THE STUDENTS' SATISFACTION SURVEY REPORT

SESSION 2022-23
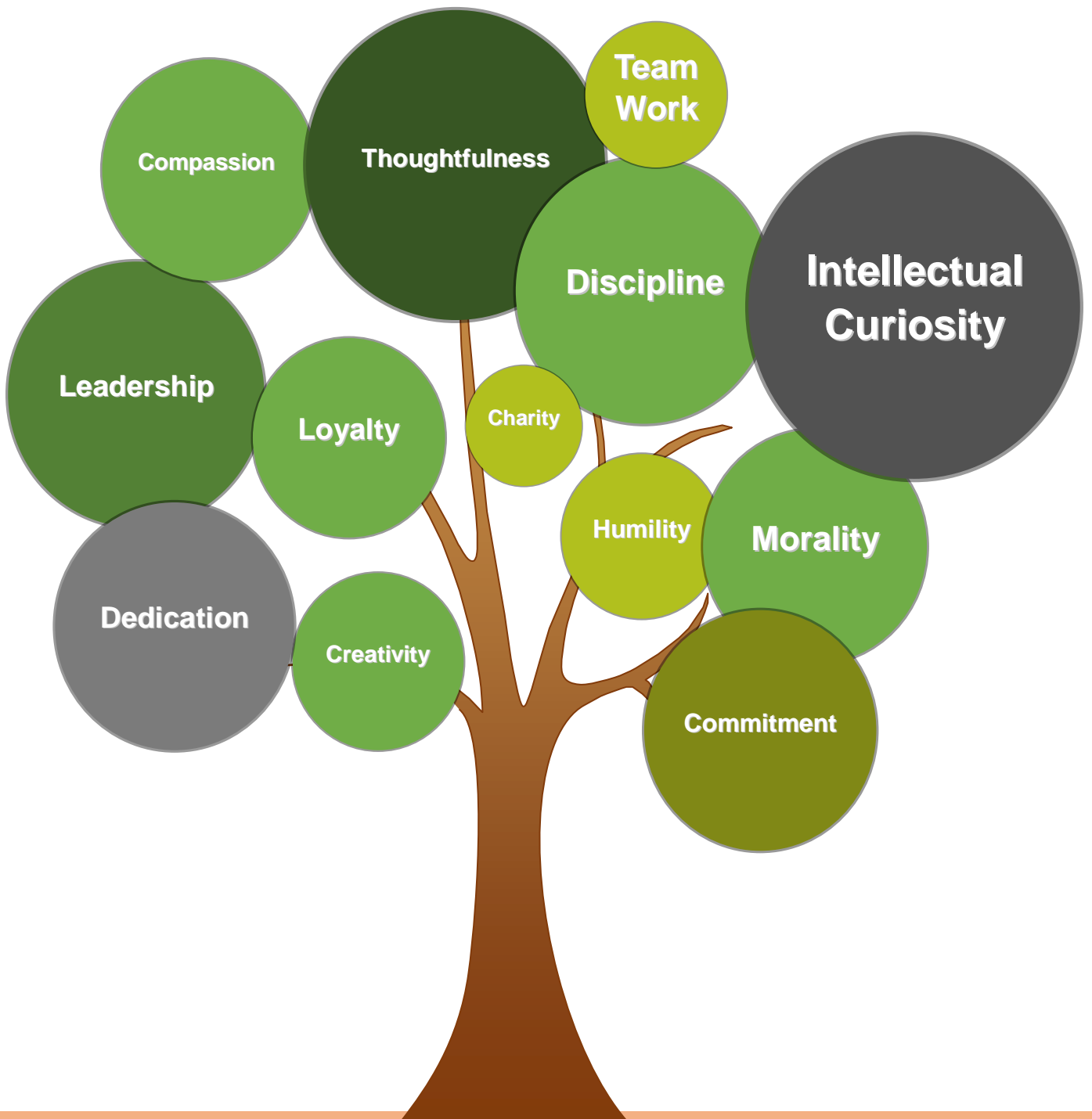
The Students' Satisfaction Survey Report 2022-23

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 2022-23 at Karnal.

INTERNAL QUALITY ASSURANCE CELL (IQAC)

DYAL SINGH COLLEGE, KARNAL HARYANA-132001

CELEBRATING
2023-24
75th
Year of
Academic Excellence

GATHER YE THE WISDOM OF THE EAST & THE WEST

We teach
our
Students at
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.
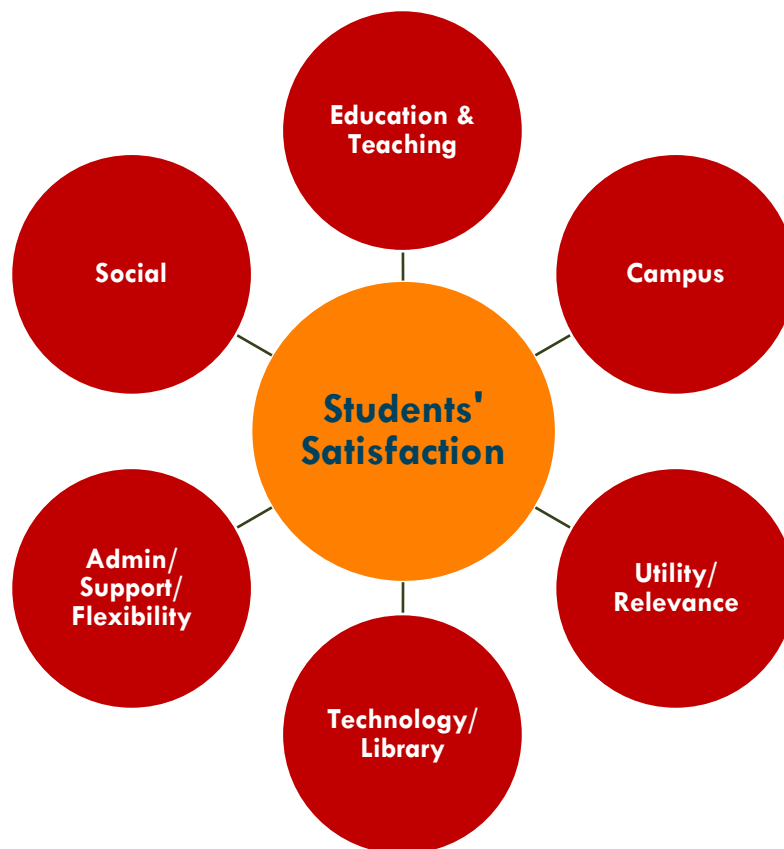
Fig. 1 Some possible factors responsible for students' satisfaction

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. Every year 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 sets 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 2022-23 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 student perceptions of 1219 currently enrolled students 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 the 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 weightage 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:

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

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.

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

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 1219 respondent students in terms of Gender, Stream-wise, Level of Education and year of the study wise distribution. It is evident that 51.7 percent of respondents are male students, 48.3 percent respondents are female students. Further, majority of respondents (86.9 percent) students belong to Undergraduate Courses and the corresponding figure for Post Graduate students is about 13.1 percent. The streams-wise distribution of respondents reveals that about 45.4 percent of the respondent students belong to Arts Stream, 31.3 percent belongs to Commerce Stream whereas science stream students constitute about

23.3 percent proportion of total respondents. Year of the study of the respondent students indicates that about 49.3 percent of the respondents are in 1st year of their study in the college. The respondents who are in 2nd year of their study comprise about 30.5 percent of the total respondents and 3rd year level student constitute about 20.2 percent of the total respondents.

Table 1
General Characteristics of Respondents

Parameters		No of Students	% Students
Gender	Male	630	51.7
	Female	589	48.3
Stream	Arts	553	45.4
	Commerce	382	31.3
	Science	284	23.3
Level	Under Graduate	1059	86.9
	Post Graduate	160	13.1
Year of Study	1stYear	601	49.3
	2nd Year	372	30.5
	3rd Year	246	20.2
Total		**1219**	**100.0**

Fig. 2

■	Male
■	Female

Fig. 3

■	Arts
■	Commerce
■	Science

Fig. 4

Under Graduate — 86.9

Post Graduate — 13.1

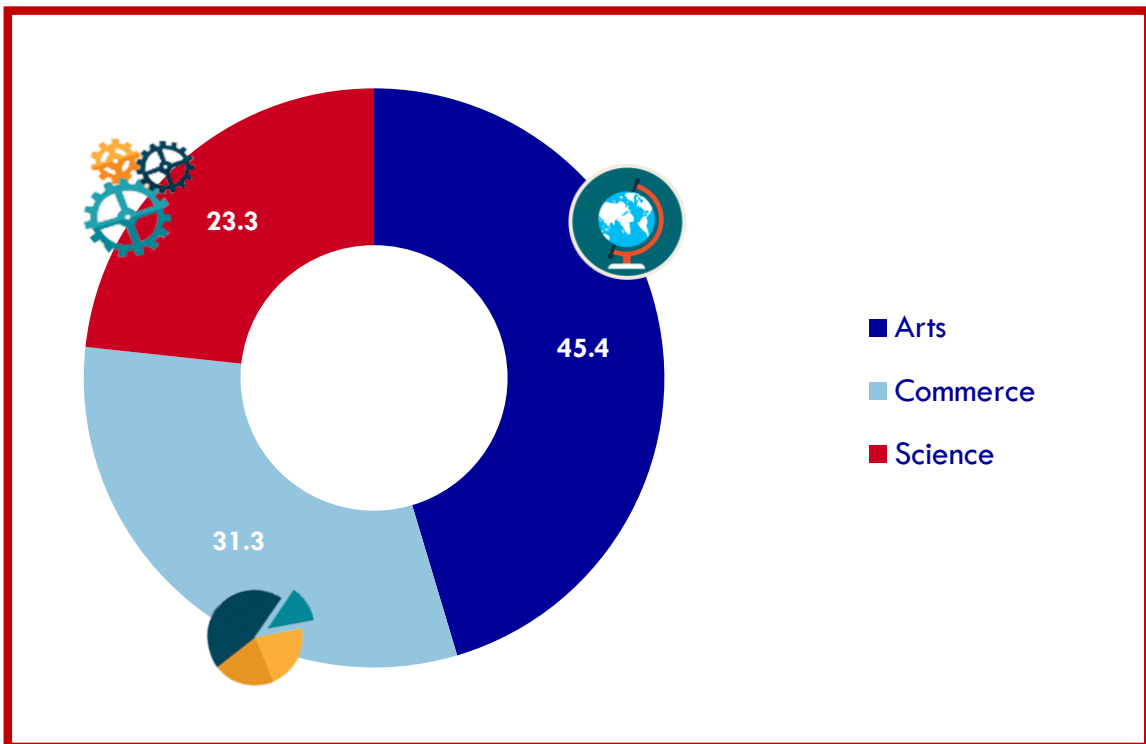## Fig. 5

1stYear — 49.3
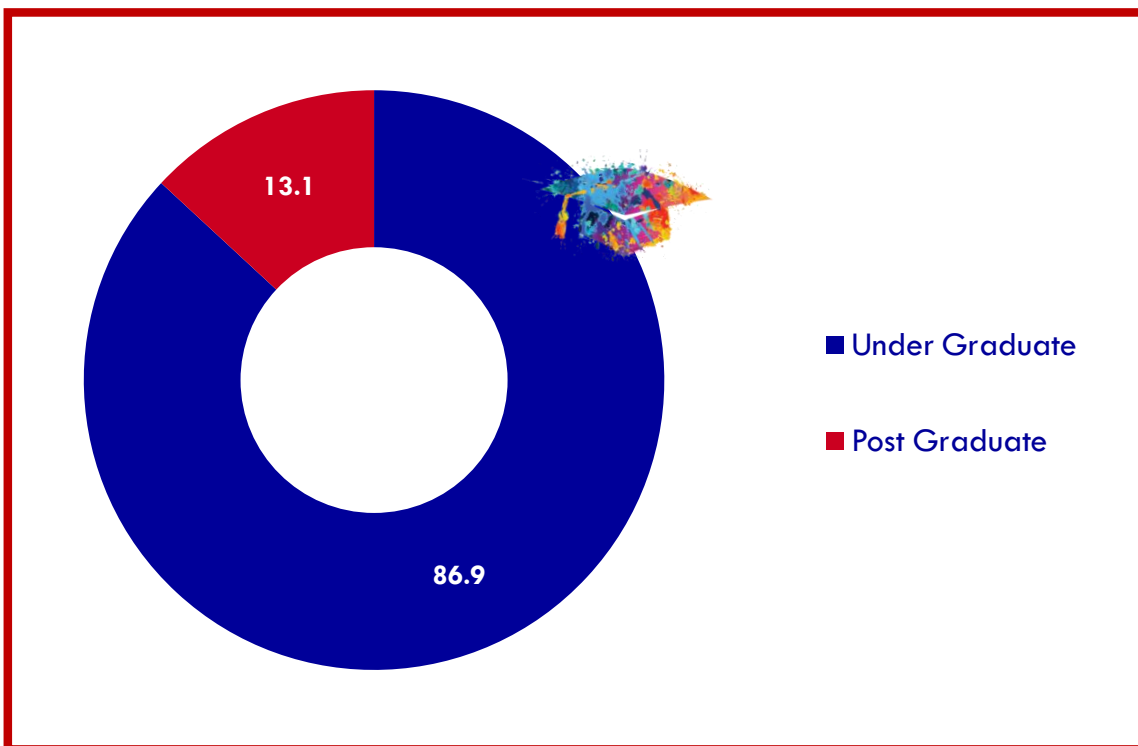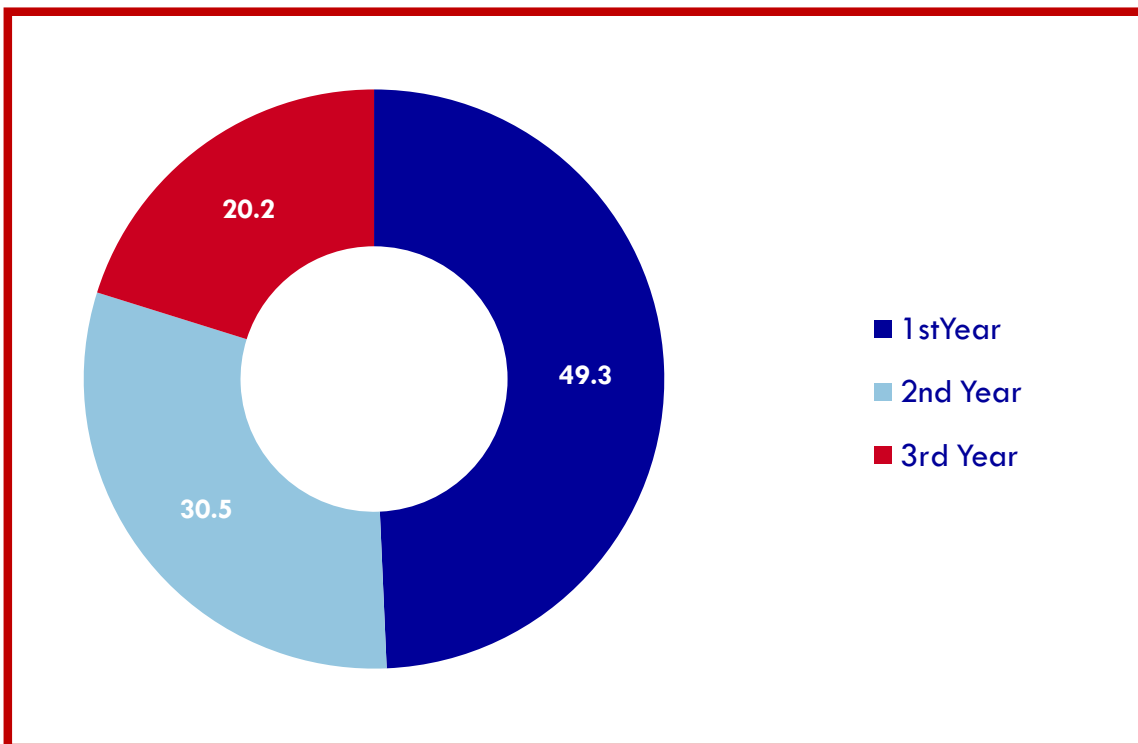
2nd Year — 30.5

3rd Year — 20.2
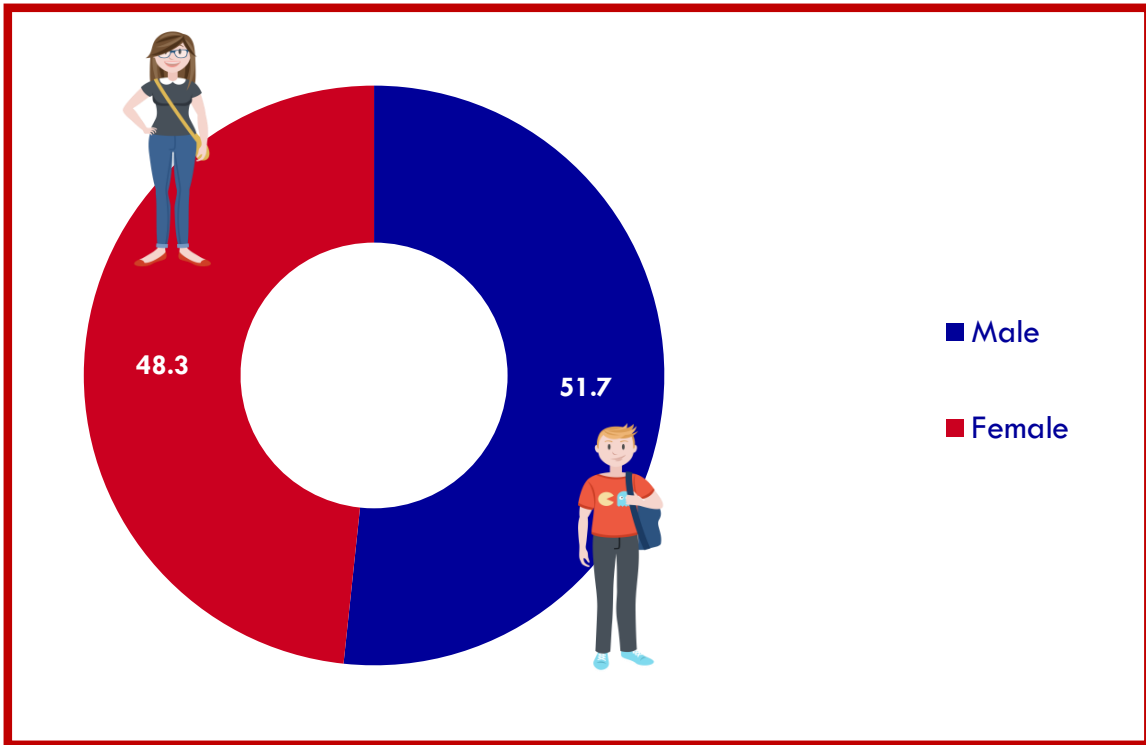
Table 2

CONFIRMATION FROM THE STUDENTS ABOUT FIRST TIME PARTICIPATION IN THE SURVEY FOR THE SESSION 2022-23

Parameters	No. of Students	% Students
Yes	1104	90.6
No*	115	9.4
Total	**1219**	**100.0**

*It is evident from Table 2 that about 9 percent respondent students responded 'No' to this statement because they mistook it as their second attempt as they had participated in the same survey during the previous sessions.

Fig. 6
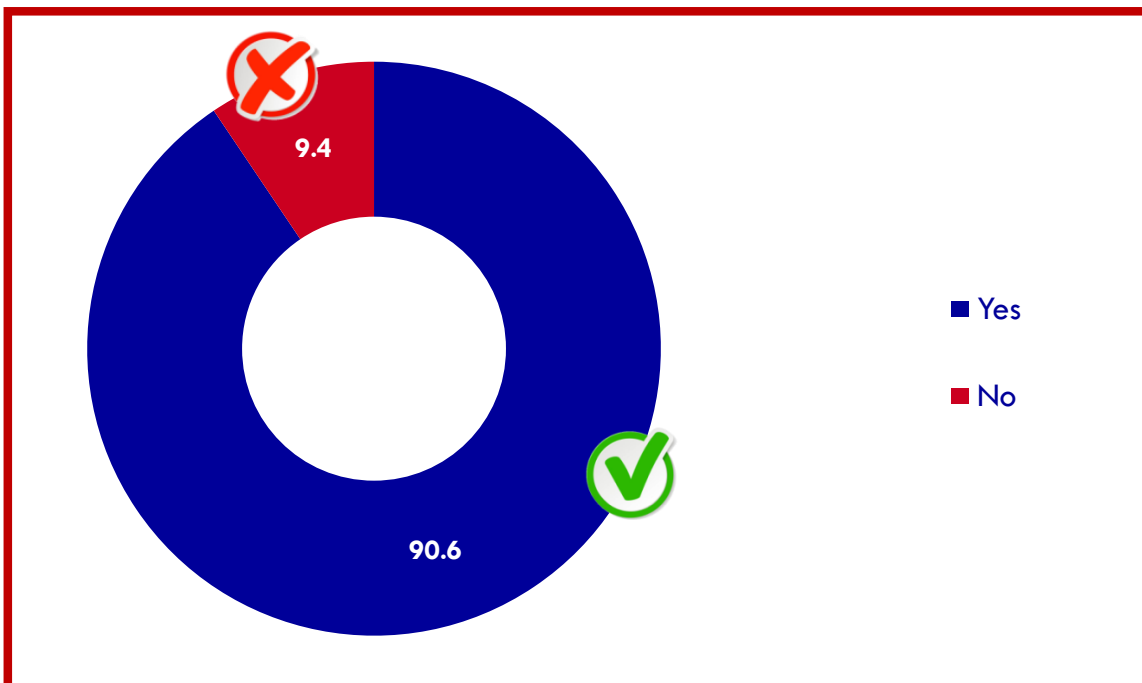
Table 3
RESPONSES OF STUDENTS ABOUT SYLLABUS COVERED IN THEIR CLASSES

Parameters	No. of Students	% Students
85% to 100%	574	47.1
70% to 84%	398	32.6
55% to 69%	147	12.1
30% to 54%	59	4.8
Below 30%	41	3.4
Total	**1219**	**100.0**

Fig. 7
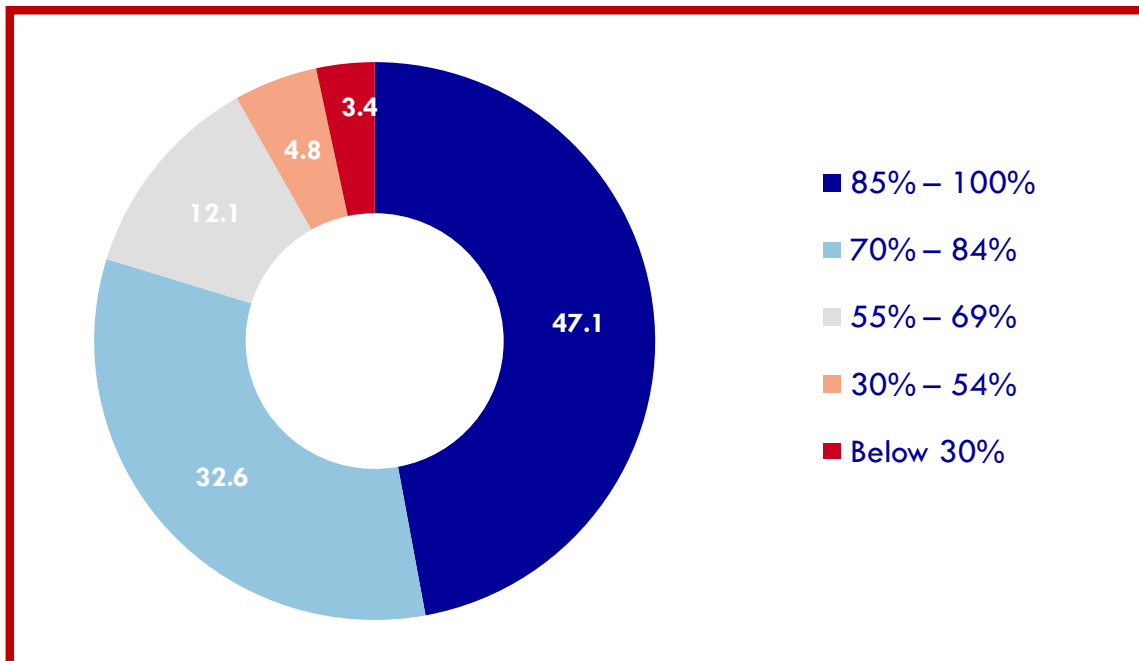
Table 4

RESPONSES OF STUDENTS ABOUT THEIR TEACHERS' PREPARATION FOR THE CLASSES

Parameters	No. of Students	% Students
Thoroughly	514	42.2
Satisfactorily	563	46.2
Indifferently	24	2.0
Poorly	99	8.1
Won't teach at all	19	1.6
Total	**1219**	**100.0**

Fig. 8

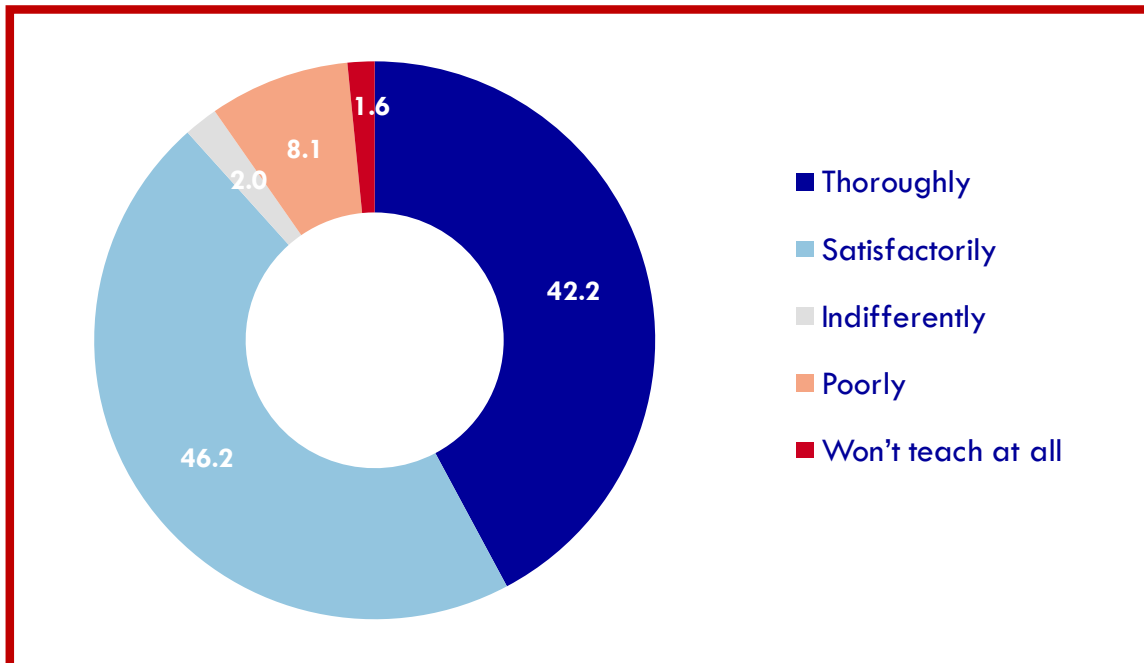**Table 5**
RESPONSES OF STUDENTS ABOUT THE TEACHERS' ABILITY TO COMMUNICATE WITH THEM

Parameters	No. of Students	% Students
Always effective	698	57.3
Sometimes effective	240	19.7
Just satisfactorily	187	15.3
Generally ineffective	50	4.1
Very poor communication	44	3.6
Total	**1219**	**100.0**

Fig. 9
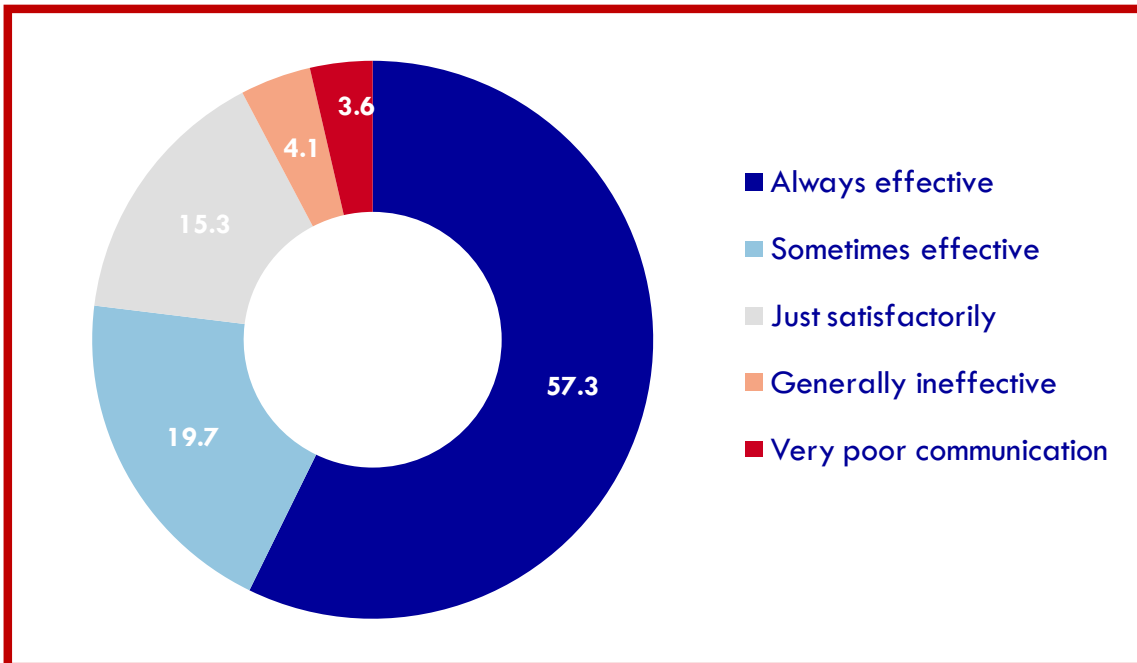
Table 6
RESPONSES OF STUDENTS ABOUT THE TEACHER'S APPROACH TO TEACHING

Parameters	No. of Students	% Students
Excellent	485	39.8
Very Good	369	30.3
Good	230	18.9
Fair	94	7.7
Poor	41	3.4
Total	**1219**	**100.0**

Fig. 10

- Excellent
- Very Good
- Good
- Fair
- Poor
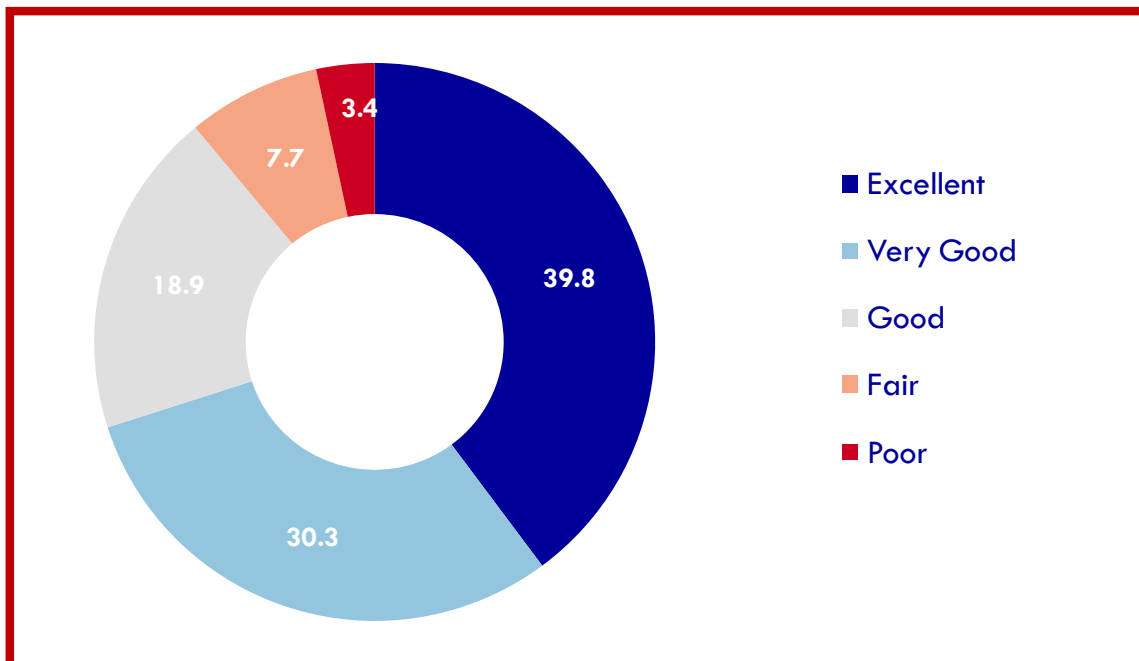
Table 7

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

Parameters	No. of Students	% Students
Always Fair	698	57.3
Usually Fair	325	26.7
Sometimes Unfair	120	9.8
Usually Unfair	34	2.8
Unfair	42	3.4
Total	**1219**	**100.0**

Fig. 11
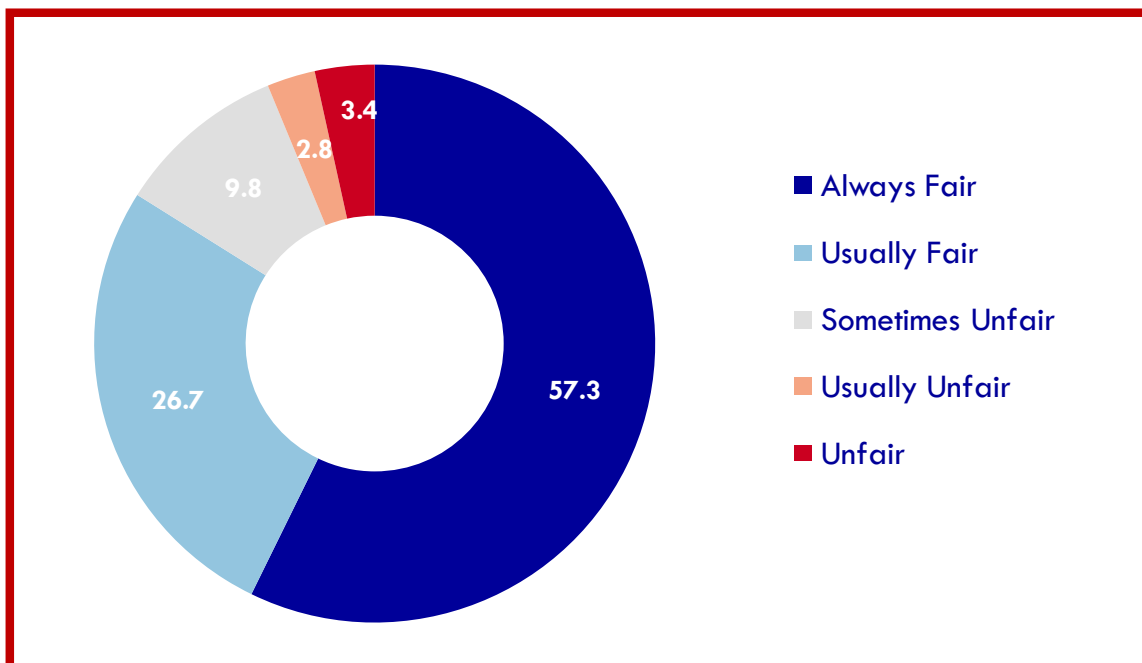
Table 8

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

Parameters	No. of Students	% Students
Every Time	620	50.9
Usually	330	27.1
Occasionally/ Sometimes	121	9.9
Rarely	63	5.2
Never	85	7.0
Total	**1219**	**100.0**

Fig. 12
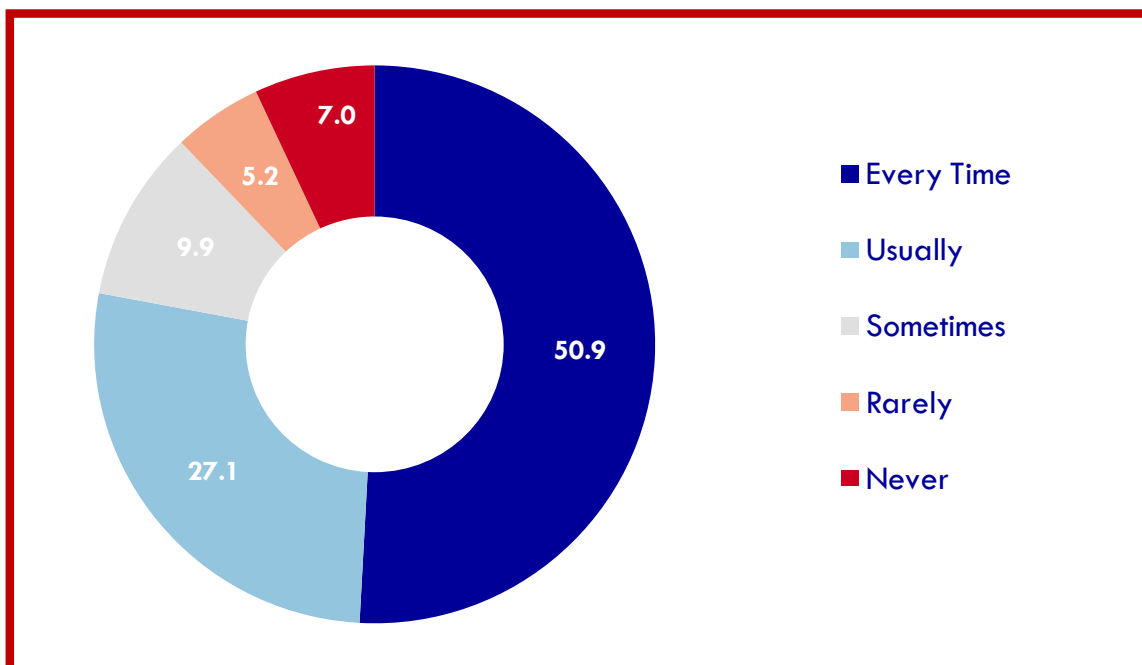
Table 9
RESPONSES OF STUDENTS ABOUT THE INITIATIVES TAKEN BY THE INSTITUTE IN PROMOTING INTERNSHIP, STUDENT EXCHANGE, FIELD VISIT OPPORTUNITIES

Parameters	No. of Students	% Students
Regularly	628	51.5
Often	283	23.2
Sometimes	170	13.9
Rarely	74	6.1
Never	64	5.3
Total	**1219**	**100.0**

Fig. 13
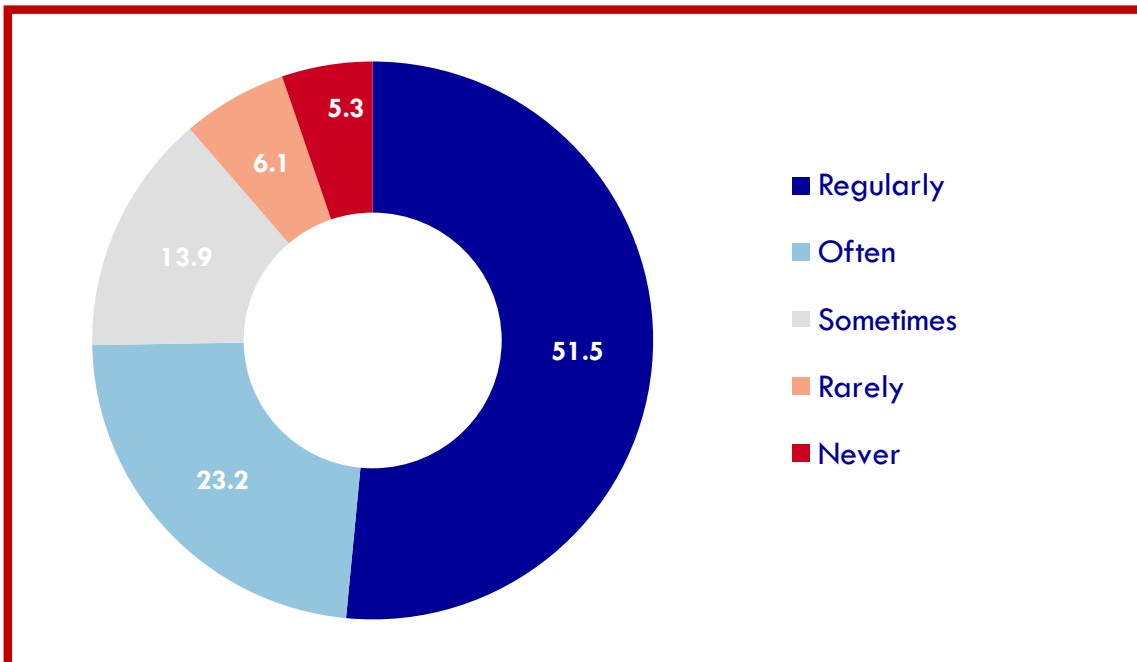
Table 10

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	531	43.6
Very well	375	30.8
Moderately	201	16.5
Marginally	61	5.0
Not at all	51	4.2
Total	**1219**	**100.0**

Fig. 14
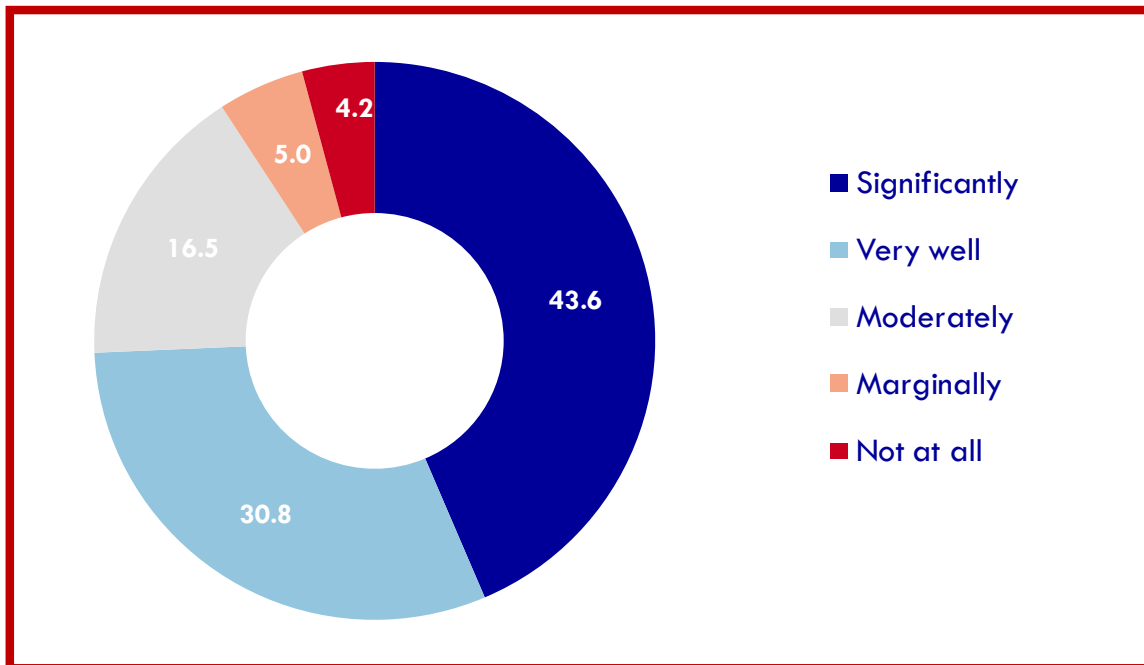
Table 11

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

Parameters	No. of Students	% Students
Strongly Agree	526	43.2
Agree	428	35.1
Neutral	181	14.8
Disagree	43	3.5
Strongly Disagree	41	3.4
Total	**1219**	**100.0**

Fig. 15
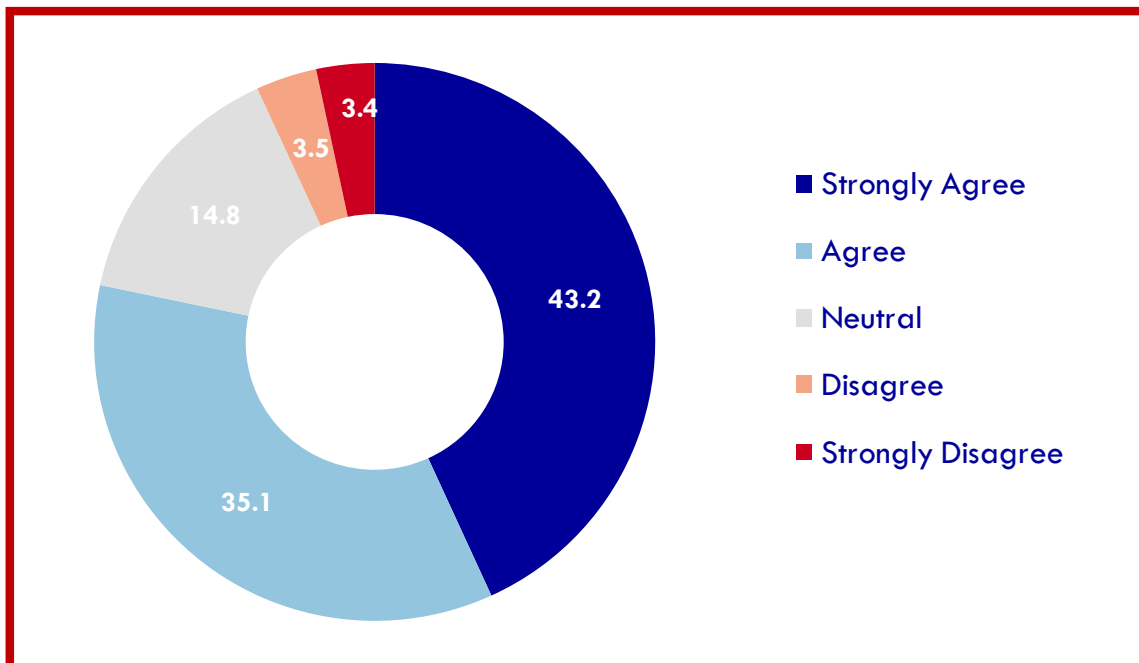
Table 12
RESPONSES OF STUDENTS REGARDING INFORMATION PROVIDED BY TEACHERS ABOUT THEIR EXPECTED COMPETENCIES, COURSE OUTCOMES AND PROGRAMME OUTCOMES

Parameters	No. of Students	% Students
Every time	647	53.1
Usually	362	29.7
Occasionally/Sometimes	110	9.0
Rarely	47	3.9
Never	53	4.3
Total	**1219**	**100.0**

Fig. 16
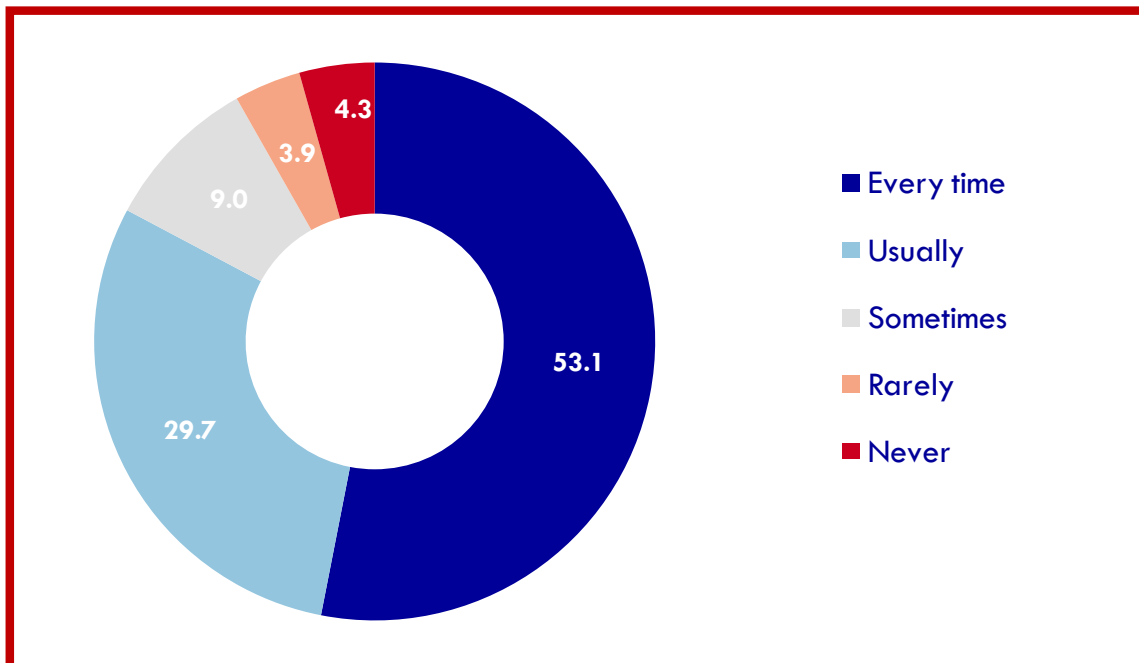
Table 13
RESPONSES OF STUDENTS ABOUT MENTORS' FOLLOW-UP ON THE ASSIGNED TASKS

Parameters	No. of Students	% Students
Every time	620	50.9
Usually	350	28.7
Occasionally/Sometimes	141	11.6
Rarely	65	5.3
I don't have a mentor	43	3.5
Total	**1219**	**100.0**

Fig. 17
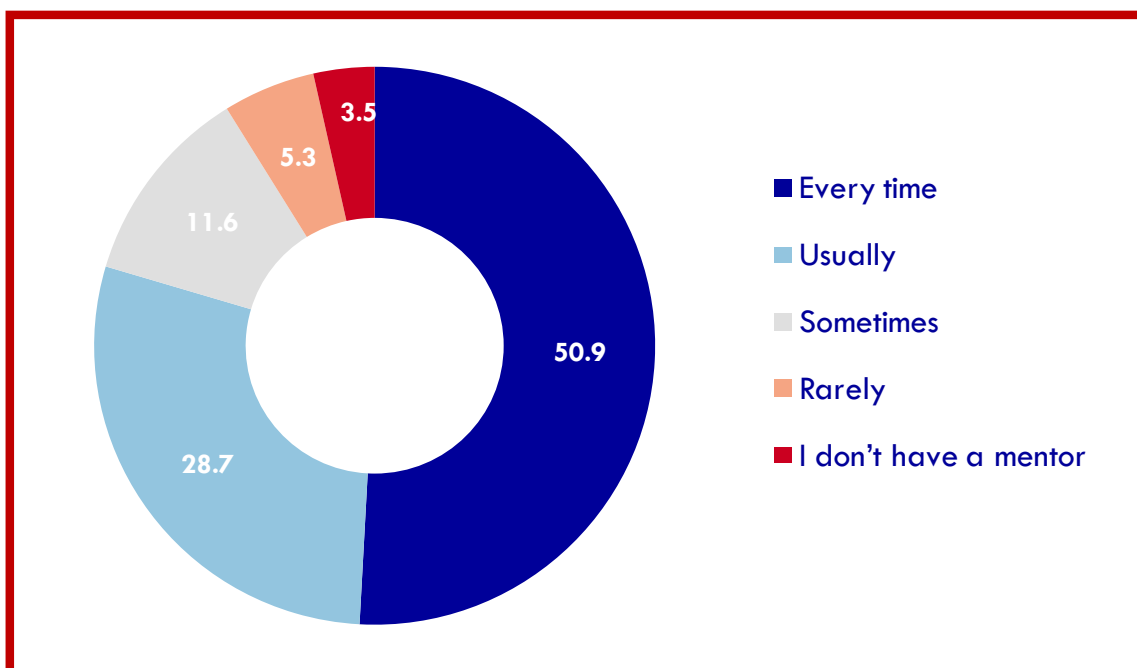
Table 14

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

Parameters	No. of Students	% Students
Every time	676	55.5
Usually	339	27.8
Occasionally/Sometimes	118	9.7
Rarely	41	3.4
Never	45	3.7
Total	**1219**	**100.0**

Fig. 18
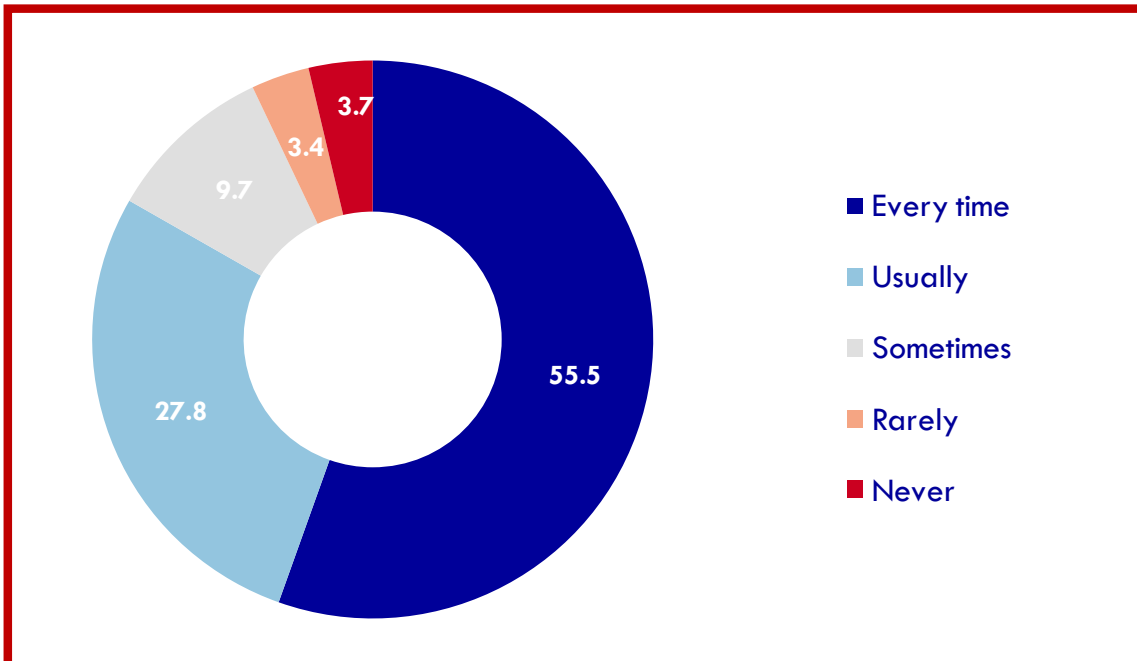
Table 15

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	655	53.7
Reasonably	267	21.9
Partially	149	12.2
Slightly	78	6.4
Unable to	70	5.7
Total	**1219**	**100.0**

Fig. 19
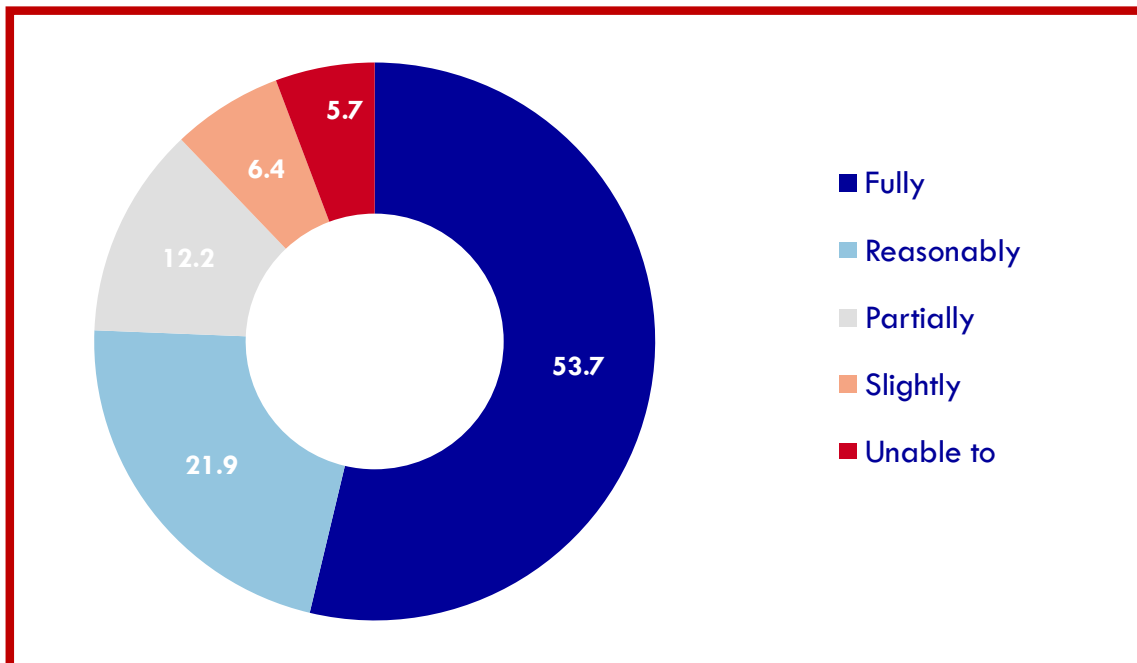
Table 16

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

Parameters	No. of Students	% Students
Every time	604	49.5
Usually	311	25.5
Occasionally/Sometimes	149	12.2
Rarely	69	5.7
Never	86	7.1
Total	**1219**	**100.0**

Fig. 20
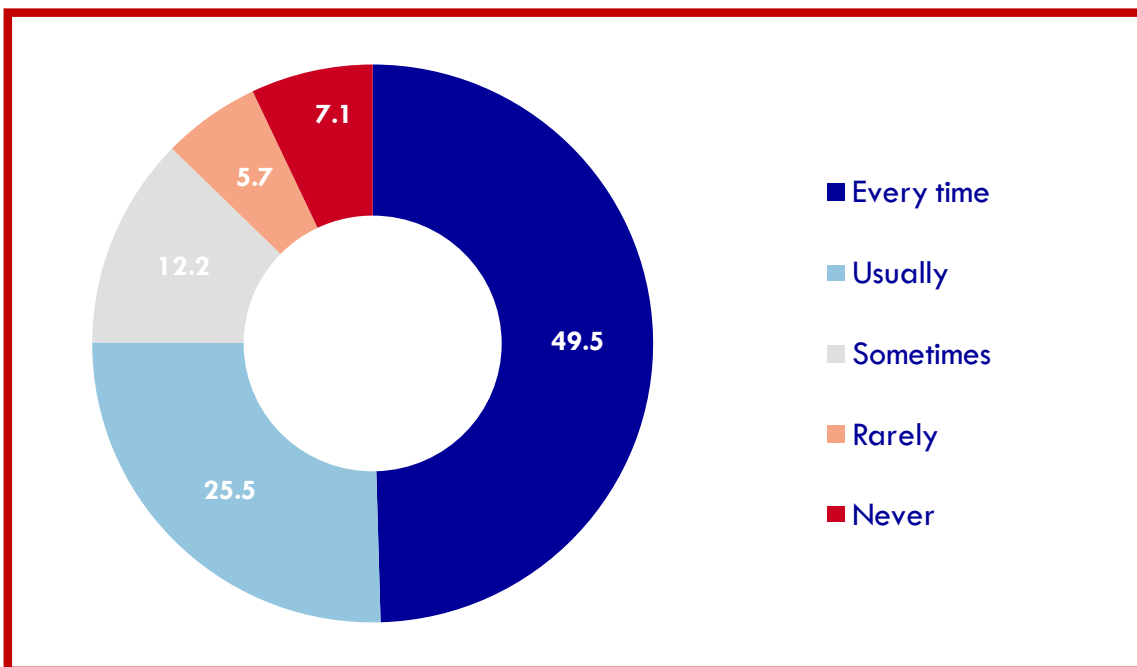
Table 17

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	528	43.3
Agree	419	34.4
Neutral	172	14.1
Disagree	47	3.9
Strongly Disagree	53	4.3
Total	**1219**	**100.0**

Fig. 21
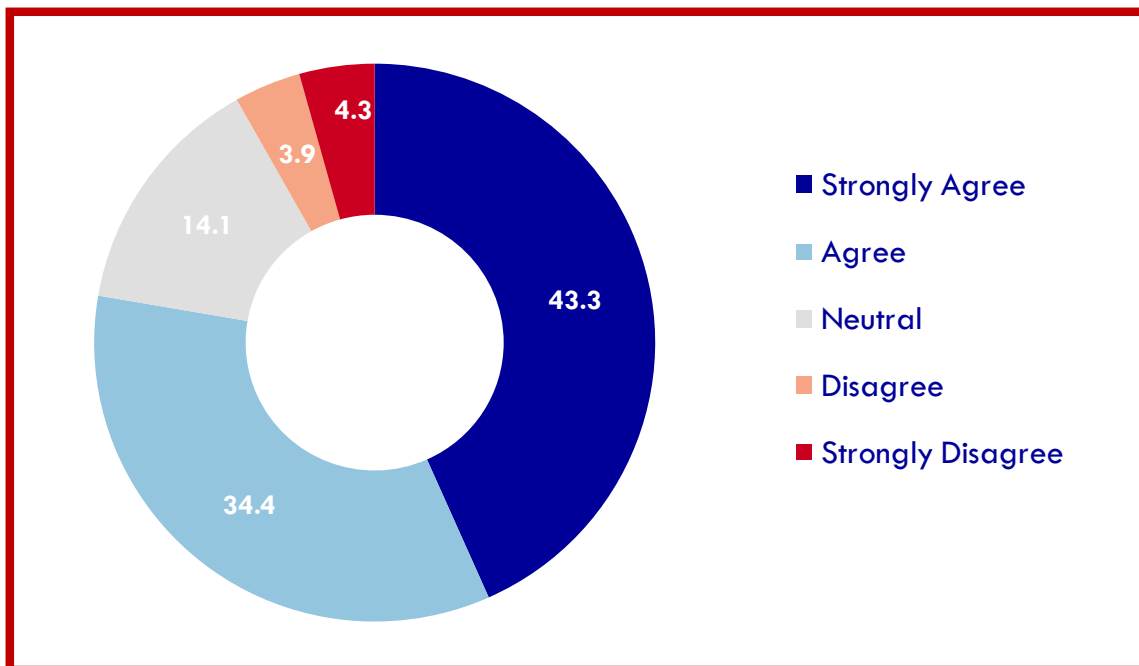
Table 18

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	573	47.0
Moderate	394	32.3
Some what	139	11.4
Very little	56	4.6
Not at all	57	4.7
Total	**1219**	**100.0**

Fig. 22
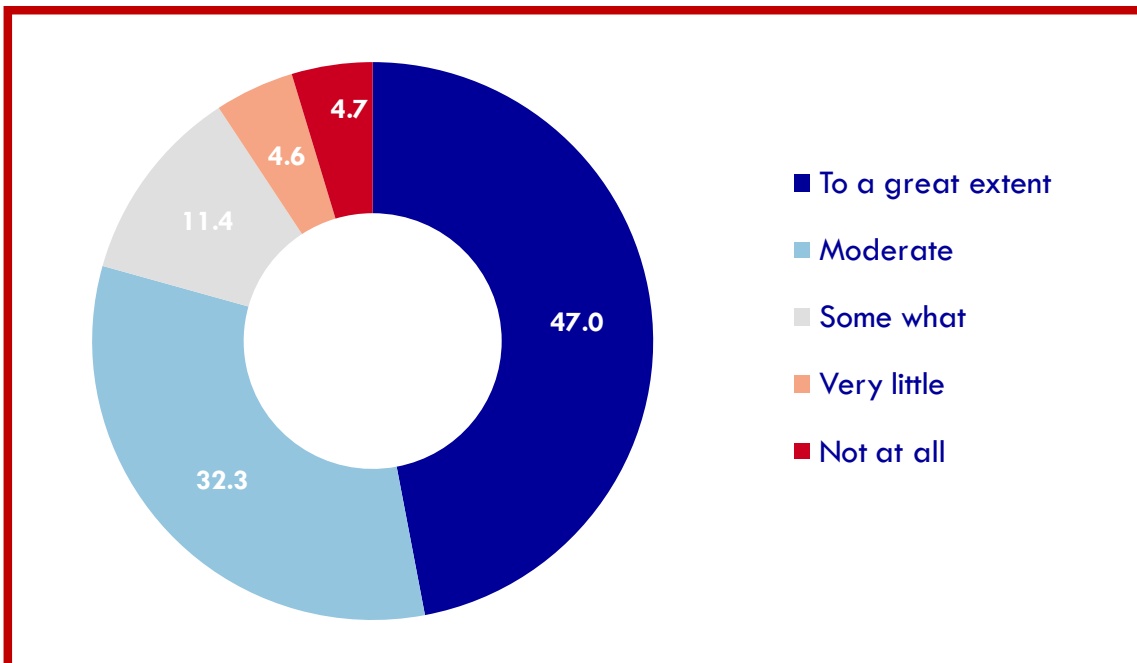
Table 19

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

Parameters	No. of Students	% Students
Strongly Agree	579	47.5
Agree	403	33.1
Neutral	158	13.0
Disagree	40	3.3
Strongly Disagree	39	3.2
Total	1219	100.0

Fig. 23
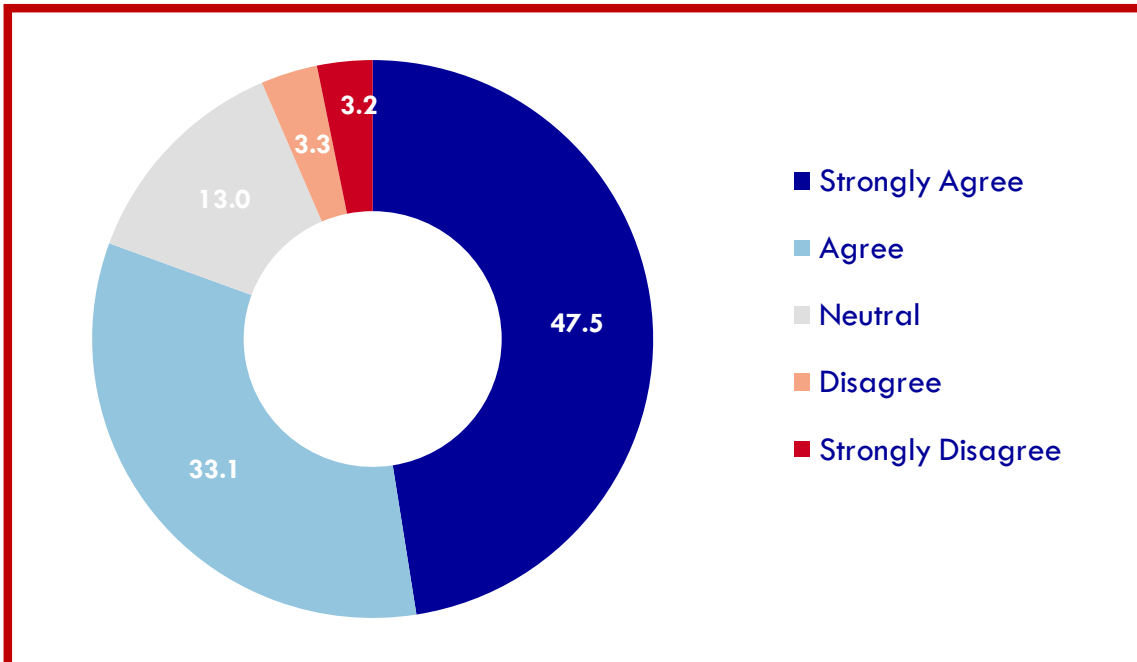
Table 20

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	601	49.3
Moderate	378	31.0
Some what	133	10.9
Very little	51	4.2
Not at all	56	4.6
Total	**1219**	**100.0**

Fig. 24
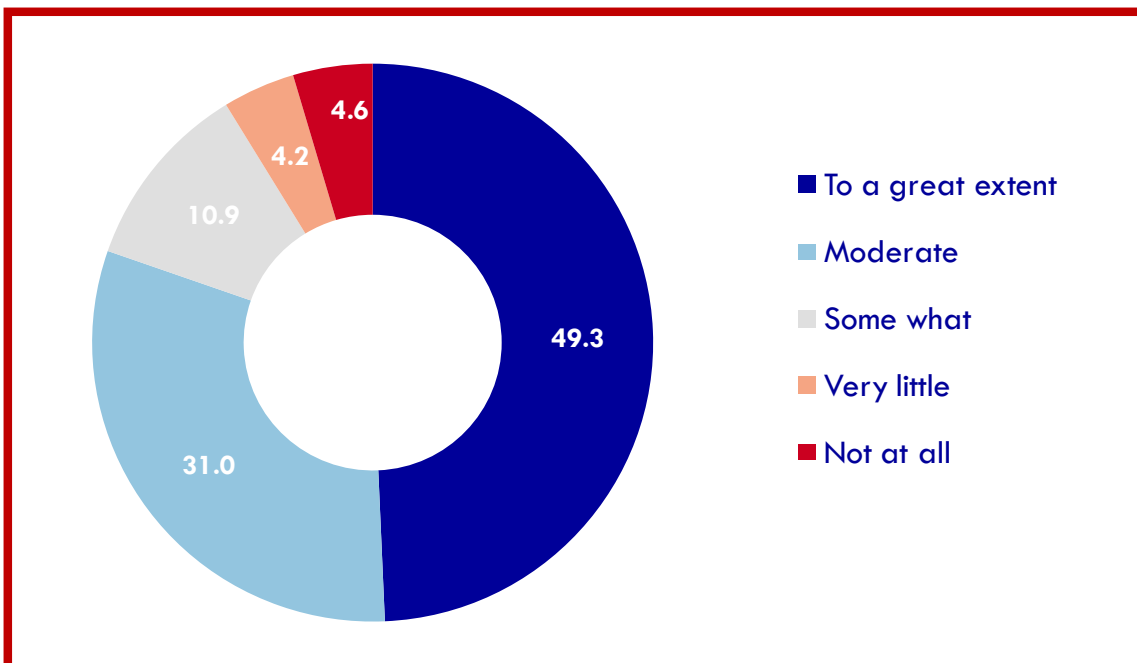
Table 21
RESPONSES OF STUDENTS REGARDING THE USE OF ICT TOOLS SUCH AS LCD PROJECTOR, MULTIMEDIA, ETC. BY TEACHER DURING THE CLASSES

Parameters	No. of Students	% Students
Above 90%	315	25.8
70% – 89%	317	26.0
50% – 69%	246	20.2
30% – 49%	133	10.9
Below 29%	208	17.1
Total	**1219**	**100.0**

Fig. 25

Table 22

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

Parameters	No. of Students	% Students
Strongly Agree	504	41.3
Agree	432	35.4
Neutral	189	15.5
Disagree	43	3.5
Strongly Disagree	51	4.2
Total	**1219**	**100.0**

Fig. 26
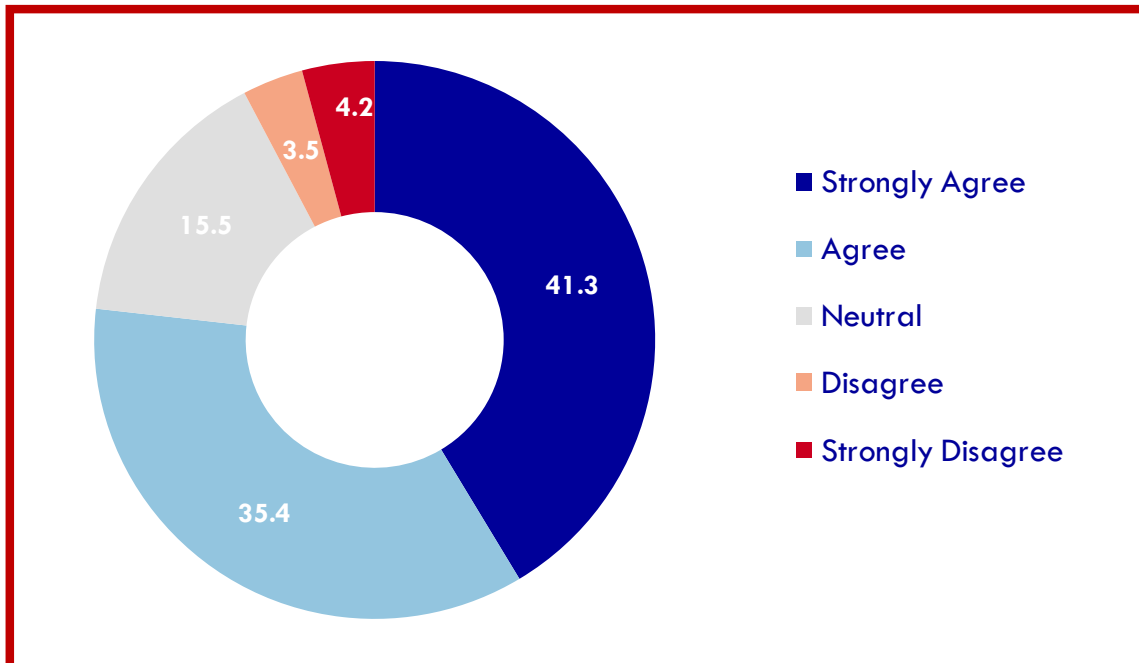
Table 23

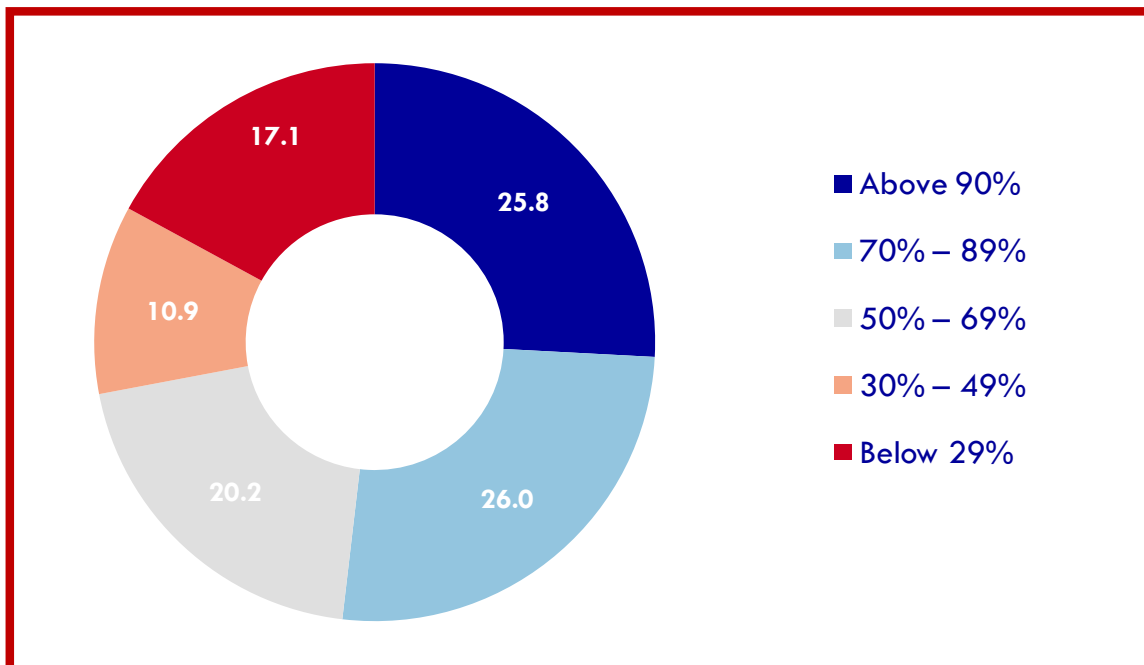| Sr. No	Parameters	% Satisfaction
1	How much of the syllabus was covered in the classes?	83.1
2	How well did the teachers prepare for the classes?	83.9
3	How well were the teachers able to communicate?	84.6
4	The teacher's approach to teaching can best be described as	79.1
5	Fairness of the internal evaluation process by the teachers.	86.3
6	Was your performance in assignments discussed with you?	81.9
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	81.9
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.	82.2
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	84.7
11	Your mentor does a necessary follow-up with an assigned task to you.	83.6
12	The teachers illustrate the concepts through examples and applications.	85.6
13	The teachers identify your strengths and encourage you with providing right level of challenges.	82.3
14	Teachers are able to identify your weaknesses and help you to overcome them.	81.0
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	81.7
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	82.5
17	Teachers encourage you to participate in extracurricular activities.	83.7
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.	83.2
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	66.5
20	The overall quality of teaching-learning process in your institute is very good.	81.2
21	**Overall**	**82.0**

Parameters

Fairness of the internal evaluation process by the teachers — 86.3%

The teachers illustrate the concepts through examples and applications. — 85.6%

Teachers inform you about your expected competencies, course outcomes and programme... — 84.7%

How well were the teachers able to communicate? — 84.6%

How well did the teachers prepare for the classes? — 83.9%

Teachers encourage you to participate in extracurricular activities. — 83.7%

Your mentor does a necessary follow-up with an assigned task to you — 83.6%

Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability ... — 83.2%

How much of the syllabus was covered in the classes? — 83.1%

The institute/ teachers use student centric methods, such as experiential learning, participative... — 82.5%

The teachers identify your strengths and encourage you with providing right level of challenges. — 82.3%

The institution provides multiple opportunities to learn and grow. — 82.2%

The institute takes active interest in promoting internship, student exchange, field visit... — 81.9%

Was your performance in assignments discussed with you? — 81.9%

The institution makes effort to engage students in the monitoring, review and continuous... — 81.7%

The overall quality of teaching-learning process in your institute is very good — 81.2%

Teachers are able to identify your weaknesses and help you to overcome them — 81.0%

The teaching and mentoring process in your institution facilitates you in cognitive, social and... — 80.9%

The teacher's approach to teaching can best be described as — 79.1%

What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching — 66.5%

Level of Satisfaction (%)

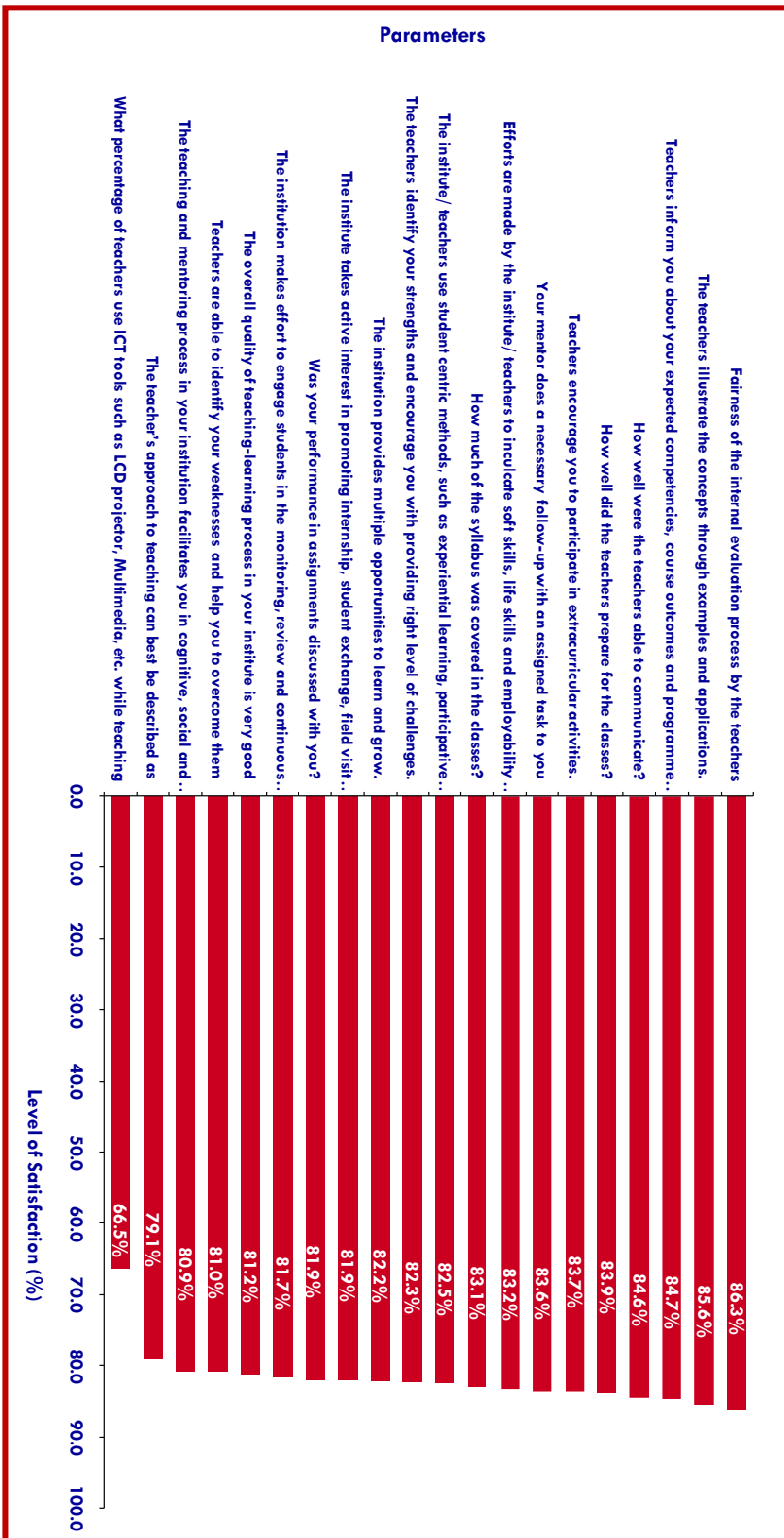0.0 10.0 20.0 30.0 40.0 50.0 60.0 70.0 80.0 90.0 100.0

Fig. 27

Our Hard work Recognized by Students

- Everything is good in college. Full satisfaction.
- Everything is fine. Teachers are good and supportive.
- Satisfied with the facilities provided by the college.
- I really appreciate efforts of institute made for betterment of students and always eager to improve and add something new.
- In recent session, efforts were made on employability and soft skills.
- All teachers are very good and show their full efforts in teaching.
- A very good college, I personally feel.
- All teachers are good to communicate with student and solve every problem of student that nice. Best college.
- College organises competitions like dance, music, speech etc. which helps in boosting confidence.
- Everything is more than my expectations in this college. It is my dream College.
- The best college of Karnal.
- Very good in maintaining the study environment.
- I like everything about college. I have no complaints with the college. All the teachers and our Principal fully support us.
- *Koi Bhi Sujhav Dane Ki Jrurat Hi Nhi Hai already college Mai Sbhi Parkaar Ki Vyavstha Hai.*
- I'm satisfied with the current methods of teaching and I don't have any suggestions or complaint.

- The teachers teach us very well...no doubt at all.
- No improvement is needed, all things are well disciplined.
- Everything is good regarding teaching and learning process in the college.
- Nothing to say, everything is alright. Our college is the best.
- Our college is an inspiration for us. I always feel proud to see their work. Teachers are so fantastic; they taught us very good lessons."
- Many co-curricular activities are also organised in our institute to make students all-round development.
- Our institute is very good, even the discipline is very strong there as compare to other institutes. Every time teachers support us to find out solutions of every problem.
- Our teachers are very impressive. They always try to teach more and more things to students.
- The overall quality of teaching and learning is good in my college. There is no need of suggestions because they reach to our expectation.
- There is no weakness in my college. College has provided all facilities.
- Very good. Teachers always standing to take queries of students and clear the doubts of students. Excellent preparation for exams.
- Very good teaching, thank you for giving admission in the college. I give A+ rating to Dyal Singh College.
- संस्थान निश्चित तौर पर हर क्षेत्र में सार्थक कार्य कर रहा है, मेरे अनुभव में इसमें बड़े स्तर पर तो किसी सुधार की आवश्कता नही है।

Major Concerns Raised by the Students and Action Taken

Major concerns raised by the students	Action Taken
Free parking facility for vehicles must be provided	The college has separate facility of parking for Boys, Girls and staff. To maintain the vehicle security a nominal fee is charged from the students
Shorten up the periods to 40 minutes	As per New Education Policy now the lectures are to be of one hour each.
College must provide internships facilities to the students	College has career Guidance and Internship cell which tries to find out the internship opportunities for the students. From 2022-23 onwards it will be mandatory for students to do internship. So every student will have a chance to do so.
More educational trips should be arranged.	Educational trips are a regular feature of the college, specifically in the subjects where field visits are required to gain practical knowledge.
Teachers must use projectors for better understanding of the concepts.	Every year more and more class-rooms are being digitalized. The college recently upgraded some of the classrooms with such facilities. Recently, 6 interactive panel boards were added in the IT infrastructure.
Notice-boards should be more in the college	The college has a large Notice-Board in its centre. Moreover, notice boards are also placed in college library, girl's common room and outside every department. Besides this a public announcement system has also been installed in the college for better and mass spreading of the information.

Major concerns raised by the students	Action Taken
Number of water purifiers should be increased.	A good number of water purifiers installed near every drinking water points. The members of water works committee ensures its proper maintenance/ cleanliness.
Digital fee payment platform must be introduced	College already accepts both offline as well as online mode of payments.
Lab equipments should be timely repaired	The college administration upgraded laboratories, equipments/ apparatus under various grants. The maintenance of equipments/ apparatus is ensured by the respective heads.
College sports infrastructure needs improvement.	Recently, various gymnasium equipments have been repaired. More sports items have also been added.
Availability of more complaint boxes.	The college has established a strong Internal Complaint Committee where any student can file a complaint without revealing his/her identity. The contact numbers of ICC are displayed at various places of the college. A good number of complaint boxes are also placed at number of places in the college. These complaint boxes are opened on regular bases.
Ensure availability of new books in the library	Recently, the library discarded various out dated books and purchased latest editions wherever required.
Increase skill development programs for the students	The college has established an Institutional Innovation Council which arranges various skill development programs for students
The Wi-Fi facility must be available in the campus.	The college has already the Wi-Fi facility in all the departments and offices. For students free Wi-Fi of JIO service provider is available up to 100 MB Data/month/ student. The proposal of more data is already under consideration.

Major concerns raised by the students	Action Taken
Fine should be reduced	Fine is required to maintaining the discipline in the college.
Scholarships should also be given to general category students.	The college has provision for Need cum Merit based scholarship which is distributed every year without considering the caste of the students. Moreover, the college Alumni Association also provides scholarship to the meritorious students.
Badminton Court should be there in the college for the practice.	College already has Badminton Court in Dewan Anand Kumar Auditorium where students do their practice.
Student fee should be reduced	Fee Structure is decided by the Kurukshetra University, Kurukshetra and Government of Haryana and college follows the same.

Fig. 28
STUDENT SATISFACTION SURVEY PROCESS

INTERNAL QUALITY ASSURANCE CELL (IQAC)

DYAL SINGH COLLEGE, KARNAL

HARYANA-132001

Principal
Dyal Singh College
KARNAL