Kamala Nehru College

Student Satisfaction Survey (2019-20)

As a premier institution, Kamala Nehru College is dedicated to constantly working towards the realization of aspirations of its various stakeholders, by promoting a culture of transparency, inclusivity, and excellence. In this context, the feedback process plays a crucial role as it opens up channels of communication whereby ideas, opinions and perception of the College by the students is obtained on various aspects of curricular, co-curricular and corporate life of the College. IQAC's objective of having larger participation of students in the feedback process for the term 2019-20 has been successfully achieved, as more than 1200 students have provided feedback, which is over six times the previous number!

Student Satisfaction Survey (SSS) was conducted by the College among students across all disciplines to assess their level of satisfaction with respect to several broad parameters related to academic activities; availability of infrastructure; maintenance of discipline and security; skill enhancement; co-curricular activities; efficiency of administrative dealings; career prospects and so on. A well-structured Students' Feedback Form was circulated to initiate the fourth cycle (post NAAC) of the feedback process under the aegis of the IQAC for the academic session 2019-2020. It consisted of three sections and was filled by over 1200 students.

The following is an attempt at an objective analysis of the responses to the multiple questions of the Feedback Form:

- Section I consisted of general questions pertaining to student information like name of the student, course and year of graduation.

- Section II was related to the teaching-learning process. The following emerged in the analysis:

1. More than 93% of the students were of the opinion that the curriculum of their course was adequately challenging

2. When asked about the regularity of classes, more than 83% students responded that classes were held regularly.
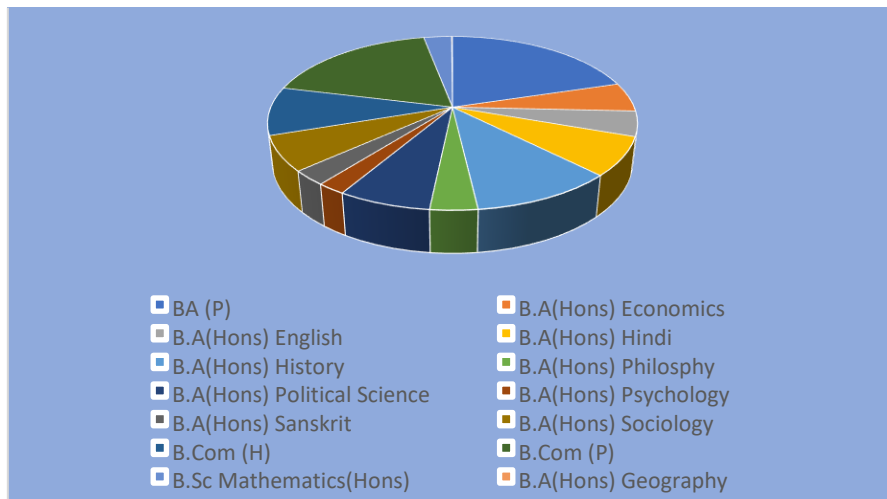
3. Approximately 89% of the students affirmed that 75 – 100 % of the syllabus was covered in class in the prescribed time frame.

4. Commenting on the quality of teaching and curriculum delivery, more than 89% of the students said that the quality of teaching was above average.

5. More than 63% of the students found teaching-learning pedagogy to be innovative and interactive.

6. 75% of the students were satisfied with the internal assessment system adopted by the College as per University guidelines.

7. The existence of internal assessment system has promoted self-assessment amongst students. 75% of the students positively affirmed to this statement.

8. The satisfaction level of the students with access to the resources of College was relatively positive, with 70% of them satisfied.

9. While assessing the relationship between the department and the students, it was found that 65% of the students found it to be highly satisfactory.

• Section III of the survey: 8 questions were asked to assess the overall experience of the students.

1. More than 14% of the students rated the efficiency of the College in maintaining a balance between academic and extracurricular activities as excellent, while more than 65% students rated it as very good or good.

2. Nearly 73% of the students were very satisfied or satisfied with the range of extracurricular and extension activities offered by the College.

3. Nearly 93% of the students rated the discipline and security within the College premises as being above average.

4. More than 60% of the students rated the efficiency of the students' grievance redressal mechanism as being above average.

5. Nearly 19% of the students rated the cleanliness and sanitation in the College as excellent, while nearly 62% rated it as very good or good.

Cross-section of the students attempting the Survey:

SECTION I:

☐ BA (P)	☐ B.A(Hons) Economics
☐ B.A(Hons) English	☐ B.A(Hons) Hindi
☐ B.A(Hons) History	☐ B.A(Hons) Philosphy
☐ B.A(Hons) Political Science	☐ B.A(Hons) Psychology
☐ B.A(Hons) Sanskrit	☐ B.A(Hons) Sociology
☐ B.Com (H)	☐ B.Com (P)
☐ B.Sc Mathematics(Hons)	☐ B.A(Hons) Geography

SECTION II:

1) Survey on Nature of Teaching in the College

Q1. How did you find the curriculum of your course?

800

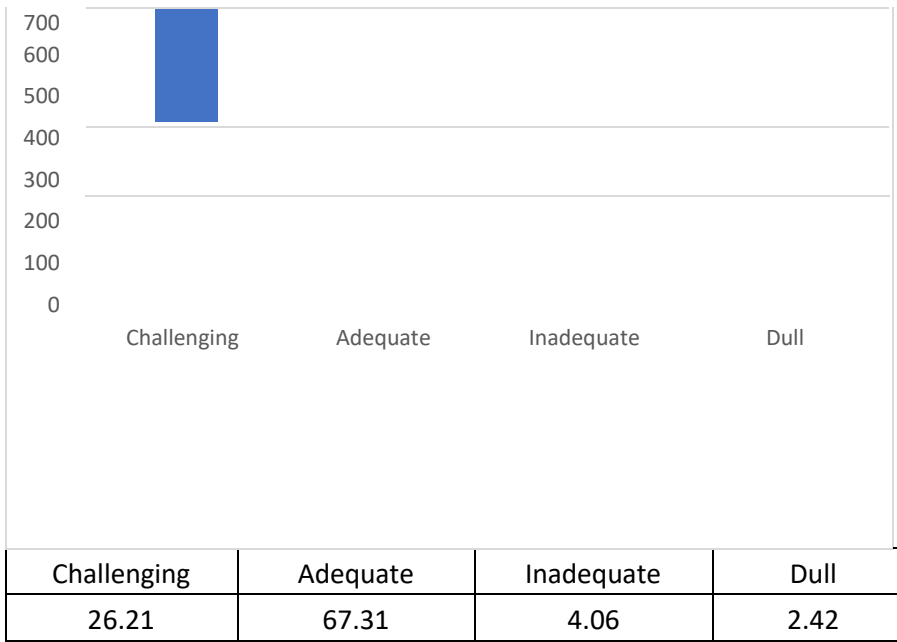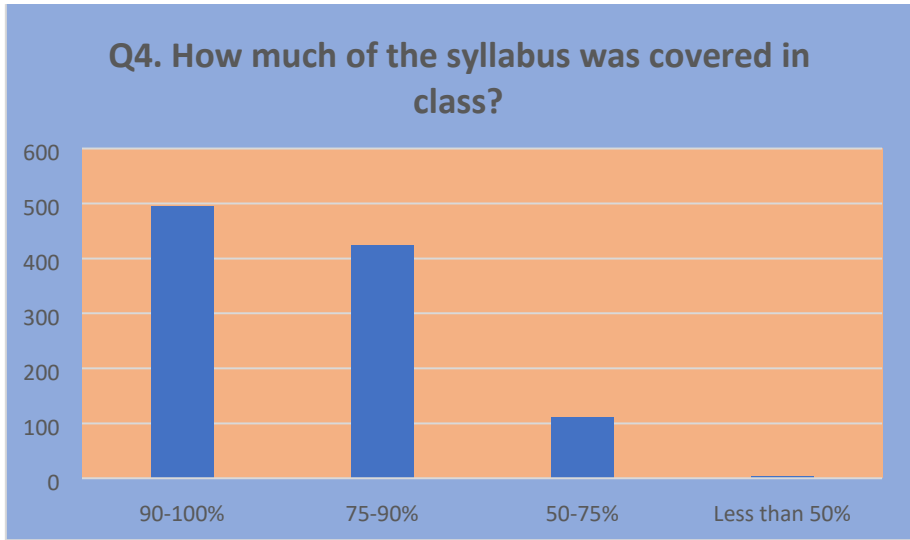| Challenging	Adequate	Inadequate	Dull
26.21	67.31	4.06	2.42

Q2. The classes are held regularly
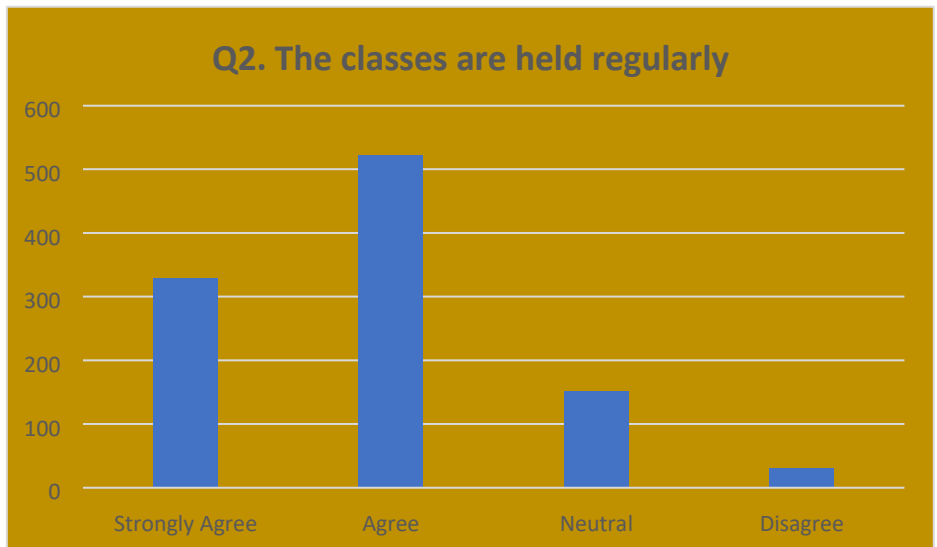
Strongly Agree	Agree	Neutral	Disagree
31.82	50.48	14.70	3.00

Q4. How much of the syllabus was covered in class?

90-100%	75-90%	50-75%	Less than 50%
47.87	41.10	10.74	0.29

Q5. How do you rate the quality of teaching and curriculum delivery?
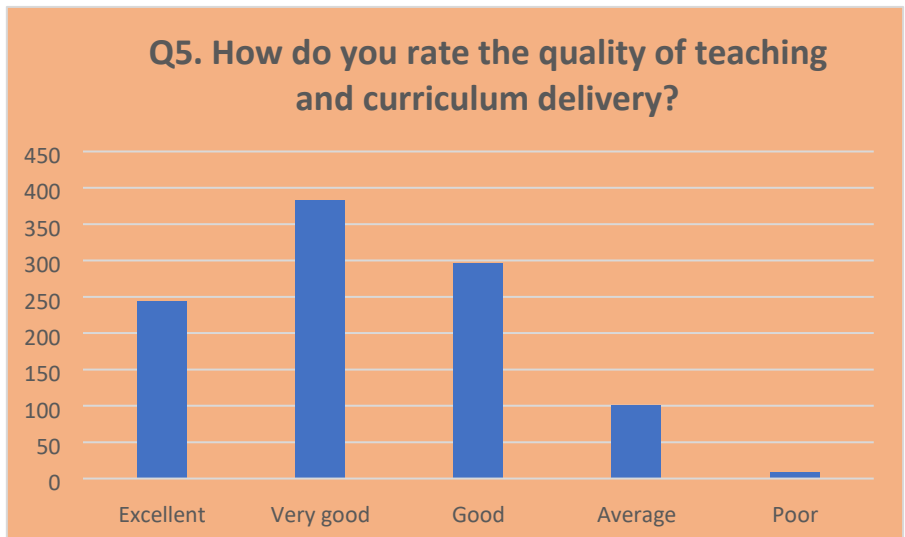
Excellent	Very Good	Good	Average	Poor
23.60	37.04	28.72	9.77	0.87

II. Survey on Techniques, Assessment and Evaluation system

Q6. Innovative and interactive teaching techniques were used:
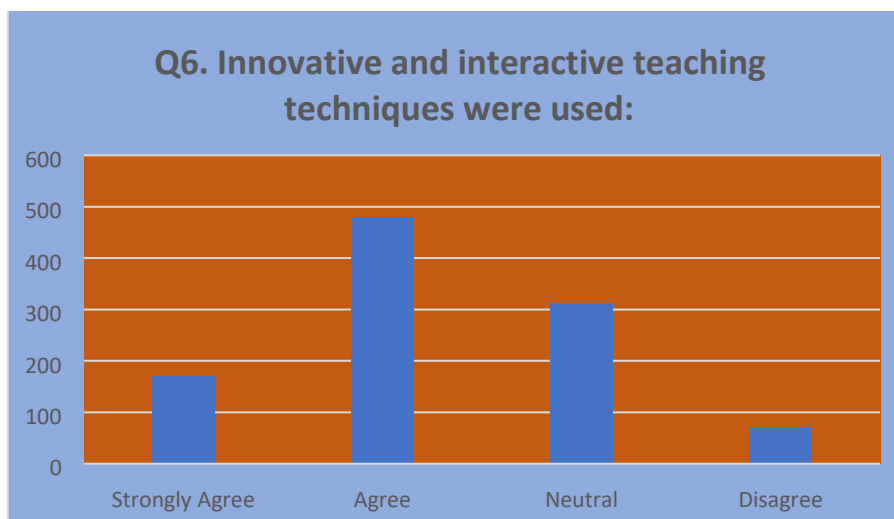
Strongly Agree	Agree	Neutral	Disagree
16.54	46.42	30.17	6.87

Q7. How satisfied are you with the internal evaluation/assessment system?
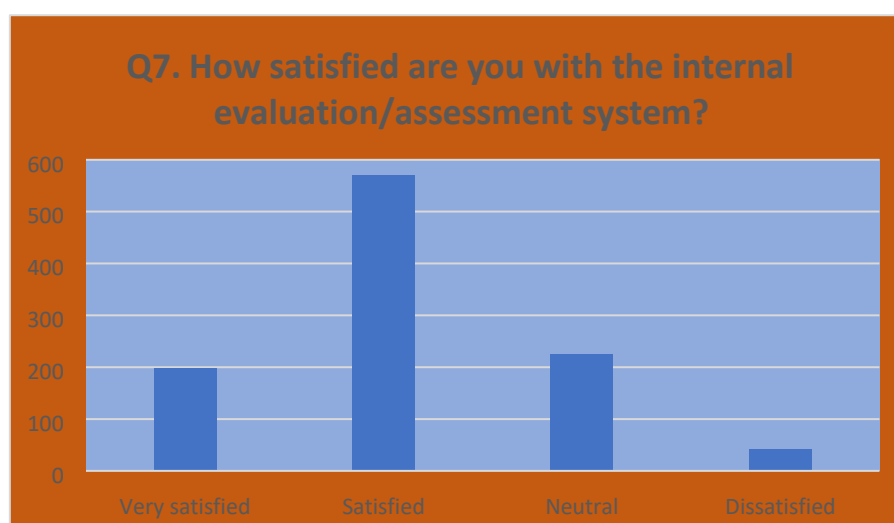
Very Satisfied	Satisfied	Neutral	Dissatisfied
19.05	55.13	21.76	4.06

Q8. The internal assessment system helped you towards continuous self assessment:
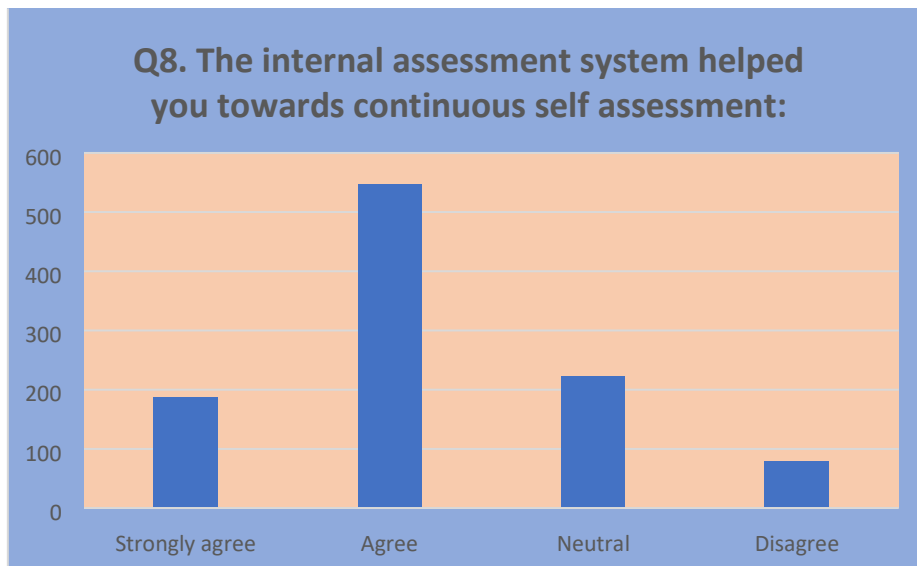
Strongly Agree	Agree	Neutral	Disagree
18.09	52.80	21.47	7.64

III. Survey on Student's Accessibility of College Resources

Q9. How satisfied are you with the quality and accessibility of the resources in the College Library?
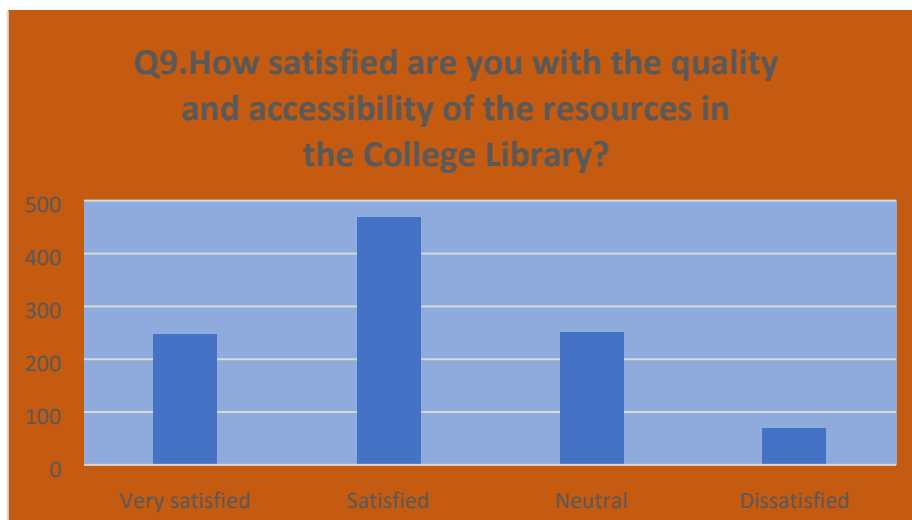
Very Satisfied	Satisfied	Neutral	Dissatisfied
23.89	45.26	24.18	6.67

IV. Student-Mentor Relationship across Departments.
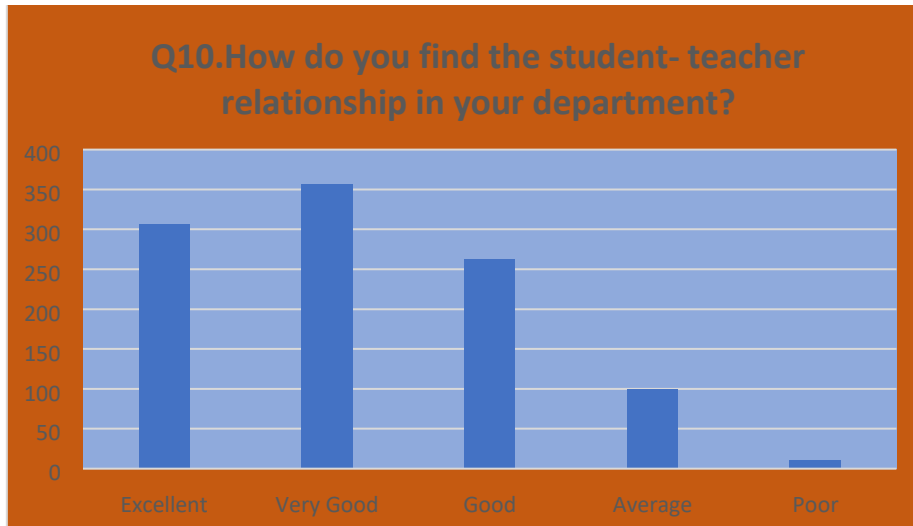
Excellent	Very Good	Good	Average	Poor
29.59	34.53	25.34	9.57	0.97

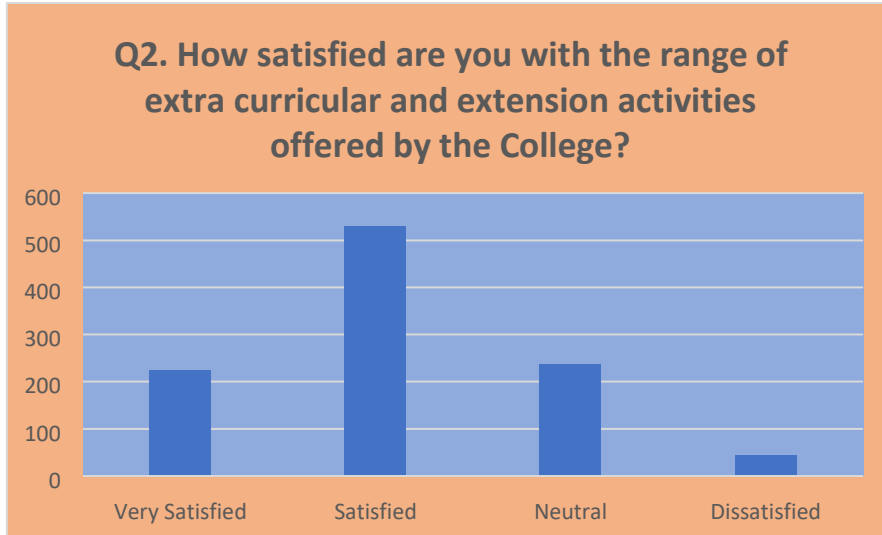**SECTION III:**

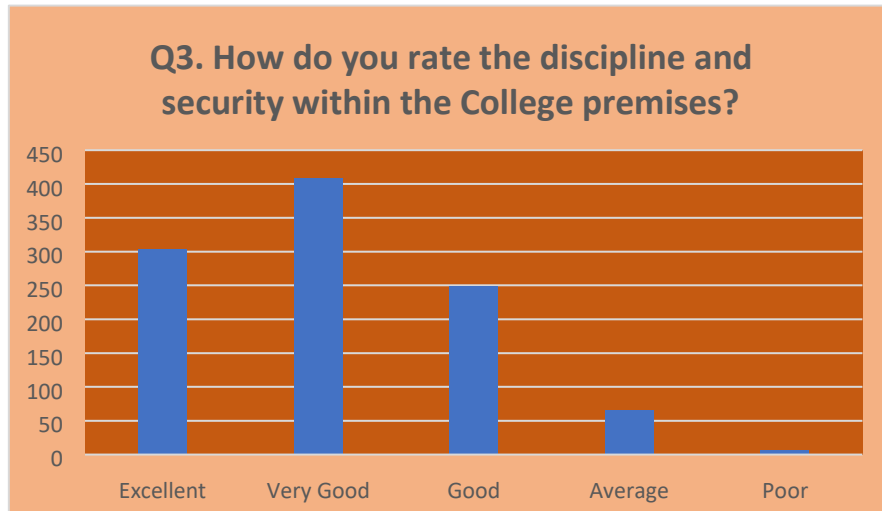# V. Understanding Role of College in balancing Academic and Extra Curricular
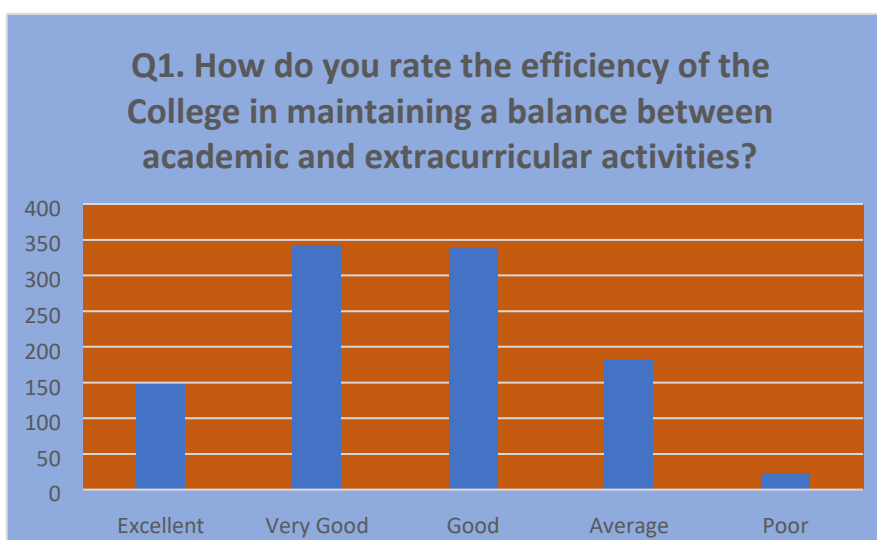
Excellent	Very Good	Good	Average	Poor
14.31	33.08	32.79	17.60	2.22

Q2. How satisfied are you with the range of extra curricular and extension activities offered by the College?

Very Satisfied	Satisfied	Neutral	Dissatisfied
21.66	51.27	22.92	4.15

Q3. How do you rate the discipline and security within the College premises?

Excellent	Very Good	Good	Average	Poor
29.40	39.46	24.08	6.38	0.68

Q4. How effective is the students' grievance redressal mechanism?
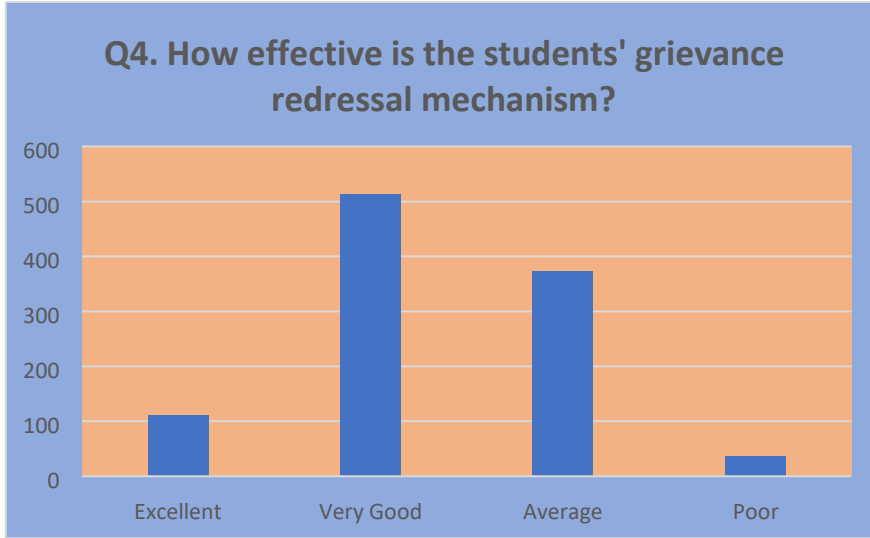
Excellent	Very Good	Average	Poor
10.74	49.61	36.07	3.58

Q5. How do you rate the cleanliness and sanitation in the College?
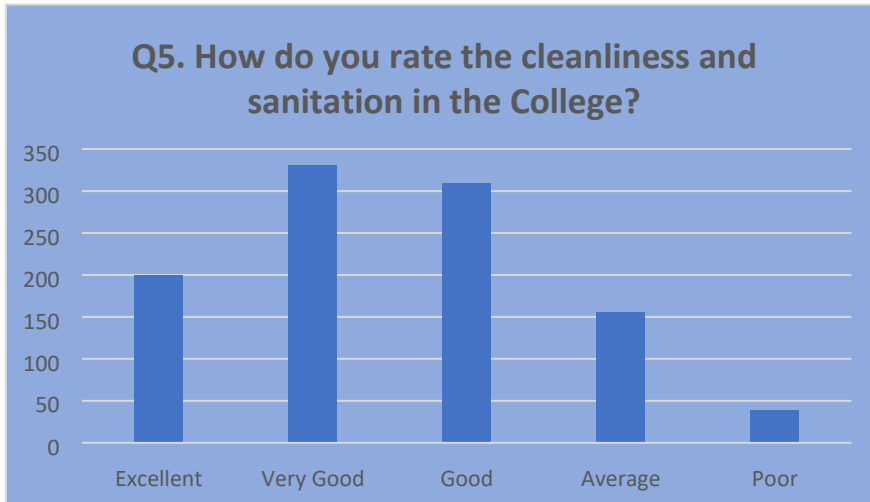
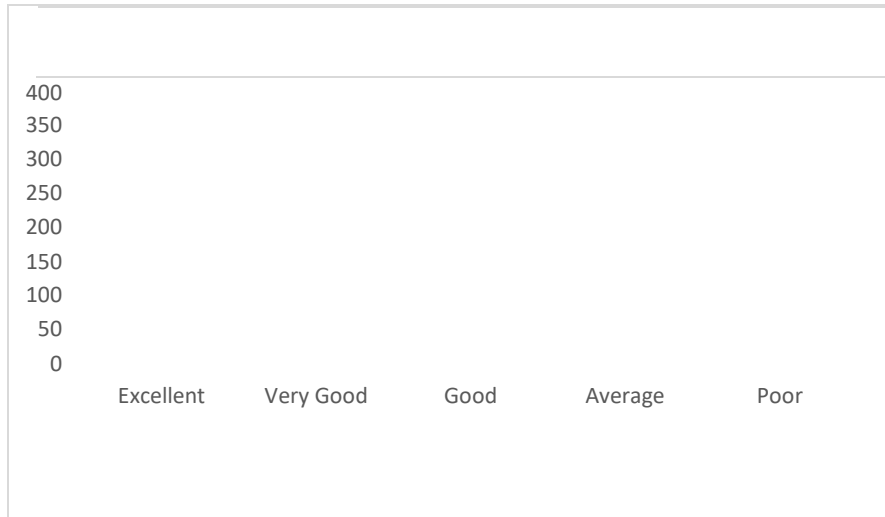| Excellent	Very Good	Good	Average	Poor
19.25	32.01	29.88	15.09	3.77

Q6. How do you rate the college with respect to infrastructure and facilities like lab equipments, sports, gymnasium, canteen, auditorium etc.
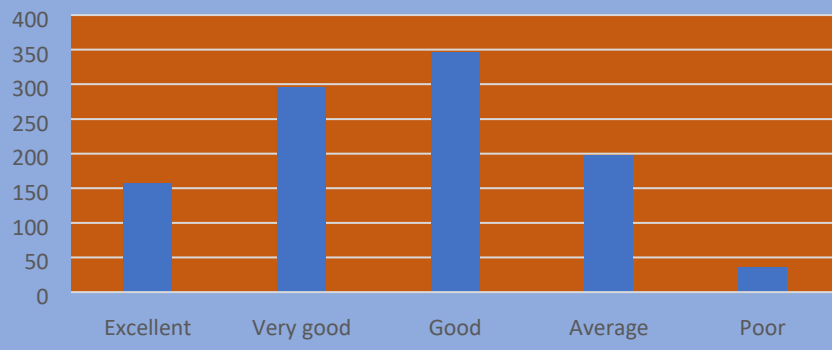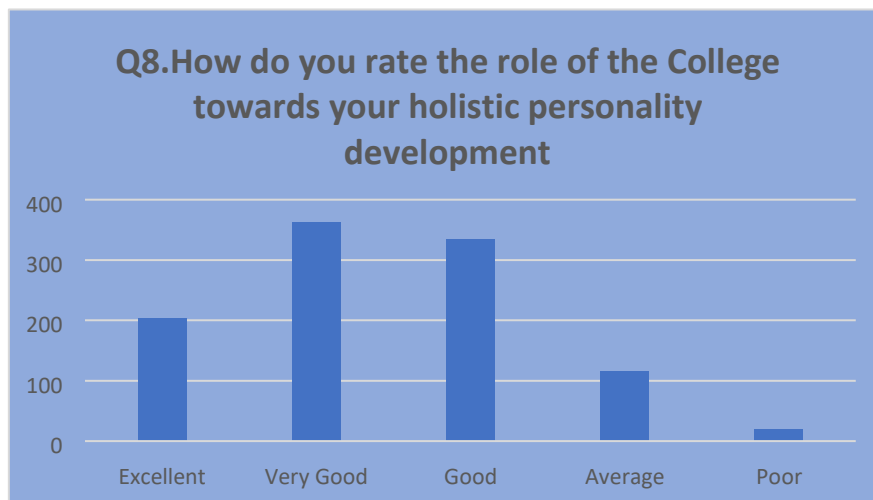
Excellent	Very Good	Good	Average	Poor
15.28	28.53	33.56	19.15	3.48

Q7.How would you rate the administrative dealings/redressal?
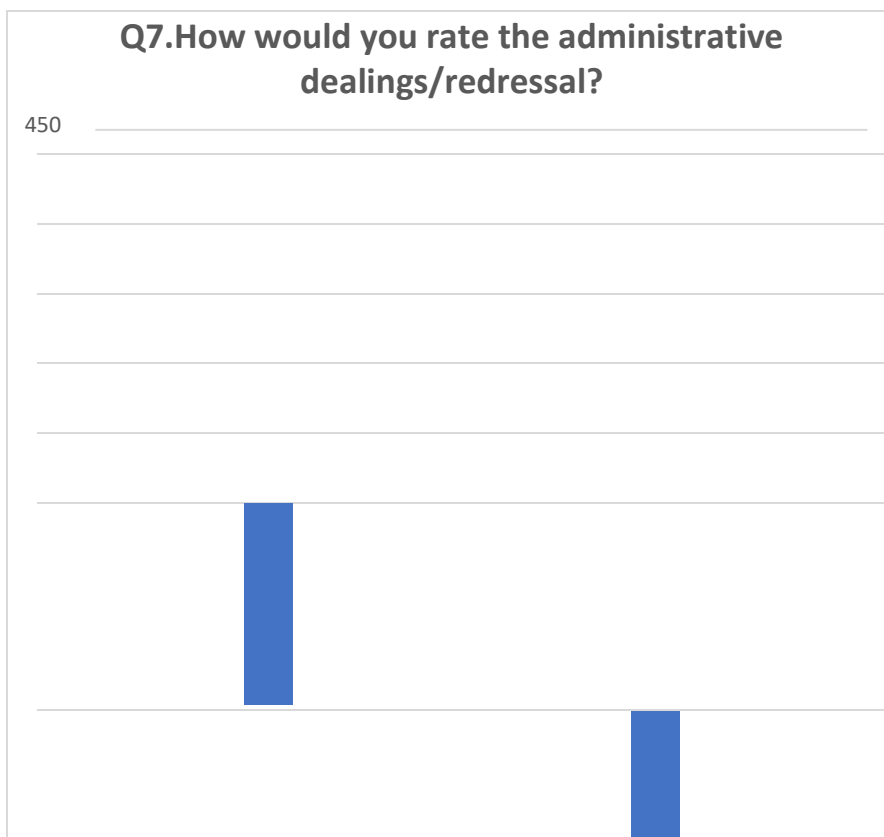
Excellent	Very Good	Good	Average	Poor
9.77	28.53	39.07	17.99	4.64

Q8.How do you rate the role of the College towards your holistic personality development

Excellent	Very Good	Good	Average	Poor
19.63	35.01	32.30	11.12	1.94

The students are the most important stake holders of an educational institution and therefore, the College treats the SSS as critical for improving the quality of the Institution and is committed to take constructive steps to act on the feedback provided by the students.

Link for the questionnaire for student feedback :-

https://docs.google.com/forms/d/e/1FAIpQLSe9QqDd9sawjvHl8JuyVTXb9GOVxoCNU_pntW9m58iOyKyzDA/viewform?usp=sf_link