



THE STUDENTS' SATISFACTION SURVEY REPORT

SESSION-2019-20

INTERNAL QUALITY ASSURANCE CELL (IQAC)
Maharana Pratap National College, Mullana

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The Students' Satisfaction Survey Report 2019-20

The report is prepared by Internal Quality Assurance Cell (IQAC), Maharana Pratap National College, Mullana for Students' Satisfaction about student services, academic services & campus environment for the session 2019-20.



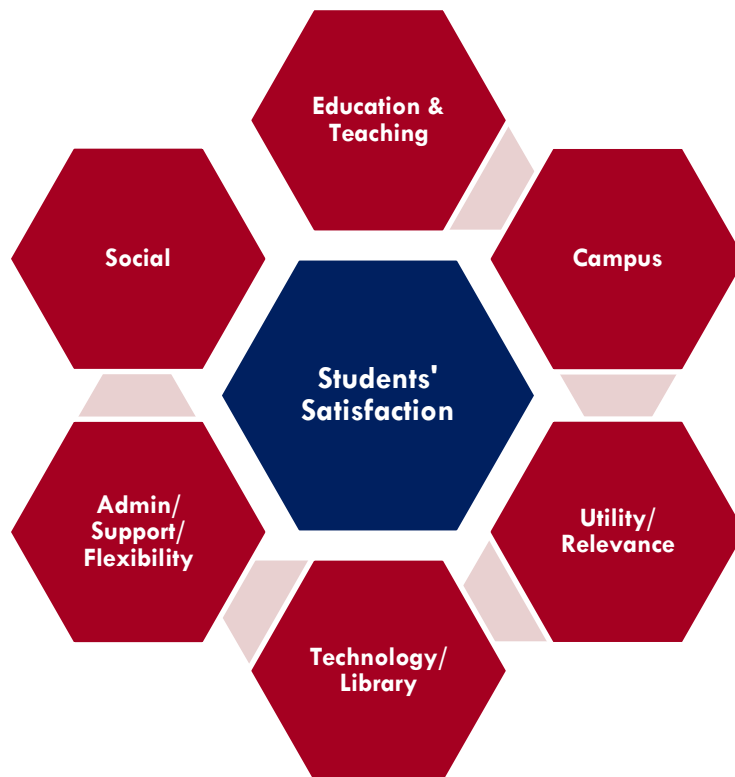
INTERNAL QUALITY ASSURANCE CELL (IQAC)
Maharana Pratap National College, Mullana
HARYANA-133203



INTRODUCTION:

All the efforts of teachers and the institution to make learning a meaningful process can be considered impactful only to the extent students perceive it to be meaningful. Their satisfaction level is decided by the kinds of experiences they undergo, the extent of the “comfort” feeling as well as intellectual stimulation provide. Their feedback significantly showcase the actual quality of teaching learning process enabling identification of the strengths of teaching as well as the possible improvements. Student satisfaction thus is a direct indicator of the effectiveness of teaching learning in the institution. To capture this aspect from every student; however, every HEI can resort to a sample survey on a formalized basis to capture this significant feature.

Numerous studies highlights the quality of teaching (academic and pedagogic) as a crucial determinant of students' satisfaction. Some other studies also emphasize that the social climate, aesthetic aspects of the physical infrastructure, the quality of services from the administrative staff, quality of supervision and feedback from academic staff, composition, content and relevance of curriculum, and access to leisure activities should not be overlooked while considering the factors of students' satisfaction. Therefore, students' satisfaction with their institution has individual, institutional and social implications.



Maharana Pratap National College renders quality education and it consistently strives to uphold quality in the realm of academic and administrative services. The Internal Quality Assurance Cell (IQAC) is one of the mechanisms in place to make sure the college's quality standards are maintained and enhanced. IQAC provides a feedback system for students and other stakeholders to offer input to management so that necessary action can be taken. Each student provide comments on various parts of the college. This enables the faculty and college administration to continually improve their methods of conveying knowledge to pupils. Initially, the institution created satisfaction surveys with two goals in mind: to assist administrators in monitoring teaching quality and to assist teaching personnel in improving their skills. It is used to evaluate the quality and availability of the resources and academic infrastructure, to assess whether there is sufficient IT assistance and support for students and to consider student opinions on usefulness of the courses in terms of employability or higher studies, updating of syllabus and relevance of course contents, quality of teachers with regard to subject knowledge, preparation and communication skill style, mentoring, sports, infrastructural facilities and the social aspects of college life to name a few.

Computation of Students' Satisfaction Index

In this report, the central aim is to analyze and present the 69 students' attitude towards the outcome of the curriculum and syllabus, teaching methodologies and assessment strategies, learning resources, facilities and guidance and overall impression of the program and facilities. Hence, their level of satisfaction with their attitude was evaluated.

Each of respondent students was requested to identify his/her degree of satisfaction with each of the variables on a five-point scale. These five positions were given simple weight of 5, 4, 3, 2 and 1. The high score on the scale indicated a favorable attitude; i.e. '5' meant 'Very Satisfied and 1 to Very Dissatisfied. Having scored each variable from 5 to 1, all the scores which each respondent has given to all the variables are added up. This gives us an actual total score. This is divided by the maximum possible score. The result is then multiplied by 100 to obtain the index of satisfaction (SI) of the respondent as a percentage.

Table 1
General Characteristics of Respondents

Parameters		No of Students	% Students
Gender	Male	42	61
	Female	27	39
Stream	Arts	56	81
	Commerce	13	19

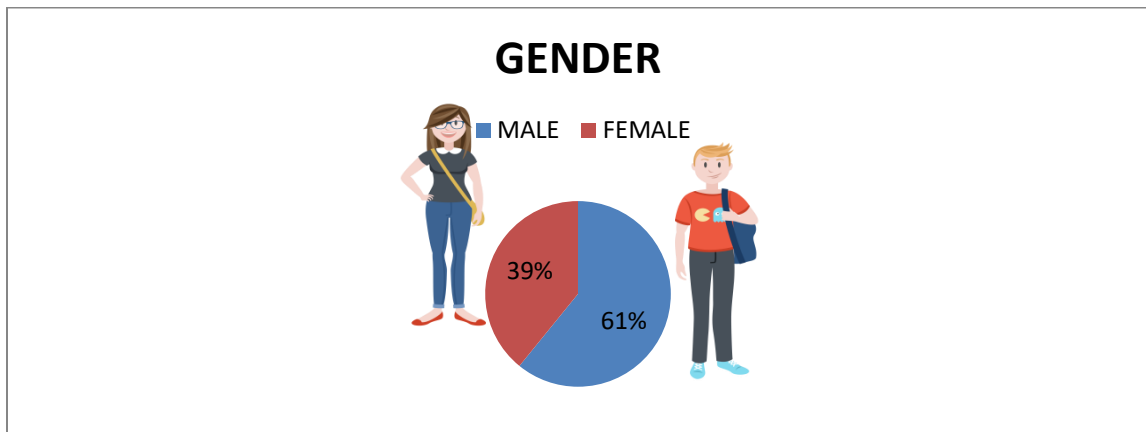


Fig. 1

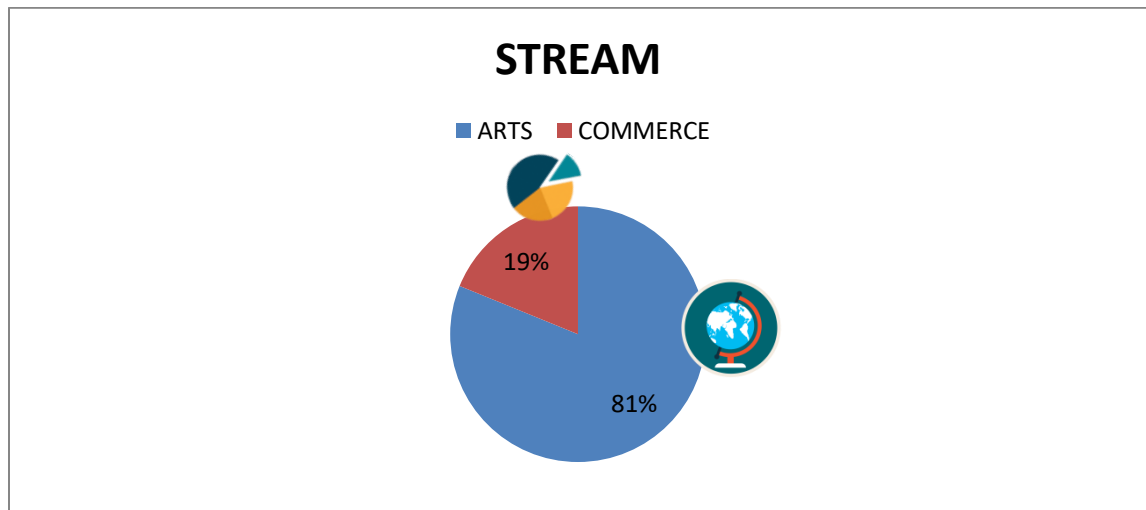


Fig-2

Table 2

Number of Students satisfied with their educational experience at M.P.N. College

Parameters	No. of Students	% Students
Very Satisfied	47	66
Satisfied	16	23
Neutral	7	10
Dissatisfied	1	01
Very Dissatisfied	0	0
Total	69	100.0

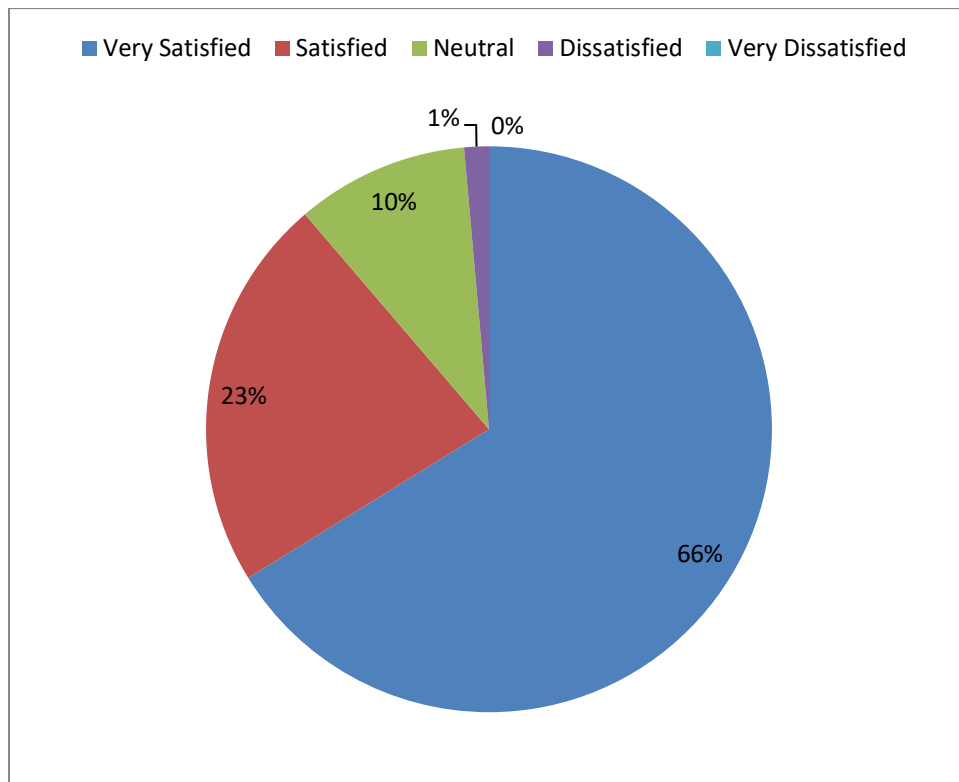


Fig. 3

Table 3

Perception of students about Quality of Teaching

Parameters	No. of Students	% Students
Very Satisfied	46	67
Satisfied	13	19
Neutral	7	10
Dissatisfied	2	3
Very Dissatisfied	1	1
Total	69	100.0

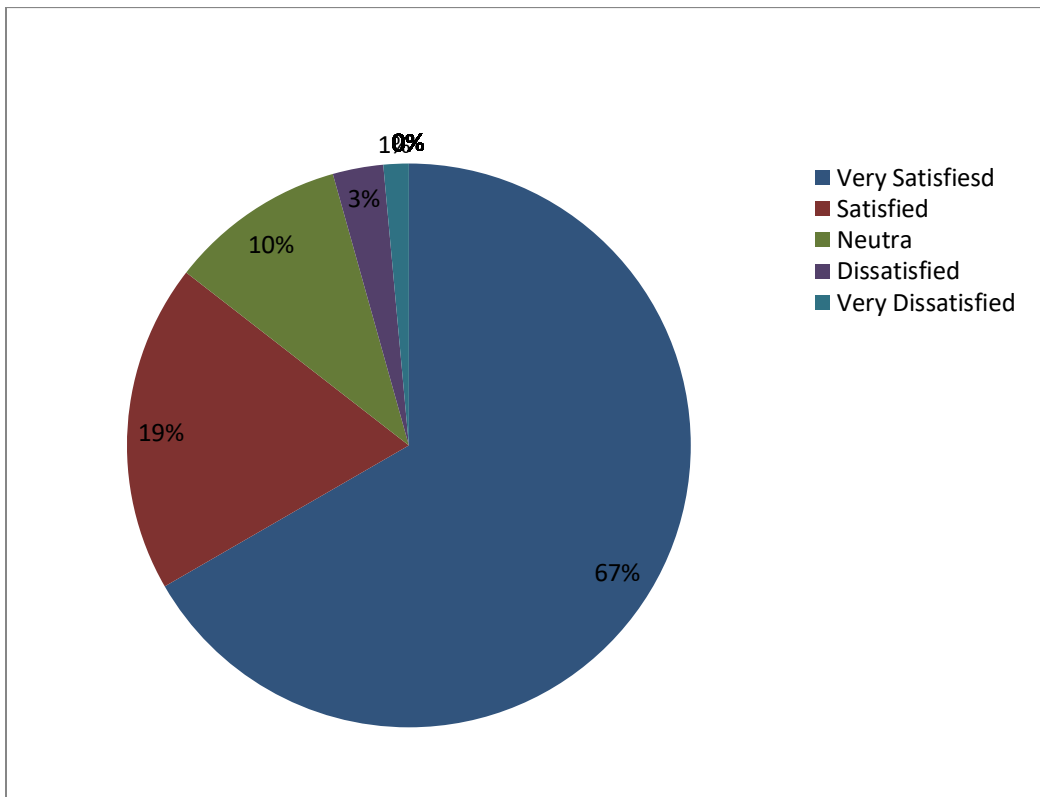


Fig. 4

Table 4

Perception of students about Mentorship Program

Parameters	No. of Students	% Students
Very Satisfied	37	53
Satisfied	19	27
Neutral	11	16
Dissatisfied	2	3
Very Dissatisfied	1	1
Total	69	100.0

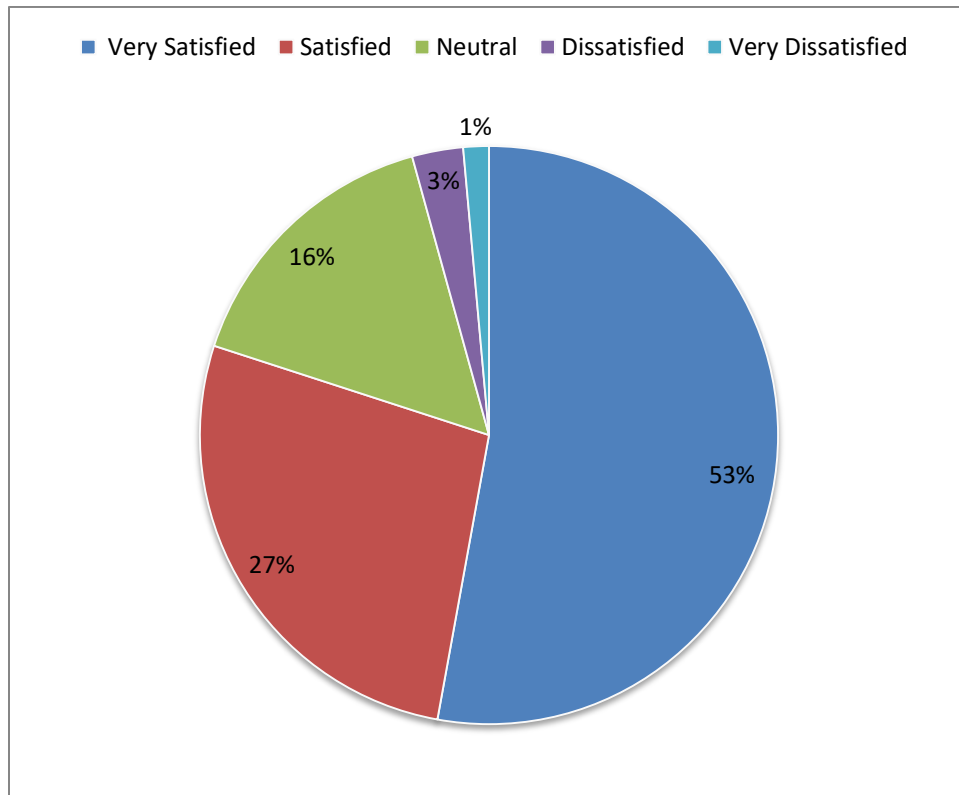


Fig. 5

Table 5

Perception of students about teaching Faculty

Parameters	No. of Students	% Students
Very Satisfied	41	59
Satisfied	20	29
Neutral	4	6
Dissatisfied	1	2
Very Dissatisfied	3	4
Total	69	100.0

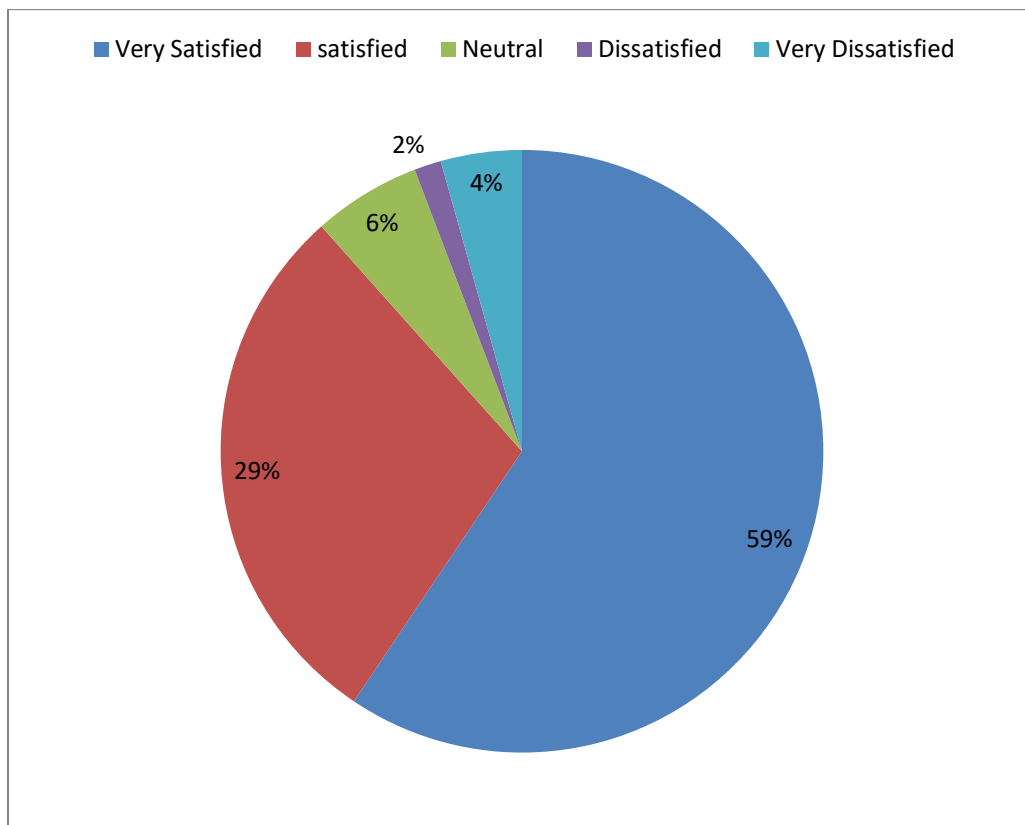


Fig. 6

Table 6

Perception of students about Overall Infrastructure

Parameters	No. of Students	% Students
Very Satisfied	33	48
Satisfied	17	24
Neutral	15	22
Dissatisfied	4	06
Very Dissatisfied	0	0
Total	69	100.0

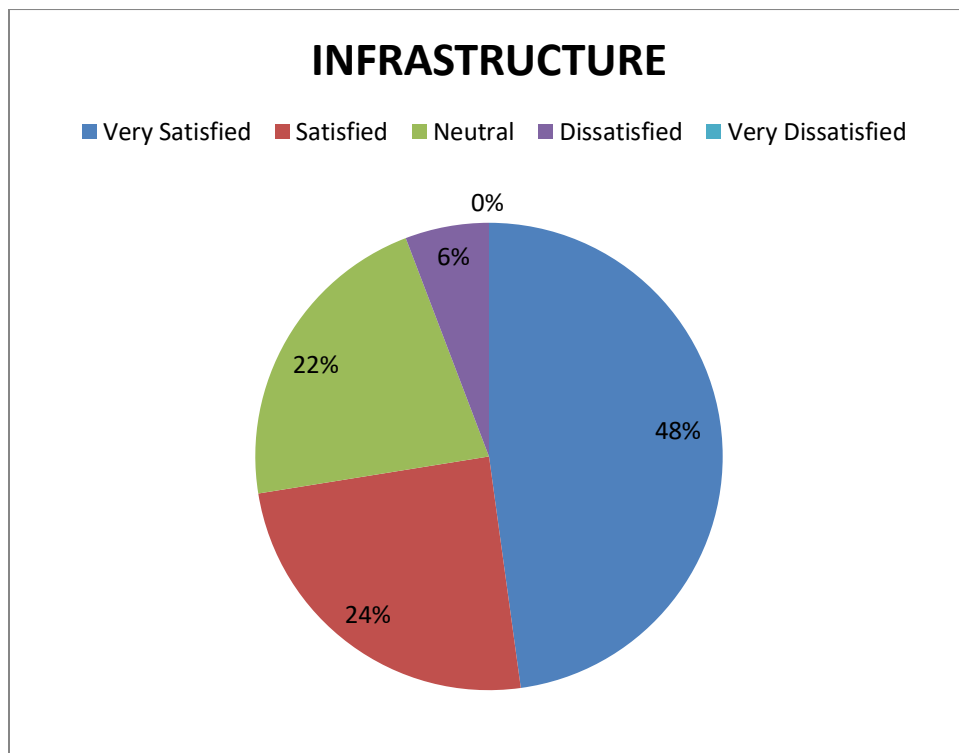


Fig. 7

Table 7

Perception of students about Library

Parameters	No. of Students	% Students
Very Satisfied	44	64
Satisfied	15	22
Neutral	5	07
Dissatisfied	4	06
Very Dissatisfied	1	01
Total	69	100.0

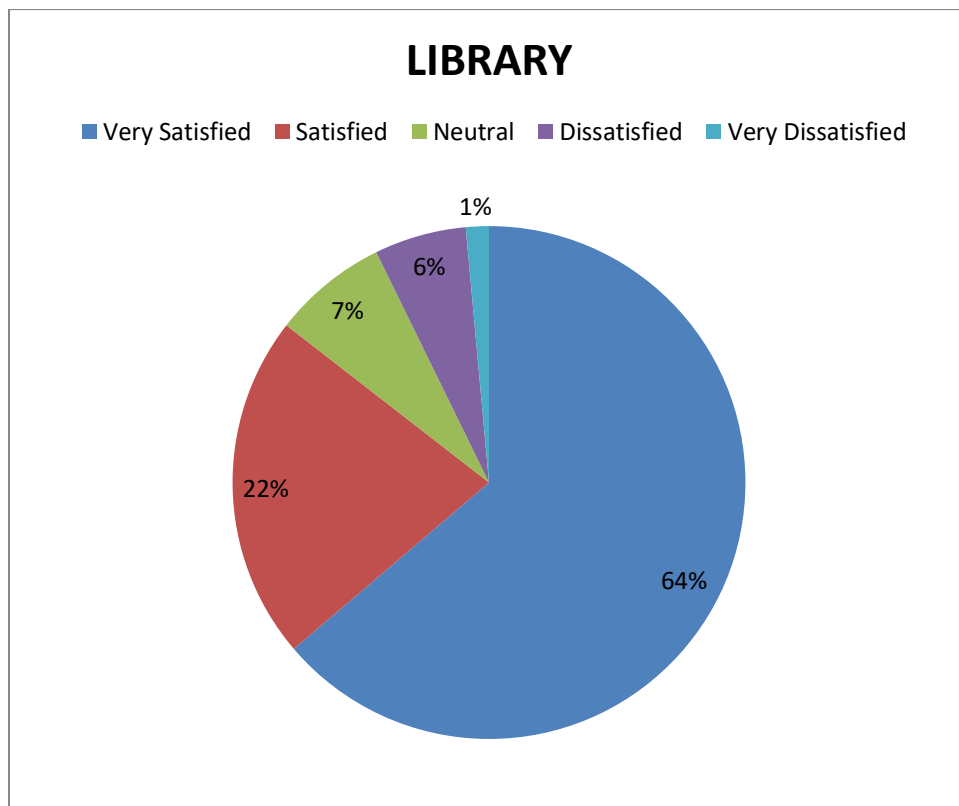


Fig. 8

Table 8

Perception of students about Library

Parameters	No. of Students	% Students
Very Satisfied	30	44
Satisfied	16	23
Neutral	14	20
Dissatisfied	06	09
Very Dissatisfied	03	04
Total	69	100.0

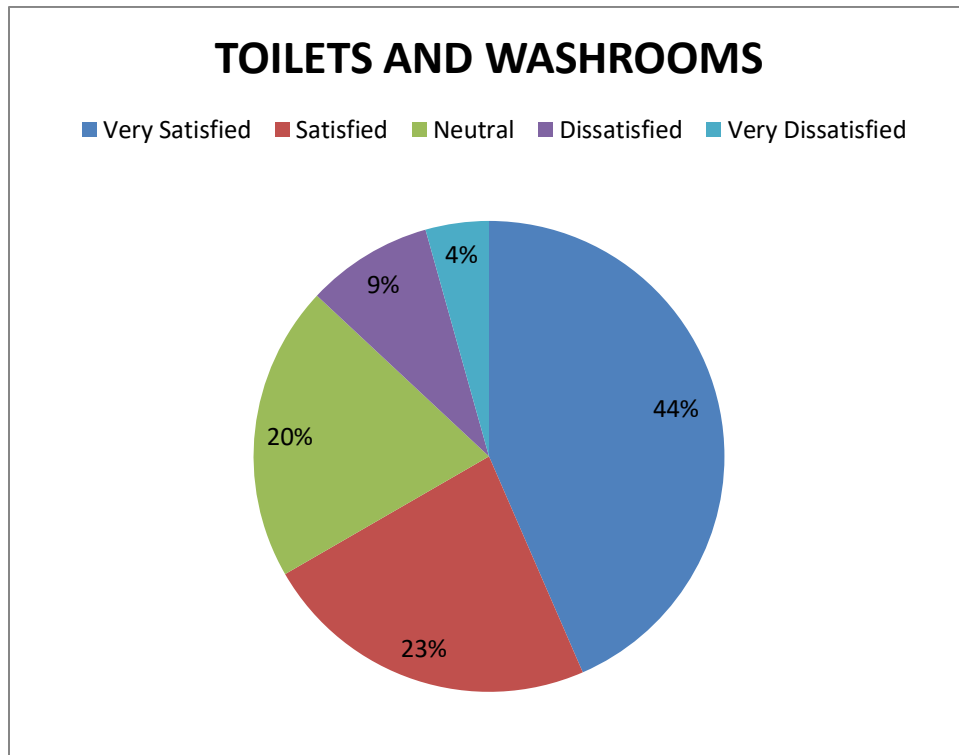


Fig. 9

Table 9

Perception of students about Common Rooms

Parameters	No. of Students	% Students
Very Satisfied	33	48
Satisfied	21	30
Neutral	10	15
Dissatisfied	04	06
Very Dissatisfied	01	01
Total	69	100.0

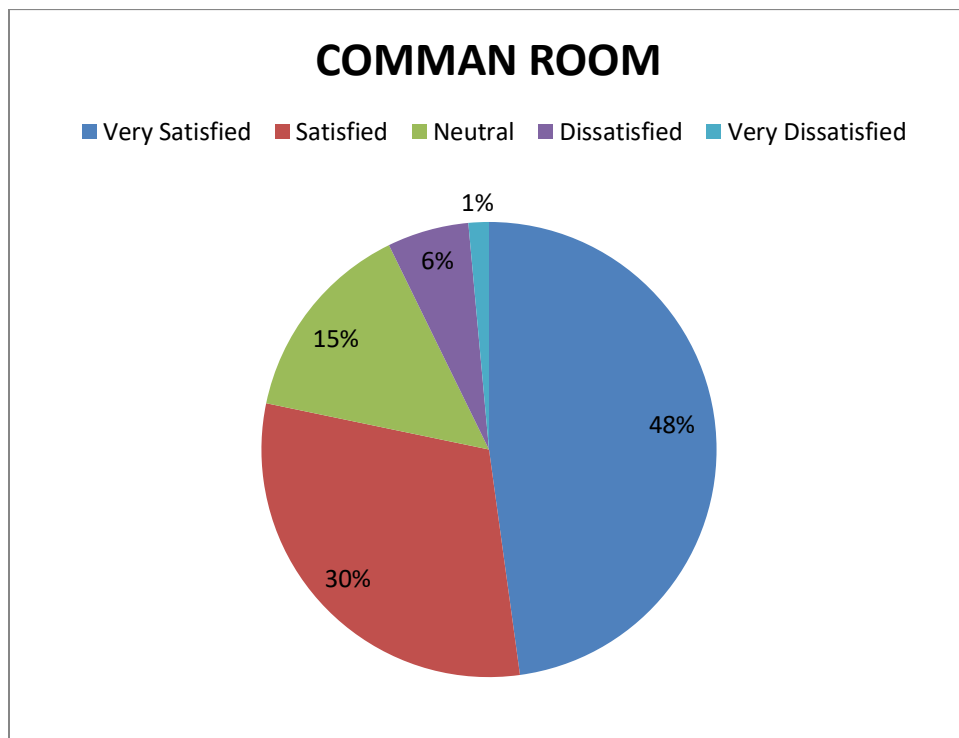


Fig. 10

Table 10

Perception of students about Placements

Parameters	No. of Students	% Students
Very Satisfied	30	43
Satisfied	19	28
Neutral	13	19
Dissatisfied	04	06
Very Dissatisfied	03	04
Total	69	100.0

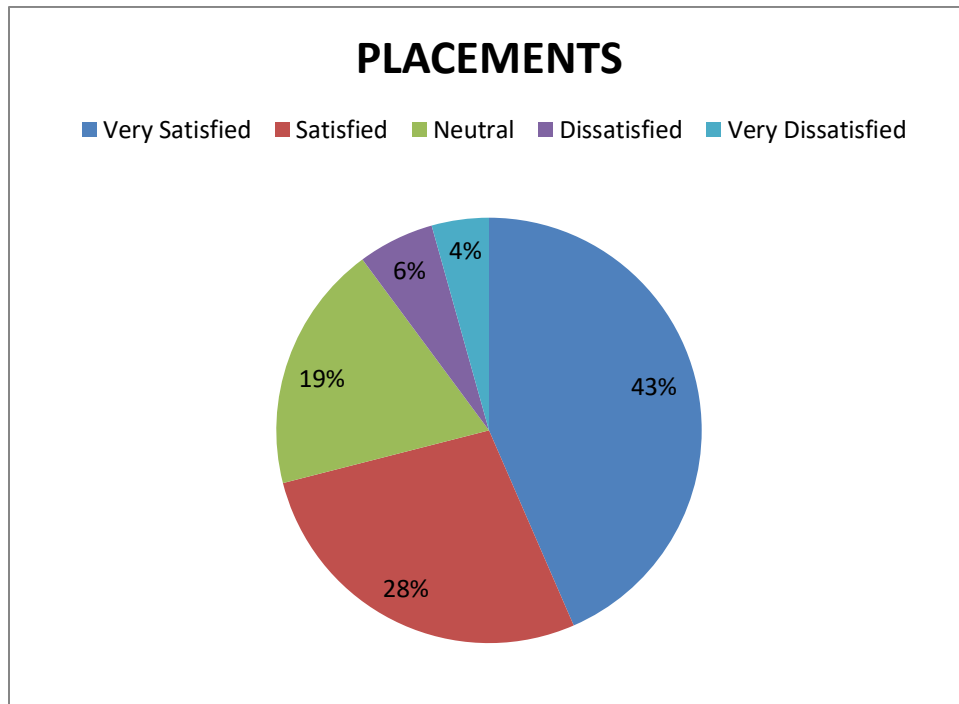


Fig. 11

Table 11

Perception of students about Sports and Recreational Facilities/ activities

Parameters	No. of Students	% Students
Very Satisfied	36	52
Satisfied	15	22
Neutral	11	16
Dissatisfied	04	06
Very Dissatisfied	03	04
Total	69	100.0

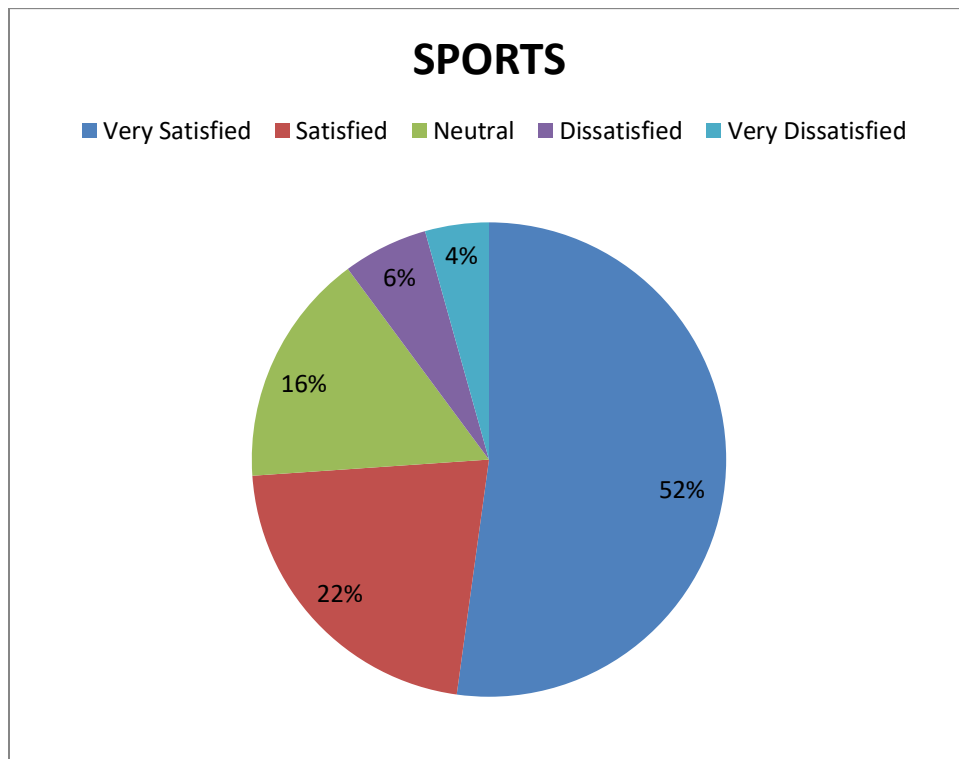


Fig. 12

Table 12

Perception of students about Overall Campus Safety

Parameters	No. of Students	% Students
Very Satisfied	36	52
Satisfied	17	25
Neutral	10	14
Dissatisfied	04	06
Very Dissatisfied	02	03
Total	69	100.0

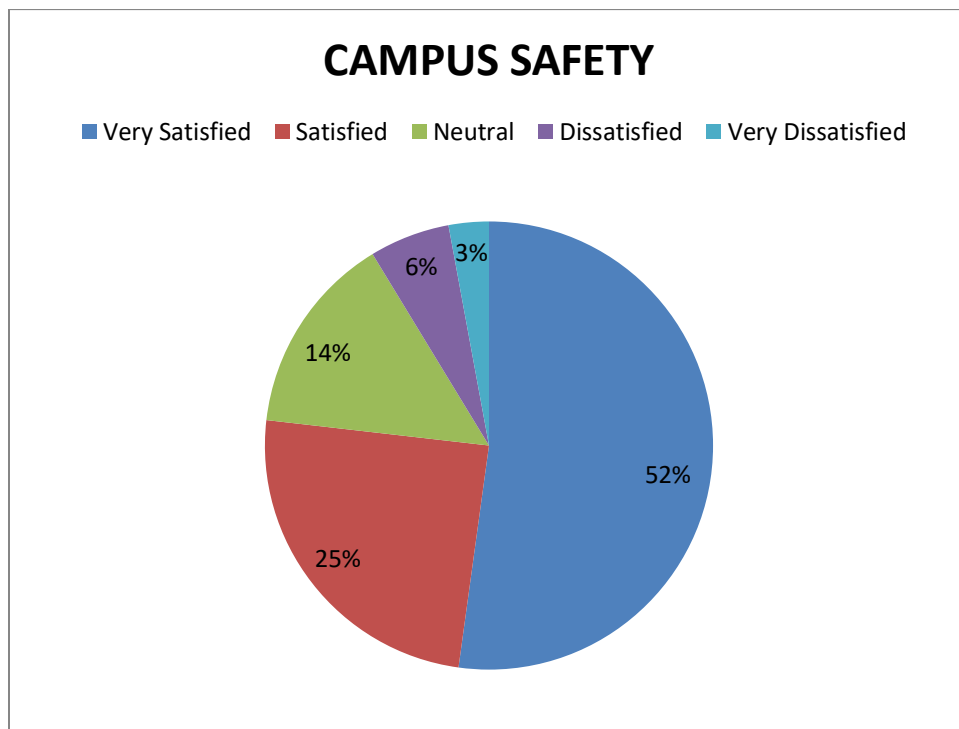


Fig. 13

Table 13

Perception of students about Extra-curricular Activities

Parameters	No. of Students	% Students
Very Satisfied	38	55
Satisfied	23	33
Neutral	07	10
Dissatisfied	01	02
Very Dissatisfied	00	00
Total	69	100.0

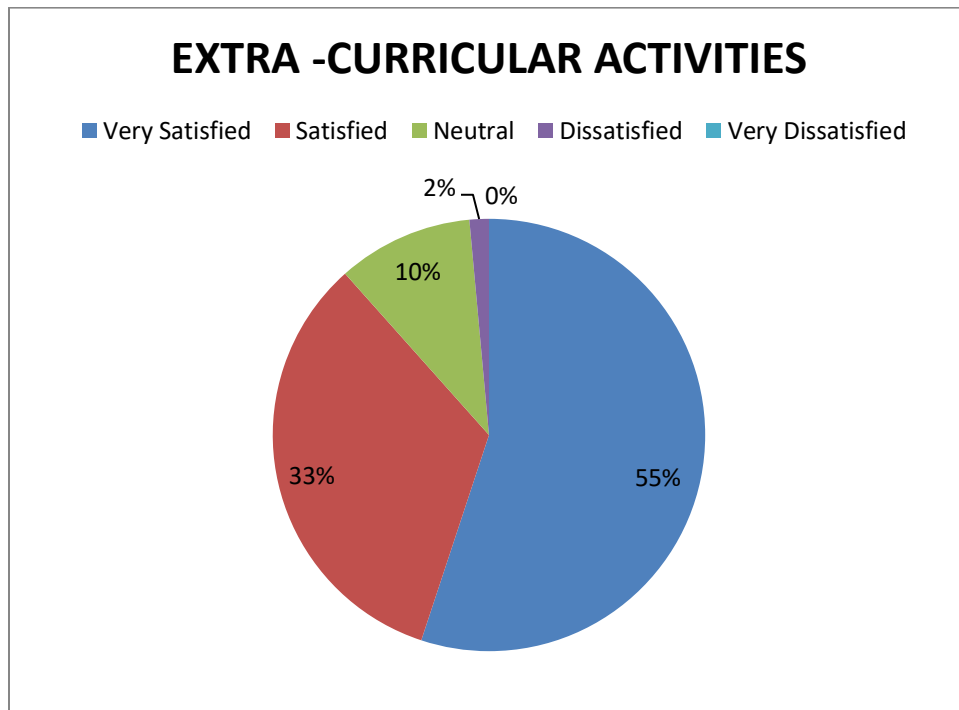


Fig. 14

Our Hard work Recognized by Students




Students Comments:

- Maharana Pratap National College is the best college and all the teachers and staff are very co-operative and helpful.
- Education quality totally perfect
- My overall experience has been amazing, and the college is having an amazing infrastructure. Your college has provided me with a number of opportunities to grow and explore my skills. The emphasis on sports along with education always helped me a lot.
- Everything is best

Major Concerns Raised by the Students & Action Taken

Major concerns raised by the students	Action Taken
Promote ICT Tools in classrooms	A plan for making smart classrooms is under consideration.
WiFi Facility/ Quality needs improvement	Campus is completely Wi-Fi enabled and continuously working for its quality.
Updation of college website	New intercalative & mobile friendly college Website is working now.
Cleanliness of college campus & maintenance of classrooms	The administration has made sufficient arrangements for the cleanliness of the campus and class rooms.
More career opportunities	Efforts are continuously made to call various companies for placements. A team of energetic teachers have been made to explore the opportunities available.


Principal
Principal
M.P.N. College,
Mullana (Ambala)



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