Nehru Gram Bharati (Deemed to be University)
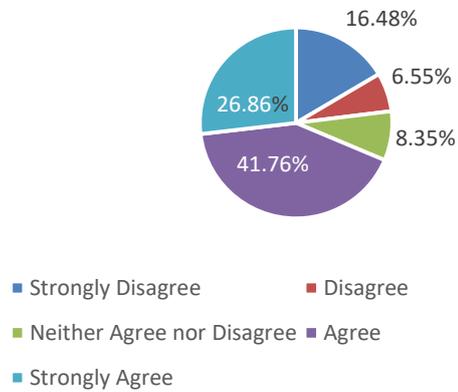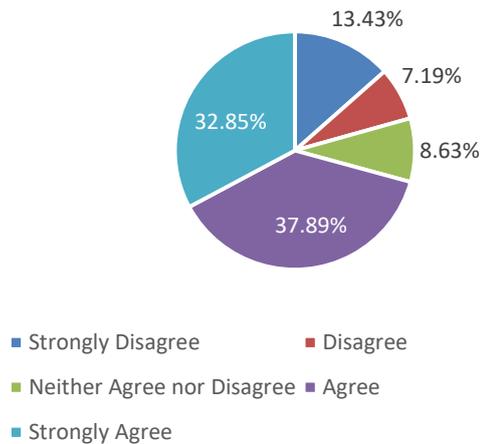## Student Satisfaction Survey [2021]

[1: Towards the Faculty, Teaching, Learning and Evaluation]
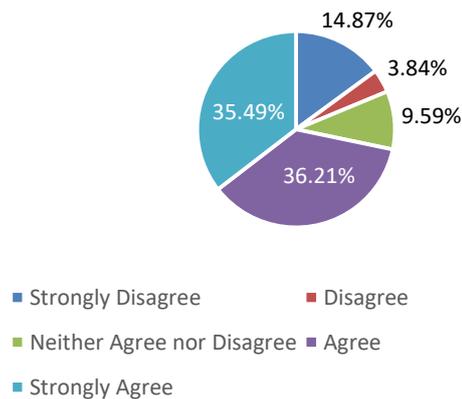
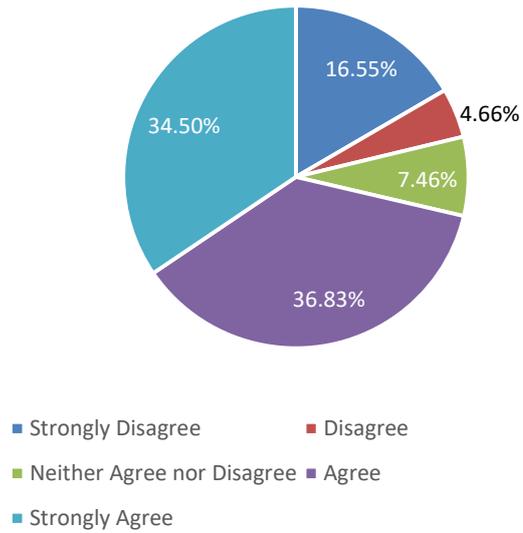### 1. The teacher completes the entire syllabus in time.

16.48%
6.55%
8.35%
41.76%
26.86%

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

2. The teacher discusses topics and interact in the class

13.43%
7.19%
8.63%
37.89%
32.85%

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

3. The teacher communicates clearly and inspires me by his teaching

14.87%
3.84%
9.59%
36.21%
35.49%

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

4. The teacher is punctual in the class

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

5. The teacher comes well prepared for the class

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree
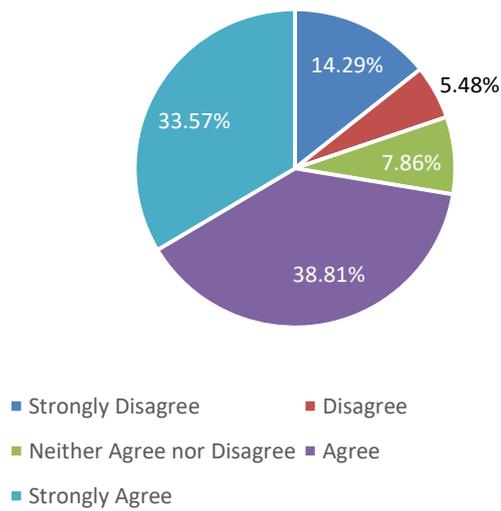
6. The teacher encourage participation and discussion in the class
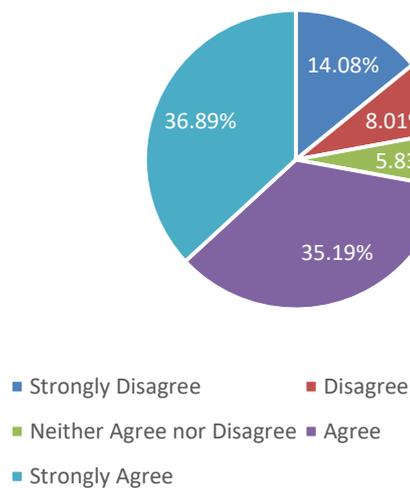
- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

7. The Teacher uses modern teaching aids, handouts, suitable references, power point presentation, web-resources, etc

18.11%
7.20%
12.16%
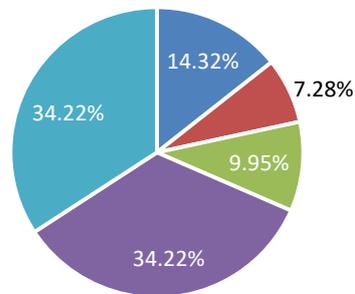31.51%
31.02%
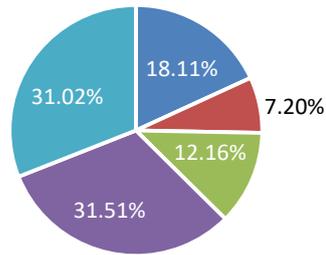
Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

8. The Teacher's attitude towards the students is friendly & helpful
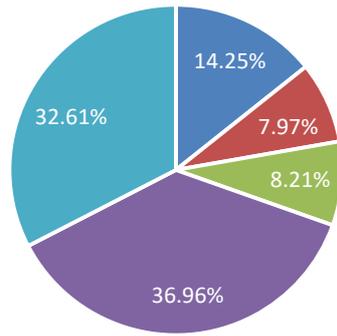

14.32%
7.28%
9.95%
34.22%
34.22%

Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

9. The teacher is available and accesible in the department

14.43%
5.87%
8.56%
36.19%
34.96%
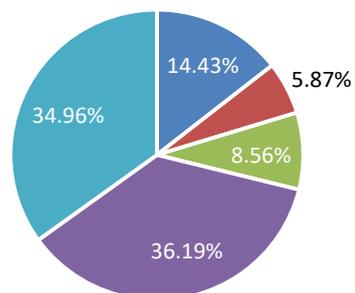
Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

10. The evaluation process is fair and unbiased

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

14.25%
7.97%
8.21%
36.96%
32.61%

11. Regular and Timely Feedback is given on our performance

- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

14.84%
5.11%
8.52%
39.17%
32.36%
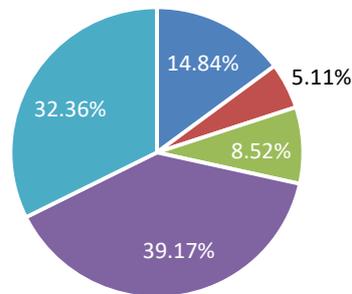
12. Periodical assessment are conducted as per schedule
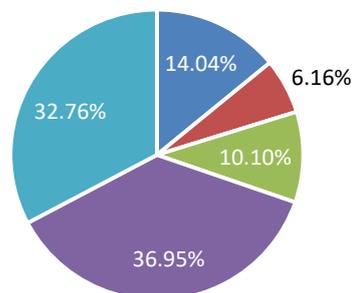
- Strongly Disagree
- Disagree
- Neither Agree nor Disagree
- Agree
- Strongly Agree

14.04%
6.16%
10.10%
36.95%
32.76%

13. I have learnt and understood the subject material/s in this course
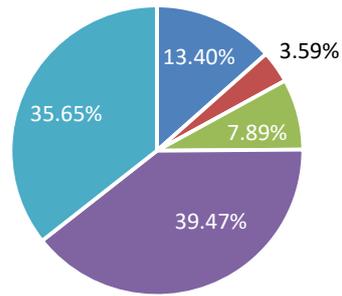
13.40% 3.59% 7.89% 39.47% 35.65%

■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

Over All Student Satisfaction for Form 1

14.86% 8.69% 37.05% 33.34%
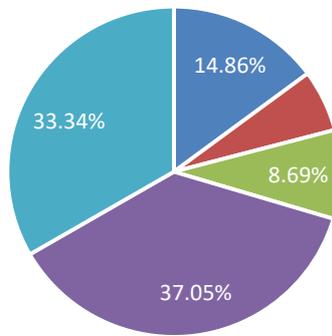
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

[1.1 : Towards Facilities and Services provided for creating Conducive Atmosphere for Teaching and Learning.]

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

16.83%
10.73%
8.29%
40.49%
23.66%
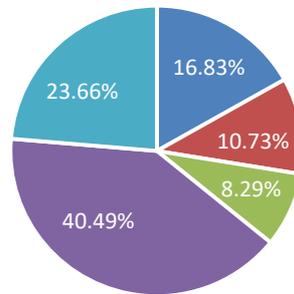
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

2. Reading room and common room are available in the faculty/college building

15.02%
11.58%
8.37%
36.95%
28.08%
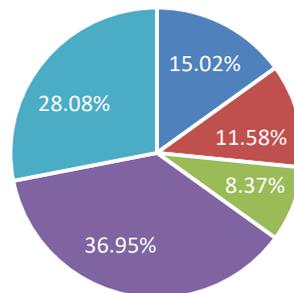
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

3. Available reading space in library/seminar is satisfactory

13.28%
8.77%
10.53%
39.10%
28.32%
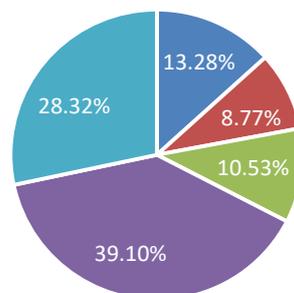
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

4. The library/seminar staff are cooperative and helpful

15.63%
7.81%
9.90%
38.02%
28.65%
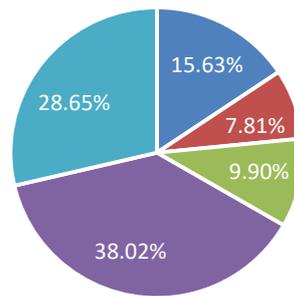
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

5. Photocopying facility in the library/Department is available and satisfactory

19.55%
11.78%
12.28%
31.08%
25.31%
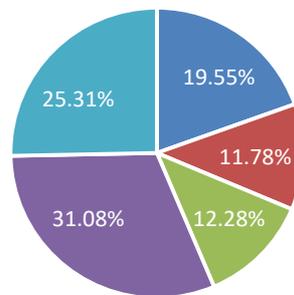
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

6. Internet facilities are available in the department

22.67%
10.33%
11.84%
29.22%
25.94%
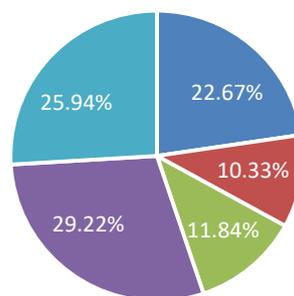
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

7. Online educational resources are available and accessible

17.91%	
11.94%	
9.20%	
36.57%	
24.38%	
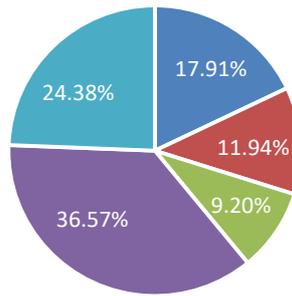
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

8. The Office staff in the department are helpful

14.03%	
8.42%	
10.46%	
36.99%	
30.10%	
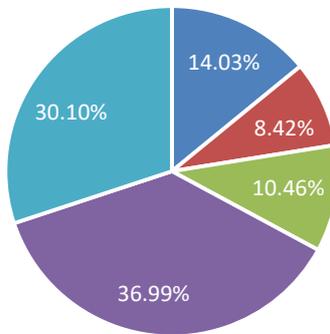
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

9. Results and attendance records are displayed on time

13.74%	
7.38%	
41.73%	
29.77%	
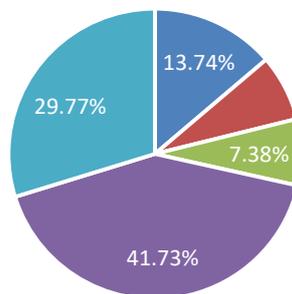
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

10. Toilet/washrooms are hygienic and properly maintained
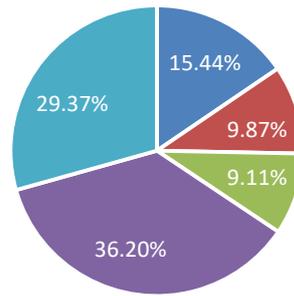
- Strongly Disagree: 15.44%
- Disagree: 9.87%
- Neither Agree nor Disagree: 9.11%
- Agree: 36.20%
- Strongly Agree: 29.37%

11. Clean drinking water is available in the department and on the campus

- Strongly Disagree: 16.71%
- Disagree: 7.85%
- Neither Agree nor Disagree: 8.86%
- Agree: 38.23%
- Strongly Agree: 28.35%
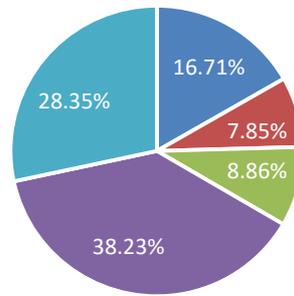
12. Grevances/problems are redressed/solved well in time
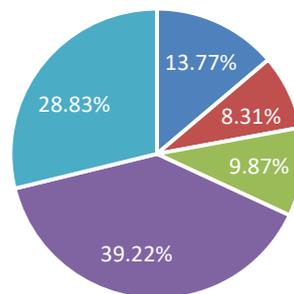
- Strongly Disagree: 13.77%
- Disagree: 8.31%
- Neither Agree nor Disagree: 9.87%
- Agree: 39.22%
- Strongly Agree: 28.83%

13. The functioning of the placement Cell(s) in the University/department is satisfactory

- Strongly Disagree 15.28%
- Disagree 6.99%
- Neither Agree nor Disagree 12.69%
- Agree 37.31%
- Strongly Agree 27.72%
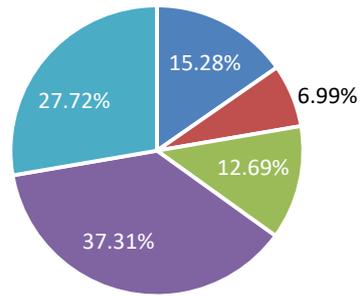
Legend: ■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

14. Equipment in the lab(s) are working condition.

- Strongly Disagree 15.66%
- Disagree 7.58%
- Neither Agree nor Disagree 11.62%
- Agree 37.63%
- Strongly Agree 27.53%
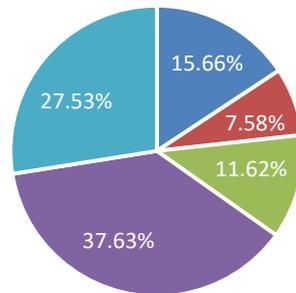
Legend: ■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

15. The campus is green and eco-friendly

- Strongly Disagree 11.42%
- Disagree 7.61%
- Neither Agree nor Disagree 8.38%
- Agree 40.86%
- Strongly Agree 31.73%
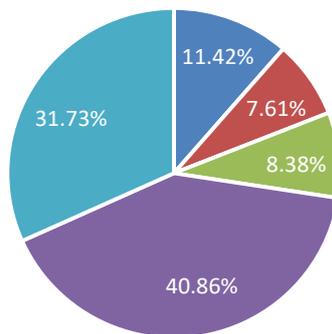
Legend: ■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

16. The building/classrooms are accessible to differently abled persons.

- 12.85% Strongly Disagree
- 5.66% Disagree
- 10.03% Neither Agree nor Disagree
- 42.42% Agree
- 29.05% Strongly Agree
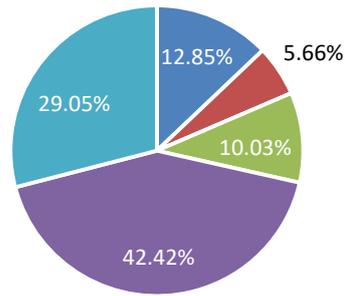
Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

17. The Classrooms are clean and well maintained

- 12.53% Strongly Disagree
- 7.57% Disagree
- 7.83% Neither Agree nor Disagree
- 40.73% Agree
- 31.33% Strongly Agree
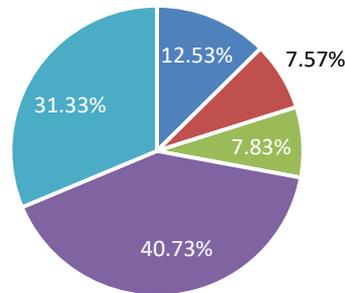
Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

18. The Campus has adequate power Supply
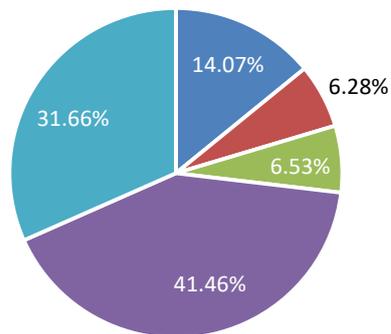
- 14.07% Strongly Disagree
- 6.28% Disagree
- 6.53% Neither Agree nor Disagree
- 41.46% Agree
- 31.66% Strongly Agree

Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

Overall Student Satisfaction Form 1.1

- 15.37%
- 8.71%
- 9.62%
- 38.00%
- 28.30%
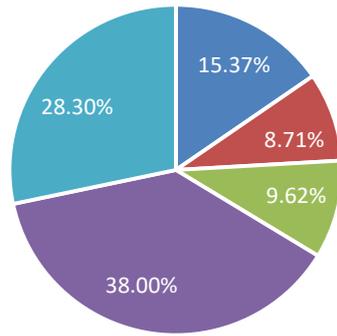
■ Strongly Disagree ■ Disagree ■ Neither Agree nor Disagree ■ Agree ■ Strongly Agree

[1.2 : Towards Curriculum]

1. The sequence of the courses (subjects) in the curriculum

Poor, 4.12%

High, 42.62%

Moderate, 53.27%

■ High ■ Moderate ■ Poor
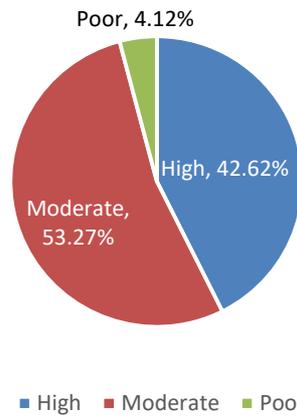
2. Size of the syllabus in terms of the load on the student

4.74%

35.41%

59.85%

■ High ■ Moderate ■ Poor
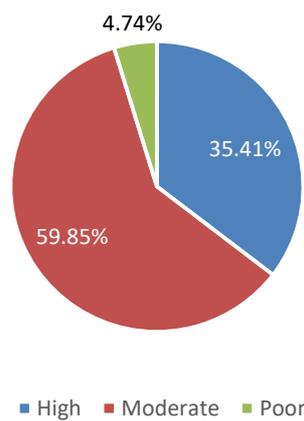
3. The objectives for each of the Course.

5.96%

35.23%

58.81%

■ High ■ Moderate ■ Poor
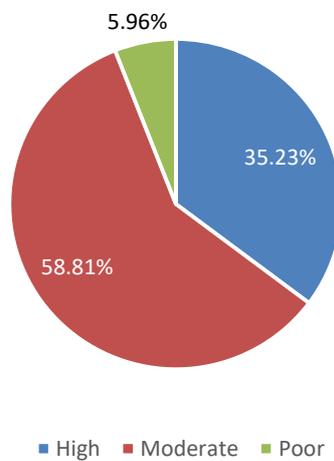
4. The Offering of the electives in terms of their relevance to the specialized stream

6.96%

36.86%

56.19%

■ High ■ Moderate ■ Poor

5. How do you rate the electives offered in relation to the technological advances

11.08%

33.76%

55.15%

■ High ■ Moderate ■ Poor

6. Content of the Courses encourages extra learning/Self Learning

6.87%

38.17%

54.96%

■ High ■ Moderate ■ Poor

7. How do you rate the percentage (Number) of Courses having Practical Component

7.18%

38.21%

54.62%

■ High ■ Moderate ■ Poor

8. How do you rate the domain used for designing/performing the experiments in the laboratory

13.28%

37.76%

48.96%

■ High ■ Moderate ■ Poor

Overall Student Satisfaction for Form 1.2

13.28%

37.76%

48.96%

■ High ■ Moderate ■ Poor
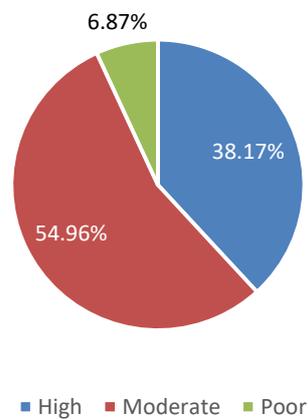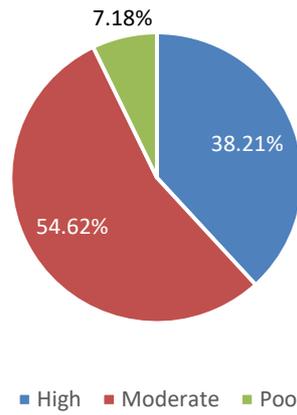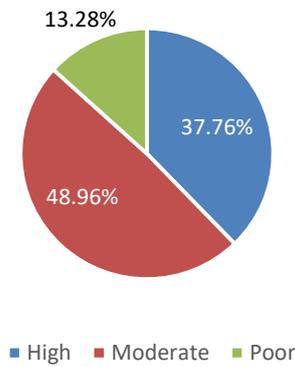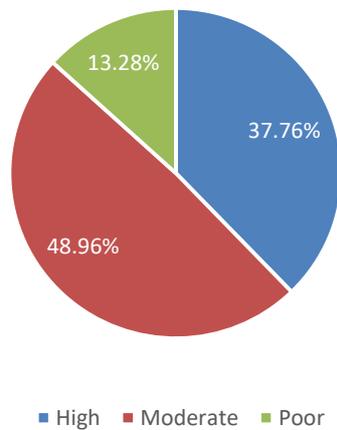
Students Remarks

1	ALL WORK SATISFIED
2	ONLINE STUDY KA UPYOG RAKHNE KI AWASKTA HAI
3	VISHWAYAVIDAYALAY MAI TECHNICAL OBEJECTS KI KAAMI HAI JISHE PURA KIYA JAYE
4	MOST COURT KI SUVIDHA JO HAR SEMESTER MAI UPLABDH HO, LAW STUDENTS KE PLACEMENT KI SUVIDHA KARAI JAYE COORPORATE LAW KO BADHAWA MILE AND ROJGAR MILE
5	I REQUEST YOU TO MENTION ALL THE WORK IN ADVANCE FOR VIVA WE ARE ALWAYS INFORMED IN LAST MIN THERE ARE STUDENTS LIKE ME WHO COMES FROM OUT STSTION LAST MIN FLIGHT TICKED SET EXPENSIVE
6	ALL WORK SATISFIED
7	CAMPUS MAI CLEANING NAHI HOTI, LIBRARY MAI BAITHNE NAHI DIYA JATA
8	IMPROVEMENT IS USED NOT HAVE GOOD QUALITY FOR LAW STUDENTS FOR THAN BETTER FUTURE PLEASE CONCERN ABOUT IT
9	ALL WORK SATISFIED
10	CANTEEN NAHI HAI CLG MAI,
11	TO AVAILABLE THE FACILITY OF CANTEEN
12	DRINKING WATER KI SUVIDHA KARAI JAYE
13	TO AVAILABLE THE FACILITY OF CANTEEN
14	TO AVAILABLE THE FACILITY OF CANTEEN
15	TO AVAILABLE THE FACILITY OF CANTEEN
16	TO AVAILABLE THE FACILITY OF CANTEEN,AND FANS NAHI HAI
17	TO AVAILABLE THE FACILITY OF CANTEEN
18	ALL WORK SATISFIED
19	LIBRARY MAI BOOKS ALLOT KARAYAJAYE

20	CANTEEN NAHI HAI CLG MAI,
21	CANTEEN FACILITY SHOULD PROVIDE IN CAMPUS
22	CANTEEN FACILITY SHOULD PROVIDE IN CAMPUS
23	PROVIDE A/C IN CLASS ROOM
24	CANTEEN FACILITY SHOULD PROVIDE IN CAMPUS
25	ONLINE STUDY KA UPYOG RAKHNE KI AWASKTA HAI
26	BATHROOM KI FACILITY NAHI HAI
27	TEACHER AATE NAHI , COURSE COMPLETE NAHI HOTA, CLASS NHI CHLTI, CLG SE NOT SATISFIED
28	ALL WORK SATISFIED
29	PLEASE SYLLABUS CONTEND PROVIDE IN ENGLISH LANGUAGE OR HINDI BOTH
30	ONLY FOR TEACHER AND STUDENT MUST COMUNICATION AND GOOD FACALTY
31	ENERY PROGRAME IS GOOD BUT NEED SOME CHANGES IN THE SUBJECTS OUR SUBJECTS ARE NOT UP TO DATE THE AND I REQUEST TO THE FACALY PLASE ADD SOME RELEGANT UP TO DATE SUBJECTS
32	CAMPUS MAI GREEN TREE LAGWAYE JISHSE COLLEGE ACHA DIKHE
33	PAPER SHORTS QUESTIONS PE JADA HO
34	ALL WORK SATISFIED
35	DRINKING WATER KI SUVIDHA KARAI JAYE
36	ITS HUMBLE REQUEST TO MR. CHANCELLOR SIR PLEASE MAKE YOUR STAFF &TEACHING DEPARTMENT COOPERATIVE AND RESPONSIVE
37	ONLINE STUDY KA UPYOG RAKHNE KI AWASKTA HAI
38	CANTEEN HONI CHAIYE.
39	DRINKING WATER KI SUVIDHA KARAI JAYE ,NET NHI HAI
40	COLLEGE KI WEB-SITE KA PURI TARAH SE UPTODATE RAKHNE KA PRAYASH KIYA JAAYE TAAKI LOGO SABHI SUVIDHAAYE AUR JANKARI MILTE RAHTI HAI.

41	BAATHROOM KO SHAFF SUBHIDHA JAYE THA PEENE KA PAANI KI BHI ACHI SUVIDHA KI JAAYE
42	PARISHAR MAI THODI BHUT HAI,JISHKO SUDHAR KIYA JAYE VIDHARTHI KI SIKAYATE SUNNE KA KAAM AUR NAA HI SAMAY SE USH SIKAAYAT KA JAWABB DENA.

5. Observation and Action Taken Report

1. Towards the Faculty, Teaching, Learning and Evaluation

Sl. No.	Features	Level in %	
		Strongly Disagree	Agree/ Strongly Agree
1.	The teacher completes the entire syllabus in time.	16	**69**
2.	The teacher discusses topics and interacts in the class.	13	**71**
3.	The teacher communicate clearly and inspires may be his teaching.	15	**72**
4.	The teacher is punctual in the class.	17	**71**
5.	The teacher comes well prepared for the class.	14	**72**
6.	The teacher encourages participation and discussion in the class.	14	**72**
7.	The teacher uses modern teaching aids, handouts, suitable references, power point presentation, web-resources, etc.	18	**67**
8.	The teacher's attitude towards the student is friendly and helpful.	14	**68**
9.	The teacher is available and accessible in the department.	14	**71**
10.	The evaluation process is fair and unbiased.	14	**70**
11.	Regular and timely feedback is given on our performance.	15	**72**
12.	Periodical assessments are conducted as per schedule.	14	**70**
13.	I have learnt and understand the subject material/s in this course.	13	**75**

Overall student satisfaction for Form 1:
Agree/Strongly Agree   :   70%
Strongly Disagree   :   15%

It is evident from the above that in regard to Faculty, Teaching, Learning and Evaluation; for almost all the sub quality indicators for these, almost 2/3rd students are satisfied. However, looking into figures for "Strongly Disagree", efforts are need to improve for timely completion of courses, teacher's punctuality in the class and use of modern teaching aids. Action has been taken subsequently to keep an eye so as to complete the course in time make sudden

checkups by Honb'le VC himself to visit personally the classrooms and labs and augment the modern teaching aids. Now every faculty has been provided with at least one ICT enabled classroom fitted with a personal computer connected to LCD Projector and clear sound system. Course content have been created by almost all faculty members through lecture recording facility (LRF) setup in i) Jamunipur Campus, ii) Hanumanganj Campus and iii) Civil Lines Campus. Such about 100 e contents duly edited are also been uphosted on our University website.

1.1 Towards Facilities and Services provided for creating Conducive Atmosphere for Teaching and Learning.

Sl. No.	Features	Level in %	
		Strongly Disagree	Agree/ Strongly Agree
1.	The prescribed books/reading materials are available in the library/seminar.	17	**64**
2.	Reading room and common room are available in the faculty/college building.	15	**65**
3.	Available reading space in library/seminar is satisfactory.	13	**67**
4.	The library/seminar staffs are cooperative and helpful.	16	**67**
5.	Photocopying facility in the library/department is available and satisfactory.	20	**56**
6.	Internet facilities are available in the department.	23	**55**
7.	Online educational resources are available and accessible.	18	**61**
8.	The office staffs in the department are helpful.	14	**67**
9.	Results and attendance records are displayed on time.	14	**71**
10.	Toilets/washrooms are hygienic and properly maintained.	15	**66**
11.	Clean drinking water is available in the department and on the campus.	17	**67**
12.	Grievances/problems are redressed/solved well in time.	14	**68**
13.	The functioning of the placement cell (s) in the University/department is satisfactory.	15	**65**
14.	Equipment in the lab (s) is working condition.	16	**65**
15.	The campus is green and eco-friendly.	11	**73**
16.	The building/classrooms are accessible to differently abled persons.	13	**71**
17.	The classrooms are clean and well maintained.	13	**72**
18.	The campus has adequate power supply.	14	**73**

Overall student satisfaction for Form 1.1:

Agree/Strongly Agree   :   66%

Strongly Disagree   :   15%

The above table reveals that though nearing 2/3rd students are comparatively less satisfied in regard to facilities and services provide for erecting conducive atmosphere for Teaching and Learning compared to the Faculty Teaching, Learning and Evaluation. Items for unsatisfactory quality indicators are i) Internet facilities availability in individual Departments, facility of Photocopying in Library Departments and availability of ONLINE educational resources and their accession.

Action has been taken to upgrade Internet connectivity in all campuses are Wi-Fi enabled and though NGB (DU) is situated in remote village area, access speed has enhanced substantially. Photocopier Machine has been installed and is operational at Central Library, Shashi Campus. As regards to e-contents our Deemed to be University has also subscribed 20 Lakh e-Books and other contents through DELNET by setting up e-Library in Central Library Building, Shashi Campus.

1.2 Towards Curriculum

Sl. No.	Features		Level in %		
		Poor	Moderate + High = Strong	Moderate	High
1.	The sequence of the courses (subjects) in the curriculum.	4	**94**	53	43
2.	Size of the syllabus in teams of the load on the student.	5	**95**	60	35
3.	The objective for each of the course.	6	**94**	59	35
4.	The objective of the electives in terms of their relevance to the specialized stream.	7	**93**	56	37
5.	How do you rate the electives offered in the relation to the technological advances.	11	**89**	55	34
6.	Content of the courses encourages extra learning/self learning.	7	**93**	55	38
7.	How do you rate the percentage (number) of courses having practical component.	7	**93**	55	38
8.	How do you rate the domain used for designing/performing the experiments in the laboratory.	13	**87**	49	38

Overall student satisfaction for Form 1.2:

Poor : 13%   Moderate : 49%

High: 38%

As regards Curriculum, about 87% students are satisfied with for this quality indicator. However, students have raised poor in regard to i) Domain used for designing/performing the Lab experiments, ii) The electives offered in relation to technological and advances and percentage of courses having practical components.

The above issues need lot of efforts for improvement. However, experts will be associated soon to address them amicably.

The implementation core team also feels that GOI should support all self financing Universities in respect of above crucial inputs and for project funding to enable such Universities establish themselves on strong footing.

Observation and Action Taken Report

1. Towards the Faculty, Teaching, Learning and Evaluation

Sl. No.	Features	Level in %	
		Strongly Disagree	Agree/ Strongly Agree
1.	The teacher completes the entire syllabus in time.	16	69
2.	The teacher discusses topics and interacts in the class.	13	71
3.	The teacher communicate clearly and inspires may be his teaching.	15	72
4.	The teacher is punctual in the class.	17	71
5.	The teacher comes well prepared for the class.	14	72
6.	The teacher encourages participation and discussion in the class.	14	72
7.	The teacher uses modern teaching aids, handouts, suitable references, power point presentation, web-resources, etc.	18	67
8.	The teacher's attitude towards the student is friendly and helpful.	14	68
9.	The teacher is available and accessible in the department.	14	71
10.	The evaluation process is fair and unbiased.	14	70
11.	Regular and timely feedback is given on our performance.	15	72
12.	Periodical assessments are conducted as per schedule.	14	70
13.	I have learnt and understand the subject material/s in this course.	13	75

Overall student satisfaction for Form 1:

Agree/Strongly Agree : 70%

Strongly Disagree : 15%

It is evident from the above that in regard to Faculty, Teaching, Learning and Evaluation; for almost all the sub quality indicators for these, almost 2/3rd students are satisfied. However, looking into figures for "Strongly Disagree", efforts are need to improve for timely completion of courses, teacher's punctuality in the class and use of modern teaching aids. Action has been taken subsequently to keep an eye so as to complete the course in time make sudden checkups by Honb'le VC himself to visit personally the classrooms and labs and augment the modern teaching aids. Now every faculty has been provided with at least one ICT enabled classroom fitted with a personal computer connected to LCD Projector and clear sound system. Course content have been created by almost all faculty members through lecture recording facility (LRF) setup in i) Jamunipur Campus, ii) Hanumanganj Campus and iii) Civil Lines Campus. Such about 100 e contents duly edited are also been uphosted on our University website.

1.1 Towards Facilities and Services provided for creating Conducive Atmosphere for Teaching and Learning.

Sl. No.	Features	Level in %	
		Strongly Disagree	Agree/ Strongly Agree
1.	The prescribed books/reading materials are available in the library/seminar.	17	**64**
2.	Reading room and common room are available in the faculty/college building.	15	**65**
3.	Available reading space in library/seminar is satisfactory.	13	**67**
4.	The library/seminar staffs are cooperative and helpful.	16	**67**
5.	Photocopying facility in the library/department is available and satisfactory.	20	**56**
6.	Internet facilities are available in the department.	23	**55**
7.	Online educational resources are available and accessible.	18	**61**
8.	The office staffs in the department are helpful.	14	**67**
9.	Results and attendance records are displayed on time.	14	**71**
10.	Toilets/washrooms are hygienic and properly	15	**66**

	maintained.		
11.	Clean drinking water is available in the department and on the campus.	17	**67**
12.	Grievances/problems are redressed/solved well in time.	14	**68**
13.	The functioning of the placement cell (s) in the University/department is satisfactory.	15	**65**
14.	Equipment in the lab (s) is working condition.	16	**65**
15.	The campus is green and eco-friendly.	11	**73**
16.	The building/classrooms are accessible to differently abled persons.	13	**71**
17.	The classrooms are clean and well maintained.	13	**72**
18.	The campus has adequate power supply.	14	**73**

Overall student satisfaction for Form 1.1:

Agree/Strongly Agree   :   66%

Strongly Disagree   :   15%

The above table reveals that though nearing 2/3rd students are comparatively less satisfied in regard to facilities and services provide for erecting conducive atmosphere for Teaching and Learning compared to the Faculty Teaching, Learning and Evaluation. Items for unsatisfactory quality indicators are i) Internet facilities availability in individual Departments, facility of Photocopying in Library Departments and availability of ONLINE educational resources and their accession.

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Overall student satisfaction for Form 1.2:

Poor : 13%   Moderate : 49%

High: 38%

As regards Curriculum, about 87% students are satisfied with for this quality indicator. However, students have raised poor in regard to i) Domain used for designing/performing the Lab experiments, ii) The electives offered in relation to technological and advances and percentage of courses having practical components.

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