




STUDENTS' SATISFACTION SURVEY REPORT

SESSION: 2021-22

**INTERNAL QUALITY ASSURANCE
CELL (IQAC)**

**Maharana Pratap National College
(P.G.), Mullana
01731-297850**

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The Students' Satisfaction Survey Report 2021-22

Students' Satisfaction Survey regarding Teaching – Learning and Evaluation, will help to upgrade the quality in higher education. It also helps us in assessing the parameters, where institutions are strong and which can become their strengths. It provides information about actions that can be taken to maintain high levels of satisfaction and improve student learning experiences in the institution. For the NAAC AQAR (2021-22), Students' Satisfaction Survey (SSS) was conducted among the students of the college. The questionnaire has been framed based on NAAC guidelines. The objective of SSS was to measure the student's level of satisfaction on their experiences in the College covering the teaching learning process. The need for conducting the students' satisfaction survey is essential for academic institutions. It tells us about the opinion of students about the efficiency of various facilities available in the college and also about their requirements for different other services.

The report is prepared by Internal Quality Assurance Cell (IQAC), Maharana Pratap National (P.G.) College, Mullana for the session 2021-22.



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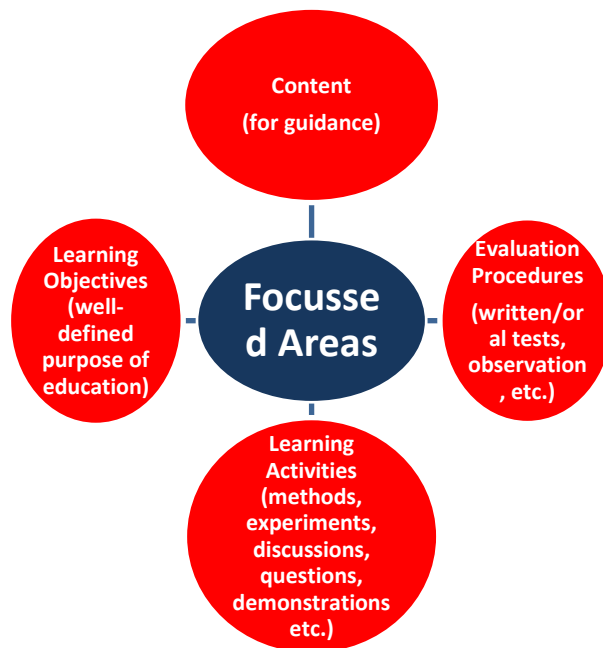
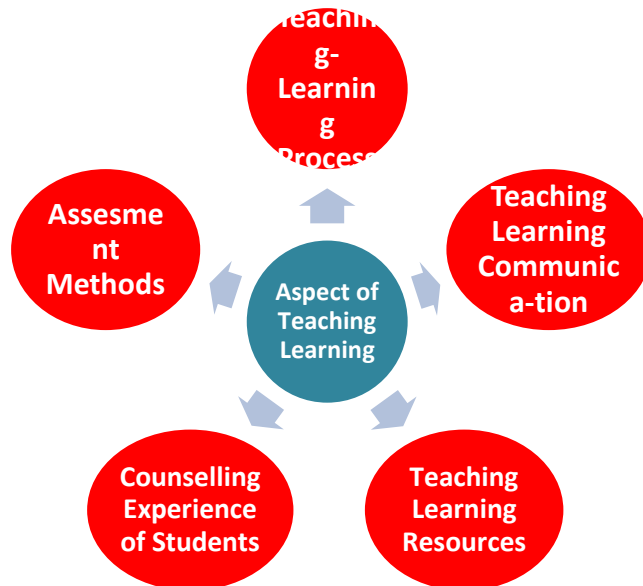


INTRODUCTION:

The Students' Satisfaction Survey is a useful and effective instrument that tries to focus resources on areas, where there is low satisfaction but high importance. Students' Satisfaction Survey (SSS) is committed toward the all-round development of the students. In India, HEIs are not only imparting the required skills and improving the abilities of their graduates but are also concentrating to gratify students' feelings about their scholastic experiences in the institution. The college conducts a good number of co-curricular and extra-curricular activities for the holistic development of students. The college organizes sports events, debate, extension lectures, workshops and many learner oriented activities to bring excel for the learners. The infrastructure and human-resources are continuously upgraded to create student centric ambience for their proficient development. The college considers the inputs from its stakeholders especially from students very important to bring relevant and fruitful changes in the college. Their feedback considerably showcases the actual quality of teaching-learning process enabling identification of the strengths of teaching as well as the possible improvements.

Students' Satisfaction Survey (SSS) is the result obtained from the evaluation of students' experience with the facilities and support they received from the college. It is a valid and reliable tool to understand the key areas for future developments. Thus, it allows understanding the resources for areas that require greater attentions. Thus, it is a direct and useful indicator of the effectiveness of teaching-learning in the institution. The college encourages the students to take active participation in SSS.


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Maharana Pratap National (P.G.) College, Mullana had made a decision to establish Internal Quality Assurance Cell (IQAC) as a mechanism to build and ensure a quality culture at the institutional level. Internal Quality Assurance Cell (IQAC) was established as a facilitative and participative organ with the primary objective to build and ensure a quality culture and standardize its processes and procedures. The cell has over the years taken initiatives to bring in uniformity, transparency and coordination in academic and non- academic processes for the efficient delivery of the responsibilities to achieve targeted results.

IQAC will facilitate / contribute:


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- To develop the quality benchmarks/parameters for various academic and administrative activities of the institution.
- To facilitate the creation of a learner-centric environment conducive to quality education and faculty maturation to adopt the required knowledge and technology for participatory teaching and learning process.
- To arrange the feedback response from students, parents and other stakeholders on quality-related institutional processes.
- To develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the College.
- To promote quality enhancement through internalization of quality culture and institutionalization of best practices.
- To develop processes in standardizing the assessment of teaching, learning and evaluation processes.
- To identify reputed national / international accreditation agencies and to get the institute ready for accreditation for global recognition.

Computation of Students' Satisfaction Index

In this report, the central aim is to analyze and present the 172 students' view towards the teaching learning process, teaching learning communication, teaching learning resources, counselling experience of students and assessment methods. 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 the most favourable response; i.e. '5' and '1' to the least favourable response. 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.

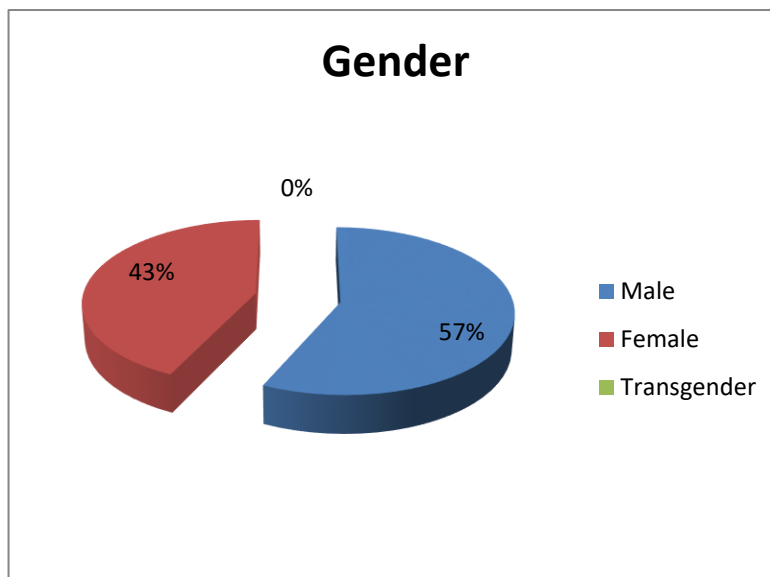


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SURVEY

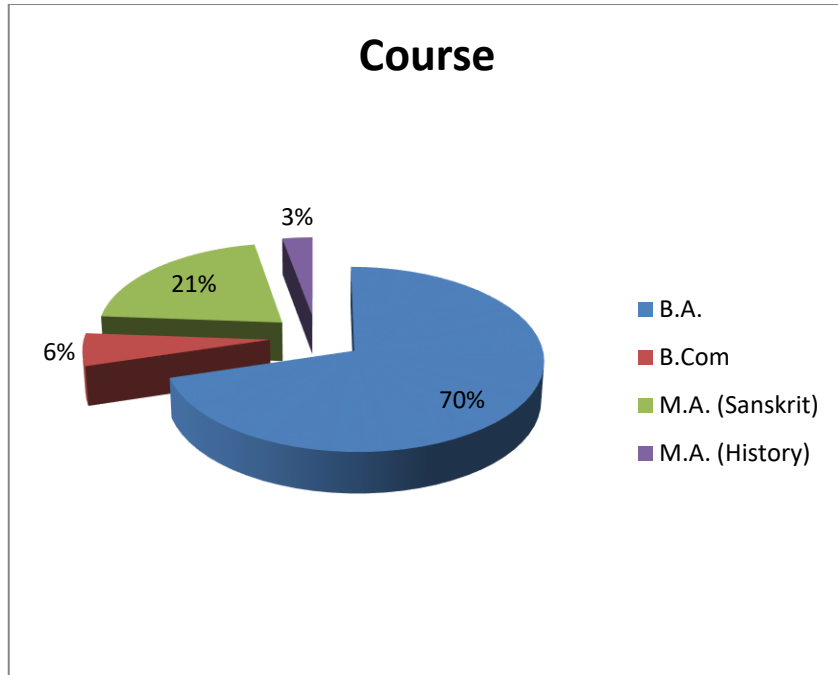
(A) General Characteristics of Respondents:

Parameters		No. of Students	% of Students
Gender	Male	98	57
	Female	74	43
	Transgender	0	0
	Total	172	100
Course	B.A.	121	70
	B.Com	10	6
	M.A. (History)	36	21
	M.A. (Sanskrit)	5	3
	Total	172	100



(FIGURE: 1)


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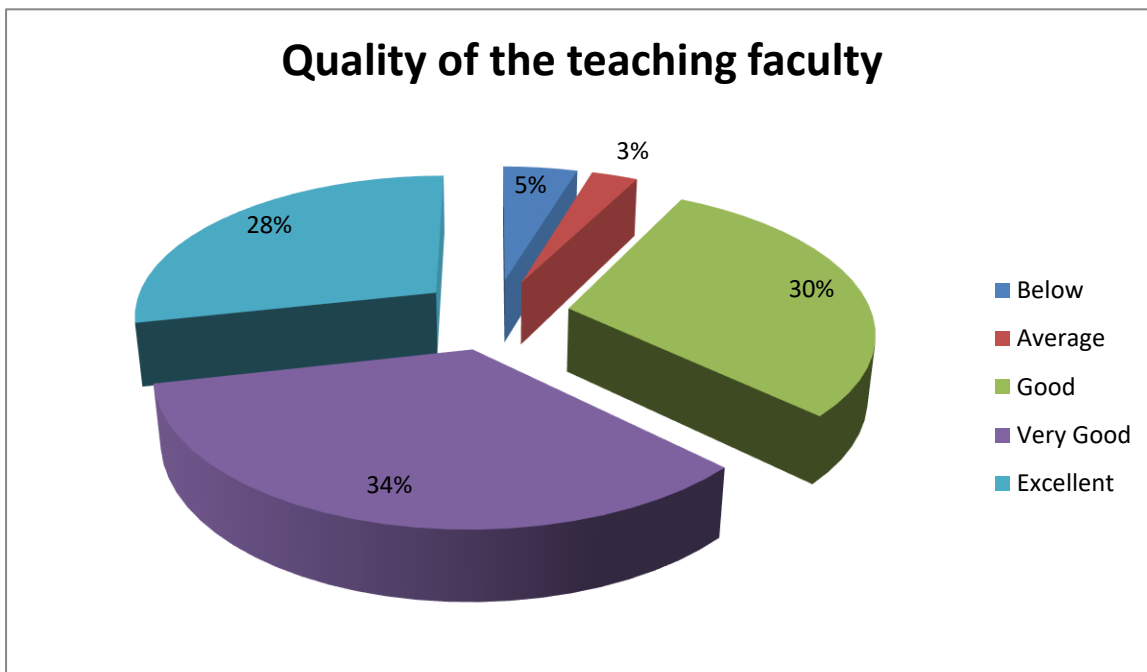
(FIGURE: 2)


(B) Students' Satisfaction Survey:

1. How would you rate the following aspects of your educational experience at M.P.N. College?

A. Quality of the teaching faculty.

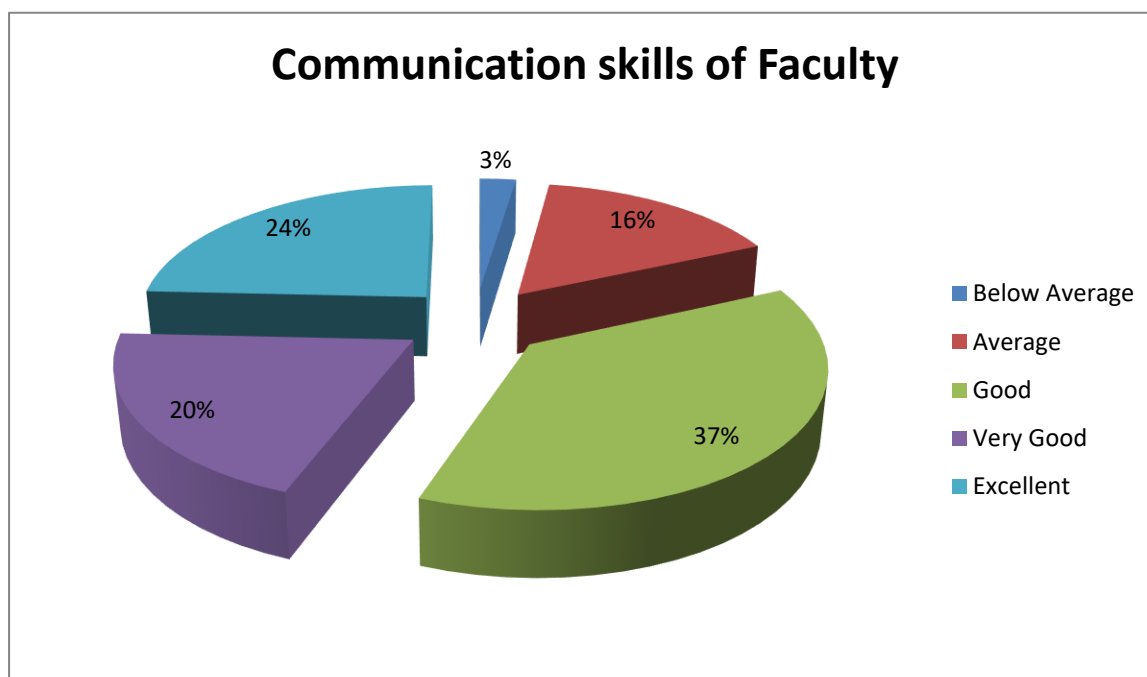
Parameters	No. of Students	% of Students
1= Below Average	8	5
2= Average	5	3
3= Good	51	30
4= Very Good	59	34
5= Excellent	49	28
Total	172	100




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B. How would you rate the communication skills of the Faculty?

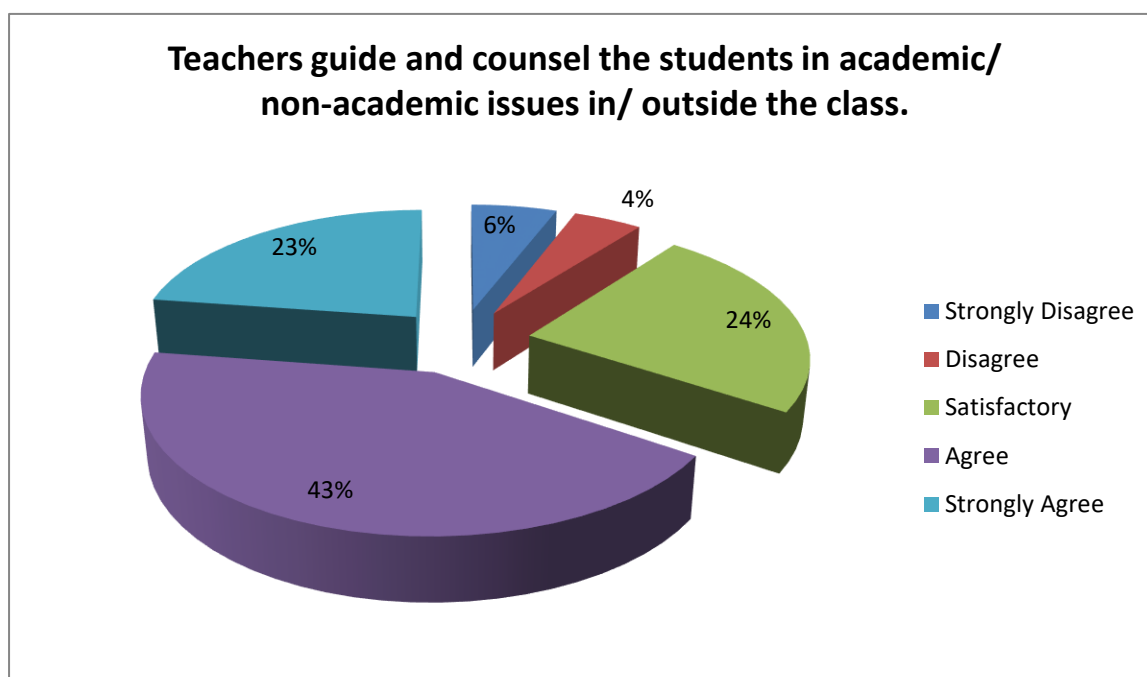
Parameters	No. of Students	% of Students
1= Below Average	7	4
2= Average	27	16
3= Good	63	36
4= Very Good	34	20
5= Excellent	41	24
Total	172	100




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C. Teachers guide and counsel the students in academic and non-academic issues in/outside the class.

Parameters	No. of Students	% of Students
1= Strongly Disagree	10	6
2= Disagree	8	4
3= Satisfactory	41	24
4= Agree	74	43
5= Strongly Agree	39	23
Total	172	100

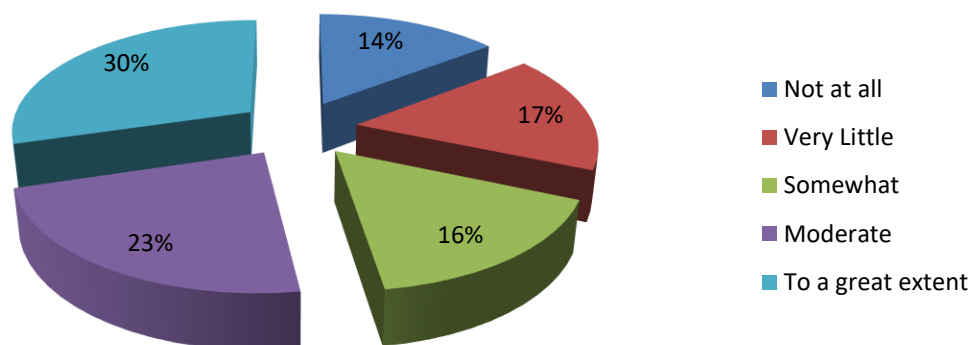



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D. Modern teaching aids/ devices, power-point presentations, videos, web resources etc. are used during teaching.

Parameters	No. of Students	% of Students
1= Not at all	25	15
2= Very Little	29	17
3= Somewhat	28	16
4= Moderate	39	23
5= To a great extent	51	30
Total	172	100

Modern teaching aids/ devices, power-point presentations, videos, web resources etc. are used during teaching.

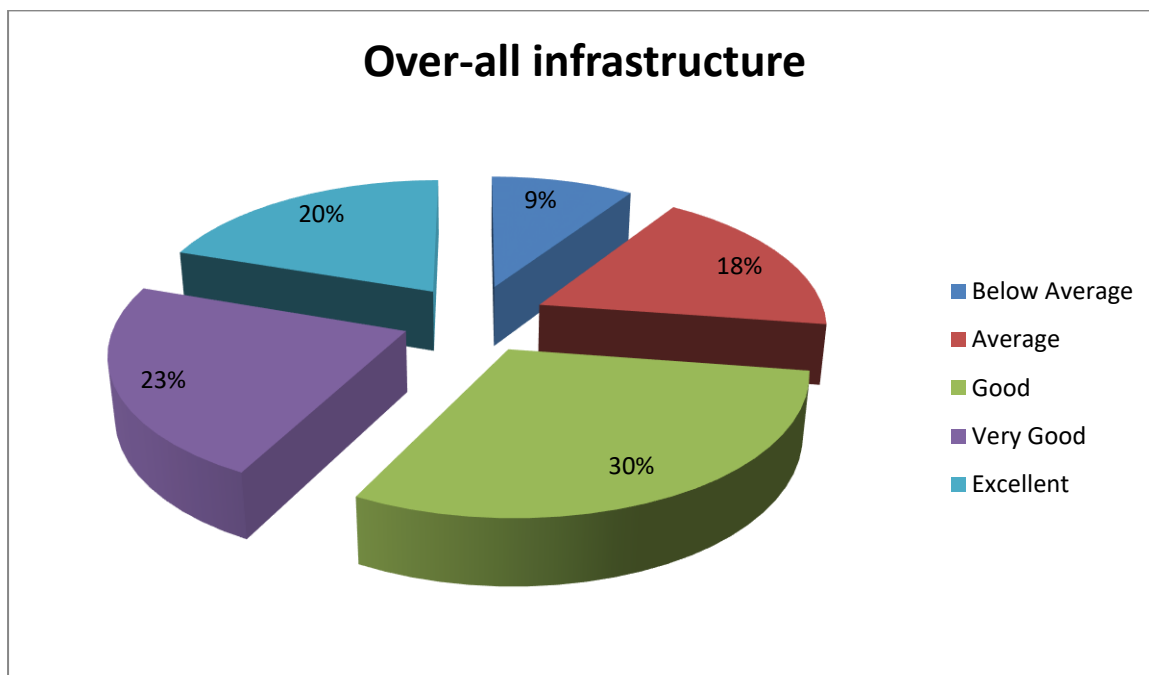



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2. How would you rate the following services/ facilities at M.P.N. College?

A. Over-all Infrastructure.

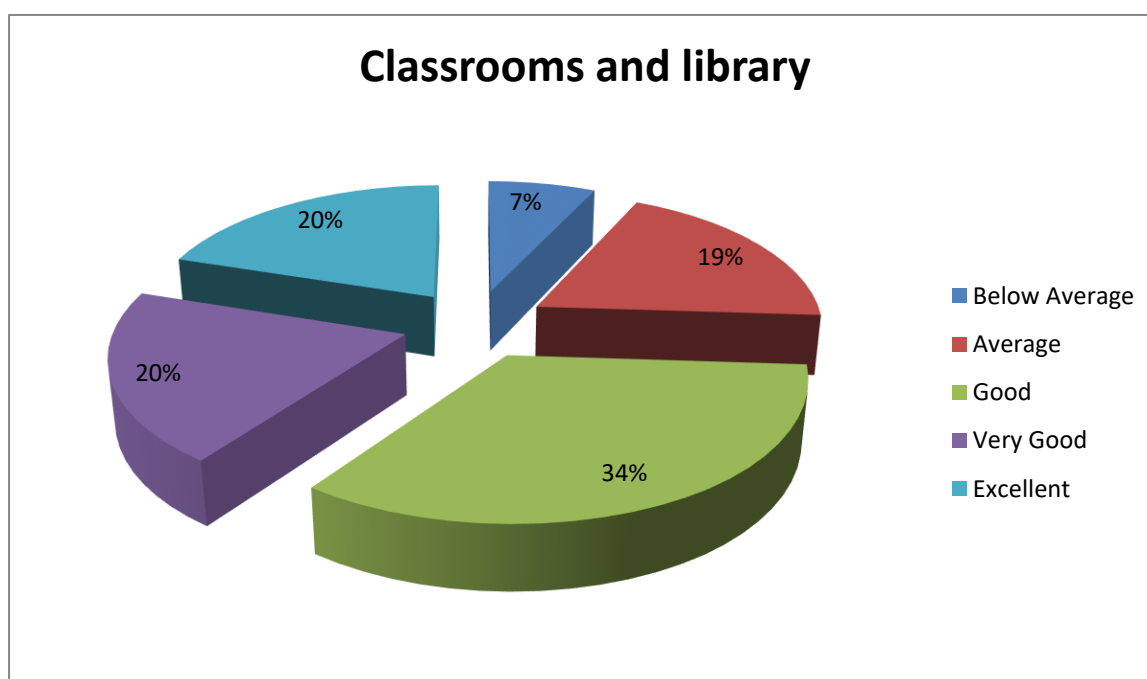
Parameters	No. of Students	% of Students
1= Below Average	16	9
2= Average	31	18
3= Good	52	30
4= Very Good	39	23
5= Excellent	34	20
Total	172	100




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B. Classrooms and library.

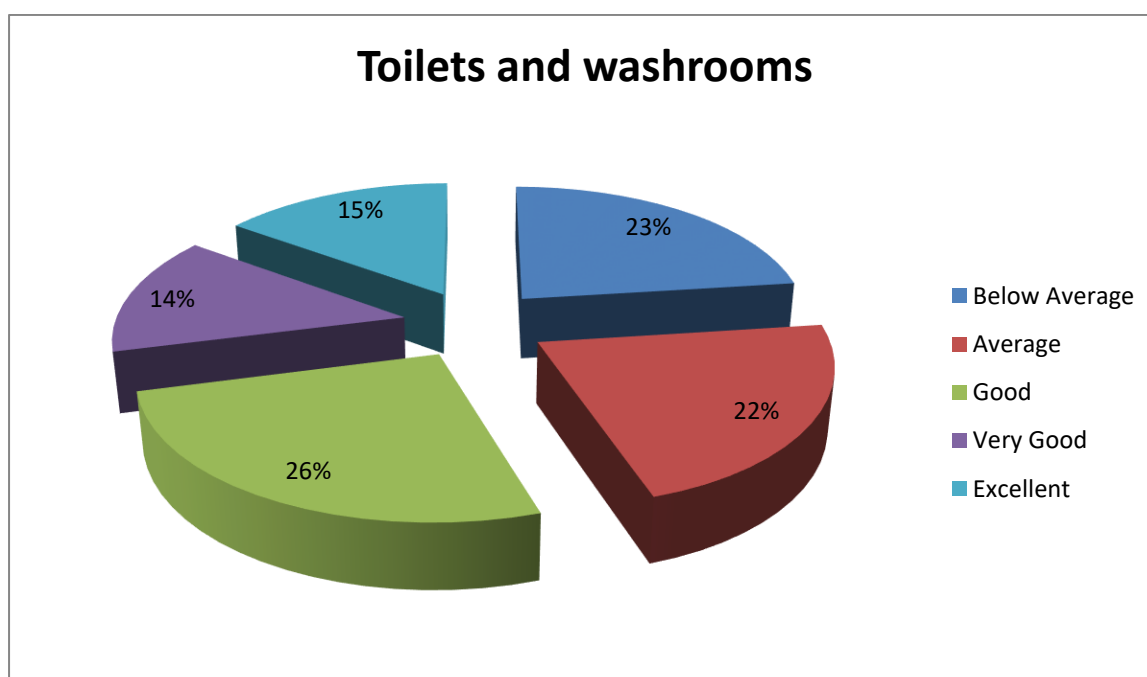
Parameters	No. of Students	% of Students
1= Below Average	12	7
2= Average	32	19
3= Good	59	34
4= Very Good	35	20
5= Excellent	34	20
Total	172	100




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C. Toilets and washrooms.

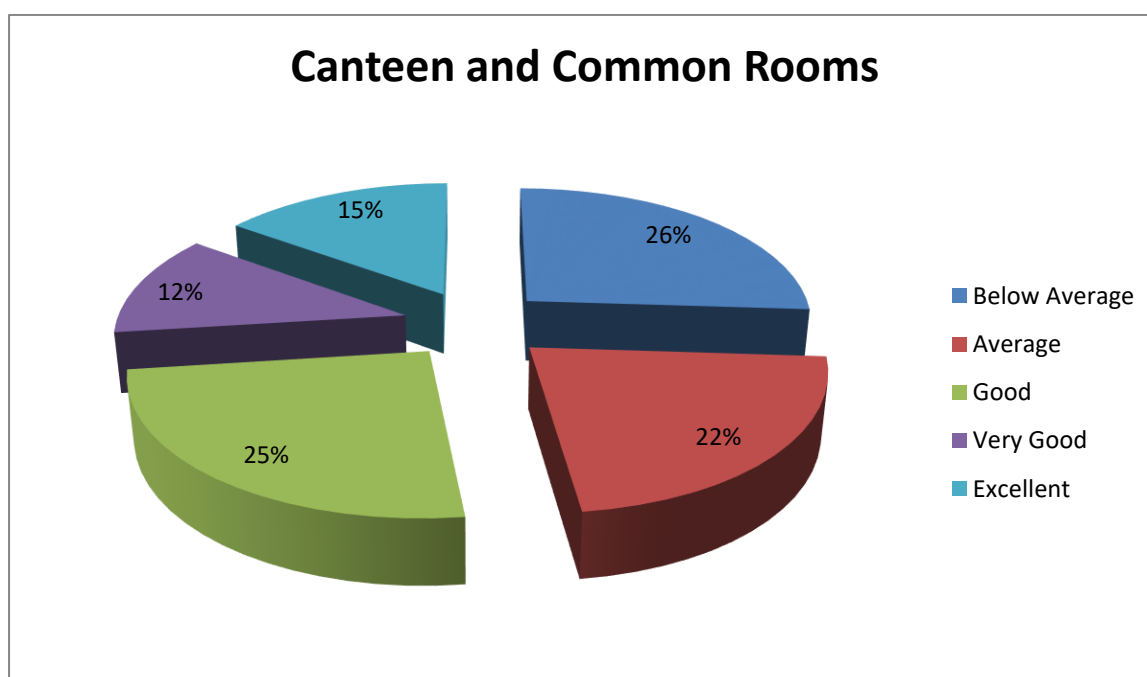
Parameters	No. of Students	% of Students
1= Below Average	39	23
2= Average	38	22
3= Good	45	26
4= Very Good	24	14
5= Excellent	26	15
Total	172	100




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D. Canteen and common rooms.

Parameters	No. of Students	% of Students
1= Below Average	45	26
2= Average	38	22
3= Good	43	25
4= Very Good	21	12
5= Excellent	25	15
Total	172	100

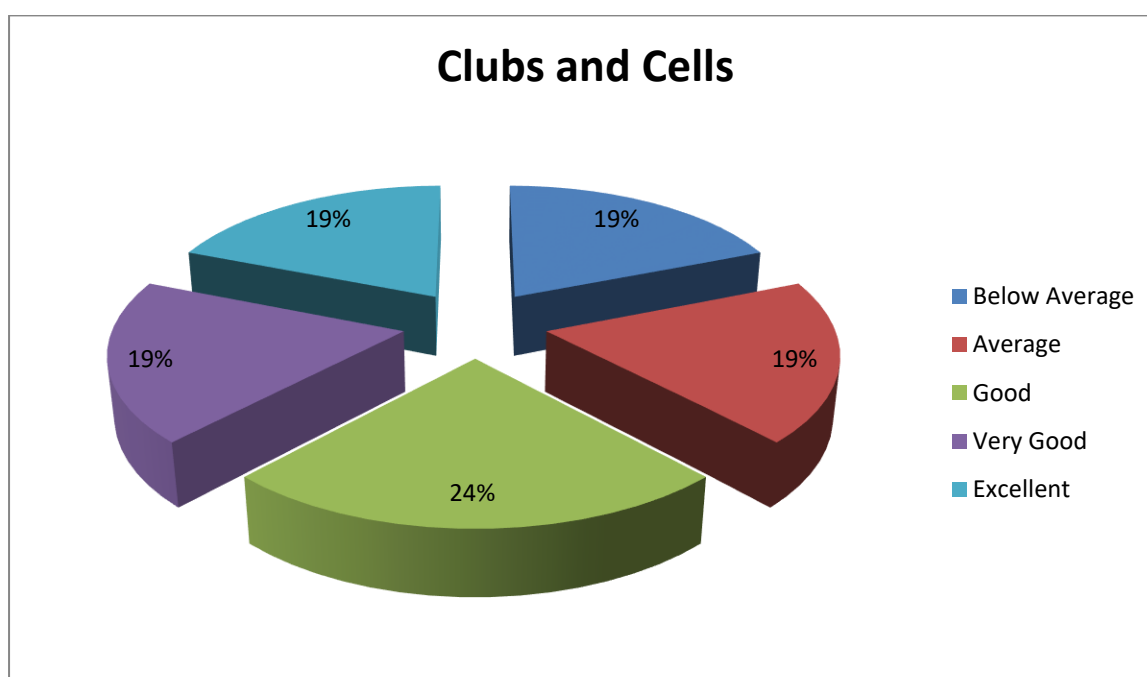



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3. How would you rate the following aspects of students' life at M.P.N. College?

A. Sports and recreational facilities.

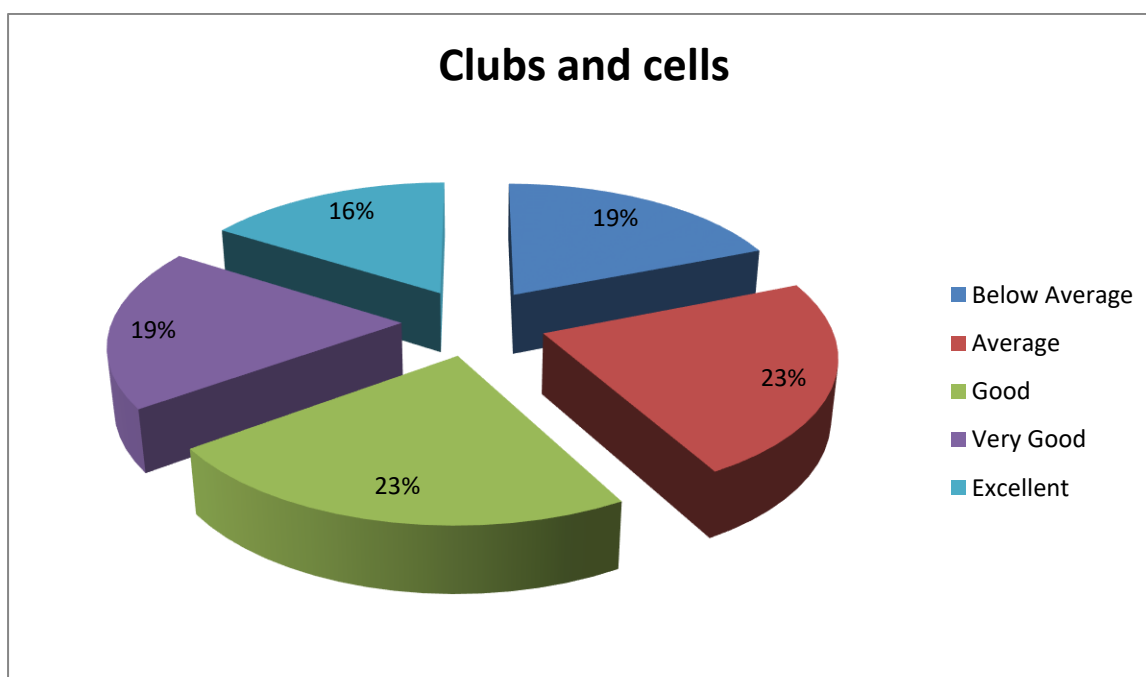
Parameters	No. of Students	% of Students
1= Below Average	32	19
2= Average	32	19
3= Good	42	24
4= Very Good	33	19
5= Excellent	33	19
Total	172	100




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B. Clubs and cells.

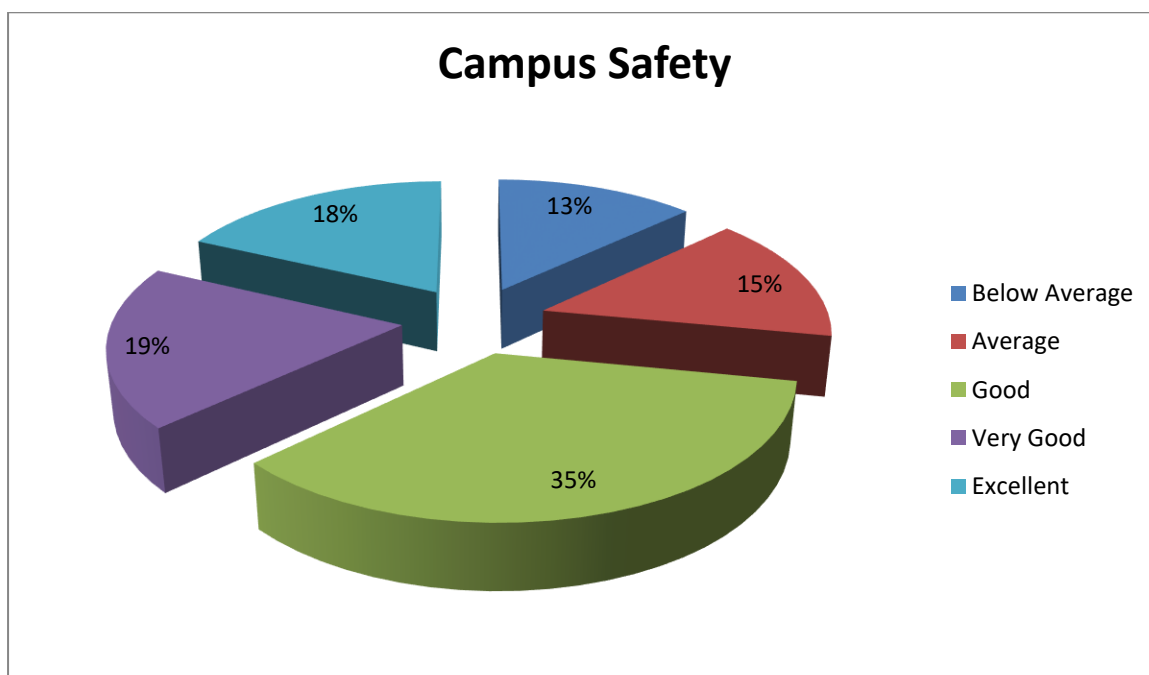
Parameters	No. of Students	% of Students
1= Below Average	32	19
2= Average	40	23
3= Good	40	23
4= Very Good	32	19
5= Excellent	28	16
Total	172	100





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C. Campus safety.

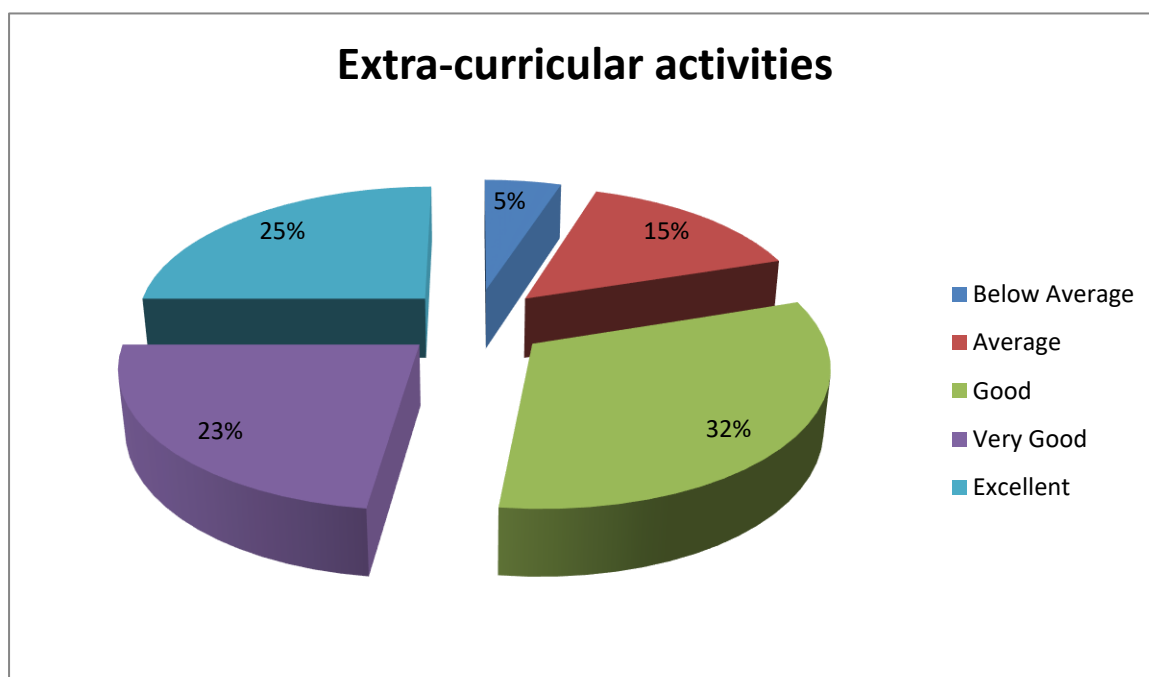
Parameters	No. of Students	% of Students
1= Below Average	23	13
2= Average	26	15
3= Good	60	35
4= Very Good	32	19
5= Excellent	31	18
Total	172	100




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D. Extra-curricular activities.

Parameters	No. of Students	% of Students
1= Below Average	9	5
2= Average	25	15
3= Good	55	32
4= Very Good	40	23
5= Excellent	43	25
Total	172	100




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Our Hard work Recognized by Students

Students' Comments:

- Maharana Pratap National (P.G.) College conducted many Extension activities and lectures that help us in growing personally and professionally.
- Getting involved is a good way to improve your leadership skills, and a number of activities were conducted by the College to inculcate these skills.
- Remedial classes help a lot in enriching understanding of the concepts.
- The emphasis on sports and cultural activities along with education always helped us a lot.
- Value added course run in the College has enhanced our soft skills.


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.
More soft-skill programmes will be started	MOUs were signed with Team Lease for introducing soft skill programmes and Ramayan Parishad for research purpose.
More opportunities for participating in different National or State Level Competitions	Various events were organised by various Cells on National or State Level.
Health related activities will be organised	Yoga, Meditation, Power Yoga, Aerobics, Kitchen Gardening, Marathon etc. programmes were organised for making the students and staff members healthy.
More extension activities to impart the knowledge of political science and legal education	Efforts are continuously made to organise Extension Lectures for imparting legal education.
Requirement of Boys' Common Room	Plan is under consideration.


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