



ST.MARY'S GROUP OF INSTITUTIONS GUNTUR

(Approved By AICTE, New Delhi, Permitted By Govt of A.P & Affiliated to JNTU, Kakinada)
Chebrolu (V&M), Guntur (Dt), Andhra Pradesh-522212, INDIA.

Ref.No: SMGIG/IQAC/SEC/19-20/1

Date: 03/02/2020

To

The Principal,
SMGIG.

Dear Sir,

Sub : Submission of SEC Report - Summary and Analysis of Student Experience / Satisfaction Survey - Reg.

You are kindly aware that as a part of enhancing the stakeholder satisfaction over various facets of services rendered by our institute, the **Student Experiences Committee (SEC)** headed by IQAC Coordinator has undertaken the task of conduct of 'Student Experience / Satisfaction Survey'. As a continuity of practice from previous year, the survey has been conducted with a sample size of 400 students in which 10 students each from every year of every department in all programmes offered at our institute. The summary, report on analysis, observations, and recommendations of the survey are herewith presented for your kind reference, here as under :

Summary of Student Satisfaction Survey at SMGIG

Number of Surveys conducted in A.Y. 2019-20 : 1
Periodicity of survey : Once / year
Duration of survey : 5 days
Date(s) of survey : 27th Jan to 31st Jan 2020
No. of students participated in the survey : 400

Parameter-based Analysis

1. Summary of Student (400) responses for 'TEACHING' in SMGIG :

Parameter	No. of responses and Percentages in Total sample									
	Excellent	% of Total	Very Good	% of Total	Good	% of Total	Fair	% of Total	Poor	% of Total
Quality of teaching faculty	206	51.50	125	31.25	41	10.25	16	4.00	12	3.00
Academic advising	298	74.50	51	12.75	33	8.25	7	1.75	11	2.75
Access to teaching faculty	333	83.25	15	3.75	16	4.00	20	5.00	16	4.00
Clarification of Doubts	265	66.25	90	22.50	22	5.50	10	2.50	13	3.25
Enrichment of Ethical and Social Values	301	75.25	65	16.25	11	2.75	12	3.00	11	2.75

2. Summary of Student (400) responses for 'LABS' in SMGIG :

Parameter	No. of responses and Percentages in Total sample									
	Excellent	% of Total	Very Good	% of Total	Good	% of Total	Fair	% of Total	Poor	% of Total
Equipment / Machinery / Computers / Accessories	171	42.75	72	18.00	60	15.00	56	14.00	41	10.25
Time for Lab hours	260	65.00	55	13.75	38	9.50	18	4.50	29	7.25
Lab Faculty Explanation	226	56.50	89	22.25	21	5.25	38	9.50	26	6.50
Practical Experience	177	44.25	58	14.50	66	16.50	41	10.25	58	14.50

3. Summary of Student (400) responses for 'LIBRARY' in SMGIG :

Parameter	No. of responses and Percentages in Total sample									
	Excellent	% of Total	Very Good	% of Total	Good	% of Total	Fair	% of Total	Poor	% of Total
Availability of Books	145	36.25	123	30.75	51	12.75	28	7.00	53	13.25
Availability of Journals	194	48.50	78	19.50	37	9.25	43	10.75	48	12.00
Sufficiency of Time for Library hours	101	25.25	76	19.00	54	13.50	88	22.00	81	20.25

4. Summary of Student (400) responses for 'EXTRA-CURRICULAR / VALUE-ADDED ACTIVITIES' in SMGIG :

Parameter	No. of responses and Percentages in Total sample									
	Excellent	% of Total	Very Good	% of Total	Good	% of Total	Fair	% of Total	Poor	% of Total
Frequency and Encouragement	281	70.25	63	15.75	7	1.75	27	6.75	22	5.50
Support from the Faculty	186	46.50	88	22.00	52	13.00	34	8.50	40	10.00
Time provided	179	44.75	112	28.00	44	11.00	15	3.75	50	12.50

5. Summary of Student (400) responses for 'ENVIRONMENT and AMBIENCE' in SMGIG :

Parameter	No. of responses and Percentages in Total sample									
	Excellent	% of Total	Very Good	% of Total	Good	% of Total	Fair	% of Total	Poor	% of Total
Infrastructure	248	62.00	73	18.25	31	7.75	28	7.00	20	5.00
Classroom Ambience	211	52.75	81	20.25	40	10.00	15	3.75	53	13.25
Cleanliness in Campus	225	56.25	110	27.50	22	5.50	14	3.50	29	7.25
Space and Ventilation	231	57.75	98	24.50	24	6.00	26	6.50	21	5.25
Maintenance	243	60.75	71	17.75	51	12.75	11	2.75	24	6.00

6. Summary of Student (400) responses for 'TRAINING & PLACEMENTS' in SMGIG :

Parameter	No. of responses and Percentages in Total sample									
	Excellent	% of Total	Very Good	% of Total	Good	% of Total	Fair	% of Total	Poor	% of Total
Time Provided for Training	128	32.00	59	14.75	72	18.00	29	7.25	112	28.00
Quality of Training provided	167	41.75	74	18.50	67	16.75	51	12.75	41	10.25
Training Material	191	47.75	92	23.00	47	11.75	26	6.50	44	11.00
Knowledge enhancement through training	185	46.25	81	20.25	33	8.25	54	13.50	47	11.75
Placement process and awareness	221	55.25	76	19.00	41	10.25	31	7.75	31	7.75
Type of Companies sourced	118	29.50	72	18.00	38	9.50	97	24.25	75	18.75
Salary scale through Placements	144	36.00	98	24.50	75	18.75	43	10.75	40	10.00

7. Summary of Student (400) responses for 'GAMES and SPORTS' in SMGIG :

Parameter	No. of responses and Percentages in Total sample									
	Excellent	% of Total	Very Good	% of Total	Good	% of Total	Fair	% of Total	Poor	% of Total
Sports Equipment's availability	162	40.50	95	23.75	35	8.75	56	14.00	52	13.00
Time For sports	102	25.50	62	15.50	81	20.25	101	25.25	54	13.50
Courts and Play Grounds	266	66.50	74	18.50	47	11.75	7	1.75	6	1.50
PDs Encouragement for Participation	229	57.25	95	23.75	30	7.50	25	6.25	21	5.25

8. Summary of Student (400) responses for 'CANTEEN and HOSTEL' in SMGIG :

Parameter	No. of responses and Percentages in Total sample									
	Excellent	% of Total	Very Good	% of Total	Good	% of Total	Fair	% of Total	Poor	% of Total
Quality of Food Items	95	23.75	135	33.75	43	10.75	77	19.25	50	12.50
Pricing of Items	236	59.00	81	20.25	35	8.75	19	4.75	29	7.25
Availability of Items	205	51.25	79	19.75	45	11.25	12	3.00	59	14.75
Cleanliness, Ambience	98	24.50	93	23.25	74	18.50	56	14.00	79	19.75
Space Management	92	23.00	82	20.50	91	22.75	33	8.25	102	25.50

9. Summary of Student (118) responses for 'TRANSPORTATION FACILITIES' in SMGIG :

Parameter	No. of responses and Percentages in Total sample									
	Excellent	% of Total	Very Good	% of Total	Good	% of Total	Fair	% of Total	Poor	% of Total
Bus Service Timings	45	51.72	21	24.14	19	21.84	17	19.54	16	18.39
Cost of Service	31	35.63	27	31.03	24	27.59	18	20.69	18	20.69
Seating Capacity	45	51.72	21	24.14	15	17.24	19	21.84	18	20.69
Cleanliness	31	35.63	18	20.69	19	21.84	18	20.69	32	36.78
Bus Staff Behavior	25	28.74	16	18.39	15	17.24	35	40.23	27	31.03

10. Summary of Student (400) responses for 'WASHROOMS' in SMGIG :

Parameter	No. of responses and Percentages in Total sample									
	Excellent	% of Total	Very Good	% of Total	Good	% of Total	Fair	% of Total	Poor	% of Total
Cleanliness	110	27.50	42	10.50	40	10.00	112	28.00	96	24.00
Maintenance	129	32.25	101	25.25	58	14.50	49	12.25	63	15.75
Water Facility	132	33.00	113	28.25	63	15.75	32	8.00	60	15.00

Observations from the Survey :

1. Teaching

- Majority of the students have given positive response on the existing teaching-learning practices and the teaching faculty.
- Academic advises and access to teaching staff improved significantly.
- There is still scope for improvement in the quality of teaching.
- Ethical consciousness increased among the staff of the institute.

2. Labs

- Most of the students gave satisfactory responses regarding the availability of equipment in the laboratories, lab instructors' explanation, time allotted for lab sessions, and their learning experiences with respect to practical sessions.
- Some students requested to increase the Hands-on sessions.

3. Library

- Most of the students gave positive response with respect to the library services in the college.
- Some students requested to increase the no. of library hours in timetable.

4. Extra-curricular / Value-Added Activities

- Majority of the students gave positive response about the college's initiatives in conducting extra-curricular and value-added activities during the academic year.
- According to the previous academic year's Student Satisfaction Survey report, there is a slight dissatisfaction among some sections of student. IQAC's intervention in this regard has improved the level of satisfaction of students in to a greater extent in this academic year.

5. Environment and Ambience

- Most of the students gave positive responses about the college environment and ambience. The general maintenance and classroom ambience are the two factors which needs little more attention and the same is to be informed to the Purchase and General Maintenance Committee (PGMC).



6. Training and Placements

- Observations from the responses on factors listed under this head for the survey are as under :
 - Inadequacy in duration of training
 - Need for improvement in quality of training
 - Less number of core company drives/placements
 - Moderate salary offerings by companies during the drives
 - Sufficiency in terms of number of training personnel
- Feedback is presented to T&P department and discussed on the areas of improvement. Also informed to minimize the deficiencies and maximize the student positive experiences within less possible time.

7. Sports

- Observations from the responses on factors listed under this head for the survey are as under :
 - Inadequate sports equipment
 - Insufficient time allotted in timetables for sports
 - Sufficiency in terms of Courts, Play grounds, and PDs encouragement for games and sports.

8. Canteen and Hostel

- One-third (approx.) of the sample size considered has given negative responses with respect to the availability and quality of food, cleanliness of hostel and canteen, and the space available in canteen.
- Majority are of the opinion that the items in the menu are at affordable cost.
- Canteen and Hostel maintenance team are informed to take measures immediately, to improve student satisfaction in these areas.

9. Transportation Facilities

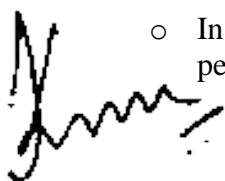
- Among the students (400, the sample size used for this survey), only 118 are utilizing transportation facilities provided by the institute via different routes.
- Most of the students are of the opinion that the arrival of buses at the fixed stops is mostly on-time.
- Many students gave their positive response with respect to the cost of bus services offered by the college.
- Majority of the students are unhappy with the seating capacity, cleanliness, and behavior of bus staff. Although this has been brought to the notice of Transportation services department, there is still need for improvement.

10. Washrooms

- Many students gave negative responses with respect to the cleanliness and maintenance of washrooms.
- Most of the students are of the opinion that the water facility at washrooms is adequate and had no issues in this regard.

In light of the observations listed above, the Student Experience Committee (SEC) would like to forward the following recommendations to your kind perusal and humbly request your intervention towards necessary initiation in measures being taken to enhance student satisfaction in the institute :

- In order to improve quality of teaching, all the department heads are advised to perform periodical checks on the quality of teaching, and teaching material provided



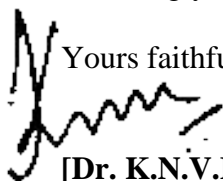
to the students. A copy of the checklist is to be submitted at the office of IQAC for record purpose.

- Although many students gave satisfactory responses in terms of availability of books, journals, and duration of library hours, the committee observes that there is a greater need in enhancing the duration of library hours and appropriate mechanism needs to be adopted to monitor the optimal use of such sessions by the students.
- The students are very much delighted with their experiences in value-added programmes and extra-curricular events conducted in and outside the college.
- SEC observed that the general maintenance committee is much active in maintaining cleanliness and ambience in the institute. SEC recommends the committee to perform periodical checks on the classroom infrastructure such as desks, fans, lights, blackboard/whiteboards, availability of dustbins, etc.
- SEC recommends the Training and Placement Cell to be proactive in identifying the training needs of the students, discuss with departments for increase in no. of training sessions, special focus on providing quality training material. SEC also recommends the training and placement cell to train the students on 'Negotiation Skills' as they should not be prone for 'Low-selling' during the drives both on- and off-campus. There should be a substantial improvement in attracting core companies (for EEE, Mech., and Civil branches).
- SEC brings it to the notice of all concerned that there is a need for enhancing the general maintenance and cleanliness of canteen and hostel.
- SEC recommends the Transport Committee (TC) to train the Bus Staff (both driver and the assistant) for orienting themselves with well behaved manner. SEC requests the TC to continue the conduct of surprise checks on cleanliness and hygiene maintained in all the bus services of the college.
- SEC recommends instructing the general maintenance supervisor for giving special attention to the cleanliness of washrooms in the entire campus.

With reference to these observations and recommendations made by the SEC, we request your office to inform the committees/offices/departments concerned to ensure implementation of measures for best practices and thus increase student satisfaction.

Thanking you Sir.

Yours faithfully,



[Dr. K.N.V. Ratna Kumar]
For Student Experiences Committee

Cc :

- IQAC, for information and records.
- Campus Incharge, for information and records.
- IT Support and Maintenance Cell, for uploading in college website.
- Administrative Office, for information and records.

Attachment(s) :

- Student Experience/Satisfaction Survey Form

STUDENT EXPERIENCE / SATISFACTION SURVEY

Name of the Student : _____ Roll / HT. No: _____

Program : Diploma / B.Tech / B.Pharmacy / MBA / MCA / M.Tech / M.Pharmacy

Department : Civil / EEE / ECE / Mechanical / CSE / Pharmacy Year: I / II / III / IV Semester : I / II

1. TEACHING

How would you rate the following aspects of your educational experience ?

	Excellent	Very Good	Good	Fair	Poor
Quality of teaching faculty					
Academic advising					
Access to teaching faculty					
Clarification of Doubts					
Enrichment of Ethical and Social Values					

2. LABS

	Excellent	Very Good	Good	Fair	Poor
Equipment / Machinery / Computers / Accessories					
Time for Lab hours					
Lab Faculty Explanation					
Practical Experience					

3. LIBRARY

	Excellent	Very Good	Good	Fair	Poor
Availability of Books					
Availability of Journals					
Sufficiency of Time for Library hours					

4. EXTRA CURRICULAR /VALUE-ADDED ACTIVITIES (Workshops/Seminars/Project Expo/Fests etc.,)

	Excellent	Very Good	Good	Fair	Poor
Frequency and Encouragement					
Support from the Faculty					
Time provided					

5. COLLEGE ENVIRONMENT and AMBIENCE

	Excellent	Very Good	Good	Fair	Poor
Infrastructure					
Classroom Ambience					
Cleanliness in Campus					
Space and Ventilation					
Maintenance					

6. TRAINING and PLACEMENTS

	Excellent	Very Good	Good	Fair	Poor
Time Provided for Training					
Quality of Training provided					
Training Material					
Knowledge enhancement through training					
Placement process and awareness					
Type of Companies sourced					
Salary scale through Placements					

7. GAMES and SPORTS

	Excellent	Very Good	Good	Fair	Poor
Sports Equipment's availability					
Time For sports					
Courts and Play Grounds					
PDs Encouragement for Participation					

8. CANTEEN and HOSTEL

	Excellent	Very Good	Good	Fair	Poor
Quality of Food Items					
Pricing of Items					
Availability of Items					
Cleanliness, Ambience					
Space Management					

9. TRANSPORTATION FACILITIES

	Excellent	Very Good	Good	Fair	Poor
Bus Service Timings					
Cost of Service Utilization					
Seating Capacity					
Cleanliness					
Bus Staff Behavior					

10. WASHROOMS

	Excellent	Very Good	Good	Fair	Poor
Cleanliness					
Maintenance					
Water Facility					

Any other Suggestions or Comments, please mention here :
