



Student Satisfaction Feedback Analysis

The following table depicts the student satisfaction analysis about the institution:

Student satisfaction Analysis	2018-19	2019-20	2020-21	2021-22	2022-23	5 year average
Teaching - Learning Process	↗ 8.25	↘ 8.11	↘ 8.14	↔ 8.21	↗ 8.34	8.21
Conduct of Examination	↗ 8.20	↘ 8.02	↗ 8.20	↗ 8.27	↗ 8.29	8.20
Library Facilities	↗ 7.98	↘ 7.63	↘ 7.37	↘ 7.48	↗ 8.14	7.72
Extra-curricular activities	↔ 8.13	↘ 7.45	↘ 7.55	↘ 7.72	↗ 8.63	7.90
Sports Facilities	↗ 8.97	↘ 6.99	↘ 6.91	↘ 7.10	↔ 8.13	7.62
Security Services	↘ 8.18	↘ 8.25	↘ 8.19	↘ 8.25	↗ 8.69	8.31
Grievance Redressal	↘ 6.93	↘ 7.19	↘ 7.31	↔ 7.39	↗ 8.02	7.37
Drinking water and Washroom facility	↘ 6.38	↗ 7.00	↗ 7.21	↗ 7.24	↗ 7.31	7.03
Overall Average	↔ 7.88	↘ 7.58	↘ 7.61	↘ 7.71	↗ 8.20	7.79

The five-year Student Satisfaction Analysis (2018-19 to 2022-23) provides valuable insights into the variations and trends across different aspects of the educational experience, focusing on the average.

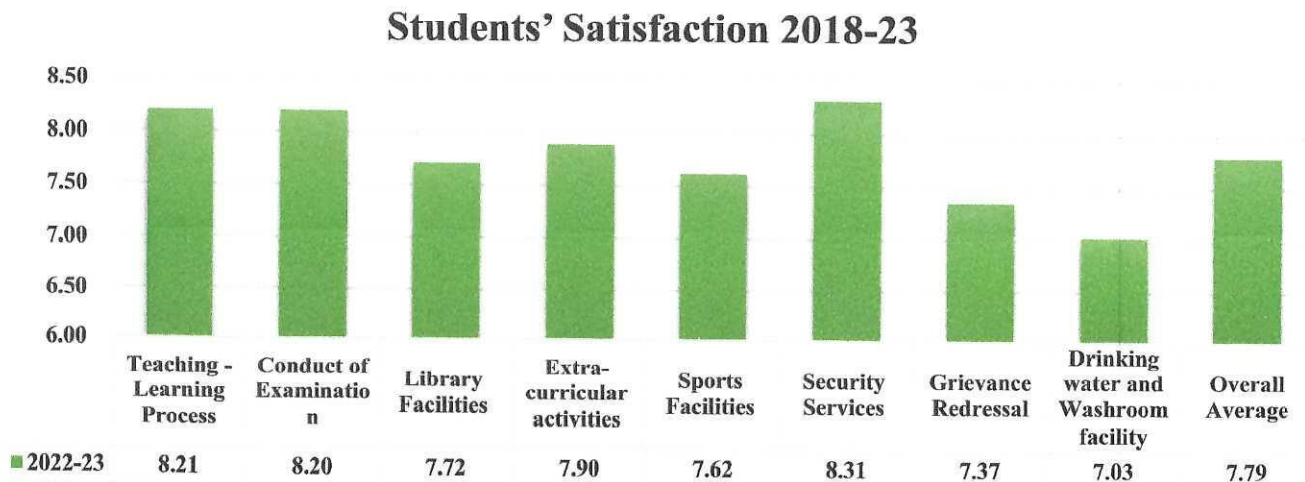
- 1) **Teaching-Learning Process:** The average satisfaction score for the Teaching-Learning Process has consistently been high, with a slight increase from 8.25 in 2018-19 to 8.34 in 2022-23.
- 2) **Conduct of Examination:** The Conduct of Examination has maintained a stable average satisfaction score of around 8.20 over the five years. This suggests that students consistently perceive the fairness and organization of examinations, and any variations are minor.
- 3) **Library Facilities:** There is a fluctuating trend in Library Facilities, with an increase from 7.37 in 2020-21 to 8.14 in 2022-23. However, there exist some variability in students' perceptions, suggesting a need for targeted improvements in this area.
- 4) **Extra-curricular Activities:** Extra-curricular activities have shown a positive upward trend, with a significant increase from 7.45 in 2019-20 to 8.63 in 2022-23. The scores indicates some variability, suggesting a need for further understanding of students' diverse preferences in this aspect.
- 5) **Sports Facilities:** Sports Facilities have shown a consistent average satisfaction score around 7.62, with a notable dip in 2019-20, due to covid pandemic and improved in the consequent years.
- 6) **Security Services:** Security Services consistently received high average satisfaction scores, reaching 8.69 in 2022-23. The scores indicates a stable and consistently positive perception of security measures.
- 7) **Grievance Redressal:** The Grievance Redressal system has shown improvement over the years, with an increase from 6.93 in 2018-19 to 8.02 in 2022-23. The scores emphasizes the importance of ongoing enhancements in addressing student concerns.
- 8) **Drinking Water and Washroom Facility:** There is a steady increase in satisfaction with Drinking Water and Washroom facilities, reaching an average score of 7.31 in 2022-23. The scores suggests some variability in perceptions, indicating the need for consistent maintenance and improvements.
- 9) **Overall Average:** The Overall Average satisfaction score has shown a positive trend, increasing from 7.88 in 2018-19 to 8.20 in 2022-23. The scores reflects a relatively stable and consistently high level of overall satisfaction.

Recommendations:

1. **Library Facilities:** Focus on understanding specific areas of dissatisfaction through surveys and feedback to make targeted improvements and enhance consistency.
2. **Extra-curricular Activities:** Continue diversifying and expanding offerings based on student preferences to reduce variability and cater to a broader range of interests.
3. **Sports Facilities:** Implement targeted improvements to address the variability in satisfaction, ensuring that sports facilities meet the diverse needs and expectations of students.
4. **Grievance Redressal:** Maintain a proactive approach to addressing student concerns and further enhance the Grievance Redressal system to minimize variability in satisfaction.
5. **Drinking Water and Washroom Facility:** Consistently monitor and address issues to maintain and improve facilities, reducing variability in student perceptions.

Overall, the analysis suggests a positive trajectory in student satisfaction, with specific areas requiring targeted attention to reduce variability and further enhance the overall educational experience. The institution is encouraged to continue its proactive approach, leveraging positive trends, addressing specific concerns, and prioritizing the holistic well-being of its students.

Over the past five years (2018-19 to 2022-23), the Student Satisfaction Analysis reveals noteworthy trends in various aspects of the educational experience.



From the above table we found that:

- The Teaching-Learning Process has maintained a consistently high level of satisfaction.
- The Conduct of Examination also shows a steady trend, with an average of 8.20.
- However, there are areas of concern, such as a decline in satisfaction with Sports Facilities, which started at 8.97 in 2018-19 but decreased to 8.13 in 2022-23.
- Library Facilities, Extra-curricular activities, and Grievance Redressal have also experienced fluctuations.
- The Overall Average satisfaction score has seen an overall positive trend, reaching 8.20 in 2022-23.

It is evident that maintaining high satisfaction levels, especially in areas showing decline, will be crucial for sustaining an optimal learning environment.

Based on the above finding the following Recommendations are inferred by IQAC:

- To address the fluctuations in satisfaction scores, it is recommended to conduct in-depth assessments of the areas with declining scores, such as Sports Facilities, Library Facilities, and Extra-curricular activities. Implement targeted improvements based on student feedback to enhance the overall experience.
- Additionally, sustaining the positive trends in Teaching-Learning Process and Conduct of Examination should be a priority, potentially through faculty development programs and continuous evaluation of examination processes.
- Addressing concerns related to Drinking Water and Washroom Facilities is crucial, as it has consistently remained below the "Very Good" category.
- A proactive approach to security services and grievance redressal, maintaining the positive trend, should also be sustained.

Regular surveys and feedback mechanisms will be instrumental in understanding evolving student expectations and tailoring improvements to meet their needs effectively.

Teaching Feedback Analysis

The following table depicts the student satisfaction analysis about the teaching process:

Feedback Analysis	2018-19	2019-20	2020-21	2021-22	2022-23	5 year average
The teacher's effectiveness in teaching the subject	↑ 8.74	↓ 8.44	⇒ 8.58	↑ 8.72	↑ 8.68	8.63
Clarity of teacher's Voice and Communication Skills	⇒ 8.72	↓ 8.35	⇒ 8.67	↑ 8.84	⇒ 8.61	8.64
Teachers use of examples and illustration	⇒ 8.57	↓ 8.26	⇒ 8.51	↑ 8.74	⇒ 8.41	8.50
Readiness to extra help when needed	↑ 8.76	↓ 8.29	↑ 8.71	↑ 8.71	↑ 8.69	8.63
Punctuality of Teacher	↑ 8.98	↓ 8.43	⇒ 8.79	⇒ 8.73	↓ 8.51	8.69
Level of discipline maintain in the class	↑ 8.81	↓ 8.23	↑ 8.81	↑ 8.73	⇒ 8.67	8.65
Interaction with students	⇒ 8.69	↓ 8.46	⇒ 8.75	↑ 8.88	⇒ 8.62	8.68
Overall Average	↑ 8.75	↓ 8.35	↑ 8.69	↑ 8.76	⇒ 8.60	8.63

The Feedback Analysis spanning five academic years (2018-19 to 2022-23) indicates a consistently high level of satisfaction among students across various dimensions of teaching.

The teacher's effectiveness in teaching the subject, Clarity of teacher's Voice and Communication Skills, and Teachers' use of examples and illustration have maintained consistently high average scores, demonstrating the effectiveness of instructional methods. Readiness to provide extra help, Punctuality of Teachers, and the Level of discipline maintained in the class have also received commendable scores, showcasing a commitment to student support and a conducive learning environment. Interaction with students has consistently remained positive, contributing to a favorable overall average satisfaction score of 8.63. The scores suggests a stable and reliable satisfaction level over the five-year period.

- Consistent High Satisfaction:** Across multiple dimensions, including the teacher's effectiveness, clarity of communication, use of examples, readiness to provide extra help, punctuality, discipline, and interaction with students, satisfaction levels have consistently remained high over the five-year period.
- Effective Instructional Methods:** The teacher's effectiveness in teaching the subject, along with the use of examples and illustration, has consistently received praise, indicating the effectiveness of instructional methods employed by the teaching staff.
- Positive Teacher-Student Interaction:** Interaction with students has consistently remained positive, emphasizing a conducive and engaging learning environment, contributing to the high overall satisfaction scores.
- Stable Satisfaction Levels:** The scores suggest stability in satisfaction levels, highlighting the reliability and consistency of the positive feedback received from students.

Recommendations:

While the findings indicate a robust and consistently positive feedback, it is recommended to continue fostering an environment that promotes effective teaching and positive teacher-student interactions.

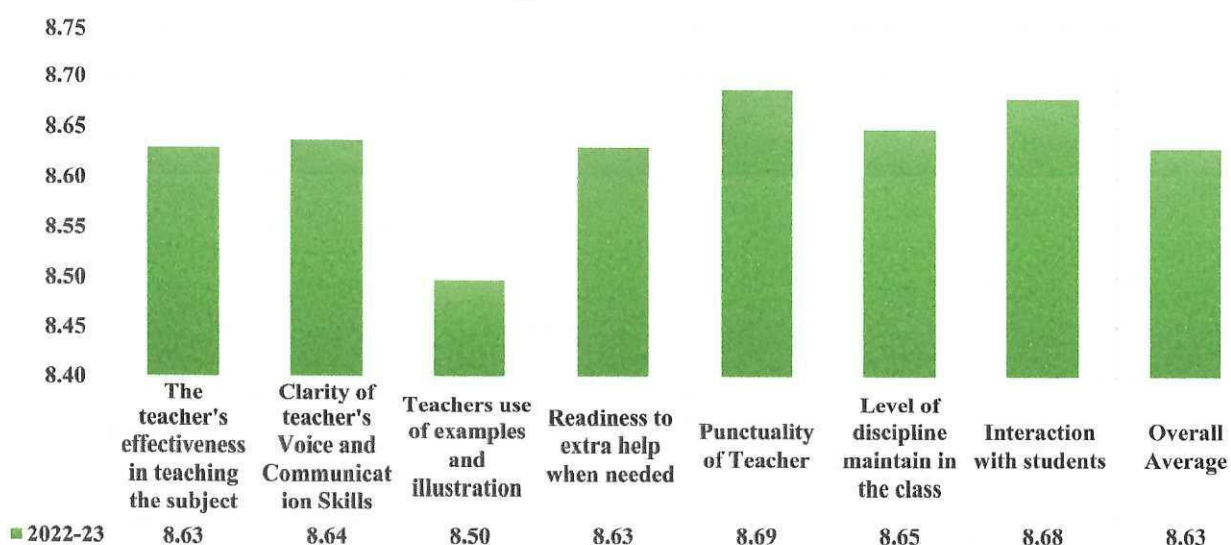
Encouraging teachers to maintain readiness to provide extra help and emphasizing the importance of punctuality and discipline will contribute to sustaining these positive aspects. Implementing periodic professional development programs can further enhance teaching methods and communication skills, ensuring continuous improvement. The institution should also consider collecting specific qualitative feedback to gain insights into any nuanced aspects that may not be captured by quantitative metrics.

1. **Continuous Professional Development:** Encourage and facilitate continuous professional development programs for teachers to further enhance instructional methods, communication skills, and overall teaching effectiveness.
2. **Emphasize Readiness and Punctuality:** Reinforce the importance of teachers being readily available for extra help and maintaining punctuality, ensuring a supportive and disciplined learning environment.
3. **Collect Qualitative Feedback:** Consider incorporating qualitative feedback mechanisms to gather nuanced insights that may not be captured by quantitative metrics, providing a more comprehensive understanding of the student experience.
4. **Celebrate and Acknowledge Success:** Acknowledge and celebrate the consistently high satisfaction levels as a testament to the institution's commitment to quality teaching and student engagement.
5. **Promote a Positive Teaching Culture:** Foster a positive teaching culture that values effective communication, continuous improvement, and student-centric approaches to maintain and enhance the positive aspects highlighted in the feedback analysis.

Overall, the recommendations aim to build upon the existing strengths and ensure a continued positive teaching and learning experience for students.

The Feedback Analysis spanning five years (2018-19 to 2022-23) underscores the commendable performance of the teaching staff, showcasing consistently high satisfaction levels in various dimensions

Teaching Feedback 2022-23



Findings:

- Noteworthy trends include a slight fluctuation in the teacher's effectiveness, starting at 8.74 and settling at 8.68 in 2022-23.
- Clarity of teacher's voice and communication skills and the use of examples and illustrations display an upward trajectory, with a peak in 2021-22 at 8.84 and 8.74, respectively.
- Readiness to provide extra help, punctuality, and the level of discipline maintained in the class demonstrate a stable and positive trend, contributing to an overall high average satisfaction score of 8.63.
- However, maintaining this excellence requires attention to the recent dip in the overall average, emphasizing the need for continuous efforts to uphold the exceptional standards set by the teaching staff.

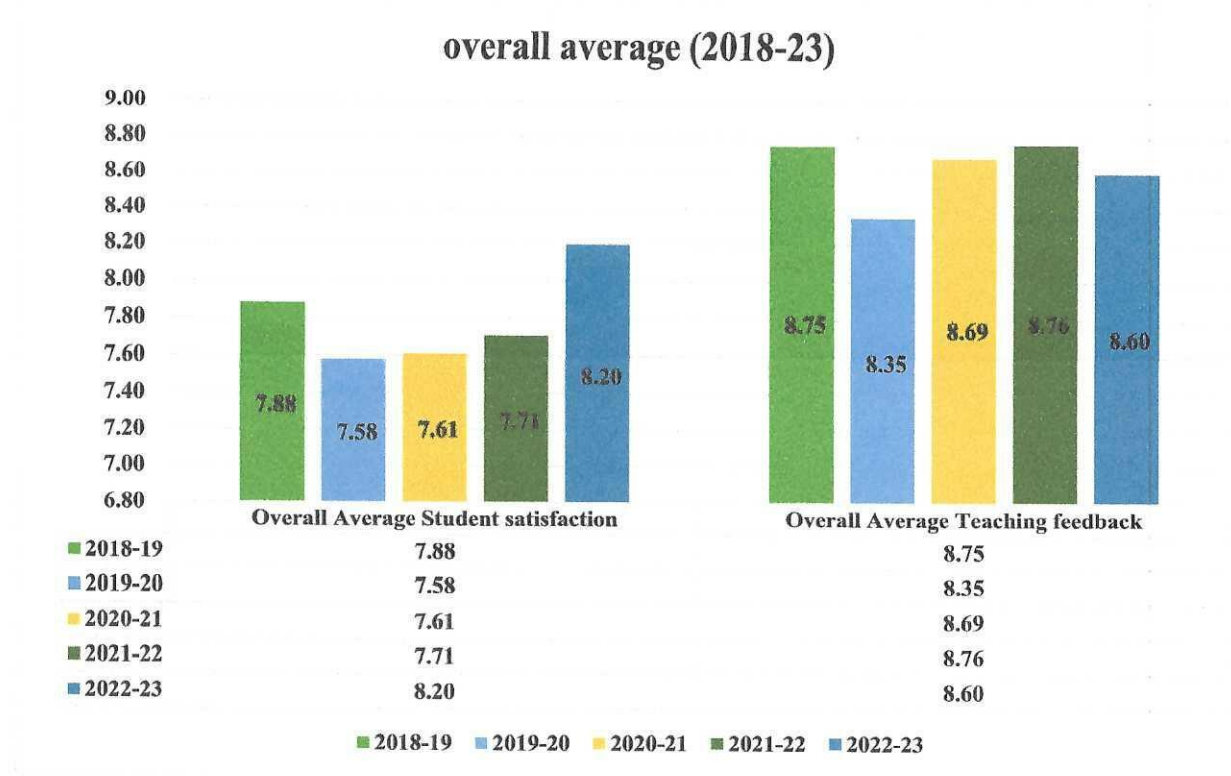
Recommendations:

- To sustain and enhance the positive trends observed, it is recommended to implement targeted professional development programs for teachers. Focus on refining communication skills, incorporating varied examples, and maintaining a consistently high level of readiness to provide extra help.
- Continuous evaluations of punctuality and discipline should be prioritized, ensuring a professional and organized learning environment.
- Encouraging and facilitating positive interactions between teachers and students will contribute to the overall satisfaction levels.
- Additionally, it is crucial to conduct regular surveys and feedback sessions to understand evolving student expectations and address any emerging concerns promptly.

These efforts will fortify the teaching staff's ability to deliver an exceptional learning experience, as reflected in the positive trends seen over the past five years

Overall Average Analysis

The following graph compares the overall average of the student satisfaction analysis towards the institution and the teaching process:




Principal
B. K. Birla College, Kalyan.
(Empowered Autonomous Status)