D.A.V. COLLEGE, MUZAFFARNAGAR

(College with Potential for Excellence – Status Awarded by U.G.C.)
(Affiliated to Maa Shakhumbari University, Saharanpur & formerly to C.C.S. University, Meerut)
GRADE "A" AWARDED BY NAAC

Prof. Sanjeev Kumar
Ph.D. (Physics)
Principal

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TEACHING-LEARNING and EVALUATION

2.7- Student Satisfaction Survey

2.7.1- Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design its own questionnaire) (results and details need to be provided as a weblink)

Related Document of the same

PRINCIPAL
D.A.V. College, Muzaffarnagar

D.A.V. (P.G.) College, Muzaffarnagar, U.P.

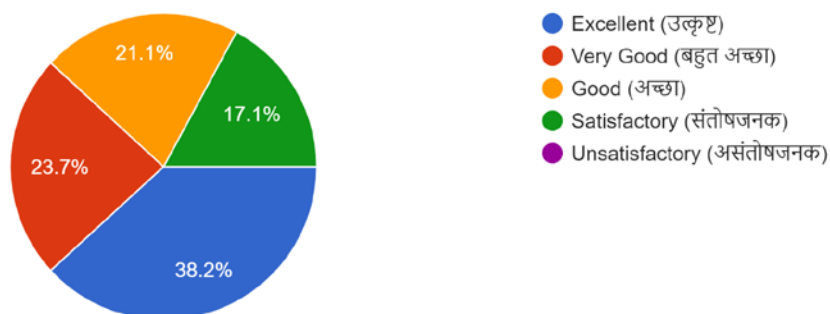**Students Satisfaction Survey Analysis and Action Taken Report 2020-21**

D.A.V. College follows a system of collecting students' satisfaction surveys from the students passed during the session. The students submit their satisfaction survey online using Google Form. The purpose of the satisfaction survey is to do a self-assessment and upgrade ourselves. Based on the data received, a detailed analysis is done and necessary measures are taken to resolve the grievances if any, and work on the suggestions received. The following document shows a detailed visual analysis of the satisfaction survey received for the session 2020-21 and the action taken in response to that.

Students Satisfaction Survey for the session 2020-21

1

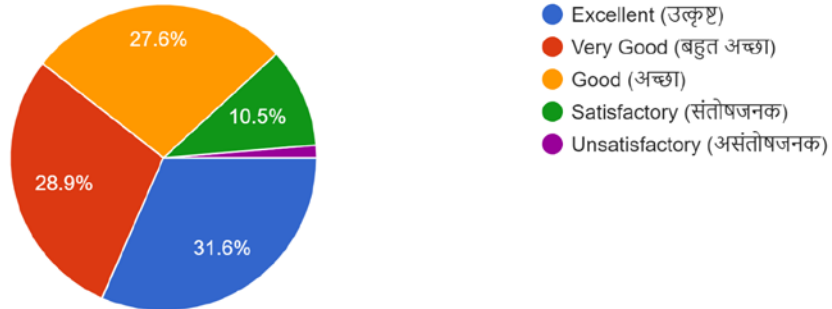Level of Satisfaction of taught syllabus पढाये गए पाठ्यक्रम का संतुष्टि स्तर
76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

38.2%
23.7%
21.1%
17.1%

Attested

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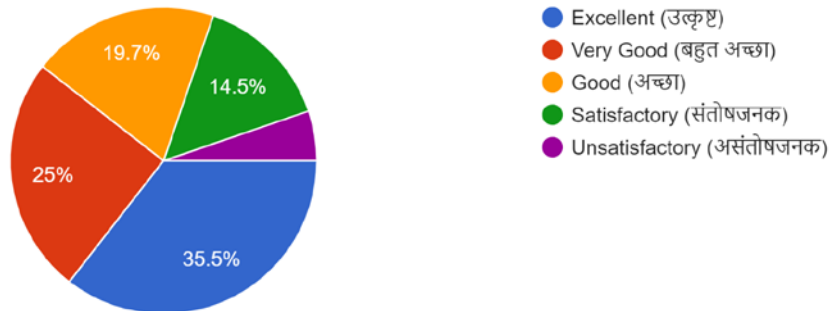## Applied Teaching methods and techniques प्रयुक्त शिक्षण विधियाँ एवं प्रविधियां

76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

27.6%
10.5%
28.9%
31.6%

3

Subject related problems discussed and cleared in class कक्षा में विषय संबंधी समस्याओं एवं उनके समाधान पर चर्चा

76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
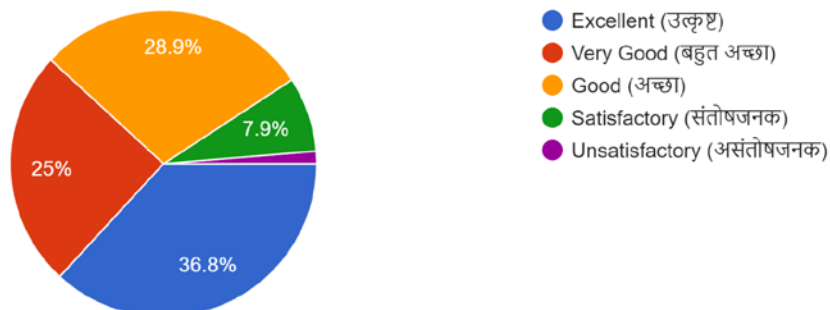- Unsatisfactory (असंतोषजनक)

19.7%
14.5%
25%
35.5%

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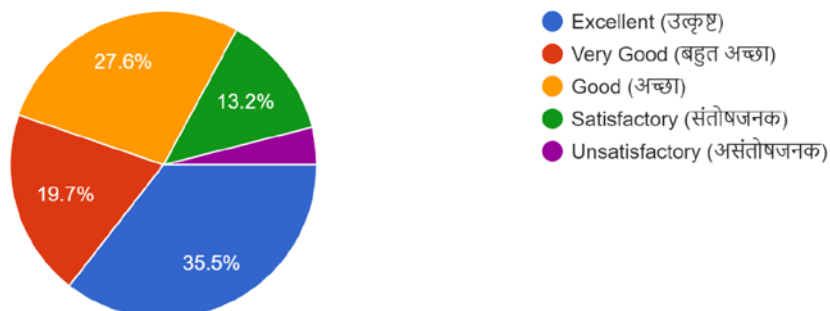## Process of Internal/External evaluation आंतरिक/बाह्य मूल्यांकन की प्रक्रिया

76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

28.9%
25%
7.9%
36.8%

Use of Innovative Practices such as Online class, Task and Assignments, Skill Development Course, etc. ऑनलाइन क्लास, टास्क एवं असाइनमेंट, स्किल डेवलपमेंट कोर्स आदि जैसी इनोवेटिव प्रैक्टिस का प्रयोग
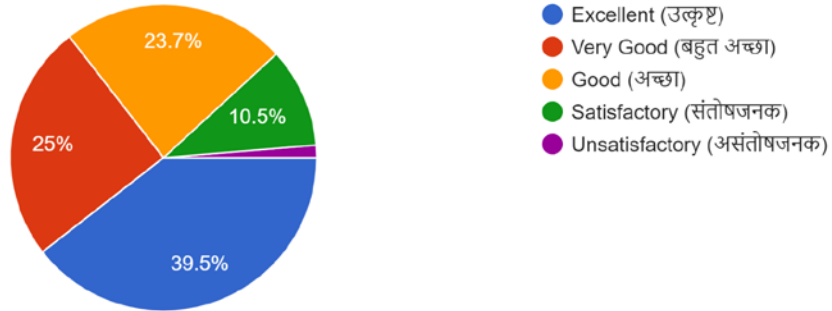
76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

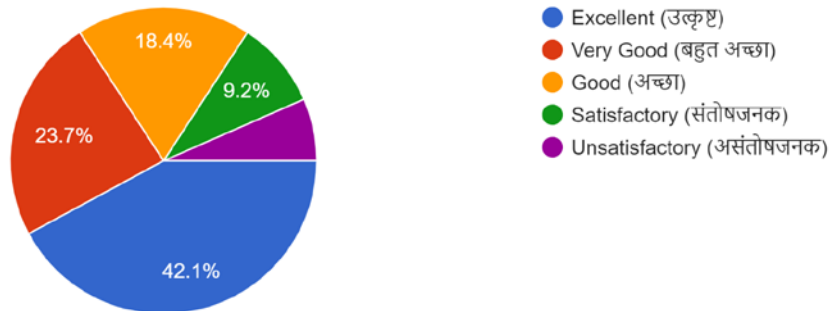27.6%
13.2%
19.7%
35.5%

Attested

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Process of Communication of Information in the Institute संस्थान में सूचना के संचार की प्रक्रिया

76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

23.7%
10.5%
25%
39.5%

Sports/NSS/NCC/Rover-Ranger facilities in the college कॉलेज में खेल/एनएसएस/एनसीसी/रोवर-रेंजर सुविधाएं

76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
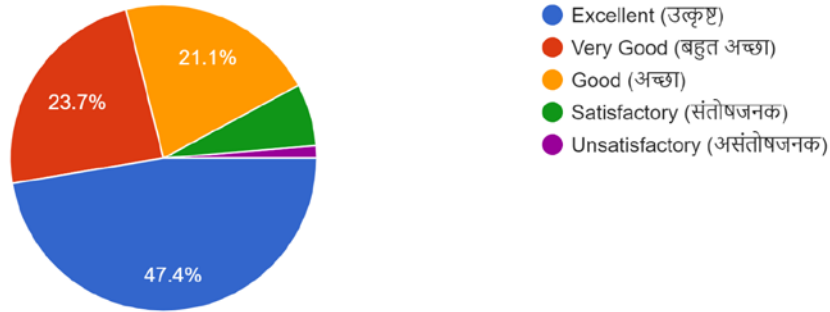- Satisfactory (संतोषजनक)
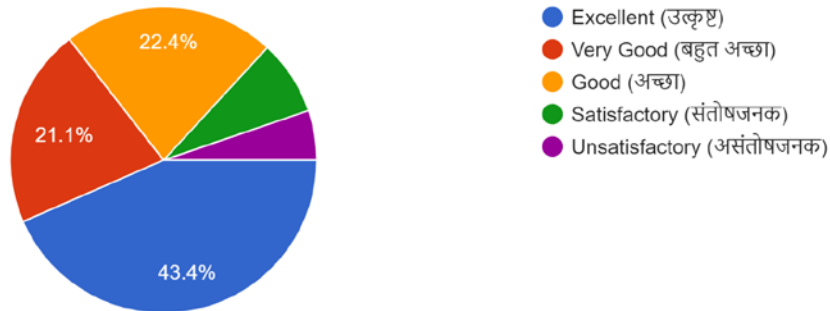- Unsatisfactory (असंतोषजनक)

18.4%
9.2%
23.7%
42.1%

Attested

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Organization of various competitions at college level such as Debate/Poster making/ Quiz/Essay writing etc. कॉलेज स्तर पर विभिन्न प्रतियोगिताओं जैसे ...िवाद/पोस्टर बनाना/प्रश्नोत्तरी/निबंध लेखन आदि का आयोजन

76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

21.1%
23.7%
47.4%

Guest Lectures/Seminars/Workshops organized in the college कॉलेज में अतिथि व्याख्यान/सेमिनार/कार्यशालाओं का आयोजन

76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
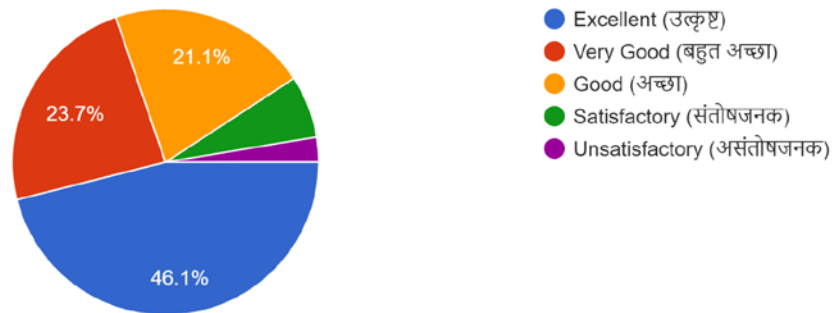- Unsatisfactory (असंतोषजनक)

22.4%
21.1%
43.4%

Attested

PRINCIPAL
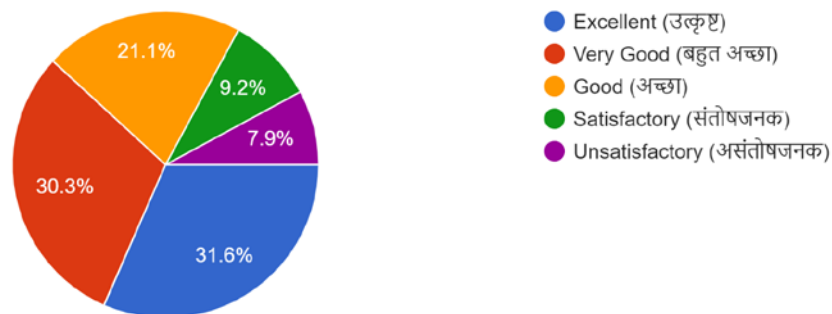D.A.V. College, Muzaffarnagar

Celebration of National Days of Importance in the college such as Independence Day/Republic Day/Yoga Day/Birth Anniversary of Eminent Personalit... दिवस/प्रतिष्ठित व्यक्तित्वों की जयंती आदि का आयोजन
76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

21.1%
23.7%
46.1%

Class Room, Laboratories, Seminar Hall, Auditorium, etc. कक्षा कक्ष, प्रयोगशालाएं, संगोष्ठी हॉल, सभागार इत्यादि
76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)
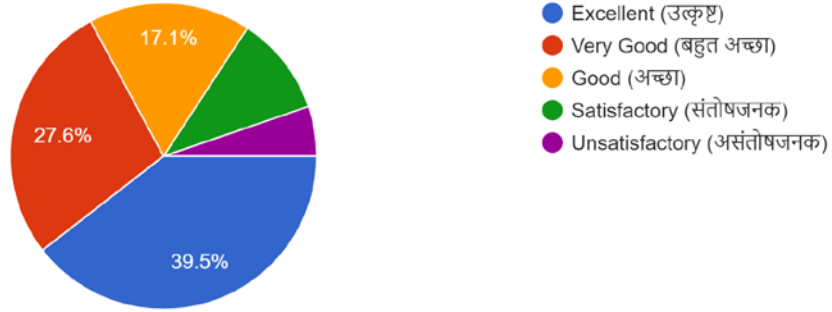
21.1%
9.2%
7.9%
30.3%
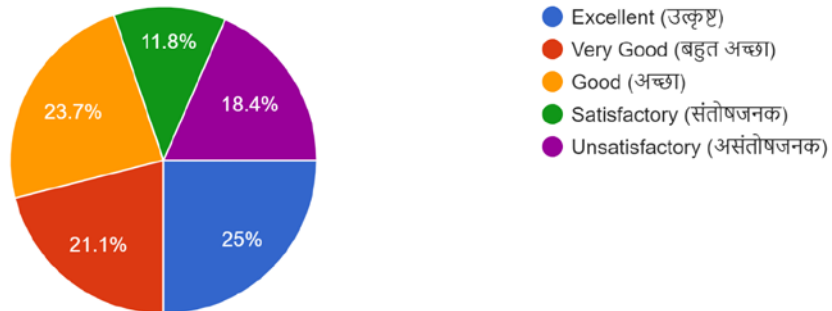31.6%

Attested

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Library Facilities : Books, Journals, Newspapers, Reading Room, etc. पुस्तकालय सुविधाएं : पुस्तकें, पत्रिकाएं, समाचार पत्र, वाचनालय आदि।

76 responses

- ● Excellent (उत्कृष्ट)
- ● Very Good (बहुत अच्छा)
- ● Good (अच्छा)
- ● Satisfactory (संतोषजनक)
- ● Unsatisfactory (असंतोषजनक)

Internet/Wi-Fi/ICT facilities इंटरनेट/वाई-फाई/आईसीटी सुविधाएं

76 responses

- ● Excellent (उत्कृष्ट)
- ● Very Good (बहुत अच्छा)
- ● Good (अच्छा)
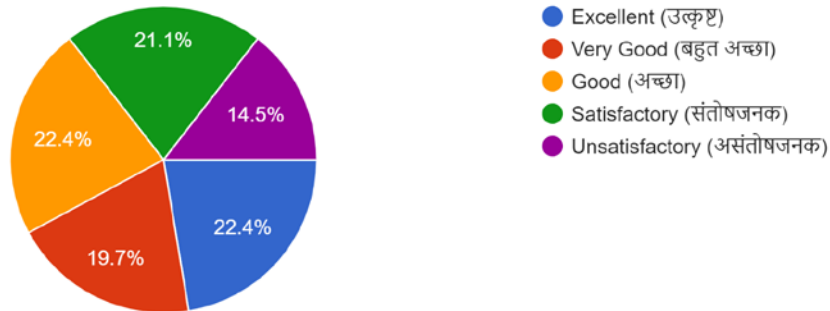- ● Satisfactory (संतोषजनक)
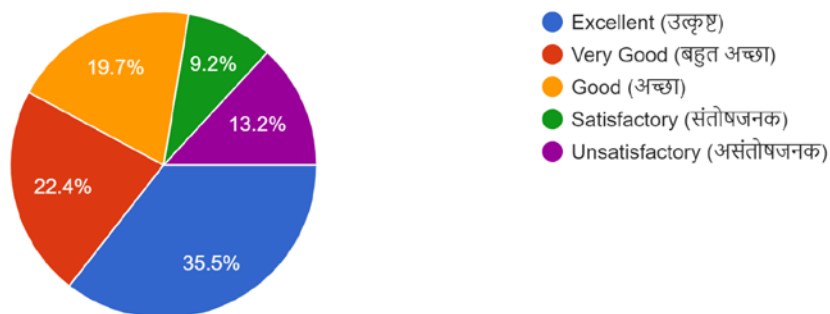- ● Unsatisfactory (असंतोषजनक)

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14

Drinking Water, Wash Room and Canteen facilities पीने का पानी, वॉश रूम और कैंटीन की सुविधा

76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

14

15

Facilities for Sports, Gym, Play Ground, lawn facilities, etc. खेल, व्यायामशाला, खेल का मैदान, लॉन आदि की सुविधाएं

76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
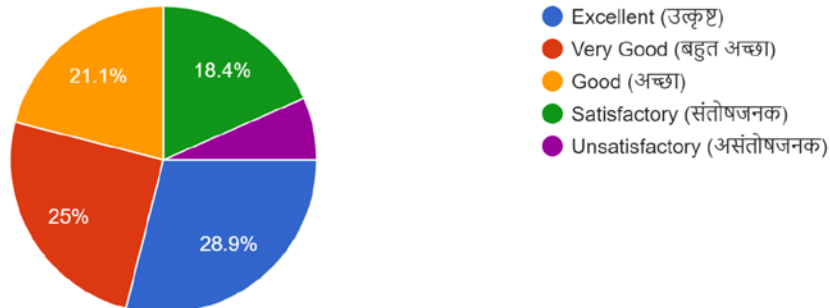- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

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Girls Common Room with essential facilities आवश्यक सुविधाओं के साथ गर्ल्स कॉमन रूम।
76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

18.4%
21.1%
25%
28.9%

Medical Facilities : Doctor Consultation and Dispensary चिकित्सा सुविधाएं : चिकित्सक परामर्श और औषधालय
76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)
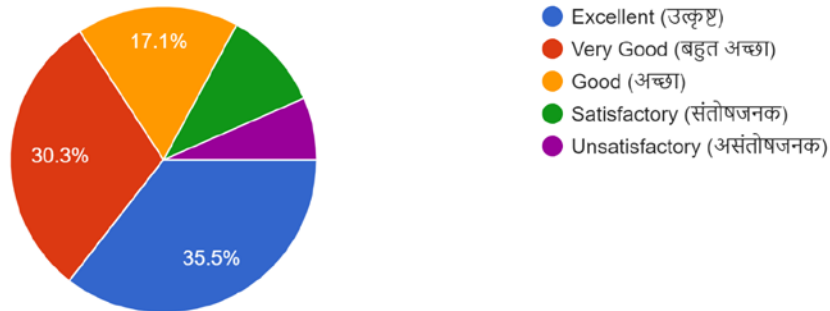
25%
14.5%
22.4%
18.4%
19.7%

Attested

Sanjeev Kumar
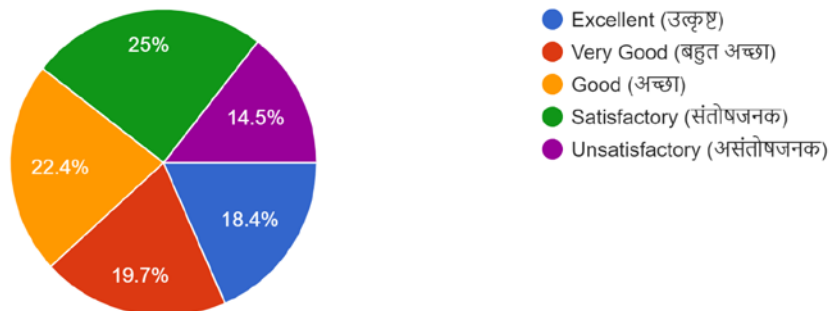
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Process of Career Guidance and Counselling कैरियर मार्गदर्शन और परामर्श की प्रक्रिया

76 responses

- ● Excellent (उत्कृष्ट)
- ● Very Good (बहुत अच्छा)
- ● Good (अच्छा)
- ● Satisfactory (संतोषजनक)
- ● Unsatisfactory (असंतोषजनक)

17.1%
30.3%
35.5%

Job Competency gained from the college कॉलेज से नौकरी संबंधी प्राप्त योग्यता

76 responses

- ● Excellent (उत्कृष्ट)
- ● Very Good (बहुत अच्छा)
- ● Good (अच्छा)
- ● Satisfactory (संतोषजनक)
- ● Unsatisfactory (असंतोषजनक)
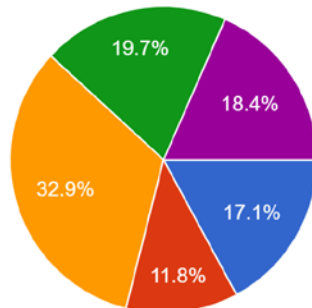
18.4%
19.7%
13.2%
25%
23.7%
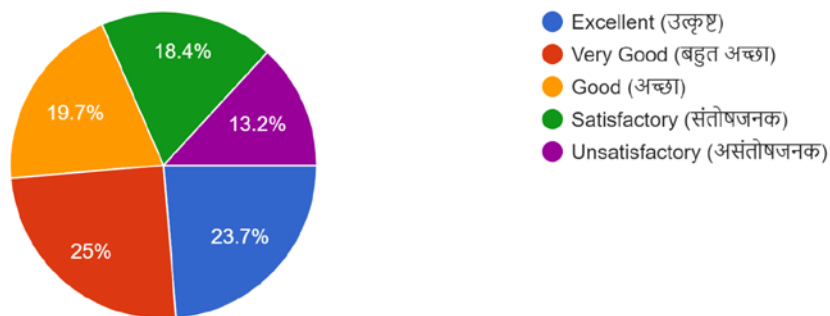
Attested

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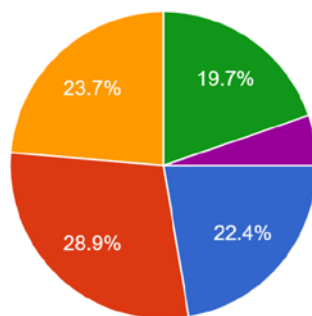## Placement Facilities नियोजन सुविधाएं
76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

## Process of Grievances redressal शिकायत निवारण की प्रक्रिया
76 responses

- Excellent (उत्कृष्ट)
- Very Good (बहुत अच्छा)
- Good (अच्छा)
- Satisfactory (संतोषजनक)
- Unsatisfactory (असंतोषजनक)

Attested

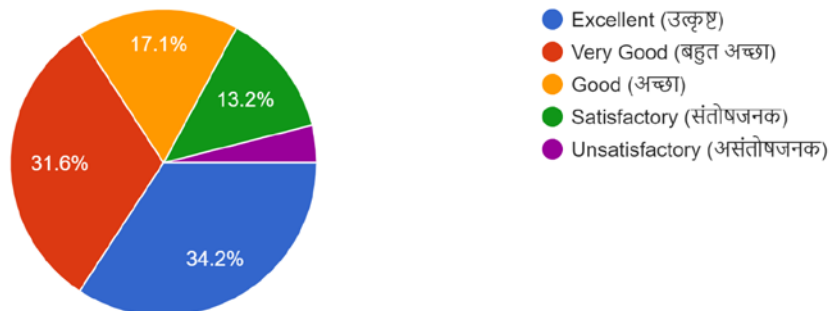PRINCIPAL
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Process of Financial Assistance वित्तीय सहायता की प्रक्रिया

76 responses

- ● Excellent (उत्कृष्ट)
- ● Very Good (बहुत अच्छा)
- ● Good (अच्छा)
- ● Satisfactory (संतोषजनक)
- ● Unsatisfactory (असंतोषजनक)

25%
9.2%
17.1%
21.1%
27.6%
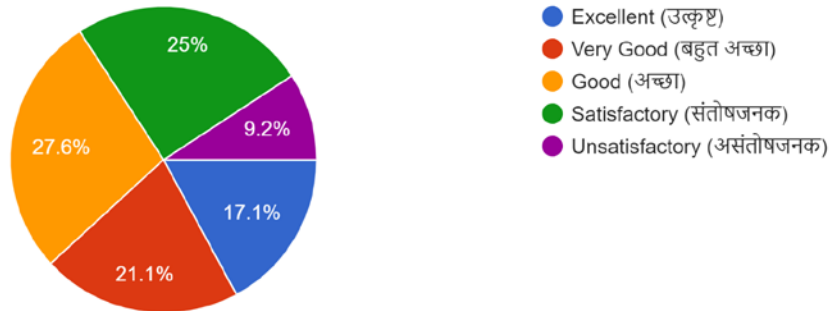
Process of submission of Admission, Examination, Scholarship Forms, etc. प्रवेश, परीक्षा, छात्रवृत्ति फॉर्म आदि जमा करने की प्रक्रिया

76 responses

- ● Excellent (उत्कृष्ट)
- ● Very Good (बहुत अच्छा)
- ● Good (अच्छा)
- ● Satisfactory (संतोषजनक)
- ● Unsatisfactory (असंतोषजनक)

17.1%
13.2%
31.6%
34.2%

Student Satisfaction Survey: Suggestion and Actions Taken

Aspects	Suggestion	Action Taken
Teaching-Learning Process	Teaching Learning Process should be made more efficient	• The principal conducts regular online/offline meeting with departmental in charge to ensure that teaching learning is smooth and efficient. • During Covid-19 time, when college is off, the college made a smooth and swift transition to online teaching through zoom/google meets • Uninterrupted Online teaching learning has been ensured
Extension and Extra Curricular Activities	Extension activities to be organized for more students and thus making them more responsible for community services.	• More and more students are to be encourage in departments to participate in extension activities • Students are advised to participate community services along with their teachers.
Infrastructure Facilities	Infrastructure facilities to be improved	• More fitness events should be organized in context of Covid-19 pandemic in addition to yoga workshops. • Due to Covid-19 canteen is closed, but when it opens regularly canteen committee will ensure that food is healthy & hygiene is maintained. • ICT rooms of each department are made more effective in delivering online classes.
Career Guidance, Counselling and Placement	Online personalized counselling sessions should be organized for the students.	• Mentor have been instructed to encourage their mentees and given them personalized counselling sessions for guidance on all issues. • Online career guidance session has been organized by eminent speakers for students.

Attested

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D.A.V. College, Muzaffarnagar

Administrative Support for Students	Administrative staff should be made more accessible to students and the grievances must be handled more efficiently.	It was communicated to the principal to ensure that: • Dealing assistants readily and politely handle the students' grievances. • Queries received from students should be promptly replied. • Soft skill training programs should be regularly conducted for staff. Principal assured that the above mentioned points will be taken care off.

Attested

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