SANATAN DHARMA COLLEGE, AMBALA CANTT

Student Satisfaction Survey on Institutional Performance

Academics

1. How much syllabi was taught in the class?
   a) 90-100%
   b) 80-90%
   c) 70-80%
   d) Less than
   ANS:

2. The internal assessment system operated
   a) is fair
   b) is biased
   c) needs some improvement
   d) needs radical improvement
   ANS:

3. How well teachers prepared & communicated their lectures?
   a) thoroughly
   b) satisfactorily
   c) ineffectively
   d) sometimes effectively
   ANS:

4. How teachers encouraged students to participate in the class?
   a) through questions and answers
   b) through discussions
   c) through course-related games
   d) through inviting suggestions
   ANS:

5. Are the college messaging facility effective and informative?
   a) Yes
   b) No
   ANS:

6. How do you rate the student-teacher relationship in your institution as a whole?
   a) Very Good
   b) Good
   c) satisfactory
   d) Poor
   ANS:

7. Were teacher Punctual and Regular in classes?
   a) Always
   b) Sometime
   c) Almost Never
   ANS:

8. How much Personality Development (PD) program helps in improving your personality?
   a) Very Good
   b) Just Satisfactory
   c) Inadequate
   d) Poor
   ANS:

9. What teaching method is best for you during your course?
   a) Blackboard
b) PPT’s
c) Smart board
ANS:
10. What are your comments on social atmosphere of Institution/Department?
a) Very Good
b) Good
c) Very Poor
d) Poor
ANS:
Suggestions:-

Library

11. What is your opinion of the library materials for your subject?
a) Excellent
b) adequate
c) Inadequate
d) Very poor
ANS:
12. What is your opinion regarding issue/Return Procedure of Books?
a) Very Good
b) Good
c) Very Poor
d) Poor
ANS:
13. Was the Library Staff?
a) Courteous
b) Rude
c) Indifferent
ANS:
Suggestions:-

Extra Curricular Activities

14. Did you participate in any of the extra curricular activities of the department/Institution?
a) Often
b) sometimes
c) rarely
d) never
ANS:
15. What are your views regarding variety, quality & cleanliness of items in college canteen?
a) Very Good
b) Good
c) Very Poor
d) Poor
ANS:
16. What are your views regarding variety, quality & cleanliness of items in college canteen?
a) Very Good
b) Good
c) Very Poor
d) Poor
ANS:
Suggestions:

Office Services

17. How do you find the institutions administration?
   a) always helpfull
   b) generally helpfull
   c) indifferent
   d) not helpfull
   ANS:
18. Did you get required information on Notice board regarding fee submission, roll no in time?
   a) Always
   b) Sometimes
   c) No
   d) Not at all
   ANS:
   Suggestions:

General

19. When you meet students who have taken a similar programme at other institutions how do you feel?
   a) Superior
   b) Equal
   c) Inferior
   ANS:
20. How do you rate the health- care facilities provided by the institution?
   a) Very good
   b) Just satisfactory
   c) Inadequate
   d) Poor
   ANS:
21. Are the urinals and toilets Ventilated and Clean?
   a) Very Good
   b) Good
   c) Very poor
   d) Poor
   ANS:
22. Was there a parking facility in college?
   a) Very good
   b) Good
   c) Very poor
   d) Poor
   ANS:
23. What are your observations regarding grievance handling procedure?
   a) Very Good
b) Good
c) Very poor
d) Poor

ANS:
Suggestions:-

Laboratories (If Applicable)

24. What was the availability and condition of Materials/Equipment/Machines in labs?
   a) Very good
   b) Good
   c) Very poor
   d) Poor
   ANS:

25. Was the Lab Staff?
   a) Courteous
   b) Rude
   c) Indifferent
   ANS:
   Suggestions:-
1. How much syllabi was taught in the class?
   a) 90-100% (34.2%)
   b) 80-90% (32.3%)
   c) 70-80% (27.2%)
   d) Less than (6.3%)

2. The internal assessment system operated
   a) is fair (56.6%)
   b) is biased (11.4%)
   c) needs some improvement (28.2%)
   d) needs radical improvement (3.8%)

3. How well teachers prepared & communicated their lectures?
   a) throughly (32.7%)
   b) satisfactorily (49.8%)
   c) ineffectively (7.0%)
4. How teachers encouraged students to participate in the class?
   a) through questions and answers (35.5%)
   b) through discussions (51.4%)
   c) through course-related games (3.2%)
   d) through inviting suggestions (9.9%)

5. Are the college messaging facility effective and informative?
   a) Yes (85.4%)
   b) No (14.6%)
6. How do you rate the student-teacher relationship in your institution as a whole?
   a) Very Good (26.9%)
   b) Good (41.8%)
   c) satisfactory (21.8%)
   d) Poor (9.5%)

7. Were teacher Punctual and Regular in classes?
   a) Always (72.6%)
   b) Sometime (25.6%)
   c) Almost Never (1.9%)
8. How much Personality Development (PD) program helps in improving your personality?
   a) Very Good (31.8%)
   b) Just Satisfactory (39.3%)
   c) Inadequate (13.1%)
   d) Poor (15.7%)

9. What teaching method is best for you during your course?
   a) Blackboard (38.9%)
   b) PPT’s (25.5%)
   c) Smart board (35.7%)
10. What are your comments on social atmosphere of Institution/Department?
   a) Very Good (22.8%)
   b) Good (65.2%)
   c) Very Poor (4.7%)
   d) Poor (7.3%)

11. What is your opinion of the library materials for your subject?
   a) Excellent (47.0%)
   b) Adequate (42.9%)
   c) Inadequate (6.0%)
   d) Very poor (4.1%)
12. What is your opinion regarding issue/ Return Procedure of Books?
   a) Very Good (39.3%)
   b) Good (50.2%)
   c) Very Poor (4.9%)
   d) Poor (5.6%)

13. Was the Library Staff?
   a) Courteous (67.5%)
   b) Rude (22.8%)
   c) Indifferent (9.7%)
14. Did you participate in any of the extra curricular activities of the department/Institution?
   a) Often (12.9%)
   b) sometimes (43.3%)
   c) rarely (22.4%)
   d) never (21.3%)

15. What are your views regarding variety, quality & cleanliness of items in college canteen?
   a) Very Good (11.4%)
   b) Good (49.0%)
   c) Very Poor (19.4%)
   d) Poor (20.2%)
16. What are your views regarding variety, quality & cleanliness of items in college canteen?
   a) Very Good (8.2%)
   b) Good (49.0%)
   c) Very Poor (20.6%)
   d) Poor (22.2%)

17. How do you find the institutions administration?
   a) always helpfull (26.1%)
   b) generally helpfull (54.8%)
   c) indifferent (8.4%)
   d) not helpfull (10.7%)
18. Did you get required information on Notice board regarding fee submission, roll no in time?
   a) Always (62.2%)
   b) Sometimes (28.6%)
   c) No (8.0%)
   d) Not at all (1.1%)

19. When you meet students who have taken a similar programme at other institutions how do you feel?
   a) Superior (32.4%)
   b) Equal (56.1%)
   c) Inferior (11.5%)
20. How do you rate the health-care facilities provided by the institution?
   a) Very good (36.6%)
   b) Just satisfactory (45.0%)
   c) Inadequate (7.3%)
   d) Poor (11.1%)

21. Are the urinals and toilets Ventilated and Clean?
   a) Very Good (9.9%)
   b) Good (43.9%)
   c) Very poor (20.2%)
   d) Poor (26.0%)
22. Was there a parking facility in college?
   a) Very good (29.2%)
   b) Good (50.0%)
   c) Very poor (8.7%)
   d) Poor (12.1%)

23. What are your observations regarding grievance handling procedure?
   a) Very Good (13.7%)
   b) Good (69.9%)
   c) Very poor (6.6%)
   d) Poor (9.8%)
24. What was the availability and condition of Materials/Equipment/Machines in labs?
   a) Very good (18.6%)
   b) Good (66.7%)
   c) Very poor (5.2%)
   d) Poor (9.5%)

25. Was the Lab Staff?
   a) Courteous (77.5%)
   b) Rude (13.4%)
   c) Indifferent (9.1%)

Total 256 students answered this question.

Total 210 students answered this question.
Total 209 students answered this question.
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.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Component</th>
<th>Response in terms of %</th>
<th>Proposed Action Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Syllabi Taught</td>
<td>66.7% said that above 90% syllabi was being taught.</td>
<td>For the completion of syllabi teachers should adhere to the Lesson plan of their respective subject.</td>
</tr>
<tr>
<td>2</td>
<td>Internal Assessment system</td>
<td>56.6% of students were of the view that it was fair.</td>
<td>Teachers should ensure timely upload of internal assessment marks.</td>
</tr>
<tr>
<td>3</td>
<td>Preparation &amp; Communication of lecture</td>
<td>82.5% said that lectures are thoroughly prepared and delivered satisfactorily.</td>
<td>Compulsory visit of Faculty to Library during vacant periods should be ensured and use of MOOC resources to deliver lectures effectively should be encouraged.</td>
</tr>
<tr>
<td>4</td>
<td>Encouragement for participation</td>
<td>50.7% said that discussions are the main source of participation followed by questions and answers.</td>
<td>Role playing, case studies, etc. can be introduced to encourage participation.</td>
</tr>
<tr>
<td>5</td>
<td>College Messaging Facility</td>
<td>85.1% said that it is effective and informative.</td>
<td>Timely update of contact numbers should be done to make messaging effective and informative.</td>
</tr>
<tr>
<td>6</td>
<td>Student-teacher relationship</td>
<td>90.6% said that it is good.</td>
<td>Teaching-Learning mechanism should be more interactive and participative.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Percentage</td>
<td>Recommendations</td>
</tr>
<tr>
<td>---</td>
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<td>-----------------------------------------------------</td>
</tr>
<tr>
<td>7</td>
<td>Punctuality and regularity</td>
<td>98.4%</td>
<td>Teachers should be mentored by an expert on How to do Time-Management.</td>
</tr>
<tr>
<td>8</td>
<td>Personality Development Program</td>
<td>70.9%</td>
<td>Attendance in PDP should be ensured and it should be made compulsory for all the classes.</td>
</tr>
<tr>
<td>9</td>
<td>Best teaching method</td>
<td>38.60%</td>
<td>Teachers should be counseled to make effective and balanced blend of traditional and modern teaching practices.</td>
</tr>
<tr>
<td>10</td>
<td>Social Atmosphere</td>
<td>88.1%</td>
<td>A Representative group of Senior students should be trained to counsel and help juniors regarding different college matters.</td>
</tr>
<tr>
<td>11</td>
<td>Library material for your subject</td>
<td>90.1%</td>
<td>Faculty should check availability of books of their concerned subjects and should give list of books to be bought well in time.</td>
</tr>
<tr>
<td>12</td>
<td>Issue and return procedure of Books</td>
<td>89.6 %</td>
<td>Different period slots/days can be fixed for the issue and return of books to avoid rush in library.</td>
</tr>
<tr>
<td>13</td>
<td>Attitude of Library staff</td>
<td>67.9%</td>
<td>Orientation Programs for Library staff on Interpersonal relationship, public dealing etc. should be strengthened.</td>
</tr>
<tr>
<td>14</td>
<td>Participation in Extra-curricular activities</td>
<td>74.1%</td>
<td>Prof Incharges of different Associations should encourage students to participate.</td>
</tr>
<tr>
<td>15</td>
<td>Variety, quality &amp; Cleanliness of College canteen</td>
<td>60.3%</td>
<td>Canteen committee should counsel Canteen Contractor to further improve the hygiene of the canteen premises.</td>
</tr>
<tr>
<td>No.</td>
<td>Section</td>
<td>Percentage</td>
<td>Comments</td>
</tr>
<tr>
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<tr>
<td>16</td>
<td>Attitude of Institutions Administration</td>
<td>80.6%</td>
<td>Administrative and support staff should be counseled for further strengthening the delivery of quality services.</td>
</tr>
<tr>
<td>18</td>
<td>Information on Notice Board</td>
<td>91.1%</td>
<td>Notice boards should be made attractive and updated on regular basis.</td>
</tr>
<tr>
<td>19</td>
<td>Similar Programme at other institutions</td>
<td>32.6% felt superior and 55.8% felt equal</td>
<td>Innovative ventures should be initiated by teachers to make students feel different in terms of personality and placements.</td>
</tr>
<tr>
<td>20</td>
<td>Health-care facilities</td>
<td>84.2%</td>
<td>It can be strengthened further. YRC can take the lead in this direction. First-Aid kits should be available.</td>
</tr>
<tr>
<td>21</td>
<td>Ventilation and cleanliness of Toilets</td>
<td>57.8%</td>
<td>Students should be imparted sessions on the importance of hygiene and accountability of sweepers should be fixed.</td>
</tr>
<tr>
<td>22</td>
<td>Parking facility in the college</td>
<td>72.5%</td>
<td>Proper security measures should be taken to ensure safe parking.</td>
</tr>
<tr>
<td>23</td>
<td>Observations regarding grievance handling procedure</td>
<td>88.7%</td>
<td>Awareness regarding Grievance handling cell should be shared among students.</td>
</tr>
<tr>
<td>24</td>
<td>Availability of equipment and furniture</td>
<td>85.0%</td>
<td>Repair and Maintenance of equipment and furniture in labs should be ensured.</td>
</tr>
<tr>
<td>25</td>
<td>Behavior of Lab staff</td>
<td>86.1%</td>
<td>Training programmes should be organized to groom their personality.</td>
</tr>
</tbody>
</table>