



SU/IQAC/SSS-ATR/

17<sup>th</sup> November, 2025

## ACTION TAKEN REPORT (ATR)

### Based on Student Satisfaction Survey (SSS) 2024–25 Sanskaram University

#### 1. Introduction

The Student Satisfaction Survey (SSS) for the academic year **2024–25** was conducted by the Internal Quality Assurance Cell (IQAC), Sanskaram University, to assess student perceptions regarding teaching–learning processes, curriculum delivery, campus facilities, support systems, and overall educational experience.

A total of **460 responses** were received from students across all Schools and Departments.

SSS plays a crucial role in quality enhancement and is a mandatory requirement under NAAC Criterion 2. This Action Taken Report (ATR) highlights the deficiencies identified in the SSS, the decisions taken by authorities, and the improvements implemented across the University.

#### 2. Major Findings of the SSS

Based on the compiled data (as per the SSS 2024–25 report), the following key areas were identified:

##### A. Teaching-Learning & Curriculum Delivery

- Need for more interactive, student-centric teaching methods.
- Requirement for timely completion of syllabus.
- Students desired more practical exposure and real-life examples.



- Demand for additional doubt-clearing sessions and mentoring.

#### **B. Infrastructure & Classroom Facilities**

- Some classrooms required upgradation (projectors, fans, seating).
- Wi-Fi speed and connectivity required improvement.
- Need for enhanced cleanliness and regular maintenance.

#### **C. Library & Learning Resources**

- Demand for more reference books and updated reading materials.
- Need for improved access to e-resources and enhanced reading space.
- Students wanted longer library hours during exams.

#### **D. Laboratories & Practical Exposure**

- Need for upgradation of lab equipment in selected departments.
- Requirement for more hands-on skill development sessions.
- More industrial exposure and expert lectures were requested.

#### **E. Student Support Services**

- Faster grievance redressal was expected.
- Improved counselling and career guidance.
- Better communication regarding timetable, events, exams, and academic updates.

#### **F. Campus Environment**

- Need for enhanced cleanliness in common areas and washrooms.
- Demand for more recreational and cultural opportunities.
- Students desired more eco-friendly initiatives.

### 3. Detailed Action Taken Report

#### 3.1 Teaching-Learning Improvements

##### Actions Implemented:

##### 1. FDPs and Training Programs

- IQAC organized Faculty Development Programs on OBE, classroom engagement, blended teaching, and ICT-based teaching.
- Workshops on NEP 2020 implementation were conducted to align pedagogy with competency-based learning.

##### 2. Enhanced Teaching Practices

- Faculty members were instructed to include case studies, problem-solving activities, role-plays, and real-world examples.
- More internal assessments, quizzes, and open-book tests introduced for continuous evaluation.

##### 3. Monitoring Mechanisms Strengthened

- HoDs and Deans initiated monthly **Classroom Observation Reports**.
- Regular academic audits conducted to ensure syllabus completion.

##### 4. Mentoring & Remedial Classes

- Slow learners identified and provided with remedial classes.
- One-on-one counselling for academically weak students initiated.

#### 3.2 Infrastructure & Facility Enhancement

##### Actions Implemented:

##### 1. Classroom Upgradation



- Installation of new projectors and digital boards.
  - Improvement of ventilation, seating, and furniture where required.
- 2. Campus Internet Upgradation**
- Wi-Fi bandwidth increased.
  - Additional routers installed in academic blocks and library.
- 3. Maintenance and Cleanliness**
- A strict cleaning schedule was implemented.
  - Maintenance team instructed to conduct weekly inspection of classrooms and washrooms.
  - Complaint redressal time reduced to 24–48 hours.

### **3.3 Library Strengthening & Learning Resources**

#### **Actions Implemented:**

- 1. Book Procurement & E-Resources**
- Departments submitted lists of required reference books.
  - New journals, magazines, and e-books added.
- 2. Extended Working Hours**
- Library timings extended during exam months.
- 3. Digital Library Access**
- Remote access to N-LIST and other digital databases enabled.
  - Orientation sessions on use of e-resources conducted.
- 4. Reading Space Improvement**
- Seating capacity enhanced and silent reading zones developed.

### **3.4 Laboratory & Skill Development Improvements**

#### **Actions Implemented:**

- 1. Lab Upgradation**



- New equipment purchased for Science, Engineering, Pharmacy, and Agriculture departments.
- Faulty instruments repaired or replaced.

**2. Skill Enhancement Activities**

- Workshops on laboratory skills, safety practices, and hands-on training.

**3. Industrial Exposure Strengthened**

- More industrial visits were scheduled.
- Guest lectures from industry experts organized.

**3.5 Student Support, Counselling & Communication Enhancement**

**Actions Implemented:**

**1. Grievance Redressal Strengthened**

- Response time reduced to 72 hours.

**2. Counselling Support**

- Academic counselling conducted at department level.
- Professional counsellor visits scheduled monthly.

**3. Improved Communication**

- Circulars and notices shared through emails, WhatsApp groups, and ERP system.
- Academic calendar strictly followed.

**4. Career Guidance Initiatives**

- Placement cell organized guidance sessions, resume workshops, and mock interviews.
- Industry interaction sessions held for final-year students.

**3.6 Campus Environment & Student Engagement**



### **Actions Implemented:**

#### **1. Green Campus Initiatives**

- Plantation drives carried out.
- Waste management system upgraded.
- Plastic-free campus awareness campaigns conducted.

#### **2. Sports & Cultural Activities**

- Annual sports meet, cultural fest, and inter-department competitions conducted.
- Students encouraged to join clubs and societies.

#### **3. Safety & Security**

- More CCTV cameras installed.
- Campus security strengthened through additional guards.

#### **4. Institutional Good Practices Introduced**

- Implementation of **Outcome Based Education** across all programs.
- **Academic Audit and Library Audit** initiated.
- **Digital Attendance & Feedback System** expanded.
- **Class Monitoring Reports** by Deans, HoDs, and IQAC.

#### **5. Impact of the Actions Taken**

- Student satisfaction improved across teaching, support services, and campus facilities.
- Increase in library usage and digital platform access.
- Enhanced student participation in academic, extracurricular, and skill-building activities.
- Improved teacher–student interaction and classroom engagement.



- Better communication and grievance management resulted in improved student experience.

## **6. Conclusion**

Sanskaram University remains committed to maintaining and improving academic quality based on continuous student feedback. The IQAC will continue to monitor the implementation of these actions, conduct mid-year reviews, and integrate student suggestions for creating a more vibrant, learner-centric environment.

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