

SHRI MALOJIRAJ CHHATRAPATI
Honorary Secretary

DR. SONALI SHIRKAR
Principal

Student's Satisfaction Survey

Report for Academic Year 2022 – 2023

Apart from the feedbacks obtained from students on the teaching learning process & institute infrastructure the institute also conducts an annual satisfaction survey with a primary focus on the Teaching, Learning and Evaluation. This feedback will significantly showcase the actual quality of the teaching learning process which in turn will help identify the strengths of the institute's teaching and also identify the possible improvements.

Student Satisfaction Survey (SSS) is also one of the mandatory criteria set by National Assessment & Accreditation Council (NAAC). This needs to be available on the institute's website and the same needs to be submitted in the Annual Quality Assurance Report (AQAR) towards National Assessment & Accreditation Council (NAAC).

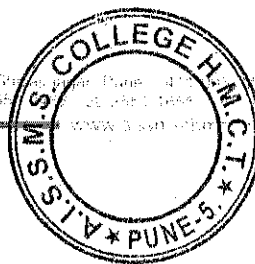
The process of this survey involved 21 questions which are similar to the questions framed by National Assessment & Accreditation Council (NAAC). Twenty questions were based on a point scale of 0 to 4 and one question was open ended for students to express their suggestions. The questionnaire was framed in Google Forms and the link was shared with all the students of the institute. An online format was chosen since the students were physically not present in the institute and that technology helps reach all students no matter their location. A total of 283 students responded to the survey.

The received responses was analyzed in an excel workbook for calculation and representation purposes. The final score is based on the average score of the twenty questions which is out of a maximum of 4. The score is based on a sample calculation as given below for each question.

Total respondents 284		Score	Total Score	Average Score
No of students marked 4 points	200	200 X 4 = 800	800 + 180 + 36 + 6 + 0 = 1022	1022 / 284 = 3.60
No of students marked 3 points	60	60 X 3 = 180		
No of students marked 2 points	18	18 X 2 = 36		
No of students marked 1 point	6	6 X 1 = 6		
No of students marked 0 point	0	0		

Figure 1. Sample of calculation of score for each question

283



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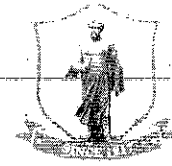
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AISSMS' COLLEGE OF HOTEL MANAGEMENT
AND CATERING TECHNOLOGY, PUNE-5.



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COLLEGE OF HOTEL MANAGEMENT
AND CATERING TECHNOLOGY



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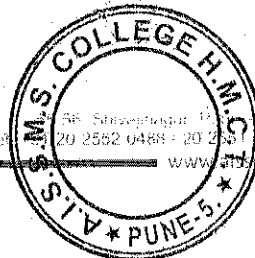
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Principal

Score Sheet

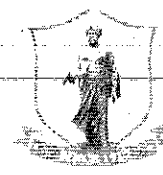
Question	Score
How much of the syllabus was covered in the class?	3.68
How well did the teachers prepare for the classes?	2.51
How well were the teachers able to communicate?	3.55
The teacher's approach to teaching can best be described as	3.38
Fairness of the internal evaluation process by the teachers	3.48
The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.27
The teaching and mentoring process in your institution facilitates you incognitive, social and emotional growth.	3.26
The institution provides multiple opportunities to learn and grow.	3.29
Was your performance in assignments discussed with you?	3.37
Teachers inform you about your expected competencies, course outcomes and programme outcomes	3.43
Your mentor does a necessary follow-up with an assigned task to you.	3.49
The teachers illustrate the concepts through examples and applications.	3.62
The teachers identify your strengths and encourage you with providing right level of challenges.	3.38
Teachers are able to identify your weaknesses and help you to overcome them.	3.31
The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.49
The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.43
The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies	3.41
Teachers encourage you to participate in extracurricular activities	3.38
Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	3.50
What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	3.63
The overall quality of teaching-learning process in your institute is very good.	3.50
Average Score	3.62

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Dr. Sonali Jadhav, Principal
Tel: 20 2552 0488 - 20 2551 0555 Email: info@aiissmscollege.in
www.aiissmscollege.in

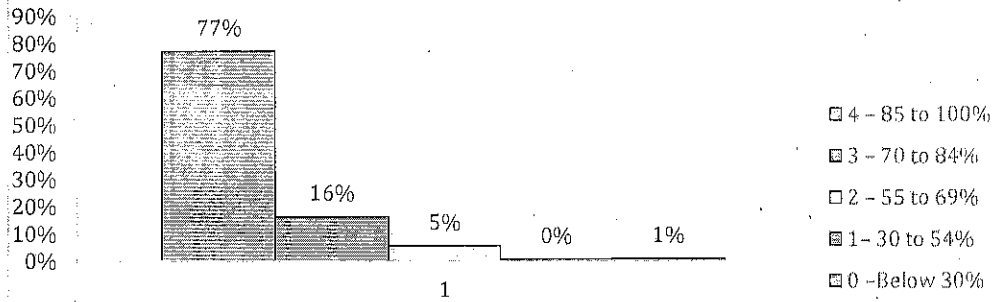


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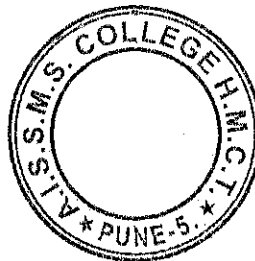
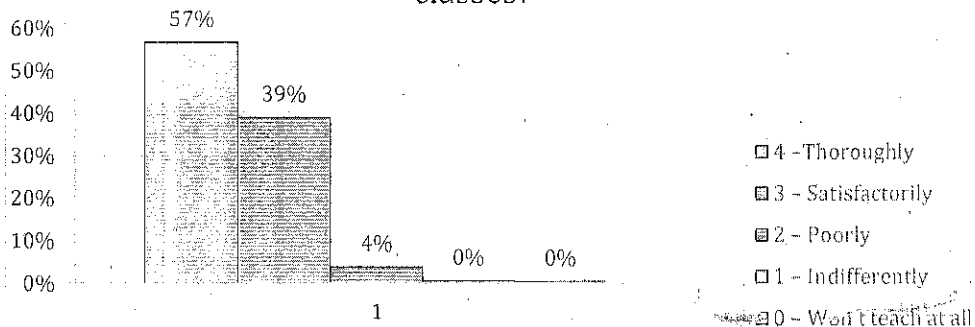
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Analysis

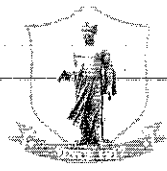
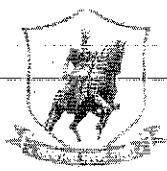
1. How much of the syllabus was covered in the class?



2. How well did the teachers prepare for the classes?



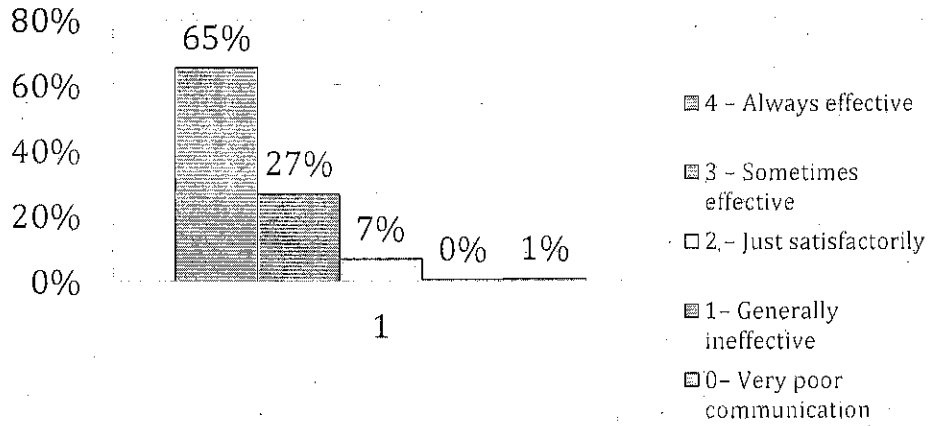
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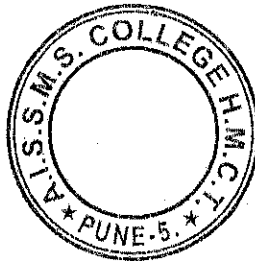
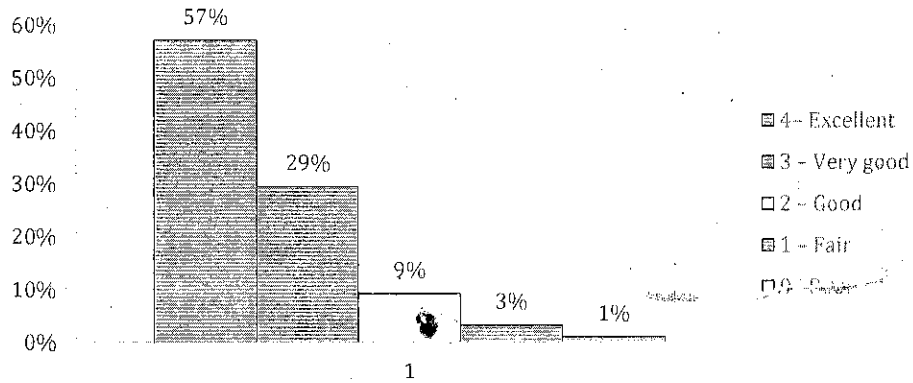
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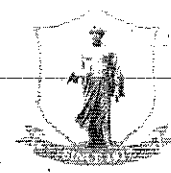
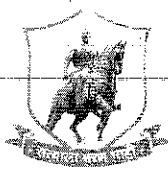
3. How well were the teachers able to communicate?



4. The teacher's approach to teaching can best be described as



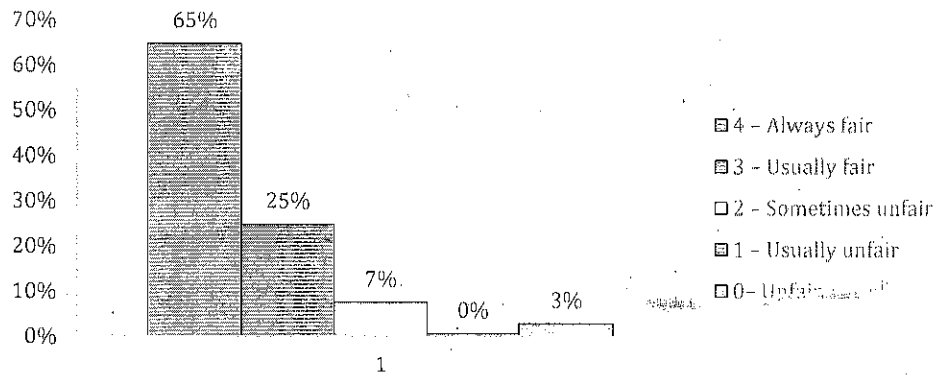
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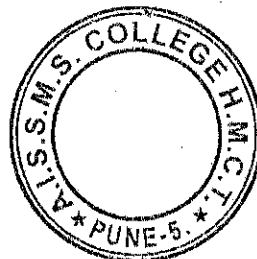
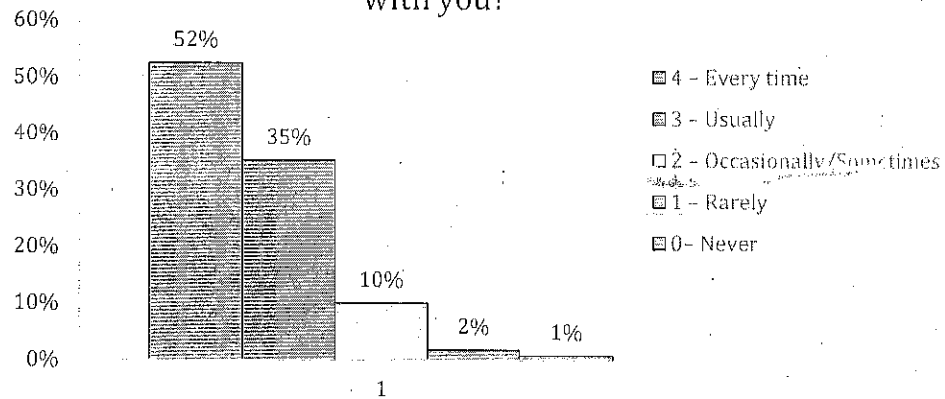
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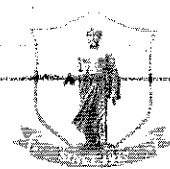
5. Fairness of the internal evaluation process by the teachers



6. Was your performance in assignments discussed with you?



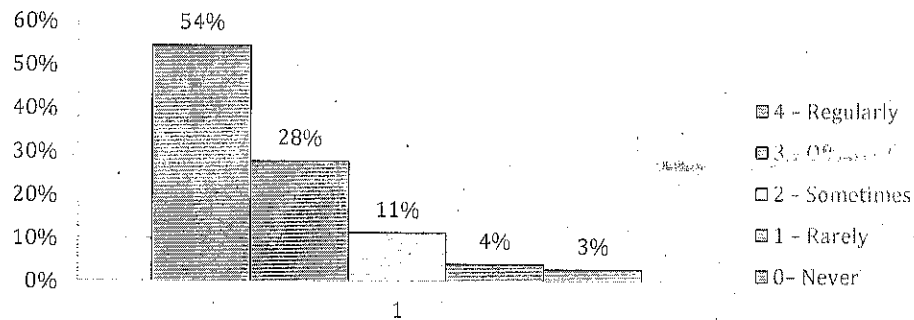
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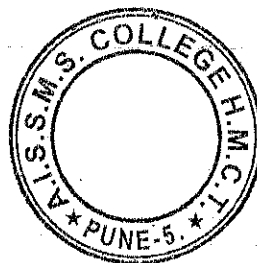
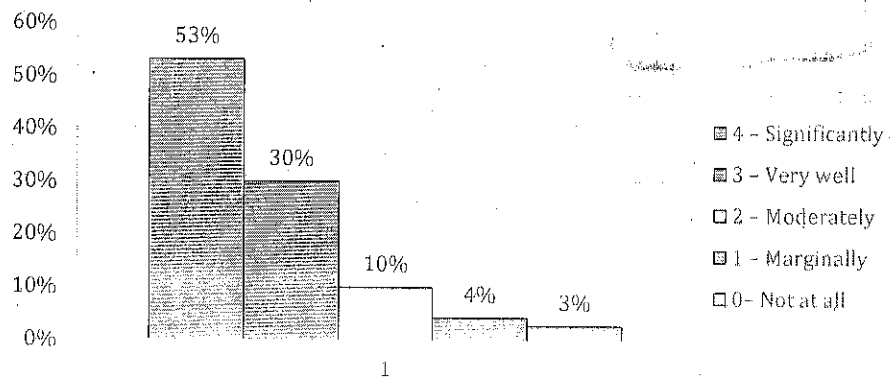
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7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

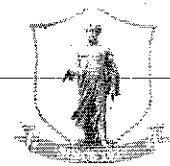


8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth



Sonali D. Davan

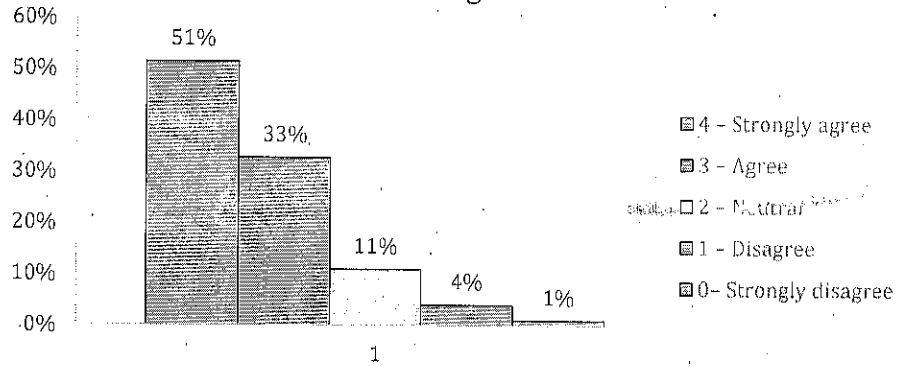
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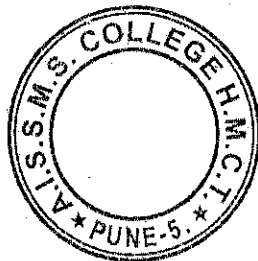
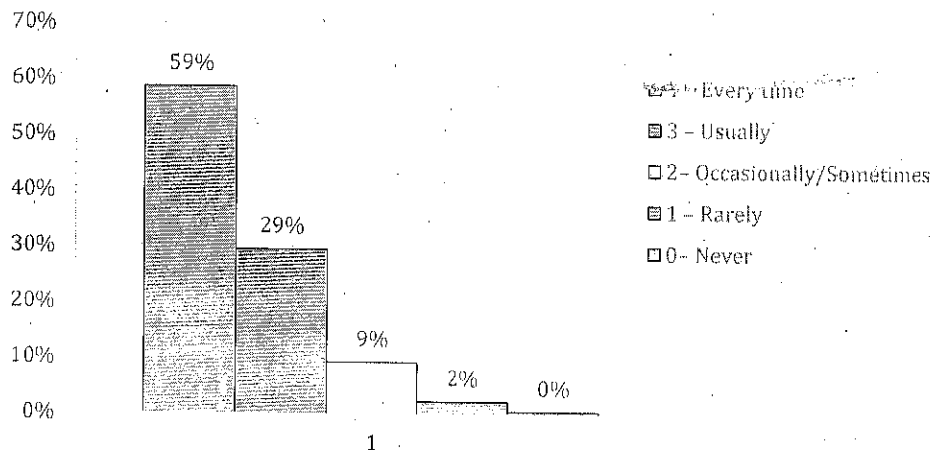
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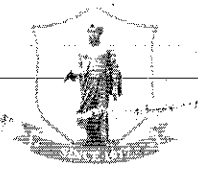
9. The institution provides multiple opportunities to learn and grow.



10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



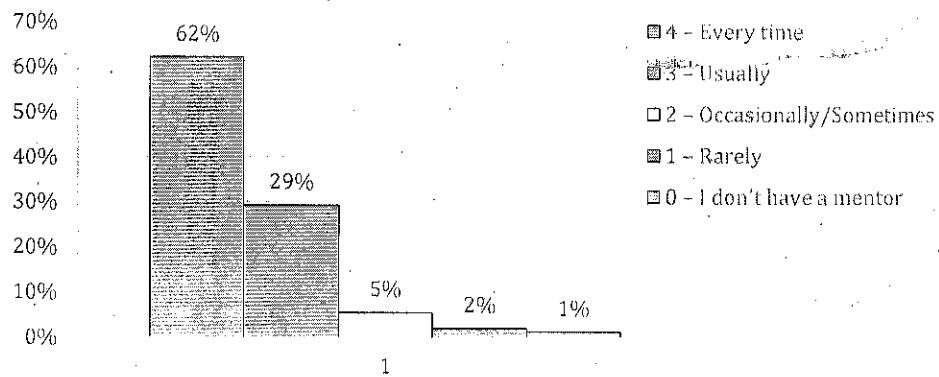
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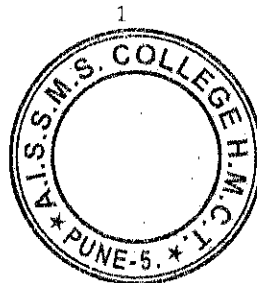
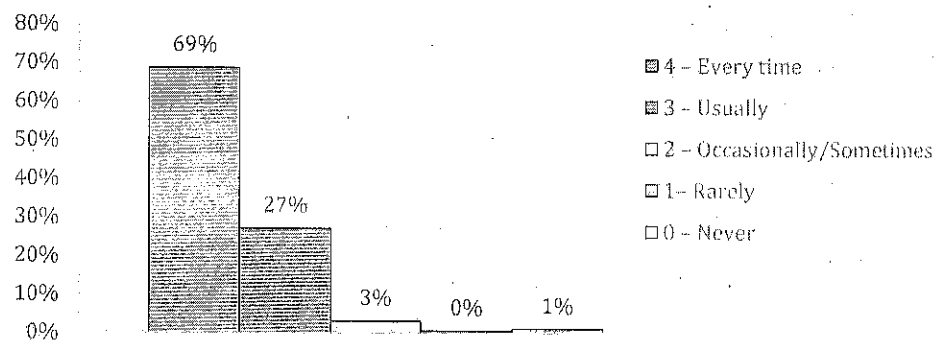
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11. Your mentor does a necessary follow-up with an assigned task to you.



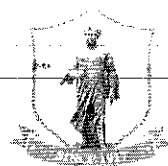
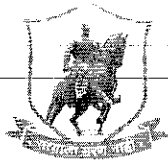
12. The teachers illustrate the concepts through examples and applications.



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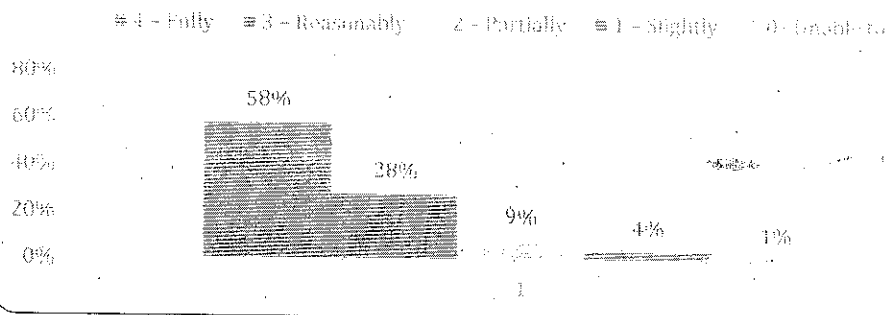
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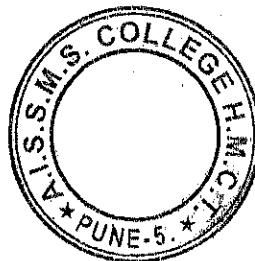
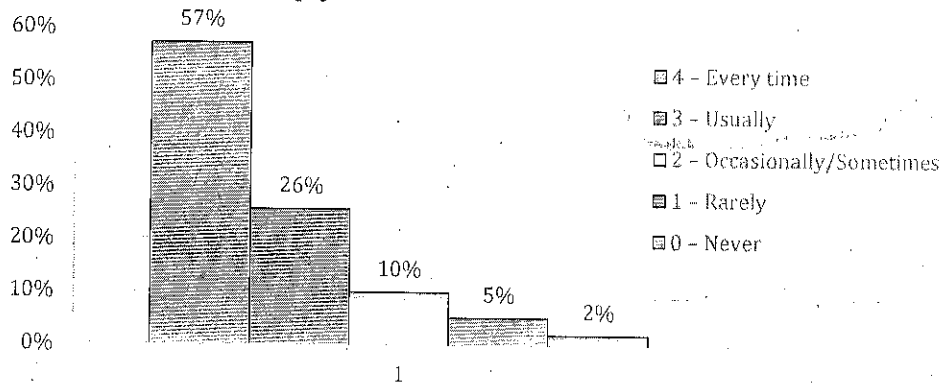
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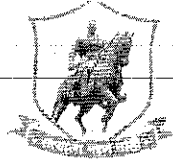
13. The teachers identify your strengths and encourage you with providing right level of challenges.



14. Teachers are able to identify your weaknesses and help you to overcome them.



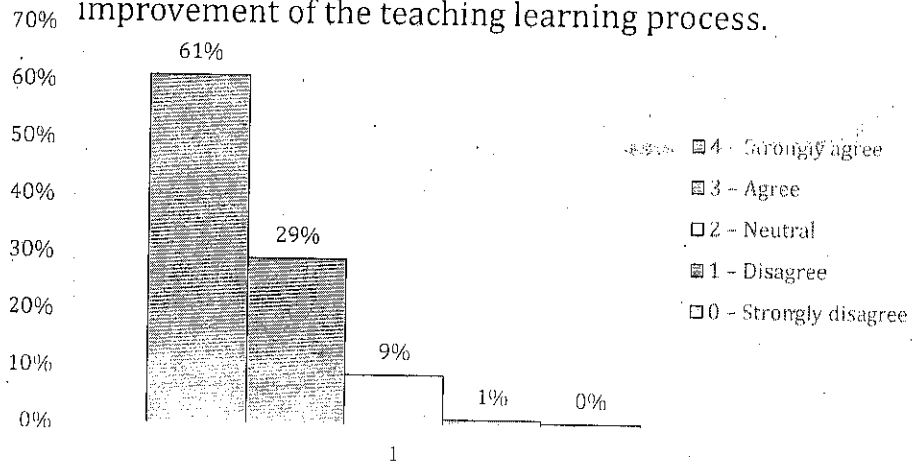
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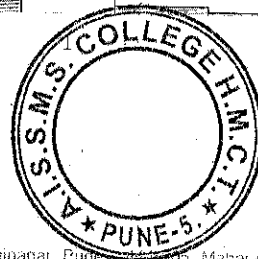
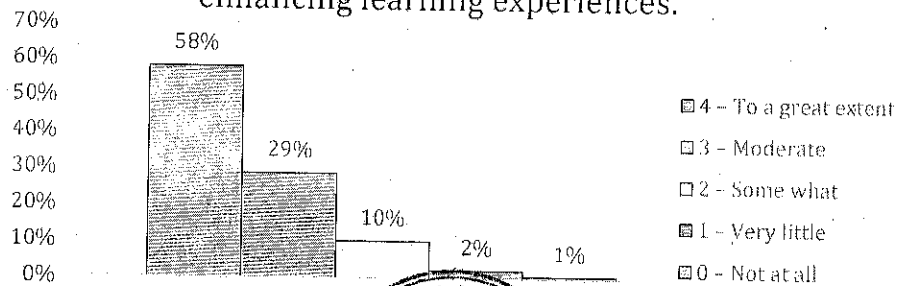
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15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



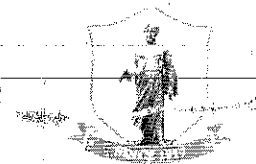
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



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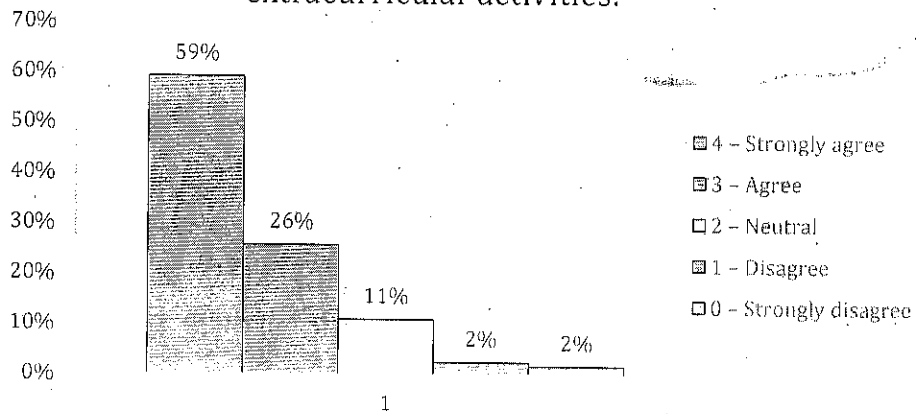
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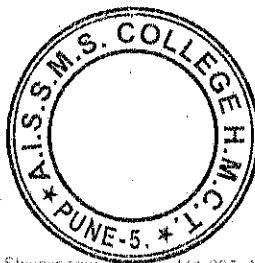
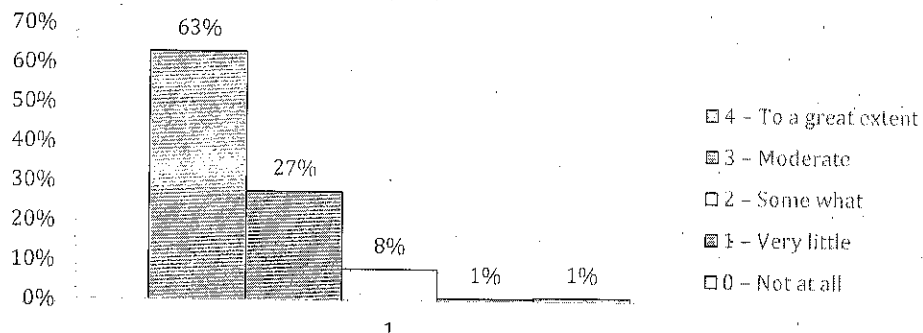
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17. Teachers encourage you to participate in extracurricular activities.

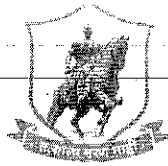


18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



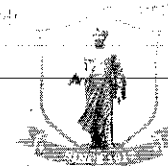
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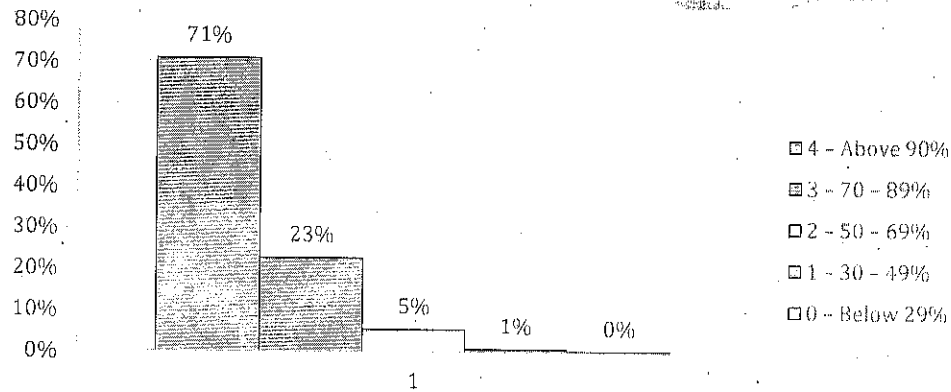


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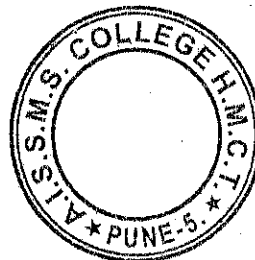
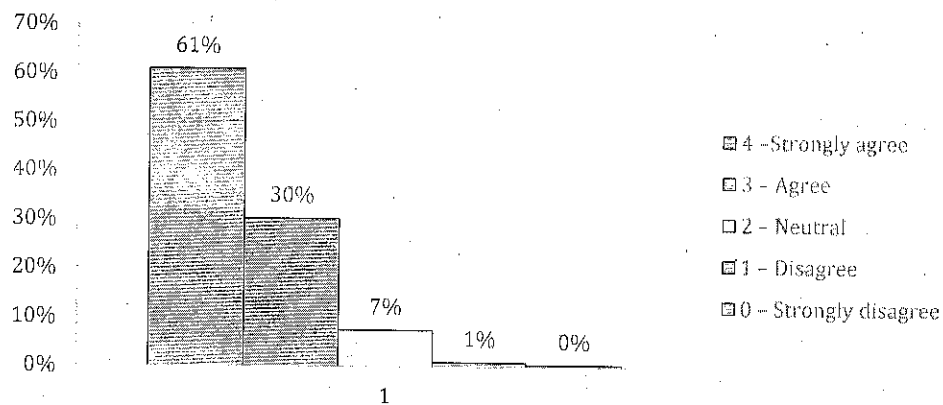
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19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching

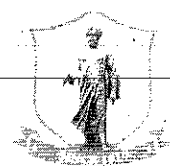
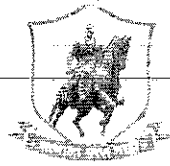


20. The overall quality of teaching-learning process in your institute is very good.



Sneha L. Kadhan

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The teaching learning sessions were being conducted through an online platform due to lockdown being enforced through the initial half of academic year. The institute also prepared videos based on practical sessions for students better understanding. Students were also asked to prepare certain practical based videos to get a little hands-on experience. The offline sessions were initiated in the second half of the semester in phased manner.

Key findings:

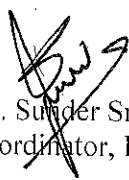
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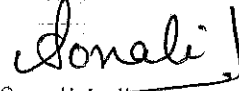
Action plan:

Key finding Sr. No.	Plan of Action
Field visits	more field visits to be planned
food Prod prac	more demos & Tandoors
Culture days.	Promote culture activities more.

The results of this survey will enable the institute to understand the short-term and long-term needs of the students. This will enable the institute to plan the future improvements and action plan for the same.

Internal Quality Assurance Cell (IQAC) would like to thank the students who participated in the survey to express their views sincerely. IQAC also extends its gratitude to the faculty members and staff who have directly or indirectly helped in the successful conduct of this survey.


Mr. Sunder Srinivasan
Coordinator, IQAC


Dr. Sonali Jadhav
Principal

