

### **2.7.1 – Student Satisfaction Survey (SSS) on overall Institutional performance 2017-18**

- 1) As part of the Student Satisfaction Survey (SSS) on overall Institutional performance, feedbacks from all the students are obtained at the end of the year in the form of a questionnaire and are being analysed. Necessary corrective measures are taken in view of the feedback to ensure quality enhancement.
- 2) A Drop Box is placed for the students to drop their feedbacks, suggestions or complaints. The Redressal Committee takes up every feedback and takes the actions that are required to be taken. The actions taken by the Committee are announced through the general address system.
- 3) A student can also directly approach to the faculty concerned or the Head of the Institution for his issue to be addressed.
- 4) The students' issues are also taken up and addressed to at the Meeting of the Students' Council.
- 5) Feedbacks from the parents obtained during the meeting of the parents Association are analysed promptly and necessary corrective actions are taken.
- 6) The girl students can approach the CWCD for their issues pertaining to gender bias or sexual harassment, if any.
- 7) The Anti-ragging Committee is in place in the institution which any student can approach with the complaints of ragging, if any.
- 8) The SC-ST Cell is in place in the institution which any student from the SC/ST communities can approach with the complaints of caste discrimination, if any.

#### **Outcome**

- 1) The timings of the Gymnasium facility extended till 6 pm.
- 2) Most grievances of the students were addressed to leading to an overall satisfaction among them during the year 2017-18.

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