



**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: 2024-2025



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Google form Link for Survey
<https://forms.gle/xbcjKL8iFDWJMrwb9>

INTRODUCTION

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 2024-25 i.e. 2798 students. Out of these, 1680 students i.e. 60.04% 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.

Student Satisfaction Survey (SSS) on Overall Institutional Performance (Questions and responses received)

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

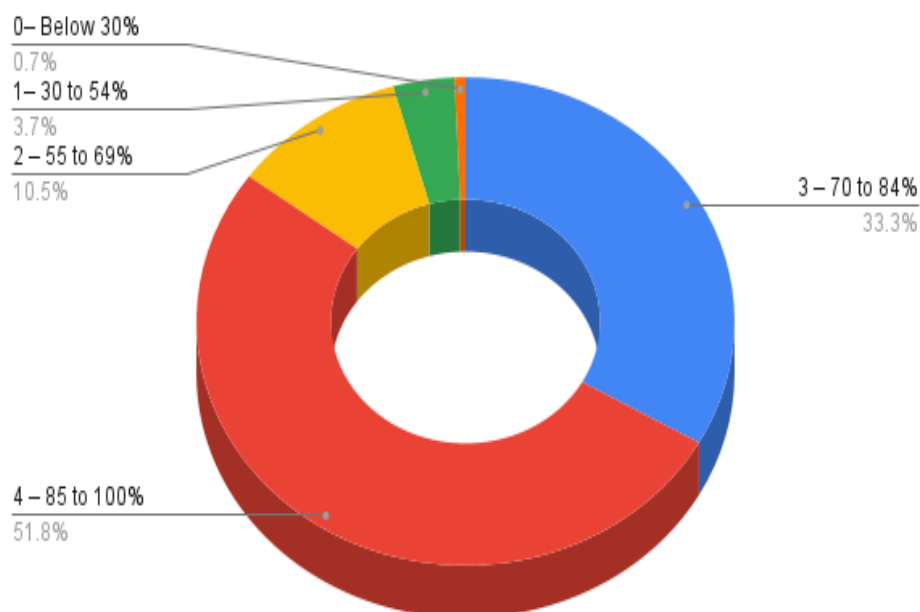


Table: Syllabus Coverage Percentage for the Session

85 to 100%	70 to 84%	55 to 69%	30 to 54%	Below 30%	Total
871	559	177	62	11	1680

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

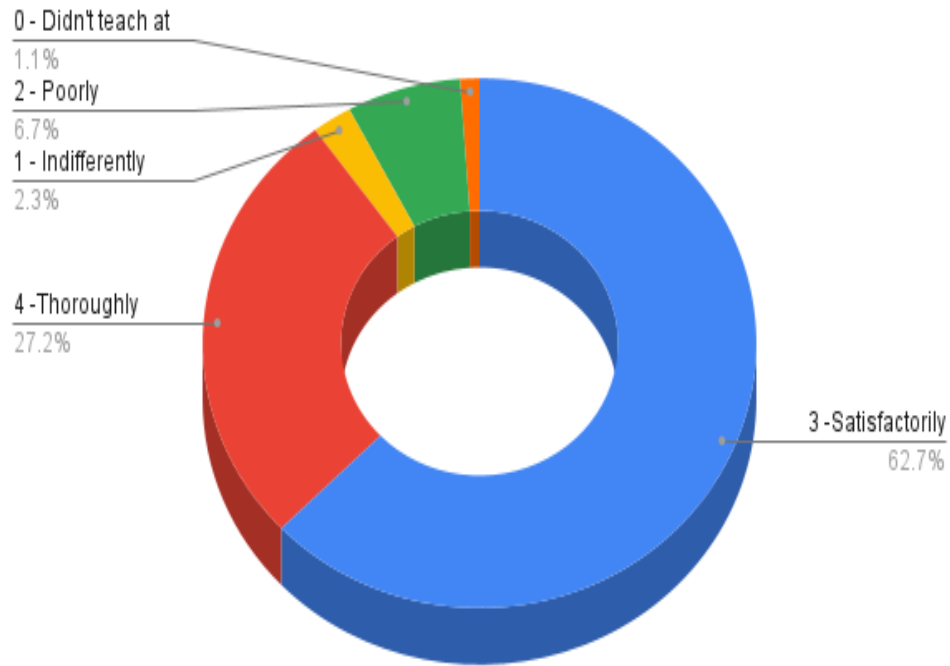


Table: Student Feedback on Teachers' Preparedness for Classes

Thoroughly	Satisfactorily	Poorly	Indifferently	Won't teach at all	Total
457	1053	112	39	19	1680

3. How well were the teachers able to communicate?

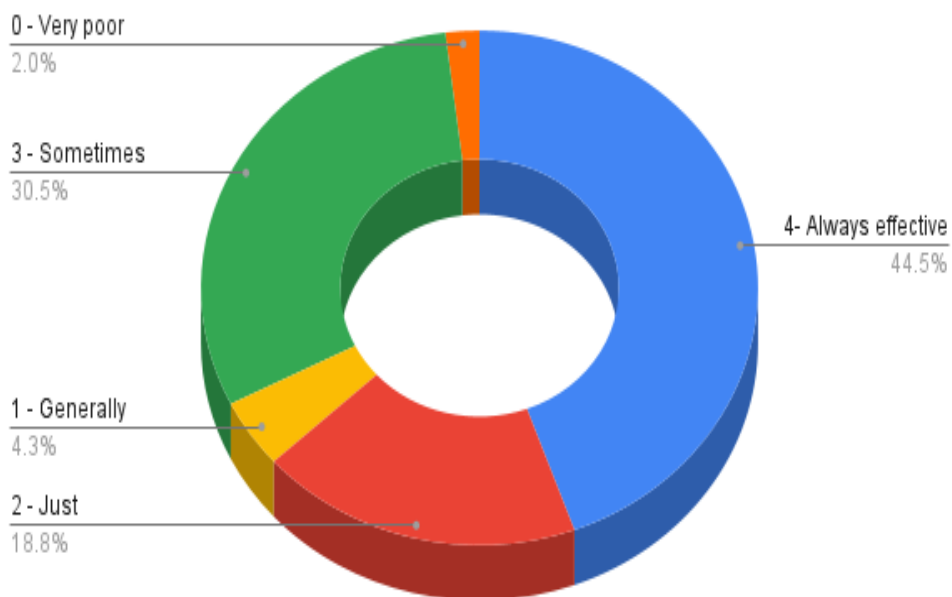


Table: Student Feedback on Teachers' Communication Skills

Always effective	Sometimes effective	Just satisfactorily	Generally ineffective	Very poor communication	Total
747	512	315	73	33	1680

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

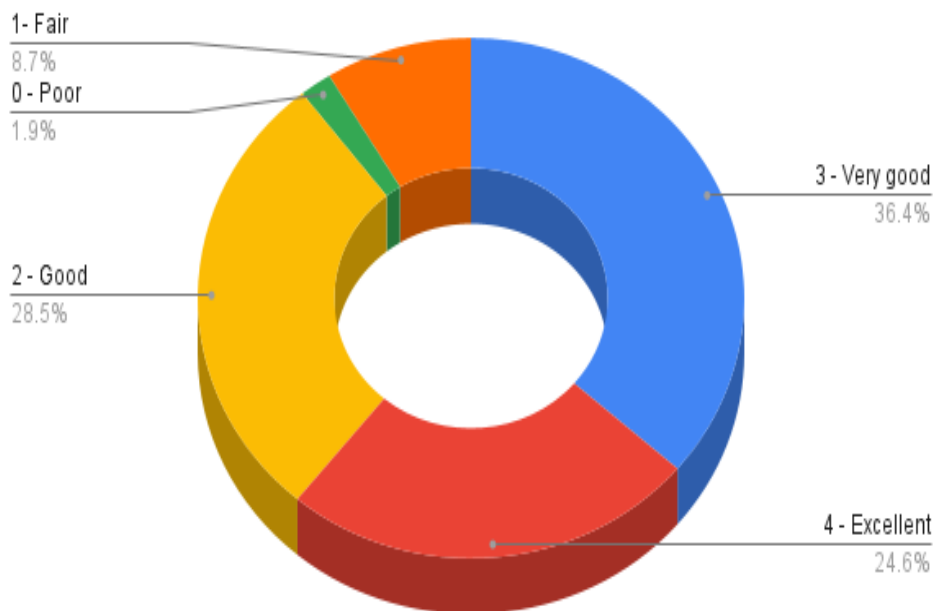


Table: Student Feedback on Teachers’ Teaching Approach

Excellent	Very Good	Good	Fair	Poor	Total
413	611	478	146	32	1680

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

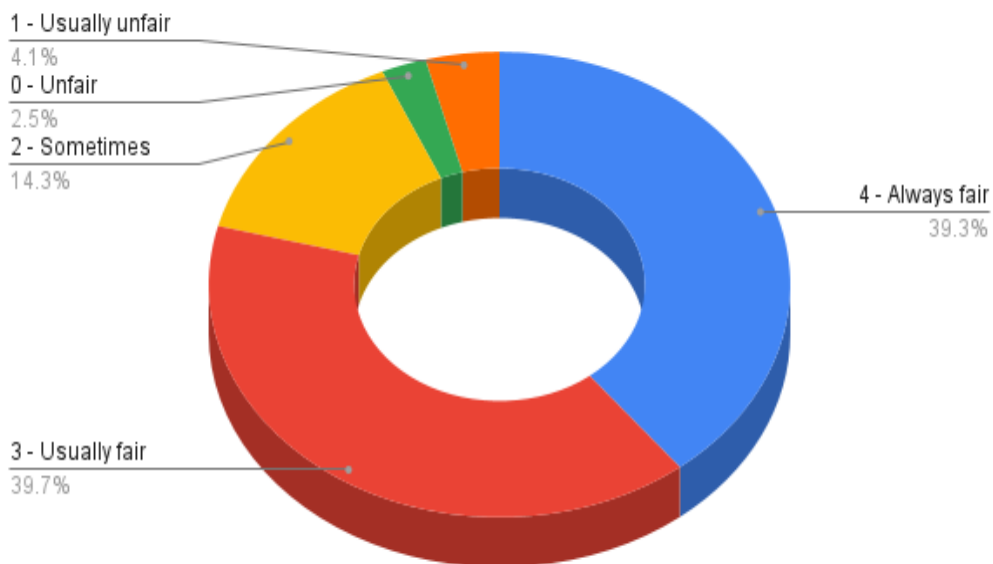


Table: Student Feedback on the Fairness of Internal Evaluation by Teachers

Always fair	Usually fair	Sometimes unfair	Usually unfair	Unfair	Total
661	667	241	69	42	1680

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

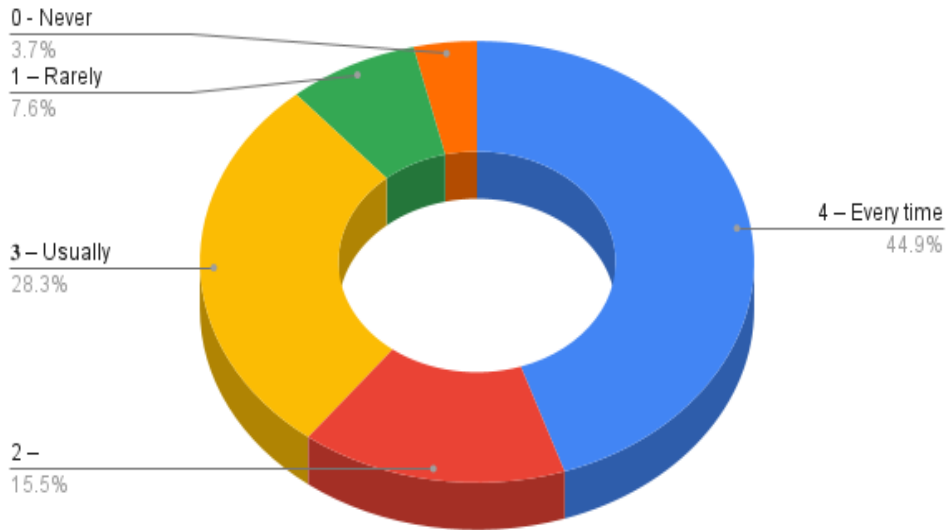


Table: Student Feedback on Discussion of Performance in Assignments/Mid-Semester Tests

Every time	Usually	Occasionally/ Sometimes	Rarely	Never	Total
754	475	261	128	62	1680

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

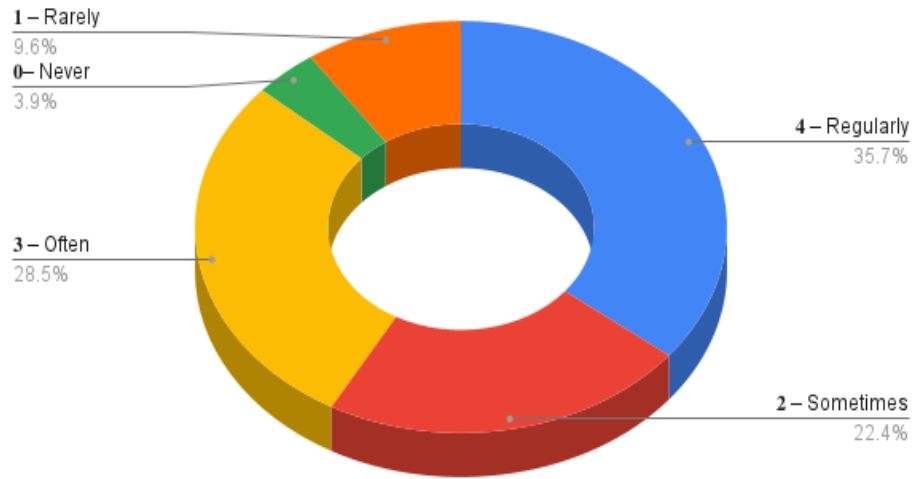


Table: Student Feedback on Institutional Support for Internships, Exchange Programs, and Field Visits

Regularly	Often	Sometimes	Rarely	Never	Total
600	478	376	161	65	1680

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

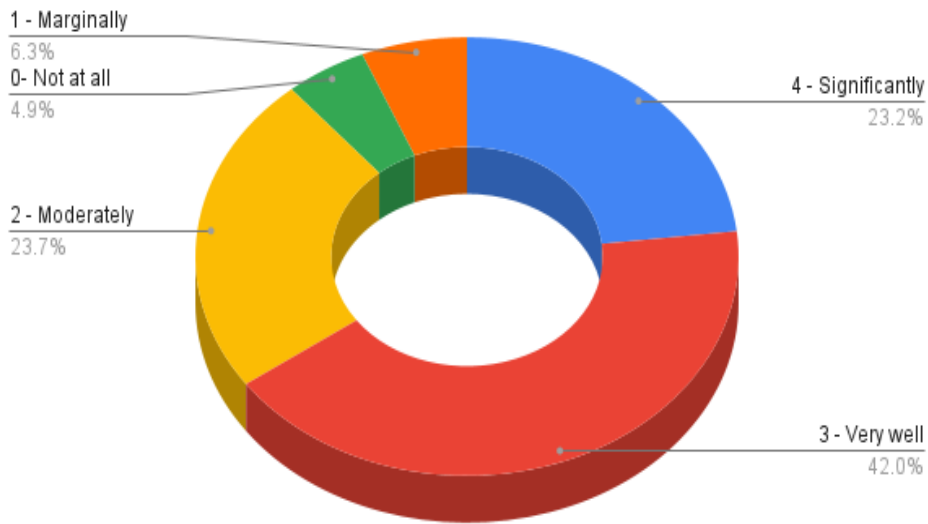


Table: Student Feedback on Teaching and Mentoring Support for Holistic Development

Significantly	Very well	Moderately	Marginally	Not at all	Total
389	705	398	106	82	1680

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

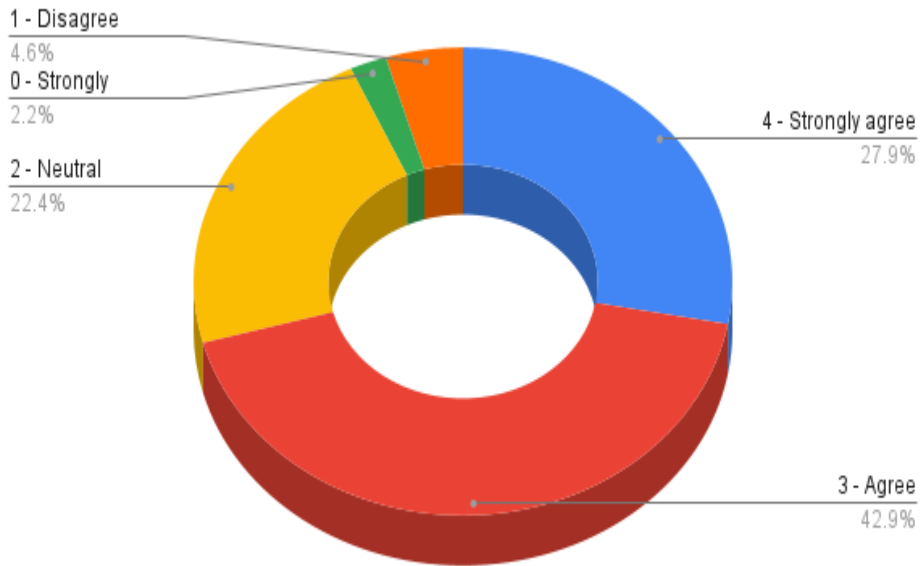


Table: Student Feedback on Opportunities Provided by the Institution for Learning and Growth

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
469	720	376	78	37	1680

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

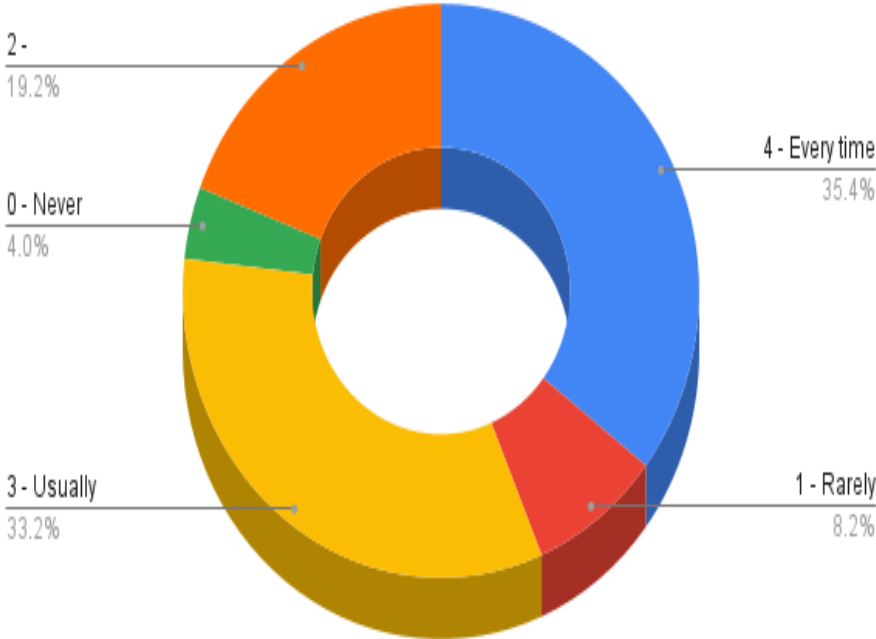


Table: Student Feedback on Teachers Informing About Competencies, Course Outcomes, and Programme Outcomes

Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	Never	Total
595	557	322	138	68	1680

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

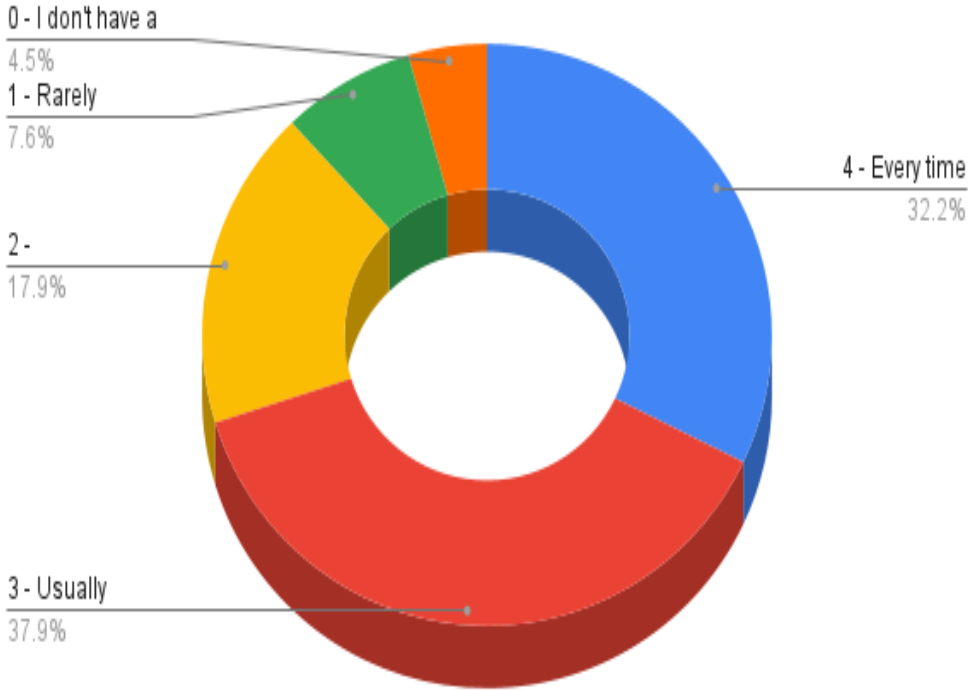


Table: Student Feedback on Mentor’s Follow-up of Assigned Tasks

Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	I don't have a mentor	Total
541	637	300	127	75	1680

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

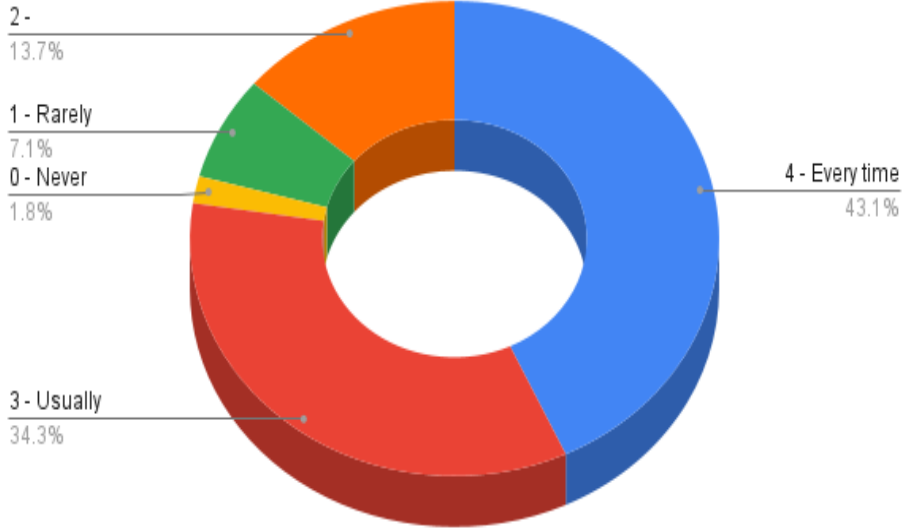


Table: Student Feedback on Teachers' Use of Examples and Applications in Teaching

Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	Never	Total
724	576	230	119	31	1680

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

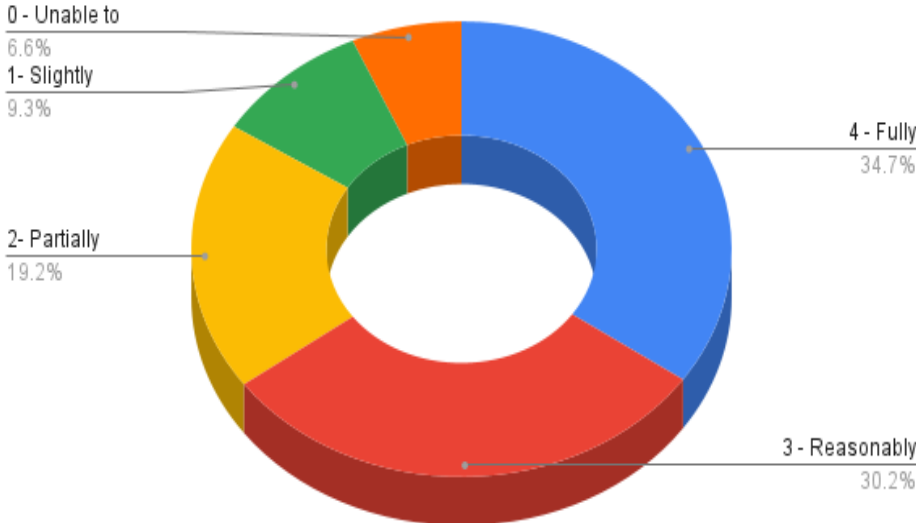


Table: Student Feedback on Teachers’ Support in Strength Recognition and Challenging Tasks

Fully	Reasonably	Partially	Slightly	Unable to	Total
583	507	322	157	111	1680

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

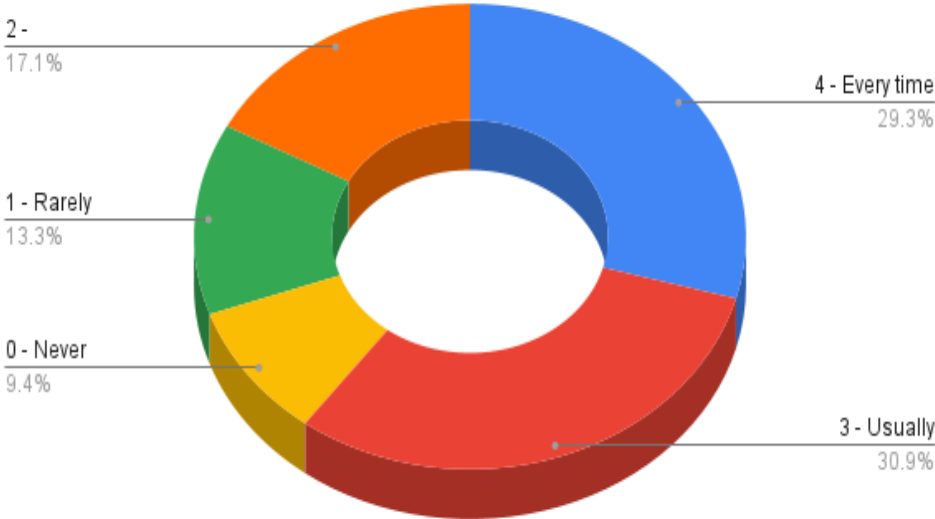


Table: Student Feedback on Teachers’ Support in Identifying and Addressing Weaknesses

Every time	Usually/ Often	Occasionally/ Sometimes	Rarely	Never	Total
492	519	288	223	158	1680

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

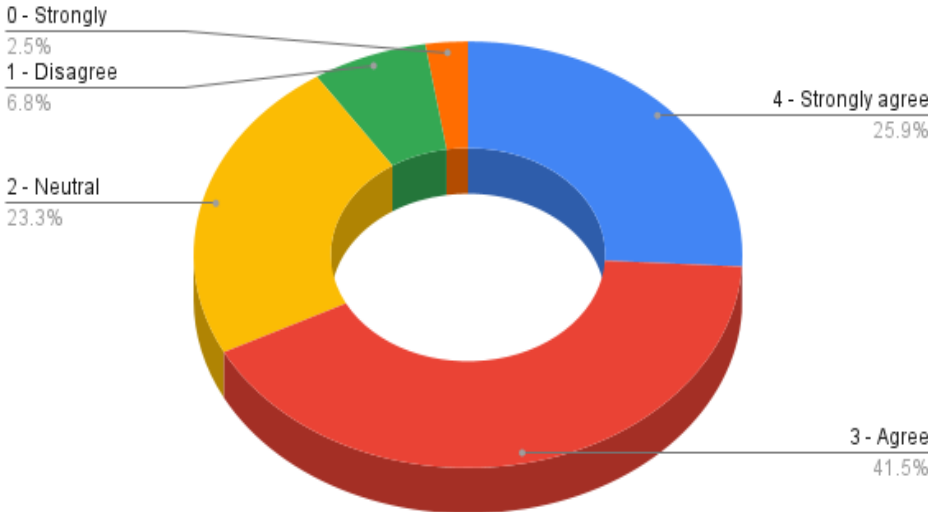


Table: Student Feedback on Institutional Efforts in Teaching-Learning Quality Improvement

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
435	698	391	114	42	1680

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

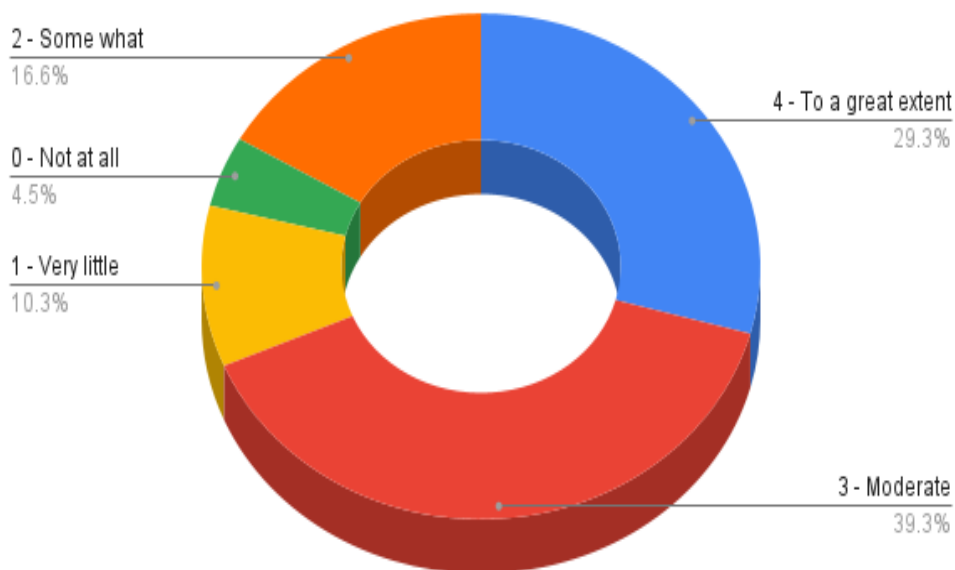


Table: Student Feedback on Use of Student-Centric Teaching Methodologies

To a great extent	Moderate	Some what	Very little	Not at all	Total
492	660	279	173	76	1680

17. Teachers encourage you to participate in extracurricular activities.

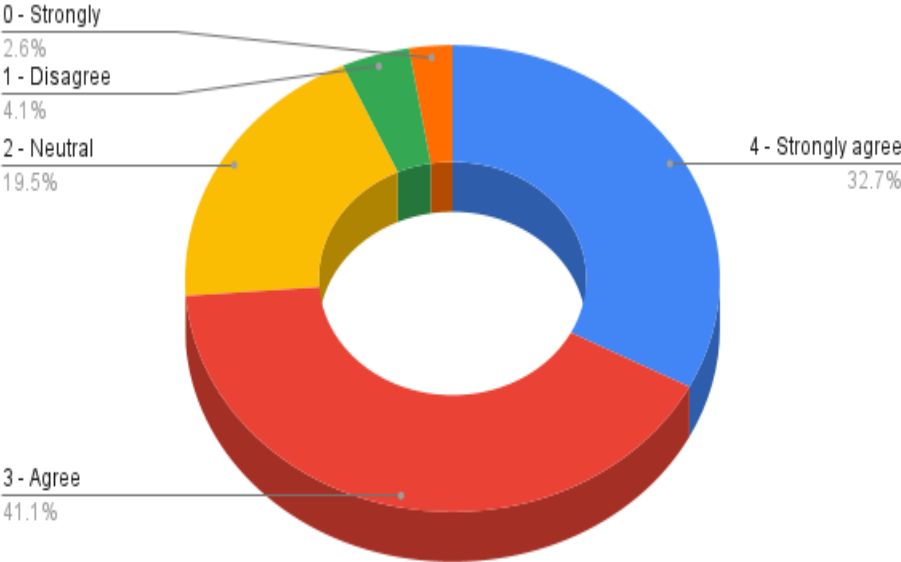


Table: Student Feedback on Teachers’ Encouragement for Extracurricular Participation

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
549	691	327	69	44	1680

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.

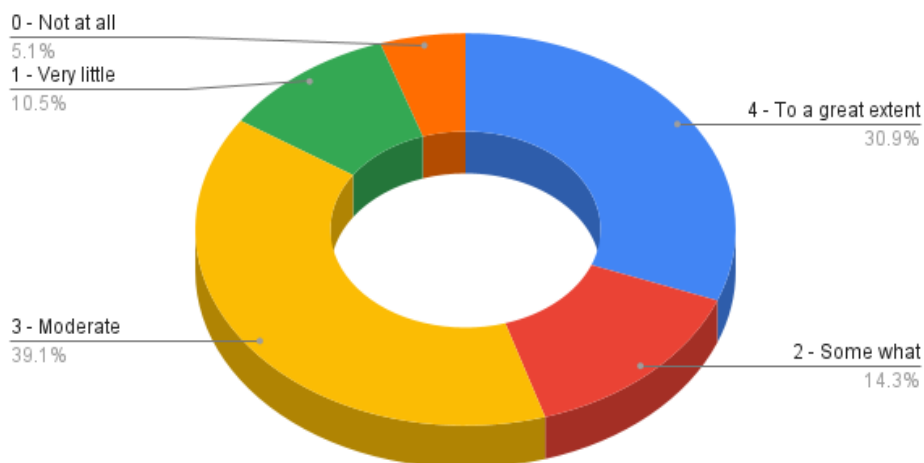


Table: Student Feedback on Institute/Teachers' Efforts to Develop Soft, Life, and Employability Skills

To a great extent	Moderate	Some what	Very little	Not at all	Total
519	657	241	177	86	1680

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



Table: Student Feedback on Percentage of Teachers Using ICT Tools in Teaching

Above 90%	70 – 89%	50 – 69%	30% - 49%	Below 29%	Total
277	456	338	226	383	1680

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

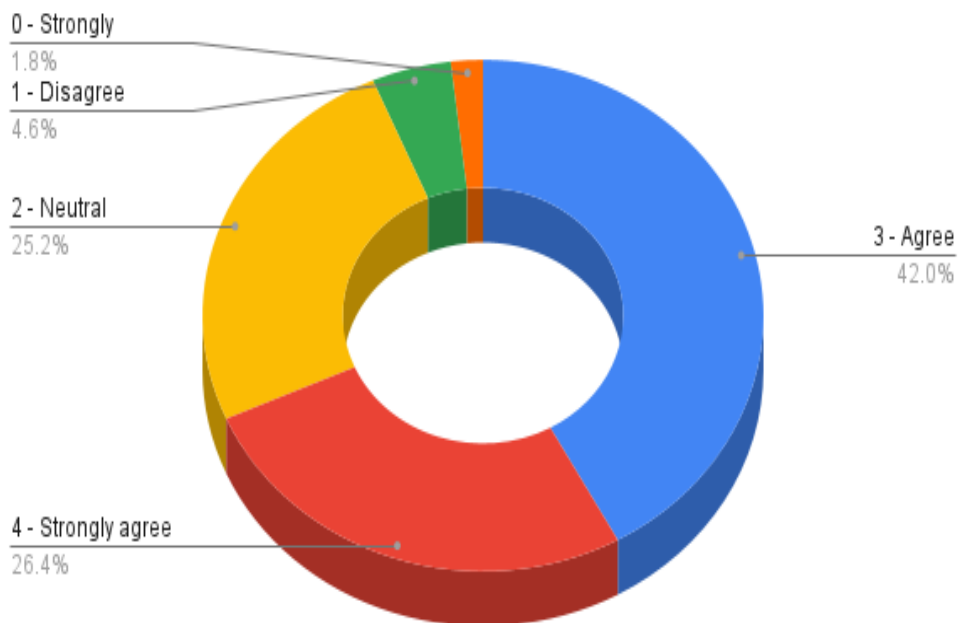


Table: Student Feedback on Overall Quality of the Teaching-Learning Process

Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
443	706	423	77	31	1680

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 very cooperative and friendly.
- ❖ The overall quality of teaching learning process in our institute is very good.
- ❖ Nice Experience.
- ❖ Administration Department is so much supportive and well educated teachers.
- ❖ Peaceful and safe atmosphere that encourages learning and personal growth.
- ❖ Teachers complete the syllabus by time and release the excessive burden.
- ❖ Proper sanitation, clean hostel and Eco-friendly Environment.
- ❖ The teaching is well and the building of institution is also good.
- ❖ The teachers are very punctual.
- ❖ All the teachers of my institution are well educated and professional.
- ❖ Supportive Environment and interactive learning.
- ❖ Some teachers have a great sense of humour, makes teaching interesting.
- ❖ The teachers motivate students to do better.
- ❖ The Teachers take care of every student and maintain discipline.
- ❖ The teaching method of teachers is impressive.
- ❖ The teachers provide notes for practical subjects.
- ❖ The teaching faculty in my institute is quite satisfactory so nothing left to suggest.
- ❖ The teachers speak politely and respectfully.
- ❖ The teachers treat all students equally.
- ❖ The teachers help in building confidence.
- ❖ The teachers give career and life advice.
- ❖ Teachers appreciate students' hard work.
- ❖ The sports and Cultural programmes are also organised by college.
- ❖ Our learning experience is excellent from teachers; we want to convey thanks for guiding us, we are lucky to have great teachers.
- ❖ The teaching institute is wonderful.
- ❖ The Principal is very polite and caring.
- ❖ There is no partiality on basis of caste colour and creed.

- ❖ The teachers attend the weak students carefully.
- ❖ The teachers guide us like parents.
- ❖ The teachers use real life experiences and examples for practical learning and to make teaching interesting.
- ❖ The Seminars and workshops are also organised by college to improve learning quality.
- ❖ The college organises the trips and tours for students to make them happy.
- ❖ The students are encouraged to celebrate many festivals by college.
- ❖ The teachers support the students to participate in Youth Fest.
- ❖ The teachers are experienced and well educated.
- ❖ The college staff is very kind and helpful.
- ❖ There are guest lectures by experts.
- ❖ The college life is full of fun and learning.
- ❖ The management committee listens to students suggestions.
- ❖ The college gives scholarship to good students.
- ❖ There is no ragging in college.
- ❖ The college has a good reputation.
- ❖ There is a healthy communication between teachers and students.
- ❖ The college provides financial help to poor and needy students by Student Welfare Society.
- ❖ The college always supports the talented students and give moral lessons.
- ❖ One should divide the syllabus.
- ❖ Emphasizing Active Learning Strategies.
- ❖ Teachers should use creative learning and assignments should be given with tests.
- ❖ Teachers should have good and friendly behaviour with students so the students don't hesitate to ask questions or make mistakes.
- ❖ More realistic approach of learning and use modern way of teaching.
- ❖ Teachers should encourage student participation in the activities.
- ❖ Teachers should pay attention to all the students.
- ❖ Improvement in learning process.
- ❖ There are no educational trips, like hospital visits, mental health institutions, or museums.
- ❖ There is no internship in Psychology, History, Computer Science departments.
- ❖ Teachers should give proper guidance for exams and career.

- ❖ Teachers must be fair.
- ❖ Updation of BCA Labs.
- ❖ Workshops can be organised to provide more practical knowledge.
- ❖ Life skills like financial literacy etc. should be taught as well.
- ❖ Teachers should communicate politely and respectfully.
- ❖ Encourage student participation and interactive learning.
- ❖ Conduct regular feedback sessions and provide academic guidance.
- ❖ Adopt modern, creative, and realistic teaching methods using updated books, Smart Boards, and LCDs.

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

- ❖ All the facilities provided by college and staff members are the best for the students.
- ❖ The computer lab is good.
- ❖ The playground is big and clean.
- ❖ The college has CCTV for safeguard.
- ❖ Library provides interesting books.
- ❖ Washrooms are clean and well maintained.
- ❖ The college canteen is spacious and clean.
- ❖ The Library is peaceful and provides useful books.
- ❖ The college has clean classrooms and good facilities.
- ❖ Wi-Fi facilities are available in library.
- ❖ The college campus is spacious and having Peaceful Environment.
- ❖ The beautiful gardens enhance the beauty of the college.
- ❖ Hostel is beautiful and well maintained.
- ❖ The hostel mess is clean and provides hygienic and healthy food.
- ❖ Various activities and competitions are organised by library.
- ❖ The food court charges are reasonable in college.
- ❖ Food is served hot and fresh in canteen.
- ❖ Hostel have facilities for celebrations and festivals.
- ❖ Library staff is helpful and knowledgeable.
- ❖ Vast collection of books, journals and online resources in library.
- ❖ Regular events and activities are organised for hostel students.
- ❖ College infrastructure needs renovation, painting, and regular maintenance.
- ❖ Classrooms require proper cleanliness and hygiene.
- ❖ Fans, lights, and ventilation systems should function properly.
- ❖ Air conditioning should be provided in classrooms, especially in the Arts Block.
- ❖ Comfortable seating and furniture should be arranged in classrooms and canteen.
- ❖ Power backup (inverter/generator) is needed for uninterrupted learning.
- ❖ One Restroom for the Students should be available with proper facilities because in the summer we cannot sit in the sheds of our college parks. Most of us have allergic reactions from sun rays and in the canteen there is no AC.
- ❖ The college environment and surroundings should be kept clean and green.
- ❖ Gym machines should be serviced, weight machines in the gym are required.

- ❖ Washrooms should be clean, well-maintained, and hygienic.
- ❖ Repair damaged washrooms (especially in the IT Block) and ensure proper doors and locks.
- ❖ Provide soap and basic sanitation facilities.
- ❖ Install more clean and hygienic water coolers in all blocks and canteen.
- ❖ Ensure cold and safe drinking water, especially during summer.
- ❖ Improve the quality, hygiene, and taste of food.
- ❖ Provide a greater variety of food items and maintain reasonable prices.
- ❖ Install fans or air conditioning in the canteen for comfort.
- ❖ Increase seating capacity and promote healthy food options.
- ❖ Maintain proper cleanliness and service standards.
- ❖ Improve hostel food quality and hygiene.
- ❖ Provide a safe and comfortable living environment.
- ❖ Ensure Wi-Fi availability in all hostels.
- ❖ Upgrade hostel infrastructure and sanitation facilities.
- ❖ Expand library resources and add updated, knowledgeable, and autobiographical books.
- ❖ Punjabi medium books should be available in the library.
- ❖ Ensure that computers and lab equipment are in proper working condition.
- ❖ Incorporate more digital learning tools and smart classrooms.
- ❖ Provide one more bus or transport facility for students.
- ❖ Divide syllabus systematically for better understanding.
- ❖ Organize educational trips (e.g., hospitals, museums, institutions).
- ❖ Promote the Experience-based Learning.
- ❖ Make one Common Room for the students so they can sit in free lectures.

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







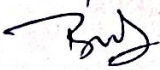
- ❖ Library staff has started giving training to students regarding library working and operations and keeping records of students of previous years under Sakshyam Internship Scheme.
- ❖ Faculty members are encouraged to incorporate ICT tools, MOOC programmes into their teaching methods to create engaging 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 RF ID-enabled.
- ❖ 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) is implemented.
- ❖ Modern teaching pedagogies have been implemented by the University for our students, which aim to introduce meaningful changes over time, equipping students with the skills needed to take on new and evolving responsibilities.
- ❖ The Placement Cell actively organizes many 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.
- ❖ The library staff regularly organizes webinars & competitive awareness programs for the students.
- ❖ Personal books are allowed in the magazine section, and one notebook is permitted inside the library.
- ❖ 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.
- ❖ Library has many Research journals for the purpose of research.

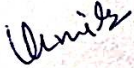
Steps taken on the basis of students' observations regarding infrastructure, hostel & canteen

- ❖ College has purchased fifteen steel almirahs for the safe storage of the records.
- ❖ Sixteen CCTV Cameras have been installed for the security of our students in the college campus and hostel area.
- ❖ Seventeen Dustbins have been purchased for the cleanliness of our college premises.
- ❖ One E-Scooter has been purchased for communication purposes with stakeholders.
- ❖ Two wooden tables have been purchased for the common teaching staff room.
- ❖ Two bio-metric adhaar based machines were bought by the college for attendance of all the staff members.
- ❖ The College has acquired a one kiosk machine for the use of all.
- ❖ One Console has been purchased for the smooth functioning of the Auditorium.
- ❖ 500 Meter Water pipe was purchased for the sports ground and other parts of the college
- ❖ The college has purchased eleven printers for smooth functioning of the college.
- ❖ The college has purchased one interactive panel for the Mini- Conference to organize seminars, workshops, conferences and other competitions.
- ❖ The college has procured twenty three revolving chairs for the office and departments.
- ❖ 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.
- ❖ A new hostel building, equipped with a ramp has been constructed, and the college also plans to renovate the old hostel in the near future.
- ❖ New Facilities such as 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.
- ❖ The college provides two well-furnished hostels offering comfortable accommodations and essential facilities, designed to meet the needs of outstation students.
- ❖ Solar geyser facility has been installed and is operational in the New Hostel.
- ❖ Air conditioners have been installed in the mess hall, medical room, study room, and gymnasium of the New Hostel.
- ❖ A well-equipped gymnasium with all new facility is provided in the New Hostel.
- ❖ For the well-being of students and staff, the college has established a medical room within the campus.

- ❖ 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 Old hostel and New hostel offers 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.
- ❖ Five Double side steel book cases have been purchased for the new hostel.
- ❖ One hundred & thirteen new study tables has been purchased for the new hostel.
- ❖ Two Samsung type category 65 inches TV have been purchased for the new hostel.
- ❖ The college has acquired fourteen chairs for the new hostel.
- ❖ One treadmill & two LED recumbent bikes have been purchased for new hostel for the exercise of the students.
- ❖ Twenty box beds, one hundred and fifty study chairs have been purchased for the students of new hostel.
- ❖ Fifty Dustbins and fifty four hand dispensers have been purchased for the new hostel.
- ❖ DTH facility like TATA Sky connections have also been installed, with regular recharges ensuring uninterrupted service.
- ❖ All hostel furniture is regularly 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.
- ❖ Canteen Seating capacity has been increased with new seating tables.
- ❖ Good quality raw material is used for the preparation of meal for the students as per weekly menu of meal in the canteen.

Committee Members

1. Mr.Gurjinder Singh 
2. Ms. Ramninder Kaur 
3. Ms.Sarbjit Kaur 
4. Dr.Harpreet Kaur 
5. Dr.Vikas Sharma 
6. Mr. Rajwinder Singh 
7. Ms.Bindu Rani 


Convener
(SSS Sub-Committee)


Principal