




STUDENTS' SATISFACTION SURVEY REPORT

SESSION: 2022-23

**INTERNAL QUALITY ASSURANCE CELL
(IQAC)**

**Maharana Pratap National College (P.G.),
Mullana-133203 (Ambala), Haryana
01731-297850**

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The Students' Satisfaction Survey Report

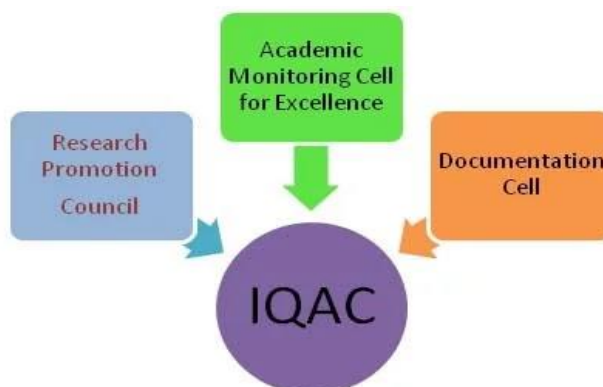
2022-23


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 (2022-23), 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 (Ambala), Haryana for the session 2022-23.



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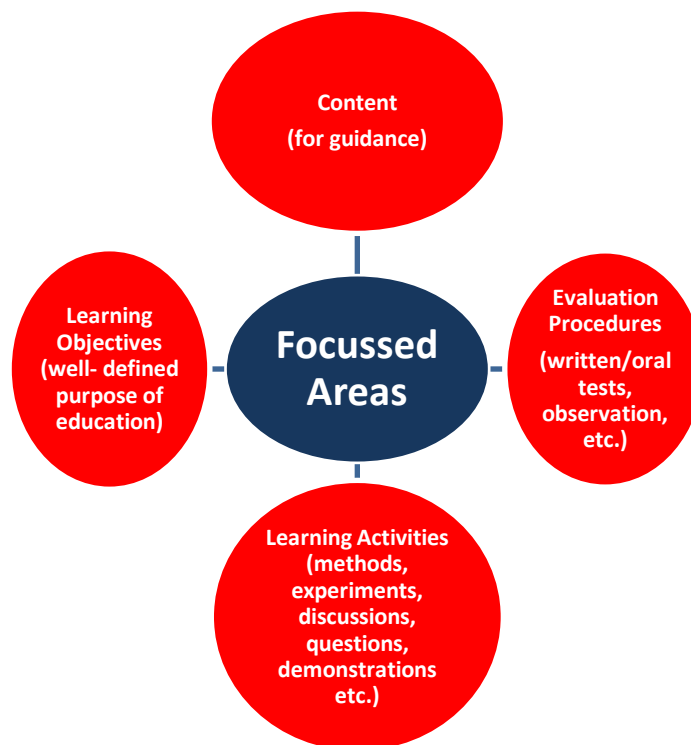
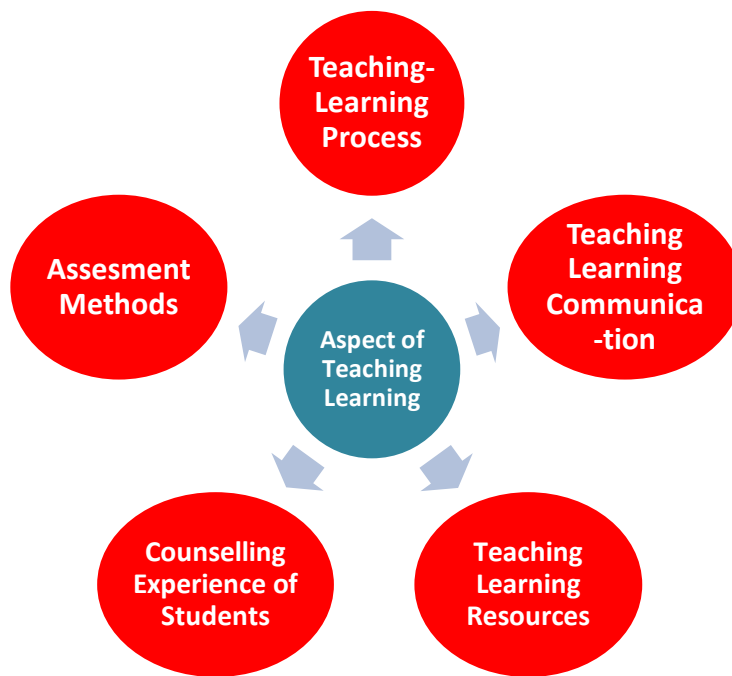
INTRODUCTION:

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.


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IQAC will facilitate / contribute:

- 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 148 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.

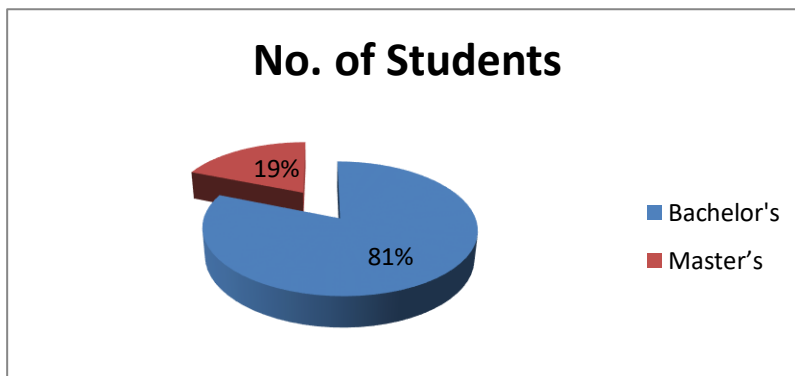

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SURVEY

(A) General Characteristics of Respondents:

Table 1:

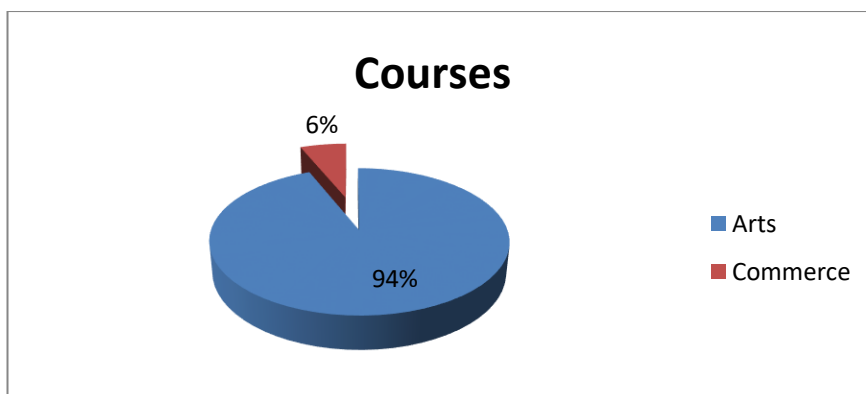
Program	No. of Students	% of Students
Bachelor's	120	81.1
Master's	28	18.9



(Figure: 1)

Table 2:

Parameters	No. of Students	% of Students	
Courses	Arts	137	93.8
	Commerce	9	6.2



(Figure: 2)


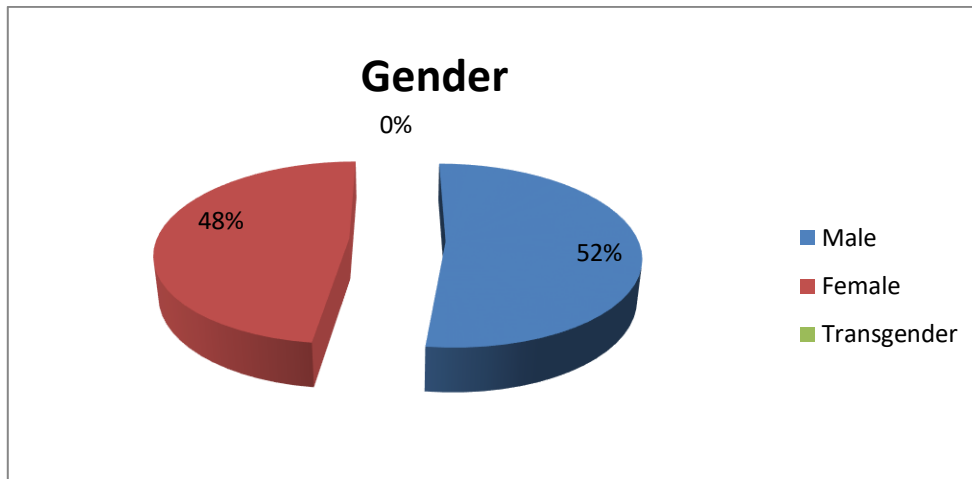

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Table 3:

Parameters		No. of Students	% of Students
Gender	Male	77	52
	Female	71	48
	Transgender	0	0



(FIGURE: 3)


(B) Students' Satisfaction Survey:

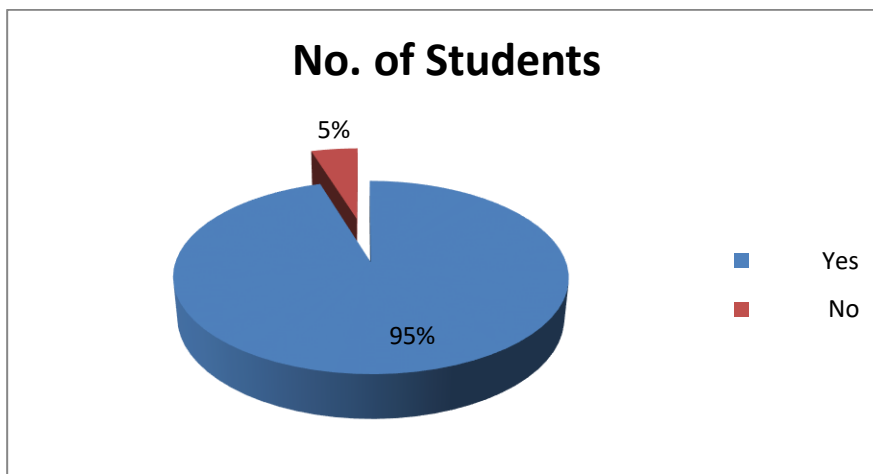
How would you rate the following aspects of your educational experience at M.P.N. College?

1. Confirm this is the first and only time you answer this survey.

Table 4:

Parameters	No. of Students	% of Students
Yes	141	95.3
No	7	4.7


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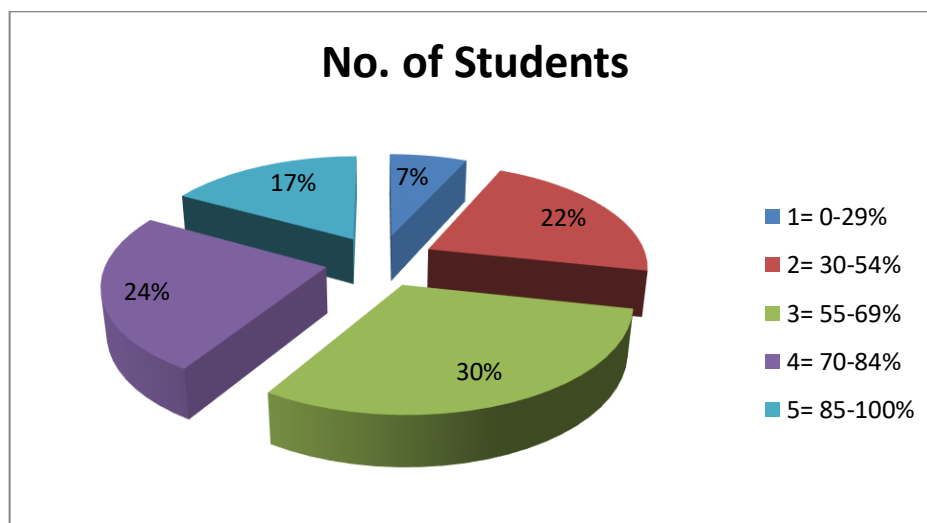


(FIGURE: 4)

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

Table 5:

Parameters	No. of Students	% of Students
1= 0-29%	10	7
2= 30-54%	32	22
3= 55-69%	45	30
4= 70-84%	36	24
5= 85-100%	25	17
Total	148	100

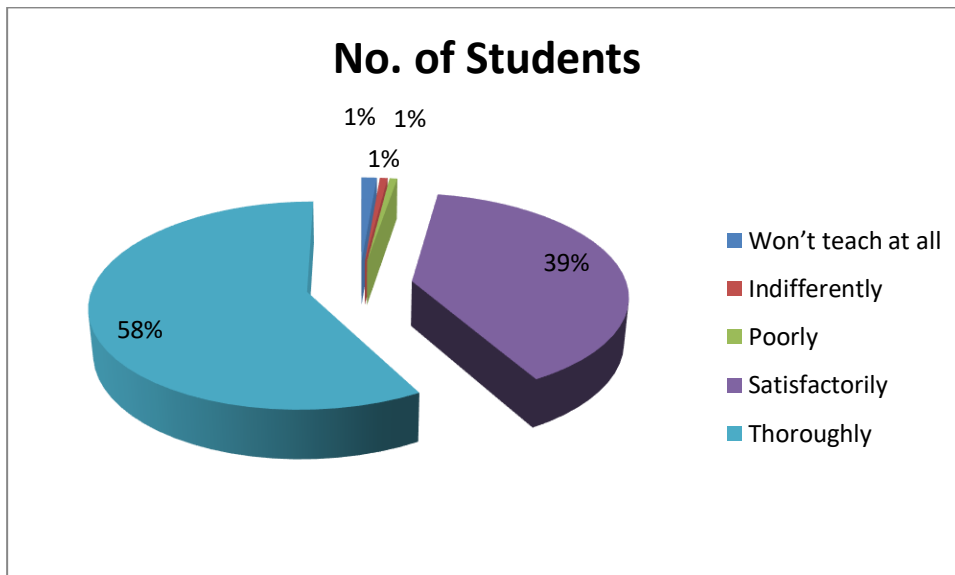


(FIGURE: 5)


3. How well did the teachers prepare for the classes?

Table 6:

Parameters	No. of Students	% of Students
Won't teach at all	2	1.4
Indifferently	1	0.7
Poorly	1	0.7
Satisfactorily	58	39.2
Thoroughly	86	58.1
Total	148	100



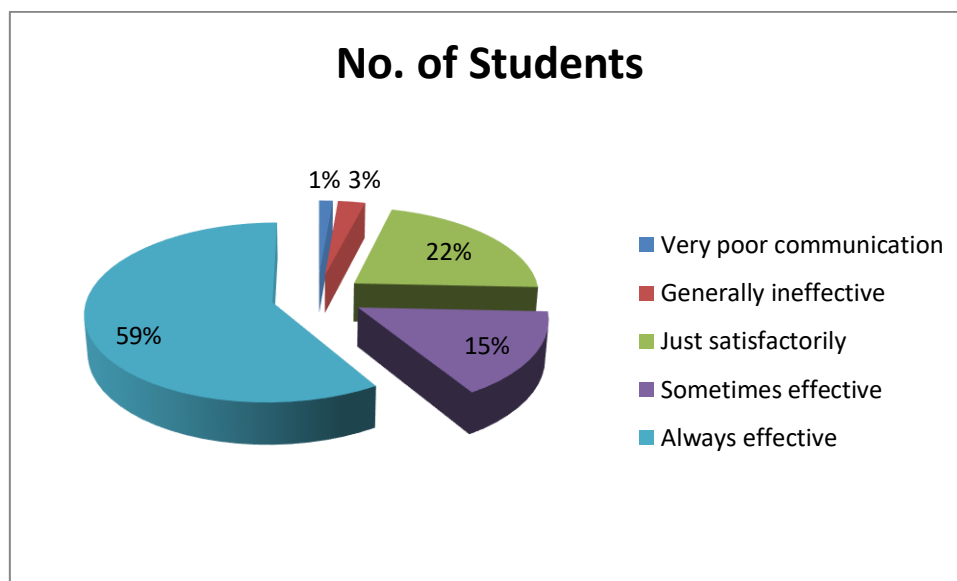
(FIGURE: 6)


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4. How well were the teachers able to communicate?

Table 7:

Parameters	No. of Students	% of Students
Very poor communication	2	1.4
Generally ineffective	4	2.7
Just satisfactorily	32	21.6
Sometimes effective	23	15.5
Always effective	87	58.8
Total	148	100



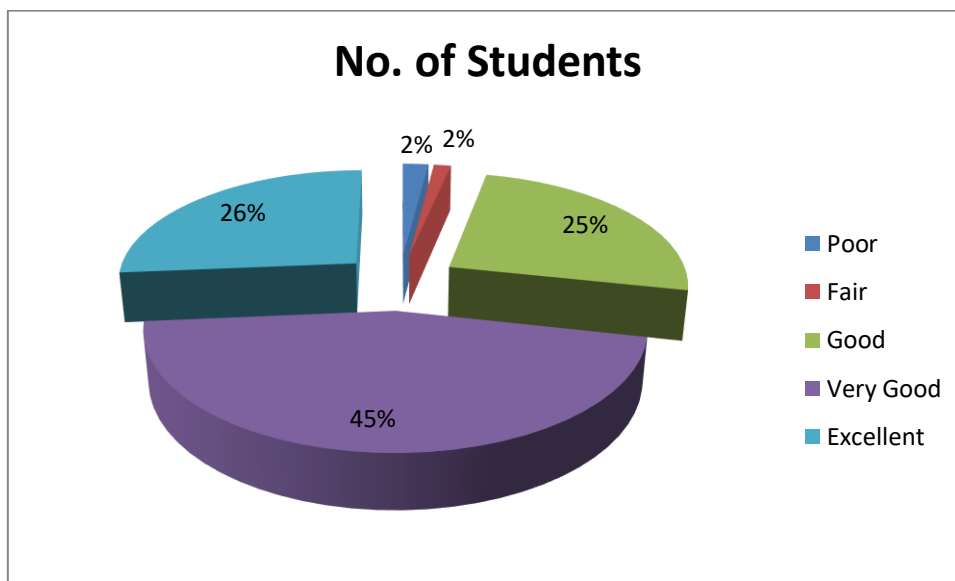
(FIGURE: 7)


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5. The teacher's approach to teaching can best be described as:

Table 8:

Parameters	No. of Students	% of Students
Poor	3	2
Fair	2	1.4
Good	37	25
Very Good	67	45.3
Excellent	39	26.4
Total	148	100



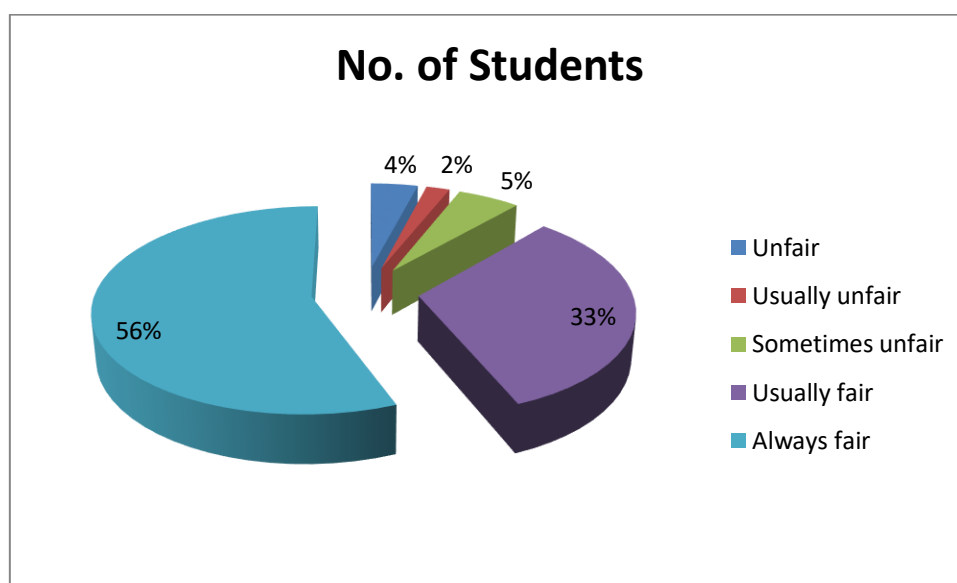
(FIGURE: 8)


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6. Fairness of the internal evaluation process by the teachers.

Table 9:

Parameters	No. of Students	% of Students
Unfair	6	4.1
Usually unfair	3	2
Sometimes unfair	8	5.4
Usually fair	48	32.4
Always fair	83	56.1
Total	148	100



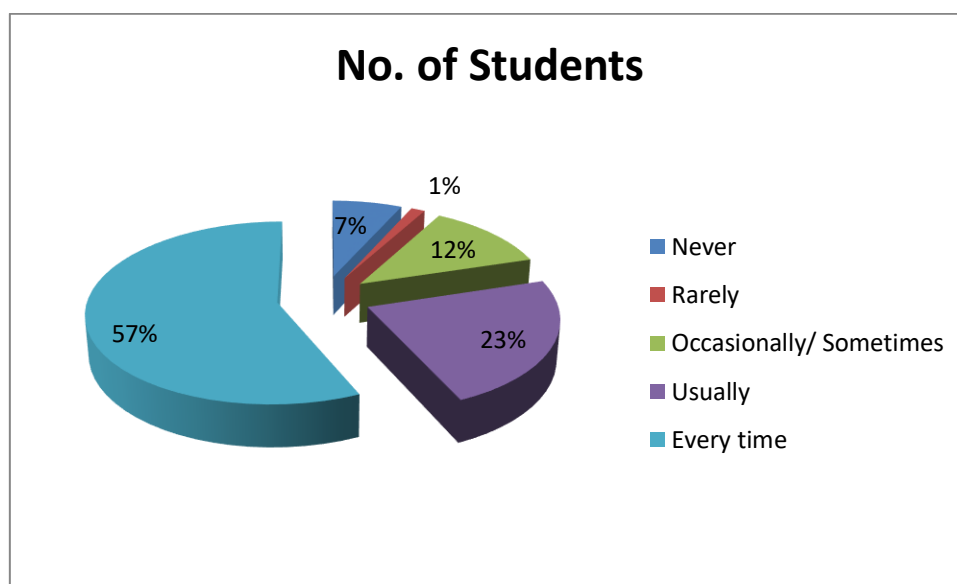
(FIGURE: 9)


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7. Was your performance in assignments discussed with you?

Table 10:

Parameters	No. of Students	% of Students
Never	10	6.8
Rarely	2	1.4
Occasionally/ Sometimes	18	12.2
Usually	34	23
Every time	84	56.8
Total	148	100



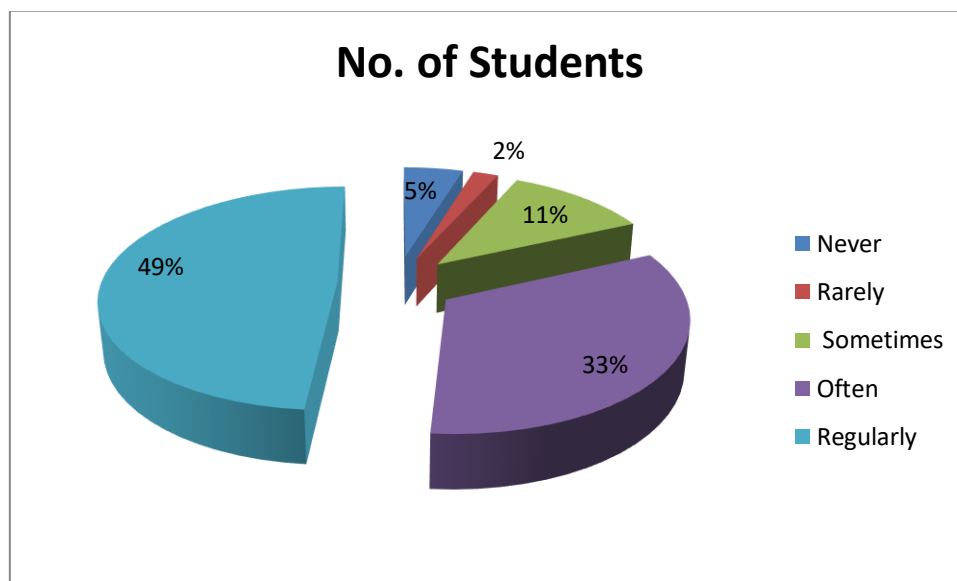
(FIGURE: 10)


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8. The institution take active interest in promoting internship, student exchange, field visit opportunities for students.

Table 11:

Parameters	No. of Students	% of Students
Never	7	4.7
Rarely	3	2
Sometimes	17	11.5
Often	49	33.1
Regularly	72	48.6
Total	148	100



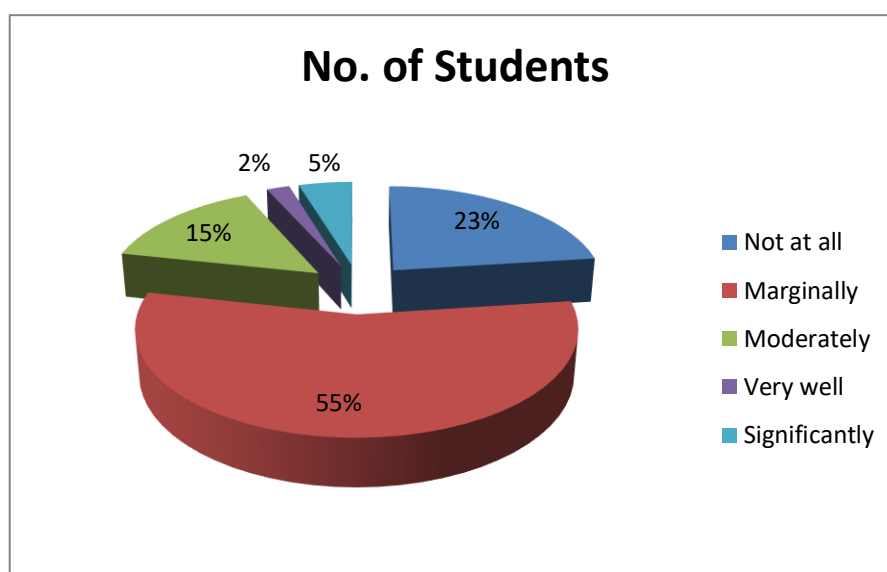
(FIGURE: 11)


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9. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

Table 12:

Parameters	No. of Students	% of Students
Not at all	34	23
Marginally	82	55.4
Moderately	22	14.9
Very well	3	2
Significantly	7	4.7
Total	148	100



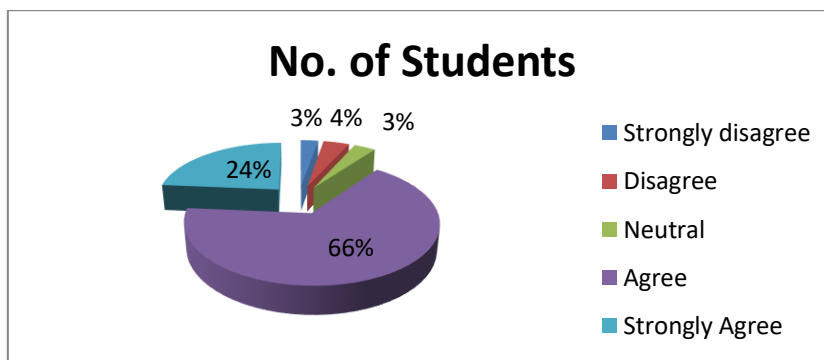
(FIGURE: 12)


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10. The institution provides multiple opportunities to learn and grow.

Table 13:

Parameters	No. of Students	% of Students
Strongly disagree	4	2.7
Disagree	6	4.1
Neutral	5	3.4
Agree	98	66.2
Strongly Agree	35	23.6
Total	148	100



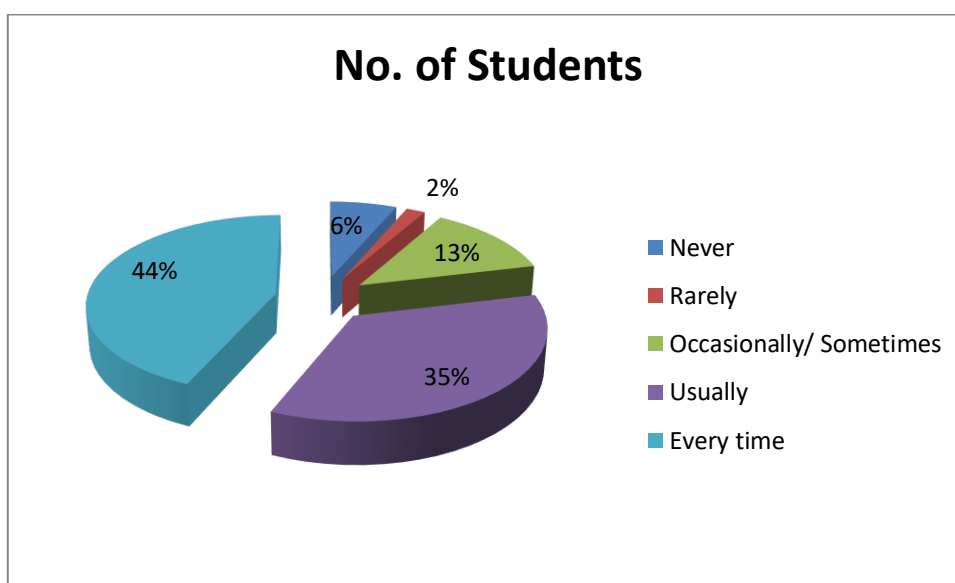
(FIGURE: 13)


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11. Teachers inform you about your expected competencies, course outcomes and program outcomes.

Table 14:

Parameters	No. of Students	% of Students
Never	7	4.7
Rarely	2	1.4
Occasionally/ Sometimes	14	9.5
Usually	38	25.7
Every time	47	58.8
Total	148	100



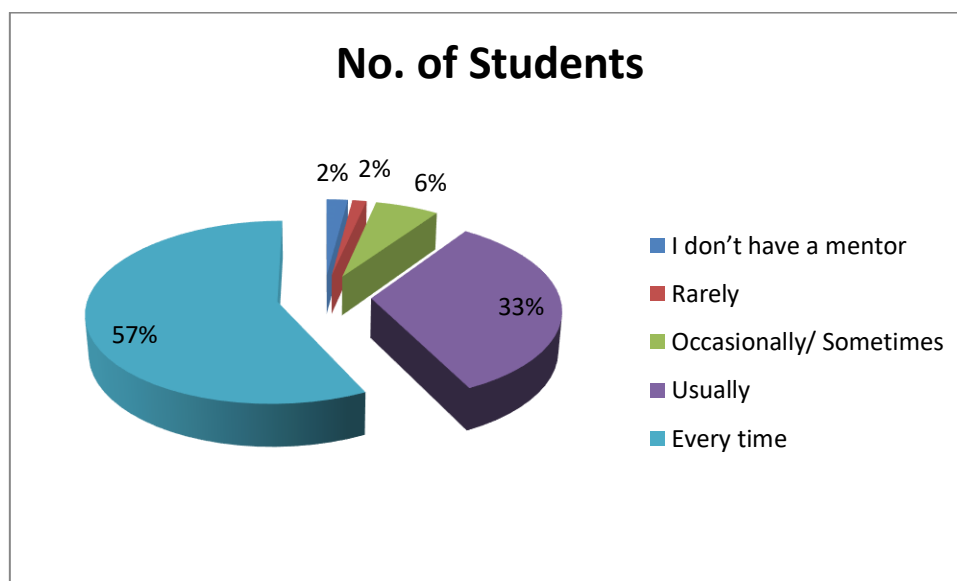
(FIGURE: 14)


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12. Your mentor does a necessary follow-up with an assigned task to you or not?

Table 15:

Parameters	No. of Students	% of Students
I don't have a mentor	3	2
Rarely	2	3.4
Occasionally/ Sometimes	9	6.1
Usually	48	32.4
Every time	83	56.1
Total	148	100



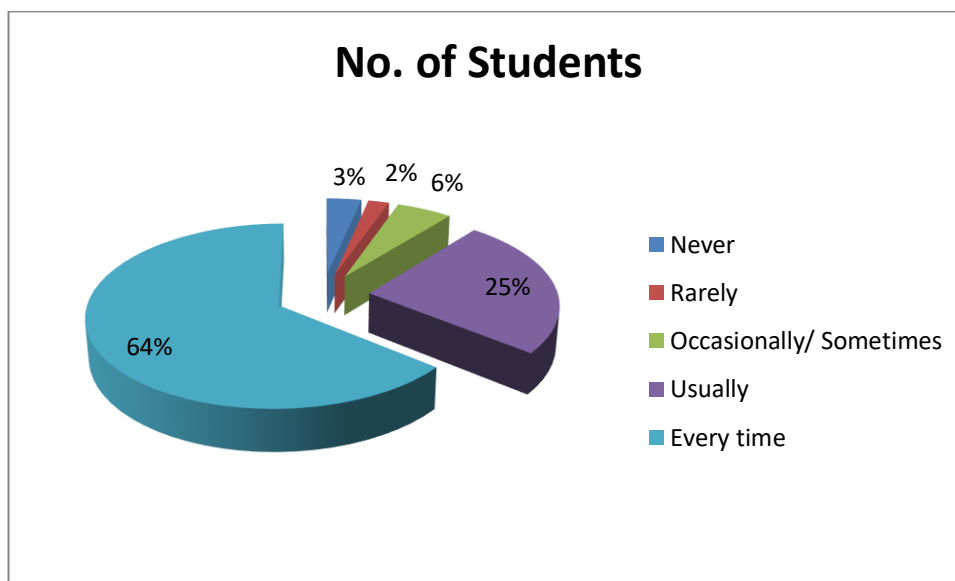
(FIGURE: 15)


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13. The teachers illustrate the concepts through examples and applications.

Table 16:

Parameters	No. of Students	% of Students
Never	5	3.4
Rarely	3	2
Occasionally/ Sometimes	8	5.4
Usually	37	25
Every time	95	64.2
Total	148	100



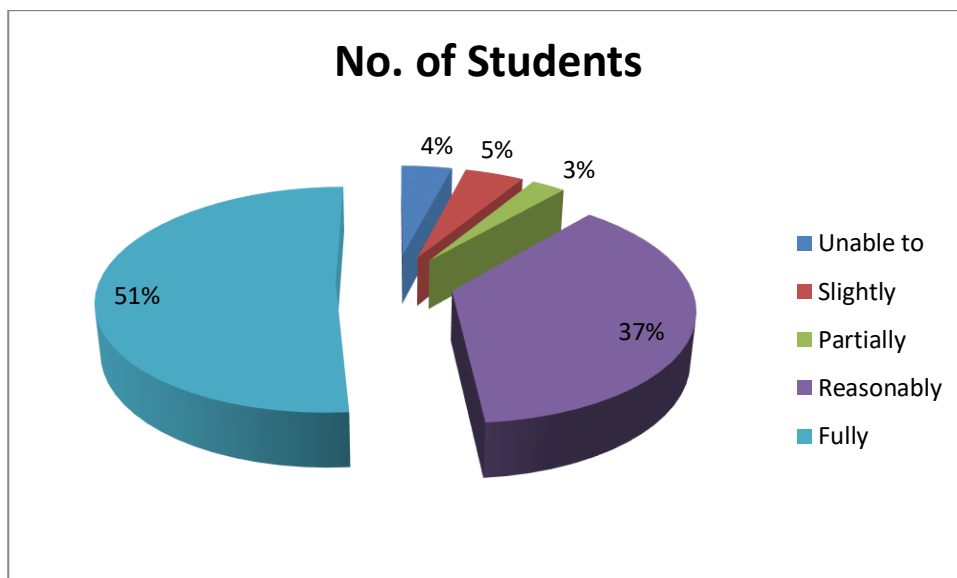
(FIGURE: 16)


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14. The teachers identify your strengths and encourage you with providing right level of challenges.

Table 17:

	No. of Students	% of Students
Unable to	6	4.1
Slightly	7	4.7
Partially	4	2.7
Reasonably	55	37.2
Fully	76	51.4
Total	148	100



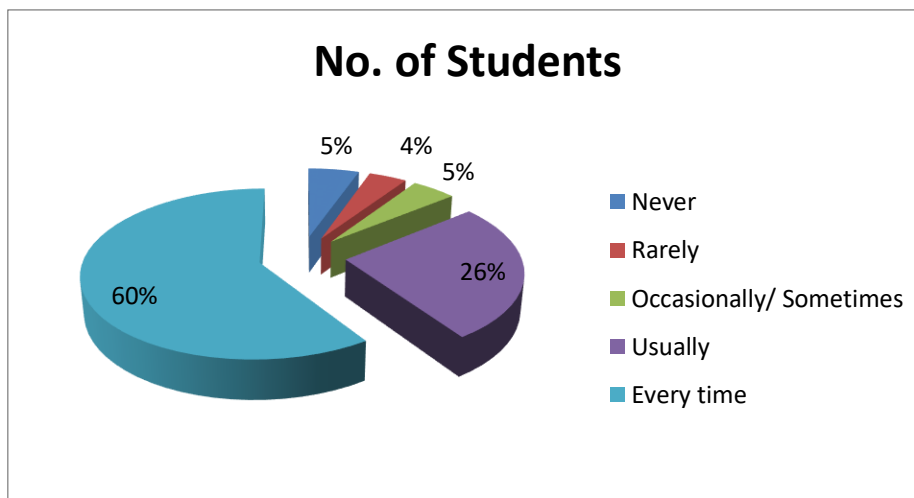
(FIGURE: 17)


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15. Teachers are able to identify your weaknesses and help you to overcome them.

Table 18:

Parameters	No. of Students	% of Students
Never	8	5.4
Rarely	6	4.1
Occasionally/ Sometimes	7	4.7
Usually	39	26.4
Every time	88	59.5
Total	148	100



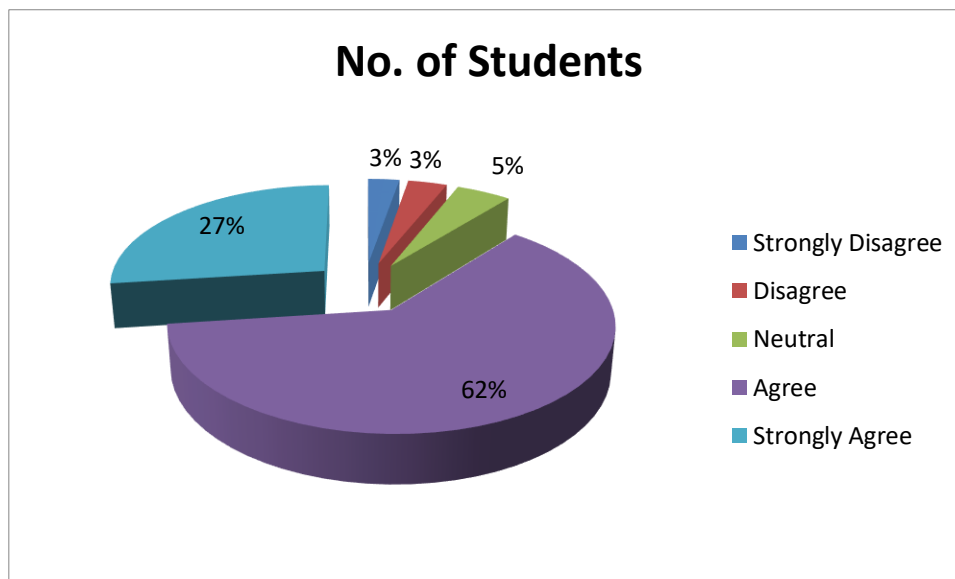
(FIGURE: 18)


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16. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Table 19:

Parameters	No. of Students	% of Students
Strongly Disagree	4	2.7
Disagree	5	3.4
Neutral	7	4.7
Agree	92	62.2
Strongly Agree	40	27
Total	148	100



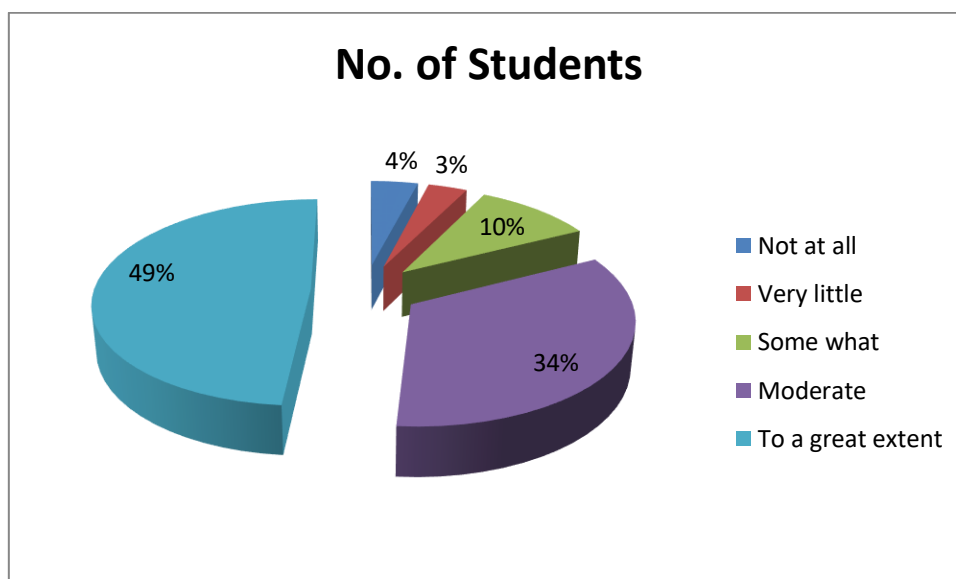
(FIGURE: 19)


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17. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

Table 20:

Parameters	No. of Students	% of Students
Not at all	6	4.1
Very little	5	3.4
Some what	15	10.1
Moderate	50	33.8
To a great extent	72	48.6
Total	148	100



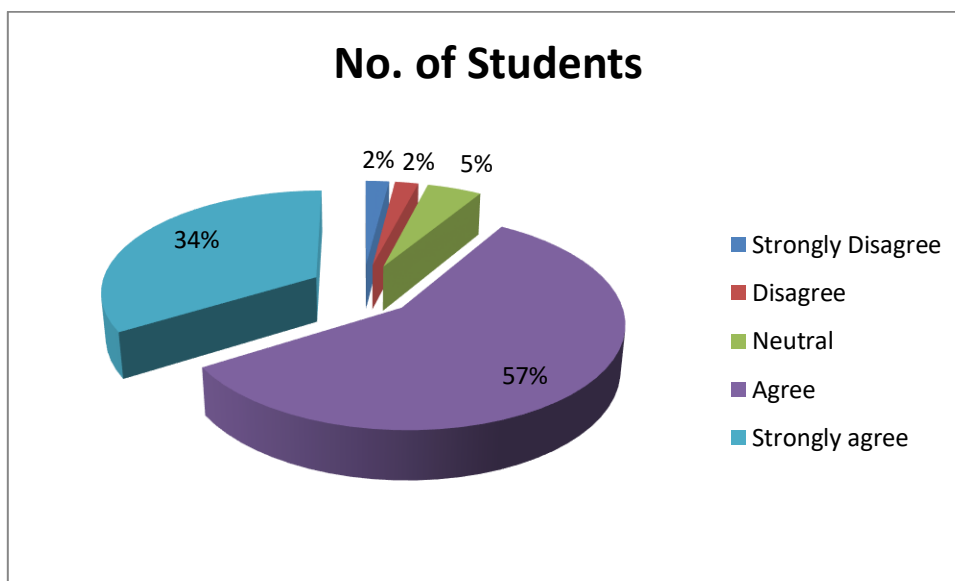
(FIGURE: 20)


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18. Teachers encourage you to participate in extracurricular activities.

Table 21:

Parameters	No. of Students	% of Students
Strongly Disagree	3	2
Disagree	3	2
Neutral	7	4.7
Agree	85	57.4
Strongly agree	50	33.8
Total	148	100



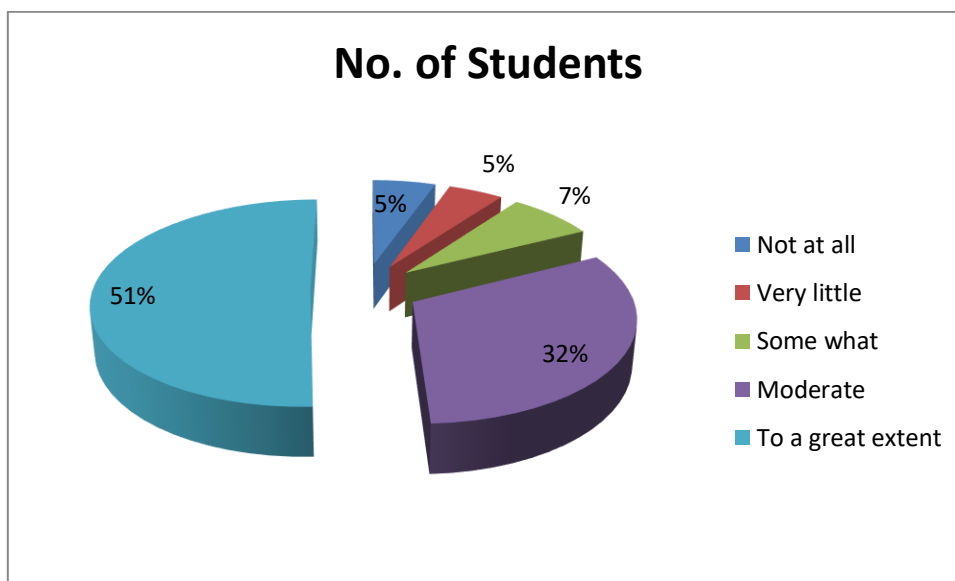
(FIGURE: 21)


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19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

Table 22:

Parameters	No. of Students	% of Students
Not at all	8	5.4
Very little	7	4.7
Some what	11	7.4
Moderate	47	31.8
To a great extent	75	50.7
Total	148	100



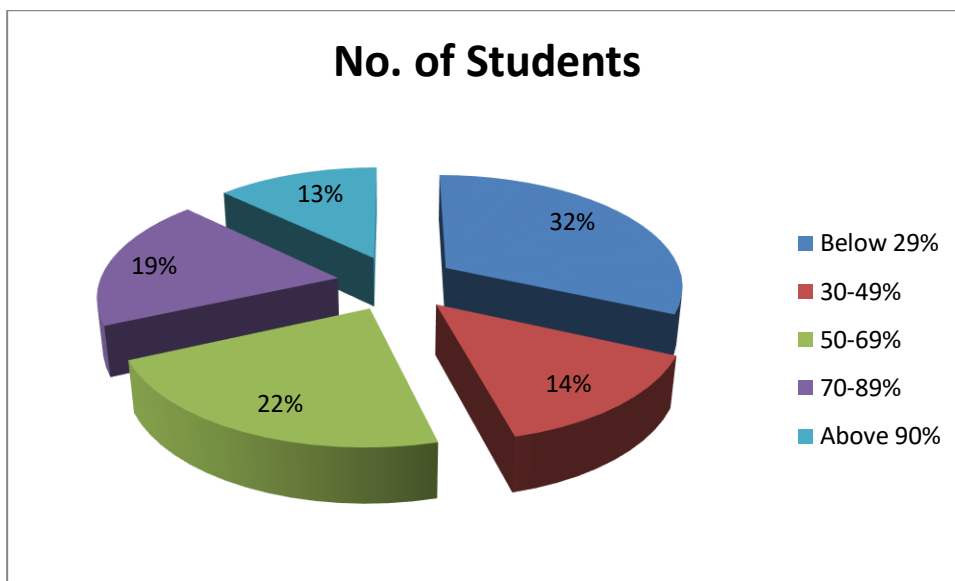
(FIGURE: 22)


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20. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

Table 23:

Parameters	No. of Students	% of Students
Below 29%	47	31.8
30-49%	21	14.2
50-69%	33	22.3
70-89%	28	18.9
Above 90%	19	12.8
Total	148	100



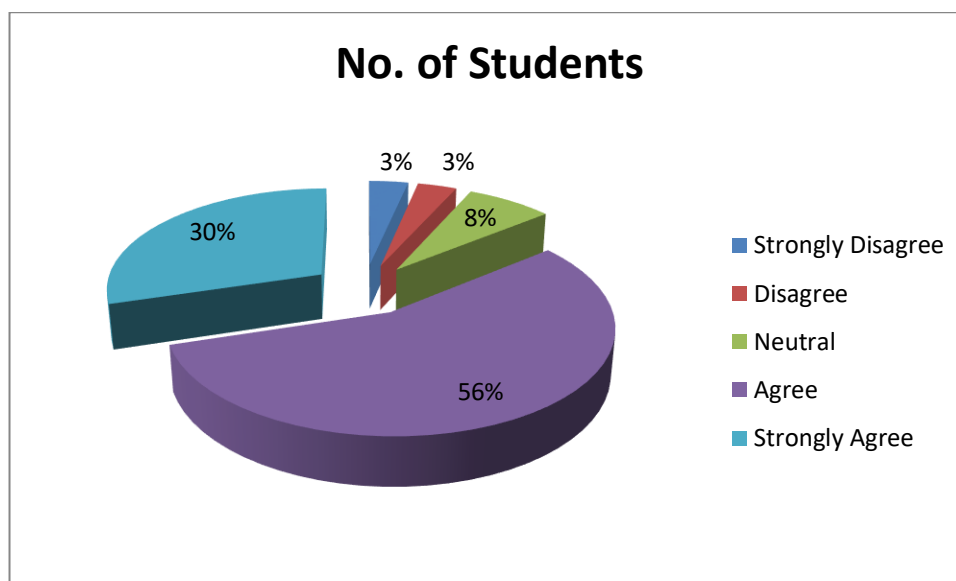
(FIGURE: 23)


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21. The overall quality of teaching-learning process in your institute is very good.

Table 24:

Parameters	No. of Students	% of Students
Strongly Disagree	5	3.4
Disagree	5	3.4
Neutral	11	7.4
Agree	83	56.1
Strongly Agree	44	29.7
Total	148	100



(FIGURE: 23)


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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.
Requirement of improved Canteen facility, improved Sports Ground, Computer Lab, Auditorium cum Seminar Hall, Good Infrastructure	Plan is under consideration.
Requirement of more books in library	Plan is under consideration.


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