

271 – Student Satisfaction Survey (SSS) on overall Institutional performance in 2019-20

- 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) The feedbacks thus received in March 2020 are filed and analyzed.
- 3) Most of the students expressed their satisfaction on the overall Institutional performance in 2019-20.
- 4) A Drop Box is placed for the students to drop their feedbacks, suggestions or complaints. The Redressal Committee opens the Drop Box twice a month and 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.
- 5) Students can also directly approach to the faculty concerned or the Head of the Institution for their issues to be addressed.
- 6) The students' issues are also taken up and addressed to at the Meeting of the Students' Council.
- 7) A learner can also email his concerns to the official email ID of the Institution.
- 8) A learner can also contact the Institution via Institutional website.
- 9) Feedbacks from the parents obtained during the meeting of the Parents Association are analysed promptly and necessary corrective actions are taken.
- 10) The girl students can approach the CWCD for their issues pertaining to gender bias or sexual harassment, if any.
- 11) The Anti-ragging Committee is in place in the institution which any student can approach with the complaints of ragging, if any.
- 12) 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) Most grievances of the students were addressed to leading to an overall satisfaction among them during the year 2019-20.
- 2) No cases of grievances pertaining to ragging, caste or gender were reported during the year 2019-20.