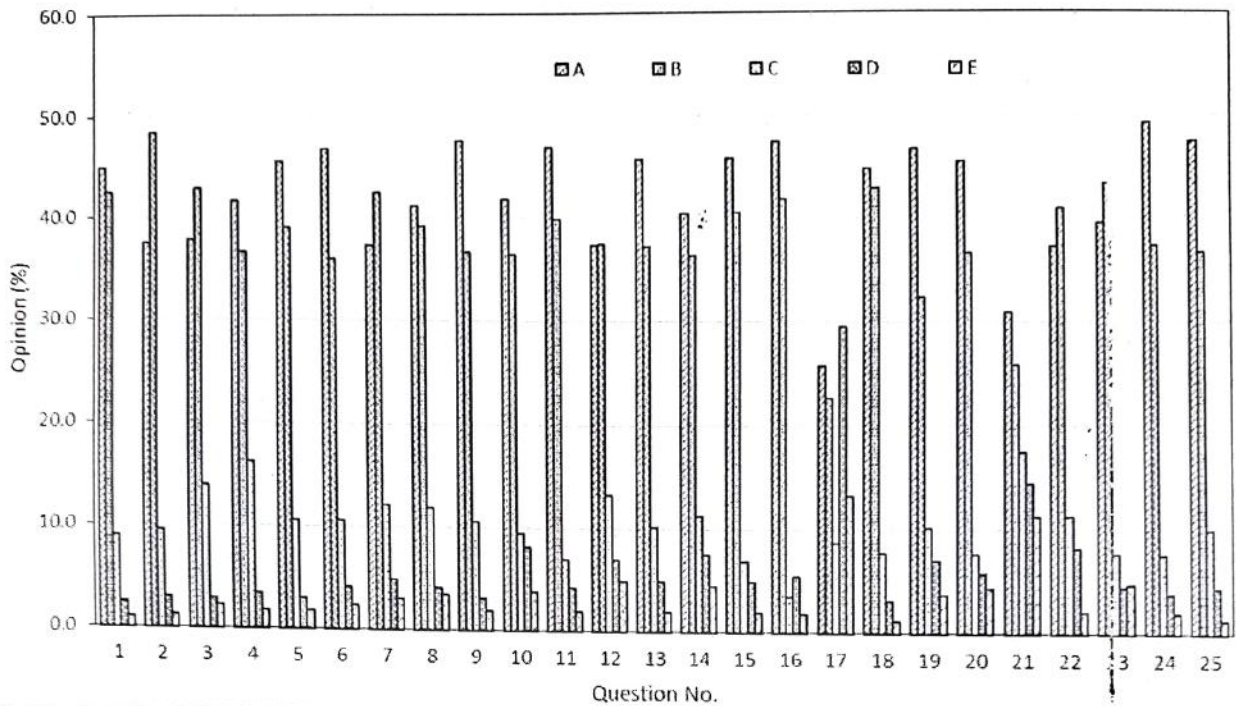


Fig. 1. Graphical representation of opinions of answer for different questions

Observation of students on overall performance of institution

1. A good number of students (53.9%) pointed out that more than 85% syllabus was covered in classes.
2. 86 % students agreed that the teachers communicate with the students very effectively.
3. 80.9 % of students stated that more than 70% of the teachers uses ICT tools such as LCD projector, Multimedia, etc. while teaching.
4. 78.4 % students agreed that teachers encouraged them to participate in extracurricular activities
5. 84.6 % students agreed that the internal evaluation process (mid and internal lab exams) by the teachers is fair and transparent.
6. A good number of students (82.8%) acknowledged that the teaching and mentoring (counselling) process in the Institution facilitates the students in cognitive, social and emotional growth.
7. 79.8 % students agreed that the teachers inform the students about their expected competencies, course outcomes and Programme Outcomes.
8. 80.4 % students pointed out that the teachers illustrate the concepts through examples and applications.
9. 84.2% students agreed that teachers prepares well for the classes
10. 78.3 % students agreed that teachers identifies their strengths and encourage them by providing right level of challenges.

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11. A good number of students (86.8%) 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.
12. 74.7 % 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.
13. Majority of students (83 %) discoursed that the institute/ teachers uses student centric methods, such as experiential/participative learning and problem solving methodologies for enhancing learning experiences.
14. 76.7 % 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).
15. 86.3 % of the students agreed that the institute have well-furnished laborator / facility.
16. 89.3 % of the students expressed that institute make effects for campus placements
17. Good number of students (80.4 %) opined that the college make active interest in promoting Internship, student exchange, field visit opportunities for students.
18. A good number of students (87.8 %) acknowledged that the college have student Academic Council & representation of students on academic & administrative bodies/committees of the institution
19. A good number of students (79.1) agreed that welfare schemes for students like scholarships, fellowships, etc. are available
20. More than 82.2 % students expressed that college have well-furnished library
21. Only 56.8 % students expressed that college have well-furnished sports facilities.
22. 78.4 % students agreed that facilities available in the institute are sufficient for conducting research work
23. A good number of students (83.2 %) acknowledged that the institute enhances the creative abilities of the students through competitions (Essay writing, elocution, debate, magazines etc)
24. More than 86.8 % students agreed that institute have complaint/suggestion box to report their grievances/issues
25. A large number of students (84.3%) felt that the overall quality of teaching-learning process in the institute is very good.
26. The overall average percentage of opinion was found to be 80.5%.

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. The option 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.

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

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Sum of score= Summation [A,B,C,D & E]

Table 4 : Option vs scale

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

The 'option score' 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	1.80	1.28	0.18	0.05	0.00	3.30
Q2	1.50	1.45	0.19	0.06	0.00	3.21
Q3	1.52	1.29	0.28	0.06	0.00	3.14
Q4	1.67	1.10	0.33	0.07	0.00	3.16
Q5	1.82	1.17	0.21	0.06	0.00	3.27
Q6	1.87	1.08	0.21	0.08	0.00	3.25
Q7	1.49	1.27	0.24	0.10	0.00	3.11
Q8	1.65	1.18	0.24	0.08	0.00	3.15
Q9	1.90	1.10	0.21	0.06	0.00	3.28
Q10	1.67	1.09	0.19	0.17	0.00	3.13
Q11	1.88	1.20	0.14	0.08	0.00	3.30
Q12	1.49	1.12	0.27	0.14	0.00	3.02
Q13	1.83	1.12	0.20	0.10	0.00	3.25
Q14	1.61	1.09	0.23	0.15	0.00	3.08
Q15	1.83	1.21	0.14	0.10	0.00	3.28
Q16	1.90	1.26	0.07	0.11	0.00	3.33
Q17	1.74	1.10	0.18	0.15	0.00	3.18
Q18	1.79	1.29	0.16	0.06	0.00	3.30
Q19	1.87	0.97	0.20	0.14	0.00	3.19
Q20	1.82	1.10	0.15	0.12	0.00	3.19
Q21	1.24	0.77	0.35	0.29	0.00	2.65
Q22	1.49	1.23	0.23	0.17	0.00	3.12
Q23	1.59	1.31	0.15	0.09	0.00	3.13
Q24	1.97	1.12	0.15	0.08	0.00	3.32
Q25	1.90	1.10	0.20	0.09	0.00	3.29
					Average	3.19

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The students expressed their satisfaction of the overall performance of institution to a great extent with an average score of 3.19. Moreover, the analysis discloses, that the majority of the questions achieved a score of more than 3, except for questions 21.

The question 21 related to the sports facilities. Although 56.8 % students agreed with the sports facilities in the institute, but from the analysis, it was revealed that the score attained was below 3, hence improvement was needed in this area.

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


Table 6: Area for improvement and action plan

Areas for improvement/suggestions	Action plan
The institute has well-furnished sports facilities	Institute has planned to purchase different sports accessories
Cultural activities	Institute has planned to conduct more cultural events for the students
Sports events	Due to COVID pandemic, less sport events were conducted. However, in the next academic year, departmental wise sports events are planned.


IQAC convener


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