

STUDENT SATISFACTION SURVEY REPORT

SESSION: 2019-20

**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 analyze adequacy, 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 conducting Classes					
2	Punctuality in the class					
3	Knowledge about the 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	Use of modern teaching aids in lecture					
9	Availability outside the class					
10	Covers syllabus in time					
11	Uses fair internal evaluation process					
12	Gives practical projects/case studies that enhances learning of students					
13	Gives appropriate feedback to improve performance of students					
14.	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 2019-20, the given questionnaire was filled online by 2579 students selected randomly from all UG & PG classes out of which 234 PG students and 2345 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	48
2	BCA	126
3	B.Com.	443
4	B.Sc. (NM)	486
5	B.Sc.(M)	568
6	B.A	674
7	M.Sc. (IT)	11
8	PGDCA	21
9	PG DIP. IN NUT. & DIETETICS	11
10	M.A	86
11	M.Com.	105
	Total No. of Participants	2579

E. Analysis and Interpretation of Student Satisfaction Survey

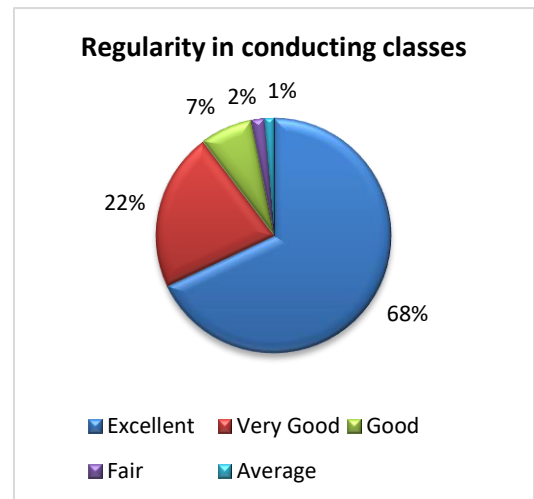
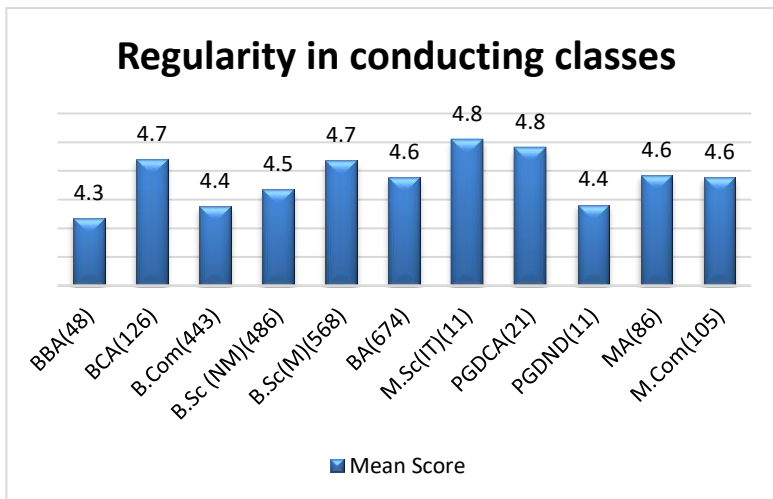
1. Regularity in conducting classes

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

1. Regularity in Conducting Classes							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	23	19	3	2	1	48	4.3
BCA(126)	101	12	11	2	0	126	4.7
B.Com(443)	259	123	34	12	15	443	4.4
B.Sc (NM)(486)	329	82	55	15	5	486	4.5
B.Sc(M)(568)	417	124	21	3	3	568	4.7
BA(674)	461	151	44	11	7	674	4.6
M.Sc(IT)(11)	9	2	0	0	0	11	4.8
PGDCA(21)	17	3	1	0	0	21	4.8
PGDND(11)	5	5	1	0	0	11	4.4
MA(86)	59	18	8	1	0	86	4.6
M.Com(105)	73	22	7	1	2	105	4.6
Total (2579)	1753	561	185	47	33	2579	4.6

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

1. Regularity in Conducting Classes	
Classes	Mean Score
BBA	4.3
BCA	4.7
B.Com.	4.4
B.Sc. (NM)	4.5
B.Sc.(M)	4.7
B.A	4.6
M.Sc. (IT)	4.8
PGDCA	4.8
PG DIP. IN NUT. & DIETETICS	4.4
M.A	4.6
M.Com.	4.6
Overall Mean Score	4.6



Above table and graph shows mean score of various departments with respect to regularity in conducting classes and almost majority of departments stand very good in this parameter. Regular classes are held under all the departments. The pi graph also shows that majority of students (68% and 22% respectively) has given Excellent (5) or Very Good (4) rating for this parameter. Above table also shows overall mean score of college which stands at 4.6, which illustrate very good performance of college in this parameter.

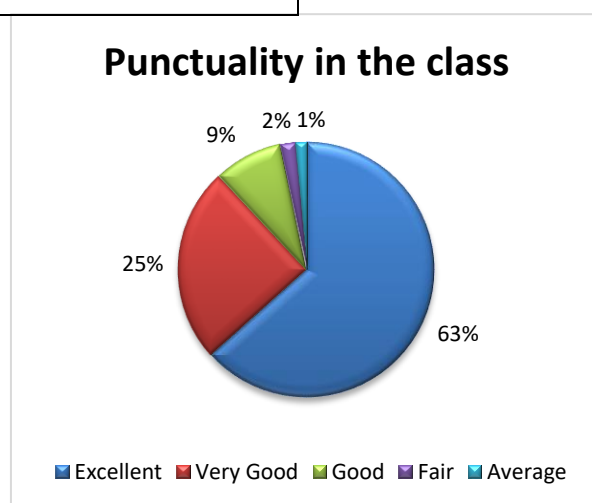
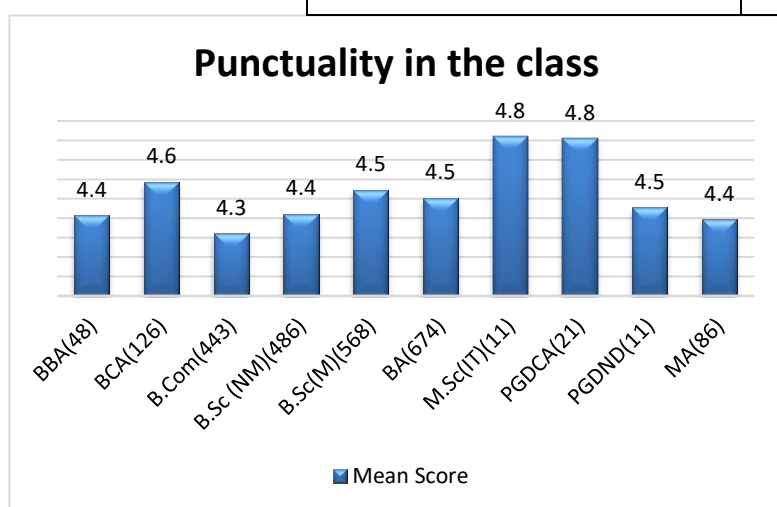
2. Punctuality in the class

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

2. Punctuality in the class							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	25	19	3	1	0	48	4.4
BCA(126)	92	19	12	3	0	126	4.6
B.Com(443)	251	125	40	13	14	443	4.3
B.Sc (NM)(486)	314	89	64	12	7	486	4.4
B.Sc(M)(568)	378	137	42	7	4	568	4.5
BA(674)	431	179	45	11	8	674	4.5
M.Sc(IT)(11)	9	2	0	0	0	11	4.8
PGDCA(21)	17	4	0	0	0	21	4.8
PGDND(11)	6	4	1	0	0	11	4.5
MA(86)	45	30	11	0	0	86	4.4
M.Com(105)	67	27	6	3	2	105	4.5
Total (2579)	1635	635	224	50	35	2579	4.5

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

2. Punctuality in the class	
Classes	Mean Score
BBA	4.4
BCA	4.6
B.Com.	4.3
B.Sc. (NM)	4.4
B.Sc.(M)	4.5
B.A	4.5
M.Sc. (IT)	4.8
PGDCA	4.8
PG DIP. IN NUT. & DIETETICS	4.5
M.A	4.4
M.Com.	4.5
Overall Mean Score	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 graph also shows that 63 % of students agree that teachers are punctual in the classes and has given Excellent rating (5) and 25% of students have given Very Good (4) rating in this parameter. Only few students think that teachers are not punctual in taking classes. This may be due to some extra duties, which the teachers have to perform besides teaching. Exceptions are always there. There may be some teachers which are not punctual in classes. They will be motivated to be punctual and we hope that the average score will improve in coming session.

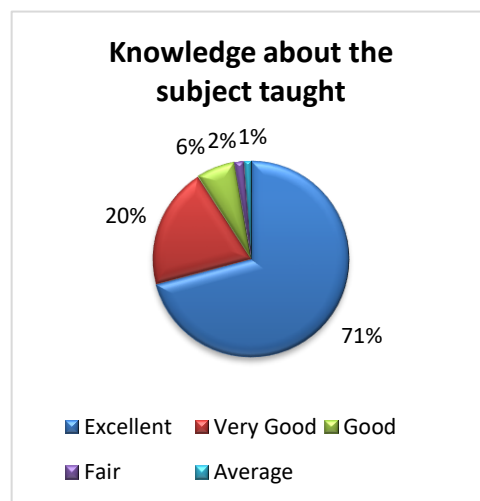
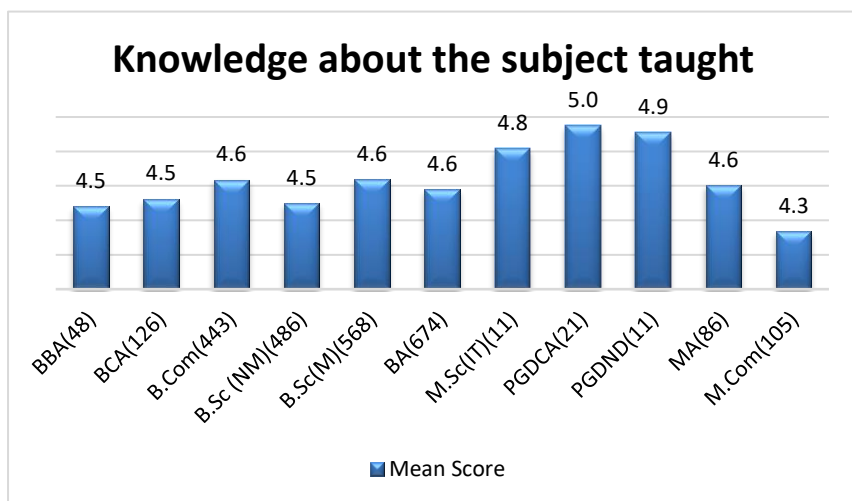
3. Knowledge about the subject taught

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

3. Knowledge about the subject taught							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	29	14	4	1	0	48	4.5
BCA(126)	93	14	14	2	3	126	4.5
B.Com(443)	322	89	25	5	2	443	4.6
B.Sc (NM)(486)	335	85	47	12	7	486	4.5
B.Sc(M)(568)	402	133	27	5	1	568	4.6
BA(674)	493	119	37	10	15	674	4.6
M.Sc(IT)(11)	9	2	0	0	0	11	4.8
PGDCA(21)	20	1	0	0	0	21	5.0
PGDND(11)	10	1	0	0	0	11	4.9
MA(86)	59	20	7	0	0	86	4.6
M.Com(105)	55	39	4	5	2	105	4.3
Total (2579)	1827	517	165	40	30	2579	4.6

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

3. Knowledge about the subject taught	
Classes	Mean Score
BBA	4.5
BCA	4.5
B.Com.	4.6
B.Sc. (NM)	4.5
B.Sc.(M)	4.6
B.A	4.6
M.Sc. (IT)	4.8
PGDCA	5.0
PG DIP. IN NUT. & DIETETICS	4.9
M.A	4.6
M.Com.	4.3
Overall Mean Score	4.6



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 say that almost all the 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 4.6 that lie between Excellent and Very Good. So, our teachers keep knowledge of their subject matter to date.

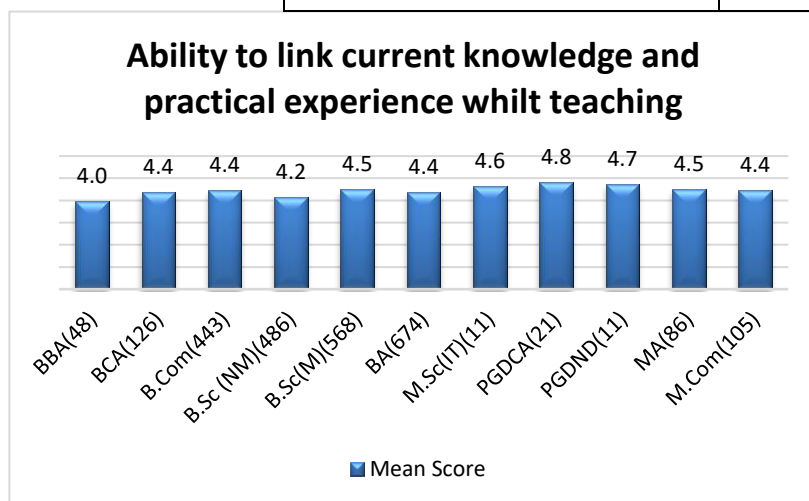
4. Ability to link current knowledge and practical experience while teaching

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							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	17	19	8	1	3	48	4.0
BCA(126)	81	24	12	3	6	126	4.4
B.Com(443)	268	119	41	10	5	443	4.4
B.Sc (NM)(486)	261	112	67	18	28	486	4.2
B.Sc(M)(568)	365	138	49	14	2	568	4.5
BA(674)	409	159	66	14	26	674	4.4
M.Sc(IT)(11)	7	4	0	0	0	11	4.6
PGDCA(21)	17	4	0	0	0	21	4.8
PGDND(11)	8	3	0	0	0	11	4.7
MA(86)	54	22	8	2	0	86	4.5
M.Com(105)	64	31	5	3	2	105	4.4
Total (2579)	1551	635	256	65	72	2579	4.4

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

4. Ability to link current knowledge and practical experience while teaching	
Classes	Mean Score
BBA	4.0
BCA	4.4
B.Com.	4.4
B.Sc. (NM)	4.2
B.Sc.(M)	4.5
B.A	4.4
M.Sc. (IT)	4.6
PGDCA	4.8
PG DIP. IN NUT. & DIETETICS	4.7
M.A	4.5
M.Com.	4.4
Overall Mean Score	4.4



With regard to faculty's ability to link current knowledge with their practical experience, the score for all the departments stay at 4.0 or above. This shows that most of the teachers have ability to link their current knowledge with their practical experience. Overall average score of 4.4 also shows the same.

5. Ability to involve students while teaching

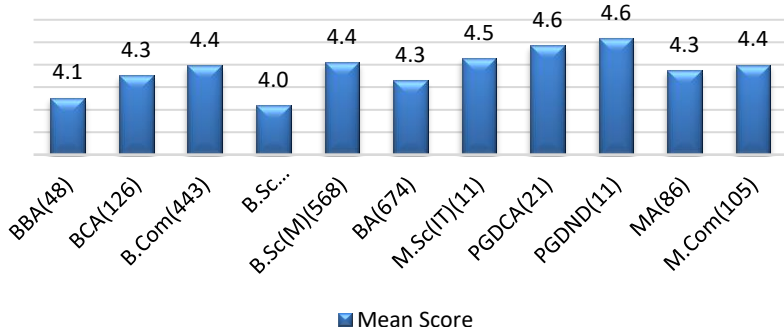
Responses received by students of various courses for this parameter are shown in following table:

5. Ability to involve students while teaching							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	19	19	7	2	1	48	4.1
BCA(126)	77	21	22	1	5	126	4.3
B.Com(443)	266	112	47	9	9	443	4.4
B.Sc (NM)(486)	226	129	84	18	29	486	4.0
B.Sc(M)(568)	345	144	61	8	10	568	4.4
BA(674)	370	191	62	21	30	674	4.3
M.Sc(IT)(11)	5	6	0	0	0	11	4.5
PGDCA(21)	13	7	1	0	0	21	4.6
PGDND(11)	7	4	0	0	0	11	4.6
MA(86)	50	21	12	1	2	86	4.3
M.Com(105)	64	29	5	4	3	105	4.4
Total (2579)	1442	683	301	64	89	2579	4.4

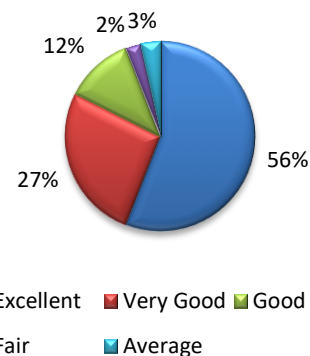
Class-wise average score for this parameter is shown in following table:

5. Ability to involve students while teaching	
Classes	Mean Score
BBA	4.1
BCA	4.3
B.Com.	4.4
B.Sc. (NM)	4.0
B.Sc.(M)	4.4
B.A	4.3
M.Sc. (IT)	4.5
PGDCA	4.6
PG DIP. IN NUT. & DIETETICS	4.6
M.A	4.3
M.Com.	4.4
Overall Mean Score	4.4

Ability to involve students while teaching



Ability to involve students while teaching



To make teaching learning process more interactive, faculty in all the departments involve students while teaching by encourages active discussion in the classrooms as demonstrated in above table and graphs. Most of the students strongly agree that teachers involve them during teaching. It makes teaching-learning process more effective. Almost all the departments are rated very good on this parameter and overall mean score of college also stands at 4.4, which means college is very good on this parameter.

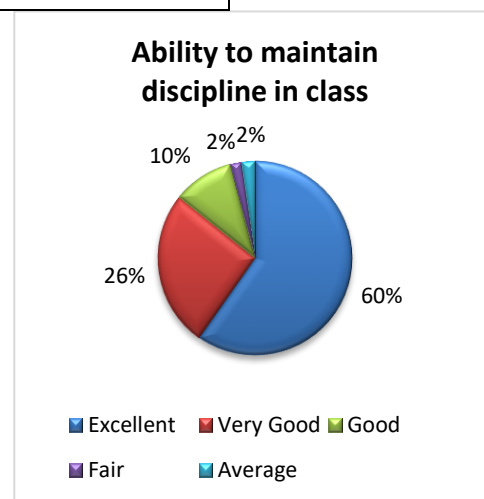
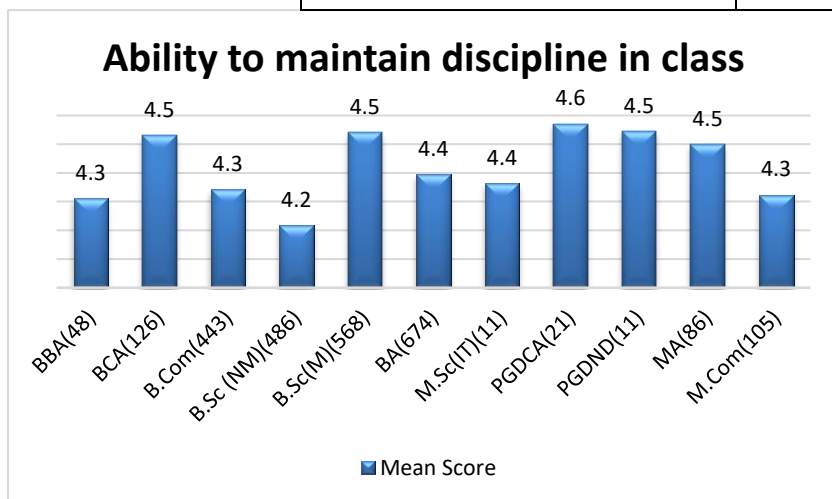
6. Ability to maintain discipline in class

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

6. Ability to maintain discipline in class							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	23	19	5	0	1	48	4.3
BCA(126)	88	26	7	1	4	126	4.5
B.Com(443)	249	125	51	8	10	443	4.3
B.Sc (NM)(486)	263	124	59	22	18	486	4.2
B.Sc(M)(568)	371	144	46	3	4	568	4.5
BA(674)	414	160	71	10	19	674	4.4
M.Sc(IT)(11)	6	3	2	0	0	11	4.4
PGDCA(21)	13	7	1	0	0	21	4.6
PGDND(11)	7	3	1	0	0	11	4.5
MA(86)	51	27	8	0	0	86	4.5
M.Com(105)	57	32	11	3	2	105	4.3
Total (2579)	1542	670	262	47	58	2579	4.4

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

6. Ability to maintain discipline in class	
Classes	Mean Score
BBA	4.3
BCA	4.5
B.Com.	4.3
B.Sc. (NM)	4.2
B.Sc.(M)	4.5
B.A	4.4
M.Sc. (IT)	4.4
PGDCA	4.6
PG DIP. IN NUT. & DIETETICS	4.5
M.A	4.5
M.Com.	4.3
Overall Mean Score	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.

7. Communication skills in class

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

7. Communication skills in class							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	13	26	8	0	1	48	4.0
BCA(126)	80	26	14	3	3	126	4.4
B.Com(443)	273	105	44	11	10	443	4.4
B.Sc (NM)(486)	267	109	70	19	21	486	4.2
B.Sc(M)(568)	366	131	57	9	5	568	4.5
BA(674)	409	148	68	19	30	674	4.3
M.Sc(IT)(11)	6	5	0	0	0	11	4.5
PGDCA(21)	17	2	2	0	0	21	4.7
PGDND(11)	7	4	0	0	0	11	4.6
MA(86)	46	27	12	1	0	86	4.4
M.Com(105)	63	32	4	3	3	105	4.4
Total (2579)	1547	615	279	65	73	2579	4.4

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

7. Communication skills in class	
Classes	Mean Score
BBA	4.0
BCA	4.4
B.Com.	4.4
B.Sc. (NM)	4.2
B.Sc.(M)	4.5
B.A	4.3
M.Sc. (IT)	4.5
PGDCA	4.7
PG DIP. IN NUT. & DIETETICS	4.6
M.A	4.4
M.Com.	4.4
Overall Mean Score	4.4

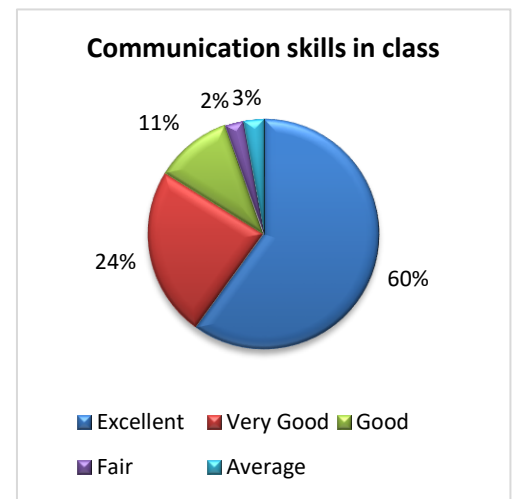
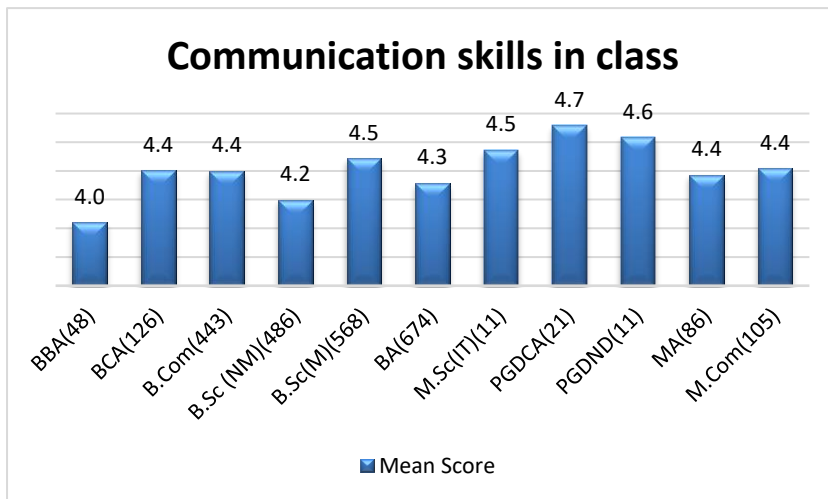


Table and graphs for this parameter shows that teachers in all the departments have excellent communication skills with their students. The average score for all the departments is above 4.0 except BBA department for which average score is 4.0 and overall mean score of all the departments stands at 4.4. The minimum score in this parameter is 4.0 for BBA department which is not bad but we still strive to increase this score to at least 4.3 in the next session.

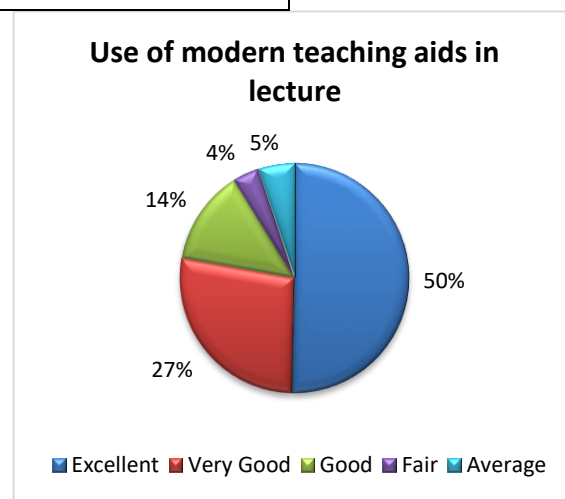
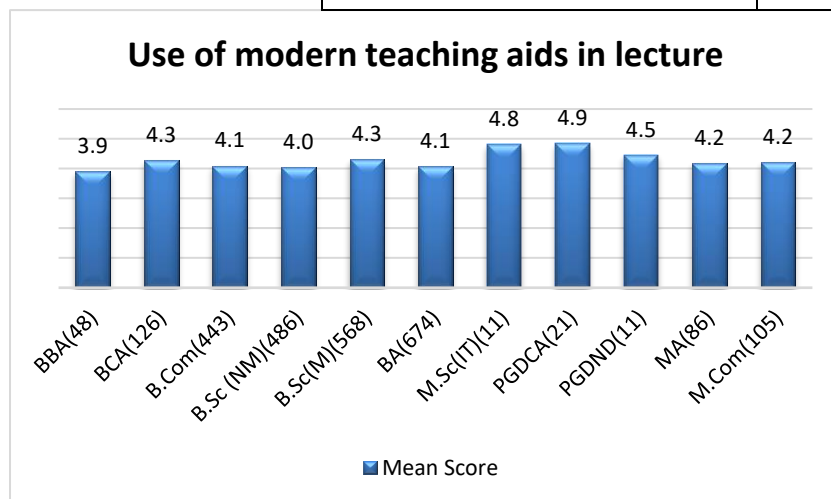
8. Use of modern teaching aids in lecture

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

8. Use of modern teaching aids in lecture							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	18	14	10	5	1	48	3.9
BCA(126)	75	24	17	7	3	126	4.3
B.Com(443)	204	140	59	16	24	443	4.1
B.Sc (NM)(486)	237	118	72	29	30	486	4.0
B.Sc(M)(568)	318	147	74	10	19	568	4.3
BA(674)	320	192	93	22	47	674	4.1
M.Sc(IT)(11)	9	2	0	0	0	11	4.8
PGDCA(21)	18	3	0	0	0	21	4.9
PGDND(11)	6	4	1	0	0	11	4.5
MA(86)	47	18	14	4	3	86	4.2
M.Com(105)	46	46	7	2	4	105	4.2
Total (2579)	1298	708	347	95	131	2579	4.3

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

8. Use of modern teaching aids in lecture	
Classes	Mean Score
BBA	3.9
BCA	4.3
B.Com.	4.1
B.Sc. (NM)	4.0
B.Sc.(M)	4.3
B.A	4.1
M.Sc. (IT)	4.8
PGDCA	4.9
PG DIP. IN NUT. & DIETETICS	4.5
M.A	4.2
M.Com.	4.2
Overall Mean Score	4.3



Most of the classrooms in the college are equipped with projectors and/or smart interactive boards. Most of the teachers use interactive boards for teaching. That is why the score in this parameter is 4.0 or above for all the departments except BBA department for which average score is 3.9. The overall average score of 4.3 also shows that most of the teachers use modern teaching aids. We hope that in coming session BBA department will also make full use of smart classrooms to improve their average score.

9. Availability outside the class

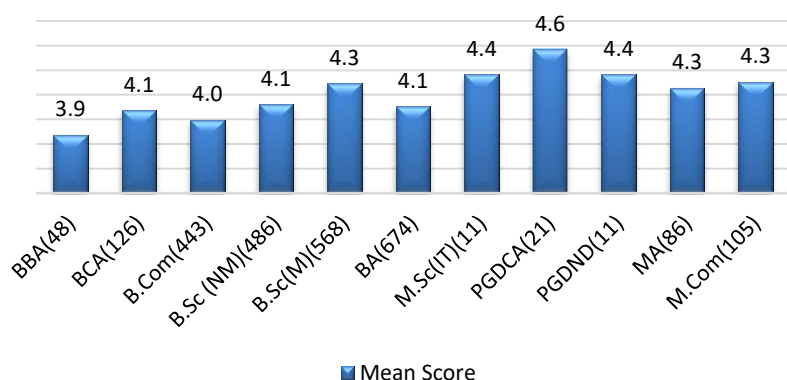
Responses received by students of various courses for this parameter are shown in following table:

9. Availability outside the class							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	15	22	5	2	4	48	3.9
BCA(126)	65	25	22	8	6	126	4.1
B.Com(443)	194	127	72	26	24	443	4.0
B.Sc (NM)(486)	235	133	77	24	17	486	4.1
B.Sc(M)(568)	309	162	67	14	16	568	4.3
BA(674)	320	199	98	21	36	674	4.1
M.Sc(IT)(11)	4	7	0	0	0	11	4.4
PGDCA(21)	16	1	4	0	0	21	4.6
PGDND(11)	5	5	1	0	0	11	4.4
MA(86)	40	28	18	0	0	86	4.3
M.Com(105)	62	26	8	5	4	105	4.3
Total (2579)	1265	735	372	100	107	2579	4.2

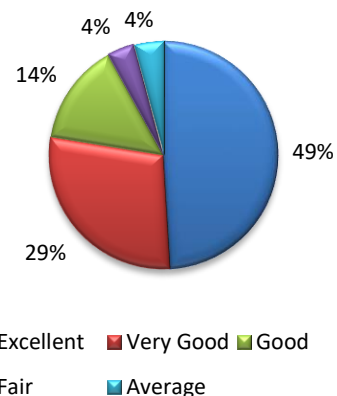
Class-wise average score for this parameter is shown in following table:

9. Availability outside the class	
Classes	Mean Score
BBA	3.9
BCA	4.1
B.Com.	4.0
B.Sc. (NM)	4.1
B.Sc.(M)	4.3
B.A	4.1
M.Sc. (IT)	4.4
PGDCA	4.6
PG DIP. IN NUT. & DIETETICS	4.4
M.A	4.3
M.Com.	4.3
Overall Mean Score	4.2

Availability outside the class



Availability outside the class



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 4.2 and it is equal to above 4.0 for all the departments except BBA department (for which score is 3.9), which is between excellent and Very Good, which shows that teachers of all the departments of the college are always ready to help the students even after the class and are always available whenever the students need them. Comfort zone should be provided to the students to motivate them to ask freely. The college is working very well on this criterion.

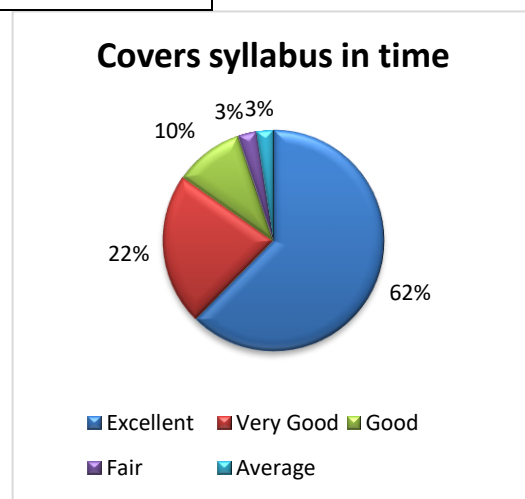
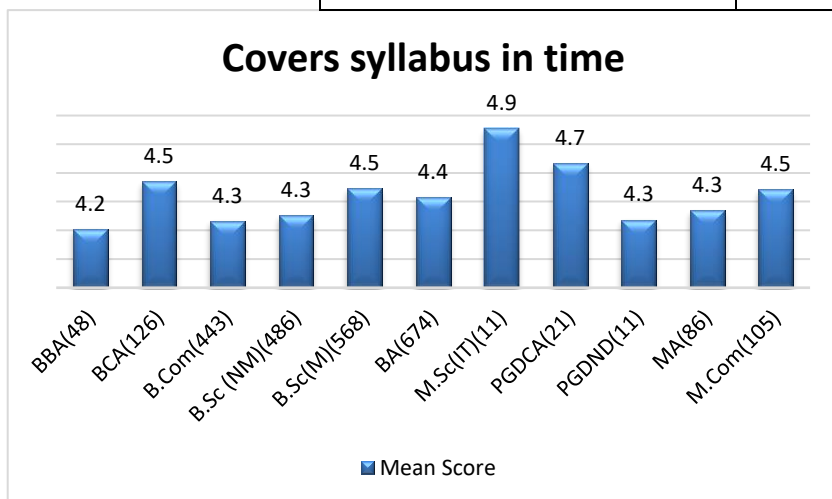
10.Covers syllabus in time

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

10. Covers syllabus in time							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	24	15	4	5	0	48	4.2
BCA(126)	91	20	9	4	2	126	4.5
B.Com(443)	253	103	53	19	15	443	4.3
B.Sc (NM)(486)	297	87	69	18	15	486	4.3
B.Sc(M)(568)	370	134	41	19	4	568	4.5
BA(674)	429	157	61	4	23	674	4.4
M.Sc(IT)(11)	10	1	0	0	0	11	4.9
PGDCA(21)	16	3	2	0	0	21	4.7
PGDND(11)	4	6	1	0	0	11	4.3
MA(86)	47	25	12	0	2	86	4.3
M.Com(105)	69	24	8	2	2	105	4.5
Total (2579)	1610	575	260	71	63	2579	4.4

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

10. Covers syllabus in time	
Classes	Mean Score
BBA	4.2
BCA	4.5
B.Com.	4.3
B.Sc. (NM)	4.3
B.Sc.(M)	4.5
B.A	4.4
M.Sc. (IT)	4.9
PGDCA	4.7
PG DIP. IN NUT. & DIETETICS	4.3
M.A	4.3
M.Com.	4.5
Overall Mean Score	4.4



All the departments also 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 all the departments for completion of syllabus in time is 4.2 or more and overall mean score for all the departments is 4.4. We hope this score will improve in next session and all the teachers will be asked to complete syllabus in time.

11. Uses fair internal evaluation process

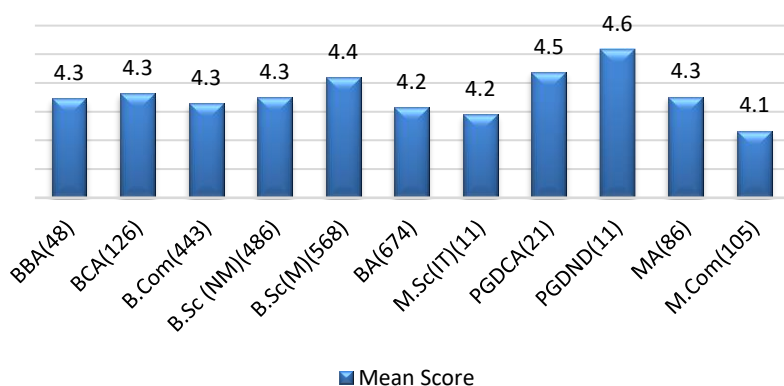
Responses received by students of various courses for this parameter are shown in following table:

11. Uses fair internal evaluation process							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	24	19	2	1	2	48	4.3
BCA(126)	74	27	20	2	3	126	4.3
B.Com(443)	223	145	53	10	12	443	4.3
B.Sc (NM)(486)	281	111	64	19	11	486	4.3
B.Sc(M)(568)	351	139	60	12	6	568	4.4
BA(674)	361	172	101	16	24	674	4.2
M.Sc(IT)(11)	5	3	3	0	0	11	4.2
PGDCA(21)	12	7	2	0	0	21	4.5
PGDND(11)	7	4	0	0	0	11	4.6
MA(86)	45	24	16	0	1	86	4.3
M.Com(105)	51	30	12	4	8	105	4.1
Total (2579)	1434	681	333	64	67	2579	4.3

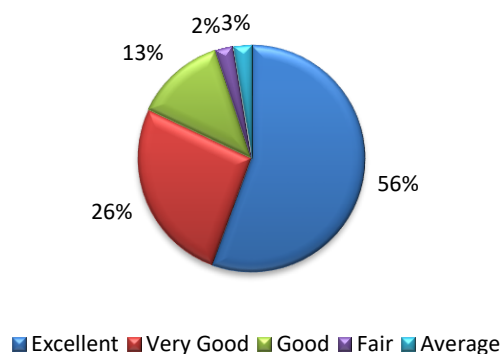
Class-wise average score for this parameter is shown in following table:

11. Uses fair internal evaluation process	
Classes	Mean Score
BBA	4.3
BCA	4.3
B.Com.	4.3
B.Sc. (NM)	4.3
B.Sc.(M)	4.4
B.A	4.2
M.Sc. (IT)	4.2
PGDCA	4.5
PG DIP. IN NUT. & DIETETICS	4.6
M.A	4.3
M.Com.	4.1
Overall Mean Score	4.3

Uses fair internal evaluation process



Uses fair internal evaluation process



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 all the departments 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 all the departments of the college.

12.Gives practical projects/case studies that enhances learning of students

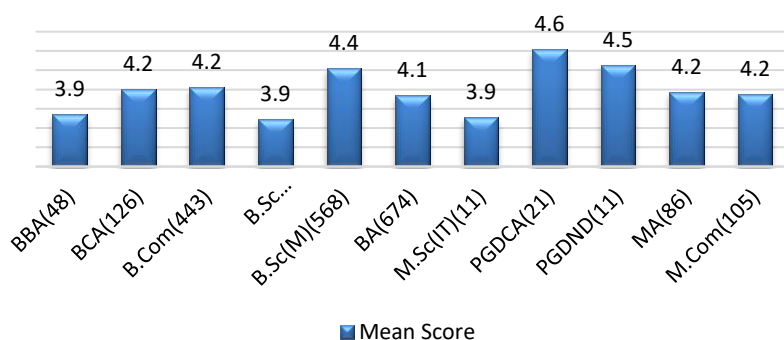
Responses received by students of various courses for this parameter are shown in following table:

12. Gives practical projects/case studies that enhances learning of students							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	12	26	7	1	2	48	3.9
BCA(126)	70	28	16	7	5	126	4.2
B.Com(443)	222	136	58	14	13	443	4.2
B.Sc (NM)(486)	195	142	88	25	36	486	3.9
B.Sc(M)(568)	343	149	55	11	10	568	4.4
BA(674)	332	185	105	21	31	674	4.1
M.Sc(IT)(11)	6	2	1	0	2	11	3.9
PGDCA(21)	13	8	0	0	0	21	4.6
PGDND(11)	5	6	0	0	0	11	4.5
MA(86)	43	17	24	2	0	86	4.2
M.Com(105)	40	47	14	2	2	105	4.2
Total (2579)	1281	746	368	83	101	2579	4.2

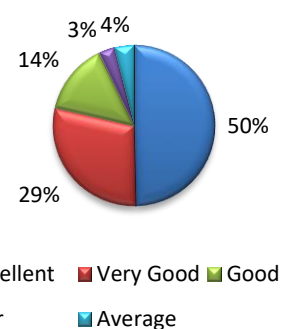
Class-wise average score for this parameter is shown in following table:

12. Gives practical projects/case studies that enhances learning of students	
Classes	Mean Score
BBA	3.9
BCA	4.2
B.Com.	4.2
B.Sc. (NM)	3.9
B.Sc.(M)	4.4
B.A	4.1
M.Sc. (IT)	3.9
PGDCA	4.6
PG DIP. IN NUT. & DIETETICS	4.5
M.A	4.2
M.Com.	4.2
Overall Mean Score	4.2

Gives practical projects/case studies that enhances learning of students



Gives practical projects/case studies that enhances learning of students



Practical Learning is very important aspect of today's learning process and it should be made important element of every department. Overall mean score of 4.2 of college illustrates that college is doing very good on this parameter but this is never ending process so all the departments are working hard and continuously to substantiate their lectures with practical examples. Teachers also give projects and case studies to students which helps the students to understand theory more effectively. There is a scope of improvement in all the departments regarding this parameter specially in BBA, B.Sc. (NM) and M.Sc. (IT) courses.

13.Gives appropriate feedback to improve performance of students

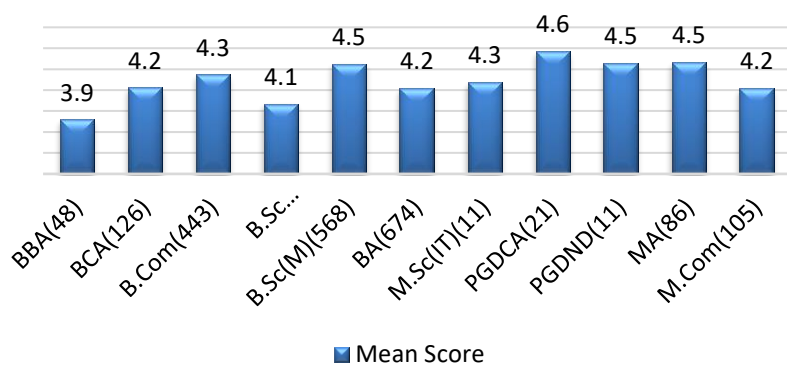
Responses received by students of various courses for this parameter are shown in following table:

13. Gives appropriate feedback to improve performance of students							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(48)	14	23	4	7	0	48	3.9
BCA(126)	73	28	13	4	8	126	4.2
B.Com(443)	248	132	41	13	9	443	4.3
B.Sc (NM)(486)	223	141	76	24	22	486	4.1
B.Sc(M)(568)	344	154	58	6	6	568	4.5
BA(674)	367	164	99	11	33	674	4.2
M.Sc(IT)(11)	4	6	1	0	0	11	4.3
PGDCA(21)	15	3	3	0	0	21	4.6
PGDND(11)	6	4	1	0	0	11	4.5
MA(86)	54	18	14	0	0	86	4.5
M.Com(105)	51	38	8	4	4	105	4.2
Total (2579)	1399	711	318	69	82	2579	4.3

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

13. Gives appropriate feedback to improve performance of students	
Classes	Mean Score
BBA	3.9
BCA	4.2
B.Com.	4.3
B.Sc. (NM)	4.1
B.Sc.(M)	4.5
B.A	4.2
M.Sc. (IT)	4.3
PGDCA	4.6
PG DIP. IN NUT. & DIETETICS	4.5
M.A	4.5
M.Com.	4.2
Overall Mean Score	4.3

Gives appropriate feedback to improve performance of students



Gives appropriate feedback to improve performance of students

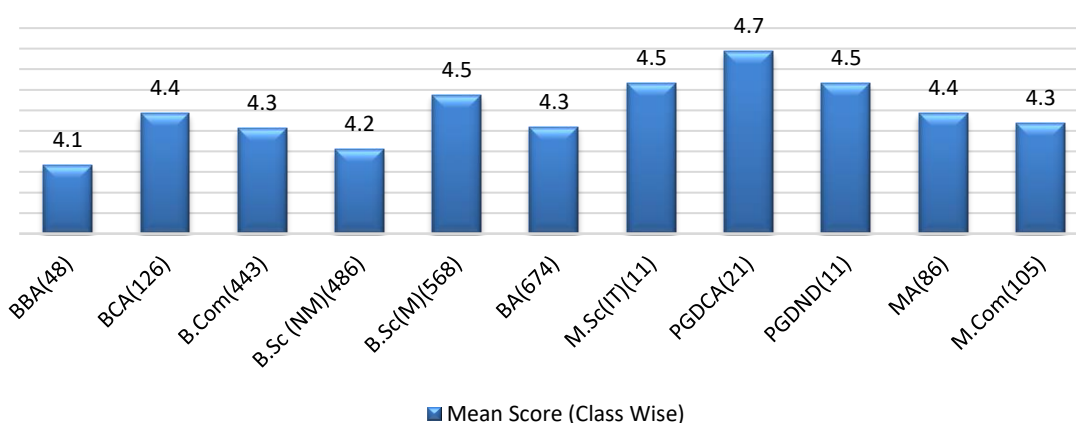


Overall Mean Score with regard to this parameter is 4.3, which is well above standard mean score of 3.0. For individual departments also the score is good but some departments need to improve on this parameter. We see scope of improvement in this parameter and hope in next session, the score will improve especially for BBA department.

F. Class Wise Mean Score

Courses	Mean Score
BBA	4.1
BCA	4.4
B.Com.	4.3
B.Sc. (NM)	4.2
B.Sc.(M)	4.5
B.A	4.3
M.Sc. (IT)	4.5
PGDCA	4.7
PG DIP. IN NUT. & DIETETICS	4.5
M.A	4.4
M.Com.	4.3
Overall Average Score	4.4

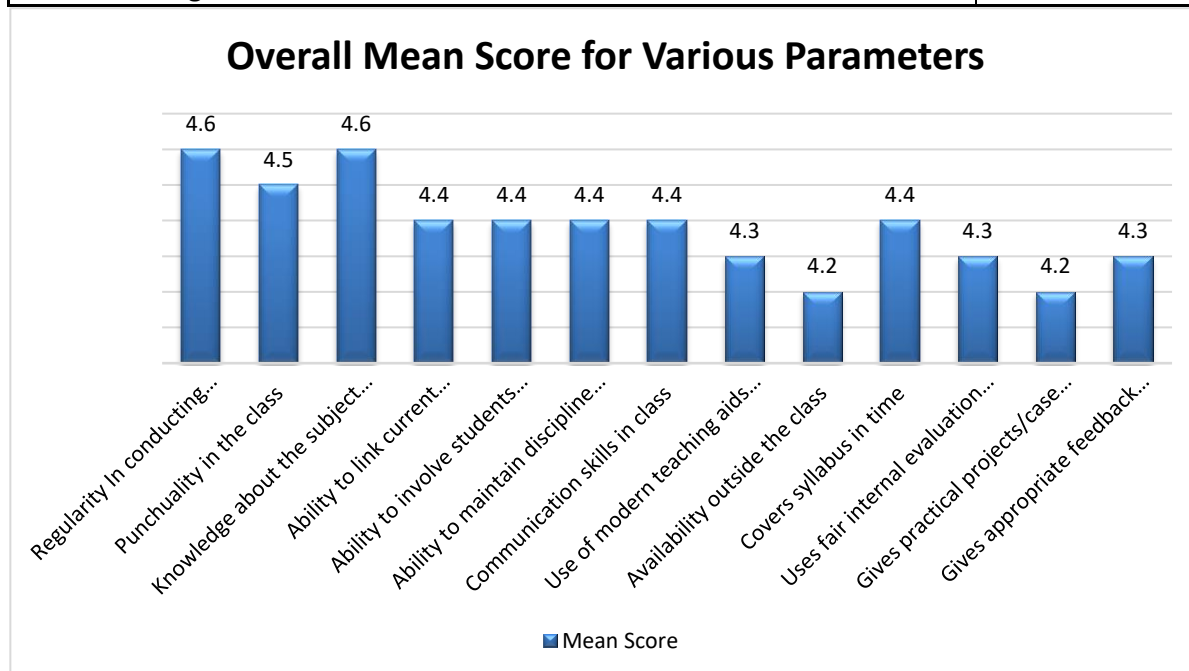
Class Wise Mean Score



Above data shows that for most of the courses average score on all parameters is more than 4.0. Overall average score on all parameters for all departments is 4.4. It is evident from this score that students are highly satisfied with overall performance of the college. However there is always scope of improvement and the college is determined to achieve the average score of 4.5 or higher for each course.

G. Overall Mean Score for Various Parameters

Evaluation Parameters for all Courses at college level	Mean Score
Regularity In conducting Classes	4.6
Punctuality in the class	4.5
Knowledge about the subject taught	4.6
Ability to link current knowledge and practical experience while teaching	4.4
Ability to involve students while teaching	4.4
Ability to maintain discipline in class	4.4
Communication skills in class	4.4
Use of modern teaching aids in lecture	4.3
Availability outside the class	4.2
Covers syllabus in time	4.4
Uses fair internal evaluation process	4.3
Gives practical projects/case studies that enhances learning of students	4.2
Gives appropriate feedback to improve performance of students	4.3
Overall Average Score	4.4



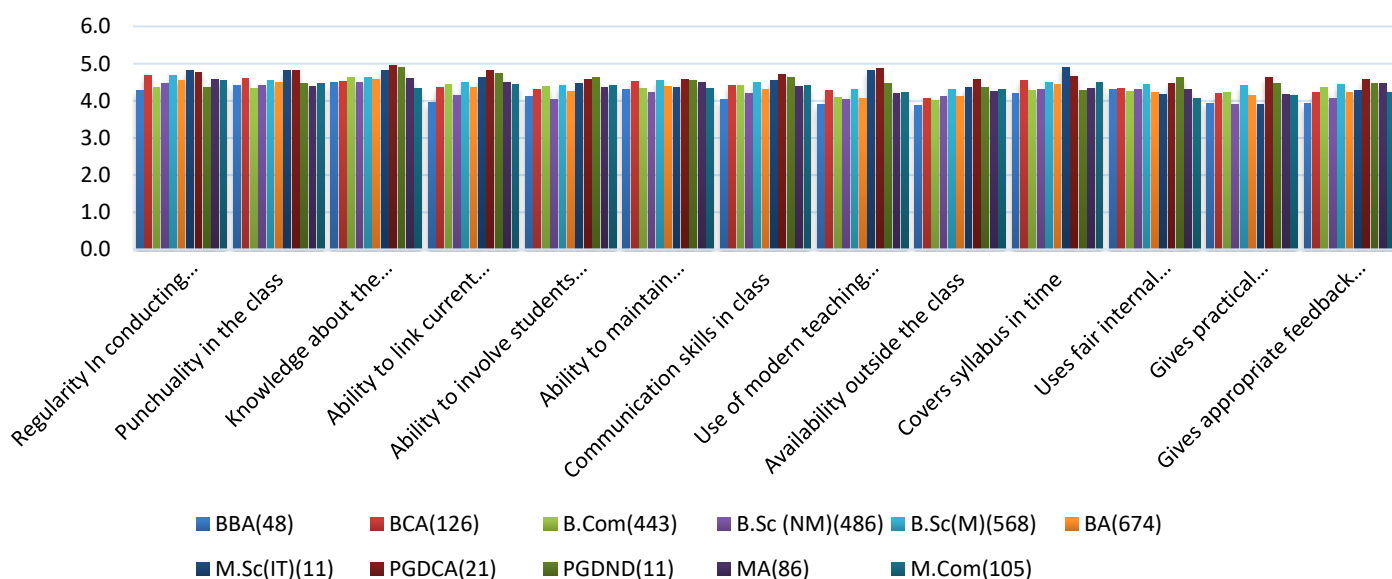
Above data shows that average score for individual parameters given by the students of all the courses is either 4.2 or more. This clearly indicates that our teachers' performance is excellent in all parameters. However, they always strive for improvement and are determined to do better.

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 conducting Classes	Punctuality in the class	Knowledge about the 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	Use of modern teaching aids in lecture	Availability outside the class	Covers syllabus in time	Uses fair internal evaluation process	Gives practical projects/case studies that enhances learning of students	Gives appropriate feedback to improve performance of students	Class Wise Mean Score
BBA(48)	4.3	4.4	4.5	4.0	4.1	4.3	4.0	3.9	3.9	4.2	4.3	3.9	3.9	4.1
BCA(126)	4.7	4.6	4.5	4.4	4.3	4.5	4.4	4.3	4.1	4.5	4.3	4.2	4.2	4.4
B.Com.(443)	4.4	4.3	4.6	4.4	4.4	4.3	4.4	4.1	4.0	4.3	4.3	4.2	4.3	4.3
B.Sc.(NM)(486)	4.5	4.4	4.5	4.2	4.0	4.2	4.2	4.0	4.1	4.3	4.3	3.9	4.1	4.2
B.Sc.(M)(568)	4.7	4.5	4.6	4.5	4.4	4.5	4.5	4.3	4.3	4.5	4.4	4.4	4.5	4.5
B.A.(674)	4.6	4.5	4.6	4.4	4.3	4.4	4.3	4.1	4.1	4.4	4.2	4.1	4.2	4.3
M.Sc.(IT)(11)	4.8	4.8	4.8	4.6	4.5	4.4	4.5	4.8	4.4	4.9	4.2	3.9	4.3	4.5
PGDCA(21)	4.8	4.8	5.0	4.8	4.6	4.6	4.7	4.9	4.6	4.7	4.5	4.6	4.6	4.7
PGDND(11)	4.4	4.5	4.9	4.7	4.6	4.5	4.6	4.5	4.4	4.3	4.6	4.5	4.5	4.5
M.A.(86)	4.6	4.4	4.6	4.5	4.3	4.5	4.4	4.2	4.3	4.3	4.3	4.2	4.5	4.4
M.Com.(105)	4.6	4.5	4.3	4.4	4.4	4.3	4.4	4.2	4.3	4.5	4.1	4.2	4.2	4.3
Parameter wise mean score	4.6	4.5	4.6	4.4	4.4	4.4	4.4	4.3	4.2	4.4	4.3	4.2	4.3	4.4

Mean score for various parameters by students of various courses



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

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 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:

Rating

Sr. No.	Parameters	Excellent	Very good	Good	Fair	Average
1.	The ambience (e.g. situation, atmosphere etc.) of the college with respect to the facilities given to your wards.					
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 discuss their problems.					
6.	The authorities are easily approachable regarding any queries					
7.	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 2019-20, the given questionnaire was filled online by parents of 571 students from all UG & PG classes whereas 323 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 has been arrived at.

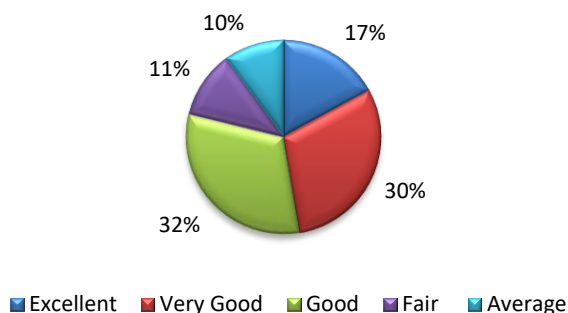
F. Analysis and Interpretation of Parents Feedback Survey (Question-Wise)

Total 571 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.	97	173	180	64	57	571	3.3
The college environment is conducive for the overall development of your ward.	95	181	186	54	55	571	3.4
My ward is happy with hostel facilities. (If applicable)	48	82	106	28	59	323	3.1
My ward is given enough exposure as far as career orientation is concerned.	83	169	175	69	75	571	3.2
The environment of the college congenial for the students to the discuss their problems.	113	150	175	72	61	571	3.3
The authorities are easily approachable regarding any queries.	92	159	189	63	68	571	3.3
I get feedback about my ward (whenever required).	99	144	207	57	64	571	3.3
Total No. of responses and mean score	627	1058	1218	407	439	3749	3.3

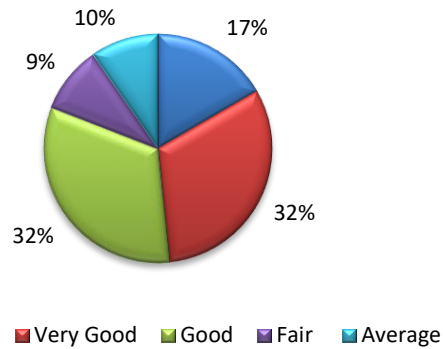
Question-wise analysis is as follows:

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



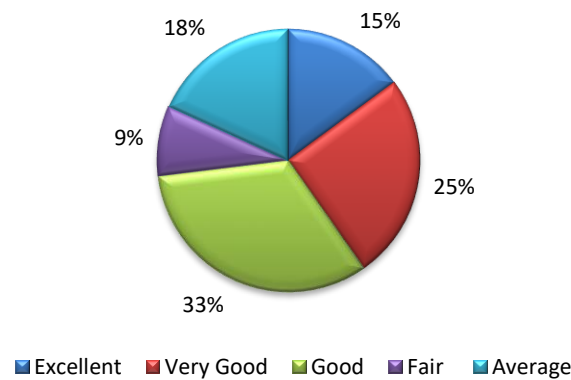
Average Value for this parameter is 3.3 which is above average but needs improvement.

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



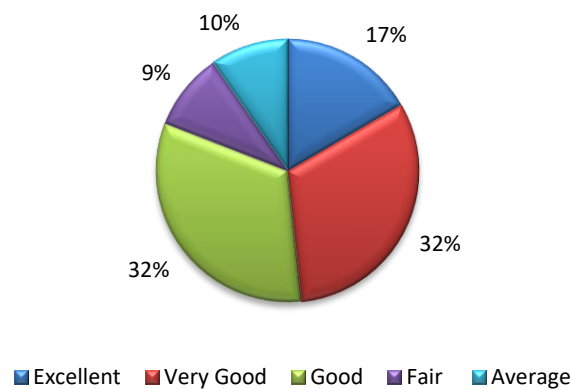
Average value of this parameter is also more than average value of 3.0 but it also needs improvement.

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



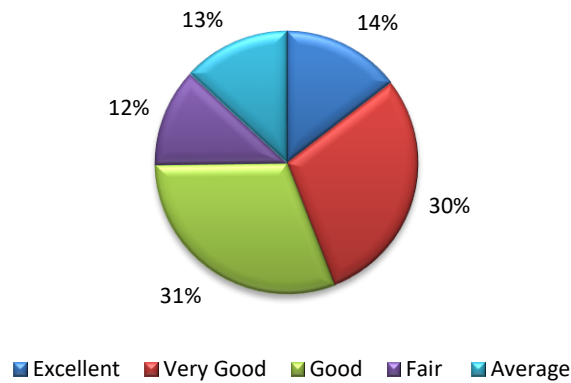
Average score for this parameter is 3.1 which is above average but hostel facilities need much improvement.

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



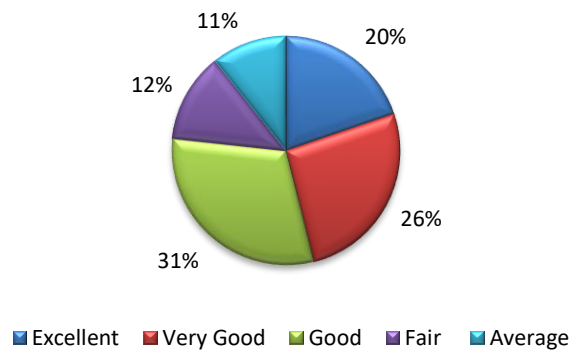
Average value for this parameter is also 3.2, above average but needs improvement.

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



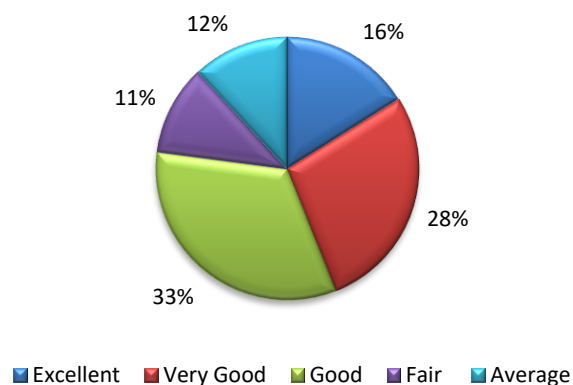
Average value for this parameter is 3.3, above average but needs improvement.

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



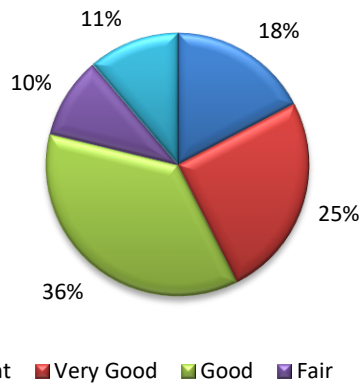
Average score for this parameter stands at 3.3. It is above standard average value of 3.0 but it needs improvement.

7. The authorities are easily approachable regarding any queries.



Average value of this parameter is also 3.3. It is above standard value of 3.0 but it also needs improvement.

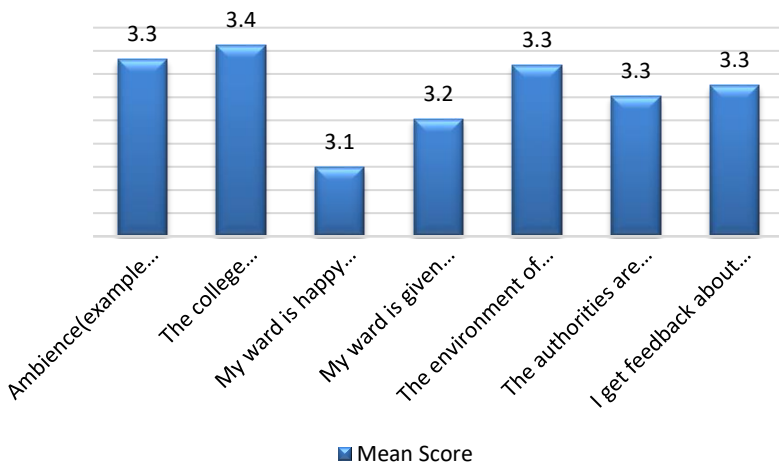
8. I get feedback about my ward(whenever required).



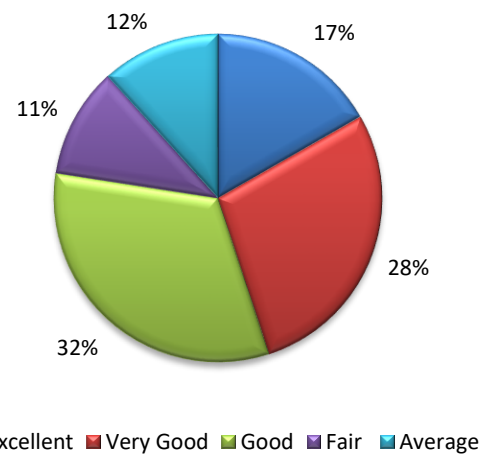
Mean value for this parameter is also 3.3. The value of this parameter is based upon behaviour of students towards their parents. But still college can contribute to improve this parameter.

G. Overall Analysis and Interpretation of Parents Feedback Survey

Mean Score (Parameter-wise)



Overall Mean Score



Above graphs shows the parameter-wise mean score and overall average score for all the parameters. The overall average score of all the parameters stand at 3.3, which is above standard average value of 3.0 but it needs much improvement. The college will strive to achieve a score of 4.0 or above during the next session. The authorities will take necessary action to improve the score.

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, behaviour 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					

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:

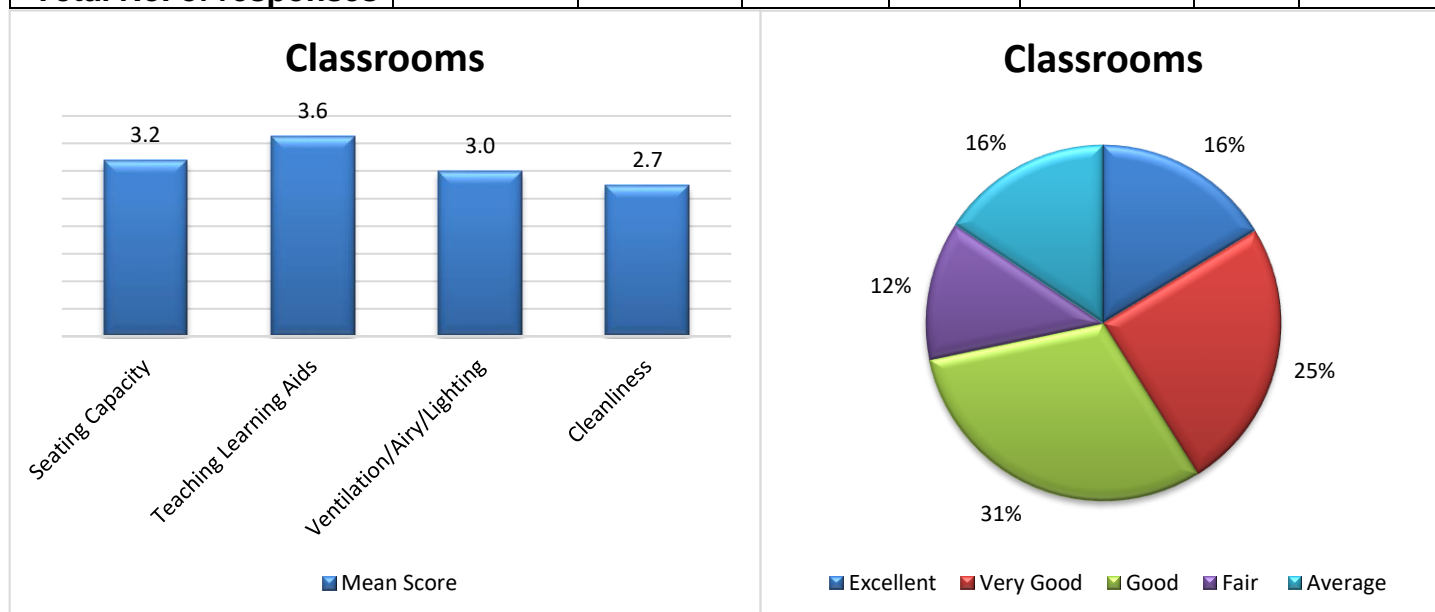
For the session 2019-20, the given questionnaire was filled online by 693 students from UG and PG classes for classrooms, Library, Administration office, Canteen and Photostat/PCO whereas for College Hostel, Computer Labs and Other Labs the number of responses received vary because these facilities are 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	103	185	236	77	92	693	3.2
Teaching Learning Aids	193	197	204	51	48	693	3.6
Ventilation/Airy/Lighting	86	167	215	101	124	693	3.0
Cleanliness	70	137	195	120	171	693	2.7
Total No. of responses	452	686	850	349	435	2772	3.1

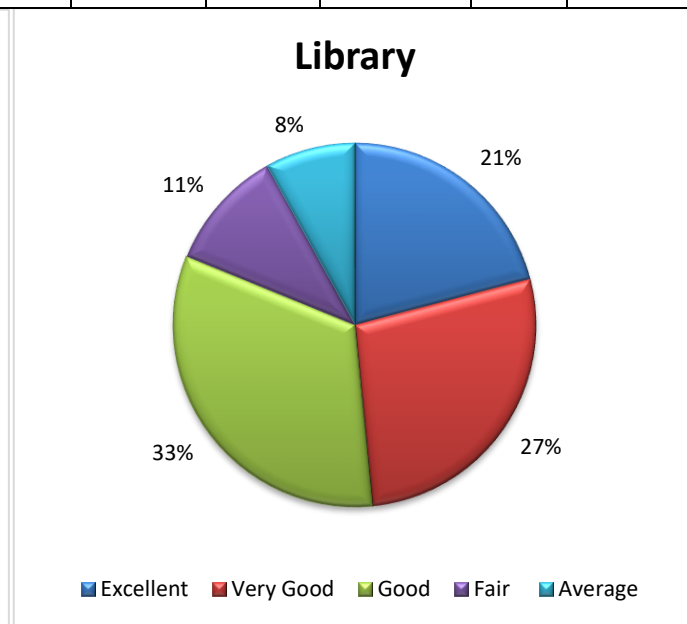
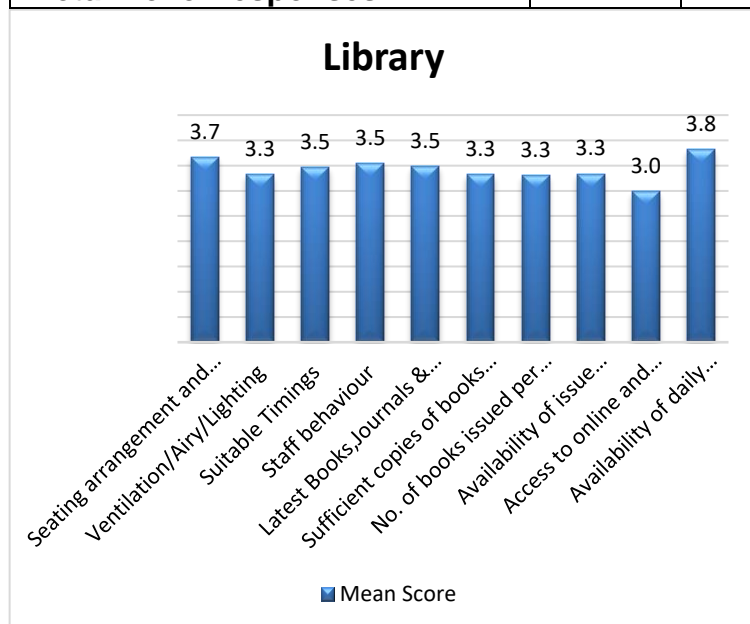


Above table and graphs show that overall rating for classrooms 3.1, which is above average value of 3.0. But we will make our full effort to achieve a score of 4.0 or higher. The rating for cleanliness is very small (2.7) which needs special attention.

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	203	194	193	69	34	693	3.7
Ventilation/Airy/Lighting	116	203	220	95	59	693	3.3
Suitable Timings	124	213	247	74	35	693	3.5
Staff behaviour	189	174	208	66	56	693	3.5
Latest Books, Journals & Magazines	144	211	219	72	47	693	3.5
Sufficient copies of books available	130	172	245	80	66	693	3.3
No. of books issued per student	103	203	249	80	58	693	3.3
Availability of issue facility during exams	130	189	230	73	71	693	3.3
Access to online and offline Journals and Magazines	78	146	264	103	102	693	3.0
Availability of daily Newspapers	233	202	192	35	31	693	3.8
Total No. of responses	1450	1907	2267	747	559	6930	3.4

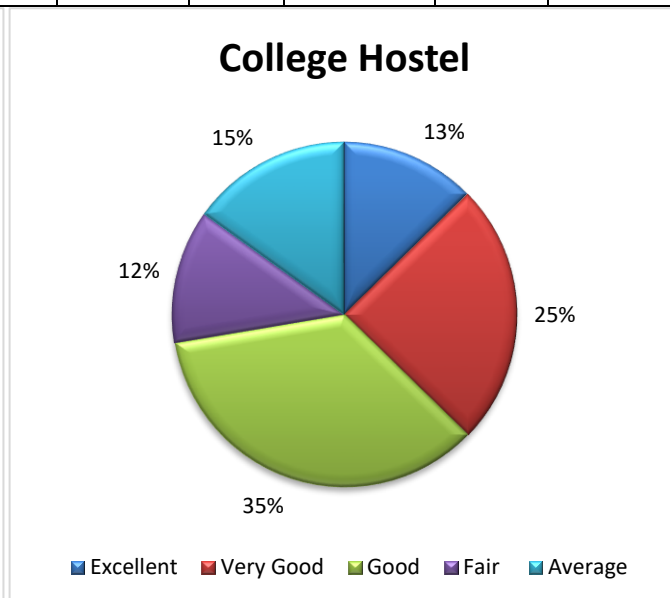
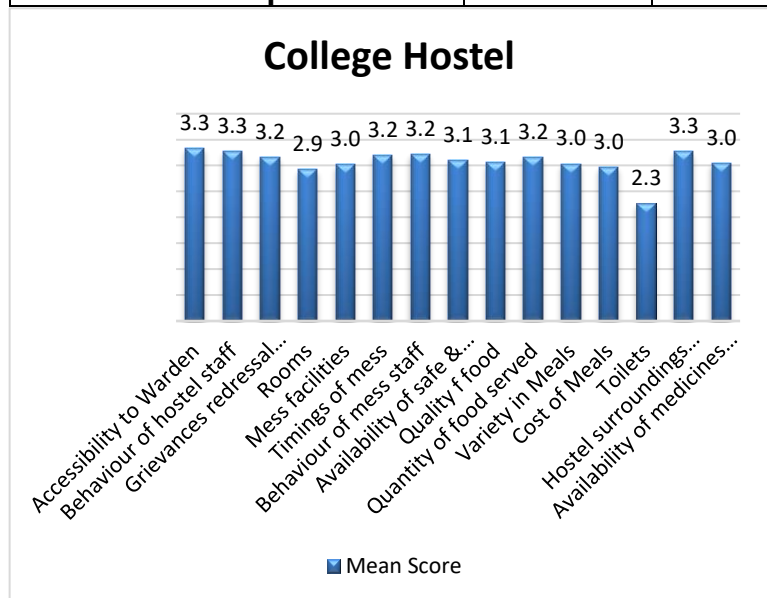


Above table and graphs show that average score for all the parameters regarding library is 3.0 or more. The highest score was given to seating capacity and availability of newspapers. So, students are happy with these facilities. For other parameters score is little bit less but not too bad. The overall average score of all the parameters together is 3.4, 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 next session.

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	67	86	121	19	44	337	3.3
Behaviour of hostel staff	56	97	111	36	39	339	3.3
Grievances redressal system	40	87	134	34	39	334	3.2
Rooms	30	80	123	53	55	341	2.9
Mess facilities	37	79	124	49	49	338	3.0
Timings of mess	52	80	125	45	35	337	3.2
Behaviour of mess staff	40	103	122	41	33	339	3.2
Availability of safe & pure drinking water	53	88	101	37	61	340	3.1
Quality of food	44	85	111	50	50	340	3.1
Quantity of food served	43	93	124	36	44	340	3.2
Variety in Meals	40	81	121	44	53	339	3.0
Cost of Meals	35	63	144	54	44	340	3.0
Toilets	14	40	99	63	128	344	2.3
Hostel surroundings (Lawns etc.)	55	91	120	32	38	336	3.3
Availability of medicines and First Aid Box	38	98	105	45	56	342	3.0
Total No. of responses	644	1251	1785	638	768	5086	3.1

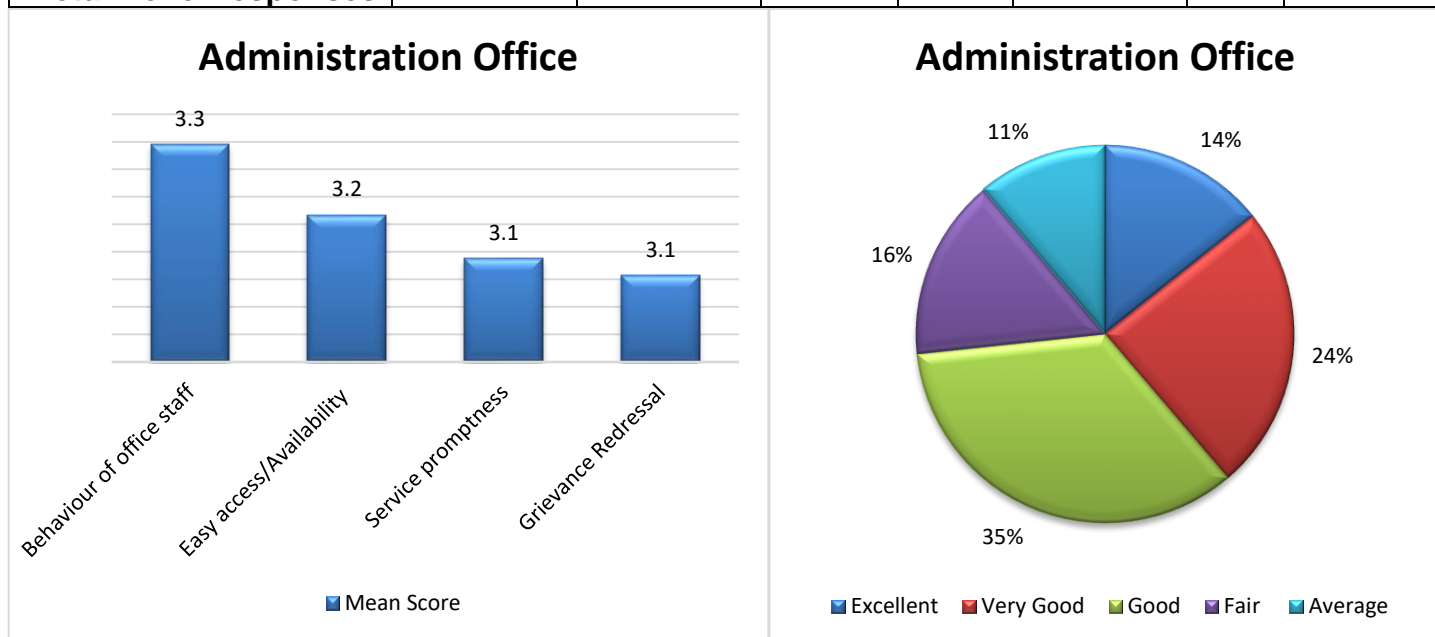


Overall average score for college hostel for all the parameters is 3.1, which is slightly above the standard mean value of 3.0 and needs much improvement. Minimum rating is done for hostel toilets. We are committed to give special attention to this parameter. Average score for hostel rooms is also at the bottom of average. It also needs attention. For all other parameters, score is above average showing that students are satisfied with these parameters but we will try to improve these factors and our target would be to achieve a score of 4.0 or above during the coming session.

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	136	168	224	95	70	693	3.3
Easy access/Availability	104	182	212	116	79	693	3.2
Service promptness	79	172	254	107	81	693	3.1
Grievance Redressal	77	156	268	114	78	693	3.1
Total No. of responses	396	678	958	432	308	2772	3.2

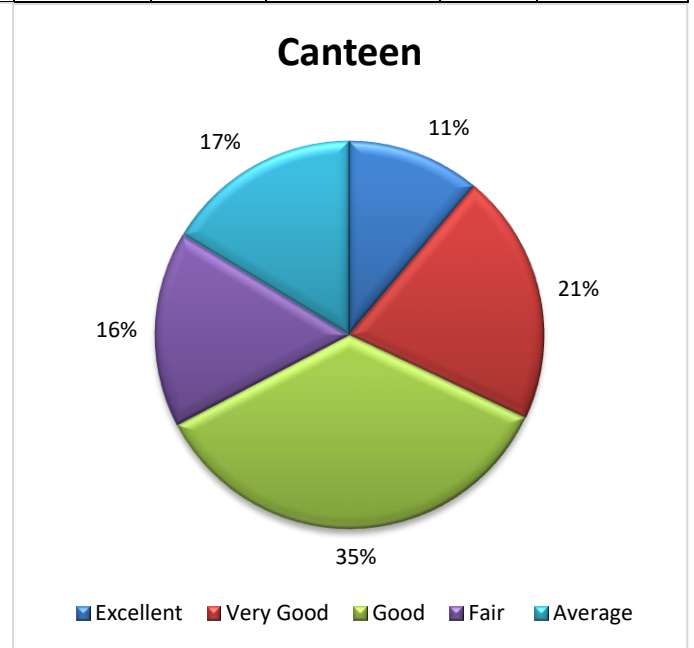
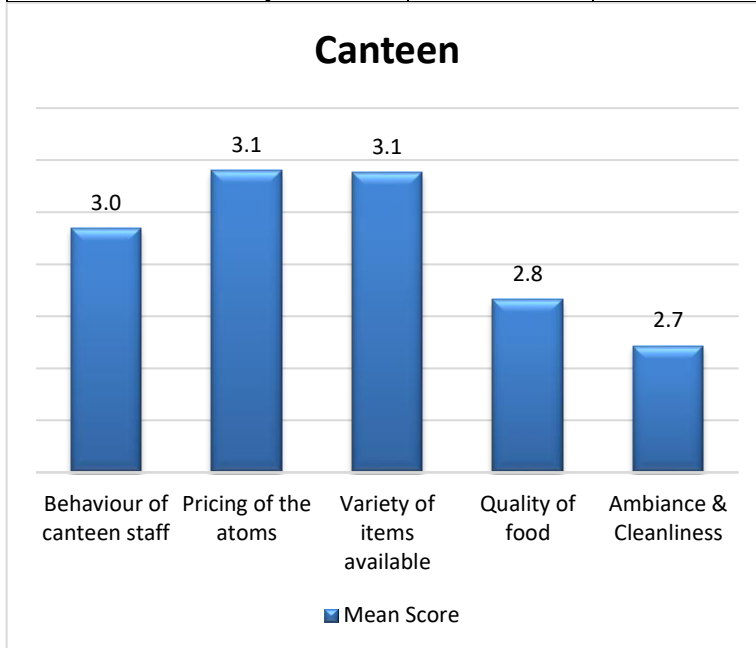


Overall average score for all the parameters related to administration office is 3.2. It is above average but we will surely put our sincere efforts to increase rating of our administration office.

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	72	155	250	112	104	693	3.0
Pricing of the atoms	92	147	266	101	87	693	3.1
Variety of items available	86	170	244	97	96	693	3.1
Quality of food	67	133	241	121	131	693	2.8
Ambiance & Cleanliness	67	120	223	134	149	693	2.7
Total No. of responses	384	725	1224	565	567	3465	2.9

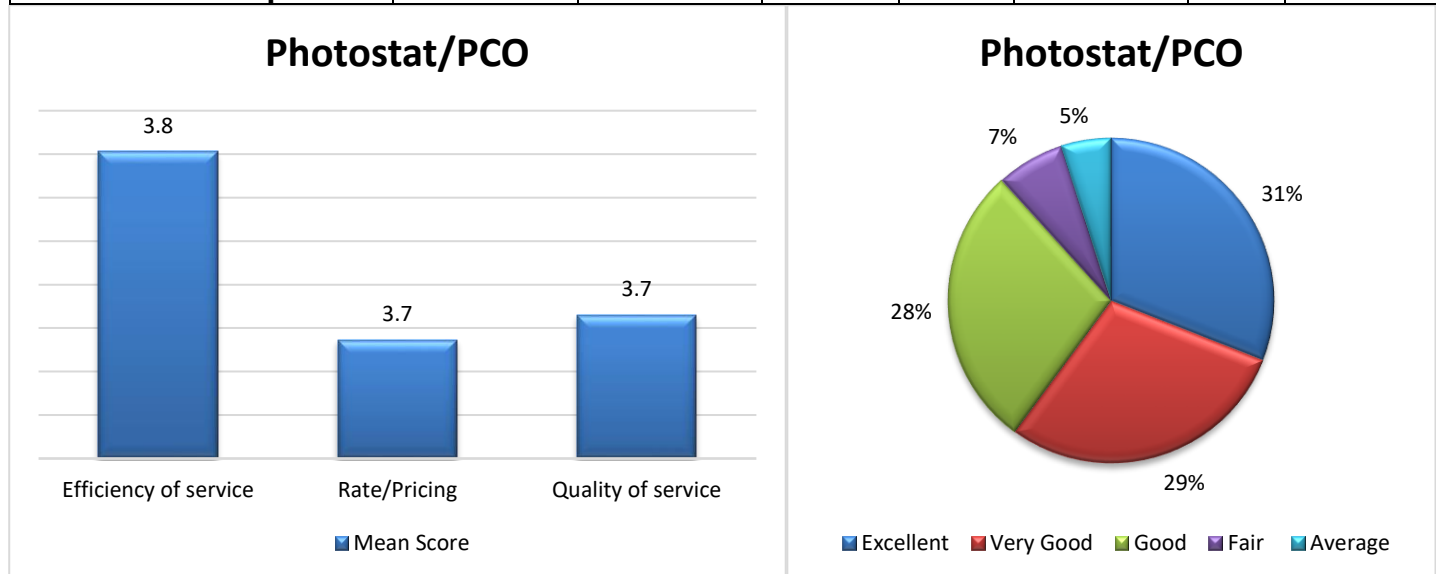


Overall average score for all the parameters related to canteen is 2.9, which is below average. Specially for quality of food and ambiance & cleanliness, the score is low and needs special attention.

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	215	206	201	40	31	693	3.8
Rate/Pricing	218	195	188	57	35	693	3.7
Quality of service	211	204	197	44	37	693	3.7
Total No. of responses	644	605	586	141	103	2079	3.7

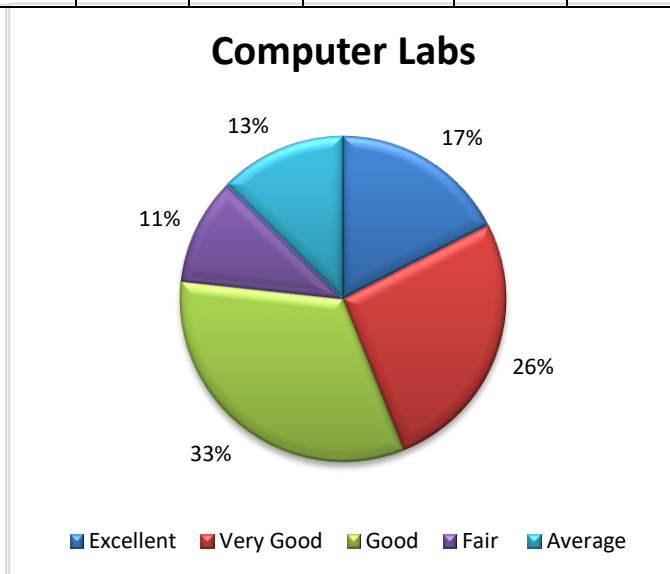
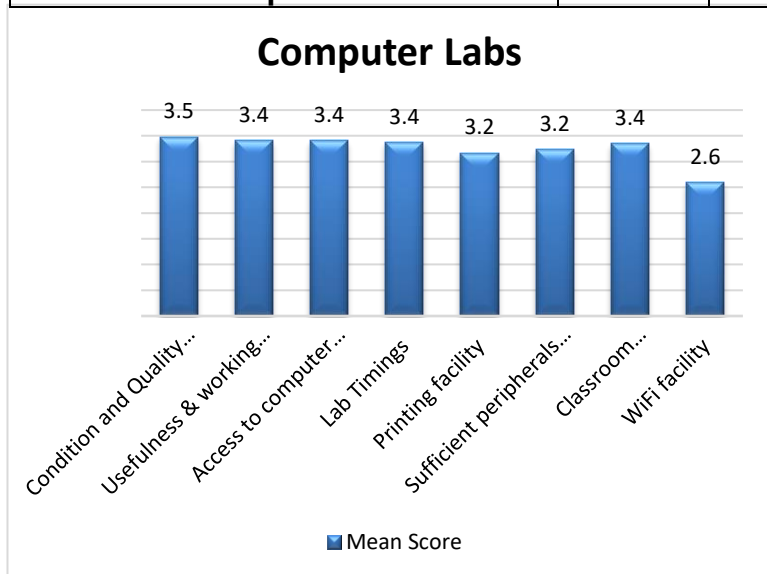


There is Photostat and PCO facility available for students in the college campus so that students need not to go outside the campus for photostat and to call their parents in case of emergency. Overall average score given to this facility by students is 3.7 which is quite good. But college will take 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.)	99	126	139	30	42	436	3.5
Usefulness & working of installed software	84	126	148	42	37	437	3.4
Access to computer labs.	79	133	138	41	38	429	3.4
Lab Timings	80	121	146	45	37	429	3.4
Printing facility	66	105	153	46	59	429	3.2
Sufficient peripherals for devices connectivity	59	124	152	48	45	428	3.2
Classroom Projectors/Smart boards working	91	110	137	47	46	431	3.4
Wi-Fi facility	45	65	118	69	130	427	2.6
Total No. of responses	603	910	1131	368	434	3446	3.3

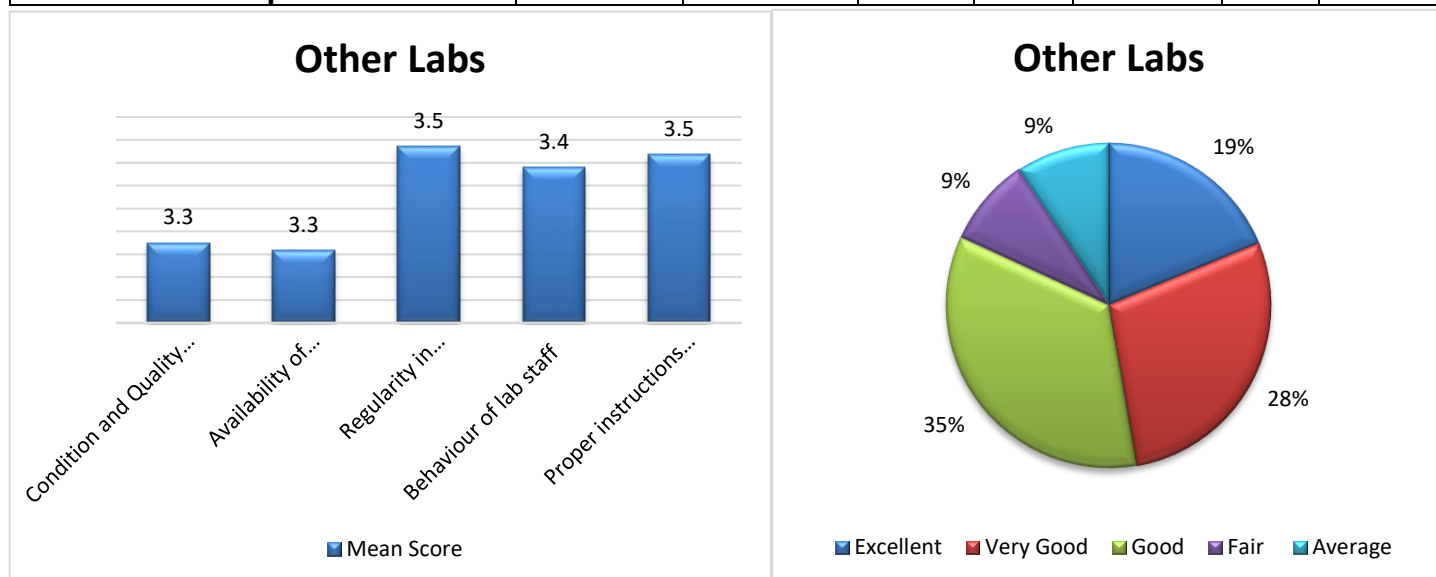


Average score for all the parameters is more than standard mean value of 3.0. There are five computer labs in the college. All the labs in the college are well equipped with latest computers. Software is installed on these computers as per the requirement according to the syllabus. Every student of the college is allowed to use the computer provided there is no class in the lab. Printing facility is also available in the labs. Projectors and smart boards in the classrooms and labs are used for 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. We hope that this facility will be available to students soon in the whole college campus.

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.	74	115	162	45	48	444	3.3
Availability of Apparatus/Equipment	60	132	159	49	44	444	3.3
Regularity in conducting practicals as per time table	97	126	150	40	32	445	3.5
Behaviour of lab staff	91	130	148	36	40	445	3.4
Proper instructions are given by Faculty	96	130	151	27	43	447	3.5
Total No. of responses	418	633	770	197	207	2225	3.4

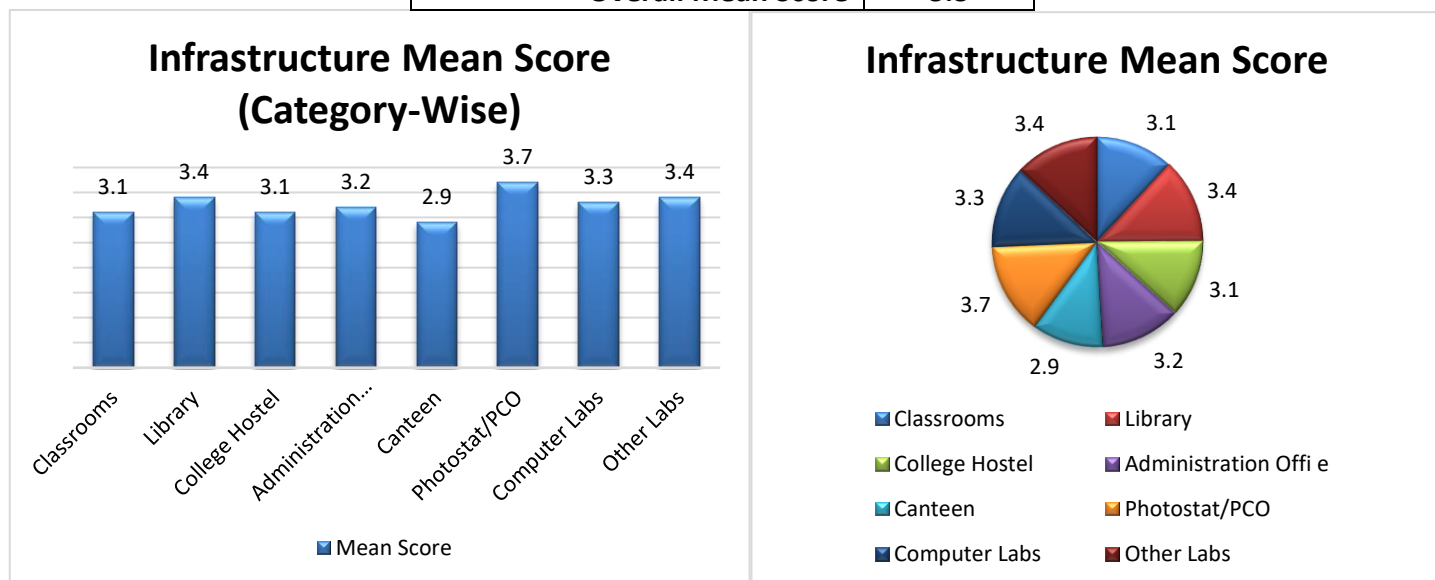


Above table and graph shows that average score for all the parameters related to labs is more than standard average value 3.0, which means that most of the teachers conduct practical classes regularly and required equipment is available in the labs and proper instructions are given by teachers during the lab periods. The overall score for labs regarding all parameters is 3.4, which shows that students are satisfied with labs but our target would be 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	3.4
3	College Hostel	3.1
4	Administration Office	3.2
5	Canteen	2.9
6	Photostat/PCO	3.7
7	Computer Labs	3.3
8	Other Labs	3.4
Overall Mean Score		3.3



Above table and graph shows that average score for all the categories of infrastructure is almost same and except for canteen the score is above standard average value of 3.0. But the authorities feel that infrastructure needs much improvement and each possible measure would be taken to improve the score during next session.

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

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.

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 member of society					
3. Support from college administration in society related affairs					
4. Support from faculty in society related affairs					
5. Appreciation in form of Certificates/ trophies for working in society					
6. Being active member of society n transformed your personality					

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 2019-20, the given questionnaire was filled online on google platform by 454 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.

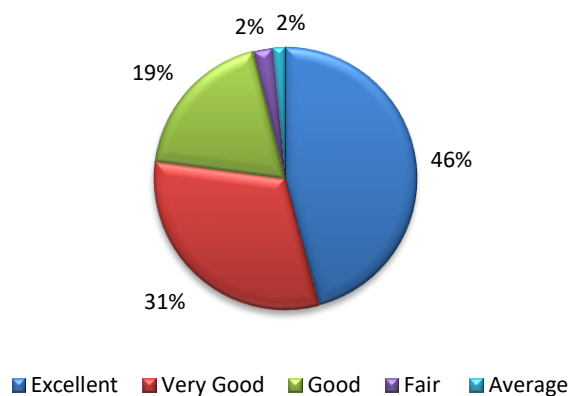
E. Analysis and Interpretation of Clubs and Societies Feedback Survey (Question-Wise)

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
Selection criterion for executive and members of society	208	142	86	11	7	454	4.2
Freedom of expression as members of society.	217	132	73	18	14	454	4.1
Support from college administration in society related affairs	205	143	88	12	6	454	4.2
Support from faculty in society related affairs	205	141	82	18	8	454	4.1
Appreciation in form of Certificates/Trophies for working in society	204	120	89	21	20	454	4.0
Being active member of society, transformed your personality	242	117	75	15	5	454	4.3
Total No. of responses	1281	795	493	95	60	2724	4.2

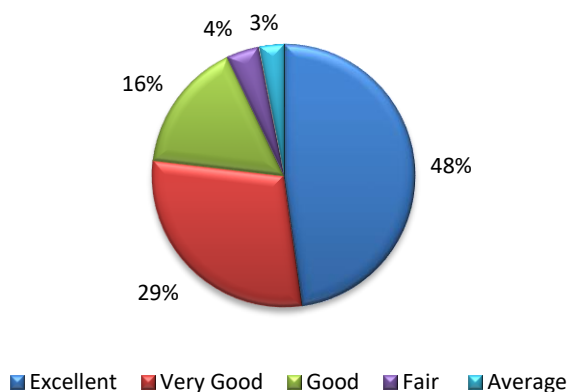
Question-wise analysis of survey is as follows:

1. Selection criterion for executive and members of society



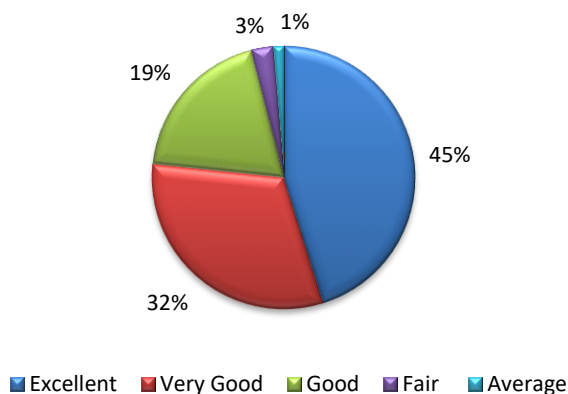
Mean score for this parameter is 4.2, which is satisfactory. Therefore, most of the students are satisfied with selection criterion of executive members and other members of society.

2. Freedom of expression as members of society.



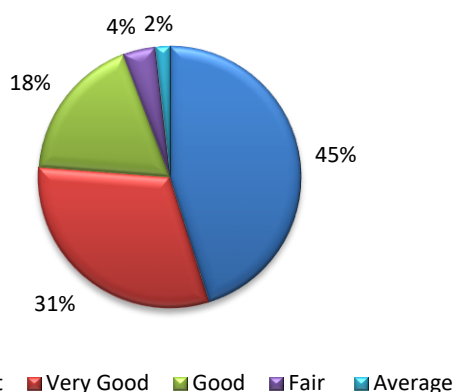
Average score for this parameter is also 4.1, which shows that students have full freedom to express their views. Suggestions given by members of society are sometimes very valuable and are implemented for smooth working of clubs and societies.

3. Support from college administration in society related affairs



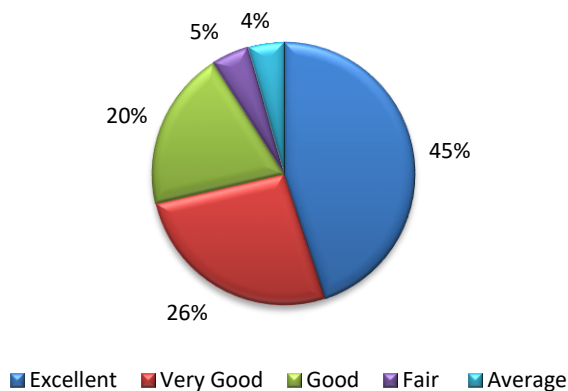
Average value of this parameter is also 4.2, which shows that society members are given full support by administration in society related affairs.

4. Support from faculty in society related affairs



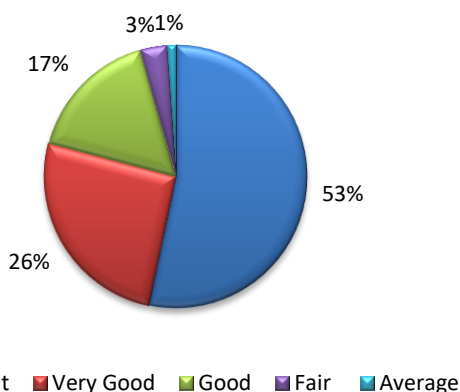
Average value of this parameter is 4.1, which shows that society members are given full support by faculty in society related affairs. Students are satisfied with the support they receive from administration and faculty in society related affairs.

5. Appreciation in form of Certificates/Trophies for working in society



Average score for this parameter is 4.0, which is not very good but it is not bad also. Most of the students are happy with the certificates/trophies/awards given to them for their contribution towards society. But the score shows that the students want more appreciation for their hard work and contribution towards day to day working of the society. We will try that the students are fully satisfied with their rewards during coming sessions.

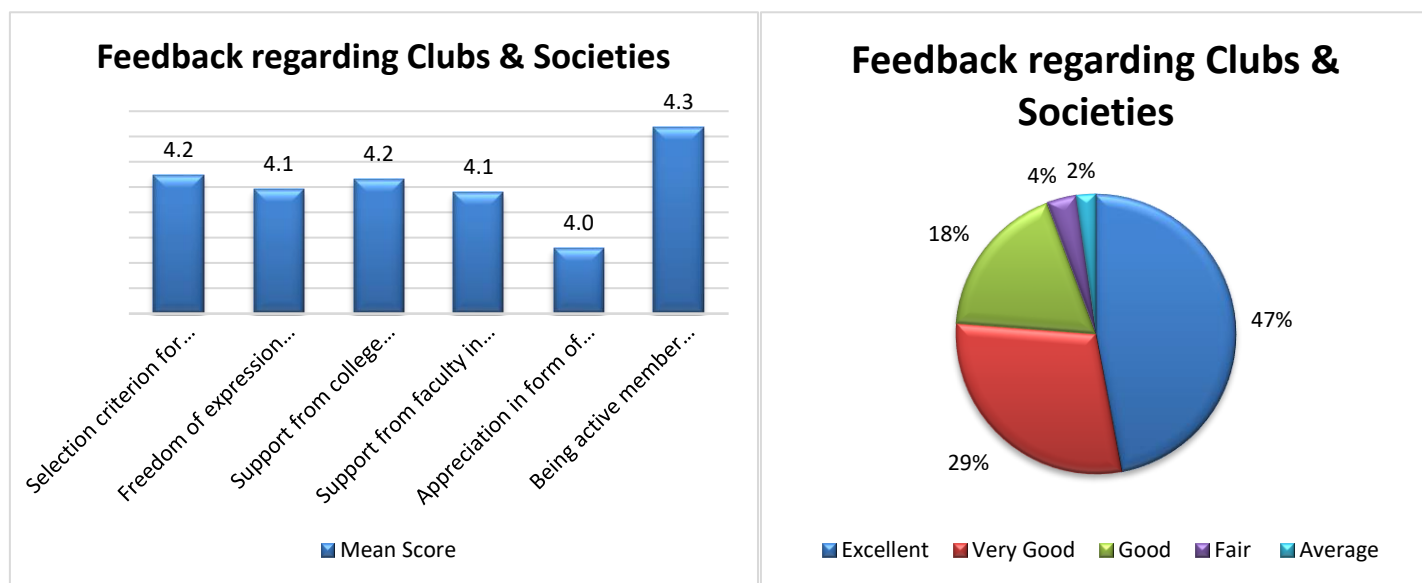
6. Being active member of society, transformed your personality



Average score for this parameter is highest i.e. 4.3, which shows that the students feel that their personality has been transformed being an active member of society. Students are highly satisfied with their contribution towards the society and the contribution of society to change their personality. Students feel fully confident in all field of life and the challenges they have to face in future.

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 4.2, which is highly satisfactory. It shows 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 scope of improvement is always there. We will take necessary measures to achieve a score of 4.5 or more during the next session.

