

Mahila Arts Commerce College
Report of Student Satisfaction Survey (March, 2020)

Student Satisfaction Survey (SSS) is one of the mandatory criteria set by National Assessment and Accreditation Council (NAAC). It is also a pre qualifier for Assessment and Accreditation of the institution. From 2017 onwards the NAAC has endeavoured to conduct a Student Experience Survey, the results of which will go into the accreditation process. The Survey includes 20 competency based questions, responses to which are given anonymously by students of the institution. This survey corresponds to an institute level feedback on infrastructure and learning experience.

In our institute the implemented SSS on-line through our ERP system(Enterprise Resource Planning) during the month of July 2020 under the cloud of fear of covid-19. The observations/ outcome of SSS is as follows:

1. Students appreciated teaching and implementation of learning outcome based curriculum which includes continuous evaluation and assessment of students throughout the semester.
2. They have also acknowledged DBT workshops especially Hands On Sessions and interdisciplinary learning programmes implemented under the scheme. This has helped students in learning other subjects/ practicals which were beyond their prescribed curriculum.
3. Students have expressed satisfaction over the quantum of syllabus covered in their classes and laboratories.
4. Teacher's preparation, communication, use of appropriate teaching pedagogy and fairness of internal evaluation has been rated high in the survey.

The SSS has also pointed out few grey areas where the college/ teachers/ departments do have scope for enhancement in quality of education. They are as follows:

1. Institute needs to promote internship especially for some subjects in faculty of Arts, student exchange and field visit opportunities.
2. Formulate mechanism which will identify strength and weakness of students and provide them right level of challenges and help them to overcome their weakness.
3. Enhance use of ICT in teaching and equip laboratories with multiple copies of small instruments.
4. Teachers should encourage research culture amongst students.
5. More emphasis on skill development and hands on assignments, inclusion of seminars, workshops and field visits for typically one subject.
6. Active mentorship especially for career guidance.
7. Design interdisciplinary courses.
8. Inclusion of dissertation work in post graduate Art programmes.