

**VasantraoNaikGovt Institute of Arts and Social Sciences,
RBI Square, Nagpur 440001**

Analysis of Student Satisfaction Survey (2021-22)

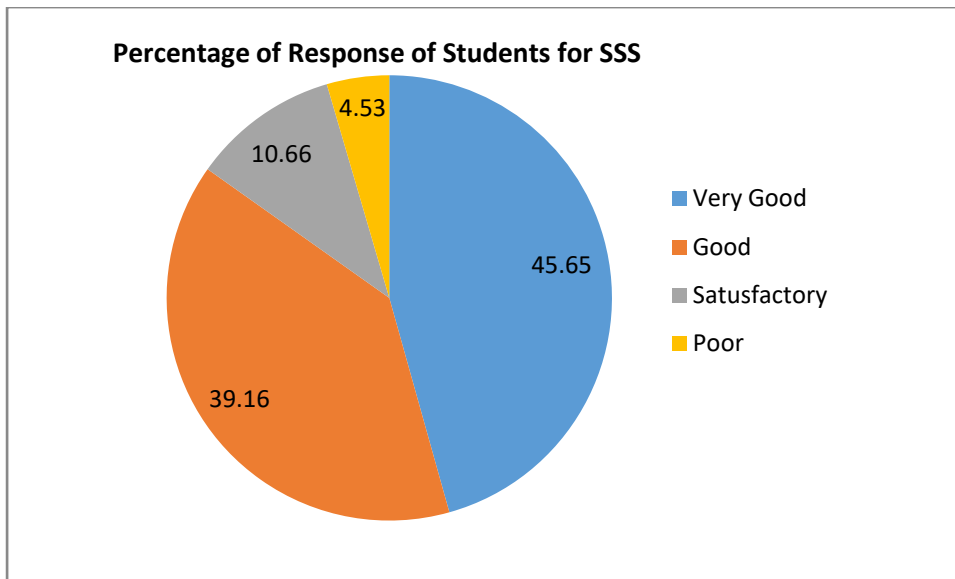
The academic year 2021-22 was an year of blended online and offline classes. So the students were taught and guided through online mode and offline in the later part of the academic year. The students had paid attention to the teaching and learning process in online and offline mode. The problems of the students regarding the teaching, assessment and guidance tools were solved. The students were encouraged to access the online education and attend the offline classes too. We solved the students' problems by interaction through both online and offline mode. The students who stayed in rural areas could access the classes and counselling via their mobile phones online. Regarding offline examinations students could interact with their teachers and get their doubts & problems solved. Different videos, notes, e books and other material was provided and library facilities were provided to the students

As is done every year, even this year too (2021-22) the Institute designed a MCQ based questionnaire comprising of ten questions out of which nine questions were of Multiple Choice Based on teaching and learning evaluation, facilities provided by the Institute to students, extracurricular activities focussing on NCC and NSS and transparency in the internal evaluation of students by teachers and last question was based on suggestions from students for further development of the institute.

Questions were also focused on overall qualities of teaching learning processes in our institute. Many questions were asked on the facilities, benefits to the students and usage of facilities in teaching-learning.

Student Satisfaction Survey (SSS) was carried out in the last week of April 2022. Institute prepared a Google form to carry out online survey which was posted to all the students of the institute due to the closure of the Institute because of pandemic. Though problems were faced by the students, many students could respond to this survey.

250 responses were received and the analysis of survey was done by the committee in-charge. Graphical representation of SSS is as follows:



After taking into consideration all answers of the SSS given by the students, average percentage of answers to all questions was found.

Total responses received were 250. There were 9 questions per questionnaire. So total 2250 questions were attempted.

- The average percentage of 45.65% were under the option of Very Good.
- The average percentage of 39.16 % were under the option of Good.
- The average percentage of 10.66 % were under the option of Satisfactory.
- The average percentage of 4.53 %were under the option of Poor.

Due to still persisting COVID-19 at that time and under of fear of COVID-19, less students responded but the average of very good and good options that were chosen was 84.81%.

The above percentage was quite high eventhough the institute had imparted teaching and learning process in a blended mode.

Since every institution has some weaknesses due to technical problems, ourinstitution also has some weaknesses which were visible to the students. But the percentage was very less which was about 15.19 % which was sum of satisfactory and poor options given by the students. Efforts were made in reducing these weaknesses indicated by the low percentage.

Suggestions made by the students in the last question of the questionnaire were noted and efforts were made to give a quality education and infrastructure to the students which the students need in the current era.