

**SWAMI VIVEKANAND GOVERNMENT COLLEGE
GHUMARWIN DISTT. BILASPUR (H.P.)**

A REPORT ON

**SATISFACTION SURVEY
ON TEACHING-LEARNING AND CAMPUS FACILITIES
(Based on Students, Alumni, Teachers and Parents feedback)**

SESSION: 2022-23



Estd. 1994

This college being named after a great visionary, spiritual leader Swami Vivekananda has been established with the state government notification on dated July 1st, 1994 for running arts faculty only. The majestic and well designed building of the college was built by ACC and was handed over in 1999. Science and commerce faculties were started in 1998. The college is affiliated to H.P. University and was given due recognition under UGC section of 12(B) in 2008 and in 2 (F) in 2009. Two new vocational courses BCA and PGDCA were started in 2009 under self financing scheme. In the year 2012 M.A. English was started. In the same year another vocational course BBA was started under self financing scheme. In the year 2019, NAAC team visited the college and the institution was accredited as “B grade” institution. Three more PG courses M.Sc. Chemistry, Botany and zoology were introduced in 2020. At present the college is spread over 73.11 bighas of land the entire campus of college is under CCTV surveillance and is connected to Wi-Fi and broadband internet system. During covid-19 pandemic all necessary SOP followed by institute.

At present about three thousand students coming from far-flung rural areas are studying in various UG and PG courses being run by this college. The college has well-furnished laboratories in the Science faculty and also in the Departments of Geography, Music and Computer Applications. It has a girl’s hostel having capacity to accommodate 91 girls’ students. It has its own well-furnished gymnasium, examination hall, conference hall and Boxing ring.

The college has a well-stocked library. The library has been shifted to a new building. The construction work of the new commerce block has processed.

The college is dedicated to the cause of learning by imparting education to inculcate a sense of responsibility devotional service among the students. The college provides a blend of academic, cultural, sports and intellectual resources. It also brings to the students a dynamic environment for the overall development of their personalities, aspirations and talents. In nut shell today, the college is known as one among the finest institutions in the state for Sciences, Humanities and Commerce...

Over the years, the college has shown consistently very good results as compared to H.P.U. passpercentage and every year students of this college get positions in the merit list is notified by H.P.

Vision of the college: To enable students to become economically independent, mentally strong and spiritually elevated human beings and socially responsible and committed citizens.

Mission of the college: Mission of the college: Swami Vivekananda has said that education is 'the manifestation of the perfection already in man' so our endeavour is to 'manifest that perfection' by imparting quality and character building education to enable students to face the challenges of life and meet the needs of society. Our effort is always there to provide an environment conducive to innovation, creativity and team spirit and also to felicitate effective and fruit full interaction among faculty and students.

METHODOLOGY

The main aim of this study was to assess the satisfaction level of college students regarding campus facilities and teaching-learning process being adopted by the SVGC Ghumarwin so that necessary steps may be taken to provide better quality of education to existing and potential students. This study focused on Existing students, Alumni, Parents and Teachers. Hence population for this study constitute existing students of this college enrolled during academic session 2022-23, their parents, alumni and teachers serving during this session in the college. This study is mainly based on primary data and it has been collected using convenient cum snow ball sampling by developing structured questionnaire through Google form

SAMPLING DESIGN

Convenient cum snow ball sampling has been used to collect desired information as per following sampling detail:

Table 1.1 Sample size

Population	Number
Students	571
Alumni	54
Teachers	35
Parents	31
Total	691

The table shows that the total sample for present survey is composed of students, alumni, teachers and parents which accounts for 82.63%, 7.81 %, 5.06 % and 4.48 % respectively during 2022-23.

Population: Existing students (UG, PG) of SVGC Ghumarwin, their parents, alumni, existing teachers during academic session 2021-22.

Sampling unit/sampling element: Male, Female and transgender

Sampling frame: Students college attendance register, teachers pay roll and relevant office record

Sample size:

- Students
- Alumni
- Teachers
- Parents

SECTION-A
Analysis of the Alumni feedback on Student’s and campus facilities’ of
SVGC Ghumarwin

EXHIBIT 1: Demographical profile of respondents (Students)

Level of study	Frequency	Percentage
UG	487	85.3
PG	84	14.7
Total	571	100
Gender		
Male	233	40.8
Female	338	59.2
Total	571	100
Stream		
Arts	238	41.7
Commerce	124	21.7
Science	184	32.2
Vocational	25	4.4
Total	571	100

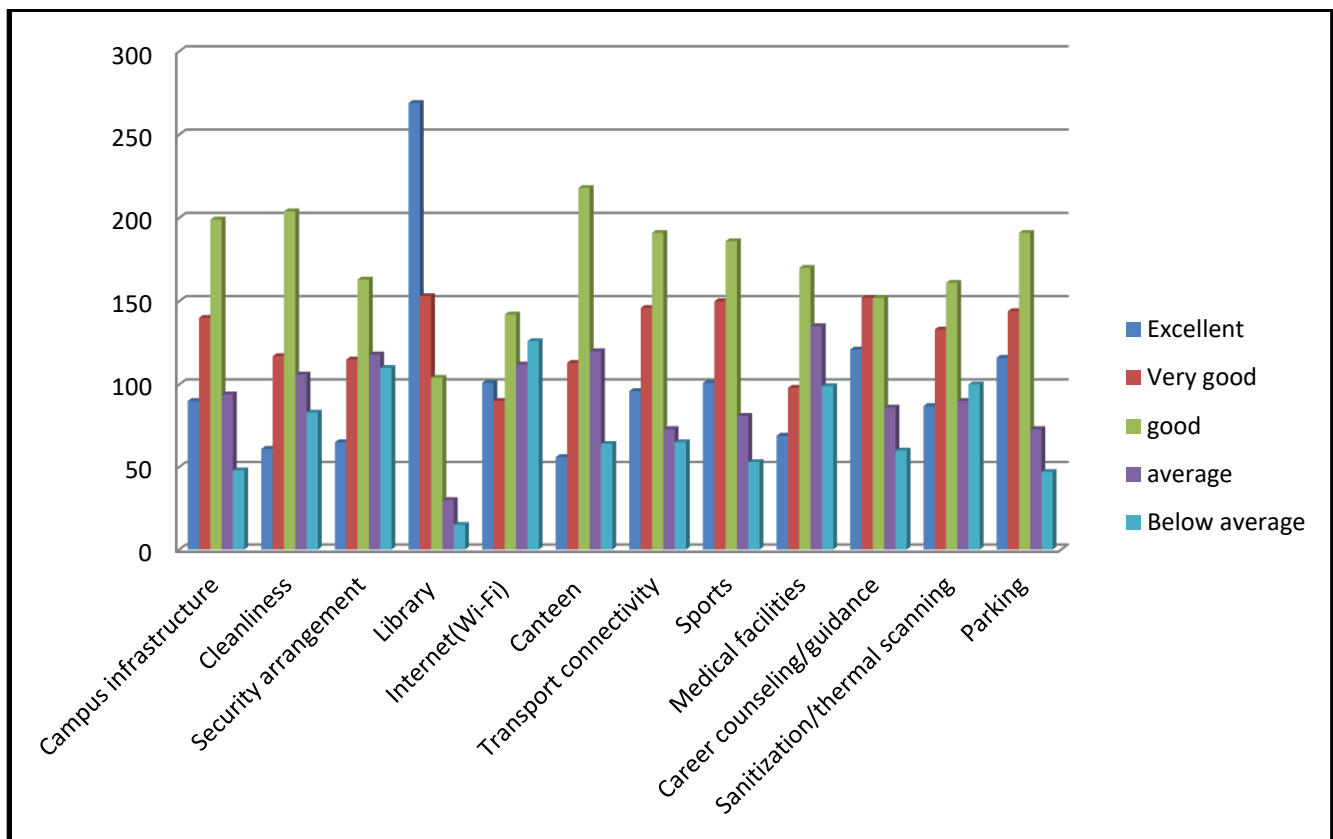
Source: Data compiled through questionnaire using Google form

Above table and figure reveals that the student respondents for the present survey have been selected randomly from all streams being run the institution during 2022-23. As evident from the exhibit maximum responses received from Arts stream followed by Science, Commerce and Professional respectively.

EXHIBIT 2: Satisfaction level of college students’ towards different campus facilities

Campus facilities	Excellent	Very good	good	average	Below average	Total
Campus infrastructure	90 (15.8)	140 (24.5)	199 (34.9)	94 (16.5)	48 (8.4)	571 (100)
Cleanliness	61 (10.7)	117 (20.5)	204 (35.7)	106 (18.6)	83 (14.5)	571 (100)
Security arrangement	65 (11.4)	115 (20.1)	163 (28.5)	118 (20.7)	110 (19.3)	571 (100)
Library	269 (47.1)	153 (26.8)	104 (18.2)	30 (5.2)	15 (2.5)	571 (100)
Internet(Wi-Fi)	101 (17.7)	90 (15.8)	142 (24.9)	112 (19.6)	126 (22.1)	571 (100)
Canteen	56 (9.8)	113 (19.8)	218 (38.2)	120 (21)	64 (11.2)	571 (100)
Transport connectivity	96 (16.8)	146 (25.6)	191 (33.5)	73 (12.8)	65 (11.4)	571 (100)
Sports	101 (17.7)	150 (26.3)	186 (32.6)	81 (14.2)	53 (9.3)	571 (100)
Medical facilities	69 (12.1)	98 (17.2)	170 (29.8)	135 (23.6)	99 (17.3)	571 (100)
Career counseling/ guidance	121 (21.2)	152 (26.6)	152 (26.6)	86 (15.1)	60 (10.5)	571(100)
Sanitization/ thermal scanning	87 (15.2)	133 (23.3)	161 (28.2)	90 (15.8)	100 (17.5)	571 (100)
Parking	116 (20.3)	144 (25.2)	191 (33.5)	73 (12.8)	47 (8.2)	571 (100)

Source: Data compiled through questionnaire using Google form

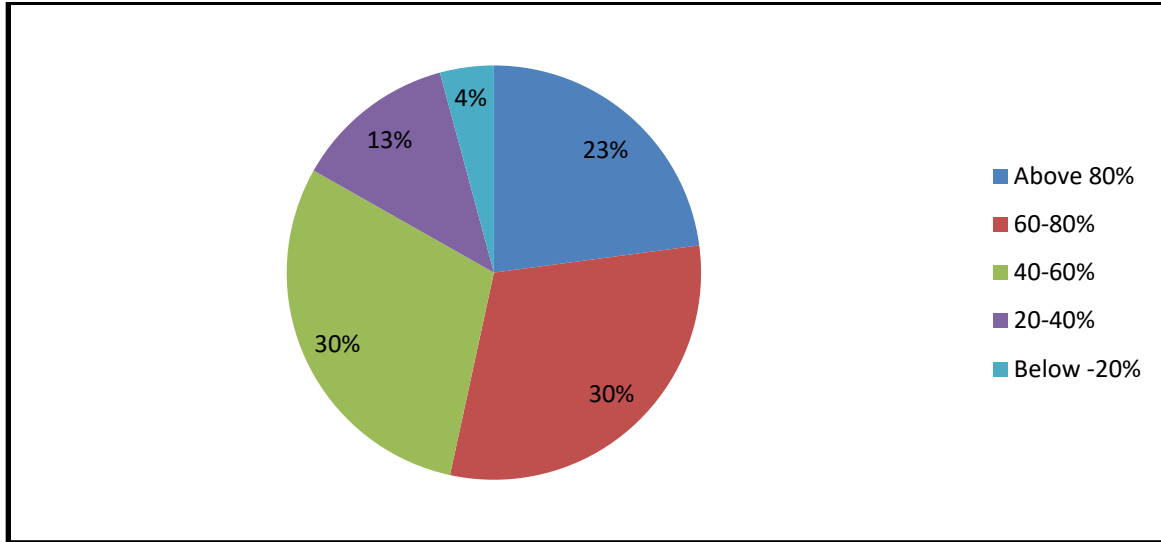


It is evident from the above that 87.7% students studying in college are satisfied with the Campus Infrastructure Facility available in the college.

EXHIBIT 3: Opinion of the students about coverage of syllabus online/offline mode

Response	Frequency	Percentage
Above 80%	131	22.9
60-80%	174	30.5
40-60%	170	29.8
20-40%	72	12.6
Below -20%	24	4.2
Total	571	100

Source: Data compiled through questionnaire using Google form

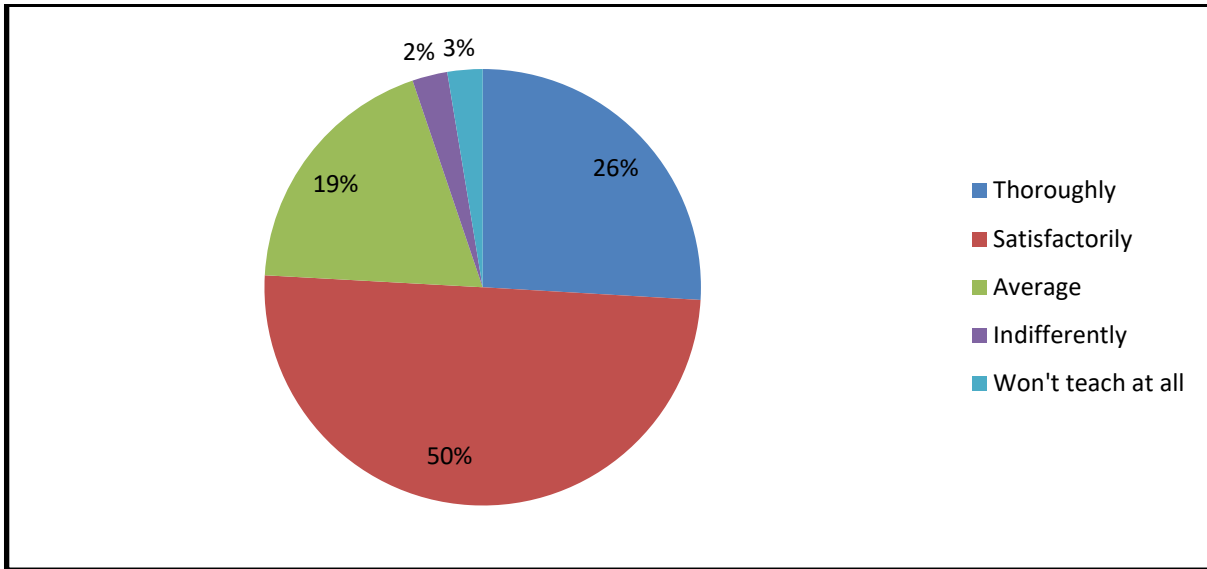


As mentioned above exhibit about 53.4 percent students of the college SVGC Ghumarwin express more than 60% syllabus covered in the offline classes and our almost all the teachers cover their most of part of the syllabus prescribed for the class within specified time.

EXHIBIT 4: Opinion of the students about preparedness of teachers for class

Response	Frequency	Percentage
Thoroughly	148	25.9
Satisfactorily	285	49.9
Average	108	18.9
Indifferently	15	2.6
Wont teach at all	15	2.6
Total	571	100

Source: Data compiled through questionnaire using Google form

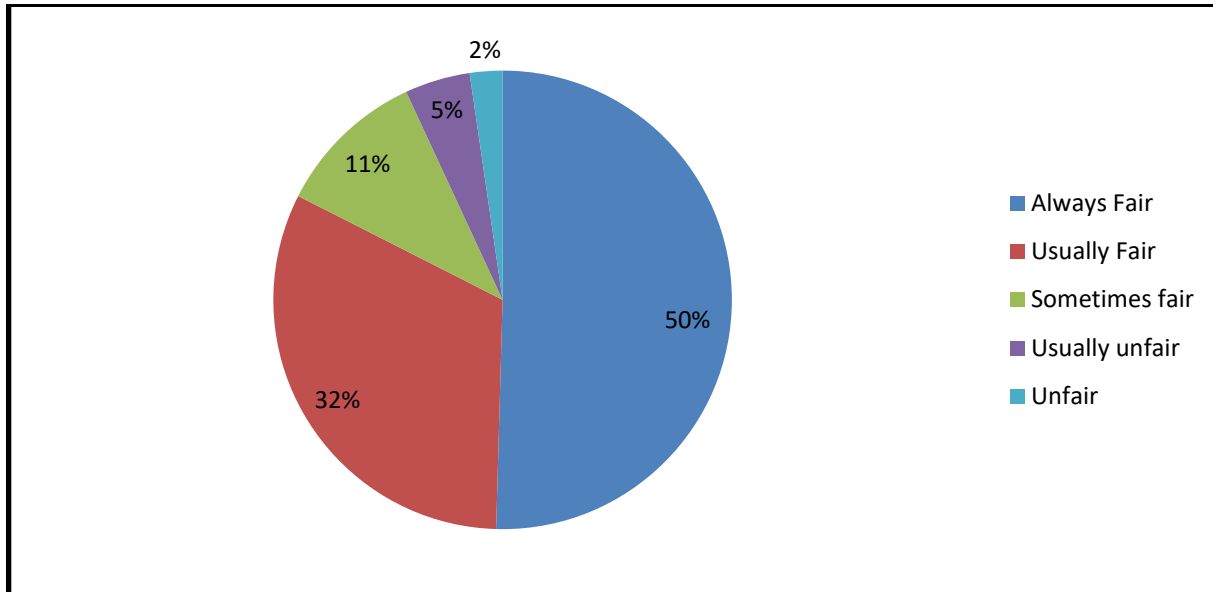


It is evident from the table that the majority of respondents of SVGC Ghumarwin are satisfied from their teacher's preparedness when they come to attend the class and this is clearly reflected that more than 75.83 % students are satisfied with the teacher's preparedness

EXHIBIT 5 Opinion of the students about fairness of internal evaluation process by the college teachers

Response	Frequency	Percentage
Always Fair	351	50.4
Usually Fair	223	32
Sometimes fair	74	10.6
Usually unfair	32	4.6
Unfair	16	2.3
Total	696	100

Source: Data compiled through questionnaire using Google form

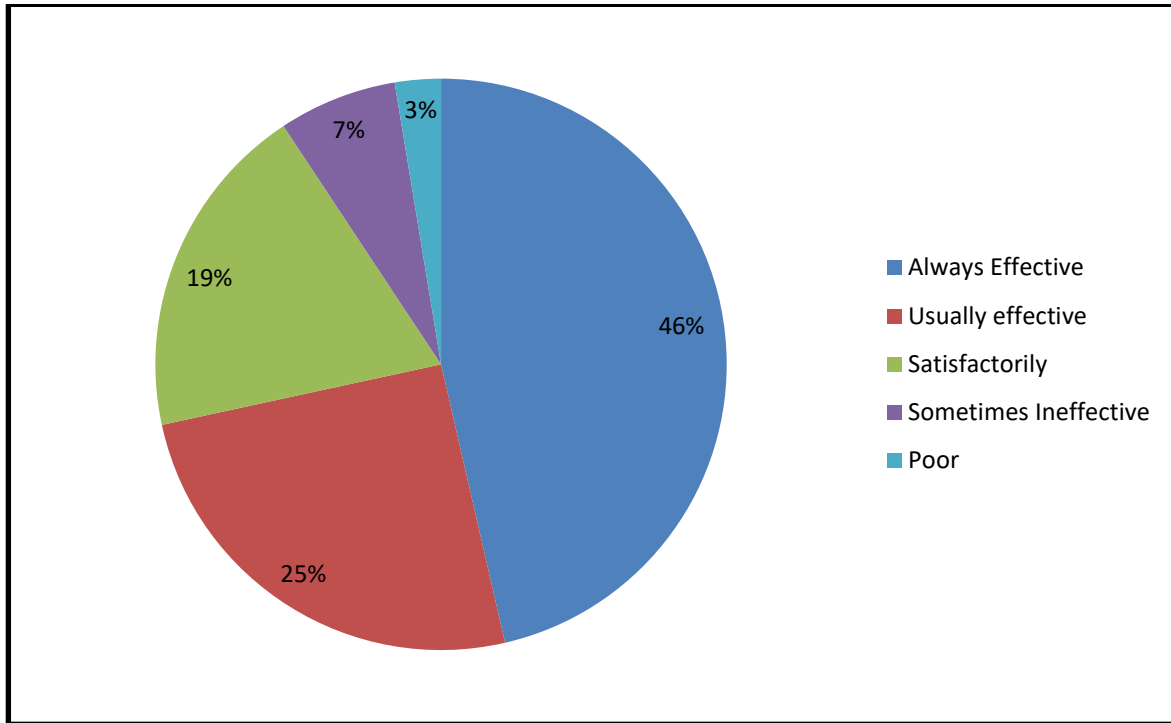


The teachers of SVGC Ghumarwin are fair during the internal evaluation of students which is clear from the above table that the majority of our students i.e. 82% gives their remarks for the teachers as a fair and effective evaluators.

EXHIBIT 6 Opinion of the students about teachers ability to communicate

Response	Frequency	Percentage
Always Effective	265	46.4
Usually effective	144	25.2
Satisfactorily	109	19.1
Sometimes Ineffective	38	6.7
Poor	15	2.6
Total	571	100

Source: Data compiled through questionnaire using Google form

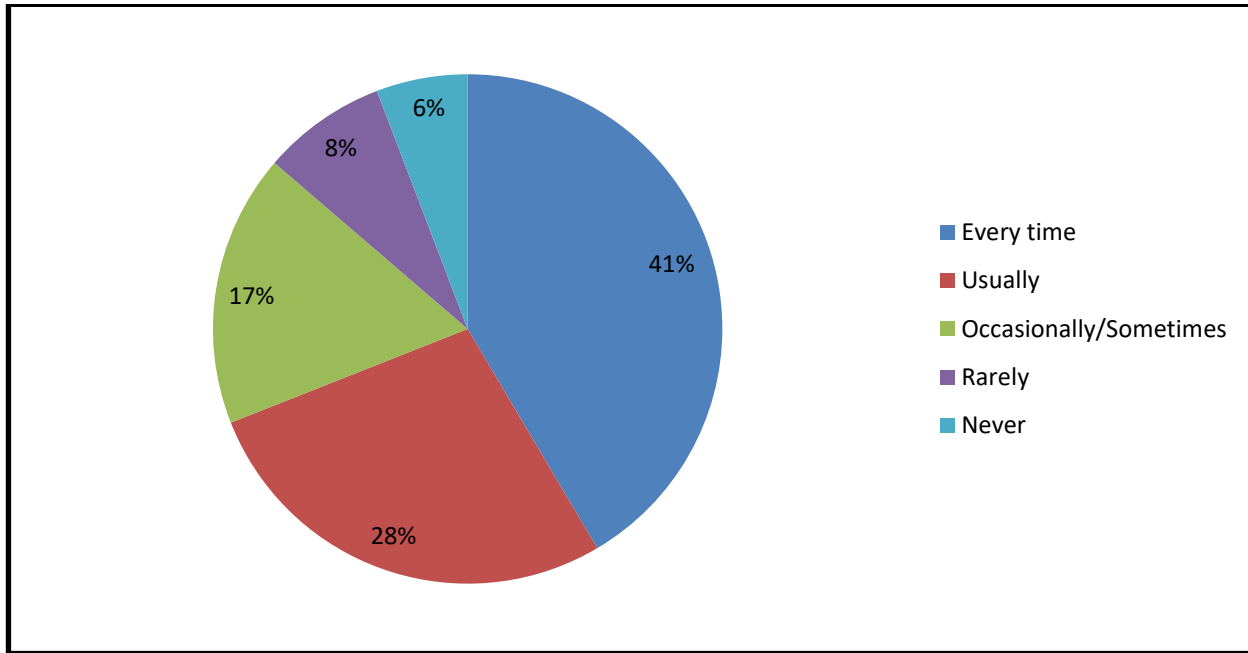


It is evident from the table that the students of SVGC Ghumarwin are fully satisfied from their teachers ability to communicate through offline mode of teaching which results in healthy student-teacher relations

EXHIBIT 7 Opinion of the respondents about discussion of assignments performance with the students

Response	Frequency	Percentage
Every time	237	41.5
Usually	157	27.5
Occasionally/Sometimes	99	17,3
Rarely	45	7.9
Never	33	5.8
Total		

Source: Data compiled through questionnaire using Google form

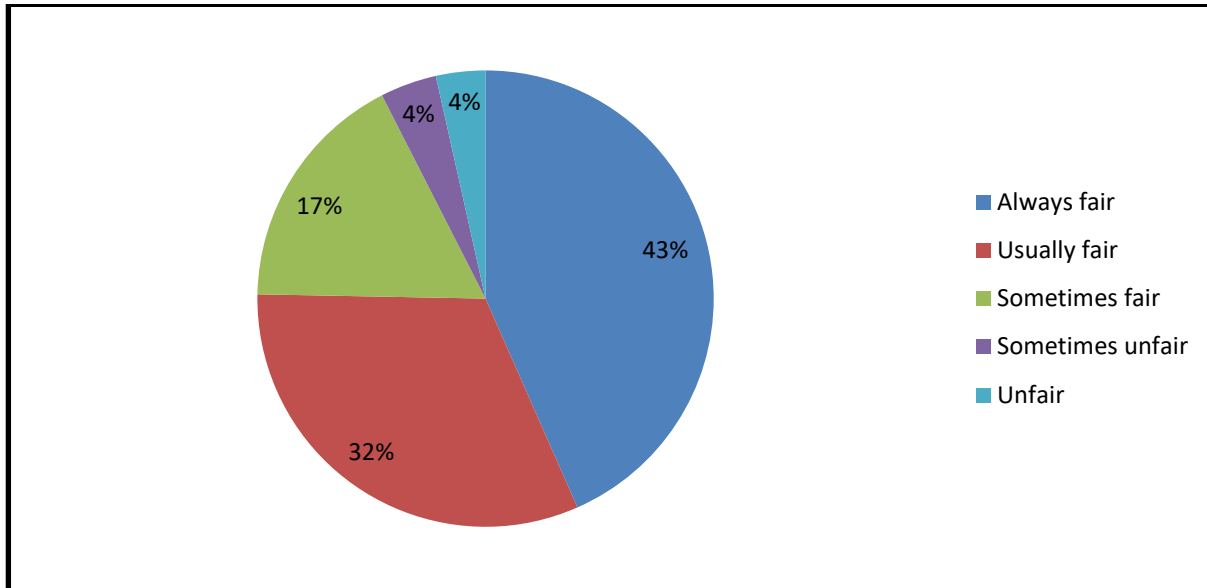


It is apparent from the table and figure mentioned above that the majority of respondents of SVGC Ghumarwin have given optimistic belief for the discussion of assignments & their performance in class and gives some remedial measures in the study hours.

EXHIBIT 8 Opinion of the respondents about Fairness in internal evaluation

Response	Frequency	Percentage
Always fair	248	43.4
Usually fair	182	31.9
Sometimes fair	98	17.2
Sometimes unfair	23	4
Unfair	20	3,5
Total	571	100

Source: Data compiled through questionnaire using Google form

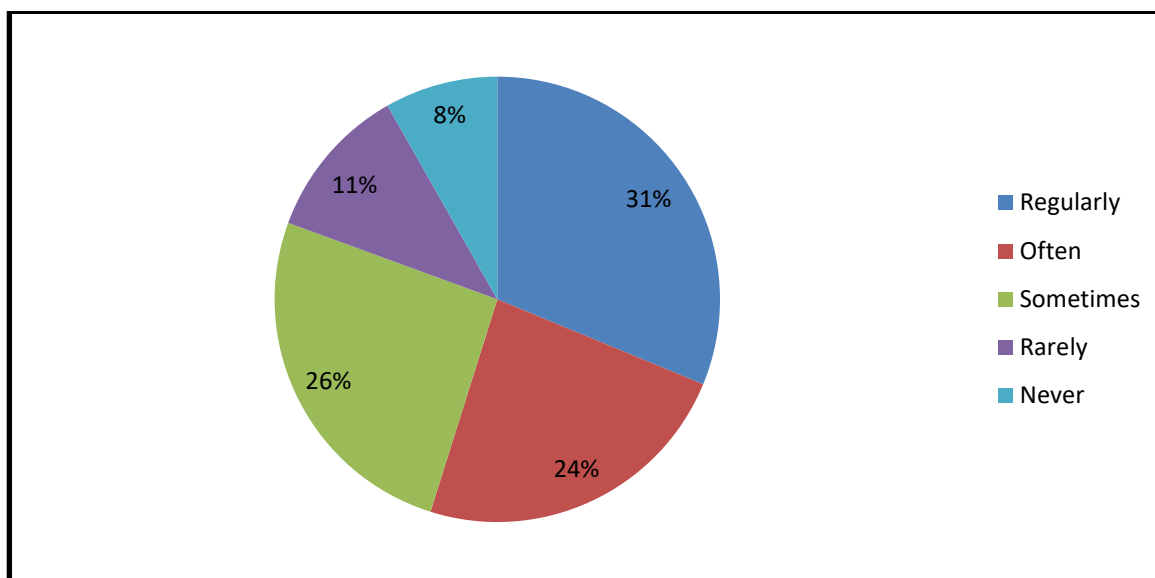


The teachers of SVGC Ghumarwin are fair during the internal evaluation of students which is clear from the above table that the majority of our student i.e.75.3% gives their remarks for the teachers as a fair and effective evaluators.

EXHIBIT 9 Opinion of the students about promotion of internship, student exchange and field visits by the college

Response	Frequency	Percentage
Regularly	178	31.2
Often	135	23.6
Sometimes	147	25.7
Rarely	64	11.2
Never	47	8.2
Total	571	100

Source: Data compiled through questionnaire using Google form

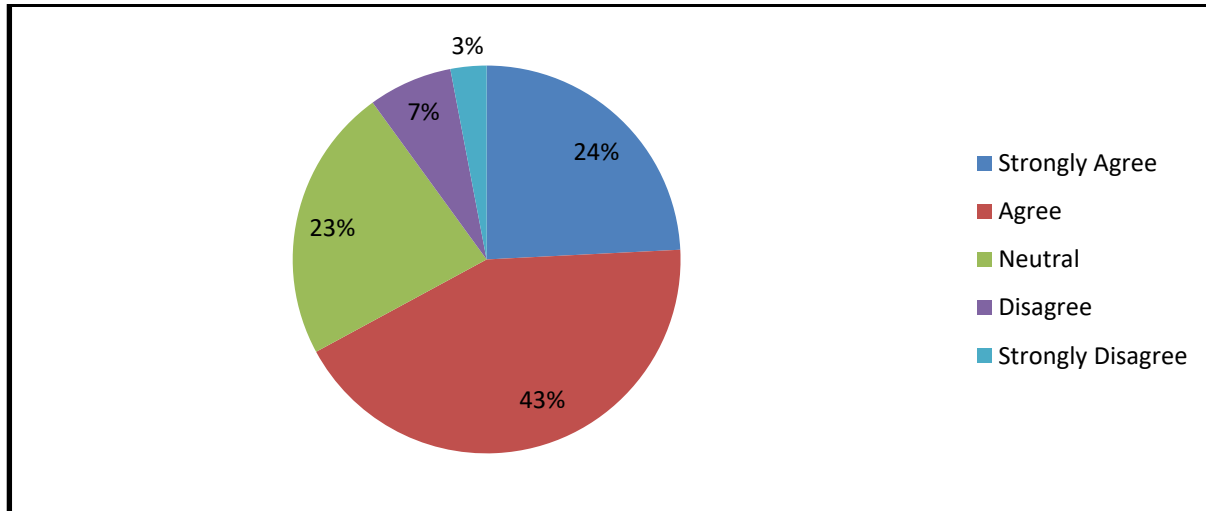


It is apparent from the table and figure that the majority of respondents of SVGC Ghumarwin opinionated that the promotion of internship, student exchange and field visit programme in the college are organized on regular basis.

EXHIBIT 10 Opinion of the students about providing multiple opportunities to learn and grow by the college

Response	Frequency	Percentage
Strongly Agree	138	24.2
Agree	245	42.9
Neutral	131	22.9
Disagree	40	7
Strongly Disagree	17	3
Total	571	100

Source: Data compiled through questionnaire using Google form

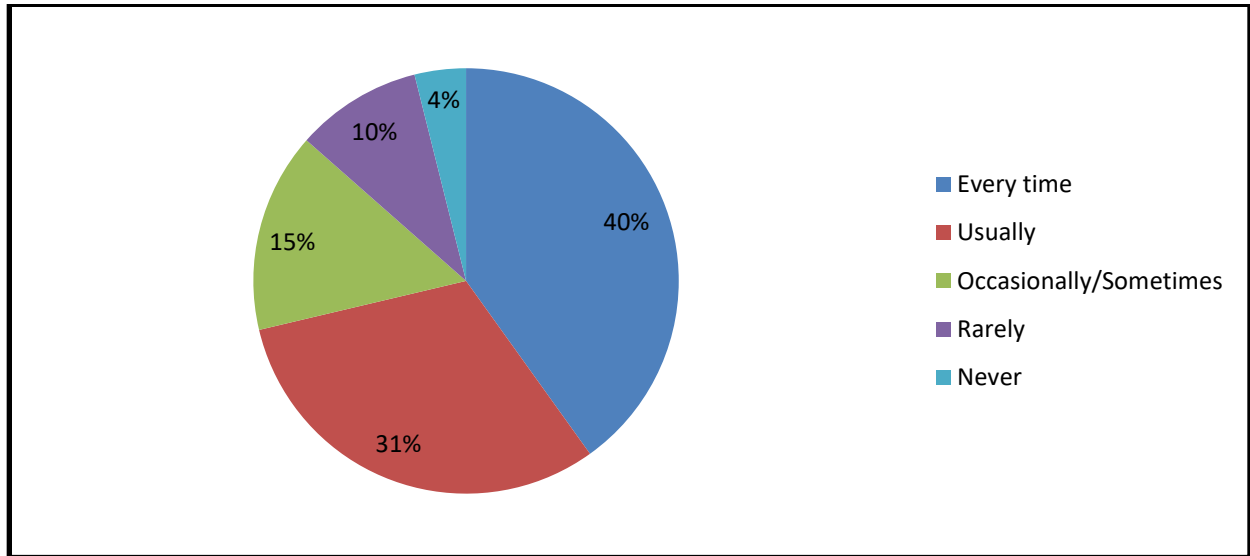


It is evident from the table that the majority of our students of SVGC Ghumarwin have agreed with the statement that the multiple opportunities are available in college to learn and grow and it is clearly reflected from our results in academics.

EXHIBIT 11 Opinion of the students about discussion with students about their expected competencies, course outcomes and programme outcomes by the teachers

Response	Frequency	Percentage
Every time	229	40.1
Usually	178	31.2
Occasionally/Sometimes	87	15.2
Rarely	55	9.6
Never	22	3.9
Total	571	100

Source: Data compiled through questionnaire using Google form

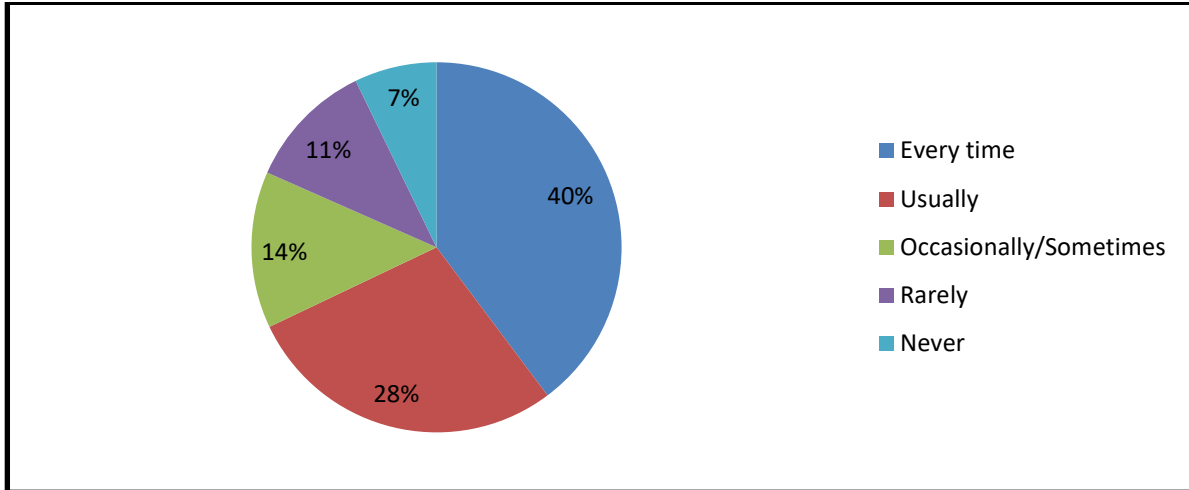


It is evident from the above figure and table that the majority of students of SVGC Ghumarwin are in agreement with teacher’s involvement in discussions with students about their expected competencies, course as well as programme outcomes.

EXHIBIT 12 Opinion of the students about ability of teachers to identify and overcome the weaknesses of students

Response	Frequency	Percentage
Every time	227	39.8
Usually	161	28.2
Occasionally/Sometimes	78	13.7
Rarely	64	11.2
Never	41	7.2
Total	571	100

Source: Data compiled through questionnaire using Google form

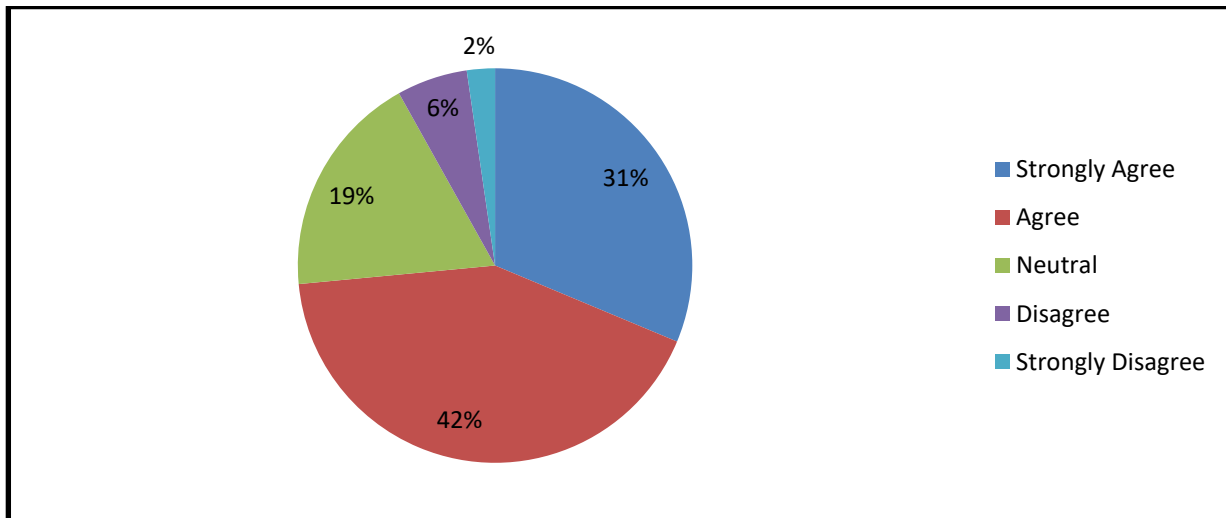


It is apparent from the table and figure that the majority of our students of SVGC Ghumarwin are fully satisfied with teacher’s involvement to identify and discuss their weakness in class as well as individually.

EXHIBIT 13 Opinion of the students about teachers efforts to encourage students to participate in extracurricular activities

Response	Frequency	Percentage
Strongly Agree	179	31.3
Agree	241	42.2
Neutral	105	18.4
Disagree	33	5.8
Strongly Disagree	13	2.3
Total	571	100

Source: Data compiled through questionnaire using Google form

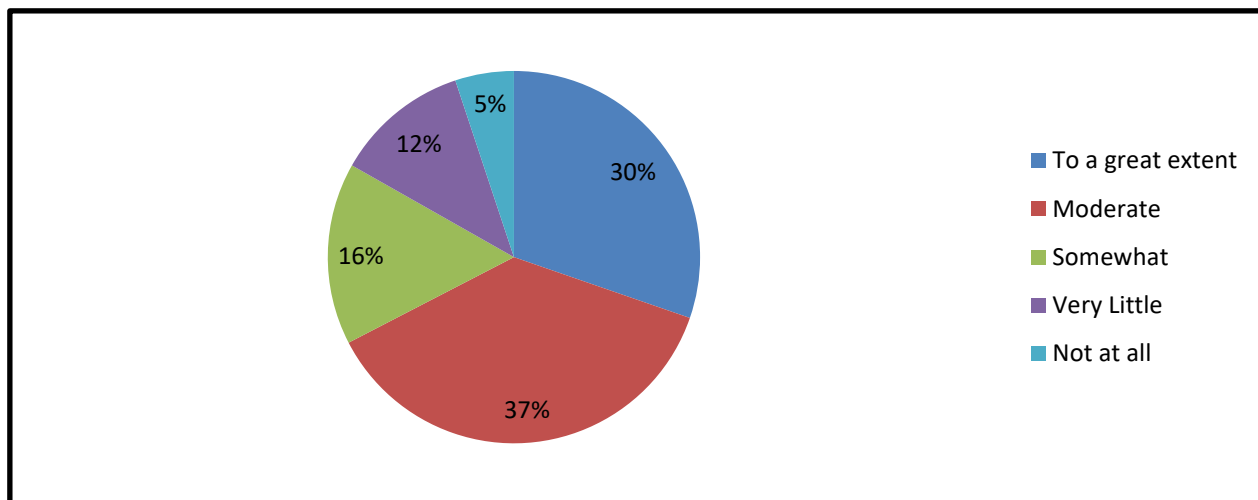


It is apparent from the above table that the majority of respondents of SVGC show satisfaction for the encouragement by the teachers for the students to participate in extra-curricular activities.

EXHIBIT 14 Opinion of the students about efforts of college to inculcate soft skills, life skills and employability skills among college students

Response	Frequency	Percentage
To a great extent	173	30.3
Moderate	212	37.1
Somewhat	90	15.8
Very Little	67	11.7
Not at all	29	5.1
Total	571	100

Source: Data compiled through questionnaire using Google form

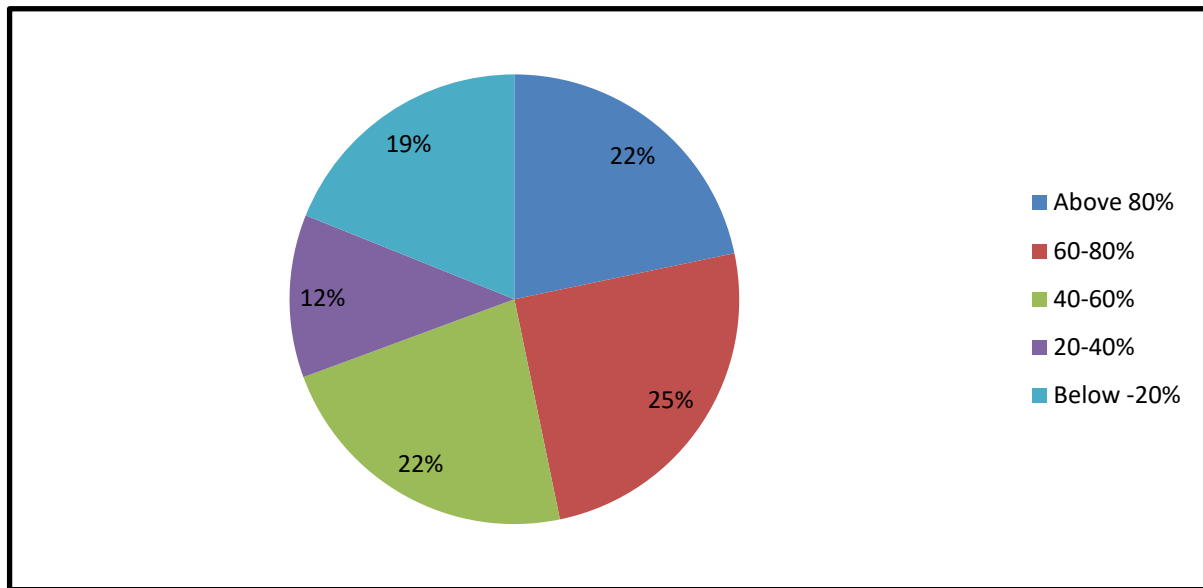


It is apparent from the above table and figure that the majority of respondents of SVGC Ghumarwin gave their satisfaction to a great extent regarding the efforts made by SVGC Ghumarwin to inculcate soft-skills, life-skills and employability skills in the college.

EXHIBIT 15 Opinion of the students about use of ICT tools during teaching (like CD,Projectors and Multimedia) by the college teachers

Response	Frequency	Percentage
Above 80%	124	21.7
60-80%	143	25
40-60%	129	22.6
20-40%	67	11.7
Below -20%	108	18.9
Total	571	100

Source: Data compiled through questionnaire using Google form

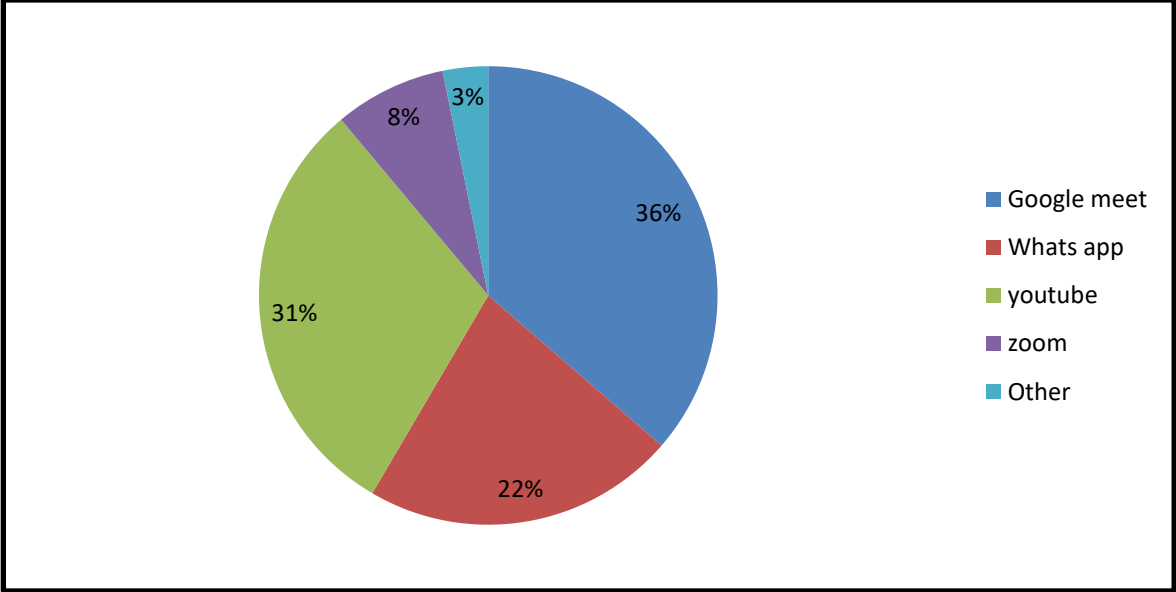


The above table and figure depicts that the majority of students 60 to 80 percent students of SVGC Ghumarwin are of the opinion that the teachers use ICT tools during teaching such as LCD, Projectors and Multimedia during their class room sessions.

EXHIBIT 16 Preferred mode of online learning process in the college

Response	Frequency	Percentage
Google meet	208	36.4
Whatsapp	126	22.1
YouTube	174	30.5
zoom	45	7.9
Other	18	3.2
Total	571	100

Source: Data compiled through questionnaire using Google form

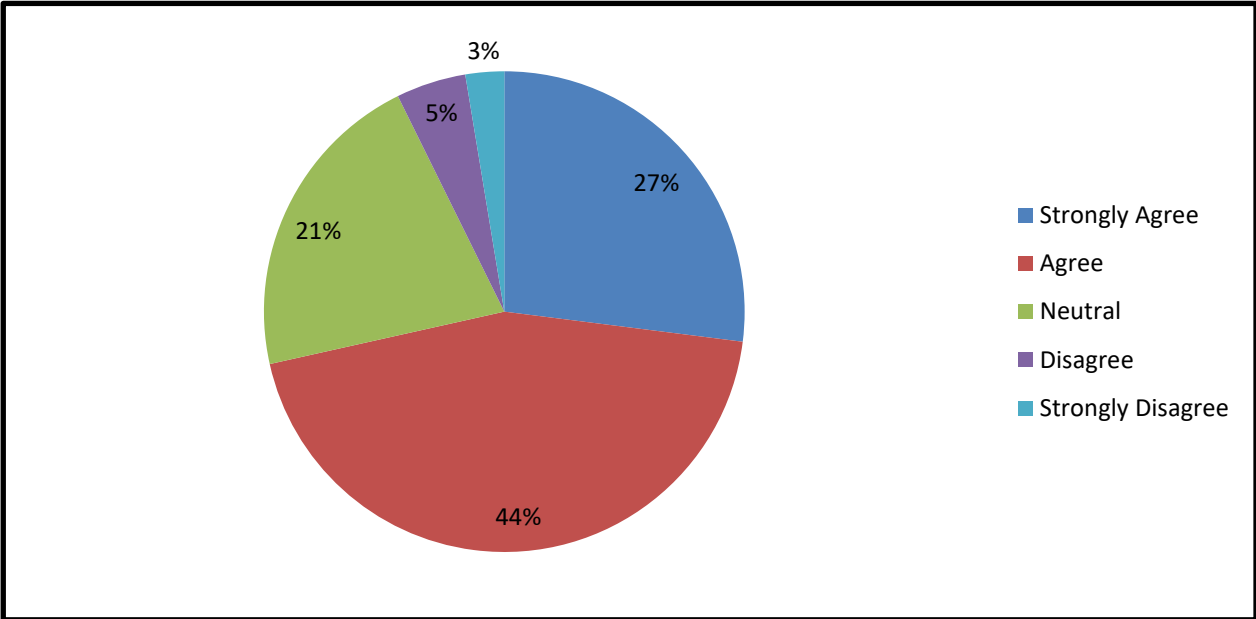


The above table and figure depicts that Google Meet, YouTube and Whatsapp are the top online modes used for learning by the students of this college. Subsequently they are able to learn effectively through online mode of teaching.

EXHIBIT 17 Overall satisfaction level of college students towards teaching learning process in the college

Response	Frequency	Percentage
Strongly Agree	154	27
Agree	254	44.5
Neutral	121	21.2
Disagree	27	4.7
Strongly Disagree	15	2.6
Total	571	100

Source: Data compiled through questionnaire using Google form



The above mentioned table depicts that majority of the students are agreed when asked about the overall satisfaction level towards teaching learning process. However, on the contrary, only 2.6 percent of the total surveyed students have strongly disagreed with the statement.

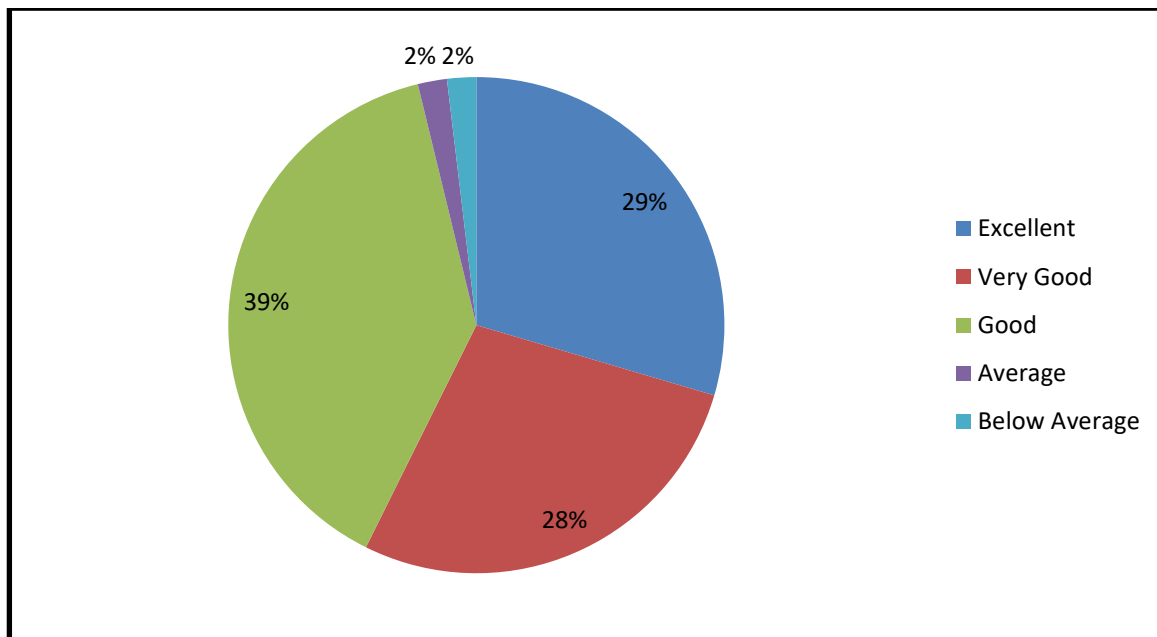
SECTION- B

Analysis of the Alumni feedback on Teaching and campus facilities' of SVGC Ghumarwin

Exhibit 18 Opinion of respondents towards quality of general infrastructure in the college

Response	Frequency	Percentage
Excellent	16	29.6
Very Good	15	27.8
Good	21	38.9
Average	1	1.9
Below Average	1	1.9
Total	54	100

Source: Data compiled through questionnaire using Google form

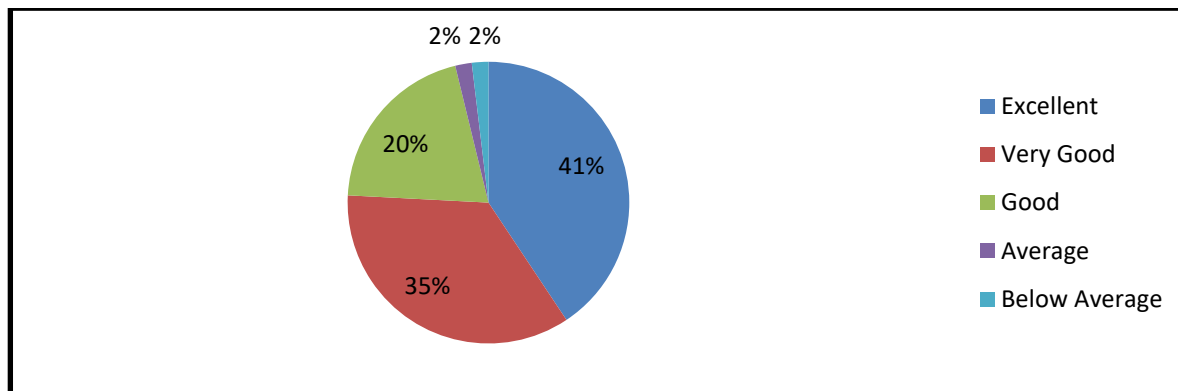


It is revealed from the above exhibit that majority of the respondents have given their opinion that college hosts good quality infrastructure. However the survey has been conducted using small number of respondents.

Exhibit 19 Opinion of respondents towards quality of teaching learning and commitment of teachers in the college

Response	Frequency	Percentage
Excellent	22	40.7
Very Good	19	35.2
Good	11	20.4
Average	1	1.9
Below Average	1	1.9
Total	54	100

Source: Data compiled through questionnaire using Google form

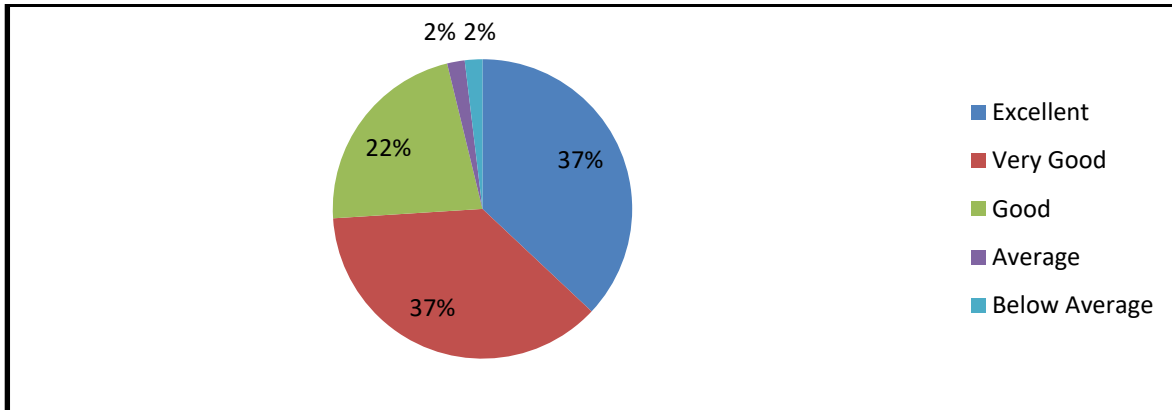


It is apparent from the exhibit 19 that the majority of respondents have described that college has good quality of teaching learning and teachers are committed toward their profession. The majority of the respondents that is 40% have mentioned that quality of teaching learning is excellent in the college.

Exhibit 20 Opinion of respondent towards teacher students' relationship

Response	Frequency	Percentage
Excellent	20	37
Very Good	20	37
Good	12	22.2
Average	1	1.9
Below Average	1	1.9
Total	54	100

Source: Data compiled through questionnaire using Google form

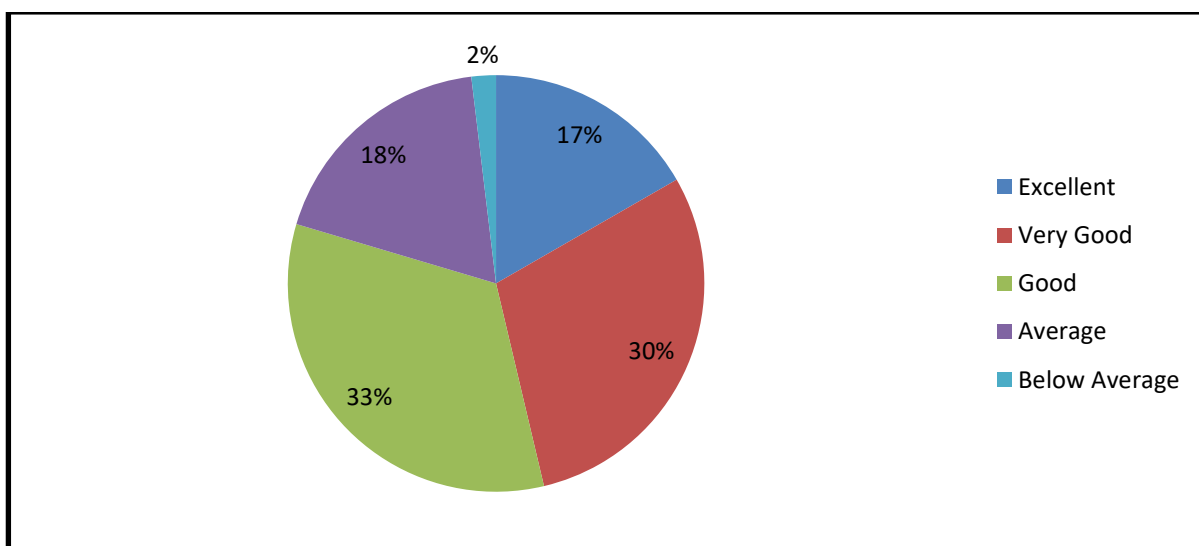


It is apparent from the Exhibit 20 that the 74% of respondents have described that relationship between the teachers and students have been good and excellent both in the college.

Exhibit 21 Opinion of respondent towards developing interpersonal and social skill among themselves by the college

Response	Frequency	Percentage
Excellent	9	16.7
Very Good	16	29.6
Good	18	33.3
Average	10	18.5
Below Average	1	1.9
Total	54	100

Source: Data compiled through questionnaire using Google form

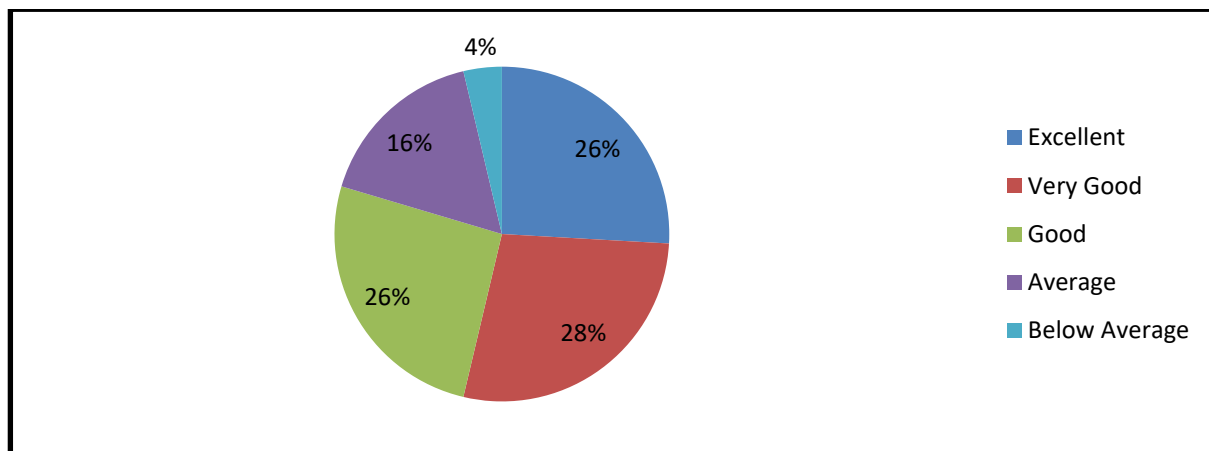


It is apparent from the table that the majority of respondents have described that college has developed interpersonal and social-skill among themselves.

Exhibit 22 Opinion of respondent towards status of extracurricular activities in the college

Response	Frequency	Percentage
Excellent	14	25.9
Very Good	15	27.8
Good	14	25.9
Average	9	16.7
Below Average	2	3.7
Total	54	100

Source: Data compiled through questionnaire using Google form

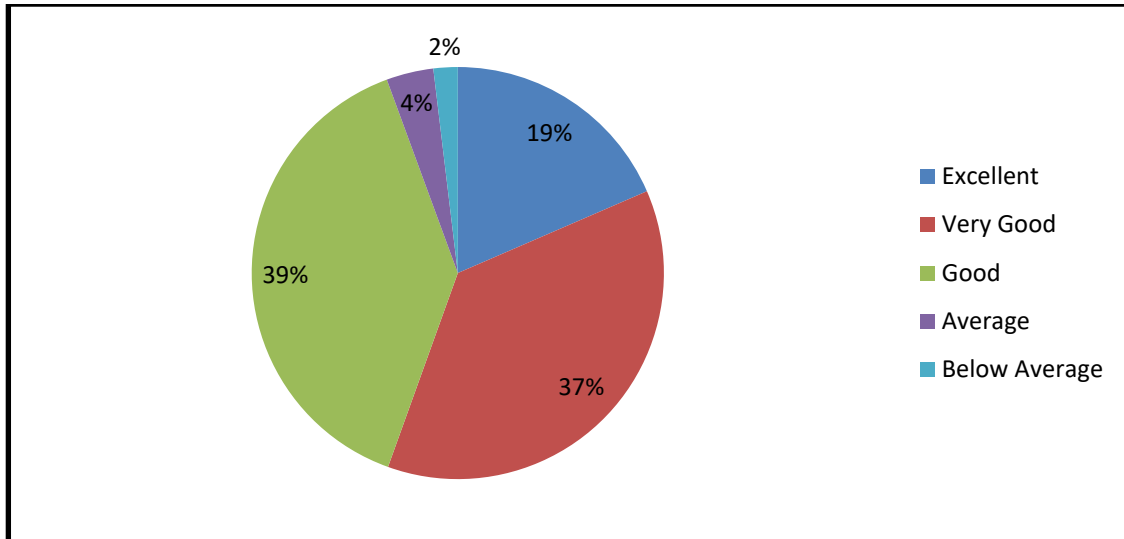


It is apparent from the table that the majority of respondents have described that college has best standard of extracurricular activities.

Exhibit 23 Opinion of respondents towards public perception about the college

Response	Frequency	Percentage
Excellent	10	18.5
Very Good	20	37
Good	21	38.9
Average	2	3.7
Below Average	1	1.9
Total	54	100

Source: Data compiled through questionnaire using Google form

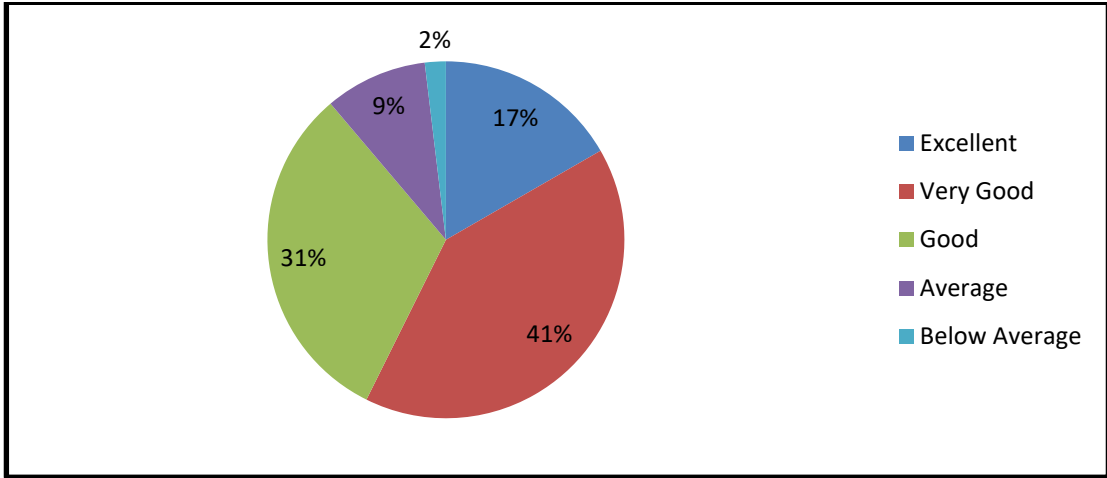


Core values play a very important role in undermining positive perceptions of institution and this can be reflected from the table that the majority of respondents have labelled the SVGC Ghumarwin is the best college in the area and growing well as per its core values.

Exhibit 24 Opinion of respondents towards Alumni association/involvement

Response	Frequency	Percentage
Excellent	9	16.7
Very Good	22	40.7
Good	17	31.5
Average	5	9.3
Below Average	1	1.9
Total	54	100

Source: Data compiled through questionnaire using Google form

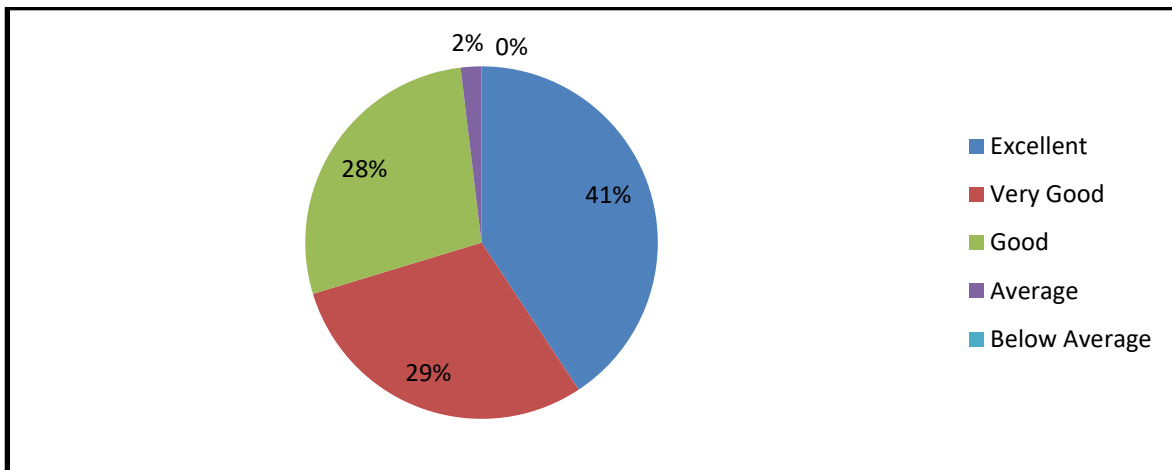


It is apparent from the table that the majority of respondents have described that college has best standard of extracurricular activities.

Exhibit 25 opinion of respondents towards overall rating of the college

Response	Frequency	Percentage
Excellent	22	40.7
Very Good	16	29.6
Good	15	27.8
Average	1	1.9
Below Average	-	-
Total	54	100

Source: Data compiled through questionnaire using Google form

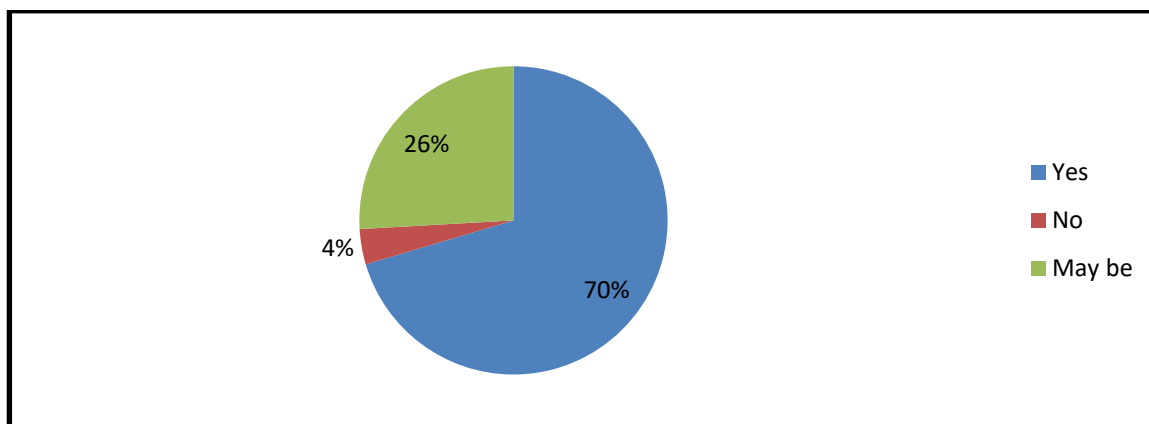


It is apparent from table and figure that the majority of respondents have labeled the SVGC Ghumarwin is best college. It is apparent from the overall rating that the institute is growing well as per its Vision and Mission.

Exhibit 26 Opinion of respondents towards role of college in improvement their career prospects

Response	Frequency	Percentage
Yes	38	70.4
No	2	3.7
May be	14	25.9
Total	54	100

Source: Data compiled through questionnaire using Google form

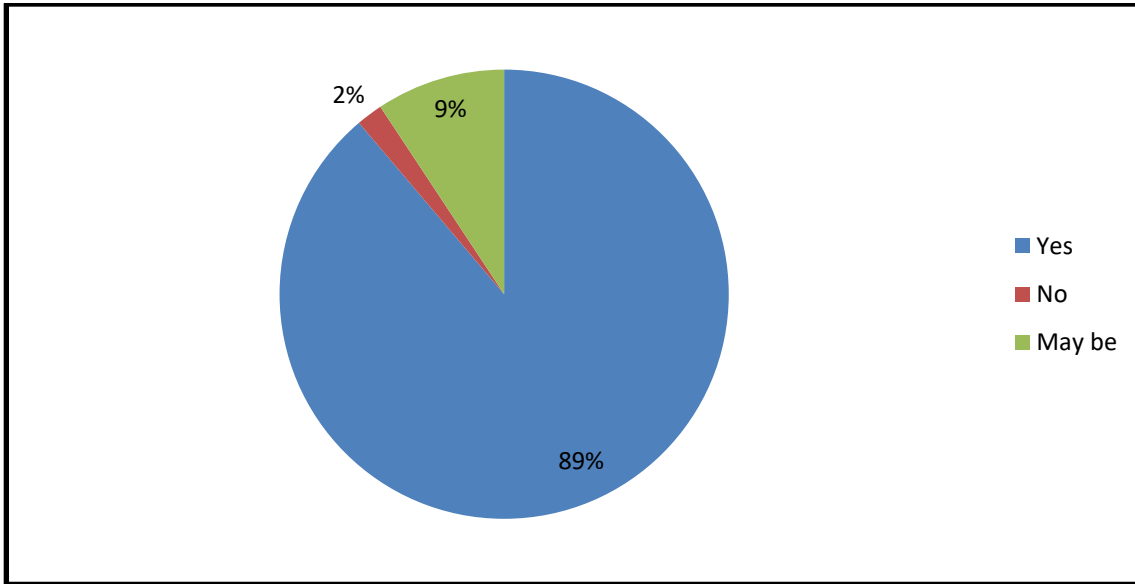


It is apparent from table and figure that more than 70% opinion of respondents towards role of college in improvement of their career prospects is best.

Exhibit 27 opinion of respondents towards feeling Proud to be alumni of this college

Response	Frequency	Percentage
Yes	48	88.9
No	1	1.9
May be	5	9.3
Total	108	100

Source: Data compiled through questionnaire using Google form



Opinion of respondents towards feeling proud to be alumni of this college is reflected from the table that the majority of respondents have labelled the SVGC Ghumarwin is the best college in the area and growing well as per its aims and objectives.

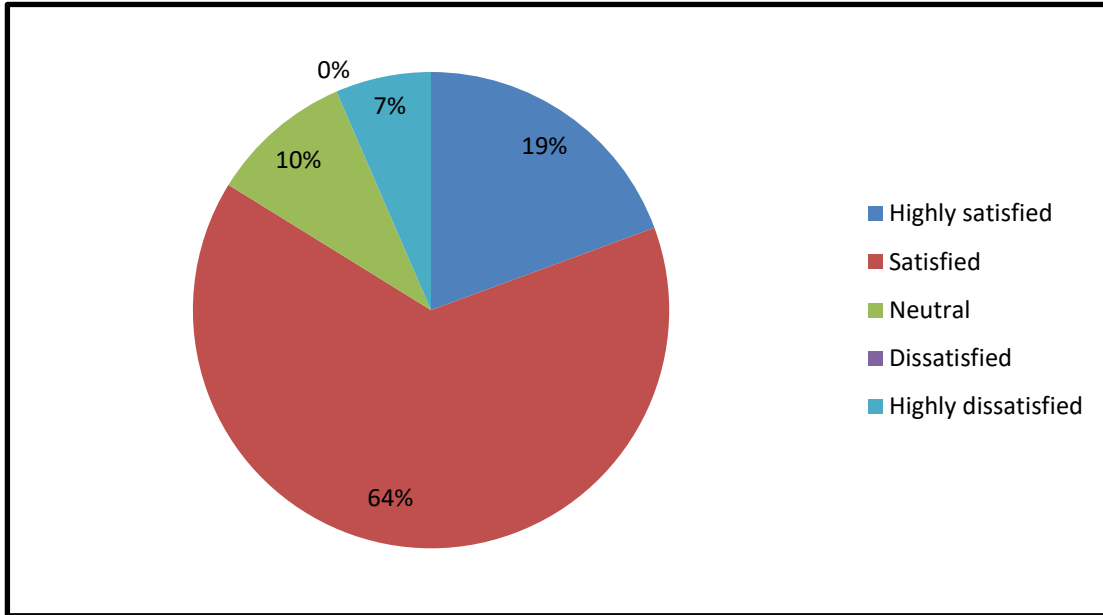
PARENT'S FEEDBACK ANALYSIS PART-C

Analysis of the parent's feedback on teaching –learning process and campus facilities of SVGC Ghumarwin.

Exhibit 28 Classification of respondents on the basis of their satisfaction towards admission procedure

Responses	Frequency	Percentage
Highly satisfied	6	19.4
Satisfied	20	64.5
Neutral	3	9.7
Dissatisfied	-	-
Highly dissatisfied	2	6.5
Total	31	100

Source: Parent's survey 2022-23

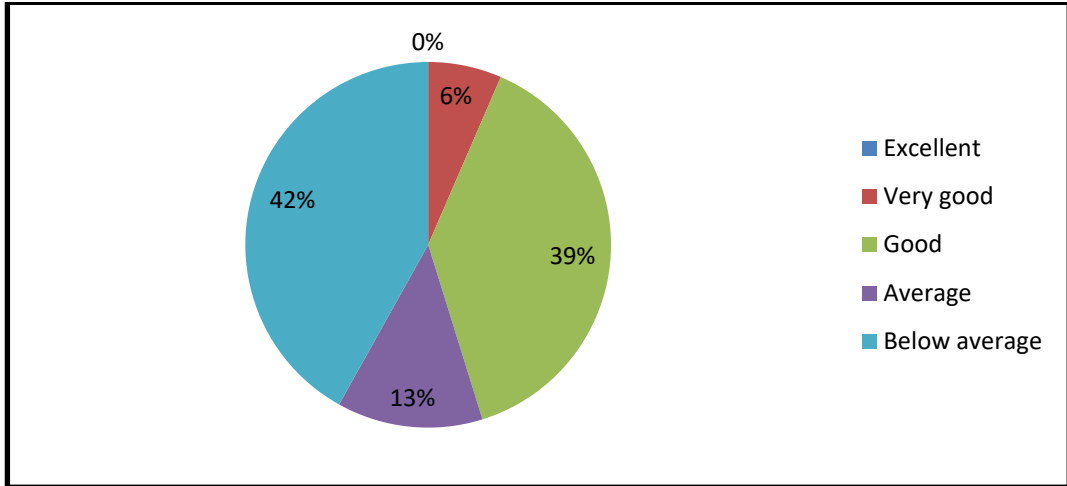


It is evident from above table and figure that 84.9 % respondents are satisfied with admission procedure of the college.

Exhibit 29 Classification of respondents on the basis of their satisfaction towards infrastructure facilities

Responses	Frequency	percentage
Excellent	--	--
Very good	2	6.5
Good	12	38.7
Average	4	12.9
Below average	13	41.9
Total	31	100

Source: Data compiled through questionnaire using Google form

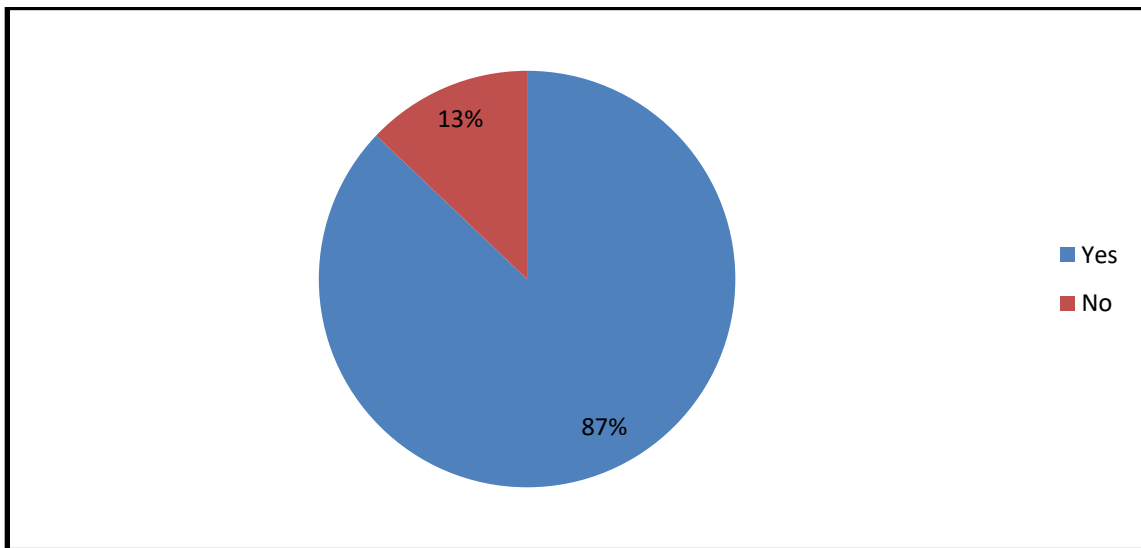


It is evident from the table that 45.2% parents are satisfied with the College Infrastructure Facilities and remaining are of the view that infrastructure facilities are below average.

Exhibit 30 Classification of respondents on the basis of their opinion towards communication between student and teachers

Responses	Frequency	Percentage
Yes	27	87.1
No	4	12.9
Total	31	100

Source: Data compiled through questionnaire using Google form

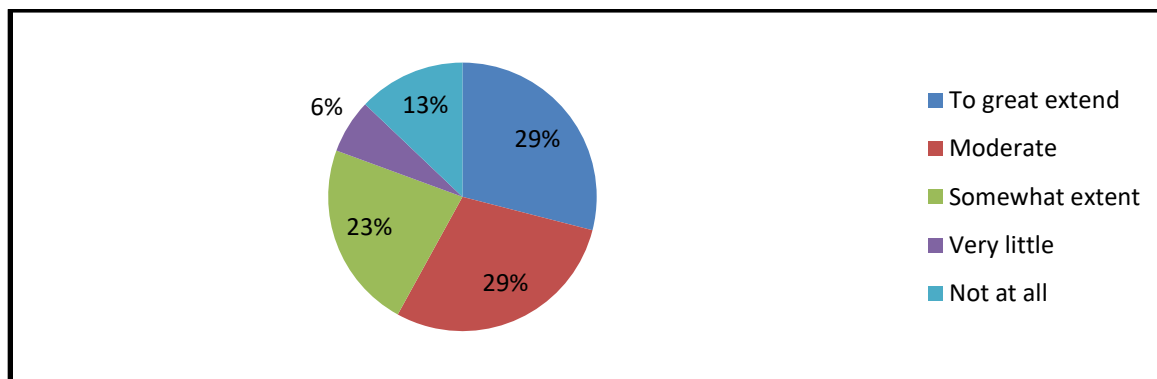


It is apparent from the table and figure that the majority of respondents (87.1 % of Parents) are of opinion that communication is smooth between teacher and student while 12.9% believe that communication is uneven. On the basis of responses it can be concluded that communication process is smooth and fair between teacher and student.

Exhibit 31 Classification of respondents on the basis of their Opinion whether the child is motivated by teacher for learning.

Responses	Frequency	Percentage
To great extend	9	29
Moderate	9	29
Somewhat extent	7	22.6
Very little	2	6.5
Not at all	4	12.9
Total	31	100

Source: Data compiled through questionnaire using Google form

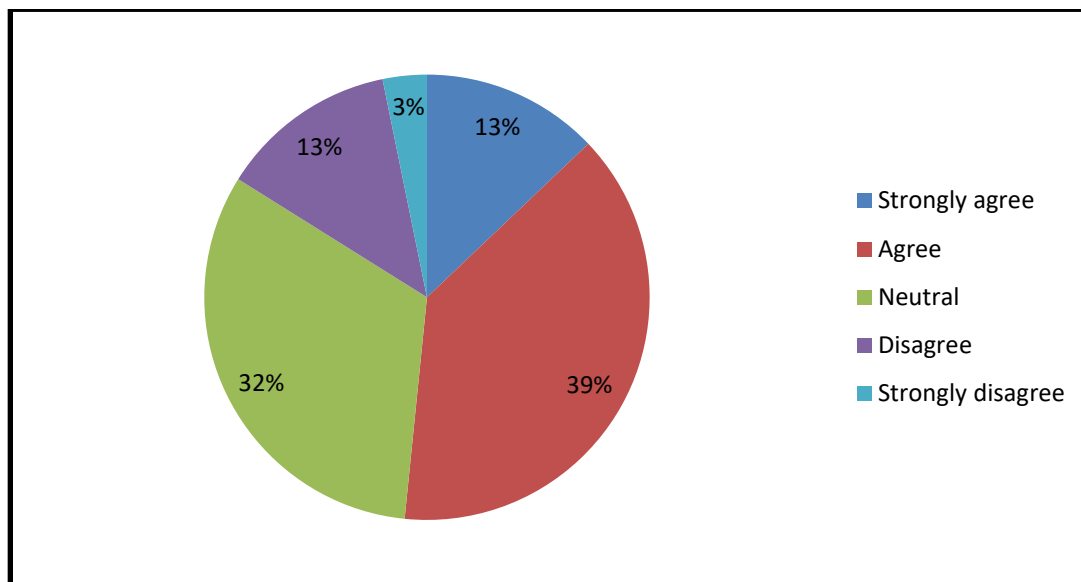


It is evident from the above figure and table that the majority of respondent are in agreement that teachers motivates the students to learn things. Students are encouraged by teachers to participate in academic activities.

Exhibit 32 Classification of respondents on the basis of their Opinion whether institute provide multiple opportunities to learn and grow.

Responses	Frequency	Percentage
Strongly agree	4	12.9
Agree	12	38.7
Neutral	10	32.3
Disagree	4	12.9
Strongly disagree	1	3.2
Total	31	100

Source: Data compiled through questionnaire using Google form

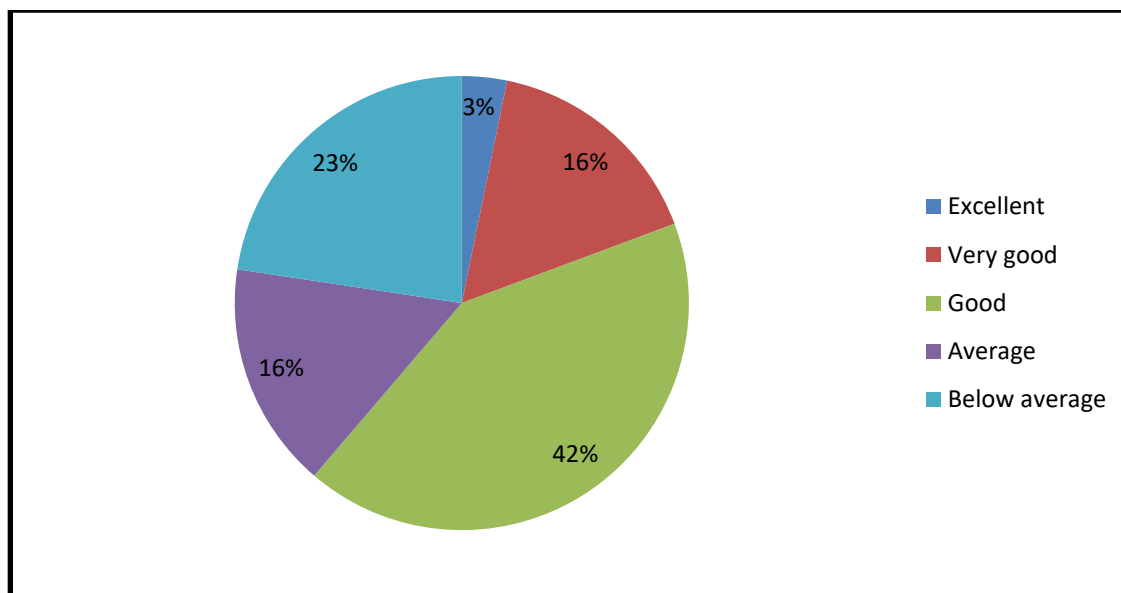


It is evident from the table that only 51.6% respondents are fully satisfied with the multiple opportunities available in college to learn and grow and it is clearly reflected from our results in academics and sports.

Exhibit 33 Classification of respondents on the basis of their opinion toward co-operation of administrative staff

Responses	Frequency	percentage
Excellent	1	3.2
Very good	5	16.1
Good	13	41.9
Average	5	16.1
Below average	7	22.6
Total	31	100

Source: Data compiled through questionnaire using Google form

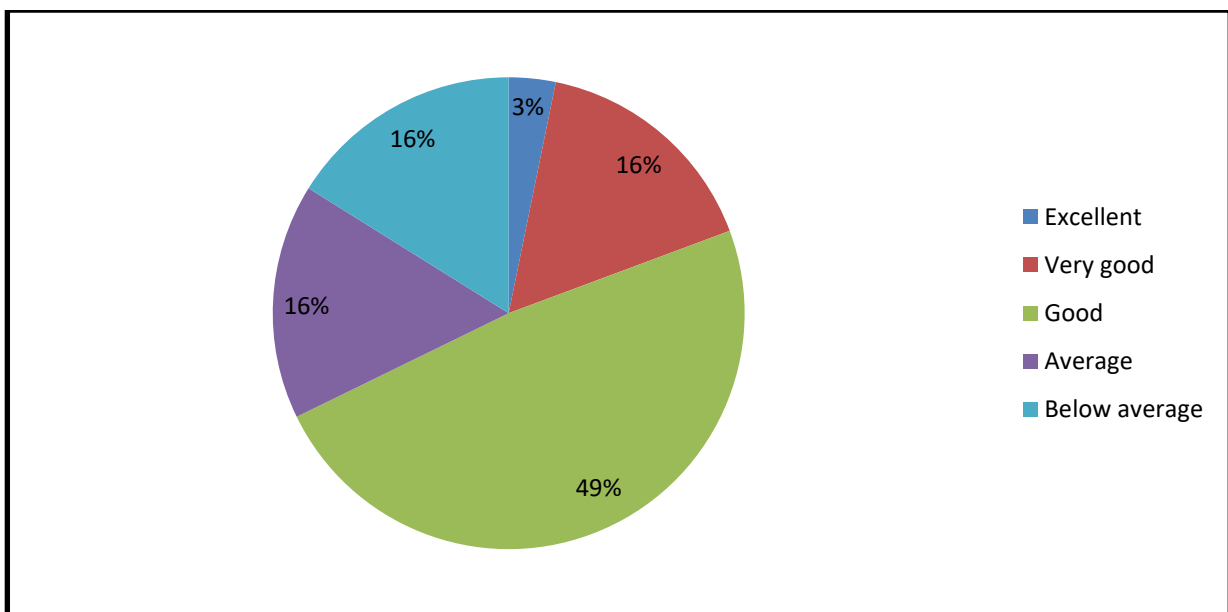


It is evident from the table that only 61.2% respondents are fully satisfied with the co-operation of administrative staff. On the basis of responses it can be concluded that there is need to be more co-operation from administration staff toward students.

Exhibit 34 Classification of respondents on the basis of their opinion toward use of latest technology by the college

Responses	Frequency	percentage
Excellent	1	3.2
Very good	5	16.1
Good	15	48.4
Average	5	16.1
Below average	5	16.1
Total	31	100

Source: Data compiled through questionnaire using Google form

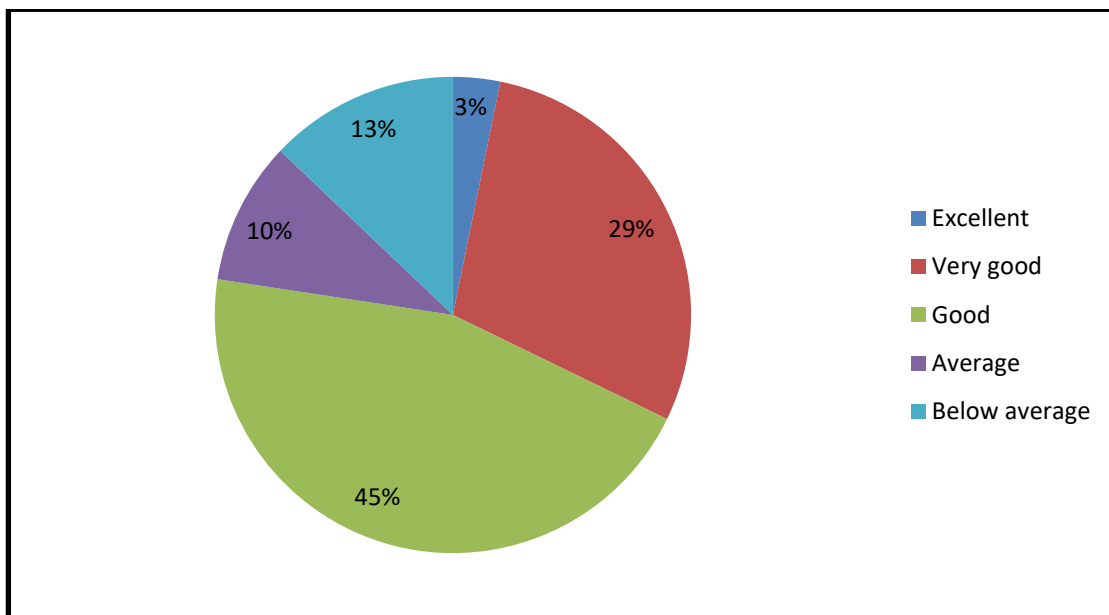


It is evident from the table that about 67.7% respondents are satisfied toward use of latest technology by the college which is satisfactory.

Exhibit 35 Classification of respondents on the basis of their opinion toward quality of teaching in the college

Responses	Frequency	percentage
Excellent	1	3.2
Very good	9	29
Good	14	45.2
Average	3	9.7
Below average	4	12.9
Total	31	100

Source: Data compiled through questionnaire using Google form

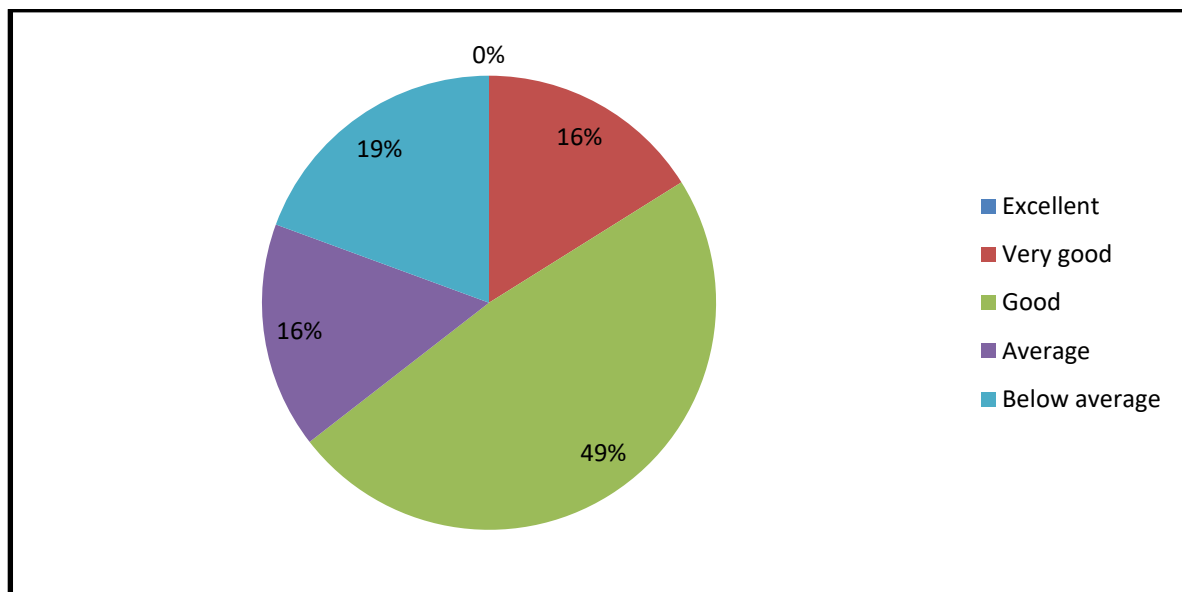


It is evident from the above figure and table that the majority of respondent are in agreement that quality of teaching is up to mark in the college.

Exhibit 36 Classification of respondents on the basis of their opinion toward students counseling and guidance

Responses	Frequency	percentage
Excellent	--	--
Very good	5	16.1
Good	15	48,4
Average	5	16.1
Below average	6	19.4
Total	31	100

Source: Data compiled through questionnaire using Google form

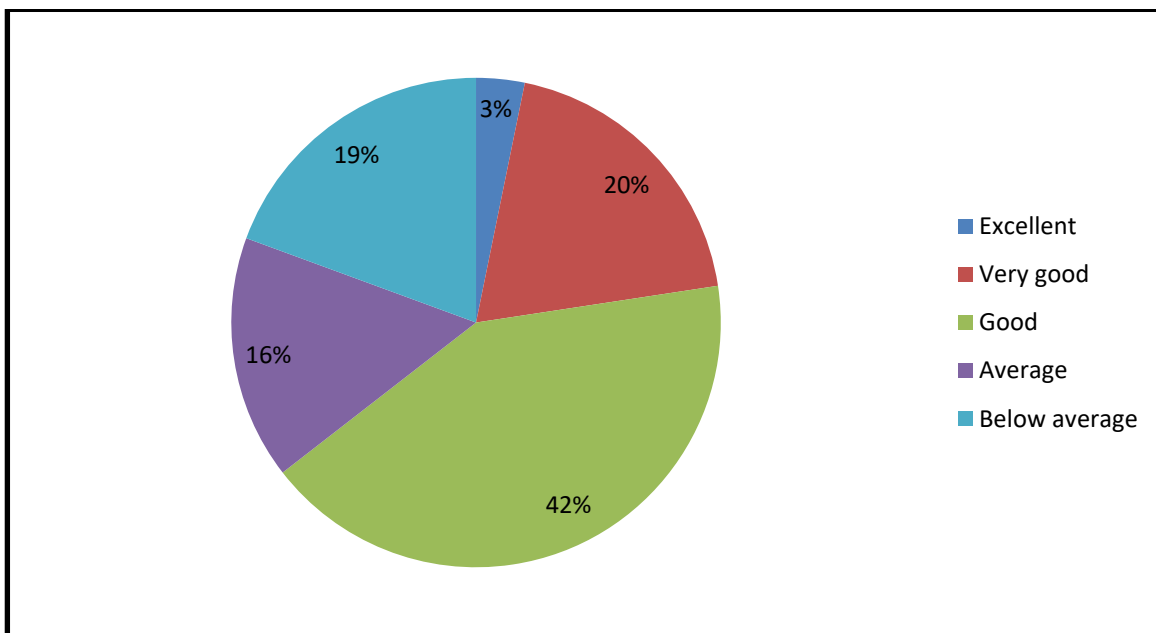


It is apparent from the table that the majority of respondents of SVGC Ghumarwin are of opinion helpful nature of teachers and providing guidance as regards to teacher's advice to the in career.

Exhibit 37 Classification of respondents on the basis of their opinion toward improvement in soft skills, ethics, morality etc. in their ward while studying in the college?

Responses	Frequency	percentage
Excellent	1	3.2
Very good	6	19.4
Good	13	41.9
Average	4	16.1
Below average	6	19.4
Total	31	100

Source: Data compiled through questionnaire using Google form

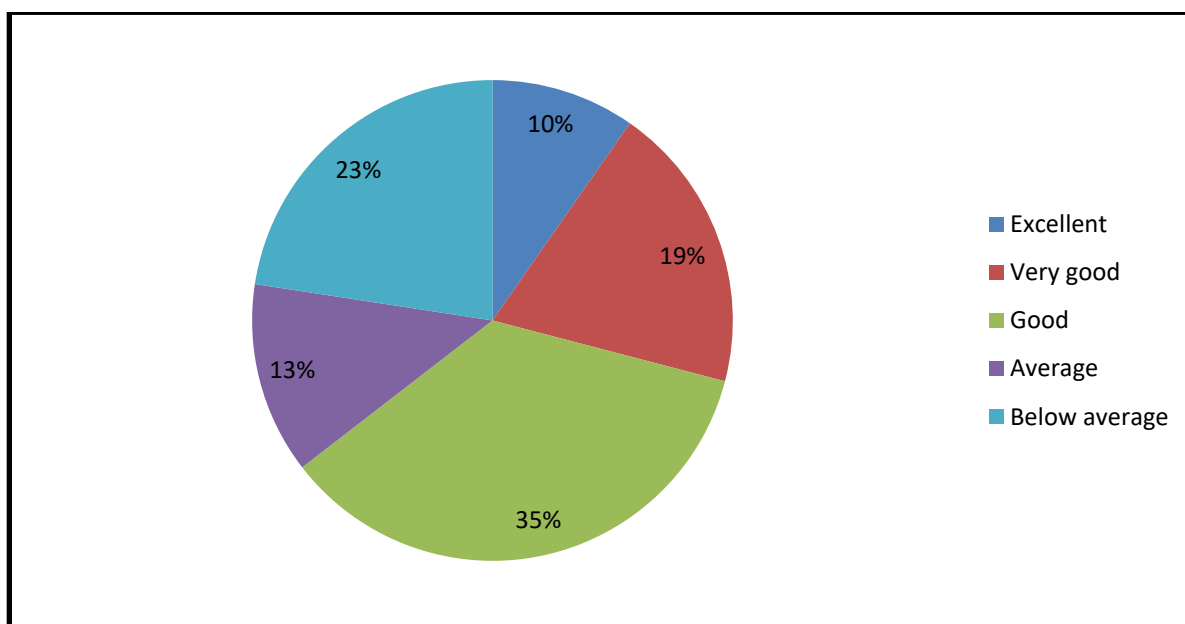


It is apparent from the table that the majority of respondents of SVGC Ghumarwin are of opinion toward improvement in soft skills, ethics, morality etc. in their ward while studying in the college.

Exhibit 38 Classification of respondents on the basis of their opinion toward Environment of the college for overall development of the college

Responses	Frequency	percentage
Excellent	3	9.7
Very good	6	19.4
Good	11	35.5
Average	4	12.9
Below average	7	22.6
Total	31	100

Source: Data compiled through questionnaire using Google form

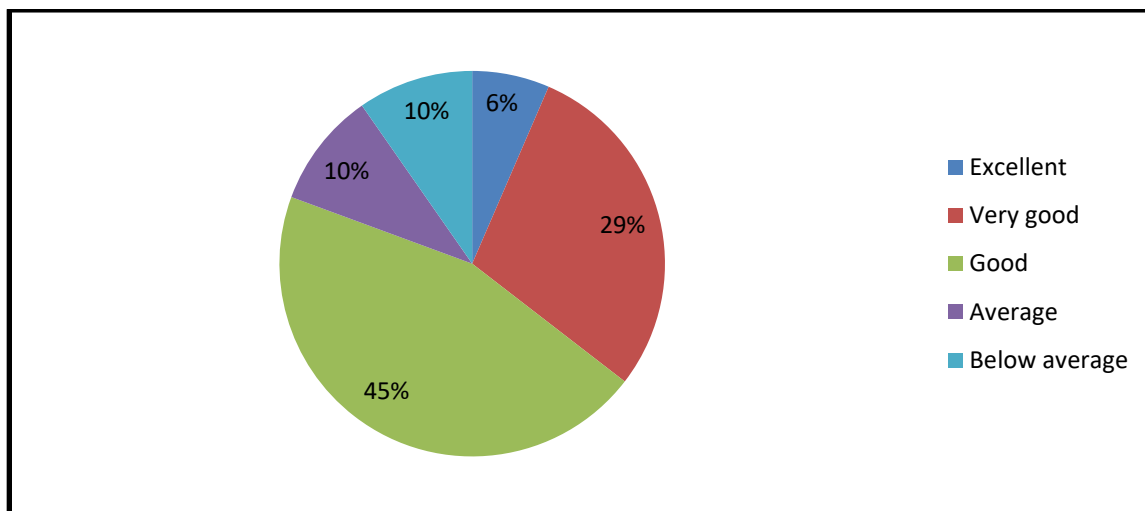


It is evident from the table that the majority of our students of SVGC Ghumarwin are fully satisfied toward Environment of the college for overall development of the college.

Exhibit 39 Classification of respondents on the basis of their opinion toward Accessibility of teachers for all matters of concern

Responses	Frequency	percentage
Excellent	2	6.5
Very good	9	29
Good	14	45.2
Average	3	9.7
Below average	3	9.7
Total	31	100

Source: Data compiled through questionnaire using Google form

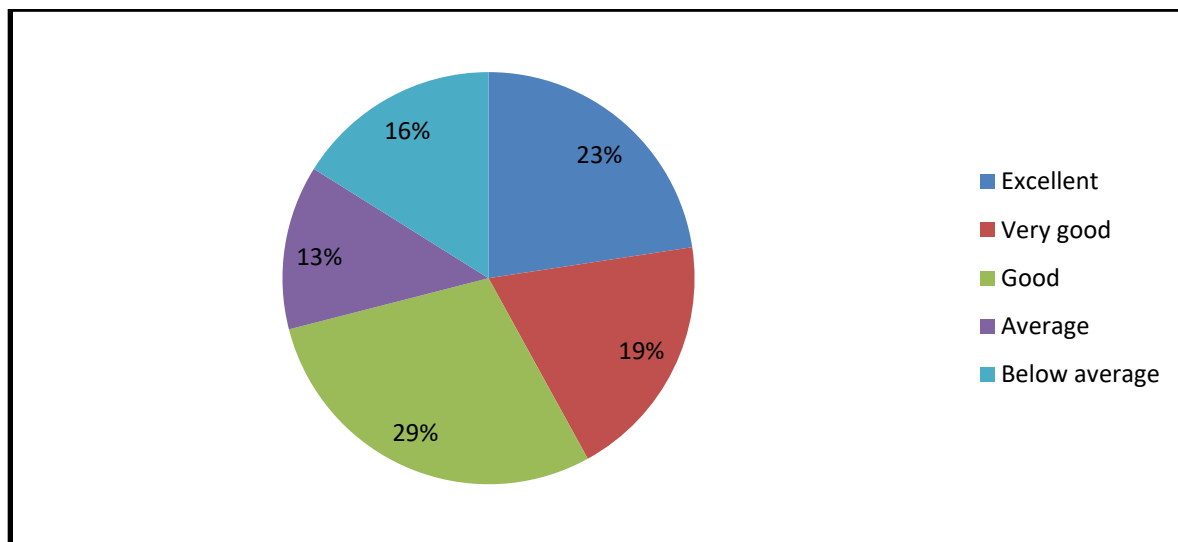


It is evident from the above figure and table that the majority of respondents of SVGC Ghumarwin are in agreement with accessibility of teachers for all matters of concern.

Exhibit 40 Classification of respondents on the basis of their opinion toward facilities and motivation to participate in extra co-curricular activities

Responses	Frequency	percentage
Excellent	7	22.6
Very good	6	19.4
Good	9	29
Average	4	12.9
Below average	5	16.1
Total	31	100

Source: Data compiled through questionnaire using Google form



It is evident from the above figure and table that the majority of respondents of SVGC Ghumarwin are of opinion toward better facilities and motivation to participate in extra co-curricular activities.

SECTION -D

TEACHER'S FEEDBACK ANALYSIS

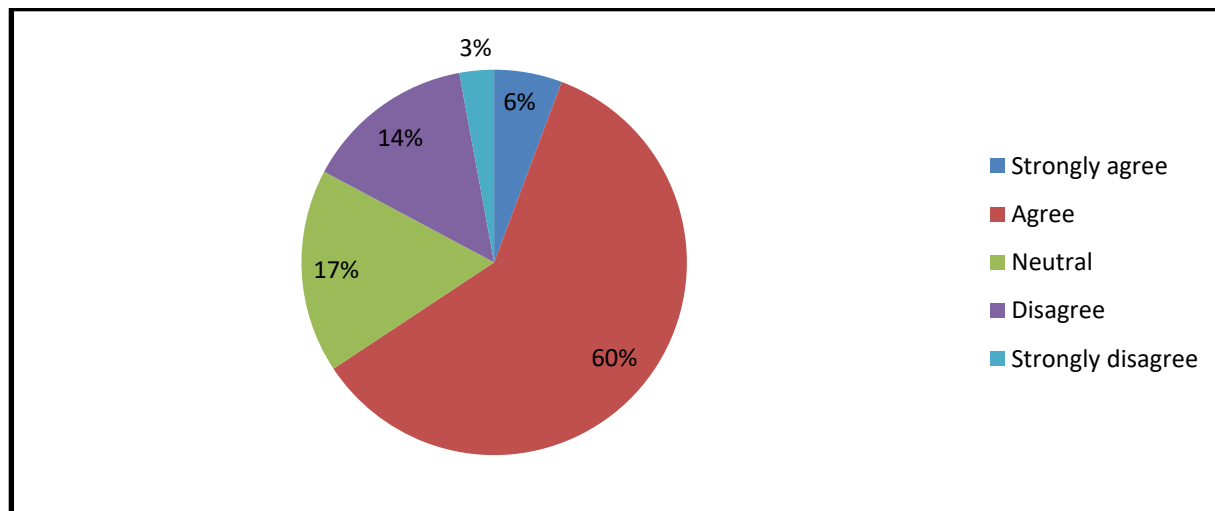
Analysis of the Teacher's feedback on teaching and campus facilities of SVGC Ghumarwin:

Teachers are responsible for building human characters, the peace and development of a progressive society. A teacher's perception of different important subjects will build a person's opinion. Keeping in view the importance of teachers for students and for an institution an attempt has been made to examine the perception of teachers regarding existing curriculum being taught in SVGC Ghumarwin and to invite suggestions for improvements.

Exhibit 41 Opinion of the teachers regarding well defined Aim and objectives of the syllabi

Response	Frequency	Percentage
Strongly agree	2	5.7
Agree	21	60
Neutral	6	17.1
Disagree	5	14.3
Strongly disagree	1	2.9
Total	35	100

Source: Data compiled through questionnaire

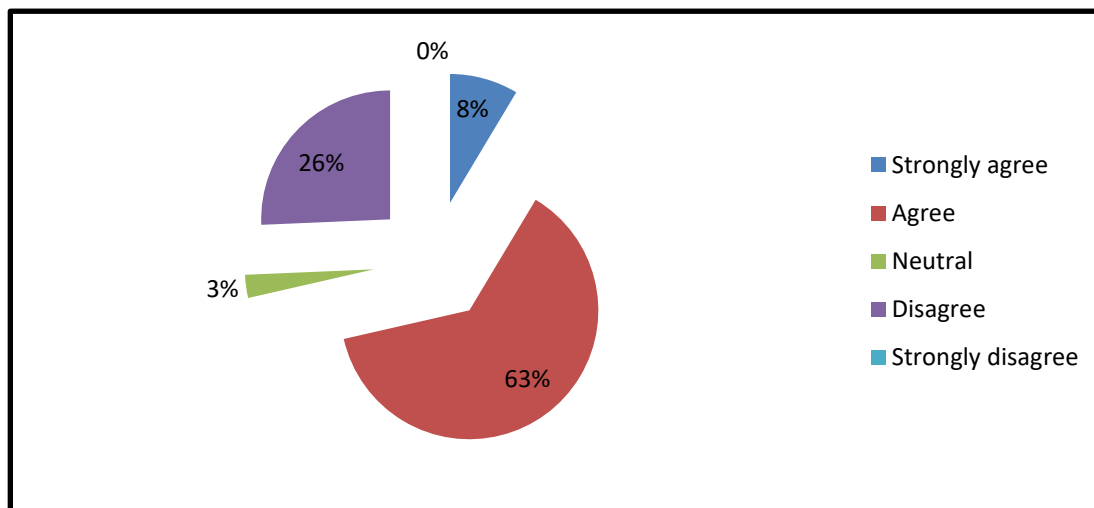


It is evident from the above **Exhibit 41** that more than 65% of the respondents are satisfied with the syllabus taught by them, whereas 16 % are not found satisfied to some extent only.

Exhibit 42 Opinion of the teachers that they get adequate time for the completion of syllabus during the year/semester.

Response	Frequency	Percentage
Strongly agree	3	8.6
Agree	22	62.9
Neutral	1	2.9
Disagree	9	25.7
Strongly disagree	--	--
Total	35	100

Source: Data compiled through questionnaire



It is evident from the above **Exhibit 42** that above 70% of the respondents are satisfied with the time for completion of syllabus taught by them, whereas 30% are found satisfied to some extent only.

Exhibit 43 Opinion of the teachers that Curriculum is skill oriented and develops innovative thinking

Response	Frequency	Percentage
Strongly agree	2	5.7
Agree	16	45.7
Neutral	10	28.6
Disagree	6	17.1
Strongly disagree	1	2.9
Total	35	100

Source: Data compiled through questionnaire

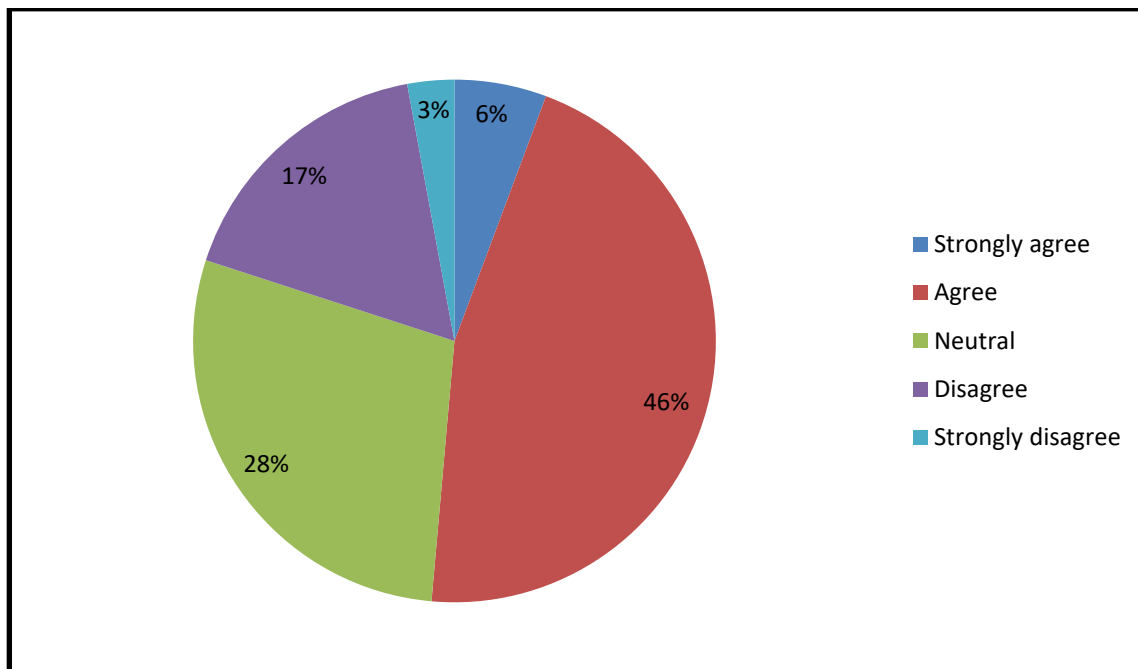
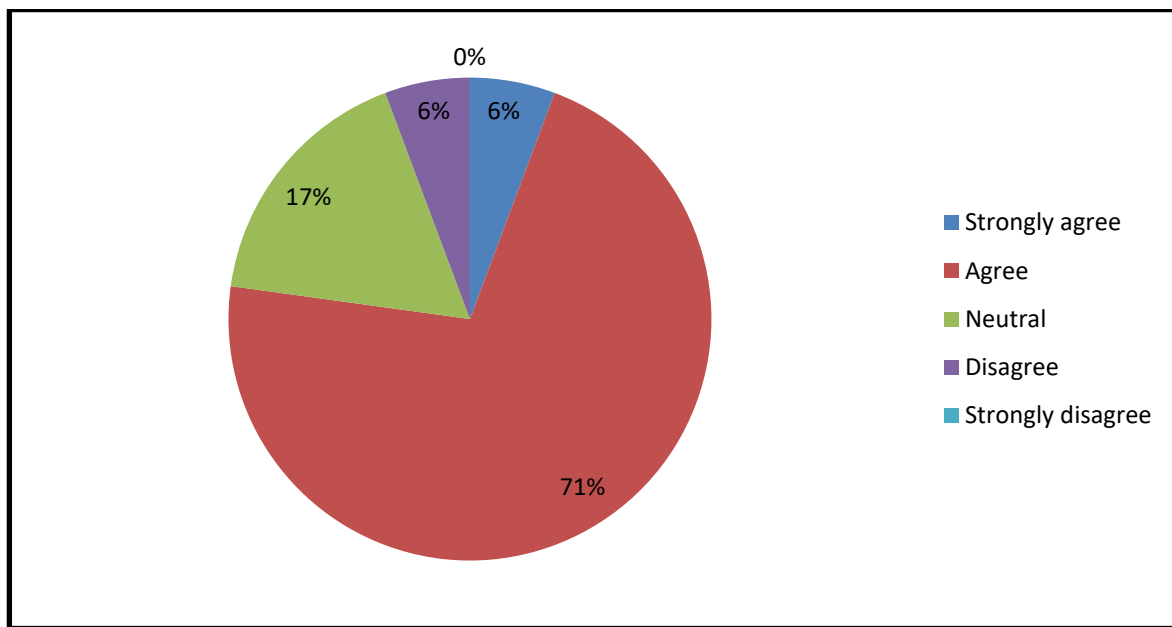


Exhibit 43 reveals that only about 50 % of the respondents showed satisfaction with course contents in context of its creation of employability skills. Rest of the respondents have revealed that they are either have nothing to comment or disagree with the above statement.

Exhibit 44 Opinion of the teachers that ICT infrastructure is well developed for effective teaching and learning

Response	Frequency	Percentage
Strongly agree	2	5.7
Agree	25	71.4
Neutral	6	17.1
Disagree	2	5.7
Strongly disagree	--	--
Total	35	100

Source: Data compiled through questionnaire

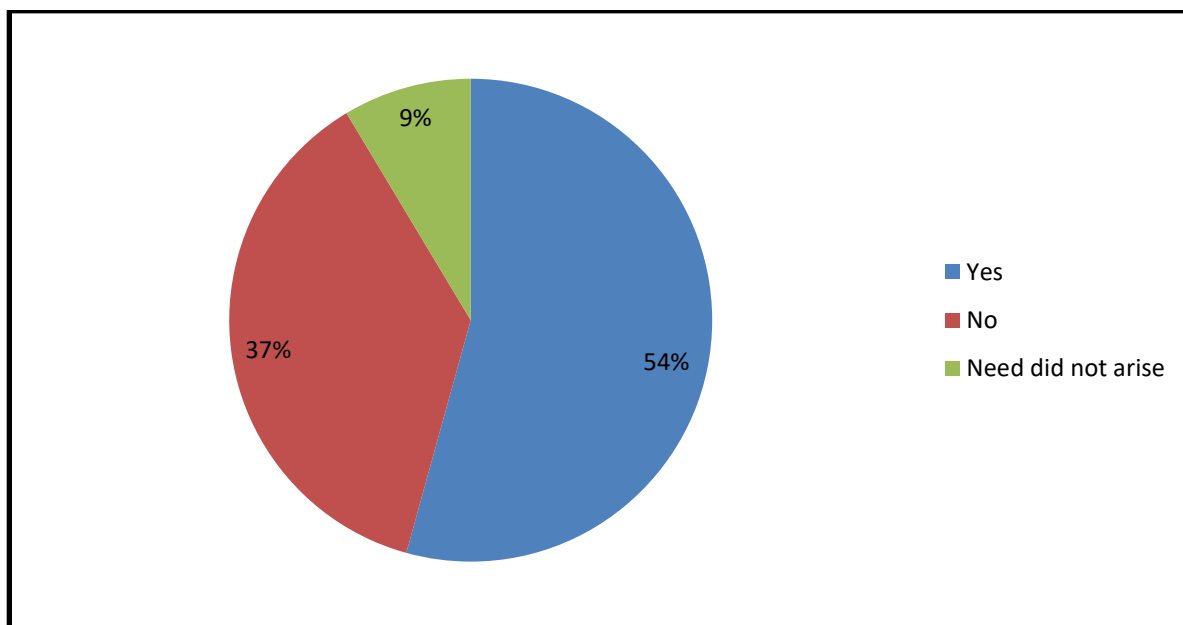


It is evident from above that more than 77 % of teachers state that ICT infrastructure is well developed for the effective teaching and learning. They prefer to use Google Meet app for most of the online teaching to explain everything in real time class.

Exhibit 45 Opinion of teachers that they need changes in the syllabus of their course

Response	Frequency	Percentage
Yes	19	54.3
No	13	37.1
Need did not arise	3	8.6
Total	35	100

Source: Data compiled through questionnaire

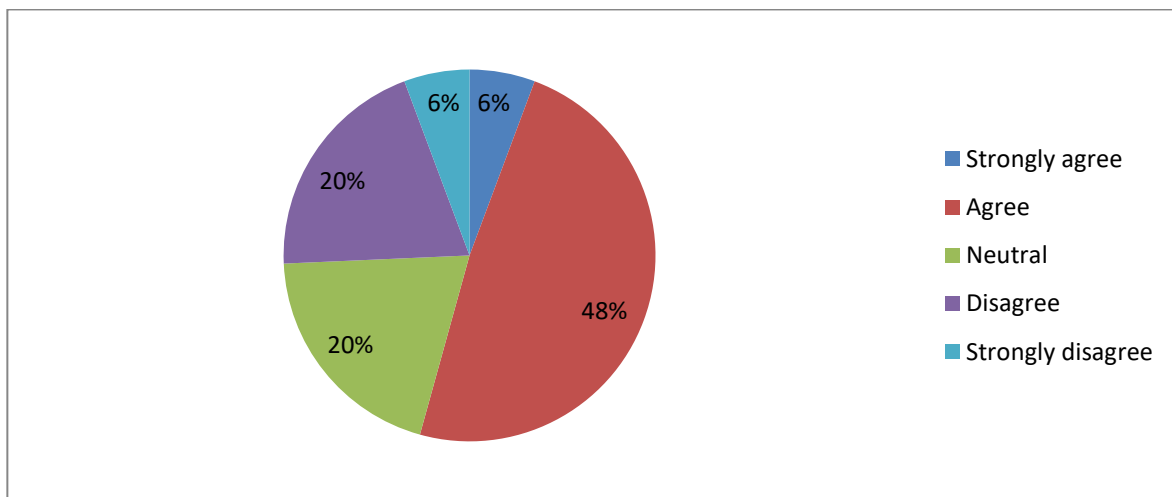


The above Exhibit presents the opinion of teachers regarding need for change in the syllabus of course by Board of Studies. As evident from the above table, there has been found an asymmetry over this statement where above 37 % of teachers denied for any change in course syllabus, whereas above 54% teachers showed their concern for change in the syllabus.

Exhibit 46 Opinion of teachers r that Curriculum has relevance to real life situations, reflects current trends and practices

Response	Frequency	Percentage
Strongly agree	2	5.7
Agree	17	48.6
Neutral	7	20
Disagree	7	20
Strongly disagree	2	5.7
Total	35	100

Source: Data compiled through questionnaire

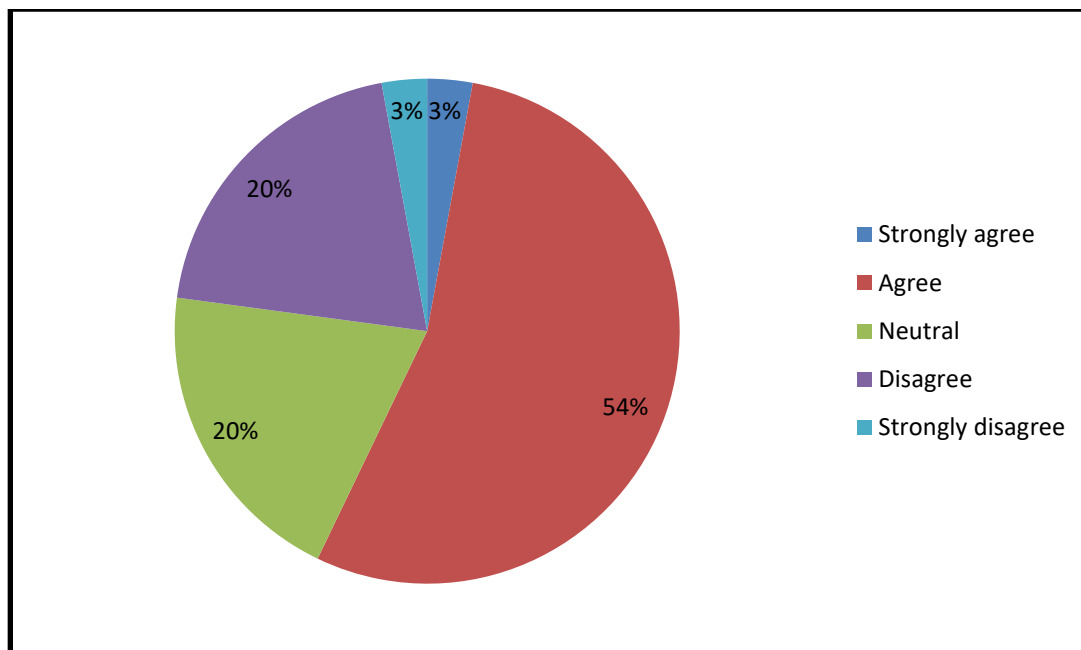


The above **table** presents the opinion of teachers that Curriculum has relevance to real life situations, reflects current trends and practices. Form the above exhibit is is evident that only 54 % of the respondents feels that the curriculum has real life relevance. Rest of the respondents are of the opinion that curriculum is not related to the real life situations.

Exhibit 47 Opinion of teachers that curriculum fulfils industrial and societal needs

Response	Frequency	Percentage
Strongly agree	1	2.9
Agree	19	54.3
Neutral	7	20
Disagree	7	20
Strongly disagree	1	2.9
Total	35	100

Source: Data compiled through questionnaire

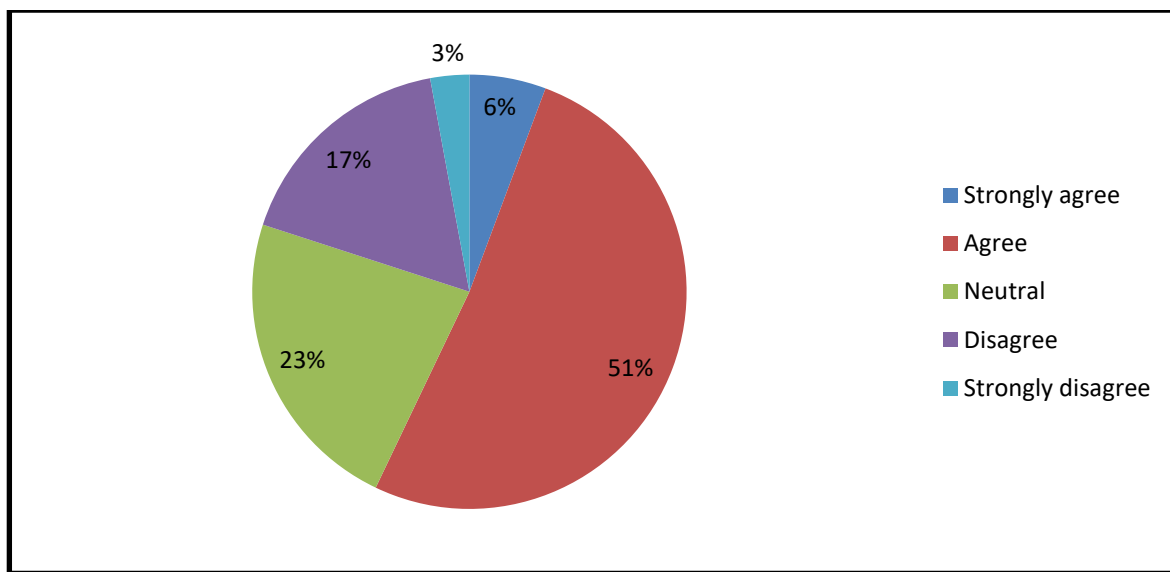


The above exhibit revealed that only 57.2% of the respondents showed their satisfaction with the curriculum that fulfils industrial and societal needs.

Exhibit 48 Opinions of the teachers that curriculum addresses issues relevant to values and ethics

Response	Frequency	Percentage
Strongly agree	2	5.7
Agree	18	51.4
Neutral	8	22.9
Disagree	6	17.1
Strongly disagree	1	2.9
Total	35	100

Source: Data compiled through questionnaire

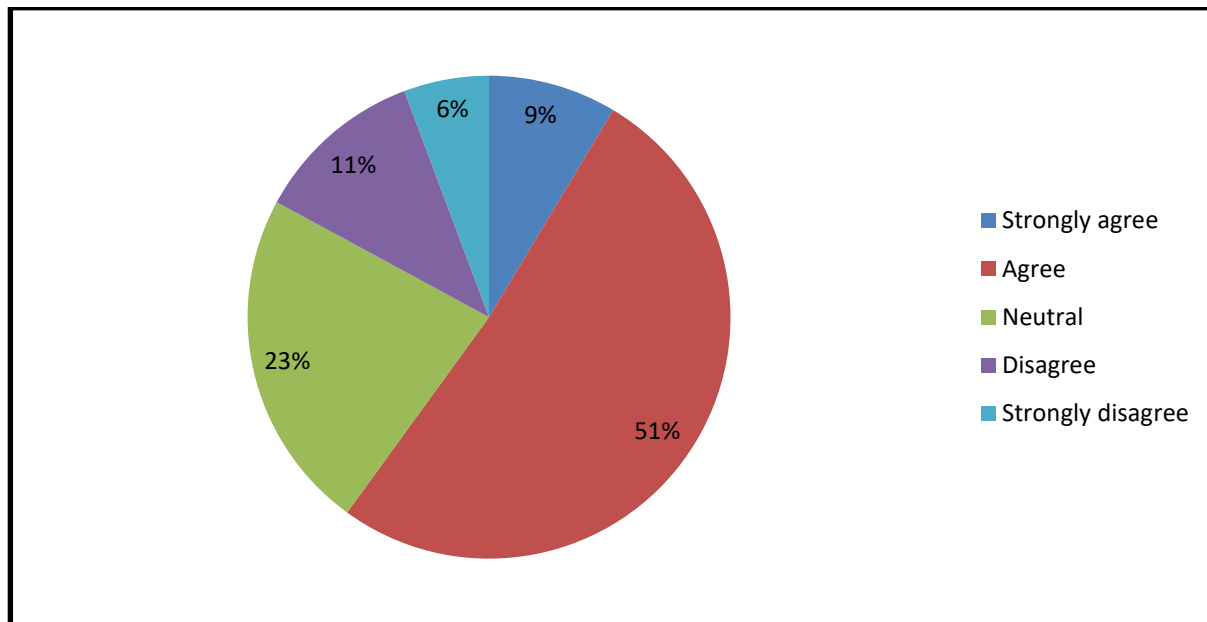


The above Exhibit reveals that majority of the respondents showed a strong need to add topics related to value and ethics in the curriculum.

Exhibit 49 Opinion of the teachers that periodical revision of curriculum is undertaken

Response	Frequency	Percentage
Strongly agree	3	8.6
Agree	18	51.4
Neutral	8	22.9
Disagree	4	11.4
Strongly disagree	2	5.7
Total	35	100

Source: Data compiled through questionnaire

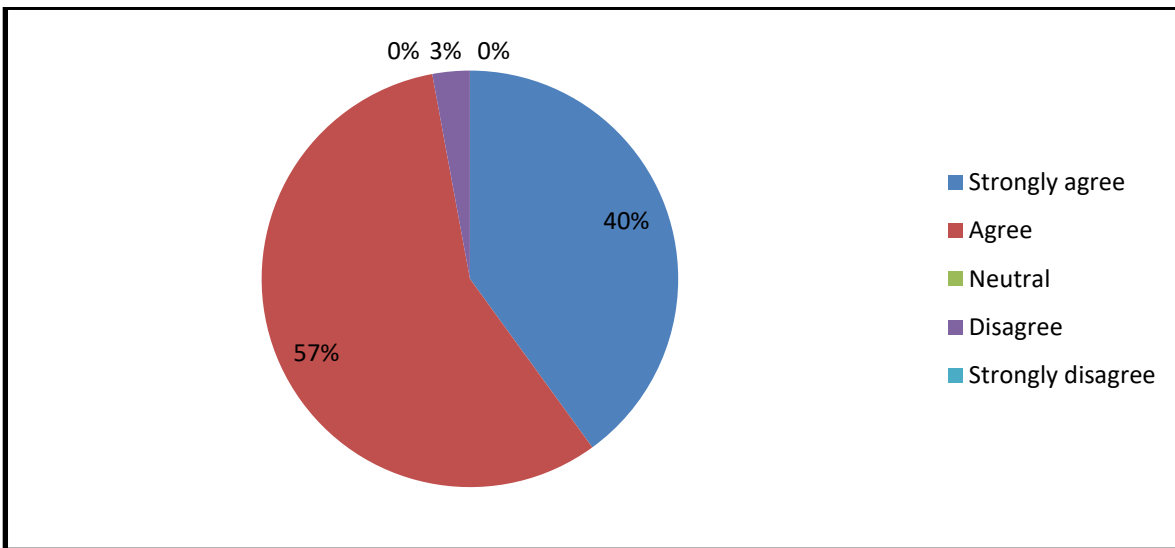


The above Exhibit represented that 60 % of the teachers have agreed on the statement the periodical revision of curriculum should be undertaken. Whereas about 38 % of the respondents have disagreed on the same statement.

Exhibit 50 Opinion of the teachers that there is a need for review of the syllabus

Response	Frequency	Percentage
Strongly agree	14	40
Agree	20	57.1
Neutral	----	-----
Disagree	1	2.9
Strongly disagree	---	---
Total	35	100

Source: Data compiled through questionnaire



As per the above table it can be seen that majority of the respondents (97% of the teachers) are of the opinion that there is a need to review the syllabus.

Section-IV

CONCLUSION AND SUGGESTIONS

The present survey has been undertaken with the objectives to study the perception and satisfaction level of students and alumni towards campus facilities and the teaching-learning process of SwamiVivekanand Government College Ghumarwin and to check the perception and satisfaction level of teachers towards different aspects of the curriculum taught by them. The present survey is based on an overall sample of 691 respondents including students, alumni, Parents and teachers of different departments of SVGCGhumarwin during 2022-23. The results of this survey are summarized as under:

Student survey analysis shows that most of the students are satisfied with college infrastructure facilities except internet/Wi-Fi facilities and library seating capacity. Students are satisfied with the teacher's ability to communicate through online mode and to encouraged and motivated for online engagement and learning. The most of students agreed with the statement that the assessment and Examination System of the college is very good and that the internal assessment was fair as per their performance. The majority of teachers prefer lectures to explain everything in real-time class. Teachers and students both prefer the Google Meet platform for online teaching whereas most of the teachers face challenges like a Lack of response from students, high absenteeism, and poor internet connectivity. From Alumni feedback analysis we found that they are highly satisfied with the amenities provided by the institution and the institution also has a positive public image. Parents are content with online teaching and stressed over taking online tests, assignments, and quizzes regularly. The majority of the teachers showed dissatisfaction with course contents in the context of employability skills and showed a strong need to start some additional value-added job-oriented courses in the existing curriculum. Most of the respondents have labeled the SVGC Ghumarwin as the best college in the area and growing well as

per its core values. There is a cordial teaching-learning environment in the institution as a result of:

1. Meeting the idiosyncratic needs of students and faculties for improved performance.
2. Supporting with resources and Providing useful feedback at the appropriate level and time
3. Modeling a belief that individuals in the organization can grow and improve with support and targeted professional development.

Suggestions

Suggestions are received from stakeholders (Students, Teachers, Alumni and parents)

- 1) Teacher–Student taught ratio should be improved for better quality education.
- 2) Library seating capacity should be increased.
- 3) E-library facilities should be developed (Access to reputed Journals/ Books/ Magazines)
- 4) Separate Building and Labs should be for the post-graduation courses.
- 5) Virtual Smart classrooms should be there for each department for online teaching.
- 6) Online tests, Assignments, and Presentations should be taken into practice regularly.
- 7) Sports infrastructure needs to be enhanced (Playground for Track &Field Events).
- 8) The institution must have an App or Website for online teaching and a server for data handling / storage which facilitate students to access study material anytime.
- 9) There should be an online teaching training programme for teachers by the institution so that they can effectively take online classes.
- 10) Job oriented courses / programmes should be introduced by the institution.

Sample of Questionnaire

Student's Satisfaction Survey

The survey provides an opportunity for students to give their valuable feedback on the Teaching-Learning process and on Campus Facilities of SVGC Ghumarwin. Please complete the survey as you perceive them.

* Indicates required question

1. **Level** *

Mark only one oval.

Under Graduation

Post Graduation

2. **Stream** *

Mark only one oval.

Arts

commerce

Science

Vocational

3. **Gender** *

Mark only one oval.

Male

Female

Transgender

Campus Facilities

4. Campus Infrastructure *

1-Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

1

2

3

4

5

5. **Cleanliness** *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

6. **Security Arrangement** *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

7. **Library** *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

8. **Internet (Wi-Fi)** *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

9. Canteen *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

10. Transportation Connectivity *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

11. Sports *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

12. Medical Facility *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

13. **Career Counseling /Guidance** *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

14. **Sanitization/Thermal scanning (Covid-19)** *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

15. **Parking** *

1- Excellent 2-Very good 3-Good

4-Average

5-Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

Teaching-Learning & Evaluation Process

16. How much of the syllabus was covered in the online/offline class? *

Mark only one oval.

- Above-80%
- 60-80%
- 40-60%
- 20-40%

Below-20%

17 How well did teachers prepare for the classes *

Thoroughly

Satisfactorily

Average

Indifferently Won't

teach at all

18. **How well were the teachers able to communicate ? ***

Mark only one oval.

Always Effective

Usually Effective

Satisfactorily Sometimes

Ineffective

Poor

19. **Fairness of the internal evaluation process by the teachers? ***

Mark only one oval.

Always fair

Usually Fair

Sometimes fair

Usually fair

Unfair

20. **Was your performance in assignments discussed with you ***

Mark only one oval.

Every time

Usually

Occasionally/Sometimes

Rarely

Never

21. **Does the institute take an active interest in promoting internship, Student exchange, Field visit opportunities for students? ***

Mark only one oval.

Regularly

often

Sometimes

Rarely

Never

22. **The institute provides multiple opportunities to learn and grow ? ***

Mark only one oval.

Strongly Agree

Agree

Neutral

Disagree

Strongly disagree

23. **Do teachers inform you about your expected competencies, course outcomes and programme outcomes ? ***

Mark only one oval.

Everytime

Usually

Occasionally/Sometimes

Rarely

Never

24. **Teachers make efforts to identify your weakness and help you to overcome them ? ***

Mark only one oval.

- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

25. **Teachers encourage you to participate in extracurricular activities ?**

Mark only one oval.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly disagree

26. **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? ***

Mark only one oval.

- To a great extent
- Moderate
- Somewhat
- Very little
- Not at all

27. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. While teaching? *

Mark only one oval.

Above 80%

60-80%

40-60%

20-40%

Below 20%

28. Do you able to learn effectively through the online mode of teaching, whenever applicable ? *

Mark only one oval.

To a great extent

Modertate

Somewhat

Very little

Not at all

29. Which teaching platform you prefer most for online learning? *

Mark only one oval.

Whats App

Google Meet

Zoom

YouTube

Others

30. The overall quality of the teaching-learning process in your institute is very good? *

Mark only one oval.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

31. Give Observation/Suggestion to improve the overall online teaching-learning process in your institution? *

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Google Forms

Alumni Feedback- SVGC Ghumarwin

The aim of the survey is to examine the Perception and satisfaction level of alumni towards campus facilities and teaching learning process of SVGC college Ghumarwin.

* Indicates required question

1. **Name of the Alumni** *

2. Gender *

Mark only one oval.

Male

Female

Transgender

3. **Degree Obtained** *

Mark only one oval.

Under Graduation (UG)

Post Graduation

Year of Passing *

4. Current Employment Status

5. **Designation**

6. Name and address of the organization

Please rate the following factors as you perceive them.

7. General infrastructure of the campus *

1- Excellent 2 -Very Good 3- Good 4- Average 5- Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

8. **The quality of teaching learning and commitment of teachers at ***

svgc Ghumarwin

1- Excellent 2 -Very Good 3- Good 4- Average 5- Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

9. **Quality of teacher-student relationship ***

1- Excellent 2 -Very Good 3- Good 4- Average 5- Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

10. **Developing your interpersonal and social skills ***

1- Excellent 2 -Very Good 3- Good 4- Average 5- Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

11. **Quality of Extra-curricular activities ***

1- Excellent 2 -Very Good 3- Good 4- Average 5- Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

13. **Public Perception about institution in your opinion ? ***

1- Excellent 2 -Very Good 3- Good 4- Average 5- Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

14. **Alumni involvement/association ***

Mark only one oval.

- Excellent
- Very Good
- Good
- Average
- Below average

15. **Overall rating of the college ***

Mark only one oval.

- Excellent
- Very good
- Good
- Average
- Below average

16. **Did the college improve your career prospects ***

Mark only one oval.

Yes

No

Maybe

17. **Do you feel proud to be associated with SVGC ghumarwin as an Alumni ? ***

Mark only one oval.

Yes

No

Maybe

18. **One big improvement you want to see in SVGC Ghumarwin**

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Google Forms

SVGC Ghumarwin (Teachers Feedback onCurriculum)

* Indicates required question

1. Department *

Mark only one oval.

Art

commerce

Science

vocational

2. Qualification (Highest) *

Mark only one oval.

Post Graduation

M.Phil.

PhD

3. Teaching Experience *

Mark only one oval.

Less than 5 years

5-10

10-15

above 15 years

4. Designation *

Mark only one oval.

Assistant Professor

Associate Professor

Please rate the following factors as you perceive them.

5. Aim and objectives of the syllabi are well defined? *

Mark only one oval.

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

6. Teachers get adequate time for the completion of syllabus during the year/semester.

*

Mark only one oval.

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

7. Curriculum is skill oriented and develops innovative thinking? *

Mark only one oval.

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

8. the curriculum helps in developing personality by inculcating soft skills, life and employability?

*

Mark only one oval.

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

9. The ICT infrastructure is well developed for effective teaching and learning? *

Mark only one oval.

Strongly agree

Agree

Neutral

Disagree

Strongly Disagree

10. Do you suggest changes in the syllabus of your course to the Board of studies from your experience? *

Mark only one oval.

Yes

No

Need did not arise

11. Curriculum has relevance to real life situations, reflects current trends and practices *

Mark only one oval.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

12. The curriculum fulfils industrial and societal needs? *

Mark only one oval.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

13. Curriculum addresses issues relevant to values and ethics? *

Mark only one oval.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

14. Periodical revision of curriculum is undertaken? *

Mark only one oval.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

15. There is a need for review of the syllabus? *

Mark only one oval.

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

16. Give some suggestions to make the syllabus employable, skill-oriented and to inculcate social values among students?

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SVGC Ghumarwin - Parents Feedback Survey

* Indicates required question

1. Parents/Guardian Name

2. Designation

3. Name of the ward

4. Employment Status *

Mark only one oval.

Govt. Sector

Private Sector

Semi-Govt

Others

5. Course of ward

Please rate the following factors as you perceive them

6. Please rate your satisfaction level about college admission procedure? *

1- Highly Satisfied 2- Satisfied 3- Neutral 4- Dissatisfied 5- Highly Dissatisfied

Mark only one oval.

1

2

3

4

5

7. Rate college infrastructure facilities'? *

1- Excellent 2- Very Good 3- Good 4- Average 5- Below Average

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

8. Do you feel that communication is smooth between student and teacher? *

Mark only one oval.

Yes

No

9. Does your child is motivated by teachers for learning? *

1- To great Extent 2- moderate 3- Somewhat extent 4-very little 5-Not at all

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

10. Do you feel the institute provides multiple opportunities to learn and grow? *

1-Strongly Agree 2- Agree 3- Neutral 4- Disagree 5- Strongly Disagree

Mark only one oval.

- 1
- 2
- 3
- 4
- 5

11. Co-operation by the administrative staff *

Mark only one oval.

Excellent

very good

Good

satisfactory

Poor

12. Rate the college in terms of use of latest technology? *

Mark only one oval.

Excellent

Very good

Good

Satisfactory

Poor

13. Please rate the quality of teaching in the college? *

Mark only one oval.

Excellent

Very good

Good

Fair

Poor

14. Student counselling and guidance? *

Mark only one oval.

Excellent

Very good

Good

Fair

Poor

15. improvement in soft skills, ethics, morality etc. observed by you in your ward while *
studying in the college?

Mark only one oval.

Excellent

Very Good

Good

Satisfactory

Poor

16. Environment of the college for overall development of the college *

Mark only one oval.

Excellent

Very Good

Good

Satisfactory

Poor

17. Accessibility of teachers for all matters of concern

Mark only one oval.

Excellent

Very good

Good

Fair

Poor

18. facilities and motivation to participate in extra co-curricular activities *

Mark only one oval.

Excellent

very good

Good

Satisfactory

Poor

19. Suggestions if any

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Action Taken Report

The committee analyzed the comments from teachers, parents, alumni, and students and sent a comprehensive report to the IQAC through the principal. The institutional plan contains a number of recommendations that the IQAC considered and included. The Institution has taken the subsequent actions in this respect:

1. The college e-library have been made operational and more seats are now available for scholars.
2. Separate PG Block and Lab construction is underway and should shortly be finished by the executing agency.
3. The college has set up eight virtual/smart class rooms for this academic year.
4. The College updated/renovated the basket ball court and synthetic badminton court during this session.
5. Four courses leading to certificates during this session, classes on digital marketing and desktop training (DST), Python programming, Financial accounting/Tele and English employability and entrepreneurship (EEE) were offered to 286 students, all of whom benefited.

Principal
S.V. Govt. College Ghumarwin
Distt. Bilaspur HP-174021
बुधवारवाँ जिला गिलासपुर (हि० प्र०)
पिन-174021