

2020-2021

# *Internal Quality Assurance Cell*

**Govt. College Chamba, Himachal Pradesh**



## STUDENT SATISFACTION SURVEY REPORT



### INTRODUCTION

Chamba is one of the twelve districts of Himachal Pradesh and has been fundamental in during the state formation in 1948. Chamba is bounded on north-West by Jammu and Kashmir, on the North-East and East by Ladakh area of Jammu and Kashmir State and Lahaul and Bara-Bhanganal area of Himachal Pradesh, on the south-east and south by the Kangra district of Himachal Pradesh and Gurdaspur district of Punjab and make unique geographical entity. In circa 500 A.D., Maru Verman, migrated to north-west from Kalpagram (a mythical place from where majority of the Rajput dynasties claim their descent) and founded a kingdom at Brahampura (presently Bharmour) in the valley of the Budhal River, situated around 62 kilometers to the east of present Chamba district headquarter. His successors continued to rule over the kingdom from that capital city for over three hundred years until Sahil Verman shifted his capital from Brahampura to the more centrally located plateau in the lower Ravi valley and named the town after his beloved daughter Champa.

A mile-stone has been achieved in the field of higher education when the Govt. of Himachal Pradesh established co-educational college on 15<sup>th</sup> May, 1958 in the historical Akhand Chandi Palace of Chamba. In 2018, it has completed six glorious decades in the service of youth in the field of higher education. Prior to the existence of this institution, people (youth) of the region were compelled to go to Lahour (Pakishtan) for higher education which was not affordable to everyone. The motto of Government College is "*Aaroh Tamso Jyoti*"- May we rise from darkness to light, i.e., from ignorance to knowledge. The college successfully completed its first accreditation process in 2016 and accredited with Grade "B+" by NAAC in September, 2016.

The college has been continuously paving ahead under the patronage of the Government of Himachal Pradesh and per the direction of affiliated university (Himachal Pradesh University, Shimla) and state department of higher education. The college is fully financed by the Government of Himachal Pradesh and is recognized by University Grants Commission (hereinafter UGC), New Delhi under section 2(f) and 12B of UGC act 1956. The college. As per the directions of affiliated university, has switched to Choose Based Credit System (CBCS) for Under Graduate classes from academic session 2013-14 under the guidelines of Rashtriya Uchchar Shiksha Abhiyan (RUSA).

### Internal Quality Assurance Cell

In pursuance of its Action Plan for performance evaluation, assessment and accreditation and quality up-gradation of institutions of higher education, the National Assessment and Accreditation Council (NAAC), Bangalore proposes that every accredited institution should establish an Internal Quality Assurance Cell (IQAC) as a quality sustenance measure. As per the guidelines of National Assessment and Accreditation Council (NAAC), the establishment of Internal Quality Assurance Cell (IQAC) is a mandatory requirement for all NAAC-accredited institutions.

Government College Chamba, was accredited by NAAC in the year 2016 with B+ grade (CGPA 2.62 out of 7). The IQAC of Chamba College, since its inception, has been consistently and actively involved in quality sustenance and quality enhancement activities. It is a participative cell of the college that works on evolving strategies to overcome the barriers and enhance quality, thus channelizing the efforts of the college towards

achieving excellence.

### **Objectives of IQAC:**

- To develop a system for conscious, consistent and catalytic action to improve the academic and administrative performance of the institution
- To promote measures for institutional functioning towards quality enhancement through internalization of quality culture and institutionalization of best practices

### **NAAC**

The NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL (NAAC) conducts assessment and accreditation of Higher Educational Institutions (HEI) such as colleges, universities or other recognised institutions to derive an understanding of the 'Quality Status' of the institution. NAAC evaluates the institutions for its conformance to the standards of quality in terms of its performance related to the educational processes and outcomes, curriculum coverage, teaching-learning processes, faculty, research, infrastructure, learning resources, organisation, governance, financial wellbeing and student services.

### **VISION of NAAC**

To make quality the defining element of higher education in India through a combination of self and external quality evaluation, promotion and sustenance initiatives

### **Mission of NAAC**

- To arrange for periodic assessment and accreditation of institutions of higher education or units thereof, or specific academic programmes or projects;
- To stimulate the academic environment for promotion of quality of teaching-learning and research in higher education institutions;
- To encourage self-evaluation, accountability, autonomy and innovations in higher education;
- To undertake quality-related research studies, consultancy and training programmes, and
- To collaborate with other stakeholders of higher education for quality evaluation, promotion and sustenance.

### **About Student Satisfaction Survey**

The Internal Quality Assurance Cell (IQAC) at Govt. College Chamba, HP is composed of various faculty members and representatives of the management, industry and student body. The primary aim of IQAC is to promote quality in institutional functioning. The goal is to adopt measures that improve quality through institutionalization of best practices. It plays the role of a significant administrative body which is responsible for ensuring the maintenance of quality in different areas, with the aim to improve the academic and administrative performance of the college and student satisfaction survey is one of them.

In order to obtain feedback from the student and accurately identify and analyse areas of improvement, IQAC conducts an annual 'Student Satisfaction Survey' gauging the level of satisfaction of the students with respect to the facilities being provided and overall functioning of the college by the end of each academic session.

**Data Collection and Analysis**

Student satisfaction survey is one the most desired mandate of the criterion-2 of NAAC process and survey is being administered by the IQAC. Keeping in view the environmental commitment of the institution, a google form was used to procure the feedback from the students. The link was shared officially with all the teachers and further teachers have shared the link with their students. After receiving sufficient number of responses, the responses reception made disable and data compilation process started. The data transferred to excel and from there further converted into tables and the responses interpreted and finally report prepared.

Total 21 questions were given to the students which were based on different variables and parameters. Mostly 5-points Likert scale has been used. And finally, responses converted into figures also and interpreted by applying suitable statistical tools. The students were asked to include any additional suggestions that they would like to implement.

**Questionnaire Used for SSS**

IQAC, Government Degree College Chamba has designed the online questionnaire to access the institution’s overall performance including three criterions, viz; infrastructure facilities, teaching – learning and evaluation process and co-curricular & extra – curricular activities through student satisfaction survey.

**Guidelines for Students:**

College is conducting a student satisfaction survey regarding the above mentioned three criteria, which will help to upgrade the quality of Higher Education. A student will have to respond all the questions. His/her identity will not be revealed.

**Instructions to fill the questionnaire:**

1. All Questions should be compulsorily attempted.
2. Each question has five responses, choose the most appropriate one.
3. Each student’s feedback will be rated on 5 point Likert Scale (1- Excellent, 2 – Very good, 3 – good, 4- Average, 5- poor)

**Personal Details:**

1. Name of the Student .....
2. Gender .....
3. Class .....
4. Mobile Number .....

**1.The required number of books of your subject available in your library**

- a) Excellent
- b) Very Good
- c) Good
- d) Average

- e) Can't Say

**2. Cataloguing and Arrangement of books in the library**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**3. Reading space in the library**

- a) Poor
- b) Average
- C) Good
- d) Very good
- e) Excellent

**4. Availability and the use of Wi-Fi connection in the library**

- a) Poor
- b) Average
- C) Good
- d) Very good
- e) Excellent

**5. Behaviour (helpful/co-operative) of college staff in administrative matters**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**6. Your grievances are addressed properly when approached Administrative office**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**7. Working of Placement cell in the College**

- a) Poor
- b) Average
- c) Good

- d) Very good
- e) Excellent

**8. Availability of clean class rooms**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**9. Cleanliness of Toilets**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**10. Quality of drinking water**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**11. Quality of food/eatables served in the college canteen**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**12. Working Condition of Laboratory equipments of your department**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**13. Availability of adequate quantity of equipments for carrying out laboratory activities**

- a) Poor
- b) Average
- c) Good

- d) Very good
- e) Excellent

**14. The teachers are generally well - organized and prepared for the class**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**15. Students feel free to interact with faculty**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**16. Course is delivered as outlined in the syllabus**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**17. Teachers illustrate the concepts through examples and applications**

- a) Poor
- b) Average
- c) Good
- d) Very good
- e) Excellent

**18. What percentage of teachers use ICT tools such as LCD Projector, Multimedia etc.**

- a) Above 90 %
- b) 70 - 89 %
- c) 50 - 69 %
- d) 30 - 49 %
- e) Below 29 %

**19. Fairness of the Internal Evaluation Process by the teachers**

- a) Always Fair
- b) Usually Fair

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- c) Sometimes Unfair
- d) Usually Unfair
- e) Unfair

**20) Is your performance in assignments discussed with you?**

- a) Every time
- b) Usually
- c) Occasionally sometimes
- d) Rarely
- e) Never

**21. Overall quality of Teaching - learning process in your college is very good**

- a) Strongly Agree
- b) Agree
- c) Neutral
- d) Disagree
- e) Strongly disagree

**22. Remarks if any**

On the basis of this questionnaire report on student satisfaction was prepared.



## Report of Student Satisfaction Survey

The responses collected through above mentioned methodological tool are being presented in form of following tables and figure:

| <b>Table:1</b>  |                         | <b>Showing Gender-wise Distribution of the Reponses</b>          |  |
|---|-------------------------|--|--|
| <b>Variable</b>   | <b>No. of Responses</b> |  |  |
| Male  | 178                     |  |  |
| Female  | 221                     |  |  |
| <b>Total</b>  | <b>409</b>              |  |  |
| As depicted in the table, maximum female became the part of the survey, reason for this is the majority of enrolment is female. However, a considerable representation, i.e., 45% has been given to the male.   |                         |  |  |
| <b>Table:2</b>  |                         | <b>Showing Class-wise Distribution of the Reponses</b>           |  |
| <b>Variable</b>   | <b>No. of Responses</b> |  |  |
| B.A.  | 174                     |  |  |
| B.Sc.   | 80                      |  |  |
| B.Com.  | 73                      |  |  |
| B. Voc.   | 26                      |  |  |
| M.A.  | 56                      |  |  |
| <b>Total</b>  | <b>409</b>              |  |  |
| As responded in the table above, the maximum students are from arts stream, the reason for this is the number of admissions in arts stream is maximum. Followed by is the science, then commerce, masters and b. voc. Hence, it can be stated that all streams of learning have given considerable space in the survey. |                         |  |  |
| <b>Table:3</b>  |                         | <b>Showing Availability of Required Subject Books in Library</b> |  |
| <b>Variable</b>   | <b>No. of Responses</b> |  |  |
| Excellent   | 85                      |  |  |
| Very Good   | 113                     |  |  |
| Good  | 131                     |  |  |
| Average   | 68                      |  |  |
| Poor  | 0                       |  |  |
| Can't Say   | 12                      |  |  |
| <b>Total</b>  | <b>409</b>              |  |  |

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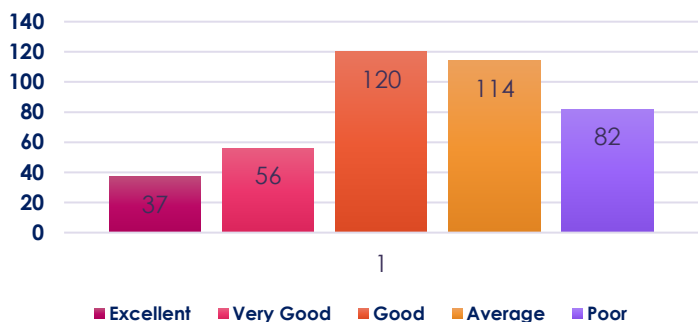
**Table:4**  
**Showing Cataloguing and Arrangement of Books in the Library**

| Variable     | No. of Responses |
|--------------|------------------|
| Excellent    | 39               |
| Very Good    | 204              |
| Good         | 109              |
| Average      | 54               |
| Poor         | 3                |
| Can't Say    |                  |
| <b>Total</b> | <b>409</b>       |



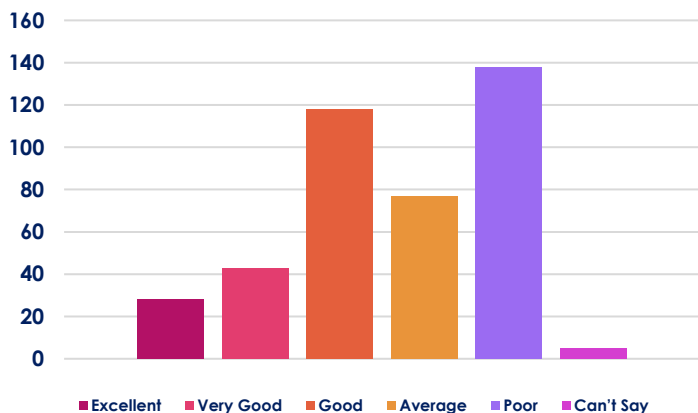
**Table/Figure:5**  
**Showing Reading Space in the Library**

| Variable     | No. of Responses |
|--------------|------------------|
| Excellent    | 37               |
| Very Good    | 56               |
| Good         | 120              |
| Average      | 114              |
| Poor         | 82               |
| Can't Say    |                  |
| <b>Total</b> | <b>409</b>       |



**Table:6**  
**Showing Availability and the Use of Wi-Fi Connection in the Library**

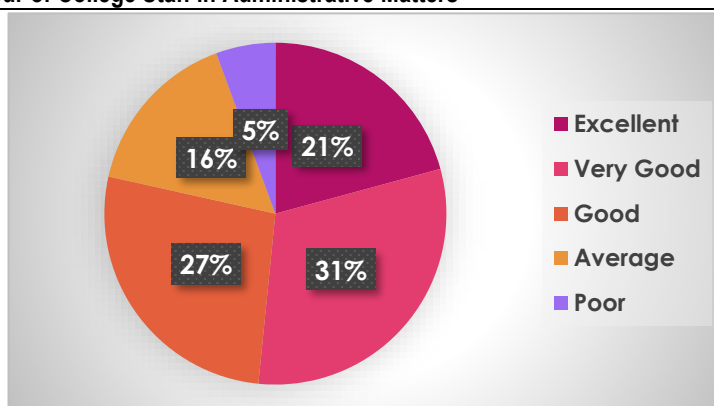
| Variable     | No. of Responses |
|--------------|------------------|
| Excellent    | 28               |
| Very Good    | 43               |
| Good         | 118              |
| Average      | 77               |
| Poor         | 138              |
| Can't Say    | 5                |
| <b>Total</b> | <b>409</b>       |



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**Table:7**  
**Showing Behaviour of College Staff in Administrative Matters**

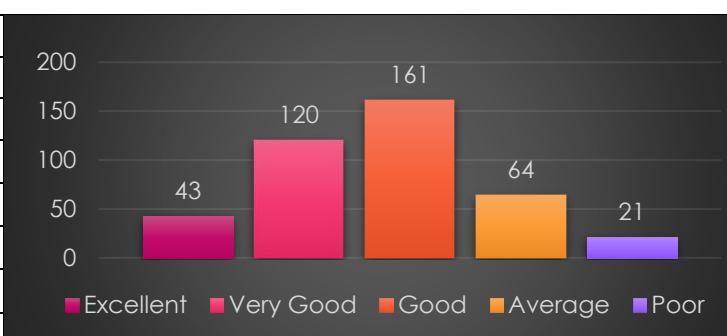
| Variable     | No. of Responses |
|--------------|------------------|
| Excellent    | 85               |
| Very Good    | 126              |
| Good         | 110              |
| Average      | 65               |
| Poor         | 23               |
| Can't Say    |                  |
| <b>Total</b> | <b>409</b>       |



The table and figure show that students are satisfied with the behaviour of the college staff including teaching as well as non-teaching. Overall, 70% are of the view that the behaviour is upto the mark. 21% marked the behaviour in excellent category, whereas maximum 31% are of the view that behaviour is very good and more than 20 % are of the view that behaviour is good and remaining 30% also marked behaviour average. This is very good indication.

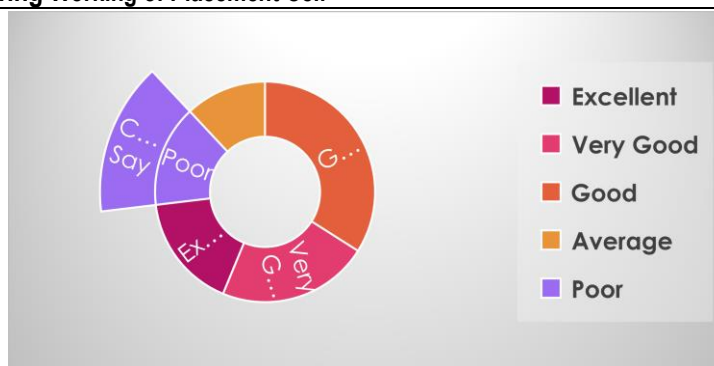
**Table:8**  
**Showing Grievances Redressal by College Administration**

| Variable     | No. of Responses |
|--------------|------------------|
| Excellent    | 43               |
| Very Good    | 120              |
| Good         | 161              |
| Average      | 64               |
| Poor         | 21               |
| Can't Say    |                  |
| <b>Total</b> | <b>409</b>       |



**Table:9**  
**Showing Working of Placement Cell**

| Variable     | No. of Responses |
|--------------|------------------|
| Excellent    | 69               |
| Very Good    | 91               |
| Good         | 139              |
| Average      | 49               |
| Can't Say    | 61               |
| <b>Total</b> | <b>409</b>       |

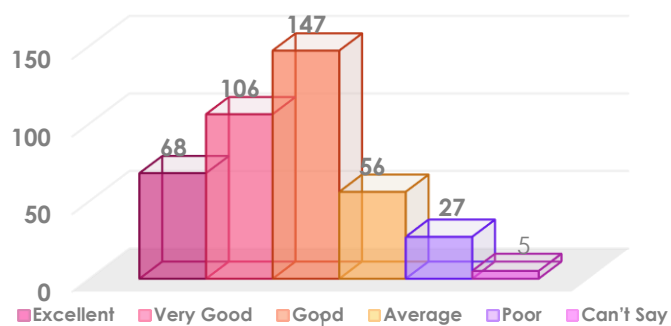


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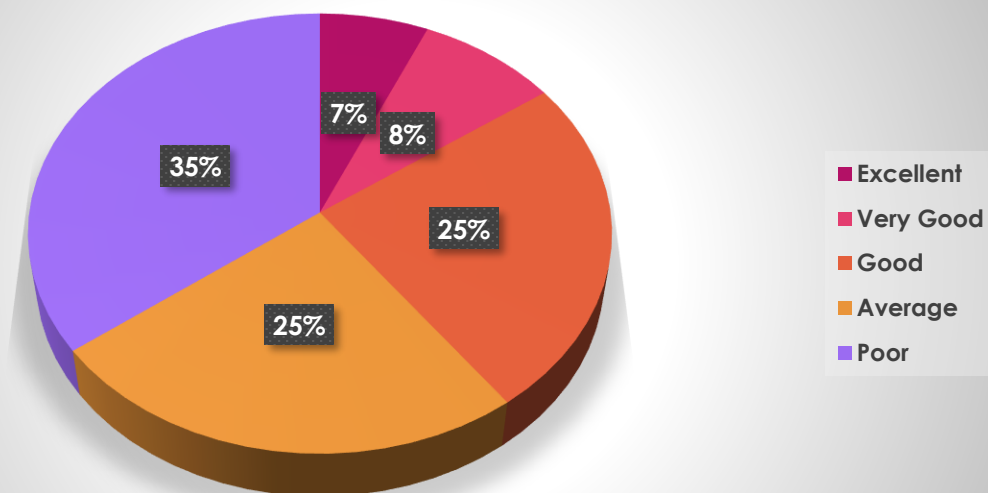
As depicted in the table and figure, students are happy with the working of placement cell of the college and maximum are of the view that it is working properly. There is small segment of the respondents who responded can't say, which may be because they could not understand the question.

**Table:10**  
**Availability of Clean Class Rooms**

| Variable     | No. of Responses |
|--------------|------------------|
| Excellent    | 68               |
| Very Good    | 106              |
| Good         | 147              |
| Average      | 56               |
| Poor         | 27               |
| Can't Say    | 5                |
| <b>Total</b> | <b>409</b>       |



**Table/Figure:11**  
**Cleanliness of Toilets**

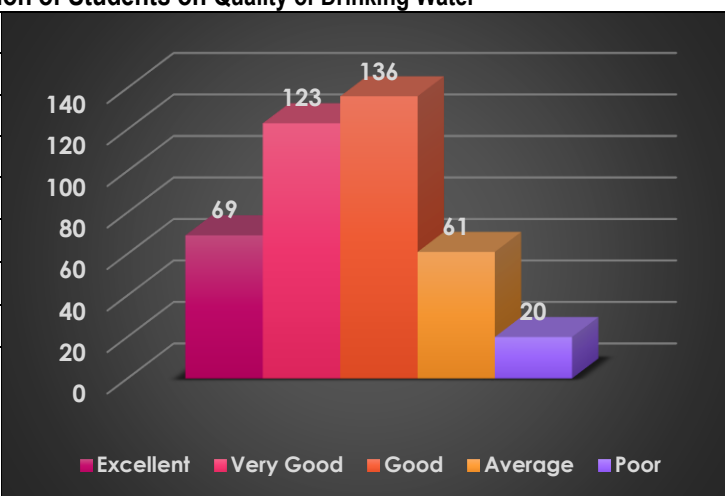


Maximum students are of the view that condition of toilets meant for them is not good and there is dire need of improvement. It is recommended that toilets must be clean without any failure. Maximum 85% students hold this view and a merger number of respondent 15% are of the view the condition of toilets is good. So, it need urgent attention.

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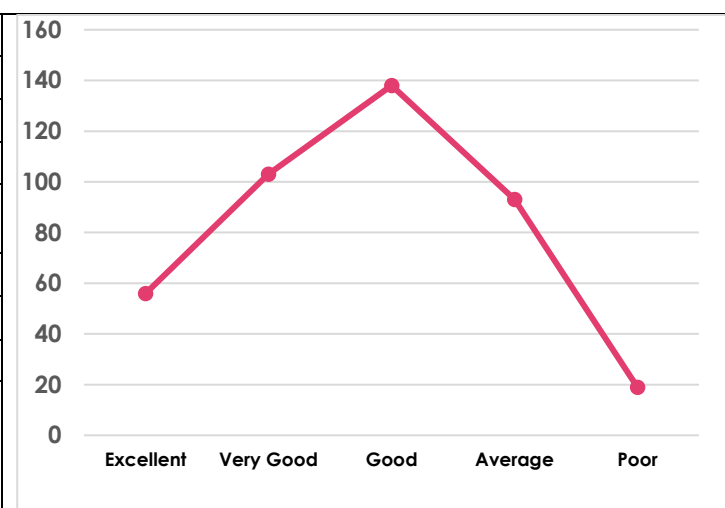
**Table:12**  
**Showing Perception of Students on Quality of Drinking Water**

| Variable     | No. of Responses |
|--------------|------------------|
| Excellent    | 69               |
| Very Good    | 123              |
| Good         | 136              |
| Average      | 61               |
| Poor         | 20               |
| Can't Say    |                  |
| <b>Total</b> | <b>409</b>       |

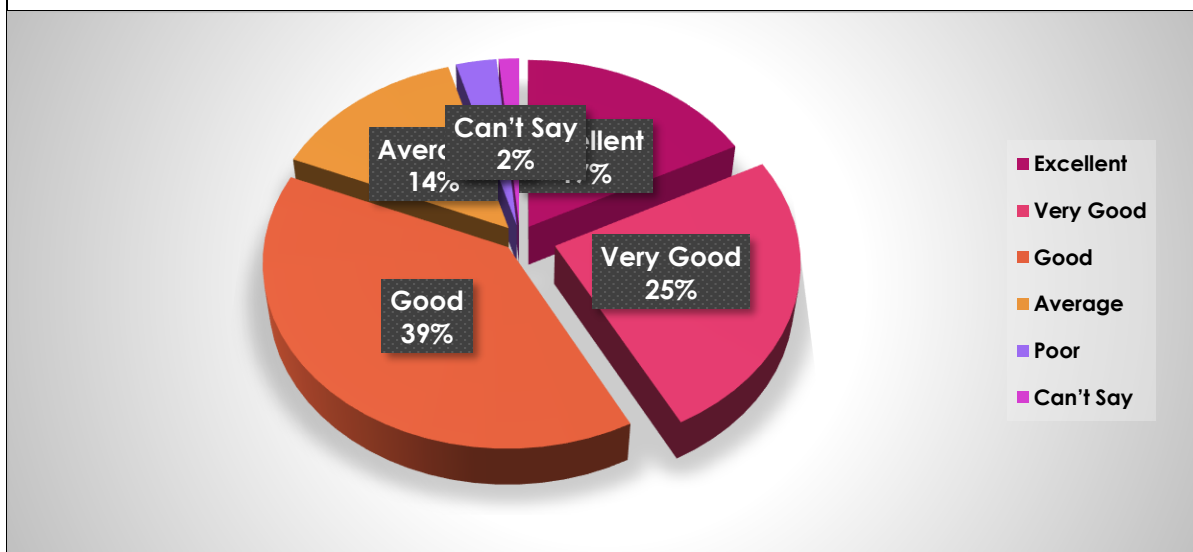


**Table:13**  
**Showing Quality of Food/eatables Served in the College Canteen**

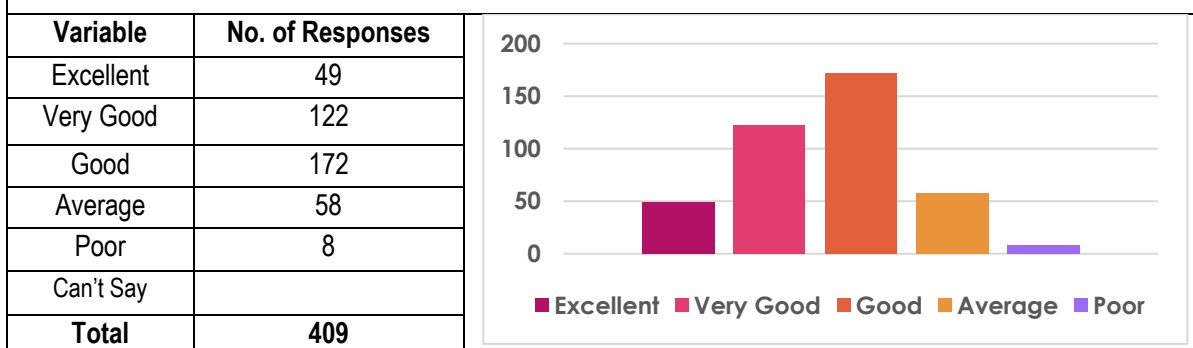
| Variable     | No. of Responses |
|--------------|------------------|
| Excellent    | 56               |
| Very Good    | 103              |
| Good         | 138              |
| Average      | 93               |
| Poor         | 19               |
| Can't Say    |                  |
| <b>Total</b> | <b>409</b>       |



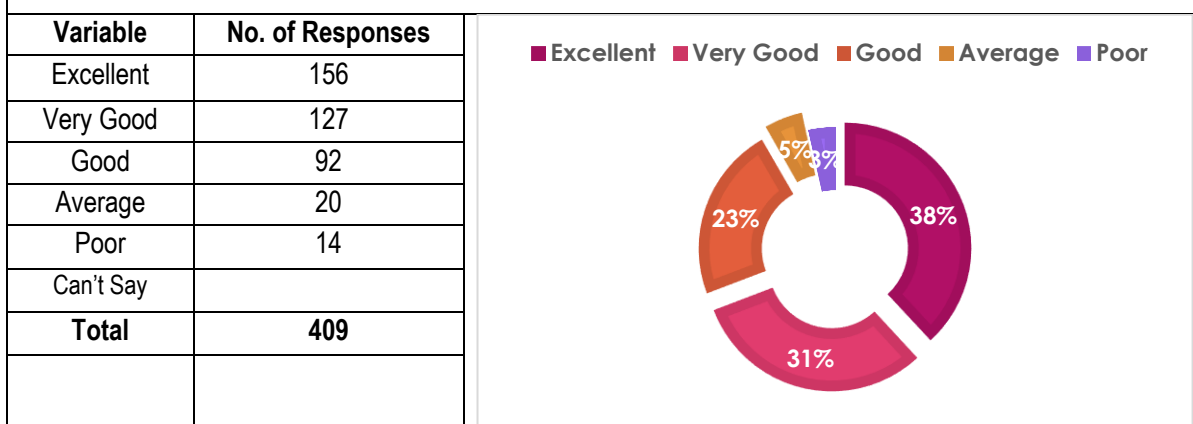
**Table/Figure:14**  
**Showing Working Conditions of Laboratory Equipment**



**Table:15**  
**Showing Availability of Adequate Quantity of Equipment for Carrying out Laboratory Activities**



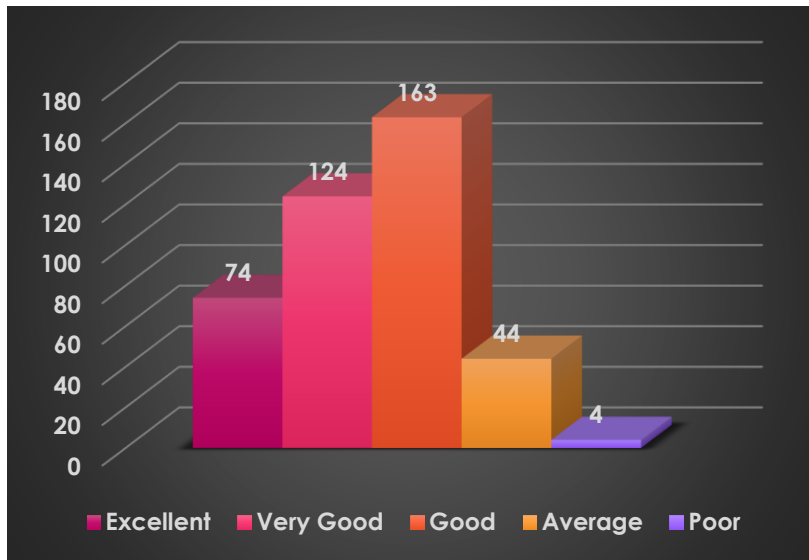
**Table:16**  
**Preparedness of Teachers for the Class**



**Table:17**

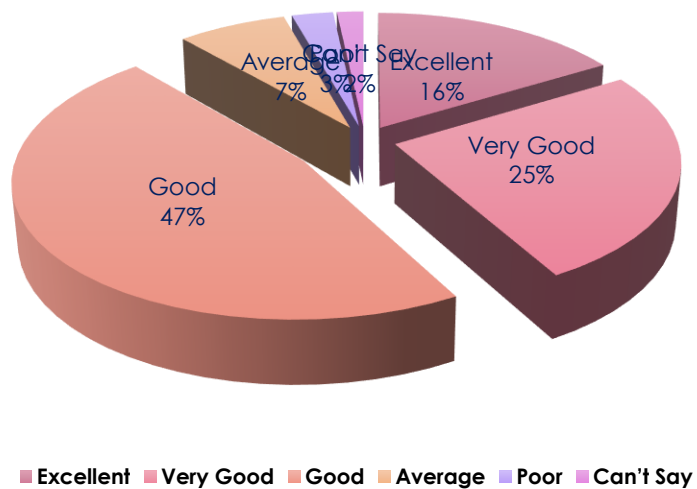
**Showing Free-Interaction of Students with Faculty and College Administration**

The interaction between students and faculty is of excellent level and students are free to contact any faculty even across the working hours as and when they faced any problem. Maximum respondents (more than 90%) marked that they feel free to interact with teachers as well as college administration. A merger number less than 10% asserted the response average and poor. Overall, the response is encouraging and positive.



**Table:18**  
**Showing Perception of Student on Course Delivery**

| Variable     | No. of Responses |
|--------------|------------------|
| Excellent    | 67               |
| Very Good    | 104              |
| Good         | 191              |
| Average      | 29               |
| Poor         | 11               |
| Can't Say    | 7                |
| <b>Total</b> | <b>409</b>       |



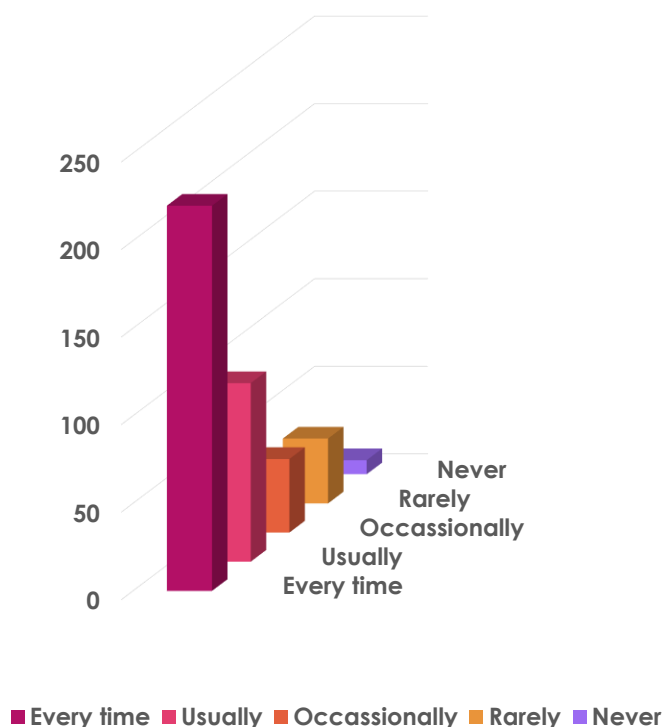
**Table:19**

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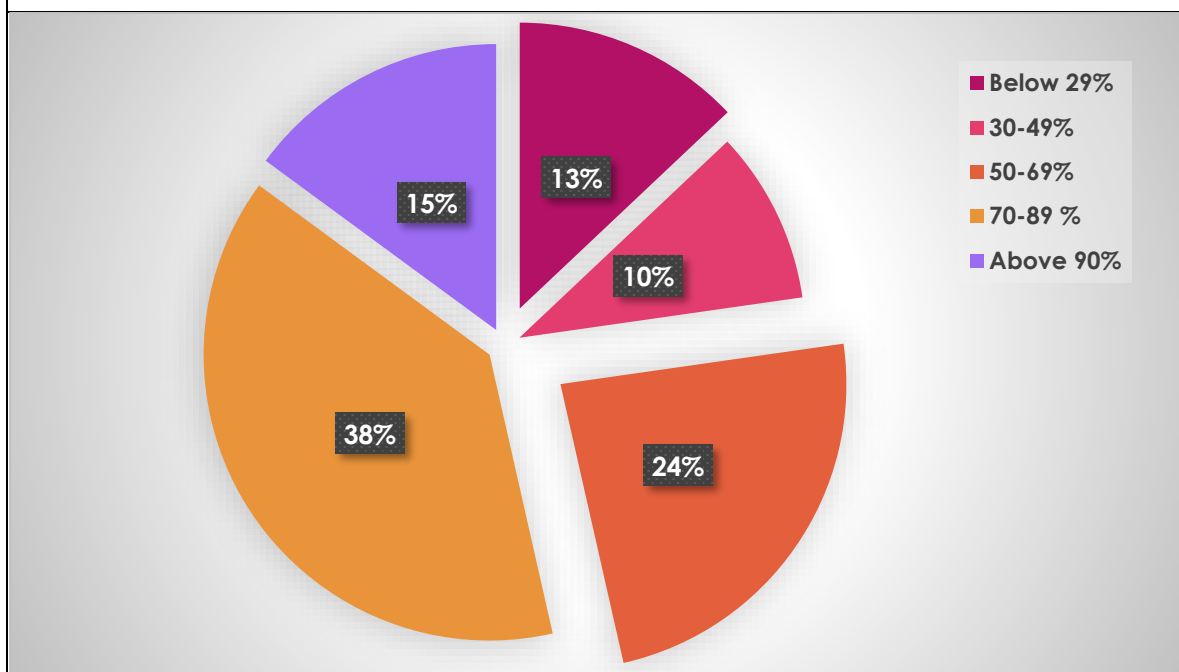
### Showing Illustrate of the Concepts through examples and Applications by the Teachers

| Variable     | No. of Responses |
|--------------|------------------|
| Every time   | 220              |
| Usually      | 102              |
| Occasionally | 42               |
| Rarely       | 37               |
| Never        | 8                |
| <b>Total</b> | <b>409</b>       |

The concepts are being illustrated to the satisfaction level of the students through examples by the teachers which means teachers remain success to reach the students. The maximum students are of the view it happens every time and the second highest number of the respondents are of the view that usually it happens. There is merger number of the students who responded that the teachers reached them rarely and never. Overall response to this question shows the positive trend.



**Table:20**  
Showing Percentage of Teachers using ICT Tools

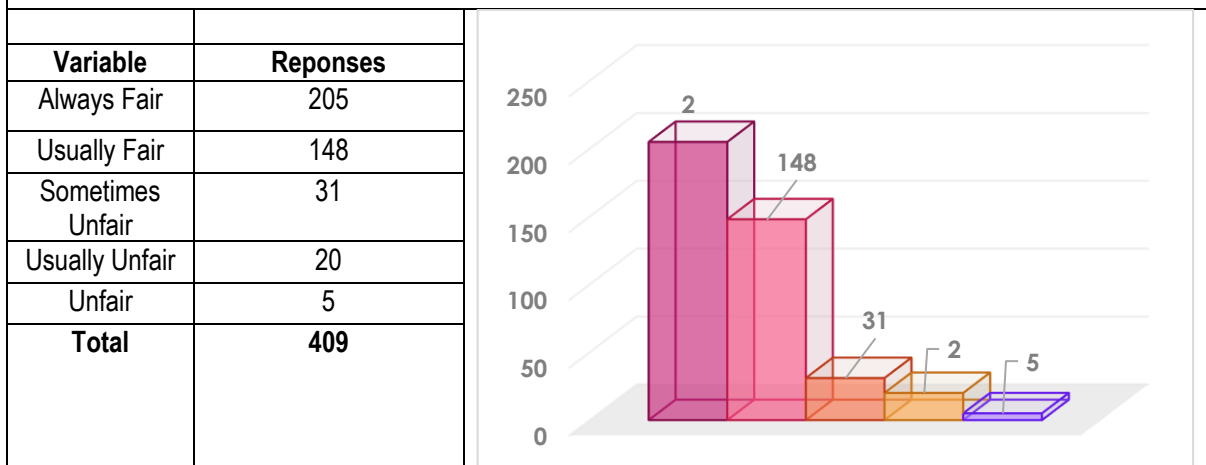


**Table:21**

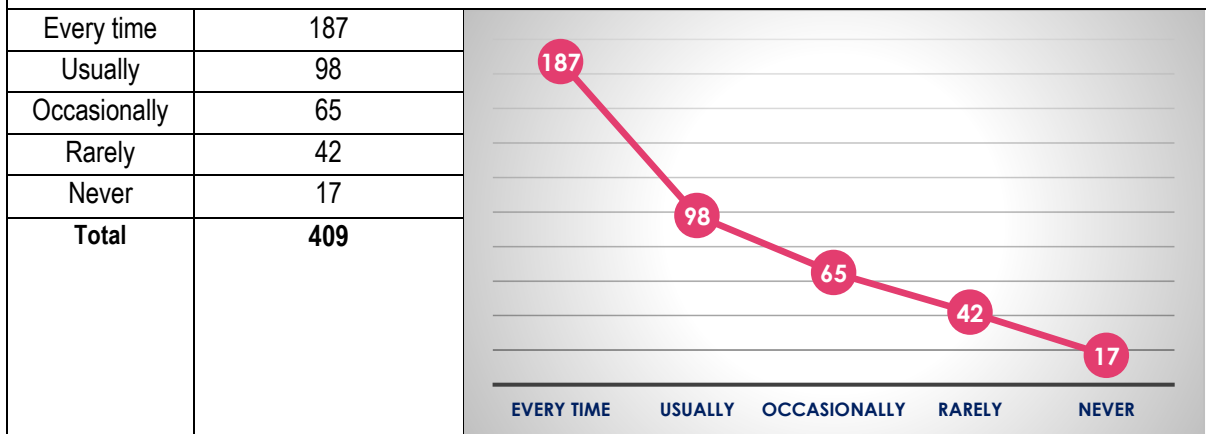


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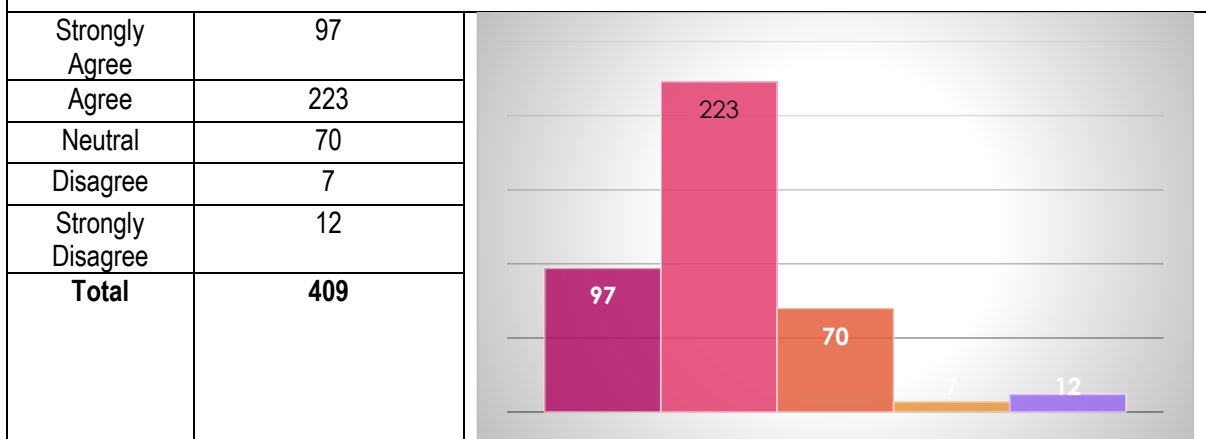
**Showing Fairness of the Internal Evaluation Process by the Teachers**



**Table:22**  
**Is your Performance in Assignments Discussed with you?**



**Table:23**  
**Overall Quality of Teaching - Learning Process in College is very Good**



On the basis of above presented tables and figures, overall, it can be stated that students studying in different

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levels at Govt. College Chamba are satisfied. To see their level of satisfaction, responses by using on-line google form have been collected and tabulated. The maximum students responded that the institution is working wonderfully and serving the youth by imparting them higher education with full zeal and zest. However, there are some students who on certain questions responded negatively which is also a very good sign and help administration to rethink the existing planning and redefine and execute as per the aspirations of the learners.

IQAC recommend that all gaps should be taken care of in planning for the next academic session and revise the plan in the vital interest of the students. There is need to be more career conscious while designing or planning the curriculum which is in the hands of the institution and also recommended that a letter containing all gaps should send to the higher authorities.

**Dr. Mohinder Slariya**

Coordinator

IQAC

Govt. College Chamba, HP