Sr. No.	Activity	Maximum Marks	Marks Claimed	Proof
17	Feedback from Stakeholders other than Students and action taken thereon	Yes=4	4	

GOVERNMENT COLLEGE BILASPUR (H.P.)

A REPORT ON
SATISFACTION SURVEY
ON TEACHING-LEARNING AND CAMPUS FACILITIES
(BASED ON STUDENTS, PARENTS, ALUMNI AND TEACHER'S FEEDBACK)

SESSION: 2024-25

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SECTION –I

INTRODUCTION

</div>

INTRODUCTION:

Established in 1952, Government College Bilaspur stands tall as a beacon of education in Himachal Pradesh, guided by its motto "TAMSO MAA JYOTRIGMYA" — a commitment to contribute to society through the pursuit of knowledge. Situated on the picturesque bank of the Govind Sagar Lake, beneath the Bandla hills, the campus provides an inspiring backdrop for the pursuit of academic excellence.

ACADEMIC DISTINCTION:

Over the past 70 years, the college has consistently demonstrated dedication and firmness, building a legacy of academic distinction. Affiliated to Himachal Pradesh University, the institution proudly holds a B rating from the National Accreditation and Assessment Council (NAAC). It is a testament to its commitment to quality education.

COURSES OFFERED:

Government College Bilaspur offers a diverse range of undergraduate and postgraduate courses in Arts, Science, Commerce, and Vocational streams. In alignment with the changing educational landscape, the college runs self-financing programs like BCA, PGDCA, B.Sc. in Biotechnology, BBA, B.Voc., and BTTM. The recent introduction of PG courses in Physics, Chemistry, and Mathematics is a significant stride towards bridging the educational gap between rural and urban students.

INFRASTRUCTURE AND FACILITIES:

The College boasts well-equipped and spacious laboratories in various departments, fostering a practical learning environment. The library, with INFLIBNET facility, ensures easy access to a vast array of print

and electronic resources. Hostel facilities for students and residential quarters for faculty and staff contribute to a conducive learning atmosphere. Specialized clubs like the Eco Club and Red Ribbon Club actively engage students in integrated development.

RECOGNITION AND GRANTS:

The college's commitment to excellence is recognized through its inclusion in the Utkrisht Mahavidyalya Yojna, with a generous grant of one Crore for the financial year 2021-22. This financial support further propels the institution towards achieving its educational goals.

EXTRACURRICULAR AND SOCIAL INITIATIVES:

The vibrancy of Government College Bilaspur extends beyond academics. Regular activities related to sports, NCC, NSS, and Rover & Rangers contribute to holistic student development. Inter-college sports and cultural events provide ample opportunities for students to hone their talents. Additionally, the college actively participates in social causes through clubs like the Environment Club and Energy Club.

DISTANCE EDUCATION AND OUTREACH:

Recognizing the importance of inclusive education, the college serves as an IGNOU study center, providing distance education opportunities. This initiative extends the reach of quality education to a broader spectrum of learners. Government College Bilaspur, with its rich history, commitment to academic excellence, and a holistic approach to education, continues to be a pillar of learning in Himachal Pradesh. Through its varied courses, state-of-the-art facilities, and vibrant extracurricular activities, the college remains dedicated to shaping well-rounded individuals equipped for the challenges of the modern world.

VISION OF THE COLLEGE:

- Achieving excellence in education by maintaining high standards in teaching, shaping talents of students, building their character and imbibing in them a sense of civic and social responsibility.

- Empowering students to become able, responsible citizens by imparting quality education and inculcating sound ethical values.

- Providing best infrastructure comparable to international standards.

MISSION OF THE COLLEGE:

- To create perfect learning environment.

- To provide necessary infrastructure (auditorium, a new science block, a new block for B. Voc., New block for Library).

- To provide clean and pollution free environment under 'Swachh Bharat Abhiyan'.

- To provide academic facilities to the teachers

- To encourage students to participate in extracurricular activities.

- To provide Skill Based Education

- To improve communication skills of the students for personality enhancement.

- To focus on bringing the students at par with the students of metropolitan cities.

- To reach out to society through NCC, NSS, Rover and Rangers for implementation of govt. policies like Swachh Bharat Abhiyan

SECTION - II
RESEARCH DESIGN

1. RESEARCH DESIGN

Research design is the blue print of the whole research work and includes specified framework for collecting and analyzing the collected information in a systematic manner. It provides guidelines to the investigator to move with the investigation. A research design is a plan according to which the whole research work is carried out and also a strategy that you choose to integrate the different components of the study in a coherent and logical way. It provides the empirical and consistent basis for drawing the conclusions.

1.1 NEED FOR THE SURVEY

Feedback survey gives clear guidance on how to improve students' learning, awareness and teachers-students relationship. No matters that how highly an institution is graded, it is not greater than its students because students are the factors that make the institution come alive. Student satisfaction refers to the attraction, pride, or positive feelings that students develop towards a particular program or institution. Student satisfaction surveys helps to measure the effectiveness of classroom teaching and the student feedback provide a roadmap to gauge different alternative methods to make education more effective. Student satisfaction tries to identify and implement the multi-faceted areas of development Government Post Graduate College Bilaspur is no exception to conduct student satisfaction surveys. The practice of analyzing student feedback on different aspects of the institution is being done annually. After taking into consideration the comments of previous NAAC report the institution has extended the practice of analyzing feedback to alumni and teachers of the college also to make the survey more significant.

1.2 OBJECTIVES OF SURVEY

Objectives of a study provide the framework for the accomplishment of whole investigation carried out. In the present survey following objectives have been enclosed:

- To measure the perception and satisfaction level of students towards campus facilities and teaching learning process of Government College Bilaspur

- To examine the perception and satisfaction level of Parents towards campus facilities and teaching learning process of Government College Bilaspur.

- To analysis the perception and satisfaction level of teachers towards different aspects of curriculum taught, problem faced by teachers of Government Bilaspur

- To study the perception and satisfaction level of Alumni towards different aspects of campus facilities and teaching learning process of Government College Bilaspur

To invite suggestions and recommendations from students, alumni, parents and teachers for the comprehensive development of institution

1.3 SCOPE OF SURVEY

Scope of a study acts like boundary walls of an investigation beyond which the investigator can't exercise and results can't be generalized. The scope of the present survey is confined to a random sample of 2498 stakeholders (students, alumni, Parents and teachers) belonging to Government College Bilaspur

1.4 SAMPLE COMPOSITION AND SIZE

The sample for present survey has been framed in the following manner:

Table 1.4: Profile of the overall respondents

Respondents	Frequency	Percentage
Students	1500	60.04
Teachers	50	2.0
Alumni	200	8.00
Parents	748	29.94
Total	2498	100

Figure 1.4: Profile of the overall respondents

The table2.1 shows that the total sample for present survey is composed of students, alumni, teachers and parents which accounts for 60.04 percent, 2.0 percent, 8.00 and 29.94 percent respectively during 2024-25.

TABLE 1.5: PROFILE OF THE STUDENT RESPONDENTS

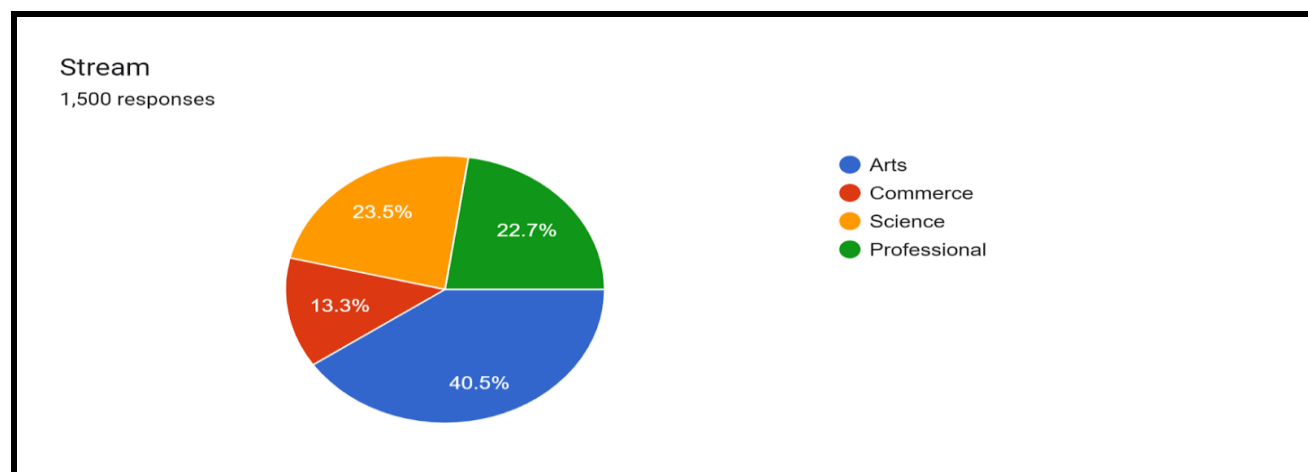| Stream of the students	Frequency	Percentage
Arts	607	40.5
Commerce	200	13.3
Science	353	23.5
Professional (BBA, BCA, PGDCA)	340	22.7
Total	1500	100

Figure 1.5: Profile of the student respondents

Above table and figure reveals that the student respondents for the present survey have been selected randomly from all streams being run the institution during 2024-25. As evident from the table 1.5 maximum responses are received from Arts stream followed by Science, Professional and Commerce respectively.

1.6 COLLECTION OF DATA

Required information has been collected from 1500 randomly selected students from at least each stream of the college with the help of well-structured questionnaire designed on five point rating scale.

1.7 TOOLS AND TECHNIQUES USED FOR ANALYSIS

The collected information has been analyzed with the help of frequency tables, pie-charts, graphs, percentage.

1.8 TENTATIVE CHAPTERISATION

The survey report has been organized into four sections as under:

The first section deals with introductory part of the report on general information about the college. Second part of the report presents the research design and methodology used in the study. The third section illustrates the analysis and interpretation of collected data with the help of suitable statistical and mathematical tools. This section has been further divided into five parts in which the Part-A, Part-B, Part-C and Part - D deal with the analysis and interpretation of student, Parents, teachers and Almuni feedback respectively. Finally, the last Part -E provides an overview of findings and summary of the present survey.

ANALYSIS AND INTERPRETATION
ANALYSIS OF THE STUDENT FEEDBACK ON TEACHING AND CAMPUS FACILITIES OF

GOVERNMENT COLLEGE BILASPUR (HP)

The data collected from the students has been analyzed with the help of percentage, bar diagrams, pie charts.

Table 2.1: The college has well-developed and adequate infrastructure facilities to support academic and extracurricular activities.

Response	Number of Respondents	Percentage
Strongly Disagree	82	5.5%
Disagree	87	5.8%
Neutral	381	25.4%
Agree	802	53.5%
Strongly Agree	148	9.9%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

1. The college has well-developed and adequate infrastructure facilities to support academic and extracurricular activities
1,500 responses

- Strongly Disagree
- Disagree
- Neutral
- Agree
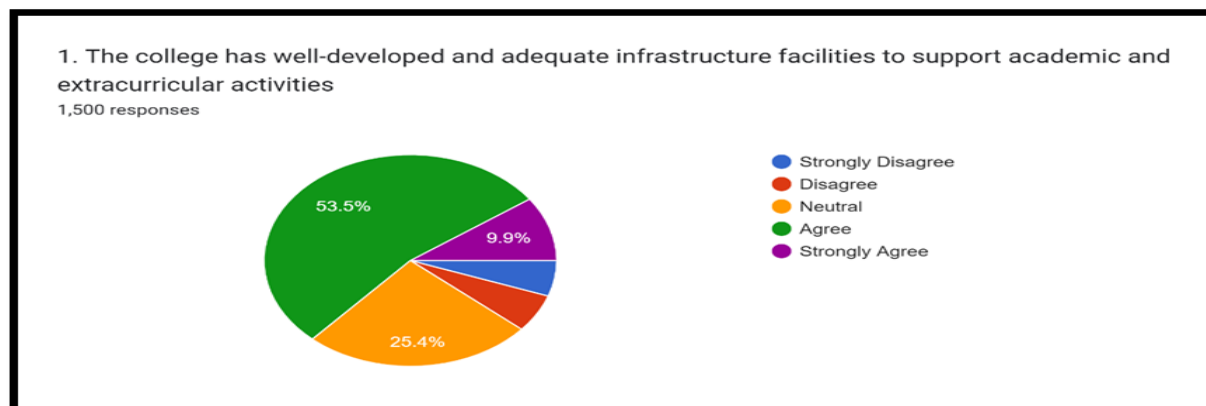- Strongly Agree

53.5% 9.9% 25.4%

Figure 2.1: Opinion of the respondents regarding the college has well-developed and adequate infrastructure facilities to support academic and extracurricular activities.

It is apparent from the table No. 2.1 that most of the students studying in college are agreed to the statement that College has well-developed and adequate infrastructure facilities which support academic and extracurricular activities.

Table 2.2: The campus is maintained with a high standard of cleanliness.

Response	Number of Respondents	Percentage
Strongly Disagree	86	5.7%
Disagree	146	9.7%
Neutral	360	24%
Agree	727	48.5%
Strongly Agree	181	12.1%
Total	1500	100

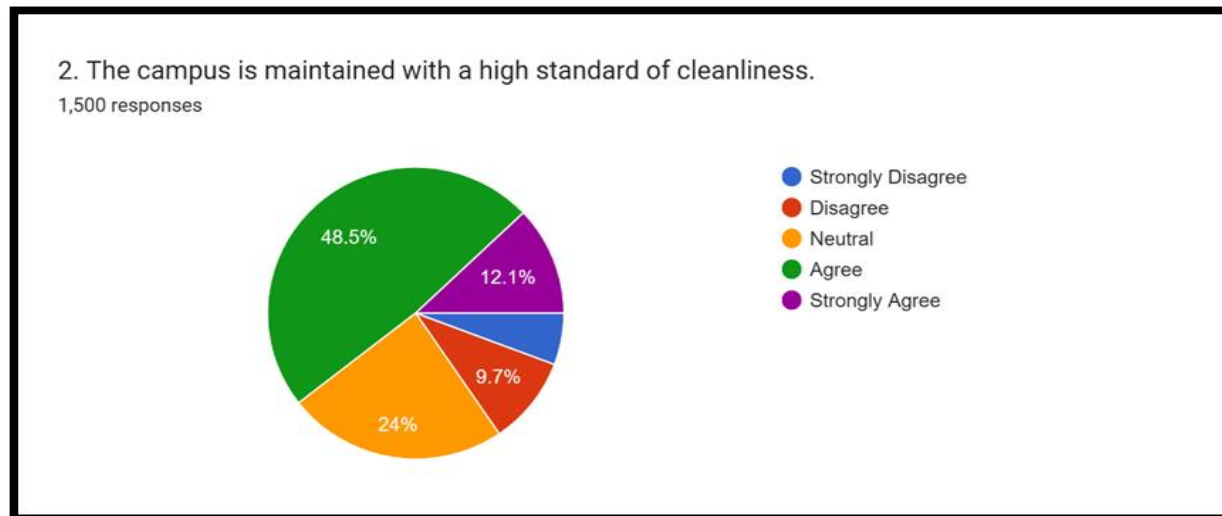**Source:** Students Satisfaction Survey 2024-25

Figure 2.2: Opinion of the respondents regarding the campus is maintained with a high standard of cleanliness.

It is evident from the table No.2.2 that most of the students are agreed to the statement that college maintained high standard of cleanliness in all respect.

Table 2.3: The College has adequate and effective security arrangements to ensure student safety on campus.

Response	Number of Respondents	Percentage
Strongly Disagree	66	4.4%
Disagree	117	7.8%
Neutral	340	22.7%
Agree	778	51.9%
Strongly Agree	199	13.3%
Total	1500	100

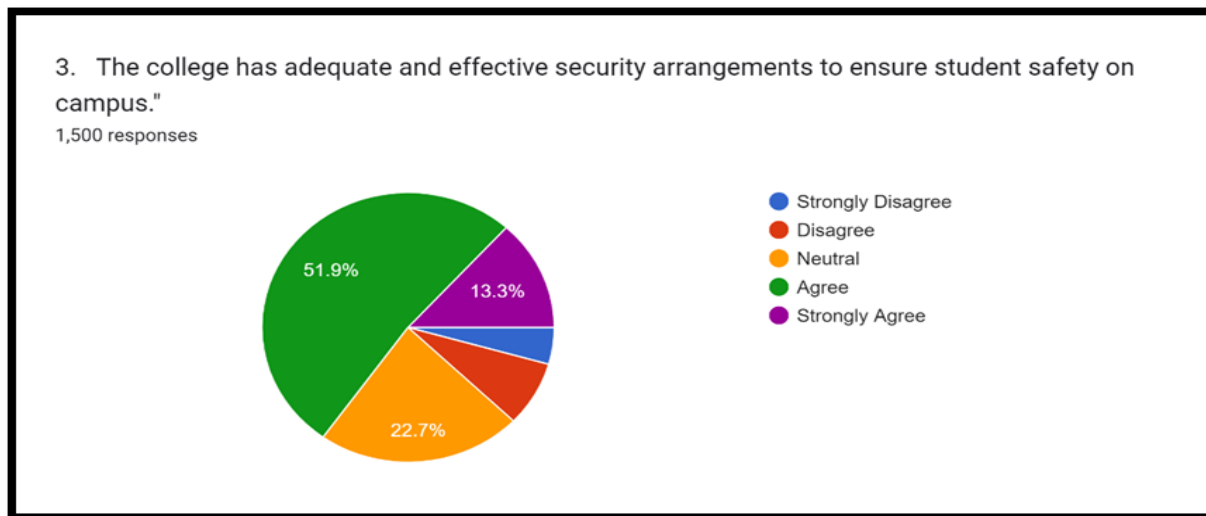**Source:** Students Satisfaction Survey 2024-25

Figure 2.3: Opinion of the respondents regarding the college has adequate and effective security arrangements to ensure student safety on campus.

It is apparent from the table No.2.3 that most of the students are agreed to the statement that college provides adequate and effective security arrangements to ensure student safety in campus.

Table 2.4: The library provides adequate resources such as books, Newspaper, magazines, journals and E- resources to support academic needs.

Response	Number of Respondents	Percentage
Strongly Disagree	46	3.1%
Disagree	53	3.5%
Neutral	253	16.9%
Agree	804	53.6%
Strongly Agree	344	22.9%
Total	1500	100

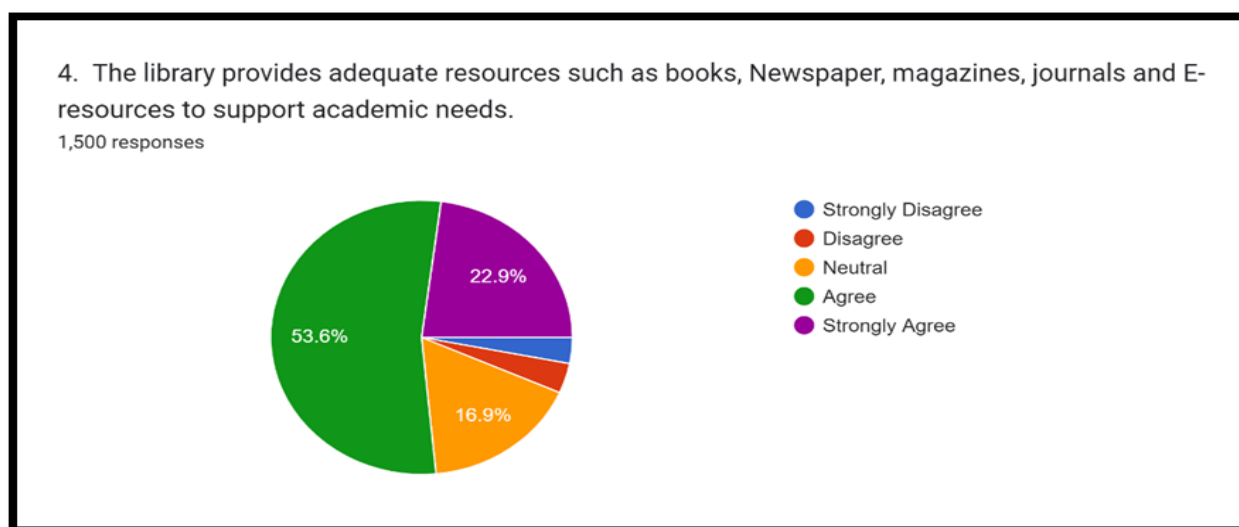Source: Students Satisfaction Survey 2024-25

Figure 2.4: Opinion of the respondents regarding the library provides adequate resources such as books, Newspaper, magazines, journals and E- resources to support academic needs.

It is evident from the table No.2.4 that majority of the students are agreed to the statement that Library provides adequate resources such as books, Newspaper, magazines, journals and E-resources to support academic needs which assist students in shaping their career.

Table 2.5: The College provides reliable and fast Wi-Fi internet access for students across the campus.

Response	Number of Respondents	Percentage
Strongly Disagree	200	13.3%
Disagree	307	20.5%
Neutral	398	26.5%
Agree	487	32.5%
Strongly Agree	108	7.2%
Total	1500	100

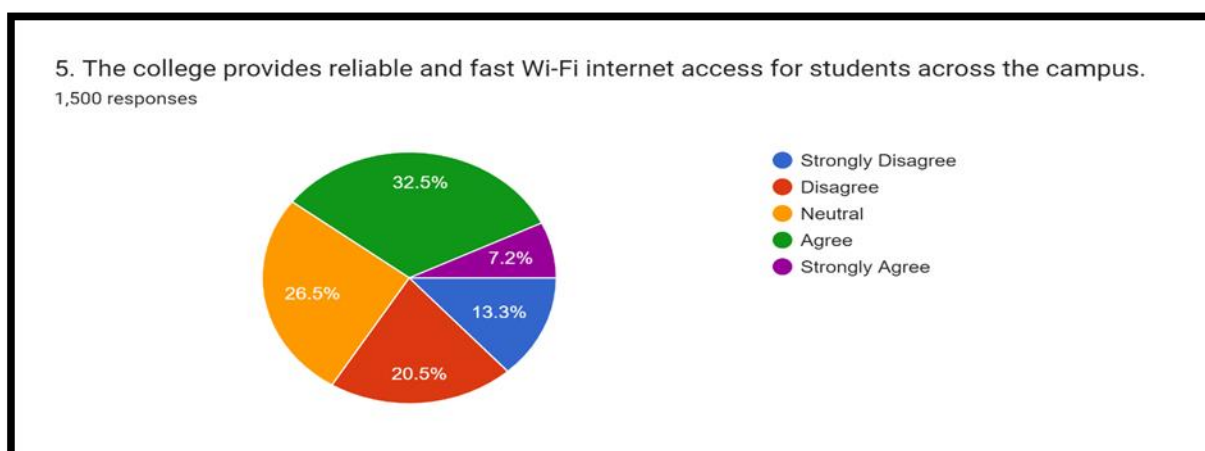**Source:** Students Satisfaction Survey 2024-25

Figure 2.5: Opinion of the respondents regarding the college provides reliable and fast Wi-Fi internet access for students across the campus.

It is apparent from the table No.2.5 that 39.7% students are agreed to the statement that college provides reliable and fast Wi-Fi internet access for students across the campus.

Table 2.6: The College provides a user-friendly and efficient online admission facility for students.

Response	Number of Respondents	Percentage
Strongly Disagree	42	2.8%
Disagree	53	3.5%
Neutral	257	17.1%
Agree	874	58.3%
Strongly Agree	274	18.3%
Total	1500	100

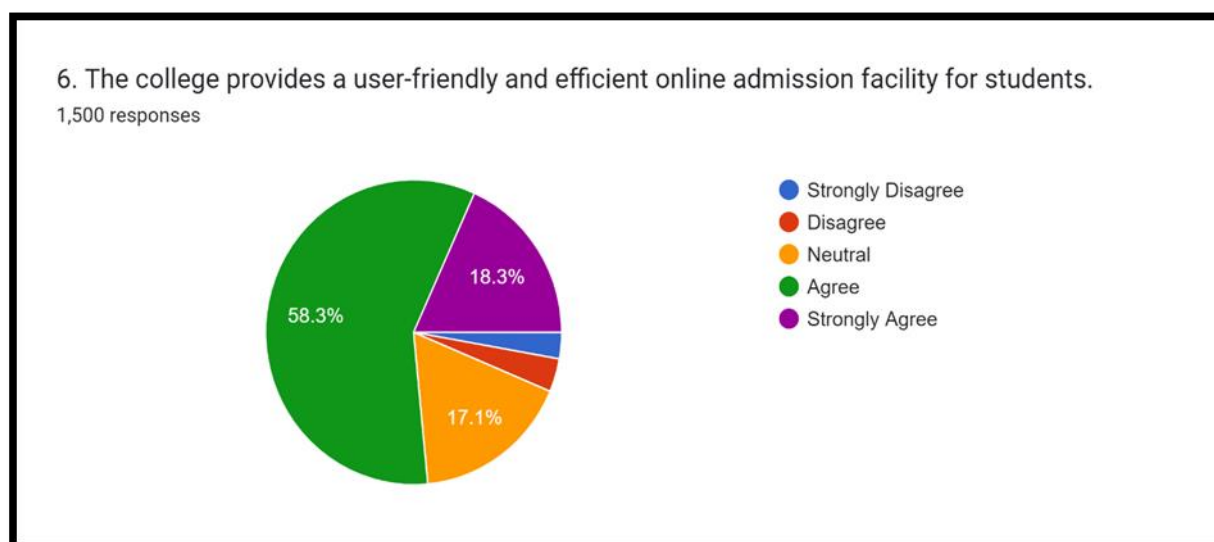**Source:** Students Satisfaction Survey 2024-25

Figure 2.6: Opinion of the respondents regarding the college provides a user-friendly and efficient online admission facility for students.

It is evident from the table No.2.6 that majority of the students are agreed to the statement that college students are satisfied with the user-friendly and efficient online admission process of the college.

Table 2.7: The college canteen provides hygienic and affordable food options for students.

Response	Number of Respondents	Percentage
Strongly Disagree	85	5.7%
Disagree	123	8.2%
Neutral	370	24.7%
Agree	754	50.3%
Strongly Agree	168	11.2%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

7. The college canteen provides hygienic and affordable food options for students.
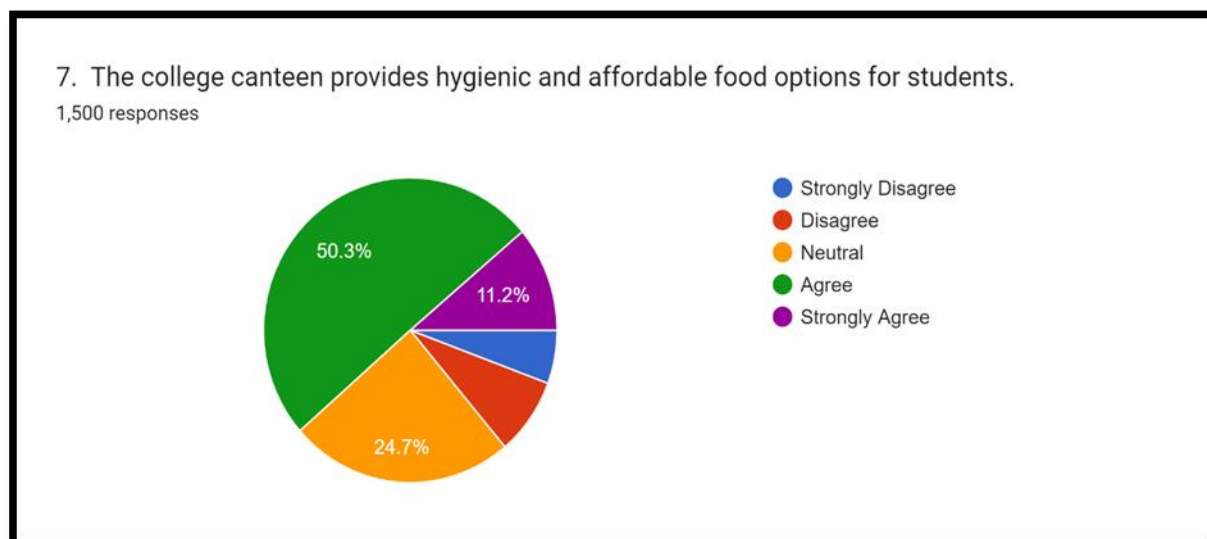1,500 responses

Figure 2.7: Opinion of the respondents regarding the college canteen provides hygienic and affordable food options for students.

It is apparent from the table No.2.7 that most of the students are agreed to the statement that college canteen provides hygienic and affordable food options for students.

Table 2.8: The College has good transport connectivity with the National Highway and major/minor bus stations.

Response	Number of Respondents	Percentage
Strongly Disagree	61	4.1%
Disagree	98	6.5%
Neutral	347	23.1%
Agree	797	53.1%
Strongly Agree	197	13.1%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

8. The college has good transport connectivity with the National Highway and major/minor bus stations.
1,500 responses

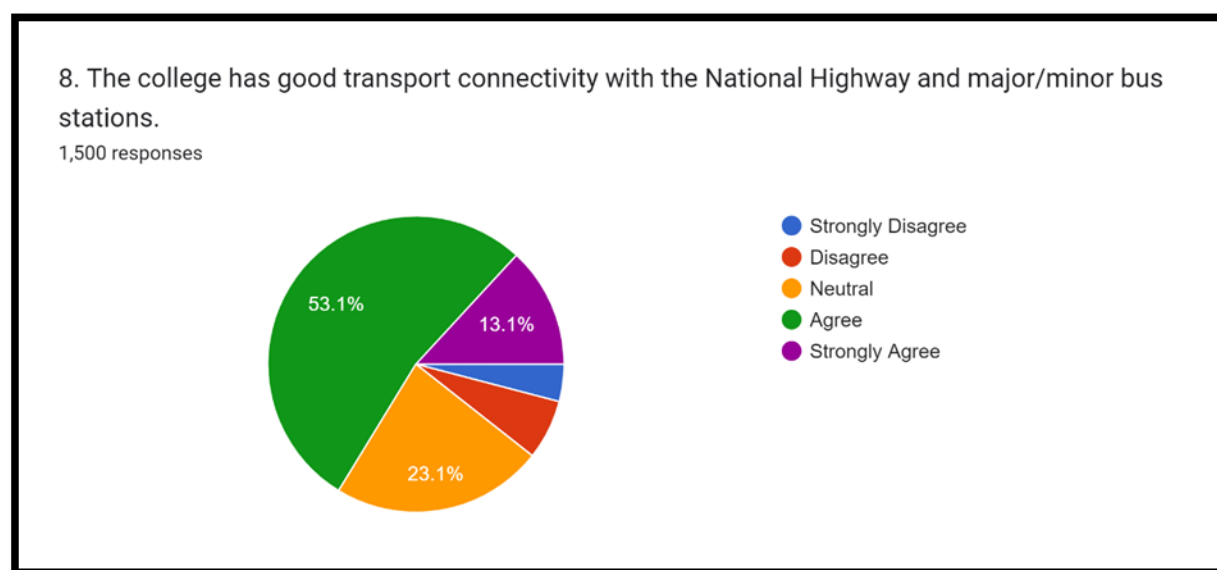- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Figure 2.8: Opinion of the respondents regarding the college has good transport connectivity with the National Highway and major/minor bus stations.

It is evident from the table No.2.8 that majority of the students are agreed to the statement that college is located at district headquarter and has good transport connectivity with the National Highway and major/minor bus stations.

Table 2.9: The college provides adequate and well-maintained sports facilities for students.

Response	Number of Respondents	Percentage
Strongly Disagree	59	3.9%
Disagree	117	7.8%
Neutral	371	24.7%
Agree	790	52.7%
Strongly Agree	163	10.9%
Total	1500	100

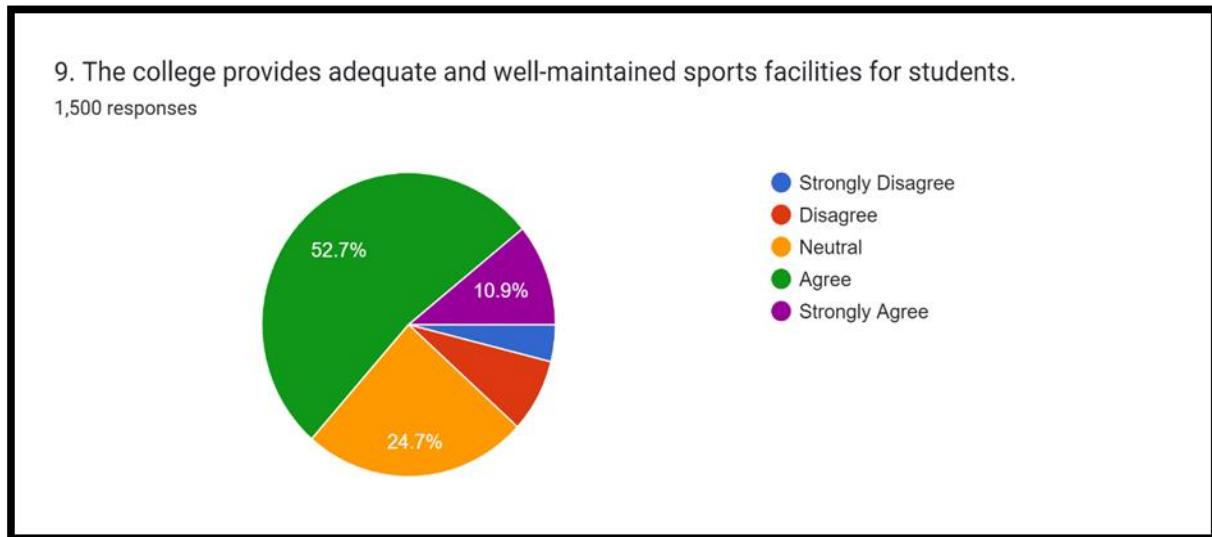**Source:** Students Satisfaction Survey 2024-25

Figure 2.9: Opinion of the respondents regarding the college provides adequate and well-maintained sports facilities for students.

It is apparent from the table No.2.9 that most of the students are agreed to the statement that college provides adequate and well-maintained sports facilities for students.

Response	Number of Respondents	Percentage
Strongly Disagree	65	4.3%
Disagree	131	8.7%
Neutral	438	29.2%
Agree	737	49.1%
Strongly Agree	129	8.6%
Total	1500	100

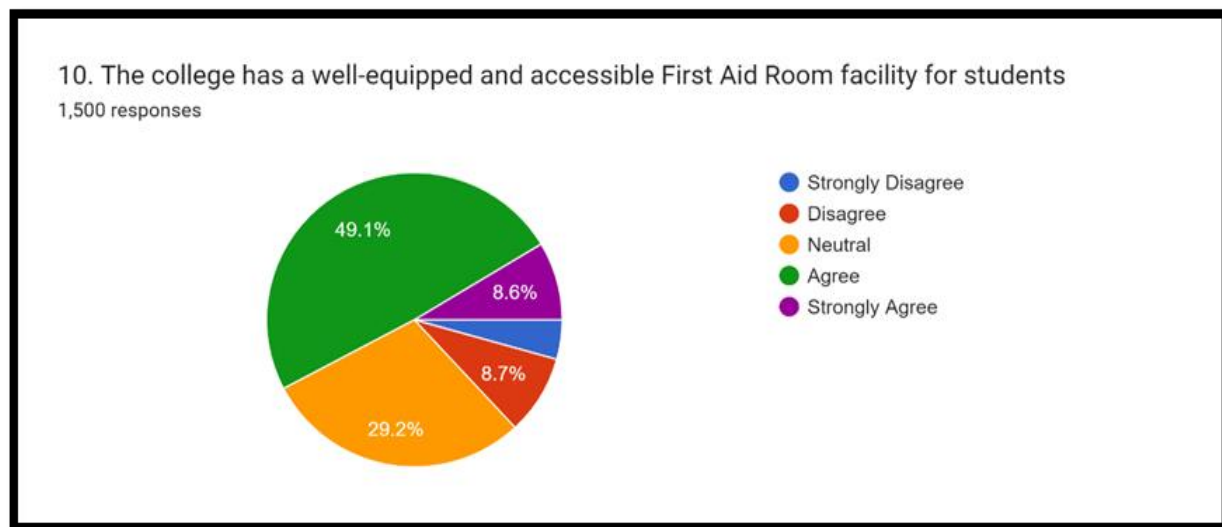**Source:** Students Satisfaction Survey 2024-25

Figure 2.10: Opinion of the respondents regarding the college has a well-equipped and accessible First Aid Room facility for students.

It is evident from the table No.2.10 that majority of the students are agreed to the statement that college provides well-equipped and accessible First Aid Room facility for students.

Table 2.11: The college provides effective career counselling and guidance services to help students with their career planning.

Response	Number of Respondents	Percentage
Strongly Disagree	86	5.7%
Disagree	116	7.7%
Neutral	324	21.6%
Agree	772	51.5%
Strongly Agree	202	13.5%
Total	1500	100

Source: Students Satisfaction Survey 2024-25
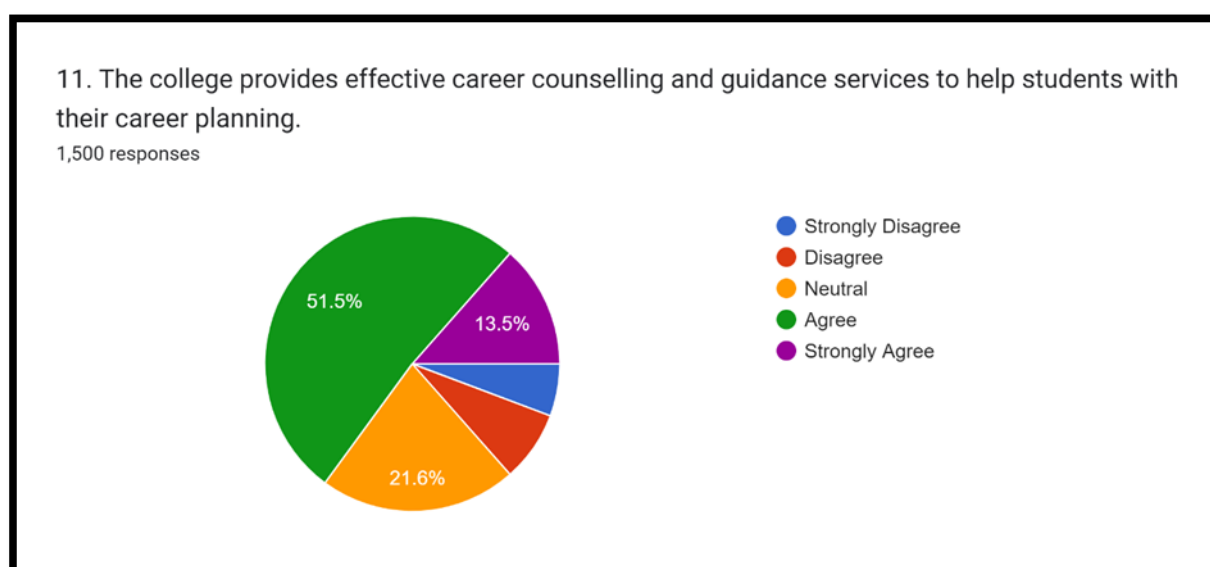

Figure 2.11: Opinion of the respondents regarding the college provides effective career counselling and guidance services to help students with their career planning

It is apparent from the table No.2.11 that majority of the students are agreed to the statement that college provides effective career counselling and guidance services to assist students with their career planning.

Table 2.12: The administration addresses student grievances promptly and efficiently.

Response	Number of Respondents	Percentage
Strongly Disagree	47	3.1%
Disagree	76	5.1%
Neutral	407	27.1%
Agree	833	55.5%
Strongly Agree	137	9.1%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

12. The administration addresses student grievances promptly and efficiently.
1,500 responses

55.5%
9.1%
27.1%

● Strongly Disagree
● Disagree
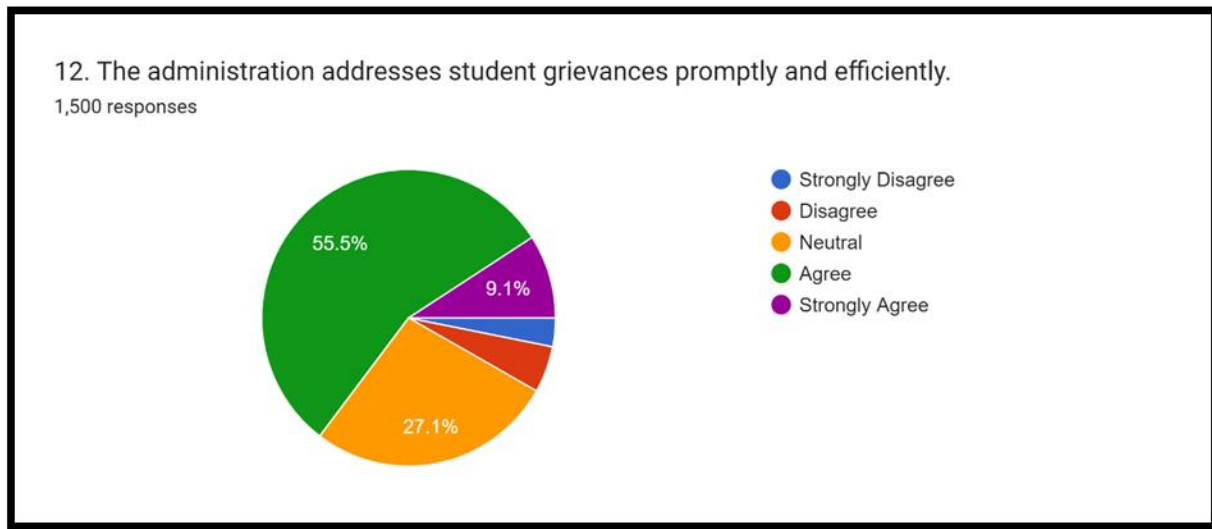● Neutral
● Agree
● Strongly Agree

Figure 2.12: Opinion of the respondents regarding the administration addresses student grievances promptly and efficiently.

It is evident from the table No.2.12 that most of the students are agreed to the statement that college administration provides proper mechanism to redress student grievances promptly and efficiently.

Table 2.13: The college provides adequate parking facilities for students on campus.

Response	Number of Respondents	Percentage
Strongly Disagree	105	7%
Disagree	155	10.3%
Neutral	393	26.2%
Agree	705	47%
Strongly Agree	142	9.5%
Total	1500	100

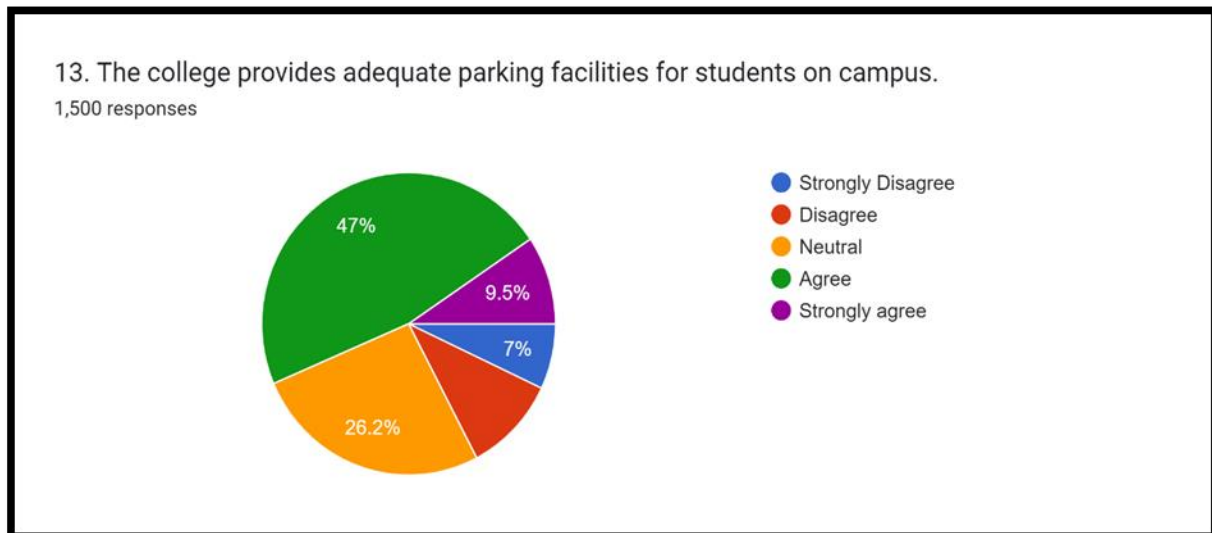**Source:** Students Satisfaction Survey 2024-25

Figure 2.13: Opinion of the respondents regarding the college provides adequate parking facilities for students on campus.

It is apparent from the table No.2.13 that most of the students are agreed to the statement that college administration provides safe and ample parking facilities to college students in the campus.

Table 2.14: How much of the syllabus was covered in the class?

Response	Number of Respondents	Percentage
85 to 100%	878	58.5%
70 to 84%	430	28.7%
55 to 69%	130	8.7%
30 to 54%	38	2.5%
Below 30%	24	1.6%
Total	1500	100

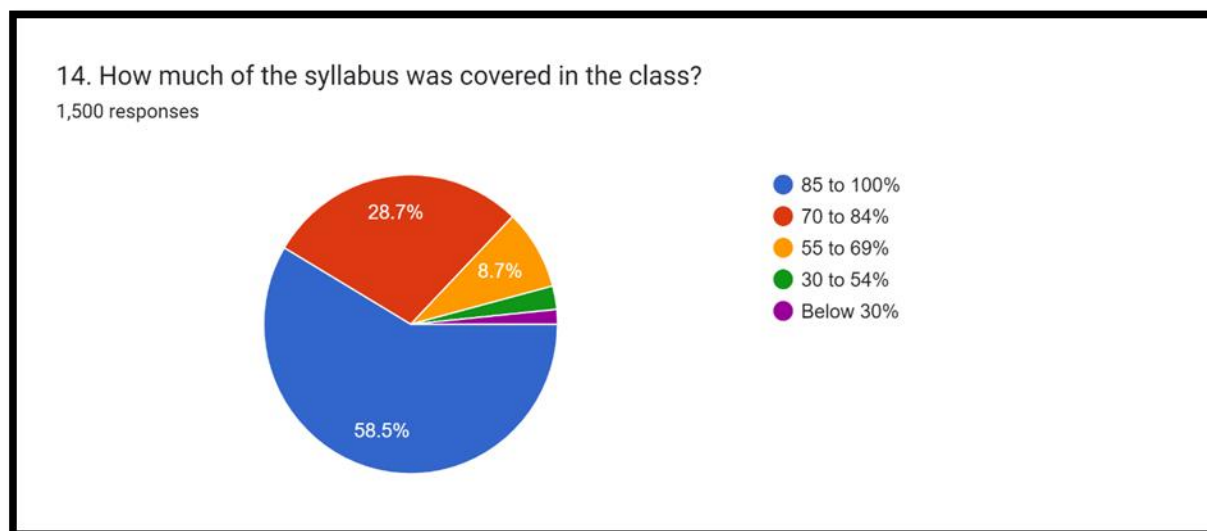**Source:** Students Satisfaction Survey 2024-25

Figure 2.14: Opinion of the respondents regarding How much of the syllabus was covered in the class?

It is evident from the table No.2.14 that maximum teachers covered more than 85% to 100% syllabus prescribed by the university.

Table 2.15: How well did the teachers prepare for the classes?

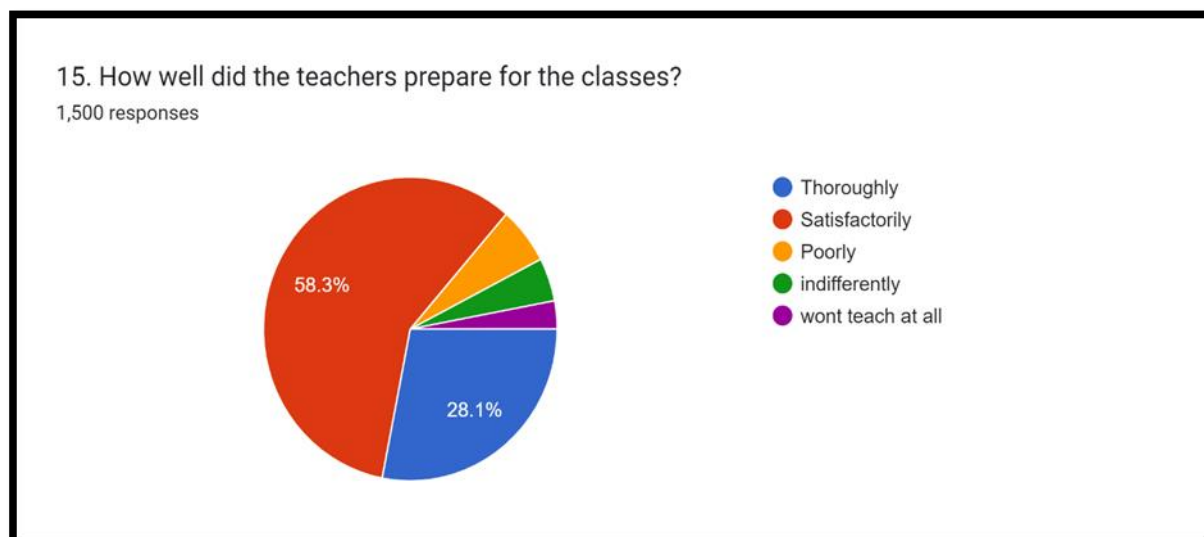| Response	Number of Respondents	Percentage
Thoroughly	421	28.1%
Satisfactorily	874	58.3%
Poorly	91	6.1%
indifferently	69	4.6%
Won't teach at all	45	3%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

Figure 2.15: Opinion of the respondents regarding How well did the teachers prepare for the classes?

It is apparent from the table No.2.15 that majority of the students are thoroughly satisfied with preparedness of the teachers for delivering lectures.

Table 2.16: How well were the teachers able to communicate?

Response	Number of Respondents	Percentage
Always effective	923	61.5%
Sometimes effective	291	19.4%
Just satisfactorily	212	14.1%
Generally ineffective	53	3.5%
Very poor communication	21	1.4%
Total	1500	100

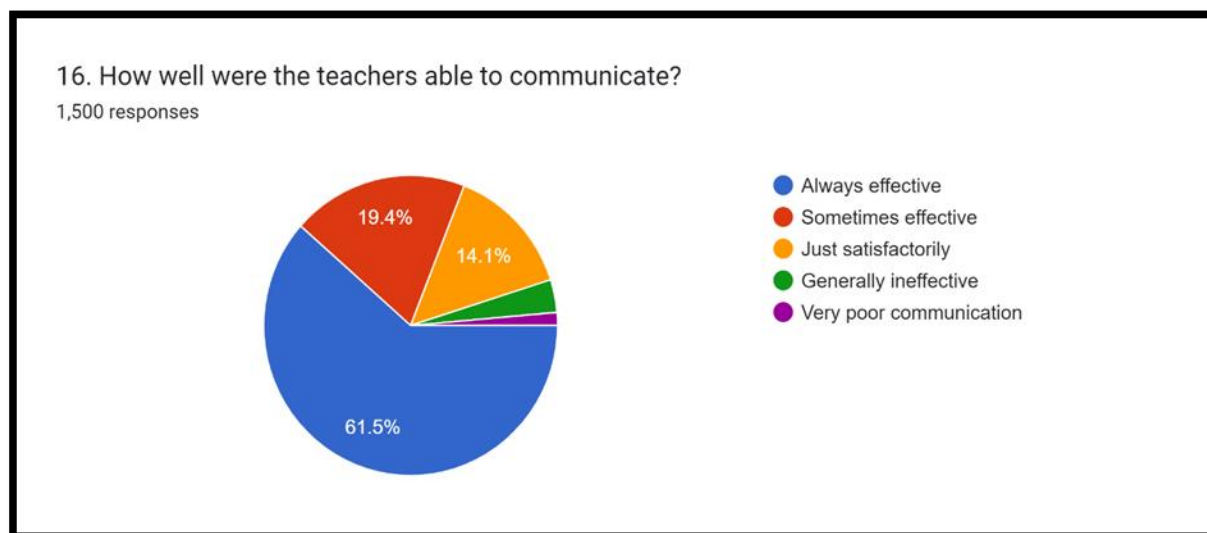**Source:** Students Satisfaction Survey 2024-25

Figure 2.16: Opinion of the respondents regarding How well were the teachers able to communicate?

It is evident from the table no.2.16 that most of the students are satisfied with the effective communication of teachers in the classroom.

Table 2.17: Fairness of the internal evaluation process by the teachers.

Response	Number of Respondents	Percentage
Always fair	826	55.1%
Usually fair	458	30.5%
Sometimes unfair	143	9.5%
Usually unfair	42	2.8%
Unfair	31	2.1%
Total	1500	100

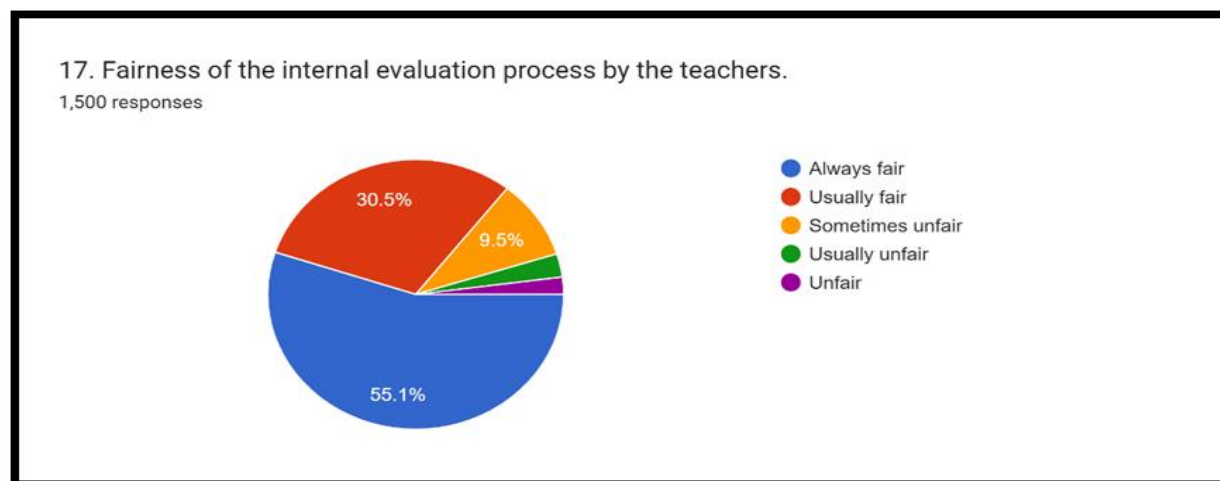**Source**: Students Satisfaction Survey 2024-25

Figure 2.17: Opinion of the respondents regarding the fairness of the internal   evaluation process by the teachers.

It is evident from the table no.2.17 that majority of the students assumed that teachers always adopt true & fair internal evaluation practices.

Table 2.18: Was your performance in assignments discussed with you?

Response	Number of Respondents	Percentage
Every time	723	48.2%
Usually	411	27.4%
Occasionally/Sometimes	214	14.3%
Rarely	100	6.7%
Never	52	3.5%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

18. Was your performance in assignments discussed with you?
1,500 responses

- Every time
- Usually
- Occasionally/Sometimes
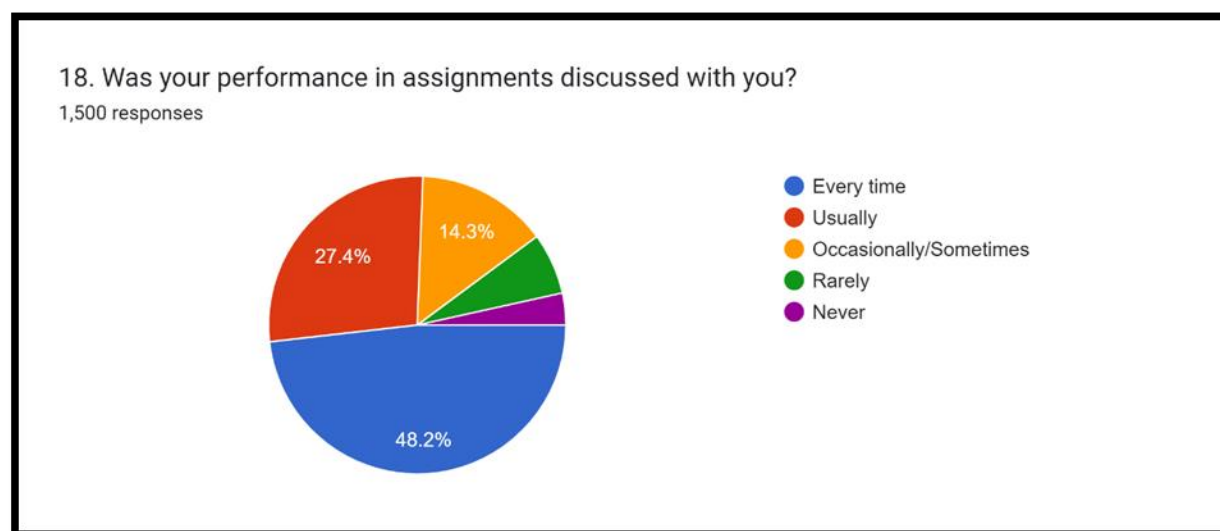- Rarely
- Never

48.2%
27.4%
14.3%

Figure 2.18: Opinion of the respondents regarding the Was your performance in assignments discussed with you?

It is apparent from the table no.2.18 that most of the students assumed that teachers every time discuss with students about their performance in assignments.

Table 2.19: The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

Response	Number of Respondents	Percentage
Regularly	599	39.9%
Often	311	20.7%
Sometimes	331	22.1%
Rarely	161	10.7%
Never	98	6.5%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

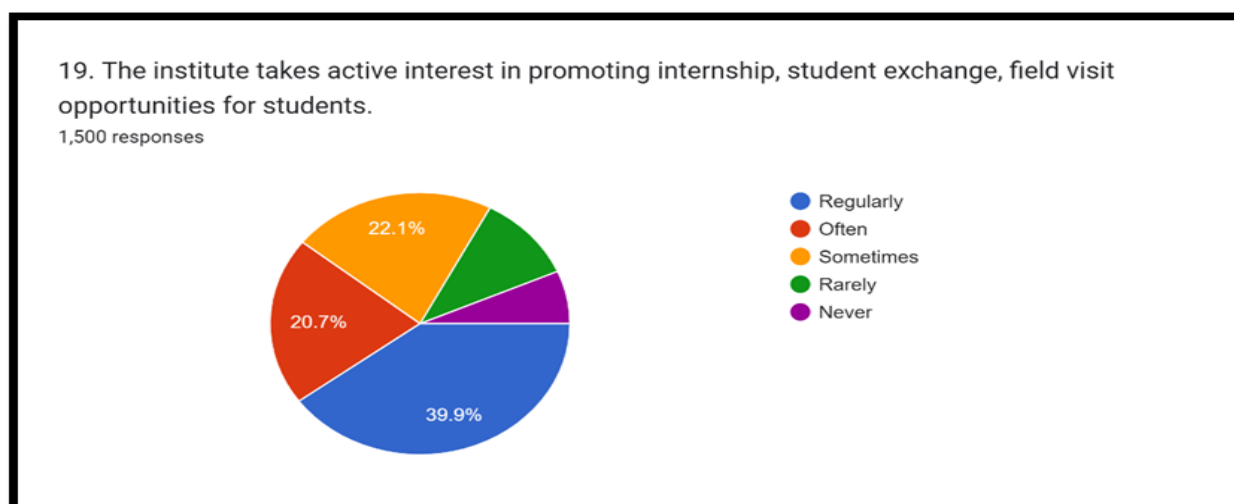**Figure 2.19: Opinion of the respondents regarding the institute takes active interest in promoting internship, student exchange, field visit opportunities for students.**

It is evident from the table no.2.19 that most of the students acknowledged that college administration organized regular internship programs and create opportunities for field visit and ideas exchange among students of different streams.

Table 2.20: The institution provides multiple opportunities to learn and grow.

Response	Number of Respondents	Percentage
Strongly Agree	374	24.9%
Agree	703	46.9%
Neutral	305	20.3%
Disagree	81	5.4%
Strongly Disagree	37	2.5%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

Figure 2.20: Opinion of the respondents regarding the institution provides multiple opportunities to learn and grow.

It is apparent from the table no.2.20 that majority of the students agreed to the statement hat the institution offers a diverse range of opportunities for learning and personal growth, enabling students to expand their knowledge, develop new skills, and explore their interests across academic, extracurricular, and professional domains.

Table 2.21: Teachers inform you about your expected competencies, course outcomes and programs outcomes.

Response	Number of Respondents	Percentage
Every time	703	46.9%
Usually	472	31.5%
Occasionally/Sometimes	191	12.7%
Rarely	98	6.5%
Never	36	2.4%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

Figure 2.21: Opinion of the respondent's regarding Teachers inform you about your expected competencies, course outcomes and programs outcomes.

It is apparent from the table no.2.21 that most of the students agreed to the statement that teachers clearly communicate to the students about the skills, knowledge and attitudes, expected to develop, along with specific course goals and program objectives, ensuring transparency and alignment in the learning process.

Table 2.22: Teachers are able to identify your weaknesses and help you to overcome them.

Response	Number of Respondents	Percentage
Every time	685	45.7%
Usually	417	27.8%
Occasionally/Sometimes	200	13.3%
Rarely	133	8.9%
Never	65	4.3%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

22. Teachers are able to identify your weaknesses and help you to overcome them.
1,500 responses

- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

Figure 2.22: Opinion of the respondents regarding the Teachers are able to identify your weaknesses and help you to overcome them.

It is apparent from the table no.2.22 that majority of the students assumed that teachers are usually able to recognizing the student weaknesses and help the students to overcome these weaknesses by tailored learning strategies, continuous encouragement, and build confidence in student abilities, fostering overall growth and improvement.

Table 2.23: Teachers encourage you to participate in extracurricular activities.

Response	Number of Respondents	Percentage
Strongly Agree	500	33.3%
Agree	676	45.1%
Neutral	242	16.1%
Disagree	50	3.3%
Strongly Disagree	32	2.1%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

Figure 2.23: Opinion of the respondents regarding Teachers encourage you to participate in extracurricular activities.

It is evident from the table no.2.23 that most of the students agreed to the statement that teachers actively encourage students to engage in extracurricular activities, recognizing their importance in developing well-rounded personalities, enhancing soft skills such as teamwork, leadership, and communication, and promoting creativity and self-confidence. By supporting participation in sports, cultural events, clubs, and community service, teachers help students explore their interests beyond academics and contribute to their holistic growth.

Table 2.24: Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

Response	Number of Respondents	Percentage
To a great extent	595	39.7%
Moderate	508	33.9%
Some what	199	13.3%
Very little	140	9.3%
Not at all	58	3.9%
Total	1500	100

Source: Students Satisfaction Survey 2024-25

24. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

1,500 responses

- To a great extent
- Moderate
- Some what
- Very little
- Not at all

13.3%
33.9%
9.3%
39.7%

Figure 2.24: Opinion of the respondents regarding the Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

It is apparent from the table no.2.24 that majority of the students agreed with statement to a great extent that college administration and its dedicated teachers, makes consistent efforts to inculcate essential soft skills, life skills, and employability skills among students to ensure they are well-prepared for the demands of the professional world.

Table 2.25: A significant percentage of teachers use ICT tools (such as LCD projectors, multimedia, etc.) in their teaching."

Response	Number of Respondents	Percentage
Strongly Disagree	219	14.6%
Disagree	186	12.4%
Neutral	422	28.1%
Agree	554	36.9%
Strongly Agree	119	7.9%
Total	1500	100

25. A significant percentage of teachers use ICT tools (such as LCD projectors, multimedia, etc.) in their teaching."
1,500 responses

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Figure 2.25: Opinion of the respondents regarding the use of ICT tools in teaching-learning process.

It is evident from the table no.2.25 that 44.8% students agreed with statement that college teachers effectively integrate ICT tools—multimedia presentations, online platforms, and digital content—into their teaching methods. This use of technology enhances the learning experience by making complex concepts more accessible, engaging students through visual and interactive content, and fostering a more dynamic and modern classroom environment.

Table 2.26: The overall quality of teaching-learning process in your institute is very good.

Response	Number of Respondents	Percentage
Strongly Agree	363	24.2%
Agree	722	48.1%
Neutral	323	21.5%
Disagree	56	3.7%
Strongly Disagree	36	2.4%
Total	1500	100

26. The overall quality of teaching-learning process in your institute is very good.
1,500 responses

- Strongly agree
- Agree
- Neutral
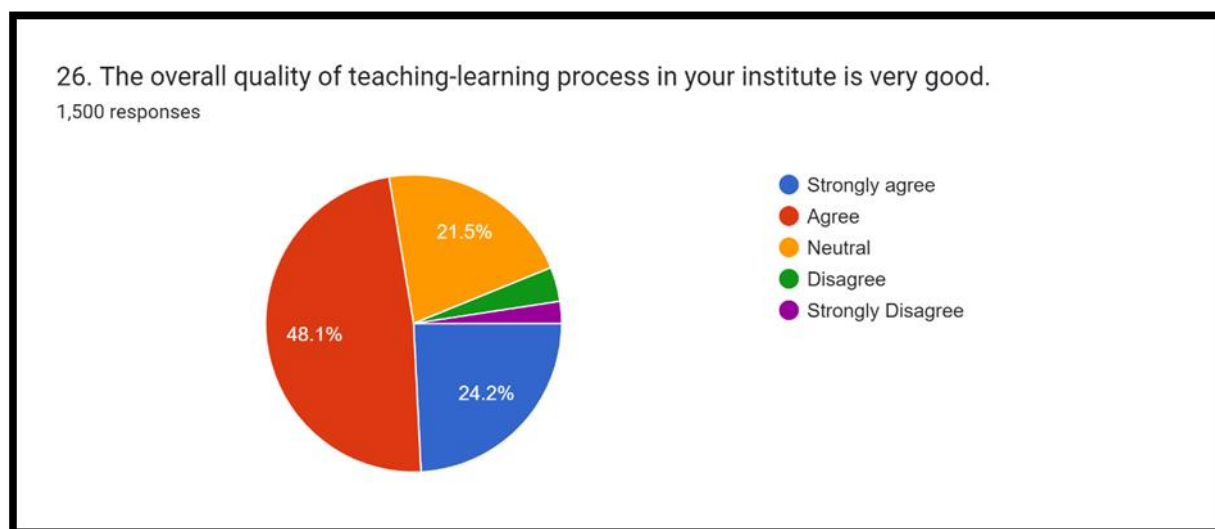- Disagree
- Strongly Disagree

Figure 2.26: Opinion of the respondents regarding the overall quality of teaching-learning process in your institute.

It is apparent from the table no.2.26 that most of the students agreed with statement that the overall quality of the teaching-learning process in the institute is commendable, characterized by well-structured curriculum delivery, knowledgeable and supportive faculty, interactive teaching methodologies, and a student-centric approach. Emphasis is placed on conceptual clarity, practical application, critical thinking, and continuous assessment, which together create an enriching academic environment. This holistic and effective approach ensures that students gain not only academic knowledge but also the skills and confidence needed for future success.

Analysis Of The Parents' Feedback On Teaching- Learning Process And Campus Facilities Of GPGC Bilaspur

Table 3.1: Opinion of the Parent's regarding Admission process of the college

Response	Frequency	Percentage
Below Average	58	7.75
Average	155	20.72
Good	281	37.57
Very Good	149	19.92
Excellent	105	14.04
Total	748	100.00

Source: Parents Survey 2024-2025.

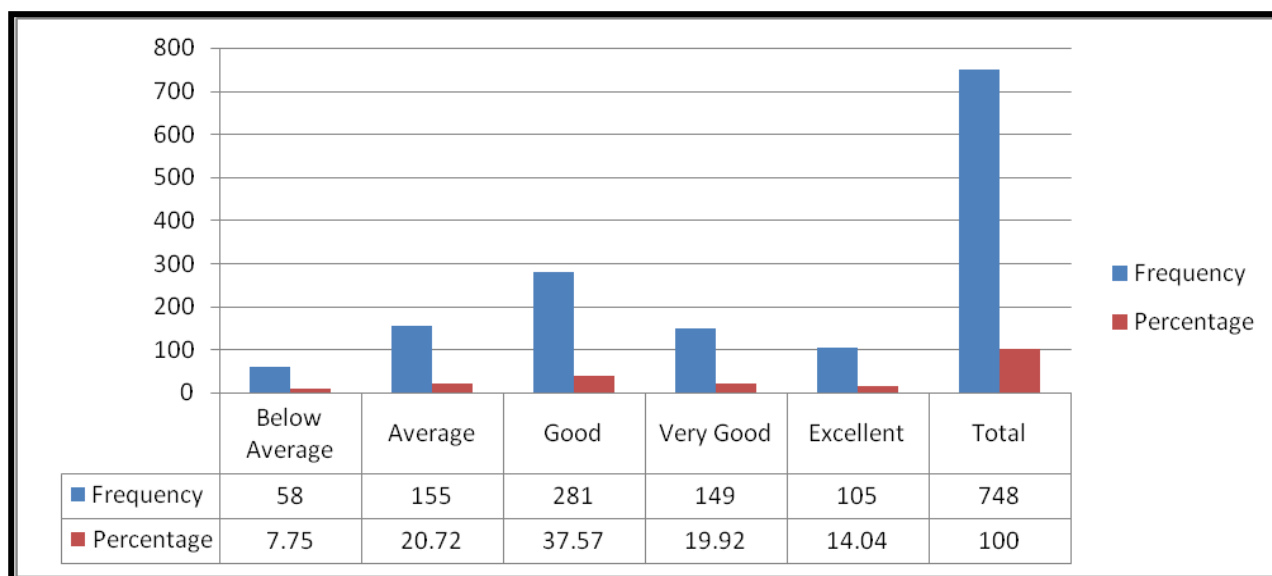|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	58	155	281	149	105	748
Percentage	7.75	20.72	37.57	19.92	14.04	100

Figure 3.1: Opinion of the Parent's regarding Admission Process of the College.

It is evident from above table and figure that 72 % respondent are content with admission process of college.

Table 3.2: Opinion of the Parent's regarding Discipline in the College

Response	Frequency	Percentage
Below Average	65	8.69
Average	159	21.26
Good	287	38.37
Very Good	148	19.79
Excellent	89	11.90
Total	748	100.00

Source: Parents Survey 2024-2025.

Figure 3.2: Opinion of the Parent's regarding Discipline in the College

It is evident from the table that 70 percent parents are satisfied with the college discipline which is reflected through various activities conducted by different clubs and NCC Army & Naval wings of the college.

Table 3.3: Opinion of the Parent's regarding "weather the Quality of Teaching in the college is optimum

Response	Frequency	Percentage
Below Average	43	5.75
Average	109	14.57
Good	217	29.01
Very Good	234	31.28
Excellent	145	19.39
Total	748	100.00

Source: Parents Survey 2024-2025.

	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	43	109	217	234	145	748
Percentage	5.75	14.57	29.01	31.28	19.39	100

Figure 3.3: Opinion of the Parent's regarding "weather the Quality of Teaching in the college is optimum''

It is apparent from the table and figure that the majority of respondents (79.7% of Parents) opined that quality of teaching in the college is optimum.

Table 3.4: Opinion of the Parent's regarding Extra Curricular Activities in the college

Response	Frequency	Percentage
Below Average	49	6.55
Average	98	13.10
Good	215	28.74
Very Good	258	34.49
Excellent	128	17.11
Total	748	100.00

Source: Parents Survey 2024-2025.

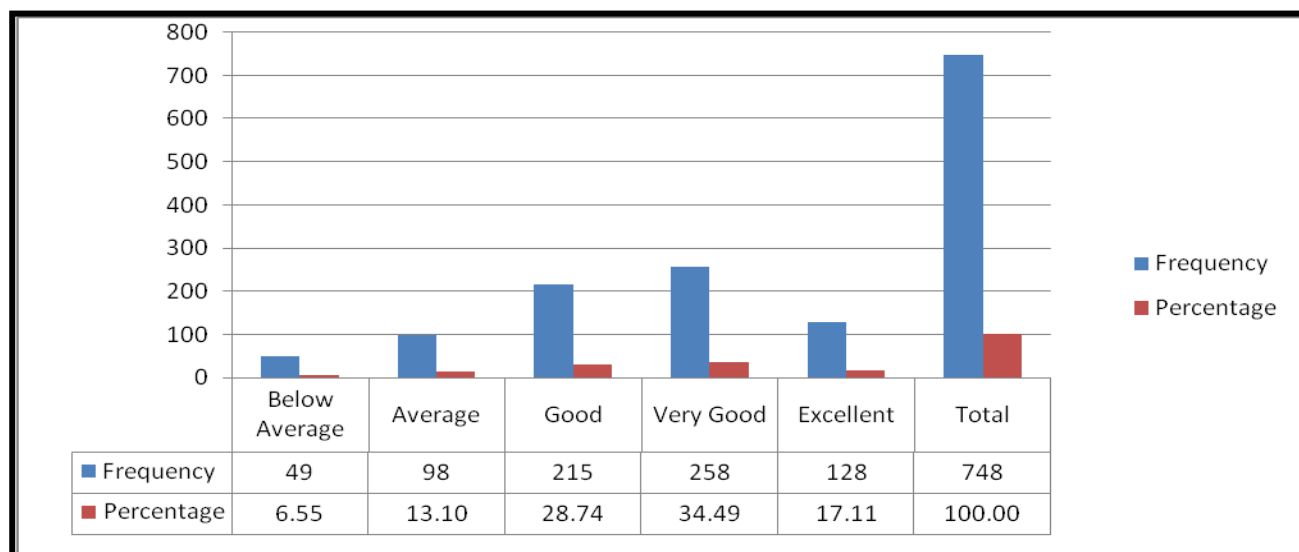|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	49	98	215	258	128	748
Percentage	6.55	13.10	28.74	34.49	17.11	100.00

Figure 3.4: Opinion of the Parent's Extra Curricular Activities in the college.

It is evident from the above figure and table that the majority of respondent i.e. 80% is satisfied with extracurricular activities of the college. Students are encouraged by teachers to participate in academic and extracurricular activities.

Table 3.5: Opinion of Parent's regarding Campus Atmosphere

Response	Frequency	Percentage
Below Average	45	6.02
Average	69	9.22
Good	219	29.28
Very Good	276	36.90
Excellent	139	18.58
Total	748	100.00

Source: Parents Survey 2024-2025

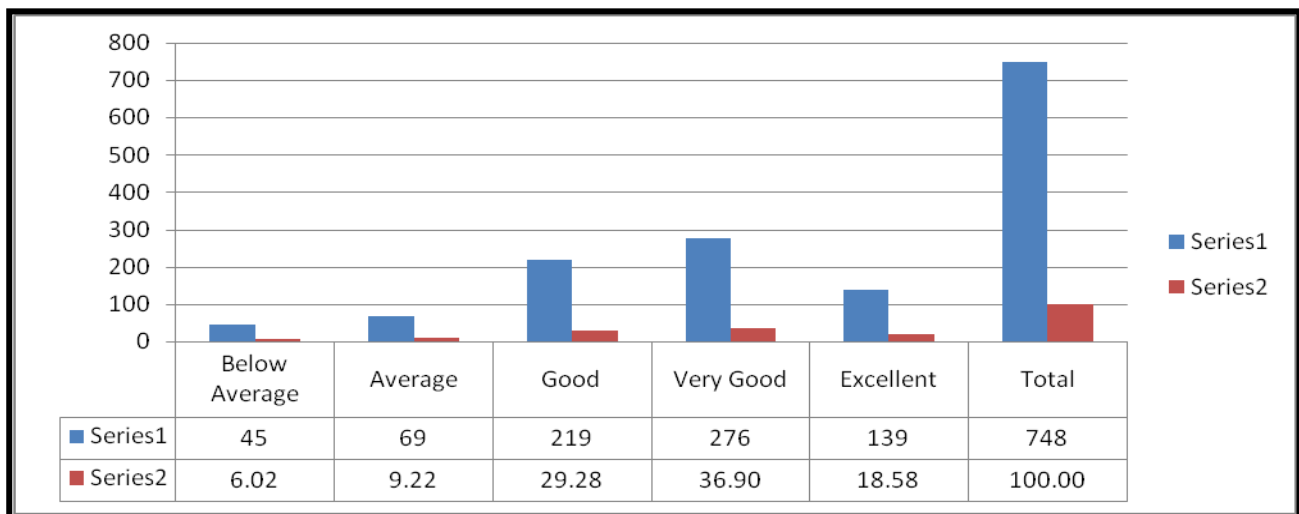|	Below Average	Average	Good	Very Good	Excellent	Total
Series1	45	69	219	276	139	748
Series2	6.02	9.22	29.28	36.90	18.58	100.00

Figure 3.5: Opinion of Parent's regarding Campus Atmosphere

It is evident from the table that the majorities of respondents are gratified with campus atmosphere and firmly believe that college atmosphere is good to learn and grow and it is clearly reflected from our results in academics and sports.

Table 3.6: Opinion of the Parent's regarding Sports Facilities' in College

Response	Frequency	Percentage
Below Average	38	5.08
Average	61	8.16
Good	305	40.78
Very Good	189	25.27
Excellent	155	20.72
Total	748	100.00

Source: Parents Survey 2024-2025

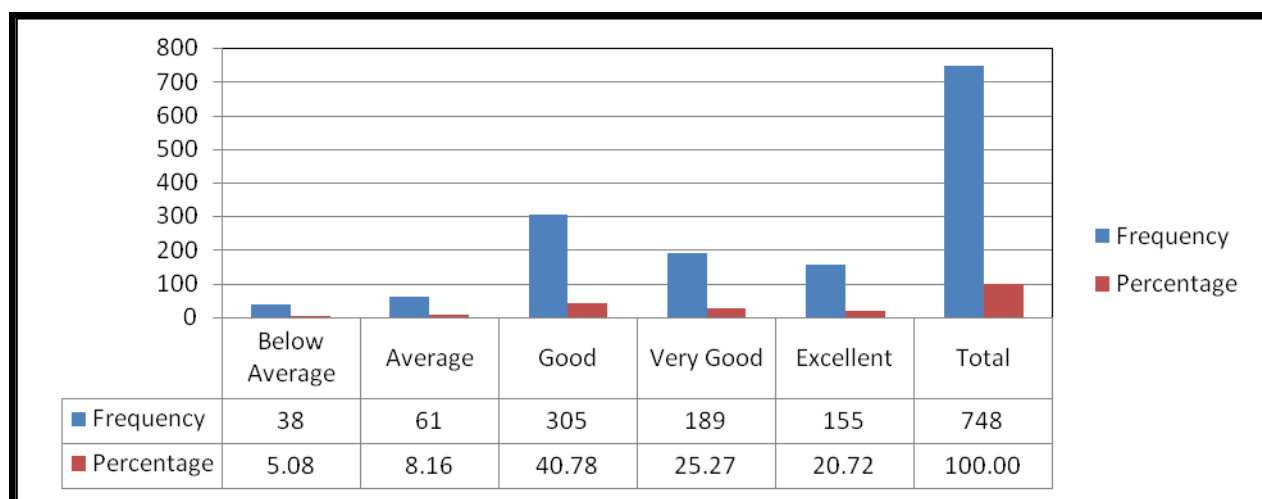|	Below Average	Average	Good	Very Good	Excellent	Total
■ Frequency	38	61	305	189	155	748
■ Percentage	5.08	8.16	40.78	25.27	20.72	100.00

Figure 3.6: Opinion of the Parent's regarding Sports Facilities' in College

About 86.7 percent respondents are satisfied and expresses that quality sports facilities are available in college. It is clearly reflected from our results in sports.

Table 3.7: Opinion of the Parent's regarding quality of Lab facilities'

Response	Frequency	Percentage
Below Average	25	3.34
Average	106	14.17
Good	230	30.75
Very Good	221	29.55
Excellent	166	22.19
Total	748	100.00

Source: Parents Survey 2024-2025

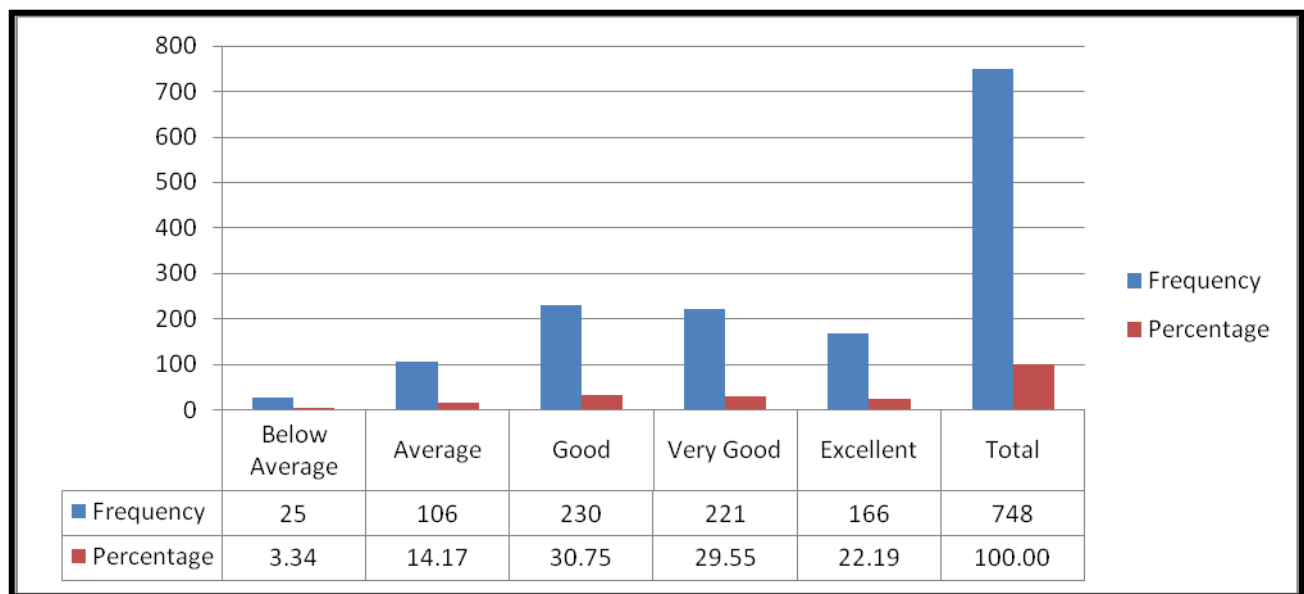|	Below Average	Average	Good	Very Good	Excellent	Total
■ Frequency	25	106	230	221	166	748
■ Percentage	3.34	14.17	30.75	29.55	22.19	100.00

Figure 3.7: Opinion of the Parent's regarding quality of Lab facilities'

It is evident from above table and figure that respondents are satisfied with the quality of lab facilities. 22.1% of respondents find excellent facilities, 29.5% find very good to good (30.7%).

Table 3.8: Opinion of the Parent's regarding Examination System

Response	Frequency	Percentage
Below Average	15	2.01
Average	68	9.09
Good	267	35.70
Very Good	231	30.88
Excellent	167	22.33
Total	748	100.00

Source: Parents Survey 2024-2025

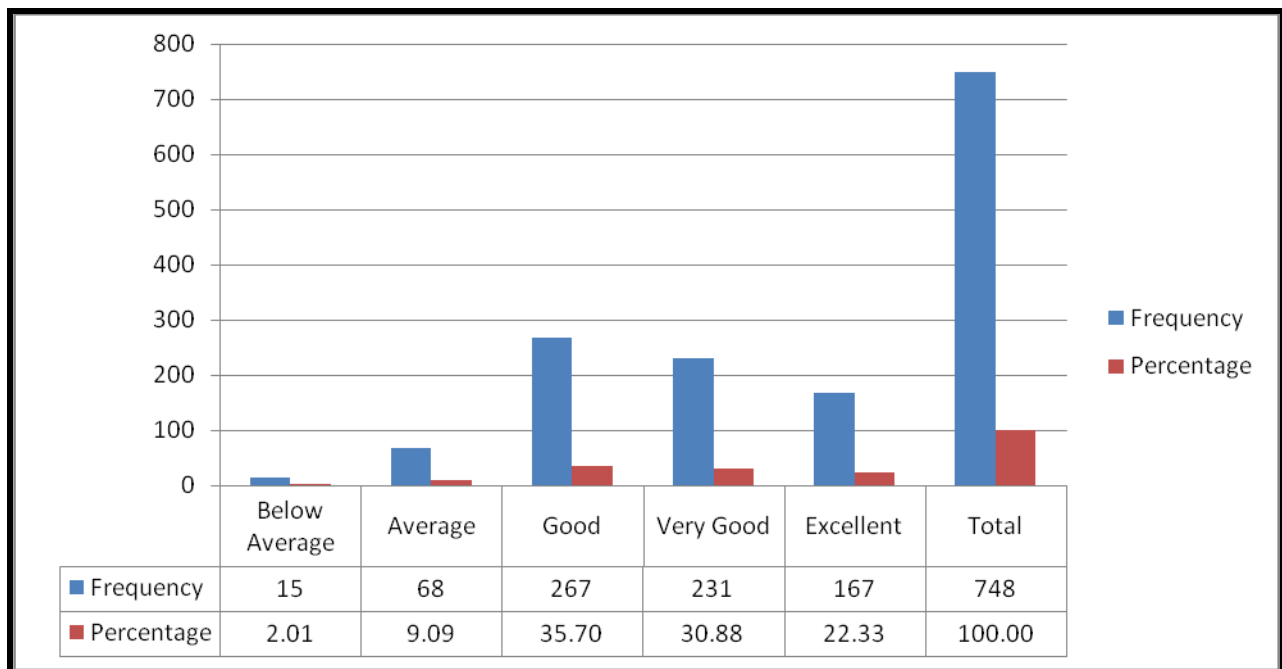|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	15	68	267	231	167	748
Percentage	2.01	9.09	35.70	30.88	22.33	100.00

Figure 3.8: Opinion of the Parent's regarding Examination System

It is apparent from above table and figures that majority of respondent are gratified with examination system/pattern of the college. 89% of the respondents are satisfied with current examination system of the college.

Table 3.9: Opinion of the Parent's regarding "Student amenities such as Bus, Wi-fi, and Library''

Response	Frequency	Percentage
Below Average	98	13.10
Average	137	18.32
Good	245	32.75
Very Good	179	23.93
Excellent	89	11.90
Total	748	100.00

Source: Parents Survey 2024-2025

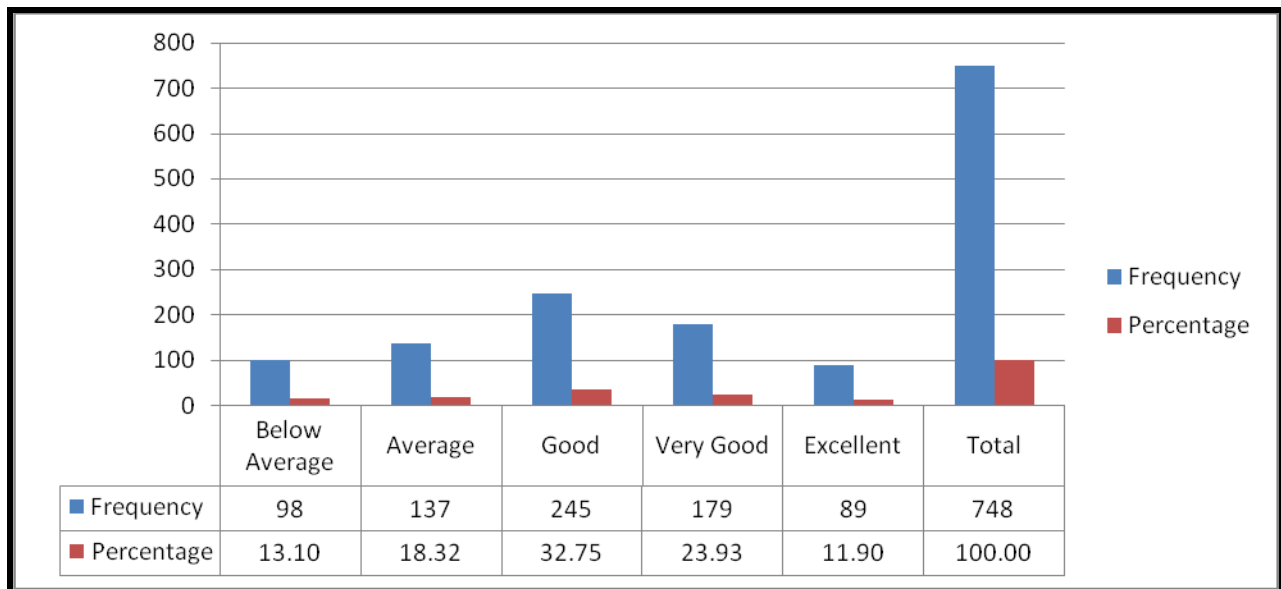|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	98	137	245	179	89	748
Percentage	13.10	18.32	32.75	23.93	11.90	100.00

Figure 3.9: Opinion of the Parent's regarding "whether the Student amenities such Bus, Wi-Fi, and Library are good"

The table and figure shows that Majority of respondents believe that quality amenities and easy accessibility of student amenities are available in the college.

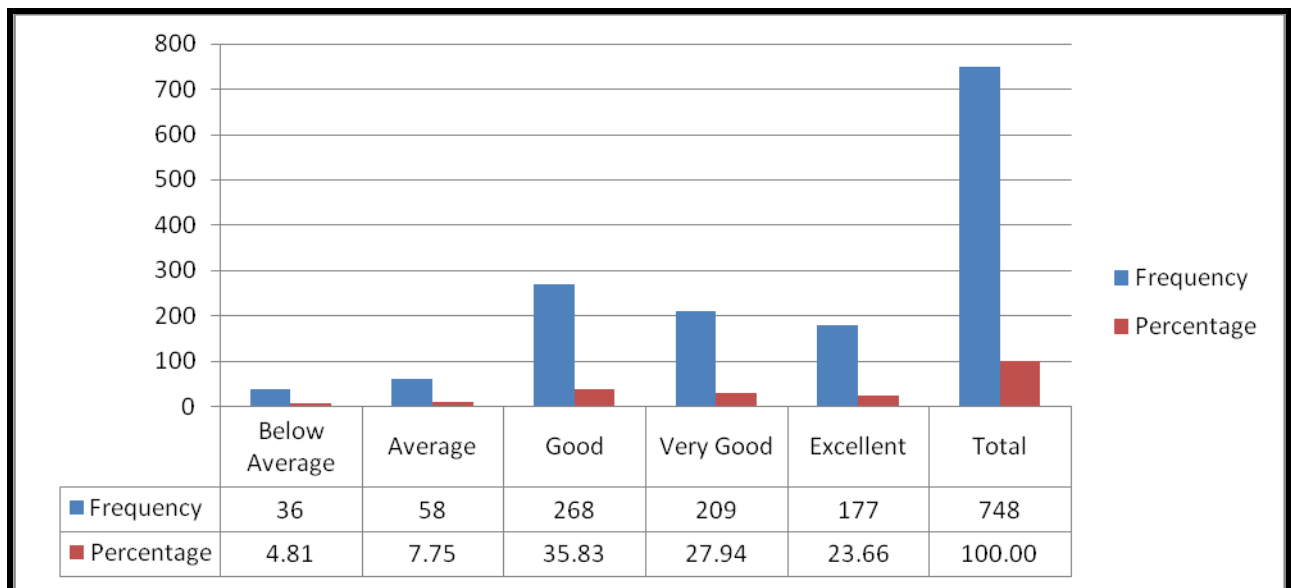**Table 3.10: Opinion of the Parent's regarding "whether the Counseling and Guidance are provided to the students in college**

Response	Frequency	Percentage
Below Average	36	4.81
Average	58	7.75
Good	268	35.83
Very Good	209	27.94
Excellent	177	23.66
Total	748	100.00

Source: Parents Survey 2024-2025

	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	36	58	268	209	177	748
Percentage	4.81	7.75	35.83	27.94	23.66	100.00

Figure 3.10: Opinion of the Parent's regarding "whether the Counseling and Guidance are provided to the students in college

The table and figure shows that of respondents have opinion that student are guided and counseled frequently in the college through Career Counseling Cell.

Table 3.11: Opinion of the Parent's regarding Quality of Food and Services offered by Canteen in the college.

Response	Frequency	Percentage
Below Average	67	8.96
Average	129	17.25
Good	188	25.13
Very Good	245	32.75
Excellent	119	15.91
Total	748	100.00

Source: Parents Survey 2024-2025

	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	67	129	188	245	119	748
Percentage	8.96	17.25	25.13	32.75	15.91	100.00

Figure 3.11: Opinion of the Parent's regarding Quality of Food and Services offered by Canteen in the college.

The table and figure shows that 74 % of respondents believe that food and services offered by canteen is good to a great extent whereas 17.25% of respondent find it average.

Table 3.12: Opinion of the Parent's regarding Hostel Infrastructure /Facilities

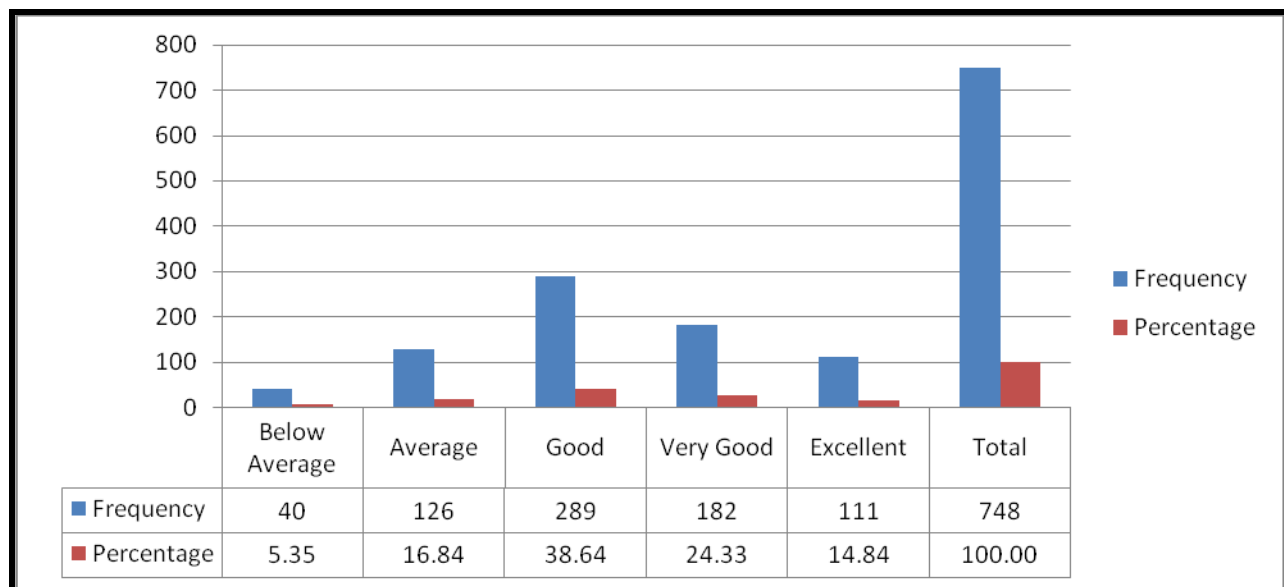| Response	Frequency	Percentage
Below Average	40	5.35
Average	126	16.84
Good	289	38.64
Very Good	182	24.33
Excellent	111	14.84
Total	748	100.00

Source: Parents Survey 2024-2025

Figure 3.12: Opinion of the Parent's regarding Hostel Infrastructure /Facilities

The most of respondent have opinion that hostel infrastructure and facilities are good to a great extent.

Table 3.13: Opinion of the Parent's regarding "whether quality web services offered by College Website"

Response	Frequency	Percentage
Below Average	63	8.42
Average	154	20.59
Good	279	37.30
Very Good	193	25.80
Excellent	59	7.89
Total	748	100.00

Source: Parents Survey 2024-2025

	Below Average	Average	Good	Very Good	Excellent	Total
■ Frequency	63	154	279	193	59	748
■ Percentage	8.42	20.59	37.30	25.80	7.89	100.00

Figure 3.13: Opinion of the Parent's regarding "whether quality web services offered by College Website"

The respondent firmly believes that smooth and quality web services are offered by the college on the college website to gain access to significant information regarding various matters.

Table 3.14: Opinion of the Parent's regarding "whether the authorities are easily approachable"

Response	Frequency	Percentage
Yes	659	88.10
No	89	11.90
Total	748	100.00

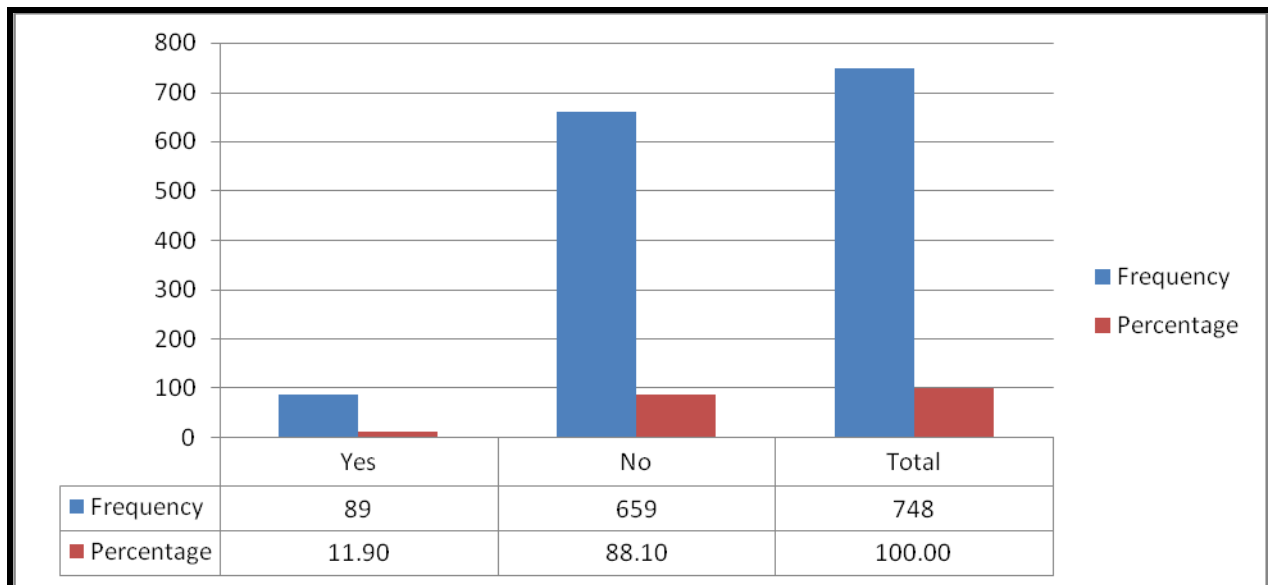**Source: Parents Survey 2024-2025**

Figure 3.14: Opinion of the Parent's regarding "whether the authorities are easily approachable"

The table and figure shows that 88% of respondent express their opinion that college authorities are easily approachable regarding any query or for information.

TEACHER'S FEEDBACK ANALYSIS

ANALYSIS OF THE TEACHER'S FEEDBACK ON TEACHING AND CAMPUS FACILITIES OF GPGC BILASPUR

Teachers are responsible for building human characters, the peace and development of a progressive society. A teacher's perception of different important subjects will build a person's opinion. Keeping in view the importance of teachers for students and for an institution an attempt has been made to examine the perception of teachers regarding existing curriculum being taught in GPGC Bilaspur and to invite suggestions for improvements.

Table 4.1: Satisfaction with the contents of syllabus taught by teachers

Response	Frequency	Percentage
Strongly Dissatisfied	0	0
Dissatisfied	6	12
Neutral	6	12
Satisfied	6	64
Strongly Satisfied	32	12
Total	50	100.0

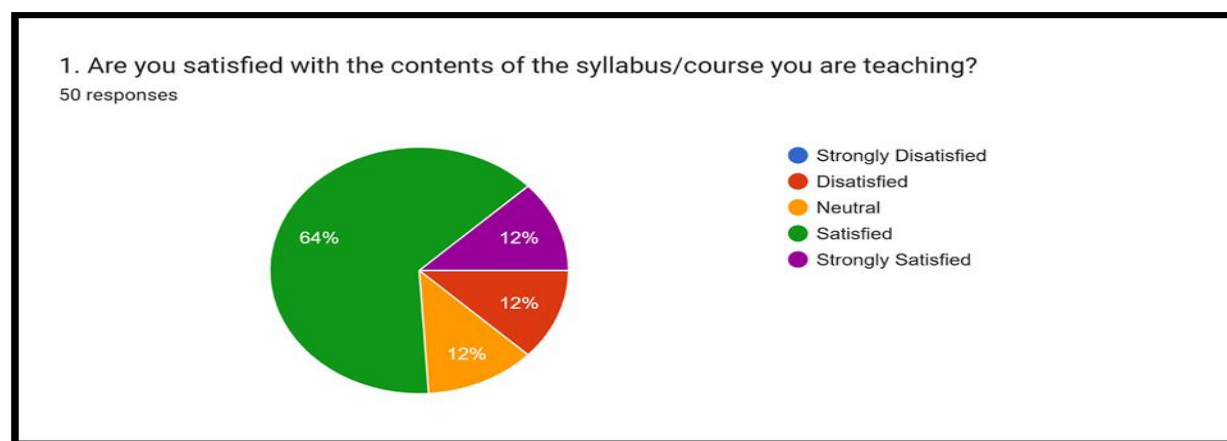**Source**: Teachers Survey 2024-25

Figure 4.1: Satisfaction with the contents of syllabus taught by teachers

It is evident from the above table that 76% of the respondents are satisfied with the syllabus taught by them, whereas 24 % of the teachers are found satisfied to some extent only.

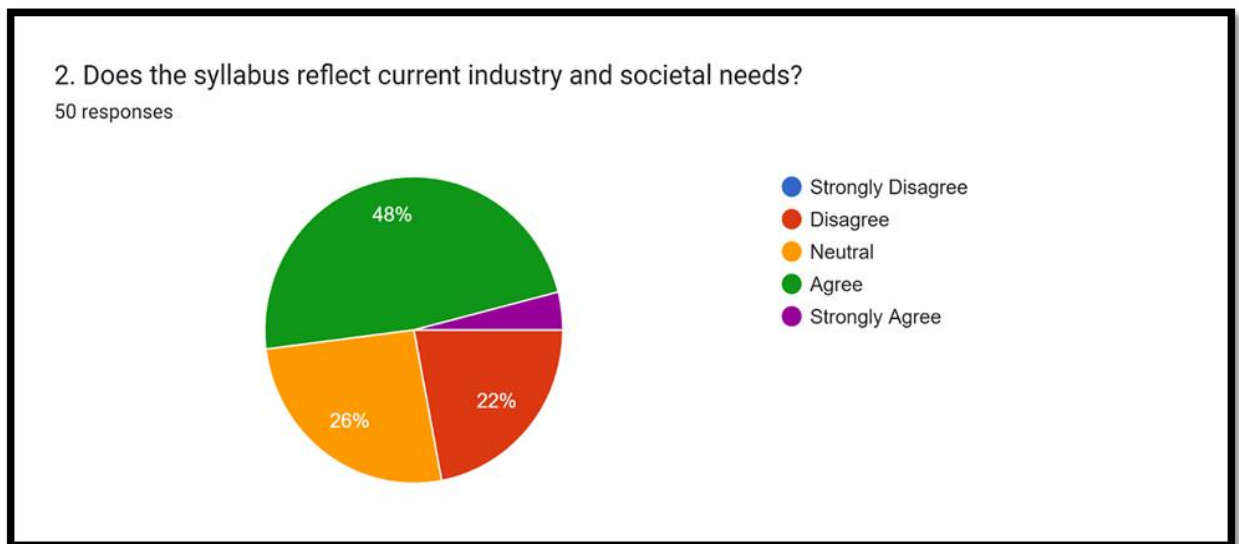| Response	Frequency	Percentage
Strongly Disagree	0	0
Disagree	11	22
Neutral	13	26
Agree	24	48
Strongly Agree	2	4
Total	50	100.0

Source: Teachers Survey 2024-25

Figure 4.2: Satisfaction whether the syllabus reflect current industry and societal needs

It is evident from the above table that 78% of the respondents believe the syllabus aligns well with current industry and societal needs, indicating a high level of satisfaction, while 22% of the teachers are only moderately satisfied, suggesting room for improvement to better meet these evolving demands.

Table 4.3: Are the course objectives clearly defined and achievable?

Response	Frequency	Percentage
Not at all clear or achievable	0	0
Slightly Clear and Achievable	2	4
Moderately Clear and Achievable	18	36
Mostly Clear and Achievable	25	50
Completely Clear and Achievable	5	10
Total	50	100.0

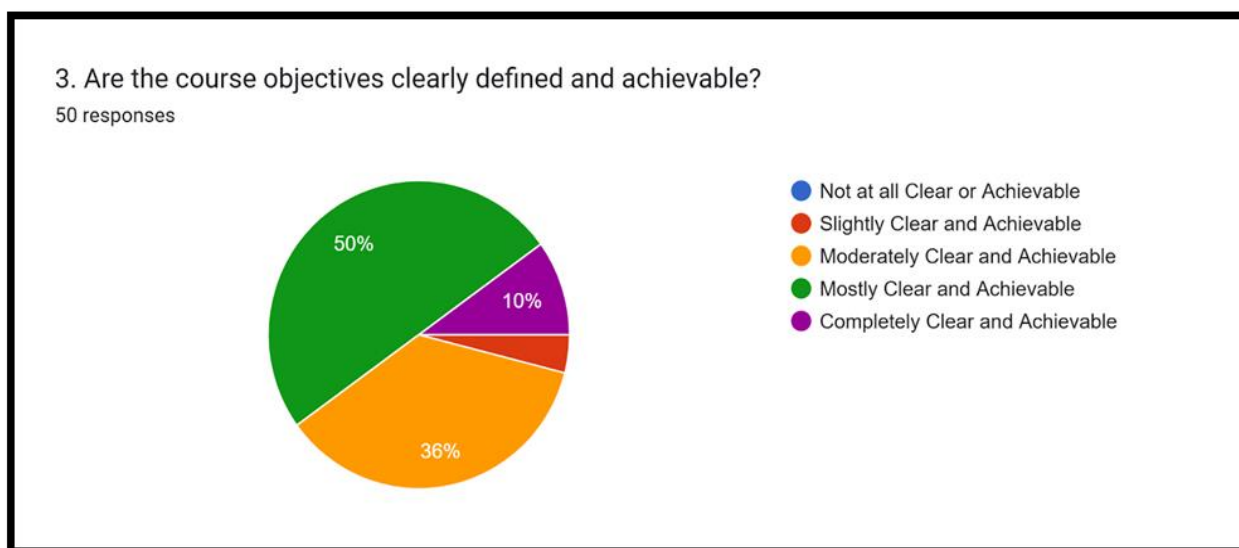**Source**: Teachers Survey 2024-25

Figure 4.3: Satisfaction whether the course objectives clearly defined and achievable

It is evident from the above table that 96% of the respondents are satisfied with the course objectives, considering them clearly defined and achievable, while 4% of the teachers are only somewhat satisfied, indicating minor concerns regarding the clarity or attainability of the objectives.

Table 4.4: Does the Syllabus provide enough scope for practical skill development in students?

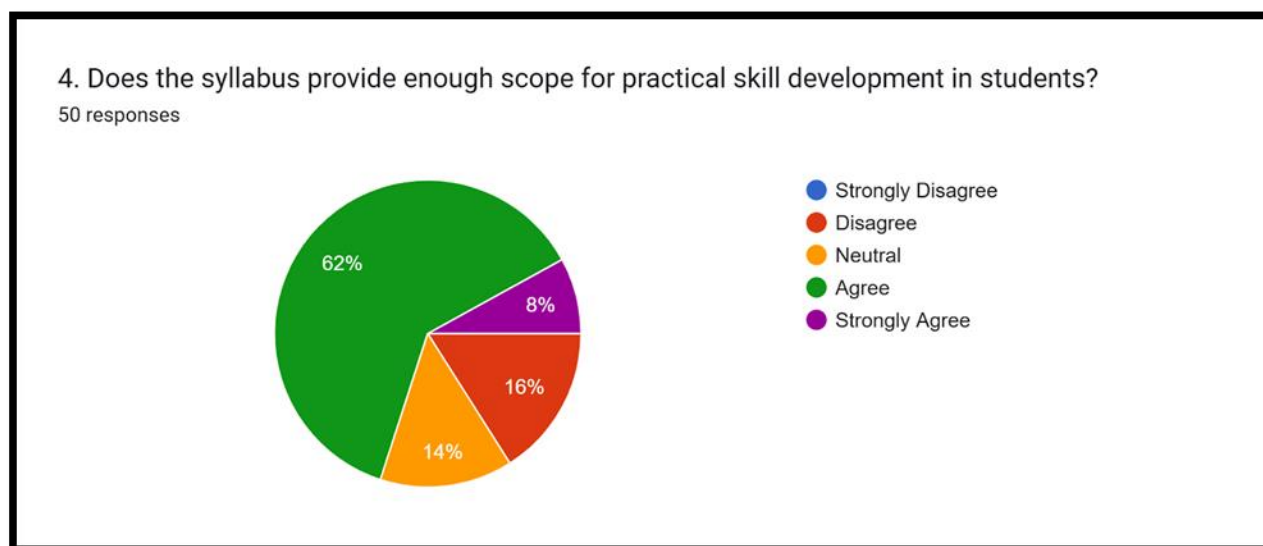| Response	Frequency	Percentage
Strongly Disagree	0	0
Disagree	8	16
Neutral	7	14
Agree	31	62
Strongly Agree	4	8
Total	50	100.0

Source: Teachers Survey 2024-25

Figure 4.4: Satisfaction whether Syllabus provide enough scope for practical skill development in students

The data clearly indicates that 84% of the respondents express satisfaction with the syllabus, perceiving it as offering adequate opportunities for the development of practical skills in students. However, 16% of the teachers are only moderately satisfied, highlighting a potential need to strengthen the practical aspects of the curriculum.

Table 4.5: Does the curriculum integrate recent trends and emerging technologies in the field?

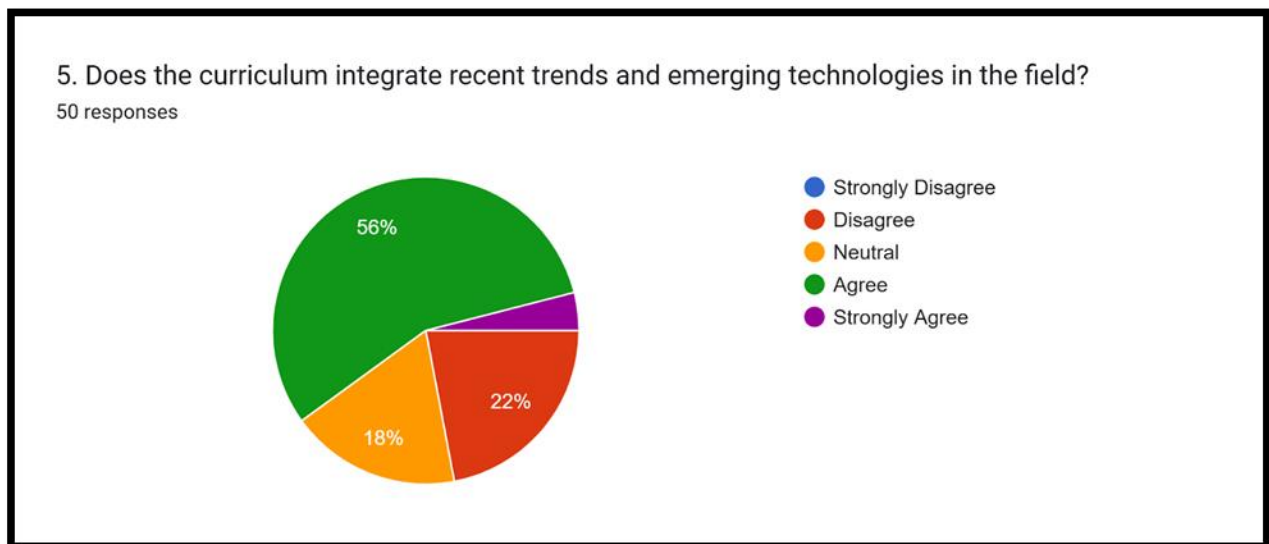| Response	Frequency	Percentage
Strongly Disagree	0	0
Disagree	11	22
Neutral	9	18
Agree	28	56
Strongly Agree	2	4
Total	50	100.0

Source: Teachers Survey 2024-25

Figure 4.5: Satisfaction whether the curriculum integrate recent trends and emerging technologies in the field

The data reveals that 78% of the respondents are satisfied with the curriculum, recognizing its effective integration of recent trends and emerging technologies in the field. Nevertheless, 12% of the teachers reported only moderate satisfaction, indicating that opportunities remain to further enrich the curriculum with contemporary advancements and innovations.

Table 4.6: Does the course content encourage students to develop critical thinking and problem solving skills?

Response	Frequency	Percentage
Strongly Disagree	0	0
Disagree	2	4
Neutral	10	20
Agree	30	60
Strongly Agree	8	16
Total	50	100.0

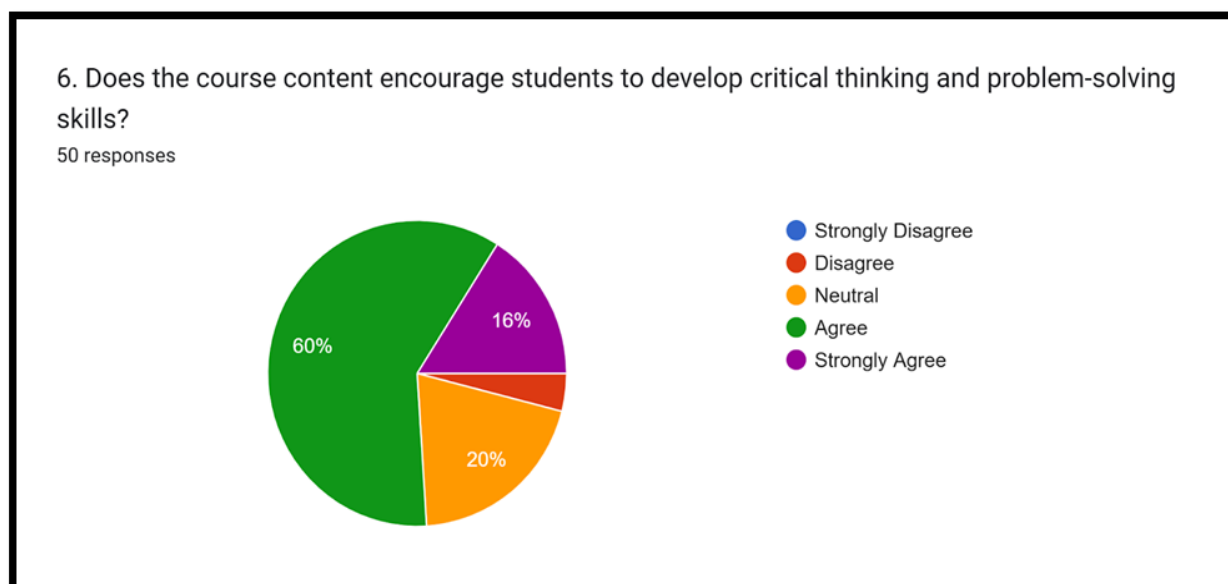**Source**: Teachers Survey 2024-25

Figure 4.6: Satisfaction whether course content encourage students to develop critical thinking and problem solving skills?

The findings suggest that 76% of the respondents are satisfied with the course content, recognizing its effectiveness in fostering critical thinking and problem-solving skills among students. However, 24% of the teachers are only somewhat satisfied, indicating a need to further strengthen these components within the curriculum.

Table 4.7: Are the course learning outcomes aligned with employability and career readiness?

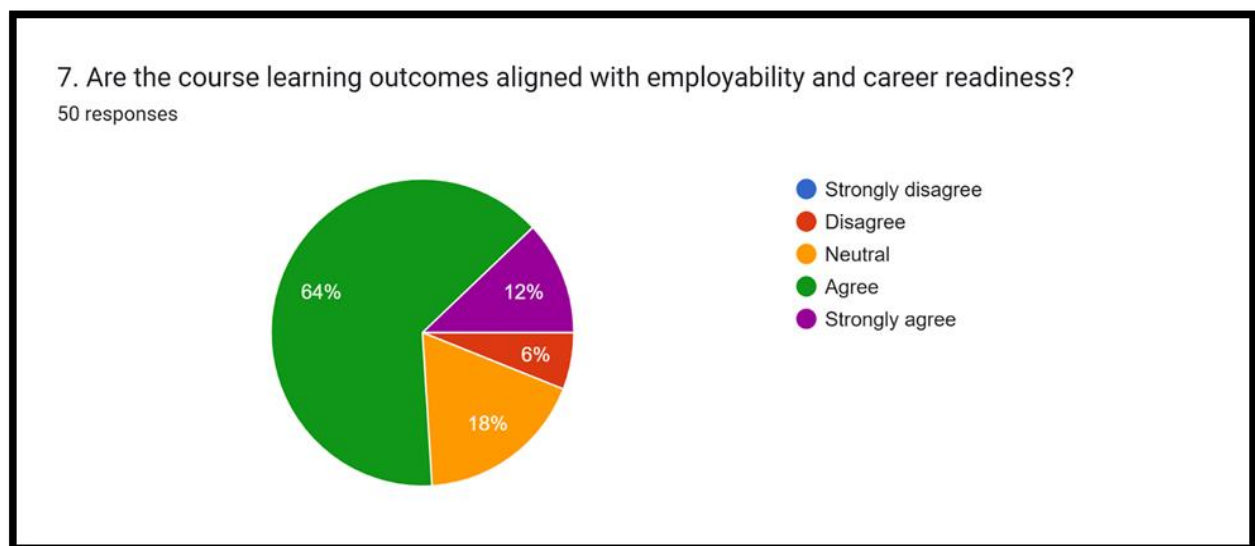| Response	Frequency	Percentage
Strongly Disagree	0	0
Disagree	3	6
Neutral	9	18
Agree	32	64
Strongly Agree	6	12
Total	50	100.0

Source: Teachers Survey 2024-25

Figure 4.7: Satisfaction whether course learning outcomes aligned with employability and career readiness

The findings indicate that 76% of the respondents are satisfied with the course learning outcomes, as they believe these outcomes are well aligned with employability and career readiness. However, 24% of the teachers are only moderately satisfied, suggesting that further alignment with industry expectations may be beneficial.

Table 4.8: Does the syllabus allow flexibility in teaching methods and assessments?

Response	Frequency	Percentage
Strongly Disagree	0	0
Disagree	1	2
Neutral	8	16
Agree	35	70
Strongly Agree	6	12
Total	50	100.0

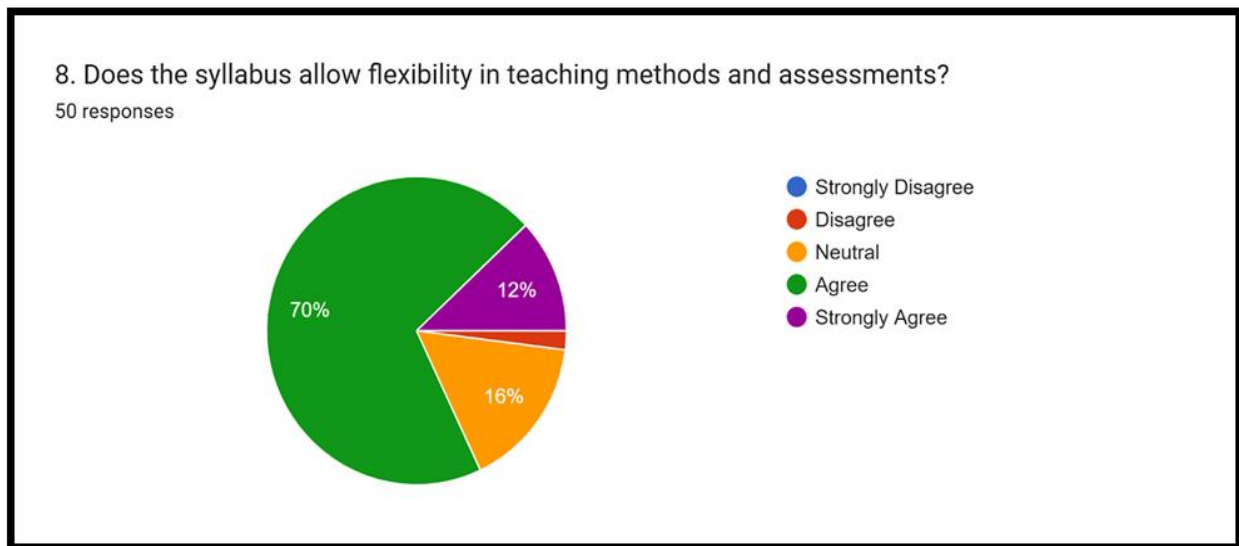**Source**: Teachers Survey 2024-25

Figure 4.8: Satisfaction whether syllabus allows flexibility in teaching methods and assessments

It is evident that 82% of the respondents are satisfied with the syllabus, as they feel it provides adequate flexibility in teaching methods and assessment strategies. However, 18% of the teachers are only partially satisfied, suggesting that additional scope for flexibility could further enhance instructional effectiveness.

Table 4.9: Does the curriculum promote interdisciplinary learning and collaboration?

Response	Frequency	Percentage
Strongly Disagree	0	0
Disagree	5	10
Neutral	9	18
Agree	30	60
Strongly Agree	6	12
Total	50	100.0

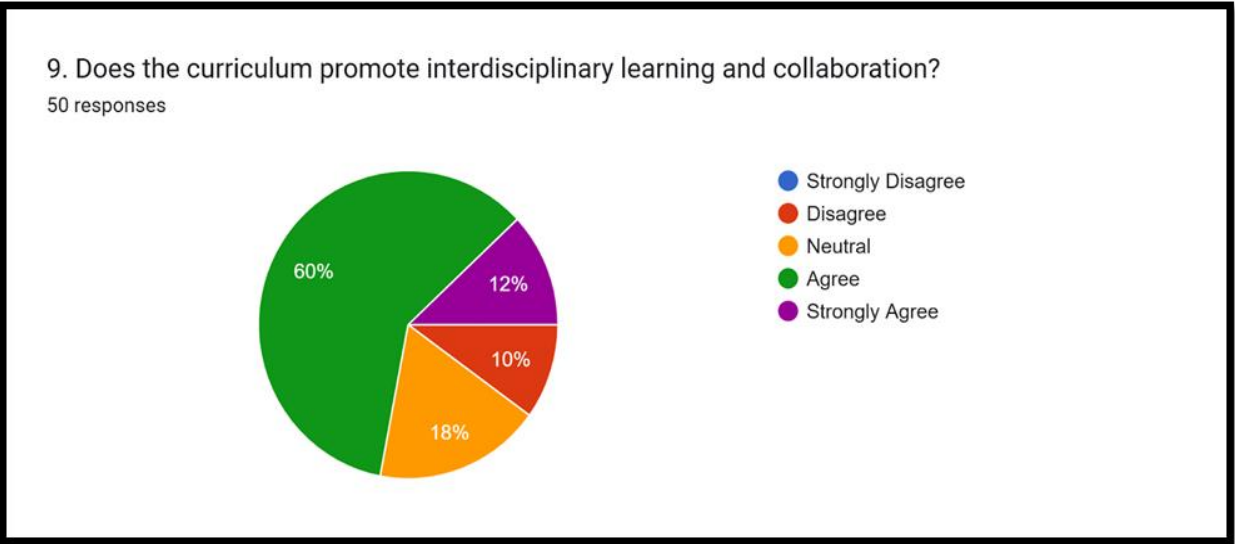**Source**: Teachers Survey 2024-25

Figure 4.9: Satisfaction whether the curriculum promotes interdisciplinary learning and collaboration

The findings reveal that 72% of the respondents are satisfied with the curriculum, acknowledging that it effectively promotes interdisciplinary learning and collaboration. However, 28% of the teachers are only moderately satisfied, suggesting that there is room to further enhance cross-disciplinary integration and collaborative learning opportunities within the curriculum.

Table 4.10-: Do you have sufficient resources and institutional support to effectively deliver the course content ?

Response	Frequency	Percentage
Strongly Disagree	2	4
Disagree	4	8
Neutral	9	18
Agree	24	48
Strongly Agree	11	22
Total	50	100.0

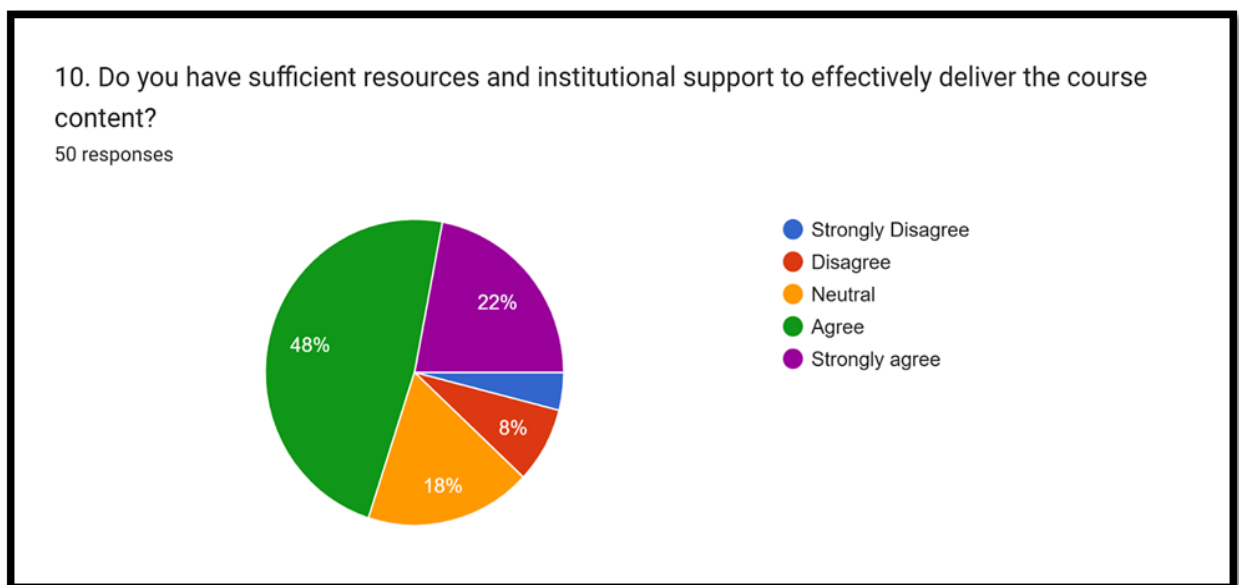**Source**: Teachers Survey 2024-25

Figure 4.10: Satisfaction whether teachers have sufficient resources and institutional support to effectively deliver the course content

The findings indicate that 70% of the respondents are satisfied with the availability of resources and institutional support provided for effective delivery of the course content. However, 30% of the teachers are only partially satisfied, highlighting the need for improved support systems and teaching resources to enhance instructional effectiveness.

Table 4.11: Does the syllabus provide opportunities for industry interaction (e.g., internships, Projects, Guest lecturers)?

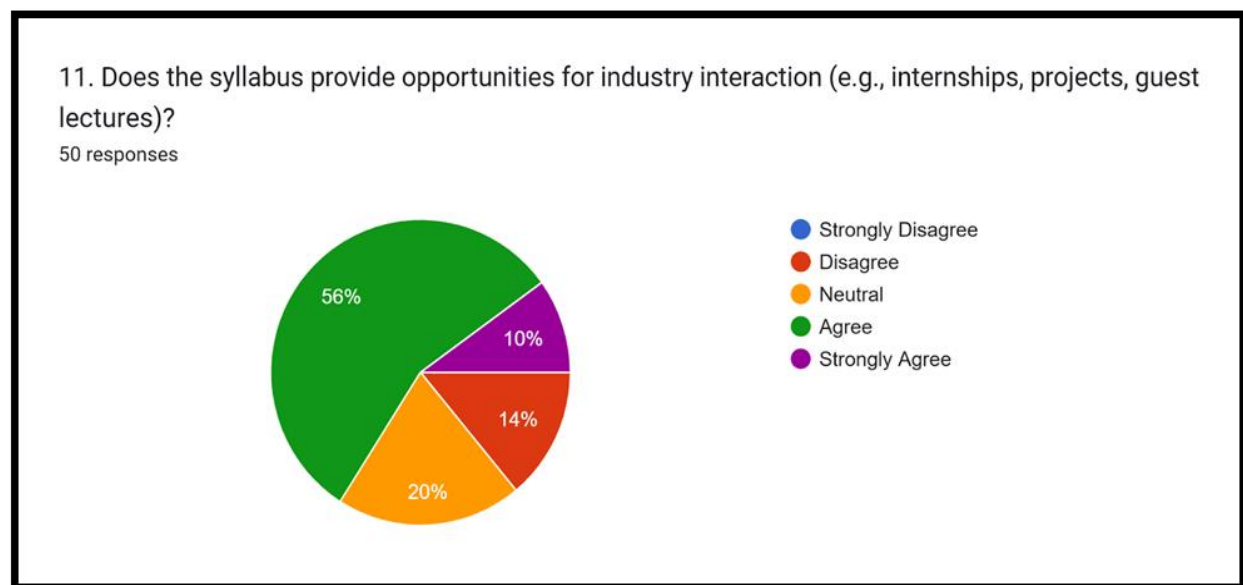| Response	Frequency	Percentage
Strongly Disagree	0	0
Disagree	7	14
Neutral	10	20
Agree	28	56
Strongly Agree	5	10
Total	50	100.0

Source: Teachers Survey 2024-25

Figure 4.11: Satisfaction whether syllabus provides opportunities for industry interaction (e.g., internships, Projects, Guest lecturers

The findings indicate that 86% of the respondents are satisfied with the syllabus, acknowledging that it offers ample opportunities for industry interaction through internships, projects, and guest lectures. However, 14% of the teachers are only somewhat satisfied, suggesting a need to further strengthen industry-academia engagement within the curriculum.

Table 4.12: Does the course encourage students to undertake research and innovation activities?

Response	Frequency	Percentage
Strongly Disagree	2	4
Disagree	5	10
Neutral	11	22
Agree	22	44
Strongly Agree	10	20
Total	50	100.0

Source: Teachers Survey 2024-25

12. Does the course encourage students to undertake research and innovation activities?
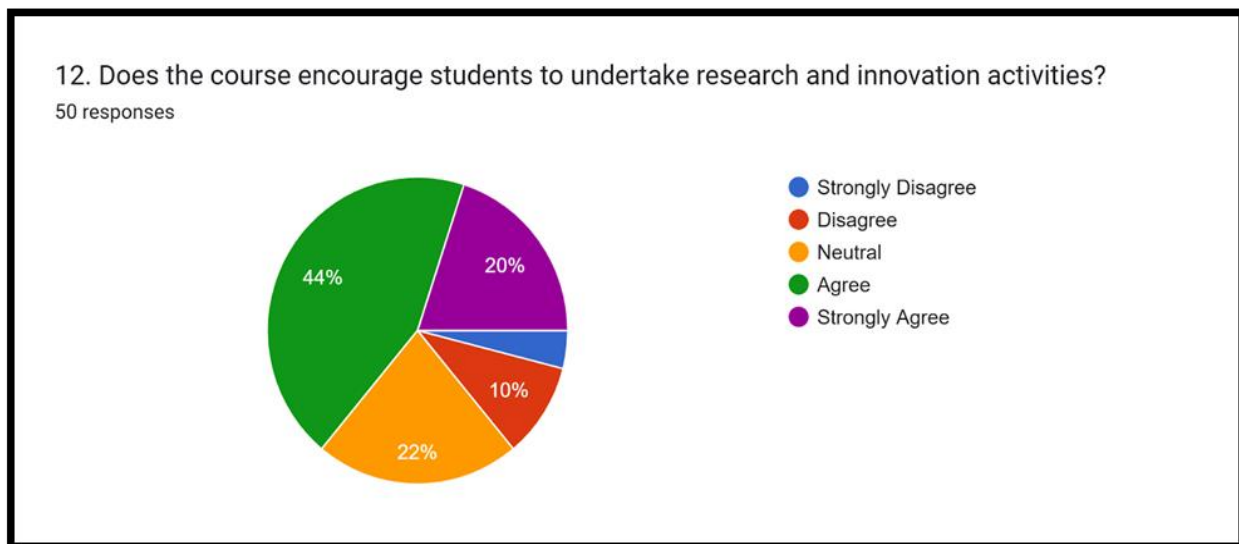50 responses

Figure 4.12: Satisfaction whether the course encourages students to undertake research and innovation activities?

It is evident that 86% of the respondents are satisfied with the course, recognizing that it encourages students to engage in research and innovation activities. However, 14% of the teachers are only moderately satisfied, pointing to the need for further enhancement in promoting a research-oriented and innovative learning environment.

Table 4.13: **Does the syllabus address the needs of diverse students' backgrounds and learning styles?**

Response	Frequency	Percentage
Strongly Disagree	0	0
Disagree	3	6
Neutral	12	24
Agree	31	62
Strongly Agree	4	8
Total	50	100.0

Source: Teachers Survey 2024-25

Figure 4.13: Satisfaction whether syllabus addresses the needs of diverse students' backgrounds and learning styles?

The findings indicate that 70% of the respondents are satisfied with the syllabus, recognizing its efforts to accommodate students from diverse backgrounds and varying learning styles. However, 30% of the teachers are only moderately satisfied, indicating a need for more inclusive and adaptable teaching strategies within the curriculum.

Table 4.14: Does the curriculum help in developing students into responsible and value driven individuals?

Response	Frequency	Percentage
Strongly Disagree	0	0
Disagree	0	0
Neutral	11	22
Agree	31	62
Strongly Agree	8	16
Total	50	100.0

Source: Teachers Survey 2024-25

14. Does the curriculum help in developing students into responsible and value-driven individuals?
50 responses

- Strongly Disagree
- Disagree
- Neutral
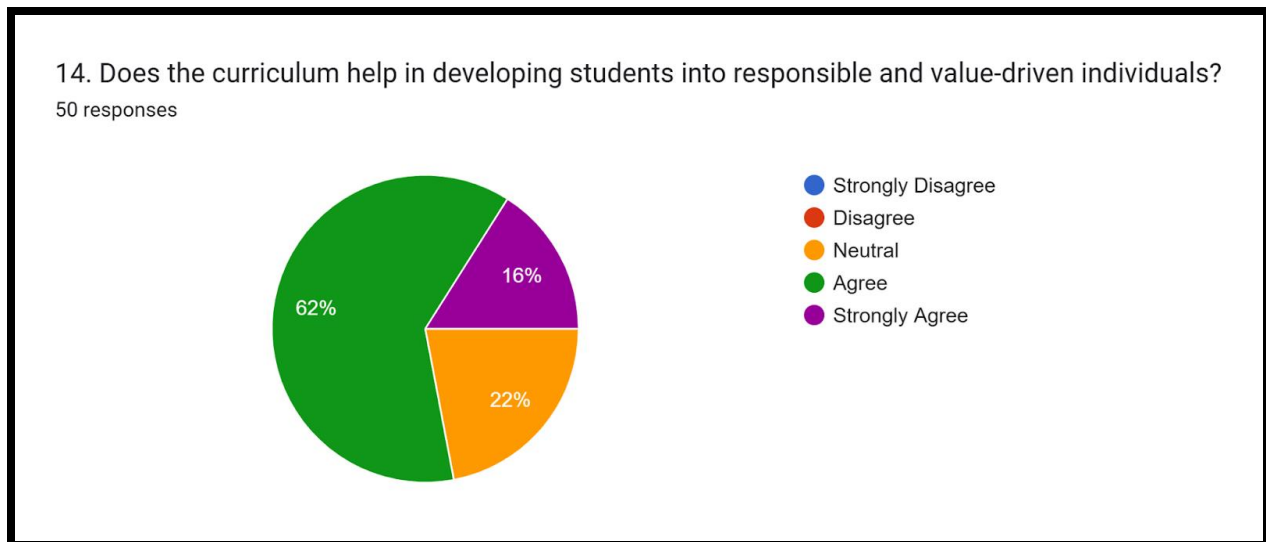- Agree
- Strongly Agree

62% 16% 22%

Figure 4.14: Satisfaction whether curriculum help in developing students into responsible and value driven individuals

The findings indicate that 78% of the respondents are satisfied with the curriculum, acknowledging its role in shaping students into responsible and value-driven individuals. However, 22% of the teachers are only somewhat satisfied, suggesting that additional emphasis on ethical and value-based education may be beneficial.

Analysis Of The Alumni Feedback On Teaching And Campus Facilities Of GPGC Bilaspur

Table 5.1: Opinion of Alumni towards College campus Environment

Response	Frequency	Percentage
Below Average	10	05
Average	30	15
Good	40	20
Very Good	80	40
Excellent	40	20
Total	200	100.0

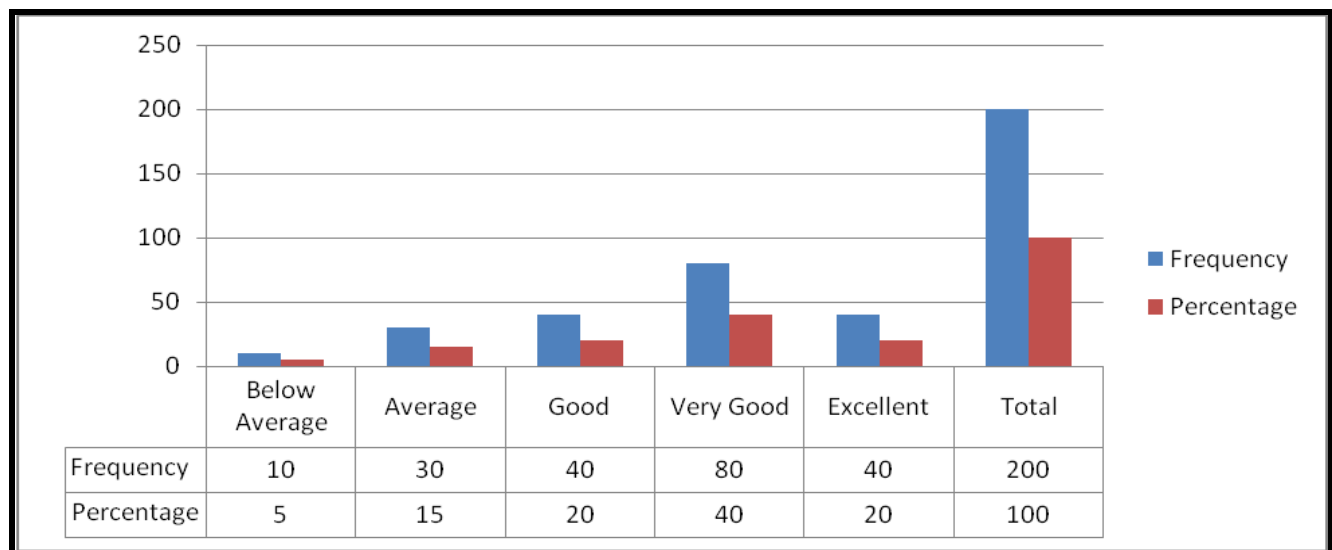**Source:** Alumni Survey 2024-2025

Figure 5.1: Opinion of respondents towards College campus Environment

As per the opinion of respondents it reveals that 80 % of the alumni have very good perception regarding the campus environment of GPGC Bilaspur.

Table 5.2: Opinion of respondents towards College Teaching Standards

Response	Frequency	Percentage
Below Average	05	2.5
Average	15	7.5
Good	60	30
Very Good	90	45
Excellent	30	15
Total	200	100.0

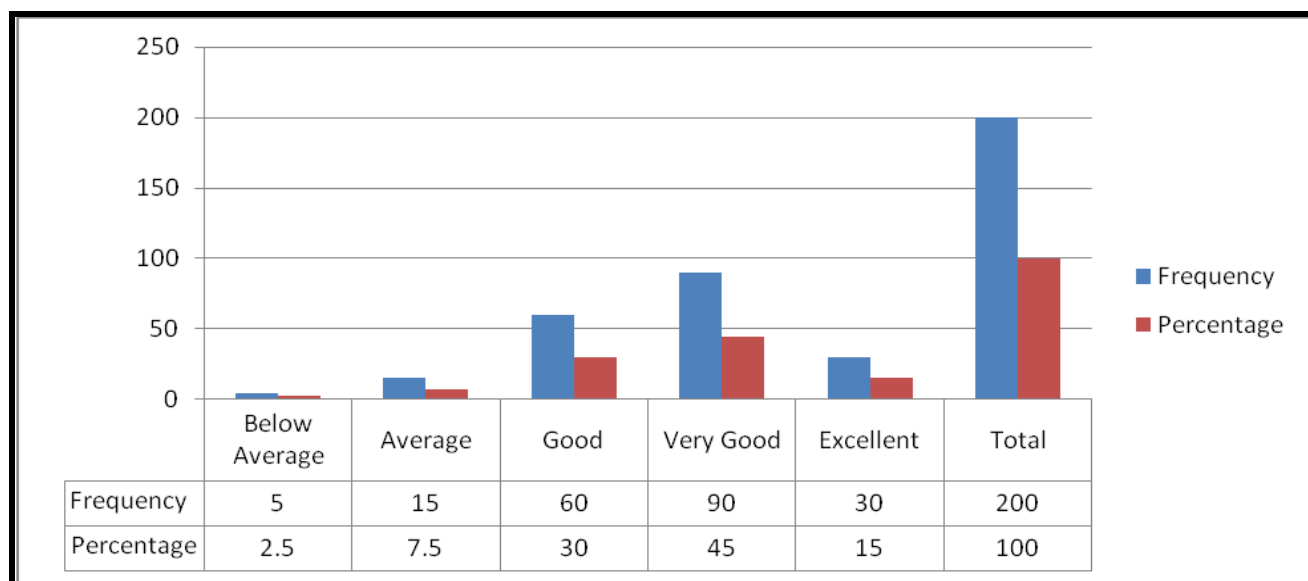**Source:** Alumni Survey 2024-2025

Figure.5.2 Opinion of respondents towards College Teaching Standards

It is evident from the above table that the majority of respondents have described that college has best standard of teaching and it is matched with the results of the college and placement of alumni.

Table 5.3: Opinion of respondents towards Quality of Lab Training in the college

Response	Frequency	Percentage
Below Average	15	7.5
Average	35	17.5
Good	40	20
Very Good	85	42.5
Excellent	25	12.5
Total	200	100.0

Source: Alumni Survey 2024-2025

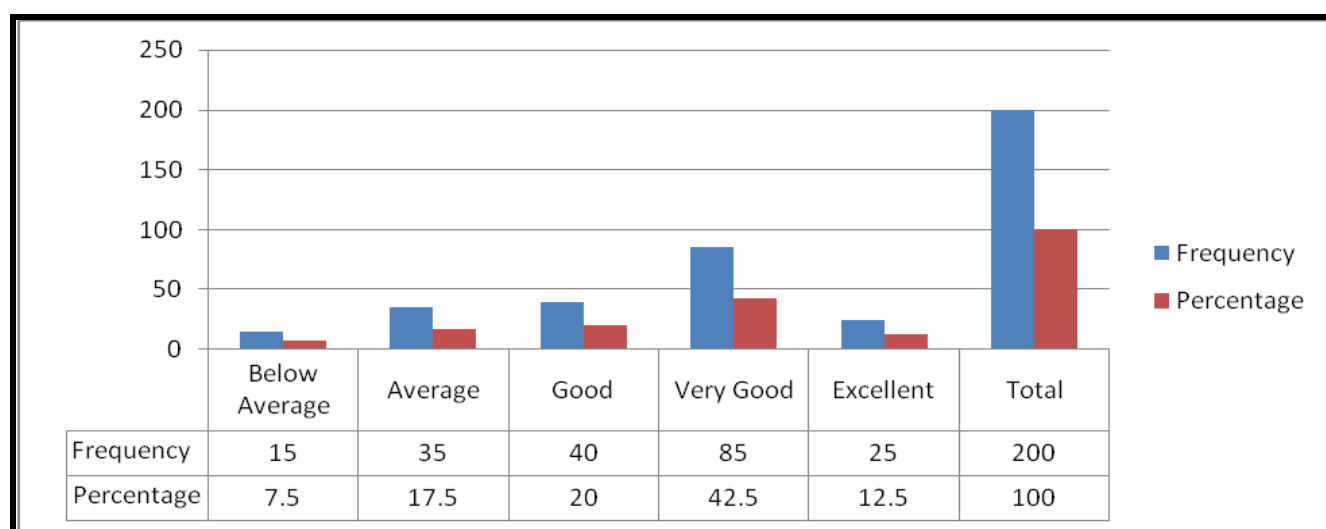|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	15	35	40	85	25	200
Percentage	7.5	17.5	20	42.5	12.5	100

Figure.5.3 Opinion of respondents towards Quality of Lab Training in the college

It is clear from the above table that the majority of stakeholders believe that the Quality of Lab Training in the college is more than the average standard and labs were adequate and accessible to all the students as per their requirements.

Table 5.4: Opinion of respondents towards Student Amenities provided by the college

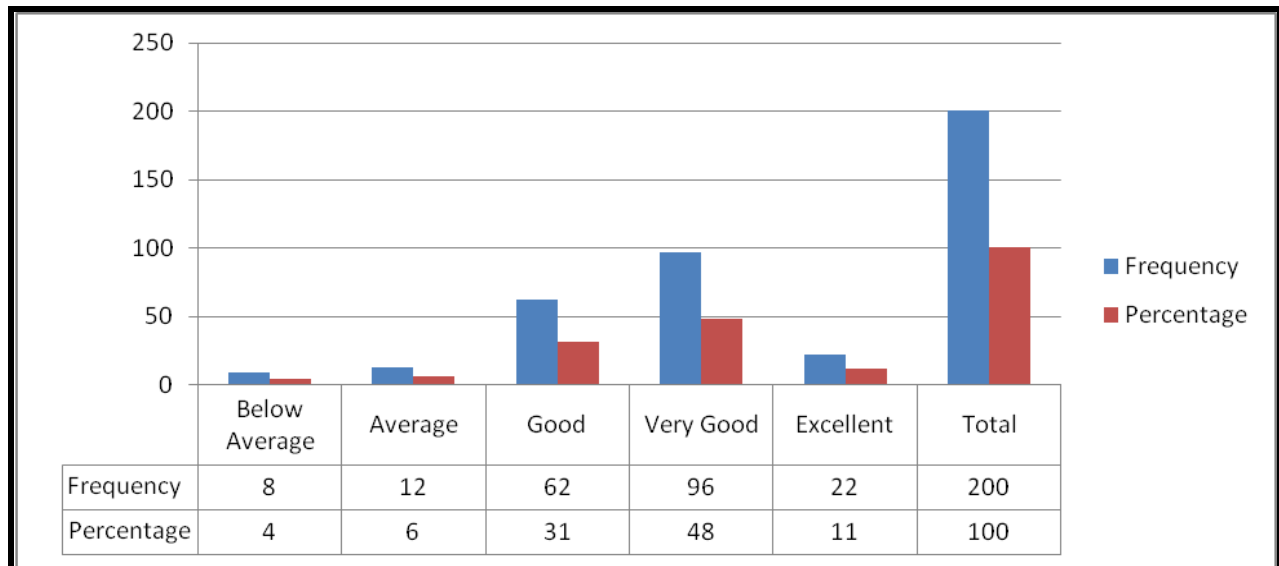| Response	Frequency	Percentage
Below Average	08	04
Average	12	06
Good	62	31
Very Good	96	48
Excellent	22	11
Total	200	100.0

Source: Alumni Survey 2024-2025

Figure 5.4: Opinion of respondents towards Student Amenities provided by the college.

The above table shows that the majority of alumni accepted that Student Facilities available in the college is above than the average value and they express their satisfaction with college facilities by rating their level of agreement.

Table 5.5: Opinion of respondents towards Assessment and Examination System of college

Response	Frequency	Percentage
Below Average	10	05
Average	10	05
Good	70	35
Very Good	80	40
Excellent	30	15
Total	200	100

Source: Alumni Survey 2024-2025

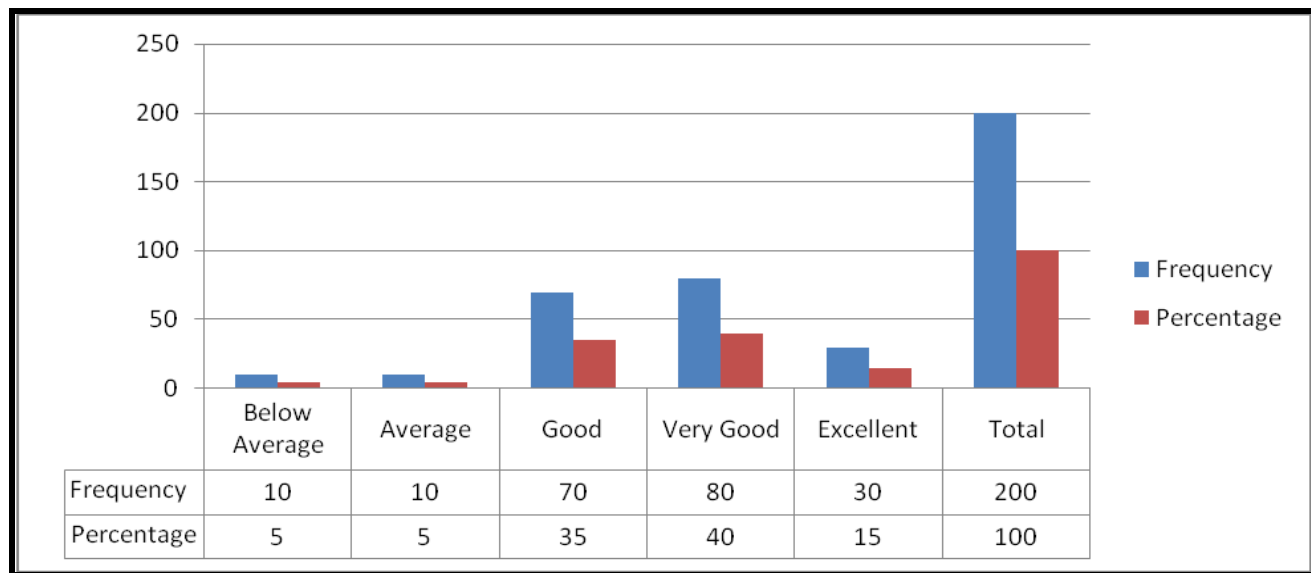|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	10	10	70	80	30	200
Percentage	5	5	35	40	15	100

Figure 5.5: Opinion of respondents towards Assessment and Examination System of college

It is evident from the table that the majority of respondents agreed with the statement that the assessment and Examination System of college is very good and internal assessment was fair as per their performance.

Table 5.6: Opinion of respondents towards Overall rating of Teachers of GPGC Bilaspur

Response	Frequency	Percentage
Below Average	07	3.5
Average	18	09
Good	55	27.5
Very Good	95	47.5
Excellent	25	12.5
Total	200	100.0

Source: Alumni Survey 2024-25

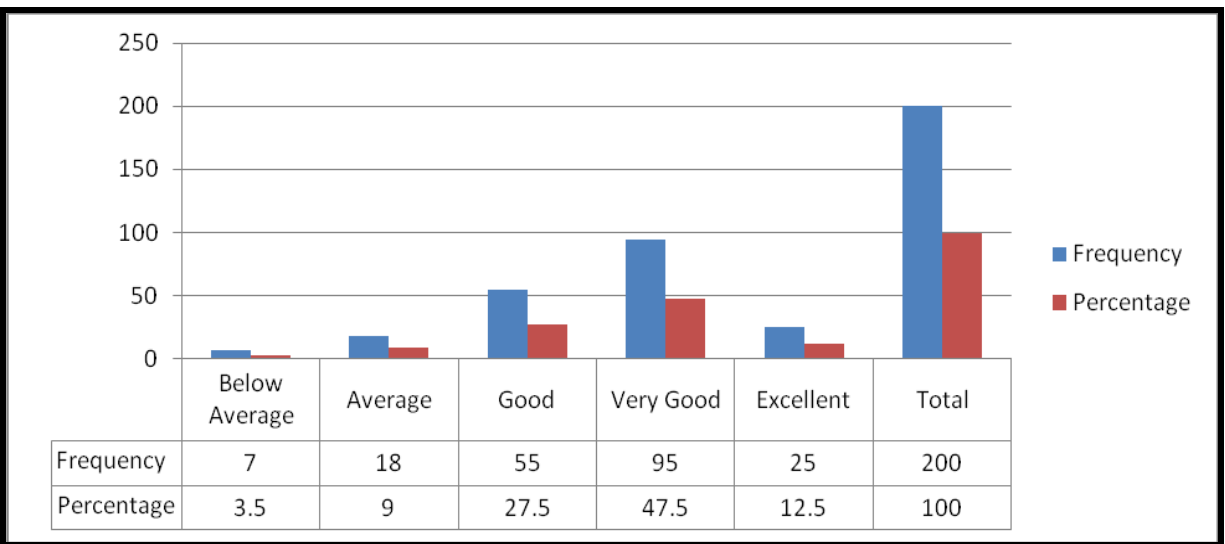|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	7	18	55	95	25	200
Percentage	3.5	9	27.5	47.5	12.5	100

Figure 5.6: Opinion of respondents towards Overall rating of Teachers of GPGC Bilaspur

As per the survey it is apparent from the table that the majority of respondents have express their satisfaction for overall rating of teachers in GPGC Bilaspur.

Table 5.7: Public perception towards GPGC Bilaspur

Response	Frequency	Percentage
Below Average	0	0
Average	20	10
Good	45	22.5
Very Good	125	62.5
Excellent	10	05
Total	200	100.0

Source: Alumni Survey 2024-2025

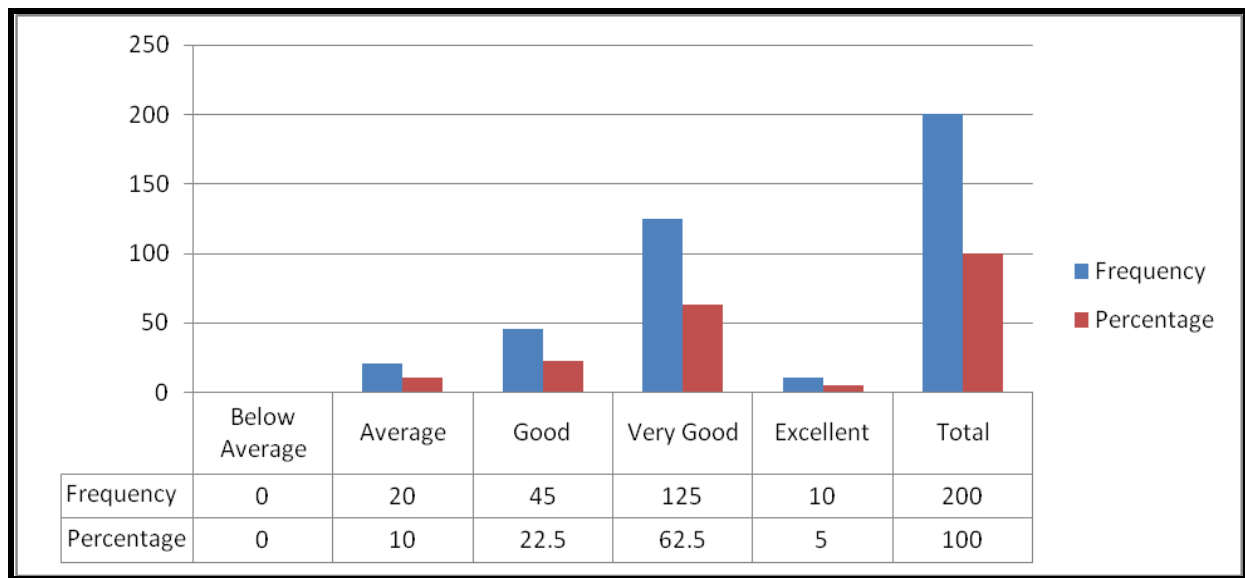|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	0	20	45	125	10	200
Percentage	0	10	22.5	62.5	5	100

Figure 5.7: Public perception towards GPGC Bilaspur

Core values play a very important role in undermining positive perceptions of institution and this can be reflected from the table. As per the above table the majority of alumni have labeled the GPGC Bilaspur is best college in the area and growing well as per its core values.

Table 5.8: Opinion of the Alumni regarding Admission process of the college

Response	Frequency	Percentage
Below Average	0	0
Average	20	10
Good	30	15
Very Good	100	50
Excellent	50	25
Total	200	100.0

Source: Alumni Survey 2024-25

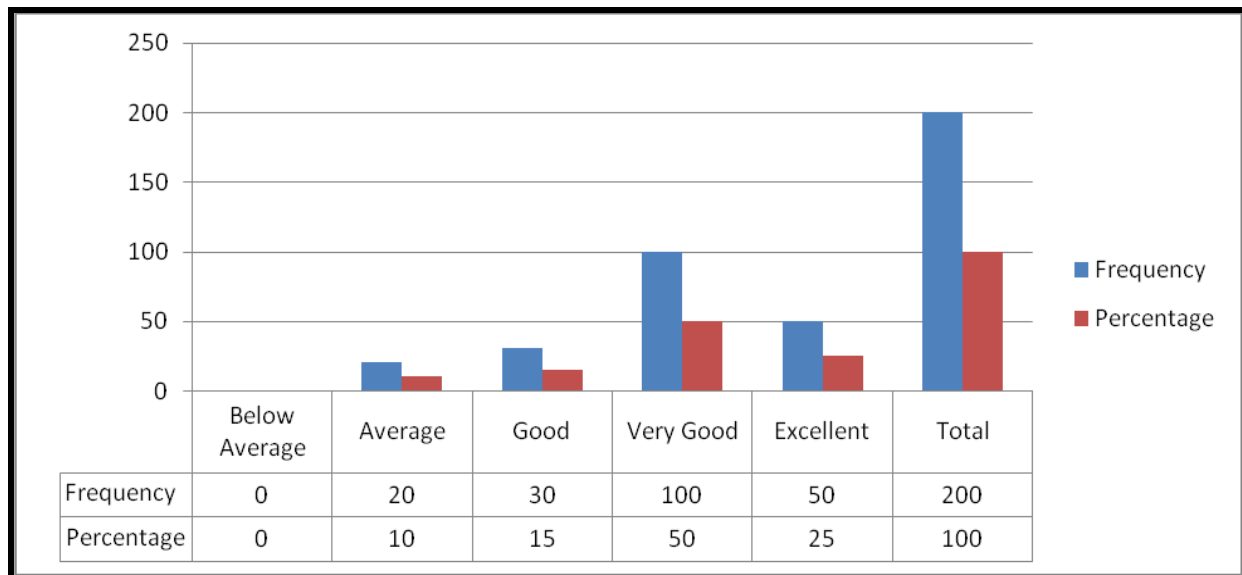|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	0	20	30	100	50	200
Percentage	0	10	15	50	25	100

Figure 5.8: Table 5.8: Opinion of the Alumni regarding Admission process of the college

It is evident from the table that the approximate 90 % majority of stakeholders have labeled the admission process of the GPGC Bilaspur is smooth and easy.

Table 5.9: Opinion of the Alumni regarding office staff of the college

Response	Frequency	Percentage
Below Average	02	01
Average	18	09
Good	20	10
Very Good	140	70
Excellent	20	10
Total	200	100.0

Source: Alumni Survey 2024-25

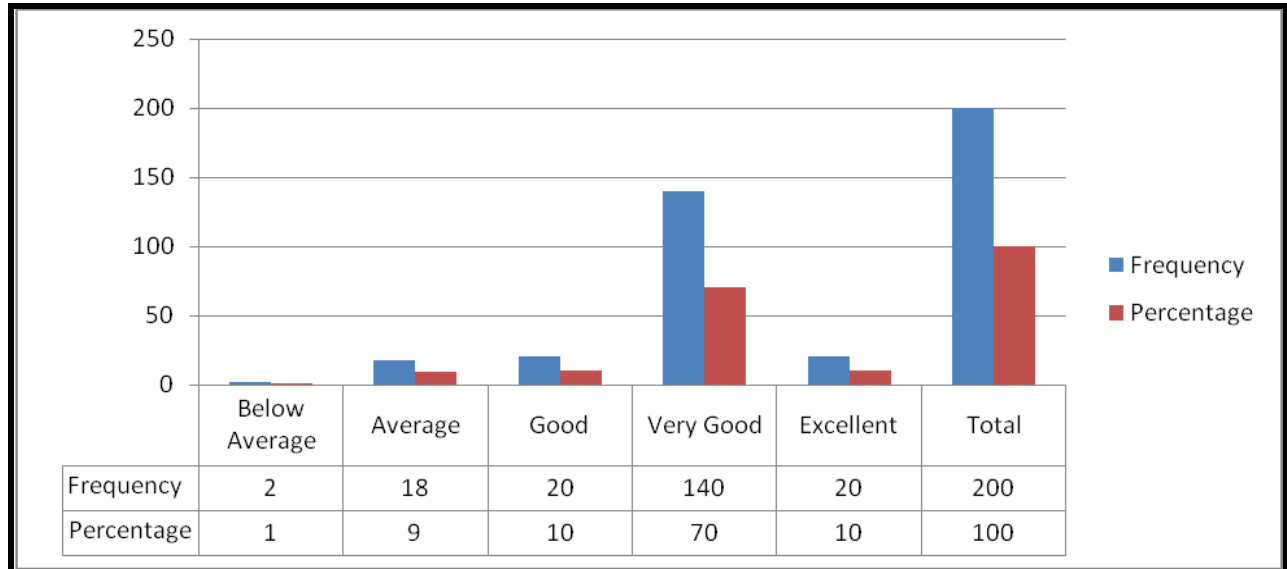|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	2	18	20	140	20	200
Percentage	1	9	10	70	10	100

Table 5.9 : Opinion of the Alumni regarding office staff of the college.

It is apparent from the table that the approximate 80 % majority of respondents have labeled that office staff of the college is approachable and have professional attitude.

Table 5.10: Opinion of the Alumni regarding Library

Response	Frequency	Percentage
Below Average	10	05
Average	22	11
Good	70	35
Very Good	90	45
Excellent	08	04
Total	200	100.0

Source: Alumni Survey 2024-25

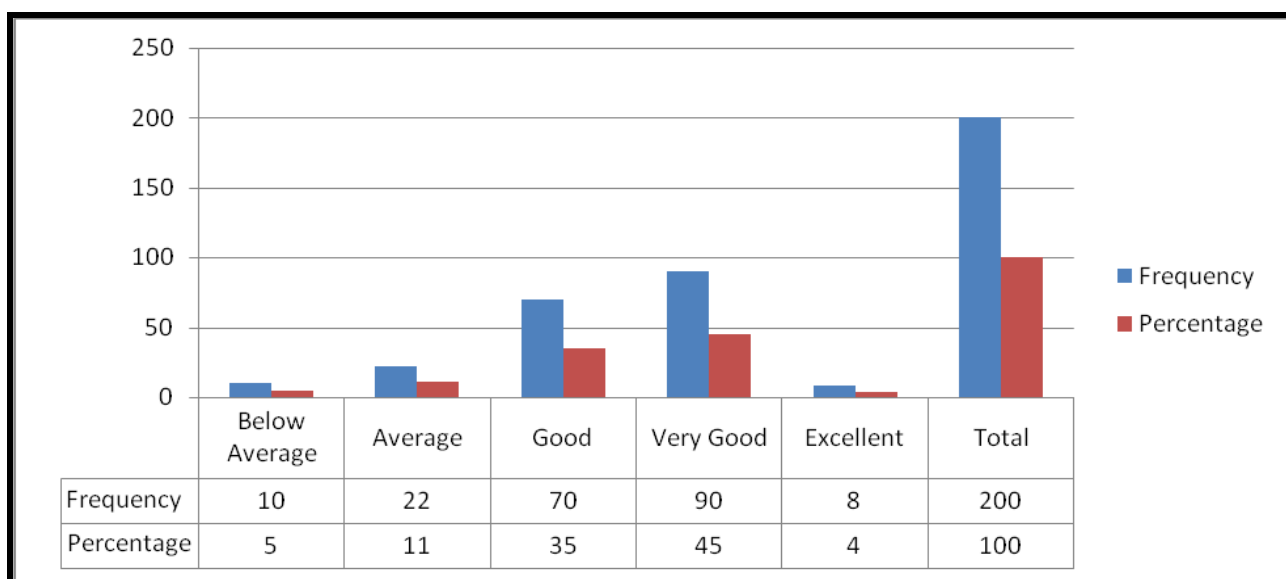|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	10	22	70	90	8	200
Percentage	5	11	35	45	4	100

Table 5.10: Opinion of the Alumni Library

The above given table reflects that the majority of respondents have expressed that the library of the college possesses updated book and magazines of foreign and Indian authors and have sufficient seating capacity.

Table 5.11: Opinion of the Alumni regarding Canteen Facilities

Response	Frequency	Percentage
Below Average	04	02
Average	26	13
Good	60	30
Very Good	90	45
Excellent	20	10
Total	200	100.0

Source: Alumni Survey 2024-25

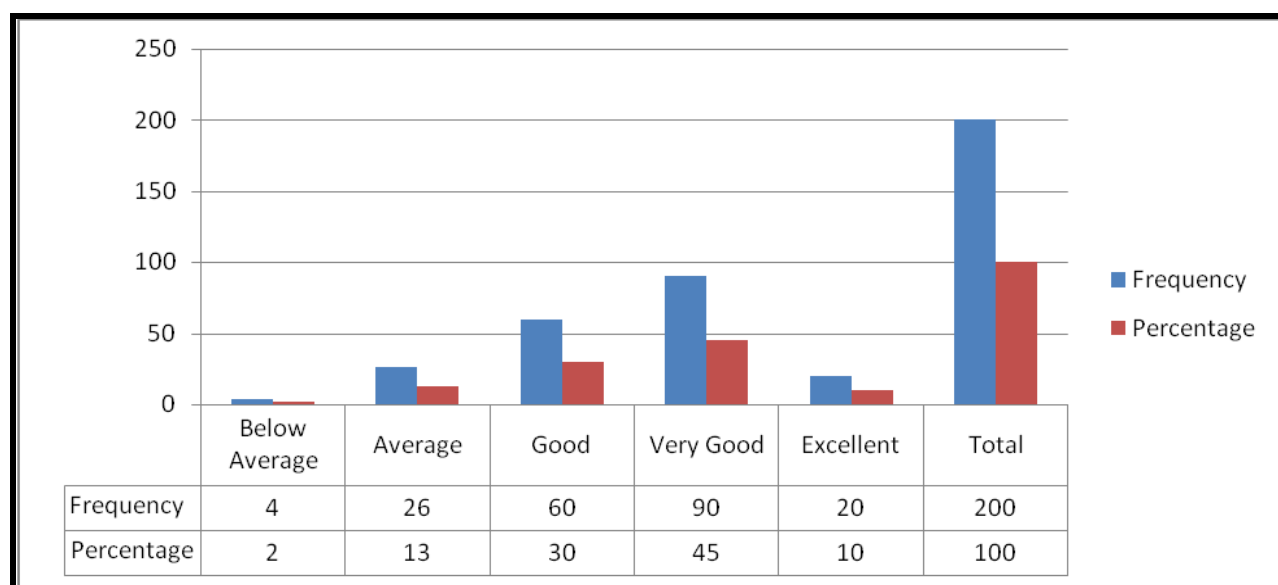|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	4	26	60	90	20	200
Percentage	2	13	30	45	10	100

Table 5.11: Opinion of the Alumni regarding Canteen Facilities

It is apparent from the given data and table that canteen provide quality food & services and have ample space for students to munch and relax.

Table 5.12: Opinion of the Alumni regarding Infrastructure, Lab, and ICT

Response	Frequency	Percentage
Below Average	05	2.5
Average	15	7.5
Good	50	25
Very Good	120	60
Excellent	10	05
Total	200	100.0

Source: Alumni Survey 2024-25

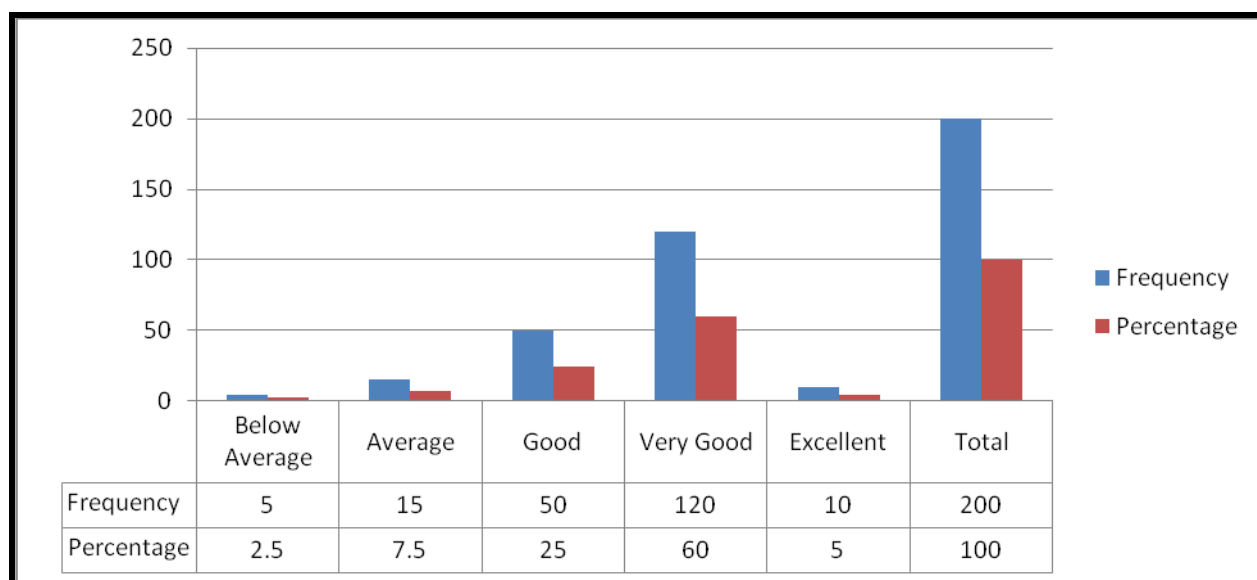|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	5	15	50	120	10	200
Percentage	2.5	7.5	25	60	5	100

Table 5.12 Opinion of the Alumni regarding Infrastructure, Lab, and ICT

It is evident that majority of alumni believe that college have good infrastructure and quality labs and ICT facilities in the college which is helpful for learning skills easily.

Response	Frequency	Percentage
Below Average	0	0
Average	10	05
Good	40	20
Very Good	130	65
Excellent	20	10
Total	200	100.0

Source: Alumni Survey 2024-25

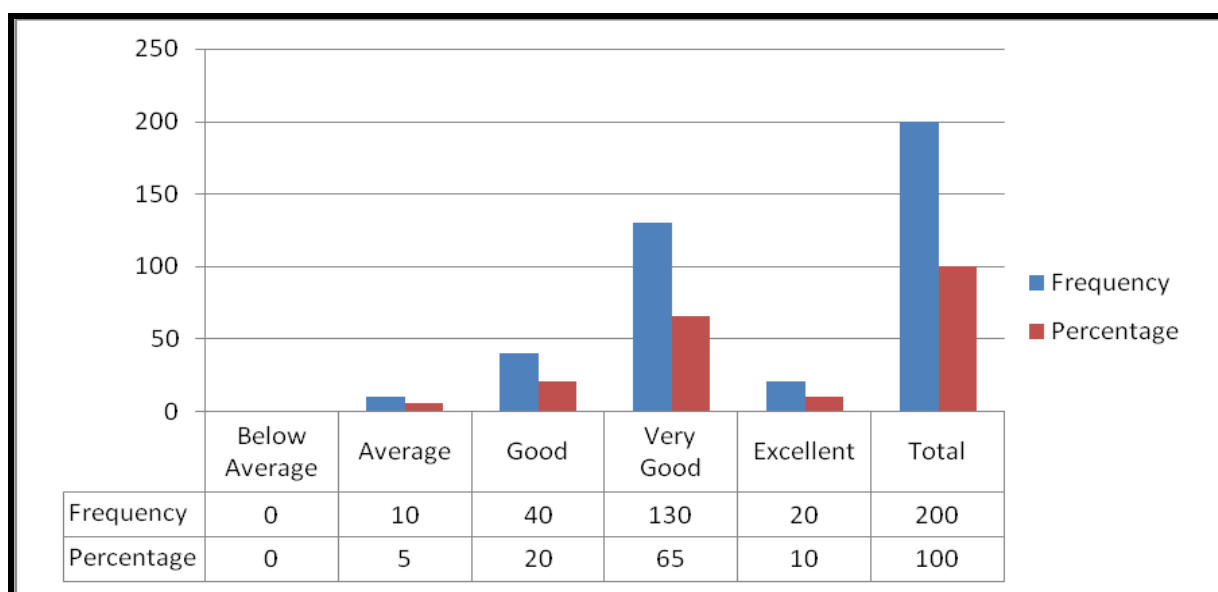|	Below Average	Average	Good	Very Good	Excellent	Total
Frequency	0	10	40	130	20	200
Percentage	0	5	20	65	10	100

Table 5.13: Opinion of the Alumni regarding Overall Academic Experience

It is apparent from above given table and data that GPGC Bilaspur provides great learning atmosphere and great infrastructure, quality labs and ICT tool to students which is reflected by our result in the academic and sports.

SECTION III- (PART –E)
CONCLUSIONS AND SUGGESTIONS

CONCLUSIONS:

Conducted with the aim of comprehensively assessing the sentiments and contentment levels of students, alumni, and teachers, the current survey delves into the multifaceted dimensions of Government College Bilaspur. The focal points encompass an intricate examination of the participants' perceptions and satisfaction levels pertaining to campus facilities and the teaching-learning milieu. The exhaustive survey encompasses a diverse pool of 2498 respondents, encompassing students, alumni, parents, and teachers from various departments of Govt. Degree College Bilaspur during the academic session 2024-2025.

Analysis of the student survey reveals a prevailing satisfaction with the college's infrastructure, encompassing commendations for campus facilities, cleanliness, canteen amenities, transportation connectivity, medical services, sports facilities, and career counseling initiatives. The consensus among the majority of students at GPGC Bilaspur indicates contentment with the comprehensive coverage of syllabi within specified timelines by diligent teachers.

Furthermore, students acknowledge the proactive engagement of teachers in identifying and addressing academic weaknesses both collectively in class and individually. The survey underscores the instrumental role played by teachers in nurturing soft skills, life skills, and employability skills among the student body. Notably, a significant proportion of respondents express positive sentiments regarding the periodic organization of internship programs, student exchanges, and field visits.

The students' perception of the teaching-learning process aligns favorably with the institutions overarching "Vision and Mission." Areas of commendation include syllabus coverage, effective communication skills of teachers, their adeptness in identifying and rectifying weaknesses, encouragement of student participation in extracurricular activities, and the internal evaluation process. However, certain aspects, such as the promotion of internships, student exchanges, field visits, and the integration of ICT tools during teaching, garnered lower satisfaction levels.

Alumni feedback echoes a positive sentiment, with 80% expressing a very favorable perception of the campus environment at GPGC Bilaspur. Their endorsement extends to the college's teaching standards, correlating positively with the academic achievements and placements of alumni. Noteworthy is the alumni's belief in the superior quality of laboratory training, affirming the adequacy and accessibility of labs to cater to the diverse requirements of all students. The prevailing consensus among respondents heralds GPGC Bilaspur as the premier educational institution in the region, asserting that it is steadfastly advancing in accordance with its Vision and Mission.

STRATEGIC RECOMMENDATIONS FOR INSTITUTIONAL GROWTH AND EXCELLENCE

- ### DIVERSIFICATION OF ACADEMIC PROGRAMS

  The institute should expand its portfolio of postgraduate and professional courses to accommodate the educational aspirations of students from nearby rural and semi-urban regions. This expansion will foster inclusivity and provide wider access to advanced learning and skill development opportunities.

- ### STRENGTHENING RESEARCH INFRASTRUCTURE

  A well-defined strategy must be adopted to upgrade and modernize the research infrastructure. This includes establishing state-of-the-art laboratories, ensuring access to national and international research databases, and developing collaborative research spaces. Such an ecosystem will motivate both faculty and students to engage in meaningful and innovative research.

- ### PROMOTION OF CONTINUOUS PROFESSIONAL DEVELOPMENT

  Regular faculty development programs, workshops, and academic conferences should be organized to promote lifelong learning, pedagogical innovation, and knowledge sharing among educators. These events will serve as vital platforms for discussing academic advancements and fostering interdisciplinary collaboration.

- ### INDUSTRY-ACADEMIA LINKAGES AND PRACTICAL EXPOSURE

  Each department should proactively conduct industrial visits, fieldwork, and educational tours to bridge the gap between theoretical learning and practical application. These initiatives will enhance students' industry readiness and offer insights into real-world challenges.

- **INTEGRATION OF JOB-ORIENTED AND SKILL-BASED COURSES**

  To meet evolving industry demands, the institute should introduce job-oriented diploma and certification programs as add-on courses. These should be tailored to equip students with market-relevant skills and enhance their employability.

- **ENHANCEMENT OF SMART LEARNING ENVIRONMENTS**

  The learning environment should be upgraded through the integration of smart classrooms equipped with modern teaching aids such as interactive boards, audio-visual tools, digital course content, and collaborative learning platforms to foster engaging and technology-driven education.

- **IMPROVEMENT IN TEACHER-STUDENT RATIO**

  Efforts should be made to recruit adequate teaching staff to optimize the teacher-student ratio. A lower ratio will ensure personalized attention, better mentorship, and improved academic outcomes for students.

- **ADOPTION OF INNOVATIVE E-LEARNING TOOLS**

  Encourage the use of e-learning platforms, virtual laboratories, and online academic resources to enrich the teaching-learning process and support blended learning approaches.

- **COMMUNITY ENGAGEMENT AND OUTREACH PROGRAMS**

  Strengthen relationships with the local community by organizing health camps, awareness drives, and adult education initiatives. These outreach efforts will contribute to the institute's social responsibility and community development goals.

SATISFACTION SURVEY COMMITTEE (2024-25)

SR. NO.	NAME	COMMITTEE	INCHARGE OF SURVEY	REMARKS
1.	Dr. Bhumander Jaswal	Convener	Overall Incharge of Satisfaction Survey	
2.	Dr. Suresh Jammwal	Member	Alumni Survey	
3.	Prof. Rituraj	Member	Student Survey	
4.	Prof. Pooja	Member	Parents Survey	
5.	Prof. Vikas Chandel	Member	Teacher Survey & Report Writing & Compilation	
6.	Prof. Monika	Member	Action Taken Report	

QUESTIONNAIRRE DESIGN COMMITTEE (2024-25)

SR. NO.	NAME	COMMITTEE	REMARKS
1.	Dr. Bhumander Jaswal	Convener	
2.	Dr. Rahul Sandal	Member	
3.	Prof. Ashwani Chandel	Member	
4.	Prof. Vikas Chandel	Member	
5.	Smt. Arvindra Chandel	Member	

Action Taken Report 2024-25

S/N	Proposal prepared on dated 22/7/2024	Action taken report.
1	Organize an international conference.	The Department of Mathematics successfully conducted an International Conference on *Material and Biological Sciences* from November 15 to 16, 2024.
2	To organize workshops.	A series of workshops were organized - One-day workshop on *Office Procedures and Rules for Capacity Building* for teaching and non-teaching staff on March 10, 2025. - Workshop titled *Empowering Life through Values, Science, and Mathematics* for students of BBA, B.Voc, BCA, and PGDCA on April 16, 2025. - Workshop for M.Sc. Chemistry students on April 23, 2025. - Workshop for M.Sc. Mathematics students on April 24, 2025, aimed at preparing students for competitive examinations.
3	Implement a structured mentor-mentee guidance program and remedial classes.	Mentors provided timely and scheduled guidance to their mentees, ensuring consistent academic and personal support and remedial classes for weak students.
4	Establish MOUs with institutions to benefit students.	Memorandums of Understanding (MOUs) were signed with various schools and local panchayats to enhance student exposure and collaboration
5	Develop the Institutional Development Plan (IDP) for 2024–25.	The IQAC prepared the Institutional Development Plan (IDP) for the academic session 2024-25 to guide strategic improvements.
6	Provide financial assistance to economically disadvantaged students.	Financial support was extended to economically weak students through contributions from the PTA and staff welfare fund.
7	Promote student participation in curricular and co-curricular activities.	Students were actively encouraged to participate in sports and cultural events. Numerous opportunities were provided, resulting in vibrant involvement in music, dance, and other creative pursuits.
8	Organize educational trips for students.	Educational excursions were arranged for students across various streams, including Science and self-financed programs.
9	Enhance efforts to improve NAAC accreditation.	Principal convened multiple meetings with faculty to identify and address institutional gaps aimed at improving the NAAC accreditation grade.
11	Improve storage and record-keeping infrastructure.	To ensure efficient storage and record keeping, dedicated cabins for office storage and office record were prepared and a separate cabin for Chowkidar also established.
12	Construct a covered walkway connecting old and new campuses.	A monkey-resistant covered walkway connecting the old and new campuses is under construction to ensure student safety and ease of movement.
13	Establish a designated silence zone outside (near) the library.	A quiet zone adjacent to the library has been developed and enclosed with an aluminum partition to promote a conducive reading environment.
14	Set up a daycare facility on campus.	A fully functional daycare room has been established to support the childcare needs of staff and students.
15	Maintain cleanliness across the college campus.	Cleanliness is systematically maintained by the combined efforts of 26 academic departments.
16	Coaching for Civil service will be conducted.	Coaching for Civil service was conducted successfully. (28/04/2025 to 17/05/2025)

IQAC Coordinator
GC Bilaspur

Principal
Govt. College Bilaspur (HP)