

STUDENT SATISFACTION SURVEY REPORT:-2019-20

INTRODUCTION:

In past time, feedback from students about their experience in higher education was a rarity. With the expansion of the university sector, the concerns with quality and the growing 'consumerism' of higher education there has been a significant growth of, and sophistication in, process designed to collect views from students. Most higher education institutions, around the world, collect some type of feedback from students about their experience of higher education. 'Feedback' in this sense refers to the expressed opinions of students about the service they receive as students. This may include perceptions about the learning and teaching, the learning support facilities (such as, libraries, computing facilities), the learning environment, (lecture rooms, laboratories, social space and college buildings), support facilities (refectory, student accommodation, health facilities, student services) and external aspects of being a student (such as finance, transport infrastructure).

HLG Govt. College is situated in Nuh district of State Haryana. It is affiliated with Gurugram University Gurugram. The college offers various courses like B.Com. B.A., and B.Sc.at under Graduation level and M.A. in Geography at Post-Graduation level. In session 2019-20, there are 625 students enrolled in the college. The Internal Quality Assurance Cell (IQAC) of the College has continuously been working on quality improvement and the betterment of student learning experiences. In order to analyze the lag areas of the college and scope for further improvement, feedback from various stakeholders have been received. This report focuses on the feedback of students on Syllabus and Teachers.

DATA COLLECTION AND ANALYSIS

An effort was made to receive feedback from all students of the college. For this purpose, a questionnaire was prepared and sent to students. As many as 100 responses have been received. In order to arrive at comprehensive results, useful statistical tools like percentage, etc. have been used. For the effective presentation of the data, various types of graphs have been used.

The college is affiliated with MD University Rohtak Haryana. It follows the syllabus prescribed by the university. In order to analyze the student responses on syllabus various questions were asked and 100 responses were collected from the students. Each one of them is explained below.

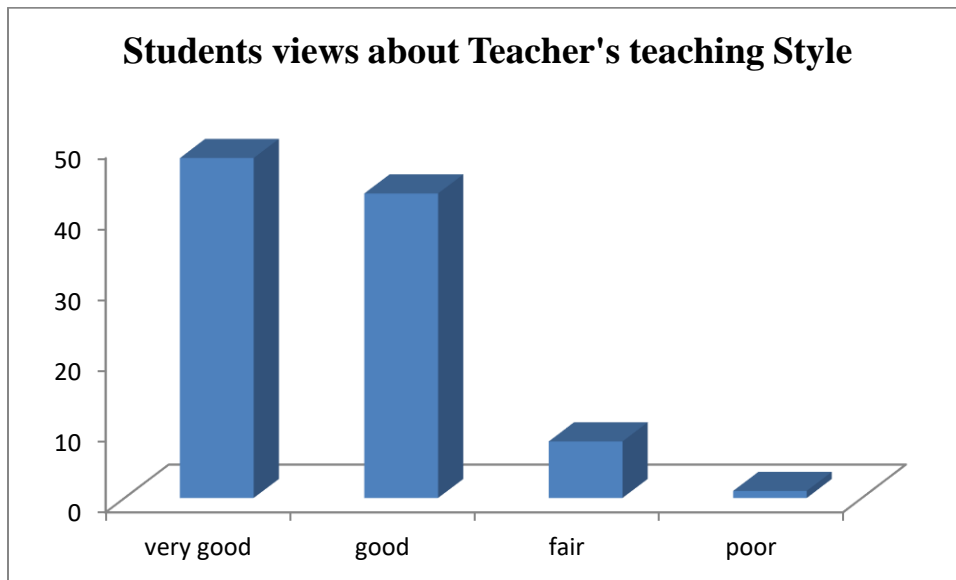
Table: 1

Sr. No.	Questions	Remarks By Students (केवल ✓ करें)			
		Strongly agree	Agree	Disagree	Strongly Disagree
1	प्राध्यापक अपने विषय को पढ़ाते समय कितना उत्साहित रहता है ? आकलन कीजिय	48	43	08	1
2	प्राध्यापक को अपने विषय का कितना ज्ञान है आकलन कीजिय	51	47	2	0
3	विषय को पढ़ाने के बाद किया प्राध्यापक विद्यार्थी से उस विषय के सन्दर्भ में उत्पन्न जिज्ञासाओं का समाधान करता है ? आकलन कीजिय	57	29	12	2
4	अध्यापन दौरान किया प्राध्यापक दृश्य श्रव्य साधनों (Audio, Visual) का प्रयोग आवश्यकतानुसार करता है ? eg. Computer, Multimedia Projector, Power Point Presentation, video etc. आकलन कीजिय	69	23	3	5
5	किया प्राध्यापक विषय को सही प्रकार से समझा पाता है ? आकलन कीजिय	39	53	04	04
6	अध्यापन के दौरान या बाद में क्या प्राध्यापक अध्यापन के विषय पर सामूहिक चर्चा (Group Discussion) को प्रोत्साहित करता है ? आकलन कीजिय	49	41	9	1
7	विद्यार्थियों के साथ समानता का व्यवहार प्राध्यापक द्वारा करने का आकलन कीजिय	81	12	6	1
8	प्राध्यापक का नियमित रूप से हाजिरी लेने का आकलन कीजिय	89	3	8	0
9	प्राध्यापक का नियमित रूप से कक्षा में आने का आकलन कीजिय	69	21	8	2
10	प्राध्यापक का अपना Syllabus समय पर पूरा करवाना का आकलन कीजिय	49	32	9	10

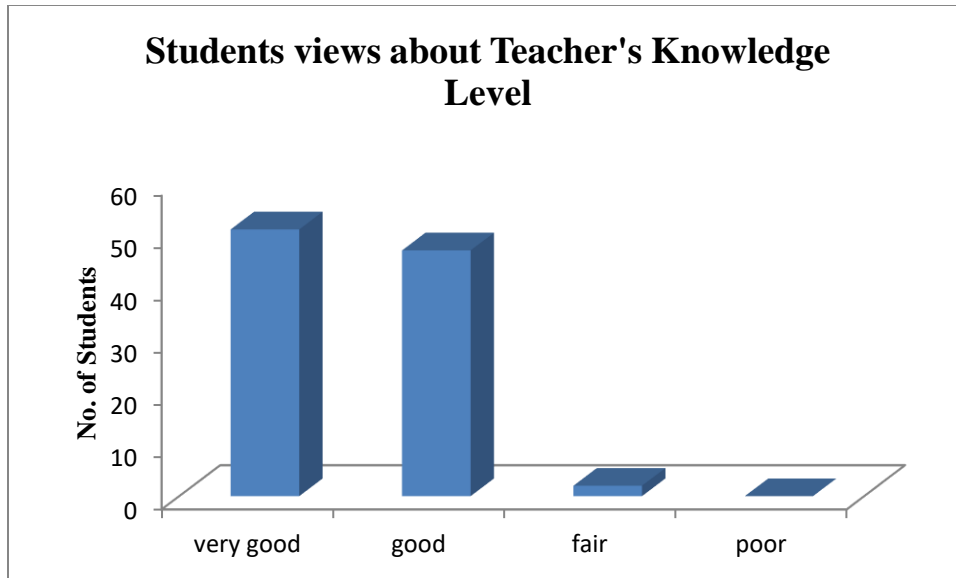
11	क्या प्राध्यापक विस्तार-भाषण, Quiz Field Visit करवाता है तथा विद्यार्थियों को पुस्तकालय के प्रयोग के लिए प्रोत्साहित करता है? आकलन कीजिये।	27	63	6	4
12	क्या प्राध्यापक नियमित रूप से टेस्ट लेते हैं? आकलन कीजिये।	39	57	1	3
13	क्या प्राध्यापक नियमित रूप से assignment देते हैं? आकलन कीजिये।	59	31	3	4
14	क्या प्राध्यापक के अध्यापन के सम्पूर्ण कार्य से आप संतुष्ट हैं? आकलन कीजिये।	48	37	11	4
15	महाविद्यालय की बिल्डिंग किस तरह की है?	14	43	27	16
16	महाविद्यालय में बिजली व्यवस्था किस प्रकार की है?	9	56	18	17
17	महाविद्यालय का Environment केसा है (Outsider Element) के लिहाज से)	63	26	7	4
18	महाविद्यालय का पर्यावरण (हरियाली व पार्क) केसा है?	98	2	0	0
19	क्या प्रध्यापक द्वारा आपको प्रोत्साहित किया जाता है।	68	23	4	5
20	महाविद्यालय में महिला सुरक्षा के स्तर का आकलन कीजिये।	56	26	11	7
21	महाविद्यालय में रेगिंग रोकने के प्रयास का आकलन कीजिये।	71	23	4	2
22	महाविद्यालय में पीने का पानी तथा बिजली की आपूर्ति के स्तर का आकलन कीजिये।	19	47	14	20
23	महाविद्यालय के वाशरूम की सफाई के स्तर का आकलन कीजिये।	16	27	19	38
24	महाविद्यालय में कंप्यूटर व इंटरनेट उपलब्धता के स्तर का आकलन कीजिये	18	29	34	19

Table 1 describes the responses of the students on whether the teacher seems energetic during delivering the lecture. It was noticed that, 81 students strongly agreed and agreed that, the teacher are energetic during lecture. Around 98% students agreed that the teachers have good knowledge

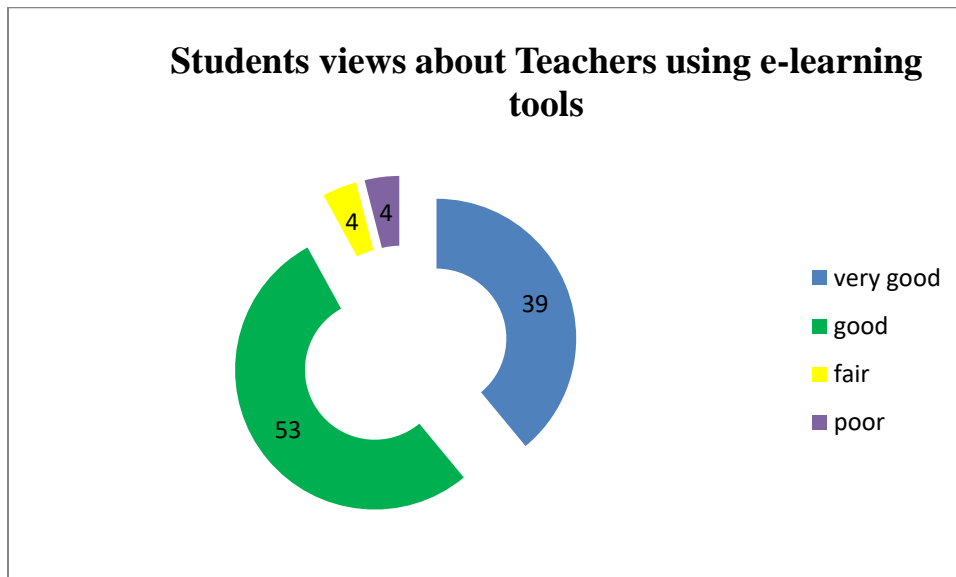
of the subjects. It was noticed that, only 2 % students said that teachers have low level of knowledge. 92percent students strongly agreed that the teachers use the e-learning module through PPT, Youtube , Projector, etc. 93 percent students agreed that the teachers easily make them understand. While 92 percent students found that the teacher do not discriminate any students and behave kindly. Around 90 percent students agreed that the teachers take the attendance daily and give test on regular interval.



Above 80 percent students agreed that the teachers regularly attend the class and complete their syllabus on time. Around 85 percent students seem satisfy with the teaching process.

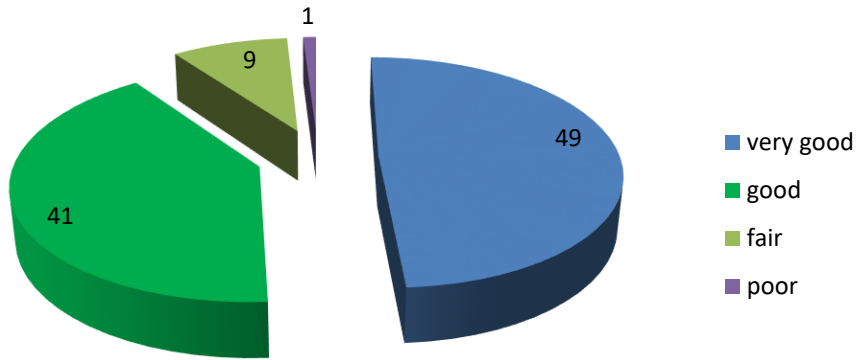


Our college has old building So around 60 percent only agreed on the infrastructure level and electricity level in the college. The college faces electric cut because it falls under rural area where the electric supply is not regular.

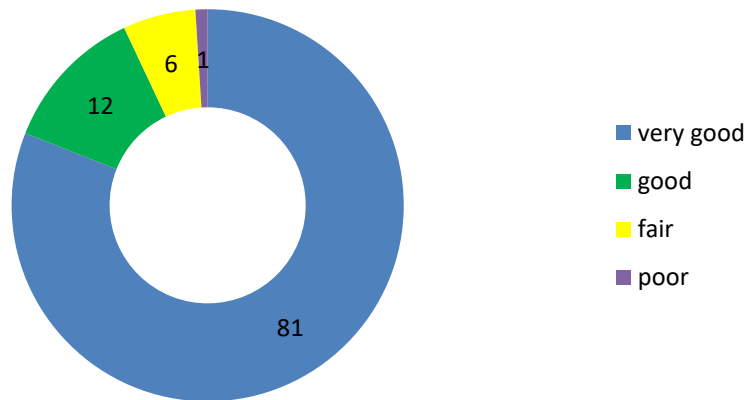


The college performs better in greenery. 98 percent students rated very well to college eco friendly environment.

Students views about Group Discussion

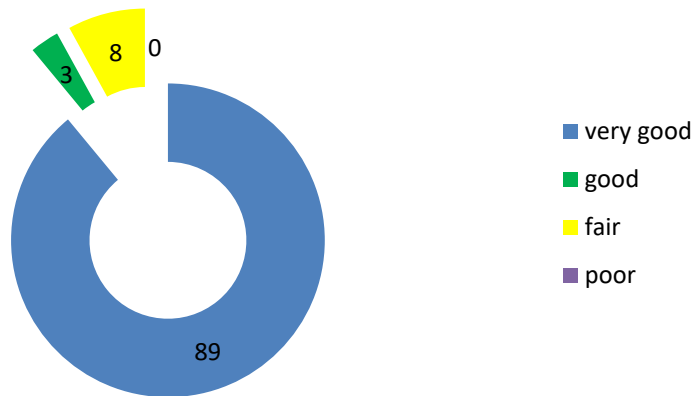


Students views about equal behaviour by Teachers



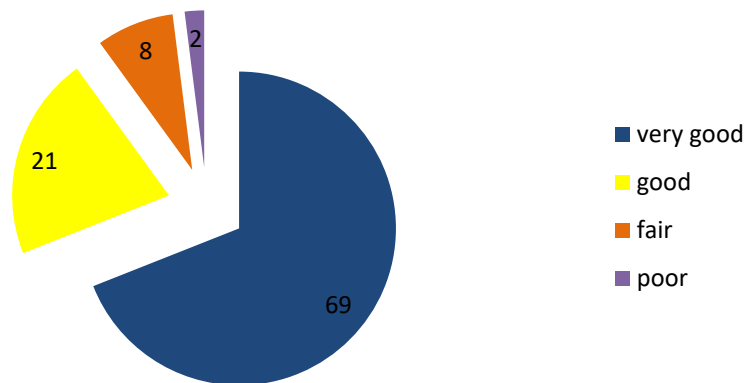
Around 90 percent students agreed that the teachers motivate them. The college has done well for anti-ragging and women safety. Around 85 percent students have praised efforts of college in this regard.

Students views about Attendance taken by Teachers



The college has less number of Sweepers (safai karamchaari) according to the building workload. So the work of cleanness in the washroom and college campus is big challenge.

Students views about Teachers regularity in the class

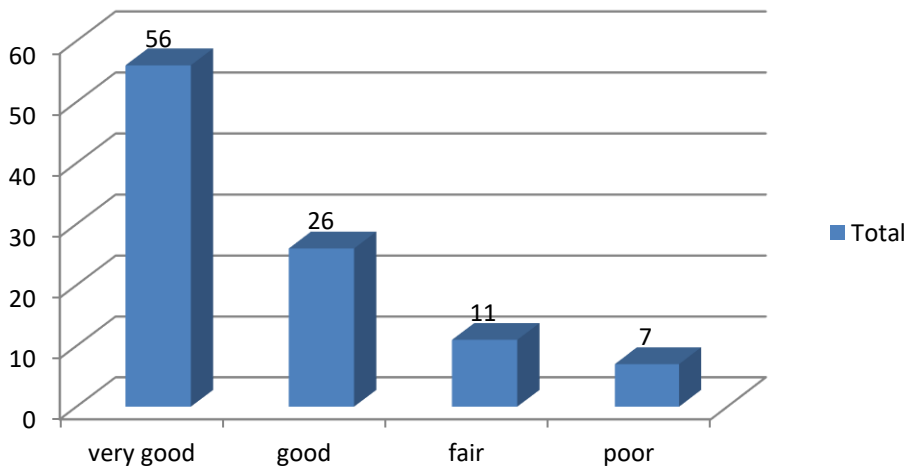


40 percent students rated the cleanliness in the college poor. To provide internet facility is also a big challenge. Only 50 percent students found that the internet facility in the college is good.

Students views about Infrastrcture level in the college



Students views about Security Measure in the college



Students views about electricity & Potable water availability in the college



Suggestion:

- To arrange the lectures of Honorary personalities in various fields and encourage the students to expand their horizon while entering in the real life.
- To provide guidance to the students of the College with reference to career choice and development.
- To open NCC centre in the college for the benefit of students.
- To repair and paint college old building.
- More focus on Personality development programme.
- To encourage students to become entrepreneurs by undertaking training programmes in various forms.

- To help the students for giving better opportunities in placements and with the help of ex-students exhaust the possibilities of giving practical knowledge and exposures to the students.
- To open new canteen in the college campus.
- To appoint regular sports coach in the college.
- Fully fledge working of theatre in the college.

Action Taken:

On the outcome of the feedback survey, the principal immediately allowed every effort to meet the demand made by the Students. There is no regular sports coach in the college; however, extension lecturer sh. Satish Kumar is serving as the sports incharge. Under his supervision the sports department purchased new sports items to cater the demand. In the time of digital India, the college now has been equipped with the latest mode of education LMS (Learning Management System). The college also focused on the career oriented program, and as a result, the college is in the process of signing MOU (Memorandum of Understanding) with some Multi National Company. The building of the college campus is very old and in poor condition. It urgently requires renovation and paint. The college is going to set up a new canteen in the college campus very soon. On the long running demand of NCC centre, the work has been started, and soon the college will have its NCC unit under the supervision of Dr Rajpal Bhiduri (Assistant Professor) The auditorium has also been equipped with a new sound system, which was a much needed demand for years. The outcome of such development proved worthy as the college clenched three prize in the **Inter-zonal cultural youth festival ‘Sankhnaad’ at Gurugram University, Gurugram.**