

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.

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	Teachers were advised to attend

		communicate clearly and effectively while transacting the curriculum	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	Faculty members were advised to attend FDP's on E-content development. The college will also arrange a workshop

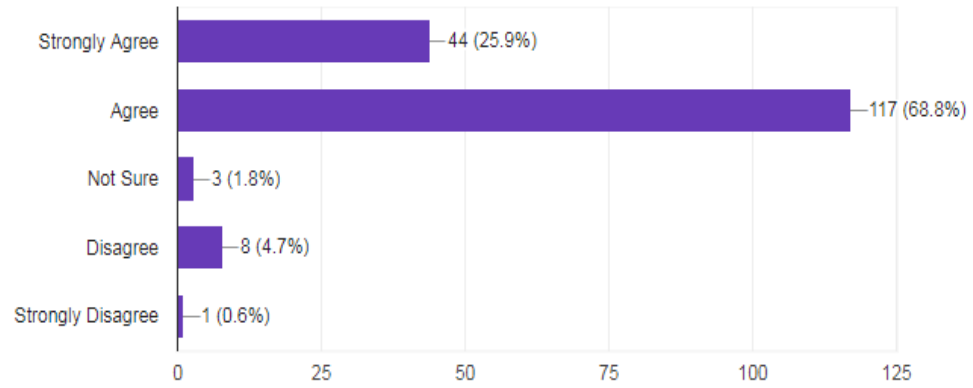
		useful.	for the same
11.	Teachers discuss and resolve the queries of students online effectively during COVID-19 Pandemic.	61% students were strongly agreed and 22% agreed that teachers solved their queries during pandemic	Teachers were advised to solve the queries of students and work according to the 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

1. Teachers discuss the topics in detail.

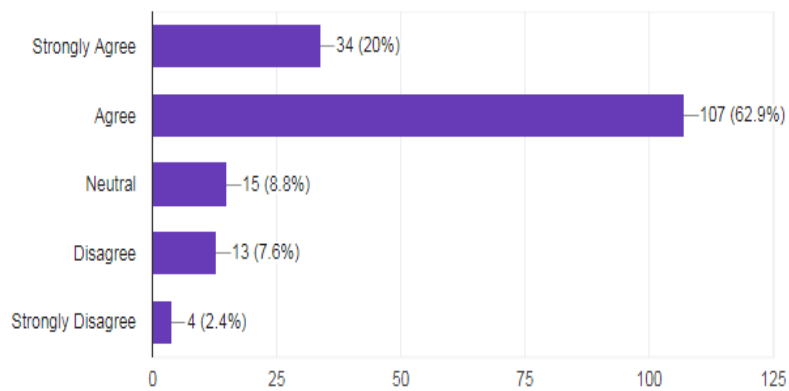


170 responses



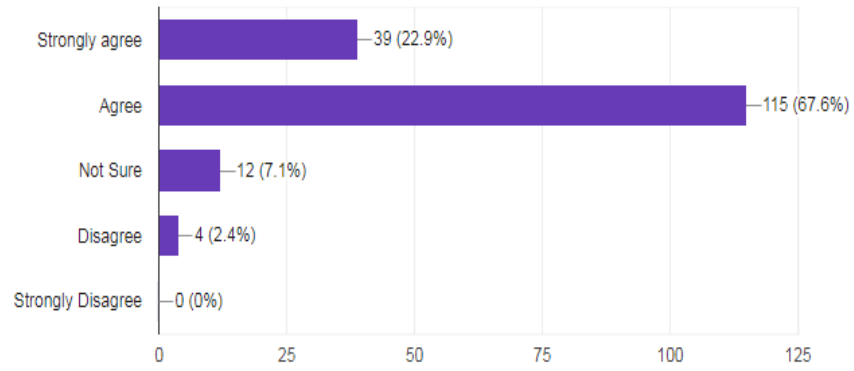
2. Teachers cover entire syllabus.

170 responses



3. Teachers communicate clearly and effectively.

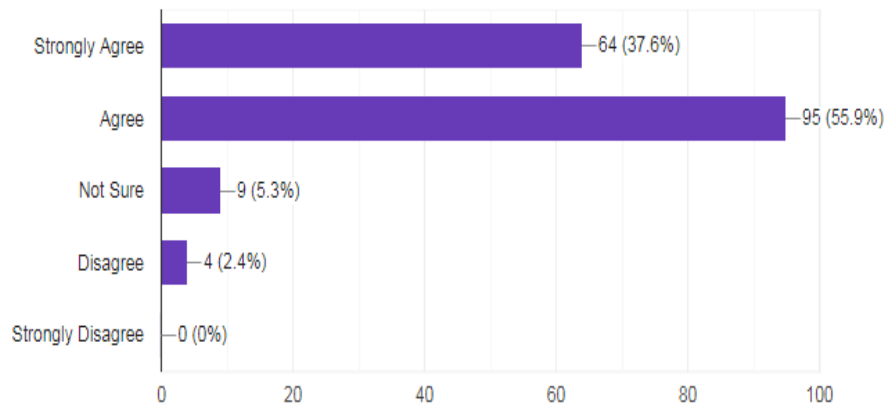
170 responses



4. Teachers take their class tests and assignments regularly.

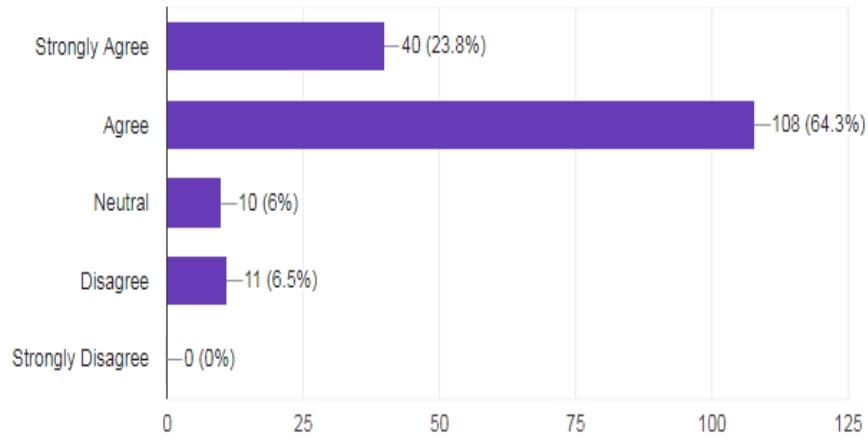


170 responses



5. Teachers discuss the assessment tests and assignments with students after evaluation.

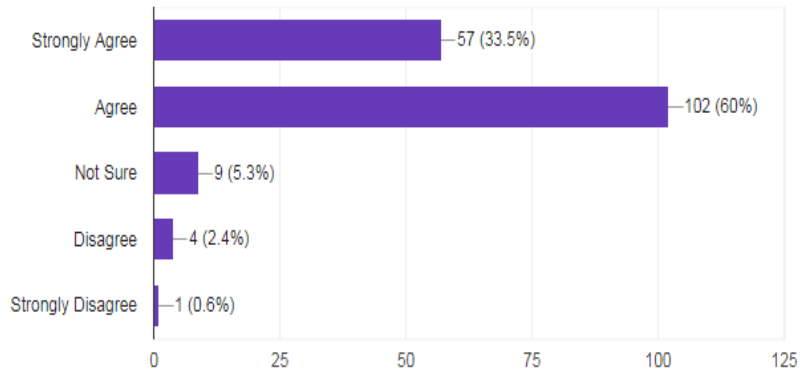
168 responses



6. Teachers encourage the students for participation and discussion in the class.



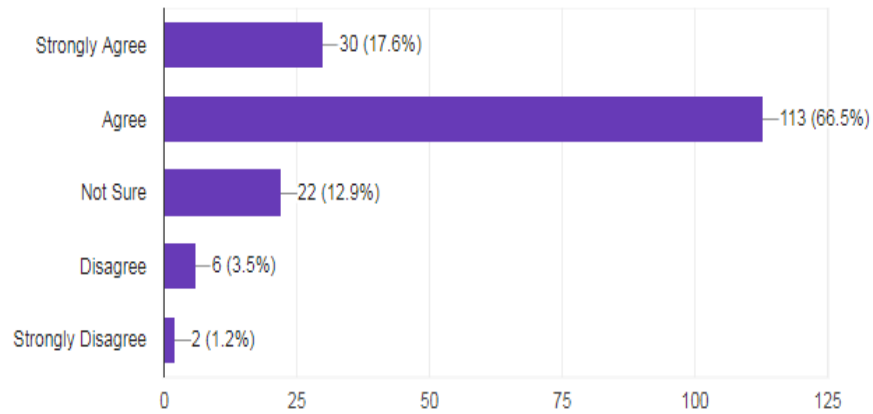
170 responses



7. Teachers have amiable and cooperative attitude towards students.

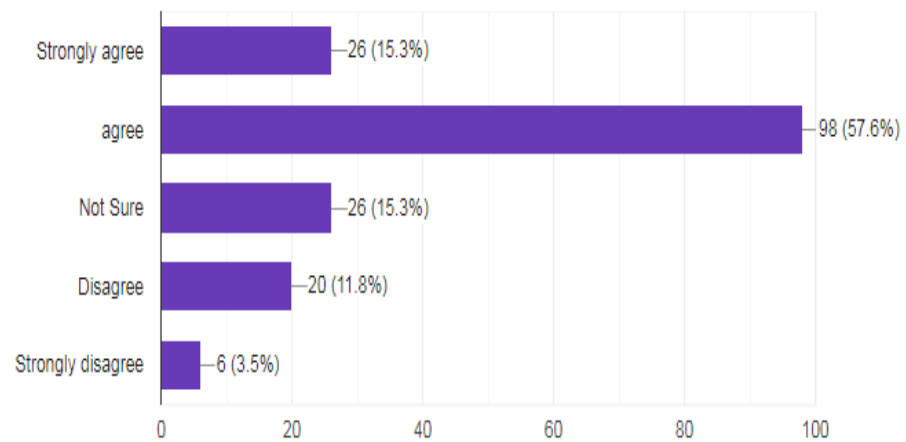



170 responses



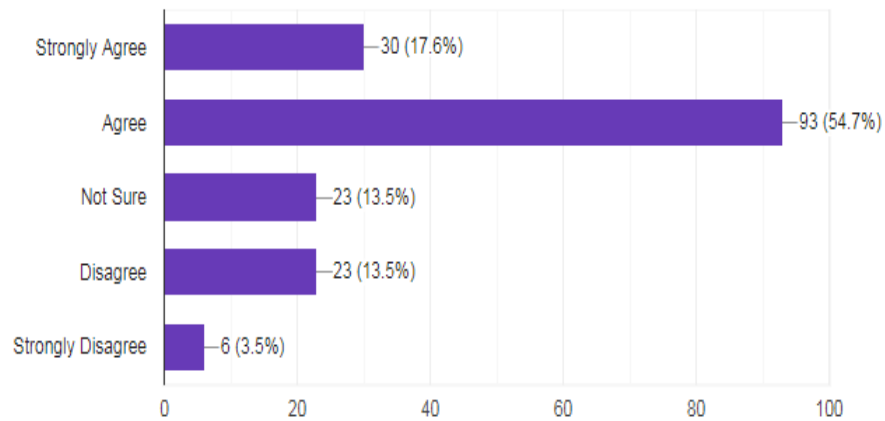
8. Teachers pay special attention to academically weak students.

170 responses



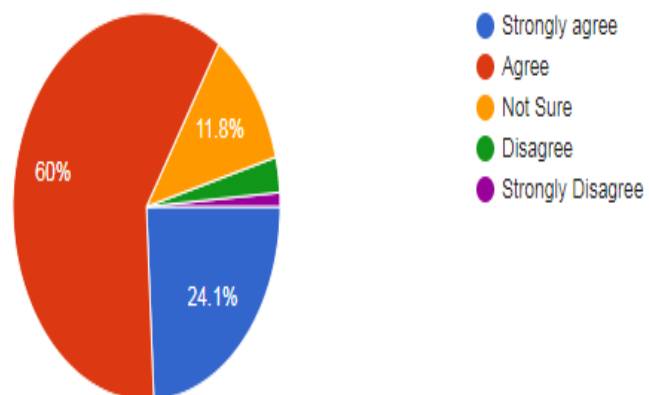
9. Teachers take active interest in arranging field visit, educational tours for the enhancement of learning. 

170 responses



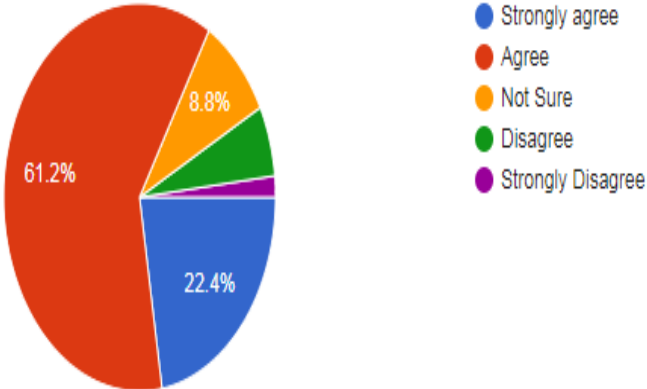
10. E-Content shared by teachers during COVID-19 Pandemic is useful.

170 responses



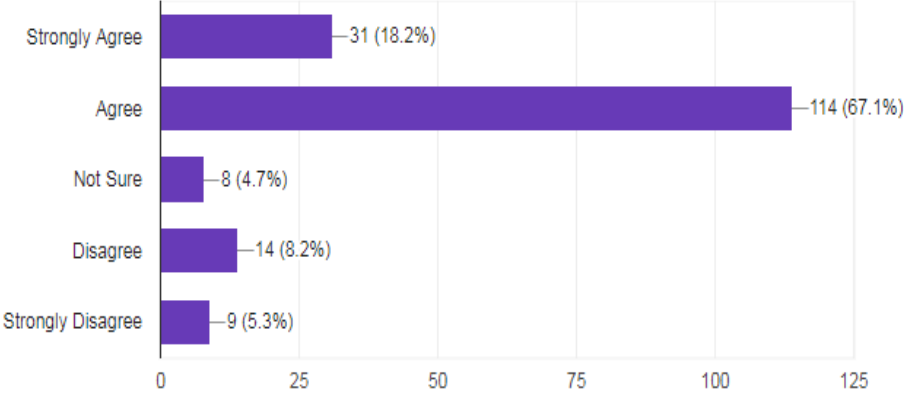
11. Teachers discuss and resolve the queries of students online effectively during COVID-19 Pandemic.

170 responses



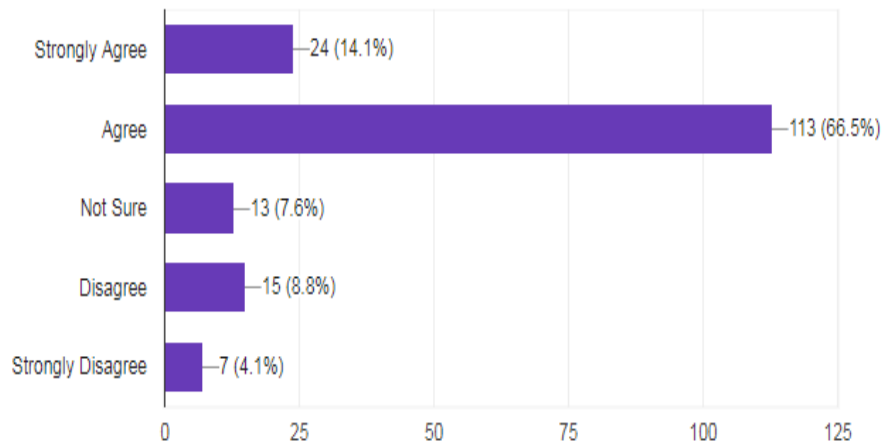
12. The college office staff is co-operative and helpful.

170 responses



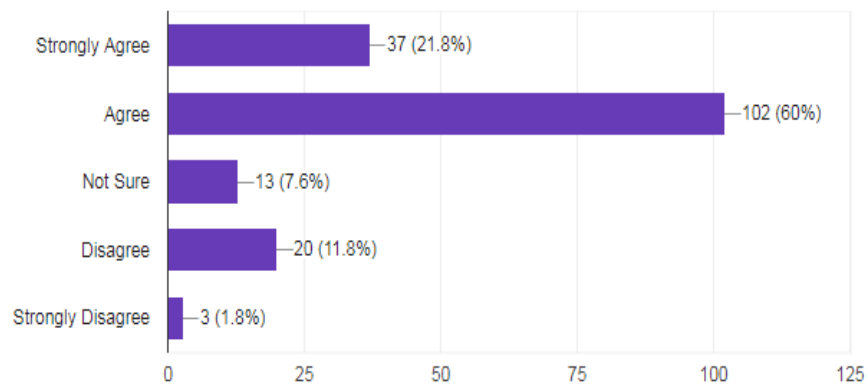
13. The workmanship of college office regarding the facilities like fee collection, scholarship, examination and result is satisfactory.

170 responses



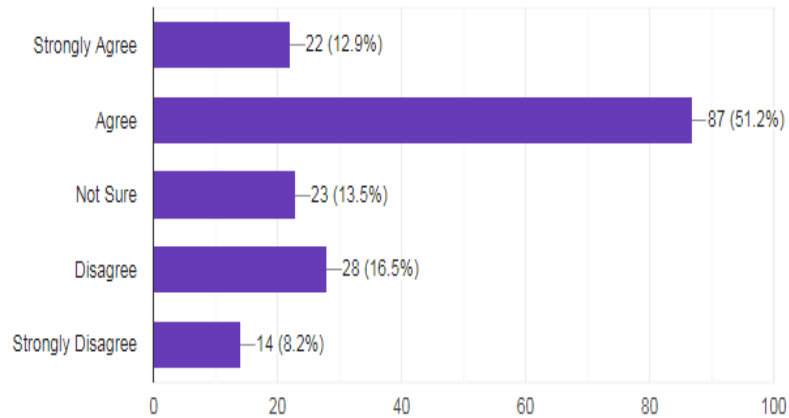
14. Books and reading material available in the college library meets the requirement of students.

170 responses



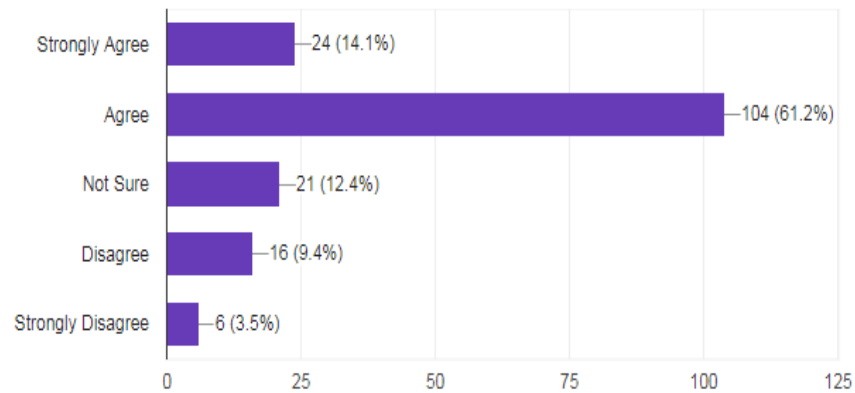
15. College pays special attention to the maintenance and hygiene of drinking water and washrooms.

170 responses



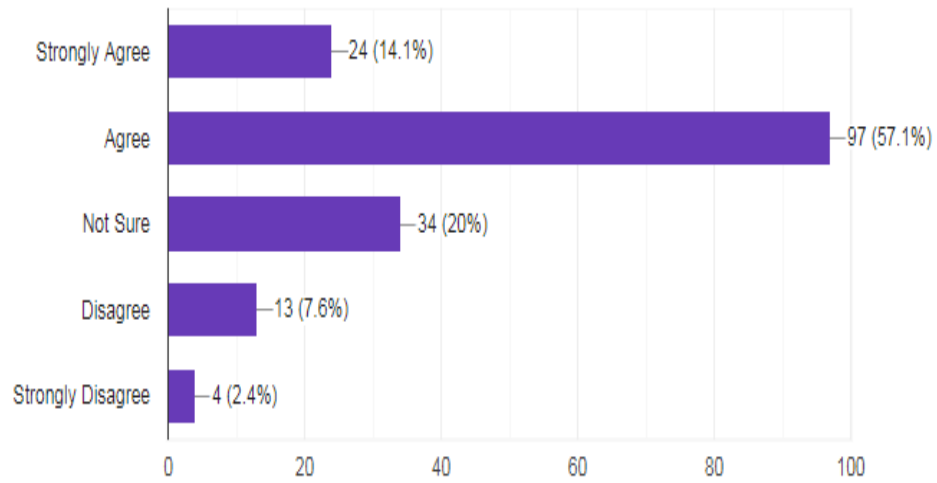
16. College classrooms are well maintained and hygienic.

170 responses



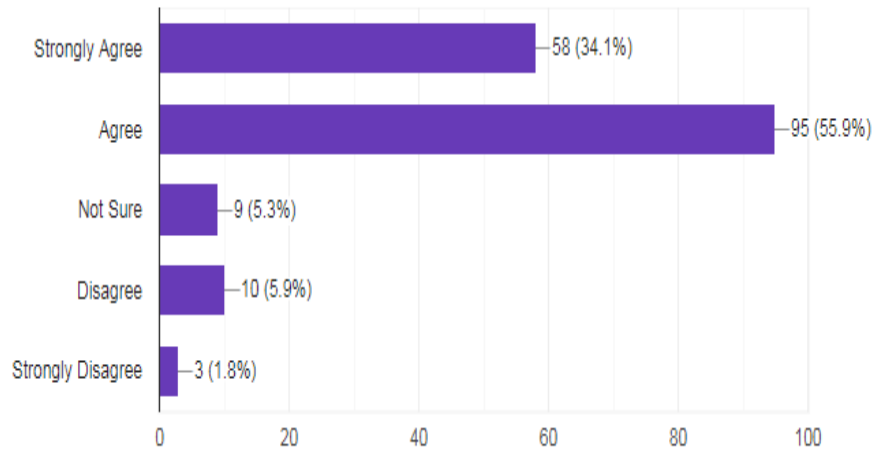
17. College labs are fully functional and well maintained.

170 responses



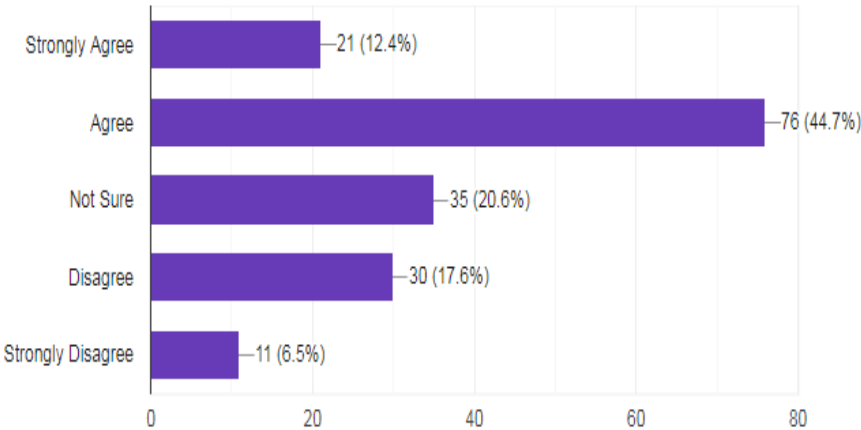
18. College campus is Green and Eco-friendly.

170 responses



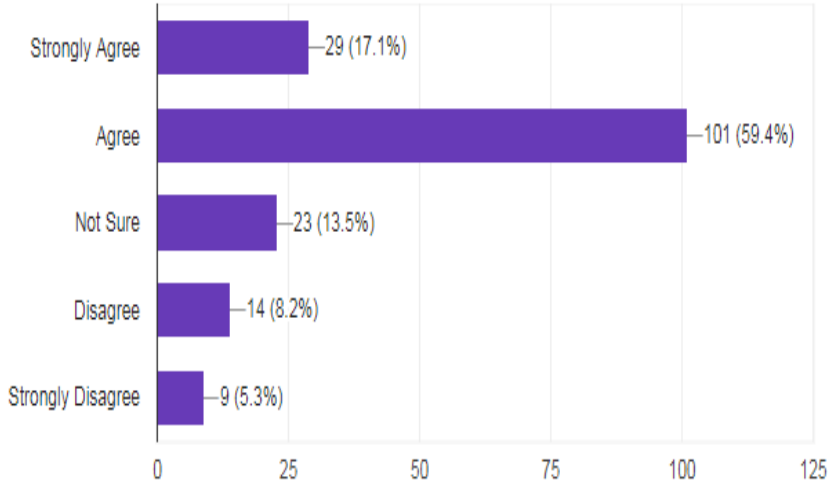
19. College pays special attention to the availability of edibles in the college canteen.

170 responses



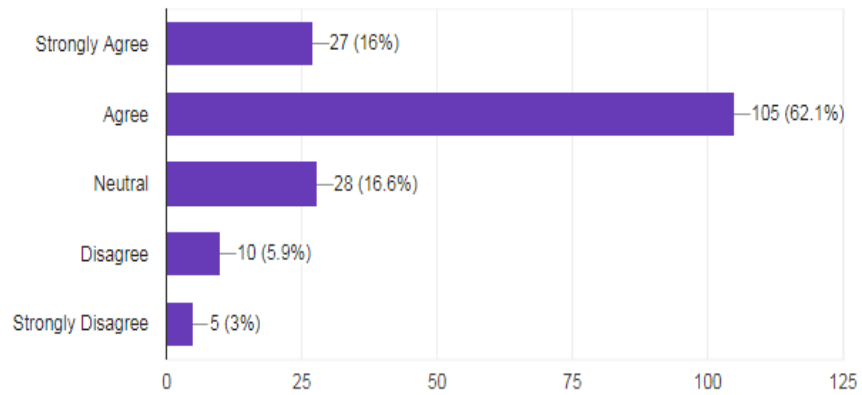
20. The sports facilities available in the college are sufficient.

170 responses



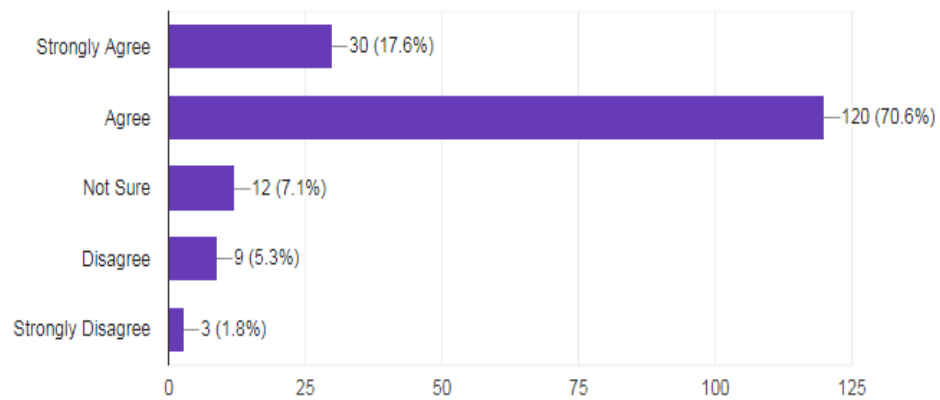
21. The sports activities conducted in the college are adequate.

169 responses



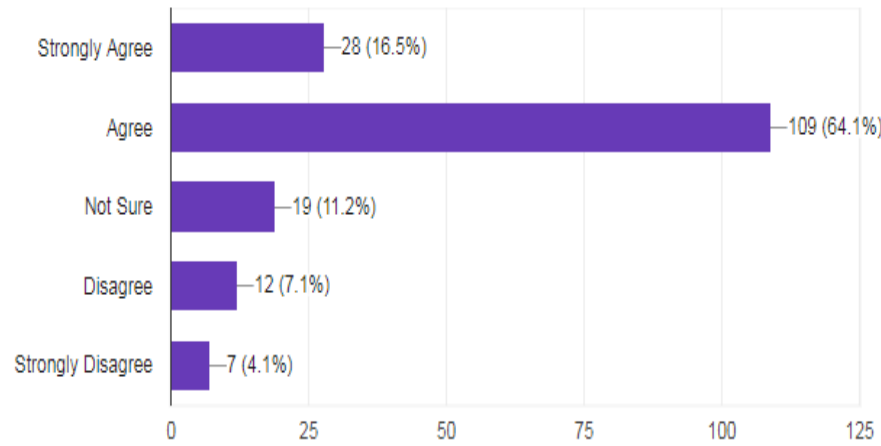
22. College provides adequate facilities to promote cultural activities in the institution.

170 responses



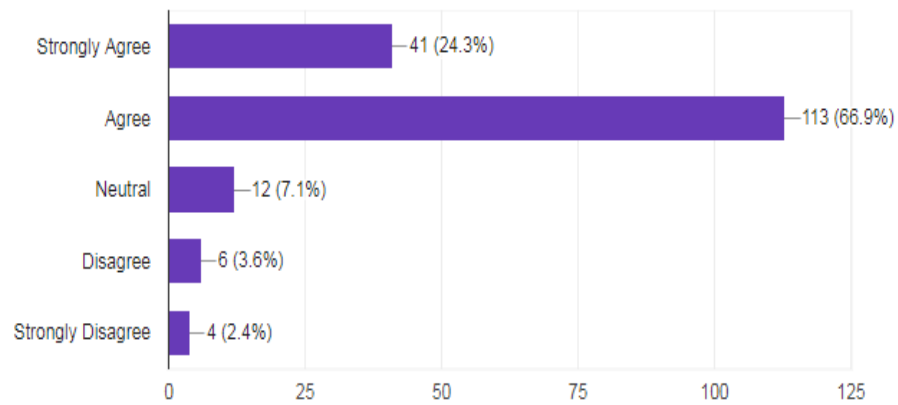
23. The functioning of Career Guidance and Placement Cell in the college is satisfactory.

170 responses



24. The activities conducted by NSS and NCC units of the college to develop leadership skills of students are sufficient.

169 responses



25. The activities conducted by the Legal Literary Cell, Women Cell, Red cross and Red ribbon club of the college are sufficient.

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