

**Post Graduate Government College for Girls  
Sector -42, Chandigarh (U.T.)**



**A Report on Student Satisfaction Survey  
Session: 2020-2021**



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## **INTRODUCTION**

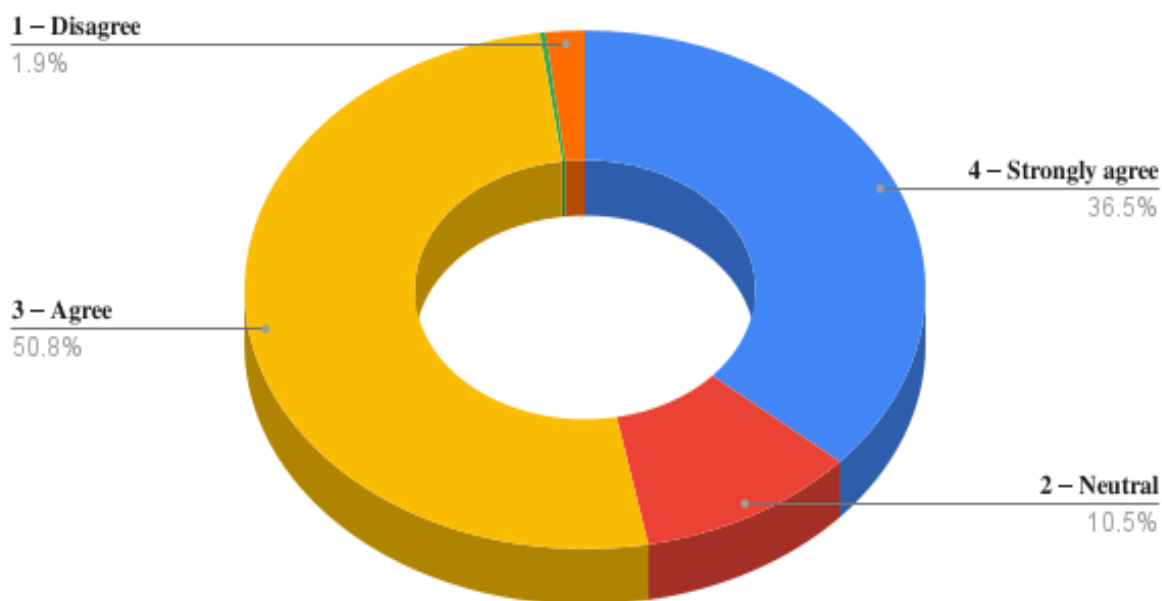
Any institution's name and fame rest on the quality of students it is preparing, as the students are the real treasure not only for the respective institution but for the country too. It is the responsibility of the institute to provide complete satisfaction to the students not only regarding teaching but also regarding other facilities and environment in which they have to spend their time so that their dreams can actually be converted into reality.

Student satisfaction survey is a step towards this direction. With this purpose a survey was conducted regarding Teaching – Learning and Evaluation, infrastructure, facilities in college and hostel etc which will help to upgrade the quality in higher education. The college circulated the questionnaire to all admitted students for the session 2020-21 i.e. 3576 students. Out of these, 1831 students i.e. 51.20% of the total strength responded with their feedbacks and gave their suggestions regarding teaching learning process, infrastructure and other parameters for the college and hostel. Their responses regarding the same were analyzed by the committee and are listed in the report. The necessary actions were taken by the college. The questionnaire is attached as annexure to this report.

# Student Satisfaction Survey (SSS) on Overall Institutional Performance

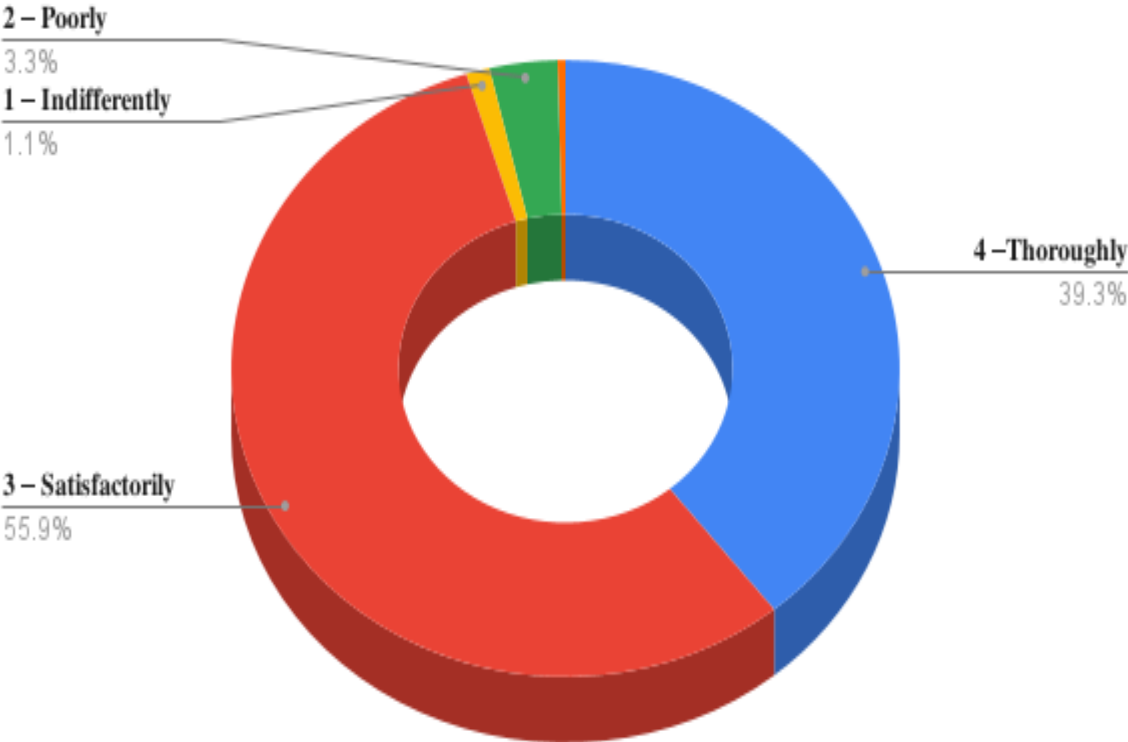
(Questions and responses received)

## 1. Wholesyllabuswascoveredintheclass?



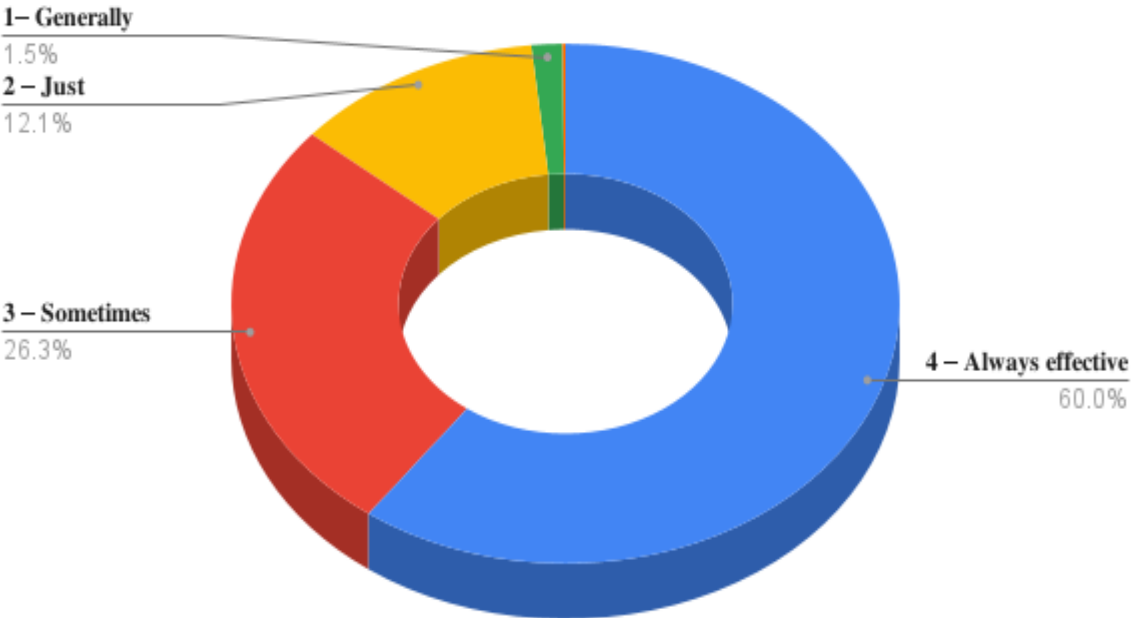
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
669	931	192	34	05	1831

**2. How well did the teachers prepare for the classes?**



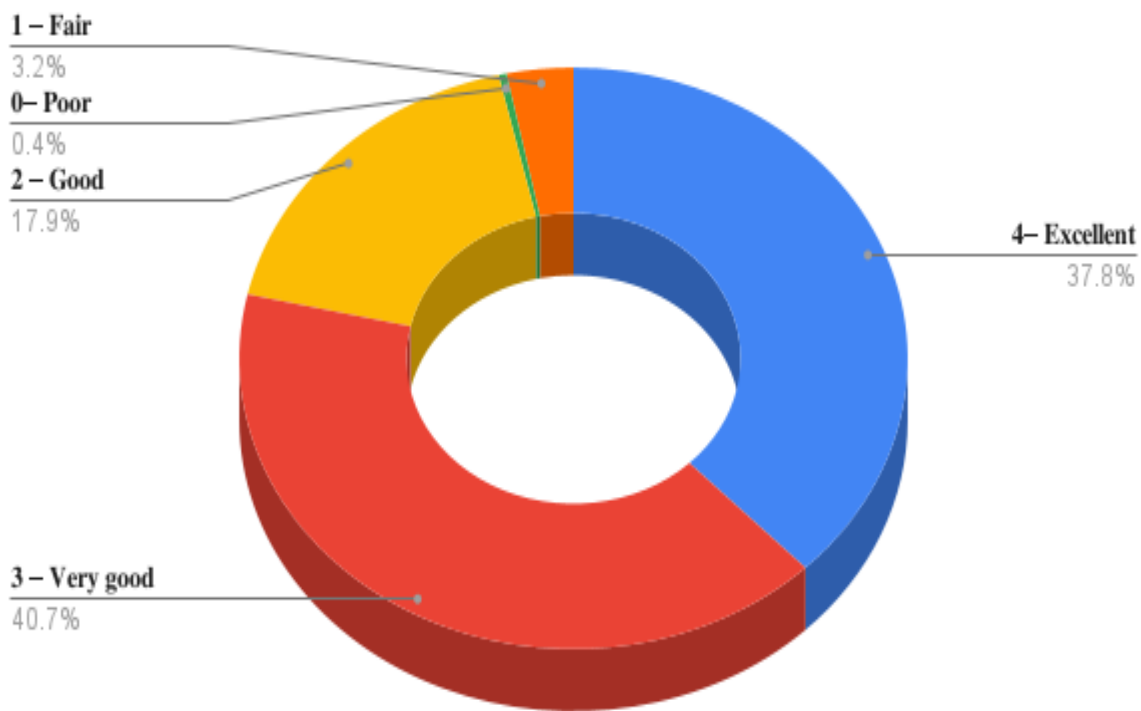
Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all	Total
719	1024	60	21	07	1831

**3. How well were the teachers able to communicate?**



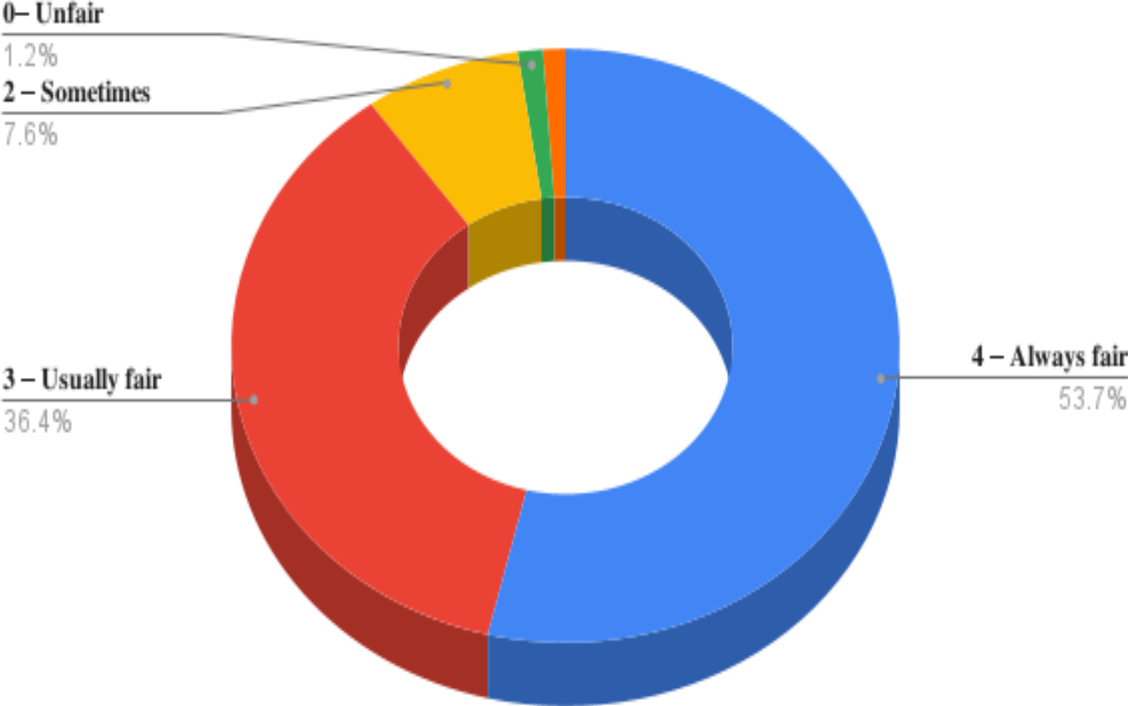
Always effective	Sometimes effective	Just satisfactorily	Generally ineffective	Very poor communication	Total
1099	481	221	27	03	1831

**4. The teacher’s approach to teaching can best be described as**



Excellent	Very good	Good	Fair	Poor	Total
692	746	327	59	07	1831

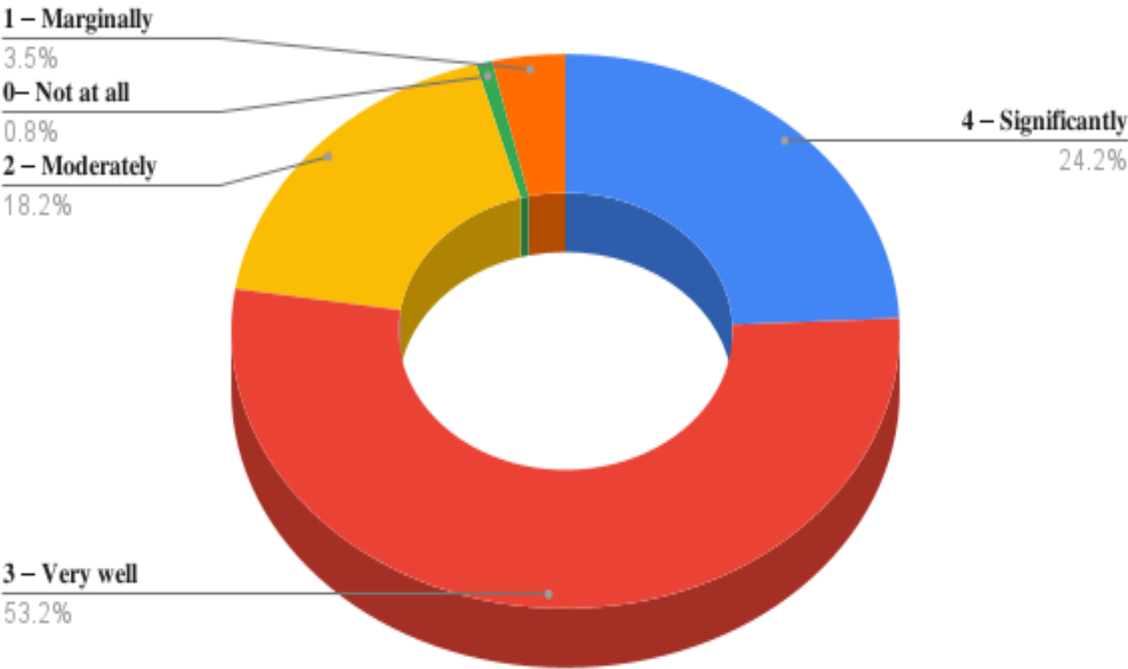
**5. Fairness of the internal evaluation process by the teachers**



Always fair	Usually fair	Sometimes unfair	Usually unfair	Unfair	Total
984	666	139	20	22	1831

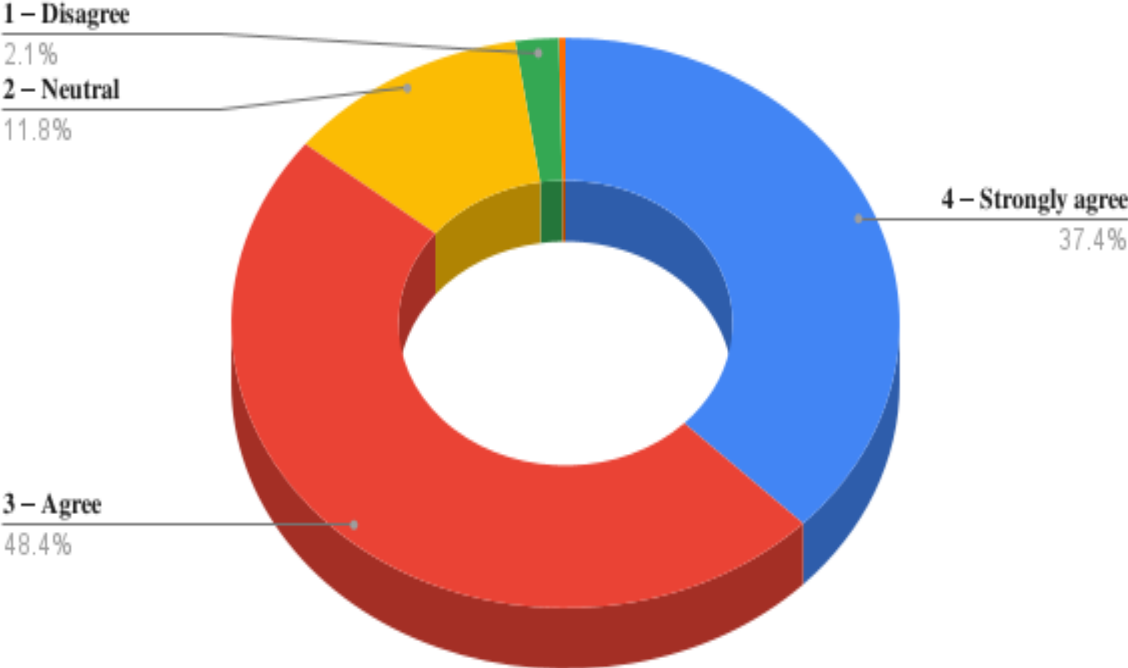


**6. Does teaching and mentoring process help with thinking process, social and emotional growth.**



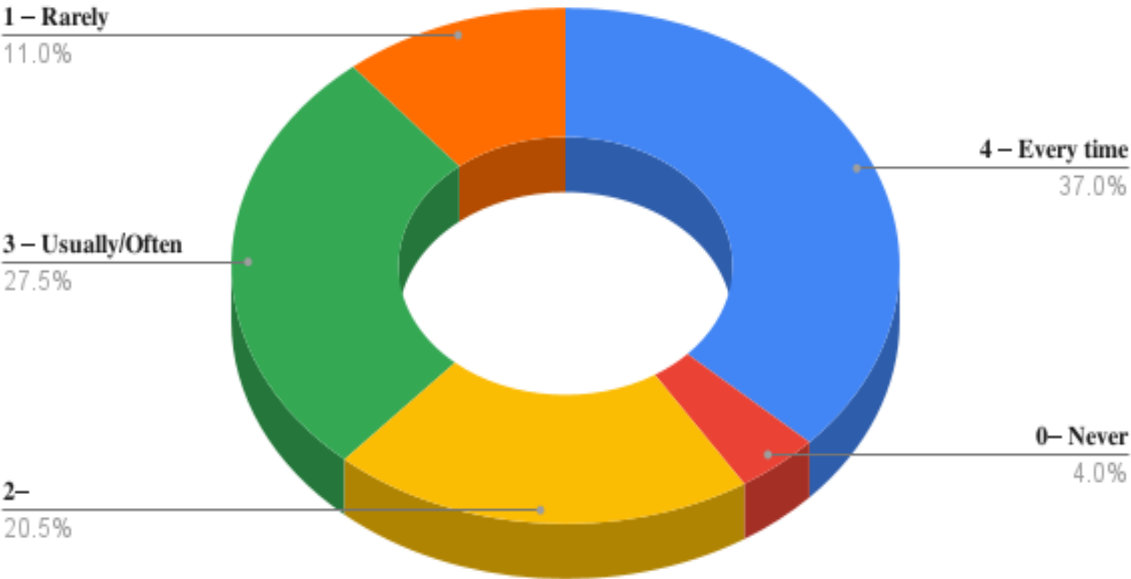
Significantly	Very well	Moderately	Marginally	Not at all	Total
444	974	334	65	14	1831

**7. The institution provides multiple opportunities to learn and grow**



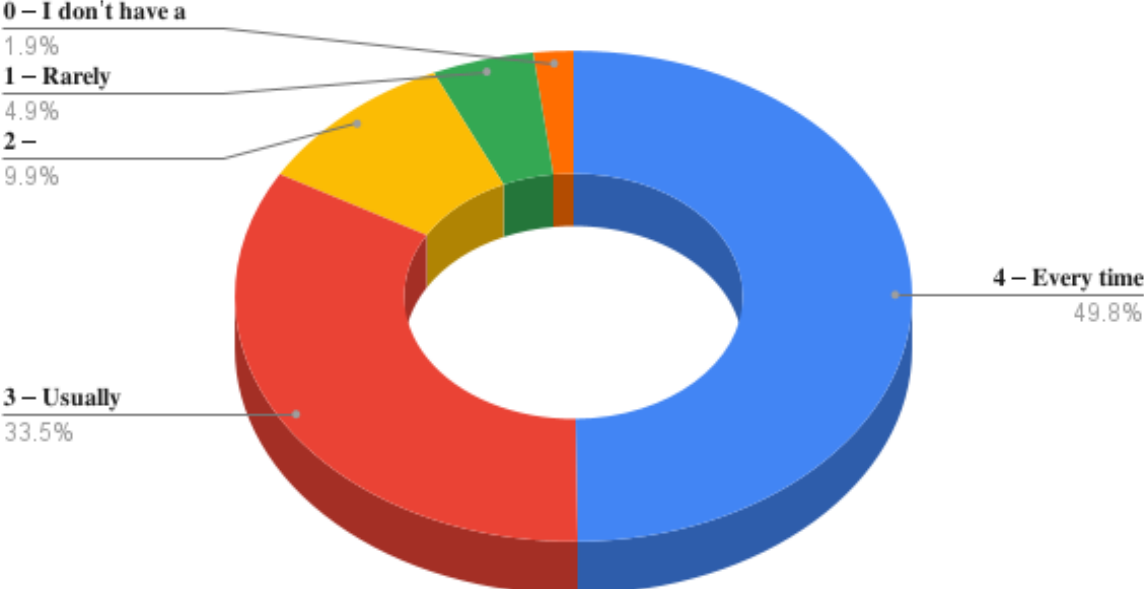
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
685	886	216	38	06	1831

**8. Teachers inform you about your course outcomes and job opportunities.**



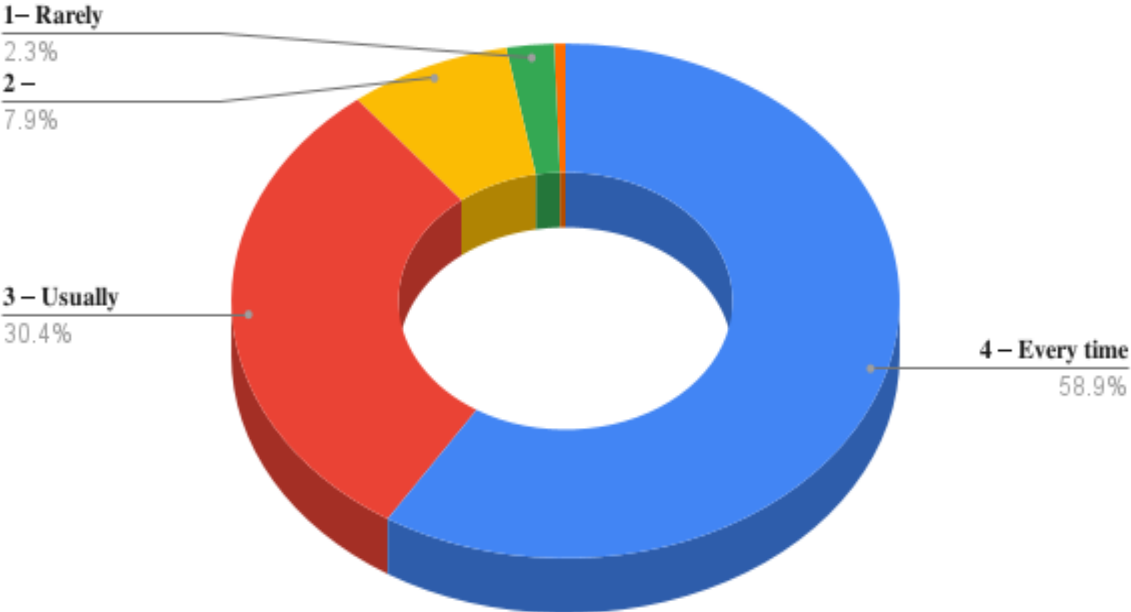
Every time	Usually/Often	Occasionally/ Sometimes	Rarely	Never	Total
677	504	375	201	74	1831

**9. Is your assignments properly evaluated and discussed by your Mentor.**



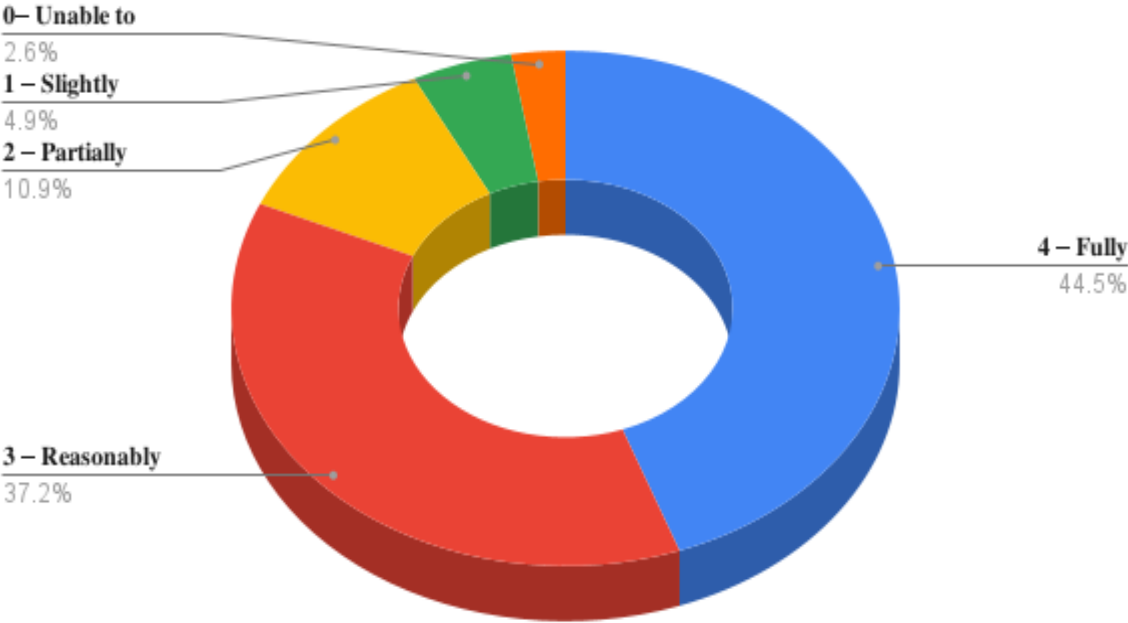
Every time	Usually	Occasionally/ Sometimes	Rarely	I don't have a mentor	Total
912	613	182	89	35	1831

**10. The teachers illustrate the concepts through examples and applications.**



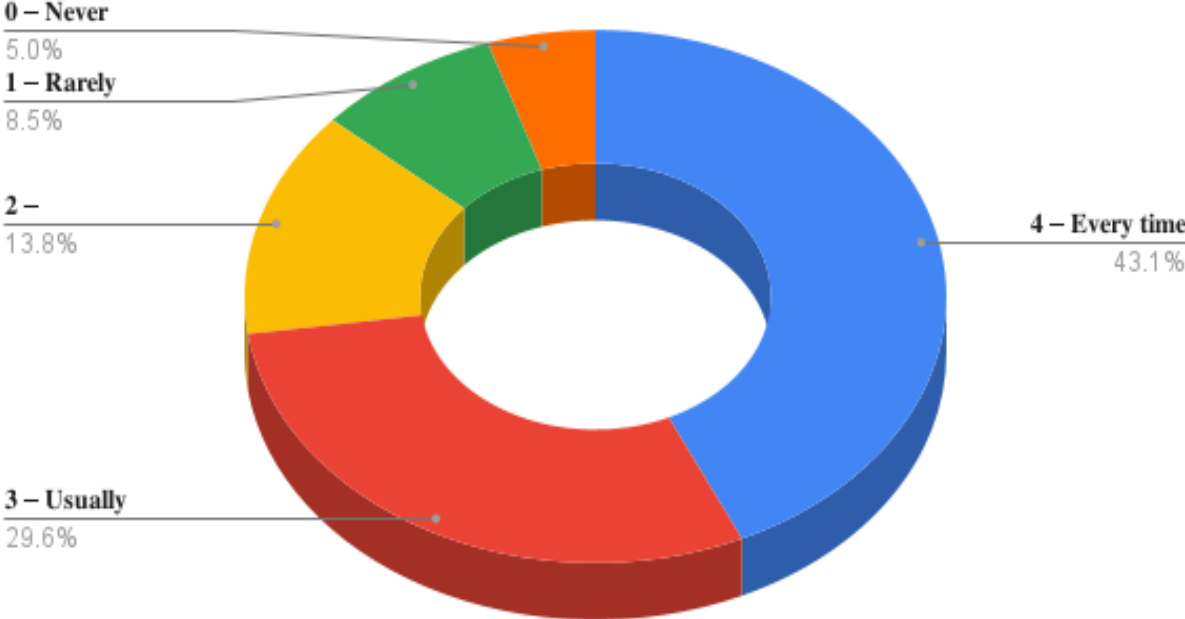
Every time	Usually	Occasionally/ Sometimes	Rarely	Never	Total
1079	556	144	42	10	1831

**11. The teachers identify your strengths and encourage you with providing right level of challenges.**



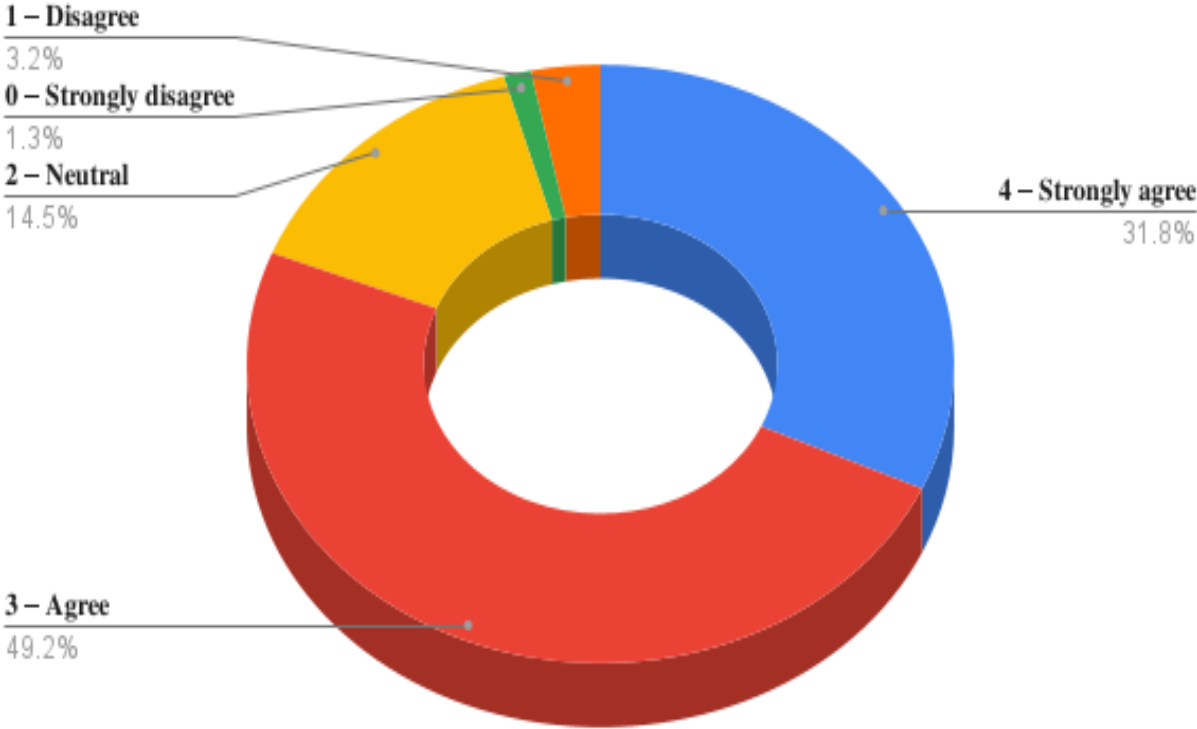
Fully	Reasonably	Partially	Slightly	Unable to	Total
814	681	199	89	48	1831

**12. Teachers are able to identify your weaknesses and help you to overcome them.**



Every time	Usually	Occasionally/ Sometimes	Rarely	Never	Total
790	542	252	156	91	1831

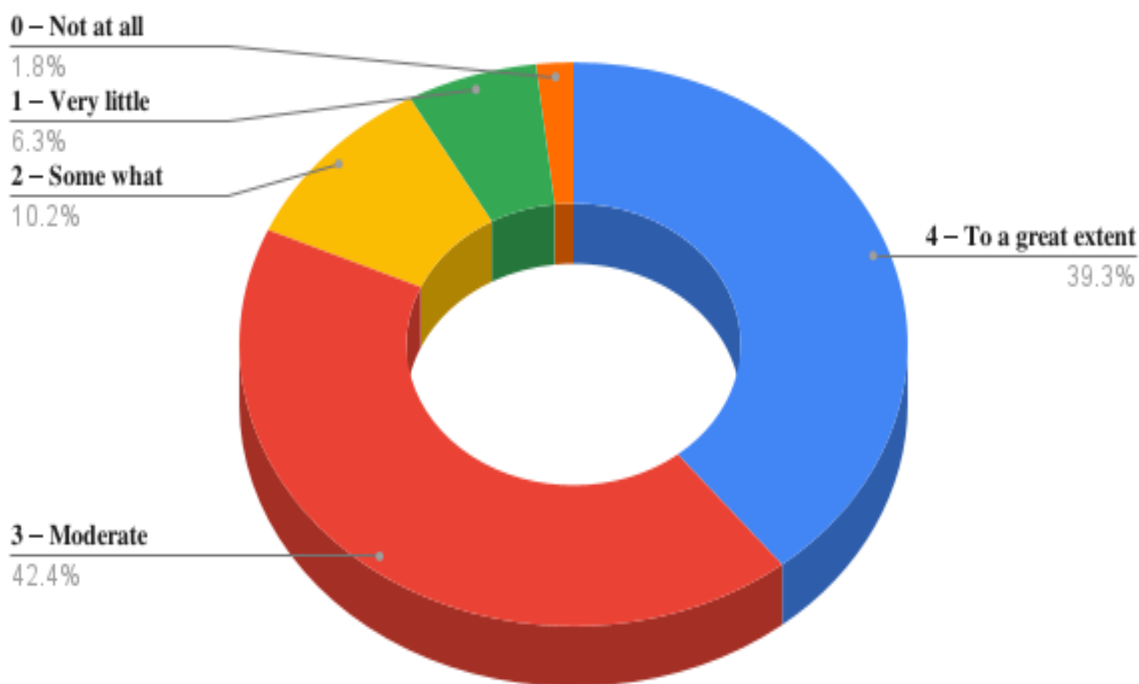
**13. The institution encourages students to make suggestions for improving quality of teaching learning process.**



Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
583	901	266	58	23	1831

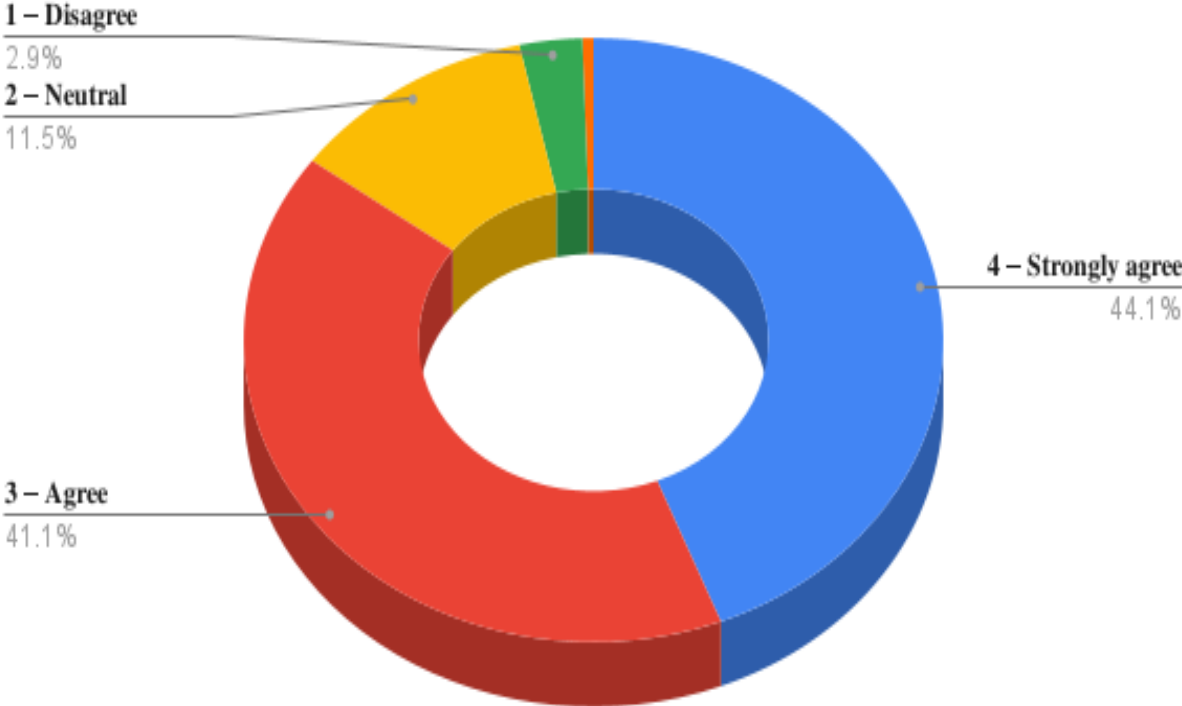


**14. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.**



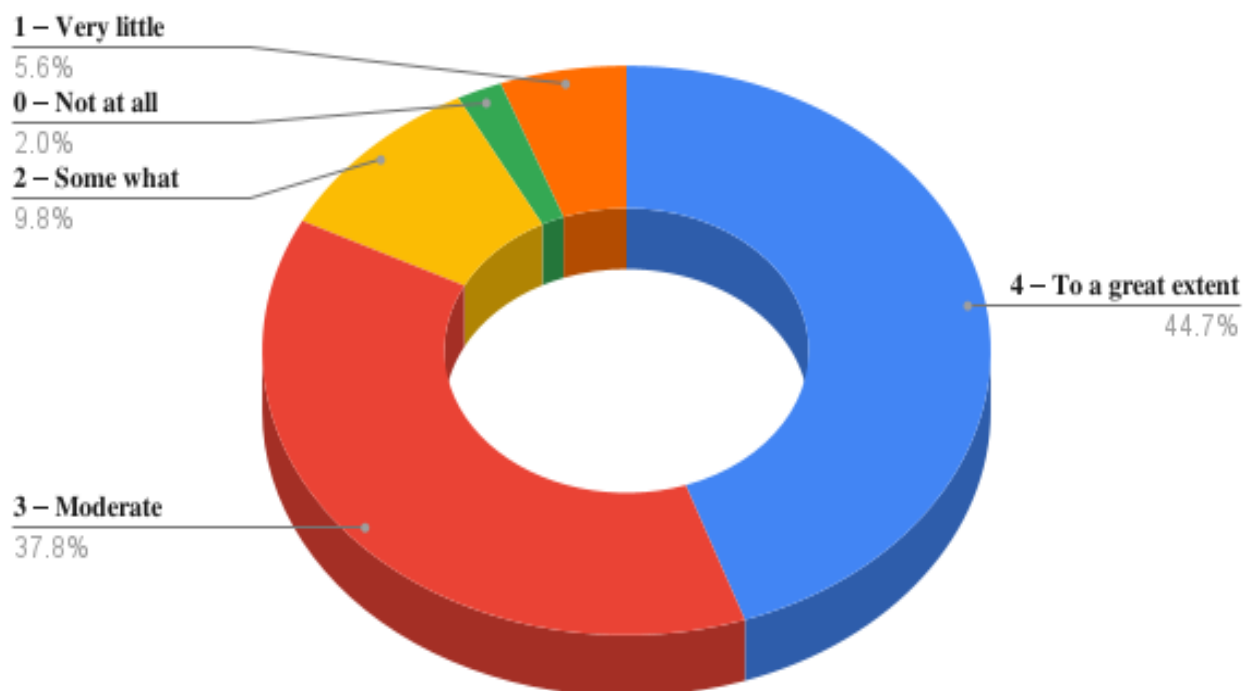
To a great extent	Moderate	Some what	Very little	Not at all	Total
719	776	187	116	33	1831

**15. Teachers encourage you to participate in extracurricular activities.**



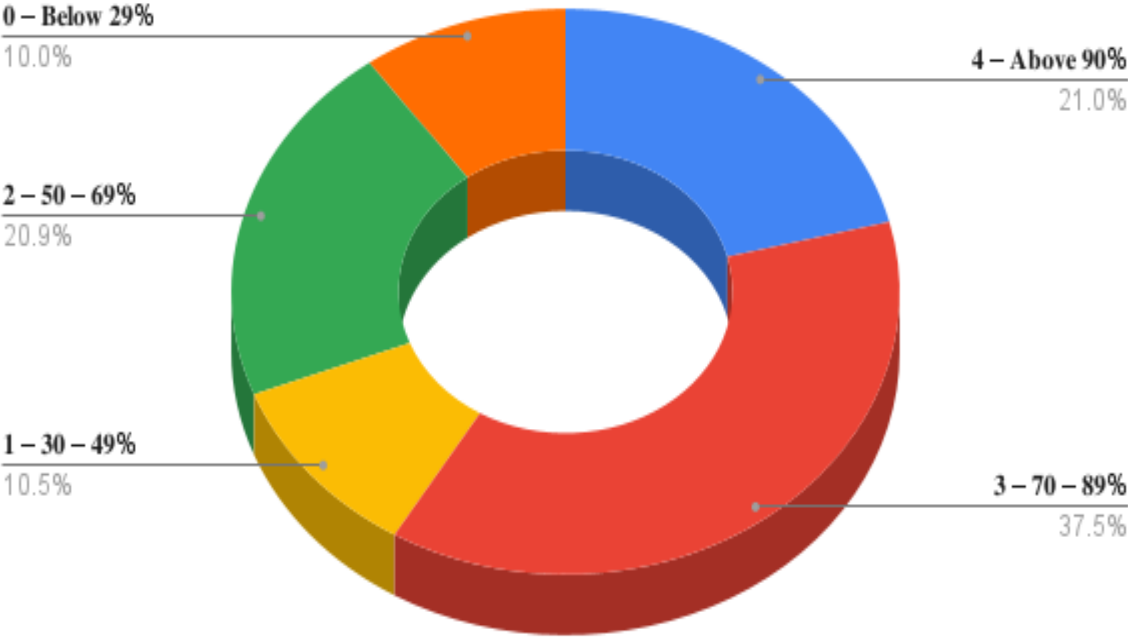
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
807	753	211	53	07	1831

**16. 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.**



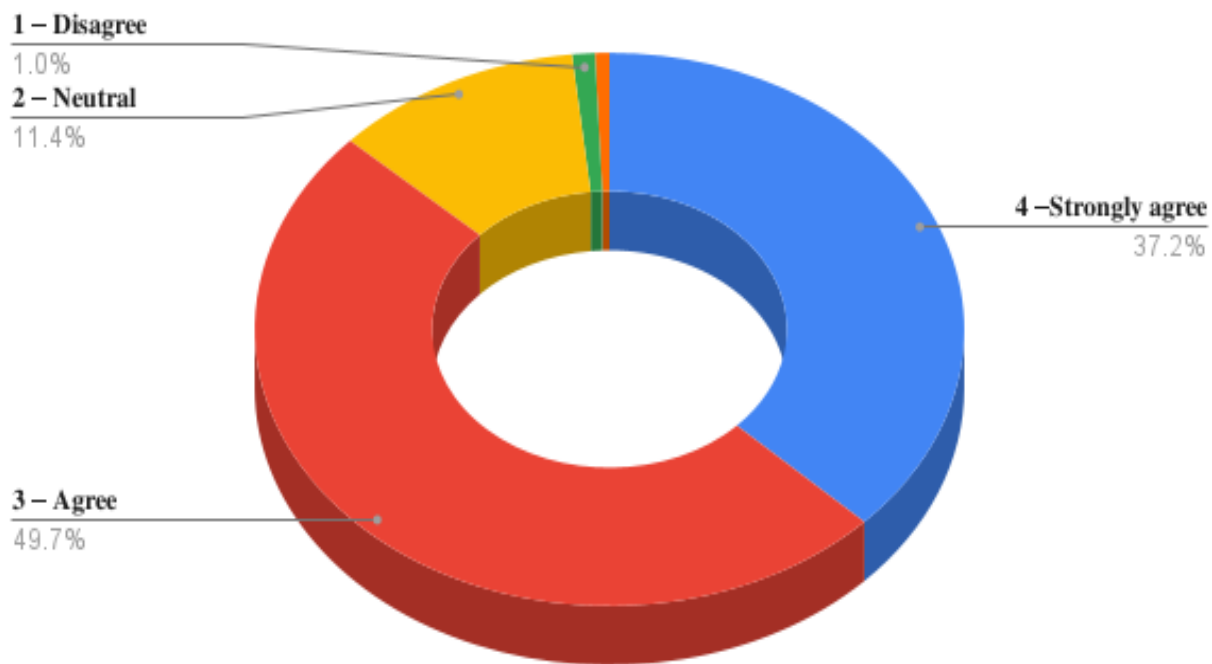
To a great extent	Moderate	Some what	Very little	Not at all	Total
819	692	180	103	37	1831

**17. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.**



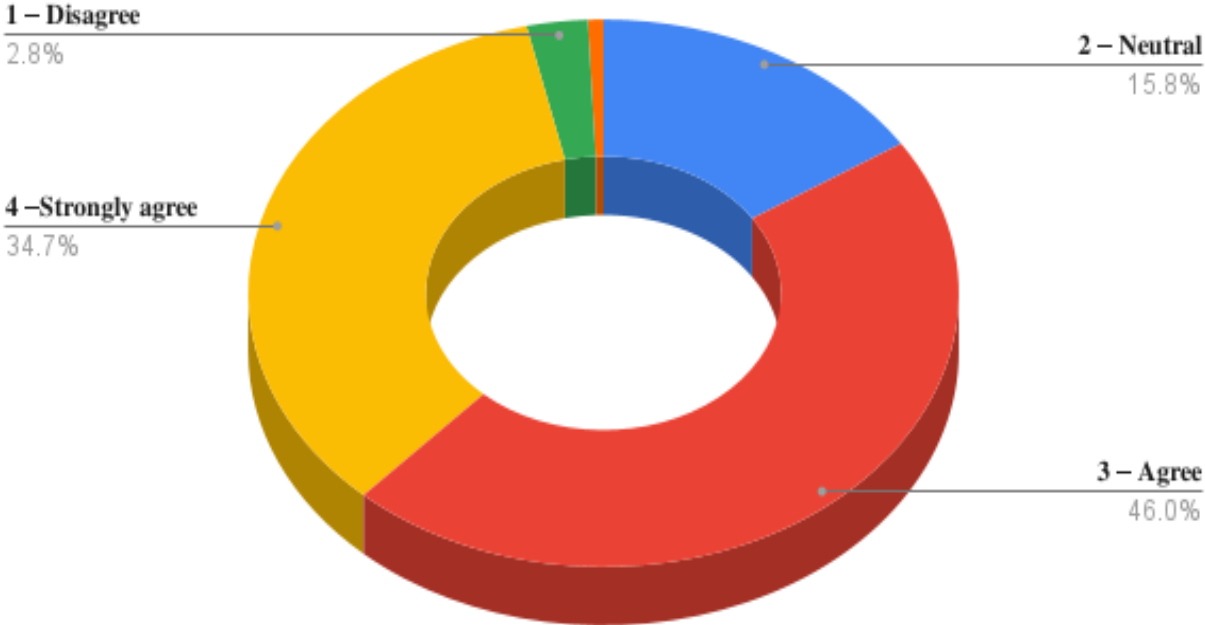
Above 90%	70 - 89%	50 - 69%	30 - 49%	Below 29%	Total
385	687	383	193	183	1831

**18. The overall quality of teaching-learning process in your institute is very good.**



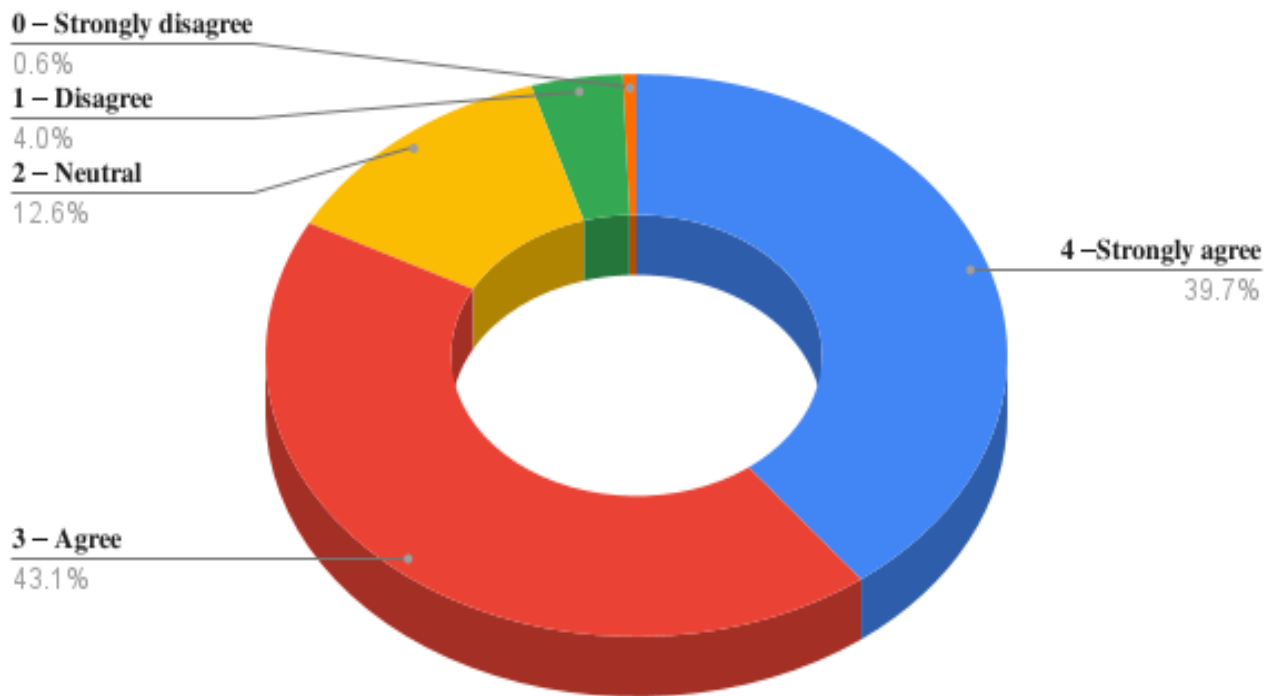
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
681	910	209	18	13	1831

**19. Classrooms are well equipped and comfortable**



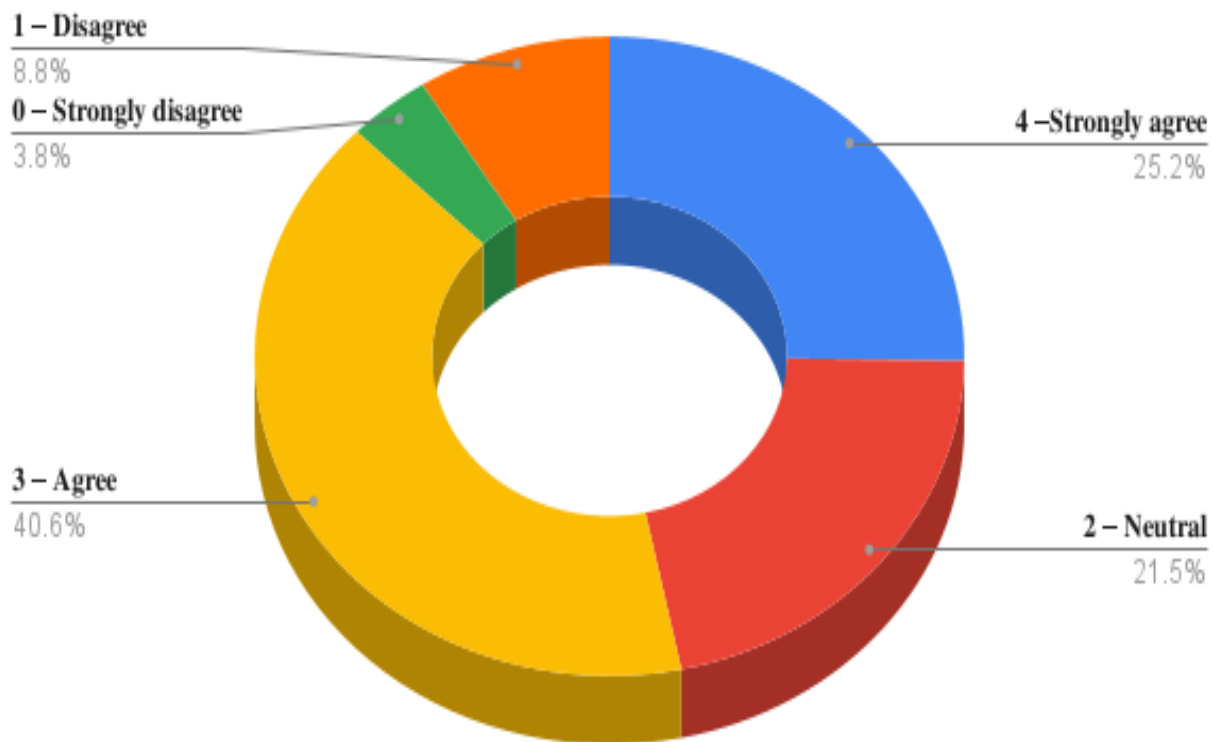
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
635	842	289	51	14	1831

**20. Online classes are being conducted regularly covering the syllabus in reasonable time .**



Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
727	789	231	73	11	1831

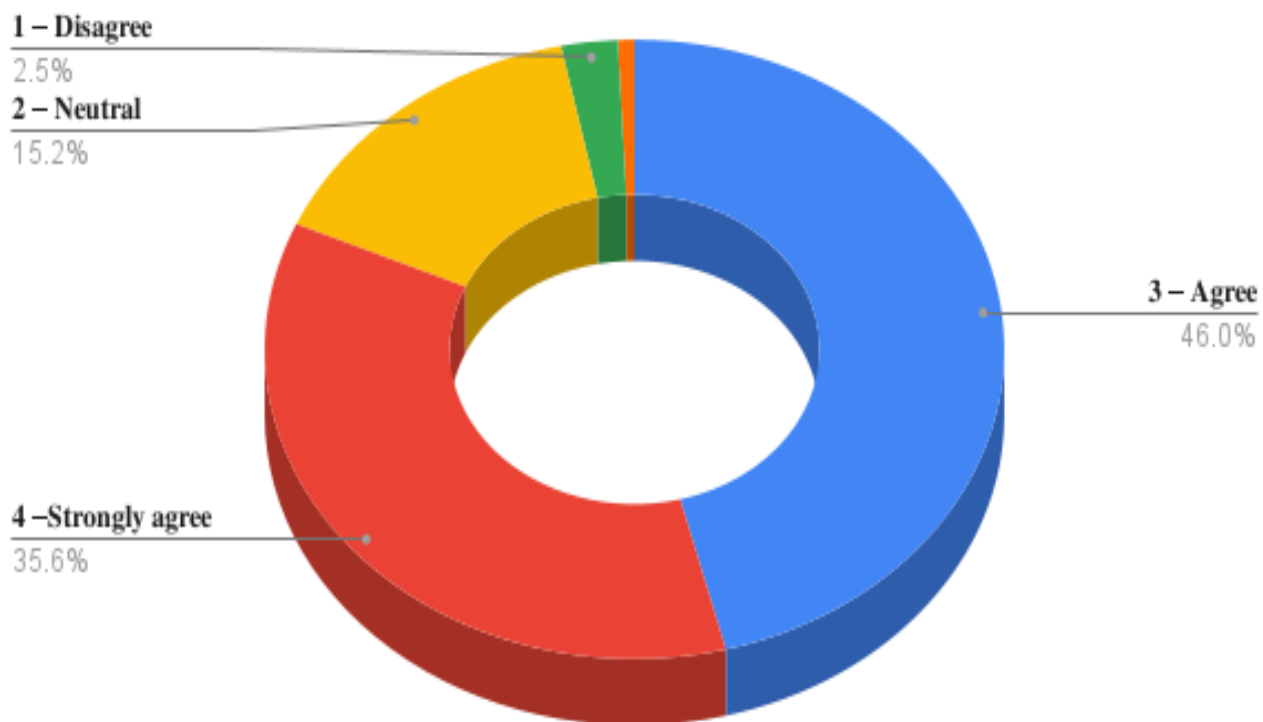
**21. Are you satisfied with overall experience of online teaching.**



Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
462	744	394	161	70	1831

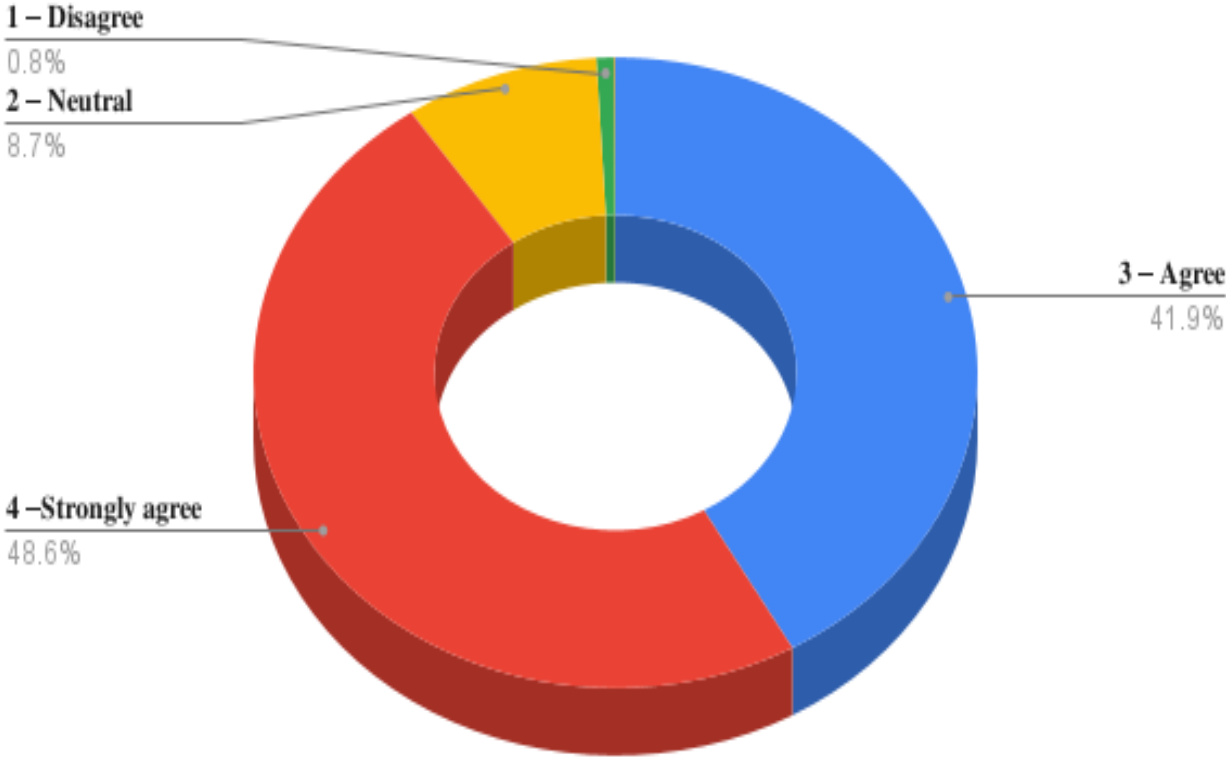


**22. The college has good canteen in term of neatness and food it offers.**



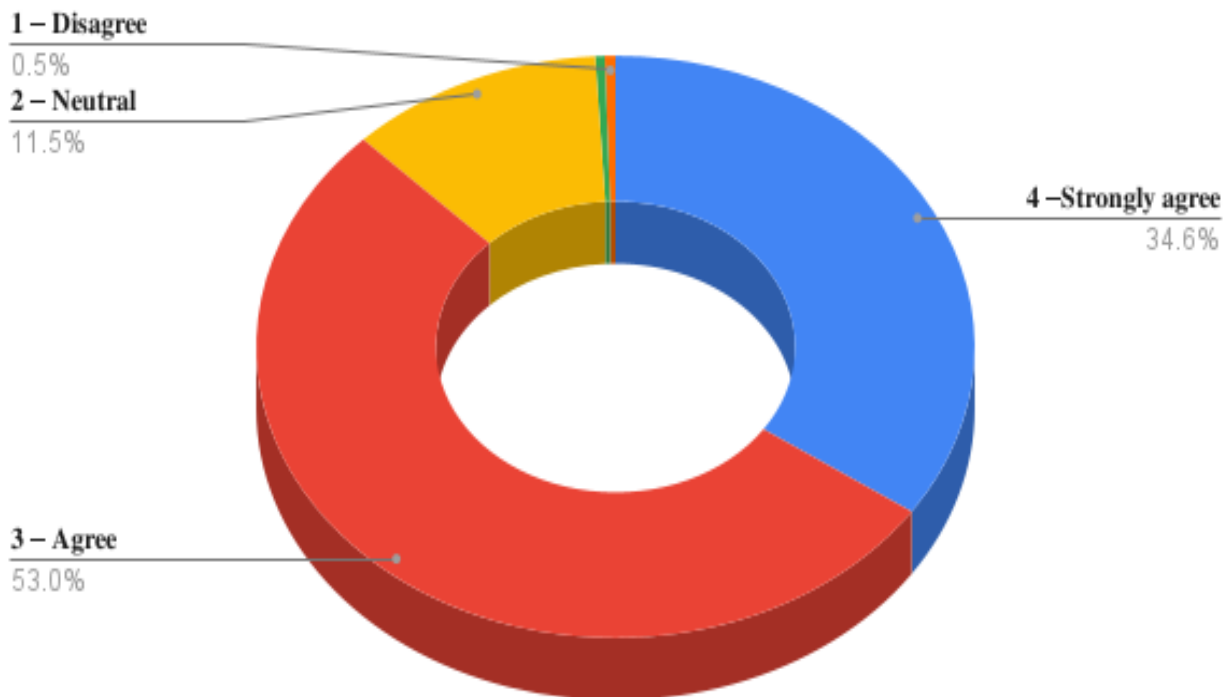
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
652	842	278	46	13	1831

**23. College library is fully equipped with sufficient books and journals.**



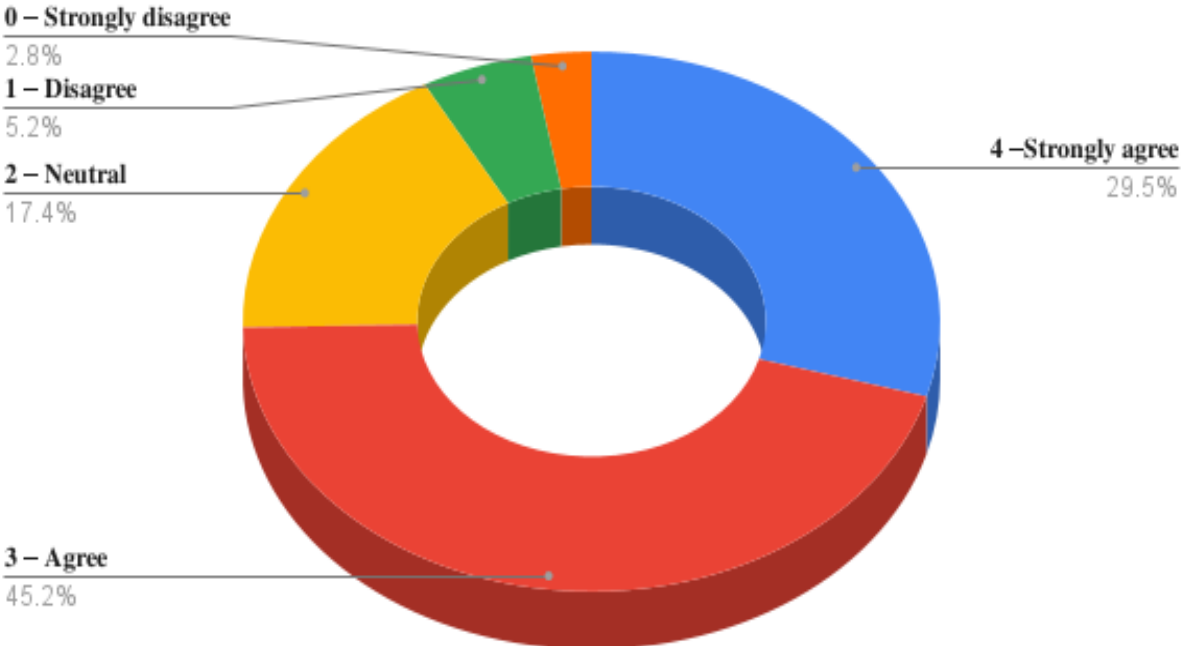
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
890	767	159	15	00	1831

**24. Apart from curricular, college provides excellent exposure in terms of various other Activities.**



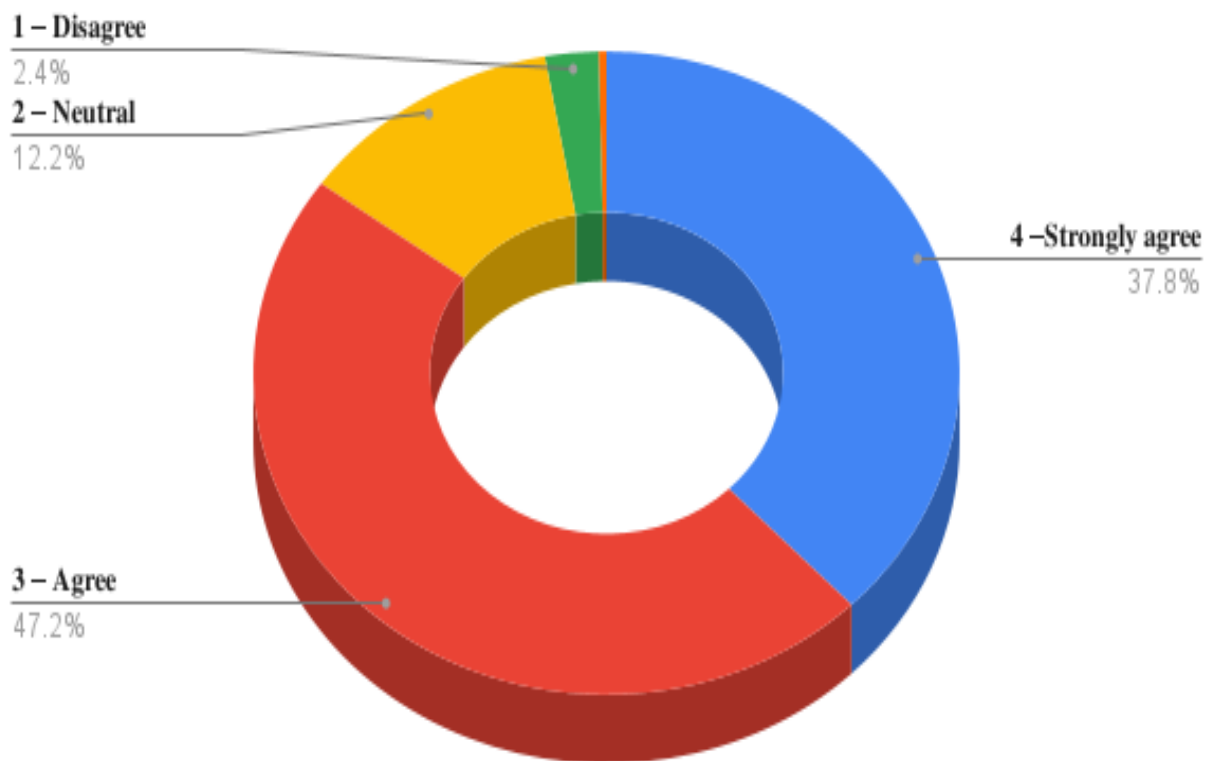
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
634	970	211	09	07	1831

**25. Adequate and clean facilities are available regarding washrooms.**



Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
540	827	318	95	51	1831

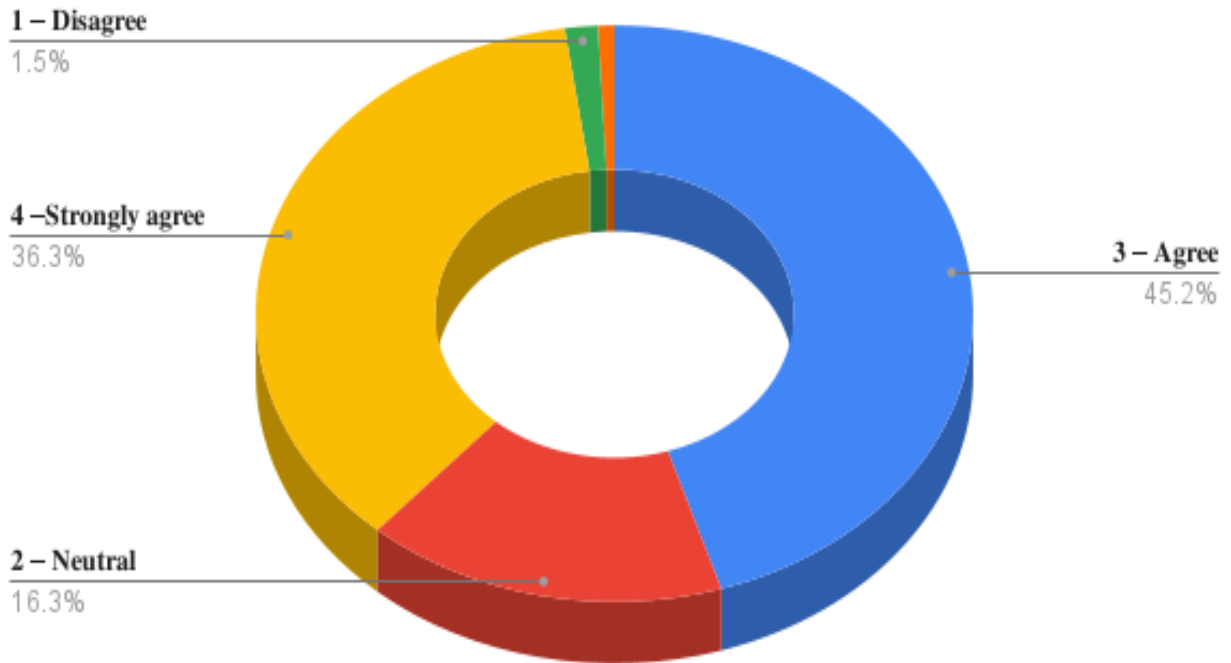
**26. Safe and continuous supply of drinking water is available in college.**



Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
692	864	223	44	08	1831

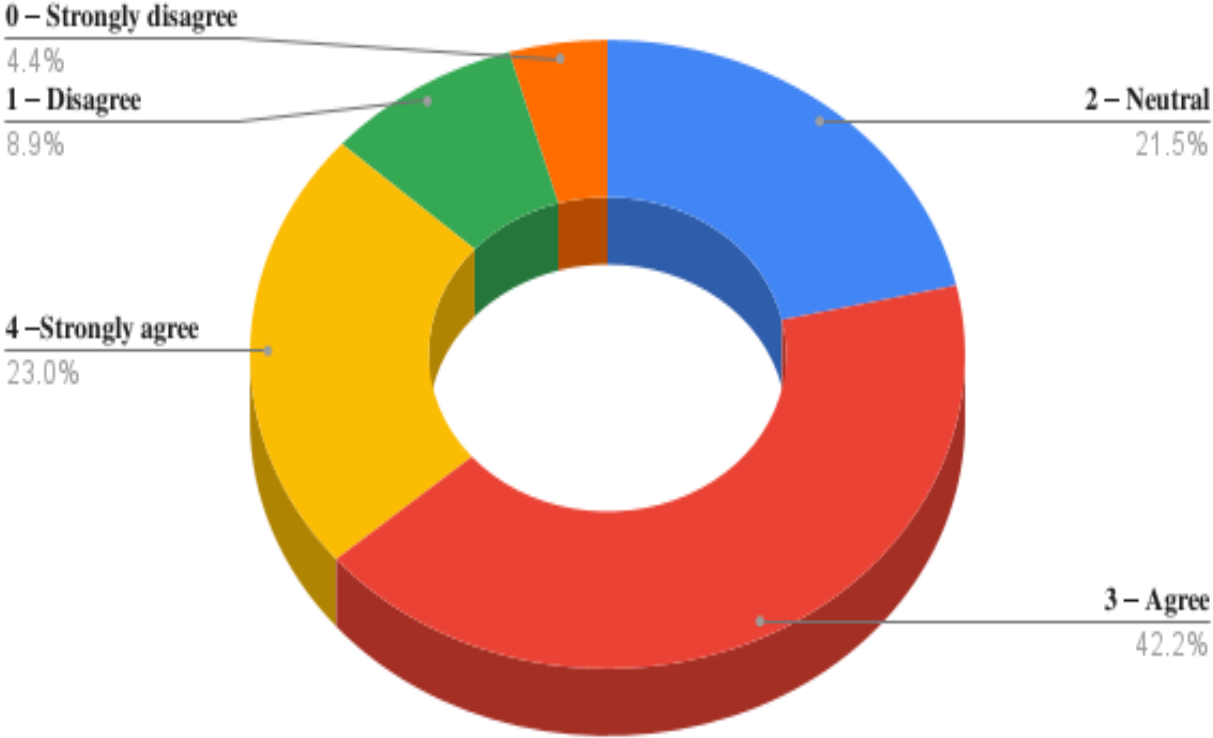
(Question no 27-33 are for hostel students only. Out of 1831 total responses received 135 responses were from hostel students)

**27. Rooms and surroundings are clean and well maintained.**



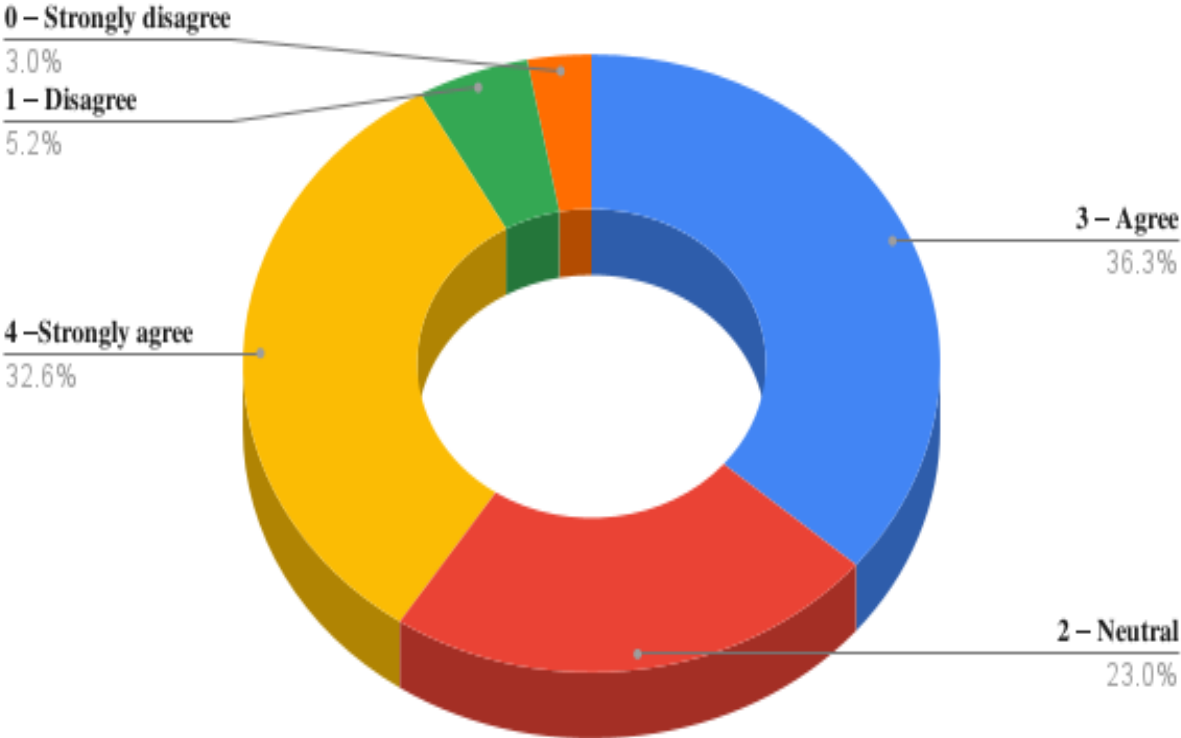
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
49	61	22	02	01	135

**28. Sufficient activities are conducted to keep students engaged in their extra time.**



Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
31	57	29	12	6	135

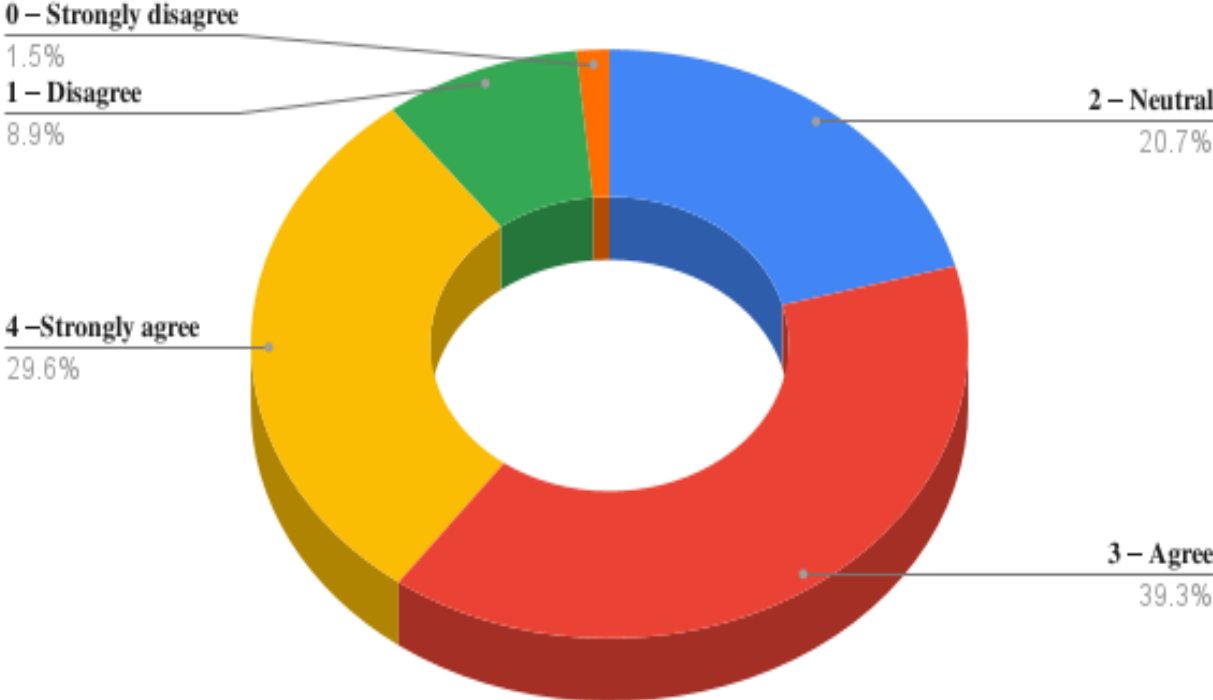
**29. Emotional well being of students are well taken care of.**



Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
44	49	31	07	4	135

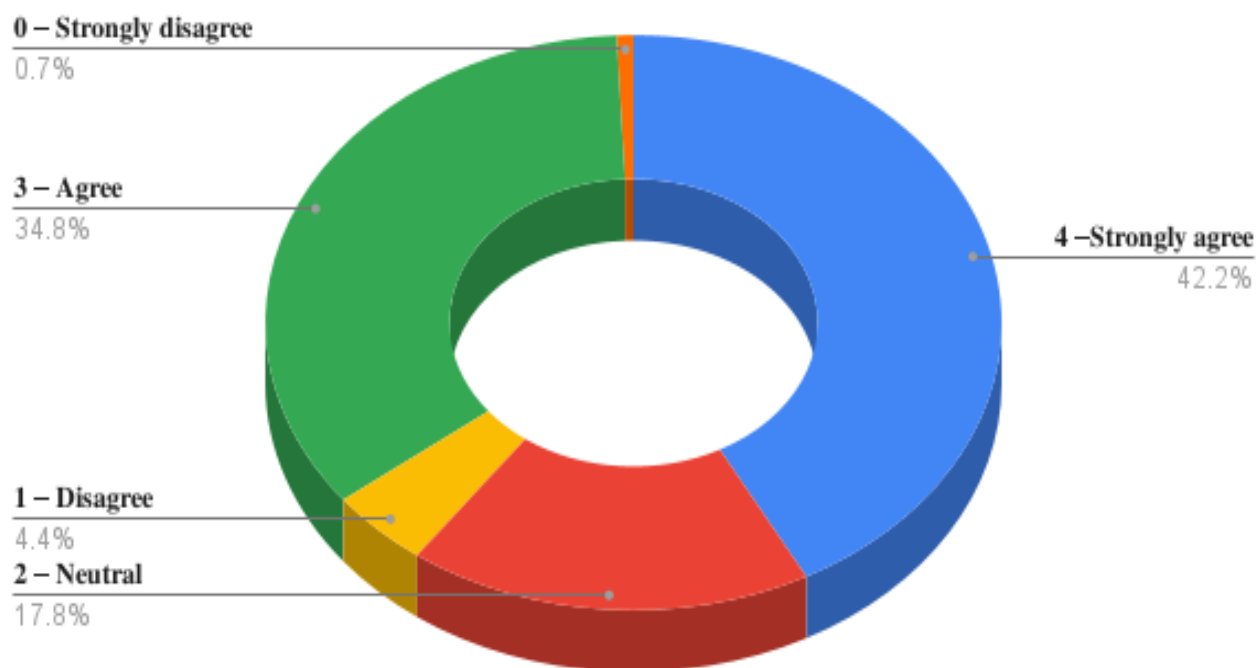


**30. Adequate medical facilities are timely available in the hostel.**



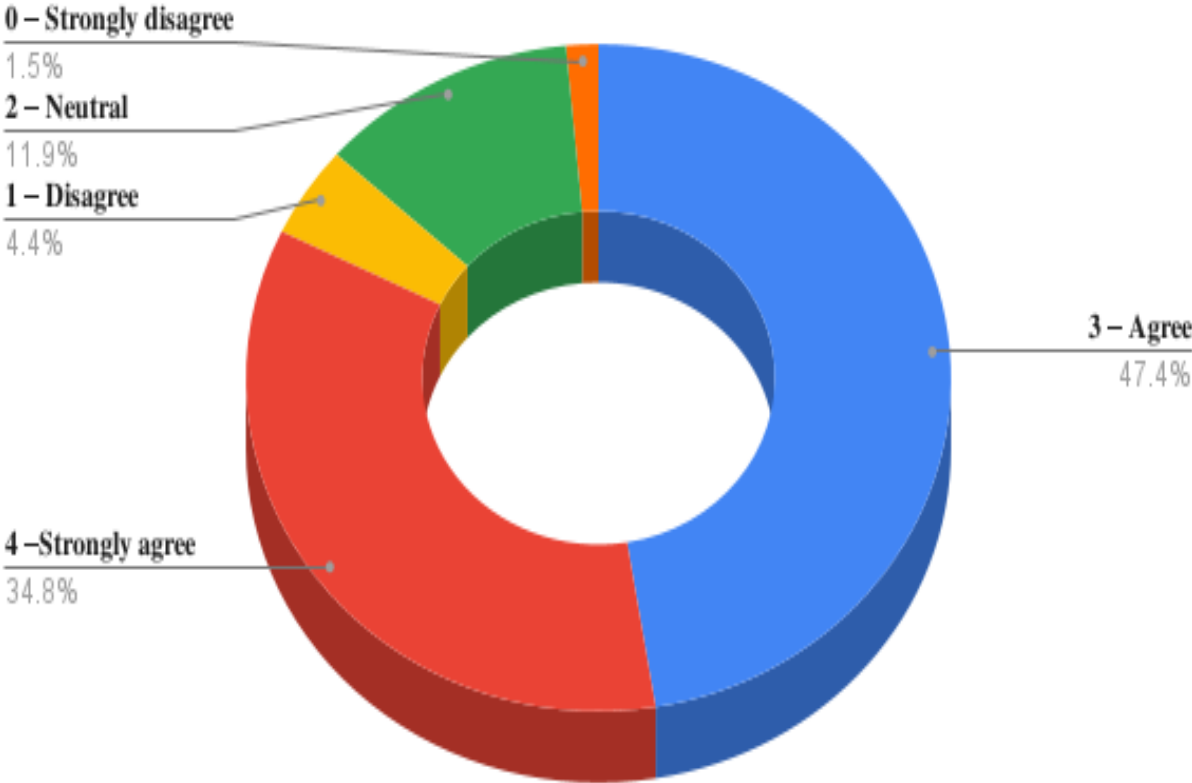
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
40	53	28	12	02	135

**31. Safe and continuous supply of drinking water is available in hostel.**



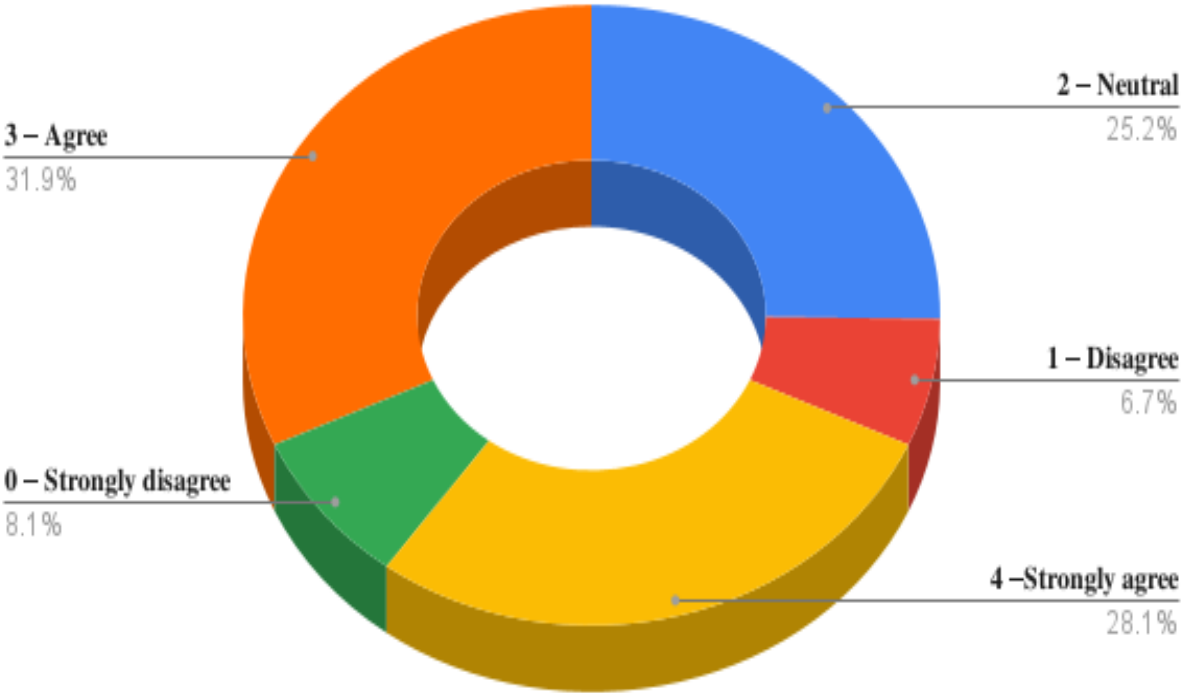
Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
57	47	24	06	01	135

**32. Mess is clean, well maintained and provides hygienic food.**



Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
47	64	16	06	02	135

**33. Connectivity and availability of internet facilities.**



Stronglyagree	Agree	Neutral	Disagree	Strongly disagree	Total
38	43	34	09	11	135

## **SOME OBSERVATIONS / SUGGESTIONS OF STUDENTS REGARDING TEACHING – LEARNING**

- In my institution...Our teachers always encourage us to participate in extra curricular activities
- More illustrative examples could be given.
- Can't say much for online but offline teaching was excellent in college.
- It can be much better if it is more practical than theoretical.
- Overall it is very good.
- Nothing needs improvement. College is doing good efforts.
- There are not any suggestions currently because we are studying from home so if there are any it will be known when it is properly conducted offline in college itself.
- They should give more time to students of science to participate in extracurricular activities.
- Video lectures should be given so that students can see whenever they need to.
- Library should be open 24X7.
- More activities, so that we can maintain balance between study as well as in extracurricular activities.
- More emphasis on skill based learning & promoting entrepreneurial skills.
- Use of board instead of projector, follow one book it's easy to purchase for every student.
- Online methods should be used more appropriately and syllabus to be slowly covered.
- Classes should be more interactive.
- Educational one day trips should be arranged for students regularly.
- Teachers give their best efforts in the teaching.
- Class strength should be somehow reduced.
- There is scarcity of teachers.
- Extra groups/tutorials/doubt session should be held.
- Opportunities to visit research centres, to indulge students from science field into extracurricular activities. Teachers should focus on personality development of students from respective fields
- Communication with students should improved.
- Use of more smart classes.
- Learn the things practically with theoretical knowledge.
- Actually my overall experience is good, but suggestions can't be given as there had been no proper usage of institutional facilities due to COVID-19. Also there had been no practical classes so nothing could be evaluated regarding facilities available at our institution.

- There should be one app for all subjects, counselling session must be there and interaction with Principal and other higher authorities.
- The teachers should adopt modern approach to teach the students not only the subjects but also help the student to grasp the real knowledge
- Teachers should conduct one test in a week
- There is less interaction with students during teaching due to more syllabi. So separate sessions can be given to students for this.
- Group projects should be given so that interaction would be more. After tests answer key should be available.
- Try to reach every student and ask for doubts. Conduct chapter wise, full test, revision on regular basis. Help students in managing time during test or exam.
- Proper and continuous time table of online classes should be there, more examples while teaching.
- To interact with student more effectively as they are the actual base of college, make interaction more effective. So that weak students can be helped to overcome their fears and can talk freely.
- The overall learning experience of this institute is excellent.
- Continue offline classes, use projector and encourage weak students.
- Sports should be more emphasized for all streams of students.
- Teachers must educate students about the usage/application of that course in various fields for employment purpose.
- Other than concerned subjects, teachers must try to take care of personality development through debates and presentations on any topic in front of whole class by student.
- The teaching is a two way interaction. Practicals are performed and explained very well by teachers but can be more interactive (during online sessions).
- Extracurricular activities for science students.
- Teachers always motivate us about our career.
- Learning was good before pandemic but during this period, we missed our practical classes and interactions which is major loss.
- Assessment test which are conducted now days in online learning should be in MCQ format with time limit rather than subjective to avoid false practices.
- More events and industrial visits should be arranged.
- Wi-Fi facility is not efficient. There is need to provide proper facility.
- Encourage active and practical learning, use better graphics
- Reduce attendance pressure on students

## **STEPS TAKEN ON THE BASIS OF STUDENTS' OBSERVATIONS REGARDING TEACHING – LEARNING**

- G-suite ids of students were created so that they could attend online classes on common platform. Faculty also used G-suite platform to manage their classes, attendance, tests and assignments etc.
- Internet bandwidth has been increased from 10mbps to 100 mbps in the college for smooth conduct of online classes as well as for students use.
- As students were not able to use library facility physically due to COVID scenario, college library created and maintained a blog where students can access online books, journals, previous question papers and other resources easily through links provided in the user friendly blog.
- From the students feedback it is analysed that students wish to experience more skill based learning. At college level, the training and placement cell keeps on arranging programs like workshops, seminars, training programs to enhance the employability skills among students. However these could not be held during COVID situation. As far as course curriculum is concerned, it is designed by Panjab University. Our faculty tries to emphasise need of industry inclined curriculum for various courses and programs.

## **SOME OBSERVATIONS/SUGGESTIONS OF STUDENTS REGARDING INFRASTRUCTURE**

- More cleanliness in washrooms and hygiene of washrooms to be checked regularly
- College is very well maintained
- Good quality of benches/furniture is needed
- Common room is required for students in college
- More classrooms should be built
- Classrooms should be equipped with ACs
- Entrance of the college should be made more attractive
- Old furniture should be replaced with new one
- Cleanliness of canteen area and there should be good and healthy food with more options
- Cleanliness in food stalls and parking should be taken care of
- Canteen food should be improved and more variety should be added
- Sports ground should be used more often for other activities other than sports
- Tackle dog menace in college
- Electricity backup/ generator is required
- Computer classes for all streams should be there
- Lunch break should be there
- Satisfactory infrastructure is there in our college but number of fans should be increased in every room
- More building should be made to have separate departments
- Open gymnasium 24X7 hours
- Proper management of waste may be done by up cycling the waste for decoration of college
- Doctor's room should be there for students
- More lights to be installed in classrooms
- Parking facility should be increased

## **STEPS TAKEN ON THE BASIS OF STUDENTS' OBSERVATIONS REGARDING INFRASTRUCTURE**

- College had already planned a medical room in college for convenience of day scholars.
- Common room highly desired by most of the students has been already planned.
- Regarding cleanliness of canteen and provision of good and healthy food, college ensures frequent checks and changes in menu of canteen food.
- Washrooms on all floors have been fully renovated



## **SOME OBSERVATIONS / SUGGESTIONS OF STUDENTS REGARDING HOSTEL FACILITIES**

- Need for ramp for luggage in hostel as we face difficulty in carrying luggage to upper floors.
- More hostel staff is required.
- Hostel students should be allowed more outings.
- There should be proper coolers or ACs in each student room. At least coolers should be provided in each student room.
- Hostel rooms are very small.
- Guest room is required for parents in hostel.
- Collective games should be arranged and there should be movie days in hostel.
- Electricity generator/backup of electricity is required.
- Number of sources of entertainment and fun should be increased.
- Open gymnasium 24X7 hours.
- Wi-Fi facility is not efficient. There is need to provide proper facility.
- Hostel mess should be renovated.

## **STEPS TAKEN ON THE BASIS OF STUDENTS OBSERVATIONS REGARDING HOSTEL FACILITIES**

- A new five floor state of the art hostel building with total covered area of 162990 sq. ft. was inaugurated on 29<sup>th</sup> September, 2020 with total capacity of 584 beds. In initial phase, three floors with spacious and well ventilated 364 rooms are proposed to be provided to the students. Along with these, provision of all modern facilities like two lifts, ramp, reading room, nurse room, meditation room, visitors' room, sick room, tuck shop, cyber café, activity room and warden's residence has been planned.
- All rooms and washrooms in existing hostel have been fully renovated with new chauthats (door frames), termite treatment and mesh windows.
- Hostel facilities have been improved considerably. Hostel mess has been fully renovated and new furniture has been placed. As far as variety in food is concerned, hostel mess follows cyclic menu to provide balanced diet to hostel students. 24X7 internet facility has been made available for hostel students. Hostel welfare committee keeps frequent checks on quality of foods, infrastructure maintenance and also handles various issues of hostel students

Annexure  
(Sample Questionnaire)

POST GRADUATE GOVT. COLLEGE FOR GIRLS,  
SECTOR 42, CHANDIGARH National Assessment and  
Accreditation Council (NAAC) Student Satisfaction  
Survey

**Guidelines for Students**

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her identity will not be revealed.

**Instructions to fill the questionnaire**

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 24 is student's opportunity to give suggestions or improvements; she can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

---

\* Required

1. **Name \***

---

2. **Class \***

---

3. **Roll No. \***

---

4. **Email \***

---

5. **Mobile No. \***

---

6. **1. What degree program are you pursuing now? \***

*Mark only one oval.*

Bachelor's

Master's

PG Diploma

7. **2. Whole syllabus was covered in the class? \***

*Mark only one oval.*

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

8. **3. How well did the teachers prepare for the classes? \***

*Mark only one oval.*

4 – Thoroughly

3 – Satisfactorily

2 – Poorly

1 – Indifferently

0 – Won't teach at all

9. **4. How well were the teachers able to communicate? \***

*Mark only one oval.*

- 4 – Always effective
- 3 – Sometimes effective
- 2 – Just satisfactorily
- 1 – Generally ineffective
- 0 – Very poor communication

10. **5. The teacher's approach to teaching can best be described as \***

*Mark only one oval.*

- 4 – Excellent
- 3 – Very good
- 2 – Good
- 1 – Fair
- 0 – Poor

11. **6. Fairness of the internal evaluation process by the teachers \***

*Mark only one oval.*

- 4 – Always fair
- 3 – Usually fair
- 2 – Sometimes unfair
- 1 – Usually unfair
- 0 – Unfair

12. **7. Does teaching and mentoring process help with thinking process, social and emotional growth. \***

*Mark only one oval.*

- 4 – Significantly
- 3 – Very well
- 2 – Moderately
- 1 – Marginally
- 0– Not at all

13. **8. The institution provides multiple opportunities to learn and grow \***

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0– Strongly disagree

14. **9. Teachers inform you about your course outcomes and job opportunities . \***

*Mark only one oval.*

- 4 – Every time
- 3 – Usually/Often
- 2– Occasionally/Sometimes
- 1 – Rarely
- 0– Never

15. **10. Is your assignments properly evaluated and discussed by your Mentor.**

\*

*Mark only one oval.*

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

16. **11. The teachers illustrate the concepts through examples and applications.** \*

*Mark only one oval.*

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

17. **12. The teachers identify your strengths and encourage you with providing right level of challenges.** \*

*Mark only one oval.*

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0 – Unable to

18. **13. Teachers are able to identify your weaknesses and help you to overcome them. \***

*Mark only one oval.*

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

19. **14. The institution encourages students to make suggestions for improving quality of teaching learning process. \***

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

20. **15. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. \***

*Mark only one oval.*

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

21. **16. Teachers encourage you to participate in extracurricular activities.**

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

22. **17. 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.**

*Mark only one oval.*

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

23. **18. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. \***

*Mark only one oval.*

- 4 – Above 90%
- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%



24. **19. The overall quality of teaching-learning process in your institute is very good. \***

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

25. **20. Classrooms are well equipped and comfortable .**

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

26. **21. Online classes are being conducted regularly covering the syllabus in reasonable time . \***

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

27. **22. Are you satisfied with overall experience of online teaching. \***

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

28. **23. Give three observation / suggestions to improve the overall teaching – learning experience in your institution. \***

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29. **24. The college has good canteen in term of neatness and food it offers.**

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

30. **25. College library is fully equipped with sufficient books and journals.**

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

31. **26. Apart from curricular, college provides excellent exposure in terms of various other Activities.**

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

32. **27. Adequate and clean facilities are available regarding washrooms.**

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

33. **28. Safe and continuous supply of drinking water is available in college.**

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

34. **29. Are you residing in the hostel? \***

*Mark only one oval.*

Yes    *Skip to question 35*

No

### Hostel Survey

35. **1. Rooms and surroundings are clean and well maintained. \***

*Mark only one oval.*

4 – **Strongly agree**

3 – **Agree**

2 – **Neutral**

1 – **Disagree**

0 – **Strongly disagree**

36. **2. Sufficient activities are conducted to keep students engaged in their extra time. \***

*Mark only one oval.*

4 – **Strongly agree**

3 – **Agree**

2 – **Neutral**

1 – **Disagree**

0 – **Strongly disagree**

37. **3. Emotional well being of students are well taken care of. \***

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

38. **4. Adequate medical facilities are timely available in the hostel. \***

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

39. **5. Safe and continuous supply of drinking water is available in hostel. \***

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

40. **6. Mess is clean, well maintained and provides hygienic food. \***

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

41. **7. Connectivity and availability of internet facilities. \***

*Mark only one oval.*

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

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