

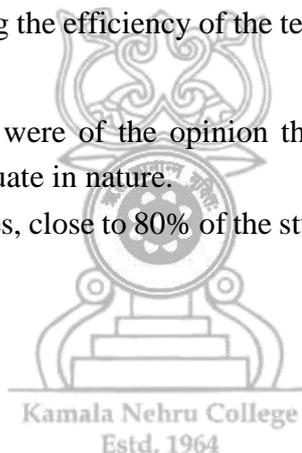


## **Student Satisfaction Survey (21)** **Kamala Nehru College** **University of Delhi**

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 an inevitable 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. IQAC has been constantly working on the objective of encouraging students to take part in the feedback process for the term 2021-2022, and has been successfully achieved responses from approx. 800 students. The Student Satisfaction Survey (SSS) was conducted by the College among students across all disciplines to get a diverse opinion about their level of satisfaction with respect to several broad parameters related to academic activities; infrastructure; skill enhancement; extra-curricular activities; efficiency of administrative dealings; grievance redressal mechanisms; career prospects and so on. A well-structured Students' Feedback Form was carefully designed by the team and circulated to initiate the fifth cycle (post NAAC) of the feedback process under the aegis of the IQAC for the academic session 2021-22. It consisted of three sections and was filled by approx. 800 students.

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 is concerned with assessing the efficiency 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.

Link of Form- <https://forms.gle/9s1pggEctJwM1udN7>

