# Student Satisfaction Survey 2022-2023

Student Satisfaction Survey is a metric (2.7.1) is part of criterion II on Teaching – Learning and Evaluation

Utility of the Survey:

The Student Satisfaction Survey primarily focuses on Teaching, Learning, and Evaluation process. It collects in-depth information about a student's satisfaction with the teaching-learning environment of the college. The students' responses are collected and analyzed based on 21 questions designed by NAAC. After going through the question set one understands that the responses collected from students are useful for the restructuring the services offered to students. The results of the survey review the expectations of the students and expert educationalists and the extent to which the College was able to meet these expectations.

About questionnaire:

The questionnaire will be based on the Likert type scale, that means the responses are scaled on a scale of 0 to 4, with the most positive response being rated as 4 and the most negative response being rated as 0. The score emerging out of the survey is part of the second criterion on Teaching-Learning and Evaluation, out of the seven NAAC criteria. The questionnaire consists of several facets of the teaching learning process. Questions vary from specific teaching skills of the teacher to his overall approach to the educational process. The specific skills of the teacher like subject knowledge, communication skills, class preparation, and use of ICT tools are part of the questionnaire. The overall approach of the teacher and institution

with respect to providing the right environment, motivation, interpersonal relationships, feedback etc. forms the second major component of the questionnaire. Twenty of the twenty-one questions are objective in nature, while one question is open-ended to elicit observations and suggestions for improvements providing an opportunity to the student to give suggestions and criticisms in their own words.

Method used:

This year (2023) also, the Student Satisfaction Survey was online using google form. The google form link was shared with all the semesters (Sem. I, III, and V), the specific month was chosen so that the teaching learning was at its end, and it is possible for students to retrospect and provide correct responses. Each question in the NAAC SSS format is aimed at collecting factual opinion of students on curriculum, completion of syllabus, preparedness of the teachers, reaction of the students regarding pedagogy, attitude of teachers, transparency and fairness in internal evaluations, placement possibilities, curricular and extra-curricular activities, overall impression and suggestions about the college. Each question in the survey is one or the other educational goal. This simple but important exercise helps to improve the relevance of teaching and learning. This survey corresponds to institute level feedback on infrastructure and learning experience.

Google form link: https://forms.gle/Qc2nqbotLuXiHo429

## Analysis of SSS survey for the year 2022-2023 and the suggestions thereof:

The SSS survey was carried out by IQAC of the college and based on feedback received from students, meetings with stakeholders need to be conducted for action taken report.

The analysis revealed that the following areas need immediate attention from the college administration.

What areas of infrastructure, do you think need to be improved?
274 responses
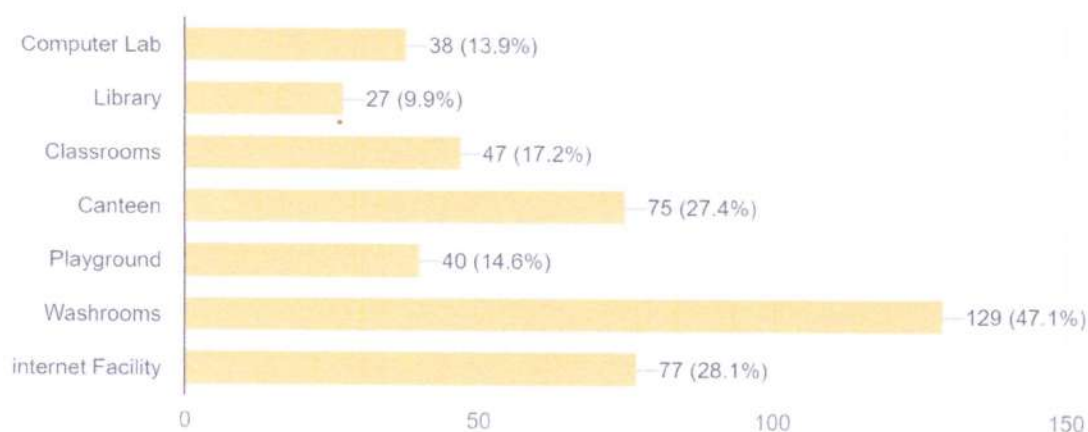


**Meetings to be held:**

1. Computer Lab and Internet Facility:
   A meeting with the college IT committee to discuss possible improvements.
2. Library:
   A meeting with the college Library committee to discuss possible improvements.
3. Classrooms:
   A meeting of college development committee and academic monitoring committee.
4. Canteen:
   A meeting of college canteen committee with canteen owner.
5. Playground:
   A meeting of development committee with PTI
6. Washrooms:
   A meeting of college development/advisory committee with sweepers of the college.

It is requested that the meeting notices be issued in this direction after discussion with coordinator IQAC. In addition to the concerned committees' members of IQAC are also requested to be present in the meetings. All meetings should be supported by action taken report and geo-tagged photographs.

As such it is requested to the worthy Principal of the college that meetings be convened so that measures to improve be taken at an earliest.

**Office of the Principal,**
**Government Degree College for Women Pulwama**

No: - WCP/23/

Dated: -13-12-2023

## Meeting Notice

In light of the analysis of the SSS 2022-23 and actions required to be taken for alleviating the grievances raised therein, a meeting of the following committees/entities is scheduled on 13-12-2023. The convenors of the concerned committees shall ensure the presence of the in-charge personnel for the same.

1. Computer Lab and Internet Facility:
   A meeting with the college IT committee to discuss possible improvements.
2. Library:
   A meeting with the college Library committee to discuss possible improvements
3. Classrooms:
   A meeting of college development committee and academic monitoring committee.
4. Canteen:
   A meeting of college canteen committee with canteen owner
5. Playground:
   A meeting of development committee with PTI
6. Washrooms:
   A meeting of college development/advisory committee with sweepers of the college.

Principal

# Action Taken Report on Student Suggestions - Internal Quality Assurance Cell (IQAC) - Academic Year 2022-2023

Introduction:

The Student Suggestion Scheme (SSS) conducted by the Internal Quality Assurance Cell (IQAC) of the college for the academic year 2022-2023 yielded valuable insights from the student community. In response to these suggestions, the college administration took swift action by organizing specific meetings to address concerns raised in various areas. The following is a detailed report on the actions taken in accordance with the student suggestions.

## 1. Computer Lab and Internet Facility:

A meeting was convened with the college IT committee to comprehensively address the concerns raised by students regarding the computer labs and internet facilities. The discussions covered potential improvements in hardware, software, and overall connectivity. The committee has outlined a plan to upgrade existing resources, address technical issues, and enhance the overall user experience for students utilizing these facilities.

## 2. Library:

To address the concerns raised by students about the library, a dedicated meeting was held with the college Library committee. The committee examined the feedback and formulated strategies to improve the library environment. Action points include expanding the collection, optimizing seating arrangements, and implementing technological enhancements to facilitate a more effective and comfortable learning space.

## 3. Classrooms:

A joint meeting involving the college Development Committee and the Academic Monitoring Committee was organized to discuss and resolve issues related to classrooms. The discussions focused on refurbishing classrooms, ensuring proper seating arrangements, and addressing any structural or maintenance concerns. The outcome of the meeting includes a plan for regular maintenance, classroom upgrades, and improved infrastructure.

## 4. Canteen:

A meeting was conducted with the college canteen committee, including the canteen owner, to address concerns raised by students about the canteen services. The discussions centered on improving food quality, maintaining hygiene standards, and enhancing the overall ambience of the canteen. The committee has devised a plan to implement changes that will positively impact the overall dining experience for students.

## 5. Playground:

Concerns related to the college playground were addressed in a meeting with the Development Committee and the Physical Training Instructor (PTI). The discussions focused on upgrading sports equipment, ensuring proper maintenance of the playing field, and creating a safe and enjoyable

environment for students. The committee has outlined a plan to enhance sports facilities and promote a more active and healthier lifestyle among students.

## 6. Washrooms:

A meeting of the college Development/Advisory Committee was organized with the college sweepers to discuss and resolve issues related to washroom facilities. The committee addressed concerns about cleanliness and maintenance, outlining a plan to implement regular cleaning schedules, address maintenance issues promptly, and ensure a clean and hygienic environment in the washrooms.

The college administration remains committed to the continuous improvement of campus facilities and services. The actions taken in response to student suggestions reflect the importance placed on student feedback. Regular follow-ups and reviews will be conducted to monitor the progress of these initiatives and to ensure the sustained improvement of the identified areas. The IQAC will continue to play a vital role in overseeing and evaluating these initiatives for the benefit of the entire college community.

# Meetings

Attendance of the Staff Present in the
meeting held on 13-12-2023

Meeting of college development Committee with Sweepers.

| S. No. | Name of the Faculty/Staff | Signature |
|--------|---------------------------|-----------|
| 01. | Dr. Khalida Hassan | Khalida |
| 02. | Dr. Nisar Ahr. | |
| 03. | Prof. Rayees Ahmd | |
| 04. | Dr. Umar Fareey | |
| 05. | Ds. Ofaniz A. Chad. | |
| 06. | Ab. Majeed Sheikh (Sweeper) | Avg |
| 07. | Mrs. Fatimah, Jan (Sweeper) | |
| 08. | Mrs. Paney Jan (Sweeper) | |
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| S No. | Name of the Faculty/ Staff | Signature |
|---|---|---|
| | Attendance of the Staff Present in the meeting held on _____ | |
| | Library Committee | |
| 1 | Dr. Khalida Hassan | Khalida |
| 2 | (signature) | Yasmeen wani Librarian |
| 3 | Rayees Ahmad Dar | Con. IQAC (  ) |
| 4 | Dr. Umar Farooq | (CDC) |
| 5 | Mudasir Ahmad | Shah (member PQAC) |
| 6 | | |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |

| S No. | Name of the Faculty/ Staff | Signature |
|---|---|---|
| | Attendance of the Staff Present in the meeting held on _____ | |
| | College Development Committ & PTI | |
| 1 | Dr. Khalida Hassan | Khalida |
| 2 | . | |
| 3 | Prof. Rayees Ahmad Bhat | (Chm. IQAC) |
| 4 | Dr. Umar Farooq | (CDC) |
| 5 | Prof. Mudassir Alam | (Convener Canteen). |
| 6 | Dr. Ojaris A. Chat | |
| 7 | Dr. Javaid Yousuf (PTI) | E.Javaid |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |

| S No. | Name of the Faculty/ Staff | Signature |
|-------|---------------------------|-----------|
| | **Attendance of the Staff Present in the** | |
| | meeting held on _____ (Canteen Committee) | |
| 1 | Dr. Khalida Hassan | Khalida |
| 2 | Rev Rayees Ahmed Dar | Con. (CQAC) |
| 3 | Dr. Umar Farooq | (CDC) |
| 4 | Prf. Mudasir Ahmad | (Convener coulee) |
| 5 | Mushahid (Canteen m) | Mushahid. |
| 6 | Dr. Jawaid yousuf (PTI) | Jawaid |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
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| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |

| S No. | Name of the Faculty/ Staff | Signature |
|-------|----------------------------|-----------|
| | Attendance of the Staff Present in the meeting held on _____ (Canteen Committee) | |
| 1 | Dr. Khalida Hassan | Khalida |
| 2 | Rao Rayees Ahad Dar | Con. (QAC) |
| 3 | Dr. Umar Farooq | (CDC) |
| 4 | Prf. Mudasir Ahmad | SPC (Convener Canteen) |
| 5 | Mushahid (Canteen M) | Mushahid. |
| 6 | Dr. jawaid yousuf (PTI) | Jawaid |
| 7 | | |
| 8 | | |
| 9 | | |
| 10 | | |
| 11 | | |
| 12 | | |
| 13 | | |
| 14 | | |
| 15 | | |
| 16 | | |

# Course: BA/BSC/BSCN/BHSC/BCOM

283 responses



- BA
- BSc/BSCN
- BHSC
- BCOM

76.3%

22.6%
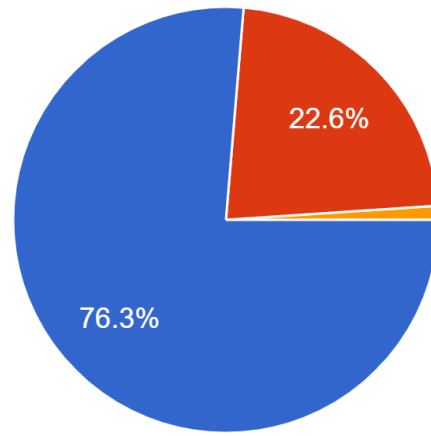
# Overall Teaching Learning Process

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



- 0– Not at all
- 1– Marginally
- 2 – Moderately
- 3 – Very well
- 4 – Significantly

36.2%
48.9%
12%
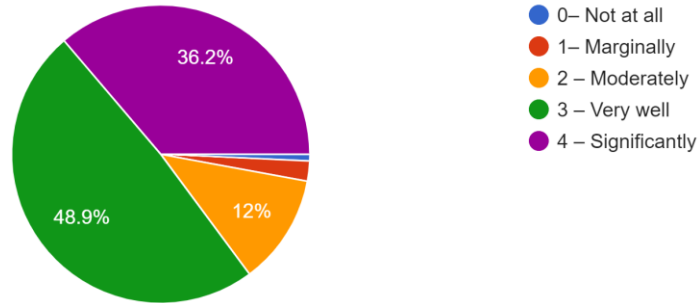
The institution provides multiple opportunities to learn and grow.
278 responses



- 0– Strongly disagree
- 1– Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

48.2%
42.4%
7.9%
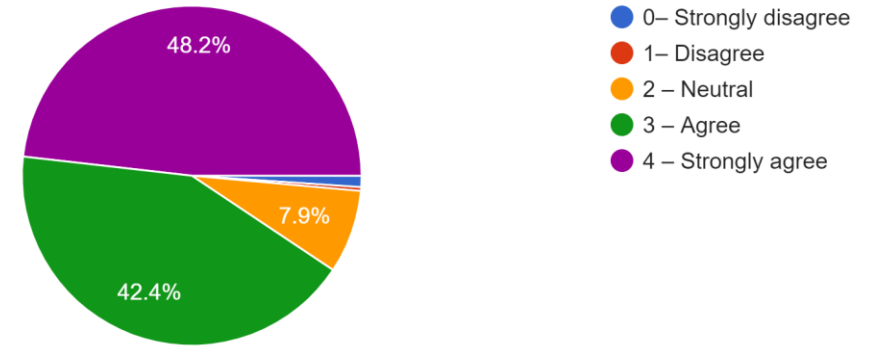
The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
278 responses



- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

46.8%
43.2%
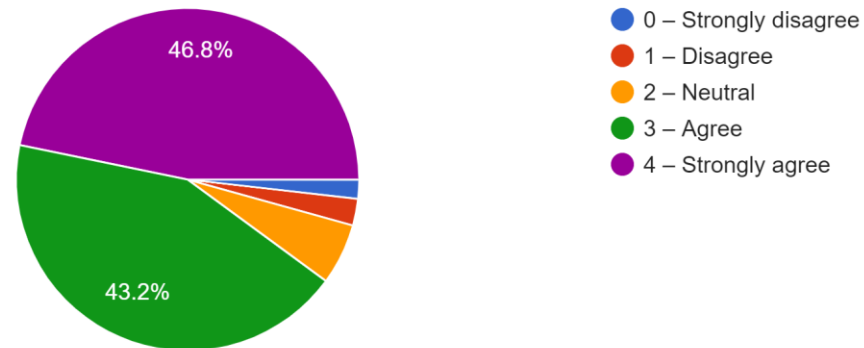
# Teacher specific feedback 1

## How much of the syllabus was covered in the class?
276 responses
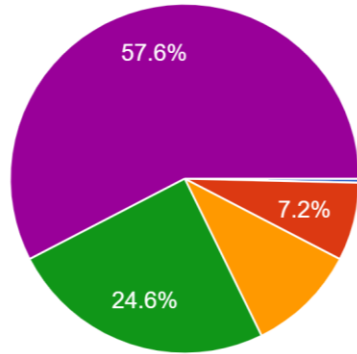


- 0 –Below 30%
- 1– 30 to 54%
- 2 – 55 to 69%
- 3 – 70 to 84%
- 4 – 85 to 100%

57.6%
7.2%
24.6%

## How well did the teacher prepare for the class?
275 responses
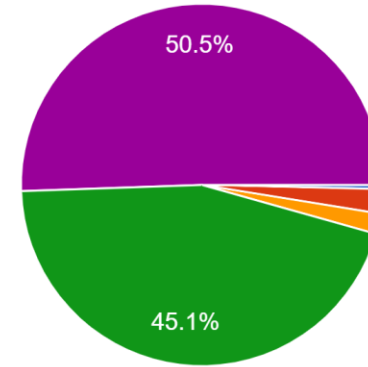


- 0 – Won't teach at all
- 1 – Indifferently
- 2 – Poorly
- 3 – Satisfactorily
- 4 –Thoroughly

50.5%
45.1%

## How well is the teacher able to communicate?
276 responses
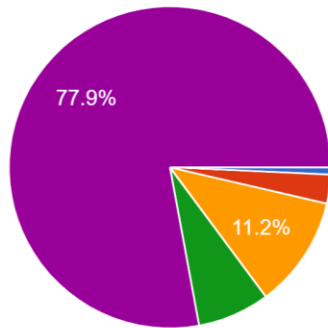


- 0– Very poor communication
- 1– Generally ineffective
- 2 – Just satisfactorily
- 3 – Sometimes effective
- 4 – Always effective

77.9%
11.2%

## Fairness of the internal evaluation process by the teacher.
274 responses
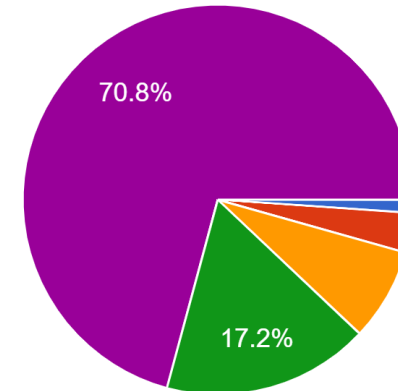


- 0– Unfair
- 1– Usually unfair
- 2 – Sometimes unfair
- 3 – Usually fair
- 4 – Always fair

70.8%
17.2%

## The teacher identifies your strengths and encourage you with providing right level ofChallenges.

275 responses



- ● 0 –Never
- ● 1 – Rarely
- ● 2 – Occasionally/Sometimes
- ● 3 – Usually
- ● 4 – Every time

72%

18.5%
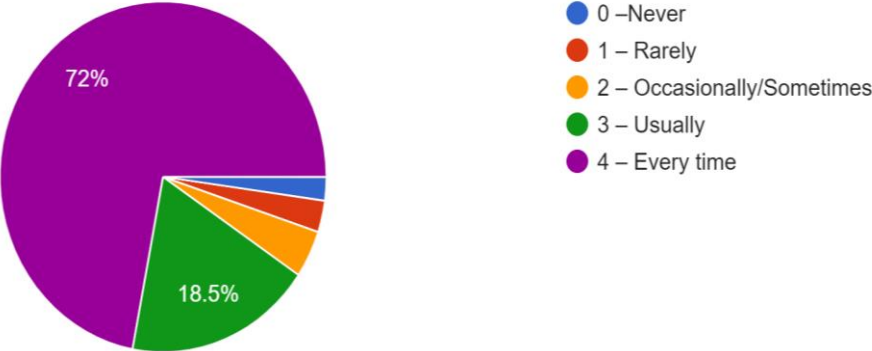
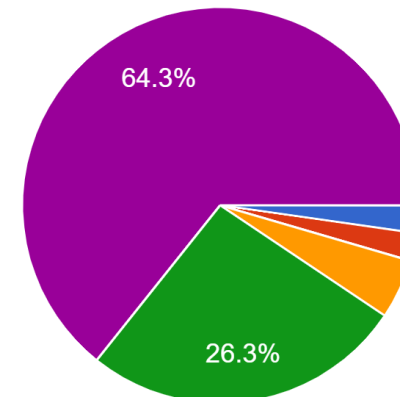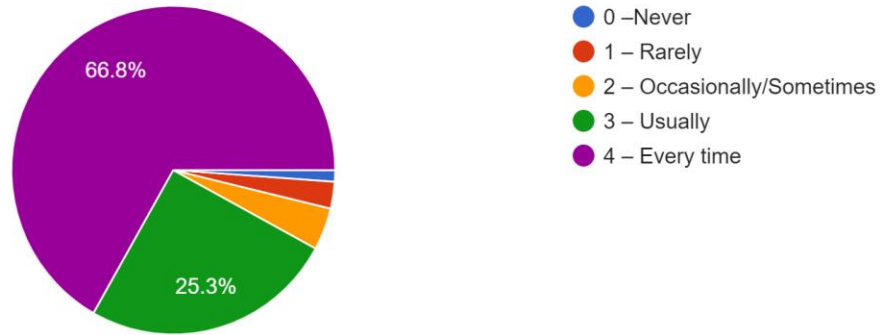## Teacher encourages you to participate in extracurricular activities.

274 responses
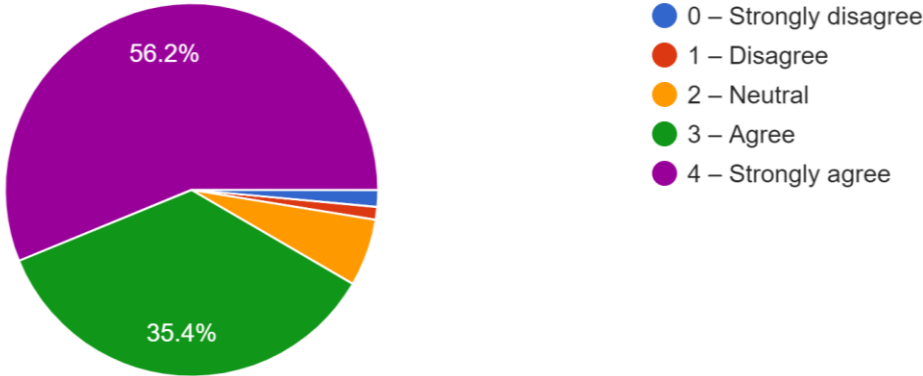


- ● 0 – Strongly disagree
- ● 1 – Disagree
- ● 2 – Neutral
- ● 3 – Agree
- ● 4 – Strongly agree

56.2%

35.4%

## Efforts are made by the teacher to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

277 responses



- ● 0 – Strongly disagree
- ● 1 – Disagree
- ● 2 – Neutral
- ● 3 – Agree
- ● 4 – Strongly agree

52.3%

41.2%
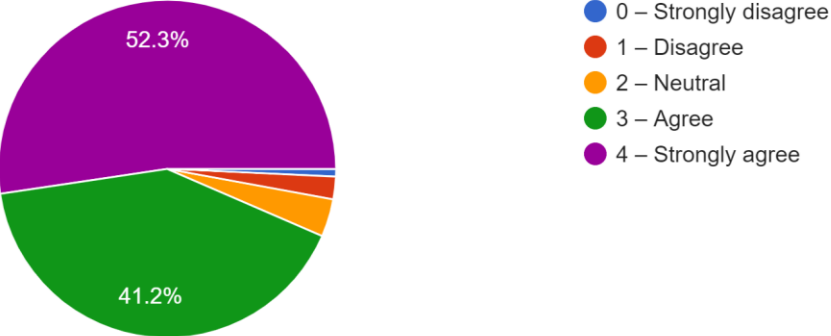
## The teacher use ICT tools such as LCD projector, Multimedia, etc. while teaching.

277 responses
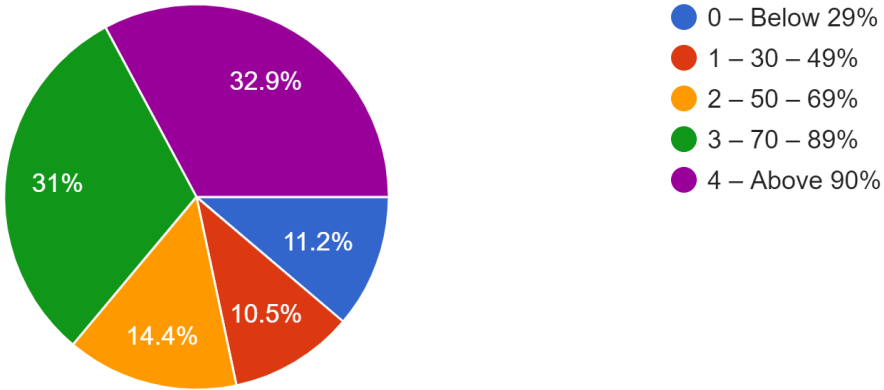


- ● 0 – Below 29%
- ● 1 – 30 – 49%
- ● 2 – 50 – 69%
- ● 3 – 70 – 89%
- ● 4 – Above 90%

32.9%

31%

11.2%

10.5%

14.4%

## The teacher encourages participation and discussion in class. (Teacher-Student, Student-Student)

275 responses



- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

52.4%
8.7%
37.1%
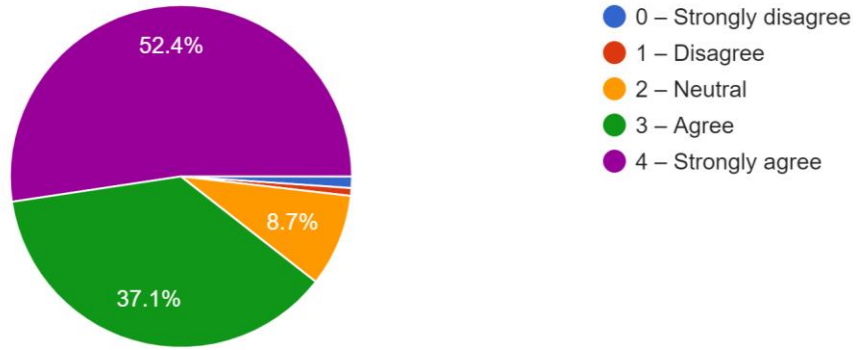
## The teacher pays attention to academically weaker students as well.

277 responses



- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

53.8%
36.8%
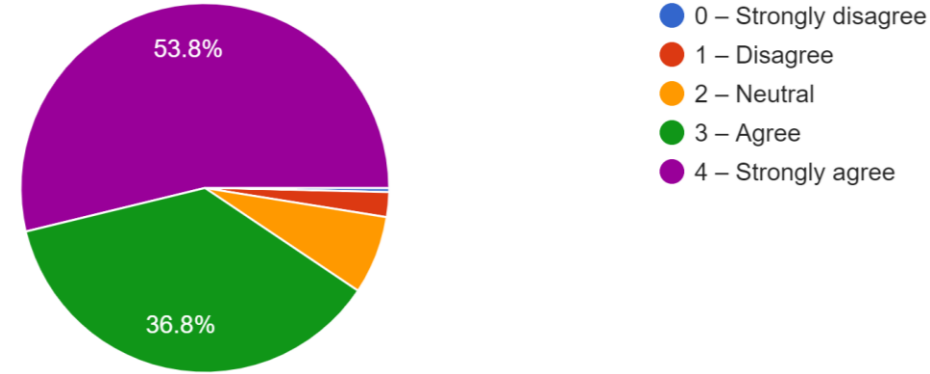
## The teacher is punctual (Takes classes regularly)

276 responses



- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

67.8%
27.9%
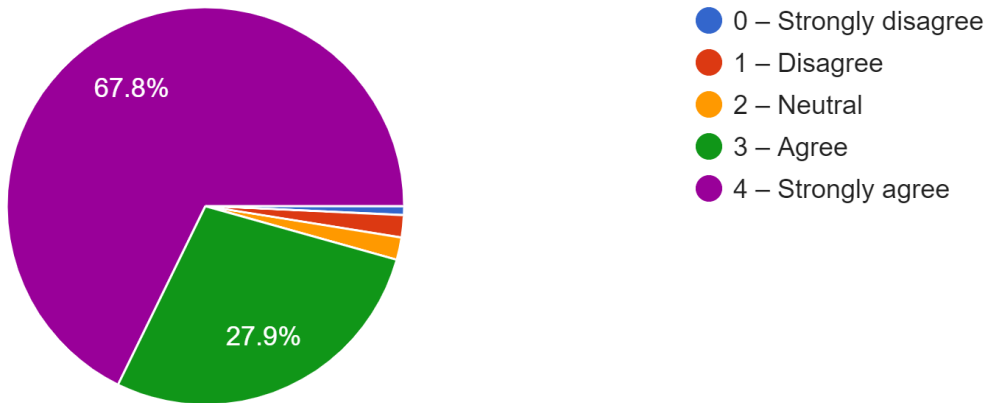
## The teacher shows respect towards the students and encourages class participation.

276 responses



- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

60.9%
34.4%
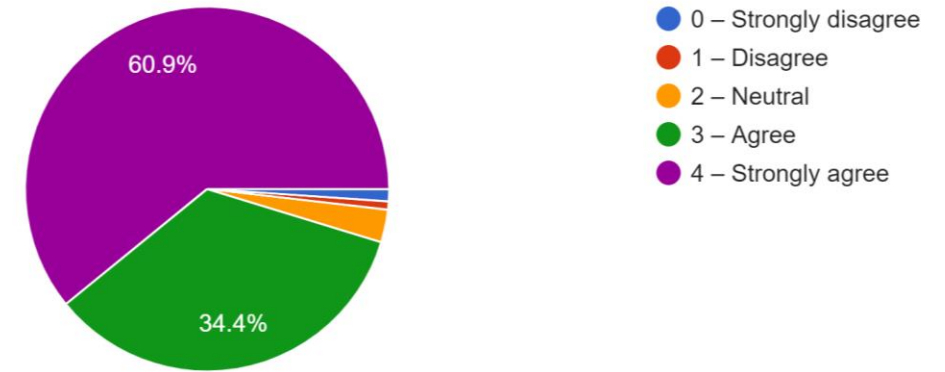
# Teacher specific feedback 2

## How much of the syllabus was covered in the class?
267 responses
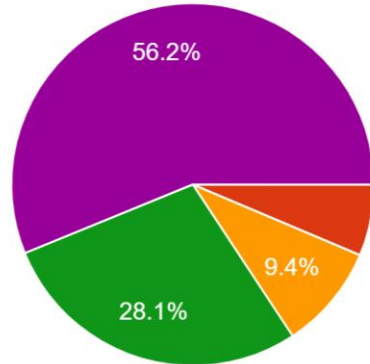


- 0 – Below 30%
- 1 – 30 to 54%
- 2 – 55 to 69%
- 3 – 70 to 84%
- 4 – 85 to 100%

56.2%
9.4%
28.1%

## How well did the teacher prepare for the class?
267 responses
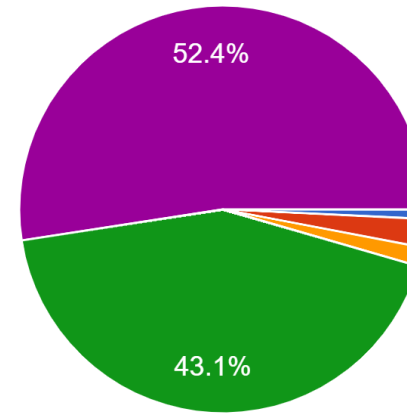


- 0 – Won't teach at all
- 1 – Indifferently
- 2 – Poorly
- 3 – Satisfactorily
- 4 – Thoroughly

52.4%
43.1%

## How well is the teacher able to communicate?
265 responses
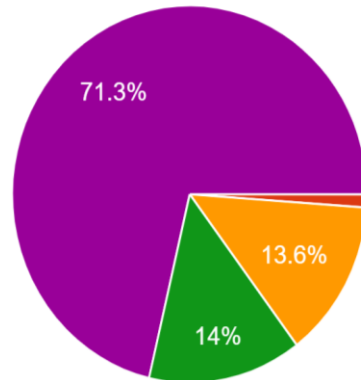


- 0 – Very poor communication
- 1 – Generally ineffective
- 2 – Just satisfactorily
- 3 – Sometimes effective
- 4 – Always effective

71.3%
13.6%
14%

## Fairness of the internal evaluation process by the teacher.
266 responses



- 0 – Unfair
- 1 – Usually unfair
- 2 – Sometimes unfair
- 3 – Usually fair
- 4 – Always fair

64.3%
26.3%

## The teacher identifies your strengths and encourage you with providing right level of Challenges.
265 responses



- 0 –Never
- 1 – Rarely
- 2 – Occasionally/Sometimes
- 3 – Usually
- 4 – Every time

66.8%
25.3%

## Teacher encourages you to participate in extracurricular activities.
266 responses
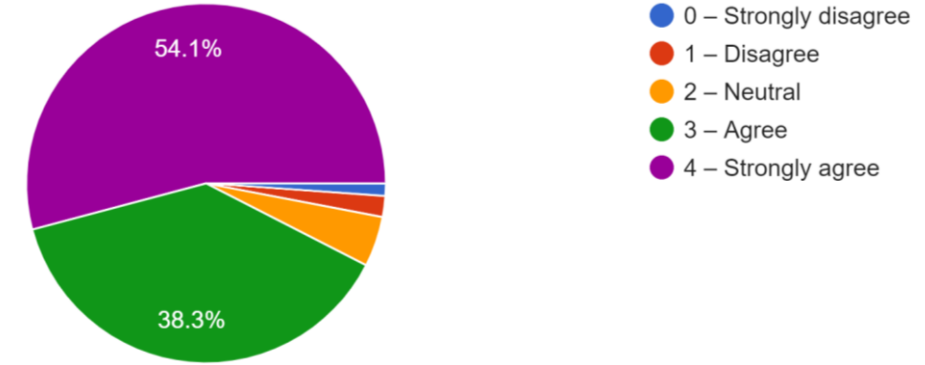


- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

54.1%
38.3%

## Efforts are made by the teacher to inculcate soft skills, life skills and employability skills to make you ready for the world of work.
266 responses



- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

50.8%
41.4%
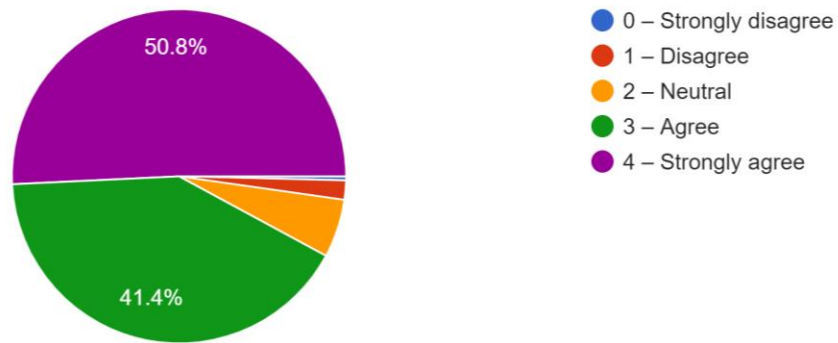
## The teacher use ICT tools such as LCD projector, Multimedia, etc. while teaching.
267 responses
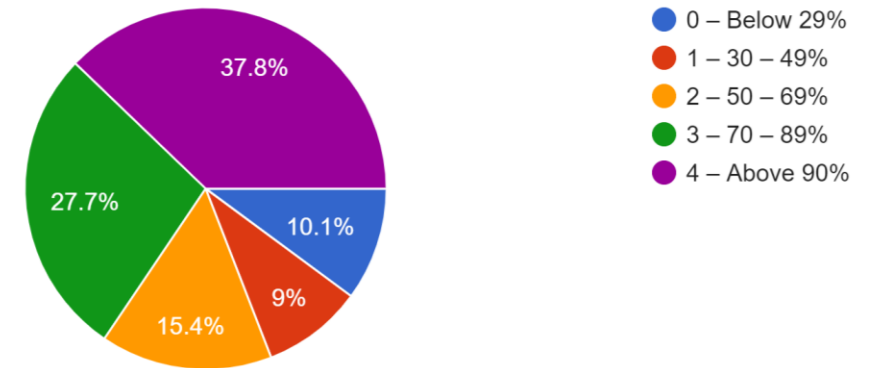


- 0 – Below 29%
- 1 – 30 – 49%
- 2 – 50 – 69%
- 3 – 70 – 89%
- 4 – Above 90%

37.8%
27.7%
10.1%
9%
15.4%

## The teacher encourages participation and discussion in class. (Teacher-Student, Student-Student)

267 responses



- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

56.6%

6%

36.7%
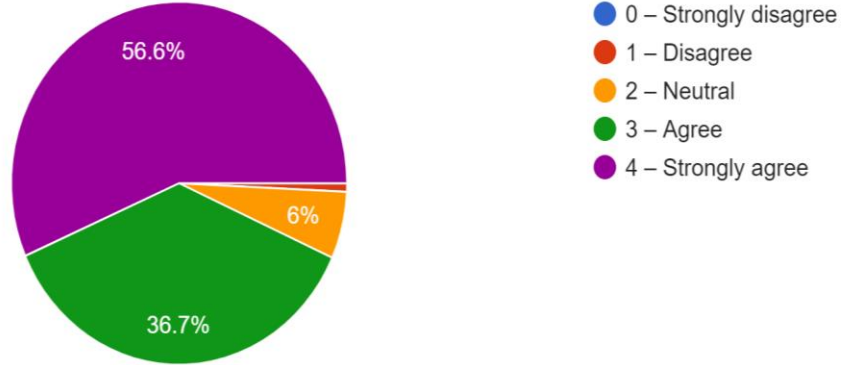
## The teacher pays attention to academically weaker students as well.

266 responses



- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

54.1%

39.1%
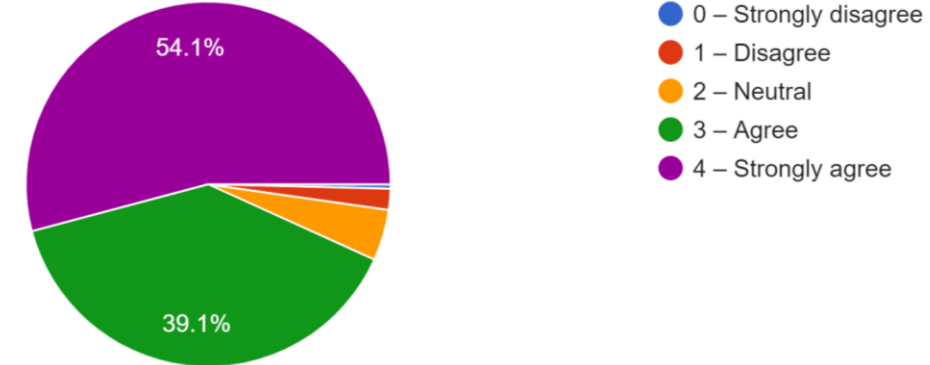
## The  teacher is punctual (Takes classes regularly)

267 responses



- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

67%

27.3%
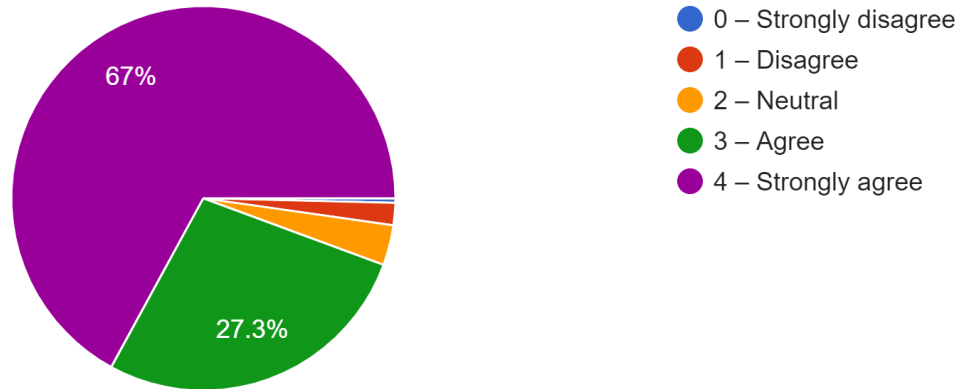
## The teacher shows respect towards the students and encourages class participation.

267 responses



- 0 – Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

59.2%

36.7%
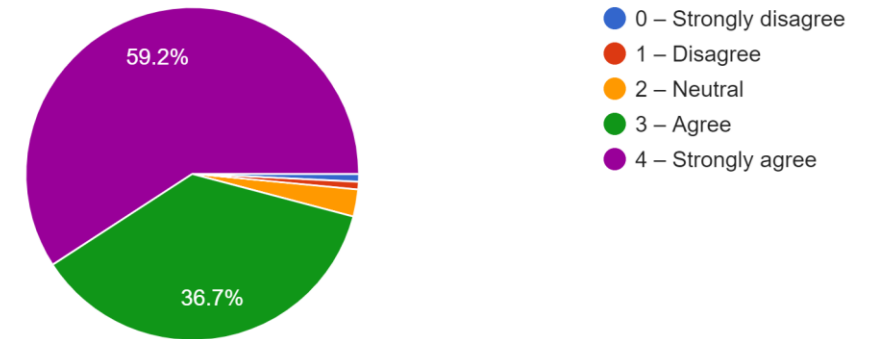
# COLLEGE INFRASTRUCTURE

## Sports facility in college
280 responses



- 0- Below Average
- 1- Average
- 2- Good
- 3 - Very Good
- 4 - Excellent

33.6%
32.5%
28.2%
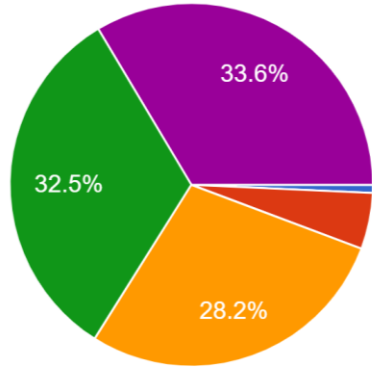
## Medical facility in college
275 responses



- 0- Below Average
- 1- Average
- 2- Good
- 3 - Very Good
- 4 - Excellent

26.9%
18.5%
32.7%
17.8%
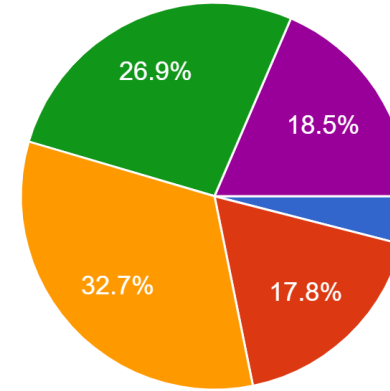
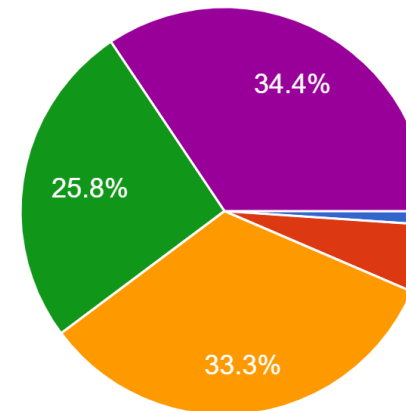## Internet facility in college
278 responses



- 0- Below Average
- 1- Average
- 2- Good
- 3 - Very Good
- 4 - Excellent

22.3%
18.7%
33.8%
14.7%
10.4%
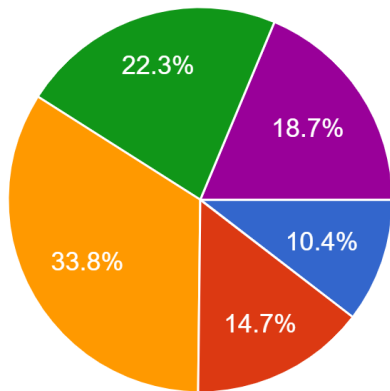
## Extra-curricular activities in college
279 responses



- 0- Below Average
- 1- Average
- 2- Good
- 3 - Very Good
- 4 - Excellent

34.4%
25.8%
33.3%

## Canteen facility in college
268 responses



- 0- Below Average
- 1- Average
- 2- Good
- 3 - Very Good
- 4 - Excellent

7.5%
14.6%
27.6%
23.9%
26.5%
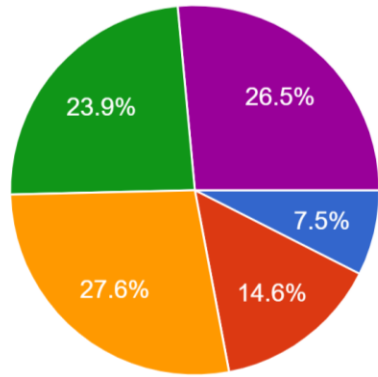
## Toilets/washrooms are hygienic and properly maintained
280 responses



- 0- Strongly disagree
- 1- Disagree
- 2 - Satisfactory
- 3 - Agree
- 4 - Strongly Agree

10.4%
14.6%
18.6%
32.1%
24.3%
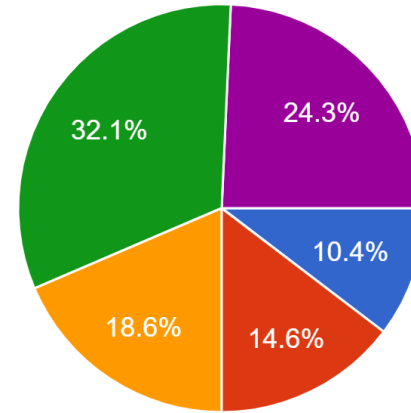
## Availability of clean drinking water in college
277 responses



- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

39%
45.1%
11.6%
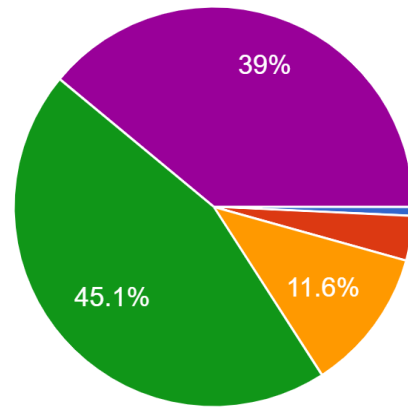
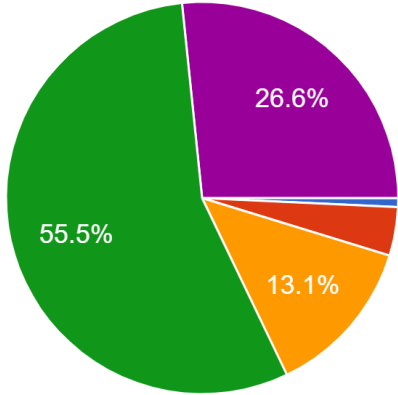## Grievances/problems are redressed/resolved well in time.
279 responses



- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

21.9%
53.8%
18.6%
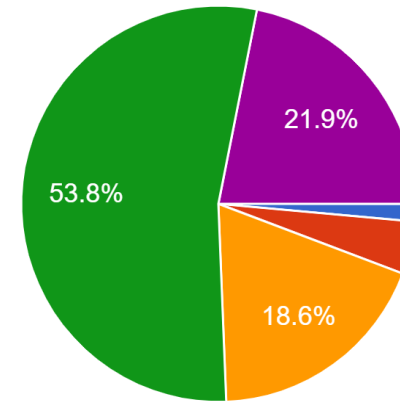
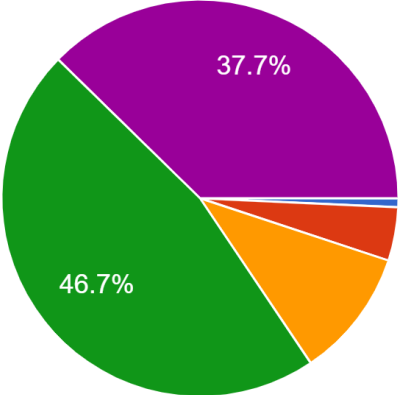## The building/classrooms are accessible to differently-abled persons.
274 responses



Legend:
- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

Values shown: 26.6%, 55.5%, 13.1%

## Classrooms are clean and well maintained
276 responses



Legend:
- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

Values shown: 37.7%, 46.7%

## Availability of prescribed books/reading materials.
278 responses



Legend:
- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

Values shown: 44.2%, 9%, 45%
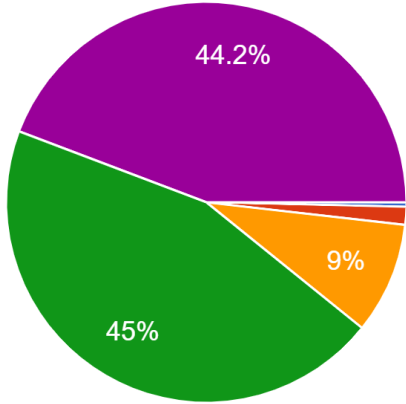
## Availability of reading room and common room in college building.
280 responses



Legend:
- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

Values shown: 37.9%, 50.4%
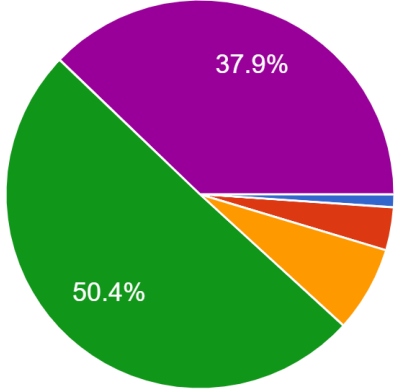
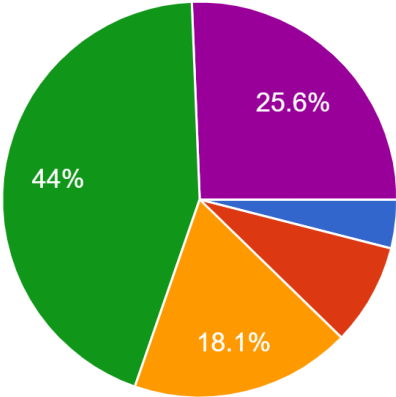## Library staff is cooperative and helpful.
278 responses



- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

47.5%
7.9%
43.5%
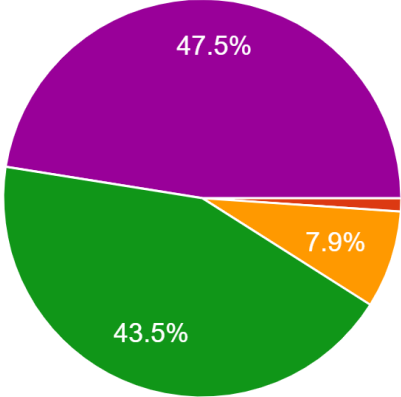
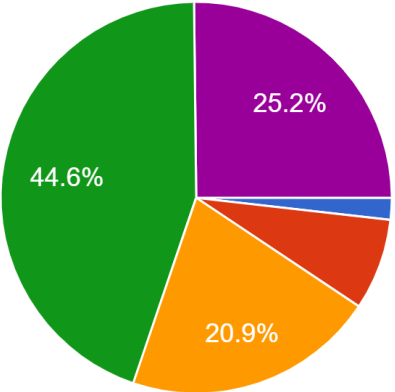## Library is having Xerox facility for the students.
277 responses



- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

25.6%
44%
18.1%

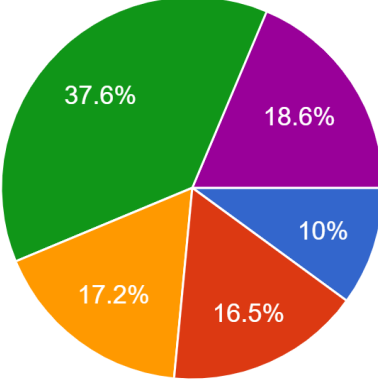## Availability and accessibility of online educational resources in college.
278 responses



- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

25.2%
44.6%
20.9%
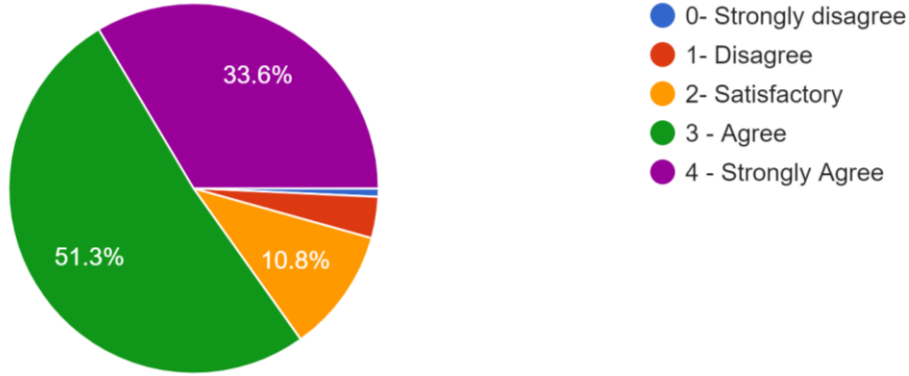
## The college is having good transport facility.
279 responses



- 0- Strongly disagree
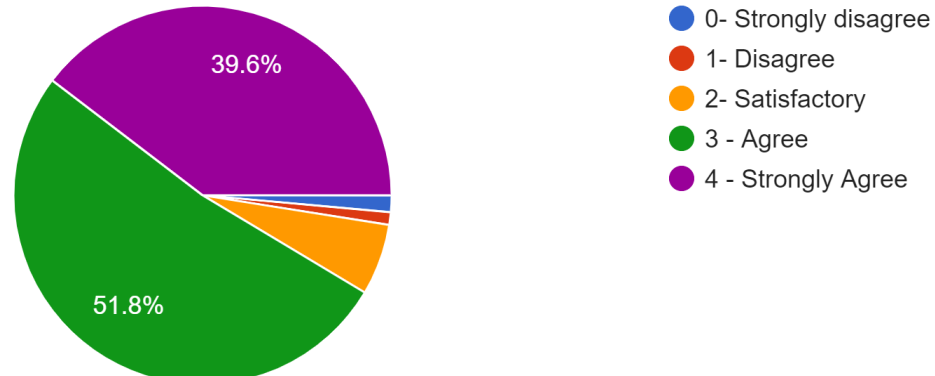- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

37.6%
18.6%
10%
16.5%
17.2%

## Non-teaching staff of the college are cooperative and helpful.

277 responses



- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

33.6%

51.3%

10.8%

## Way of cataloging and arrangement of books in the Library is helpful

280 responses



- 0- Strongly disagree
- 1- Disagree
- 2- Satisfactory
- 3 - Agree
- 4 - Strongly Agree

39.6%

51.8%

## What areas of infrastructure, do you think need to be improved?

274 responses



| | |
|---|---|
| Computer Lab | 38 (13.9%) |
| Library | 27 (9.9%) |
| Classrooms | 47 (17.2%) |
| Canteen | 75 (27.4%) |
| Playground | 40 (14.6%) |
| Washrooms | 129 (47.1%) |
| internet Facility | 77 (28.1%) |