

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.

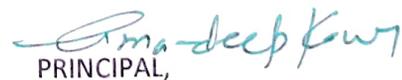
NAAC COORDINATOR



NAAC CO-COORDINATOR



REGISTRAR EXAMINATION



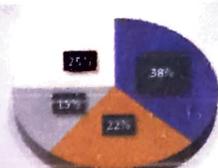
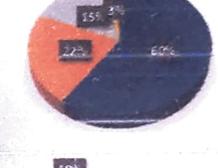
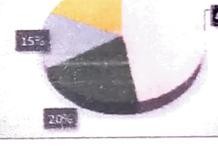
PRINCIPAL,

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	

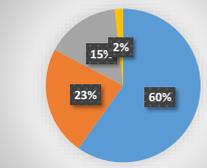
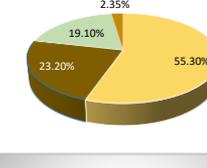
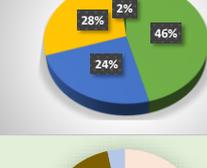
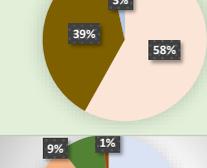
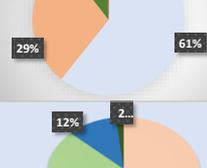
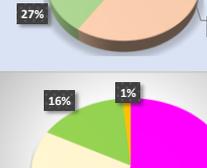
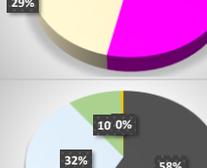
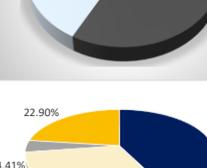
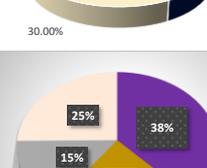
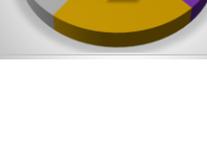
Give three observation / suggestions to improve the overall teaching – learning experience in your institution:

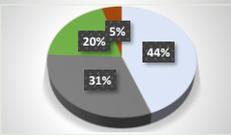
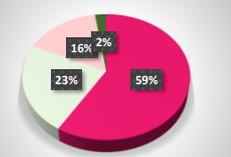
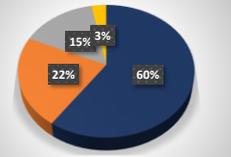
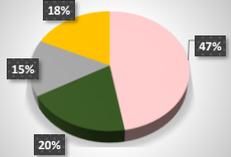
From the feedback obtained from the students as well as from the teachers and Alumni, Major suggestions to improve the overall teaching – learning experience in your institution are as follows :

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 .

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