

STUDENT SATISFACTION SURVEY REPORT

SESSION: 2021-22

**GOVT. COLLEGE FOR GIRLS
LUDHIANA**

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Feedback Survey

1. Survey about Adequacy, Quality of Teaching-Learning Resources, Student Support System and Academic Performance of Teachers

A. Objective

a. To measure the student's level of satisfaction on their experiences with the Govt. College for Girls, Ludhiana covering the following areas:

- Adequacy, accessibility and quality of teaching-learning resources in the college environment.
- Effectiveness of communication.
- Academic Staff Performance (Quality of teaching).
- Evaluation procedure and its effectiveness.
- Overall student satisfaction level.

b. To identify and address gaps for improvement.

B. Questionnaire for Student Satisfaction Survey

Due to COVID-19 pandemic the survey was conducted online for the session 2019-20. Following instructions were given to fill the questionnaire

- All questions should be compulsorily answered.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no.14 is student's opportunity to give suggestions for improvements; she/he can also mention weaknesses of the institute here. No restriction was imposed on students to give suggestions.

Following is the feedback form for student satisfaction survey(online)to analyzeadequacy, quality of teaching learning process, student support system and academic performance of teachers.

Govt. College for Girls, Ludhiana

TEACHER FEEDBACK FORM

1. Fill this form for all the teachers who taught you during the session 2019-20.

2. Fill only once for each teacher.

Session:Course Name:.....Semester..... Subject:.....

Name of Teacher:

	POINTS TO BE CONSIDERED	Excellent	V.Good	Good	Fair	Average
1	Regularity in taking classes					
2	Punctuality in class					
3	Knowledge about subject taught					
4	Ability to link current knowledge and practical experience while teaching					
5	Ability to involve students while teaching					
6	Ability to maintain discipline in class					
7	Communication skills in class					
8	Effective use of Virtual Media in lecture					
9	Appropriate E-Content provided by faculty					
10	Availability after the class					
11	Covers syllabus in time					
12	Uses fair internal evaluation process					
13	Gives practical projects/case studies that enhance learning of students					
14	Gives appropriate feedback to improve performance of students					
15.	Suggestions, if any.					

C. Methodology for Analysis of Student Satisfaction Survey:

The questionnaire is based on the Likert scale where the responses are recorded on a scale of 1 to 5, with the most positive response (Excellent) being rated as 5 and last option of response (Fair)being rated as 1. For the session 2021-22, the given questionnaire was filled online by 1845 students selected randomly from all UG & PG classes out of which 192 PG students and 1653 UG students submitted their responses. After the survey, the mean score for each question has been calculated and then the overall mean has been arrived at.

Method for calculation of mean score on Likert Scale:

To determine the mean score of the 5-point Likert scale, the following formula has been used:

Mean score= (5× No. of responses in Excellent parameter +4 × No. of responses in Very Good parameter +3 ×No. of responses in Good parameter +2×No. of responses in Fair parameter + 1×No. of responses in Average parameter)/Total No. of responses in All parameters.

D. Participants:

Students from each course were selected randomly for the survey. Number of students from various courses who participated in the survey are tabulated below:

S. No.	Course Name	No. of Participants
1	BBA	140
2	BCA	54
3	B.Com.	535
4	B.Sc. (NM)	181
5	B.Sc.(M)	195
6	B.A	548
7	M.Sc. (IT)	10
8	PGDCA	12
9	M.SC. (BOTANY)	23
10	M.A	31
11	M.Com.	116
	Total No. of Participants	1845

E. Analysis and Interpretation of Student Satisfaction Survey

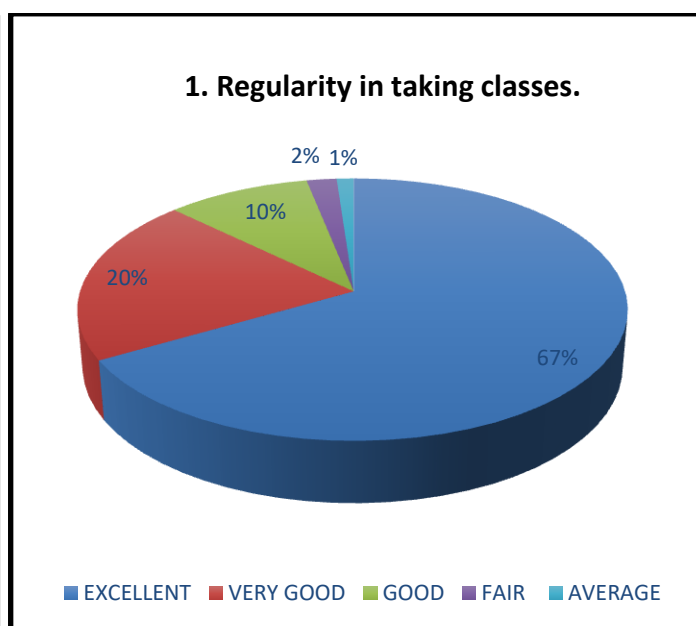
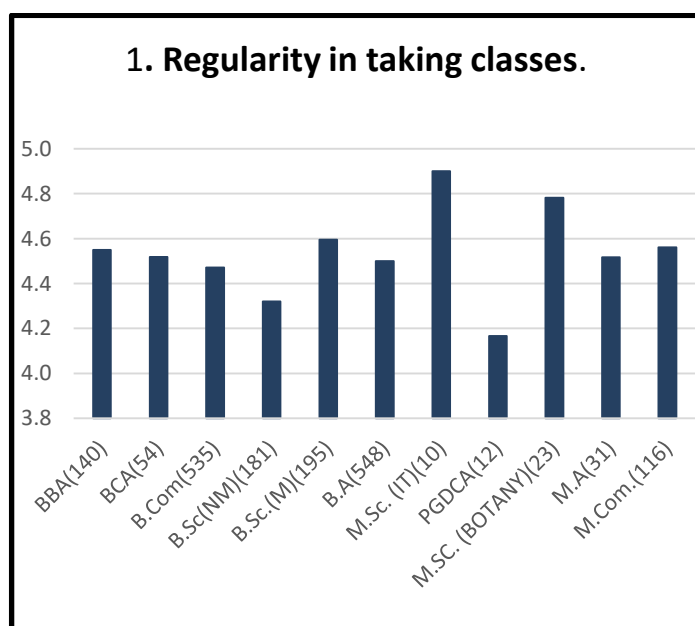
1. Regularity in conducting classes

Responses received by students of various courses for this parameter are shown in following table:

1. Regularity in taking classes.							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	91	37	10	2	0	140	4.6
BCA(54)	37	11	4	1	1	54	4.5
B.Com(535)	358	100	59	7	11	535	4.5
B.Sc(NM)(181)	102	42	31	5	1	181	4.3
B.Sc.(M)(195)	133	48	12	1	1	195	4.6
B.A(548)	371	107	48	17	5	548	4.5
M.Sc. (IT)(10)	9	1	0	0	0	10	4.9
PGDCA(12)	5	5	1	1	0	12	4.2
M.SC. (BOTANY)(23)	19	3	1	0	0	23	4.8
M.A(31)	22	5	3	0	1	31	4.5
M.Com.(116)	83	20	9	3	1	116	4.6
Total	1230	379	178	37	21	1845	4.5

Class-wise average score for this parameter is shown in following table:

1. Regularity in taking classes.	
Course Name	Mean Score
BBA(140)	4.6
BCA(54)	4.5
B.Com(535)	4.5
B.Sc(NM)(181)	4.3
B.Sc.(M)(195)	4.6
B.A(548)	4.5
M.Sc. (IT)(10)	4.9
PGDCA(12)	4.2
M.SC. (BOTANY)(23)	4.8
M.A(31)	4.5
M.Com.(116)	4.6
Total	4.5



With regard to very first parameter i.e Regularity in taking classes, Majority of classes have more than 4.5 of an average score. This reveals that students in all the courses felt that classes have been conducted regularly. Adjusting and getting out of covid situations, the current session has been shorter and therefore faculty members ensured that all course related tasks and activities have been declared effectively to students. Majority of students, nearly 87%(67%+20%) have rated this parameter as excellent and very good on Likert scale. Average score of college for this parameter stands at 4.5 and this illustrates very good performance of college in this parameter.

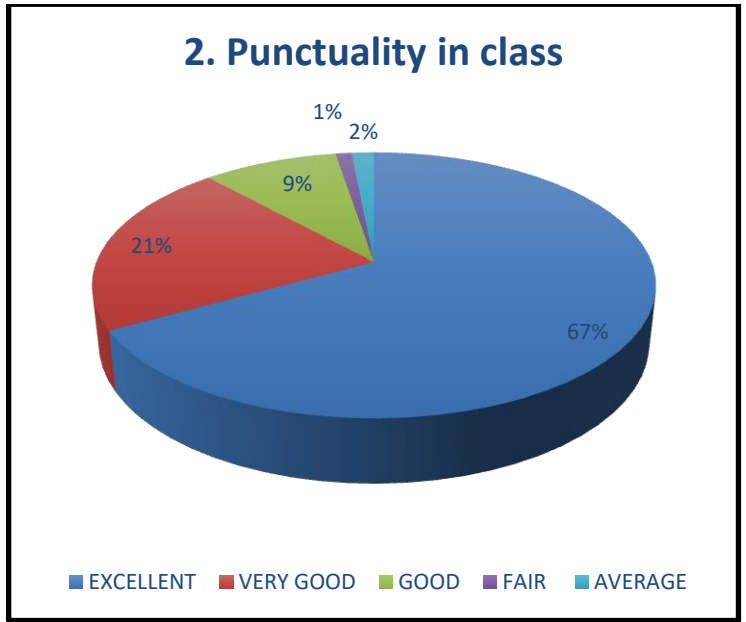
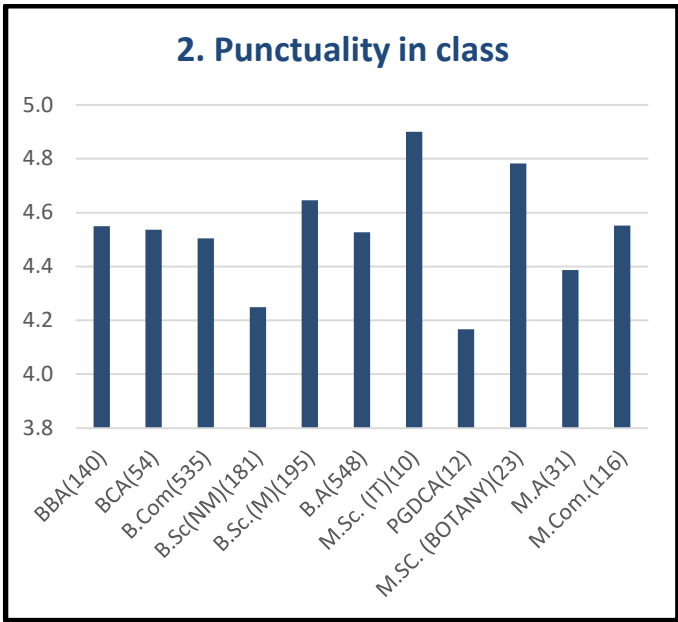
2. Punctuality in the class

Responses received by students of various courses for this parameter are shown in following table:

2. Punctuality in class							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	91	35	14	0	0	140	4.6
BCA(54)	36	13	4	0	1	54	4.5
B.Com(535)	366	98	57	3	11	535	4.5
B.Sc(NM)(181)	92	54	26	6	3	181	4.2
B.Sc.(M)(195)	144	37	11	2	1	195	4.6
B.A(548)	369	121	45	4	9	548	4.5
M.Sc. (IT)(10)	9	1	0	0	0	10	4.9
PGDCA(12)	6	4	1	0	1	12	4.2
M.SC. (BOTANY)(23)	20	2	0	1	0	23	4.8
M.A(31)	20	7	2	0	2	31	4.4
M.Com.(116)	81	22	9	4	0	116	4.6
Total	1234	394	169	20	28	1845	4.5

Class-wise average score for this parameter is shown in following table:

2. Punctuality in class	
Course Name	Mean Score
BBA(140)	4.6
BCA(54)	4.5
B.Com(535)	4.5
B.Sc(NM)(181)	4.2
B.Sc.(M)(195)	4.6
B.A(548)	4.5
M.Sc. (IT)(10)	4.9
PGDCA(12)	4.2
M.SC. (BOTANY)(23)	4.8
M.A(31)	4.4
M.Com.(116)	4.6
Total	4.5



With regard to maintenance of discipline in classes, almost all departments stand above the standard. And overall college score also stands at more than standard mean score of 4.5. The pi-chart reveals that 67 % of students agree that teachers have been punctual in the classes and have given Excellent rating (5) and nearly 21% of students have given Very Good (4) rating in this parameter. Less than 10% students' response have been average with regard to this parameter and this may be due to reason that teachers may have been involved in some college duties that need to be performed besides teaching. Punctuality has been very important discipline adopted in college and this parameter will be emphasized more and more in upcoming sessions.

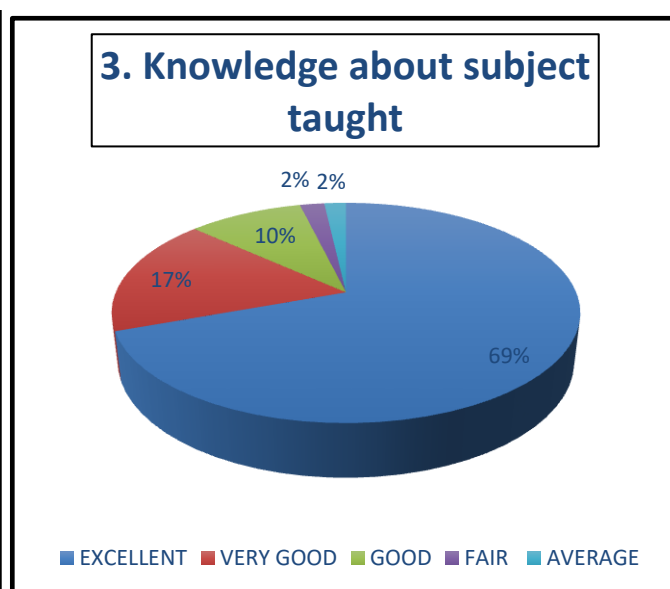
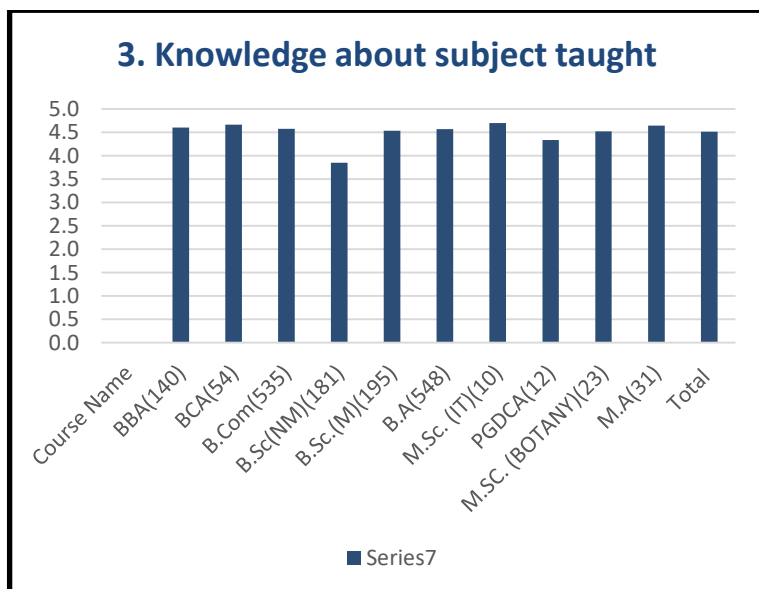
3. Knowledge about the subject taught

Responses received by students of various courses for this parameter are shown in following table:

3. Knowledge about subject taught							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	98	30	10	2	0	140	4.6
BCA(54)	43	6	4	0	1	54	4.7
B.Com(535)	394	71	61	2	7	535	4.6
B.Sc(NM)(181)	80	42	26	18	15	181	3.9
B.Sc.(M)(195)	132	39	21	2	1	195	4.5
B.A(548)	391	98	45	7	7	548	4.6
M.Sc. (IT)(10)	8	1	1	0	0	10	4.7
PGDCA(12)	7	4	0	0	1	12	4.3
M.SC. (BOTANY)(23)	14	7	2	0	0	23	4.5
M.A(31)	24	5	1	0	1	31	4.6
M.Com.(116)	90	16	4	6	0	116	4.6
Total	1281	319	175	37	33	1845	4.5

Class-wise average score for this parameter is shown in following table:

3. Knowledge about subject taught	
Course Name	Mean Score
BBA(140)	4.6
BCA(54)	4.7
B.Com(535)	4.6
B.Sc(NM)(181)	3.9
B.Sc.(M)(195)	4.5
B.A(548)	4.6
M.Sc. (IT)(10)	4.7
PGDCA(12)	4.3
M.SC. (BOTANY)(23)	4.5
M.A(31)	4.6
M.Com.(116)	4.6
Total	4.5



Above table and graph demonstrates mean score of various departments with respect to knowledge of subject matter and we can see that again majority of departments are well above standard mean score of 3. For all the Departments mean score is above 4, which revealed that majority of students of all the departments are highly satisfied with knowledge of subject matter with regard to their teachers. Overall mean score for college stands at 4.5 and therefore, we can say that teachers are well versed with their subject matter.

4. Ability to link current knowledge and practical experience while teaching

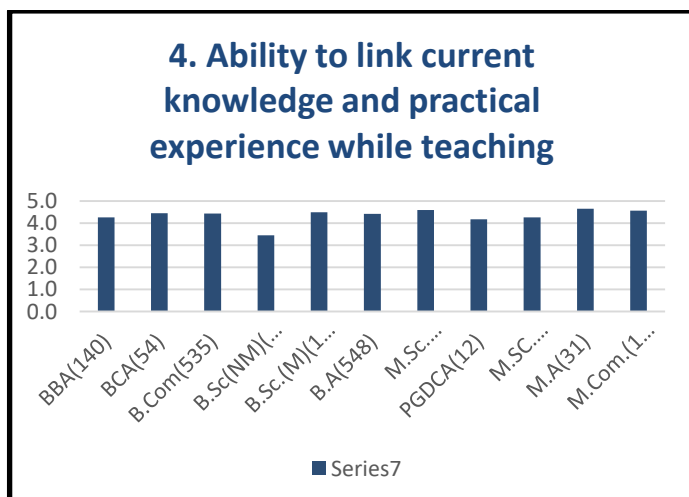
Responses received by students of various courses for this parameter are shown in following table:

4. Ability to link current knowledge and practical experience while teaching							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	64	54	17	4	1	140	4.3
BCA(54)	32	16	4	2	0	54	4.4
B.Com(535)	356	89	66	12	12	535	4.4
B.Sc(NM)(181)	69	30	29	19	34	181	3.4
B.Sc.(M)(195)	127	43	20	4	1	195	4.5
B.A(548)	351	115	58	11	13	548	4.4
M.Sc. (IT)(10)	7	2	1	0	0	10	4.6
PGDCA(12)	7	2	2	0	1	12	4.2
M.SC. (BOTANY)(23)	12	7	3	0	1	23	4.3

M.A(31)	25	3	2	0	1	31	4.6
M.Com.(116)	80	26	6	3	1	116	4.6
Total	1130	387	208	55	65	1845	4.3

Class-wise average score for this parameter is shown in following table:

4. Ability to link current knowledge and practical experience while teaching	
Course Name	Mean Score
BBA(140)	4.3
BCA(54)	4.4
B.Com(535)	4.4
B.Sc(NM)(181)	3.4
B.Sc.(M)(195)	4.5
B.A(548)	4.4
M.Sc. (IT)(10)	4.6
PGDCA(12)	4.2
M.SC. (BOTANY)(23)	4.3
M.A(31)	4.6
M.Com.(116)	4.6
Total	4.3



With regard to faculty's ability to link current knowledge with their practical experience, the score for all the departments have been very good. This shows that most of the teachers have ability to link their current knowledge with their practical experience. But in order to keep pace with changing environment, departments are putting in efforts to have more inclusive teaching pedagogies like case studies, projects, field projects and more.

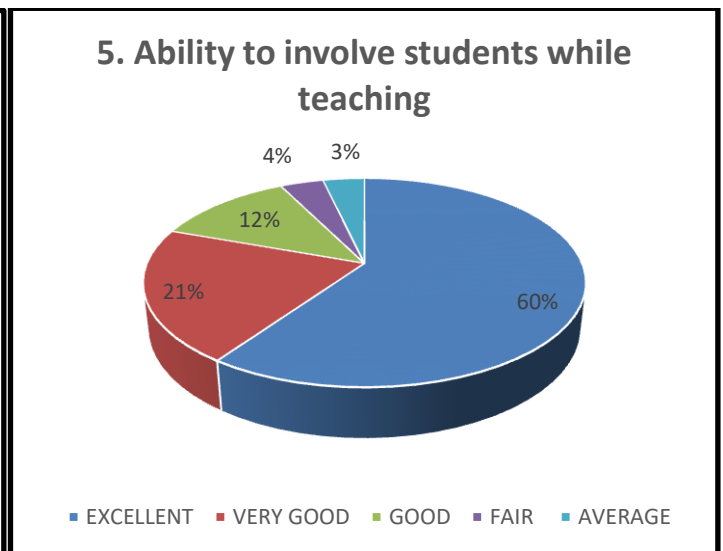
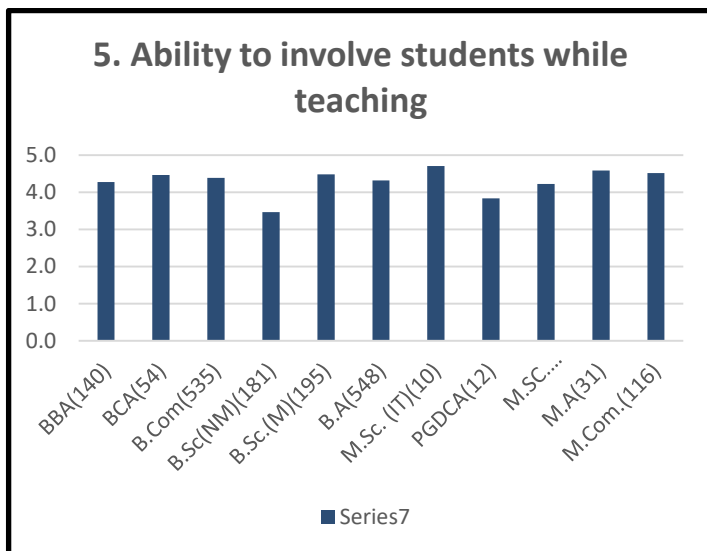
5. Ability to involve students while teaching

Responses received by students of various courses for this parameter are shown in following table:

5. Ability to involve students while teaching							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	66	50	20	4	0	140	4.3
BCA(54)	31	18	4	1	0	54	4.5
B.Com(535)	338	101	72	11	13	535	4.4
B.Sc(NM)(181)	66	34	28	23	30	181	3.5
B.Sc.(M)(195)	126		17	6	1	195	4.5
B.A(548)	326	126	58	20	18	548	4.3
M.Sc. (IT)(10)	8	1	1	0	0	10	4.7
PGDCA(12)	3	6	2	0	1	12	3.8
M.SC. (BOTANY)(23)	12	5	5	1	0	23	4.2
M.A(31)	22	7	1	0	1	31	4.6
M.Com.(116)	77	26	10	2	1	116	4.5
Total	1075	374	218	68	65	1845	4.3

Class-wise average score for this parameter is shown in following table:

5. Ability to involve students while teaching	
Course Name	Mean Score
BBA(140)	4.3
BCA(54)	4.5
B.Com(535)	4.4
B.Sc(NM)(181)	3.5
B.Sc.(M)(195)	4.5
B.A(548)	4.3
M.Sc. (IT)(10)	4.7
PGDCA(12)	3.8
M.SC. (BOTANY)(23)	4.2
M.A(31)	4.6
M.Com.(116)	4.5
Total	4.3



To make teaching learning process effective, it becomes very important to involve students via discussions, undertaking different activities and projects. And same is practiced by faculty in all the departments as they involve students while teaching by encouraging active discussion in the classrooms. As demonstrated in above table and graphs, most of the students strongly agree that teachers involve them during teaching. Almost all

the departments are rated very good on this parameter and overall mean score of college also stands at 4.3, which means college stands more than good on this parameter.

6. Ability to maintain discipline in class

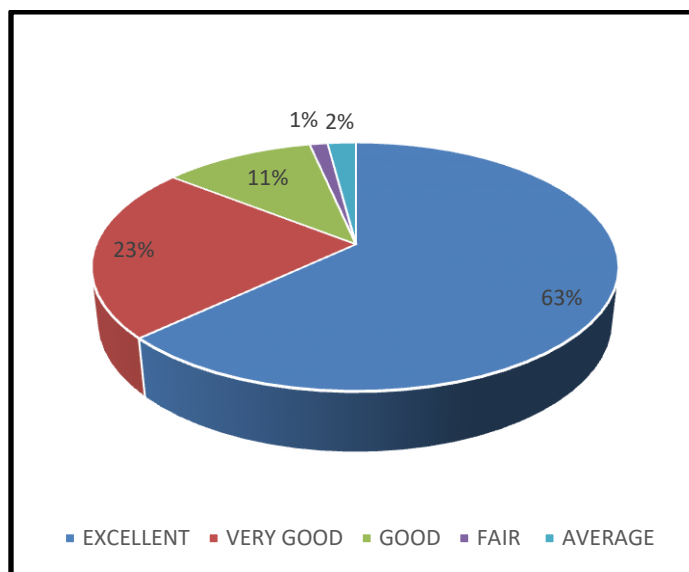
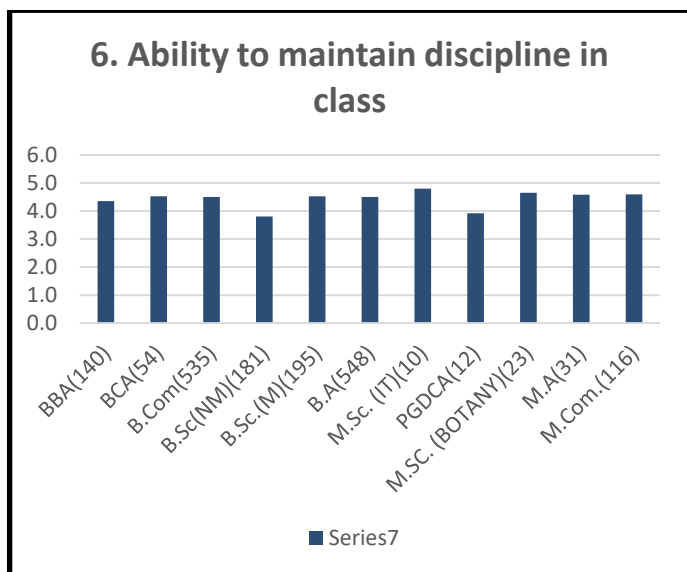
Responses received by students of various courses for this parameter are shown in following table:

6. Ability to maintain Discipline in class							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	69	52	19	0	0	140	4.4
BCA(54)	33	17	3	1	0	54	4.5
B.Com(535)	365	94	63	6	7	535	4.5
B.Sc(NM)(181)	78	36	41	5	21	181	3.8
B.Sc.(M)(195)	127	46	20	1	1	195	4.5
B.A(548)	360	126	46	9	7	548	4.5
M.Sc. (IT)(10)	8	2	0	0	0	10	4.8
PGDCA(12)	3	7	1	0	1	12	3.9
M.SC. (BOTANY)(23)	17	4	2	0	0	23	4.7
M.A(31)	23	5	2	0	1	31	4.6
M.Com.(116)	79	29	6	2	0	116	4.6
Total	1162	418	203	24	38	1845	4.4

Class-wise average score for this parameter is shown in following table:

6. Ability to maintain discipline in class	
Course Name	Mean Score
BBA(140)	4.4
BCA(54)	4.5
B.Com(535)	4.5
B.Sc(NM)(181)	3.8
B.Sc.(M)(195)	4.5
B.A(548)	4.5
M.Sc. (IT)(10)	4.8
PGDCA(12)	3.9
M.SC. (BOTANY)(23)	4.7

M.A(31)	4.6
M.Com.(116)	4.6
Total	4.4



The above table and graphs show that teachers of this college in all the departments have Excellent ability to maintain discipline in the classes. If there is not any discipline in the class, the students may not be able to learn from their teachers however intelligent and good teacher may be. So, discipline is must in class. If teacher is teaching in the class with his/her voice audible and has knowledge of subject, the discipline is automatically created in the class. The students listen to their teachers and it enhances teaching-learning process. So, it clearly shows that our teachers are hard-working and their teaching is effective in the class.

6. Communication skills in class

Responses received by students of various courses for this parameter are shown in following table:

7. Communication skills in class							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	67	59	12	1	1	140	4.4
BCA(54)	35	15	3	1	0	54	4.6
B.Com(535)	377	75	62	12	9	535	4.5
B.Sc(NM)(181)	76	25	36	10	34	181	3.5
B.Sc.(M)(195)	123	41	22	7	2	195	4.4
B.A(548)	366	101	56	5	20	548	4.4
M.Sc. (IT)(10)	8	1	1	0	0	10	4.7
PGDCA(12)	8	1	1	0	0	10	4.7

M.SC. (BOTANY)(23)	15	2	6	0	0	23	4.4
M.A(31)	20	9	1	0	1	31	4.5
M.Com.(116)	82	26	6	2	0	116	4.6
Total	1177	355	206	38	67	1843	4.4

Class-wise average score for this parameter is shown in following table:

7. Communication skills in class	
Course Name	Mean Score
BBA(140)	4.4
BCA(54)	4.6
B.Com(535)	4.5
B.Sc(NM)(181)	3.5
B.Sc.(M)(195)	4.4
B.A(548)	4.4
M.Sc. (IT)(10)	4.7
PGDCA(12)	4.7
M.SC. (BOTANY)(23)	4.4
M.A(31)	4.5
M.Com.(116)	4.6
Total	4.4

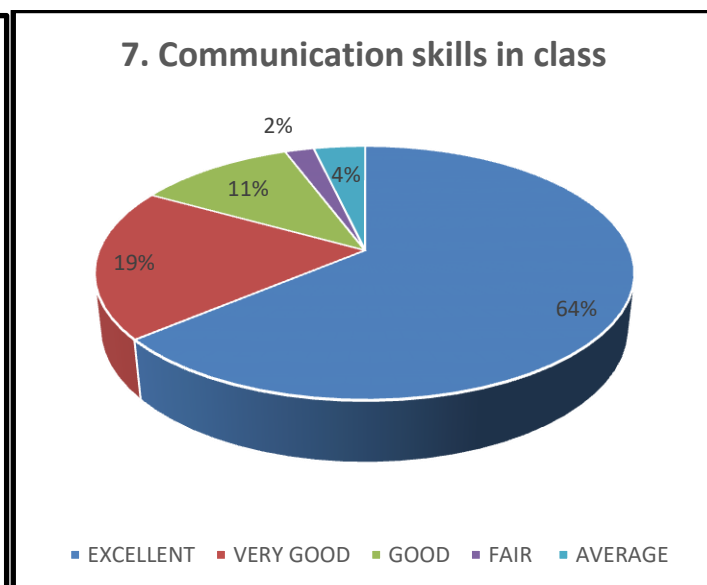
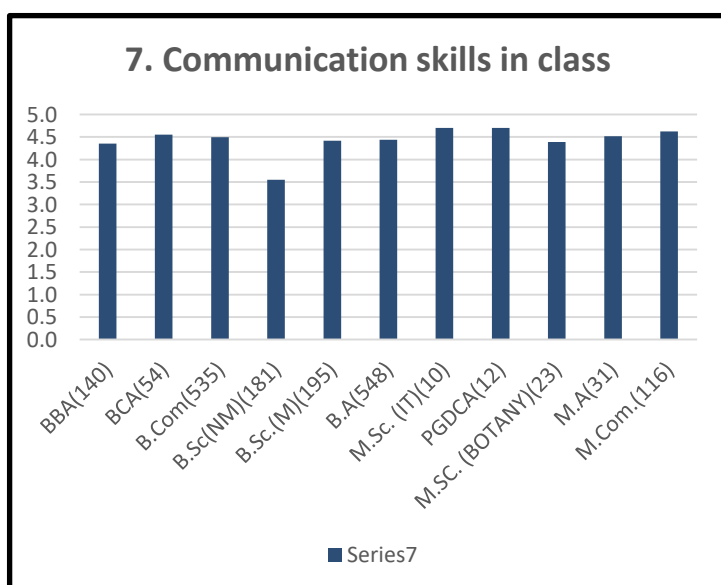


Table and graphs for this parameter illustrates that teachers in all the departments have excellent communication skills with their students. The average score for all the departments is above 4.0 except for

single department and overall mean score of all the departments stands at 4.4. The minimum score in this parameter is 3.4 which is an average score but we still strive to increase this score to in upcoming sessions.

7. Effective use of Virtual Media in lecture

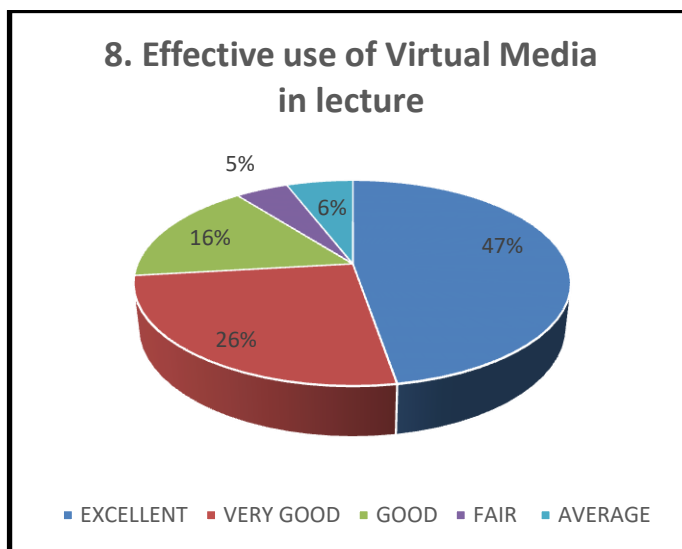
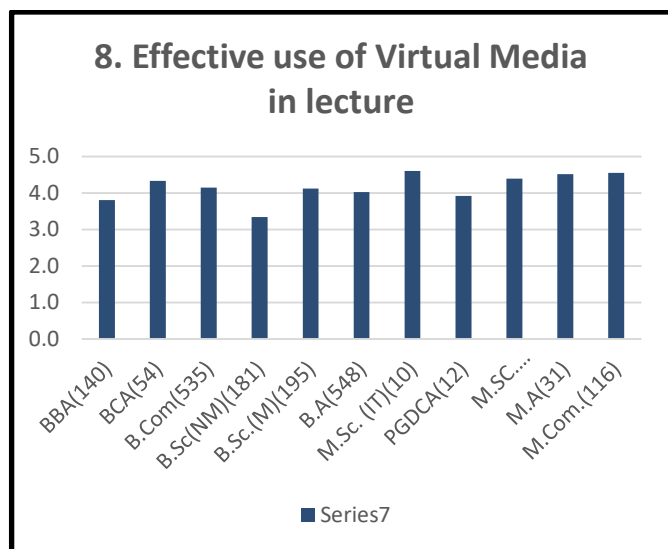
Responses received by students of various courses for this parameter are shown in following table:

8. Effective use of Virtual Media in lecture							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	51	37	37	3	12	140	3.8
BCA(54)	26	22	5	0	1	54	4.3
B.Com(535)	278	127	85	20	25	535	4.1
B.Sc(NM)(181)	56	33	38	24	30	181	3.3
B.Sc.(M)(195)	83	69	30	10	3	195	4.1
B.A(548)	260	134	93	26	35	548	4.0
M.Sc. (IT)(10)	7	2	1	0	0	10	4.6
PGDCA(12)	4	5	2	0	1	12	3.9
M.SC. (BOTANY)(23)	14	5	3	1	0	23	4.4
M.A(31)	20	9	1	0	1	31	4.5
M.Com.(116)	74	34	6	2	0	116	4.6
Total	873	477	301	86	108	1845	4.2

Class-wise average score for this parameter is shown in following table:

8. Effective use of Virtual Media in lecture	
Course Name	MEAN SCORE
BBA(140)	3.8
BCA(54)	4.3
B.Com(535)	4.1
B.Sc(NM)(181)	3.3
B.Sc.(M)(195)	4.1
B.A(548)	4.0
M.Sc. (IT)(10)	4.6
PGDCA(12)	3.9

M.SC. (BOTANY)(23)	4.4
M.A(31)	4.5
M.Com.(116)	4.6
Total	4.2



As we all have stepped into new era where everything has entered into blended mode where both Offline and online goes hand in hand. Accepting this new normal, college and its staff has effectively adopted virtual mode of teaching and this has also been demonstrated in our survey. Majority of students, nearly 73% felt that faculty members have been effectively using virtual media in lectures. The reason for two of departments to score lesser in this parameter is that smart boards of the same departments were on repair during the session due to which the technology couldnot be used effectively. Also in this new world post pandemic it is advised to every department and faculty member to adopt and effectively use blended mode of teaching.

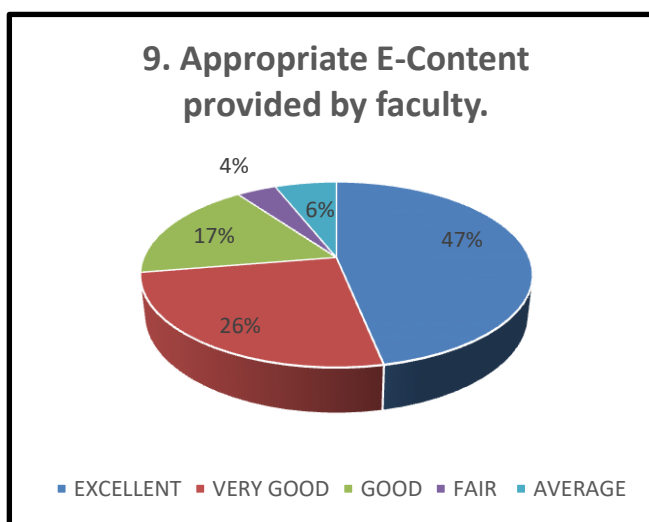
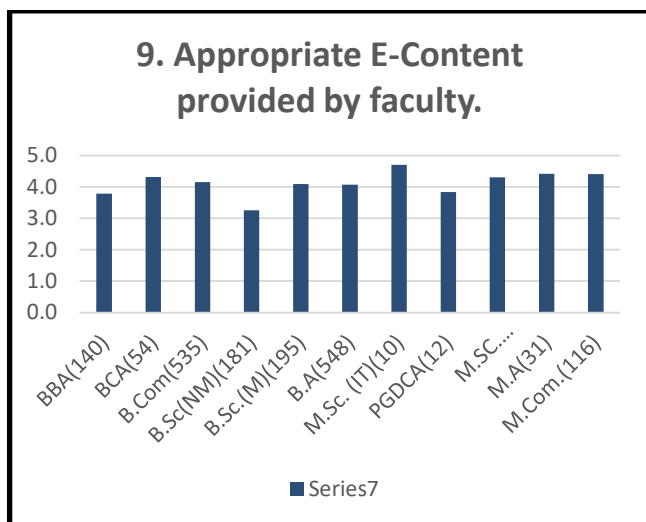
9. Appropriate E-Content provided by faculty

Responses received by students of various courses for this parameter are shown in following table:

9. Appropriate E-Content provided by faculty.							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	51	37	36	2	14	140	3.8
BCA(54)	27	19	7	0	1	54	4.3
B.Com(535)	282	119	93	16	25	535	4.2
B.Sc(NM)(181)	53	32	39	22	35	181	3.3
B.Sc.(M)(195)	83	64	36	7	5	195	4.1
B.A(548)	263	136	98	23	28	548	4.1
M.Sc. (IT)(10)	7	3	0	0	0	10	4.7
PGDCA(12)	3	6	2	0	1	12	3.8
M.SC. (BOTANY)(23)	12	6	5	0	0	23	4.3
M.A(31)	18	10	2	0	1	31	4.4
M.Com.(116)	64	41	7	2	2	116	4.4
Total	863	473	325	72	112	1845	4.1

Class-wise average score for this parameter is shown in following table:

9. Appropriate E-Content provided by faculty.	
Course Name	Mean Score
BBA(140)	3.8
BCA(54)	4.3
B.Com(535)	4.1
B.Sc(NM)(181)	3.3
B.Sc.(M)(195)	4.1
B.A(548)	4.0
M.Sc. (IT)(10)	4.6
PGDCA(12)	3.9
M.SC. (BOTANY)(23)	4.4
M.A(31)	4.5
M.Com.(116)	4.6
Total	4.2



Accepting this new mode of education, faculty members of college have effectively switched over to virtual mode of education. And all the teaching content has been effectively converted into e-mode. Same has been felt by students of college as majority of them expressed positively with regard to appropriateness of e-content provided by faculty members. Except for few, for all other departments mean score have been above 4.0 and average college score has also been 4.2.

10. Availability after the class

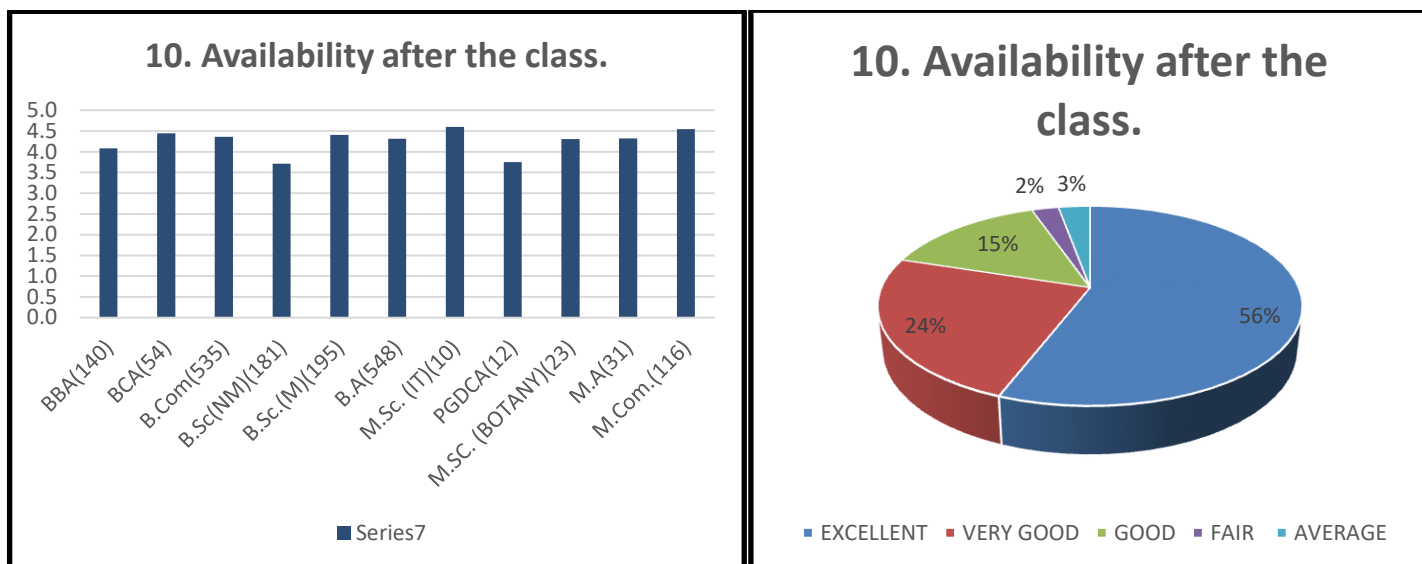
Responses received by students of various courses for this parameter are shown in following table:

10. Availability after the class.							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	55	50	29	3	3	140	4.1
BCA(54)	30	20	3	0	1	54	4.4
B.Com(535)	324	113	78	5	15	535	4.4
B.Sc(NM)(181)	66	37	50	16	12	181	3.7
B.Sc.(M)(195)	119	43	28	3	2	195	4.4
B.A(548)	320	128	70	13	17	548	4.3
M.Sc. (IT)(10)	7	2	1	0	0	10	4.6
PGDCA(12)	3	5	3	0	1	12	3.8
M.SC. (BOTANY)(23)	13	5	4	1	0	23	4.3

M.A(31)	17	9	4	0	1	31	4.3
M.Com.(116)	77	31	3	4	1	116	4.5
Total	1031	443	273	45	53	1845	4.3

Class-wise average score for this parameter is shown in following table:

10. Availability after the class.	
Course Name	Mean Score
BBA(140)	4.1
BCA(54)	4.4
B.Com(535)	4.4
B.Sc(NM)(181)	3.7
B.Sc.(M)(195)	4.4
B.A(548)	4.3
M.Sc. (IT)(10)	4.6
PGDCA(12)	3.8
M.SC. (BOTANY)(23)	4.3
M.A(31)	4.3
M.Com.(116)	4.5
Total	4.3



A handful help of a student by the teacher does a lot. Overall Mean Score with regard to availability of teacher after the class is 4.3 and this expresses that teacher of all the departments of the college have always been ready to help the students even after their scheduled classes. Teachers also ensured that they are available whenever the students need them. The college is working very well on this criterion.

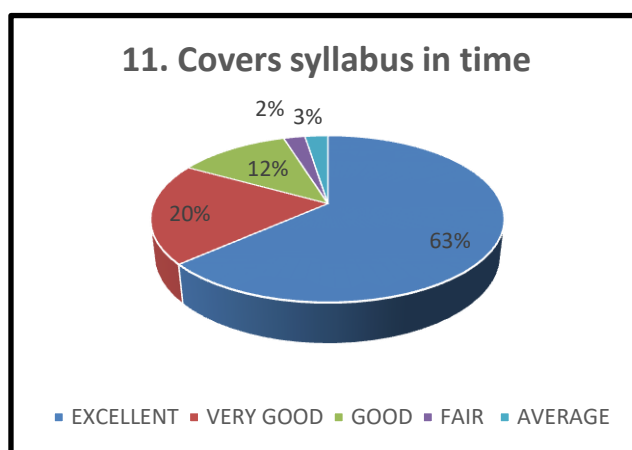
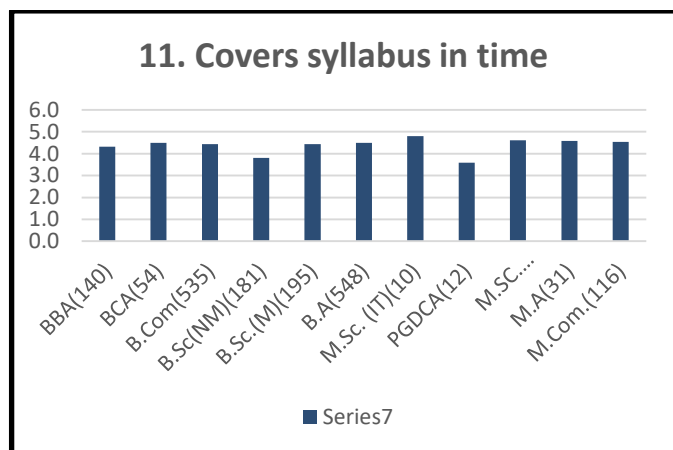
9. Covers syllabus in time

Responses received by students of various courses for this parameter are shown in following table:

11. Covers syllabus in time							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	66	53	20	1	0	140	4.3
BCA(54)	34	16	2	1	1	54	4.5
B.Com(535)	354	85	78	8	10	535	4.4
B.Sc(NM)(181)	80	33	39	12	17	181	3.8
B.Sc.(M)(195)	123	39	28	4	1	195	4.4
B.A(548)	378	102	44	13	11	548	4.5
M.Sc. (IT)(10)	8	2	0	0	0	10	4.8
PGDCA(12)	2	5	4	0	1	12	3.6
M.Sc. (BOTANY)(23)	17	4	1	1	0	23	4.6
M.A(31)	25	3	1	0	2	31	4.6
M.Com.(116)	84	20	6	3	3	116	4.5
Total	1171	362	223	43	46	1845	4.4

Class-wise average score for this parameter is shown in following table:

11. Covers syllabus in time	
Course Name	Mean Score
BBA(140)	4.3
BCA(54)	4.5
B.Com(535)	4.4
B.Sc(NM)(181)	3.8
B.Sc.(M)(195)	4.4
B.A(548)	4.5
M.Sc. (IT)(10)	4.8
PGDCA(12)	3.6
M.SC. (BOTANY)(23)	4.6
M.A(31)	4.6
M.Com.(116)	4.5
Total	4.4



College and departments have been completely abiding university timelines with regard to examinations and completion of syllabus. All the departments and faculty members therefore ensure the completion of all the courses in terms of all the units of syllabus as shown by above tables and graphs. Average score for almost all the departments for completion of syllabus in time has been above 4.0 and more and overall mean score for college has been 4.4. More systems have been discussed and adopted in departments for completion of courses in time.

10. Uses fair internal evaluation process

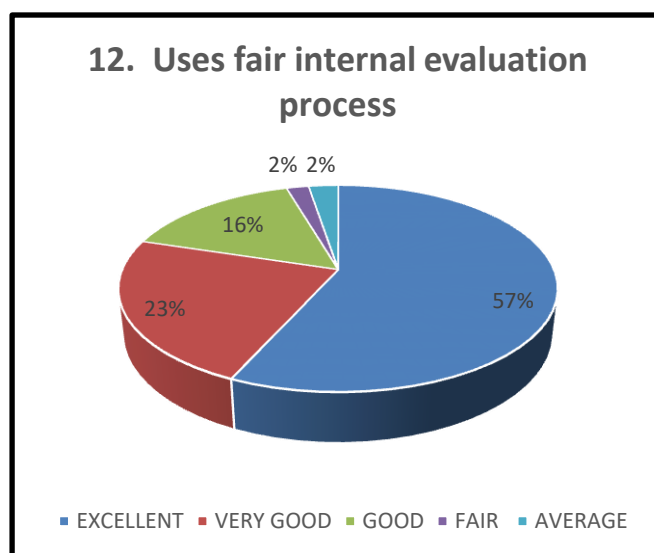
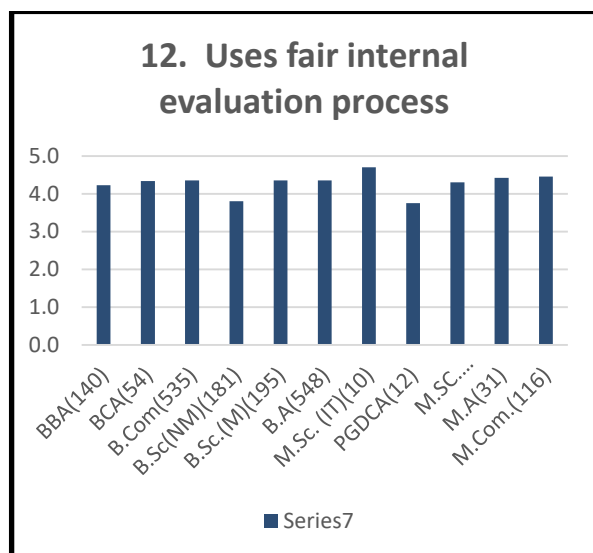
Responses received by students of various courses for this parameter are shown in following table:

12. Uses fair internal evaluation process							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	60	54	25	0	1	140	4.2
BCA(54)	29	17	6	1	1	54	4.3
B.Com(535)	337	92	81	9	16	535	4.4
B.Sc(NM)(181)	72	34	52	13	10	181	3.8
B.Sc.(M)(195)	111	47	32	4	1	195	4.3
B.A(548)	328	121	78	6	15	548	4.4
M.Sc. (IT)(10)	8	1	1	0	0	10	4.7
PGDCA(12)	2	7	2	0	1	12	3.8
M.SC. (BOTANY)(23)	12	8	2	0	1	23	4.3
M.A(31)	19	8	3	0	1	31	4.4
M.Com.(116)	69	36	7	3	1	116	4.5
Total	1047	425	289	36	48	1845	4.3

Class-wise average score for this parameter is shown in following table:

12. Uses fair internal evaluation process	
Course Name	Mean Score
BBA(140)	4.2
BCA(54)	4.3
B.Com(535)	4.4
B.Sc(NM)(181)	3.8
B.Sc.(M)(195)	4.3
B.A(548)	4.4
M.Sc. (IT)(10)	4.7
PGDCA(12)	3.8
M.SC. (BOTANY)(23)	4.3
M.A(31)	4.4

M.Com.(116)	4.5
Total	4.3



Evaluation is the yardstick to measure the performance of the students. Overall Mean Score with regard to fair in evaluation is 4.3 which stands between excellent and very good. For nearly all the departments except single one this score is more than 4.0, which shows that majority of the departments are doing fair evaluation and there is a little bit need to focus on unbiased evaluation by few other departments of the college.

11.Gives practical projects/case studies that enhance learning of students

Responses received by students of various courses for this parameter are shown in following table:

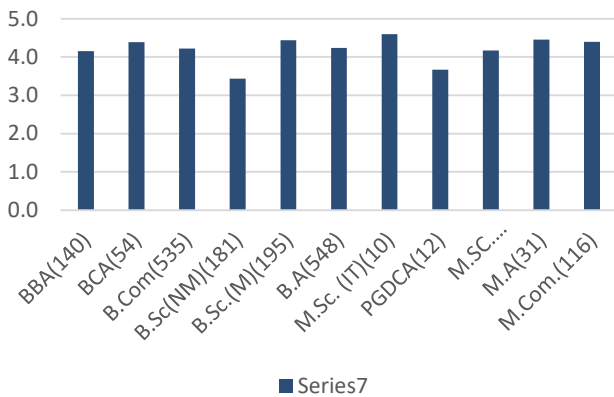
13. Gives practical projects/case studies that enhance learning of students							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	59	55	20	1	5	140	4.2
BCA(54)	31	16	5	1	1	54	4.4
B.Com(535)	304	99	97	15	20	535	4.2
B.Sc(NM)(181)	61	31	44	16	29	181	3.4
B.Sc.(M)(195)	126	35	29	3	2	195	4.4
B.A(548)	302	132	77	18	19	548	4.2
M.Sc. (IT)(10)	7	2	1	0	0	10	4.6
PGDCA(12)	3	4	4	0	1	12	3.7

M.SC. (BOTANY)(23)	12	6	2	3	0	23	4.2
M.A(31)	20	7	3	0	1	31	4.5
M.Com.(116)	66	36	9	4	1	116	4.4
Total	991	423	291	61	79	1845	4.2

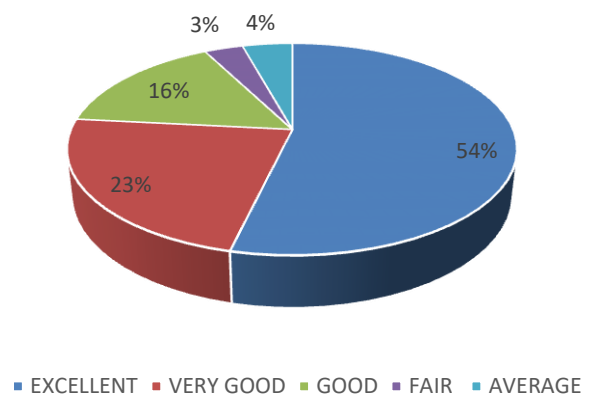
Class-wise average score for this parameter is shown in following table:

13. Gives practical projects/case studies that enhance learning of students	
Course Name	Mean Score
BBA(140)	4.2
BCA(54)	4.4
B.Com(535)	4.2
B.Sc(NM)(181)	3.4
B.Sc.(M)(195)	4.4
B.A(548)	4.2
M.Sc. (IT)(10)	4.6
PGDCA(12)	3.7
M.SC. (BOTANY)(23)	4.2
M.A(31)	4.5
M.Com.(116)	4.4
Total	4.2

13. Gives practical projects/case studies that enhance learning of students



13. Gives practical projects/case studies that enhance learning of students



Practical Learning is very important aspect of today's learning process and it should be made important element of every course and department. Overall mean score of 4.2 of college illustrates that college is doing fairly well in this parameter but this is continuous process. So, all the departments are working hard and continuously to substantiate their lectures with practical examples. Teachers give projects and case studies to students which helps the students to understand theory more effectively. As the world is changing and new trends are coming up, therefore, there is always scope of improvement with regard to this parameter.

14. Gives appropriate feedback to improve performance of students

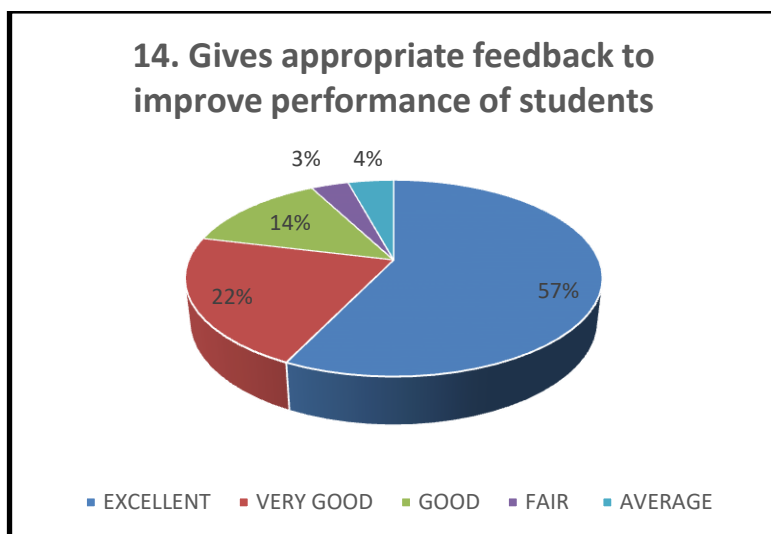
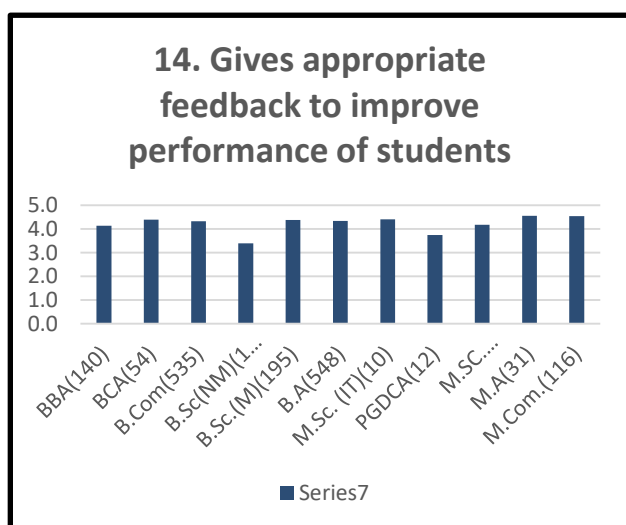
Responses received by students of various courses for this parameter are shown in following table:

14. Gives appropriate feedback to improve performance of students							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(140)	59	51	24	2	4	140	4.1
BCA(54)	29	18	6	1	0	54	4.4
B.Com(535)	333	92	76	15	19	535	4.3
B.Sc(NM)(181)	59	38	29	26	29	181	3.4
B.Sc.(M)(195)	118	40	31	4	2	195	4.4
B.A(548)	337	115	63	11	22	548	4.3
M.Sc. (IT)(10)	5	4	1	0	0	10	4.4
PGDCA(12)	3	5	3	0	1	12	3.8
M.SC. (BOTANY)(23)	13	3	6	0	1	23	4.2
M.A(31)	22	5	3	1	0	31	4.5
M.Com.(116)	77	28	7	4	0	116	4.5
Total	1055	399	249	64	78	1845	4.2

Class-wise average score for this parameter is shown in following table:

14. Gives appropriate feedback to improve performance of students	
Course Name	Mean Score
BBA(140)	4.1
BCA(54)	4.4
B.Com(535)	4.3
B.Sc(NM)(181)	3.4
B.Sc.(M)(195)	4.4
B.A(548)	4.3
M.Sc. (IT)(10)	4.4
PGDCA(12)	3.8

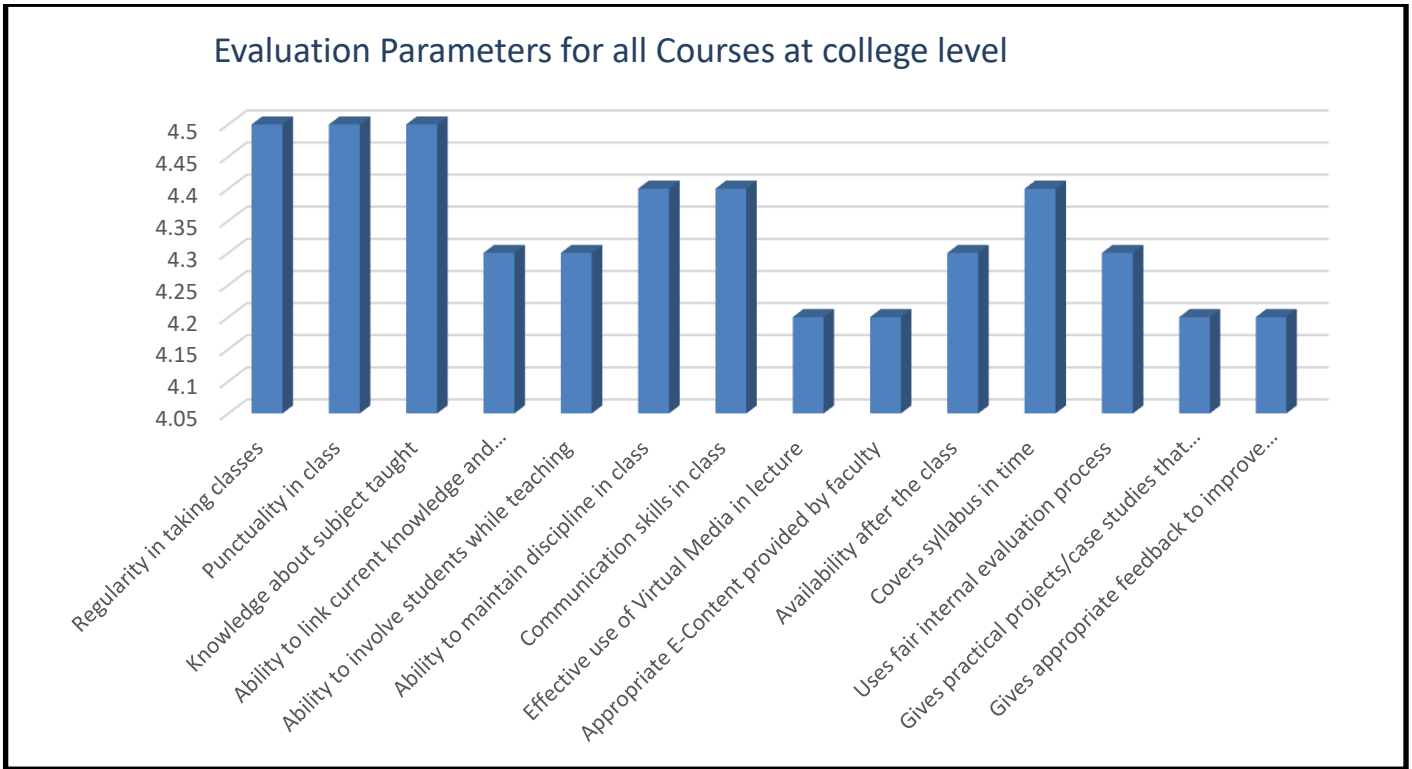
M.SC. (BOTANY)(23)	4.2
M.A(31)	4.5
M.Com.(116)	4.5
Total	4.2



Overall Mean Score with regard to this parameter is 4.2, which is well above standard mean score of 4.0. For individual departments also the score is good but some departments need to improve on this parameter. We see scope of improvement in this parameter and hope in next session, the score will improve amongst all the departments.

G. Overall Mean Score for Various Parameters

Sr. No	Evaluation Parameters for all Courses at college level	Mean Score
1	Regularity in taking classes	4.5
2	Punctuality in class	4.5
3	Knowledge about subject taught	4.5
4	Ability to link current knowledge and practical experience while teaching	4.3
5	Ability to involve students while teaching	4.3
6	Ability to maintain discipline in class	4.4
7	Communication skills in class	4.4
8	Effective use of Virtual Media in lecture	4.2
9	Appropriate E-Content provided by faculty	4.2
10	Availability after the class	4.3
11	Covers syllabus in time	4.4
12	Uses fair internal evaluation process	4.3
13	Gives practical projects/case studies that enhance learning of students	4.2
14	Gives appropriate feedback to improve performance of students	4.2
15	Overall Average Score	4.3



Above data shows that average score for individual parameters given by the students for all the courses has been 4.3 and above. This clearly indicates that our teachers' performance is excellent in all parameters. However, they always strive for improvement and are determined to do better.

H. Overall Mean Score for Various Parameters by Students of Various Courses

Following table shows the mean score of the survey for various parameters and for students of all the courses who participated in the survey.

Courses	Regularity in taking classes	Punctuality in class	Knowledge about subject taught	Ability to link current knowledge and practical experience while teaching	Ability to involve students while teaching	Ability to maintain discipline in class	Communication skills in class	Effective use of Virtual Media in lecture	Appropriate E-Content provided by faculty	Availability after the class	Covers syllabus in time	Uses fair internal evaluation process	Gives practical projects/case studies that enhance learning of students	Gives appropriate feedback to improve performance of students	Class Wise Mean Score
BBA(97)	4.6	4.6	4.6	4.3	4.3	4.4	4.4	3.8	3.8	4.1	4.3	4.2	4.2	4.1	4.2
BCA(78)	4.5	4.5	4.7	4.4	4.5	4.5	4.6	4.3	4.3	4.4	4.5	4.3	4.4	4.4	4.5
B.Com.(376)	4.5	4.5	4.6	4.4	4.4	4.5	4.5	4.1	4.2	4.4	4.4	4.4	4.2	4.3	4.4
B.Sc. (NM)(340)	4.3	4.2	3.9	3.4	3.5	3.8	3.5	3.3	3.3	3.7	3.8	3.8	3.4	3.4	3.7
B.Sc.(M)(190)	4.6	4.6	4.5	4.5	4.5	4.5	4.4	4.1	4.1	4.4	4.4	4.3	4.4	4.4	4.4
B.A(762)	4.5	4.5	4.6	4.4	4.3	4.5	4.4	4.0	4.1	4.3	4.5	4.4	4.2	4.3	4.4
M.Sc. (IT)(26)	4.9	4.9	4.7	4.6	4.7	4.8	4.7	4.6	4.7	4.6	4.8	4.7	4.6	4.4	4.7
PGDCA(32)	4.2	4.2	4.3	4.2	3.8	3.9	4.7	3.9	3.8	3.8	3.6	3.8	3.7	3.8	4.0
M.Sc. (BOTANY)(112)	4.8	4.8	4.5	4.3	4.2	4.7	4.4	4.4	4.3	4.3	4.6	4.3	4.2	4.2	4.4
M.A(20)	4.5	4.4	4.6	4.6	4.6	4.6	4.5	4.5	4.4	4.3	4.6	4.4	4.5	4.5	4.5
M.Com.(167)	4.6	4.6	4.6	4.6	4.5	4.6	4.6	4.6	4.4	4.5	4.5	4.5	4.4	4.5	4.5
Parameter wise mean score	4.5	4.5	4.5	4.3	4.3	4.4	4.4	4.2	4.1	4.3	4.4	4.3	4.2	4.2	4.3

2.Feedback by Parents

A. Objective

Parent's feedback has five main objectives:

- a. To provide parents the opportunity to comment on the quality of their ward's learning experience, as required in preparation for and as part of review process.
- b. To assess the success of academic provision in relation to the expectations of both the parents and the students.
- c. To provide feedback to the faculties in order to improve delivery and/or content of the curriculum.
- d. To know about the overall experience of the parents with college and their satisfaction level.
- e. To identify and address gap for improvement.

B. Focus on the Parents Feedback Form

The parent's feedback form focuses on the following issues:

1. Infrastructure of the college.
2. Learning experience of the student.
 3. Assessment of the academic skills and knowledge of the college faculty.
 4. Resources provided to students by the college.
 5. Opinion about exposure given to their wards as far as carrier opportunities are concerned.
 6. Opinion about hostel facilities provided.
 7. Experience of parents about administration support.
 8. Support of teachers and other faculty to their wards.

C. Questionnaire for Parents Feedback Survey

The survey was conducted online for the session 2021-22. Following instructions were given to fill the questionnaire

- All questions should be compulsorily answered except question number 3 regarding hostel facilities.
- Each question has five responses, choose the most appropriate one.
- The parents were given opportunity to give suggestions for improvements to provide quality educations. Parents can also mention weaknesses of the institute here. No restriction was imposed on parents to give suggestions.

Govt. College for Girls, Ludhiana

PARENT FEEDBACK FORM

Session:2021-22

Rating

Sr. No.	Parameters	Excellent	Very good	Good	Fair	Average
1.	Ambience (example situation, atmosphere etc.) of the college with respect to the facilities given to your ward.					
2.	The college environment is conducive for the overall development of your ward.					
3.	My ward is happy with hostel facilities. (If applicable)					
4.	My ward is given enough exposure as far as career orientation is concerned.					
5.	The environment of the college congenial for the students to the discuss their problems.					
6.	The authorities are easily approachable regarding any queries.					
7.	The college is following Covid guidelines.					
8.	The college is conducting online classes effectively.					
9.	I get feedback about my ward(whenever required).					

i) Specific reasons for selecting this college for your ward:

ii) Suggestions for how this college can be made more effective for students.

iii) Any other suggestions for quality education

D. Methodology for Analysis of Parents Feedback Survey:

The questionnaire is based on the Likert scale where the responses are recorded on a scale of 1 to 5, with the most positive response (Excellent) being rated as 5 and last option of response (Fair)being rated as 1.

Method for calculation of mean score on Likert Scale:

To determine the mean score of the 5-point Likert scale, the following formula has been used:

Mean score= (5× No. of responses in Excellent parameter + 4 × No. of responses in Very Good parameter + 3 ×No. of responses in Good parameter + 2×No. of responses in Fair parameter + 1×No. of responses in Average parameter) / Total No. of responses in All parameters.

E. Participants:

For the session 2021-22, the given questionnaire was filled online by parents of 688 students from all UG & PG classes whereas 362 responses were received for optional question no. 3. After the survey, the mean score for each question has been calculated and then the overall mean were also calculated.

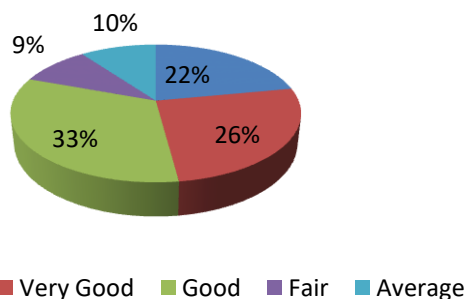
F. Analysis and Interpretation of Parents Feedback Survey (Question-Wise)

Total 688 parents submitted responses online through google platform. Following responses were received from parents for different parameters:

Feedback from parents							
Evaluation Parameters	Excellent (5)	Very Good(4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Ambience(example situation, atmosphere etc.) of the college with respect to the facilities given to your ward.	146	156	257	63	66	688	3.4
The college environment is conducive for the overall development of your ward.	145	188	243	63	49	688	3.5
My ward is happy with hostel facilities.(If applicable)	58	69	128	52	55	362	3.1
My ward is given enough exposure as far as career orientation is concerned.	134	168	233	72	81	688	3.3
The environment of the college congenial for the students to the discuss their problems.	148	192	225	66	57	688	3.4
The authorities are easily approachable regarding any queries.	155	180	223	76	54	688	3.4
The college is following Covid guidelines.	167	202	184	54	81	688	3.5
The college is conducting online classes effectively.	188	188	183	48	81	688	3.5
I get feedback about my ward(whenever required).	151	174	240	54	69	688	3.4
Total No. of responses and mean score	1292	1517	1916	548	593	5866	3.4

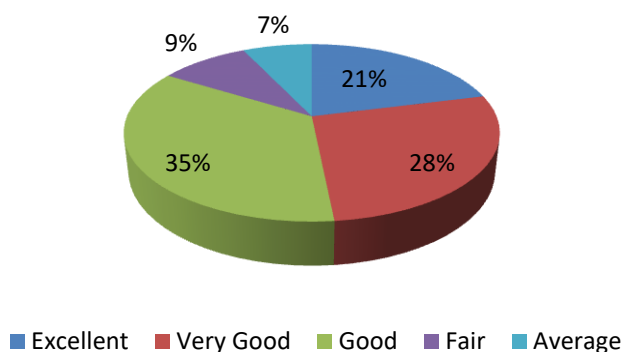
Question-wise analysis is as follows:

**1. Ambience(example situation, atmosphere etc.)
of the college with respect to the facilities given
to your ward.**



For the ambience of college, mean score was calculated which came to be 3.4. Parents felt that ambience of college i.e various facilities provided to their ward is good but can be made better. College authorities has proposed various modification and beautification projects in college so as to cope up with expectations of parents and students.

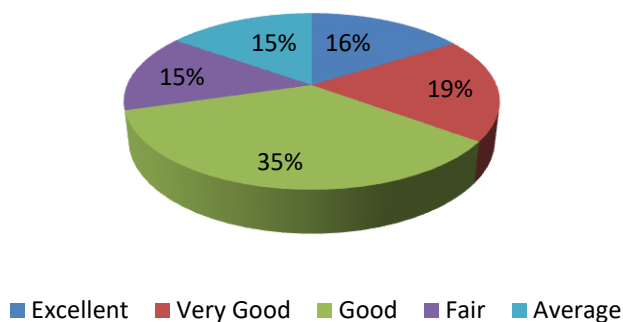
**2. The college environment is conducive for the
overall development of your ward.**



Mean score of this parameter is also more than average value of 3.0 i.e., 3.5. and parents felt that college environment is quite conducive for overall development of their ward. College has been constantly working

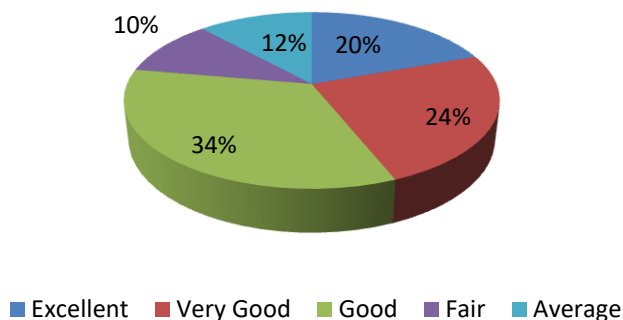
upon conducting various activities at class and college level for the students. These extra-curricular activities are focused upon development of ward as there is always a scope of improvement.

3. My ward is happy with hostel facilities.(If applicable)



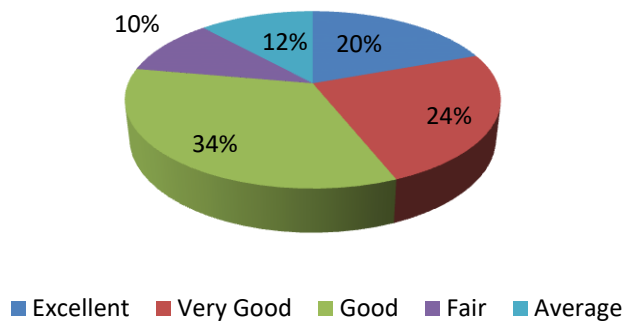
Mean score for this parameter is 3.1 which is above average but hostel facilities need much improvement.

4. My ward is given enough exposure as far as career orientation is concerned.



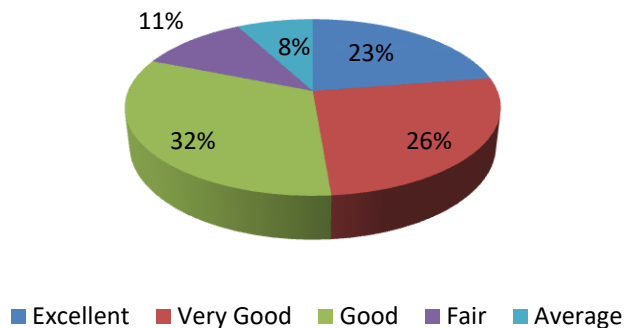
As far as exposure with regard to career orientation is concerned parents felt that college is giving good exposure as revealed by mean score of 3.3. College has actively provided various platforms to enhance their personalities and also has organized various career orientation talks at various course levels.

5. The environment of the college congenial for the students to the discuss their problems.



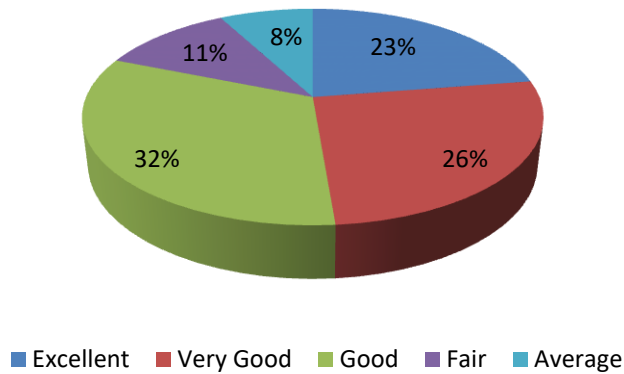
The mean score of 3.4 with regard to this parameter express that parent felt that college has been actively handling and discussing students problems. College has scheduled tutorial lectures in time table and active grievance redressal cell is also established where students problems are handled and active attempts are made to resolve them.

6. The authorities are easily approachable regarding any queries.



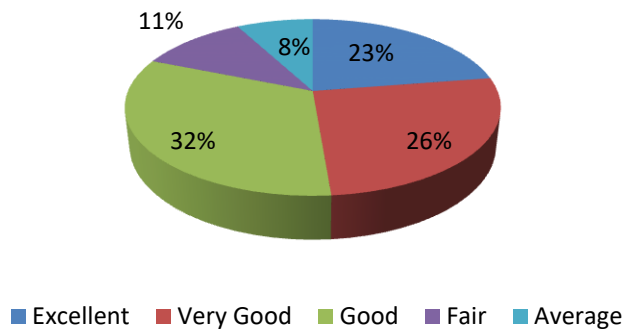
Average score for this parameter stands at 3.4. All the teachers and administrative staff have been actively handling students' queries and resolving them too.

7. The college is following Covid guidelines.



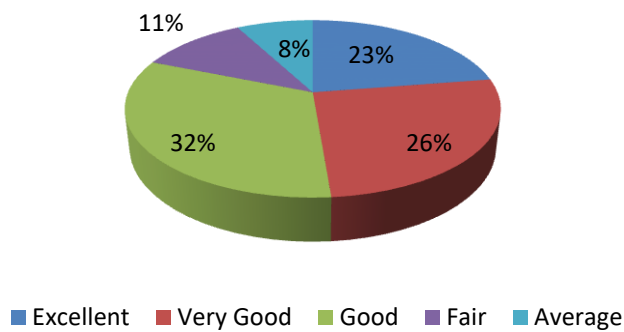
Mean score of 3.5 says that college has been following covid guidelines aggressively. Covid and this era has become new normal and therefore college has been taking every measure to safeguard health of its employees as well as students.

8. The college is conducting online classes effectively.



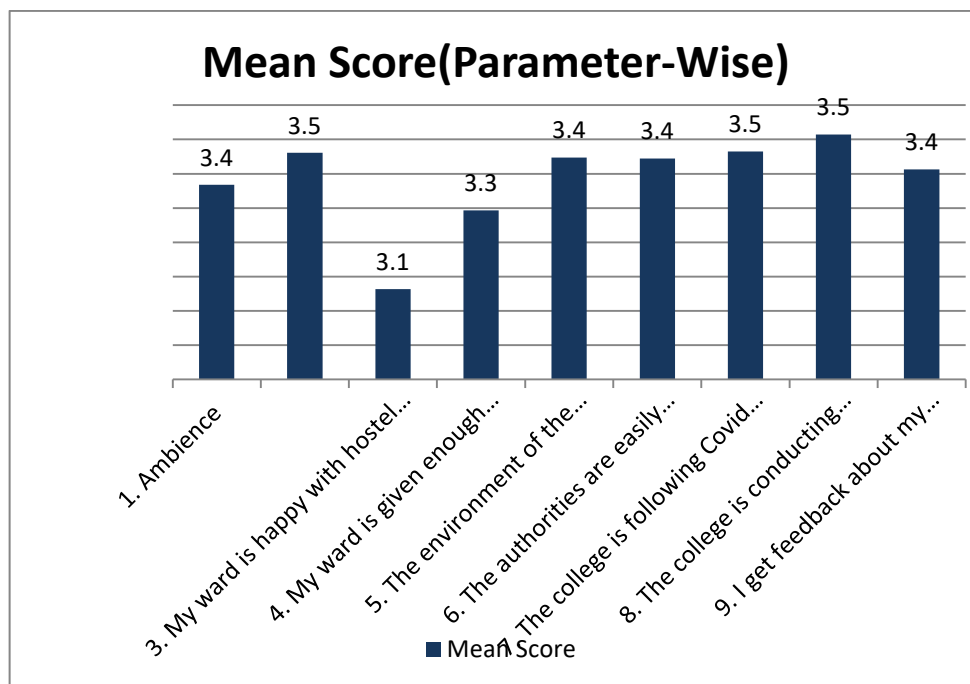
Online classes are new normal in these covid times and mean score of 3.5 revealed that college has effectively switched over from offline mode to that of Online mode of education. Suggestions were taken actively from staff members so as to effectively deliver education to its students.

9. I get feedback about my ward (whenever required).

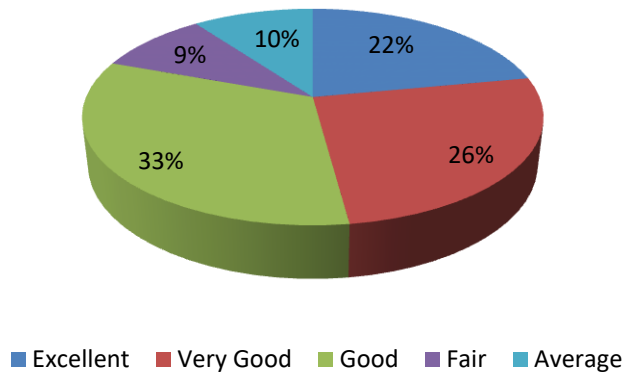


For this parameter, mean score was 3.4 which is above average and majority of parents said they have been getting feedback from college. All faculty members stay in touch with parents for students who have remained irregular in their classes.

G. Overall Analysis and Interpretation of Parents Feedback Survey



Overall Mean Score



Above graphs shows the parameter-wise mean score and overall average score for all the parameters. Analyzing all the parameters, parents are satisfied with regard to college facilities and systems as mean score of this parameter stands at 3.4. Parents were satisfied with regard to college covid guidelines and online mode of teaching but lot of improvements can be done with regard to hostel facilities.

3. Infrastructure Feedback Survey

A. Objective

Objective of the infrastructure survey is to know the level of satisfaction and facilities provided to students by the Govt. College for Girls, Ludhiana covering the following areas:

- a. Quality and environment of the classrooms.
- b. Availability of modern teaching aids.
- c. Facilities available in the library.
- d. Availability of books, magazines and journals in the library.
- e. Problems faced by the students regarding issue of books, seating capacity, behavior of library staff etc.
- f. To know about the experience of students in college hostel.
- g. Quality and quantity of food served in hostel mess.
- h. Availability of safe drinking water, cleanliness in the washrooms, behaviour of hostel staff etc.
- i. Support of college administration staff.
- j. Facilities available in the college like photostat, stationary shop, PCO etc.
- k. Facilities available and accessibility of computer labs.
- l. Experience of students about other labs.
- m. To measure the overall satisfaction level of students regarding infrastructure provided by college to students and address the gap for further improvement.

B. Questionnaire for Infrastructure Feedback Survey

The survey was conducted online using Google platform. All questions were compulsory except the questions related to Hostel, Computer labs and other labs. Responses to these questions were optional for those students who use these facilities. The students were also given opportunity to mention weakness of the institute or give suggestion. No restriction was imposed on students to given suggestions or mention weaknesses of the college.

Following is the feedback form for infrastructure feedback survey (online) to analyze infrastructure and facilities provided to students by the college:

Student Feedback (Infrastructure and Services)

Session: _____

Rating

Sr. No	Parameters	Excellent	Very good	Good	Fair	Average
I.	CLASS ROOMS					
a)	Seating capacity					

b)	Teaching Learning aids					
c)	Ventilation/Airy /lighting					
d)	Cleanliness					
II.	LIBRARY					
a)	Seating arrangement and Capacity					
b)	Ventilation/Airy/Lighting					
c)	Suitable Timings					
d)	Staff Behaviour					
e)	Latest Books & Journals & Magazines					
f)	Sufficient copies of Books					
g)	No. of Books issued per student					
h)	Availability of issue facility during exams					
i)	Access to online & Offline Journals and Magazines					
i)	Availability of Daily Newspapers					
Do you stay in the college Hostel? Yes/No						
III.	HOSTEL					
a)	Accessibility to Warden					
b)	Behaviour of Hostel Staff					
c)	Grievances redressal system					
d)	Rooms					
e)	Mess facilities					
f)	Timings of Mess					
g)	Behaviour of Mess Staff					
h)	Availability of safe & pure Drinking Water					
i)	Quality of Food					
j)	Quantity Served					
k)	Variety in Meals					
l)	Cost of Meals					
m)	Toilets					
n)	Hostel Surroundings (eg Lawn etc.)					
o)	Availability of medicines and First Aid Box					
IV.	ADMINISTRATION & OFFICE					
a)	Staff Behaviour					
b)	Easy access/availability					
c)	Service Promptness					
d)	Grievance Redressal					
V.	CANTEEN					
a)	Behaviour of canteen staff					
b.)	Pricing of the items					
c)	Variety of items available					
d)	Quality of Food					
e)	Ambience & Cleanliness					
VI.	PHOTOSTAT / PCO					
a)	Efficiency of service					
b)	Rate/Pricing					

c)	Quality of service					
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Laboratories

Are you using Computer Lab- Yes/No
If Yes Please Rate Following statements

Sr. No	Parameters	Excellent	Very good	Good	Fair	Average
a)	Condition & Quality of Hardware (Desktops, printers etc.)					
b)	Usefulness & working of installed software					
c)	Access to Computer Labs					
d)	Lab Timings					
e)	Printing Facility					
f)	Sufficient peripherals for devices connectivity					
g)	Classroom Projectors/ Smart boards working					
h)	Wi-Fi facility					

Are You Using any other Lab Facilities of College (Physics/Chemistry/Botany/Zoology/Home Science etc.) – Yes/No

If Yes Please Rate Following statements

Sr. No	Parameters	Excellent	Very good	Good	Fair	Average
a)	Condition & Quality of Apparatus/Equipment					
b)	Availability of Apparatus/equipment					
c)	Are practicals conducted regularly as per time table					
d)	Behaviour of Lab Staff					
e)	Proper instructions given by Faculty					

Suggestions, if any:.....

C. Methodology for Analysis of Infrastructure Feedback Survey:

The questionnaire is based on the Likert scale where the responses are recorded on a scale of 1 to 5, with the most positive response (Excellent) being rated as 5 and last option of response (Fair) being rated as 1.

Method for calculation of mean score on Likert Scale:

To determine the mean score of the 5-point Likert scale, the following formula has been used:

Mean score= (5× No. of responses in Excellent parameter + 4 × No. of responses in Very Good parameter + 3 ×No. of responses in Good parameter + 2×No. of responses in Fair parameter + 1×No. of responses in Average parameter) / Total No. of responses in All parameters.

D. Participants:

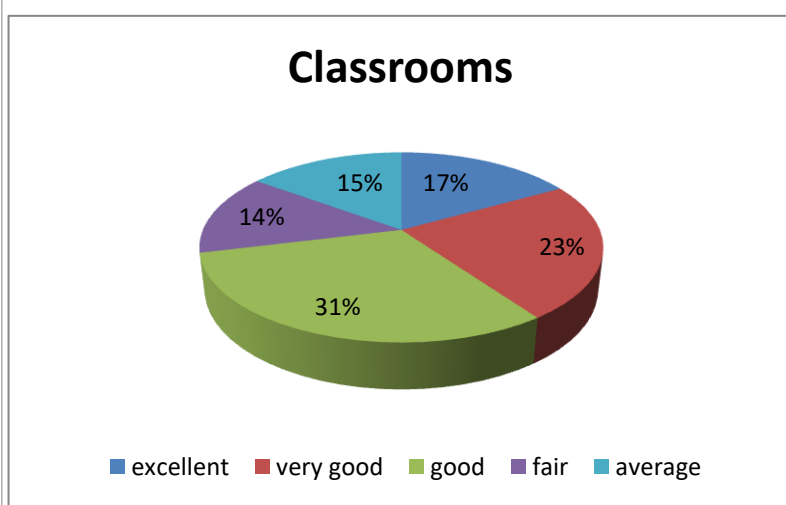
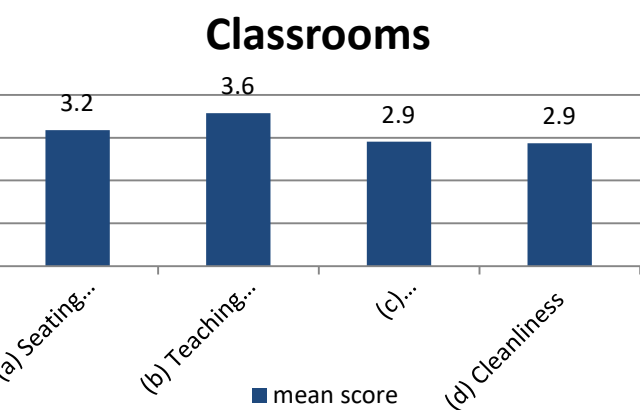
For the session 2021-22, the given questionnaire was filled online by 724 students from UG and PG classes for classrooms, Library, Administration office, Canteen and Photostat/PCO whereas for College Hostel, Computer Labs and Other Labs the number of responses received vary because these facilities are not used by all students and responses to these facilities were kept optional. The students from all UG & PG classes submitted their responses randomly. After the survey, the mean score for each question has been calculated and then the overall mean has been arrived at.

E. Analysis and Interpretation of Infrastructure Feedback Survey

1. Classrooms

Responses received by students of various courses for this parameter are shown in following table:

1. Classrooms							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Seating Capacity	122	175	232	97	98	724	3.2
Teaching Learning Aids	175	209	242	53	45	724	3.6
Ventilation/Airy/Lighting	99	144	207	137	137	724	2.9
Cleanliness	92	146	218	114	154	724	2.9
Total No. of responses	488	674	899	401	434	2896	3.1



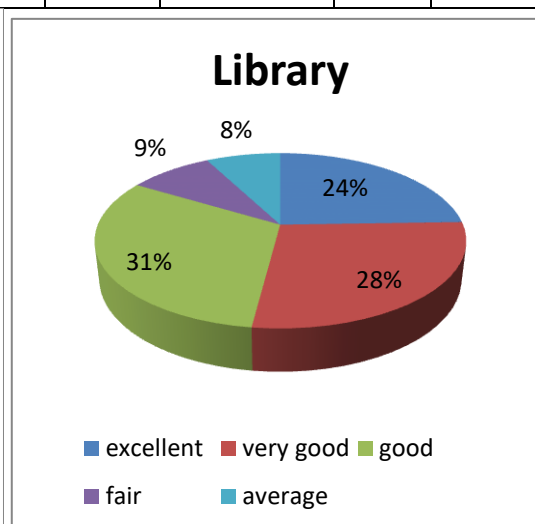
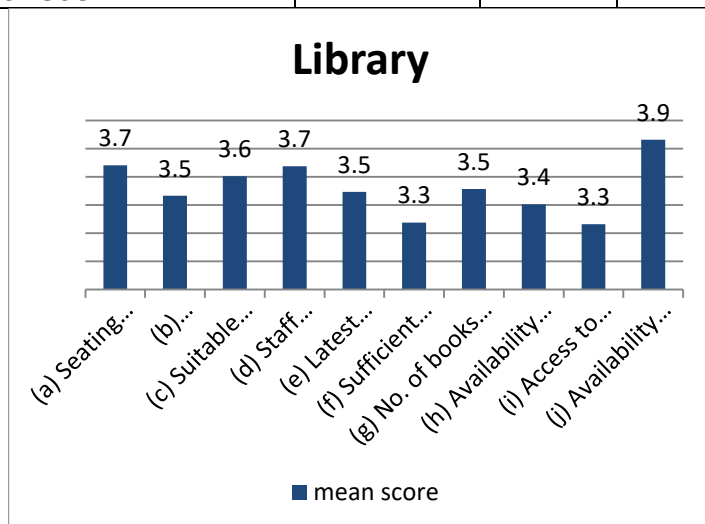
Above table and graphs show that overall rating for classrooms 3.2. The institute is working aggressively in current academic years to improve the classrooms and its conditions. Classroom teaching learning aids

demonstrates a very good score of 3.6 but parameter of cleanliness definitely needs an improvement as it has average score of 2.9. The parameter like this and ventilation of classrooms requires special attention.

2. Library

Responses received by students of various courses for this parameter are shown in following table:

2. Library							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Seating arrangement and capacity	207	217	201	60	39	724	3.7
Ventilation/Airy/Lighting	172	190	227	73	62	724	3.5
Suitable Timings	191	200	233	0	79	703	3.6
Staff behaviour	213	200	214	56	41	724	3.7
Latest Books, Journals & Magazines	175	198	222	67	62	724	3.5
Sufficient copies of books available	142	176	226	99	81	724	3.3
No. of books issued per student	154	206	263	60	41	724	3.5
Availability of issue facility during exams	141	203	241	86	53	724	3.4
Access to online and offline Journals and Magazines	110	195	265	83	71	724	3.3
Availability of daily Newspapers	264	203	181	46	30	724	3.9
Total No. of responses	1769	1988	2273	630	559	7219	3.5



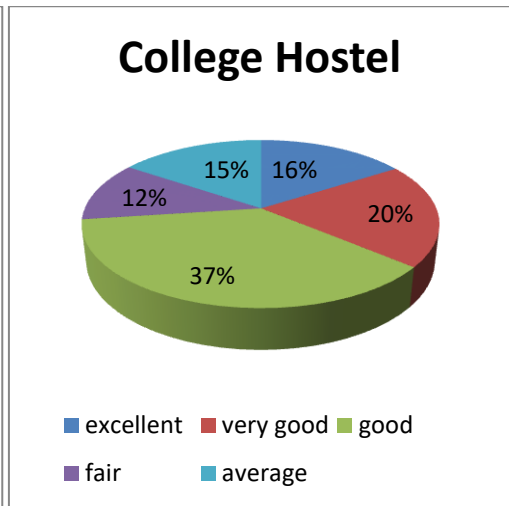
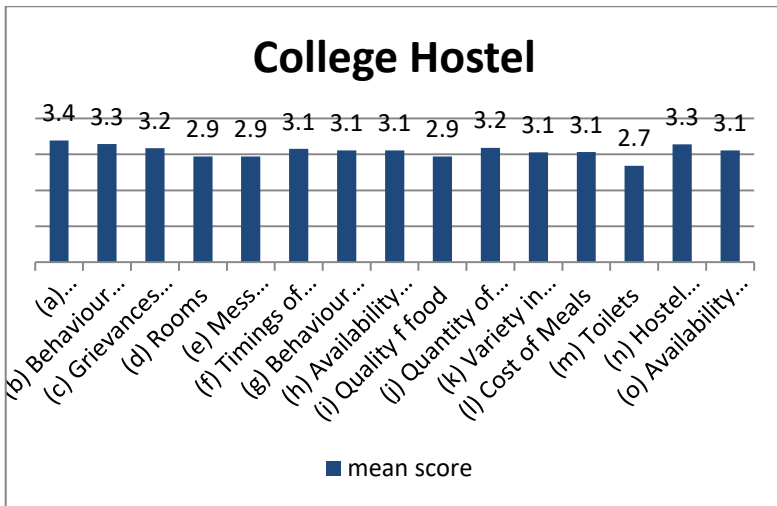
Above table and graphs show that score for all the parameters regarding library stands above average score of 3.0. Parameters like seating capacity in library and availability of newspapers has been graded highest by students and this shows they are highly satisfied with regard to same. For other parameters of library like suitability of timings and staff behavior, mean score is at 3.7 which is again ranked as very good by students.

The overall average score of all the parameters together is 3.6, which is more than standard average value of 3.0. Hence students are satisfied with facilities available in the library. But we will strive to achieve a score of 4.0 or higher during the upcoming sessions.

3. College Hostel

Responses received by students of various courses for this parameter are shown in following table:

3. College hostel							
Evaluation Parameters	Excellent (5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Accessibility to Warden	63	67	102	23	30	285	3.4
Behaviour of hostel staff	55	61	107	33	28	284	3.3
Grievances redressal system	51	46	117	33	33	280	3.2
Rooms	41	50	97	34	58	280	2.9
Mess facilities	31	58	105	34	52	280	2.9
Timings of mess	40	60	118	28	35	281	3.1
Behaviour of mess staff	39	54	118	33	34	278	3.1
Availability of safe & pure drinking water	52	55	95	33	48	283	3.1
Quality of food	37	57	97	31	58	280	2.9
Quantity of food served	41	76	95	29	39	280	3.2
Variety in Meals	43	50	104	41	40	278	3.1
Cost of Meals	42	50	104	46	35	277	3.1
Toilets	32	40	92	45	74	283	2.7
Hostel surroundings (Lawns etc.)	50	67	106	22	34	279	3.3
Availability of medicines and First Aid Box	55	54	93	21	56	279	3.1
Total No. of responses	672	845	1550	486	654	4207	3.1

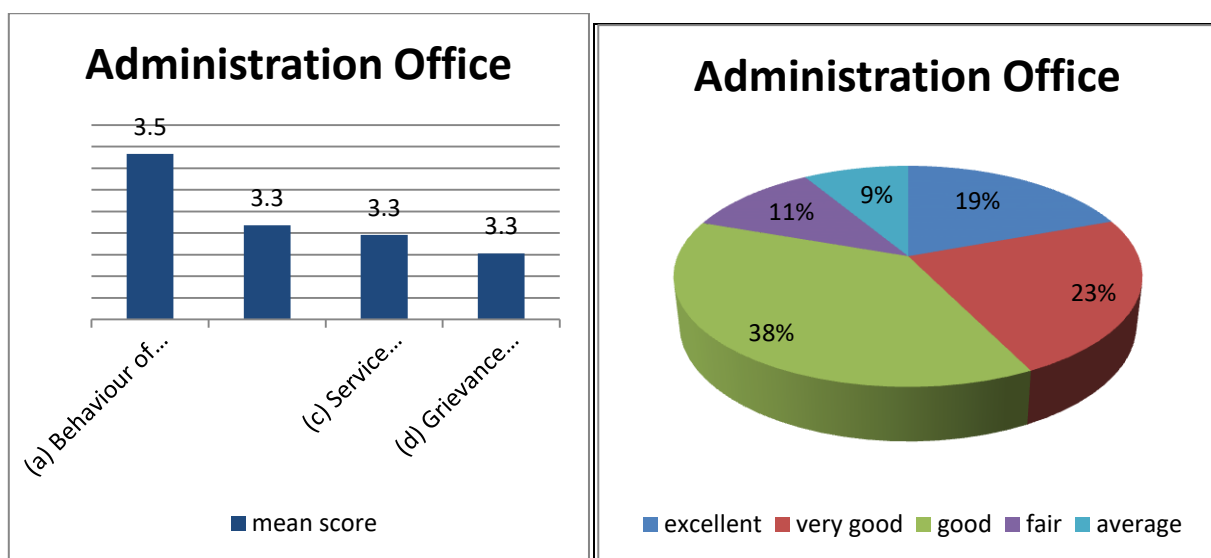


Overall average score for college hostel for all the parameters is 3.3, which is slightly above the standard mean value of 3.0 and needs much improvement. Parameters like accessibility to hostel warden and staff behavior has been rated at an average score of 3.5 which is quite appreciable. Also, students seem happy with regard to mess facilities at hostel and quantity of food served in same. Facilities like hostel, first aid, quality of food requires special attention as students are not satisfied with same. College will try and work towards making hostel facility better for its students.

4. Administration Office

Responses received by students of various courses for this parameter are shown in following table:

4. Administration office							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Behaviour of office staff	167	186	252	68	51	724	3.5
Easy access/Availability	138	169	269	81	67	724	3.3
Service promptness	131	165	275	93	60	724	3.3
Grievance Redressal	126	154	294	77	73	724	3.3
Total No. of responses	562	674	1090	319	251	2896	3.3

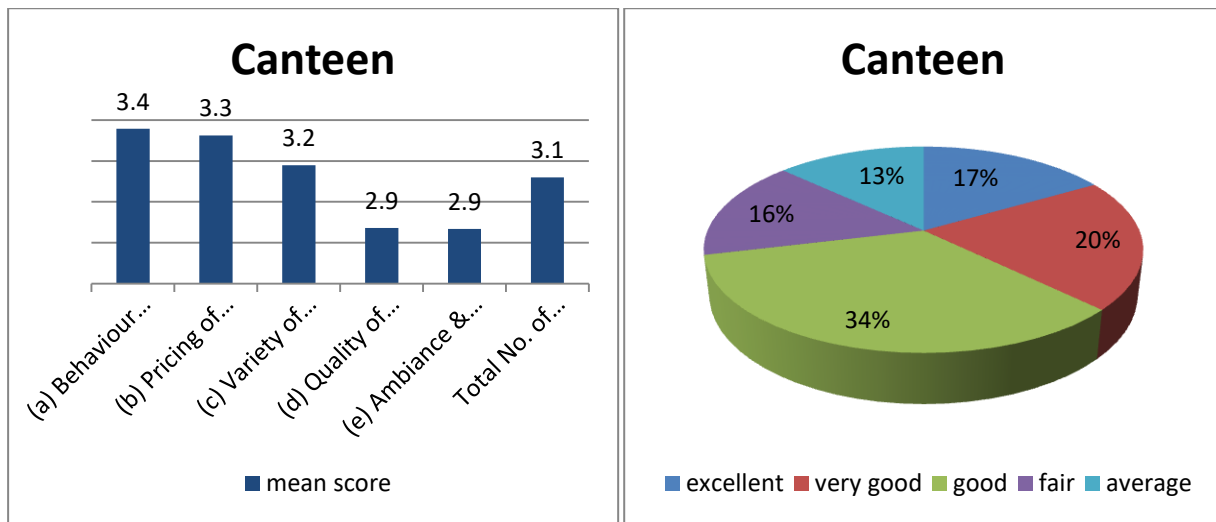


Overall average score for all the parameters related to administration office is 3.4. It is above average but we will surely put our sincere efforts to increase rating of our administration office.

5. Canteen

Responses received by students of various courses for this parameter are shown in following table:

5. Canteen							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Behaviour of canteen staff	144	179	258	78	65	724	3.4
Pricing of the items	158	169	215	114	68	724	3.3
Variety of items available	130	147	252	112	83	724	3.2
Quality of food	84	123	260	130	127	724	2.9
Ambiance & Cleanliness	86	127	247	133	131	724	2.9
Total No. of responses	602	745	1232	567	474	3620	3.1

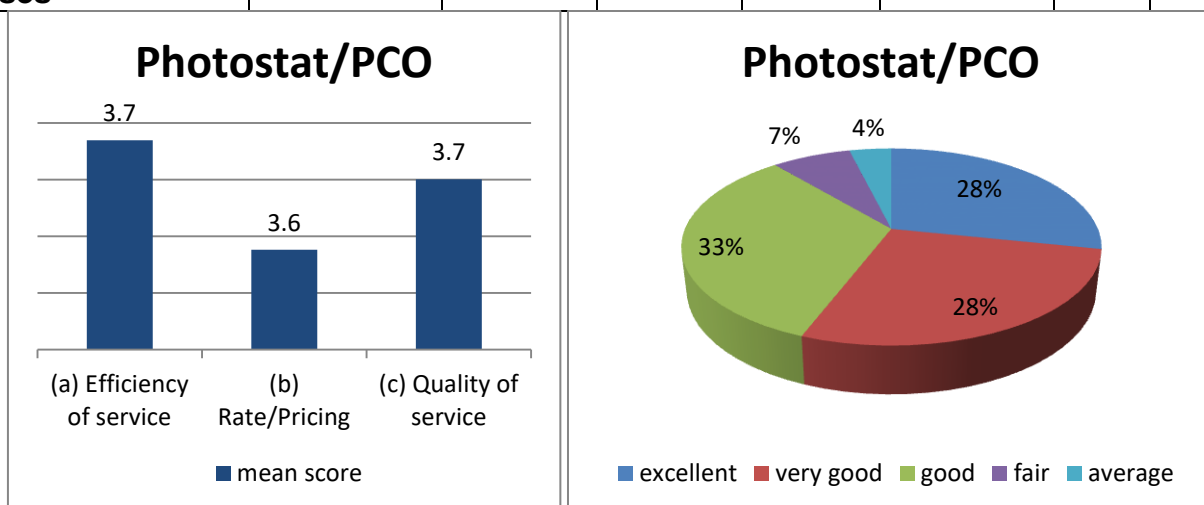


Overall average score for all the parameters related to canteen is 3.3, and this is an improvement over previous year average score of 2.9. Score with regard to parameters like quality of food and ambiance & cleanliness is least and therefore needs an attention of college authorities.

6. Photostat/PCO

Responses received by students of various courses for this parameter are shown in following table:

6. Photostat/PCO							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Efficiency of service	208	214	229	48	25	724	3.7
Rate/Pricing	206	178	247	58	35	724	3.6
Quality of service	200	207	241	52	24	724	3.7
Total No. of responses	614	599	717	158	84	2172	3.7

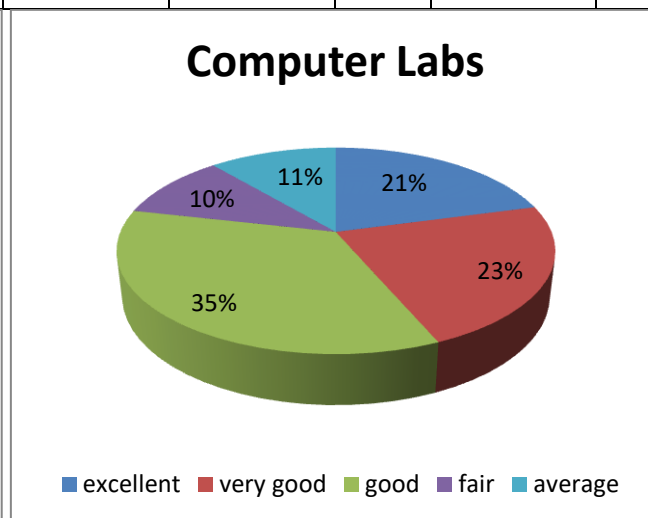
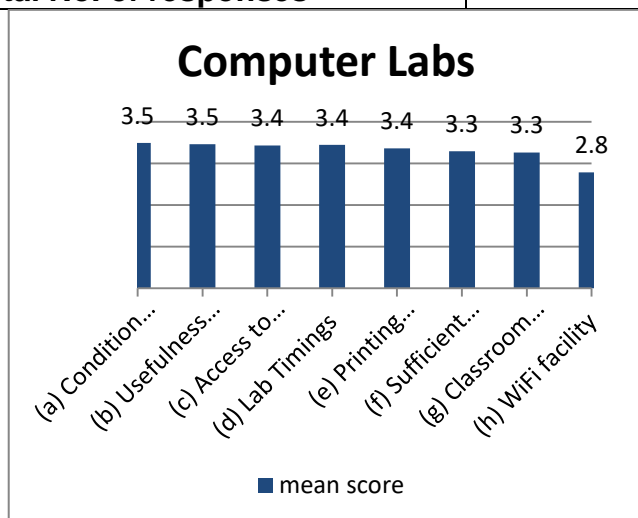


Facility of photostat and PCO is available inside the college campus is that students need not to go outside the campus. Overall average score given to this facility by students is 3.9 which is quite good. But college will take appropriate measures to improve the quality of this facility.

7. Computer Labs.

Responses received by students of various courses for this parameter are shown in following table:

7. Computer Labs							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Condition and Quality of Hardware (Desktops, printers etc.)	97	105	139	32	34	407	3.5
Usefulness & working of installed software	93	101	140	34	34	402	3.5
Access to computer labs.	82	111	141	35	33	402	3.4
Lab Timings	85	99	150	37	27	398	3.4
Printing facility	80	88	155	40	33	396	3.4
Sufficient peripherals for devices connectivity	77	82	152	44	39	394	3.3
Classroom Projectors/Smart boards working	91	84	127	39	61	402	3.3
Wi-Fi facility	61	56	114	66	99	396	2.8
Total No. of responses	666	726	1118	327	360	3197	3.3

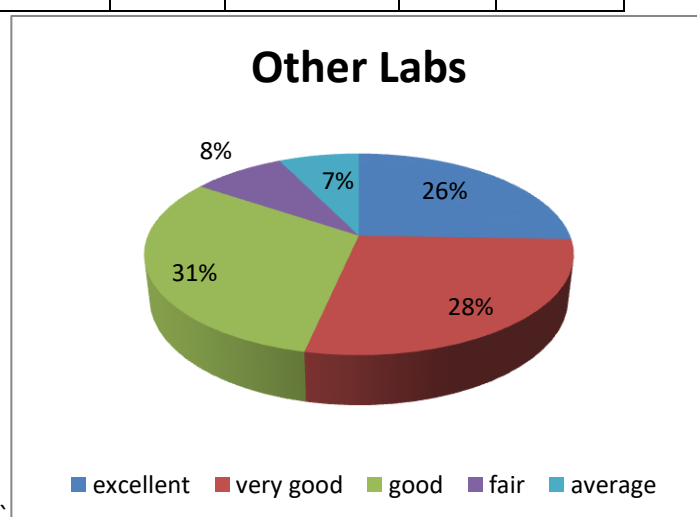
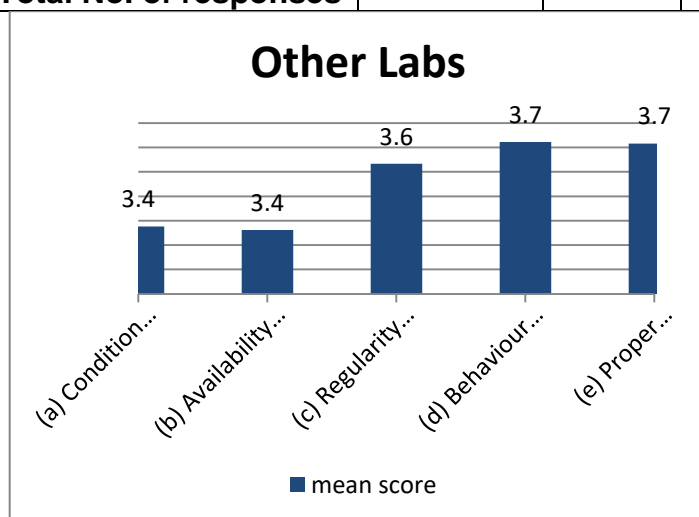


Average score for all the parameters is more than standard mean value of 3.0. There are five computer labs in the college. All the labs in the college are well equipped with latest computers. Software has been installed on these computers systems as per the requirement of university syllabus. Every student has access to these computer systems in case there is no class scheduled in lab. There is also availability of printing facility in these labs. Projectors and smart boards have been installed in classrooms and labs and are used by faculty in their regular teaching. The Wi-Fi facility is available in or near the labs only. That is why the score for this parameter is low. Wi-Fi routers are installed in the college campus. The college is working towards making Wi-fi facility easily accessible to students.

8. Other Labs.

Responses received by students of various courses for this parameter are shown in following table:

8. Other Labs							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Condition and Quality of Apparatus/Equipment in the labs.	71	102	131	39	32	375	3.4
Availability of Apparatus/Equipment	73	98	130	35	37	373	3.4
Regularity in conducting practicals as per time table	102	114	103	26	28	373	3.6
Behaviour of lab staff	112	106	109	26	18	371	3.7
Proper instructions are given by Faculty	118	98	105	29	20	370	3.7
Total No. of responses	476	518	578	155	135	1862	3.6



Above table and graph shows that average score for all the parameters related to labs is more than standard average value 3.0, which means that most of the teachers conduct practical classes regularly and required equipment is available in the labs and proper instructions are given by teachers during the lab periods. The overall score for labs regarding all parameters is 3.7, which shows that students are satisfied with labs but we aim to achieve the score of 4.0 or higher during the next session.

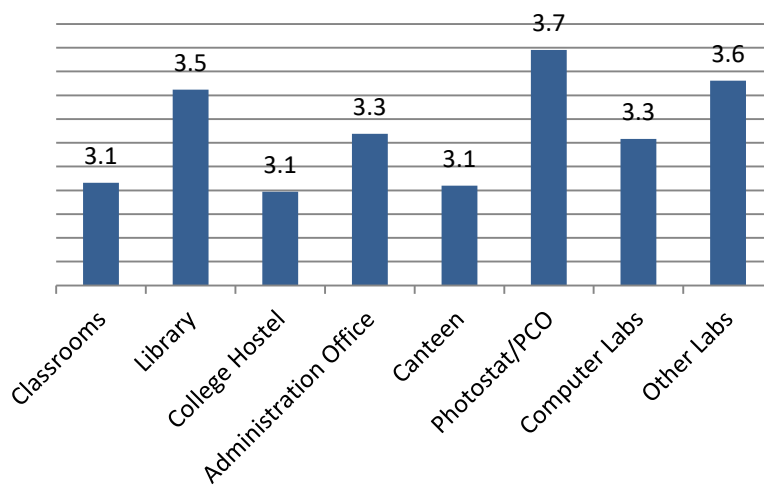
F. Overall Analysis and Interpretation of Infrastructure Feedback Survey

Overall mean score for infrastructure regarding different categories of infrastructure is shown in following table:

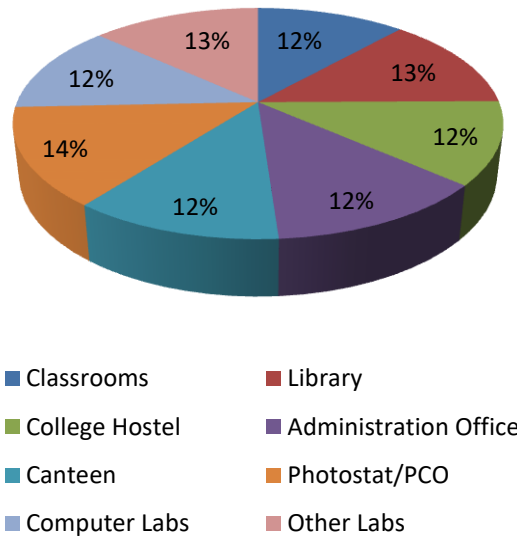
Infrastructure		
S.No.	Infrastructure	Mean Score

1	Classrooms	3.1
2	Library	3.5
3	College Hostel	3.1
4	Administration Office	3.3
5	Canteen	3.1
6	Photostat/PCO	3.7
7	Computer Labs	3.3
8	Other Labs	3.6
Overall Mean Score		3.3

Infrastructure Mean Score (Category-Wise)



Infrastructure Mean Score (Category-Wise)



Above table and graph shows that average score for all the categories of infrastructure and its facilities lies above standard score of 3.0 which is an improvement over previous year. Facilities like hostel, canteen and classrooms demand regular and active attention of college authorities and this will add to overall satisfaction of our students.

4.Student's Feedback Survey regarding Clubs and Societies

A. Objective

Clubs and Societies contribute a lot towards academic activities and co-curricular activities in the college. Clubs and societies in the college arrange functions, guest lectures, seminars etc. at regular basis. Main objective of the survey is to determine the satisfaction level of students regarding the functioning of Clubs and Societies covering following areas:

- a. Selection criterion for executive and members of society.
- b. Freedom of expression.
- c. Support from college administration.
- d. Appreciation in the form of certificates/trophies etc.
- e. Effect on personality development
- f. Overall satisfaction level of student being a member of society.
- g. To address the gap between administration and society for further improvement.

B. Questionnaire for Clubs and Societies Feedback Survey

For the session 2021-22, the survey was conducted online. Following instructions were given to fill the questionnaire

- All questions should be compulsorily answered.
- Each question has five responses, choose the most appropriate one.

Following is the feedback form for online survey regarding Clubs and Societies.

Student Feedback with regard to Societies/Clubs

1. Session _____ 2. Student Name _____

3.. Course Name _____ 4. Semester _____ 5. Name of society you are member of: _____

Rating

Parameters	Excellent	Very good	Good	Fair	Average
1. Selection criterion for executive and members of society					
2. Freedom of expression as members of society.					
3. Support from college administration in society related affairs					
4. Support from faculty in society related affairs					
5. Appreciation for working in society					
6. Being active member of society has transformed your personality					
7. The society is regularly conducting online events.					
8. Effectiveness of online events.					

C. Methodology for Analysis of Clubs and Societies Feedback Survey:

The questionnaire is based on the Likert scale where the responses are recorded on a scale of 1 to 5, with the most positive response (Excellent) being rated as 5 and last option of response (Fair) being rated as 1.

Method for calculation of mean score on Likert Scale:

To determine the mean score of the 5-point Likert scale, the following formula has been used:

Mean score= (5× No. of responses in Excellent parameter + 4 × No. of responses in Very Good parameter + 3 ×No. of responses in Good parameter + 2×No. of responses in Fair parameter + 1×No. of responses in Average parameter) / Total No. of responses in All parameters.

D. Participants:

For the session 2021-22, the given questionnaire was filled online on google platform by 324 students from UG and PG classes who are members of one or more Societies/Clubs. The students were given opportunity to fill feedback proforma for all the Clubs and Societies, of which she is member, if she wishes to do so. After the survey, the mean score for each question has been calculated and then the overall mean has been arrived at.

E. Analysis and Interpretation of Clubs and Societies Feedback Survey (Question-Wise)

Following responses were received from students who are members of any Club or Society in the college:

Feedback from students regarding clubs and societies							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
1. Selection criterion for executive and members of society	109	93	87	16	17	322	3.8
2. Freedom of expression as members of society.	104	92	94	16	16	322	3.8
3. Support from college administration in society related affairs	99	99	94	18	12	322	3.8
4. Support from faculty in society related affairs	106	82	101	19	14	322	3.8
5. Appreciation for working in society	102	105	79	16	20	322	3.8
6. Being active member of society has transformed your personality	105	94	94	15	14	322	3.8
7. The society is regularly conducting online events.	88	93	86	28	27	322	3.6

8. Effectiveness of online events.	96	73	103	22	28	322	3.6
Total No. of Responses	809	731	738	150	148	2576	3.7

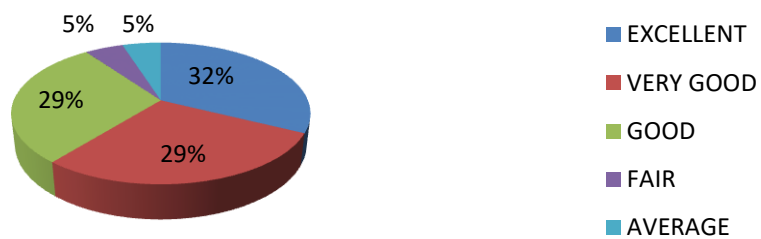
Question-wise analysis of survey is as follows:

1. Selection criterion for executive and members of society



Majority of students felt that selection criterion for executive and members of society has been very good in college as revealed by mean score of 3.8 for this parameter.

2. Freedom of expression as members of society.



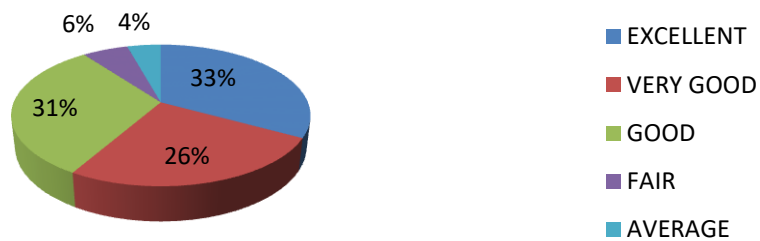
Average score for this parameter is also 3.8 which shows that students have full freedom to express their views. Suggestions given by members of society are always welcomed and implemented for smooth working of clubs and societies.

3. Support from college administration in society related affairs



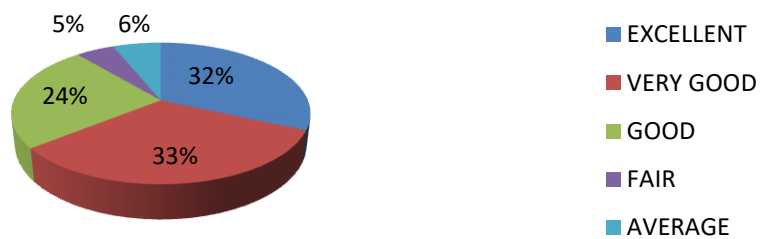
With regard to support from college administration in society related affairs, students are highly satisfied as average value of this parameter is 3.8.

4. Support from faculty in society related affairs



Average value of this parameter is 3.8 which shows that society members are given full support by faculty in society related affairs. Students are satisfied with the support they receive from administration and faculty in society related affairs.

5. Appreciation for working in society



Students felt very good when it came to whether their work for society is appreciated as revealed by average score for this parameter i.e at 3.8. Appreciation for students' work was majorly awarded in form of certificates/trophies/awards.

6. Being active member of society has transformed your personality



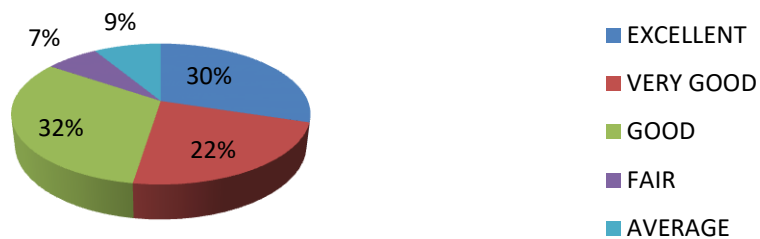
Average score for this parameter is 3.8, which shows that the students feel that their personality has been transformed being an active member of society. Students are satisfied with their contribution towards the society and the contribution of society to change their personality but more can be done with regard to this direction as due to corona virus lack of attention and sincerity is noticed among students which will take time to be overcome.

7. The society is regularly conducting online events.



Although college has initiated lot many online activities in last year at different platforms in the form of nukkadnatak, Shayri competition, poem recitation, poster making, public speaking and many more. Many more activities have been proposed by different committees in coming year and students also felt same way that college should come up with more activities in pandemic times as average score for this parameter is 3.6.

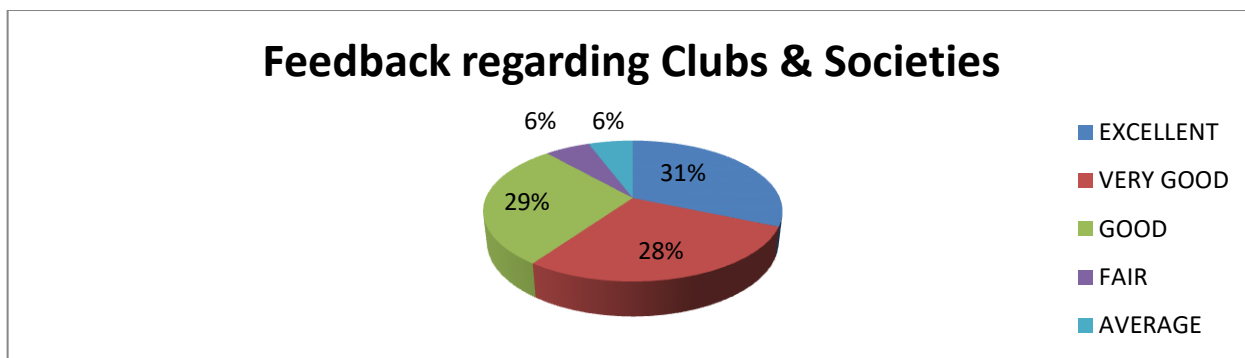
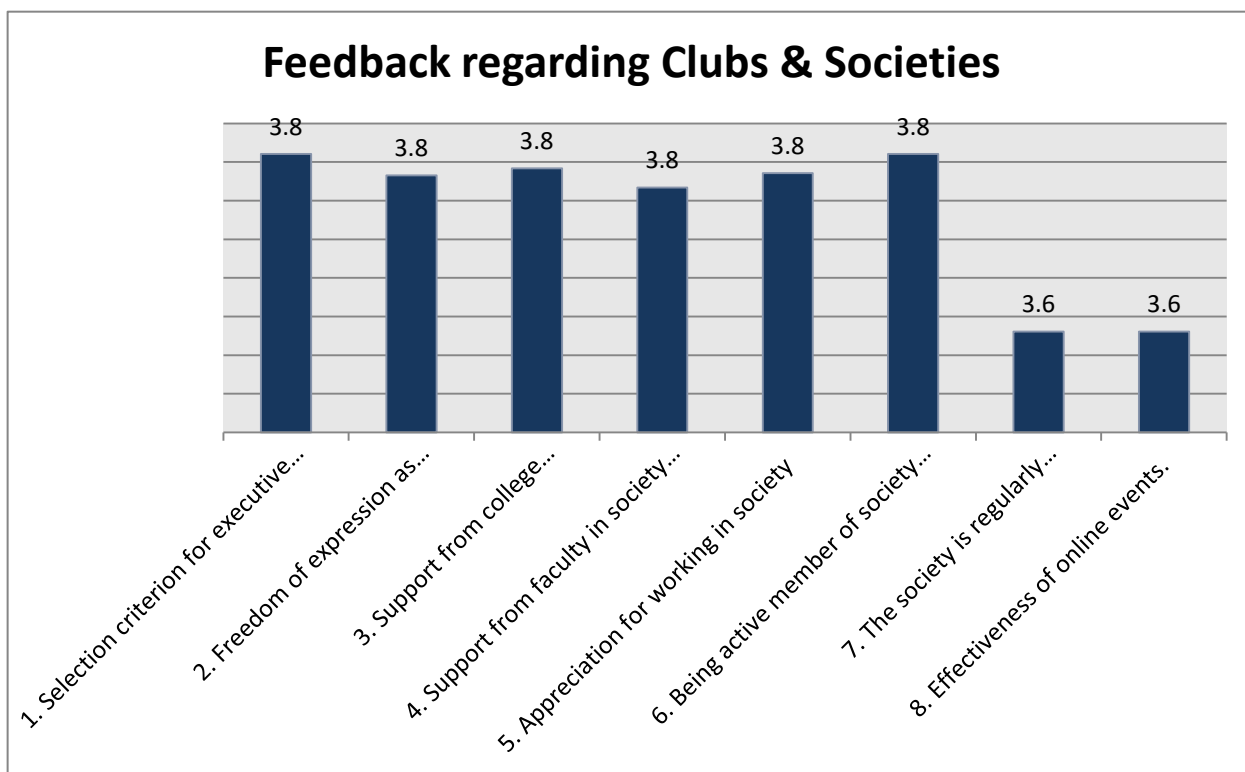
8. Effectiveness of online events.



As far as effectiveness of online events was concerned score of 3.6 says that students felt online events were quite effective as students participated in all the event with lot of vigor and zeal but few students also felt that they couldn't receive information of time. So appropriate measures have been proposed in coming times to improve effectiveness of these events.

F. Overall Analysis and Interpretation of Clubs and Societies Feedback Survey

Following graphs represents the overall mean score of all the responses received for all the parameters regarding Clubs and Societies in the college:



Overall score for all the parameters regarding Clubs and Societies is 3.7, which is satisfactory and reveals that Clubs and Societies in the college are doing great job in terms of organizing co-curricular activities and other academic functions in the college. But being a pandemic and challenging year of 2020-21, college is coming up with new systems and modes of operations so as to make these clubs and societies more effective in improving overall personalities of students.

