



INTERNAL QUALITY ASSURANCE CELL
GOVERNMENT DEGREE COLLEGE KULGAM
[Kulgam, Jammu & Kashmir (UT), 192231]



STUDENT SATISFACTION SURVEY
[ACADEMIC SESSION 2021-22]

Preamble

As the most valuable precedence and as a necessary requisite, the Internal Quality Assurance Cell of the college carried out the Student Satisfaction Survey (SSS) for the academic session 2021-22. The online link to feedback was made available on the official website of the college as well as shared with the students through the official WhatsApp Messenger groups. The threshold number of responses were received from all the regular students enrolled in all the offered courses viz. BA/BSC/BSCN/BCOM/BBA/BCA. The respondents were both male as well as female enrolled in the different courses for the academic session 2021-22.

In accordance with the regulations, Student Satisfaction Survey was carried out impartially and the responses were evaluated with utmost care and rightfully acknowledging the student inputs, the assessment of the necessary parameters is briefly encapsulated parameter-wise in the successive pages of this survey report. The possible reasons and resolutions thereof, for respective parameters is also inked correspondingly for better delivery of academic, administrative and support services towards the student community in particular.

PARAMETERS OF STUDENT SATISFACTION SURVEY

<i>1. Overall content and design of the curriculum</i>
<i>2. Syllabus coverage</i>
<i>3. Maintenance of attendance record by teachers</i>
<i>4. Laboratory facilities available in the college, if applicable</i>
<i>5. Availability of the books in library</i>
<i>6. Guidance by teachers for overall personality development of students</i>
<i>7. Fulfilling the duties and responsibilities of complaint/grievances redressal Committees in the college</i>
<i>8. Canteen facilities</i>
<i>9. College Website</i>
<i>10. Washroom Cleanliness and maintenance</i>
<i>11. How vibrant college is in organizing Co-Curricular and Extra Curricular Activities</i>
<i>12. Status of Classrooms and Infrastructure</i>

Table 1.0

Student Satisfaction Survey being an indispensable tool for the assessment of the services towards the students of the college from administration and teaching to student support and facilities, the scale was based on the parameters highlighted in Table 1.0, which almost cover, if not all, but the vital dimensions of the college.

INTERPRETATION

The assessment is based on autogenerated pictorial representation indicating the possible options to be responded to by the students as a measure of their observation in the respective parameters. The individual charts highlight the response rate against each option available to the students under each parameter as tabulated in *Table 1.0*. Therefore, the assessment interpretation and the possible reasons are stated in the report parameter-wise. Furthermore, the resolutions for the deficiencies are consolidated as a summary, which is appended at the conclusion of the report.

GENDER-WISE RESPONSE RATIO

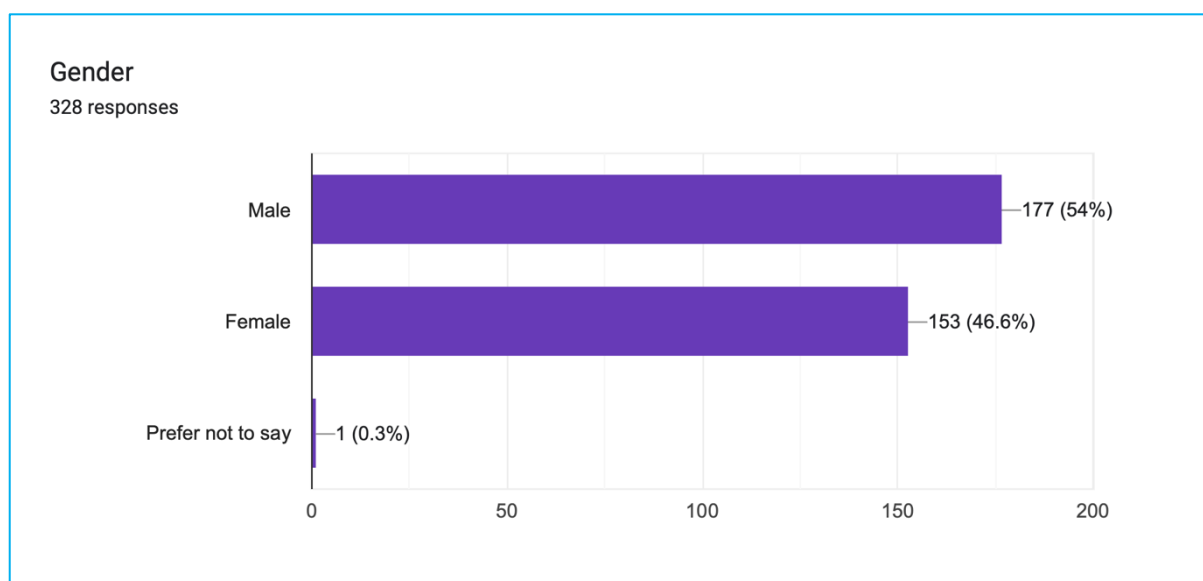


Figure 1.0

Out of all the responses, 53.6% were male and 47% were female respondents as encapsulated in the *Figure 1.0*.

PROGRAM-WISE RESPONSE RATIO

The diverse responses as shown in *Figure 1.1* reflects that 33% responses were received from *Arts and Humanities background*, around 28% respondents are enrolled in *Science streams*, approximately 18% respondents were shared by students studying *Commerce*, nearabout 13% responses were given by students of *Business Administration* while as 8% respondents belong to *Computer Sciences* background.

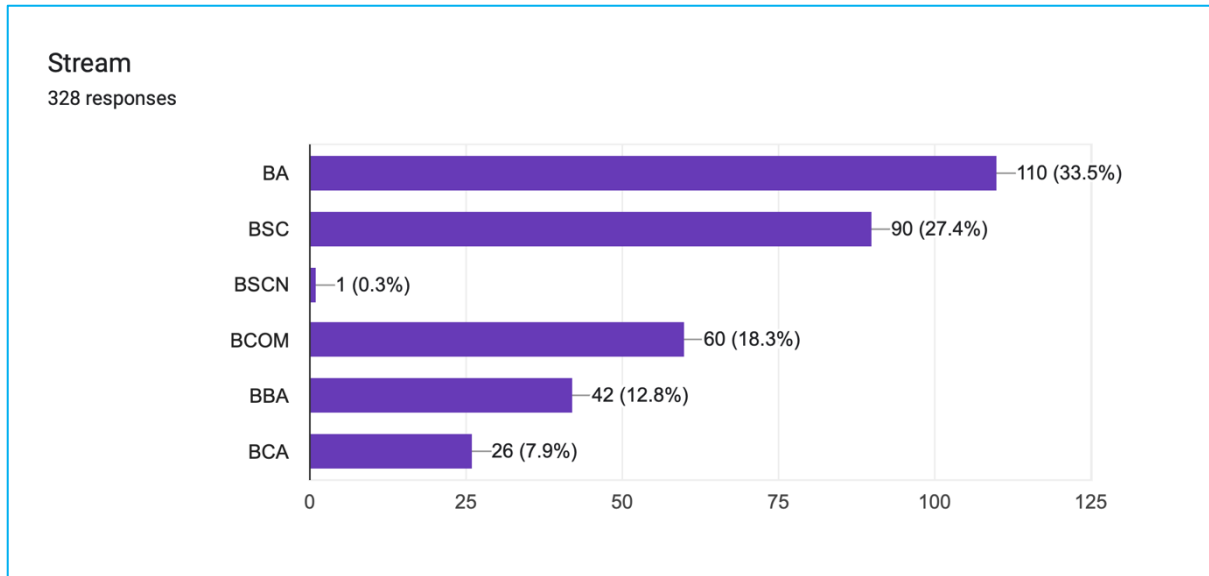


Figure 1.1

PARAMETER I: OVERALL CONTENT AND DESIGN OF THE CURRICULUM

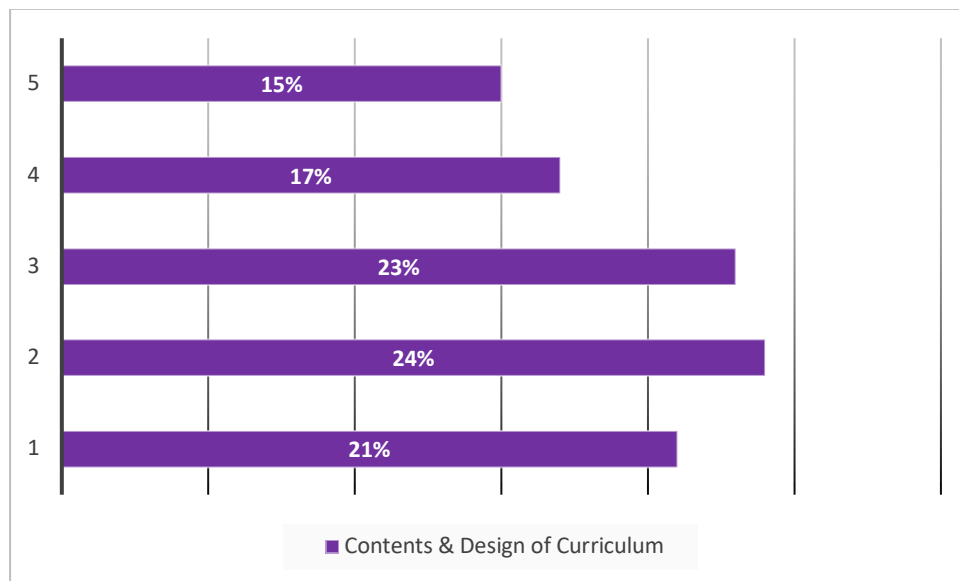


Figure 1.2

Assessment: Regarding the overall content and design of the curriculum, different inputs were received from respondents as highlighted in *Figure 1.2*. Almost 38% students have shown viewed the content and design of the syllabus as excellent followed by 17% of responses rating the criteria as very good. At the same, the contents and design of the syllabus were categorised as average as well as good by 24% of the students. On the contrary, it was also found that 21% of the total responses have suggested for revision of the contents and design of the curriculum.

Explanation: The college being a constituent institution of University of Kashmir has no flexibility in devising and revising the curriculum. The college faculty, who actually deliver the curriculum, consistently attempt and find ways in being a part of the Board of Studies in their respective departments at University of Kashmir and around 10% faculty members were privileged to participate in the curriculum revision meetings.

PARAMETER II: SYLLABUS COVERAGE

Assessment: About the syllabus completion, a scale ranging from ‘needs improvement’ to ‘excellent’ was devised, wherein it was found that the respondents provided different inputs for the options as furnished in the scale as highlighted in *Figure 1.3*. Almost 31% students, the highest number of respondents, have termed the exercise of syllabus completion as excellent while as 19% of respondents have felt a need to improve the process of syllabus coverage by the faculty of the college. At the same time, it was also found that 18% of the total responses have conceded to the curriculum completion as average followed by 19% of students viewing the process as good. Moreover, a chunk of 13% respondents have also expressed the curriculum delivery process as very good.

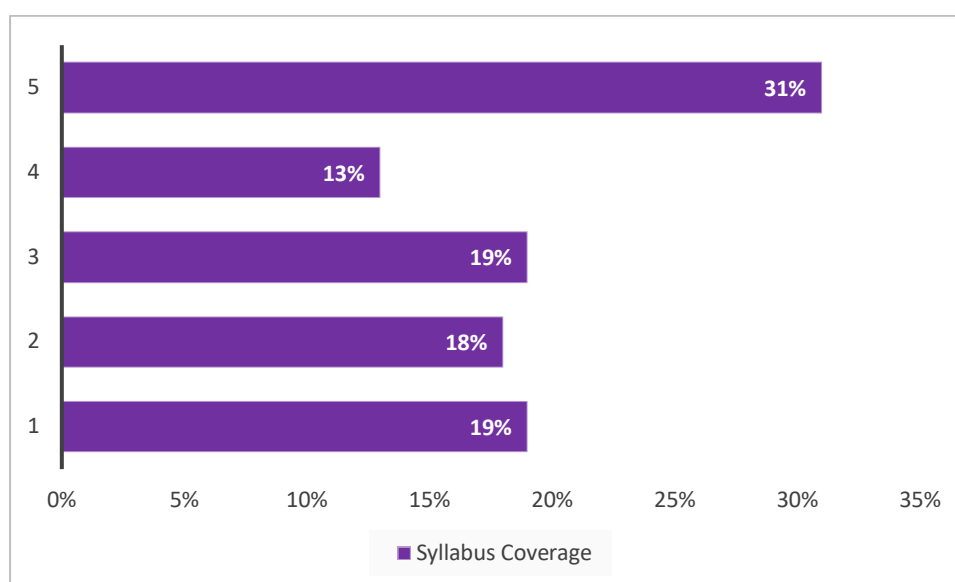


Figure 1.3

Explanation: The lagging performance of 19% as highlighted by the students of the college may be largely attributed to the pandemic of covid, which remained prevalent for more than the first half of the academic year 2021-22. The offline classwork for the students was resumed in the month of August, 2021, which was immediately followed by the examinations and fall of winter, the other reasons, which could have hampered the process of curriculum coverage. In addition to the online classwork for the first half and offline classwork for the second half of the academic year 2021-22, students were facilitated with the e-content and lecture notes prepared by the faculty of the college. Most eminently, the administrative head and College IQAC has taken a serious note of the constructive feedback provided by the students regarding

the syllabus coverage and incorporated it in the main agenda chalked out for the upcoming academic year 2022-23.

PARAMETER III: MAINTENANCE OF ATTENDANCE RECORD BY TEACHERS

Assessment: Out of the total responses recorded for this parameter as portrayed in the *Figure 1.4*, 41% of total respondents rated this exercise as effective at the highest point of scale as *excellent*, whereas a slice of 16% respondents have suggested for improvement in the maintenance of attendance system. Furthermore, such exercise was observed as good by 15%, very good by 16% while as 12% respondents rated this as an average exercise.

Explanation: Attendance is an indispensable part of teaching learning process, which facilitates the students to take record of the lectures and schedule the learning process correspondingly. For teaching faculty, it serves as a tool for different purposes from preparing the lectures and scheduling the revisionary/remedial/tutorial classes to the conduct of internal assessment examinations. In particular, recording of attendance makes both the ends very much conscious in managing the teaching learning process in an efficient manner.

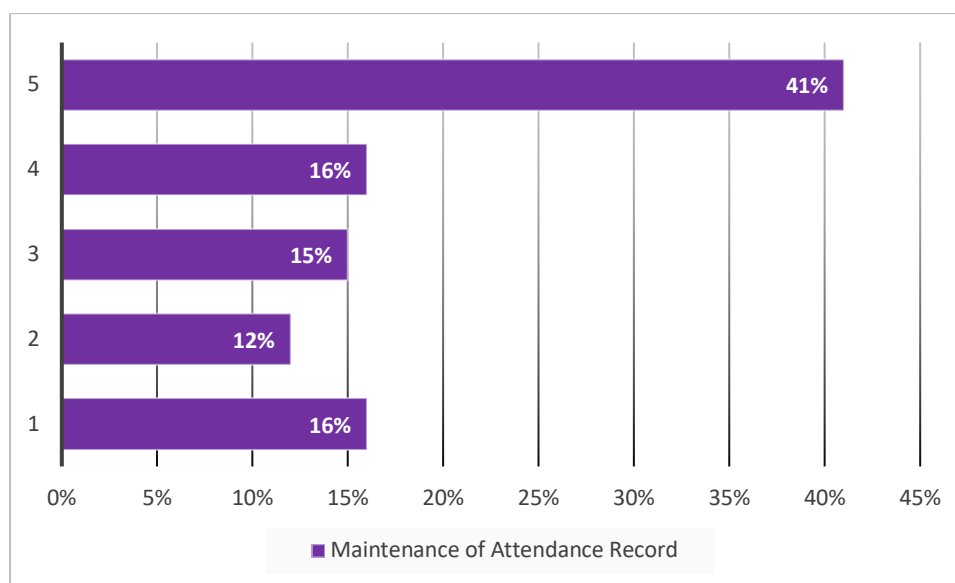


Figure 1.4

PARAMETER IV: LABORATORY FACILITIES AVAILABLE IN THE COLLEGE, IF APPLICABLE.

Assessment: Regarding the laboratory facilities available in the college, more or less, all the respondents have rated the laboratory infrastructure on average rate of 20% indicating neither extremely excellent nor poor. The *Figure 1.5* reflects that out of 258 responses, 25% respondents have evaluated the facilities as excellent but on the flip side there were 22% respondents, who have felt the need of improvement of such infrastructure. Likewise, 20% and 19% of the respondents have viewed the availability of laboratory facilities as average and

good, respectively. It is also visible that 14% respondents have rated such facilities as very good. Eventually, among all the responses, more than half of the responses have viewed the facilities as better.

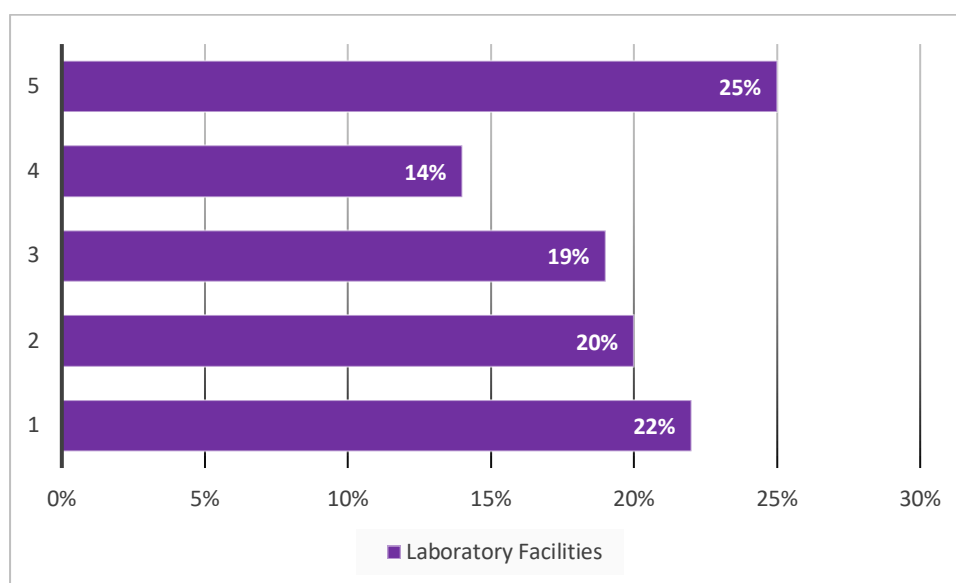


Figure 1.5

Explanation: The college being a constituent institution is wholly and solly governed by the Higher Education Department, Government of Jammu & Kashmir and therefore, is dependent in the financial matters. The college tries its best to make the laboratory facilities available in the college as practical classes are necessary to garner the skills and theoretical knowledge of the students and eventually, make them efficient for the real world. As a necessary practice, in the annual audit or at the commencement of every academic year, the administrative head and IQAC of the college visits such facilities and incorporates the deficiencies, if any, in its plan of action. During the ongoing academic session, proposals are invited and also voluntary submitted for accord of approval from the administrative offices. Summarily, the college has more than the basic library facilities available for the students enrolled in different disciplines.

PARAMETER V: AVAILABILITY OF THE BOOKS IN LIBRARY.

Assessment: Vis-à-vis availability of books, the different responses recorded by the 275 respondents are highlighted in the **Fig. 1.6**. It can be observed that 32%, the maximum number of respondents, have endorsed the sufficient availability of books as excellent. At the same time, 14% and 12% respondents have experienced the availability of books in the library as good and very good, respectively. On the contrary, 14% of the students have categorised such facility on an average scale, whereas, there was also a major chunk of 21% respondents, who have submitted their feedback for increased number of books to be made available in the library.

Explanation: Keeping under consideration various compelling and necessary factors, the important precedence, which has been consciously and thoughtfully followed for years together that on the directions of administrative head, the librarian calls for purchase of books at the

start of every new semester. Following this, every head of the department in consultation with other faculty members submits the proposal for the purchase of latest and updated editions of required books. At present, the college library possesses more than twenty four thousand books to cater to the needs of faculty and around five thousand enrolled students, which provides a ratio of 1:5 i.e. there are five books at least available for every one student of the college. Furthermore, the purchase of books is subject to the availability of funds provided by the higher administrative department.



Figure 1.6

PARAMETER VI: GUIDANCE BY TEACHERS FOR OVERALL PERSONALITY DEVELOPMENT OF STUDENTS.

Assessment: With regard to this parameter, out of the total responses collected, 33% of the students have genuinely acknowledged the support and guidance for their overall personality development. On the contrary, there was also a share of 18% respondents who have demanded for improvement in this area. Furthermore, a very good chunk of students i.e. 22% of total respondents have witnessed the counselling/guidance exercise by the students as very good. Similarly, 15% of the responses recorded the exercise as good while as it was rated as average by 12% of the total respondents. The share of different responses is highlighted in the *Figure 1.7*.

Explanation: Educational institutions are the ideal places for any person seeking knowledge, learn the goals of life and grow as a human being. The administrative head of the college in the possible liberal way entertains all the suggestions/recommendations/requests from the students as well as staff for creating new & augmenting the existing facilities in terms of infrastructure, support and other opportunities, which are instrumental in developing and shaping the career of students. The institution, in particular, has dedicated a special Committee by the name of Debates and Seminars Committee for the overall development of the students, which on and off, conducts various seminars, debates, symposiums, quiz competitions and awareness

programs for promoting an inquisitiveness among the students to learn more and more about the contemporary issues and challenges. Similarly, there are different committees/cells like career counselling cell, training and placement cell etc., which encourage the learning culture among the students through participation in Oral and PowerPoint Presentations, project works, field trips, internships and apprenticeship programs.

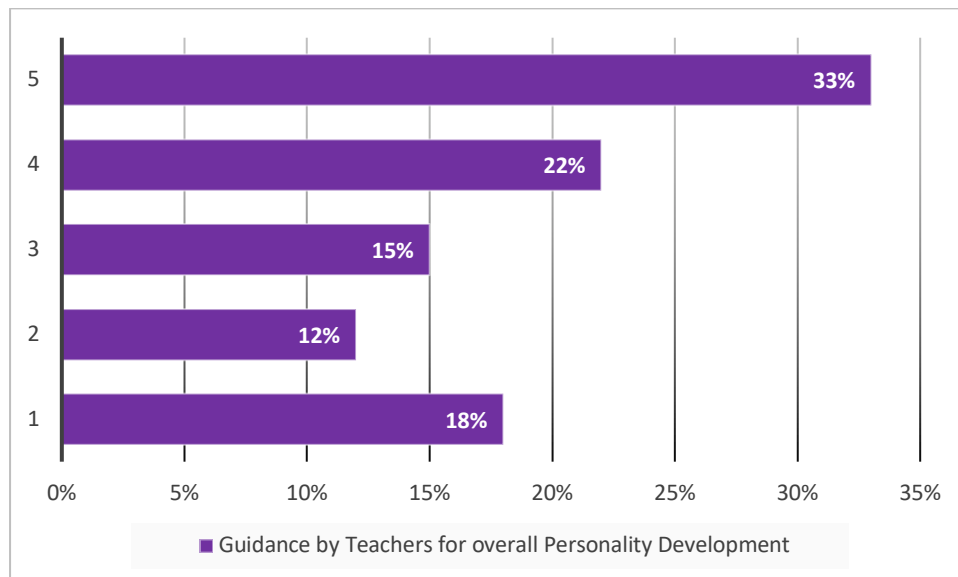


Figure 1.7

PARAMETER VII: DUTIES & RESPONSIBILITIES OF COMPLAINT/GRIEVANCES REDRESSAL COMMITTEE IN THE COLLEGE.

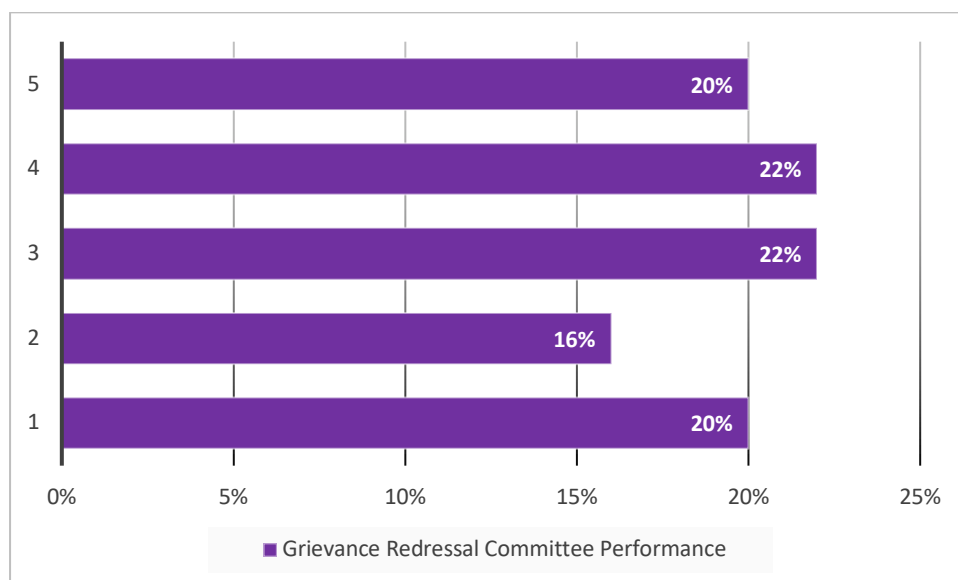


Figure 1.8

Assessment: In response to this parameter, there were 20% respondents, who agreed that the complaints and grievances are resolved in an excellent manner by the institution, whereas there was equal share of 20% students, who have suggested for invigorating the role of Grievances

Redressal Committee. At the same time, 22% respondents have opposed the statement and termed the activity both as simply good and very good, while as 16% respondents consider that the colleges reasonably respond to queries/complaints and grievances in an average manner. The response inputs of students are recorded in **Figure 1.8**.

Explanation: Our institution is a co-educational institution and separate arrangements for student support is considered of immense importance. The institution always attempts to augment the facilities and support system for ensuring safety of students. The institutional head always encourages grievances and complaints of students for creating necessary ambience of safety and a culture of dignity for the students. The safety of students and staff remains as the top priority of any academic institution striving for excellence. As an established policy, the institution is supposed to ensure the adequate level of safety measures in place. As far as our institution is concerned, necessary infrastructure and support facilities are in place especially for girl students. To count a few, a separate common room for girls is developed, separate washrooms for male and female students, anti-sexual harassment cell entertaining such complaints, CCTVs in campus and classrooms, separate health care facility and separate sports facility like measures are ensured in our institution. The IQAC of the college time & again revamps the policy pertaining to safety of the students.

PARAMETER VIII: CANTEEN FACILITIES.

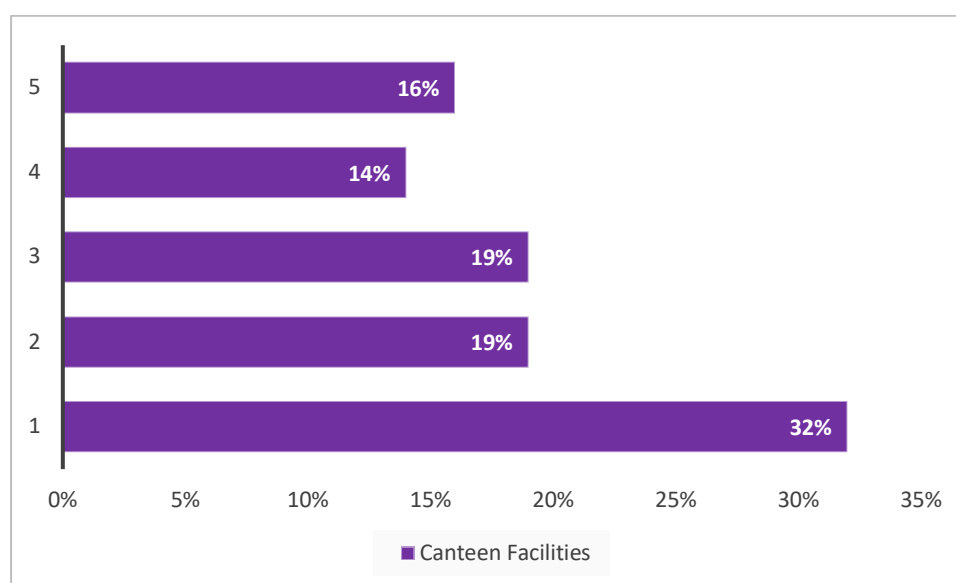


Figure 1.9

Assessment: Like other parameters, this parameter was also assessed on a five point scale ranging from ‘needs improvement’ to ‘excellent’. There were 32% respondents, who have strongly corroborated the statement that the college canteen needs improvements to deliver while as there was a share of 16% respondents, who the categorised the canteen facilities as excellent. At the same time, for average and good, there was 19% respondents for each, while

as 14% respondents agreed on canteen facilities being as very good as can be noticed from the *Figure 1.9*.

Explanation: Our college is a governed institute but not an autonomous and therefore, it is financially dependent on government support on account of various major developmental activities. Given the resources and enrolment of the college, the administration optimally utilises the resources for better delivery of services. At the receipt of every annual budget specifically for development of the campus, the administrative head in a democratic and participative fashion makes the judicious allocation of funds. The college administration proactively prepares and submits the detailed project reports (DPRs) for the accord of approval and release of funds, thereof. Due to the possibility of official and procedural delays and sometimes, because of the paucity of funds, some projects take longer time than usual. This also happens due to the fact of intervention of multiple stakeholders. The college administration has taken due cognizance of the fact and consistently harp on developing the student centric facilities.

PARAMETER IX: COLLEGE WEBSITE.

Assessment: Regarding the College Website, a total of 262 responses were recorded. From the *Figure 1.10*, it is obvious that 24% respondents have agreed that college website is updated in an excellent fashion on day to day basis while as 19% responses negated the statement and have submitted for handling the website in an improved manner. Moreover, 18% and 15% of the total respondents have viewed the maintenance/updation of college website as an average and good, respectively. Furthermore, it is also obvious that 24% of the students have categorised the website functioning and updation on daily basis dynamically in a very good way.

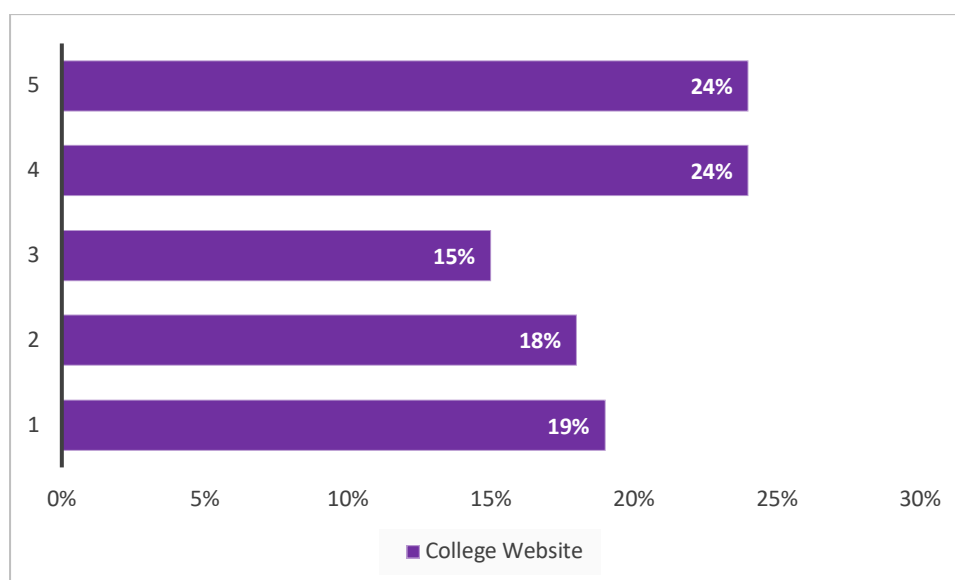


Figure 1.10

Explanation: With the advent of pandemic in 2020 and stretching to more than the first half of the academic year 2021-22, online education has become a necessity for sustenance of

teaching learning process in the educational institutions, wherein teachers had to lock their horns over the skills required. Such a huge transformation had blatantly called for a new system for delivery of academic activities, which were thoroughly communicated and conducted with the help of college website, being an important medium of correspondence between the institution and the students. Moreover, under different guidelines and circulars from the administrative department, the institution strives to adopt the practices of e-governance and hence, focuses on the development of the dynamic and user-friendly website. The institution intends to float the admission for the upcoming year 2022-23 in online mode, for which necessary arrangements are being made.

PARAMETER X: WASHROOM CLEANLINESS AND MAINTENANCE.

Assessment: While analysing the student inputs regarding the washroom cleanliness and maintenance, there were two dominant responses received as evident from the *Figure 1.11*. A major share of 48% respondents, almost half of the respondents, have witnessed such facility as very poor and at the same time, 10% respondents have observed the washroom cleanliness and maintenance as excellent, which can be seen as the lowest of all the responses. On the flip side, such facilities were recognised at an average level by 16% responses and these facilities were rated as good and very good by 13% respondents each.

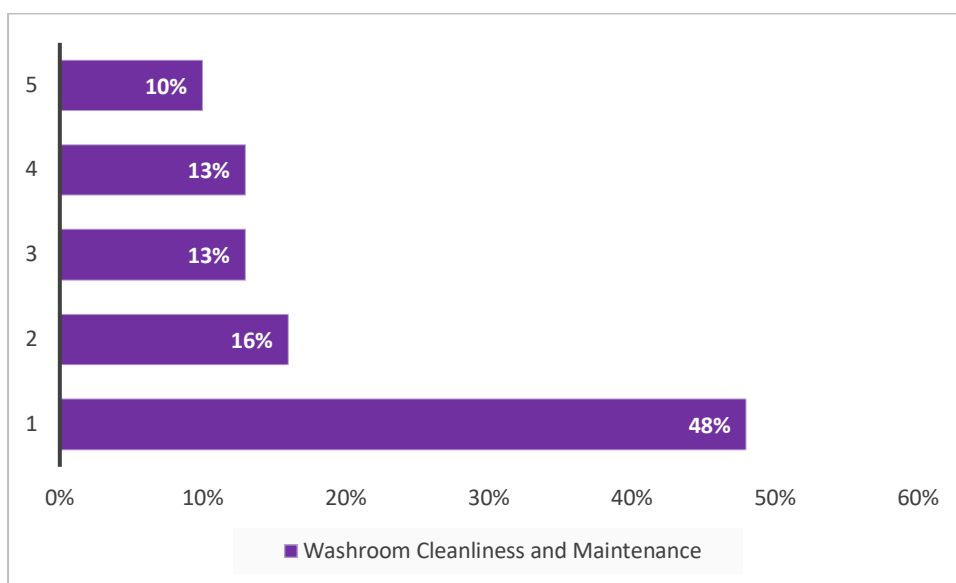


Figure 1.11

Explanation: Same as cited under parameter IX.

PARAMETER XI: HOW VIBRANT COLLEGE IS IN ORGANIZING CO-CURRICULAR AND EXTRA CURRICULAR ACTIVITIES.

Assessment: With regard to the co-curricular and extra-curricular activities, a total of 251 responses were collected. Out of the total responses, 19% of the responses have witnessed the conduct of co-curricular and extra-curricular activities as excellent, whereas there were also 17% respondents, who have suggested improvements in this domain. Similarly, on an average,

rest of the students have termed the support and facilitation in this area on an between average and very good scale s highlighted in the *Figure 1.12*.

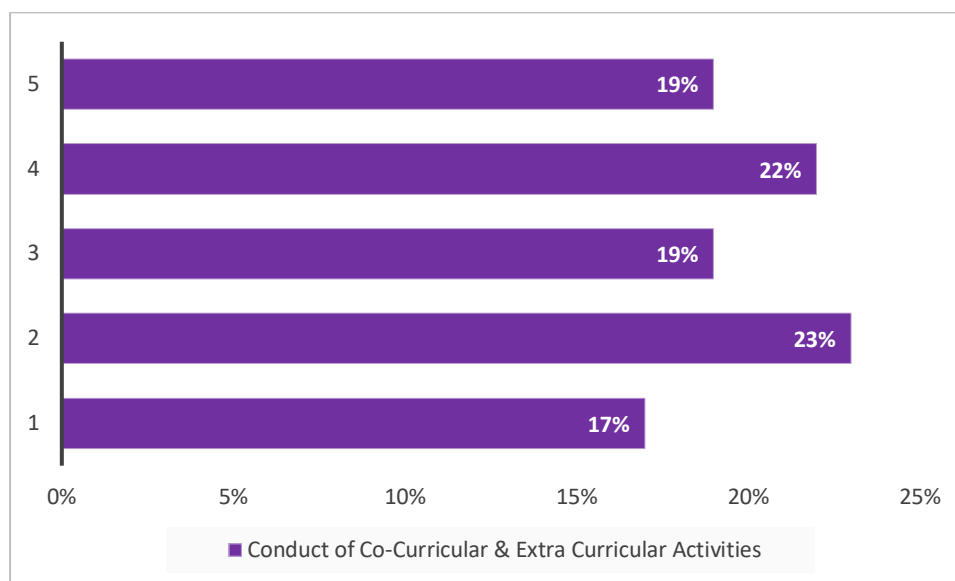
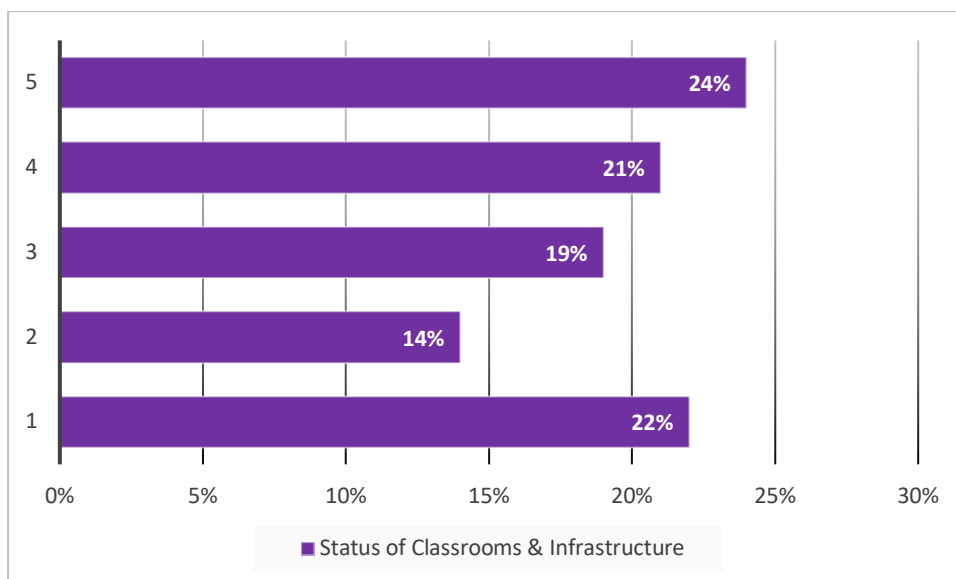


Figure 1.12

Explanation: Given the enrolment and other support system of the institution, the college at the advent of every academic year chalks out the calendar of activities in an inclusive manner. In the contemporary world, co-curricular and extra-curricular activities play a substantial role in shaping the personality as well as career of a student. Against this background, our college has well established Cultural and Literary Club, Sports Board, NSS Board, NCC Board and other clubs/cells/centres, where student participation is encouraged and subsequently nurtured. Students are selected after trials for every activity vis-à-vis their strengths and talent and provided with adequate level of platform. Moreover, such students are also nominated to represent the institute at different levels. Moreover, students are also provided an opportunity to expose to the real world through participation in training programs, workshops, industrial visits, subject tours and apprenticeship programs.

PARAMETER XII: STATUS OF CLASSROOMS AND INFRASTRUCTURE.

Assessment: While examining the responses collected on account of status of classrooms and other related infrastructure, a total of 277 students participated in the survey during the academic year 2021-22. It can be observed from the *Figure 1*. that the responses across all the options given in the scale were almost uniformly distributed. From the collected statistics, 24% of the respondents have observed the status of classroom as excellent, whereas 22% of the students has suggested modification in the existing infrastructure. At the same time, it has also come to the fore that 21% of the respondents have rated the status of classrooms as very good, 19% students view the classroom and the associated infrastructure as good while as there was also a share of 14% respondents who have expressed their opinion about the same as average.



Explanation: The development of ambience in the classroom is one among the top priorities of the college administration for smooth teaching learning process. During the academic year 2021-22, a major development by way of setting up/installation of interactive panels took place, which facilitated the faculty/students in effective teaching/learning, giving along the online access to different sources for effective understanding of the curriculum and demonstration of the lectures. Furthermore, it has also assisted the students in delivering the PowerPoint presentations, which has substantially improved their personality and prepares them for different real world situations. It is quite noteworthy, that around 31 classrooms and laboratories are facilitated by these internet connected interactive panels.
