

**MAHARISHI MARKANDESHWAR (DEEMED TO BE UNIVERSITY)**  
**Mullana, Ambala, Haryana, 133207**  
**(Established under section 3 of the UGC Act, 1956**  
**(NAAC Accredited Grade 'A')**  
**INTERNAL QUALITY ASSURANCE CELL (IQAC)**

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**SUMMARIZED REPORT STUDENT SATISFACTION SURVEY (SSS) ANALYSIS**

**(MAY-JUNE 2019)**

A student satisfaction survey (SSS) was conducted using online google form in month of May-June, 2019. The survey questionnaire contained 23 questions. Out of these 23 questions, 22 were objective type while q. no 23 was subjective in which students have to respond about their views. The link of online form was shared with all currently enrolled students (2018-19) of MM (DU). A total of 1022 students across all constituent institutes/colleges/department responded in survey. Response of all participants was recorded and mean was calculated for each objective type question. The response of students in 22 objective questions was rated on 0-4 scale (0-poor, 1-average, 2- Good, 3- Very good and 4- Excellent). In all questions the observed mean score revealed Very good to excellent perception (Overall mean score 3.60) given by students on various aspects of teaching, learning and evaluation methods and overall experience. In terms of percentage the student satisfaction level found was 90%.

The questions asked in survey are as follows:-

1	How much of the curricula and syllabi are covered in the Discipline in which you are studying?
2	What categories of teachers are involved in the theory and practical classes in your discipline?
3	What percentage of teachers is effectively communicating domain knowledge using IT skills and Soft Skills in the Teaching Learning Process?
4	Do the teachers build-up the expected curricular competencies, programme outcomes and course outcomes in you?
5	Does your mentor follow up necessarily on the tasks assigned to you?
6	To what extent is the mentoring process in your institution beneficial to you for cognitive, social and emotional growth?
7	To what extent clinical and practical facilities related to your discipline have been made available to you?

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8	What extent of training are you provided with, in the skill and simulation labs, clinical ward rounds / rotations and lab exercises related to your discipline?
9	What percentage of teachers uses ICT-enabled methods like multimedia, web-based learning and national e-resources while teaching?
10	What is the extent of opportunities given to you for outdoor learning like internship, student exchanges, field visits and projects?
11	Does the institution provide the opportunities for experiential learning, including problem-based learning, case-based learning, evidence-based learning, competency building, seminars, group discussions, to enhance knowledge and skills in your discipline?
12	What is the level of opportunities provided by your institution to develop employability and entrepreneurship skills to prepare you for your career?
13	What is the level of value-added courses / training given by your institution in the area of professional ethics and values, community service, preventive health care and rural health care?
14	What level of monitoring and evaluation is available in your institution for assessing the effectiveness and interactivity of the classroom proceedings/learning sessions?
15	To what extent the institutional ambience and class room teaching has improved your creative thinking and analytical skills?
16	How frequently your performance in academic assignments are discussed and reviewed with you by the teachers?
17	What is your assessment about the fairness of the internal evaluation process adopted by the teachers?
18	What is the average time taken by the institution for declaration of examination results?
19	What are the mechanisms (issue of photocopy of answer sheet, re-totaling, re-evaluation and provision for grace marks) available in your institution for redressal of grievances with reference to examinations?
20	How do you rate the procedures involved in the pre examination, examination and post examination processes of the evaluation system adopted by your institution?
21	Do your teachers enable you to identify your strengths and weaknesses and help you to develop your strengths and overcome your weaknesses by providing timely counseling and care?
22	If you were to award rating for your institution in terms of "stars" in relation to quality of teaching, learning and evaluation, what would be your rating?

The percentage satisfaction of the students found for each parameter is depicted in following Bar

Digram.

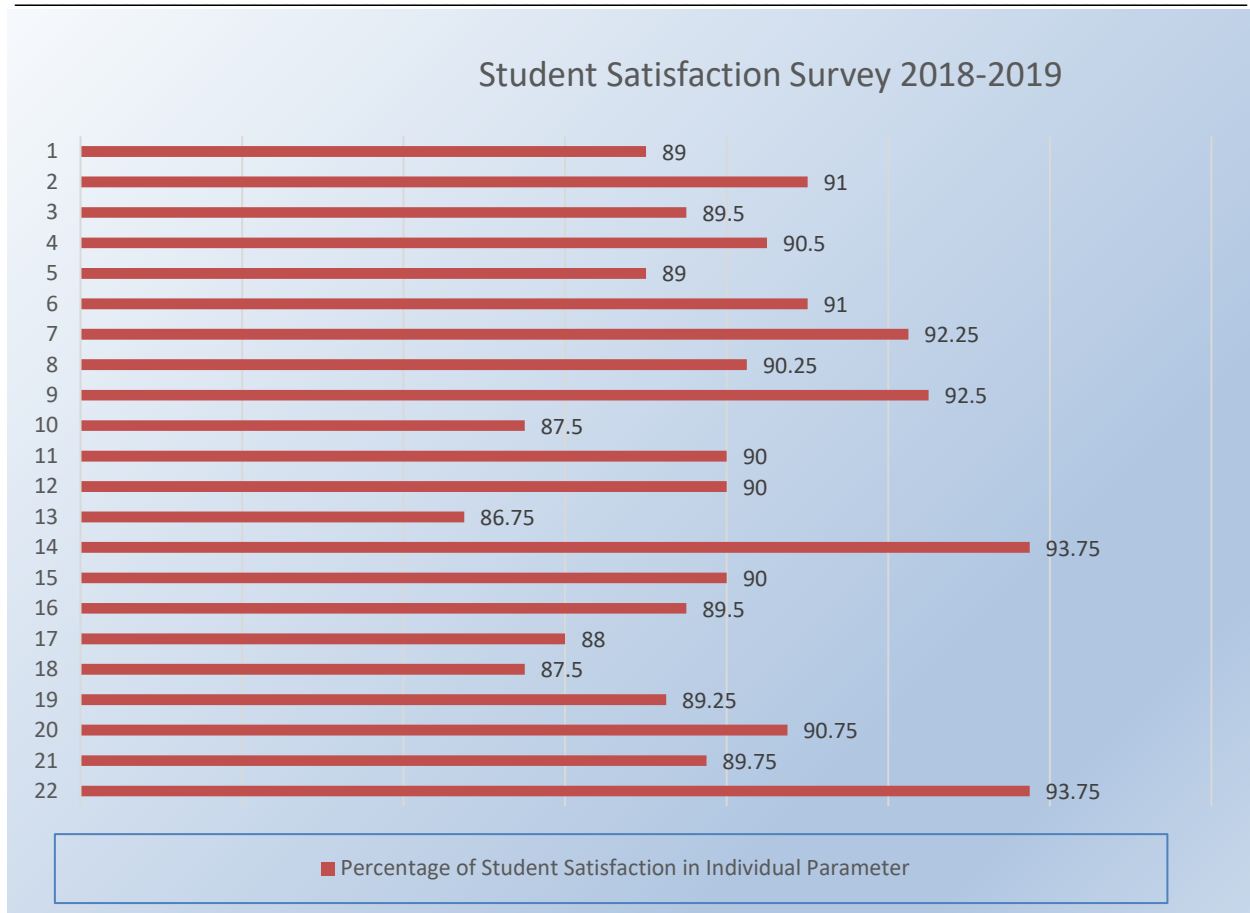
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The area of improvements as revealed in subjective comments in survey were about student placement, general grievances, and entrepreneurship opportunities.

Attempts to increase placement opportunities providing for students, one point solution (online system for student grievance redressal) for student grievances and MSME incubation center establishment are the corrective measures/action taken to further enhance level of student satisfaction.