



**Post Graduate Government College for Girls,  
Sector 42, Chandigarh**

Affiliated to Panjab University, Chandigarh



**NAAC Accredited 'A' Grade (CGPA - 3.16)**

**AISHE Code : C-29391**

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



**A Report of Student Satisfaction Survey**

**Session: 2022-2023**



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	Google form Link for Survey <a href="https://forms.gle/L8ohMRbcLpXTN2996">https://forms.gle/L8ohMRbcLpXTN2996</a>

## **INTRODUCTION**

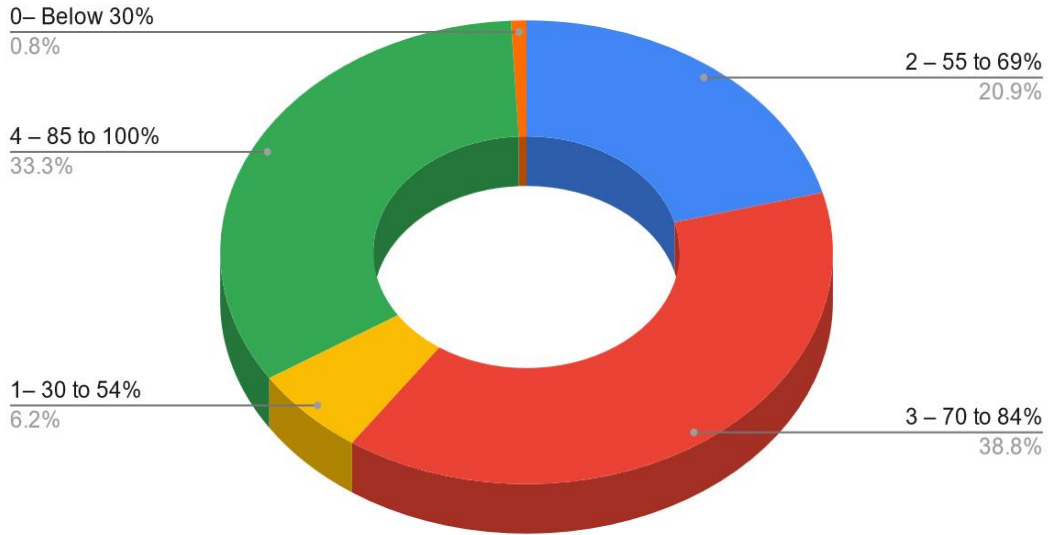
Educational Institution's name and fame rest on the quality of students it is preparing, as the students are the real treasure not only for the respective institution but for the country too. It is the responsibility of the institute to provide complete satisfaction to the students not only regarding 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.

The college considers the inputs from its stakeholders especially from students which are very important to bring relevant and fruitful changes in the college. Their feedback considerably showcases the actual quality of teaching-learning process enabling identification of the strengths of teaching as well as the possible improvements.

Student Satisfaction Survey (SSS) that results from evaluation of students' experience with the facilities and support they received in the college is very important. It is a valid and reliable tool to understand the key areas for future developments. Thus, it allows understanding the resources for areas that require greater attention. Thus, it is a direct and useful indicator of the effectiveness of teaching-learning in the institution. The college always encourages the students to take active participation in SSS.

With this purpose, a Students Satisfaction survey was conducted regarding Teaching – Learning and Evaluation, infrastructure, facilities in college and hostel etc which will help to upgrade the quality of higher education. The college circulated the questionnaire to all admitted students for the session 2022-23 i.e. 3029 students. Out of these, 1851 students i.e. 61.11% of the total strength responded with their feedback and gave their suggestions regarding teaching learning process, infrastructure and other parameters for the college and hostel. Their responses regarding the same were analysed and are listed in the report. The necessary actions were taken by the college. The questionnaire is attached as annexure to this report.

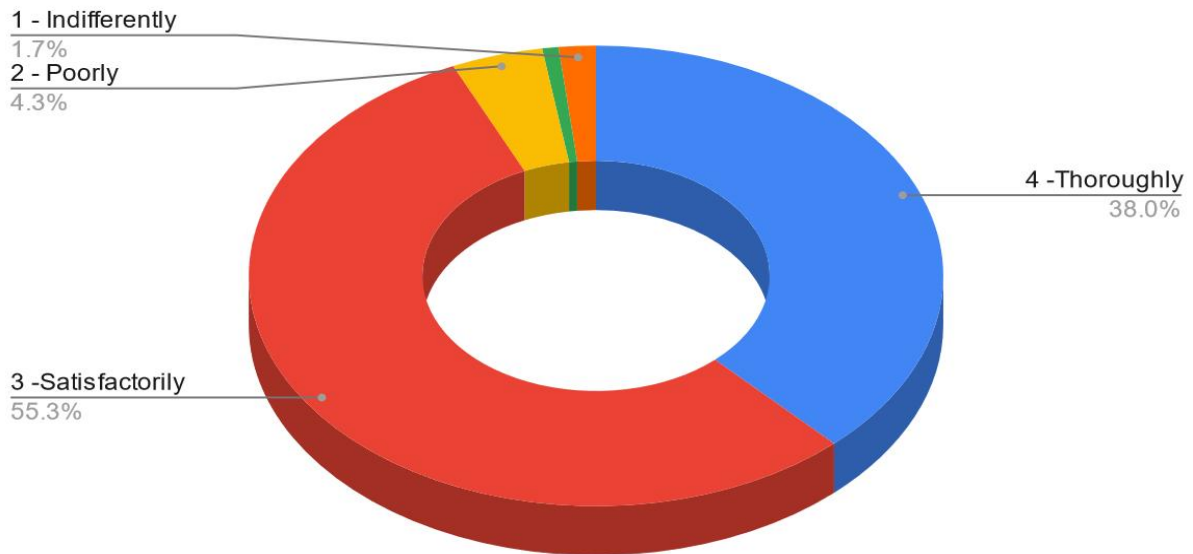
**1. How much of the Syllabus has been covered during the session**



85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%	Total
617	718	386	115	15	1851

**As shown in the chart, most of the students are agreed that the syllabus has been covered during the session on time.**

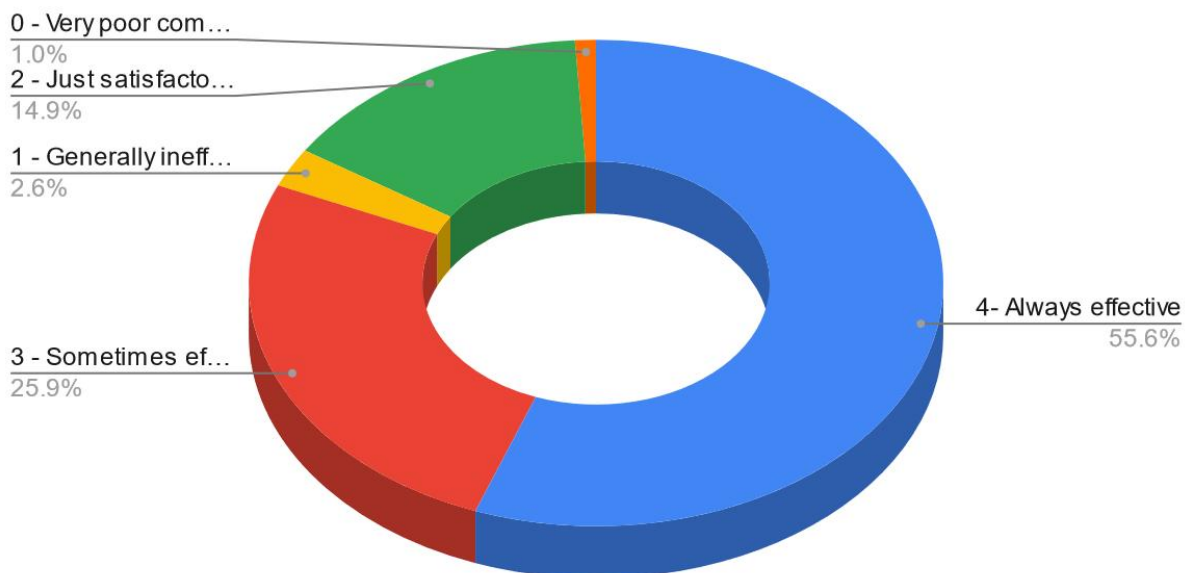
## 2. How well did the teachers prepare for the classes?



Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all	Total
703	1023	79	31	15	1851

Chart shows, majority of the students are agreed that teachers are well prepared about the topics which they teach/discuss in the class with PPT's & advance teaching tools.

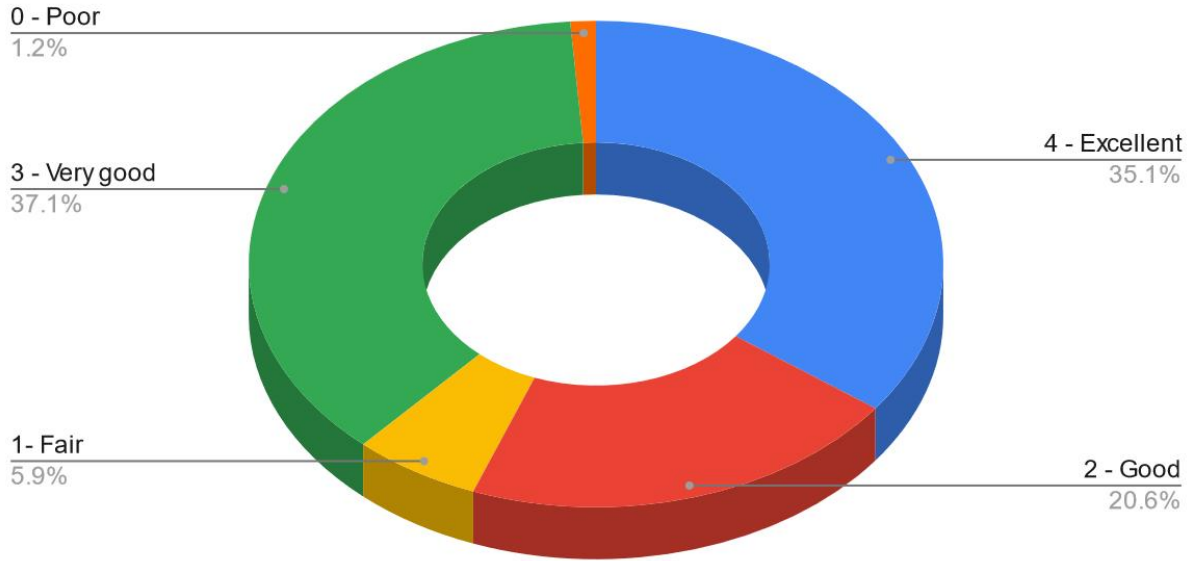
### 3. How well were the teachers able to communicate?



Always effective	Sometimes effective	Just satisfactorily	Generally ineffective	Very poor communication	Total
1030	480	275	48	18	1851

As per data, 1030 Student's agreed that teacher's communicate with the them are always effective with clear concepts.

**4. The teacher's approach to teaching can best be describe as**

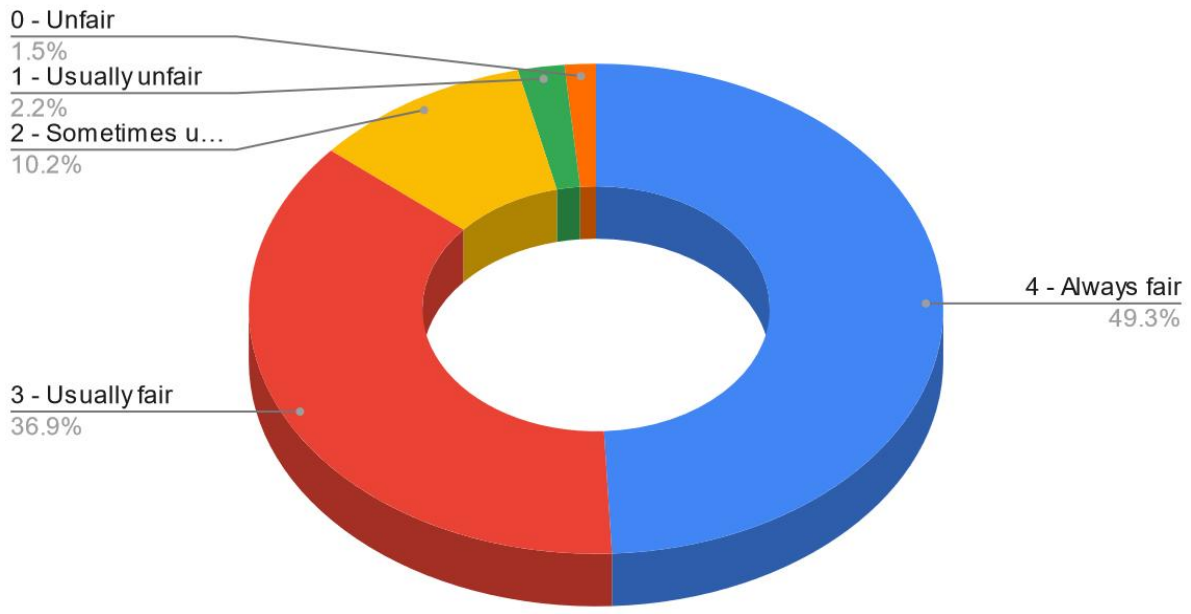


Excellent	Very Good	Good	Fair	Poor	Total
650	687	382	110	22	1851

**Many of the student's shows teacher's approach is best to teach. Teacher's guide their student's in every perspective such as personality development , soft skills & life skills etc.**



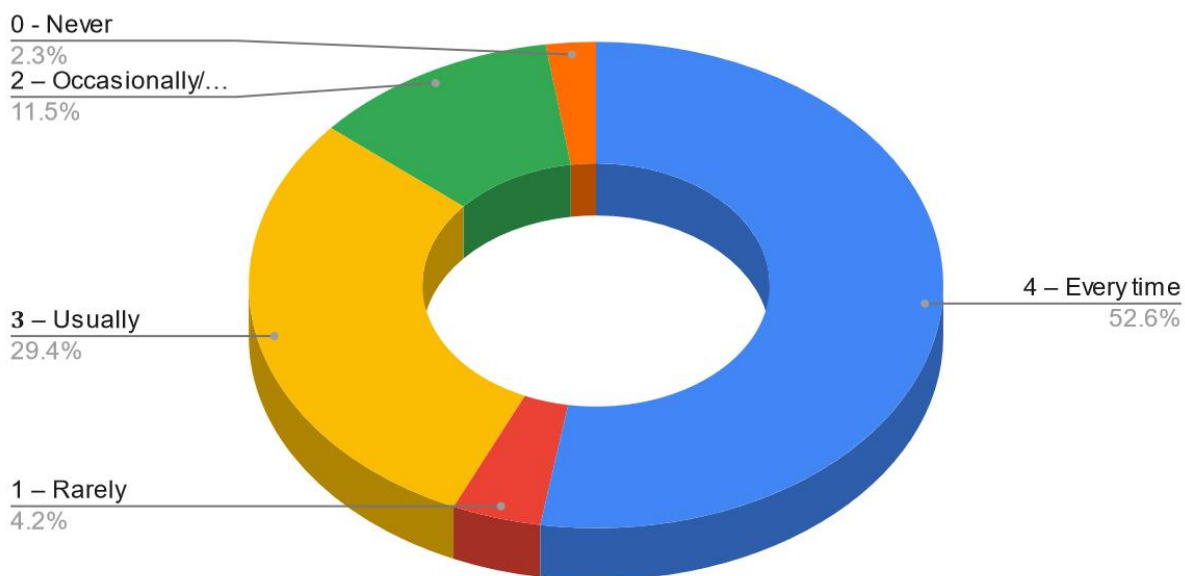
**5. Fairness of the internal evaluation process by the teachers.**



Always fair	Usually fair	Sometimes unfair	Usually unfair	Unfair	Total
912	683	189	41	26	1851

**An overwhelming section of the respondent students believe that the internal evaluation process is very fair which is based on MST(Mid Semester Test) Marks, Assignments, class presentations & overall performance of the students.**

**6. Was your performance in assignments/mid semester test discussed with you?**

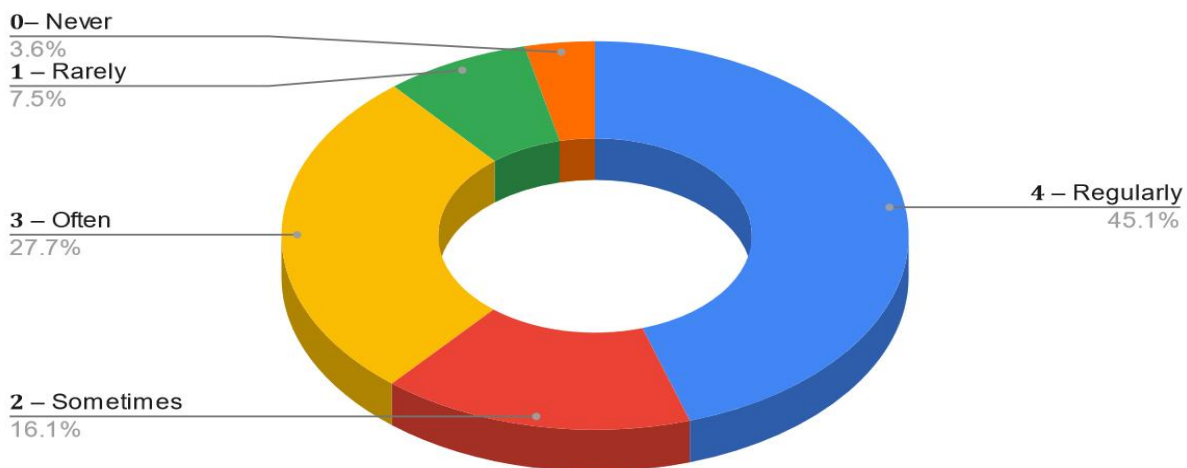


Every time	Usually	Occasionally/ Sometimes	Rarely	Never	Total
973	545	213	77	43	1851

**Most of the student's agreed, every subject teacher discuss the performance of the student's in class after evaluation of MST's & assignment work. They guide students, how they can perform better & score good marks.**

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

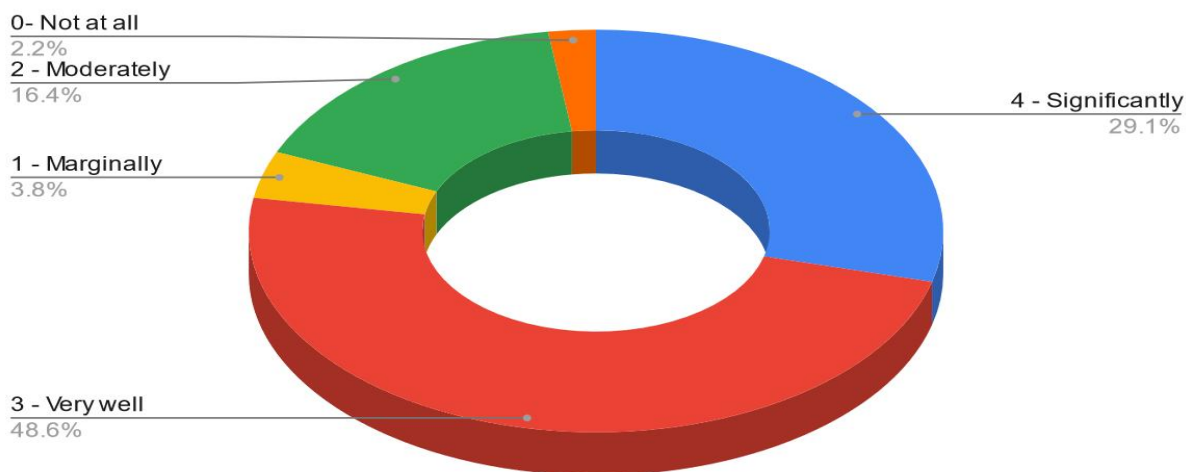
Count



Regularly	Often	Sometimes	Rarely	Never	Total
835	513	298	138	67	1851

**Majority of the student's agreed, the college provides good opportunities to them in respect of internship, student exchange & field visit. Such as post graduate student's after 1<sup>st</sup> year do project work from the reputed organization for 1.5 months.**

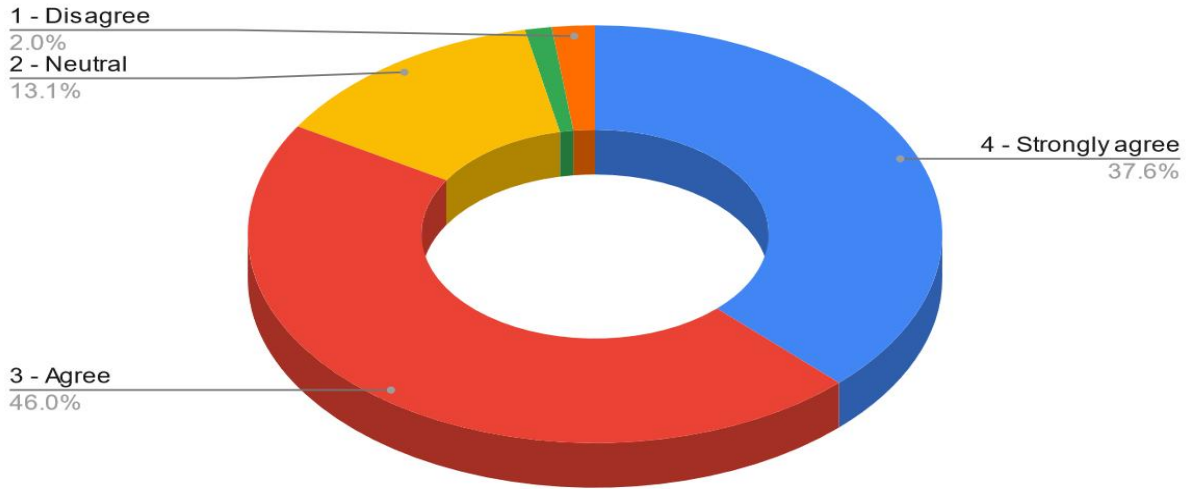
**8. The teaching and mentoring process in your institute facilitate you in cognitive, social and emotional growth.**



Significantly	Very well	Moderately	Marginally	Not at all	Total
538	899	303	70	41	1851

**Student's agreed that they experienced great positive cognitive, social and emotional growth as teaching faculty made continuous efforts to engage their students in the review, monitoring process & try to identify their weaknesses & guide them to overcome challenges regarding subject clarity, social & emotional conflicts. A large section of students agree that they see change in themselves by the time they graduate/ post graduate.**

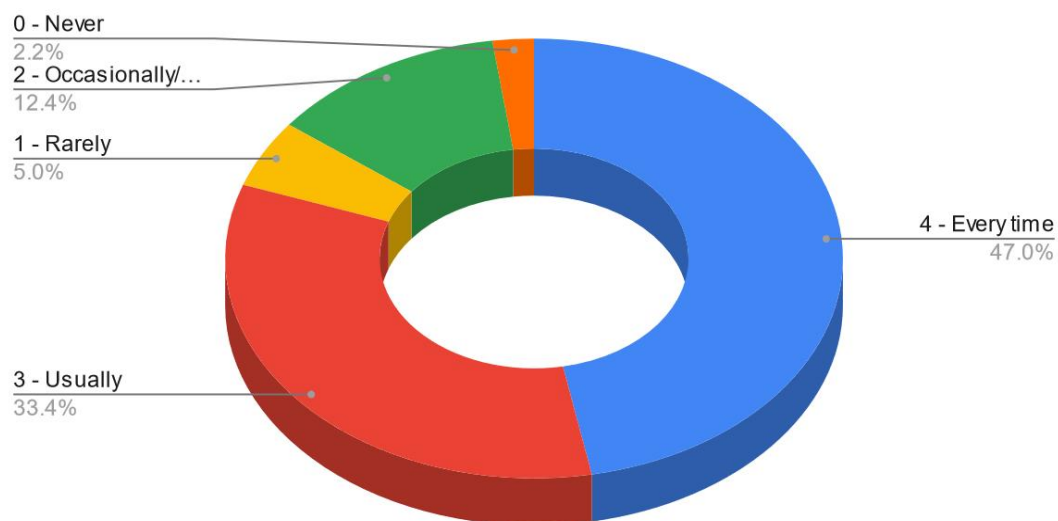
**9. The institution provides multiple opportunities to learn and grow.**



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
696	852	243	37	23	1851

**Most of the student's agreed, college always provide many opportunities to learn & growth in the field of personality, academic, emotional, psychological & overall performance of the students.**

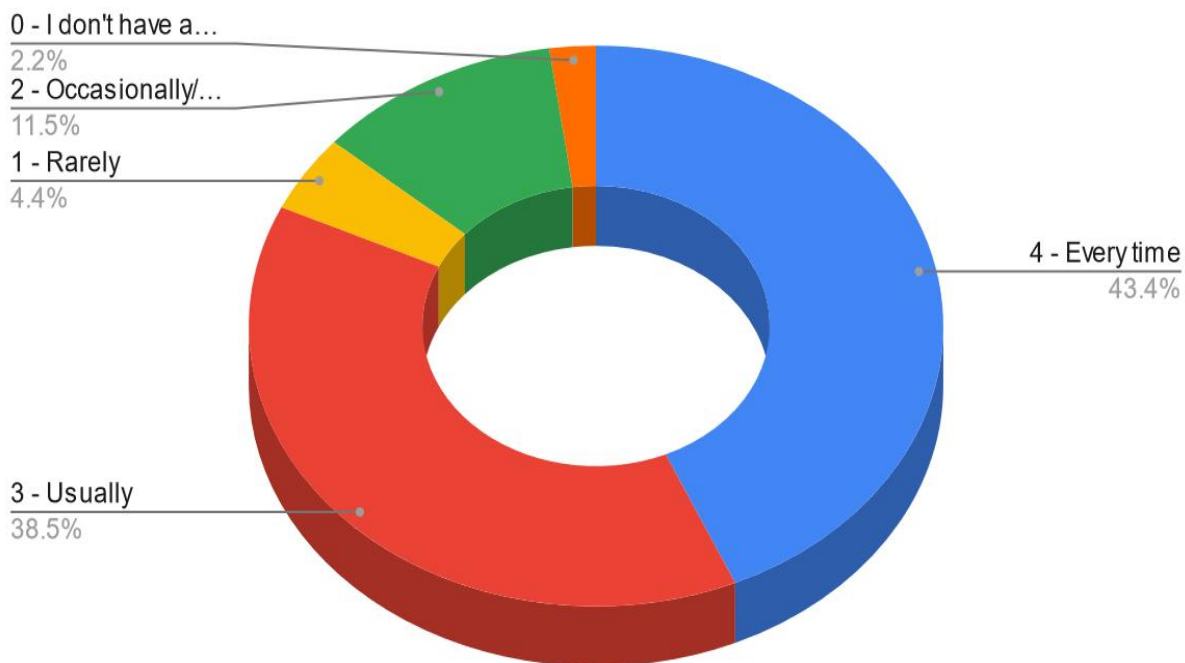
**10. Teacher informs you about your expected competencies, course outcomes and programme outcomes.**



Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	Never	Total
870	619	230	92	40	1851

**An overwhelming section of the respondent's replied, teacher's educated them about expected competencies, course outcomes and programme outcome, so they can achieve pre-determined goal/objective in coming future.**

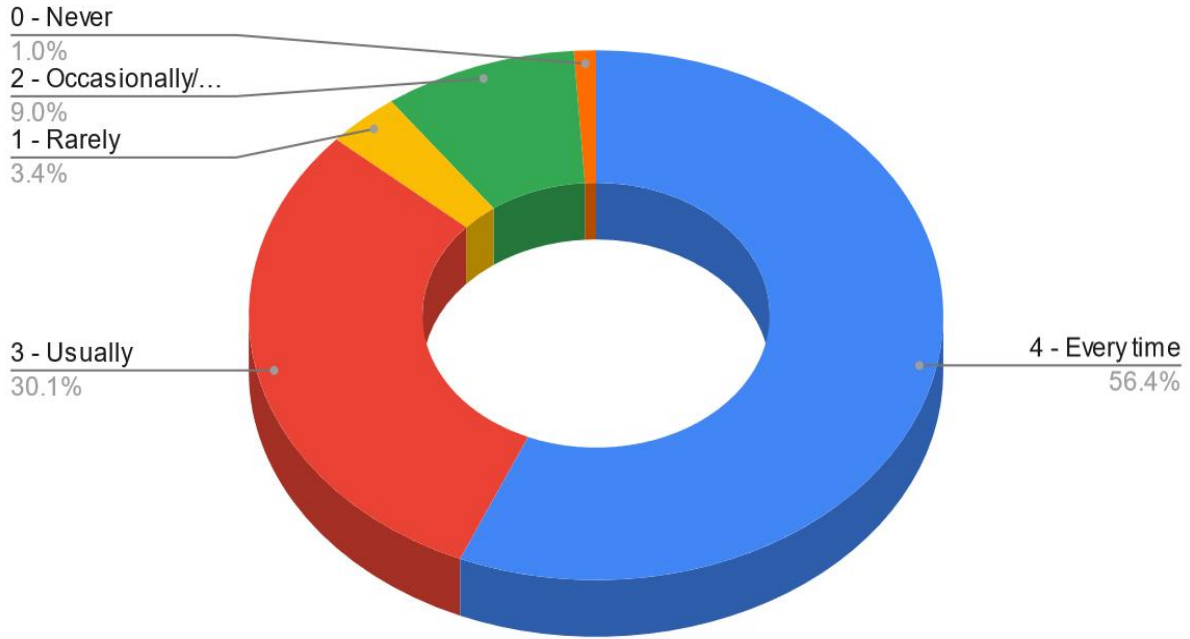
**11. Your mentor does a necessary follow-up with an assigned task to you.**



Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	I don't have a mentor	Total
804	713	212	82	40	1851

**As student's responded positively about the follow-up by teacher's on regular basis of any task has assigned by them. They ask student's regarding the progress of task & guide them accordingly.**

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

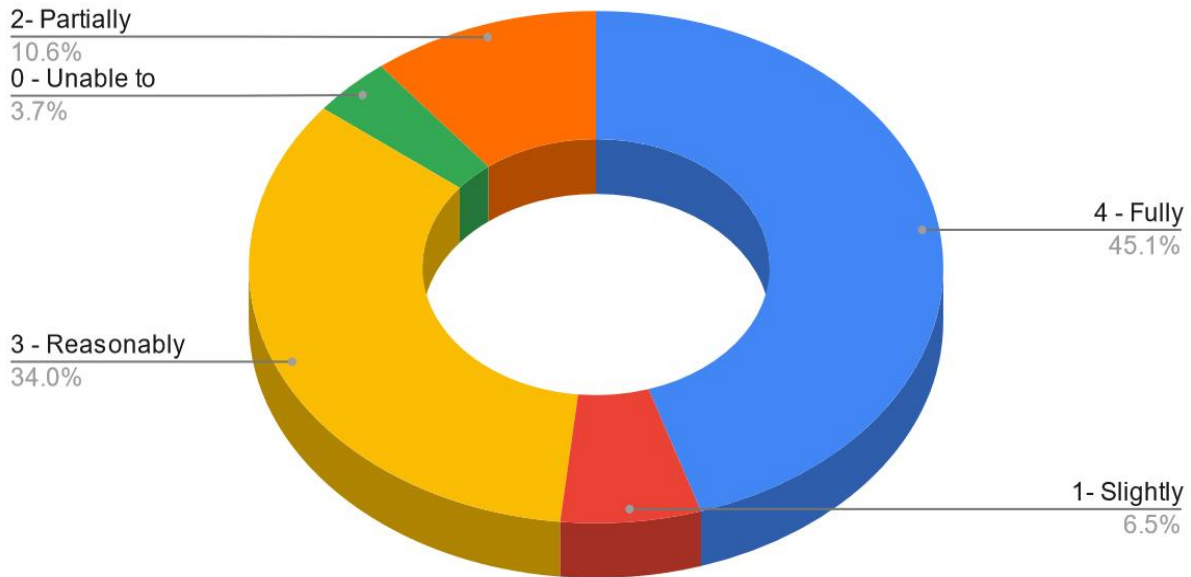


Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	Never	Total
1044	558	167	63	19	1851

**Maximum student's agreed, teachers illustrate the concepts through examples & by using different applications, which help them to understand the concepts in easy & better way.**



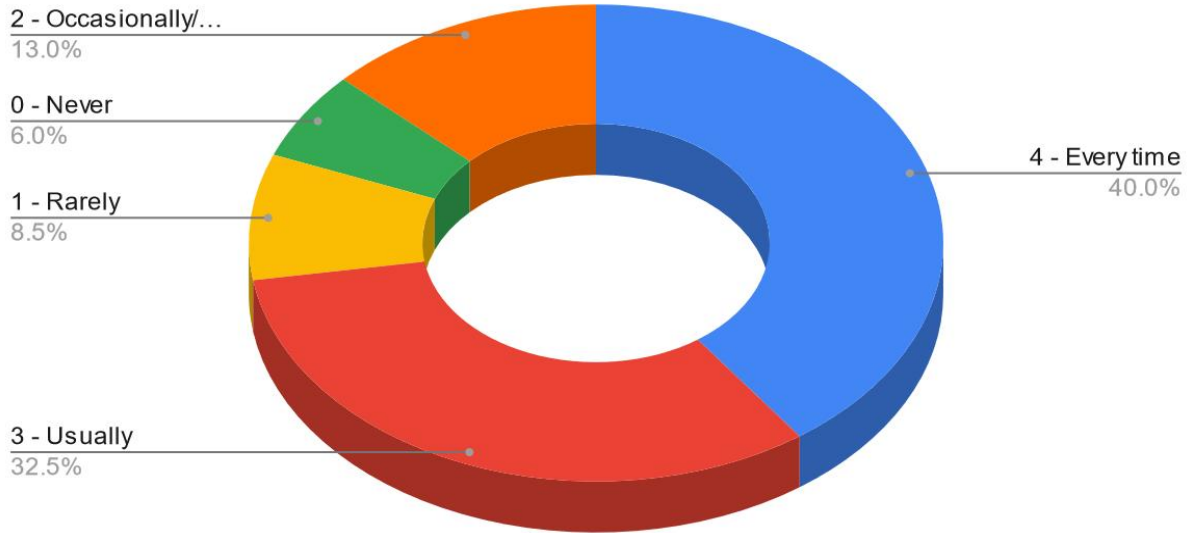
**13. The teachers identify your strengths and encourage you with providing right level of challenges.**



Fully	Reasonably	Partially	Slightly	Unable to	Total
835	629	197	121	69	1851

**Yes, Majority of the student's agreed teacher's try to identify strengths of every student and always motivate her to participate in different competitions at college & regional level, which helps to handle all challenges.**

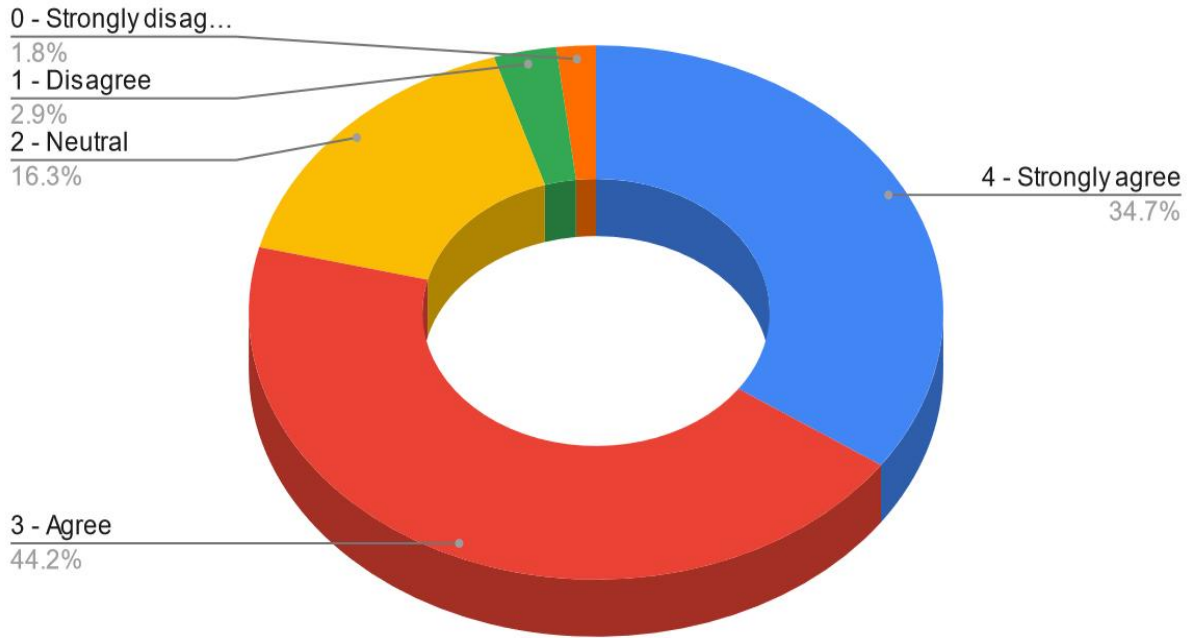
**14. Teachers are able to identify your weaknesses and help you to overcome them.**



Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	Never	Total
471	601	240	158	111	1854

**Student's agreed, teacher's identify their weaknesses & try to help to overcome by guiding/ counsel them properly.**

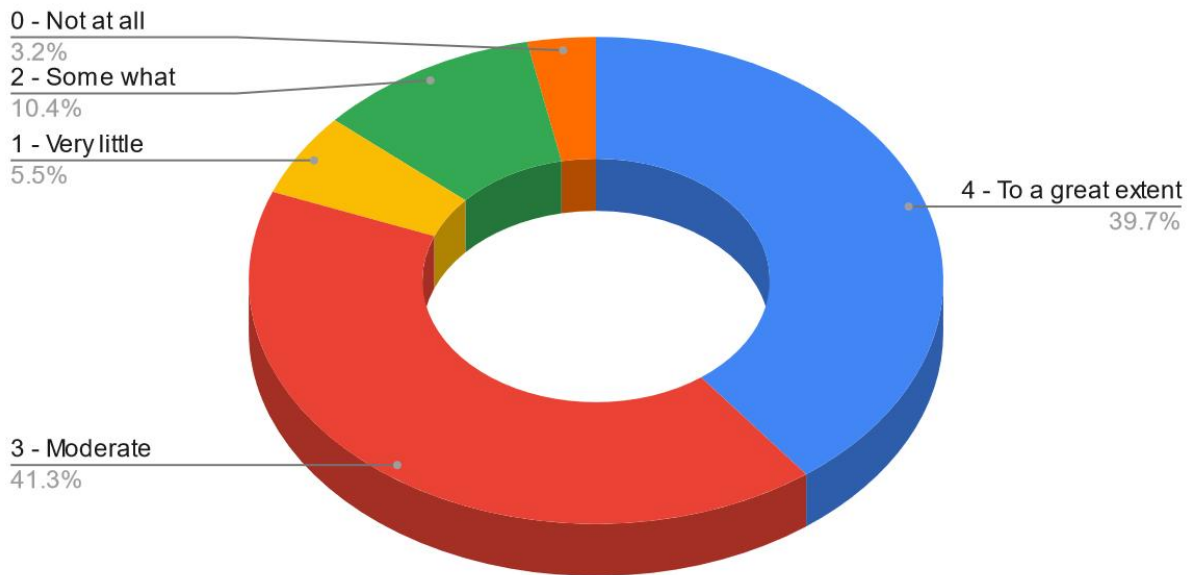
**15. The institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.**



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
642	819	302	54	34	1851

**Out of 1851 respondent's, 1461 (642+819) Student's agreed, college provides quality teaching by regularly upgraded infrastructure, which meets the changing needs and to address the social, environmental & extra-curricular requirement of the students.**

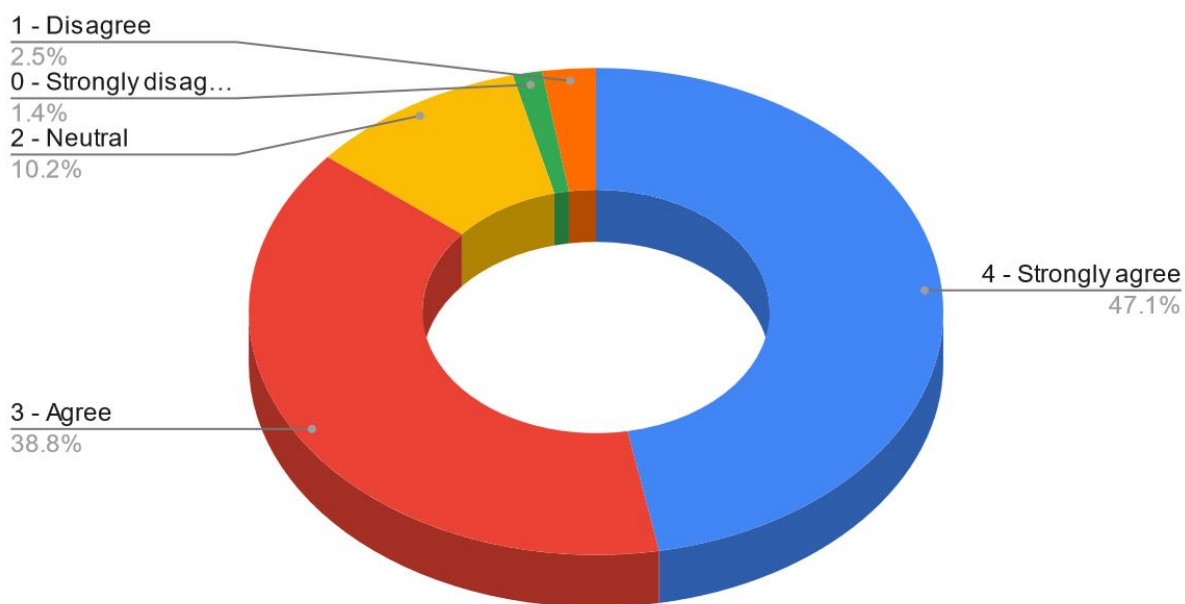
**16. The institute/teachers use student centric methods, such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences.**



To a great extent	Moderate	Some what	Very little	Not at all	Total
734	764	192	102	59	1851

**Many of the student's are agreed teacher's uses student centric method to teach better.**

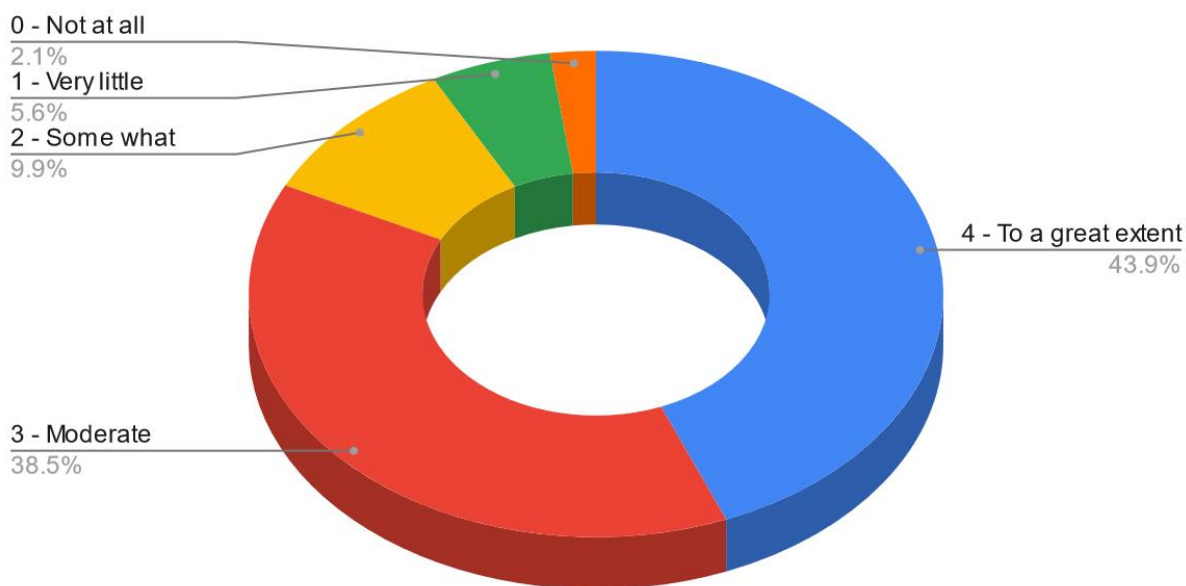
**17. Teachers encourage you to participate in extracurricular activities.**



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
867	715	188	46	35	1851

Majority shows teacher's always motivate them to participate them in different extra curricular activities and competitions such as debate, essay & slogan writing, rangoli, sports games & youth festival. They participate in fresher's, farewell parties & other functions organized by concerned department.

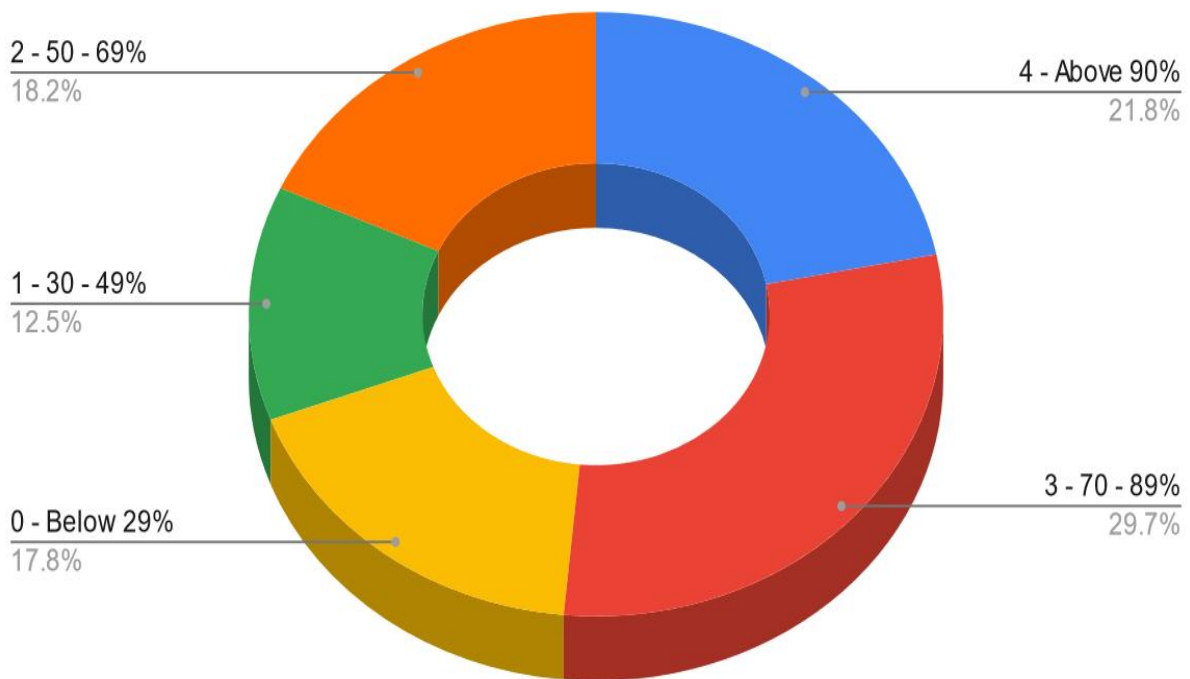
**18. Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.**



To a great extent	Moderate	Some what	Very little	Not at all	Total
804	705	181	103	58	1851

Majority of the student's agreed, curricular aspects such as personality development, soft skills, life skills etc.has had a positive impact on their employability.

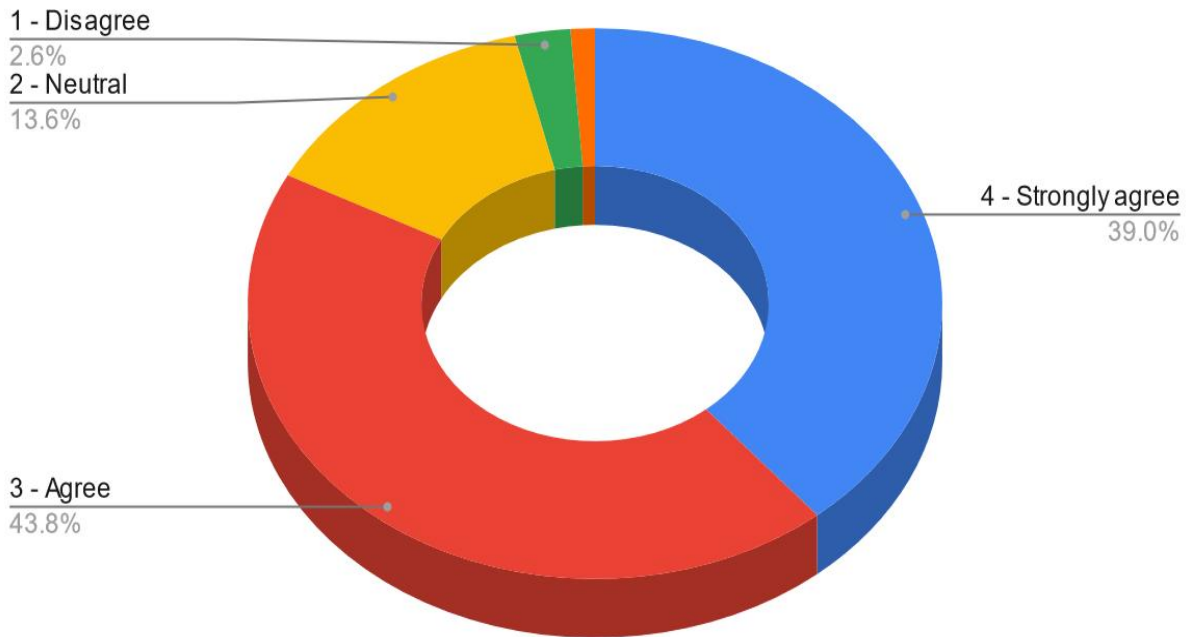
**19. What percentage of teachers use ICT tools such as LCD projector, Multimedia etc. While teaching.**



Above 90%	70 – 89%	50 – 69%	30% - 49%	Below 29%	Total
404	549	336	232	330	1851

**Maximum student's agreed that, teacher's uses ICT tools for better communication & content clarity, which is useful for long lasting learning.**

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



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
721	810	251	48	21	1851

**Out of 1851 respondent's, 1531 (721+810) Student's agreed overall quality of teaching-learning process is good as teacher's make efforts to teach better & also students learn the same with active participation**



**21. Give (upto 3) observations/suggestions to improve the overall teaching-learning experience in your institution.**

**Positive Reviews by the students**

- Teachers are cooperative, efficient and make learning fun.
- The college has always pushed us to give our best, to showcase our skills and talent through various competitions.
- The college is a boon for those who seek high colors in their life.
- It is a blessing to have a nice college with amazing mentors.
- The career guidance programmes conducted by Placement cell are quite fruitful and lucrative for the students
- The seminars, workshops and extension lectures are conducted by college are fully informative and beneficial.
- The group discussions and debates held in the class are also effective
- The teachers are having friendly nature and quite interactive.
- Office staff is also helpful, proper facilities are provided for the convenience of the students.
- Cultural programmes and festivals are celebrated in the college.
- The best thing is the excellent arrangement of games and other extra-curricular activities.
- Yoga sessions are conducted by the college for physical fitness.
- Blood donation camps are organized in the college for social welfare.
- Skill development programmes are conducted by the college
- Cybercrime club is also playing a vital role in creating awareness among students.
- The college festivals draw a lot of fun crowd from other colleges and let us show off our skills.
- Awareness programmes are conducted by the college for the betterment of life.
- Run for fun programmes are conducted by the college to encourage better mental health.
- Various Physical activities are organized by the college for health motivation.
- Women awareness society is also doing well
- We receive immaculate love, mentorship, guidance and personality built up by paying just a nominal amount of fees.
- The curriculum is well updated and includes all the recent developments in the field.
- Library is good, it is fully equipped with books and good furniture, Wi-Fi facilities are available in library

- Students are encouraged to excel not only in academics but as individual as well.
- Financial help is provided to the unprivileged students.
- Add on Courses are also available in the college for career enrichment.
- Lift facility is available in IT building
- Communication skills of the language Teachers are surpassing
- Washrooms are clean and Renovated very well
- Teachers are soft spoken
- Speaking skills are improved by Teachers
- Teachers motivate the Students, groom the students personality and behave with students in a well manner.
- College floors are very clean, Sweepers do their work properly on time and Dustbins are available in every floor.
- Tree plantation drive always conducted by college authority to protect environment.

**22. Give (upto 3) observations/suggestions to improve the infrastructural facilities, hostel, canteen and library facilities of your institution.**

- College infrastructure is commendable and well maintained.
- The college has all the facilities and best in region for girls.
- The college building, the labs, the lush green gardens add to the beauty of the campus.
- Parking Facilities are convenient.
- Sitting Arrangement in Canteen is appropriate, Canteen food is usually fresh and hygienic
- The food charges of canteen are apt and reasonable
- Each room is in a good condition, well lighted, and well ventilated.
- All safety precautions are available inside the campus itself.
- Good sports activities and spacious playgrounds
- The science and computer labs are equipped with the up to date substantial assets
- Hostel is well maintained with fully furnished furniture and a clean environment.
- The locality is safe; there are proper security measures and guards.
- Wi-Fi facilities are available in library and Hostel
- Whole campus is peaceful and large.
- Facility of Water Coolers in Canteen is good.
- Gymnasium facility is available

- The Library Books Collection is Good, Computer facilities are available in College library, Issue Return System in library is advance and newspaper, Magazine section is Good in the library.
- Drinking water facility is available in every floor
- IT block building is Good and Airy and the lift facility is also available in the this block.
- The College Auditorium is very attractive.
- Everything is maintained in the college
- Parking facility for students is Good
- Grounds are Spacious.
- Canteen is in Good location
- The Equipment in Science labs is Good.
- There are Projectors in the smart Classrooms.
- Smart board is also available in the Excellent.
- Hostel Mess is well maintained
- College staff is very cooperative
- AC facility in Classrooms is available in IT Block.
- Rooms are Good in Hostel
- Seminars and workshops are conducted in the College to upgrade the student's knowledge.
- Skill development program is also conducted by the college
  
- The quality and variety of food should be improved in the college canteen and more sitting arrangement is required in college canteen.
- Sweets should be served in the canteen on a daily basis.
- There should be a proper collection of course curriculum books in the library for the convenience of the students.
- Proper security is required in college Campus.
- Cleanliness of the washrooms, computer facilities in the Library, and water availability should be improved.
- A small Library is required in Hostel.
- Proper hygiene and cleanliness should be maintained in the food court.
- Proper lunch break is required for the students rather than to follow a hectic schedule.
- The hostelers should be allowed for outing three times in a week.
- Lunch time in hostel should be decided according to the convenience of the hostelers.
- hostelers should be allowed to visit their hometowns for a convenient period of time.
- There should be no entry for dogs as the dogs move freely around the classrooms.
- Chemistry labs should be renovated

- Indian toilets are also required for the convenience
- The damaged benches should be replaced and required commodious desks.
- The college canteen should be luminous and airy.
- The college building should be painted for good reflection and proper maintenance is required.
- Fencing of walls of the 2<sup>nd</sup> and 3<sup>rd</sup> floors is needed.
- Sanitary pads should be available in the washrooms.
- Sometimes there is no light in the washrooms, so proper lighting must be there, exhaust fans must be in working conditions.
- In library more informative books should be provided
- More lights should be installed in canteen
- Canteen, Parking Area, Classrooms need to be well organized.
- Canteen should be decorated with Posters.
- College furniture should be updated
- Sufficient fans are not available in some rooms.
- Computers And Multimedia systems should be in working condition
- Give Proper Gloves , Goggles to Science Students in experiments
- Regular cleanliness of water cooler
- Drinking water cooler condition not Good
- The Library should have a Rule of Reissue of Books on the same day.
- Library should have a digital index so that it is easy to find books.
- Hostel Furniture should be Repair.
- There's network issue in the College
- Need Bigger Rooms in Hostel with Cooler.
- Separate library for IT block.
- Paid parking should not be there.
- hostelers need outing in weekdays also
- Library should include books from our Courses.
- Canteen area must be clean
- Notebooks should be allowed in Library
- Proper benches must be provided in the College Class rooms.
- There should be AC in Classrooms.

## **ACTION TAKEN REPORT**

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

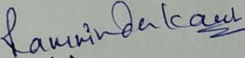
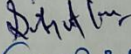
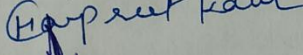

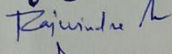

- From the students feedback it is analysed that students wish to experience more skill based learning. At college level, the training and placement cell keeps on arranging programs like workshops, seminars, training programs to enhance the employability skills among students. As far as course curriculum is concerned, it is designed by Panjab University. Our faculty tries to emphasize need of industry inclined curriculum for various courses and programs.
- Faculty members are encouraged to make use of ICT tools during class hours.
- The college hosts guest lectures, workshops, intra-departmental and inter-college fests, internships, and quizzes to enhance student-centered learning. Students are expected to take part in a variety of activities.
- Library already has books as prescribed by Panjab University in English, Hindi and Punjabi.
- Library staff has made efforts to give orientation to students.
- Signage of Library is also improved.
- Students are given training to use Library OPAC.
- Notebooks are allowed in magazine section, inside the stack areas they are not allowed for security reasons.
- A proposal has been recently sent for upgradation of Library.
- 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.
- Internet bandwidth has been increased from 10mbps to 150 mbps in the college for students use.
- The college has thirty-nine laboratories in various subjects. These labs are equipped with all relevant items as per University norms. The college also has a dedicated research lab for life sciences.


## STEPS TAKEN ON THE BASIS OF STUDENTS' OBSERVATIONS REGARDING HOSTEL & CANTEEN

- College has a medical room in the college for convenience of the students and staff.
- Demand of Common room by most of the students has already been planned.
- Regarding cleanliness of hostel and provision of good and healthy food, college ensures frequent checks and changes in menu of the hostel.
- Washrooms on all floors have been fully renovated and sanitary napkin machines has been installed.
- A new hostel building, equipped with a ramp, is under construction and the college plans to renovate the present hostel in near future.
- Hostel Wi-Fi facilities for students have been improved considerably. 24X7 internet facility has been made available for the hostel students.
- Hostel welfare committee keeps frequent checks on quality of food, infrastructure maintenance and to resolve every issue of the hostel.
- Sanitary Napkins can be purchased from Hostel Nurse also at the rate Rs.5 per piece.
- Tata Sky connection has been installed and always recharge on time.
- All kind of Furniture of the hostel repairs on regular basis.
- Cleanliness of the canteen is done on regular basis.
- Quality of menu has been improved as per suggestions given by the student's & drinking water cooler repaired on regular basis.
- Seating arrangements has increased for the student's & staff.

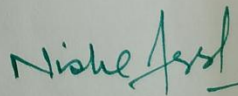
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Committee Member's:

1. Ms. Ramninder Kaur 
2. Ms. Sarabjit Kaur 
3. Dr. Harpreet Kaur 
4. Dr. Vikas Sharma 
5. Mr. Rajwinder Singh 
6. Ms. Bindu Rani 

  
Vice-Principal

  
SSS (Sub-Committee) - convener

  
Principal

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