P.G.D.A.V. College

University of Delhi

Nehru Nagar, Ring Road, New Delhi – 110065

Website: http://pgdavcollege.in
Email: pgdavcollege.edu@gmail.com

Supporting document

for

Annual Quality Assurance Report, 2022-23
Criteria 2.7.1
Student - Satisfaction Survey

Table of Contents

S. No.	Content	Page No.
1.	Introduction	3
2.	**Research Methodology**	3-4
3.	**Analysis of Student Satisfaction Survey**	5-28
4.	**Conclusion**	28-29
5.	**Appendix: Questionnaires (Google form) as supporting evidence**	30-39

1. Introduction

PGDAV College boasts a rich history of delivering high-quality education to students from diverse socio-economic backgrounds. Our institution's unwavering dedication lies in fostering the comprehensive development of our enrolled students, creating a vibrant educational ecosystem.

This commitment is tangibly manifested through a myriad of co-curricular and extracurricular activities, including academic tours, sports events, debates at both state and college levels, competitions, seminars, and a diverse array of learner-centric initiatives. These multifaceted endeavors are meticulously designed to enhance students' skills and promote the culture of lifelong learning.

To facilitate a student-centered environment conducive to their all-round development, PGDAV College consistently invests in the improvement of infrastructure and human resources. These strategic enhancements aim to create an atmosphere where students can not only thrive academically but also develop their full potential as responsible and well-rounded individuals.

Our institution places immense significance on gathering input from its stakeholders, particularly our students. We wholeheartedly acknowledge that the insights provided by our students are invaluable in shaping appropriate and relevant changes within the institution. The feedback received from our students serves as a vital mirror reflecting the true quality of the teaching-learning process, offering an avenue for identifying the strengths of the teaching staff while also highlighting areas that have potential for improvement.

We annually conduct a thorough Student Satisfaction Survey (SSS) to identify students' feedback regarding curriculum, teaching method and resource allocation. This report highlights the survey methodology, survey results and conclusions, based on a detailed quantitative analysis of the survey results from the survey conducted during 2022-23. This feedback-driven approach is at the core of our continuous improvement efforts, ensuring that the educational experience we offer remains in alignment with the evolving needs and expectations of our learners. We are resolute in our mission to provide a holistic, student-centric educational environment that fosters excellence and lifelong growth.

2. Research Methodology

In the academic year 2022-23, a dedicated committee took the initiative to conduct a thorough Student Satisfaction Survey (SSS). The survey's primary aim was to assess the overall performance of our institution and gather valuable insights from our student community. The committee meticulously crafted a google questionnaire encompassing various aspects of the college's performance. To ensure maximum participation, students were notified through notices,

social media groups, Google Classroom, and other relevant platforms. The survey was conducted online, providing students with a convenient way to share their feedback. The approach successfully encouraged participation from a diverse group of students enrolled in various courses across the college, resulting in a substantial volume of responses.

The insights gathered through the Student Satisfaction Survey offer a comprehensive perspective of the students' view of the institution's overall performance during the academic year 2022-23. This feedback serves as a vital foundation for informed decision-making and the implementation of targeted improvements across various facets of the institution's operation. The diligent efforts of the feedback committee have ensured the successful execution of the Student Satisfaction Survey. The institution greatly values the participation and contribution of its students, as their insights play a pivotal role in shaping the continuous growth and development of the college. The following sections provide a detailed analysis of the survey's findings, shedding light on the students' perceptions of the institution's overall performance in the academic year 2022-23. The subsequent report aims to present a comprehensive overview of these findings and outline the steps the institution intends to take based on the feedback received.

Furthermore, to conduct a systematic and scientific analysis of the student satisfaction survey on the overall performance of the institution, a rigorous approach was adopted to convert students' responses into quantifiable measurements. The questionnaire consisted of a diverse set of questions, each addressing different aspects associated with the institution's overall performance. To ensure fairness and appropriate comparison, a uniform scale was developed. In this context, student responses, initially presented as percentages, were normalized to a common scale ranging from 0 to 4. This normalization process aimed to create a consistent basis for evaluating responses across all questions, and it was done using the following formula:

Normalized Score = (Student Percentage Response) × (Scale for Option) / 100

This formula facilitated the conversion of student responses into a standardized scale from 0 to 4, enabling direct comparison across different questions. The normalized score provided a numerical representation of students' sentiments on various aspects related to the institution's overall performance. By applying this normalization process, the institution aimed to systematically analyze the survey results, ensuring that all responses were evaluated on a standardized scale. This approach allowed for the identification of trends, strengths, and areas for improvement based on quantifiable data derived from the student satisfaction survey. The subsequent sections of the report will delve into the specific findings obtained through this analysis and outline the implications for enhancing the institution's performance.

3. Analysis of Student Satisfaction Survey

This section discusses the analysis of the student satisfaction survey 2022-23 based on Normalized scores method and graphical method.

3.1 Question-wise and Average Normalized Score Calculation

The results based on Normalized scores are illustrated in the following table:

Weightage	4	3	2	1	0	Sum of Score
Q.1	Do you agree that the course designed by the University is market oriented?					
Options	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
% Response	18.6%	31.8%	35.9%	9.4%	3.3%	
Normalized Score	0.744	.954	.718	.094	0	2.506
Q.2	How well were the teachers able to communicate?					
options	Always effective	Sometimes effective	Just satisfactory	Generally ineffective	Very poor communication	
% Response	43%	35%	16.2%	4.3%	1.6%	
Normalized Score	1.72	1.05	0.324	0.043	0	2.088
Q.3	How well did the teachers prepare for the classes?					
options	Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all	
% Response	36.9%	51.4%	7%	2.7%	2%	
Normalized Score	1.476	1.542	0.14	0.027	0	3.18
Q.4	The teacher's approach to teaching can best be described as					

options	Excellent	Very Good	Good	Fair	Poor	
% Response	27.3%	35.5%	23.4%	11.7%	2%	
Normalized Score	1.092	1.065	0.468	0.117	0	2.742
Q.5	The teachers identify your strengths and weaknesses and encourage you by providing the right level of challenges.					
options	Fully	Reasonably	Partially	Slightly	Unable to	
% Response	29.9%	31.4%	21.3%	9.4%	8.8%	
Normalized Score	1.196	0.942	0.426	0.094	0	2.658
Q.6	The teachers inform you about your expected competencies, course outcomes and programme outcomes in advance.					
options	Every time	Usually	Occasionally/Sometimes	Rarely	Never	
% Response	30.1%	34%	20.5%	12.5%	2.9%	
Normalized Score	1.204	1.02	0.41	0.125	0	2.759
Q.7	Do you agree that teachers are bilingual in class?					
options	Strongly agree	agree	Neutral	Disagree	Strongly disagree	
% Response	40.2%	37.5%	17%	2.9%	2.3%	
Normalized Score	1.608	1.125	.34	.029	0	3.102
Q.8	Do you agree that teachers and mentors give you extra time to solve your queries?					
options	Strongly agree	agree	Neutral	Disagree	Strongly disagree	
% Response	29.1%	39.5%	21.1%	6.6%	3.7%	
Normalized	1.164	1.185	.422	.066	0	2.837

Score						
Q.9	The institution provides multiple opportunities to learn and grow by promoting internship, placements, field visit opportunities for students and in other ways.					
options	Strongly agree	agree	Neutral	Disagree	Strongly disagree	
% Response	28.5%	36.7%	23%	8.6%	3.1%	
Normalized Score	1.14	1.101	.46	.086	0	2.787
Q.10	Do you agree that academic seminars and conferences are held regularly in the college?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	28.5%	36.3%	26.4%	7.6%	1.2%	
Normalized Score	1.14	1.089	.528	.076	0	2.833
Q.11	Do you agree that efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills such as communication skills, programming languages, career counseling seminars, etc to make you ready for the world of work.					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	23.2%	34%	30.1%	10.4%	2.3%	
Normalized Score	.928	1.02	.602	.104	0	2.654
Q.12	Do you agree that the college organizes extracurricular activities and encourages you to participate in them?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	24.6%	32.6%	26.6%	12.5%	3.7%	
Normalized Score	.984	.978	.532	.125	0	2.619

Q.13	Do you agree that your teachers use adequate and necessary ICT tools in the classroom?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	18.2%	30.9%	30.7%	15.6%	4.7%	
Normalized Score	.728	.927	.614	.156	0	2.425
Q.14	What do you think about the fairness of the internal evaluation process by the teachers?					
options	Always fair	Usually fair	Sometimes fair	Rarely fair	Never fair	
% Response	32.2%	40.6%	19.9%	5.1%	2.1%	
Normalized Score	1.288	1.218	.398	.051	0	2.955
Q.15	Do you agree that the administrative staff is courteous and cooperative?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	25.6%	39.1%	22.3%	11.9%	1.2%	
Normalized Score	1.024	1.173	.446	.119	0	2.762
Q.16	Do you agree that the library has sufficient books on syllabus and subscription to necessary journals?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	28.5%	32.8%	21.9%	15.2%	1.6%	
Normalized Score	1.14	.984	.438	.152	0	2.714
Q.17	Do you get good support from the library staff in easily locating the books in the library?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	

% Response	35.5%	36.9%	16.8%	7.6%	3.1%	
Normalized Score	1.42	1.107	.336	.076	0	2.939
Q.18	Do you agree that the college maintains adequate computer lab facilities?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	23.4%	34%	19.1%	9%	14.5%	
Normalized Score	.936	1.02	.382	.09	0	2.428
Q.19	Do you agree that lab staff are cooperative?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	25.8%	33.4%	20.5%	4.7%	15.6%	
Normalized Score	1.032	1.002	.41	.047	0	2.491
Q.20	Do you agree that the college has adequate sports and fitness facilities?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	24%	28.1%	22.1%	14.6%	11.1%	
Normalized Score	.96	.843	.442	.146	0	2.391
Q.21	Do you agree that a drinking water facility is suitable?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	31.4%	37.1%	18.6%	11.7%	1.2%	
Normalized Score	1.256	1.113	.372	.117	0	2.858
Q.22	Do you agree that the canteen premises are neat, and hygienic food is prepared in the canteen?					

options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	30.7%	40.6%	19.5%	7.4%	1.8%	
Normalized Score	1.228	1.218	.39	.074	0	2.91

Q.23   Do you agree that the canteen food is available at a reasonable cost?

options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	48.4%	30.5%	13.1%	5.9%	2.1%	
Normalized Score	1.936	.915	.262	.059	0	3.172

Q.24 Do you agree that photocopy facilities are available at reasonable cost ?

options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	44.3%	35.4%	13.1%	6.6%	0.6%	
Normalized Score	1.772	1.062	.262	.066	0	3.162

Q.25 Do you agree that the doctors in the medical room are usually available and cooperative?

options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	17.2%	24.2%	17.6%	14.1%	27%	
Normalized Score	.688	.726	.352	.141	0	1.907

Q.26 Do you agree that the information on the website of the College is adequate and well-organized?

options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	28.1%	38.7%	25.8%	4.9%	2.5%	
Normalized	1.124	1.143	.516	.049	0	2.832

Score						
Q.27	Do you agree that the security staff is adequate and cooperative?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	27%	38.9%	24%	7.8%	2.3%	
Normalized Score	1.08	1.167	0.48	.078	0	2.805
Q.28	How safe do you feel on campus?					
options	Extremely Safe	Very Safe	Moderately Safe	Not very Safe	Not at all safe	
% Response	30.7	39.6%	24.8%	3.1%	1.8%	
Normalized Score	1.228	1.188	.496	.031	0	2.943
Q.29	Do you agree that there is sufficient greenery in the college campus?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	40.8%	42.2%	13.7%	2.5%	0.8%	
Normalized Score	1.632	1.266	.274	.025	0	3.197
Q.30	Do you agree that college contributes adequately for nation building?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	
% Response	27.1%	35.9%	25.2%	6.1%	5.7%	
Normalized Score	1.084	1.077	0.504	0.061	0	2.726
Q.31	Do you agree that the overall quality of the teaching-learning process in your institute is very good?					
options	Strongly agree	agree	agree to some extent	Disagree	no subject experience	

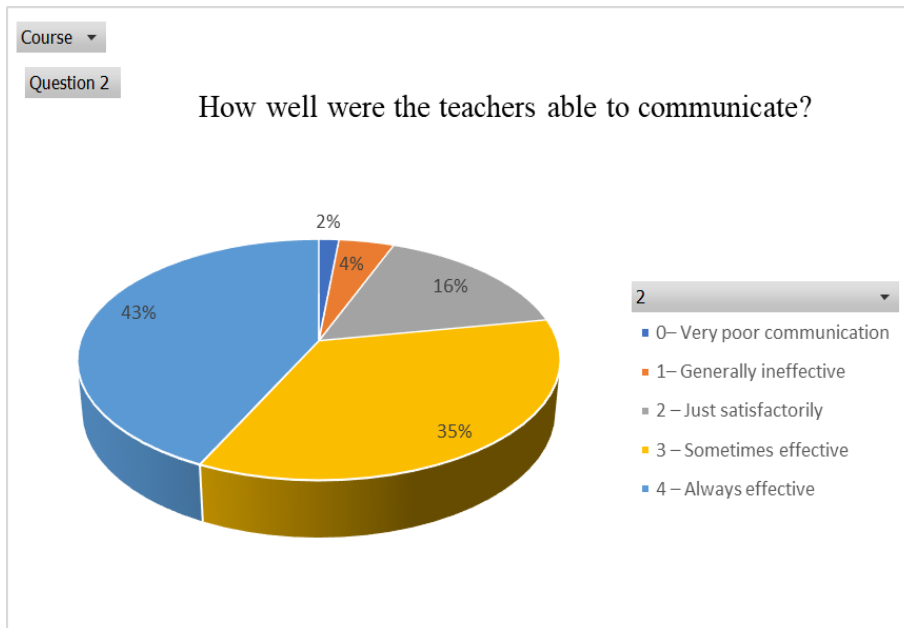| % Response	26.8%	40.4%	25.2%	6.8%	0.8%	
Normalized Score	1.072	1.212	0.504	0.068	0	2.856
Average Score						2.749

The analysis of the survey data reveals a host of positive attributes aligned with key criteria outlined by the National Assessment and Accreditation Council (NAAC). Notably, the average normalized score of 2.749 underscores a generally favorable perception of the teaching-learning process. Positive aspects include effective communication skills of teachers, thorough preparation for classes, and a fair internal evaluation process, all contributing to a positive academic environment. The administrative staff's courtesy and the overall efficiency of infrastructure, including computer labs and safety measures , further highlight the institution's commitment to NAAC standards. Additionally, the acknowledgment of the college's contribution to nation building and the presence of greenery on the campus signify a holistic approach to education, emphasizing social responsibility and environmental sustainability. These positive indicators collectively showcase the institution's dedication to providing a comprehensive and quality educational experience in line with NAAC guidelines.

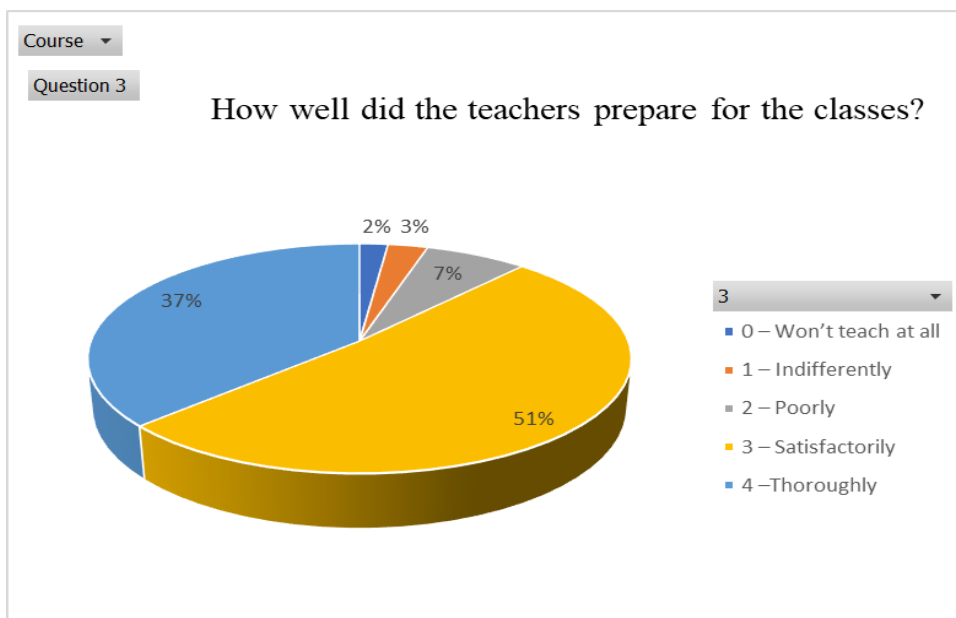### 3.2 Graphical representation of Student Satisfaction Survey

Question wise graphical representation of students' responses to questions involving overall performance of the institution is illustrated in this section.
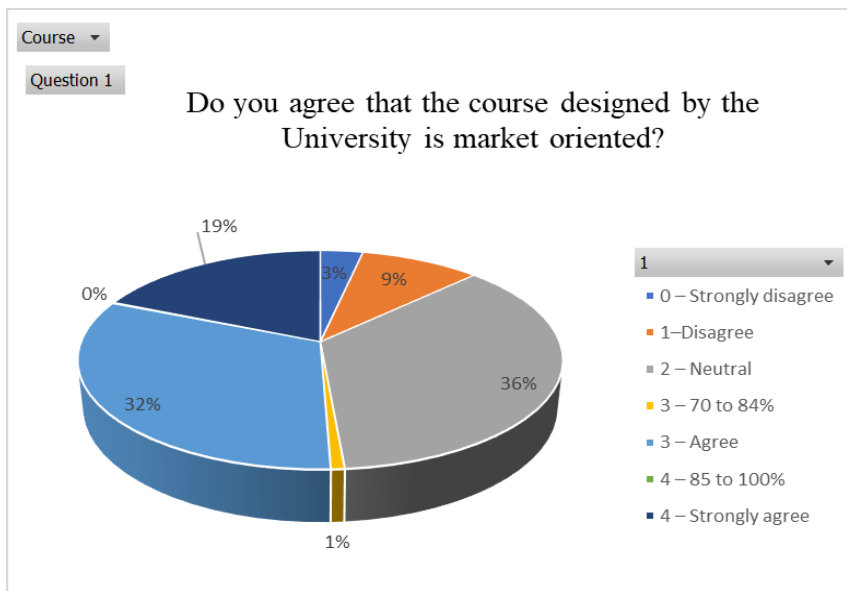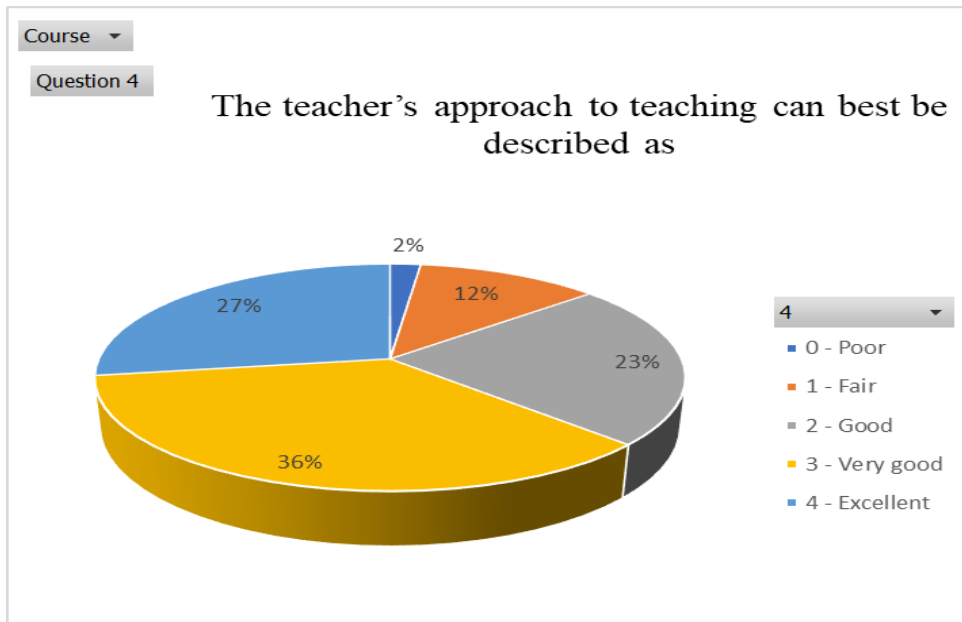

As per the graph, 32% of the students agree that the course designed by the University is market oriented and 19% strongly agree. 36% of the students are neutral that the course design is market oriented. Thus more than 87% of the students feel that the course is market oriented.

How well were the teachers able to communicate?

2%
4%
16%
43%
35%

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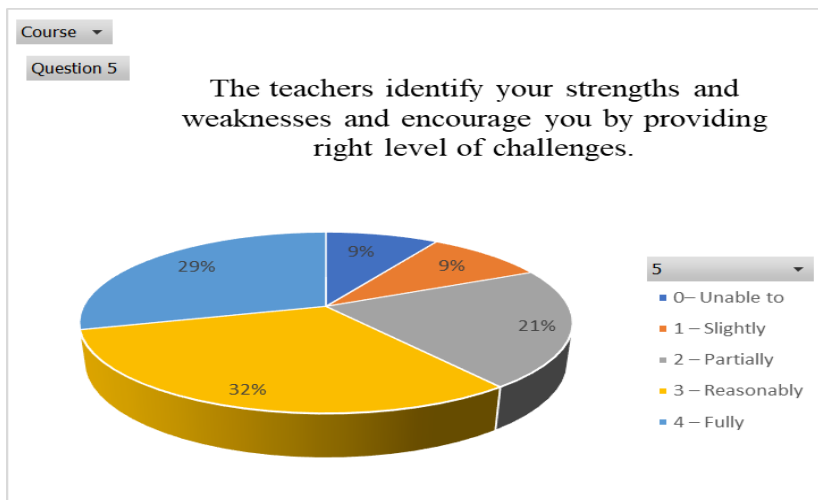- 3 – Sometimes effective
- 4 – Always effective

The above pie chart demonstrates that 43% of the students responded that the teachers are always effective whereas 35 % of the students responded that the teachers are sometimes effective. Thus, overall it can be concluded that 78% of the students think that the teachers are effective.

How well did the teachers prepare for the classes?

2% 3%
7%
37%
51%

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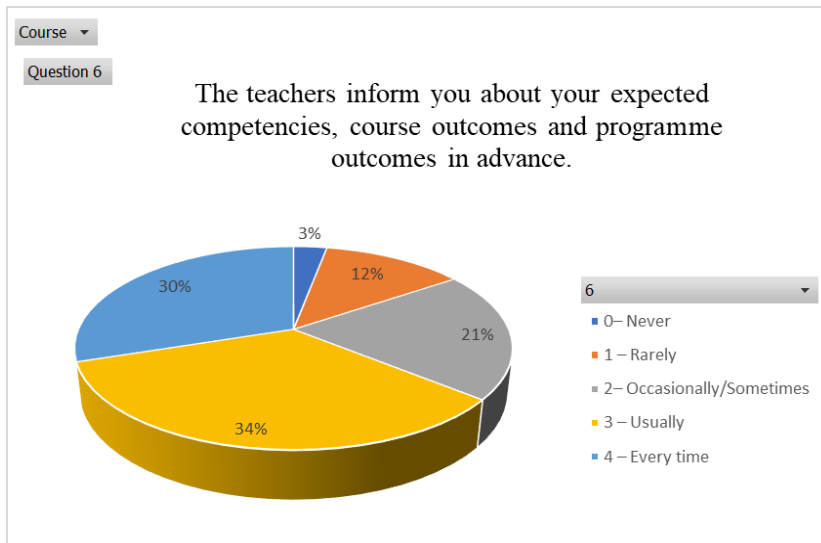- 2 – Poorly
- 3 – Satisfactorily
- 4 –Thoroughly

It is evident from the graph that 51% of the students satisfactorily responded that the teachers are effective whereas 37% of the students responded that the teachers are thoroughly effective. Thus, overall it can be concluded that 88% of the students think that the teachers are well prepared for the classes.

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

- 0 - Poor
- 1 - Fair
- 2 - Good
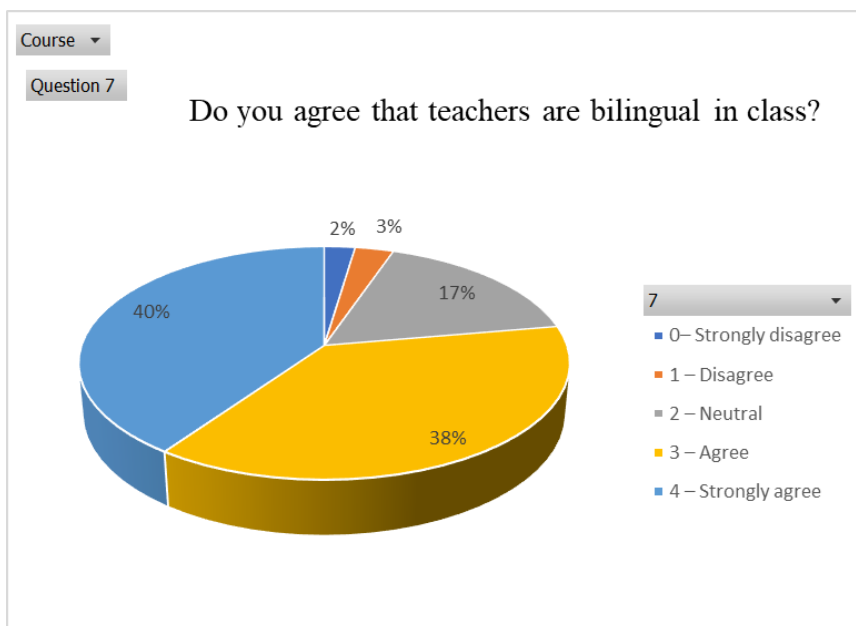- 3 - Very good
- 4 - Excellent

The above graph depicts that 27% of the students responded that the teachers have the best approach to teaching whereas 36% of the students responded that the teachers are very good in their approach to teaching. 23% of the students responded that the teachers approach in teaching is good. Thus, overall it can be concluded that 86% of the students think that the teachers have a good to excellent approach in teaching.

The teachers identify your strengths and weaknesses and encourage you by providing right level of challenges.

- 0– Unable to
- 1 – Slightly
- 2 – Partially
- 3 – Reasonably
- 4 – Fully

We can clearly see from the above graph that 29% of the students responded that the teachers fully identify your strengths and weaknesses whereas 32% of the students responded that the teachers fully identify your strengths and weaknesses. 21% of the students responded that the teachers partially identify your strengths and weaknesses. Thus, overall it can be concluded that 82% of the students think that the teachers fully, reasonably and partially identify the strengths and weaknesses of the students by providing the right level of challenges.

The teachers inform you about your expected competencies, course outcomes and programme outcomes in advance.

3%

12%

30%

21%

34%

6 ▾
- 0– Never
- 1 – Rarely
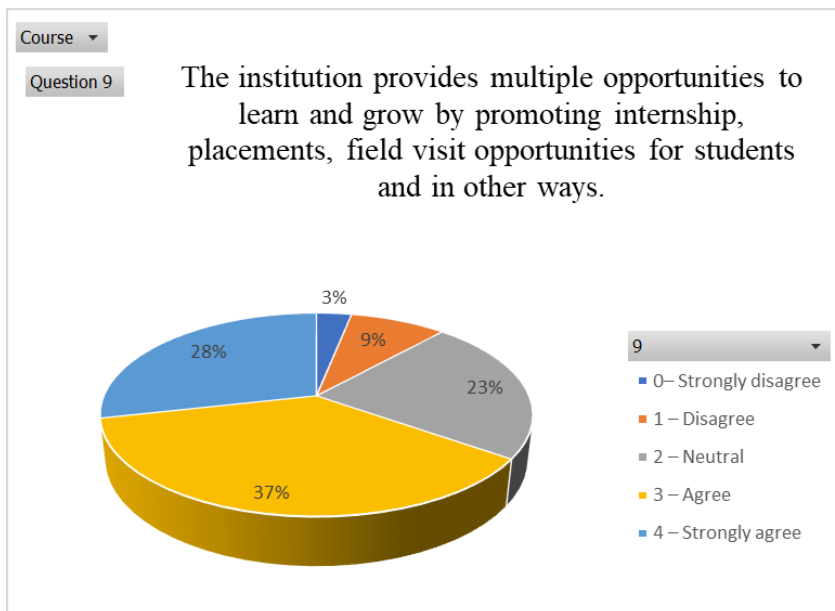- 2– Occasionally/Sometimes
- 3 – Usually
- 4 – Every time

30% of the students responded that the teachers everytime inform the students about expected competencies, course outcomes and programmes outcomes in advance whereas 34% of the students responded that the teachers usually inform the students about expected competencies, course outcomes and programmes outcomes in advance. 21% of the students responded that the teachers occasionally inform the students about expected competencies, course outcomes and programmes outcomes in advance. Thus, overall it can be concluded that 85% of the students think that the teachers everytime, usually and occasionally inform them about expected competencies, course outcomes and programmes outcomes in advance.

Do you agree that teachers are bilingual in class?

2%   3%

17%

40%

38%

7 ▾
- 0– Strongly disagree
- 1 – Disagree
- 2 – Neutral
- 3 – Agree
- 4 – Strongly agree

40% of the students strongly agree that teachers are bilingual in class. whereas 38% of the students agree that teachers are bilingual in class. 17% of the students are neutral that teachers are bilingual in class. Thus, overall it can be concluded that 95% of the students either strongly agree, agree or are neutral that teachers are bilingual in class.

Do you agree that teachers and mentors give you extra time to solve your queries?
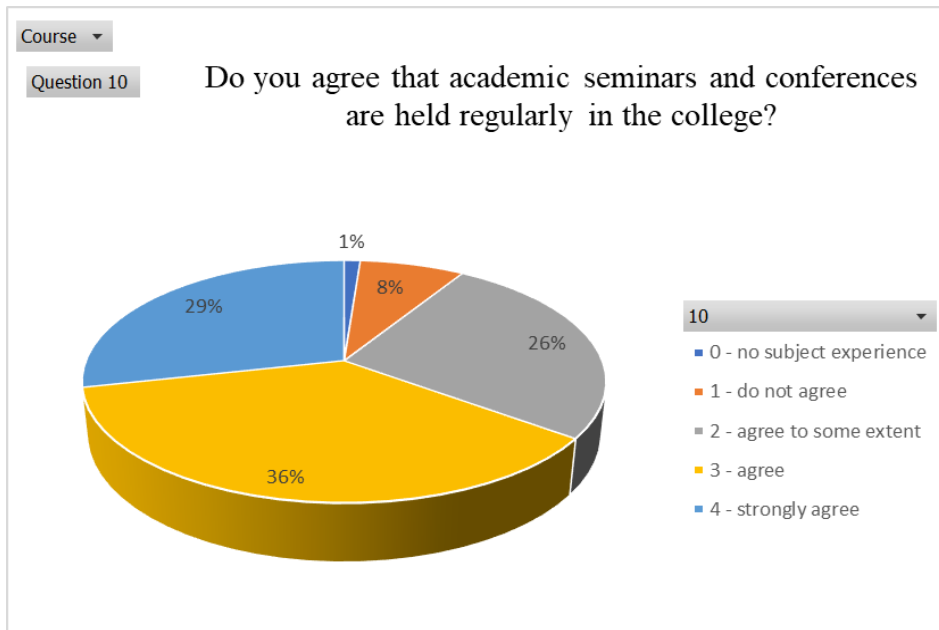
4% 7% 21% 29% 39%
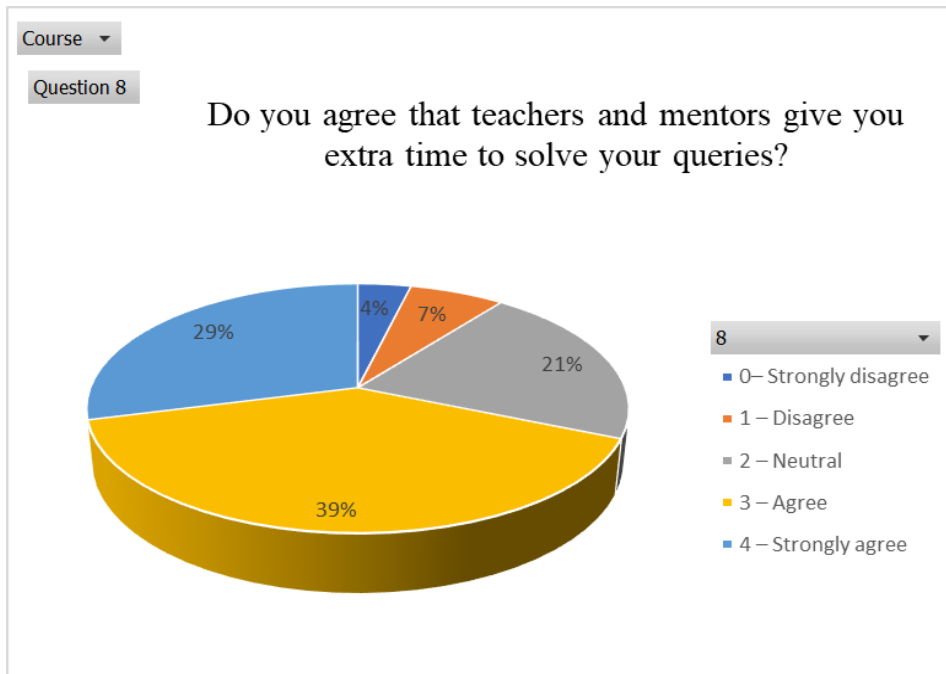
29% of the students strongly agree that teachers and mentors give extra time for solving queries, whereas 39% of the students agree that teachers and mentors give extra time for solving queries. 21% of the students are neutral that teachers and mentors give extra time for solving queries. Thus, overall it can be concluded that 89% of the students either strongly agree, agree or are neutral that teachers are bilingual in class and mentors give extra time for solving queries.

The institution provides multiple opportunities to learn and grow by promoting internship, placements, field visit opportunities for students and in other ways.
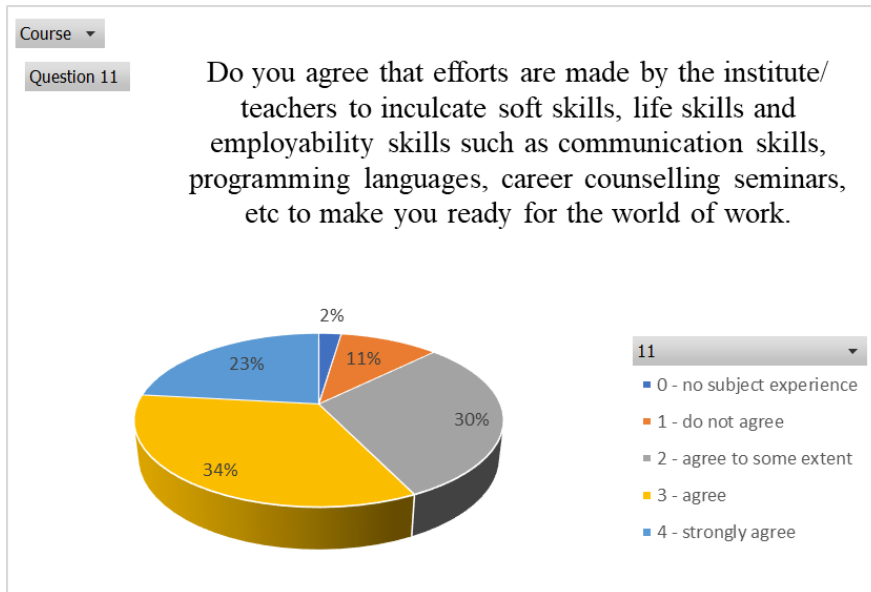
3% 9% 23% 28% 37%

28% of the students strongly agree that the institution provides multiple opportunities to learn and grow, whereas 37% of the students agree that the institution provides multiple opportunities to learn and grow. 23% of the students are neutral that the institution provides multiple opportunities to learn and grow. Thus, overall it can be concluded that 88% of the students either strongly agree, agree or are neutral that the institution provides multiple opportunities to learn and grow by promoting internships, placements and field visit opportunities and any other ways to the students.

Do you agree that academic seminars and conferences
are held regularly in the college?

1%
8%
29%
26%
36%

10 ▾
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
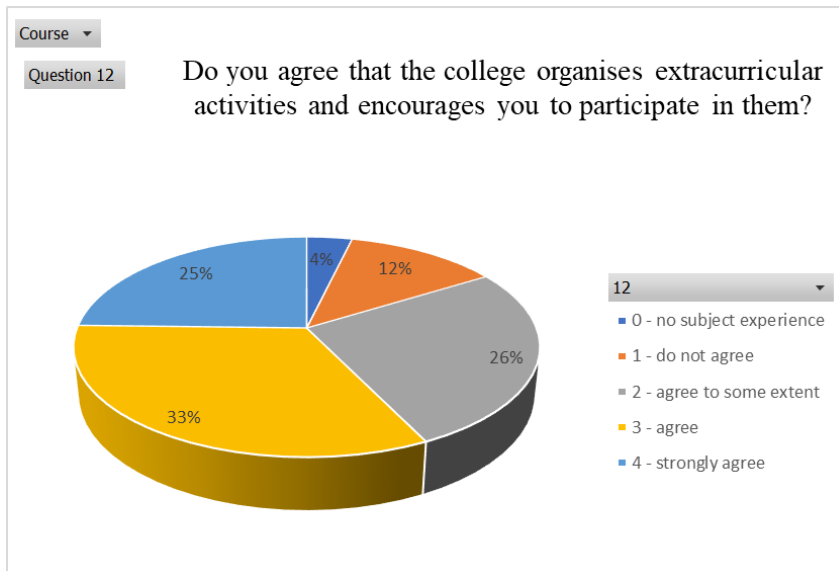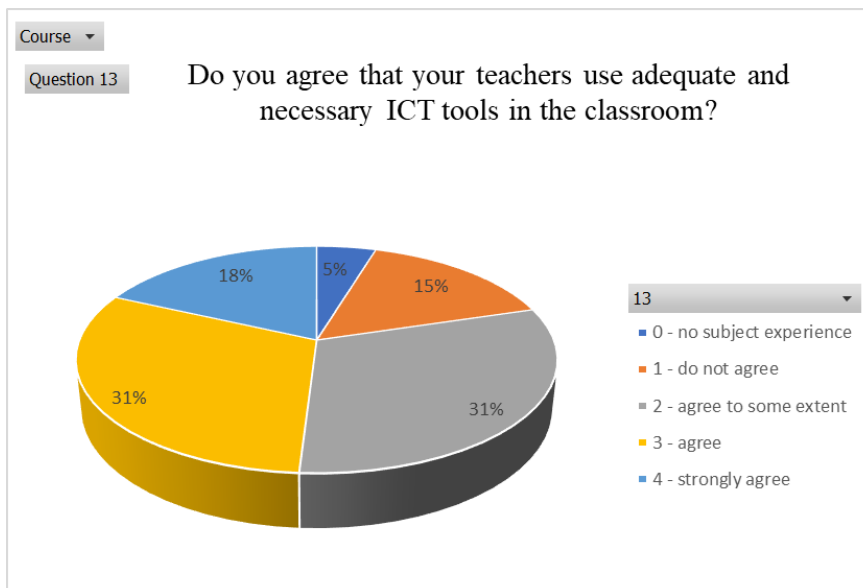- 3 - agree
- 4 - strongly agree

29% of the students strongly agree that academic seminars and conferences are regularly held in college, whereas 36% of the students agree that academic seminars and conferences are regularly held in college. 26% of the students agree to some extent that academic seminars and conferences are regularly held in college. Thus, overall it can be concluded that 91% of the students either strongly agree, agree or agree to some extent that academic seminars and conferences are regularly held in college.

Do you agree that efforts are made by the institute/
teachers to inculcate soft skills, life skills and
employability skills such as communication skills,
programming languages, career counselling seminars,
etc to make you ready for the world of work.

2%
11%
23%
30%
34%

11 ▾
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
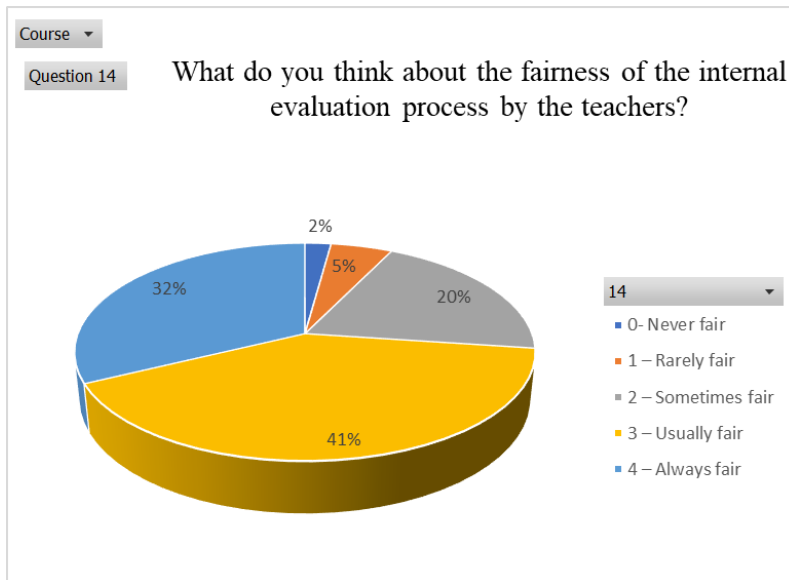- 3 - agree
- 4 - strongly agree

23% of the students strongly agree that efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills, whereas 34% of the students agree that efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills. 30% of the students agree to some extent that efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills. Thus, overall it can be concluded that 87% of the students either strongly agree, agree or agree to some extent that efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills.
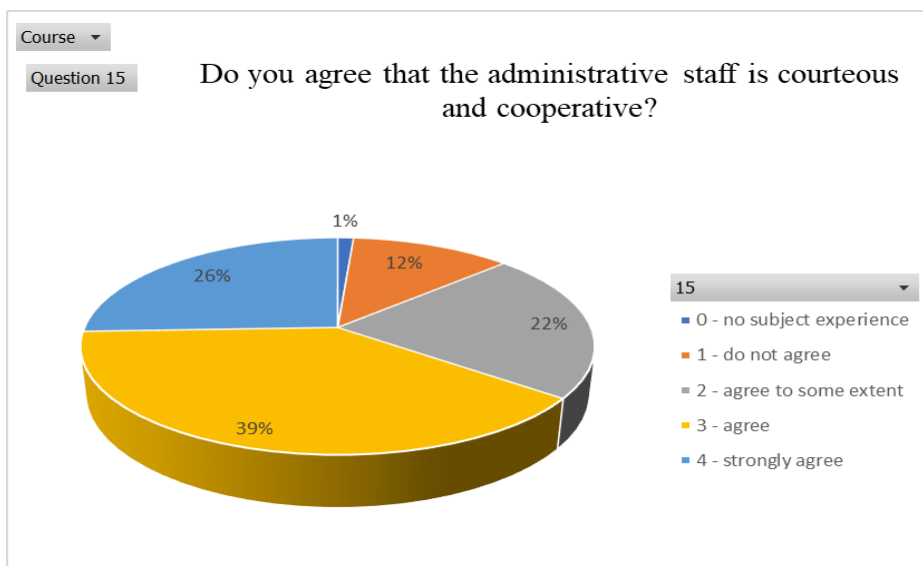
25% of the students strongly agree that the college organizes extracurricular activities, whereas 33% of the students agree that the college organizes extracurricular activities. 26% of the students agree to some extent that the college organizes extracurricular activities. Thus, overall it can be concluded that 84% of the students either strongly agree, agree or agree to some extent that the college organizes extracurricular activities and encourages them to participate.
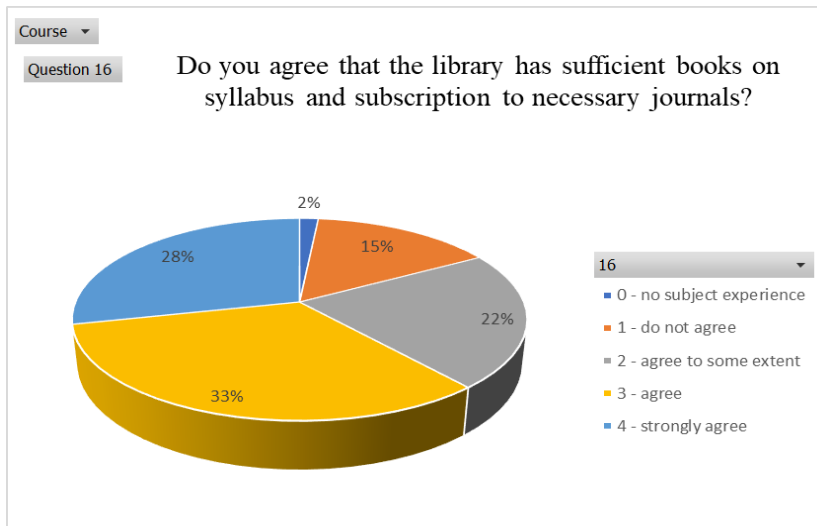

18% of the students strongly agree that the teachers use adequate and necessary ICT tools in the classroom, whereas 31% of the students agree that the teachers use adequate and necessary ICT tools in the classroom. 31% of the students agree to some extent that the teachers use adequate and necessary ICT tools in the classroom. Thus, overall it can be concluded that 80% of the students either strongly agree, agree or agree to some extent that the teachers use adequate and necessary ICT tools in the classroom.

What do you think about the fairness of the internal evaluation process by the teachers?

Course ▾

Question 14

2%
5%
32%
20%
41%

14 ▾
- 0- Never fair
- 1 – Rarely fair
- 2 – Sometimes fair
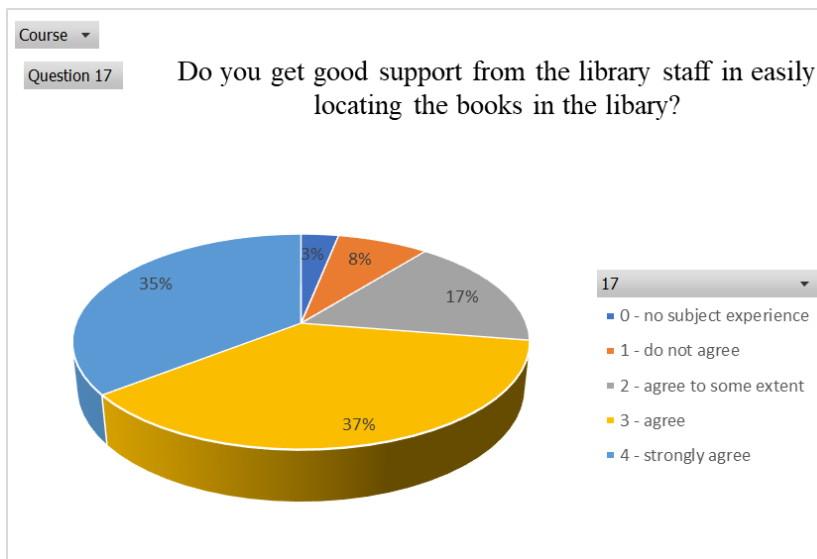- 3 – Usually fair
- 4 – Always fair

32% of the students responded that the internal evaluation process by the teachers is always fair, whereas 41% of the students responded that the internal evaluation process by the teachers is usually fair. 20% of the students responded that the internal evaluation process by the teachers is sometimes fair. Thus, overall it can be concluded that 93% of the students responded that the internal evaluation process by the teachers is either always fair, usually fair or sometimes fair.

Do you agree that the administrative staff is courteous and cooperative?

Course ▾

Question 15

1%
12%
26%
22%
39%

15 ▾
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
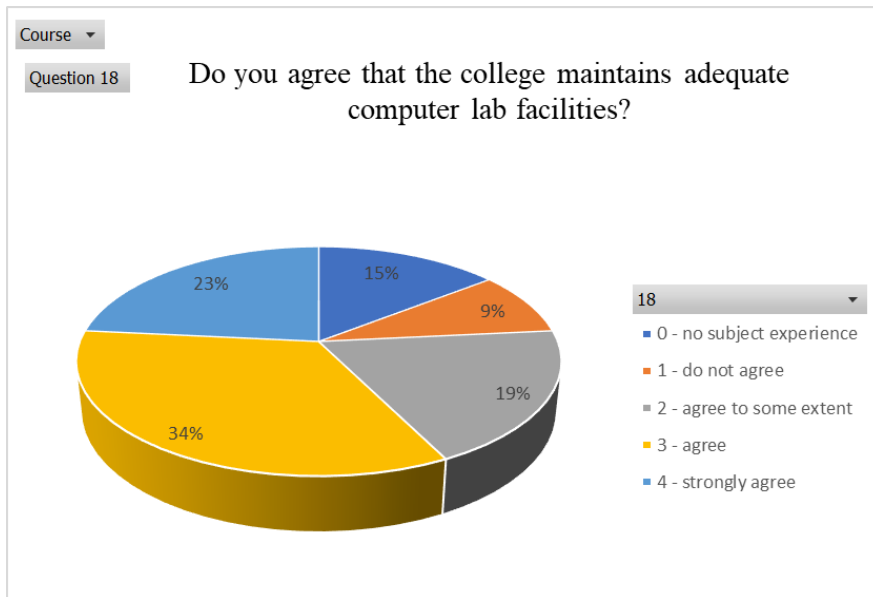- 3 - agree
- 4 - strongly agree

26% of the students strongly agree that the administrative staff is courteous and cooperative, whereas 39% of the students agree that the administrative staff is courteous and cooperative. 22% of the students agree to some extent that the administrative staff is courteous and cooperative. Thus, overall it can be concluded that 87% of the students either strongly agree, agree or agree to some extent that the administrative staff is courteous and cooperative.

Do you agree that the library has sufficient books on syllabus and subscription to necessary journals?

2%

15%

28%

22%

33%

16 ▾
- ■ 0 - no subject experience
- ■ 1 - do not agree
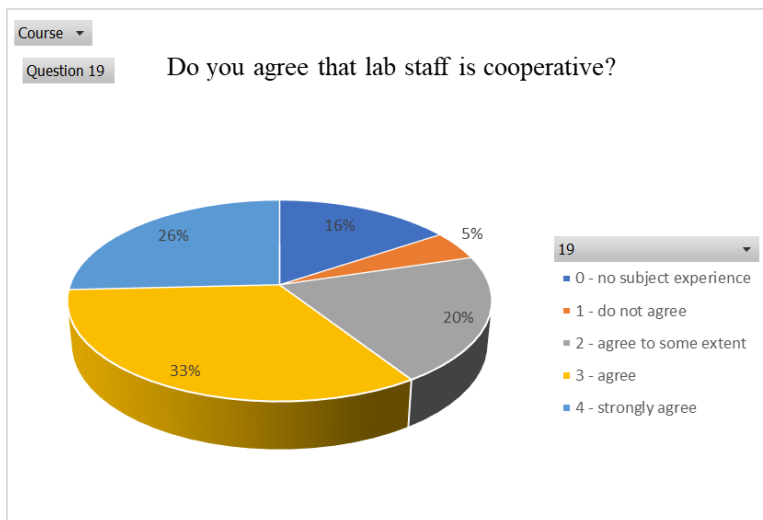- ■ 2 - agree to some extent
- ■ 3 - agree
- ■ 4 - strongly agree

28% of the students strongly agree that the library has sufficient books on syllabus and subscription to necessary journals, whereas 33% of the students agree that the library has sufficient books on syllabus and subscription to necessary journals. 22% of the students agree to some extent that the library has sufficient books on syllabus and subscription to necessary journals. Thus, overall it can be concluded that 83% of the students either strongly agree, agree or agree to some extent that the library has sufficient books on syllabus and subscription to necessary journals.

Do you get good support from the library staff in easily locating the books in the libary?

3% 8%

35%

17%

37%

17 ▾
- ■ 0 - no subject experience
- ■ 1 - do not agree
- ■ 2 - agree to some extent
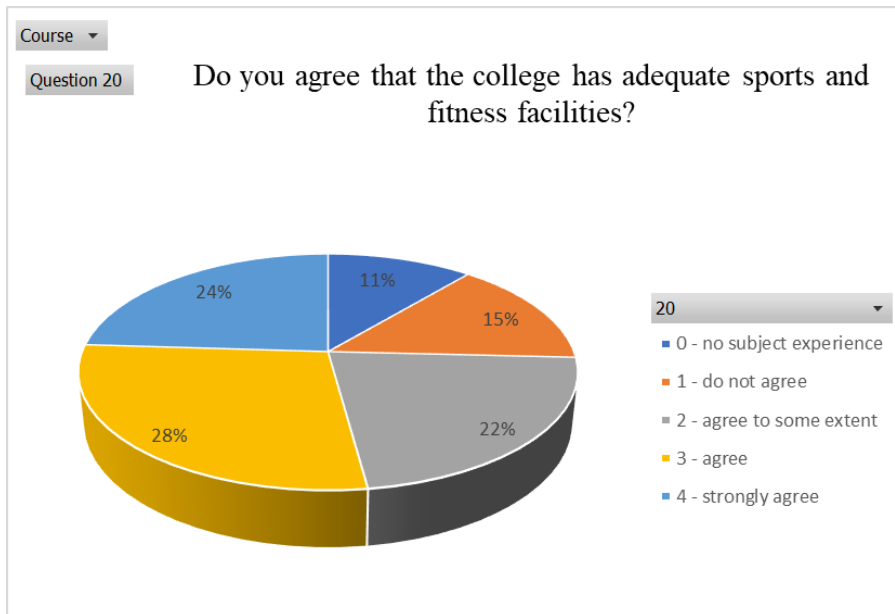- ■ 3 - agree
- ■ 4 - strongly agree

35% of the students strongly agree that they get good support from library staff in locating books, whereas 37% of the students agree that they get good support from library staff in locating books. 17% of the students agree to some extent that they get good support from library staff in locating books. Thus, overall it can be concluded that 89% of the students either strongly agree, agree or agree to some extent that the library has sufficient books on syllabus and subscription to necessary journals.

Do you agree that the college maintains adequate computer lab facilities?

15%

9%

23%

19%

34%

18 ▾
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
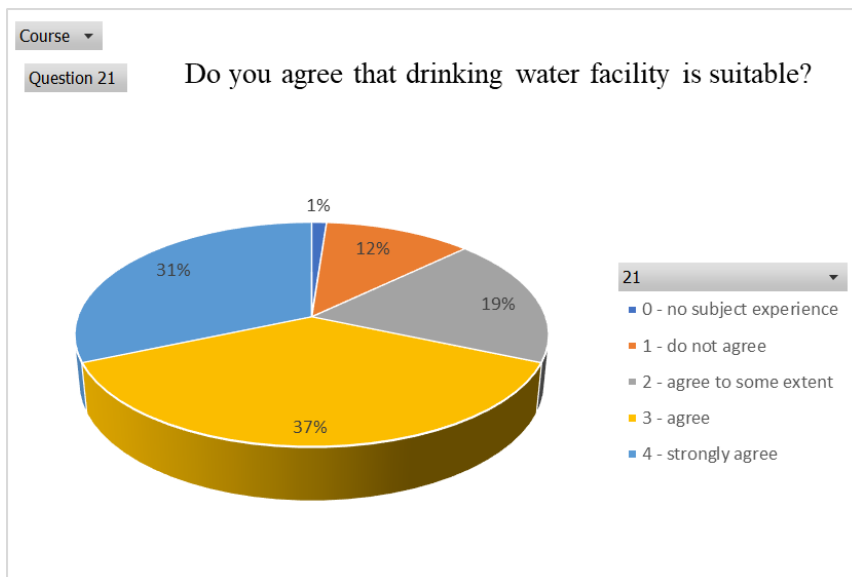- 3 - agree
- 4 - strongly agree

23% of the students strongly agree that the college maintains adequate computer lab facilities, whereas 34% of the students agree that the college maintains adequate computer lab facilities. 19% of the students agree to some extent that the college maintains adequate computer lab facilities. Thus, overall it can be concluded that 76% of the students either strongly agree, agree or agree to some extent that the college maintains adequate computer lab facilities.

Do you agree that lab staff is cooperative?

16%

5%

26%

20%

33%

19 ▾
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
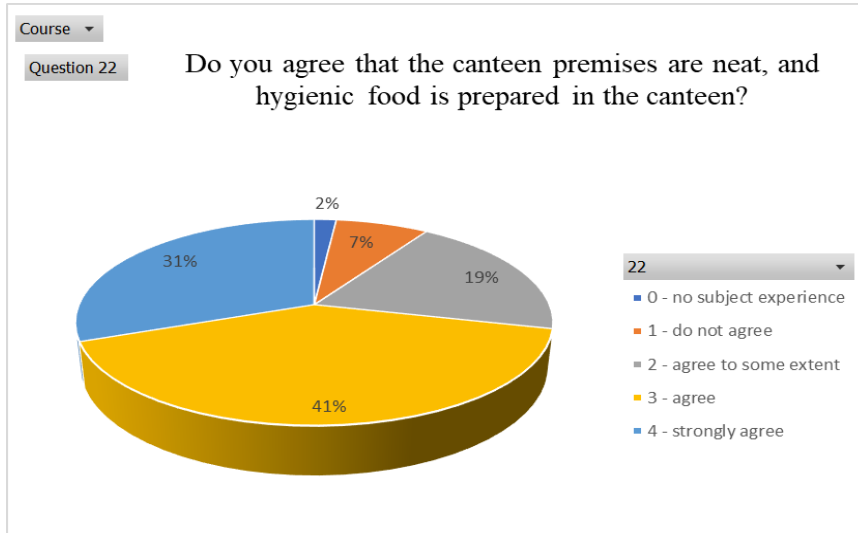- 3 - agree
- 4 - strongly agree

26% of the students strongly agree that the lab staff is cooperative, whereas 33% of the students agree that the lab staff is cooperative. 20% of the students agree to some extent that the lab staff is cooperative. Thus, overall it can be concluded that 79% of the students either strongly agree, agree or agree to some extent that the lab staff is cooperative.

Question 20 — Do you agree that the college has adequate sports and fitness facilities?

20 ▼
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
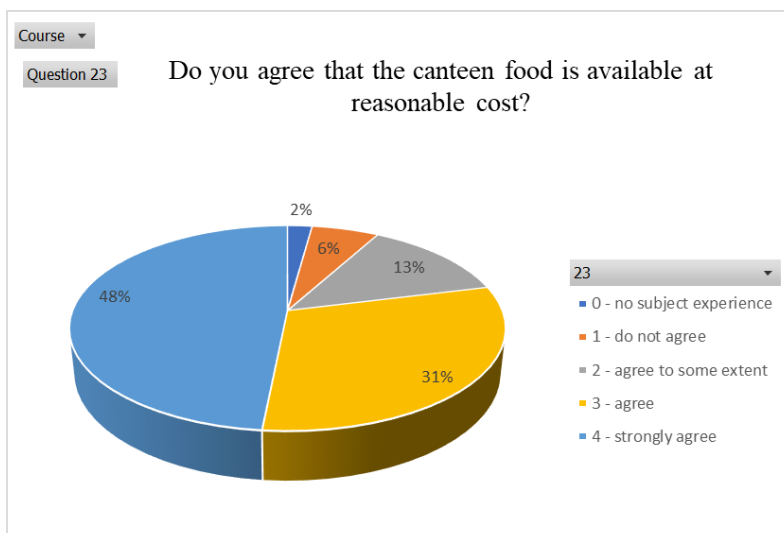- 3 - agree
- 4 - strongly agree

24% of the students strongly agree that the college has adequate sports and fitness facilities, whereas 28% of the students agree that the college has adequate sports and fitness facilities. 22% of the students agree to some extent that the college has adequate sports and fitness facilities. Thus, overall it can be concluded that 74% of the students either strongly agree, agree or agree to some extent that the college has adequate sports and fitness facilities.

Course ▼

Question 21 — Do you agree that drinking water facility is suitable?

21 ▼
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
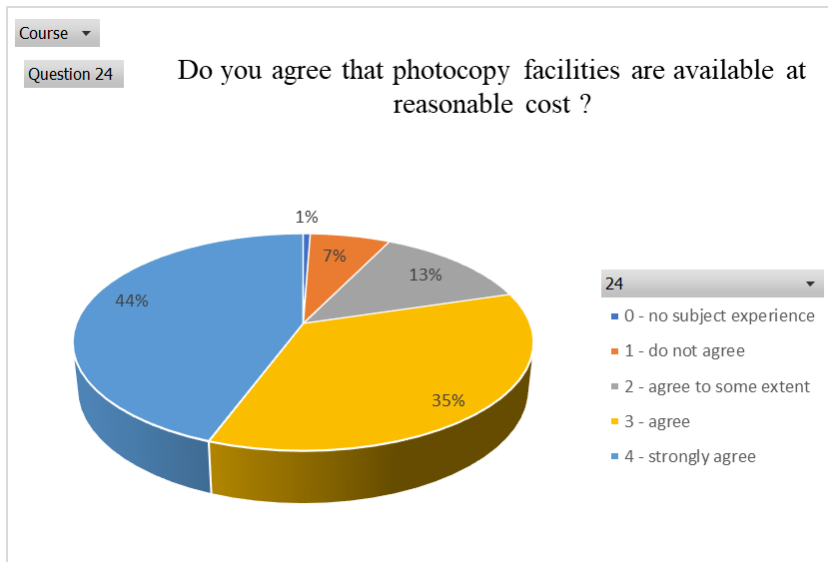- 3 - agree
- 4 - strongly agree

31% of the students strongly agree that the college has drinking water facilities, whereas 37% of the students agree that the college has drinking water facilities. 19% of the students agree to some extent that the college has drinking water facilities. Thus, overall it can be concluded that 87% of the students either strongly agree, agree or agree to some extent that the college has suitable drinking water facilities.

Do you agree that the canteen premises are neat, and hygienic food is prepared in the canteen?

2%

7%

31%

19%

41%

22 ▾
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
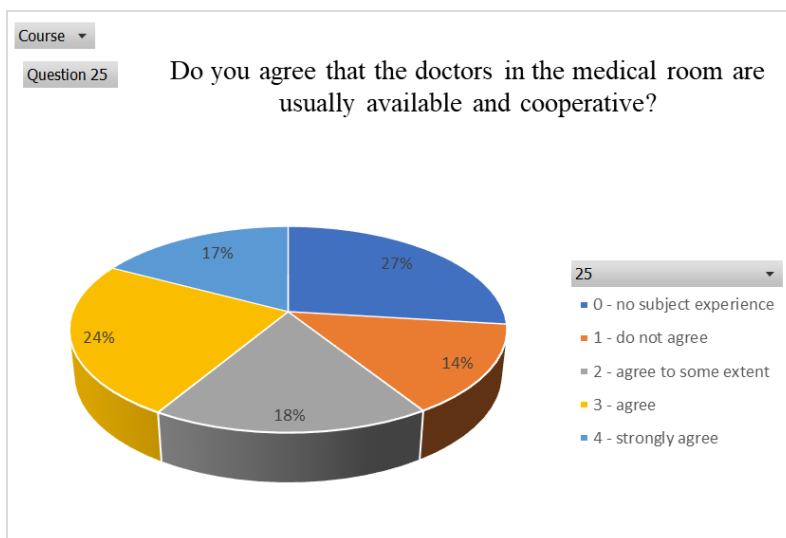- 3 - agree
- 4 - strongly agree

31% of the students strongly agree that the college canteen premises are neat and hygienic food is prepared, whereas 41% of the students agree that the college canteen premises are neat and hygienic food is prepared. 19% of the students agree to some extent that the college canteen premises are neat and hygienic food is prepared. Thus, overall it can be concluded that 91% of the students either strongly agree, agree or agree to some extent that the college canteen premises are neat and hygienic food is prepared.

Do you agree that the canteen food is available at reasonable cost?

2%

6%

13%

48%

31%

23 ▾
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
- 3 - agree
- 4 - strongly agree

48% of the students strongly agree that the college canteen food is available at reasonable cost, whereas 31% of the students agree that the college canteen food is available at reasonable cost. 13% of the students agree to some extent that the college canteen food is available at reasonable cost. Thus, overall it can be concluded that 92% of the students either strongly agree, agree or agree to some extent that the college canteen food is available at reasonable cost.

Do you agree that photocopy facilities are available at reasonable cost ?

1%

7%

13%

44%

35%

24 ▾
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
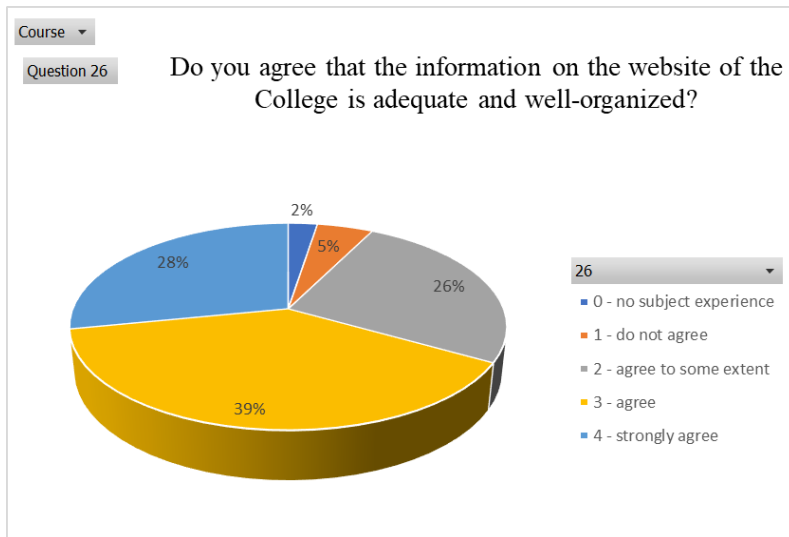- 3 - agree
- 4 - strongly agree

44% of the students strongly agree that the college photocopy facilities are available at reasonable cost, whereas 35% of the students agree that the college photocopy facilities are available at reasonable cost. 13% of the students agree to some extent that the college photocopy facilities are available at reasonable cost. Thus, overall it can be concluded that 92% of the students either strongly agree, agree or agree to some extent that the college photocopy facilities are available at reasonable cost.

Course ▾

Question 25

Do you agree that the doctors in the medical room are usually available and cooperative?

17%

27%

14%

24%

18%

25 ▾
- 0 - no subject experience
- 1 - do not agree
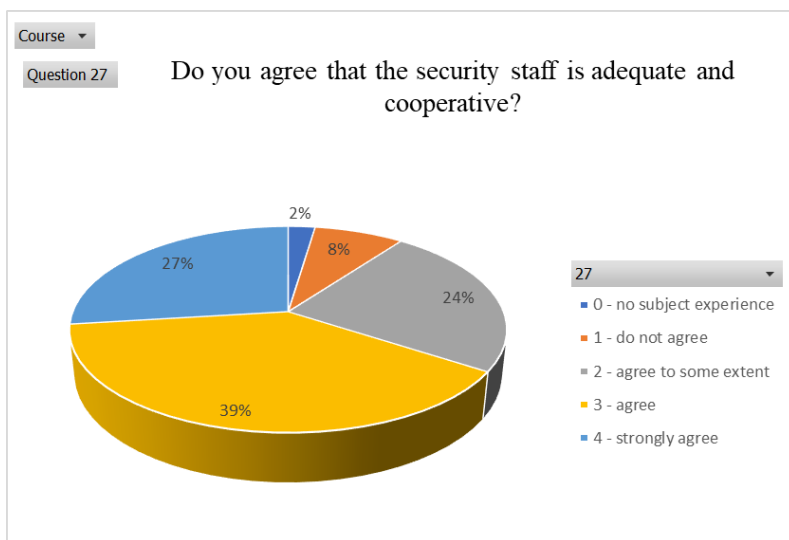- 2 - agree to some extent
- 3 - agree
- 4 - strongly agree

17% of the students strongly agree that the doctors in the medical room are usually available and cooperative, whereas 24% of the students agree that the doctors in the medical room are usually available and cooperative. 18% of the students agree to some extent that the doctors in the medical room are usually available and cooperative. Thus, overall it can be concluded that 92% of the students either strongly agree, agree or agree to some extent that the doctors in the medical room are usually available and cooperative.

Question 26 — Do you agree that the information on the website of the College is adequate and well-organized?

- 2%
- 5%
- 28%
- 26%
- 39%

26
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
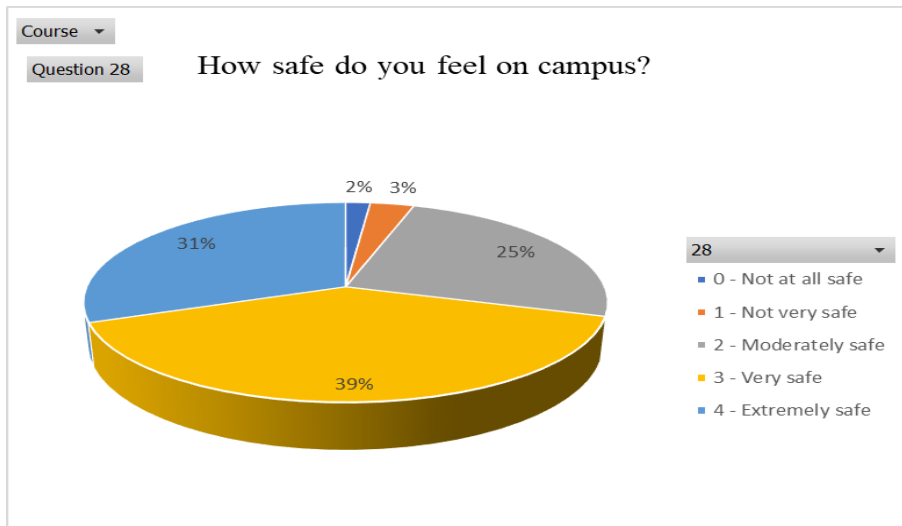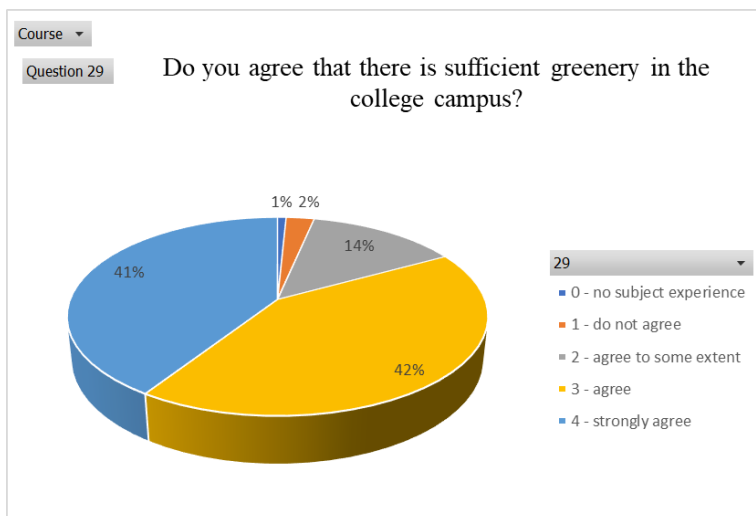- 3 - agree
- 4 - strongly agree

28% of the students strongly agree that the information on the college website is adequately organized, whereas 39% of the students agree that the information on the college website is adequately organized. 26% of the students agree to some extent that the information on the college website is organized. Thus, overall it can be concluded that 93% of the students either strongly agree, agree or agree to some extent that the information on the college website is adequately organized.

Question 27 — Do you agree that the security staff is adequate and cooperative?

- 2%
- 8%
- 27%
- 24%
- 39%

27
- 0 - no subject experience
- 1 - do not agree
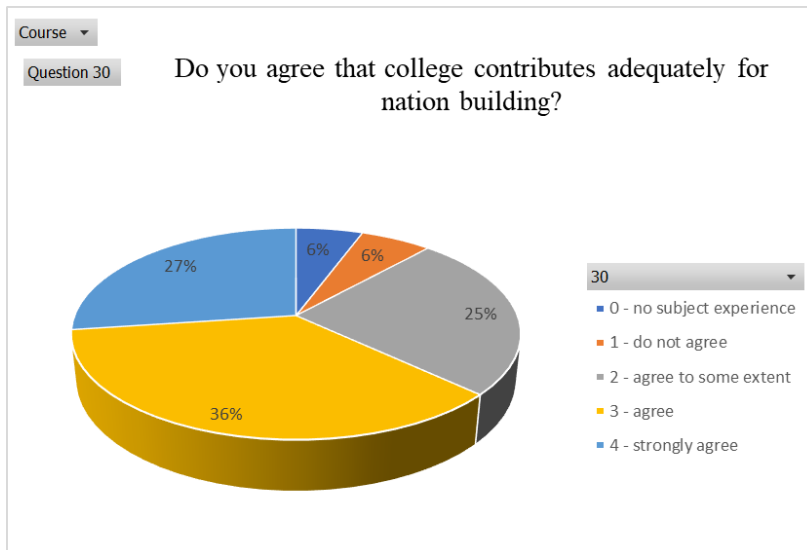- 2 - agree to some extent
- 3 - agree
- 4 - strongly agree

27% of the students strongly agree that the college security staff is adequate and cooperative, whereas 39% of the students agree that the college security staff is adequate and cooperative. 24% of the students agree to some extent that the college security staff is adequate and cooperative. Thus, overall it can be concluded that 90% of the students either strongly agree, agree or agree to some extent that the college security staff is adequate and cooperative.

Course ▾

Question 28

How safe do you feel on campus?

2% 3%
31%
25%
39%

28 ▾
■ 0 - Not at all safe
■ 1 - Not very safe
■ 2 - Moderately safe
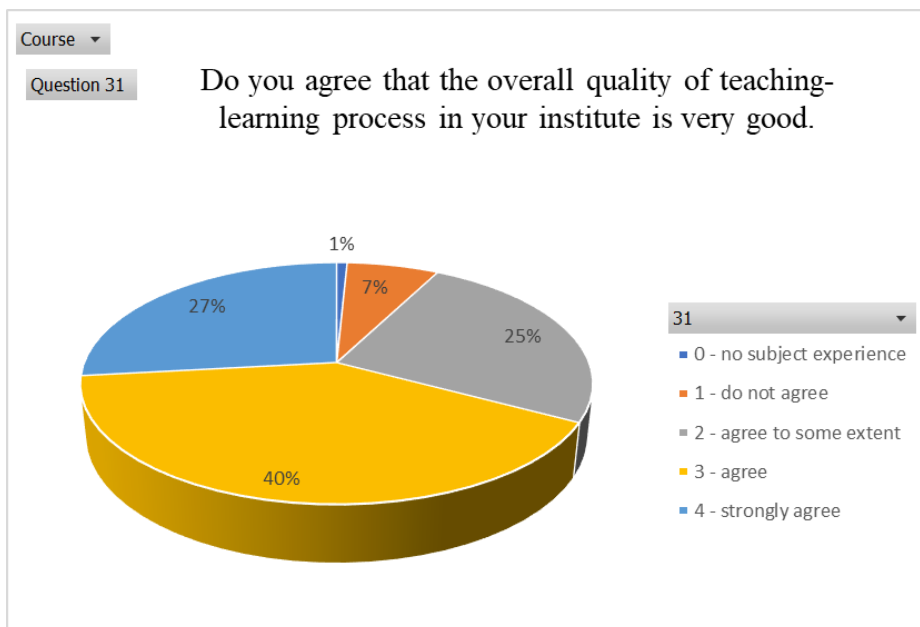■ 3 - Very safe
■ 4 - Extremely safe

31% of the students strongly agree that the students feel safe on campus, whereas 39% of the students agree that the students feel safe on campus. 25% of the students agree to some extent that the students feel safe on campus. Thus, overall it can be concluded that 95% of the students either strongly agree, agree or agree to some extent that the students feel safe on campus.

Course ▾

Question 29

Do you agree that there is sufficient greenery in the college campus?

1% 2%
14%
41%
42%

29 ▾
■ 0 - no subject experience
■ 1 - do not agree
■ 2 - agree to some extent
■ 3 - agree
■ 4 - strongly agree

41% of the students strongly agree that there is sufficient greenery on the college campus, whereas 42% of the students agree that there is sufficient greenery on the college campus. 14% of the students agree to some extent that there is sufficient greenery on the college campus. Thus, overall it can be concluded that 97% of the students either strongly agree, agree or agree to some extent that there is sufficient greenery on the college campus.

Course ▾

Question 30

Do you agree that college contributes adequately for nation building?

6% 6% 25%

27%

36%

30 ▾
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
- 3 - agree
- 4 - strongly agree

27% of the students strongly agree that the college contributes adequately to nation building, whereas 36% of the students agree that the college contributes adequately to nation building. 25% of the students agree to some extent that the college contributes adequately to nation building. Thus, overall it can be concluded that 88% of the students either strongly agree, agree or agree to some extent that the college contributes adequately to nation building.

Course ▾

Question 31

Do you agree that the overall quality of teaching-learning process in your institute is very good.

1% 7% 25%

27%

40%

31 ▾
- 0 - no subject experience
- 1 - do not agree
- 2 - agree to some extent
- 3 - agree
- 4 - strongly agree

27% of the students strongly agree that the overall quality of teaching learning in the institute is good, whereas 40% of the students agree that the overall quality of teaching learning in the institute is good. 25% of the students agree to some extent that the overall quality of teaching learning in the institute is good. Thus, overall it can be concluded that 92% of the students either strongly agree, agree or agree to some extent that the overall quality of teaching learning in the institute is good.

In summary, the following are the observations of student satisfaction survey feedback on overall performance of the institution based on the graphical analysis:

- Market Oriented- 87%
- Teacher communication-78%
- Teacher Preparation- 88%
- Teaching Approach-86%
- Students' strengths and weaknesses identification- 82%
- Learning Outcome-85%
- Bilingual Instruction: 95%
- Extra Time for Queries:89%
- Opportunities for Learning: 88%
- Academic Seminars/Conferences: 91%
- Soft Skills Development: 87%
- Extra-Curricular Activities: 84%
- ICT Tools:80%
- Internal Evaluation Fairness: 93%
- Administrative staff is courteous and cooperative: 87%
- Library Resources: 83%
- Library Support: 89%
- Computer Lab Facilities: 76%
- Lab staff is supportive: 79%
- Adequate sports and fitness facilities- 74%
- Suitable drinking facilities- 87%
- hygienic canteen premises- 91%
- College canteen food available at reasonable cost- 92%
- College photocopy shop facilities at reasonable cost- 92%
- Doctors are usually available and cooperative in medical room-59%
- Information on the college website is adequately organized-93%
- College security staff is adequate and cooperative-90%
- Students feel safe on campus-95%
- Sufficient greenery on the college campus-97%
- College contributes adequately to nation building-88%
- Overall quality of teaching learning in the institute is good-92%

4. Conclusion

The survey serves as a comprehensive measure of overall student satisfaction, with a particular focus on two pivotal areas: teaching quality and college infrastructure. The overwhelmingly positive feedback we have received is a testament to the unwavering dedication and tireless efforts of our faculty and staff, as well as our commitment to providing students with comprehensive and accessible library resources.

This feedback, specifically in these critical areas, not only underscores the profound commitment of our educators but also underscores the institution's resolve to maintain high academic standards and create an enriching learning environment. A significant majority of our students have expressed their satisfaction with the quality of teaching and the relevance of courses to their academic and career aspirations. The positive interactions between students and faculty members are clear evidence of our devotion to academic excellence.

Furthermore, students have conveyed their satisfaction with the campus facilities, including classrooms, laboratories, and the library. The availability of IT resources has also received favorable reviews. Administrative staff members' responsiveness has garnered positive feedback, indicating a commitment to providing essential student support services. It is noteworthy that a considerable number of our students actively participate in student clubs, sports, and cultural events, reflecting the vibrancy of our campus community.

In conclusion, PGDAV College has received resounding affirmation of its dedication to academic excellence and unwavering student support. The survey results serve as a valuable roadmap for continuous improvement, enabling us to address areas of concern and build upon our existing strengths.

Appendix: Questionnaire (Sample Google form)

Dear students,

The second and third year students of PGDAV College are required to fill the required information for the purpose of NAAC Criteria 2.7.1 on Teaching – Learning and Evaluation.

Instructions to fill the questionnaire:

- Preferably fill this form using institutional (college) email-id.

- Each question has five responses, choose the most appropriate one.

Email*

Your email

Name:*

Your answer

Course*

Choose

College Roll. No.*

Your answer

Batch:*

Your answer

1.   Do you agree that the course designed by the University is market oriented?

*

   4 – Strongly agree

   3 – Agree

2 – Neutral

1–Disagree

0 – Strongly disagree

2.   How well were the teachers able to communicate?

*

4 – Always effective

3 – Sometimes effective

2 – Just satisfactorily

1– Generally ineffective

0– Very poor communication

3. How well did the teachers prepare for the classes?

*

4 –Thoroughly

3 – Satisfactorily

2 – Poorly

1 – Indifferently

0 – Won't teach at all

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

4 - Excellent

3 - Very good

2 - Good

1 - Fair

0 - Poor

5. The teachers identify your strengths and weaknesses and encourage you by providing right level of challenges.

*

4 – Fully

3 – Reasonably

2 – Partially

1 – Slightly

0– Unable to

6. The teachers inform you about your expected competencies, course outcomes and programme outcomes in advance.

*

4 – Every time

3 – Usually

2– Occasionally/Sometimes

1 – Rarely

0– Never

7. Do you agree that teachers are bilingual in class?

*

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0– Strongly disagree

8. Do you agree that teachers and mentors give you extra time to solve your queries?

*

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0– Strongly disagree

9. The institution provides multiple opportunities to learn and grow by promoting internship, placements, field visit opportunities for students and in other ways.

*

   4 – Strongly agree

   3 – Agree

   2 – Neutral

   1 – Disagree

   0– Strongly disagree

10. Do you agree that academic seminars and conferences are held regularly in the college?*

   4 - strongly agree

   3 - agree

   2 - agree to some extent

   1 - do not agree

   0 - no subject experience

11. Do you agree that efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills such as communication skills, programming languages, career counselling seminars, etc to make you ready for the world of work.

*

   4 - strongly agree

   3 - agree

   2 - agree to some extent

   1 - do not agree

   0 - no subject experience

12. Do you agree that the college organises extracurricular activities and encourages you to participate in them?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

13. Do you agree that your teachers use adequate and necessary ICT tools in the classroom?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

14. What do you think about the fairness of the internal evaluation process by the teachers?

*

4 – Always fair

3 – Usually fair

2 – Sometimes fair

1 – Rarely fair

0- Never fair

15. Do you agree that the administrative staff is courteous and cooperative?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

16. Do you agree that the library has sufficient books on syllabus and subscription to necessary journals?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

17. Do you get good support from the library staff in easily locating the books in the libary?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

18 Do you agree that the college maintains adequate computer lab facilities?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

19. Do you agree that lab staff is cooperative?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

20. Do you agree that the college has adequate sports and fitness facilities?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

21. Do you agree that drinking water facility is suitable?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

22. Do you agree that the canteen premises are neat, and hygienic food is prepared in the canteen?*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

23. Do you agree that the canteen food is available at reasonable cost?*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

24. Do you agree that photocopy facilities are available at reasonable cost ?*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

25. Do you agree that the doctors in the medical room are usually available and cooperative?*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

26. Do you agree that the information on the website of the College is adequate and well-organized?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

27. Do you agree that the security staff is adequate and cooperative?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

28.   How safe do you feel on campus?*

4 - Extremely safe

3 - Very safe

2 - Moderately safe

1 - Not very safe

0 - Not at all safe

29.   Do you agree that there is sufficient greenery in the college campus?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

30. Do you agree that college contributes adequately for nation building?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

31. Do you agree that the overall quality of teaching-learning process in your institute is very good.

*

    4 - strongly agree

    3 - agree

    2 - agree to some extent

    1 - do not agree

    0 - no subject experience

32. Give three observations / suggestions to improve the overall teaching – learning experience in the college.

Your answer

Submit

Page 1 of 1

Clear form