



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

## Student Satisfaction Survey 2018-19

### Introduction

YCSSW conducts students satisfaction survey. This year content of the questions have been modified .Data is collected by using qualitative design. Effort is made to include different factors affecting the satisfaction of students. Details have been described below.

### Mode of Conduct of Survey

1. Discussion with students class wise by IQAC
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

<b>1</b>	<b>Infrastructure facilities</b>
	<ul style="list-style-type: none"><li>○ Facilities in the class rooms (Furniture, Lighting, Ventilation, Projectors)</li><li>○ Availability of IT infrastructure (Computing, Internet, Wi-fi,)</li><li>○ parking facilities</li><li>○ Washroom ,toilets</li><li>○ College campus</li><li>○ Canteen</li><li>○ Facilities for Indoor and Outdoor Sports</li><li>○ Maintenance and cleaning</li><li>○ Environment conservation</li><li>○ Computer lab</li></ul>
<b>2</b>	<b>Teaching learning and evaluation</b>
	<ul style="list-style-type: none"><li>● Content of Syllabus</li><li>● Competency of teachers</li><li>● Teaching methods</li><li>● Completion of syllabus</li><li>● Field work instruction and supervision</li><li>● Evaluation process</li></ul>

	<ul style="list-style-type: none"> <li>• Capacity Improvement programme</li> <li>• Peer learning</li> <li>• Skill enhancement training</li> <li>• Guest lectures</li> <li>• Workshops</li> <li>• Participation Institute social responsibility activities as exposure to social work practice</li> </ul>
	<b>Field Education</b>
	<ul style="list-style-type: none"> <li>❖ Concurrent and block placement training</li> <li>❖ Placement</li> <li>❖ Study tour</li> <li>❖ Rural camp</li> <li>• Industry/NGO/Hospital visit and networking</li> <li>❖ Extension activities</li> <li>❖ Field work supervision</li> </ul>
	<b>Library</b>
	<ul style="list-style-type: none"> <li>✓ Library Physical Facilities</li> <li>✓ Books and journals</li> <li>✓ Library Timings</li> <li>✓ Accessing facilities</li> </ul>
<b>3</b>	<b>Student Support and Progression</b>
	<ul style="list-style-type: none"> <li>➤ Counseling</li> <li>➤ Career Guidance</li> <li>➤ Mentoring</li> <li>➤ Redressal of Grievances</li> <li>➤ Discipline in the College</li> <li>➤ Welfare services</li> <li>➤ Opportunities to participate in Cultural activities</li> <li>➤ Availability of Safe and Pure drinking water</li> <li>➤ Canteen facilities</li> <li>➤ Scholarship</li> <li>➤ Coaching for competitive examination</li> </ul>
<b>4</b>	<b>Institute social responsibility</b>
	<ul style="list-style-type: none"> <li>➤ Extension centres</li> <li>➤ Community empowerment activities</li> <li>➤ Intervention in social problems</li> <li>➤ Crisis intervention</li> <li>➤ Publicity government scheme for welfare</li> <li>➤</li> </ul>

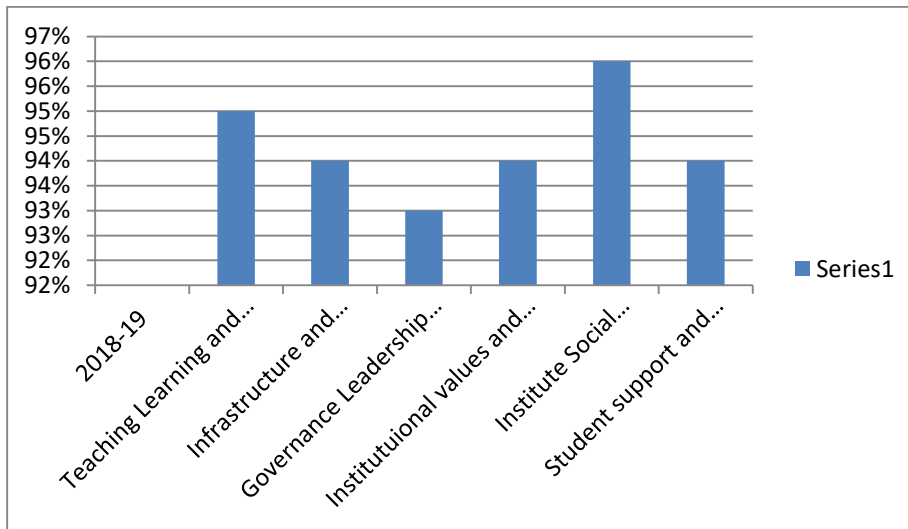
<b>5</b>	<b>Institutional Values and Best Practices</b>
	<ul style="list-style-type: none"> <li>➤ Environment consciousness</li> <li>➤ Culture of college</li> <li>➤ Gender equality practices</li> <li>➤ Practice of Humanitarian principles</li> <li>➤ Awareness building on Constitution</li> <li>➤ Promotion of Empathetic approach</li> </ul>
<b>6</b>	<b>Governance Leadership and Management</b>
	<ul style="list-style-type: none"> <li>➤ Open door policy</li> <li>➤ Participative Management</li> <li>➤ Student representatives in Committees</li> <li>➤ Student centric office administration</li> <li>➤ Open access in library</li> <li>➤ Flexible budgetary provision by management to accommodate need based programme for students</li> </ul>

### **Student Satisfaction Index**

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

2018-19	
	Satisfaction Percentage
Major factors	
Teaching Learning and Evaluation	95%
Infrastructure and Learning Resources	94%
Student support and Progression	94%
Governance Leadership and Management	93%
Institutional values and Best Practices	94%
Institute Social Responsibility	96%

### Student Satisfaction Index



Based on the survey following areas were given more Attention

1. ICT Based teaching learning
  2. Better infrastructure facilities
  3. Remedial class
  4. Social responsibility initiatives
  5. MIS in office administration
-