

Dr. Madhukarrao Wasnik PWS Arts, Commerce & Science College

Nagpur-26

Action Taken Report on Students Satisfaction Survey Report 2022-23

Session 2022-23 was completely online, therefore, students attended college online only, except a few occasion like admission process and examination form submission they visited college with Covid 19 norms. In the wake of online mode students feedback is taken for consideration.

Description	Action	Outcome
About Infrastructure in College where 89.9% of students are satisfied and some 5.1% students are not satisfied.	College ICT infrastructure improved.	Students' accessibility of College ICT infrastructure was increased.
About transparency about college exam and results. 85% are satisfied and about 7% students are not satisfied	All university examination Time table are uploaded to College website and Quick links of University result portal was given. Teachers are asked to communicate exam related information to students on WhatsApp groups.	Students got easy access to University examination related information from college website.
About Que no. 3, 4, 5 & 9 which are related to study material	College has already uploaded study material to college website and Video Tutorial were uploaded on two YouTube Channels. Yet Teachers are asked to update the teaching related online material for students.	Most of the study material and video tutorial helped students in the preparation of University examination under lockdown.
About Pre-course counselling before examination.	Due to online mode Teachers were asked to counsel students individually. Also Some student's workshops were introduced through online classroom.	Most of the Students queries related examination and preparation of the course was looked after up to the level of students satisfaction.
About Que no 7, 8, & 10 on Teaching learning. Only 1.5 to 2% of the students only were not satisfied.	Due to Online teaching in the Covid 19 Lockdown, all teachers were handling classes online. Teachers who were struggling with online mode of teaching were already given a Faculty Development programme for handling Online resources and teaching Platform	With a years' time most of the teachers cope with the online mode of teaching and helped improve the college online resources for students.



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**Dr. Madhukarrao Wasnik Arts, Commerce And Science College
Nagpur**

Students satisfaction survey 2022-23

1. Are you satisfied with the infrastructure provided by the college?
2. Does the college provide transparency in conducting examination and declaration of results?
3. Do the teachers provide you with notes and teaching aids?
4. Does the college have adequacy, Accessibility and Quality of Teaching-Learning Resources (Including ICT)?
5. Are you satisfied with the Innovative teaching methods such as guest lectures, industrial visits, PPTs. ,Use of ICT tools conducted by the college ?
6. How is your experience with Pre-course Counselling before examination?
7. Are the teachers giving you sufficient time for any queries or clarifications?
8. How would you rate the teaching in this college
9. Are you satisfied with the Innovative teaching methods such as guest lectures, industrial visits, PPTs. ,Use of ICT tools conducted by the college ?
10. Are you satisfied with student centric activities conducted by the college ?

SURVEY TABLE (REPORT)

Quest ion no	Strongly agree	agree	Disagree	Strongly disagree	neutral
1	29.1%	59.8%	3%	4.1%	4%
2	22.6%	64.3%	3.5%	3.6%	8.5%
3	40.4%	54.9 %	2.3%	0%	3.4%
6	39.7%	46.5%	2.5%	2.6%	8.7%
7	36%	55.3%	4.7%	-	4%
9	33.2%	50.2%	6.6%	2%	8%
	Yes		MAYBE		NO
4	83%		11.1%		5.9%
5	80.3%		7.5%		13.2%
	EXCELLENT	GOOD	FARE	AVERAGE	POOR
8	50.6%	41.5%	3.9%	0%	4%
	EXCELLENT	VERY GOOD	GOOD	SATISFACTORY	NOT SATISFACTORY
10	38.5%	25.7%	22.8%	11.5%	1.5%

Report To The Principal

From the above chart maximum students satisfied with infrastructure provided by the college. maximum students agree about transparency in conducting examination and declaration of results. Near about 90% students agree that teachers provide notes and teaching aids to them..

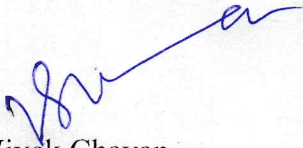
81% students agree that college have adequacy, Accessibility and Quality of Teaching-Learning Resources (Including ICT). About 80% students agree with innovative teaching method. Near about 90% students satisfied experience with Pre-course Counselling before examination. 90% students are agree that the teachers giving sufficient time for any queries or clarifications.

Near about 50% students rate the college by excellent and 44% students rate the college by good . 80% students satisfied with the Innovative teaching methods such as guest lectures, industrial visits, PPTs. ,Use of ICT tools conducted by the college.

37% students said excellent , 28% students said very good and 25% students said good. About college activities.

15% students are not satisfied with the Innovative teaching methods such as guest lectures, industrial visits, PPTs. ,Use of ICT tools conducted by the college. Near about 10% students want more Pre-course Counselling session before examination

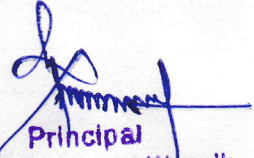
Please satisfy the students who are not satisfied with atmosphere of college teaching and other development.


Dr. Vivek Chavan

Commerce Department Convenor


Dr. Mahendra Gayakwad

Humanities Department Convenor

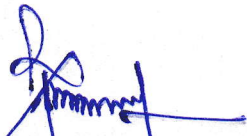

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DR.MADHUKARRAO WASNIK P.W.S. ARTS,COMMERCE & SCIENCE COLLEGE
Action Taken Report On Students Feedback Annual Report
Report 2022-23

Description	Action	Outcome
Office Staff Support	Conducted training workshops on customer service skills	Improved responsiveness and support from office staff, leading to enhanced user satisfaction
Library Services Enhancement	Expanded library resources and introduced digital platforms	Increased access to educational materials and improved library services for students and faculty
Improving Infrastructure	Implemented a maintenance schedule for campus facilities	Enhanced functionality and aesthetics of campus infrastructure, providing a conducive environment
Transparency in Results	Established clear communication channels for result dissemination	Improved trust and transparency among stakeholders regarding academic outcomes
Gender-Specific Facilities	Renovated and equipped separate common rooms for girls and boys	Enhanced comfort and privacy for students, fostering a more inclusive campus environment
Hygiene and Maintenance	Implemented regular cleaning schedules and maintenance checks	Improved hygiene standards and aesthetics of campus facilities, ensuring a healthy environment
Eco-Friendly Initiatives	Launched recycling programs, tree planting drives, and energy conservation initiatives	Reduced environmental footprint and promoted sustainability practices on campus
Access for All	Conducted accessibility audits and implemented necessary modifications to ensure inclusivity	Improved access for students with disabilities and fostered a more inclusive campus environment
Effective Grievance Handling	Streamlined grievance redressal procedures and established dedicated channels for issue resolution	Timely resolution of student concerns and improved satisfaction with conflict resolution processes

Placement Cell Improvement	Enhanced networking with industry partners	Increased number of job opportunities and internships for students
Teaching-Learning Quality	Implement faculty development workshops and training	Enhanced pedagogical skills and teaching effectiveness among faculty
Industry Collaborations	Establish partnerships with local industries	Increased opportunities for internships, projects, and job placements
Student Programs Promotion	Increase promotion of extracurricular activities	Higher participation rates and enhanced student engagement
Mentoring Process Enhancement	Implement mentor training programs and workshops	Improved guidance and support for students in their academic journey
Overall Excellence in Teaching and Mentoring	Establish a comprehensive quality assurance system for teaching and mentoring	Enhanced effectiveness of teaching and mentoring leading to improved student outcomes




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Analysis of Students Feedback Annual Report
2022-23

- 1 The Office Staff in the College is cooperative and helpful.
- 2 The Library Staff is cooperative and helpful
- 3 Online Educational Resources are available and accessible in the library (through Network Resource Centre).
4. Internet facility provided in the library is satisfactory
5. The Prescribed Books/Reading Material are available in the library.
6. Equipment's / Computers in the lab (s) are in good working condition.
7. Results are displayed by the College
8. Separate Common Rooms for Girls and Boys are available
9. Toilets / washrooms are clean and properly maintained.
10. The Classrooms & Labs are clean and well maintained
11. The Campus is Green and Eco-friendly
12. Clean drinking water is available in College Campus.
13. The College building / Classroom are accessible to disabled persons
14. The Campus has adequate Power Supply (Generator, Inverters, etc.)
15. Our Grievances are redressed/ problems are solved well in time
16. The functioning of the Placement cell in the college is satisfactory.
17. Continuous efforts are taken by the college to improve the quality of Teaching-learning
18. The college takes interest in strengthening its ties with Industries, Professional Bodies, etc.
19. The College promotes students exchange, internship etc. programmes for providing new opportunities to students
20. The Mentoring Process of College helped me to identify my strengths and face challenges.
21. The overall Teaching and mentoring process of the college is excellent

SR.NO.	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NEUTRAL
1	50%	36.6%	2.9%	2.8%	7.6%
2	46.5%	48%	5.9%	1.9%	7.6%
3	40%	57%	14.1%	2.6%	7.1%
4	23.8%	51.7%	18.4%	6.2%	9%
5	36.8%	46%	8.7%	2.6%	6.4%
6	24.9%	56%	12.9%	5.2%	11%
11	24.9%	48.8%	14.7%	10.7%	10.9%
12	26.5%	52.6%	13.3%	10.1%	7.5%

13	25.4%	62.5%	4.9%	1.8%	5.3%
16	12.9%	66%	12.7%	4.6%	12.9%
17	24.5%	61.4%	9.6%	3.4%	11%
19	25.3%	62.7%	5.2%	3%	3.8%
20	27.1%	47%	12%	0.6%	13.4%
21	25.5%	53.9%	8.5%	2.4%	9.7%

Introduction: It is the Practice in our college to obtain feedback from the students by the students feedback committee about office staff, library facilities, infrastructure, teaching-learning process, examination-related services, and overall mentoring for the holistic development of the college and students. The survey conducted with the aimed to appraise the satisfaction level of students in the academic year 2022-23.

Methodology: The survey was conducted through an online questionnaire, and the feedback was collected anonymously from the students. The questionnaire was designed with a mix of objective and subjective questions. The data collected from the questionnaire was analysed and presented in the form of tables, graphs, and percentages.

Findings: The Students Feedback Committee conducted an annual survey for the academic year 2022-23 to evaluate various aspects of the college's facilities and services. Based on the data provided, it's evident that the college community holds generally positive views regarding various aspects of campus life and services. Firstly, respondents overwhelmingly express satisfaction with the cooperation and helpfulness of both the office and library staff, with a majority strongly agreeing or agreeing to this statement. This indicates a supportive and responsive environment within the administrative and academic sectors of the college, fostering a conducive atmosphere for students and faculty alike.

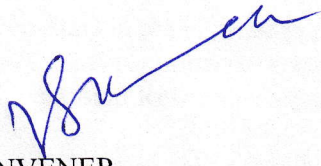
Furthermore, the availability and accessibility of essential resources receive favourable feedback from the respondents. A significant proportion agrees that online educational resources, prescribed books, and clean drinking water are readily accessible on campus. This suggests that the college adequately caters to the academic and basic needs of its constituents, contributing to a conducive learning environment.

However, despite these positive aspects, there are areas where improvement is warranted. Infrastructure maintenance and facilities, such as internet provision in the library, cleanliness of toilets, and upkeep of classrooms and labs, receive mixed reviews. While a portion of respondents expresses satisfaction, there are notable percentages indicating disagreement or neutrality, signifying room for enhancement in these areas to ensure a more comfortable and conducive physical environment for learning.

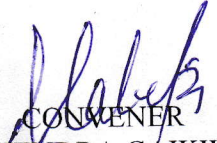
Moreover, while the majority acknowledges the college's efforts in promoting industry engagement, student opportunities, and continuous improvement in teaching quality, there are nuances in perception regarding the effectiveness of the mentoring process. While some respondents express agreement with the efficacy of mentoring, a significant proportion remains neutral, suggesting a need for further evaluation and potential enhancements to the mentoring framework to better support students in their academic and personal development.

Conclusion: In conclusion, while the college community generally holds positive views regarding various aspects of campus life and services, there are areas identified for improvement. By addressing concerns related to infrastructure maintenance, enhancing the effectiveness of mentoring processes, and continuing to prioritize

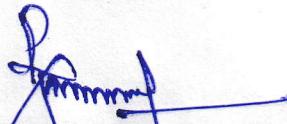
student support and engagement initiatives, the college can further enhance the overall educational experience and satisfaction of its stakeholders, ensuring a more enriching and fulfilling academic journey for all.



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