

Guru Ram Dass College of Education
West Jyoti Nagar (Kardam Marg), Loni Road,
Delhi-110094



Report

Student Satisfaction Survey
(Academic Sessions 2021-23 and 2022-24)

Guru Ram Dass College of Education (GRDCE) has undertaken many student-friendly measures such as establishment of 'Student Grievance Redressal Cell' and 'Guidance and Counseling Cell'. It conducts various activities from time to time (e.g. stress management and personality development workshops). It also thrives to provide a supportive campus culture to its students.

In order to know the awareness and level of satisfaction of students of the college with regard to such initiatives, a Student Satisfaction Survey was conducted with Pre-Service Teachers (PSTs) enrolled in academic sessions 2021-23 and 2022-24. For this purpose, a questionnaire was developed and administered.

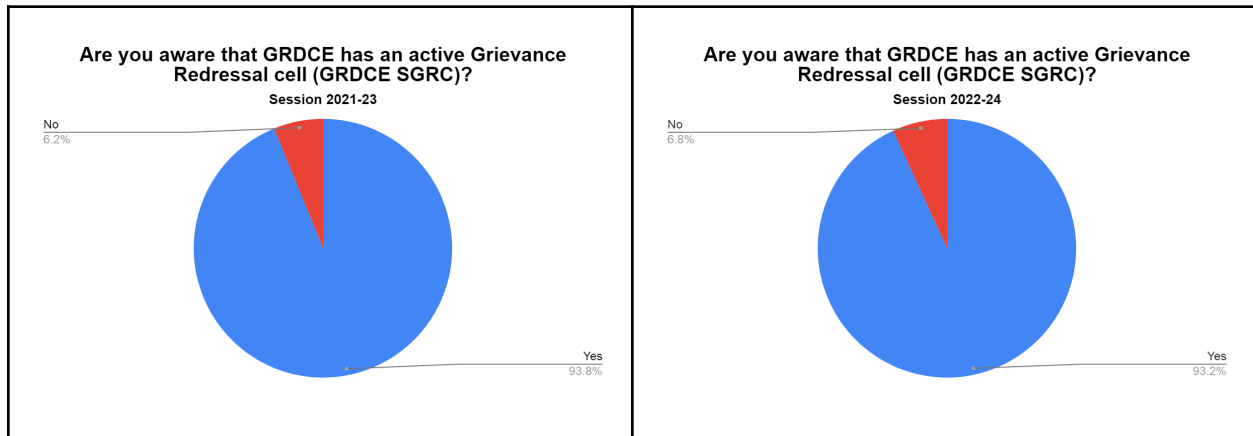
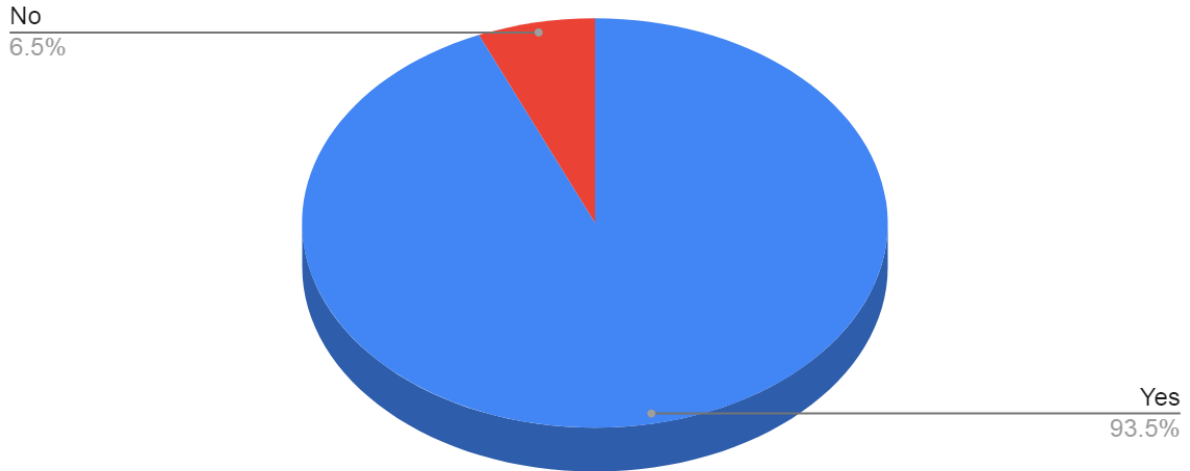
The overall and session-wise consolidated report is presented below under three main headings:

- Grievance Redressal Cell
- Campus Culture
- Guidance and Counseling Cell

Grievance Redressal Cell

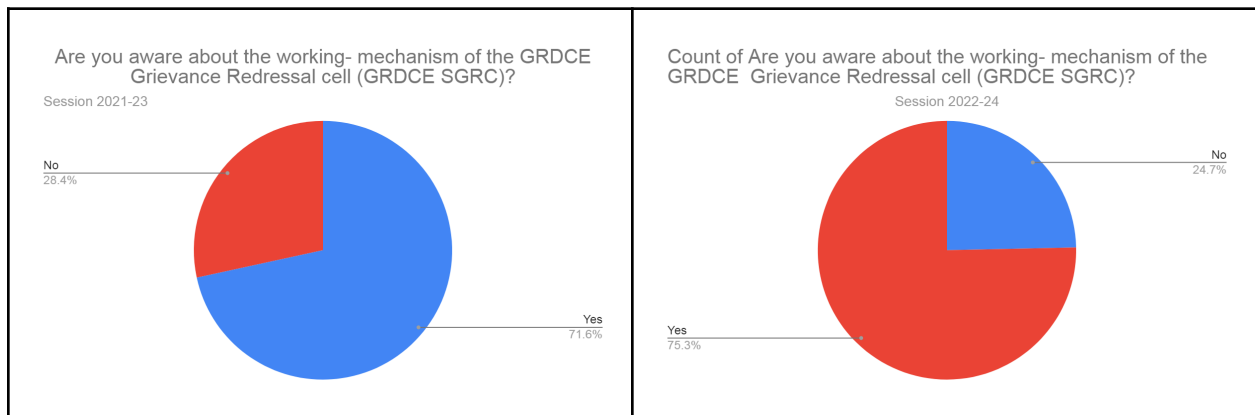
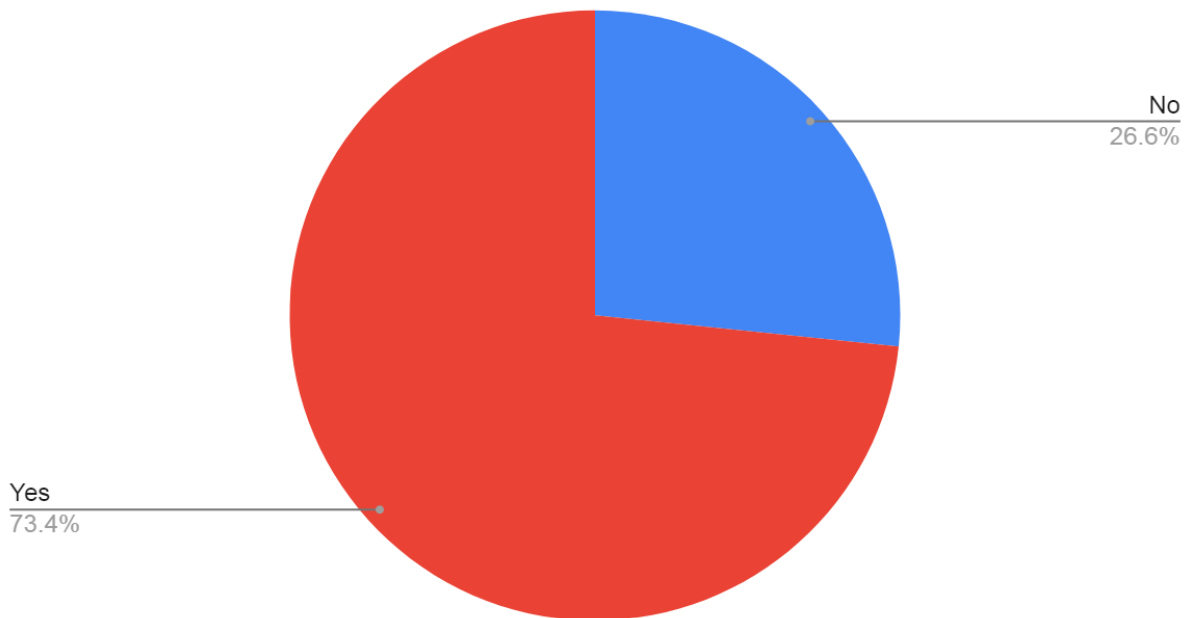
A few items in the questionnaire sought answers to the awareness of Pre-Service Teachers (PSTs) about the existence of an active Grievance Redressal Cell in the college, its working mechanism, faculty Incharge, student members, whether the student members are nominated or elected, what kind of grievance they have faced (if any), and if it was redressed. The item-wise analysis is provided below:

Are you aware that GRDCE has an active Grievance Redressal cell (GRDCE SGRC)?



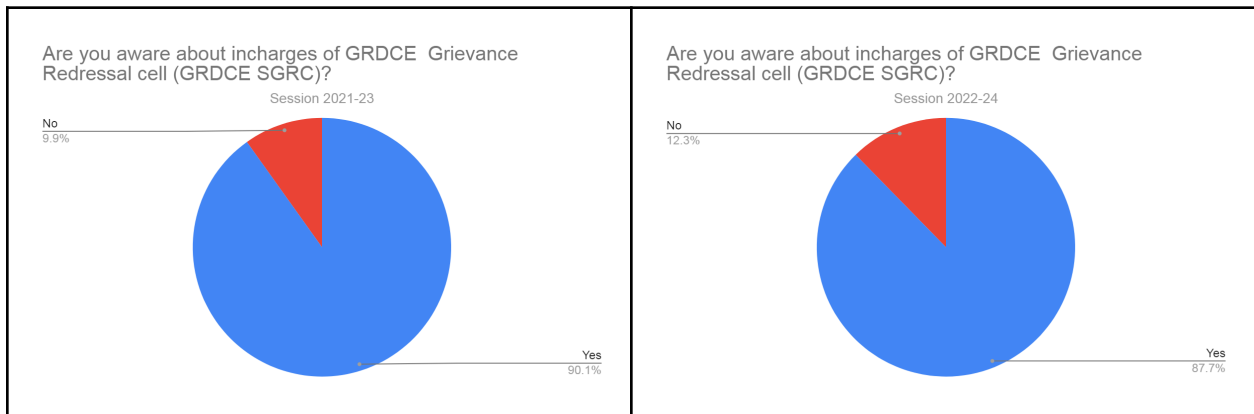
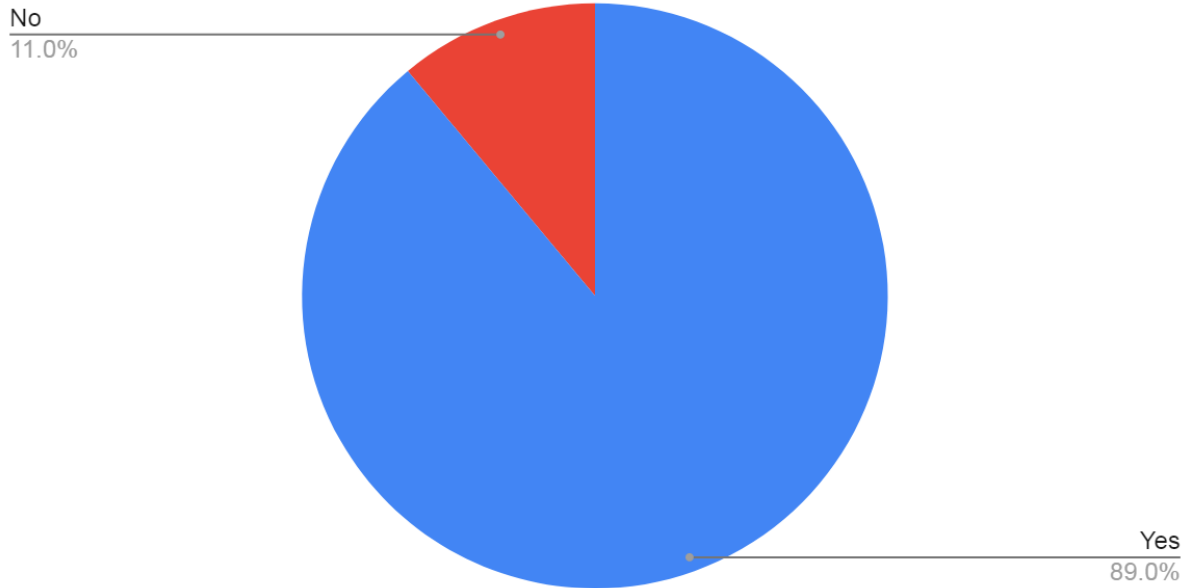
From the above figures, it is clear that most of the PSTs (overall: 93.5%, session 2021-23: 93.8%, session 2022-24: 93.2%) were aware about the existence of an active Grievance Redressal Cell in the college.

Are you aware about the working- mechanism of the GRDCE Grievance Redressal cell (GRDCE SGRC)?



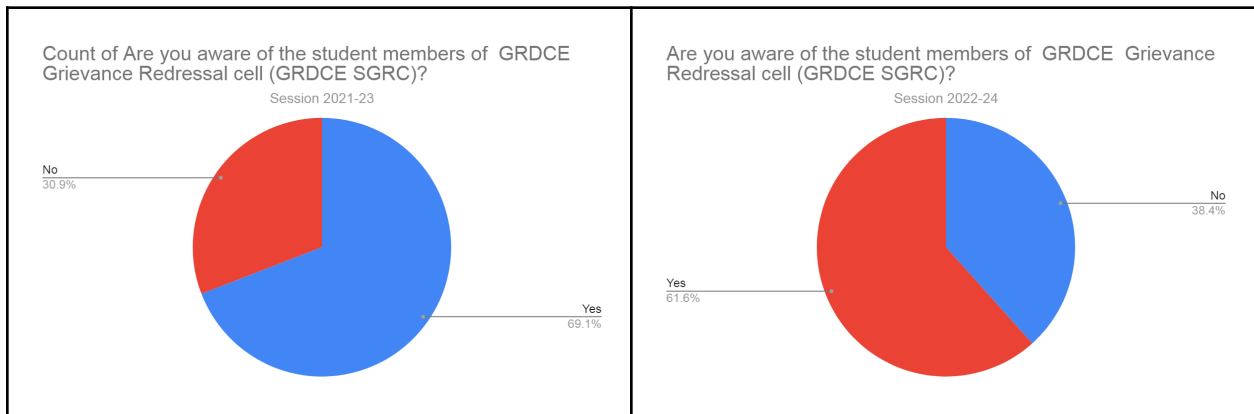
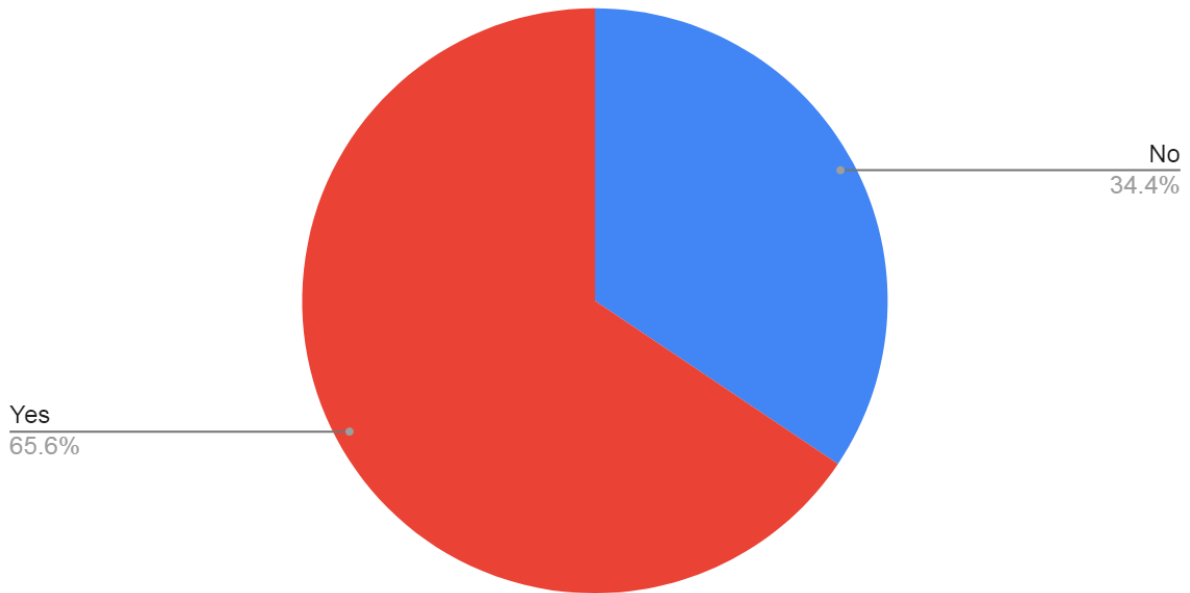
The above graphs reveal that many PSTs (overall: 73.4%, session 2021-23: 71.6%, session 2022-24: 75.3%) were aware about the working mechanism of the Grievance Redressal.

Are you aware about incharges of GRDCE Grievance Redressal cell (GRDCE SGRC)?



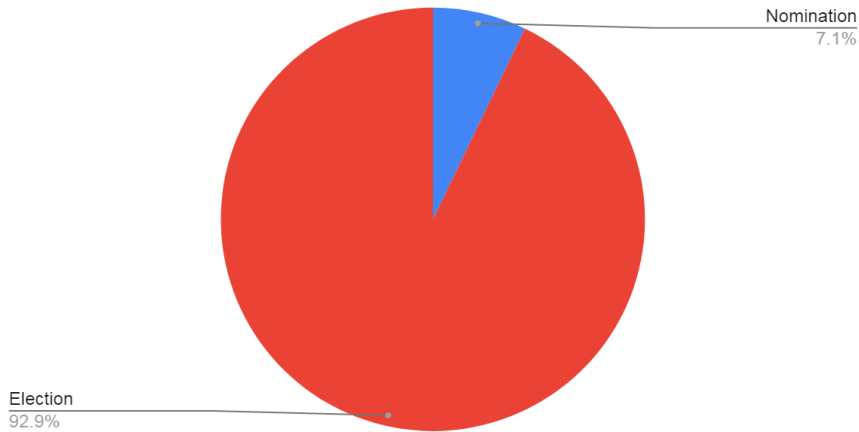
Majority of the PSTs were aware of the faculty Incharge of Grievance Redressal Cell.

Are you aware of the student members of GRDCE Grievance Redressal cell (GRDCE SGRC)?



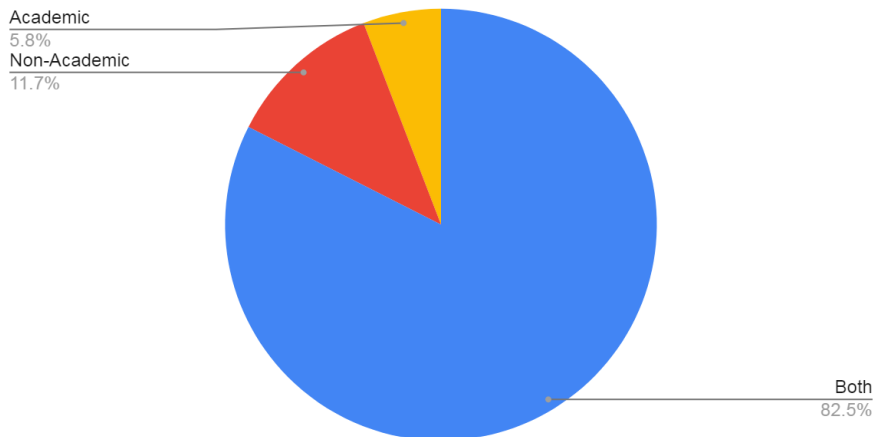
Many PSTs were aware of the student members of Grievance Redressal Cell.

How can a student become a member of GRDCE Grievance Redressal cell (GRDCE SGRC)?



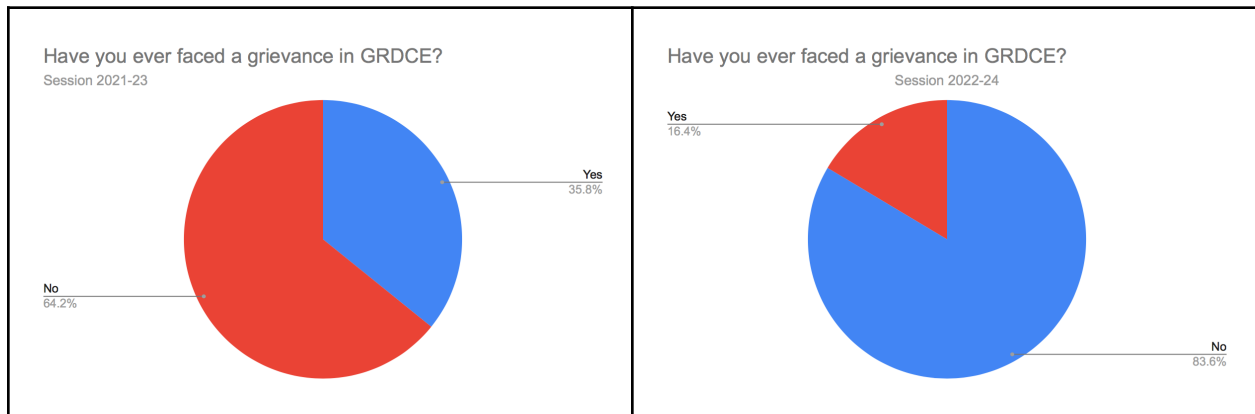
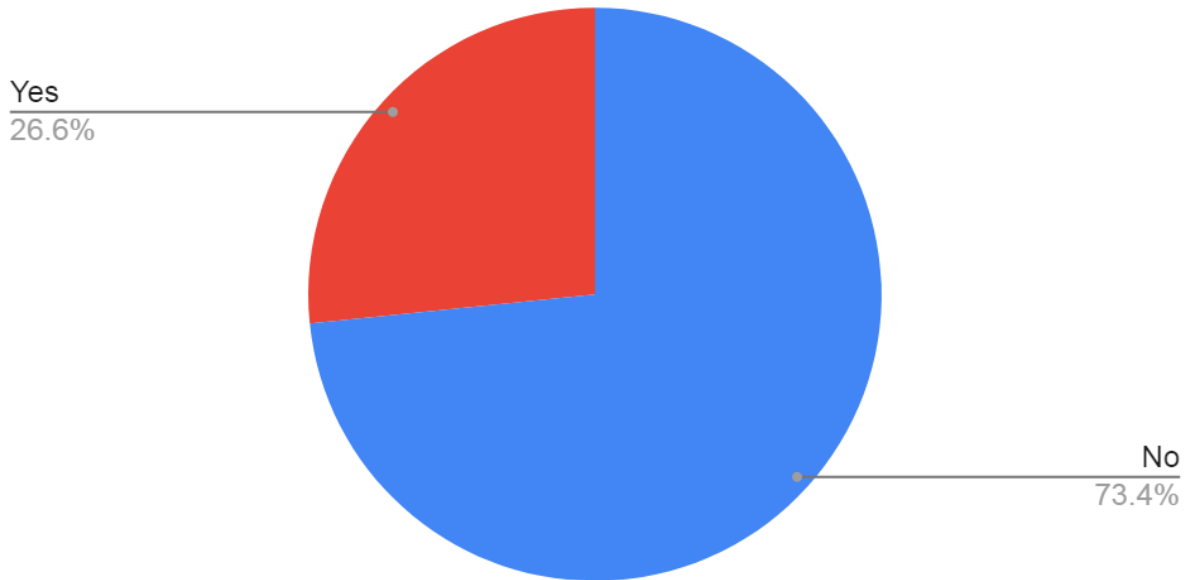
About 92% of PSTs believed that student members of the Grievance Redressal Cell are chosen through Election.

What kind of grievances are redressed(solved) by GRDCE SGRC?



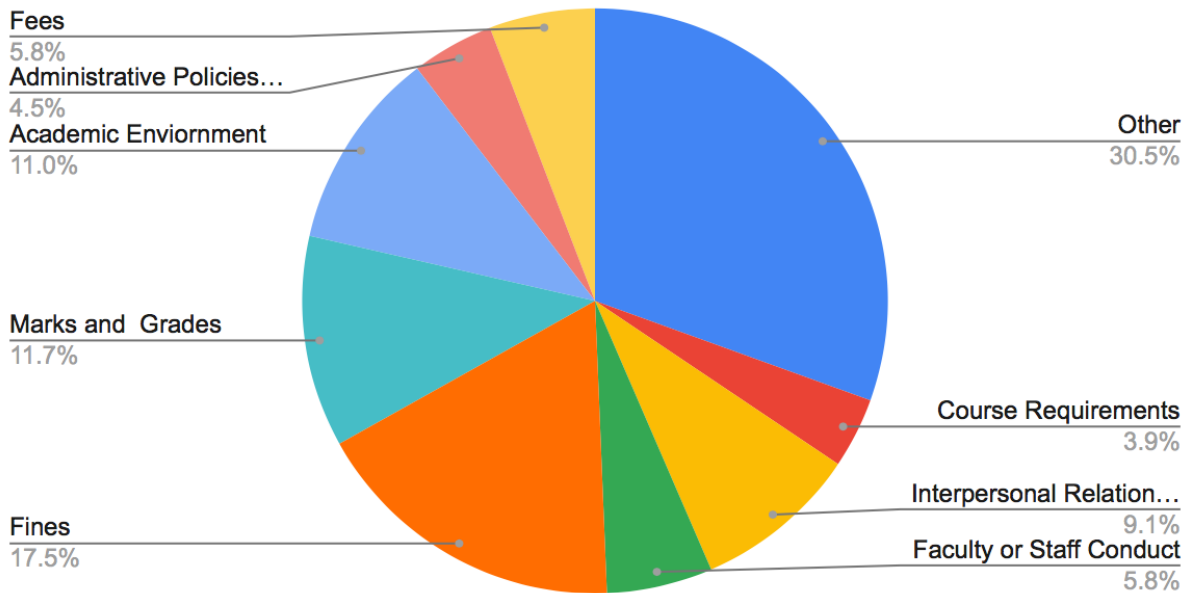
About 82.5% of PSTs believed that the cell deals with both academic as well as non-academic grievances.

Have you ever faced a grievance in GRDCE?



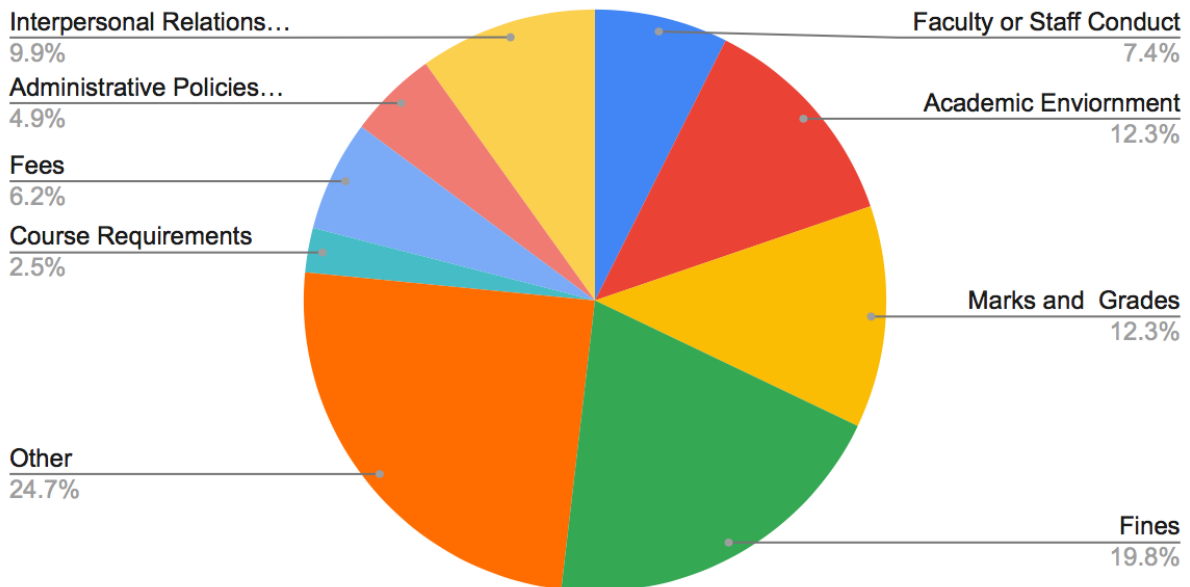
More than 70% of PSTs mentioned that they had never faced any grievance in the college. The PSTs from session 2022-24 faced less grievance than the PSTs from session 2021-23.

If you have faced any Grievance, it is primarily related to:



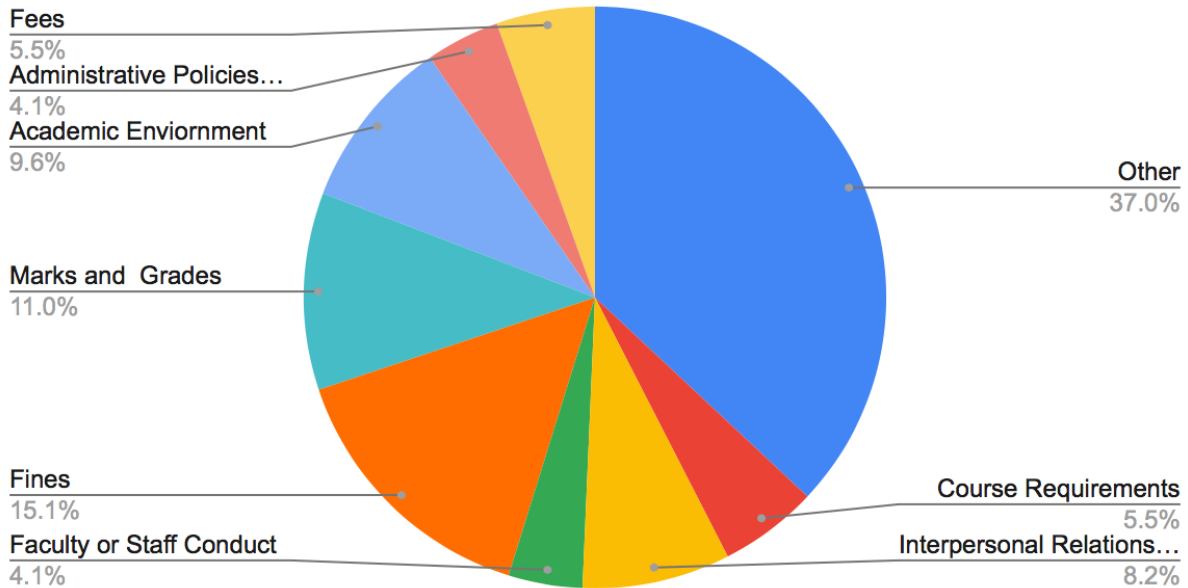
If you have faced any Grievance, it is primarily related to:

Session 2021-23



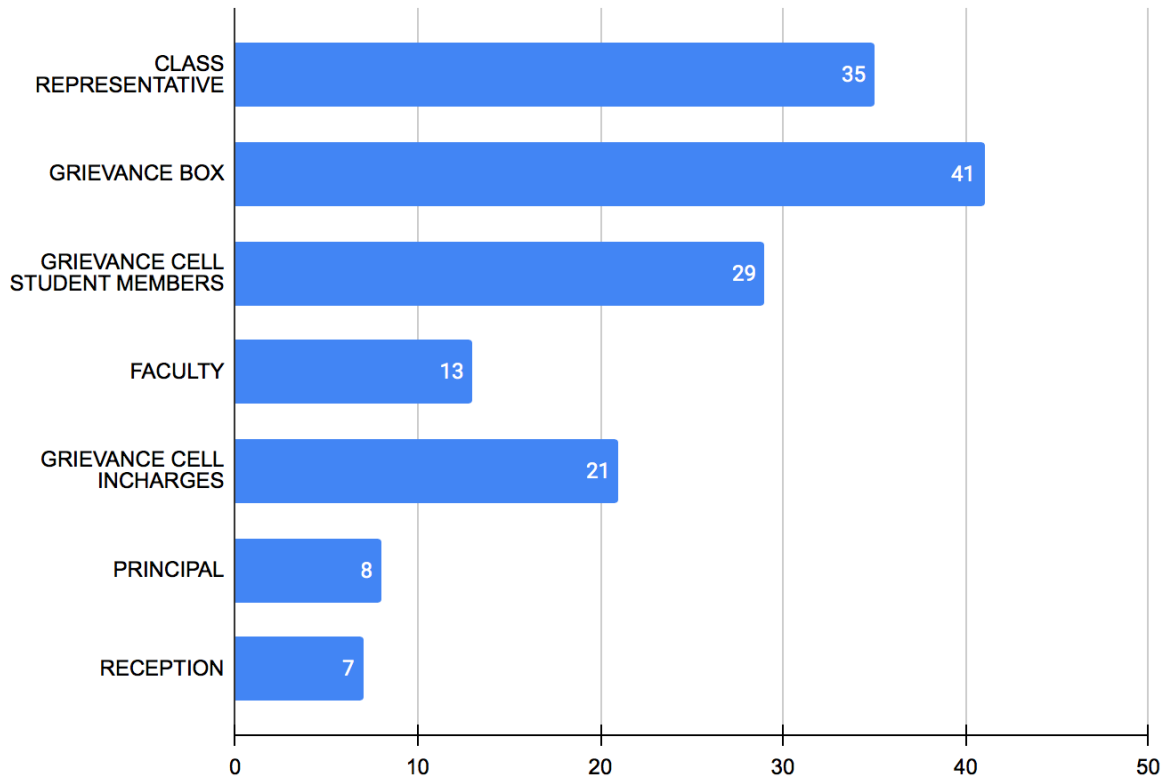
If you have faced any Grievance, it is primarily related to:

Session 2022-24



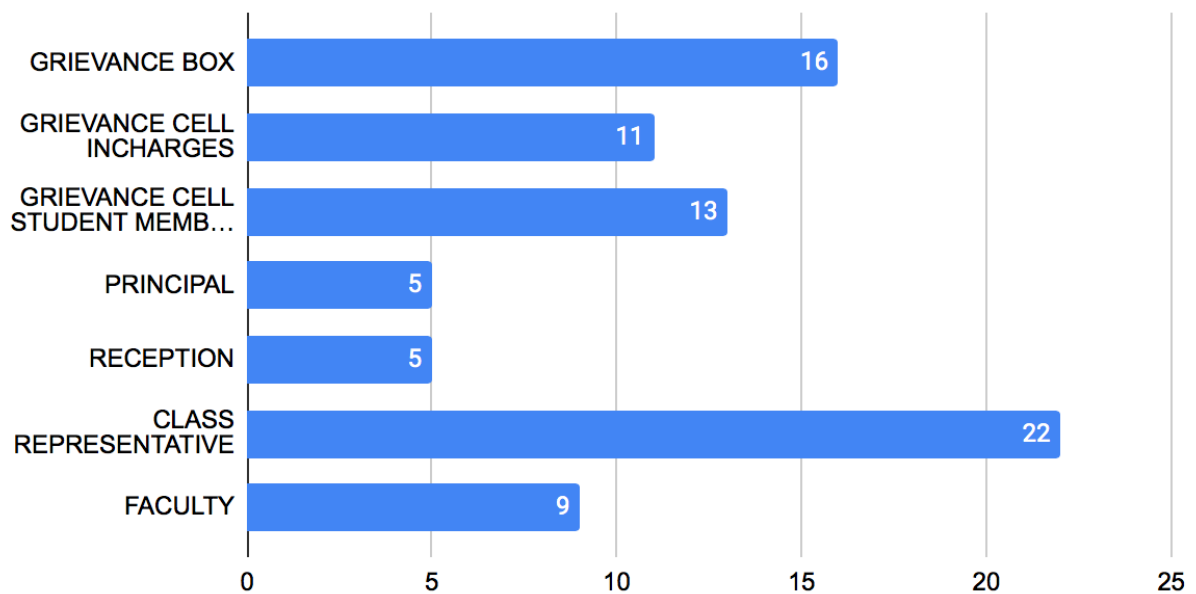
From the above responses, it can be interpreted that most PSTs seemed satisfied with the Academic environment, marks and grades, staff conduct, fees, course requirements and interpersonal relations. A considerable number of PSTs (overall: 30.5%, session 2021-23: 24.7%, session 2022-24: 37.0%) wanted more cleanliness and better functioning Air Conditioners.

Whom do you report / share if you have any grievance?



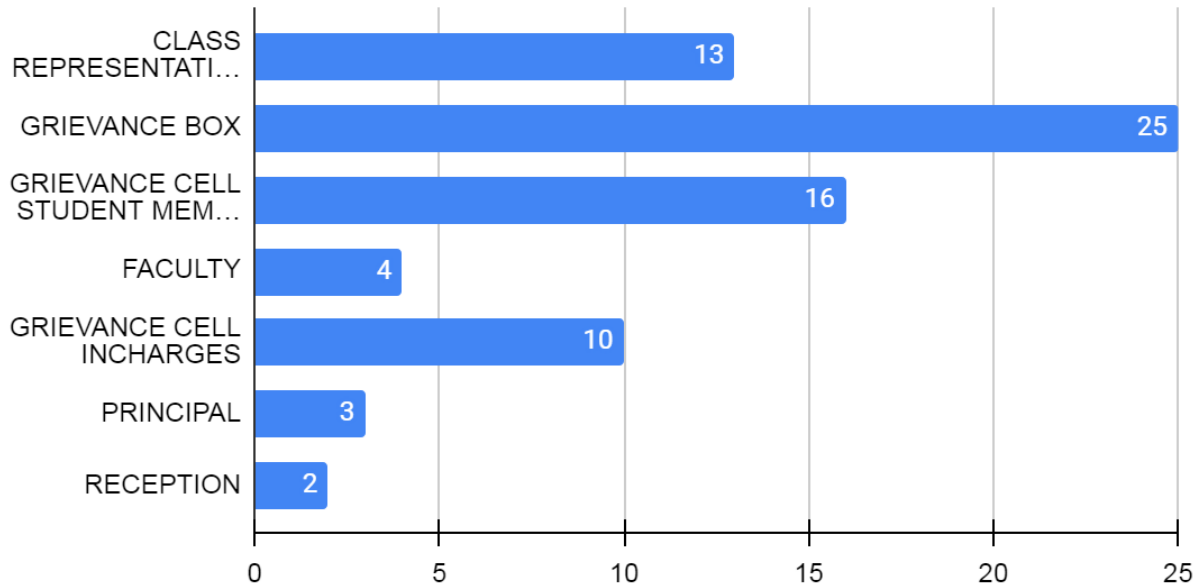
Whom do you report / share if you have any grievance?

Session 2021-23



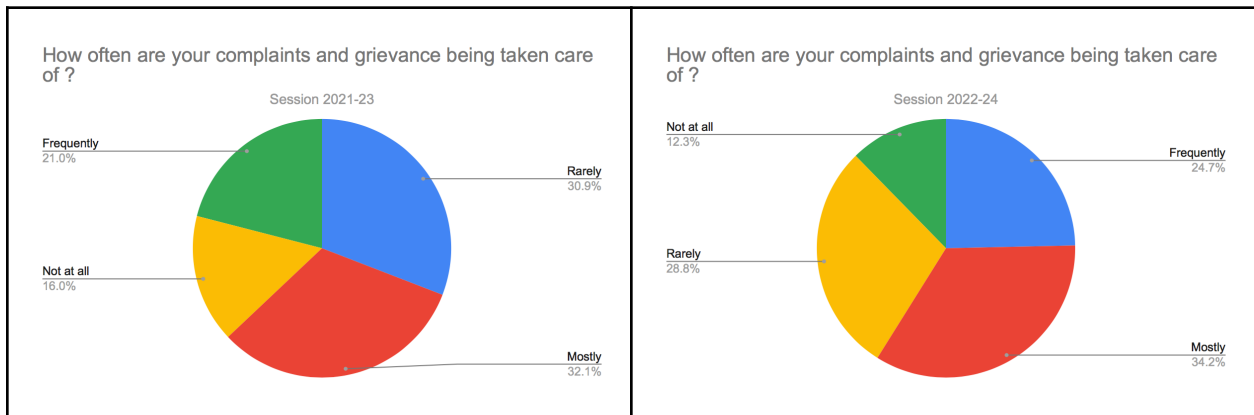
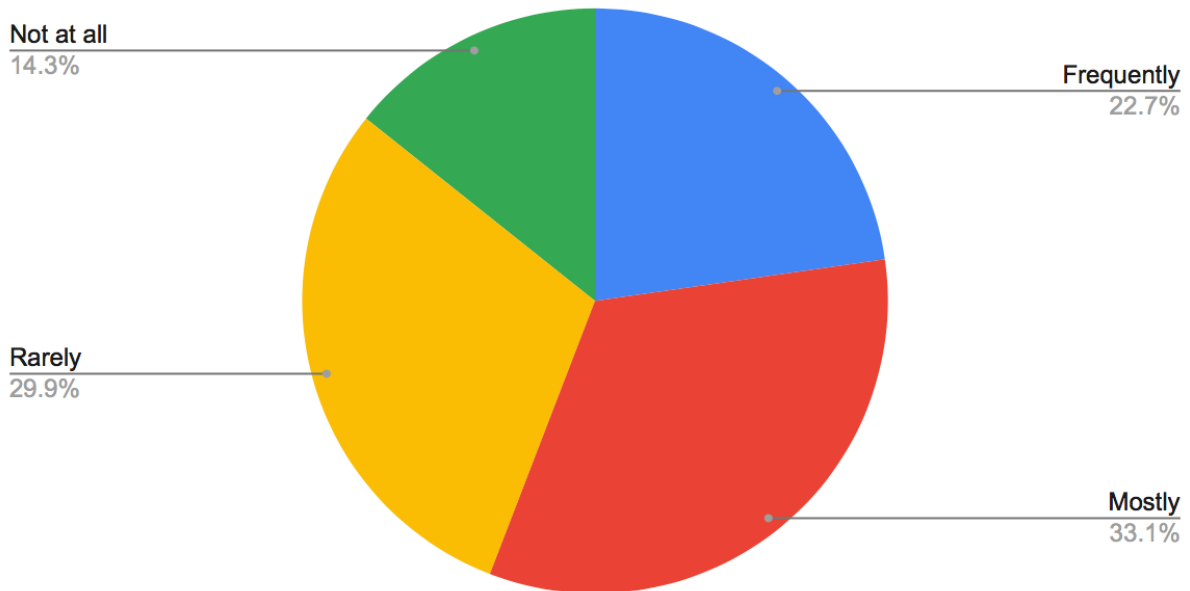
Whom do you report / share if you have any grievance?

Session 2022-24



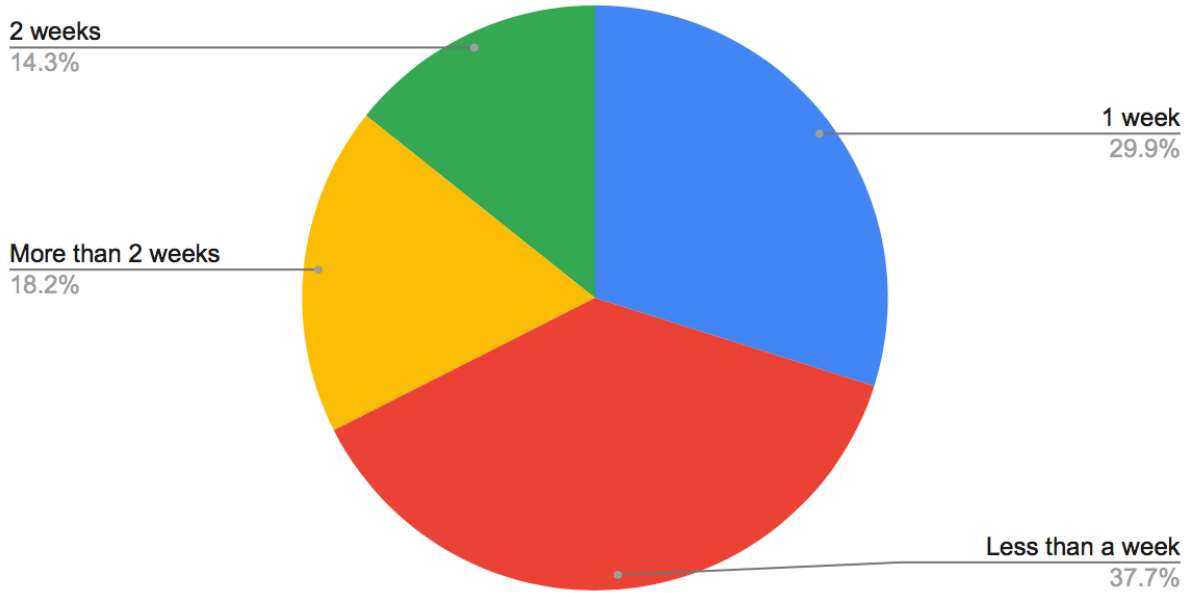
Majority of PSTs (overall) prefer Grievance Box for reporting their grievance. Another preferred way for PSTs is sharing their grievance with the Class Representative.

How often are your complaints and grievance being taken care of ?

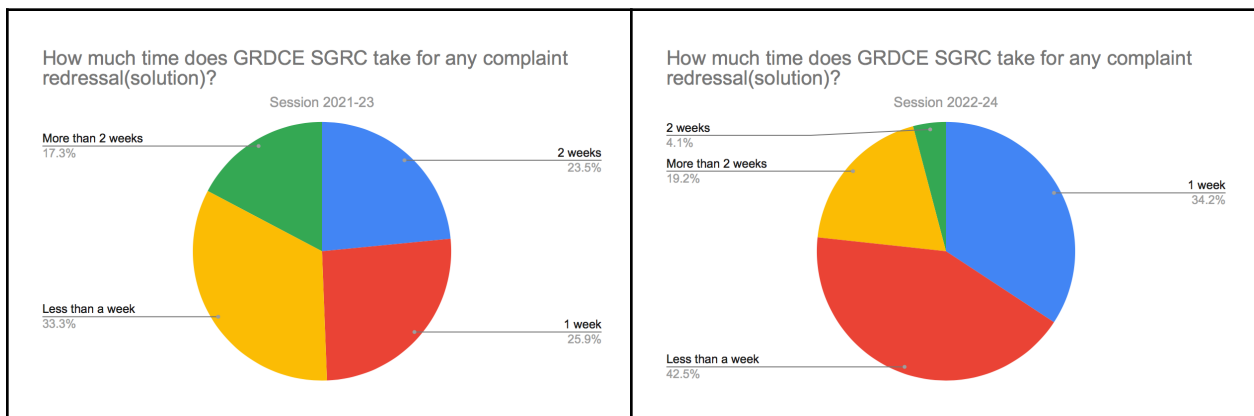


About 56% PSTs agree that their complaints are taken care of mostly or frequently. About 30% considered that it is rarely taken care of.

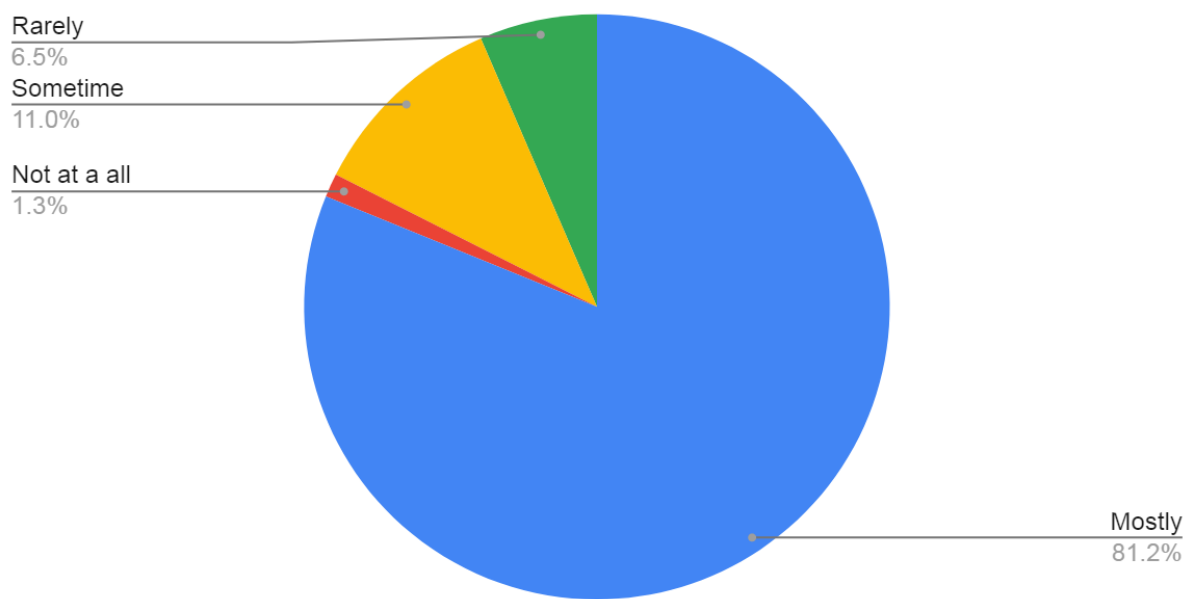
How much time does GRDCE SGRC take for any complaint redressal(solution)?



About 67% PSTs said that their grievance are resolved within a week.



Are you satisfied with the existing grievance settlement system of GRDCE SGRC?

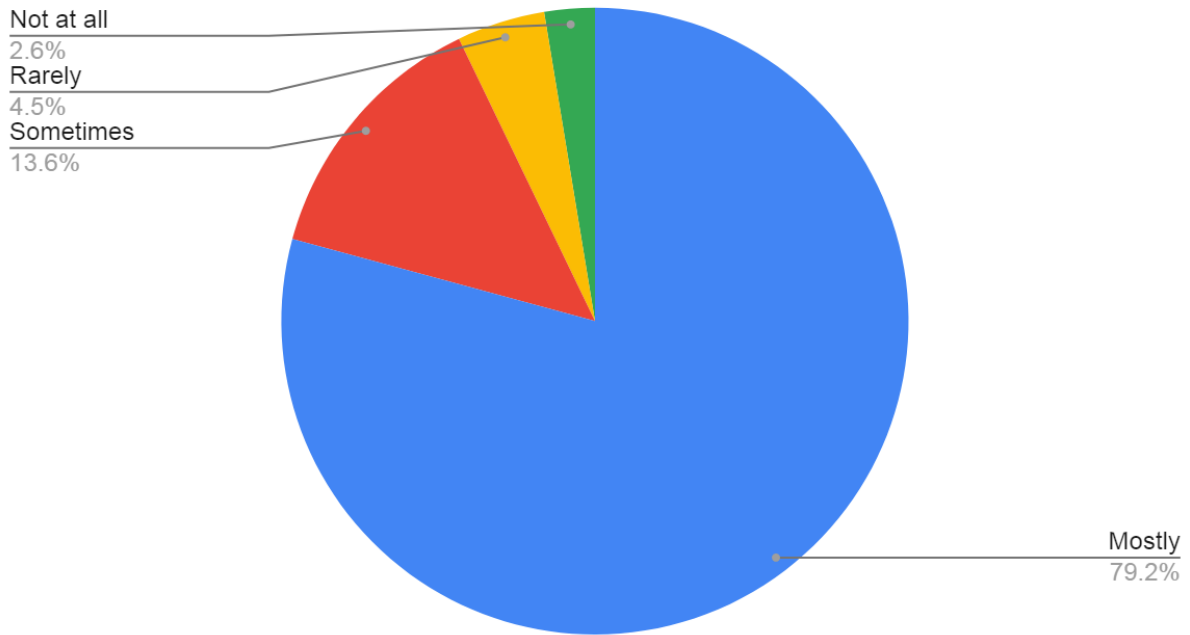


Also, most PSTs showed satisfaction with the existing settlement system of the Grievance Redressal Cell of the college.

Campus Culture

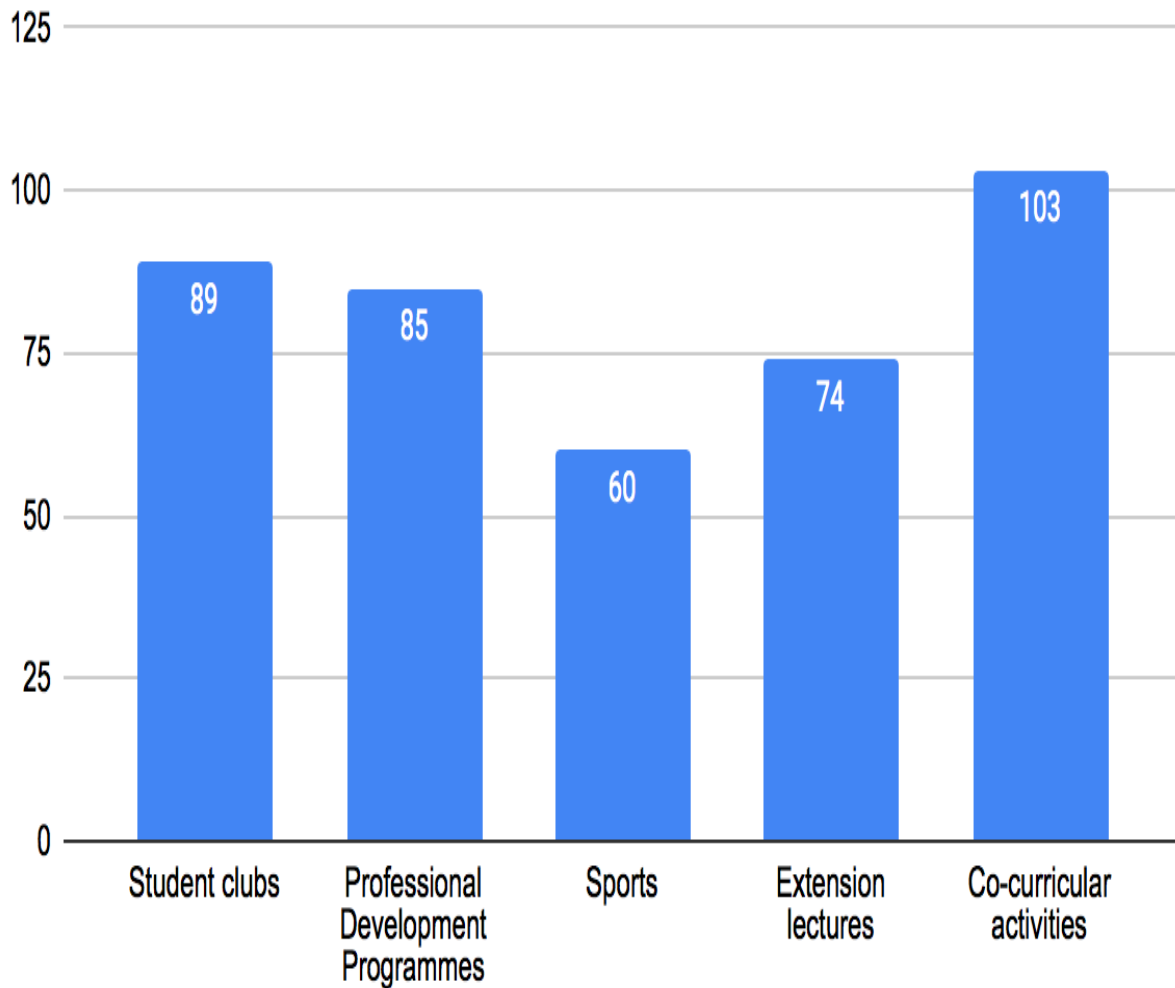
A few items were asked to study the attitude of PSTs towards the campus culture. The analysis is provided below:

Is campus culture supportive in GRDCE?



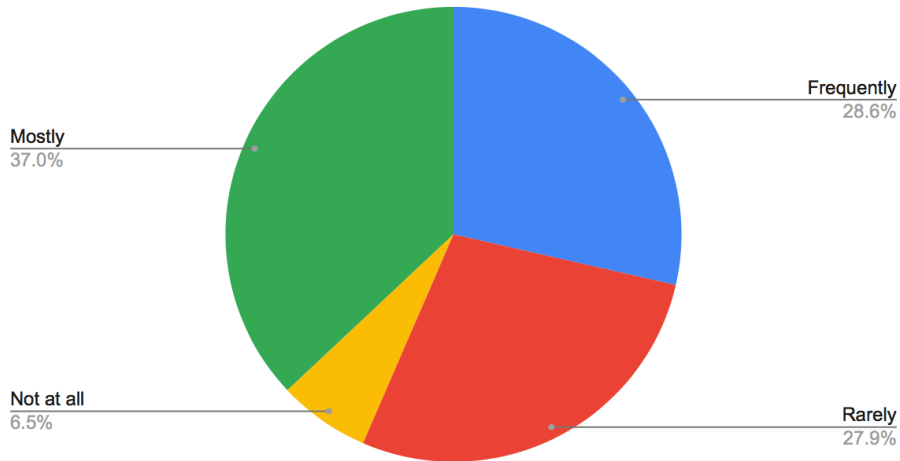
More than 79% of PSTs had the view that most of the times the campus culture is supportive.

What measures are being taken by GRDCE for maintaining and improving campus culture?

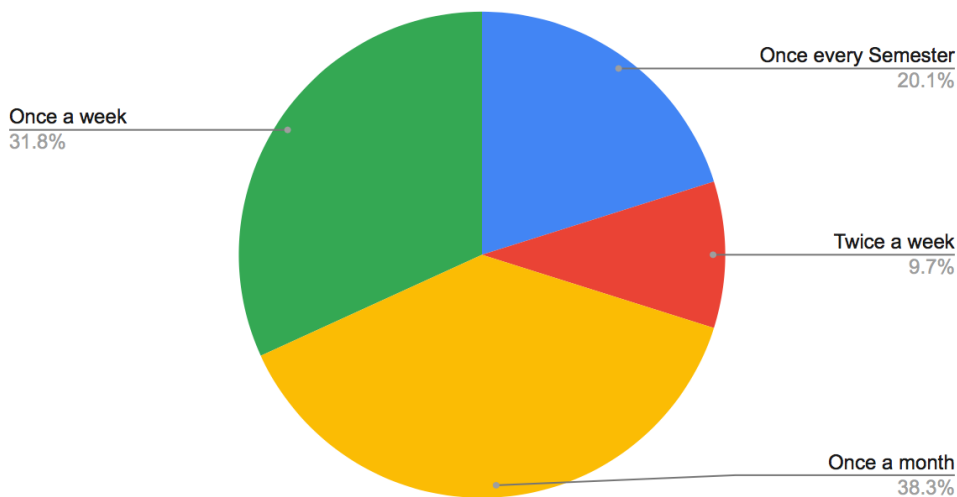


Majority of PSTs mentioned that one of the measures undertaken by the college for maintaining and improving campus culture is through co-curricular activities. However, PSTs saw sports as least undertaken measure towards the maintenance of the campus culture.

How often are Stress Management Workshops/Lectures/Sessions conducted in GRDCE?



How often do you want to the organization of above Stress Management/Mindfulness activities in GRDCE?

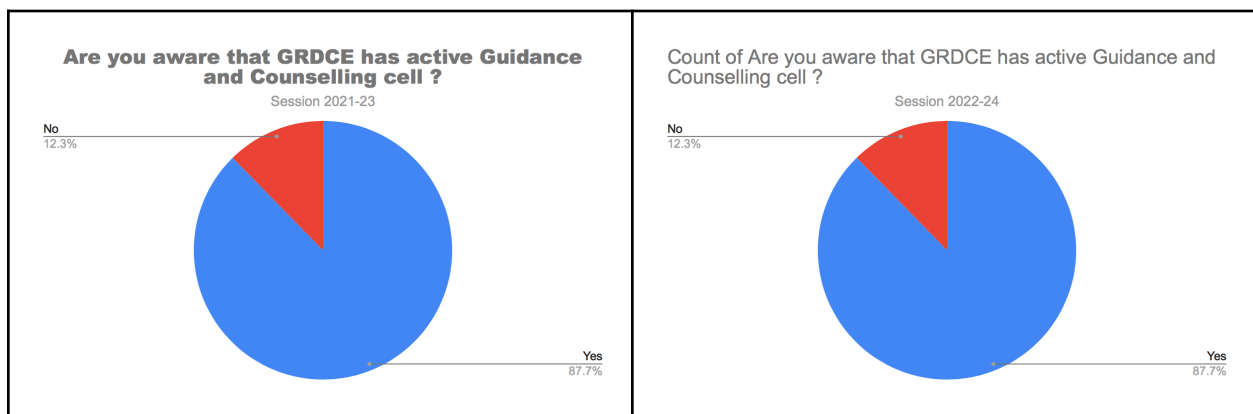
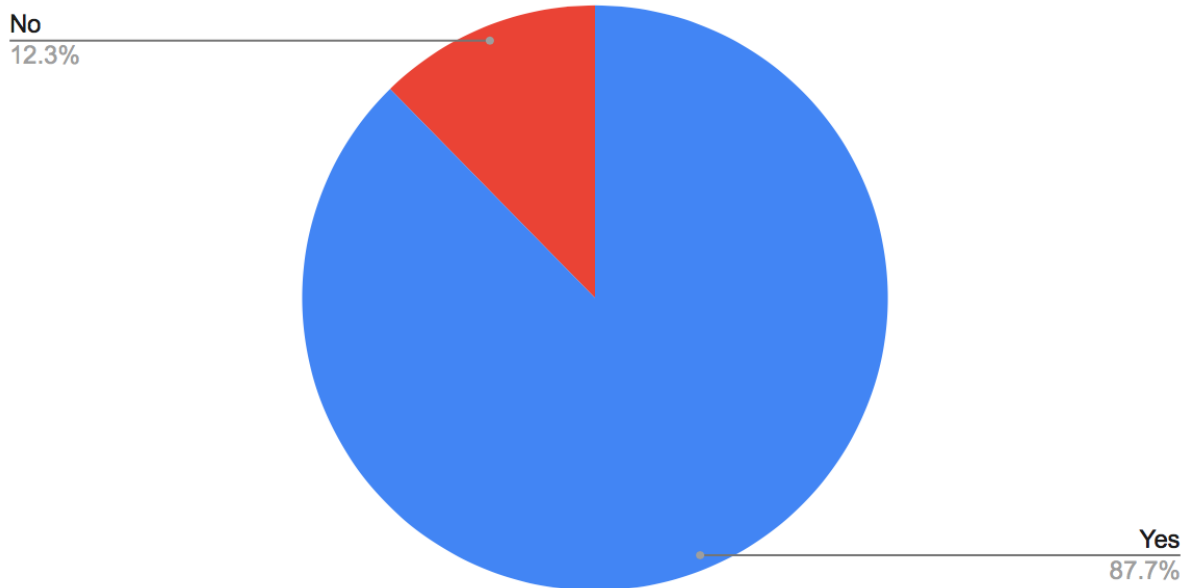


Majority of PSTs (65%) mentioned that the college frequently or mostly conducts stress management activities. Also, about 38% of PSTs wanted such workshops to happen once a month and 32% wanted such workshops to happen once a week.

Guidance and Counseling Cell

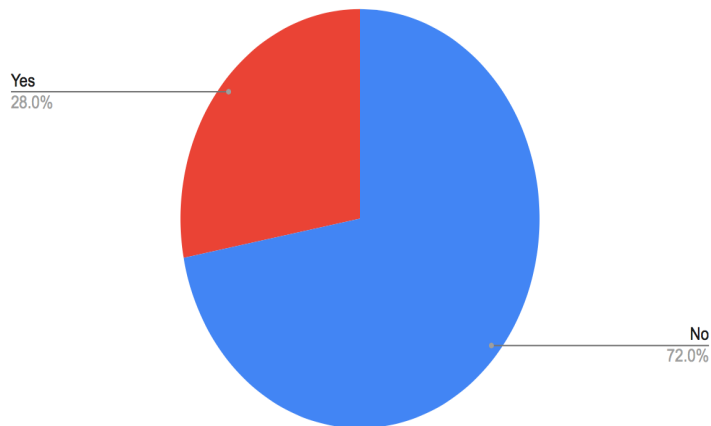
Another student-friendly measure undertaken by the college is establishing a Guidance and Counseling Cell.

Are you aware that GRDCE has active Guidance and Counselling cell ?

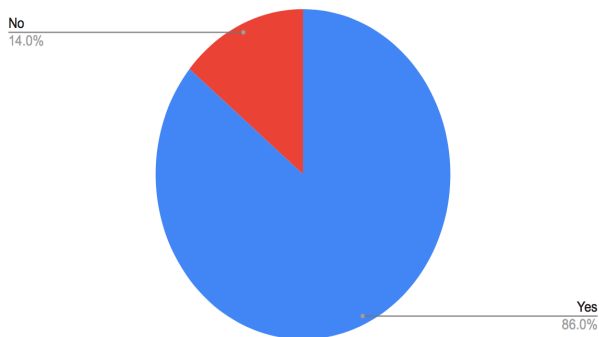


About 88% PSTs (overall, session 2021-23, and session 2022-24) were aware of the existence of Guidance and Counseling Cell.

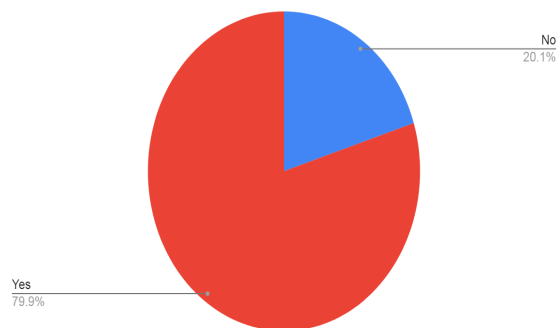
Have you ever taken Personal Guidance and Counselling help from the GRDCE Guidance and Counselling cell ?



Are you aware of the Inhouse Counsellor attached to the GRDCE Guidance and Counselling Cell?



Are you aware of the External Counsellor attached to the GRDCE Guidance and Counselling Cell?



Although most of the PSTs (86%) were aware of the inhouse counselor attached to the Guidance and Counseling Cell of the college and half of them were aware of the external counselor attached, only 28% PSTs felt need of taking personal assistance from the counselor.

Overall, the students were well aware of the existence of different support mechanisms in the college and majority of them were satisfied with their working as well. However, there are a few areas which require improvement as per PSTs' suggestions. The college has begun to take measures as per their suggestions. For instance, the students get more opportunities for games and play-based learning. Programmes are being organized for enhancement of their skills, and activities related to music, art and drama are conducted. Apart from this, the cleanliness of the campus is taken utmost care of. The college is also working towards better infrastructure and other facilities.

The data also revealed that the PSTs from academic session 2022-24 were more satisfied as compared to the ones from academic session 2021-23. This further makes it evident that the college has made progress in different aspects and the level of student satisfaction has increased over time.