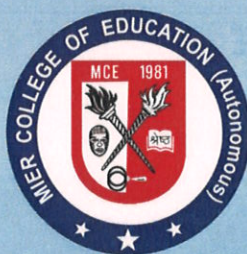


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# **STUDENTS' SATISFACTION SURVEY ANALYSIS & ACTION TAKEN REPORT (2024-25)**

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**INTERNAL QUALITY ASSURANCE CELL**



**MIER COLLEGE OF EDUCATION  
(AUTONOMOUS)  
ACCREDITED BY THE NAAC WITH 'A+' GRADE**



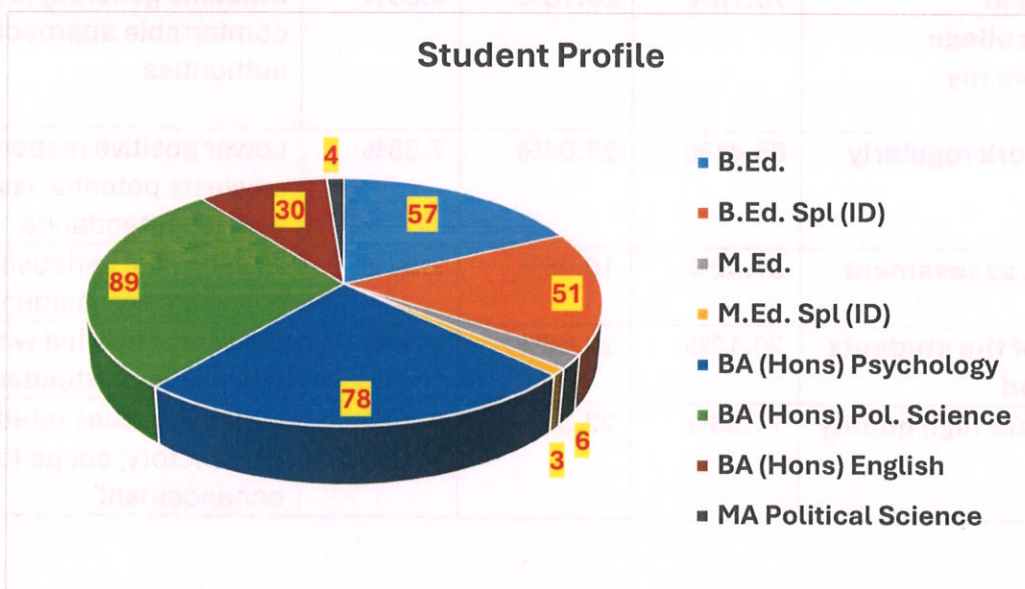
**Introduction-** The Internal Quality Assurance Cell (IQAC) conducted a comprehensive Student Satisfaction Survey targeting students from the School of Education (SOE) and School of Social Sciences and Humanities (SOSSH). The survey was administered through Performance Insight-360 (PI-360), the institution's Quality Analytics Framework, with an online feedback form distributed to students across all current batches of both the schools. A total of 318 responses were collected.

The questionnaire was designed to evaluate students' overall experiences, including the quality of teaching and assessments, institutional initiatives, and campus facilities and services. These responses provide valuable insights that will guide the College in enhancing educational experiences for both current and future students.

To ensure comprehensive analysis, statistical methods such as percentage calculations were employed, with data presented through tables and graphs for effective visualization. Survey questions utilized a 5-point Likert scale where respondents could select from: 1. Strongly agree, 2. Agree, 3. Neutral, 4. Disagree, or 5. Strongly disagree.

#### Student Profile:

| S.No         | Programme              | Students   |
|--------------|------------------------|------------|
| 1.           | B.Ed.                  | 57         |
| 2.           | B.Ed. Spl (ID)         | 51         |
| 3.           | M.Ed.                  | 6          |
| 4.           | M.Ed. Spl (ID)         | 3          |
| 5.           | BA (Hons) Psychology   | 78         |
| 6.           | BA (Hons) Pol. Science | 89         |
| 7.           | BA (Hons) English      | 30         |
| 8.           | MA Political Science   | 4          |
| <b>Total</b> |                        | <b>318</b> |





**Comprehensive Satisfaction Analysis Table**

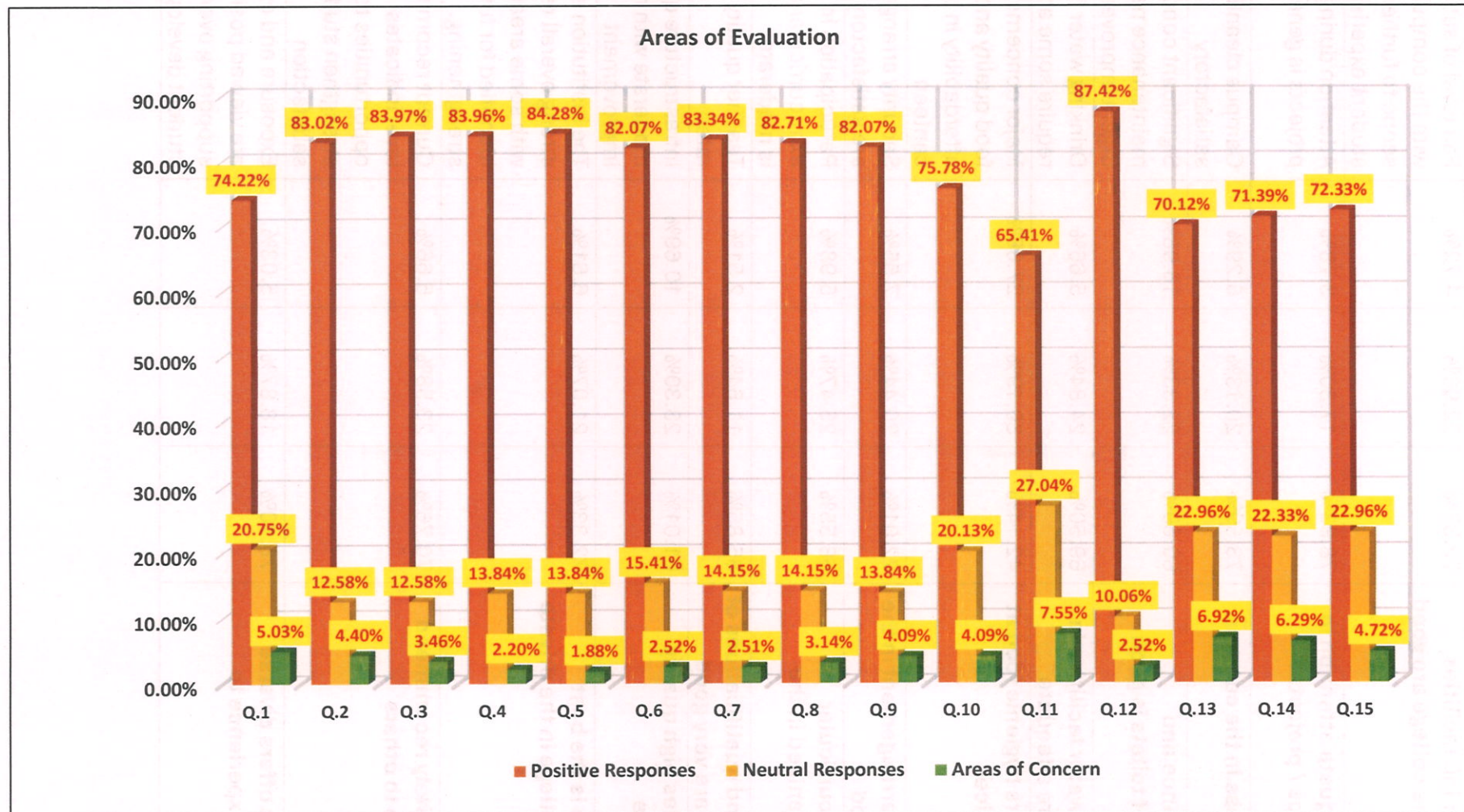
| Area of Evaluation  | Positive Response | Neutral Response | Areas of Concern | Key Insights   |
|---|-------------------|------------------|------------------|--|
| The overall discipline in the college/class is good                                   | 74.22%            | 20.75%           | 5.03%            | Generally good discipline; minimal concerns noted                              |
| Teachers are punctual in conducting classes   | 83.02%            | 12.58%           | 4.40%            | Majority of teachers are punctual  |
| I attend a majority of the classes  | 83.97%            | 12.58%           | 3.46%            | High class attendance; overall positive participation                          |
| Teachers come prepared to the class   | 83.96%            | 13.84%           | 2.20%            | Teachers are well-prepared, enhancing learning effectiveness                   |
| Teachers interact with the students and answer their questions                        | 84.28%            | 13.84%           | 1.88%            | Good teacher-student interaction; queries are addressed promptly               |
| The method of teaching of the teachers is effective                                   | 82.07%            | 15.41%           | 2.52%            | Effective teaching methods; overall satisfaction with instructional approaches |
| Internal assessment tests are taken under proper supervision                          | 83.34%            | 14.15%           | 2.51%            | Supervision during tests is generally good                                     |
| The Head of the Department is professional and supportive                             | 82.71%            | 14.15%           | 3.14%            | HOD is perceived as professional and supportive                                |
| The faculty members treat us with respect and dignity                                 | 82.07%            | 13.84%           | 4.09%            | Faculty maintain a respectful and dignified environment                        |
| I feel comfortable in approaching the college authorities to solve my issues/problems | 75.78%            | 20.13%           | 4.09%            | Students generally feel comfortable approaching authorities                    |
| I attend the lab work regularly   | 65.41%            | 27.04%           | 7.55%            | Lower positive response suggests potential issues with lab attendance          |
| I take my internal assessment tests seriously   | 87.42%            | 10.06%           | 2.52%            | High level of seriousness regarding assessments                                |
| The attendance of the students in my class is good                                    | 70.12%            | 22.96%           | 6.92%            | Students satisfied with overall class attendance                               |
| MIER College offers high quality library facilities                                   | 71.39%            | 22.33%           | 6.29%            | Library facilities rated satisfactory; scope for enhancement                   |



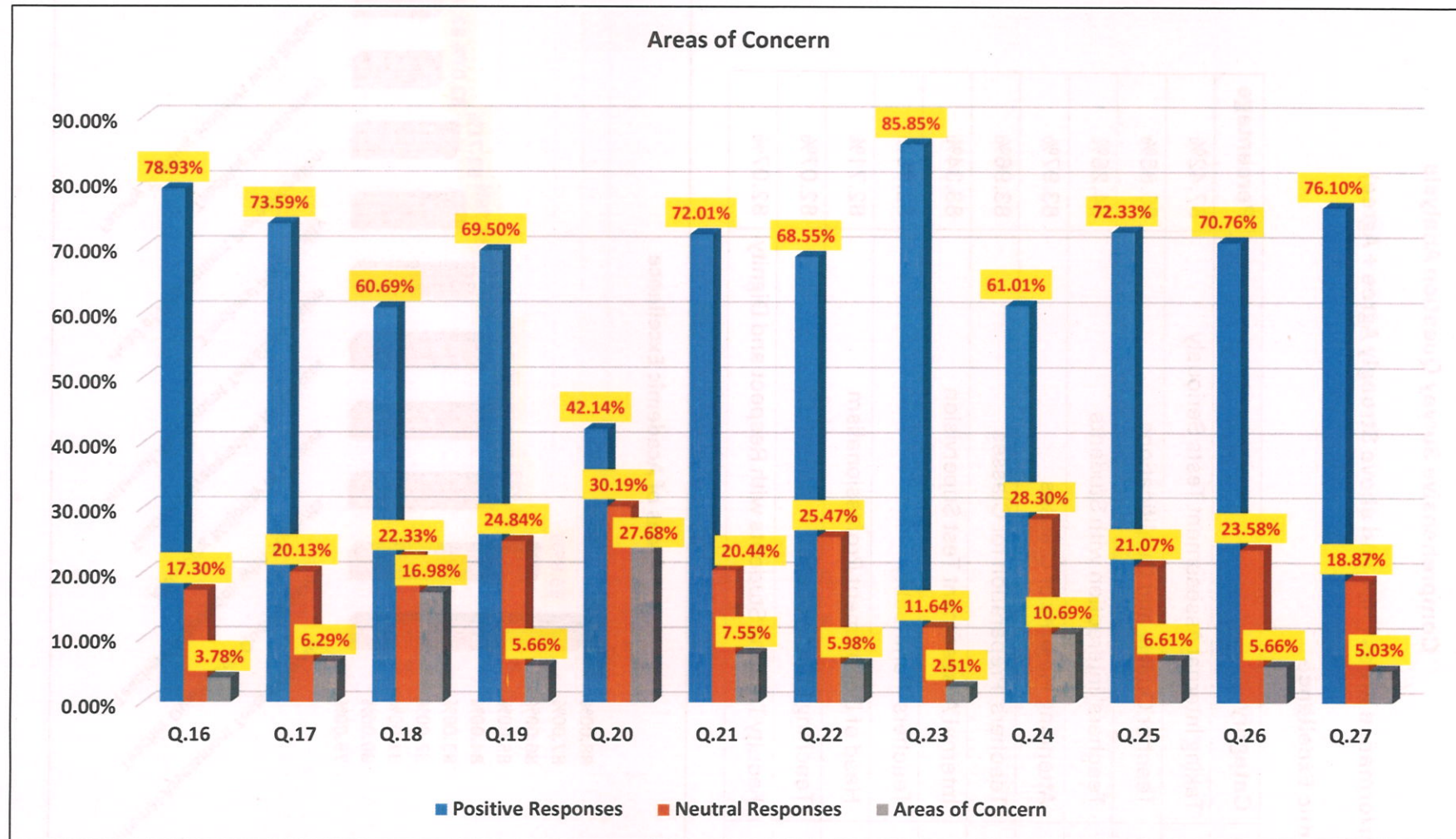
|  |        |        |        |   |
|--|--------|--------|--------|---|
| <b>The computer lab facilities provided in the college are good</b>                | 72.33% | 22.96% | 4.72%  | Fair level of satisfaction with the computer labs, scope to further enhance student experience            |
| <b>I receive adequate attention in the internships / projects / dissertation</b>   | 78.93% | 17.30% | 3.78%  | Attention during practical projects is generally good   |
| <b>The cleanliness in the campus is good</b>                                       | 73.59% | 20.13% | 6.29%  | Campus cleanliness is satisfactory  |
| <b>The maintenance and cleanliness of toilets is good</b>                          | 60.69% | 22.33% | 16.98% | Significant concern; toilet maintenance needs urgent improvement  |
| <b>The drinking water facilities in the college are adequate</b>                   | 69.50% | 24.84% | 5.66%  | Drinking water facilities require some attention  |
| <b>Canteen offers hygienic food at affordable prices</b>                           | 42.14% | 30.19% | 27.68% | Major concerns regarding food quality and affordability in the canteen                                    |
| <b>The security arrangement in the college is good</b>                             | 72.01% | 20.44% | 7.55%  | Security arrangements are satisfactory  |
| <b>I take part in curricular activities organised in the college</b>               | 68.55% | 25.47% | 5.98%  | Participation in extracurricular activities is moderate   |
| <b>The quality and qualifications of the teachers are very good</b>                | 85.85% | 11.64% | 2.51%  | Teacher quality is highly rated   |
| <b>The college has high quality infrastructure</b>                                 | 61.01% | 28.30% | 10.69% | Infrastructure quality is moderate with room for improvement  |
| <b>MIER College is the best education college in the private sector in J&amp;K</b> | 72.33% | 21.07% | 6.61%  | The institution enjoys a strong overall reputation, with some areas identified for further strengthening. |
| <b>I would definitely recommend MIER College to others</b>                         | 70.76% | 23.58% | 5.66%  | Current recommendation level indicates opportunities to further strengthen student satisfaction           |
| <b>MIER College offers diverse exposure &amp; experience to students</b>           | 76.10% | 18.87% | 5.03%  | Exposure and experience are viewed positively, supporting overall student development                     |



### Graphical Representation (Q.1-Q.15):



Graphical Representation (Q.16-Q.27):



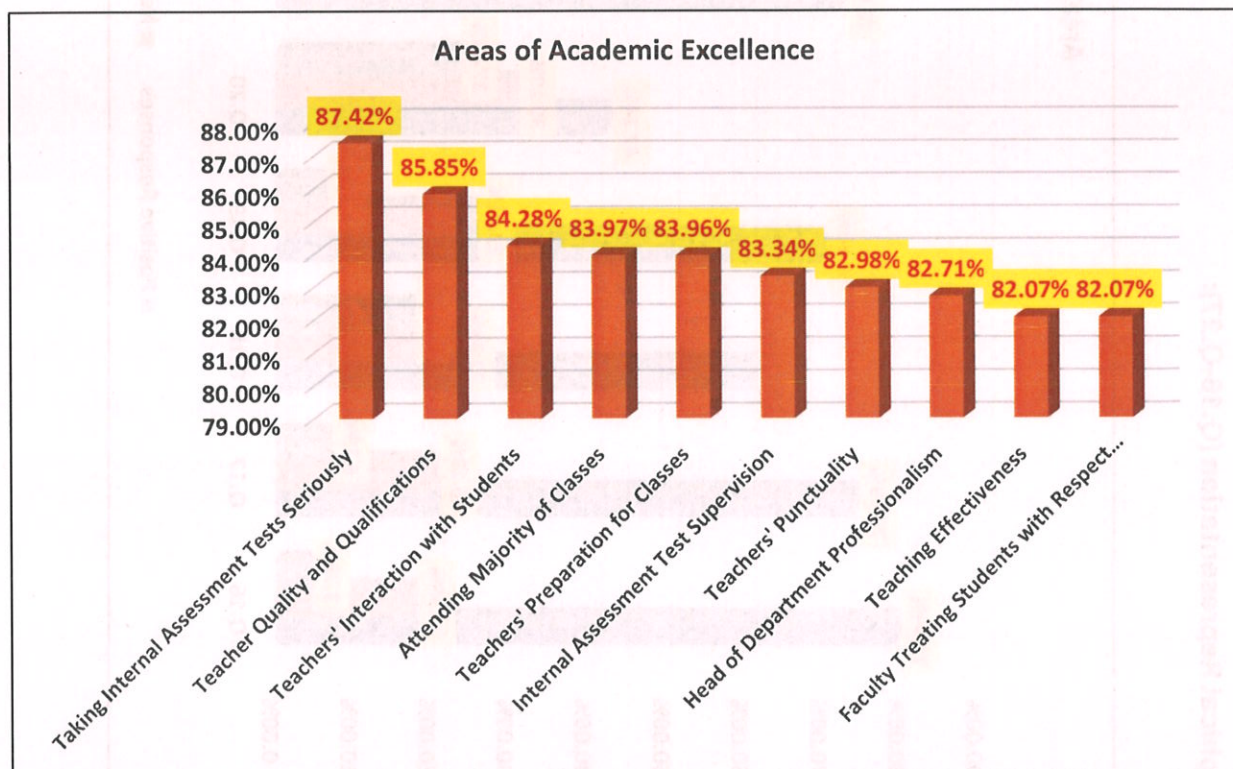


## Comprehensive Survey Question Analysis

### Key Performance Areas (70% and above Strongly Agree + Agree)

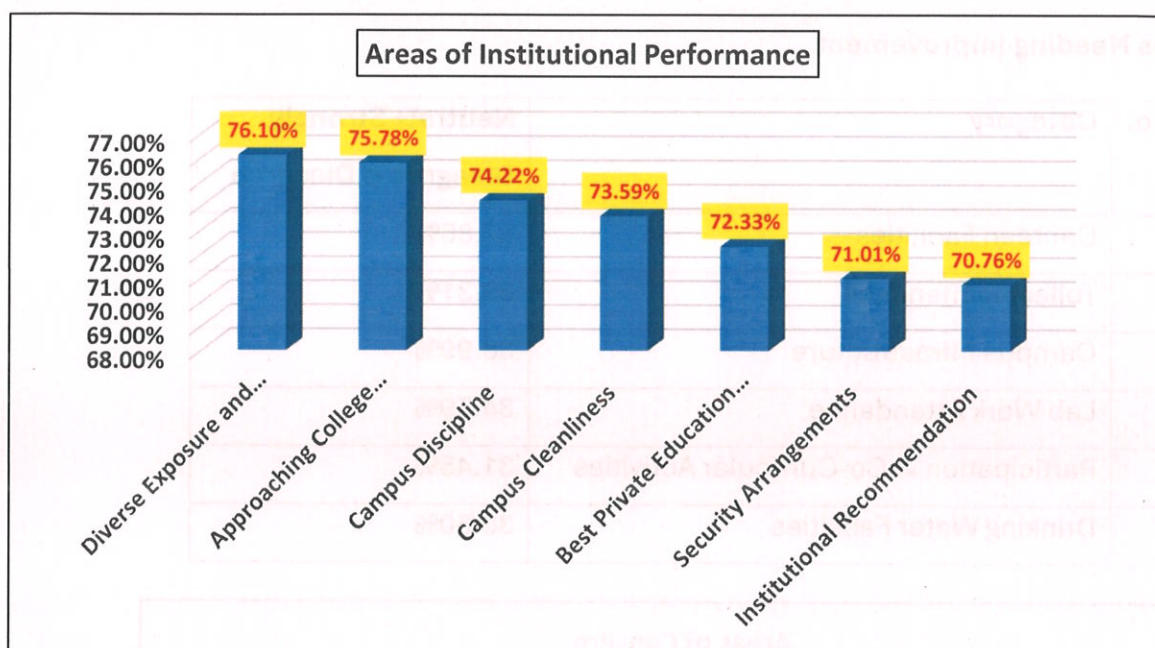
#### Academic Excellence

| S.No. | Category   | Percentage |
|-------|--|------------|
| 1     | Taking Internal Assessment Tests Seriously         | 87.42%     |
| 2     | Teacher Quality and Qualifications                 | 85.85%     |
| 3     | Teachers' Interaction with Students                | 84.28%     |
| 4     | Attending Majority of Classes                      | 83.97%     |
| 5     | Teachers' Preparation for Classes                  | 83.96%     |
| 6     | Internal Assessment Test Supervision               | 83.34%     |
| 7     | Teachers' Punctuality                              | 82.98%     |
| 8     | Head of Department Professionalism                 | 82.71%     |
| 9     | Teaching Effectiveness                             | 82.07%     |
| 10    | Faculty Treating Students with Respect and Dignity | 82.07%     |



## Institutional Performance

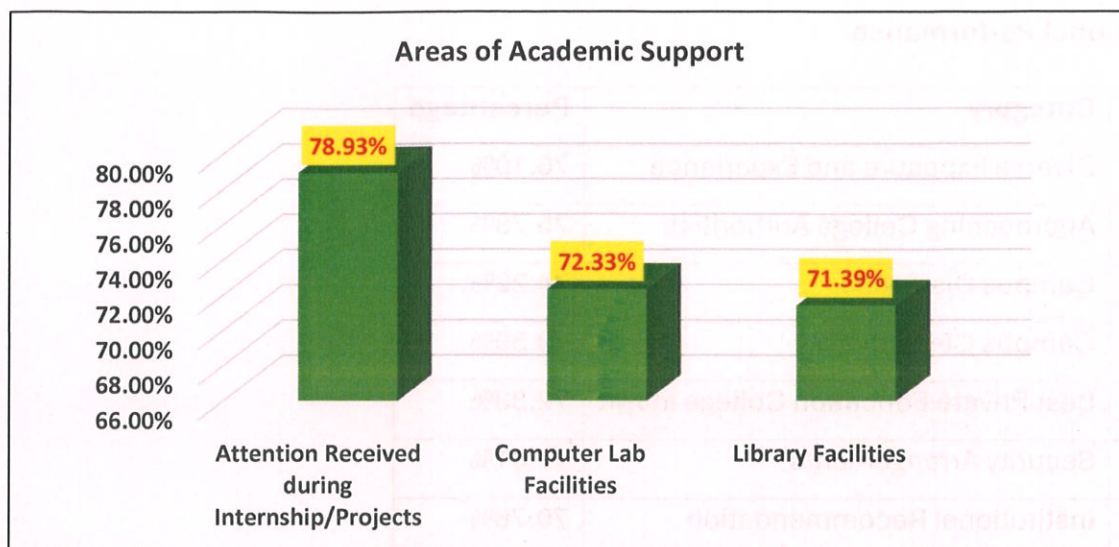
| S.No. | Category                              | Percentage |
|-------|---------------------------------------|------------|
| 1     | Diverse Exposure and Experience       | 76.10%     |
| 2     | Approaching College Authorities       | 75.78%     |
| 3     | Campus Discipline                     | 74.22%     |
| 4     | Campus Cleanliness                    | 73.59%     |
| 5     | Best Private Education College in J&K | 72.33%     |
| 6     | Security Arrangements                 | 71.01%     |
| 7     | Institutional Recommendation          | 70.76%     |



## Academic Support

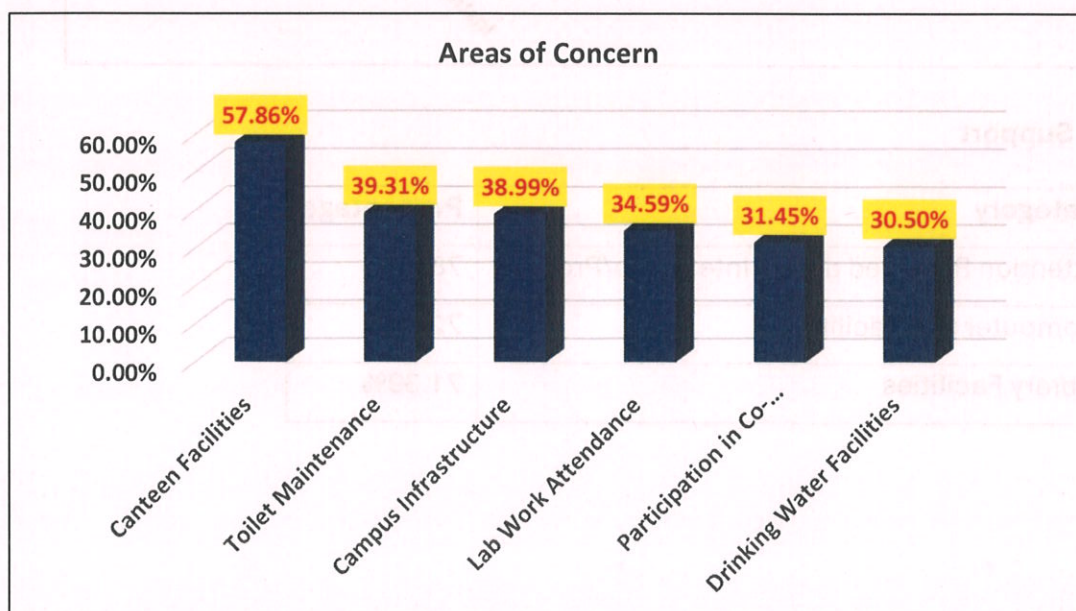
| S.No. | Category                                      | Percentage |
|-------|---|------------|
| 1     | Attention Received during Internship/Projects | 78.93%     |
| 3     | Computer Lab Facilities                       | 72.33%     |
| 4     | Library Facilities                            | 71.39%     |





### Areas Needing Improvement

| S.No. | Category                                  | Neutral+ Strongly Disagree & Disagree |
|-------|---|---------------------------------------|
| 1     | Canteen Facilities                        | 57.86%                                |
| 2     | Toilet Maintenance                        | 39.31%                                |
| 3     | Campus Infrastructure                     | 38.99%                                |
| 4     | Lab Work Attendance                       | 34.59%                                |
| 5     | Participation in Co-Curricular Activities | 31.45%                                |
| 6     | Drinking Water Facilities                 | 30.50%                                |

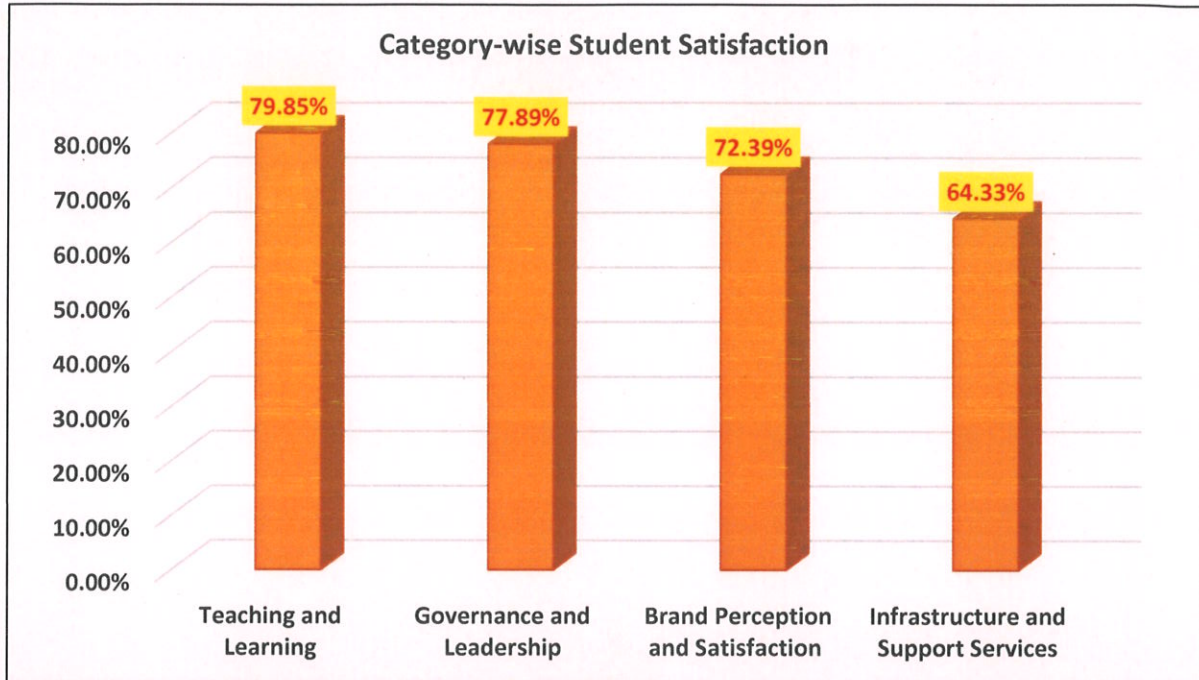




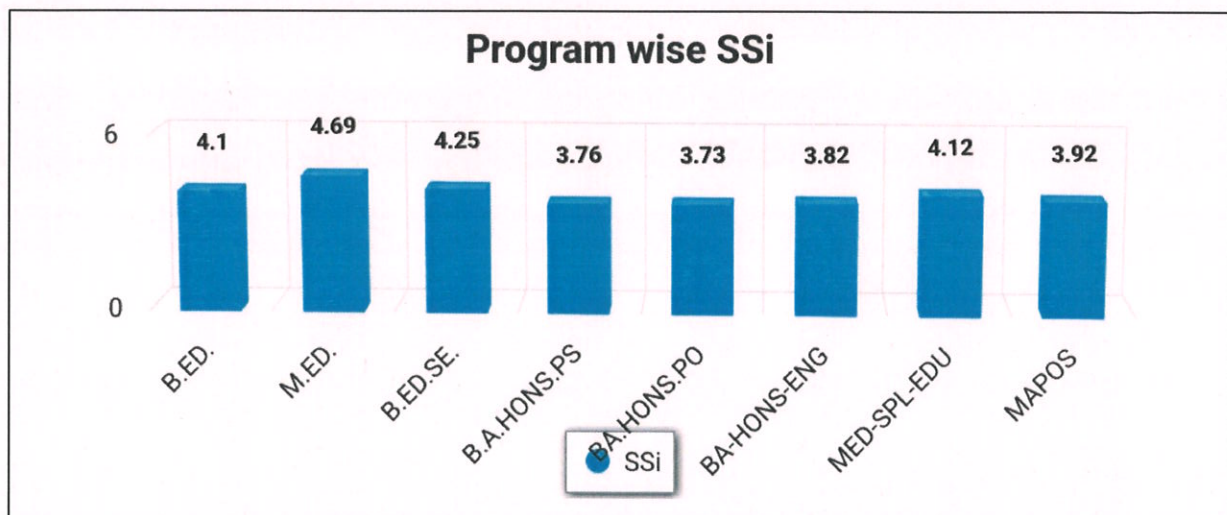
## Overall Satisfaction Breakdown

### Category-wise Student Satisfaction Index-

1. Teaching and Learning: 79.85%
2. Governance and Leadership: 77.89%
3. Brand Perception and Satisfaction: 72.39%
4. Infrastructure and Support Services: 64.33%



### Programme-wise Student Satisfaction Index





## **Key Recommendations**

### **1. Upgrade Canteen Facilities and Food Quality**

The overall hygiene and cleanliness of the canteen premises should be improved to ensure a safe and pleasant dining experience. Introducing a variety of nutritious and affordable food options will cater to students' diverse dietary preferences. Proper food handling and storage must be prioritized to maintain freshness and safety. Additionally, a comfortable eating space with adequate seating and ventilation should be provided.

### **2. Improve Toilet Maintenance and Hygiene**

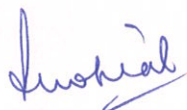
A regular cleaning schedule should be established to keep toilets clean and odor-free at all times. An adequate supply of soap and hand sanitizers must be ensured in all restrooms. A monitoring system where maintenance staff routinely check and address any issues should be implemented.

### **3. Enhance Campus Infrastructure**


A major challenge remains the limited campus size, which restricts further expansion of facilities. Additionally, the existing air conditioning and air-cooling systems are inadequate, making it difficult for students to remain comfortable, especially during extreme weather conditions. Upgrading the cooling infrastructure and optimizing available space for better ventilation should be prioritized to enhance the overall campus experience.

### **4. Review and Upgrade Drinking Water Facilities**

Regular inspections should be conducted to ensure that water quality meets health and safety standards. New water purifiers and filtration systems need to be installed, replacing old ones.



**Jasleen Mohial**  
Coordinator, IQAC

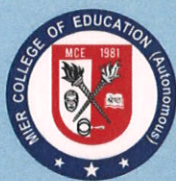


**Prof. Adit Gupta**  
Principal





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**MIER COLLEGE OF EDUCATION (AUTONOMOUS)**

