



## *STUDENT SATISFACTION SURVEY (SSS) REPORT*

### *2024-25*

### **Introduction**

The Student Satisfaction Survey (SSS) is an essential quality assurance mechanism prescribed by NAAC to assess students' perceptions of teaching-learning processes, academic environment, infrastructure, and institutional support services. In alignment with NAAC guidelines and the objectives of the Internal Quality Assurance Cell (IQAC), Smt. Dankunwar Mahila Mahavidyalaya, Jalna conducted the Student Satisfaction Survey for the academic year 2024–25.

The survey aims to gather structured feedback from students to identify strengths, gaps, and areas for improvement, thereby promoting continuous quality enhancement in academic and administrative functioning.

### **Objectives of the Survey**

The major objectives of the Student Satisfaction Survey are:

- To assess students' satisfaction with teaching-learning and evaluation processes.
- To evaluate the effectiveness of curriculum delivery and mentoring support.
- To understand students' perceptions of infrastructure, learning resources, and institutional facilities.
- To obtain constructive feedback for quality improvement initiatives.
- To strengthen student-centric and outcome-based education practices as per NEP 2020.

### **Methodology**

- The survey was conducted **online** using a structured questionnaire.
- The questionnaire was designed as per **NAAC SSS format**, consisting of both quantitative and qualitative questions.
- Participation was **voluntary and anonymous**, ensuring unbiased responses.

- Students from **UG and PG programmes** across different disciplines participated in the survey.
- Responses were collected, compiled, and statistically analyzed by the IQAC.

### Parameters Covered

The Student Satisfaction Survey covered the following key parameters:

1. Teaching quality and subject knowledge of teachers
2. Clarity of explanation and communication skills
3. Use of ICT tools and innovative teaching methods
4. Fairness and transparency in internal evaluation
5. Availability of learning resources (library, ICT, laboratories)
6. Mentoring, academic support, and grievance redressal
7. Institutional environment, discipline, and safety
8. Skill development, value education, and employability orientation

### Analysis and Key Findings

- A **majority of students expressed high satisfaction** with the overall teaching-learning process.
- Students appreciated the **approachability, preparedness, and subject expertise of faculty members**.
- The **internal assessment system** was perceived as transparent, timely, and fair.
- The mentoring system was found helpful in addressing **academic, personal, and career-related concerns**.
- Students positively acknowledged the **safe, disciplined, and inclusive campus environment**, especially for women.
- ICT-enabled teaching, seminars, workshops, and co-curricular activities were rated as **effective and enriching**.
- Some students suggested enhancement of **ICT infrastructure, library resources, and career guidance activities**.

### Overall Satisfaction Level

Based on the compiled responses:

- The **overall satisfaction level of students remained significantly high**, indicating effective institutional practices.
- The average score reflects a **positive learning experience and supportive academic ecosystem**.
- The feedback confirms the institution's commitment to **student-centric education and quality enhancement**.

### Action Taken and Future Plan

Based on the feedback analysis, the institution has planned the following actions:

- Strengthening ICT facilities and smart classroom usage.

- Organizing more career guidance, skill development, and placement-oriented programmes.
- Enhancing access to digital learning resources and e-content.
- Continuing faculty development programmes to promote innovative pedagogy.
- Further strengthening mentoring and student support services.

## Conclusion

The Student Satisfaction Survey 2024–25 reveals that Smt. Dankunwar Mahila Mahavidyalaya, Jalna maintains a **positive academic environment**, effective teaching-learning processes, and strong student support mechanisms. The feedback received serves as a valuable input for institutional planning and continuous quality improvement. IQAC remains committed to utilizing the survey outcomes to align institutional practices with **NAAC benchmarks and NEP 2020 objectives**.

## Survey Details

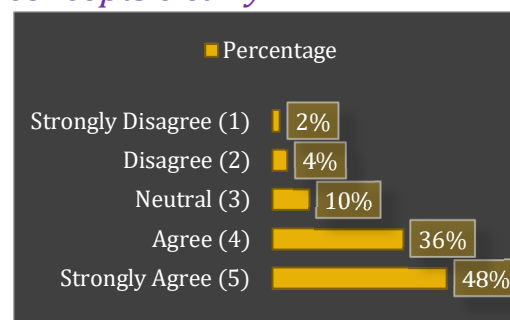
Particulars	Details
Mode of Survey	Online
Total Students Enrolled	100%
Students Responded	<b>78%</b>
Programmes Covered	UG & PG
Nature of Responses	Anonymous

## Question-wise Percentage Analysis

(Scale used: 1–5 where 5 = Strongly Agree, 1 = Strongly Disagree)

### Q1. Teaching staff explains concepts clearly

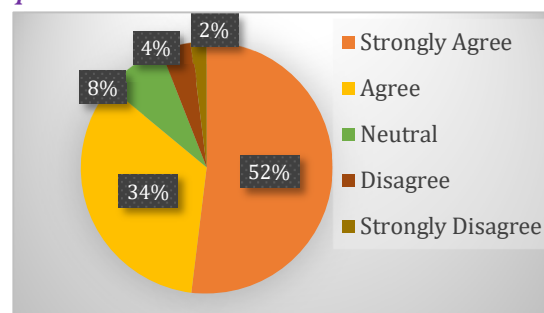
Response	Percentage
Strongly Agree (5)	48%
Agree (4)	36%
Neutral (3)	10%
Disagree (2)	4%
Strongly Disagree (1)	2%



**Satisfied (4+5): 84%**

### Q2. Teachers are well-prepared for lectures

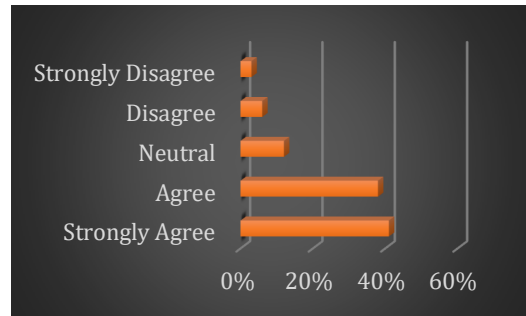
Response	Percentage
Strongly Agree	52%
Agree	34%
Neutral	8%
Disagree	4%
Strongly Disagree	2%



**Satisfied: 86%**

*Q3. Use of ICT and innovative teaching methods*

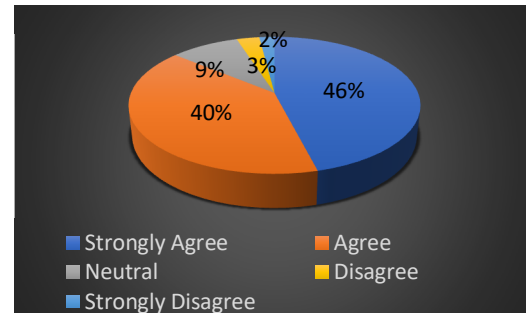
Response	Percentage
Strongly Agree	41%
Agree	38%
Neutral	12%
Disagree	6%
Strongly Disagree	3%



**Satisfied: 79%**

*Q4. Internal evaluation process is fair and transparent*

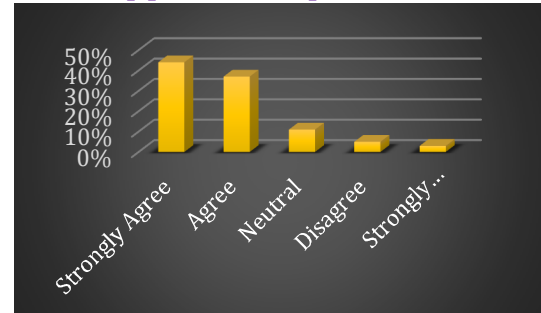
Response	Percentage
Strongly Agree	46%
Agree	40%
Neutral	9%
Disagree	3%
Strongly Disagree	2%



**Satisfied: 86%**

*Q5. Mentoring and academic support is helpful*

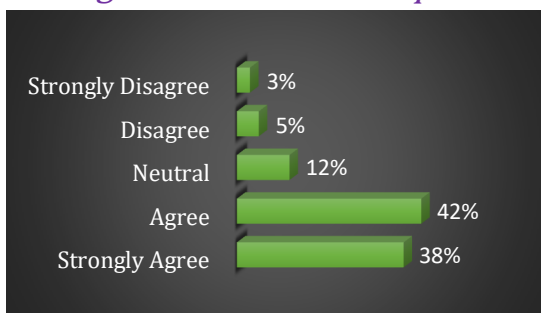
Response	Percentage
Strongly Agree	44%
Agree	37%
Neutral	11%
Disagree	5%
Strongly Disagree	3%



**Satisfied: 81%**

*Q6. Institutional facilities and learning resources are adequate*

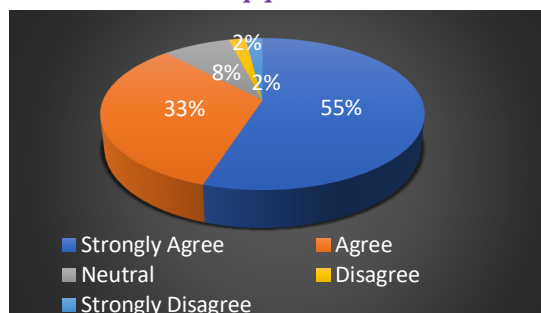
Response	Percentage
Strongly Agree	38%
Agree	42%
Neutral	12%
Disagree	5%
Strongly Disagree	3%



**Satisfied: 80%**

*Q7. Campus environment is safe and supportive*

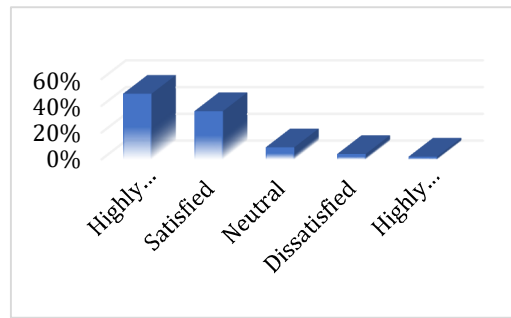
Response	Percentage
Strongly Agree	55%
Agree	33%
Neutral	8%
Disagree	2%
Strongly Disagree	2%



**Satisfied: 88%**

## Overall Satisfaction Index

Satisfaction Level	Percentage
Highly Satisfied	49%
Satisfied	36%
Neutral	9%
Dissatisfied	4%
Highly Dissatisfied	2%



✓ **Overall Student Satisfaction (Satisfied + Highly Satisfied): 85%**

### Interpretation of Graphical Analysis

- Graphical trends clearly indicate high student satisfaction across teaching, evaluation, mentoring, and campus environment.
- Slightly lower satisfaction percentages in ICT and infrastructure highlight areas for strategic improvement.
- The dominant “Agree” and “Strongly Agree” responses validate the institution’s student-centric and outcome-based teaching practices.
- The results strongly support compliance with NAAC Metric 2.7.1 and NEP 2020 learner-focused approach.

### Action Taken and Future Plan

*Based on the feedback analysis, the institution has planned the following actions:*

- Strengthening ICT facilities and smart classroom usage.
- Organizing more career guidance, skill development, and placement-oriented programmes.
- Enhancing access to digital learning resources and e-content.
- Continuing faculty development programmes to promote innovative pedagogy.
- Further strengthening mentoring and student support services.

### Conclusion

The percentage-based and graphical analysis of the Student Satisfaction Survey 2024–25 confirms that Smt. Dankunwar Mahila Mahavidyalaya, Jalna provides a positive, inclusive, and academically enriching environment. The survey outcomes guide IQAC in planning targeted quality enhancement initiatives and reinforce the institution’s commitment to continuous improvement and excellence in higher education.



  
**Principal**  
Smt. Dankunwar Mahila  
Mahavidyalaya, Jalna.