

**Report of Student Satisfaction Survey (2020-2021)**  
**Durga Mahavidyalaya, Raipur (Chhattisgarh)**

For the AQAR (2020-2021) Student Satisfaction Survey was conducted among the students of the institution through offline mode. The questionnaire has been developed according to the NAAC guidelines. The information provided by the students was used as important feedback for quality improvement in related areas. The result of this survey is based on the response of 700 students.

The summary of response provided by the students is given in the table below.

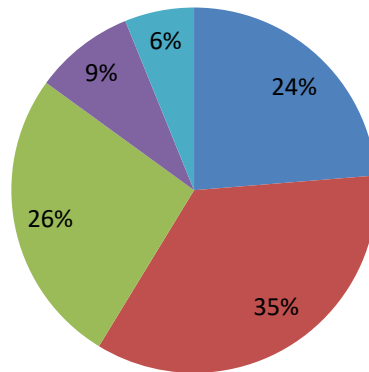
**(5-Excellent, 4-Very Good, 3-Good, 2-Satisfactory, 1-Unsatisfactory)**

S.No	Statement	5	4	3	2	1
1	The prescribed books/reading materials are available in the library.	24%	35%	26%	9%	6%
2	Reading room is available in the faculty/college building.	16%	38%	34%	6%	6%
3	How well were the teachers able to communicate during online classes?	24%	30%	29%	9%	8%
4	How would you rate the quality of online study materials provided by the teachers?	19%	33%	31%	10%	7%
5	How would you rate the guidance/support provided by the teachers?	40%	23%	24%	7%	6%
6	How would you rate the support and help provided by the office staff?	30%	35%	19%	9%	7%
7	Toilets/washrooms are hygienic and properly maintained.	12%	12%	30%	35%	11%
8	The classrooms are clean and well maintained.	22%	37%	24%	11%	6%
9	The campus has adequate power supply and is green and eco friendly.	28%	33%	24%	9%	6%
10	Grievances/problems are redressed/solved well in time	18%	27%	38%	11%	6%

**The prescribed books/reading materials are available in the library.**

Total Response	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
700	166	245	184	62	43

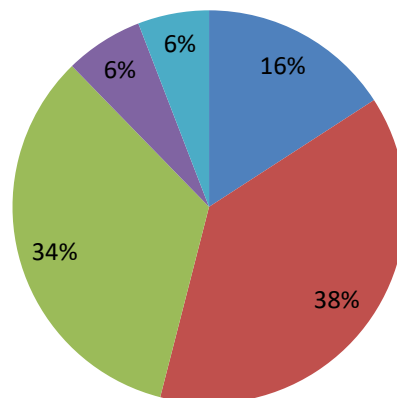
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory



**Reading room is available in the faculty/college building.**

Total Response	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
700	111	267	236	45	41

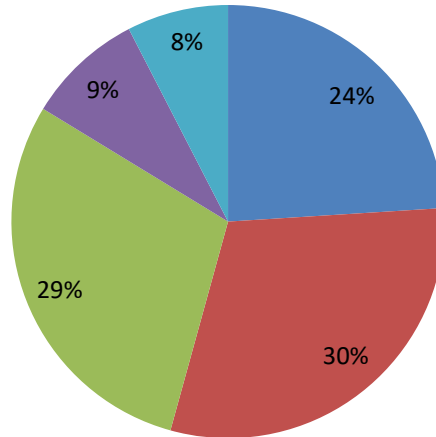
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory



**How well were the teachers able to communicate during online classes?**

Total Response	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
<b>700</b>	210	203	168	63	56

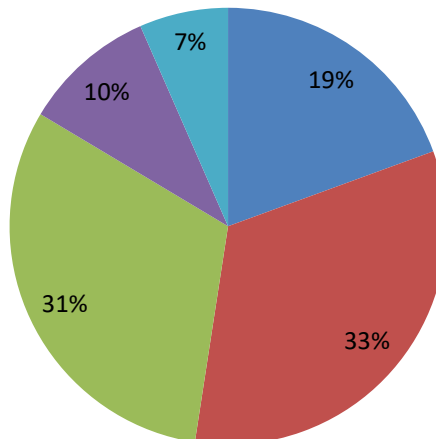
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory



**How would you rate the quality of online study materials provided by the teachers?**

Total Response	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
<b>700</b>	133	231	217	70	49

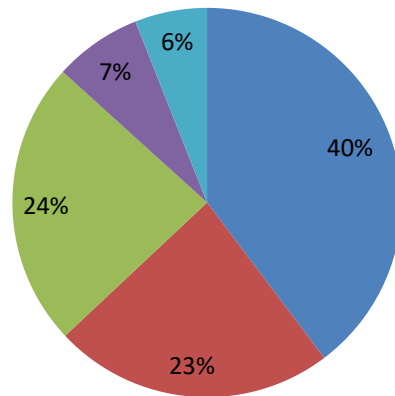
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory



**How would you rate the guidance/support provided by the teachers?**

Total Response	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
<b>700</b>	278	163	166	51	42

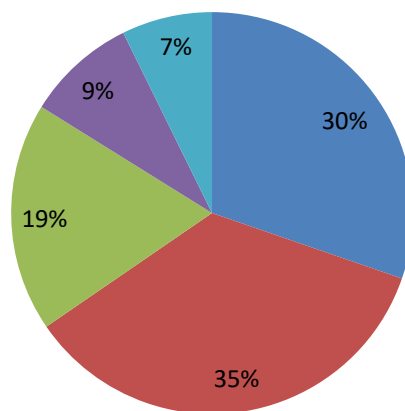
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory



**How would you rate the support and help provided by the office staff?**

Total Response	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
<b>700</b>	212	246	129	62	51

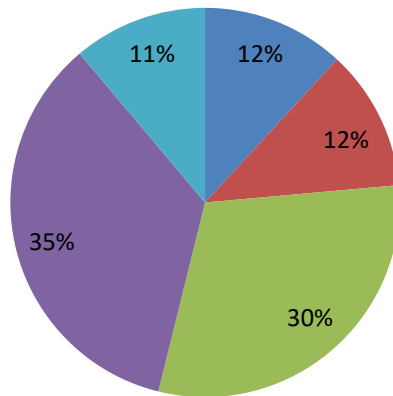
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory



**Toilets/washrooms are hygienic and properly maintained.**

Total Response	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
<b>700</b>	82	83	212	245	78

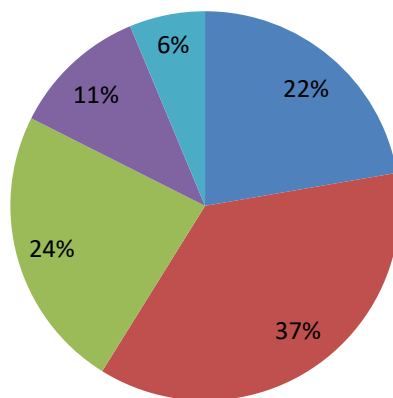
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory



**The classrooms are clean and well maintained.**

Total Response	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
<b>700</b>	154	259	168	77	42

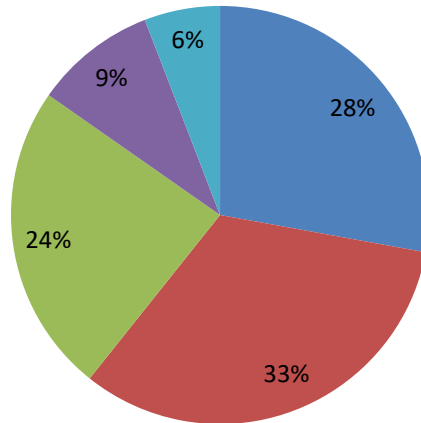
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory



**The campus has adequate power supply and is green and eco friendly.**

Total Response	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
<b>700</b>	196	231	168	63	42

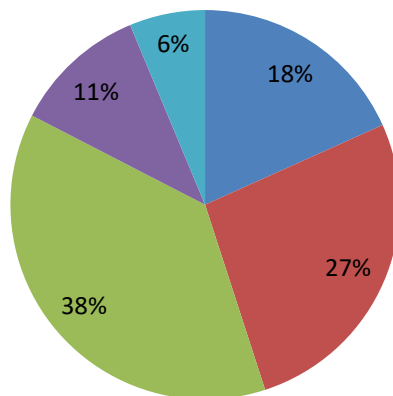
■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory



**Grievances/problems are resolved well in time**

Total Response	Excellent	Very Good	Good	Satisfactory	Unsatisfactory
<b>700</b>	128	187	263	78	44

■ Excellent ■ Very Good ■ Good ■ Satisfactory ■ Unsatisfactory



**Comment:** Based on the feedback collected, necessary measures are being taken by the Institution for qualitative improvement in all the areas, so as to achieve higher levels of student's satisfaction. The responses collected from the student satisfaction survey, shows that though students are fairly satisfied by the support and guidance provided by faculty members and office staff, and by the quality of study materials provided by the teachers they have dissatisfaction with the cleanliness of classrooms and toilets. Thus, all the required measures are being taken to resolve the issue and improve the cleanliness of toilets and classrooms.



  
PRINCIPAL  
JURGA MAHAVIDYALAYA  
RAIPUR (C.G.)