



Bharatiya Bhatke Vimukt Vikas va Sanshodhan Sanstha's
YASHWANTRAO CHAVAN SCHOOL OF SOCIAL WORK
SATARA, MAHARASHTRA
Affiliated to Shivaji University, Kolhapur

Student Satisfaction Survey 2019-20

Introduction

The students satisfaction survey was conducted online due to lock down. The quality of input was affected due to online mode in the second semester. Infrastructure related factors were not included in the survey as the second semester has taken place in online mode.

Mode of Conduct of Survey

1. Discussion with students class wise by IQAC online
2. Discussion with student Council by IQAC
3. Filling up questionnaire by randomly selected students by IQAC
4. Discussion with class teachers regarding student satisfaction by IQAC

Satisfaction survey was conducted on following factors

1	Teaching learning and evaluation
	<ul style="list-style-type: none">• Content of Syllabus• Competency of teachers• Teaching methods online and off line• Completion of syllabus• Field work instruction and supervision online and off line• Evaluation process• Capacity Improvement programme• Skill enhancement training• Guest lectures• Workshops• Participation Institute social responsibility activities as exposure to social work practice
	Field Education
	<ul style="list-style-type: none">❖ Concurrent and block placement training❖ Placement❖ Rural camp• Industry/NGO/Hospital visit and networking

	<ul style="list-style-type: none"> ❖ Extension activities ❖ Field work supervision
	Library include online service
	<ul style="list-style-type: none"> ✓ Library Physical Facilities ✓ Books and journals ✓ Library Timings ✓ Accessing facilities
2	Student Support and Progression
	<ul style="list-style-type: none"> ➤ Counseling ➤ Career Guidance ➤ Mentoring ➤ Redressal of Grievances ➤ Discipline in the College ➤ Welfare services ➤ Opportunities to participate in Cultural activities ➤ Scholarship ➤ Coaching for competitive examination
3	Institute social responsibility
	<ul style="list-style-type: none"> ➤ Extension centres ➤ Community empowerment activities ➤ Intervention in social problems ➤ Crisis intervention ➤ Publicity government scheme for welfare ➤ Covid response activities
4	Institutional Values and Best Practices
	<ul style="list-style-type: none"> ➤ Environment consciousness ➤ Culture of college ➤ Gender equality practices ➤ Practice of Humanitarian principles ➤ Awareness building on Constitution ➤ Promotion of Empathetic approach ➤ Covid Awareness for students and parents
5	Governance Leadership and Management
	<ul style="list-style-type: none"> ➤ Open door policy ➤ Participative Management ➤ Student representatives in Committees ➤ Student centric office administration ➤ Open access in library ➤ Flexible budgetary provision by management to accommodate need based programme for students

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Student Satisfaction Index

The overall Student Satisfaction Index (SSI) is calculated based on all the surveys made with due weightage to each factor

2019-20	
	Satisfaction Percentage
Major factors	
Teaching Learning and Evaluation	96%
Student support and Progression	96%
Governance Leadership and Management	94%
Institutional values and Best Practices	95%
Institute Social Responsibility	97%

Based on the survey following areas were given more Attention

1. Training of students and staff on online mode of teaching
2. Online counseling to students and parents
3. Remedial class for first year students
4. Covid response activities
5. Purchase of software for office and Library
6. Scholarship for students affected by COVID
