छात्र संतुष्टि सर्वेक्षण, 2022-23| Students Satisfaction Survey, 2022-23

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. For a more focused 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

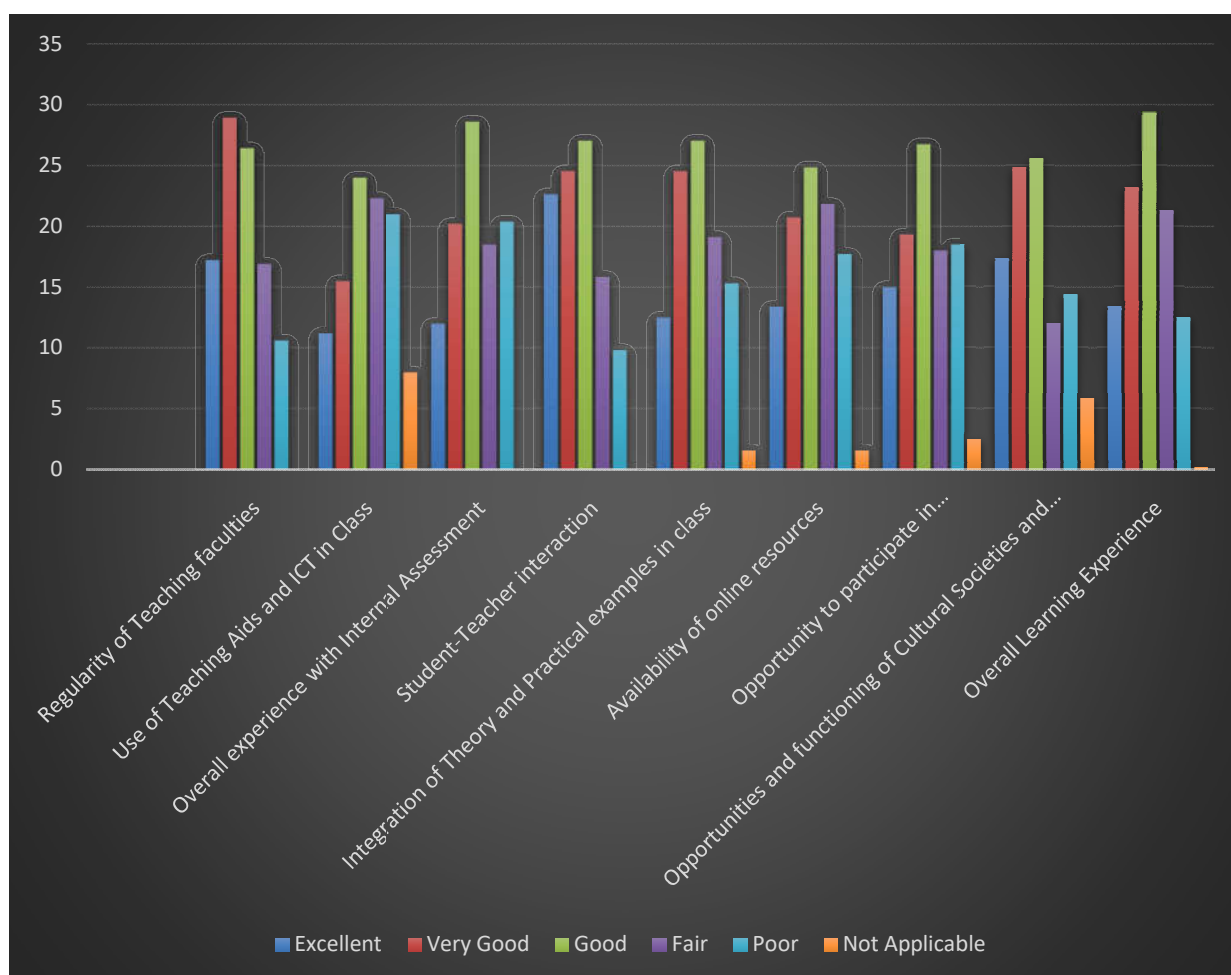|	INDICATOR	Excellent	Very Good	Good	Fair	Poor	Not Applicable
1.	Regularity of Teaching faculties	17.2	28.9	26.4	16.9	10.6	0
2.	Use of Teaching Aids and ICT in Class	11.2	15.5	24	22.3	21	8
3.	Overall Experience with Internal Assessment	12	20.2	28.6	18.5	20.4	0
4.	Student-Teacher Interaction	22.6	24.5	27	15.8	9.8	0
5.	Integration of Theory and Practical examples in class	12.5	24.5	27	19.1	15.3	1.6
6.	Availability of Online Resources	13.4	20.7	24.8	21.8	17.7	1.6
7.	Opportunity to Participate in Seminars/Conferences/Research Projects	15	19.3	26.7	18	18.5	2.5
8.	Opportunities and Functioning of Cultural Societies and Committees	17.4	24.8	25.6	12	14.4	5.8
9.	Overall Learning Experience	13.4	23.2	29.4	21.3	12.5	0.2
	AVERAGE	**14.9%**	**22.4%**	**26.6%**	**18.4%**	**15.6%**	**2.2%**

Fig. 1: Satisfaction regarding Academic Resources and Faculty Involvement

Table 2: Support System

|	INDICATOR	Excellent	Very Good	Good	Fair	Poor	Not Applicable
1.	Experience during Admission	19.1	25.1	35.4	11.2	9	0.2
2.	Experience with Department's Teachers and their help in Non-Academic Matters	20.4	21.8	30.8	14.7	10.4	1.9
3.	Experience with College Administration	15	18.5	34.3	16.1	14.7	1.4
4.	Experience with Placement Cell	7	19.1	20.2	15.8	30.5	7.4
5.	Experience with Healthcare Facility in College	8.5	21	19.9	19.6	24	7
	AVERAGE	**14%**	**21.1%**	**28.1%**	**15.5%**	**17.7%**	**3.6%**
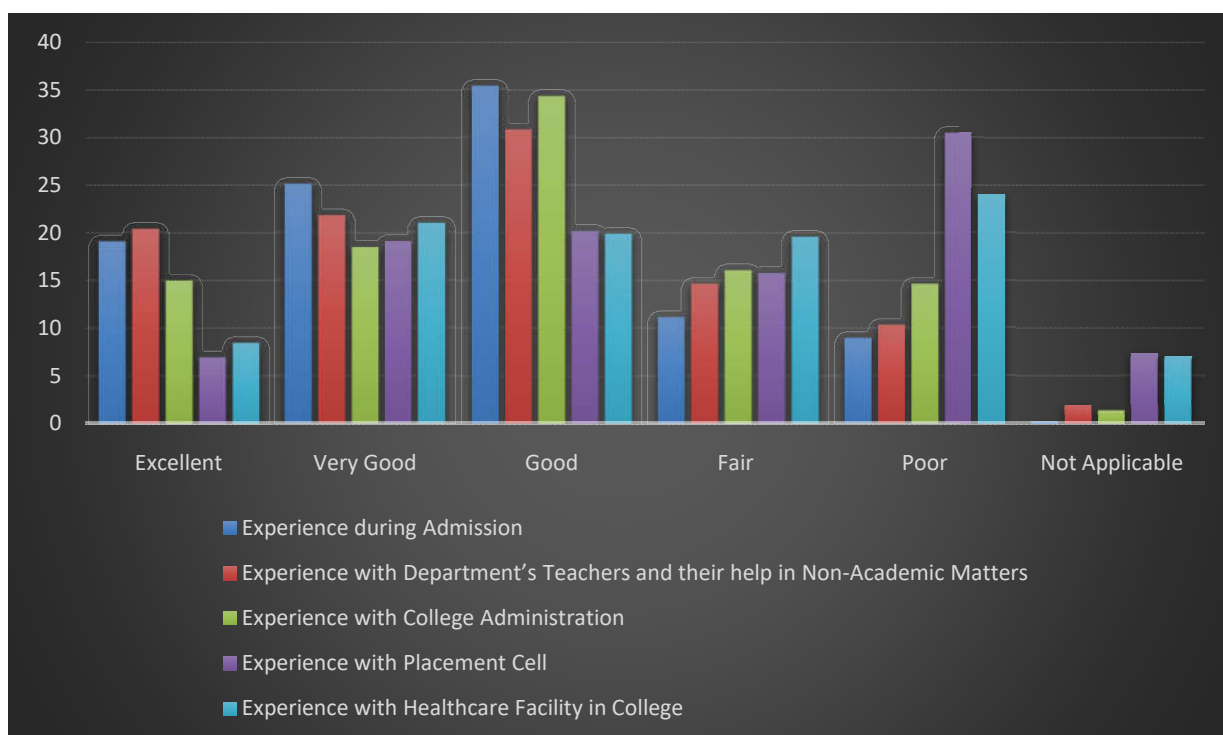
Fig. 2: Satisfaction regarding Support System Provided by College

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).

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). 367 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 3: Infrastructure

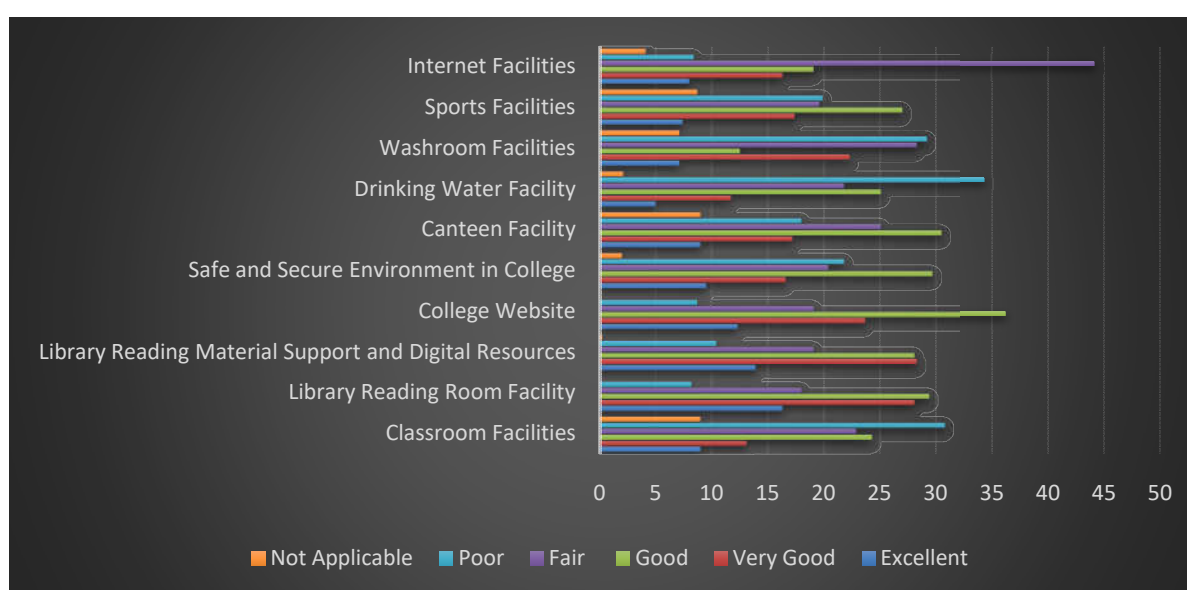|	INDICATOR	Excellent	Very Good	Good	Fair	Poor	Not Applicable
1.	Classroom facilities	9	13.1	24.3	22.9	30.8	9
2.	Library Reading Room facility	16.3	28.1	29.4	18	8.2	0
3.	Library Reading Material Support and Digital Resources	13.9	28.3	28.1	19.1	10.4	0.2
4.	College website	12.3	23.7	36.2	19.1	8.7	0
5.	Safe and secure environment in college	9.5	16.6	29.7	20.4	21.8	2
6.	Canteen facility	9	17.2	30.5	25.1	18	9
7.	Drinking water facility	5	11.7	25.1	21.8	34.3	2.1
8.	Washroom facilities	7.1	22.3	12.5	28.3	29.2	7.1
9.	Sports facilities	7.4	17.4	27	19.6	19.9	8.7
10.	Internet facilities	8	16.3	19.1	44.1	8.4	4.1
	AVERAGE	**9.5%**	**19.1%**	**26.1%**	**23.2%**	**18%**	**4.2%**

Fig.3: Satisfaction regarding College Infrastructure

Table 4: Skills/ Competence Developed during Course of Study

|	INDICATOR	Excellent	Very Good	Good	Fair	Poor	Not Applicable
1.	Leadership	11.4	22.6	28.9	22.1	12	3
2.	Team work/Collaboration skills	14.2	20.2	31.9	17.7	12.5	3.5
3.	Analytical competency	9.3	17.2	37.1	23.7	7.5	5.2
4.	Problem Solving Competence	10.4	17.7	34.6	21	12.3	4
5.	Entrepreneurial/Job skills	6	12	21	22.3	19.3	19.3
6.	Communication competence	12.5	21.8	33.5	19.9	9	3.3
7.	IT skills	7.4	13.1	28.1	25.9	14.4	11.2
	AVERAGE	**10.2%**	**17.8%**	**30.7%**	**21.8%**	**12.4%**	**7.1%**
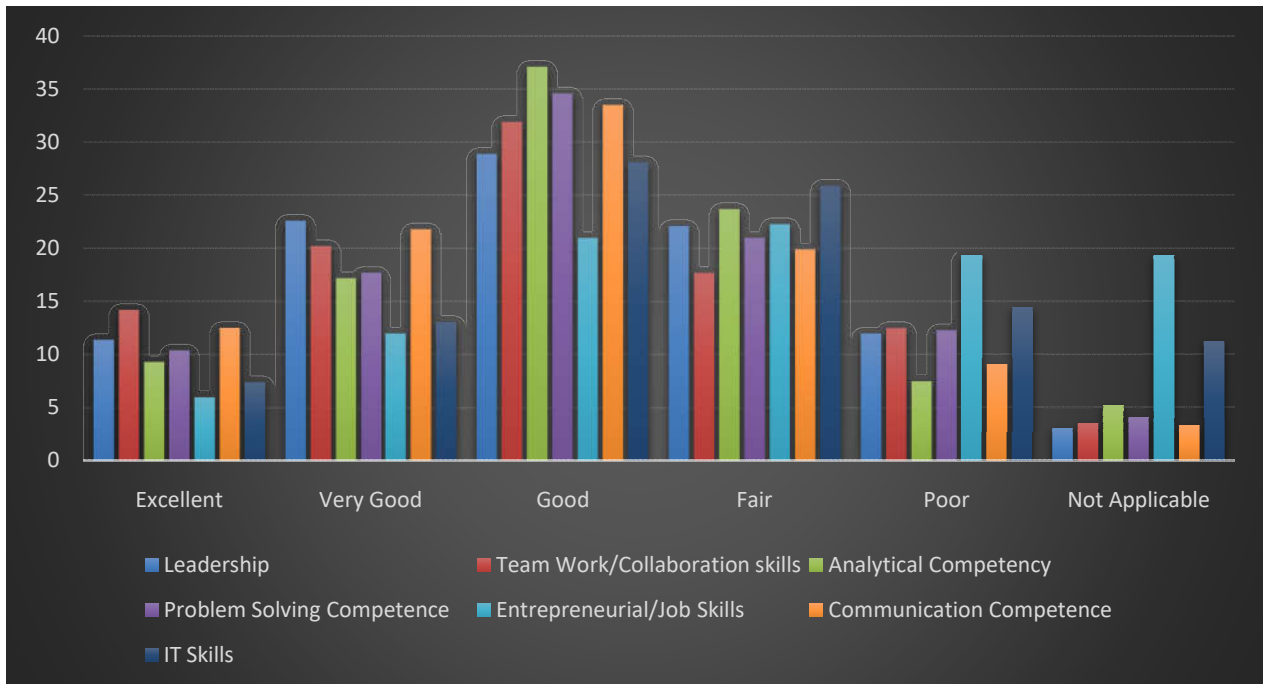
Fig.3: Satisfaction regarding Skills/ Competence developed during Course of Study

On the subject of Academic Resources and Faculty Involvement around three-fourth of respondents graded it to be Good or above, whereas around 18percent held it to be average. 72.5% of respondents held that the regularity of teaching faculties was Good or above, around 60 percent 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 three fourth students marked the culture of interaction with faculties both inside and outside classroom as Good or above. Around 61% of students considered their experience with Internal Assessment conducted by their faculties as Good and 60% of students opined that good number of online resources were made available to them by the college. The data also reveal that only around 67% 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. 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. What is worrying is that in many sectors despite consistent efforts the students' satisfaction has not improved. The institution should seriously relook at the ways to improve the condition.

Next students were asked a set of questions related to their experience with the support system provided by the college. Around 62% students marked that the overall support system was Good and above. 80% respondents held that their experience during admission was very satisfying. Around 70% of total respondents felt that their teacher's help in non-academic matters and their experience with college administration was Good or above. The point of concern for the college is that only around half of the respondents seem to be happy with their experience with the college Placement Cell and the healthcare facility of the college. In fact 30.5% and 24% of students respectively rank them as por. Even after having a very active Placement Cell and designated healthcare facility in college, it needs to be assessed what more can be done in this regard.
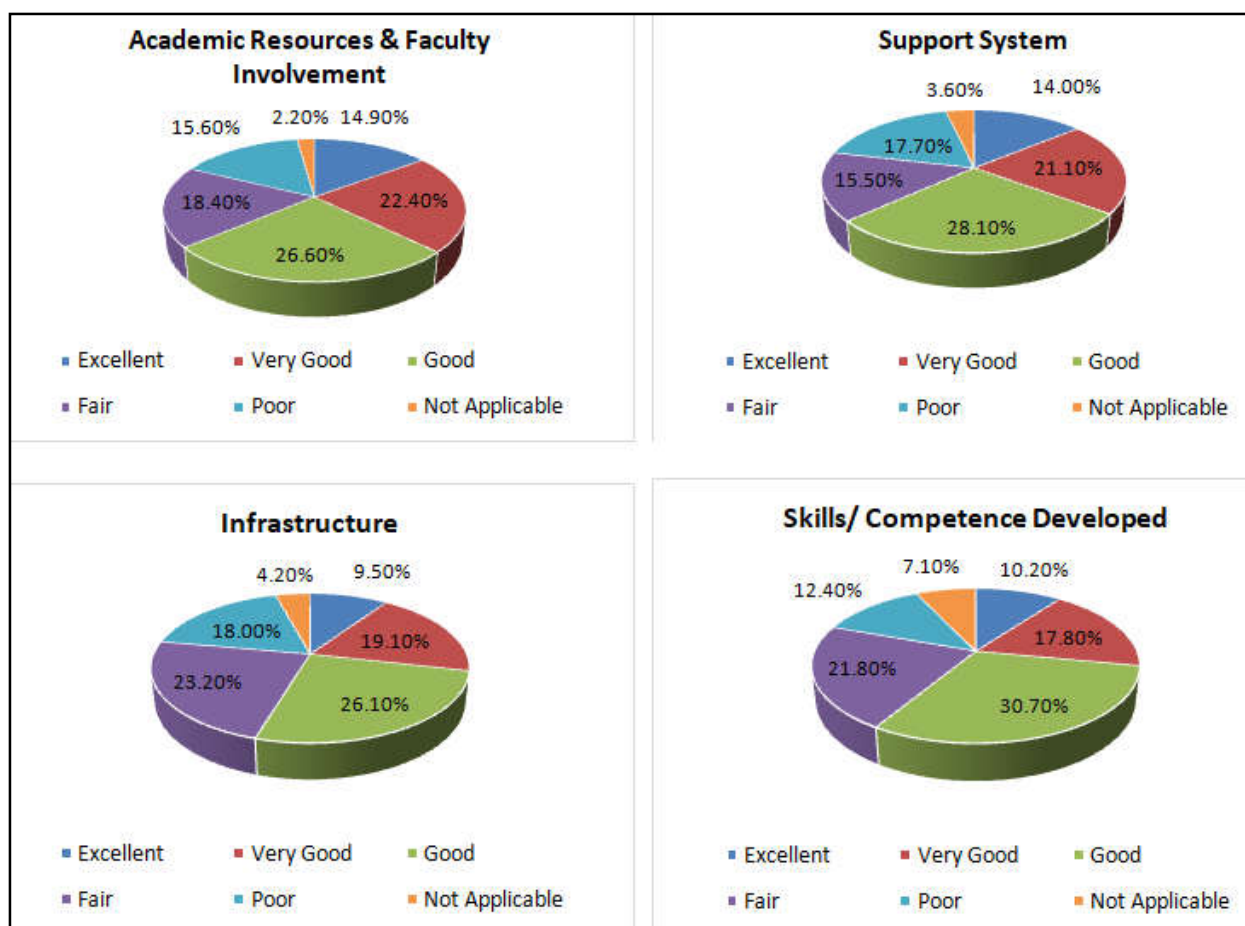

Fig. 5: Overall Status Students Satisfaction Survey during 2022-23

Next set of questions analyse the satisfaction of students with college infrastructure. Around three-fourth of the respondents held that the Library facilities, both in terms of the reading room facility as well as the reading material and digital resources was Good or above. Similar

number of students appreciate the functioning of the college website. But even in this space there is a lot of scope for improvement. As visible from data, only around half of respondents rank safety and security at college of the sports facilities as Good or above. Further only around 40% students seem satisfied with the Canteen facility, Drinking water facility, Washroom facility or Internet facility provided by the college.Also, an overall average of 18% respondents ranked the overall facilities as poor.

The next set of questions were to analyse 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. Around 60% 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 60% of all respondents claimed that in most categories- be it Leadership, Team work skills, Analytical competence, Problem Solving competence, Communication Competence as well as- 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 19.3% respondents marked as Poor and 22.3% as Average. Also, it seems that students in general are not satisfied with their improvement in IT skills as only around 50% rank it as Good or above. 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 60% of the respondents ranked it to be Good or above. 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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