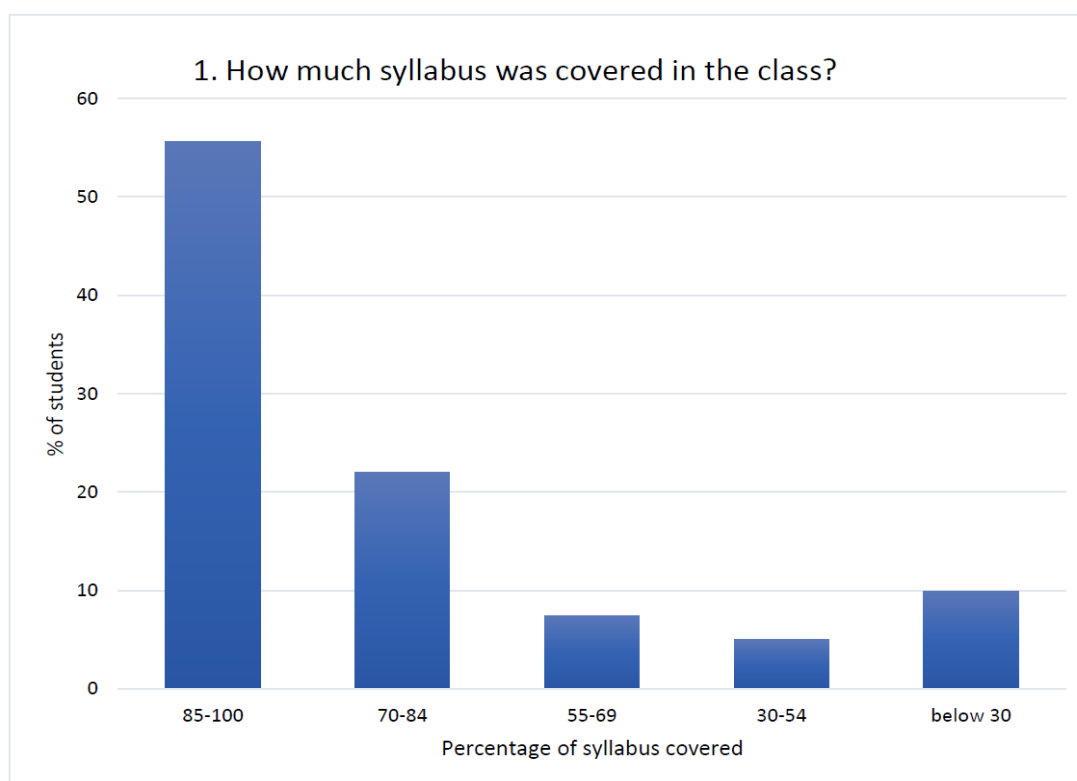




STUDENT SATISFACTION SURVEY 2021-22

Shivaji College follows a system of collecting feedback from the students. The purpose of taking feedback is to do a self-assessment and upgrade ourselves. Based on data received, a detailed analysis is done and necessary measures are taken to resolve the grievances if any, and work on the suggestions received. The following document shows the detailed visual analysis of feedback received from the students in the year 2021-22 and action taken.

Feedback was taken by the IQAC from the students about various aspects like infrastructure, facilities, quality of teaching, etc. Presented here are some findings of the feedback collected.



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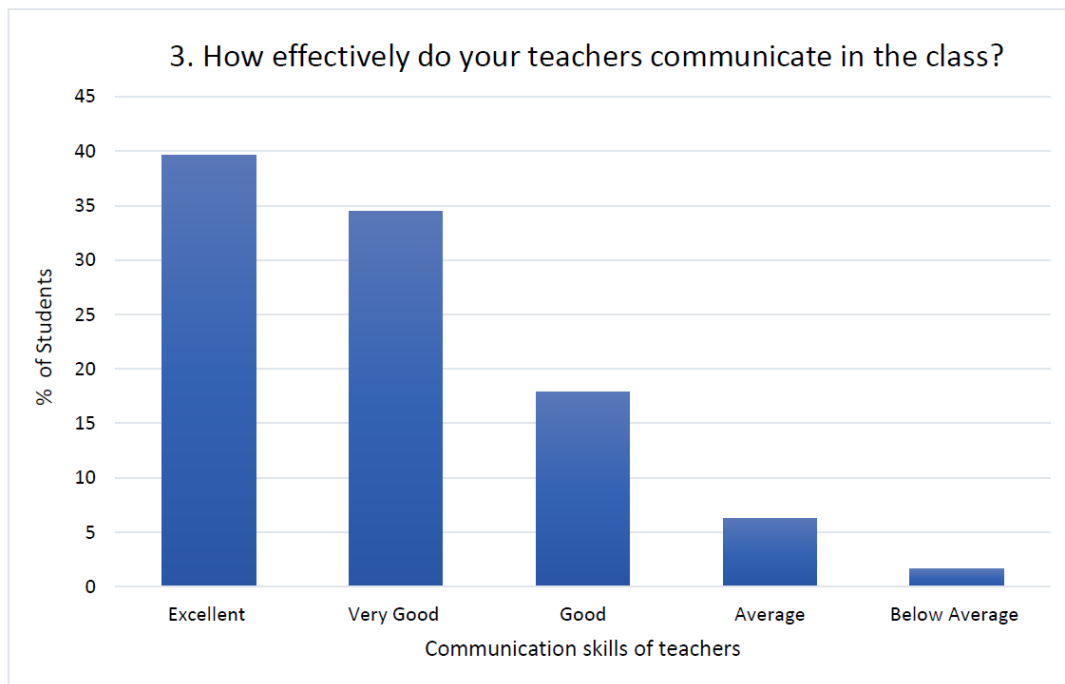
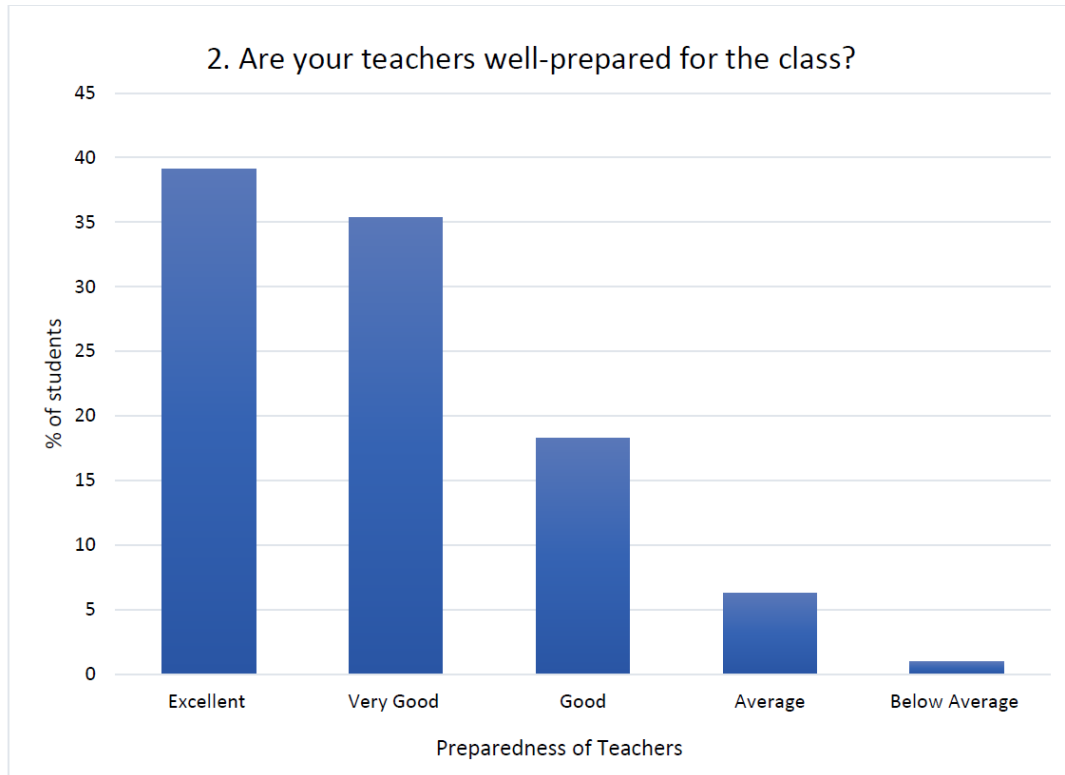
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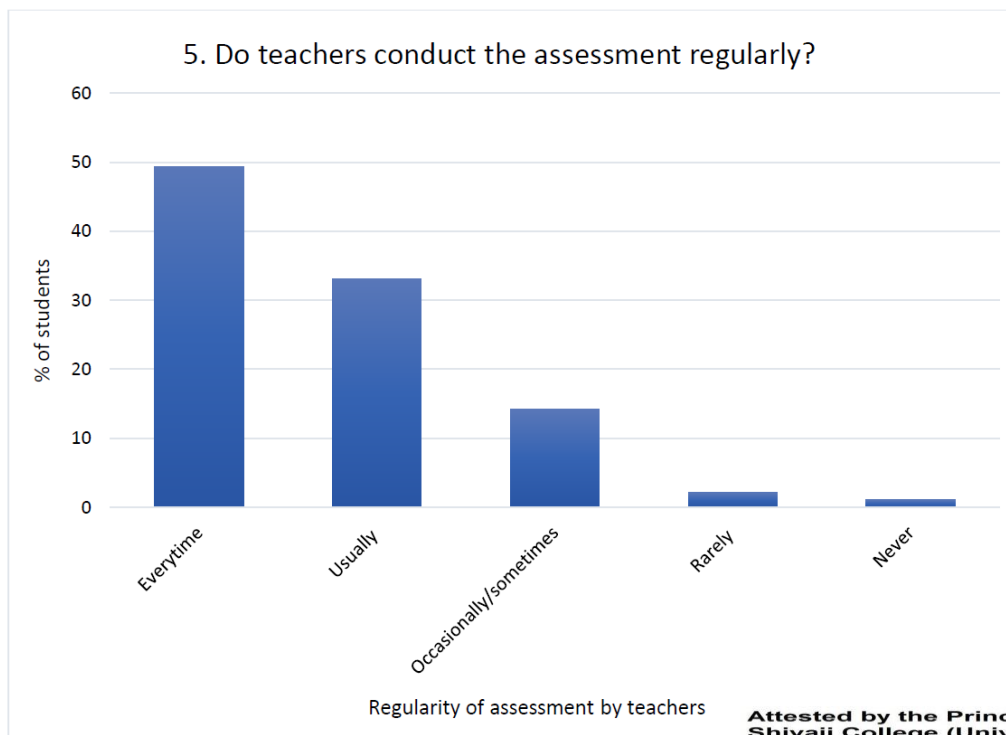
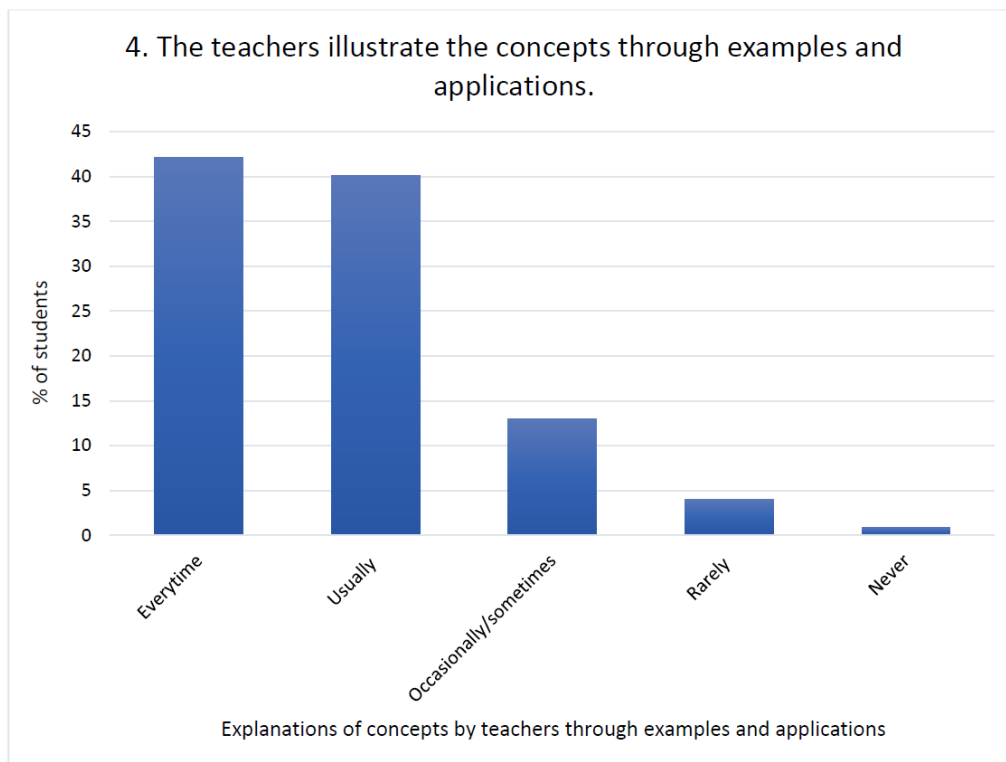


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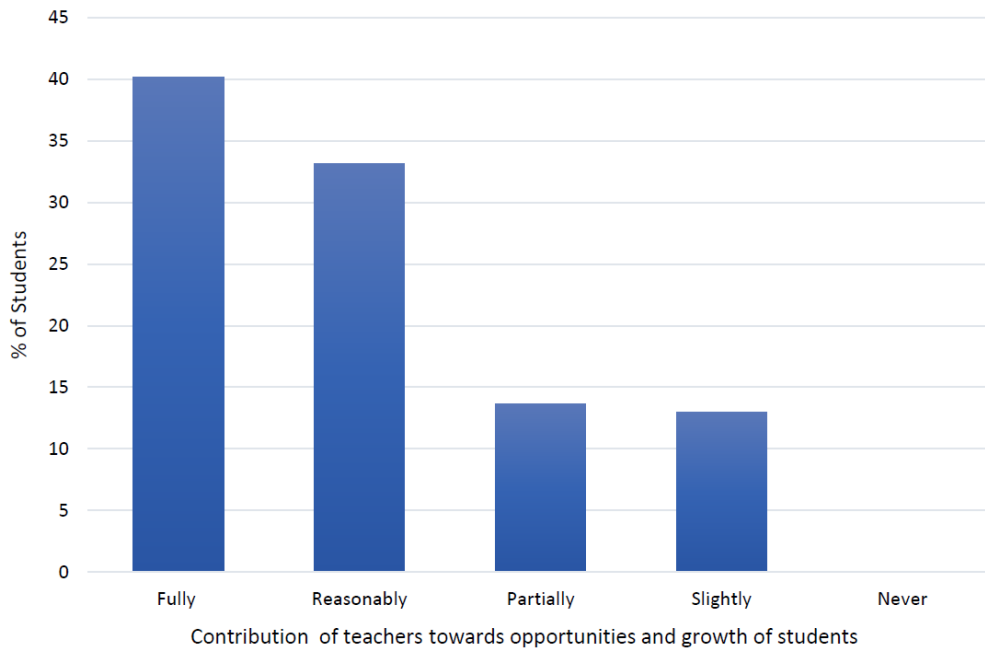
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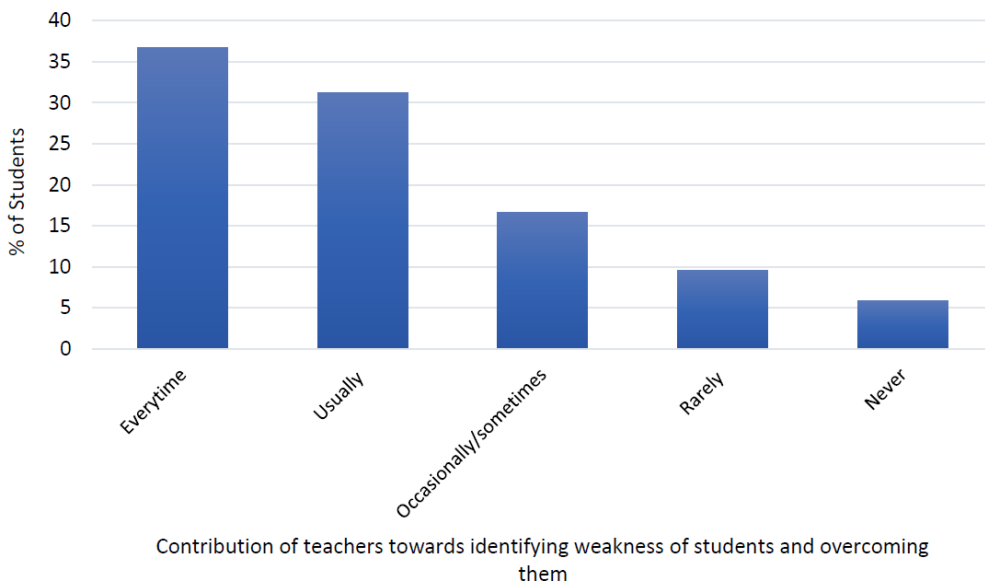


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6. The teachers identify your strength and give you opportunities to challenge yourself and grow.



7. The teachers identify your weakness and help you overcome them.



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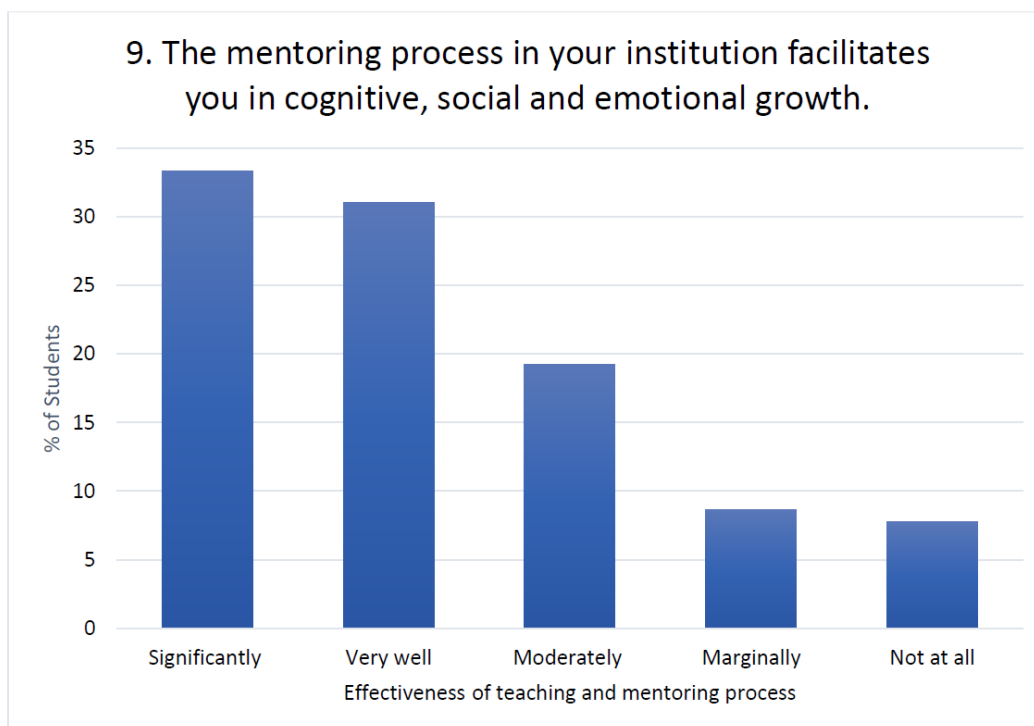
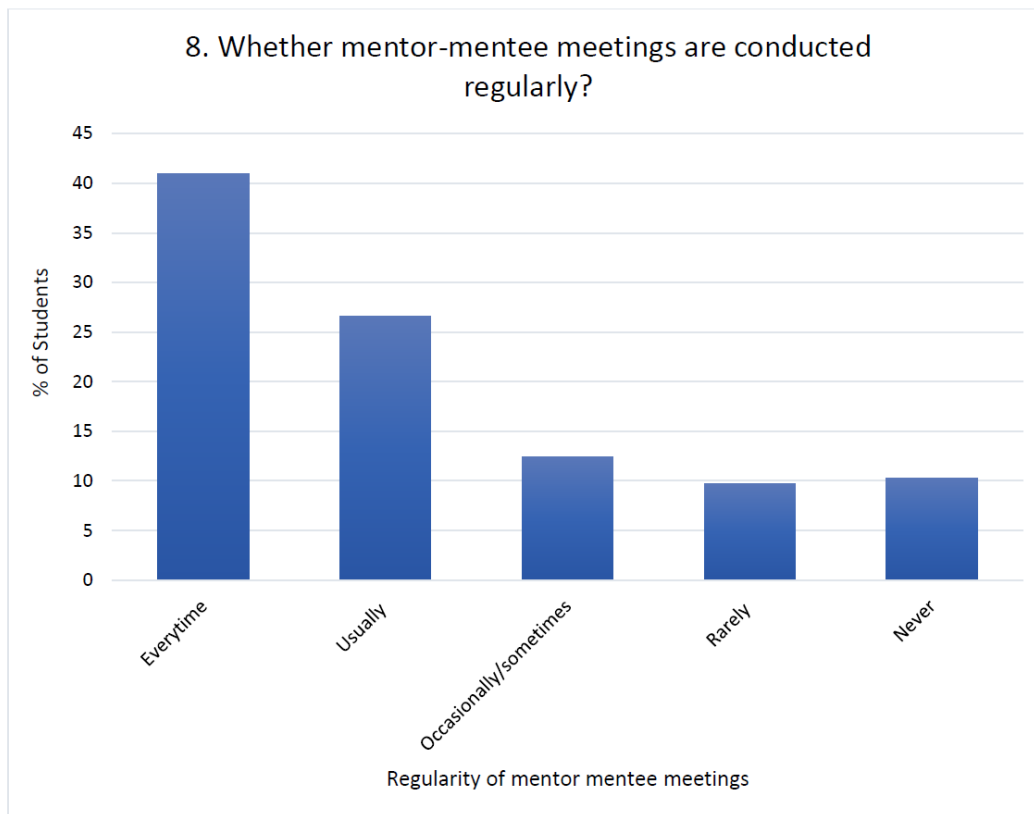
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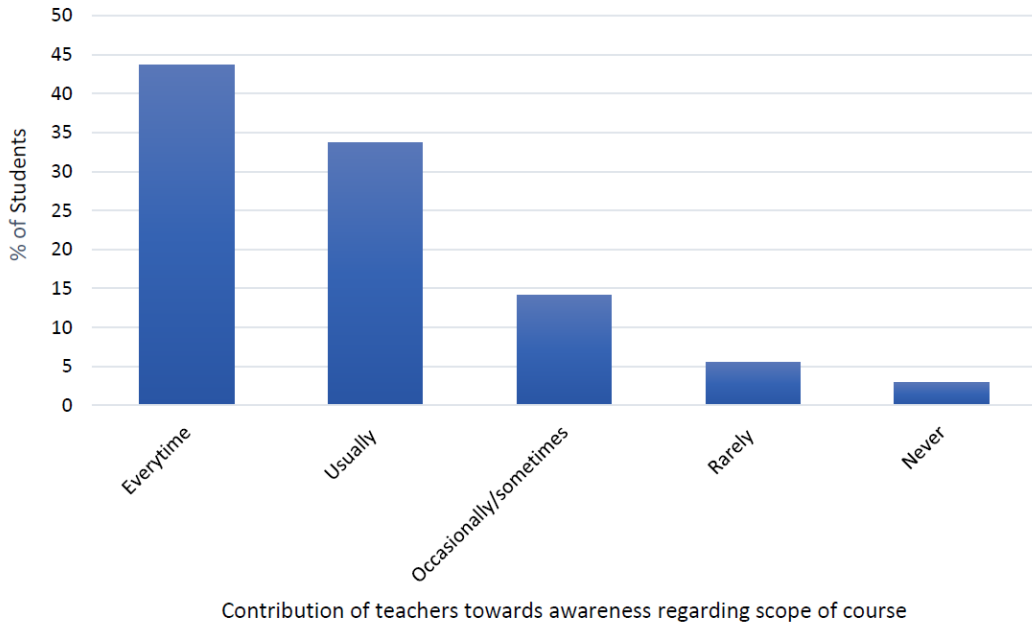
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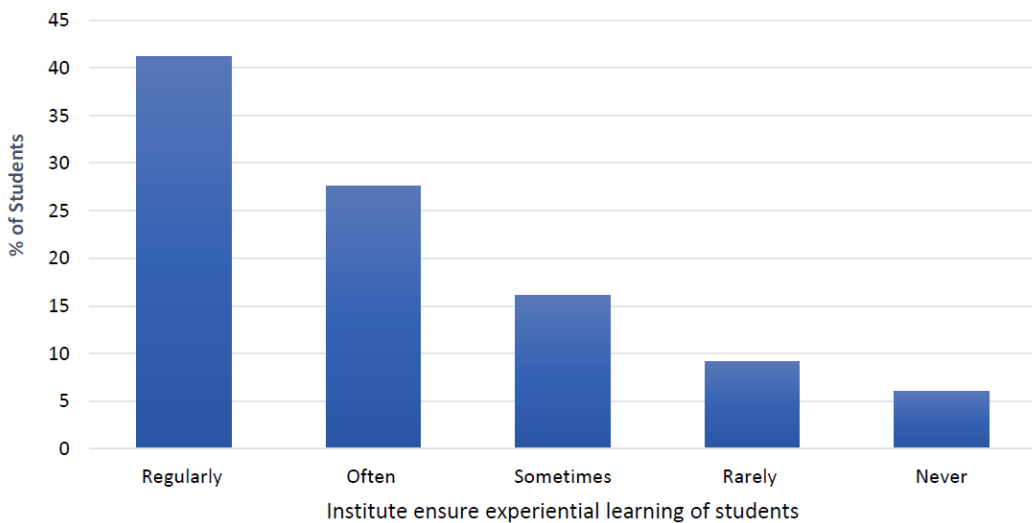


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10. Do teachers apprise you of the benefits of this course, and inform you of the prospects and outcome of the programme of your study?



11. Does your institution take any interest in promoting intenship, student exchange, and field visit opportunities for students?



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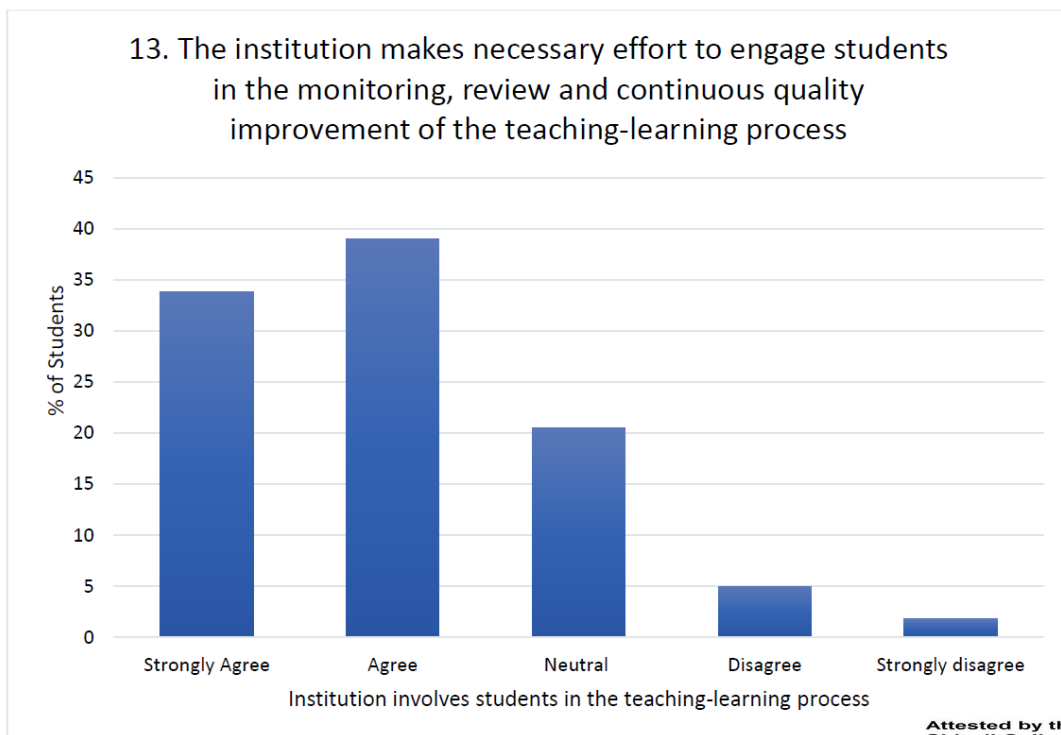
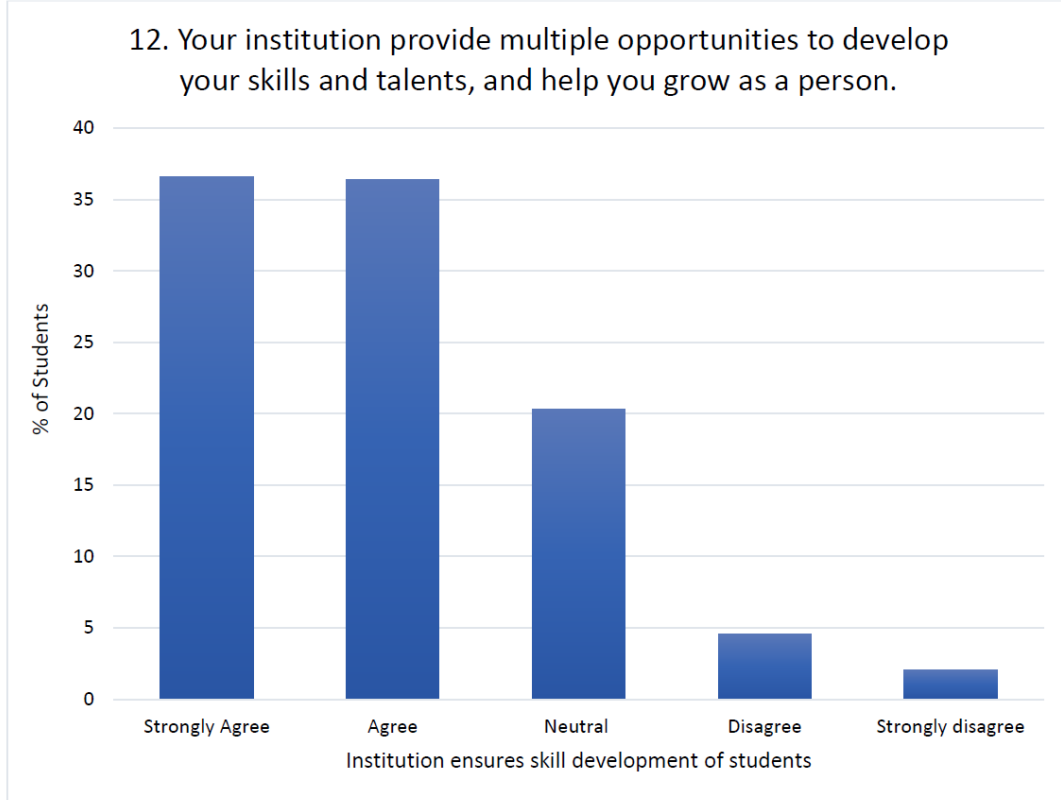
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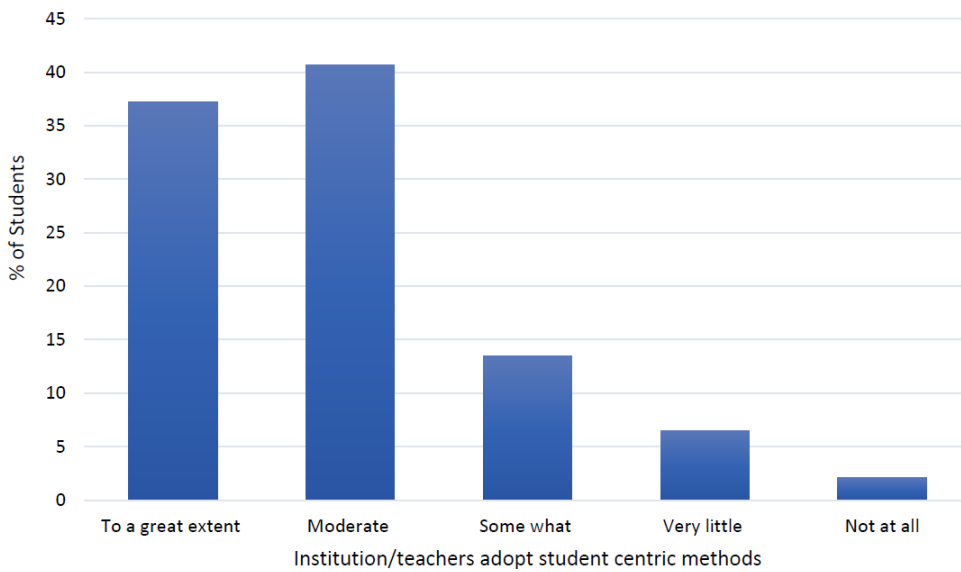


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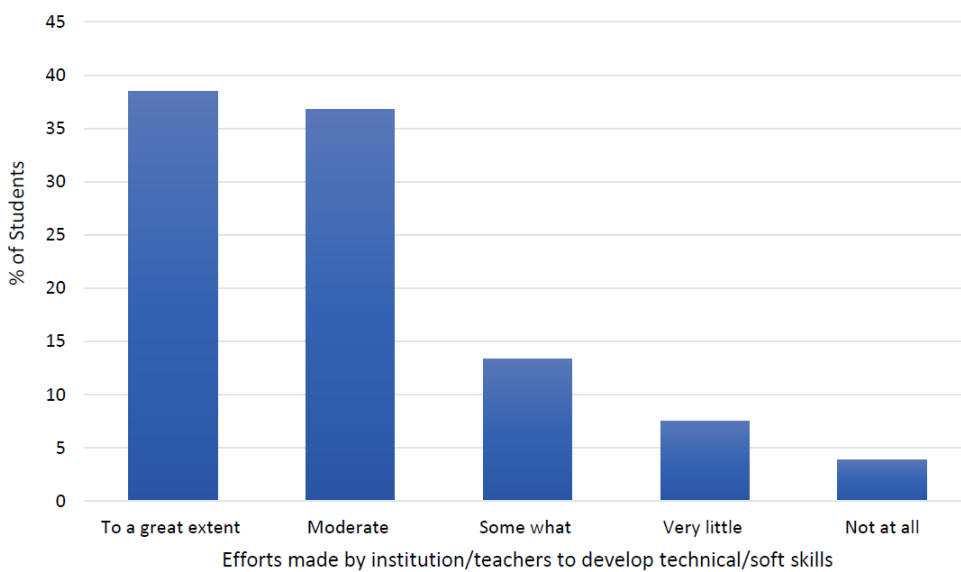
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14. The Institution/teachers adopt student-centric methods, such as experiential learning, participative learning, and problem-solving methodologies for enhancing learning experiences.



15. Efforts are made by the institution/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world beyond college.



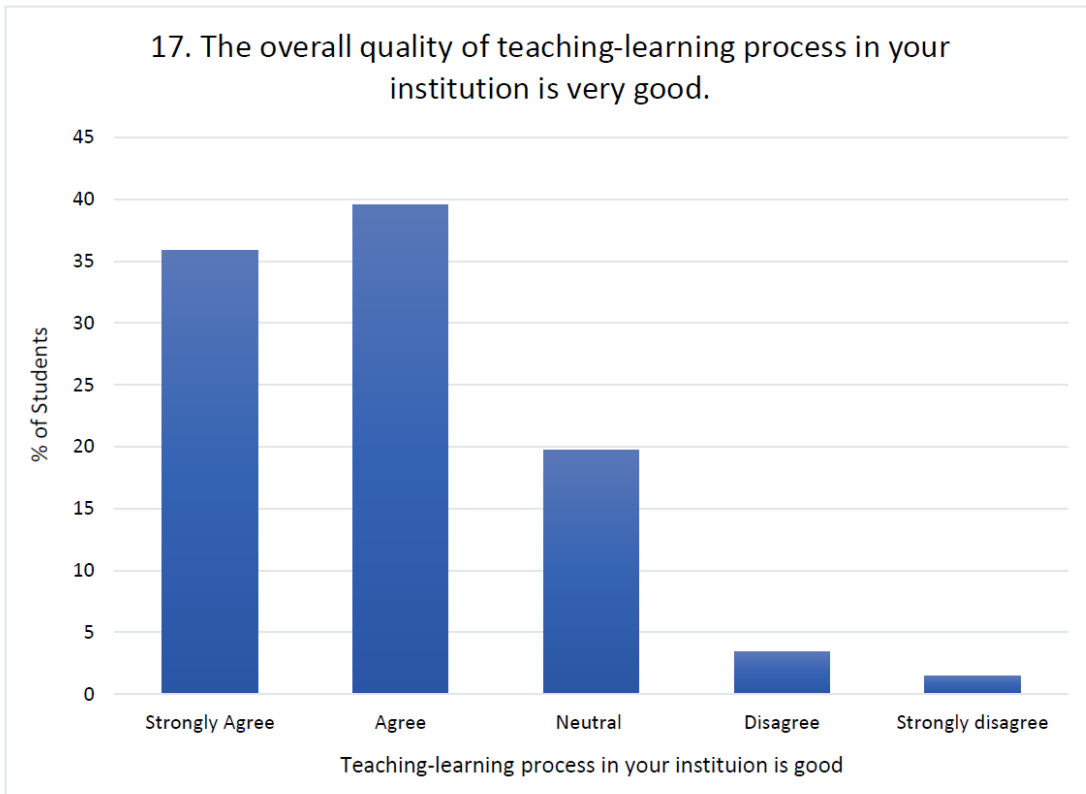
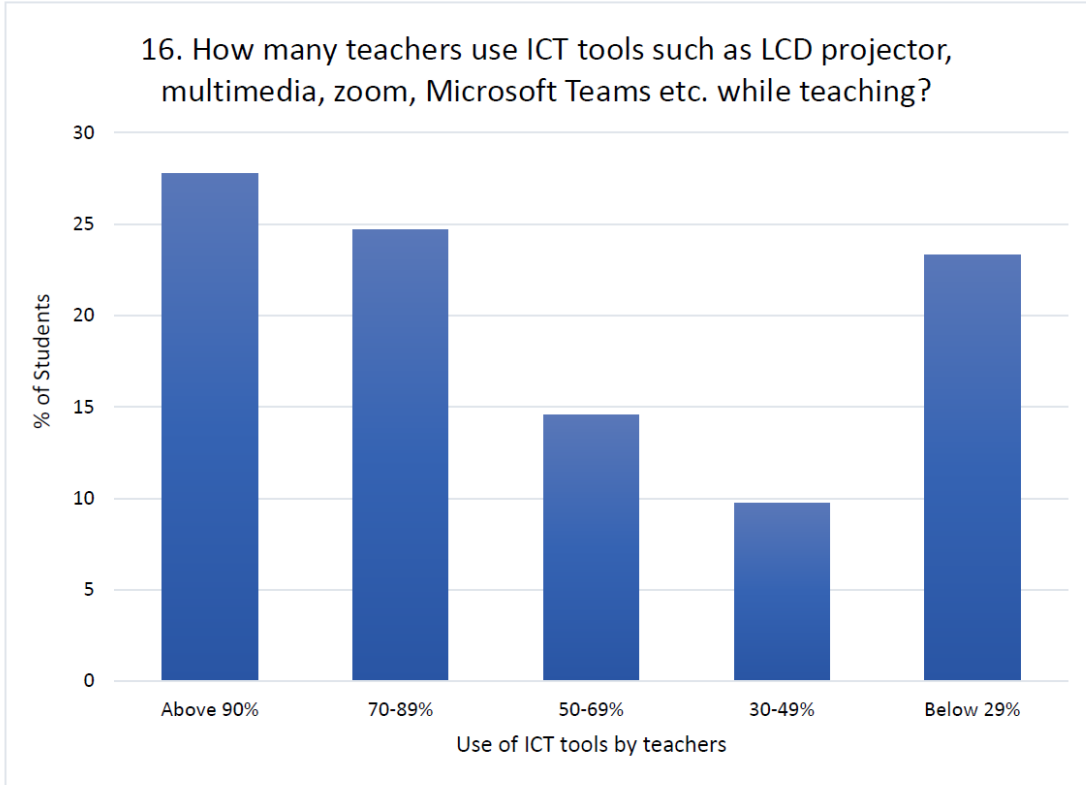
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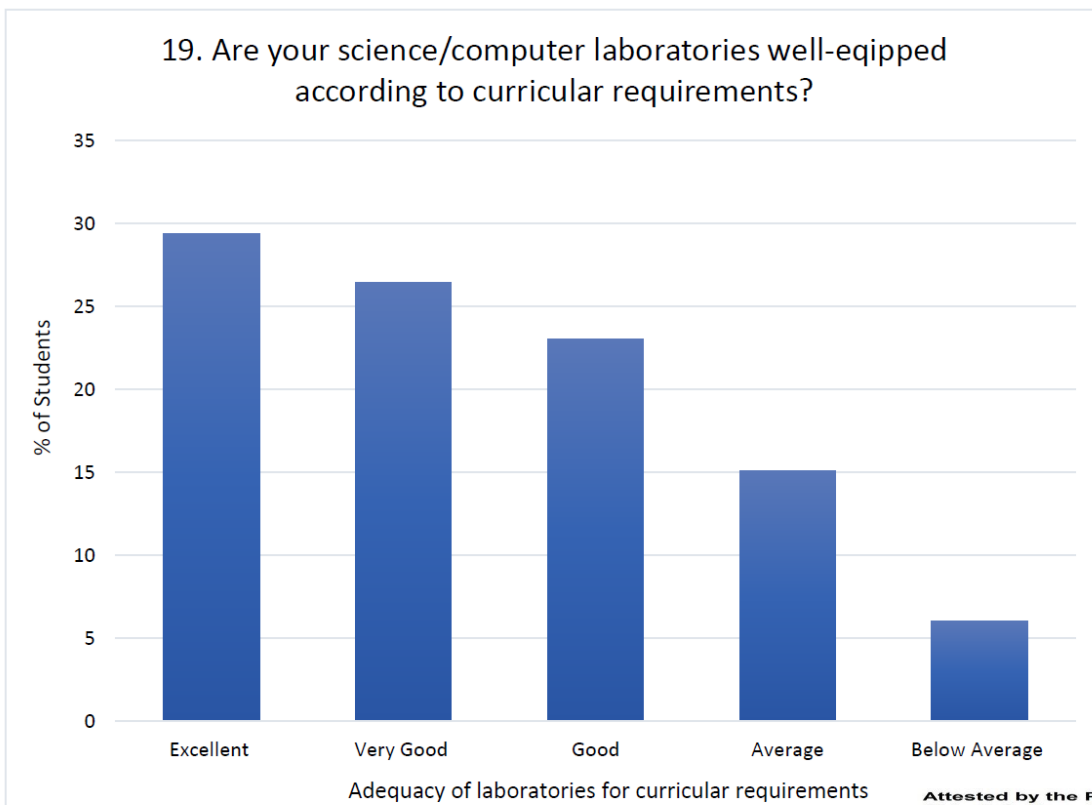
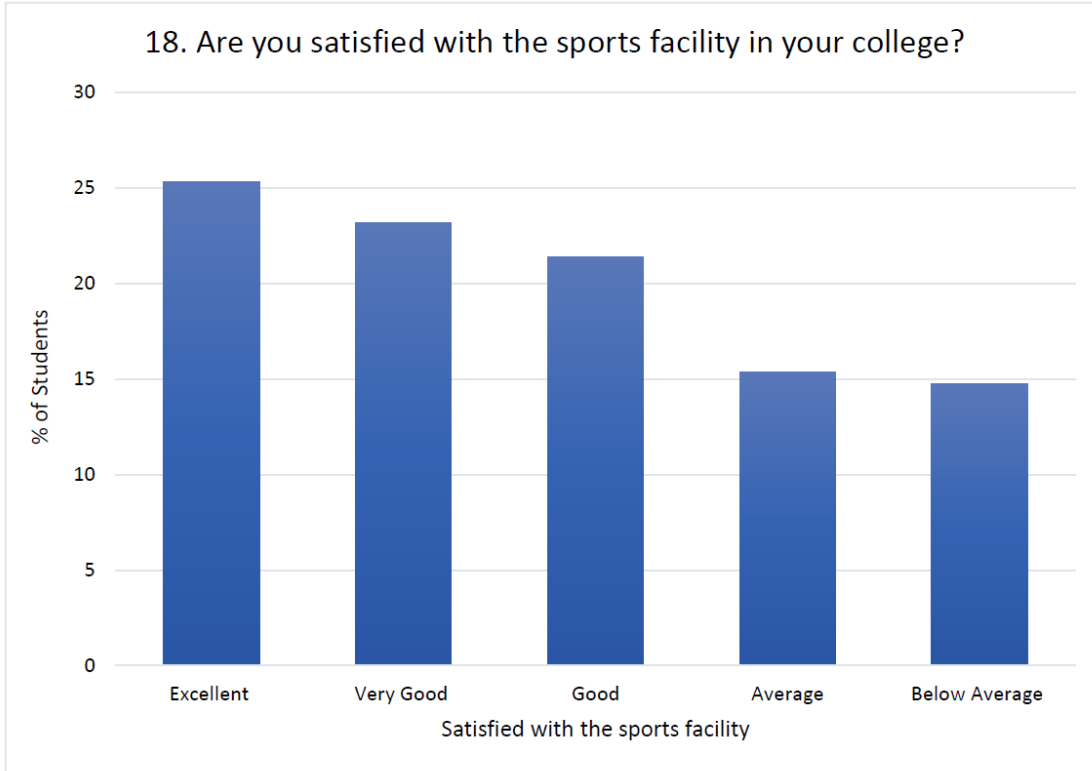
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Shivaji College (University of Delhi)
Shivaji *Sandhu*
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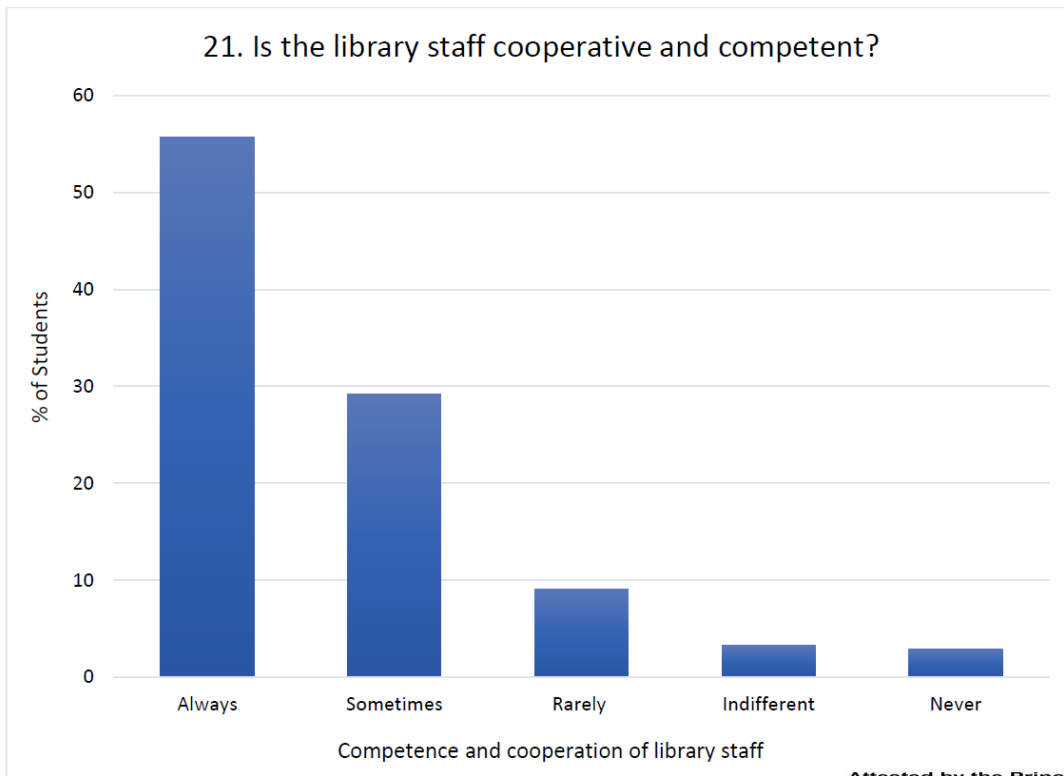
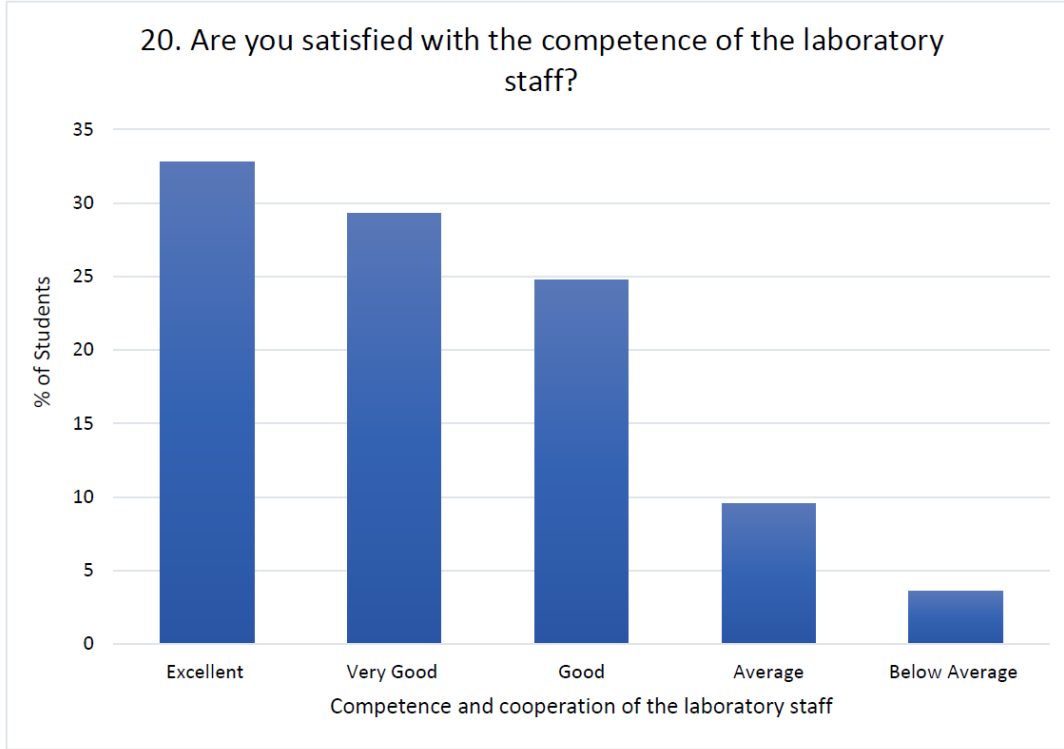
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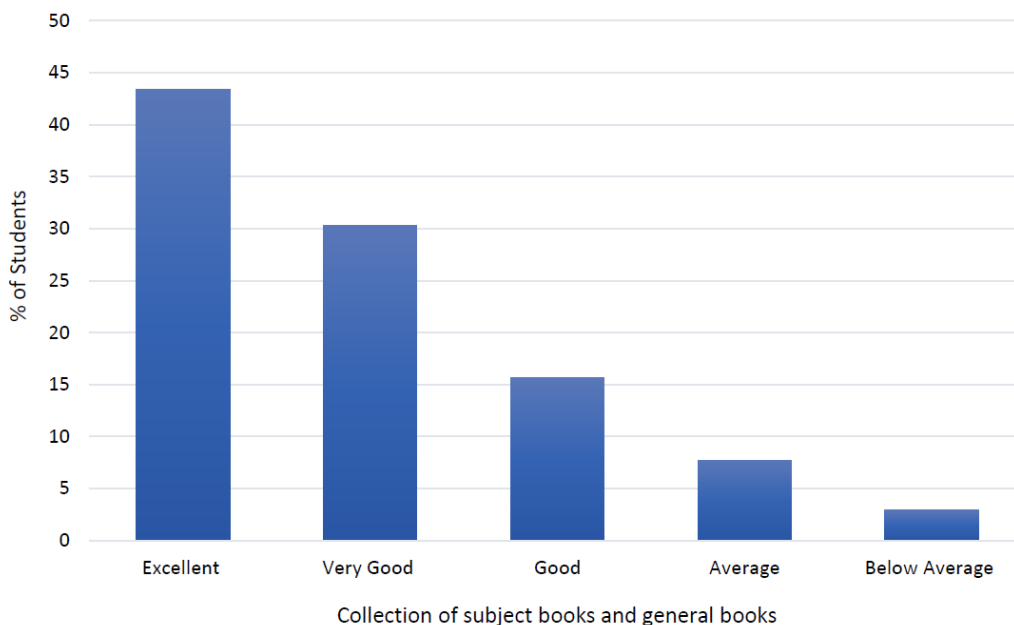


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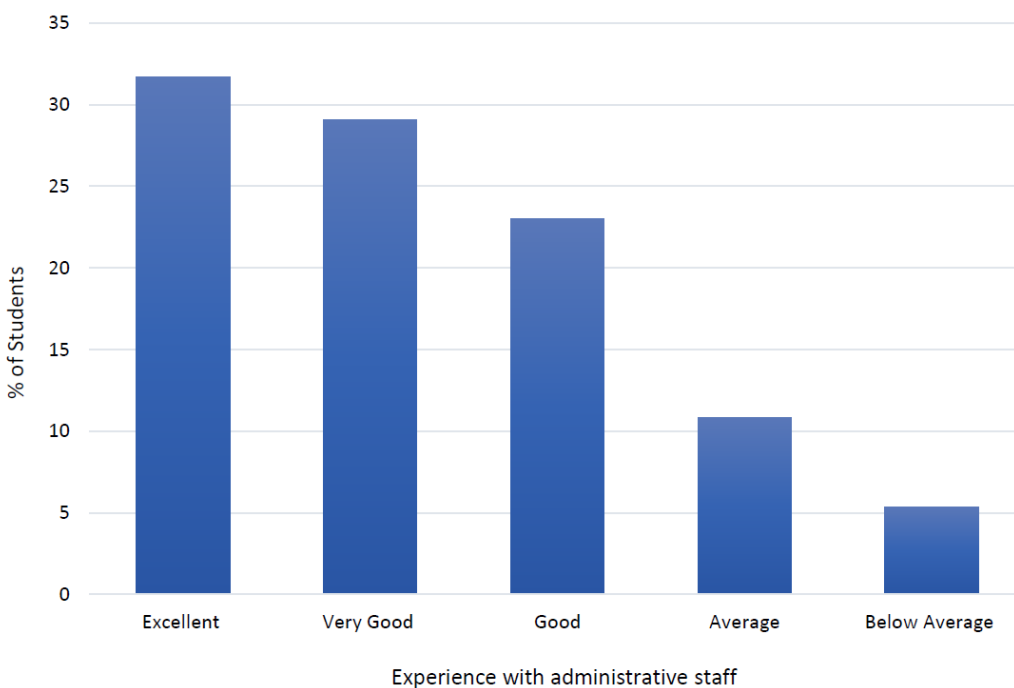
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22. How is the collection of subject books and general books in your library?



23. How would you rate your experience while dealing with administrative staff in the office?



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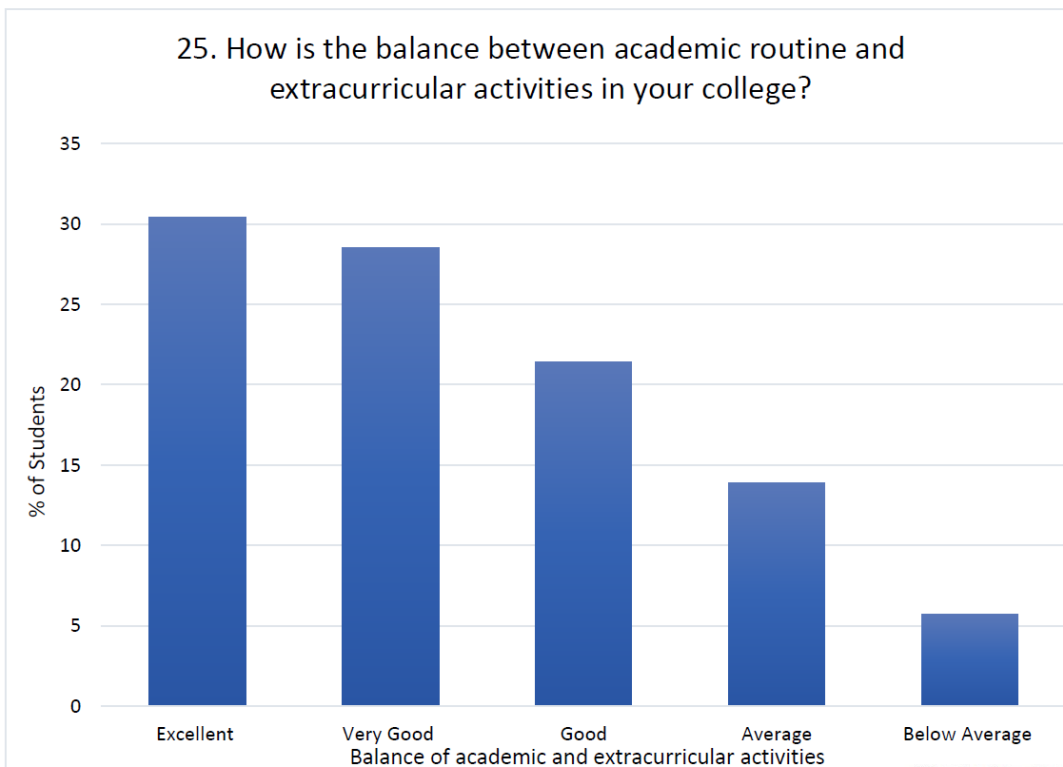
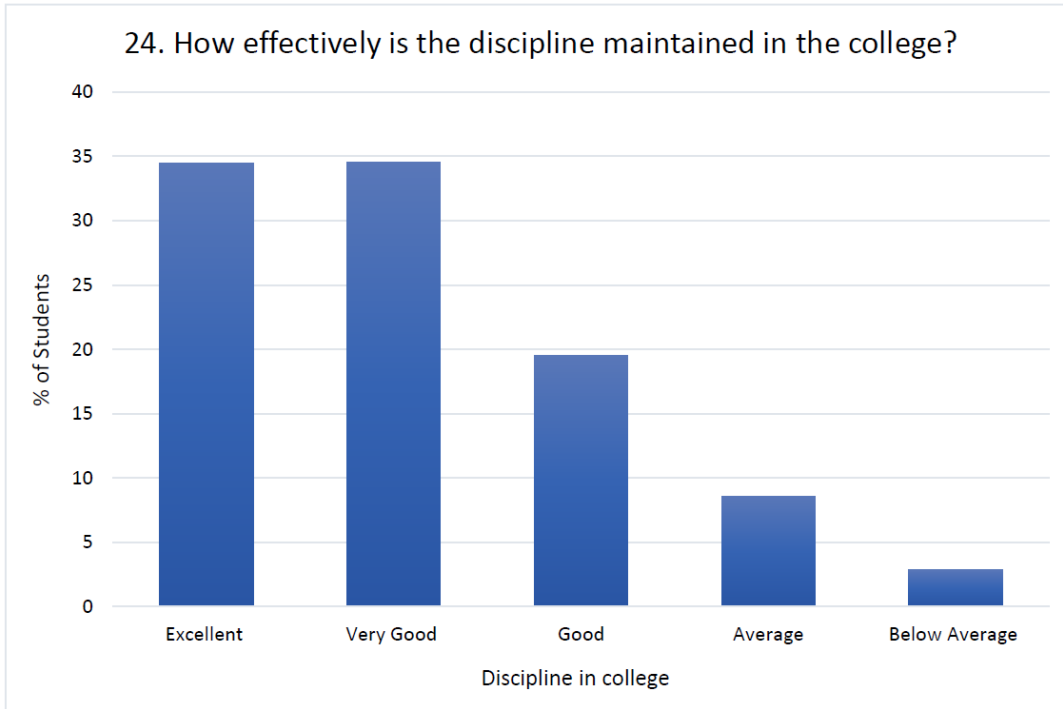
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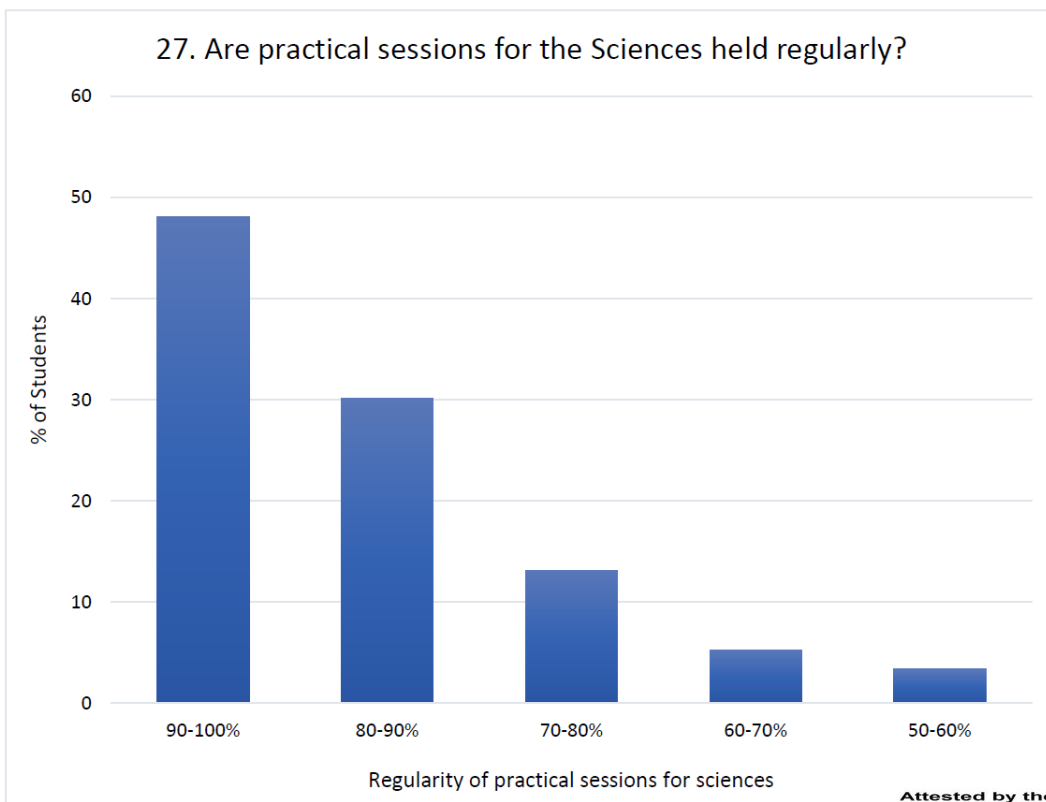
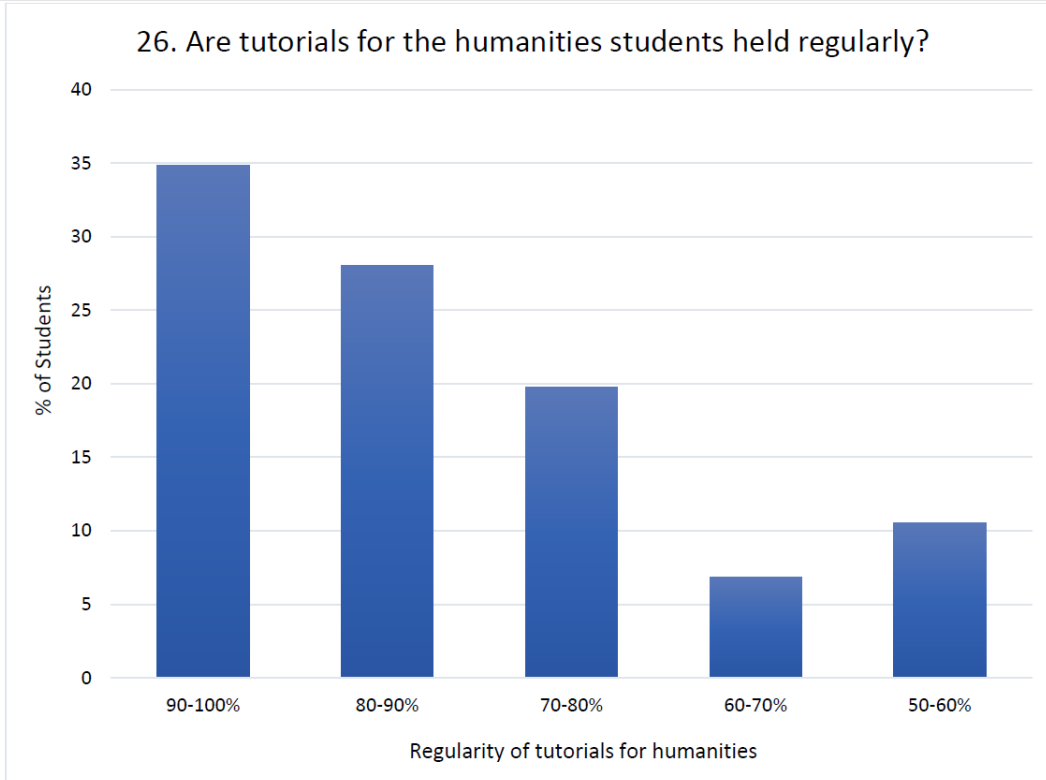
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**SHIVAJI COLLEGE
UNIVERSITY OF DELHI
ACTION TAKEN REPORT
ON
Feedback from STUDENTS (STUDENT SATISFACTION SURVEY)
2021-22**

Attested by the Principal,
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Feedback		Action Taken by IQAC	Response
A- INFRASTRUCTURE RELATED FEEDBACK FROM STUDENTS			
A1	Student's parking space required.	Meeting conducted with Principal, caretaker and Development Committee.	College is connected very well through public transport. College is planning for Student's parking for 2 wheelers.
A2	Drinking water not available sometimes.		Drinking water is always available. There are water coolers on all the floors and other parts of the premises.

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A3	Classrooms – More windows needed, more ventilation needed, fans damaged, lights to be replaced at some places, benches broken, rooms not well furnished, AC required in classrooms, boards to be improved.		Most of the rooms are well-ventilated. We are looking into ventilation of some of the rooms, where such problem is there. Fixing of lights and fan and writing boards is a continuous process. Caretaker looks into this issue and he will be informed. This is a UGC funded college and air-conditioning of classrooms is not possible because of lack of funds.
A4	Computer labs not in good condition.		Computer lab is maintained regularly through annual maintenance contract.

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A5	Open drains surrounding college.		This has been resolved .
A6	Medical room for students needed.		Shivaji college is the only college in the west zone Delhi University colleges with health centre and it is open for students too. Moreover, we provide health insurance to students at a nominal rate.
A7	More ICT tools needed.		College is well equipped with all ICT tools. Also, New building is equipped with state-of-the art technology and ICT tools.
A8	Condition of washrooms to be improved.		The washrooms are cleaned and maintained regularly in shifts through out the day by housekeeping staff.

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A9	Girls Common Room (GCR)- AC required, Sanitary pad machine needs refill, GCR too small, fans need repair.		The college has initiated the process of procuring a new ST vending machine. Caretaker takes care of regular maintenance of GCR (including fans etc.). AC will be installed if funds are available.
A10	Projectors needed in labs.		Most of the labs have projectors. Non-functional ones are being repaired and new ones are being procured.

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A11	Mosquitoes in classrooms.		Fumigation done at regular intervals to avoid the problem. Still due to high level of greenery, problem arises sometimes.
A12	Centralized AC required in college.		Centralized AC not possible due to financial constraints.
A13	Replace fans in Room number 102.		In process and will be taken care by the caretaker.
A14	Boys' common room required.		Boys common room – college is being revamped, and depending upon the needs of students, it will be considered.

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A15	Bamboo rooms in bad shape.		Bamboo rooms will be dismantled and semi-permanent rooms will be constructed in time.
A16	Wireless microphones for teachers needed.		Will be provided as per requirement.
A17	Computer room needed for science students for projects etc.		College has limited infrastructure. Keeping the needs in mind, students are given computer labs to complete their work.
A18	More e- notice boards required.		More e-notice boards will be purchased.

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A19	Sewers open at some places.		During inspection, all sewers were covered.
A20	Open Jijabai Academic Block		Due to pending approvals from civic authorities, Jijabai academic block could not be open.
A21	LTR rooms need improvement.		This is in process and will be taken care by the caretaker.

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B-FEEDBACK FROM STUDENTS (RELATED TO ACADEMICS)

B1	More skill development courses needed.	Meeting conducted with Principal	NEP provisions many skill development courses, Value-added courses, and other skill based courses. Moreover, the college is already running many skill based courses like Python, R etc. with coursera and Spoken tutorials.
B2	Fees is high.		College hasn't increased any fee in the last 5 years. During covid times, 1.5 Cr fee waiver was provided. Every year, fee concession is given to students based on an interview.
B3	Saturday off needed.		Saturday off – not possible due to infrastructural constraints

Attested by the Principal,
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B4	Society meetings and classes clash sometimes.		Such clashes are inevitable as many meetings involves large number of students and teachers. Extra class also taken to compensate such losses.
B5	Laptops required for commerce students.		College provides laptops to all first year students.
B6	Attendance benefit required for internships.		Internships are allowed and encouraged only during autumn, winter and summer break.
B7	Exchange programs for students needed.		Exchange program – college is in the process of signing MoU with other institutions for exchange programs.

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B8	More DSE choices should be given.		DSE choices are given keeping in mind the infrastructure. College offers maximum possible DSE options within available resources.
B9	More social work based activities required.		NSS and other committees are regularly engaged in community service. Students join these committees for social work based activities.
B10	Finance courses for all students required.		College has set up a Finance And Investment Cell, finance lab is set up and a paper 'financial literacy' offered as SEC under NEP.

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B11	Job oriented programs required.		We are already offering job-oriented courses through E-learning Cell .
B12	Lower PS (Physical Science) Fees.		Fees are waived every year depending upon financial background of students.
B13	Manage teacher's strike process.		Teachers take extra classes to compensate losses incurred due to strike.

C- FEEDBACK FROM STUDENTS FOR ADMIN (College Office)

C1	Admin staff should deal with students softly.	Mail sent to AO ADMIN stating these points	Will ensure to be polite and keep a problem-solving attitude towards the issues shared by the students
C2	Non teaching staff very slow, students have to wait for long times.		Administrative Staff shall put in more effort to help the students to the best of their capabilities and knowledge.

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D- FEEDBACK FROM STUDENTS FOR LIBRARY

D1	Books need to be arranged according to courses.	Mail sent to Library stating these points. Library responded via mail.	It is submitted that the books in the Library are arranged according to the Subject and not according to the Courses. As same books are read by the students of different courses and arranging the books according to one course will make the books non available to the students of other courses. Further Library and its resources are for all Library users irrespective of their course.
D2	Access to DU E-library for students required.		The DU E-library app can be downloaded from the Google Play Store and the users can access it through institutional email ID i.e.@shivaji.du.ac.in and thus there is no need of password.
D3	Library does not allow students to enter with personal books		As the Library is facing space crunch and there is no separate reading room thus students demand for allowing personal books into the library cannot be considered at this point of time.

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D4	Library staff is sometimes rude		No complaint is received from any Library users regarding this. However, if specific complaint or incident is brought to the notice of the undersigned then the concern staff will be sensitized and if still he/she does not improve then college authority will be requested to take appropriate action against him/her.
D5	Hindi novels needed.		Book in the Library are purchased on the recommendation of the Teacher-in-charge and if recommendation are received for purchase of novel then these will be purchased.
D6	Hindi syllabus related books needed.		Book in the Library are purchased on the recommendation of the Teacher-in-charges. Thus recommendation should come from the respective Teacher-in-charge of the Departments.
D7	B Com(Prog) books required.		Book in the Library are purchased on the recommendation of the Teacher-in-charges. Thus recommendation should come from the respective Teacher-in-charge of the Departments.

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E- FEEDBACK FROM STUDENTS FOR SPORTS/PHYSICAL EDUCATION
DEPARTMENT

E1	Badminton court needed.	Mail sent to Department of physical education stating these points.	Response awaited
E2	More events, competitions to be organized, more student's participation should be there.		

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E3	Sports material to be made more accessible to students.		
E4	Tennis facilities needed		
E5	Coaches for football and other sports required.		
E6	Basketball court to be revamped.		
E7	Overall improvement in sports facilities required		

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F- FEEDBACK FROM STUDENTS FOR TEACHERS IN CHARGE

F1	Prior notice for cancellation of classes should be given.	Mail sent to Teachers in charge for mentioned points and the same are stated in meeting of TICs with Principal	
F2	More communication between teachers and students required.		
F3	Some teachers teaching in Hindi only, some in English only. Teaching should be done in bilingual mode.		

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F4	Weekly tests required.		
F5	Society meetings and classes clash sometimes.		
F6	Mentor mentee meetings should be held regularly.		
F7	More MCQ based tests should be held.		
F8	Provide study material in Hindi too.		

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G- FEEDBACK FROM STUDENTS FOR TIMETABLE COMMITTEE

G1	Gaps between classes needed.	Mail sent to Timetable committee stating these points. Timetable committee convener responded to the mail.	Utmost care is taken to give suitable time gaps between the classes of a particular course so that students can explore other facilities available in the college. However, in science courses there are practicals of four hour duration as per the academic structure of their curriculum. Moreover, there is a generic elective paper for first year and second year students for which we need to fixed a particular slot that should not overlap with the classes of core papers. So considering all these constraints, classes are allotted keeping in mind the best interest of the students. However, in case any query is received from any faculty member or student, the same is resolved in a prompt manner.
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G2	BBE classes Should not be completely in LTR.		Classes of BBE I st year are allotted in room numbers 109, 05, 12 apart from LTR rooms for the academic session 2022-23.
G3	Classes are 9 to 5. Compact timetable required.		<p>As per CBCS curriculum, total number of papers of first year are four (3 core papers, 1 Generic Elective paper), of second year are five (3 core papers, 1 Generic elective paper, 1 Skill Enhancement paper) and of third year are four (4 core papers including two DSE papers). In Humanities courses, most of Core/GE/SEC papers have only theory component (5 periods) along with tutorial (1 period per student). However in science courses along with B.Com (H), BBE(H), B.A. (H) Economics, B.Sc.(H) Maths etc. some of the papers among Core/GE/SEC consists of theory (4/5 periods) as well as well as practical component (2/4 periods).</p> <p>Attested by the Principal, Shivaji College (University of Delhi)</p> <p><i>Shivaji</i></p> <p>कार्यवाहक प्राचार्य / Officiating Principal शिवाजी महाविद्यालय / Shivaji College (दिल्ली विश्वविद्यालय) / (University of Delhi) राजा गार्डन, नई दिल्ली-110027 Raja Garden, New Delhi-110027</p>



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			<p>In view of above, classes of humanities courses for first year and third year students are spread for up to five hours on a particular day keeping suitable breaks in between lectures and for second year students up to six hours on a particular day. However, in the courses mentioned above where course structure consists of papers that includes practicals, classes may go up to seven hours on a particular day (specifically in case of second year students). But this happens only on 1-2 days in which practicals are scheduled.</p> <p>However, in case any query is received from any student/faculty, same is resolved promptly.</p>
G4	4 day week needed.		<p>Keeping in view the structure of CBCS curriculum as mentioned above along with infrastructural constraints, it is not possible to allot the classes of any course within 4 days.</p>
			<p>Attested by the Principal, Shivaji College (University of Delhi)</p> <p><i>Shivaji Sandhu</i></p> <p>प्रधानाचार्य / Officiating Principal शिवाजी महाविद्यालय / Shivaji College (दिल्ली विश्वविद्यालय) / (University of Delhi) राजा गार्डन, नई दिल्ली-110027 Raja Garden, New Delhi-110027</p>



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H- FEEDBACK FROM STUDENTS FOR CANTEEN

More hygienic and more variety of food needed.

Mail sent to canteen committee stating these points. Reply received

Measures taken to improve the quality of college canteen.

1. New contractor was deputed
2. Hygiene improved with repair of water taps
3. RO system was repaired and restarted
4. Green symbol packed products supplied in canteen
5. Regular visit of canteen committee members to maintain the quality.
6. Exhaust fans, tube lights and new chairs are also added to improve the quality.
7. Different food varieties also increased

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I - FEEDBACK FROM STUDENTS FOR ZOOLOGY DEPARTMENT

I 1	Dissection should be allowed.	Mail sent to Department of Zoology and reply recieved	<ol style="list-style-type: none">1. Dissections of most larger animals like- Frogs, Rats, fish etc.. are no more prescribed in the syllabus, as used to be prescribed earlier.2. Dissections of smaller animals like- insects such as <i>Drosophila</i> (fruitfly) its Larvae (procured from the Lab in the parent department of Zoology, Delhi University, North Campus), and Desi eggs - for Developmental biology (procured from Market) are still practised in the department wherever prescribed in the syllabus.3. For carrying out dissections of larger animals (whenever prescribed in the curriculum in future) the department requires an "Animal House" to be set inside the college itself where these animals are cultured, propagated, and reared!
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I 2	Educational trips to national parks and wildlife sanctuaries should be organized.		<p>1. Wherever prescribed in the syllabus of Zoology Hons. or Life Sciences (program) every year paper wise various one-day field trips (Fertility Clinic or IVF centre, Okhla based bird sanctuary/ Delhi Zoological park/ Seelampur: trans-Yamuna based Delhi Fish farm/ Entomology department of IARI- Indian Agriculture Research Institute) are organized, might be not able to make up in the above mentioned academic session due to online teaching and COVID restrictions, keeping all this in mind virtual visits did organize by the department! It is hereby submitted that in the last academic session (2021-22) and also in the present students were taken to an Okhla-based bird sanctuary - Supportive word file for documentation is also attached to this email!</p> <p>2. In the upcoming sessions the Zoology department endeavours to organize 2-3 days of out-station field trips (Corbett/ Ranthambore/ Bharatpur), Dehradun-based Silk rearing Institute.</p> <p style="text-align: right;">Attested by the Principal, Shivaji College (University of Delhi) <i>Shivaji</i> कार्यवाहक प्राचार्य / Officiating Principal शिवाजी महाविद्यालय / Shivaji College (दिल्ली विश्वविद्यालय) / (University of Delhi) राजा गार्डन, नई दिल्ली-110027 Raja Garden, New Delhi-110027</p>
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J- FEEDBACK FROM STUDENTS FOR ENGLISH DEPARTMENT

Some classes are still being held in online mode.	Mail sent to Department of English and reply received from them.	We will try to address the concern/s raised in the feedback with utmost sincerity. The mail has been forwarded to all faculty members of the Department, and the issue/s duly deliberated.
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K- FEEDBACK FROM STUDENTS FOR PLACEMENT CELL

More placement opportunities needed.	Mail sent to Placement cell convener and reply received from them.	The Placement Cell tries its best to ensure that all students of Shivaji College interested in getting recruited/internships, are provided with the best possible opportunities from premier companies and institutions. However, at times, companies have preference for some profiles over the others, which may lead to the students of certain fields getting more opportunities than the others. In the future, we will try our best to ensure that students of all fields get more opportunities.
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L- FEEDBACK FROM STUDENTS FOR PHYSICS DEPARTMENT

L 1	Some lab equipment is defective. Apparatus not in good condition.	Mail sent to Department of Physics and reply received from them	As per the feedback of students for the session 2021-22 we have initiated the process for the further purchase of lab equipment and have started identifying the faulty equipment for the repairing. Many apparatuses became non-functional during covid period as they were not in use.
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