



**S.P. Mandali's
R.A. Podar College of Commerce & Economics (Autonomous)**

Student Satisfaction Index Report- 2023-24

The SSI is developed to measure the satisfaction of students in terms of different aspects such as image of the college, expectations, perceived quality, perceived value and loyalty.

Framework and methodology:

The SSI is conducted through a questionnaire based survey through google forms and responded anonymously by students of Undergraduate and Post graduate programmes of R.A.Podar College of Commerce and Economics(Autonomous). The response window is kept open for a period of 10 days and conducted on an annual basis. The process has been formalized since 2014-15.

Questionnaire design

Objective:

Quantifying level of student satisfaction on

- (a) Overall scale
- (b) Scales specific to facilities meant for students
- (c) Scales for multiple student forums/programmes/activities organized

Methodology:

The questionnaire limits response requirements to 35 questions. The first set of questions are profilers in nature that specify the course, the semester, gender, SGPA scores etc.

The second section is a set of questions for explicit response to overall satisfaction level. The third section is response to specific enquiries to facility usage.

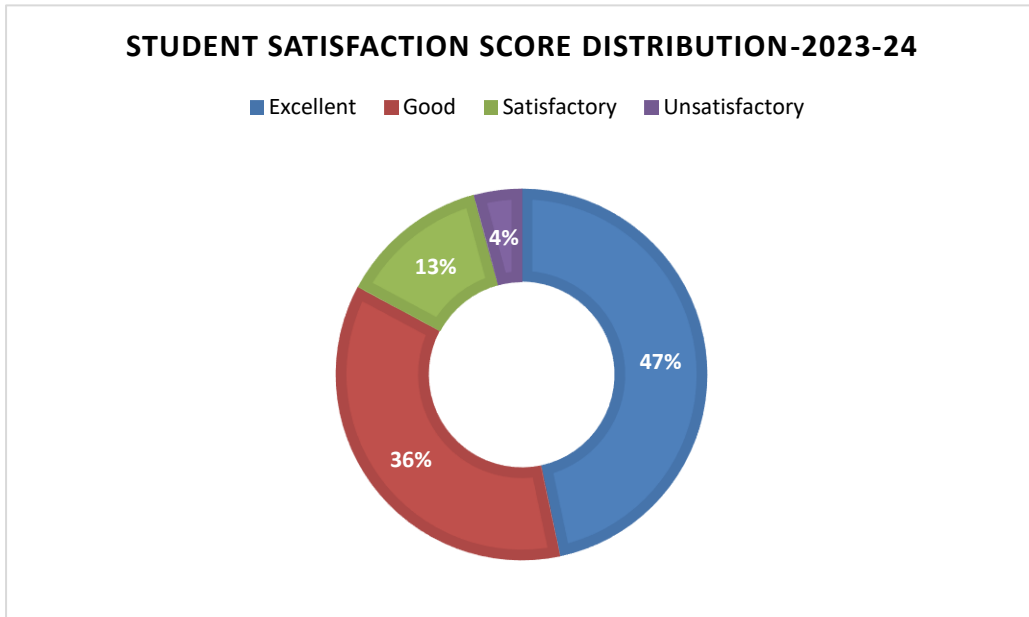
The fourth section is on student activity/forum participation. Fifth section comprises of enquiries pertaining to quality of teaching, methodology, safety and classroom/lab activities. Response to other than the profiler section is sought on rating scales to enable quantitative analysis.

Post the survey, data is compiled, validated for necessary clean up and analysed through multiple score points.

Overall response is calculated for each respondent and the mean of the same is considered as overall Student Satisfaction Index for the survey period. The index is based on a 4-point score (Minimum-1 and Maximum-4)

Year	2023-24
Mean Score	3.25
Max Score	4
Min Score	1

Student Satisfaction Score: 81.33%



The mean score of some key individual parameters for 2023-24

Particulars	Score
Quality of teaching	77%
Quality of classroom/lab facilities	77.15%
Quality of Library services	87.4%
Overall quality of the orientation sessions provided at the beginning of the programme	80.25%
Overall quality of organized extra-curricular experiences (student forums)	77.23%
Extent to which faculty include diversity/multicultural/international resources in their class presentation, assignments or discussion	76%
Opportunity to discuss with faculty outside of classroom hours	77.39%
Quality of Counsellor service (if used once or more)	84.61%
Quality of online service of College documents like bonafide certificate, transcripts, LOR service (if availed once or more)	86.49%
