



विवेकानन्द कॉलेज
VIVEKANANDA COLLEGE
(दिल्ली विश्वविद्यालय)
(UNIVERSITY OF DELHI)
विवेक विहार, दिल्ली-110095
VIVEK VIHAR, DELHI-110095
GRADE 'A' ACCREDITED BY NAAC

VIVEKANANDA COLLEGE

UNIVERSITY OF DELHI

SUPPORTING DOCUMENTS FOR 2.7.1

Student Satisfaction Survey Report (2022-23)

Objective:

Vivekananda College, University of Delhi accredited “A” grade by NAAC aims for excellence in academics, co-curricular activities, and an overall growth of students, faculty members, and stakeholders. The IQAC committee of the college is dedicated to making consistent efforts in the same direction. In addition, it also takes regular feedback from students to ensure improvements wherever required and conducts student satisfaction surveys in order to assess the overall performance in the given academic year. The results of the survey will be used for NAAC and for improving the curriculum of the undergraduate courses.

Research Method:

The Structured Survey method was employed by the IQAC to get feedback from students across all disciplines. The survey was initiated via Google form in a multiple-choice question format. It was an anonymous survey, however, an option of providing “student name” had been provided.

Areas covered:

The following broad areas were covered in the Student Satisfaction Survey:

1. Academic and Teaching
2. College Library

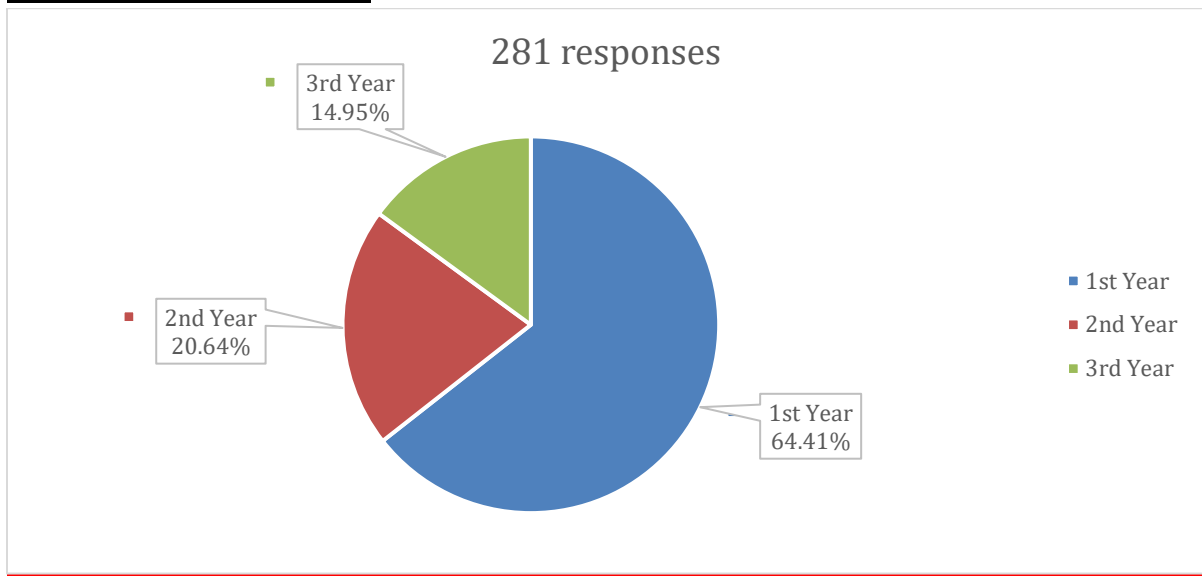
3. College Administration

4. Extracurricular Activities (Seminars, Webinars, Committee Programs, Society Programs)

Overall Sample Size:

281 responses received from students across all disciplines offered by the college.

Profile of the Participants:



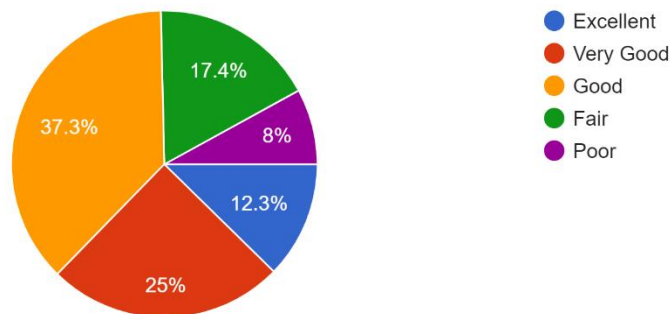
In total sample size of 281 students 64.41% participants are First Year Students, 20.64% second year students and 14.95% students are third year students.

Analysis:

Academic & Teaching

1. Choice of papers and curriculum

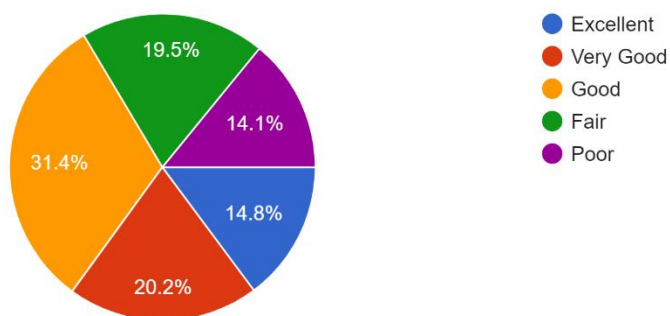
276 responses



12.3% (34) respondents reported excellent while 25% (69) of respondents report ‘Very Good’ and 37.3% (103) of reported ‘Good’ and 17.4% (48) respondents reported ‘Fair’ in terms of the satisfaction received with the use of appropriate teaching aids in the classroom while only 8% (22) respondents report ‘poor’ for the same category. The choice of papers and curriculum is very essential for students under the NEP’s guidelines as it emphasizes a shift towards holistic development, encouraging students to explore diverse fields of study beyond traditional subjects.

2. Use of appropriate teaching aids (presentations, demonstration, tutorials etc.) in the classroom

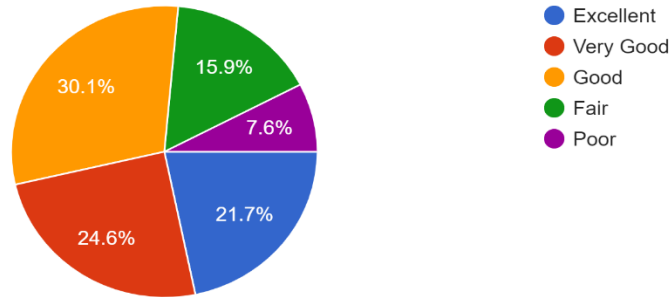
277 responses



14.8% (41) respondents feels that use of appropriate teaching aids are excellent while 20.2% (56) of respondent’s report ‘Very Good’ and 31.4% (87) of reported ‘Good’ and 19.5% (54) respondents reported ‘Fair’ in terms of the satisfaction received with the use of appropriate teaching aids in the classroom while only 14.1% (39) respondents report ‘poor’ for the same category. This feedback is very crucial especially in times of transition from online teaching mode to offline teaching mode where tools have become a medium to bridge the gap between students and teachers.

3. Regularity and punctuality of classes

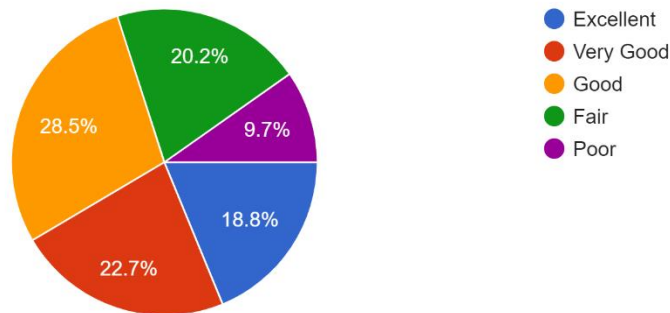
276 responses



21.7% (60) respondents admit that classes are regular and are conducted on time. 24.6% (68) reported 'Very Good' and 30.1% (83) reported 'Good'. 15.9% (44) respondents reported 'Fair' on regularity of classes on time and 7.6% (21) of the respondents feels that classes are not regular and not on time.

4. Evaluation / assessment mechanism adopted by the teachers

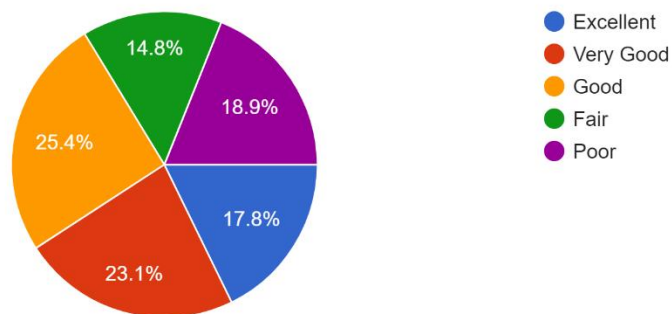
277 responses



18.8% (52) of the respondents feels that Evaluation/assessment mechanism adopted are excellent, 22.7% (63) reported 'Very Good', 28.5% (79) reported 'Good' and 20.2% (56) respondent feels it as 'Fair' and 9.7% (27) respondents believe that Evaluation/assessment mechanism adopted are poor.

5. Support and guidance provided regarding NEP (only for first year students)

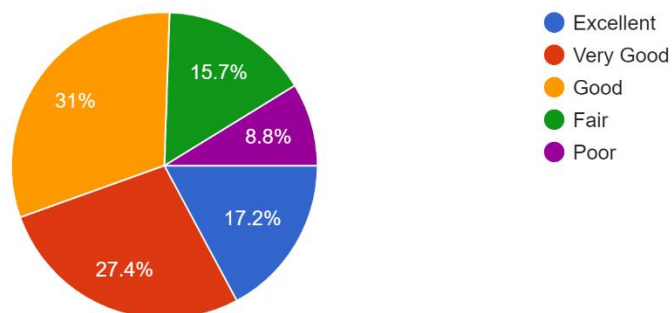
169 responses



17.8% (30) of the respondents feel that Support and Guidance provided regarding NEP is excellent. 23.1% (39) feels 'Very Good', 25.4% (43) of the respondents reported 'Good' and 14.8% (25) reported it as 'Fair'. 18.9% (32) of the respondents feels that Support and Guidance provided regarding NEP is 'Poor'

6. Based on teaching, knowledge acquired by you

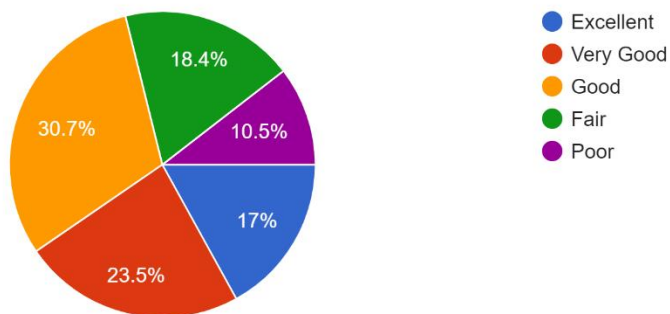
274 responses



17.2% (47) of the respondents reported excellent on the knowledge acquired based on Teaching. 27.4% (75) feels it 'Very Good' and 31% (85) feels it as 'Good' and 15.7% (43) feels it as 'Fair'. 8.8% (24) of the respondents reported 'Poor'.

7. Overall satisfaction with learning experience

277 responses

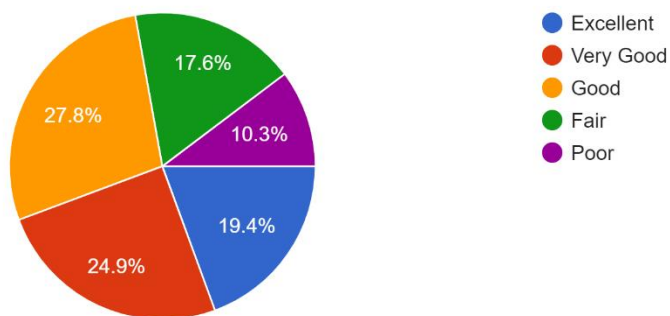


17% (47) of the respondents reported excellent on the question of overall satisfaction. 23.5% (65), 30.7% (85) and 18.4% (51) of the respondents are fairly satisfied on learning experience whereas 10.5% (29) of the respondents are not happy with overall learning experience.

College Library

1. Support and guidance provided by the teachers

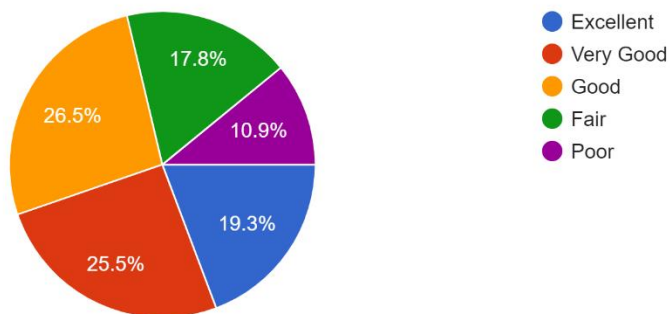
273 responses



19.4% (53) of the respondents feel that accessibility to e-resources in college library is excellent. 24.9% (68), 27.8% (76) and 17.6% (48) of the respondents are fairly satisfied with college library e-resources whereas 10.3% (28) of the respondents are not happy with availability of e-resources.

2. Support and assistance provided by the library staff

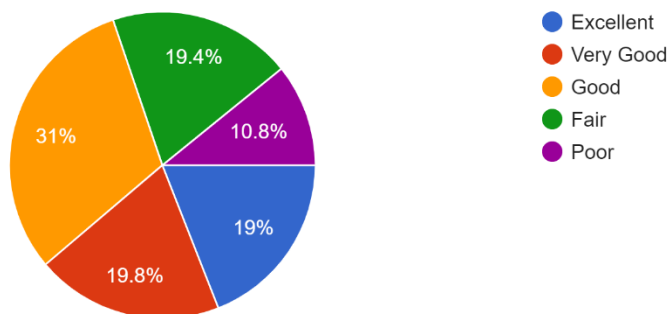
275 responses



19.3% (53) respondents reported the assistance and support provided by library staff as excellent. 25.5% (70), 26.5% (73) and 17.8% (49) respondents find the support and assistance as fairly well, whereas 10.9% (30) of the respondents don't agree on this.

3. Overall satisfaction with e-library experience (e.g. book issuing and return, Digital membership card etc.)

268 responses

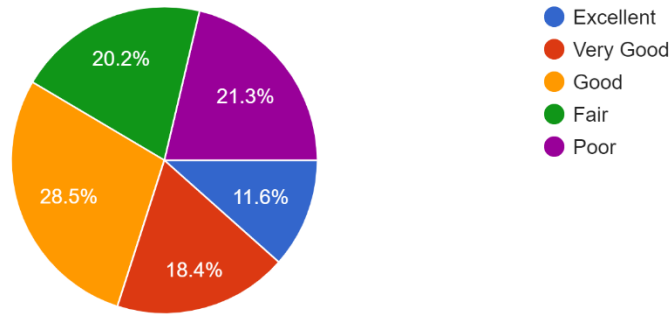


19% (51) of the respondents reported excellent on the question of overall satisfaction. 19.8% (53), 31% (83) and 19.4% (52) of the respondents are fairly satisfied on e-library experience whereas 10.8% (29) of the respondents are not happy with overall e-library experience.

College Administration

1. Support and assistance provided by the college administration staff

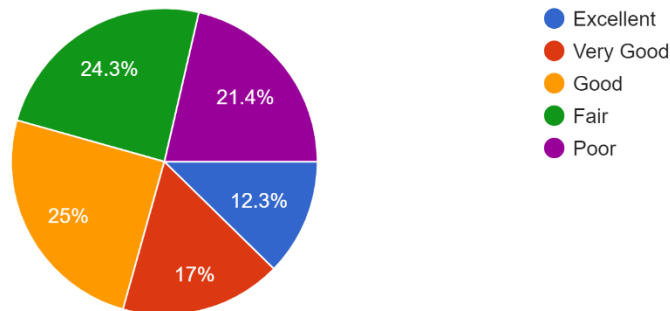
277 responses



The responses to adequacy of support and assistance provided by college administration staff reveals that 11.6% (32) finds totally adequate, 18.4% (51), 28.5% (79) and 20.2% (56) of the respondents are also happy but 21.3% (59) of the respondents feels that the support and assistance was not adequate.

2. Overall satisfaction with college administration support.

276 responses

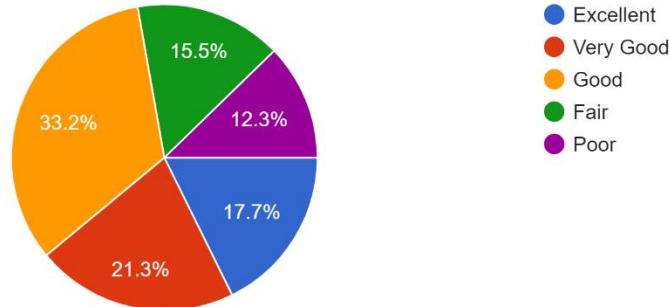


12.3% (34) respondents are fully satisfied with the overall experience with college administration staff. 17% (47), 25% (69) and 24.3% (67) of the respondents reported positive on the overall experience with college administration staff and 21.4% (59) of the respondents reported negative on this.

Extracurricular Activities (Webinar, committee programs, Society programs)

1. Relevance and content of Seminar/Webinars organised by the College.

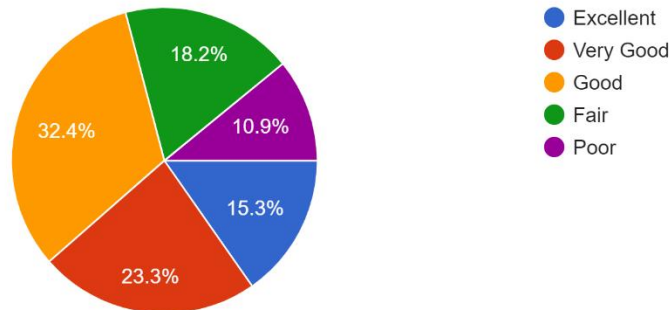
277 responses



17.7% (49) respondents feel that events organized as part of extracurricular activities were totally relevant. 21.3% (59), 33.2% (92) and 15.5% (43) of the respondents reported positive on the overall experience with extracurricular activities 12.3% (34) of the respondents reported negative on this.

2. Level of knowledge acquired by you during academic year 2022-23.

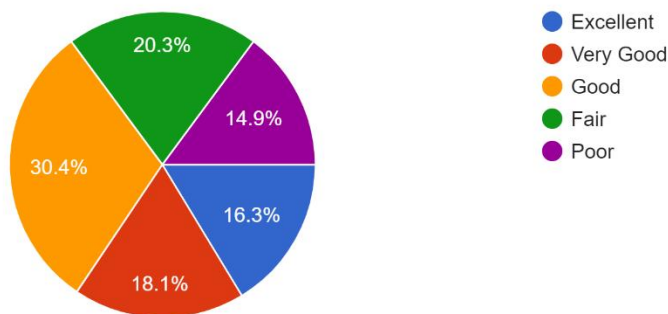
275 responses



15.3% (42) respondents feel that knowledge acquired via various events was excellent. 23.3% (64), 32.4% (89) and 18.2% (50) of the respondents reported positive on the overall knowledge acquired via extracurricular activities. 10.9% (30) of the respondents reported that the knowledge component wasn't up to the mark.

3. Overall satisfaction with Seminar/Webinars organised during academic year 2022-23.

276 responses



16.3% (45) respondents feel that events organized was very enriching. 18.1% (50), 30.4% (84) and 20.3% (56) of the respondents reported positive on the overall enrichment experience. 14.9% (41) of the respondents feels that the events organized were not enriching.

Action Taken:

- The collected sample pool was carefully studied by the IQAC committee in August 2023.
- In the same month, a meeting was arranged with the officiating principal, Dr. Hina Nandrajog to reflect on the survey and seek suggestions for further improvements.
- In view of the responses received, for the improvement of curriculum and other facilities, the IQAC is tirelessly working to arrange virtual talks, seminars and webinars to hone the skills of the students. Since some students had suggested improvement of infrastructure facilities, the college has managed to renovate the canteen and is in the process of other renovations.
- All in all, the inputs collected were taken into consideration to improve the overall learning experience for students.