

## **Action Taken Report on Student Satisfaction Survey for the Academic Year 2020-2021**

### **Objective:**

The student satisfaction survey was conducted across several constituent colleges of Osmania University to evaluate the overall institutional performance. Students were asked to rate various aspects on a scale of 1 to 5, with 1 being "Poor" and 5 being "Excellent." The feedback provided insights into areas such as academic quality, infrastructure, and student support services.

### **Survey Results Summary:**

<b>College</b>	<b>1 (Poor)</b>	<b>2 (Below Avg)</b>	<b>3 (Average)</b>	<b>4 (Good)</b>	<b>5 (Excellent)</b>	<b>Total Responses</b>
University College of Arts & Social Sciences	1	2	0	0	0	3
University College of Commerce & Business Management	1	0	6	0	0	7
University College of Law	4	1	4	19	51	79
University College of Science, OU Campus	2	3	18	46	125	194
University College of Technology	4	1	5	22	93	125
<b>Grand Total</b>	<b>12</b>	<b>7</b>	<b>33</b>	<b>87</b>	<b>269</b>	<b>408</b>

### **Key Findings and Action Taken:**

#### **1. University College of Arts & Social Sciences**

- **Feedback**

**Summary:**

With only 3 responses, the feedback indicated 1 "Poor" and 2 "Below Average" ratings, signaling dissatisfaction among a small group of students.

- **Action Taken:**

- Measures were taken to enhance faculty-student interaction through additional feedback sessions.
- The college curriculum was reviewed to incorporate more engaging and updated content.
- Infrastructure upgrades, particularly in classrooms and study spaces, were prioritized.

#### **2. University College of Commerce & Business Management**

- **Feedback**

**Summary:**

The college received mixed feedback, with 1 "Poor" rating and 6 "Average" ratings.

- **Action Taken:**

- Special attention was given to improving career support services, including better placement and internship opportunities.

- Faculty were encouraged to adopt more interactive teaching methods to enhance student engagement.
- A focus was placed on upgrading digital resources and study materials to meet current industry standards.

### **3. University College of Law**

- **Feedback** **Summary:**  
The college performed well overall, with 51 "Excellent" and 19 "Good" ratings. However, there were 4 "Poor" and 1 "Below Average" ratings.
- **Action Taken:**
  - Moot court and practical training sessions were intensified to offer students better hands-on experience.
  - Efforts were made to improve legal research facilities and access to updated case law resources.
  - Regular student feedback meetings were organized to address specific issues and improve overall satisfaction.

### **4. University College of Science, OU Campus**

- **Feedback** **Summary:**  
The college received mostly positive feedback, with 125 "Excellent" and 46 "Good" ratings. A small number of students rated their experience as "Poor" (2) and "Below Average" (3).
- **Action Taken:**
  - Laboratory facilities were upgraded to provide students with better access to modern equipment.
  - Faculty were trained in the use of innovative teaching tools and techniques to enhance the learning experience.
  - Extra-curricular academic activities, such as workshops and guest lectures, were organized to offer additional learning opportunities.

### **5. University College of Technology**

- **Feedback** **Summary:**  
The college received strong positive feedback, with 93 "Excellent" and 22 "Good" ratings. Minor concerns were indicated by 4 "Poor" and 1 "Below Average" ratings.
- **Action Taken:**
  - Investments were made in upgrading technical equipment and improving practical lab experiences.
  - Industry partnerships were strengthened to offer students better internship and project opportunities.
  - Student clubs and initiatives were encouraged to boost peer learning and collaboration.

## 6. Overall Initiatives Across All Colleges:

- A comprehensive review of feedback mechanisms was conducted to ensure continuous improvement based on student input.
- Enhanced grievance redressal systems were introduced, allowing students to voice concerns more effectively.
- Regular academic audits were implemented to maintain high standards of teaching and learning across all colleges.

These actions are part of Osmania University's commitment to providing a supportive and high-quality educational environment for all students, ensuring that any areas of concern are promptly addressed.



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