S.D COLLEGE (LAHORE) AMBALA CANTT
STUDENT SATISFACTION SURVEY REPORT 2018-19

In recent times, the higher education institutions have paid increasing attention to the views of students to obtain feedback on their experience of learning, teaching, infrastructure and other facilities provided by the college through internal surveys. Student feedback is considered as the backbone of any institution for strengthening the overall performance of an organization. S.D College is one of the premiere colleges of Haryana and has been awarded Grade "A" with CGPA 3.51 by NAAC in the third cycle of its Accreditation. S.D College has its very own Online feedback Student System. It is an automatic feedback generation system that provides proper feedback to the Principal, respective departments and the non- teaching staff. The Institute collects feedback from students twice in a session, once in September, second in the month of February.

In the existing system students can give feedback through online system without wasting their time in writing. So, the existing system carries more time to do a piece of work, for this reason the online system feedback is implemented. The system makes the availability of the feedback any time anywhere with ease of use and also provides easy and secure storage with access restrictions.

Focus Area:
1. Infrastructure & facilities
2. Faculty Performance
3. Library
4. Non-Teaching Staff
5. Curriculum
6. Syllabus
7. Teaching Aids

Objectives:

1. To provide students a platform to express their views & experiences in relation to teaching-learning process and suggest improvement areas.
2. To boost student morale and confidence by giving a chance to freely interact with the administration regarding the weaker areas of learning environment.
3. To develop the art of critical thinking and evaluation amongst students.

4. To give students a sense of belongingness.
5. Continual improvement of the Teaching-learning process, College Infrastructure, Staff and Supporting Services.

Phases of Student Feedback Mechanism:

1. Collection of Student Feedback
2. Interpretation & analysis of Results
3. Communication of Results to Principal.
4. Communication of Results to Person/In-charge/Department Concerned.
5. Action Plan
6. Action Taken Report

Interpretation & Analysis of End- Term SSS for the Session 2018-19

Total Strength: 3200

Sample Size: Students were selected from across the stream of Commerce, Arts and Science**. (**15.62 **%** of the total Strength**)**

Student Selection Criterion: Students are selected on the basis of Attendance and Academic record

Interpretation and Action Plan for the Student Satisfaction Survey.

S.No	Component	Response in terms of %	Proposed Action Plan
1	Syllabi Taught	66.7% said that above 90% syllabi was being taught.	For the completion of syllabi teachers should adhere to the Lesson plan of their respective subject.
2	Internal Assessment system	56.6 % of students were of the view that it was fair.	Teachers should ensure timely upload of internal assessment marks.
3	Preparation & Communication of lecture	82.5 % said that lectures are thoroughly prepared and delivered satisfactorily.	Compulsory visit of Faculty to Library during vacant periods should be ensured and use of MOOC resources to deliver lectures effectively should be encouraged.
4	Encouragement for participation	50.7 % said that discussions are the main source of participation followed by questions and answers.	Role playing, case studies, etc. can be introduced to encourage participation.
5	College Messaging Facility	85.1% said that it is effective and informative.	Timely update of contact numbers should be done to make messaging effective and informative.
6	Student-teacher relationship	90.6 % said that it is good.	Teaching-Learning mechanism should be more interactive and participative.

			Policy should be made regarding Teacher-student ratio in a section.
7	Punctuality and regularity	98.4% said that teachers are punctual and regular in taking their classes	Teachers should be mentored by an expert on How to do Time-Management.
8	Personality Development Program	70.9% said that it was very good and satisfactory as well.	Attendance in PDP should be ensured and it should be made compulsory for all the classes.
9	Best teaching method	38.60% said that the black board teaching is the best among all the teaching practices which is followed by teaching through smart board.	Teachers should be counseled to make effective and balanced blend of traditional and modern teaching practices.
10	Social Atmosphere	88.1% said that it is good.	A Representative group of Senior students should be trained to counsel and help juniors regarding different college matters.
11	Library material for your subject	90.1% said sufficient subject related books are available	Faculty should check availability of books of their concerned subjects and should give list of books to be bought well in time.
12	Issue and return procedure of Books	89.6 % were of the view that it is good.	Different period slots/days can be fixed for the issue and return of books to avoid rush in library.
13	Attitude of Library staff	67.9% said that they are courteous	Orientation Programs for Library staff on Interpersonal relationship, public dealing etc. should be strengthened.
14	Participation in Extra-curricular activities	74.1% participate sometimes in the extra-curricular activities of the college	Prof Incharges of different Associations should encourage students to participate.
15	Variety, quality & Cleanliness of College canteen	60.3% said that the college canteen is clean and there is a variety of food items available.	Canteen committee should counsel Canteen Contractor to further improve the hygiene of the canteen premises.

16	Attitude of Institutions Administration	80.6% said that it is always helpful	Administrative and support staff should be counseled for further strengthening the delivery of quality services.
18	Information on Notice Board	91.1% said it was useful	Notice boards should be made attractive and updated on regular basis.
19	Similar Programme at other institutions	32.6 % felt superior and 55.8 % felt equal	Innovative ventures should be initiated by teachers to make students feel different in terms of personality and placements.
20	Health-care facilities	84.2% said that it is just satisfactory	It can be strengthened further. YRC can take the lead in this direction. First-Aid kits should be available.
21	Ventilation and cleanliness of Toilets	57.8% said that toilets are very good in terms of cleanliness and ventilation	Students should be imparted sessions on the importance of hygiene and accountability of sweepers should be fixed.
22	Parking facility in the college	72.5% said that it is good	Proper security measures should be taken to ensure safe parking.
23	Observations regarding grievance handling procedure	88.7% were of the opinion that it is good	Awareness regarding Grievance handling cell should be shared among students.
24	Availability of equipment and furniture	85.0% said that there is sufficient and desired availability of equipment and furniture	Repair and Maintenance of equipment and furniture in labs should be ensured.
25	Behavior of Lab staff	86.1% said that they are courteous	Training programmes should be organized to groom their personality.