

Analytical report of Student Satisfaction Survey (2021-22)

An educational institution is the vehicle for the systematic transmission of knowledge, skills and cultural values to the students who 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 filled annually 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 responses on a five-point Likert scale ranging from Poor, Average, Good, Very Good to Excellent. The findings of the feedback of 1535 students for the session 2021-22 are as follows:

Section I: Teaching Learning

As many as 10 questions were asked on various aspects like teachers' regularity, preparedness for class, guidance and mentoring, etc. A sum of 1535 responses was received from the students and same is discussed below.

Table 1 explains the responses of the students' feedback on teachers. It was observed that, 86% students responded that teachers were very good at covering the entire syllabus in time. It was noticed that, 88% students have said that, the teachers discuss every topic in detail was very good and 56 %of them feel that the discussion of topic by teacher was very good and relevant.

Table 1 also explains the responses of the students on teachers' communication skills. It was found that, 55% students have said that, teachers' communication skills were very good.

Table 1 also depicts the responses of the students on the punctuality of the teacher to class. A sum of 454 responses, 30 percent said that teachers were excellent in punctuality to the class. It was observed that, 498 students i.e. 32 percent students feel that, teachers were very good at maintaining the punctuality to the class.

Table 1 also depicts the responses of the students on the preparation of teacher for the class. It was observed that 32% of them feel that the teachers' preparation for the class was excellent and 34% students have said that teachers' preparation for the class was very good and

Table 1

Teaching and Learning							
S.No.	Statements	Figures in parenthesis are percentages (%)					Total
		Poor	Average	Good	Very Good	Excellent	
1	The teachers cover the entire syllabus in time.	25 (2)	191 (12)	467 (30)	501 (33)	351 (23)	1535
2	The teachers discuss the topics in detail.	28 (2)	190 (12)	453 (30)	511 (33)	353 (23)	1535
3	The teachers communicate clearly.	28 (2)	171 (11)	428 (28)	501 (33)	407 (27)	1535
4	The teachers are punctual in the class.	22 (1)	146 (10)	415 (27)	498 (32)	454 (30)	1535
5	The teachers come fully prepared for the class.	13 (1)	108 (7)	392 (26)	527 (34)	495 (32)	1535
6	The teachers provide guidance &	70 (5)	232 (15)	405 (26)	430 (28)	398 (26)	1535

	counselling in academic and non-academic matters in/ outside the class.						
7	The teachers encourage participation and discussion in the class.	26 (2)	128 (8)	385 (25)	509 (33)	487 (32)	1535
8	The teachers use modern teaching aids/ handouts, references, PPT, web resources etc.	75 (5)	208 (14)	389 (25)	423 (28)	440 (29)	1535
9	The teachers pay attention to academically weak students.	164 (11)	353 (23)	432 (28)	342 (22)	244 (16)	1535
10	The teachers are fair and unbiased in the evaluation process.	90 (6)	216 (14)	438(27)	447 (29)	344 (22)	1535

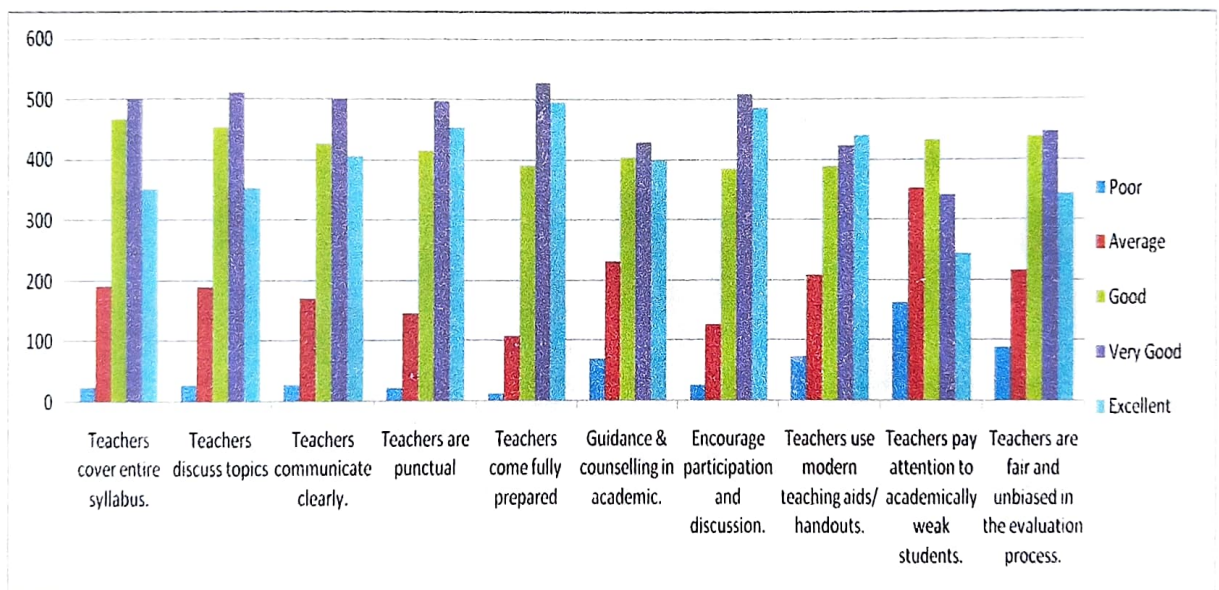


Figure 1

Section II: Infrastructure

a) Library

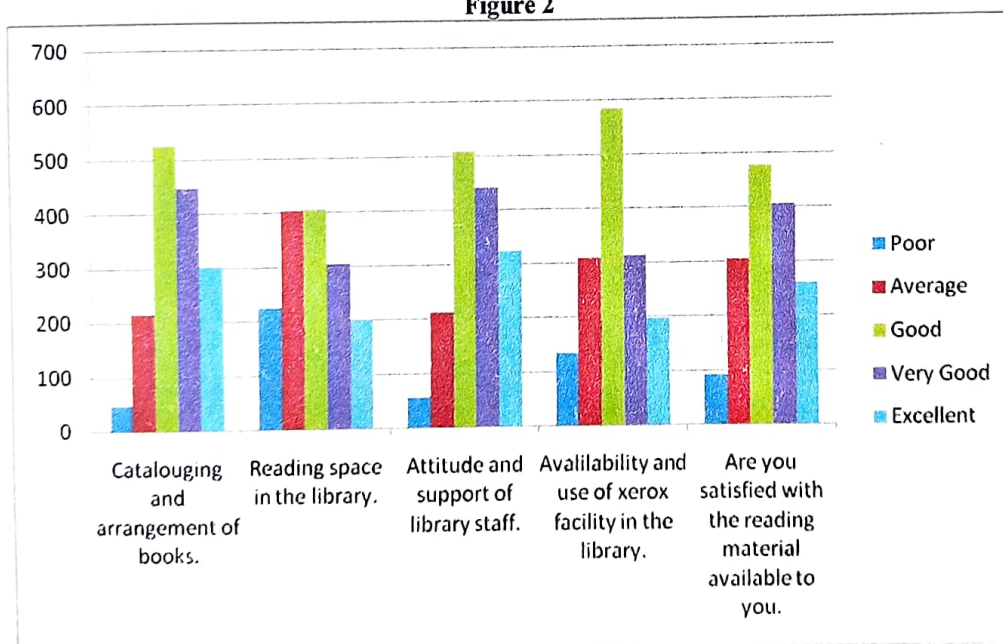
Table 2 depicts that approximately 83percent of the students gave positive feedback regarding cataloguing and arrangement of books. 59 % students are happy with the reading space provided in the library. Majority of the students i.e. 83 % of students rated library staff and support staff as very supportive. 71 percent of students agreed that Xerox and other facilities are readily available in the library. Majority of students i.e. 74 percent of students are satisfied with the reading material available in the library.

Table 2

		Figures in parenthesis are percentages (%)	
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S.No.	Statements	Poor	Average	Good	Very Good	Excellent	Total
1	Catalouging and arrangement of books.	46 (3)	215 (14)	524 (34)	448 (29)	302 (20)	1535
2	Reading space in the library.	224 (15)	402 (26)	404 (26)	304 (20)	201 (13)	1535
3	Attitude and support of library staff.	54 (4)	210 (14)	508 (33)	441 (29)	322 (21)	1535
4	Avalilability and use of xerox facility in the library.	133 (9)	308 (20)	585 (38)	313 (20)	196 (13)	1535
5	Are you satisfied with the reading material available to you.	91 (6)	303 (20)	476 (31)	405 (26)	260(17)	1535

Figure 2



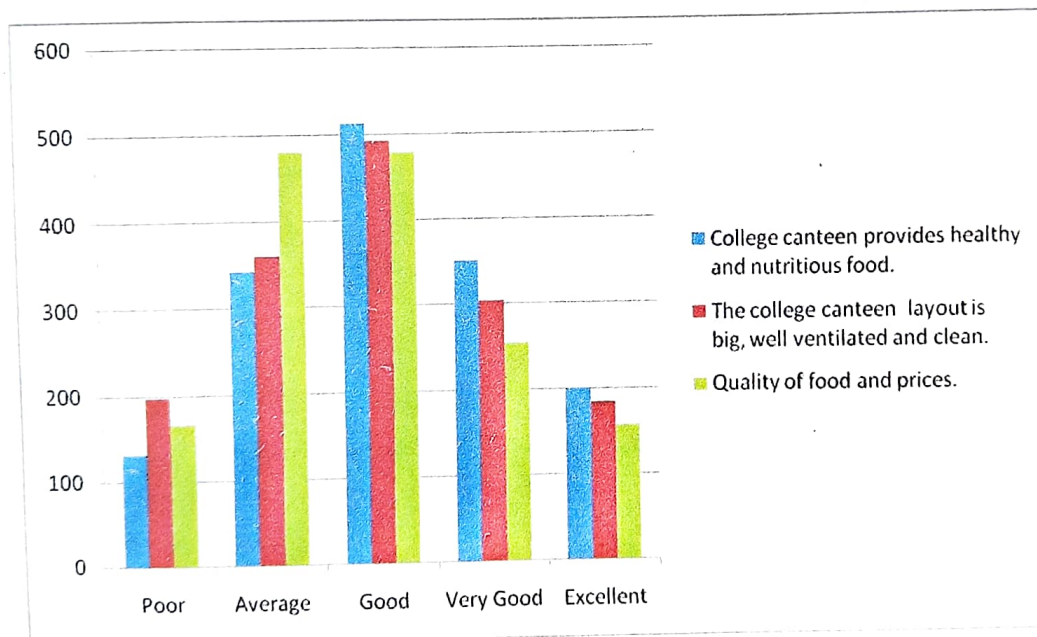
(b) Canteen

Table 3 depicts the students' responses on facilities available in the canteen. It was noticed that 69% students agreed that the college canteen provides healthy and nutritious food and 64% students feel that the college canteen layout is very good, big, well ventilated and clean. 58% of the students complimented the quality and prices of the food available in the canteen.

Table 3

		Figures in parenthesis are percentages (%)					
S.No.	Statements	Poor	Average	Good	Very Good	Excellent	Total
1	College canteen provides healthy and nutritious food.	131 (9)	342 (22)	512 (33)	351(23)	199 (13)	1535
2	The college canteen layout is big, well ventilated and clean.	197 (13)	360 (23)	492 (32)	303 (20)	183 (12)	1535
3	Quality of food and prices.	166 (11)	480 (31)	478 (31)	254 (17)	157 (10)	1535

Figure 3



(c) Banking

Table 4 shows that 86 %of 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 the bank/ATM. 85 % of the students said that the bank staff is very co-operative and helpful.

Table 4

		Figures in parenthesis are percentages (%)					
S.No.	Statements	Poor	Average	Good	Very Good	Excellent	Total
1	Easy Access to Bank/ATM.	53 (3)	168 (11)	600(39)	412 (27)	302 (20)	1535
2	Bank staff's co-operation.	29 (2)	194 (13)	618 (40)	396 (26)	298 (19)	1535

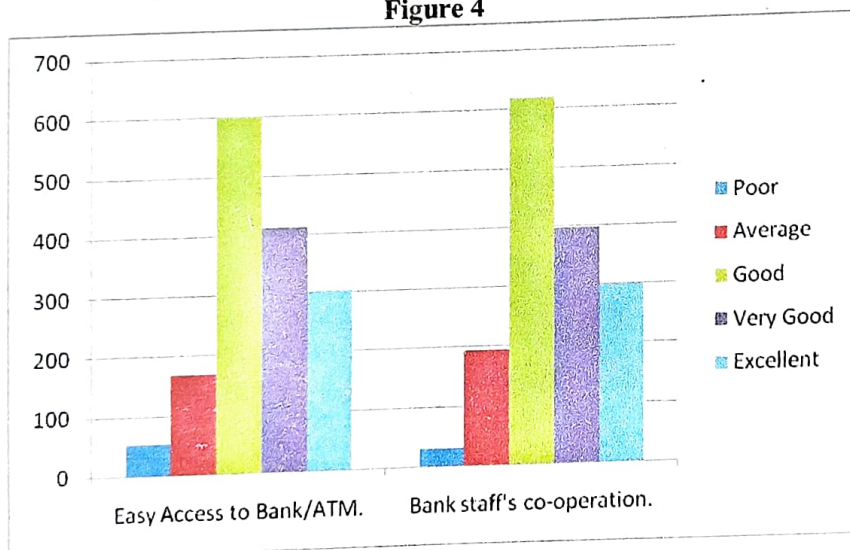
Figure 4**(d) Toilets and Water facility**

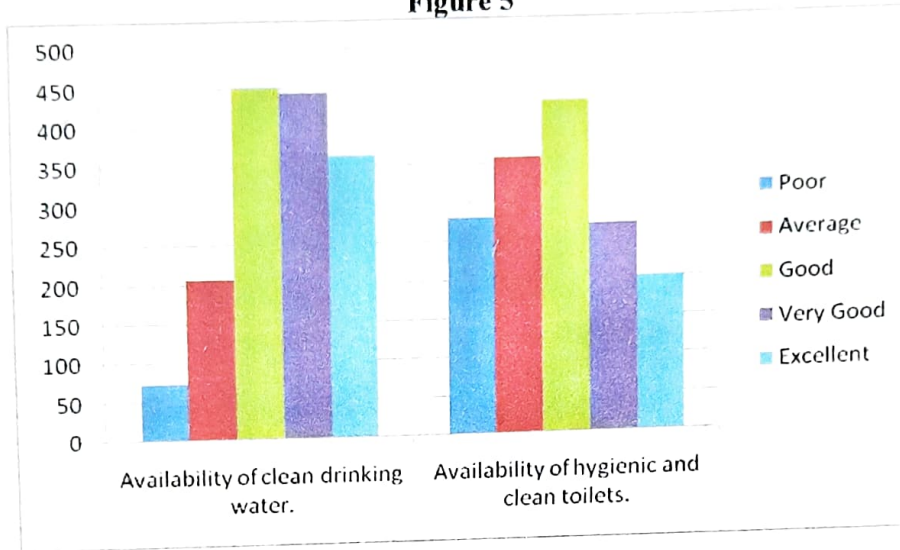
Table 5 explains the students' responses on the availability of clean drinking water and hygienic, and clean toilets. It was found that 82% students agree that there was a very good availability of clean drinking water. 59% students have agreed to the availability of clean and hygienic toilets.

Table 5

		Figures in parenthesis are percentages (%)					
S.No.	Statements	Poor	Average	Good	Very Good	Excellent	Total
1	Availability of clean drinking water.	74 (5)	206 (13)	449 (29)	443 (29)	363 (24)	1535

2	Availability of hygienic and clean toilets.	280 (18)	357 (23)	428 (28)	269 (18)	201 (13)	1535
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Figure 5



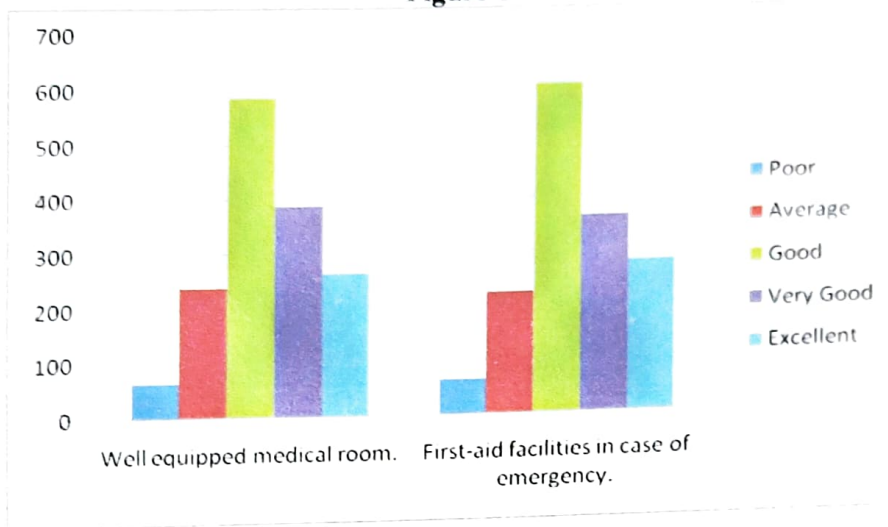
(e) Medical facilities

Table 6 gives the details of the students' responses on medical facilities provided by the college. It was found that 80% students felt that the college is providing a well-equipped medical room while 81% students have said that good first aid facility is available in the college in case of an emergency.

Table 6

S.No.	Statements	Figures in parenthesis are percentages (%)					Total
		Poor	Average	Good	Very Good	Excellent	
1	Well equipped medical room.	65 (4)	238 (16)	584 (38)	385 (25)	263 (17)	1535
2	First-aid facilities in case of emergency.	64 (4)	224 (15)	606 (39)	362 (24)	279 (18)	1535

Figure 6



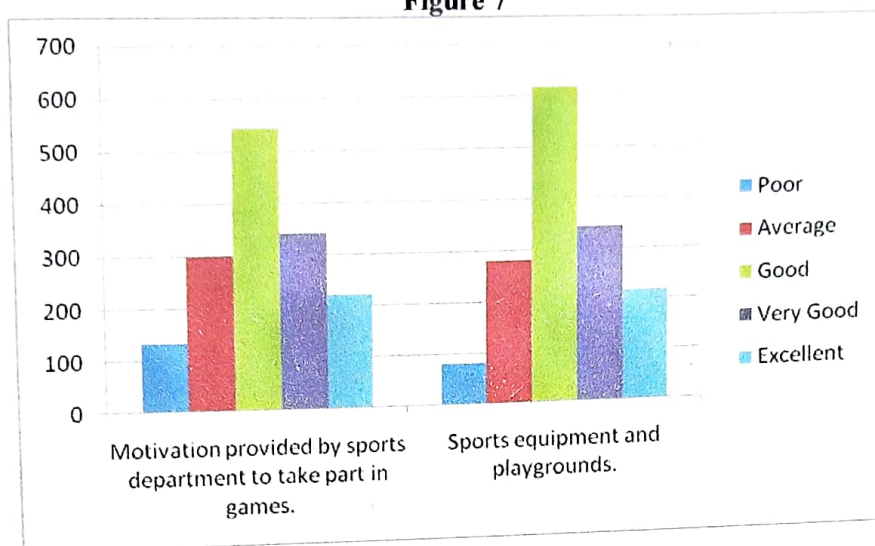
(f) Sports

Table 7 depicts the responses of the students on sports facility provided by the college. It was observed that 71 % students have said that the Sports Department motivates them to take part in games and 70 % students responded that sports equipment and playgrounds are accessible and available in the college.

Table 7

		Figures in parenthesis are percentages (%)					
S.No.	Statements	Poor	Average	Good	Very Good	Excellent	Total
1	Motivation provided by sports department to take part in games.	131 (9)	297 (19)	544 (35)	342 (22)	221 (14)	1535
2	Sports equipment and playgrounds.	80 (5)	280 (18)	615 (40)	344 (22)	216 (14)	1535

Figure 7



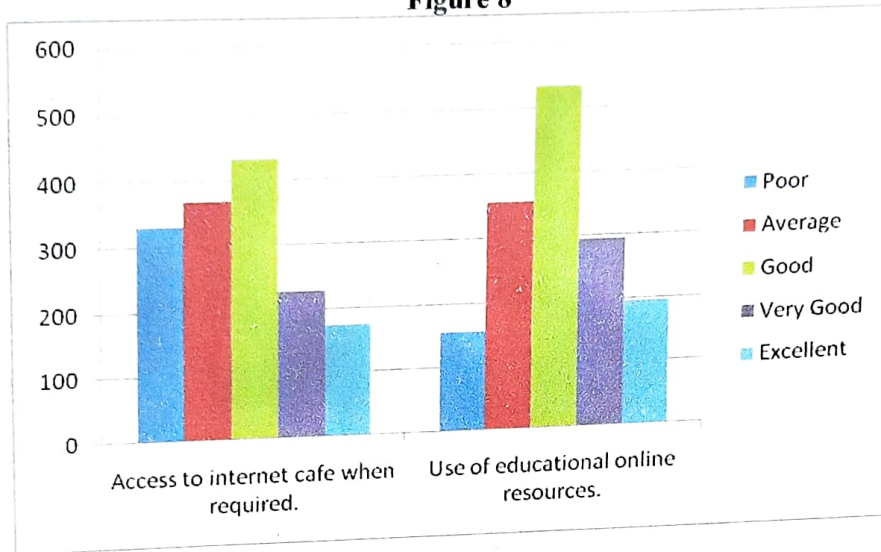
(g) Internet Centre

Table 8 shows the responses of the students on the Internet Centre facility. It was found that 54% students agree that the college is providing access to internet cafe when required. 67 % students felt that online educational resources available in college are very good.

Table 8

S.No.	Statements	Figures in parenthesis are percentages (%)					Total
		Poor	Average	Good	Very Good	Excellent	
1	Access to internet cafe when required.	331 (22)	369 (24)	432 (28)	229 (15)	174 (11)	1535
2	Use of educational online resources.	157 (10)	356 (23)	532 (35)	295 (19)	195 (13)	1535

Figure 8



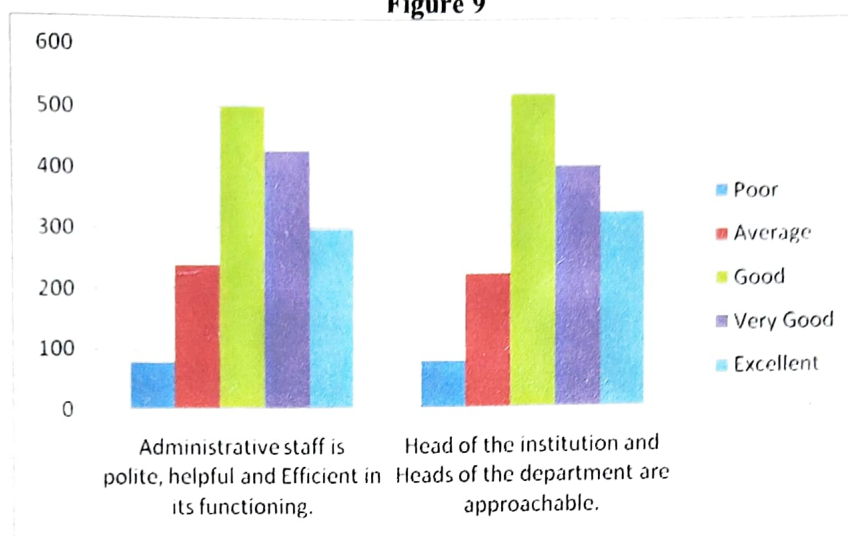
Section III: Governance and Management

Table 9 shows that the 80% of students rated administrative staff as polite, helpful and efficient in its functioning. Since the administrative staff is a bridge between students and Panjab University, they are helpful in all the activities related to admission, enrolment, evaluation, results and other related queries. As far as accessibility of the Head of the Institution and Heads of the Departments is concerned, 81% of the students expressed their happiness and satisfaction regarding the availability of the Head of the Institution and departments.

Table 9

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 functioning.	76 (5)	237 (23)	500 (33)	426 (28)	296 (19)	1535
2	Head of the institution and Heads of the department are approachable.	75 (5)	220 (15)	521(34)	398 (26)	321 (21)	1535

Figure 9



Section IV: Student Support

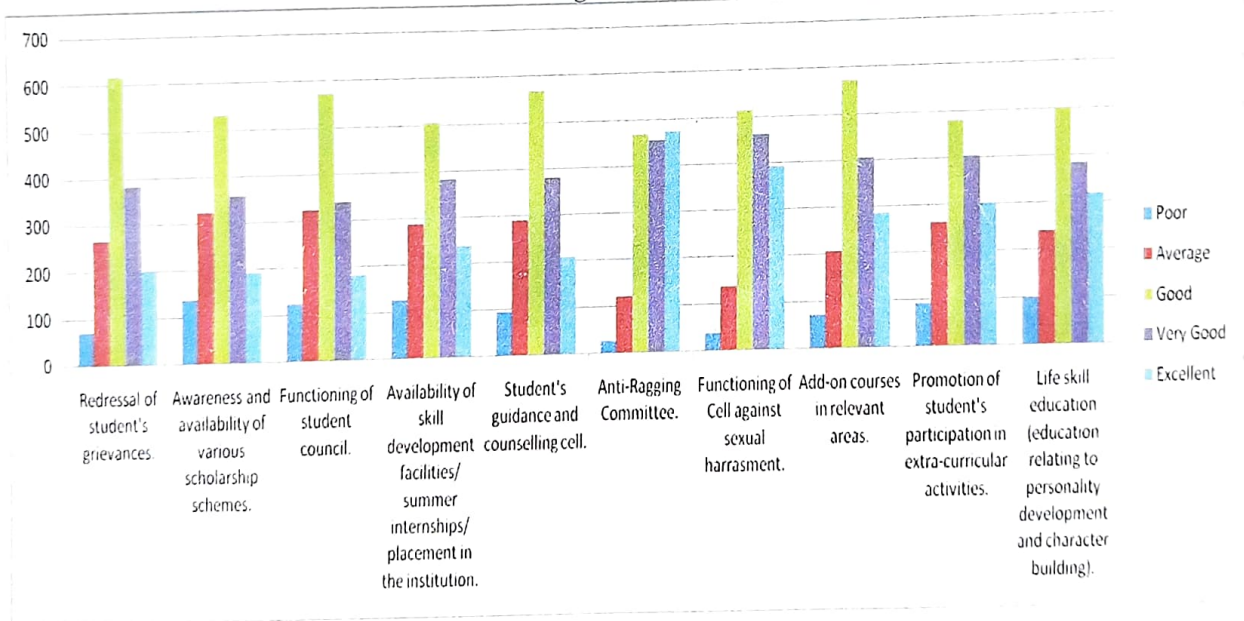
Table 10 gives the details of the students' responses on the Student Support provided by the college. It was found that, 78% students agree that the redressal of their grievances provided by the college is good and prompt. The College Anti-Ragging committee is actively working and 91% students have said that the working of Anti-Ragging committee was excellent while 88% expressed satisfaction at the functioning of Cell against sexual harassment. Overall, students are satisfied with the student support system of the college.

Table 10

		Figures in parenthesis are percentages (%)					
S.No.	Statements	Poor	Average	Good	Very Good	Excellent	Total
1	Redressal of student's grievances.	71 (5)	266 (17)	616 (40)	381(25)	201(13)	1535
2	Awareness and availability of various scholarship schemes.	135 (9)	322 (21)	530 (35)	356 (23)	192 (13)	1535
3	Functioning of student council.	122 (8)	322 (21)	572 (37)	338 (22)	181 (12)	1535
4	Availability of skill development facilities/ summer internships/ placement in the institution.	124 (8)	287 (19)	504 (33)	382 (25)	238 (16)	1535
5	Student's guidance and counselling cell.	92 (6)	289 (19)	566 (37)	380 (25)	208 (14)	1535
6	Anti-Ragging Committee.	24 (2)	119 (8)	467 (30)	453 (30)	472 (31)	1535

7	Functioning of Cell against sexual harrasment.	35 (2)	136 (9)	512 (33)	461 (30)	391 (25)	1535
8	Add-on courses in relevant areas.	69 (4)	205 (13)	571 (37)	405 (26)	285 (19)	1535
9	Promotion of student's participation in extra-curricular activities.	91 (6)	262 (17)	479 (31)	403 (26)	300 (20)	1535
10	Life skill education (education relating to personality development and character building).	98 (6)	239 (15)	500 (33)	381 (25)	317 (20.7)	1535

Figure 10



Vibha Sharma

Principal
Principal
Mehr Chand Mahajan
DAV. College for Women
Chandigarh