INTERNAL QUALITY ASSURANCE CELL
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REPORT ON STUDENTS SATISFACTION SURVEY, 2020-21

The students are an integral part as well as a major stakeholder in any educational institution. Dyal Singh College has always considered Students' satisfaction and their suggestions as seminal for the improvement of the institution. Keeping this in mind a set of questions were asked from students studying in the college. The questionnaire was framed in way to understand their opinion about subjects like Academic Resources and Faculty Involvement, Support system provided by the College, Infrastructure of the College, and Skills/Competence developed by them during their stay in college. More than 1500 students (More than 25% of the total students) have participated in the survey using online structured questionnaire. For a more focussed understanding, each of these heads were subdivided into different questions based on dimensions that impact these aspects in the following categories:

a) **Academic Resources and Faculty Involvement**
   In order to analyze the satisfaction with regard to this aspect, students were asked about their opinions regarding Regularity of Teaching Faculties in classes, Use of Teaching Aids and ICT facilities by Teachers, Student-Teacher interaction inside and outside classrooms, Integration of theoretical concepts with Practical examples by Teachers, their overall experience with Internal Assessment system used by Teachers, Availability of online resources and reading material, Opportunities to participate in various cultural societies of the college, Opportunities to take part in Seminars/Conferences and Research Projects, and their overall learning experience at Dyal Singh College.

b) **Support system**
   College provides various support mechanism to students which begin with their admissions and continues till their Placement and even after that when the student keeps connected with college as an Alumni. In order to understand their view about different forms of support provided by college, they were asked questions about their experience during admissions, support provided by teachers in non-academic matters, their experience with College's non-teaching staff and members of administration, healthcare facilities in college, and experience with the Placement Cell.

Table 1: Academic Resources and Faculty Involvement

Indicator	Excellent	Very Good	Good	Fair	Poor	Not Applicable
1. Regularity of Teaching Faculties	29.7	32.3	25.8	9	3.2	0
2. Use of Teaching Aids and ICT in Class	18	27.8	30.2	15.3	5.4	3.3
3. Overall Experience with Internal Assessment	21.3	28.1	30	14.4	5.1	1.1
4. Student-Teacher Interaction	25.9	26.8	27.9	12.6	6.8	0
5. Integration of Theory and Practical Examples in Class	20.6	27.8	27	16.1	6.3	2.2
6. Availability of Online Resources	21.5	24.6	26.5	18.6	8.4	0.4
7. Opportunity to Participate in Seminars/Conferences/Research Projects	16.9	21.1	25.3	16.7	14.3	5.7
8. Opportunities and Functioning of Cultural Societies and Committees	16.2	18.7	22.9	16.2	14.7	11.3
9. Overall Learning Experience	20	24.6	26.5	18.6	8.4	1.9
DSC AVERAGE	**21.1%**	**25.75%**	**26.9%**	**15.3%**	**8.06%**	**2.9%**
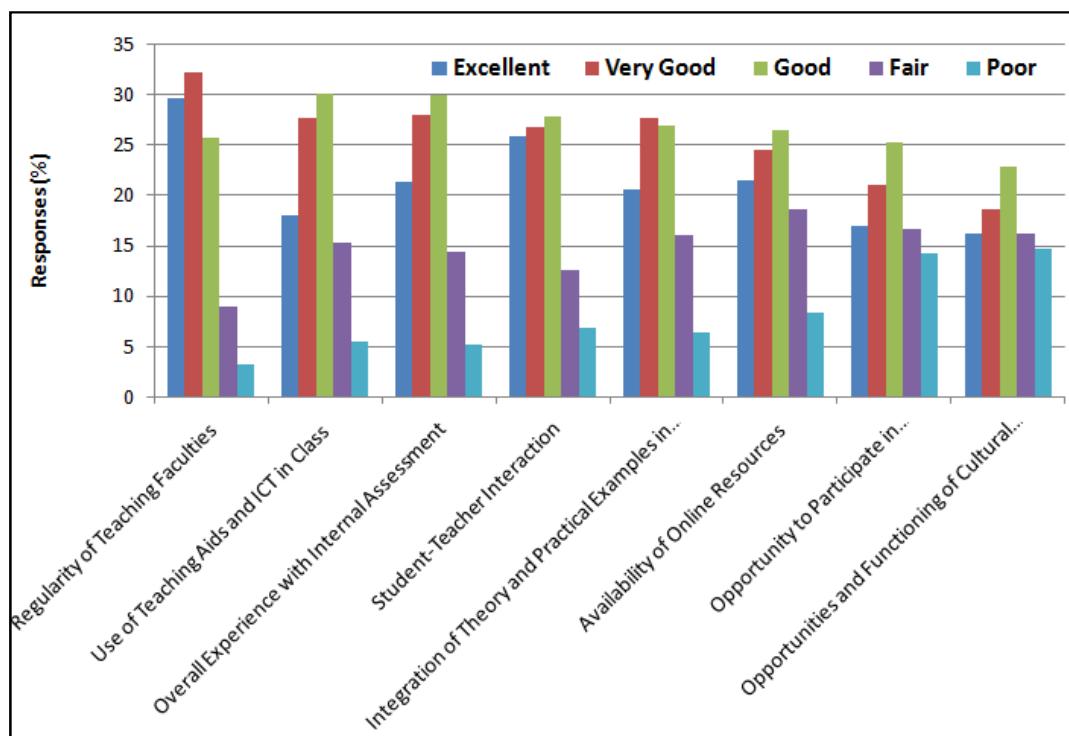
Table 2: Support System

| Indicator	Excellent	Very Good	Good	Fair	Poor	Not Applicable
Experience during admission	24.8	31.5	28.3	10	3.8	1.6
Experience with Department's Teachers and their help in non-academic matters	24.4	26.6	26.9	11.5	4.1	6.5
Experience with College Administration	19.4	26.9	28.8	12.8	5	7.1
Experience with Placement Cell	10	14.7	22.4	14.3	9.3	29.4
Experience with healthcare facility in College	9.3	11.2	21.2	10.9	5.4	42
AVERAGE	**17.6**	**21.2**	**25.5**	**11.9**	**5.5**	**17.3**
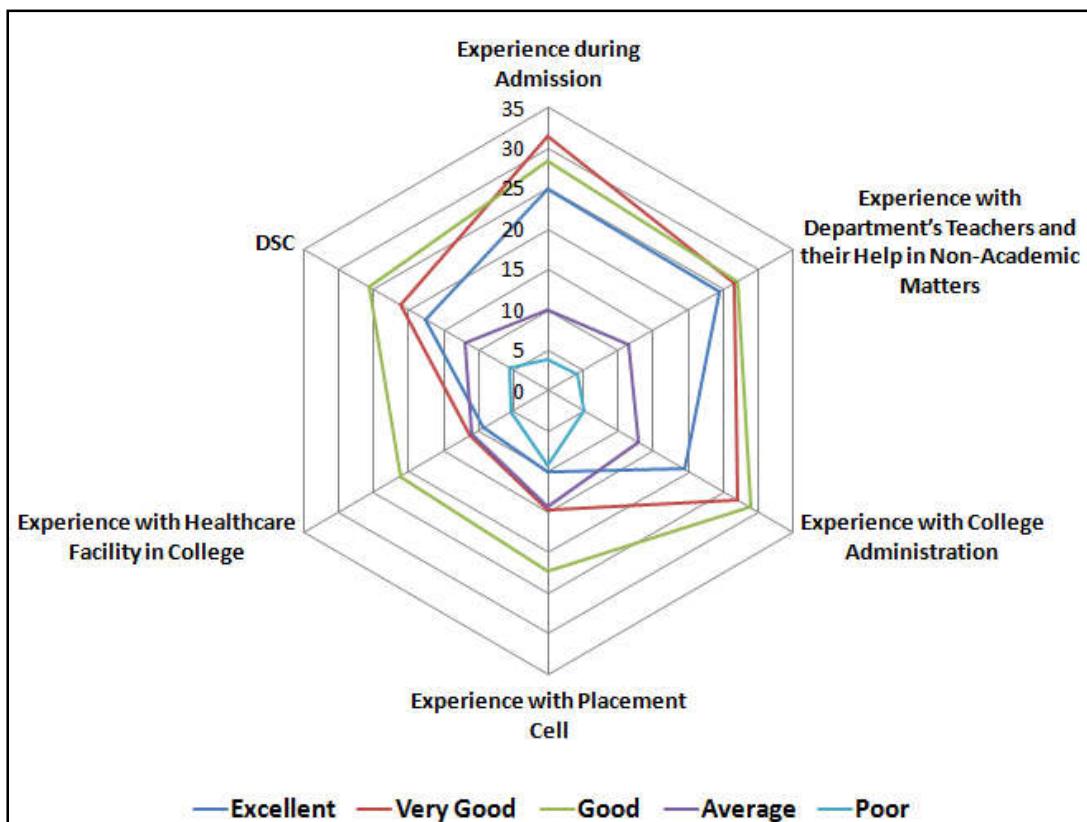
c) **Infrastructure**

The college infrastructure is very significant for overall growth of student and has important role in facilitating teaching-learning process. Under this head, students were asked their opinion about Classroom facilities (to be judged on basis of Seating Arrangements, Furniture, Lighting Arrangements, Cleanliness, and IT facilities wherever applicable), Library Reading Room facility, Library Reading Material Support (including availability of Text Books, Reference Books, Journals, Magazines and Newspapers), College Website, Sports Facilities, Canteen facilities (to be judged on quality of food served, hygiene standards, and relative cost of food items), Drinking Water facility (based on accessibility and hygiene), Washroom facility (based on cleanliness, water supply, and lighting), and Environment of College in terms of Safety and Security (including use of modern technology and techniques like installation of CCTV cameras, its functioning etc.)

Table 3: Infrastructural Perception

| Indicator	Excellent	Very Good	Good	Fair	Poor	Not Applicable
1. Classroom facilities	9.7	14.8	19.7	11.3	5.6	38.9
2. Library Reading Room facility	13.3	14	20	9	4.4	39.3
3. Library Reading Material Support and Digital Resources	12.8	16.3	21.7	11.9	7.2	30.1
4. College website	16.7	23.8	31.5	17.6	8.3	2.1
5. Safe and secure environment in college	13.1	15.5	20.2	11	3.9	36.3
6. Canteen facility	11.4	15.6	20	11.1	3.8	38.1
7. Drinking water facility	8.9	12.5	18.7	11.6	10.5	37.5
8. Washroom facilities	8.7	21.4	8.8	15.7	8.5	36.9
9. Sports facilities	9.3	13.6	20.8	11.9	6.3	38.1
10. Internet facilities	7.9	13.3	20.4	13.6	12.8	32.1
DSC AVERAGE	**11.2**	**16.1**	**20.2**	**12.5**	**7.1**	**32.9**
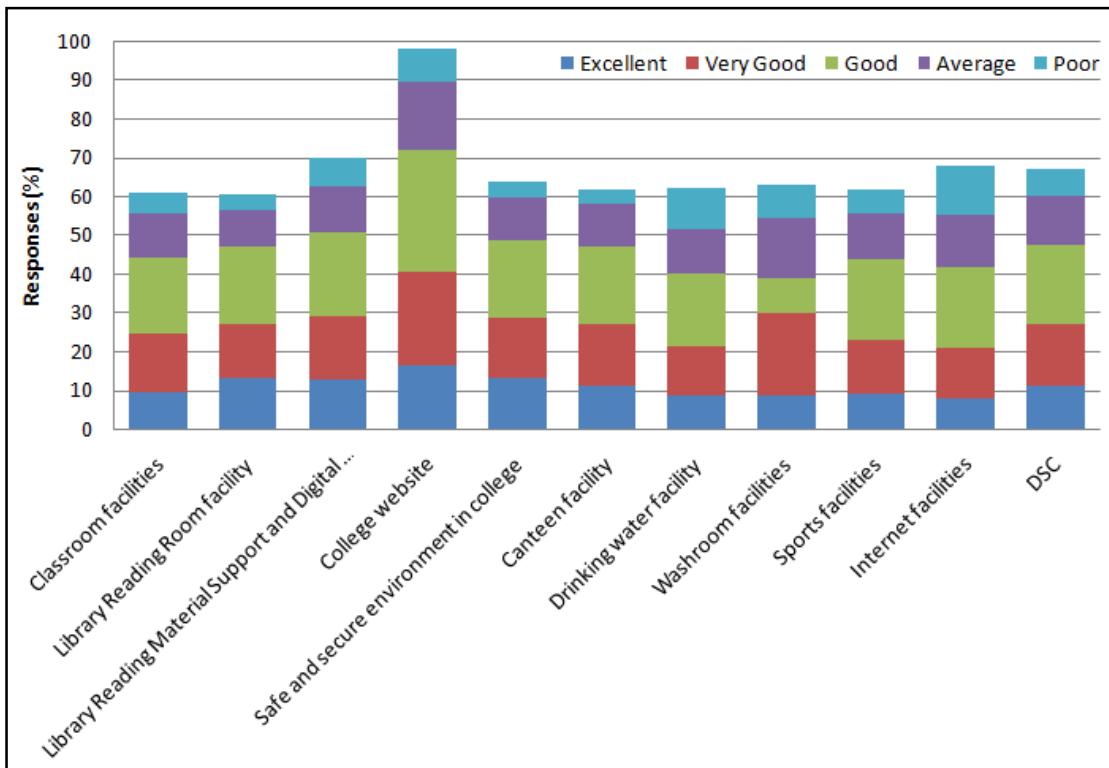
d) **Skills/Competence developed during course of study**

This is one of the most important part of the survey, where students not only assess their personal progress and growth but also help us identify areas where we should focus more in future. In this regard students were asked to judge their improvement in Analytical skills, Problem Solving Competence, Leadership skills, Team Work skills, Communication competence, IT skills, and Entrepreneurial/Job based skills.

For each of these questions, they were given six options to choose from: Excellent, Very Good, Good, Fair, Poor and Not-Applicable (No opinion on the subject). 1560 Students across all disciplines and semesters of study took part in the survey and their responses have been collated in the table below. All data are in percentages.

Table 4: Skills/ Competence developed during course of study

Indicator	Excellent	Very Good	Good	Fair	Poor	Not Applicable
1. Leadership	16.2	24.3	32.8	14.7	4.9	7.1
2. Team work/Collaboration skills	17.9	27	28.8	13	6.1	7.2
3. Analytical competency	12.1	23.4	34.8	15.4	5.2	9.1
4. Problem Solving Competence	13.8	26.9	32.7	16	4.2	6.4
5. Entrepreneurial/Job skills	10.1	18.1	26	16.7	9.7	19.3
6. Communication competence	12.4	27.4	31.1	13.8	8.2	7.1
7. IT skills	12.4	20.8	30.3	15.5	6.9	14.1
DSC AVERAGE	**13.6**	**23.9**	**30.9**	**15.01**	**6.5**	**10.04**
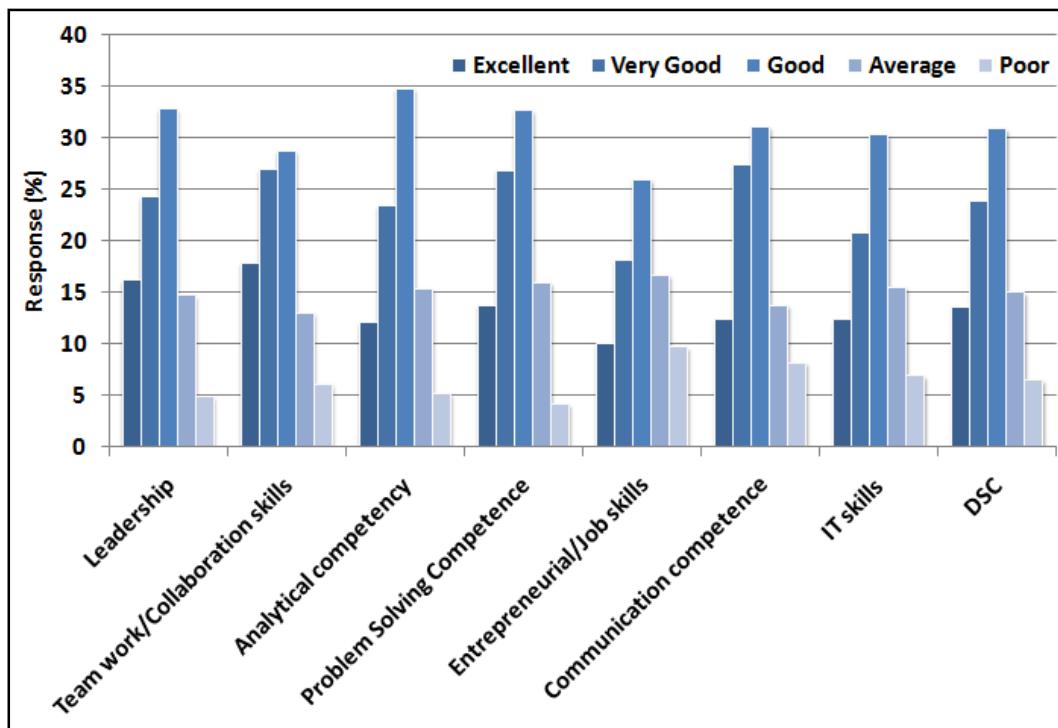
On the subject of Academic Resources and Faculty Involvement around three-fourth of respondents graded it to be Good or above, whereas around 15 percent held it to be average. 87.8% of respondents held that the regularity of teaching faculties was Good or above, around three-fourth of students appreciated the use of teaching aids and ICT in classes, as well as the method of integrating theoretical concepts with practical examples by faculties, whereas 80.6% students marked the culture of interaction with faculties both

inside and outside classroom as Good or above. Around 79% of students considered their experience with Internal Assessment conducted by their faculties as Good and 72.6% of students opined that good number of online resources were made available to them by the college. The data also reveal that only around 60% of students seem to be happy about the opportunities given to them in participating in conferences/seminars or research projects as well as in the cultural societies and committees of the college. Quite understandably around 15% held it to be poor. One of the reasons for the same can be that owing to COVID pandemic, the preparation within cultural societies as well as organization of seminars/conferences got negatively impacted as most of the events turned into online mode. However, there is a need to look into these concerns and prepare the college according to changing times by producing opportunities for greater number of students to participate in such bodies and events. It is satisfying that around three-fourth of the respondents marked their overall learning experience, even during pandemic, as Good or above.

Next students were asked a set of questions related to their experience with the support system provided by the college. Around 64% students marked that the overall support system was Good and above. 84.6% respondents held that their experience during admission was very satisfying. Around three fourth of total respondents felt that their teacher's help in non-academic matters and their experience with college administration was Good or above. Due to COVID pandemic, students were not very familiar with the healthcare facility being provided by college. At the same time the Placement cell has also not been able to effectively work during the last two years. This is reflected in the fact that high percentage of students (42% and 29.4% respectively) marked their experience with healthcare facility and college placement cell as not applicable or not able to say.

The pandemic in the last two years kept teaching-learning in online mode and students for most part of their academic life could not visit the college physically. As a result, one could find in the responses that many students (32.9%) did not have anything to say about the college infrastructure. 50.8% students held that the Reading Material Support as well as Digital Resources made available by the Library was Good or above. This is regardless of the fact that due to long lockdown students could not take help from the reading collections of the Library including books and journals. Also 72% students appreciated the support from College Website. If these data are seen carefully, one could conclude that the transformation of teaching-learning process under pandemic, where digital resources and website have become an integral part, has been quite successful as many students have both benefitted from it and appreciated the efforts put by college in this regard.

The next set of questions were to analyze the skills/competence developed by students during the course of study. It also indicated, in an indirect way, the overall learning outcomes because the improvement and growth in students' skills is the primary aim of any educational institution. 68.4% of respondents ranked their improvement in overall skills and competence as Good and above. It is heartening to note that in their self-assessment around three-fourth of all respondents claimed that in most categories- be it Leadership, Team work skills, Analytical competence, Problem Solving competence, Communication Competence as well as IT Skills- they had improved significantly and hence their growth could be ranked as Good or above. The only concern is with regard to Entrepreneurial/Job skills, where 8.2% respondents marked as Poor and 13.8% as Average. Definitely the institution will look into these lacunas and strive to overcome the limitations in this regard

because improving these skills is very important for the overall development of students, primarily their career after they pass out.

If we take an overall view of the responses, it is explicit that all the categories taken together around 65% of the respondents ranked it to be Good or above. Due to COVID pandemic and transformation of education system, many students have not been able to participate in cultural societies, or benefit from the physical infrastructure of the college, including Library. This said, there is huge scope for improvement and the institution shall work together with students in making all aspects of teaching-learning process more satisfactory for the learners as they are key stakeholders in the college. The survey indicates at important areas where work needs to be done to improve the learning experience of all students and these areas will be focussed upon. We hope that when the next survey is undertaken, these areas would have been taken care of to ensure greater satisfaction to students.

ACKNOWLEDGEMENTS

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