



॥ उत्तम शेषज निर्माणार्थ कठिवद्धम् ॥
JAYWANT SHIKSHAN PRASARAK MANDAL'S

RAJARSHI SHAHU COLLEGE OF PHARMACY & RESEARCH

(Approved by AICTE & PCI, Affiliated to SPPU &
Accredited by NAAC With 'A' Grade)



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2.7.1 STUDENT SATISFACTION SURVEY (SSS)

From the Academic Year 2018- 19 Student Satisfaction Survey (SSS) based on overall institutional performance was conducted at the end of the academic year. The questionnaire was designed by covering all aspects related to overall functioning of the Institute. Student were required to rate the questionnaire on a scale of 1 to 5. Average Score was considered and corrective measures were taken for improvement.

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STUDENT SATISFACTION SURVEY REPORT -2018-19

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:

- I. The Student Satisfaction Survey (SSS) on overall institution performance was conducted at end of academic year 2018-19. 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	15	59
2.	Second year B.Pharm	15	67
3.	Third year B.Pharm	18	65
4.	Final year B.Pharm	19	68
5.	F.Y. M.Pharm. (Pharmaceutics and Pharmaceutical Quality Assurance)	19	30
6.	S.Y. M.Pharm. (Pharmaceutics and Pharmaceutical Quality Assurance)	19	25




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

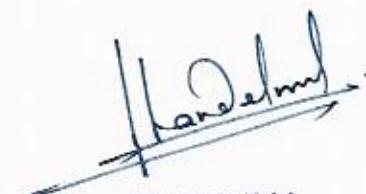
Q.No	Questionnaire	Average Class response						Average response
		FY	SY	TY	Final Y	F Y M. Pharm	S. Y. M. Pharm	
A. Quality of teaching learning process								
1.	Rate the quality of teaching learning process adopted by the college	3.54	3.86	3.78	3.56	4.24	4.37	3.89
2.	Rate your experience about availability of teachers beyond classes and co-operation to solve individual problem	3.27	3.9	3.37	3.31	3.89	3.68	3.57
3.	The teachers covered relevant topics beyond syllabus.	NA	NA	3.09	3.98	3.93	4.41	3.85
4.	Rate your experience in handling of sophisticated instrument	NA	NA	3.32	3.48	3.93	4.44	3.79
5.	Rate your experience about value added clinical research certificate course offered by the college	NA	NA	NA	3.1	NA	NA	3.1
6.	How helpful is the Journal club activity in promoting research attitude and enhancing research	NA	NA	NA	NA	4.24	4.27	4.26
7.	Rate the quality of research carried out and efforts taken to publish the research work in peer reviewed journals	NA	NA	NA	NA	4.17	3.89	4.03
Average Score For Quality Of Teaching Learning Process								3.78
B. Use of ICT & E-Resources								
8.	Rate your experience of ICT enabled smart classrooms	3.02	3.72	3.09	3.62	3.75	4.27	3.58
9.	How would you rate the e- resources like digital language laboratory and Learning management system i.e MOODLE	3.20	4.04	3.59	3.67	3.89	4.0	3.73
Average Score For Use of ICT & E-Resources								3.66
C. Physical Facilities and Infrastructure								
10.	How well do the classrooms and lab in this college meet the learning needs of students?	3.40	4.06	3.49	4.14	4.24	4	3.9
11.	How would you rate the ramp and lift facilities for differently able student	2.81	2.65	3.20	2.95	3.44	3.72	3.13
12.	Are the sports and recreational	3.44	2.89	2.85	2.89	3.34	3.68	3.18



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	facilities are up to date?						
13.	How would you rate the following campus facilities at the college like Parking, Canteen, Transport, Hostel, Ambulance, Bank ATM etc.	3.44	3.93	2.96	3.39	3.79	3.62
Average Score For Physical Facilities And Infrastructure							3.43
D. Student Support							
14.	Does the teacher taking efforts in advising you for career decisions and placement?	NA	NA	3.44	3.9	3.82	4.58
15.	Does the institute help you in fetching Government and non-government scholarships?	4.32	4.6	3.40	4.39	4.24	4.65
16.	Rate your book bank facility	3.13	3.3	3.05	3.23	- NA	NA
17.	How would you rate the extracurricular activities conducted in the college?	2.93	3.2	2.32	3.14	3.96	3.44
18.	Institute takes active interest in conducting personality development courses/ seminars	3.54	3.77	3.69	3.78	3.86	4.44
19.	How safe you feel in the campus	4.47	4.54	4.53	4.1	3.82	4.31
20.	Teachers encourage you to participate in extracurricular activities	3.34	3.62	3.32	3.85	4.20	4.06
Average Score For Student Support							3.77
E. Overall Students Satisfaction Level							
21.	Overall, are you satisfied with your experience at this college?	3.10	4.21	3.59	3.87	4.06	4.41




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E. Findings and Analysis:

- I. Quality of teaching learning process:** The average score achieved for teaching learning process was 3.78 indicating the students were very much satisfied with the teaching learning process adopted by the institute 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 3.65 thus, indicating students were happy and comfortable with the Smart Classrooms, Digital Language Laboratory and Learning Management System.
- III. Physical Facilities and Infrastructure:** The average score achieved for Physical Facilities and infrastructure was 3.43. The students were satisfied with the available classrooms, laboratories, library, Parking, Canteen, Transport, Hostel, Ambulance, Bank ATM facilities. The average rating for lift and ramp facilities, sports and recreational facility was less as compared to other infrastructural facilities.
- IV. Student Support:** The average score achieved for student support was 3.77. Students were content with the initiatives taken by the institute for fetching government and non-government scholarships. The students highly appreciated the level of safety provided in the college campus. 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 students satisfaction level was 3.87. The results showed that students are 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.



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F. Action Plans for Continual Improvement:

Based on the above analysis and feedback received from students, the average class wise ratings below 3.5 were identified and considered for further improvement in the College development committee meeting.

1. Free and fair usage of lift facility shall be made available to all the students other than divyangjan.
2. Encouraging and motivating students to use the sports and recreational facilities.
3. Increase in the number of books provided to students in the book bank facility.
4. Increase in the number of extra-curricular activities and events organized by the college.

G. Conclusion:

The overall student satisfaction survey results achieved was 3.87. From the survey almost 80% of the participants responded (strongly agree and Agree) that they were satisfied with the services rendered by the College.

With the implementation of the improvement actions identified in this survey, we will be expecting better results in 2019.



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