

H.L.G. GOVERNMENT COLLEGE TAURU, DISTRICT NUH, HARYANA

Affiliated with Gurugram University, Gurugram, Haryana

Student Satisfaction Report for the year 2020-21

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❖ INTRODUCTION

Hardwari Lal Goyal Govt. College Tauru is a Higher Educational Government Institution located in the entire rural least developed Southern part of Haryana state. This institution was established and handed over to the Higher Education Department, Govt. of Haryana in 1989 by renowned social worker Lala Hardwari Lal Goyal ji of this area. Since then this institution is serving the area in a very effective way. It helps the students to identify and recognize the importance of education in individual's growth and social harmony. Prime mission of this institution is to awake the people of the area and realize the importance of female education. Its aim to equip students with up-to-date intellectual, academic, social and technological skills to help them grow as efficient professionals as well as progressive citizens of the country. The first major task at hand before the college is to enhance the strength of the college by making the society around conscious of the value of Higher education. This is attained by sending the faculty to the surrounding villages and schools. The existing students of the college are also motivated by the teachers to spread this message by showing their own example of achievements in academic and other fields. The focus is also to intensify ICT learning that is already showing good results but is to be taken to the next level up. The focus of the college is also to provide a boost to sports and fine arts in order to develop the creative talent among the students.

Presently we conducted a survey of the students of this institution studying in the year 2020-21 to test their satisfaction level from this institution. The students have participated actively in this "Student Satisfaction Survey-2020-21" with their keen interest and shows extraordinary results in this survey.

❖ OBJECTIVES

The objective of this survey to measure the student satisfaction level on their experiences with college facilities: infrastructure, physical facilities, student support services, teacher communication, quality of teaching, quality of teaching-learning resources and teaching environment etc.

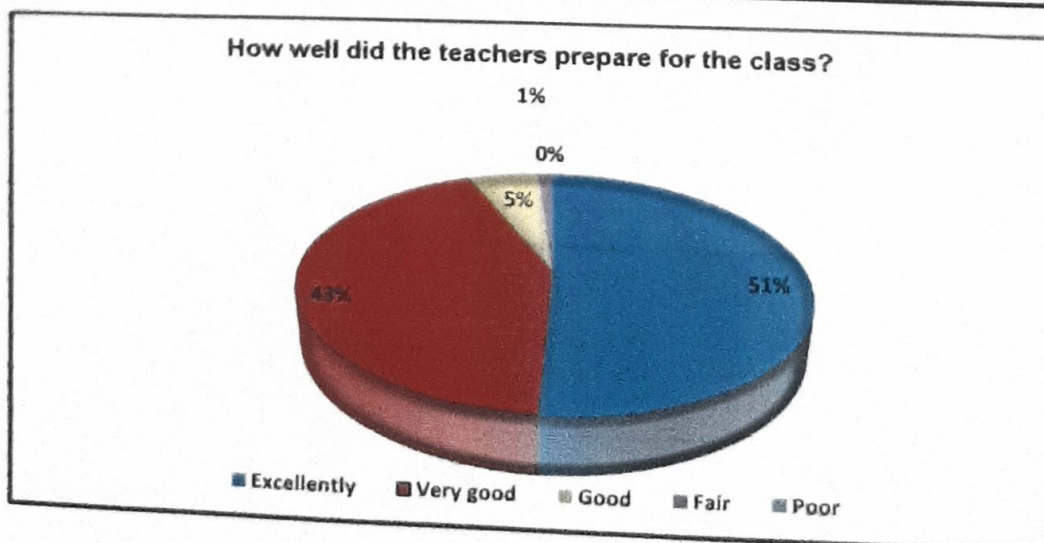
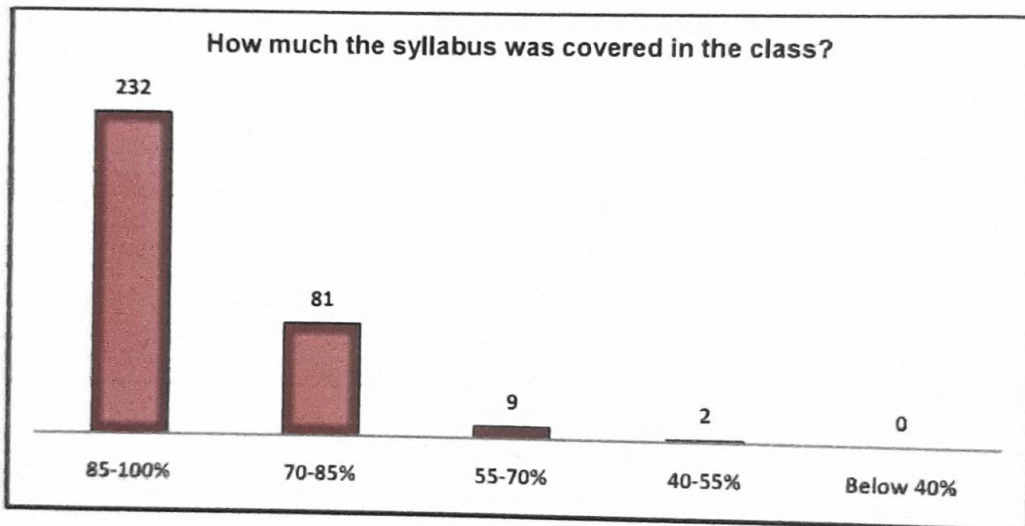
❖ DATA COLLECTION

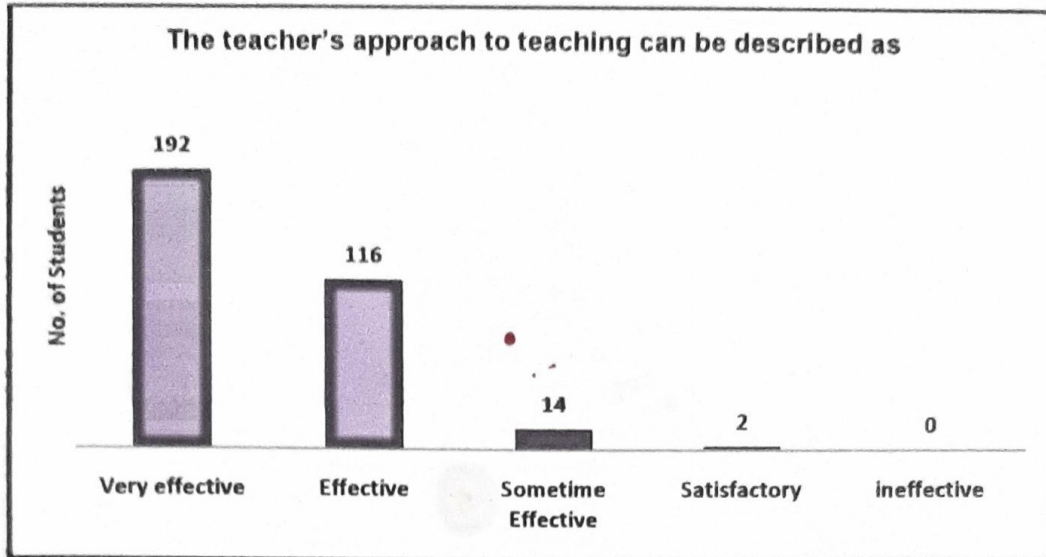
In the year 2020-21 there are total 754 students studying including 315 newly enrolled students in various UG and PG courses. In UG courses there are running B.A., B.Com. and B.Sc. (Non-Medical) pass courses and in PG there is running M.A. Geography (CBCS) on the huge demand of the people of the area successfully. This "Student Satisfaction Survey-2020-21" is based on the sample size of 324 students i.e. the 42.9 % of total students. The survey is purely based on Primary data collection. A Questionnaire was prepared and issued to the students randomly for filling and returning back. There were total 20 questions in questionnaire based on their experiences with college facilities: infrastructure, physical facilities, student support services, teacher communication, quality of teaching, quality of teaching-learning resources and teaching environment. The students have filled their responses and returned it back on the same day. After the collection of duly filled questionnaires, data tabulation work and graph and diagram making work were completed. Based on these data and graphs/diagrams results the survey report is prepared and analysis was done.

❖ RESULTS AND ANALYSIS REPORT

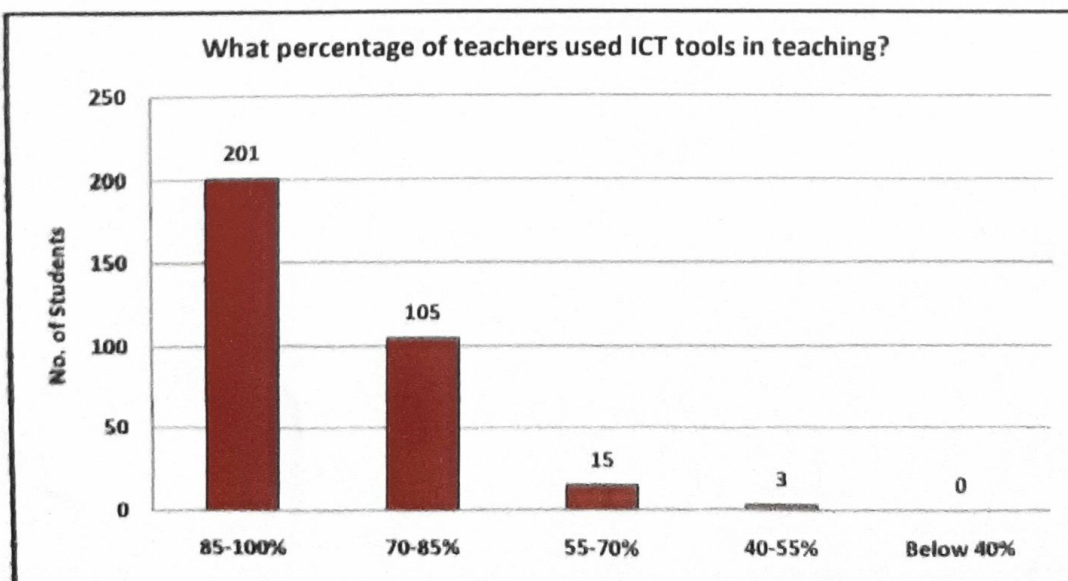
➤ Quality of teaching-learning :-

Some questions were asked from the students based on quality education was received by them or not. Base on the answer replied by the students on the issue of syllabus completion, 96.6 % students stated that there is more than 85% syllabus was completed during this Covid-19 Pandemic through their online or offline classes. It was quite challenging to reach to all the students in this least developed area in which internet and mobile services are very poor. Teachers were well prepared for their classes and their communication level was very good. Teacher's approach to teaching was effective as stated by more than 95% students in this survey. As situation of Covid-19 was very drastic but the teachers of this institution teach their classes with full dedication and capacity.



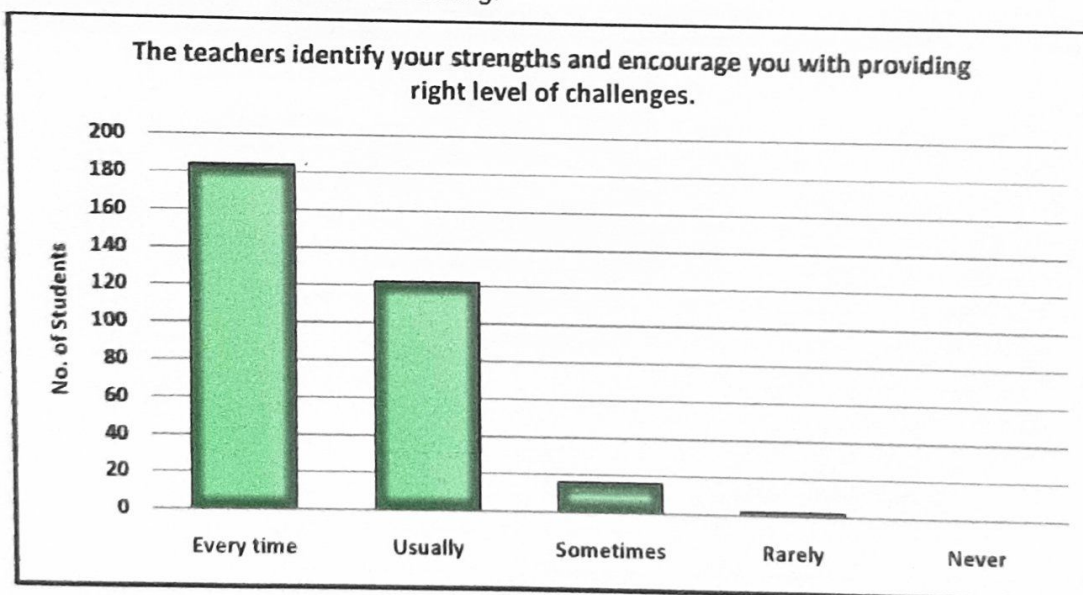


During this year teaching has arranged online classes and offline as much possible and Govt. directions. Teachers have prepared study materials in the shape of docs, xlsx, pdf, ppt, A/V etc. files for imparting the knowledge to their students. They used google meet, Zoom, Skype, YouTube, whatsapp applications for online classes. As the survey data results 94.4 % students submitted that the college has the dedicated and efficient staff to maintain and support of ICT enabled techniques in teaching-Learning process. The students have used the e-resources supplied by the college teaching staff members and applications/weblinks as shared by their teachers. During the Covid-19 pandemic teachers have made each and every effort to impart knowledge to their students with the help of smart phones, laptops, PCs through internet.



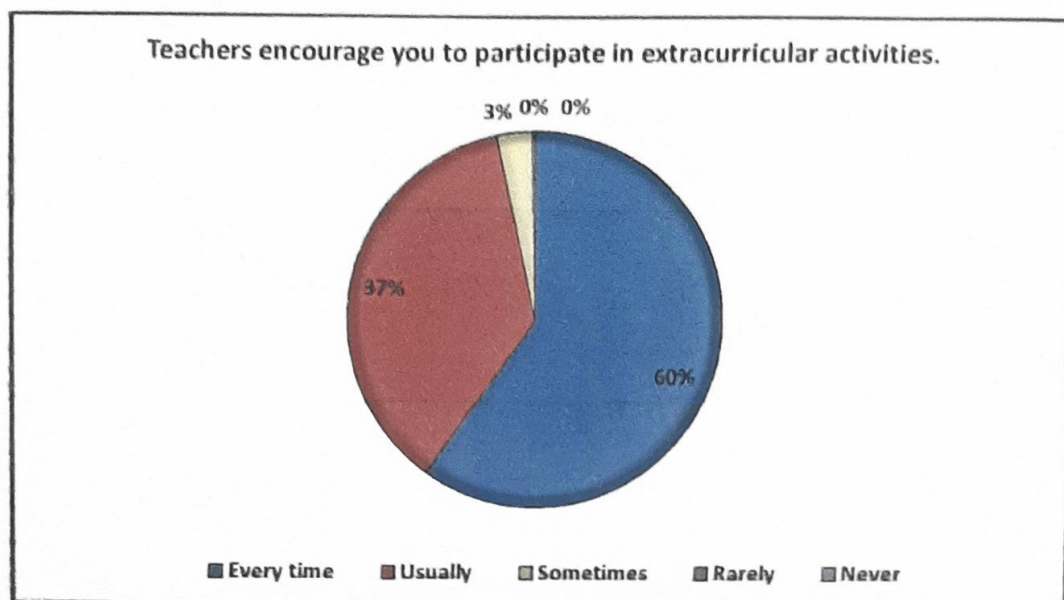
➤ **Student Support Services :-**

The connection in between students and teachers, Teacher is the key point of student's overall development. So teachers of this college are always tried to take each initiative to use student-centric methods in their teaching. Through online interactive classes, participative surveying, practical classes, experimentation in labs and by the problem solving techniques they motivate each and every students to take part actively in these related activities. During this Pandemic crucial time they tried to do such activities by online and as much possible offline mode also. As the survey results shows and 95 % students admitted that the teachers identify their strengths and encourage them with providing right level of challenges. Teachers encourage their students to participate in extra-curricular activities as 96.6 % students replied in this survey. Many co-curricular activities under various departments were organized online. Women cell, NSS, Red Cross, Cultural, subject specific, welfare, Eco club and many more departments have organized such student centric activities for their effective learning.



In this institution some special programs are designed and running under Language lab and soft skill lab for the slow learner and advance Lerner students for their proper learning. These courses are available for UG classes especially for B.A.-I, B.A.-II, B.A.-III, B.Sc.-I and B.A.-II year students. There are proper labs with full of adequate equipments and computers. All these students have provided facilities to enhance their understanding, writing and communication skills. The program is mainly base on business writing, report writing and research writing skills. Through this they will develop their English

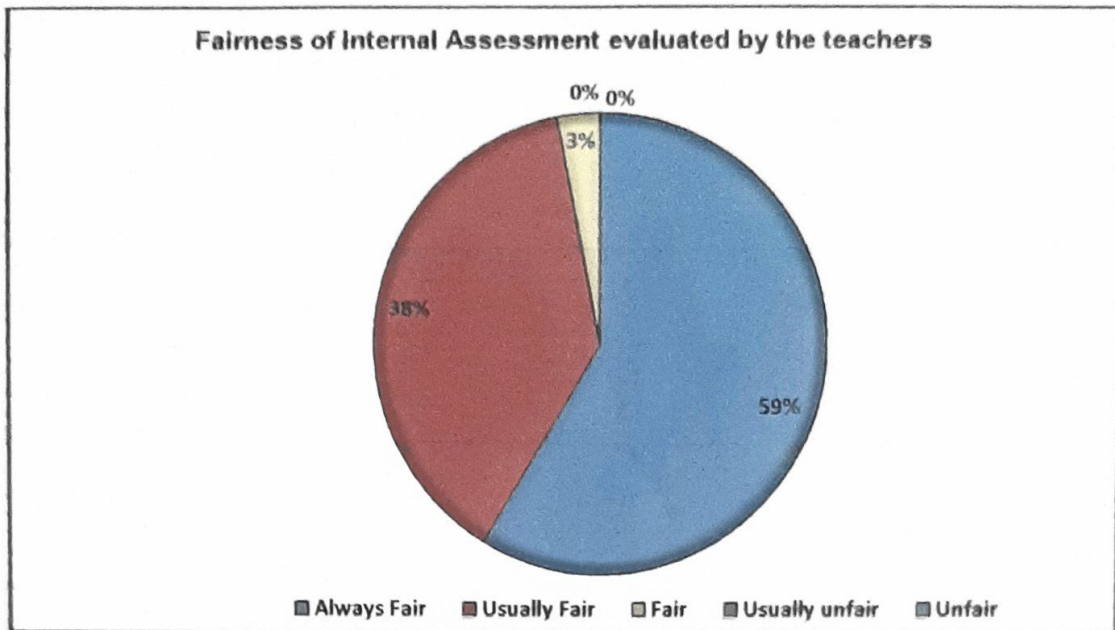
speaking and proper pronouncation of each word of english language. By such programs students will able to face any interview without any hesitation and will be able to get their jobs opportunities. Remote Sensing, GIS and computer based learning was provided to UG and PG students of Geography.



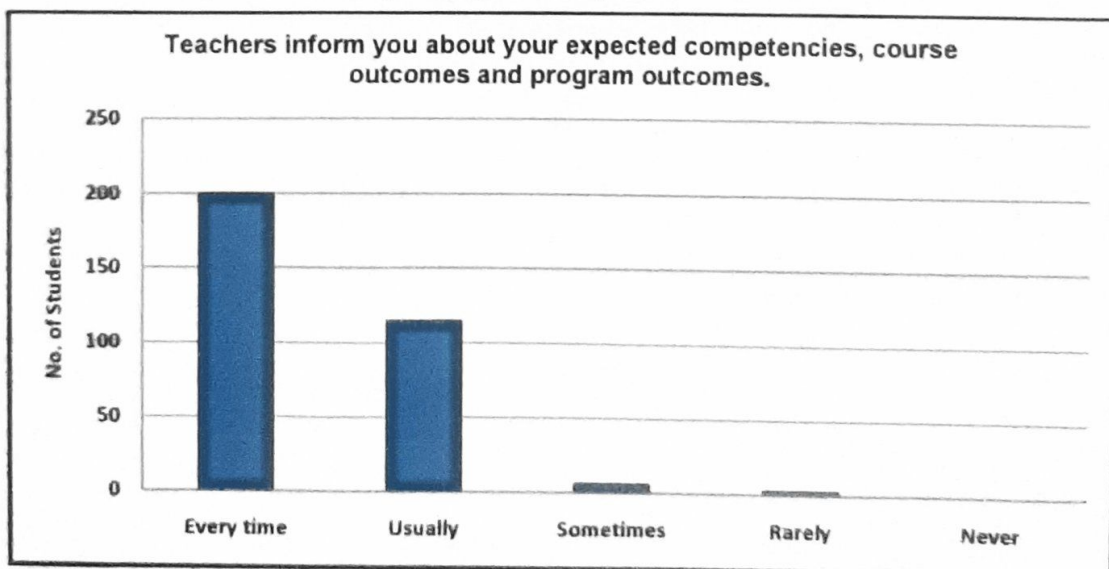
➤ **Assessment of Students:-**

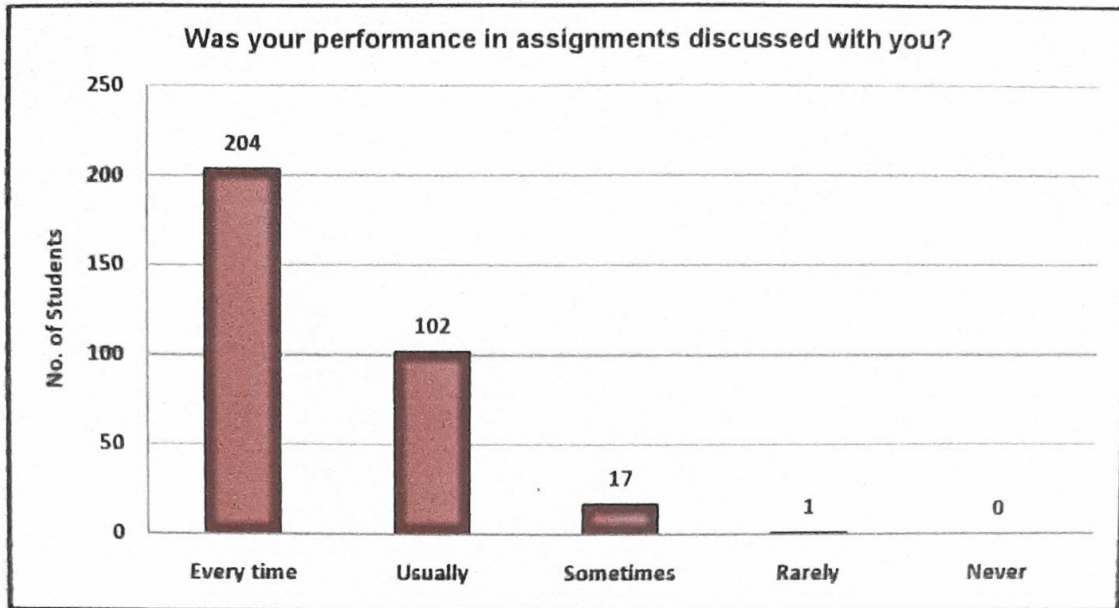
The mechanism of internal assessment of these college students is stipulated by the norms of Gurugram University, Gurugram, Haryana and the Department of Higher Education, Govt. of Haryana. Internal assessment breakup designed for attendance, Assignments and class Tests. During this pandemic effected teaching year the Physical attendance of students was relaxed by Govt. of Haryana and by the order of Govt. of India. Teachers encouraged their students for online evaluation process. Assignments were also taken through online mode also. To ensure robust and continuous assessment teacher opted formal as well as many modern techniques to assess their students. Many class tests, presentations, poster/chart presentation, written/oral presentations; quizzes were conducted online to impart effective learning among learners. The entire process was very transparent and effective. This college have always opted a transparent and effective mechanism to deal with internal assessment related grievances. It shows in the results of survey in which 97 % students admitted the statement. There is an examination and Result committee already constructed and functioning very well in this matter. Due to the Covid-19 pandemic this year some relaxations were given under the guidelines of Gurugram University, Gurugram, Haryana and the Department of Higher Education, Govt. of Haryana. Due to the situation of this college is

in entire rural area of South least developed area and the lack of internet and mobile facilities to the students additional time was given to the students for submission of assessment tests and assignments.



In survey results 97.2 % students stated that teachers inform their students about their expected competencies, course outcomes and program outcomes. It also shows the dedication of the teachers towards their Nobel profession. The concerned committee always checks in proper way of the smoothness of evaluation or assessment work for the students. The internal marks were submitted by the teachers timely uploaded on website as per the directions of Gurugram University, Gurugram, Haryana.

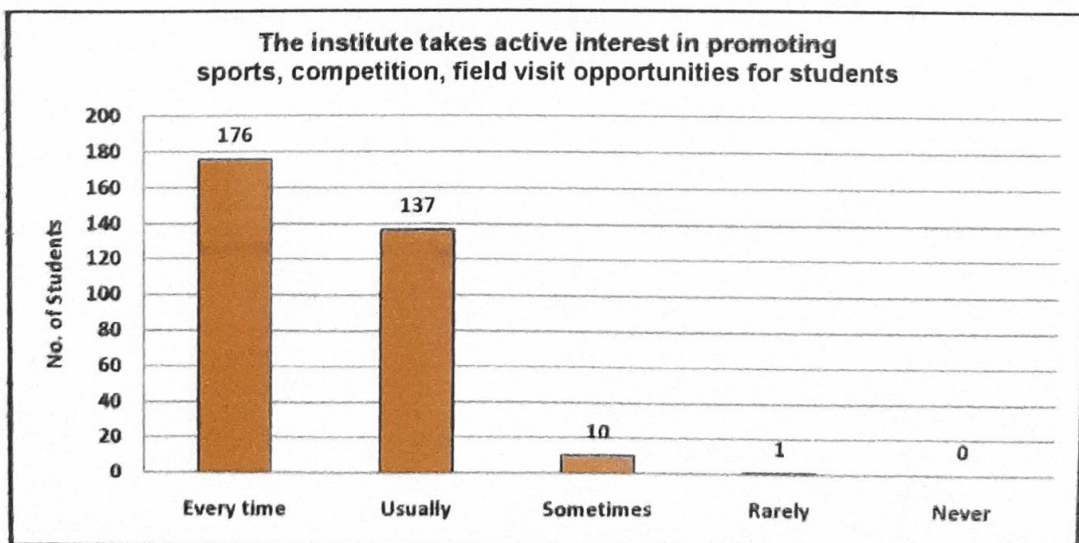




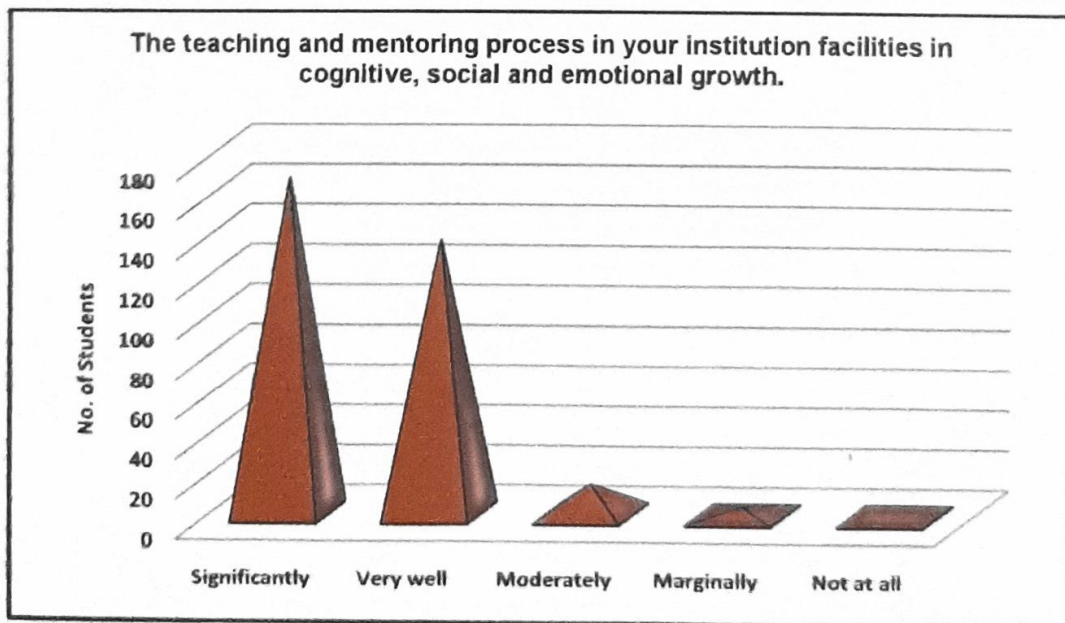
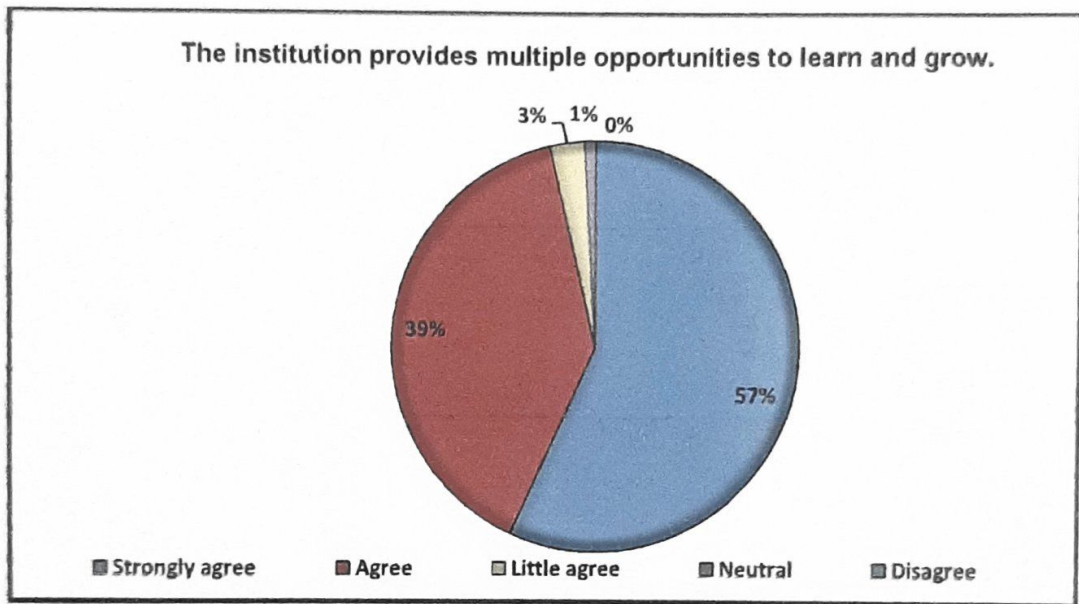
As in survey results show that 95 % students said that their teachers usually discuss the performance of various students in their classes. This shows a strong bonding between Teachers and students in this institution.

➤ **Teaching Environment of Institution:-**

This institution has the completely lush green campus. Many lawns are well maintained by subordinate staff members who provide a healthy and pleasant environment to all the students of this institution for their better learning. In survey 97 % students stated that the institute takes active interest in promoting sports, competition, field visit opportunities for their students.



More than 96 % students said that this institution provides multiple opportunities to learn and grow in this area. The institution/teachers used student centric methods; such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences. Maximum students submitted that efforts are made by the institution and teachers to inculcate soft skills and employability skills to make their students ready for the world of work as per survey results. In survey 94 % students admitted that the teaching and mentoring process in your institution facilities in cognitive, social and emotional growth.



❖ CONCLUSIONS

As earlier submitted that this institute is serving the nation by imparting Higher Education to their students in the least developed remote rural area of South Haryana state. This Mewat district (currently known as NUH) is dominated by Meo Population. They are very poor and least aware about the value of education and especially women education. This institution is continuously spreading Higher education through its valued hard working students and dedicated teachers on almost all parameters as shown in the results of student satisfaction survey. This institution has prepared many national and state level players in various games. Academic performance of the students of this institution is also put the highest mark of success in this area and by its records it is a very reputed higher education institute of Mewat.


Principal
H.L.G. Government College
TAURU (NUH)

Appendix
H.L.G. Govt. College Tauru, District Nuh (Haryana)

Questionnaire: Student Satisfaction Survey 2020-21

Class MA/BA/Bcom/BSc _____

Roll No. _____

Sr	Questions	Remarks by Students (Put \checkmark mark in appropriate box)				
1	How much the syllabus was covered in the class?	85-100%	70-85%	55-70%	40-55%	Below 40%
2	How well did the teachers prepare for the class?	Excellent	Very good	Good	Fair	Poor
3	How well the teachers were able to communicate?	Excellent	Very good	Good	Fair	Poor
4	The teacher's approach to teaching can be described as	Very effective	Effective	Sometime Effective	Satisfactory	ineffective
5	Fairness of Internal Assessment evaluated by the teachers	Always Fair	Usually Fair	Fair	Usually unfair	Unfair
6	Was your performance in assignments discussed with you?	Every time	Usually	Sometimes	Rarely	Never
7	The teachers illustrate the concepts through examples and applications.	Every time	Usually	Sometimes	Rarely	Never
8	The teachers identify your strengths and encourage you with providing right level of challenges.	Every time	Usually	Sometimes	Rarely	Never
9	Teachers are able to identify your weakness and help you to overcome them.	Every time	Usually	Sometimes	Rarely	Never
10	Your mentor does a necessary follow-up with an assigned task to you	Every time	Usually	Sometimes	Rarely	Never
11	Teachers encourage you to participate in extracurricular activities.	Every time	Usually	Sometimes	Rarely	Never
12	What percentage of teachers used ICT tools such as LCD, projectors, multimedia in teaching?	85-100%	70-85%	55-70%	40-55%	Below 40%
13	Teachers inform you about your expected competencies, course outcomes and program outcomes.	Every time	Usually	Sometimes	Rarely	Never
14	The institute takes active interest in promoting sports, competition, field visit opportunities for students	Every time	Usually	Sometimes	Rarely	Never
15	The teaching and mentoring process in your institution facilities in cognitive, social and emotional growth	Significantly	Very well	Moderately	Marginally	Not at all
16	The institution provides multiple opportunities to learn and grow.	Strongly agree	Agree	Little agree	Neutral	Disagree
17	The institution makes efforts to engage students in the monitoring, review and continuous quality improvement of teaching learning process	Strongly agree	Agree	Little agree	Neutral	Disagree
18	The institution/teachers used student centric methods, such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences.	Strongly agree	Agree	Little agree	Neutral	Disagree
19	Efforts are made by the institution/teachers to inculcate soft skills and employability skills to make you ready for the world of work.	To a great extent	Significantly	Moderate	Very little	Not at all
20	The overall quality of teaching-learning process in your institution is good.	Strongly agree	Agree	Little agree	Neutral	Disagree