THE STUDENTS' SATISFACTION SURVEY

REPORT

SESSION 2019-20

GATHER YE THE WISDOM OF THE EAST & THE WEST

The Students' Satisfaction Survey Report 2019-20

The report is prepared by Internal Quality Assurance Cell (IQAC), Dyal Singh College, Karnal for Students' Satisfaction about student services, academic services & campus environment for the session 2019-20 at Karnal.

INTERNAL QUALITY ASSURANCE CELL (IQAC)

DYAL SINGH COLLEGE, KARNAL HARYANA-132001

Background

Education is a key driver of economic growth. The education sector has evolved recently due to new trends such as the increasing competition among the educational institutions, internalization of education and growth of quality standards. At the same time, globalization and digital revolution has generated a demand for new and wide-ranging disciplines in education. In line with this context, the institutions need to re-evaluate their strategies in order to survive in the education market. In this competitive environment, only those institutions can perform well which provide quality education, constructive environment and facilities to their students because, students are regarded as consumers of this market. Further, to increase enrollments and attract more students to the institutions, it is important to identify responsible factors.

Numerous studies highlights the quality of teaching (academic and pedagogic) as a crucial determinant of students' satisfaction. Some other studies also emphasize that the social climate, aesthetic aspects of the physical infrastructure and the quality of services from the administrative staff, quality of supervision and feedback from academic staff, composition, content and relevance of curriculum, and access to leisure activities should not be overlooked when considering factors of students' satisfaction (Fig.1). Therefore, students' satisfaction with their institution has individual, institutional and social implications.
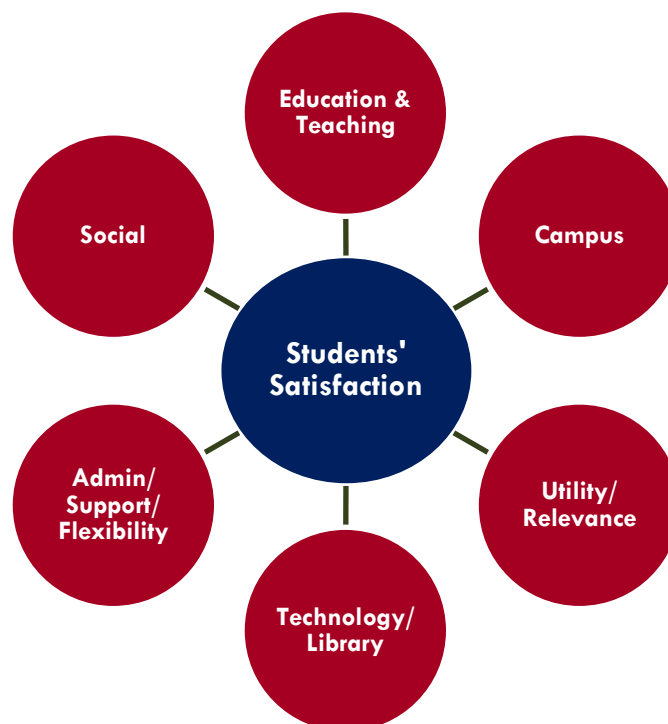

Fig. 1 Some possible students' satisfaction factors

These factors can have an impact on students' satisfaction in their institutions and can affect their decisions to join a college. Therefore, it is important for administrators to adopt a right market orientation strategy to differentiate their services from the others and to determine the long-term effective enrollment practices in their institutions. Hence, the perception of students is attracting more attention recently, especially due to the increasing threat of global competition among the educational institutions. Students' satisfaction has become an important component of quality assurance for an institute. From an institutional point of view, satisfied students are more likely to continue in their studies (retention) and are more likely to succeed academically. Satisfied students also make effective public relations. High student satisfaction helps in attracting and retaining high achievers who in turn increase the rankings and standing of the college. Hence, students' satisfaction is not only vital for promoting life at the institution, but it can also yield an important impact on a college's reputation. Maintaining and improving students' satisfaction has been considered an important goal of education, with the assumption that student satisfaction is indicative of institutional effectiveness. Measures of students' satisfaction can also assist in identifying and implementing areas for development in any institution.

Dyal Singh College renders quality education and it consistently strives to uphold quality in the realm of academic and administrative services. The Internal Quality Assurance Cell (IQAC) is one of the systems to assure quality sustenance and enhancement in the college. IQAC organize feedback mechanism to provide feedback to the management to take appropriate action as indicated by students and other stakeholders. During every semester the students give their feedback about the various aspects of the college. This helps the staff and the college management to constantly improve in their methodology of imparting the knowledge to the students. Initially, the college set up satisfaction surveys to serve two purposes: to help administrators monitor teaching quality and to help teaching staff improve on their teaching. But now, students' satisfaction surveys are being used in more ways than ever before. It is used to evaluate the quality and availability of the resources and academic infrastructure, to assess whether there is sufficient IT assistance and support for students and to consider student opinions on usefulness of the courses in terms of employability or higher studies, updating of syllabus and relevance of course contents, quality of teachers with regard to subject knowledge, preparation and communication style, mentoring, sports, infrastructural facilities and the social aspects of college life to name a few.

Therefore, the main objective of this report is to investigate how student satisfaction is

DYAL SINGH COLLEGE, KARNAL

affected by the perceived value, image of the college and services provided by the college. For this purpose, the IQAC of the College organized the annual feedback session for the academic year 2019-2020 through Google Form. The feedback form had questions based on certain significant aspects such as: the outcome of the curriculum and syllabus; teaching methodologies and assessment strategies; learning resources, facilities and guidance and overall impression of the program and facilities.

Computation of Students' Satisfaction Index

In this report, the central aim is to analyze and present the 1694 students' attitude towards the outcome of the curriculum and syllabus, teaching methodologies and assessment strategies, learning resources, facilities and guidance and overall impression of the program and facilities. Hence, their level of satisfaction with their attitude was evaluated.

Each of respondent student 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 a favorable attitude; i.e. '5' meant 'Strongly Agree/ Excellent' and 1 to Strongly Disagree/ Satisfactory/ Average. Total 21 variables were used for the study and they are listed in Table.

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. Thus, we have:

$$\text{SI} = \frac{\text{Sum of respodent students'}^\square \text{ actual scores}}{\text{Sum of respondent students'}^\square \text{ maximum possible score}} \times 100 \qquad (1)$$

In order to compute the respondent students' index of satisfaction with each of the components, the following mathematical formula, derived from equation '1' above is used.

$$\text{SI}_a = \frac{\sum_{i=1}^{N} y_i}{\sum_{i=1}^{N} Y_i} \times 100 \qquad (2)$$

Where:

SI_a = Index of satisfaction of a respondent student with the component,

a = any of the components

N = number of variables being scaled under 'a' component.

y_i = actual score by a respondent on the 'i'th variable

Y_i = maximum possible score that 'i'th could have on the scale used.

General Characteristics of Respondents

Table 1 & Fig. 2, 3, 4 & 5 presents the basic profile of 1694 respondent students in terms of gender, stream-wise, level of education and year of the study wise distribution. It is evident that 52.3 percent of respondents are female students. On the other hand, 47.7 percent respondents are male students of the college. Further, majority of respondents (about 86 percent) students belong to undergraduate courses and the corresponding figure for post graduate students is only 14 percent. The streams-wise distribution of respondents reveals that about 40 percent of the respondent students belong to science stream, whereas arts stream respondents students constitute about one-third proportion of total respondents. Further, about 27.2 percent respondents are from commerce stream. Year of the study of the respondent students indicates that about 37 percent of the respondents are in 2nd year of their study in the college. The respondents who are in 1st year of their study comprise about 34 percent of the total respondents. 3rd year level student respondents constitute about 29 percent.

Table 1
General Characteristics of Respondents

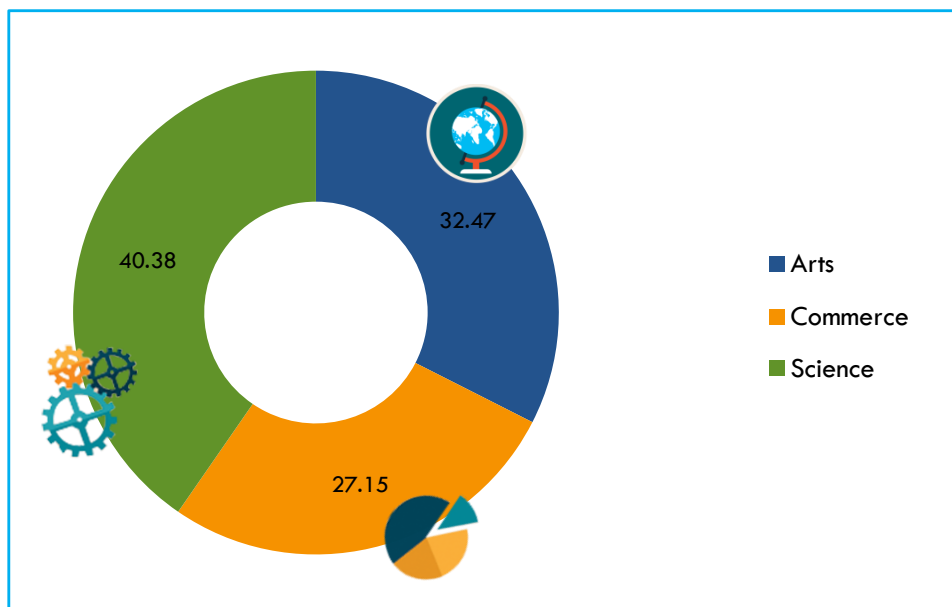| Parameters		No of Students	% Students
Gender	Male	808	47.7
	Female	886	52.3
Stream	Arts	550	32.5
	Commerce	460	27.2
	Science	684	40.4
Level	Under Graduate	1457	86.0
	Post Graduate	237	14.0
Year of Study	1st Year	573	33.8
	2nd Year	634	37.4
	3rd Year	487	28.7
Total		**1694**	**100.0**
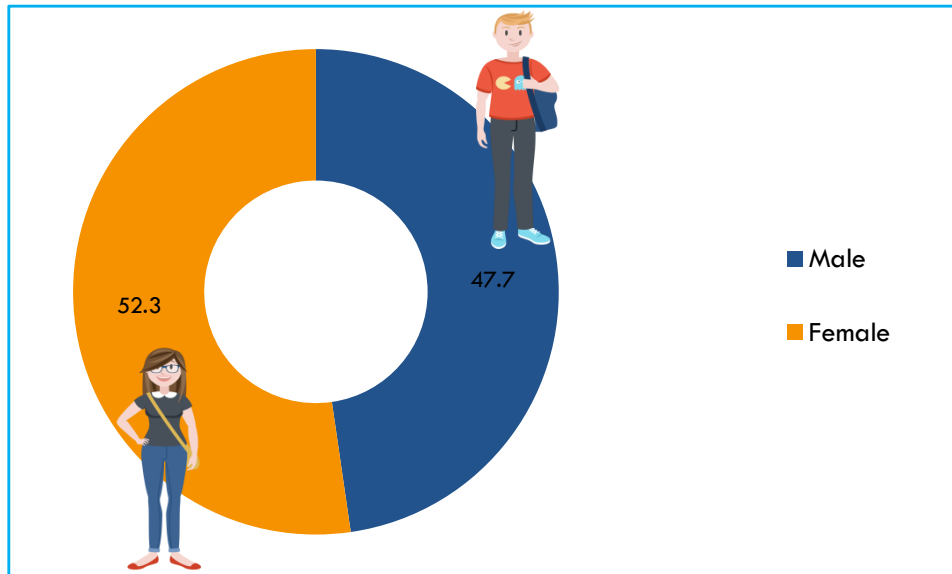
Fig. 2

Fig. 3

Fig. 4

Fig. 5

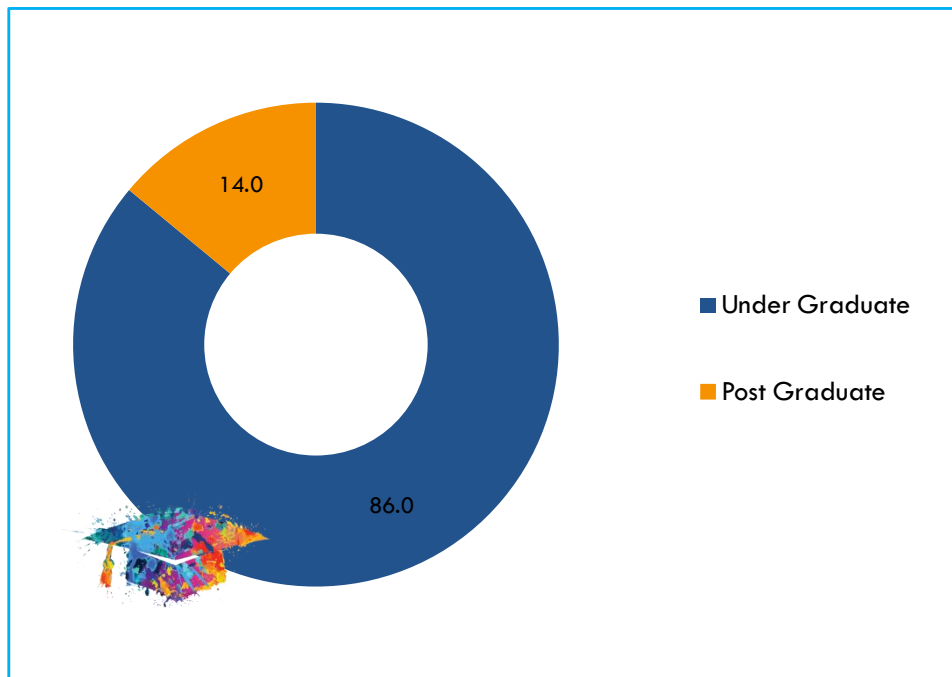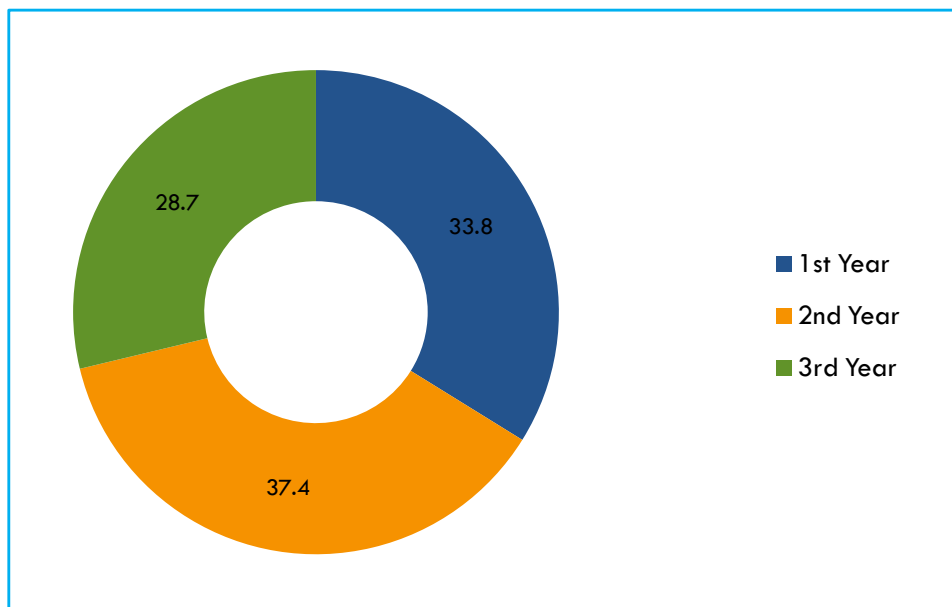## Table 2

Number of Students believe that the Courses have Relevance to their Real Life Situations

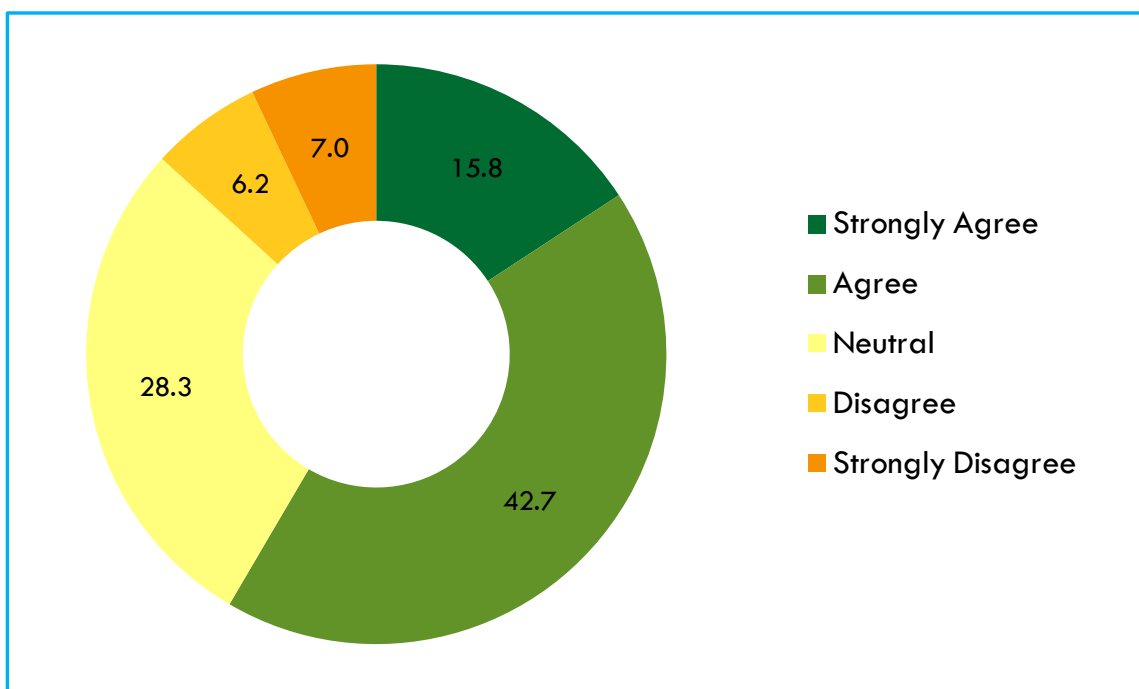| Parameters	No. of Students	% Students
Strongly Agree	267	15.76
Agree	723	42.68
Neutral	480	28.34
Disagree	105	6.20
Strongly Disagree	119	7.02
Total	**1694**	**100.0**

Fig. 6

Table 3

Number of Students believe that the Teachers of College are Able to Communicate Very Well

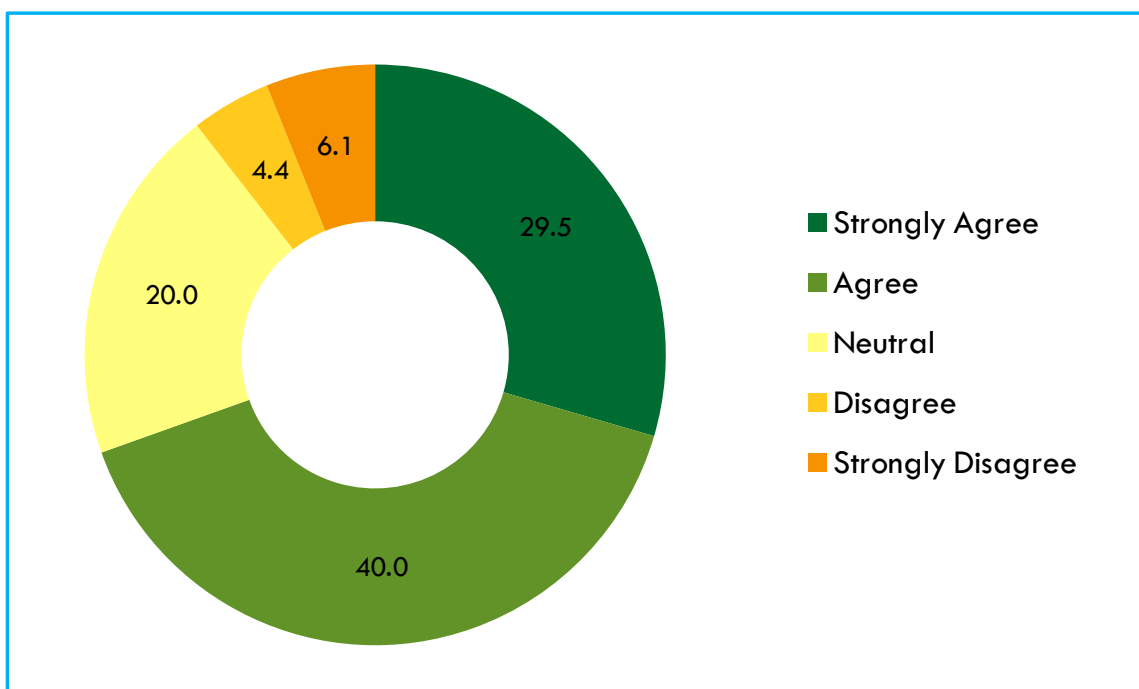| Parameters	No. of Students	% Students
Strongly Agree	500	29.52
Agree	678	40.02
Neutral	338	19.95
Disagree	75	4.43
Strongly Disagree	103	6.08
Total	**1694**	**100.0**

Fig. 7

Table 4

Number of Students believe that the Institute/Teachers Encourage to Participate in Extracurricular Activities

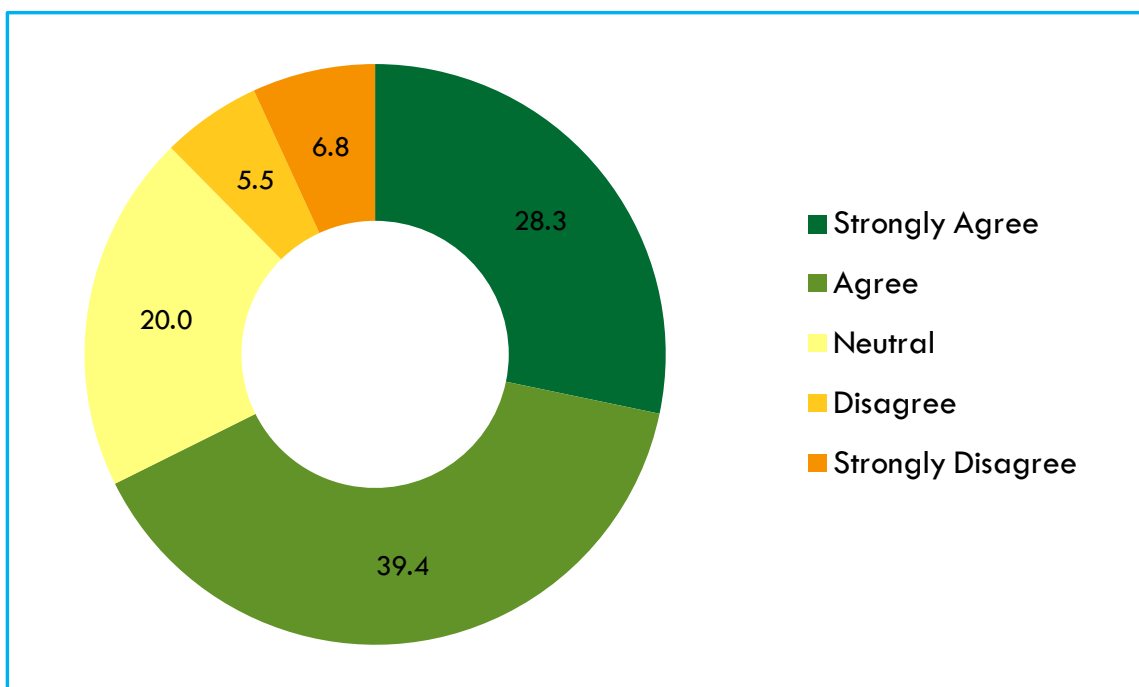| Parameters	No. of Students	% Students
Strongly Agree	479	28.28
Agree	667	39.37
Neutral	338	19.95
Disagree	94	5.55
Strongly Disagree	116	6.85
Total	**1694**	**100.0**

Fig. 8

Table 5

Number of Students believe that ICT tools (Projectors, LCD) are effectively used in College

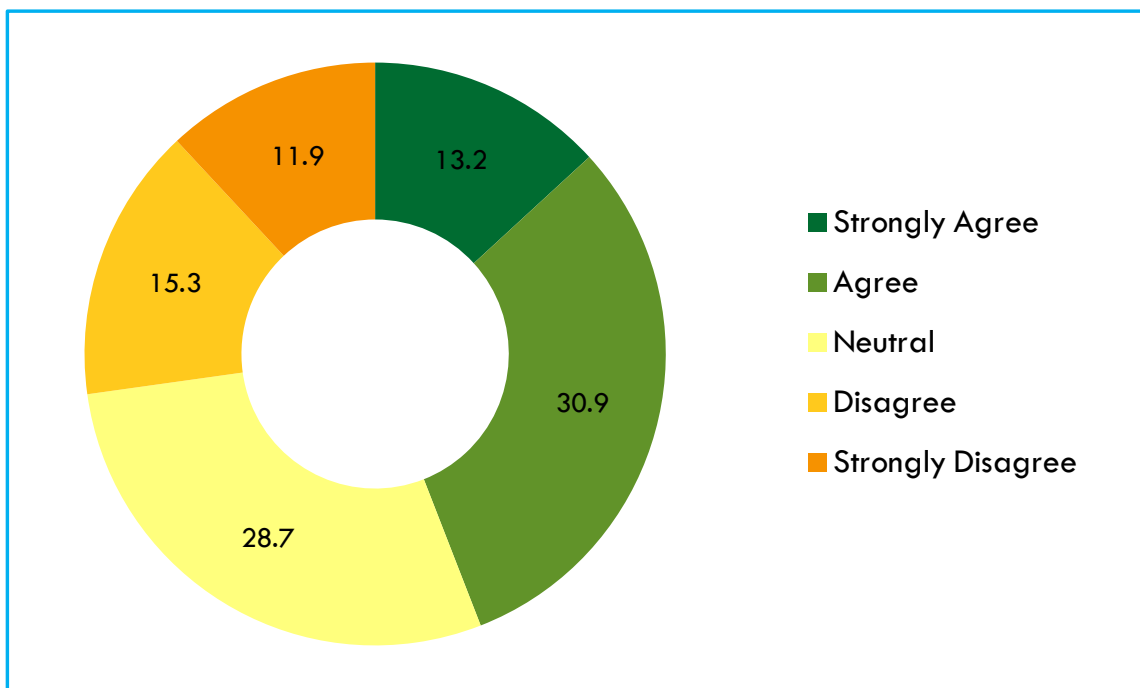| Parameters	No. of Students	% Students
Strongly Agree	223	13.16
Agree	524	30.93
Neutral	486	28.69
Disagree	259	15.29
Strongly Disagree	202	11.92
Total	**1694**	**100.0**

Fig. 9

Table 6

Number of Students believe that the College and Its Environment has Upgraded their Hard and Soft Skills

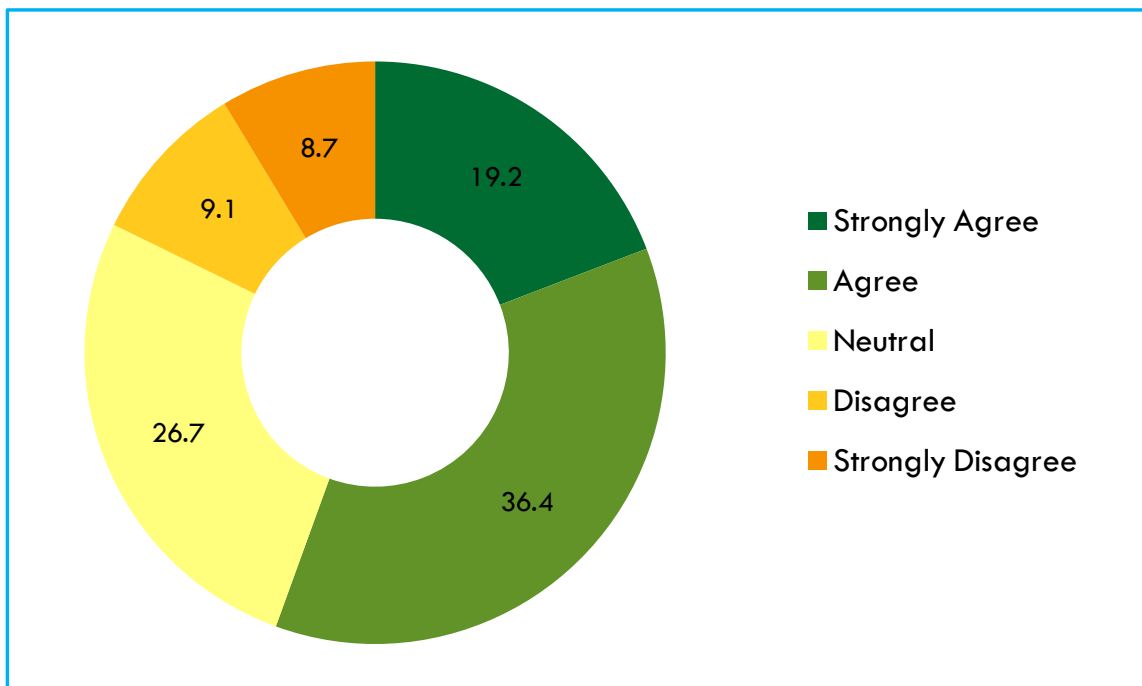| Parameters	No. of Students	% Students
Strongly Agree	325	19.19
Agree	616	36.36
Neutral	452	26.68
Disagree	154	9.09
Strongly Disagree	147	8.68
Total	**1694**	**100.0**

Fig. 10

Table 7

Number of Students believe that the College Provides Multiple Opportunities to Learn and Grow

Parameters	No. of Students	% Students
Strongly Agree	409	24.14
Agree	635	37.49
Neutral	405	23.91
Disagree	116	6.85
Strongly Disagree	129	7.62
Total	**1694**	**100.0**
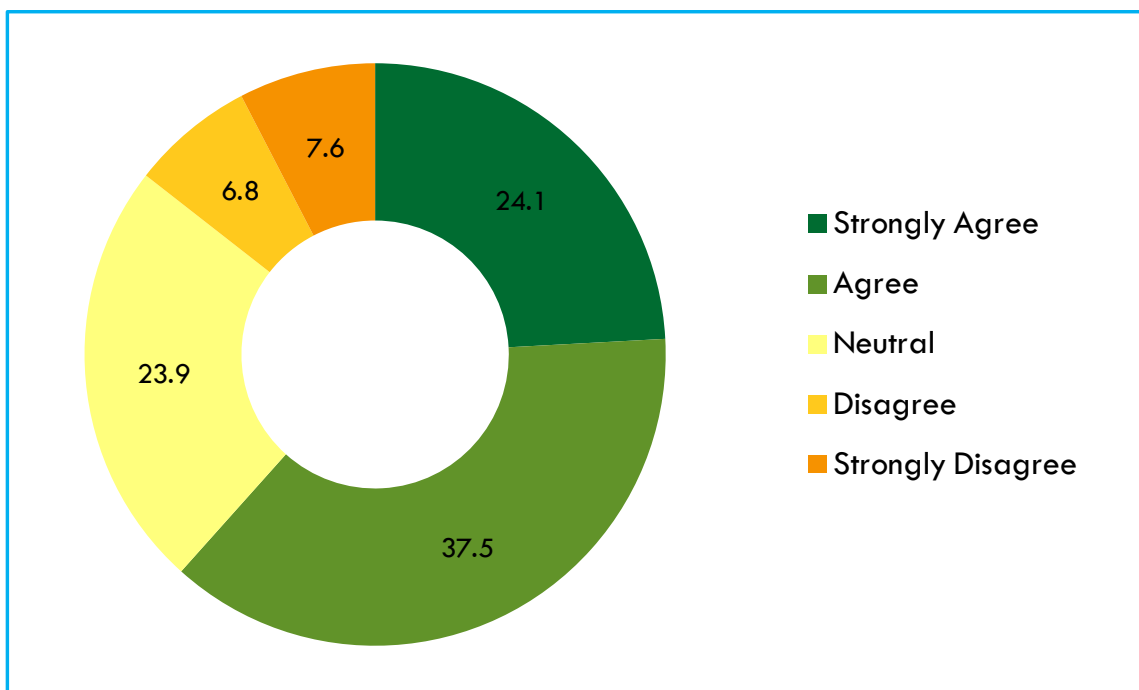
Fig. 11

Table 8

Perceptions of Students about Teaching and Learning

Parameters	No. of Students	% Students
Excellent	455	26.86
Very Good	455	26.86
Good	581	34.30
Satisfactory/ Average	203	11.98
Total	**1694**	**100.0**
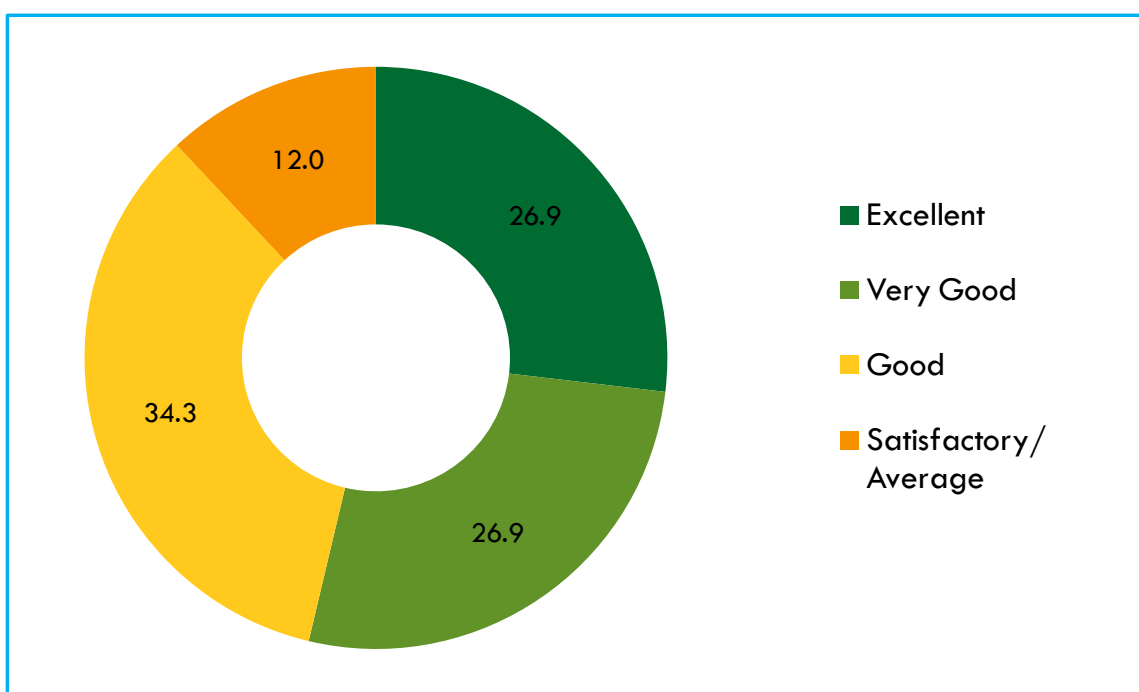
Fig. 12

Table 9

Perceptions of Students about Student-Teacher Interaction

Parameters	No. of Students	% Students
Excellent	409	24.14
Very Good	444	26.21
Good	590	34.83
Satisfactory/ Average	251	14.82
Total	**1694**	**100.0**
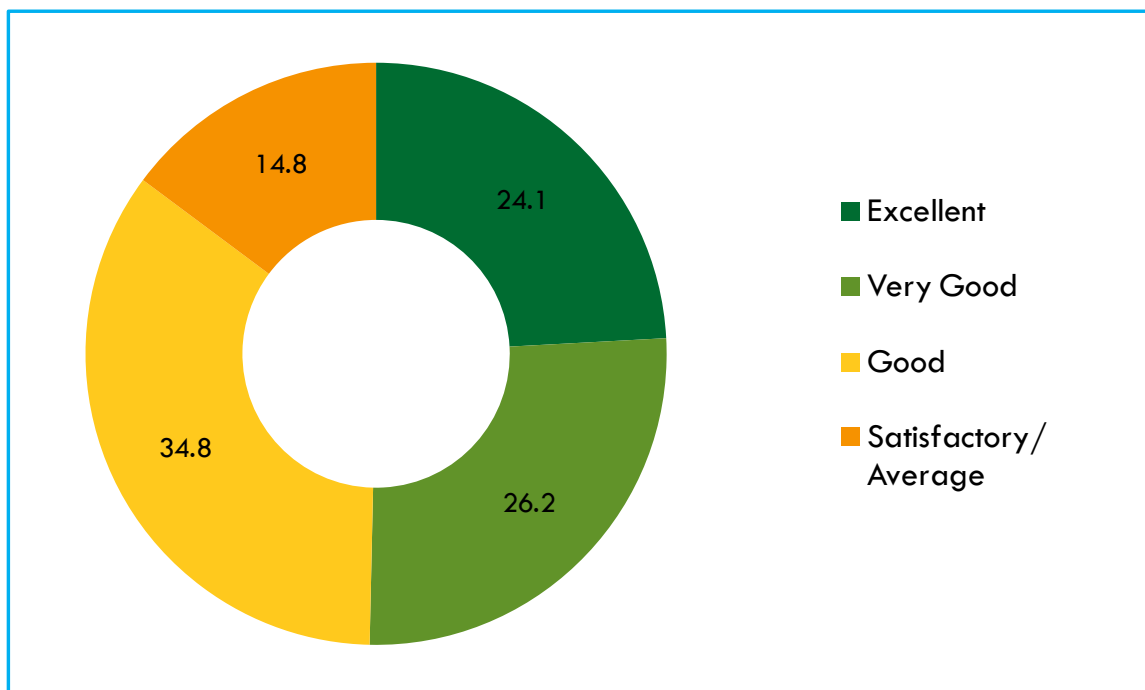
Fig. 13

Table 10

Perceptions of Students about Coverage of Syllabus

Parameters	No. of Students	% Students
Excellent	429	25.32
Very Good	479	28.28
Good	587	34.65
Satisfactory/ Average	199	11.75
Total	**1694**	**100.0**
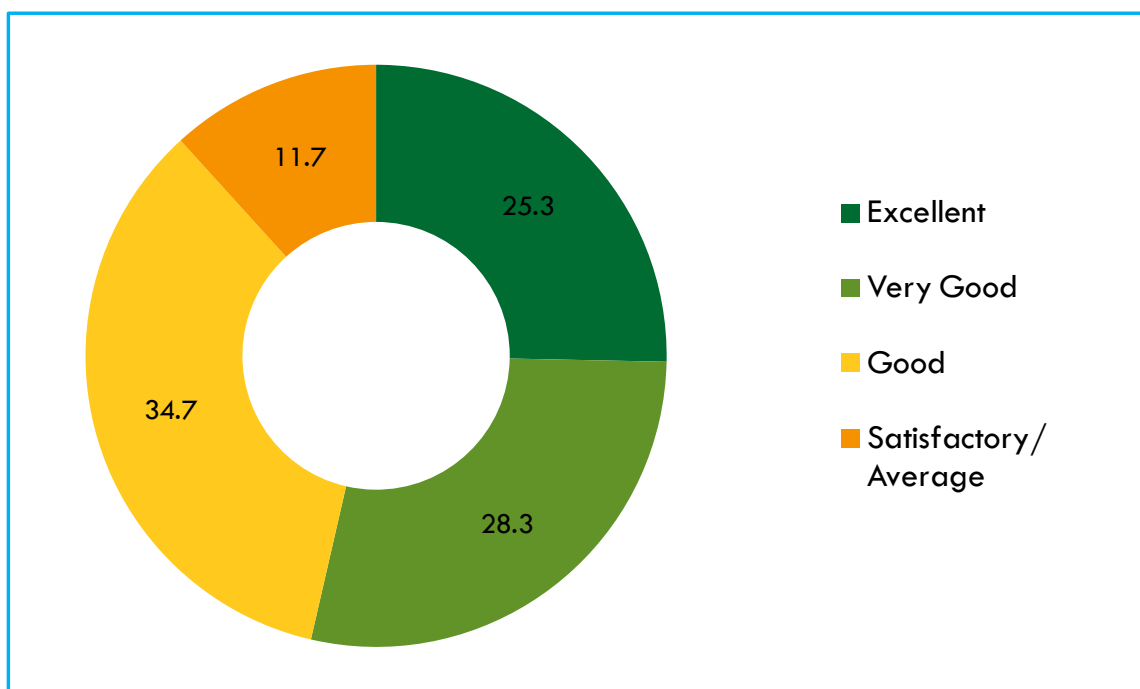
Fig. 14

Table 11

Perceptions of Students about Fairness of Internal Evaluation Process

Parameters	No. of Students	% Students
Excellent	323	19.07
Very Good	443	26.15
Good	656	38.72
Satisfactory/ Average	272	16.06
Total	**1694**	**100.0**

Fig. 15

DYAL SINGH COLLEGE, KARNAL
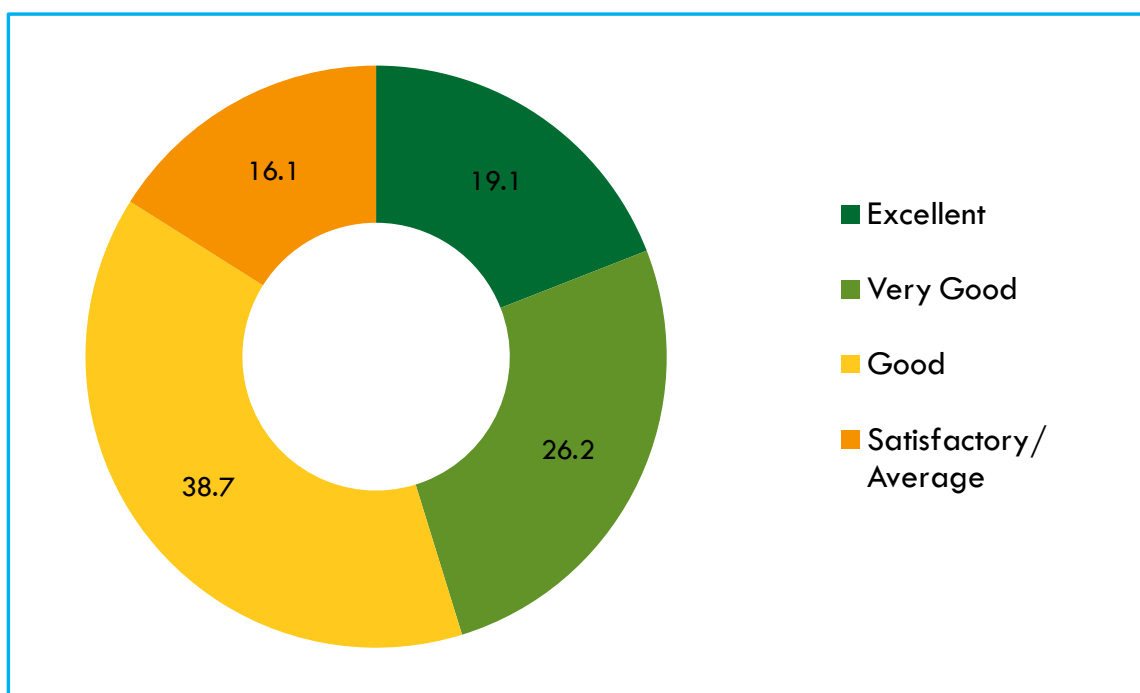
Table 12

Perceptions of Students about Teachers' approach to Teaching

Parameters	No. of Students	% Students
Excellent	465	27.45
Very Good	502	29.63
Good	571	33.71
Satisfactory/ Average	156	9.21
Total	**1694**	**100.0**
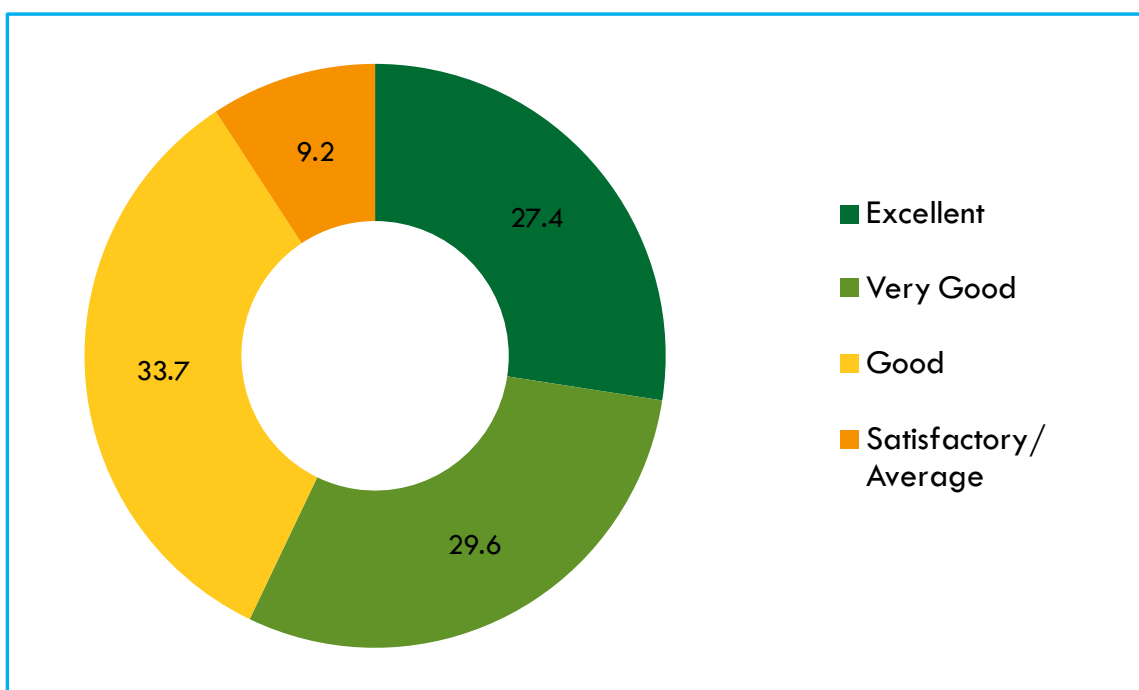
Fig. 16

Table 13

Perceptions of Students about Growth Opportunities

Parameters	No. of Students	% Students
Excellent	358	21.13
Very Good	453	26.74
Good	597	35.24
Satisfactory/ Average	286	16.88
Total	**1694**	**100.0**

Fig. 17

DYAL SINGH COLLEGE, KARNAL
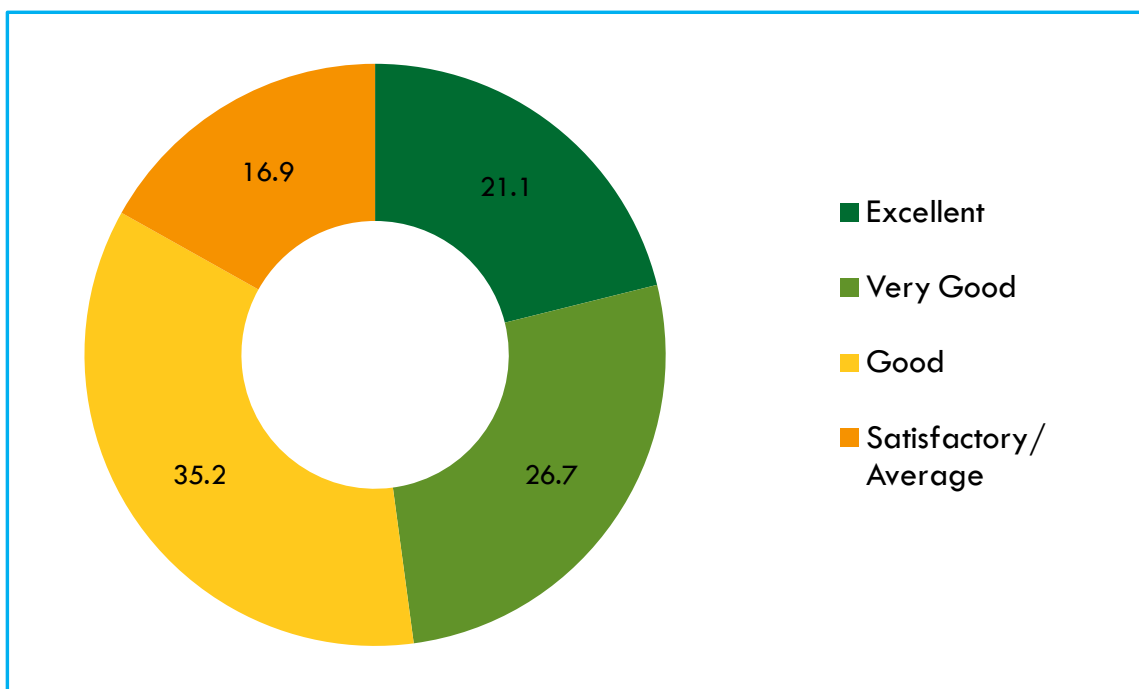
Table 14

Perceptions of Students about Evaluation and Feedback Mechanism

Parameters	No. of Students	% Students
Excellent	323	19.07
Very Good	430	25.38
Good	674	39.79
Satisfactory/ Average	267	15.76
Total	**1694**	**100.0**
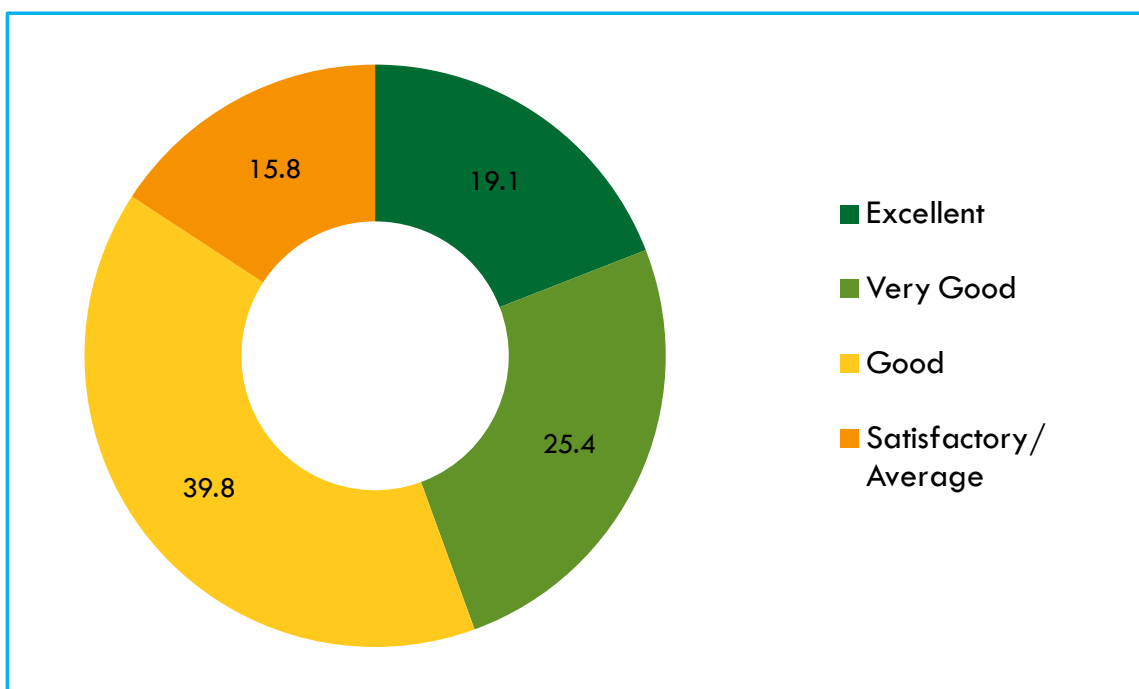
Fig. 18

Table 15

Perceptions of Students about Extracurricular Activities

Parameters	No. of Students	% Students
Excellent	370	21.84
Very Good	446	26.33
Good	606	35.77
Satisfactory/ Average	272	16.06
Total	**1694**	**100.0**
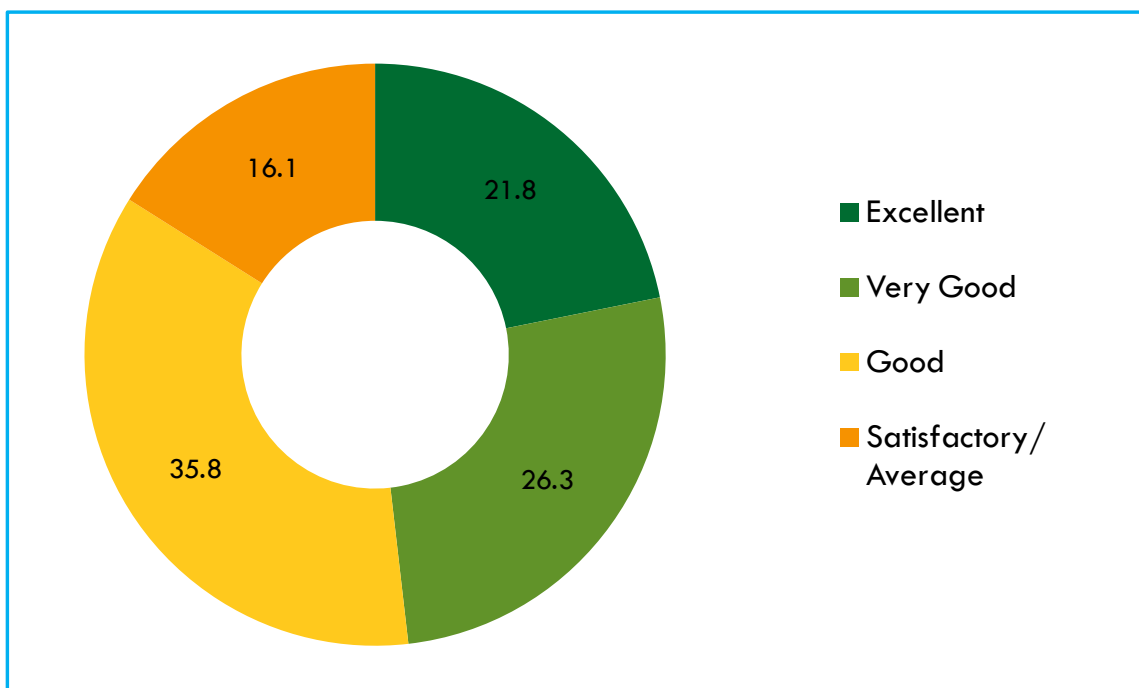
Fig. 19

Table 16

Perceptions of Students about ICT Facilities of the College

Parameters	No. of Students	% Students
Excellent	280	16.53
Very Good	393	23.20
Good	659	38.90
Satisfactory/ Average	362	21.37
Total	**1694**	**100.0**
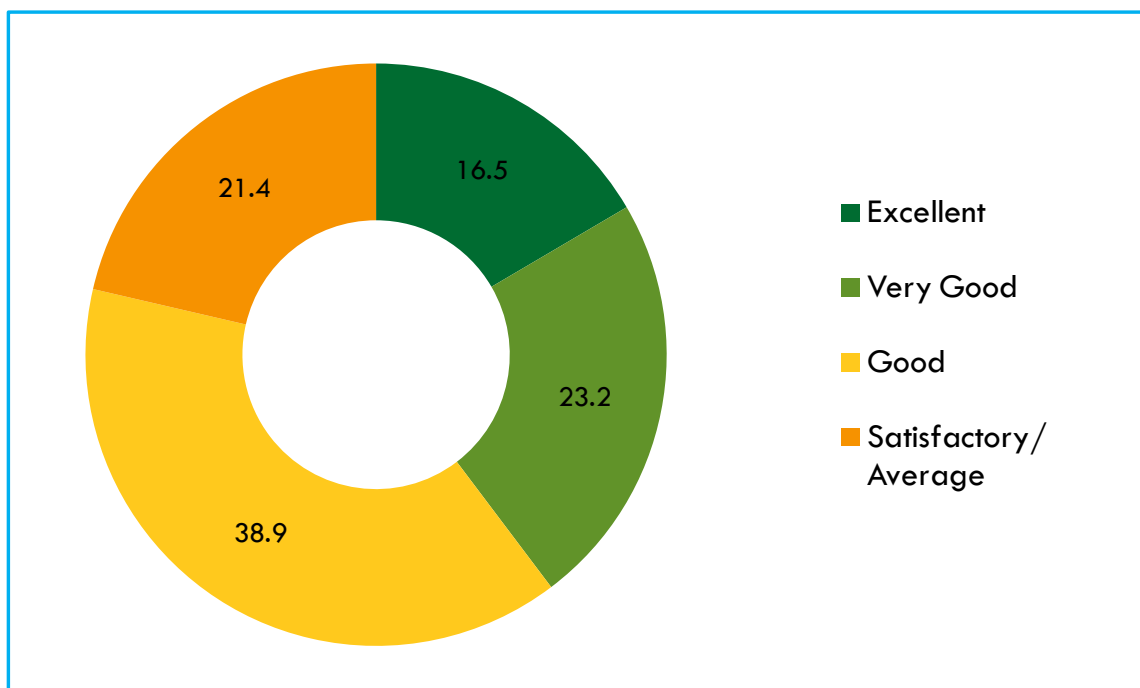
Fig. 20

Table 17

Perceptions of Students about Classrooms and Laboratories

Parameters	No. of Students	% Students
Excellent	369	21.78
Very Good	428	25.27
Good	605	35.71
Satisfactory/ Average	292	17.24
Total	**1694**	**100.0**
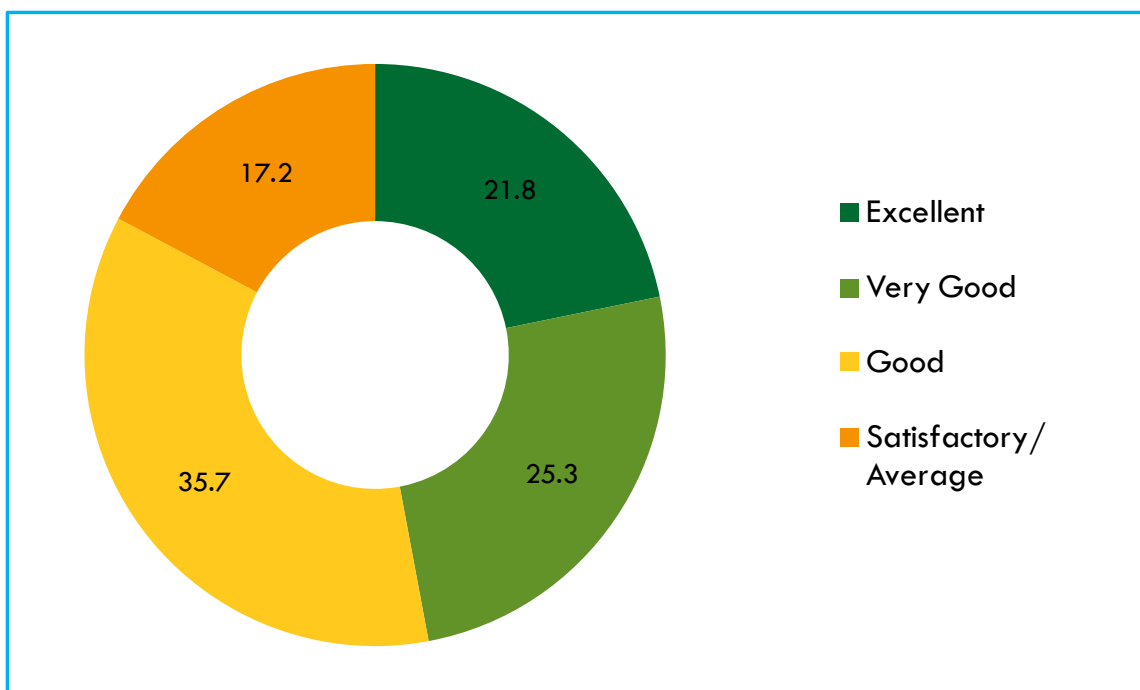
Fig. 21

Table 18

Perceptions of Students about Library and Learning Resources

Parameters	No. of Students	% Students
Excellent	448	26.45
Very Good	493	29.10
Good	553	32.64
Satisfactory/ Average	200	11.81
Total	**1694**	**100.0**
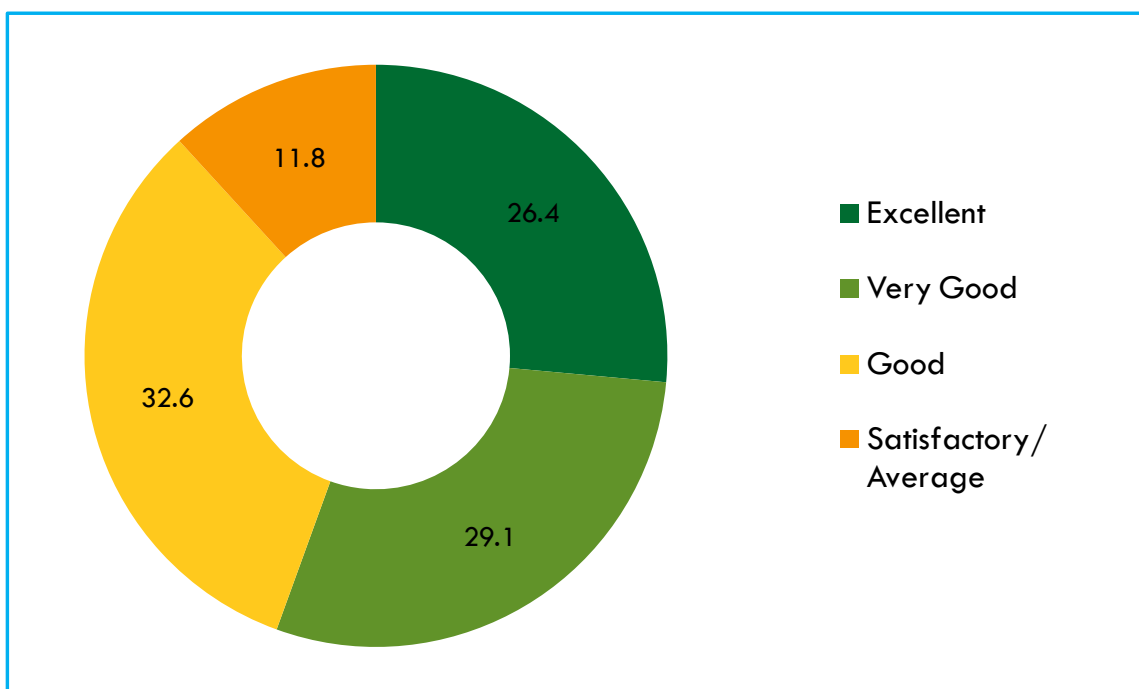
Fig. 22

Table 19

Perceptions of Students about Training and Placement

Parameters	No. of Students	% Students
Excellent	255	15.05
Very Good	375	22.14
Good	609	35.95
Satisfactory/ Average	455	26.86
Total	**1694**	**100.0**
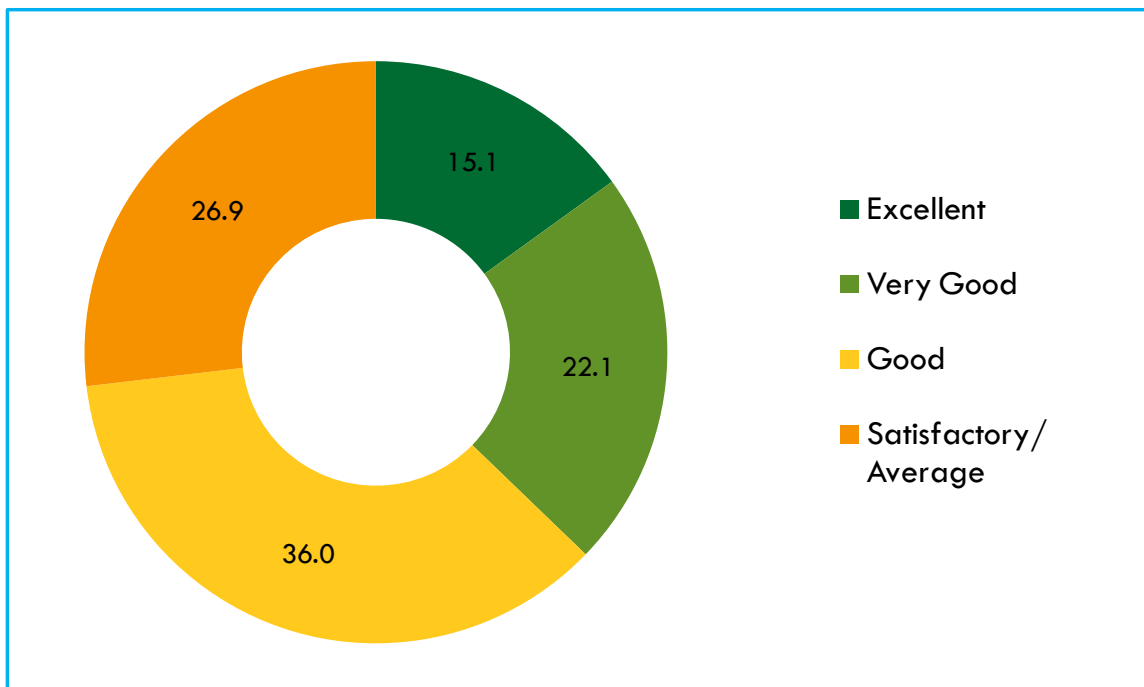
Fig. 23

Table 20

Perceptions of Students about Canteen and Its Hygiene

Parameters	No. of Students	% Students
Excellent	228	13.46
Very Good	316	18.65
Good	568	33.53
Satisfactory/ Average	582	34.36
Total	**1694**	**100.0**
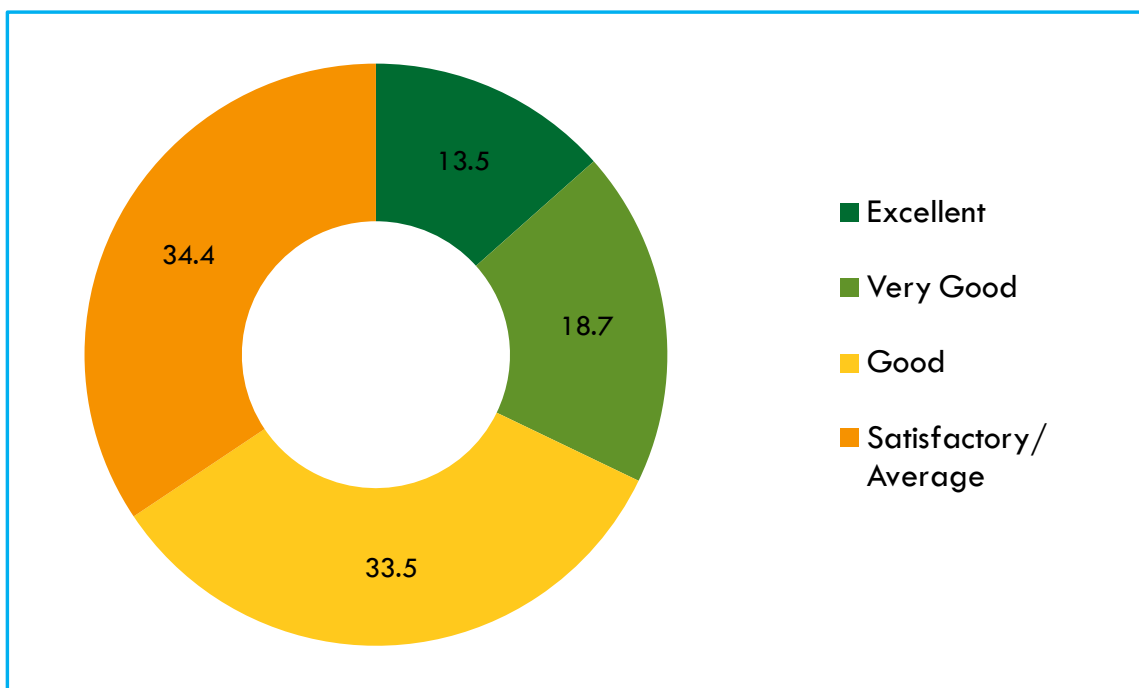
Fig. 24

Table 21

Perceptions of Students about Grievance Redressal Mechanism

Parameters	No. of Students	% Students
Excellent	268	15.82
Very Good	375	22.14
Good	672	39.67
Satisfactory/ Average	379	22.37
Total	**1694**	**100.0**
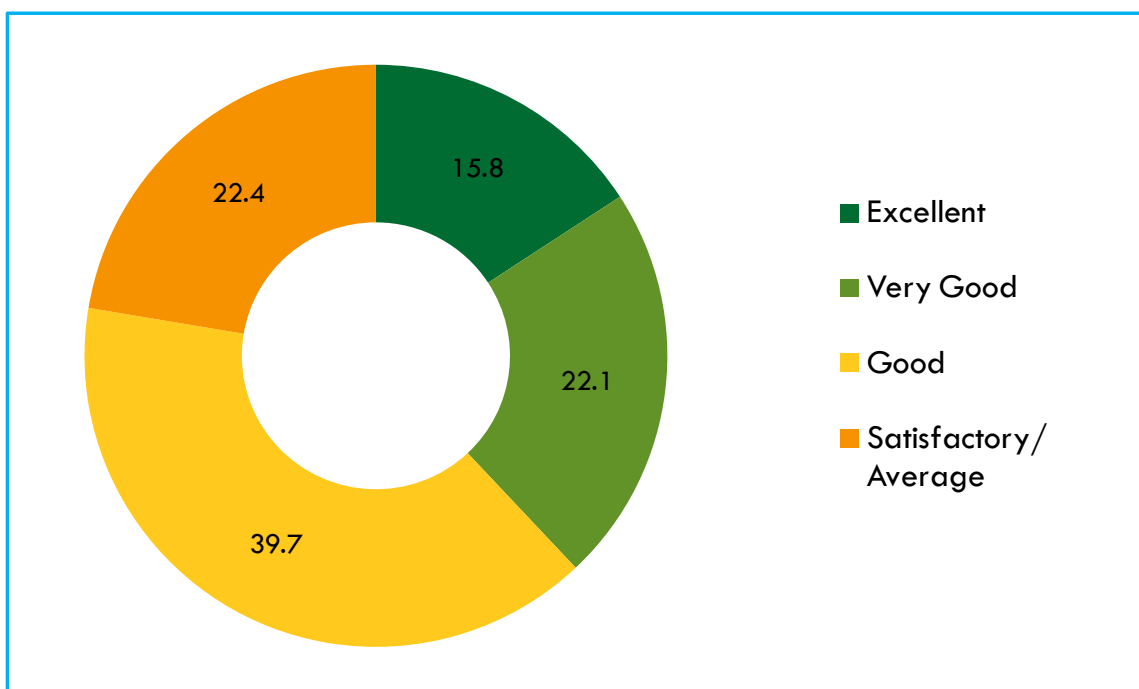
Fig. 25

Table 22
Perceptions of Students about Cooperation from Administration

Parameters	No. of Students	% Students
Excellent	322	19.01
Very Good	435	25.68
Good	606	35.77
Satisfactory/ Average	331	19.54
Total	**1694**	**100.0**
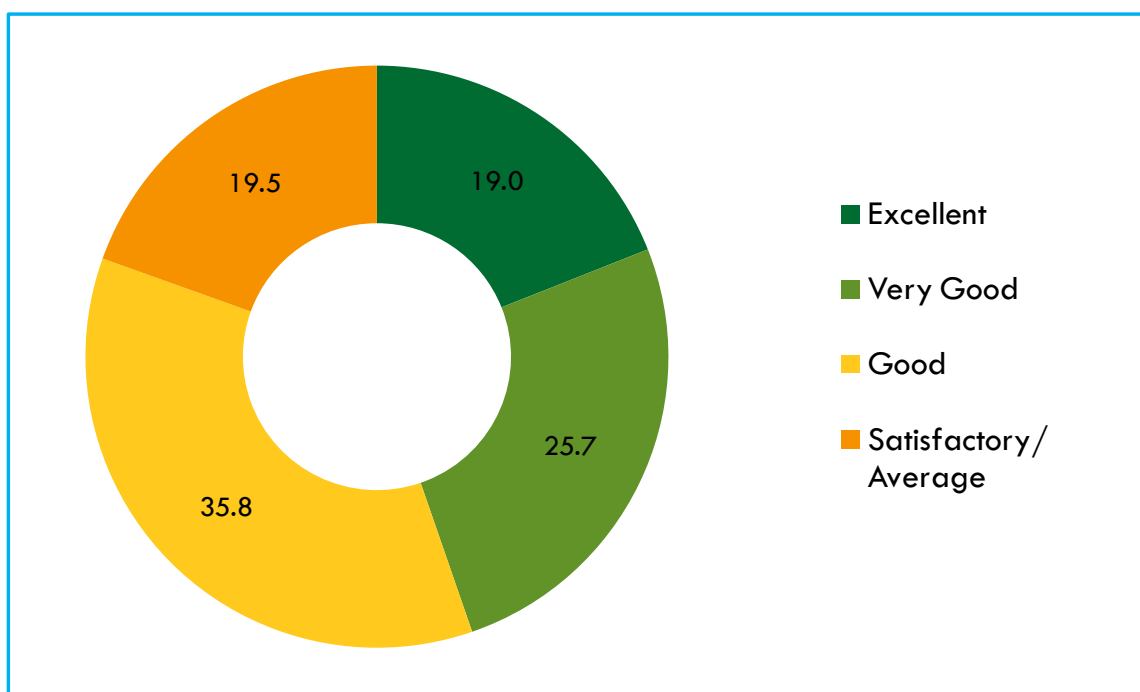
Fig. 26

Table 23

Level of Satisfaction of Students about various Parameter of the College

Parameters	% Satisfaction
The courses have relevance to their real life situations	70.8
The teachers of college are able to communicate very well	76.5
The institute/teachers encourage to participate in extracurricular activities	75.3
ICT tools (Projectors, LCD) are effectively used in college	63.6
The college and its environment has upgraded their hard and soft skills	69.7
The college provides multiple opportunities to learn and grow	72.7
Overall	**71.4**

Fig. 27

The courses have relevance to their real life situations — 70.8%

The teachers of college are able to communicate very well — 76.5%

The institute/teachers encourage to participate in extracurricular activities — 75.3%

ICT tools (Projectors, LCD) are effectively used in college — 63.6%

The college and its environment has upgraded their hard and soft skills — 69.7%

The college provides multiple opportunities to learn and grow — 72.7%

Overall — 71.4%

Level of Satisfaction (%)

Parameters

Table 24
Level of Satisfaction of Students about various Parameter of the College

Parameters	% Satisfaction
Satisfaction about Teaching and Learning	67.15
Satisfaction about Student-Teacher Interaction	64.92
Satisfaction about Coverage of Syllabus	66.79
Satisfaction about Fairness of Internal Evaluation Process	62.06
Satisfaction about Teachers' approach to Teaching	68.83
Satisfaction about Growth Opportunities	63.03
Satisfaction about Evaluation and feedback mechanism	61.94
Satisfaction about Extracurricular Activities	63.49
Satisfaction about ICT Facilities of the College	58.72
Satisfaction about Classrooms and Labs	62.90
Satisfaction about Library and Learning Resources	67.55
Satisfaction about Training and Placement	56.35
Satisfaction about Canteen and Its Hygiene	52.80
Satisfaction about Grievance Redressal Mechanism	57.85
Satisfaction about Cooperation from Administration	61.04
Overall	**62.36**

Fig. 28

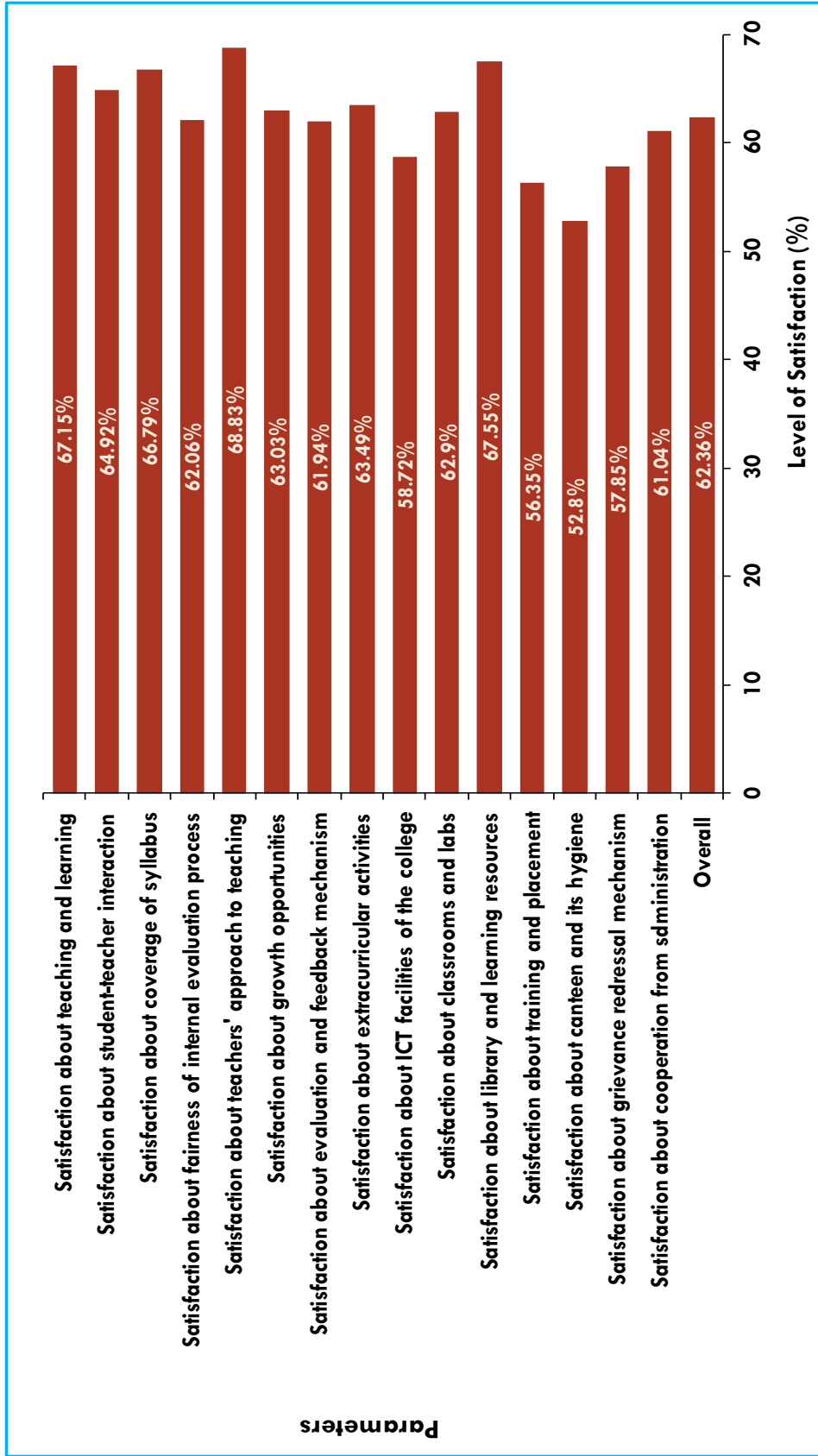| Parameters	Level of Satisfaction (%)
Satisfaction about teaching and learning	67.15%
Satisfaction about student-teacher interaction	64.92%
Satisfaction about coverage of syllabus	66.79%
Satisfaction about fairness of internal evaluation process	62.06%
Satisfaction about teachers' approach to teaching	68.83%
Satisfaction about growth opportunities	63.03%
Satisfaction about evaluation and feedback mechanism	61.94%
Satisfaction about extracurricular activities	63.49%
Satisfaction about ICT facilities of the college	58.72%
Satisfaction about classrooms and labs	62.9%
Satisfaction about library and learning resources	67.55%
Satisfaction about training and placement	56.35%
Satisfaction about canteen and its hygiene	52.8%
Satisfaction about grievance redressal mechanism	57.85%
Satisfaction about cooperation from sdministration	61.04%
Overall	62.36%

Our Hard work Recognized by Students

1. All the teacher's are very good and cooperative. Thank you!
2. I am fully satisfied with the college and faculty members. Thanks!
3. There is a great environment of college, the teachers of college are able to communicate very well......
4. Thanks to all respected staff of our college as they provide a cakewalk journey towards our carriers by providing such an excellent study routine in Covid-19 pandemic.
5. Teachers always giving his best, it's depend on the students what he is learn from it. Every teacher gives his best and try every time to give his best.
6. I'm satisfied with my online class. And my teachers are very punctual.
7. I really going to miss my college. My experience is amazing....Dyal Singh College is best college... Shortly, I cannot define in words....My college is super. I gave 5 star...
8. Good Experience, Communication between teacher and student was excellent.
9. Dyal Singh College, Karnal is the best college and all the teachers and staff are very co-operative and helpful.
10. Dyal Singh College is the best college in Karnal. I have been a student of DSC for 5 years and it always helped me to grow mentally, educationally and physically. So grateful to be a part of this college.

11. कॉलेज हमारे भविष्य बनाने हेतु निस्वार्थ सेवा में सदैव तत्पर रहता हैं।
12. College is very good. I explore many things here. Teachers are very co-operative.
13. Teaching staff are very friendly and helpful.
14. Our college has no comparison...........
15. Dyal Singh College is very good college and all Teacher is very good Teacher
16. Dyal Singh College is the best college in the Karnal district. Teaching staff is well educated and supportive.....
17. This college is Very best.....teachers behavior are so good.......
18. All system of the college are excellent......
19. Everything is good and fine.....
20. Everything is perfect in the college......
21. No... Everything we are getting is good enough.....
22. Good Environment....
23. Excellent college.....
24. All is well....
25. Keep growing...
26. Very good college and excellent management and teachers.....
27. No. Everything is good in my collage.....
28. Overall, I am satisfied...
29. Everything fine.... Please keep it up.....
30. Dyal Singh College is good choice for study......

DYAL SINGH COLLEGE, KARNAL

Major Concerns Raised by the Students & Action Taken

Major concerns raised by the students	Action Taken
Promote ICT Tools in classrooms	The college recently upgraded some of the classrooms with ICT facilities. A plan for making smart classrooms is under consideration.
WiFi Facility/ Quality needs improvement	Campus is completely WiFi enabled and continuously working for its quality.
Accessibility of Building/ class rooms to differently-abled persons	The college administration constructed ramps at various places for the accessibility of differently-abled persons as per Supreme Court orders.
Updation of college website	New intercalative & mobile friendly college Website is under construction. The old website is updated on daily basis.
Need improvement in library infrastructure & resources	The whole infrastructure has been changed recently. More and more books are added to enrich the library resources. Also enhanced accessibility of E-resources.
Photocopy facility in college library	The facility is now available in library
Appropriate messaging facility from college	The college has procured the SMS system. The students are informed via SMS whenever required.
Cleanliness of college campus & maintenance of classrooms	The administration has made sufficient arrangements for the cleanliness of the campus and class rooms.
More clean washrooms required for Girls and Boys	New washrooms with all facilities for boys are under construction. Sufficient arrangements for the cleanliness of the girl's washrooms have made.

Increase drinking water points	More safe drinking water points (with water coolers and RO system) have been installed recently.
More career opportunities	Efforts are continuously made to call various companies for placements. A team of energetic teachers have been made to explore the opportunities available.
Observance regarding grievances handling procedures	The committee in this regard is already functioning in the college. They are provided with the DHE guidelines and students have easy access to the members of the committee as their contact numbers are displayed at various places in the campus.
Need up-gradation of laboratory equipments/ apparatus	Recently the college administration upgraded laboratories, equipments/ apparatus under various grants.
Safety and security of the students	For the safety of the students the college hired the services of outside security agencies. Proctorial duties are assigned throughout the day to all the members of the teaching faculties during their free lectures.
Need improvement in canteen infrastructure & hygiene	The complete infrastructure has been changed. Proper directions have been given to the canteen contractor for maintaining the hygiene in the kitchen and services area.
Computer systems need to be upgraded	New systems, printers, scanners have been added and old systems have been upgraded with higher RAMs and other requirements.
College Fest (Need proper planning for extra co-curricular activities)	The proposed activity calendar has been taken from each department to make the compiled academic calendar of the college. This calendar is circulated in well in advance to the faculties and students for its proper

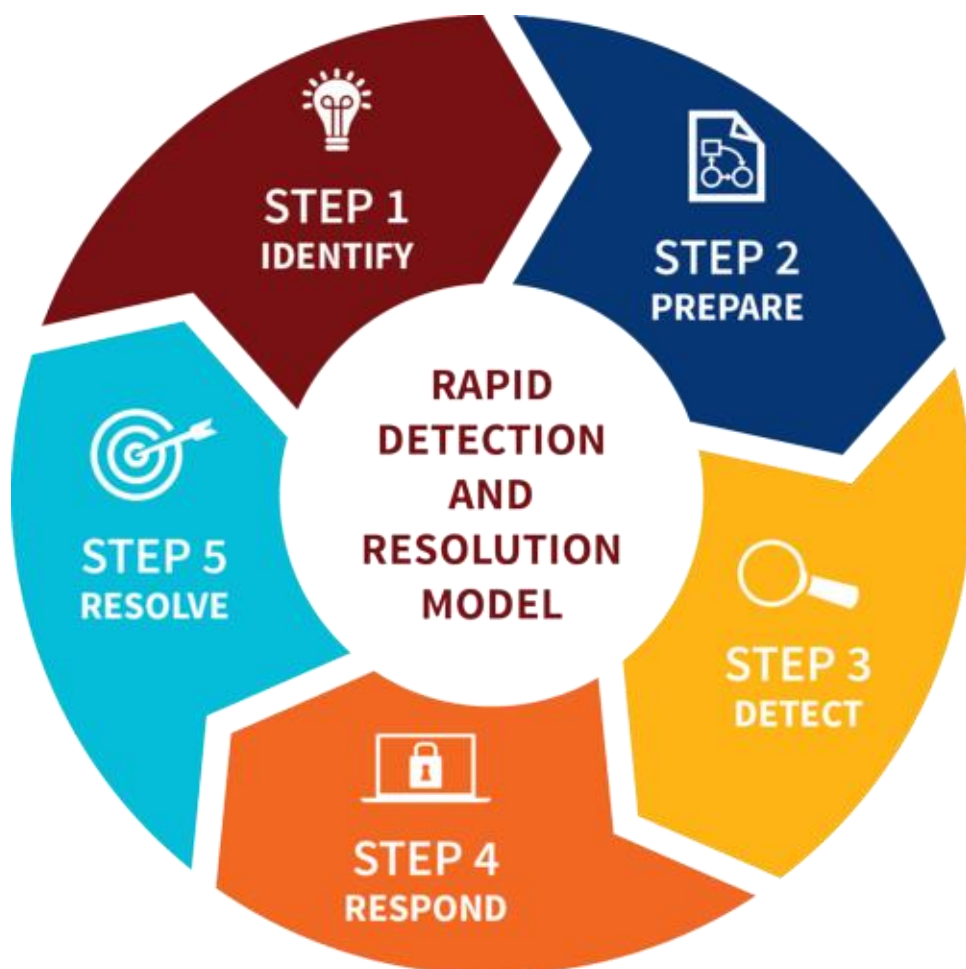|	implementation.
Need appropriate student support system	Separate cabins have been made for dealing with the various concerns of students like Fee, DMCs/ Degrees, Buss Pass, No Dues, Admission Forms, Examination Forms etc. Proper responsibilities have been assigned for accomplishing these tasks.
Provision of dustbins at appropriate places	A good number of Dustbins have been placed in the college campus.
Provision for online fee payment	Proper provisions have been made for online fee payments.

Fig. 26

INTERNAL QUALITY ASSURANCE CELL (IQAC)

DYAL SINGH COLLEGE, KARNAL
HARYANA-132001