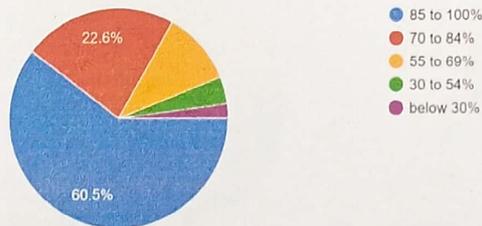## Student Satisfaction Survey (2022-23)

An online Student Satisfaction Survey Form (SSS) was administered to measure students' satisfaction about various aspects of teaching learning process, facilities, support services, examination pattern and other services in the college. This form was based on guidelines given by NAAC. The googleform was made available in both Hindi and English language. The survey was conducted at the end of the session through an online SSS form. The form was made available to students on website and whatsapp groups of classes. A total of 870 students from whole college (BA, B.Sc.(H.Sc.), B.Com, BCA, B.Ed., MA, M.Com, M.Sc.(H.Sc.), M.Ed. participated in the survey by filling the SSS form. In these 870 students, 33.4% students were from BA and 27.4% students were from B.Com.Total 41.7% students were from first year and 39.3% from second year and 19% were from third year.

## ANALYSIS AND INTERPRETATION OF THE RESPONSE OF STUDENTS

Q.1 How much of the syllabus was covered in the class? (कक्षा में कितना पाठ्यक्रम पूर्ण किया गया है?)
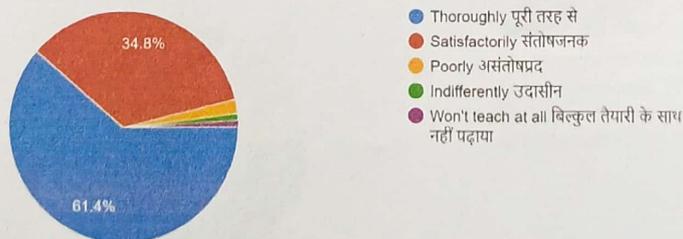
870 responses



- 85 to 100%
- 70 to 84%
- 55 to 69%
- 30 to 54%
- below 30%

Interpretation: Most of the students (around 83%) are satisfied with the syllabi covered in the class. Some students feel that the syllabi covered are very less.

Q.2 How well did the teachers prepare for the classes? (शिक्षिकाओं ने कक्षाओं के लिए कितनी अच्छी तैयारी की है?)

870 responses



- Thoroughly पूरी तरह से
- Satisfactorily संतोषजनक
- Poorly असंतोषप्रद
- Indifferently उदासीन
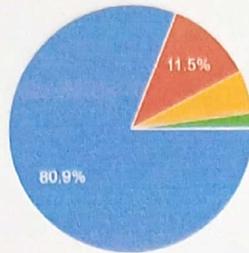- Won't teach at all बिल्कुल तैयारी के साथ नहीं पढ़ाया

Interpretation: Most of the students (around 83%) are satisfied with the preparation of teachers for the classes.

(1)

Q.3 How well were the teachers able to communicate?(शिक्षिकाएं कितनी अच्छी तरह से संवाद/संप्रेषण करने में सक्षम है ?)
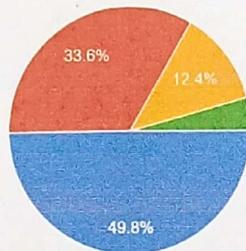
870 responses



- Always effective हमेशा प्रभावी
- Sometimes effective कभी-कभी प्रभावी
- Just satisfactorily बस संतोषजनक
- Generally ineffective आम तौर पर अप्रभावी
- Very poor communication बहुत खराब संवाद

Interpretation: Most of the students (around 90%) are satisfied with the communication of teachers. No student said that teachers have very poor communication.

Q.4 The teacher's approach to teaching can best be described as: (अध्यापन के लिए शिक्षिकाओं के दृष्टिकोण को सर्वोत्तम रूप में वर्णित किया जा सकता है:)
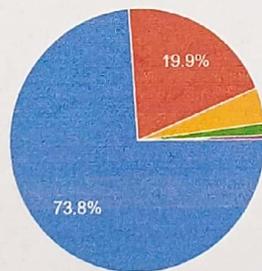
870 responses



- Excellent बहुत बढ़िया/ उत्कृष्ट/ अति उत्तम
- Very good बहुत अच्छा
- Good अच्छा
- Fair ठीक/ औसत
- Poor बहुत खराब

Interpretation: All College students are much satisfied with the teachers' approach to teaching.

Q.5 Fairness of the internal evaluation process by the teachers. (शिक्षिकाओं द्वारा आंतरिक मूल्यांकन प्रक्रिया की निष्पक्षता होती है )
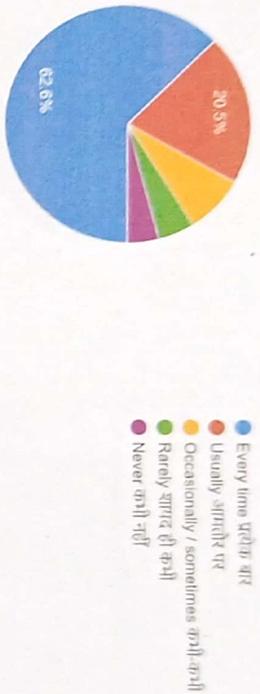
870 responses



- Always fair हमेशा निष्पक्ष
- Usually fair आमतौर पर निष्पक्ष
- Sometimes unfair कभी-कभी पक्षपाती
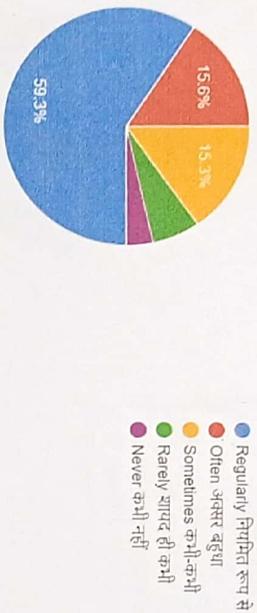- Usually unfair आमतौर पर पक्षपाती
- Unfair पक्षपाती

Interpretation: Overall students are satisfied with the internal evaluation process.

(2)

Q.6 Was your performance in assignment discussed with you? (क्या आपके असाइनमेंट में आपके प्रदर्शन के बारे में चर्चा की गई थी?)

870 responses



- Every time प्रत्येक बार
- Usually आमतौर पर
- Occasionally / sometimes कभी-कभी
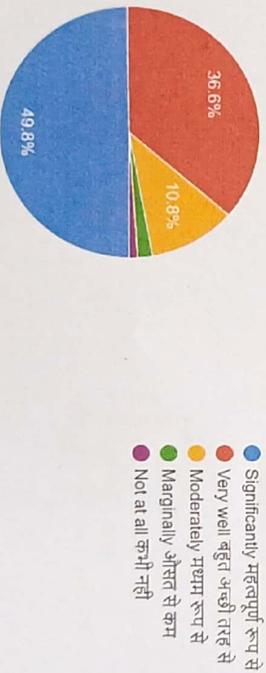- Rarely शायद ही कभी
- Never कभी नहीं

62.6%
20.5%

Interpretation: Mostly students are satisfied with discussions done by teachers for performance in assignments.

Q.7 The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. (संस्थान/महाविद्यालय छात्रों... (भ्रमण) के अवसर को बढ़ावा देने में सक्रिय रुचि लेता है)

870 responses



- Regularly नियमित रूप से
- Often अक्सर बढ़ना
- Sometimes कभी-कभी
- Rarely शायद ही कभी
- Never कभी नहीं

59.3%
15.6%
15.3%

Interpretation: Mostly students are satisfied with internships, field trips etc. organized by college but it can be further improved.
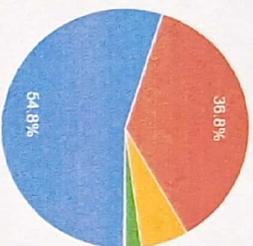
Q.8 The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.(आपके महाविद्यालय में शिक्षण तथा परा... बौद्धिक, सामाजिक एवं भावात्मक विकास में सहायक है।)

870 responses



- Significantly महत्वपूर्ण रूप से
- Very well बहुत अच्छी तरह से
- Moderately मध्यम रूप से
- Marginally औसत से कम
- Not at all कभी नहीं

49.8%
36.6%
10.8%

Interpretation: Mostly students are satisfied with teaching and mentoring process of college. There is scope to work in this area.

Q.9 The institution provides multiple opportunities to learn and grow. (आपकी संस्था सीखने और विकास के कई अवसर प्रदान करती है)
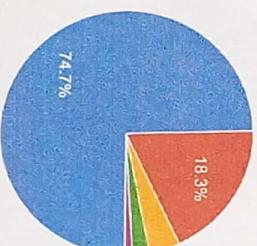
870 responses



- Strongly agree पूर्ण सहमत
- Agree सहमत
- Neutral तटस्थ
- Disagree असहमत
- Strongly disagree पूर्ण असहमत

36.8%
54.8%

Interpretation: Mostly students are agreed with the statement that college provides multiple opportunities to learn and grow. No student was found disagreed on this statement.

Q.10 Teachers inform you about your expected competencies, course outcomes and programme outcomes. (शिक्षकाएं आपको अपेक्षित दक्षताओं,कार्यक्रम/कोर्स के परिणामों के बारे में सूचित करती हैं-)

870 responses



- Every time हर बार
- usually आमतौर पर
- occasionally / sometimes कभी-कभी
- rarely शायद ही कभी
- never कभी नहीं

74.7%
18.3%

Interpretation: Mostly students are agreed that teachers inform expected competencies, course outcomes and programme outcomes.

Q.11 Your mentor does a necessary follow up with an assigned task to you. (आपका प्रशिक्षक/मार्गदर्शक आपको दिए गए कार्य के लिए आवश्यक रूप से अनुपालन करता है)

870 responses



- Every time हर बार
- usually आमतौर पर
- occasionally / sometimes कभी-कभी
- rarely शायद ही कभी
- I don't have a mentor मेरेपास कोई संरक्षक नहीं है

71.5%
20.3%

Interpretation: Mostly students are satisfied with their mentors' follow up.

(4)

Scanned with OKEN Scanner

Q.12 The teachers illustrate the concepts through examples and applications. (शिक्षिकाएंअवधारणाओं को उदाहरण एवं अनप्रयोगों द्वारा स्पष्ट करती हैं:)
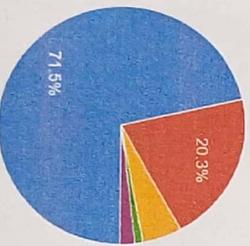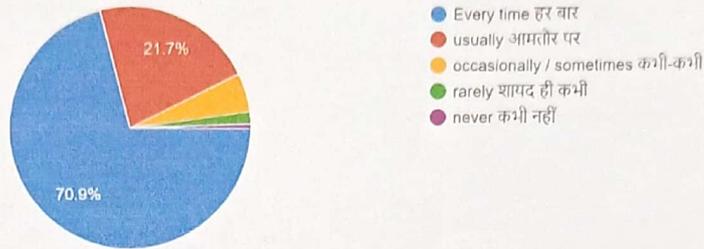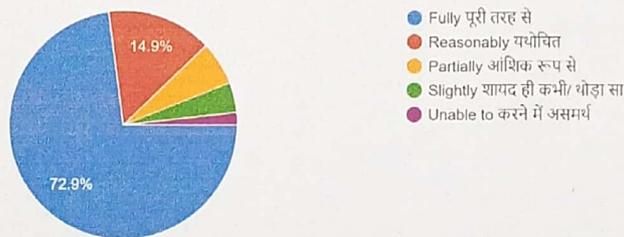
870 responses



- Every time हर बार
- usually आमतौर पर
- occasionally / sometimes कभी-कभी
- rarely शायद ही कभी
- never कभी नहीं

Interpretation: Mostly students are satisfied with illustrations given by teachers.

Q.13 The teachers identify your strengths and encourage you with providing right level of challenges. ( शिक्षिकाएँ आपकी क्षमता की पहचान करते हैं...ो चुनौतियों का सामना करने के लिए प्रोत्साहित करते हैं–)
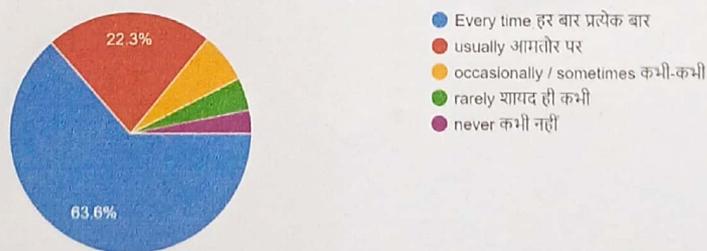
870 responses



- Fully पूरी तरह से
- Reasonably यथोचित
- Partially आंशिक रूप से
- Slightly शायद ही कभी/ थोड़ा सा
- Unable to करने में असमर्थ

Interpretation: About 88% of students are satisfied with the teachers' ability to identify their strengths and encourage with providing right level of challenges.

Q.14 Teachers are able to identity your weaknesses and help you to overcome them. (शिक्षिकाएँ आपकी कमजोरियों को पहचानने में और उन्हें दूर करने में आपकी मदद करने में सक्षम है–)

870 responses



- Every time हर बार प्रत्येक बार
- usually आमतौर पर
- occasionally / sometimes कभी-कभी
- rarely शायद ही कभी
- never कभी नहीं
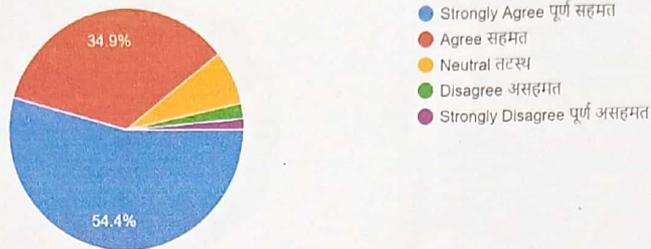
Interpretation: About 86% of students are opined that teachers have ability to identify weaknesses and help to overcome them.
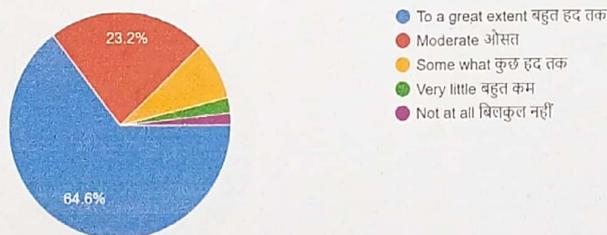
(5)

Q.15 The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process... त्मक सुधार हेतु छात्राओं को भी शामिल किया जाता है-)

870 responses



- ● Strongly Agree पूर्ण सहमत
- ● Agree सहमत
- ● Neutral तटस्थ
- ● Disagree असहमत
- ● Strongly Disagree पूर्ण असहमत
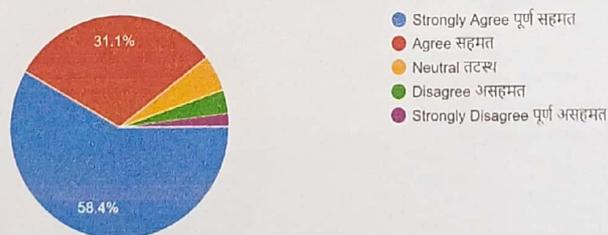
34.9%

54.4%

Interpretation: Mostly students are satisfied with institutional efforts to engage students in the monitoring, review and continuous quality improvement of the teaching-learning process.

Q.16 The institute / teachers use student centric methods, such as experiential learning, participative learning and problem solving methodol...मक विधि, प्रतिभागी शिक्षण, समस्या समाधान विधि आदि।)

870 responses



- ● To a great extent बहुत हद तक
- ● Moderate औसत
- ● Some what कुछ हद तक
- ● Very little बहुत कम
- ● Not at all बिलकुल नहीं

23.2%

64.6%

Interpretation: Mostly students are satisfied with teaching methods but there is a scope to use more student-centric methods.

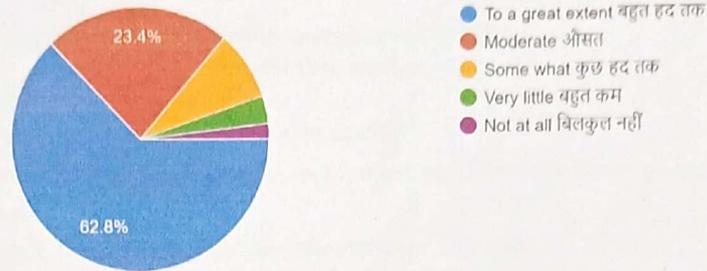Q.17 Teachers encourage you to participate in extracurricular activities. ( शिक्षिकाएं आपको गैर-शैक्षणिक /अतिरिक्त गतिविधियों में भाग लेने के लिए प्रोत्साहित करती हैं-)

870 responses



- ● Strongly Agree पूर्ण सहमत
- ● Agree सहमत
- ● Neutral तटस्थ
- ● Disagree असहमत
- ● Strongly Disagree पूर्ण असहमत

31.1%

58.4%

Interpretation: Students are satisfied with teachers' encouragement to participate in extracurricular activities.

(6)

Q.18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. (संस्...सित कर आप को  बनाए जाने के लिए  तैयार किया जाता है):
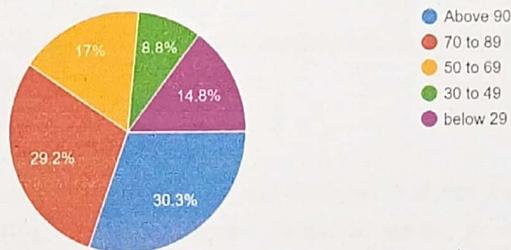870 responses



- To a great extent बहुत हद तक
- Moderate औसत
- Some what कुछ हद तक
- Very little बहुत कम
- Not at all बिलकुल नहीं

23.4%
62.8%

Interpretation: College students are satisfied with efforts made by institution to inculcate soft skills, life skills and employability skills.

Q.19 What percentage of teachers use ICT tools such as LCD projector, multimedia, etc. while teaching. (कितनी प्रतिशत शिक्षिकाएं, शिक्षण के समय I.C...टीमीडिया अथवा अन्य सहायक सामग्री का प्रयोग करती हैं–)
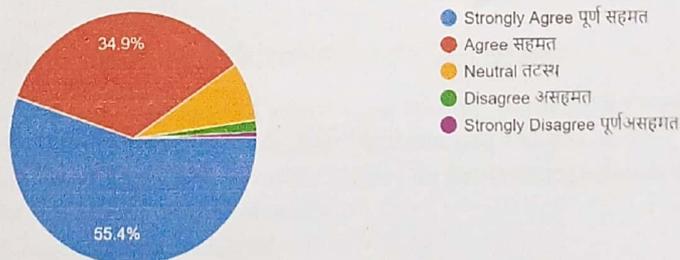866 responses



- Above 90
- 70 to 89
- 50 to 69
- 30 to 49
- below 29

8.8%
17%
14.8%
29.2%
30.3%

Interpretation: There is much more scope to use ICT tools in teaching.

Q.20 The overall quality of teaching-learning process in your Institute is very good. (संस्थान में शिक्षण अधिगम प्रक्रिया की गुणवत्ता बहुत अच्छी है।)
870 responses



- Strongly Agree पूर्ण सहमत
- Agree सहमत
- Neutral तटस्थ
- Disagree असहमत
- Strongly Disagree पूर्णअसहमत

34.9%
55.4%

Interpretation: Overall, College students are satisfied with quality of teaching-learning.

( ७ )

Q.21 Give three suggestions to improve overall teaching learning process. ( सम्पूर्णशिक्षण अधिगम प्रक्रिया में सुधार के लिए तीन सुझाव दीजिए।)

Some suggestions given by students:

- Use better graphics and visual media to engage students well.
- Try to reach every student and ask for their doubts.
- Make teaching a two way interaction.
- Please use projector or multiple media in teaching
- Use ICT tools, encourage students, help them to overcome their weakness, encourage them, improve their skills.
- Leaning should be more practical than theoretical study only.
- Group discussion should be involved for the topic taught in class.
- Students should be encouraged for explaining the topics as class presentation using digital methods ppt and etc.
- Creative activities to be given to students that enhance their creative and logical thinking in every subject.
- Proper revision test should be taken and timely analysis of tests should be circulated to students.
- Digital knowledge should be encouraged for students by seeing the digital requirement in market.
- Vocational guidance.
- Focus on Field visits.
- Writing skill, entertainment skill and learning skills, Spoken skills should be focused.
- Use projectors, Smart classes.
- Encourage cooperative learning.
- Create a welcoming environment.
- Advice students for their career and academic opportunities.
- Some skill development courses should be started in the institute like english speaking course, computer course etc. Students should be motivated to do these courses.
- Teaching in both languages and writers book in both medium.
- Use the flipped classroom model.
- Involve all students during teaching learning process.
- Extra classes and online classes.
- Should inculcate the skills required for better work to face the world and give exposure to the field work.

**Recommendations by Student Satisfaction Survey Committee:**

- More student centric techniques of experiential learning, participative learning and problem solving should be introduced to make teaching learning interesting and interactive.
- More workshops, group discussions and activities for hands on experiences should be increased.
- More emphasis on usage of LCD projector.
- More classrooms should be equipped with ICT tools.
- Due to CORONA pandemic, educational trips could not be organized which should be focused now.
- More Extra classes should be arranged for timely completion of syllabus.
- Timely display of internal assessment.
- Infrastructure in classrooms should be upgraded.

(8)

- All the teachers should ensure discussion with students related to their performance in assignments.
- Teachers can include practical application of the topic to make students understand in an easier way.
- Teachers should counsel students for their career and academic opportunities and also more seminars should be increased for career awareness of students through Mentring Cell.
- Teachers should use both languages while they are explaining.
- Personality development programs run in college but these should be available to more students.
- Online classrooms should be taken whenever required.
- More emphasis should be given to provide related content.

**Members**(Student Satisfaction Survey Committee):
1. Prof. Shashi Malik
2. Prof. Alpana Mohan
3. Dr. Usha Devi Verma
4. Mrs. Princy Jain

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