

# Post Graduate Government College for Girls Sector -42, Chandigarh



## A Report on Student Satisfaction Survey

Session: 2021-2022



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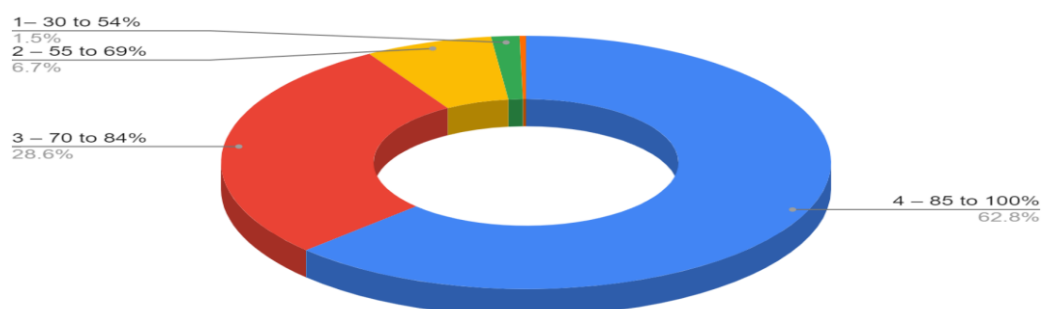
## **INTRODUCTION**

Any institution's name and fame rests 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 2021-22 i.e. 3365 students. Out of these, 2060 students i.e. 61.21% 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.

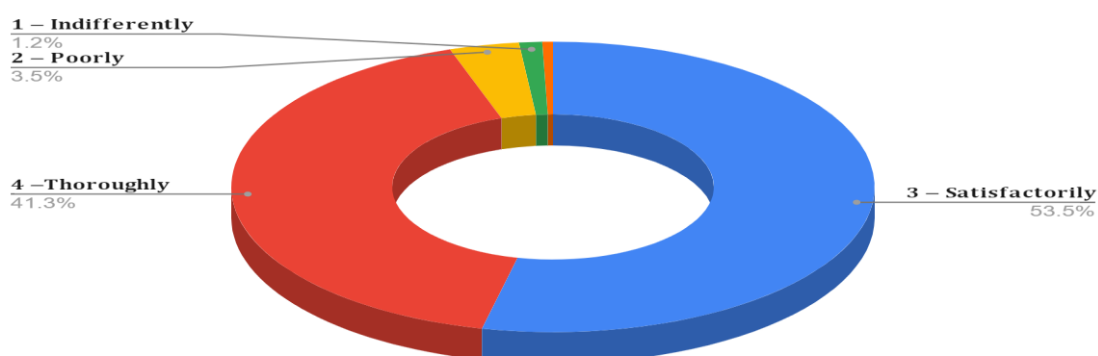
## Student Satisfaction Survey (SSS) on Overall Institutional Performance (Questions and responses received)

### 1. How much of the syllabus was covered in the class?



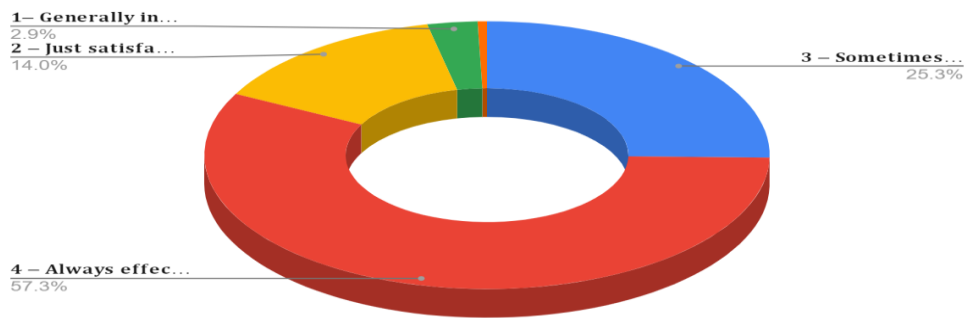
85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%	Total
1293	589	138	30	10	2060

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



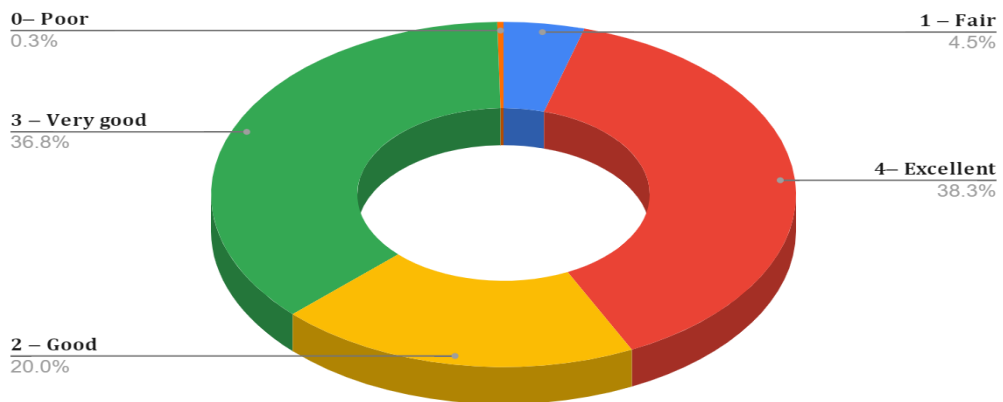
Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all	Total
1102	850	72	24	12	2060

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



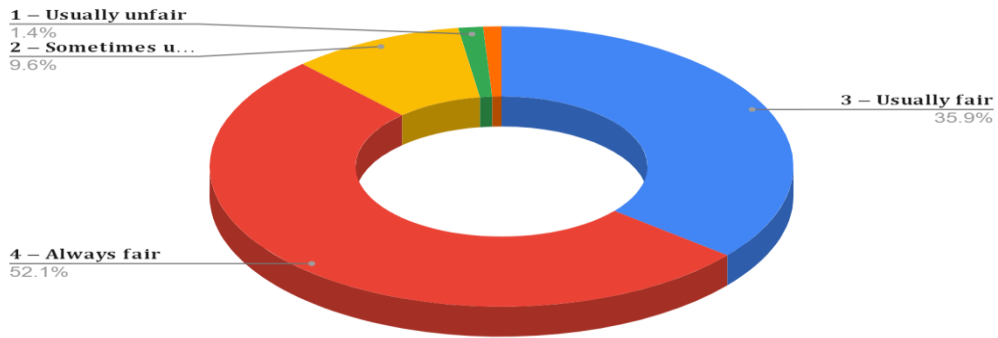
Always effective	Sometimes effective	Just satisfactorily	Generally ineffective	Very poor communication	Total
1163	521	288	60	28	2060

### 4. The teacher's approach to teaching can best be described as



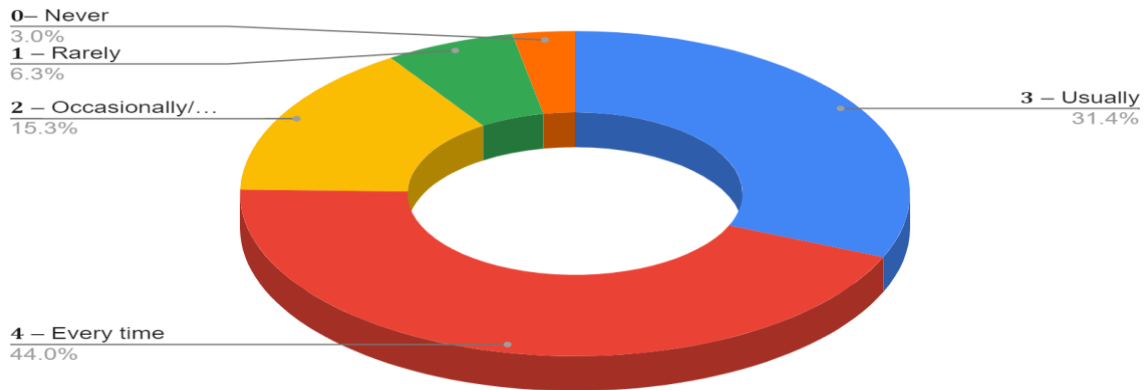
Excellent	Verygood	Good	Fair	Poor	Total
789	758	413	93	07	2060

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



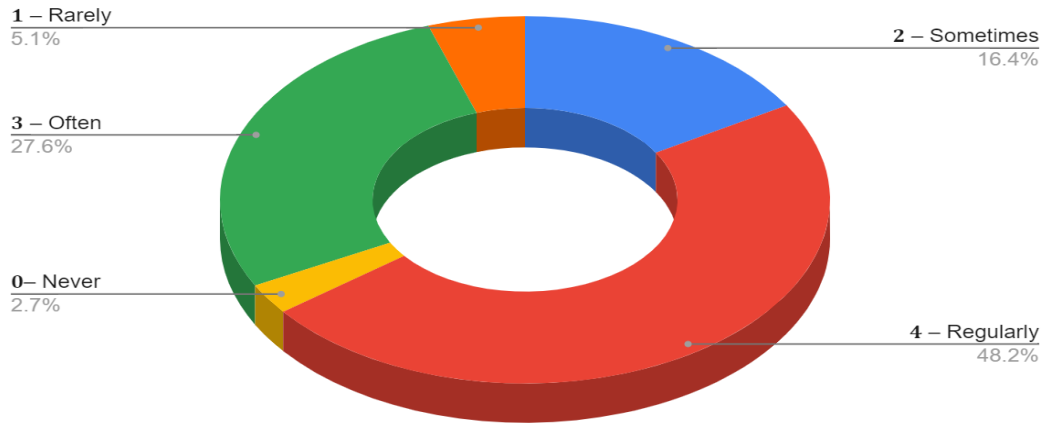
Always fair	Usually fair	Sometimes unfair	Usually unfair	Unfair	Total
1073	740	198	29	20	2060

## 6. Was your performance in assignment discussed with you?



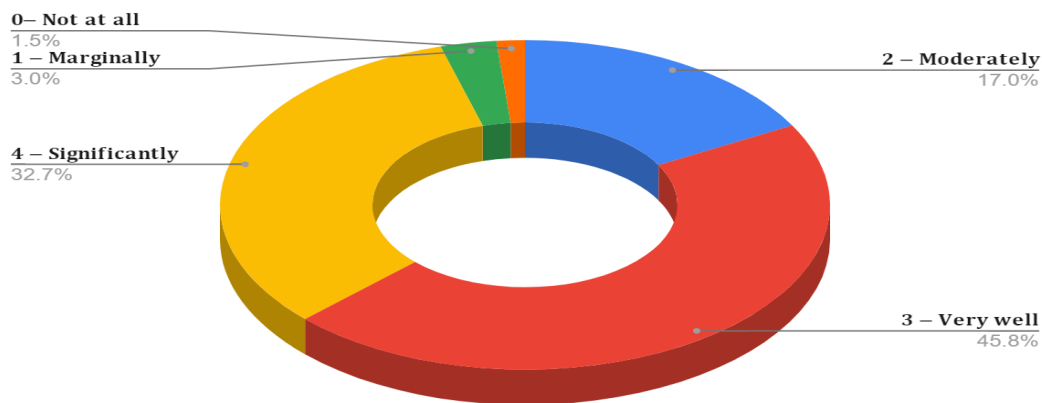
Every time	Usually	Occasionally/Sometimes	Rarely	Never	Total
906	647	315	130	62	2060

**7. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.**



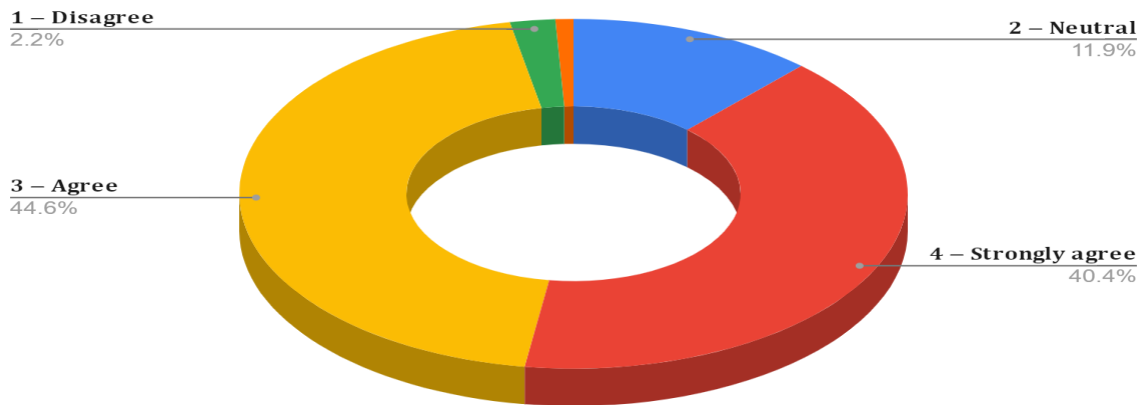
Regularly	Often	Sometimes	Rarely	Never	Total
993	568	338	105	56	2060

**8. The teaching and mentoring process in your institute facilities you in cognitive, social and emotional growth.**



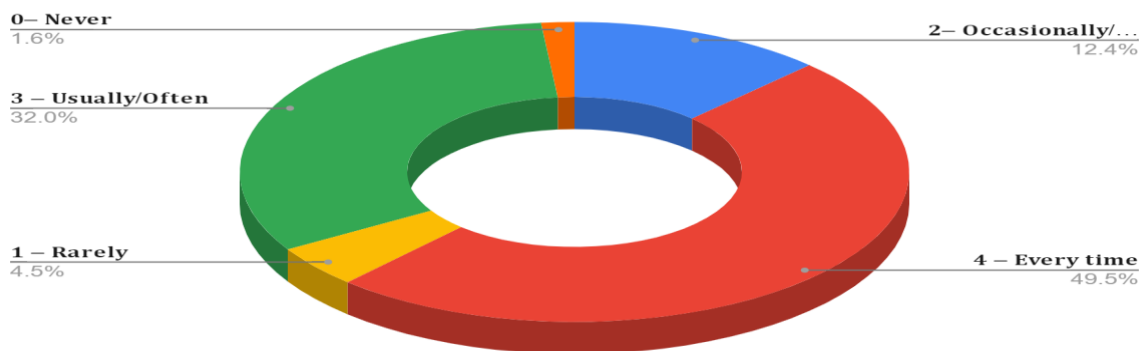
Significantly	Very well	Moderately	Marginally	Not at all	Total
674	943	350	62	31	2060

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



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
832	919	245	45	19	2060

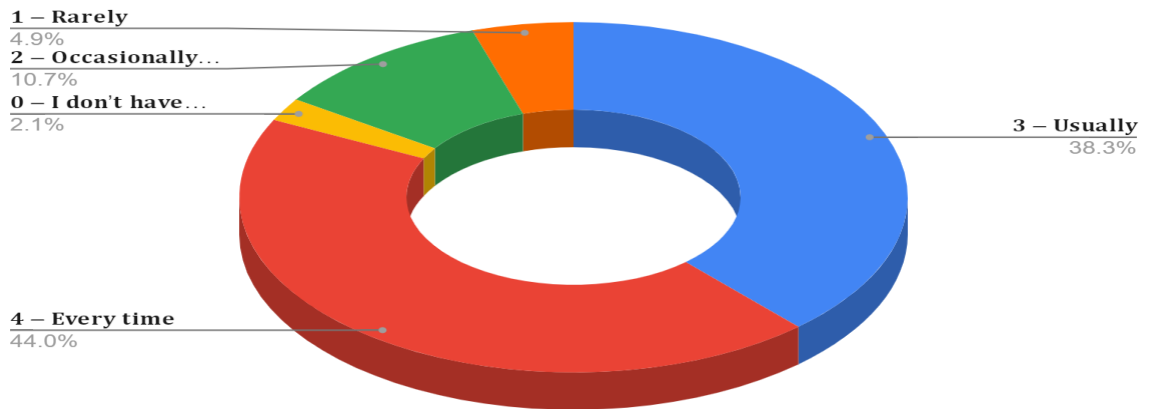
**10. Teacher informs you about your expected competencies, course outcomes and programme outcomes.**



Everytime	Usually/Often	Occasionally/Sometimes	Rarely	Never	Total
1020	659	255	93	33	2060

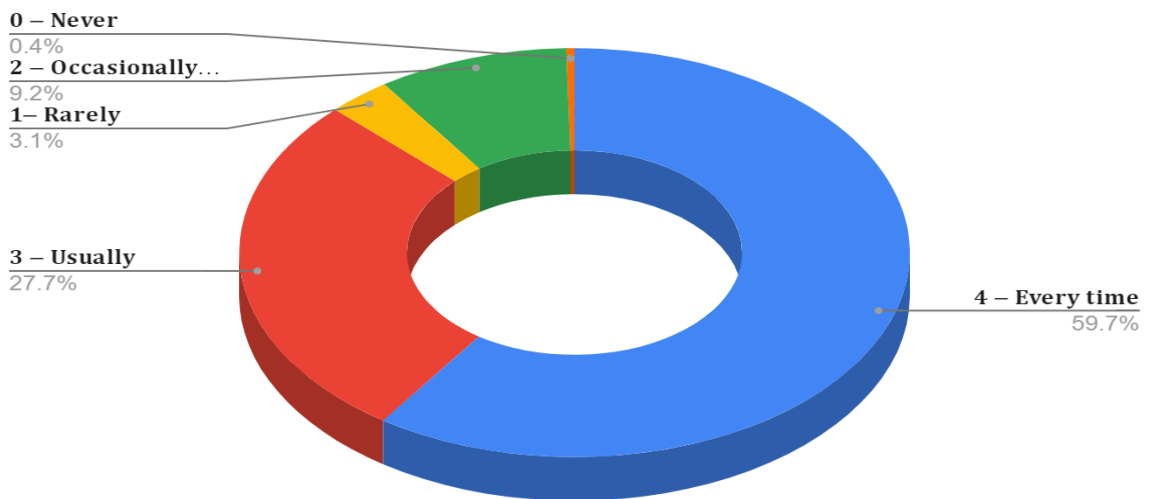


**11. Your mentor does a necessary follow-up with an assigned task to you.**



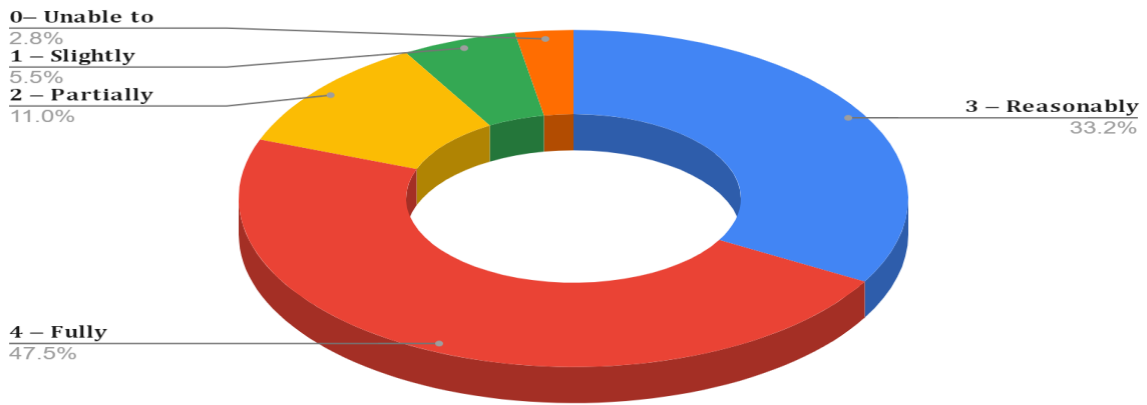
Everytime	Usually	Occasionally/Sometimes	Rarely	Idon't have a mentor	Total
906	789	220	101	44	2060

**12. The teachers illustrate the concept through examples and applications.**



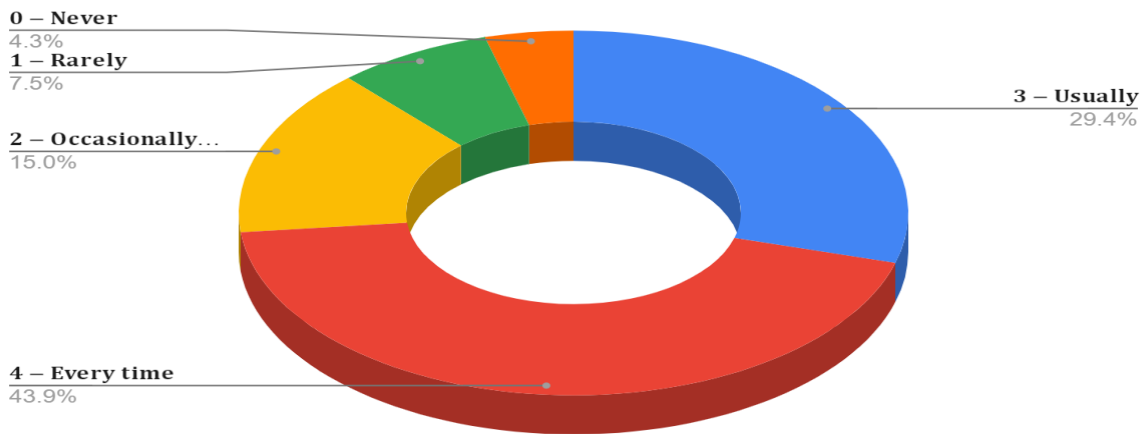
Everytime	Usually	Occasionally/Sometimes	Rarely	Never	Total
1229	570	190	63	8	2060

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



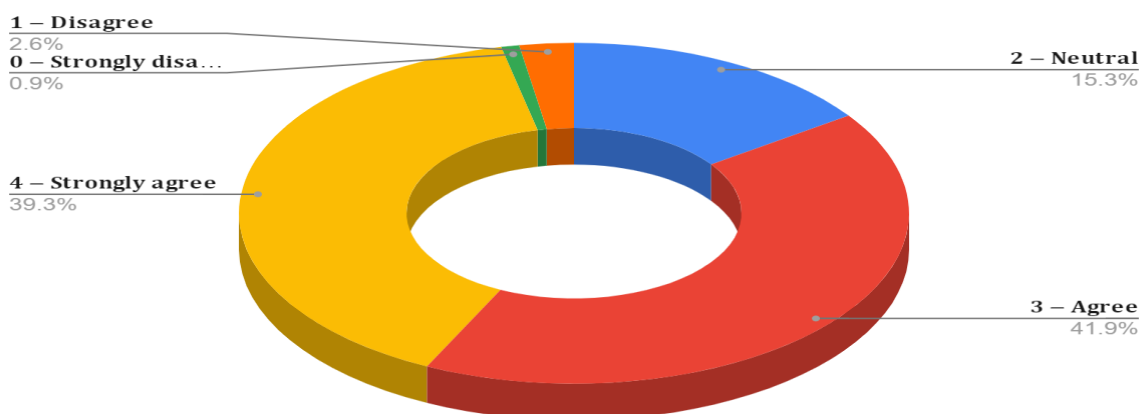
Fully	Reasonably	Partially	Slightly	Unable to	Total
978	684	227	113	58	2060

**14. The teachers are able to identify your weaknesses and help you to overcome them.**



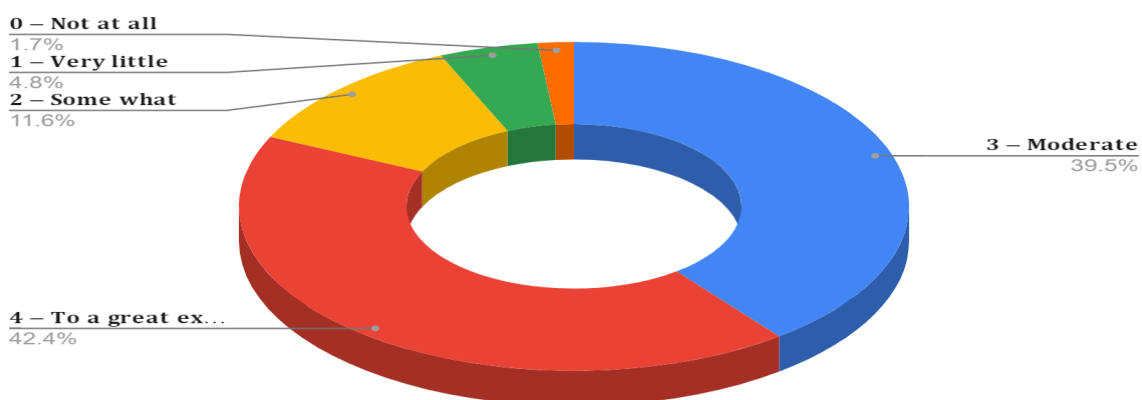
Everytime	Usually	Occasionally/Sometimes	Rarely	Never	Total
904	605	309	154	88	2060

**15. The institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.**



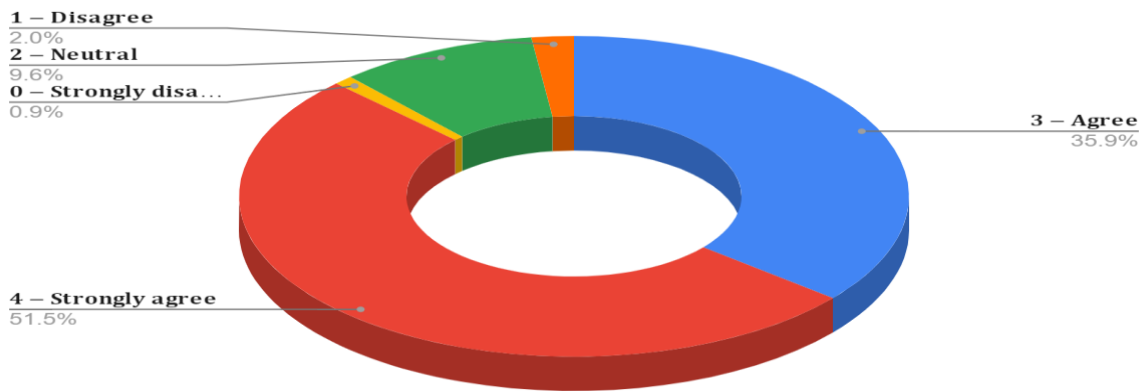
Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
810	863	315	54	18	2060

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



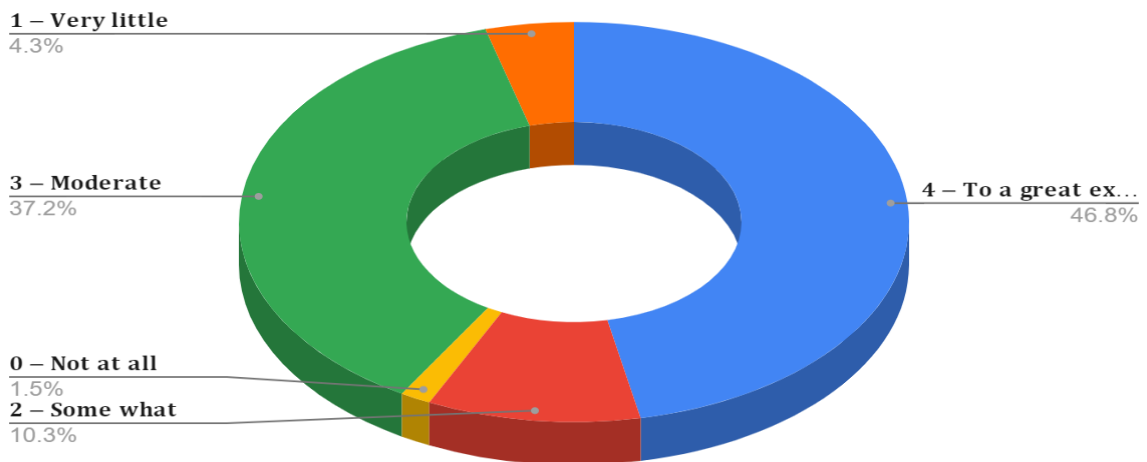
To a great extent	Moderate	Somewhat	Very little	Not at all	Total
873	814	239	99	35	2060

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



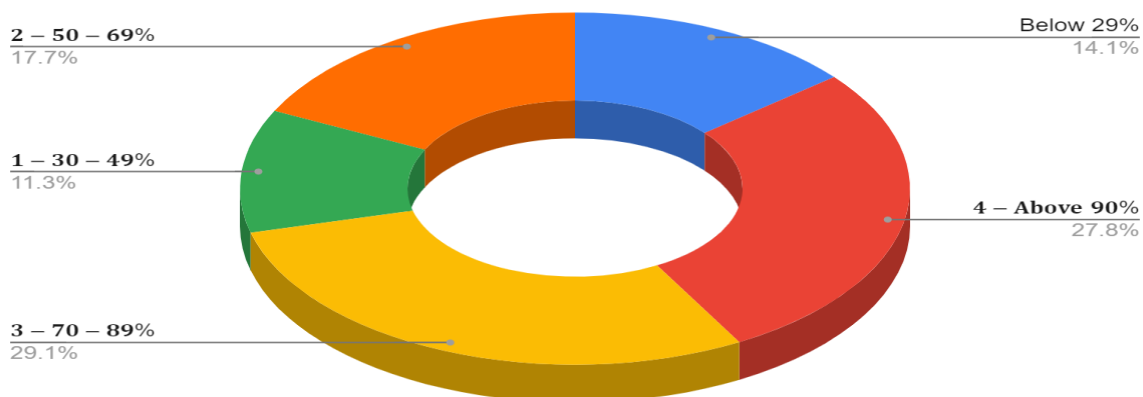
Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
1061	740	198	42	19	2060

**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.**



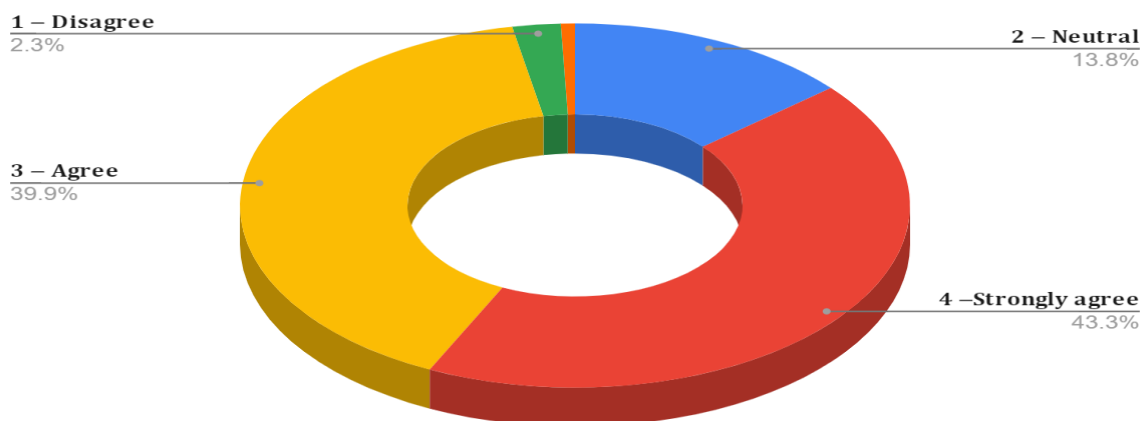
To a great extent	Moderate	Somewhat	Very little	Not at all	Total
964	766	212	88	30	2060

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



Above90%	70 - 89%	50 - 69%	30 - 49%	Below 29%	Total
573	599	365	233	290	2060

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



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
892	822	284	47	15	2060

## **21. Observations / Suggestions of Students Regarding infrastructure and teaching Learning**

### **Feedback by Students Regarding Infrastructure and Teaching Learning:**

#### **Teaching**

- Teaching and learning experience is good in institution.
- Extra opportunities are provided by institution.
- Teachers clear all doubts of students.
- Written work should be less /minimum.
- Some teachers are exceptionally remarkable yet few of them are not.
- There is much overcrowding in the class.
- Learning experience was very good, all teachers are very understanding.
- My college's overall activities are very good. Teachers teach us the right way and guide us to do the right things in a great way.
- Teachers are always helpful and kind.
- My best experience in institute. All teachers prepare well for their subjects and complete syllabus in time.
- All teachers are very supportive.
- Teachers should look at each and every student's performance and guide every one of them, not only the toppers. Encourage them to ask questions.
- Satisfactory performance by the teachers.
- Our college teaching is best. Teachers make full efforts for teaching students.
- All teachers are very intelligent and have good skills.
- According to my experience of 1 year approx. in this college, teachers are very good and teach us with the satisfaction and positivity so that we can achieve our future goals.
- Our teachers give their 100% so there is no need for any suggestions for teachers.
- Everything is good, all teachers are very experienced and encourage us to achieve our goals.
- Our college is best and teachers are very helpful there is no need to improve our teachers teaching skills they give their 101 percent.
- Overall teaching method is great. Even in such a short span of period all the teachers had completed their syllabus with full explanation. All the teachers are well educated and qualified.
- Teachers use power point presentations and also shared videos regarding different topics to make learning easier and interesting.

- Increase the number of teachers, substituting teachers if on long leave and providing the field oriented courses
- Teachers should try to make students comfortable in asking their doubts.
- Sometimes teachers give a lot of homework and assignments.
- All the teachers are putting their 100 % efforts for overall development of the students.
- More teachers should be appointed. Doubt classes should be taken separately.
- All the staff members are very attentive, nice, knowledgeable.
- Teachers should not force students to cram things.
- There should be tutorials and doubt sessions for the students weekly where students can ask their doubts regarding their careers and future goals.
- All the teachers are doing excellent... thank you.
- Teachers must communicate with students, there should be no partiality with students.
- There is much overcrowding in the classes therefore projectors should be used to enhance learning opportunities.
- Teachers should give extra knowledge about the topics and should focus on the weak students as well.
- Teachers should take some smart and interesting classes, teachers should give less paper work, teaching should be practical oriented.
- Teachers should take care of students from all medium like: Punjabi Medium Students and help them in making notes of different subjects in their respective mediums.
- There should be better interaction with students, use mike while teaching and teachers must become good friends of students so that they couldn't hesitate while interacting with any teacher.

### **Extra-Curricular activities**

- According to me everything is good in college campus, but my advice is just to create some workshops or skill improving courses.
- Pay attention on infrastructure and pay attention on poor student to give subsidy and scholarship also.
- Keep on checking their student's performance and help weak students by extra classes and also guide them for future job.
- More Use of ICT tools, Performance in assignment must be discussed.
- There should be more curricular activities, more competitive exams and some fun activities.
- Teachers should not focus and force students to cram things, assignments are just about copying pasting from the book and not research or something knowledgeable.

- Attendance remains with the teacher e-campus app does not show our attendance. Hence we do not know anything about our attendance.
- Teachers should have better schedule of syllabus for the students so that the syllabus can be easily and timely covered and students as well can cover the topics.
- There should be tutorials and doubt session for the students weekly where students can ask their doubts regarding their careers and future goals. Lastly,
- Internship and field visit opportunities should be given, different teaching methods should be undertaken for making teaching more interactive, regular career guidance should be provided.
- Pay attention to infrastructure and pay attention to poor students to give subsidies and scholarships also.
- After one week one test should be organized, one day for skill enhancement should be included.
- Faculty should aware the students about the activities which can help them in their personality development as well.
  
- Field Visits (educational trips) must be held on regular basis.
- Teachers should be updated with New Technology.
- Courses can be more research oriented.
- Information about every event should be reached to students before sufficient time, spiritual activities should also be included in extracurricular activities.
- Teaching learning must be made enjoyable. The environment of class should be made energetic. Teachers should be polite and humble towards children.
- Library staff should be more cooperative.
- More placement drives, more skill training and more extra-curricular activities should be undertaken.
- Teacher should give: (1) Assignment of all subjects (2) Weekly Tests (3) Maximum utilization of multimedia.
- Teachers should use projectors (2) Motivate students for further improvements (3) Written work should be less /minimum.



## **Infrastructure**

- I have observed that there is good, neat and clean environment in my college.
- Make teaching a two-way interaction, try to reach every student and ask for their doubts and use better graphics and visual media to engage students well.
- Overall, it's good. Teachers should concentrate on particular student and focus on weak students by explaining their problem in detail and give example practically.
- Classes should be fully air conditioned.
- Everything in this college like education, resting area, grounds etc. is good.
- Please improve the menu of canteen.
- Good facilities should be given to the students like the food stalls which have more food products and the structure of the canteen should be better.
- Overcrowding in classes to be controlled.
- Some Projectors are not working in the classrooms
- Overall Infrastructure of college be it is library, gymnasium hall, computer labs, laboratories or canteen, everything is excellent.
- Teacher involves students in many activities that gives exposure and make us more confident.
- New technology should be updated.
- Field visits and educational trips are also organized by different departments for practical knowledge and real life experiences.
- Mikes in the classroom are not working correctly. It's useless to use them, so they can be replaced by new ones.

## **Hostel**

- More hostel staff is required.
- Hostel students should be allowed more outings.
- Need for ramp for luggage in hostel as we face difficulty in carrying luggage to upper floors.
- 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.

## Action Taken

- Cognizant of the feedback that students require more skill- based learning, the college Training and Placement cell regularly organises workshops, seminars, and training programs to enhance soft skills and employability skills amongst the students. Many placement activities & training sessions for students took place in the college to equip students with future oriented jobs.
- The faculty representatives in the various bodies of Panjab University also emphasises on the need of research based and industry inclined curriculum for various courses and programs.
- To facilitate the stakeholders, the Internet bandwidth has been increased from 10 mbps to 100 Mbps in the college.
- The projectors and ICT facilities in the classrooms are constantly monitored and repaired by the designated technical assistant of the college.
- The college has recently purchased 25 Computers to enhance infrastructure
- G-Suite IDs of students were created so that they could attend online classes on common platform. Teachers also used G-suite platform to manage their classes.
- The faculty constantly encourages students to participate in active learning, make presentations, take up OJTs and participate in workshops and hands on training sessions for holistic development.
- The college library maintains a blog where students can access online books, journals, previous question papers and other resources easily through links provided in the user friendly blog.
- Hostel Wi-Fi facilities for students have been improved considerably. 24x7 internet facility has been made available for hostel students.
- 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. Hostel welfare committee keeps frequent checks on quality of food, infrastructure maintenance and to resolve other issues.
- A new hostel building, equipped with a ramp, is under construction and the college plans to renovate the present hostel in near future.
- The attendance of the students is shared by the respective teachers in the classrooms and detainee list is displayed twice in every semester.

- The teachers of respective departments make special efforts to help the weak/slow learners to understand the topics by incorporating doubt sessions with in the classroom teaching weekly planners.
- As far as scholarships are concerned, a substantial amount is given to deserving poor students through various government schemes, and contribution made by the faculty.

**POST GRADUATE GOVT. COLLEGE FOR GIRLS,  
SECTOR 42, CHANDIGARH**

**Sample Questionnaire**

**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 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/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

**1. Name of the student\***

**2. Class\***

**3. Roll No.\***

**4. Email ID\***

**5. Mobile No.\***

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

*Mark only one oval.*

- 1. Bachelor's**
- 2. Master's**
- 3. PG Diploma**

**1. How much of the syllabus was covered in the class?\***

*Mark only one oval.*

- 4 – 85 to 100%**
- 3 – 70 to 84%**
- 2 – 55 to 69%**
- 1 – 30 to 54%**
- 0 – Below 30%**

**2. 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**

**3. 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**

**4. 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**

**5. 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**

**6. Was your performance in assignment discussed with you?\***

*Mark only one oval.*

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

**7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.\***

*Mark only one oval.*

- 4 – Regularly**
- 3 – Often**
- 2 – Sometimes**
- 1 – Rarely**
- 0 – Never**

**8. The teaching and mentoring process in your institute facilities you incognitive, social and emotional growth.\***

*Mark only one oval.*

- 4 – Significantly**
- 3 – Very well**
- 2 – Moderately**

- **1 – Marginally**
- Not at all

**9. 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**

**10. Teacher inform you about your expected competencies , course outcomes and programme outcomes.\***

*Mark only one oval.*

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

**11. Your mentor does a necessary follow -up with an assigned task to you.\***

*Mark only one oval.*

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

**12. 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**

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

\*

*Mark only one oval.*

- **4 – Fully**
- **3- Reasonably**
- **2- Partially**
- **Slightly**
- **Unable to**

**14. 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

**15. The institution makes efforts to engage students in the monitoring , review and continuous quality improvement of the teaching learning process.**

\*

*Mark only one oval.*

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

**16. 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

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

*Mark only one oval.*

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

**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.**

*Mark only one oval.*

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

**19. 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%
- Below 29%

**20. 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


**21. Give three observation / suggestions to improve the overall teaching – learning experience and infrastructural facilities in your institution.**

\*

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(Prof. Lakhvir Singh)  
IOAC - Coordinator.

  
(Gurpreet Singh)  
SSS - Committee - Conve nor

  
Principal  
P.G. Govt. College for Girls  
Sector-42, Chandigarh