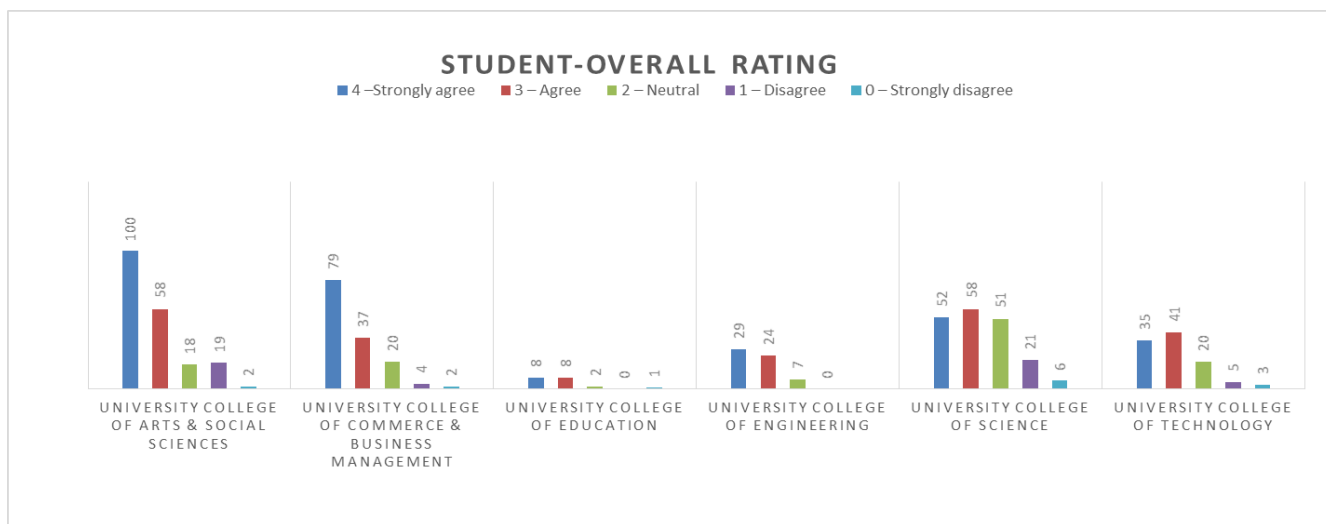# Osmania University
ACCREDITED BY NAAC WITH 'A⁺' GRADE

Student Satisfaction Survey (SSS) on overall institutional performance for the year 2022-2023

Student-Overall Rating						
College Name/ Rating	4 –Strongly agree	3 – Agree	2 – Neutral	1 – Disagree	0 – Strongly disagree	Grand Total
University College of Arts & Social Sciences	100	58	18	19	2	197
University College of Commerce & Business Management	79	37	20	4	2	142
University College of Education	8	8	2	0	1	19
University College of Engineering	29	24	7	0	0	60
University College of Science	52	58	51	21	6	188
University College of Technology	35	41	20	5	3	104
Grand Total	303	226	118	49	14	710

STUDENT-OVERALL RATING
■ 4 –Strongly agree ■ 3 – Agree ■ 2 – Neutral ■ 1 – Disagree ■ 0 – Strongly disagree

Questionnaire link: - https://forms.gle/uh9C9YeDKXZoqzco7

REGISTRAR
Osmania University
Hyderabad-500 007
Telangana State, India.

Action Taken Report on Student Satisfaction Survey (SSS) for the Year 2022-2023

Objective:
The Student Satisfaction Survey (SSS) was conducted across various colleges within the university to evaluate the overall institutional performance. The survey assessed areas such as teaching quality, infrastructure, facilities, and other aspects affecting student experience. The survey used a five-point rating scale: 4 – Strongly Agree, 3 – Agree, 2 – Neutral, 1 – Disagree, and 0 – Strongly Disagree. Based on the feedback from 710 students, this report outlines the analysis and actions taken to address key areas for improvement.

1. University College of Arts & Social Sciences

- **Feedback Summary:**

  The college received 100 responses indicating "Strongly Agree" and 58 responses for "Agree," reflecting overall positive satisfaction. However, there were 18 neutral responses, 19 disagrees, and 2 strong disagrees, highlighting areas requiring attention.

- **Action Taken:**
    - Improvements in classroom infrastructure, including better seating and updated learning resources, were prioritized based on student feedback.
    - Faculty development programs were initiated to enhance teaching methodologies and student engagement strategies.
    - Regular feedback meetings with students were scheduled to ensure continuous monitoring and quick resolution of issues.

2. University College of Commerce & Business Management

- **Feedback   Summary:**
  This college had 79 responses indicating "Strongly Agree" and 37 for "Agree." However, 20 responses were neutral, 4 disagreed, and 2 strongly disagreed, suggesting mixed satisfaction.
- **Action Taken:**
    - The curriculum was reviewed, and additional skill development workshops were introduced to bridge gaps identified by students.
    - Efforts were made to improve support services like placement assistance and career counseling.
    - Regular interaction sessions between faculty and students were held to address specific concerns and improve communication.

3. University College of Education

- **Feedback Summary:**

  With only 19 responses, the college received 8 "Strongly Agree," 8 "Agree," 2 "Neutral," and 1 "Strongly Disagree" responses.

- **Action Taken:**
    - Personalized student support initiatives, such as mentoring and academic guidance, were enhanced to cater to individual needs.

- o Infrastructure improvements were carried out, especially in classrooms and study areas, to create a more conducive learning environment.
- o Efforts were made to encourage faculty-student interaction outside of regular classes, providing additional academic and emotional support.

4. University College of Engineering

- **Feedback Summary:**
- The college received 29 "Strongly Agree" and 24 "Agree" responses, reflecting positive feedback overall. There were 7 neutral responses and no negative ratings.
- **Action Taken:**
  - o Continued focus on upgrading laboratory facilities and enhancing practical learning experiences was maintained.
  - o Student feedback was incorporated into the planning of upcoming workshops and seminars, ensuring alignment with their academic interests.
  - o Career-oriented initiatives, such as industry visits and internships, were strengthened to provide students with better professional exposure.

5. University College of Science

- **Feedback Summary:**
- The college received 52 "Strongly Agree" and 58 "Agree" responses, but there were 51 neutral responses, 21 disagrees, and 6 strongly disagrees. This feedback highlights significant concerns.
- **Action Taken:**
  - o Immediate attention was given to improving laboratory and research facilities, addressing specific issues raised by students.
  - o Faculty were encouraged to adopt more interactive teaching techniques, promoting active student participation in classes.
  - o Additional academic support services were introduced, including tutoring sessions and peer study groups.

6. University College of Technology

- **Feedback Summary:**
- The college received 35 "Strongly Agree" and 41 "Agree" responses, along with 20 neutral, 5 disagrees, and 3 strongly disagrees, indicating a need for improvement in certain areas.
- **Action Taken:**
  - o Infrastructure upgrades were prioritized, focusing on improving technical equipment and study spaces.
  - o Workshops and guest lectures were organized to supplement theoretical knowledge with practical insights.
  - o Feedback channels were enhanced, allowing students to communicate their concerns and suggestions more effectively.

Overall Initiatives Across All Colleges:

- The university implemented a centralized student grievance system to resolve issues more efficiently and maintain transparency.

- Regular academic audits and inspections were carried out to ensure consistent quality in teaching and infrastructure.
- The feedback process was made more inclusive, with detailed surveys being conducted periodically to capture evolving student needs.

This comprehensive approach aims to elevate the overall student experience and ensure that Osmania University continues to provide high-quality education and support to its students. Continuous monitoring and timely interventions will be essential in maintaining and further enhancing institutional performance.

Coordinator, IQAC, OU   **Director, IQAC, OU**

Coordinator
Internal Quality Assurance Cell
Osmania University,
Hyderabad-500 007

DIRECTOR
Internal Quality Assurance Cell (IQAC)
OSMANIA UNIVERSITY
Hyderabad.