



**SADHU VASWANI MISSION'S**

**St. Mira's College For Girls, Pune**

**An Autonomous (Affiliated to Savitribai Phule Pune University)**

**Reaccredited by NAAC- A Grade, cycle 3**

**[ARTS, COMMERCE, SCIENCE, BSc (Computer Science), BBA,  
BBA(CA)]**

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POLICY TITLE:	Student Satisfaction Survey policy
Policy Number:	15
Description of the Policy	The policy aims at identifying areas of improvements so as to be able to help our students more efficiently.
Drafting Authority	Criterion 2
Policy Application	Mention to whom the policy applies: Students
Effective from:	15 June 2017
Revised on:	NA
References for the Policy	As per NAAC Guidelines



*Jayah*  
Dr. Jaya Rajagopalan  
Principal Incharge

**St. Mira's College for Girls, Pune**  
**Autonomous (Affiliated to Savitribai Phule Pune University)**  
**STUDENT SATISFACTION SURVEY POLICY**

At St Mira's College for Girls the future of every student is very precious. We believe that Women Empowerment through head, hand and heart is thus truly achieved if the students are benefitted in all possible manners which will help them to follow and achieve their goals and make a good career. We strive to improve continuously so that we can help our students fulfilling their dreams. We thus believe in self-analysis which is attained through students' satisfaction survey.

This policy aims to identify the areas for improvements so as to be able to help our students more efficiently. It also aims to understand the strengths of being a distinctive educational institute. It aims at making ourselves aware of the weaknesses so as to make teaching learning process more meaningful.

**Objectives:**

- To ensure that every student in the college is benefitted by all the facilities made available so as to make it a meaningful learning experience..
- To get feedback on various aspects such as teaching learning experience, students' awareness about various student centric methods, infrastructure facilities, use of ICT tools in teaching etc.
- To get feedback on curriculum, teacher and teaching qualities, Library, Value based education, campus life, various schemes and scholarships etc.
- To get feedback on the employability skills achieved through different subjects, personality development traits offered by the college, exposure to the subjects apart from syllabi etc.
- To understand the strengths and weaknesses of the institute with respect to above aspects and realize the scope for improvement.
- To include feedback in the appraisal process as a quality initiative.

**Guidance**

- It is vital that the college receives regular feedback from student so as to work on the strengths and weaknesses continuously.
- Students are encouraged to fill the feedback forms twice a year.

**Eligibility:**

All students who take admission at St Mira's College for Girls are entitled to fill the feedback form.



## Process:

### GENERAL INTERACTION PROCEDURE

- Provide the links of feedback to students which are available on the website.
- Encourage the students to fill the feedback forms by their mentors in the mentoring sessions.
- Inform students that you are available for one on one for any queries regarding feedback.
- Feedback is taken once in a semester.
- A detailed analysis is done and an Action Taken Report is made after getting the feedback.
- The graph is also generated using the data collected.
- The positive feedback is shared in public in meetings.
- The negative feedback is conveyed to respective people and attempts to rectify the weaknesses are made.
- Action taken report is made on the basis of the feedback given by the students.

### **Additional General Guidelines:**

St Mira's adopts a systematic approach to student satisfactory survey. On the designated dates students are facilitated to fill the feedback forms in the computer labs in the college as per their online exam schedule which is part of their internal assessment.

### **Benefits**

- Students' satisfaction survey identifies institutional strengths, areas of high priority and high satisfaction
- Students' satisfaction survey can identify potential issues that the college may be unaware of. The institute can work on the problematic issues before they become full blown problems.
- It will help the institute to focus on the areas where it is lagging and work on the respective fields.
- Students take a note that their analysis about their college is considered to be important and they are an integral part of the institute. This prompts a sense of belonging among the students.
- Assessing students every year or every other year allows to track our progress toward satisfaction goals with systematic, reliable data.

