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## **SANTHIRAM COLLEGE OF PHARMACY**

**Approved by AICTE & PCI, New Delhi – Affiliated to JNTUA, Anantapuramu  
NH – 40, Nandyal, Kurnool District, Andhra Pradesh – 518501**

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**2.7**  
**Report on**  
**Student Satisfaction Survey (SSS)**  
**Academic Year 2023-24**

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1	Student Satisfaction Survey
2	Questionnaire
3	Summary & Analysis of Student Satisfaction Survey
4	Action taken report

  
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## 1. Student Satisfaction Survey

The Internal Quality Assurance Cell (IQAC) of Santhiram College of Pharmacy, Nandyal, conducts the **Student Satisfaction Survey (SSS)** as an essential mechanism to evaluate and understand students' perceptions regarding various aspects of the institution. This survey focuses on the effectiveness of the teaching-learning process, the performance of the college in achieving academic and institutional goals, and the adequacy of infrastructural facilities. The feedback collected plays a pivotal role in identifying areas that require improvement and in implementing measures to enhance overall quality.

### **Structure of the Survey**

The survey comprises a well-structured questionnaire recommended by the National Assessment and Accreditation Council (NAAC). It contains **21 questions** designed to cover a broad spectrum of academic and institutional parameters:

- **20 objective-type questions:** These aim to capture quantifiable feedback on key aspects of the teaching-learning experience, faculty performance, and facilities provided by the college.
- **1 open-ended question:** This provides students an opportunity to share their observations and suggestions in a descriptive manner, offering deeper insights into their expectations and areas for improvement.


### **Methodology**

The objective questions are based on a **Likert scale**, allowing students to rate their experiences on a graded scale ranging from **0 to 4**:

- **4:** Highest level of satisfaction.
- **0:** Lowest level of satisfaction.

This approach provides a more nuanced understanding of students' opinions, moving beyond the binary forced-choice method and enabling a comfortable range for students to express their feedback accurately.

The questionnaire is disseminated digitally through **Google Forms**, ensuring easy access and encouraging participation. Students are requested to respond sincerely to all the questions, dedicating their thoughtful efforts to each response.

  
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### Significance of the Survey


The SSS is a critical tool for the institution's continuous improvement. It helps to:

5. **Enhance the Teaching-Learning Process:** By identifying strengths and weaknesses, the institution can refine teaching methods, adopt innovative pedagogies, and integrate advanced learning tools.
6. **Improve Infrastructure:** Feedback on infrastructural facilities allows for targeted upgrades and better resource management.
7. **Plan for the Future:** The survey results provide a foundation for strategic planning and setting priorities for academic and institutional development.
8. **Take Remedial Action:** Insights from the survey help address deficiencies and implement corrective measures promptly.

### Survey Outcome

In the most recent survey, **116 students** participated, representing a significant portion of the student body. The analysis revealed that:

- Over **85% of students** reported high levels of satisfaction with the teaching-learning process and the institution's efforts.
- The responses highlighted the effectiveness of the faculty, relevance of the curriculum, and the supportive learning environment.
- Suggestions from students included further enhancement of practical training, improvement in digital resources, and increased opportunities for internships and field visits.

  
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### 2. Questionnaire

Following are questions for online student satisfaction survey regarding teaching learning process.

1. How much of the syllabus was covered in the class?
  - 4 – 85 to 100%
  - 3 – 70 to 84%
  - 2 – 55 to 69%
  - 1– 30 to 54%
  - 0 –Below 30%
2. How well did the teachers prepare for the classes?
  - 4 –Thoroughly
  - 3 – Satisfactorily
  - 2 – Poorly
  - 1 – Indifferently
  - 0 – Won't teach at all
3. How well were the teachers able to communicate?
  - 4 – Always effective
  - 3 – Sometimes effective
  - 2 – Just satisfactorily
  - 1– Generally ineffective
  - 0– Very poor communication
4. The teacher's approach to teaching can best be described as
  - 4– Excellent
  - 3 – Very good
  - 2 – Good
  - 1 – Fair
  - 0– Poor
5. Fairness of the internal evaluation process by the teachers.
  - 4 – Always fair
  - 3 – Usually fair
  - 2 – Sometimes unfair
  - 1 – Usually unfair
  - 0– Unfair
6. Was your performance in assignments discussed with you?
  - 4 – Every time
  - 3 – Usually
  - 2 – Occasionally/Sometimes
  - 1 – Rarely


  
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- 0– Never
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
- 4 – Regularly  
3 – Often  
2 – Sometimes  
1 – Rarely  
0– Never
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
- 4 – Significantly  
3 – Very well  
2 – Moderately  
1 – Marginally  
0– Not at all
9. The institution provides multiple opportunities to learn and grow.
- 4 – Strongly agree  
3 – Agree  
2 – Neutral  
1 – Disagree  
0– Strongly disagree
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
- 4 – Every time  
3 – Usually  
2– Occasionally/Sometimes  
1 – Rarely  
0– Never
11. Your mentor does a necessary follow-up with an assigned task to you.
- 4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1 – Rarely  
0 – I don't have a mentor
12. The teachers illustrate the concepts through examples and applications.
- 4 – Every time  
3 – Usually  
2 – Occasionally/Sometimes  
1– Rarely  
0 – Never

  
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13. The teachers identify your strengths and encourage you with providing right level of challenges.
- 4 – Fully
  - 3 – Reasonably
  - 2 – Partially
  - 1 – Slightly
  - 0 – Unable to
14. Teachers are able to identify your weaknesses and help you to overcome them.
- 4 – Every time
  - 3 – Usually
  - 2 – Occasionally/Sometimes
  - 1 – Rarely
  - 0 – Never
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
- 4 – Strongly agree
  - 3 – Agree
  - 2 – Neutral
  - 1 – Disagree
  - 0 – Strongly disagree
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.
- 4 – To a great extent
  - 3 – Moderate
  - 2 – Some what
  - 1 – Very little
  - 0 – Not at all
17. Teachers encourage you to participate in extracurricular activities.
- 4 – Strongly agree
  - 3 – Agree
  - 2 – Neutral
  - 1 – Disagree
  - 0 – Strongly disagree
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.
- 4 – To a great extent
  - 3 – Moderate
  - 2 – Some what
  - 1 – Very little
  - 0 – Not at all

  
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19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.


- 4 – Above 90%
- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%

20. The overall quality of teaching-learning process in your institute is very good.

- 4 –Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

- a)
- b)
- c)

  
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### 3. Summary & Analysis of Student Satisfaction Survey

S.No	Evaluation Parameters (Questions)	4	3	2	1	0
1	How much of the syllabus was covered in the class?	43	56	8	9	0
2	How well did the teachers prepare for the classes?	47	66	2	1	0
3	How well were the teachers able to communicate?	67	34	14	0	1
4	The teacher's approach to teaching can best be described as	28	54	30	3	1
5	Fairness of the internal evaluation process by the teachers.	37	73	3	3	0
6	Was your performance in assignments discussed with you?	63	39	11	2	1
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students	40	57	14	3	2
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth	25	59	30	2	0
9	The institution provides multiple opportunities to learn and grow	24	67	24	1	0
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	41	65	10	0	0
11	Your mentor does a necessary follow-up with an assigned task to you	43	59	12	2	0
12	The teachers illustrate the concepts through examples and applications.	53	50	13	0	0
13	The teachers identify your strengths and encourage you with providing right level of challenges	45	51	15	4	1
14	Teachers are able to identify your weaknesses and help you to overcome them	37	57	17	4	1
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	29	70	15	1	1
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	31	72	11	2	0
17	Teachers encourage you to participate in extracurricular activities	46	60	10	0	0
18	Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	37	72	5	2	0
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	22	64	25	3	2
20	The overall quality of teaching-learning process in your institute is very good.	32	69	13	1	1

4– Excellent; 3 – Very good; 2 – Good; 1 – Average; 0– Poor

  
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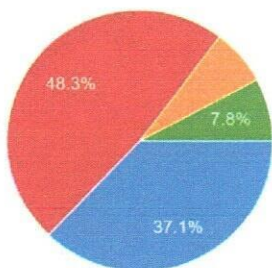


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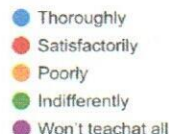
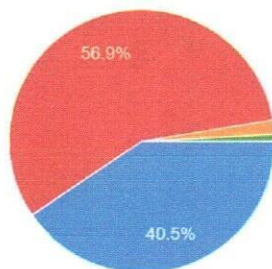
1) How much of the syllabus was covered in the class?

116 responses



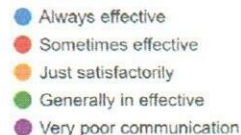
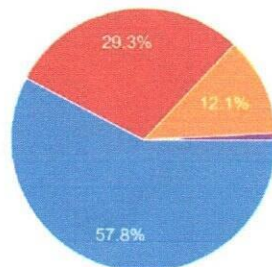
2) How well did the teachers prepare for the classes?


116 responses



3) How well were the teachers able to communicate?

116 responses



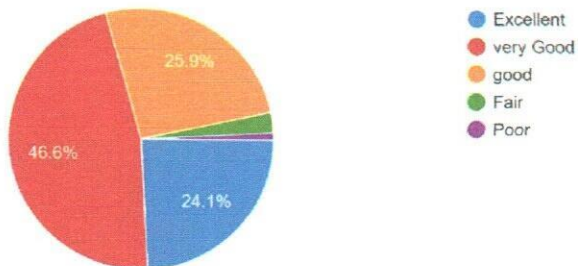
  
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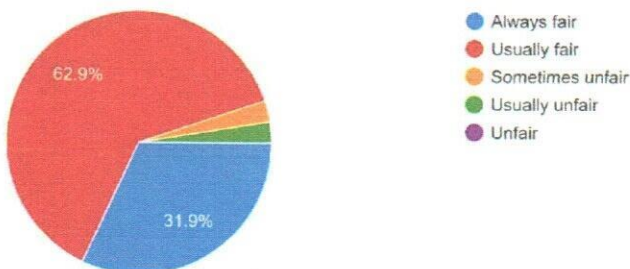
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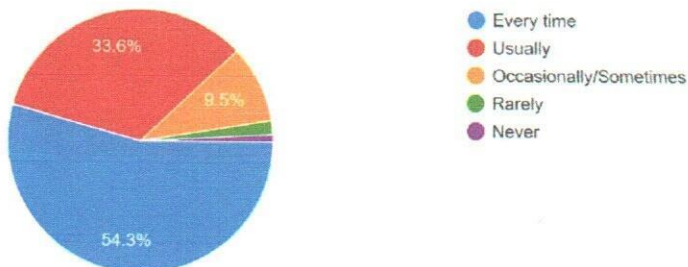
4) The teacher's approach to teaching can best be described as  
116 responses




5) Fairness of the internal evaluation process by the teachers.  
116 responses



6) Was your performance in assignments discussed with you?  
116 responses



  
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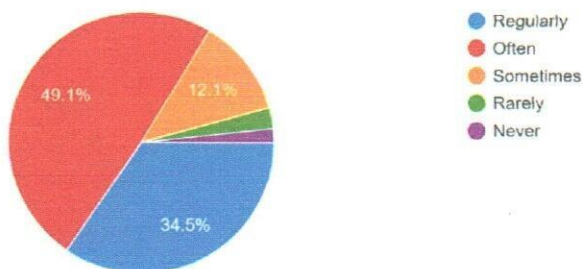


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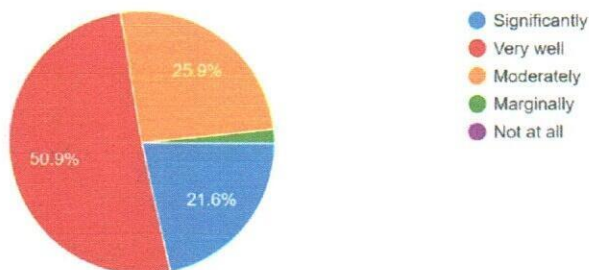
7) The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

116 responses



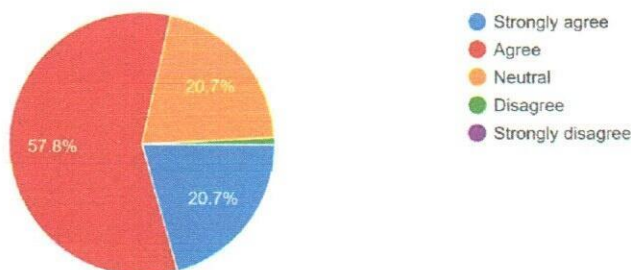
8) The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

116 responses



9) The institution provides multiple opportunities to learn and grow.

116 responses



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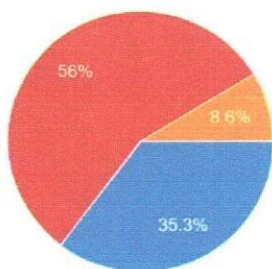


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10) Teachers inform you about your expected competencies, course out comes and programme outcomes.

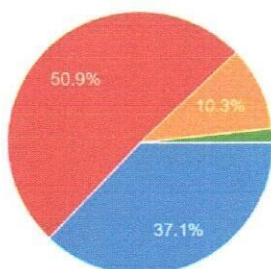
116 responses



● Everytime  
● Usually  
● Occasionally/Sometimes  
● Rarely  
● Never

11) Your mentor does an necessary follow-up with an assigned task to you.

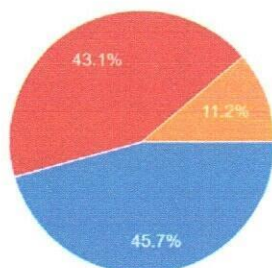
116 responses




● Every time  
● Usually  
● Occasionally/Sometimes  
● Rarely  
● I don't have a mentor

12) The teachers illustrate the concepts through examples and applications.

116 responses



● Every time  
● Usually  
● Occasionally/Sometimes  
● Rarely  
● Never

  
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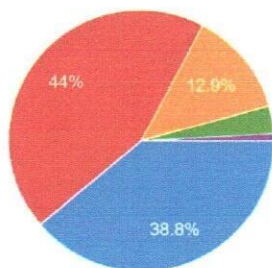


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13) The teachers identify your strengths and encourage you with providing right level of challenges.

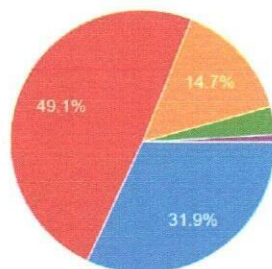
116 responses



● Fully  
● Reasonably  
● Partially  
● Slightly  
● Unable to

14) Teachers are able to identify your weaknesses and help you to over come them.

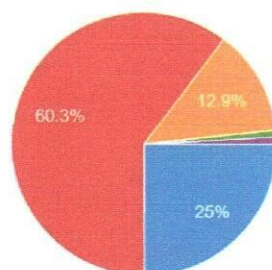
116 responses



● Every time  
● Usually  
● Occasionally/Sometimes  
● Rarely  
● Never

15) The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

116 responses



● Strongly agree  
● Agree  
● Neutral  
● Disagree  
● Strongly disagree

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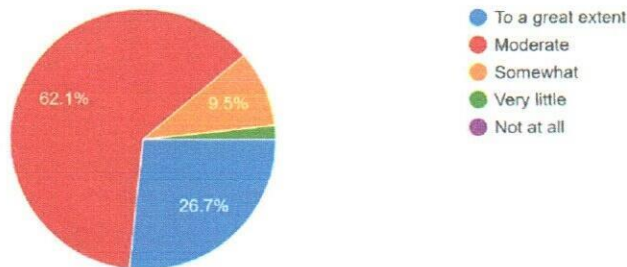


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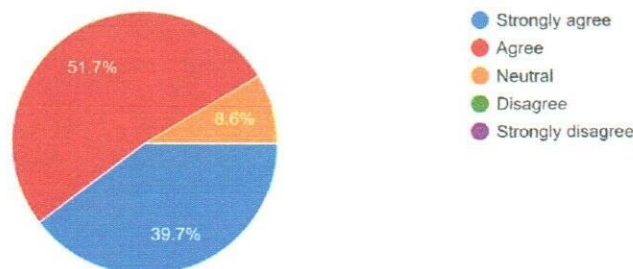
16) The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

116 responses



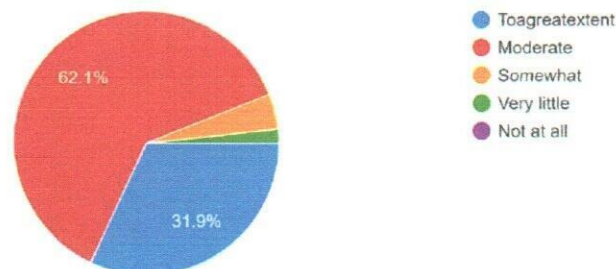
17) Teachers encourage you to participate in extracurricular activities.


116 responses



18) Efforts are made by the institute/teachers to inculcates soft skills, life skills and employ ability skills to make you ready for the world of work.

116 responses



  
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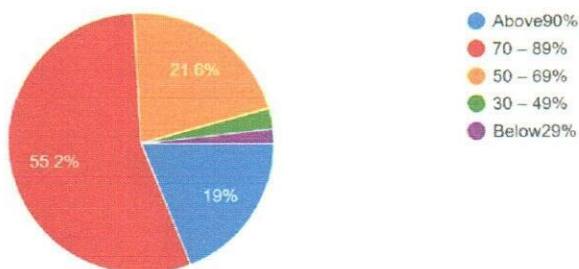
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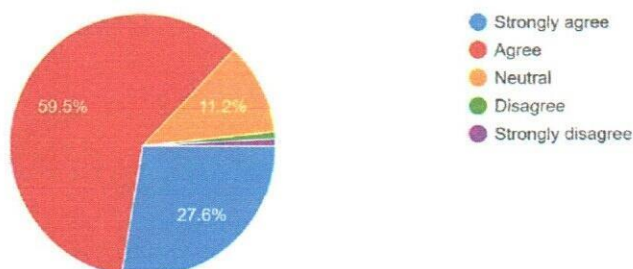
19) What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.


116 responses



20) The overall quality of teaching-learning process in your institute is very good.

116 responses



  
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21) Give three observations/suggestions to improve the overall teaching-learning experience in your institution.

116 responses

Not necessary

Extra curricular activities should be more

Encourage every student


Create variety methods to improve communication skills

Encouraging students to take ownership of their learning through self directed projects and presentations.

Inculcate soft skills, life skills and ability skills to make us ready for the world of work

Ground for sports

Practical teaching is more needed

  
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### **4. Action Taken Report**

1. Faculty members are advised to follow the Schedule of Instructions and ensure the complete coverage of the syllabus. The academic in-charge reviews the progress of syllabus completion on a monthly basis.
2. To enhance teaching methods, all faculty members are encouraged to incorporate ICT tools into their instruction.
3. Student assignments are reviewed individually, and constructive feedback is provided to help improve their grades. After evaluation, answer scripts are returned to students for their review and signature. An overall analysis sheet is also prepared and shared with students.
4. Internship programs are made mandatory, and field visits are encouraged to provide practical learning experiences.
5. Each student is assigned a designated mentor who provides guidance on academic, psychological, and social issues. The mentor offers suitable advice to help students address their concerns.
6. Students are provided with multiple opportunities for growth through guest lectures, workshops, and other learning initiatives.
7. Students are encouraged to engage in research by presenting their findings at conferences and are guided on how to publish their research in reputed journals such as Scopus, Web of Science, and SCI.

  
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