

**ANNAMACHARYA INSTITUTE OF TECHNOLOGY AND SCIENCES :: TIRUPATI
(AUTONOMOUS)**

Venkatapuram(V), Karakambadi Road, Renigunta(M), Tirupati-517 520,Chittoor, A.P

STUDENT SATISFACTION SURVEY REPORT

SUMMARY

Academic year: 2019-20

Survey mode: Online

Total number questions: 25

Number of students participated : 623

Average percentage rating by the students on the institutional performance: 79.5 %

From the analysis of the student satisfaction survey, it is found that the student opinion to improve the sports facilities and suggested few comment on online mode of teaching. Action plan and action taken are summarized in the below table.

Areas for improvement/suggestions	Action plan	Action taken
Areas for improvement- Sports facilities and activities	Before the outbreak of the COVID-19 pandemic, there were few sports activities taking place. However, after the pandemic began, scheduled sports events were not conducted as originally planned. Once the college reopens, the sports activities will be conducted	Sports activities were not conducted for the academic year 20-21 due to the commencement of end-semester exams for both AY 19-20 and AY 20-21, along with corresponding academic loads after the post-COVID pandemic period
Suggestions-Require interactive tools for teaching in online class	Due sudden breakout of COVID pandemic, free version of teaching platform is used for online teaching. To meet the requirement of the students, it is planned to purchase a teaching platform, which has tools for interactive teaching.	New Online teaching platform namely "Microsoft teams" was adopted which a white board facility for interactive teaching. Faculty were insisted to use touch screen pen for problem solving with immediate effect. (28.07.2020)
Suggestions-Problems to be worked out in online class		
Suggestions-Conduct online events for refreshment of mind	Due to covid pandemic, offline events were not conducted. However, Planned to conduct events for the students in online mode.	Scavenger hunt event was conducted in intercollege level on 23.05.21.

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Suggestions- Provide E content of the subject materials	Planned to share the E-course contents and recorded videos to the students	E- course contents and recorded videos of the online teaching were shared to the students with immediate effect.
Suggestions- Facing network connectivity issues during the online class		

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IQAC convener

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STUDENT SATISFACTION SURVEY REPORT

Academic year 2019-20

Student satisfaction survey on the overall performance of the institution was collected from the students for the academic year 2019-20 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 student satisfaction survey

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
Q19	Welfare schemes for students like scholarships, fellowships, etc. are available.
Q20	The institute has well-furnished library

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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 623. 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’ of answer for different questions is shown in **Fig. 1**. The “% of opinion for the different 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	32.1	46.4	15.7	2.9	2.9	85 to 100% and 70 to 84%	78.5
Q2	32.1	48.2	12.5	3.7	3.5	Strongly agree and agree	80.3
Q3	33.7	48.3	5.3	7.5	5.1	Above 90% and 70-89%	82.0
Q4	30.0	48.2	14.0	4.5	3.4	Strongly agree and agree	78.2
Q5	42.6	38.7	9.9	5.5	3.3	Strongly agree and agree	81.3
Q6	39.3	42.9	9.0	7.1	1.8	Strongly agree and agree	82.2
Q7	34.0	45.1	8.7	6.9	5.3	Strongly agree and agree	79.1
Q8	37.6	42.9	14.0	3.4	2.2	Strongly agree and agree	80.4
Q9	41.1	42.9	9.0	4.5	2.6	Strongly agree and agree	83.9
Q10	35.6	44.6	7.2	10.4	2.1	Strongly agree and agree	80.3
Q11	41.1	44.3	7.2	5.5	1.9	Strongly agree and agree	85.4
Q12	42.9	41.1	8.7	3.7	3.7	Strongly agree and agree	83.9
Q13	34.2	44.6	10.4	5.3	5.5	Strongly agree and agree	78.8
Q14	31.9	48.2	5.6	7.4	6.9	Strongly agree and agree	80.1
Q15	37.6	41.1	9.0	6.9	5.5	Strongly agree and agree	78.7
Q16	37.6	41.1	10.6	6.9	3.9	Strongly agree and agree	78.7
Q17	41.1	40.9	5.5	7.4	5.1	Strongly agree and agree	82.0
Q18	37.6	42.9	9.0	7.2	3.4	Strongly agree and agree	80.4
Q19	40.1	41.9	7.2	7.1	3.7	Strongly agree and agree	82.0
Q20	37.4	42.9	10.8	5.8	3.2	Strongly agree and agree	80.3
Q21	23.3	30.0	17.0	17.5	12.2	Strongly agree and agree	53.3
Q22	34.2	46.4	7.2	6.9	5.3	Strongly agree and agree	80.6
Q23	32.1	46.2	10.8	5.6	5.3	Strongly agree and agree	78.3
Q24	44.6	33.7	12.5	5.1	4.0	Strongly agree and agree	78.3
Q25	37.4	42.5	13.5	3.9	2.7	Strongly agree and agree	79.9
Average (%)							79.5

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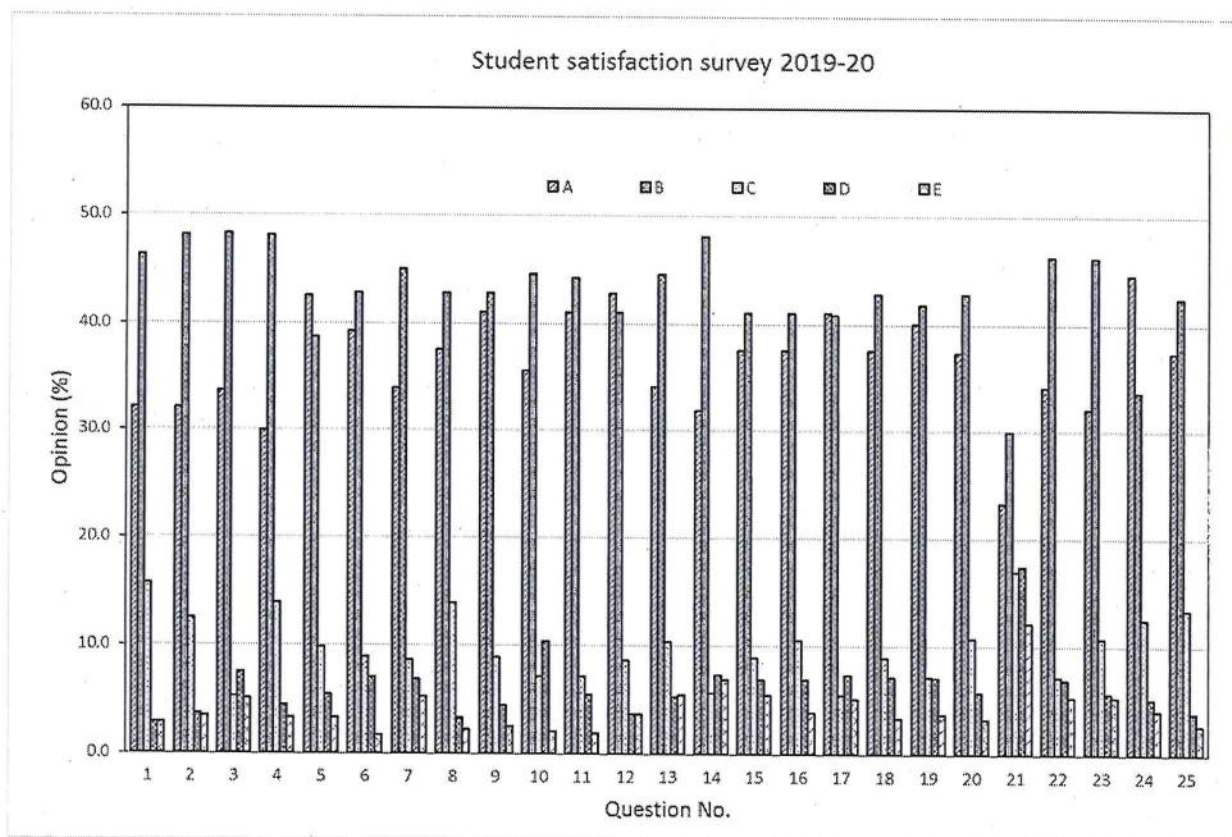


Fig. 1. Graphical representation of opinions of answer for different questions

Observation of students on overall performance of institution

1. A good number of students (78.5%) pointed out that more than 70% syllabus was covered in classes.
2. 80.3 % students agreed that the teachers communicate with the students very effectively.
3. 82 % of students stated that more than 70% of the teachers uses ICT tools such as LCD projector, Multimedia, etc. while teaching.
4. 78.2 % students agreed that teachers encouraged them to participate in extracurricular activities
5. 81.3 % 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 (82.2%) acknowledged that the teaching and mentoring (counselling) process in the Institution facilitates the students in cognitive, social and emotional growth.
7. 79.1 % 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. 83.9 % students agreed that teachers prepares well for the classes

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10. 80.3 % students agreed that teachers identifies their strengths and encourage them by providing right level of challenges.
11. A good number of students (85.4%) 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.
12. 83.9 % 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 (78.8 %) discoursed that the institute/ teachers uses student centric methods, such as experiential/participative learning and problem solving methodologies for enhancing learning experiences.
14. 80.1 % 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. 78.7 % of the students agreed that the institute have well-furnished laboratory facility.
16. 78.7 % of the students expressed that institute make effects for campus placements
17. Good number of students (82%) opined that the college make active interest in promoting Internship, student exchange, field visit opportunities for students
18. A good number of students (80.4 %) 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 (82 %) agreed that welfare schemes for students like scholarships, fellowships, etc. are available
20. More than 80.3 % students expressed that college have well-furnished library
21. 53.3 % students expressed that college have well-furnished sports facilities.
22. 80.6 % students agreed that facilities available in the institute are sufficient for conducting research work
23. A good number of students (78.3 %) acknowledged that the institute enhances the creative abilities of the students through competitions (Essay writing, elocution, debate, magazines etc)
24. More than 78.3 % students agreed that institute have complaint/suggestion box to report their grievances/issues
25. A large number of students (79.9 %) 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 79.5%.

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.

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

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	1.28	1.39	0.31	0.06	0.00	3.0
Q2	1.28	1.44	0.25	0.07	0.00	3.1
Q3	1.35	1.45	0.11	0.15	0.00	3.1
Q4	1.20	1.44	0.28	0.09	0.00	3.0
Q5	1.70	1.16	0.20	0.11	0.00	3.2
Q6	1.57	1.29	0.18	0.14	0.00	3.2
Q7	1.36	1.35	0.17	0.14	0.00	3.0
Q8	1.50	1.29	0.28	0.07	0.00	3.1
Q9	1.64	1.29	0.18	0.09	0.00	3.2
Q10	1.43	1.34	0.14	0.21	0.00	3.1
Q11	1.64	1.33	0.14	0.11	0.00	3.2
Q12	1.71	1.23	0.17	0.07	0.00	3.2
Q13	1.37	1.34	0.21	0.11	0.00	3.0
Q14	1.28	1.44	0.11	0.15	0.00	3.0
Q15	1.50	1.23	0.18	0.14	0.00	3.1
Q16	1.50	1.23	0.21	0.14	0.00	3.1
Q17	1.64	1.23	0.11	0.15	0.00	3.1
Q18	1.50	1.29	0.18	0.14	0.00	3.1
Q19	1.61	1.26	0.14	0.14	0.00	3.1
Q20	1.50	1.29	0.22	0.12	0.00	3.1
Q21	0.93	0.90	0.34	0.35	0.00	2.5
Q22	1.37	1.39	0.14	0.14	0.00	3.0
Q23	1.28	1.39	0.22	0.11	0.00	3.0
Q24	1.78	1.01	0.25	0.10	0.00	3.1
Q25	1.50	1.28	0.27	0.08	0.00	3.1
					Average	3.08

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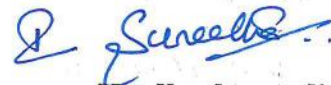
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The students expressed their satisfaction with the overall performance of the institution to a great extent, with an average score of 3.08. Moreover, the analysis reveals that the majority of the questions received a score of more than 3. However, the 21st question, related to sports facilities, received a score of 2.5. Therefore, the sports facilities are being considered for improvement with an action plan.

Most of the suggestion given by the students focus on the online classes conducted during COVID pandemic period. The areas for improvement/suggestions and action plan are presented in **table 6**.

Table 6: Area for improvement and action plan

Areas for improvement/suggestions	Action plan
Areas for improvement and suggestions- Sports facilities and activities	Before the outbreak of the COVID-19 pandemic, there were few sports activities taking place. However, after the pandemic began, scheduled sports events were not conducted as originally planned. Once the college reopens, the sports activities will be conducted
Suggestions- Require interactive tools for teaching in online class	Due sudden breakout of COVID pandemic, free version of teaching platform is used for online teaching. To meet the requirement of the students, it is planned to purchase a teaching platform, which has tools for interactive teaching.
Suggestions- Problems to be worked out in online class	
Suggestions- Conduct online events for refreshment of mind	Due to covid pandemic, offline events were not conducted. However, Planned to conduct events for the students in online mode.
Suggestions- Provide E content of the subject materials	Planned to share the E- course content and recorded videos to the students
Suggestions- Facing network connectivity issues during the online class	



AMC convener/Feedback coordinator