



Post Graduate Government College for Girls, Sector 42, Chandigarh

Affiliated to Panjab University, Chandigarh



NAAC Accredited 'A' Grade (CGPA – 3.16)

AISHE Code : C-29391

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Post Graduate Government College for Girls Sector -42, Chandigarh



A Report of Student Satisfaction Survey Session: 2023-2024



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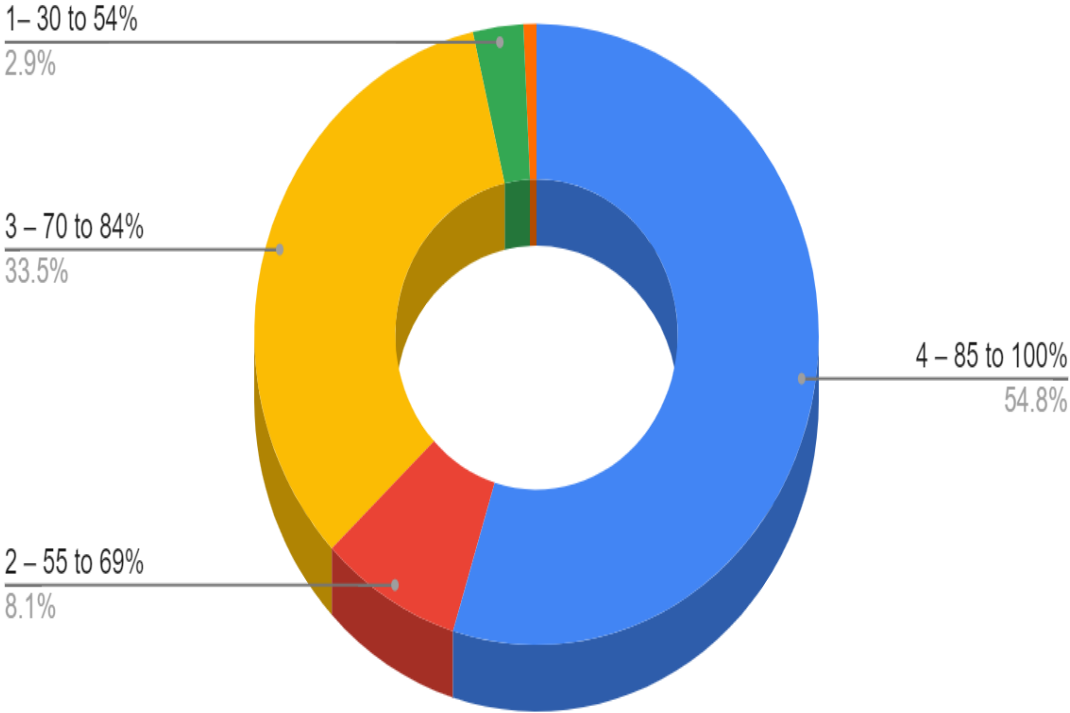
Google form Link for Survey

<https://forms.gle/XxFE2LjpRMhSFG717>

INTRODUCTION

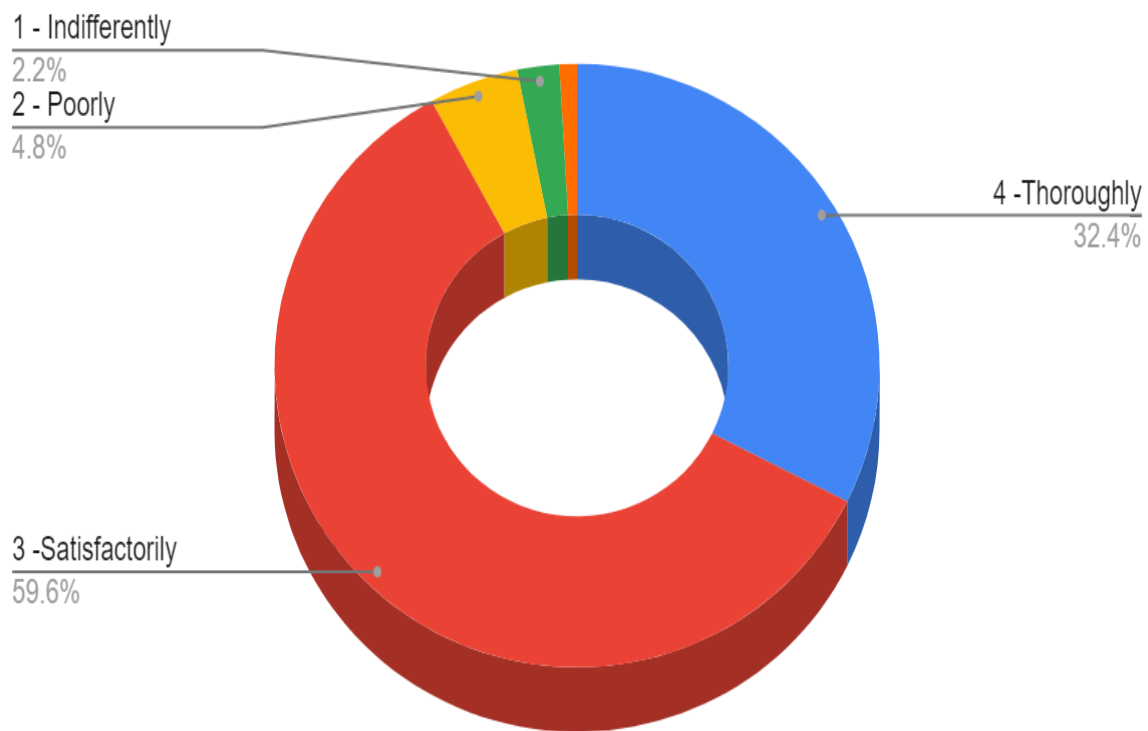
An educational Institution's reputation depends on the quality and grades of the students, as the students are the real treasure for the respective institution and for the country as well. It is the major responsibility of the institute to provide complete satisfaction and conducive learning environment for the students to efficiently study and reach their full potential not only regarding teaching but also regarding other facilities and environment in which they have to spend their time so that their dreams can be fulfilled. The college considers the inputs from its stakeholders especially from students which are highly required to bring relevant and fruitful results. Their feedback considerably showcases the actual quality of teaching-learning process enabling identification of the strengths of teaching as well as the possible improvements. Student Satisfaction Survey (SSS) that results from evaluation of students' experience with the facilities and support they received in the college is very important. It is a valid and reliable tool to understand the key areas for future developments. Thus, it allows understanding the resources for areas that require greater attention. Thus, it is a direct and useful indicator of the effectiveness of teaching-learning in the institution. The college always encourages the students to take active participation in SSS. With this purpose, a Students Satisfaction survey was conducted regarding Teaching–Learning and Evaluation, infrastructure, facilities in college and hostel etc which will help to upgrade the quality of higher education. The college circulated the questionnaire to all admitted students for the session 2023-24 i.e. 3171 students. Out of these, 2017 students i.e. 63.61% of the total strength responded with their feedback and gave their suggestions regarding teaching learning process, infrastructure and other parameters for the college and hostel. Their responses regarding the same were analysed and are listed in the report. The necessary actions were taken by the college.

1. How much of the Syllabus has been covered during the session.



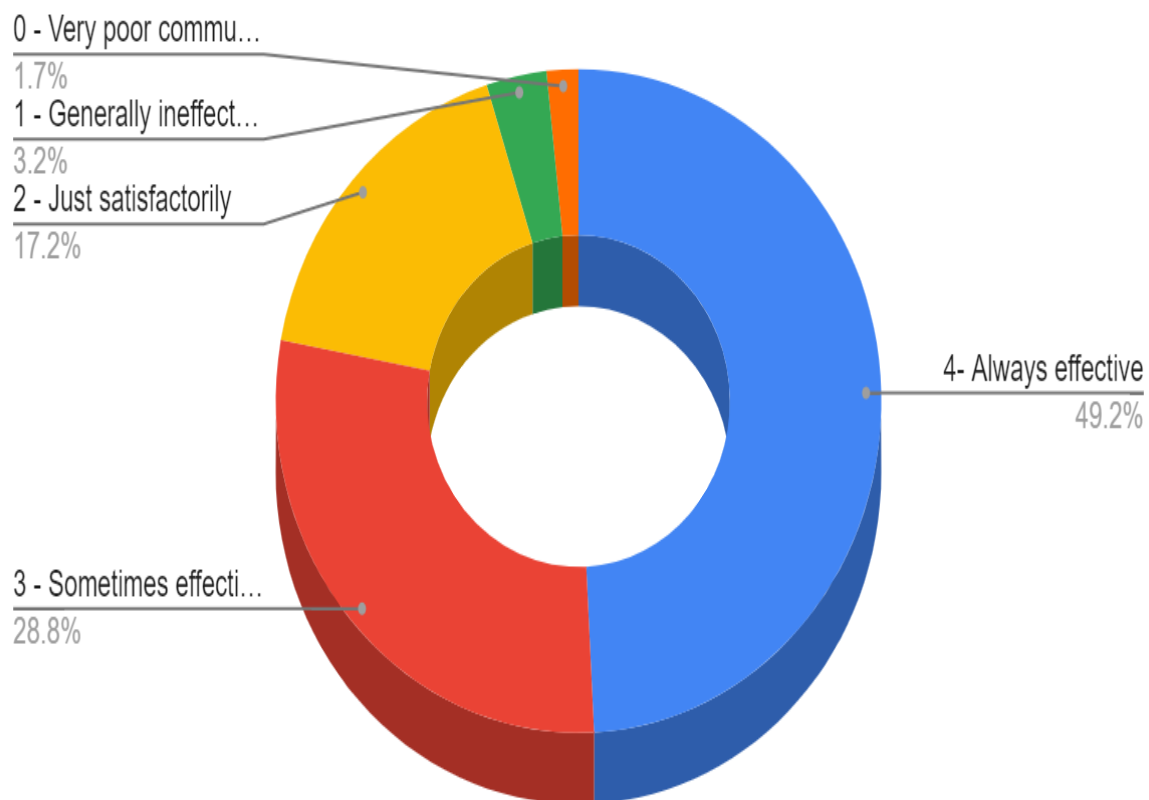
85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%	Total
1105	676	163	58	15	2017

2. How well did the teachers prepare for the classes?



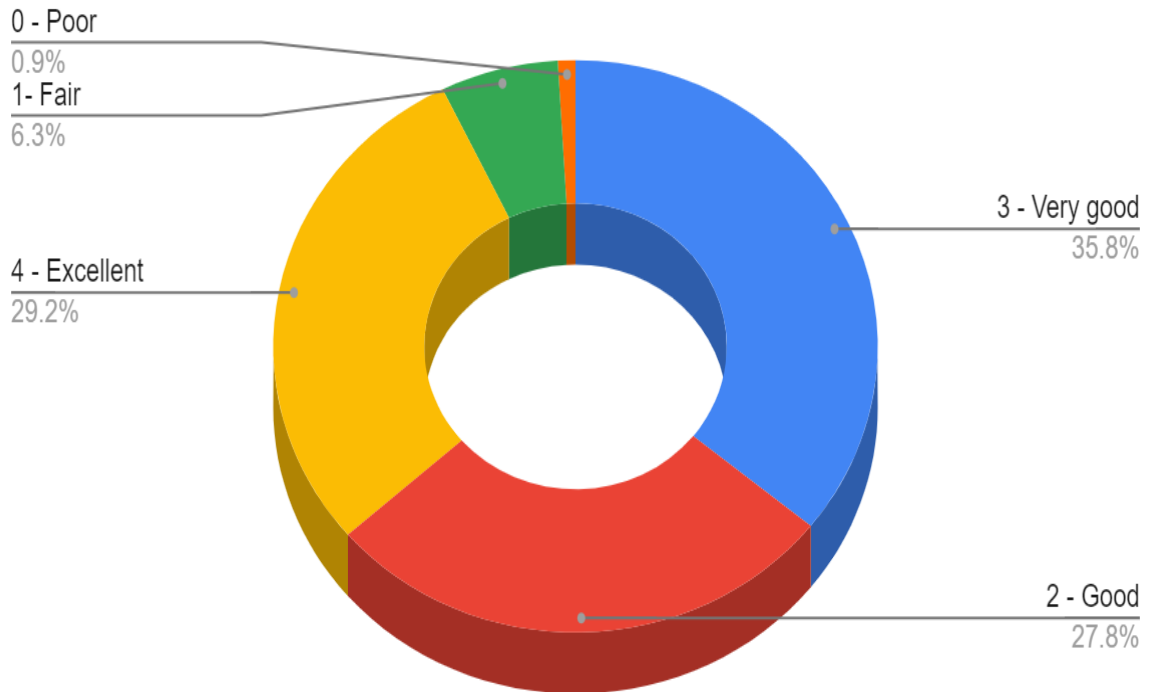
Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all	Total
649	1202	97	44	25	2017

3. How well were the teachers able to communicate?



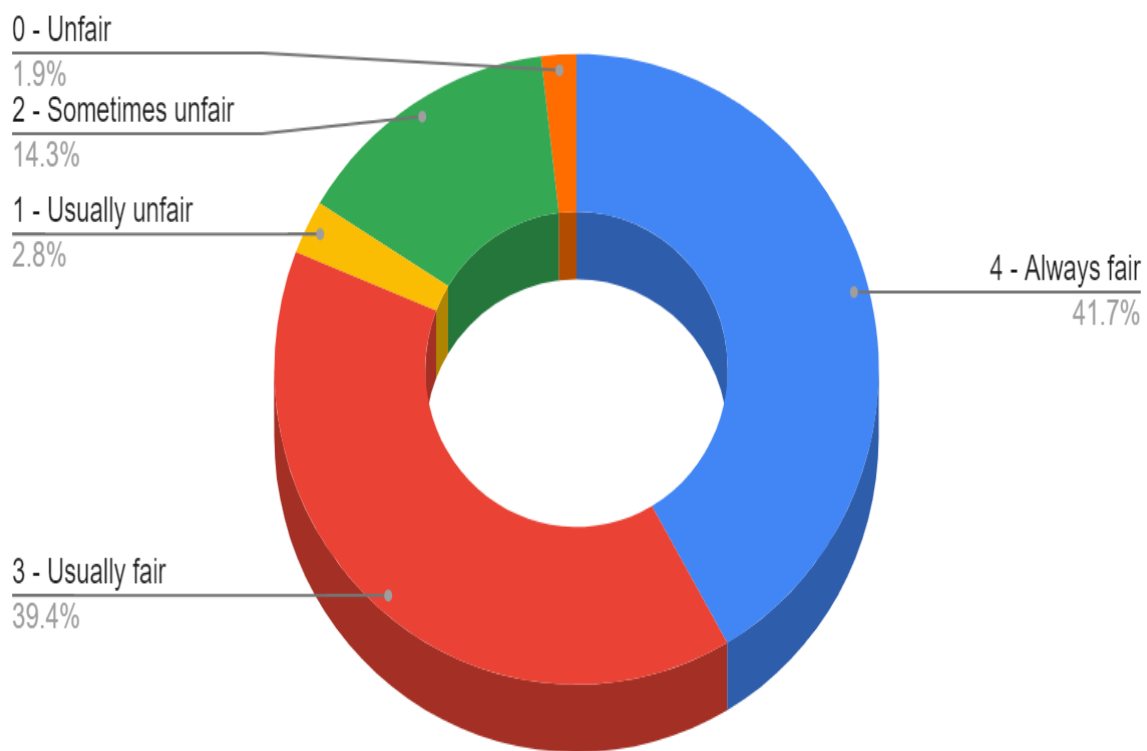
Always effective	Sometimes effective	Just satisfactorily	Generally ineffective	Very poor communication	Total
992	580	347	64	34	2017

4. The teacher's approach to teaching can best be described as



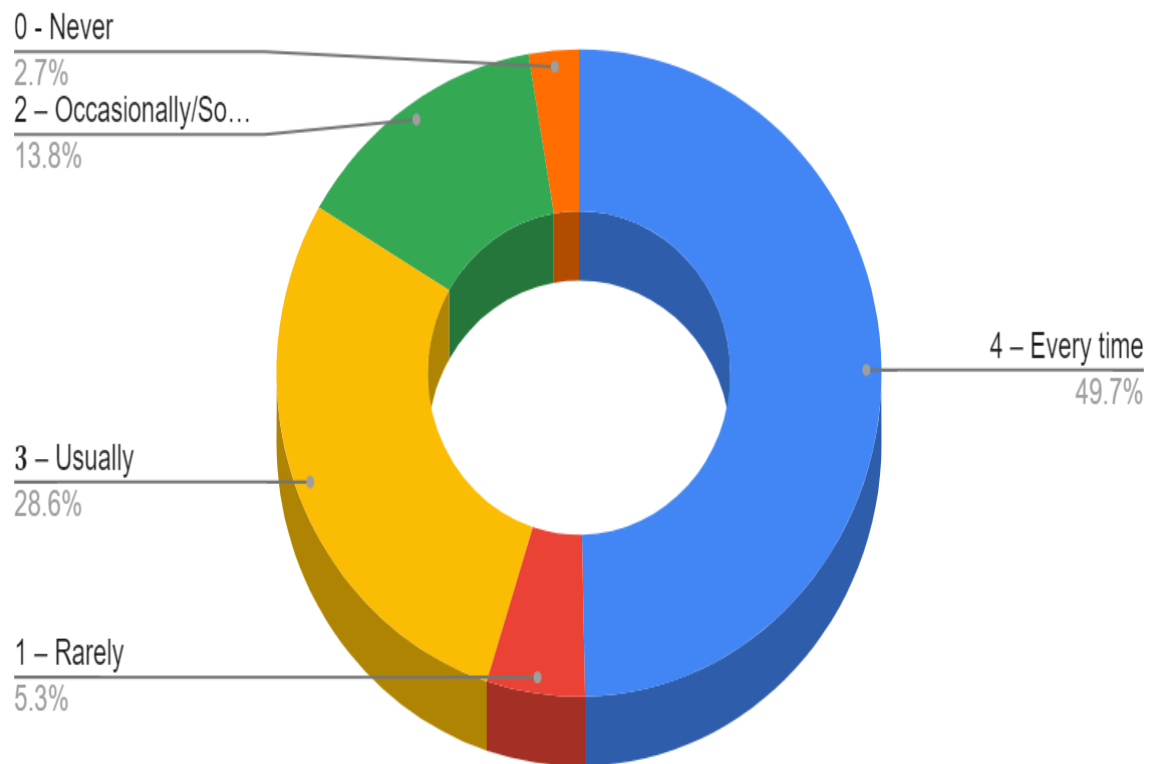
Excellent	Very Good	Good	Fair	Poor	Total
589	722	561	127	18	2017

5. Fairness of the internal evaluation process by the teachers.



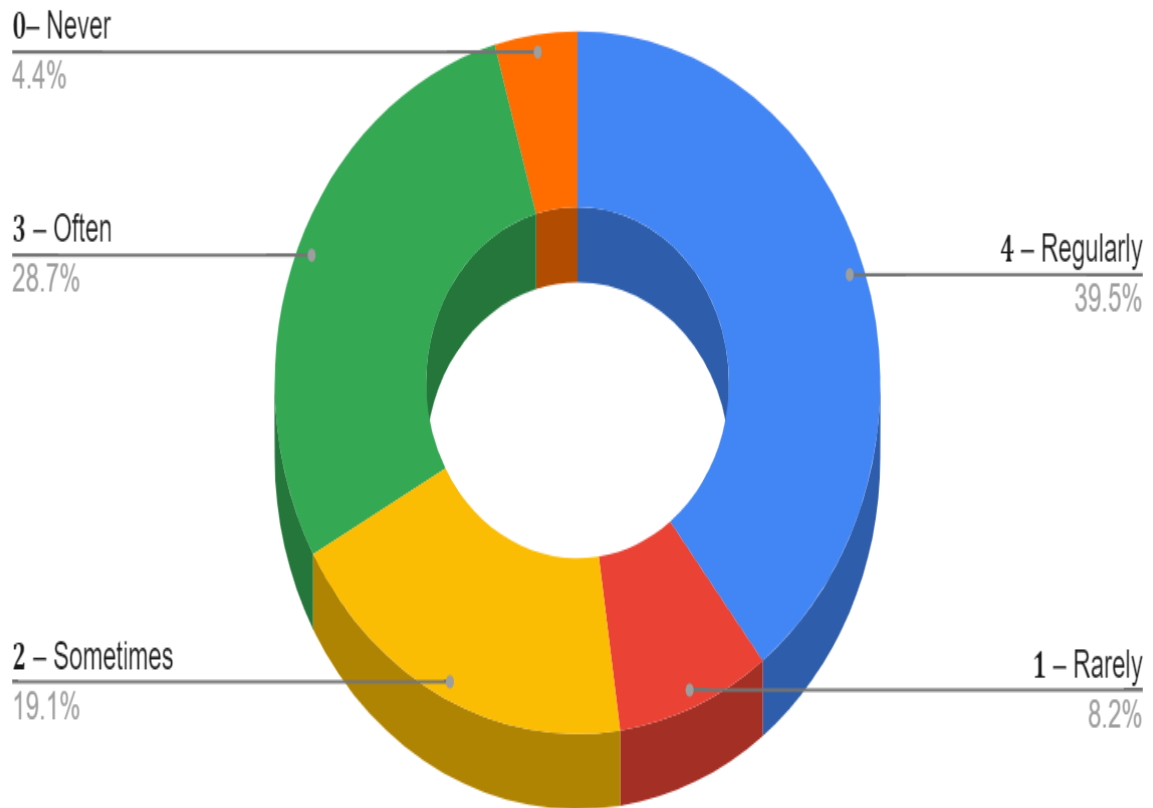
Always fair	Usually fair	Sometimes unfair	Usually unfair	Unfair	Total
841	794	288	56	38	2017

6. Was your performance in assignments/mid semester test discussed with you?



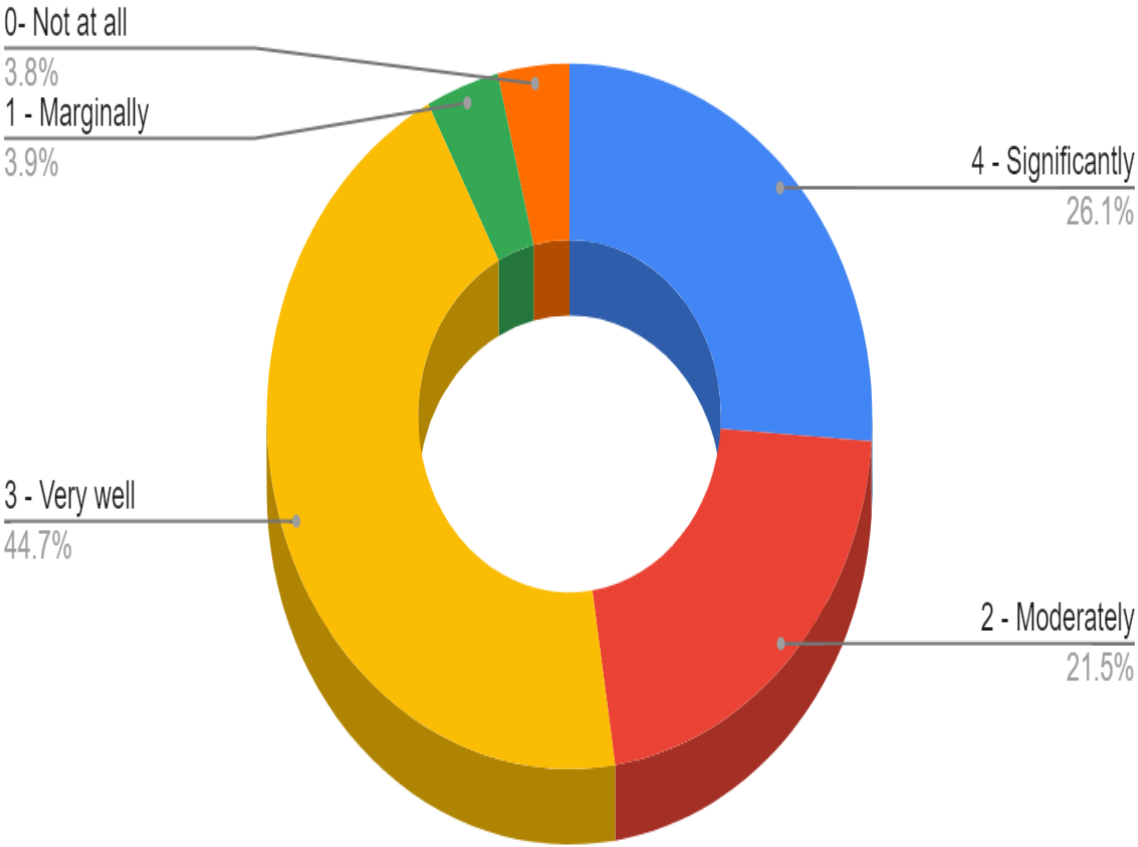
Every time	Usually	Occasionally/ Sometimes	Rarely	Never	Total
1002	577	278	106	54	2017

7. The institute takes active interest in promoting internship, student exchange program, and field visit opportunities for students.



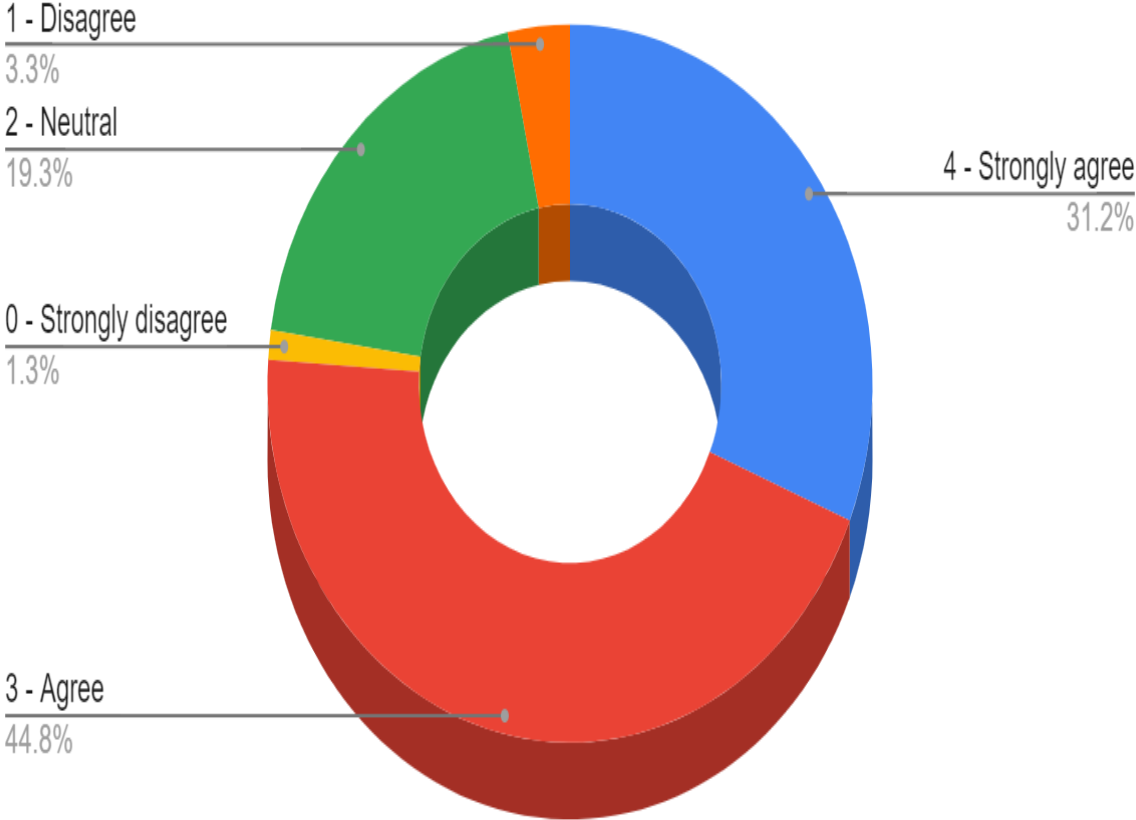
Regularly	Often	Sometimes	Rarely	Never	Total
797	579	386	166	89	2017

8. The teaching and mentoring process in your institute facilitate you in cognitive, social and emotional growth.



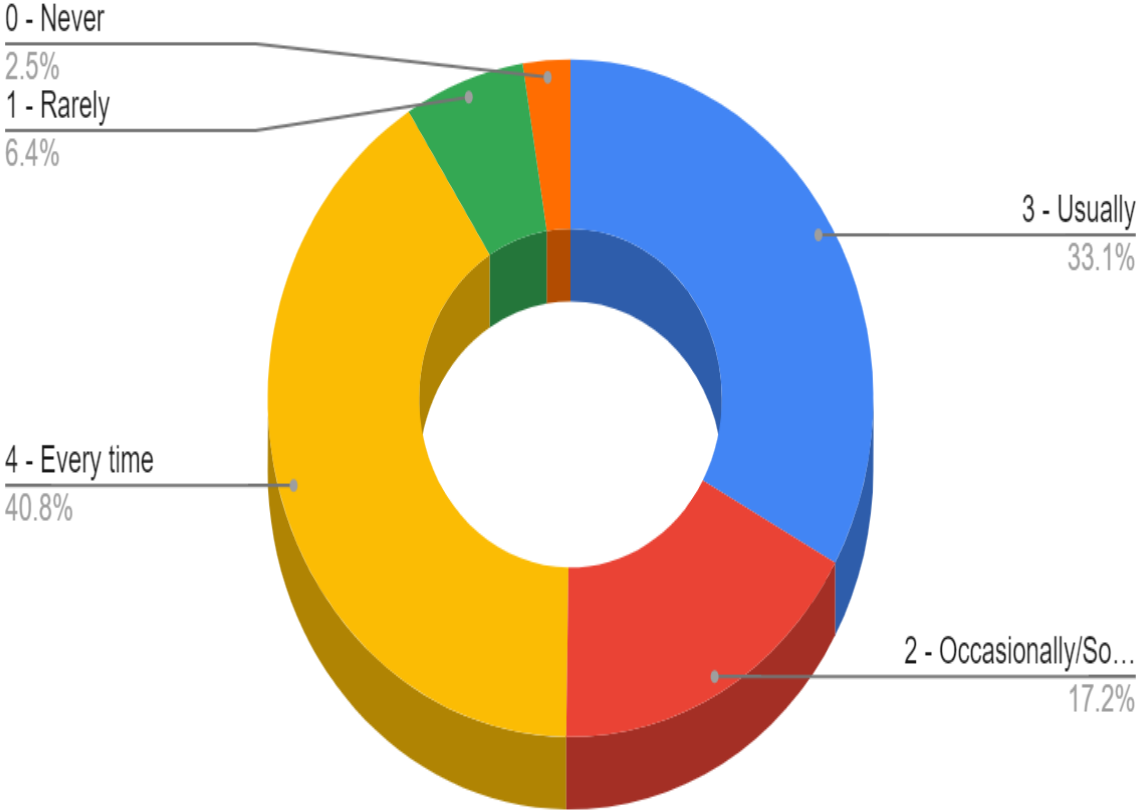
Significantly	Very well	Moderately	Marginally	Not at all	Total
526	902	434	79	76	2017

9. The institution provides multiple opportunities to learn and grow.



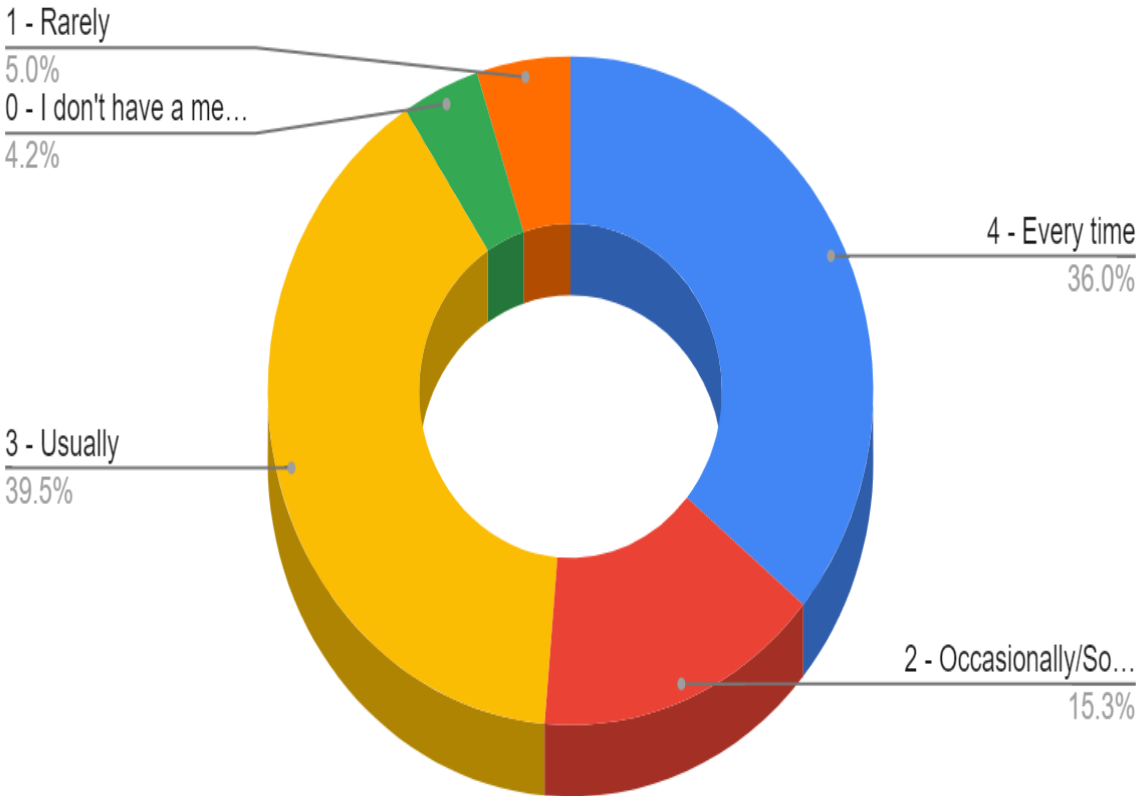
Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
630	904	390	67	26	2017

10. Teacher informs you about your expected competencies, course outcomes and programme outcomes.



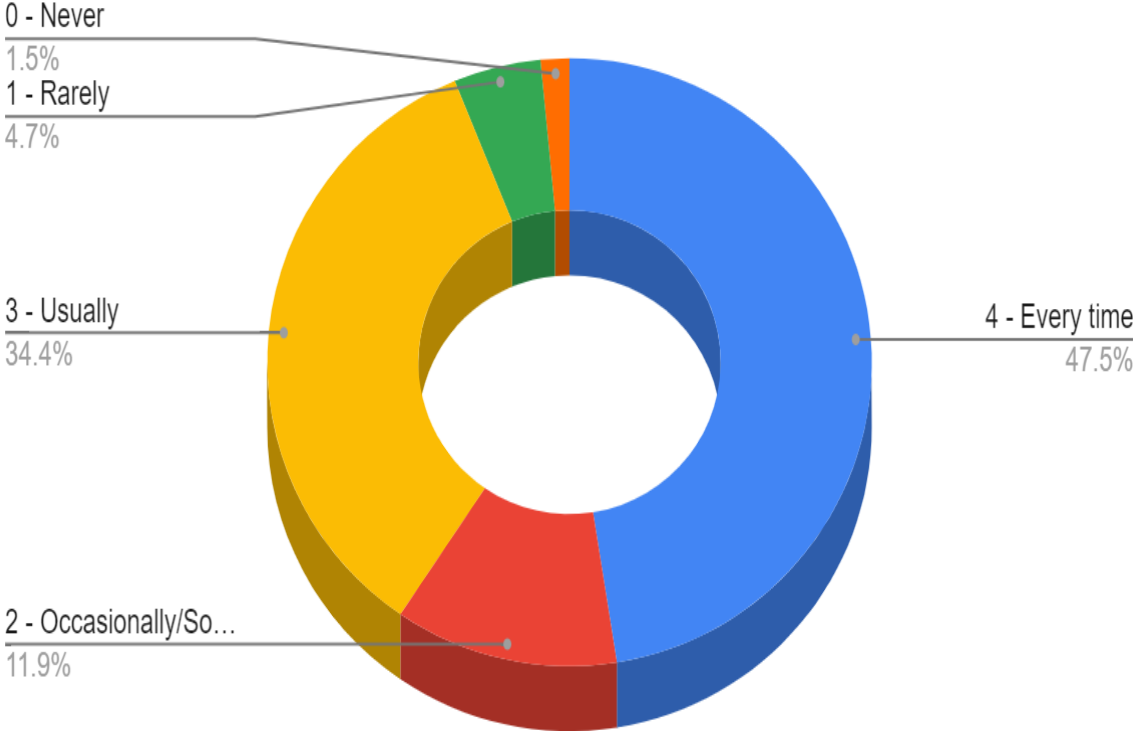
Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	Never	Total
823	668	347	129	50	2017

11. Your mentor does a necessary follow-up of an assigned task with you.



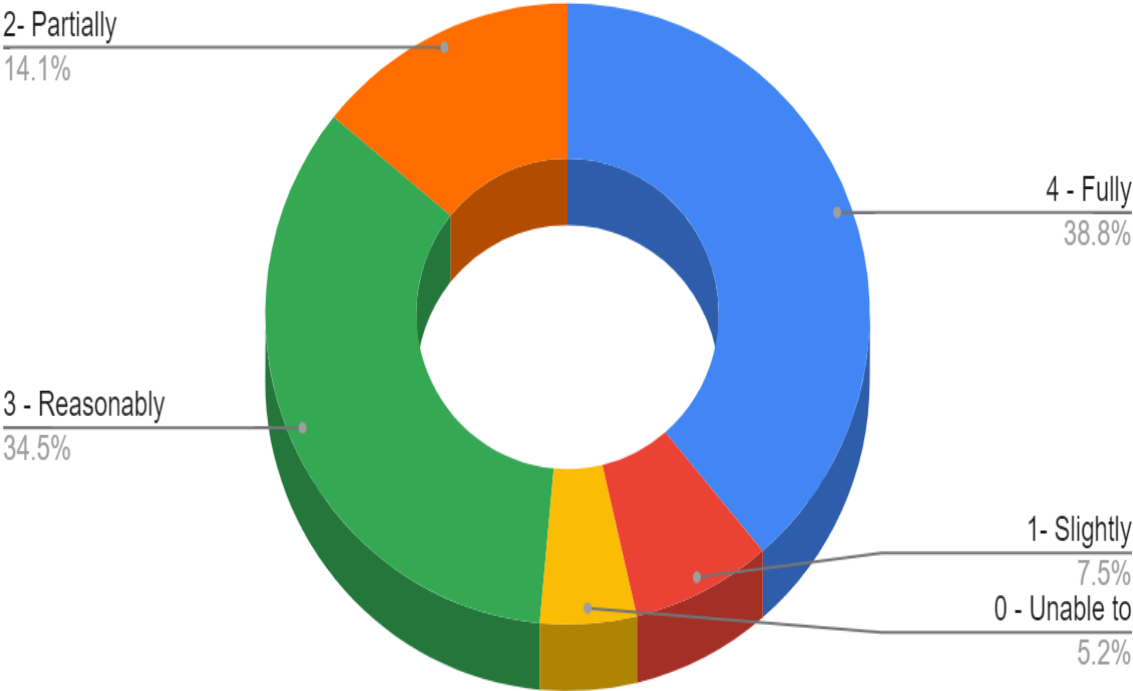
Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	I don't have a mentor	Total
726	797	309	101	84	2017

12. The teachers illustrate the concepts through examples and applications.



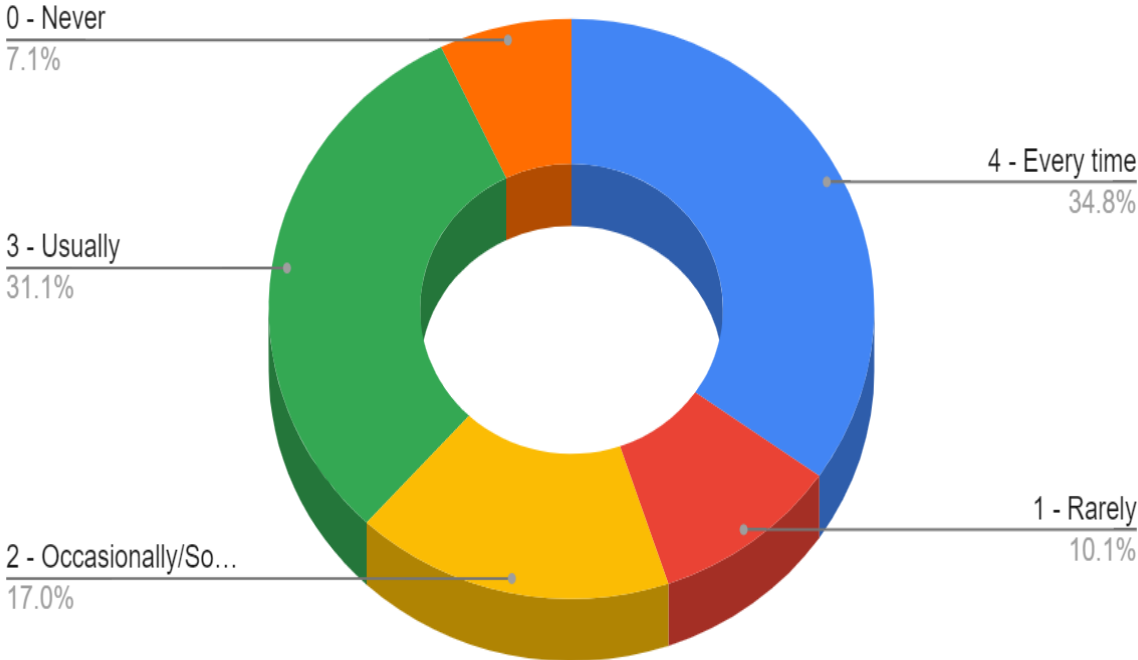
Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	Never	Total
958	694	240	95	30	2017

13. The teachers identify your strengths and encourage you by providing right level of challenges.



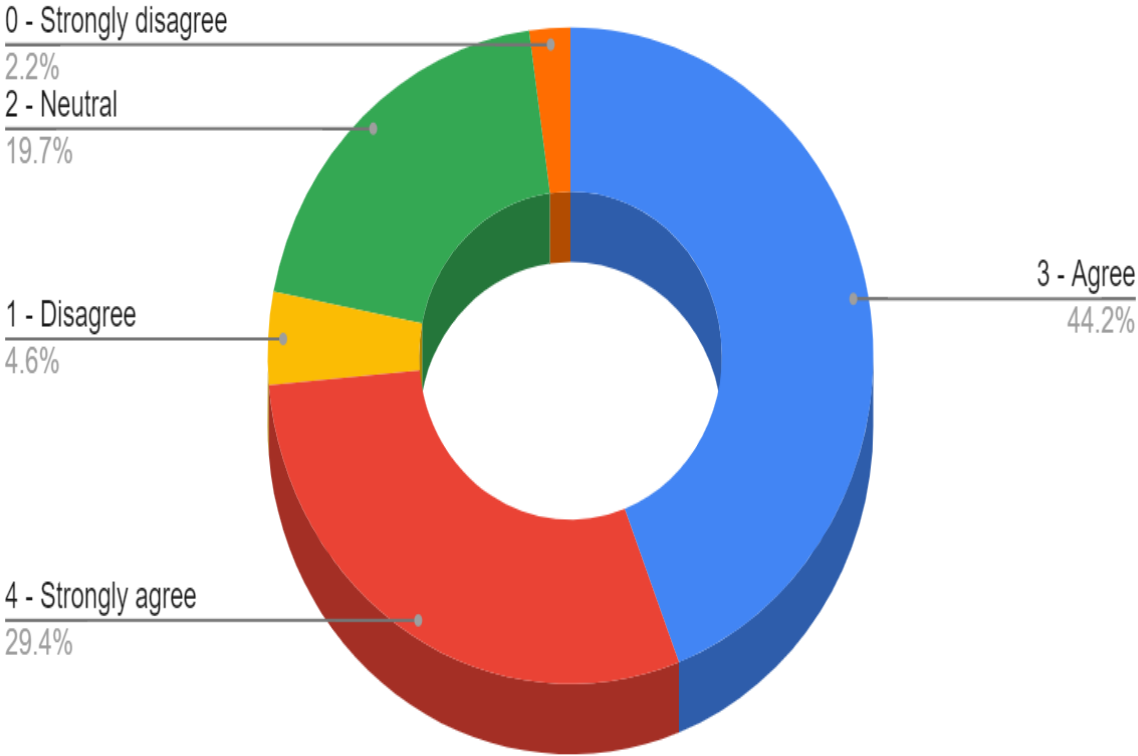
Fully	Reasonably	Partially	Slightly	Unable to	Total
782	696	284	151	104	2017

14. Teachers are able to identify your weaknesses and help you to overcome them.



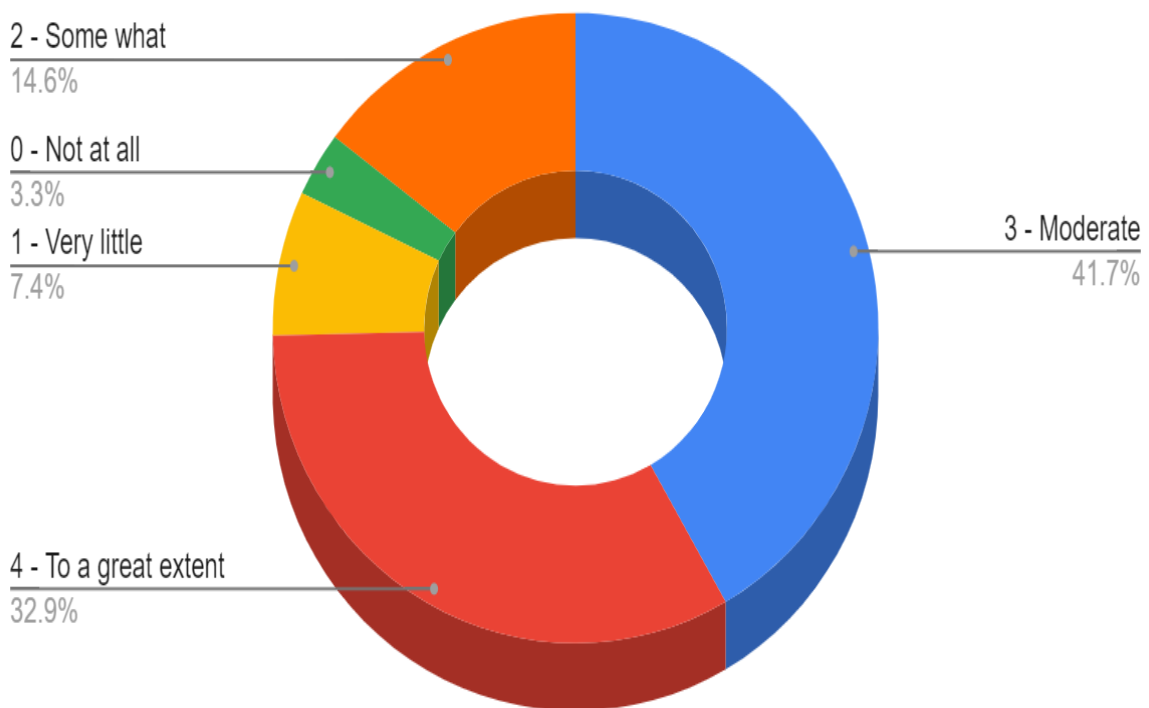
Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	Never	Total
702	627	342	203	143	2017

15. The institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



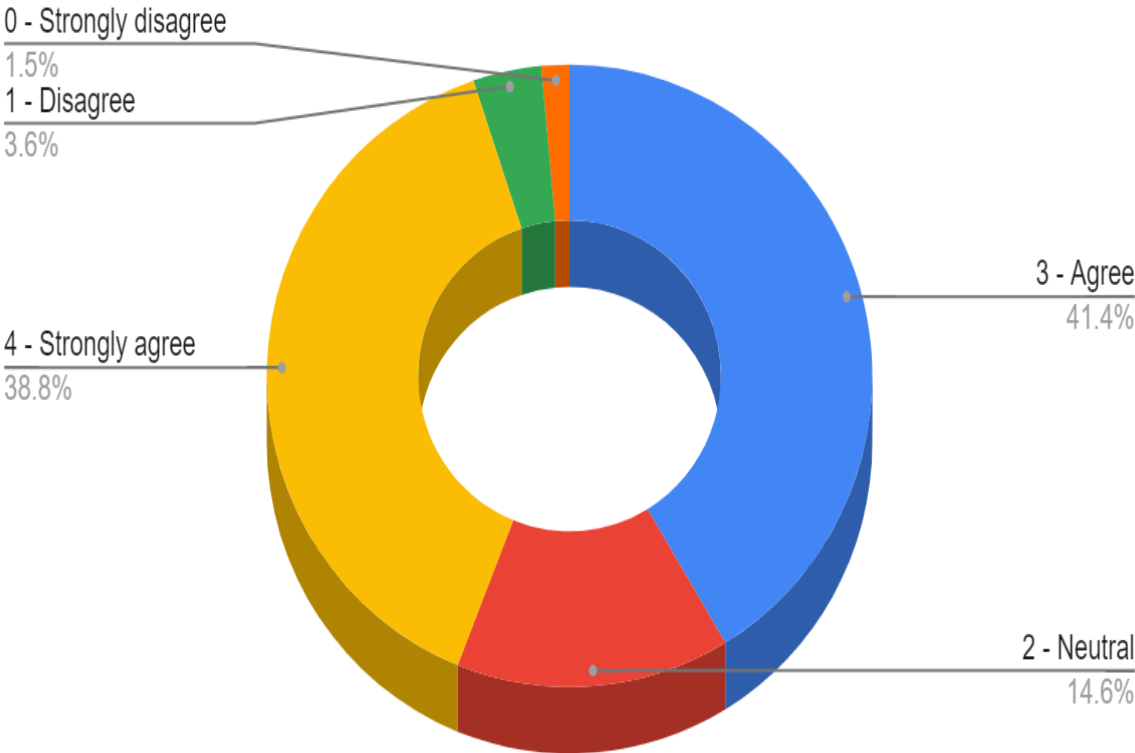
Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
593	891	397	92	44	2017

16. The institute/teachers use student centric methods, such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences.



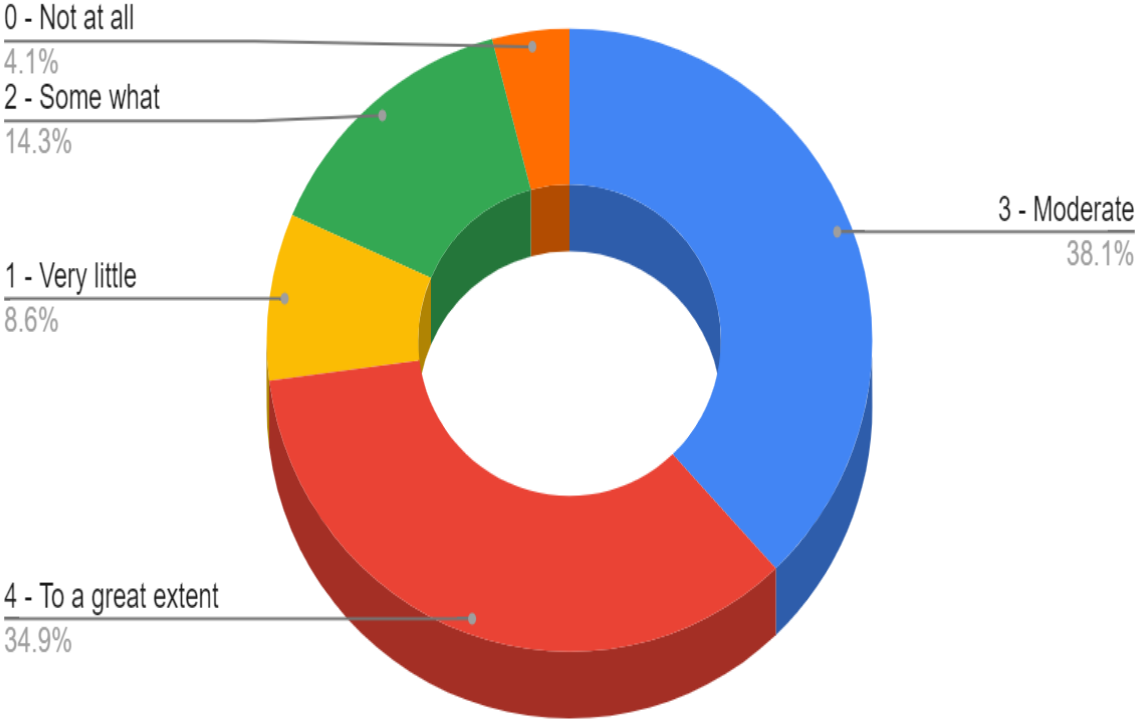
To a great extent	Moderate	Some what	Very little	Not at all	Total
664	841	295	150	67	2017

17. Teachers encourage you to participate in extracurricular activities.



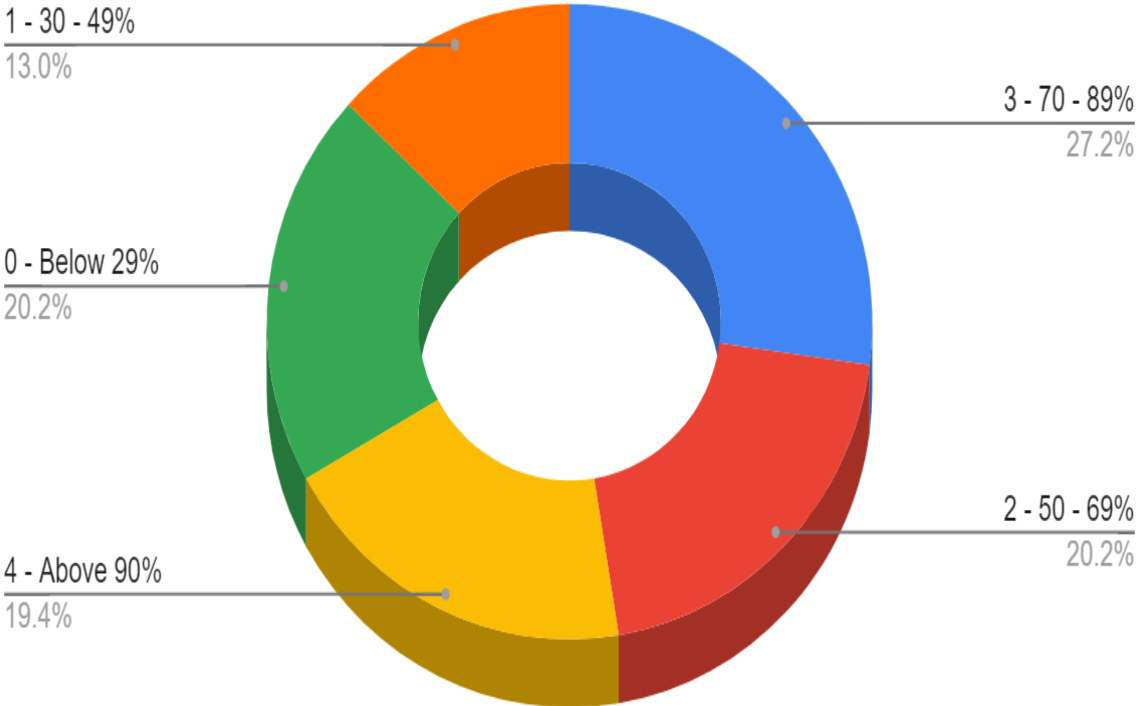
Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
783	835	295	73	31	2017

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.



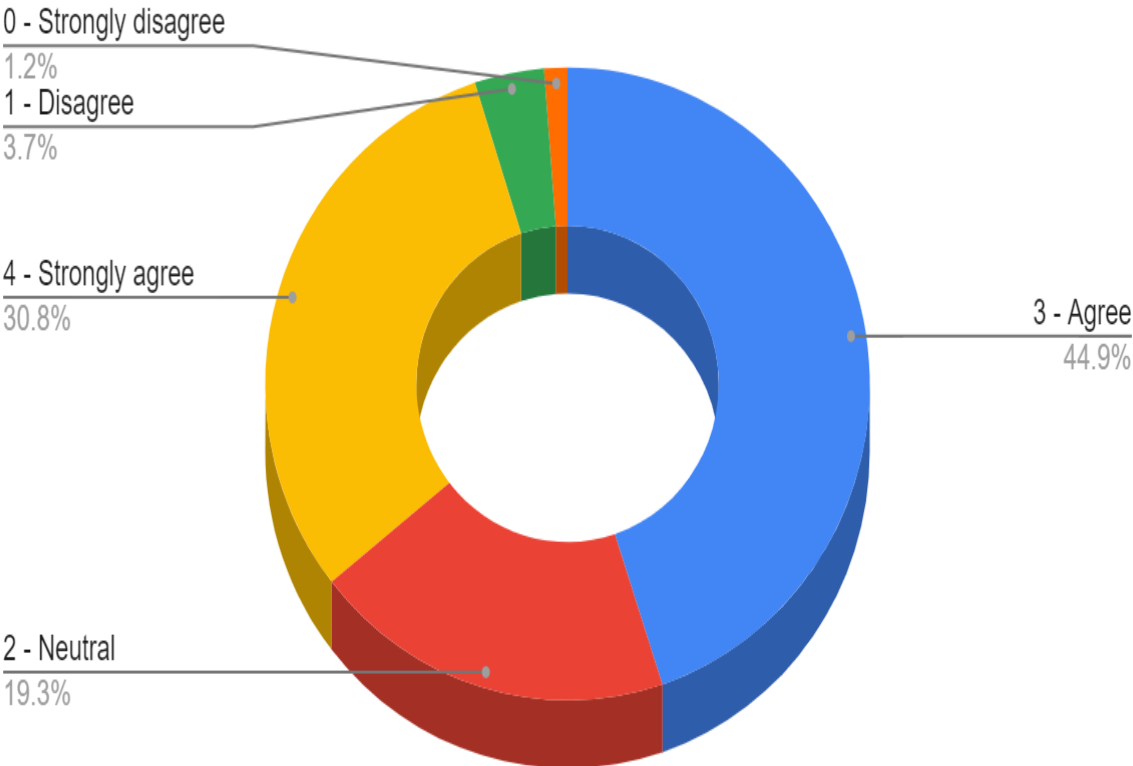
To a great extent	Moderate	Some what	Very little	Not at all	Total
704	769	289	173	82	2017

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia etc. While teaching.



Above 90%	70 – 89%	50 – 69%	30% - 49%	Below 29%	Total
391	549	408	262	407	2017

20. The overall quality of teaching-learning process in your institute is very good.



Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
622	906	390	75	24	2017

21. Observations/Suggestions to improve the overall teaching-learning experience, infrastructural facilities, hostel, canteen and library facilities of your institution.

Reviews by the students on overall teaching-learning experiences

- ❖ Teachers are cooperative and efficient.
- ❖ The teaching method of language teachers is highly effective.
- ❖ The college's Principal is an outstanding educator and very particular about discipline.
- ❖ The college has always pushed us to give our best, to showcase our skills and talent through various competitions.
- ❖ The college is a boon for those who seek high colours in their life.
- ❖ It is a blessing to have a nice college with amazing mentors.
- ❖ The career guidance programmes conducted by Placement cell are quite fruitful and lucrative for the students
- ❖ The seminars, workshops and extension lectures are conducted by college are fully informative and beneficial.
- ❖ The completion of the syllabus is timely done by the teachers
- ❖ The group discussions and debates held in the class are also effective
- ❖ The teachers are having friendly nature and quite interactive.
- ❖ Office staff is also very helpful, proper facilities are provided for the convenience.
- ❖ Significant cultural programmes and festivals are celebrated in the college.
- ❖ The best thing is the excellent arrangement of games, debate and other extra-curricular activities.
- ❖ The teachers are impartial and punctual.
- ❖ Yoga sessions are conducted by the college for physical fitness.
- ❖ Blood donation camps are organized in the college for social welfare.
- ❖ Skill development programmes are conducted by the college
- ❖ Cybercrime club is also playing a vital role.
- ❖ The college festivals draw a lot of fun crowd from other colleges and let us show off our skills.
- ❖ Awareness programmes are conducted by the college for the betterment of life.

- ❖ Run for fun Programmes are conducted by the college to encourage better mental health.
- ❖ Various Physical activities are organized by the college for health motivation.
- ❖ Women awareness society is also doing well
- ❖ We receive immaculate love, mentorship, guidance and personality built up by paying just a nominal amount of fees.
- ❖ Teachers work on students personality development
- ❖ The curriculum is well updated and includes all the recent developments in the field.
- ❖ Wi-Fi facilities are available in library
- ❖ Students are encouraged to excel not only in academics but as individual as well.
- ❖ Financial help is provided for the unprivileged students.
- ❖ Add on Courses are also available in the college for career counselling.
- ❖ The college is suggested to improve the focus on practical study
- ❖ There should be a proper use of projectors.
- ❖ The students should be promoted for better career guidance.
- ❖ There should be a proper use of ICT tools.
- ❖ Teachers should correlate the things with surroundings.
- ❖ Some cultural activities should be organised for B.sc students.
- ❖ A special attention should be paid to theory classes rather than practical..
- ❖ A proper mike and speakers are required in each classroom.
- ❖ The projectors are available in the classrooms but not working.
- ❖ Teachers should be punctual and impartial.
- ❖ Irregular students should be pointed out.
- ❖ Students should be properly guided for assignments and useful practical work.
- ❖ Proper time duration should be decided avoiding all kinds of confusions regarding attendance.
- ❖ Teachers should be courteous with the students belong to rural area.
- ❖ Multimedia rooms should be arranged for Honours classes
- ❖ Teaching staff should be modest.
- ❖ It's a humble request to the subject teachers to explain the topics profoundly.
- ❖ The teachers should pay special attention to improve the communication skills of the students.
- ❖ Favouritism should not be followed by the faculty.
- ❖ The Seminars and workshops should be qualitative rather than quantitative.

- ❖ Personality development should be a coherent part of the study.
- ❖ The students who didn't well in exams shouldn't be discriminated and demotivated.
- ❖ Both the teaching and learning should be qualitative instead of quantitative
- ❖ Teachers should be more interactive and concerned for the backward students.
- ❖ Teachers should be impartial while giving internal assessment.
- ❖ Teachers should be bilingual with the students as some students are not good at English.
- ❖ Mock tests should be assigned before the exams for better preparation.
- ❖ If the teachers are on CCL, students should be taught by other teachers.
- ❖ Teaching method should be easy and effective for all.
- ❖ Proper notes should be provided to the literature students.
- ❖ The study should be teaching oriented rather than attendance oriented.

Obsevation/suggestions to improve the infrastructural facilities, hostel, canteen and library facilities of institution.

- ❖ College infrastructure is commendable and well maintained.
- ❖ The college has all the facilities and best in region for girls.
- ❖ Considering all the pros of the college it is affordable and satisfactory.
- ❖ The college building, the labs, the lush green gardens add to the beauty of the campus.
- ❖ Parking Facilities are convenient.
- ❖ Sitting Arrangement in Canteen is appropriate
- ❖ The food charges of canteen are apt and reasonable
- ❖ Library provides us with the superior quality erudite books.
- ❖ Each room is commodious, well lighted, and well ventilated.
- ❖ All safety precautions are available inside the campus itself.
- ❖ Canteen food is usually fresh and hygienic.
- ❖ Good sports activities and spacious playgrounds
- ❖ The science and computer labs are equipped with the up to date substantial assets
- ❖ Tree Plantation drive is also conducted by the college.
- ❖ The infrastructure of the college is mesmerising.
- ❖ Hostel is well maintained with fully furnished furniture and a clean environment.
- ❖ The college campus is perfectly managed with proper security measures.
- ❖ Wi-Fi facilities are available in library

- ❖ Whole campus is peaceful and large
- ❖ The quality and variety of food should be improved in the college canteen.
- ❖ Proper sitting arrangement is required in college canteen.
- ❖ Sweets should be served in the canteen on a daily basis.
- ❖ There should be a proper collection of course curriculum books in library for the convenience of the students.
- ❖ Proper security is required in college Campus.
- ❖ Cleanliness of the washrooms, computer facilities in Library, and water availability should be improved.
- ❖ A small Library is required in Hostel as convenient.
- ❖ Proper hygiene and cleanliness should be maintained in the food court.
- ❖ Proper lunch break is required for the students rather than to follow a hectic schedule.
- ❖ The hostellers should be allowed for outing three times in a week.
- ❖ Lunch time in hostel should be decided according to the convenience of the hostellers.
- ❖ Hostellers should be allowed to visit their hometowns for a convenient period of time.
- ❖ There should be no entry for dogs as the dogs move freely around the classrooms.
- ❖ Chemistry labs should be renovated
- ❖ Indian toilets are also required for the convenience
- ❖ The damaged benches should be replaced and new furniture should be added
- ❖ The college canteen should be luminous and airy.
- ❖ The college building should be painted for good reflection and proper maintenance is required.
- ❖ Sanitary pads should be available in the washrooms.

Steps taken on the basis of students' observations regarding teaching – learning

- ❖ Student feedback has revealed a strong desire for more skill-based learning opportunities. To address this, the revised university curriculum, aligned with the National Education Policy (NEP) and modern teaching pedagogies has been framed by the University for the upcoming session which aims to introduce meaningful changes over time, equipping students with the skills needed to take on new and evolving responsibilities.
- ❖ At the college level, the Placement Cell actively organizes workshops, seminars, and training programs to enhance students' employability. While the course curriculum is

designed by Panjab University, faculty members consistently advocate for integrating an industry-focused approach into various courses and programs.

- ❖ Faculty members are encouraged to incorporate ICT tools into their teaching methods to create engaging and interactive learning experiences.
- ❖ To foster student-centered learning, the college regularly hosts guest lectures, workshops, inter-departmental and inter-college festivals and quizzes. Students are encouraged to actively engage in these activities to enrich their learning experience.
- ❖ The library already has books as prescribed by Panjab University in English, Hindi, and Punjabi which are updated regularly by adding new books.
- ❖ The library is fully automated and RFID-enabled.
- ❖ The library staff regularly organizes programs for students.
- ❖ Personal books are allowed in the magazine section, and one notebook is permitted inside the library.
- ❖ Signage in the library has been improved.
- ❖ Students are trained to use the Library OPAC.
- ❖ A proposal has recently been sent for the upgradation of the library.
- ❖ The college library has created and maintains a blog where students can easily access online books, journals, previous years' question papers, and other resources.
- ❖ The internet bandwidth in the college has been increased to 150 Mbps for student use.
- ❖ The college has thirty-nine laboratories across various subjects. These labs are equipped with all relevant items as per university norms. The college also has a dedicated research lab for life sciences.

Steps taken on the basis of students' observations regarding hostel & canteen

- ❖ The college provides two well-furnished hostels offering comfortable accommodations and essential facilities, designed to meet the needs of outstation students.
- ❖ A new hostel building, equipped with a ramp is constructed, and the college plans to renovate the old hostel in the near future. Along with these, provisions for modern facilities such as two lifts, ramps, a reading room, a nurse room, a meditation room, a visitors' room, a sick room, a tuck shop, a cybercafé, an activity room have been planned.

visitors' room, a sick room, a tuck shop, a cybercafé, an activity room have been planned.

- ❖ For the well-being of students and staff, the college has established a medical room within the campus. Recognizing the demand for a common room, arrangements have been made, and implementation is underway.
- ❖ To maintain cleanliness and ensure the provision of nutritious food in the hostel, the college conducts regular inspections and updates the menu accordingly. Washrooms on all floors have been completely renovated, with sanitary napkin dispensers installed for added convenience.
- ❖ The hostels now offer significantly enhanced Wi-Fi connectivity, providing 24x7 internet access to students.
- ❖ A dedicated welfare committee actively monitors the quality of food, infrastructure upkeep, and resolves any hostel-related concerns promptly.
- ❖ Sanitary napkins are available for purchase from the hostel nurse at a nominal cost of ₹5 per piece. Tata Sky connections have also been installed, with regular recharges ensuring uninterrupted service.
- ❖ All hostel furniture is routinely repaired and maintained to meet the needs of residents. The canteen is cleaned regularly, while the menu quality has been improved based on student feedback. Drinking water coolers are serviced and repaired on a regular basis to ensure functionality.

Committee Members

1. Ms. Ramninder Kaur *Ramninder Kaur*
2. Ms. Sarabjit Kaur
3. Dr. Harpreet Kaur *Harpreet Kaur*
4. Dr. Vikas Sharma *Vikas Sharma*
5. Mr. Rajwinder Singh *Rajwinder Singh*
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