

## **Analytical report of Student Satisfaction Survey**

**(2020-21)**

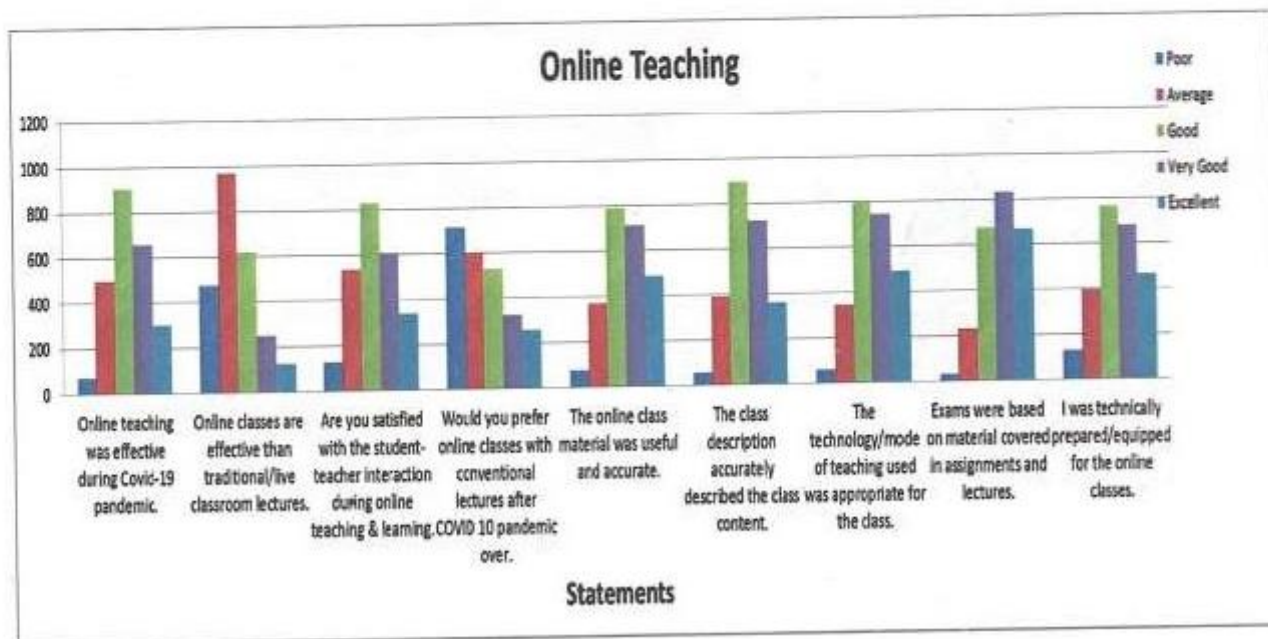
An educational institution is the vehicle for the systematic transmission of knowledge, skills and cultural values in the students. Students are the most important stakeholders of an educational institution. A true evaluation of their aspirations and needs serves as a valuable input in enhancing the quality of the teaching learning process. Our institution obtains student feedback on diverse aspects related to curriculum, infrastructure, governance and student support services. A structured questionnaire is annually filled by the students online. It consists of questions related to different aspects of the functioning of the College. The students are expected to give their response on a five-point scale ranging from poor, average, good, very good to excellent. The findings of the feedback of 2432 students for the session 2020-21 are as follows:

### **Section I**

<b>Online Teaching and Learning</b>							
<b>S.No.</b>	<b>Statements</b>	<b>Figures in parenthesis are percentages (%)</b>					
		<b>Poor</b>	<b>Average</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>	<b>Total</b>
1	Online teaching was effective during Covid-19 pandemic.	72 (3)	498 (20)	902 (37)	658 (27)	302 (13)	2432
2	Online classes are effective than traditional/live classroom lectures.	474 (20)	971 (40)	616 (25)	250 (10)	121 (5)	2432
3	Are you satisfied with the student-teacher interaction during online teaching & learning?	127 (5)	534 (22)	829 (34)	605 (25)	337 (14)	2432

4	Would you prefer online classes with conventional lectures after COVID 19 pandemic over.	718 (30)	602 (25)	530 (22)	324 (13)	258 (10)	2432
5	The online class material was useful and accurate.	76 (3)	367 (15)	788 (32)	713 (30)	488 (20)	2432
6	The class description accurately described the class content.	56 (2)	392 (16)	897 (37)	726 (30)	361 (15)	2432
7	The technology/mode of teaching used was appropriate for the class.	60 (2)	342 (14)	796 (33)	743 (31)	491 (20)	2432
8	Exams were based on material covered in assignments and lectures.	29 (1)	227 (9)	677 (28)	831 (34)	668 (28)	2432
9	I was technically prepared/equipped for the online classes.	130 (5)	395 (16)	763 (31)	683 (28)	461 (20)	2432
10	The teacher covered the syllabus in time.	63 (3)	244 (10)	665 (27)	765 (31)	695 (29)	2432
11	The teacher discussed topics in detail.	39 (2)	247 (10)	637 (26)	787 (32)	722 (30)	2432
12	The teacher provided guidance & counseling in academic and non-academic matters too.	102 (4)	357 (15)	696 (29)	690 (28)	587 (24)	2432
13	The teacher paid attention to academically weaker students.	282 (12)	573 (24)	775 (32)	495 (20)	307 (12)	2432
14	The teacher used modern teaching aids and web resources.	56 (2)	268 (11)	737 (30)	805 (33)	566 (24)	2432
15	The teacher was fair and unbiased in online	82	268	754	721	607	2432

	evaluation process.	(3)	(11)	(31)	(30)	(25)	
16	Difficulties of conducting practical sessions.	330 (14)	789 (32)	868 (36)	301 (12)	144 (6)	2432

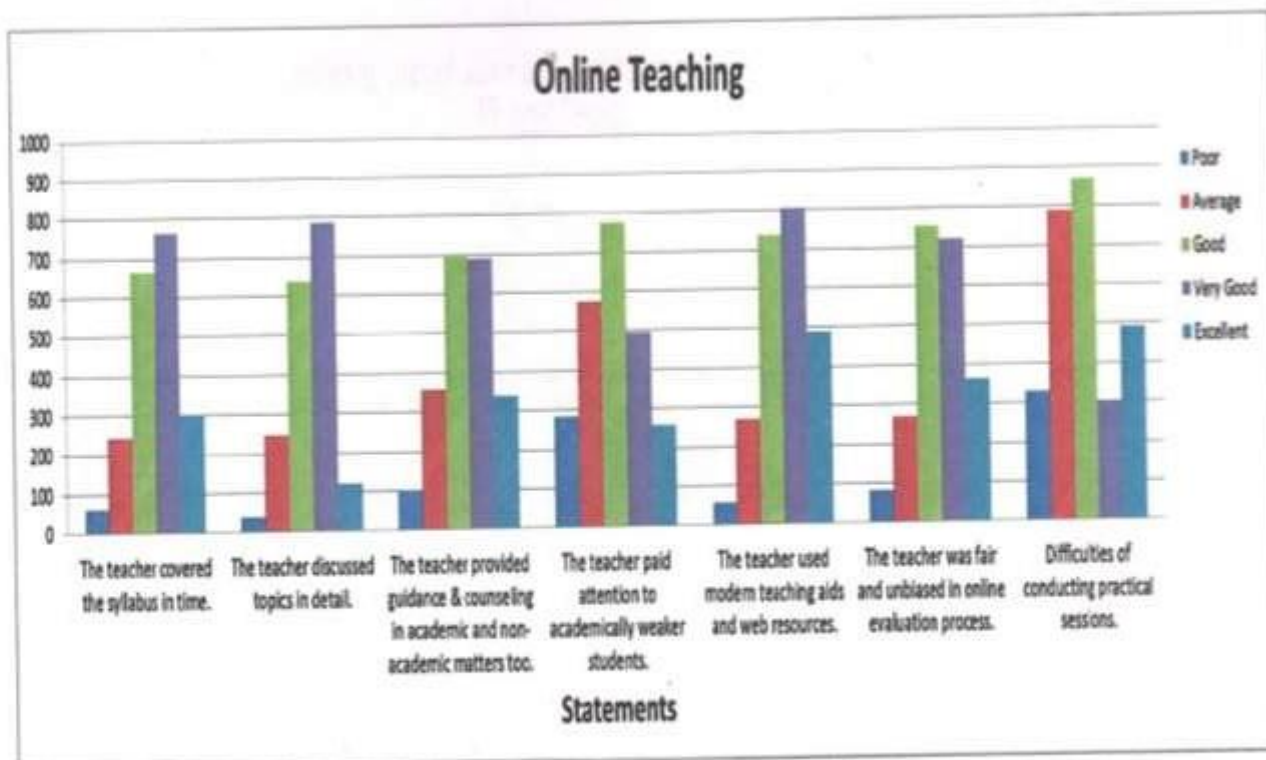


## Analyses

- 77% of the students were of the view that online teaching was effective during Covid-19 pandemic. 40% of the students stated that online classes are more effective than traditional/live classroom lectures as they provide room to the introverts to interact. It was a massive technological change both for the teachers and students to bridge the knowledge gap remotely. As much as 73% of the students expressed their satisfaction with the student-teacher interaction during online teaching & learning.
- 45% of the students expressed their willingness for continuation of online classes after COVID 19 pandemic as against conventional lectures as it

provides them ease to grasp lectures from the comfort of their homes. Further, 82% of the students were happy with online class material as the teachers tried their best to upload interactive material that they could provide or create on their own during this hard time.

- 82% of the students were pleased with class description and class content that the teachers especially created during pandemic. A great chunk of 84% students were of the opinion that technology/mode of teaching used was appropriate for the class as google meet classwork was quite organized in posting assignments and materials for the students and they could get everything at one place with just one press of the button.
- 90% of the students were of the view that exams were based on material covered in assignments and lectures. 79% of the students were of the opinion that I was technically prepared/equipped for the online classes.



- 87% of the teachers covered their syllabus in time. 88% of them believed that the teachers discussed the topics in detail with parallel references to the contemporary times and topical themes. Majority of the students were of the opinion that exams were based on material covered in assignments and lectures and they had no difficulty in finding additional material for preparation as multiple resources were provided by the teacher online.
- Nearly 81% of the pupils felt that teachers guided & counselled them in academic and non-academic matters in/outside the class during this time.
- 64% of the students felt that the teachers paid special attention to the academically weak students and would advise them at every step.
- 87% of the students ascertained that the teachers used modern teaching aids/ handouts, references, PPT, web resources, infographics etc.
- Nearly 86% of the students opined that the teachers were fair and unbiased in the evaluation process.
- 54% of the respondents did not face difficulties in practical sessions.

## Section II

### Infrastructure

#### a) Library

Table 2

		Figures in parenthesis are percentages (%)					
S.No.	Statements	Poor	Average	Good	Very Good	Excellent	Total
1	Are you satisfied with the cataloguing and arrangement of books in the library.	210 (9)	519 (21)	951 (39)	475 (20)	277 (11)	2432

### Cataloguing and arrangement of books in the library.



Approximately 70% of the students gave positive feedback regarding cataloguing and arrangement of books. The library staff updates the books, keeps charge of regular stock-taking and troubleshoots the online web OPAC catalogue whenever required.

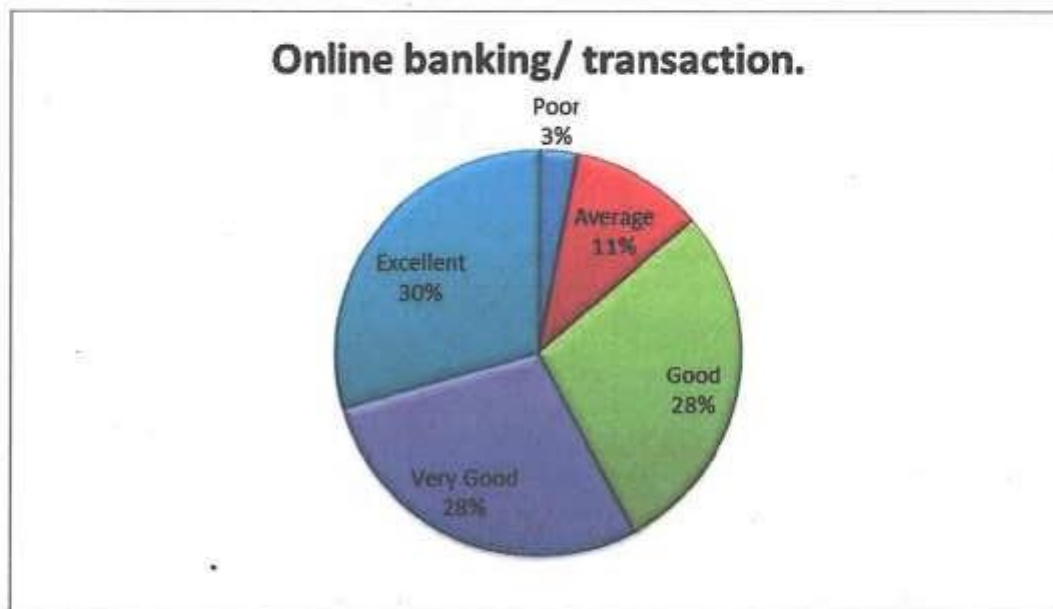
#### b) Online Banking

Table 3

S.No.	Statements	Figures in parenthesis are percentages (%)					Total
		Poor	Average	Good	Very Good	Excellent	
1	Do you have easy access to online banking/ transaction.	75 (3)	258 (11)	692 (28)	690 (28)	717 (30)	2432

86% of the students expressed satisfaction with regard to accessibility to banking/ATM facilities as the bank has a branch inside the college itself.

All the stakeholders especially the hostel residents have easy access to transactions because of this facility and cooperation of the banking staff members.

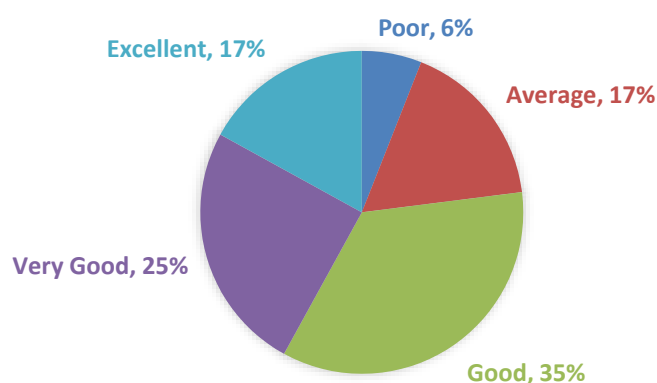


c) **Online guidance and counselling.**

**Table 4**

		Figures in parenthesis are percentages (%)					
S.No.	Statements	Poor	Average	Good	Very Good	Excellent	Total
1	The college provides online guidance and counselling.	138 (6)	415 (17)	858 (35)	619 (25)	402 (17)	2432

## THE COLLEGE PROVIDES ONLINE GUIDANCE AND COUNSELLING



Overall, 77% students were satisfied with the online guidance and counselling facility in the campus. During the pandemic the teachers and various committees including Geetanjali helpline were there to address to the needs of the students both synchronously and asynchronously.

### Section III

#### Governance and Management

**Table 5**

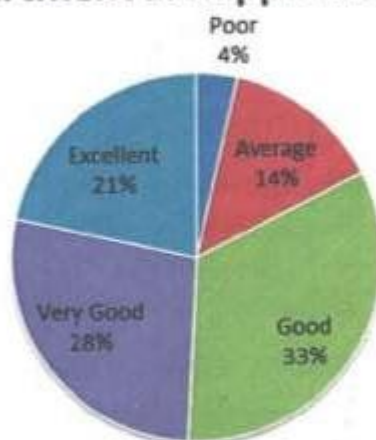
S.No.	Statements	Figures in parenthesis are percentages (%)					Total
		Poor	Average	Good	Very Good	Excellent	
1	Administrative staff is polite, helpful and Efficient in its	82 (3)	305 (12)	794 (33)	702 (29)	549 (23)	2432

	functioning.						
2	Head of the institution and Heads of the department are approachable.	88 (4)	339 (14)	809 (33)	672 (28)	524 (21)	2432



- 85% of students rated that administrative staff is polite, helpful and efficient in its functioning. The administrative staff is a bridge between students and Panjab University, they are helpful for all the activities related to admission, enrolments, certificates, transcripts, evaluation and results and other related queries.

### Head of the institution and Heads of the department are approachable.



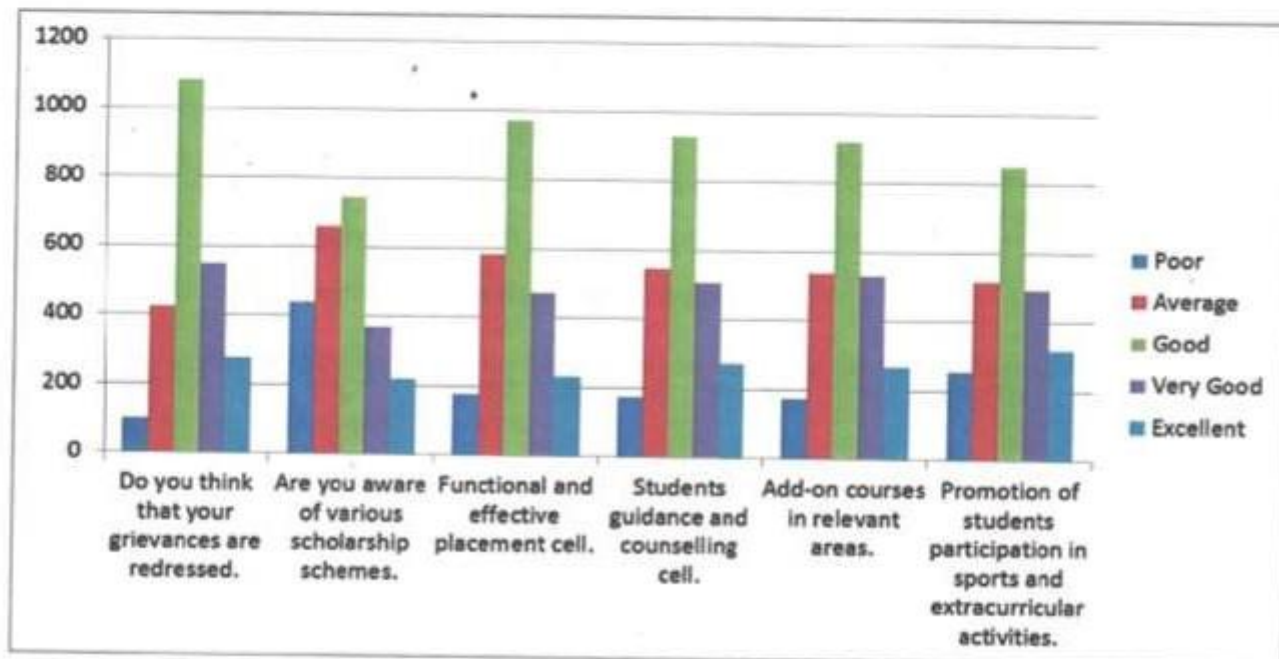
- As far as accessibility of the Head of the institution and Heads of the department is concerned, 82% of the students expressed their happiness and satisfaction as they could directly put forth their queries and issues and get them resolved at the earliest.

### Section IV

#### Student Support

S.No.	Statements	Figures in parenthesis are percentages (%)					Total
		Poor	Average	Good	Very Good	Excellent	
1	Do you think that your grievances are redressed?	100 (4)	424 (17)	1082 (44)	549 (23)	277 (12)	2432

2	Are you aware of various scholarship schemes.	438 (18)	662 (27)	746 (31)	368 (15)	218 (9)	2432
3	Functional and effective placement cell.	178 (7)	583 (24)	970 (40)	470 (19)	231 (10)	2432
4	Student's guidance and counselling cell.	173 (7)	547 (22)	932 (38)	508 (21)	272 (12)	2432
5	Add-on courses in relevant areas.	175 (7)	538 (22)	920 (38)	532 (22)	267 (11)	2432
6	Promotion of students' participation in sports and extracurricular activities.	254 (11)	517 (21)	851 (35)	492 (20)	318 (13)	2432



## Analyses

- 79% students were satisfied with the process of redressal of student' s grievances as time to time all the issues were resolved and various committees were at work to keep students happy and contented.
- 55% students were aware about the availability of various scholarship schemes as they were notified to them through offline and onine circulars.
- 69% students were satisfied with the skill development facilities/summer internships/ placement in the institution.
- 71% students were satisfied with the student' s guidance and counselling cell and they approached them for their psychological and emotional wellbeing.
- 71% students approved the existence of Add-on courses in relevant areas which added to their vocational skillset apart from the regular studies.
- 68% students were satisfied with the promotion of student' s participation in extra-curricular activities and imparting of life skills. The college beams with multifarious activities both online and offline advancing various skills and activities for all its stakeholders.

*P. S. S. S.*  
1.12.2021

*Alisa*