

STUDENT SATISFACTION SURVEY REPORT 2023-24

A.Objective:

To measure the student's level of satisfaction on their experiences with JSPM's Rajarshi Shahu College of Pharmacy & Research covering the areas as shown below:

- I. Quality of teaching learning process
- II. Use of ICT & E-Resources
- III. Physical Facilities and Infrastructure
- IV. Student Support
- V. Overall Students Satisfaction Level

B. Survey Methodology:

The Student Satisfaction Survey (SSS) on overall institution performance was conducted at end of academic year 2023-24. A questionnaire was designed taking into account various parameters viz. teaching-learning facilities (Online mode), pedagogies, research environment, student support and facilities, placements, campus facilities and overall Students Satisfaction Level etc. on a 1 to 5 point scale. Google forms of these questionnaires were created and mailed to students of each class by respective Guardian faculty Members. Average response for each question was calculated class wise.

C. Number of Participants

The numbers of active students participated in the survey class wise are as follows.

| Sr. No. | Class | Total Questions | No. of students participated in the SSS |
|---------|---|-----------------|---|
| 1. | First year B. Pharm (Div-A & Div-B) | 16 | 104 |
| 2. | Second year B. Pharm (Div-A & Div-B) | 17 | 128 |
| 3. | Third year B.Pharm | 20 | 75 |
| 4. | Final year B.Pharm | 20 | 74 |
| 5. | F.Y. M.Pharm. (Pharmaceutics and Pharmaceutical Quality Assurance) | 20 | 31 |
| 6. | S.Y. M.Pharm. (Pharmaceutics and Pharmaceutical Quality Assurance) | 20 | 34 |

D. Survey Results: The results obtained from SSS were calculated as average response on a 5 point scale as shown below:

| Q. No | Questionnaire | Average Class response | | | | | | Average response |
|---|--|------------------------|------|------|-------------------|--------------|----------------|------------------|
| | | FY | SY | TY | Final Yr. B.Pharm | F Y M. Pharm | S. Y. M. Pharm | |
| A. Quality of teaching learning process | | | | | | | | |
| 1. | Rate the quality of teaching learning process adopted by the college | 4.31 | 4.45 | 4.34 | 4.22 | 4.58 | 4.58 | 4.41 |
| 2. | Rate your experience about availability of teachers beyond classes and co-operation to solve individual problem | 4.32 | 4.5 | 4.38 | 4.19 | 4.38 | 4.52 | 4.38 |
| 3. | The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. | 4.16 | 4.64 | 4.38 | 4.17 | 4.61 | 4.64 | 4.43 |
| 4. | The teachers covered relevant topics beyond syllabus. | NA | 4.56 | 4.34 | 4.29 | 4.48 | 4.52 | 4.43 |
| 5. | Rate your experience in handling of sophisticated instrument | NA | NA | 4.30 | 4.09 | 4.22 | 4.38 | 4.24 |
| 6. | Rate your experience about value added clinical research certificate course offered by the college | NA | NA | 4.26 | 4.04 | NA | NA | 4.15 |
| 7. | How helpful is the Journal club activity in promoting research attitude and enhancing research | NA | NA | NA | NA | 4.58 | 4.58 | 4.58 |
| 8. | Rate the quality of research carried out and efforts taken to publish the research work in peer reviewed journals | NA | NA | NA | NA | 4.45 | 4.64 | 4.54 |
| Average Score For Quality Of Teaching Learning Process | | | | | | | | 4.39 |
| B. Use of ICT & E-Resources | | | | | | | | |
| 9. | Rate your experience of ICT enabled smart classrooms, online classes conducted through Zoom, Google meet, Cisco webex. | 4.30 | 4.18 | 4.31 | 4.08 | 4.54 | 4.55 | 4.32 |
| 10. | How would you rate the e- resources like Learning management system i.e MOODLE and Google Classroom? | 4.21 | 4.50 | 4.27 | 4.08 | 4.41 | 4.61 | 4.34 |

| | | | | | | | | |
|---|---|------|------|------|------|------|------|-------------|
| Average Score For Use of ICT & E-Resources | | | | | | | | 4.33 |
| C. Physical Facilities and Infrastructure | | | | | | | | |
| 11. | How well do the classrooms and lab in this college meet the learning needs of students? | 4.53 | 4.60 | 4.50 | 4.56 | 4.77 | 4.76 | 4.62 |
| 12. | How would you rate the ramp and lift facilities for differently able student | 4.09 | 4.56 | 4.08 | 3.98 | 3.93 | 4.32 | 4.16 |
| 13. | Are the sports and recreational facilities up to date? | 3.97 | 4.34 | 4.05 | 4.12 | 3.58 | 4.17 | 4.03 |
| 14. | How would you rate the following campus facilities at the college like Parking, Canteen, Transport, Hostel, Ambulance, Bank ATM etc. | 4 | 4.34 | 4.20 | 3.90 | 4.06 | 4.17 | 4.11 |
| Average Score For Physical Facilities And Infrastructure | | | | | | | | 4.23 |
| D. Student Support | | | | | | | | |
| 15. | Does the teacher taking efforts in advising you for career decisions and placement? | NA | NA | 4.54 | 4.36 | 4.45 | 4.47 | 4.455 |
| 16. | Does the institute help you in fetching Government and non-government scholarships? | 4.68 | 4.57 | 4.63 | 4.66 | 4.83 | 4.85 | 4.70 |
| 17. | Rate your book bank facility | 4.01 | 4.76 | 4.26 | 4.06 | NA | NA | 4.27 |
| 18. | How would you rate the extracurricular activities conducted in the college? | 3.85 | 4.35 | 4.23 | 4.05 | 3.96 | 3.97 | 4.06 |
| 19. | Institute takes active interest in conducting personality development courses/ seminars | 4.45 | 4.61 | 4.52 | 4.40 | 4.45 | 4.44 | 4.47 |
| 20. | Teachers encourage you to participate in extracurricular activities | 4.39 | 4.47 | 4.45 | 4.22 | 4.64 | 4.61 | 4.46 |
| 21. | Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. | 4.37 | 4.29 | 4.5 | 4.33 | 4.41 | 4.44 | 4.39 |
| Average Score For Student Support | | | | | | | | 4.40 |
| E. Overall Students Satisfaction Level | | | | | | | | |
| 22. | Overall, are you satisfied with your experience at this college? | 4.47 | 4.70 | 4.50 | 4.56 | 4.70 | 4.70 | 4.60 |

E. Findings and Analysis:

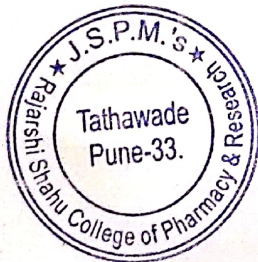
- I. Quality of teaching learning process:** The average score achieved for teaching learning process was **4.39** indicating the students were very much satisfied with the online teaching learning process adopted by the institute during Covid pandemic and also availability of teachers beyond classes to personally solve the learning problems. Students appreciated the content beyond syllabus covered in classes and the value added certificate courses offered by the institute. The students were satisfied with their experience in handling of sophisticated instruments, Journal club activity and the quality of research and efforts taken by the institute to publish the research work in peer reviewed journals.
- II. Use of ICT & E-Resources:** The average score achieved for ICT and e- resources was **4.33** Thus, indicating students were satisfied with the Smart Classrooms, Learning Management System MOODLE and Google classroom.
- III. Physical Facilities and Infrastructure:** The average score achieved for Physical Facilities And infrastructure was **4.23**. The students were very satisfied with the available smart classrooms, laboratories and library facilities. Students were satisfied with the ramp and lift facilities provided for disabled students.
- IV. Student Support:** The average score achieved for student support was **4.40**. Students were content with the initiatives taken by the institute for fetching government and non – government scholarships. The result showed that the students were happy with the support services provided by the college.
- V. Overall Students Satisfaction Level:** The average score achieved for overall student's satisfaction level was **4.60**. The results showed that students are very much satisfied with their learning experiences pertaining to quality of teaching learning process, utilization of ICT & E-resources, physical facilities and infrastructure and student support services provided by Rajarshi Shahu College of Pharmacy & Research.

VI. F. Action Plans for Continual Improvement:

As observed in the above feedback analysis received from students no criteria received a feedback rating below 3.5. Indicating that the students are content and satisfied with the teaching learning facilities, ICT tools, and student support provided by college. The institute is looking forward for continuously upgrading the sports and recreational facilities and also improving/adding more content to the clinical certificate course.

G. Conclusion:

The overall student satisfaction survey results achieved was 4.39. From the survey almost all the students were satisfied with the quality of teaching learning process and overall facilities related to ICT resources, infrastructure and student support provided by the College.



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