

INTERNAL QUALITY ASSURANCE CELL (IQAC)



STUDENT SATISFACTORY SURVEY

2019-20



ABDUL AHAD AZAD MEMORIAL DEGREE COLLEGE BEMINA
Cluster University Srinagar

INTRODUCTION

The Student Satisfaction Survey enquires from the students about their experiences and how they feel about their institution. This kind of feedbacks are essential for improving the teaching-learning, physical infrastructure and student-centric facilities. In view of the ongoing COVID-19 pandemic, the students' feedback was obtained through online mode. A questionnaire based on the Google Forms was created and sent to the students through various means, e.g., Google classrooms, WiseApp classes, etc., which are currently being used for teaching purposes.

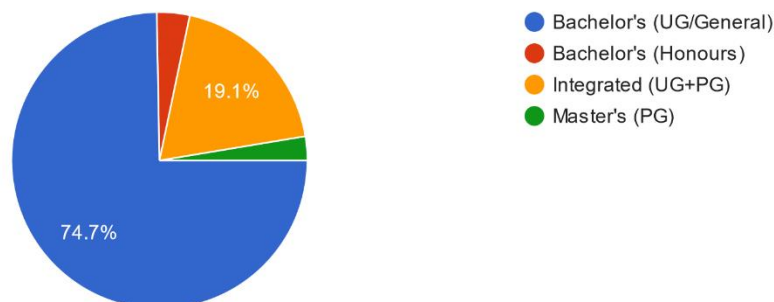
The feedback has been divided into two parts:

I. Feedback on “infrastructure and student-centric facilities”

After data cleaning, a total of 1032 responses submitted by the students, were considered & processed for subsequent analysis. The course-wise distribution of the students is given below:

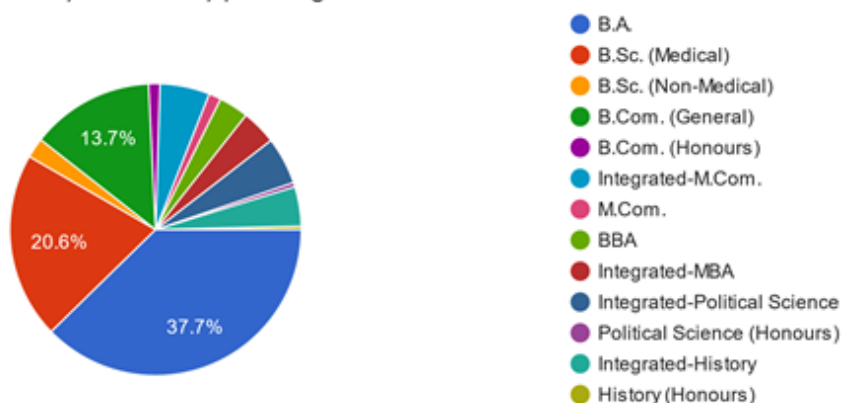
What degree program are you pursuing now?

1,032 responses



What subject area are you currently pursuing?

1,032 responses



Questions were framed to record the feedback of the students on various physical and other facilities available in the college, like drinking water points, washrooms, classrooms, library, medical-aid, career counselling, etc. The insights derived from the feedback obtained on these parameters is discussed in Part-A of the report.

II. Feedback on “teacher-learning” experiences

An effort was made to assess the students’ feedback on teaching-learning experiences. Questions were designed on various aspects like punctuality of teachers, class preparation, guidance and counselling, etc. The responses from 1032 students (564 males & 467 females) were recorded and considered for further analysis. The opinions derived from the data are presented in Part-B of the report.

15-POINT ACTION PLAN

On the basis of the feedback received from the students, recommendations (*in the form of ‘15-point Action Plan’*) have been drafted to address the issues related to teaching-learning, evaluation and student-centric facilities and have been presented in Part-C of the report.

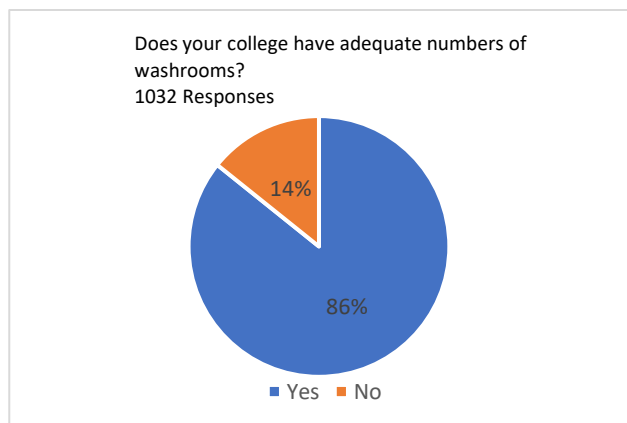
Mr. Syeed Mudasir Mushtaq

Head, Department of *Environmental Sciences*
Member, IQAC
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PART-A

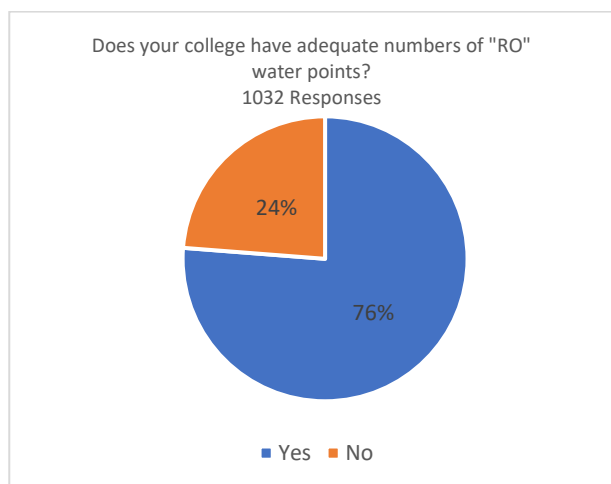
(INFRASTRUCTURE & STUDENT-CENTRIC FACILITIES)

1. ADEQUACY OF WASHROOMS IN THE COLLEGE



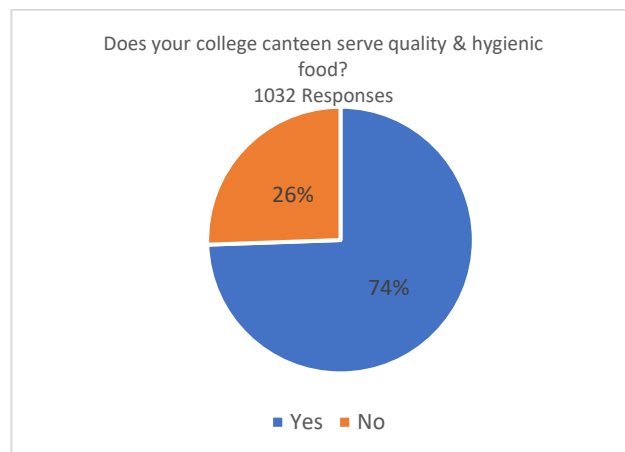
The responses of the students on whether the college has adequate number of washrooms depicts that 86 % students are satisfied and 14 % have a contradictory opinion. To address this issue, washrooms especially for female students and staff must be built in the uncovered areas.

2. ADEQUACY OF RO WATER POINTS



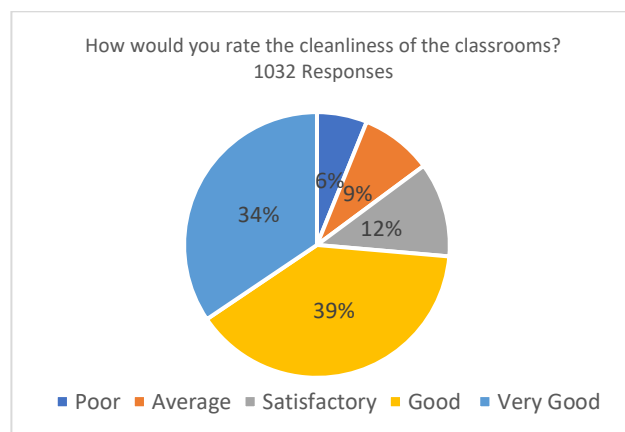
As depicted in the pie-chart, the college needs to install additional RO water points in the uncovered areas of the campus.

3. QUALITY & HYGIENE OF FOOD BEING SERVED BY THE COLLEGE CANTEEN



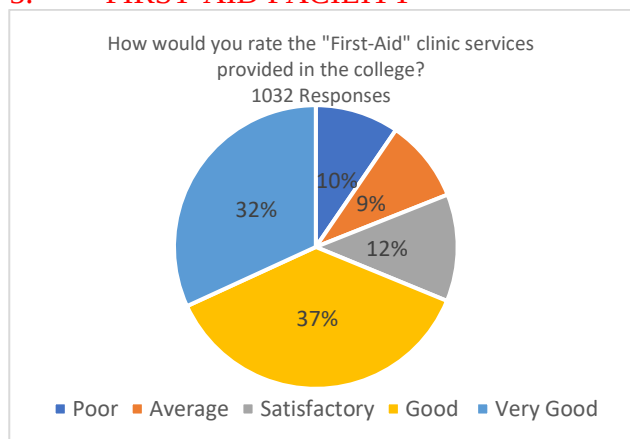
Almost 1/4th of the students is of the opinion that the food being served by the college canteen is not hygienic and lacks quality.

4. CLEANLINESS OF THE CLASSROOMS



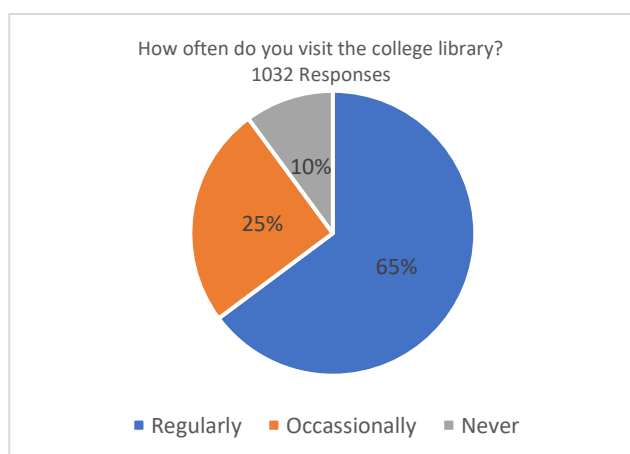
As per the poll, 73 % students claimed that the classroom cleanliness is good or very good, but 27 % students gave an opposite opinion. Thus, its imperative for the college to take necessary action with regard to the cleanliness of the classrooms.

5. FIRST-AID FACILITY



First-aid facility has an important role in quickly responding to the medical emergencies. But in our poll, 19 % students with poor and average opinions have expressed dismay over its functioning. So, initiatives need to be taken to make this facility functional, accessible & beneficial for the students as well as staff.

6. HOW OFTEN DO YOU VISIT THE LIBRARY?



It is important to emphasize that libraries are a great resource for the students as well as staff, and therefore should be a place that is frequently visited to increase knowledge, develop skills and help achieve goals. The analysis revealed only 65 % students visit the

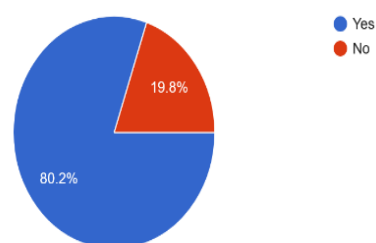
library on regular basis. To inculcate reading habits in the students, teachers should:

- Organise reading challenges
- Set home assignments that force a student to visit the library
- Promote library groups and activities that might develop interest among the students.

7. ADEQUACY OF THE TEXTBOOKS IN THE LIBRARY

Are there sufficient number of books related to your subject in your college library?

1,032 responses

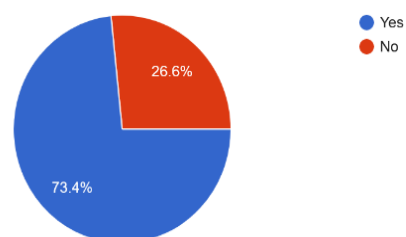


The feedback indicates that there is adequate number of textbooks in the library. However, individual subject teachers should visit the library and check the unavailable titles so that the requirements of 19.2 % students having opposite opinion can be addressed.

8. ADEQUATE AVAILABILITY OF THE READING SPACE IN THE LIBRARY

Are you satisfied with the available reading space in the college library?

1,032 responses

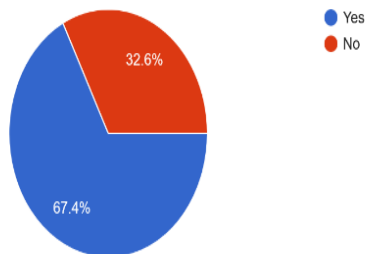


The feedback indicates that there is adequate reading space in the college library.

9. ACCESS TO NEWSPAPERS & MAGAZINES

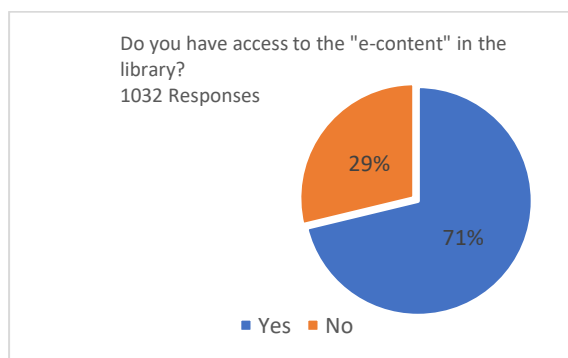
Do you have access to the newspapers, magazine & periodicals in the library?

1,032 responses



The central library should seek students' reading preferences and subscribe to some more newspapers/ magazines to cover the interests of 32.6 % unsatisfied students, who have not found reading material of their choice & interest.

10. AVAILABILITY OF THE e-CONTENT IN THE LIBRARY

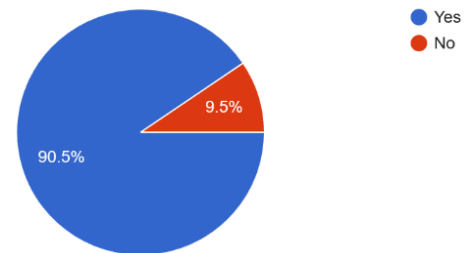


In view of 29 % students, there is no e-content available in the Central Library of the college. So, efforts should be made to make it available for the benefit of the student community. Library can also make NPTEL/CEC content available to the students.

11. IS THE LIBRARY STAFF COOPERATIVE & HELPFUL?

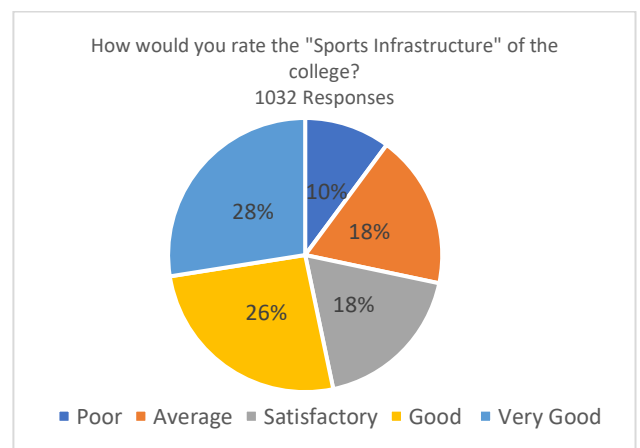
Is the library staff cooperative & helpful?

1,032 responses



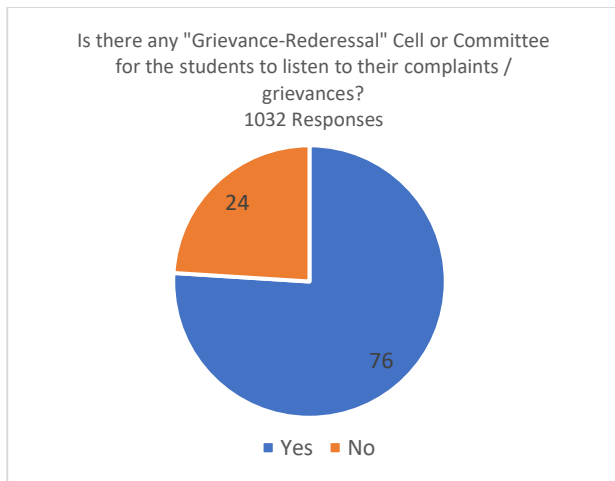
More than 90 % of the students find the library staff cooperative and helpful.

12. SPORTS INFRASTRUCTURE



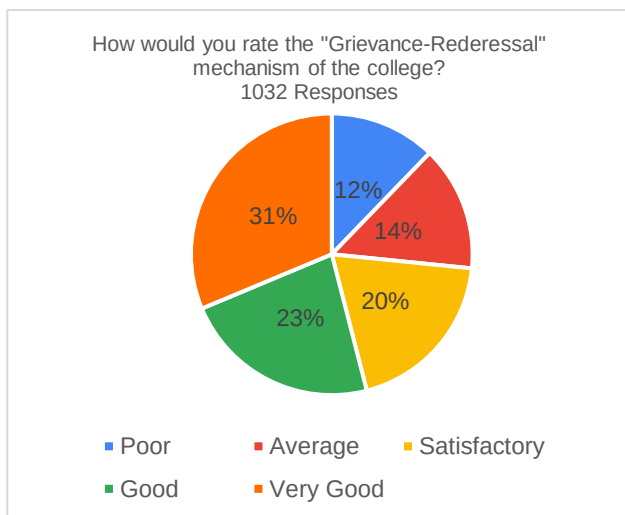
As the majority of the students comprising 72% are of the opinion that the College sports infrastructure is very good, good and satisfactory with the availability of the sports infrastructure in the college. In addition, new games must be introduced, e.g., javelin, track-based sprint running, etc. in the college.

13. AVAILABILITY OF GRIEVANCE REDRESSAL CELL



Almost 24% of the students don't have heard of any grievance-redressal cell in the college.

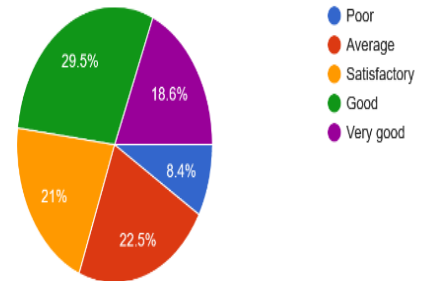
14. RATING OF GRIEVANCE REDRESSAL MECHANISM



As per the opinion of the students, only 12% with poor and 14% with average opinions felt the grievance-redressal mechanism of the college functions. So, the college needs to make the grievance redressal committee more active and prompt.

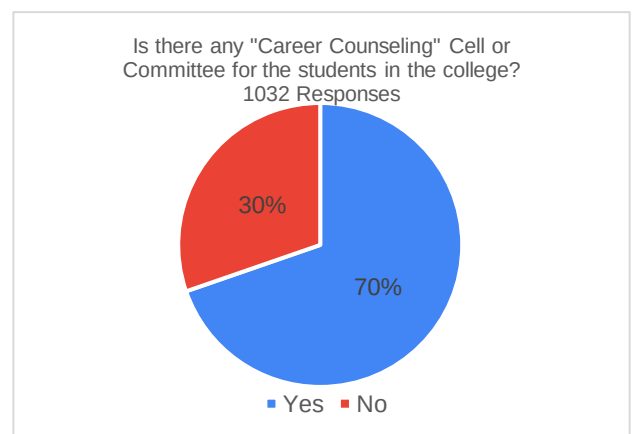
15. TO WHAT EXTENT IS THE ADMISSION SECTION OF THE COLLEGE HELPFUL & COOPERATIVE?

To what extent is the "Admission Section" of the college helpful & cooperative?
1,032 responses



More than 69 % of the respondents claim that the admission section is cooperative & helpful. But more than 30.9 % students responded in opposite way. Thus, college needs to do counselling of the admission staff and work on their soft skills.

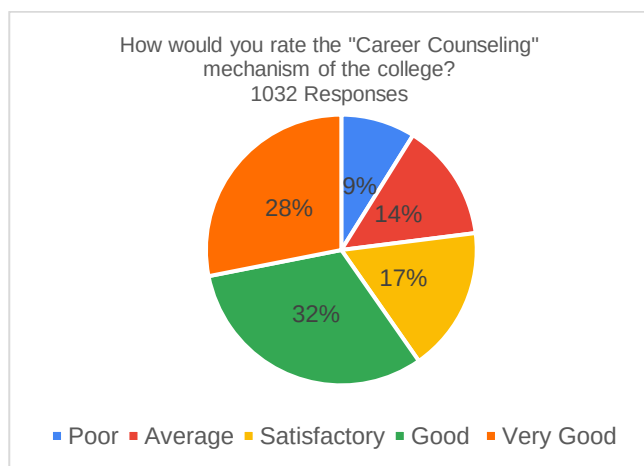
16. AVAILABILITY OF CAREER COUNSELLING CEL



Majority of the students i.e. 70% opined availability of the career counselling cell in the college. About 30% students report non-existence of the career counselling cell in the

college. So, the said committee needs to work hard for the betterment of the students.

17. EFFECTIVENESS OF THE CAREER COUNSELLING CELL



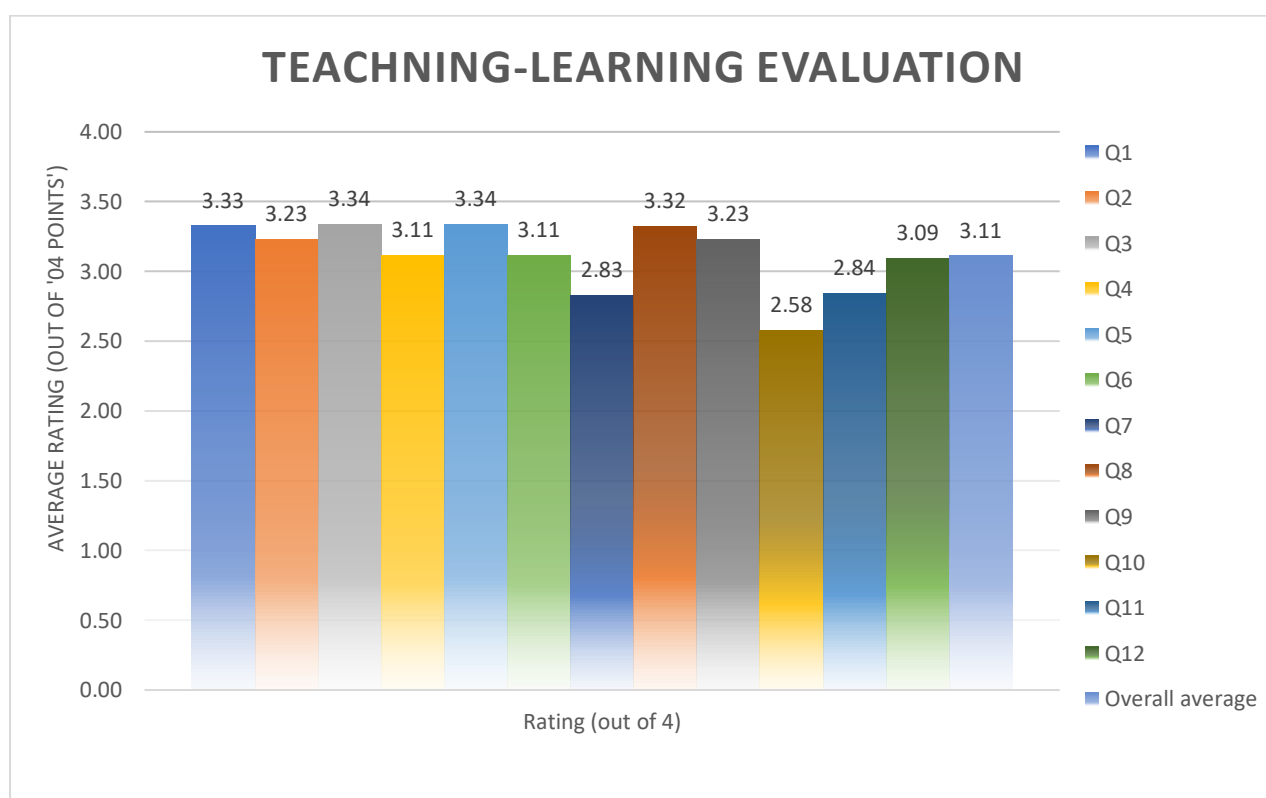
The Career Counselling Cell helps students understand the career options that they have, and how to pursue them. Career counselling helps them understand their weaknesses with regard to their present course or profession, and lets them know that what career they would be best suited for. Career Counselling Cell, as depicted in the chart a huge scope of improvement. The cell has to be proactive in organising regular career counselling programmes, particularly during admission process. Psychometric Testing (Career Assessment) should be introduced to evaluate the student's aptitude and personality, and to help him/her in choosing the right course

PART-B

(TEACHING LEARNING EVALUATION)

OVERALL RATING

A variety of questions, as listed below, was asked to the students about their teachers. After analysis of the data, the average rating of the teachers on 04-point scale (on the parameters Q1 to Q12) is plotted in the chart given below:



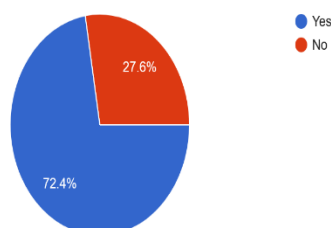
Questions:

- | | |
|--|--|
| <p>Q1. Subject knowledge of the teachers</p> <p>Q2. Communication skill of the teachers</p> <p>Q3. Punctuality of the teachers</p> <p>Q4. To what extent does the teachers make their classes interesting?</p> <p>Q5. How well does the teachers prepare their lectures?</p> | <p>Q6. The teacher encourages participation and discussion in class (e.g., between "Teacher-Student" & "Student-Student")</p> <p>Q7. How would you rate the 'guidance-cum-counselling' provided by the teachers in academic & non-academic matters inside & outside the classes?</p> |
|--|--|

- Q8. Do your teachers engage their classes for full duration and complete their course?
- Q9. To what extent does your teachers inspire you with their subject knowledge?
- Q10. To what extent does your teachers use modern teaching aids / gadgets, handouts, web sources, PowerPoint presentations?
- Q11. To what extent does your teachers use non-traditional methods of evaluation like quizzes, seminars, assignments, classroom presentations?
- Q12. How would you rate the "fair and unbiased" nature of your teachers in the evaluation of the internal assessments?
- Q13. Do your teachers provide 'guidance-cum-counselling' in academic & non-academic matters inside & outside the classes?

Does your teachers provide 'guidance-cum-counseling' in academic & non-academic matters inside & outside the classes?

1,032 responses



OBSERVATIONS

1. As depicted in the graph for Q1 to Q12, there is a lot of scope to enhance and improve the students' interests and engagements in the classes by way of encouraging the 'teacher-student' and 'student-student' discussions.
2. To engage or stimulate student's other senses in the learning process and to ensure that the students understand the concepts clearly, teachers need to augment their 'chalk & talk' strategy with modern teaching aids/gadgets, handouts, flipcharts, smartboards, podcasts, online resources, like e-Shodh-Sindhu, Shodh-Ganga, Shodh-Sidhi, virtual labs, etc.
3. As per the views on Q7 & Q13, regular guidance and counselling should be made part and parcel of teaching-learning process.
4. As per views of the students on Q11, teachers should also use a mixture of non-traditional methods of evaluation, like quizzes, seminars, assignments, open-book tests, classroom presentations, etc., to enhance the student's self-confidence & learning.

PART-C

(15-Point Action Plan of the College)

As suggested by the SSS (2019-20), the college needs to immediately act on the following 15-points in view of the upcoming NAAC visit:

1. Teachers need to develop the interests & engagement amongst the students by way of encouraging ‘teacher-student’ and ‘student-student’ discussions.
2. ‘Chalk and talk’ strategy needs to be supplemented with the use of modern teaching aids/gadgets, handouts, flipcharts, smartboards, podcasts, online sources like e-Shodh-Sindhu, Shodh-Ganga, Shodh-Sidhi, virtual labs etc. College must do audit of digital gadgetry, installed in classrooms, to ensure its regular use.
3. In addition to traditional methods of evaluation, teachers must use non-traditional methods like quizzes, seminars, assignments, open-book tests, classroom presentation etc to enhance transparency, student's self-confidence and learning.
4. The dearth of RO water points must be addressed. A committee must be formed to identify the location for installing additional RO points in the college. Moreover, AMC (Annual Maintenance Contracts) must be signed for the regular servicing and cleaning of the existing RO systems.
5. Number of washrooms need to be increased especially in uncovered areas/departments. Additional washrooms for girls need to be constructed. Moreover, college must ensure the cleanliness of existing washrooms.
6. First aid clinic must be made functional. The medical assistant, for the purpose, should be relieved from other assignments to make the service available to the students.
7. We need to enrich the library with latest editions of text books; subscribe to different newspapers/periodicals as per students’ preferences; make e-content available/accessible. Moreover, individually teachers need to emphasize importance of libraries and inculcate reading habits in students.
8. College needs to improve its physical education / sports infrastructure and organise regular intra and inter-college sports competitions.
9. There must be a vibrant career counselling cell to conduct regular career counselling sessions by inviting external experts.
10. There is urgent need for counselling and soft skill development of front-

end staff like admission clerks and library staff.

11. There needs to be a prompt grievance-redressal mechanism to look into the student related matters in a timely manner.
12. Dustbins with sign boards must be installed at different locations in the campus.
13. College needs to ensure lighting, hot & cold systems in the classrooms.
14. There must be a separate canteen/gymnasium/recreation hall for the female students of the college.
15. Regular feedback from students as well as teachers is a must for effective teaching-learning process.