

# JINDAL COLLEGE FOR WOMEN

## Students Grievances & Redressal Cell

### Report on Feedback for the Academic Year 2020-21 (2019 & 2020 Batch Students)

#### (I & II Year Students)

A questionnaire with 23 questions was prepared by the committee. Feedback was collected online from the students. For each question, students were given 4 options which were assigned different weightages. For example, for the question - The teacher possesses deep knowledge of subject taught, communicates clearly and covers the entire syllabus

The options given were - 4 – Excellent., 3 – Good., 2- Average., 1- Poor..

The questions used for survey are –

1. The teacher possess deep knowledge of subject taught, communicates clearly and covers the entire syllabus
2. The teacher uses modern teaching aids/gadgets, handouts, suggestion of references, PPT, web-resources.
3. The teacher provides guidance counseling in academic and non-academic matters in/out side the class and pays attention to academically weaker students as well
4. The teacher was fair and unbiased in the evaluation Process.
5. Infrastructural facilities provided by the college such as class rooms, play ground, lab, etc.
6. The availability of power and water supply in the premises
7. Do you think faculty and support staffs at the college are helpful?
8. How satisfied are you with the cleanliness and availability of food items in the cafeteria?
9. Are you encouraged to take part in extracurricular activities such as cultural & sports activities?
10. The college has required sports facilities such as playgrounds, courts or pitches for ball games and equipments etc.
11. Your physical education trainer gives appropriate time and attention to train and develop the relevant skills in you.
12. The institute takes active interest in promoting internship, student exchange and field visit opportunities for students.
13. The institution provides opportunities to sharpen skills by offering Value added courses, Certificate Courses.
14. How supportive is the Office Staff in conveying the information related to fees, scholarship, notifications and administrative matters etc?
15. Library provides quality service in terms of flexible time, Resources, borrowing facilities etc.
16. The Library provides easy accessibility of computers and internet service
17. The Library staff is supportive in rendering the services.
18. The college ensures ragging/ teasing free atmosphere in the college premises.
19. Transparency is followed in admission process.
20. The College provides orientation, Pre-placement talk, career guidance every year.
21. The College provides you the information about Placement drives
22. The College addresses the grievances properly.
23. The College provides various social service opportunities through NCC,NSS, YRC etc.

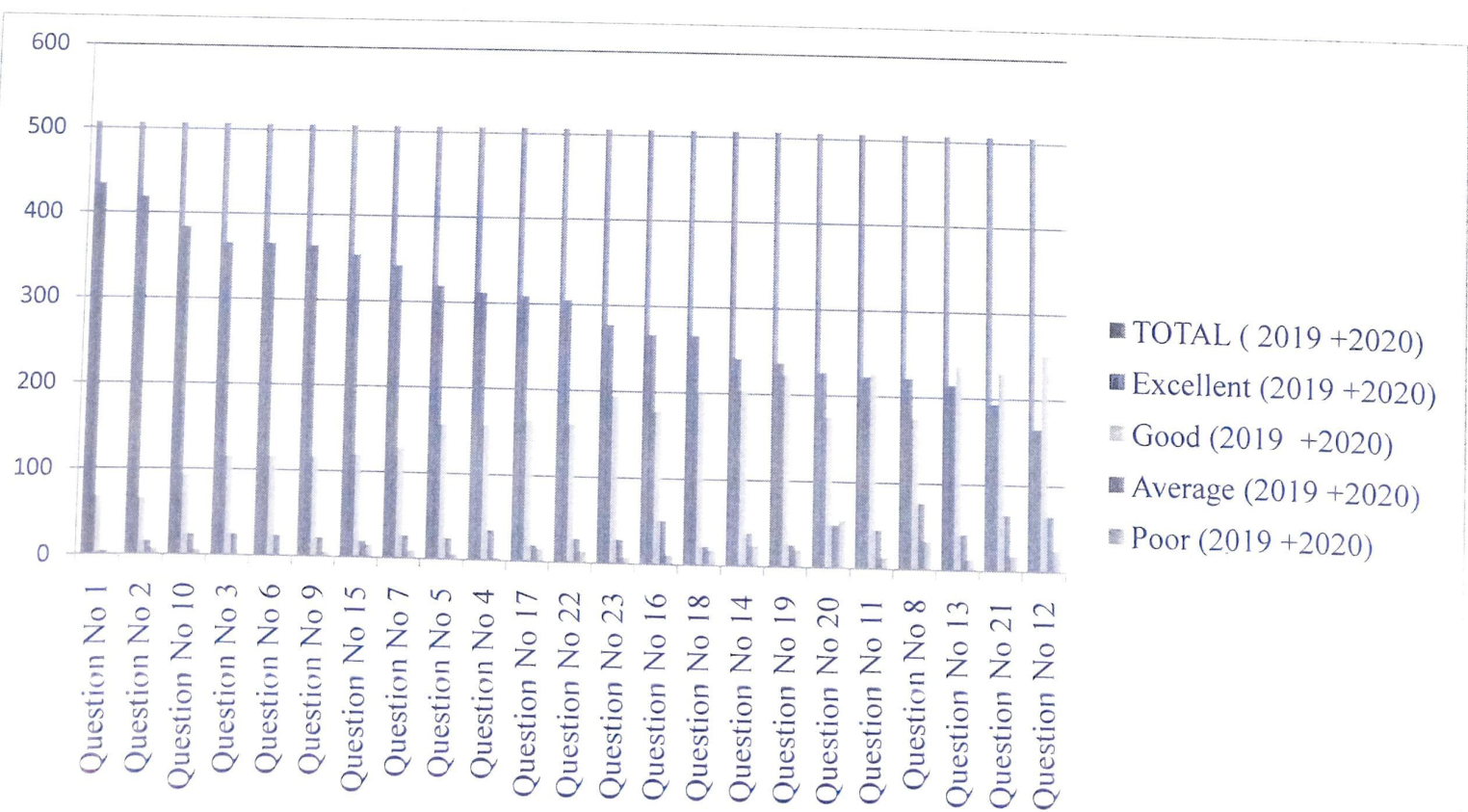
A form with the above questions was created and circulated to all the students. A total of 507 samples were collected and the data was tabulated. The graph given below depicts the questions for which the students have given the highest rating (Qu. No. 01, 02, and 10). It is evident that, from the graph enclosed, the students have given feedback that all the questions are good and more than 50% of students have given highest rating to most of the questions. However, for the principle of continuous improvement, all the questions are analyzed in depth.

The order of highest to lowest, i.e., EXCELLENT to LOW PERFORMER are as follows:

JINDAL COLLEGE FOR WOMEN							
STUDENT SATISFACTION SURVEY ANALYSIS 2020-21 (2019 & 2020 BATCH)							
Sl No	Question No	Particulars	TOTAL (2019 +2020)	Excellent (2019 +2020)	Good (2019 +2020)	Average (2019 +2020)	Poor (2019 +2020)
1	Question No 1	The teacher possess deep knowledge of subject taught, communicates clearly and covers the entire syllabus	507	434	68	4	1
2	Question No 2	The teacher uses modern teaching aids/gadgets, suggestion of references, PPT, web resources (Any other)	507	419	65	16	7
3	Question No 10	The college has required sports facilities such as playgrounds, courts or pitches for ball games and equipments etc?	507	384	93	24	6
4	Question No 3	The teacher provides guidance counseling in academic and non-academic matters in/out side the class and pays attention to academically weaker students as well	507	366	115	25	1
5	Question No 6	The availability of power and water supply in the premises	507	366	116	24	1
6	Question No 9	Are you encouraged to take part in extracurricular activities such as cultural & sports activities?	507	364	116	22	5
7	Question No 15	Library provides quality service in terms of flexible time, Resources, borrowing facilities etc.	507	354	119	19	15
8	Question No 7	Do you think faculty and support staffs at the college are helpful?	507	342	129	27	9
9	Question No 5	Infrastructural facilities provided by the college such as class rooms, play ground, lab, etc	507	319	157	25	6
10	Question No 4	The teacher was fair and unbiased in the evaluation Process.	507	312	157	35	3
11	Question No 17	The Library staff is supportive in rendering the services.	507	309	164	19	15
12	Question No 22	The College addresses the grievances properly	507	305	161	28	13
13	Question No 23	The College provides various social service opportunities through NCC,NSS, YRC etc.	507	277	195	28	7
14	Question No 16	The Library provides easy accessibility of computers and internet service	507	267	178	51	11

15	Question No 18	The college ensures ragging/ teasing free atmosphere in the college premises.	507	267	200	22	18
16	Question No 14	How supportive is the Office Staff in conveying the information related to fees, scholarship, notifications and administrative matters etc?	507	241	204	38	24
17	Question No 19	Transparency is followed in admission process.	507	237	224	26	20
18	Question No 20	The College provides orientation, Pre-placement talk, career guidance every year.	507	227	175	50	55
19	Question No 11	Your physical education trainer gives appropriate time and attention to train and develop the relevant skills in you.	507	223	226	45	13
20	Question No 8	How satisfied are you with the cleanliness and availability of food items in the cafeteria?	507	222	175	77	33
21	Question No 13	The institution provides opportunities to sharpen skills by offering Value added courses, Certificate Courses etc	507	215	237	42	13
22	Question No 21	The College provides you the information about Placement drives	507	194	230	65	18
23	Question No 12	The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students	507	166	252	64	25

### GRAPH OF HIGHEST RATING



Students have appreciated their highest for the Question No. 01 - The teacher possess deep knowledge of subject taught, communicates clearly and covers the entire syllabus, Question No. 02- The teacher uses modern teaching aids/gadgets, suggestion of references, PPT, web resources (Any other), Question No.10.- The college has required sports facilities such as playgrounds, courts or pitches for ball games equipments etc? All the questions given in the table above are performing Good and nearly 50% of samples collected have given the highest rating to questions. However, questions numbered 12,21 and 13 are performing less. The report will be placed before the concerned authorities for continuous improvement in the areas where the questions are underperforming such as Placement Opportunities, Cafeteria upgrading, the institution provides opportunities to sharpen skills by offering Value added courses, Certificate Courses etc .

### **RECOMMENDATIONS FOR UNDERPERFORMING QUESTIONS**

- To provide opportunities to sharpen skills by offering value added courses, certificate courses, etc.
- To Build contacts with consultancy and prepare students for working on Resume, Group Discussions, facing personal interviews.etc.
- To conduct Placement Drives.
- To Upgrade Cafeteria.

  
(PRINCIPAL)

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**JINDAL COLLEGE FOR WOMEN**  
**Students Grievances & Redressal Cell**  
**Report on Feedback for the Academic Year 2020-21 (2018 Batch Students)**

**EXIT FEEDBACK (Final Year Students)**

A questionnaire with 15 questions was prepared by the committee. Feedback was collected online from the students. For each question, students were given 4 options which were assigned different weightages. For example, for the question - Classroom ambience & Seminar hall facilities

The options given were - 5 – Excellent, 4-Very Good , 3- Good, 2- Average, 1- Below Average

**The questions used for survey are –**

1. Classroom ambience & Seminar hall facilities
2. Laboratory facilities
3. Library facilities
4. Internet & WiFi Facilities
5. Computing facilities & AV Rooms
6. Industrial Visits/field visits/Internships
7. E-Learning facilities
8. Training & Placement facilities
9. Language/Commerce/IT / Science Clubs
10. Blackboard/ICT tool work in terms
11. Sports - Outdoor & Indoor Games
12. Yoga
13. Social Services (NSS/YRC/NCC)
14. Dining & Canteen Facility
15. Medical Facilities

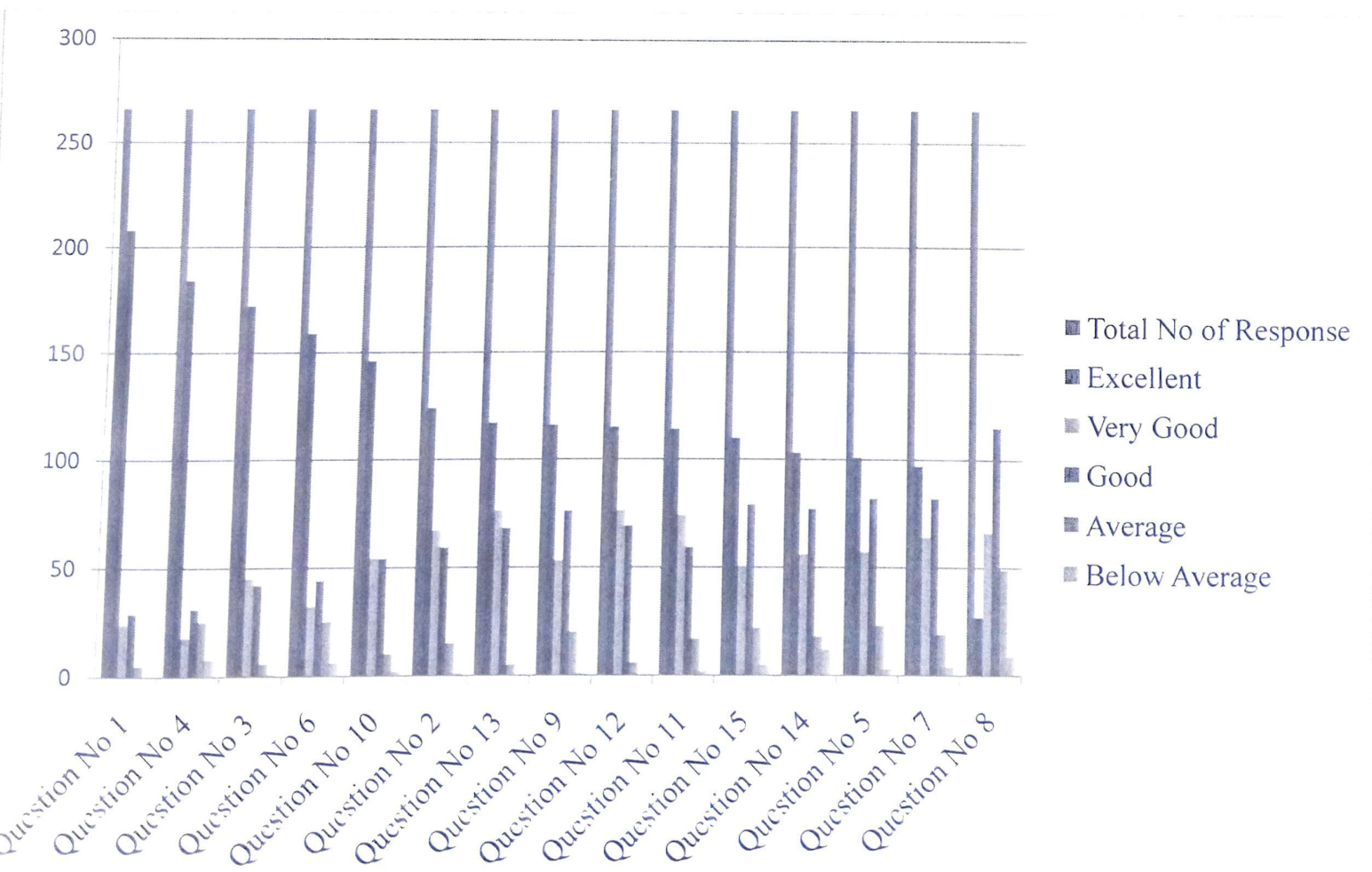
A form with the above questions was created and circulated to all the students. A total of 266 samples were collected and the data was tabulated. The graph given below depicts the questions for which the students have given the highest rating (Qu. No. 01, 04, and 03). It is evident that, from the graph enclosed, the students have given feedback that all the questions are good and more than 50% of students have given highest rating to most of the questions. However, for the principle of continuous improvement, all the questions are analyzed in depth.

**The order of highest to lowest, i.e., EXCELLENT to LOW PERFORMER are as follows:**

Question No	Particulars	Total No of Responses	Excellent	Very Good	Good	Average	Below Average
Question No 1	Classroom ambience & Seminar hall facilities	266	208	24	29	5	0
Question No 4	Internet & WiFi Facilities	266	184	18	31	25	8
Question No 3	Library facilities	266	172	45	42	6	1
Question No 6	Industrial Visits/field visits/Internships	266	159	32	44	25	6

5	Question No 10	Blackboard/ICT tool work in terms	266	146	54	54	10	2
6	Question No 2	Laboratory facilities	266	124	67	59	15	1
7	Question No 13	Social Services (NSS/YRC/NCC)	266	117	76	68	5	0
8	Question No 9	Language/Commerce/IT / Science Clubs	266	116	53	76	20	1
9	Question No 12	Yoga	266	115	76	69	6	0
10	Question No 11	Sports - Outdoor & Indoor Games	266	114	74	59	17	2
11	Question No 15	Medical Facilities	266	110	50	79	22	5
12	Question No 14	Dining & Canteen Facility	266	103	56	77	18	12
13	Question No 5	Computing facilities & AV Rooms	266	101	57	82	23	3
14	Question No 7	E-Learning facilities	266	97	64	82	19	4
15	Question No 8	Training & Placement facilities	266	27	66	115	49	9

### GRAPH OF HIGHEST RATING



Students have appreciated their highest for the Question No. 01. - Classroom ambience & Seminar hall facilities. Question No. 04.- Internet & WiFi Facilities, Question No.03.- Library facilities All the questions given in the table above are performing Good and nearly 50% of samples collected have given the highest rating to questions. However, questions numbered 05,07 and 08 are performing less. The report will be placed before the concerned authorities for continuous improvement in the areas where the questions are underperforming such as computing facilities & AV Rooms, E-Learning facilities, Training & Placement facilities.

### RECOMMENDATIONS FOR UNDERPERFORMING QUESTIONS

- To enhance Computing facilities and AV Rooms facilities in the premises.
- To provide E-Learning facilities and also to create awareness about E-Resources to the students.
- To Build contacts with consultancy and prepare students for working on Resume, Group Discussions, facing personal interviews.etc.
- To conduct Placement Drives.



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