

Office: Civil Lines, Betul- 460001 Tel: 07141- 234244 E-mail : hegjhpgcbet@mp.gov.inWebsite: www.jhgovtbetul.com



Feedback from the Stakeholders

<u>2019-20</u>

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Student Feedback Analysis

Purpose

The purpose of the survey was to investigate how students perceive the services and amenities they were offered at college and how satisfied they were with them.

Design/Methodology/Approach

Questionnaires were handed out to 211 students after their classes. In order to collect students' feedback it was decided not to use an already existing questionnaire but to develop a new measurement tool based on Like scale.

Data collection-

Data was collected from 211 students The data collection process was convenient for students as they were able to fill in the questionnaires after the lectures.

Description of sample-

The students belonged to Arts, Commerce and Science streams. 54.50% of the participants were female, which resembles the gender distribution at the college.

Description of measurement tool-

The questionnaire uses Like scale to measure 26 dimensions of satisfaction level of students at the institutional level. The 5 points Like Scale used to measure the satisfaction level is shown below:

Options	Excellent	Good	Average	Poor	Very Poor
	1	2	3	4	5



जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)

Jaywanti Haksar Government Post Graduate College, Betul (MP)

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Feedback for College Feedback for Teachers Admission Process Regular class Laboratory Facility Completion of syllabus on time ➢ Infrastructure Command on subject ➢ Communication College Administration Students Discipline Smart class teaching Canteen Facility Students participation in teaching Library Facility Innovation in teaching Sports and Cultural Facility Problem solving ability ➢ Wi-Fi Facility Overall rating of teachers ➢ IT cell and Helpdesk ➢ Career Guidance Cell Skills Development Training Internal and External Exam System Grievance or Complaint Handling System Women Grievance Redressal Cell ➢ Cleanliness ➢ NSS and NCC

Table 1- Quality Variables for Study

Descriptive statistics

Table 4 shows that students were particularly satisfied with the following quality dimensions (M<3 in the study). Standard deviation values are between SD=.948 and SD=3.001, which is normal for scales with 5 response categories. The standard deviation is relatively low for "Completion of Syllabus on time" in the study.* The standard deviation is relatively high for "Wi-Fi facilities" in the study.*

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Table 2.1

Descriptive S	Statistic	es for Feedback on College	
Average Satisfaction level (Lower mean score represents Higher Satisfaction level) $(M \le 2.5)$	Mean	Average dissatisfaction level in descending order (Higher mean score represents higher dissatisfaction level) (M > 2.5)	Mean
Admission Process	2.48	Wi-Fi Facility	3.24
NSS and NCC	2.11	Students Discipline	2.91
Library Facility	2.19	Grievance or Complaint Handling System	2.73
Career Guidance Cell	2.22	Women Grievance Redressed Cell	2.67
infrastructure	2.44	IT cell and Helpdesk	2.6
College Administration	2.46	Skills Development Training	2.6
Sports and Cultural Facility	2.47	Internal and External Exam Process and System	2.58
Laboratory Facility	2.48	Cleanliness	2.56
Canteen Facility	2.5		-

Table 2.2

Descriptive St	atistics	for Feedback on Teachers	
Average Satisfaction level in ascending order (Lower mean score represents Higher Satisfaction level) (M ≤ 2.5)	Mean	Average dissatisfaction level in descending order (Higher mean score represents higher dissatisfaction level) (M > 2.5)	Mean
Overall rating of teachers	2.3	Communication	2.6
Students participation in teaching	2.38	Completion of syllabus on time	2.57
Regular class	2.4	Smart class teaching	2.54
Problem solving ability	2.41		
Innovation in teaching	2.48		
Command on subject	2.5		
Valid N (listwise)			





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Suggestions made by Students:

During the course of survey some of the students suggested following areas of improvement:

Table 3 : Suggestions made by Students

1.	Library facilities should be improved.	8. More computers should be there.
2.	Awareness should be created to maintain	9. Sports facilities need to be improved.
	discipline.	10. Introduction of uniform should be there.
3.	Career Guidance should be improved.	11. Regular maintenance of infrastructure is to be there.
4.	Transportation facilities should be provided.	12. More smart classes should be made.
5.	Some improvement in rules and regulations	13. Wi-fi network should be upgraded
	should be there.	14. Lab maintenance should be there.
6.	Drinking water facility should be improved	15. Parking arrangement should be upgraded
7.	Health care and fitness facilities should be there.	16. Control on noise pollution should also be there.

Table 4: Descriptive Statistics						
	N	Minimum	Maximum	Mean	Std. Deviation	
Admission Process	208	1	5	2.48	1.099	
Laboratory Facility	202	1	5	2.48	1.013	
Infrastructure	196	1	5	2.44	0.993	
College Administration	205	1	5	2.46	1.087	
Students Discipline	207	1	5	2.91	1.204	
Canteen Facility	208	1	5	2.5	1.021	
Library Facility	209	1	5	2.19	1.009	
Sports and Cultural Facility	206	1	5	2.47	1.029	
WiFi Facility	204	1	5	3.24	1.226	
IT cell and Helpdesk	207	1	5	2.6	1.123	
Career Guidance Cell	206	1	5	2.22	0.976	
Skills Development Training	205	1	43	2.6	3.001*	
Internal and External Exam Process and System	200	1	5	2.58	1.081	
Grievance or Complaint Handling System	200	1	5	2.73	1.154	





Women Grievance Redressal Cell	201	1	5	2.67	1.124
Cleanliness	206	1	5	2.56	1.158
NSS and NCC	202	1	5	2.11	0.986
Regular class	204	1	5	2.4	1.015
Completion of syllabus on time	204	1	5	2.57	1.157
Command on subject	202	1	5	2.5	1.103
Communication	200	1	5	2.6	0.972
Smart class teaching	196	1	5	2.54	1.014
Students participation in teaching	202	1	5	2.38	1.041
Innovation in teaching	198	1	5	2.48	0.981
Problem solving ability	201	1	5	2.41	1.097
Overall rating of teachers	199	1	5	2.3	0.948*
Valid N (listwise)	169				

Model Summary						
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate		
1	.449a	0.201	0.055	0.481		





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Table 6: Coefficients^a

	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	•	Std. Error	Beta		
(Constant)	1.94	0.147		13.229	0
Admission Process	0.001	0.056	0.002	0.015	0.988
Laboratory Facility	-0.131	0.063	-0.258	-2.094	0.038
infrastructure	-0.087	0.062	-0.168	-1.393	0.166
College Administration	0.118	0.064	0.257	1.851	0.066
Students Discipline	0.032	0.047	0.078	0.684	0.495
Canteen Facility	-0.144	0.047	-0.296	-3.05	0.003
Library Facility	-0.02	0.056	-0.041	-0.363	0.717
Sports and Cultural Facility	0.034	0.052	0.071	0.64	0.523
Wi-fi Facility	0.046	0.043	0.114	1.054	0.294
IT cell and Help desk	-0.022	0.055	-0.051	-0.405	0.686
Career Guidance Cell	0.027	0.062	0.055	0.435	0.664
Skills Development Training	0.004	0.013	0.025	0.297	0.767
Internal and External Exam System	-0.011	0.054	-0.026	-0.209	0.835
Grievance o Complaint Handling System	0.084	0.05	0.199	1.684	0.094
Women Grievance Redressal Cell	-0.126	0.056	-0.286	-2.245	0.026
Cleanliness	0.042	0.06	0.097	0.693	0.489
NSS and NCC	-0.014	0.051	-0.03	-0.283	0.778
Regular classes	-0.095	0.062	-0.189	-1.517	0.132
Completion of syllabus on time	0.045	0.061	0.107	0.741	0.46
Command on subject	0.062	0.065	0.143	0.956	0.341
Communication	0.039	0.066	0.08	0.594	0.553
Smart class teaching	0.019	0.061	0.038	0.305	0.761



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Students participation in teaching	0.004	0.056	0.008	0.069	0.945
Innovation in teaching	0.012	0.066	0.025	0.19	0.85
Problem solving ability	0.002	0.065	0.004	0.027	0.979
Overall rating of teachers	-0.1	0.064	-0.198	-1.567	0.119
a. Dependent Variable: Gender					

Frequency Table

		equency Tabl		
		Category		1
	Frequency	Percent	Valid Percent	Cumulative %
Boys	96	45.5	45.5	45.5
Girls	115	54.5	54.5	100
Total	211	100	100	
	Ad	mission Proces	SS	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	26	12.3	12.5	12.5
GOOD	113	53.6	54.3	66.8
AVERAGE	30	14.2	14.4	81.2
POOR	22	10.4	10.6	91.8
VERY POOR	17	8.1	8.2	100
Total	208	98.6	100	
Missing System	3	1.4		
Total	211	100		
	Lab	oratory Facili	ty	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	25	11.8	12.4	12.4
GOOD	97	46	48	60.4
AVERAGE	49	23.2	24.3	84.7
POOR	20	9.5	9.9	94.6
VERY POOR	11	5.2	5.4	100
Total	202	95.7	100	
Missing System	9	4.3		
Total	211	100		





	I	nfrastructure		10
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	24	11.4	12.2	12.2
GOOD	99	46.9	50.5	62.8
AVERAGE	47	22.3	24	86.7
POOR	15	7.1	7.7	94.4
VERY POOR	11	5.2	5.6	100
Total	196	92.9	100	
Missing System	15	7.1		
Total	211	100		
	Colleg	ge Administra	tion	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	33	15.6	16.1	16.1
GOOD	96	45.5	46.8	62.9
AVERAGE	36	17.1	17.6	80.5
POOR	29	13.7	14.1	94.6
VERY POOR	11	5.2	5.4	100
Total	205	97.2	100	
Missing System	6	2.8		
Total	211	100		
	Stu	dents Discipli	ne	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	19	9	9.2	9.2
GOOD	77	36.5	37.2	46.4
AVERAGE	39	18.5	18.8	65.2
POOR	47	22.3	22.7	87.9
VERY POOR	25	11.8	12.1	100
Total	207	98.1	100	
Missing System	4	1.9		
Total	211	100		





EXCELLENT GOOD AVERAGE	Frequency 24	Percent 11.4	Valid Percent	Cumulative %
GOOD		11.4	115	
			11.5	11.5
AVERAGE	102	48.3	49	60.6
	46	21.8	22.1	82.7
POOR	25	11.8	12	94.7
VERY POOR	11	5.2	5.3	100
Total	208	98.6	100	
Missing System	3	1.4		
Total	211	100		
	Li	brary Facility		
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	46	21.8	22	22
GOOD	111	52.6	53.1	75.1
AVERAGE	30	14.2	14.4	89.5
POOR	11	5.2	5.3	94.7
VERY POOR	11	5.2	5.3	100
Total	209	99.1	100	
Missing System	2	0.9		
Total	211	100		
	Sports a	nd Cultural Fa	acility	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	28	13.3	13.6	13.6
GOOD	100	47.4	48.5	62.1
AVERAGE	41	19.4	19.9	82
POOR	28	13.3	13.6	95.6
VERY POOR	9	4.3	4.4	100
Total	206	97.6	100	
Missing System	5	2.4		
Total	211	100		





	, I	Wi-fi Facility		
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	9	4.3	4.4	4.4
GOOD	69	32.7	33.8	38.2
AVERAGE	28	13.3	13.7	52
POOR	60	28.4	29.4	81.4
VERY POOR	38	18	18.6	100
Total	204	96.7	100	
Missing System	7	3.3		
Total	211	100		
	IT ce	ell and Help de	esk	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	25	11.8	12.1	12.1
GOOD	96	45.5	46.4	58.5
AVERAGE	40	19	19.3	77.8
POOR	29	13.7	14	91.8
VERY POOR	17	8.1	8.2	100
Total	207	98.1	100	
Missing System	4	1.9		
Total	211	100		
	Care	er Guidance (Cell	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	45	21.3	21.8	21.8
GOOD	101	47.9	49	70.9
AVERAGE	35	16.6	17	87.9
POOR	20	9.5	9.7	97.6
VERY POOR	5	2.4	2.4	100
Total	206	97.6	100	
Missing System	5	2.4		
Total	211	100		





	Skills De	evelopment Tr	aining	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	29	13.7	14.1	14.1
GOOD	101	47.9	49.3	63.4
AVERAGE	43	20.4	21	84.4
POOR	24	11.4	11.7	96.1
VERY POOR	7	3.3	3.4	99.5
43	1	0.5	0.5	100
Total	205	97.2	100	
Missing System	6	2.8		
Total	211	100		
	Internal and	External Exa	m System	·
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	26	12.3	13	13
GOOD	84	39.8	42	55
AVERAGE	50	23.7	25	80
POOR	27	12.8	13.5	93.5
VERY POOR	13	6.2	6.5	100
Total	200	94.8	100	
Missing System	11	5.2		
Total	211	100		
	Grievance or C	omplaint Han	dling System	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	23	10.9	11.5	11.5
GOOD	78	37	39	50.5
AVERAGE	47	22.3	23.5	74
POOR	33	15.6	16.5	90.5
VERY POOR	19	9	9.5	100
Total	200	94.8	100	
Missing System	11	5.2		
Total	211	100		





	Frequency	rievance Redre	Valid Percent	Cumulative %	
	24	11.4	11.9	11.9	
EXCELLENT	84	39.8	41.8	53.7	
GOOD	43	20.4	21.4	75.1	
AVERAGE	35	16.6	17.4	92.5	
POOR	15	7.1	7.5		
VERY POOR	201			100	
Total		95.3	100		
Missing System	10	4.7			
Total	211	100			
		Cleanliness			
	Frequency	Percent	Valid Percent	Cumulative %	
EXCELLENT	31	14.7	15	15	
GOOD	91	43.1	44.2	59.2	
AVERAGE	39	18.5	18.9	78.2	
POOR	27	12.8	13.1	91.3	
VERY POOR	18	8.5	8.7	100	
Total	206	97.6	100		
Missing System	5	2.4			
Total	211	100			
	Ν	ISS and NCC			
	Frequency	Percent	Valid Percent	Cumulative %	
EXCELLENT	56	26.5	27.7	27.7	
GOOD	93	44.1	46	73.8	
AVERAGE	35	16.6	17.3	91.1	
POOR	11	5.2	5.4	96.5	
VERY POOR	7	3.3	3.5	100	
Total	202	95.7	100		
Missing System	9	4.3			
Total	211	100			
		U		0	





	R	egular classes		Cumulative
	Frequency	Percent	Valid Percent	Percent
EXCELLENT	31	14.7	15.2	15.2
GOOD	101	47.9	49.5	64.7
AVERAGE	39	18.5	19.1	83.8
POOR	25	11.8	12.3	96.1
VERY POOR	8	3.8	3.9	100
Total	204	96.7	100	
Missing System	7	3.3		
Total	211	100		
	Timely co	ompletion of s	yllabus	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	31	14.7	15.2	15.2
GOOD	88	41.7	43.1	58.3
AVERAGE	39	18.5	19.1	77.5
POOR	29	13.7	14.2	91.7
VERY POOR	17	8.1	8.3	100
Total	204	96.7	100	
Missing System	7	3.3		
Total	211	100		
	Com	mand on subj	ect	
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	32	15.2	15.8	15.8
GOOD	89	42.2	44.1	59.9
AVERAGE	40	19	19.8	79.7
POOR	29	13.7	14.4	94.1
VERY POOR	12	5.7	5.9	100
Total	202	95.7	100	
Missing System	9	4.3		
Total	211	100		





	Co	ommunication			
	Frequency	Percent	Valid Percent	Cumulative %	
EXCELLENT	17	8.1	8.5	8.5	
GOOD	89	42.2	44.5	53	
AVERAGE	61	28.9	30.5	83.5	
POOR	23	10.9	11.5	95	
VERY POOR	10	4.7	5	100	
Total	200	94.8	100		
Missing System	11	5.2			
Total	211	100			
	Sma	rt class teachi	ng	-	
	Frequency	Percent	Valid Percent	Cumulative %	
EXCELLENT	21	10	10.7	10.7	
GOOD	94	44.5	48	58.7	
AVERAGE	44	20.9	22.4	81.1	
POOR	28	13.3	14.3	95.4	
VERY POOR	9	4.3	4.6	100	
Total	196	92.9	100		
Missing System	15	7.1			
Total	211	100			
	Students pa	articipation in	teaching		
	Frequency	Percent	Valid Percent	Cumulative %	
EXCELLENT	35	16.6	17.3	17.3	
GOOD	96	45.5	47.5	64.9	
AVERAGE	39	18.5	19.3	84.2	
POOR	23	10.9	11.4	95.5	
VERY POOR	9	4.3	4.5	100	
Total	202	95.7	100		
Missing System	9	4.3			
Total	211	100			

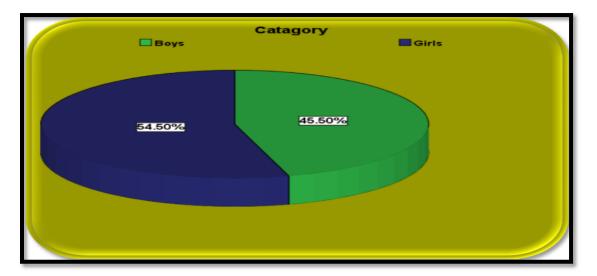




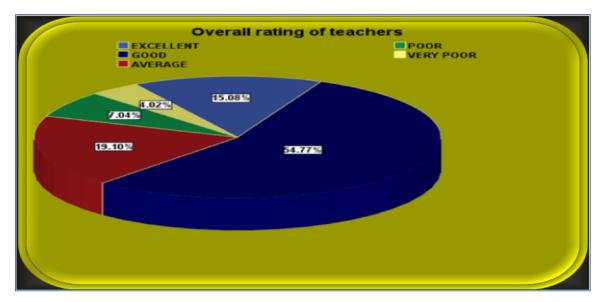
	Innov	vation in teach	ing		
	Frequency	Percent	Valid Percent	Cumulative %	
EXCELLENT	21	10	10.6	10.6	
GOOD	101	47.9	51	61.6	
AVERAGE	45	21.3	22.7	84.3	
POOR	22	10.4	11.1	95.5	
VERY POOR	9	4.3	4.5	100	
Total	198	93.8	100		
Missing System	13	6.2			
Total	211	100			
	Probl	em solving ab	ility		
	Frequency	Percent	Valid Percent	Cumulative %	
EXCELLENT	35	16.6	17.4 17.		
GOOD	95	45	47.3 64.		
AVERAGE	38	18	18.9	83.6	
POOR	19	9	9.5	93	
VERY POOR	14	6.6	7	100	
Total	201	95.3	100		
Missing System	10	4.7			
Total	211	100			
	Overal	l rating of tea	chers		
	Frequency	Percent	Valid Percent	Cumulative %	
EXCELLENT	30	14.2	15.1	15.1	
GOOD	109	51.7	54.8	69.8	
AVERAGE	38	18	19.1	88.9	
POOR	14	6.6	7	96	
VERY POOR	8	3.8	4	100	
Total	199	94.3	100		
Missing System	12	5.7			
Total	211	100			



GENDER CONFIGURATION

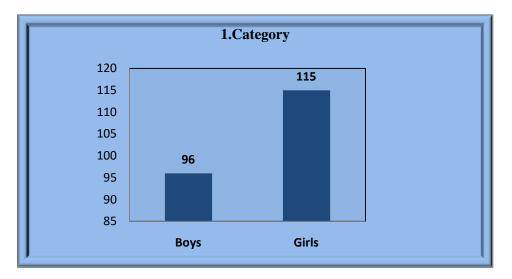


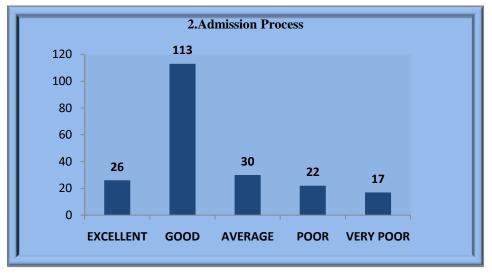
OVERALL RATING OF TEACHERS



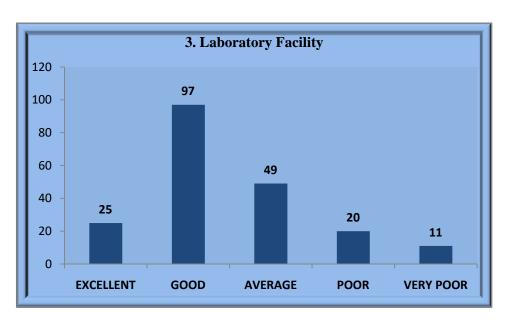


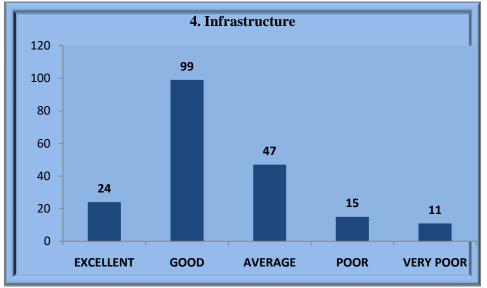
Graphical Presentation of Student Feedback Analysis



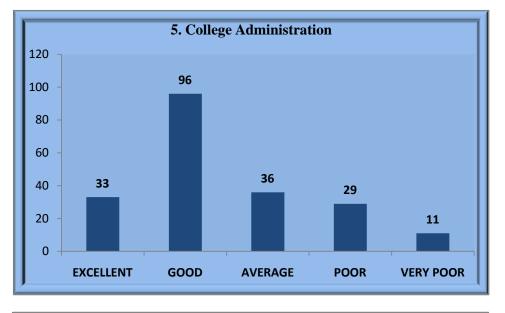


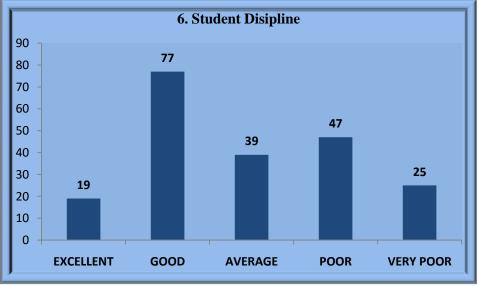




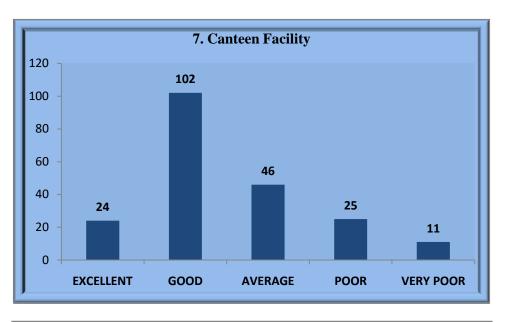


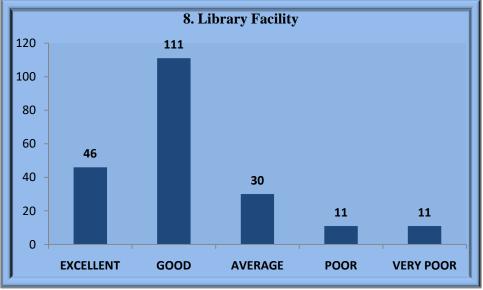




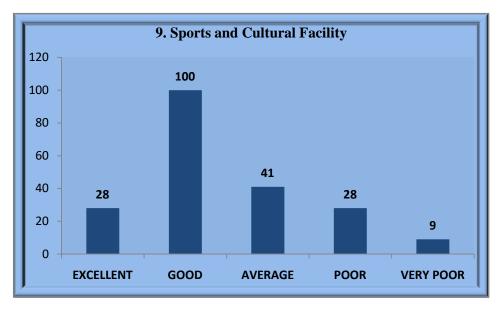


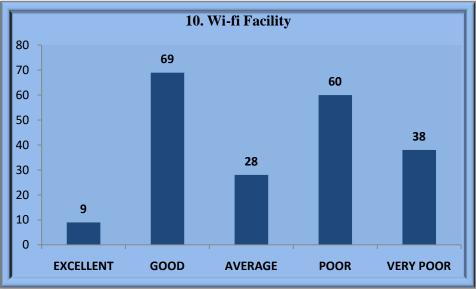




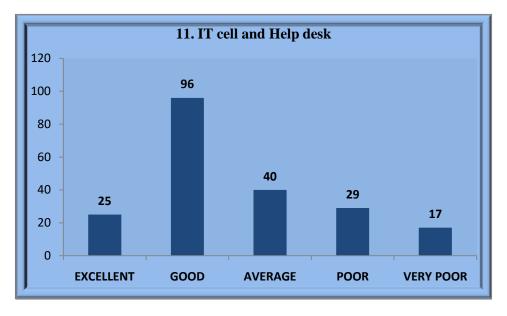


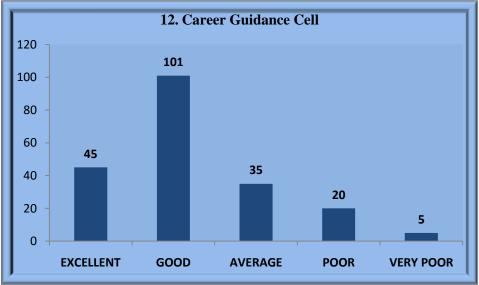






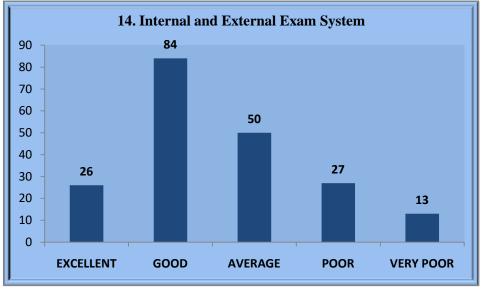




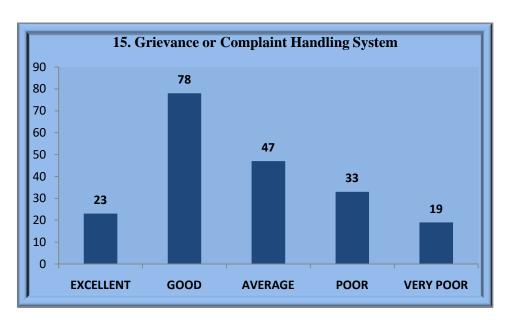


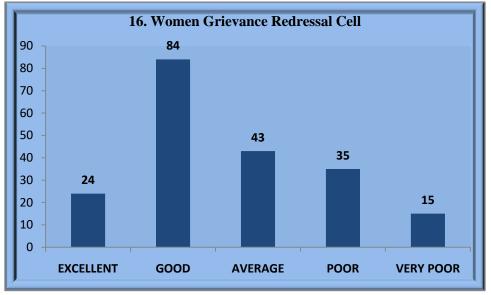




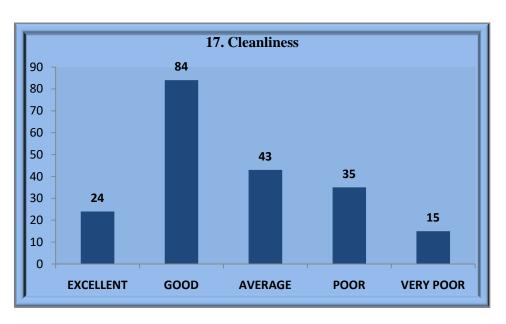


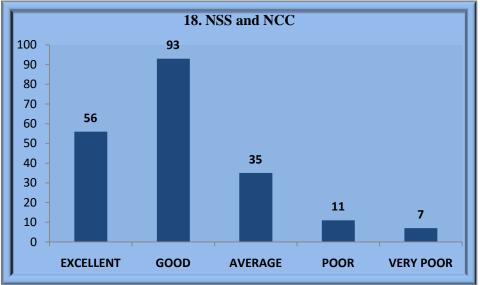




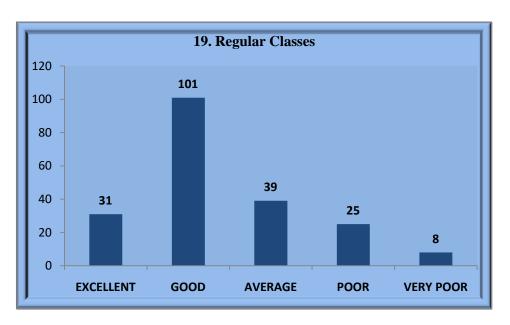


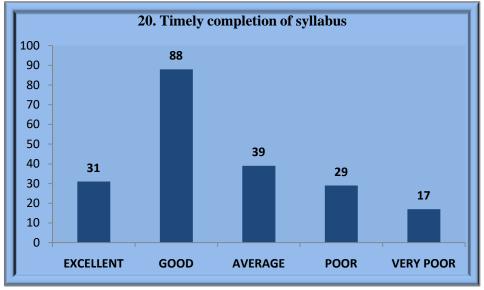




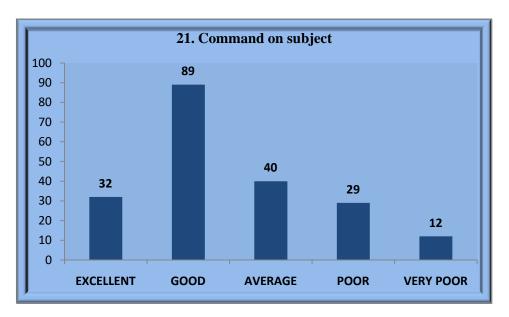


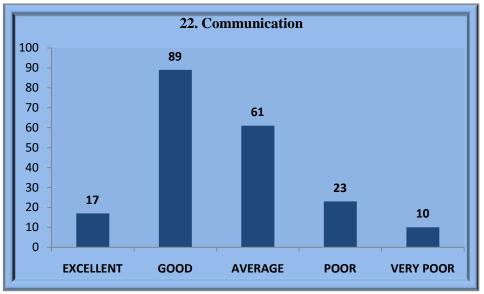




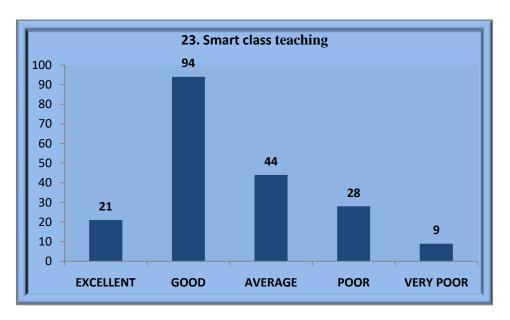


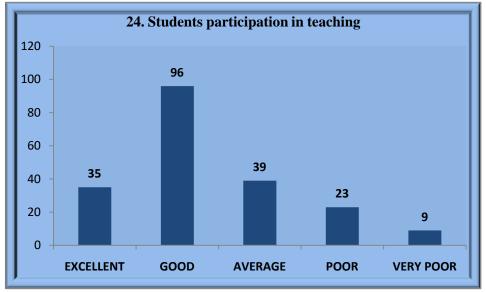








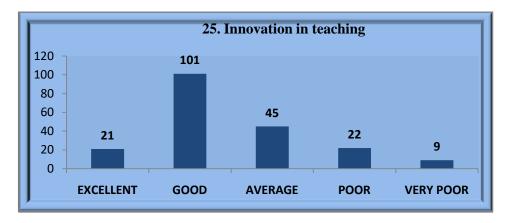


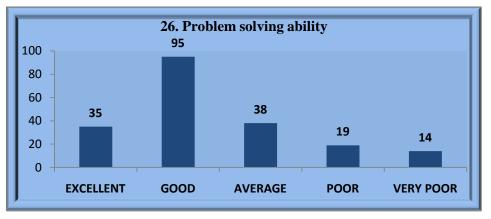


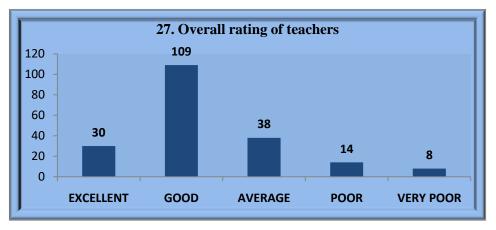
















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J.H. GOVT. P.G. COLLEGE BETUL (M.P.) 460001

विद्यार्थी संतुष्टि सर्वेक्षण फॉर्म

प्रिय छात्र,

यह सर्वेक्षण अध्यापन व महाविद्यालयीन सुविधाओं के प्रति आपके संतुष्टि के स्तर का मूल्यांकन करने के लिए किया जा रहा है, ताकि महाविद्यालय में बेहतर व गुणवत्तायुक्त अध्ययन व महाविद्यालयीन सुविधाओं के प्रमुख क्षेत्रों की पहचान करके आवश्यक सुधार किया जा सके। आपसे अपेक्षा है कि नीचे पूछी गई सभी जानकारियों का निर्देशानुसार भरें।

पार्ट–1 प्राथमिक जानकारीः

1.	नाम	:	
2.	अभिभावक/पालक का नाम	:	
3.	वर्ग (छात्र∕छात्र)	:	
4.	पाठ्यकम का नाम	:	
5.	शैक्षणिक वर्ष	:	
6.	मोबा./टेली.	:	

पार्ट– २ छात्र–महाविद्यालय सर्वेक्षणः

कृपया महाविद्यालय की विभिन्न गतिविधियों/सुविधाओं के सम्बन्ध में अपनी संतुष्टि के स्तर को निम्न में से किसी एक विकल्प पर () के द्वारा व्यक्त करें:--

1. प्रवेश प्रकिया	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
 प्रयोगशाला सुविधा 	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खराब
3. अधोसंरचना	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
 महाविद्यालय प्रशासन 	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खरा
5. छात्र अनुशासन	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खरा
 कैन्टीन सुविधा 	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खरा
 पुस्तकालय सुविधा 	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खरा
 खेल व सांस्कृतिक गतिविधियाँ 	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खरा
9. वाई–फाई सुविधा	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खरा
10. आई टी सेल व हेल्प डेस्क	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खरा
11. कैरियर मार्गदर्शन प्रकोष्ठ	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खरा
12. कौशल विकास प्रशिक्षण	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खरा
13. आन्तरिक व बाह्य परीक्षा प्रणाली	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खरा
14. परिवेदना⁄शिकायत निवारण प्रणाली	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खरा
15. महिला उत्पीड़न शिकायत प्रकोष्ठ	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खरा
१६. स्वच्छता	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खरा
17. NCC/NSS	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खरा



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पार्ट— 3 छात्र—शिक्षण सर्वेक्षणः

प्राध्यापकों के निम्नलिखित गुणों के आधार पर आपके अनुसार उचित विकल्प पर √ टिक मार्क लगा कर रैंकिंग किजिए:–

18. कक्षाओं का नियमित रुप से संचालन	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
19. समय पर पाठ्यकम पूर्ण करना	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खराब
20. पढ़ाये जाने वाले विषयों पर पकड	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खराब
21. संप्रेषण योग्यता	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खराब
22. स्मार्ट क्लास शिक्षण	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खराब
23. शिक्षण में विद्यार्थियों की सहभागिता	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
24. शिक्षण विधियों में नवाचार	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खराब
25. प्रश्नों के समाधान की योग्यता	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खराब
26. प्राध्यापक की समग्र शिक्षण योग्यता का अंकन	उत्कृप्ट	अच्छा	औसत	खराब	बहुत खराब
27. आपके सुझाव					-

हस्ताक्षर





600	य छात्र.		संतुष्टि सर्वे				
-	य छात्र, यह सर्वेक्षण अध्यापन व ग या जा एहा है, ताकि महाविद्यालय में बे के आवश्यक सुधार किया जा सके। आ	तहाविद्यालयीन हतर व गुणक पसे अपेक्षा है	सुविधाओं के उ त्तामुक्त अध्ययन कि नीचे पूछी व	तति आपके र त व मठाविद्य ाई सभी जान	तंतुष्टि के स्ता लयीन सुविधा कारियों का नि	र का मूल्यांक जो के प्रमुख दिशानुसार गरे	न करने के लिए क्षेत्रों की पहचान् १।
	2-1 प्राथमिक जानकारीः						
	1. गाम	-	252				
	2. अभिमानक/पालक का नाम	tes	2	मेरा ग	IM df		
	 বর্গ (छার/छाর). 	:		OBC			
	 पाठ्यकम का नाम 	:	B.	SC DY	en CP	none	
	 হীজনিক বর্ষ 	F		2019-2	0		25
	 मोबा./टेली. 	:		8399	01250		·
	 प्रयोगशाला सुविधा 	I THE ROOM	उत्कृष्ट	अच्छा	औसत	रप्रराय	ं बहुत खराब
44.1	() के द्वारा व्यक्त करें-		T	1		1	बहुत खराव
	1. प्रवेश प्रक्रिया	· AUN DELL	उत्कृष्ट	अंच्छा	- এইবলে	रप्रराय जगराय	
	3. अधोसंरचना	Series Series	ডাৰ্যুত ডাৰ্য্যুত	SNET	औसत	राराव	बहुत खराब
	4. महाविद्यालय प्रशासन	NAME AND	उत्कृष्ट	ভাগদা	अग्रैसत	रवराय	बहुत खराब
	 छात्र अनुशासन 		ভালফুম্প্র	TENE	औसत	रहराब	बहुत खराब
	 कैन्टीन सुविधा 	Ward Street,	তব্দুষ্ট	আল্ডা	ओसत	खराब	बहुत खराब
	C. G.C. Bran	the second s			-	A CONTRACTOR	बहुत खराब
	7. पुस्तकालय सुविधा	Carso onin	उत्पाष्ट	अष्ण	आसत	रप्रराव	ago arra
		याँ	রন্মেম্ব রন্মেম্ব	গখ্যা জন্ম্য	औसत औसत	खराब खराब	बहुत खराब
	 7. पुस्तकालय सुविधा 8. खेल व सांस्कृतिक गतिविधि 9. वाई-फाई सुविधा 	याँ					Contraction of the local division of the loc
	 गुस्तकालय सुविधा 8. खेल व सांस्कृतिक गतिविधि 9. वाई-फाई सुविधा 10. आई टी सेल व हेल्प ढेस्क 	याँ	उत्कृष्ट	সম্চা	औसत	खराब	बहुत खराब
The second se	 7. पुस्तकालय सुविधा 8. खेल व सांस्कृतिक गतिविधि 9. वाई-फाई सुविधा 	याँ	ডন্ফুম্ <u>হ</u> রন্ফুম্হ	আল্টা আল্টা	औसत औसत	खराब खराब	बहुत खराब बहुत खराब
	 गुस्तकालय सुविधा 8. खेल व सांस्कृतिक गतिविधि 9. वाई-फाई सुविधा 10. आई टी सेल व हेल्प ढेस्क 	याँ	রন্ফুম্চ রন্ফুম্চ রন্ফুম্চ	अच्छा वाच्छा उच्छा	औसत औसत औसत	खराब खराब खराब	बहुत खराब बहुत खराब बहुत खराब
	 गुस्तकालय सुविधा खेल व सांस्कृतिक गतिविधि वाई-फाई सुविधा आई टी सेल व हेल्प ठेस्क गा. कैरियर मार्गदर्शन प्रकोष्ठ कौशल विकास प्रशिक्षण आन्तरिक व बाह्य परीक्षा प्र 	णाली	রন্ফুম্ব রন্ফুম্ব রন্ফুম্ব রন্ফুম্ব রন্ফুম্ব	রাব্যা নাব্যা রাব্যা রাব্যা	औसत औसत औसत औसत	खराब खराब खराब खराब	बहुत खराव बहुत खराव बहुत खराव बहुत खराव बहुत खराव
	 गुस्तकालय सुविधा खेल व सांस्कृतिक गतिविधि बाई-फाई सुविधा आई टी सेल व हेल्प डेस्क कीरेयर मार्गदर्शन प्रकोष्ठ कीराल विकास प्रशिक्षण आन्तरिक व बाह्य परीक्षा प्र परिवेदना/शिकायत निवारण 	णाली ा प्रणाली	রন্মের্ছ রন্মের্ছ রন্মের্ছ রন্মের্ছ রন্মের্ছ	জন্ফা নান্টা রন্দ্যা এন্ফা জন্ফা	ओसत औसत औसत औसत	खराब खराब खराब खराब	बहुत खराव बहुत खराव बहुत खराव बहुत खराव बहुत खराव बहुत खराव
	 गुस्तकालय सुविधा खेल व सांस्कृतिक गतिविधि वाई-फाई सुविधा आई टी सेल व हेल्प ठेस्क गा. कैरियर मार्गदर्शन प्रकोष्ठ कौशल विकास प्रशिक्षण आन्तरिक व बाह्य परीक्षा प्र 	णाली ा प्रणाली	রন্ফেম্ব রন্ফেম্ব রন্ফেম্ব রন্ফেম্ব রন্ফেম্ব রন্ফেম্ব	आच्छा आच्छा अच्छा अच्छा अच्छा	ओसत औसत औसत औसत औसत	खराब खराब खराब खराब खराब छराब	बहुत खराब बहुत खराब बहुत खराब बहुत खराब बहुत खराब
	 गुस्तकालय सुविधा खेल व सांस्कृतिक गतिविधि बाई-फाई सुविधा आई टी सेल व हेल्प डेस्क कीरेयर मार्गदर्शन प्रकोष्ठ कीराल विकास प्रशिक्षण आन्तरिक व बाह्य परीक्षा प्र परिवेदना/शिकायत निवारण 	णाली ा प्रणाली	রন্ফুম্ রন্ফুম্ রন্ফুম্ রন্ফুম্ রন্ফুম্ রন্ফুম্	आच्छा वाच्छा अच्छा अच्छा अच्छा अच्छा	ओसत औसत औसत औसत औसत औसत	खराब खराब खराब खराब खराब खराब खराब	बहुत खराव बहुत खराव बहुत खराव बहुत खराव बहुत खराव बहुत खराव बहुत खराव





 3 छात्र-शिक्षण सर्वेक्षणः पकों के निम्नलिखित गुणों के आधार पर आपके अनुसार द 18. कक्षाओं का नियमित रुप से संघालन 	Status P	TUPE	औसत	खराब	A DE THE OWNER OF THE PARTY OF
19. समय पर पाद्यकम पूर्ण करना	379975	TEFTS	औसत	,रप्रराम	बहुत खराब
19. समय पर पाद्यकन क्रूप छर म 20. पदाये जाने वाले विषयों पर पकड	उत्कृष्ट	TOPIC	anao	* खराब	बहुत खराय
20. पदाय जान वाल जिन्दा	ব্যক্তান্য	अच्या	annibutto -	राराव	बहुत खराब
21. संप्रथण योग्यता 22. स्मार्ट कलास शिक्षण	STORE	अच्छो	ओसत	राराव	बसुत खराब
22. स्माट क्लास सिंधान 23. शिक्षण में विद्यार्थियों की सहमागिता	उल्कृष्ट	अच्छा	- अग्सत	खराब	बहुत खराब
23. शिक्षण विधियों में नवाचार	- अत्युवेट	সম্বা	औसत	्य राज	बहुत खराब
24. रशना के समाधान की योग्यता	खरकुष्ट	areat	क्रीसत	रतराव	बहुत खरा
 २०. २०. २ २०. प्राध्यापक की समग्र शिक्षण योग्यता का अंकन 	বক্ষে	अच्छा	औसत	खराम	बहुत खरा
27, आपके सुझाव		- 100			
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	छात्र, यह सर्वेक्षण अध्यापन व	महाविद्यालयीन	सुविधाओं वे	प्रति आपके प	संतुष्टि के स	तर का मूल्यांव	जन करने के लि
किय करव	पठ सक्वाण अञ्चापन च ा जा रहा है, ताकि महाविद्यालय में ठे आंवस्थक सुधार किया जा सके। ठ	महत्वर य गणव	त्तायक्त अच्छ	यन व महाविद्य	ल्यान साय	THE REAL PROPERTY AND INC.	where and the
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- 2	2 अभिभावक/पालक का नाम	- 244					
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	2 छात्र—महाविद्यालय सर्वेक्षणः						
हृपया र (महाविद्यालय की विभिन्न गतिविधियें) के द्वारा व्यक्त करें:	1/सुविधाओं के	े सम्बन्ध में :	अपनी संतुष्टि ।	हे स्तर को	निम्न में से कि	सी एक विकल
Ē	1. प्रवेश प्रकिया	·	उत्कृष्ट	37537	औसत	ভাৱৰ	बहुत खराब
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t	3. अधोसंरचना	T ROOTES	ওলচ্ছ	अच्छा	আঁথার	অব্যান	बहुत राराब
t	4. महाविद्यालय प्रशासन	I REAL PROPERTY.	ন্তাকৃষ্ণ্য	STEEL	औसत	and the	बहुत राराव
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-	 वाई–फाई सुविधा 	Copy Was	ডক্ষ্ম্ব	अण्डस	औसत	खराब	बहुत खराब
1	10. आई टी सेल व हेल्प डेस्क	No. (House)	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
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	 11. कॅरियर मार्गदर्शन प्रकोष्ठ 12. कौशल विकास प्रशिक्षण 13. आन्तरिक व बाह्य परीक्षा प्रप 14. परिवेदना/शिकायत निवारण 	प्रणाली	ডক্ষুম্ব ডক্ষুম্ব ডক্ষুম্ব	आच्छा आच्छा अच्छा	औसत औसत औसत	खराब खराब खराब	बहुत खराब बहुत खराब बहुत खराब



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15 परिवेदना/ शिकायल निवारण प्रणासी	Jucque	बहुत आखा आच्छा) औसत	असतोषजनव
16. महिला उत्पीडन शिकायत प्रकोच्ठ	उत्कृष्ट	बहुत अच्छा भच्छ	। औसत	असतीयजनव
17 स्वच्छता	-	भारत अच्छा अच्छ	ा औसत	असलोषजनव
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বিনাক



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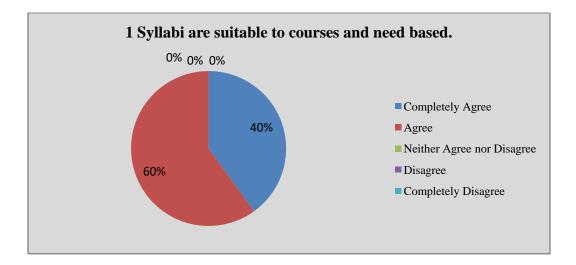
Teachers Feedback on Curriculum Analysis

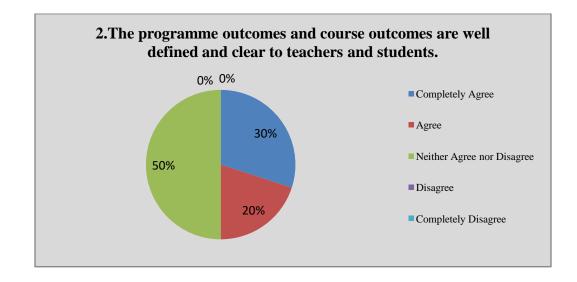
Neither Completely Completely SI Agree **Ouestions** Disagree Agree NO Agree Disagree nor Disagree 1 Syllabi are suitable to courses and need based. 40 60 00 00 00 2 The programme outcomes and course outcomes are well defined and clear to teachers 30 00 00 20 50 and students. The courses/syllabi have good balance between 3 90 10 00 00 00 theory and application. The course/syllabi have made me interested in 4 85 15 00 00 00 the subject area. 5 The books prescribed /listed as reference materials are relevant, up to the mark and 20 70 10 00 00 appropriate for the market of employment. 6 I have freedom to adopt new techniques/strategies of teaching such as 90 00 10 00 00 seminar, presentation, group discussion and learner's participation. 7 I have freedom to adopt/adapt new techniques/strategies of evaluation and 00 95 05 00 00 assessment of students. The environment in the department is 8 90 10 00 00 00 conducive to teaching and research. 9 The institute ensures effective curriculum 90 00 00 00 10 delivery and provides conducive environment. 10 Need of the hour is to start more skills based / 00 100 00 00 00 value added courses.

Teachers response in percentage

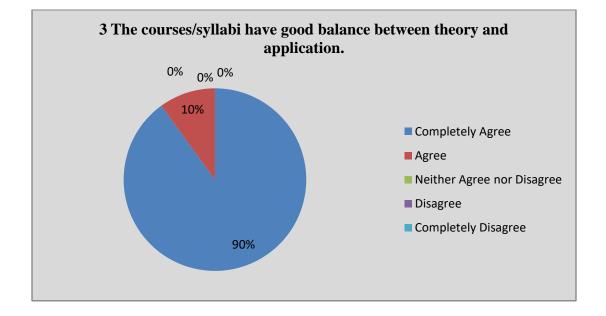


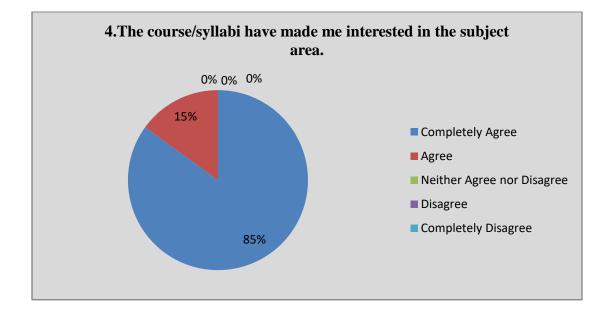
Graphical Presentation of Teachers Feedback Analysis



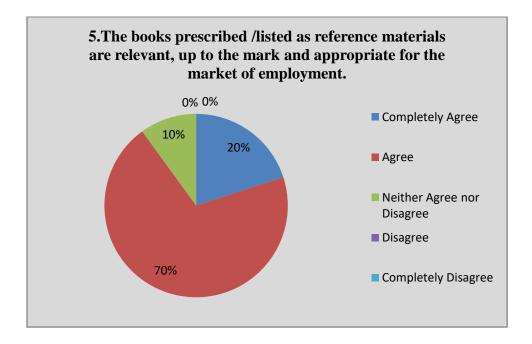


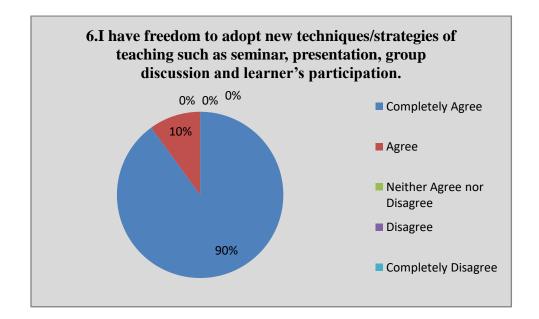




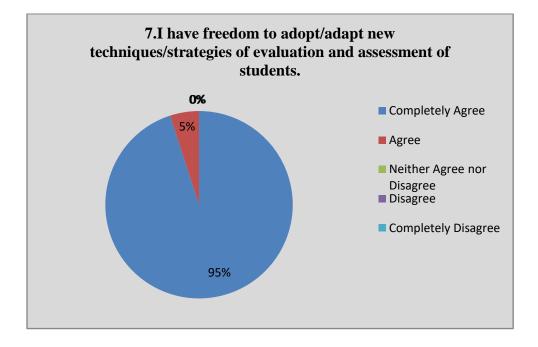


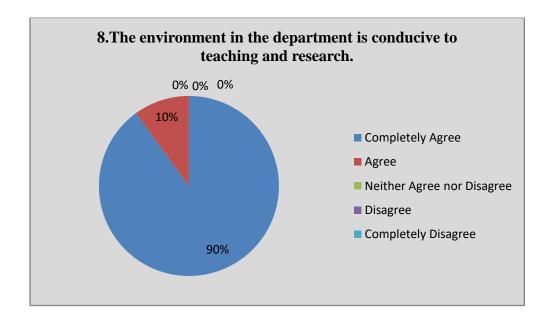




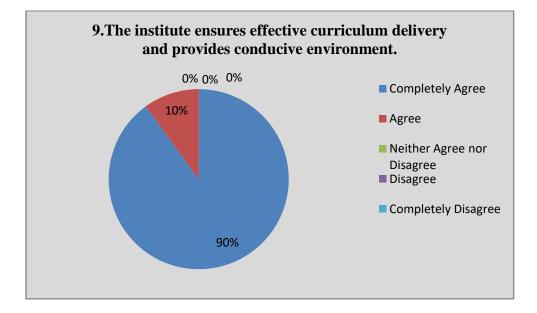


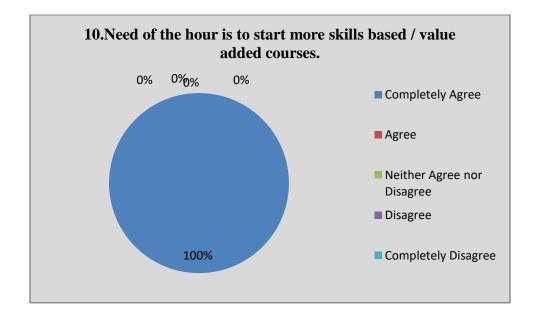














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J.H. Govt. P.G. College Betul (MP) Feedback Form on Curriculum by Teachers -2019-20 This questionnaire is intended to collect information related to your satisfaction about the Curriculum teaching learning and evaluation. The information prided by you will be kept confidential and be used as important feedback for quality improvement of the programme of studies / institution. Name of teacher:..... Department:..... Please select the appropriate option as per the following criteria. Neither SI Completely Questions Agree Completely NO Agree Disagree Blank Agree nor Disagree Disagree Syllabi are suitable to courses and need 1 based. 2 The programme outcomes and course outcomes are well defined and clear to teachers and students The courses/syllabi have good balance between theory and application. 4 The course/syllabi have made me interested in the subject area. The books prescribed /listed as reference materials are relevant, up to the mark and appropriate for the market of employment. 6 I have freedom to adopt new techniques/strategies of teaching such as seminar, presentation, group discussion and learner's participation. I have freedom to adopt/adapt new techniques/strategies of evaluation and assessment of students. 8 The environment in the department is conducive to teaching and research. 9 The institute ensures effective curriculum delivery and provides conducive environment. Need of the hour is to start more skills based / value added courses. Total Any comments/Suggestions.....

Date:-

Signature

जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)



Jaywanti Haksar Government Post Graduate College, Betul (MP)

Office: Civil Lines, Betul- 460001 Tel: 07141- 234244 E-mail: hegjhpgcbet@mp.gov.inWebsite: www.jhgovtbetul.com

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अञ्चामील्लमले

J.H. Govt. P.G. College Betul (MP)

Feedback Form on Curriculum by Teachers -2019 -20

This questionnaire is intended to collect information related to your satisfaction about the Curriculum teaching learning and evaluation. The information prided by you will be kept confidential and be used as important feedback for quality improvement of the programme of studies / institution. studies / institution.

Name of teacher: Dr Briganka Likhitkan

Department: English. Please select the appropriate option as per the following criteria.

SI NO	Questions	Completely Agree	Agree	Neither Agree nor Disagree	Disagree	Completely Disagree	Blank
1	Syllabi are suitable to courses and need based.		~				
2	The programme outcomes and course outcomes are well defined and clear to teachers and enderty	~					
3	The courses/syllabi have good balance between theory and application.		~			-	
4	The course/syllabi have made me interested in the subject area.	V					
5	The books prescribed /listed as reference materials are relevant, up to the mark and appropriate for the market of employment.	~					
6	I have freedom to adopt new techniques/strategies of teaching such as seminar, presentation, group discussion and learner's participation.	~					
7	I have freedom to adopt/adapt new techniques/strategies of evaluation and assessment of students.	~					
	The environment in the department is conducive to teaching and research.	~					
	The institute ensures effective curriculum delivery and provides conducive environment.		~				
	Need of the hour is to start more skills based / value added courses.						
te:	13.01.2020.	Te	acher's	Signatu	re	uponter_	



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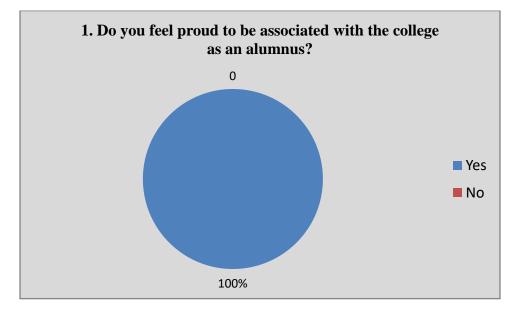
Alumni Feedback Analysis

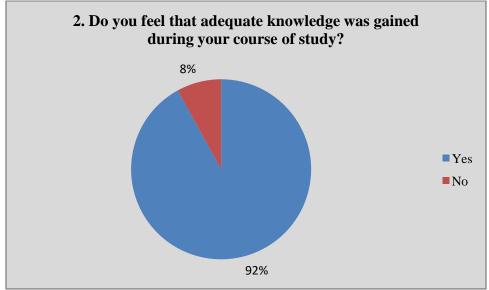
Alumni responses in percentage

	Question		Yes			No		
1	Do you feel proud to be associated with the college as an alumnus?*	100%			00%			
2	Do you feel that adequate knowledge was gained during your course of study?*	92%			08%			
3	Is knowledge gained in the college relevant to your present job?*	95%			05%			
4	Were the teachers in the college cooperative?*		98%	02%				
5	Were your grievances handled properly?*		95%	05%				
6	Are you willing to contribute to the development of the college?*	100%			00%			
		Excellent	Very good	Good	Average	Poor		
7	How do you rate the student-teacher relationship in the college?*	45%	42%	12%	01%	00%		
8	How do you rate library facilities provided by the college to you?*	30%	48%	22%	00%	00%		
9	How do you rate laboratory facilities provided by the college to you?*	18%	50%	31%	01%	00%		
10	How do you rate sports facilities provided by the college to you?*	12%	34%	30%	24%	00%		
11	How do you rate relevance of curriculum to real life situation?*	11%	35%	39%	15%	00%		

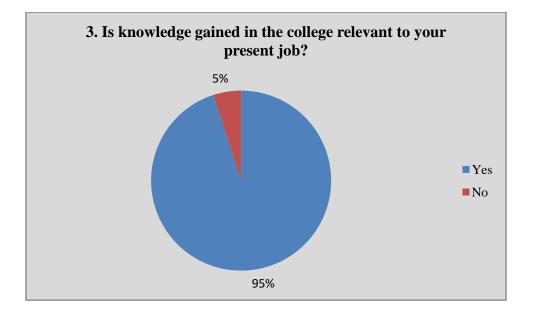


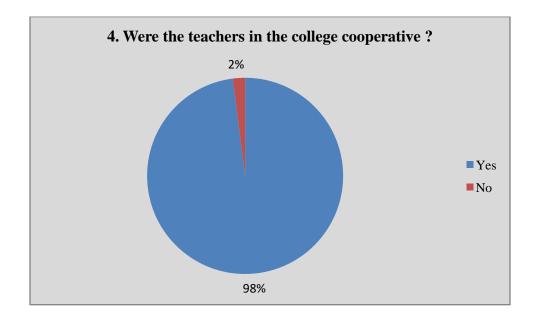
Graphical Presentation of Alumni Feedback Analysis



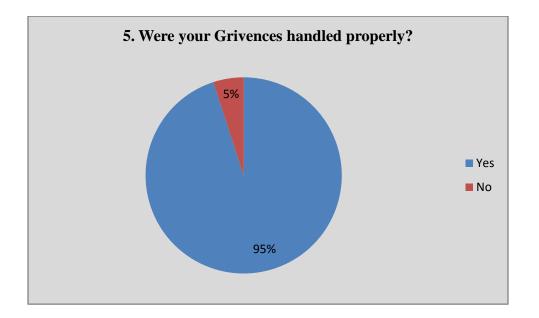


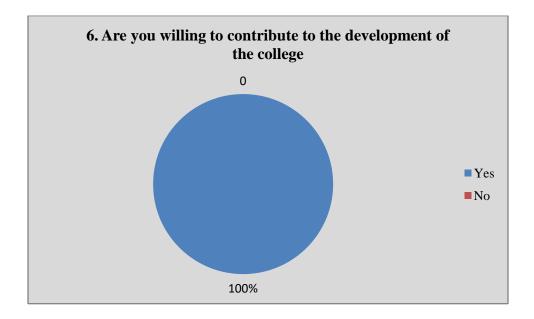




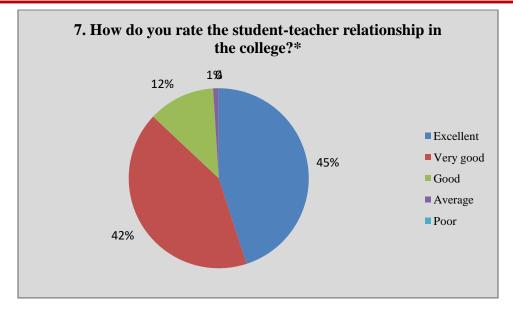


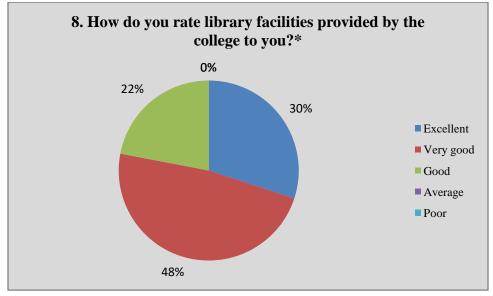




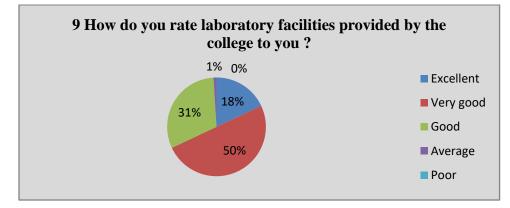


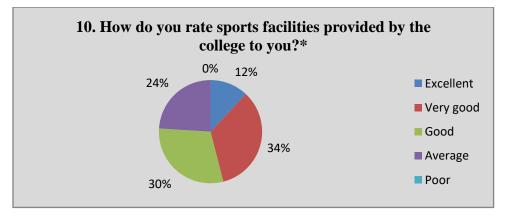


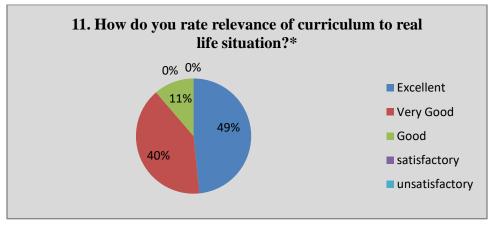












जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)



Jaywanti Haksar Government Post Graduate College, Betul (MP)



Name of the A			6 Form 2019 –20	
				•••••••••••••••••••••••••••••••••••••••
			••••••	
Email ID:	••••••	••••••	•••••••	
1. Do you feel	proud to be associa	ated with this co	ollege as an Alumni'	YES /NO
				se of study? YES /NO
			your present job? Y	
	achers in the colleg			
	grievances handled			
			ent of the college? Y	FS/NO
	rate the student-te		0	DUTTO
Excellent	Very good	Good	Average	Poor
Direction	very good	Good	Average	
8 How do yo	u rate library facili	ties provided by	the college to you?	
			Aviaraga	
Excellent	Very good	Good	Average	Poor
9 How do you	rate laboratory fac	ilities provided	by the college to yo	u?
9 How do you Excellent	rate laboratory fac	ilities provided Good	by the college to yo	u? Poor
9 How do you Excellent 10 How do y	very good	ilities provided Good ities provided by	by the college to yo Average y the college to you'	u? Poor ?
9 How do you Excellent	rate laboratory fac	ilities provided Good	by the college to yo Average	u? Poor
9 How do you Excellent 10 How do y Excellent	very good	ilities provided Good ities provided by Good	by the college to yo Average y the college to you' Average Average	u? Poor ?
9 How do you Excellent 10 How do y Excellent 11 How do y	very good Very good vou rate sports facil Very good vou rate relevance o	ilities provided Good ities provided by Good	by the college to yo Average y the college to you ⁶ Average real life situation?	u? Poor ?
9 How do you Excellent 10 How do y Excellent 11 How do y Excellent	very good Very good vou rate sports facil Very good vou rate relevance o Very good	ilities provided Good ities provided by Good f curriculum to Good	by the college to yo Average y the college to you Average real life situation? Average	Poor Poor Poor Poor
9 How do you Excellent 10 How do y Excellent 11 How do y Excellent	very good Very good vou rate sports facil Very good vou rate relevance o Very good	ilities provided Good ities provided by Good f curriculum to Good	by the college to yo Average y the college to you ⁶ Average real life situation?	Poor Poor Poor Poor





	Alur	nni Feedback F		
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lass and year o	f passing out:			
Iobile No:		1154		
mail ID:				
. Do vou feel p	roud to be associa	ted with this col	lege? Yes /No	/
			d during your course	e of study? Yes /No
			our present job? Yes	
	chers in the college			
5 Were your g	rievances handled	properly? Yes /N	No	
6. Are you will	ing to contribute to	the developme	nt of the college? Ye	is /No
7. How do you	rate the student-te	acher relationshi	ip in the college?	
Excellent	Very good	Good	Average	Poor
	171	iss provided by t	the college to you?	
8. How do you				D
Excellent	Very good	Good	Average	Poor
9. How do you	ı rate laboratory fa	cilities provided	by the college to you	1?
Excellent	Very good	Good	Average	Poor
			U callege to you?	
10. How do y	ou rate sports facil	ities provided by	y the college to you?	
Excellent	Very good	Good	Average	Poor
11 How do y	ou rate relevance	of curriculum to	real life situation?	
	and the second second		Average	Poor
T1 11	Very good	Good	- /	
Excellent	e vour valuable su	aggestions for th	e development of the	e college
	e jour land			
		t	A. And	



Employer Feedback Analysis

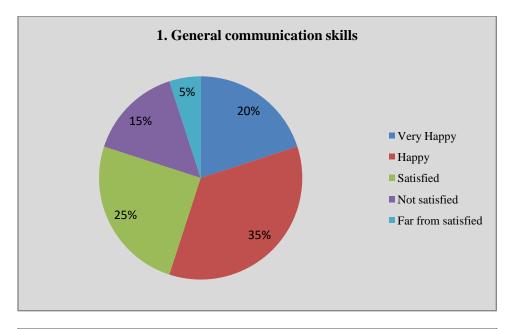
(1 - Very happy, 2 - Happy, 3 - Satisfied, 4 – Not satisfied, 5 - Far from satisfied)

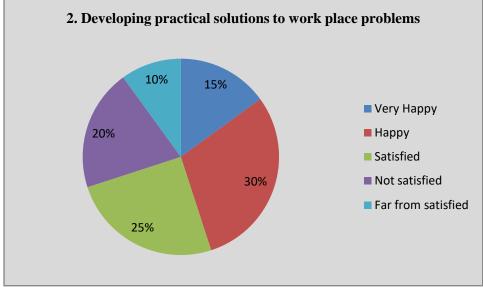
S.No.		Rating						
5.110.		1	2	3	4	5		
1	General communication skills	20%	35%	25%	15%	05%		
2	Developing practical solutions to work place problems	15%	30%	25%	20%	10%		
3	Working as part of a team	25%	35%	30%	10%	00%		
4	Creative in response to work place challenges	25%	40%	20%	15%	00%		
5	Self-motivated and taking on appropriate level of responsibility	20%	40%	15%	15%	10%		
6	Ability to contribute to the goal of the organization	20%	35%	20%	15%	10%		
7	Ability to manage/ leadership qualities	20%	40%	30%	10%	00%		
8	Innovativeness, creativity	15%	40%	20%	20%	05%		
9	Relationship with seniors/peers/subordinates	15%	35%	15%	10%	05%		
10	Involvement in social activities	30%	50%	10%	10%	00%		
11	Ability to take up extra responsibility	35%	40%	10%	10%	05%		

Employer responses in percentage

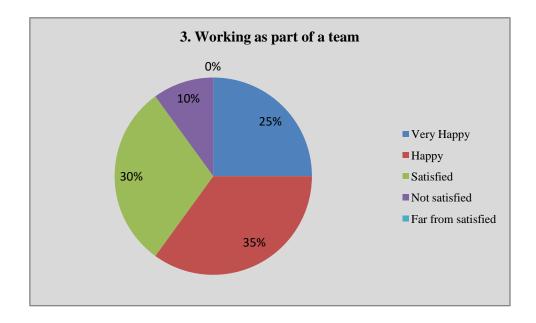


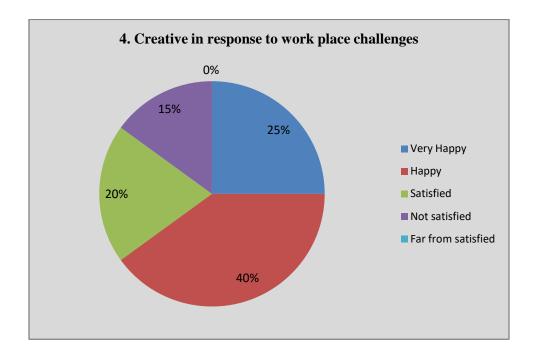
Graphical Presentation of Employer Feedback Analysis



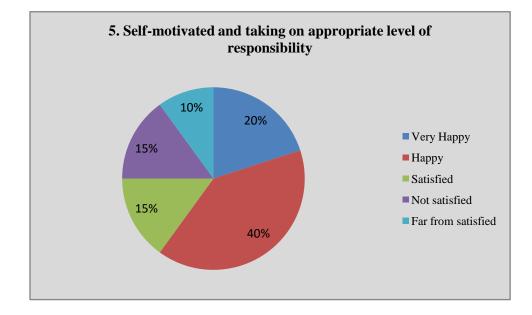


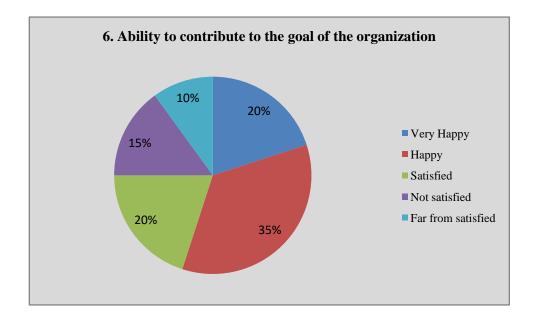




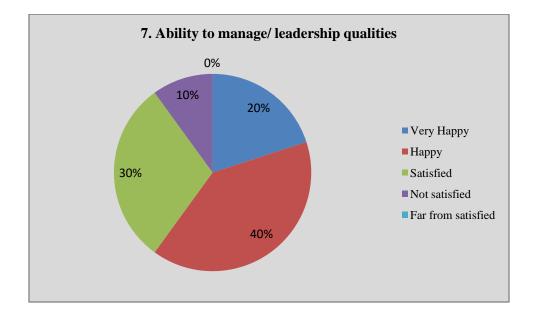


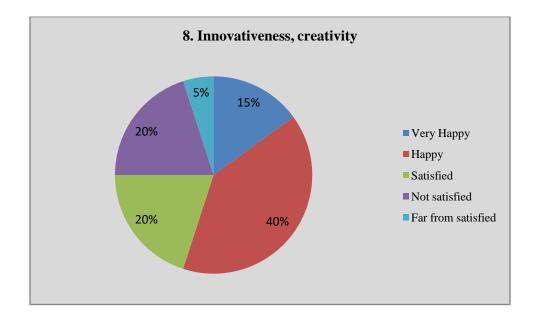




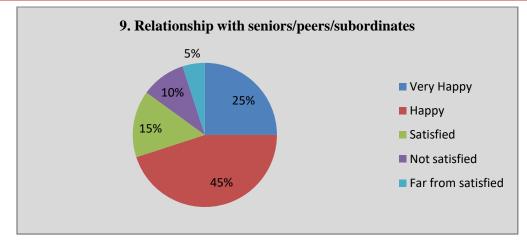


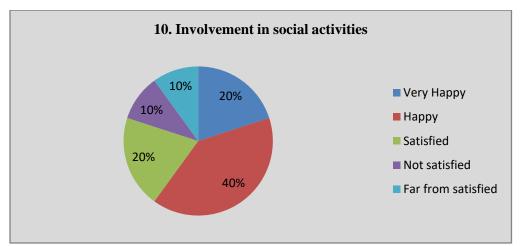


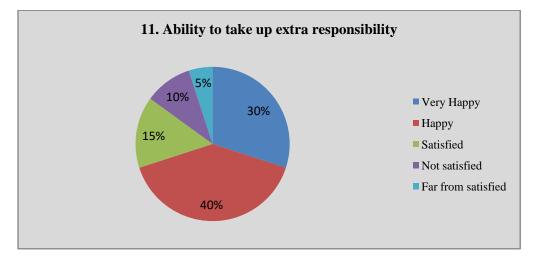














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J.H. Govt. P.G. College, Betul (M.P.) Employer Feedback Form 2019-20

Dear Employer,

Greetings on behalf of Govt. JH Govt. PG College, Betul ! Many graduates of our institution are working in your prestigious organization. We are thankful to you for providing them employment. We shall be grateful to you if you could spare some of your valuable time to fill up this feedback form. It will help us to fulfill your expectations and produce more competent graduates in future.

Please tick the number that best describes your level of satisfaction at each question. (1 - Very happy, 2 - Happy, 3 - Satisfied, 4 - Not satisfied, 5 - Far from satisfied)

SN		Rating				
		1	2	3	4	5
1	General communication skills					-
2	Developing practical solutions to work place problems		-	-	-	
3	Working as part of a team		1.			-
4	Creative in response to work place challenges			-	1	-
5	Self-motivated and taking on appropriate level of responsibility		-	-		-
6	Ability to contribute to the goal of the organization				-	
7	Ability to manage/ leadership qualities		-	-	-	
8	Innovativeness, creativity		-			-
9	Relationship with seniors/peers/subordinates			-	-	-
10	Involvement in social activities		-		-	-
11	Ability to take up extra responsibility			-		-

Any suggestion for the improvement of our Institution.....

Date

Signature
Name
Position
Name of organization/Company
E-mail Id
Mobile No



J.H. Govt. P.G. College, Betul (M.P.) **Employer Feedback Form 2019-20** Dear Employer, Greetings on behalf of Govt. JH Govt. PG College, Betul ! Many graduates of our institution are working in your prestigious organization. We are thankful to you for providing them employment. We shall be grateful to you if you could spare some of your valuable time to fill up this feedback form. It will help us to fulfill your expectations and produce more competent graduates in future. Please tick the number that best describes your level of satisfaction at each question. (1 - Very happy, 2 - Happy, 3 - Satisfied, 4 - Not satisfied, 5 - Far from satisfied) SN Rating 2 3 4 General communication skills 2 Developing practical solutions to work place problems 3 Working as part of a team Creative in response to work place challenges 4 5 Self-motivated and taking on appropriate level of responsibility 6 Ability to contribute to the goal of the organization Ability to manage/ leadership qualities 8 Innovativeness, creativity 9 Relationship with seniors/peers/subordinates 10 Involvement in social activities 11 Ability to take up extra responsibility Any suggestion for the improvement of our Institution..... Date ... 1.3. 0.5. 2024 Signature. Name Panke Soni Position......Editor Publish Name of Organization /Company ... Saupres Times, Covenging Daily) E-mail Id..... Mobile No. 9.42538158 संपादक प्रकाशक/ सांडावीर टाईम्स सिविल लाईन बैतूल (म.प्र.)



Parents Feedback Analysis

Background: The parent survey was designed to meet the requirements of the Education Accountability and the Parental Involvement in the main stream of higher education. The parent survey contains items regarding parent perceptions of the learning environment in the college, home and college relations, and the social and physical environment of the college, infrastructural facilities. The parents of students all under graduate and post graduates were surveyed

Methodology

The design and sampling methodology for the parent survey were established in July 2019. To maintain complete anonymity and to maximize the return rate, the College recommended that the survey should be mailed to a sample of parents along with a postage paid, return envelope. While the sampling methodology proposed by the College was implemented, the parent survey has never been mailed to parents due to budgetary restrictions. Instead, College gave the responsibility to teachers for distributing and collecting the forms. Generally, College sent the survey forms home with students. Sometime College held parent meetings or special meetings at college during which the surveys were distributed. The parents of students all under graduate and post graduates were surveyed. A Committee consisting coordinator, with a team of 8 professors designated by the principal distributed and collected the parent surveys at each class according to instructions provided by Principal.

Survey Responses: In the session 2019-20 the number of parent surveys completed and returned totalled 32. An analysis of the respondents parent survey concluded that the survey responses typically overrepresented the perceptions of parents.



Survey Contain Items : The results of parent survey demonstrate that parent

satisfaction levels with the following characteristics.

- 1. Admission Process
- 2. Laboratory Facilities
- 3. Infrastructure
- 4. College Administration
- 5. Students Discipline
- 6. Canteen Facilities
- 7. Library Facilities
- 8. Sports and Cultural Facility
- 9. Teaching
- 10. WiFi Facilities
- 11. IT cell and Helpdesk
- 12. Career Guidance Cell
- 13. Skills Development Training
- 14. Internal and External Exam Process and System
- 15. Grievance or Complaint Handling System
- 16. Women Harrasment Grievance Cell
- 17. Cleanliness
- 18. NSS and NCC

Discussion on Finding : Table 1: Frequency Table

- 1. Admission Process: About 22% of parents provided excellent remarks for admission process.
- 2. **Laboratory Facilities:** About 22% of parents provided excellent remarks for Laboratory facilities.
- 3. **Infrastructure:** About 28% of parents provided excellent remarks for infrastructural facilities.
- 4. College Administration: About 31% of parents provided excellent



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remarks for college administration.

- 5. **Students Discipline:** About 6% of parents provided excellent remarks for students discipline in college.
- 6. **Canteen Facilities:** About 25% of parents provided excellent remarks for canteen facilities.
- Library Facility: About 37% of parents provided excellent remarks for library facilities.
- 8. **Sports and Cultural Facilities:** About 16 % of parents provide excellent remarks for sports and cultural facilities.
- 9. **Teaching:** About 28% of parents provided excellent remarks for teaching factor in college.
- 10. **WiFi Facilities:** About 9% of parents provided excellent remarks to wi-fi facilities.
- 11. **IT cell and Helpdesk:** About 18% of parents provided excellent remarks for IT Cell and Help Desk.
- 12. **Career Guideance Cell:** About 25% of parents provided excellent remarks for Career Guidance Cell.
- 13. **Skills Development Training:** About 19% of parents provided excellent remarks for Skills Development Training Programs in college.
- 14. **Internal and External Exam Process and System:** About 16% of parents provide excellent remarks Internal and External Exam Process and System.
- 15. Grievence or Complaint Handling System: About 13% of parents provided excellent remarks for Laboratory facilities.
- 16. Women Harrasment Grievance Cell: About 16% of parents provided excellent remarks for Grievance or Complaint Handling System.
- 17. **Cleanliness:** About 22% of parents provided excellent remarks for Cleanliness in college campus..



 NCC and NSS: About 31% of parents provided excellent remarks for NCC and NSS activities in college.

Table 2: Descriptive Statistics

Table 2 shows that parents were particularly satisfied with the following quality dimensions ($M \le 2.5$ in the study). Standard deviation values are between SD=0.837 and SD=1.413, which is normal for scales with 5 response categories Interestingly, the standard deviation is relatively low for "Satisfaction with Sports and Cultural facilities.* the standard deviation is relatively high for "Satisfaction with library facilities*.

	Areas of Satisfaction		Areas of Dissatisfaction
	$(M \le 2.5 \text{ in the study})$		$(M \ge 2.5 \text{ in the study})$
1.	Admission Process	1.	Infrastructure
2.	Laboratory Facility	2.	College Administration
3.	Canteen Facility	3.	Students Discipline
4.	Library Facility	4.	Wi-Fi Facility
5.	Sports and Cultural Facility	5.	Skills Development Training
6.	Teaching	6.	Internal and External Exam Process and System
7.	IT cell and Helpdesk	7.	Grievance or Complaint Handling System
8.	Career Guidance Cell	8.	Women Harassment Grievance Cell
9.	Cleanliness		
10.	NSS and NCC		

Pie Charts: Finally, responses of parents regarding 18 quality dimensions on 5 points likert scale are shown through Pie charts, to identify comparative magnitude of satisfaction level. The same also have been shown in frequency table



Concluding Statement

The results of study supports to identify the major issues for the maintainance of quality standards in special respect to higher education. Parents' satisfaction with their institute is based on a relatively stable person-environment relationship. Thus, the satisfaction of Parents seems to reflect quite well perceived quality differences of offered services and of the wider environment.

This report focused on the issue of service quality and Parents' satisfaction in higher education by applying a five points Likert scale, it has hopefully opened up an area of research and methodology that could reap considerable further benefits for researchers interested in this topic.

	C C			
	Admission	n Process		
	Frequency Percent Valid Percent		Cumulative Percent	
EXCELLENT	7	21.9	21.9	21.9
VERY GOOD	8	25	25	46.9
GOOD	13	40.6	40.6	87.5
AVERAGE	2	6.2	6.2	93.8
DISSATISFACTORY	2	6.2	6.2	100
Total	32	100	100	
	Laborator	y Facilities		-
	Frequency	Percent	Valid Percent	Cumulative Percent
EXCELLENT	7	21.9	21.9	21.9
VERY GOOD	7	21.9	21.9	43.8
GOOD	14	43.8	43.8	87.5
AVERAGE	3	9.4	9.4	96.9
DISSATISFACTORY	1	3.1	3.1	100
Total	32	100	100	
	Infrast	ructure		

Table 1: FREQUENCY TABLE





	Frequency	Percent	Valid Percent	Cumulative Percent					
EXCELLENT	9	28.1	28.1	28.1					
VERY GOOD	2	6.2	6.2	34.4					
GOOD	15	46.9	46.9	81.2					
AVERAGE	5	15.6	15.6	96.9					
DISSATISFACTORY	1	3.1	3.1	100					
Total	32	100	100						
College Administration									
	Frequency	Percent	Valid Percent	Cumulative Percent					
EXCELLENT	10	31.2	31.2	31.2					
VERY GOOD	7	21.9	21.9	53.1					
GOOD	12	37.5	37.5	90.6					
AVERAGE	2	6.2	6.2	96.9					
DISSATISFACTORY	1	3.1	3.1	100					
Total	32	100	100						
Students Discipline									
	Frequency	Percent	Valid Percent	Cumulative Percent					
EXCELLENT	2	6.2	6.2	6.2					
VERY GOOD	6	18.8	18.8	25					
GOOD	14	43.8	43.8	68.8					
AVERAGE	2	6.2	6.2	75					
DISSATISFACTORY	8	25	25	100					
Total	32	100	100						
	Canteen f	acilities							
	Frequency	Percent	Valid Percent	Cumulative Percent					
EXCELLENT	8	25	25	25					
VERY GOOD	7	21.9	21.9	46.9					
GOOD	14	43.8	43.8	90.6					
AVERAGE	2	6.2	6.2	96.9					
DISSATISFACTORY	1	3.1	3.1	100					
Total	32	100	100						
	Library f	acilities							
	Frequency	Percent	Valid Percent	Cumulative Percent					



EXCELLENT	12	37.5	37.5	37.5				
VERY GOOD	4	12.5	12.5	50				
GOOD	11	34.4	34.4	84.4				
DISSATISFACTORY	5	15.6	15.6	100				
Total	32	100	100					
	Sports and Cult	tural Facilit	ies	<u>1</u>				
	Frequency	Percent	Valid Percent	Cumulative Percent				
EXCELLENT	5	15.6	15.6	15.6				
VERY GOOD	11	34.4	34.4	50				
GOOD	14	43.8	43.8	93.8				
AVERAGE	2	6.2	6.2	100				
Total	32	100	100					
Teaching								
	Frequency	Percent	Valid Percent	Cumulative Percent				
EXCELLENT	9	28.1	28.1	28.1				
VERY GOOD	9	28.1	28.1	56.2				
GOOD	13	40.6	40.6	96.9				
DISSATISFACTORY	1	3.1	3.1	100				
Total	32	100	100					
	Wi-Fi Fa	cilities						
	Frequency	Percent	Valid Percent	Cumulative Percent				
EXCELLENT	3	9.4	9.4	9.4				
VERY GOOD	3	9.4	9.4	18.8				
GOOD	10	31.2	31.2	50				
AVERAGE	5	15.6	15.6	65.6				
DISSATISFACTORY	11	34.4	34.4	100				
Total	32	100	100					
	IT cell and	Helpdesk						
	Frequency	Percent	Valid Percent	Cumulative Percent				
EXCELLENT	6	18.8	18.8	18.8				
VERY GOOD	9	28.1	28.1	46.9				
GOOD	15	46.9	46.9	93.8				
AVERAGE	2	6.2	6.2	100				





Total	32	100	100						
Career Guidance Cell									
	Frequency	Percent	Valid Percent	Cumulative Percent					
EXCELLENT	8	25	25	25					
VERY GOOD	5	15.6	15.6	40.6					
GOOD	16	50	50	90.6					
AVERAGE	2	6.2	6.2	96.9					
DISSATISFACTORY	1	3.1	3.1	100					
Total	32	100	100						
Skills Development Training									
	Frequency	Percent	Valid Percent	Cumulative Percent					
EXCELLENT	6	18.8	18.8	18.8					
VERY GOOD	6	18.8	18.8	37.5					
GOOD	14	43.8	43.8	81.2					
AVERAGE	4	12.5	12.5	93.8					
DISSATISFACTORY	2	6.2	6.2	100					
Total	32	100	100						
Interna	l and External Exa	am Process	and System						
	Frequency	Percent	Valid Percent	Cumulative Percent					
EXCELLENT	5	15.6	15.6	15.6					
VERY GOOD	7	21.9	21.9	37.5					
GOOD	15	46.9	46.9	84.4					
AVERAGE	1	3.1	3.1	87.5					
DISSATISFACTORY	4	12.5	12.5	100					
Total	32	100	100						
Grie	evance or Complai	nt Handlin	g System						
	Frequency	Percent	Valid Percent	Cumulative Percent					
EXCELLENT	4	12.5	12.5	12.5					
VERY GOOD	6	18.8	18.8	31.2					
GOOD	14	43.8	43.8	75					
AVERAGE	4	12.5	12.5	87.5					
DISSATISFACTORY	4	12.5	12.5	100					
Total	32	100	100						





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Women Harassment Grievance Cell							
	Frequency	Percent	Valid Percent	Cumulative Percent			
EXCELLENT	5	15.6	15.6	15.6			
VERY GOOD	8	25	25	40.6			
GOOD	12	37.5	37.5	78.1			
AVERAGE	3	9.4	9.4	87.5			
DISSATISFACTORY	4	12.5	12.5	100			
Total	32	100	100				
Cleanliness							
	Frequency	Percent	Valid Percent	Cumulative Percent			
EXCELLENT	7	21.9	21.9	21.9			
VERY GOOD	11	34.4	34.4	56.2			
GOOD	9	28.1	28.1	84.4			
AVERAGE	2	6.2	6.2	90.6			
DISSATISFACTORY	3	9.4	9.4	100			
Total	32	100	100				
NSS and NCC							
	Frequency	Percent	Valid Percent	Cumulative Percent			
EXCELLENT	10	31.2	31.2	31.2			
VERY GOOD	10	31.2	31.2	62.5			
GOOD	10	31.2	31.2	93.8			
AVERAGE	2	6.2	6.2	100			
Total	32	100	100				

Table 2: Descriptive Statistics

	Ν	Minimum	Maximum	Mean	Std. Deviation		
Admission Process	32	1	5	2.5	1.107		
Laboratory Facility	32	1	5	2.5	1.047		
infrastructure	32	1	5	2.59	1.16		
College Administration	32	1	5	2.28	1.085		
Students Discipline	32	1	5	3.25	1.218		
Canteen Facility	32	1	5	2.41	1.043		
Library Facility *	32	1	5	2.44	1.413*		

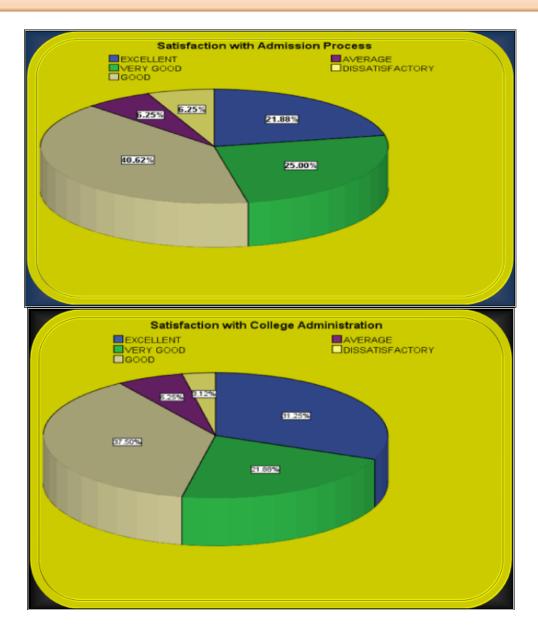




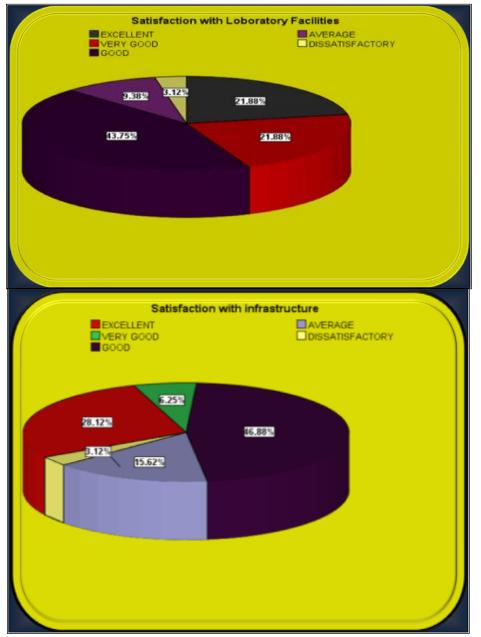
Sports and Cultural Facility *		1	4	2.41	0.837*
Teaching		1	5	2.22	0.975
Wi-Fi Facility		1	5	3.56	1.318
IT cell and Help desk		1	4	2.41	0.875
Career Guidance Cell		1	5	2.47	1.047
Skills Development Training		1	5	2.69	1.12
Internal and External Exam Process and System		1	5	2.75	1.164
Grievance or Complaint Handling System		1	5	2.94	1.162
Women Harrasment & Grievance Cell		1	5	2.78	1.211
Cleanliness		1	5	2.47	1.191
NSS and NCC		1	4	2.12	0.942
Valid N (list wise)					



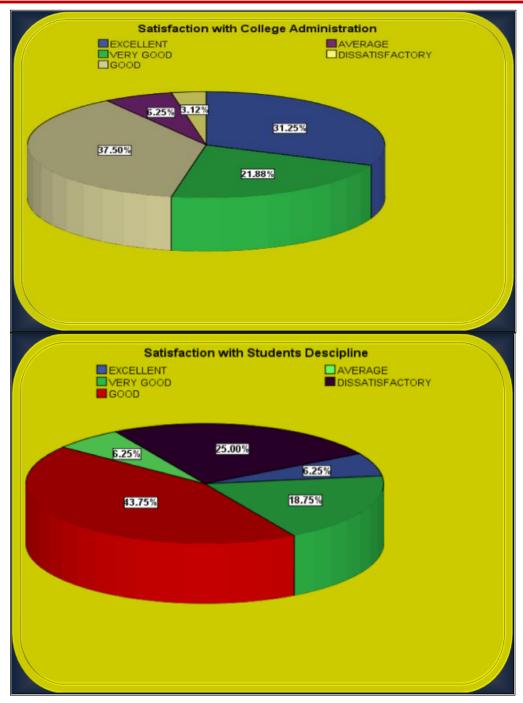
Graphical Presentation of Student Feedback Analysis



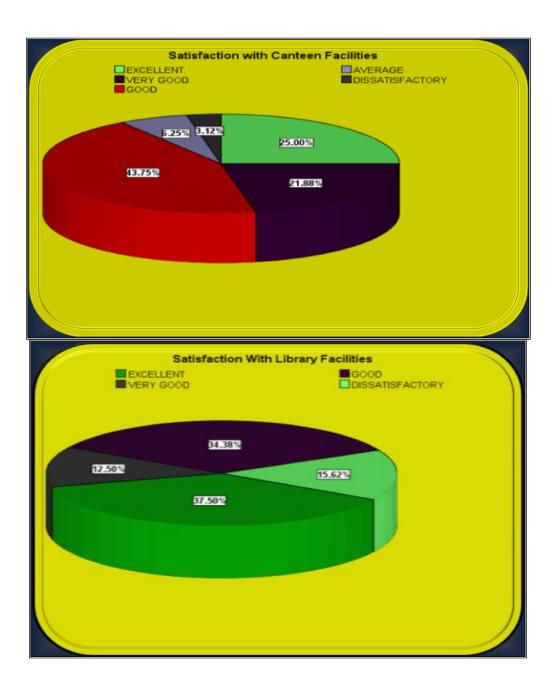




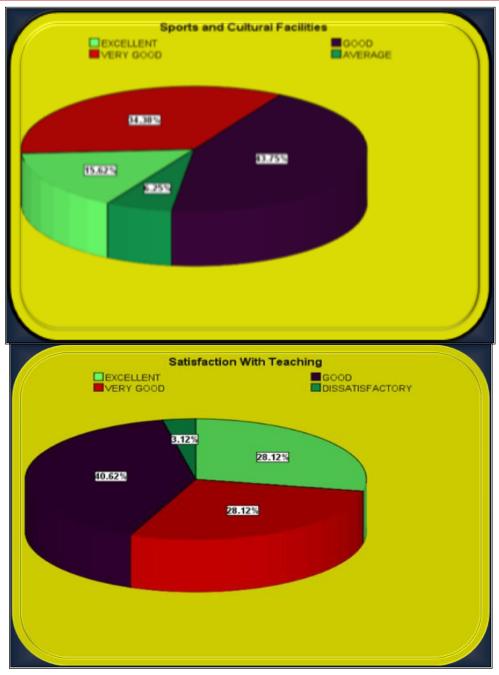




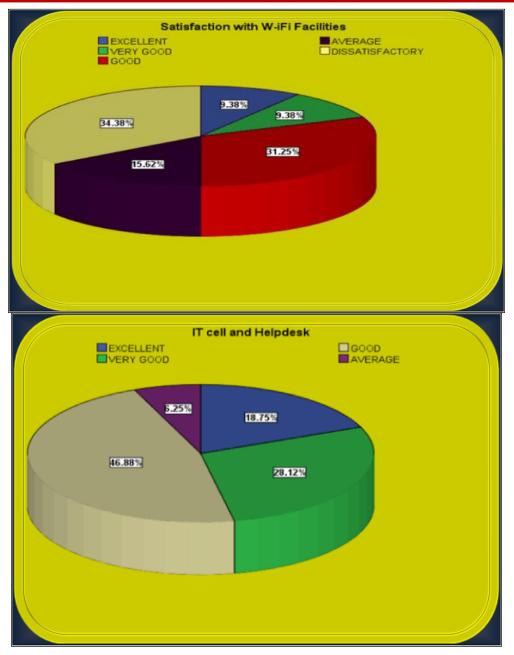




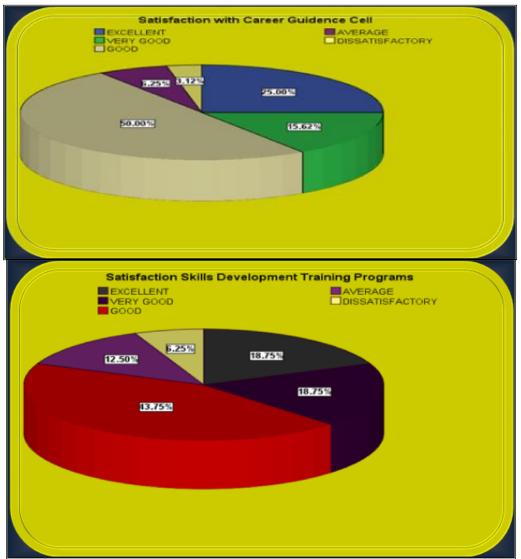




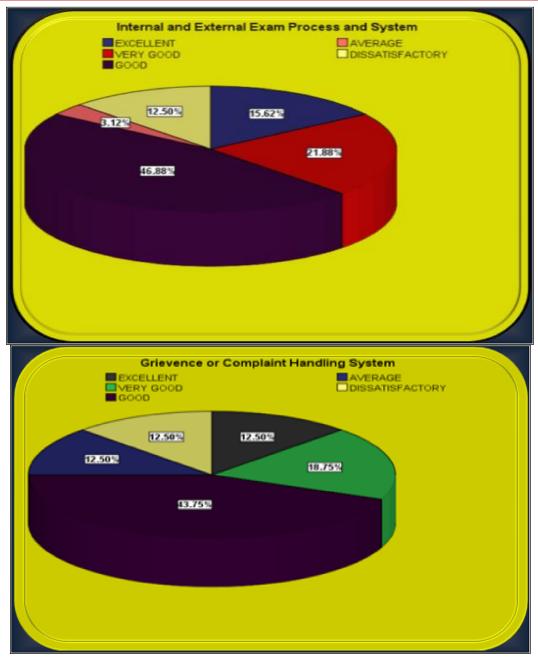




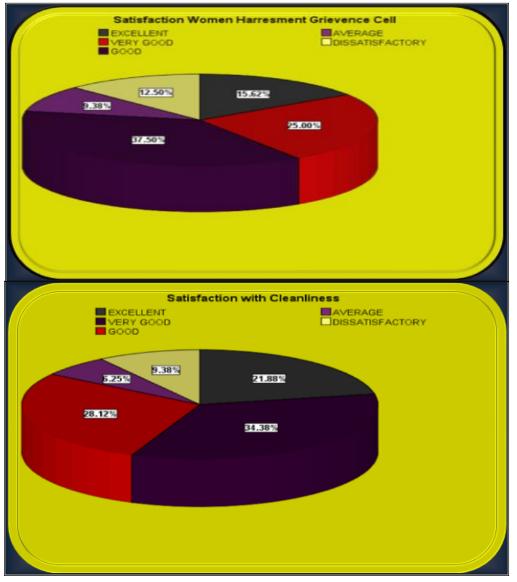














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माननीय पालक∕अभिभावक,	<u>पालक/अभिभावक सर्वेक्षण फॉर्म</u>		
साथ—साथ प्रदेश का दूसरा सर्वाधिक प्रवेशित	विसर शासकीय स्नातकोत्तर महाविद्यालय जिले का अग्रणी महाविद्यालय होने वं त छात्रों वाला महाविद्यालय है। इस सर्वक्षण के द्वारा महाविद्यालयीन सुविधाओं/ तो महाविद्यालय के स्थापित लक्ष्यों की प्राप्ति हेतु निरंतर चलने वाली विकार		
कृपया निम्नलिखित प्रारुप में अपनी	कृपया निम्नलिखित प्रारुप में अपनी जानकारी भरें व अपनी राय के उचित विकल्प का चुनाव (너 के द्वारा करें:-		
प्राथमिक जानकारी			
1. अभिभावक/पालक का नाम			
2. व्यवसाय			
3. मोबा./टेलीफोन नं.			
4. पाल्य का नाम			
 पाठ्यकम का नाम 			
 शैक्षणिक वर्ष 			
७. पता			
कृपया महाविद्यालय की विभिन्न गतिविधियों/ वेकल्प पर (🛩) के द्वारा व्यक्त करें–	(मुविधाओं के सम्बन्ध में अपनी संतुष्टि के स्तर को निम्न में से किसी एक		
1. प्रवेश प्रकिया	उत्कृष्ट बहुत अच्छा अच्छा औसत असंतोषजनक		
 प्रयोगशाला सुविधा 	उत्कृष्ट बहुत अच्छा अच्छा औसत असंतोषजनक		
3. अधोसंरचना	उत्कृष्ट बहुत अच्छा अच्छा औसत असंतोषजनक		
 महाविद्यालय प्रशासन 	उत्कृष्ट बहुत अच्छा अच्छा औसत असंतोषजनक		

जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)



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छात्र अनुशासन	उत्कृष्ट	बहुत अच्छा अच्छा	औसत	असंतोषजनक
. कैन्टीन सुविधा	उत्कृष्ट	बहुत अच्छा अच्छा	औसत	असंतोषजनक
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हस्ताक्षर

বিনাক



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J.H. GOVI. P.	.G. COLLEGE BETUL (M.P.) 460001
मामणीय भारतक / उडीव्रभयका,	থানেত/ সন্দিগারক নাওঁরাগ জাঁণ
साम्य-साम्य प्रदेश कर दूसरा संगायिक प्रवेशि	होंप्रसर सासकीय स्नातकोलार महाविद्यालय जिले का अपनी महाविद्यालय होने के In प्रवज्ञों वाला महाविद्यालय है। इस सर्वसण के दास महाविद्यालयीन सुविधाली/ जो महाविद्यालय के क्यापित संस्थी की प्रापित हेतु निरंतर चलने वाली विकला
कृपया निष्नसिंहित प्रारुप में अपनी) जानकारी भरे व अपनी राम के उमित विकल्प का चुनाम (🗠) के दारा करे-
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 शैक्षणिक गर्म पता कृपया महाविद्यालय की विभिन्न गतियिथियों, विकल्प पर (レ) के द्वारा व्यक्त करें 	2019-20. Refuel, / सुविधाओं के सम्बन्ध में जपनी संतुष्टि के स्तर को निम्न में से किसी एक
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1.700	J.H. GOVT, P.G			0001	
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जयवन्ती हॉक्सर शासकीय स्नातकोत्तर महाविद्यालय, बैतूल (मप्र)



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असंतोषजनक बहुत अच्छा अच्छा ओसत 0.000 छात्र अनुशासन असतोषजनक औसत बहुत अच्छा अच्छा Jorane केन्टीन सुविधा 6 असतोयजनक आसत बहुल अच्छा अच्छा ्रात्मार प्रश्तकारतय सुविधा $\mathbf{7}$ असंतोयजनक बहुत अच्छा अच्छा ओसत Jurine खेल व सांस्कृतिक मलिविधियाँ 8 असतोषजनक आसत ेबहुत अच्छा अच्छा जल्कृष्ट आग्रापन असतोषजनक अहत अच्छा अच्छा औसत 10 वाई-फाई सुविधा जत्कृष्ट असंतोषजनक 11. जाई टी सेल य हेल्प डेस्क आंसत Jakante यहत अच्छा अच्छा असंतोषजनक यहुत अच्छा भच्छा औसत उत्कृष्ट 12 कीरियर मार्गदर्शन प्रकोष्ठ 13 कौशल विकास प्रशिक्षण बहुत अच्छा जच्छा ओसत असंतोषजनक Starte 14 आन्तरिक व बाह्य परीक्षा प्रक्रिया व प्रणाली अमुत अच्छा | अच्छा 57,070 औसत असंतोषजनक 15. परिवेदना / शिकायल निवारण प्रणाली 37050 यहत अच्छा अच्छा ओसत असतोषजनक 10. महिला उत्पीडन शिकायत प्रकोष्ठ जत्कृष्ट यहुत अच्छा अच्छा ओसत असंतोषजनक 17 रचाच्छरता उत्कार बहुत अच्छा अच्छा औसत असंतोषजनक 18. NCC/NSS उत्कार बहुत अच्छा अच्छा ओसत असतोषजनक 19, आपके सुझाव

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Students Feedback Action Taken Report

2019-2020

SI. No.	Suggestions by Students	Action Taken by the College
1.	Field visits, study tours, industrial visits should be organised.	A Study tour for history students was organised.
2.	Sports facility should be improved.	Sports facilities were enhanced.
3.	Common room facilities should be increased.	Additional amenities were provided in the common room.
4.	Wash rooms should be kept clean.	Instructions were given to the concerned employees to address this issue.
5.	Course outcomes should be more clearly explained.	Teachers were instructed to explain the course outcomes to the students.

oub m Coordinator

COORDINATOR INTERNAL QUALITY ASSURANCE CELL JH GOVT. PG COLLEGE, BETUL, (M.P.)

Principal PRINCIPAL J.H. GOVT.PG.COLLEGE BETUL(M.P)





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Teachers Feedback Action Taken Report

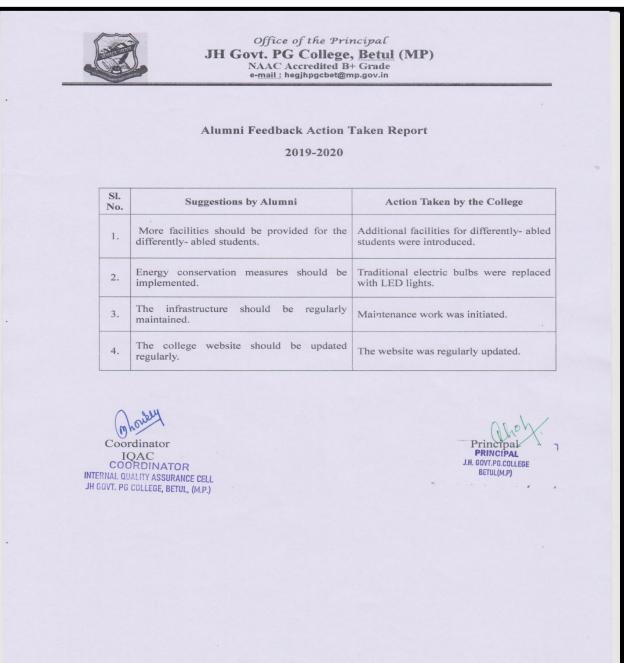
2019-2020

Sl. No.	Suggestions by Teachers	Action Taken by the College
1.	The use of ICT in teaching, learning and evaluation should be enhanced.	The use of ICT in teaching, learning and evaluation was increased.
2.	Laboratories should be enriched.	Equipment was purchased for laboratories.
3.	Student-centric teaching methods should be used.	Teachers were instructed to employ student- centric methods.
4.	The syllabi should be updated.	Faculty members on the Board of Studies of the university were asked to address this issue.

Coordinator IOAC COORDINATOR INTERNAL QUALITY ASSURANCE CELL JH GOVT. PG COLLEGE, BETUL, (M.P.)

Principa J.H. GOVT.PG.COLLEGE BETUL(M.P)









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Employers Feedback Action Taken Report

2019-2020

S. No.	Suggestions by Employers	Action Taken by the College
1.	Leadership skills should be inculcated in the students.	Leadership development programmes were conducted through Swami Vivekananda Career Guidance Cell.
2.	More companies should be invited to the career fair.	More companies were invited to the district -level career fair organised in the college.
3.	Classes should be organised to improve the language proficiency of the students.	Language proficiency classes were organised through SVCGC.

3 Coordinator IOAC INTERNAL QUALITY ASSURANCE CELL JH GOVT. PG COLLEGE, BETUL, (M.P.)

ring PRINCIPAL J.H. GOVT.PG.COLLEGE BETUL(M.P)





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Parents Feedback Action Taken Report

2019-2020

SI. No.	Suggestions by Parents	Action Taken by the College		
1.	Yoga classes should be organised.	Yoga classes were initiated.		
2.	More career-oriented training programmes should be conducted.	Four short-term career-oriented training programmes were conducted.		
3.	More cultural activities should be organised.	Youth Festival, Annual Function and other cultural programmes were held.		

M Coordinator IQAC COORDINATOR INTERNAL QUALITY ASSURANCE CELL JH GOVT. PG COLLEGE, BETUL, (M.P.)

PRINCIPAL J.H. GOVT.PG.COLLEGE BETUL(M.P)