

SANATAN DHARMA COLLEGE

AMBALA CANTT

NAAC Accredited Grade "A+" with CGPA 3.51 in third cycle.

College with Potential for Excellence-UGC, New Delhi.

ISO 9001:2015 & ISO 14001:2015 Certified

GENERAL FEEDBACK ANALYSIS 2020-2021

Feedback is an important component of academic audit which completes with the Action Taken Report. Student feedback serves as backbone of educational institute for strengthening various components like teaching, learning methodology, examination and evaluation process, optimum utilization of resources, allocation of funds etc to improve the overall performance of an organization.


Sanatan Dharma College is one of the premiere college of Haryana and has been awarded Grade "A+" with CGPA 3.51 by NAAC in the third cycle of its Accreditation. Sanatan Dharma College has its own online as well as offline Student Feedback and Grievance Redressal System. The feedback collected at the time of Covid-19 pandemic through online form in college ERP which is a portal for all purposes to notify the students for daily upcoming events with shared links in notice column.

Focus Area

The following are the main focus areas of the college regarding which the feedback is collected;

1. Infrastructure & facilities
2. Faculty Performance
3. Library
4. Non-Teaching Staff
5. Teaching and Learning
6. Curriculum
7. Syllabus


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Sanatan Dharma College
Ambala Cantt


Principal
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Objectives of the Feedback

The main objectives of student feedback are:

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

Phases of Student Feedback Mechanism

The feedback mechanism of the college is based on the system approach and the main phases of the feedback mechanism are as following:

1. Collection of Student Feedback
2. Interpretation & Analysis of Results
3. Communication of Results to the Principal.
4. Preparation of Action Plan in consultation with the various stakeholders.
5. Action Taken Report



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Ambala Cantt



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Questionnaire Filled by the Students

1. The choice of courses offered is
 - a) Very good
 - b) Just satisfactory
 - c) Not satisfactory
2. How much syllabi was taught in the class?
 - a) 85-100%
 - b) 70-84%
 - c) 55-69%
 - d) 30-54%
 - e) Less than 30%
3. The internal assessment system operated
 - a) is fair and transparent
 - b) is biased
 - c) needs some improvement
 - d) needs radical improvement
4. Was your performance in assignments discussed with you?
 - a) Every time
 - b) Usually
 - c) Sometimes
 - d) Rarely
 - e) Never
5. How well teachers prepared & communicated their lectures?
 - a) Thoroughly
 - b) Satisfactorily
 - c) sometimes effectively
6. Teachers encourage you to participate in extracurricular activities.
 - a) Strongly agree
 - b) Agree
 - c) No idea
 - d) Disagree
 - e) Strongly disagree
7. The teacher's approach to teaching can best be as described as
 - a) Excellence
 - b) Very good
 - c) Good
 - d) Fair
- e) Poor
8. The institution does efforts for engaging students in monitoring, review and continuous quality improvement of the teaching learning process.
 - a) Strongly agree
 - b) Agree
 - c) No idea
 - d) Disagree
 - e) Strongly disagree
9. In the institution, student centric methods like experiential learning, participative learning and problem solving methodologies are used for increasing the learning experiences.
 - a) Strongly agree
 - b) Agree
 - c) No idea
 - d) Disagree
 - e) Strongly disagree
10. The institution makes efforts for including soft skills, life skills and employability skills to make you ready for the outside world.
 - a) Strongly agree
 - b) Agree
 - c) No idea
 - d) Disagree
 - e) Strongly Disagree
11. The overall quality of teaching learning process in the institution is very good.
 - a) Strongly agree
 - b) Agree
 - c) No idea
 - d) Disagree
 - e) Strongly disagree
12. To what extent, the mentoring process in your institution is beneficial to you for academic, social and personality growth?
 - a) Highly beneficial
 - b) Marginally beneficial
 - c) Satisfactory

d) Not at all

13. The mentor does the required follow-up with an assigned task to you.

a) Every time

b) Usually

c) Sometimes

d) Rarely

e) I don't have a mentor

14. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

a) Significantly

b) Very well

c) Moderately

d) Marginally

e) Not at all

15. The teachers in the classroom explain with the help of examples and practical applications.

a) Every time

b) Usually

c) Sometimes

d) Rarely

e) Never

16. Are the teachers able to identify your strengths, weakness, opportunities available for you and threats in your career?

a) timely

b) Usually

c) Sometimes

d) Rarely

e) Never

17. The institution takes active interest in promoting internship, student exchange, field visit opportunities for students

a) Regularly

b) Often

c) Sometimes

d) Rarely

e) Never

18. What is the level of opportunities provided by the institution to develop employability and entrepreneurship skills to prepare you for your career?

a) High level

b) Appreciable

c) Marginal level

d) Satisfactory

e) No opportunity

19. How much beneficial you consider value added courses/Training/Add-On courses given by institution for your overall development?

a) Highly beneficial

b) Average

c) Marginal level

d) Satisfactory

20. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

a) Every time

b) Usually

c) Occasionally/Sometimes

d) Rarely

e) Never

21. What percentage of teachers use ICT tools such as LCD projectors, Multimedia, etc. while teaching?

a) Above 90%

b) 70% to 89%

c) 50% to 69%

d) 30% to 49%

e) Below 30%

22. How oftenly you visit Moodle for your online studies?

a) Daily

b) Frequently

c) Rarely

23. What is your opinion about the availability of Text/Reference Books of your subject?

a) Excellent

b) Adequate

c) Inadequate

24. What is your experience regarding issue/ Return Procedure of Books?

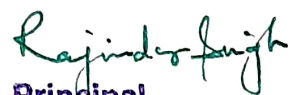
a) Effective and Customer Oriented

b) Neither Effective nor Customer Oriented

c) Poor



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25. Are you satisfied with Kiosk System of Library?

- a) Yes
- b) No

26. Is there a proper arrangement of Noiseless Atmosphere, Lights, Fans and enough Ventilation?

- a) Yes
- b) No

27. What is your opinion regarding provision of books by the college under book bank facility?

- a) Highly beneficial
- b) Marginally beneficial
- c) Satisfactory
- d) Not Satisfactory

28. The behaviour of Library Staff is

- a) Courteous
- b) Rude
- c) Indifferent

29. How much Personality Development (PD) program helps in improving your personality?

- a) Very Good
- b) Just Satisfactory
- c) Inadequate
- d) Poor

30. Is Career Guidance Cell helpful in guiding your career?

- a) Yes
- b) No

31. NSS/YRC activities helped you in improving your personality and guiding your career.

- a) Strongly agree
- b) Agree
- c) No idea
- d) Disagree
- e) Strongly disagree

32. In the institution, did you get proper motivation/stimulation to participate in the sports activities?

- a) Yes

b) No

33. The institution is providing you the required facilities for sports and related activities.

- a) Strongly agree
- b) Agree
- c) No idea
- d) Disagree
- e) Strongly disagree

34. The institution is providing you appropriate opportunities to participate in the NCC, NSS and Cultural Activities etc.

- a) Strongly agree
- b) Agree
- c) No idea
- d) Disagree
- e) Strongly disagree

35. The institution organized subject related workshops, seminars and field study and motivate you to attend the same.

- a) Strongly agree
- b) Agree
- c) No idea
- d) Disagree
- e) Strongly disagree

36. What is your experience about institutions administration?

- a) always helpful
- b) generally helpful
- c) indifferent
- d) not helpful

37. Is the college messaging facility effective and informative?

- a) Yes
- b) No

38. Did you get required information on Notice board regarding fee submission, roll no in time?

- a) Always
- b) Sometimes
- c) No

39. When you meet students who have taken a similar programme at other institutions, how do you feel?

- a) Superior
- b) Equal
- c) Inferior

40. Are you satisfied with College Information Management System (CIMS) about attendance, results, internal assessment, notes etc.?

- a) Yes
- b) No

41. Are you aware about the Scholarship and Earn while you learn scheme?

- a) Yes
- b) No

42. Are you aware about various types of scholarships available in the college?

- a) Yes
- b) No

43. What is your view about the cleanliness and hygiene condition in college canteen?

- a) Very Good
- b) Good
- c) Poor
- d) Very Poor

44. What is your opinion about the quality and variety of eatables offered by college canteen?

- a) Very Good
- b) Good
- c) Satisfactory
- d) Poor

45. How is the arrangement of drinking water in the campus?

- a) Very Good
- b) Good
- c) Poor
- d) Very Poor

46. How do you rate the health-care facilities provided by the institution?

- a) Very Good
- b) Just satisfactory
- c) Inadequate
- d) Poor

47. Are the urinals and toilets Ventilated and Clean?

- a) Yes
- b) No

48. Is there a parking facility in college?

- a) Yes
- b) No

49. Is there adequate space available to sit in the college campus during free hours?

- a) Yes
- b) No

50. What are your observations regarding grievances handling procedure?

- a) Effective
- b) Ineffective

51. What is the availability and condition of Materials/Equipment/Machines in labs?

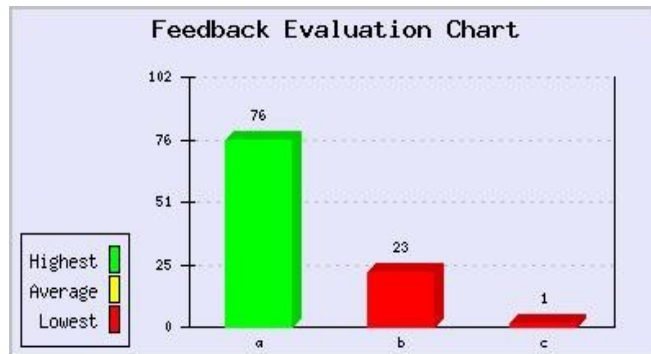
- a) Very Good
- b) Good
- c) Poor
- d) Very Poor (1.7%)

52. The behaviour of Lab Staff is

- a) Courteous
- b) Rude
- c) Indifferent

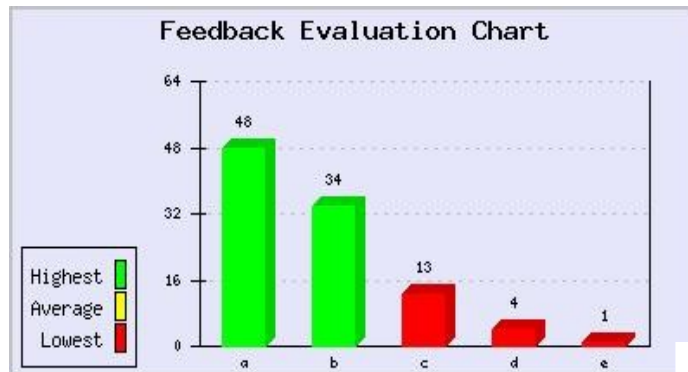
Following are the Responses collected from the students to take the feedback on the College Academic Environment

1. The choice of courses offered is
 - a) Very good (76.2%)
 - b) Just satisfactory (22.5%)
 - c) Not satisfactory (1.2%)



Total 808 students answered this question.

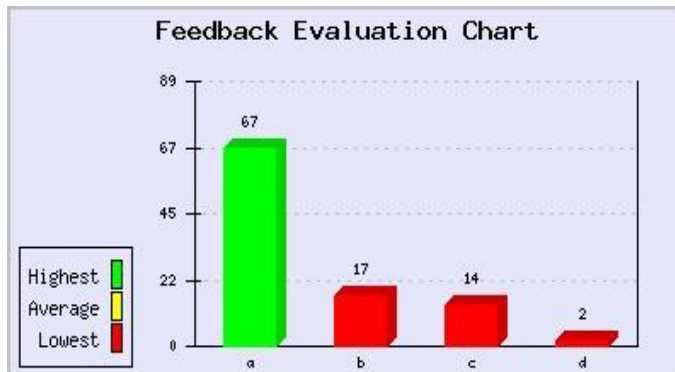
2. How much syllabi was taught in the class?
 - a) 85-100% (48.3%)
 - b) 70-84% (34.0%)
 - c) 55-69% (12.6%)
 - d) 30-54% (4.3%)
 - e) Less than 30% (0.9%)



Total 810 students answered this question.

3. The internal assessment system operated

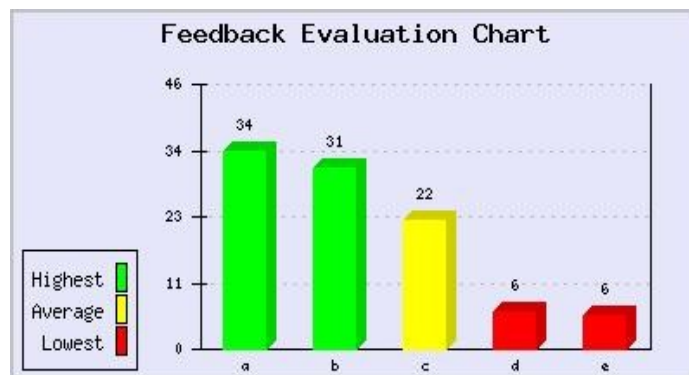
- a) is fair and transparent (67.1%)**
- b) is biased (17.2%)**
- c) needs some improvement (14.0%)**
- d) needs radical improvement (1.6%)**



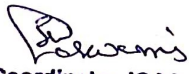
Total 806 students answered this question.

4. Was your performance in assignments discussed with you?

- a. Every time (34.4%)**
- b. Usually (31.2%)**
- c. Sometimes (22.3%)**
- d. Rarely (6.3%)**
- e. Never (5.9%)**



Total 812 students answered this question.


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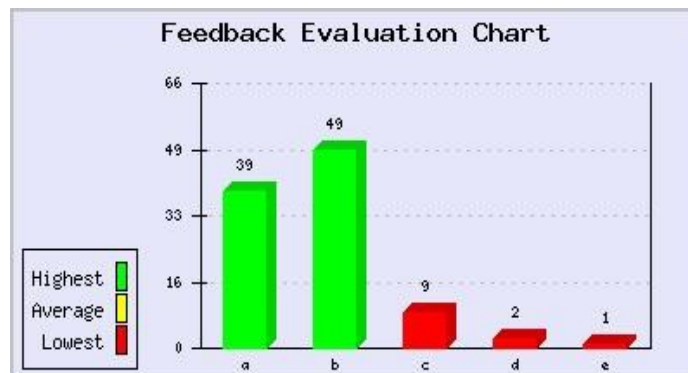

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- 5. How well teachers prepared & communicated their lectures?**
- a. Thoroughly (51.6%)
 - b. Satisfactorily (43.2%)
 - c. Sometimes effectively (5.2%)



Total 810 students answered this question.

- 6. Teachers encourage you to participate in extracurricular activities.**
- a) Strongly agree (38.7%)
 - b) Agree (49.2%)
 - c) No idea (8.7%)
 - d) Disagree (2.3%)
 - e) Strongly disagree (1.1%)

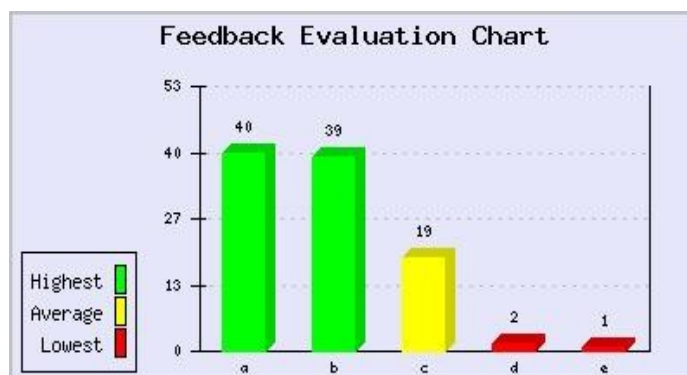


Total 809 students answered this question.

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Coordinator, IQAC
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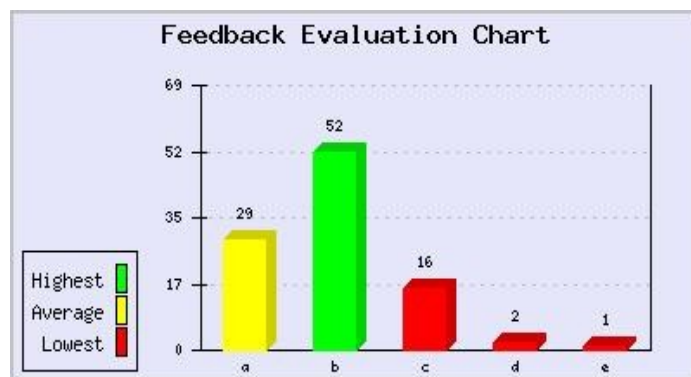
7. The teacher's approach to teaching can best be as described as
- Excellence (39.9%)
 - Very good (39.1%)
 - Good (18.8%)
 - Fair (1.6%)
 - Poor (0.6%)




Total 808 students answered this question.

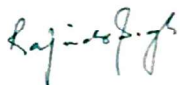
8. The institution does efforts for engaging students in monitoring, review and continuous quality improvement of the teachinglearning process.

- Strongly agree (28.8%)
- Agree (52.1%)
- No idea (16.3%)
- Disagree (2.0%)
- Strongly disagree (0.9%)



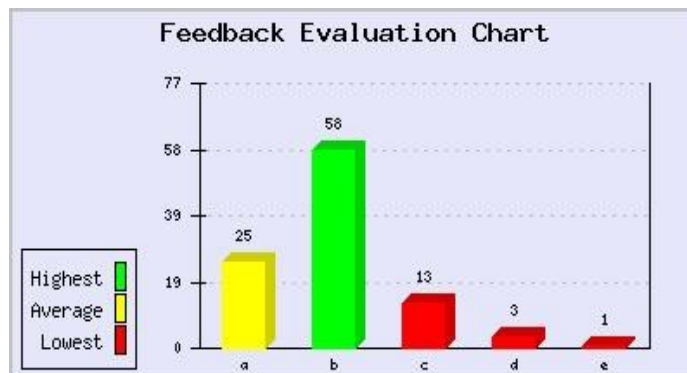
Total 803 students answered this question.


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9. In the institution, student centric methods like experiential learning, participative learning and problem solving methodologies are used for increasing the learning experiences.

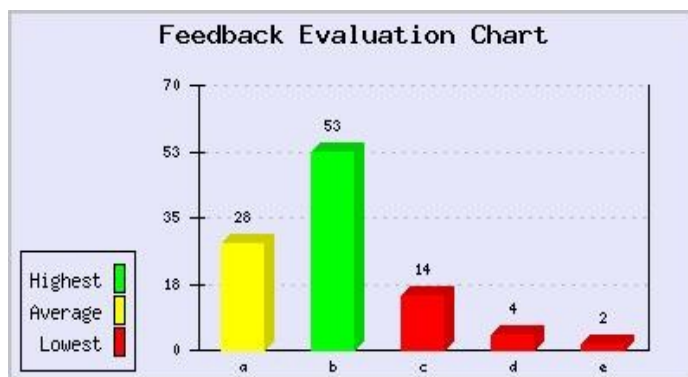
- a) Strongly agree (25.1%)
- b) Agree (58.1%)
- c) No idea (13.2%)
- d) Disagree (3.1%)
- e) Strongly disagree (0.5%)



Total 805 students answered this question.

10. The institution makes efforts for including soft skills, life skills and employability skills to make you ready for the outsideworld.

- a) Strongly agree (27.9%)
- b) Agree (52.5%)
- c) No idea (14.1%)
- d) Disagree (4.1%)
- e) Strongly Disagree (1.5%)



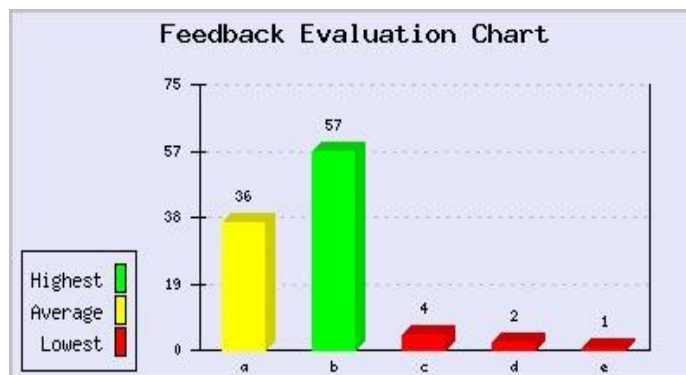
Total 810 students answered this question.

[Signature]
Coordinator, IQAC
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Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

11.The overall quality of teaching learning process in the institution is very good.

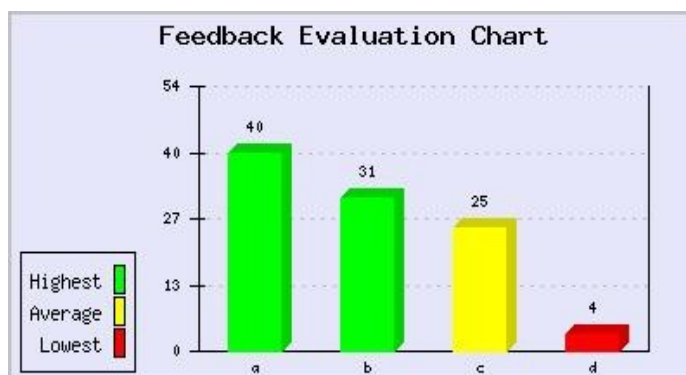
- a) Strongly agree (36.2%)
- b) Agree (56.6%)
- c) No idea (4.3%)
- d) Disagree (2.1%)
- e) Strongly disagree (0.7%)



Total 809 students answered this question.

12.To what extent, the mentoring process in your institution is beneficial to you for academic, social and personality growth?

- a) Highly beneficial (40.4%)
- b) Marginally beneficial (31.0%)
- c) Satisfactory (24.9%)
- d) Not at all (3.6%)



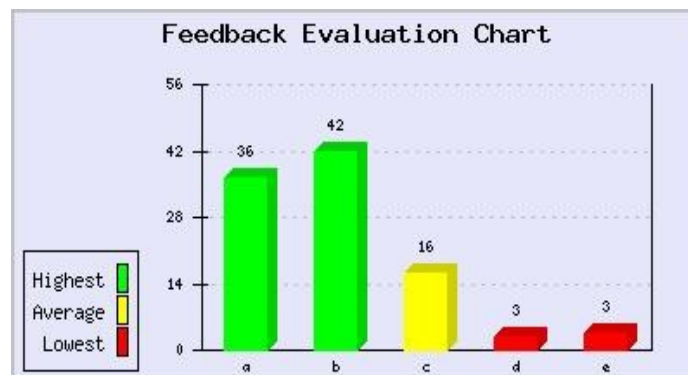
Total 802 students answered this question.

[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

13.The mentor does the required follow-up with an assigned task to you.

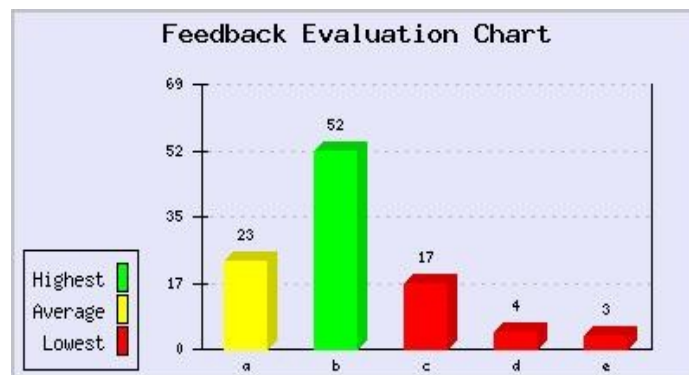
- a) Every time (36.1%)
- b) Usually (41.7%)
- c) Sometimes (16.1%)
- d) Rarely (2.6%)
- e) I don't have a mentor (3.4%)



Total 794 students answered this question.

14.The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

- a) Significantly (23.1%)
- b) Very well (52.0%)
- c) Moderately (17.3%)
- d) Marginally (4.4%)
- e) Not at all (3.3%)



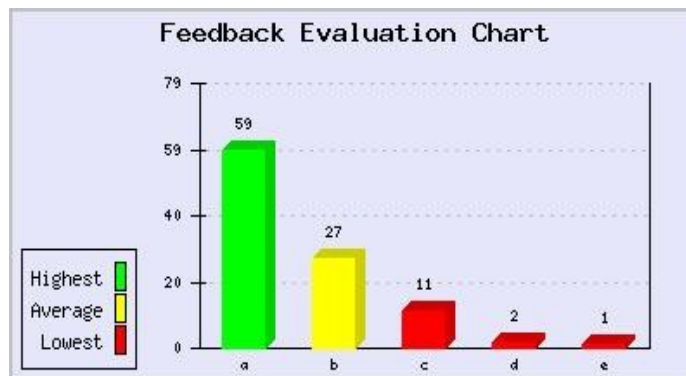
Total 800 students answered this question.

[Signature]
Coordinator, IQAC
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Ambala Cantt

[Signature]
Principal
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Ambala Cantt.

15.The teachers in the classroom explain with the help of examples and practical applications.

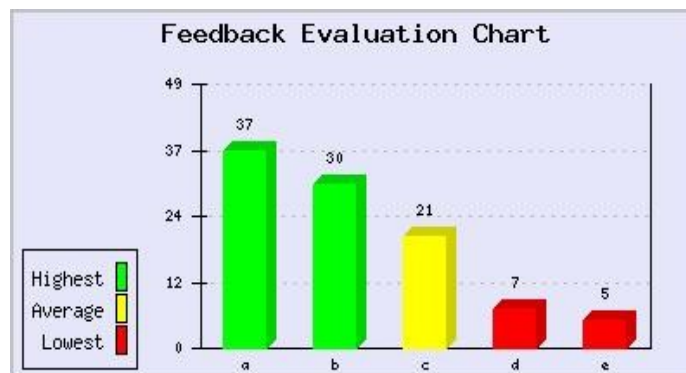
- a) Every time (59.3%)
- b) Usually (26.9%)
- c) Sometimes (11.0%)
- d) Rarely (1.7%)
- e) Never (1.1%)



Total 808 students answered this question.

16.Are the teachers able to identify your strengths, weakness, opportunities available for you and threats in your career?

- a) timely (36.6%)
- b) Usually (30.4%)
- c) Sometimes (20.7%)
- d) Rarely (7.3%)
- e) Never (5.0%)



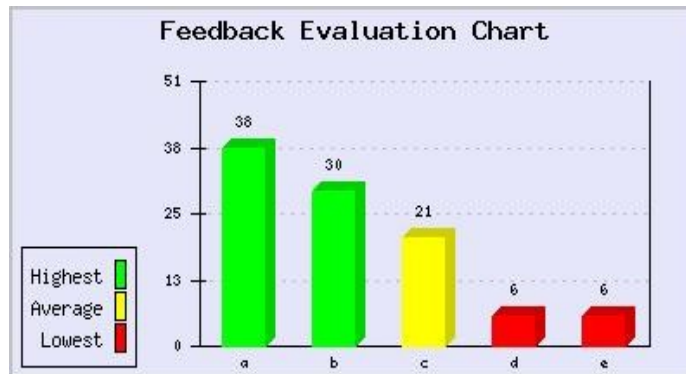
Total 803 students answered this question.

[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
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Ambala Cantt.

17.The institution takes active interest in promoting internship, student exchange, field visit opportunities for students

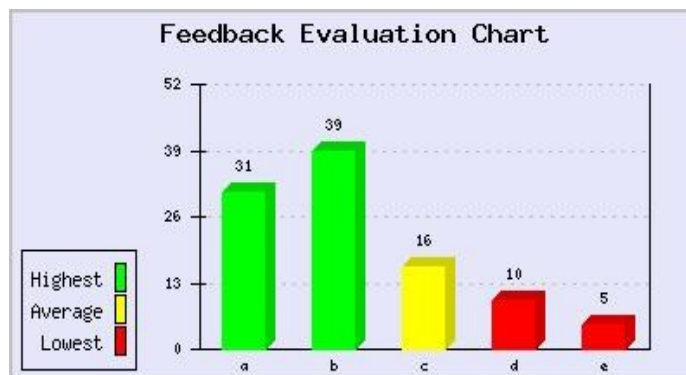
- a) Regularly (38.1%)
- b) Often (29.8%)
- c) Sometimes (20.7%)
- d) Rarely (5.8%)
- e) Never (5.7%)



Total 796 students answered this question.

18.What is the level of opportunities provided by the institution to develop employability and entrepreneurship skills toprepare you for your career?

- a) High level (30.5%)
- b) Appreciable (38.9%)
- c) Marginal level (16.2%)
- d) Satisfactory (9.6%)
- e) No opportunity (4.7%)



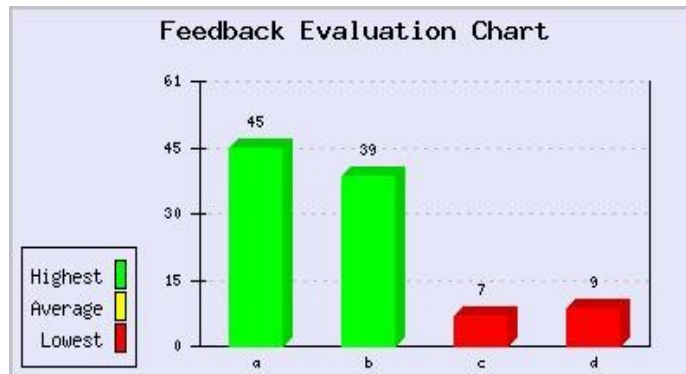
Total 802 students answered this question.

[Signature]
Coordinator, IQAC
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Ambala Cantt

[Signature]
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Sanatan Dharma College
Ambala Cantt.

19. How much beneficial you consider value added courses/Training/Add-On courses given by institution for your overall development?

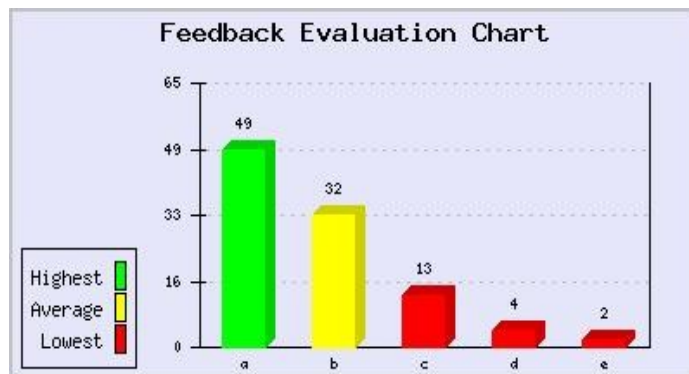
- a) Highly beneficial (45.4%)
- b) Average (39.0%)
- c) Marginal level (7.0%)
- d) Satisfactory (8.6%)



Total 798 students answered this question.

20. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

- a) Every time (48.8%)
- b) Usually (32.4%)
- c) Occasionally/Sometimes (12.9%)
- d) Rarely (4.0%)
- e) Never (1.9%)



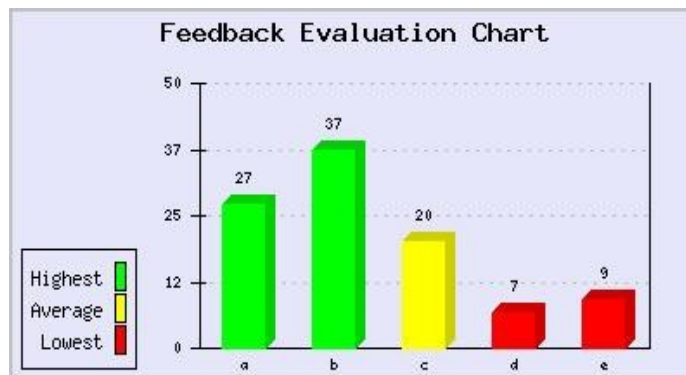
Total 799 students answered this question.

[Signature]
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21. What percentage of teachers use ICT tools such as LCD projectors, Multimedia, etc. while teaching?

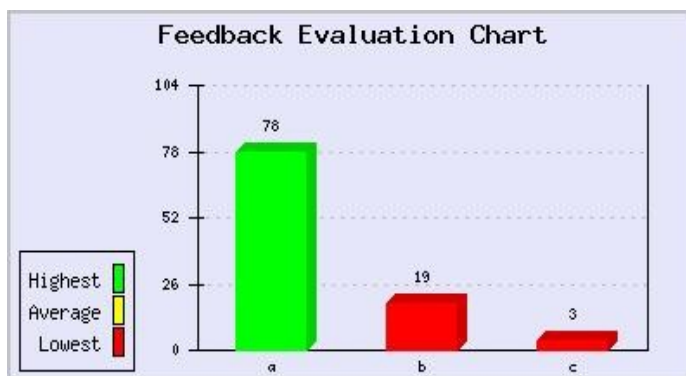
- a) Above 90% (27.1%)
- b) 70% to 89% (37.3%)
- c) 50% to 69% (20.1%)
- d) 30% to 49% (6.6%)
- e) Below 30% (9.0%)



Total 793 students answered this question.

22. How often do you visit moodle for your online studies?

- a) Daily (78.0%)
- b) Frequently (18.6%)
- c) Rarely (3.4%)



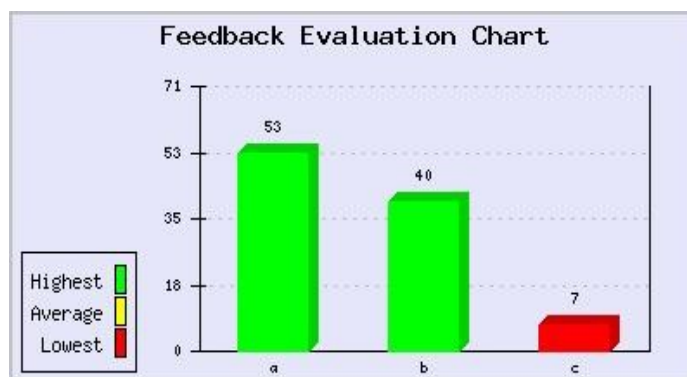
Total 801 students answered this question.

[Signature]
Coordinator, IQAC
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[Signature]
Principal
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23. What is your opinion about the availability of Text/Reference Books of your subject?

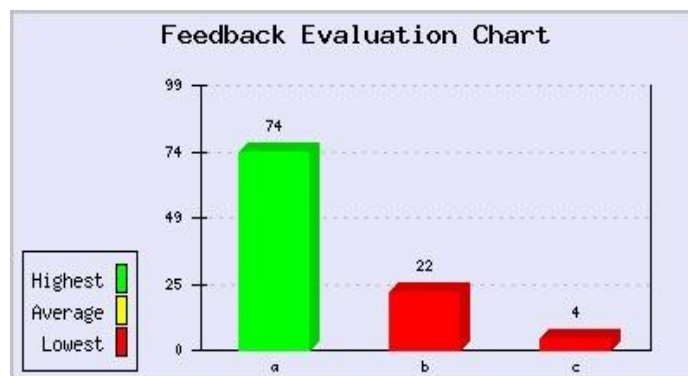
- a) Excellent (53.0%)
- b) Adequate (39.8%)
- c) Inadequate (7.1%)



Total 658 students answered this question.

24. What is your experience regarding issue/ Return Procedure of Books?

- a) Effective and Customer Oriented (74.2%)
- b) Neither Effective nor Customer Oriented (21.7%)
- c) Poor (4.2%)



Total 650 students answered this question.

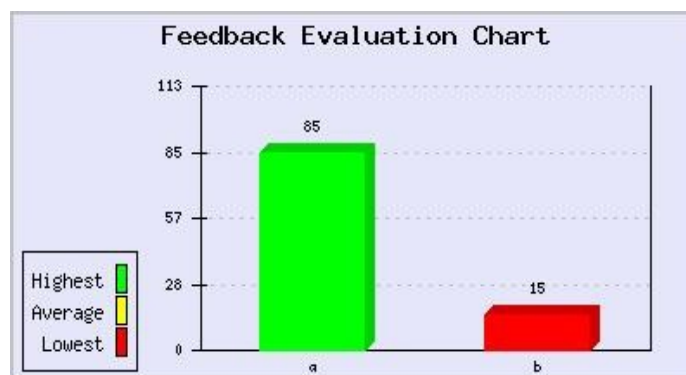
[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

25.Are you satisfied with Kiosk System of Library?

a) Yes (85.1%)

b) No (14.9%)

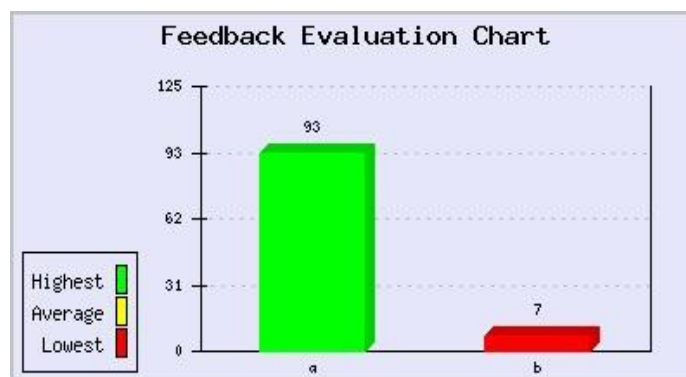


Total 643 students answered this question.

26.Is there a proper arrangement of Noiseless Atmosphere, Lights, Fans and enough Ventilation?

a) Yes (93.4%)

b) No (6.6%)



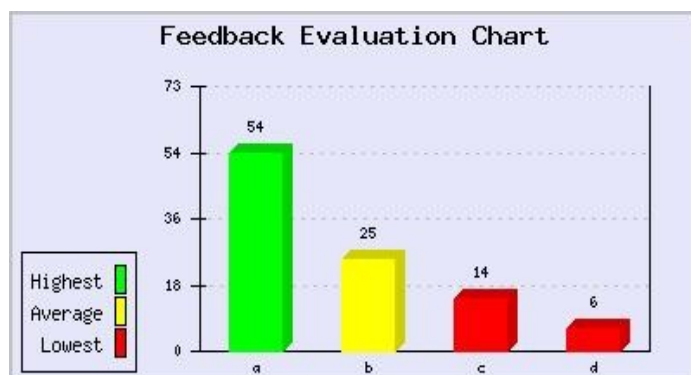
Total 653 students answered this question.

[Signature]
Coordinator, IQAC
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[Signature]
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27. What is your opinion regarding provision of books by the college under book bank facility?

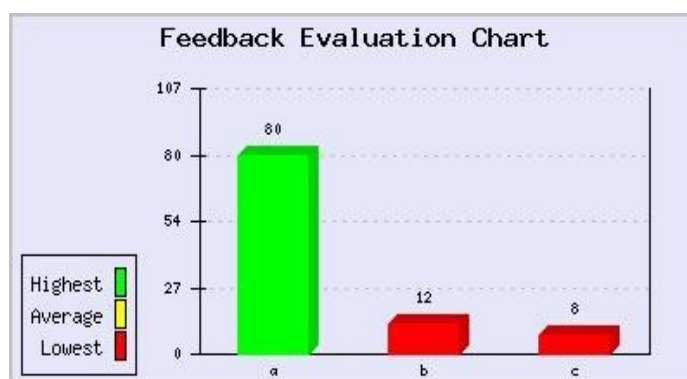
- a) Highly beneficial (54.4%)
- b) Marginally beneficial (25.2%)
- c) Satisfactory (14.3%)
- d) Not Satisfactory (6.1%)



Total 656 students answered this question.

28. The behaviour of Library Staff is

- a) Courteous (80.3%)
- b) Rude (11.8%)
- c) Indifferent (7.9%)



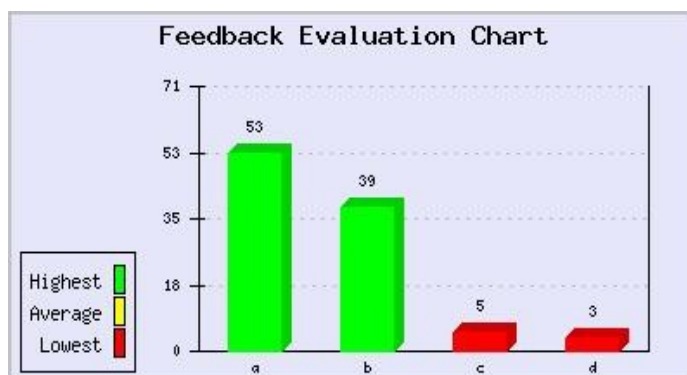
Total 655 students answered this question.

[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

29. How much Personality Development (PD) program helps in improving your personality?

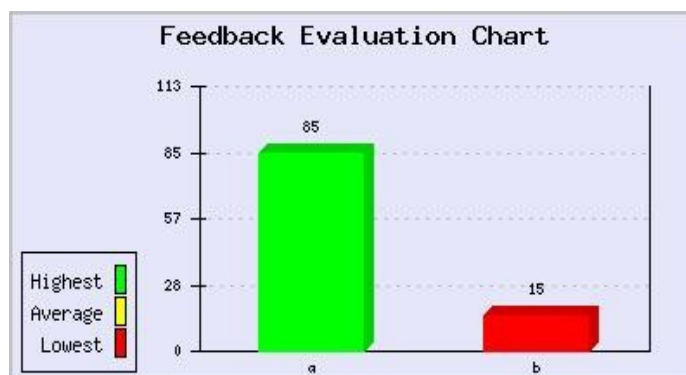
- a) Very Good (53.1%)
- b) Just Satisfactory (38.5%)
- c) Inadequate (5.1%)
- d) Poor (3.3%)



Total 608 students answered this question.

30. Is Career Guidance Cell helpful in guiding your career?

- a) Yes (85.0%)
- b) No (15.0%)



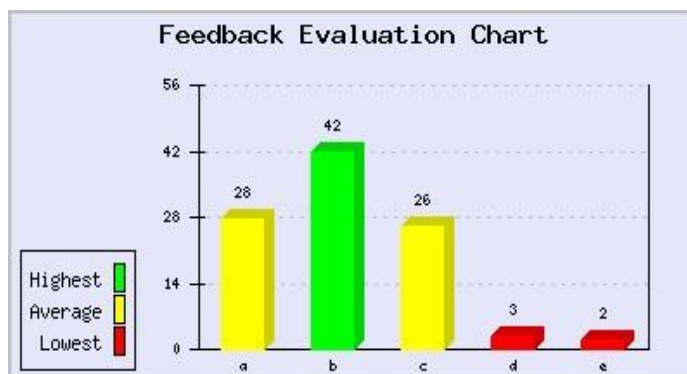
Total 599 students answered this question.

[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

31.NSS/YRC activities helped you in improving your personality and guiding your career.

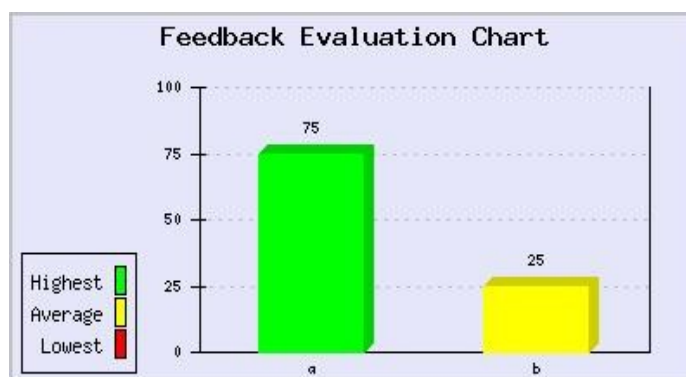
- a) Strongly agree (27.6%)
- b) Agree (42.0%)
- c) No idea (26.0%)
- d) Disagree (2.6%)
- e) Strongly disagree (1.8%)



Total 605 students answered this question.

32.In the institution, did you get proper motivation/stimulation to participate in the sports activities?

- a) Yes (75.0%)
- b) No (25.0%)



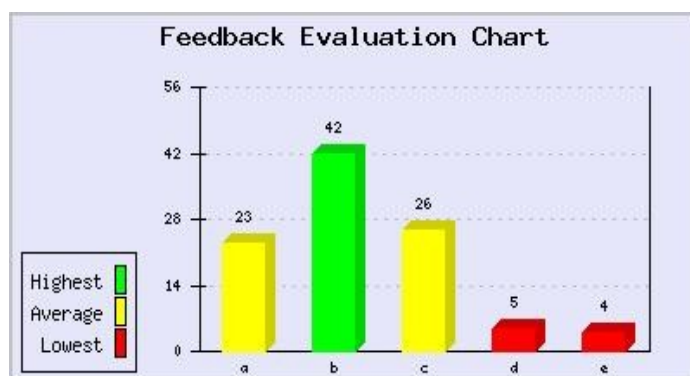
Total 603 students answered this question.

[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

33. The institution is providing you the required facilities for sports and related activities.

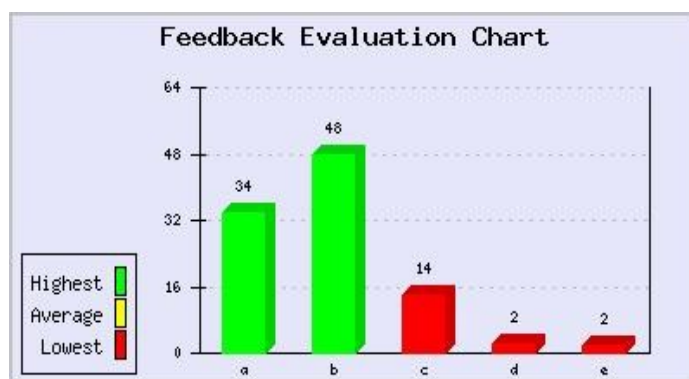
- a) Strongly Agree (23.0%)
- b) Agree (42.3%)
- c) No idea (26.0%)
- d) Disagree (4.8%)
- e) Strongly disagree (4.0%)



Total 605 students answered this question.

34. The institution is providing you appropriate opportunities to participate in the NCC, NSS and Cultural Activities etc.

- a) Strongly agree (34.0%)
- b) Agree (48.1%)
- c) No idea (14.0%)
- d) Disagree (2.1%)
- e) Strongly disagree (1.7%)



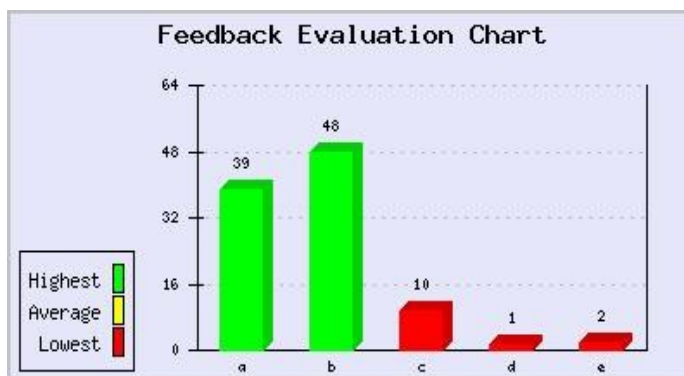
Total 605 students answered this question.

[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

35.The institution organized subject related workshops, seminars and field study and motivate you to attend the same.

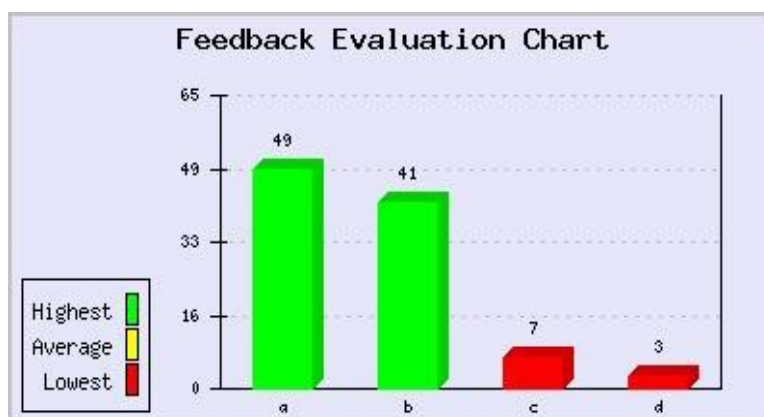
- a) Strongly agree (39.1%)
- b) Agree (48.2%)
- c) No idea (9.7%)
- d) Disagree (1.2%)
- e) Strongly disagree (1.8%)



Total 606 students answered this question.

36.What is your experience about institutions administration?

- a) always helpful (49.0%)
- b) generally helpful (41.4%)
- c) indifferent (6.8%)
- d) not helpful (2.8%)



Total 606 students answered this question.

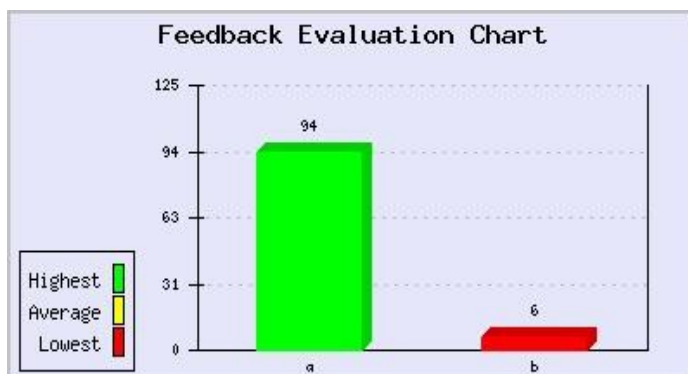
[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

37. Is the college messaging facility effective and informative?

a) Yes (94.1%)

b) No (5.9%)



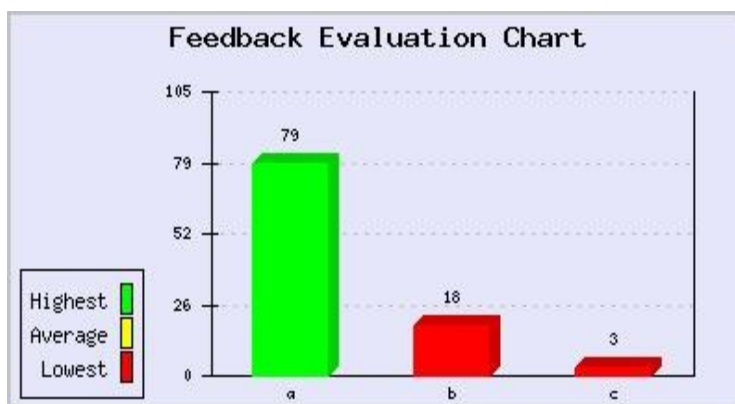
Total 606 students answered this question.

38. Did you get required information on Notice board regarding fee submission, roll no in time?

a) Always (78.5%)

b) Sometimes (18.2%)

c) No (3.3%)



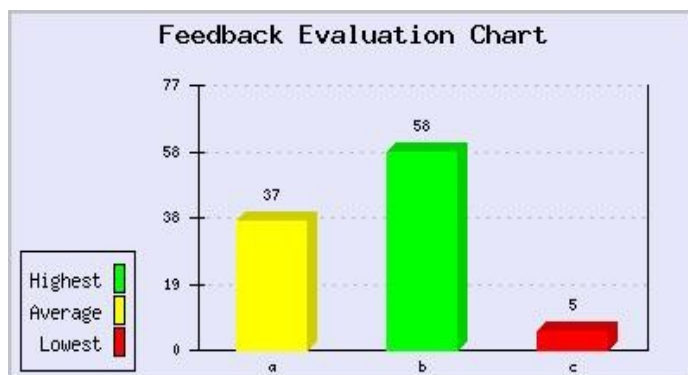
Total 606 students answered this question.

Dr. P. S. Dhillon
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

Rajinder Singh
Principal
Sanatan Dharma College
Ambala Cantt.

39. When you meet students who have taken a similar programme at other institutions, how do you feel?

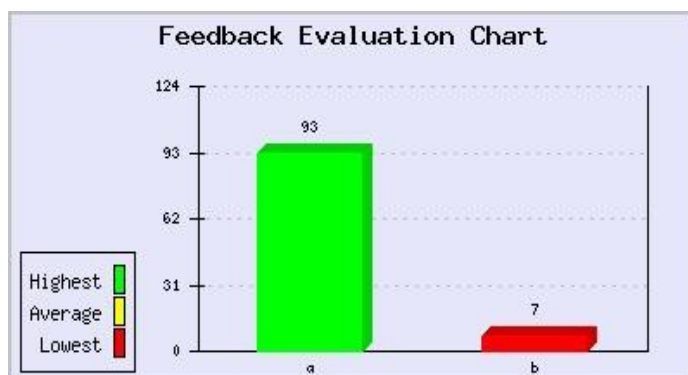
- a) Superior (37.1%)
- b) Equal (57.5%)
- c) Inferior (5.4%)



Total 626 students answered this question.

40. Are you satisfied with College Information Management System (CIMS) about attendance, results, internal assessment, notes etc.?

- a) Yes (92.7%)
- b) No (7.3%)



Total 628 students answered this question.

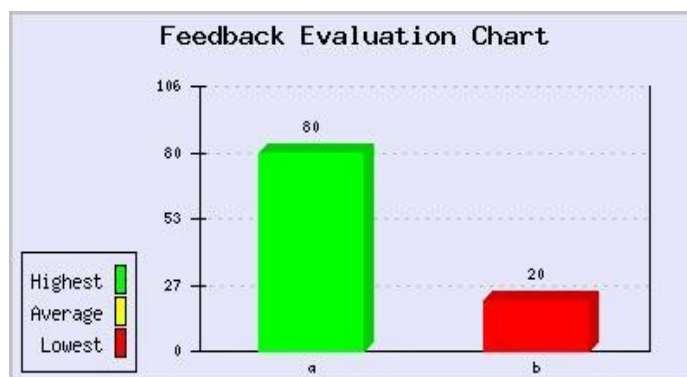
[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

41.Are you aware about the Scholarship and Earn while you learn scheme?

a) Yes (79.6%)

b) No (20.4%)

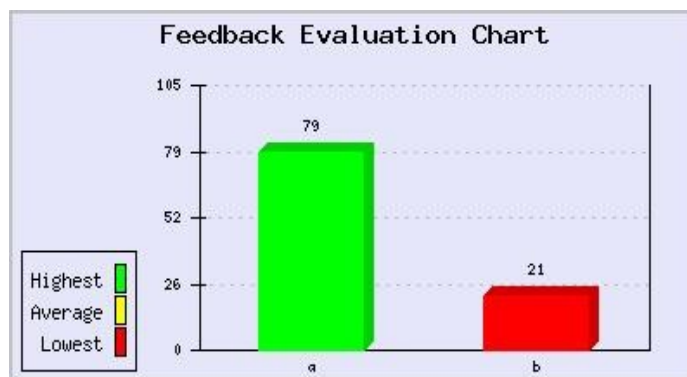


Total 626 students answered this question.

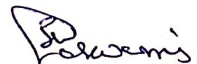
42.Are you aware about various types of scholarships available in the college?

a) Yes (78.7%)

b) No (21.3%)



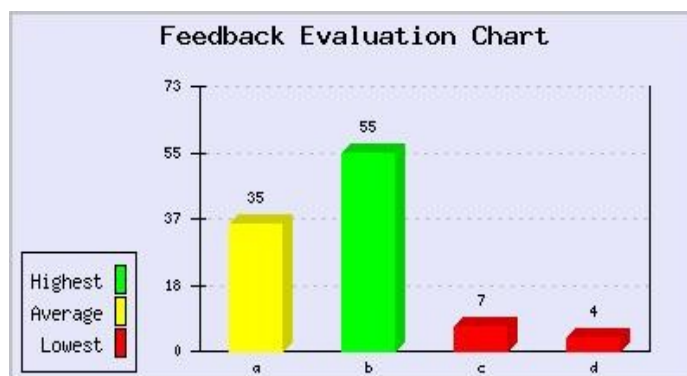
Total 628 students answered this question.


Coordinator, IQAC
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Ambala Cantt


Principal
Sanatan Dharma College
Ambala Cantt.

43. What is your view about the cleanliness and hygiene condition in college canteen?

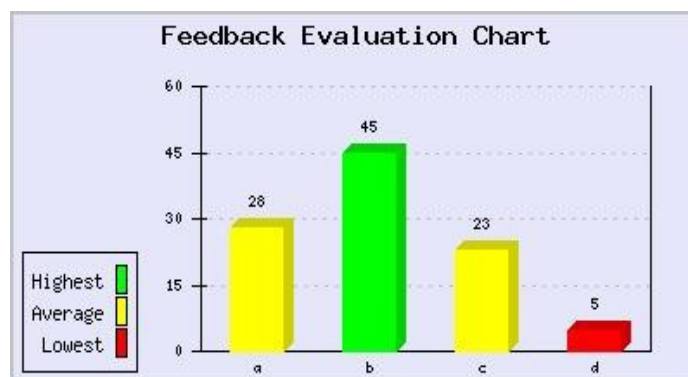
- a. Very Good (34.8%)
- b. Good (54.8%)
- c. Poor (6.5%)
- d. Very Poor (3.8%)



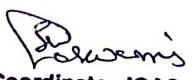
Total 626 students answered this question.


44. What is your opinion about the quality and variety of eatables offered by college canteen?

- a) Very Good (27.8%)
- b) Good (44.7%)
- c) Satisfactory (22.8%)
- d) Poor (4.7%)



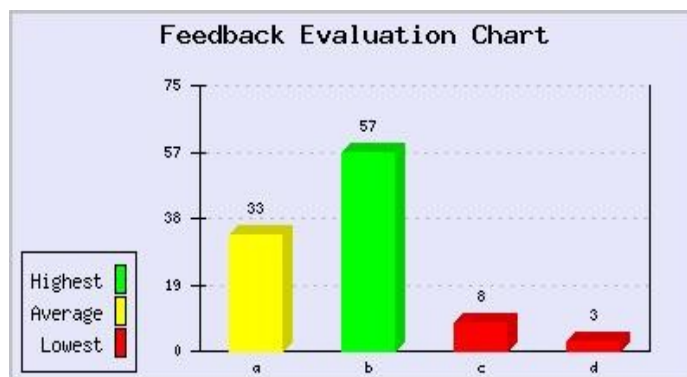
Total 622 students answered this question.


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45. How is the arrangement of drinking water in the campus?

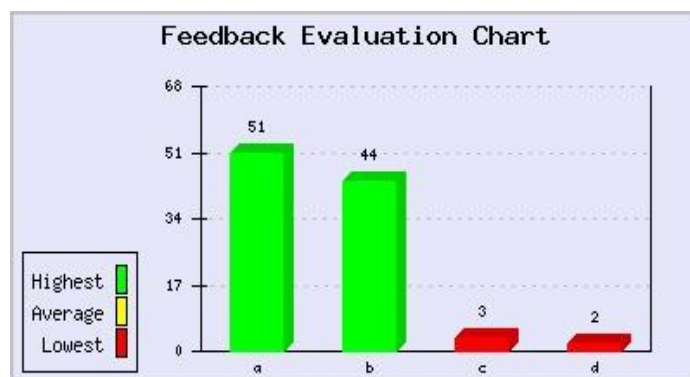
- a) Very Good (33.0%)
- b) Good (56.6%)
- c) Poor (7.8%)
- d) Very Poor (2.6%)



Total 625 students answered this question.

46. How do you rate the health- care facilities provided by the institution?

- a) Very Good (51.1%)
- b) Just satisfactory (43.6%)
- c) Inadequate (3.2%)
- d) Poor (2.1%)



Total 622 students answered this question.

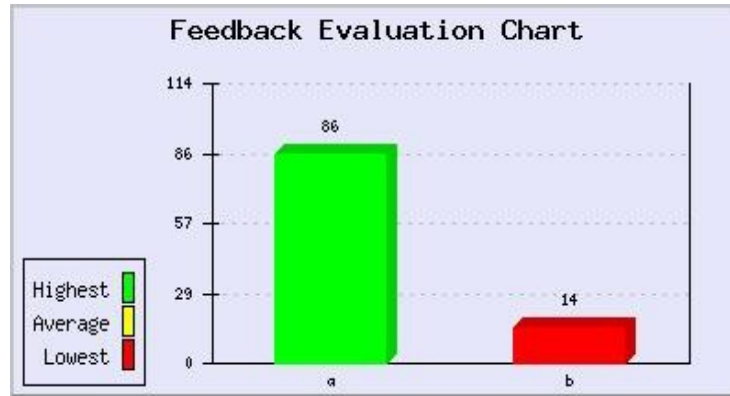
[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

47.Are the urinals and toilets Ventilated and Clean?

a) Yes (85.6%)

b) No (14.4%)



Total 610 students answered this question.

48.Is there a parking facility in college?

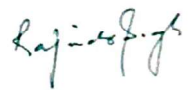
a) Yes (92.3%)

b) No (7.7%)



Total 623 students answered this question.

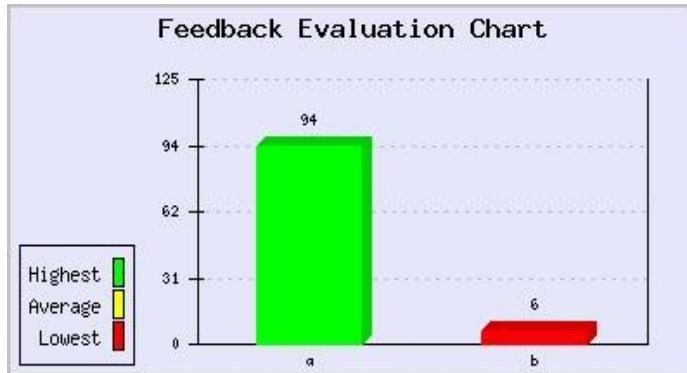

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Ambala Cantt.

49. Is there adequate space available to sit in the college campus during free hours?

a) Yes (93.6%)

b) No (6.4%)

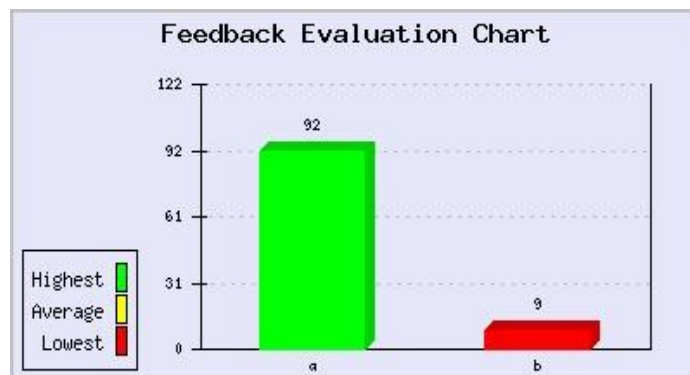


Total 625 students answered this question.


50. What are your observations regarding grievances handling procedure?

a) Effective (91.5%)

b) Ineffective (8.5%)



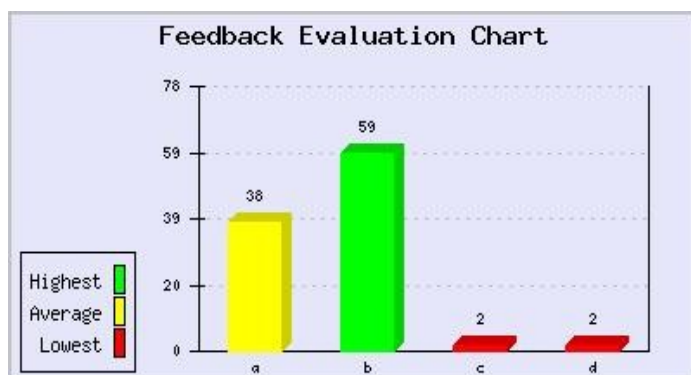
Total 620 students answered this question.


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51. What is the availability and condition of Materials/Equipment/Machines in labs?

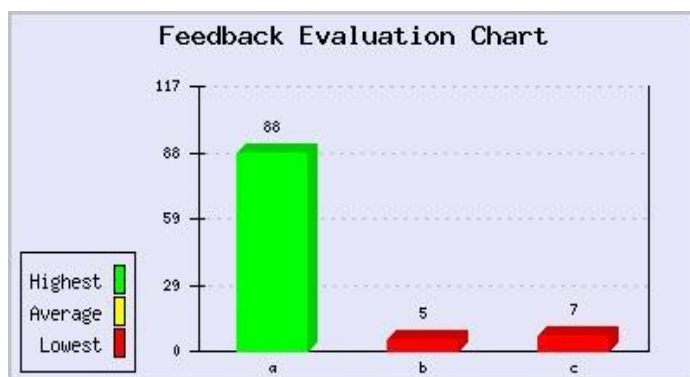
- a) Very Good (38.1%)
- b) Good (58.8%)
- c) Poor (1.5%)
- d) Very Poor (1.7%)



Total 480 students answered this question

52. The behaviour of Lab Staff is

- a) Courteous (87.9%)
- b) Rude (5.2%)
- c) Indifferent (6.9%)



Total 480 students answered this question.

[Signature]
Coordinator, IQAC
Sanatan Dharma College
Ambala Cantt

[Signature]
Principal
Sanatan Dharma College
Ambala Cantt.

Interpretation and Analysis of Feedback

(Session: 2020-2021)

Sample Size: Students were selected from all streams (Approximate 812 students filled the feedback form).

Student Selection Criteria: Students were selected on the basis on attendance & academic record.

Sr. No.	Component	Response in terms of percentage	Proposed Action plan
1	Course offered by institution.	98.7 % students were satisfied.	More skilled courses should be generated.
2	Syllabi Satisfaction.	82.3% students said that on average 80% syllabus was completed in classes.	LMS can be used more rigorously curriculum delivery.
3	Internal Assessment System Operation.	67.1% students are satisfied	Students should be counseled in orientation days for its usage.
4	Discussions of assignments with students.	87.9% students responded that there are general discussions regarding assignments.	Teachers should make written record for the mistakes in assignments.
5	Preparation of lectures by teachers.	94.8% students were satisfied.	Teachers should be accessed as per students feedback related to specific subject.
6	Encouragement of students for participation.	87.9% agree that it was done.	Students should be motivated and counseled by the class mentors for the activities regularly also college should plan certificate competitions for active participations.
7	Teaching level of teachers.	99.4% found the level of teaching good.	FDP should be conducted for teachers.
8	Institutional efforts for quality improvement in teachings.	80.9 % students were agreed.	Workshop should be conducted for the teachers.

9	Student centric methods.	83.2% students were agreed.	Skill enhancement course can be generated.
10	Soft skills, life skills and employability skills.	80.4% students were agreed.	College should conduct more certificate courses and Students should be informed regarding such courses actively.
11	Overall quality of teaching learning process.	92.8% students were satisfied.	Teachers should be tracked on their assessment criteria for students.
12	Mentoring process beneficial to academic, social and personality growth.	96.3% students found it highly beneficial.	Teachers should interview students and provide counseling as per situation.
13	Mentor follow-up with an assigned task.	93.9% students found it was done usually.	Mentors should be cleared with their roles and should conduct more mentor mentee meeting by addressing problems to the assigned mentor.
14	Mentoring process facilitates cognitive, social and emotional growth.	92.3% students found that they are strengthening by mentoring of the teachers.	Mentors should focus more on psychological aspects of students.
15	The teachers in the classroom explain with the help of examples and practical applications.	87.2% students found that examples and applications are discussed by teachers.	More materials should be provided such as teaching aids.
16	Teachers able to identify strengths, weakness, opportunities available and threats in career.	96.7% students found that maximum teachers are able to identify their characteristics timely.	Mentors are already connected with their mentees. More interaction session may be conducted to know more about students.
17	Institution takes active interest in promoting internship, student exchange, and field visit opportunities.	94.3% students found that more or less institute is putting efforts for the same.	Teachers should make contacts with their domain experts so that internship and field visits can be

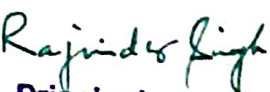
			done at large.
18	Level of opportunities provided by the institution to develop employability and entrepreneurship skills.	94.7% students are satisfied with the opportunities.	Teachers should motivate students for more practical work by presentation on same trade opportunities.
19	Value added courses/Training/Add-On courses given by institution for overall development.	91.4% students found that courses are adding knowledge to them.	More number of students must be enrolled to join the courses.
20	Teachers inform about expected competencies, course outcomes and programme outcomes.	94.1% students found it was done every time.	Teachers should build interaction and arrange meeting with students for discussions.
21	Percentage of teachers use ICT tools such as LCD projectors, Multimedia etc.	90% students said that average maximum teachers use ICT tools while teaching.	The faculty is trained on the ICT tools during Covid Pandemic through various FDPs. Teachers may sharpen their skills through revising and attending more such skill enhancements FDPs.
22	Moodle for your online studies	96.6% students use Moodle to access the data related to their subjects. .	Moodle may be used by the students to interact any time with the students.
23	Availability of Text/Reference Books of your subject?	92.8% students found good availability of the students.	The books are updated regularly. Students may be motivated to use the Departmental Book Bank facility available at their respective departments.
24	Experience regarding Issue/Return Procedure of Books.	74.2% students found it effective.	Library protocols can be renewed & reframed as per the requirements.
25	Are you satisfied with Kiosk System of Library?	85.1% students were satisfied.	Students should be motivated for usage of the system.

26	Proper arrangement of Noiseless Atmosphere, Lights, Fans and Ventilation.	93.4% students were satisfied.	Rounds should be taken on regular basis by the technical/lab staff.
27	Provision of books by the college under book bank facility.	93.9% students found it highly beneficial.	Awareness should be done by the mentors and library staff.
28	Behaviour of Library Staff.	80.3% students found it courteous.	Grooming classes should be provided at regular interval.
29	Personality Development (PD) program helps in improving personality.	91.6% students experienced change in their personality.	More students can be motivated to attend the PD classes provided by CGC.
30	Career Guidance Cell helpful in guiding career.	85.0% students found it helpful.	More efforts and training programs may be organized to help students in terms of their career selection.
31	NSS/YRC activities helped in improving personality and guiding career.	69.6% students were agreed.	More activities may be conducted to make students more skilled.
32	Motivation/stimulation to participate in the sports activities.	75.0% students were agreed.	Institution should celebrate sports activities by organizing sport events days rigorously and teachers should motivate students for the same for the participations.
33	Facilities for sports and related activities.	65.3% students agreed and satisfied with the facilities provided to them.	More efforts may be done to strengthen the participation of students in different games.
34	Opportunities to participate in the NCC, NSS and Cultural Activities etc.	82.1% students agreed with the activities organized by the concerned bodies.	More efforts can be done to aware students regarding the activities conducted.
35	Subject related workshops, seminars and field study.	90.1% students agreed that at department level activities are conducted for their skill enhancements.	More activities may be conducted for further improvements.

36	Experience about institutions administration.	90.4% students said that staff is always helpful.	Staff may be counsel further to make further improvements in their dealing with students.
37	College messaging facility effective and informative.	94.1% students were agreed.	Messages may be circulated through notice boards, text messages and through WhatsApp groups of the students made by the Teachers.
38	Required information on Notice board regarding fee submission, roll no in time.	78.5% students were satisfied.	Messages may be circulated through notice boards, text messages and through WhatsApp groups of the students made by the Teachers.
39	Comparison with students who have taken a similar programme at other institutions.	94.6% students experienced their level more/at par with the students of other institution	More training may be provided to students in terms of skills enhancement.
40	Satisfied with College Information Management System (CIMS) about attendance, results, internal assessment, notes etc.	92.7% students were satisfied.	System should be updated and maintained regularly by the faculty members.
41	Awareness about the Scholarship and Earn while learn scheme.	79.6% students were found aware.	Information may be uploaded on college website / notices / WhatsApp Groups
42	Awareness about various types of scholarships available in the college.	78.7% students were found aware.	Information may be uploaded on college website / notices / WhatsApp Groups
43	Cleanliness and hygiene condition in college canteen.	85.6% students were satisfied.	Canteen Contractor should be informed regularly through canteen Committee
44	Quality and variety of eatables offered by college canteen.	94.3% students were satisfied.	Canteen Contractor should be informed and monitored for the services by canteen committee members.

45	Arrangement of drinking water in the campus.	86.6% students found it good.	Water filters must be cleaned regularly..
46	Health-care facilities provided by the institution.	94.7% students were satisfied.	Role of YRC should be promoted & monitored by the volunteers.
47	Ventilated and Clean Toilets in College.	85.6% students were satisfied.	Hygiene & Sanitation should be maintained.
48	Parking facility in college.	92.3% students said that facility is available.	Space can be increased and maintained clean.
49	Space available to sit in the college campus during free hours.	93.6% students experienced it well.	Cleanliness should be monitored and maintained by college authorities.
50	Observations regarding grievances handling procedure.	91.5% students satisfied with the grievance handling procedure..	Awareness should be spread for online/offline grievances submission via notices.
51	Availability and condition of Materials/Equipment/Machines in labs.	96.9% students found it available.	More resources should be provided and ensured with the checklist.
52	Behaviour of Lab Staff	87.9 % students are satisfied with the Lab staff behaviour with them.	The staff may be motivated time to time by the respective faculty to maintain healthy relations with the students.


Coordinator, IQAC
 Sanatan Dharma College
 Ambala Cantt

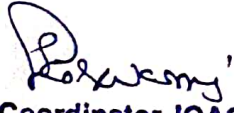

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Action Taken Report

(Session: 2020-2021)

Sr. No	Component	Proposed Action plan	Action Taken
1	Course offered by institution and Student centric methods. Value added courses/Training/Add-On courses given by institution for overall development.	More skilled courses should be conducted.	61 courses were offered to the students of different streams as per their requirements and for skill enhancement
2	Syllabi Satisfaction.	LMS can be used more rigorously curriculum delivery.	The faculty of most of the subjects used Moodle LMS information regarding their subject
3	Encouragement of students for participation.	Students should be motivated and counseled by the class mentors for the activities regularly also college should plan certificate competitions for active participations.	More than 200 Activities were organized by the various departments for the students
4	Teaching level of teachers and quality improvement in teachings.	FDP should be attended by teachers to enhance their skills.	142 staff members (Teaching and Nonteaching) attended various FDPs to enhance their skills.
5	Mentoring process beneficial to academic, social and personality growth.	Teachers should interview students and provide counseling as per situation.	Mentors are assigned to the group of students as per the practices from the previous sessions. There are meetings between students and mentors for the discussion on various problems faced by the students.
6	Institution takes active interest in promoting internship, student exchange, and field visit opportunities.	Teachers should make contacts with their domain experts so that internship and field visits can be done at large.	1281 students were benefitted through internships and other related exposures.

Sr. No	Component	Proposed Action plan	Action Taken
7	Level of opportunities provided by the institution to develop soft skills, employability and entrepreneurship skills.	Teachers should motivate students for more practical work by presentation on same trade opportunities.	<ul style="list-style-type: none"> • Workshop on Graphic Design was organized on 29 July, 2021 • Invited Talk on Innovation and Entrepreneurship on 7 September, 2021 • Invited Talk on Entrepreneurship and You on 21 September 2021 • IDEATHON 2021 was conducted on 25 September 2021 • Invited Talk on Entrepreneurship in Tourism Industry on 27 September 2021 • National Level Quiz Competition on Entrepreneurship Skills on 4 October 2021 • National Level Recipe Competition on 16 October 2021 • Many more activities related to enhance employability skills.
8	Availability of Text/Reference Books of your subject?	Visit to library should be must by the students and Library staff should be counseled for updation.	<ul style="list-style-type: none"> • In 2021-22 College has enriched the library with e-resources by taking subscription of Springer, Nature and Pearson. • Free Book Bank Facility has been extended to 1204 students. <p>Total Amount Spent of Books, In fracture and other facilities is Approx 19 Lacs in Session 2021-22</p>

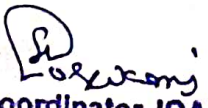

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Sanatan Dharma College,
Ambala Cantt



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Sanatan Dharma College
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Sr. No.	Component	Proposed Action plan	Action Taken
9	Provision of books by the college under book bank facility.	Awareness should be done by the mentors and library staff.	The Departmental Libraries are established for the students from where they can get the books issued related to their subjects.
10	Personality Development (PD) program helps in improving personality.	Awareness should be done regarding course by all departments.	In year 2021-22, Various Activities related to soft skills and language skills were conducted for the grooming of the students: <ul style="list-style-type: none"> • A self development workshop on 17 December 2021 • A workshop on Mistaken Expressions on 9 December, 2021. • A workshop on Content writing on 28 December, 2021. • A session on Communication Skills was organized on 27 May, 2022.
11	Career Guidance Cell helpful in guiding career.	More efforts and training programs may be organized to help students in terms of their career selection.	Various career Guidance sessions and Guest Lectures are conducted for the students to help them in their higher education and other career aspects. <ul style="list-style-type: none"> • Career Guidance Cell and Management Association in collaboration with the Department of Commerce & Management and E-Resource Cell organized online classes for UGC NET Examination From 1st June 2021 to 15th 2021. • A Seminar was organized by Career Guidance Cell on How to

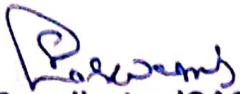
			<p>Crack Civil Services Examination to help students preparing for UPSC (26 Nov 2021)</p> <ul style="list-style-type: none"> • Thirteen Days workshop on Goal Setting, Decision Making & Problem Solving was organized by the Career Guidance Cell of the college from 10th November to 26th November 2021 in an offline mode for BBA 1st year students. • A Seminar on Career Counseling was organized by Career Guidance Cell of the college on 25th April 2022. • A Workshop on Secret Hacks to Crack Competitive Exams was organized by the Career Guidance Cell of the college on 10 June 2022.
12	NSS/YRC activities helped in improving personality and guiding career.	Activities should be monitored and tracked at regular intervals.	<ul style="list-style-type: none"> • Webinar on World Nature Conservation was conducted 28 July, 2021 • First and Home Nursing Training was organized from 25 August ,2021 to 28 August 2021 • District Level Speech competition was conducted on 16 December, 2021 • Online Quiz and Poetry Competition was conducted on 12 January, 2022. • Volunteers participated in YRC Training Camp from 14 February 2022-22 February 2022.

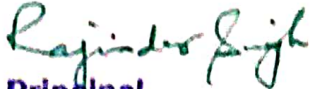
Sr. No	Component	Proposed Action plan	Action Taken
13	Motivation/stimulation to participate in the sports activities.	Institution should celebrate sports activities by organizing sport events days rigorously and teachers should motivate students for the same for the participations.	The students of the Institute participated and excel in the various sports activities held at stat/ National and International Level. (Page-20 of the Annual report 21-22)
14	Subject related workshops, seminars and field study.	Course mentors should organize more workshops effectively by encouraging students.	Various Extension Lectures. Industrial visits and other activities are done by various Departments.
15	Satisfied with College Information Management System (CIMS) about attendance, results, internal assessment, notes etc.	System should be updated and maintained regularly by the faculty members.	The Institution has updation of CIMS regularly. Moodle LMS is also being used by the Teachers of various departments.
16	Awareness about the Scholarship and Earn while learn scheme.	Information should be uploaded on college website via notices.	More than 500 students benefitted through Scholarships and Earn while you Learn Scheme.
17	Awareness about various types of scholarships available in the college.	Information should be provided by the course mentors and scholarship committee.	Information was provided to students through Notice Boards, WhatsApp groups and Moodle Platform.
18	Arrangement of drinking water in the campus.	Water filters must be cleaned regularly.	The cleaning of the water coolers is done on regular basis.
19	Cleanliness and hygiene condition in college canteen. Quality and variety of eatables offered by college canteen	Canteen Contractor should be informed regularly through canteen Committee.	The arrangements of the Canteen were continuously observed by the Canteen Committee.


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20	Quality and variety of eatables offered by college canteen.	Role of YRC should be promoted & monitored by the volunteers.	The visiting Doctor is already available. In Session 2021-22, the medical facility is extended by adding Wheel chair for disabled people. YRC conducts medical checkup camp on the regular basis as per previous practices.
21	Ventilated and Clean Toilets in College.	Hygiene & Sanitation should be maintained.	Wash Rooms are cleaned and checked regularly. Vending Machines are also installed in Girls Washrooms to facilitate them.
22	Parking facility in college.	Space can be increased and maintained clean.	The renovation of the parking facility is under plan.
23	Space available to sit in the college campus during free hours.	Cleanliness should be monitored and maintained by college authorities.	Sitting Facility has been upgraded
24	Observations regarding grievances handling procedure.	Awareness should be spread for online/offline grievances submission via notices.	All the grievances are handled and solved in time.


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