

Government Bilasa Girls' P.G.College Blaspur (C.G.)



A Report on Student Satisfaction Survey
Session: 2021-2022



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INTRODUCTION

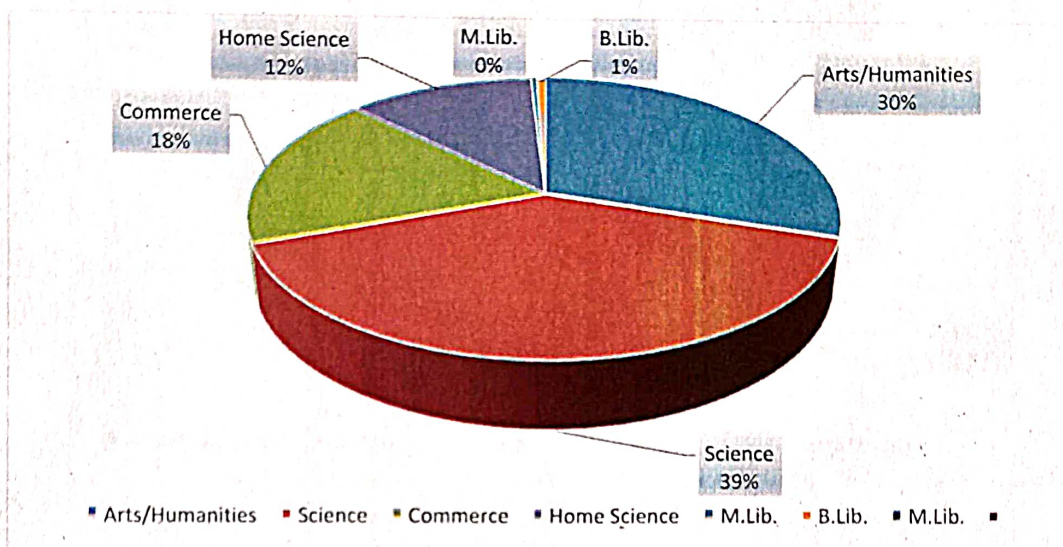
Any institution's name and fame rest on the quality of students it is preparing, as the students are the real treasure not only for the respective institution but for the country too. It is the responsibility of the institute to provide complete satisfaction to the students not only regarding teaching but also regarding other facilities and environment in which they have to spend their time so that their dreams can actually be converted into reality.

Student satisfaction survey is a step towards this direction. With this purpose a survey was conducted regarding Teaching – Learning and Evaluation, infrastructure, facilities in college, and hostel etc. which will help to upgrade the quality in higher education. The college circulated the questionnaire to all admitted students for the session 2021-22 i.e. 4912 students. Out of these, 1756 students i.e. 35.74% of the total strength responded with their feedbacks and gave their suggestions regarding teaching learning process, infrastructure and other parameters for the college and hostel. Their responses regarding the same were analyzed by the committee and are listed in the report. The necessary actions were taken by the college. The questionnaire is attached as annexure to this report.



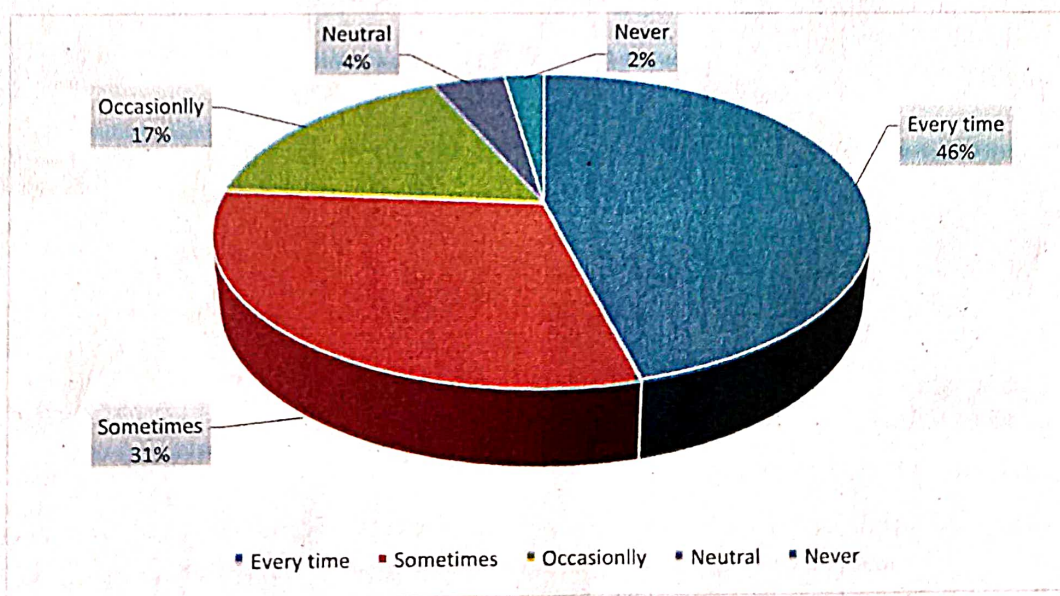
**Student Satisfaction Survey (SSS) on Overall Institutional Performance
(Questions and responses received)**

1. What program are you pursuing now? *



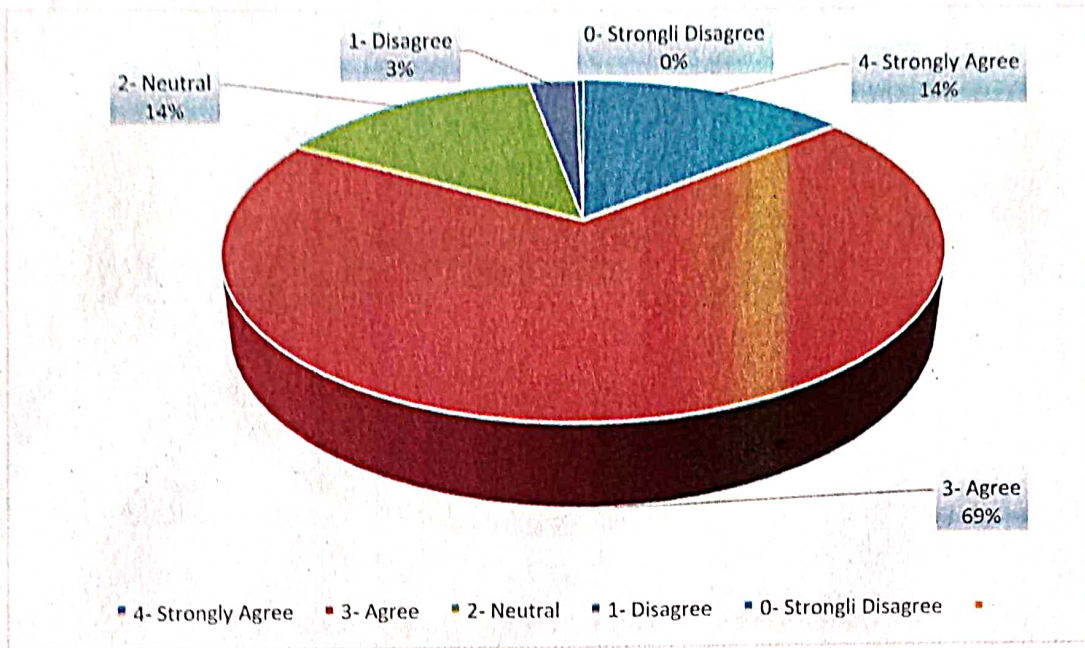
Arts/Humanities	Science	Commerce	Home Science	M.Lib.	B.Lib.	Total
492	652	296	200	06	10	1756

2. Whole syllabus was covered in the class? *



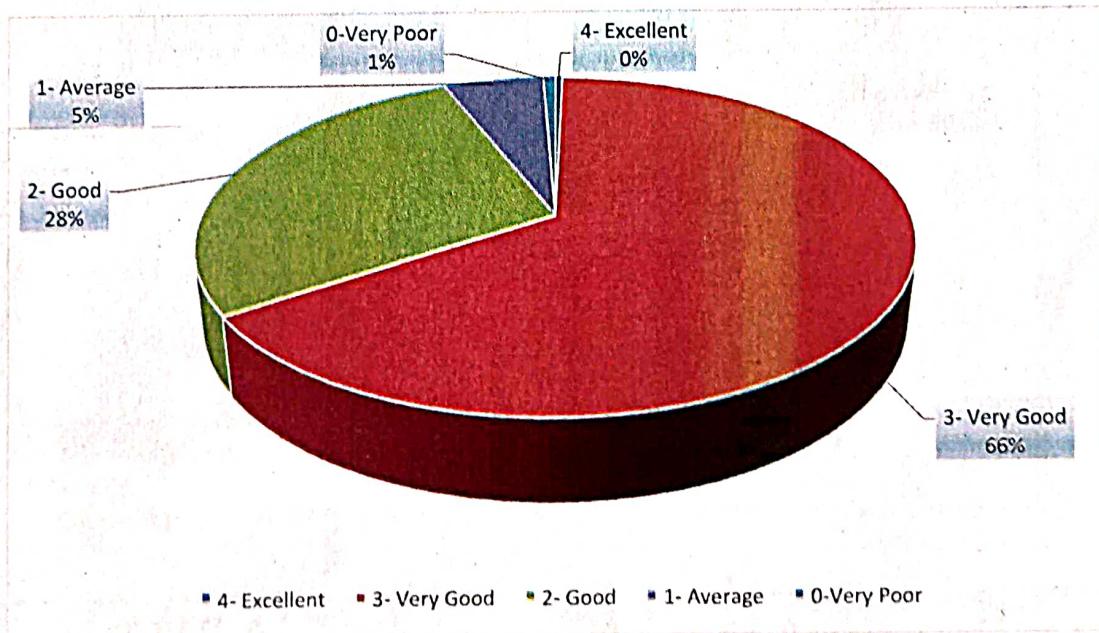
Every time-4	Sometimes-3	Occasionally-2	Neutral-1	Never-0	Total
803	432	396	84	41	1756

3. Is the curriculum to your field of study is relevant?



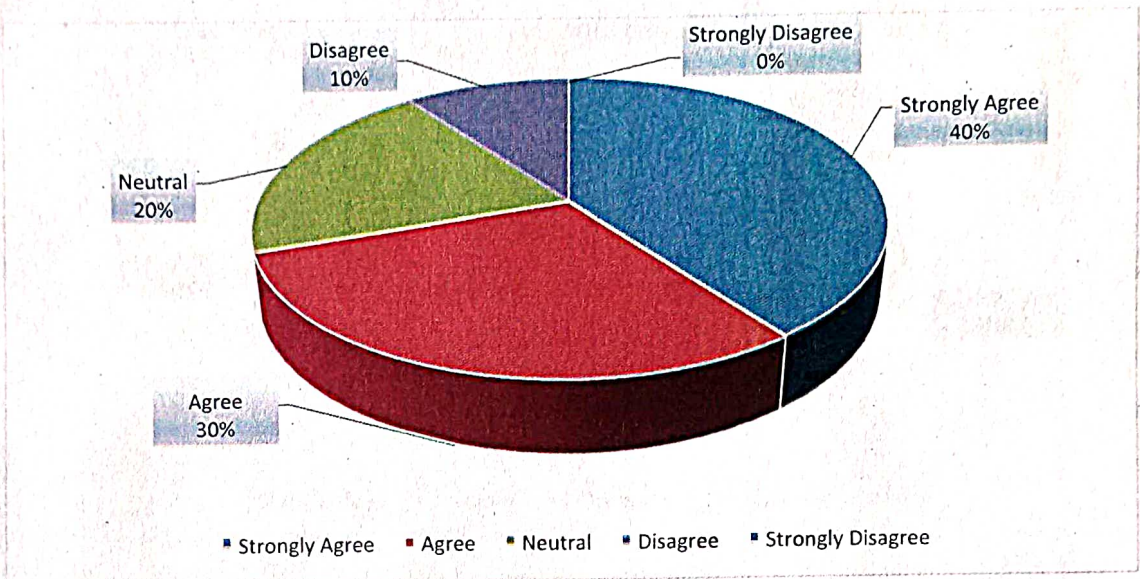
Strongly agree-4	Agree-3	Neutral-2	Disagree-1	Strongly Disagree-0	Total
192	916	187	34	5	1756

4. The teacher's approach to teaching can best be described as?



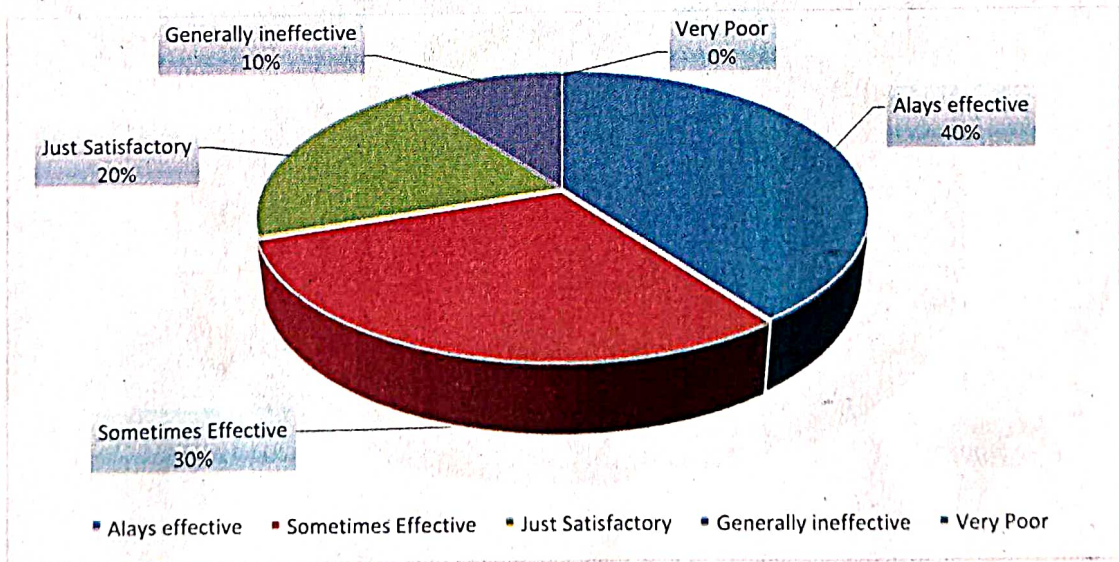
Excellent-4	Very Good-3	Good-2	Average-1	Poor-0	Total
692	700	300	57	7	1756

5.



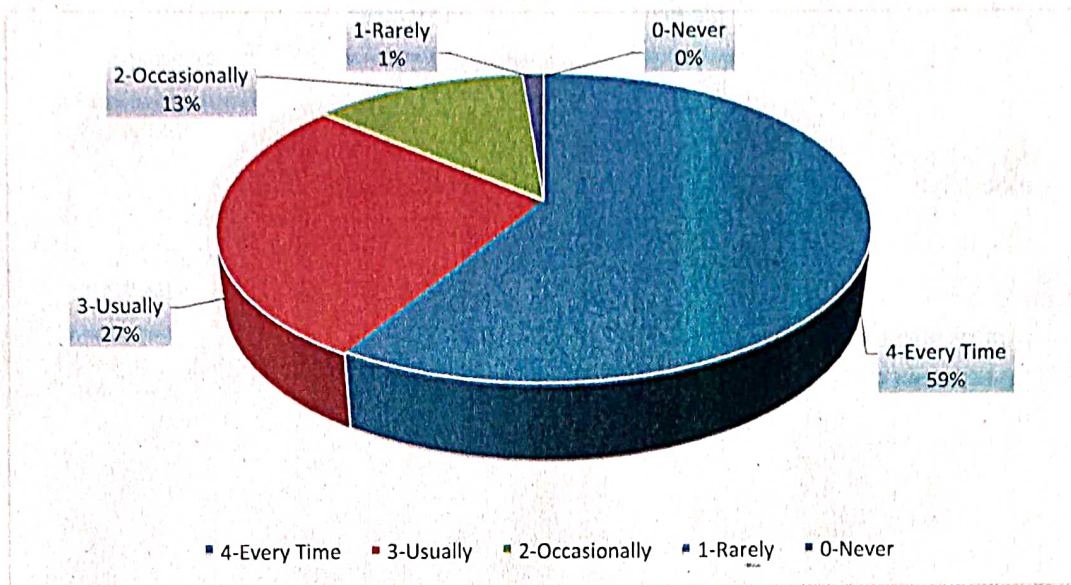
Strongly Agree-4	Agree-3	Neutral-2	Disagree-1	Strongly Disagree-0	Total
675	821	216	38	6	1756

6. How well do the professors/teachers teach?



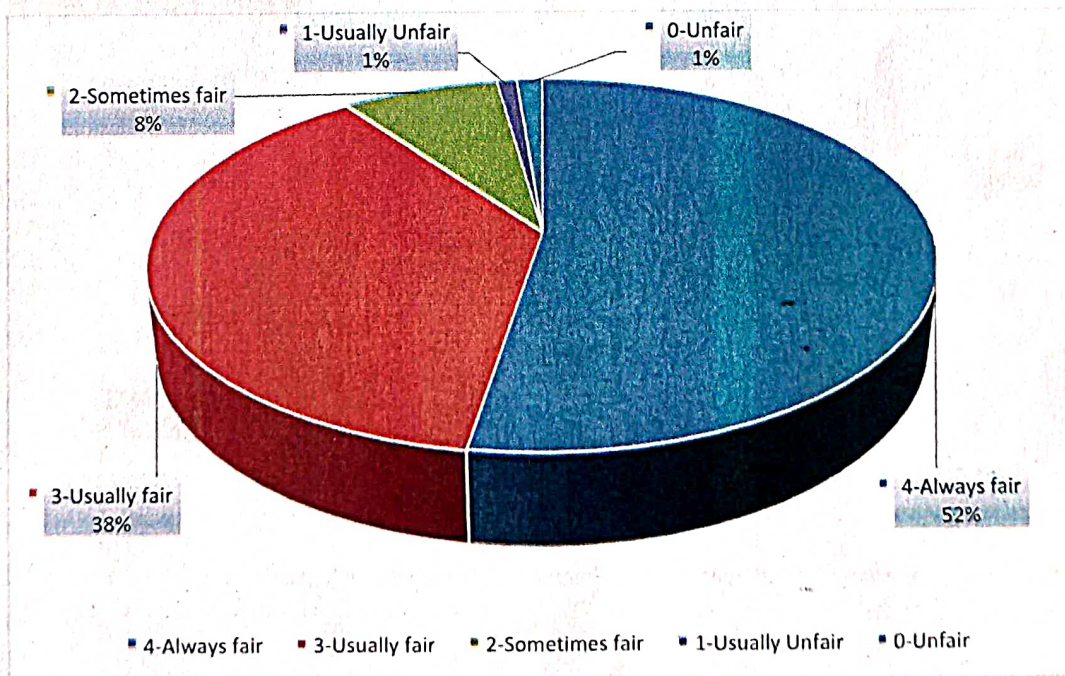
Always effective-4	Sometimes Effective-3	Just Satisfactory-2	Generally Ineffective-1	Very Poor-0	Total
1029	481	221	22	3	1756

7. The teachers illustrate through examples and applications.



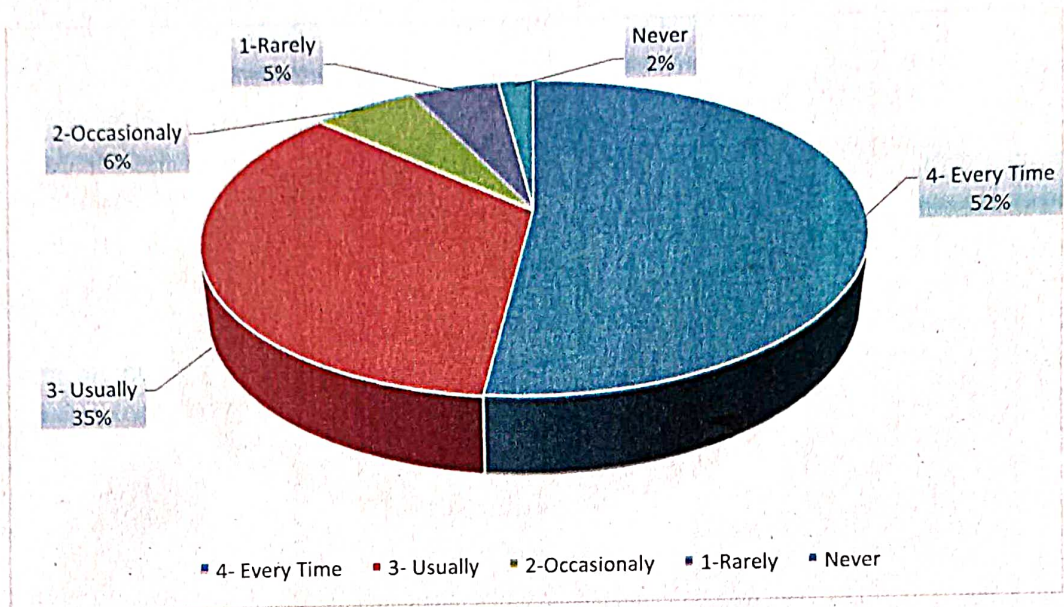
Every Time-4	Usually-3	Occasionally-2	Rarely-2	Never-1	Total
1009	551	144	42	10	1756

8. How is the course internal evaluation method by the teacher?



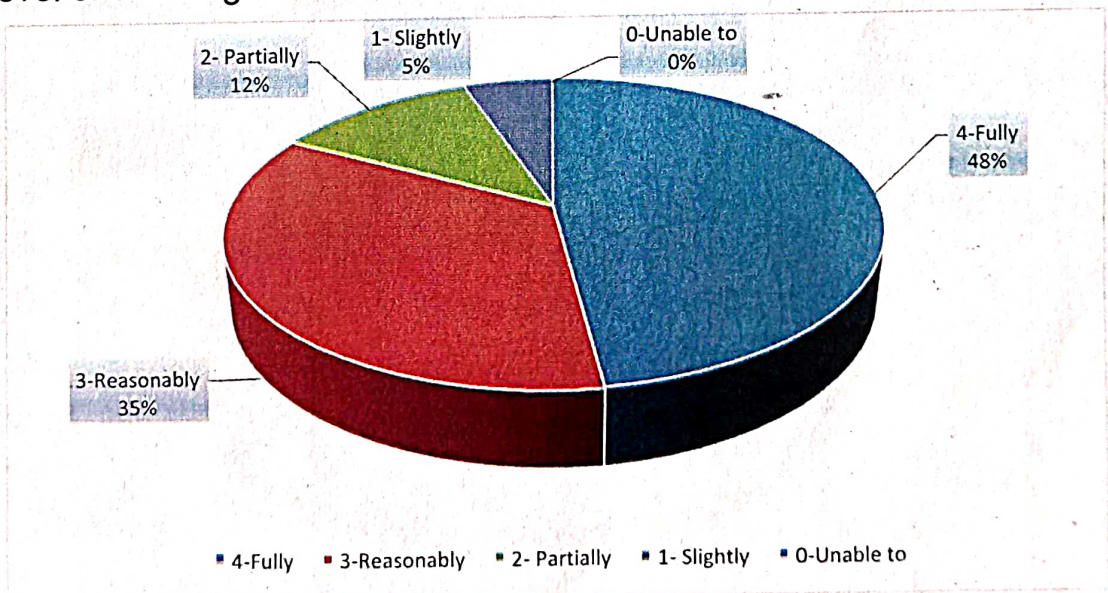
Always Fair-4	Usually Fair-3	Sometimes Unfair-2	Usually Unfair-1	Unfair-0	Total
924	661	134	17	20	1756

9. Is your performance in assignments discussed with you?



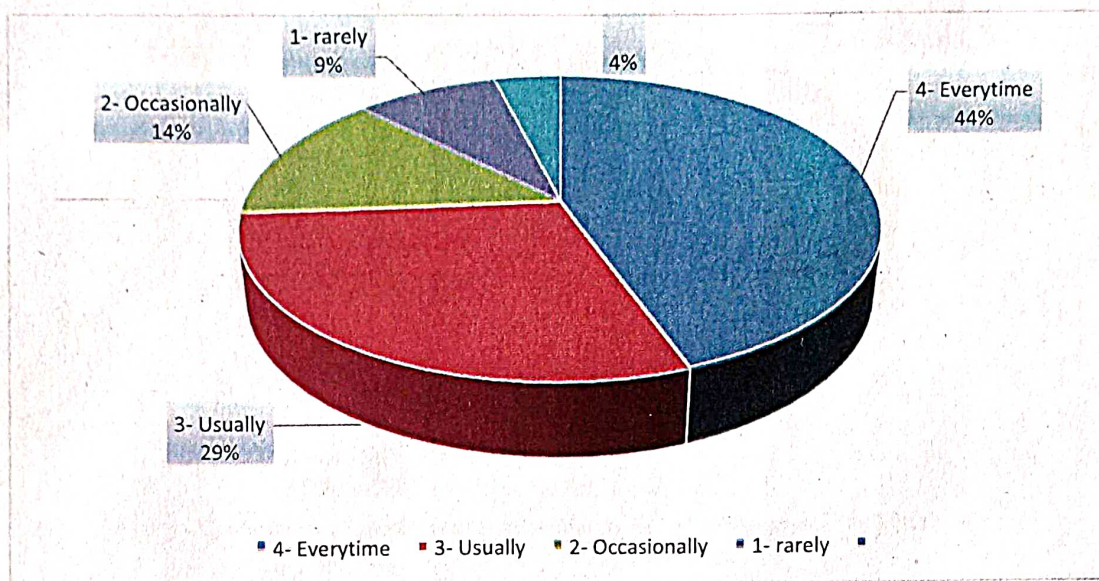
Every time-4	Usually-3	Occasionally-2	Rarely-1	Never-0	Total
912	614	106	89	35	1756

10. The teachers identify your strengths and encourage you with providing right level of challenges



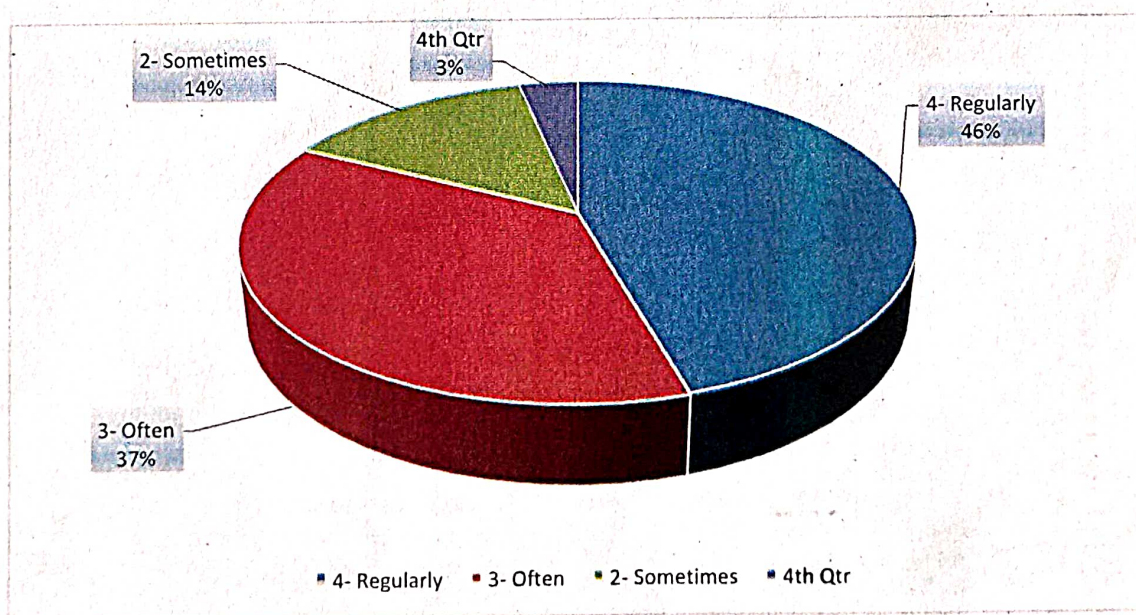
Fully-4	Reasonably-3	Partially-2	Slightly-1	Unable to-0	Total
819	601	199	89	48	1756

11. Teachers are able to identify your weaknesses and help you to overcome them

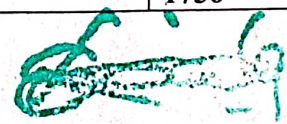


Every time-4	Usually-3	Occasionally-2	Rarely-1	Never-0	Total
790	522	241	151	71	1756

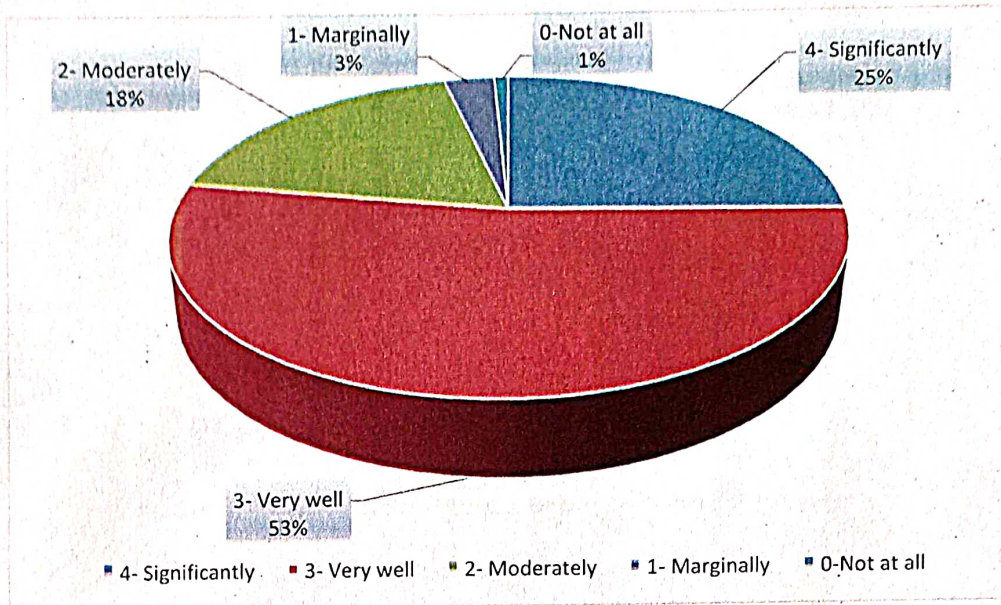
12. The institute takes active interest in promoting internship, field projects, field visit opportunities for students



Regularly-4	Often-3	Sometimes-2	Rarely-1	Never-0	Total
690	562	241	212	51	1756

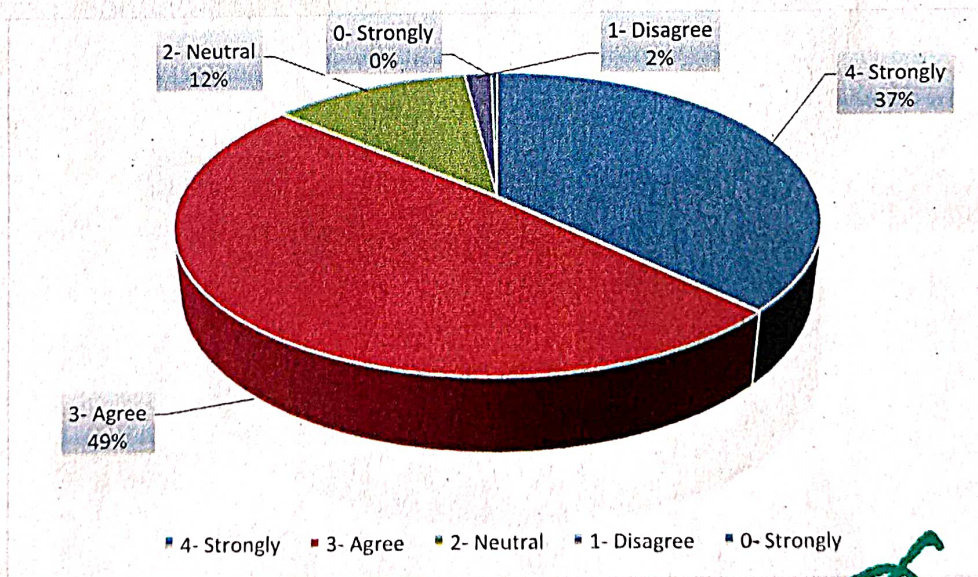


13. Does teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth



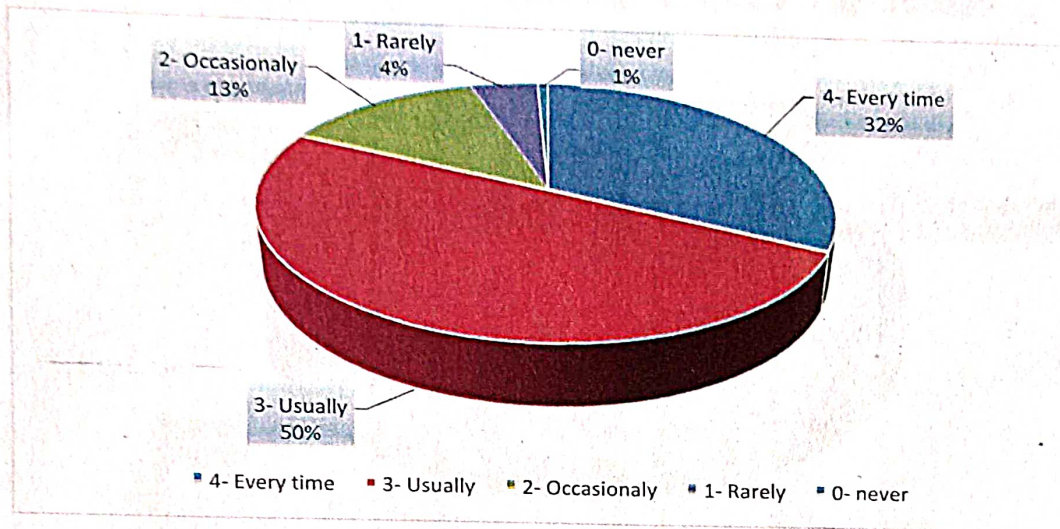
Significantly-4	Very Well-3	Moderately-2	Marginally-1	Not at all -0	Total
444	924	324	50	14	1756

14. The institution provides multiple opportunities to learn and grow



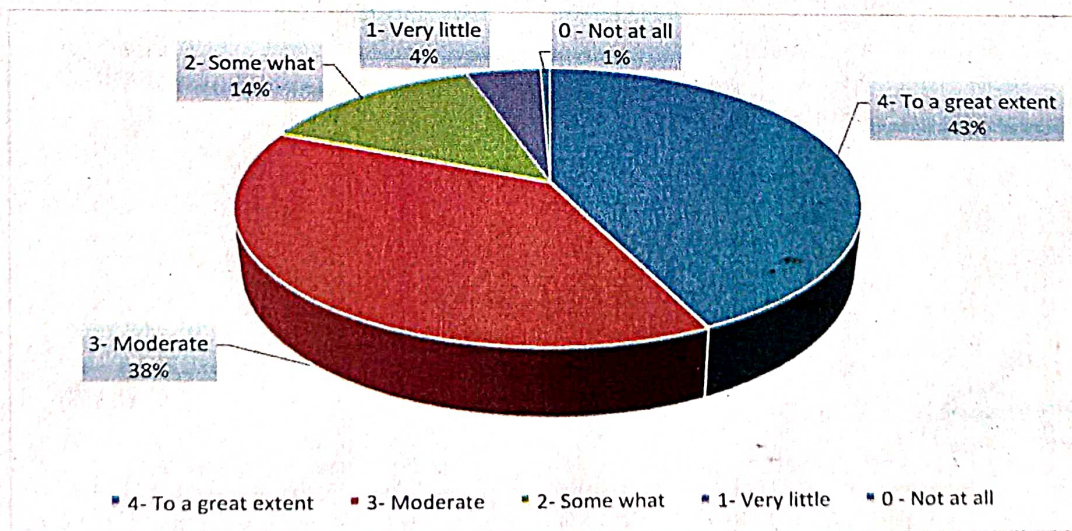
Strongly Agree-4	Agree-3	Neutral-2	Disagree-1	Strongly disagree -0	Total
655	861	206	28	06	1756

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



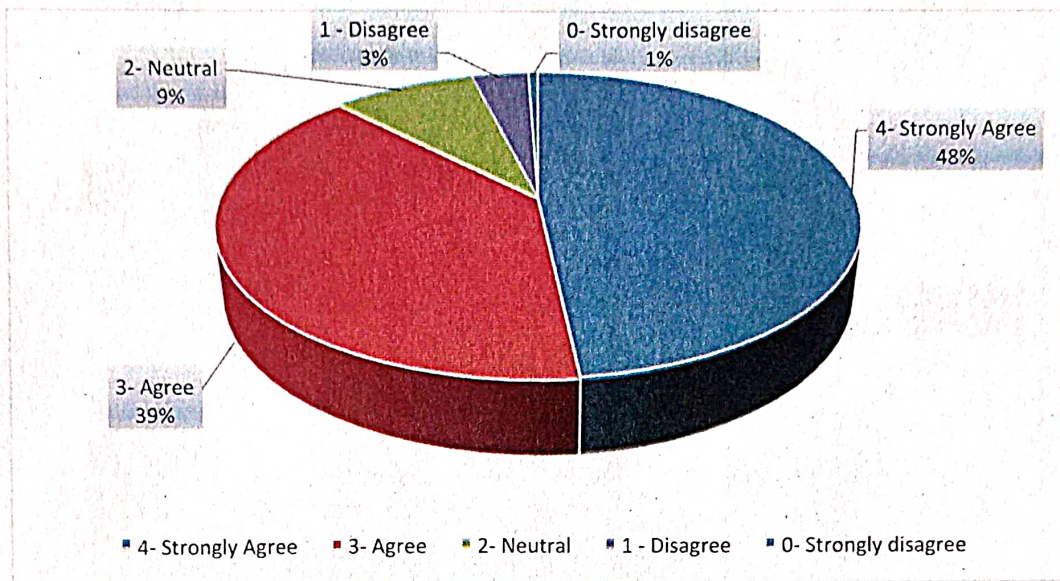
Every time-4	Usually-3	Occasionally-2	Rarely-1	Never -0	Total
555	875	236	78	12	1756

16. The institute/ teachers use student centric methods, such as experiential - learning, participative learning and problem -solving methodologies for enhancing learning experiences



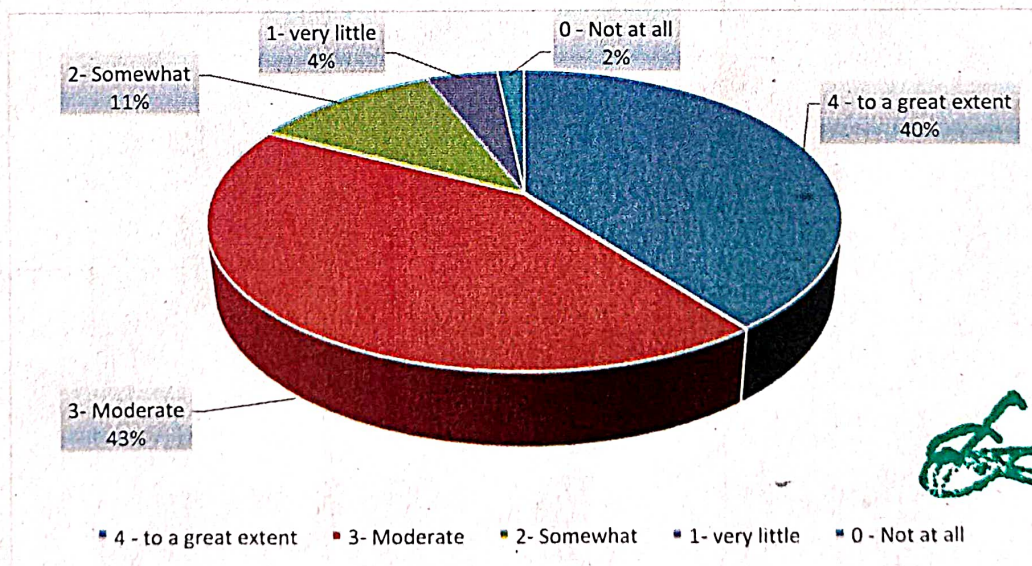
To a great Extent-4	Moderate-3	Somewhat-2	Very little-1	Not at all -0	Total
755	670	241	80	10	1756

17. The institution makes effort to engage students in the monitoring, review, and continuous quality improvement of the teaching learning process



Strongly Agree-4	Agree-3	Neutral-2	Disagree-1	Strongly Disagree -0	Total
835	695	151	60	10	1756

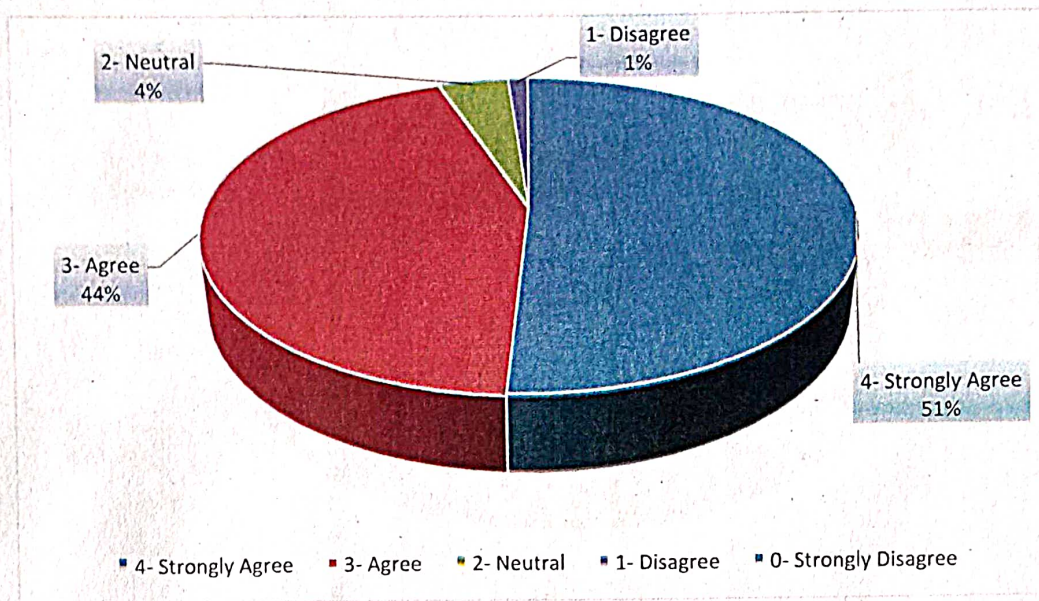
18. Efforts are made by the institute/ teachers to inculcate soft skills, lifeskills and employability skills to make you ready for the world of work



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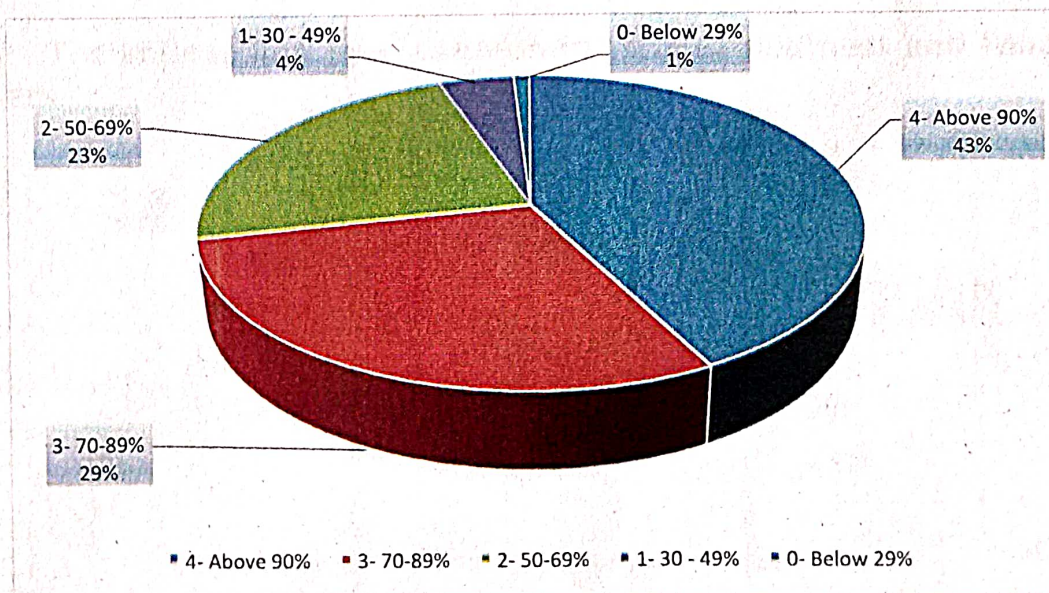
To a Great Extent-4	Moderate-3	Somewhat-2	Very little-1	Not at all -0	Total
735	695	211	80	30	1756

19. Teachers encourage you to participate in extracurricular activities



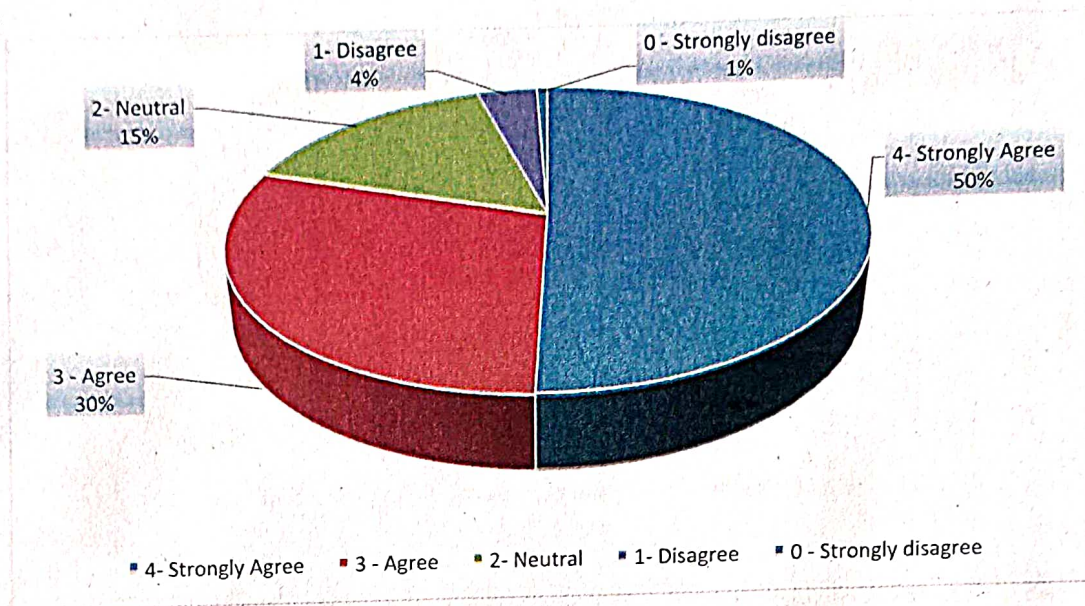
Strongly Agree-4	Agree-3	Neutral-2	Disagree-1	Strongly Disagree -0	Total
889	765	71	20	11	1756

20. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching



Above 90%-4	70-89%-3	50-69%-2	30-49%-1	Below 29% -0	Total
556	611	480	90	19	1756

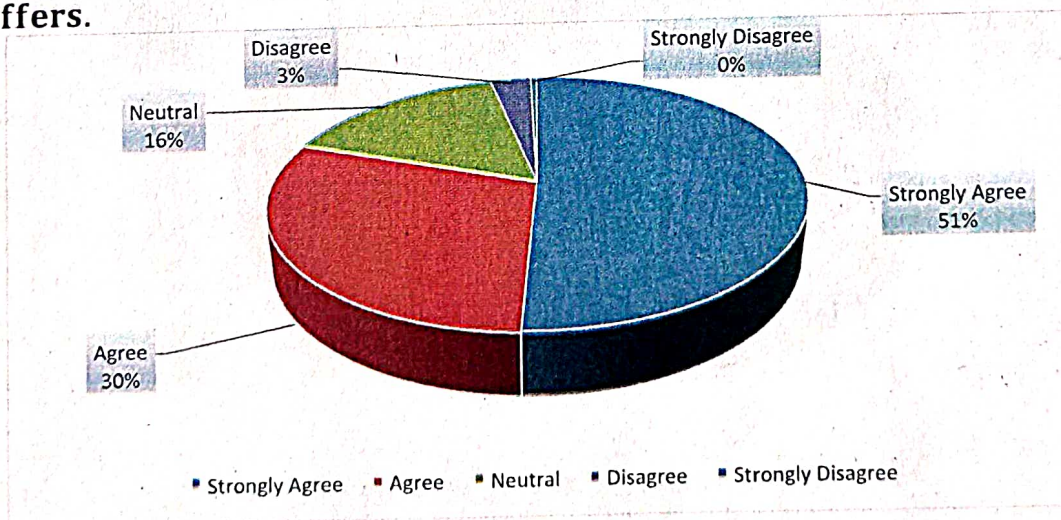
21. The overall quality of teaching-learning process in your institute is very good.



Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
887	525	271	62	11	1756

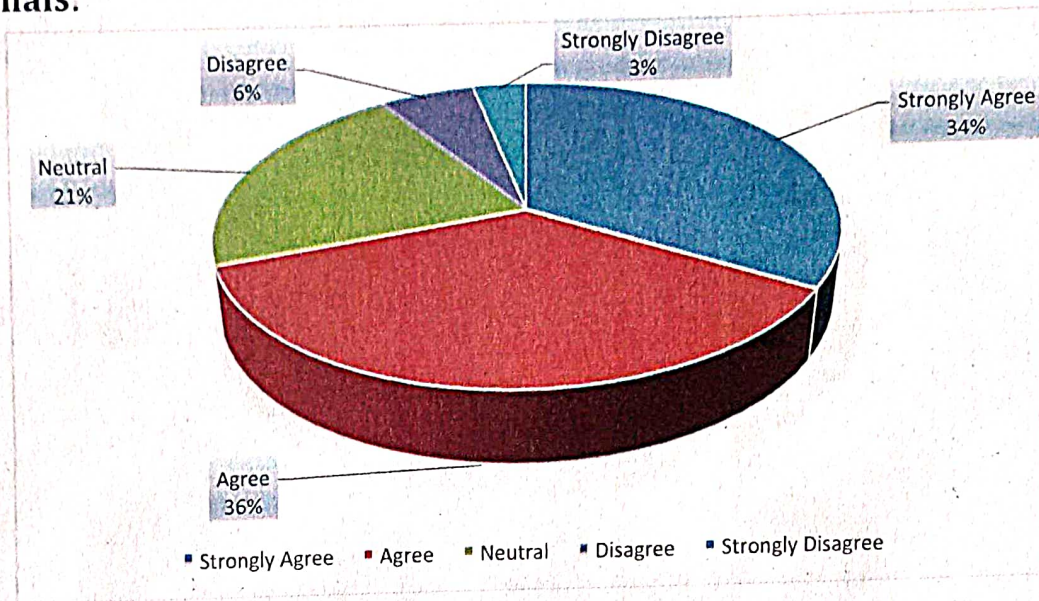
22. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

23. The college has good canteen in term of neatness and food it offers.



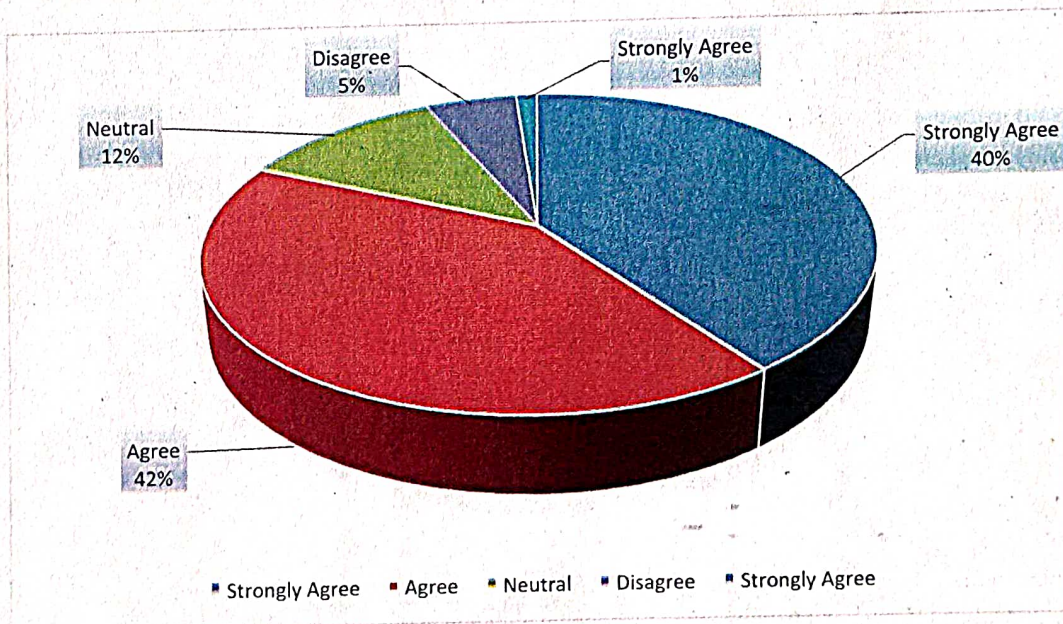
Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
897	530	281	51	07	1756

24. College library is fully equipped with sufficient books and journals.



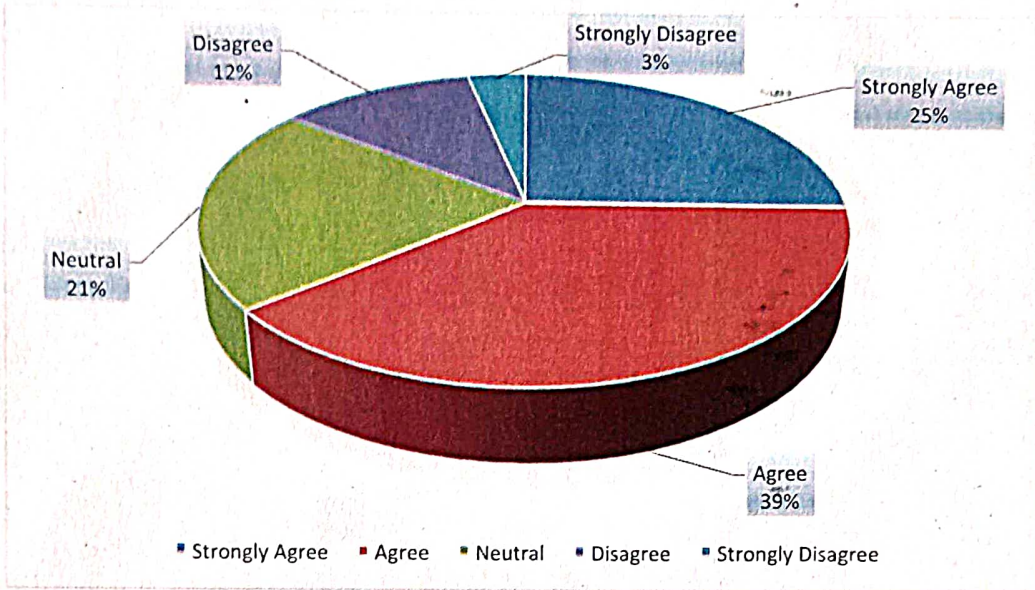
Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
597	630	371	101	57	1756

25. Apart from curricular, college provides excellent exposure in terms of various other Activities.



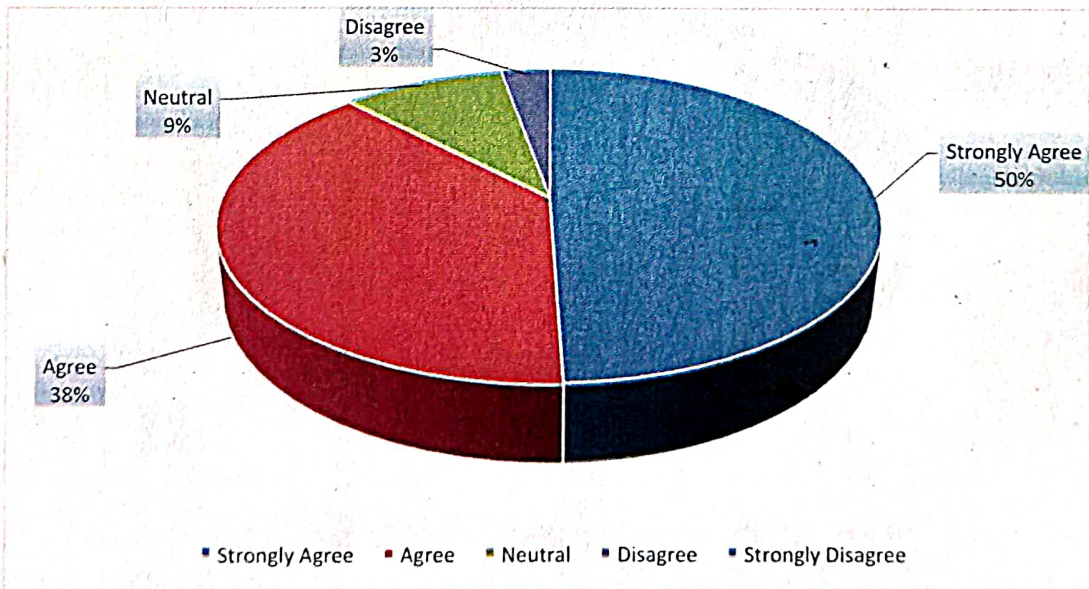
Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
707	737	200	91	21	1756

26. Adequate and clean facilities are available regarding washrooms.



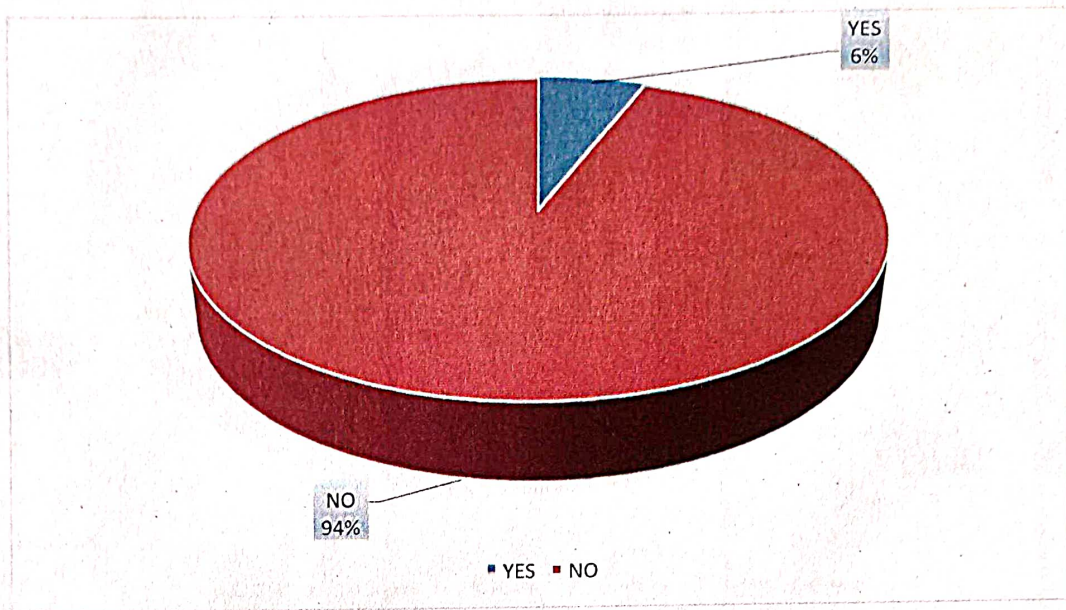
Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
442	678	374	202	60	1756

27. Safe and continuous supply of drinking water is available in college.



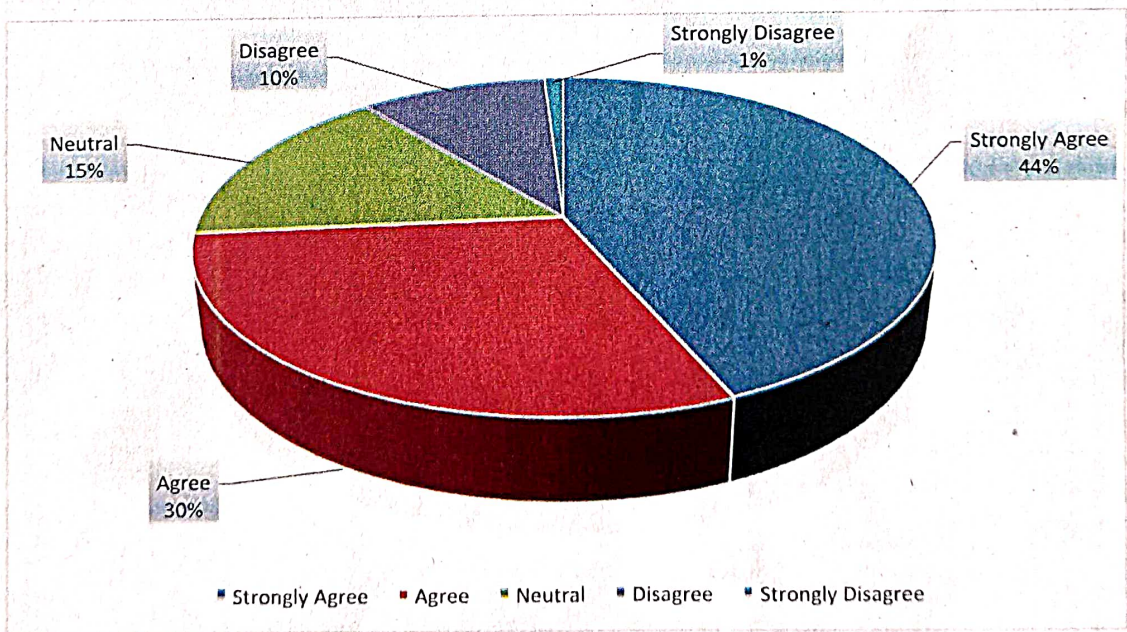
Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
862	668	164	50	12	1756

28. Are you residing in the College hostel?



Yes	No	Total
103	1653	1756

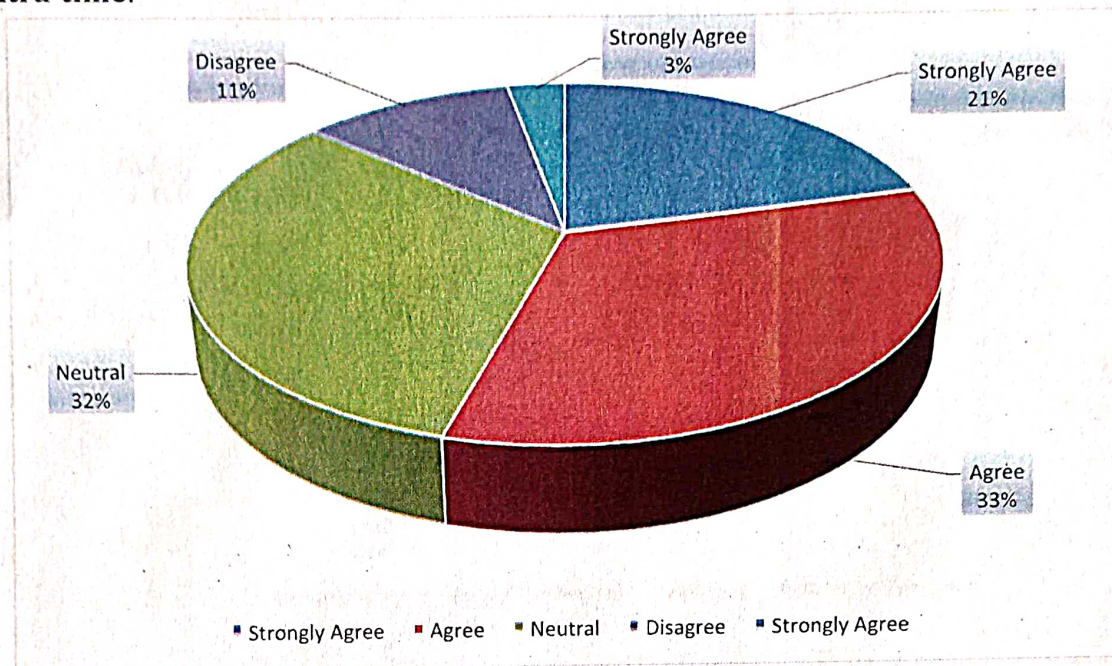
29. 1. Rooms and surroundings are clean and well maintained.



Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
45	31	16	10	01	103

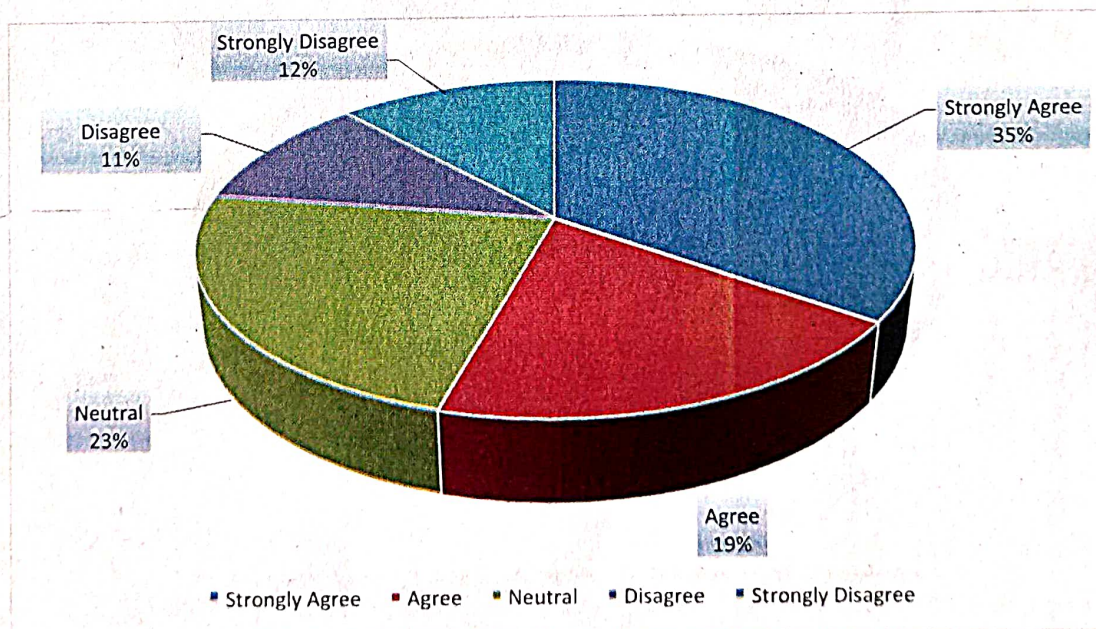
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30. 2. Sufficient activities are conducted to keep students engaged in their extra time.



Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
22	34	33	11	03	103

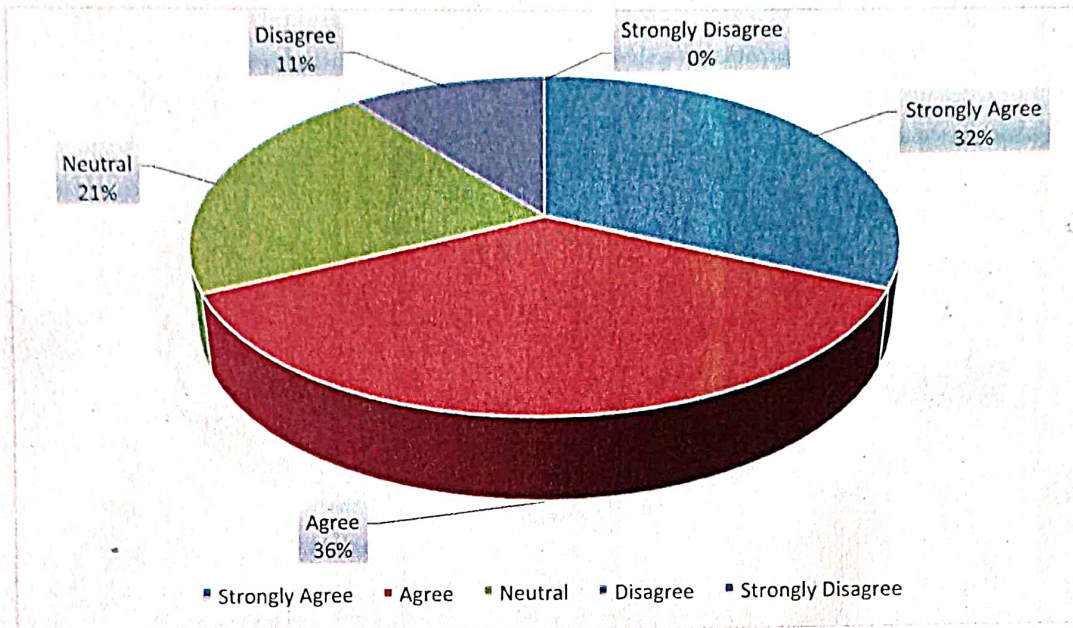
31. 3. Emotional well being of students are well taken care of.



22

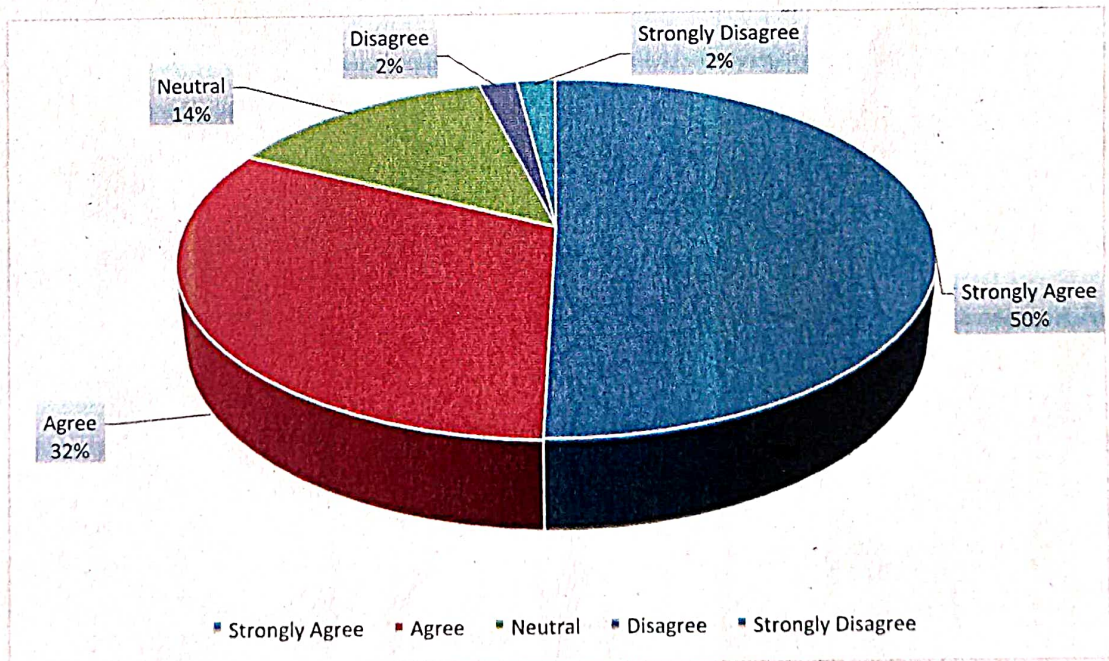
Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
36	20	24	11	12	103

32. 4. Adequate medical facilities are timely available in the hostel.



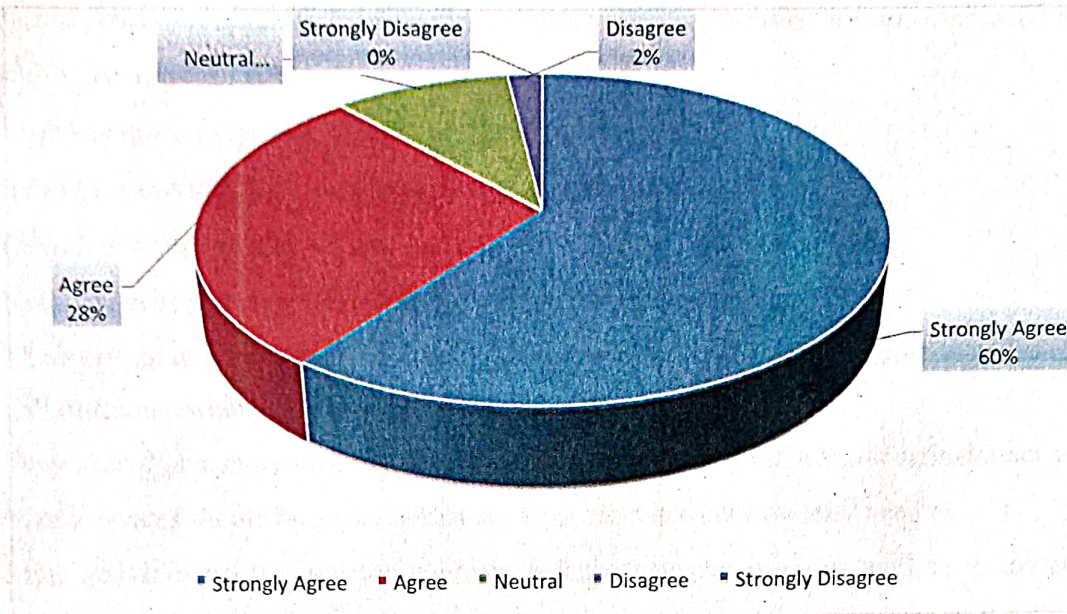
Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
33	37	22	11	00	103

33. 5. Safe and continuous supply of drinking water is available in hostel.



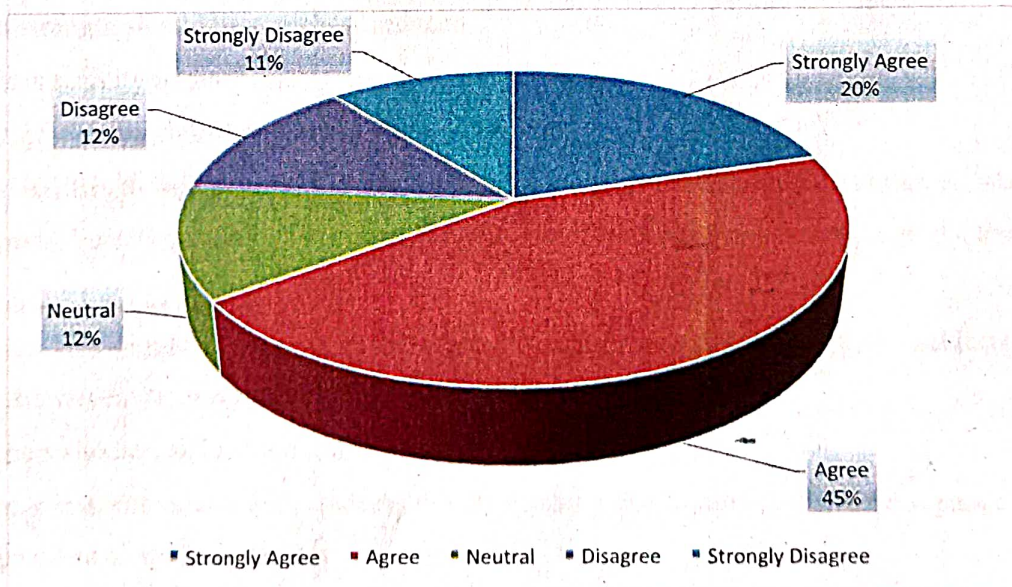
Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
52	33	14	02	02	103

34. 6. Mess is clean, well maintained and provides hygienic food.



Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
62	29	10	02	00	103

35. 7. Connectivity and availability of internet facilities.



Strongly Agree -4	Agree- 3	Neutral -2	Disagree - 1	Strongly disagree -0	Total
21	46	12	13	11	103

SOME OBSERVATIONS / SUGGESTIONS OF STUDENTS REGARDING TEACHING -LEARNING

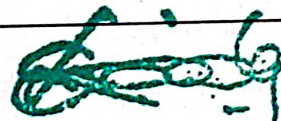
- In my institution...Our teachers always encourage us to participate in extra -curricular activities
- More illustrative examples could be given.
- Can't say much for online but offline teaching was excellent in college.
- It can be much better if it is more practical than theoretical.
- Overall it is very good.
- Nothing needs improvement. College is doing good efforts.
- There are not any suggestions currently because we are studying from home so if there are any it will be known when it is properly conducted offline in college itself.
- They should give more time to students of science to participate in extracurricular activities.
- Video lectures should be given so that students can see whenever they need to.
- More activities, so that we can maintain balance between study as well as in extracurricular activities.
- More emphasis on skill- based learning & promoting entrepreneurial skills.
- Online methods should be used more appropriately and syllabus to be slowly covered.
- Classes should be more interactive.
- Educational one day trips should be arranged for students regularly.
- Teachers give their best efforts in the teaching.
- Class strength should be somehow reduced.
- There is scarcity of teachers.
- Extra groups/tutorials/doubt session should be held.
- Opportunities to visit research centers, to indulge students from science field into extracurricular activities. Teachers should focus on personality development of students from respective fields
- Use of more smart classes.
- The teachers should adopt modern approach to teach the students not only the subjects but also help the student to grasp the real knowledge
- Teachers should conduct one test in a week
- There is less interaction with students during teaching due to more syllabi. So separate sessions can be given to students for this.
- Group projects should be given so that interaction would be more. After tests answer key should be available.
- To interact with student more effectively as they are the actual base of college, make interaction more effective. So that weak students can be helped to overcome their fears and can talk freely.



- The overall learning experience of this institute is excellent.
- Continue offline classes, use projector and encourage weak students.
- Sports should be more emphasized for all streams of students.
- Teachers must educate students about the usage/application of that course in various fields for employment purpose.
- Other than concerned subjects, teachers must try to take care of personality development through debates and presentations on any topic in front of whole class by student.
- The teaching is a two way interaction. Practical are performed and explained very well by teachers but can be more interactive (during online sessions).
- Extracurricular activities for science students.
- Teachers always motivate us about our career.
- Learning was good before pandemic but during this period, we missed our practical classes and interactions which is major loss.
- Assessment test which are conducted now days in online learning should be in MCQ format with time limit rather than subjective to avoid false practices.
- More events and industrial visits should be arranged.
- Wi-Fi facility is not efficient. There is need to provide proper facility.
- Reduce attendance pressure on students.

STEPS TAKEN ON THE BASIS OF STUDENTS' OBSERVATIONS REGARDING TEACHING-LEARNING

- ☐ Whats-app group of students were created so that they could attend online classes on common platform. Faculty also used group/ google meet platform to manage their classes, attendance, tests and assignments etc.
- ☐ Internet bandwidth has been increased in the college for smooth conduct of online classes as well as for students use.
- ☐ As students were not able to use library facility physically due to COVID scenario, college library created and maintained a blog where students can access online books, journals, previous question papers and other resources easily through links.
- ☐ From the students feedback it is analysed that students wish to experience more skill- based learning. At college level, the training and placement cell keeps on arranging programs like workshops, seminars, training programs to enhance the employability skills among students. However, these could not be held during COVID situation.



SOME OBSERVATIONS/SUGGESTIONS OF STUDENTS REGARDING INFRASTRUCTURE

- More cleanliness in washrooms and hygiene of washrooms to be checked regularly
- College is very well maintained
- Good quality of benches/furniture is needed
- More classrooms should be built
- Classrooms should be equipped with ACs
- Entrance of the college should be made more attractive
- Old furniture should be replaced with new one
- Cleanliness of canteen area and there should be good and healthy food with more options
- Canteen food should be improved and more variety should be added
- Sports ground should be used more often for other activities other than sports
- Tackle dog menace in college
- Electricity backup/ generator is required
- Computer classes for all streams should be there
- Satisfactory infrastructure is there in our college but number of fans should be increased in every room
- More building should be made to have separate departments
- More lights to be installed in classrooms

STEPS TAKEN ON THE BASIS OF STUDENTS' OBSERVATIONS REGARDING INFRASTRUCTURE

- Common room highly desired by most of the students has been already planned.
 - Regarding cleanliness of canteen and provision of good and healthy food, college ensures frequent checks and changes in menu of canteen food.
 - Washrooms on all floors have been fully renovated.
-




SOME OBSERVATIONS / SUGGESTIONS OF STUDENTS REGARDING HOSTEL FACILITIES

- More hostel staff is required.
- Hostel students should be allowed more outings.
- There should be proper coolers in each student room.
- Hostel rooms are very small.
- Guest room is required for parents in hostel.
- Collective games should be arranged in hostel.
- Electricity generator/backup of electricity is required.
- Number of sources of entertainment and fun should be increased.
- Wi-Fi facility is not efficient. There is need to provide proper facility.
- Hostel mess should be renovated.

STEPS TAKEN ON THE BASIS OF STUDENTS OBSERVATIONS REGARDING HOSTEL FACILITIES

- All rooms and washrooms in existing hostel have been fully renovated with new chaukhats (door frames), termite treatment and mesh windows.
- Hostel facilities have been improved considerably. Hostel mess has been fully renovated and new furniture has been placed. As far as variety in food is concerned, hostel mess follows cyclic menu to provide balanced diet to hostel students. 24X7 internet facility has been made available for hostel students. Hostel welfare committee keeps frequent checks on quality of foods, infrastructure maintenance and also handles various issues of hostel students.



ANNEXURE (Sample Questionnaire)
Government Bilasa Girls' P.G.College Bilaspur (C.G.)
Student Satisfaction Survey

Guidelines for Students

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her sincere effort and thought. Her identity will not be revealed.

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 20 is student's opportunity to give suggestions or improvements; she can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

* Required

1. **Name ***

2. **Class ***

3. **Roll No. ***

4. **Email ***

5. **Mobile No. ***



1. What program are you pursuing now? *

Mark only one oval.

- Bachelor's
- Master's
- PG Diploma
- Diploma

2. Whole syllabus was covered in the class? *

Mark only one oval.

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

3. Is the curriculum to your field of study is relevant?

Mark only one oval.

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



4. The teacher's approach to teaching can best be described as?

Mark only one oval.

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

5. Are the teachers proficient enough?

Mark only one oval.

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

6. How well do the professors/teachers teach?

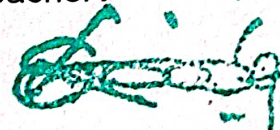
Mark only one oval.

- 4 - Always effective
- 3 - Sometimes effective
- 2 - Just satisfactory
- 1 - Generally ineffective
- 0 - Very poor

7. How is the course internal evaluation method by the teacher?

Mark only one oval.

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



8. The teachers illustrate through examples and applications.

Mark only one oval.

4 - Every time

3 - Usually

2 - Occasionally

1 - Rarely

0 - Never

9. Is your performance in assignments discussed with you?

Mark only one oval.

4 - Every time

3 - Usually

2 - Occasionally

1 - Rarely

0 - Never

10. The teachers identify your strengths and encourage you with providing right level of challenges. *

Mark only one oval.

4 - Fully

3 - Reasonably

2 - Partially

1 - Slightly

0 - Unable to

11. Teachers are able to identify your weaknesses and help you to overcome them. *

Mark only one oval.

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

12. The institute takes active interest in promoting internship, field projects, field visit opportunities for students

Mark only one oval.

- 4 - Regularly
- 3 - Often
- 2 - Sometimes
- 1 - Rarely
- 0 - Never

13. Does teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth

Mark only one oval.

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

14. The institution provides multiple opportunities to learn and grow

Mark only one oval.

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



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

Mark only one oval.

4 - Every time

3 - Usually

2 - Occasionally

1 - Rarely

0 - Never

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. *

Mark only one oval.

4 - To a great extent

3 - Moderate

2 - Some what

1 - Very little

0 - Not at all

16 17. The institution makes effort to engage students in the monitoring, review, and continuous quality improvement of the teaching learning process

Mark only one oval.

4 - Strongly agree

3 - Agree

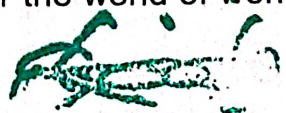
2 - Neutral

1 - Disagree

0 - Strongly disagree

16 18. Efforts are made by the institute/ teachers to inculcate soft skills, lifeskills and employability skills to make you ready for the world of work

Mark only one oval.



4 - To a great extent

3 - Moderate

2 - Some what

1 - Very little

0 - Not at all

19. Teachers encourage you to participate in extracurricular activities.

Mark only one oval.

4 - Strongly agree

3 - Agree

2 - Neutral

1 - Disagree

0 - Strongly disagree

20. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. *

Mark only one oval.

4 - Above 90%

3 - 70 - 89%

2 - 50 - 69%

1 - 30 - 49%

21. The overall quality of teaching-learning process in your institute is very good. *

Mark only one oval.

4 - Strongly agree

3 - Agree

2 - Neutral

1 - Disagree

0 - Strongly disagree

22. Give three observation / suggestions to improve the overall teaching – learning experience in your institution. *

23. The college has good canteen in term of neatness and food it offers.

Mark only one oval.

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

24. College library is fully equipped with sufficient books and journals.

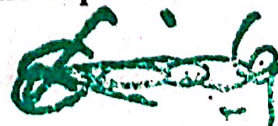
Mark only one oval.

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

25. Apart from curricular, college provides excellent exposure in terms of various other Activities.

Mark only one oval.

- 4 Strongly agree



- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

26. Adequate and clean facilities are available regarding washrooms.

Mark only one oval.

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

27. Safe and continuous supply of drinking water is available in college.

Mark only one oval.

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

28. Are you residing in the hostel? *

Mark only one oval.

- Yes If yes, proceed with question 30 onwards...
- No

Hostel Survey

29. 1. Rooms and surroundings are clean and well maintained. *

Mark only one oval.

4 - Strongly agree

3 - Agree

2 - Neutral

1 - Disagree

0 - Strongly disagree

30. 2. Sufficient activities are conducted to keep students engaged in their extra time. *

Mark only one oval.

4 - Strongly agree

3 - Agree

2 - Neutral

1 - Disagree

0 - Strongly disagree

31. 3. Emotional well being of students are well taken care of. *

Mark only one oval.

4 - Strongly agree

3 - Agree

2 - Neutral

1 - Disagree

0 - Strongly disagree

32. 4. Adequate medical facilities are timely available in the hostel. *

Mark only one oval.

4 - Strongly agree

3 - Agree

2 - Neutral

1 - Disagree

0 - Strongly disagree



33. **5. Safe and continuous supply of drinking water is available in hostel. ***

Mark only one oval.

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

34. **6. Mess is clean, well maintained and provides hygienic food. ***

Mark only one oval.

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

35. **7. Connectivity and availability of internet facilities. ***

Mark only one oval.

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

