

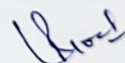
**Internal Quality Assurance Cell**  
**D.N. College, Meerut**  
**Students Satisfaction Report**  
**Session- 2020-21**

Date: 20/04/2021

To gauge perception of the end user and to improve the quality of teaching and learning process the college keep the track of teaching and learning process in form of feedback, collected from all stake holders. Students are very important part of teaching learning process and all the activities of the college are organized as per the need of students. Their feedback is very important for the improvement of the college. The feedback has been collected through the printed forms comprises of twenty questions adopted from NAAC questionnaire of students feedback. Five points rating scale 1-5 has been used to record the response. Twenty closed ended questions grouped in the five dimensions i.e. 1.Teaching Learning Process, 2. Learning opportunities 3.Exam Process 4. Use of ICT in teaching Learning process 5. Overall Rating of the College.

Dimensions	Option-A	Option-B	Option-C	Option-D	Option-E
Teaching Learning Process (Total Questions-07)	62.12	29.50	7.45	0.62	0.31
Learning opportunities (Total Questions-09)	53.62	32.12	7.97	5.31	0.98
Exam Process (Total Questions-02)	75	21.73	2.17	1.1	0
Use of ICT in teaching Learning process(Total Questions-01)	41.30	41.30	10.86	2.17	4.37
Overall Rating of the College (Total Questions-01)	56.52	34.78	8.7	0	0

Option arranged in such a way that option **A & B** represent highest level of satisfaction while **C** represents neutrality. Option **D & E** represents dissatisfaction. As per the data it can be observed that most of the students are satisfied with teaching learning process and learning opportunities provided in the college. Use of information and communication still has some scope for the improvement. Students are satisfied with over all infrastructure and environment of the college and gave positive feedback.



Coordinator

Dr. Ruchi Goel

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**Internal Quality Assurance Cell**  
**D.N. College, Meerut**  
**Parents' Feedback Report**  
**Session- 2020-21**

**Date: 20/04/2021**

Parents are the primary user of the college, as they decide about the admission of their ward in the college. Their perception about the college plays a significant role in the development of the college. Their feedback is very important in it. To know parents/guardians perception about the college, feedback from parents has been collected through printed form comprised of ten closed ended questions. They have been asked to rate the college on three point rating scale 1-3 i.e. 1. Strongly Agree 2. Agree and 3. Disagree. Following questions were asked:

S.N	Questions	1.SA	2.Ag	3.DA
1.	Admission procedure of college is transparent and convenient for students	70.83	29.17	00
2.	Working system of college helpful for students	62.5	37.5	00
3.	The utility and canteen facilities in the college are reported to be good	35.41	58.33	6.26
4.	Library facility provided by college is fulfilling the requirements of the students	58.33	39.58	2.09
5.	Extension activities (Sports, N.C.C,N.S.S, Cultural, etc..) generate creativity among students	56.25	43.75	00
6.	College environment is conducive for the overall development of the students	60.41	39.59	00
7.	The college is ragging free and the safety of the students is always maintained	79.16	20.83	00
8.	Evaluation and feedback mechanism of college is comprehensive	41.66	58.34	00
9.	The college has active, appropriate and effective student's grievances redressal system	37.5	62.5	00
10.	The college provides career counseling facilities to the students	35.41	52.08	12.6

Parents' recorded positive feedback on most of the criteria being adopted for assessment and some of the area which required consideration are; improvement in the canteen facility, evaluation and feedback mechanism of the college and improvement in career counseling facility. Some of the suggestions by recorded by the parents in open ended questions highlight the need of proper maintenance of washroom facility for the students.

  
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**Internal Quality Assurance Cell**  
**D.N. College, Meerut**  
**Teachers' Feedback Report**  
**Session- 2020-21**

Date: 20/04/2021

To improve the quality of teaching and learning process, feedback is collected from all the stake holders. Teachers are very important stake holders, so their feedback and suggestions are very helpful in improvement of the college. The feedback is received from all the teachers on three point rating scale 1-3 i.e. 1. Strongly Agree 2. Agree and 3. Disagree. There were ten closed ended questions in the feedback questionnaire.

S.N	Questions	1.SA	2.Ag	3.DA
1.	The syllabus taught by me is good blend of theory and practical	78.78	21.22	00
2.	College has given me full freedom to adopt new techniques in teaching	87.87	12.13	00
3.	Examination are fairly conducted well in time	75.75	21.22	3.03
4.	The prescribed books are available in library in sufficient number	45.46	54.55	00
5.	Environment in the college is conducive to teaching and research process	72.73	27.28	00
6.	The college provides adequate opportunity to faculty members for upgrading their knowledge and skills	57.57	42.43	00
7.	The students engagement in the classrooms is satisfactory	57.57	42.43	00
8.	The infrastructure of college is adequate	60.60	39.40	00
9.	The grievances of the teachers are redressed well in time	61.63	36.37	00
10.	The college is fair and non-discriminatory for teacher's issues	66.66	33.34	00

Question ranging from syllabus to fairness of the college administration has been asked. The teachers recorded that syllabus taught by them is good blend of theory and practical and they were satisfied with liberty given by college to adopt new techniques in teaching, learning and research. Need of the improvement of the library has been highlighted by them. They recorded that the environment in the college is conducive to teaching research and up gradation of their knowledge and skills. They were satisfied with student's engagement in the rooms.



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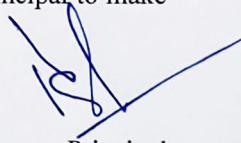
**D.N. College, Meerut**  
**Action Taken Report**  
**of**  
**Students Satisfaction Survey, Parents and Teacher Feedback**  
**Session- 2020-21**

Internal quality cell of the college as per the NAAC guidelines collected feedback from different stake holders and submitted the reports of students' satisfaction survey along with parents and teachers feedbacks reports. The reports were accepted and forwarded to management committee for further action. Management committee reviewed the reports and resolves to improve the college as per the suggestions made in the reports.

I. Management committee approved the students' satisfaction report and recorded its appreciation on the highest level of satisfaction among the students. However the committee expressed its concern over the low score in the use of ICT and suggested to encourage the use of Information and Communication Technology in the college. It assured that ICT facility will be enhanced in upcoming sessions to facilitate the students. As per the direction of the management teachers were instructed to maximize the use of ICT and process to improve ICT facility has been started.

II. Management committee approved the parents' feedback report and it was satisfied the college has good reputation among parents/guardian. The committee noted the suggestions regarding the improvement of the canteen and washroom facility. It instructed principal to take adequate measures to improve the sanitation in the college. Office superintendent has been instructed to deploy a employee to supervise the sanitation work in the college,

III. Management committee approved the teachers' feedback report and instructed principal to make new purchase of books for library. Noted and books are purchased.



Principal

D.N. College, Meerut

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