

# **Student Satisfaction Survey Report (2020-21)**

## **Aim:**

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. For the said purpose, the IQAC encourages the students, faculty members, and stakeholders for participating in various activities/programs and also undertakes many such initiatives with the same enthusiasm. 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. This report will analyse the latter in a detailed manner starting from the objective of the survey, highlighting the research methodology used, illustrative analysis, and findings of the survey.

## **Overall Sample Size:**

1043 responses received from students across all disciplines offered by the college. In the year 2020-2021 total no of students(UG+PG) enrolled in the college is 2285.

## **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 (Webinar, committee programs, Society programs)

## **Research Methodology:**

A student satisfaction survey created by the IQAC was circulated amongst students of all three years across all disciplines offered by the college. With combined efforts of teachers and students coordinators the survey received 1043 responses in total.

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.

The following were the instructions to fill the survey:

“This survey asks you about your experiences in Vivekananda College between the time period of 1st August 2020 to 15th April 2021. This time period was marked by the COVID crisis where we had to switch to home/online learning. Keeping this in mind please answer the questions given below. The form will take 5 to 10 minutes to fill. The results of the survey will be used for improving the experience of college students”.

Further, the form covered four major areas which foreground concerns such as Academic and Teaching, College Library, College Administration, Extracurricular Activities (Webinar, committee programs, Society programs). Each of these broad areas were further divided into subcategories highlighting related concerns.

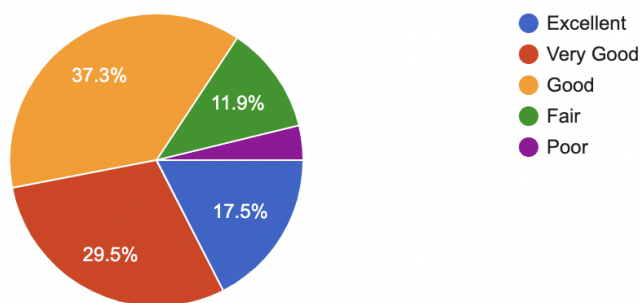
After eliciting required responses, the final part of the form remained open-ended to seek unique individual responses, if any, to have any other suggestion for improving college experiences.

## Analysis:

### Academic & Teaching

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

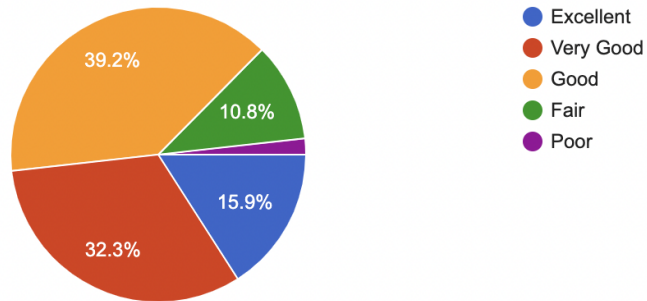
1,024 responses



17.5% respondents reported excellent while 37.3% of respondents report ‘Very Good’ in terms of the satisfaction received with the use of appropriate teaching aids in the classroom while only 3.8 % respondents report ‘poor’ for the same category. This feedback is very crucial specially in times of online teaching where tools have become a medium to bridge the gap between students and teachers. This feedback can be taken as an encouraging result for the teachers to carry out effective teaching.

## 2. Choice of papers and curriculum

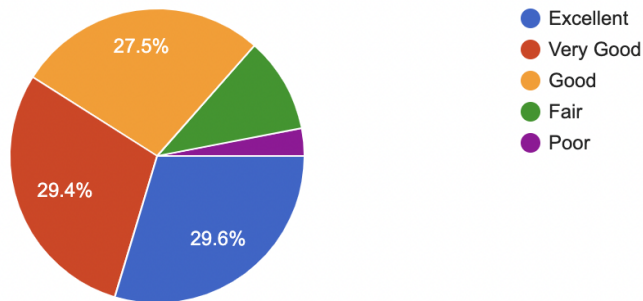
1,016 responses



15.9% of the respondents report 'Choice of paper and curriculum' as excellent; 1.8% report it to be 'Poor'. 398 students (39.2%) reported the feedback as 'Good' overall contributing to positive feedback.

## 3. Regularity and punctuality of classes

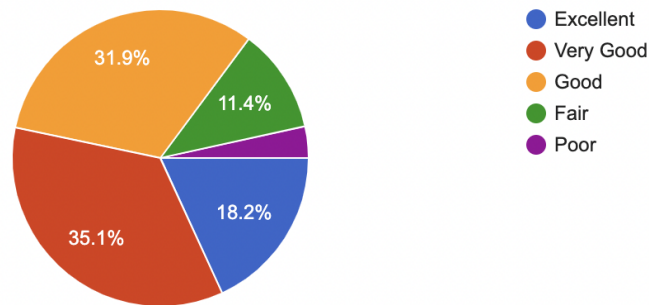
1,022 responses



Maximum response received in this category is 29.6% for 'Excellent', 29.4% responded as 'Good' and 3% responded 'poor' as satisfaction response in terms of regularity and punctuality of class which is again an encouraging achievement.

#### 4. Evaluation / assessment mechanism adopted by the teachers

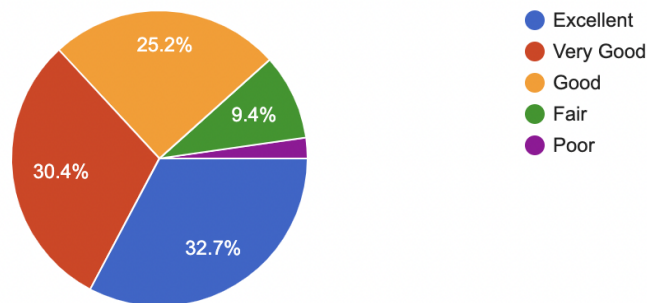
1,019 responses



In view of the evaluation/ assessment mechanism adopted by the teachers, 18.2% respondents reported 'Excellent', 35.1% reported 'Very Good' while 3.4 % reported the mechanism to be in the category of poor.

#### 6. Support and guidance provided regarding OBE

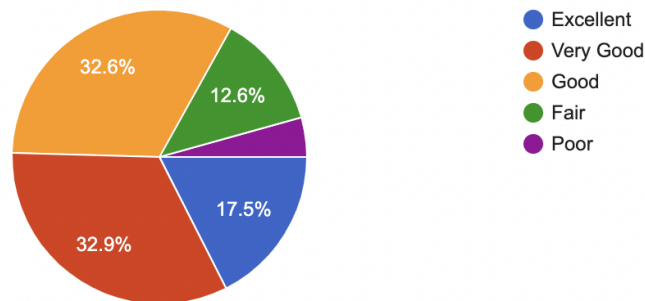
1,014 responses



A key hurdle faced by the education system was the assessment mechanism to be adopted during these tough times. OBE seemed to offer an alternative mechanism to the conventional exams, however, it also simultaneously capable of creating potential problems for students who were not technologically efficient. Students have majorly responded positively in regard to the support and guidance provided regarding OBE which shows the support and guidance offered to emerge out of crisis. The 'Excellent' category received maximum response with 32.7% while the 'Poor' category received minimum response with 2.3%.

### 7. Based on teaching, knowledge acquired by you

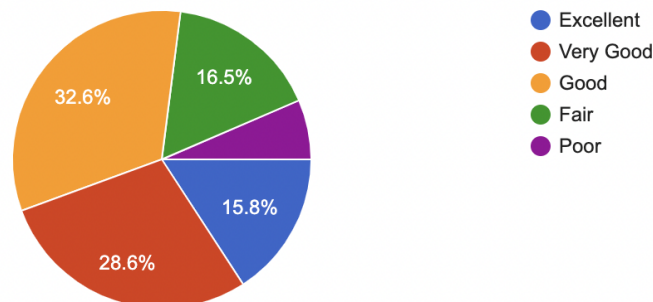
1,015 responses



1015 respondents report feedback on knowledge acquired. 4.3% of the respondents report 'poor' while 17.5% respondents report 'Excellent' and 32.9% respondents reported 'Very Good'. This feedback is very encouraging for the institution to carry on its meaningful endeavours.

### 8. Overall satisfaction with learning experience

1,018 responses



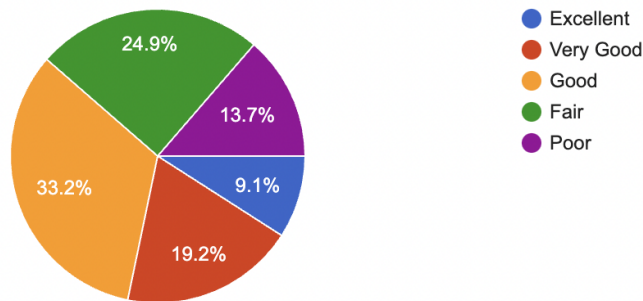
Achieving a 32.6% satisfaction as 'Good' in times of pandemic seems to be a considerable achievement in itself. However, efforts can be increased to increase the quality of learning experience.

Overall, Students satisfaction survey reveals positive responses for various categories of academic teaching and learning. Continuous efforts can be employed to consistently improve the quality further.

## College Library

### 1. Accessibility to the e-resources that are available in the library

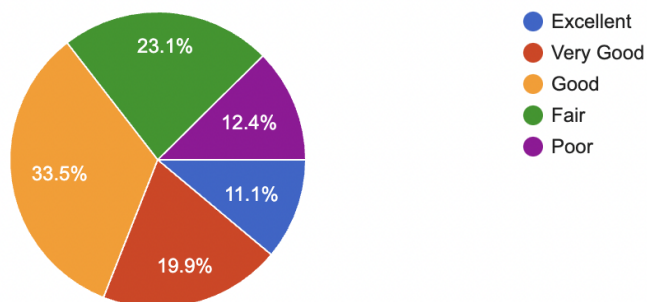
980 responses



In case of accessibility to the e-resources, 9.1% reported satisfaction as excellent, 33.2% reported satisfaction as 'good', while 13.7% reported satisfaction as 'Poor'. More efforts can be taken to increase awareness to access e-resources. Efforts can be increased to increase awareness regarding e-resources.

### 2. Support and assistance provided by the library staff

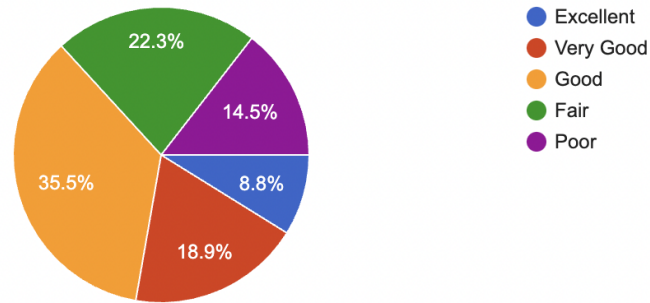
975 responses



33.5% students reported satisfaction as good while 12.4% students reported satisfaction poor.

### 3. Overall satisfaction with e-library experience

973 responses

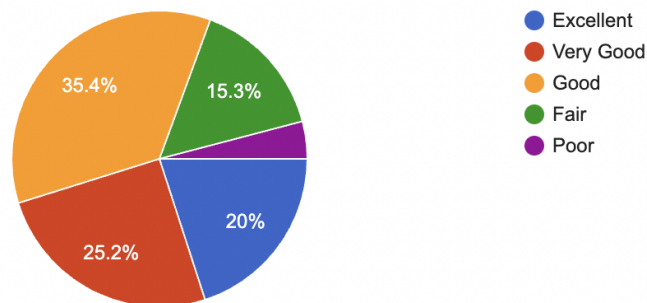


The responses to overall satisfaction with e-library experience reveal that 35.5% respondents have reported satisfaction as 'Good' while 14.5% as 'Poor' which reveals the scope of improvement in this area.

### College Administration

#### 1. Support and assistance provided by the college administration staff

1,005 responses

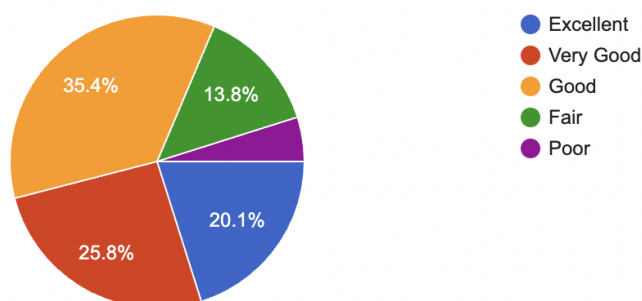


20% of the respondents reveal 'Excellent' level of satisfaction, 35.4% reveal 'Good' satisfaction and 4.1% revealed 'poor' which indicates the continuous support offered by the college administration even during pandemic times.



## 2. Overall satisfaction with college administration support.

1,003 responses

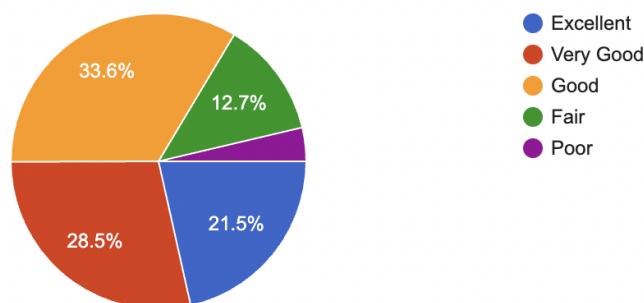


20.1% reveal 'Excellent', 25.8% indicated 'Very Good', 35.4% indicated 'Good' and 4.9% indicated it as 'Poor'. A positive response can be interpreted in terms of the overall satisfaction that students derive from the support and assistance provided by the college administration.

## Extracurricular Activities (Webinar, committee programs, Society programs)

### 1. Relevance and content of Webinars organised during e-learning phase.

1,005 responses

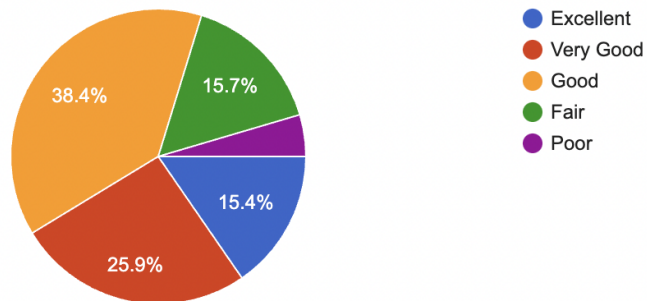


21.5% of the students have reported 'Excellent' satisfaction, 33.6% have reported 'Very Good' satisfaction and 3.7% as 'Poor' in terms of the relevance and content of webinars organised during e-learning phase. This is very encouraging for the institution to continue with its endeavours to enhance overall learning experience for its stakeholders.



## 2. Level of knowledge acquired by you during this period

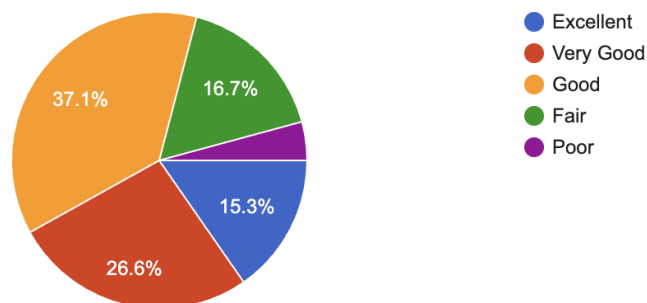
1,007 responses



Majority have reported 'Good' as the level of satisfaction derived in terms of the level of knowledge acquired which again helps the institution to carry on alternative methods of learning.

## 3. Level of enrichment by Webinars organised during e-learning phase.

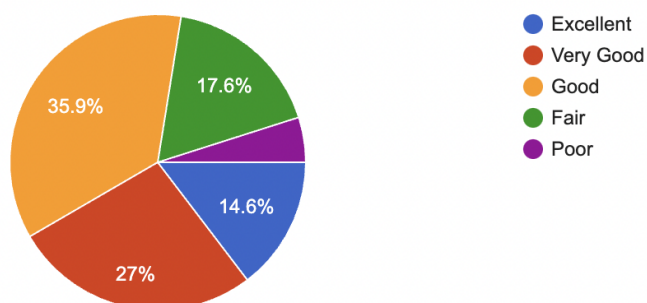
999 responses



37.1% have reported 'Good' as level of satisfaction and 15.3% report 'Excellent' level of satisfaction and 4.2% reported 'Poor' which emphasizes on the relevance of such endeavours.

#### 4. Overall satisfaction with Webinars organised during e-learning phase.

997 responses



Overall satisfaction seems to be high with 35.9% revealing 'Good' as the satisfaction level and 4.9% as 'Poor' which can be interpreted as a positive response in this direction.

#### Open-ended Question:

The last question of the survey was an open-ended question to seek "any other" suggestions and/or feedback not covered in the objective questions. The Students suggested for improvement of infrastructure facilities especially canteen and library facility. Some reported for the duration and stress created as a result of online classes while others suggested for skill enhancement courses. The IQAC is relentlessly working to ensure the maintenance of quality and efficiency in the institution.

#### Action Taken Report:

- In the year 2020-2021, the total number of students(UG+PG) enrolled in the college is 2285. In total 1043 responses were received from the students.
- The collected sample pool was carefully studied by the IQAC committee in June 2021.
- In the meantime, the IQAC arranged for one week Interdisciplinary Faculty Development Programme on "Microsoft Tools for creating Effective Teaching and Learning Environment" (7th-13th June, 2021) so as to upscale the teaching-learning process. The IQAC also initiated to explore the possibility of signing MoUs to provide the students with extensive exposure.
- In the same month, a meeting was arranged on 30/06/21 with the officiating principal, Dr. Hina Nandrajog to reflect on the survey and seek suggestions for further improvements.
- In the meeting, IQAC members, Ms. Sheena Lama and Ms. Vandana Rathore presented a report for the survey in order to have a detailed analysis of the survey.
- The librarian of the college was requested to be a part of the meeting in order to discuss the feedback regarding the library and its resources. It was noted that despite the best efforts by the library staff, students were not aware of the excellent resource pool offered by the library.

- In order to solve the aforementioned issue, the librarian proposed to make the college's "Facebook" page even more interactive and live for better engagement.
- In view of the responses received, for the improvement of curriculum and other facilities, the IQAC is tirelessly working to arrange virtual talks 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.