STUDENT SATISFACTION SURVEY ANALYSIS REPORT AND ACTION PLAN

# Session 2019-20

**Feedback System:**

Students are an asset for any educational organization and they are de-facto agents of growth, strength and continuous self- analysis of a college. Considering the importance of their opinions and suggestions, M. D. S. D Girls College Ambala City of Fine Arts framed a well-structured questionnaire ranging from Curriculum, infrastructure, teaching-learning environment, opportunities for leadership and Innovation and generated a comprehensive report based on their responses. The responses obtained were critically analyzed and interpreted and their report is presented below.

# Focus Area:

* Curricular Aspects
* Teaching-Learning and Evaluation
* Research, Innovations and Extension
* Infrastructure and Learning Resources
* Student Support and Progression
* Governance, Leadership and Management
* Institutional Values and Best Practices

# Objectives:

* 1. To provide students a platform to share their opinions & perceptions in relation to teaching-learning process and suggest improvement areas.
	2. To provide the students a forum for healthy interaction with the administration regarding

the weaker areas of learning environment.

* 1. To make the students critical thinkers
	2. To develop their evaluative and analytic faculty in a sound judgmental patterning
	3. To give students a sense of belongingness.
	4. Continual improvement of the College Infrastructure, Staff and Supporting Services
	5. To conduct overall SWOT Analysis of our College as per the best judgment of the Students.

# Phases of Student Feedback Mechanism:

* Collection of Student Feedback
* Interpretation & analysis of Results
* Communication of Results to Principal.
* Communication of Results to Person/In-charge/Department Concerned.
* Action Plan
* Action Taken Report

# Interpretation & Analysis of Feedback for the Session 2019-20

Total Strengt: 274

Sample Size: 100 students selected from across the streams of Commerce, Arts and Bsc Fashion and Textile designing (36.49% of total Strength)

Student Selection Criterion: Students are selected on the basis of regularity and performance in Academics.

1. How do you rate the sequence of the courses you have studied in previous semesters?

Response: Excellent.

M. D. S. D Girls College Ambala City is offering traditional and modern courses so effectively and efficiently.

Action Plan: More vocational courses to be introduced.

1. Is your curriculum relevant to IT Advancements?

Response: Yes, upto 70% felt it was relevant. The students get enough exposure to IT.

Action Plan: More Vocational programmes to be introduced.

1. Are you satisfied with the course content of your programme?

Response: Yes, upto 90%. Most of the courses are compatible for higher studies and employer’s demand.

Action Plan: Efforts are made for new add on courses for the upliftment of students.

1. Are you satisfied with the special programs organised for advance learners and slow learners in your College?

Response: Yes, over 95% feel satisfied.

Action Plan: Besides traditional education, E content is to be prepared to accommodate the students.

1. Are you satisfied with the internal evaluation process?

Response: Over 93% students expressed satisfaction.

Action Plan: Keeping in mind the students’ responses, the internal evaluation method to be made more transparent and comprehensive.

1. Are you satisfied with the redressal of evaluation related grievances?

Response: Majority felt satisfied. The grievances are redressed quickly and timely. Action Plan: Grievance Redressal Cell will try to get online grievances.

1. Were your attendance and result record Conveyed to you in time?

Response: Yes, very promptly. Both the said records are sent to the homes of individual students. Action Plan: Semester End information of Month-end Attendance to be made available.

1. Did you get proper information related to events, programs in college on notice board. Response: Excellent.
2. Action Plan: To make more effective and practical with the help of e resources.
3. Does your Institution promote Research Activities amongst students?

Response: Moderately. There is hardly much scope to introduce research at UG level as students lack research-maturity.

Action Plan: To introduce more Research oriented professional courses.

1. Are you a Member of NSS or Green Club of the College?

Response: Yes. Majority of the students participate in programmes organised by NSS related to creating Eco-friendly environment.

Action Plan: More and more students will be encouraged to take part in the NSS, NCC , Environment Clubs and Plantation Drives.

1. Do you actively participate in Extension Activities and do you find them to be relevant?

Response: Yes, 95% students actively participate in Extension Activities and they find them relevant.

Action Plan: More and more students will be encouraged to participate in the Extension

Activities like visiting charitable organizations.

1. Are you satisfied with the infrastructural facilities in your classrooms like benches, electric lights, fans etc.?

Response: Yes, very satisfied. The infrastructure is adequate and add quality to the academic excellence.

Action Plan: Separate Computer block will be constructed.

1. Do you think there are enough books, journals, newspaper in the library concerning your subjects?

Response: Enough. Different Authors’ Books and Reference Books, Magazines on varied subjects, Research journals related to most of the subjects are available. Moreover INFLIBNET is available for students.

Action Plan: Facility for online reading of Journals and Magazines will be made available to the students.

1. Are you satisfied with the facilities for extracurricular activities and sports?

Response: Yes, 95% students participate in the extra-curricular activities being organized. Participation of students in Outdoor games to be boosted.

Action Plan: More and more students will be encouraged to participate in the extra-curricular activities and more sports activities will be organized for full physical development of the students.

1. Do you avail ICT Facilities in the College?

Response: Yes, most of the students do so. Accessing e content is compulsory for all the students.

Action Plan: Accessing the Google Classroom is compulsory for all.

1. Do you regularly visit College Library for Study purpose?

Response: Yes. On daily basis, almost 85% students do visit Library to make notes, to find books related to subjects and to access INFLIBNET.

Action Plan: E books to be introduced.

1. Does the College provide Safe drinking water and sanitation facility?

Response: Yes. Water coolers have been placed throughout the college and there are dustbins everywhere in the campus.

Action Plan: Sanitation Facility will be provided soon.

1. Do you think the college updates its infrastructure at regular basis?

Response: Yes. Classes are Labs are upgraded and infrastructure is improved regularly. Action Plan: Many e facilities incorporated in Library and the College.

1. Do you find your teachers easy to understand?

Response: Yes. Teachers are dedicated and very efficient in their subjects. They use lecture methods and also use ICT to teach in an interactive way.

Action Plan: More Faculty Development Programmes to be organised to facilitate up gradation of knowledge of pedagogy.

1. Do your teachers provide you with additional study material / notes and other learning inputs for clarity and understanding of the subject?

Response: Yes, 90% students agreed. Teachers provide in-class notes and quality study material. 90% students have full clarity and understanding of the subjects.

Action Plan: Lectures and notes will be made available online through Edusat. Focus will be on E- Interaction.

1. Have you ever approached any of your teachers for Career Guidance and Assistance?

Response: Yes, frequently. Teachers of Commerce, IT classes, Language Departments and Vocational Classes have been offering career guidance and timely advice to the students, to navigate their career in the right direction.

Action Plan: More competitive classes will be organized for career opportunities.

1. Is the College Office Supportive in dealing with administrator?

Response: Yes. The non-teaching staff members guide about university form filling, admission form filling, Collecting University Roll Numbers or about collecting DMCs as and when sought.

Action Plan: To keep up the supportive attitude.

1. Do you make use of Suggestion Box provided in the College?

Response: Frequently.

Action Plan: More and more students will be encouraged to make use of Complaints or Suggestion Box for their Problems.

1. Is the campus Eco Friendly and Green?

Response: Extremely. Our college has 2 lush green gardens and herbal garden. Action Plan: Nature Interpretation club have been introduced.

1. What is your opinion regarding safety of girl students in the College?

Response: Girl students are totally safe and secure and no case of sexual harassment have ever been reported.

Action Plan: Anti-Ragging Cell and Anti-Sexual Harassment Cell are already working.

1. How would you rate the services provided by the counseling cell on the scale of 1 to 5 Response: 4.8

Action Plan: Cell will include Placements, Academic and personal guidance also.

1. What is your view regarding waste management measures in the College?

Response: Dustbins and garbage bins are provided throughout the campus. ‘Best out of Waste’ competition is held annually.

Action Plan: Focus on reducing the usage of Polythene and paper.

1. How would you rate the transparency of the admission process on the scale of 1 to 5

Response: 5

Action Plan: College Website will be set up for inviting admissions from students hailing from far off States of India.

1. What is your overall opinion about the Institution? Response: It is the best Girls college in the region.

Action Plan: To work towards achieving excellence for the Institution.

1. Any change or improvement you would like to see in your Institution.

Response: Online teaching learning facility, more sports activities should be set up. Provision of Hostel would facilitate out station students to study here.

Action Plan: To incorporate the above suggestions and work on an action plan.