

INTERNAL QUALITY ASSURANCE CELL

STUDENT SATISFACTION SURVEY 2024-25



GOVERNMENT DEGREE COLLEGE PULWAMA NAAC ACCREDITED GRADE A

Introduction

Student Satisfaction Survey is of great significance as it provides valuable insights into various aspects of the academic and non-academic components of the College. It helps identify strengths and weaknesses in teaching methods, course design, and curriculum delivery. It also aids in understanding what motivates students and the challenges they face. It supports decision making in assigning priorities for changes in academic transactions, technology, and other facilities. Further it helps recognize factors leading to dissatisfaction, such as stress, academic pressure etc. and create an environment conducive to academic success and student well-being. By systematically analyzing the feedback from such surveys, the college envisions to create a more supportive, inclusive, and effective learning environment.

The survey was conducted for submission of Annual Quality Assurance Report (2024-25). A total 1236 students participated in the survey. The questionnaire designed by the college IQAC team was used in conducting the survey. A Google form was shared with the students and on the basis of responses received, analysis was done for all the 20 queries of the survey.

FEED BACK OF STUDENTS ON TEACHERS & TEACHING PRACTICES

The semester wise distribution of students from whom feedback was obtained. An effort was made to assess student feedback on quality of teaching by the faculty. Questions were designed to assess various aspects of teaching, learning & evaluation. After evaluating the data recommendations from IQAC were forwarded to the Worthy Principal for necessary action.

Annexure I: Student's Satisfaction Survey (SSS) on teaching Learning process for the Session 2024-25

Name of the Major Subject					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Accounting and taxation	24	1.9	1.9	1.9
	Arabic literature	19	1.5	1.5	3.5
	Bio chemistry	12	1.0	1.0	4.4
	Biotechnolgy	30	2.4	2.4	6.9
	Botany	47	3.8	3.8	10.7
	Chemistry	39	3.2	3.2	13.8
	Clinical Biochemistry	26	2.1	2.1	15.9
	Computer Applications	41	3.3	3.3	19.3
	Economics	51	4.1	4.1	23.4
	Education	118	9.5	9.5	32.9
	English Literature	50	4.0	4.0	37.0
	Geography	139	11.2	11.2	48.2
	Geology	17	1.4	1.4	49.6
	History	67	5.4	5.4	55.0
	Islamic studies	37	3.0	3.0	58.0
	Kashmiri literature	32	2.6	2.6	60.6
	Mathematics	15	1.2	1.2	61.8
	Persian	31	2.5	2.5	64.3
	Phyiscs	26	2.1	2.1	66.4
	Political science	138	11.2	11.2	77.6
	Psychology	47	3.8	3.8	81.4
	Sociology	40	3.2	3.2	84.6
	Statistics	7	.6	.6	85.2
	Urdu literature	134	10.8	10.8	96.0
	Zoology	49	4.0	4.0	100.0
	Total	1236	100.0	100.0	

Semester					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2nd Semester batch 2024	564	45.6	45.6	45.6
	4th Semester batch 2023	320	25.9	25.9	71.5
	6th Semester batch 2022	352	28.5	28.5	100.0
	Total	1236	100.0	100.0	

Batch					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2022	356	28.8	28.8	28.8
	2023	311	25.2	25.2	54.0
	2024	569	46.0	46.0	100.0
	Total	1236	100.0	100.0	

How much of the syllabus was covered in the class?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	30 to 54%	24	1.9	1.9	1.9
	55 to 69%	106	8.6	8.6	10.5
	70 to 84%	401	32.4	32.4	43.0
	85 to 100%	694	56.1	56.1	99.1
	Below 30%	11	.9	.9	100.0
	Total	1236	100.0	100.0	

How well did the teachers prepare for the classes?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Indifferently	14	1.1	1.1	1.1
	Poorly	40	3.2	3.2	4.4
	Satisfactorily	695	56.2	56.2	60.6
	Thoroughly	477	38.6	38.6	99.2
	Won't teach at all	10	.8	.8	100.0
	Total	1236	100.0	100.0	

How well were the teachers able to communicate?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always effective	867	70.1	70.1	70.1
	Generally ineffective	30	2.4	2.4	72.6
	Just satisfactorily	170	13.8	13.8	86.3
	Sometimes effective	155	12.5	12.5	98.9
	Very poor communication	14	1.1	1.1	100.0
	Total	1236	100.0	100.0	

The teachers approach to teaching can best be described as					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	738	59.7	59.7	59.7
	Fair	26	2.1	2.1	61.8
	Good	140	11.3	11.3	73.1
	Poor	10	.8	.8	73.9
	Very good	322	26.1	26.1	100.0
	Total	1236	100.0	100.0	

Fairness of the internal evaluation process by the teachers					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Always fair	800	64.7	64.7	64.7
	Sometimes unfair	83	6.7	6.7	71.4
	Unfair	46	3.7	3.7	75.2
	Usually fair	293	23.7	23.7	98.9
	Usually unfair	14	1.1	1.1	100.0
	Total	1236	100.0	100.0	

Was your performance in assignments discussed with you?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Every time	821	66.4	66.4	66.4
	Never	23	1.9	1.9	68.3
	Occasionally/Sometimes	105	8.5	8.5	76.8
	Rarely	34	2.8	2.8	79.5
	Usually	253	20.5	20.5	100.0
	Total	1236	100.0	100.0	

The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	87	7.0	7.0	7.0
	Often	226	18.3	18.3	25.3
	Rarely	62	5.0	5.0	30.3
	Regularly	655	53.0	53.0	83.3
	Sometimes	206	16.7	16.7	100.0
	Total	1236	100.0	100.0	

The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Marginally	16	1.3	1.3	1.3
	Moderately	156	12.6	12.6	13.9
	Not at all	17	1.4	1.4	15.3
	Significantly	480	38.8	38.8	54.1
	Very well	567	45.9	45.9	100.0
	Total	1236	100.0	100.0	

The institution provides multiple opportunities to learn and grow.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	507	41.0	41.0	41.0
	Disagree	26	2.1	2.1	43.1
	Neutral	132	10.7	10.7	53.8
	Strongly agree	551	44.6	44.6	98.4
	Strongly disagree	20	1.6	1.6	100.0
	Total	1236	100.0	100.0	

Teachers inform you about your expected competencies, course outcomes and programme outcomes.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Every time	738	59.7	59.7	59.7
	Never	17	1.4	1.4	61.1
	Occasionally/Sometimes	104	8.4	8.4	69.5
	Rarely	33	2.7	2.7	72.2
	Usually	344	27.8	27.8	100.0
	Total	1236	100.0	100.0	

Your mentor does a necessary follow-up with an assigned task to you.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Every time	694	56.1	56.1	56.1
	I don't have a mentor	53	4.3	4.3	60.4
	Occasionally/Sometimes	82	6.6	6.6	67.1
	Rarely	25	2.0	2.0	69.1
	Usually	382	30.9	30.9	100.0
	Total	1236	100.0	100.0	

The teachers illustrate the concepts through examples and applications.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Every time	880	71.2	71.2	71.2
	Never	14	1.1	1.1	72.3
	Occasionally/Sometimes	66	5.3	5.3	77.7
	Rarely	27	2.2	2.2	79.9
	Usually	249	20.1	20.1	100.0
	Total	1236	100.0	100.0	

The teachers identify your strengths and encourage you with providing right level of challenges.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fully	803	65.0	65.0	65.0
	Partially	91	7.4	7.4	72.3
	Reasonably	286	23.1	23.1	95.5
	Slightly	34	2.8	2.8	98.2
	Unable to	22	1.8	1.8	100.0
	Total	1236	100.0	100.0	

Teachers are able to identify your weaknesses and help you to overcome them.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Every time	798	64.6	64.6	64.6
	Never	45	3.6	3.6	68.2
	Occasionally/Sometimes	97	7.8	7.8	76.1
	Rarely	35	2.8	2.8	78.9
	Usually	261	21.1	21.1	100.0
	Total	1236	100.0	100.0	

The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	469	37.9	37.9	37.9
	Disagree	39	3.2	3.2	41.1
	Neutral	107	8.7	8.7	49.8
	Strongly agree	603	48.8	48.8	98.5
	Strongly disagree	18	1.5	1.5	100.0
	Total	1236	100.0	100.0	

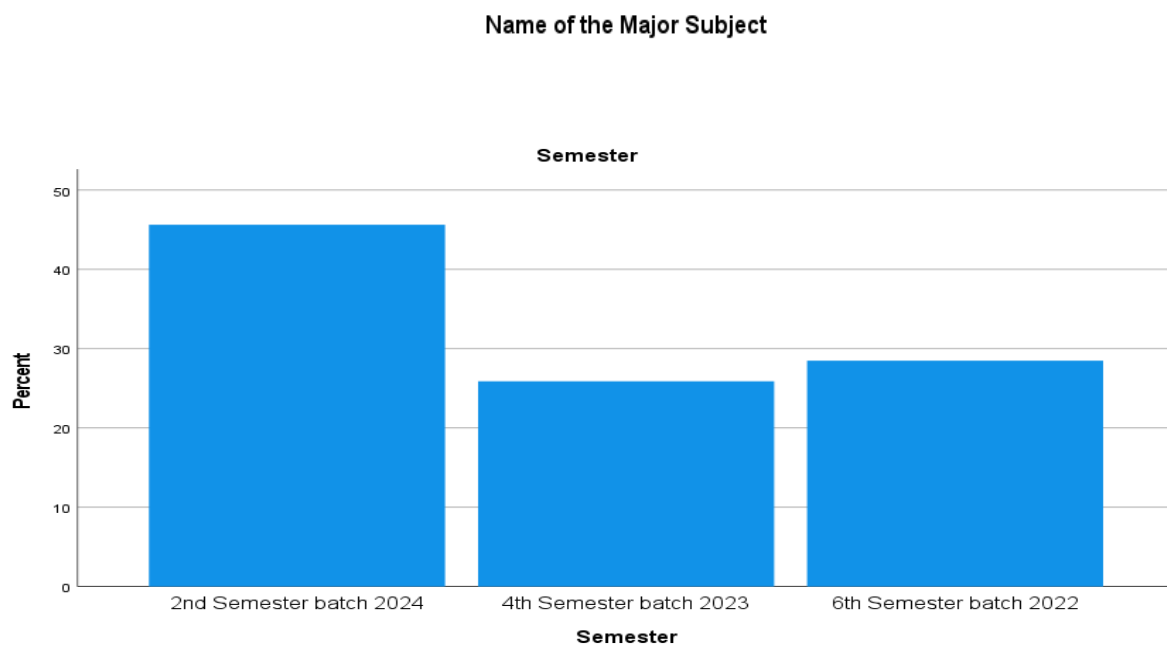
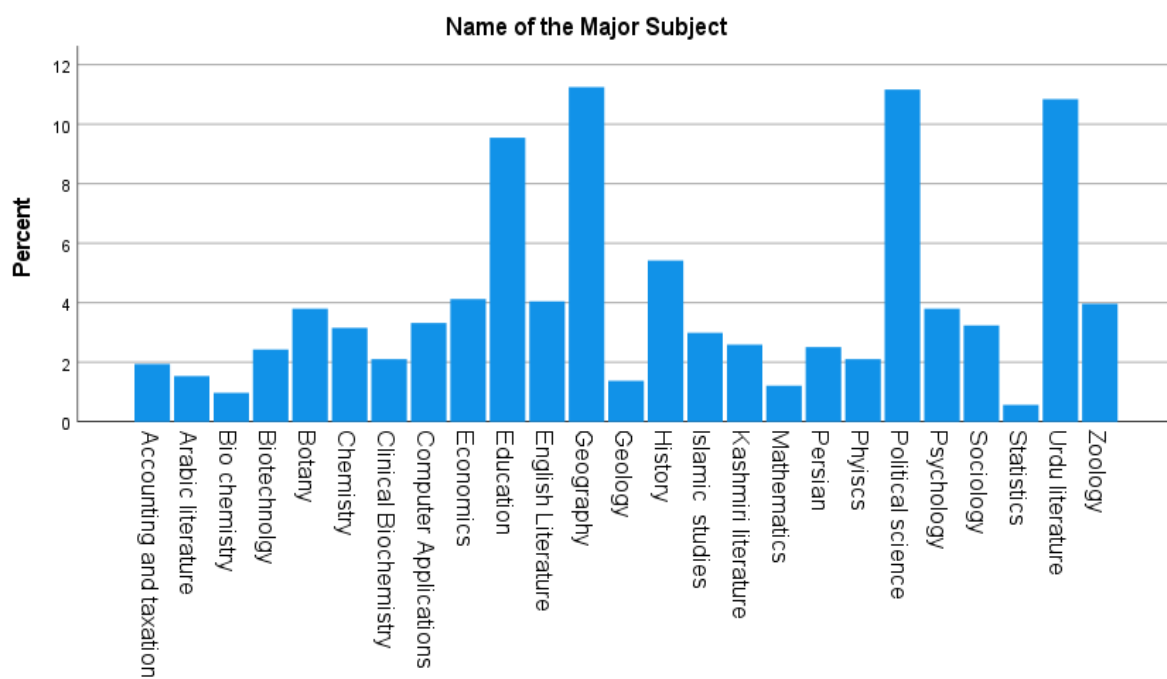
The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Moderate	437	35.4	35.4	35.4
	Not at all	30	2.4	2.4	37.8
	Some what	80	6.5	6.5	44.3
	To a great extent	649	52.5	52.5	96.8
	Very little	40	3.2	3.2	100.0
	Total	1236	100.0	100.0	

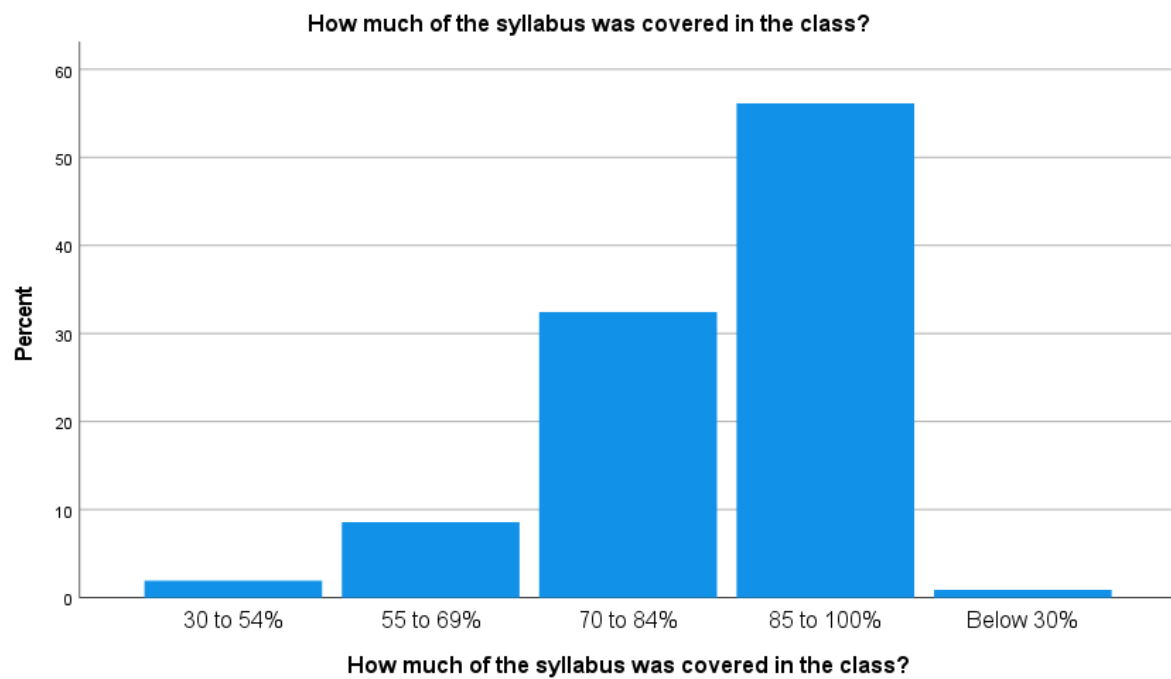
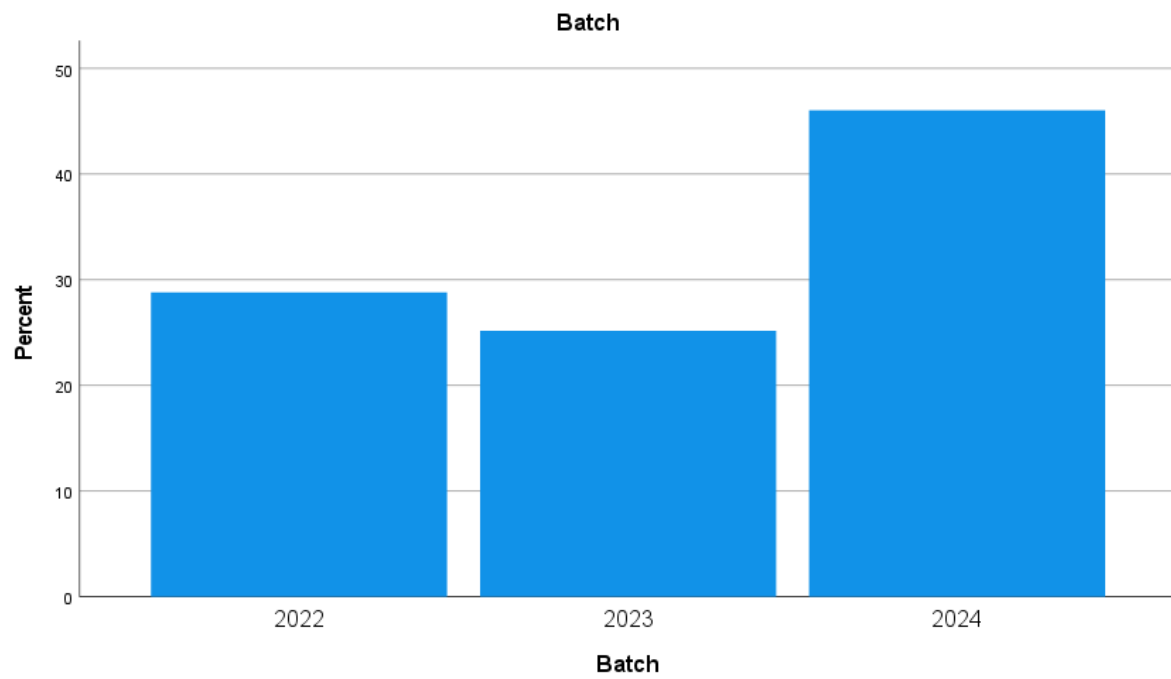
Teachers encourage you to participate in extracurricular activities.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	437	35.4	35.4	35.4
	Disagree	40	3.2	3.2	38.6
	Neutral	137	11.1	11.1	49.7
	Strongly agree	594	48.1	48.1	97.7
	Strongly disagree	28	2.3	2.3	100.0
	Total	1236	100.0	100.0	

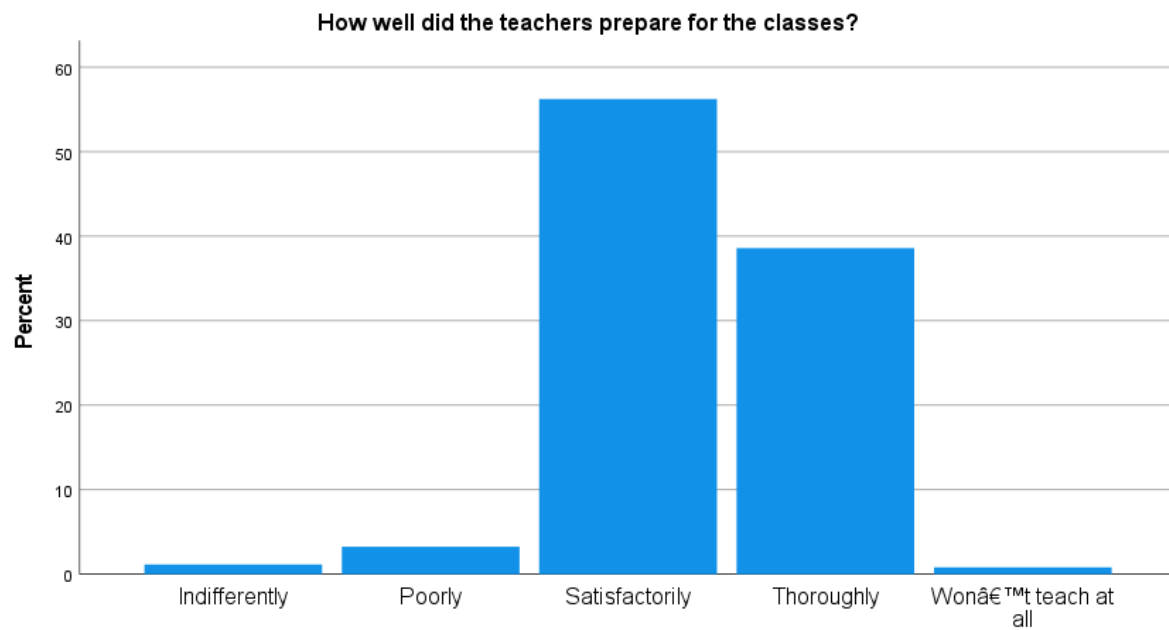
Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Moderate	431	34.9	34.9	34.9
	Not at all	32	2.6	2.6	37.5
	Some what	80	6.5	6.5	43.9
	To a great extent	638	51.6	51.6	95.6
	Very little	55	4.4	4.4	100.0
	Total	1236	100.0	100.0	

What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	30 â€“ 49%	67	5.4	5.4	5.4
	50 â€“ 69%	154	12.5	12.5	17.9
	70 â€“ 89%	419	33.9	33.9	51.8
	Above 90%	532	43.0	43.0	94.8
	Below 29%	64	5.2	5.2	100.0
	Total	1236	100.0	100.0	

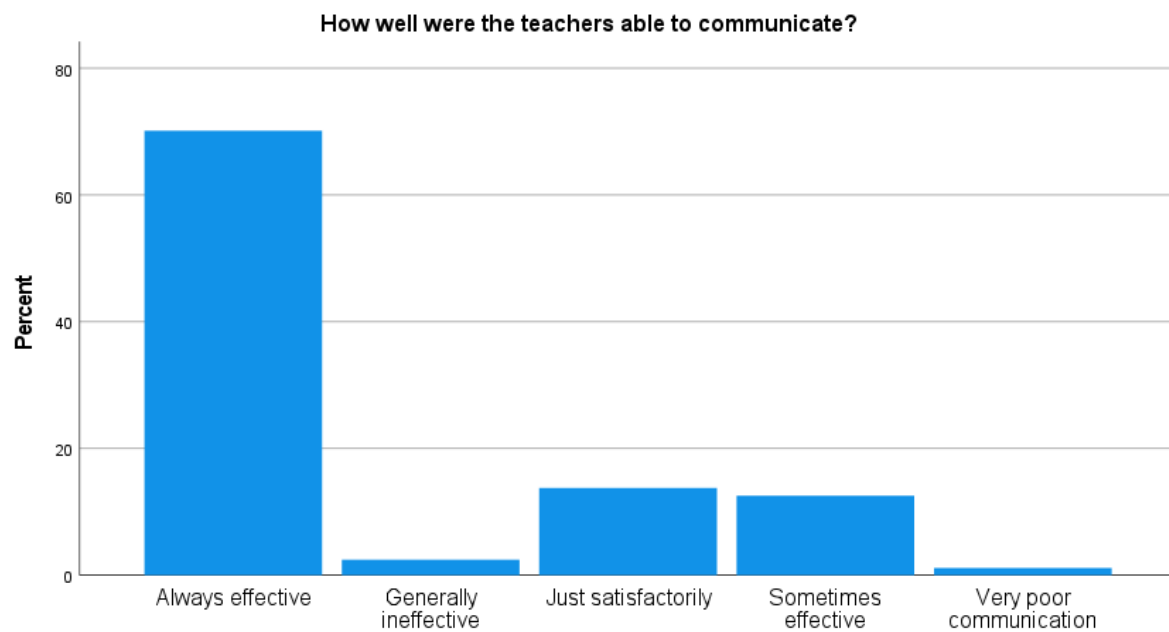
The overall quality of teaching-learning process in your institute is very good.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	467	37.8	37.8	37.8
	Disagree	13	1.1	1.1	38.8
	Neutral	95	7.7	7.7	46.5
	Strongly agree	648	52.4	52.4	98.9
	Strongly disagree	13	1.1	1.1	100.0
	Total	1236	100.0	100.0	



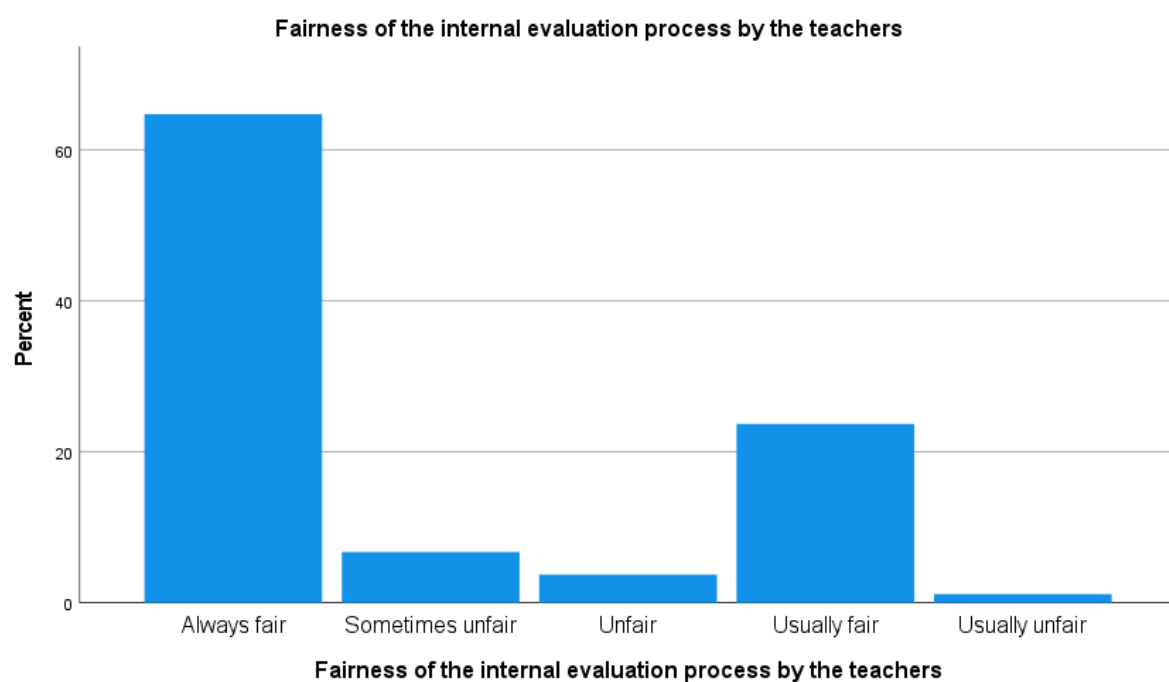
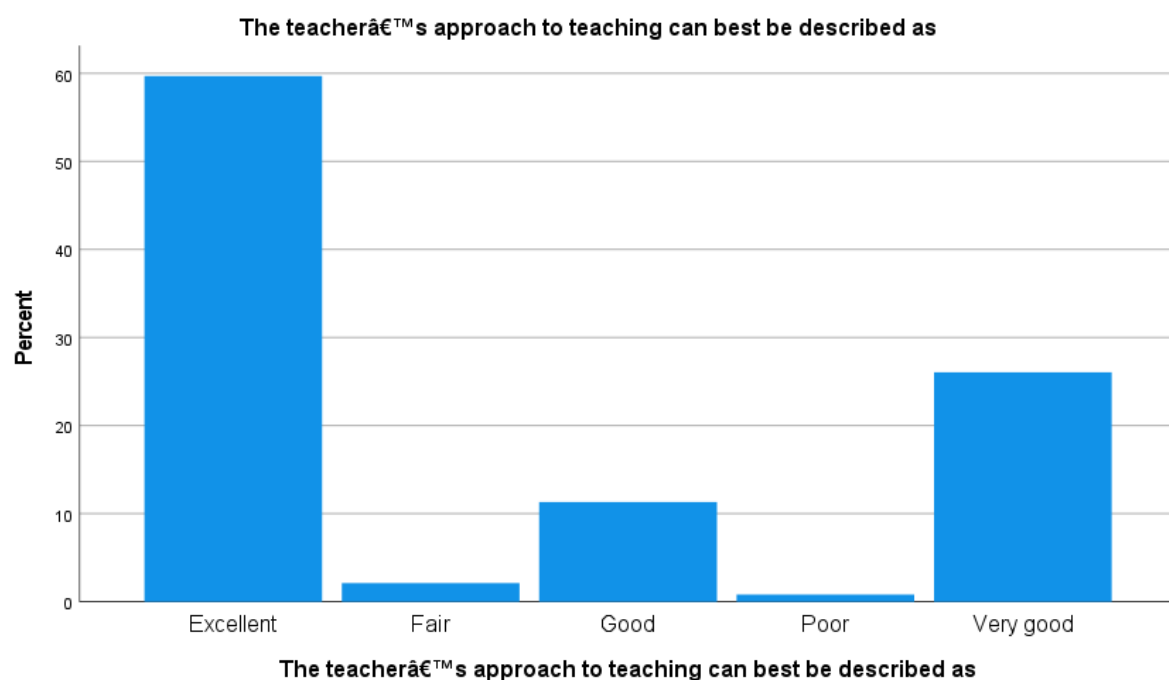


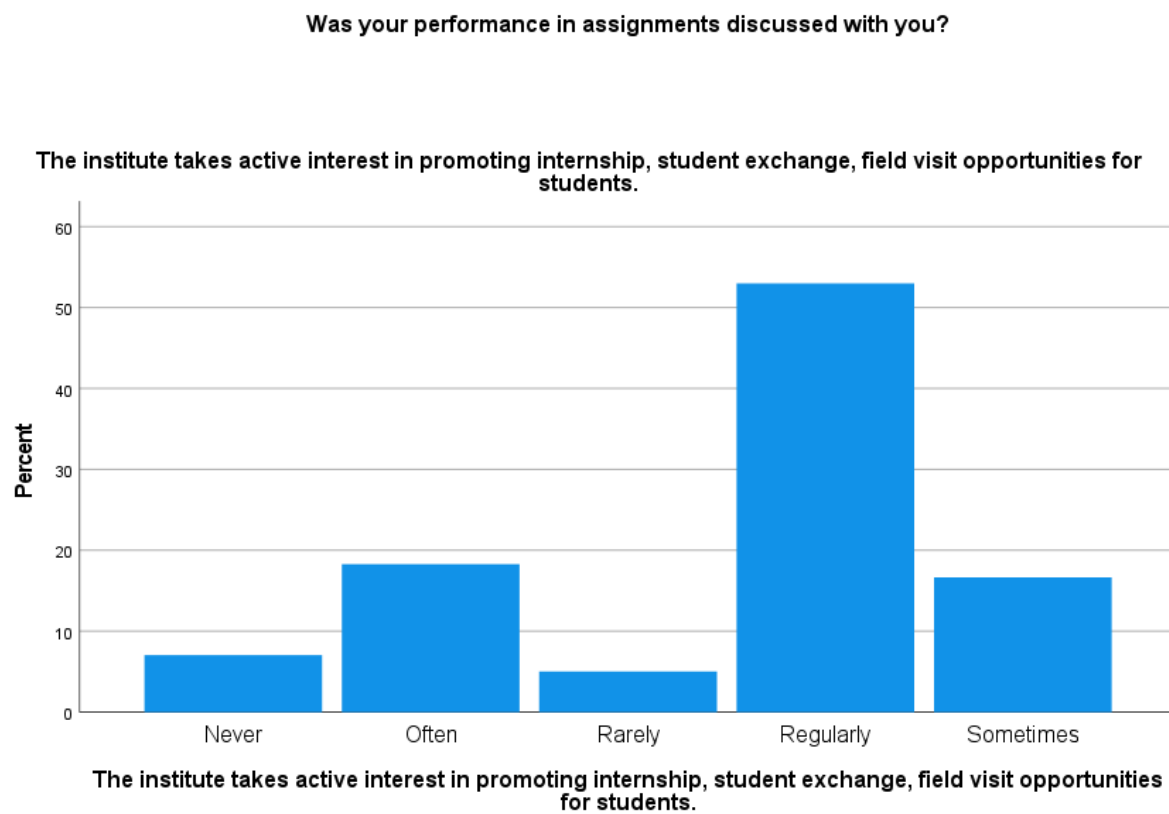
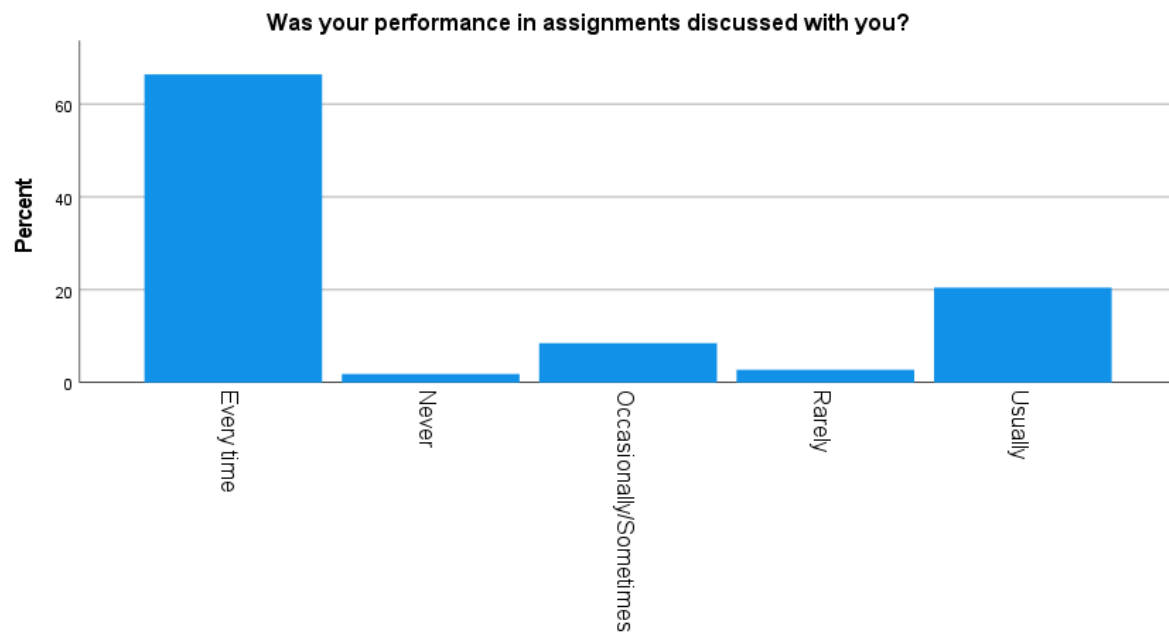


How well did the teachers prepare for the classes?

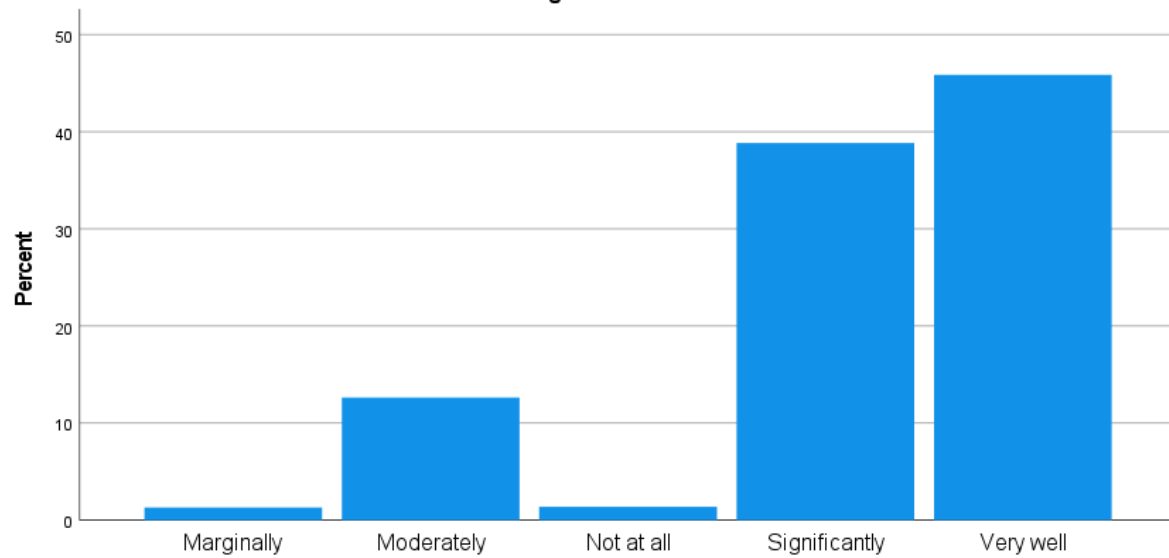


How well were the teachers able to communicate?



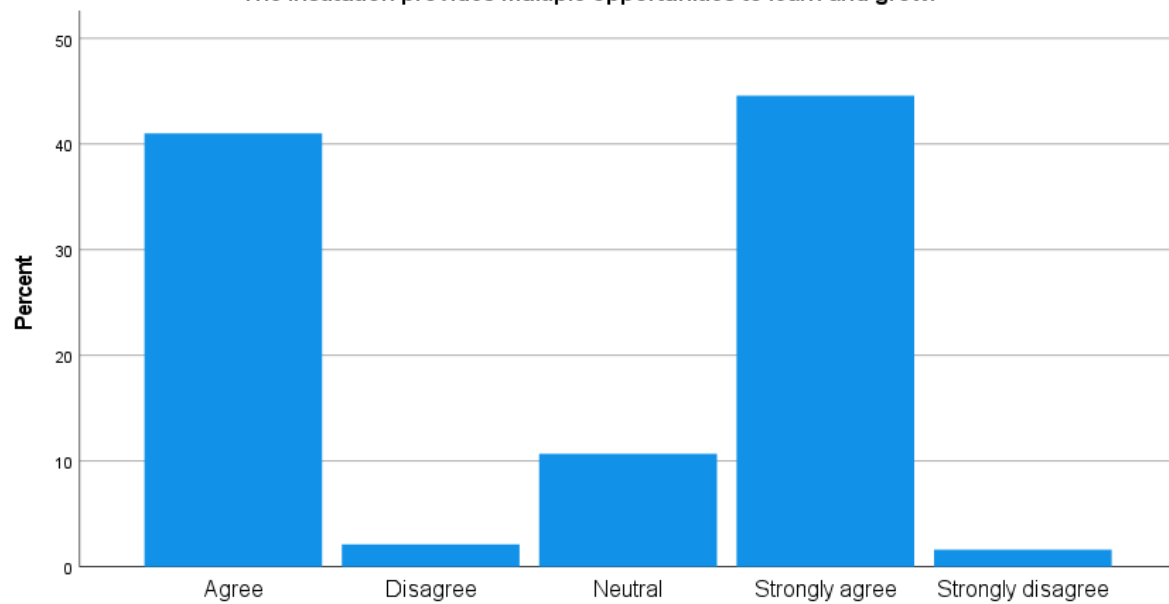


The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



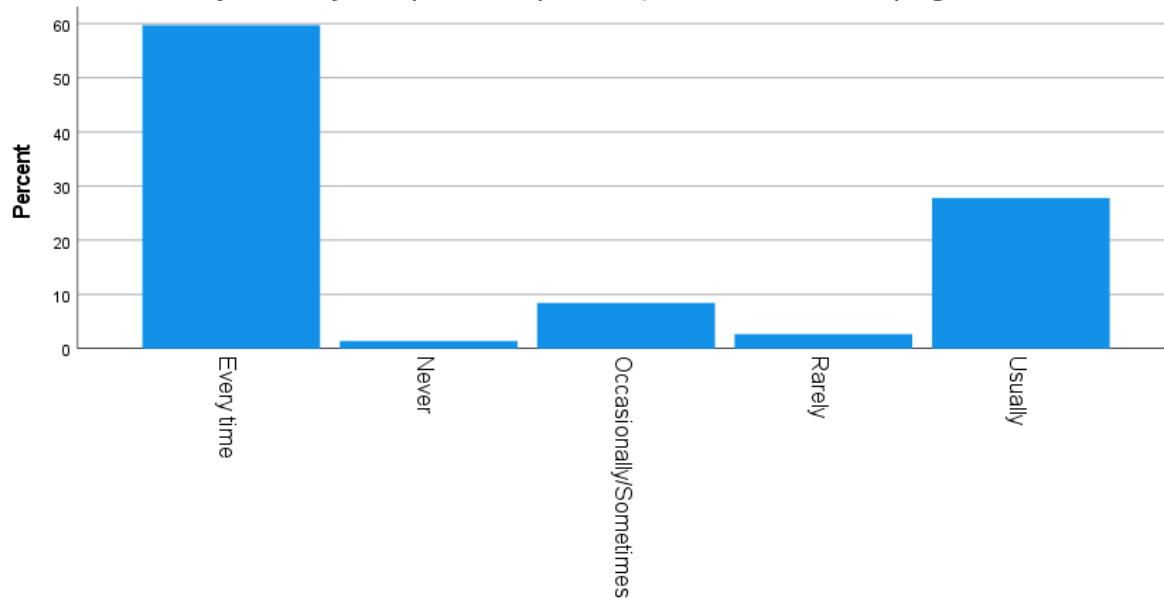
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The institution provides multiple opportunities to learn and grow.



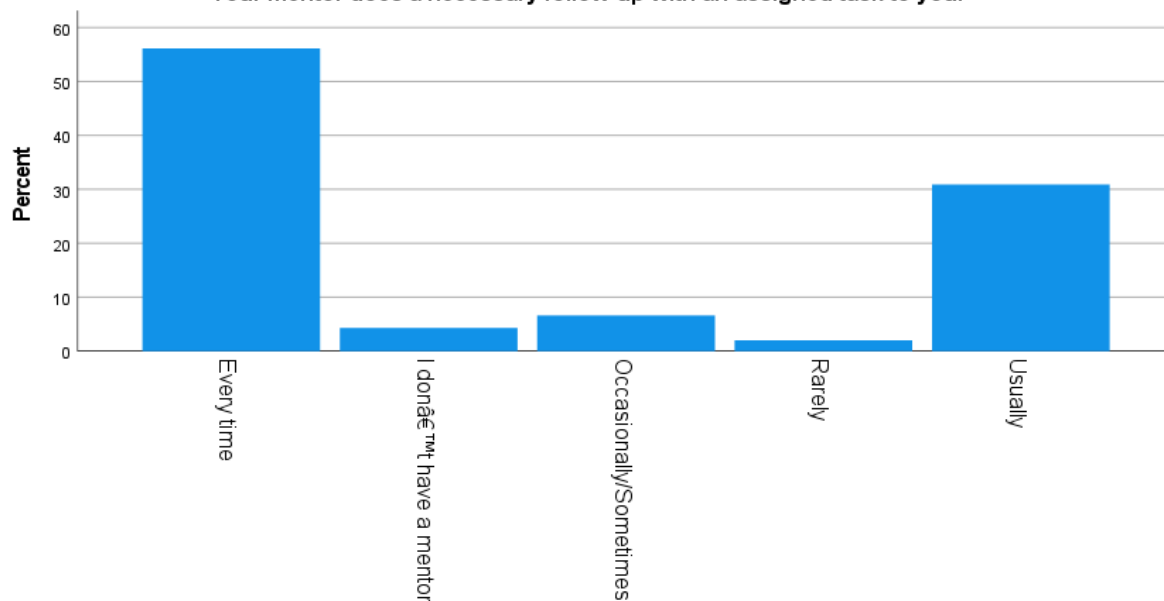
The institution provides multiple opportunities to learn and grow.

Teachers inform you about your expected competencies, course outcomes and programme outcomes.

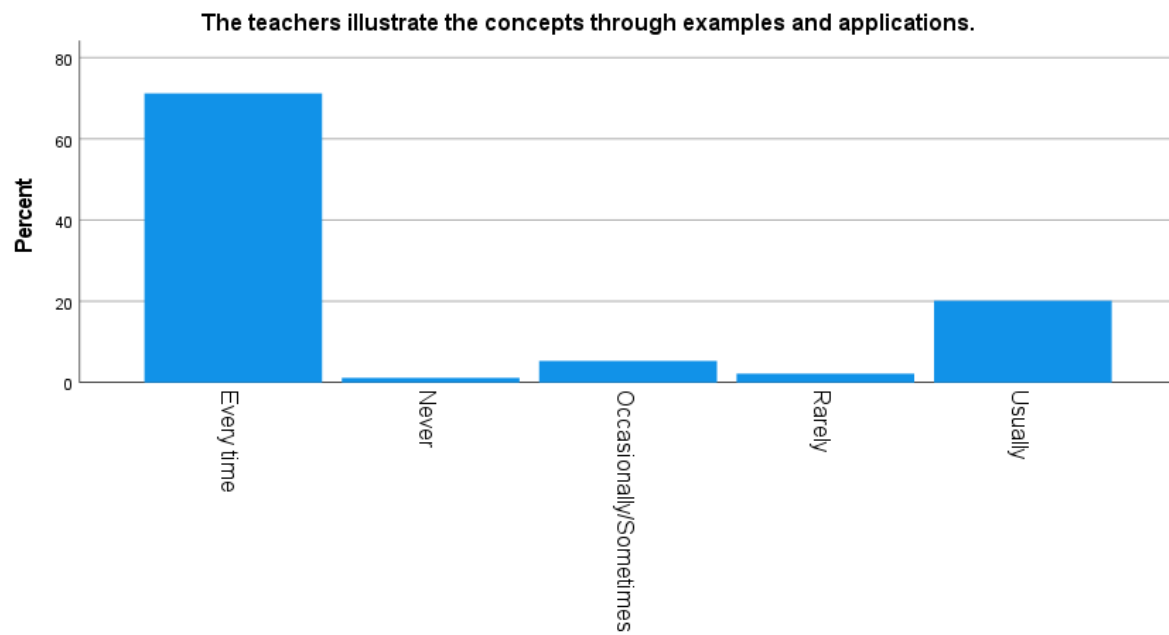


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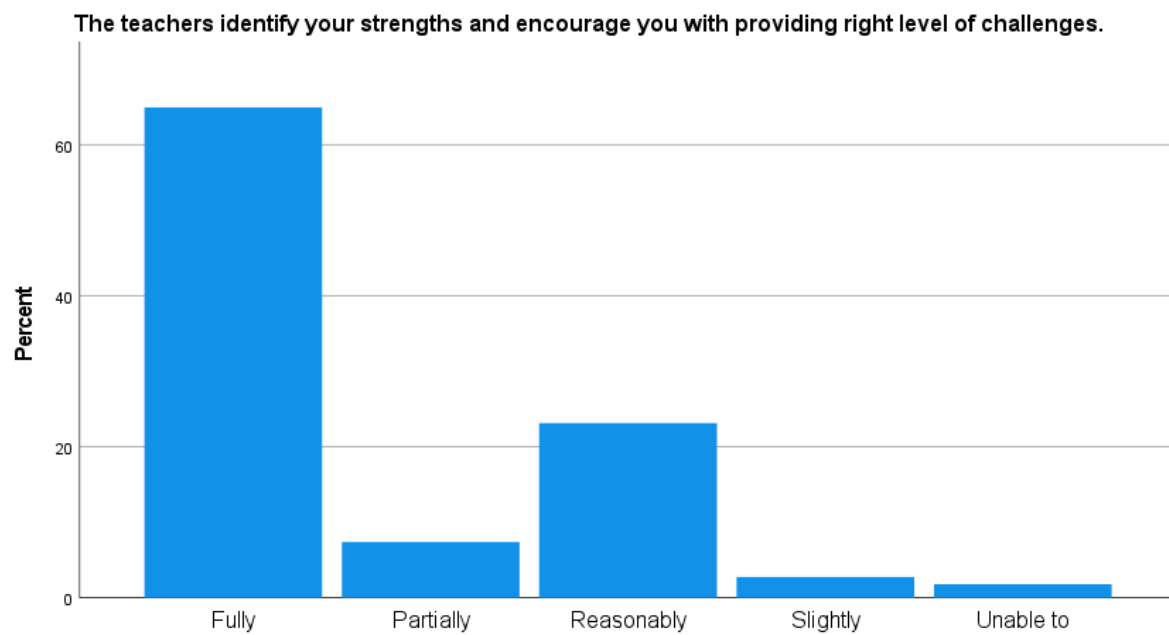
Your mentor does a necessary follow-up with an assigned task to you.



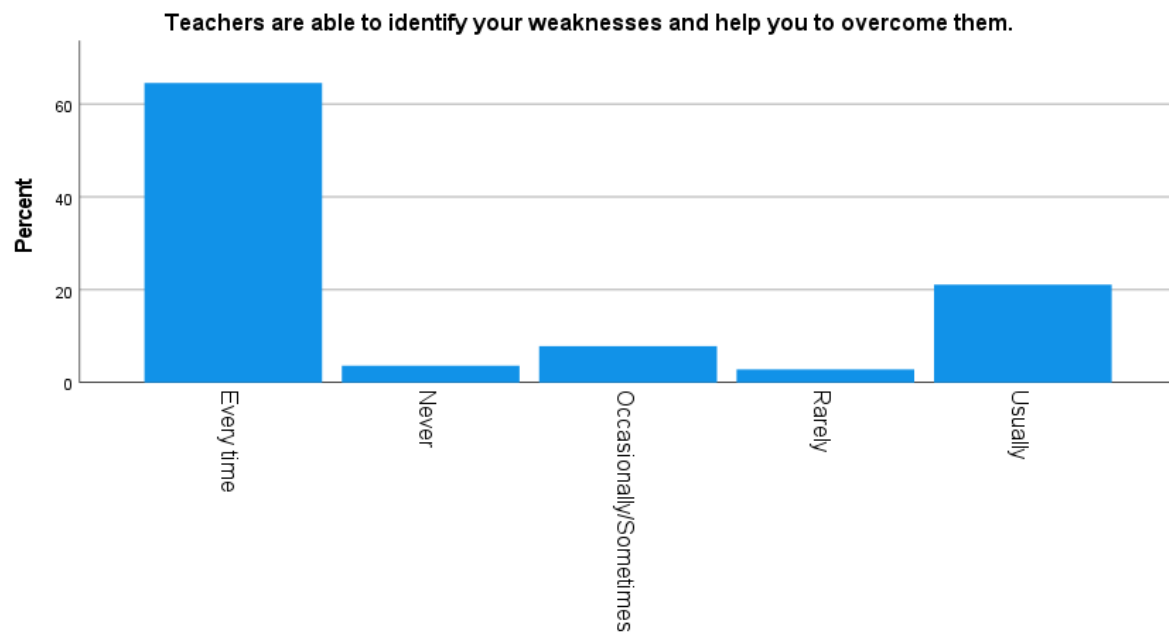
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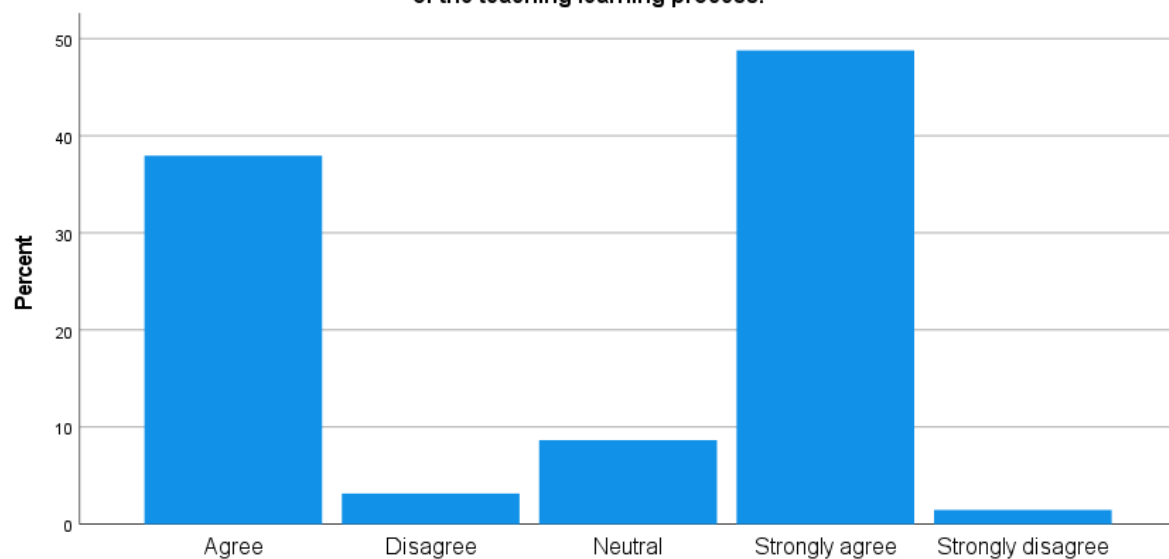


The teachers identify your strengths and encourage you with providing right level of challenges.



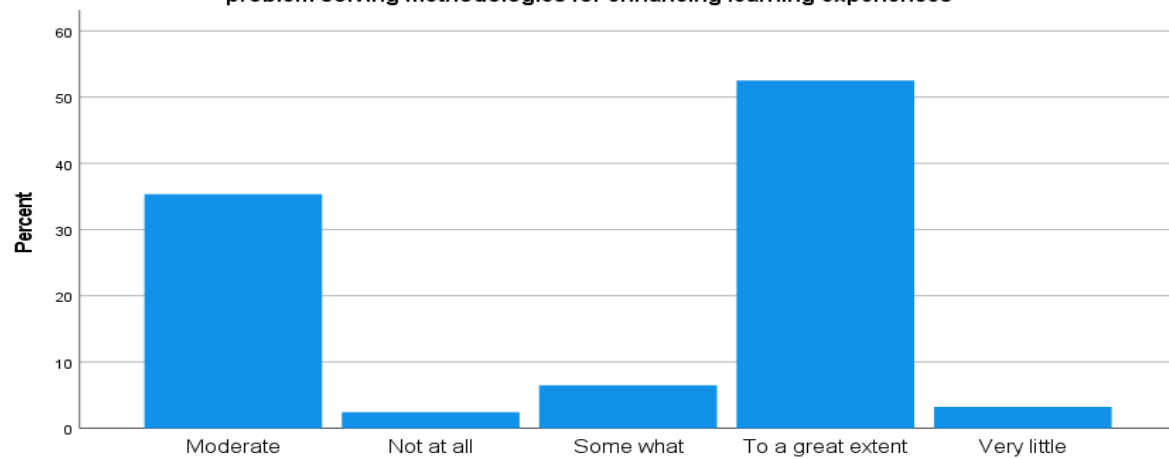
Teachers are able to identify your weaknesses and help you to overcome them.

The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



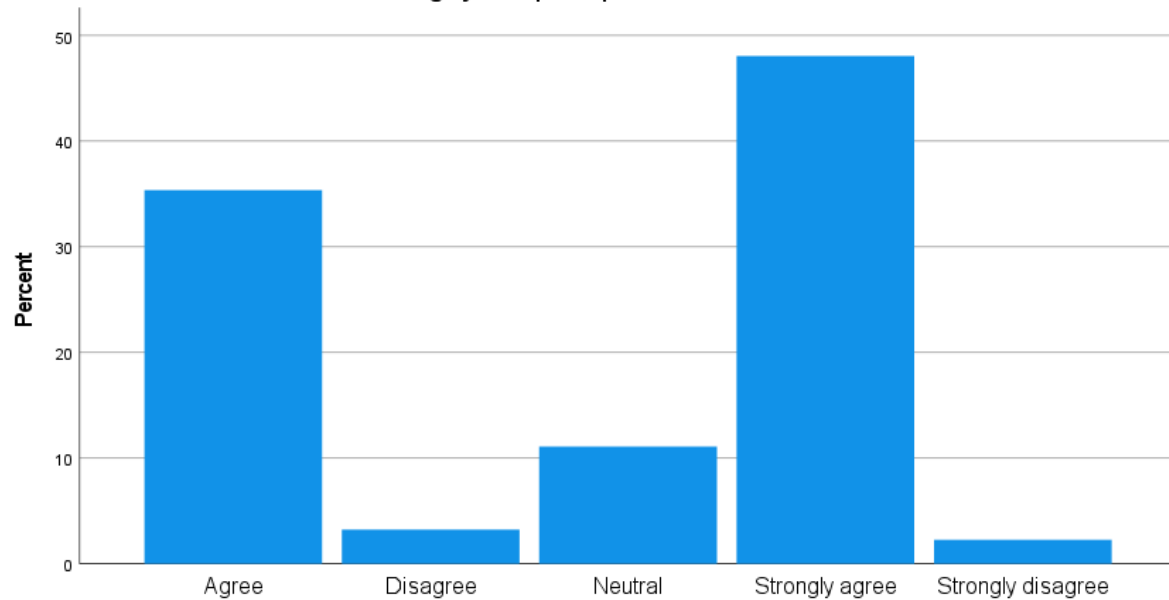
The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences



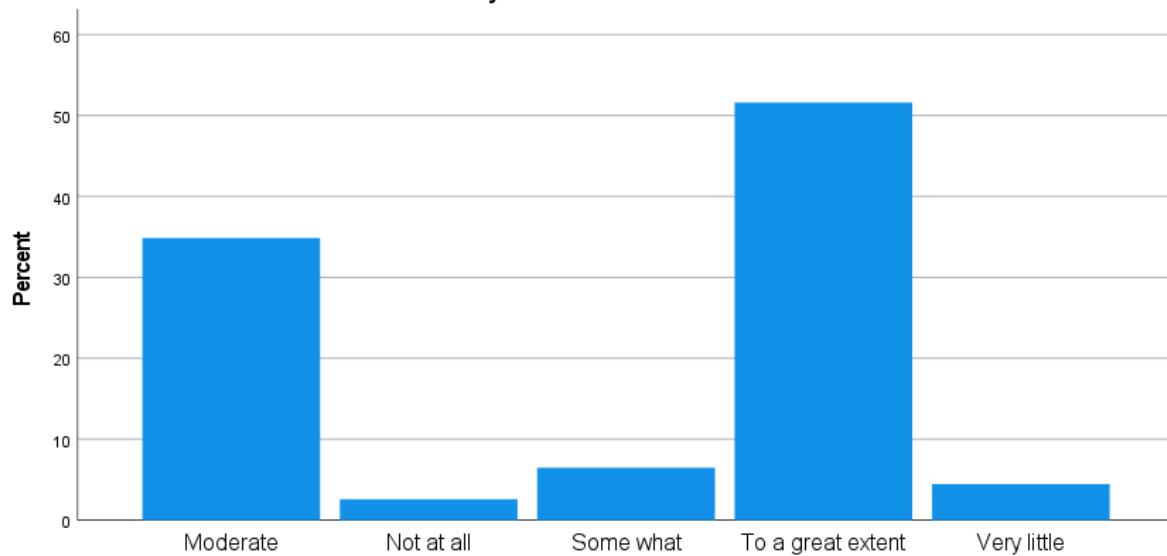
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Teachers encourage you to participate in extracurricular activities.



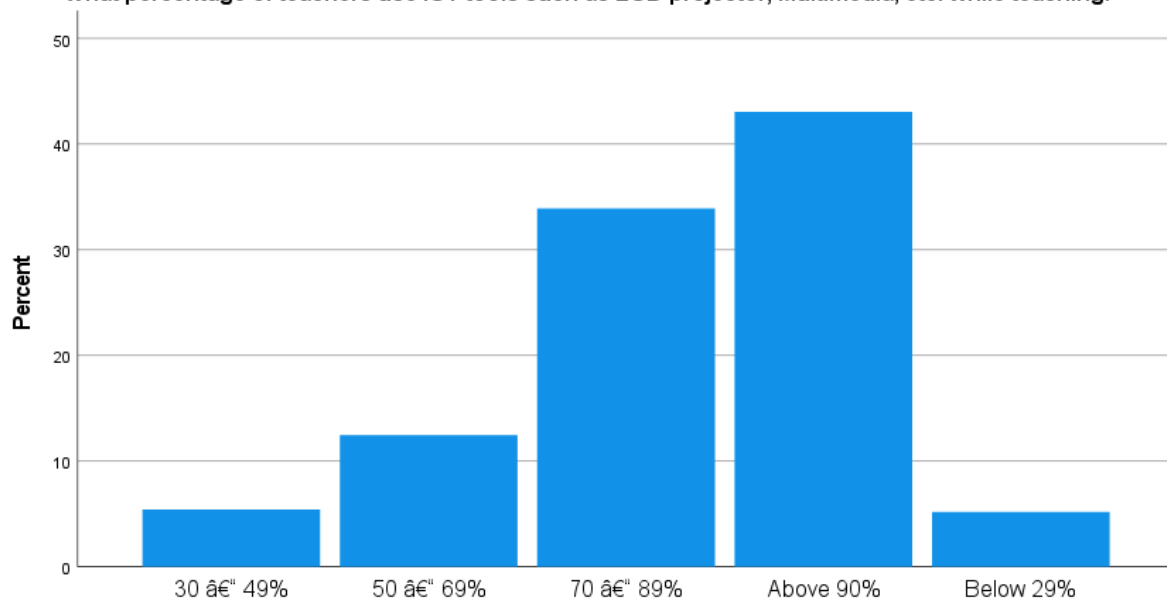
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Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

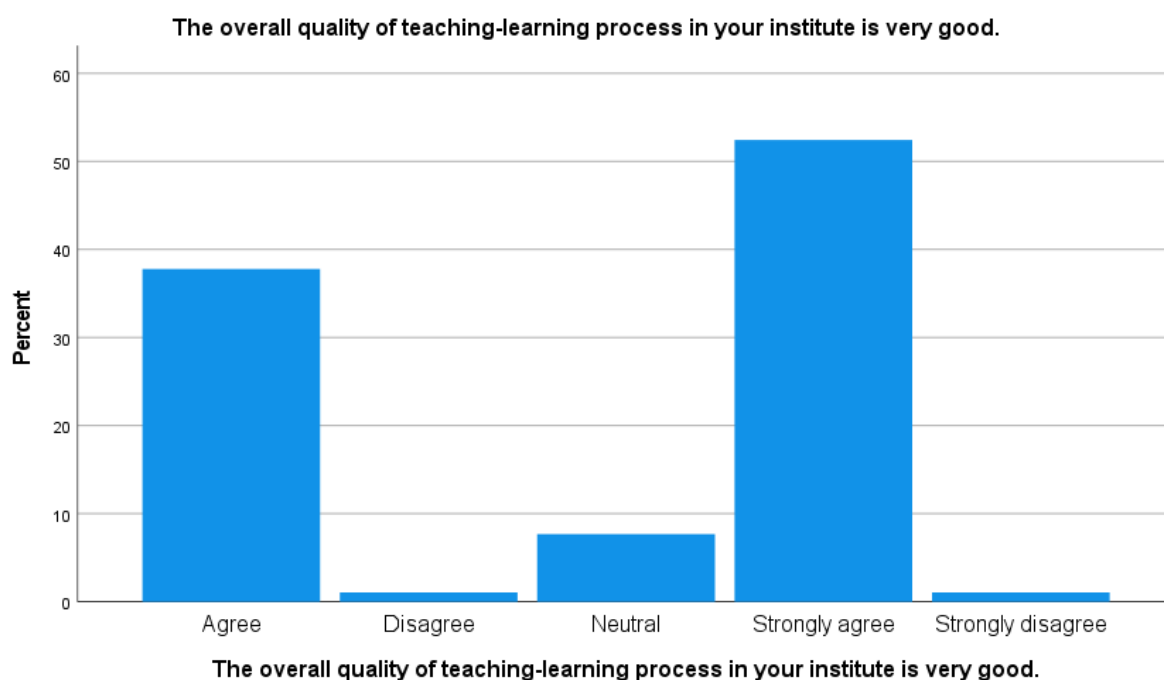


Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.



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Annexure II: Detailed Report of Student Satisfaction Survey (SSS) 2024–25

1. Introduction

- I. The Student Satisfaction Survey (SSS) assesses students' perceptions of teaching–learning quality.
- II. It evaluates faculty performance, curriculum delivery, institutional facilities, and overall learning experience.
- III. The survey helps identify strengths, weaknesses, and areas requiring improvement.

2. Purpose of the Survey

- I. To measure student satisfaction across academic and non-academic domains.
- II. To evaluate teaching effectiveness and curriculum implementation.
- III. To collect actionable feedback for quality enhancement.
- IV. To support NAAC requirements under the IQAC framework.

3. Methodology

- I. Survey conducted through structured questionnaires based on NAAC guidelines.
- II. Students from various semesters and disciplines participated.
- III. Responses collected anonymously to ensure unbiased feedback.
- IV. Data compiled, analysed, and interpreted using statistical tools.

4. Key Findings

A. Teaching–Learning Quality

- I. Majority students reported satisfaction with teaching methods.
- II. Faculty were appreciated for clarity, preparedness, and subject knowledge.
- III. Students found classroom interactions engaging and supportive.
- IV. A few students suggested adopting more ICT-enabled teaching tools.

B. Curriculum Delivery

- I. Curriculum considered relevant and helpful for conceptual understanding.
- II. Need for more practical exposure and real-life applications highlighted.
- III. Students requested enhancement of lab facilities in certain subjects.

C. Institutional Facilities

- I. Library facilities rated highly for accessibility and resources.
- II. Wi-Fi and ICT infrastructure require improvement in speed and availability.
- III. Students expressed satisfaction with cleanliness and campus environment.

D. Student Support Services

- I. Students acknowledged the helpfulness of administrative and support staff.
- II. Career counseling and placement services appreciated but require expansion.
- III. Grievance redressal mechanism found effective and responsive.

5. Overall Student Satisfaction Level

- I. High overall satisfaction level observed across departments.
- II. Majority students expressed confidence in institutional academic standards.
- III. Suggestions primarily focused on infrastructure and digital improvements.

Annexure III: Action Taken Report (ATR) of Student Satisfaction Survey (SSS) 2024-25**1. Teaching-Learning Enhancements**

- I. Faculty encouraged to adopt ICT tools (PPTs, LMS, e-resources).
- II. Workshops on innovative teaching methods conducted through IQAC.
- III. Remedial and tutorial classes introduced for slow learners.

2. Curriculum & Academic Improvements

- I. Departments instructed to incorporate experiential learning components.
- II. Field visits, seminars, and student workshops initiated.
- III. Academic calendar revised to ensure better curriculum pacing.

3. Infrastructure Development

- I. Proposal submitted for upgrading Wi-Fi and ICT infrastructure.
- II. Procurement of additional lab equipment in Science departments underway.
- III. Classrooms equipped with more smart boards where required.

4. Library & Learning Resources

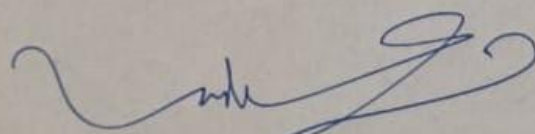
- I. Library hours extended for student convenience.
- II. Additional textbooks and digital resources added.

5. Student Support & Welfare Actions

- I. Career counselling and placement cell strengthened with more sessions.
- II. Student grievance portal monitored regularly for timely resolution.
- III. Mental health and wellness programs conducted through counseling unit.

6. Administrative Improvements

- I. Simplified documentation and service procedures for students.
- II. Dedicated help desk established during admission and exam periods.

**COORDINATOR-IQAC**