

2.7.1 Student Satisfaction survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as web link)

The main beneficiaries of our education system are learners (students). The outcome of the learning process highly depends on the satisfaction level of the learners. It s prime duty of every institute to collect feedback on the satisfaction level of learners, analyze it and if needed, accordingly design and implement new policies and schemes or modify existing ones. In our college, we adopted the format of questionnaire designed by the NAAC to know the satisfaction level of students. We have used the method of random sample survey to collect information. The details of the collection method are as follows:

- Method used “Stratified Random Sampling”.

- Sample size (n) is selected using the formula:
$$n = \frac{Z^2 P(1-P) / \epsilon^2}{1 + Z^2 P(1-P) / \epsilon^2 N}$$

Where N= Total number of students enrolled in the college(=1694).

P= Proportion of turn-out (=0.97)

Z = Critical value of Normal Probability distribution at $\alpha = 5 \%$ (=1.64)

ϵ = the margin of error (=0.05)

- Every Class is treated as “Stratum”
- Stratum sample size is selected using proportional allocation method:

$$n_i = \frac{N_i}{N} n$$

Where Ni = number of students in ith class

ni = ith class sample size.

- Collected Responses are presented in the following frequency table:

Scale Value	0	1	2	3	4	Total
No. of Responses	40	60	160	340	920	1520

- Conclusion- It is found that approximately 83 % of students in the sample data responded with either “scale 4 (excellent)” or “scale 3 (very good)”, which indicates that majority of the students are satisfied with teaching, learning and evaluation methodology of the college. Since the sample data is good representative of the entire population (College), the results can be extended to the population i.e., college.