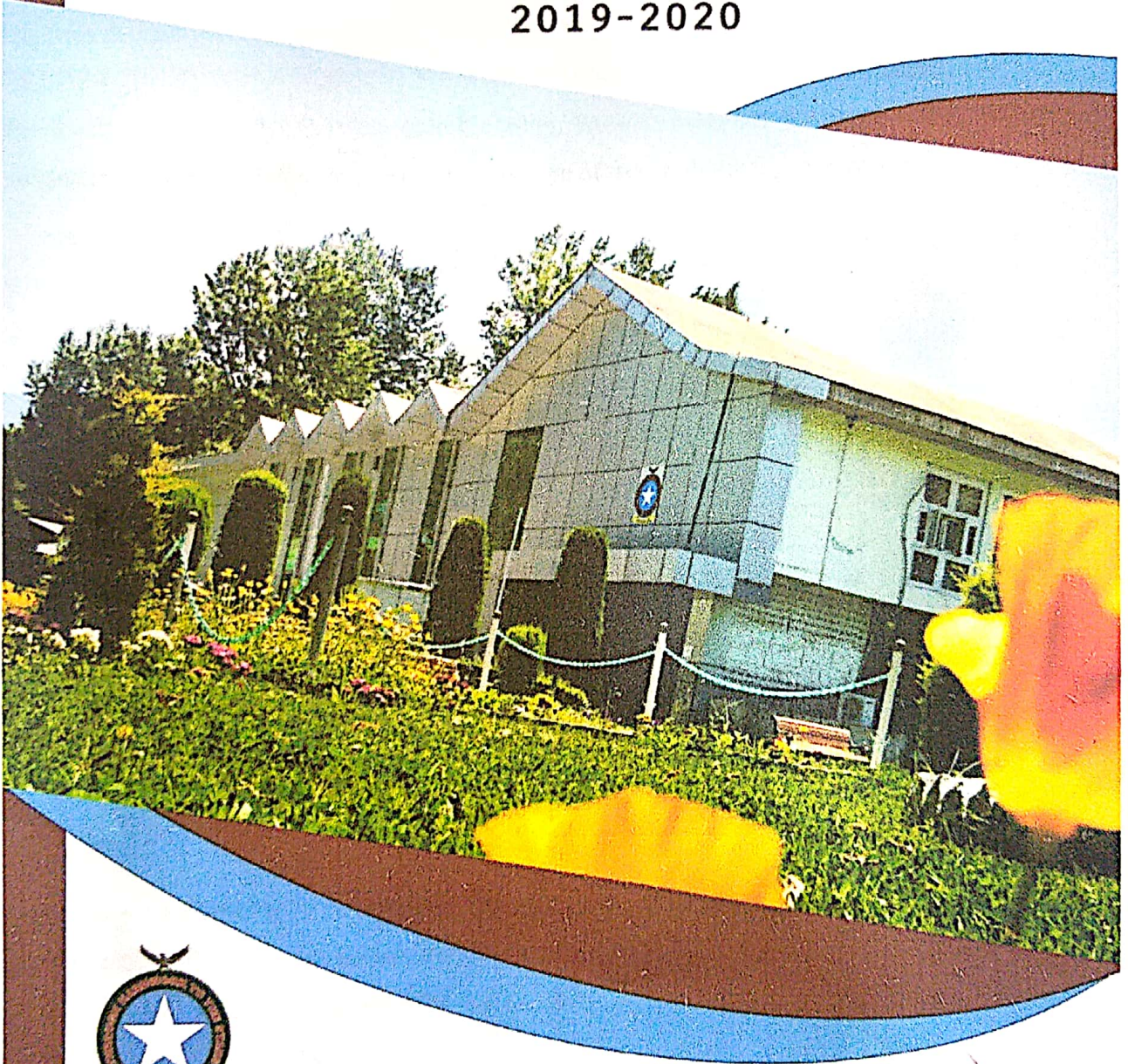


Coordinator NAAC IOAC
for information and
w/a *[Signature]*
01/02/2020

INTERNAL QUALITY ASSURANCE CELL



STUDENT SATISFACTION SURVEY
2019-2020



GOVT. DEGREE COLLEGE, BARAMULLA

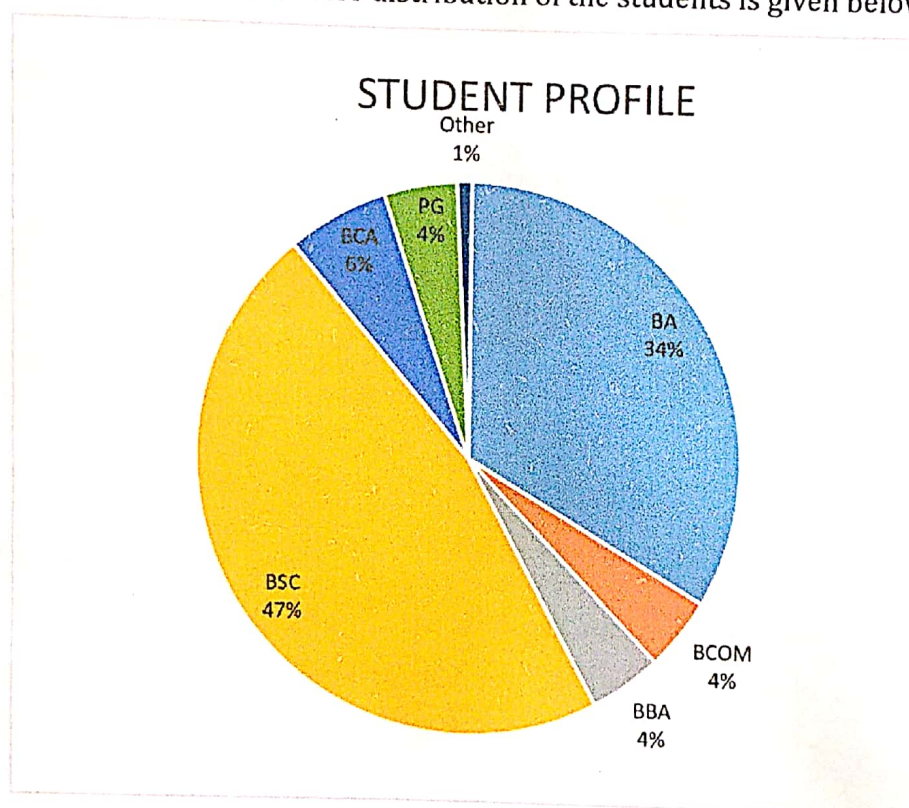
NAAC ACCREDITED GRADE-A (CYCLE-2)
COLLEGE WITH POTENTIAL FOR EXCELLENCE (CPE)

INTRODUCTION

The student satisfaction survey asks students how they feel about the college. The feedback is essential to improve the classroom delivery, physical infrastructure and student-centric facilities. In view of the ongoing COVID-19 pandemic the student feedback was obtained through online mode. Questionnaires in the form of google forms were created and sent to the students through various google classrooms which are currently being used for instruction delivery. The feedback has been divided into two parts.

FEEDBACK ON INFRASTRUCTURE AND STUDENT-CENTRIC FACILITIES

Feedback of 154 students, after data cleaning, were considered for the processing and subsequent analysis. The course wise distribution of the students is given below.

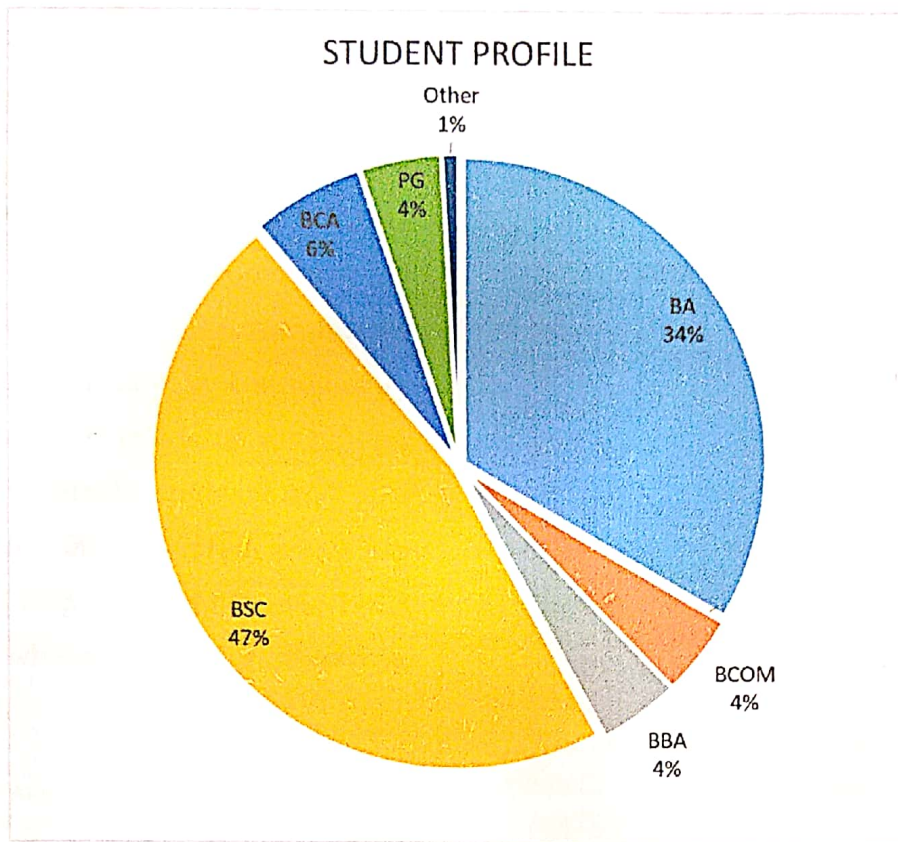


Questions were framed to record feedback of students on various Physical facilities like drinking water points, washrooms, classrooms, library, career counselling cell, medical aid facility etc. The insights derived from the feedback obtained on these parameters is discussed in Part-A of the report.

FEEDBACK ON TEACHERS

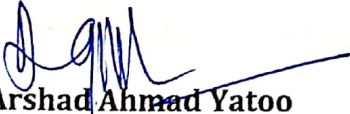
An effort was made to assess the student feedback on teachers. Questions were designed on various aspects like teacher's punctuality, class preparation, guidance counselling, etc.

Feedback recorded by 461 students, as described in the chart below, was considered for analysis. The opinions derived from the data are presented in Part-B of the report.



15-POINT ACTION PLAN

On the basis of feedback received from the students, recommendations in the form of 15-point Action Plan has been drafted to address the issues related to teaching-learning, evaluation and student centric facilities and has been presented in PART-C.

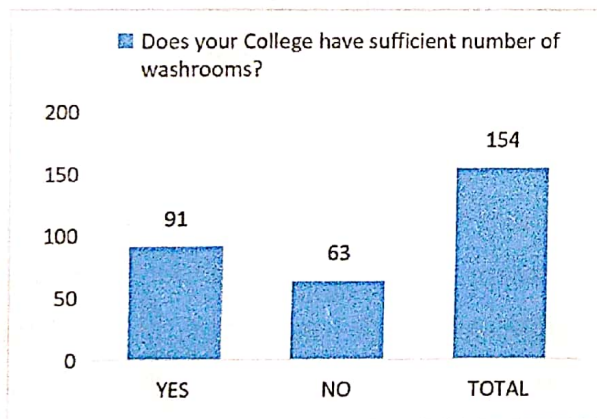

Prof. Arshad Ahmad Yatoo
Head, P. G. Department of Computer Applications
Member IQAC,
Govt. Degree College, Baramulla

PART-A

INFRASTRUCTURE AND STUDENT-CENTRIC FACILITIES

ADEQUACY OF WASHROOMS IN THE COLLEGE

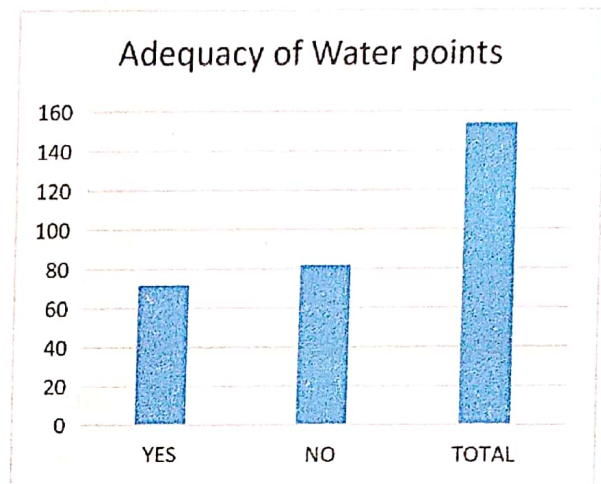
The responses of the students on whether the College has adequate number of washrooms depicts that 59% students are satisfied and 41% have a contradictory opinion. To address this issue washrooms especially for female students and staff must be built in uncovered areas like Commerce/Computer Applications block and somewhere near Mathematics Department.



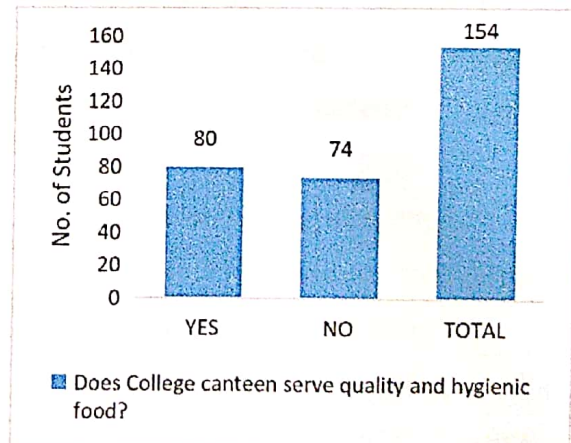
ADEQUACY OF RO WATER POINTS

As depicted in the graph, College needs to install new RO water points in the uncovered areas of the college.

Moreover, already existing water points need to be made functional, so as to cater to the needs of 41% students in whose opinion college does not possess sufficient number of RO water points.

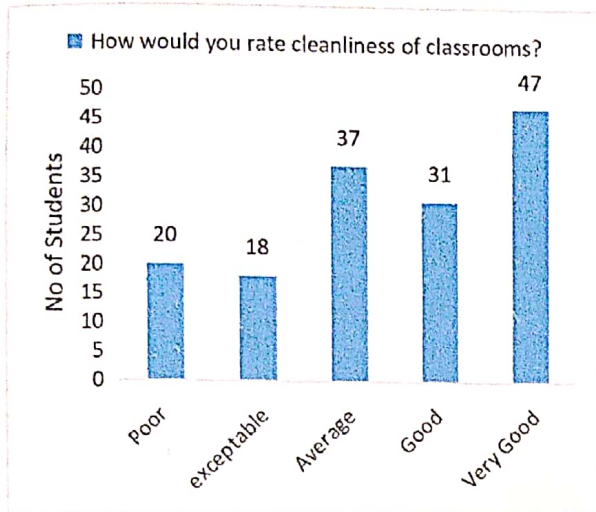


QUALITY AND HYGIENE OF FOOD BEING SERVED BY COLLEGE CANTEN



Almost 50% of the students suggest that the food being served by the College canteen is usually not hygienic and lacks quality.

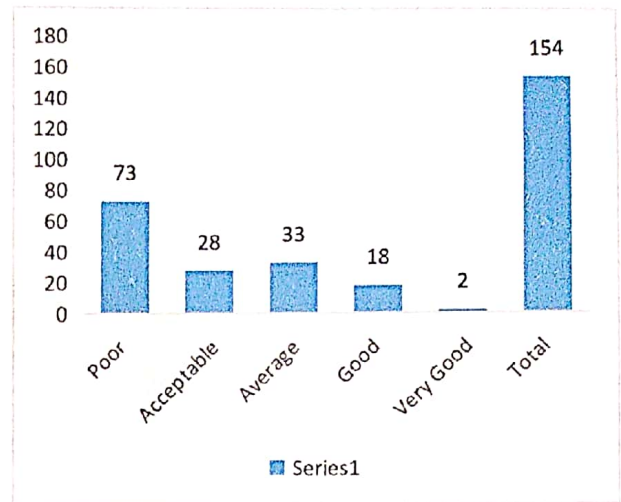
CLEANLINESS OF CLASSROOMS



As per the opinion of 50% students, cleanliness of classrooms is good or very good. A similar percentage of students have an opposite opinion, thereby make it imperative for the college to take necessary action with regard to the maintenance of classrooms.

FIRST AID CLINIC

First aid clinic has an important role in quickly responding to the medical emergency. But most of the students (about 70%) have expressed dismay over its functioning. So, initiatives need to be taken to make this faculty functional and accessible and beneficial for the students.

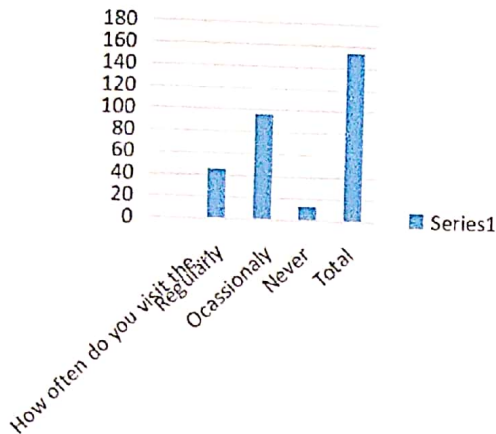


HOW OFTEN DO YOU VISIT THE LIBRARY?

It's important to emphasize that **libraries**, no matter the type, are a great resource for **students** and **should** be a place frequently visited to increase knowledge, develop skills and help achieve goals. But unfortunately only 29% students visit the library on regular basis. To inculcate reading habits in students Teachers should;

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

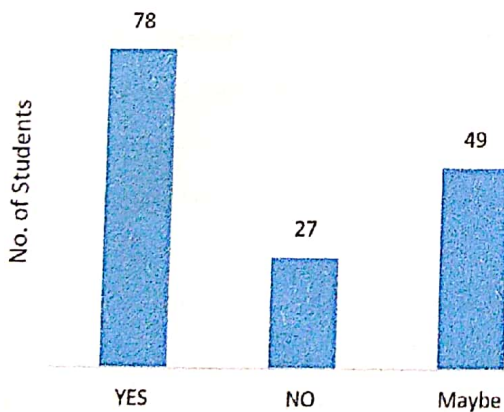
How often do visit the library?



ADEQUACY OF TEXT BOOKS IN THE LIBRARY

The feedback indicates that there is adequate number of text books in the library, however individual subject teachers should visit the library and check the un-available titles so that requirements of 17% students having opposite opinion can be addressed.

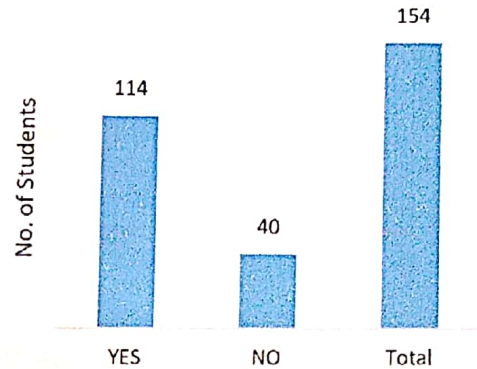
Are there sufficient number of textbooks related to your subject available in the library?



READING SPACE AVAILABLE IN THE LIBRARY

The feedback indicates that there is

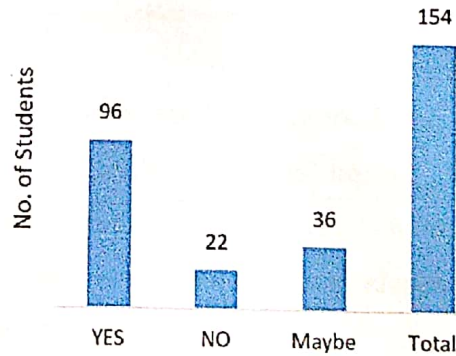
Are you satisfied with the available reading space in the Library?



adequate reading space available in the library.

ACCESS TO NEWSPAPERS AND MAGAZINES

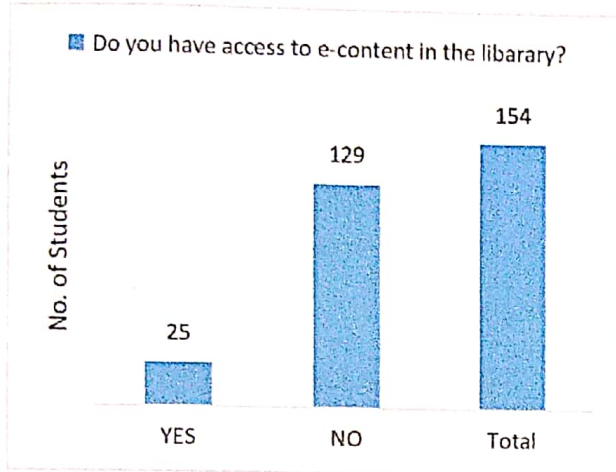
Do you have access to newspapers, magazines and periodicals?



The Central library should seek student's reading preferences and subscribe to some more newspapers/magazines to cover the 14% students who have do not

find the reading material as per their choice.

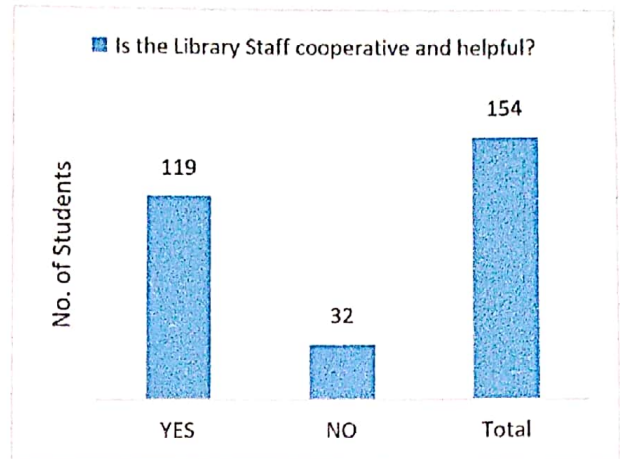
AVAILABILITY OF e-CONTENT IN THE LIBRARY



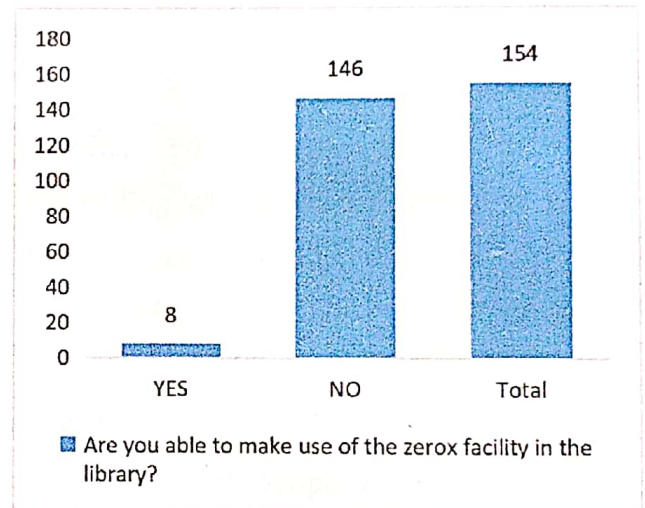
In view of 83% students (129/154), there is no e-content available in the Central library of the College. So, efforts must be made to make it available for the benefit of student community. Library can also make the NPTEL/CEC content available to the students.

Is the Library Staff cooperative and helpful?

Around 80% students find the library staff cooperative and helpful.



Availability of Xerox facility in the Library

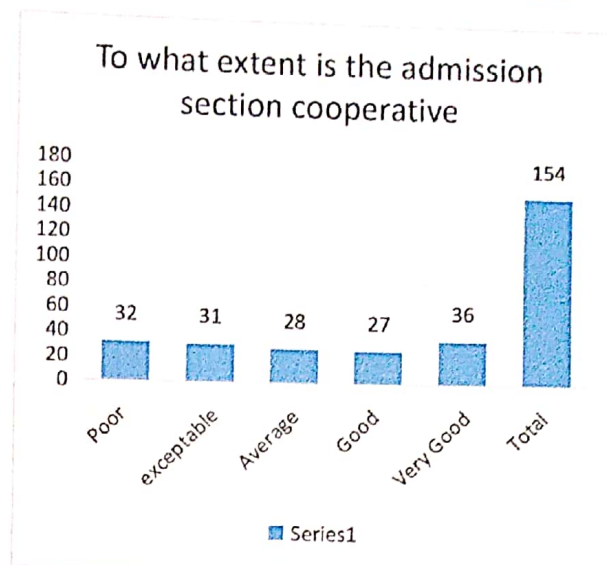
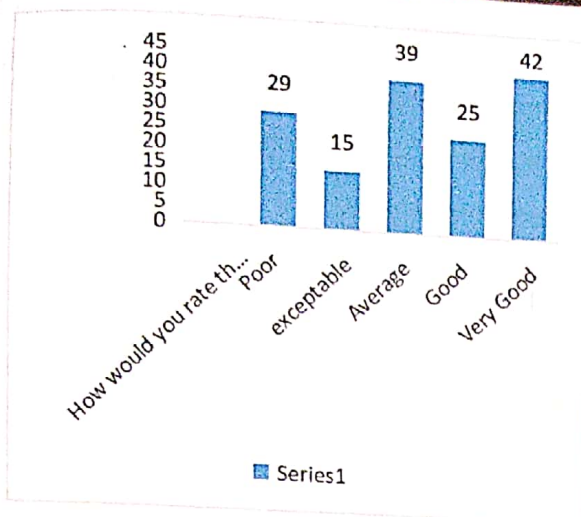


As per 95% students, there is no Xerox facility available in the library. Efforts need be made to make it available/accessible to the students.

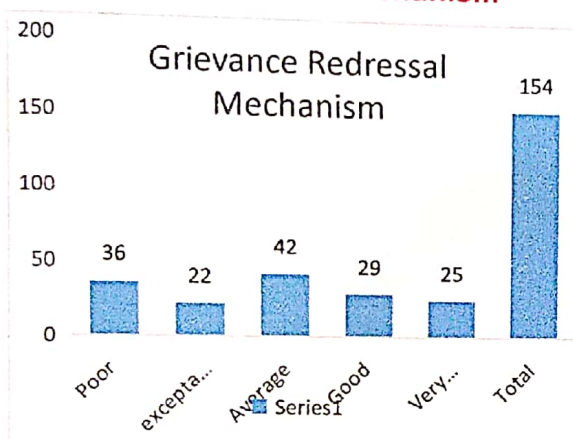
Sports Infrastructure

College needs to improve its sports infrastructure as a good number of students (44 out of 154) are not satisfied with the availability of sports infrastructure available in the College.

Student Satisfaction Survey (2019-20)-Insights & Recommendations



Grievance Redressal Mechanism



As per the opinion of students plotted in the chart, 65% students are not satisfied with the grievance redressal mechanism of the college. So college needs to make the grievance redressal committee more active and prompt.

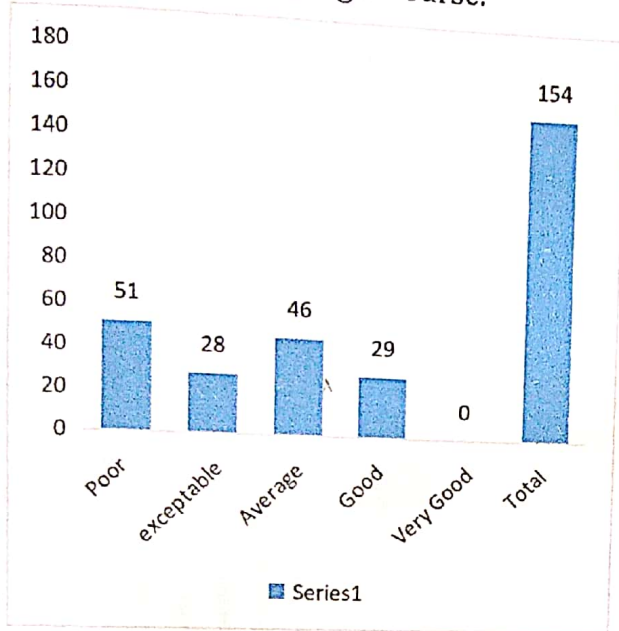
To what extent is the admission section of the College helpful and cooperative?

As per 60% students, admission section needs to be more helpful and student friendly. So college needs to do counselling of admission staff and also work on their soft skills.

How effective is the career counselling Cell of the College?

Career counselling Cell, as indicated in the chart has a huge scope for improvement. *Career Counselling* helps students understand the *career* options that they have, and how to pursue them. *Career Counselling* helps them understand their own strengths and weaknesses with regard to their present course or profession, and lets them know what *career* they would be suited for. Therefore Career counselling Cell of the College has to be proactive in organising regular Career Counselling programmes,

particularly during admission process. Psychometric Testing (Career Assessment) should be introduced to evaluate a student's aptitude and personality and to help him in choosing right course.

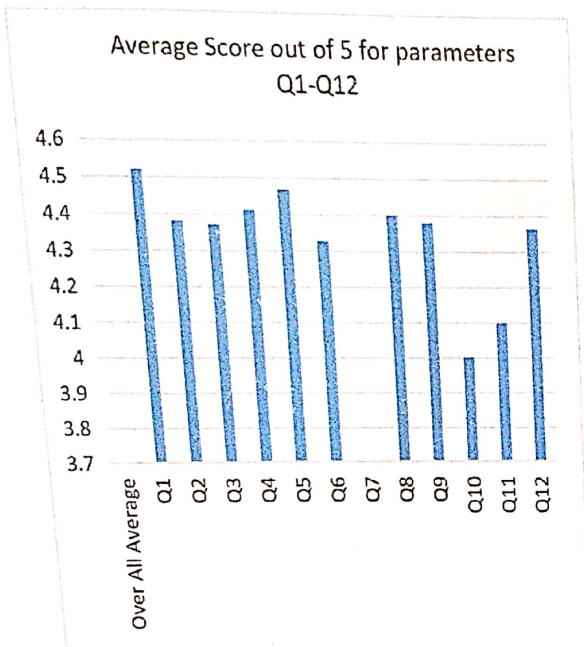


PART-B

FEEDBACK ON TEACHERS

OVERALL RATING

A variety of questions, as listed below was asked about the teachers. After analysis of the data, the average rating of the teachers, on 5-point scale, on the parameters Q1-Q12 is plotted in the chart given below.



Question	Question Description
Q1	Subject Knowledge of Teachers
Q2	Communication Skills of Teachers
Q3	Punctuality of Teachers
Q4	To what extent does the Teachers Make their Lecture Interesting
Q5	Lecture Preparation of Teachers
	The teacher encourages participation and discussion in class (Teacher-

- Q6 Student, Student-Student)
The teacher provides
- Q7 Guidance/Counselling in Academic and non-Academic matters in and outside the class
- Q8 Does teachers engage heir class for the full duration and complete the course?
- Q9 To what level does teachers inspire you by their subject knowledge?
- Q10 The teachers use modern teaching aids/gadgets, handouts, web sources, PPT
- Q11 The teachers use non-traditional methods of evaluation like Quiz, Seminars, Assignments, Class room presentation
- Q12 The teachers are fair and unbiased in the evaluation process (Internal Assessment)

OBSERVATIONS

1. As depicted in the graph there is a lot of scope to enhance the student's interests and engagement in the class by way of encouraging teacher-student and student-student discussions.
2. To engage or stimulate student's other senses in the learning process and to ensure that students understand the concepts clearly, teacher need to augment their chalk and talk strategy with modern teaching aids/gadgets, handouts, flipcharts, smartboards, podcasts, online re-sources like e-ShodhSindhu, Shodhganga, ShodhShdhi, virtuallabs etc.

3. As per the views of students on Q. No. 11, teacher should also use a mix of non-traditional methods of evaluation like Quiz, seminars, assignments, open book tests, classroom presentation etc to enhance student's self-confidence and learning.

PART-C

15-Point Action plan for the College

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

1. Teachers need to develop interest & engagement among students by way of encouraging teacher-student and student-student discussions.
2. Chalk and talk strategy needs to be supplemented with use of modern teaching aids/gadgets, handouts, flipcharts, smartboards, podcasts, online sources like e-ShodhSindhu, Shodhganga, ShodhShdhi, virtuallabs etc. College must do audit of digital gadgetry, installed in class rooms, to ensure its regular use.
3. In addition to traditional methods of evaluation, teacher must use non-traditional methods like Quiz, 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 must ne signed for the regular serving and cleaning of 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~~ established at a prominent and central place in the campus. 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 newspapers/periodicals as per student preference, make e-content available/accessible. Moreover, individual 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 inter-house 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. The college must think of running buses for its students from major towns like Baramulla, Sopore and Pattan.
 12. There needs to be a prompt grievance-redressal mechanism to look into the student related matters in a timely manner.
 13. Dustbins with sign boards must be installed at different locations in the campus.
 14. College needs to ensure lighting, hot & cold Systems in the classrooms.
 15. There must be a separate canteen/gymnasium/recreation hall for the female students of the college.



Govt. Degree College Baramulla ATR.

Internal Quality Assurance Cell (IQAC) (2019-20)

Action Taken Report / Compliance Report of Students Feed back

A meeting of IQAC of the college was conducted in the office chamber of Worthy Principal Prof. (Dr.) Mushtaq Ahmad Lone as Chairperson IQAC and Coordinator IQAC.

A. Attendees.

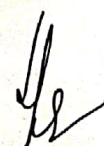
1. Prof.A.R.Malik
2. Prof.A.M.Chalkoo
3. Prof.R.Shah
4. Prof.N.Geelani
- 5. Prof.Revaz A Rather 
6. Prof.Arshad Yattoo
7. Prof.Navshad
- 8. Prof.Nuzhat 
9. Prof.M.Asalam
10. Mr.Irfan (Accountant).

B. Agenda.

Action Taken Report of Students Satisfaction Survey (2019-2020)

C. Action Taken Report.

1. It was resolved that all faculty members shall be impressed to make optimum use of ICT gadgets as teaching pedagogy in the class rooms and websites as recommended by UGC for effective teaching learning process.
2. The teachers shall also be informed to evaluate students through conduct of quiz, class room seminars, and presentations while conducting internal assessments or practicals.
3. Convenors of Purchase committee and Development committee were authorised to install additional RO drinking



water facility points in the college by identifying suitable locations. Further AMC be signed for maintenance of RO system.

4. More sweepers be outsourced for daily maintenance of Boys and Girls washrooms.
5. First Aid centre be augmented by way of providing suitable space and first aid medicines/items.
6. A space be designated in the library for installing e- Resource Desk top machine containing e- contents of all subjects. Convenor and librarian was asked to ensure availability of latest editions of text books, journals and periodicals.
7. Mtr.Amira (Social work) be designated as career counselling officer with the direction that she will impart carrier counselling related information to students.
8. Mtr.Nuzhat Rehman shall rejuvenate Grievance Redressal committee by way of installing Green boxes at various spots in college campus. She will take review of all grievances of students on fortnightly basis and submit recommendations to chair.
9. From the current session separate canteen/gymnasium/recreation facilities shall be provided for female students.



Coordinator IQAC
COORDINATOR IQAC
 Govt. College Baramulla

1.
 2. 
 3.

Approved with
 the remarks
 that concerned
 members should
 comply.

