

2.7.1 - Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design its own questionnaire) (results and details need to be provided as a weblink)

The primary purpose of higher education is creation of knowledge and propagation for the development of world through innovation and creation of prepared minds of students. Hence, higher education institutions are increasingly recognizing and are placing greater emphasis on meeting the expectations and needs of their students . So, successful completion and enhancement of students' education are the major reasons for the existence of higher educational institutions.

This positive development in higher education shows the importance of educational institutions understanding student satisfaction in a competitive environment. Both academic and students perceive physical facilities are more important than general. i.e. students must satisfied with factors related to comfortable learning environment, public spaces, campus accessibility and staff satisfied with laboratory and teaching facilities.

Our Institution has administered student satisfaction surveys in order to elicit student opinion and perspective regarding institutional environment, programs, and services. We have prepared Student survey forms with certain questionnaire by considering the following factors Infrastructure facilities such as classrooms, Sports/games, Sanitation, drinking water canteen etc. available in the college

- Parking Facilities
- Learning resources available viz.Text books, Magazines, Newspapers, Reference books, E-resources etc.
- Lab facilities available in basic science and computer science department.

- The functioning of the placement cell
- Efforts by the college to improve the quality of teaching and learning.
- Mechanism of Grievances redressal
- Helpfulness by the college administrative staff
- Examination and evaluation system
- Fees Structure
- Encouragement provided to the students for participation in intercollegiate competitions
- Discipline practices followed in the campus

Institutional sensitivity to provide educational, social and market demands through various add on courses, personality development programs, career oriented programs etc.

Outcome:

This survey appears to be making a genuine effort to gather feedback to improve the effectiveness of the experience for students in the institution. The result of the survey is shown in the form of Pie chart below. The result analysis shows that majority of the students have highly appreciated the facilities available in the institution very positively. We also observed some comments which will help us to improve ourselves in some aspects.



PRINCIPAL
KHAMMAM INSTITUTE OF TECHNOLOGY&SCIENCE
Ponnekal (V), Khammam (R)-507120
Khammam (Dist.) T.S.

Estd: 2008



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KHAMMAM INSTITUTE OF TECHNOLOGY & SCIENCES

(Affiliated to JNTUH & Approved by AICTE, New Delhi)

Ponnekal (Village), Khammam (Rural), Khammam (Dist) -507170

Phone: 08742 – 285399, 9908567792

STUDENT FEEDBACK ANALYSIS REPORT (2020-21)



**INTERNAL QUALITY ASSURANCE CELL
DEC-2020**

A handwritten signature in green ink, likely belonging to the Principal of KITS.

PRINCIPAL

KHAMMAM INSTITUTE OF TECHNOLOGY & SCIENCES

Ponnekal (V), Khammam (R)-507170

Khammam (Dist.) T.S.

ACKNOWLEDGEMENT

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Dr. N.Arun Babu

HOD& Assoc. Professor & Coordinator,
IQAC,KITS-Khammam.

INTRODUCTION:

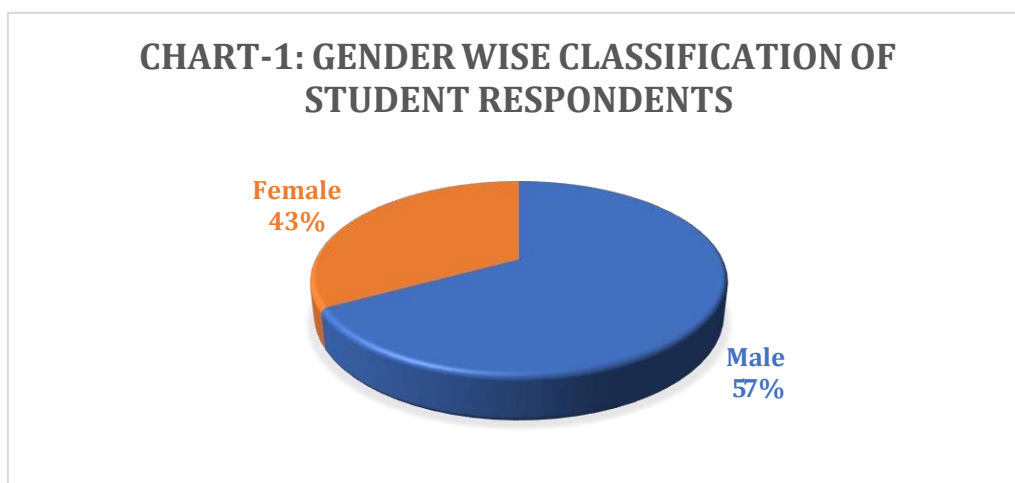
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DATA COLLECTION AND ANALYSIS

An effort was made to receive feedback from all students of the college. For this purpose, a Google form was created and sent to students. As many as 504 responses have been received on Syllabus and total 967 responses have been received on Teachers from the students. In order to arrive to comprehensive results, useful statistical tools like percentage, etc. have been used. For the effective presentation of the data, various types of graphs have been used.

STUDENT FEEDBACK

1. STUDENT PROFILE:



Student Feedback Analysis Report (2020-21)

Data was collected by sending Google form to the students of various courses. As explained earlier, total 504 responses have been collected from the student, out of which 57% were male and 43% were female.

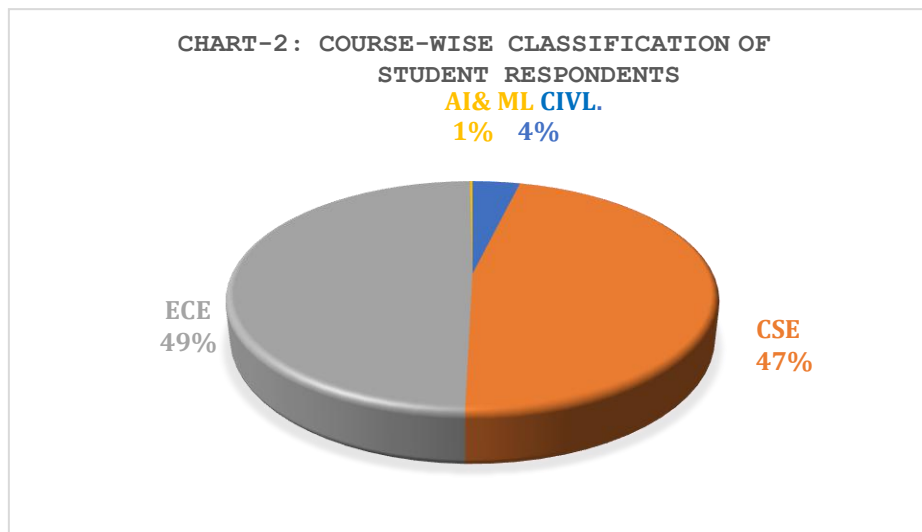


Chart-2 depicts the course-wise classification of student respondents. It was noticed that, B.TECH-CSE, ECE, CIVIL & AI&ML. Courses were the major contributors of the survey. 49% responses were received from ECE., 47% responses were received from CSE. Students. Only 4% responses were recorded from the newly started courses CIVIL&MECH.

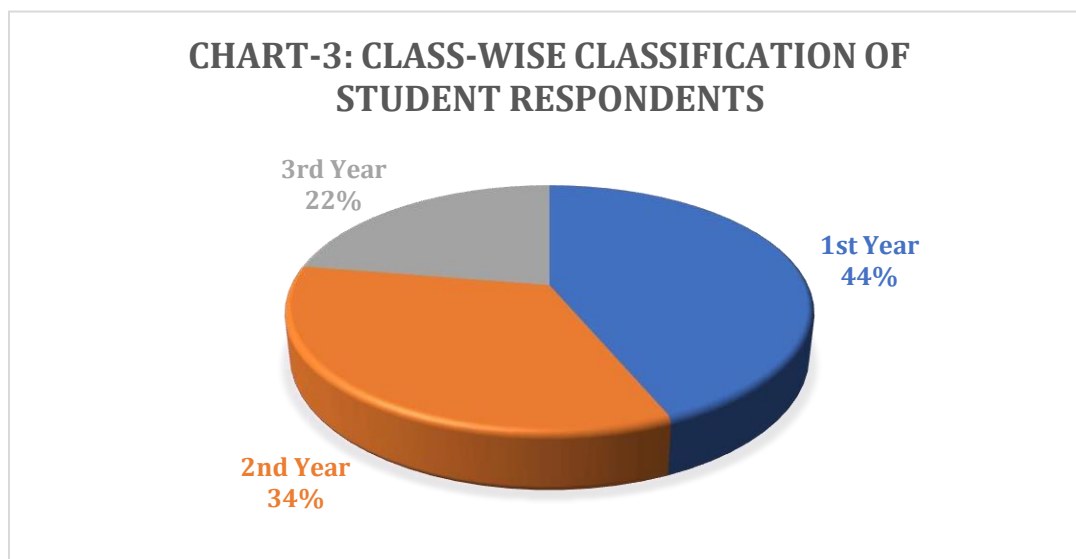


Chart-3 shows the class-wise classification of student responses. It was noticed that, 44% responses were given by 1st year students, 34% responses were recorded by 2nd students and 22% response was given by 3rd or final year students.

2. STUDENT FEEDBACK ON SYLLABUS

The college is affiliated with JNTUH university Khammam. It follows the syllabus prescribed by the university. In order to analyze the student responses on syllabus various questions were asked and 504 responses were collected from the students. Each one of them is explained below.

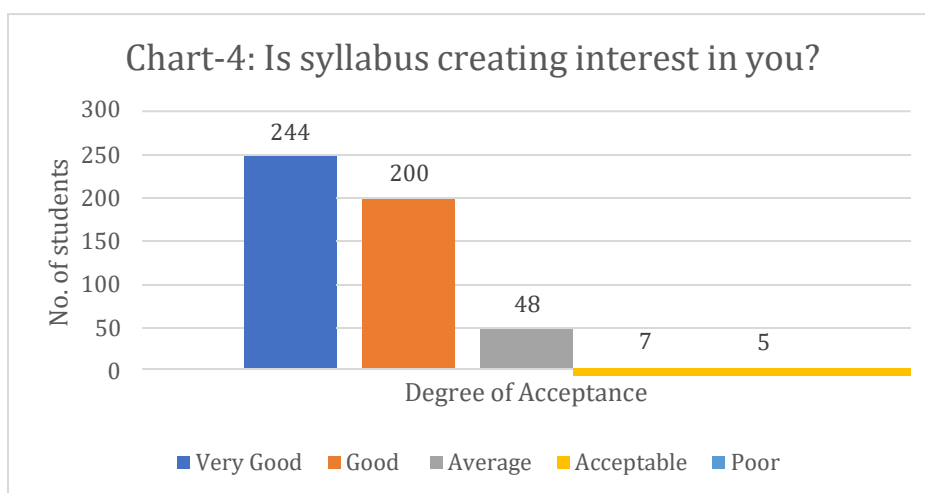


Chart-4 describes the responses of the students on whether the syllabus was creating interest to them or not. It was noticed that, 244 students have strongly agreed that, the syllabus was creating interest in them. On the other side, 200 students have responded as good to the question. Around 88% students have agreed that the syllabus is creating interest in them with degree of response. 48 students have responded as average and 7 of them have said acceptable. It was noticed that, only 5 students have said the syllabus is poor in creating interest in them.

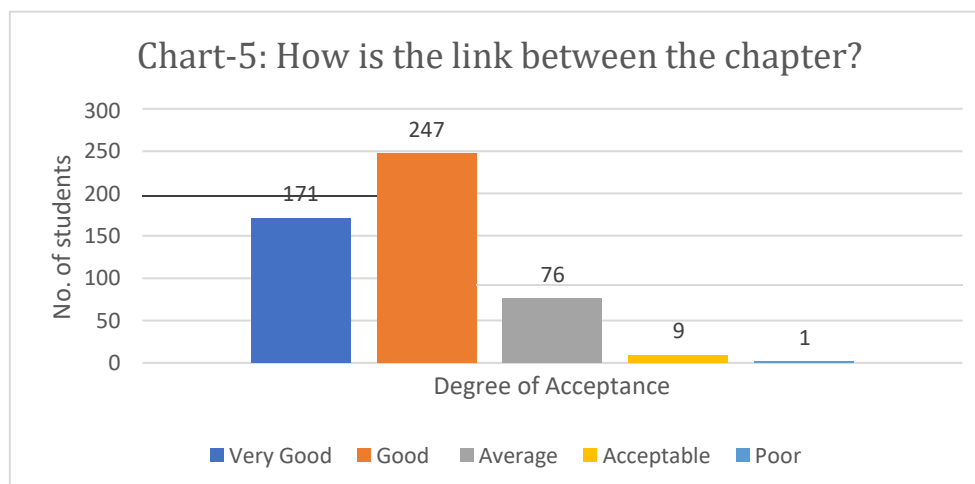


Chart-5 portrays the responses of the students on how was the link between the chapters. It was observed that, 171 students have said that, there was a very good link between the chapters. 247 students have responded as good for the question on the link between the chapters. Whereas, 76 students have said that, the link between the chapters is average and 9 of them have said acceptable. It was noticed that, only 1 student said the link between the chapters is poor.

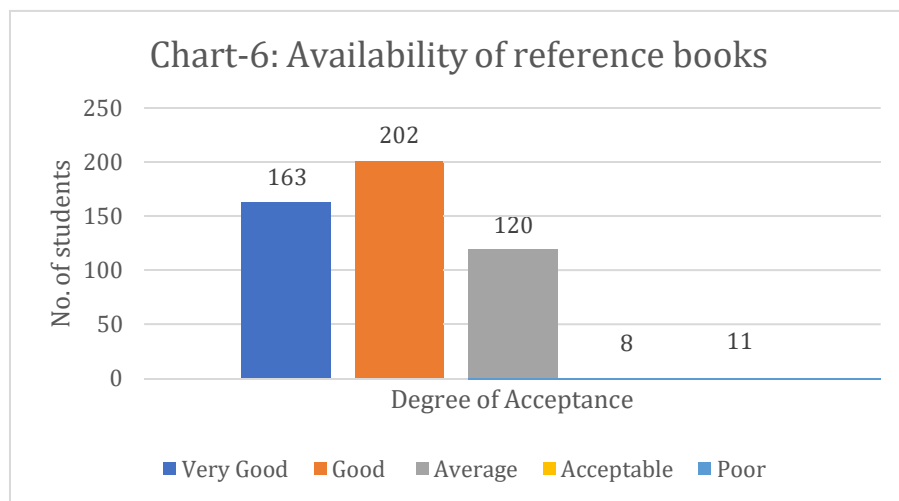


Chart-6 explains the students' responses on the availability of the reference books in college. It was found that, 163 students have said that, there was a very good availability of reference books and 202 students have responded that the availability of the reference books is good. Whereas, 120 students i.e. around 24% students have said the availability of the reference books is average and 8 of them have said acceptable. It was noticed that, 11 students have said the reference books availability is poor in the college.

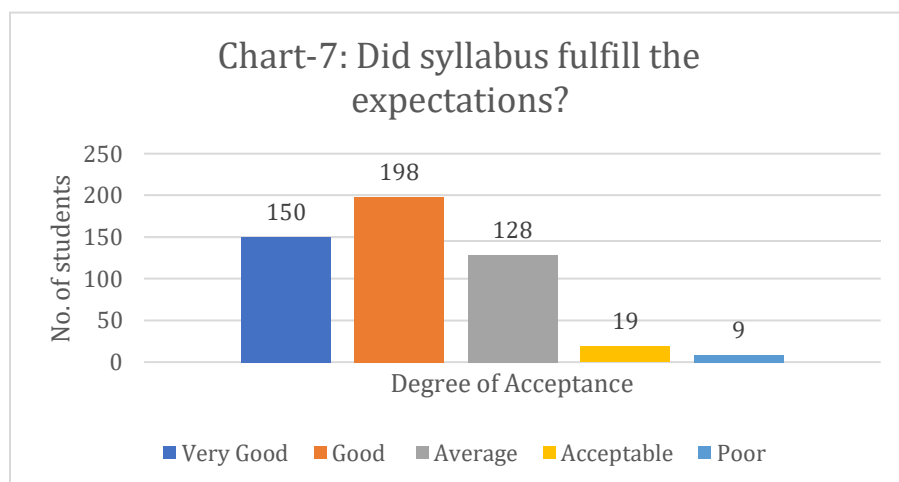


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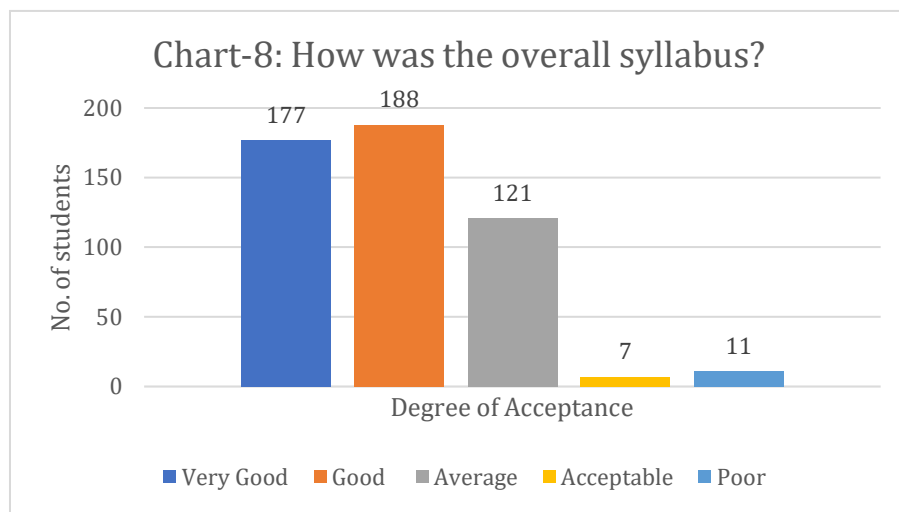


Chart-8 shows the responses of the students on overall effectiveness of the syllabus. It was noticed that, 177 students feel the overall effectiveness of the syllabus was very good. Whereas, 188 students have said that, the overall effectiveness of the syllabus was good and 121 of them feel it as average. 7 students have said the overall effectiveness of syllabus was good acceptable and remaining 11 respondents have said the overall syllabus was poor.

STUDENT FEEDBACK ON TEACHERS

An effort was made to access the student feedback on teachers. As many as 10 questions were asked to the student on the various aspects like KITS Khammam regularity, class preparation, guidance and mentoring, etc. A sum of 967 responses was received from the students and same is discussed below.

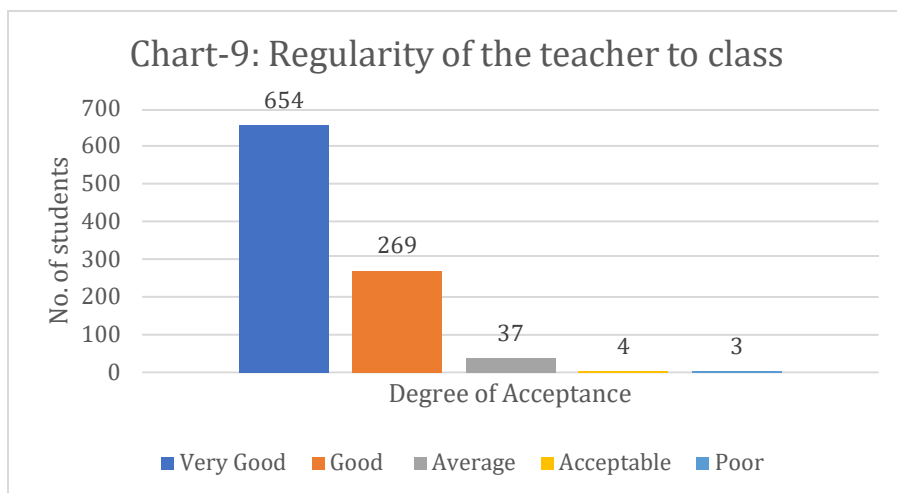


Chart-9 explains the responses of the students on the regularity of the teacher to class. It was observed that, 654 students i.e. more than 67% students feel that, teachers were very good at maintaining the regularity to the class. A sum of 269 responses said that, the teachers were good in regularity to the class. Whereas, 37 respondents have said KITS Khammam regularity to class was average and 4 of them have said it was acceptable. Only 3 students have said KITS Khammam regularity to the class was poor.

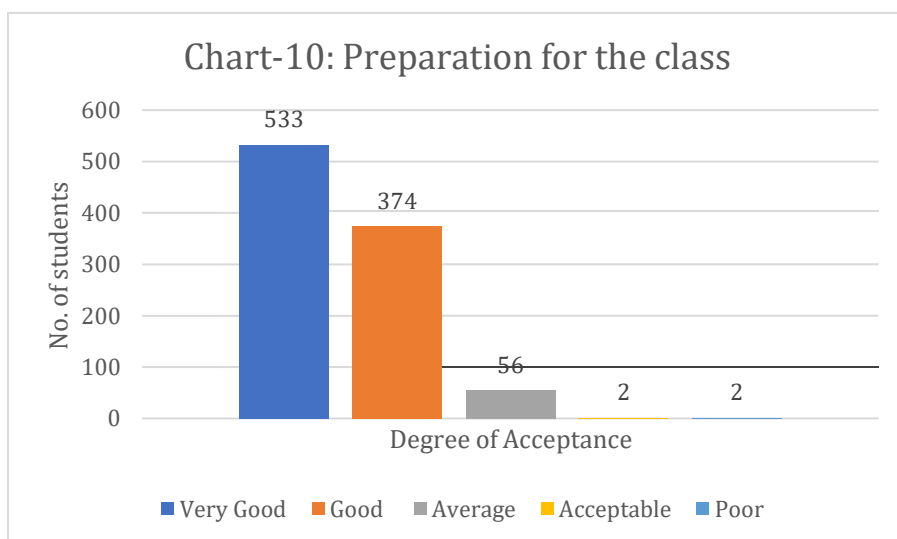


Chart-10 depicts the responses of the students on the preparation of teacher for the class. It was observed that, 533 students have said that, KITS Khammam preparation for the class was very good and 374 of them feel that, the KITS Khammam preparation to the class was good. 56 students have responded that, the KITS preparation for the class was average. Only 2

Student Feedback Analysis Report (2020-21)

respondents feel that, the KITS class preparation was acceptable and 2 among them said it was poor.

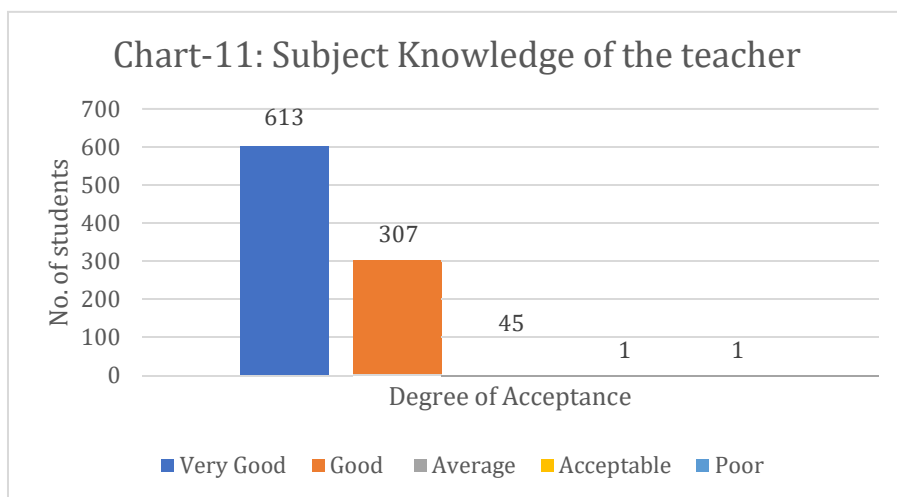


Chart-11 provides the student's responses on subject knowledge of the teacher. It was noticed that, 613 students have said that, KITS Khammam subject knowledge was very good and 307 of them feel that, the subject knowledge of the teacher was good. 45 students have responded that, the KITS Khammam subject knowledge was average. 1 respondent have said that the KITS Khammam subject knowledge was acceptable and 1 of them has said it was poor.

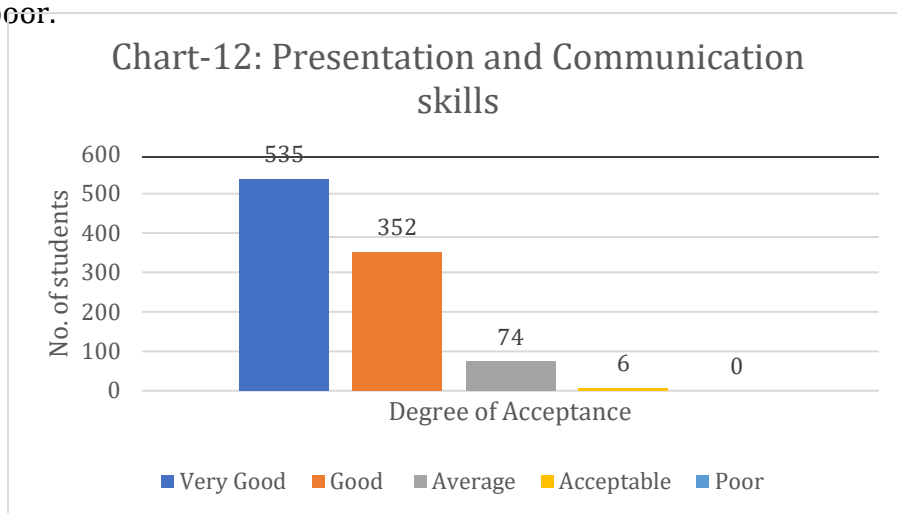


Chart-12 explains the responses of the students on KITS Khammam presentation and communication skills. It was found that, 535 students have said that, KITS Khammam presentation and communication skills were very good and 352 of them feel that, the presentation and communication skills of the teacher were good. 74 students have

Student Feedback Analysis Report (2020-21)

responded as the KITS Khammam presentation and communication skills were average. 6 respondents have said that the KITS Khammam presentation and communication skills were acceptable. Notably no respondent has said KITS Khammam, Ballari presentation and communication skills were poor.

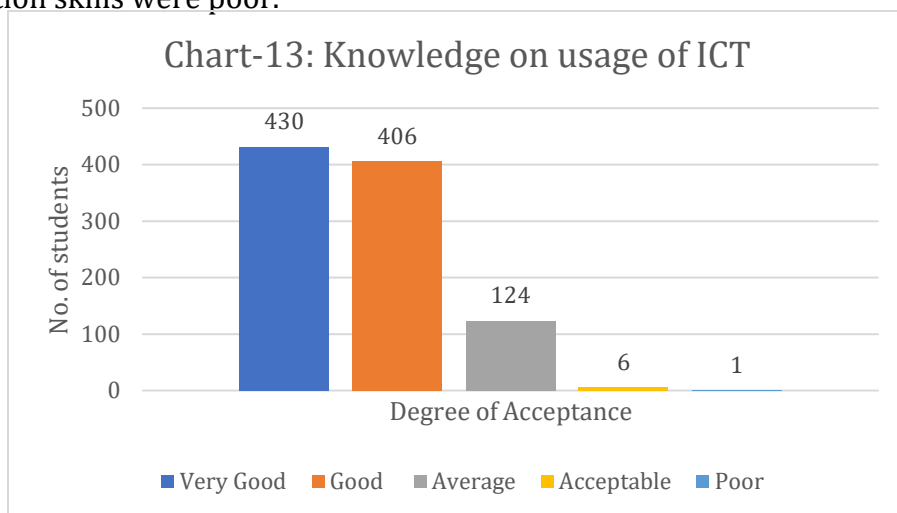


Chart-13 depicts the responses of the students on KITS Khammam knowledge on usage of ICT. It was noticed that, 430 students have said that, KITS Khammam knowledge on usage of ICT were very good and 406 of them responded that, the knowledge on usage of ICT of teacher was good. 124 students have responded as the KITS Khammam knowledge on usage of ICT was average. 6 respondents have said that the KITS Khammam ICT knowledge was acceptable. Notably, only 1 respondent has said KITS Khammam knowledge on usage of ICT was poor.

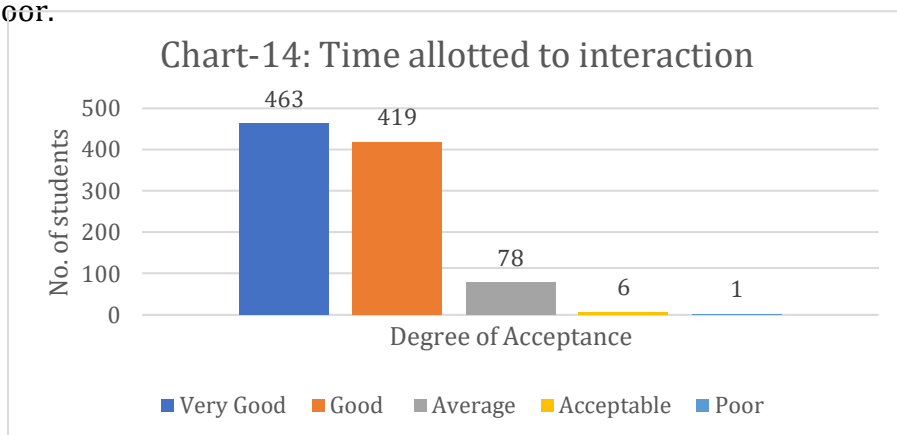


Chart-14 depicts the responses of the students on the time allotted by the teacher to interaction. It was noticed that, 463 students have said that, KITS Khammam time

Student Feedback Analysis Report (2020-21)

allotment for the interaction was very good and 419 of them responded that, the time allotment for the interaction by teacher was good. 78 students have responded as the KITS Khammam time allotment was average for interaction. 6 respondents have said that the KITS Khammam time allotment for the interaction was acceptable. Notably, only 1 respondent has said KITS Khammam time allotment for the interaction was poor.

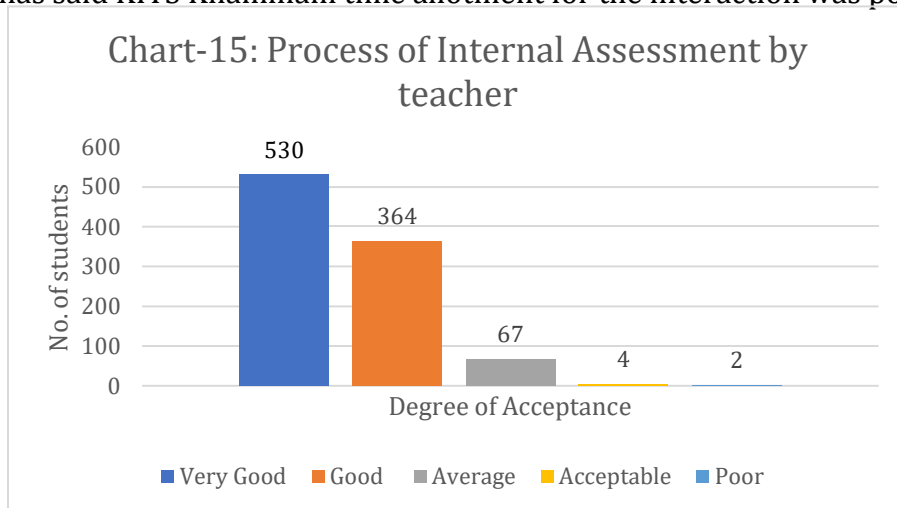


Chart-15 provides the details of student responses on the process of internal assessment by teacher. It was found that, 530 students have said that, process of internal assessment by teacher was very good and 364 of them responded that, the process of internal assessment by teacher was good. 67 students have responded as the KITS Khammam internal assessment process as average. 4 respondents have said that the internal assessment process was acceptable. Notably, 2 respondents have said the process of internal assessment by teacher was poor.

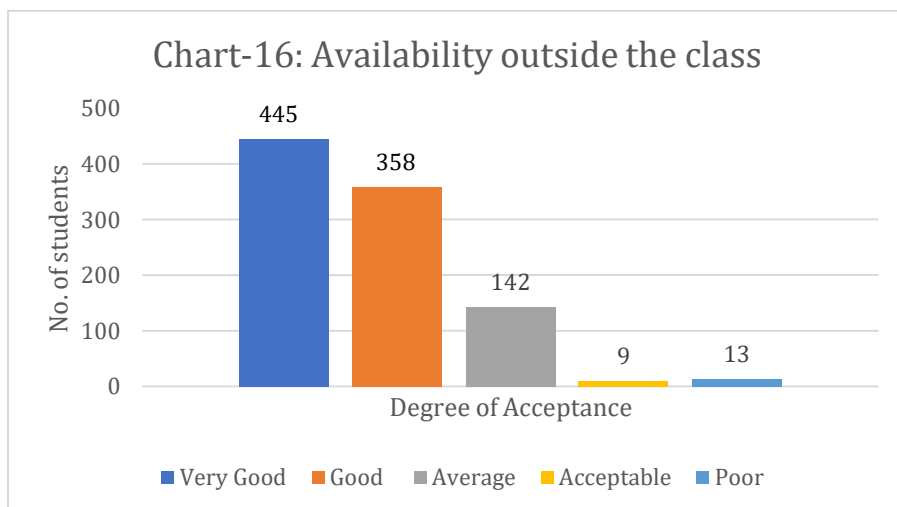
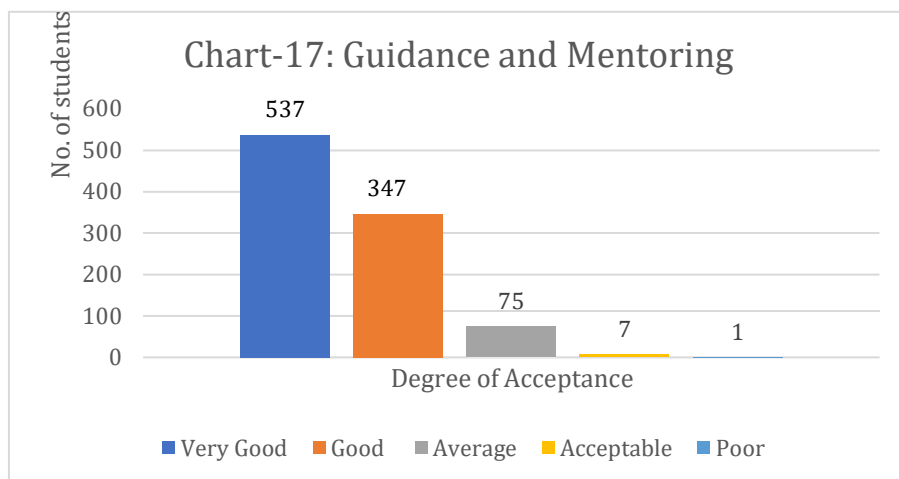


Chart-16 shows the students responses on availability of the teacher outside the class. It was noticed that, 445 students have said that, availability of the teacher outside the class was very good and 358 of them have responded that, availability of the teacher outside the class was good. 142 students have responded that, the availability of the teacher outside the class was average. Whereas, 9 respondents have said that availability of the teacher outside the class was acceptable. Notably, 13 respondents have said availability of the teacher outside the class was poor.



Guidance and mentoring play a vital role in the development of student's abilities and skills. Chart-17 shows the students responses on guidance and mentoring by the teachers in the college. It was noticed that, 537 students have said that, guidance and mentoring by the teachers in the college was very good and 347 of them have responded that, guidance and mentoring by the teachers in the college was good. 75 students have responded that, the guidance and mentoring by the teachers was average. Whereas, 7 respondents have said that, KITS Khammam guidance and mentoring was acceptable. Notably, 1 respondent has said guidance and mentoring by the teachers was poor.

Student Feedback Analysis Report (2019-20)

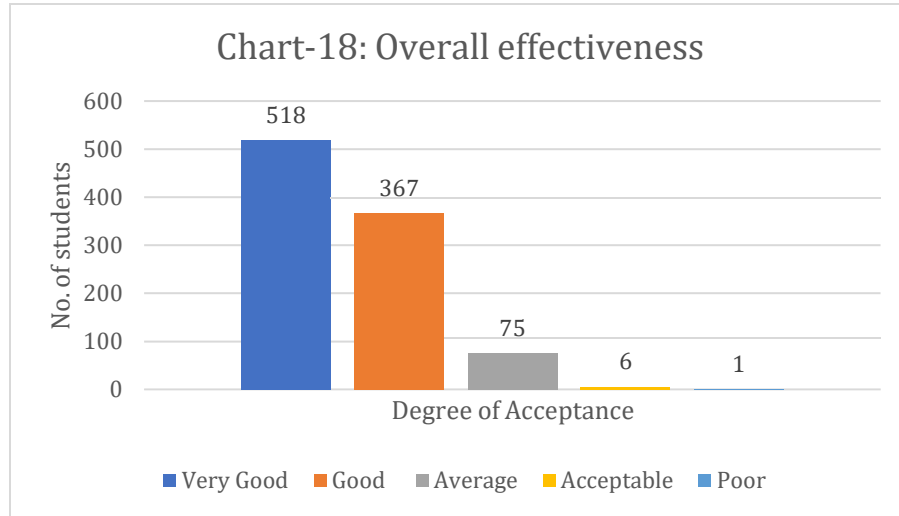


Chart-18 describes the students' responses on overall effectiveness of teachers in the college. It was observed that, 518 students have said that, overall effectiveness of teachers in the college was very good and 367 of them have responded that, overall effectiveness of teachers in the college was good. 75 students have responded that, overall effectiveness of teachers in the college was average. Whereas, 6 respondents have said that, KITS Khammam overall effectiveness was acceptable and 1 respondent has said overall effectiveness of teachers in the college was poor.

MAJOR OBSERVATIONS AND RECOMMENDATIONS

1. It was noticed that, majority of student i.e. 88% of the students have responded that, the syllabus in creating interest in them. There is a scope for the teachers to create interest among the students about the syllabus, as around 12% students were not seen interested.
2. It was observed that, 72% of the students have said availability of the reference books is good. It was found around 28% students were not satisfied with availability of reference books in the college. Therefore, it is recommended to buy more reference books in the college.
3. It was found that, over 95% students feel that, the faculty's regularity to class was good. Therefore, it was recommended to the KITS Khammam that, they should maintain the regularity and improve it to satisfy

Student Feedback Analysis Report (2019-20)

remaining 5% of students.

4. It was noticed that, over 93% students have said that, the KITS Khammam preparation to class was good. It was recommended to the teachers should continue in preparing to classes on regular basis.
5. It was observed that, around 92% students have said that, the KITS Khammam presentation and communication skills were good. It was recommended to the teachers should continue maintaining and improving effectiveness of presentation and communication skills in classes so that remaining 8% student enjoy the classes.
6. It was found that, over 86% students have said that, the KITS Khammam knowledge on usage of ICT was good. But 14% students feel that, improvements are required in enhancing knowledge on usage of ICT of the teacher. The reason behind this may be the unavailability of the ICT tools. Hence, it is recommended to the college, to provide necessary ICT tools to the teachers as and when required to improve the ICT enabled learning in the college.
7. Time allotment for the interaction of students to get clarified their doubts and to boost their confidence. It was observed that, over 91% of students feel that the teachers have given good time for interactions. It is recommended to the teachers to give sufficient time for interaction to the students as 9% students feel that, they get less interaction time.
8. It was found that, more than 92% students feel that, the KITS internal assessment process was good. But 8% of them feel improvements in the process of internal assessment. Therefore, it is recommended to the teachers to improve the process of internal assessment of the student.
9. Guidance and mentoring play a vital role in the development of students learning process. It was found that, over 91% students were satisfied with guidance and mentoring by the teachers in the college. It is recommended to the teachers to improve the guidance and mentoring process.
10. It was observed that, over 91% students feel the overall effectiveness of the teacher was good. There is a scope for further improvement here and hence it is recommended to the teachers to enhance their overall effectiveness.

End

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**STUDENT FEEDBACK ANALYSIS
REPORT (2019-20)**

**INTERNAL QUALITY ASSURANCE CELL
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HOD& Assoc. Professor & Coordinator,
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COORDINATOR IQAC
KHAMMAM INSTITUTE OF
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Student Feedback Analysis Report (2019-20)

INTRODUCTION:

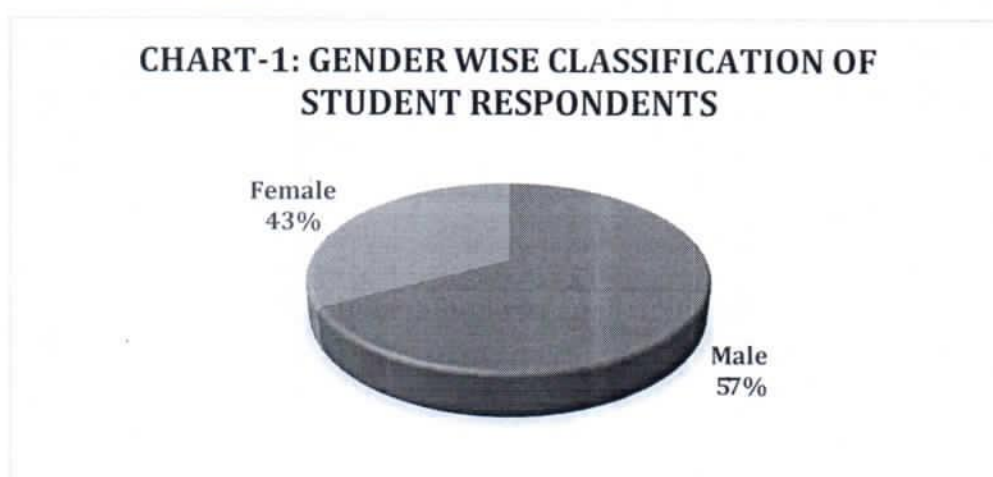
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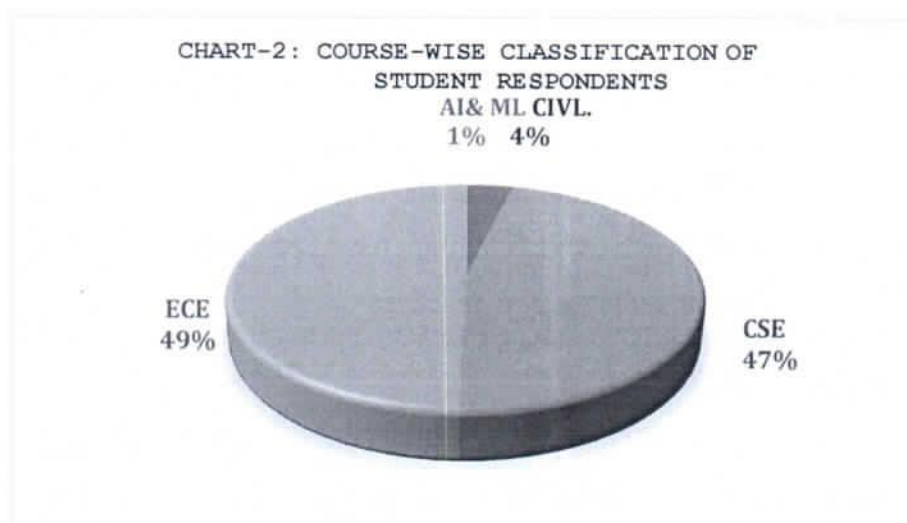


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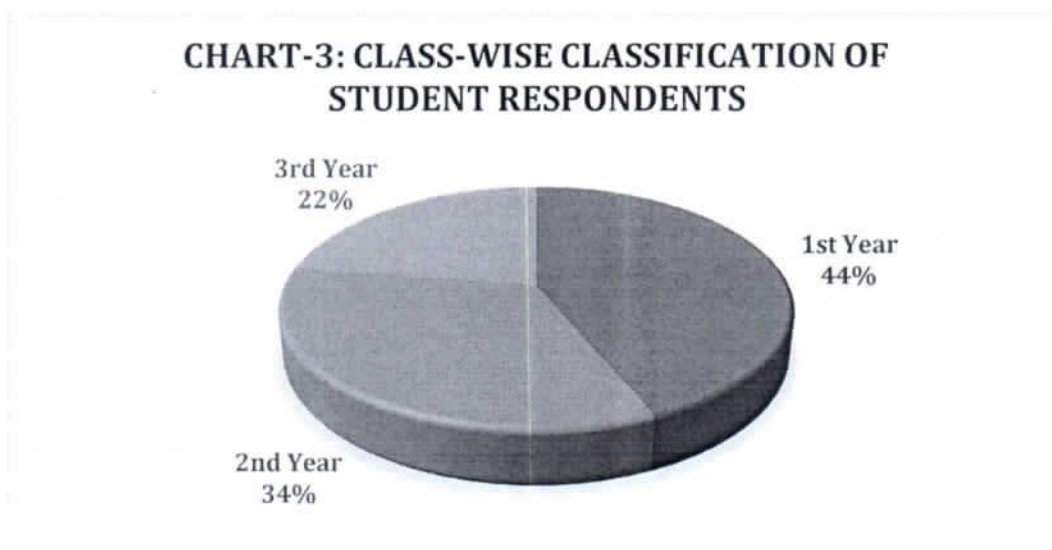


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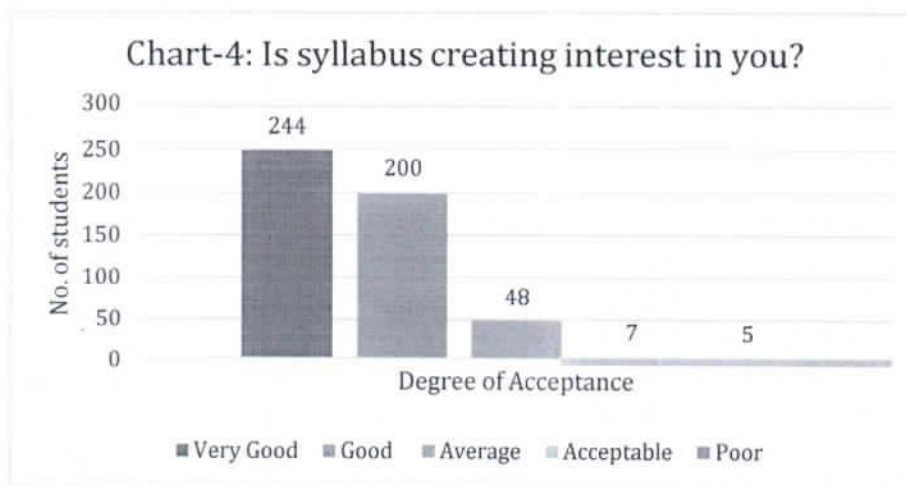
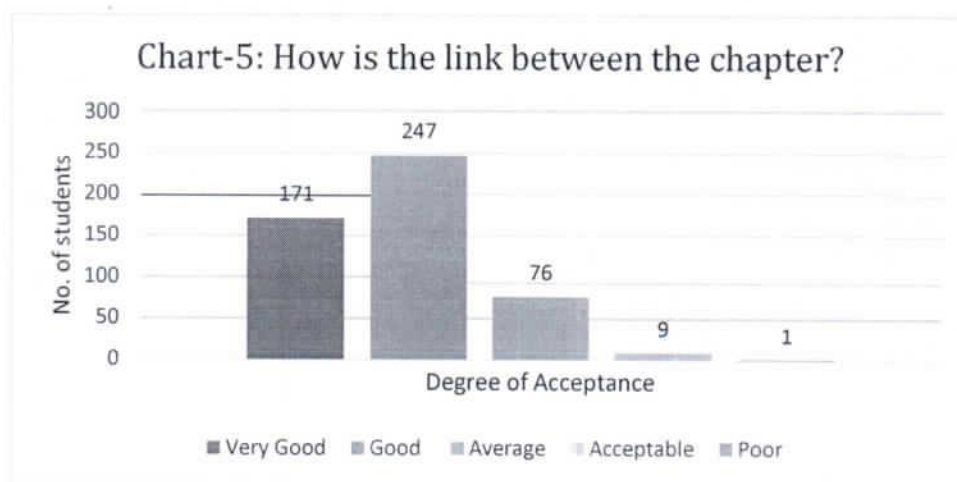


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Student Feedback Analysis Report (2019-20)

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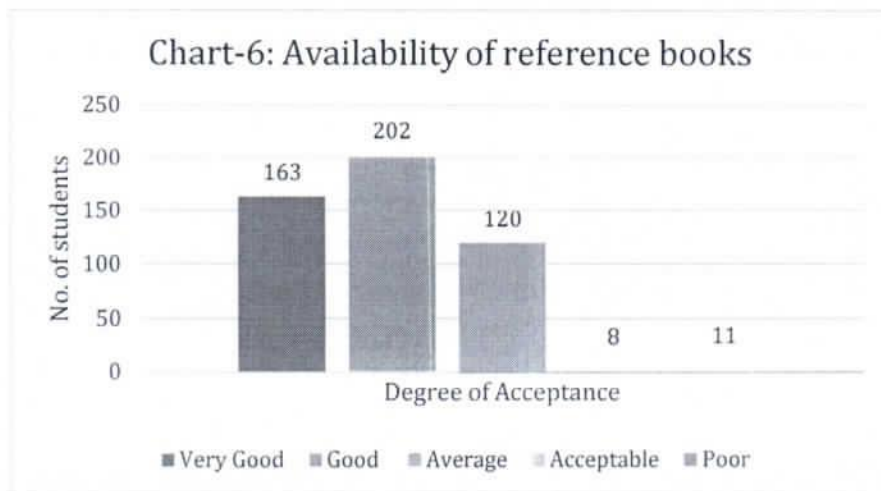
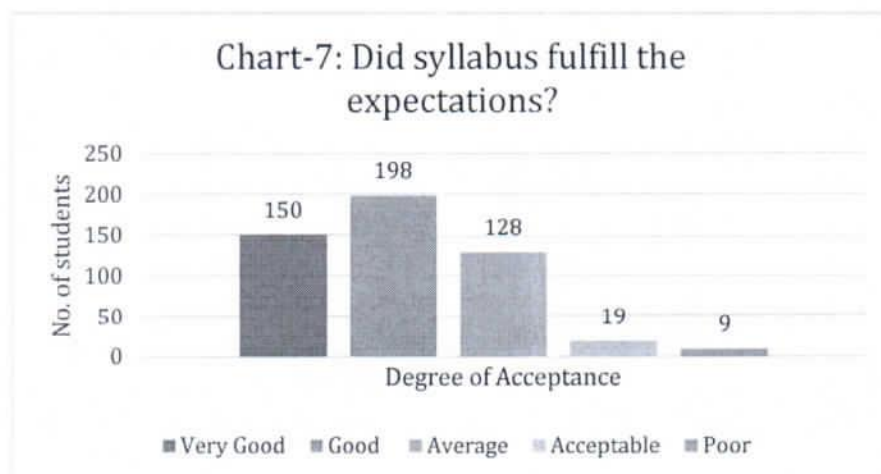


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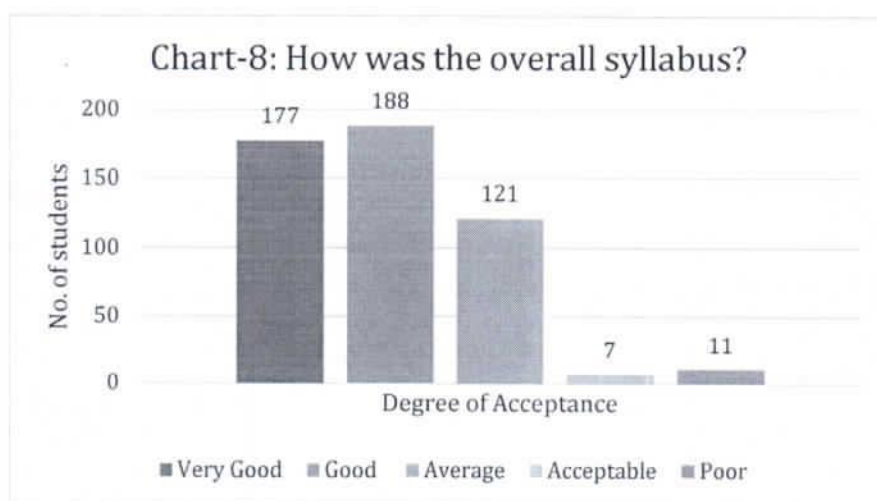


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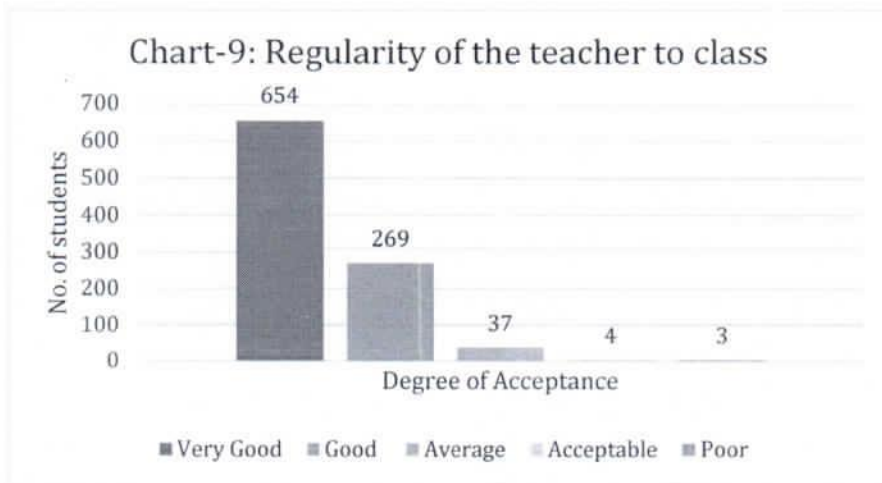


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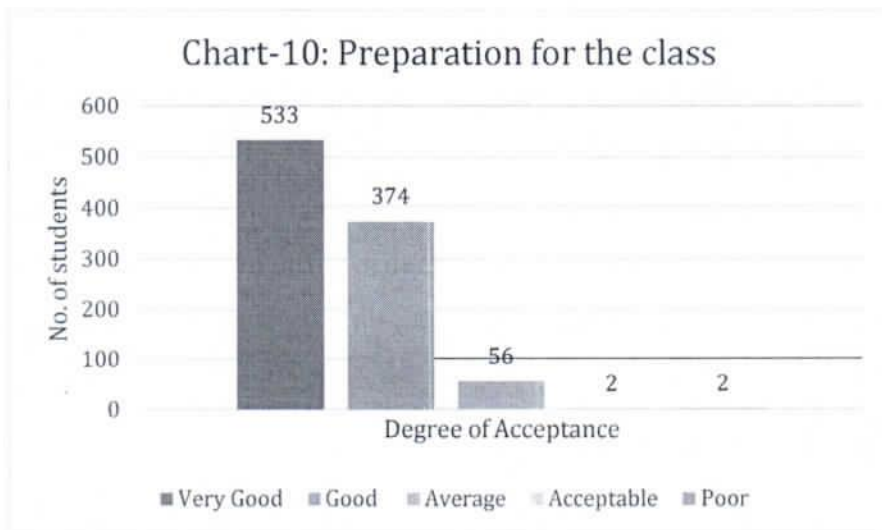


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respondents feel that, the KITS class preparation was acceptable and 2 among them said it was poor.

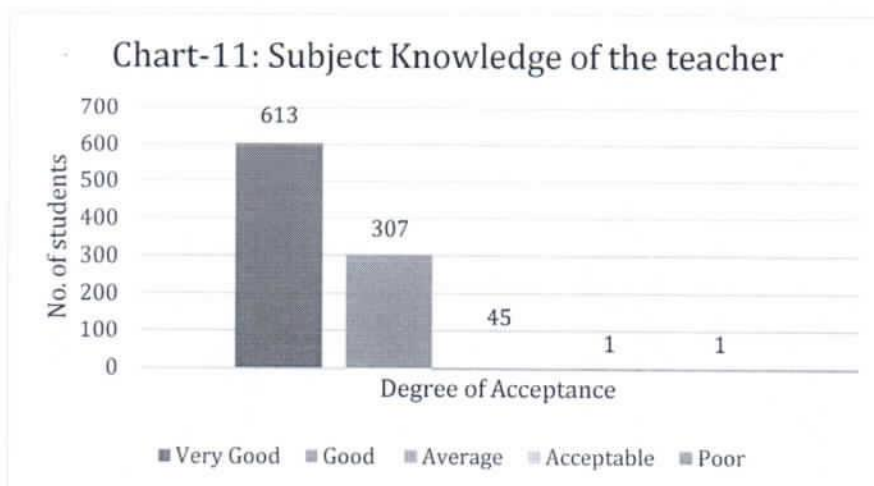


Chart-11 provides the student's responses on subject knowledge of the teacher. It was noticed that, 613 students have said that, KITS Khammam subject knowledge was very good and 307 of them feel that, the subject knowledge of the teacher was good. 45 students have responded that, the KITS Khammam subject knowledge was average. 1 respondent have said that the KITS Khammam subject knowledge was acceptable and 1 of them has said it was poor.

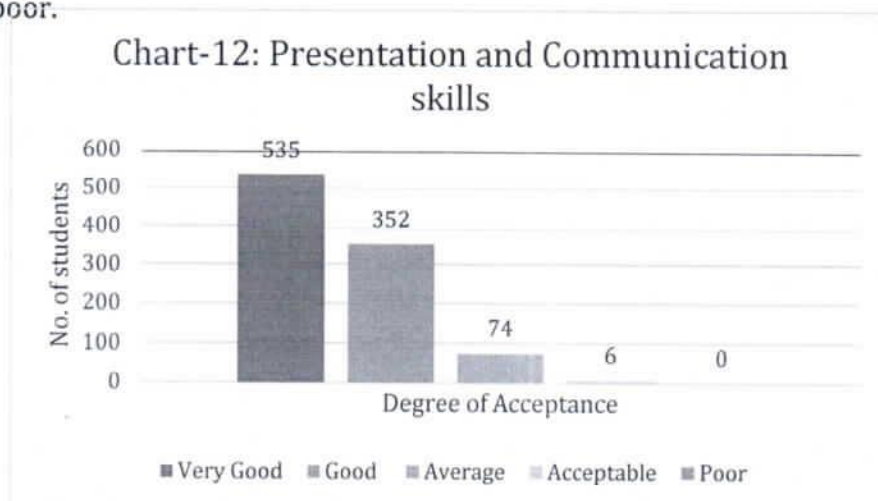


Chart-12 explains the responses of the students on KITS Khammam presentation and communication skills. It was found that, 535 students have said that, KITS Khammam presentation and communication skills were very good and 352 of them feel that, the presentation and communication skills of the teacher were good. 74 students have

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responded as the KITS Khammam presentation and communication skills were average. 6 respondents have said that the KITS Khammam presentation and communication skills were acceptable. Notably no respondent has said KITS Khammam, Ballari presentation and communication skills were poor.

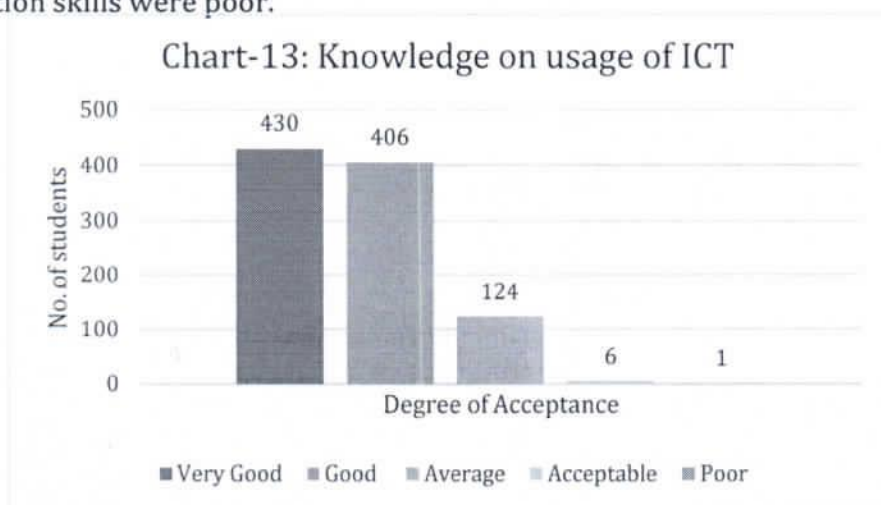


Chart-13 depicts the responses of the students on KITS Khammam knowledge on usage of ICT. It was noticed that, 430 students have said that, KITS Khammam knowledge on usage of ICT were very good and 406 of them responded that, the knowledge on usage of ICT of teacher was good. 124 students have responded as the KITS Khammam knowledge on usage of ICT was average. 6 respondents have said that the KITS Khammam ICT knowledge was acceptable. Notably, only 1 respondent has said KITS Khammam knowledge on usage of ICT was poor.

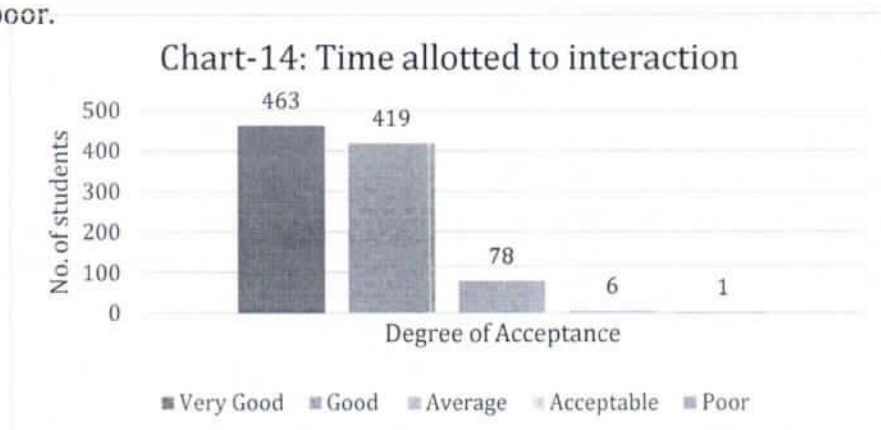


Chart-14 depicts the responses of the students on the time allotted by the teacher to interaction. It was noticed that, 463 students have said that, KITS Khammam time

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allotment for the interaction was very good and 419 of them responded that, the time allotment for the interaction by teacher was good. 78 students have responded as the KITS Khammam time allotment was average for interaction. 6 respondents have said that the KITS Khammam time allotment for the interaction was acceptable. Notably, only 1 respondent has said KITS Khammam time allotment for the interaction was poor.

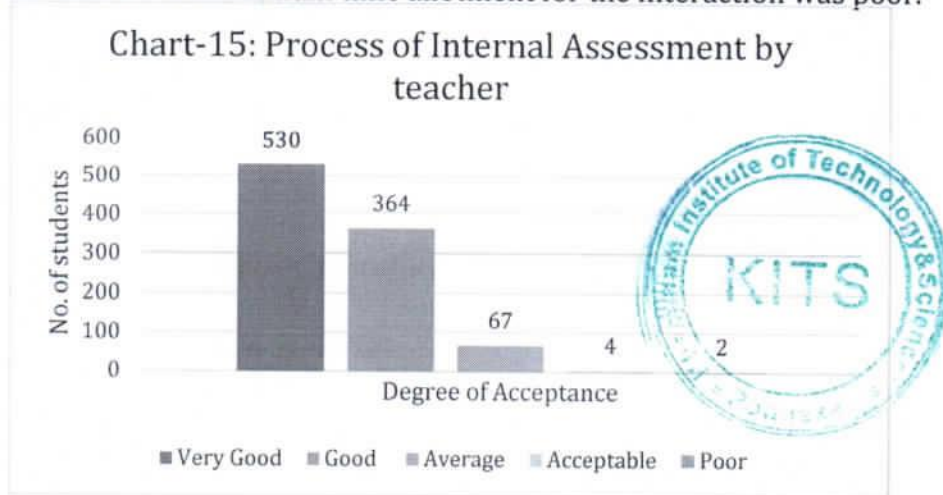
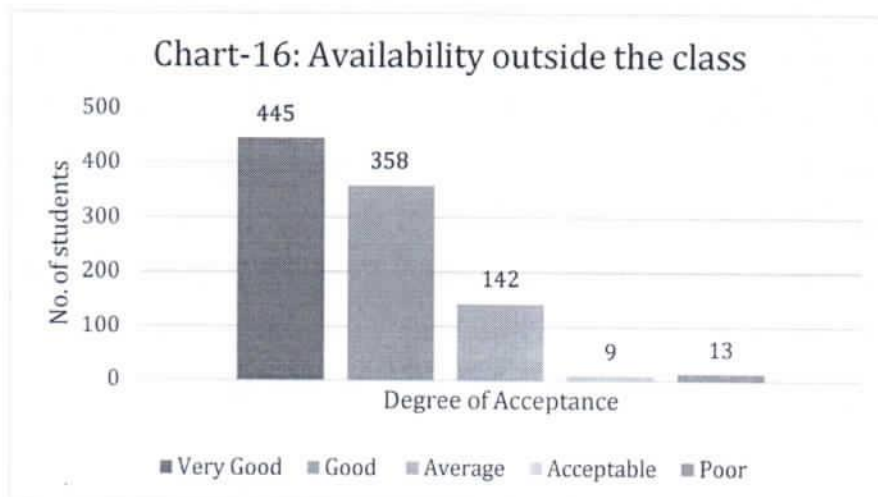
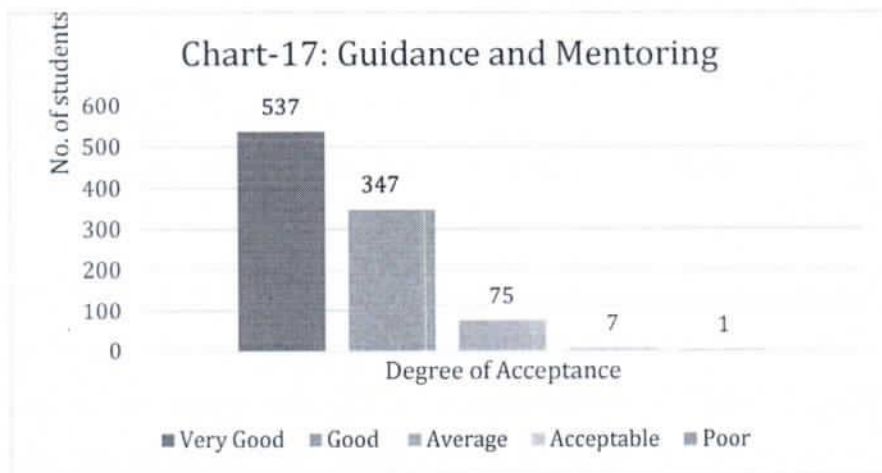


Chart-15 provides the details of student responses on the process of internal assessment by teacher. It was found that, 530 students have said that, process of internal assessment by teacher was very good and 364 of them responded that, the process of internal assessment by teacher was good. 67 students have responded as the KITS Khammam internal assessment process as average. 4 respondents have said that the internal assessment process was acceptable. Notably, 2 respondents have said the process of internal assessment by teacher was poor.



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Chart-16 shows the students responses on availability of the teacher outside the class. It was noticed that, 445 students have said that, availability of the teacher outside the class was very good and 358 of them have responded that, availability of the teacher outside the class was good. 142 students have responded that, the availability of the teacher outside the class was average. Whereas, 9 respondents have said that availability of the teacher outside the class was acceptable. Notably, 13 respondents have said availability of the teacher outside the class was poor.



Guidance and mentoring play a vital role in the development of student's abilities and skills. Chart-17 shows the students responses on guidance and mentoring by the teachers in the college. It was noticed that, 537 students have said that, guidance and mentoring by the teachers in the college was very good and 347 of them have responded that, guidance and mentoring by the teachers in the college was good. 75 students have responded that, the guidance and mentoring by the teachers was average. Whereas, 7 respondents have said that, KITS Khammam guidance and mentoring was acceptable. Notably, 1 respondent has said guidance and mentoring by the teachers was poor.

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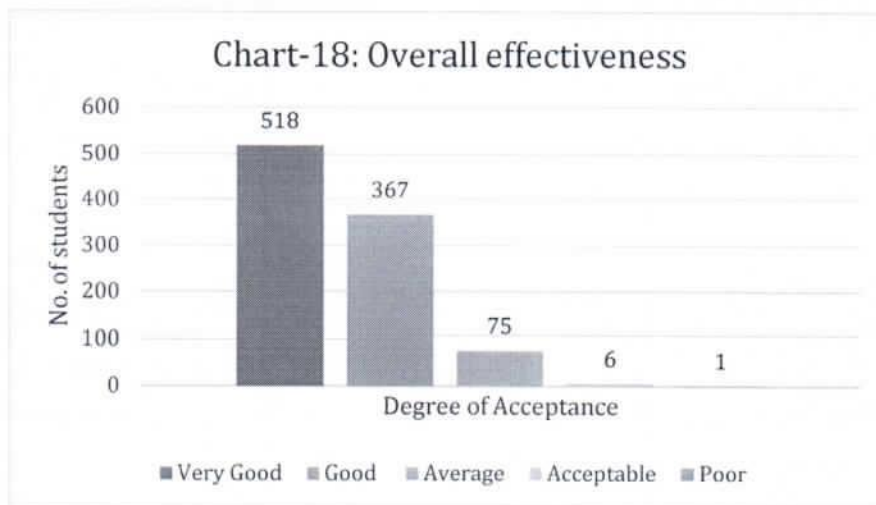


Chart-18 describes the students' responses on overall effectiveness of teachers in the college. It was observed that, 518 students have said that, overall effectiveness of teachers in the college was very good and 367 of them have responded that, overall effectiveness of teachers in the college was good. 75 students have responded that, overall effectiveness of teachers in the college was average. Whereas, 6 respondents have said that, KITS Khammam overall effectiveness was acceptable and 1 respondent has said overall effectiveness of teachers in the college was poor.

MAJOR OBSERVATIONS AND RECOMMENDATIONS

1. It was noticed that, majority of student i.e. 88% of the students have responded that, the syllabus is creating interest in them. There is a scope for the teachers to create interest among the students about the syllabus, as around 12% students were not seen interested.
2. It was observed that, 72% of the students have said availability of the reference books is good. It was found around 28% students were not satisfied with availability of reference books in the college. Therefore, it is recommended to buy more reference books in the college.
3. It was found that, over 95% students feel that, the faculty's regularity to class was good. Therefore, it was recommended to the KITS Khammam that, they should maintain the regularity and improve it to satisfy

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remaining 5% of students.

4. It was noticed that, over 93% students have said that, the KITS Khammam preparation to class was good. It was recommended to the teachers should continue in preparing to classes on regular basis.
5. It was observed that, around 92% students have said that, the KITS Khammam presentation and communication skills were good. It was recommended to the teachers should continue maintaining and improving effectiveness of presentation and communication skills in classes so that remaining 8% student enjoy the classes.
6. It was found that, over 86% students have said that, the KITS Khammam knowledge on usage of ICT was good. But 14% students feel that, improvements are required in enhancing knowledge on usage of ICT of the teacher. The reason behind this may be the unavailability of the ICT tools. Hence, it is recommended to the college, to provide necessary ICT tools to the teachers as and when required to improve the ICT enabled learning in the college.
7. Time allotment for the interaction of students to get clarified their doubts and to boost their confidence. It was observed that, over 91% of students feel that the teachers have given good time for interactions. It is recommended to the teachers to give sufficient time for interaction to the students as 9% students feel that, they get less interaction time.
8. It was found that, more than 92% students feel that, the KITS internal assessment process was good. But 8% of them feel improvements in the process of internal assessment. Therefore, it is recommended to the teachers to improve the process of internal assessment of the student.
9. Guidance and mentoring play a vital role in the development of students learning process. It was found that, over 91% students were satisfied with guidance and mentoring by the teachers in the college. It is recommended to the teachers to improve the guidance and mentoring process.
10. It was observed that, over 91% students feel the overall effectiveness of the teacher was good. There is a scope for further improvement here and hence it is recommended to the teachers to enhance their overall effectiveness.

End