



SWATANTRATA SANGRAM SENANI VISHRAM SINGH GOVERNMENT POST GRADUATE COLLEGE, CHUNAR, MIRZAPUR

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FEEDBACK ANALYSIS

STUDENT SATISFACTION SURVEY (2020-21)

In order to conduct a student satisfaction survey for the session 2020-21, an elaborate questionnaire was prepared through Google Forms and was disseminated among Undergraduate and Postgraduate students of the college from each discipline. The feedback form constitutes open-ended and close-ended questions from four major areas viz. **Academics and Curricula, Evaluation and Assessment, College's student assistance system and Infrastructural Facilities of the college.** The questionnaire consists of 50 structured questions. As per the responses, the data analysis was conducted. Among the sample respondents, 20.50 percent were male students and 79.50 percent were female students, 48.70 percent of students belonged to Faculty of Arts and 51.30 percent of students belonged to Faculty of Science. The results of the data analysis on the responses of the students are as presented below.

Respondents' Details

A. Gender of the Respondent:

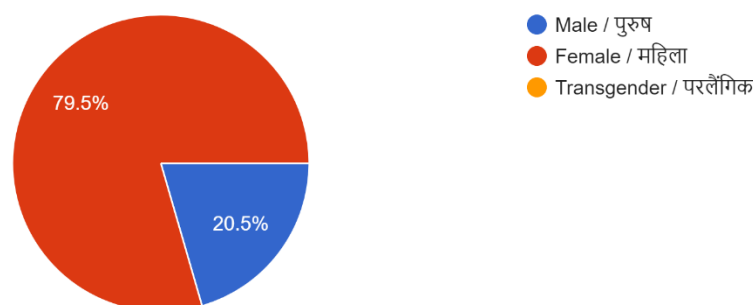


Figure 1: Gender-wise classification of student respondents

The Figure 1 represents the classification of student respondents based on gender. As is depicted in the figure, 20.50 percent of the student respondents were male, whereas 79.50 percent of student respondent were females.

B. Faculty of the Respondents:

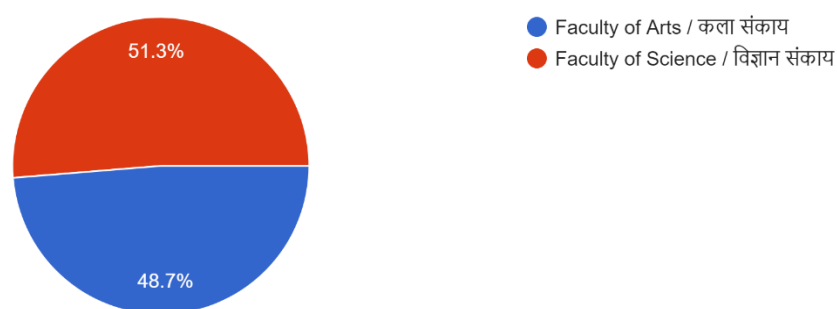


Figure 2: Faculty-wise classification of student respondents

The Figure 2 represents the classification of student respondents based on Faculty. As is depicted in the figure, 48.70 percent of the student respondents belong to Faculty of Arts, whereas 51.30 percent of student respondent belong to Faculty of Science.

I. Academics and Curricula

Table A: Academics and Curricula

S. No.	Questions	Satisfied (%)	Dissatisfied (%)
AC1.	Is the course material well-structured, thorough, current, and organized? क्या पाठ्यक्रम सामग्री अच्छी तरह से संरचित, संपूर्ण, वर्तमान और व्यवस्थित है?	87.20	12.80
AC2.	The syllabus's material is covered in class. पाठ्यक्रम की सामग्री को कक्षा में पढ़ाया जाता है।	97.40	2.60
AC3.	Do teachers use ICT and instructional tools in the classroom to assist learning? क्या शिक्षक सीखने में सहायता के लिए कक्षा में आईसीटी और अनुदेशात्मक उपकरणों का उपयोग करते हैं?	76.90	23.10

AC4.	Does the curriculum have a positive impact on teamwork? क्या पाठ्यक्रम का टीम वर्क पर सकारात्मक प्रभाव पड़ता है?	89.70	10.30
AC5.	Does the curriculum represent the most recent trends and best practices in the relevant fields and is it applicable to real-world situations? क्या पाठ्यक्रम प्रासंगिक क्षेत्रों में नवीनतम रुझानों और सर्वोत्तम प्रथाओं का प्रतिनिधित्व करता है और क्या यह वास्तविक दुनिया की स्थितियों पर लागू होता है?	79.50	20.50
AC6.	Does the faculty arrive ready to teach the class? क्या शिक्षक कक्षा को पढ़ाने के लिए तैयार होकर आता है?	100	0.00
AC7.	Do the professors offer any more examples of how to apply the material outside of the textbook? क्या प्रोफेसर पाठ्यपुस्तक के बाहर सामग्री को कैसे लागू करें इसके बारे में कोई और उदाहरण पेश करते हैं?	92.30	7.70
AC8.	Do the professors provide a current list of books, journals, periodicals, etc., that students can use as reference materials? क्या प्रोफेसर पुस्तकों, पत्रिकाओं आदि की वर्तमान सूची प्रदान करते हैं, जिन्हें छात्र संदर्भ सामग्री के रूप में उपयोग कर सकते हैं?	92.30	7.70
AC9.	Is the method of instruction interactive and encouraging? क्या निर्देश की पद्धति संवादात्मक और उत्साहवर्धक है?	94.90	5.10
AC10.	Are various teaching and learning techniques, such as case studies, group discussions, and classes, employed to attain the desired learning outcome? क्या विभिन्न शिक्षण और सीखने की तकनीकें, जैसे केस स्टडीज, समूह चर्चा और कक्षाएं, वांछित शिक्षण परिणाम प्राप्त करने के लिए नियोजित की जाती हैं?	84.60	15.40
AC11.	Do the professors offer advice on how to write research papers, assignments, etc.? क्या प्रोफेसर शोध पत्र, असाइनमेंट आदि लिखने के बारे में सलाह देते हैं?	89.70	10.30
AC12.	Is there a balance between theory and practice in the classroom? क्या कक्षा में सिद्धांत और व्यवहार के बीच संतुलन है?	94.90	5.10

AC13.	Are creative thinking, critical thinking, and problem-solving skills stimulated? क्या कक्षा में रचनात्मक सोच, आलोचनात्मक सोच और समस्या-समाधान कौशल को प्रोत्साहित किया जाता है?	92.30	7.70
AC14.	Do students who study develop their leadership, time-management, and communication skills? क्या अध्ययन करने वाले छात्रों में नेतृत्व, समय-प्रबंधन और संचार कौशल विकसित होते हैं?	87.20	12.80
AC15.	Do entrepreneurship and work skills advance during the study process? क्या अध्ययन प्रक्रिया के दौरान उद्यमिता और कार्य कौशल आगे बढ़ते हैं?	87.20	12.80

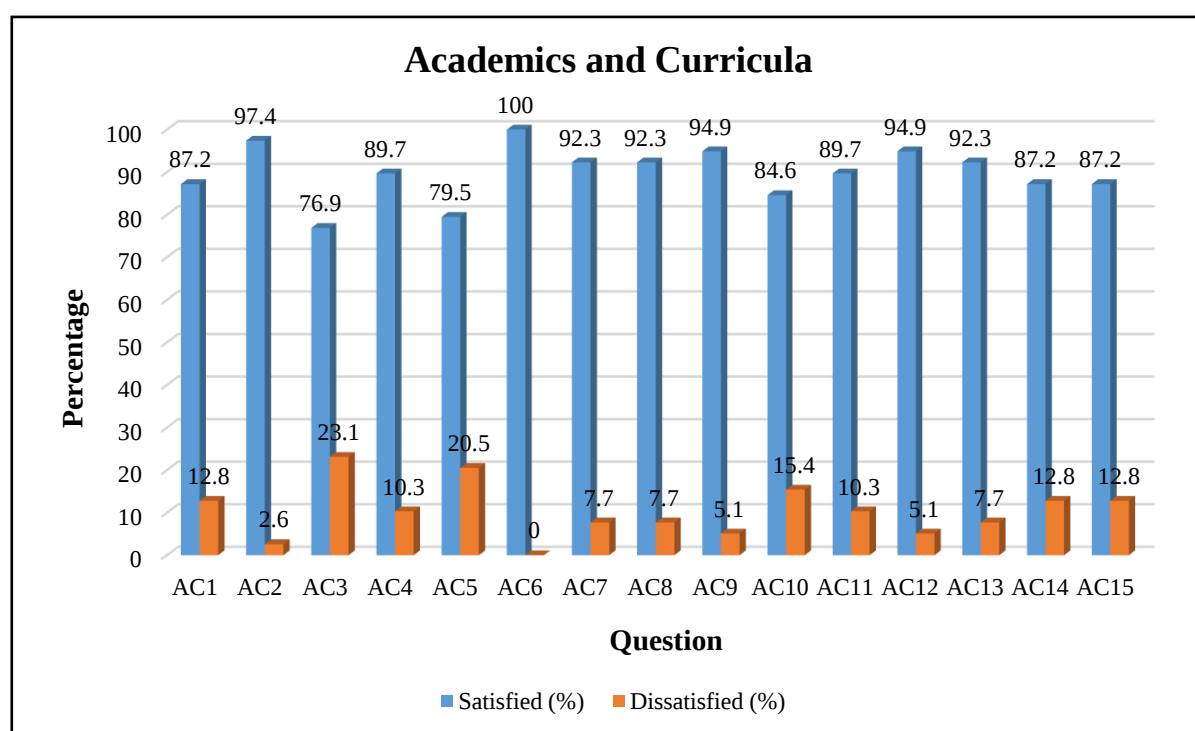


Figure 3: Academics and Curricula

The section I of the questionnaire was prepared to gauge the satisfaction level of students regarding **Academics and Curricula** and consisted of 15 questions. The results of data analysis are depicted in Table A and Figure 3. The results show that 87.20 percent of the student find the course material well-structured, thorough, current, and organized. However, 12.80 percent of the students disagree with the same. Approximately 97.40 percent of the students

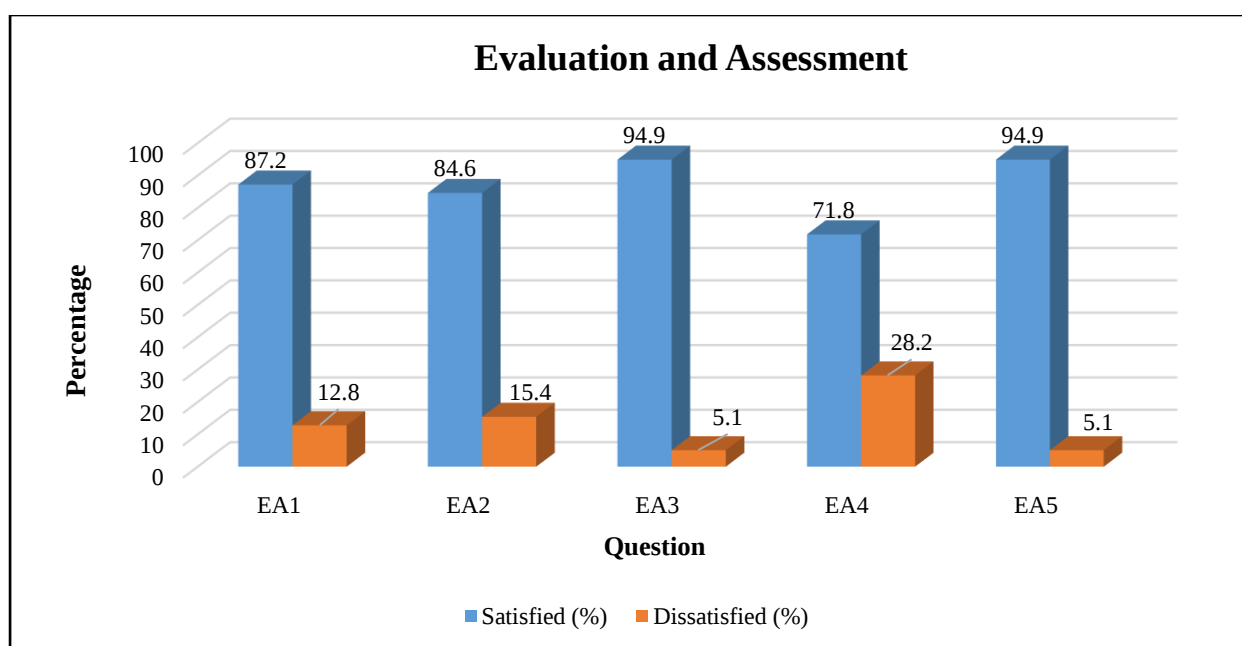
agree that syllabus's material is covered in class, but 2.60 percent of students think otherwise. Regarding use of ICT and instructional tools in the classrooms by the teachers, 76.90 percent of the students agree that teachers use ICT and instructional tools in the classrooms to assist teaching, whereas 23.10 percent of students disagree to the same. Around 89.70 percent of students agree that the curriculum of the college has a positive impact on teamwork, whereas 10.30 percent disagree to the same. Approximately 79.50 percent of the students agree that the curriculum represent the most recent trends and best practices in the relevant fields and it is applicable to real-world situations, however, 20.50 percent of the students do not consider it to be true. Amongst the sample respondents, 100 percent of the students are of the view that the faculty arrive in the class ready and prepared to teach the class. Around 92 percent of the students agree that the professors offer examples of how to apply the material out of the textbook, whereas, 7.70 percent of the students think that the professors need to improve on this front.

Approximately 92.30 percent of the students agree that the professors provide a current list of books, journals, periodicals etc. that students can use as reference material. Similarly, 94.90 percent of students believe that the method of instruction used by the teachers is interactive and encouraging. Approximately 84.60 percent of the students agree that the various teaching and learning techniques, such as case studies, group discussions, and classes are employed to attain the desired learning outcome. However, 15.40 percent of the students disagree to this. Amongst the respondent students, 89.70 percent agree that teachers provide advice on how to write research papers, assignments, etc., whereas, 10.30 percent of the students disagree to the same. Approximately 94 percent of the students find that there is a balance between theory and practice in the classroom, whereas, 5.10 percent are unable to feel the same. The results show that 92.30 percent of the students agree that creative thinking, critical thinking, and problem-solving skills are stimulated by the teachers in the classroom. Approximately 87 percent of the students have developed leadership, time-management, and communication skills, whereas, 12.80 percent of the students believe that there is a need for improvement on this front. Amongst the respondent students, 87.20 percent were able to develop entrepreneurial and work skills during the study process of the college, however, 12.80 percent did not have the same benefit.

II. Evaluation and Assessment

Table B: Evaluation and Assessment

S. No.	Questions	Satisfied (%)	Dissatisfied (%)
EA1.	Are the students clearly informed of the frequency, procedure, and assessment criteria, including the grading standards, prior to the start of the exam? क्या छात्रों को परीक्षा शुरू होने से पहले ग्रेडिंग मानकों सहित आवृत्ति, प्रक्रिया और मूल्यांकन मानदंडों के बारे में स्पष्ट रूप से सूचित किया जाता है?	87.20	12.80
EA2.	Are the assignments/projects assigned valuable, pertinent, and aid in enhancing comprehension and application of the subject matter? क्या सौंपे गए कार्य/परियोजनाएँ मूल्यवान, प्रासंगिक और विषय वस्तु की समझ और अनुप्रयोग को बढ़ाने में सहायक हैं?	84.60	15.40
EA3.	Before moving on to the next assessment, is honest and prompt feedback given on each one? अगले मूल्यांकन पर जाने से पहले, क्या प्रत्येक पर ईमानदार और त्वरित प्रतिक्रिया दी जाती है?	94.90	5.10
EA4.	Is there no bias or discrimination in the internal evaluation process? क्या आंतरिक मूल्यांकन प्रक्रिया में कोई पूर्वाग्रह या भेदभाव नहीं है?	71.80	28.20
EA5.	Are exams done in a fair, orderly, and disciplined way? क्या परीक्षाएँ निष्पक्ष, व्यवस्थित और अनुशासित तरीके से होती हैं?	94.90	5.10

**Figure 4: Evaluation and Assessment**

The section II of the questionnaire was prepared to gauge the satisfaction level of students regarding **Evaluation and Assessment** procedure of the college and consisted of 5 questions. The results of data analysis are depicted in Table B and Figure 4.

The results of the analysis of the responses shows that majority of the student respondents (87.20 percent) are of the view that students are clearly informed of the frequency, procedure, and assessment criteria, including the grading standards, prior to the start of the exam, whereas 12.80 percent of the students state that they are not provided with such information by the college. Amongst the student respondents, 84.60 percent are of the view that the assignments or projects assigned to them by the teachers are pertinent and aid in enhancing comprehension and application of the subject matter, however, 15.40 percent of the students disagree to the same. Approximately 94 percent of the students are satisfied and agree to the fact that before moving on to the next assessment, the teachers provide honest and prompt feedback on each previous assessment, however, 5.10 percent of the students disagree to this. Around 72 percent of the students agree that the internal evaluation process of the college is unbiased and non-discriminatory, however, 28.20 percent of the students are of the view that the internal evaluation system of the college is biased and discriminatory, which should be eliminated with immediate effect. Majority of the students (94.90 percent) find the that the exams in the college are conducted in a fair, orderly, and disciplined way.

Table C (a): Student Assistance

S. No.	Questions	Satisfied (%)	Dissatisfied (%)
SA1.	There exists a plan to offer counseling and guidance to help students get better grades? छात्रों को बेहतर ग्रेड प्राप्त करने में मदद करने के लिए परामर्श और मार्गदर्शन देने की कोई योजना है?	79.50	20.50
SA2.	Are professors able to recognize your limitations and assist you in overcoming them? Are weaker pupils given extra attention? क्या प्रोफेसर आपकी सीमाओं को पहचानने और उन पर काबू पाने में आपकी सहायता करने में सक्षम हैं? क्या कमजोर विद्यार्थियों पर अतिरिक्त ध्यान दिया जाता है?	87.20	12.80
SA3.	Are co-curricular and extracurricular activities encouraged for pupils to participate in? क्या विद्यार्थियों को सह-पाठ्यचर्या और पाठ्येतर गतिविधियों में भाग लेने के लिए प्रोत्साहित किया जाता है?	94.90	5.10
SA4.	Are students encouraged to take part in volunteer work in the community? क्या छात्रों को समुदाय में स्वयंसेवी कार्यों में भाग लेने के लिए प्रोत्साहित किया जाता है?	94.70	5.30

SA5.	Are you aware that your college is running the NSS Program? क्या आप जानते हैं कि आपका कॉलेज एनएसएस कार्यक्रम चला रहा है?	87.20	12.80
SA6.	Do you know about the college's grievance redressal cell? क्या आप कॉलेज की शिकायत निवारण समिति के बारे में जानते हैं?	56.40	43.80
SA7.	Is the knowledge you gained from the orientation program useful? / क्या ओरिएंटेशन प्रोग्राम से प्राप्त ज्ञान उपयोगी है?	87.20	12.80
SA8.	Does the institute actively promote possibilities for students to participate in internships and field trips? क्या संस्थान सक्रिय रूप से छात्रों के लिए इंटरशिप और फील्ड ट्रिप में भाग लेने की संभावनाओं को बढ़ावा देता है?	76.90	23.10
SA9.	Do the professors make an attempt to instill employability skills, life skills, and soft skills to prepare you for the workplace? क्या प्रोफेसर आपको कार्यस्थल के लिए तैयार करने के लिए रोजगार कौशल, जीवन कौशल और सॉफ्ट कौशल विकसित करने का प्रयास करते हैं?	87.20	12.80
SA10.	Do you receive the mark sheets on time? क्या आपको मार्कशीट समय पर मिलती है?	84.60	15.40
SA11.	Do you know what an internal quality assurance cell called IQAC is? क्या आप जानते हैं कि IQAC नामक आंतरिक गुणवत्ता आश्वासन सेल क्या है?	56.40	43.80
SA12.	Do you know what the National Assessment and Accreditation Council (NAAC) is? क्या आप जानते हैं राष्ट्रीय मूल्यांकन एवं प्रत्यायन परिषद (NAAC) क्या है?	71.80	28.20

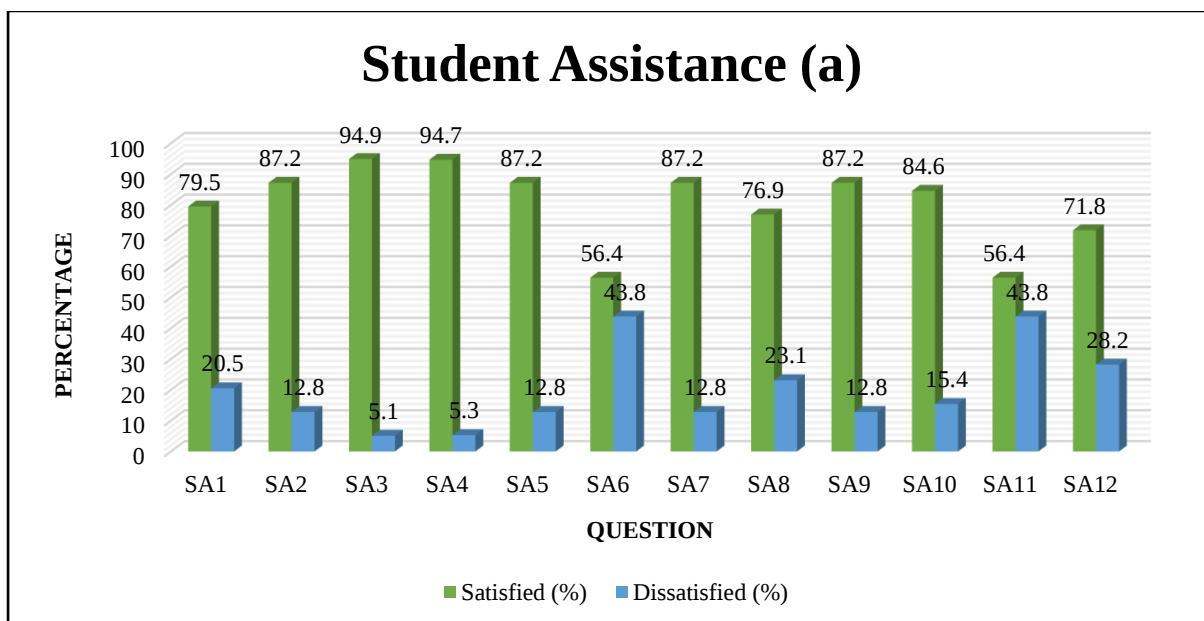


Figure 5 (a): Student Assistance

Table C (b): Student Assistance

S. No.	Questions	Excellent (%)	Good (%)	Average (%)	Bad (%)	Cannot Say (%)
SA13.	How was your experience of the admission process to the class you have enrolled in? जिस कक्षा में आपने दाखिला लिया है उसमें प्रवेश प्रक्रिया का आपका अनुभव कैसा रहा?	23.10	69.20	5.10	2.60	0.00
SA14.	How was your experience with the college administrative staff? कॉलेज प्रशासनिक स्टाफ के साथ आपका अनुभव कैसा रहा?	10.30	71.80	10.30	5.10	2.60
SA15.	How was your experience with the placement cell of the college? कॉलेज के प्लेसमेंट सेल के साथ आपका अनुभव कैसा रहा?	12.80	48.70	15.40	2.60	20.50

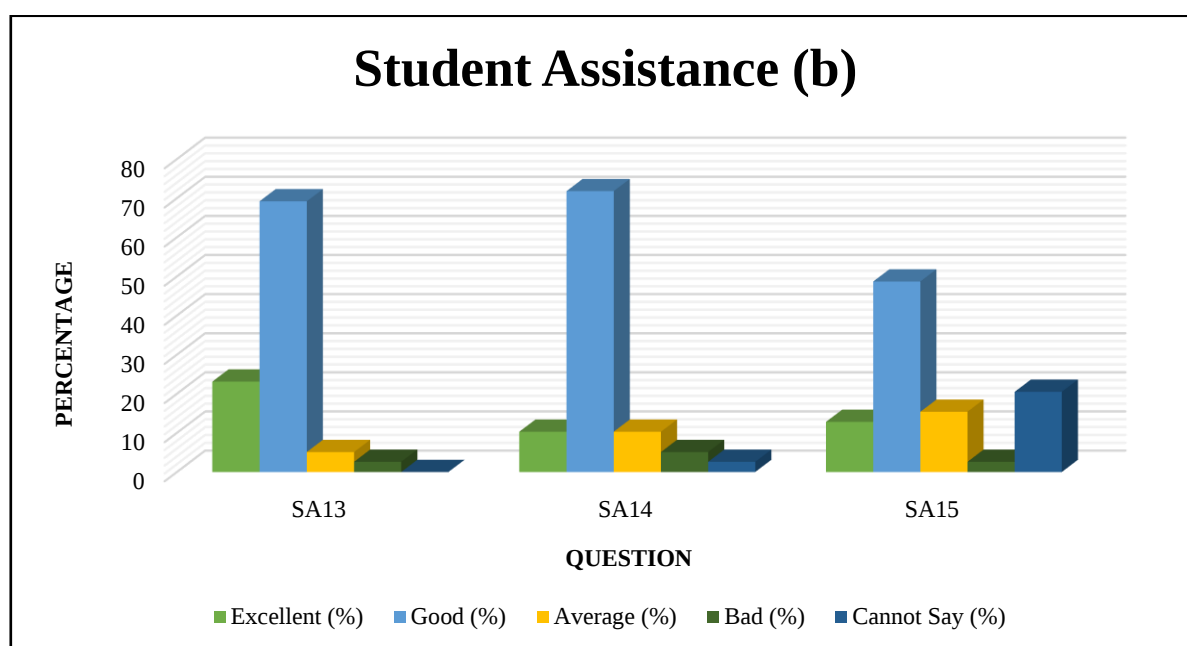


Figure 5(b): Student Assistance

III. Student Assistance

The section III of the questionnaire was prepared to gauge the satisfaction level of students regarding **Student Assistance** provided by the college and consisted of 15 questions. The results of data analysis are depicted in Table C (a), Table C (b), Figure 5 (a) and Figure 5 (b).

As suggested by the results of the analysis conducted on the student responses, majority of the students (79.50 percent) agree that there exists in a college a plan to offer counselling and guidance to help students get better grades, however, 20.50 percent of the students did not experience this in the college. Around 87 percent of the students are of the view that professors can recognize the limitations of the students, assist them in overcoming the same and weaker pupils are given extra attention. However, 12.80 percent of the students have experienced that professors are unable to recognize the limitations of the students, they do not assist them in overcoming them and no extra attention is given to students who are weaker in studies. Approximately 95 percent of the students agree that co-curricular and extra-curricular activities are encouraged for pupils to participate in, whereas 5.10 percent of the students disagree to the same. Amongst the students, 94.70 percent are of the view that students are encouraged to take part in volunteer work in the community. Majority of the students (87.20 percent) know that NSS programs are organized and run by the college, but 12.80 percent of the students are still unaware of the same. Around 56 percent of the students are aware of the college's grievance redressal cell and 43.80 percent of the students are still unaware about it and should be made aware at the earliest.

Majority of the students (87.20 percent) are satisfied from the knowledge they gained from the orientation program organized by the college and agree that it was useful for them. Approximately 77 percent of the students agree that the college actively promotes possibilities for students to participate in internships and field trips, but 23.10 percent of the students believe that the college does not engage in such activities. Around 87 percent of the students are of the view that the professors make an attempt to instill employability skills, life skills, and soft skills to prepare the students for the workplace, but 12.80 percent of the students disagree to the same. Majority of the students (84.60 percent) have experienced that they always receive their marksheets on time, but 15.40 percent of the students differ in their experience on the matter. Approximately 72 percent of the students are aware about IQAC and NAAC, but there is a need to educate the remaining 28 percent of the students about IQAC and NAAC.

Approximately 23 percent of the students of the college had an excellent experience of the college's admission procedure, 69.20 percent of the students had good experience and 5.10 percent of the students had an average experience of the admission process of the college, whereas 2.60 percent had a bad experience regarding the same. Approximately 10 percent of the students had an excellent experience regarding college administrative staff, Around

72 percent of the students had a good experience, 10.30 percent had an average experience and 5.10 percent of the students had a bad experience regarding the same. Approximately 13 percent of the students had an excellent experience regarding the placement cell of the college, around 49 percent had good experience and 15.40 percent had average experience of the same. Moreover, 2.60 percent of the students had a bad experience regarding placement cell of the college.

IV. Infrastructural Facilities

The section IV of the questionnaire was prepared to gauge the satisfaction level of students regarding **Infrastructural Facilities** provided by the college and consisted of 13 questions. The results of data analysis are depicted in Table D (a), Table D (b), Figure 6 (a) and Figure 6 (b).

Table D (a): Infrastructural Facilities

S. No.	Questions	Satisfied (%)	Dissatisfied (%)
I1	Are there computer laboratories, classroom facilities, projectors, appropriate seating, etc. in college? क्या कॉलेज में कंप्यूटर प्रयोगशालाएँ, कक्षा सुविधाएँ, प्रोजेक्टर, उपयुक्त बैठने की व्यवस्था आदि हैं?	66.70	33.33
I2	When needed, is the computer lab available? जरूरत पड़ने पर क्या कंप्यूटर लैब उपलब्ध है?	51.30	48.70
I3	Is there access to the internet for academic purposes? क्या शैक्षणिक कार्य के लिए इंटरनेट उपलब्ध है?	64.10	35.90
I4	Are e-resources in the library easily accessible? क्या पुस्तकालय में ई-संसाधन आसानी से उपलब्ध हैं?	46.20	53.80
I5	Do you know that the college has a digital library that is available around the clock? क्या आप जानते हैं कि कॉलेज में एक डिजिटल लाइब्रेरी है जो चौबीसों घंटे उपलब्ध रहती है?	38.50	61.50
I6	Is the library's schedule appropriate? क्या पुस्तकालय का कार्यक्रम उचित है?	69.20	30.80
I7	Are the college's common areas like the bathrooms and classrooms kept clean and properly maintained?		

	क्या कॉलेज के सामान्य क्षेत्र जैसे बाथरूम और कक्षाएँ साफ-सुथरे और ठीक से बनाए रखे गए हैं?	66.70	33.30
18	Are there sufficient indoor and outdoor sporting and leisure facilities? क्या वहाँ पर्याप्त इनडोर और आउटडोर खेल और मनोरंजन सुविधाएँ हैं?	71.80	28.20
19	Is the college's website informative? क्या कॉलेज की वेबसाइट जानकारीपूर्ण है?	89.70	10.30
I10	Have you been informed of the COVID-19 process that must be followed on campus by you by the college administration? / क्या आपको कॉलेज प्रशासन द्वारा उस COVID-19 प्रक्रिया के बारे में सूचित किया गया है जिसका आपको परिसर में पालन करना होगा?	100	0.00

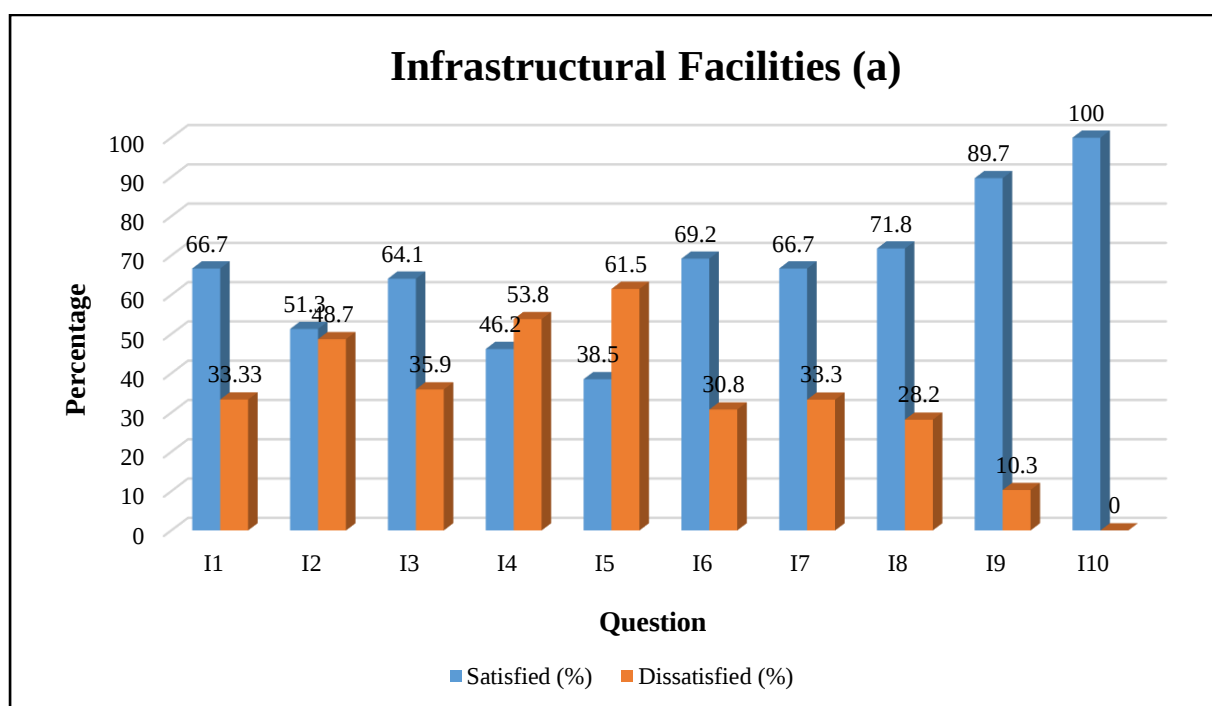


Figure 6 (a): Infrastructural Facilities

The results of the analysis of the student responses reveals that 66.70 percent of the students are satisfied with the computer laboratories, classroom facilities, projectors, appropriate seating, etc. in the college, however, 33.33 percent of the students are dissatisfied with it and believe that the facilities need updating and improvement. Fifty-one percent (51.30 %) of the students agree that computer lab facilities are available to them when needed but 48.70 percent of the students are of the view that such facilities are not readily available to them. Around

64.10 percent of the students are of the view that they have ready access to internet facilities in the college for academic purposes, however, 35.90 percent of the students are not satisfied with such facilities. Around forty-six percent (46.20 %) of the students agree that library and e-resources facilities are available to them when needed but 53.80 percent of the students are of the view that such facilities are not readily available to them. Majority of the students (61.50 percent) are not aware about the facility of digital library that is available around the clock, and there is a need to spread awareness amongst them. However, 38.50 percent of the students are aware that the facility of digital library is available in the college for them to use round-the-clock. Around 69 percent of the students agree that the library's schedule is appropriate, but 30.80 percent of the students disagree to the same.

Majority of the students (66.70 percent) find college's common areas like bathrooms and classrooms clean and properly maintained, but 33.30 percent of the students disagree with the same. Amongst the respondent students, 71.80 percent agree that there are sufficient indoor and outdoor sporting and leisure facilities available in the college. Approximately 90 percent of the students find the college's website to be informative and 10.30 percent disagree to the same. All of the respondent students (100 percent) agree that they have been informed of the COVID-19 process that must be followed on campus by the college administration.

Table D (b): Infrastructural Facilities

S. No.	Questions	Excellent (%)	Good (%)	Average (%)	Bad (%)	Cannot Say (%)
I11	How is your experience with the quality of food provided in canteen? कैंटीन में मिलने वाले भोजन की गुणवत्ता के बारे में आपका अनुभव कैसा है?	12.80	33.30	10.30	5.10	38.50
I12	How is your experience with the drinking water facility in the college? कॉलेज में पेयजल सुविधा के बारे में आपका अनुभव कैसा है?	28.20	64.10	7.70	0.00	0.00
I13	How is your experience with the library reading room facility in the college? कॉलेज में पुस्तकालय वाचनालय सुविधा के साथ आपका अनुभव कैसा है?	12.80	51.30	2.60	20.50	12.80

Around twelve percent (12.80 %) of the students disclose that they have had an excellent experience with the quality of food provided in the canteen of the college, 33.30 percent of the students had a good experience, 10.30 percent of the students had an average experience regarding canteen facilities of the college, whereas, 5.10 percent had a bad experience for the same.

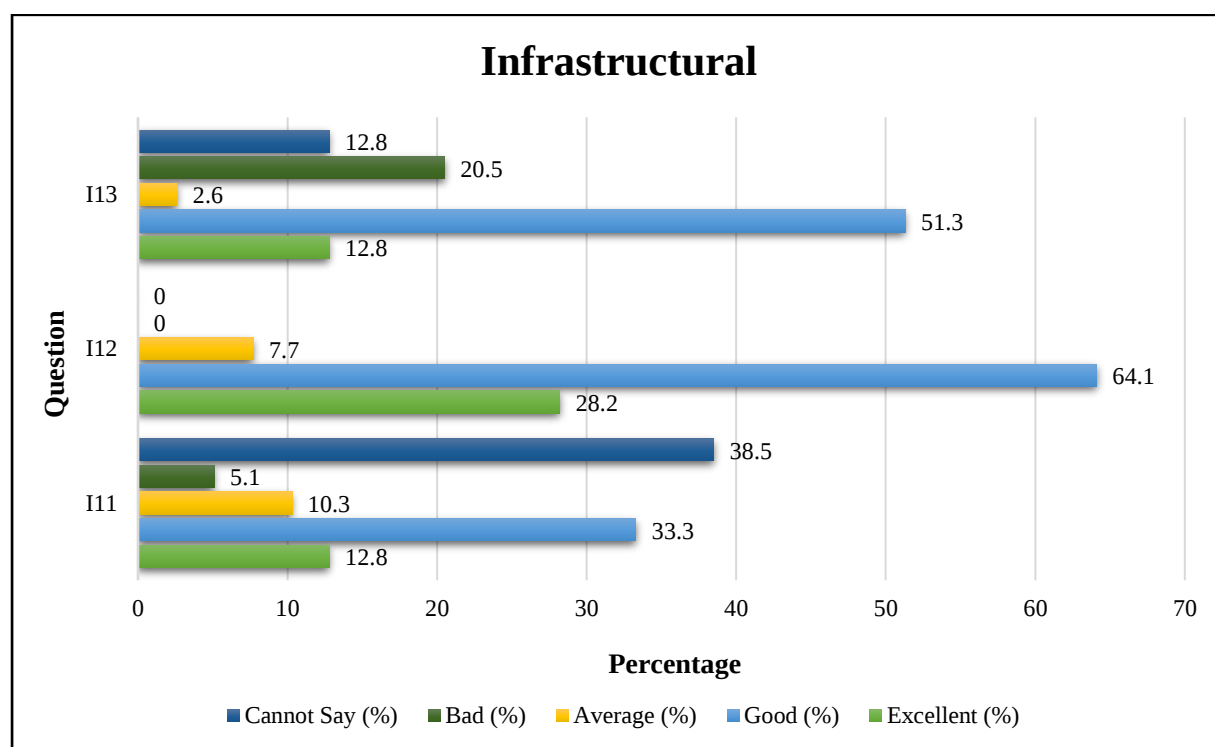


Figure 6 (b): Infrastructural Facilities

Around 28 percent of the students disclose that they have had an excellent experience with the drinking water facility of the college, 64.10 percent of the students had a good experience, 7.70 percent of the students had an average experience, whereas none of the students had a bad experience regarding the same. Approximately 13 percent of the students agree that they have had an excellent experience with the library reading room facility of the college, 51.30 percent of the students have had a good experience, and 2.60 percent of the students have had an average experience and 20.50 percent of the students had a bad experience regarding reading room facility of the college.