



Mukand Lal National College

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STUDENT SATISFACTION SURVEY REPORT

Session 2020-2021

Student Satisfaction Survey (SSS) is administered to measure students' satisfaction about all the aspects of their academic life in the college. Four main reasons to collect SSS are (1) to provide auditable evidence that students have had the opportunity to pass comment on their courses and that such information is used to bring about improvements; (2) to encourage student reflection on their learning; (3) to allow institutions to benchmark and to provide indicators that will contribute to the reputation of the college; and (4) to provide students with an opportunity to express their level of satisfaction with their academic experience.

Hence, an online Student Satisfaction Survey (SSS) was conducted to assess students' satisfaction on different aspects of teaching-learning, infrastructure and other services.

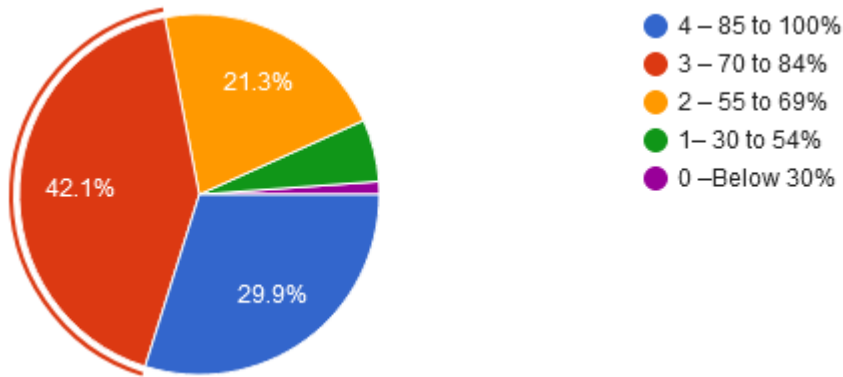
About the Survey

This survey covers questions about institutional infrastructure, library, and other factors, in addition to the questions about teaching-learning and evaluation as per NAAC guidelines. The survey was conducted during the end of the session through an online feedback form. A total of 950 students from different streams participated in the survey by filling the SSS form which was shared with them.

Interpretation, Analysis & Recommendations

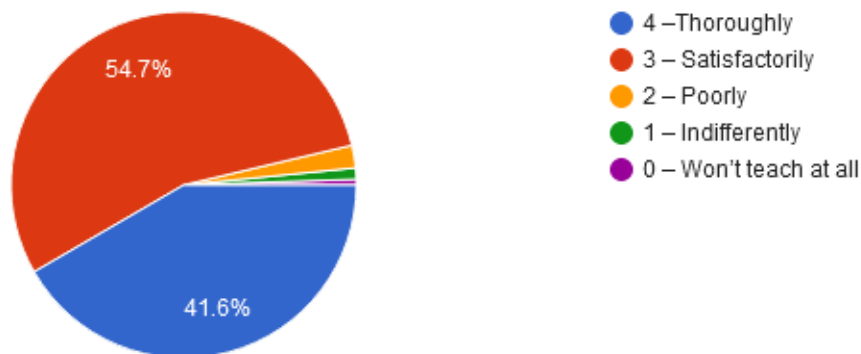
Number of students participated in survey: 950

Feedback Q1: How much of the syllabus was covered in the class?



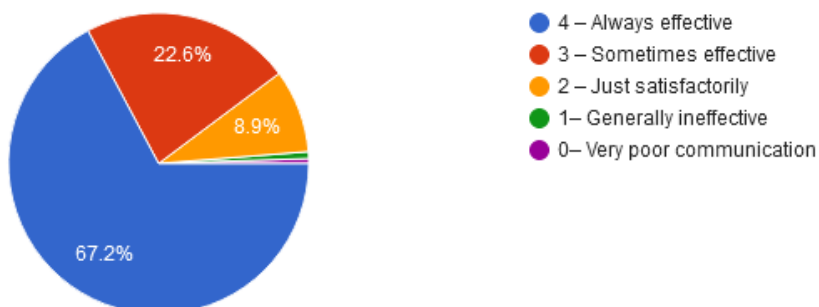
Response: Most of the students are satisfied with the syllabi covered in the class. Some students feel that the syllabi covered are very less.

Feedback Q2: How well did the teachers prepare for the classes?



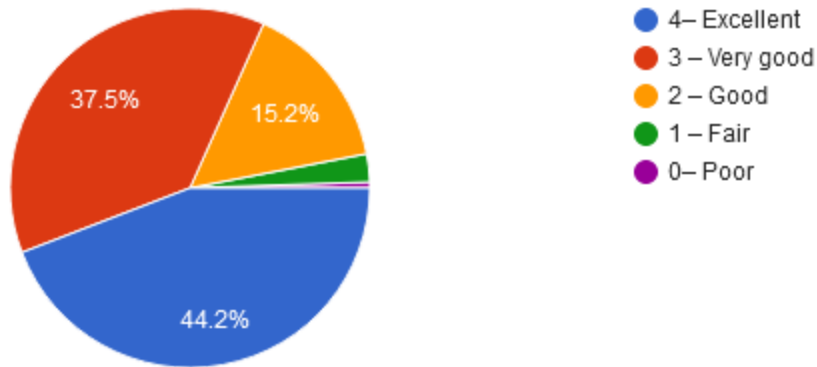
Response: Majority of the students were satisfied with teachers' preparedness for the class.

Feedback Q3: How well were the teachers able to communicate?



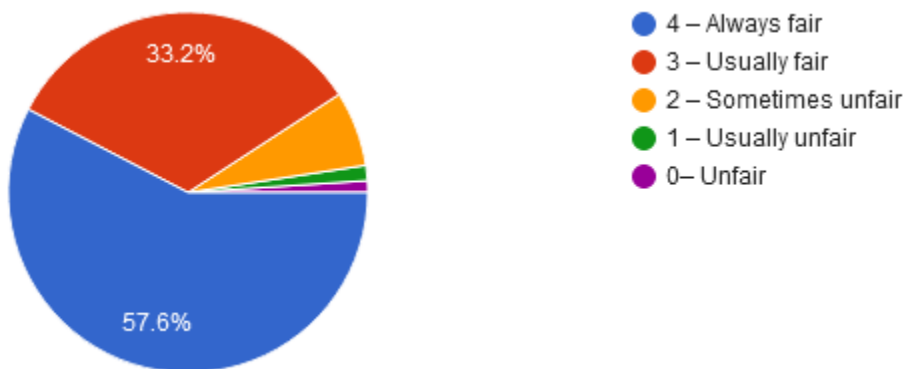
Response: Teachers were able to communicate very effectively with the students.

Feedback Q4: The teachers' approach to teaching can best be as described as



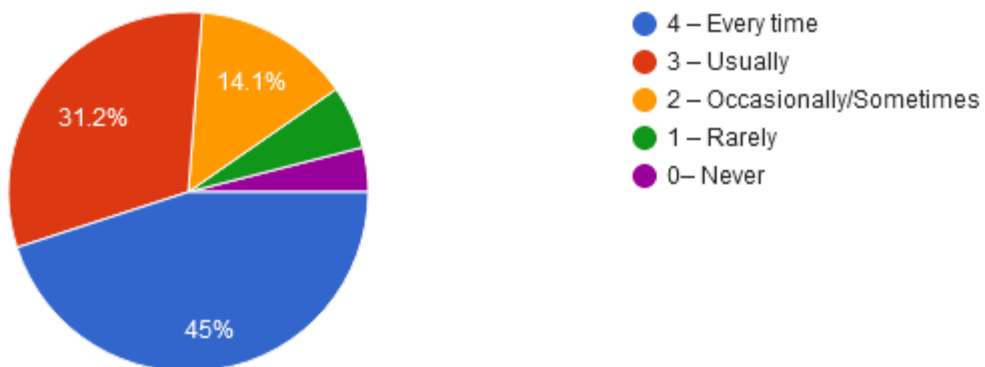
Response: Overall, the students are satisfied with the teachers' approach to teaching.

Feedback Q5: Fairness of the internal evaluation process by the teachers.



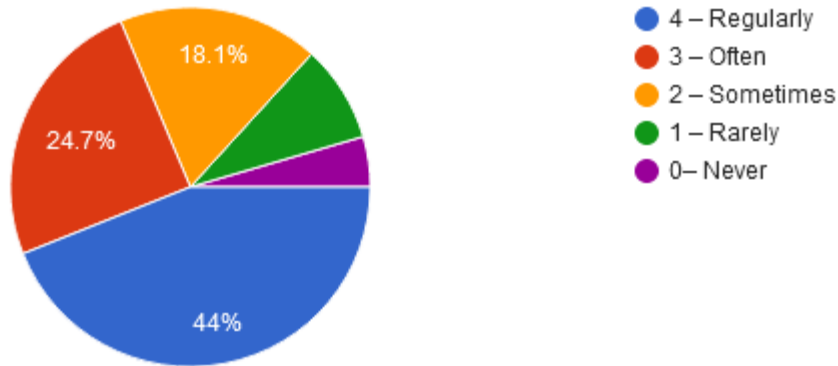
Response: The internal assessment system operated is fair and transparent, but it can be improvised further.

Feedback Q6: Was your performance in assignments discussed with you?



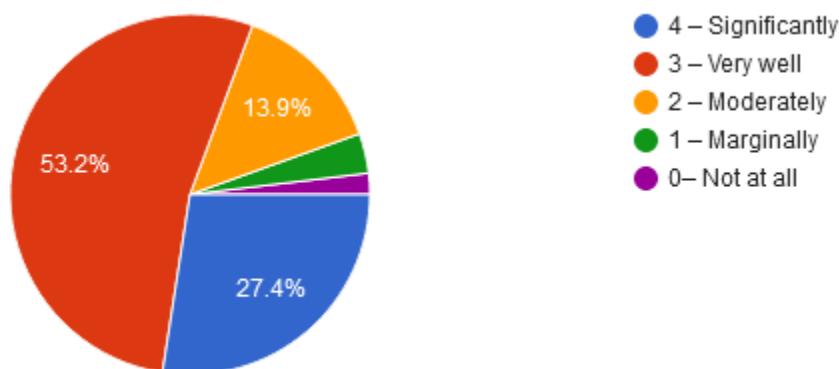
Response: Performance in assignments is usually discussed with the students.

Feedback Q7: The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.



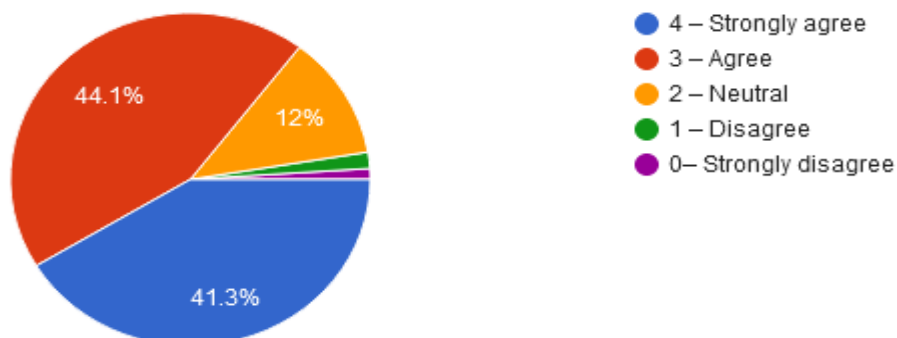
Response: Moderate. There is a lot of scope for improvement.

Feedback Q8: The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



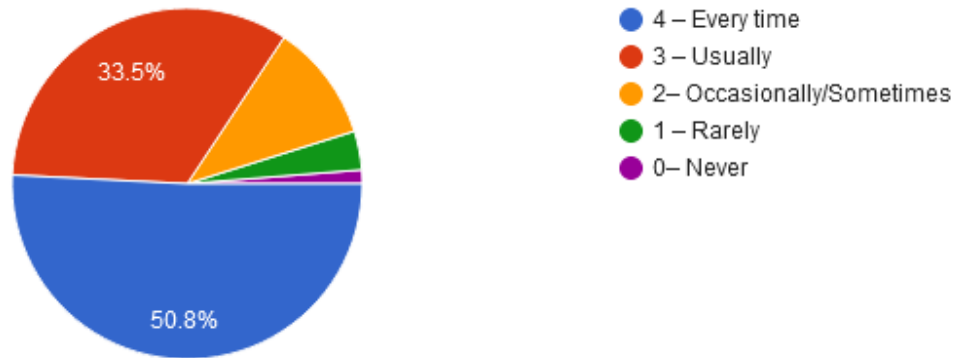
Response: Most students agreed that the teaching and mentoring process in the institution facilitates their cognitive, social and emotional growth.

Feedback Q9: The institution provides multiple opportunities to learn and grow.



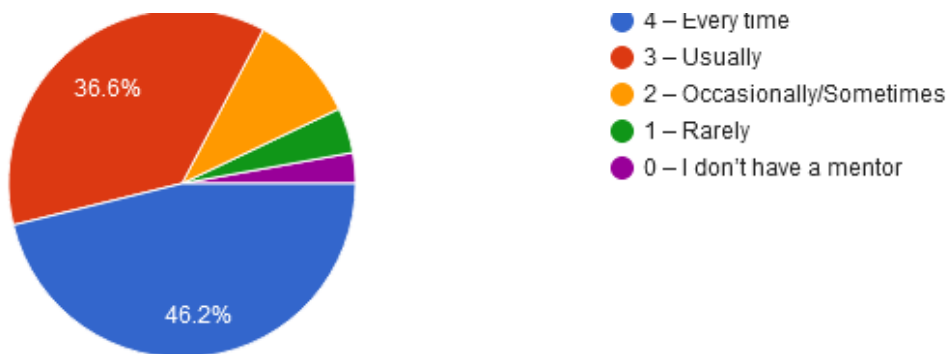
Response: Most of the students are satisfied with the opportunities provided by the institution to learn and grow.

Feedback Q10: Teachers inform you about your expected competencies, course outcomes and program outcomes.



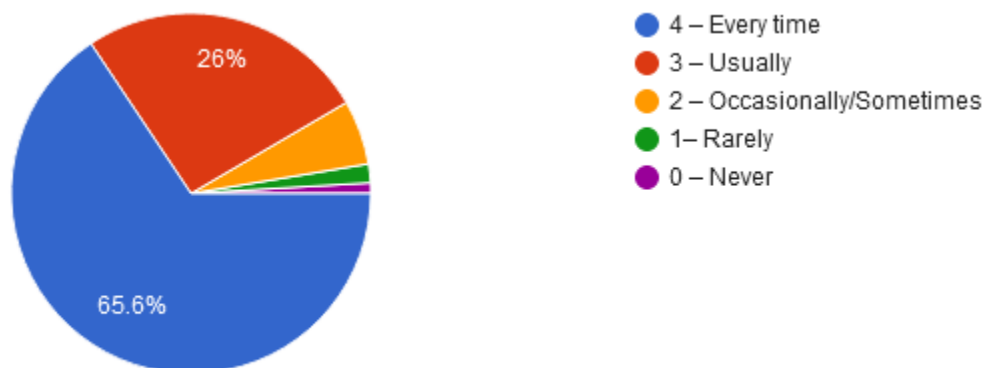
Response: Teachers inform students about the expected competencies, course outcomes and program outcomes through orientation program and by sharing the scheme of syllabi and outcome of the course in the classes.

Feedback Q11: Your mentor does a necessary follow-up with an assigned task to you



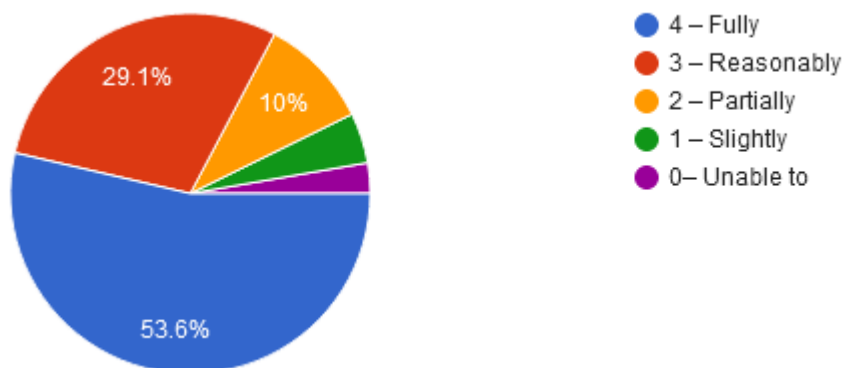
Response: Most of the Students are satisfied with the required follow-up done by mentor to an assigned task.

Feedback Q12: The teachers illustrate the concepts through examples and applications



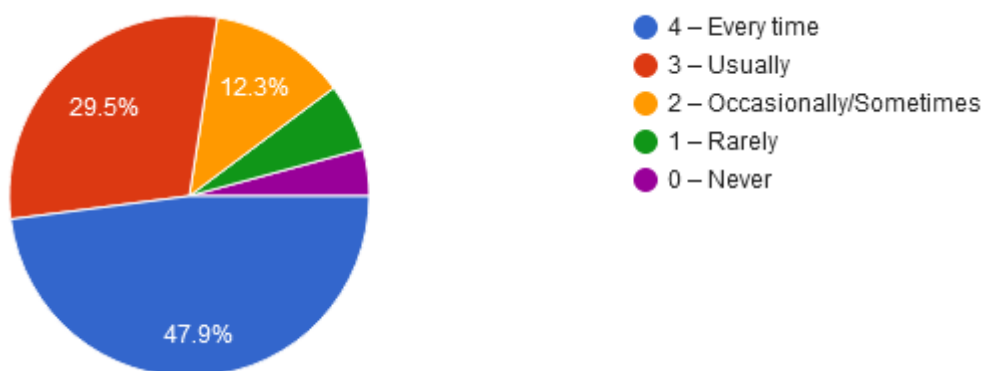
Response: Most of the students are satisfied by the illustrations given by the teachers.

Feedback Q13: The teachers identify your strengths and encourage you with providing right level of challenges.



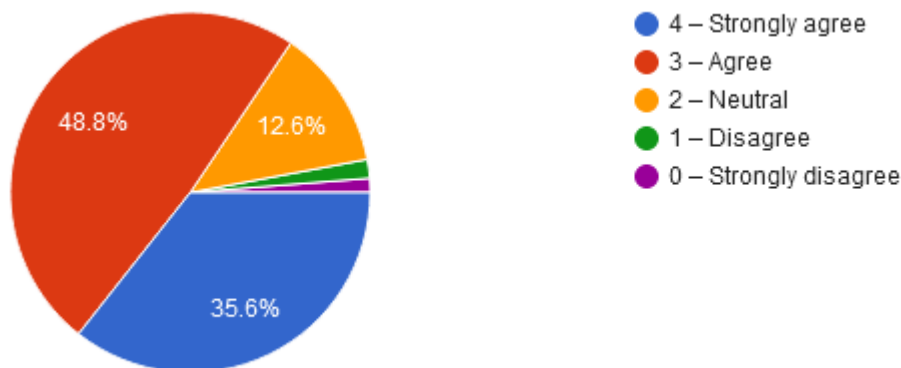
Response: 82.7 % of students are satisfied with the teachers' ability to identify their strengths

Feedback Q14: Teachers are able to identify your weaknesses and help you to overcome them.



Response: About 76% students opined that teachers are able to identify their weaknesses and help them to overcome them.

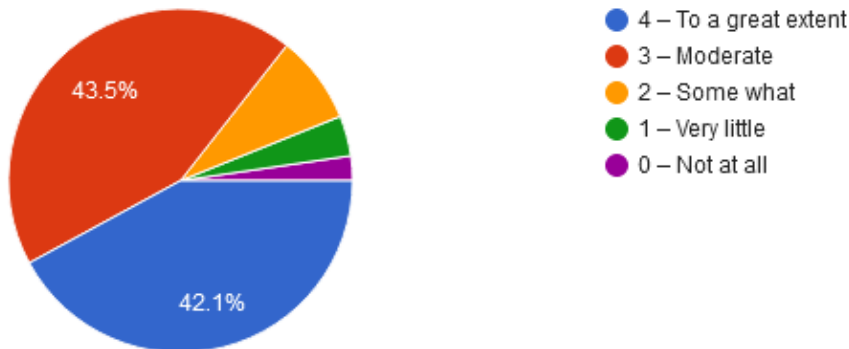
Feedback Q15: The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



Response: Overall, a good percentage of students are of the view that the institution makes efforts for

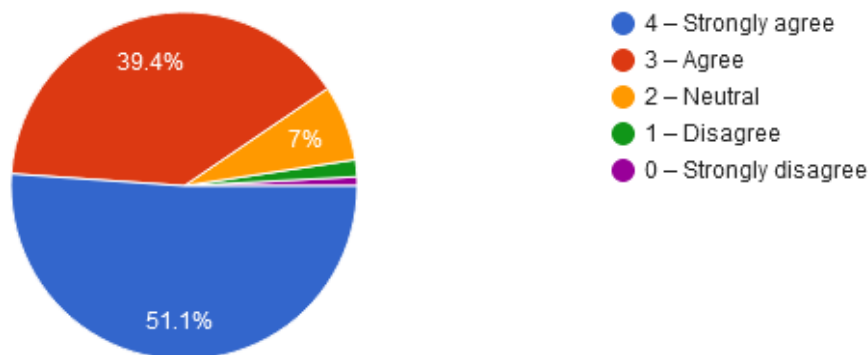
engaging students in monitoring, reviewing and continuous quality improvement of the teaching learning process.

Feedback Q16: The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



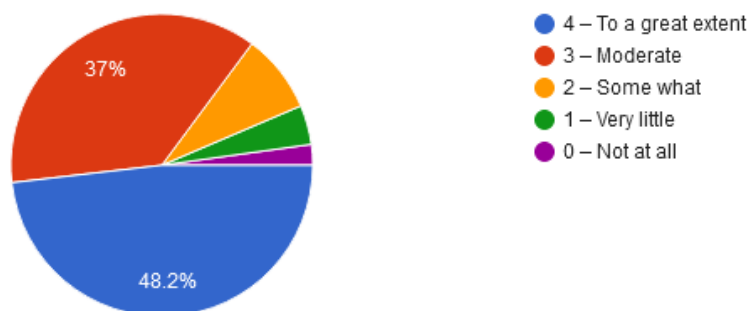
Response: The average satisfaction level of students with respect to student centric learning methods is around 80.2%. It is also seen that some students are dissatisfied with this view.

Feedback Q17: Teachers encourage you to participate in extracurricular activities



Response: Students agreed to the fact that the teachers encourage them to participate in extracurricular activities. However, some of the students had no idea, and very few students disagreed with this view.

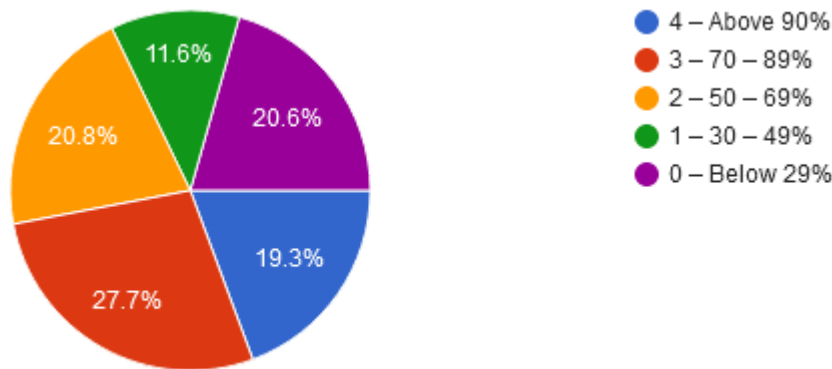
Feedback Q18: Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



Response: Students' response indicated that more efforts are needed to inculcate soft skills, life skills and

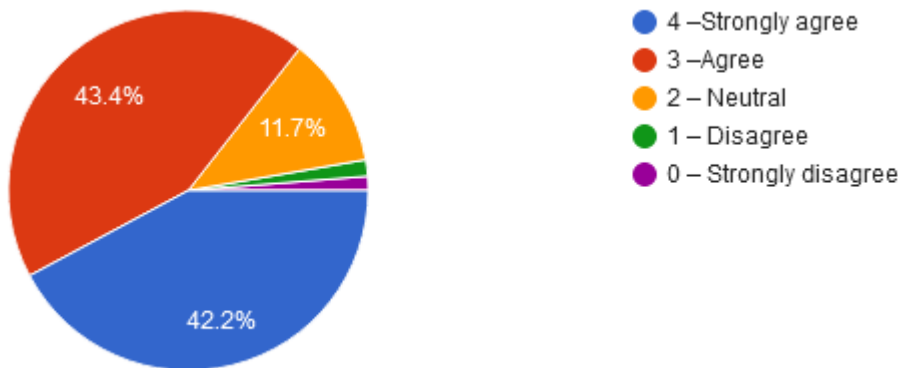
employability skills in them.

Feedback Q19: What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.



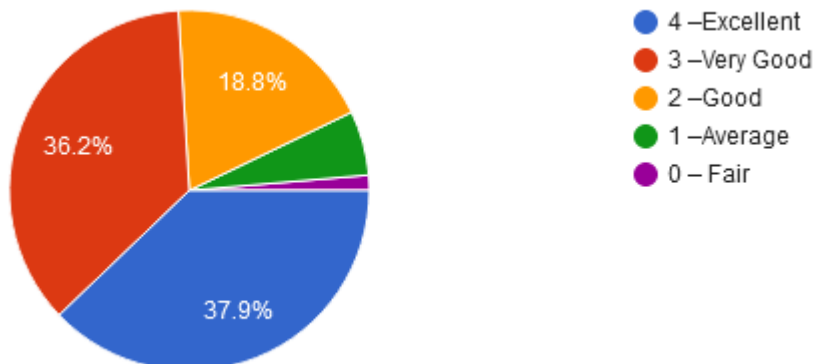
Response: The response to this question is mixed indicating a great scope of improvement in this aspect of teaching-learning.

Feedback Q20: The overall quality of teaching-learning process in your institute is very good.



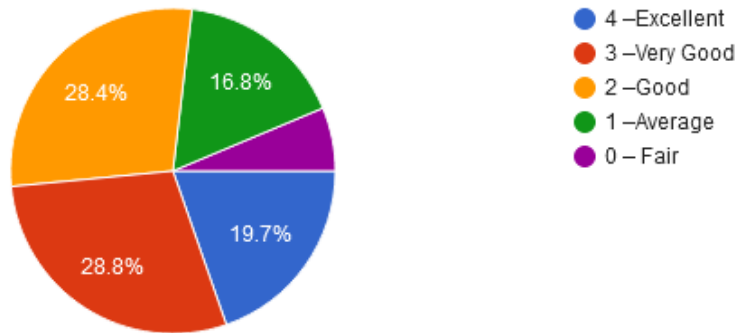
Response: Majority of the students are satisfied with the overall quality of the teaching learning process in the institution.

Feedback Q21: How well Infrastructure of the college is managed?



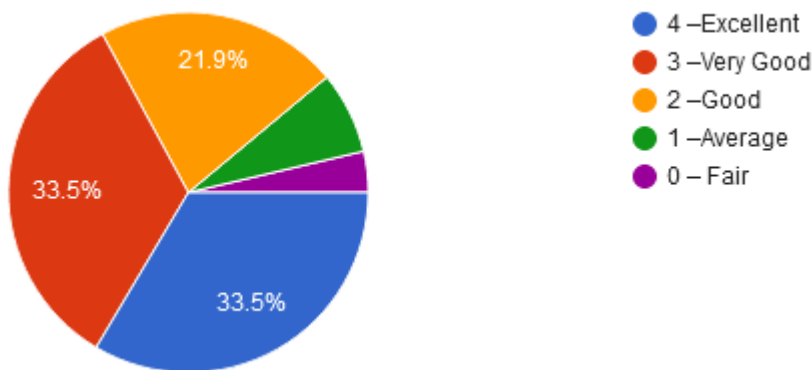
Response: Students' response indicated that college infrastructure is well managed but can further be improvised.

Feedback Q22: How were Canteen Facilities?



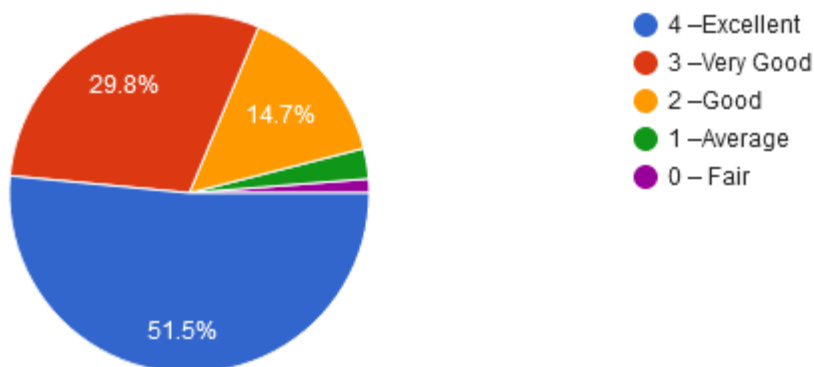
Response: The response to this question is mixed indicating canteen facilities are not up to the mark.

Feedback Q23: How were the Sports Facilities of the College?



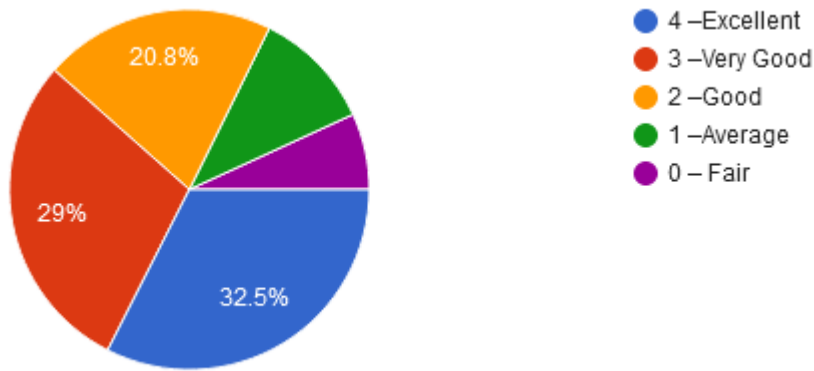
Response: Sports facilities in the college are good.

Feedback Q24: How were activities organized by clubs & societies like NSS, NCC, etc?



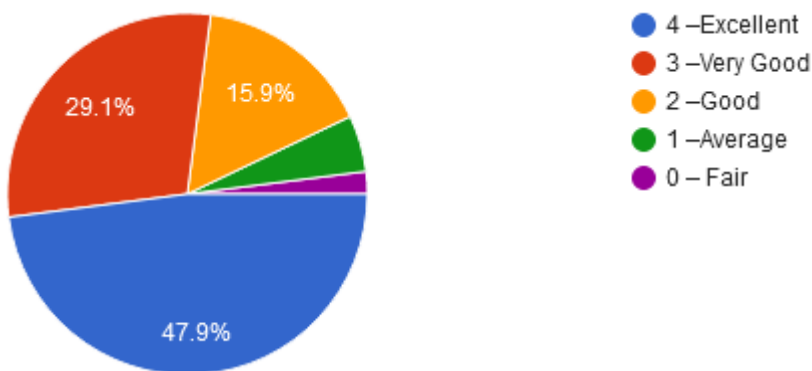
Response: Most of the students are satisfied with the activities organized by clubs & societies like NSS, NCC etc.

Feedback Q25: Extension lectures, Educational trips and Seminars organized by the departments.



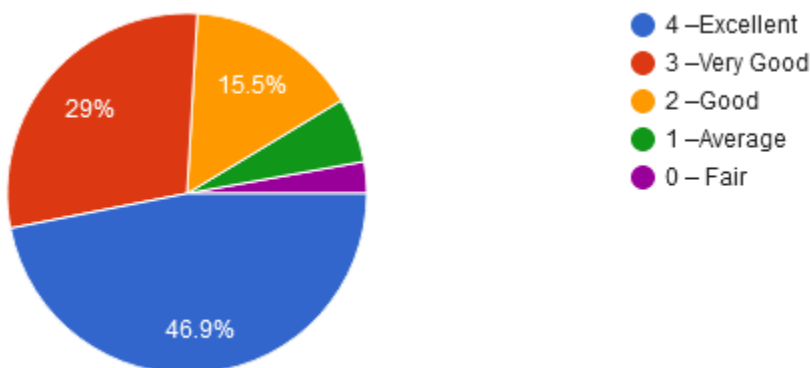
Response: Students are not greatly satisfied with the extension lectures, educational trips and seminars organized by the departments.

Feedback Q26: How well Cultural events organized in the college?



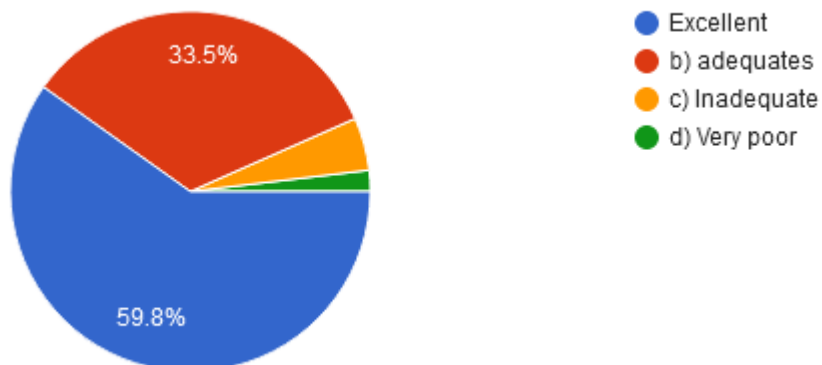
Response: Cultural events are arranged in the college in the excellent manner.

Feedback Q27: Personality Development Programmes (PDP) organized in the college are



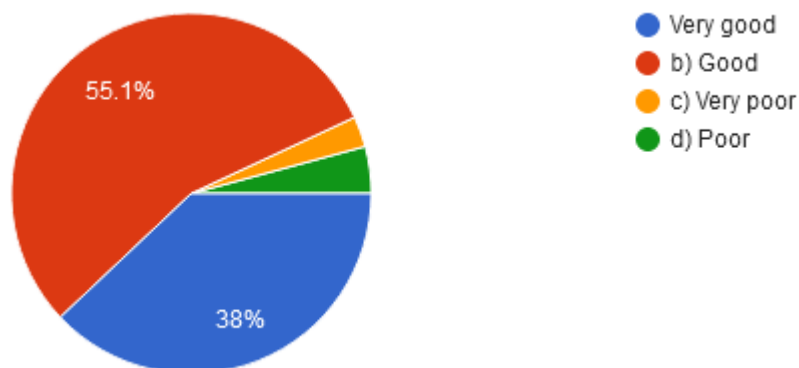
Response: 75.9% of the students felt that the Personality Development programmes (PDP) organized in the college are outstanding.

Feedback Q28: what is your opinion of the library materials for your subject?



Response: Students are highly satisfied with material of the subject available in library.

Feedback Q29: What was the availability and condition of Materials/Equipment/Machines in labs?



Response: Majority of the students are satisfied with the available lab equipment and materials.

Feedback Q30: Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

Response:

- Use of projectors while teaching should be increased.
- Do more practical work rather than theory.
- Overall professors are excellent.
- Educational Trips
- There should be a break in a day between lectures.
- Cleanliness specially in labs and washroom areas
- Teachers neutral attitude and neutral internals towards every student irrespective of their percentage.
- More good teaching staff required and more interactive teaching session should be encouraged
- Latest version books put in Library for students.

- Motivate students to speak in class or anywhere without getting nervous.
- There should be cleanliness and proper setting management in canteen
- Technology should be introduced in classroom like projectors so that students take interest in studying.
- Assessment should be given to the students in the form of quizzes.
- Informative seminars should be conducted.
- Organizing quiz related to each subject enhance logical skills and abilities.
- Rest all the teachings methods will be good.
- Adopt new method of teaching (add on new skills in their teaching method)
- Give practical knowledge with ongoing things.
- Give a video lecture of important topics.
- Canteen facility should be improve.
- Do use of ICT facility
- Improve security from outsiders.
- Overall good
- Conduct classes outside the classroom in any place in the college premises
- Take students for field trips for different places depending on the topics you are teaching.
- Allow students to interact outside of the classroom for effective communication with you and other students
- Improve infrastructure (furniture, washroom facilities for students).
- Arrange PDP lecture as important and compulsory lecture.
- Discuss the results of sessionals in class.
- In the mid, do SWOT of students.
- Organise functions for aided department
- Organise trips for aided department
- College should provide music classes
- Dustbins in the commerce block.
- Hygiene in toilets.
- Mirrors in the toilets.
- Untouchable liquid soaps in toilet.
- Condition of the lab for chemistry is poor, poor maintenance and upkeep (including we the students don't know proper handling), subpar equipments, etc.
- There is more ruckus in the college premises due to outsiders, and intruders which definitely contaminates the studying environment otherwise the discipline is well maintained.

- First of all I would like to appreciate the initiative taken by the teachers by connecting with us through this Google form.

Knowing that if we want exposure so we have to take part in various activities but we are not given attendance so our mind is always diverted that if we are representing college at a level but what will happen if we will not be able to give exams. My only request is please give us duty leave as we are not taking leave for our own purpose instead we are representing the college.

Keeping this point aside everything is great and especially the efforts made by the teachers in online mode of teaching are appreciable.

- Teachers are more co-operative and collaborative than usual. One more thing is we need more exposure and opportunities and teachers too are of the same view. For this they continuously encourage and promote us to participate in every extra- and co-curricular activity so as we enhance personality, achieve work experience by observance and inculcate life skills to survive in the practical world. But there seems a conflict of words when students are not awarded attendance in the wake of their not being able to appear in classes at the times when they go for participation in such activities.


Recommendations by Feedback Collection and Analysis Committee:


- Extra classes should be arranged for timely completion of syllabus.
- Availability of course related video lectures and study material should be ensured.
- Timely display of internal assessment.
- Timely handling of grievances related to internal assessment.
- All the teachers should ensure discussion with students related to their performance in assignments so that they can improve upon.
- Industrial visits/training/internship of students should be done on a regular basis.
- Concerned departments to take active interest in the training and development of students.
- Workshop on mentorship to make mentors more responsible and alert in terms of their responsibility towards the academic, social, cognitive, emotional and personality growth of students.
- SWOT analysis of students should be done to understand their problems and potential.
- Teachers can include practical application of the topic to make students understand in an easier way.
- Students should be given representation in more committees of the college so that can directly be involved in decision making process for quality improvement in college.
- More student centric techniques of experiential learning, participative learning and problem solving

methodologies should be introduced to increase the learning experiences.

- More workshops, seminars, guest lectures and competitions for personality enhancement should be organized.
- More classrooms should be equipped with ICT tools.
- Training to teachers should be given for using ICT tools such as LCD projectors, Multimedia, etc.
- More cleanliness in washrooms and canteen be ensured.
- Due to CORONA pandemic, neither educational trips were organized nor could offline extension lectures be organized for students. But, in the session 2021-22, more such activities should be organized.
- PDP should be made a part of the curriculum and the career guidance cell can play an important role.
- More grants may be applied from external agencies to further strengthen the lab infrastructure and equipment.
- Repair and maintenance of equipment and furniture in labs should be done on regular basis.
- There should be a break of 10-15 minutes for students to have lunch.
- More latest version books should be arranged for students in college library.
- Outsiders should not be allowed to enter college premises.
- Infrastructure in class rooms should be regularly maintained and upgraded.
- Feedback from students should be taken and acted upon to monitor, review and improve the teaching learning process.

Members (Feedback Collection and Analysis Committee):

1. Dr. Rachna Aggarwal 

2. Dr. Sumita Kanwar 

3. Dr. Deepmala 

4. Dr. Jitender Singh 

5. Dr. Neeti Daryal 



Dr. Rahul Khanna
(Offg. Principal)

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