

### **Student Satisfaction Survey 2020-2021:**

It has been a regular practice at Shri Guru Buddhiswami Mahavidyalaya (SGBM) that feedback is usually obtained from the stakeholders on whatever activity takes place on campus and such feedback is used for improving quality in the services. An all-inclusive questionnaire has been designed, a set of 50 questions on overall institutional performance; infrastructural facilities; support services; curricular, co-curricular and extra-curricular activities; extension and out-reach programmes; office administration so on and so forth.

The responses so collected from students are analysed objectively by the college-level Academic Audit Committee and the report is submitted to the IQAC. The IQAC, in turn, places the report in its Executive Committee for approval and necessary action. The faculty are given the feedback and apprised of the findings of the survey.

Likewise, in the present academic year, the IQAC has also conducted the survey, but as this year has seen the emergence of the dreadful pandemic, Covid-19, the survey could not be conducted on decisive grounds, however, efforts have been taken to obtain feedback online, over phone. More than fifty percent of the final year outgoing students have recorded their responses freely, without any inhibition or any pressures. Total number of students of final year responded is 45.

The pandemic has affected almost all the spheres of human existence, the student community has been the worst affected, the survey is least appreciated. The results show that the respondents are less motivated and less prepared for such surveys.