



Delhi School of Professional Studies and Research (DSPSR)

Affiliated to Guru Gobind Singh Indraprastha University (GGSIPU)

NAAC Accredited "A" Grade Institution

: A Category Institution ranked by Joint Assessment Committee (JAC) of GGSIPU & DHE Govt. of NCT of Delhi.

Report on Student's Satisfaction Survey 2020-21

Objectives of student survey

The feedback has three main objectives:

1. To provide students with the opportunity to comment on the quality of their learning experiences.
2. To assess the success of education and learning provisions in relation to the expectations of students.
3. To provide feedback to teachers and Boards of Management in order to improve delivery and/or content of the study-unit and/or program.

Methodology - The survey asks questions that will provide information about implementation support, enhanced knowledge and changed practice. The sample size of the study is 405, wherein 265 respondents represent BBA students, and 140 respondents represent B.com (H.) students. The data has been collected directly from the students through questionnaire provided on the website of NAAC in April 2019. Online Google form for the same was created and shared through online links so that it can reach to each and every student of the college.

Analysis and Interpretation

- Out of the total respondents, 80.29% of the students are of the view that more than 80% of the course is covered in the class.
- Around 81.68% of the students agree that teachers are prepared thoroughly for the lectures.
- Out of total respondents, 211 students agree that teachers are able to communicate effectively always. 34.69% of the students agree that teacher's approach to teaching is very good and 32.1% of respondents are of the view that teaching technique is excellent.
- Maximum number of students i.e. 92.09% of students agree that there is fairness in the internal evaluation process by the teachers. 74.07% students agree that teachers discuss the performance in assignments with them.

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- 74.81% of the students are of the view that institute takes active interest in promoting internship, student exchange, and field visit opportunities. Teaching and mentoring process in the institution facilitates students in cognitive, social and emotional growth as agreed by 69.63% of the students.
- Maximum numbers of students, i.e., 306 students (75.6%) agree that institution provides multiple opportunities to learn and grow. Also, around 80.98% of the students feel that teachers inform them about their expected competencies, course outcomes and programme outcomes.
- However, 78.5% of the students are of the view that mentor does a necessary follow up with an assigned task on usual basis.
- 89.1% of the students are happy with the illustration of the concepts through examples and applications.
- Maximum number of students (69%) agree that teachers help in identifying the strengths and encourage them with providing right levels of challenges. Also, 67.4% of the respondents agree that teachers help in identifying the weakness and further help in overcome them.
- Maximum number of students i.e. 74.07%, agree that institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
- Maximum number of students i.e. 79.3% agree that institution/ teachers use student's centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
- 304 respondents agree that teachers encourage participating in extracurricular activities.
- According to the survey, 79.5% of the students agree that great and moderate efforts are made by the institution to inculcate soft skills, life skills, and employability skills you ready for the world of work.
- On similar lines, maximum number of students have said that above 73.8% of teachers use ICT tools while teaching. Regarding the overall quality of teaching in the institute, almost 77.5% of the students agree that it is very good. Few suggestions and observation are also shared by the students in the end.

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Conclusion

It can be concluded from the above analysis that majority of the students are satisfied with the teaching methods and techniques. The surveys help students reflect, become more self-aware, and adopt agency and ownership over their learning. Teachers are well prepared for their lectures and use interactive techniques to involve all the students in class discussion. There is no bias in evaluation of the student's performance. Students are satisfied with the opportunities of internship and placements provided by the institute. The focus of the institute is to provide experiential learning to the students along with development of problem solving skills so that they can increase their employability skills in future. Student's feedback surveys provide institutions and instructors with powerful information they can use to improve student learning and thus strengthen the institution as a whole.

Actions Taken

Following actions were taken on the basis of the observations made by students:

Comments/Suggestions	Action Taken
<ul style="list-style-type: none">Few offline classes for practical papers should be conducted.	<ul style="list-style-type: none">Remedial classes in offline mode for Business Maths, Quantitative Techniques were held.
<ul style="list-style-type: none">Starting timing of online lectures to be shifted from 8:00 a.m. – 9:00 a.m.	<ul style="list-style-type: none">Lecture timings of online classes were shifted from 8:00 a.m. – 9:00 a.m. as per the request of first year students.
<ul style="list-style-type: none">Sessions on communication skills	<ul style="list-style-type: none">Add-on Course on Effective Business Communication has been planned which is to be offered from next academic session.

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