



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/18-19/1

Date: 26/02/2019

To

**The Principal,
SMGIG.**

Dear Sir,

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

You are kindly aware that the **Student Experiences Committee (SEC)** has been assigned the task of designing a structured Questionnaire for the conduct of 'Student Experience / Satisfaction Survey'. As per your instructions and the guidelines of IQAC, the survey has been conducted by sampling 400 students in which there are an approximate of 10 students from each department for all the years and all courses offered in our college. The summary, report on analysis, observations, and recommendations of the survey are herewith presented for your kind reference.

Summary of Student Satisfaction Survey at SMGIG

Number of Surveys conducted in 2018-19 : 1
Periodicity of survey : One per year
Duration of survey : One Week
Date(s) of survey : 6 days (11th Feb to 16th Feb 2019)
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	186	46.50	112	28.00	49	12.25	31	7.75	22	5.50
Academic advising	301	75.25	56	14.00	28	7.00	4	1.00	11	2.75
Access to teaching faculty	320	80.00	38	9.50	16	4.00	10	2.50	16	4.00
Clarification of Doubts	255	63.75	101	25.25	27	6.75	5	1.25	12	3.00
Enrichment of Ethical and Social Values	274	68.50	88	22.00	15	3.75	7	1.75	16	4.00

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	168	42.00	67	16.75	72	18.00	43	10.75	50	12.50
Time for Lab hours	278	69.50	63	15.75	28	7.00	10	2.50	21	5.25
Lab Faculty Explanation	211	52.75	108	27.00	19	4.75	28	7.00	34	8.50
Practical Experience	157	39.25	76	19.00	85	21.25	33	8.25	49	12.25

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	159	39.75	118	29.50	46	11.50	28	7.00	49	12.25
Availability of Journals	133	33.25	104	26.00	58	14.50	66	16.50	39	9.75
Sufficiency of Time for Library hours	95	23.75	88	22.00	67	16.75	93	23.25	57	14.25

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	199	49.75	85	21.25	27	6.75	47	11.75	42	10.50
Support from the Faculty	177	44.25	90	22.50	74	18.50	20	5.00	39	9.75
Time provided	156	39.00	121	30.25	59	14.75	18	4.50	46	11.50

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	211	52.75	85	21.25	36	9.00	42	10.50	26	6.50
Classroom Ambience	195	48.75	94	23.50	58	14.50	12	3.00	41	10.25
Cleanliness in Campus	208	52.00	136	34.00	21	5.25	9	2.25	26	6.50
Space and Ventilation	223	55.75	109	27.25	31	7.75	14	3.50	23	5.75
Maintenance	257	64.25	66	16.50	43	10.75	15	3.75	19	4.75

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	153	38.25	58	14.50	51	12.75	54	13.50	84	21.00
Quality of Training provided	142	35.50	79	19.75	66	16.50	43	10.75	70	17.50
Training Material	189	47.25	101	25.25	39	9.75	29	7.25	42	10.50
Knowledge enhancement through training	166	41.50	73	18.25	47	11.75	71	17.75	43	10.75
Placement process and awareness	235	58.75	81	20.25	39	9.75	22	5.50	23	5.75
Type of Companies sourced	134	33.50	84	21.00	31	7.75	82	20.50	69	17.25
Salary scale through Placements	155	38.75	101	25.25	81	20.25	27	6.75	36	9.00

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	139	34.75	106	26.50	45	11.25	47	11.75	63	15.75
Time For sports	111	27.75	78	19.50	75	18.75	92	23.00	44	11.00
Courts and Play Grounds	276	69.00	55	13.75	48	12.00	12	3.00	9	2.25
PDs Encouragement for Participation	229	57.25	81	20.25	55	13.75	18	4.50	17	4.25

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
Food Quality	108	27.00	128	32.00	37	9.25	61	15.25	66	16.50
Price	248	62.00	78	19.50	31	7.75	22	5.50	21	5.25
Availability	231	57.75	85	21.25	38	9.50	27	6.75	19	4.75
Cleanliness	93	23.25	110	27.50	81	20.25	45	11.25	71	17.75
Space	88	22.00	97	24.25	84	21.00	48	12.00	83	20.75

9. Summary of Student (400) 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	29	33.33	18	20.69	11	12.64	16	18.39	13	14.94
Cost of Service Utilization	23	26.44	21	24.14	10	11.49	24	27.59	9	10.34
Seating Capacity	19	21.84	17	19.54	16	18.39	21	24.14	14	16.09
Cleanliness	10	11.49	8	9.20	25	28.74	15	17.24	29	33.33
Bus Staff Behavior	5	5.75	8	9.20	21	24.14	22	25.29	31	35.63

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	50	12.50	71	17.75	89	22.25	101	25.25	89	22.25
Maintenance	118	29.50	82	20.50	74	18.50	51	12.75	75	18.75
Water Facility	141	35.25	99	24.75	76	19.00	28	7.00	56	14.00

Observations from the Survey :

1. Teaching

- Majority of the students have given a positive response on the existing teaching-learning practices and the teaching faculty
- There is still scope for improvement in the quality of teaching.

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 of the students requested for the arrangement of multiple copies of lab manuals in labs.

3. Library

- Most of the students gave positive response with respect to the library services in the college.

4. Extra-curricular / Value-Added Activities

- Most of the students gave positive response about the college's initiatives in conducting extra-curricular and value-added activities during the academic year.
- It is observed by the committee of SEC that some of the faculty is not permitting the students to attend/participate in such activities due to the lack of formal communication and in the apprehension that the students may misuse the permissions injudiciously. Hence, there is a slight dissatisfaction among the students in this aspect.

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 special attention of 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 and type of training material provided
 - Need for improvement in quality of training
 - Some students do not have clarity on training objectives
 - Less number of core company drives/placements
 - Moderate salary offerings by companies during the drives

7. Sports

- Some students gave negative response with respect to the availability of sports equipment and the duration given for sports in the regular time tables.
- Majority of the students are very happy on the encouragement given by the Physical Directors and the maintenance of courts and playgrounds in the college.

8. Canteen and Hostel

- Some students gave 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.

9. Transportation Facilities

- Among the students (400, the sample size used for this survey), only 87 are utilizing the transportation facilities provided by the college in 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.

10. Washrooms

- Many students gave negative responses with respect to the cleanliness and maintenance of washrooms.

In light of the observations listed above, the Student Experience Committee (SEC) would like to forward the following recommendations to your kind perusal and necessary initiation to resolve the issues and enhance the student satisfaction in the college :


- All the department heads are advised to perform periodical checks on the quality of teaching, and teaching material provided to the students.
- Lab manuals are recommended to be maintained in the ratio of 1:5 [i.e. 1 manual for every 5 students]. The lab faculty / incharges shall be instructed accordingly.
- 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 for the subscription of e-journals, etc. and the duration of library hours is recommended to be increased and the departments are to be informed to encourage students for optimal utilization of literary resources available in the library.
- The students are very much delighted with their experiences in value-added programmes and extra-curricular events conducted in and outside the college. SEC has identified there existed a gap of communication among the event coordinators and other faculty members. SEC recommends implementing a mechanism of intimating the faculty by forwarding the list of students to be allowed for participating in extra-curricular activities held in and outside the college.
- SEC observed that the general maintenance committee is quite active in maintaining the cleanliness and ambience of 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 distribute the objectives of training among the students, provide quality training material, and schedule the training sessions in coordination with the departments so as to maintain adequacy of training duration.

- 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 recommends the Sports Council (SC) to place a request for purchase of sports equipment for the current academic year, as quickly as possible and follow-up for their procurement.
- SEC brings it to the notice of all concerned that there is a need for increasing the built-up space for the Canteen as the student strength is growing every year, and special attention is to be given for the general maintenance and cleanliness of both canteen and hostel.
- SEC recommends the Transport Committee (TC) to immediately make an alternative arrangement by replacing the Bus Staff (both driver and the assistant) for the services run by the college in the routes of Vijayawada, Amaravathi, and Ponnuru.
- SEC requests the TC to perform surprise checks on the cleanliness and hygiene maintained in all the bus services of the college.
- SEC also recommends the TC to check for the feasibility of replacing the services that has problems such as over occupancy with another service that can accommodate more number of service users.
- 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 kind office to instruct the respective committees and departments to ensure the best practices and enhance the student satisfaction at the earliest.

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
Food Quality					
Price					
Availability					
Cleanliness					
Space					

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 :
