



## Student Satisfaction Survey (2020-21)

### Kamala Nehru College

### University of Delhi

As a premier institution, Kamala Nehru College is dedicated to constantly improve and work towards the realization of the aspirations of its varied stakeholders, by promoting a healthy culture of transparency, inclusivity, and excellence. In this context, the feedback process plays a crucial role as it opens up channels of communication through which the students can share their ideas, opinions and perceptions of the College in the context of academic progress, extra-curricular activities, redressal mechanisms and their overall experience of a holistic college life.

A well-structured Students' Feedback Form was drafted by the IQAC and circulated to initiate the fifth cycle (post NAAC) of the feedback process under the aegis of the IQAC for the academic session 2020-2021. It consisted of three sections and was filled by over 950 students.

The Student Satisfaction Survey (SSS) was conducted by the College among students across all disciplines to obtain feedback on their level of satisfaction with respect to several broad parameters. The first part of the questionnaire was dedicated to curriculum delivery and teaching-learning transactions. The second part incorporated questions on infrastructure, skill enhancement, extra-curricular activities, the efficiency of administrative dealings, grievance redressal mechanisms, and career prospects among others.

The following is an attempt to provide an objective analysis of the responses to the questions of the Student Satisfaction Survey:

- Section I consisted of general questions pertaining to student information like e-mail ID of the student, course and year of graduation.



Section II concerned itself with assessing the efficacy of the teaching-learning process. The following emerged in the analysis:

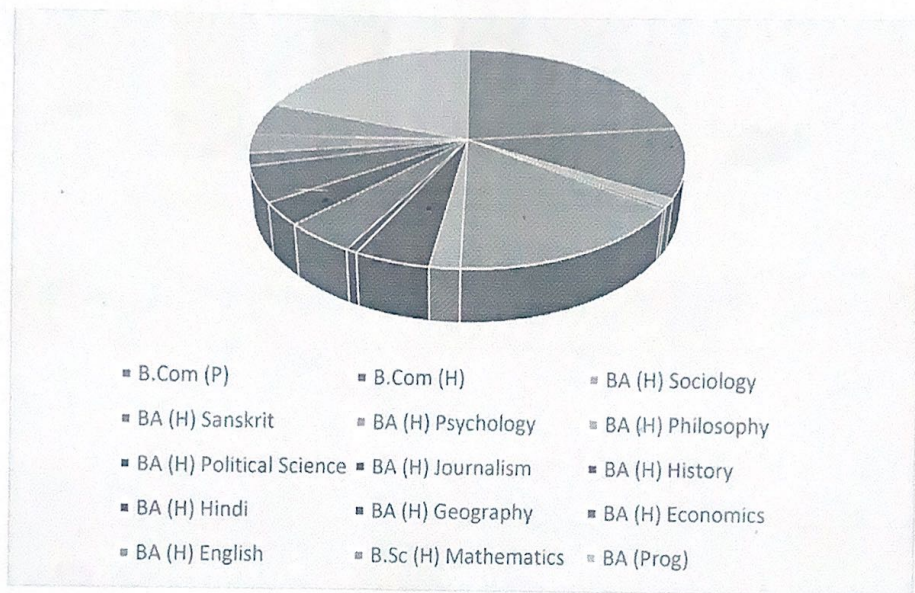
1. More than 90% of the students were of the opinion that the curriculum of their course was challenging, satisfactory or adequate in nature.
  2. Regarding the regularity of classes, close to 80% of the students responded that classes were held regularly.
  3. More than 80% of the students affirmed that 75 – 100 % of the syllabus was covered in class in the prescribed time frame.
  4. More than 80% of the students considered the quality of teaching to be above average.
  5. Majority of the students found teaching-learning pedagogy to be innovative and interactive.
  6. Approximately 60% of the students were satisfied with the internal assessment system adopted by the college as per university guidelines.
  7. The existence of internal assessment system has promoted self-assessment amongst students. Over 63% of the students positively affirmed to this statement.
  8. The satisfaction level of the students with access to the resources of college was relatively positive, with majority of them satisfied.
  9. Approximately 83% of the students stated that the relationship between the department and the students was good and above.
- Section III of the survey: 6 questions were asked to assess the overall experience of the students.
    1. More than 70% of the students rated the efficiency of the College in maintaining a balance between academic and extracurricular activities as excellent, very good or good.
    2. More than 60% of the students were very satisfied or satisfied with the range of extracurricular and extension activities offered by the College.
    3. Nearly 95% of the students rated the efficiency of the students' grievance redressal mechanism as being average or above.
  - 4. More than three-fourth of the students admired the college's effort of transition from offline to online classes during sudden lockdown situation.



5. Approximately 70% of the students rated the administrative dealings/redressal to be good or above.
6. Finally, nearly three-fourth of the total respondents are of the opinion that the college plays a vital role in shaping their personalities as they step into the professional lives and turn out to be smart confident women of today.

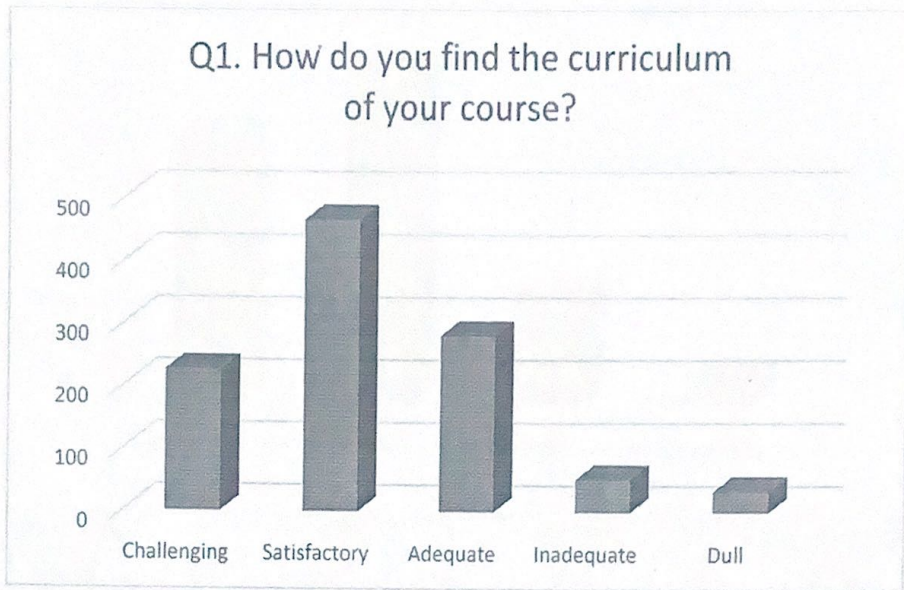
*Cross-section of the students attempting the Survey:*

**Section I:**

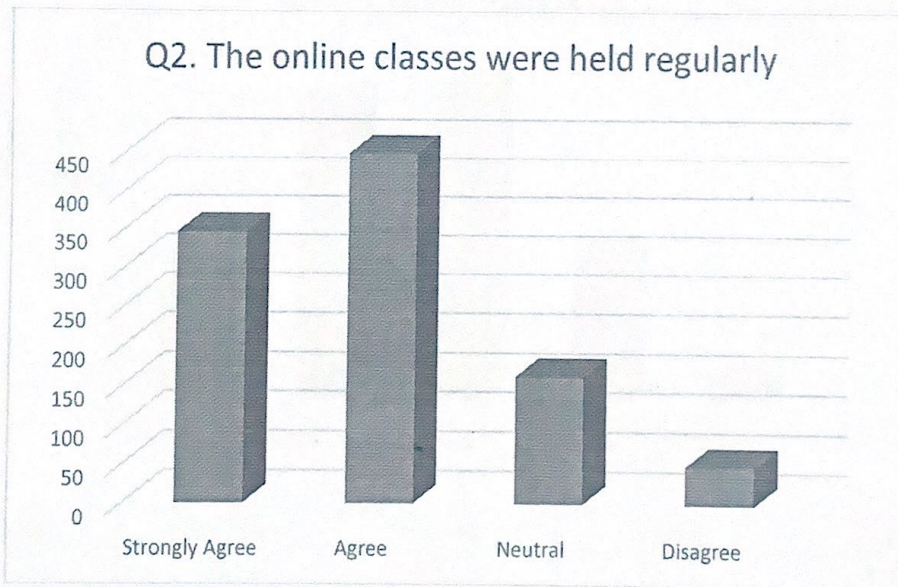




**Section II:**



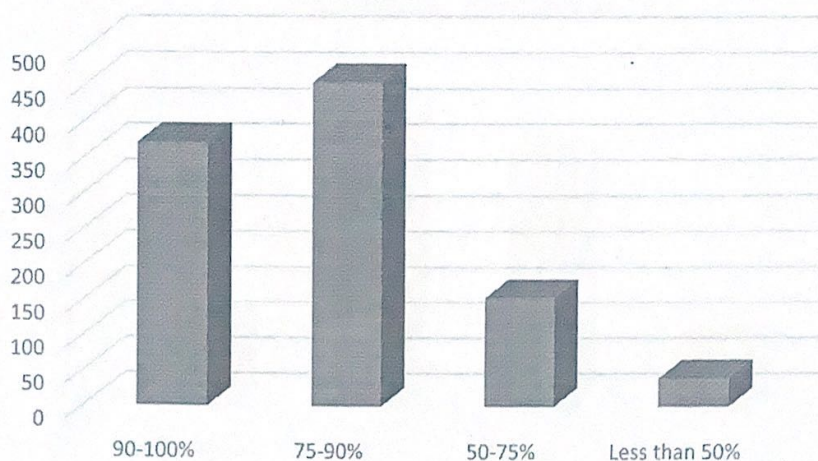
Challenging	Satisfactory	Adequate	Inadequate	Dull
21.35	43.93	26.53	4.99	3.20



Strongly Agree	Agree	Neutral	Disagree
34.43	44.58	16.12	4.87

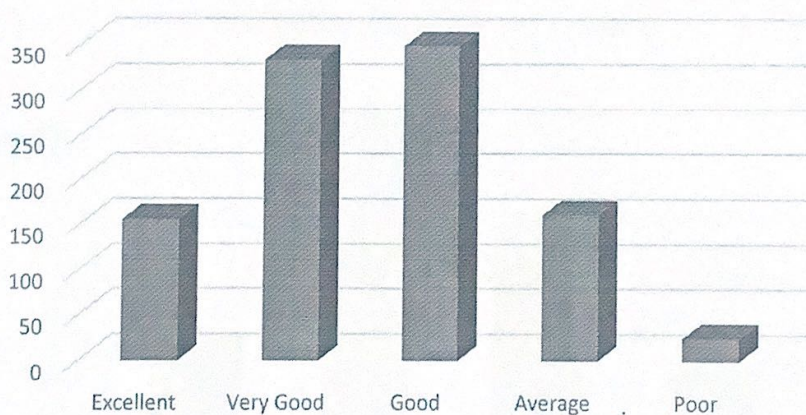


Q4. Percentage of the syllabus covered in classes



90-100%	75-90%	50-75%	Less than 50%
36.41	44.65	15.01	3.93

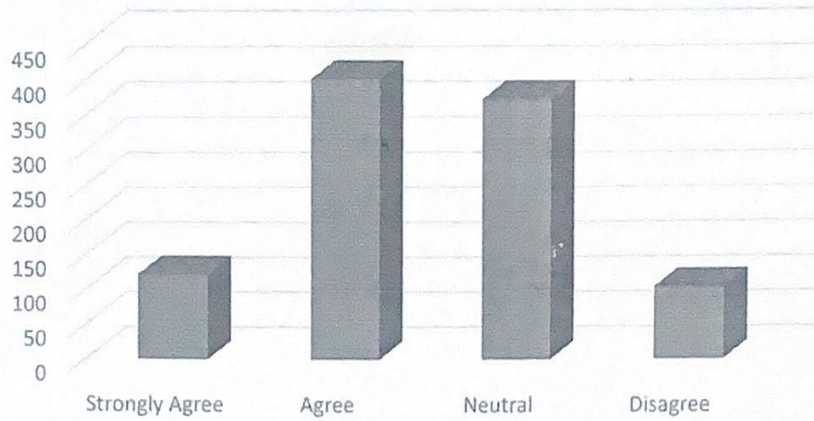
Q5. How do you rate the quality of teaching and curriculum delivery?



Excellent	Very Good	Good	Average	Poor
15.22	32.59	34.05	15.71	2.43

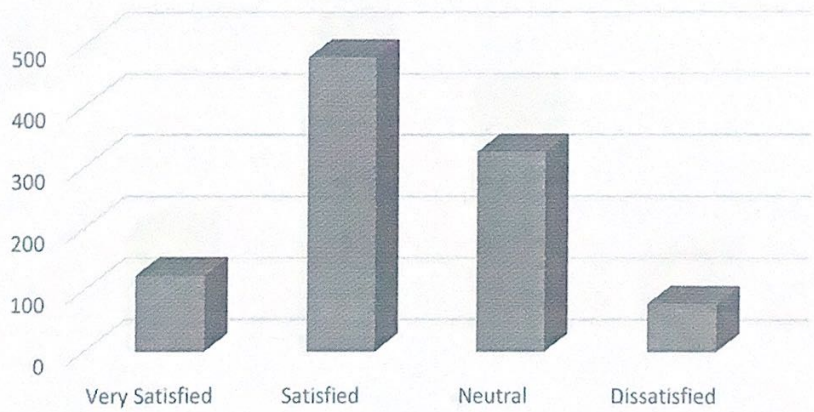


Q6. Innovative and interactive teaching techniques were used:



Strongly Agree	Agree	Neutral	Disagree
12.22	40.18	37.27	10.33

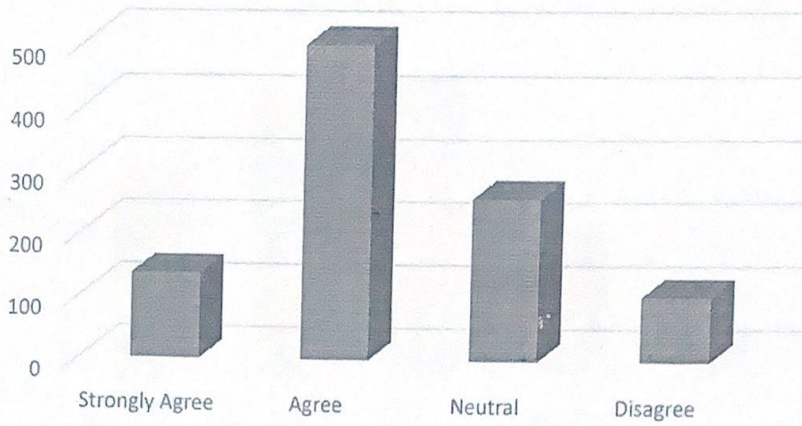
Q7. How satisfied are you with the internal evaluation/assessment system?



Very Satisfied	Satisfied	Neutral	Dissatisfied
12.33	47.61	32.31	7.75

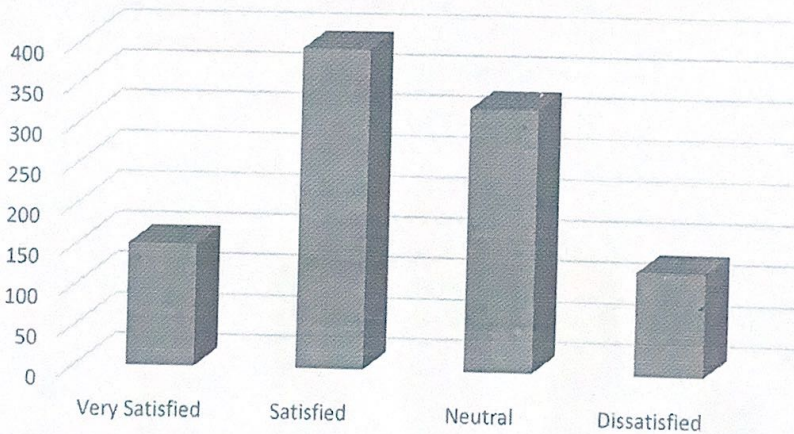


Q8. The internal assessment system helped you towards continuous self assessment



Strongly Agree	Agree	Neutral	Disagree
13.73	50.10	25.85	10.32

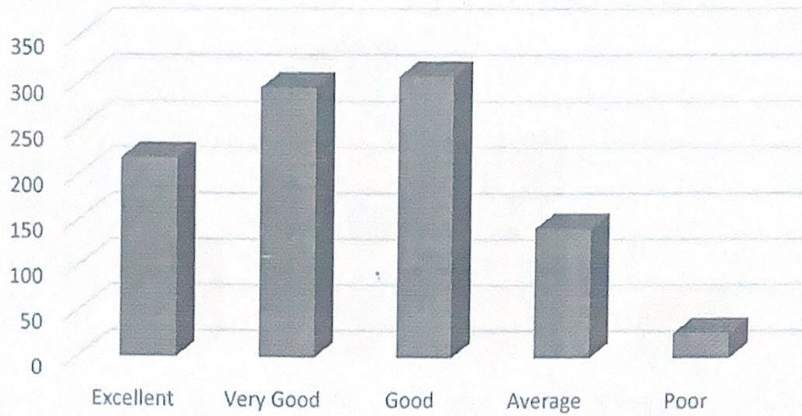
Q9. How satisfied are you with the quality and accessibility of the e-resources provided by the College Library?



Very Satisfied	Satisfied	Neutral	Dissatisfied
15.13	39.58	32.46	12.83



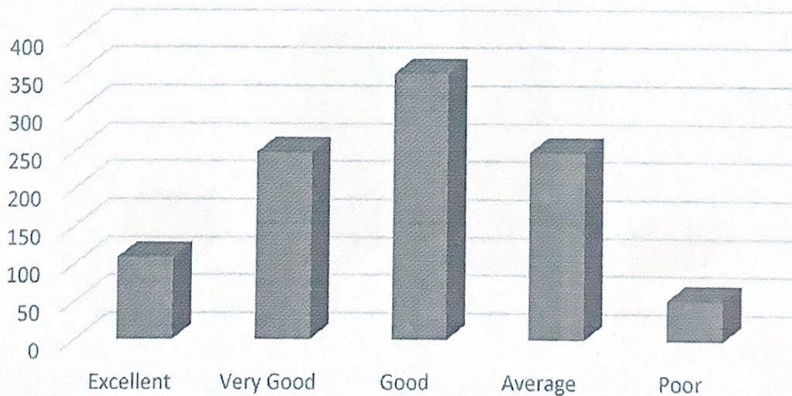
Q10. How do you find the student-teacher relationship in your department?



Excellent	Very Good	Good	Average	Poor
22.11	29.82	31.03	14.30	2.74

**Section III:**

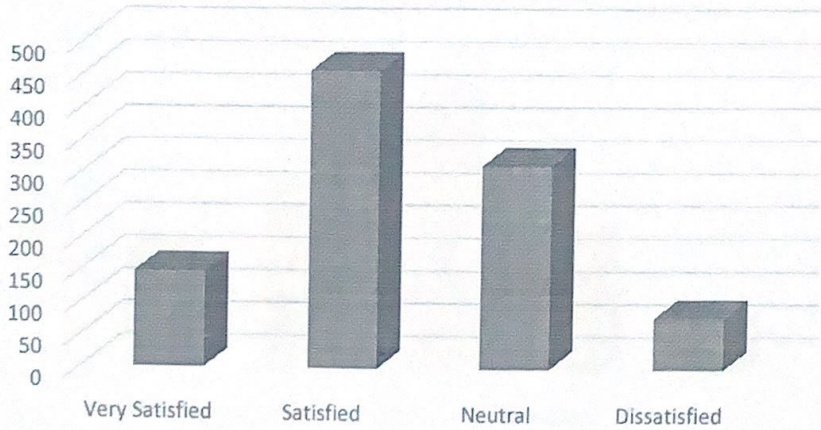
Q1. How do you rate the ability of the College in helping students maintain a balance between academic and extra-curricular activities?



Excellent	Very Good	Good	Average	Poor
10.74	24.55	34.89	24.55	5.27

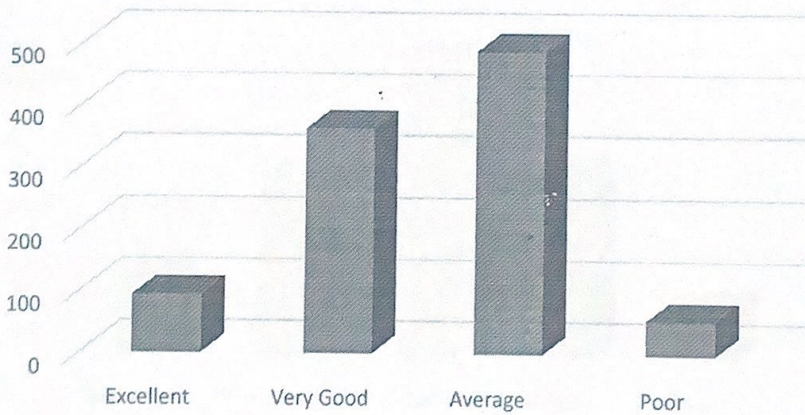


Q2. How satisfied are you with the range of extra-curricular and extension activities offered by the College?



Very Satisfied	Satisfied	Neutral	Dissatisfied
14.89	45.88	31.29	7.94

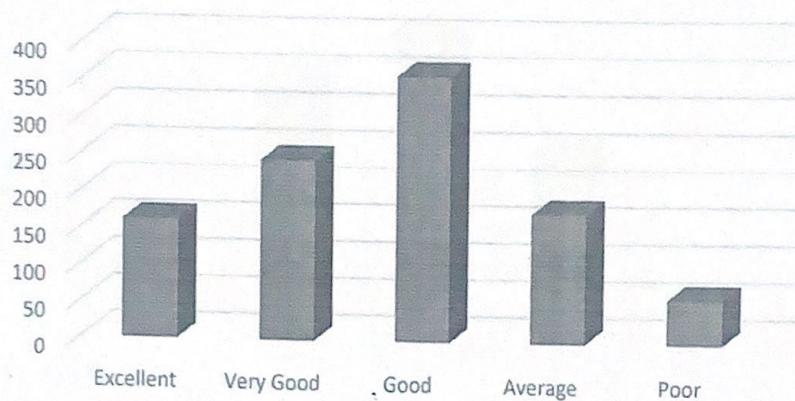
Q4. How effective is the students' grievance redressal mechanism?



Excellent	Very Good	Average	Poor
9.37	36.19	48.85	5.59

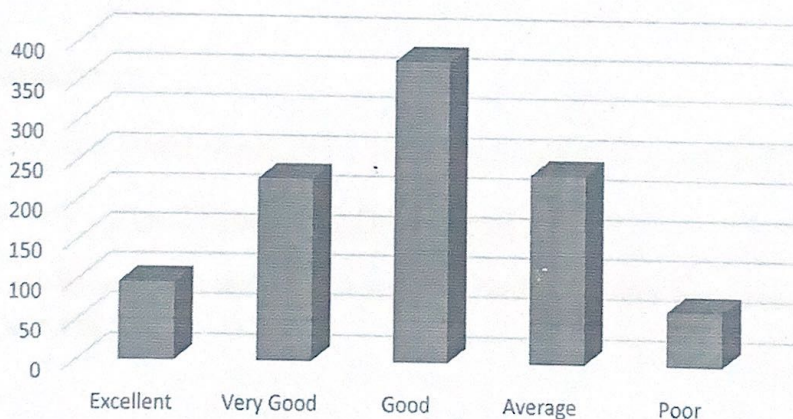


Q5. How do you rate college's effort of transition from offline to online classes during the sudden lockdown situation?



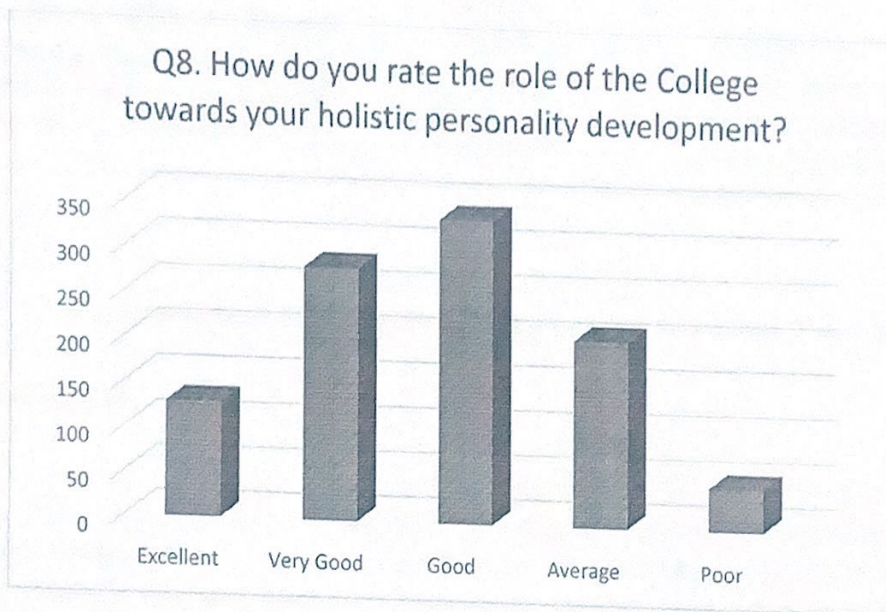
Excellent	Very Good	Good	Average	Poor
16.18	24.38	35.86	17.48	6.10

Q7. How would you rate the administrative dealings/redressal?



Excellent	Very Good	Good	Average	Poor
9.68	22.63	37.45	23.42	6.82





Excellent	Very Good	Good	Average	Poor
12.85	27.99	33.67	20.72	4.77

As the students are the primary stakeholders and form the backbone of an educational institution, the College treats the SSS as critical for improving the quality of the Institution and is committed to take constructive steps on a continuous basis to identify the areas of concern and take corrective actions based on the feedback provided by the students.

Links to the Questionnaire:

For all Honours and Bcom Programme students: <https://forms.gle/sX5ZZGmCfjdWjvb37>

For B.A. Programme\* : <https://forms.gle/XYDFQcDcEm8bnKLB9>

\*Note: The questions were the same, but a separate Feedback Form was circulated for ease of data collection and analysis.

Prof. Kalpana Bhakuni

Principal (Offg)

*Harpreet*

Ms. Harpreet Arora

(Feedback Convenor)