

GOVT. COLLEGE DERA BASSI (S.A.S. NAGAR)

STUDENT SATISFACTION SURVEY 2020-21

Action taken Report:

Based on the observations, a meeting was called by the Principal Dr. Amandeep Kaur on 07-04-2021 at 11.00 a.m. in her Office. The class representatives from BA, B.Com. (Honours), B.Com. (General), BCA and B.Sc. were also called in the meeting. The College council, NAAC coordinator Dr. Amarjit Kaur, Co-Coordinator Dr. Navdeep Kahol and Registrar Examination were also convened in the meeting to discuss this criterion. The major reason being this criterion 1.4.1 represent or describes the efforts the Institute puts in to serve its students of different backgrounds and abilities through effective teaching – learning experiences.

In the meeting following opinions / observations were put to record:

1. It has been found that as per survey on an average 45-50 % students are either absolutely satisfied or completely agree with the questions asked means the results can be retained
2. Further survey shows that 20- 25% students are the ones who are either “satisfied “or “partially agree” means such students require some efforts to bring the tally up. So, it was decided that better “Mentoring “as well as monitoring would be done to bring this %age up.
3. 15-20% respondents who had given “dissatisfactory” response or who feel that college is “poor” at performance, they need much attention. For this an Inspection committee needs to be formed which would look into the causes and suggest corrective and preventive measures, so that this group of respondents’ attitudes can be improved/ changed about the college.
4. The committee took a very “poignant feeling” for those 2-6% respondents who had opted for “Not Sure” option. It was decided that this Group of students would be personally looked after. Grievance Cell and Anti ragging cell would conduct an enquiry from them to reach to the situations which led to such mindset of this group of students. Further actions would be taken after finding the reasons of their ‘bad imprint’ about the college.

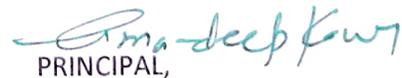
NAAC COORDINATOR



NAAC CO-COORDINATOR



REGISTRAR EXAMINATION



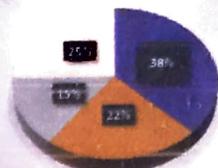
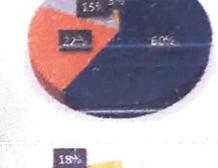
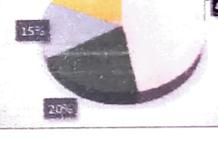
PRINCIPAL,

GOVT. COLLEGE DERA BASSI.

1.4.1 Student Satisfaction Survey 2020-21

Student expectations from its institution or university definitely affect satisfaction levels. The college this time sent Google forms to students and got the survey done. Almost 14 questions tabulated below were asked. The students of final year and some students (chosen by teachers) of the 2nd and 1st year were sent the questionnaire Total 340 responses were received. The response count and the % has been tabulated below.
College weblink : <https://drive.google.com/file/d/1k6rYPMqNqokkUae1f7sTNRI41qkdAcDj/view>

| Question | Analysis Statistics | | | | | Pie Chart |
|---|---------------------|---------------------|-----------------|---------------|----------|-----------|
| | Option | Very much satisfied | Satisfied | Not satisfied | Not sure | |
| 1 How satisfied are you with your Institution: | Option | Very much satisfied | Satisfied | Not satisfied | Not sure | |
| | Response % | 59.70% | 22.90% | 15.50% | 1.76% | |
| | Response Count | 203 | 78 | 53 | 6 | |
| 2 How much are you satisfied with the Quality of Education in Your Institute | Option | Very much satisfied | Satisfied | Not satisfied | Not sure | |
| | Response % | 55.30% | 23.20% | 19.10% | 2.35% | |
| | Response Count | 188 | 79 | 65 | 8 | |
| 3 Do you think that multiple teaching aids like Practical, Seminars, and other Departmental society activities were useful | Option | Yes, entirely agree | Partially Agree | Don't agree | Not sure | |
| | Response % | 45.90% | 24.10% | 28.20% | 1.80% | |
| | Response Count | 156 | 82 | 96 | 6 | |
| 4 How do you Grade your Institutes Teaching faculty on their academic skills and their ability to impart their Knowledge to You | Option | Excellent | Good | Average | Poor | |
| | Response % | 56.50% | 25.30% | 16.80% | 1.47% | |
| | Response Count | 192 | 86 | 57 | 5 | |
| 5 How would you grade your Institutes teaching faculty's Behaviour and Conduct | Option | Excellent | Good | Average | Poor | |
| | Response % | 60.60% | 28.80% | 9.41% | 1.10% | |
| | Response Count | 206 | 98 | 32 | 4 | |
| 6 Do you think use of PPT over Blackboard is more encouraging | Option | Yes, entirely agree | Partially Agree | Don't agree | Not sure | |
| | Response % | 58.40% | 27.40% | 11.50% | 1.60% | |
| | Response Count | 202 | 93 | 39 | 6 | |
| 7 Do you find ICT tools (Projector, White e-Board and LCD etc) good method of communication in teaching ? | Option | Yes, entirely agree | Partially Agree | Don't agree | Not sure | |
| | Response % | 53.20% | 29.10% | 15.60% | 1.50% | |
| | Response Count | 183 | 99 | 53 | 5 | |
| 8 How do you grade the Infrastructure, Departments, availability of facilities, Common rooms and Library etc | Option | Very Good | Average | Poor | Not sure | |
| | Response % | 57.90% | 31.80% | 9.70% | 0.50% | |
| | Response Count | 197 | 108 | 33 | 2 | |
| 9 How did you find teaching through online classes as compared to Offline classes | Option | Excellent | Good | Average | Poor | |
| | Response % | 42.60% | 30.00% | 4.41% | 22.90% | |
| | Response Count | 145 | 102 | 15 | 78 | |

| | | | | | | | |
|----|--|----------------|--------------------------|-----------------|---------------|----------|--|
| 10 | Are you satisfied with the efforts made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work? | Option | Yes Completely Satisfied | Satisfied | Not satisfied | Not sure |  |
| | | Response % | 48.80% | 28.80% | 19.10% | 32.50% | |
| | | Response Count | 100 | 98 | 65 | 11 | |
| 11 | Do you think the course you have opted is best to provide employability of your choice. | Option | Yes, entirely agree | Partially Agree | Don't agree | Not sure |  |
| | | Response % | 44.10% | 31.50% | 19.70% | 4.70% | |
| | | Response Count | 150 | 107 | 67 | 16 | |
| 12 | How do grade the conduct of nonteaching members of your college | Option | Very Good | Good | Average | Poor |  |
| | | Response % | 58.80% | 22.90% | 15.90% | 2.35% | |
| | | Response Count | 200 | 78 | 54 | 8 | |
| 13 | How efficient is the Examination Cell and Grievance redressal cell of your Institute | Option | Very Good | Good | Average | Poor |  |
| | | Response % | 59.70% | 22.10% | 15.30% | 2.94% | |
| | | Response Count | 203 | 75 | 52 | 10 | |
| 14 | The overall quality of teaching-learning process in your institute is very good. | Option | Yes, entirely agree | Partially Agree | Don't agree | Not sure |  |
| | | Response % | 54.70% | 22.60% | 17.60% | 20.90% | |
| | | Response Count | 186 | 77 | 6 | 71 | |

Give three observation / suggestions to improve the overall teaching – learning experience in your institution:

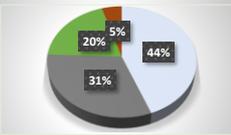
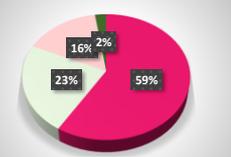
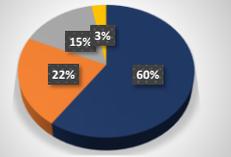
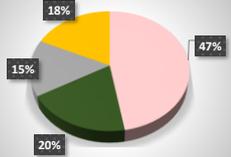
From the feedback obtained from the students as well as from the teachers and Alumni, Major suggestions to improve the overall teaching – learning experience in your institution are as follows :

1. The Mentoring Department or Psychoanalyst post needs to be created so that students can be given proper guidance on the basis of their personal and professional experiences of life.
2. The teacher student relationship needs to be like Guru- Shishya relationship For this Student -Teacher Ratio needs improvement. More teachers need to be recruited.
3. The Extracurricular Activities need to be done only on specific days of the week or the month, so that such activities don't hamper the academic syllabus completion.

For example, many times sports or cultural activities of the University or state coincide with the Exam schedule of the Mid-term or final Exams and students suffer because of pressure from the teachers. Students have to execute many formalities to keep balance between studies and such curricular activities .

Student Satisfaction Survey 2020-21

| Question | | Analysis Statistics | | | | | |
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