

ANWARUL ULOOM COLLEGE (AUTONOMOUS)

NEW MALLEPALLY, HYDERABAD

Accredited with 'A' Grade by NAAC



STUDENT SATISFACTION SURVEY REPORT

2018-19

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Introduction:

Quality assurance is not an event it is a continuous process and a relentless pursuit to achieve academic excellence. It is an ongoing, dynamic and life-long endeavor of any institution. To achieve this goal, participation of all stakeholders is essential, the involvement of student participation in the institutional quality enhancement processes is crucial. Feedback is important tool for overall development of any institution. To achieve this goal institution prepared structured questionnaire as per need of overall development of students and institution.

Objective:

To measure the student's level of satisfaction on their experiences with Anwarul Uloom College covering the areas as shown below:

1. Academic Content
2. Usefulness of teaching material
3. Usefulness of study-groups in further learning
4. Timeliness of practical work
5. Placement
6. Feedback
7. Infrastructure facility
8. Evaluation
9. Interaction with faculty
10. Interaction with Administration
11. Library facility
12. Computer facility
13. Extra-curricular activities
14. Sport facility

Survey Methodology:

Data have been collected from passed out students of UG & PG all streams for academic year 2018-19 randomly using structured questionnaire online and offline mode.

Questionnaire: The questionnaire consists of two parts:

- Part I Profile of the Respondents
- Part II feedback based on quality of the Institution/ teacher/ course etc.

Questionnaire is designed on the basis of a 5-Point Likert scale ranging from 1= Poor to 5 = Excellent was used to measure the responses.

Data Analysis Method: Data was analyzed with the help of counts, percentages and statistical techniques such as mean standard deviation coefficient of variation etc. Data have presented with the help of charts and graphs.

Data Analysis

Table 1: Academic content

Responses	No. of Respondents	Percentage	Score
Excellent	26	4.34	130
Very good	200	33.39	800
Good	351	58.6	1053
Average	22	3.67	44
Poor	0	0	0
total	599	100	2027
Mean			3.38
S.D			0.6304
CV			0.1863

Table 1 reveals the student satisfaction survey on academic content of the college during their graduation or post graduation period. The survey found that 58.6% students stated that, academic content is good and 33.39% student's opinion is very good. Average score is 3.38 that imply that the academic content is more than good because of it is lies in between good and very good. Standard deviation and CV are 0.63 & 0.1863 or 18.63 % variation in the opinion of respondents respectively.

Chart 1: Academic Content

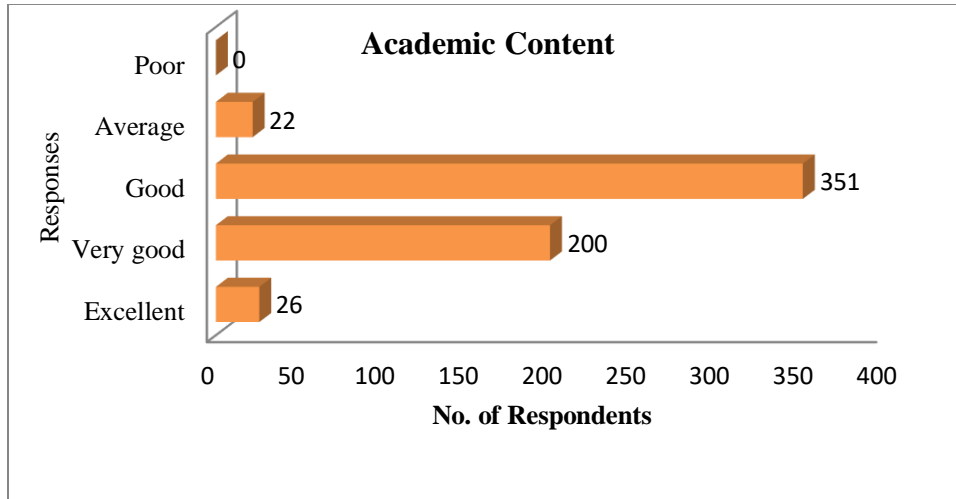


Chart 2: Academic Content

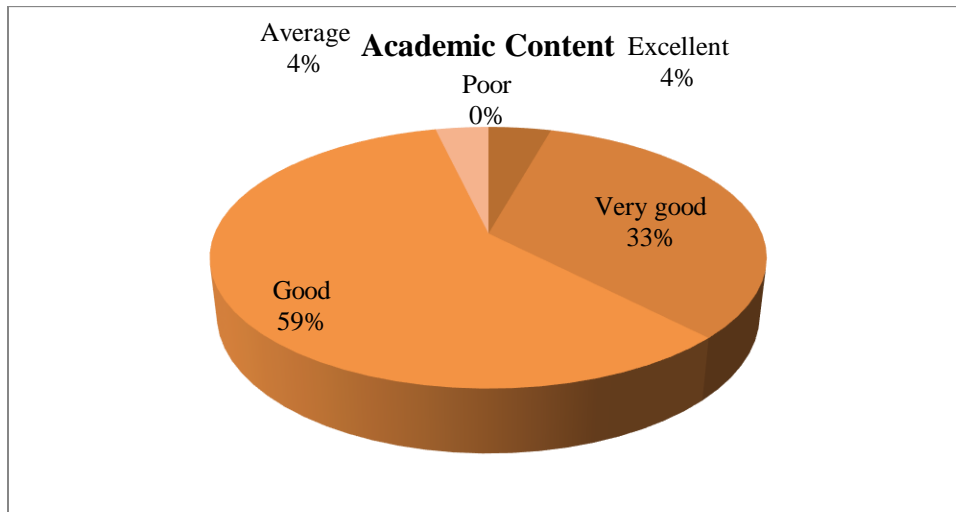


Table 2: Usefulness of teaching material

Responses	No. of Respondents	Percentage	Score
Excellent	23	3.84	115
Very good	159	26.54	636
Good	326	54.42	978
Average	91	15.19	182
Poor	0	0	0
Total	599	100	1911
Mean			3.1903
S.D			0.7318
CV			0.2294

Table 2 shows the results of student satisfaction survey of usefulness of teaching material provided by college faculty during their graduation or post graduation period. The survey reveals that 54.42% respondents stated that teaching material was good and useful. 26.54% students stated that teaching material was very good and very useful them. Average score is 3.19 it reveals that usefulness of teaching material was good. In terms of variation in opinion standard deviation is 0.7318 and CV is 0.2294 or 22.94% respectively.

Chart 3: Usefulness of teaching material

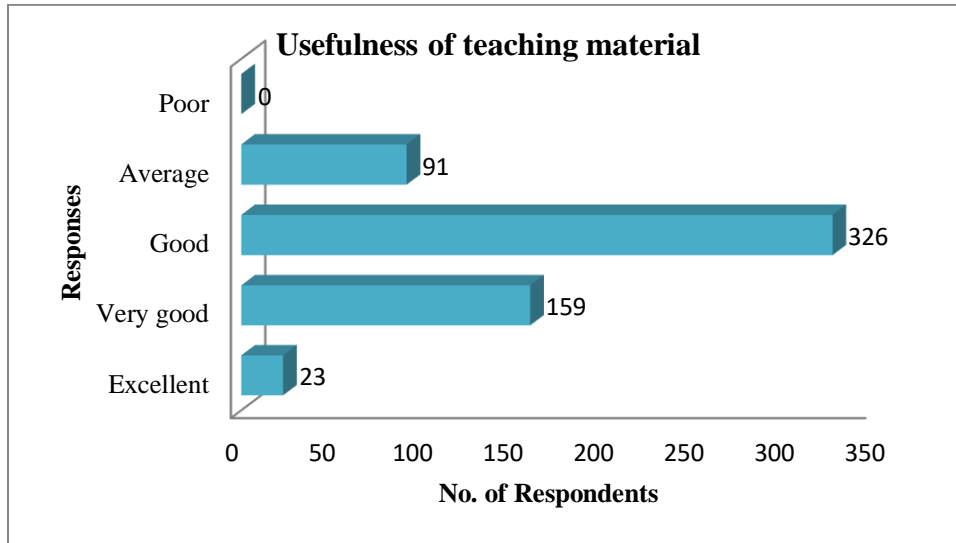


Chart 4: Usefulness of teaching material

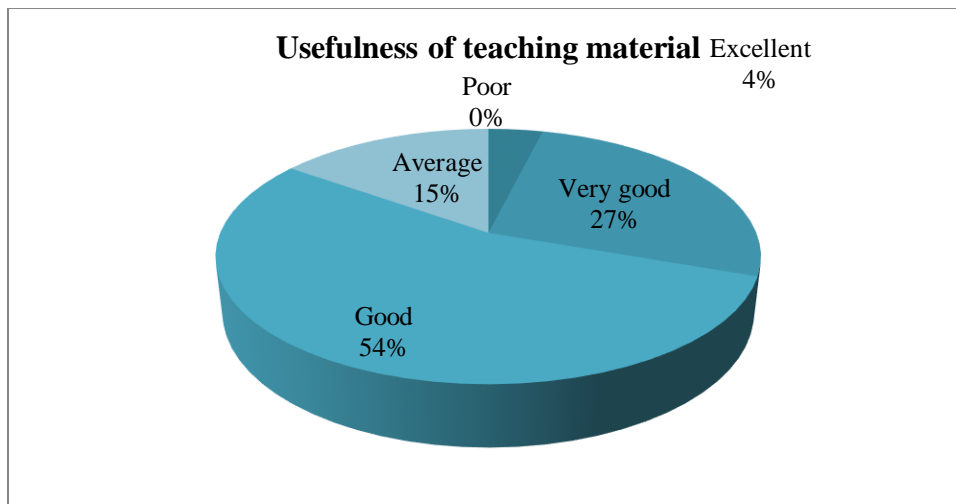


Table 3: Usefulness of study groups in further learning

Responses	No. of Respondents	Percentage	Score
Excellent	20	3.34	100
Very good	182	30.38	728
Good	287	47.91	861
Average	110	18.36	220
Poor	0	0	0
Total	599	100	1909
Mean			3.1869
S.D			0.7661
CV			0.2404

Table 3 depicts the survey results of usefulness of study groups in further learning during the period of their graduation and post graduation programme. 47.91% students stated that usefulness of study groups is good and 30.38% students recorded as very good only 3.34 student’s opinion is excellent and remaining students remain on average. Average score of survey in this regard is 3.18 i.e. good. In case of variation in opinion standard deviation is 0.7661 and CV is 24.04% respectively.

Chart 4: Usefulness of study groups in further learning

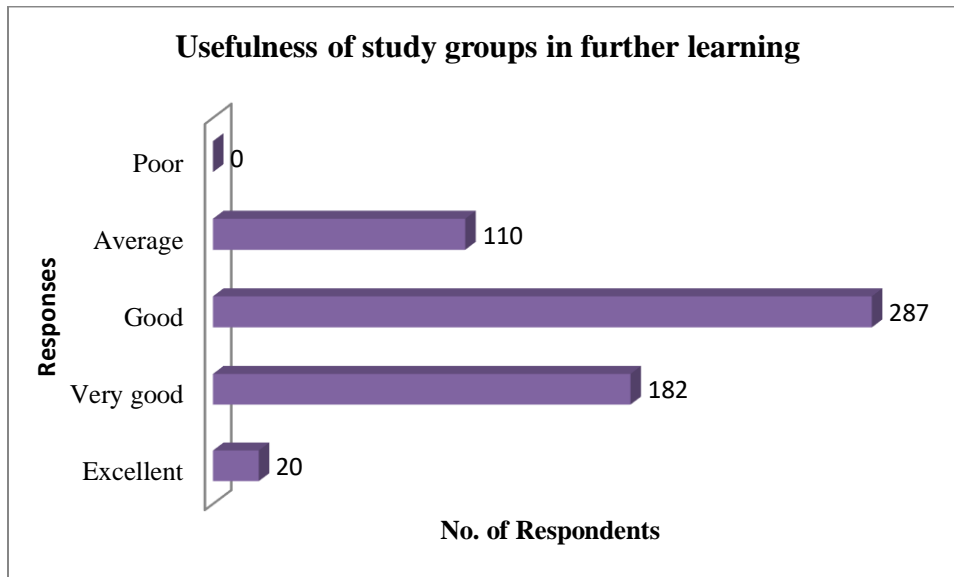


Chart 6: Usefulness of study groups in further learning

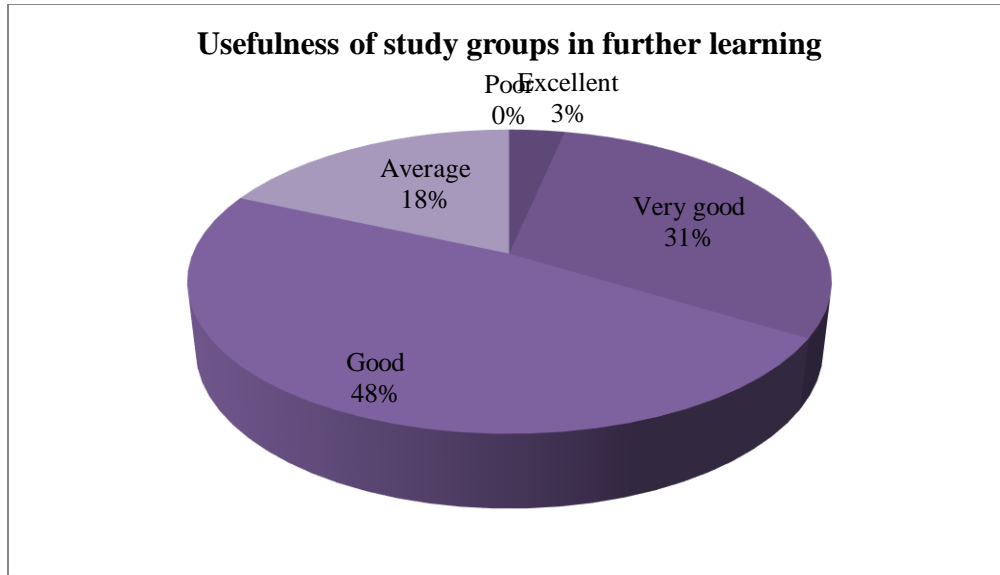


Table 4: Timeliness of practical work

Responses	No. of Respondents	Percentage	Score
Excellent	19	3.17	95
Very good	168	28.05	672
Good	303	50.58	909
Average	109	18.2	218
Poor	0	0	0
Total	599	100	1894
Mean			3.1619
S.D			0.751
CV			0.2375

Table 4 discloses the survey results of timeliness of practical work in the college during their graduation or post graduation programme. The survey shows that 50.58% respondents recorded their mark as good on “timeliness of practical work” 28.05% respondents are stating that it is very good and 18.2% respondents recorded their opinion as average. Remaining students stated that excellent. Average score of timeliness of practical work is 3.16 that imply that it is good. Standard deviation and coefficient of variation is 0.751 and 23.75% respectively.

Chart 7: Timeliness of practical work

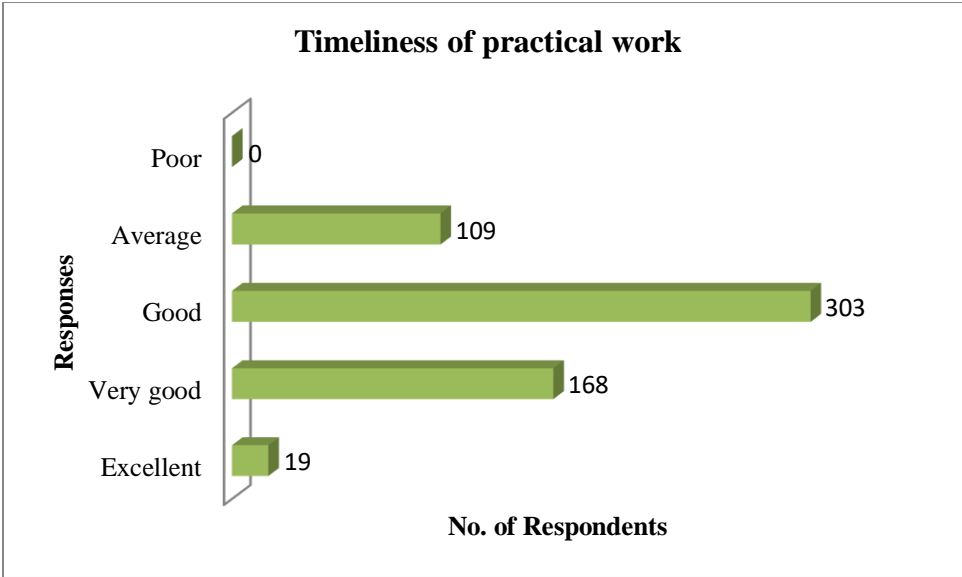


Chart 8: Timeliness of practical work

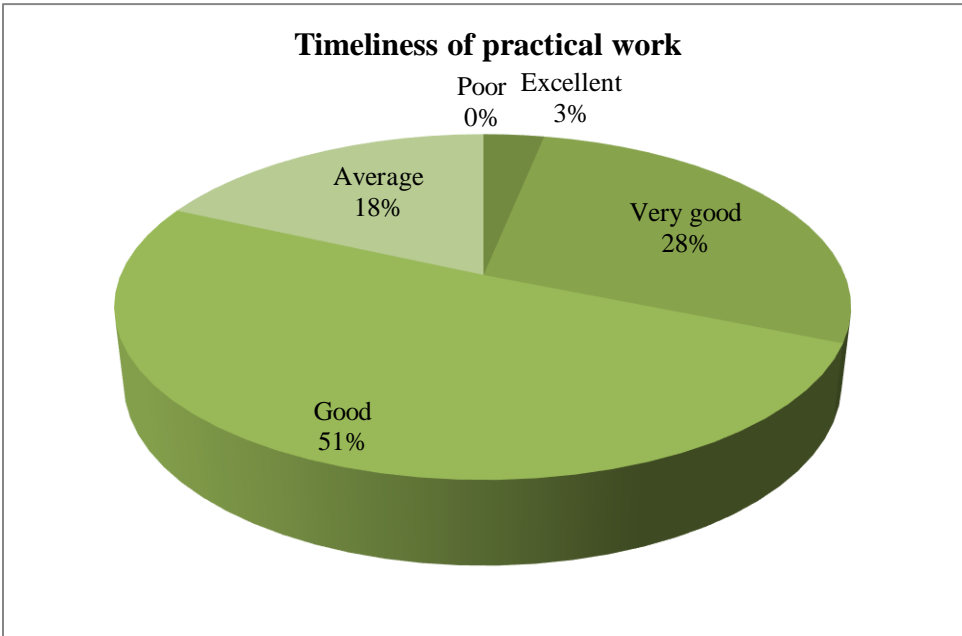


Table 5: Educative value of mid-programme placement

Responses	No. of Respondents	Percentage	Score
Excellent	15	2.5	75
Very good	172	28.71	688
Good	329	54.92	987
Average	83	13.86	166
Poor	0	0	0
Total	599	100	1916
Mean			3.1986
S.D			0.6980
CV			0.2182

Table 5 imparts the survey results of educative value of mid- programme placement in college. The survey reveals that 54.92% respondents recorded their opinion on “Educative value of mid-programme placement” was good, 28.71% respondents were stating that it is very good and 13.86% respondents stated that average. Mean score value is 3.19 that imply that the educative value of mid programme placement is good. Standard deviation and coefficient of variation are 0.698 and 21.82% respectively.

Chart 9: Educative value of mid-programme placement

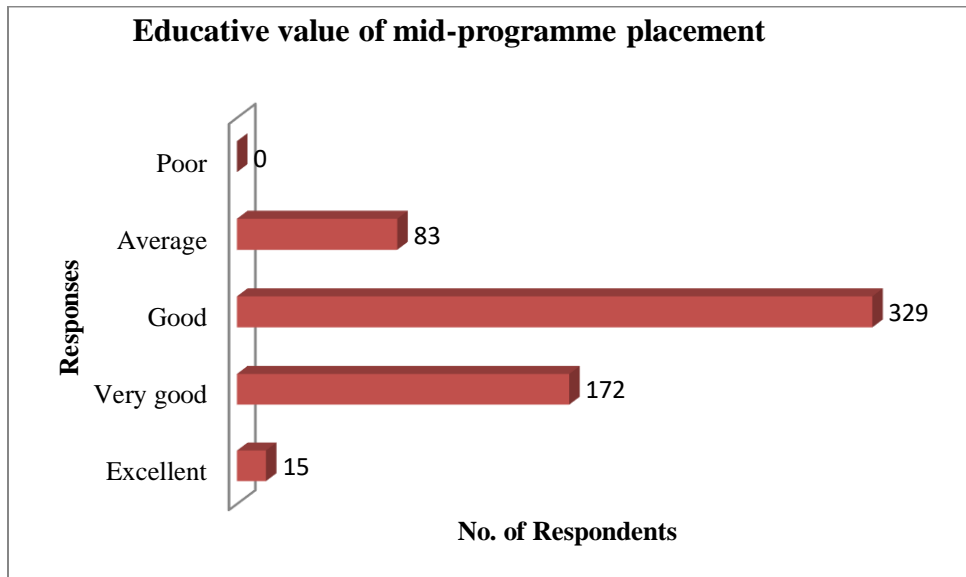


Chart 10: Educative value of mid-programme placement

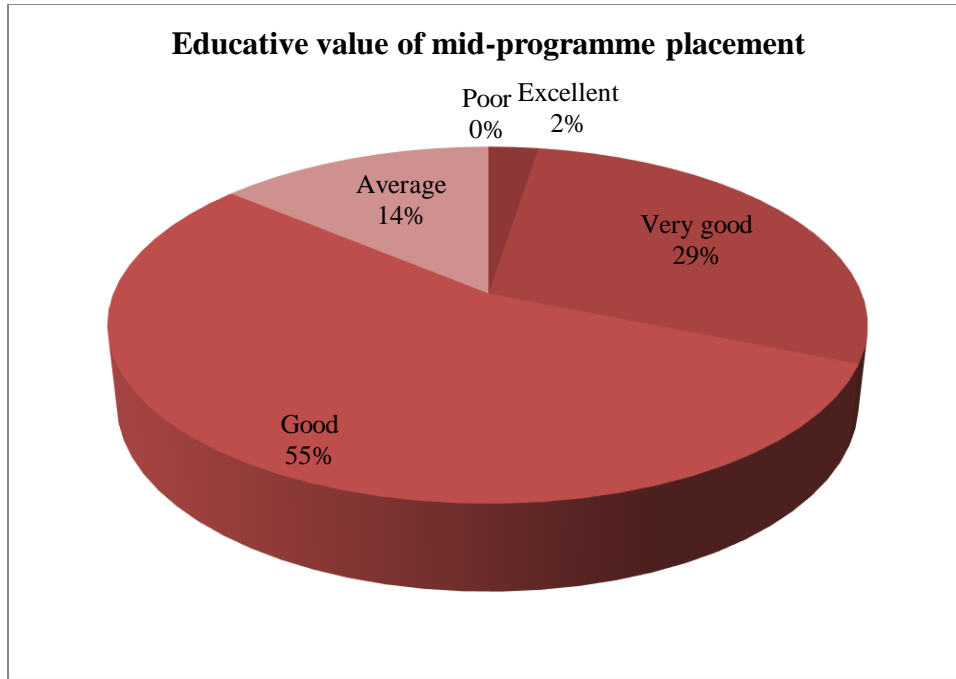


Table 6: Offering and seeking helpful feedback

Responses	No. of Respondents	Percentage	Score
Excellent	18	3.01	90
Very good	185	30.88	740
Good	303	50.58	909
Average	92	15.36	184
Poor	1	0.17	1
Total	599	100	1924
Mean			3.212
S.D			0.7384
CV			0.2298

Table 6 unveils the survey results of offering and seeking helpful feedback in the college during their graduation or post graduation period. The survey shows that 50.58% respondents are stating that offering and seeking helpful feedback is good, 30.88% respondents agreed on it is very good and 15.36% students agreed on average. A mean score of “offering and seeking helpful feedback” is 3.212 it’s implied that offering and seeking helpful feedback is good. Standard deviation and CV are 0.7384 and 22.98% respectively.

Chart 11: Offering and seeking helpful feedback

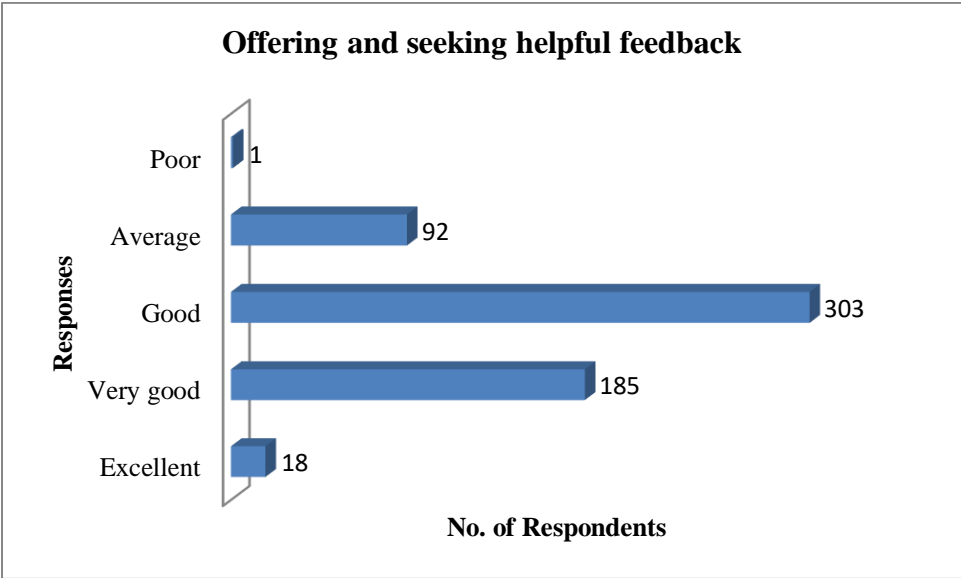


Chart 12: Offering and seeking helpful feedback

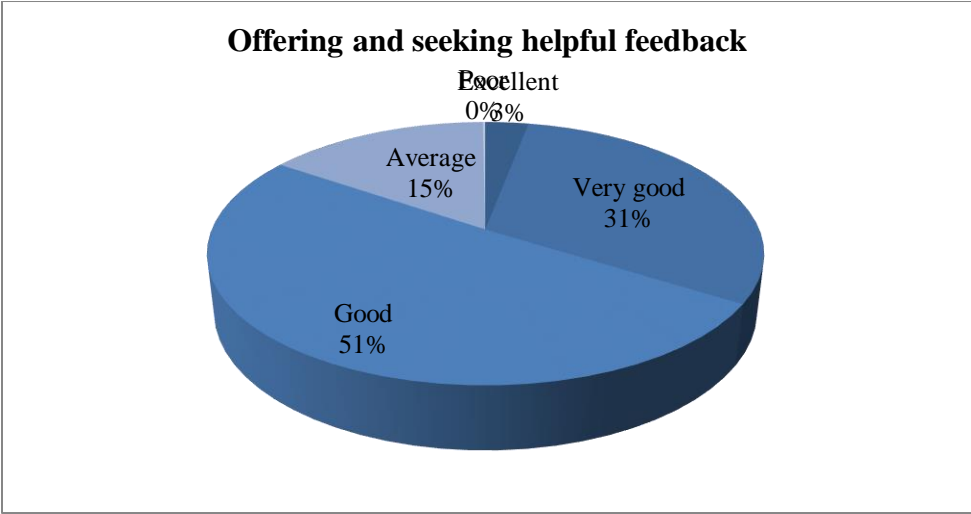


Table 7: Infrastructure facility

Responses	No. of Respondents	Percentage	Score
Excellent	18	3.01	90
Very good	158	26.38	632
Good	289	48.25	867
Average	132	22.04	264
Poor	2	0.33	2
Total	599	100	1855
Mean			3.0968
S.D			0.7806
CV			0.2520

Table 7 reveals the survey results of infrastructure facility of college to their students. The survey reveals that 48.25% students stated that infrastructure facility are good, 26.38% students' opinion is it is very good, 22.04% students said that it is average, 3.01% is excellent and 0.33% are poor is not that significant. Average score of infrastructure facility is 3.09 it's implied that it is good. Standard deviation and CV are 0.7806 and 25.20% respectively.

Chart 13: Infrastructure facility

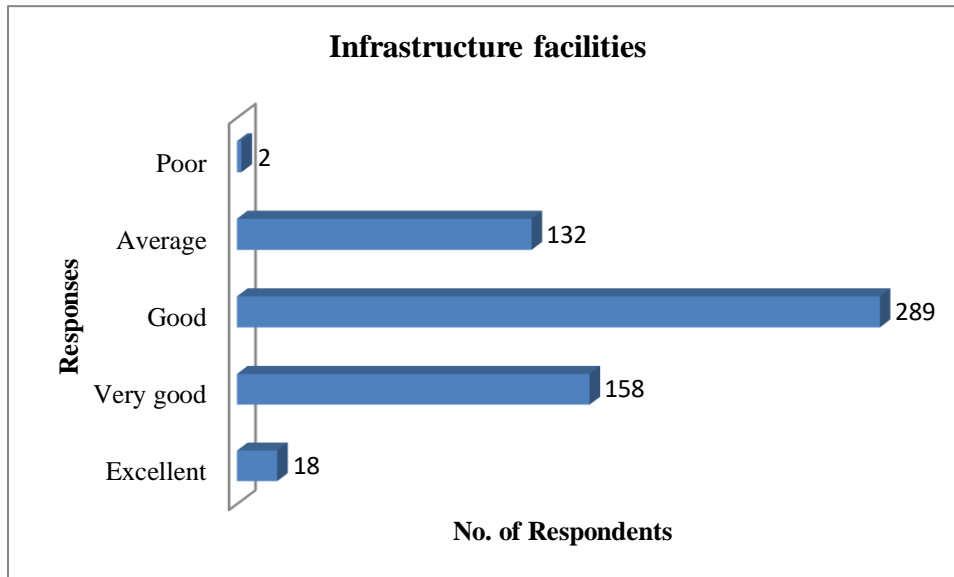


Chart 14: Infrastructure facility

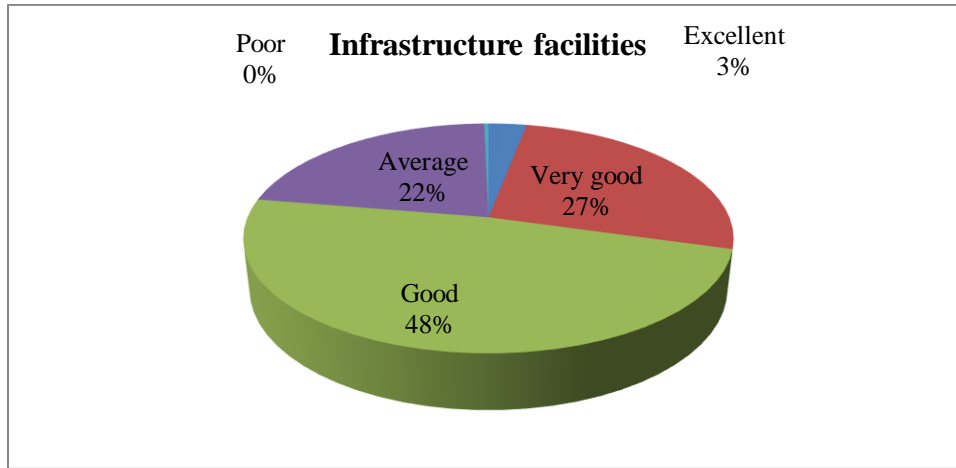


Table 8: Fairness of Evaluation

Responses	No. of Respondents	Percentage	Score
Excellent	20	3.34	100
Very good	112	18.7	448
Good	323	53.92	969
Average	142	23.71	284
Poor	2	0.33	2
Total	599	100	1803
Mean			3.01
S.D			0.7562
CV			0.2512

Table 8 discloses the Fairness of Evaluation in the college. The survey reveals that 53.92% students gave mark on fairness evaluation is good, 23.71% students' marks are average, 18.7% students mark are excellent and 0.33% students' mark are poor on fairness of evaluation. The majority of students marked with good. Average score of fairness in evaluation is 3.01 it implied that college have fair evaluation. Standard deviation and CV are 0.7562 and 25.12% respectively.

Chart 15: Fairness of Evaluation

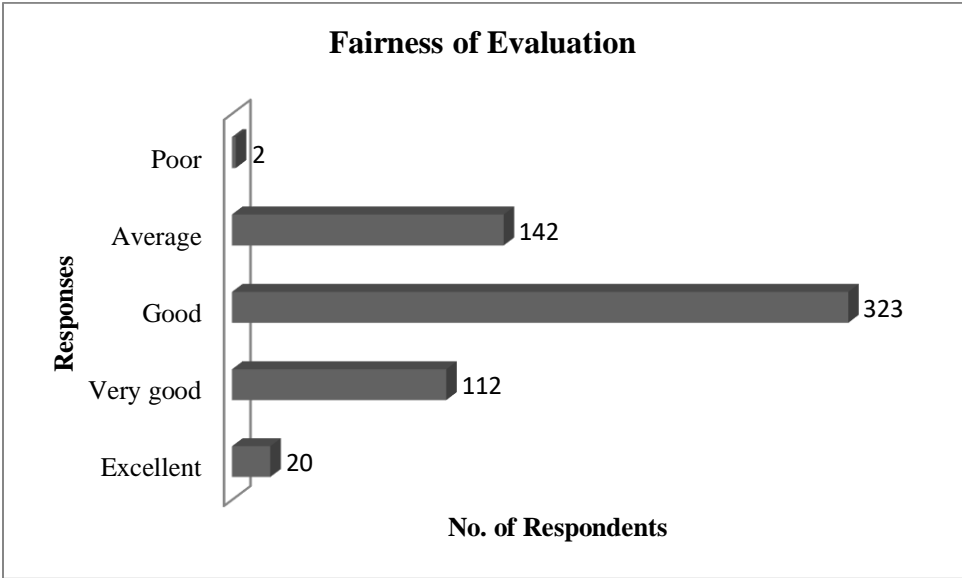


Chart 16: Fairness of Evaluation

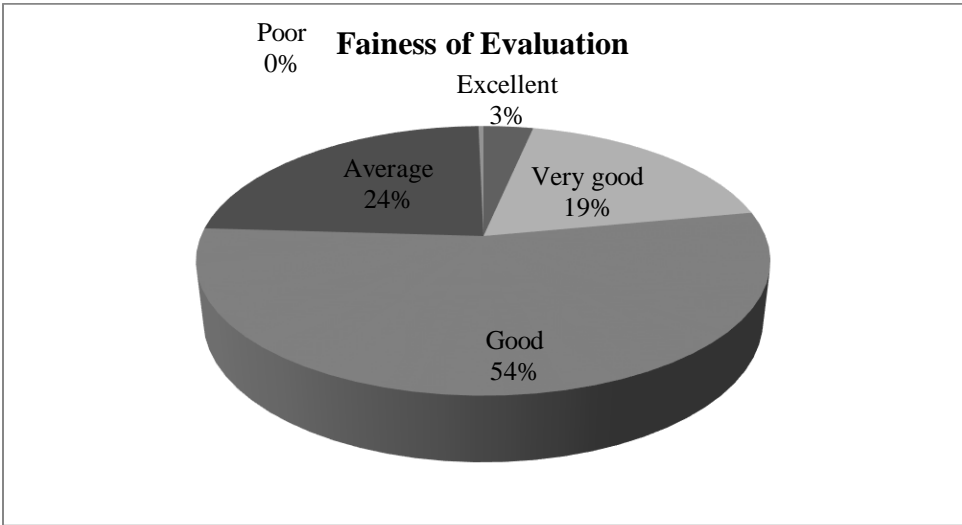


Table 9: Interaction with Faculty

Responses	No. of Respondents	Percentage	Score
Excellent	21	3.51	105
Very good	133	22.2	532
Good	343	57.26	1029
Average	101	16.86	202
Poor	1	0.17	1
Total	599	100	1869
Mean			3.1202
S.D			0.7238
CV			0.2319

Table 9 discloses the results of “Interaction with faculty” in the college. The survey reveals that 57.26% respondents record their marks on good, 22.2% respondents stated that interaction with faculty was very good, 16.86% respondents stated that interaction with faculty was average and 3.51% respondents stated that excellent. Average score of interaction with faculty is 3.12 it implied that the interaction of the students with faculty is good. Standard deviation and CV are 0.7238 and 23.19% respectively.

Chart 17: Interaction with Faculty

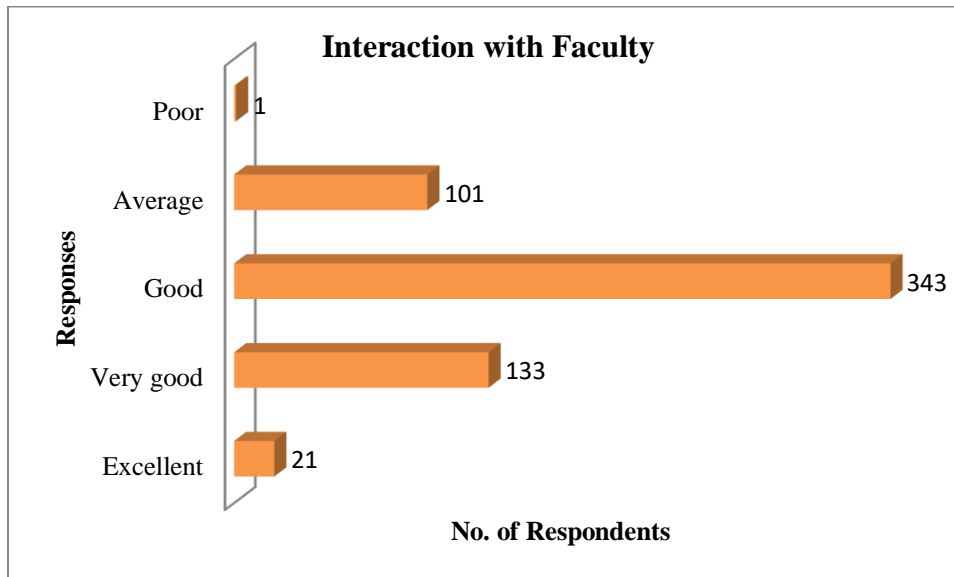


Chart 18: Interaction with Faculty

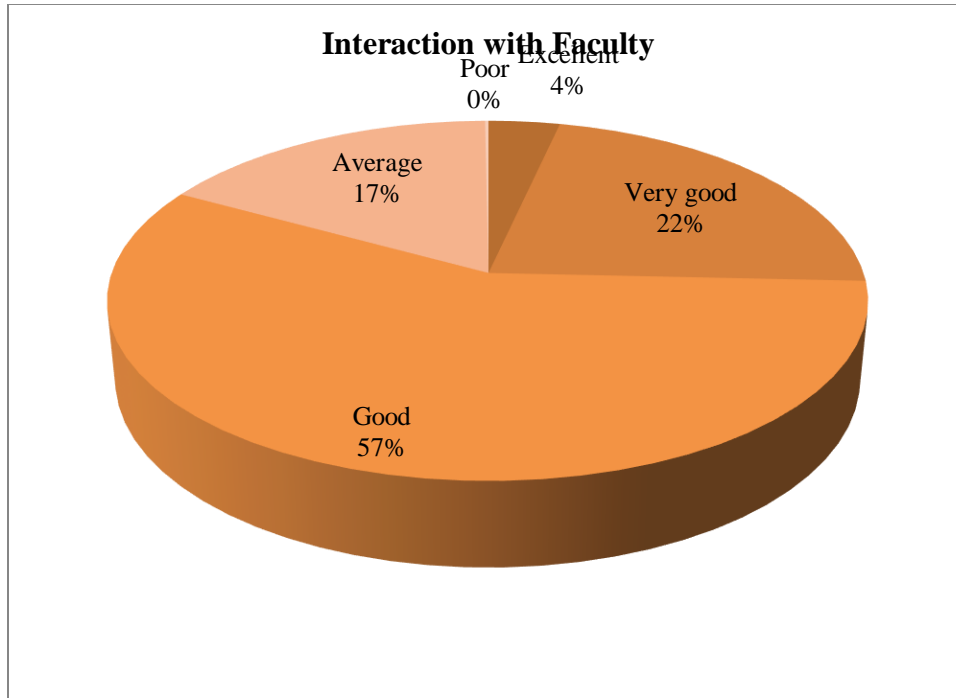


Table 10: Interaction with Administration

Responses	No. of Respondents	Percentage	Score
Excellent	13	2.17	65
Very good	144	24.04	576
Good	313	52.25	939
Average	129	21.54	258
Poor	0	0	0
Total	599	100	1838
Mean			3.0684
S.D			0.734
CV			0.2392

Table 10 reveals the survey results of “interaction with administration” during their graduation and post graduation programmes. The study found that 52.25% students stated that the interaction with the administration was good, 24.04% students stated that the interaction with the administration was very good and 21.54% students marked as average. A mean score of “interaction with the administration” is 3.068 it’s implied that the interaction with the administration was good. Standard deviation and CV are 0.7340 and 23.92% respectively.

Chart 19: Interaction with Administration

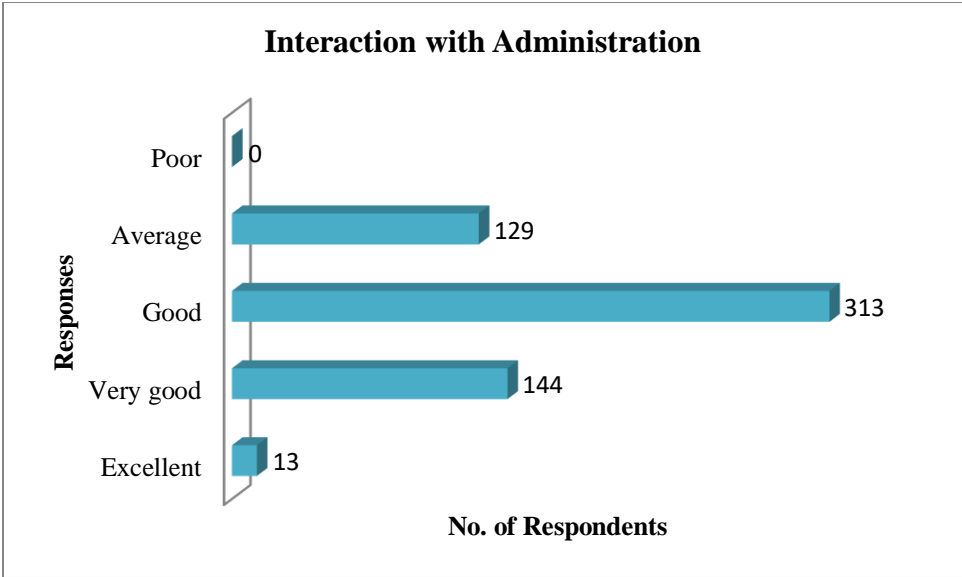


Chart 20: Interaction with Administration

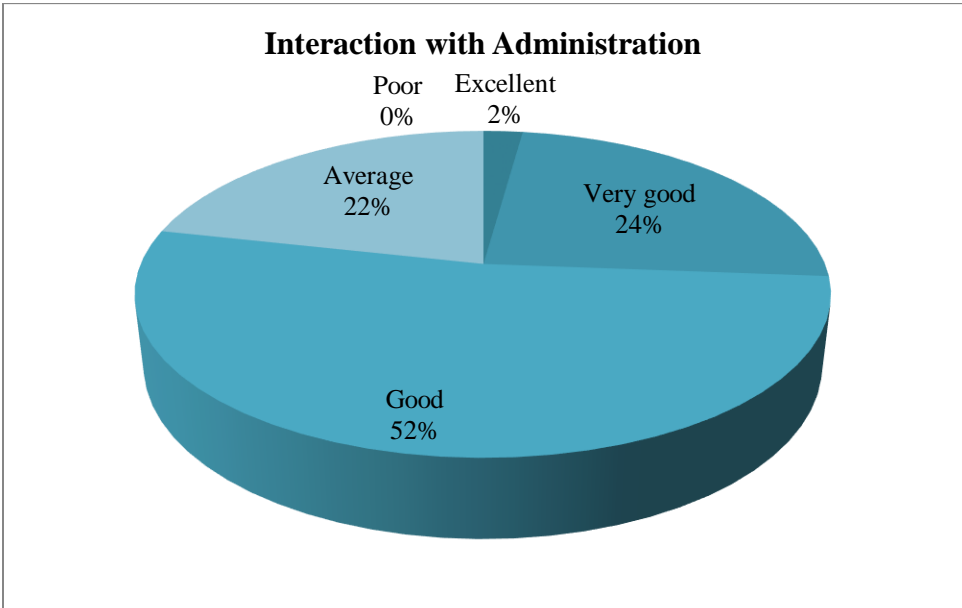


Table 11: Library facility

Responses	No. of Respondents	Percentage	Score
Excellent	17	2.84	85
Very good	145	24.21	580
Good	313	52.25	939
Average	124	20.7	248
Poor	0	0	0
Total	599	100	1852
Mean			3.0918
S.D			0.745
CV			0.2409

Table 11 reveals the survey results of the library facility. The survey disclosed that 52.25% students stated that the library facility was good, 24.21% respondents stated the library facility was very good and 20.7% respondents stated that the library facility was average. A mean score of library facility is 3.09 it implied that library facility is good. Standard deviation and CV are 0.745 and 24.09% respectively.

Chart 21: Library facility

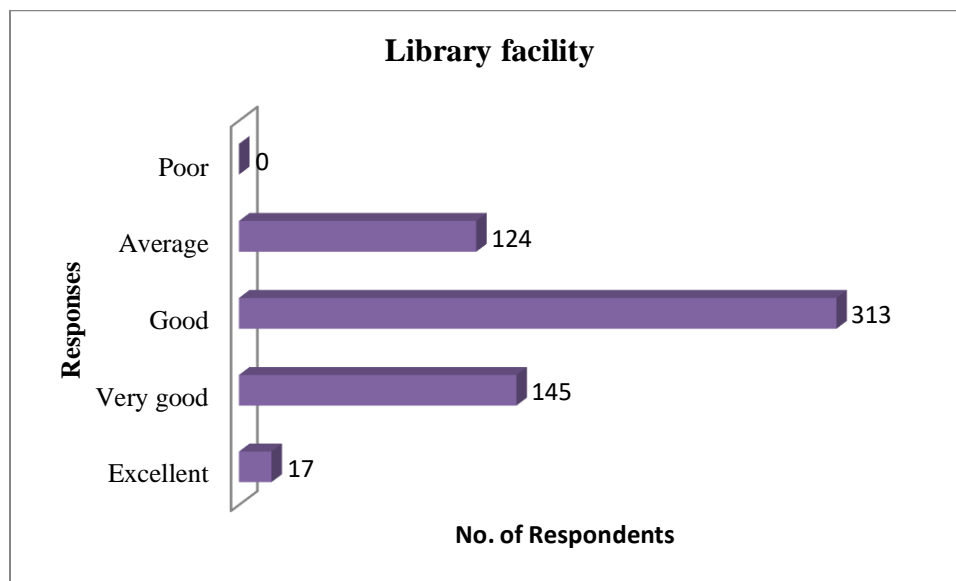


Chart 22: Library facility

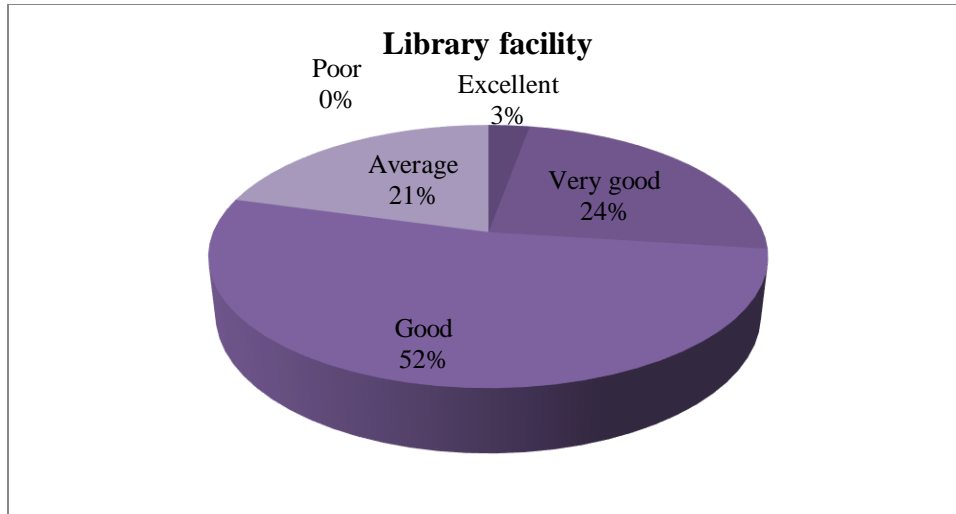


Table 12: Computer facilities

Responses	No. of Respondents	Percentage	Score
Excellent	16	2.67	80
Very good	141	23.54	564
Good	261	43.57	783
Average	176	29.38	352
Poor	5	0.83	5
Total	599	99.99	1784
Mean			2.9782
S.D			0.8185
CV			0.2748

Table 12 discloses the survey results of computer facility provided by the college during their graduation or post graduation programme. The survey results displayed that 43.57% respondents stated that the computer facility was good, 29.38% students stated as average and 23.54% students stated that the computer facility was very good. Average score of computer facility is 2.97 that is nearest value of 3. It implied that the computer facility was good provided by the college during their study period. Standard deviation and CV are 0.8185 and 27.48% respectively.

Chart 23: Computer facilities

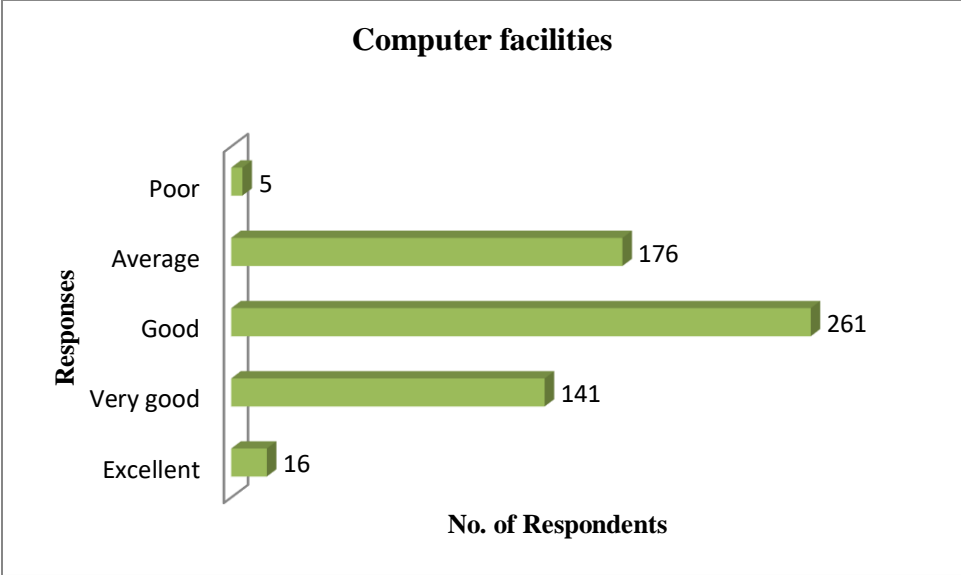


Chart 24: Computer facilities

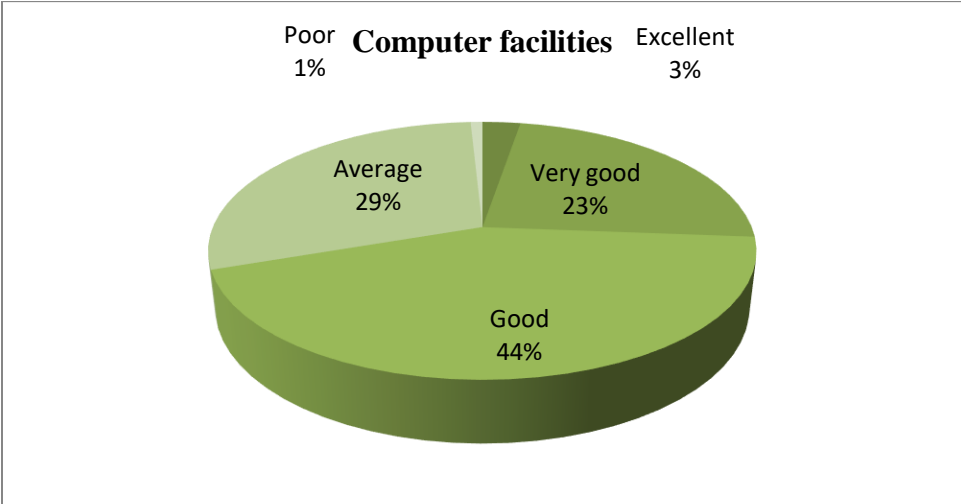


Table 13: Extra-curricular activities

Responses	No. of Respondents	Percentage	Score
Excellent	14	2.34	80
Very good	112	18.7	564
Good	323	53.92	783
Average	149	24.87	352
Poor	1	0.17	5
Total	599	100	1784
Mean			2.9816
S.D			0.7324
CV			0.2456

Table 13 displays the survey results of “Extra- curricular activities” the college during their study period. The study disclosed that 53.92% students stated that the extra-curricular activities organized by the college was good, 24.87% students stated as average and 18.7% students stated that it was very good. An average score of “Extra-curriculum activities” is 2.98 which is nearest value of 3. Its implied that the Extra-curriculum activities organized by the college was good. Standard deviation and CV are 0.7324 and 24.56% respectively.

Chart 25: Extra-curricular activities

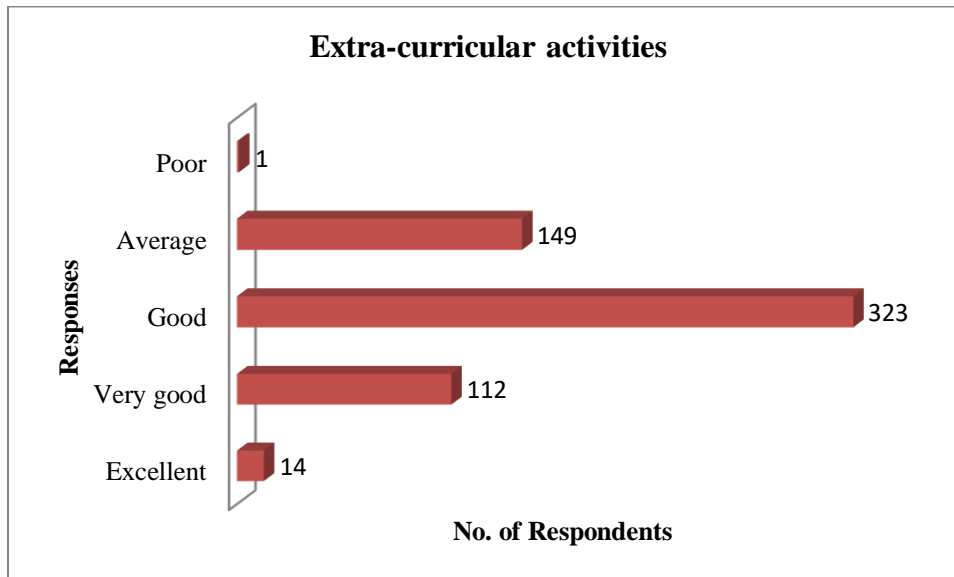


Chart 26: extra-curricular Activities

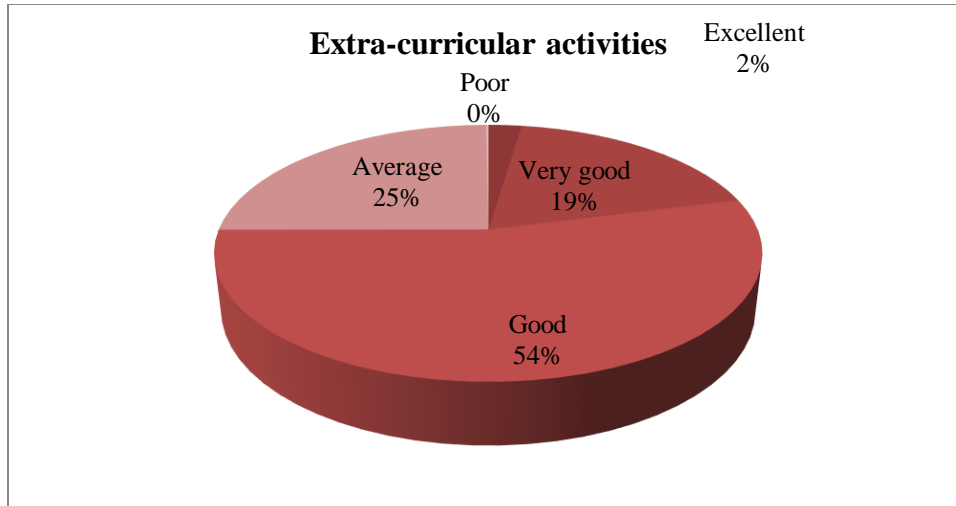
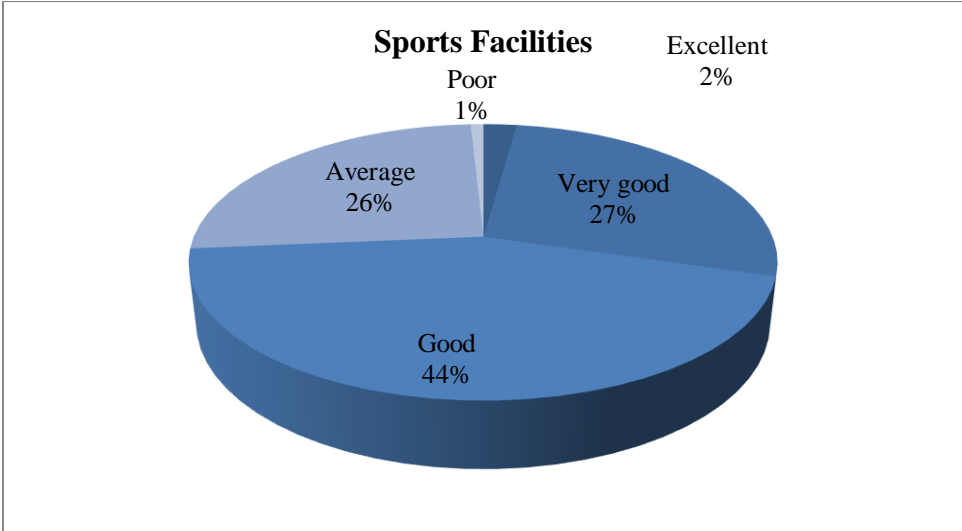
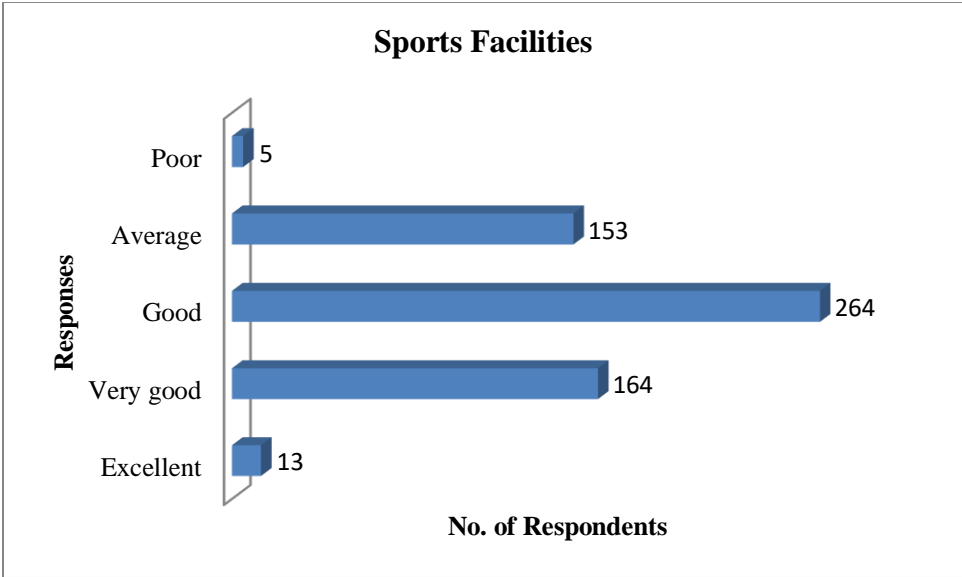


Table 14: Sports Facilities

Responses	No. of Respondents	Percentage	Score
Excellent	13	2.17	65
Very good	164	27.38	656
Good	264	44.07	792
Average	153	25.54	306
Poor	5	0.83	5
Total	599	100	1824
Mean			3.045
S.D			0.8052
CV			0.2644

Table 14 reveals the survey results of sport facility provided by the college to the students during their graduation or post graduation programme. The survey disclosed that 44.07% students stated that the sport facility provided by the college was good, 27.38% students mark as very good and 25.54% students mark as average. A mean score of sport facility is 3.045. it is implied that the sport facility provided by the college was good. Standard deviation and CV are 0.8052 and 26.44% respectively.

Chart 27: Sports Facilities



Findings and Conclusion

The overall student satisfaction survey results achieved in 2018-19 was good and students are satisfied with all the aspects of education. Some students have pointed out on sports facilities, computer facility and extracurricular activities. There is a need to strengthen the sports facilities, computer facilities and extra-curricular activities. From the survey, most of the respondents have given the good and very good mark for all questions consist in the questionnaire and they were satisfied with the services rendered by the College.

With the implementation of the improvement actions identified in this survey, college management expecting better results in all aspects of education in the next year.

Action Plans for Continual Improvement:

On the basis of findings remedial appropriate action have taken by the institution:

- Remedial coaching classes for weak students (Action: Remedial Coaching Committee)
- Special Coaching classes for foreign students (Action: Remedial Instruction Committee)
- Developing/ enhancing the infrastructure of the institution (Action: Administration)
- Developing the curriculum as per requirement of the market (Action: Respective Heads of Depts.)
- College has collaborated with TASK and other corporate for placing the students in reputed organizations (Action: Placement Officer)
- Offering skill development courses to our students, which are job oriented (Coordinator of Diploma & Certificate Courses)
- MOOCs through SWAYAM, NPTEL, LMS, etc. (Action: E. Content Development Committee)
- Strengthened sports facility (Action: Sports Department)
- Strengthened library facility (Action: Library Committee)