Sanatan Dharma College (Lahore)

NAAC Re-accredited Grade 'A' with CGPA 3.51 | College with Potential for Excellence - UGC, New Delhi

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STUDENT SATISFACTION SURVEY FEEDBACK REPORT

Session 2019-20

Student feedback is the most powerful tool of the Higher Education System. Effective feedback can help improve the overall growth of any institution as well as students' confidence and self-awareness. Students, when surveyed correctly, can identify potential issues that institutions may not be aware of. Hence this online feedback Student Satisfaction Survey (SSS) was conducted to assess students' satisfaction on different aspects.

About the Survey

Apart from a questionnaire on teaching-learning and evaluation as recommended in NAAC guidelines, this survey also includes questions related to institutional other aspects like infrastructure, library, administration etc. The survey was conducted during the end of the session through a structured feedback form. A total of 400 students from different streams participated in the survey by filling the feedback form which was allotted to them on their CIMS accounts.

Phases of Student Satisfaction Survey Mechanism

- Designing of an online questionnaire
- Allotment of questionnaire to students on CIMS accounts
- Collection of student feedback
- Interpretation and analysis of results
- Communication of results to the Principal
- Communication of results to person/in-charges/department concern
- Action Plan
- Action Taken Report

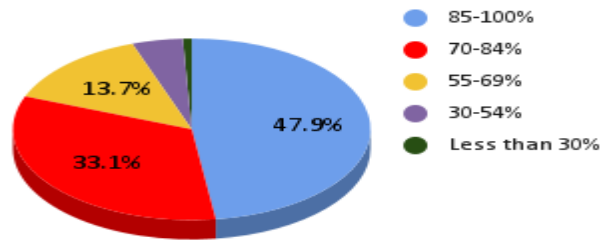# Interpretation and Analysis of SSS 2019-20

Feedback Q1: The Choice of Courses Offered is
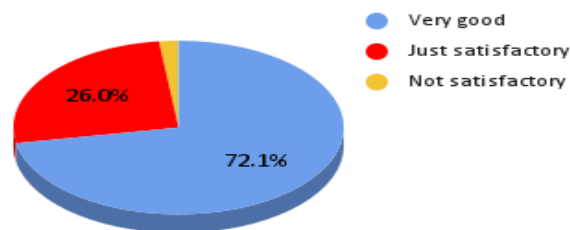
Response: Most of the students are satisfied with the kind of courses offered by the institution. However, still there is a scope for improvement.
Action Plan: Innovative and value-added courses should be introduced.

Feedback Q2: Syllabi was taught in the class

Response: Most of the students are satisfied with the syllabi taught in the class. Some student feel that the syllabi covered is very less.

Action Plan:
- Extra classes
- Availability of course related video lectures and study material
- Introduction to the Learning Management System of the college

**Feedback Q3: The internal assessment system operated is**
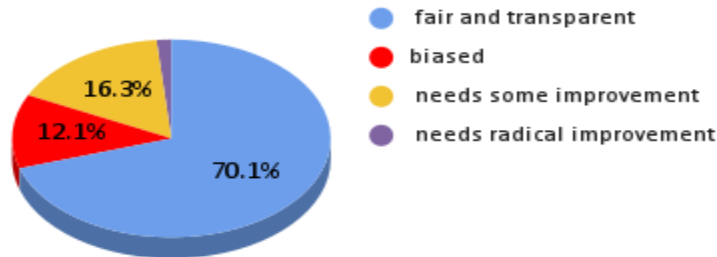
Response: The internal assessment system operated is fair and transparent, but, it needs to be free from bias and should be improved.

Action Plan:
- Timely display of internal assessment
- Timely handling of grievances related to internal assessment
- Teachers to ensure compliance with the internal assessment system.

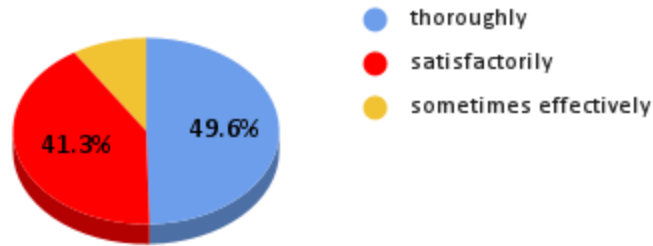**Feedback Q4: Was your performance in assignments discussed with you?**
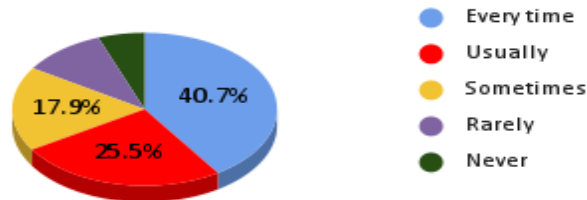
Response: Moderate

Action Plan:
- Teachers to ensure discussion with students related to their performance in assignments so that they can improve upon.

**Feedback Q5: How well teachers prepared & communicated their lectures?**

- thoroughly
- satisfactorily
- sometimes effectively

Response: Majority of the students agreed with the view that the teachers prepared & communicated their lectures very well.

Action Plan:
- More Faculty Development Programs/orientation courses/workshops for the teachers to improve both soft and hard skills.

Feedback Q6: Teachers encourage you to participate in extracurricular activities

- Strongly agree
- Agree
- No idea
- Disagree
- Strongly disagree
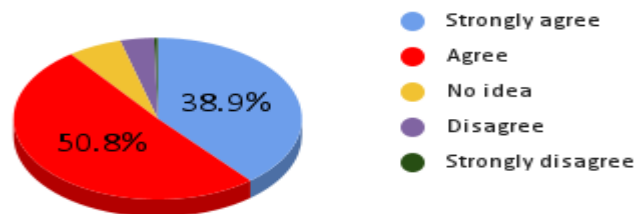
Response: Students agreed to the fact that the teachers encourage them to participate in extracurricular activities. However, some of the students had no idea, and disagreed with this view.

Action Plan:
- Ensuring continuous organization and participation in extra-curricular activities throughout the academic session.
- Role playing activities competitions
- Inviting suggestions from students

**Feedback Q7: The teacher's approach to teaching can best be as described as**

- Excellence
- Very good
- Good
- Fair
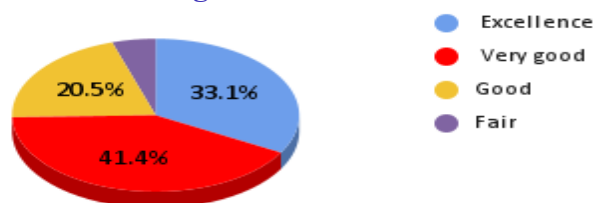
Response: Overall, the students are satisfied with the teacher's approach to teaching.

Action Plan:
- ICT based teaching-learning online/offline workshops/training sessions for teachers.

Feedback Q8: The institution does efforts for engaging students in monitoring, review and continuous quality improvement of the teaching learning process.
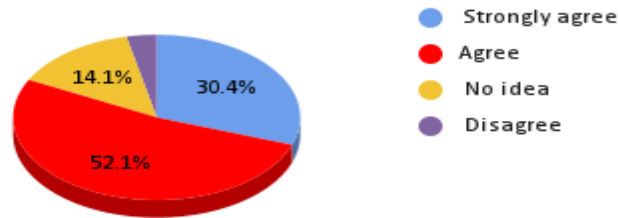
Response: Overall, a good percentage of students are of the view that the institution does efforts for engaging students in monitoring, review and continuous quality improvement of the teaching learning process.

Action Plan:

- Feedback from students should be taken and acted upon to monitor, review and improve the teaching learning process.

Feedback Q9: In the institution, student centric methods like experiential learning, participative learning and problem solving methodologies are used for increasing the learning experiences
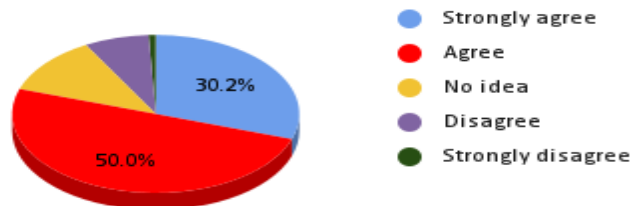

Response: The average satisfaction level of students with respect to student centric learning methods is around 80.2%. It is also seen that the some students are dissatisfied with this view.

Action Plan:

- More student centric techniques of experiential learning, participative learning and problem solving methodologies should be introduced to increase the learning experiences.

Feedback Q10: The institution makes efforts for including soft skills, life skills and employability skills to make you ready for the outside world.
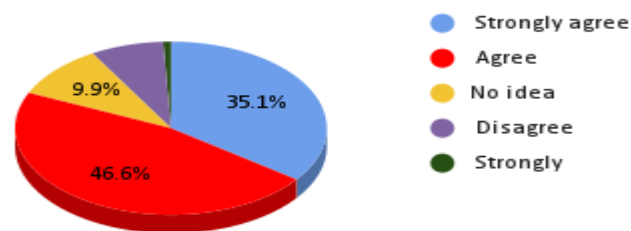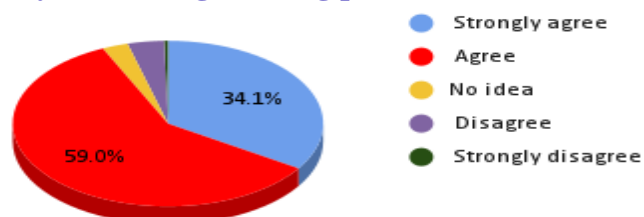

Response: Average

Action Plan:

- More workshops, seminars, guest lectures and competitions for personality enhancement.

Feedback Q11: The overall quality of teaching learning process in the institution is very good.

Response: Majority of the students are happy with the overall quality of teaching learning process in the institution.

Action Plan:
- Involving students in different associations
- Making a personal rapport with students through Social media platform.
- Allocation of mentors

Feedback Q12: To what extent, the mentoring process in your institution is beneficial to you for academic, social and personality growth?
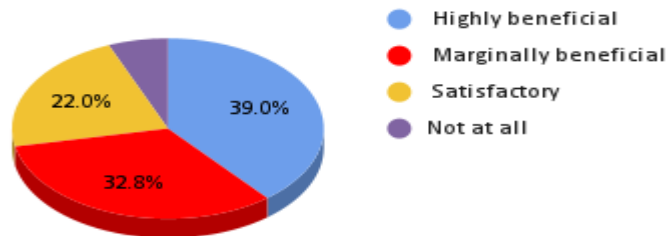

Response: 72.1% of the students agreed with the above statement.

Feedback Q13: The mentor does the required follow-up with an assigned task to you.
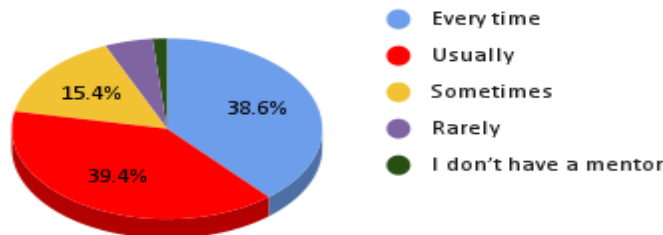
Response: The above table reveals that the mentor does the required follow-up with an assigned task to students.

Feedback Q14: The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
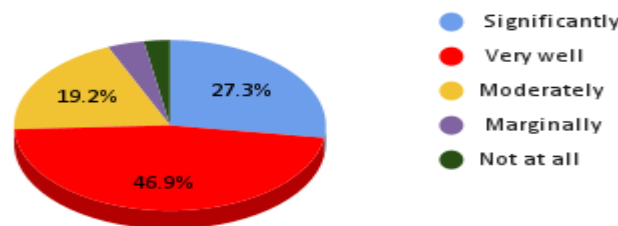

Response: Most of students agreed that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth.

Action Plan (Q12, 13, 14):
- Workshop on mentorship to make mentor more responsible and alert in terms of their responsibility towards the academic, social, cognitive, emotional and personality growth of students.
- SWOT analysis of students should be done to understand their problems and potential.
- Mentors to help students in the assigned work allotted to them.
- Proper follow up of the completion of task should be done.

**Feedback Q15: The teachers in the classroom explain with the help of examples and practical applications**
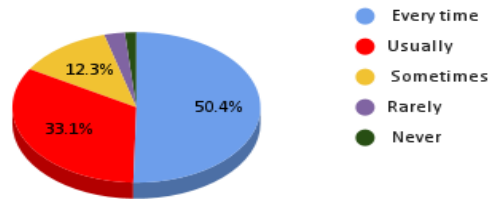
Response: Good

Action Plan:

- Teachers to include practical application of the topic to make students understand in a more easy way.

Feedback Q16: Are the teachers able to identify your strengths, weakness, and opportunities available for you and threats in your career?
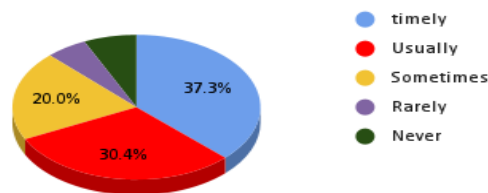

Response: 67.8% of students are satisfied with the teachers' ability to identify their strengths, weakness, and opportunities available for them and the threats in their career.

Action Plan:

- SWOT analysis by Mentors
- Accordingly, they should be provided employment and growth opportunities.

Feedback Q17: The institution takes active interest in promoting internship, student exchange, field visit opportunities for students
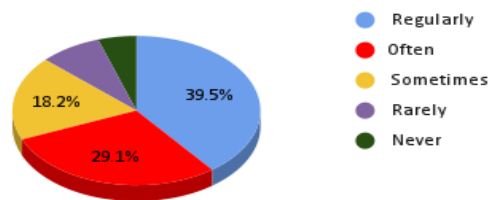
**Response:** Moderate. There is a lot of scope for improvement.

Action Plan:

- Industrial visits/training/internship of students should be done on regular basis.
- Concerned departments to take active interest in the training and development of students.

Feedback Q18: What is the level of opportunities provided by the institution to develop employability and entrepreneurship skills to prepare you for your career?
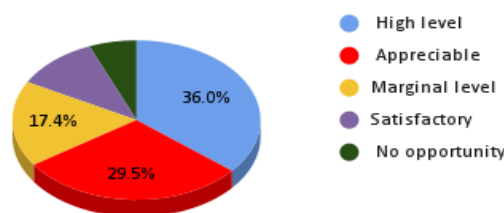
Response: Only 65.6% of the students are happy with the level of opportunities provided by the institution to develop employability and entrepreneurship skills to prepare them for their career.

Action Plan:
- Workshops/guest lectures/training programs/seminars etc. to be organized on regular time intervals to develop employability and entrepreneurship skills to prepare them for their career.

Feedback Q19: What is the level of Value Added Courses/Training/Add-on Courses given by institution in the area of professional ethics & value, community services, preventive health care and rural care?
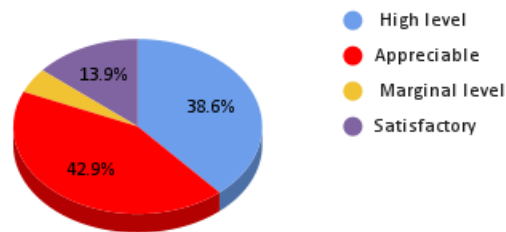

Response: Most of the students found the level high and appreciable.

Action Plan:
- Ensure timely availability and up gradation of health care facilities.
- YRC/Gender Sensitization cell/Women cell/NSS to revive or introduce Value Added Courses/Training/Add-on Courses to develop professional ethics & value in students.

Feedback Q20: Teachers inform you about your expected competencies, course outcomes and programme outcomes.
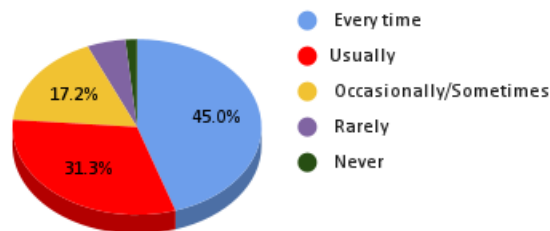
Response: Good

Action Plan:
- Teachers to inform students about the expected competencies, course outcomes and programme outcomes through orientation programmes and by sharing the scheme of syllabi and outcome of the course.

Feedback Q21: What percentage of teachers use ICT tools such as LCD projectors, Multimedia, etc. while teaching?
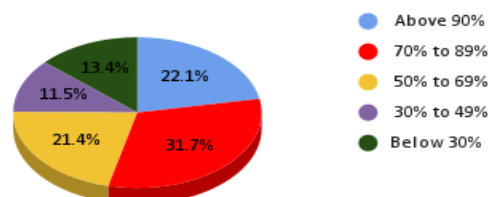
Response: Overall, a good percentage of teachers use ICT tools such as LCD projectors, Multimedia, etc. while teaching.

Action Plan:

- Training to teachers for using ICT tools such as LCD projectors, Multimedia, etc.

Feedback Q22: What is your opinion about the availability of Text/Reference Books of your subject?

Response: Excellent
Action Plan:

- Acknowledging the titles of books from teachers.
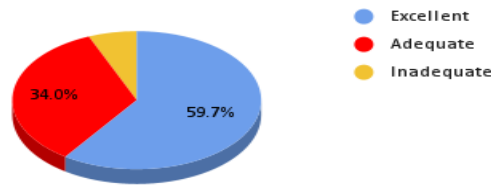- Keep the process continue

Feedback Q23: What is your experience regarding issue/ Return Procedure of Books?
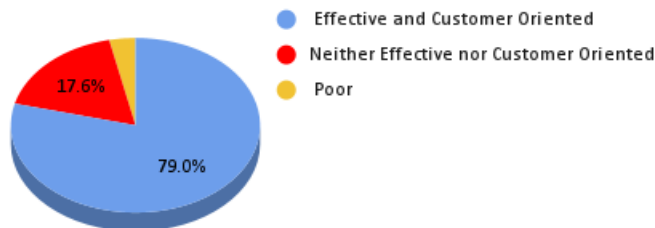
Response: Experience of students regarding issue/Return Procedure of Books is found to be effective. However, some are not satisfied with their experience.
Action Plan:

- Review of Library Management system

Feedback Q24: Are you satisfied with Kiosk System of Library?
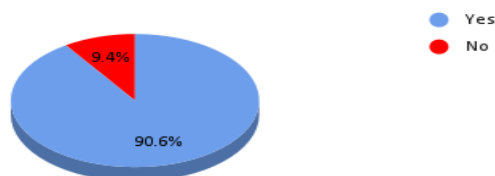
Response: Very Good
Action Plan:

- Students to be informed and trained about the use of kiosk System of Library.

Feedback Q25: Is there a proper arrangement of Noiseless Atmosphere, Lights, Fans and enough Ventilation?

Response: Very Good
Action Plan:

- Keep the process continue

Feedback Q26: What is your opinion regarding provision of books by the college under book bank facility?

Response: A fair percentage of students are satisfied.

Action Plan:

- Library to ensure enough availability of books under book bank facility for needy and intelligent students.

Feedback Q27: The behaviour of Library Staff is

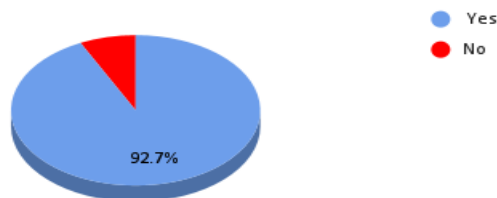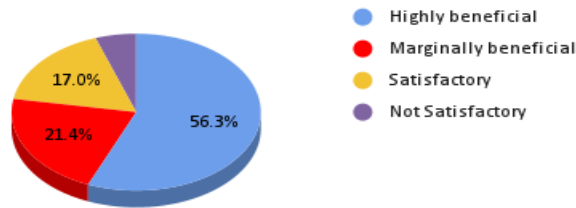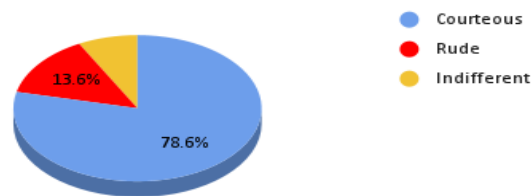**Response:** Most of the students are happy with the behaviour of library staff. However, some felt that the library staff is rude and indifferent.

Action Plan:

- Orientation programs for the library staff on interpersonal relationship, public dealing etc.

Feedback Q28: How much Personality Development (PD) program helps in improving your personality?
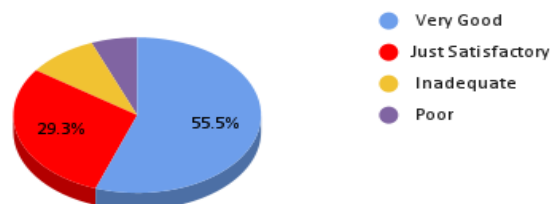
Response: 85% of the students felt that the Personality Development (PD) program has helped them in improving their personality.

Action Plan:

- It should be made a part of the curriculum and the career guidance cell can play an important role.
- More workshops, seminars, guest lectures and competitions for personality enhancement

Feedback Q29: Is Career Guidance Cell helpful in guiding your career?
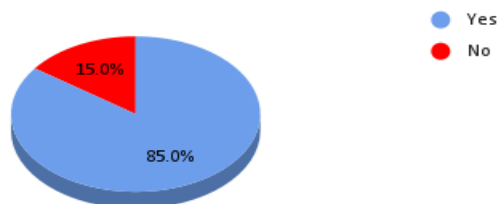
Response: Majority of the students agreed to the above statement.

Action Plan:

- Career Guidance Cell to ensure more activities/events to help students guide their career.

Feedback Q30: NSS/YRC activities helped you in improving your personality and guiding your career.
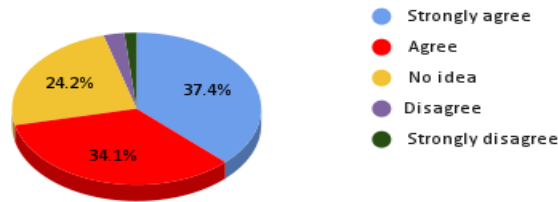
Response: Most of students agreed.

Action Plan:

- Active presence of volunteers in social activities imparting knowledge about social and moral issues can be sought.

Feedback Q31: In the institution, did you get proper motivation/stimulation to participate in the sports activities?
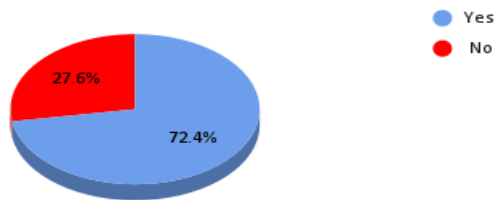
Response: Good.

Feedback Q32: The institution is providing you the required facilities for sports and related activities.
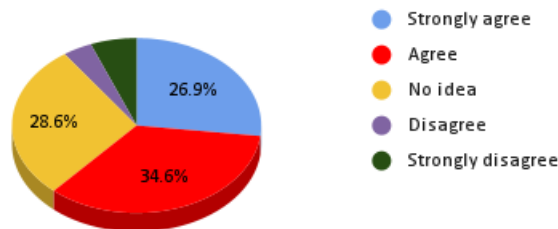
Response: Good.

Action Plan (Q 31, 32):

- Orientation programme to motivate students to participate in the sports activities.
- Sports department of the college to provide adequate sports facilities and to organize related activities time to time.

Feedback Q33: The institution is providing you appropriating opportunities to participate in the NCC, NSS and cultural activities.
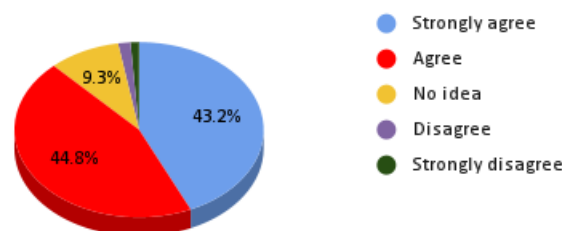
Response: Very Good.

Action Plan:

- Keep the process continue

Feedback Q34: The institution organized subject related workshops, seminars and field study and motivate you to attend the same.
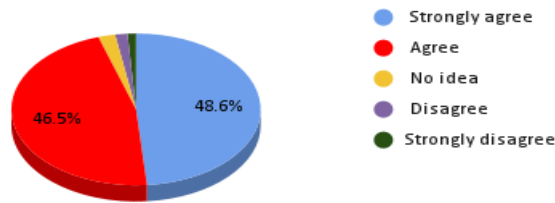
Response: Excellent
Action Plan:

- Keep the process continue

Feedback Q35: What is your experience about institutions administration?
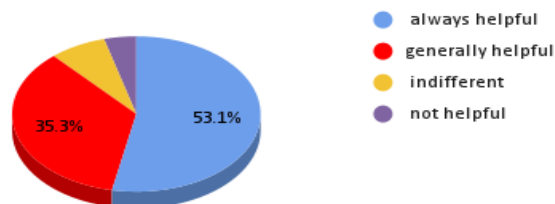
Response: Majority of students are satisfied with the administrative services. Still there is scope of improvement.
Action Plan:

- Administrative and other support services staff be counselled for further strengthening the quality delivery of services.
- Orientation Programs for administrative staff

Feedback Q36: Is the college messaging facility effective and informative?
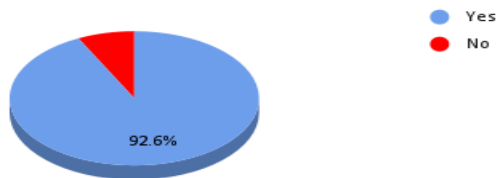
Response: Excellent
Action Plan: Keep the process continue

Feedback Q37: Did you get required information on the Notice board regarding fee submission, roll no in time?
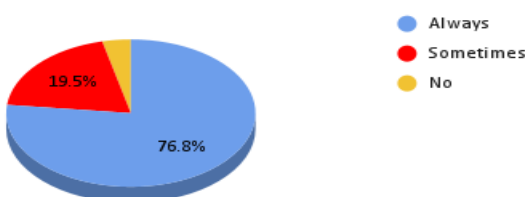
Response: Good.
Action Plan: College Messaging facility can do this work more efficiently

Feedback Q38: When you meet students who have taken a similar programme at other institutions, how do you feel?

- Superior
- Equal
- Inferior

41.4%
50.7%
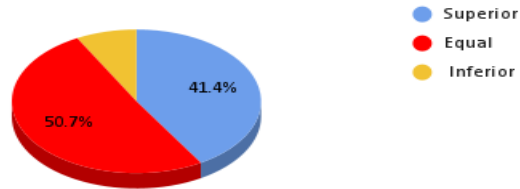
Response: Majority of students feel superior and equal.
Action Plan:
- More programs to provide students exposure regarding course curriculum/higher education options/Job Options/Entrepreneurship.
- Innovative ventures should be initiated by teachers to make students feel different in terms of personality and placements.

Feedback Q39: Are you satisfied with the College Information Management System (CIMS) about attendance, results, internal assessment, notes etc.?

- Yes
- No

11.5%
88.5%
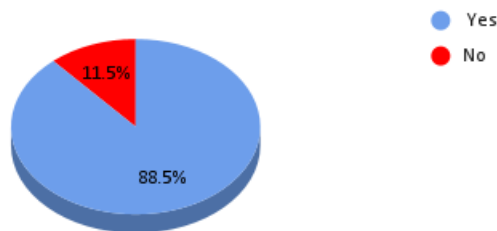
Response: Very Good.
Action Plan: Teachers should be motivated to update information timely on CIMS

Feedback Q40: Are you aware about the Scholarship and Earn while you learn scheme?

- Yes
- No

18.3%
81.7%
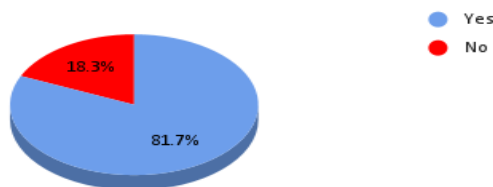
Response: A good percentage of students are aware about the scheme.

Feedback Q41: Are you aware about various types of scholarships available in the college?

- Yes
- No

23.6%
76.4%
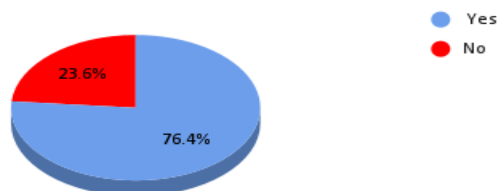
Response: Good.

Action Plan (Q 40, 41):

- Teachers should take initiative to make students aware about scholarship and Earn while you learn scheme
- Information on Notice Board

Feedback Q42: What is your view about the cleanliness and hygiene condition in college canteen?
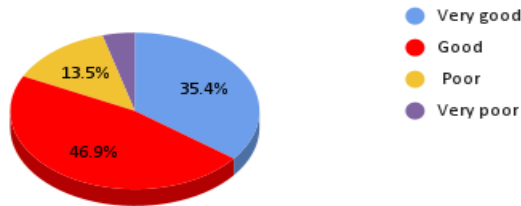
Response: Good.

Feedback Q43: What is your opinion about the quality and variety of eatables offered by college canteen?
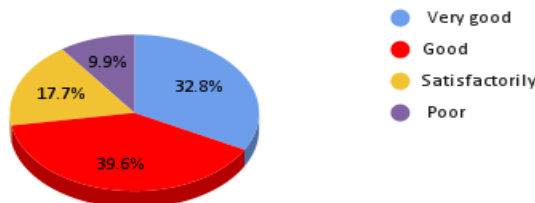
Response: Majority of the students are satisfied.

Action Plan (Q 42, 43):

- Canteen committee should counsel Canteen Contractor to further improve the hygiene, cleanliness & quality of eatables of the canteen premises.

Feedback Q44: How is the arrangement of drinking water in the campus?
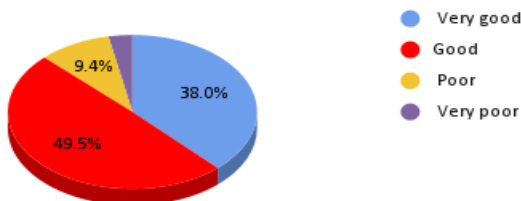
Response: Very Good. Majority of Students are satisfied.
Action Plan:

- Facilities can be further strengthened.

Feedback Q45: How do you rate the health-care facilities provided by the institution?
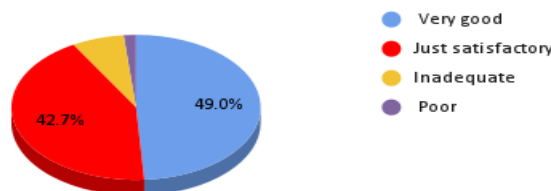
Response: Majority of students are satisfied by the health-care facilities.

Action Plan:

- Can be strengthened further.
- YRC can take the lead in this direction. First-Aid kits should be made available.

Feedback Q46: Are the urinals and toilets Ventilated and Clean?
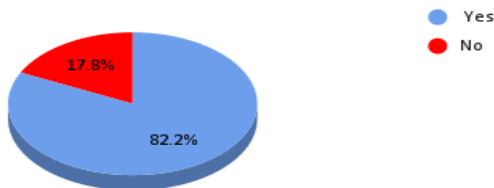
Response: 17.8% of the students want improvement.

Action Plan:

- Facilities can be further strengthened.
- Display of washroom cleaning checklist.

Feedback Q47: Is there a parking facility in college?
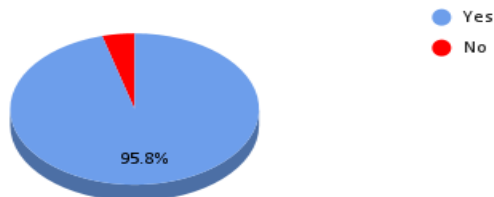
Response: Excellent

Action Plan: Keep the process continue

Feedback Q48: Is there adequate space available to sit in the college campus during free hours?
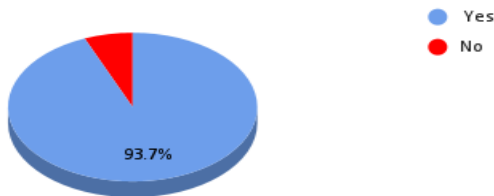
Response: Excellent

Action Plan: Keep the process continue

Feedback Q49: What are your observations regarding grievances handling procedure?
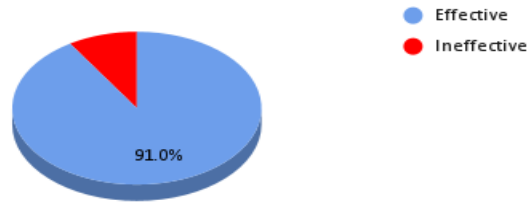
Response: Majority of students consider grievance handling procedure to be good.

Action Plan:

- Awareness regarding Grievance handling cell should be shared among students.

Feedback Q50: What is the availability and condition of Materials/Equipment/Machines in labs?
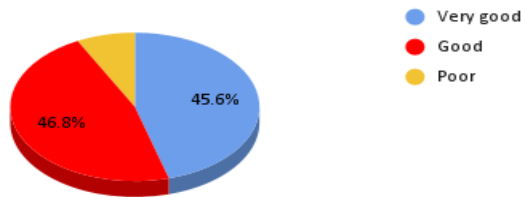
Response: Majority of the Students are satisfied with the available lab equipment and materials.

Action Plan:

- More grants may be applied from external agencies to further strengthen the lab infrastructure and equipment
- Repair and Maintenance of equipment and furniture in labs

Feedback Q51: The behaviour of Lab Staff is
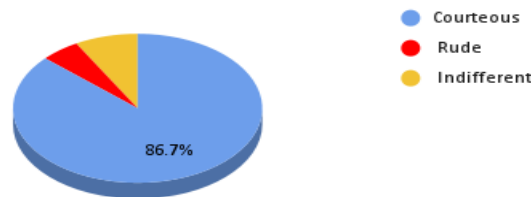
Response: Very Good. But can be improved to reach excellence.

Action Plan:

- Training Sessions for Lab Staff on Interpersonal Skill, Pleasing Behaviour and public dealings.

ACTION TAKEN REPORT

Parameter: Choice of courses offered by the institution

24 new courses have been introduced.

Sr. No.	Course Name	Start Date	End Date	No. of participants
1	Aspects of Insurance	05-07-2020	15-07-2020	63
2	Aspects of Business Management	27-07-2020	10-08-2020	87
3	Aspects of Financial Management	31-7-2020	21-08-2020	24
4	Android App Development for Beginners-1	06-08-2020	20-08-2020	212
5	Core PHP	06-08-2020	20-08-2020	37
6	Python for Beginners	12-08-2020	26-08-2020	85
7	Electronic Waste Management	20-08-2020	29-08-2020	47
8	Android App Development for Beginners-2	21-08-2020	04-09-2020	136
9	Learner Centric Content Design Tools	26-08-2020	09-09-2020	124
10	Python for Beginners	31-08-2020	14-09-2020	15
11	Android App Development for Beginners-3	01-09-2020	15-09-2020	61
12	Core Java	01-09-2020	15-09-2020	16
13	Mastering Excel from Basics to Advance	06-09-2020	20-09-2020	145
14	Web Designing	11-09-2020	25-09-2020	61
15	Mastering Excel from Basics to Advance-2	23-09-2020	07-10-2020	80
16	Intellectual Property Rights	25-09-2020	09-10-2020	47
17	Moodle LMS-1	04-10-2020	13-10-2020	101
18	**Professional Documents with Microsoft Word**	14-10-2020	28-10-2020	118
19	Moodle LMS-2	01-11-2020	10-11-2020	69
20	Android App Development for Beginners-4	21-12-2020	31-12-2020	96
21	Designing Captivating Presentations with PowerPoint	01-01-2021	10-01-2021	110
22	Mastering Front End Web Development	21-01-2021	31-01-2021	57

23	Mastering Excel from Basics to Advance-3	01-02-2021	10-02-2021	103
24	Learner Centric Content Design Tools-2	11-02-2021	20-02-2021	151

Parameter: Syllabi taught in the class

1. **Moodle LMS** established at institute level in **March 2020**.
2. **YouTube channel** was created in May 2020, which has **2800+ subscribers** and **130000+ views** currently and video lectures were uploaded on different topics
3. Online Extra classes were taken to cover up the syllabus.

Parameter: Internal assessment system

- Internal assessment is displayed on the college ERP and grievance if any are solved promptly.

Parameter: Discussion about their performance in assignments

- Remarks regarding assignments were given by teachers on the Moodle learning management system while assessing students' performance

Parameter: Preparation & communication of lectures by teachers

- Faculty Development Program on E Content Development was conducted

Parameter: Level of opportunities to develop employability and entrepreneurship skills to prepare them for their career.

- During the academic year a total of eight activities/workshops/seminars aiming to foster entrepreneurship among the students of the college for generation of employment opportunities and creation of wealth were organized by the Entrepreneurship Development Cell of the college.

Parameter: Level of Value Added Courses/Training/Add-on Courses given by institution in the area of professional ethics & value, community services, preventive health care and rural care

- College offers a total of 24 certificate/diploma/advanced diploma add-on courses in the area of Cosmetology, marketing, international trade management and office management, Web Designing etc. which help students in learning professional ethics & value.
- Seminars/webinars/guest lectures and training sessions were organized by YRC and gender sensitization cell of the college to serve community and to provide preventive health care and rural care to people.

Parameter: Information about expected competencies, course outcomes and programme outcomes

- The expected outcome of available courses has been well defined on the Moodle learning management system of the college.
- The college prospectus also throws light on the same.
- Expected competencies, course outcomes and programme outcomes are also well explained by the teachers through classes and orientation program.

Parameter: Teachers' use of ICT tools such as LCD projectors, Multimedia, etc. while teaching

- Various FDP's and workshops were organized and attended by the college teachers to learn the use of ICT tools in their regular teaching.
- E-Resource Development Cell of the college organized different workshops cum FDP's on ICT based learning and teaching.

Parameter: Availability of Text/Reference Books of your subject

- College library has enriched its e-resources by subscribing Sage Publication e-textbooks and e-journals. The institutional membership of reputed library network DELNET has also been subscribed by the college to access various databases and Inter Library Loan facility.

Parameter: Issue/ Return Procedure of Books

- The library follows the application of reputed Open Source Library Management Software, Koha to ensure smooth functioning of the issue/ Return Procedure of Books.

Parameter: Kiosk System of Library

- Students were informed and trained about the working and benefits of E-Kiosk OPAC (Online Public Access Catalogue)

Parameter: Noiseless Atmosphere, Lights, Fans and enough Ventilation?

- Internal audits have been conducted by internal quality assurance cell of the college to ensure Noiseless Atmosphere and proper working of Lights, Fans and enough Ventilation

Parameter: Books under book bank facility

- Book Bank facility extended to 992 students.
- A total of 10376 books are available under Book Bank facility and additional 1339 new books have been added in the book bank facility for poor and needy students.

Parameter: NSS/YRC activities in improving personality and guiding the career

- NSS came up with a lot of activities to help students in improving their personality and guided their career. (Kindly refer to the annual report of the college pp. 30-34).

- The College has an active Youth Red Cross Unit which promotes voluntary Blood Donation, provides First Aid Training Courses and Home Nursing Training Courses for staff and students of the college.
- YRC has developed its own Youth Red Cross Mobile Application available on Google Play Store since 2015. Through this app students can know the list of upcoming events and can take part.
- During the academic session 2020-2021 YRC organised a plenty of activities both for developing the personality of students and social welfare at large. (Kindly refer to the annual report of the college pp. 41-43.

Parameter: Motivation and facilities for sports and related activities

- Department of Physical Education is providing all the facilities to its sports persons and financial incentives to outstanding sports persons of the college at Inter College/North Zone/All India Inter University/State/ National and International levels.
- Cricket Academy (Men and Women) and Boxing Academy (Men and Women)
- Hand Ball Coaching Centre (Men and Women) and Taekwondo Coaching Centre (Men and Women).
- Certificate Course in Handball was started from 01.01.2021 to 31.01.2021
- Certificate Course in Cricket was started from 01.01.2021 to 31.01.2021.
- A lot of sports activities/events were organised and a large number of students participated in it. (Kindly refer to the annual report of the college pp.26-28).

Parameter: Personality Development (PD) program in improving personality and Career Guidance Cell in guiding the career

- The aim is to assist students to develop employability and entrepreneurial skills so that they make informed choices at one of the most crucial stages of their life.
- Regular Classes of Personality Development Course were operational in college from July, 2019.
- Several competitions, workshops and guest lectures were organised by the Career Guidance Cell. (Kindly refer to the annual report of the college pp. 52-53).

Parameter: Appropriate opportunities to participate in the NCC, NSS and cultural activities

- Talent Finding Contest was organised on January 13-14, 2021 which offered ample of opportunities to students to take part in cultural activities in the college.
- Zonal and inter-zonal youth festival also provided various opportunities to take part in the cultural activities at both levels.

- Various training camps and competitions were organised by NCC girls' wing to provide for the self-grooming of students and for the cause of social welfare.
- NSS wing organized many activities both for the students and society. (Reference can be taken from the college Annual report 2020-2021, pp.)

Parameter: Subject related workshops, seminars and field study

- Constitution Day of India was celebrated on 26/11/2020 by organizing webinar and taking pledge. 42 volunteers participated in the celebration.
- A National Webinar on "Solid Waste Management in Rural Areas" was organized on 04/12/2020 in collaboration with MGNCRE, MHRD, Govt of India. Prof. W.G Prasanna Kumar, Chairman, MGNCRE was the Chief Guest. Prof. V.K Garg , Central University Bathinda and Prof. Shatrughan, Senior Faculty, MGNCRE were the resource persons. Total 152 participants all over the nation participated in this webinar.
- National Webinar on **"Energy Conservation Practices"** was organized in collaboration with **HAREDA** on occasion of Energy Conservation Day on 14/12/2020. Dr. Hanif Qureshi IPS, Director General , HAREDA was the Chief Guest. Mr. P.P.Mittal, A-Z EnergyEngineers Pvt Ltd was the resource person. 100 participants attended the webinar.
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- **Earth Day** was celebrated on 22/04/2021 in collaboration with **Eco Roots Foundation, New Delhi.** Workshop on Nest Creation and Microgreens was organized. Mr. Rakesh Khatri, Nestman of India was the resource person. 85 students participated in this workshop.
- An online 15 Days Certificate Course on **"Solid and Hazardous Waste Management"** was carried out in collaboration with MGNCRE, MHRD, Govt of India from 11May-25 May 2021 in which 110 students from various streams got registered.

- Webinar on "Composting and Vermicomposting" in collaboration with MGNCRE, MHRD, Govt. of India organized on 17.5.202. 246 students participated in the workshop.
- Students of add-on courses and b.com-vocational undergo training of 3-4 weeks to have experiential learning.

Parameter: Institution Administration

- Administrative training programs were conducted on Document Management and ICT Skills by E-Resource Development Cell.

Parameter: Information to students

- Information to students regarding fee submission, roll nos has been sent through college messaging facility.

Parameter: Comparison to students of other institution

- Certificate courses on Hard/Soft/Life skills have been offered to students to enrich the curriculum with latest demands of the market and yet producing skilled manpower for the industry.

- E-Resource development cell has executed **11** skill oriented certificate courses on nominal charges for the outside students, kids, professionals and house wives and generated handsome fund for the institution.

- From August 2020, 24 certificate courses as MOOC courses on various topics like **Android Programming, MS-Word, MS-Excel, Creating Effective PPT, Python, Web-Development** etc. are organized by the E-Resource development cell.

Parameter: College Information Management System

- Intensity to access information through CIMS has been encouraged through providing Free Wi-Fi Campus, Online Attendance, Online Internal Assessment, Results, Online Lecture Plans and Notes and by giving the facility of an online form for Grievances on ERP.

- Teachers are directed to upload attendance & notes on regular basis and deadlines were given to upload internal assessment timely.

Parameter: Scholarship and Earn while you Learn Scheme.

- Video Lectures were prepared and links sent to students through whatsapp groups, text messages and LMS to make them aware about the schemes

- Awareness about the facility of online form for both the schemes available on ERP has been spread by teachers during online classes.

Parameter: Canteen cleanliness, hygiene, quality &variety of eatables.

- Canteen contractor has been counseled by the committee and plan would be implemented once canteen comes to its routine after corona pandemic.

Parameter: Drinking Water

- Availability of pure drinking water at all times has been ensured by changing the candles of Purifiers every six months (semester-wise).

Parameter: Health care facility

- First-Aid kits at different places- YRC office, NSS office, college gate, Physical education department & girls' common room are maintained with all basic medicines.

- YRC appointed a teacher along with five volunteers to maintain the First-Aid kits and posters are displayed at various places in the college to inform about the availability of Kits.

- One Day Camp with the theme "Health, Hygiene & Sanitation" was organized by NSS on 24/01/2021 with participation of 105 volunteers

- Working of Blood Pressure machine, stethoscope, weighing machine (available in YRC office) is ensured.

Parameter: Cleanliness & ventilation of Urinals & Toilets

- Check lists have been prepared and displayed to ensure the work in time and accountability of peons has been fixed.

Parameter: Behaviour of lab staff

- Action Plan would be implemented once college comes to its routine gathering after corona ends.

 Parameter: Grievance Handling procedure

- Awareness about cell and availability of its online form on ERP spread through teachers during online classes.

Conclusion: Since corona pandemic touched the every area of our life from the starting of this session though institute tried its best to implement the action plans based on the online feedback Students' Satisfaction Survey (SSS) and pending ones would be implemented once institute returns to its routine work and gathering.