P.G.D.A.V. College

University of Delhi

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Supporting document

for

Annual Quality Assurance Report, 2023-24
Criteria 2.7.1
Student - Satisfaction Survey

1. Introduction

In alignment with global trends in higher education, student feedback on teaching, learning, and infrastructure has become a cornerstone of quality assessment. Since Dewey's (1938) pioneering discourse on the student experience, this concept has evolved into a global benchmark for evaluating academic and administrative efficacy. Student satisfaction surveys, a critical tool for assessing courses and teachers, gained prominence in the 1970s and have since been widely utilized across countries such as Australia, England, Wales, Northern Ireland, and New Zealand, particularly since the 1990s (Goldschmid, 1978; Rich, 1976; Barrie, 2008; Krause et al., 2005; Hanbury, 2007; Retna et al., 2009).

At PGDAV College, the annual Student Satisfaction Survey (SSS) reflects our commitment to delivering quality education and promoting an enriching learning environment. This initiative is designed to collect actionable feedback from students on various aspects of their academic and campus experiences, with the goal of driving continuous improvement in teaching practices, course delivery, and campus facilities. Conducted in alignment with NAAC guidelines, the Student Satisfaction Survey assesses student satisfaction across academic and administrative domains, ensuring that institutional practices remain student-centered and forward-thinking.

For the academic year 2023-24, the Student Satisfaction Survey was conducted to evaluate the effectiveness of the college's programs. By providing students with a platform to express their opinions, the survey ensures that their voices are integrated into institutional planning and decision-making. The findings from this exercise not only guide improvements in academic quality and administrative services but also reinforce the college's commitment to creating a competitive edge in the education sector by prioritizing student satisfaction.

This report provides a comprehensive analysis of the survey methodology, key findings, and actionable recommendations. It underscores college's dedication to stimulating an inclusive, student-focused educational ecosystem that supports academic excellence and holistic growth. The remainder of the report is organized as follows: Section 2 elaborates on the research methodology, Section 3 discusses key findings, and Section 4 concludes the report with recommendations.

2. Research Methodology

The survey was designed using a standardized questionnaire provided by NAAC, supplemented with institution-specific questions to address unique features of our college. The questionnaire covered a wide range of aspects, including the teaching-learning and evaluation process, curriculum design and development, infrastructure and learning resources, student support services, and governance and leadership.

The Student Satisfaction Survey (SSS) for the academic year 2023-24 employed a convenience sampling method to gather feedback from students. A Google Form was distributed to all students enrolled in the college, ensuring easy accessibility and encouraging broad participation. Out of the total student population of 4,113, a total of 562 students responded to the survey, resulting in a response rate of approximately 13.7%. This sample size provides a meaningful representation of the student body, allowing for reliable insights into their experiences and satisfaction levels. The

use of an online form ensured inclusivity, as students from all programs and years had equal opportunities to participate. The data collected is reflective of diverse student perspectives, enabling a comprehensive analysis of the college's academic and administrative practices.

3. Analysis

3.1 Descriptive Statistics

The survey data reflects a diverse distribution of students across various courses as represented in Table 1. The highest percentage of students belongs to B. Com (Hons) with 130 students, accounting for 23.13% of the total respondents, followed closely by B.Com with 136 students, making up 24.20% of the sample. This varied representation across programs is in line with actual student distribution across courses. It provides a broad overview of student satisfaction, ensuring that the results reflect the experiences of students from different academic backgrounds.

Course	Number of students
B. Com (Hons)	130
B. Sc. (Hons) Computer Science	35
B. Sc. (Hons) Mathematics	26
B. Sc. (Hons) Statistics	6
B.A. (Hons) Economics	46
B.A. (Hons) English	31
B.A. (Hons) Hindi	12
B.A. (Hons) History	12
B.A. (Hons) Political Science	35
B.A. (Hons) Sanskrit	4
B.A. (Program)	64
B.Com Programme	136
B.Sc. (Program) Mathematical Sciences	25
Grand Total	**562**

Table 1: Distribution of respondents across courses

The survey responses are distributed across different academic years, with the highest number of respondents coming from the 1st Year, totaling 277 students (49.28% of the sample). The 2nd Year had 149 students (26.51%), while the 3rd Year comprised 136 students (24.19%). This distribution indicates a broad representation of students from all academic years. The diversity in responses from various years provides a comprehensive understanding of the overall student experience and satisfaction.

Year	Number of students
1st Year	277
2nd Year	149
3rd Year	136
Grand Total	**562**

Table 2: Distribution of respondents across year

Course	1st Year	2nd Year	3rd Year	Grand Total
B. Com (Hons)	95	17	18	130
B. Sc. (Hons) Computer Science	6	20	9	35
B. Sc. (Hons) Mathematics	8	10	8	26
B. Sc. (Hons) Statistics	5		1	6
B.A. (Hons) Economics	15	16	15	46
B.A. (Hons) English	15	4	12	31
B.A. (Hons) Hindi	1	6	5	12
B.A. (Hons) History	2	5	5	12
B.A. (Hons) Political Science	16	8	11	35
B.A. (Hons) Sanskrit		4		4
B.A. (Program)	26	23	15	64
B.Com Programme	74	29	33	136
B.Sc. (Program) Mathematical Science	14	7	4	25

Grand Total	277	149	136	562

Table 3: Summary Contingency Table depicting distribution of courses and year in our sample

3.2 Key Findings

For the purpose of analysis, each question in the survey was accompanied by five response options, ranging from 0 to 4, with the labels varying depending on the context of the question. The options represented a Likert scale, where 4 indicated "strongly agree," "thoroughly," or "excellent," and 3 was labeled as "mostly," "satisfactorily," or "very good," depending on the question.

The Student Satisfaction Survey highlighted several strengths and areas for improvement across various domains. In the Teaching-Learning and Evaluation category, most students (53.4%) reported that 85–100% of the syllabus was effectively covered, with an additional 30% indicating 70–84% coverage. Around 90% of respondents rated their teachers as "well-prepared" for classes and commended their teaching approach as excellent, very good, or good.

In terms of Industry Exposure, 55% [1] of students expressed satisfaction with placement assistance, internships, and field visit opportunities. A majority (61%) felt that academic seminars and conferences were held regularly. Additionally, 56% of students appreciated the efforts made by the institution to develop soft skills, life skills, and employability skills, such as communication training and career counseling.

Under Infrastructure and Learning Resources, students noted satisfaction with digital resources and library access. Almost 60% of students were satisfied with the maintenance of computer labs. About 40.9% of respondents agreed that doctors in the medical room were cooperative and available, and 60% felt that the college provided adequate sports and fitness facilities. Furthermore, 66.4% of students agreed that the library was well-stocked with relevant books and journals.

Regarding Student Support Services, nearly 60% of students valued the support provided by teachers in identifying and addressing their strengths and weaknesses through appropriate challenges. Around 63.9% felt that teachers effectively communicated course competencies and program outcomes in advance, while 65% appreciated the extra time teachers and mentors dedicated to addressing their queries.

Finally, in the domain of Governance and Leadership, 70% of students found the administrative staff to be courteous and cooperative, and 75% were satisfied with the library staff's assistance in locating resources. A majority (62.6%) recognized the college's contribution to nation-building through its initiatives. The graphical representation of the responses to the survey questions are depicted below.

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[1] To simplify the analysis and key findings, in many questions, responses for options 3 and 4 were combined and presented as a single category in the analysis, as they represent agreement or high satisfaction levels. This approach ensures consistency in interpretation across diverse question formats.
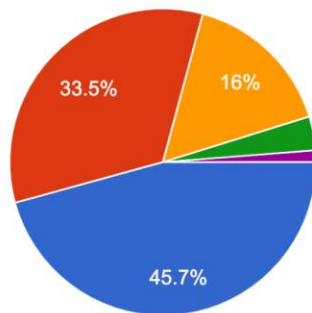
1. How much of the syllabus was covered in the class?

562 responses
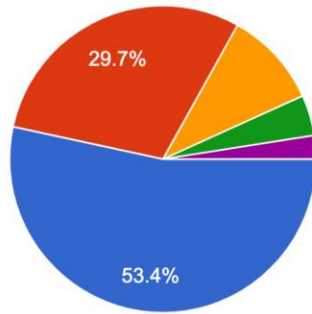
- 4 – 85 to 100%
- 3 – 70 to 84%
- 2 – 55 to 69%
- 1– 30 to 54%
- 0 –Below 30%

29.7%

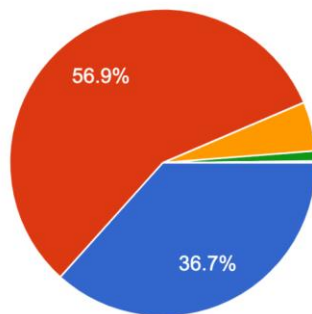53.4%

2. How well were the teachers able to communicate?

562 responses

- 4 – Always effective
- 3 – Sometimes effective
- 2 – Just satisfactorily
- 1– Generally ineffective
- 0– Very poor communication

33.5%

16%

45.7%

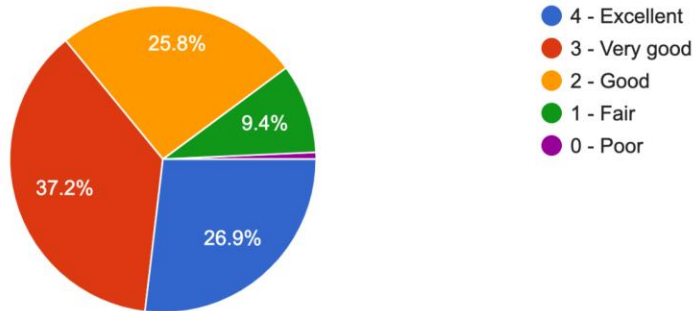3. How well did the teachers prepare for the classes?

562 responses

- 4 –Thoroughly
- 3 – Satisfactorily
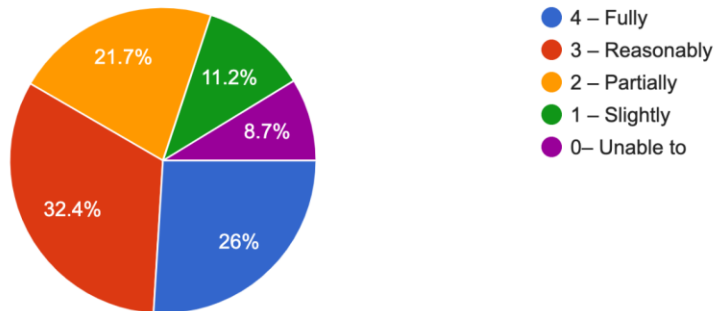- 2 – Poorly
- 1 – Indifferently
- 0 – Won't teach at all

56.9%

36.7%

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

- 4 - Excellent
- 3 - Very good
- 2 - Good
- 1 - Fair
- 0 - Poor

25.8%
9.4%
37.2%
26.9%

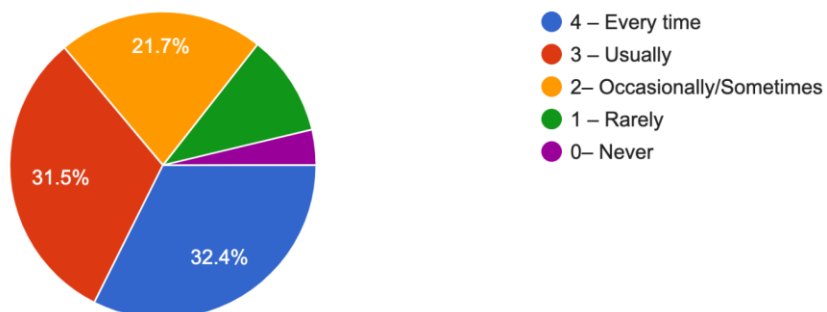## 5. The teachers identify your strengths and weaknesses and encourage you by providing right level of challenges.
562 responses

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
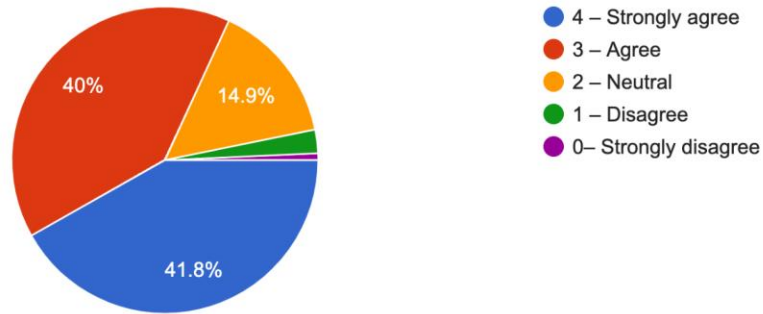- 1 – Slightly
- 0– Unable to

21.7%
11.2%
8.7%
32.4%
26%

6. The teachers inform you about your expected competencies, course outcomes and programme outcomes in advance.
562 responses

- 4 – Every time
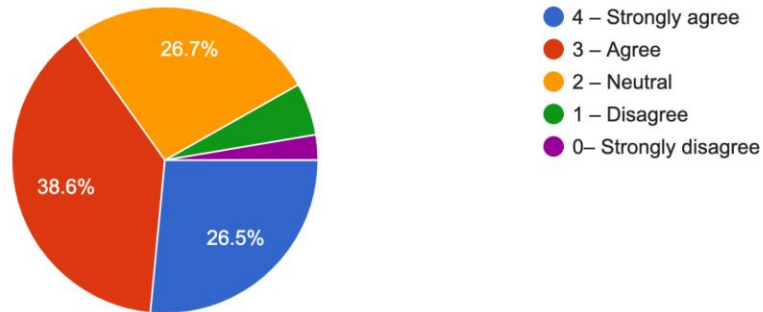- 3 – Usually
- 2– Occasionally/Sometimes
- 1 – Rarely
- 0– Never

21.7%
31.5%
32.4%

7. Do you agree that teachers are bilingual in class?
562 responses

- ● 4 – Strongly agree
- ● 3 – Agree
- ● 2 – Neutral
- ● 1 – Disagree
- ● 0– Strongly disagree

40% 14.9% 41.8%

8. Do you agree that teachers and mentors give you extra time to solve your queries?
562 responses

- ● 4 – Strongly agree
- ● 3 – Agree
- ● 2 – Neutral
- ● 1 – Disagree
- ● 0– Strongly disagree
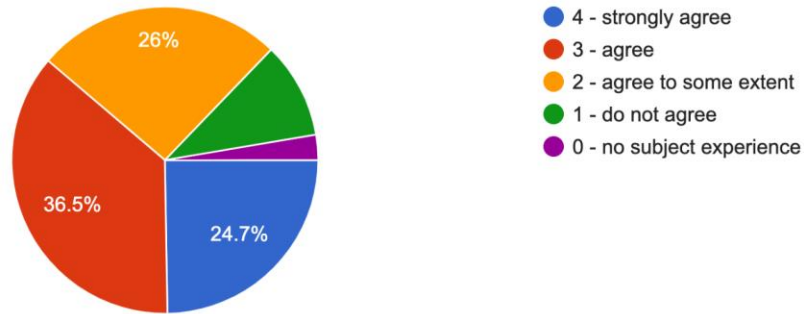
26.7% 38.6% 26.5%

9. The institution provides multiple opportunities to learn and grow by promoting internship, placements, field visit opportunities for students and in other ways.
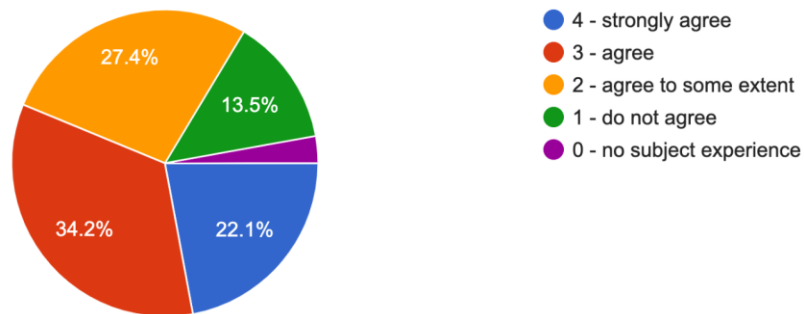562 responses

- ● 4 – Strongly agree
- ● 3 – Agree
- ● 2 – Neutral
- ● 1 – Disagree
- ● 0– Strongly disagree

28.3% 10% 32% 23.5%
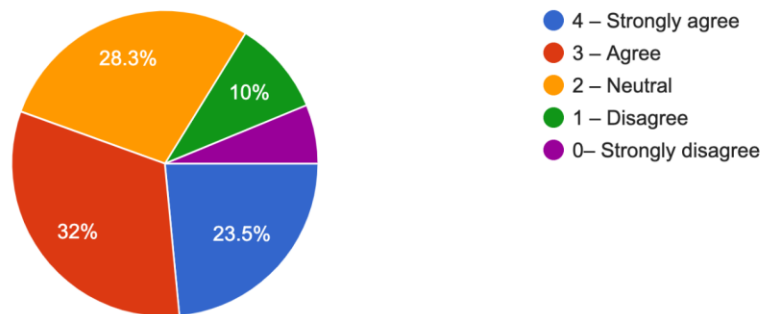
10. Do you agree that academic seminars and conferences are held regularly in the college?
562 responses

- ● 4 - strongly agree
- ● 3 - agree
- ● 2 - agree to some extent
- ● 1 - do not agree
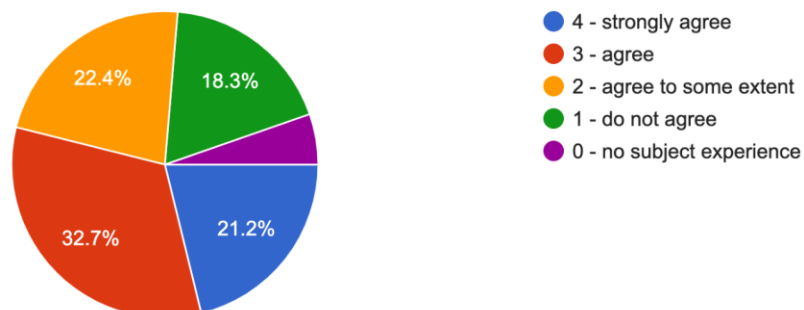- ● 0 - no subject experience

26%
36.5%
24.7%

11. Do you agree that efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills such as communication skil...ars, etc to make you ready for the world of work.
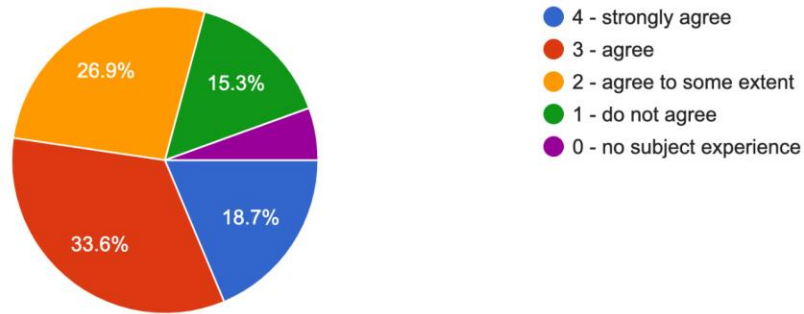562 responses

- ● 4 - strongly agree
- ● 3 - agree
- ● 2 - agree to some extent
- ● 1 - do not agree
- ● 0 - no subject experience

27.4%
13.5%
34.2%
22.1%

12. Do you agree that the college organises extracurricular activities and encourages you to participate in them?
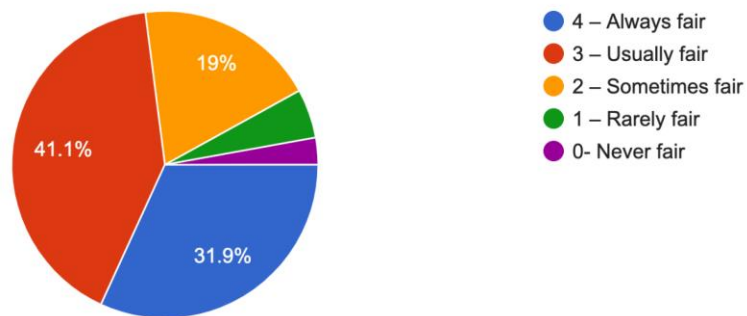562 responses

- ● 4 - strongly agree
- ● 3 - agree
- ● 2 - agree to some extent
- ● 1 - do not agree
- ● 0 - no subject experience

22.4%
18.3%
32.7%
21.2%

13. Do you agree that your teachers use adequate and necessary ICT tools in the classroom?

562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

26.9%
15.3%
18.7%
33.6%

14. What do you think about the fairness of the internal evaluation process by the teachers?

562 responses

- 4 – Always fair
- 3 – Usually fair
- 2 – Sometimes fair
- 1 – Rarely fair
- 0- Never fair

19%
41.1%
31.9%

15. Do you agree that the administrative staff is courteous and cooperative?

562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
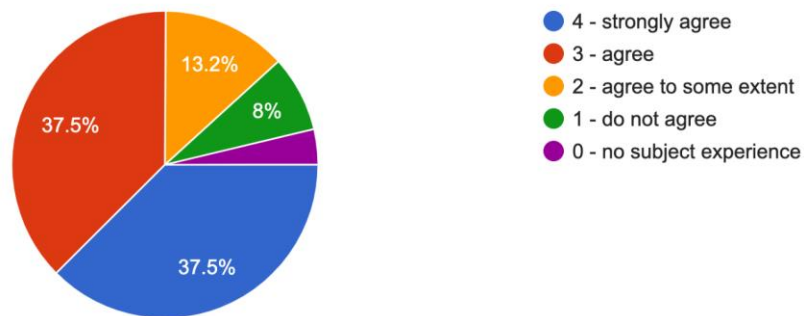- 1 - do not agree
- 0 - no subject experience

23.3%
8.7%
38.6%
27.6%

16. Do you agree that the library has sufficient books on syllabus and subscription to necessary journals?
562 responses

- ● 4 - strongly agree
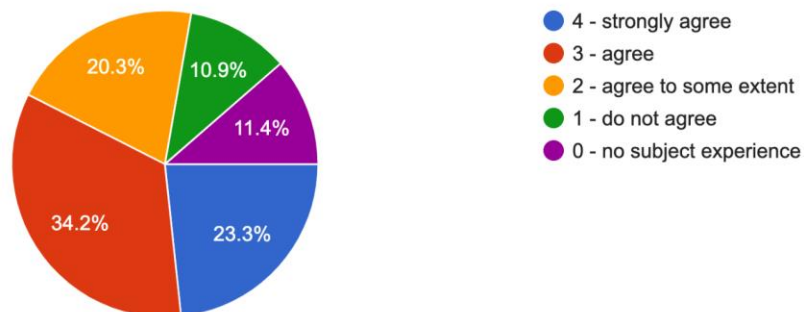- ● 3 - agree
- ● 2 - agree to some extent
- ● 1 - do not agree
- ● 0 - no subject experience

19.8%
10.9%
36.3%
30.1%

17. Do you get good support from the library staff in easily locating the books in the libary?
562 responses

- ● 4 - strongly agree
- ● 3 - agree
- ● 2 - agree to some extent
- ● 1 - do not agree
- ● 0 - no subject experience

13.2%
8%
37.5%
37.5%

18 Do you agree that the college maintains adequate computer lab facilities?
562 responses

- ● 4 - strongly agree
- ● 3 - agree
- ● 2 - agree to some extent
- ● 1 - do not agree
- ● 0 - no subject experience

20.3%
10.9%
11.4%
34.2%
23.3%

19. Do you agree that lab staff is cooperative?
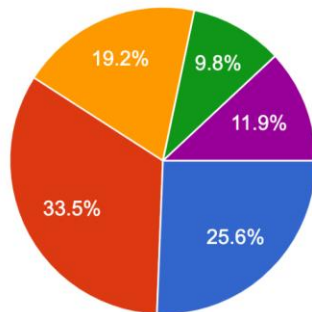562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

19.4%
11.6%
39.7%
25.1%

20. Do you agree that the college has adequate sports and fitness facilities?
562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

19.2%
9.8%
11.9%
33.5%
25.6%

21. Do you agree that drinking water facility is suitable?
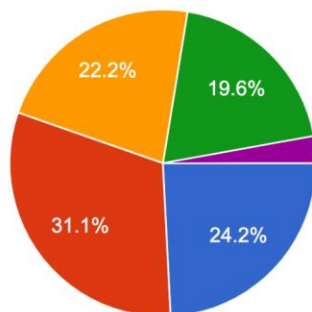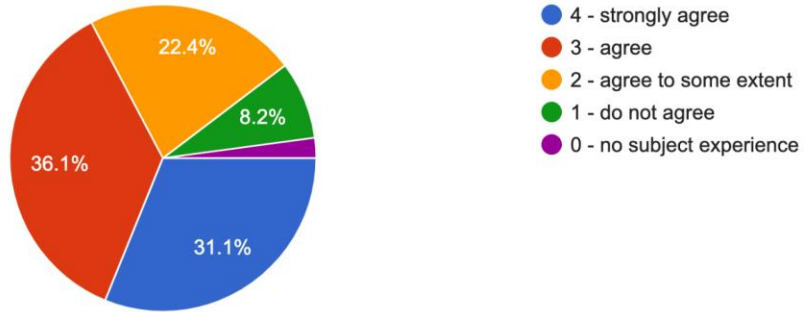562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

22.2%
19.6%
31.1%
24.2%

22. Do you agree that the canteen premises are neat, and hygienic food is prepared in the canteen?
562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

22.4%
8.2%
36.1%
31.1%

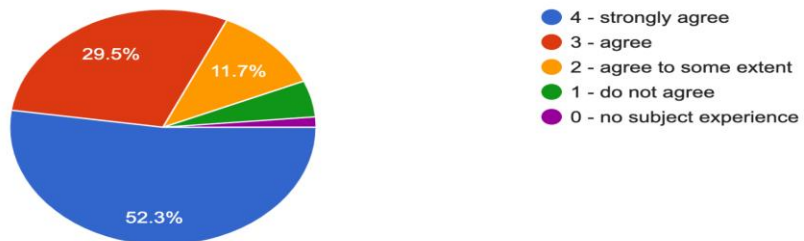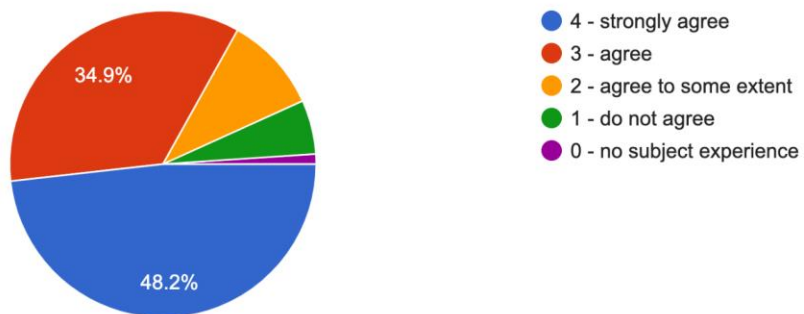23. Do you agree that the canteen food is available at reasonable cost?
562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

29.5%
11.7%
52.3%

24. Do you agree that photocopy facilities are available at reasonable cost ?
562 responses

- 4 - strongly agree
- 3 - agree
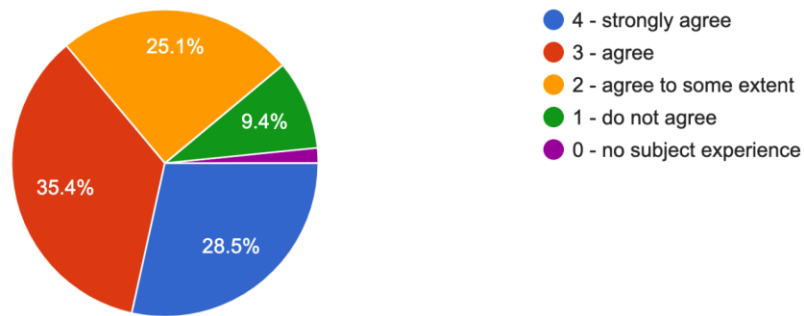- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

34.9%
48.2%

14

25. Do you agree that the doctors in the medical room are usually available and cooperative?
562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

38.8%
9.1%
11.2%
15.1%
25.8%

26. Do you agree that the information on the website of the College is adequate and well-organized?
562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

25.1%
9.4%
35.4%
28.5%

27. Do you agree that the security staff is adequate and cooperative?
562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

22.8%
8.2%
41.1%
26%

28. How safe do you feel on campus?
562 responses

- 4 - Extremely safe
- 3 - Very safe
- 2 - Moderately safe
- 1 - Not very safe
- 0 - Not at all safe

21.4%
41.8%
32.7%

29. Do you agree that there is sufficient greenery in the college campus?
562 responses
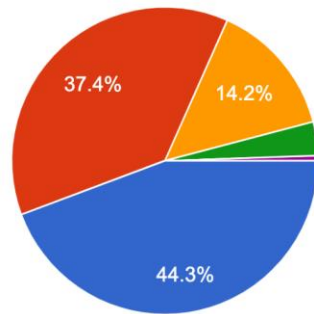
- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

37.4%
14.2%
44.3%

30. Do you agree that college contributes adequately for nation building?
562 responses

- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

26.5%
38.4%
24.2%

31. Do you agree that the overall quality of teaching-learning process in your institute is very good.
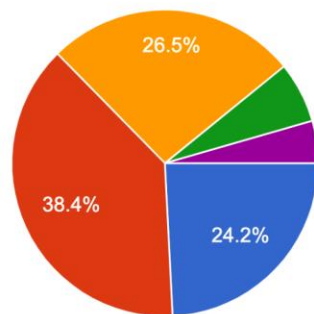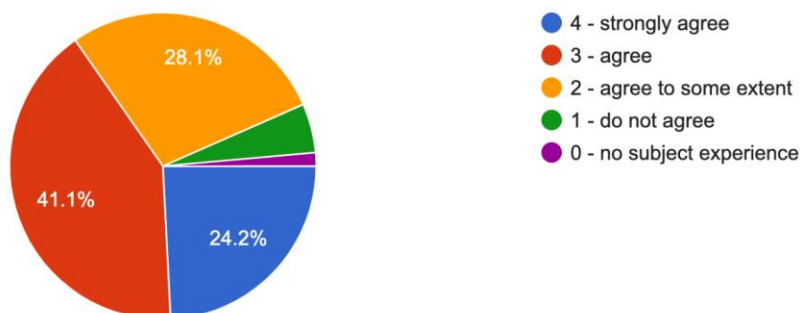562 responses

Legend:
- 4 - strongly agree
- 3 - agree
- 2 - agree to some extent
- 1 - do not agree
- 0 - no subject experience

Pie chart values: 28.1%, 41.1%, 24.2%

In addition to quantitative questions, students were also asked to provide observations or suggestions to improve the overall teaching-learning experience in the college. The responses from students have been summarized below.

Students highlighted the importance of incorporating more practical learning experiences into their courses. Many felt that assignments should focus more on skill-based tasks, such as using tools like Excel, Power BI, and graphic design software, to better prepare them for real-world challenges. Furthermore, students suggested introducing additional courses like website development to diversify learning options and align with current industry needs. Many students acknowledged the curriculum's relevance to industry trends, though some suggested incorporating emerging topics and technologies.

Students requested that teachers provide an outline of the topics to be covered in class ahead of time, allowing them to prepare more effectively. In terms of class schedules, many students expressed the need for more flexibility, particularly during the winter months, to accommodate those living far from campus. Some students also recommended increasing the gap between the announcement of internal assessments and their actual dates, allowing for more preparation time.

Students also recommended upgrading IT equipment to better match current study modules. Additionally, students suggested the introduction of more smart boards in classrooms for better engagement and the soundproofing of lecture halls to minimize distractions. Improving basic amenities, such as the cleanliness and maintenance of washrooms, was also emphasized as crucial for creating a more comfortable and conducive environment for learning.

While students appreciate the efforts of various departments in organizing guest lectures, industry visits, and internships, many have called for an increase in such opportunities. Students also praised the college's counseling sessions and placement cell for focusing on career guidance and domain-specific advice. They believe that these initiatives play a crucial role in helping students make informed decisions about internships, career paths, and post-graduate studies, ultimately leading to successful career outcomes.

4. Conclusion

The Student Satisfaction Survey has provided valuable understanding regarding the teaching-learning environment, infrastructure, and overall student experience at PGDAV college. It is clear from the feedback that students recognize the efforts of the college and its faculty in fostering a supportive and engaging academic environment. However, there are areas where improvements can further enhance the student experience. Addressing these concerns will contribute to a more conducive learning atmosphere and ensure that students are better prepared for their future careers.

Overall, the survey reflects that the college is effectively meeting the academic and professional needs of its students while highlighting areas for continuous improvement to further increase satisfaction. These insights will guide the college in strengthening institutional practices and fostering a more holistic learning environment.

By implementing the suggestions provided by students, the college aims to solidify its position as a center for quality education and all-rounded student development. With continued efforts to improve infrastructure, teaching methods, and opportunities for practical exposure, the college is committed to providing an enriched academic experience for all its students.

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Retna, Kala S., Eric Chong, and Robert Y. Cavana. "Tutors and tutorials: Students' perceptions in a New Zealand university." *Journal of Higher Education Policy and Management* 31, no. 3 (2009): 251-260.

Appendix: Questionnaire (Google form)

Dear students,

The second and third year students of PGDAV College are required to fill the required information for the purpose of NAAC Criteria 2.7.1 on Teaching – Learning and Evaluation.

Instructions to fill the questionnaire:

- Preferably fill this form using institutional (college) email-id.

- Each question has five responses, choose the most appropriate one.

Email*

Your email

Name:*

Your answer

Course*

Choose

College Roll. No.*

Your answer

Batch:*

Your answer

1.   Do you agree that the course designed by the University is market oriented?

*

  4 – Strongly agree

  3 – Agree

2 – Neutral

1–Disagree

0 – Strongly disagree

2. How well were the teachers able to communicate?

*

4 – Always effective

3 – Sometimes effective

2 – Just satisfactorily

1– Generally ineffective

0– Very poor communication

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

4 –Thoroughly

3 – Satisfactorily

2 – Poorly

1 – Indifferently

0 – Won't teach at all

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

4 - Excellent

3 - Very good

2 - Good

1 - Fair

0 - Poor

5. The teachers identify your strengths and weaknesses and encourage you by providing right level of challenges.

*

4 – Fully

3 – Reasonably

2 – Partially

1 – Slightly

0– Unable to

6. The teachers inform you about your expected competencies, course outcomes and programme outcomes in advance.

*

4 – Every time

3 – Usually

2– Occasionally/Sometimes

1 – Rarely

0– Never

7. Do you agree that teachers are bilingual in class?

*

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0– Strongly disagree

8. Do you agree that teachers and mentors give you extra time to solve your queries?

*

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0– Strongly disagree

9. The institution provides multiple opportunities to learn and grow by promoting internship, placements, field visit opportunities for students and in other ways.

*

    4 – Strongly agree

    3 – Agree

    2 – Neutral

    1 – Disagree

    0– Strongly disagree

10. Do you agree that academic seminars and conferences are held regularly in the college?*

    4 - strongly agree

    3 - agree

    2 - agree to some extent

    1 - do not agree

    0 - no subject experience

11. Do you agree that efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills such as communication skills, programming languages, career counselling seminars, etc to make you ready for the world of work.

*

    4 - strongly agree

    3 - agree

    2 - agree to some extent

    1 - do not agree

    0 - no subject experience

12. Do you agree that the college organises extracurricular activities and encourages you to participate in them?

*

    4 - strongly agree

    3 - agree

    2 - agree to some extent

    1 - do not agree

0 - no subject experience

13. Do you agree that your teachers use adequate and necessary ICT tools in the classroom?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

14. What do you think about the fairness of the internal evaluation process by the teachers?

*

4 – Always fair

3 – Usually fair

2 – Sometimes fair

1 – Rarely fair

0- Never fair

15. Do you agree that the administrative staff is courteous and cooperative?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

16. Do you agree that the library has sufficient books on syllabus and subscription to necessary journals?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

17. Do you get good support from the library staff in easily locating the books in the libary?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

18 Do you agree that the college maintains adequate computer lab facilities?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

19. Do you agree that lab staff is cooperative?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

20. Do you agree that the college has adequate sports and fitness facilities?

*

   4 - strongly agree

   3 - agree

   2 - agree to some extent

   1 - do not agree

   0 - no subject experience

21. Do you agree that drinking water facility is suitable?

*

   4 - strongly agree

   3 - agree

   2 - agree to some extent

   1 - do not agree

   0 - no subject experience

22. Do you agree that the canteen premises are neat, and hygienic food is prepared in the canteen?*

   4 - strongly agree

   3 - agree

   2 - agree to some extent

   1 - do not agree

   0 - no subject experience

23. Do you agree that the canteen food is available at reasonable cost?*

   4 - strongly agree

   3 - agree

   2 - agree to some extent

   1 - do not agree

   0 - no subject experience

24. Do you agree that photocopy facilities are available at reasonable cost ?*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

25. Do you agree that the doctors in the medical room are usually available and cooperative?*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

26. Do you agree that the information on the website of the College is adequate and well-organized?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

27. Do you agree that the security staff is adequate and cooperative?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

28. How safe do you feel on campus?*

4 - Extremely safe

3 - Very safe

2 - Moderately safe

1 - Not very safe

0 - Not at all safe

29. Do you agree that there is sufficient greenery in the college campus?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

30. Do you agree that college contributes adequately for nation building?

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

31. Do you agree that the overall quality of teaching-learning process in your institute is very good.

*

4 - strongly agree

3 - agree

2 - agree to some extent

1 - do not agree

0 - no subject experience

32. Give three observations / suggestions to improve the overall teaching – learning experience in the college.

Your answer

Submit

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Clear form