THE STUDENTS' SATISFACTION SURVEY REPORT

SESSION

2020-21

INTERNAL QUALITY ASSURANCE CELL (IQAC)

DYAL SINGH COLLEGE, KARNAL

0184-2302020

www.dsckarnal.org

The Students' Satisfaction Survey Report 2020-21

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 2020-21 at Karnal.

Aakhar.

Principal
Dyal Singh College
KARNAL

INTERNAL QUALITY ASSURANCE CELL (IQAC)

DYAL SINGH COLLEGE, KARNAL
HARYANA-132001

Dyal Singh College, Karnal

Background

Education is a key driver of economic growth. Recently, the education sector has evolved mainly 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 highlight 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 regarding their institution has individual, institutional and social implications.

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 in recent times, 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 the institutional point of view, satisfied students are more likely to continue their studies (retention) as well as succeed academically. Satisfied students also make efficient and long lasting public relations. Higher satisfaction about institution helps in attracting and retaining more achievers who in turn increase the rankings and standing of the college.
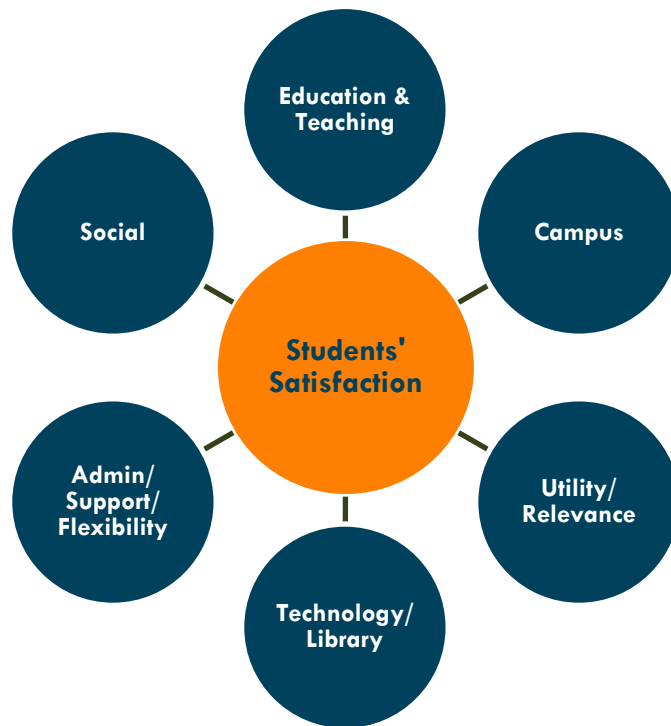
Dyal Singh College, Karnal

Fig. 1 Some possible factors responsible for students' satisfaction

Hence, students' satisfaction is not only vital for promoting stability of the institute, but it can also yield an important impact on a college's reputation. Maintaining and improving students' satisfaction have been considered important goals of education for any accountable educational institution. Student satisfaction is indicative of institutional efficiency. Measures of students' satisfaction can also assist in identifying and implementing areas of improvement 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 organizes mechanism to provide feedbacks to the management to take appropriate action as expressed by students and other stakeholders. During every semester the students give their feedback regarding various aspects of the college. This helps the staff and the college management to constantly improve their methodologies of imparting 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 staffs improve the interaction with students. But now, students' satisfaction surveys are being used in more diversified 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 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 2020-21 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 programs and facilities.

Computation of Students' Satisfaction Index

In this report, the central aim is to analyze and present the 1155 students' perceptions towards the outcome of the curriculum and syllabus, teaching methodologies and assessment strategies, learning resources, facilities and guidance and overall impression of the programs and facilities. Hence, their level of satisfaction was evaluated on the basis of their perceptions.

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 a favorable opinion; 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-1 to Table-22.

Having scored each variable from 5 to 1, all the scores which each respondent student has given for 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:

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

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.

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

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 present the basic profile of 1155 respondent students in terms of gender, stream-wise, level of education and year of the study wise distribution. It is evident that 52.5 percent of respondents are female students. On the other hand, 47.5 percent respondents are male students of the college. Further, majority of respondents (about 84 percent) students belong to undergraduate courses and the corresponding figure for post graduate students is only 16 percent. The streams-wise distribution of respondents reveals that about 33 percent of the respondent students belong to science stream, whereas arts stream respondents students constitute about 45 percent proportion of total respondents.

Further, about 22.4 percent respondents are from commerce stream. Year of the study of the respondent students indicates that about 41 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 37 percent of the total respondents. 3rd year level student respondents constitute about 23 percent.

Table 1
General Characteristics of Respondents

Parameters		No of Students	% Students
Gender	Male	549	47.5
	Female	606	52.5
Stream	Arts	518	44.8
	Commerce	259	22.4
	Science	378	32.7
Level	Under Graduate	967	83.7
	Post Graduate	188	16.3
Year of Study	1st Year	421	36.5
	2nd Year	470	40.7
	3rd Year	264	22.9
Total		**1155**	**100.0**

The Students' Satisfaction Survey
2020-21

Fig. 2

Male — 47.5
Female — 52.5

Fig. 3

Arts — 44.8
Commerce — 22.4
Science — 32.7

Dyal Singh College, Karnal

Fig. 4

- Under Graduate — 83.7
- Post Graduate — 16.3

Fig. 5

- 1st Year — 36.5
- 2nd Year — 40.7
- 3rd Year — 22.9

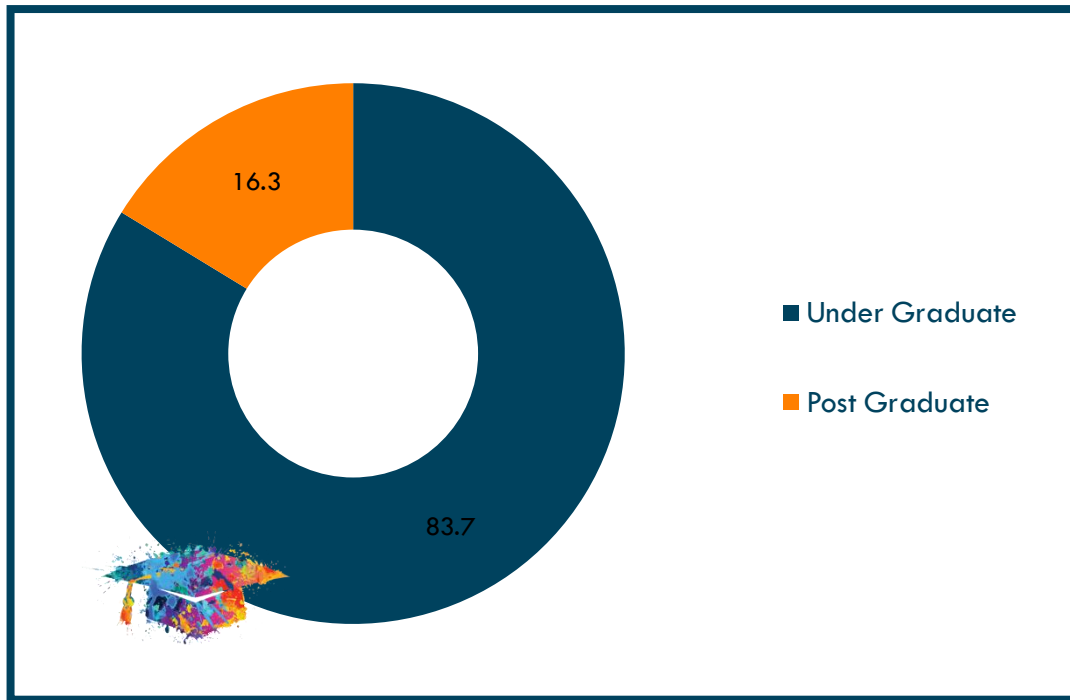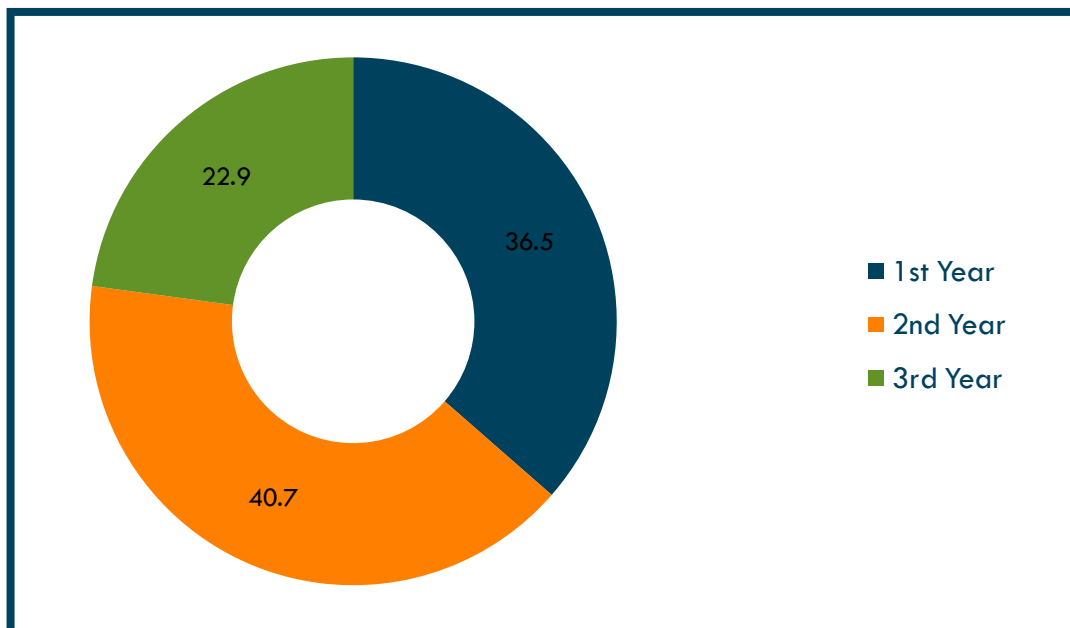# Dyal Singh College, Karnal
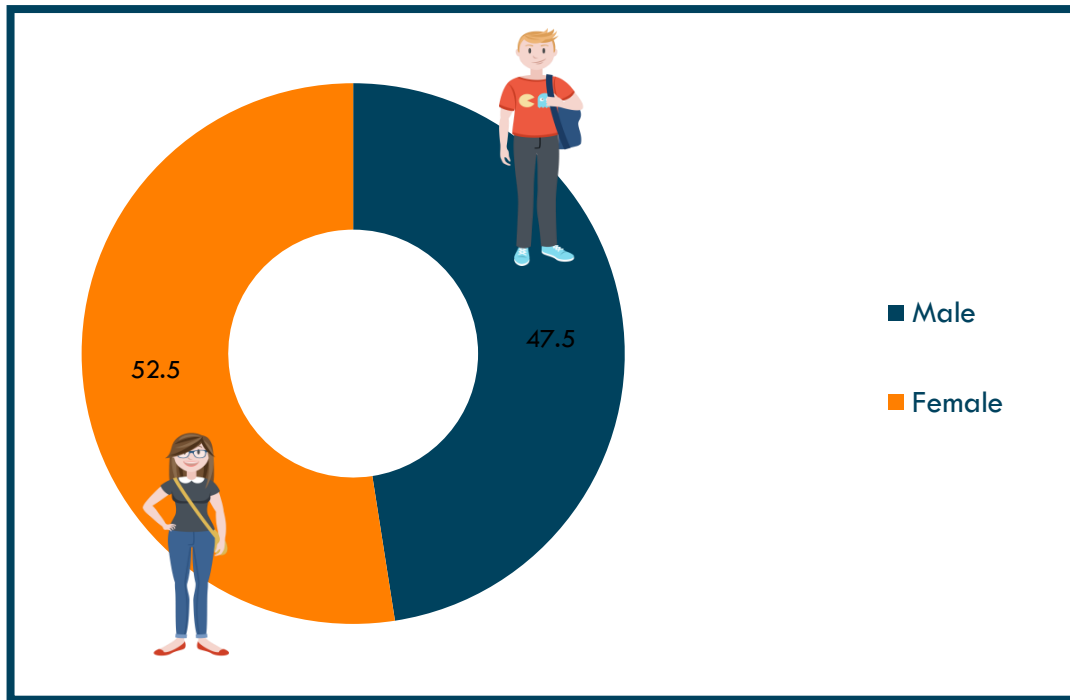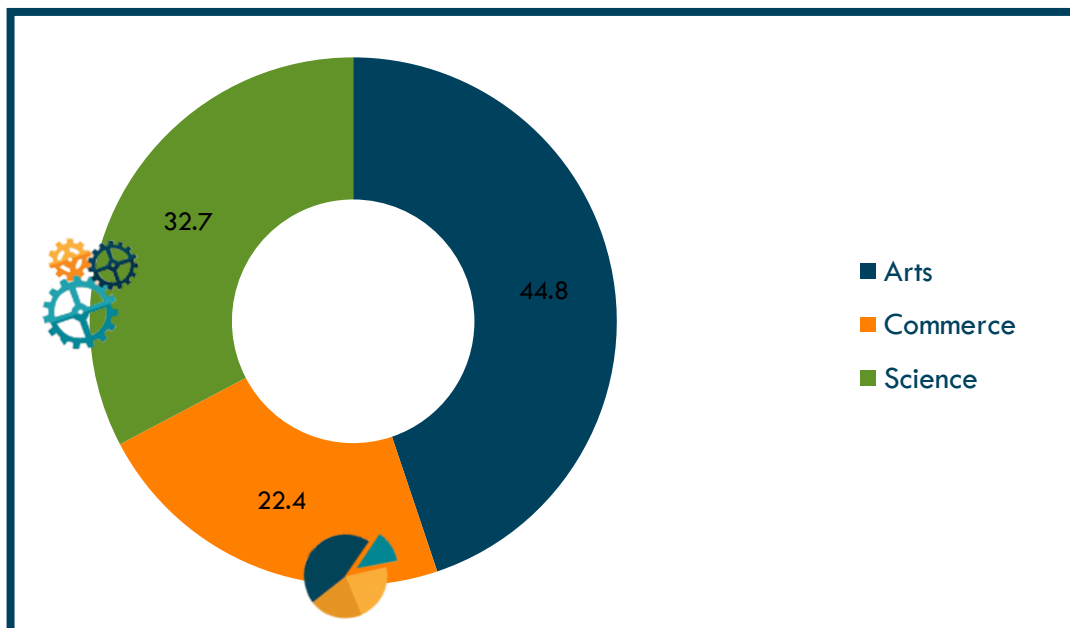
Table 2

CONFIRMATION FROM THE STUDENTS ABOUT FIRST TIME PARTICIPATION IN THE SURVEY

Parameters	No. of Students	% Students
Yes	1113	96.4
No	42	3.6
Total	**1155**	**100.0**

Fig. 6

Dyal Singh College, Karnal
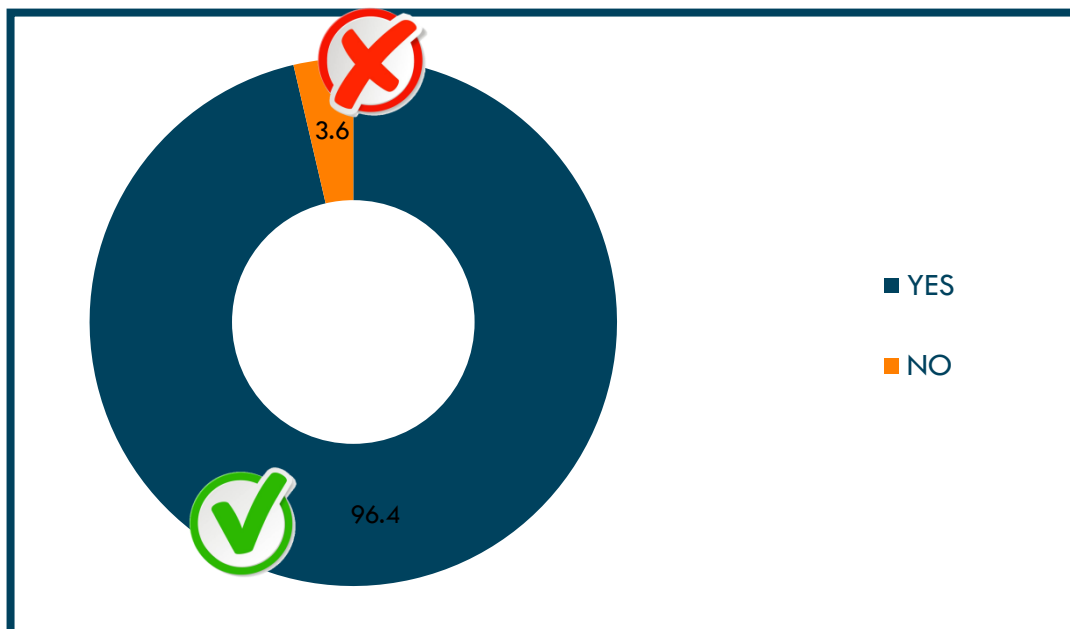
Table 3
RESPONSES OF STUDENTS ABOUT SYLLABUS COVERED IN THEIR CLASSES

Parameters	No. of Students	% Students
85% to 100%	661	57.2
70% to 84%	331	28.7
55% to 69%	109	9.4
30% to 54%	39	3.4
Below 30%	15	1.3
Total	**1155**	**100.0**

Fig. 7

Dyal Singh College, Karnal

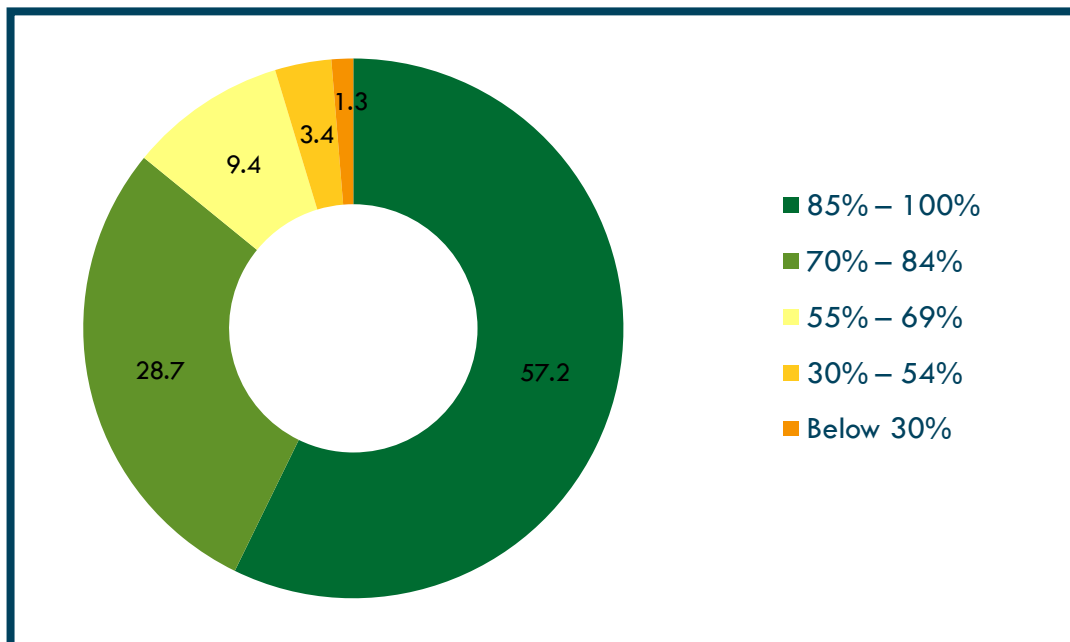## Table 4

RESPONSES OF STUDENTS ABOUT THEIR TEACHERS' PREPARATION FOR THE CLASSES

Parameters	No. of Students	% Students
Thoroughly	588	50.9
Satisfactorily	496	42.9
Indifferently	24	2.1
Poorly	45	3.9
Won't teach at all	2	0.2
Total	**1155**	**100.0**

Fig. 8

Dyal Singh College, Karnal
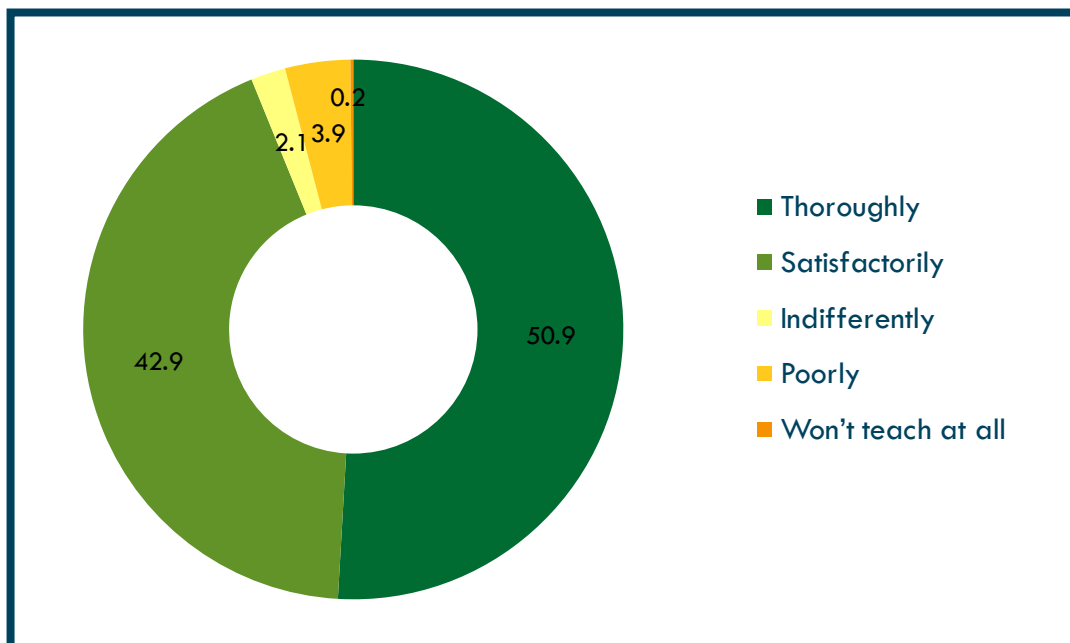
Table 5

RESPONSES OF STUDENTS ABOUT THE TEACHERS' ABILITY TO COMMUNICATE WITH THEM

Parameters	No. of Students	% Students
Always effective	738	63.9
Sometimes effective	213	18.4
Just satisfactorily	167	14.5
Generally ineffective	30	2.6
Very poor communication	7	0.6
Total	**1155**	**100.0**

Fig. 9

Dyal Singh College, Karnal
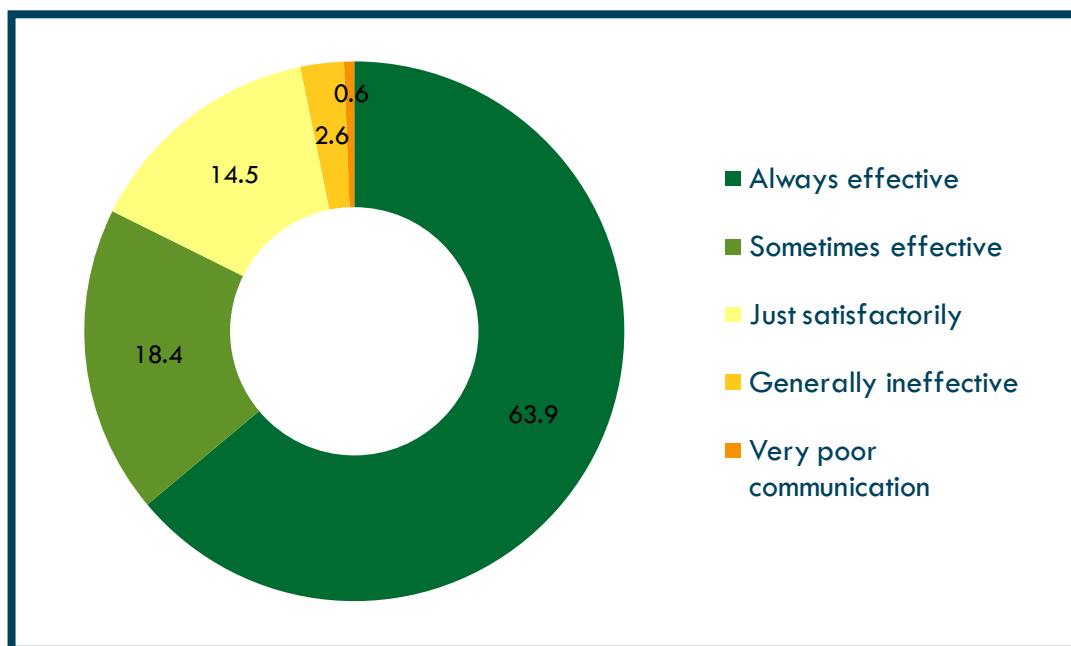
Table 6

RESPONSES OF STUDENTS ABOUT THE TEACHER'S APPROACH TO TEACHING

Parameters	No. of Students	% Students
Excellent	457	39.6
Very Good	404	35.0
Good	197	17.1
Fair	88	7.6
Poor	9	0.8
Total	**1155**	**100.0**

Fig. 10

Dyal Singh College, Karnal
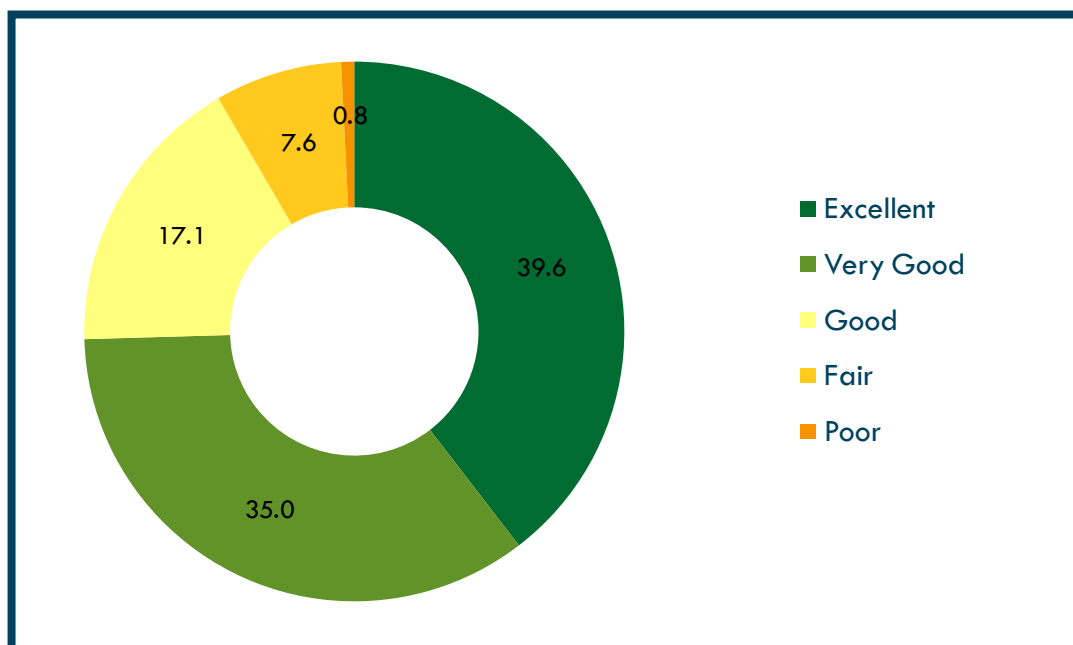
Table 7

RESPONSES OF STUDENTS ABOUT FAIRNESS OF THE INTERNAL EVALUATION PROCESS ADOPTED BY THE TEACHERS

Parameters	No. of Students	% Students
Always Fair	719	62.3
Usually Fair	326	28.2
Sometimes Unfair	89	7.7
Usually Unfair	12	1.0
Unfair	9	0.8
Total	**1155**	**100.0**

Fig. 11

Dyal Singh College, Karnal
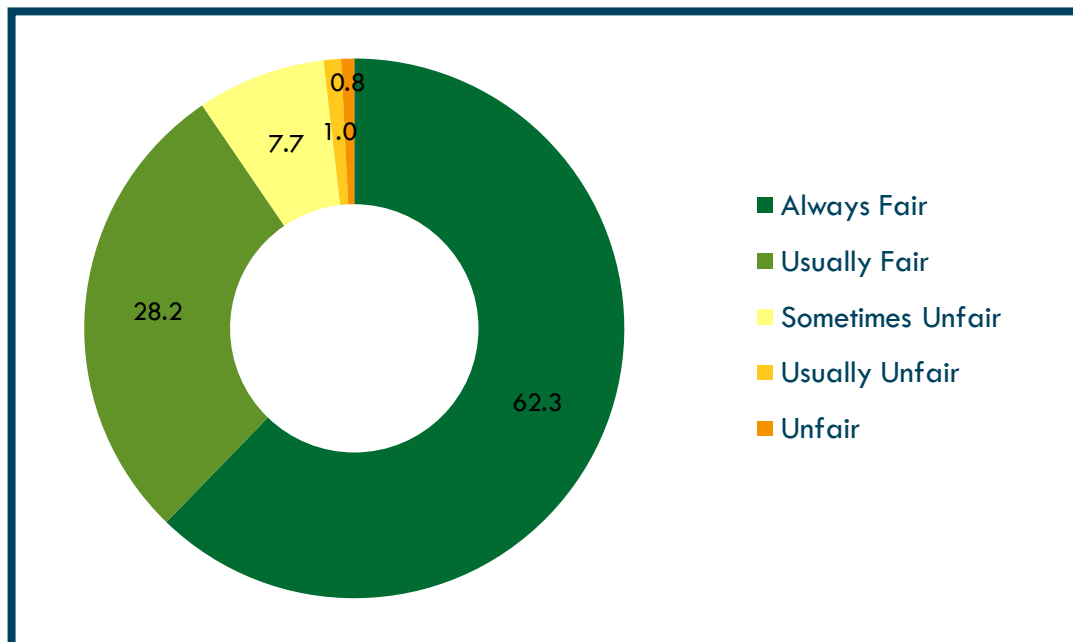
Tab le 8

RESPONSES OF STUDENTS REGARDING DISCUSSION BY TEACHERS ON THEIR PERFORMANCE IN ASSIGNMENTS

Parameters	No. of Students	% Students
Every Time	534	46.2
Usually	334	28.9
Occasionally/ Sometimes	144	12.5
Rarely	70	6.1
Never	73	6.3
Total	**1155**	**100.0**

Fig. 12

Dyal Singh College, Karnal
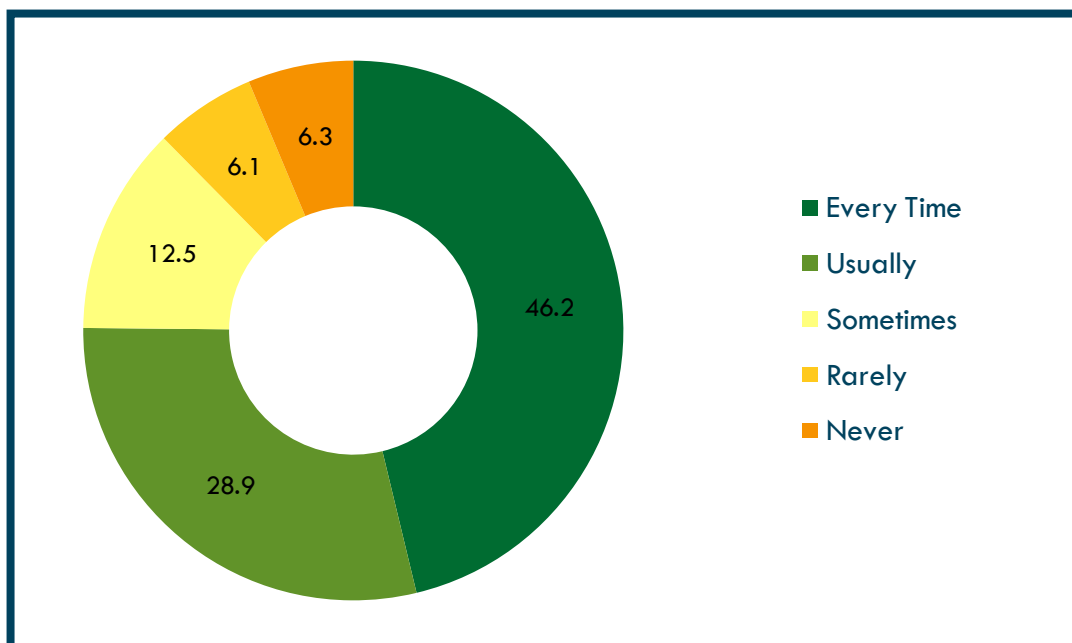
Table 9

RESPONSES OF STUDENTS ABOUT THE IMITATIVES TAKEN BY THE INSTITUTE IN PROMOTING INTERNSHIP, STUDENT EXCHANGE, FIELD VISIT OPPORTUNITIES

Parameters	No. of Students	% Students
Regularly	551	47.7
Often	327	28.3
Sometimes	141	12.2
Rarely	93	8.1
Never	43	3.7
Total	**1155**	**100.0**

Fig. 13

Dyal Singh College, Karnal
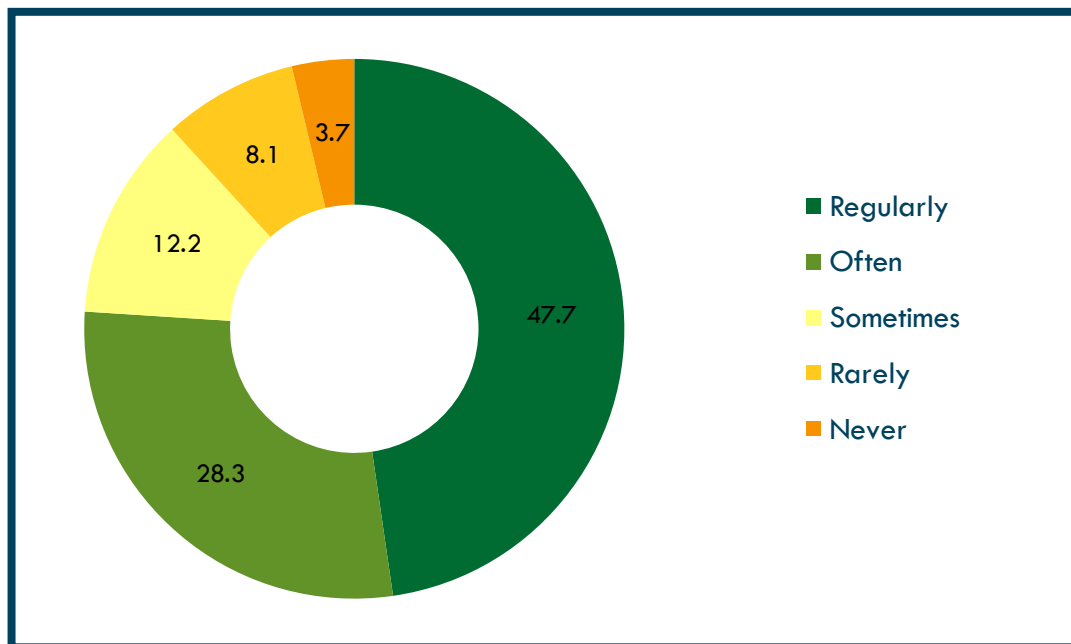
Table 10
RESPONSES OF STUDENTS REGARDING THE ROLE OF TEACHING AND MENTORING PROCESSES IN FACILITATING COGNITIVE, SOCIAL AND EMOTIONAL GROWTH AMONG STUDENTS

Parameters	No. of Students	% Students
Significantly	446	38.6
Very well	436	37.7
Moderately	184	15.9
Marginally	59	5.1
Not at all	30	2.6
Total	**1155**	**100.0**

Fig. 14

Dyal Singh College, Karnal
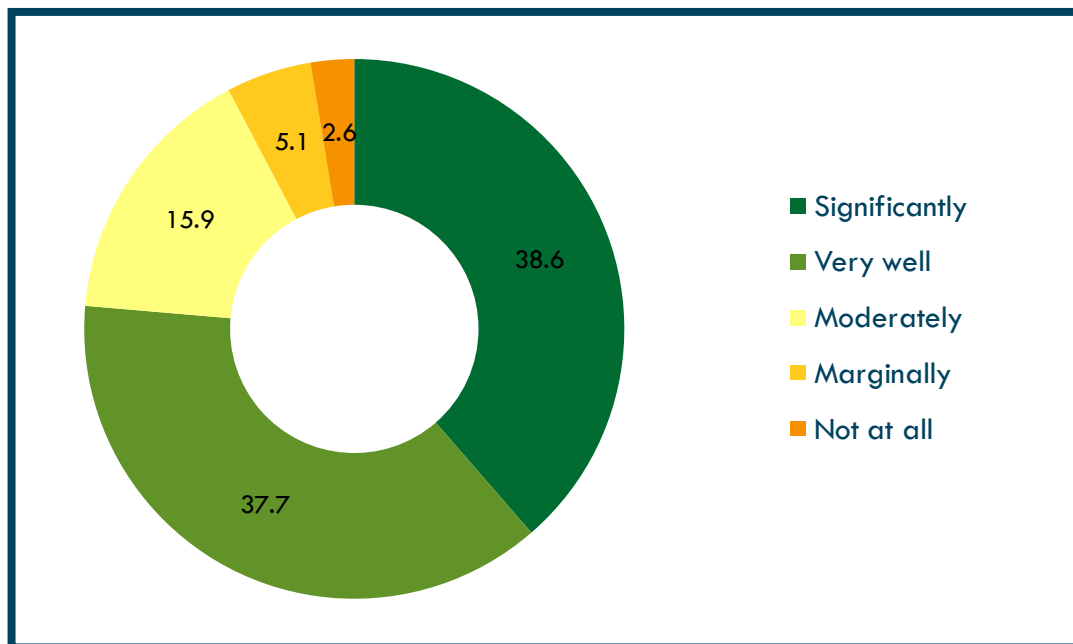
Table 11

RESPONSES OF STUDENTS REGARDING MULTIPLE OPPORTUNITIES PROVIDED BY THE INSTITUTE TO LEARN AND GROW

Parameters	No. of Students	% Students
Strongly Agree	477	41.3
Agree	475	41.1
Neutral	165	14.3
Disagree	30	2.6
Strongly Disagree	8	0.7
Total	1155	100.0

Fig. 15

Dyal Singh College, Karnal
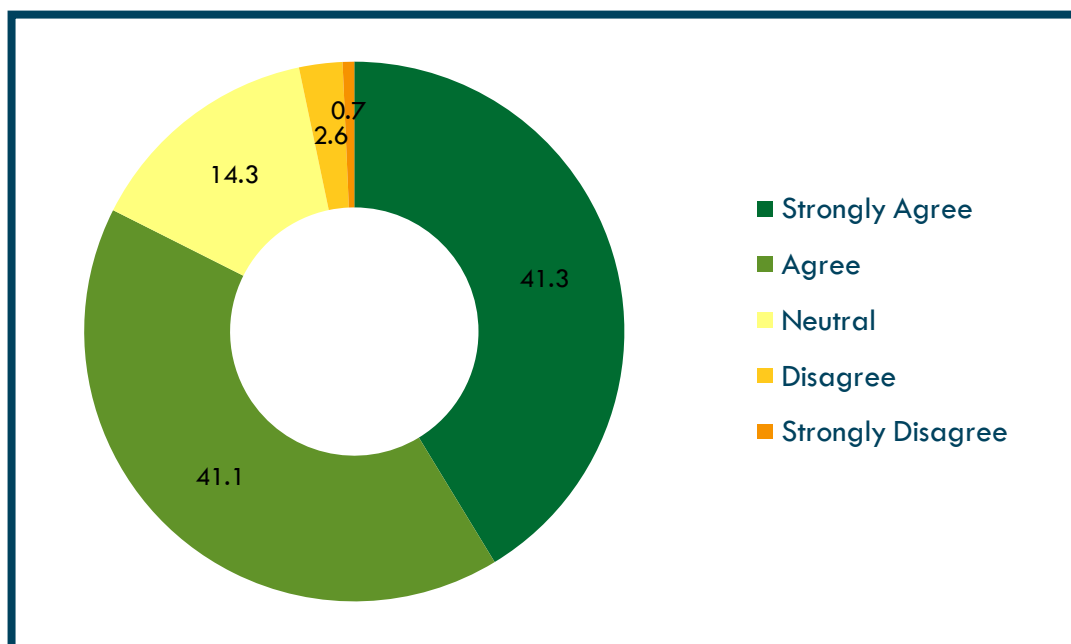
Table 12

RESPONSES OF STUDENTS REGARDING INFORMATION PROVIDED BY TEACHERS ABOUT THEIR EXPECTED COMPETENCIES, COURSE OUTCOMES AND PROGRAMME OUTCOMES

Parameters	No. of Students	% Students
Every time	635	55.0
Usually	330	28.6
Occasionally/Sometimes	124	10.7
Rarely	49	4.2
Never	17	1.5
Total	**1155**	**100.0**

Fig. 16

Dyal Singh College, Karnal
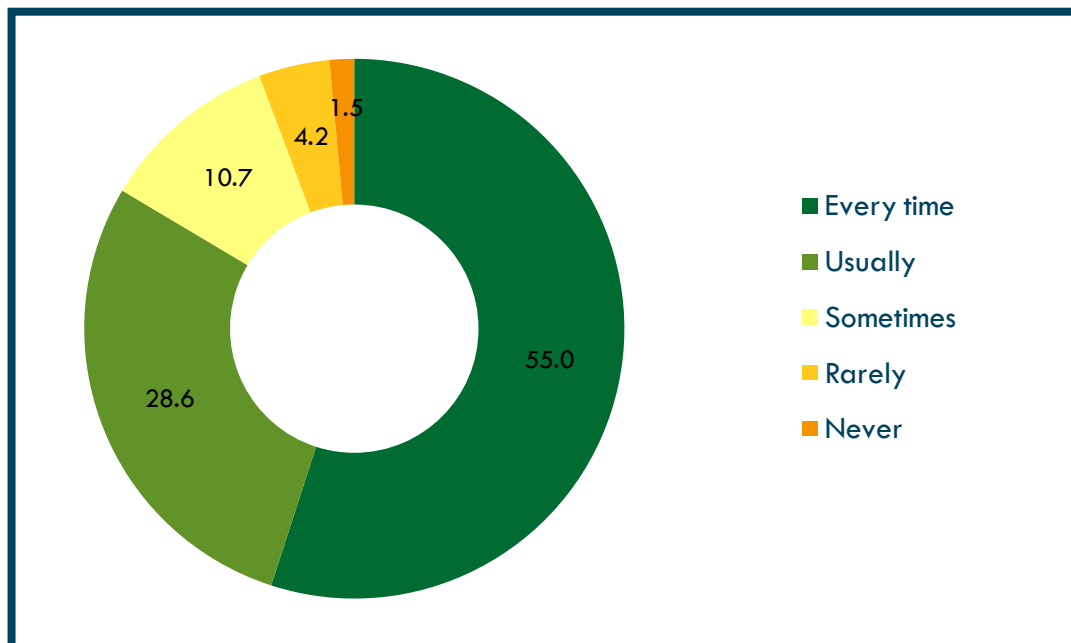
Table 13
RESPONSES OF STUDENTS ABOUT MENTORS' FOLLOW-UP ON THE ASSIGNED TASKS

Parameters	No. of Students	% Students
Every time	556	48.1
Usually	384	33.2
Occasionally/Sometimes	119	10.3
Rarely	69	6.0
I don't have a mentor	27	2.3
Total	1155	100.0

Fig. 17

Dyal Singh College, Karnal
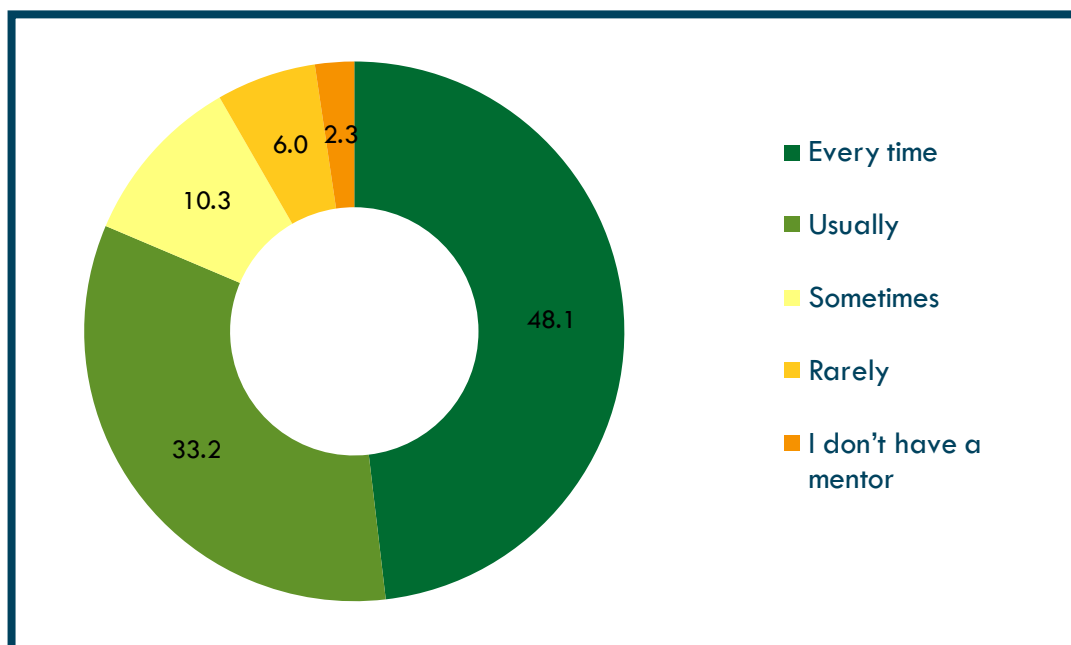
Table 14

RESPONSES OF STUDENTS REGARDING ILLUSTRATION OF THE CONCEPTS THROUGH EXAMPLES AND APPLICATIONS BY THE TEACHERS

Parameters	No. of Students	% Students
Every time	694	60.1
Usually	335	29.0
Occasionally/Sometimes	78	6.8
Rarely	38	3.3
Never	10	0.9
Total	**1155**	**100.0**

Fig. 18

Dyal Singh College, Karnal
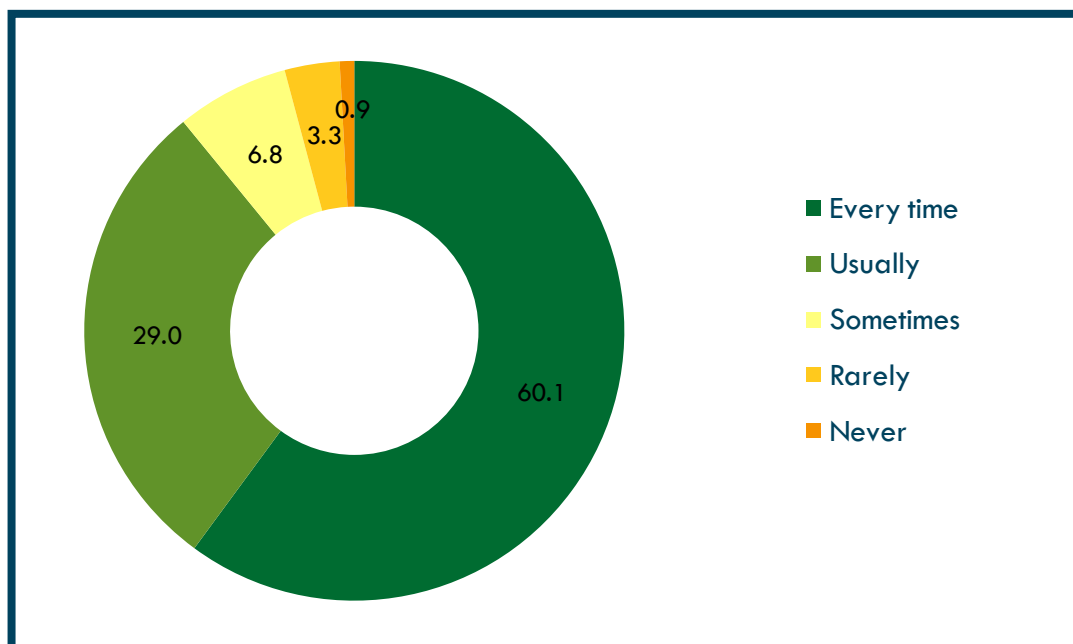
Table 15

RESPONSES OF STUDENTS REGARDING IDENTIFICATION OF THE STRENGTHS AND ENCOURAGEMENT BY THE TEACHERS TO PROVIDE RIGHT LEVEL OF CHALLENGES

Parameters	No. of Students	% Students
Fully	645	55.8
Reasonably	272	23.5
Partially	107	9.3
Slightly	89	7.7
Unable to	42	3.6
Total	**1155**	**100.0**

Fig. 19

Dyal Singh College, Karnal
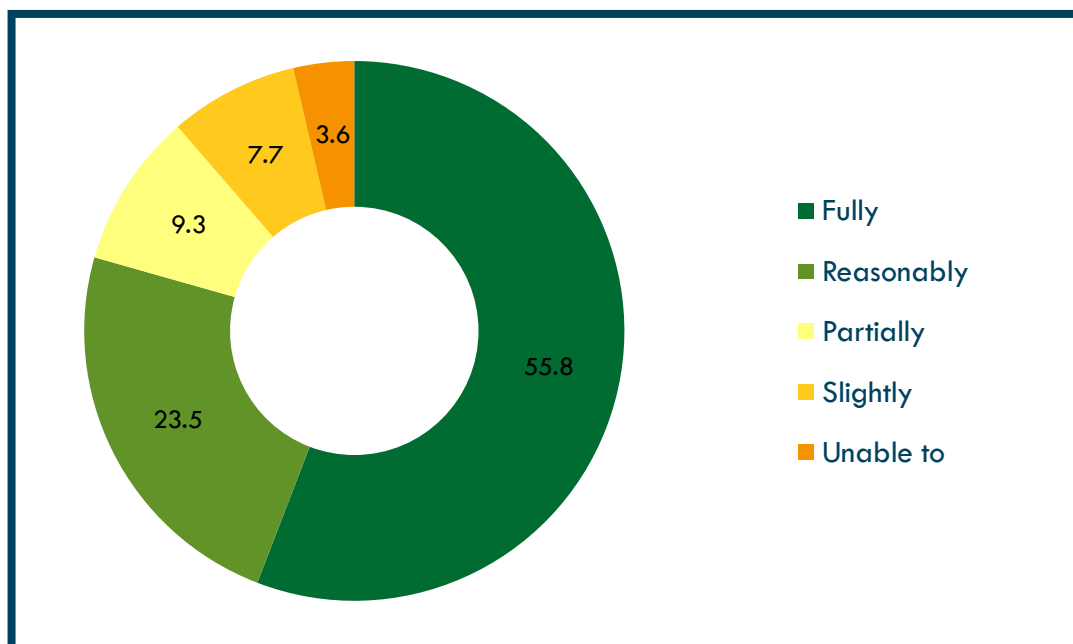
Table 16

RESPONSES OF STUDENTS REGARDING IDENTIFICATION OF STUDENTS' WEAKNESSES AND HELP IN OVERCOMING THEM BY THE TEACHERS

Parameters	No. of Students	% Students
Every time	515	44.6
Usually	334	28.9
Occasionally/Sometimes	154	13.3
Rarely	82	7.1
Never	70	6.1
Total	**1155**	**100.0**

Fig. 20

Dyal Singh College, Karnal
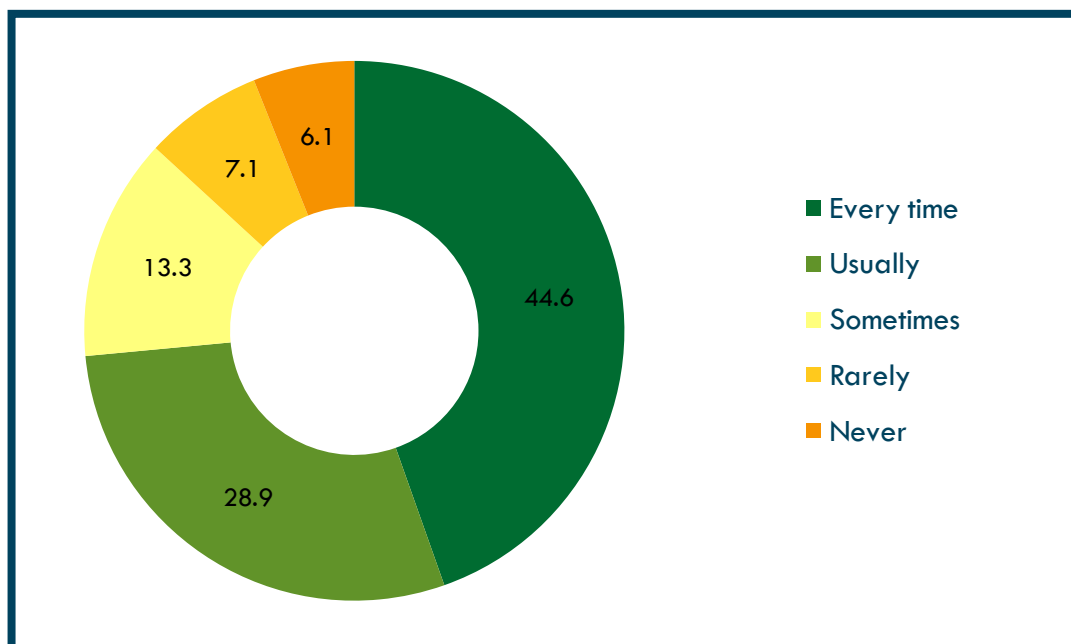
Table 17

RESPONSES OF STUDENTS REGARDING THE EFFORTS IN ENGAGEMENT OF STUDENTS IN THE MONITORING, REVIEW AND CONTINUOUS QUALITY IMPROVEMENT OF THE TEACHING LEARNING PROCESS

Parameters	No. of Students	% Students
Strongly Agree	461	39.9
Agree	463	40.1
Neutral	171	14.8
Disagree	46	4.0
Strongly Disagree	14	1.2
Total	**1155**	**100.0**

Fig. 21

Dyal Singh College, Karnal
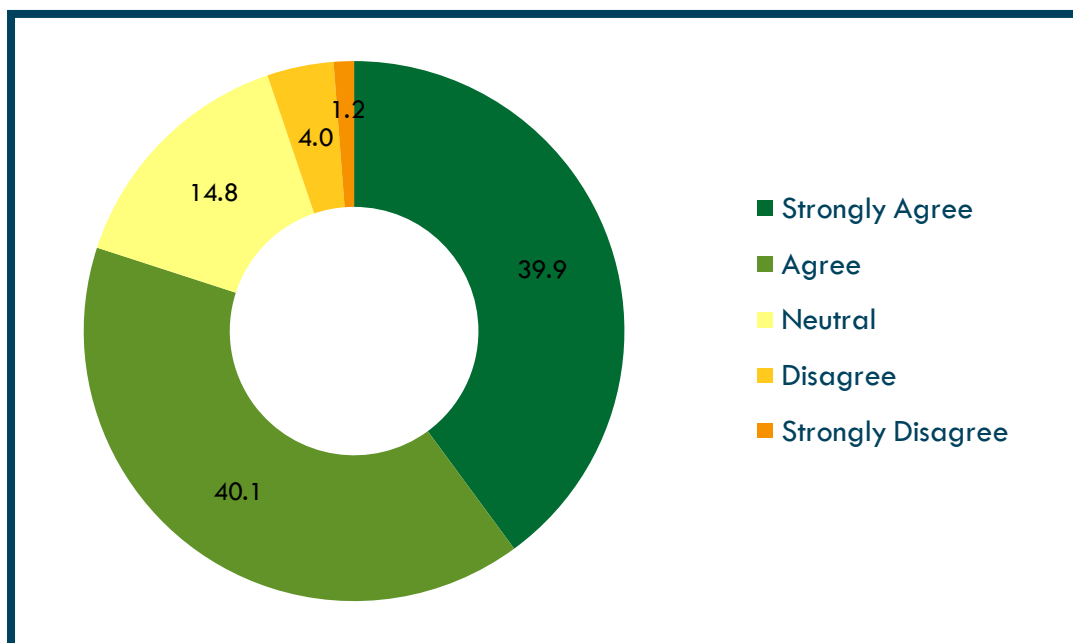
Table 18

RESPONSES OF STUDENTS REGARDING THE USE OF STUDENT CENTRIC METHODS, SUCH AS EXPERIENTIAL LEARNING, PARTICIPATIVE LEARNING AND PROBLEM SOLVING METHODOLOGIES FOR ENHANCING LEARNING EXPERIENCES BY THE INSTITUTE/ TEACHER

Parameters	No. of Students	% Students
To a great extent	566	49.0
Moderate	373	32.3
Some what	139	12.0
Very little	51	4.4
Not at all	26	2.3
Total	1155	100.0

Fig. 22

Dyal Singh College, Karnal
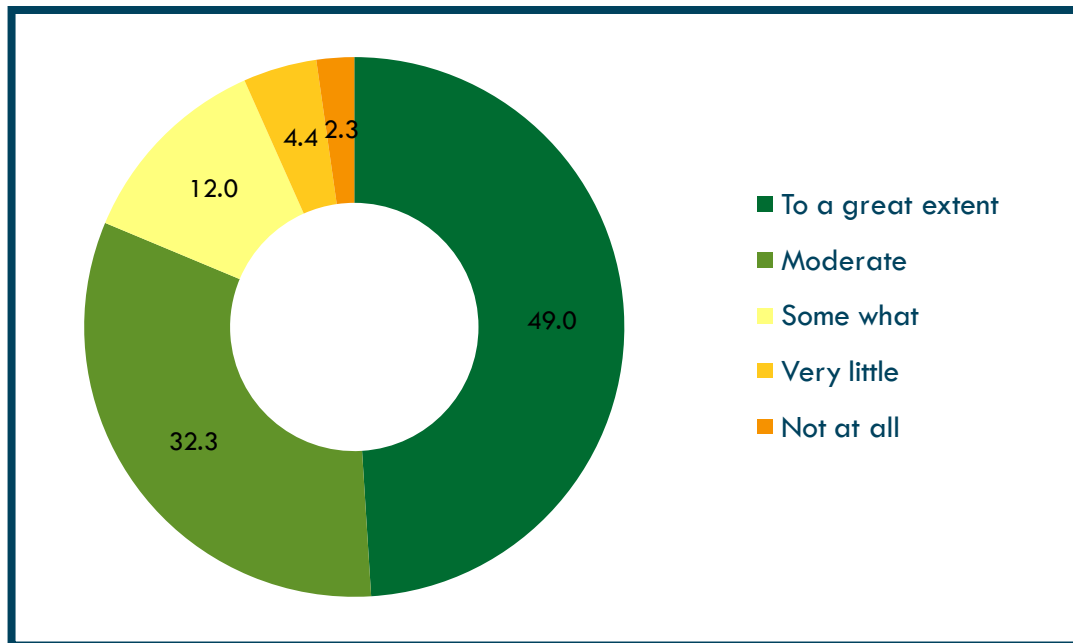
Table 19

RESPONSES OF STUDENTS REGARDING ENCOURAGEMENT BY THE TEACHER TO PARTICIPATE IN EXTRACURRICULAR ACTIVITIES

Parameters	No. of Students	% Students
Strongly Agree	650	56.3
Agree	371	32.1
Neutral	94	8.1
Disagree	26	2.3
Strongly Disagree	14	1.2
Total	**1155**	**100.0**

Fig. 23

Dyal Singh College, Karnal
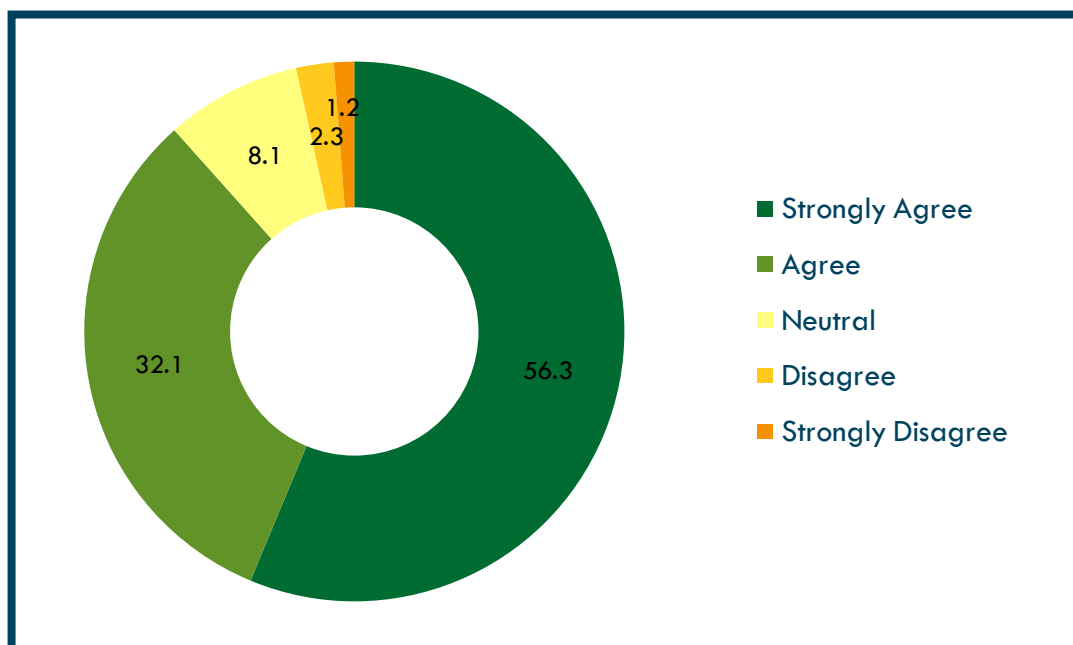
Table 20

RESPONSES OF STUDENTS REGARDING EFFORTS MADE BY THE INSTITUTE/ TEACHERS TO INCULCATE SOFT SKILLS, LIFE SKILLS AND EMPLOYABILITY SKILLS TO MAKE THEM READY FOR THE WORLD OF WORK

Parameters	No. of Students	% Students
To a great extent	577	50.0
Moderate	353	30.6
Some what	115	10.0
Very little	68	5.9
Not at all	42	3.6
Total	**1155**	**100.0**

Fig. 24

Dyal Singh College, Karnal
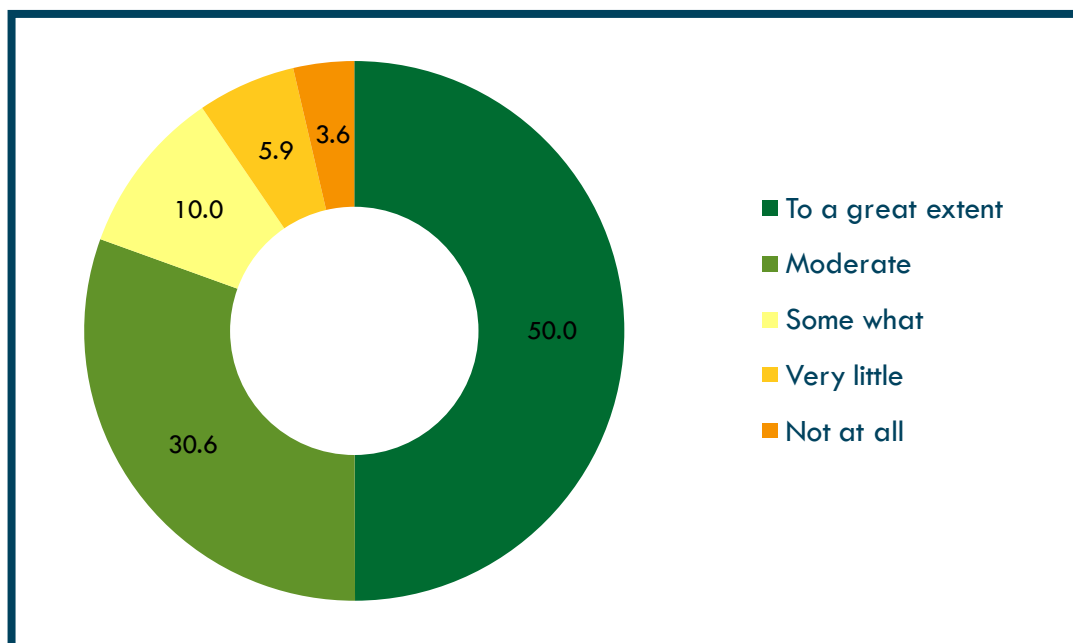
Table 21

RESPONSES OF STUDENTS REGARDING THE USE OF ICT TOOLS SUCH AS LCD PROJECTOR, MULTIMEDIA, ETC. BY TEACHER DURING THE CLASSES

Parameters	No. of Students	% Students
Above 90%	176	15.2
70% – 89%	290	25.1
50% – 69%	193	16.7
30% – 49%	140	12.1
Below 29%	356	30.8
Total	**1155**	**100.0**

Fig. 25

Dyal Singh College, Karnal

Table 22

RESPONSES OF STUDENTS REGARDING THE OVERALL QUALITY OF TEACHING-LEARNING PROCESS IN INSTITUTE

Parameters	No. of Students	% Students
Strongly Agree	498	43.1
Agree	455	39.4
Neutral	166	14.4
Disagree	28	2.4
Strongly Disagree	8	0.7
Total	**1155**	**100.0**
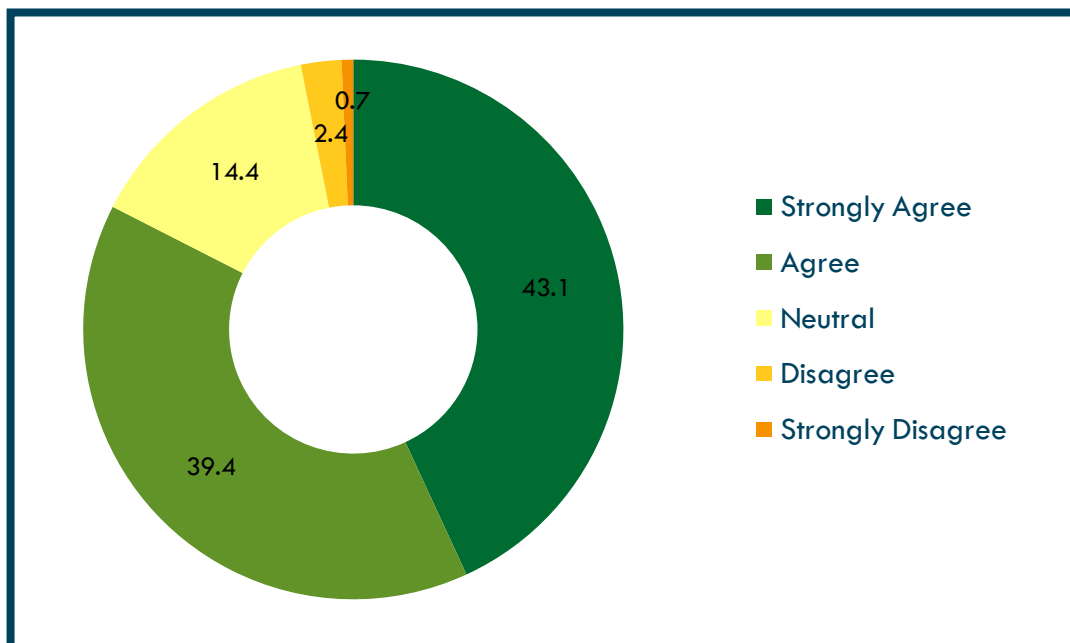
Fig. 26

The Students' Satisfaction Survey
2020-21

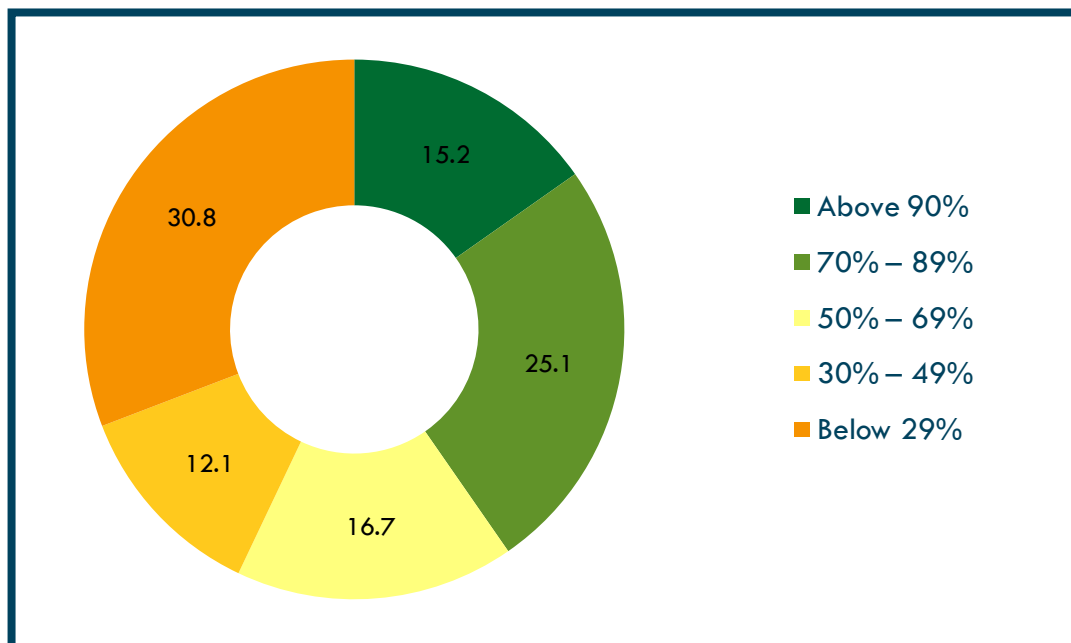| Sr. No	Parameters	% Satisfaction
1	How much of the syllabus was covered in the classes?	87.4
2	How well did the teachers prepare for the classes?	88.1
3	How well were the teachers able to communicate?	88.5
4	The teacher's approach to teaching can best be described as:	81
5	Fairness of the internal evaluation process by the teachers.	90
6	Was your performance in assignments discussed with you?	80.5
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	81.6
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	80.9
9	The institution provides multiple opportunities to learn and grow.	83.9
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	86.3
11	Your mentor does a necessary follow-up with an assigned task to you.	83.8
12	The teachers illustrate the concepts through examples and applications.	88.8
13	The teachers identify your strengths and encourage you with providing right level of challenges.	84.1
14	Teachers are able to identify your weaknesses and help you to overcome them.	79.8
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	82.7
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	84.3
17	Teachers encourage you to participate in extracurricular activities.	88
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.	83.5
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	56.4
20	The overall quality of teaching-learning process in your institute is very good.	84.4
21	Overall	83.2

Dyal Singh College, Karnal

Parameters

Level of Satisfaction (%)

Parameter	Value
Fairness of the internal evaluation process by the teachers	90.0%
The teachers illustrate the concepts through examples and applications	88.8%
How well were the teachers able to communicate	88.5%
How well did the teachers prepare for the classes	88.1%
Teachers encourage you to participate in extracurricular activities	88.0%
How much of the syllabus was covered in the classes	87.4%
Teachers inform you about your expected competencies, course outcomes and programme...	86.3%
The overall quality of teaching-learning process in your institute is very good	84.4%
The institute/ teachers use student centric methods, such as experiential learning, participative...	84.3%
The teachers identify your strengths and encourage you with providing right level of challenges	84.1%
The institution provides multiple opportunities to learn and grow	83.9%
Your mentor does a necessary follow-up with an assigned task to you	83.8%
Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability...	83.5%
The institution makes effort to engage students in the monitoring, review and continuous...	82.7%
The institute takes active interest in promoting internship, student exchange, field visit...	81.6%
The teacher's approach to teaching can best be described as	81.0%
The teaching and mentoring process in your institution facilitates you in cognitive, social and...	80.9%
Was your performance in assignments discussed with you	80.5%
Teachers are able to identify your weaknesses and help you to overcome them	79.8%
What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching	56.4%

The Students' Satisfaction Survey

Our Hard work Recognized by Students

1. The institute is very good for both education as well as extracurricular activities.
2. I found it satisfactory, because I got everything I needed.
3. Our college is best as compared to other colleges in the locality.
4. All is well in my institute. The teachers and administration promote good teaching and learning to students.
5. नियमित रूप से कक्षाएं होती हैं, हमारे जो भी डाउट है उनको अच्छी तरह से समझाया जाता है और हमें किसी भी तरह की कोई भी दिक्कत नहीं आने देते हैं।
6. हमारे विघालय मैं शिक्षक बहुत अच्छे हैं, हमारे विघालय मैं छात्रों को अनेक प्रकार की मदद मिलती है।
7. My institute has welcoming environment and encourages cooperative learning.
8. We got the best teachers in this college. we proud to be the part of this college
9. Very nice college and teachers
10. This institution excels in every aspect to a great extent. Honored to be a part of it.
11. This college is the best college in entire Karnal
12. They are already really good in teacher I don't think they need my suggestion to improve
13. The way they teach is good…....
14. Teaches are well co operative with all the students. I really enjoy do study in my college with excellent lab works.
15. Our teachers try their best to make class more informative or interesting by using ICT tools.
16. Conduction of talks/ seminars/ webinars is a regular feature of our institution.
17. Our teachers impart good and comprehensive knowledge in classes.
18. Overall study is good in our college.
19. The education quality of our college is well recognized.
20. All are good.
21. My teachers help me in solving any query in easy way.
22. I highly appreciate institution's efforts for organizing extracurricular activities.
23. No need to change, everything is perfect in our college.
24. I don't think that there is something to suggest because my teachers perform their duties very well.
25. हमारा शिक्षण संस्थान बहुत अच्छा है, मुझे इसमें कोई कमी दिखाई नहीं देती।
26. दयाल सिंह कॉलेज में शिक्षण की प्रक्रिया बहुत ही अच्छी है।
27. The teaching staff is very good.
28. We get satisfying answers from the teachers.
29. We get opportunities in extracurricular activities to show our talent.
30. Overall, All the teachers are really fruitful for everyone...& talk about college all the facilities are good.
    Many more……………………………………..

Dyal Singh College, Karnal

Major Concerns Raised by the Students and Action Taken

Major concerns raised by the students	Action Taken
Internship should be provided	More MOUs are done to provide internship to students.
Use of more Digital technology during the Classes	The college recently upgraded some of the classrooms with ICT facilities. A plan for making smart classrooms is under consideration.
More Field Trips	The college organized field trips for all the subject societies earlier. But due to COVID-19 all the Tours & Trips are on hold for the safety of the students.
Focus on soft skills and Personality development Classes	Short-Term Certificate Course was conducted on Communication skills
Administrative Block Should be improved	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.
Canteen should be improved	Proper directions have been given to the canteen contractor for maintaining the hygiene in the kitchen and services area.
More Care required for the hygiene of washrooms	Recently, new washrooms with all facilities for boys were constructed. Sufficient arrangements for the cleanliness of the girl's washrooms have made.

Dyal Singh College, Karnal

Major concerns raised by the students	Action Taken
Number of Dustbins should be increased	Already placed at number of places.
Badminton Court should be open	The badminton court is already open in the college auditorium.
Provide Complaint Box	Already placed at number of places.
Teacher should motivate students like how to tackle the difficult situation.	Mentor-Mentee groups are made which are meant for the same
Strong Network Connection should be provided	College is completely Wi-Fi-enabled
More Latest Books in the Library	Library is enriched and new books are added every year.
Improve Placement Department	More and more companies are contacted for placement drive every year.
Repair of Infrastructure such as glasses of window	Repair of Infrastructure is done on time to time basis.
Extra Course on topics other than syllabus	Short Term Certificate Course was conducted on Health and Nutrition
More Skill Based Courses	The college is planning to start Institutional Innovation Cell very soon.
Parking facility should be increased	The college administration has already made provisions for the separate parking facility for Staff, Girls and Boys students.
Parents teacher meeting	The college organizes parent teacher meeting on regular basis.
Availability of more sports items	The college has plenty of sports items in the sports department. Students can get them during college hours.

Dyal Singh College, Karnal

The Students' Satisfaction Survey
2020-21

Major concerns raised by the students	Action Taken
Lighting should be increased	Recently, the HD Tube-lights were installed in many class rooms where lighting problems reported by the students.
College Security should be increased	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.
More Floral Plants should be planted	Recently, the college purchased more than 200 flower pots.
GCR Facilities need to be increased	The college has separate committee for GCR related facilities and grievances. The committee recommends various requirements on regular basis and the same has been executed by the college administration.
Requirement of Boys common Room	The proposal already sent to the College Governing Body.
There must be a complaint Centre	College has established an Internal Complaint committee
Water facility Must be improved	More safe drinking water points (with water coolers and RO system) have been installed recently.
Library must be Digital	The digital Library initiative is launched in the campus. Students can get benefits through the Web-Opec services. QR Codes related to various online resources displayed in the library and website.
Availability of apparatus and chemical in laboratory	Recently the college administration upgraded laboratories, equipments/ apparatus under various grants.

Dyal Singh College, Karnal

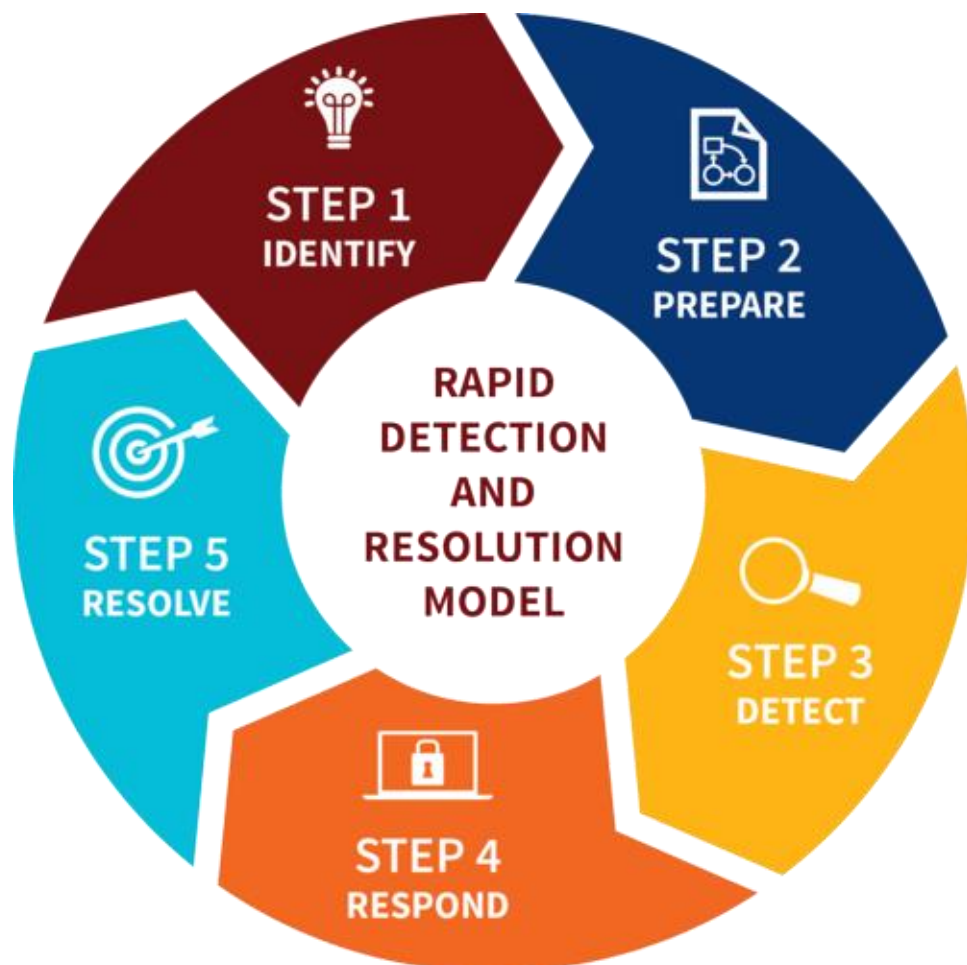| Major concerns raised by the students	Action Taken
Girls Common Room मे पानी कि टंकी को साफ करवाया जाए। क्योकि उसके पानी का स्वाद अच्छा नहीं है।	Proper arrangements have been taken for the availability of safe drinking water in the campus. Many water coolers and RO system have been installed recently.
Fees depositing system should be online so that will help in saving students time and lot of rush as well.	Provisions have been made for online fee payments.

Fig. 26

Dyal Singh College, Karnal

INTERNAL QUALITY ASSURANCE CELL (IQAC)

DYAL SINGH COLLEGE, KARNAL
HARYANA-132001

Dyal Singh College, Karnal