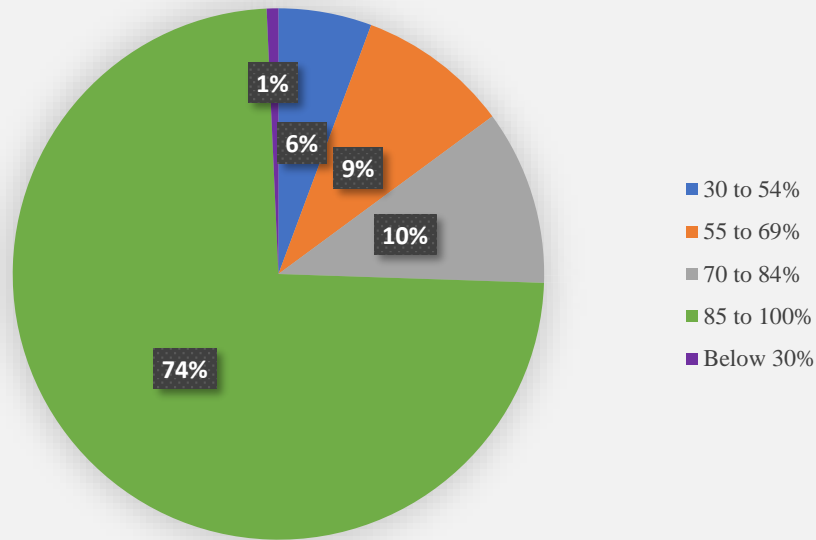# Year- 2021-2022

2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design its own questionnaire) (results and details need to be provided as a web link)
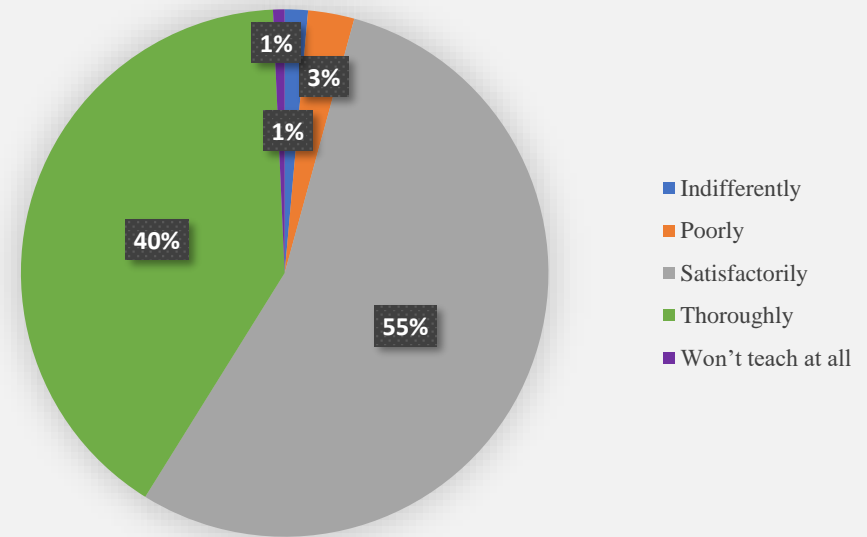
NAAC formulated questionnaire was used for SSS and 141 students participated in it through the Google link. Twenty questions were asked, to our satisfaction 74% responded that nearly whole syllabi were completed for a course and 95% teachers come to class well prepared and teach thoroughly/ effectively. Students reflected satisfaction in the fairness of internal evaluation, in illustrating concept through examples and applications, teacher's ability to identify student's weakness and help in overcoming them. The survey reveals that the IQAC needs to increase extracurricular activities, create active interest in promoting internship, field visits, and needs more opportunities to learn and grow. All teachers must inform expected competence, course outcome and programme outcome to the students. Good percent of students were happy about teachers using student's centric methods, such as experiential learning, participative learning and problem solving methods to be effective in teaching learning process. Nearly 70- 89% teachers use ICT tools such as LCD projectors and Multimedia while teaching. The teachers/Institute is making efforts to inculcate soft skill, life skills and employability skills to make student to compete the world.
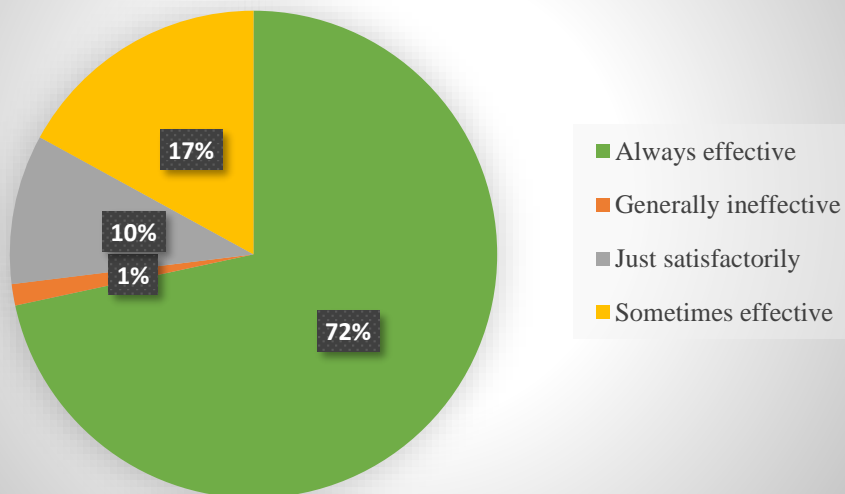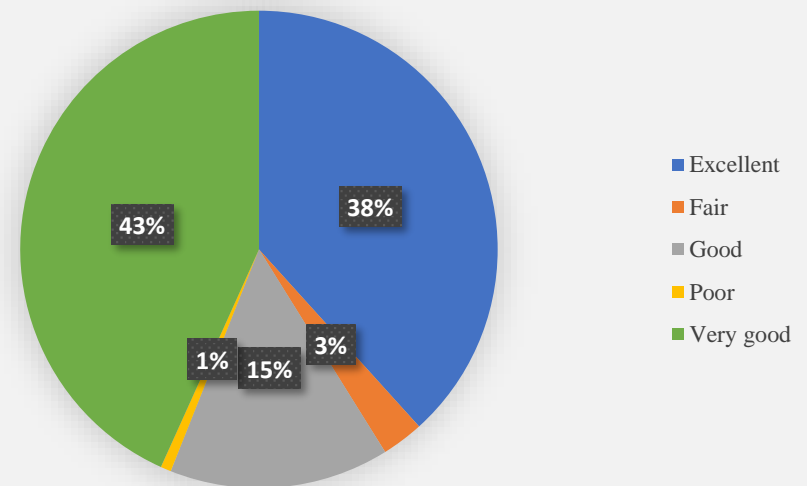
1. How much of the syllabus was covered in the class?

- 30 to 54%
- 55 to 69%
- 70 to 84%
- 85 to 100%
- Below 30%

1%
6%
9%
10%
74%

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

- Indifferently
- Poorly
- Satisfactorily
- Thoroughly
- Won't teach at all

1%
3%
1%
40%
55%

3. How well were the teachers able to communicate?

- Always effective
- Generally ineffective
- Just satisfactorily
- Sometimes effective

17%
10%
1%
72%

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

- Excellent
- Fair
- Good
- Poor
- Very good

38%
43%
1%
15%
3%

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

- Always fair
- Sometimes unfair
- Usually fair
- Usually unfair

2%
39%
51%
8%
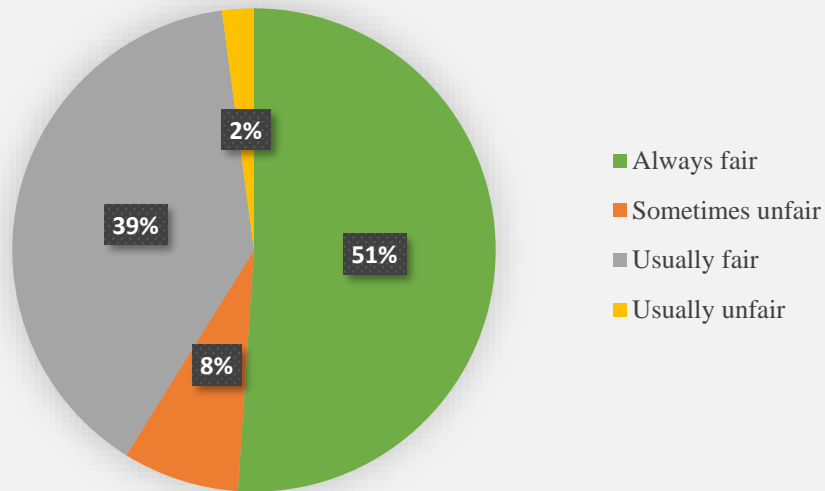
6. Was your performance in assignments discussed with you?

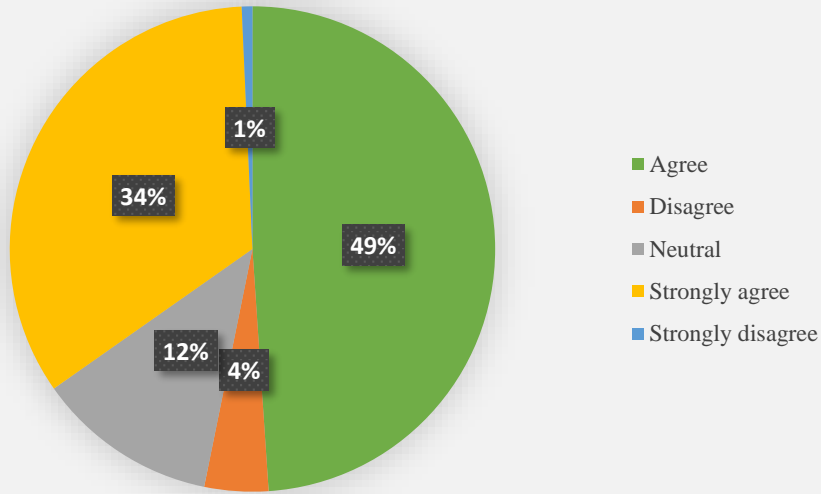- Every time
- Never
- Occasionally/Sometimes
- Rarely
- Usually

30%
53%
3%
12%
2%
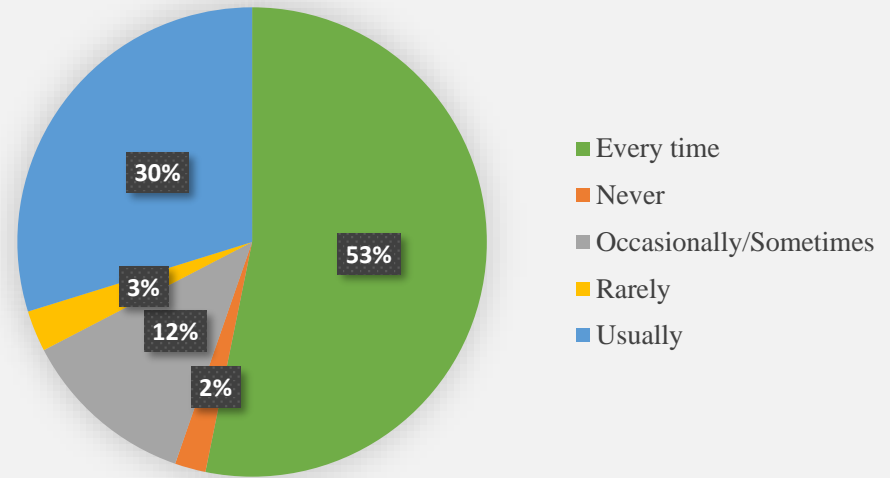
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
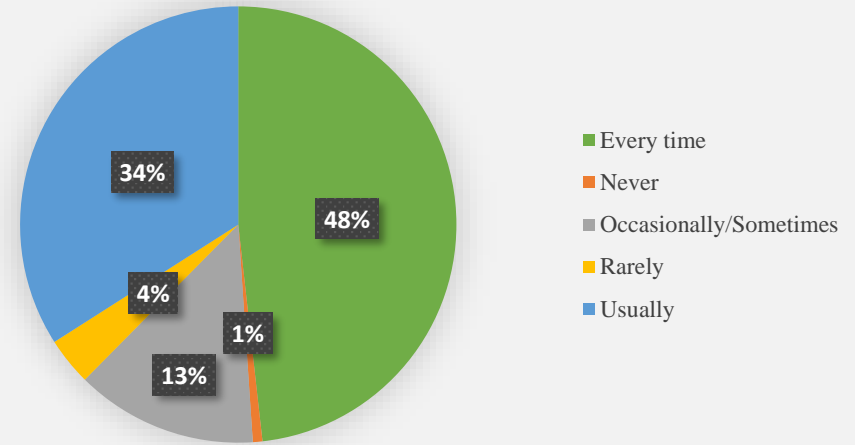
- Never
- Often
- Rarely
- Regularly
- Sometimes

4%
24%
25%
11%
36%
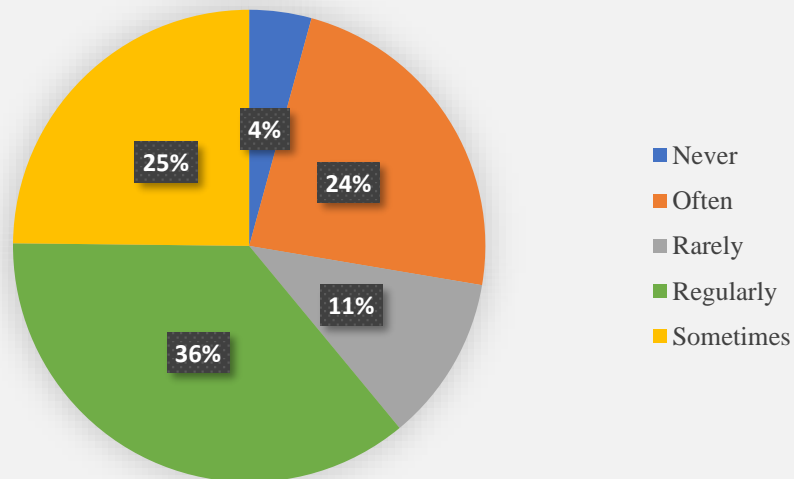
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

- Marginally
- Moderately
- Not at all
- Significantly
- Very well

4%
11%
2%
25%
58%
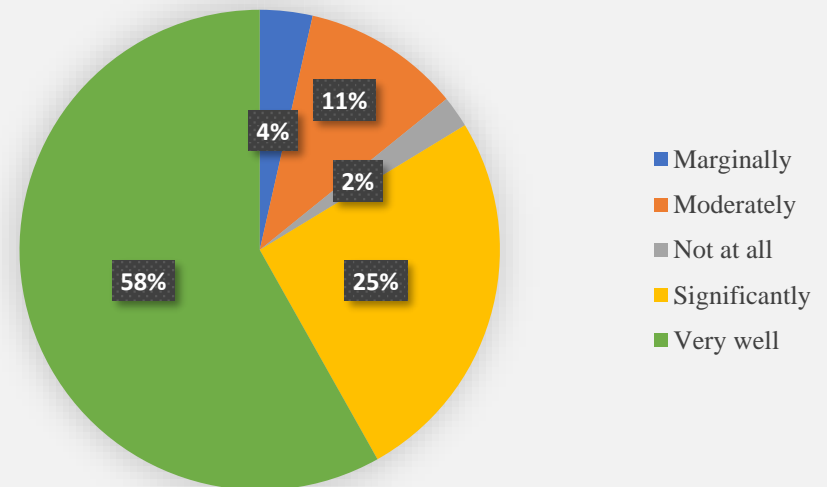
9. The institution provides multiple opportunities to learn and grow.

- Agree — 49%
- Disagree — 4%
- Neutral — 12%
- Strongly agree — 34%
- Strongly disagree — 1%

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

- Every time — 48%
- Never — 1%
- Occasionally/Sometimes — 13%
- Rarely — 4%
- Usually — 34%

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

- Every time — 50%
- I don't have a mentor — 3%
- Occasionally/Sometimes — 7%
- Rarely — 3%
- Usually — 37%
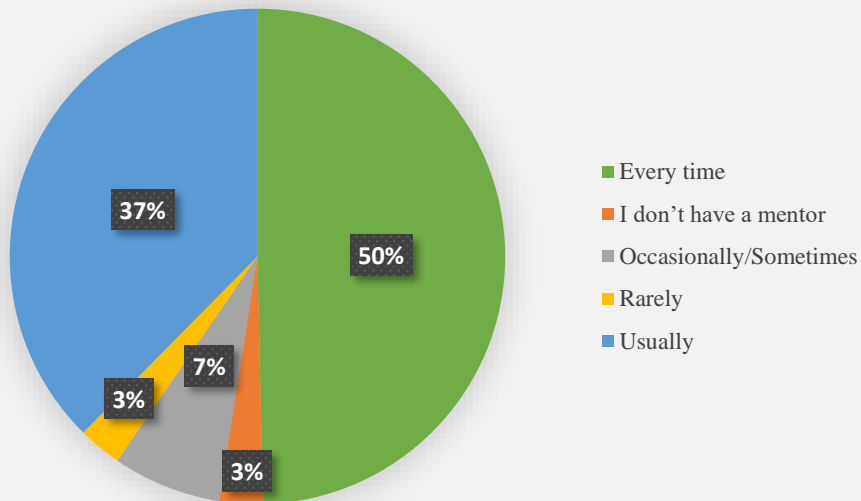
12. The teachers illustrate the concepts through examples and applications.

- Every time — 62%
- Never — 1%
- Occasionally/Sometimes — 3%
- Rarely — 1%
- Usually — 33%
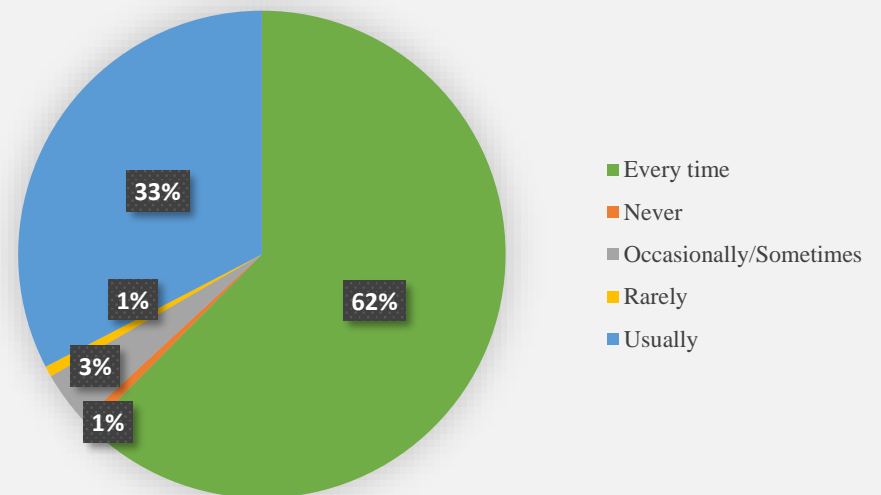
13. The teachers identify your strengths and encourage you with providing right level of challenges.

- Fully — 52%
- Partially — 7%
- Reasonably — 34%
- Slightly — 3%
- Unable to — 4%
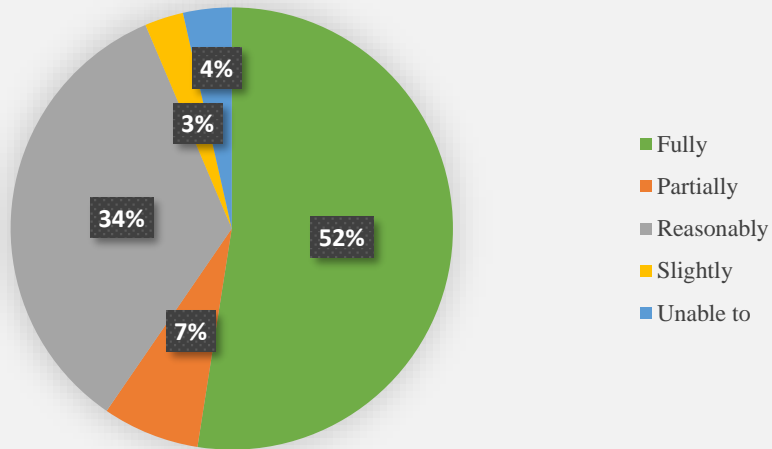
14. Teachers are able to identify your weaknesses and help you to overcome them.

- Every time — 50%
- Never — 4%
- Occasionally/Sometimes — 10%
- Rarely — 6%
- Usually — 30%
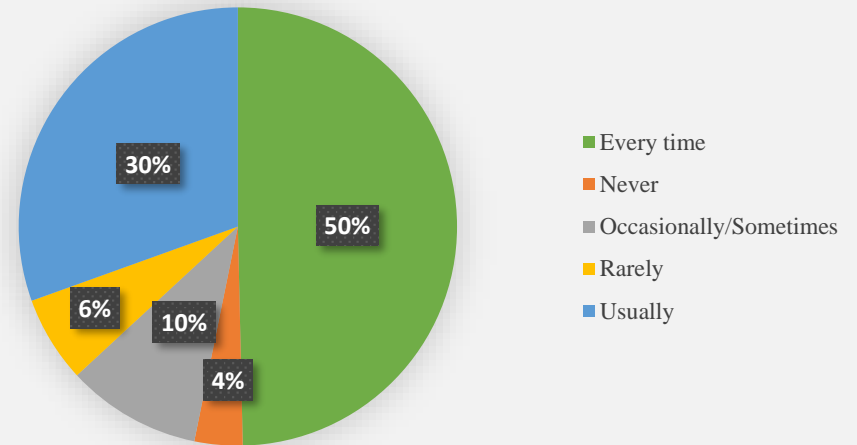
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

- Agree — 51%
- Disagree — 3%
- Neutral — 11%
- Strongly agree — 34%
- Strongly disagree — 1%
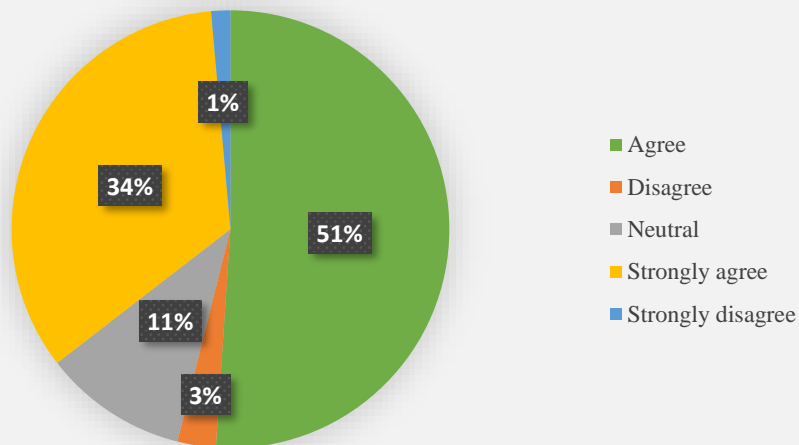
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning.

- Moderate — 47%
- Not at all — 2%
- Some what — 10%
- To a great extent — 37%
- Very little — 4%
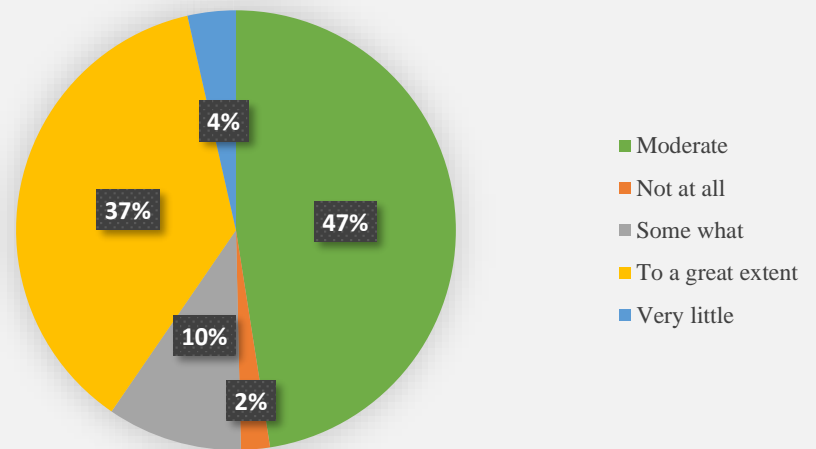
17. Teachers encourage you to participate in extracurricular activities.

- Agree — 40%
- Disagree — 1%
- Neutral — 6%
- Strongly agree — 52%
- Strongly disagree — 1%
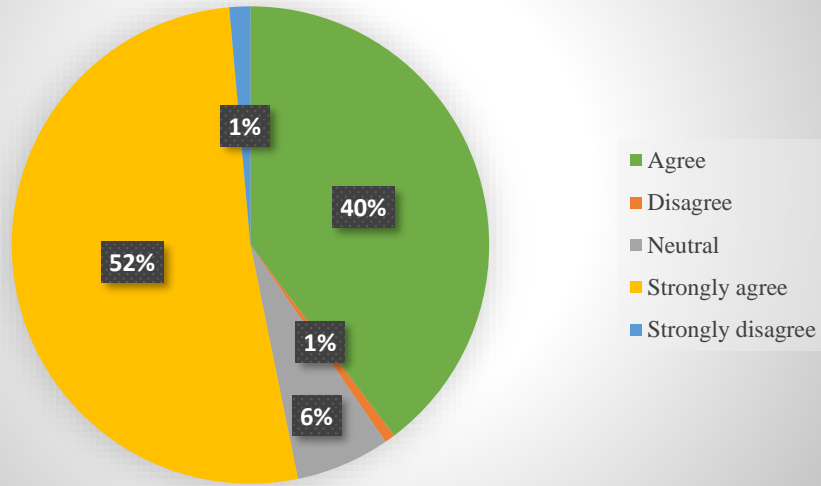
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

- Moderate — 42%
- Not at all — 5%
- Some what — 2%
- To a great extent — 46%
- Very little — 5%
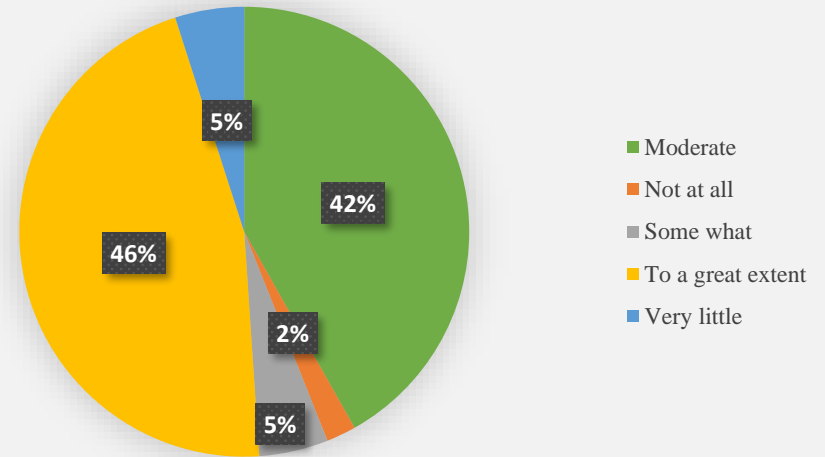
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

- 30 – 49% — 7%
- 50 – 69% — 20%
- 70 – 89% — 38%
- Above 90% — 21%
- Below 29% — 14%
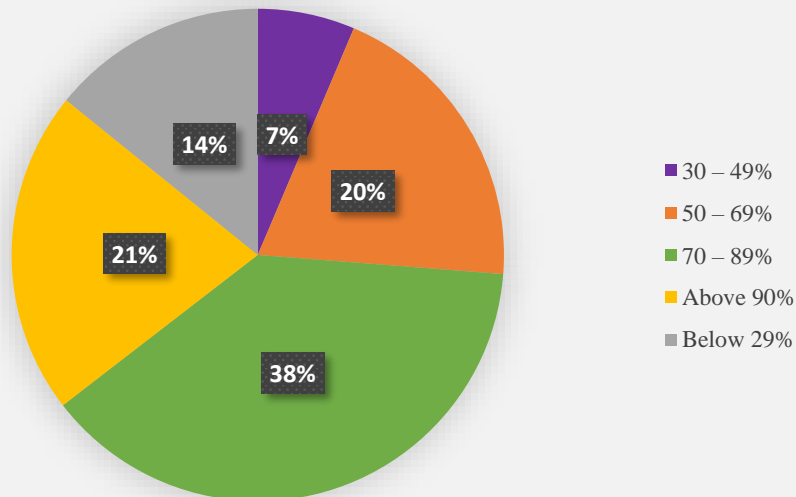
20. The overall quality of teaching-learning process in your institute is very good.

- Agree — 53%
- Disagree — 2%
- Neutral — 10%
- Strongly agree — 34%
- Strongly disagree — 1%
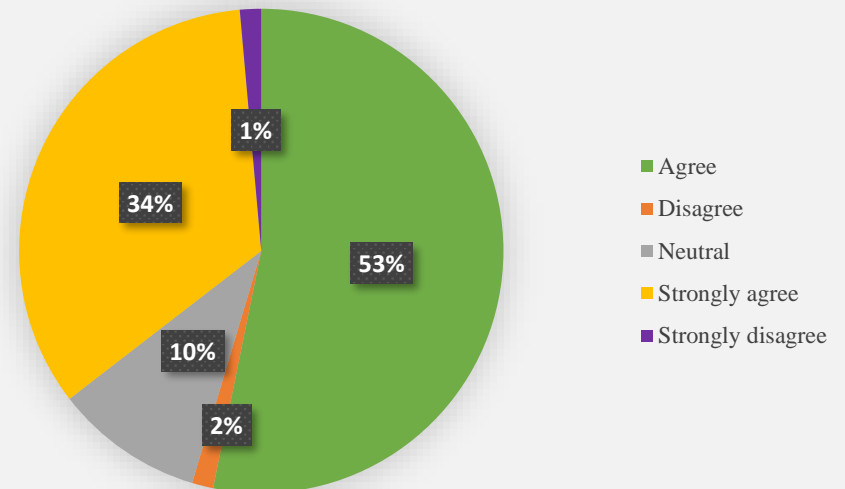
Year- 2020-2021

Student satisfaction survey (SSS) on overall institutional performance

Nearly 36 questions were placed on the google link for the students to answer as Excellent, V good, Good, Poor and can't say. 192 Students participated from different streams of the University. Most of the questions were from the online teaching due to Covid-19 pandemic. Students (22%) rated online teaching is poor as the availability of the internet connectivity at home was poor. The class regularity by the teachers was as excellent (26% and 25% v good). In case fault in internet availability during the examinations, chance to reappear was rated 67% as satisfactory. Students rated online teaching (35%) very poor as compared to classroom teaching. The study material given by the teacher/ Syllabus completion and explanation was rated v good by the students. The student's interaction with the administration and redressal of grievances was also rated very well. The practical's conduct online showed poor response. The drinking water and the food served the students showed annoyance. Health care facilities are good as hospital is there. Cultural activities the excursion tours conducted by the student showed happiness. The online examination method via MCQs and re-examination due to internet failure the students showed satisfaction.

1. Do you prefer online teaching?

Can't Say	22%
Excellent	11%
Good	35%
Poor	22%
Very Good	10%
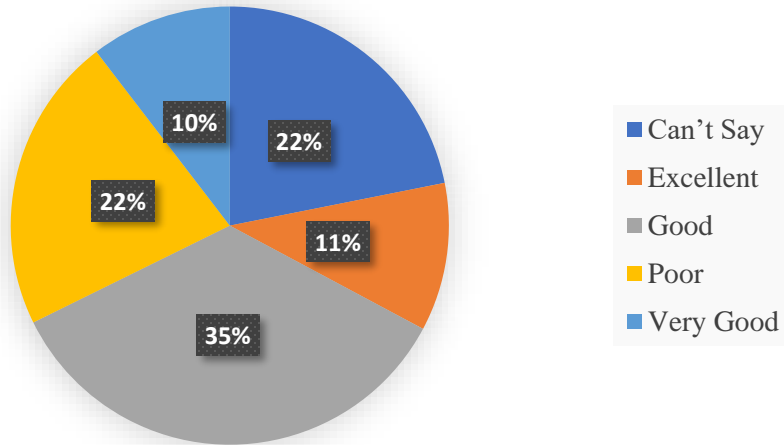
2. Did your online classes take place as per the scheduled time table?

Can't Say	10%
Excellent	15%
Good	39%
Poor	9%
Very Good	27%
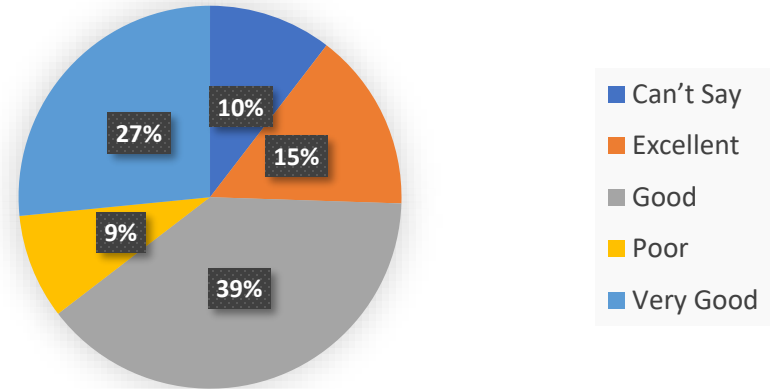
3. How will you rate internet facilities available at your home for taking online classes?

Can't Say	3%
Excellent	19%
Good	42%
Poor	22%
Very Good	14%
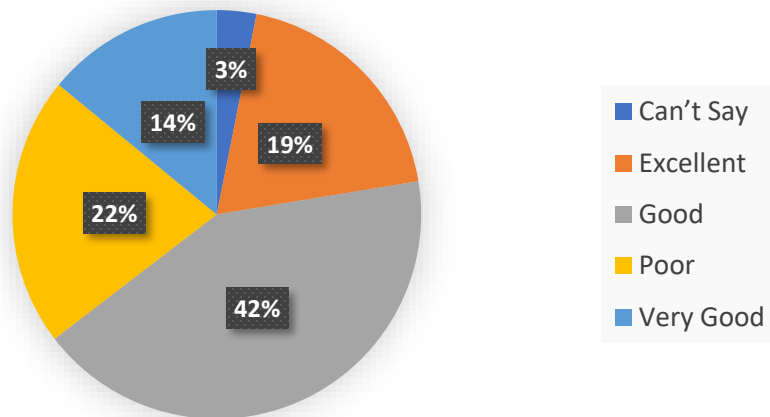
4. Did your teacher take your online classes, regularly?

Can't Say	12%
Excellent	26%
Good	31%
Poor	6%
Very Good	25%
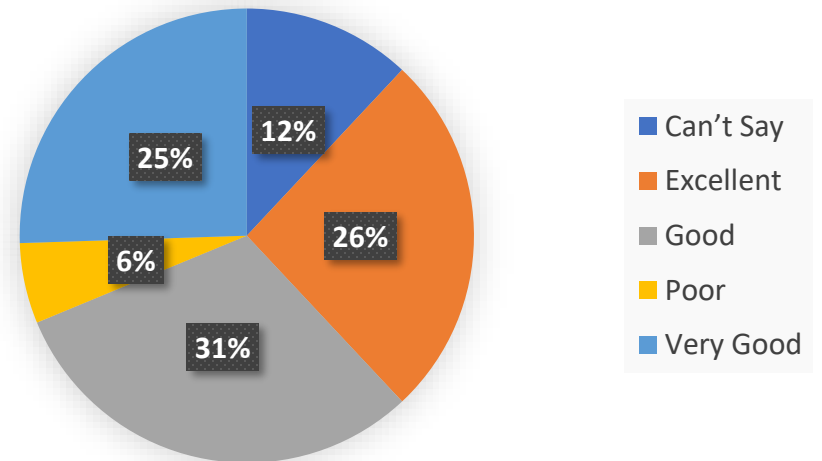
5. Are you satisfied with the chance given for re-examination after internet failure?

- Can't Say: 18%
- Excellent: 17%
- Good: 33%
- Poor: 15%
- Very Good: 17%

6. How you rate online teaching over classroom teaching?

- Can't Say: 7%
- Excellent: 9%
- Good: 36%
- Poor: 35%
- Very Good: 13%
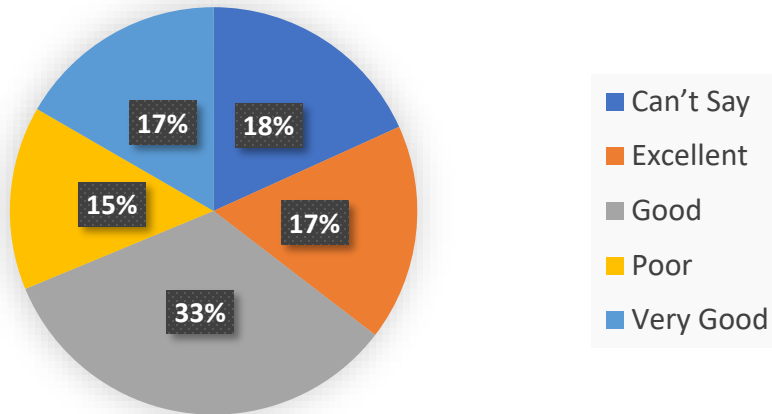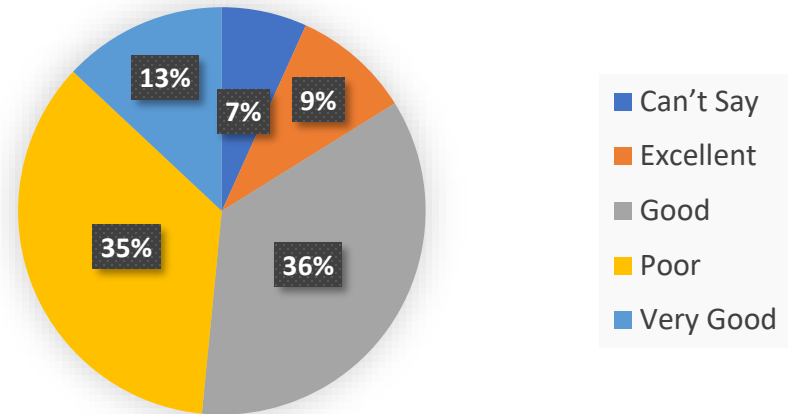
7. Are you satisfied by the study material given online by the teacher?

- Can't Say: 5%
- Excellent: 20%
- Good: 48%
- Poor: 6%
- Very Good: 21%
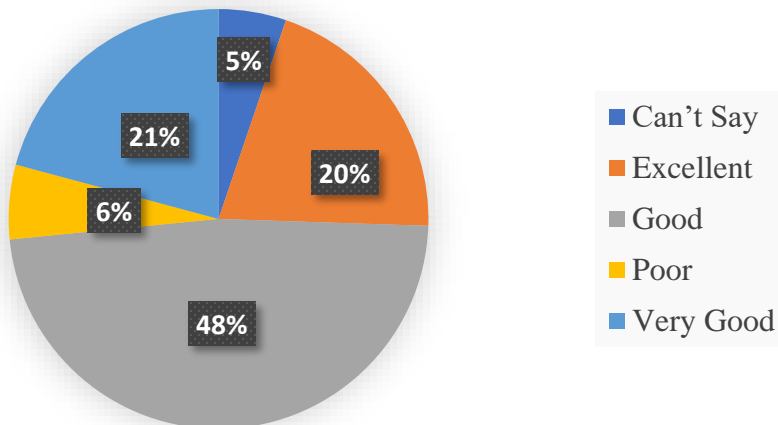
8. Was your syllabus completed on time by the concerned teacher?

- Can't Say: 6%
- Excellent: 24%
- Good: 36%
- Poor: 9%
- Very Good: 25%
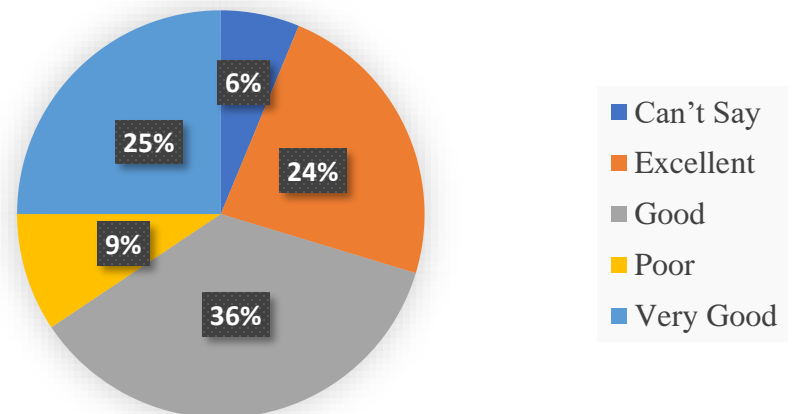
9. Were you provided extra help/notes after your online lecture?

- Can't Say — 7%
- Excellent — 19%
- Good — 45%
- Poor — 8%
- Very Good — 21%
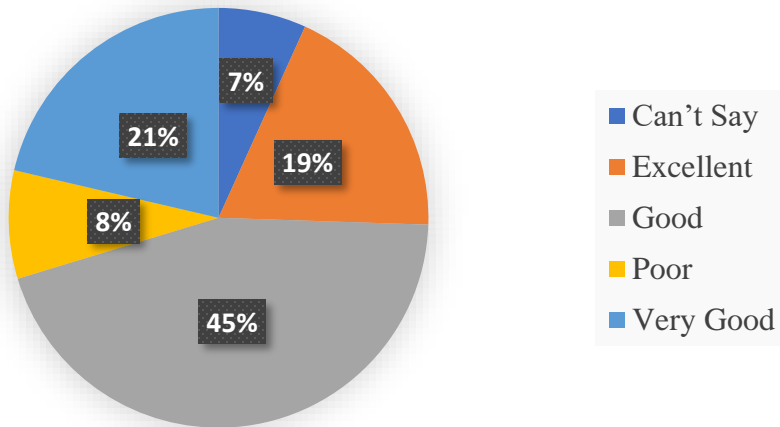
10. Whether explanation of the subject matter by the teacher was in-depth.

- Can't Say — 5%
- Excellent — 19%
- Good — 54%
- Poor — 4%
- Very Good — 18%
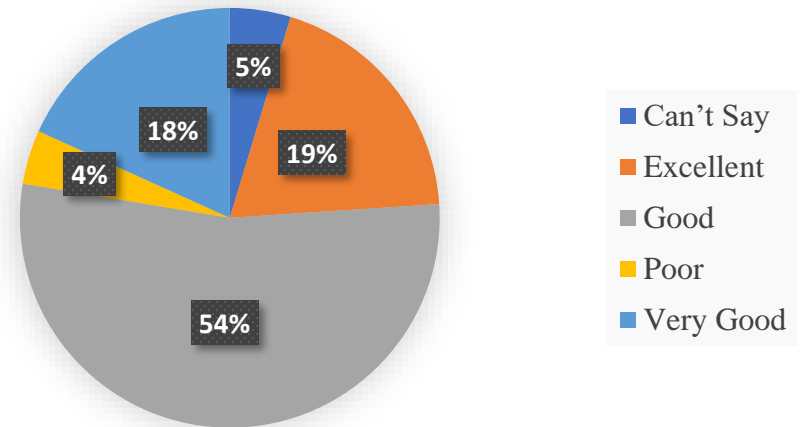
11. Are you satisfied by the methodology of teaching, introduction and conclusion after every lecture?

- Can't Say — 7%
- Excellent — 19%
- Good — 47%
- Poor — 4%
- Very Good — 23%
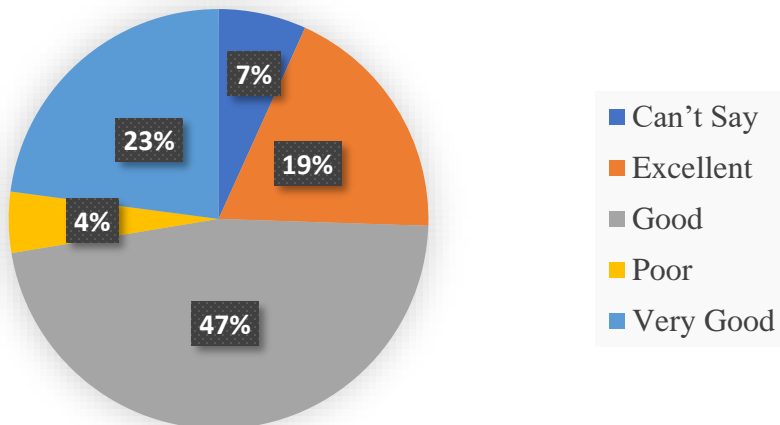
12. How you evaluate the depth of knowledge delivered online by the teacher?

- Can't Say — 9%
- Excellent — 13%
- Good — 50%
- Poor — 8%
- Very Good — 20%
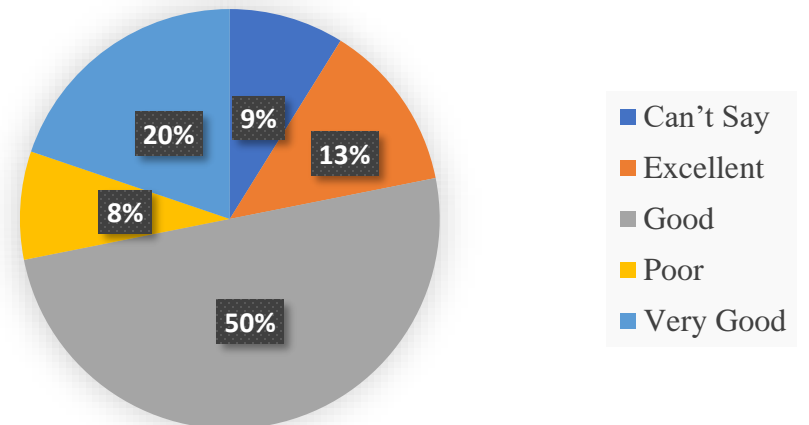
13. Whether each and every lecture was concluded?

- Can't Say — 8%
- Excellent — 14%
- Good — 50%
- Poor — 5%
- Very Good — 23%
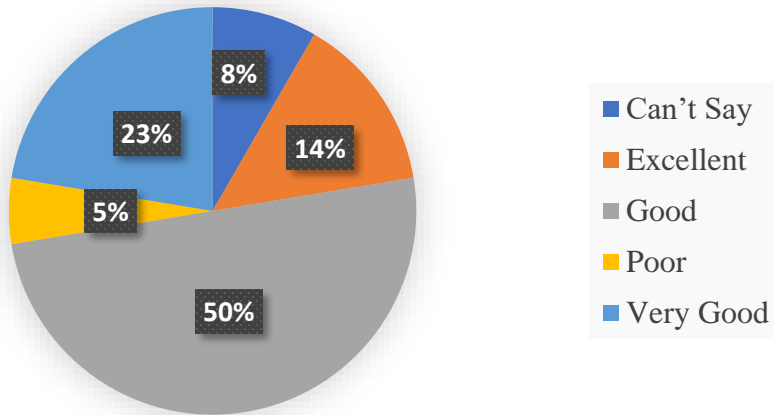
14. How you evaluate, self-skills of the teacher?

- Can't Say — 4%
- Excellent — 20%
- Good — 43%
- Poor — 5%
- Very Good — 28%
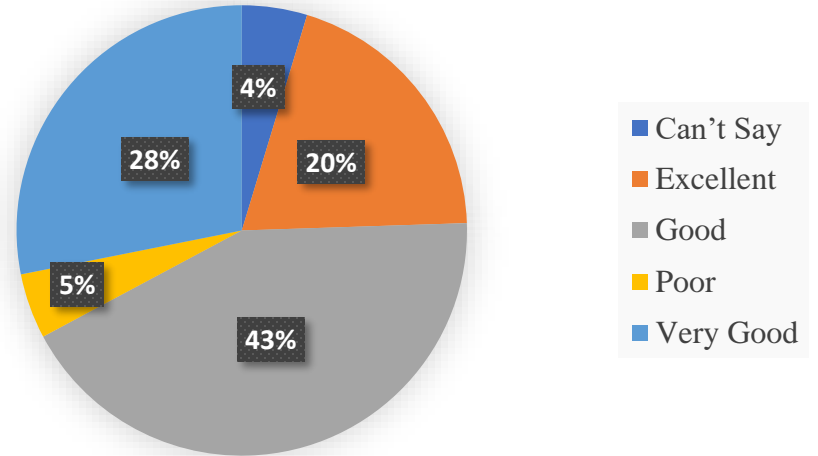
15. During the pandemic, was your interaction with administration regular and satisfactory?

- Can't Say — 10%
- Excellent — 13%
- Good — 45%
- Poor — 17%
- Very Good — 15%
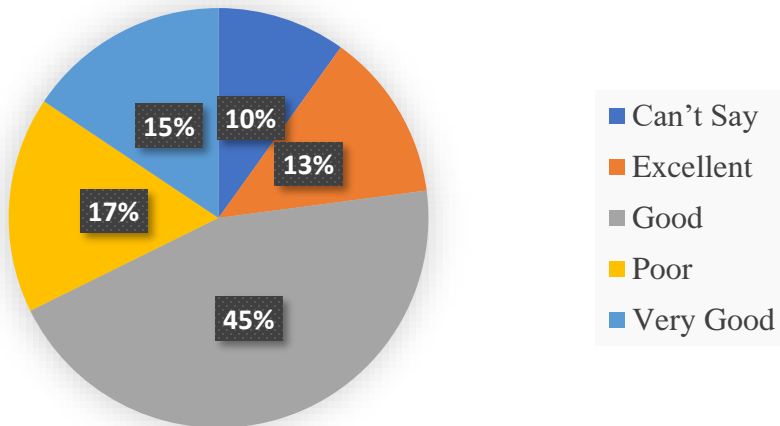
16. Were your grievances addressed and taken properly in case you complained?
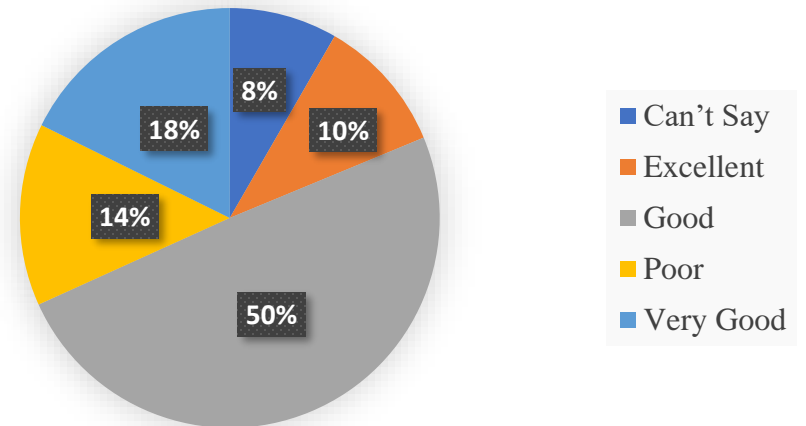
- Can't Say — 8%
- Excellent — 10%
- Good — 50%
- Poor — 14%
- Very Good — 18%

17. During online exam, are you satisfied by the fairness of evaluation of you answers?

- Can't Say — 11%
- Excellent — 14%
- Good — 45%
- Poor — 13%
- Very Good — 17%

17. During online exam, are you satisfied by the fairness of evaluation of you answers?

- Can't Say — 11%
- Excellent — 14%
- Good — 45%
- Poor — 13%
- Very Good — 17%
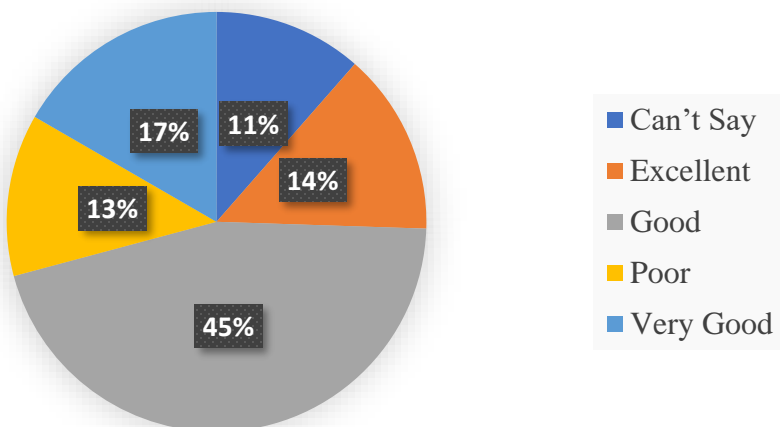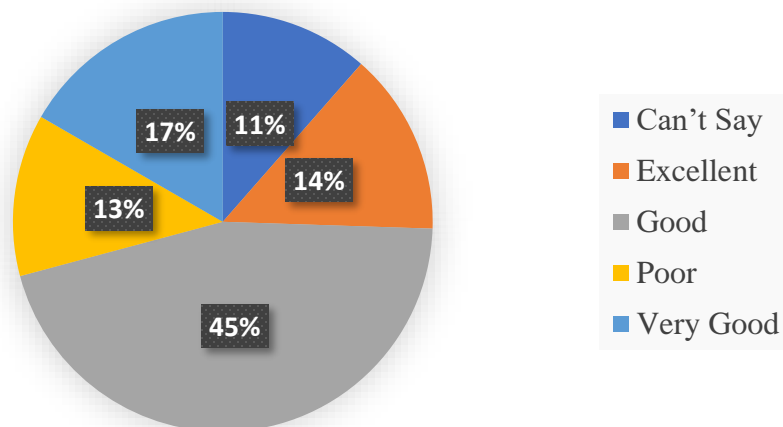
19. Are you satisfied with the practical, taken online?

- Can't Say — 15%
- Excellent — 16%
- Good — 38%
- Poor — 17%
- Very Good — 14%
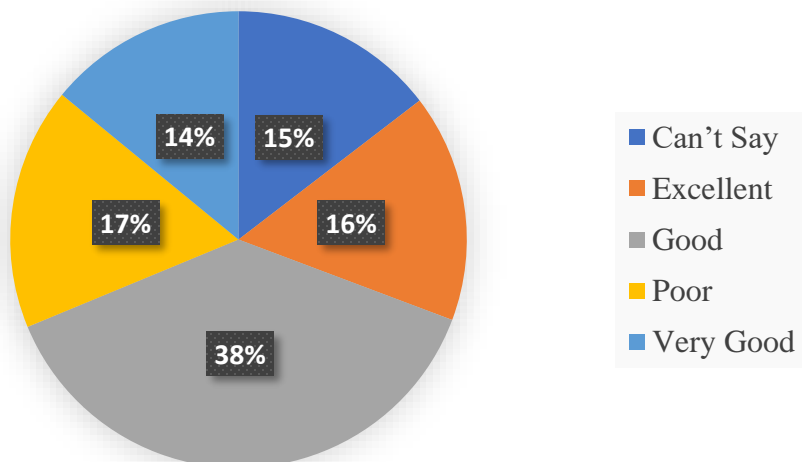
20. Are you satisfied by the way your examination (online) were taken?
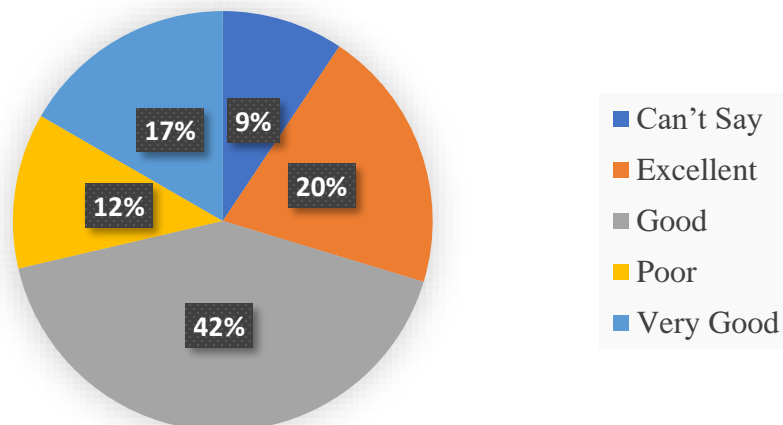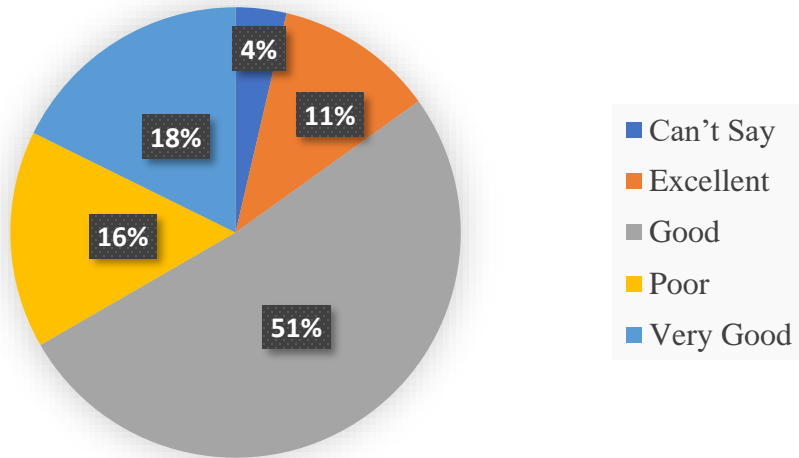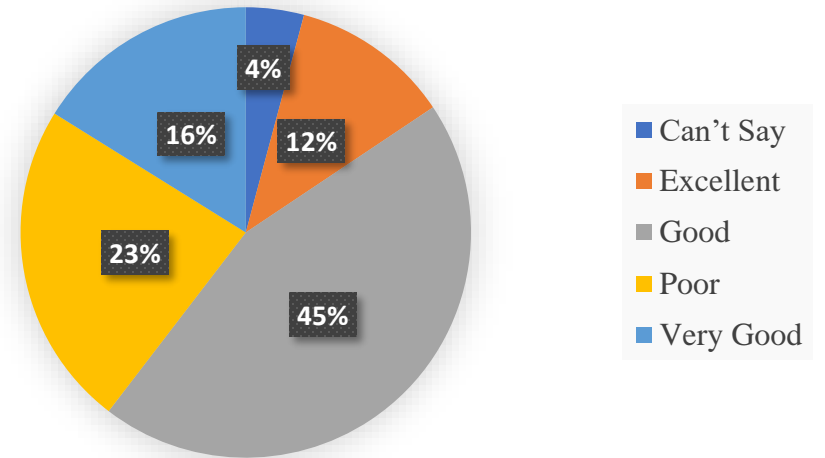
- Can't Say — 9%
- Excellent — 20%
- Good — 42%
- Poor — 12%
- Very Good — 17%

21. Cleanliness of Toilets

- Can't Say
- Excellent
- Good
- Poor
- Very Good

4%, 11%, 51%, 16%, 18%

22. Quality of drinking water

- Can't Say
- Excellent
- Good
- Poor
- Very Good

4%, 12%, 45%, 23%, 16%

23. Quality of food served in the canteen/Hostel mess

- Can't Say
- Excellent
- Good
- Poor
- Very Good

6%, 9%, 47%, 28%, 10%

24. Making use of shopping centre (Ary) in the campus

- Can't Say
- Excellent
- Good
- Poor
- Very Good

1%, 18%, 52%, 10%, 19%

25. Dean student welfare office helpful to you

- Can't Say — 8%
- Excellent — 13%
- Good — 48%
- Poor — 13%
- Very Good — 18%

26. Your grievances are addressed properly when complained box is used

- Can't Say — 19%
- Excellent — 9%
- Good — 44%
- Poor — 17%
- Very Good — 11%

27. Awareness of the "NCC and NSS" activities in university

- Can't Say — 5%
- Excellent — 20%
- Good — 46%
- Poor — 6%
- Very Good — 23%

28. Health care facilities in the University

- Can't Say — 4%
- Excellent — 12%
- Good — 48%
- Poor — 18%
- Very Good — 18%

29. Cultural and social events such as sports meet, annual fest etc.

Legend	
■	Can't Say
■	Excellent
■	Good
■	Poor
■	Very Good

4%, 12%, 21%, 15%, 48%
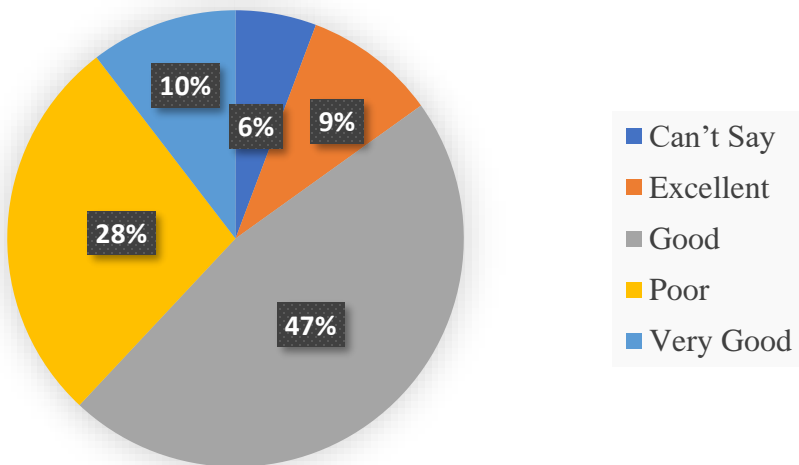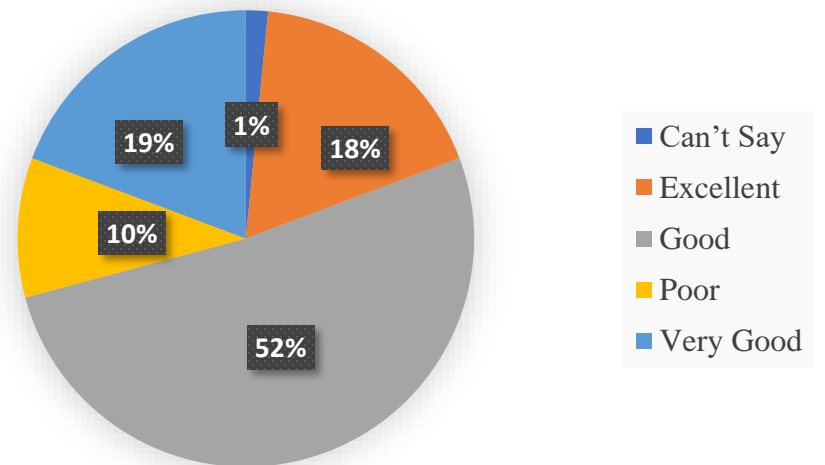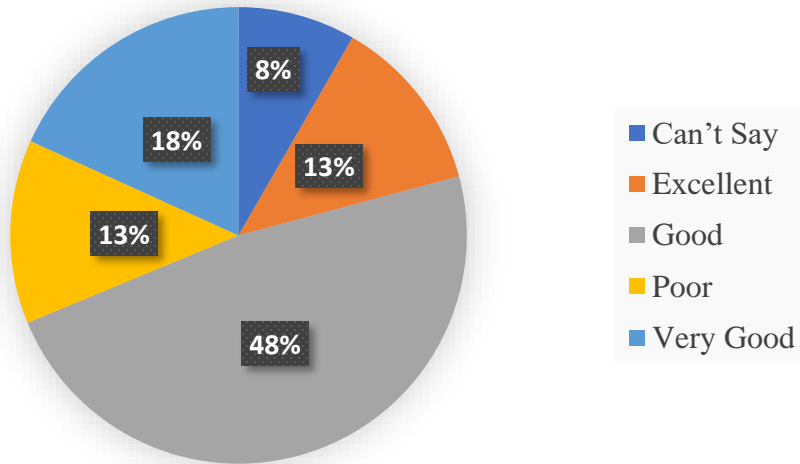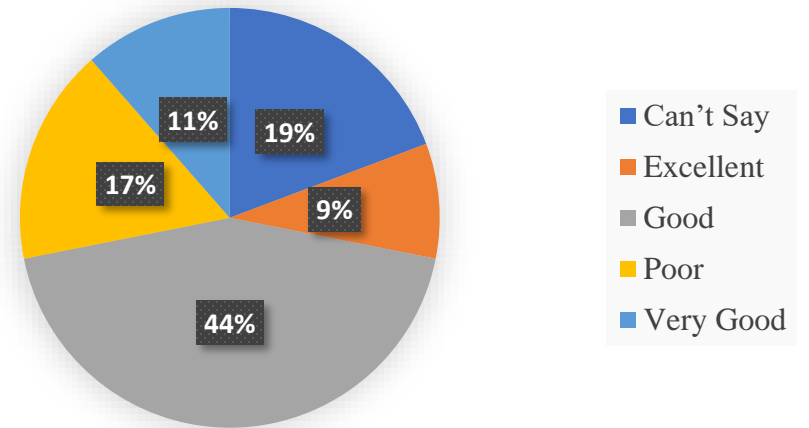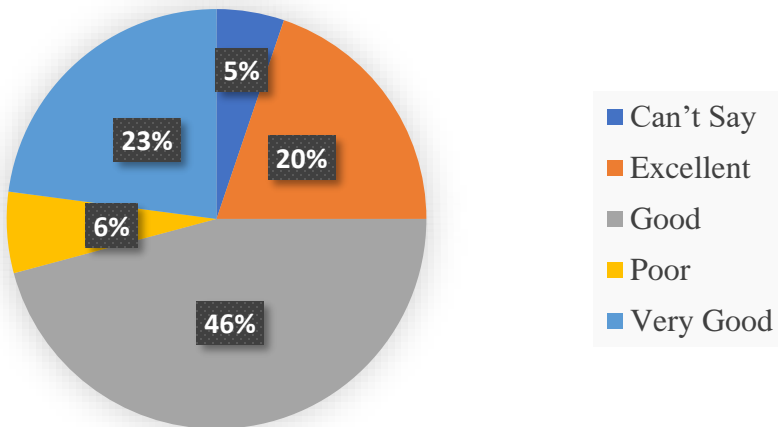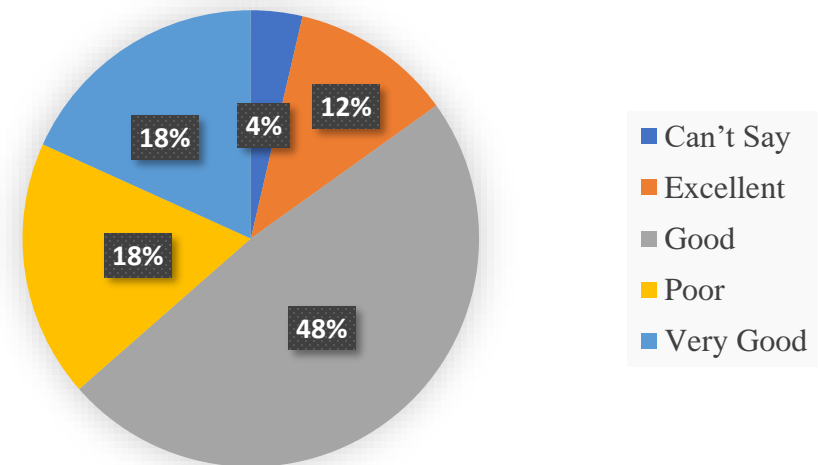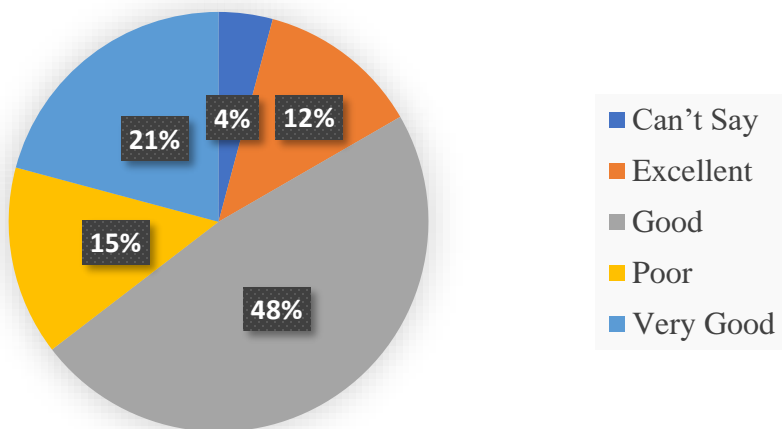
30. Activities organized by the University such as Local excursions/camps
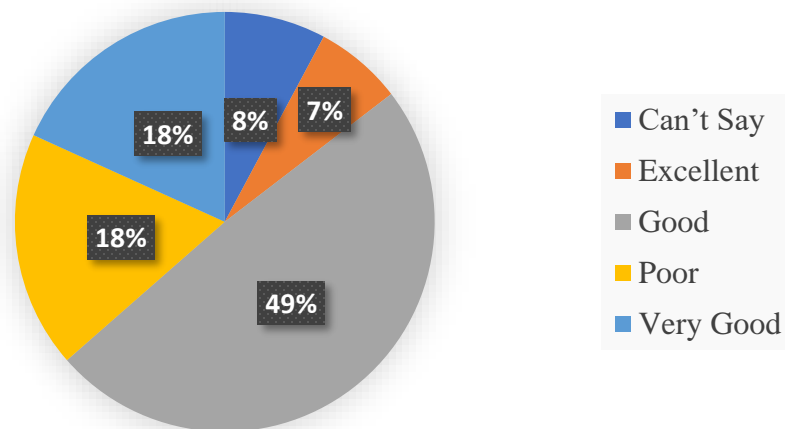
Legend	
■	Can't Say
■	Excellent
■	Good
■	Poor
■	Very Good

8%, 7%, 18%, 18%, 49%

31. Activities such as improving the personality, enhancing communication skills etc.

Legend	
■	Can't Say
■	Excellent
■	Good
■	Poor
■	Very Good

9%, 7%, 16%, 17%, 51%

32. The teacher is generally well-organized and prepared for class

Legend	
■	Can't Say
■	Excellent
■	Good
■	Poor
■	Very Good

3%, 19%, 23%, 3%, 52%

33. Feel free to interaction with faculty

Legend	
Can't Say	4%
Excellent	22%
Good	49%
Poor	4%
Very Good	21%

34. Faculty treats students respectfully

Legend	
Can't Say	4%
Excellent	23%
Good	51%
Poor	5%
Very Good	17%

35. Fairness of evaluation of answer sheets

Legend	
Can't Say	6%
Excellent	14%
Good	52%
Poor	10%
Very Good	18%

36. The course is delivered as outlined in the syllabus

Legend	
Can't Say	7%
Excellent	15%
Good	55%
Poor	3%
Very Good	20%
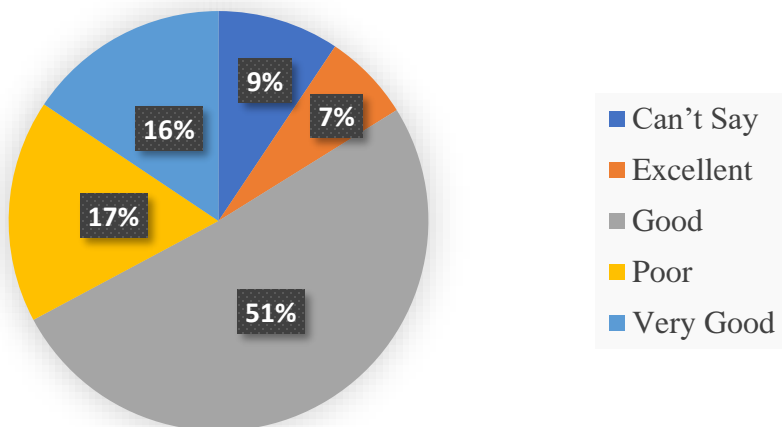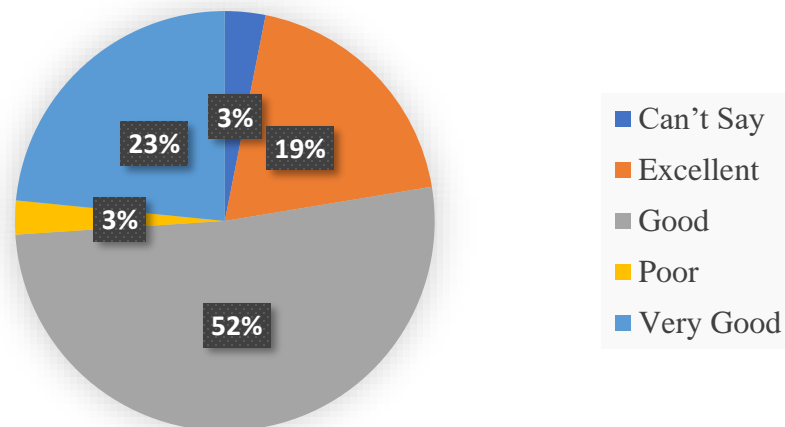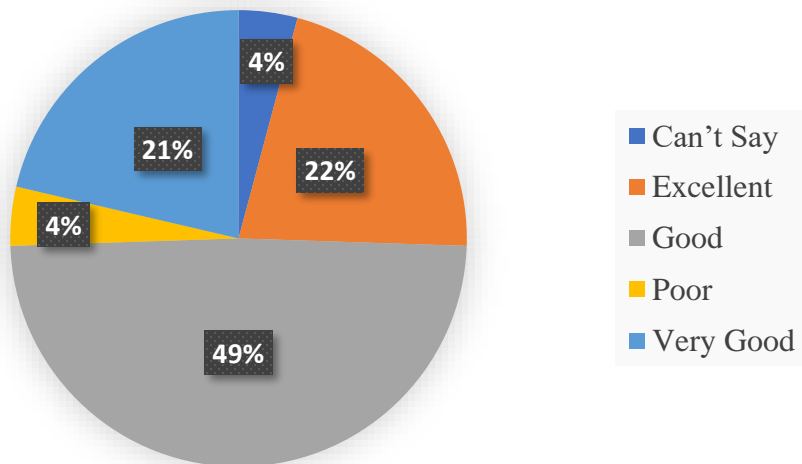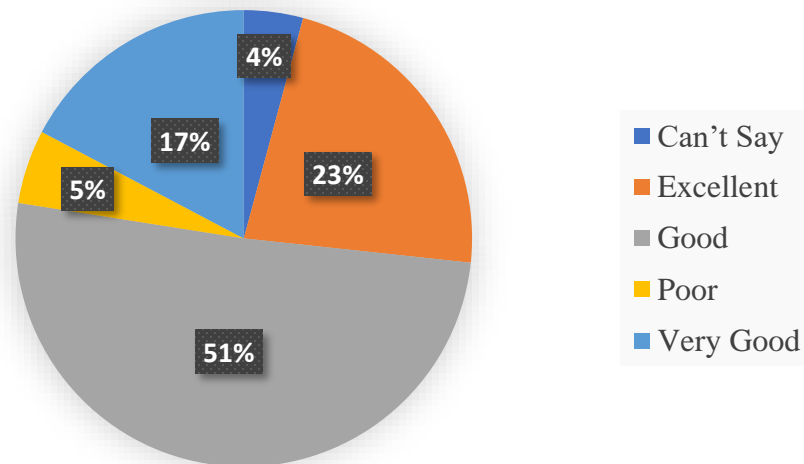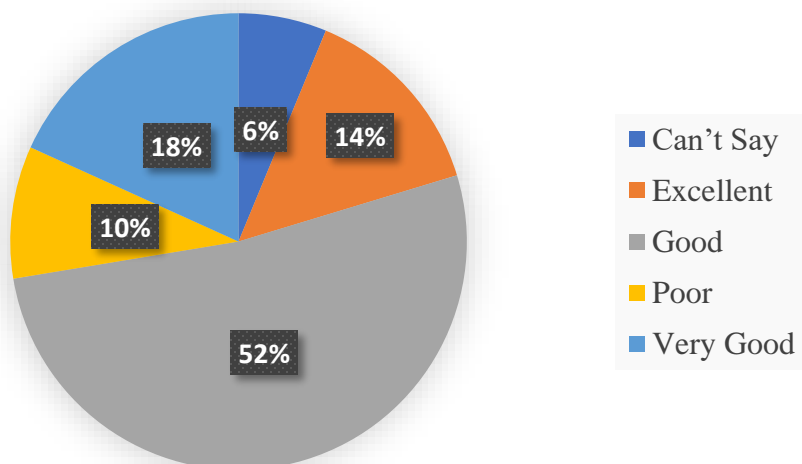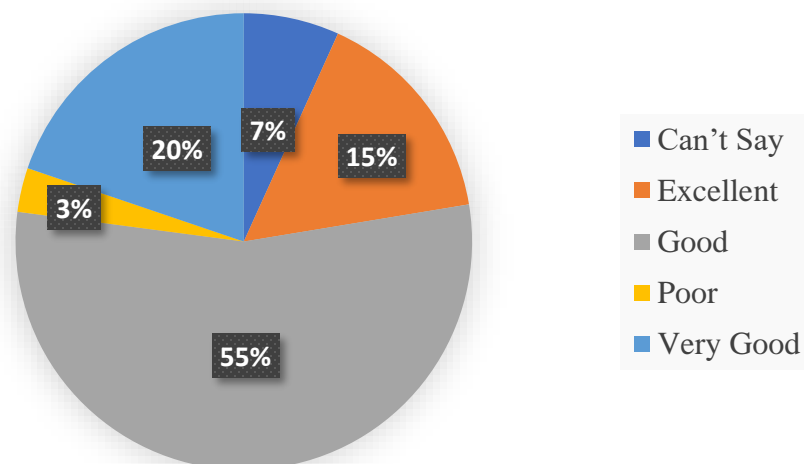
Student Satisfaction Survey
(July 2019-December 2020)

A feedback survey to assess the students' satisfaction on overall institutional performance was made which included survey on Online Teaching during COVID, Library facility, Internet facility, Administration and Academics. Feedback of 50 students was taken from structured feedback forms. The rating given by students was on 5-point scale from 1 to 5. Total 42 question were there in the feedback questionnaire. Most of the students were satisfied of online teaching during COVID. The students were happy from the techniques used by the teachers to make them understand the concepts of their respective subjects. Some of the students faced internet issues during online teaching and exams. The students are satisfied from the library services as the required number of books are available. The student satisfaction survey also tell that they are happy with the reading space in library.

From survey it is clear that the most of the students are satisfied by the administration which included quality of food, cleanliness of toilets, health care facilities etc. The students feel free to interact with the faculty and the students are treated respectfully by the teachers.

STUDENT'S FEEDBACK

1. Do you prefer online teaching?

Can't Say — 10%
Poor — 28%
Good — 30%
Very Good — 12%
Excellent — 20%
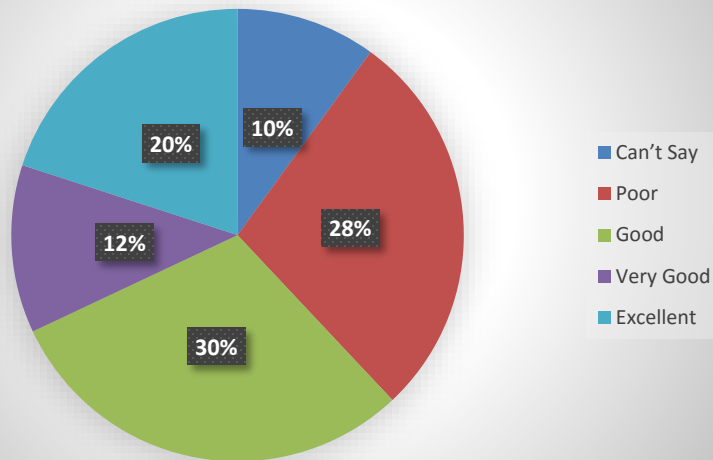
2. Your classes online were as the time table?

Can't Say — 6%
Poor — 10%
Good — 36%
Very Good — 18%
Excellent — 30%
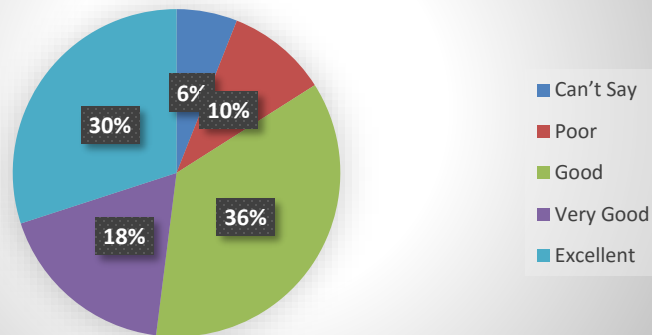
3. How you rate internet at your home for online classes?

Can't Say — 8%
Poor — 18%
Good — 38%
Very Good — 14%
Excellent — 22%
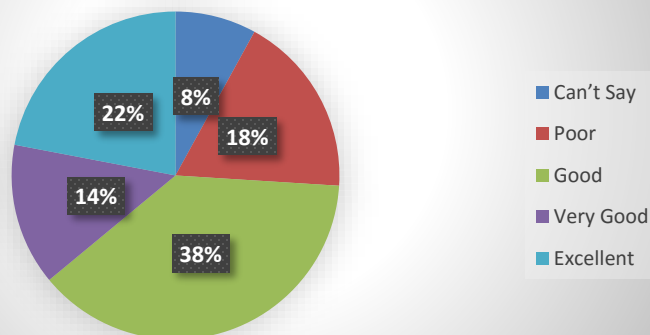
4. The classes online were regular

- Can't Say 4%
- Poor 10%
- Good 34%
- Very Good 26%
- Excellent 26%
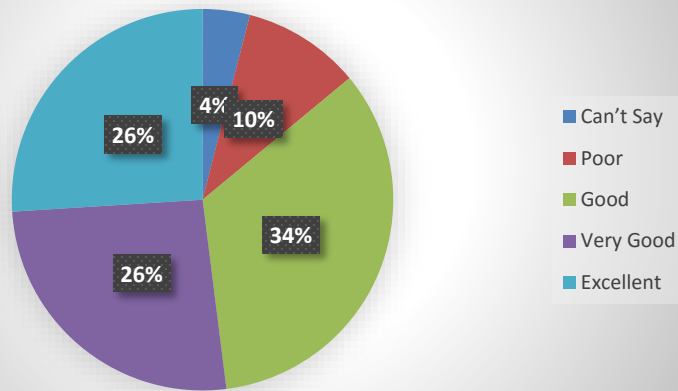
5. Are you satisfied by the online practical's conducted?

- Can't Say 20%
- Poor 26%
- Good 24%
- Very Good 12%
- Excellent 18%
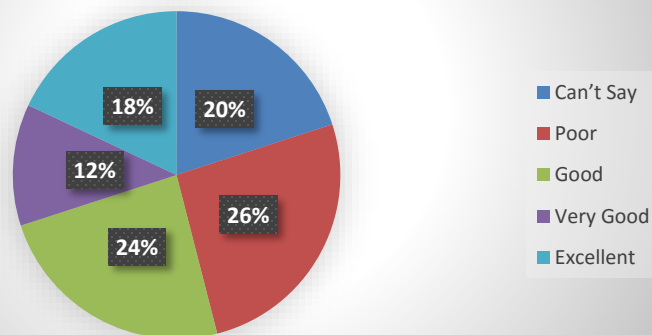
6. Are you satisfied by the way examination's were conducted?

- Can't Say 4%
- Poor 24%
- Good 40%
- Very Good 12%
- Excellent 20%
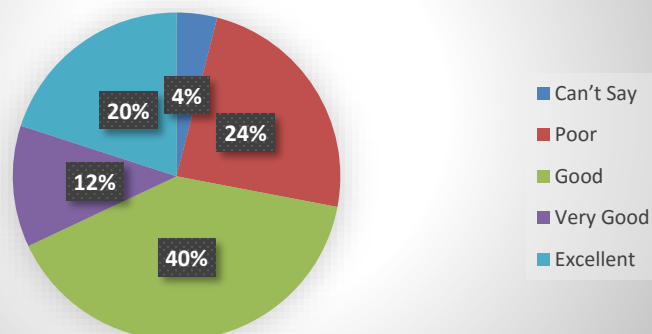
7. Are you satisfied with the chance given for re-examination on internet failure?

- Can't Say
- Poor
- Good
- Very Good
- Excellent

8% 8% 38% 28% 18%

8. How you rate online teaching over classroom teaching?

- Can't Say
- Poor
- Good
- Very Good
- Excellent

8% 8% 8% 42% 34%
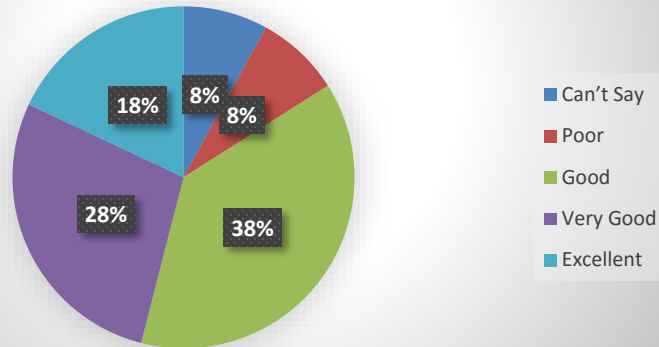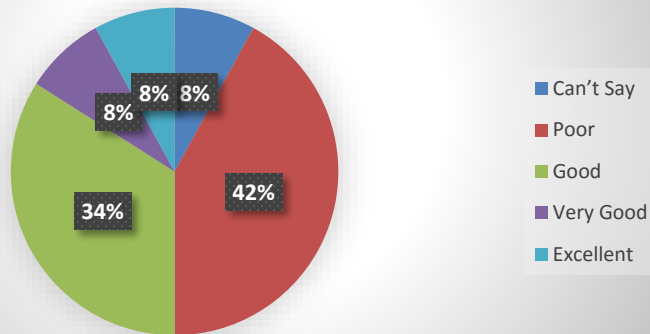
9. Are you satisfied with the notes given online?

- Can't Say
- Poor
- Good
- Very Good
- Excellent

4% 16% 42% 14% 24%
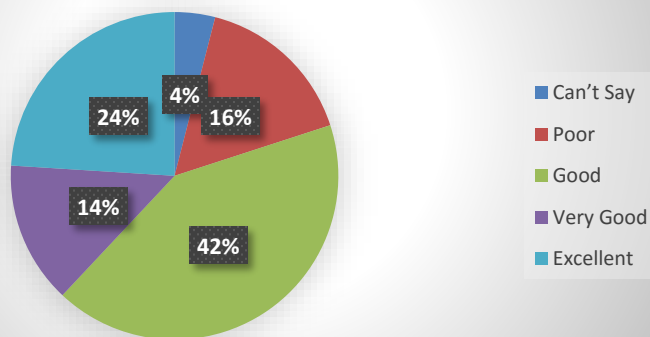
10. Your syllabus were completed online.

Can't Say 10%
Poor 6%
Good 30%
Very Good 22%
Excellent 32%
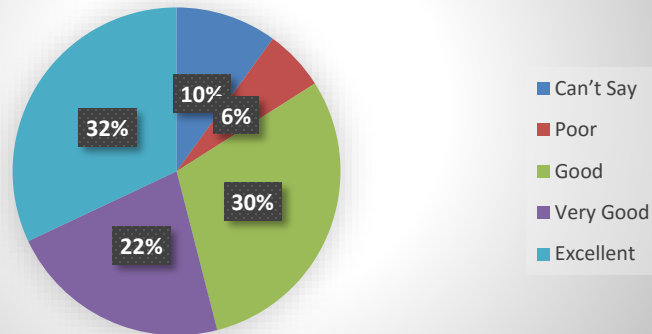
11. The required number of books of your subject available in the library

Can't Say
Poor 14%
Good 36%
Very Good 32%
Excellent 14%

12. Cataloguing and arrangement of books in the library

Can't Say 4%
Poor 10%
Good 32%
Very Good 24%
Excellent 30%
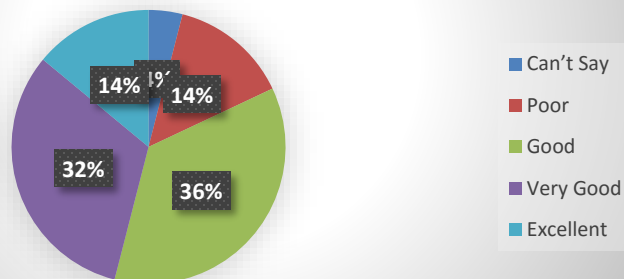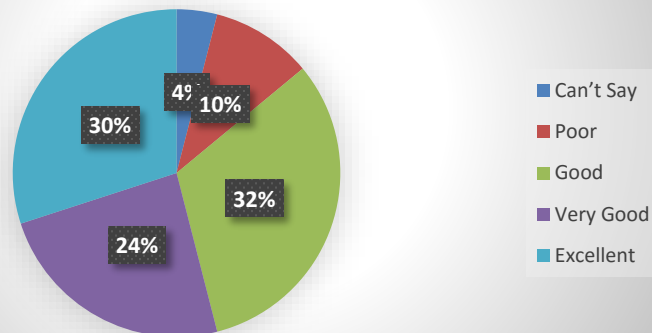
13. Reading sapce in the library
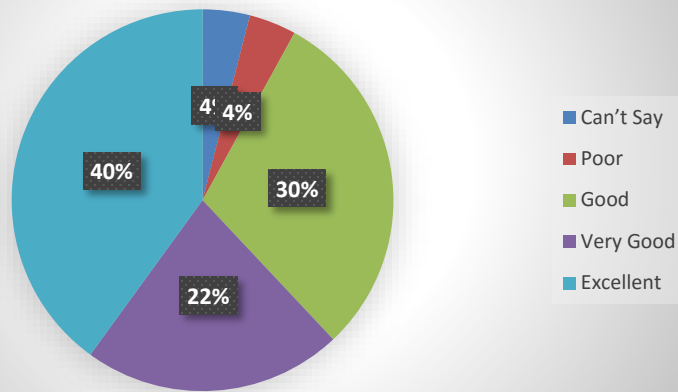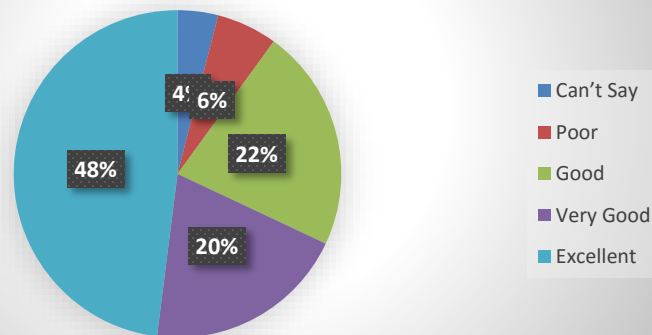
- Can't Say
- Poor
- Good
- Very Good
- Excellent

4% 4% 30% 22% 40%

14. Behaviour (co-operative and helpful) of Library staff

- Can't Say
- Poor
- Good
- Very Good
- Excellent

4% 6% 22% 20% 48%

15. Xerox facility

- Can't Say
- Poor
- Good
- Very Good
- Excellent

12% 8% 10% 36% 34%

16. Wi-fi connection availability in hostel

- Can't Say
- Poor
- Good
- Very Good
- Excellent

0% | 16% | 40% | 44%

17. Using wi-fi connection and availability in the library

- Can't Say
- Poor
- Good
- Very Good
- Excellent

6% | 14% | 26% | 22% | 32%

18. Working of Bio-metric machine

- Can't Say
- Poor
- Good
- Very Good
- Excellent

6% | 22% | 4% | 30% | 38%

19. Computer facilities

Legend: Can't Say, Poor, Good, Very Good, Excellent

- Can't Say: 26%
- Poor: 20%
- Good: 26%
- Very Good: 16%
- Excellent: 12%

20. University offices helpful in administrative matters

Legend: Can't Say, Poor, Good, Very Good, Excellent

- Can't Say: 14%
- Poor: 10%
- Good: 44%
- Very Good: 28%
- Excellent: 4%

21. Getting examination results in timely manner

Legend: Can't Say, Poor, Good, Very Good, Excellent

- Can't Say: 18%
- Poor: 22%
- Good: 28%
- Very Good: 30%
- Excellent: 2%

22. Availability of clean class rooms

- Can't Say — 4%
- Poor — 22%
- Good — 32%
- Very Good — 24%
- Excellent — 18%

23. Ceanliness of Toilets

- Can't Say — 10%
- Poor — 30%
- Good — 26%
- Very Good — 18%
- Excellent — 16%

24. Quality of Drinking Water

- Can't Say — 12%
- Poor — 30%
- Good — 32%
- Very Good — 20%
- Excellent — 6%

25. Quality of food served in the canteen/hostel mess

- Can't Say — 18%
- Poor — 40%
- Good — 30%
- Very Good — 10%
- Excellent — 2%

26. Making use of shopping centre (ARY) in the campus

- Can't Say — 4%
- Poor — 8%
- Good — 48%
- Very Good — 28%
- Excellent — 12%
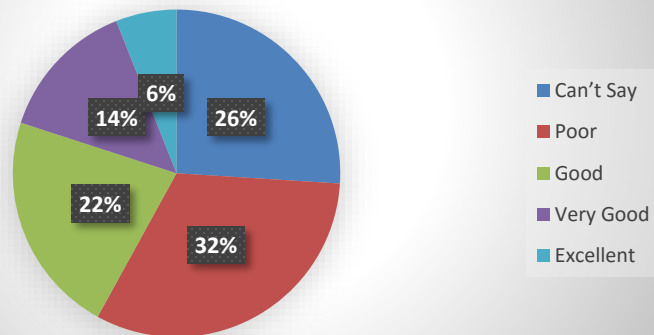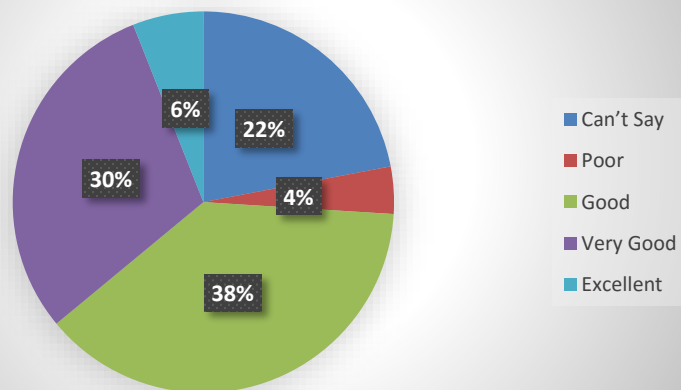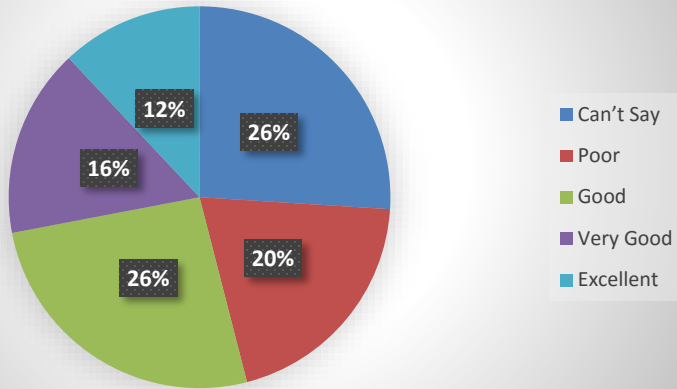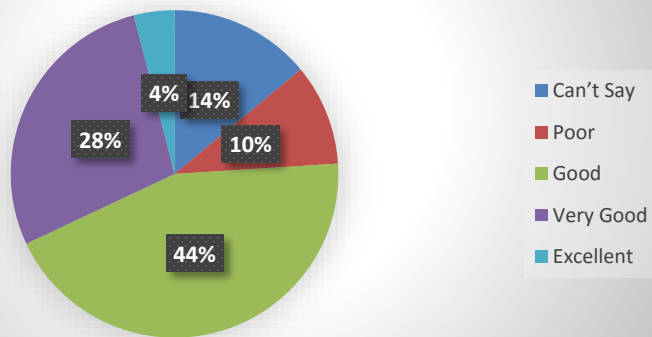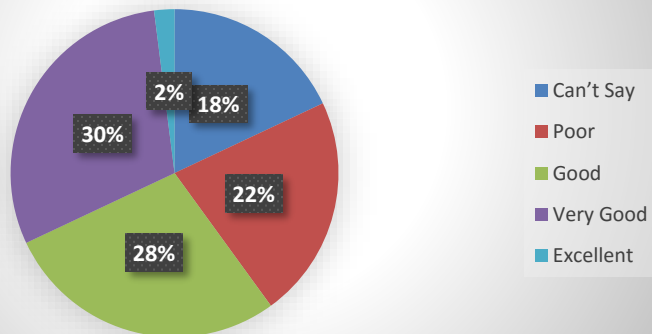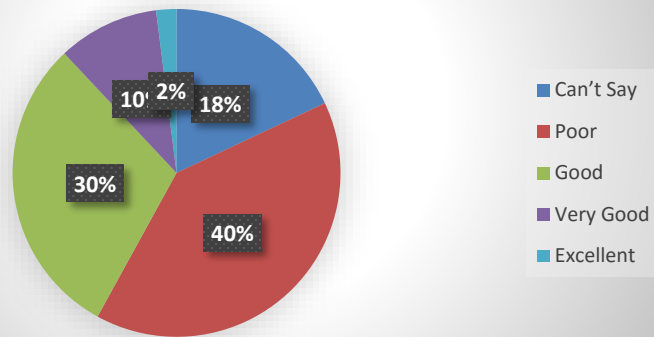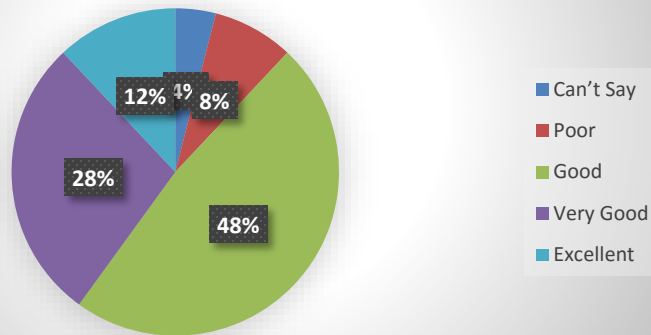
27. Dean students welfare office helpful to you
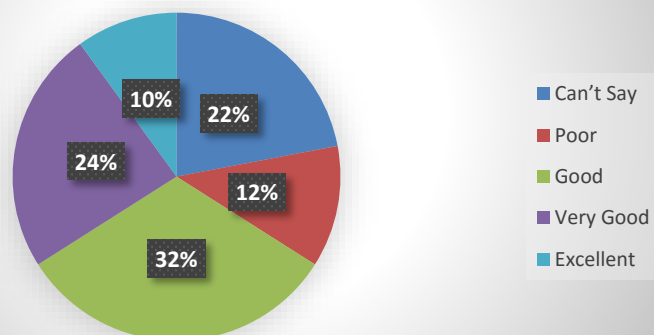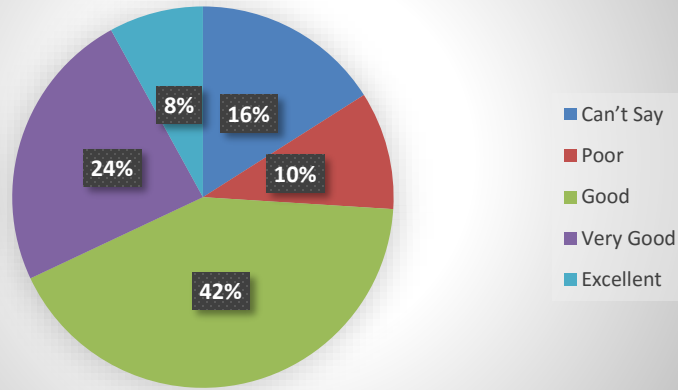
- Can't Say — 22%
- Poor — 12%
- Good — 32%
- Very Good — 24%
- Excellent — 10%

28. Interaction with administration

Can't Say — 16%
Poor — 10%
Good — 42%
Very Good — 24%
Excellent — 8%

29. Your grievances are addressed properly when complained box is used

Can't Say — 30%
Poor — 36%
Good — 32%
Very Good — 0%
Excellent

30. Working of placement cell in university (TPO)

Can't Say — 26%
Poor — 32%
Good — 24%
Very Good — 12%
Excellent — 6%

31. Working conditions of laboratory equipments of your department

Can't Say
Poor
Good
Very Good
Excellent

8% | 12%
28%
46%

32. Availability of adequate quantity of equipment for carrying out lab activities

Can't Say
Poor
Good
Very Good
Excellent

14% | 18%
20% | 16%
32%
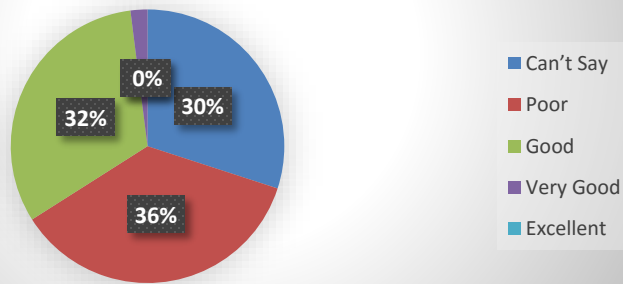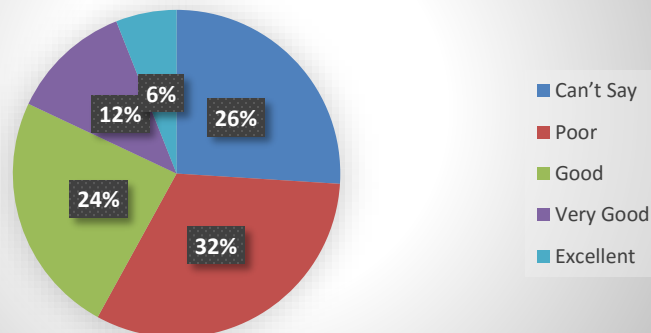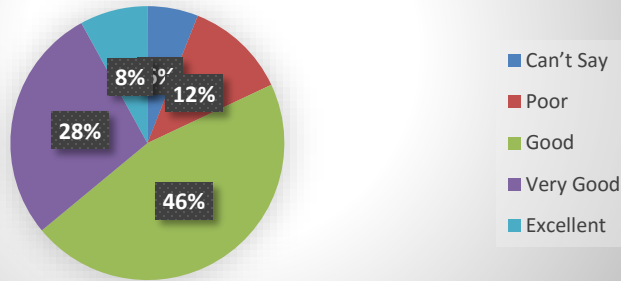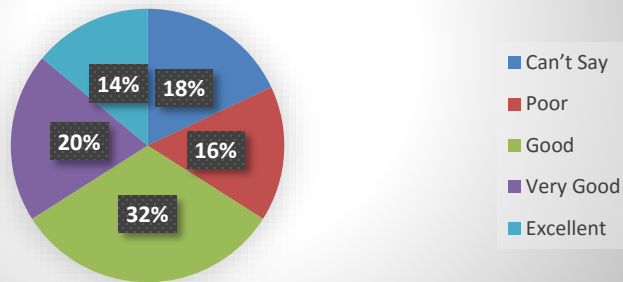
33. Awareness of "NCC and NSS" activites in University
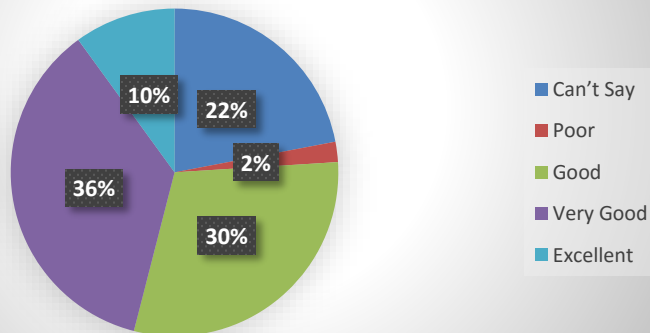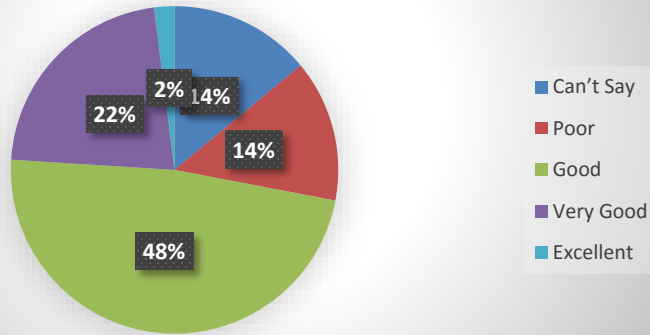
Can't Say
Poor
Good
Very Good
Excellent

10% | 22%
2%
36%
30%

34. Health care Facilities in the university

- Can't Say — 14%
- Poor — 14%
- Good — 48%
- Very Good — 22%
- Excellent — 2%

35. Cultural and social events such as sports meet, annual fest, etc

- Can't Say — 22%
- Poor — 16%
- Good — 36%
- Very Good — 18%
- Excellent — 8%

36. Activities organised by the University such as local Excursions/Camps

- Can't Say — 24%
- Poor — 20%
- Good — 38%
- Very Good — 12%
- Excellent — 6%

37. Activities such as improving the personality, enhancing communication skills etc.

Can't Say — 18%
Poor — 18%
Good — 40%
Very Good — 12%
Excellent — 12%
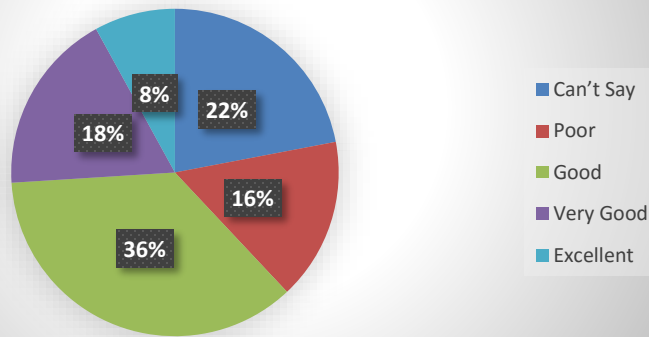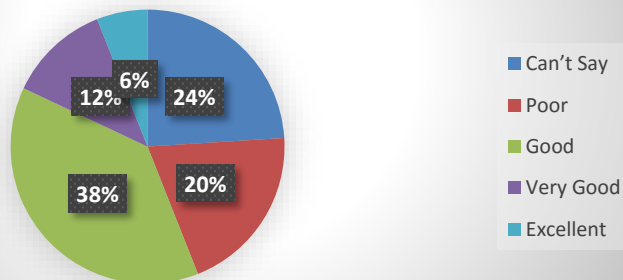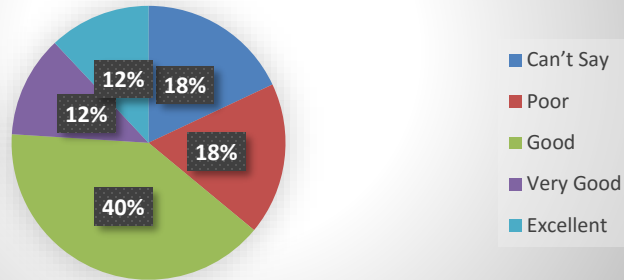
38. The teacher is generally well organized and prepared for the class.
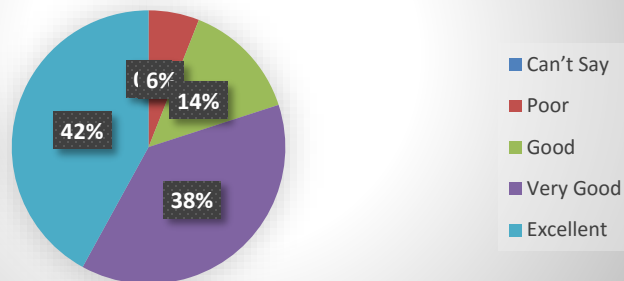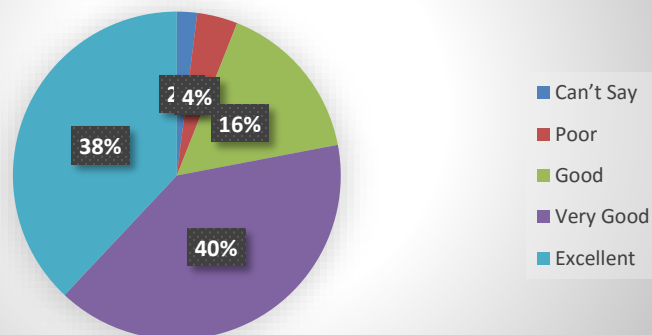
Can't Say
Poor — 6%
Good — 14%
Very Good — 38%
Excellent — 42%

39. Feel free to interaction with faculty

Can't Say — 2%
Poor — 4%
Good — 16%
Very Good — 40%
Excellent — 38%

40. Faculty treats students respectfully

- Can't Say
- Poor
- Good
- Very Good
- Excellent

4 4%
22%
42%
28%

41. Fairness of evaluation of answer sheets

- Can't Say
- Poor
- Good
- Very Good
- Excellent

6% 4%
30%
28%
32%

42. The course is delivered as outlined in the syllabus

- Can't Say
- Poor
- Good
- Very Good
- Excellent

4% 8%
42%
22%
24%
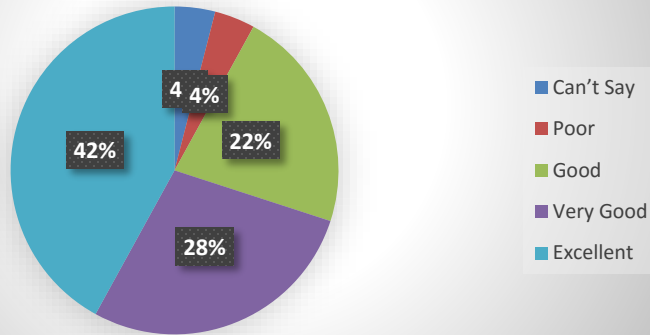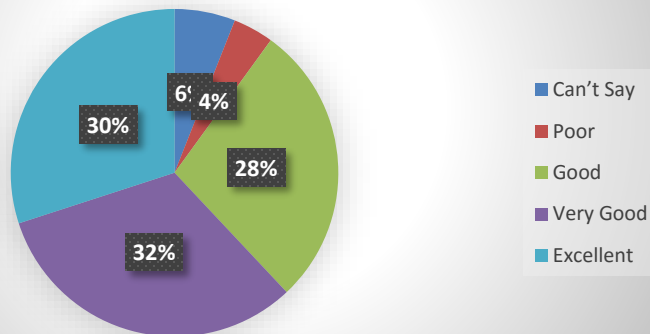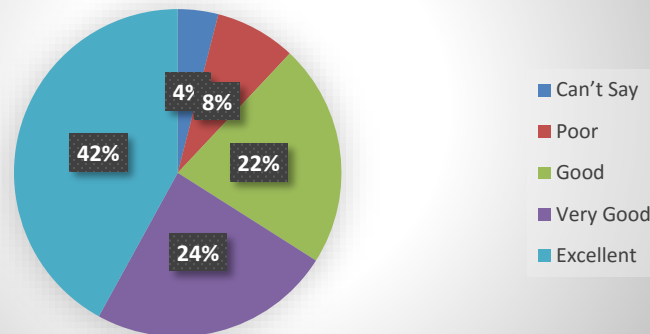
<u>Student Satisfaction Survey (SSS) on Overall Institutional Performance</u>

A feedback survey to assess the students' satisfaction on the curriculum, teaching learning processes and infrastructure was made. Opinion of a sample of about 40 students was collected using a software-based analysis of structured feedback forms. Students' feedback is rated on 5-point scale from 1 to 5. There were 32 closed and open ended questions in the feedback questionnaire. Most of the students were satisfied with the syllabus covered and the teaching style of the teachers. Students also found teachers fair in internal evaluation process. The teaching, mentoring process, Academics, placement and library facilitates, social and emotional growth was shown satisfactory. Students were satisfied with the illustrations of teachers for explaining concepts through examples and applications.

Most of the students were fully satisfied with the teachers' identification of students' strengths and weaknesses to encourage them with providing right level of challenges. The students' feedback also shows that they also agreed that the institution makes effort to engage them in the monitoring, review and continuous quality improvement of the teaching learning process.
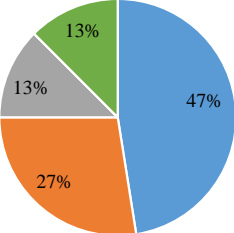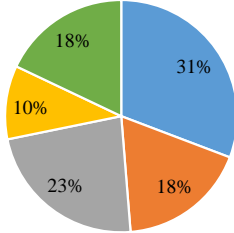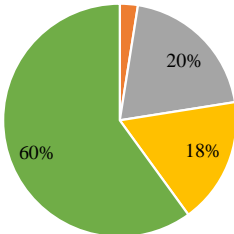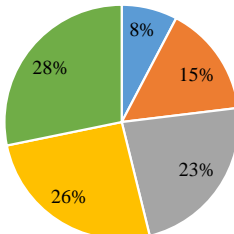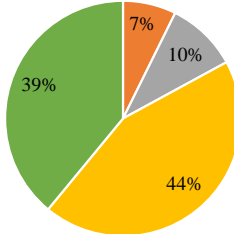
Some students demanded out campus visits for better understanding of the practical aspects of the subject, therefore, in last term most of the U.G. and P.G. departments took their students on trip to various places. These were educational tours with the subject teachers followed by recreational activities at the end of the day.
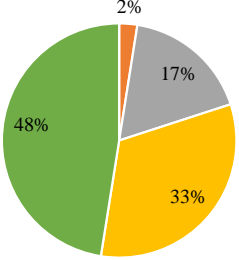
When students' suggestions were asked, there were mainly following suggestions: Better food cold drinking water and cleaner washrooms. Keeping in mind the basic needs of students, more cleaners were appointed and more water coolers were installed during the session. The University as situated in the most remote area of Himachal Pradesh, therefore students have to face the problem of shopping etc.
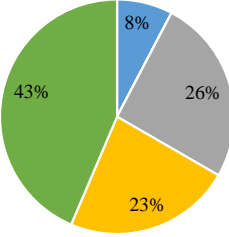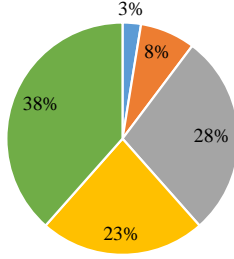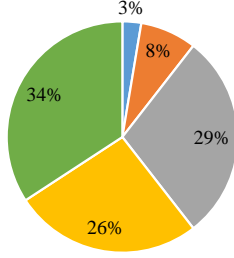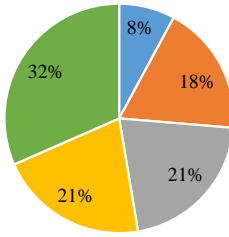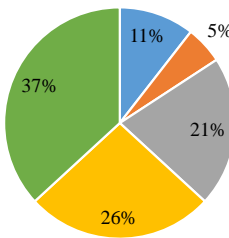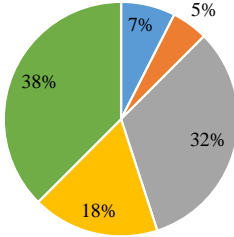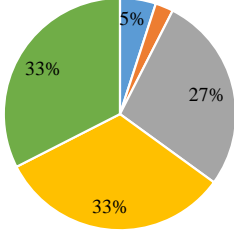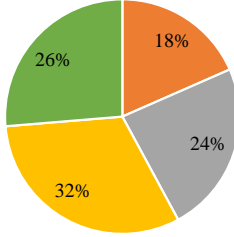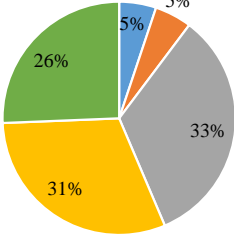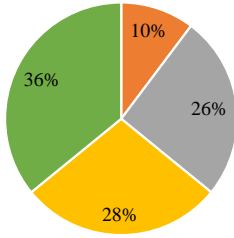
Students Feedback Form
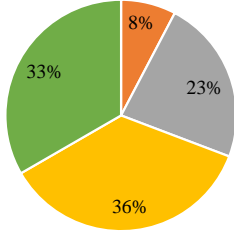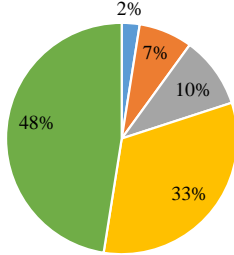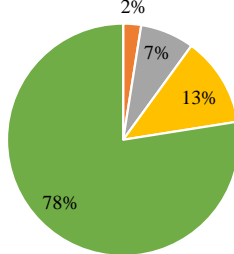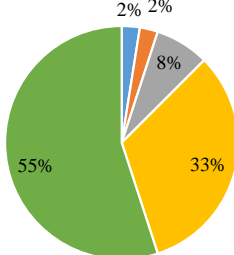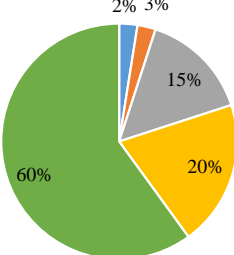
Particulars	Can't Say	Poor	Good	Very Good	Excellent
LIBRARY					
The required numbers of books of your Subject available in the Library					
Cataloguing and arrangement of books in the Library					
Reading space in the Library					
Behaviour (co-operative and helpful) of Library Staff					
Xerox facility					

The required numbers of books of your Subject available in the Library

13% Good
41% Very Good
46% Excellent

Cataloguing and arrangement of books in the Library

2% Can't Say
2% Poor
13% Good
30% Very Good
53% Excellent

Reading space in the Library

26% Good
38% Very Good
36% Excellent

Behaviour (co-operative and helpful) of Library Staff

3% Poor
14% Good
36% Very Good
47% Excellent

Xerox facility

8% Can't Say
5% Poor
33% Good
27% Very Good
27% Excellent

Particulars	Can't Say	Poor	Good	Very Good	Excellent

INTERNET CENTRE

Wi-fi connection availability in hostel	13% / 13% / 47% / 27%
Using Wi-fi connection and availability in the Library	18% / 31% / 10% / 23% / 18%
Working of Biometric Machine	2% / 20% / 60% / 18%
Computer facilities	8% / 28% / 15% / 23% / 26%

ADMINISTRATION

University offices helpful in administrative matters	7% / 10% / 39% / 44%

Particulars	Can't Say	Poor	Good	Very Good	Excellent
Getting examination results in timely manner					
Availability of Clean class rooms					
Cleanliness of Toilets					
Quality of drinking water					
Quality of food served in the canteen/Hostel mess					

Getting examination results in timely manner

3%
5%
22%
24%
46%

Availability of Clean class rooms

3%
10%
29%
58%

Cleanliness of Toilets

2%
13%
26%
59%

Quality of drinking water

2%
17%
33%
48%

Quality of food served in the canteen/Hostel mess

5%
7%
18%
25%
45%

Particulars	Can't Say	Poor	Good	Very Good	Excellent
Making use of Shopping Centre (ARY) in the campus					
Dean Student Welfare office helpful to you					
Interaction with administration					
Your grievances are addressed properly when complained box is used					
Working of placement cell in University (TPO)					

Making use of Shopping Centre (ARY) in the campus
- 8%
- 26%
- 23%
- 43%

Dean Student Welfare office helpful to you
- 3%
- 8%
- 28%
- 23%
- 38%

Interaction with administration
- 3%
- 8%
- 29%
- 26%
- 34%

Your grievances are addressed properly when complained box is used
- 8%
- 18%
- 21%
- 21%
- 32%

Working of placement cell in University (TPO)
- 11%
- 5%
- 21%
- 26%
- 37%

Particulars	Can't Say	Poor	Good	Very Good	Excellent

Working conditions of laboratory equipments of your department

Pie chart: 7%, 5%, 32%, 18%, 38%

Availability of adequate quantity of equipment for carrying out Lab activities

Pie chart: 2%, 5%, 27%, 33%, 33%

Awareness of the "NCC and NSS" Activities in University

Pie chart: 18%, 24%, 32%, 26%

Health Care Facilities in the University

Pie chart: 5%, 5%, 33%, 31%, 26%

Cultural and social events such as sports meet, annual fest, etc

Pie chart: 10%, 26%, 28%, 36%

Particulars	Can't Say	Poor	Good	Very Good	Excellent

Activities organised by the University such as Local excursions/Camps

Poor: 8%, Good: 23%, Very Good: 36%, Excellent: 33%

Activities such as improving the personality, enhancing communication skills etc.

Can't Say: 2%, Poor: 7%, Good: 10%, Very Good: 33%, Excellent: 48%

ACADEMICS

The teacher is generally well-organized and prepared for class

Poor: 2%, Good: 7%, Very Good: 13%, Excellent: 78%

Feel free to interaction with faculty

Can't Say: 2%, Poor: 2%, Good: 8%, Very Good: 33%, Excellent: 55%

Faculty treats students respectfully

Can't Say: 2%, Poor: 3%, Good: 15%, Very Good: 20%, Excellent: 60%

Particulars	Can't Say	Poor	Good	Very Good	Excellent
Fairness of evaluation of answer sheets					
The course is delivered as outlined in the syllabus					