Metas Adventist College

Student Satisfaction Survey (SSS) on Overall Institutional Performance

Academic Year: 2023–2024

1. Introduction

The Student Satisfaction Survey (SSS) is conducted by the institution as part of its quality assurance mechanism to evaluate overall institutional performance from the students' perspective. The survey helps in assessing teaching-learning processes, infrastructure, student support services, and overall academic environment.

2. Objectives of SSS

- To obtain student feedback on academic and institutional performance
- To evaluate teaching-learning effectiveness
- To assess availability and quality of infrastructure and learning resources
- To identify areas for improvement in student support services
- To support continuous quality enhancement initiatives

3. Methodology

- The survey was conducted through structured questionnaires (online/offline mode).
- Responses were collected from a representative sample of students across all departments.
- Data was analyzed using percentage-based and qualitative analysis methods.
- Findings were reviewed by IQAC for further action.

4. Key Areas Evaluated

The SSS covered the following dimensions:

- Quality of teaching and faculty support
- Curriculum relevance and delivery
- Availability of learning resources and ICT facilities
- Internal assessment and evaluation process
- Mentoring and counseling support
- Placement and career guidance services
- Campus environment and infrastructure
- Administrative support and responsiveness

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5. Major Findings

- Students expressed overall satisfaction with teaching quality and faculty support.
- Positive feedback was received on discipline, academic environment, and mentoring system.
- Suggestions were made for further improvement in ICT infrastructure and digital learning tools.
- Students requested more skill-based training and placement opportunities.
- Library and laboratory facilities were rated satisfactory with scope for enhancement.

6. Action Taken Based on SSS

- Strengthening of ICT-enabled teaching facilities
- Introduction of additional skill development and value-added courses
- Enhancement of placement and career guidance activities
- Improvement in digital resources and e-learning platforms
- Regular faculty training and development programs

7. Outcome

- Improved student engagement and satisfaction levels
- Strengthened teaching-learning processes
- Better alignment of institutional services with student expectations
- Continuous quality improvement in academic and administrative domains

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Student Satisfaction Survey (SSS) – Sample Form

Academic Year: _____

1. Student Information (Optional)

- Name: _____
- Programme: _____
- Year/Semester: _____
- Department: _____

2. Instructions

Please tick (✓) the most appropriate option based on your experience.
Rating Scale:
4 – Strongly Agree
3 – Agree
2 – Neutral
1 – Disagree

3. Teaching–Learning Process

Sr. No.	Statements	4	3	2	1
1	Teachers are well prepared for classes	☐	☐	☐	☐
2	Teachers explain concepts clearly	☐	☐	☐	☐
3	Teachers encourage participation and discussion	☐	☐	☐	☐
4	Syllabus is completed on time	☐	☐	☐	☐
5	Teachers use ICT/tools for better understanding	☐	☐	☐	☐

4. Curriculum and Learning Support

Sr. No.	Statements	4	3	2	1
6	Curriculum is relevant to current needs	☐	☐	☐	☐
7	Opportunities for practical learning are adequate	☐	☐	☐	☐
8	Assignments and internal exams are helpful	☐	☐	☐	☐
9	Academic guidance and mentoring are effective	☐	☐	☐	☐

5. Infrastructure and Facilities

Sr. No.	Statements	4	3	2	1
10	Classrooms and laboratories are well maintained	☐	☐	☐	☐
11	Library resources are sufficient	☐	☐	☐	☐
12	Internet and ICT facilities are satisfactory	☐	☐	☐	☐

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6. Student Support Services

Sr. No.	Statements	4	3	2	1
13	Career guidance and placement support is effective	☐	☐	☐	☐
14	Grievance redressed system is responsive	☐	☐	☐	☐
15	Counselling and mentoring services are helpful	☐	☐	☐	☐

7. Overall Satisfaction

16. Overall, I am satisfied with the institution's academic environment:
☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree

8. Suggestions for Improvement

_____

_____

_____

_____

9. Declaration

I hereby declare that the above responses are given honestly for the purpose of institutional improvement.

Signature (Optional): _____

Date: _____

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