#### STUDENT SATISFACTION SURVEY REPORT 2022-23

#### **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 2022-23. A questionnaire was designed taking into account various parameters viz. teaching-learning facilities, 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	14	114
2.	Second year B.Pharm	14	76
3.	Third year B.Pharm	17	75
4.	Final year B.Pharm	18	73
5.	F.Y. M.Pharm. (Pharmaceutics and Pharmaceutical Quality Assurance)	18	34
6.	S.Y. M.Pharm. (Pharmaceutics and Pharmaceutical Quality Assurance)	18	31

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

			A	verage	e Class r	esponse	3★:	Average	
Q. No	Questionnaire	FY	SY	TY	Final Yr. B.Pha rm	F Y M. Pharm	S. Y. M. Pharm	response	
A. Q	ouality of teaching learning process								
1.	Rate the quality of teaching learning process adopted by the college	4.57	4.26	4.12	4.42	4.5	4.54	4.40	
2.	Rate your experience about availability of teachers beyond classes and co-operation to solve individual problem	4.59	4.21	4.10	4.50	4.52	4.48	4.4	
3.	The teachers covered relevant topics beyond syllabus.	NA	NA	4.18	4.42	4.5	4.58	4.42	
4.	Rate your experience in handling of sophisticated instrument	NA	NA	4.12	4.53	4.5	4.58	4.43	
5.	Rate your experience about value added clinical research certificate course offered by the college	NA	NA	4.13	4.52	NA	NA	4.32	
6.	How helpful is the Journal club activity in promoting research attitude and enhancing research	NA	NA	NA	NA	4.35	4.58	4.46	
7.	Rate the quality of research carried out and efforts .taken to publish the research work in peer reviewed journals	NA	NA	NA	NA	4.35	4.64	4.49	
Avera	age Score For Quality Of Teaching Le	arning	Proces	SS				4.41	
B. Us	e of ICT & E-Resources								
8.	Rate your experience of ICT enabled smart classrooms, online classes conducted through Zoom, Google meet, Cisco webex.	4.52	4.13	4.2	4.43	4.35	4.74	4.39	
9.	How would you rate the e- resources like Learning management system i.e MOODLE and Google Classroom.	4.49	4.08	4.13	3.41	4.20	4.48	4.13	
Aver	age Score For Use of ICT & E-Resour	ces			11	Y		4.26	
Taking	C. Physical Facilities and Infrastruc	ture					(2.880) L. H.	3 () LE 10 L	
10.	How well do the classrooms and lab in this college meet the learning needs of students?	4.73	4.32	4.24	4.53	4.55	4.48	4.47	
11.	How would you rate the ramp and lift facilities for differently able	4.61	3.86	4.06	4.27	4.20	4.06	4.17	

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	student		II.					
12.	Are the sports and recreational facilities up to date?	4.63	4.08	4.06	4.41	4.14	4.10	4.23
13.	How would you rate the following campus facilities at the college like Parking, Canteen, Transport, Hostel, Ambulance, Bank ATM etc.	4.55	4	3.88	4.42	4.32	4.13	4.21
vera	ge Score For Physical Facilities And	Infrast	ructure					4.27
), Stu	dent Support							
14.	Does the teacher taking efforts in advising you for career decisions and placement?	NA	NA	4.38	4.57	4.79	4.74	4.62
15.	Does the institute help you in fetching Government and non-government scholarships?	4.80	4.72	4.5	4.53	4.55	4.54	4.60
16.	Rate your book bank facility	4.35	4.42	3.92	4.17	NA	NA	4.21
17.	How would you rate the extracurricular activities conducted in the college?	4.50	3.97	4.08	4.46	4.61	4.51	4.35
18.	Institute takes active interest in conducting personality development courses/ seminars	4.43	4.36	4.32	4.48	4.41	4.51	4.41
19.	Teachers encourage you to participate in extracurricular activities	4.40	4.28	4.26	4.5	4.61	4.51	4.42
-	age Score For Student Support			VALUE AND THE	\$00 Sn. 150		No. (9) EAR-105 EA	4.43
E. Ov 20.	Overall, are you satisfied with your experience at this college?	4.69	4.43	4.42	4.53	4.73	4.74	4.59



#### E. Findings and Analysis:

- I. Quality of teaching learning process: The average score achieved for teaching learning process was 4.41 indicating the students were very much satisfied with the teaching learning process 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 4.26
  Thus, indicating students were satisfied with the Smart Classrooms, Learning Management
  System MOODLE and Google classroom.
- III. Physical Facilities and Infrastructure: The average scoreachieved for Physical Facilities

  And infrastructure was 4.27. 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 **4.43.** 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 4.59. The results showed that students are very much satisfied with their learning experiences pertaining toquality of teaching learning process, utilization of ICT & Eresources, physical facilities and infrastructure and student support services provided by Rajarshi Shahu College of Pharmacy & Research.

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### 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 4.35. 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 supportprovided by the College.

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### STUDENT SATISFACTION SURVEY 2022-23

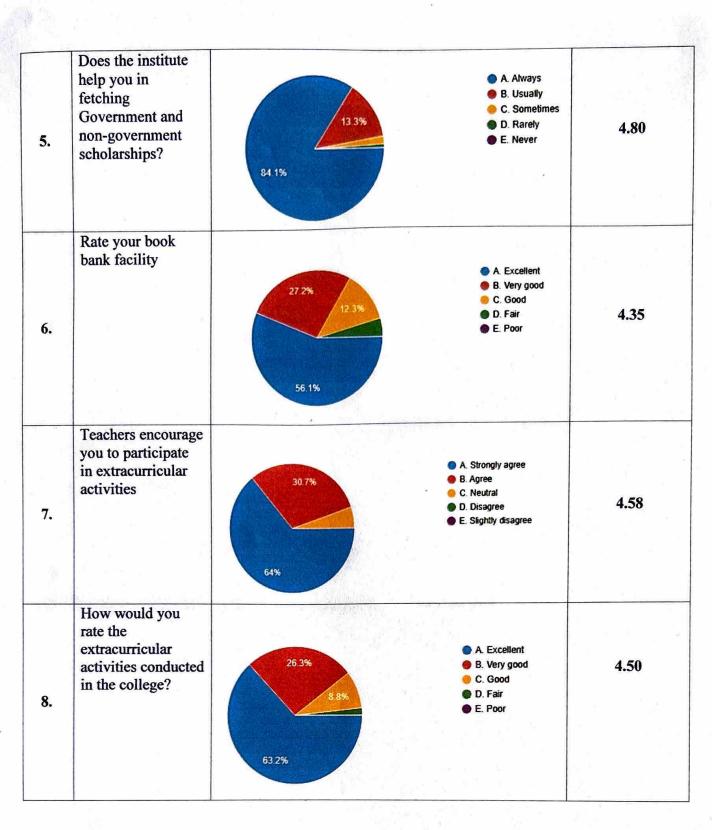
#### **B. Pharm First Year**

Sr. No.	Questions	Excell ent	Very Good	Good	Fair	Poor	Average Response
1.	How well do the classrooms and lab in this college meet the learning needs of students?		22.8%		<ul><li>B. Mo</li><li>C. So</li><li>D. Ve</li></ul>	great extent oderate ome what ry Little it at all	4.73
2.	Rate the quality of teaching learning process adopted by the college		22.8%	6%	<ul><li>E</li><li>O</li><li>O</li><li>O</li></ul>	A. Excellent B. Very good C. Good D. Fair E. Poor	4.57
3.	Rate your experience about availability of teachers beyond classes and co- operation to solve individual problem		26.3%			air	4.59
4.	Rate your experience of ICT enabled smart classrooms	6	26.3% 10.5% 3.2%		A. Excell     B. Very g     C. Good     D. Fair     E. Poor	pood	4.52

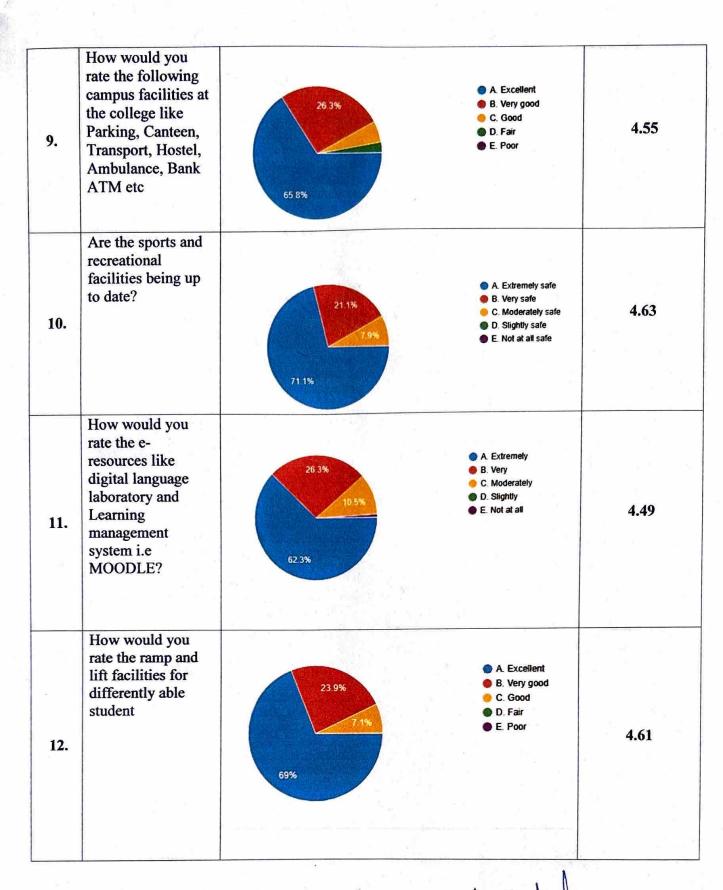
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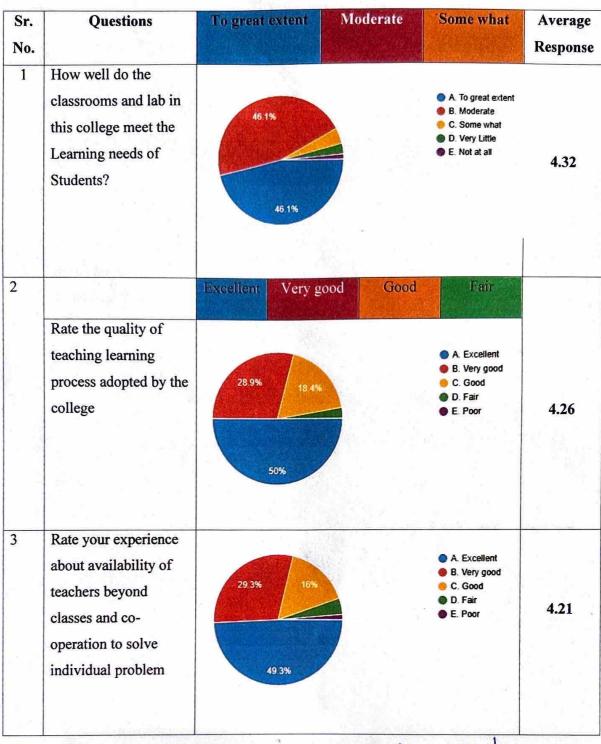
13.	Institute takes active interest in conducting personality development courses/ seminars	24.6%	<ul> <li>A. Excellent</li> <li>B. Very good</li> <li>C. Good</li> <li>D. Fair</li> <li>E. Poor</li> </ul>	4.43
14.	Overall, are you satisfied with your experience at this college?	73.5%	<ul> <li>A. Extremely satisfied</li> <li>B. Moderately satisfied</li> <li>C. Indifferent/ Neutral</li> <li>D. Moderately unsatisfied</li> <li>E. Dissatisfied</li> </ul>	4.69



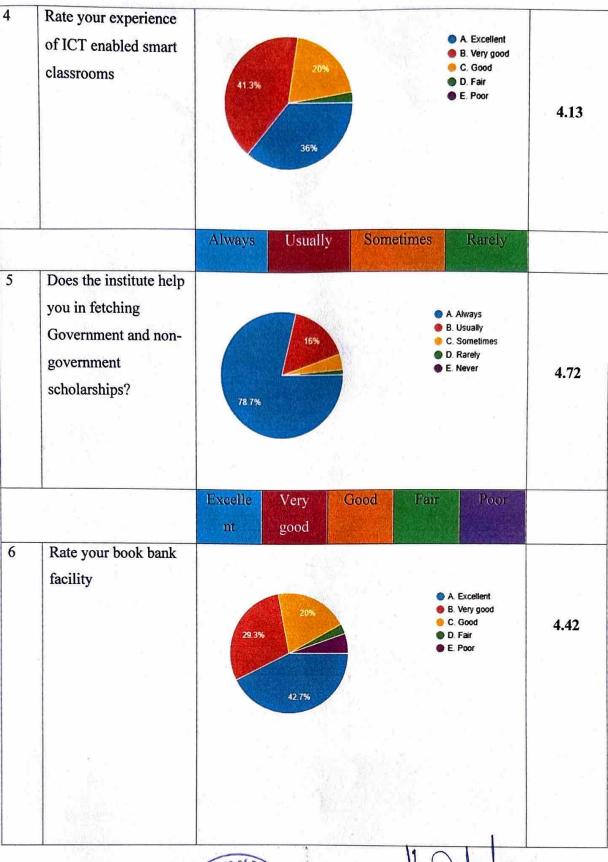
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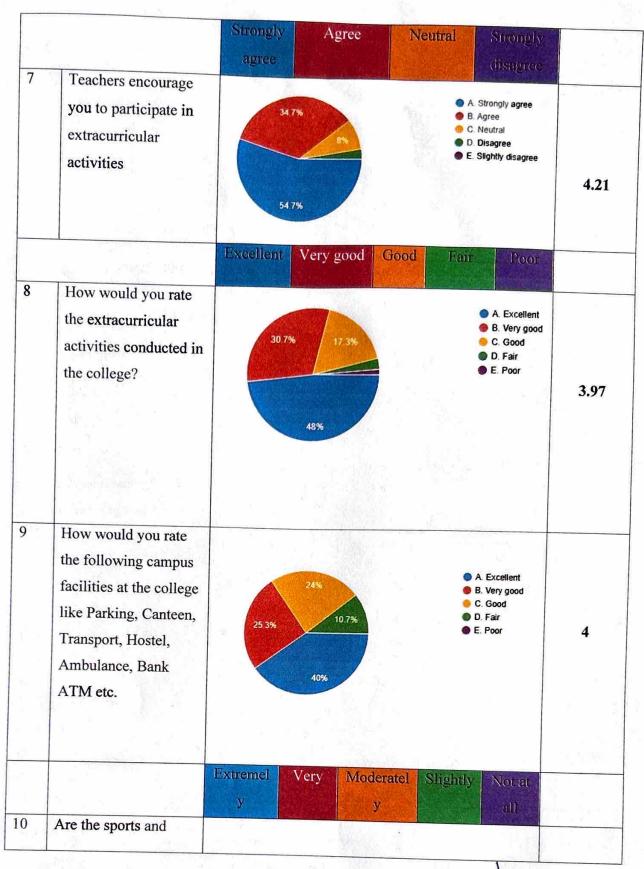
### STUDENT SATISFACTION SURVEY 2022-23

#### **B. Pharm Second Year**



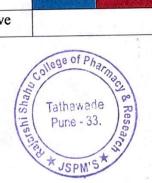
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	recreational facilities being up to date?	A. Extremely     B. Very	
	oems of the	29.3%  C. Moderately  D. Slightly  E. Not at all	4.08
		42.7%	
			3
	How would you rate the e- resources like	A Excellent	1 1 1 10
		B. Very good	
	digital language	25 3% C. Good	4.08
	laboratory and	32% D. Fair E. Poor	
	Learning management system i.e. MOODLE	40%	
12	How would you rate		
	the ramp and lift	<ul><li>A. Excellent</li><li>B. Very good</li></ul>	3.86
	facilities for differently able	C. Good D. Fair	
		© C. Good	
	differently able	10.7%  10.7%  E. Poor	
	differently able	10.7%  10.7%  E. Poor	
	differently able	10.7%  10.7%  E. Poor	



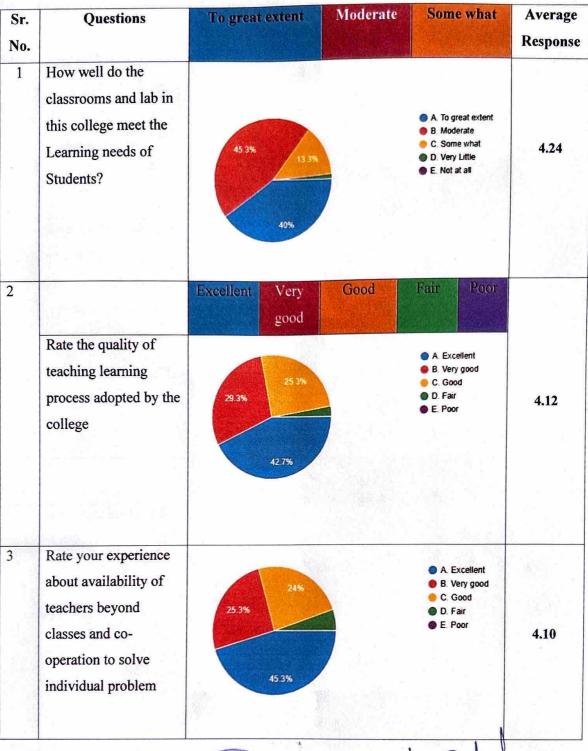
interest in conducting personality development courses/ seminars	32% 14.7%	<ul> <li>A. Every time</li> <li>B. Usually</li> <li>C. Sometimes</li> <li>D. Rarely</li> <li>E. Never</li> </ul>	4.36
	Extremel Moderately satisfied y satisfied	Neutral	1
Overall, are you satisfied with your experience at this college?	9.5% 9.5%	<ul> <li>A. Extremely satisfied</li> <li>B. Moderately satisfied</li> <li>C. Indifferent/ Neutral</li> <li>D. Moderately unsatisfied</li> <li>E. Dissatisfied</li> </ul>	4.43
	personality development courses/ seminars  Overall, are you satisfied with your experience at this	personality development courses/ seminars  Extremel Moderately satisfied  y satisfied  Overall, are you satisfied with your experience at this college?	personality development courses/ seminars  Extremel Moderately satisfied Neutral  Overall, are you satisfied with your experience at this college?  A Every time  9 B. Usually  0 C. Sometimes  9 D. Rarely  8 E. Never  Neutral  A Extremely satisfied  B Moderately satisfied  9 B. Moderately satisfied  9 C. Indifferent Neutral  0 D. Moderately unsatisfied  9 D. Moderately unsatisfied  9 D. Moderately unsatisfied  9 E. Dissatisfied



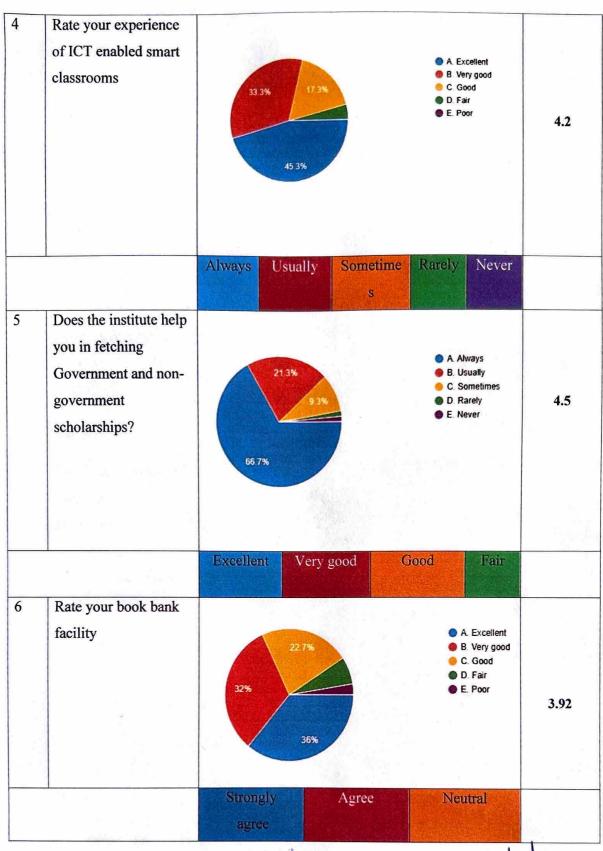
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# STUDENT SATISFACTION SURVEY 2022-23

### B. Pharm Third Year

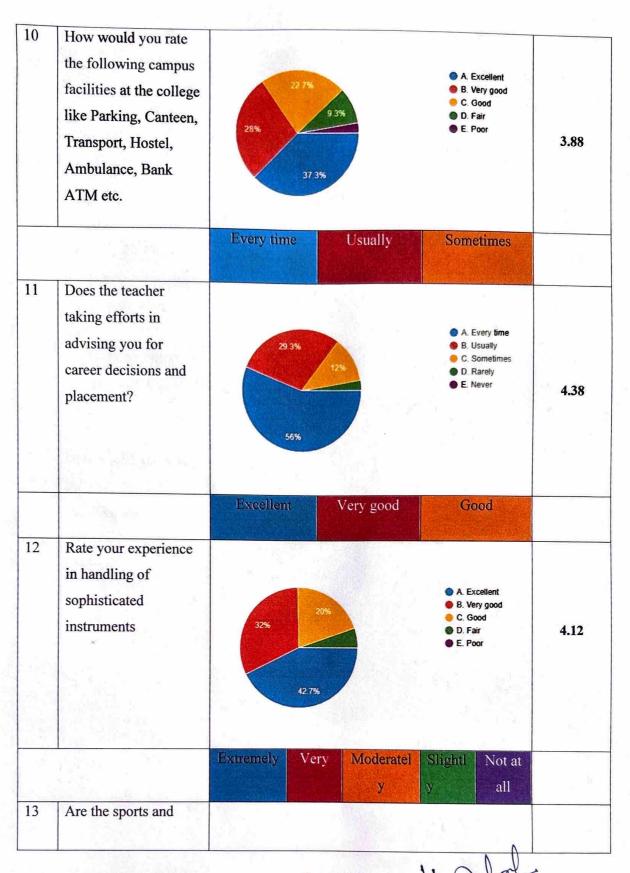


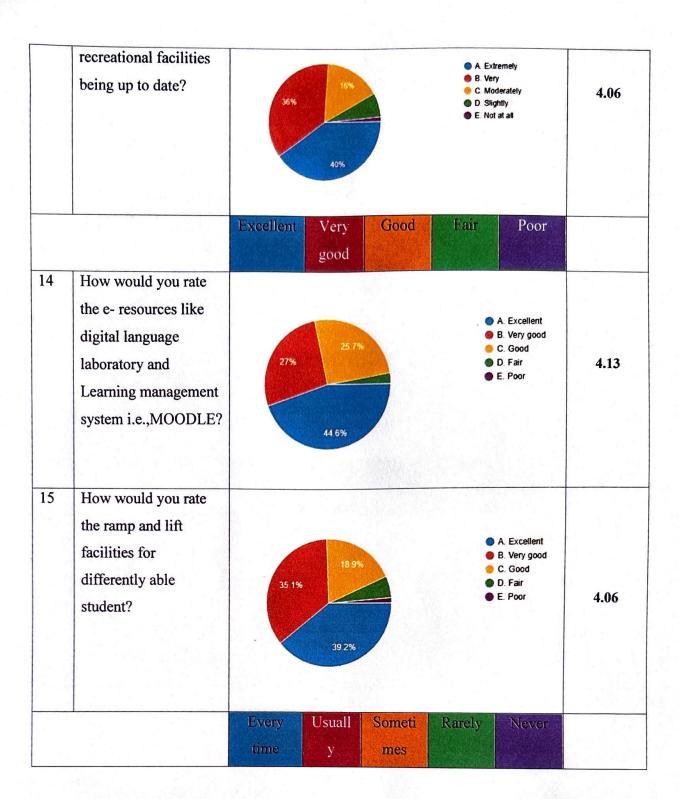
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7	Teachers encourage you to participate in extracurricular activities	44%	14.7%		<ul><li>B. Agr</li><li>C. Ne</li><li>D. Dis</li></ul>	utral	4.26
		Excellent	Very good	Good	Fair	Poor	
8	How would you rate the extracurricular activities conducted in the college?	28%	24% 42.7%			A. Excellent B. Very good C. Good D. Fair E. Poor	4.08
9	Rate your experience about value added clinical research certificate course offered by the college	29.3%	22.7%		<ul><li>B</li><li>C</li><li>D</li></ul>	Excellent Very good Good Fair Poor	4.13









16	Institute takes active interest in conducting personality development courses/ seminars	33.3	% 13.3% 50.7%		A. Every time B. Usually C. Sometimes D. Rarely E. Never	4.32
		Strongly ag	gree Ag	ree	Neutral	
17	The teachers covered relevant topics beyond syllabus?	38.7%	11.7%	<ul><li> B</li><li> C</li><li> D</li></ul>	. Strongly agree Agree . Neutral . Disagree . Slightly disagree	4.18
		Extremely satisfied	Moderately satisfied	Indififfere nt/ Neutral	Dissatisfie d	
18	Overall, are you satisfied with your experience at this college?	36%	10.7%	<ul> <li>B. Mo</li> <li>C. Ind</li> <li>D. Mo</li> </ul>	tremely satisfied derately satisfied ifferent/ Neutral derately unsatisfied satisfied	4.42

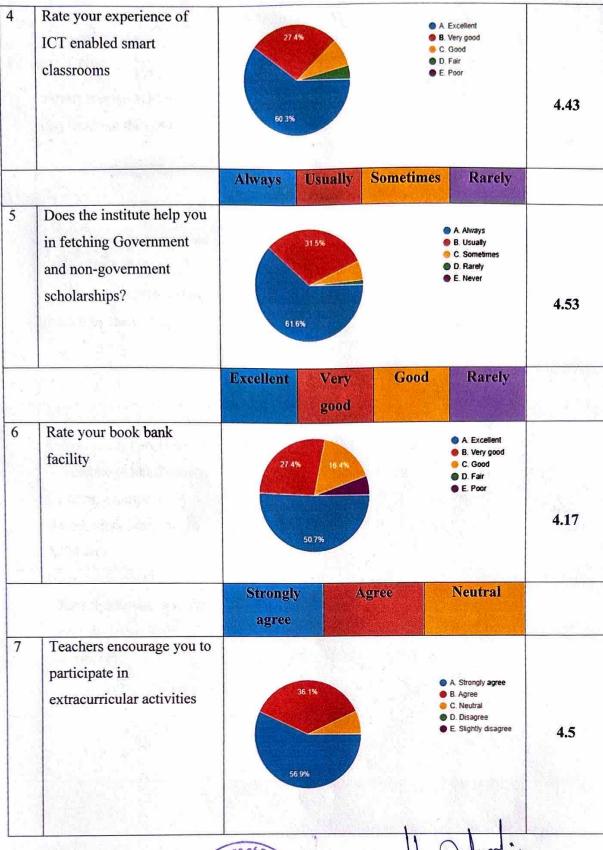


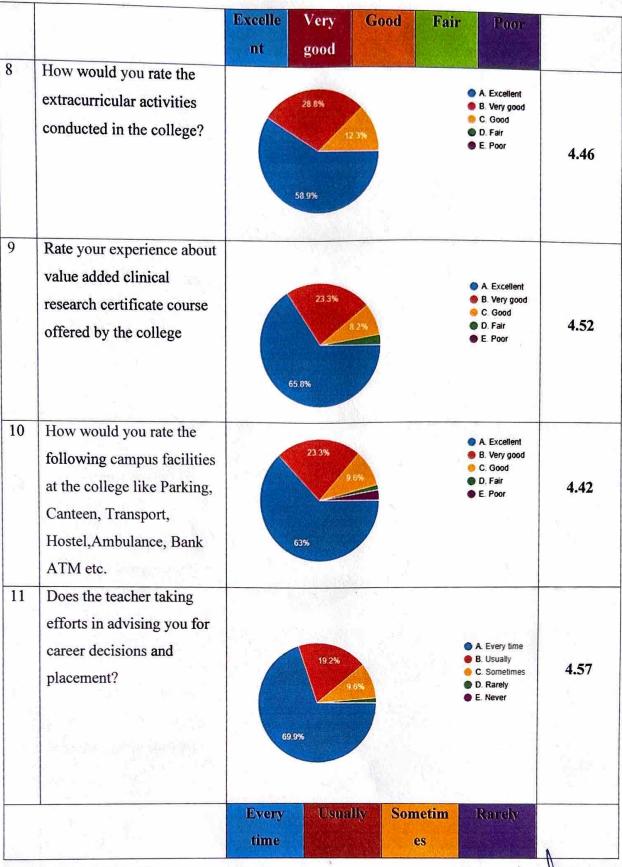
# STUDENT SATISFACTION SURVEY 2022-23

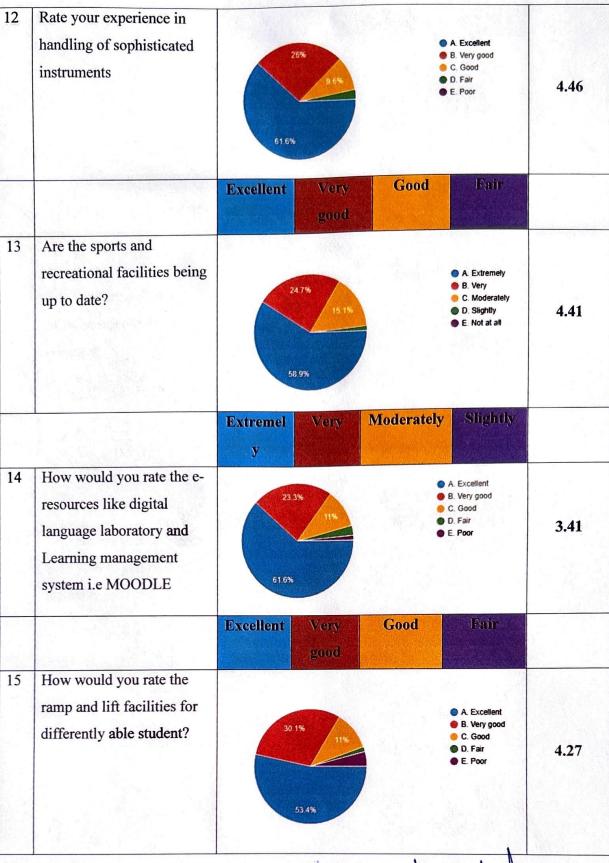
### **B. Pharm Final Year**

Sr. No	Questions	To great extent	Moderate	Some what	Average Response
1	How well do the classrooms and lab in this college meet the Learning needs of Students?	58.9%	5%	<ul> <li>A. To great extent</li> <li>B. Moderate</li> <li>C. Some what</li> <li>D. Very Little</li> <li>E. Not at all</li> </ul>	4.53
2	Rate the quality of teaching learning process adopted by the college	Excellent 27.49 58.9%	Very good	Good  A. Excellent B. Very good C. Good D. Fair E. Poor	4.42
3	Rate your experience about availability of teachers beyond classes and co- operation to solve individual problem	28.8%	8.2%	● A. Excellent ● B. Very good ● C. Good ● D. Fair ● E. Poor	4.50

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6	Institute takes active	Every time	Usually	Sometimes	
	interest in conducting personality development courses/ seminars	31.9% 58.3%	9.7%	<ul> <li>A Every time</li> <li>B. Usualty</li> <li>C. Sometimes</li> <li>D. Rarety</li> <li>E. Never</li> </ul>	4.48
		Strongly agree	Agree	Neutral	
17	The teachers covered relevant topics beyond syllabus?	34.2%	2.5%	A Strongly agree B Agree C Neutral D D Disagree E Slightly disagree	4.42
		Extremely satisfied	Moderately satisfied	Indifferent/ neutral	
18	Overall, are you satisfied with your experience at this college?	32 9% 50 3%		A Extremely satisfied B Moderately satisfied C. Indifferent/ Neutral D Moderately unsatisfied E Dissatisfied	4.53

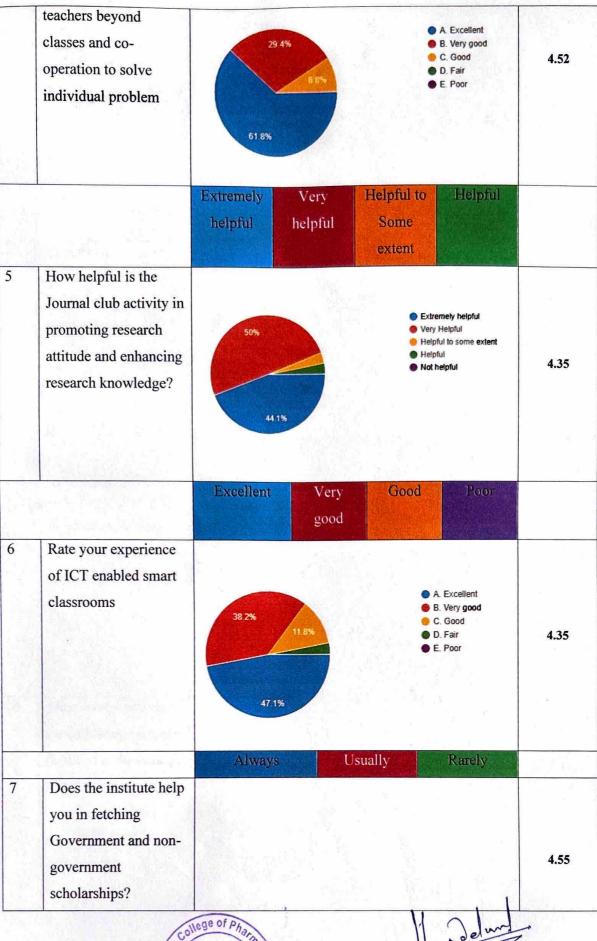


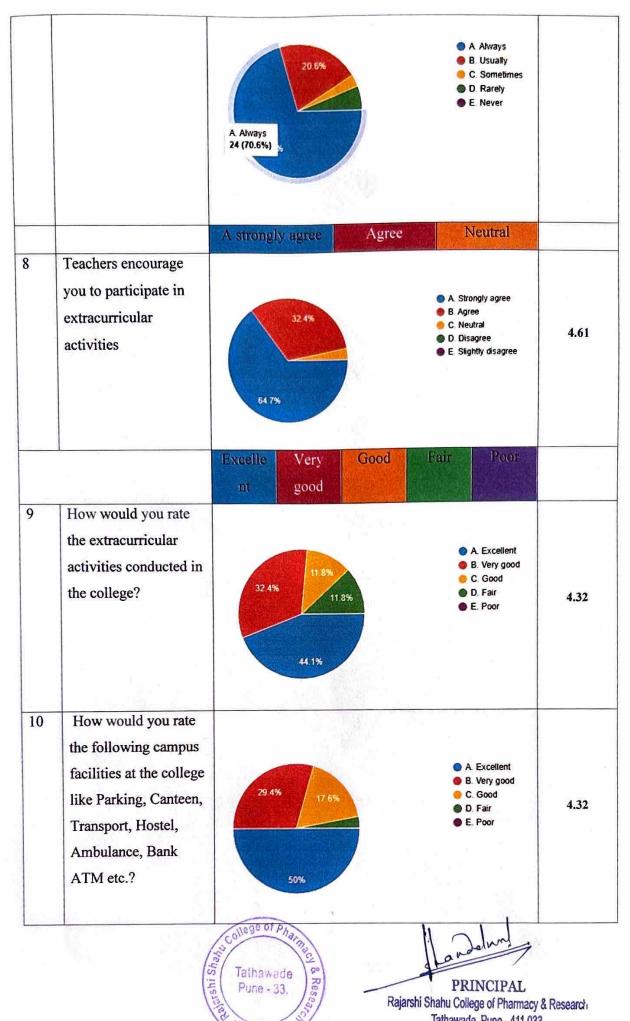
## STUDENT SATISFACTION SURVEY 2022-23

### M. Pharm First Year

Sr. No.	Questions	To great extent	Moderate	Some what	Average Response
1	How well do the classrooms and lab in this college meet the Learning needs of Students?	32.4%		<ul> <li>A. To great extent</li> <li>B. Moderate</li> <li>C. Some what</li> <li>D. Very Little</li> <li>E. Not at all</li> </ul>	4.55
2		Excellent Very	good Good	Fair	
	Rate the quality of research carried out and efforts taken to publish the research work in peer reviewed journals.	29.4%		A Excellent B Very Good C Good D Fair E Poor	4.35
3	Rate the quality of teaching learning process adopted by the college	44.1%		A Excellent B. Very good C. Good D. Fair E. Poor	4.5
		52.9%			
4	Rate your experience about availability of	of Pha		1	

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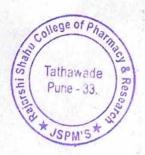


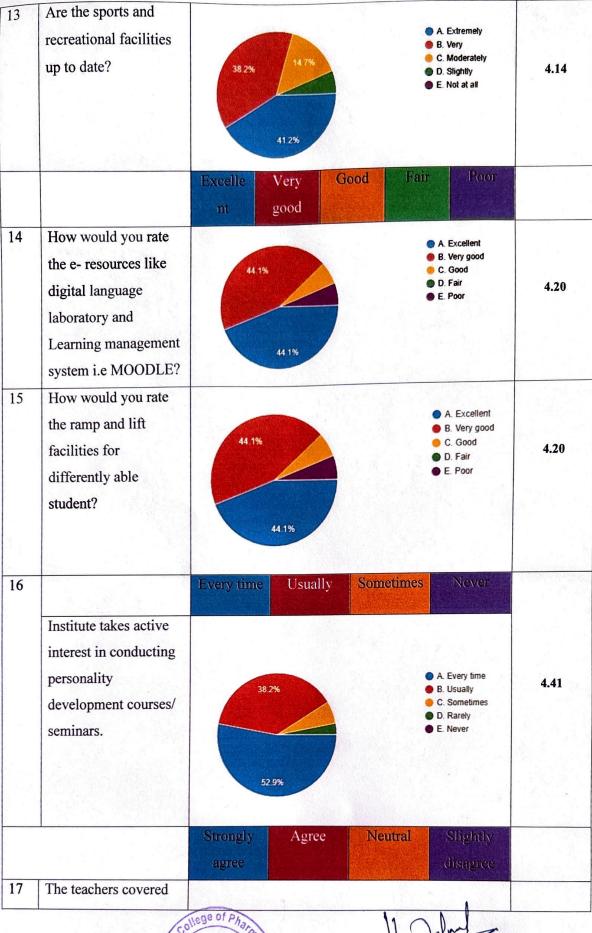


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			N <sub>1</sub>		
		1			
		Every time	Usually Son	netime Rarely	
11	Does the teacher taking efforts in advising you for career decisions and placement?	79.4%	20.6%	<ul> <li>A Every time</li> <li>B. Usualty</li> <li>C. Sometimes</li> <li>D. Rarety</li> <li>E. Never</li> </ul>	4.79
		Excellent	Very good	Good	
12	Rate your experience in handling of sophisticated instruments.	38.2% 55.9%		A Excellent B. Very good C. Good D. Fair E. Poor	4.5
		Extremely	Very Mode	erately Slightly	





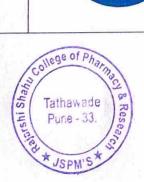
yllabus?		B. Agree     C. Neutral     D. Disagree     E. Slightly disagree	4.5
	50%		
	Extremely satisfied	Moderately satisfied	
Overall, are you satisfied with your experience at this college?	73.5%	A Extremely satisfied B. Moderately satisfied C. Indifferent/ Neutral D. Moderately unsatisfied E. Dissatisfied	4.73
	experience at this	Overall, are you satisfied with your experience at this college?	Overall, are you satisfied with your experience at this college?  • A Extremely satisfied • B. Moderately satisfied • C. Indifferent/ Neutral • D. Moderately unsatisfied • E. Dissatisfied

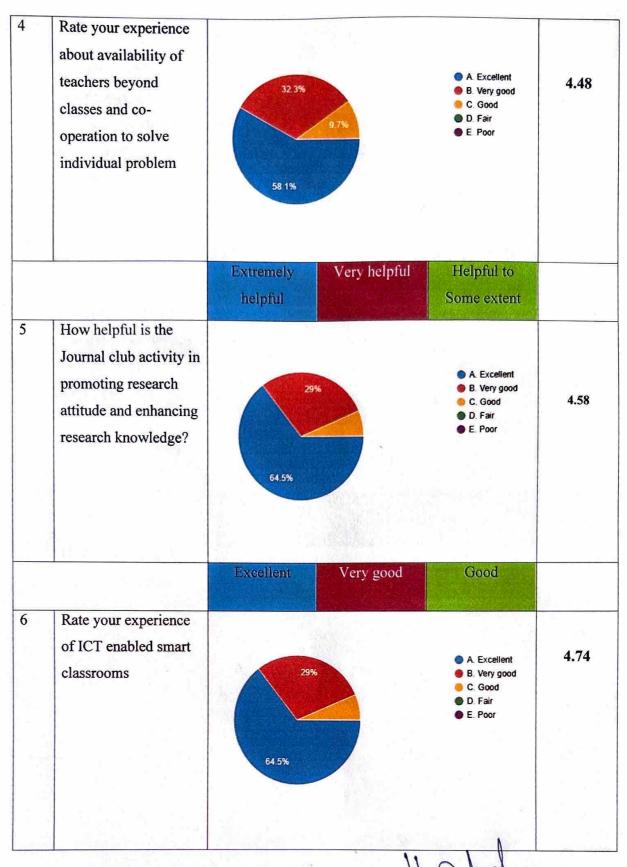


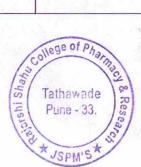
### STUDENT SATISFACTION SURVEY 2022-23

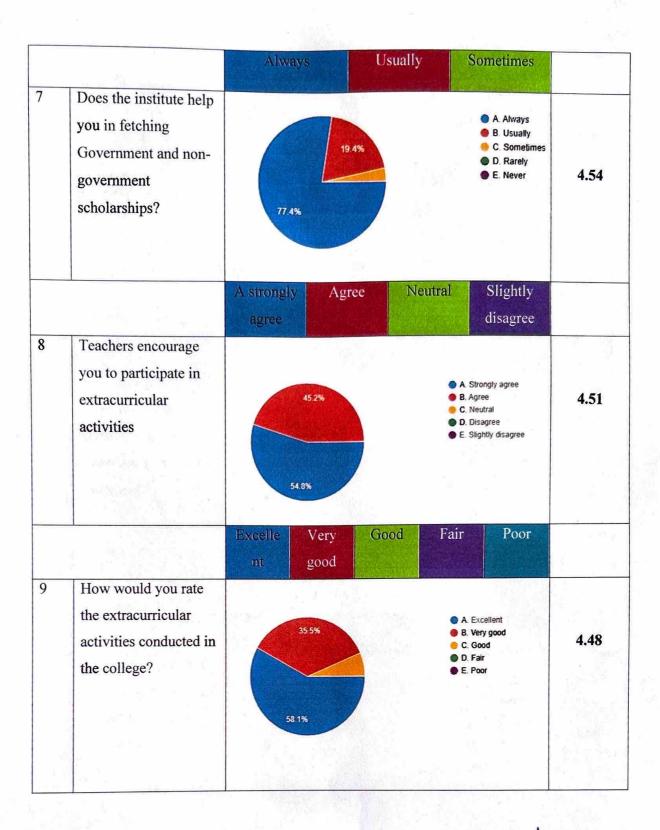
#### M.PharmSecond Year

Sr. No.	Questions	To great extent	Moderate	Average Response
1	How well do the classrooms and lab in this college meet the Learning needs of Students?	66.7%	<ul> <li>A. To great extent</li> <li>B. Moderate</li> <li>C. Some what</li> <li>D. Very Little</li> <li>E. Not at all</li> </ul>	4.54
2		Excellent Very good	Good Fair	4.64
	Rate the quality of research carried out and efforts taken to publish the research work in peer reviewed journals.	29%	<ul> <li>A. Excellent</li> <li>B. Very Good</li> <li>C. Good</li> <li>D. Fair</li> <li>E. Poor</li> </ul>	
3	Rate the quality of teaching learning process adopted by the college	19.4%	<ul> <li>A Excellent</li> <li>B Very good</li> <li>C Good</li> <li>D Fair</li> <li>E Poor</li> </ul>	4.54

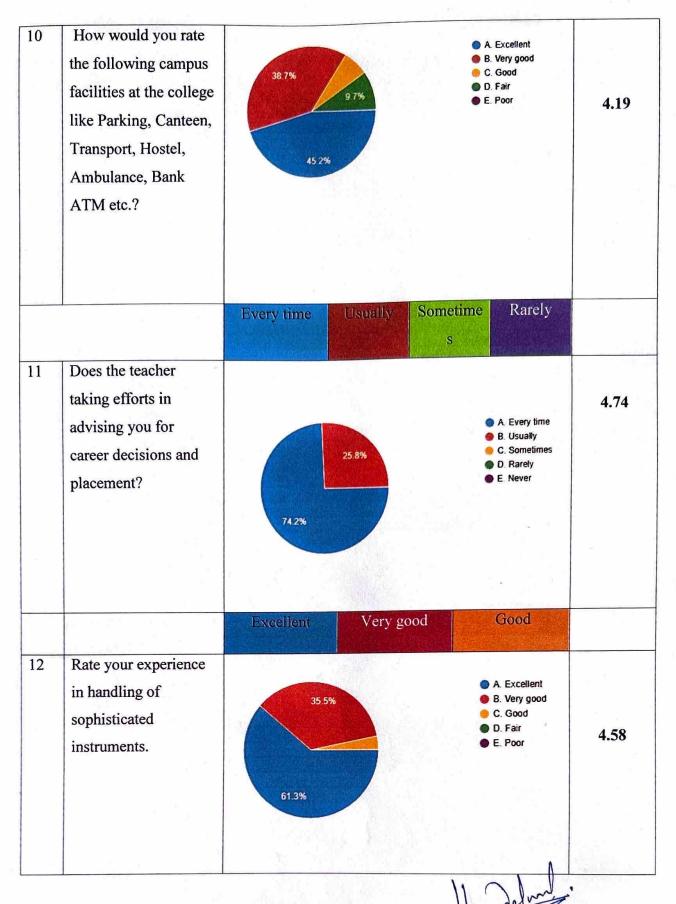






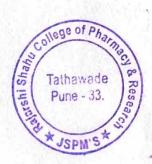








		Extremely	У	Very	Moderately	
13	Are the sports and recreational facilities up to date?	64.5%	9.4%		<ul> <li>A. Extremely</li> <li>B. Very</li> <li>C. Moderately</li> <li>D. Slightly</li> <li>E. Not at all</li> </ul>	4.10
		Excellent	Very good	Good	Fair	
14	How would you rate the e- resources like digital language laboratory and Learning management system i.e.MOODLE?	29%	97%		A. Excellent B. Very good C. Good D. Fair E. Poor	4.48
15	How would you rate the ramp and lift facilities for differently able student?	61.3%	32 3%		A. Excellent     B. Very good     C. Good     D. Fair     E. Poor	4.41
16		Every time	Usually	Sometimes	Rarely	V



	Institute takes active interest in conducting personality development courses/ seminars.	71%	6%	A. Every time B. Usually C. Sometimes D. Rarely E. Never	4.51
		Strongly agree	Agree Neut	ral Ddisagree	
17	The teachers covered relevant topics beyond syllabus?	35.5%		<ul> <li>A. Strongly agree</li> <li>B. Agree</li> <li>C. Neutral</li> <li>D. Disagree</li> <li>E. Slightly disagree</li> </ul>	4.58
		Extremely satisfied	Moderately satisfied	Moderately unsatisfied	
18	Overall, are you satisfied with your experience at this college?	74.2%	8%	A. Extremely satisfied     B. Moderately satisfied     C. Indifferent/ Neutral     D. Moderately unsatisfied     E. Dissatisfied	4.74



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