Sri Guru Nanak Dev Khalsa College
Dev Nagar, Karol Bagh

STUDENT SATISFACTION SURVEY REPORT

2019-2020

Conducted by
Internal Quality Assurance Cell

Important details about the survey

Institute where survey conducted	**Sri Guru Nanak Dev Khalsa College**
Survey Conducted by	**Internal Quality Assurance Cell**
Year for which data collected	**2019-2020**
Tool by which survey conducted	**Google Forms**
Platform	**Online**
No of Questionnaire used	**3**
Total number of questions	**51**
Scale used	**Likert Scale**
No of Respondents	**619**

Report Submitted by

Dr. Deepak Sharma
IQAC Coordinator
SGND Khalsa College

SRI GURU NANAK DEV
KHALSA COLLEGE
Dev Nagar, Karol Bagh, Delhi-5

Dr. Gurmohinder Singh
Oftg. Principal
SGND Khalsa College

Oftg./Acting Principal
SGND Khalsa College
(University of Delhi)
Dev Nagar, New Delhi-5

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PART 1
QUESTIONNAIRE

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A. Feedback from students about Teaching, Learning and Evaluation

A1.	Modern teaching aids are used by the teachers while teaching
A2.	Teachers guide the students for their overall personality development
A3.	Periodical assessments are conducted regularly
A4.	Regular and timely feedback is given on our performance
A5.	Teachers' attitude towards the students is friendly and helpful
A6.	The internal evaluation process is fair and unbiased
A7.	The courses studied by me have enhanced my knowledge, skills and capabilities
A8.	The curriculum is designed so as to enhance our employability
A9.	The entire syllabus is complete on time
A10.	The teachers are available and accessible to you after lecture timings

B. Parents feedback about College

B1.	Satisfied with the quality of teaching and learning in the college
B2.	Sufficient opportunities are given to students for participation in various co-curricular activities
B3.	Infrastructure facilities provided in the College are satisfactory
B4.	Regular programmes are conducted in the college for placement and to improve the employability of students
B5.	Satisfied with efforts taken by college for overall personality development of the students
B6.	Student mentoring is effectively done
B7.	Grievance redressal mechanism existing in the College is very effective
B8.	There is absolutely no ragging in the college campus
B9.	My son/daughter feels absolutely safe and comfortable in the college campus

C. Students feedback about College

C1.	Basic facilities e.g. sitting and lighting arrangement
C2.	Availability of tools of learning e.g. projector, writing board, screen etc
C3.	Access to the Computer lab.
C4.	Availability/Access to Internet with good speed
C5.	Your experience of the use of Computer lab
C6.	Lab Technicians and Assistants are helpful.
C7.	Access to the Library.
C8.	Availability of textbooks.
C9.	Library Assistants are helpful and cordial
C10.	Availability of e-resources/Reference Books and Journals
C11	Comfort in the use of the reading room in the Library
C12.	Availability of information /Notice.
C13.	Interaction with administrative staff
C14.	Information regarding procedural requirements
C15.	Redressal of complaints and grievances
C16.	Feel safe and comfortable in the college campus
C17.	Cleanliness of common spaces in College
C18.	Availability of wifi in College
C19.	Availability of safe drinking water
C20.	Cleanliness of washrooms
C21.	Involvement in co-curricular activities according to one's interests.
C22.	Freedom of functioning in activities and societies
C23.	Fair and impartial dealing in co-curricular activities
C24.	Opportunity provided to showcase talent and develop leadership qualities.
C25.	Regular information is provided about placement cell activities
C26.	Orientation programmes are conducted to improve our skills, personality, and employability.
C27.	Sufficient number of employers are invited
C28.	Indoor games for recreation is available in common room
C29.	Students with inclination in sports are encouraged and trained
C30.	Principal is easily accessible to the students.
C31.	Meeting with Principal greatly helps in grievance –redressal
C32.	Effective grievance mechanism

PART 2

Student Satisfaction Survey(SSS) Report on overall Institutional performance

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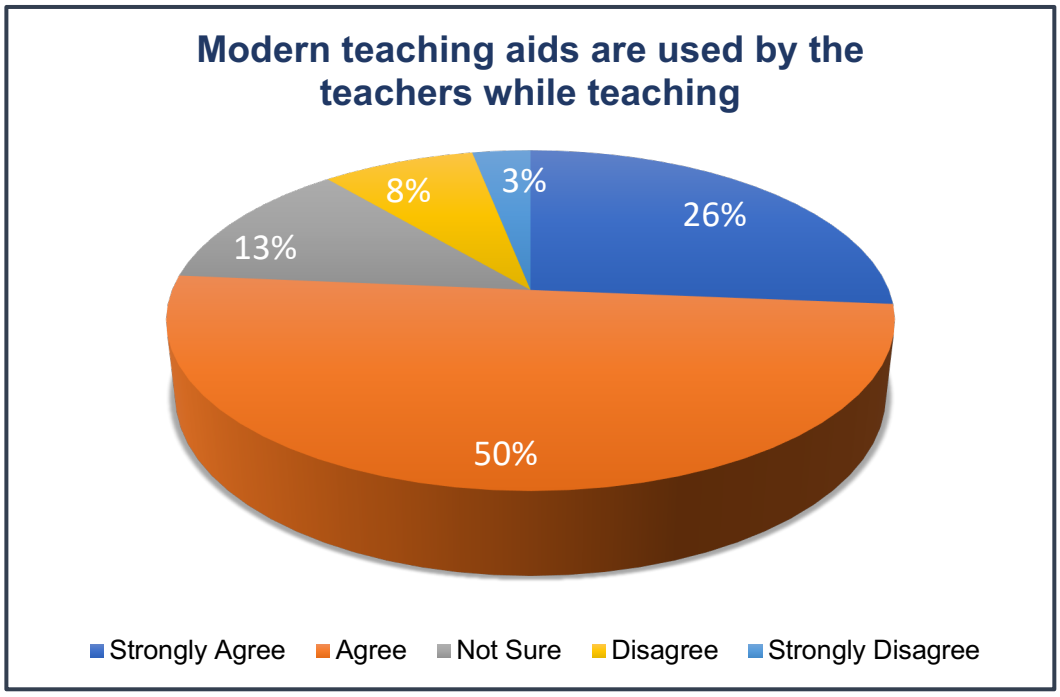
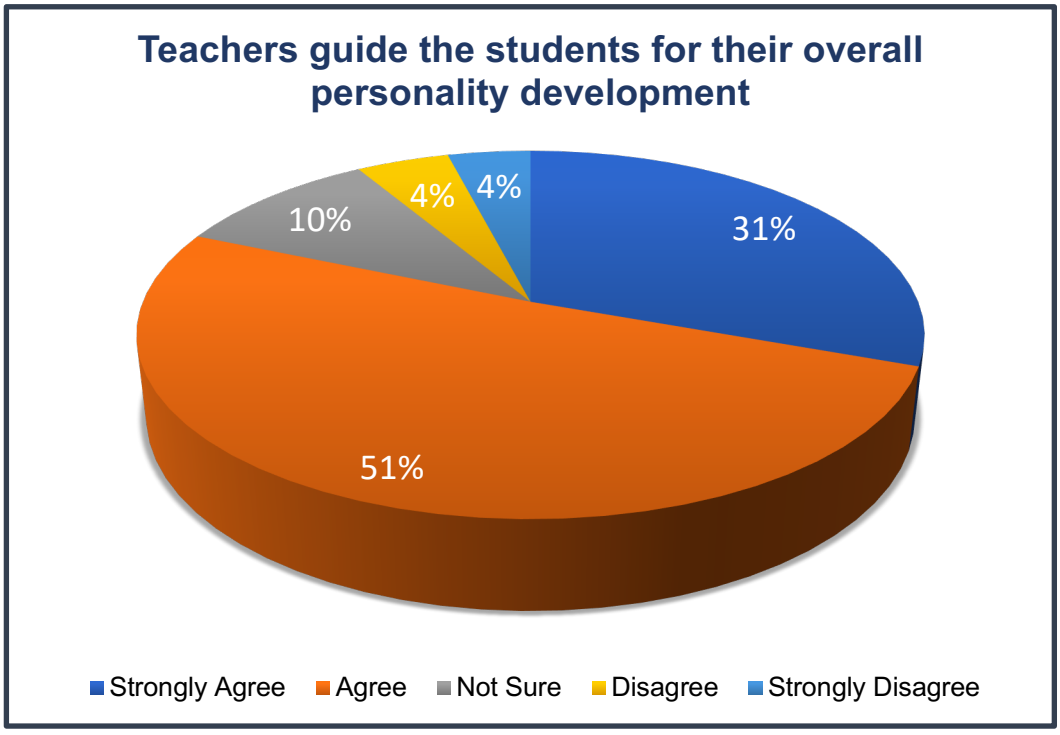
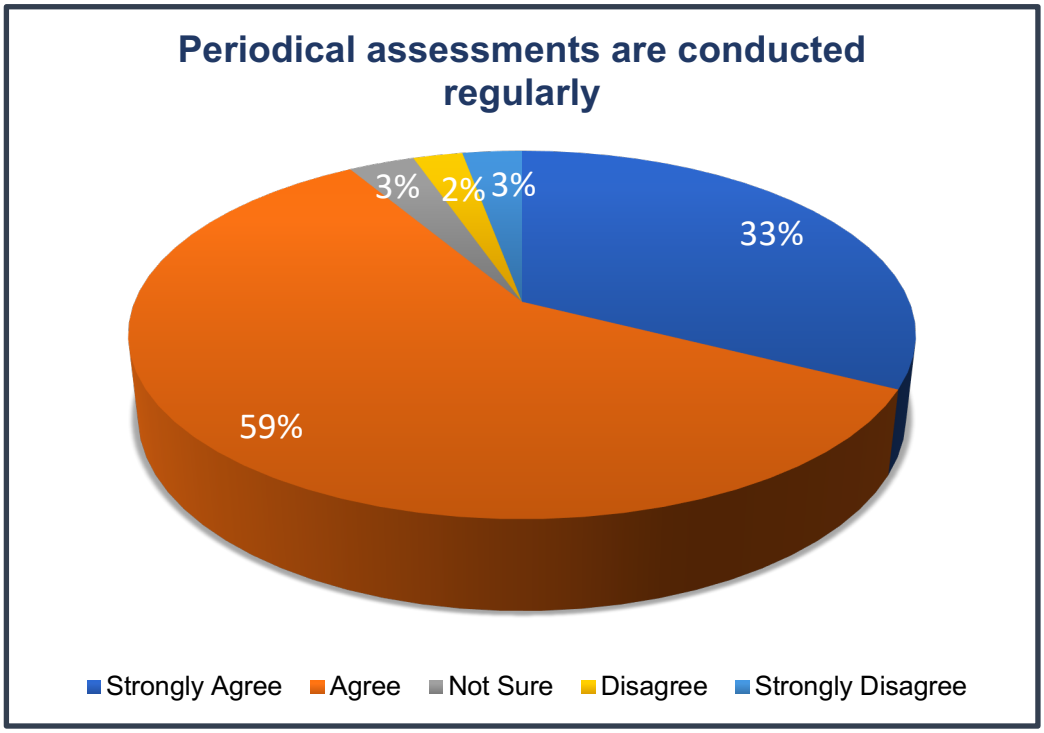
A. Feedback from students about Teaching, Learning and Evaluation



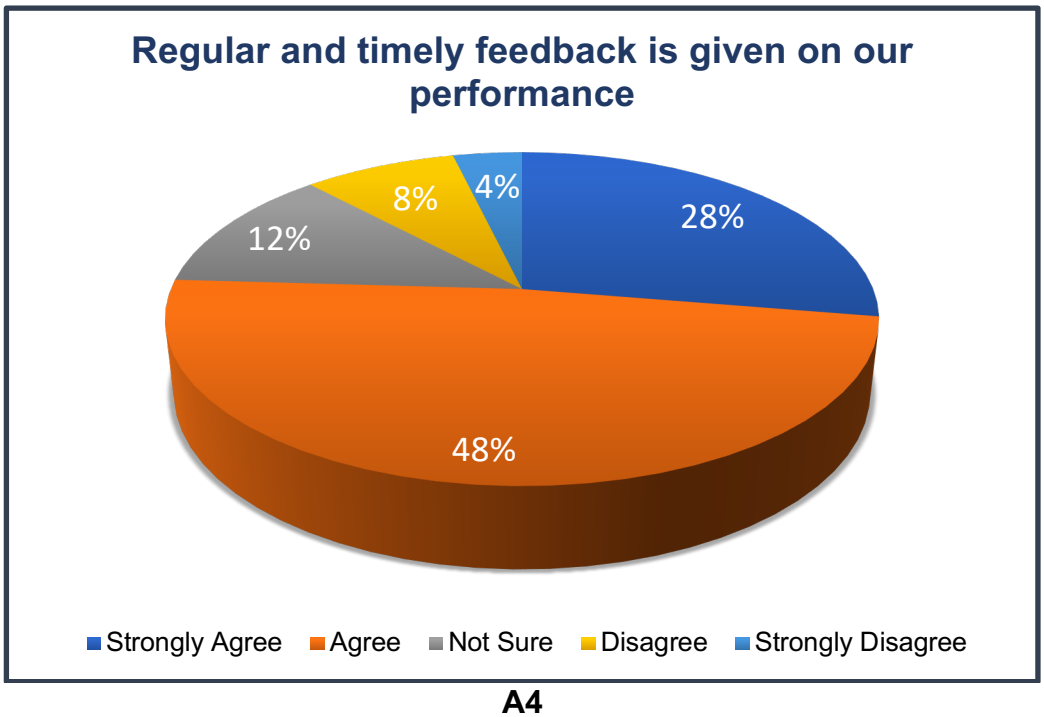
A1



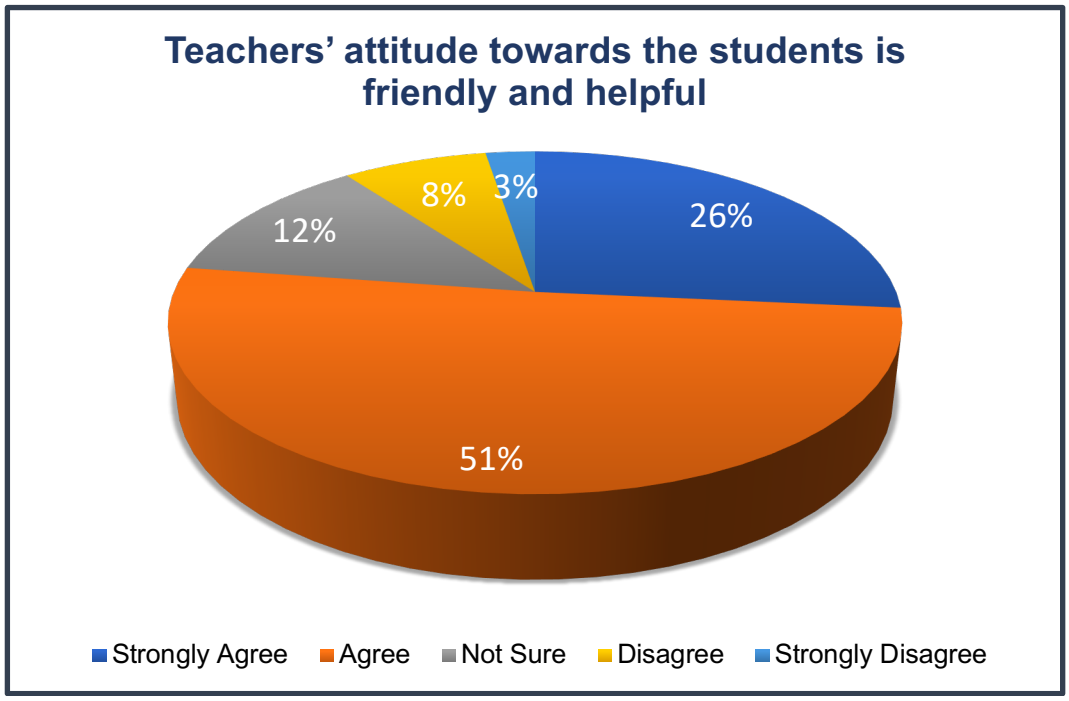
A2


Periodical assessments are conducted regularly
33%
59%
3%
2%
3%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

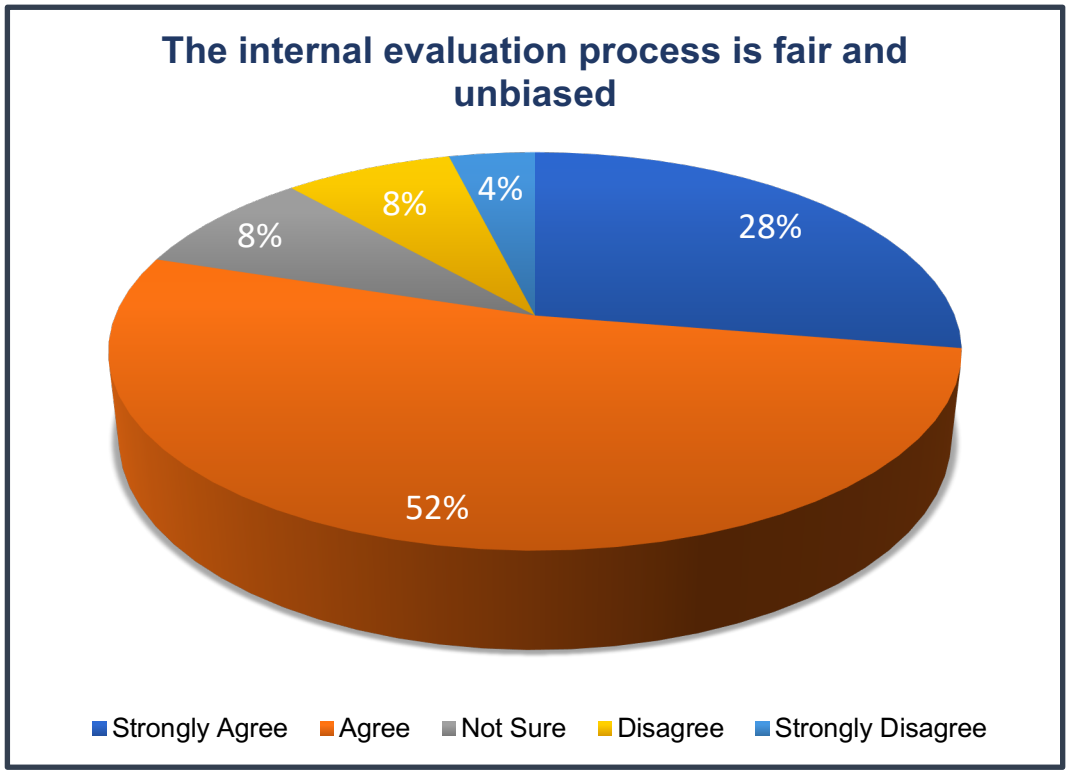
A3


Regular and timely feedback is given on our performance
28%
48%
12%
8%
4%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

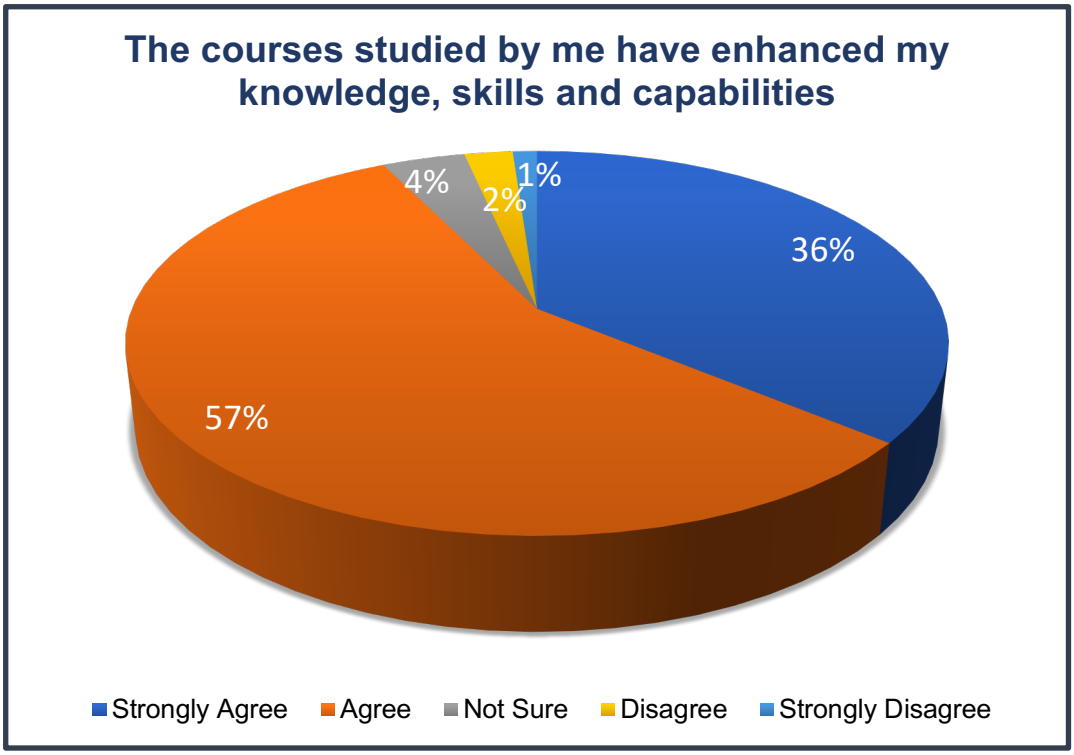
A4


Teachers' attitude towards the students is friendly and helpful
26%
3%
8%
12%
51%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

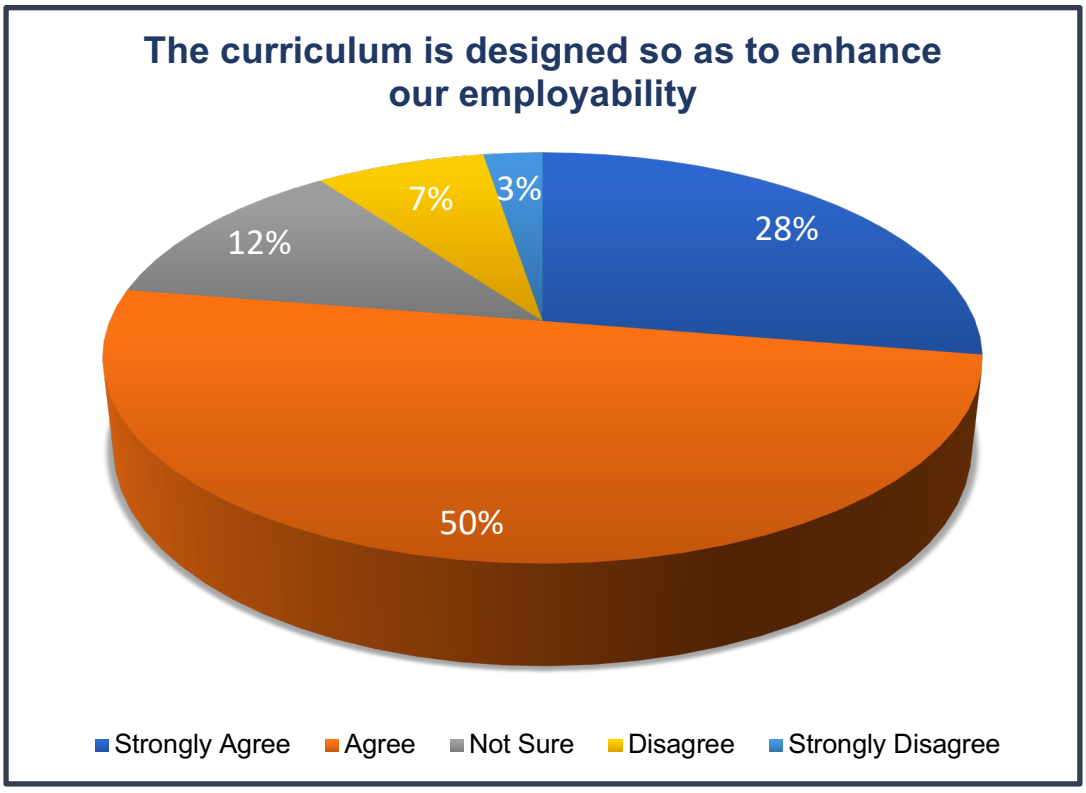
A5


The internal evaluation process is fair and unbiased
28%
4%
8%
8%
52%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

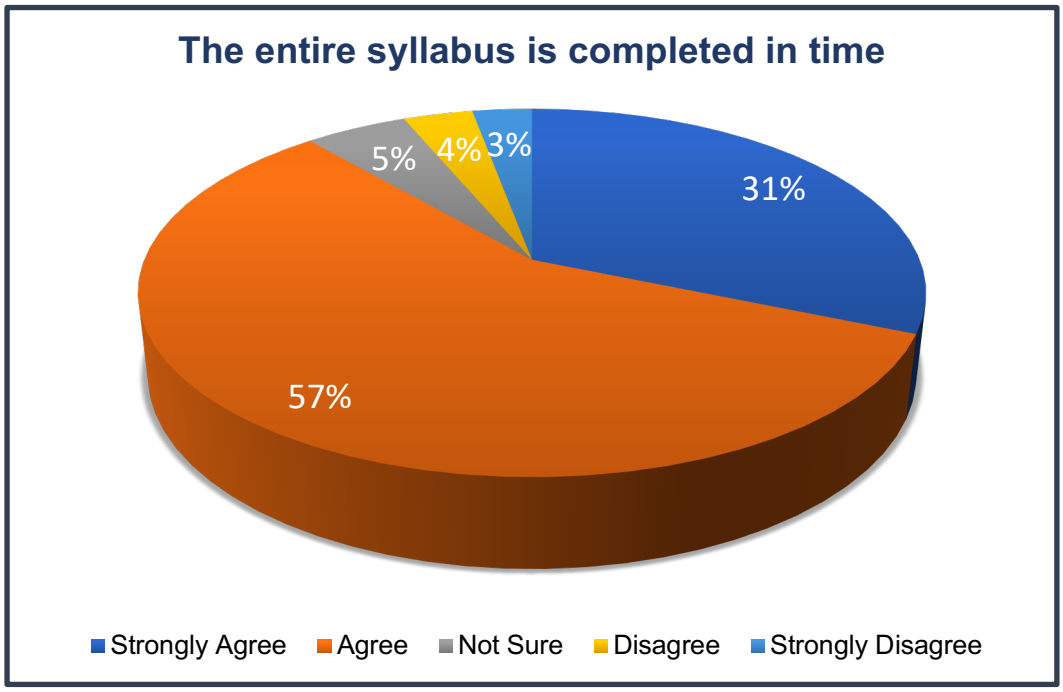
A6


The courses studied by me have enhanced my knowledge, skills and capabilities
36%
57%
4%
2%
1%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

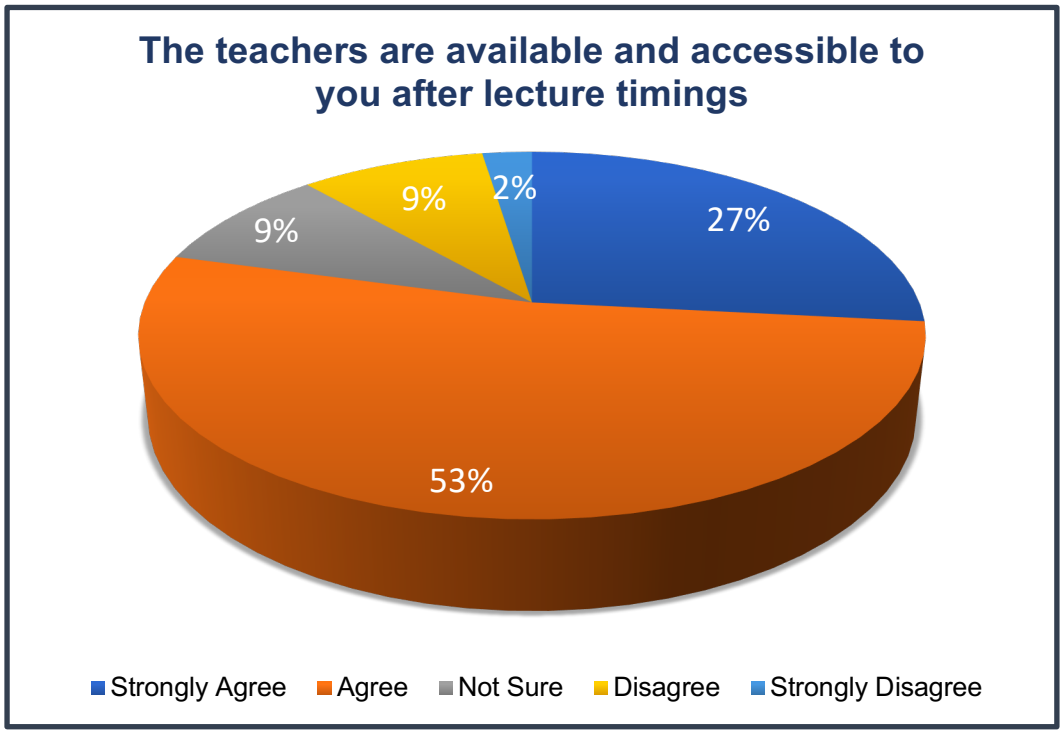
A7


The curriculum is designed so as to enhance our employability
28%
50%
12%
7%
3%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

A8

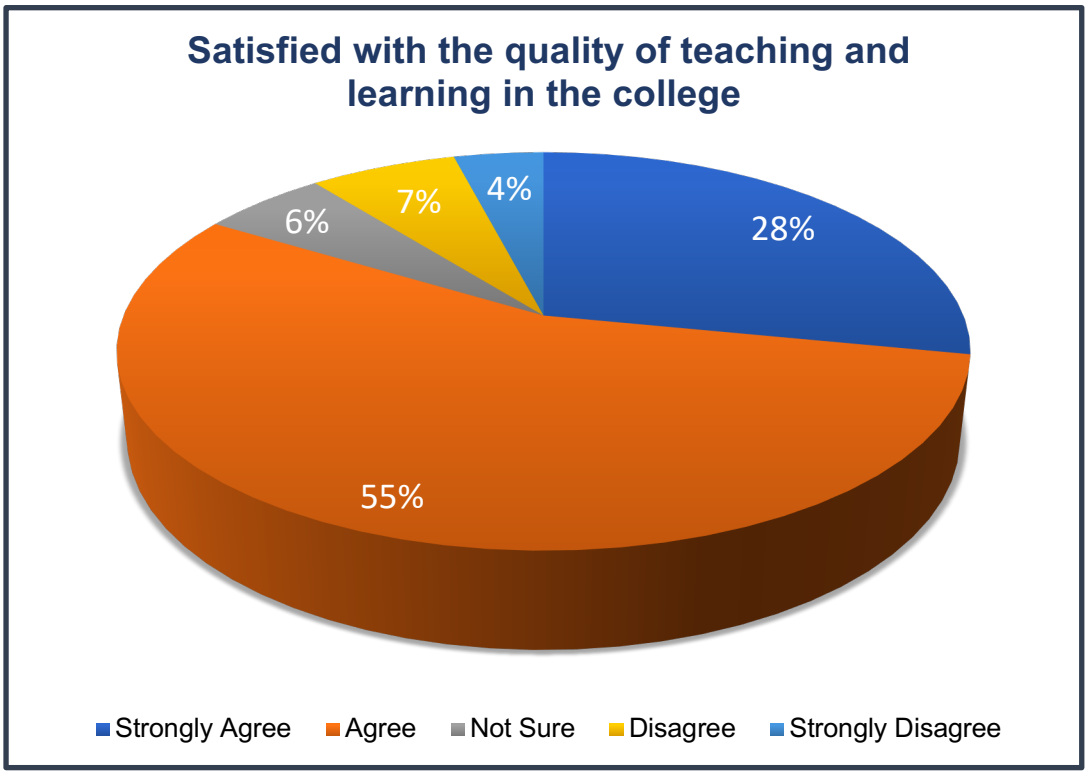

The entire syllabus is completed in time
31%
57%
5%
4%
3%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

A9

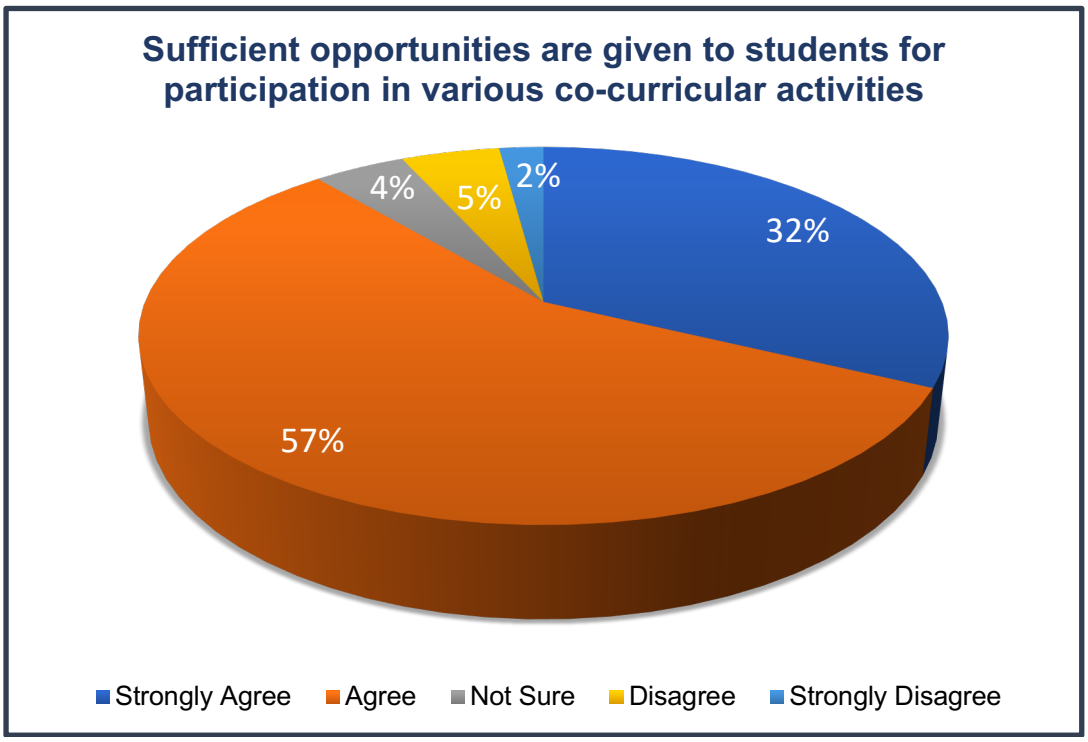

The teachers are available and accessible to you after lecture timings
27%
53%
9%
9%
2%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

A10

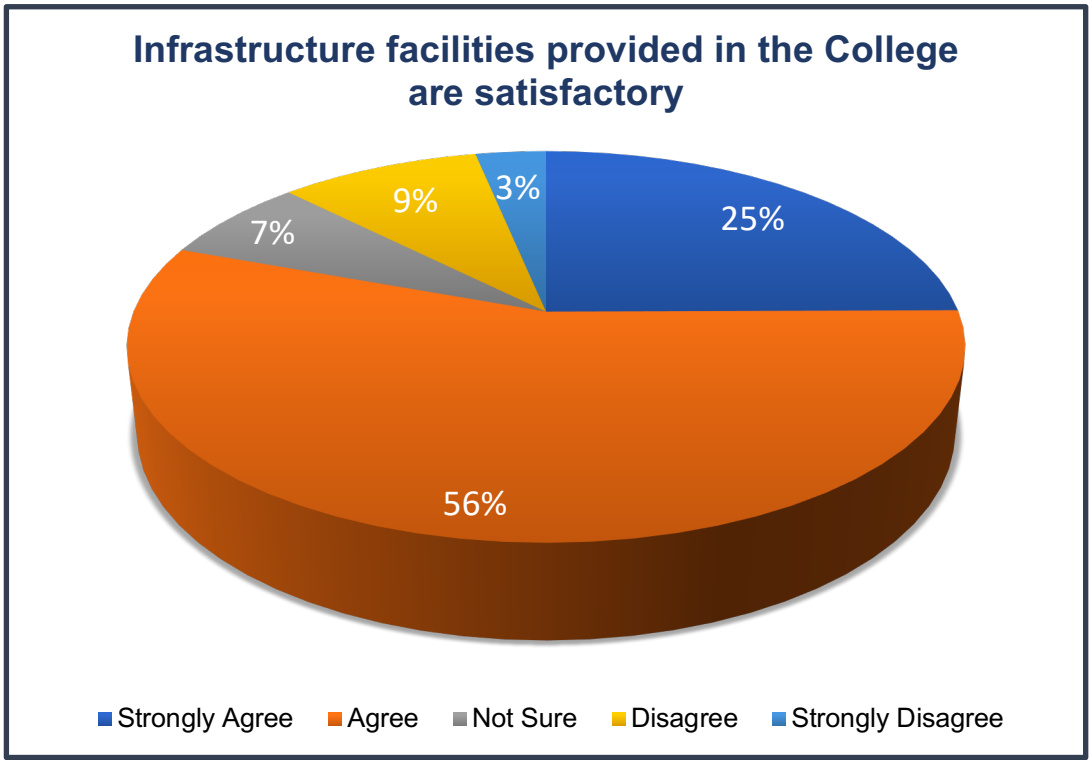
B. Parent's Feedback about College



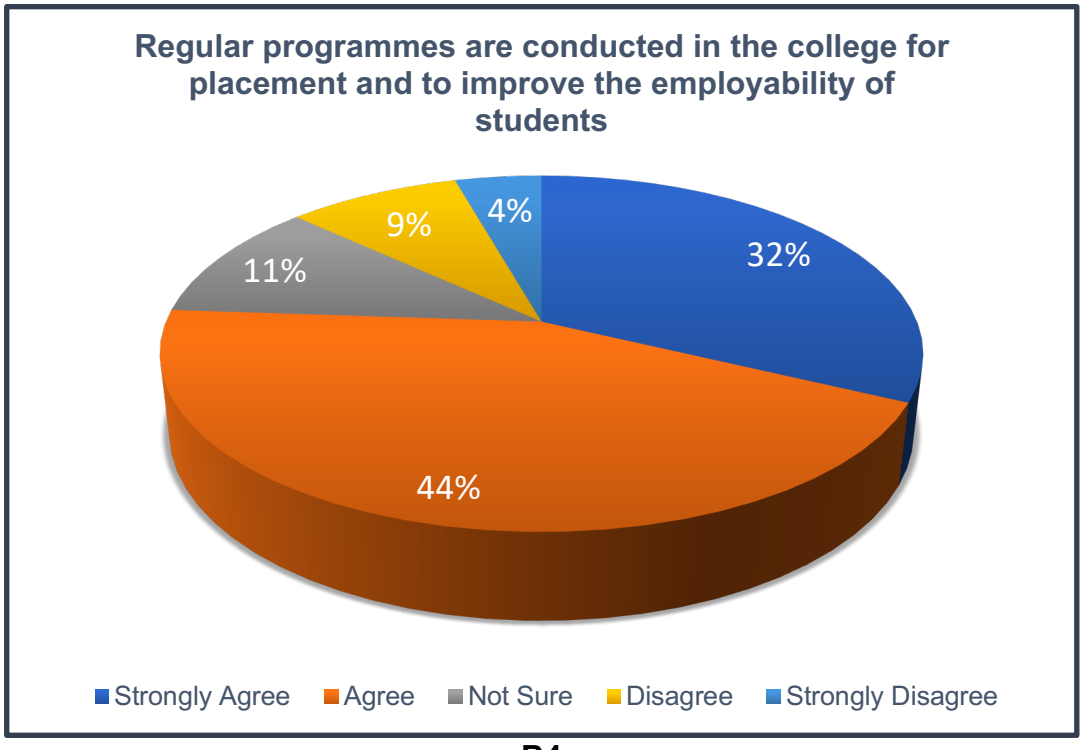
B1



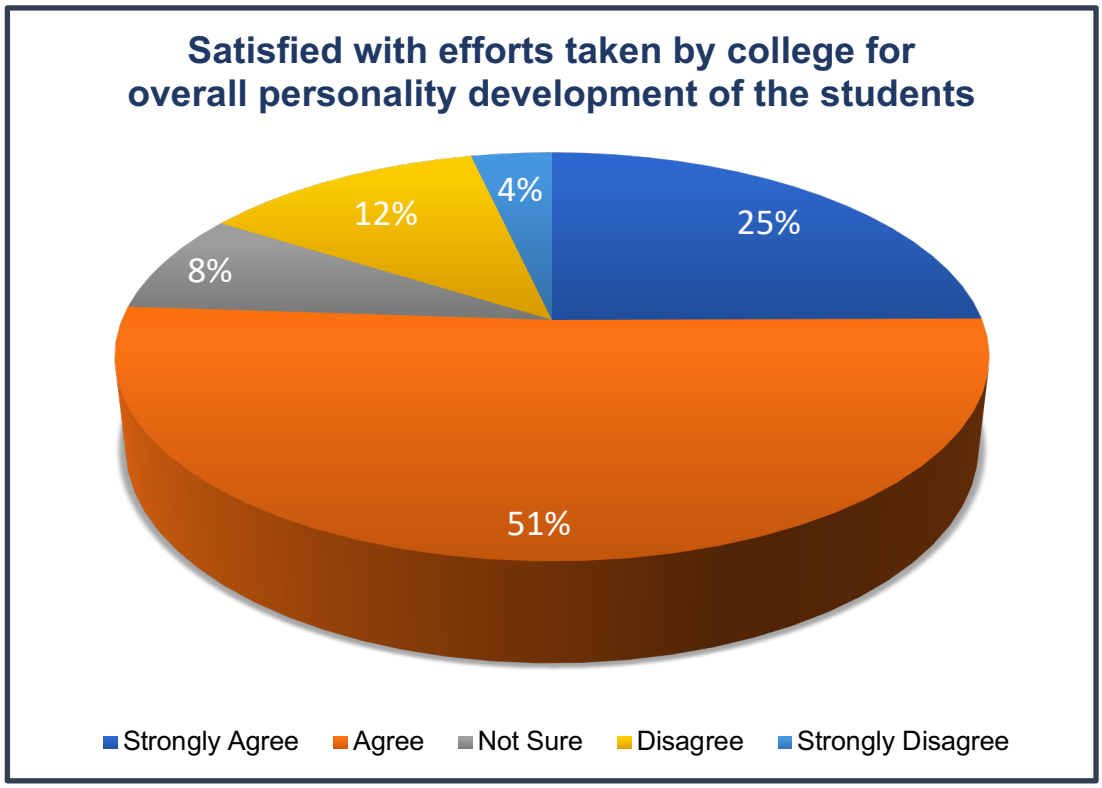
B2


Infrastructure facilities provided in the College are satisfactory
25%
56%
7%
9%
3%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

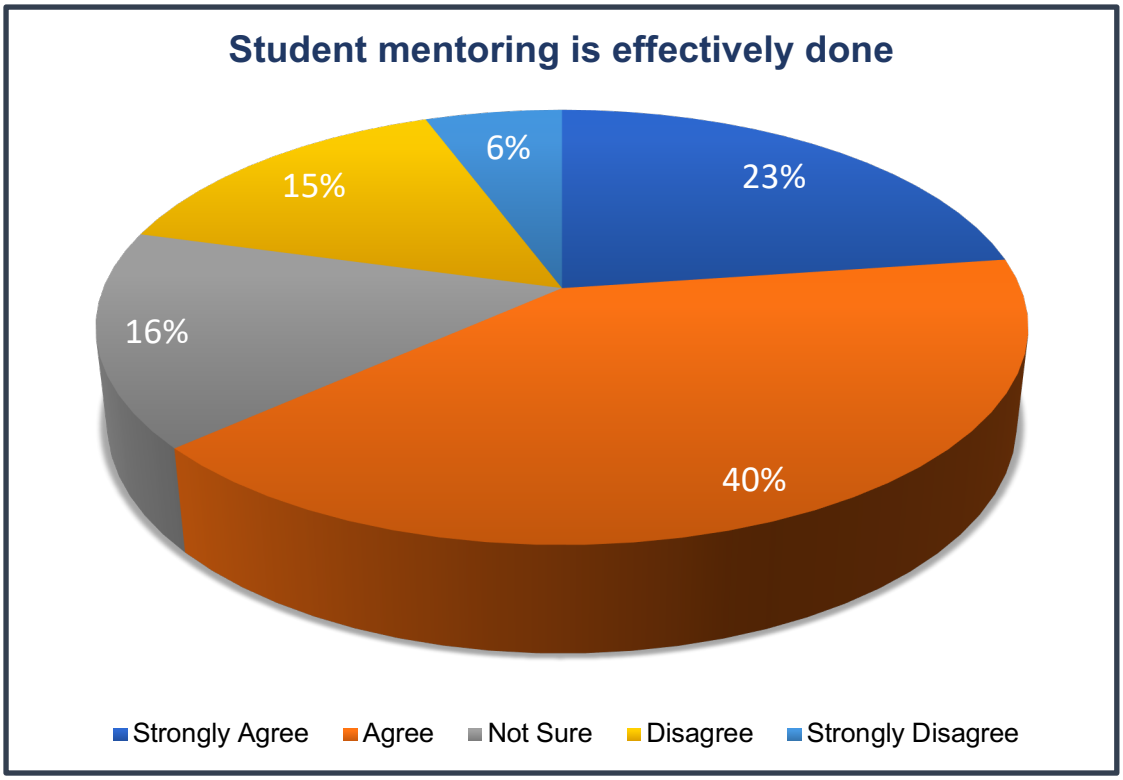
B3


Regular programmes are conducted in the college for placement and to improve the employability of students
32%
44%
11%
9%
4%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

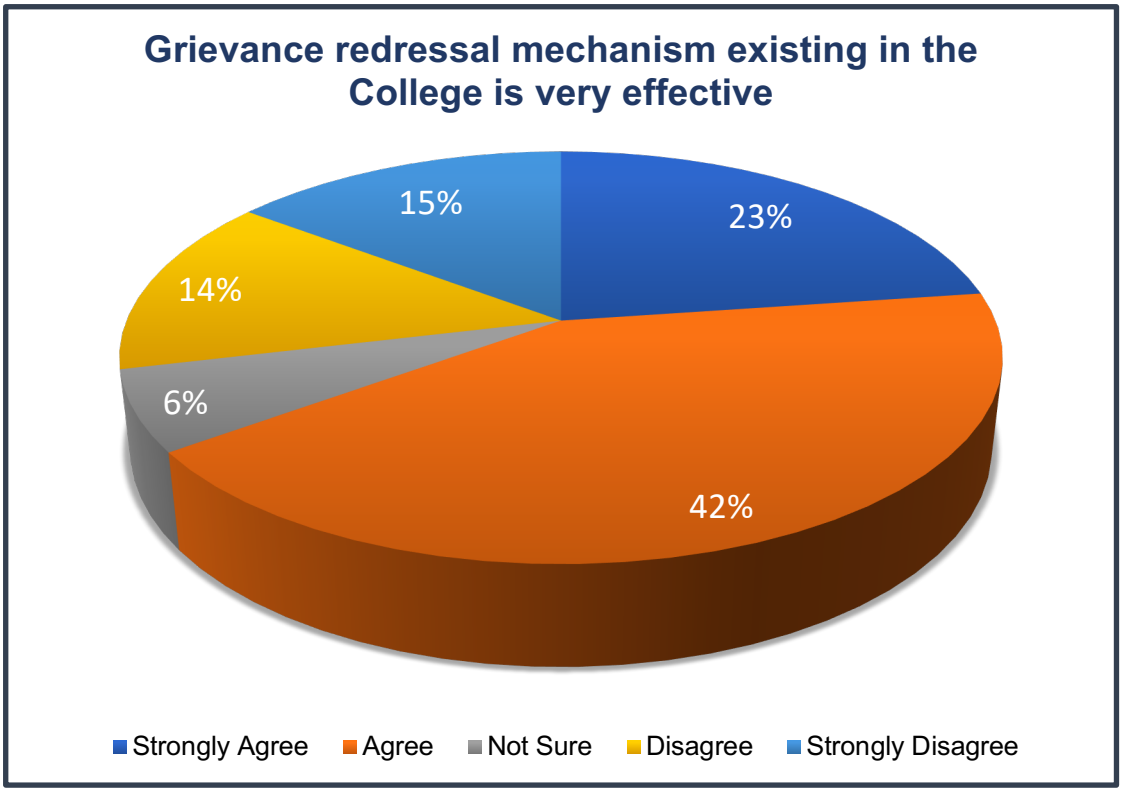
B4


Satisfied with efforts taken by college for overall personality development of the students
25%
51%
8%
12%
4%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

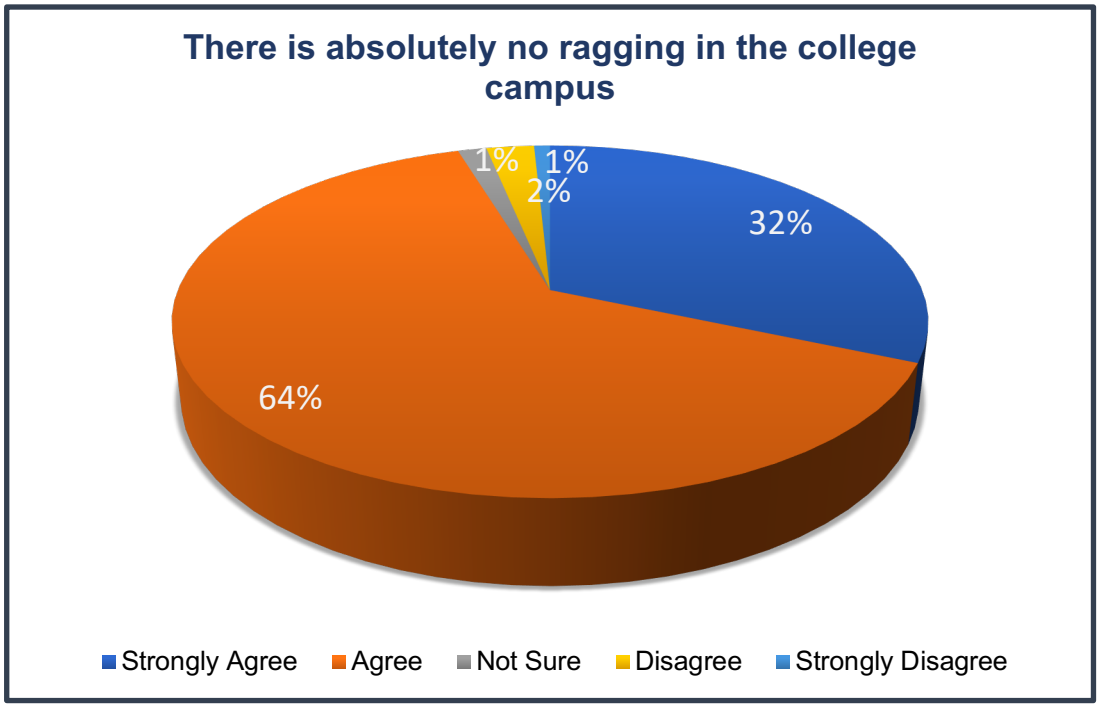
B5


Student mentoring is effectively done
23%
40%
16%
15%
6%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

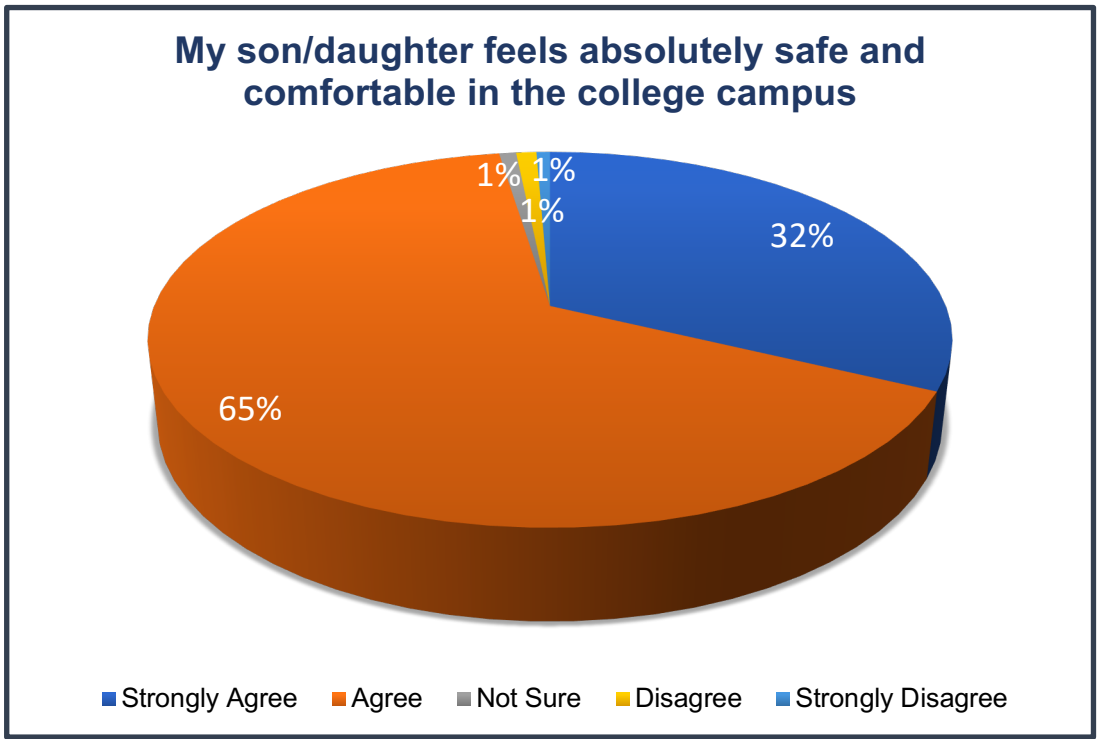
B6


Grievance redressal mechanism existing in the College is very effective
15%
23%
14%
6%
42%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

B7

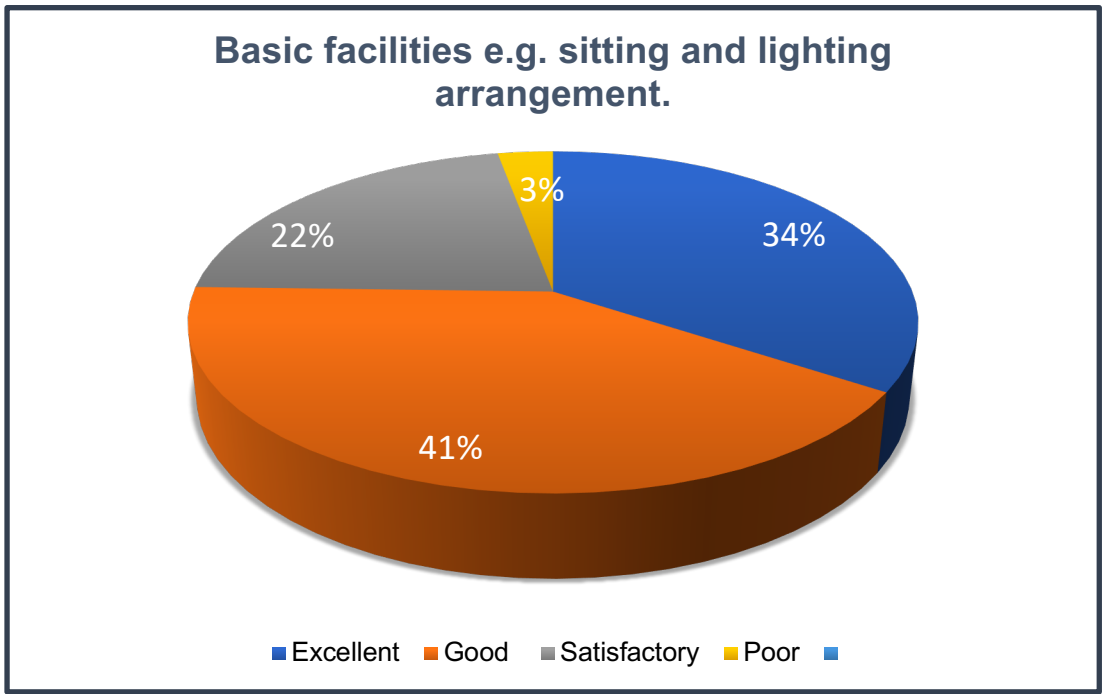

There is absolutely no ragging in the college campus
1%
1%
2%
32%
64%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

B8

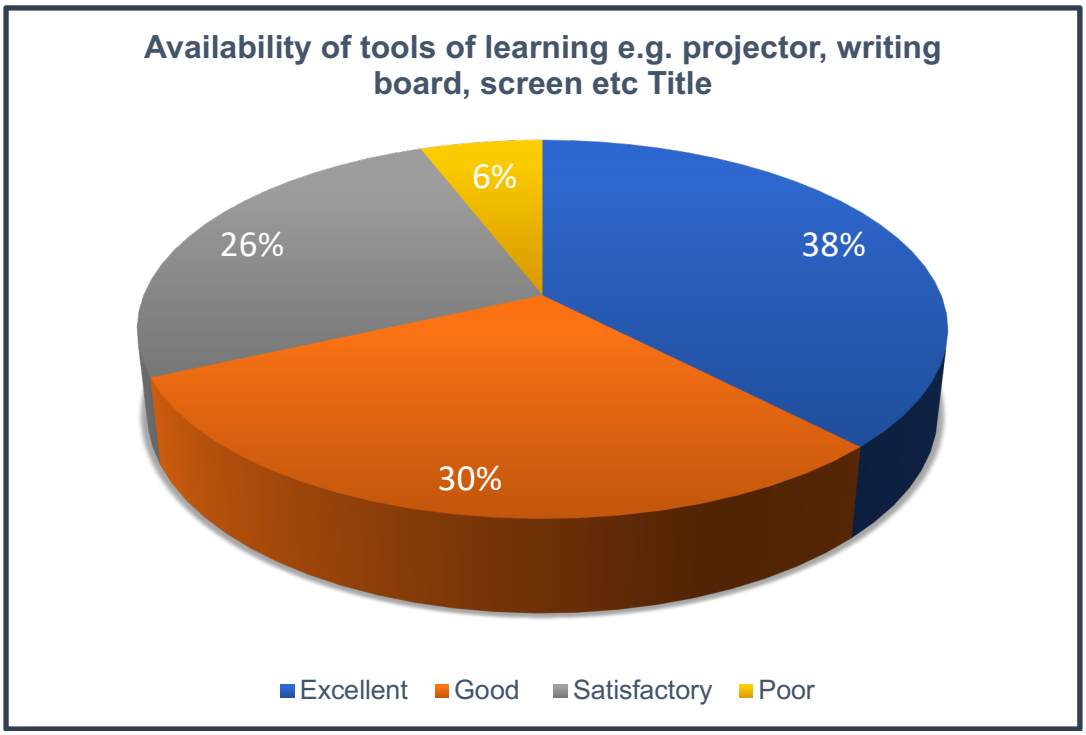

My son/daughter feels absolutely safe and comfortable in the college campus
1%
1%
1%
32%
65%
Strongly Agree
Agree
Not Sure
Disagree
Strongly Disagree

B9

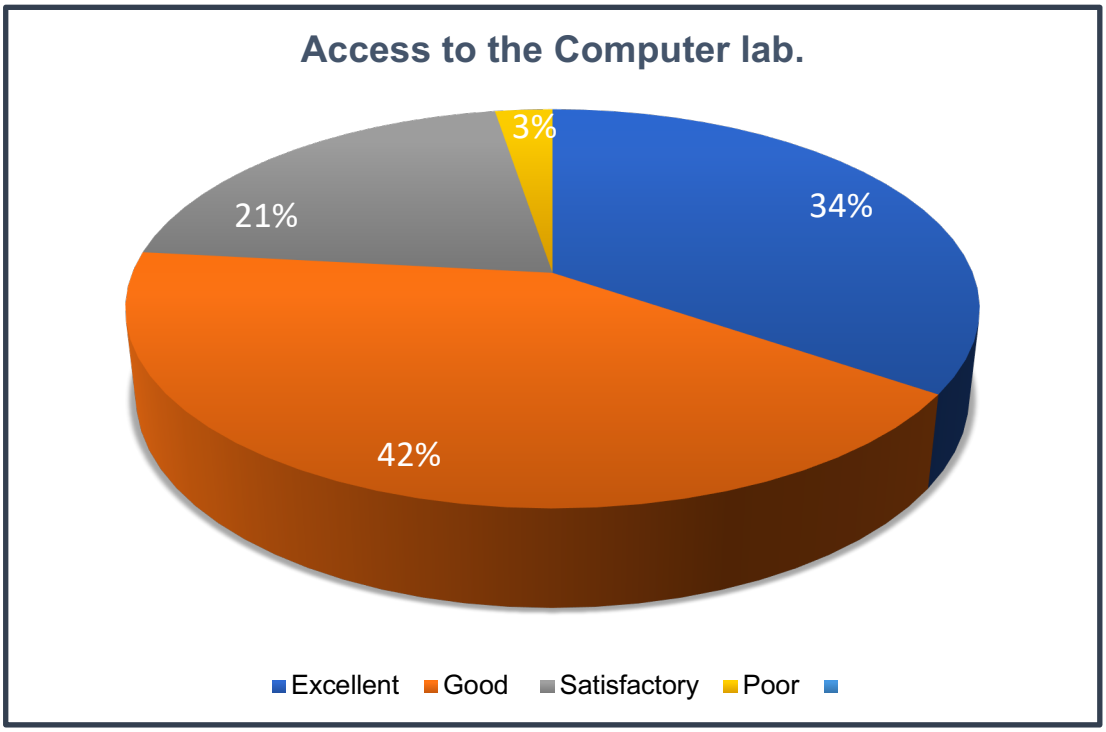
C. Students Feedback about College



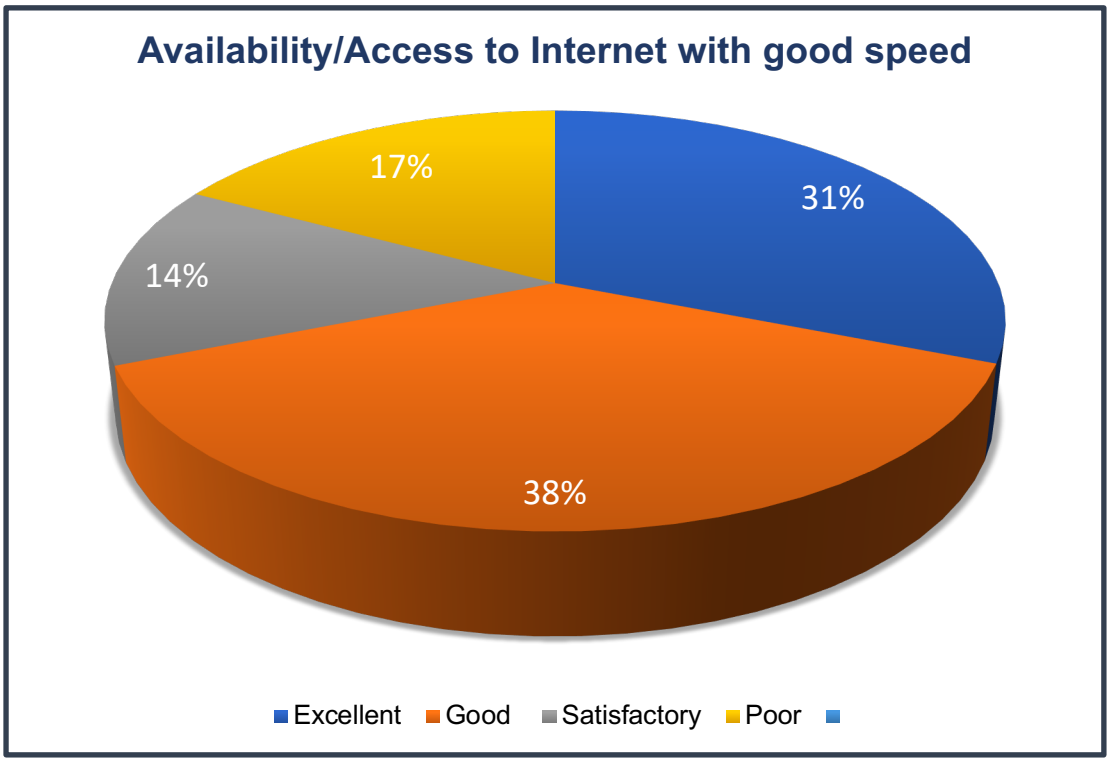
C1



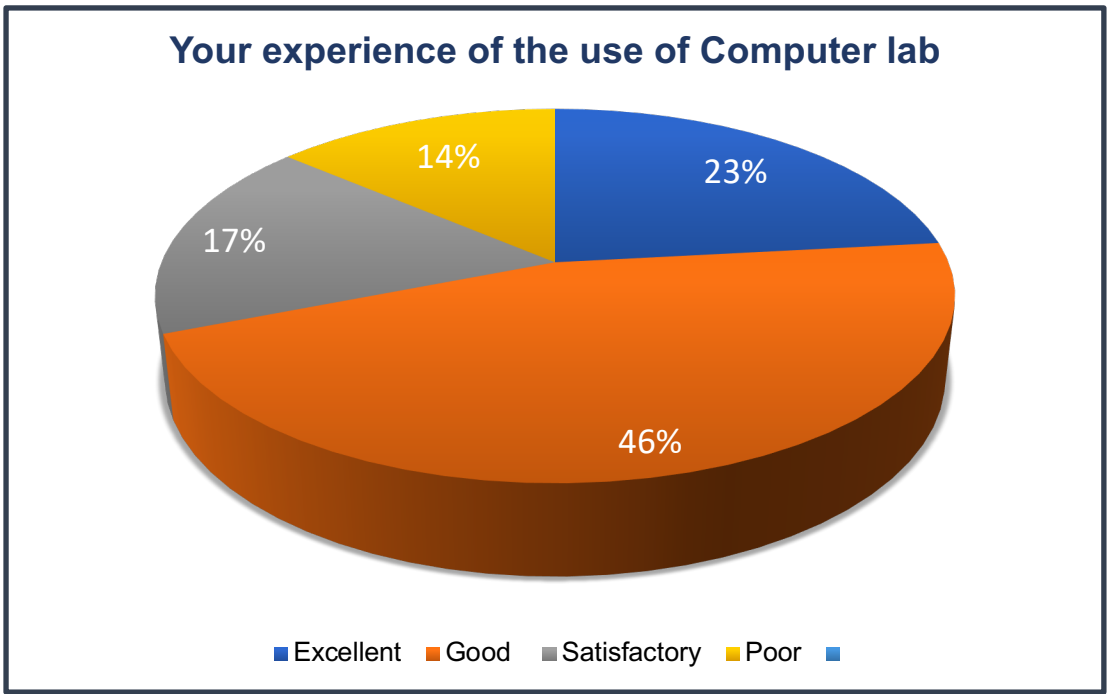
C2


Access to the Computer lab.
3%
34%
21%
42%
Excellent
Good
Satisfactory
Poor

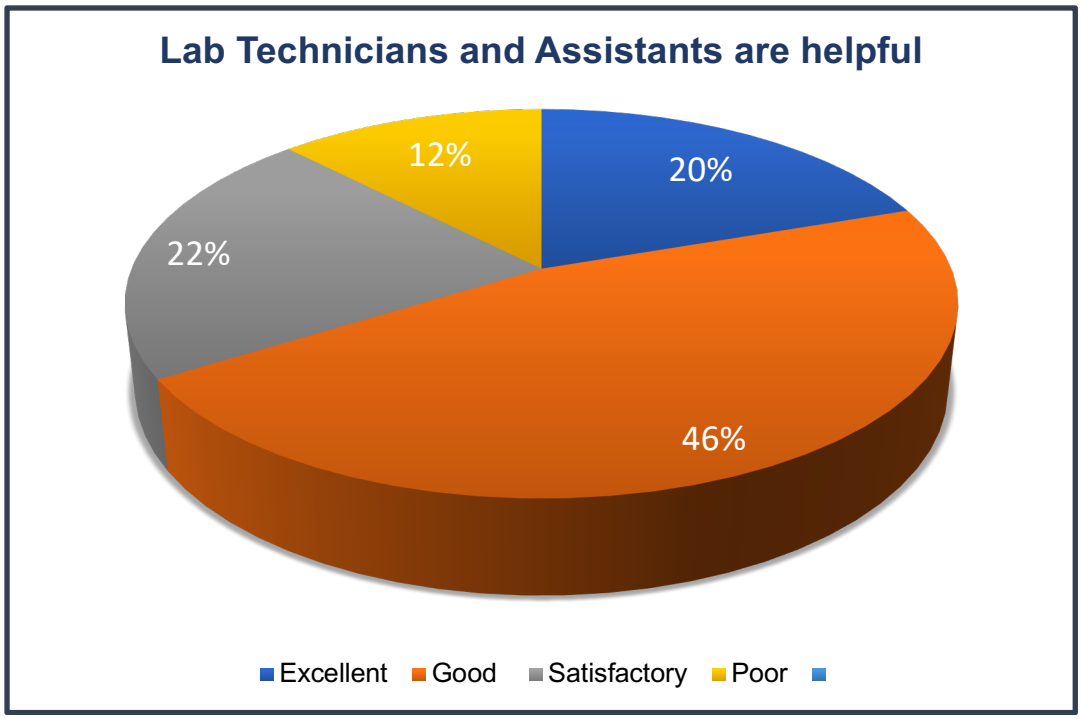
C3


Availability/Access to Internet with good speed
17%
31%
14%
38%
Excellent
Good
Satisfactory
Poor

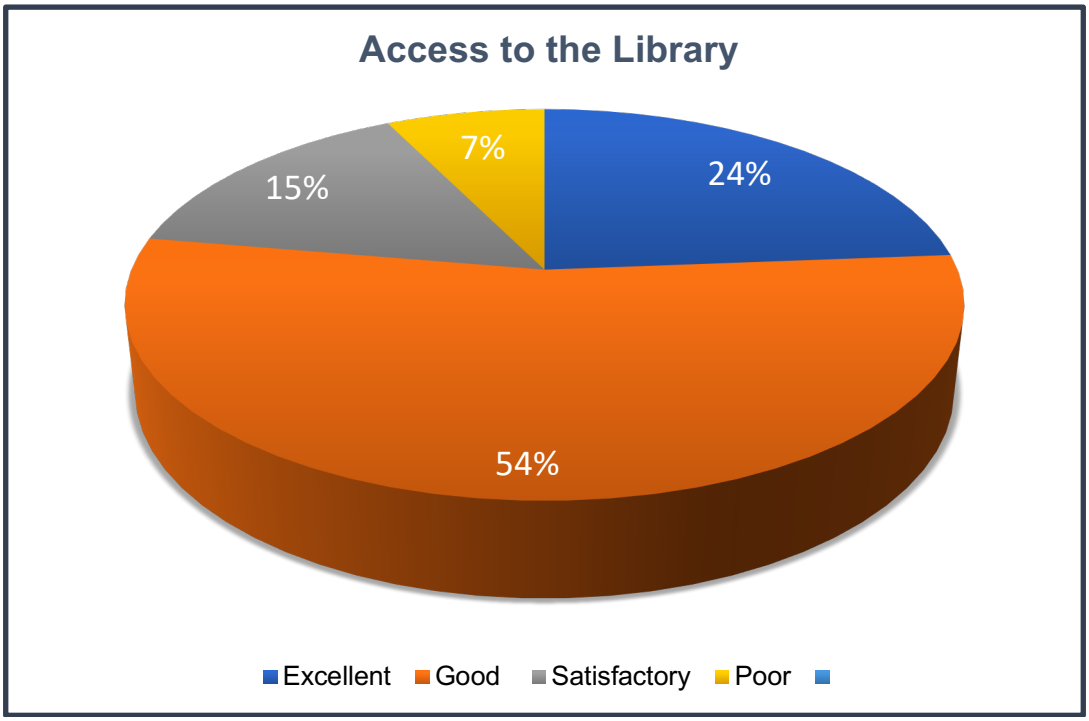
C4


Your experience of the use of Computer lab
14%
23%
17%
46%
Excellent
Good
Satisfactory
Poor

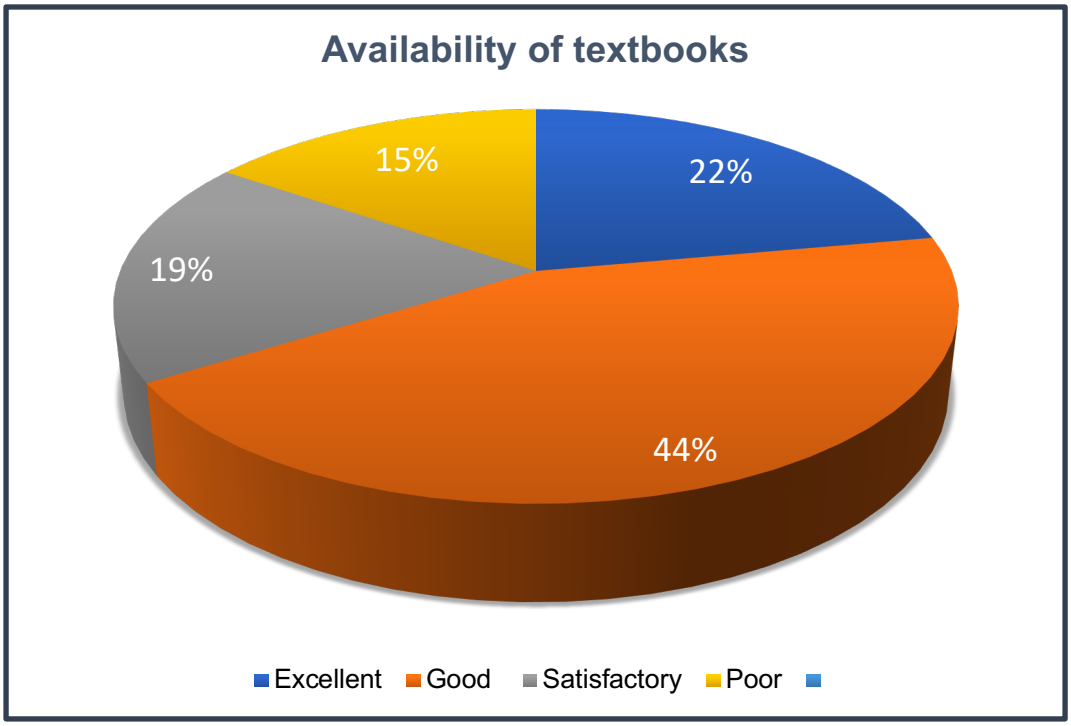
C5


Lab Technicians and Assistants are helpful
12%
20%
22%
46%
Excellent
Good
Satisfactory
Poor

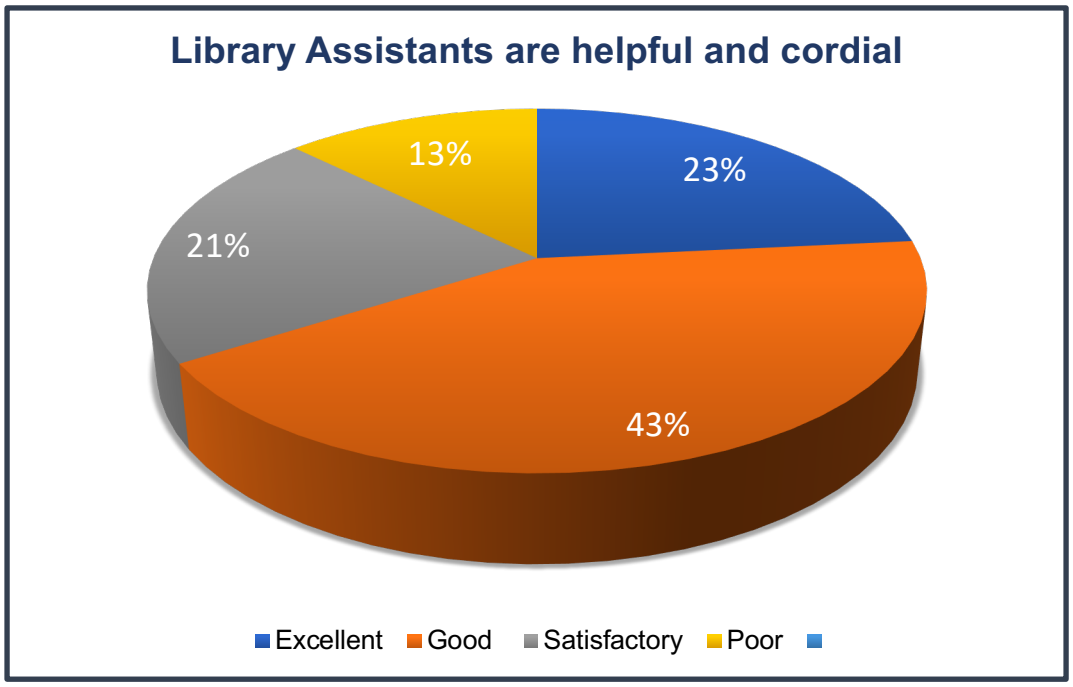
C6


Access to the Library
24%
54%
15%
7%
Excellent
Good
Satisfactory
Poor

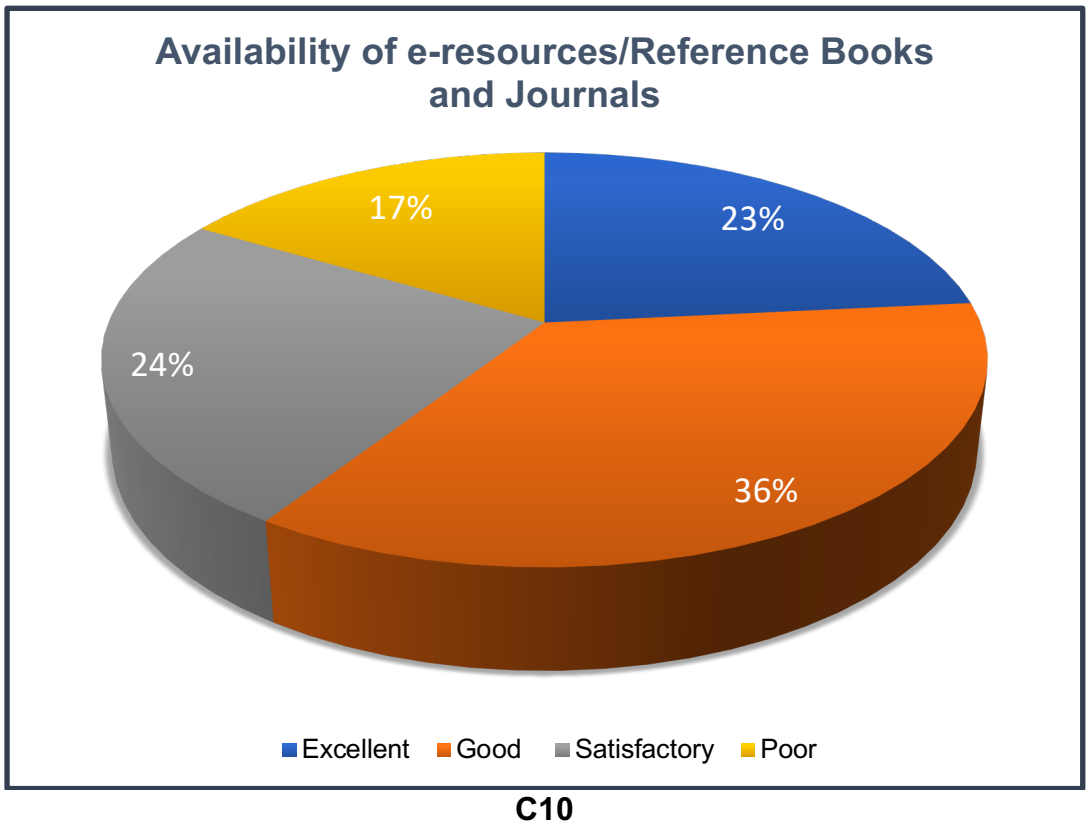
C7


Availability of textbooks
22%
44%
19%
15%
Excellent
Good
Satisfactory
Poor

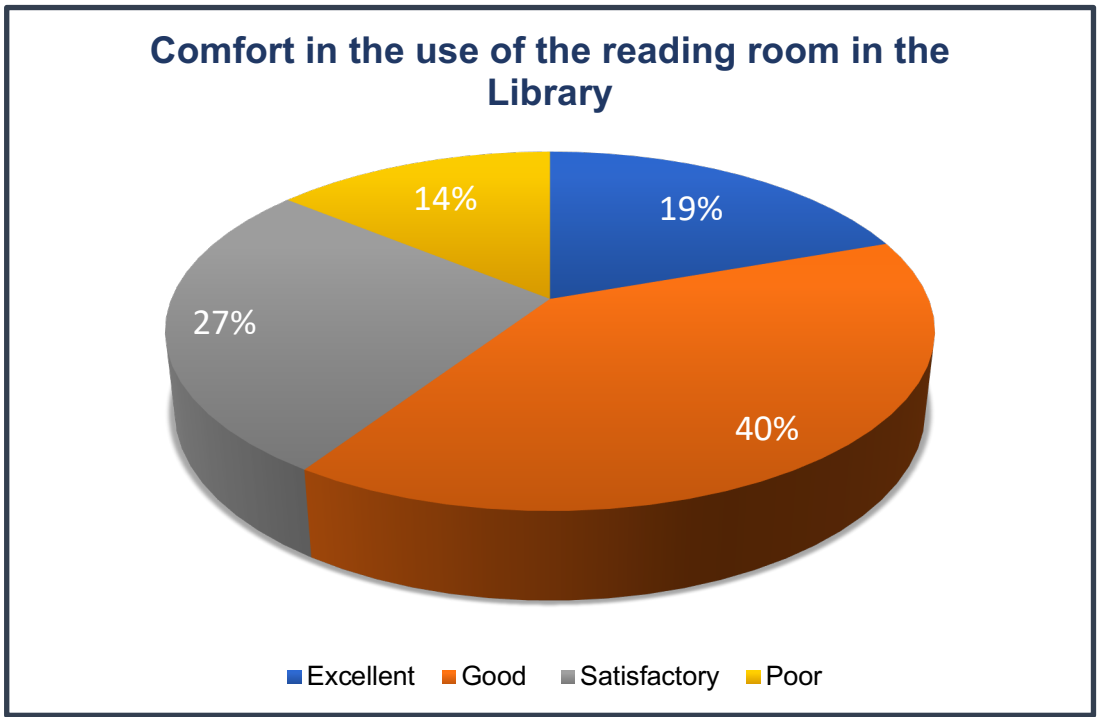
C8


Library Assistants are helpful and cordial
13%
23%
21%
43%
Excellent
Good
Satisfactory
Poor

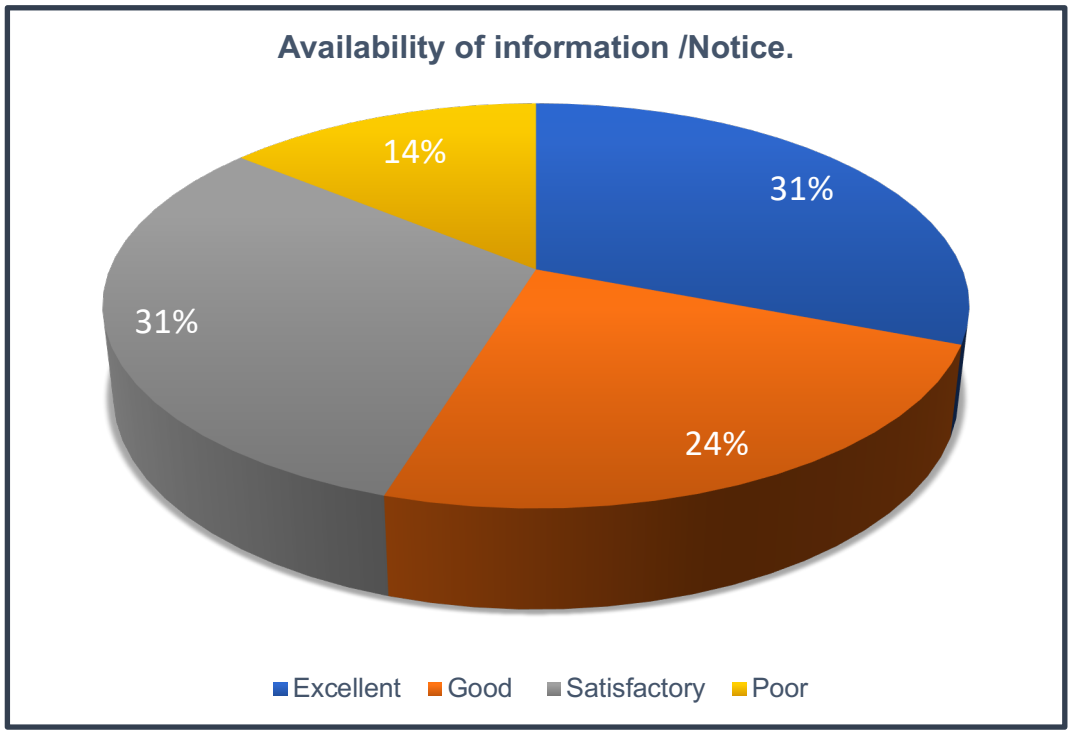
C9


Availability of e-resources/Reference Books and Journals
17%
23%
24%
36%
Excellent
Good
Satisfactory
Poor

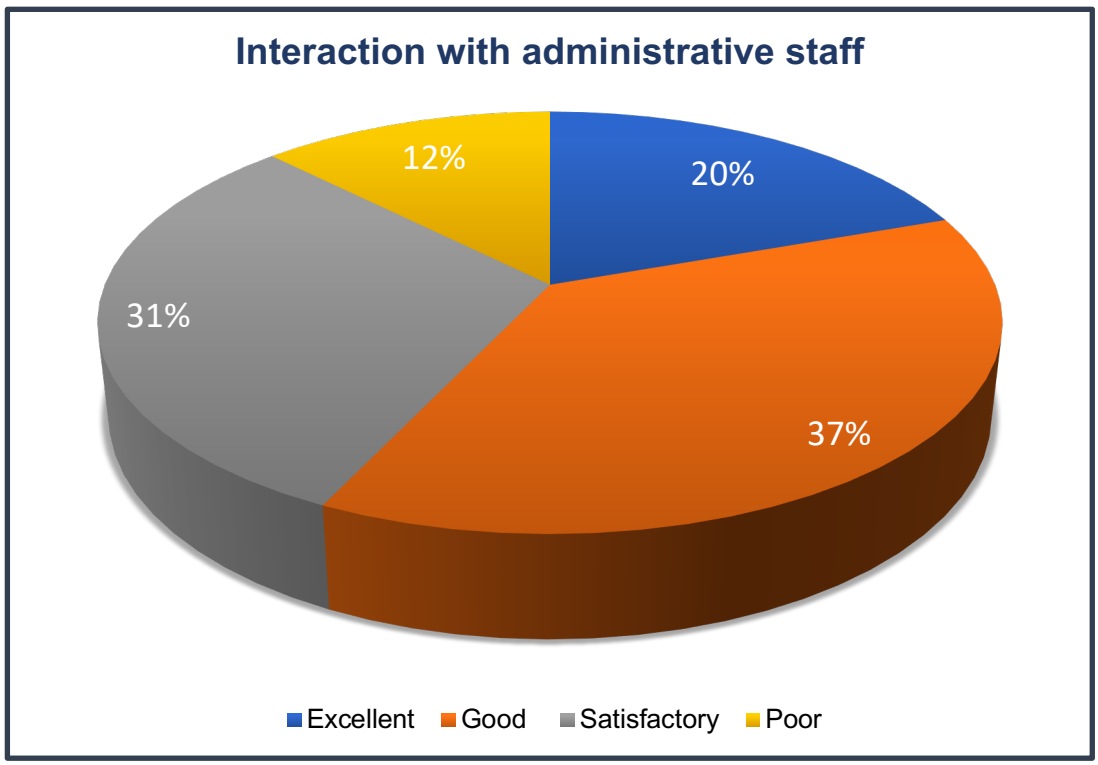
C10


Comfort in the use of the reading room in the Library
14%
19%
27%
40%
Excellent
Good
Satisfactory
Poor

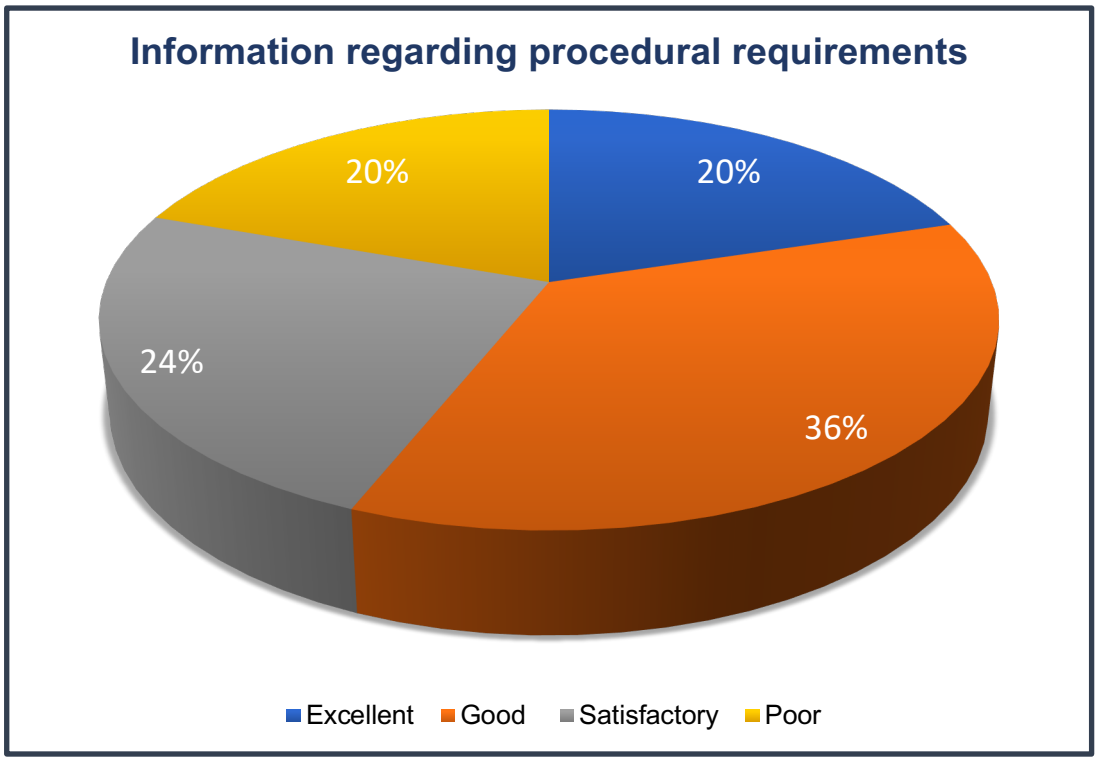
C11


Availability of information /Notice.
14%
31%
31%
24%
Excellent
Good
Satisfactory
Poor

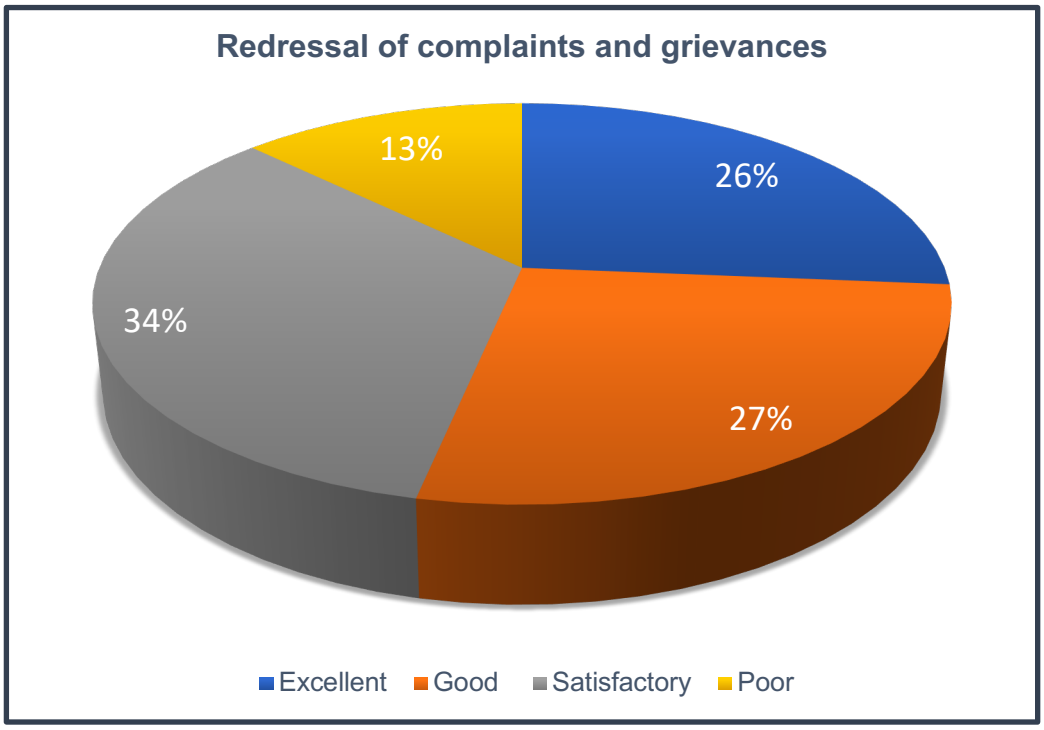
C12


Interaction with administrative staff
12%
20%
31%
37%
Excellent
Good
Satisfactory
Poor

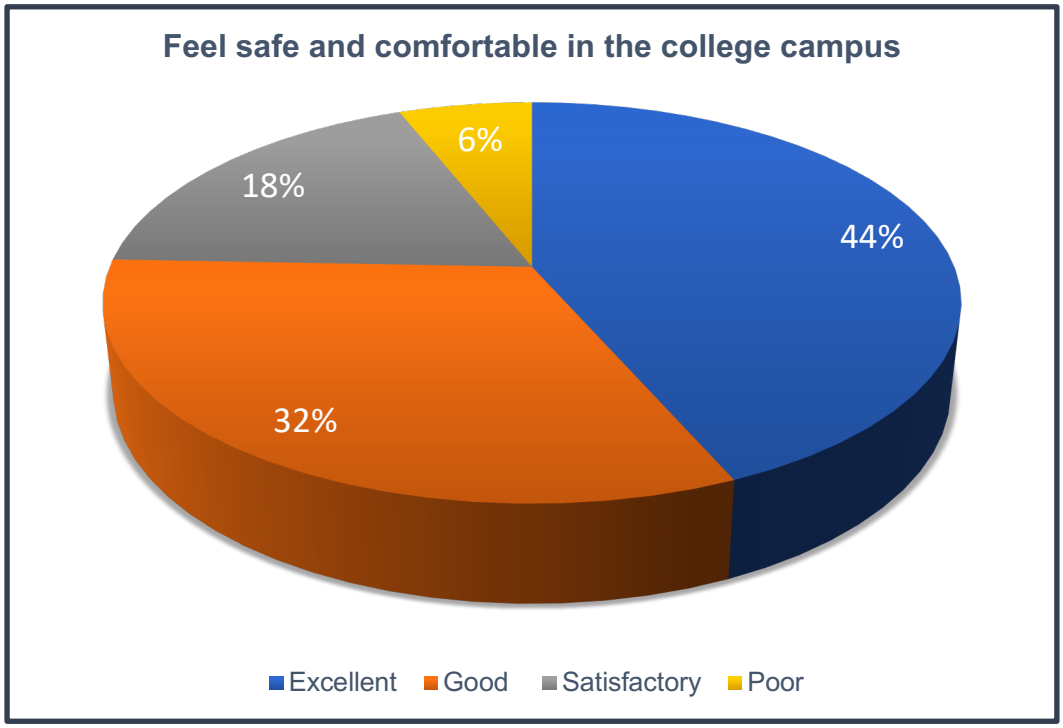
C13


Information regarding procedural requirements
20%
20%
24%
36%
Excellent
Good
Satisfactory
Poor

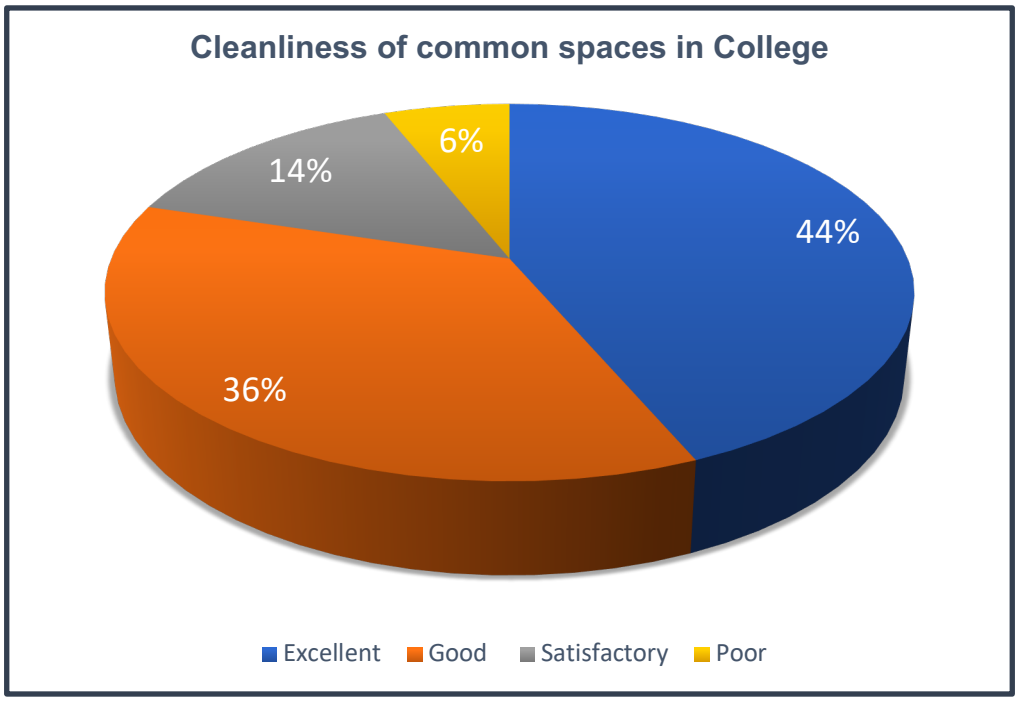
C14


Redressal of complaints and grievances
13%
26%
34%
27%
Excellent
Good
Satisfactory
Poor

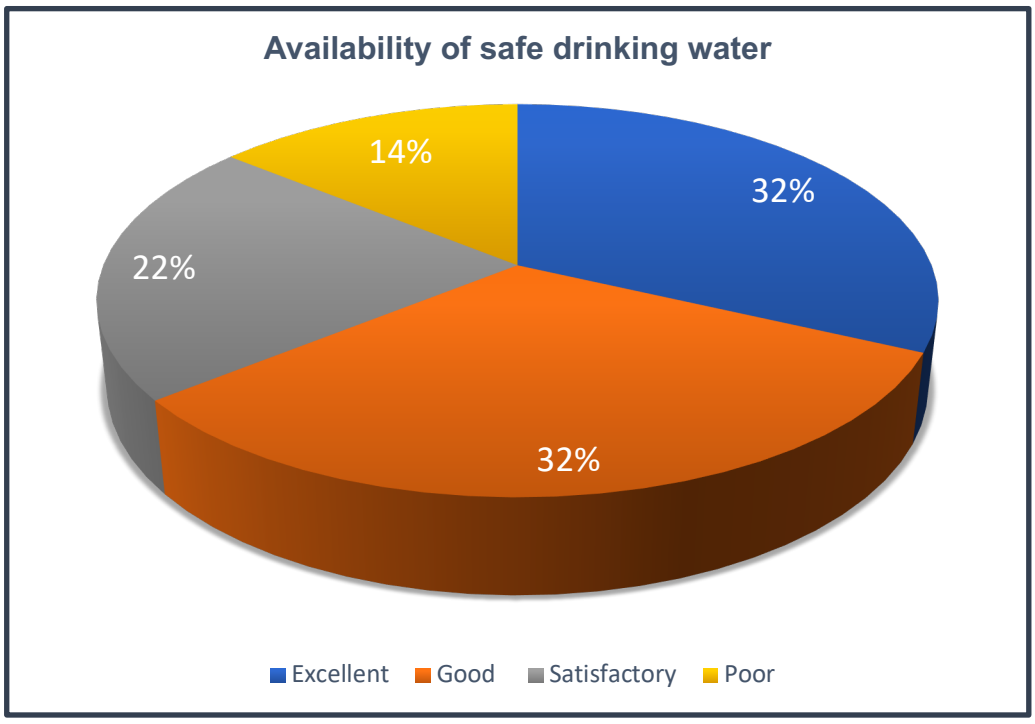
C15


Feel safe and comfortable in the college campus
6%
18%
44%
32%
Excellent
Good
Satisfactory
Poor

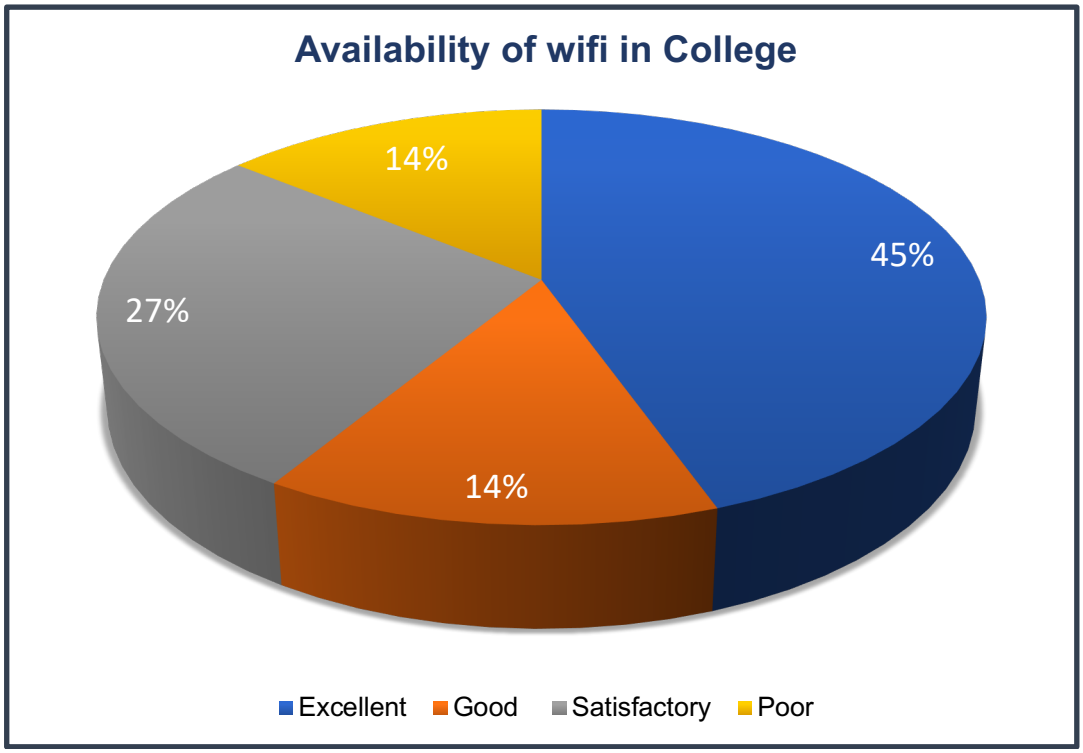
C16


Cleanliness of common spaces in College
6%
14%
44%
36%
Excellent
Good
Satisfactory
Poor

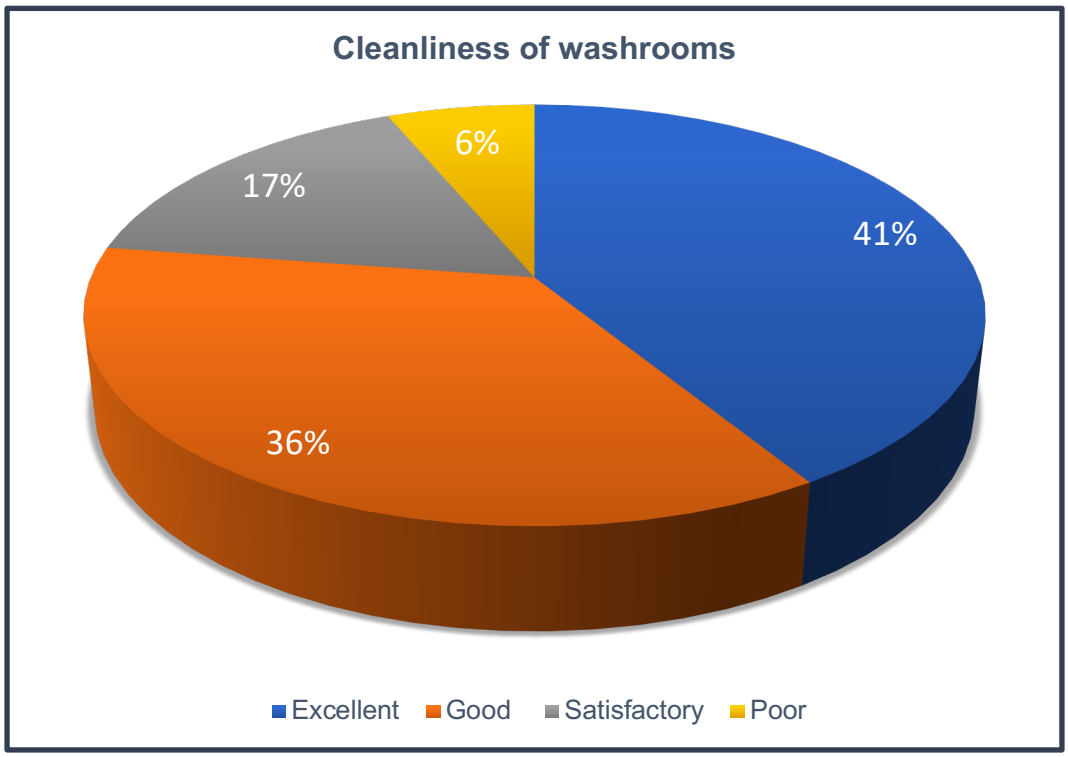
C17


Availability of safe drinking water
14%
32%
22%
32%
Excellent
Good
Satisfactory
Poor

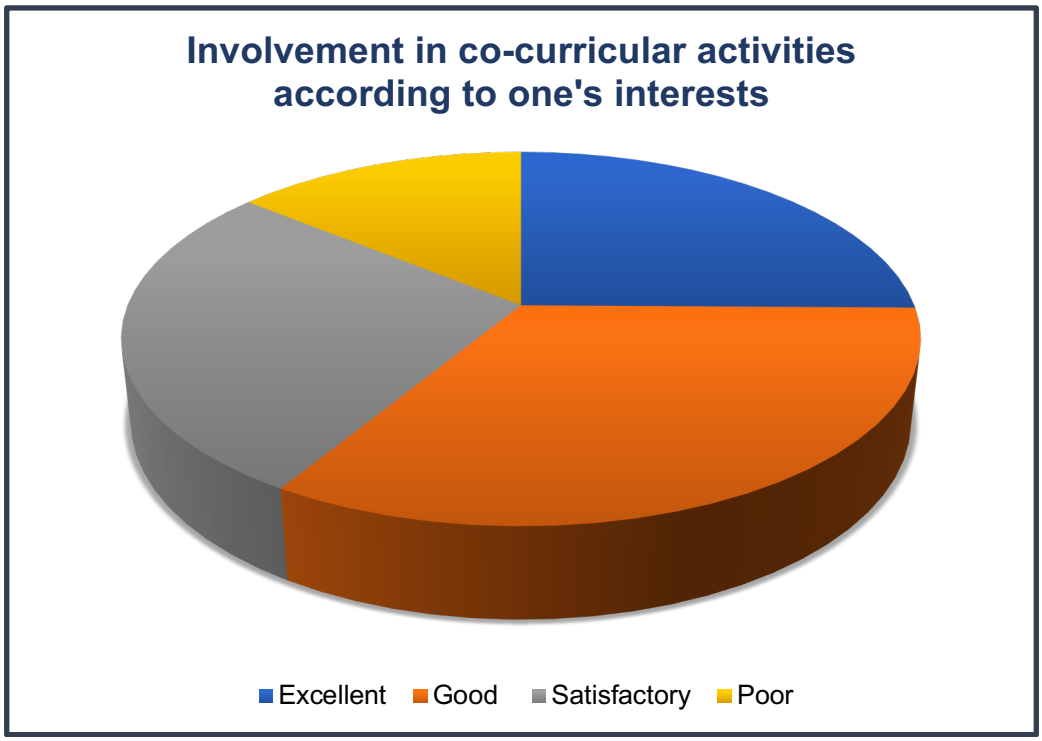
C18


Availability of wifi in College
14%
45%
27%
14%
Excellent
Good
Satisfactory
Poor

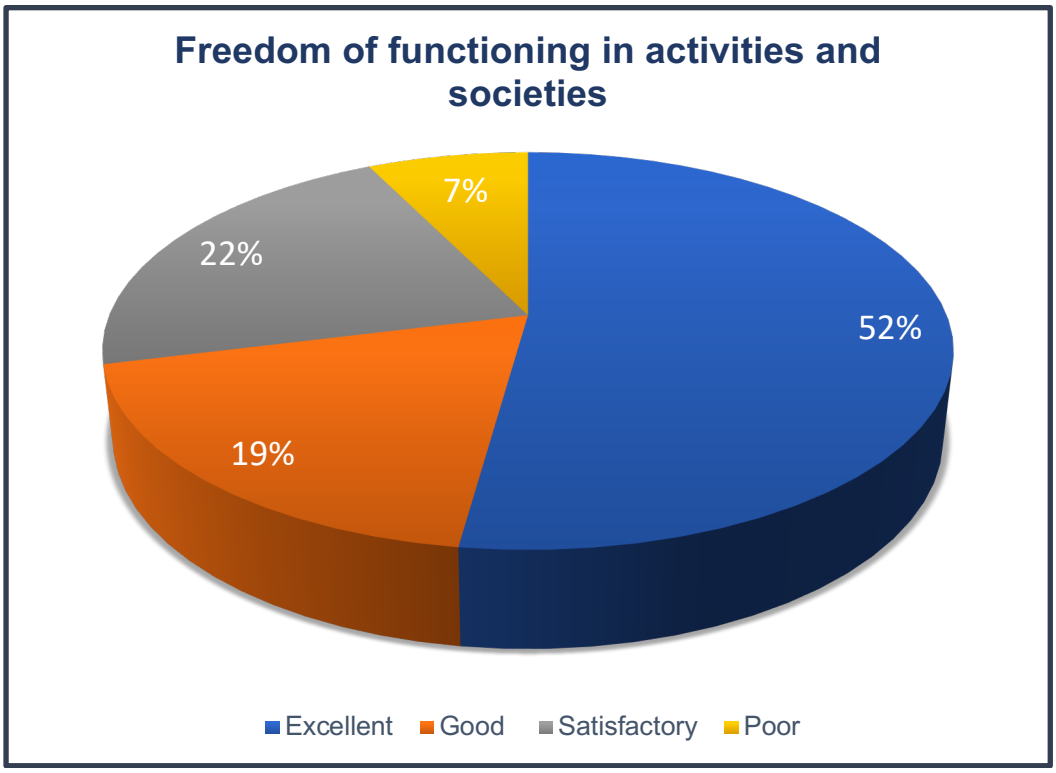
C19


Cleanliness of washrooms
6%
17%
41%
36%
Excellent
Good
Satisfactory
Poor

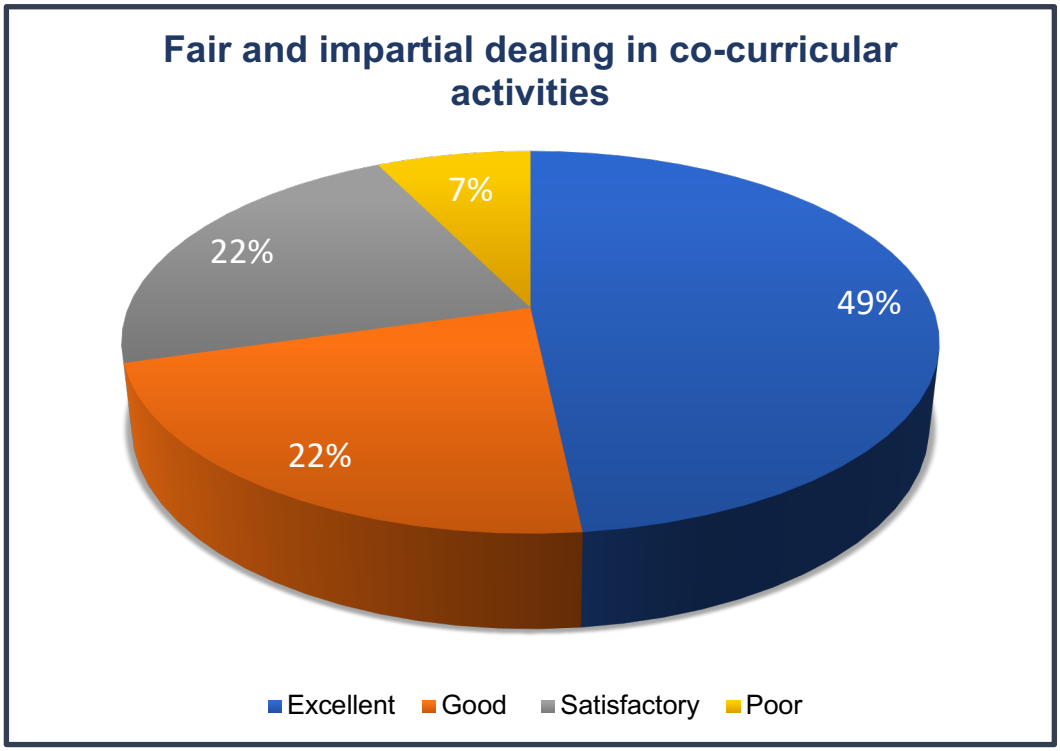
C20


Involvement in co-curricular activities according to one's interests
Excellent
Good
Satisfactory
Poor

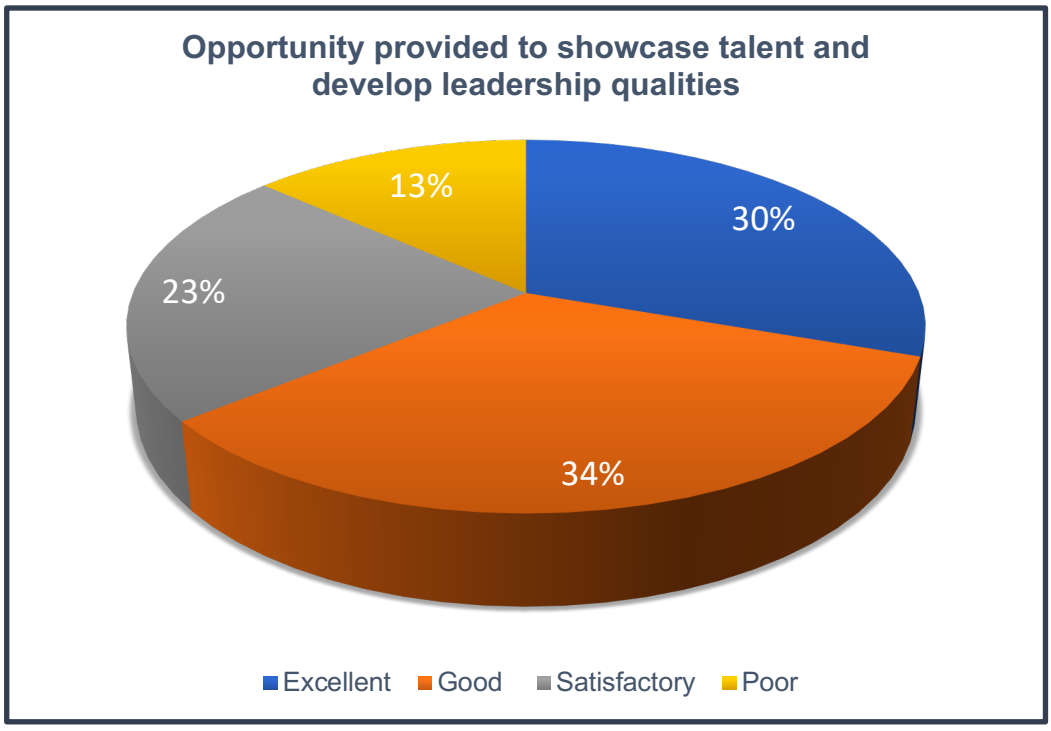
C21


Freedom of functioning in activities and societies
7%
22%
52%
19%
Excellent
Good
Satisfactory
Poor

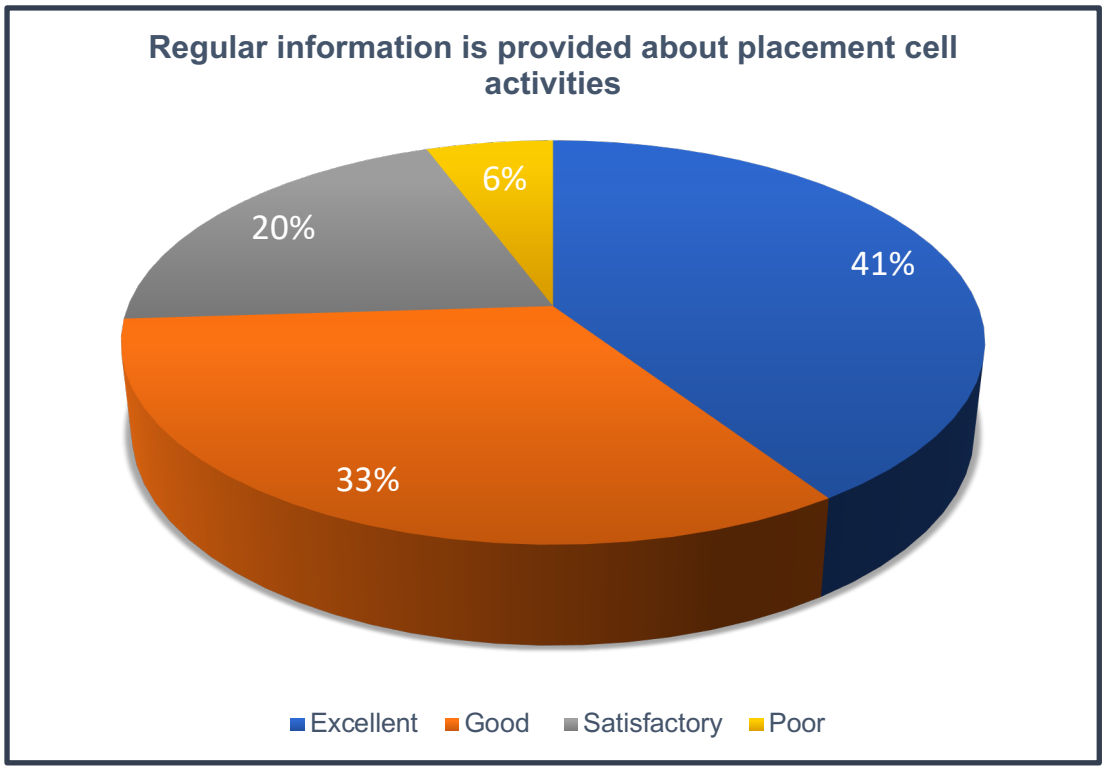
C22


Fair and impartial dealing in co-curricular activities
7%
22%
49%
22%
Excellent
Good
Satisfactory
Poor

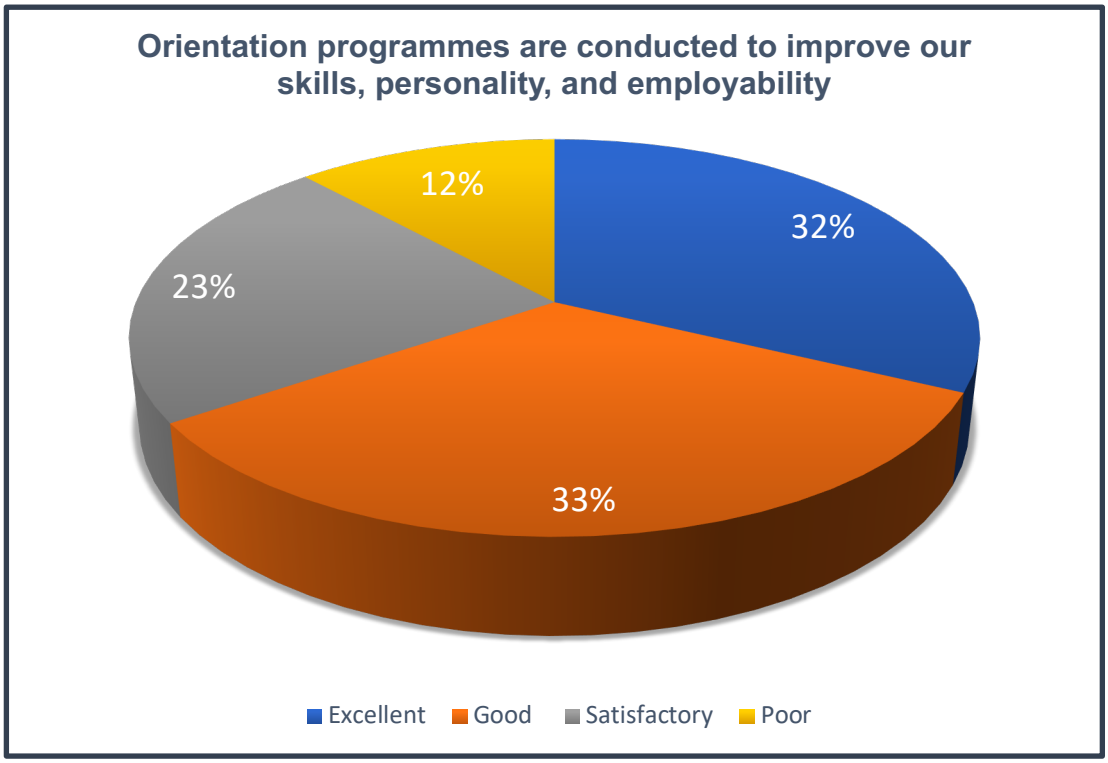
C23


Opportunity provided to showcase talent and develop leadership qualities
13%
30%
23%
34%
Excellent
Good
Satisfactory
Poor

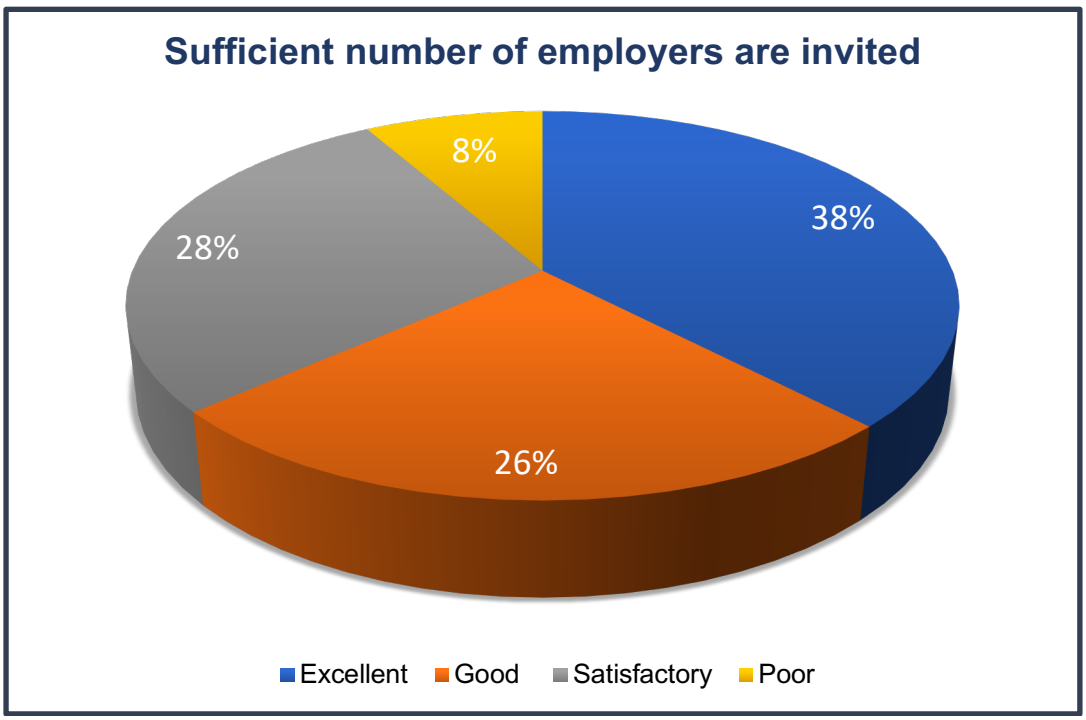
C24


Regular information is provided about placement cell activities
6%
20%
41%
33%
Excellent
Good
Satisfactory
Poor

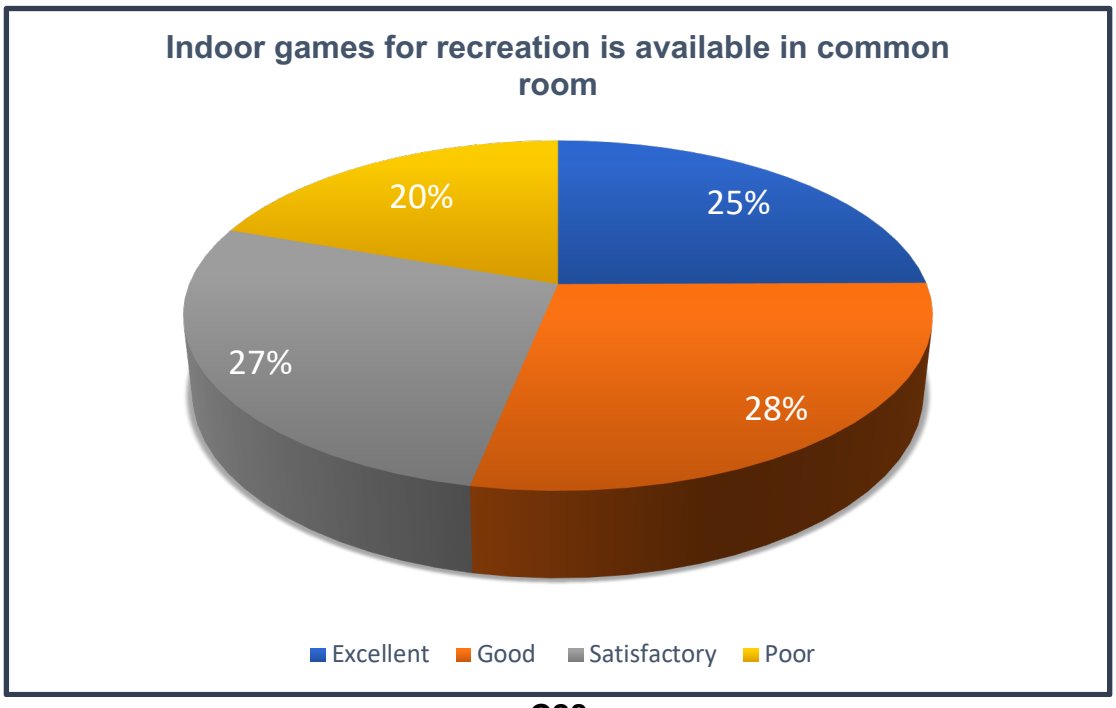
C25


Orientation programmes are conducted to improve our skills, personality, and employability
12%
32%
23%
33%
Excellent
Good
Satisfactory
Poor

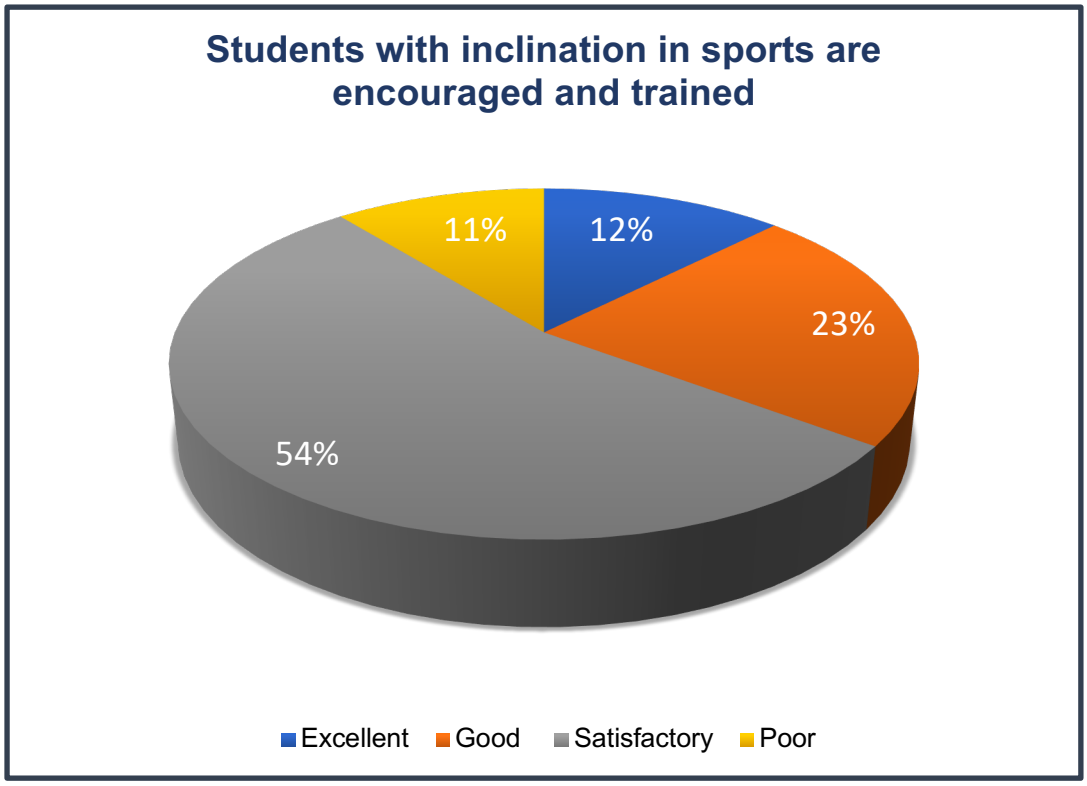
C26


Sufficient number of employers are invited
8%
38%
28%
26%
Excellent
Good
Satisfactory
Poor

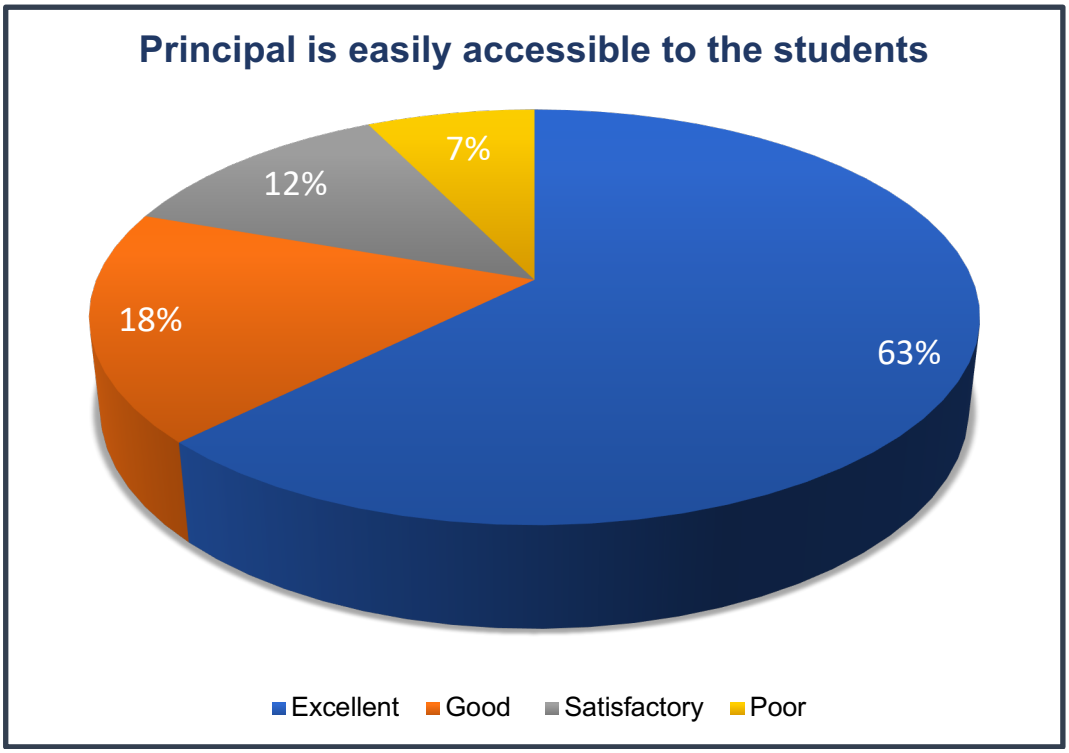
C27


Indoor games for recreation is available in common room
20%
25%
27%
28%
Excellent
Good
Satisfactory
Poor

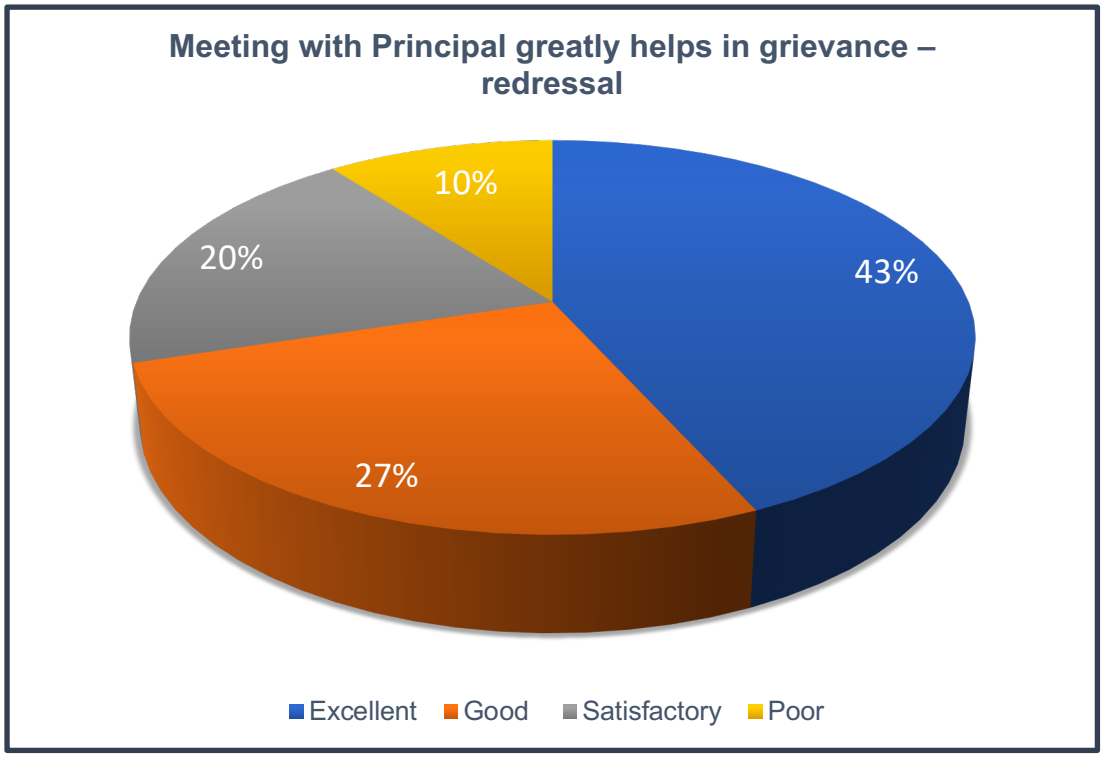
C28


Students with inclination in sports are encouraged and trained
11%
12%
23%
54%
Excellent
Good
Satisfactory
Poor

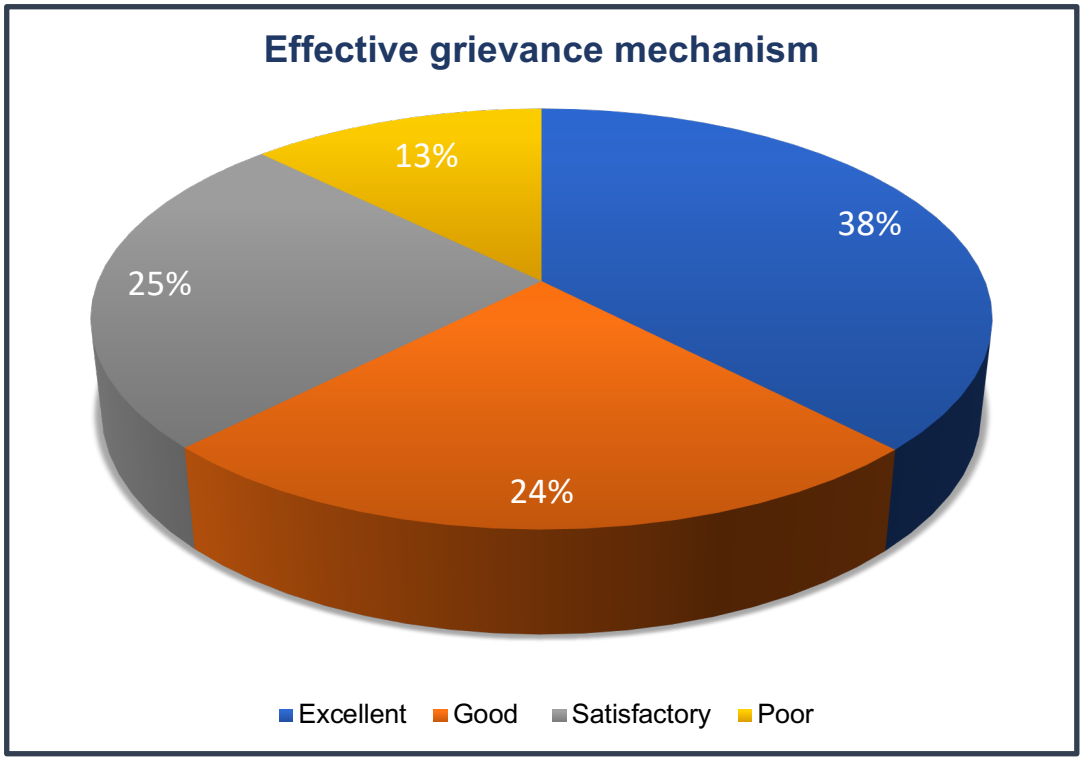
C29


Principal is easily accessible to the students
7%
12%
18%
63%
Excellent
Good
Satisfactory
Poor

C30


Meeting with Principal greatly helps in grievance – redressal
10%
20%
43%
27%
Excellent
Good
Satisfactory
Poor

C31


Effective grievance mechanism
13%
38%
25%
24%
Excellent
Good
Satisfactory
Poor

C32