



INTERNAL QUALITY ASSURANCE CELL
BANSAL INSTITUTE OF SCIENCE AND TECHNOLOGY,
KOKTA TRANSPORT NAGAR, BHOPAL

Director, IQAC

REPORT ON STUDENTS SATISFACTION SURVEY, 2022-23

The students are an integral part as well as a major stakeholder in any educational institution. Bansal institute of science and technology has always considered Students' satisfaction and their suggestions as seminal for the improvement of the institution. Keeping this in mind a set of questions were asked from students studying in the college. The questionnaire was framed in way to understand their opinion about subjects like Academic Resources and Faculty Involvement, Support system provided by the College, Infrastructure of the College, and Skills/Competence developed by them during their stay in college. More than 600 students (More than 25% of the total students) have participated in the survey using online structured questionnaire. For a more focused understanding, each of these heads was subdivided into different questions based on dimensions that impact these aspects in the following categories:

a) Curriculum

Curriculum development is where an educator plans learning activities and assessments that create meaningful and engaging learning experiences. The goal of curriculum development is to deliver high-quality lessons that help students achieve set learning outcomes.

b) Academic Resources and Faculty Involvement

In order to analyze the satisfaction with regard to this aspect, students were asked about their opinions regarding Regularity of Teaching Faculties in classes, Use of Teaching Aids and ICT facilities by Teachers, Student-Teacher interaction inside and outside classrooms, Integration of theoretical concepts with Practical examples by Teachers, their overall experience with Internal Assessment system used by Teachers, Availability of online resources and reading material, Opportunities to participate in various cultural societies of the college, Opportunities to take part in Seminars/Conferences and Research Projects, and their overall learning experience at Bansal Institute of Science And Technology, Bhopal.

c) Support system

College provides various support mechanism to students which begin with their admissions and continues till their Placement and even after that when the student keeps connected with college as an Alumni. In order to understand their view about different forms of support provided by college, they were asked questions about their experience during admissions, support provided by teachers in non-academic matters, their experience with College's non-teaching staff and members of administration, healthcare facilities in college, and experience with the Placement Cell.

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Table 1: Curriculum, Academic Resources /Faculty Development, Support System, Skills/ Competence developed during course of study

S.No	Indicator	Excellent	Very Good	Good	Fair	Poor	Not Applicable
1	Relevance of Curriculum	28.7	33.2	27.8	8.1	2.2	0
2	The Curriculum promotes internship, student exchange, field visit opportunities	27	25.8	23.2	16.3	7.7	0
3	Curriculum facilitates you in cognitive, social and emotional growth.	29	40	11	15	5	0
4	The curriculum has provision to engage students in the monitoring, review and continuous quality improvement of the teaching learning process	25.9	26.8	27.9	12.6	6.8	0
5	The Curriculum inculcates soft skills, life skills and employability skills to make you ready for the world of work	28.7	33.2	27.8	8.1	2.2	0
6	Frequency of Curriculum revision	21.5	24.6	26.5	18.6	8.8	0
7	Curriculum Delivery by teachers	22	30	26.3	16.7	5	0
8	Quality of Academic advising	16.2	18.7	23.9	27.5	15.7	0
9	Ease of access to teaching faculty	19	25.6	26.5	19.9	8.9	0
10	Use of Teaching Aids and ICT in Class	18	27.8	30.2	15.3	8.7	0
11	Student-Teacher Interaction	25.9	26.8	27.9	12.6	6.8	0
12	Opportunities and Functioning of Cultural Societies and Committees	16.2	29.7	22.9	16.5	14.7	0
13	Overall Learning Experience	21.9	24.6	26.5	18.6	8.4	0
14	Experience with College Administration	19.4	26.9	28.8	19.9	5	0
15	Experience with Placement Cell	39.4	14.7	22.4	14.3	9.3	0
16	Experience with healthcare facility in college	51.3	11.2	21.2	10.9	5.4	0
17	Classroom facilities	20.7	24.8	22.6	21.3	10.6	0
18	Library Reading Room facility	27.7	24	20.3	19	9	0
19	Library Reading Material Support and Digital Resources, college website	42.9	16.3	21.7	11.9	7.2	0
20	Safe and secure environment in college	49.4	15.5	20.2	Director	3.9	0

21	Canteen facilities	21.4	15.6	48.1	11.1	3.8	0
22	Drinking water facility	17.9	15.5	18.7	11.6	16.3	0
23	Washroom facilities	22	21.4	20.8	23.7	12.1	0
24	Sports facilities	25.9	20.1	20.8	20.9	12.3	0
25	Internet facilities	16.9	20.3	20.4	19.6	22.8	0
26	Analytical competency	19.1	33.4	24.8	15.4	7.3	0
27	Problem Solving Competence	13.8	26.9	38.7	16.4	4.2	0
28	Entrepreneurial/Job skills	19	29	26	16.3	9.7	0
29	Communication competence	12.4	34.5	31.1	13.8	8	0
30	IT skills	22.4	24.8	30.3	20.5	2	0
	AVERAGE	25.38	24.7	25.51	16.11	8.32	0

d) Infrastructure

The college infrastructure is very significant for overall growth of student and has important role in facilitating teaching-learning process. Under this head, students were asked their opinion about Classroom facilities (to be judged on basis of Seating Arrangements, Furniture, Lighting Arrangements, Cleanliness, and IT facilities wherever applicable), Library Reading Room facility, Library Reading Material Support (including availability of Text Books, Reference Books, Journals, Magazines and Newspapers), College Website, Sports Facilities, Canteen facilities (to be judged on quality of food served, hygiene standards, and relative cost of food items), Drinking Water facility (based on accessibility and hygiene), Washroom facility (based on cleanliness, water supply, and lighting), and Environment of College in terms of Safety and Security (including use of modern technology and techniques like installation of CCTV cameras, its functioning etc.)

This is one of the most important part of the survey, where students not only assess their personal progress and growth but also help us identify areas where we should focus more in future. In this regard students were asked to judge their improvement in Analytical skills, Problem Solving Competence, Leadership skills, Team Work skills, Communication competence, IT skills, and Entrepreneurial/Job based skills.

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Problem Solving competence, Communication Competence as well as IT Skills- they had improved significantly and hence their growth could be ranked as Good or above. The only concern is with regard to Entrepreneurial/Job skills, where 8.2% respondents marked as Poor and 13.8% as Average. Definitely the institution will look into these lacunas and strive to overcome the limitations in this regard because improving these skills is very important for the overall development of students, primarily their career after they pass out.

If we take an overall view of the responses, it is explicit that all the categories taken together around 65% of the respondents ranked it to be Good or above. Due to COVID pandemic and transformation of education system, many students have not been able to participate in cultural societies, or benefit from the physical infrastructure of the college, including Library. This said, there is huge scope for improvement and the institution shall work together with students in making all aspects of teaching-learning process more satisfactory for the learners as they are key stakeholders in the college. The survey indicates at important areas where work needs to be done to improve the learning experience of all students and these areas will be focused upon. We hope that when the next survey is undertaken, these areas would have been taken care of to ensure greater satisfaction to students.

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