Chaudhary Chhotu Ram Post-Graduate College
Muzaffarnagar-251001

## Analysis of Students' Satisfaction Survey, Session (2018-19)

The Feedback Conduction Committee of college had conducted Students' Satisfaction Survey during 24-01-2019 to 12-02-2019. The survey consisted of 350 students of various classes/programmes running in the College. The 30 parameters had been taken into consideration for evaluation of student's satisfaction survey.

For evaluation of overall institutional performance, a Performa having relevant questions provided to the students for awarding marks against the different fields. The data so obtained had entered in a table indicating the percentage of students who marked ratings (excellent/ very Good/ good/ average/below average) for a particular field. The report and result is being submitted to IQAC for necessary action to improve the overall performance of the college.

| $\begin{gathered} \text { S. } \\ \text { No. } \end{gathered}$ | Parameters | Response in Percentage |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | Excellent | V. Good | Good | Average | Below Average |
| 1. | Overall coverage of syllabus in class | 71 | 15 | 06 | 06 | 02 |
| 2. | Overall quality of teacher's preparedness for the class | 75 | 12 | 08 | 04 | 01 |
| 3. | Overall communication ability of teachers in class | 70 | 18 | 05 | 05 | 02 |
| 4. | Fairness of Internal Evaluation Process by teachers | 72 | 20 | 08 | - |  |
| 5. | Overall quality of teaching faculty | 70 | 13 | 10 | 06 | 01 |
| 6. | Course availability | 70 | 15 | 10 | 03 | 02 |
| 7. | Academic advising | 65 | 20 | 10 | 02 | 03 |
| 8. | Access to teaching faculty | 66 | 22 | 08 | 03 | 01 |
| 9. | Academic reputation of the college | 72 | 20 | 06 | 02 |  |
| 10. | Financial aid through scholarships etc. | 70 | 20 | 08 | 02 | - |
| 11. | Neatness and cleanliness of the campus | 76 | 15 | 07 | 02 | - |
| 12. | Overall quality of Classroom and lab Facility | 50 | 20 | 05 | 20 | 05 |
| 13. | Overall quality of Library facility | 40 | 30 | 20 | 05 | 05 |
| 14. | Use of ICT in teaching-learning |  | - | 25 | 70 | 05 |
| 15. | ICT and Internet facility in campus | 10 | 20 | 30 | 25 | 15 |
| 16. | Parking facility | 70 | 20 | 10 | - | - |
| 17. | Canteen facility | - | - | 20 | 70 | 10 |
| 18. | Medical aid facility |  | - | 40 | 50 | 10 |
| 19. | Overall quality of Career counselling and placement |  |  | 40 | 40 | 30 |
| 20. | Overall quality of Extra/ co-curricular activities | 20 | 25 | 30 | 20 | 05 |
| 21. | Student government |  | - | 30 | 60 | 10 |
| 22. | Diversity of student body | 40 | 30 | 10 | 20 | - |
| 23. | Overall quality of Safety and security on campus | 80 | 15 | 05 | - | - |
| 24. | Your sense of acceptance and belonging | 55 | 20 | 15 | 10 | - |
| 25. | Overall quality of education | 65 | 22 | 08 | 05 | - |
| 26. | Overall quality of campus facilities | 55 | 30 | 10 | 05 |  |
| 27. | Your overall experience about the college | 65 | 20 | 10 | 05 | - |
| 28. | Do you recommend your friends/colleagues/relatives to join the college for their higher education? | 65 | 25 | 05 | 05 | - |
| 29. | Overall quality of grievance redressal mechanism | 60 | 23 | 10 | 07 | - |
| 30. | Quality of mentoring process | 60 | 20 | 10 | 10 | - |

## RESULT:



The average percentage of response of the student's satisfaction survey is as follows:

| S.N. | Students Rating |  |
| :---: | :--- | :---: |
| 1. | Excellent | 50 |
| 2. | Very Good | 17 |
| 3. | Good | 14 |
| 4. | Average | 15 |
| 5. | Below Average | 4 |

From this analysis, it has been found that $50 \%$ students rated the college under excellent category.

## Dr. (K.P. Singh)

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