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REPORT ON STUDENTS SATISFACTION SURVEY, 2023-24

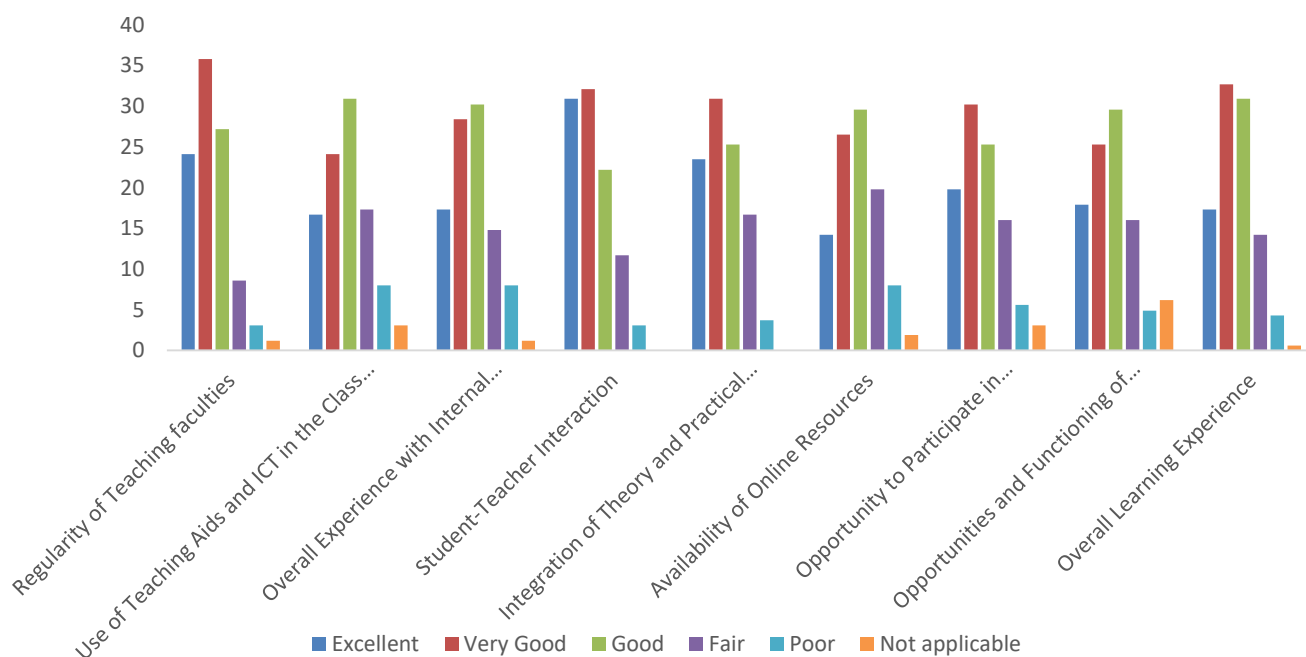
Students are an integral part and major stakeholders in any educational institution. Students' satisfaction and suggestions have always been key to the improvement of Dyal Singh College. Keeping this in mind, students studying in college were asked a set of questions. The questionnaire was framed in a way to understand their opinion about subjects like Academic Resources and Faculty Involvement, Infrastructure of the College, Support system provided by the College and Skills/Competence developed by them during their stay in college. To gain a more comprehensive understanding, each of these topics was separated into different questions based on dimensions that influence these aspects in the following categories:

Academic Resources and Faculty Involvement

In order to analyze the satisfaction with regard to this aspect, students were asked about their opinions regarding Syllabi Covered in the Class, 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.

Table 1: Academic Resources and Faculty Involvement

Indicator	Excellent	Very Good	Good	Fair	Poor	Not applicable
Regularity of Teaching faculties	24.1	35.8	27.2	8.6	3.1	1.2
Use of Teaching Aids and ICT in the Class to Facilitate Teaching	16.7	24.1	30.9	17.3	8	3.1
Overall Experience with Internal Assessment	17.3	28.4	30.2	14.8	8	1.2
Student-Teacher Interaction	30.9	32.1	22.2	11.7	3.1	0
Integration of Theory and Practical examples in Classes	23.5	30.9	25.3	16.7	3.7	0
Availability of Online Resources	14.2	26.5	29.6	19.8	8	1.9
Opportunity to Participate in Seminar/Workshop/Conference/ Research Projects	19.8	30.2	25.3	16	5.6	3.1
Opportunities and Functioning of Cultural Societies and Committees	17.9	25.3	29.6	16	4.9	6.2
Overall Learning Experience	17.3	32.7	30.9	14.2	4.3	0.6
Average	20.19	29.56	27.91	15.01	5.41	1.92



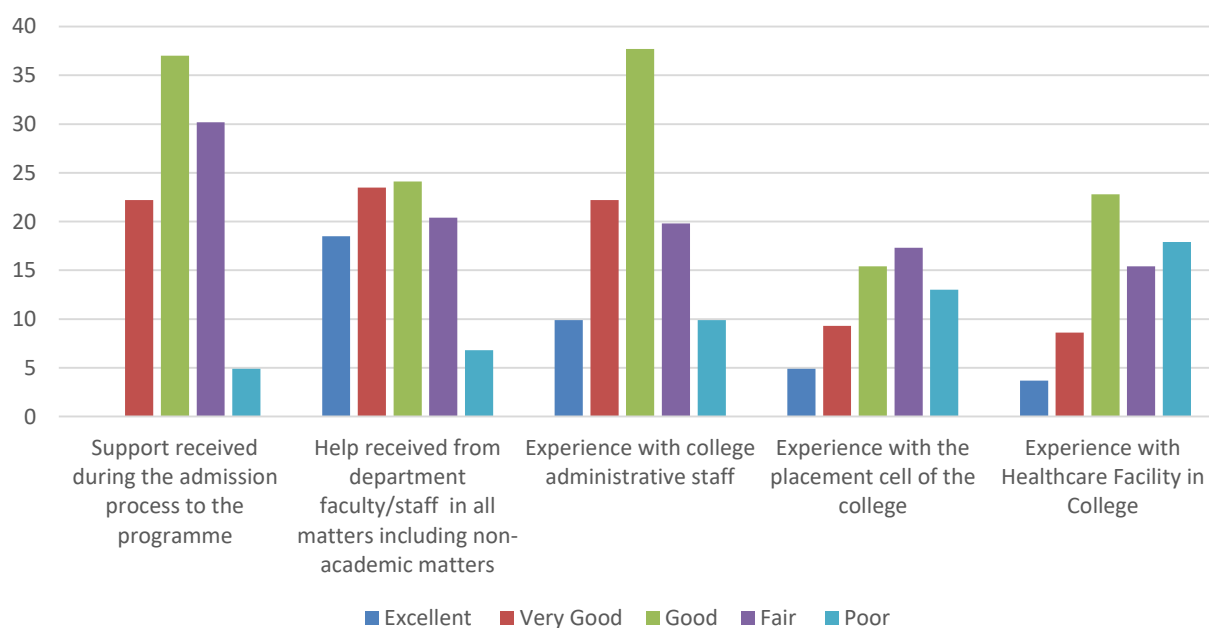
Support System

College offers different support mechanisms to students, starting from their admissions and continuing until they are placed, and even afterwards when they remain connected to the college as 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 2: Support System

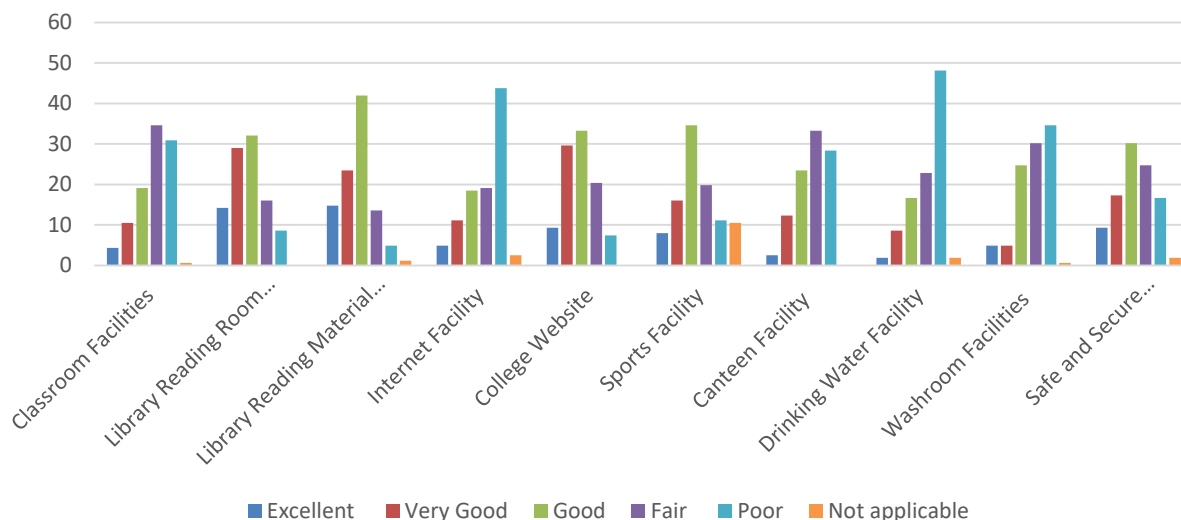
Indicator	Excellent	Very Good	Good	Fair	Poor	Not applicable
Support received during the admission process to the programme	0	22.2	37	30.2	4.9	4.3
Help received from department faculty/staff in all matters including non-academic matters	18.5	23.5	24.1	20.4	6.8	6.2
Experience with college administrative staff	9.9	22.2	37.7	19.8	9.9	0
Experience with the placement cell of the college	4.9	9.3	15.4	17.3	13	35.8
Experience with Healthcare Facility in College	3.7	8.6	22.8	15.4	17.9	28.4
Average	7.4	17.16	27.4	20.62	10.5	14.94



Infrastructure

College infrastructure is crucial for the overall growth of students and plays a significant role in the teaching and 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), Internet facility, 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, waet supply, and lighting), Safe 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: Infrastructure

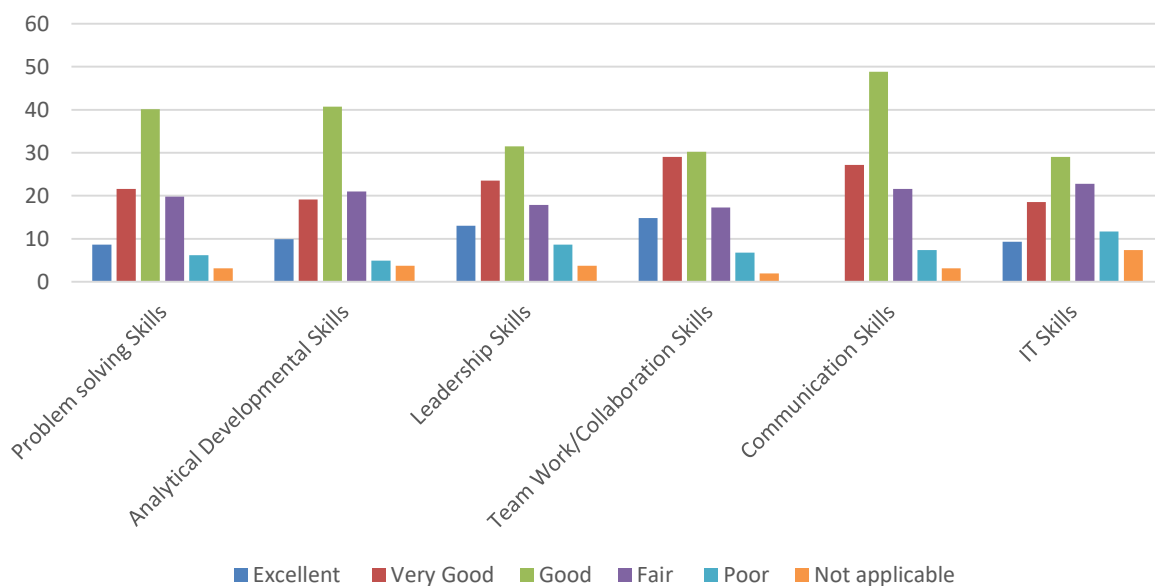
Indicator	Excellen t	Very Good	Good	Fair	Poor	Not applicable
Classroom Facilities	4.3	10.5	19.1	34.6	30.9	0.6
Library Reading Room Facility	14.2	29	32.1	16	8.6	0
Library Reading Material Support & Digital Resources	14.8	23.5	42	13.6	4.9	1.2
Internet Facility	4.9	11.1	18.5	19.1	43.8	2.5
College Website	9.3	29.6	33.3	20.4	7.4	0
Sports Facility	8	16	34.6	19.8	11.1	10.5
Canteen Facility	2.5	12.3	23.5	33.3	28.4	0
Drinking Water Facility	1.9	8.6	16.7	22.8	48.1	1.9
Washroom Facilities	4.9	4.9	24.7	30.2	34.6	0.6
Safe and Secure Environment in College	9.3	17.3	30.2	24.7	16.7	1.9
Average	7.41	16.28	27.5	23.5	23.45	1.92

Skills/Competence Developed during Course of Study

This is one of the most important parts 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 the future. In this regard students were asked to judge their improvement in Analytical developmental skills, Problem Solving Competence, Leadership skills, Team Work skills, Communication competence, and IT skills. For each of these questions, they were given six options to choose from: Excellent, Very Good, Good, Fair, Poor, and Not applicable (no option on the subject). 162 students across all courses and semesters took part in this survey and their responses have been collated in the table below. All data are in percentages.

Table 4: Skills/competency developed during the course of study

Indicator	Excellent	Very Good	Good	Fair	Poor	Not applicable
Problem solving Skills	8.6	21.6	40.1	19.8	6.2	3.1
Analytical Developmental Skills	9.9	19.1	40.7	21	4.9	3.7
Leadership Skills	13	23.5	31.5	17.9	8.6	3.7
Team Work/Collaboration Skills	14.8	29	30.2	17.3	6.8	1.9
Communication Skills	0	27.2	48.8	21.6	7.4	3.1
IT Skills	9.3	18.5	29	22.8	11.7	7.4
Average	9.27	23.15	36.72	20.07	7.60	3.82



Student Satisfaction Survey Analysis Report

This report presents the findings of a student suggestion survey conducted to evaluate various aspects of academic life. The survey focused on four key indicators: Academic Resources and Faculty Involvement, Support Systems, Infrastructure, and Skill/Competence development during course study. The results are categorized into five ratings: Excellent, Very Good, Good, Fair, and Poor. The majority of students (77.66%) rated academic resources and faculty involvement as Excellent, Very Good, or Good. This indicates a strong overall satisfaction with academic support, although there is room for improvement in the 15.01% Fair and 5.41% Poor categories. More than 85% of students are more satisfied with the teacher's interaction and the integration of theory and practical examples in classes. Around 80% of students are graded as Good, Very Good, or Excellent for their overall learning experience. It is apparent that the teaching and learning process is more satisfactory for students. About 70% of students are satisfied with the opportunities available to participate in seminars, workshops, conferences, and research projects. Similarly, around 75% of students are pleased with the opportunities and operation of Cultural Societies and Committees. The support provided by the faculty and administrative staff members is appreciated by over 60% of students. More than 70% of students are satisfied with the college website and student related notices updates. The library reading room facility and support for library reading materials and digital resources are highly rated by more than 75% of students. The teaching and learning facilities in the college are indicating a higher level of satisfaction among students

While 51.96% of students rated the support system positive (i.e. Excellent, Very Good, or Good), a notable 30.62% found it Fair or Poor. This suggests a significant need to enhance the institutional support provided to students.

Most students (69.14%) expressed satisfaction with the skill and competence development provided during their course. A majority of students (59.88%) rated the skill development aspect as either Good or better (Excellent and Very Good). This indicates that over half of the respondents are satisfied with the institution's ability to help them acquire and enhance their skills. 20.07% of students rated their experience as Fair, suggesting room for improvement in ensuring consistent outcomes for all students. However, 7.60% of students rated the skill development as Poor, highlighting a small but significant group whose expectations were not

met. While the survey results show that the majority of students are satisfied with the skills they developed during their course of study, there is a clear need to address areas of concern to ensure every student benefits from their education.

The survey highlights concern with the infrastructure, as nearly half (46.9%) of the students rated it Fair or Poor. Only 23.69% of students rated the infrastructure as Excellent or Very Good, indicating a critical area for improvement. Most students (69.14%) expressed satisfaction with the skill and competence development provided during their course. However, the 20.07% Fair and 7.6% Poor ratings highlight areas where additional focus and support could enhance outcomes. The survey suggests that overall improvements are needed in the infrastructure categories, particularly canteen, washroom, and drinking water facilities. The survey results reflect a balanced perspective of student satisfaction, with notable strengths in academic resources and faculty involvement. However, the data underscores the need for targeted efforts to improve the support system, infrastructure, and skill development programs. Addressing these areas can significantly enhance the overall student experience.

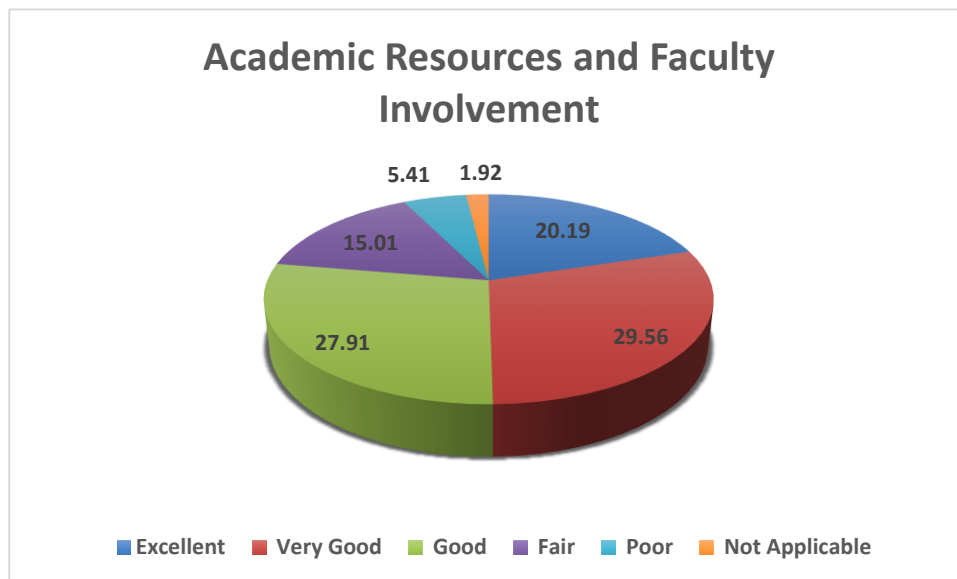


Figure 1: Students Satisfaction on Academic Resources and Faculty Involvement

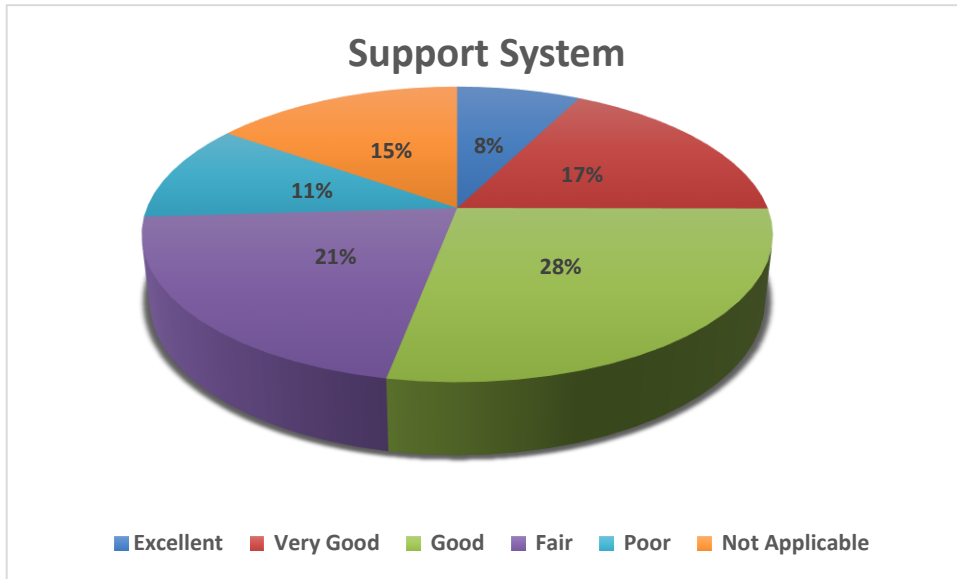


Figure 2: Students Satisfaction on College Support System

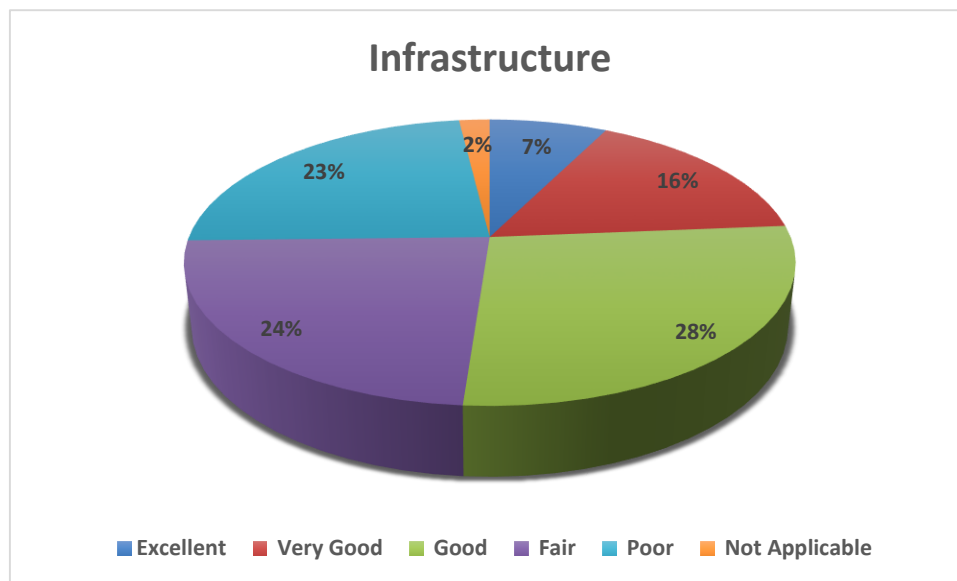


Figure 3: Students Satisfaction on College Infrastructure

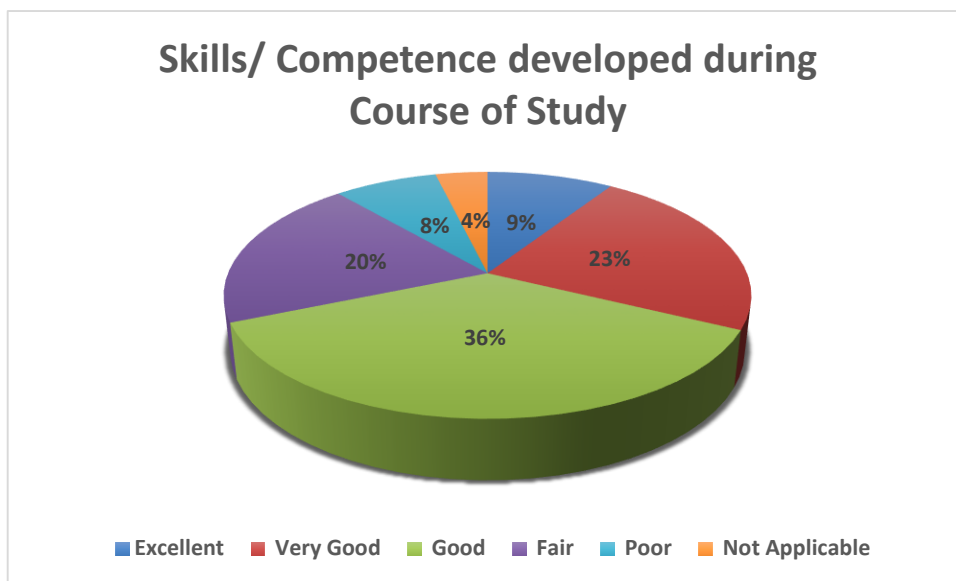


Figure 4: Students Satisfaction on Skills/ Competence developed during Course of Study

ACKNOWLEDGEMENTS

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