**2.7.1 – Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as weblink)**

**INDIRA GANDHI NATIONAL COLLEGE  
Ladwa - Kurukshetra (Haryana)**Students’ Feedback Analysis and Action Taken Report

Session: 2019-20

The IQAC of the college conducted a Student Satisfaction Survey (SSS) on overall institutional performance during the session 2019-2020. A standard format of the feedback pro-forma was devised. Due to the Pandemic situation of COVID-19, the survey was conducted from the month of July to October, 2020.The survey was done in online mode. The outcomes have been analyzed and a consolidated report has been prepared. The suggestive measures were discussed in IQAC meeting and approved.

In this online survey, feedback was taken from a random selection of 170 students out of 979 of all programs viz. Commerce, Science and Arts. The survey addressed the following questions on a 5 point scale:

* Academic Performance of the college.
* Grading on Teaching Quality.
* Administrative Functioning of the college office.
* Library Facilities of the college.
* Water and Cleanliness of the campus
* Canteen in the college campus.
* Sports facilities in the college
* Extra-curricular activities.
* Environment in the college.

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| S.No. | Component/Question | Response in % | Action Taken |
| 1. | Teachers discuss the topics in detail. | Most of the students (95%) strongly agreed or agreed that teachers discuss the topics in detail | It will be strengthened further. |
| 2. | Teachers cover entire syllabus. | 83% students agreed that teachers cover the entire syllabus | Teachers were advised to adhere to lesson plan for the timely completion of entire syllabi of their respective subjects. |
| 3. | Teachers communicate clearly and effectively. | 90% students agreed that teachers communicate clearly and effectively while transacting the curriculum | Teachers were advised to attend orientation and Refresher courses for the effective delivery of Curriculum |
| 4. | Teachers take their class tests and assignments regularly. | 94% students strongly agreed or agreed that teachers take their class tests and assignments regularly | Examination branch was advised to monitor the timely completion of Tests and Assignments for Internal Assessment |
| 5. | Teachers discuss the assessment tests and assignments with students after evaluation. | 88% agreed to it | Teachers were advised to share and discuss the class tests and Assignments in detail so that they can perform better in final Exams |
| 6. | Teachers encourage the students for participation and discussion in the class. | 94% of students were strongly agree or agree | Teachers were directed to involve and encourage the students for the same |
| 7. | Teachers have amiable and have cooperative attitude towards their students. | 84% students responded favorably | Faculty members were advised to be courteous towards students |
| 8. | Teachers pay special attention to academically weak students.. | 73% students were agreed that teachers pay special attention to academically weak students | Faculty members were advised to take Extra/remedial classes for weak students |
| 9. | Teachers take active interest in arranging field visit, educational tours for the enhancement of learning. | 71% students were strongly agreed or agreed | All the departments are directed to arrange field visit and educational tours for the students |
| 10. | E-Content shared by teachers during COVID-19 Pandemic is useful. | 84% students were strongly agreed or agreed that E-Content shared by teachers during COVID-19 Pandemic was useful. | Faculty members were advised to attend FDP’s on E-content development. The college will also arrange a workshop for the same |
| 11. | Teachers discuss and resolve the queries of students online effectively during COVID-19 Pandemic. | 61% students were strongly agreed and 22% agreed that teachers solved their queries during pandemic | Teachers were advised to solve the queries of students and work according to the expectations of the students |
| 12. | The college office staff in the college is co-operative and helpful. | 85% said that they are courteous and helpful | Administrative staff will be trained to enhance the quality of service provided by them |
| 13. | The workmanship of college office regarding the facilities like fee collection, scholarship, examination and result is satisfactory. | 14% students were strongly agreed and 66% agreed | The office processes will be automated to facilitate the students |
| 14. | Books and reading material available in the college library meets the requirement of students. | 22% students were strongly agreed and 60% agreed | Library committee is directed to purchase more curriculum based books |
| 15. | College pays special attention to the maintenance and hygiene of drinking water and washrooms. | 13% students were strongly agreed and 51% agreed | Deputy Supdt was directed to monitor the Campus cleaning work on daily basis |
| 16. | College classrooms are well maintained and hygienic. | 14% students were strongly agreed and 61% agreed | Deputy Supdt was directed to ensure the class room cleaning as well as sanitize the class room keeping in view the COVID-19 pandemic |
| 17. | College labs are fully functional and well maintained. | 14% students were strongly agreed and 57% agreed | HoD’s were requested to maintain the laboratories. They can demand the services of technicians for maintenance of laboratory |
| 18. | College campus is Green and Eco-friendly. | 34% students were strongly agreed and 56% agreed | Our campus is already Green and well maintained. The College will put more emphasis for the same |
| 19. | College pays special attention to the availability of edibles in the college canteen. | 12% students were strongly agreed and 45% agreed | The Canteen Committee was directed to take strict action in this regard. Committee has been directed to search a new Canteen contractor who can fulfill the expectations of the students. |
| 20. | The sports facilities available in the college are sufficient. | 17% students were strongly agreed and 60% agreed | Sports committee was directed to ensure maximum participation of the students and make new teams and introduce more games |
| 21. | The sports activities conducted in the college are adequate. | 78% students strongly agreed and agreed | Sports committee was directed to organize more sports events |
| 22. | The college provides adequate facilities to promote cultural activities in the institution. | 88% students were strongly agreed or agreed | Cultural committee was directed to organize adequate cultural events |
| 23. | The functioning of Career Guidance and Placement Cell in the college is satisfactory. | 16% students were strongly agreed and 64% agreed | Career guidance cell was directed to organize more awareness lectures of career guidance will be organized |
| 24. | The activities conducted by NSS and NCC units of the college to develop leadership skills of students are sufficient. | 24% students were strongly agreed and 67% agreed | Both the In charges were directed to organize maximum activities |
| 25. | The activities conducted by the Legal Literary Cell, Women Cell, Red cross and Red ribbon club of the college are sufficient. | 87% said that these are sufficient. | In charges were directed to arrange more programmes |

















































