

2.7 Student Satisfaction Survey

2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as weblink)

Upon the completion of the academic year 2019-20, student feedback was taken online using Google Docs, wherein SYBA, TYBA, SYBCom and TYBCom students provided their feedback. The students rated their professors on various criteria, such as the regularity of lectures, their sensitivity to the students' needs, satisfaction with teaching style, student experiences with their professors, use of engaging learning material/practical examples to explain concepts, career counseling provided, level of stress experienced in the learning process, the appropriateness of the method of internal marking, and their recommendations, amongst others. These responses were marked as either Extraordinary, Good, or Weak. A detailed report of the same is as follows:

- 73% students marked professors as being extraordinary in regular in conducting classes. 26% marked them as being good and 1% students rated the regularity of lectures as weak.
- 80% students rated their professors as extraordinary in their sensitivity, 18% rates them as good, and 2% rated them as weak.
- 76% rated their satisfaction with the teaching as extraordinary, 16% rated it as good, and 8% rated it as weak.
- 72% students rated student attendance in the lectures as extraordinary, 22% rated it as good, and 6% rated it as weak.
- 66% students rated the provision of practical examples in lectures to explain a concept as extraordinary, 31% rated it as good, and 4% rated it as weak.
- 84% students rated the career counseling provided by professors as extraordinary, 15% rated it as good, and 2% rated it as weak.
- 81% students marked the process of internal marking as extraordinary, 15% rated it as good and 4% rated it as weak.