



*Internal Quality Assurance Cell*  
*Govt. College Sangraha*



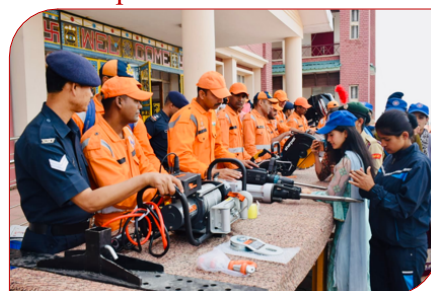
**STUDENT SATISFACTION SURVEY REPORT**

## STUDENT SATISFACTION SURVEY REPORT 2020-21

**G**overnment College Sangrah was established in 2006. The college is affiliated to Himachal Pradesh University, Shimla. The Mid-Shivalik Himalayas' lush green, attractive, awe-inspiring, and thrillingly stunning slopes are home to this college. The scenic and serene surroundings, as well as the delightful cool temperature, provide an ideal and very conducive learning environment.



The college has made strides in academics, sports, and co-curricular activities since its beginnings. The institution has always aspired to provide students with multidimensional education, not just through classroom instruction in various lines of study, but education in its whole, leading to the holistic enlightenment of the students' intellectual and human dimensions. Academics, sports, NSS, NCC, Rovers & Rangers, and other extra-curricular activities have all been areas where the college has strived for greatness.



Furthermore, the college has established a reputation in the field of cultural activities. Our highly qualified, motivated, and hardworking teaching and non-teaching team is committed to assisting students in attaining their objectives. Classrooms with technology-assisted learning techniques, a well-equipped computer lab, a Wi-Fi campus, a library with a large number of books, magazines, and journals, a well-equipped gymnasium with other sports facilities, and a well-equipped Music Room all help to nurture and aid the students' diverse potentials and talents. Recently our college has been chosen for **Unnat Bharat Abhiyan (MoE, Govt. of India)** which is inspired by vision of transformational change in rural development processes. This enables higher educational institutions to work with people of rural India to evolve appropriate solutions for accelerating sustainable growth.



### VISION:

"To be a reputable educational institution dedicated to academic excellence with a compassionate face that contributes to social transformation through improved life quality."

### MISSION:

"Our mission is to create lifelong learners with skills developed through the integration of academic learning and humanism. We strive to prepare our students for the future by instilling in them the confidence to take on professional and societal problems with zeal and maturity. All efforts are made to prepare our students to serve as leaders in a variety of settings and to act as change agents in a globalized world".

## Internal Quality Assurance Cell

The National Assessment and Accreditation Council (NAAC), Bangalore proposes that every accredited institution should establish an Internal Quality Assurance Cell (IQAC) as a quality sustenance measure in accordance with its Action Plan for performance evaluation, assessment and accreditation and quality up-gradation of institutions of higher education. The creation of an internal quality assurance cell (IQAC) is a prerequisite for all NAAC-accredited educational institutions, according to the National Assessment and Accreditation Council's (NAAC) criteria.

The NAAC awarded Government College Sangrah a C grading for accreditation in 2019. The IQAC of Sangrah College was established on July 16, 2015, and has been actively engaged in initiatives that sustain and improve quality ever since. It is a participative cell within the institution that develops methods to get around obstacles and improve quality, directing the college's efforts in that direction.

### Objectives of IQAC:

- To develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the institution
- To promote measures for institutional functioning towards quality enhancement through internalization of quality culture and institutionalization of best practices

### About Student Satisfaction Survey

At Govt. College Sangrah, HP, the Internal Quality Assurance Cell (IQAC) is made up of a variety of faculty members as well as representatives from the administration, professional community, and the student body. Promoting quality in institutional performance is IQAC's main goal. The objective is to institutionalize best practices in order to implement policies that boost quality. In order to enhance the academic and administrative performance of the college, it serves as a crucial administrative body that is in charge of making sure that quality is maintained in several areas. One of these areas is the student satisfaction survey.

By the end of each academic session, IQAC conducts an annual "Student Satisfaction Survey" to determine the degree of student satisfaction with the facilities offered and the overall operation of the college in order to get feedback from the students and accurately identify and analyze areas for improvement.

### Data Collection and Analysis

One of the most needed requirements of NAAC's criterion-2 is the student satisfaction survey, which is carried out by IQAC. Considering the institution's commitment to sustainability, an online form on Google was used to collect student feedback. The links was properly distributed

to all of the teachers, and then teachers distributed the link to their students. When there were appropriate responses, the process of compiling the data began and the responses received was turned off. The data was transferred to Excel, where it was further transformed into tables, the responses were analysed, and a report was then created.

The students were given a total of 26 questions, all of which were dependent on various variables and parameters. Likert scales with five points have typically been utilized. Finally, data from the responses was translated into figures and evaluated using the appropriate statistical methods. The teachers requested students to contribute any further recommendations they would like to put into practice.

## Questionnaire Used for AQAR

Through a survey of student satisfaction, IQAC, Government College Sangrah has created an online questionnaire to assess the institution's overall performance across three criteria: the teaching-learning and evaluation process, co-curricular and extracurricular activities, and infrastructure facilities.

## Guidelines for Students

Regarding the three aforementioned criteria, the college is conducting a study of student satisfaction, which will assist to improve the standard of higher education. All of the questions must be answered by the student. His or her identify won't be made public.

## Instructions to fill the questionnaire

1. All Questions should be compulsorily attempted.
2. Each question has five responses, choose the most appropriate one.
3. Each student's feedback will be rated on 5 point Likert Scale (1- Excellent, 2 – Very good, 3 – good, 4- Average, 5- poor)

## Personal Details :-

**Email id** :  
**Academic Year** :  
**Teacher's Name** :  
**Subject** :  
**Paper Taught** :  
**Course Code** :

**1. How much of the syllabus was covered in the class? (कक्षा में कितने प्रतिशत पाठ्यक्रम को पूरा किया गया)**

- 4 – 85 to 100%
- 3 – 70 to 84%
- 2 – 55 to 69%
- 1 – 30 to 54%
- 0 – Below 30%

**2. How well did the teacher prepare for the classes? (शिक्षक ने कक्षाओं के लिए कितनी अच्छी तैयारी की)**

- 4 – Thoroughly
- 3 – Satisfactorily
- 2 – Poorly
- 1 – Indifferently
- 0 – Won't teach at all

**3. How well were the teachers able to communicate. (शिक्षक कितनी अच्छी तरह संवाद करने में सक्षम थे)**

- 4 – Always effective
- 3 – Sometimes effective
- 2 – Just satisfactorily
- 1 – Generally ineffective
- 0 – Very poor communication

**4. The teacher's approach to teaching can best be described as. (शिक्षण के प्रति शिक्षक के दृष्टिकोण को सर्वोत्तम रूप से वर्णित किया जा सकता है)**

- 4 – Excellent
- 3 – Very good
- 2 – Good
- 1 – Fair
- 0 – Poor

**5. Fairness of the internal evaluation process by the teachers. (शिक्षकों द्वारा आंतरिक मूल्यांकन प्रक्रिया की निष्पक्षता)**

- 4 – Always fair
- 3 – Usually fair
- 2 – Sometimes unfair
- 1 – Usually unfair
- 0 – Unfair

**6. Was your performance in assignments discussed with you? (क्या सत्रीय कार्यों में आपके प्रदर्शन के बारे में आपसे चर्चा की गई)**

- 4 – Every time
- 3 – Usually

2 – Occasionally/Sometimes

1 – Rarely

0 – Never

**7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.** (संस्थान छात्रों के लिए इंटरनशिप, छात्र आदान प्रदान, फील्ड विजिट के अवसरों को बढ़ावा देने में सक्रिय रुचि लेता है)

4 – Regularly

3 – Often

2 – Sometimes

1 – Rarely

0 – Never

**8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.** (आपके संस्थान में शिक्षण और परामर्श प्रक्रिया आपको संज्ञानात्मक, सामाजिक और भावनात्मक विकास में मदद करती है)

4 – Significantly

3 – Very well

2 – Moderately

1 – Marginally

0 – Not at all

**9. The institution provides multiple opportunities to learn and grow.** (संस्था सीखने और बढ़ने के कई अवसर प्रदान करती है)

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

**10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.** (शिक्षक आपको आपकी अपेक्षित दक्षताओं, पाठ्यक्रम परिणामों और कार्यक्रम के परिणामों के बारे में सूचित करते हैं)

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

1 – Rarely

0 – Never

**11. Your mentor does a necessary follow-up with an assigned task to you.** (आपका शिक्षक आपको सौंपे गए कार्य के साथ एक आवश्यक अनुवर्ती कार्रवाई करता है)

4 – Every time

- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

**12. The teachers illustrate the concepts through examples and applications.** (शिक्षक अवधारणाओं को उदाहरणों और अनुप्रयोगों के माध्यम से स्पष्ट करते हैं)

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

**13. The teachers identify your strengths and encourage you with providing right level of challenges.** (शिक्षक आपकी सामर्थ्य की पहचान करते हैं और आपको चुनौतियों का सही स्तर प्रदान करने के लिए प्रोत्साहित करते हैं)

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0 – Unable to

**14. Teachers are able to identify your weaknesses and help you to overcome them.** (शिक्षक आपकी कमजोरियों को पहचानने और उन्हें दूर करने में आपकी मदद करने में सक्षम हैं)

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

**15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.** (संस्था शिक्षण अधिगम प्रक्रिया की निगरानी, समीक्षा और निरंतर गुणवत्ता सुधार में छात्रों को शामिल करने का प्रयास करती है)

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

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

**experiences.** (संस्थान / शिक्षक विद्यार्थी केन्द्रित विधियों का प्रयोग करते हैं, जैसे कि अनुभवात्मक अधिगम, सहभागी अधिगम तथा समस्या समाधान विधियों का प्रयोग अधिगम अनुभवों को बढ़ाने के लिए किया जाता है)

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

**17. Teachers encourage you to participate in extracurricular activities.** (शिक्षक आपको पाठ्येतर गतिविधियों में भाग लेने के लिए प्रोत्साहित करते हैं)

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

**18. 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.** (आपको व्यावहारिक दुनिया के लिए तैयार करने के लिए संस्थान / शिक्षकों द्वारा सॉफ्ट स्किल, जीवन कौशल और रोजगार कौशल विकसित करने का प्रयास किया जाता है)

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

**19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.** (शिक्षण के दौरान कितने प्रतिशत शिक्षक आईसीटी उपकरण जैसे एलसीडी प्रोजेक्टर, मल्टीमीडिया आदि का उपयोग करते हैं)

- 4 – Above 90%
- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%

**20. The overall quality of teaching-learning process in your institute is very good.** (आपके संस्थान में शिक्षण-अधिगम प्रक्रिया की समग्र गुणवत्ता बहुत अच्छी है)

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree



**21. Online teaching during session 2020-21 was better than classroom teaching of previous years.** (सत्र 2020-21 के दौरान ऑनलाइन शिक्षण पिछले वर्षों के कक्षा शिक्षण से बेहतर था)

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

**22. Do you think traditional teaching should be replaced by online teaching?** (क्या आपको लगता है कि पारंपरिक शिक्षण को ऑनलाइन शिक्षण द्वारा प्रतिस्थापित किया जाना चाहिए)

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

**23. Do you think students are more beneficial from online teaching?** (क्या आपको लगता है कि छात्र ऑनलाइन शिक्षण से अधिक फायदेमंद हैं)

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

**24. Do you think exams should be via online mode only.** (क्या आपको लगता है कि परीक्षा केवल ऑनलाइन माध्यम से होनी चाहिए)

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

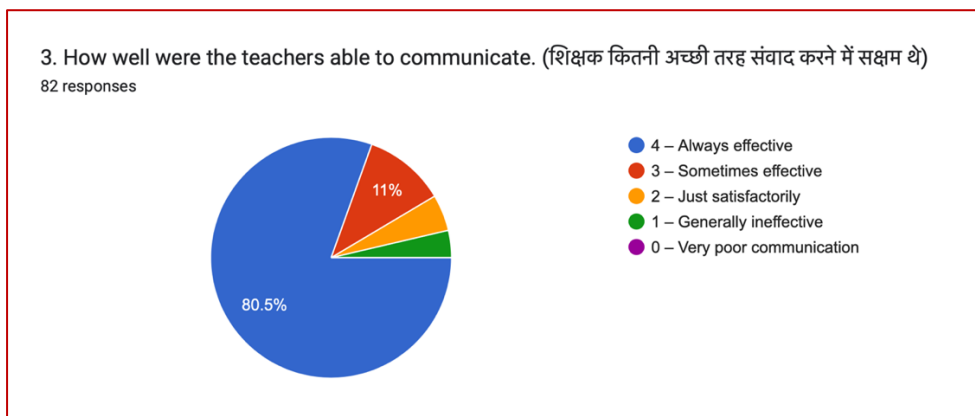
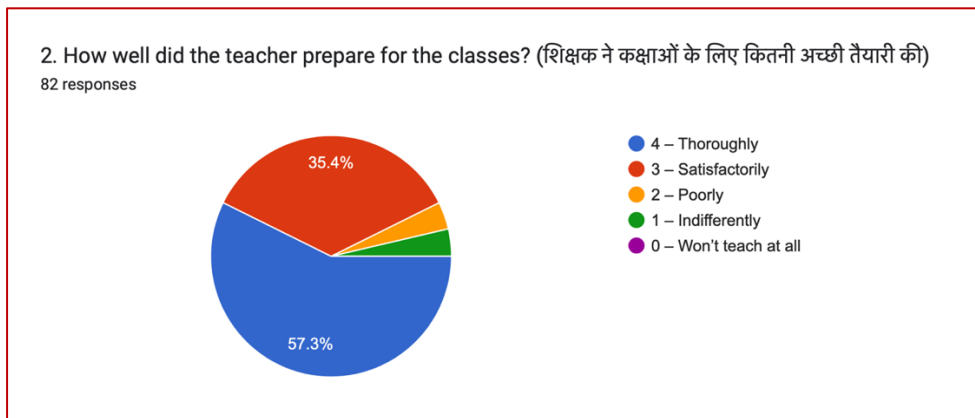
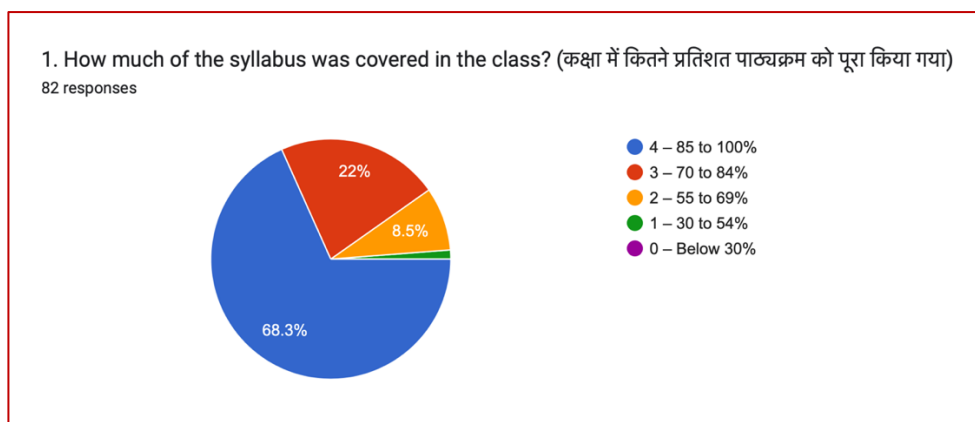
**25. Do you think online classes clear your concepts / doubts more easily than classroom teaching.** (क्या आपको लगता है कि ऑनलाइन कक्षाएं कक्षा शिक्षण की तुलना में आपकी अवधारणाओं / शंकाओं को अधिक आसानी से दूर कर देती हैं)

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

26. Give three observation / suggestions to improve the overall teaching – learning experience in your institution. (अपने संस्थान में समग्र शिक्षण-अधिगम अनुभव में सुधार के लिए तीन अवलोकन / सुझाव दें)

On the basis of this questionnaire report on student satisfaction was prepared. The responses gathered using the aforementioned methodological instrument are depicted in the following pie diagrams.

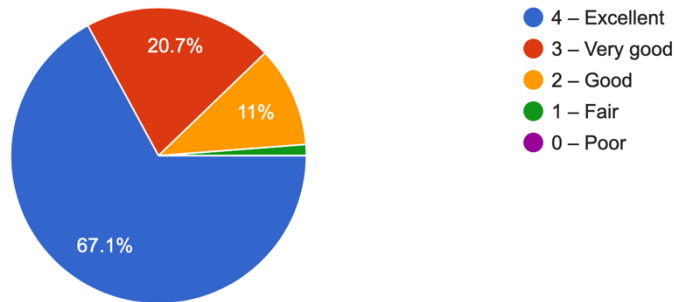
## Report of Student Satisfaction Survey



## STUDENT SATISFACTION SURVEY REPORT 2020-21

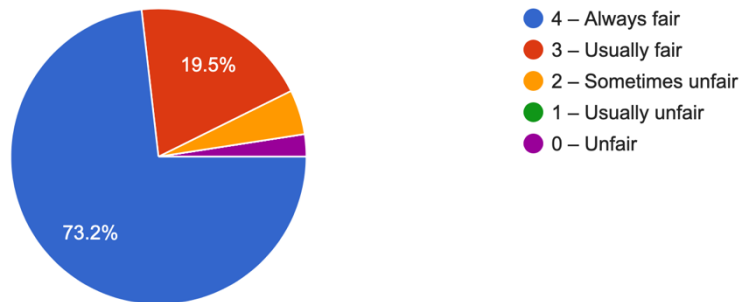
4. The teacher's approach to teaching can best be described as. (शिक्षण के प्रति शिक्षक के दृष्टिकोण को सर्वोत्तम रूप से वर्णित किया जा सकता है)

82 responses



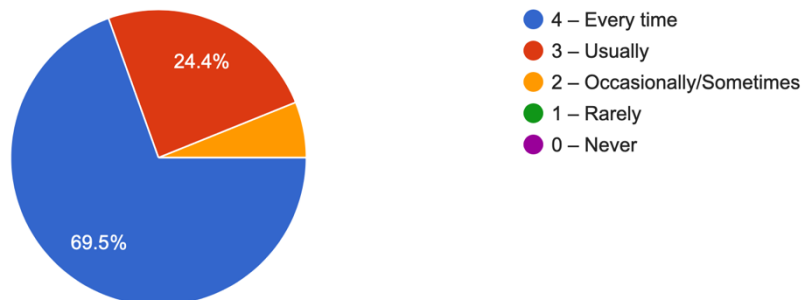
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82 responses



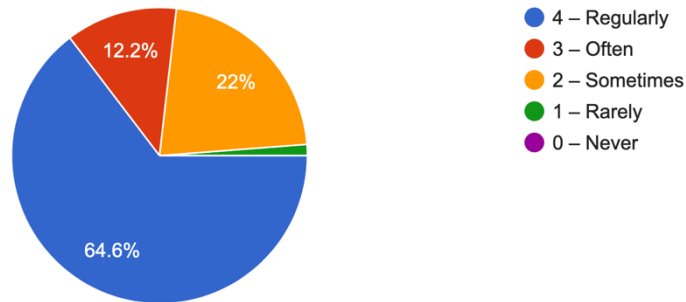
6. Was your performance in assignments discussed with you? (क्या सत्रीय कार्यों में आपके प्रदर्शन के बारे में आपसे चर्चा की गई)

82 responses

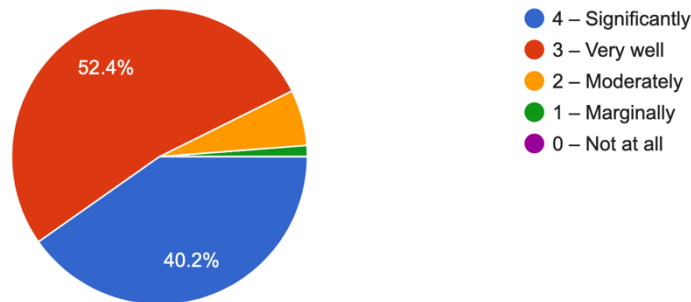


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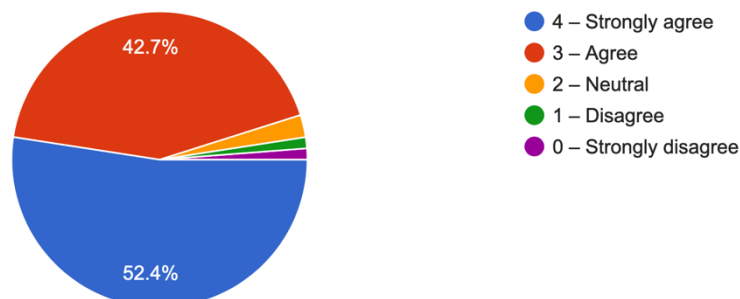
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82 responses



8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. (आपके संस्थान में शिक्षण और परामर्श ...ज्ञानात्मक, सामाजिक और भावनात्मक विकास में मदद करती है)  
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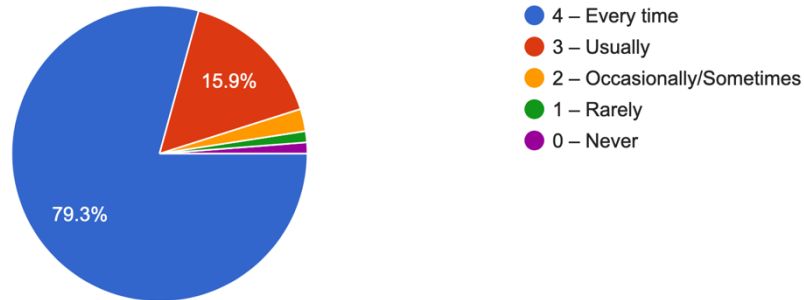


9. The institution provides multiple opportunities to learn and grow. (संस्था सीखने और बढ़ने के कई अवसर प्रदान करती है)  
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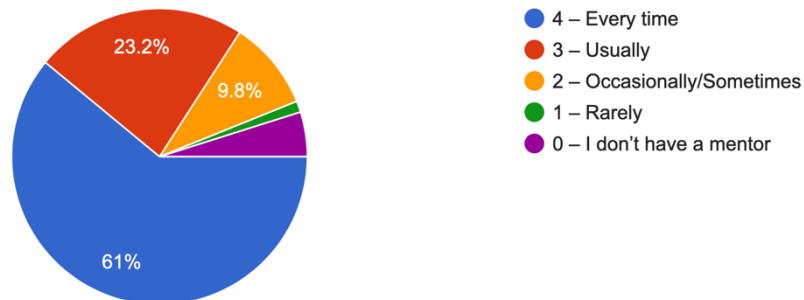


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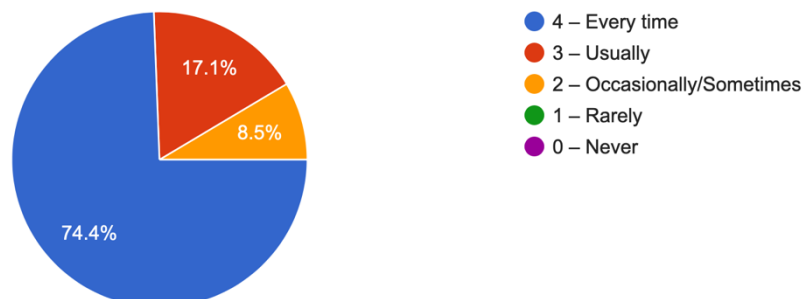
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes. (शिक्षक आपको आपकी अपेक्षित दक्षताओं, पाठ्यक्रम परिणामों और कार्यक्रम के परिणामों के बारे में सूचित करते हैं)  
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11. Your mentor does a necessary follow-up with an assigned task to you. (आपका शिक्षक आपको सौंपे गए कार्य के साथ एक आवश्यक अनुवर्ती कार्रवाई करता है)  
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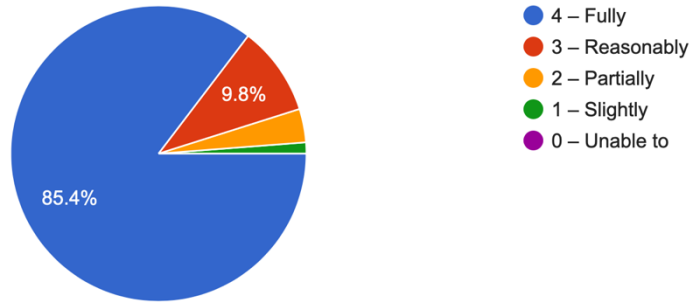
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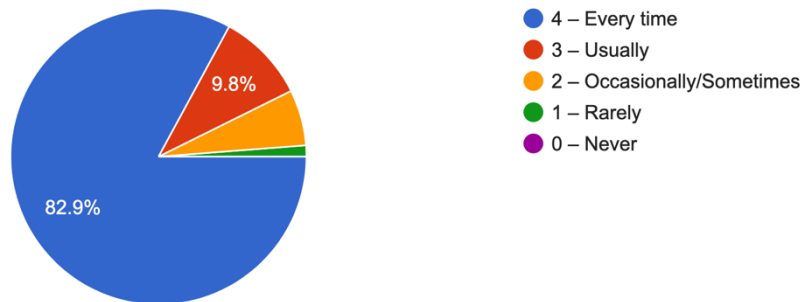
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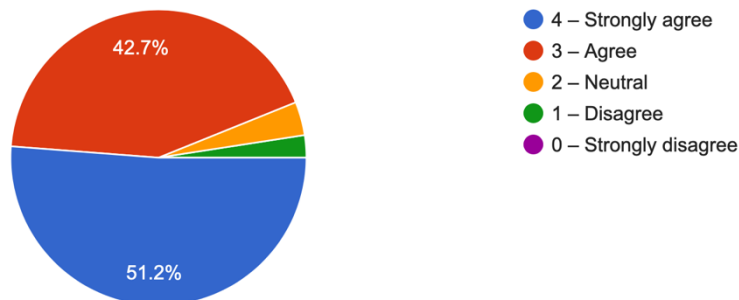
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82 responses



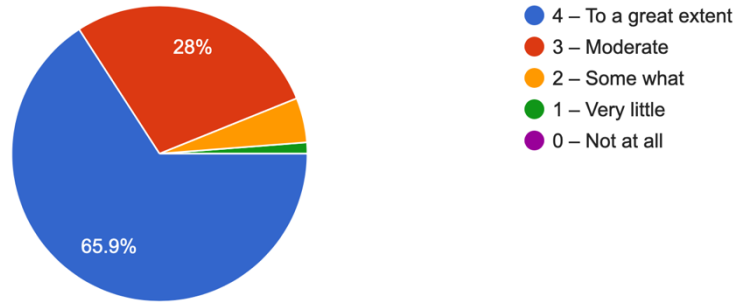
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. (संस्था शिक...वत्ता सुधार में छात्रों को शामिल करने का प्रयास करती है)

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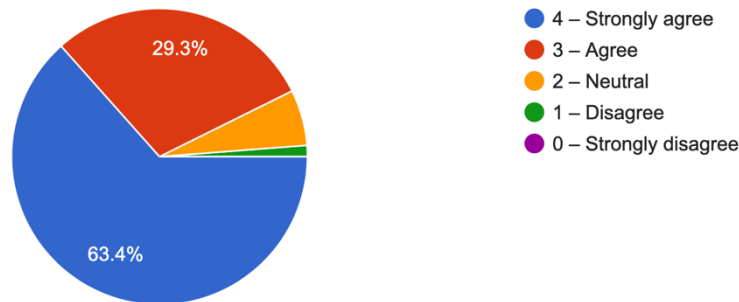


## STUDENT SATISFACTION SURVEY REPORT 2020-21

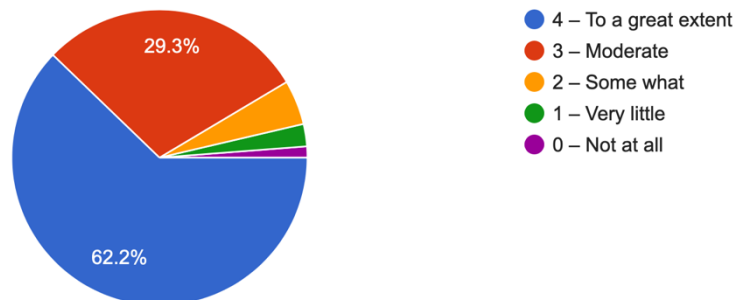
16. The institute / teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhanc... प्रयोग अधिगम अनुभवों को बढ़ाने के लिए किया जाता है)  
82 responses



17. Teachers encourage you to participate in extracurricular activities. (शिक्षक आपको पाठ्येतर गतिविधियों में भाग लेने के लिए प्रोत्साहित करते हैं)  
82 responses

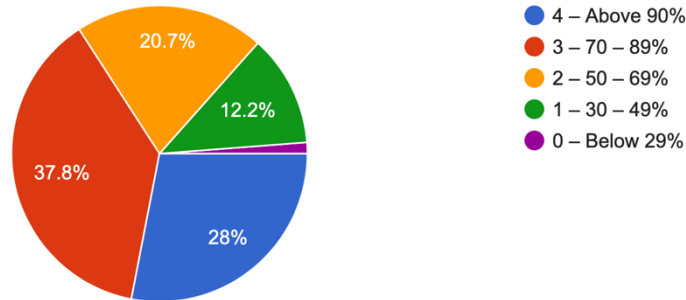


18. Efforts are made by the institute / teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. (आपक... और रोजगार कौशल विकसित करने का प्रयास किया जाता है)  
82 responses

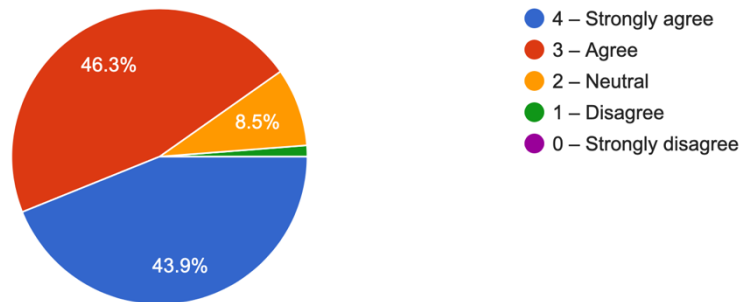


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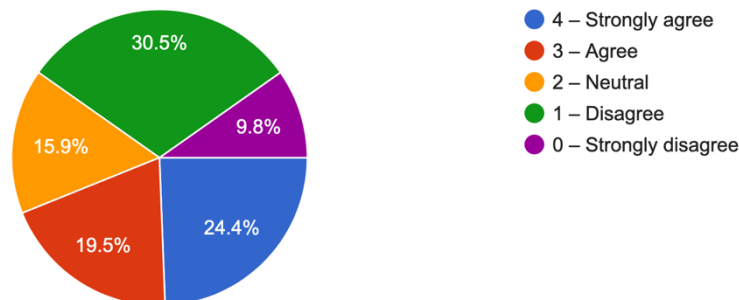
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. (शिक्षण के दौरान कितने प्रतिशत शिक्षक आईसीटी उप...से एलसीडी प्रोजेक्टर, मल्टीमीडिया आदि का उपयोग करते हैं)  
82 responses



20. The overall quality of teaching-learning process in your institute is very good. (आपके संस्थान में शिक्षण-अधिगम प्रक्रिया की समग्र गुणवत्ता बहुत अच्छी है)  
82 responses



21. Online teaching during session 2020-21 was better than classroom teaching of previous years. (सत्र 2020-21 के दौरान ऑनलाइन शिक्षण पिछले वर्षों के कक्षा शिक्षण से बेहतर था)  
82 responses

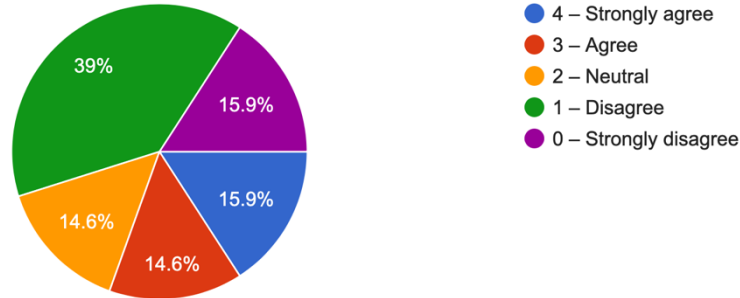




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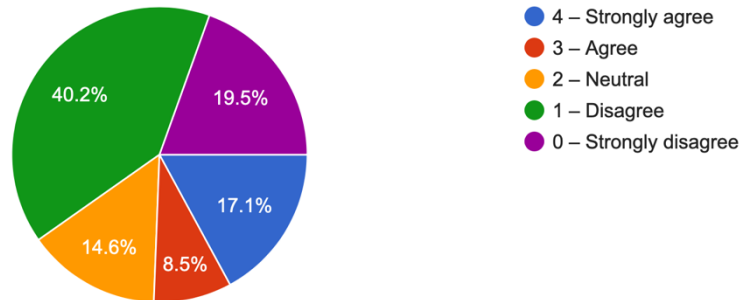
22. Do you think traditional teaching should be replaced by online teaching? (क्या आपको लगता है कि पारंपरिक शिक्षण को ऑनलाइन शिक्षण द्वारा प्रतिस्थापित किया जाना चाहिए)

82 responses



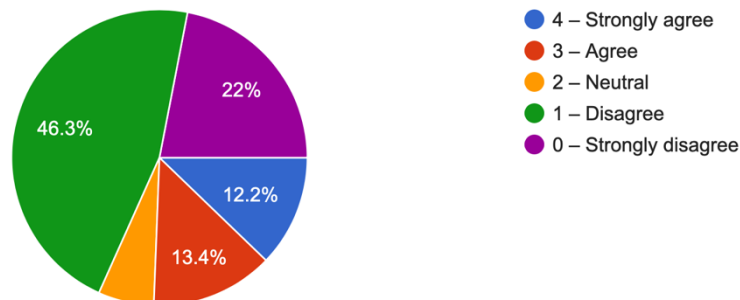
23. Do you think students are more beneficial from online teaching? (क्या आपको लगता है कि छात्र ऑनलाइन शिक्षण से अधिक फायदेमंद हैं)

82 responses



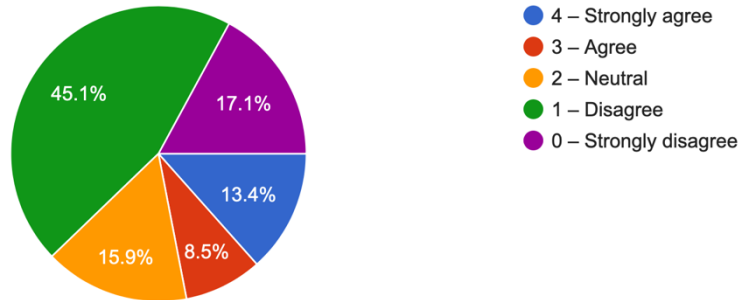
24. Do you think exams should be via online mode only. (क्या आपको लगता है कि परीक्षा केवल ऑनलाइन माध्यम से होनी चाहिए)

82 responses



25. Do you think online classes clear your concepts / doubts more easily than classroom teaching.  
(क्या आपको लगता है कि ऑनलाइन कक्षाएं कक्षा शिक्षण की तुलना में अवधारणाओं / शंकाओं को अधिक आसानी से दूर कर देती हैं)

82 responses



Based on the above-mentioned pie diagrams, it can be concluded that Govt. College Sangrah students at all levels are satisfied overall. Responses via an online Google form have been collected and analyzed to determine their level of satisfaction. Most students agreed that the college is doing a great job of supporting the youth by providing them with higher education with all of their fervor and enthusiasm. However, some students gave negative responses to some questions, which is also a very positive sign and aids administration in rethinking current plans and redefining and carrying out in accordance with the ambitions of the learners.

In order to safeguard the students' vital interests, IQAC advises that all gaps in preparation for the upcoming academic session be filled and the plan revised. It is suggested that a letter covering all gaps be sent to the higher authorities and that the institution should be more career-conscious while establishing or planning the curriculum.

**Dr. Jagdish Chand**  
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Govt. College Sangrah