

Student Satisfaction Survey 2020

(Responses received over the period May 8, 2020 to August 8, 2020)

Every academic year SGGSCC conducts the Students Satisfaction Survey to provide students with a platform for their valuable feedback and measure their levels of satisfaction with regard to the institution. The survey proves to be a helpful tool for the college to understand the perspective of the students. The students get an opportunity to whole heartedly appreciate the progressive working of the college and mention suggestive measures as well. The survey for the current academic year witnessed an overwhelming response and the analysis is as follows.

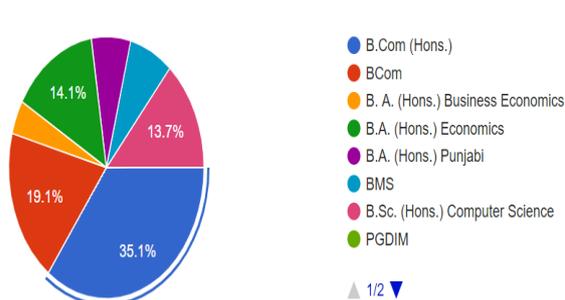


Figure 1: Distribution of Student Respondents Amongst Courses

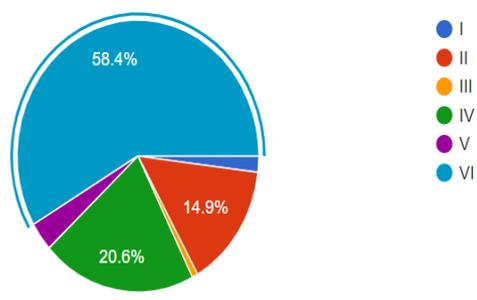


Figure 2: Distribution of Student Respondents Amongst Semesters

The survey was actively taken up by students from all courses and all semesters. The students from B.Com (Hons.) and B.Com taken together constitute the largest proportion of respondents - 54.2% (Figure 1) which is reflective of their larger number in the overall college strength. Off the sample about 14% of the students were from B.A. (Hons.) Economics and 13.7% from B.Sc. (Hons.) Computer Science. 6.5% of the respondents were pursuing B.A. (Hons.) Punjabi. Finally, around 11.5% of the student respondents were from BMS and B.A. (Hons.) Business Economics combined. Hence, it appears that the spread of respondents broadly is comparable to the strength of students. Further, a major portion of the respondents (more than 58%) were from the senior most batch of Semester VI, followed by Semester IV (about 21%) and Semester II (Figure 2).

On the teaching and learning front (Figure 3):

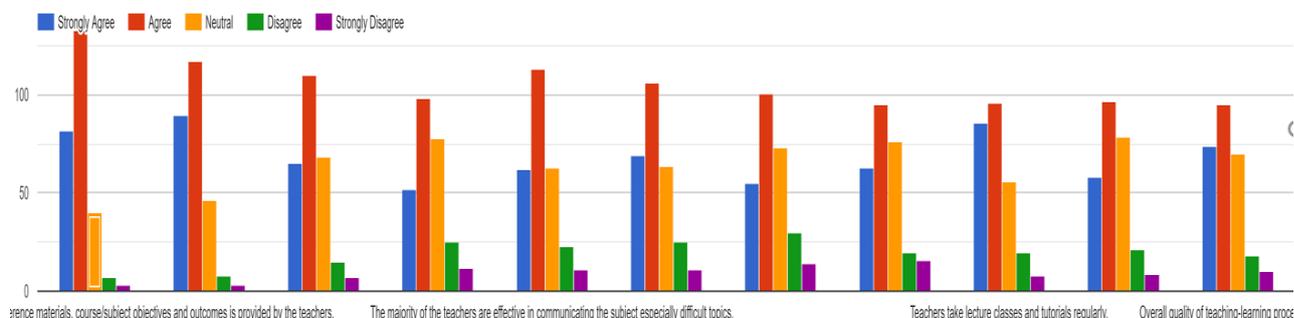


Figure 3: Distribution of Responses Received on Teaching-Learning

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- All but 11% of the respondents were content with the quality of the education being imparted.
- Within the same category, more than 80% agreed that faculty outlined the course curriculum relevantly and provided sufficient reading and reference material as well.
- More than three-fourth of the respondents affirmed that teachers came well prepared for the classes.
- More than two-third of the respondents felt that teachers shared appropriate examples wherever applicable, were effective in communicating the subject especially difficult topics and used technology aided tools in class like presentations, online material or videos to enhance the learning experience.
- The approachability of teachers, the efforts put in to ensure understanding of the text amongst students, timely delivery of lectures was well appreciated by majority of the students. About 70% of the respondents felt that teachers take lecture classes and tutorials regularly. Nearly 60% of the respondents felt that a large proportion of teachers take extra pains to address student doubts, devote extra time to explain difficult topics and were willing and accommodating for solving individual problems beyond normal classes.
- Except for 11%, the student respondents found the teaching and learning sessions to be more or less participative and interactive.

Regarding assessment and evaluation, the following observations were noted from the student satisfaction survey (Figure 4):

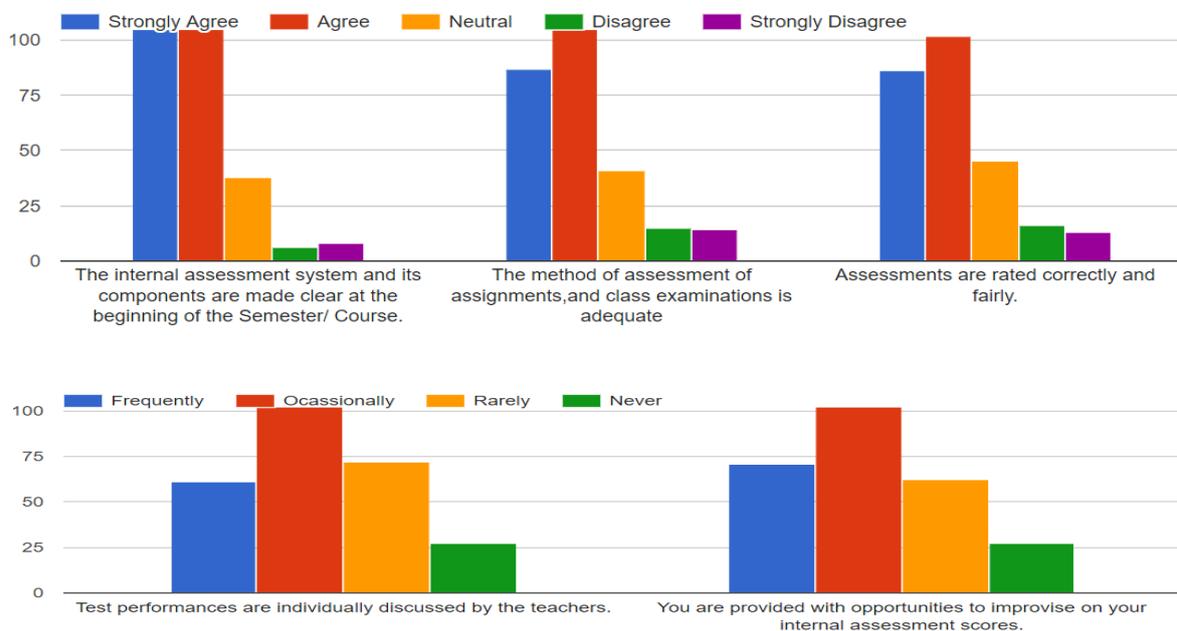


Figure 4: Distribution of Responses Received on Assessment-Evaluation

- 80% of the student respondents felt that the process of assessment and its components is adequately explained by the college.
- Less than one-third of the respondents felt that the method of assessment of assignments and class examinations is inadequate and that the assignments are not rated fairly.

- Further, only about 10% of the students felt that teachers did not discuss individual performances and did not give opportunities for improvement.

The college also aims to ensure overall development of the students and in the wake of same, the improved efforts to increase interactivity amongst students and teachers saw a positive increase in the approval rate from students. From the previous year, a 7% rise was seen in number of students satisfied with the measures adopted by the college for enhancement of cognitive skills (Figure 5), social interactions opportunities and stimulation of emotional growth of the students.

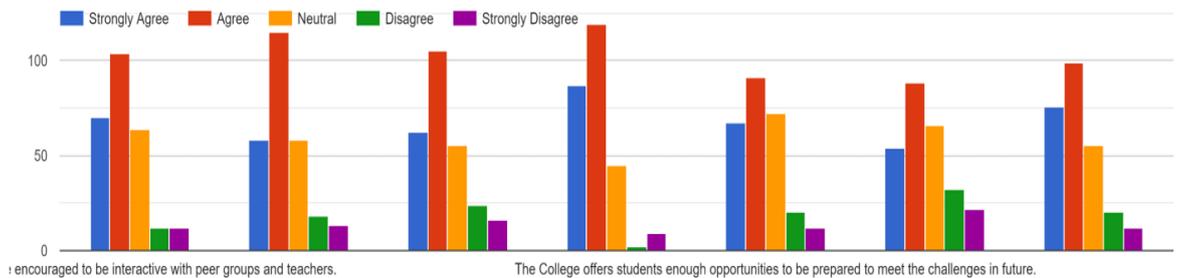


Figure 5: Distribution of Responses Received on Mentoring, Extra-Curricular and Other Aspects

A similar rise was noticed in regard to opportunities provided by the college to meet the challenges of the real world.

The college serves as a means for students to become capable enough to achieve their professional aims in the future. The majority of students are content with the internship and placement opportunities though the suggestions indicate there is always a room for improvement. Organisation of frequent field trips and industrial visits was one of the most received suggestions.

Most of the suggestions, as received indicate a few functional improvements at the administrative level, organisation of workshops for mental well-being and add on learning opportunities for employability skills.

The SSS is a very holistic tool that on one hand lets students speak up their mind and on the other furnishes the college with relevant information for its overall development. The SSS 2020 did see improvements on a lot of scales in comparison with the SSS 2019. Thus, proving the utility of the survey and implying the seriousness of the institution in conducting it every academic year.

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