STUDENT SATISFACTION SURVEY REPORT

SESSION: 2022-23

GOVT. COLLEGE FOR GIRLS LUDHIANA

SSS Committee Members

Ms. Nidhi Dawar

Ms. Shweta Miglani

Ms. Preeti Chopra

Ms. Vani

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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

Online survey was conducted wherein

● 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 2022-23.

2. Fill only once for each teacher.

Session: ……………….Course Name:…………………Semester…………….

Subject:………………………

Name of Teacher: …………………………………………

Sr.no.	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 2022-23, the given questionnaire was filled online by 4824 students selected randomly from all UG & PG classes. There are total 4287 UG students and 537 PG students who have filled an online survey. 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	228
2	BCA	184
3	B.Com.	1048
4	B.Sc. (NM)	808
5	B.Sc.(M)	424
6	B.A	1595
7	M.Sc. (IT)	15
8	PGDCA	40
9	M.SC. (BOTANY)	87
10	M.A	19
11	M.Com.	358
12	M.Sc Cosmo	18
	Total No. of Participants	4824

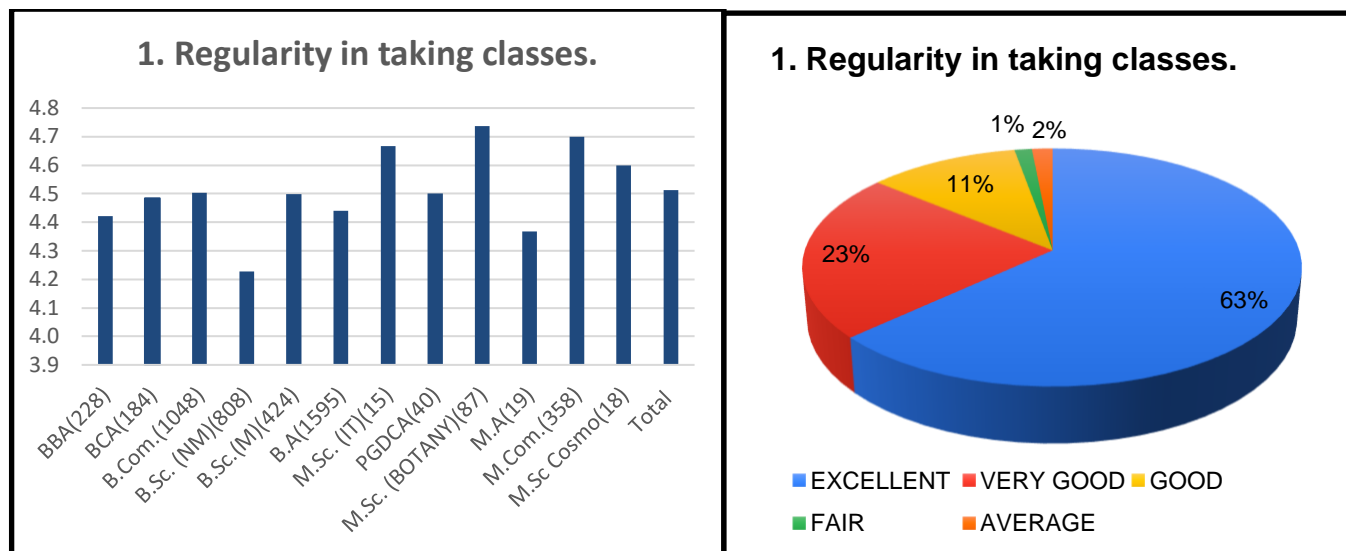# E. Analysis and Interpretation of Student Satisfaction Survey

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(228)	129	70	27	0	2	228	4.4
BCA(184)	119	39	24	0	2	184	4.5
B.Com.(1048)	678	250	97	16	7	1048	4.5
B.Sc. (NM)(808)	441	195	119	21	32	808	4.2
B.Sc.(M)(424)	285	85	41	6	7	424	4.5
B.A(1595)	1000	361	194	17	23	1595	4.4
M.Sc. (IT)(15)	11	3	1	0	0	15	4.7
PGDCA(40)	28	6	4	2	0	40	4.5
M.Sc. (BOTANY)(87)	69	13	5	0	0	87	4.7
M.A(19)	11	4	4	0	0	19	4.4
M.Com.(358)	264	71	22	0	1	358	4.7
M.Sc Cosmo(18)	13	2	3	0	0	18	4.6
Total	3048	1099	541	62	74	4824	4.5

1. Regularity in taking classes.	
Classes	Mean Score
BBA(228)	4.4
BCA(184)	4.5
B.Com.(1048)	4.5
B.Sc. (NM)(808)	4.2
B.Sc.(M)(424)	4.5
B.A(1595)	4.4
M.Sc. (IT)(15)	4.7
PGDCA(40)	4.5
M.Sc. (BOTANY)(87)	4.7
M.A(19)	4.4
M.Com.(358)	4.7
M.Sc Cosmo(18)	4.6
Total	4.5

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

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. Majority of students, nearly 86%(63%+23%) 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(228)	135	59	28	4	2	228	4.4
BCA(184)	113	46	23	1	1	184	4.5
B.Com.(1048)	688	253	93	11	3	1048	4.5
B.Sc. (NM)(808)	421	209	124	22	32	808	4.2
B.Sc.(M)(424)	282	90	40	5	7	424	4.5
B.A(1595)	983	367	197	25	23	1595	4.4
M.Sc. (IT)(15)	13	1	1	0	0	15	4.8
PGDCA(40)	27	8	4	1	0	40	4.5
M.Sc. (BOTANY)(87)	70	12	5	0	0	87	4.7
M.A(19)	10	5	4	0	0	19	4.3
M.Com.(358)	278	61	15	3	1	358	4.7
M.Sc Cosmo(18)	13	3	1	1	0	18	4.6
Total	3033	1114	535	73	69	4824	4.5

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

2. Punctuality in class	
Course Name	Mean Score
BBA(228)	4.4
BCA(184)	4.5
B.Com.(1048)	4.5
B.Sc. (NM)(808)	4.2
B.Sc.(M)(424)	4.5
B.A(1595)	4.4
M.Sc. (IT)(15)	4.8
PGDCA(40)	4.5
M.Sc. (BOTANY)(87)	4.7
M.A(19)	4.3
M.Com.(358)	4.7
M.Sc Cosmo(18)	4.6
Total	4.5
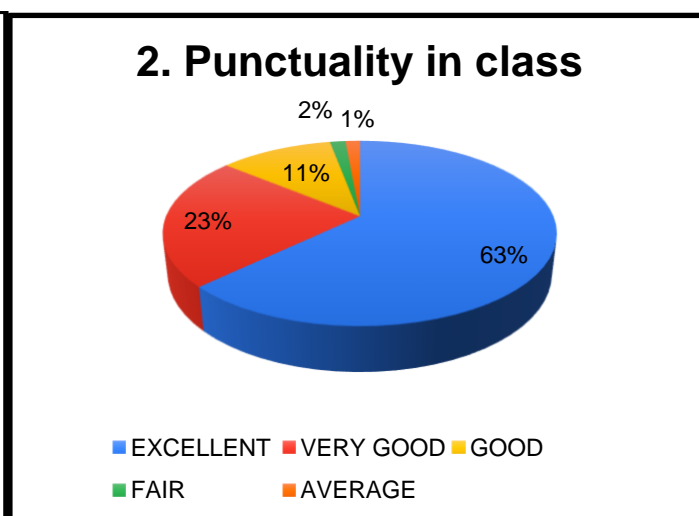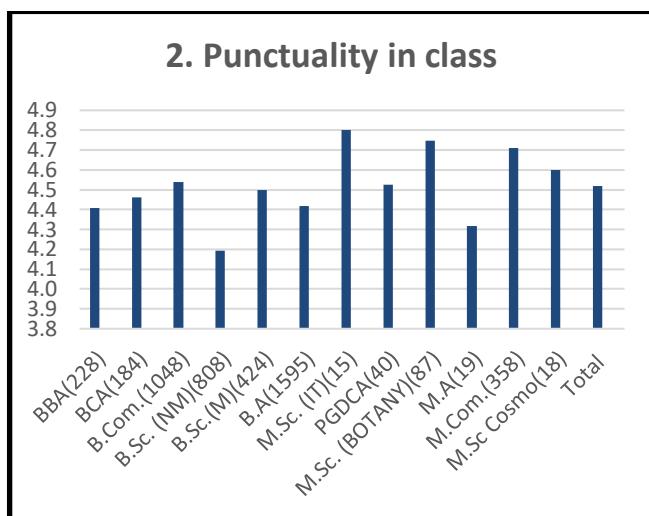
With regard to maintenance of discipline in classes, almost all departments stand above the standard. And overall college score also stands at more than standard mean score of 4.5. The pi-chart reveals that 63 % of students agree that teachers have been punctual in the classes and have given Excellent rating (5) and nearly 23% of students have given Very Good (4) rating in this parameter. Nearly 11%   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(228)	148	49	25	4	2	228	4.5
BCA(184)	119	40	23	1	1	184	4.5
B.Com.(1048)	724	225	86	10	3	1048	4.6
B.Sc. (NM)(808)	415	207	115	31	40	808	4.1
B.Sc.(M)(424)	275	99	34	8	8	424	4.5
B.A(1595)	1012	344	193	20	26	1595	4.4
M.Sc. (IT)(15)	11	3	1	0	0	15	4.7
PGDCA(40)	27	9	2	2	0	40	4.5
M.Sc. (BOTANY)(87)	69	13	5	0	0	87	4.7
M.A(19)	10	5	4	0	0	19	4.3
M.Com.(358)	277	63	14	3	1	358	4.7
M.Sc Cosmo(18)	16	2	0	0	0	18	4.9
Total	3103	1059	502	79	81	4824	4.5

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

3. Knowledge about subject taught	
Course Name	Mean Score
BBA(228)	4.5
BCA(184)	4.5
B.Com.(1048)	4.6
B.Sc. (NM)(808)	4.1
B.Sc.(M)(424)	4.5
B.A(1595)	4.4
M.Sc. (IT)(15)	4.7
PGDCA(40)	4.5
M.Sc. (BOTANY)(87)	4.7
M.A(19)	4.3
M.Com.(358)	4.7
M.Sc Cosmo(18)	4.9
Total	4.5
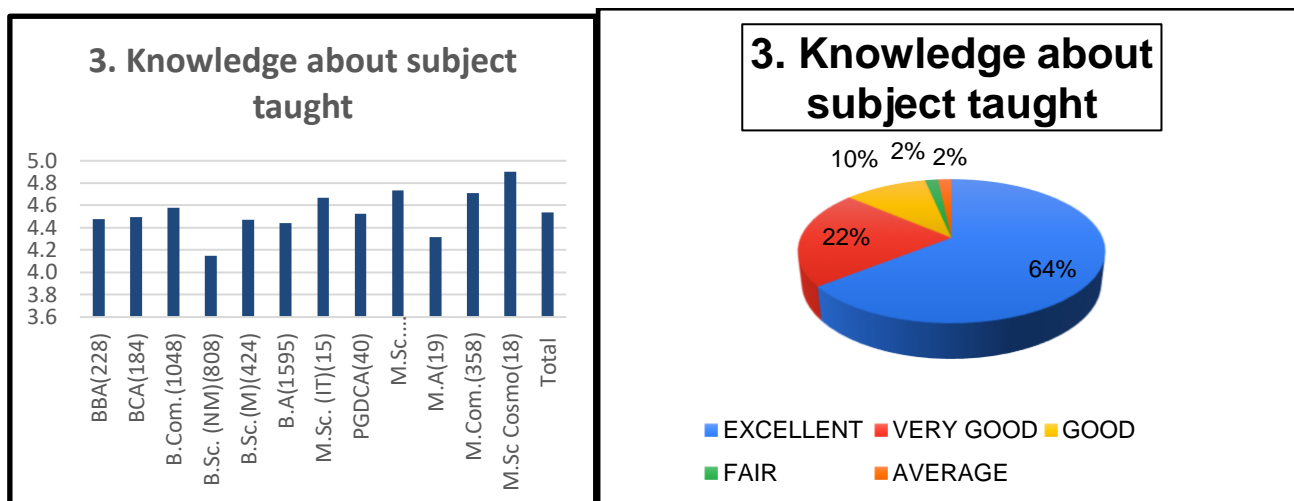
Above table and graph demonstrates mean score of various departments with respect to knowledge of subject matter and we can see that again majority of departments are well above standard mean score of 4.5. For all the Departments mean score is above 4, which revealed that majority of students of all 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
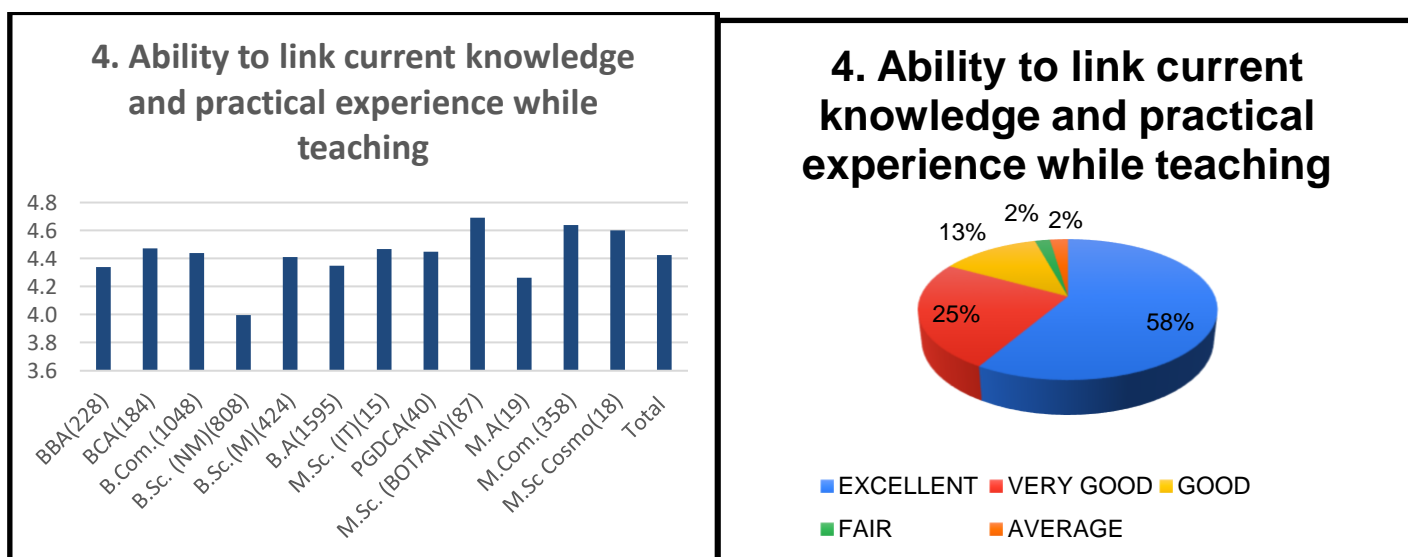
matter.

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(228)	134	51	34	4	5	228	4.3
BCA(184)	115	43	24	2	0	184	4.5
B.Com.(1048)	642	269	104	23	10	1048	4.4
B.Sc. (NM)(808)	363	212	151	33	49	808	4.0
B.Sc.(M)(424)	250	118	44	4	8	424	4.4
B.A(1595)	938	375	220	23	39	1595	4.3
M.Sc. (IT)(15)	9	4	2	0	0	15	4.5
PGDCA(40)	28	6	2	4	0	40	4.5
M.Sc. (BOTANY)(87)	67	13	7	0	0	87	4.7
M.A(19)	10	4	5	0	0	19	4.3
M.Com.(358)	251	88	17	1	1	358	4.6
M.Sc Cosmo(18)	12	4	2	0	0	18	4.6
Total	2819	1187	612	94	112	4824	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	
Course Name	Mean Score
BBA(228)	4.3
BCA(184)	4.5
B.Com.(1048)	4.4
B.Sc. (NM)(808)	4.0
B.Sc.(M)(424)	4.4
B.A(1595)	4.3
M.Sc. (IT)(15)	4.5
PGDCA(40)	4.5
M.Sc. (BOTANY)(87)	4.7
M.A(19)	4.3
M.Com.(358)	4.6
M.Sc Cosmo(18)	4.6
Total	4.4

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.
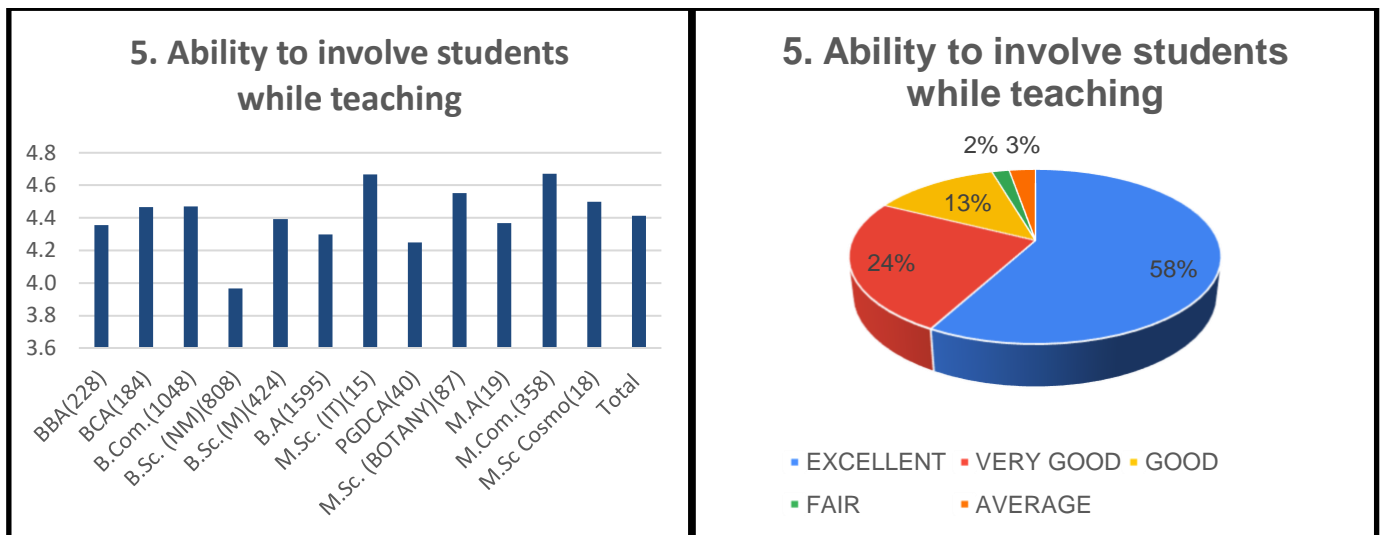
5. Ability to involve students while teaching

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(228)	140	42	38	3	5	228	4.4
BCA(184)	115	41	27	1	0	184	4.5
B.Com.(1048)	660	263	98	12	15	1048	4.5
B.Sc. (NM)(808)	356	215	150	29	58	808	4.0
B.Sc.(M)(424)	244	121	47	5	7	424	4.4
B.A(1595)	899	393	226	32	45	1595	4.3
M.Sc. (IT)(15)	11	3	1	0	0	15	4.7
PGDCA(40)	24	5	8	3	0	40	4.3
M.Sc. (BOTANY)(87)	61	15	9	2	0	87	4.6
M.A(19)	11	4	4	0	0	19	4.4
M.Com.(358)	261	76	21	0	0	358	4.7
M.Sc Cosmo(18)	12	5	0	0	1	18	4.5
Total	2794	1183	629	87	131	4824	4.4

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

5. Ability to involve students while teaching	
Course Name	Mean Score
BBA(228)	4.4
BCA(184)	4.5
B.Com.(1048)	4.5
B.Sc. (NM)(808)	4.0
B.Sc.(M)(424)	4.4
B.A(1595)	4.3
M.Sc. (IT)(15)	4.7
PGDCA(40)	4.3
M.Sc. (BOTANY)(87)	4.6
M.A(19)	4.4
M.Com.(358)	4.7
M.Sc Cosmo(18)	4.5
Total	4.4

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 4.4, which means college stands more than good on this parameter.
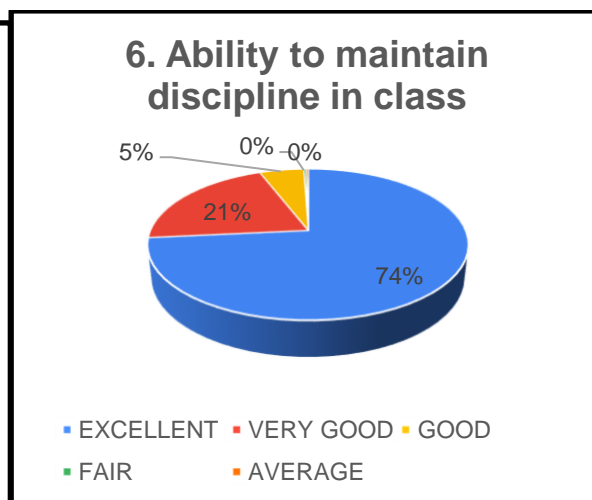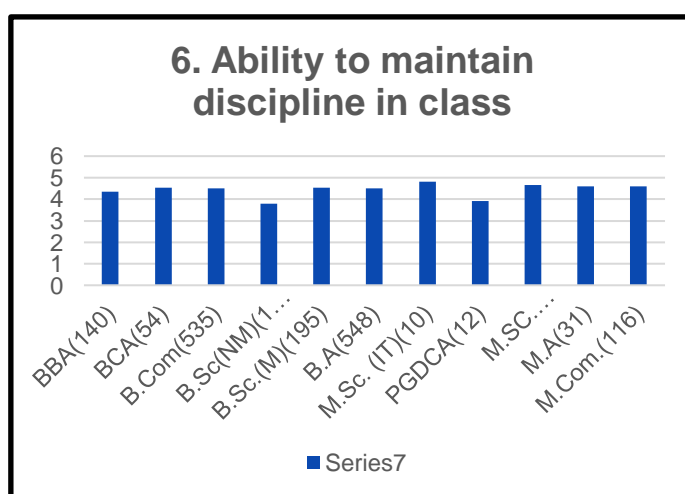
6. Ability to maintain discipline in class

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(228)	137	50	32	8	1	228	4.4
BCA(184)	109	45	29	1	0	184	4.4
B.Com.(1048)	650	283	103	7	5	1048	4.5
B.Sc. (NM)(808)	400	212	119	27	50	808	4.1
B.Sc.(M)(424)	248	107	57	5	7	424	4.4
B.A(1595)	929	380	219	34	33	1595	4.3
M.Sc. (IT)(15)	11	4	0	0	0	15	4.7
PGDCA(40)	29	5	6	0	0	40	4.6
M.Sc. (BOTANY)(87)	66	12	9	0	0	87	4.7
M.A(19)	11	4	4	0	0	19	4.4
M.Com.(358)	263	74	19	1	1	358	4.7
M.Sc Cosmo(18)	12	2	4	0	0	18	4.4
Total	2865	1178	601	83	97	4824	4.5

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

6. Ability to maintain discipline in class	
Course Name	**Mean Score**
BBA(228)	4.4
BCA(184)	4.4
B.Com.(1048)	4.5
B.Sc. (NM)(808)	4.1
B.Sc.(M)(424)	4.4
B.A(1595)	4.3
M.Sc. (IT)(15)	4.7
PGDCA(40)	4.6
M.Sc. (BOTANY)(87)	4.7
M.A(19)	4.4
M.Com.(358)	4.7
M.Sc Cosmo(18)	4.4
Total	4.5

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							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BBA(228)	148	38	30	8	4	228	4.4
BCA(184)	110	46	27	0	1	184	4.4
B.Com.(1048)	686	242	104	10	6	1048	4.5
B.Sc. (NM)(808)	373	209	135	33	58	808	4.0
B.Sc.(M)(424)	243	111	56	4	10	424	4.4
B.A(1595)	914	372	233	32	44	1595	4.3
M.Sc. (IT)(15)	13	2	0	0	0	15	4.9
PGDCA(40)	30	6	3	1	0	40	4.6
M.Sc. (BOTANY)(87)	67	14	5	1	0	87	4.7
M.A(19)	8	7	4	0	0	19	4.2
M.Com.(358)	263	74	20	0	1	358	4.7
M.Sc Cosmo(18)	14	2	2	0	0	18	4.7
Total	2869	1123	619	89	124	4824	4.5

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

7. Communication skills in class	
Course Name	Mean Score
BBA(228)	4.4
BCA(184)	4.4
B.Com.(1048)	4.5
B.Sc. (NM)(808)	4.0
B.Sc.(M)(424)	4.4
B.A(1595)	4.3
M.Sc. (IT)(15)	4.9
PGDCA(40)	4.6
M.Sc. (BOTANY)(87)	4.7
M.A(19)	4.2
M.Com.(358)	4.7
M.Sc Cosmo(18)	4.7
Total	4.5

7. Communication skills in class
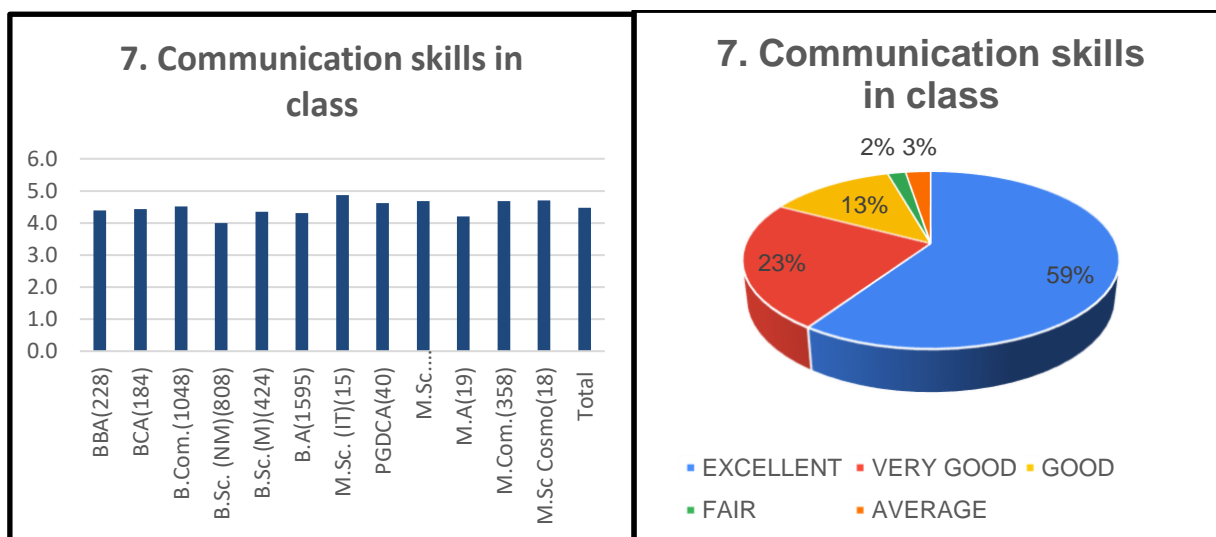
7. Communication skills in class

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 and overall mean score of all the departments stands at 4.5. The minimum score in this parameter is 4.0 which is an average score but we still strive to increase this score to in upcoming sessions.
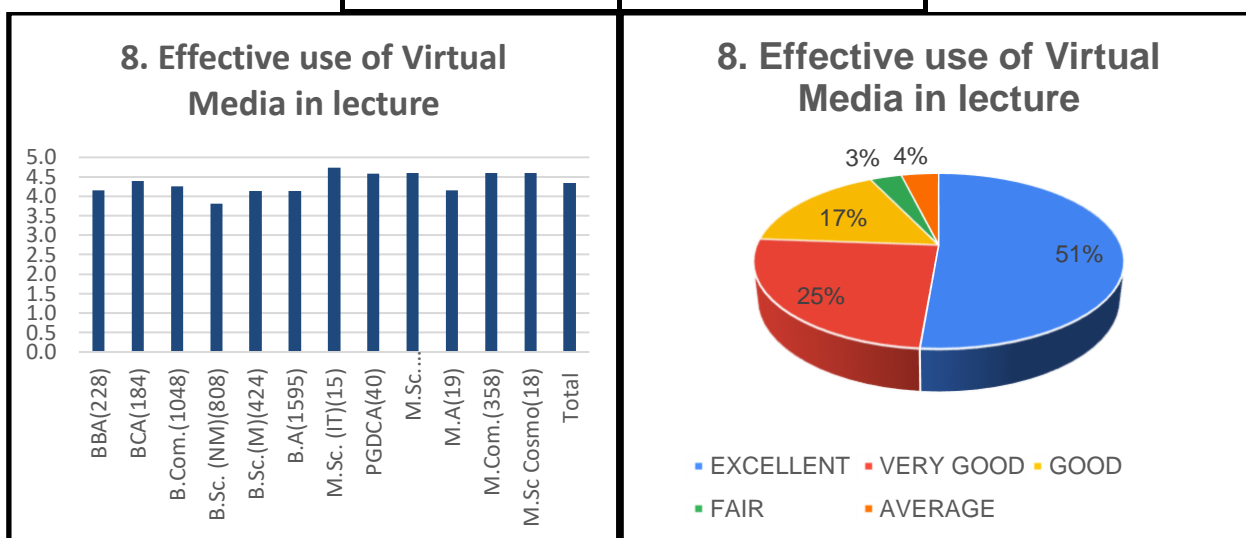
8. Effective use of Virtual Media in lecture

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(228)	123	45	40	11	9	228	4.1
BCA(184)	112	38	31	1	2	184	4.4
B.Com.(1048)	553	278	161	36	20	1048	4.2
B.Sc. (NM)(808)	331	193	154	53	77	808	3.8
B.Sc.(M)(424)	196	127	80	6	15	424	4.1
B.A(1595)	785	404	301	44	61	1595	4.1
M.Sc. (IT)(15)	11	4	0	0	0	15	4.7
PGDCA(40)	31	4	2	3	0	40	4.6
M.Sc. (BOTANY)(87)	64	15	5	2	1	87	4.6
M.A(19)	9	4	6	0	0	19	4.2
M.Com.(358)	250	79	23	3	3	358	4.6
M.Sc Cosmo(18)	12	5	1	0	0	18	4.6
Total	2477	1196	804	159	188	4824	4.3

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(228)	4.1
BCA(184)	4.4
B.Com.(1048)	4.2
B.Sc. (NM)(808)	3.8
B.Sc.(M)(424)	4.1
B.A(1595)	4.1
M.Sc. (IT)(15)	4.7
PGDCA(40)	4.6
M.Sc. (BOTANY)(87)	4.6
M.A(19)	4.2
M.Com.(358)	4.6
M.Sc Cosmo(18)	4.6
Total	4.3

8. Effective use of Virtual Media in lecture

8. Effective use of Virtual Media in lecture

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 76% felt that faculty members have been effectively using virtual media in lectures. The reason for one department 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.
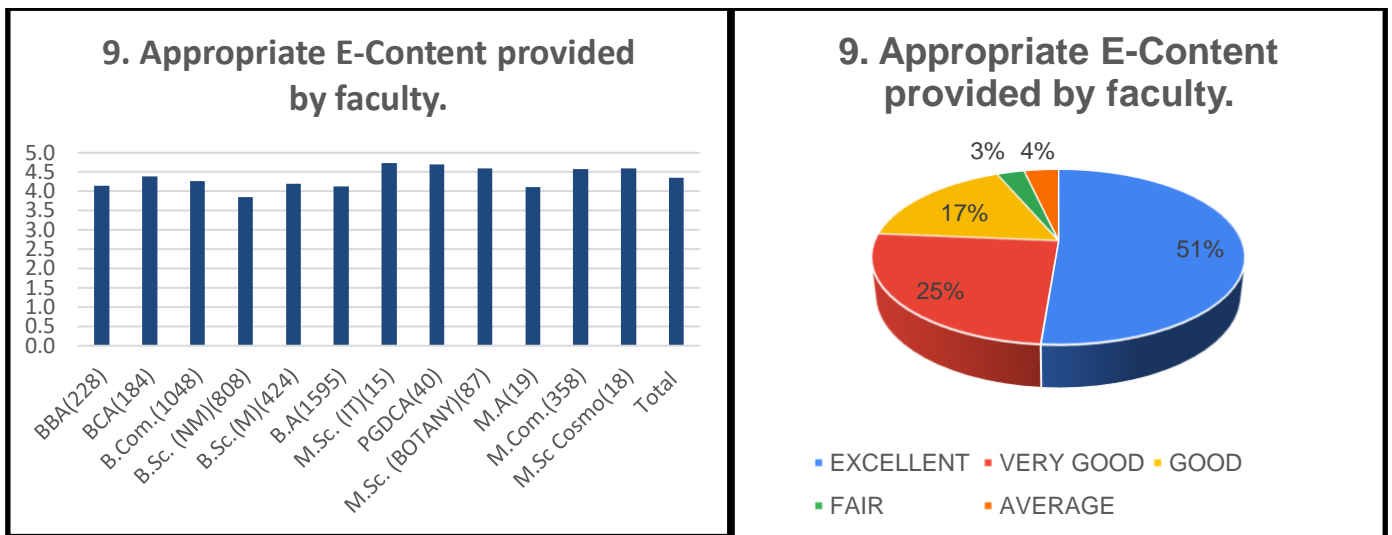
9. Appropriate E-Content provided by faculty

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(228)	119	48	44	8	9	228	**4.1**
BCA(184)	106	48	27	1	2	184	**4.4**
B.Com.(1048)	559	285	150	39	15	1048	**4.3**
B.Sc. (NM)(808)	331	204	166	36	71	808	**3.9**
B.Sc.(M)(424)	204	127	74	7	12	424	**4.2**
B.A(1595)	782	385	327	40	61	1595	**4.1**
M.Sc. (IT)(15)	11	4	0	0	0	15	**4.7**
PGDCA(40)	33	3	3	1	0	40	**4.7**
M.Sc. (BOTANY)(87)	62	16	7	2	0	87	**4.6**
M.A(19)	8	5	6	0	0	19	**4.1**
M.Com.(358)	245	82	27	2	2	358	**4.6**
M.Sc Cosmo(18)	13	2	3	0	0	18	**4.6**
Total	2473	1209	834	136	172	4824	**4.4**

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

9. Appropriate E-Content provided by faculty.	
Course Name	Mean Score
BBA(228)	4.1
BCA(184)	4.4
B.Com.(1048)	4.3
B.Sc. (NM)(808)	3.9
B.Sc.(M)(424)	4.2
B.A(1595)	4.1
M.Sc. (IT)(15)	4.7
PGDCA(40)	4.7
M.Sc. (BOTANY)(87)	4.6
M.A(19)	4.1
M.Com.(358)	4.6
M.Sc Cosmo(18)	4.6
Total	4.4

9. Appropriate E-Content provided by faculty.

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 one, for all other departments mean score have been above 4.0 and average college score has also been 4.4.

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(228)	125	47	46	9	1	228	4.3
BCA(184)	109	46	26	0	3	184	4.4
B.Com.(1048)	601	276	145	13	13	1048	4.4
B.Sc. (NM)(808)	359	209	155	30	55	808	4.0
B.Sc.(M)(424)	229	105	72	4	14	424	4.3
B.A(1595)	847	401	264	38	45	1595	4.2
M.Sc. (IT)(15)	13	2	0	0	0	15	4.9
PGDCA(40)	24	8	5	1	2	40	4.3
M.Sc. (BOTANY)(87)	70	12	5	0	0	87	4.7
M.A(19)	10	5	4	0	0	19	4.3
M.Com.(358)	256	81	18	1	2	358	4.6
M.Sc Cosmo(18)	14	2	2	0	0	18	4.7
Total	2657	1194	742	96	135	4824	4.4

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

10. Availability after the class.	
Course Name	**Mean Score**
BBA(228)	4.3
BCA(184)	4.4
B.Com.(1048)	4.4
B.Sc. (NM)(808)	4.0
B.Sc.(M)(424)	4.3
B.A(1595)	4.2
M.Sc. (IT)(15)	4.9
PGDCA(40)	4.3
M.Sc. (BOTANY)(87)	4.7
M.A(19)	4.3
M.Com.(358)	4.6
M.Sc Cosmo(18)	4.7
Total	4.4

10. Availability after the class.

10. Availability after the class.
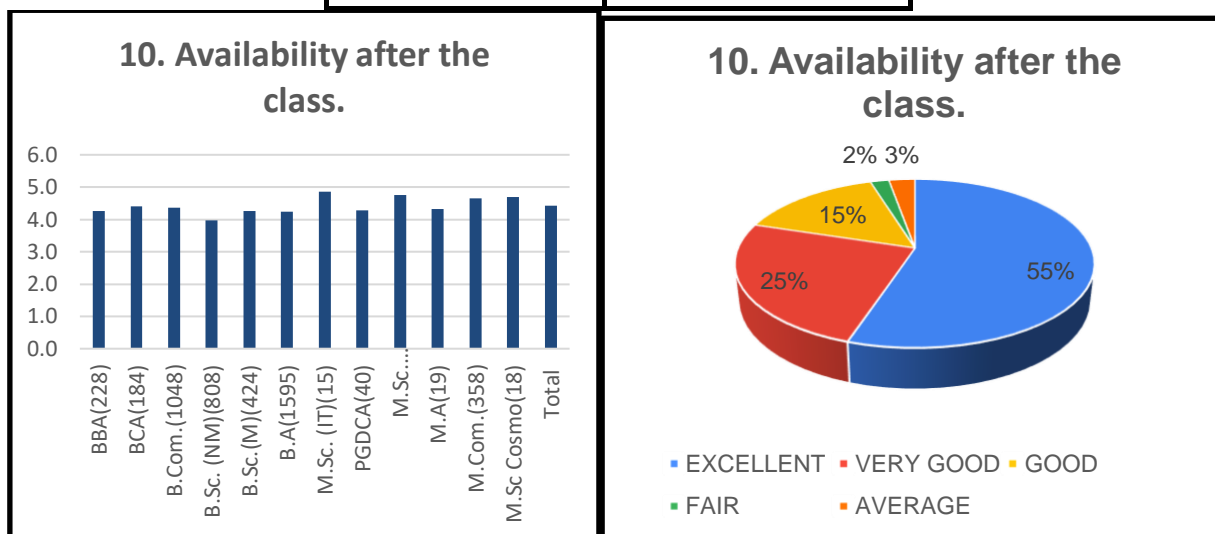
A handful help of a student by the teacher does a lot. Overall Mean Score with regard to availability of teacher after the class is 4.4 and this expresses that teacher of all the departments of the college have always been ready to help the students even after their scheduled classes. Teachers also ensured that they are available whenever the students need them. The college is working very well on this criterion.

11. 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(228)	137	46	36	7	2	228	4.5
BCA(184)	107	45	31	0	1	184	4.4
B.Com.(1048)	646	259	114	20	9	1048	4.4
B.Sc. (NM)(808)	402	203	122	26	55	808	4.1
B.Sc.(M)(424)	247	107	59	6	5	424	4.4
B.A(1595)	954	342	222	26	51	1595	4.3
M.Sc. (IT)(15)	12	0	3	0	0	15	4.6
PGDCA(40)	27	8	3	1	1	40	4.5
M.Sc. (BOTANY)(87)	63	15	9	0	0	87	4.6
M.A(19)	10	5	4	0	0	19	4.3
M.Com.(358)	258	79	17	3	1	358	4.6
M.Sc Cosmo(18)	13	5	0	0	0	18	4.7
Total	2876	1114	620	89	125	4824	4.5

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

11. Covers syllabus in time	
Course Name	Mean Score
BBA(228)	4.5
BCA(184)	4.4
B.Com.(1048)	4.4
B.Sc. (NM)(808)	4.1
B.Sc.(M)(424)	4.4
B.A(1595)	4.3
M.Sc. (IT)(15)	4.6
PGDCA(40)	4.5
M.Sc. (BOTANY)(87)	4.6
M.A(19)	4.3
M.Com.(358)	4.6
M.Sc Cosmo(18)	4.7
Total	4.5

11. Covers syllabus in time
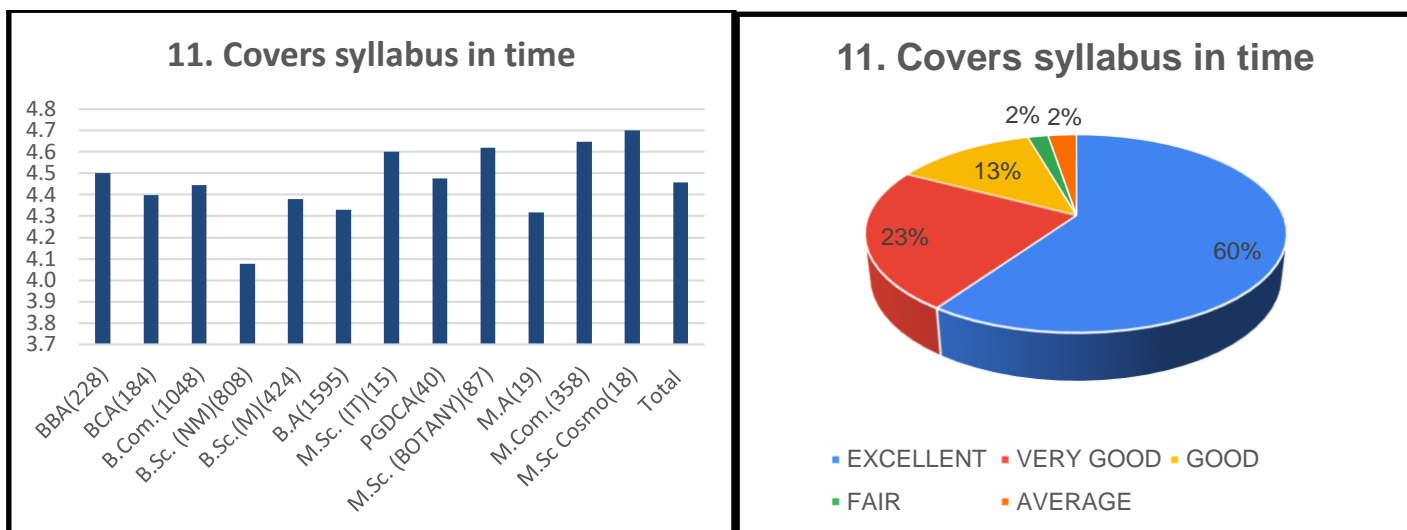
College and departments have been completely abiding university timelines with regard to examinations and completion of syllabus. All the departments and faculty members therefore ensure the completion of all the courses in terms of all the units of syllabus as shown by above tables and graphs. Average 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 4.5. More systems have been discussed and adopted in departments for completion of courses in time.

12. 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(228)	129	55	35	5	4	228	4.3
BCA(184)	107	42	28	5	2	184	4.3
B.Com.(1048)	605	278	141	12	12	1048	4.4
B.Sc. (NM)(808)	364	216	154	22	52	808	4.0
B.Sc.(M)(424)	234	100	67	6	17	424	4.2
B.A(1595)	843	423	257	28	44	1595	4.2
M.Sc. (IT)(15)	12	3	0	0	0	15	4.8
PGDCA(40)	28	8	3	0	1	40	4.6
M.Sc. (BOTANY)(87)	59	15	13	0	0	87	4.5
M.A(19)	10	4	5	0	0	19	4.3
M.Com.(358)	247	86	24	0	1	358	4.6
M.Sc Cosmo(18)	12	3	3	0	0	18	4.5
Total	2650	1233	730	78	133	4824	4.4

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

12. Uses fair internal evaluation process	
Course Name	**Mean Score**
BBA(228)	4.3
BCA(184)	4.3
B.Com.(1048)	4.4
B.Sc. (NM)(808)	4.0
B.Sc.(M)(424)	4.2
B.A(1595)	4.2
M.Sc. (IT)(15)	4.8
PGDCA(40)	4.6
M.Sc. (BOTANY)(87)	4.5
M.A(19)	4.3
M.Com.(358)	4.6
M.Sc Cosmo(18)	4.5
Total	4.4
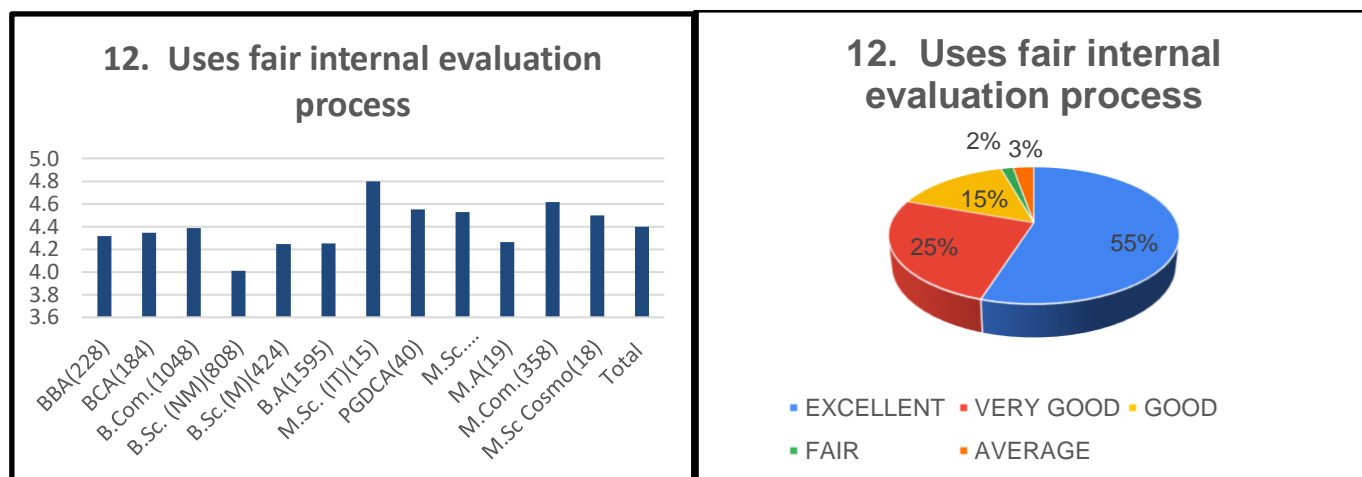
Evaluation is the yardstick to measure the performance of the students. Overall Mean Score with regard to fair in evaluation is 4.4 which stands between excellent and very good. For nearly all the departments, this score is more than 4.0, which shows that the departments are doing fair evaluation and there is a little bit need to focus on unbiased evaluation by few other departments of the college.

13. 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(228)	129	46	42	8	3	228	4.3
BCA(184)	107	53	23	1	0	184	4.4
B.Com.(1048)	573	277	156	31	11	1048	4.3
B.Sc. (NM)(808)	348	198	156	40	66	808	3.9
B.Sc.(M)(424)	242	109	58	5	10	424	4.3
B.A(1595)	828	417	242	41	67	1595	4.2
M.Sc. (IT)(15)	11	3	1	0	0	15	4.7
PGDCA(40)	26	7	4	2	1	40	4.4
M.Sc. (BOTANY)(87)	62	15	10	0	0	87	4.6
M.A(19)	10	4	5	0	0	19	4.3
M.Com.(358)	256	82	18	2	0	358	4.7
M.Sc Cosmo(18)	12	5	1	0	0	18	4.6
Total	2604	1216	716	130	158	4824	4.4

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(228)	4.3
BCA(184)	4.4
B.Com.(1048)	4.3
B.Sc. (NM)(808)	3.9
B.Sc.(M)(424)	4.3
B.A(1595)	4.2
M.Sc. (IT)(15)	4.7
PGDCA(40)	4.4
M.Sc. (BOTANY)(87)	4.6
M.A(19)	4.3
M.Com.(358)	4.7
M.Sc Cosmo(18)	4.6

Total	**4.4**

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

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

EXCELLENT — 54%
VERY GOOD — 25%
GOOD — 15%
FAIR — 3%
AVERAGE — 3%
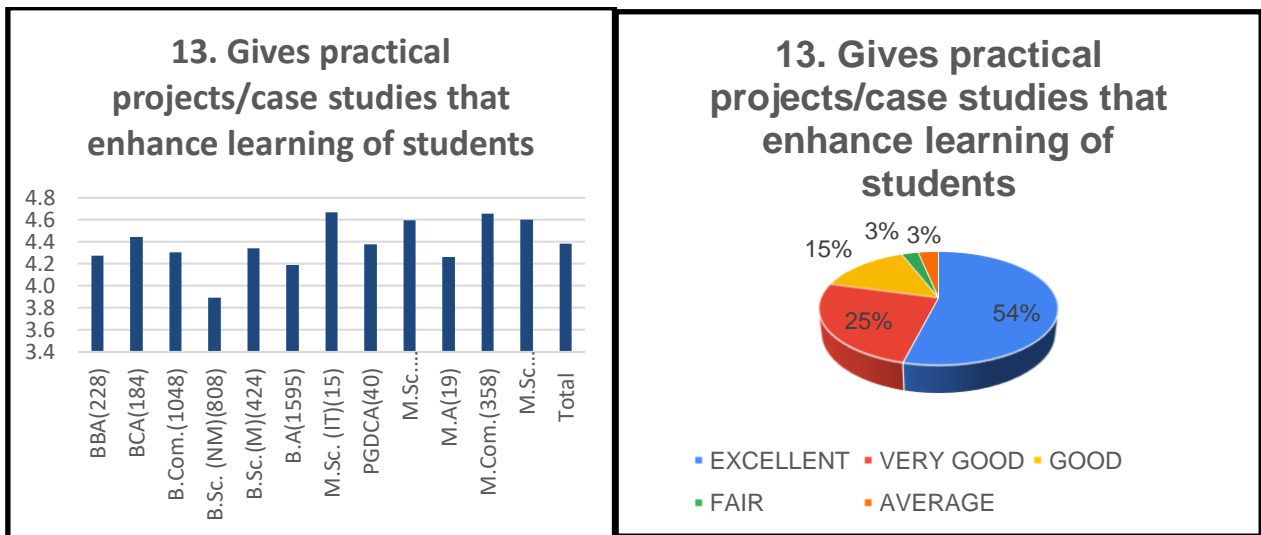
Practical Learning is very important aspect of today's learning process and it should be made important element of every course and department. Overall mean score of 4.4 of college illustrates that college is doing fairly well in this parameter but this is continuous process.So, all the departments are 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(228)	133	46	40	7	2	228	4.3
BCA(184)	110	42	29	2	1	184	4.4
B.Com.(1048)	610	276	124	27	11	1048	4.4
B.Sc. (NM)(808)	348	213	160	32	55	808	3.9
B.Sc.(M)(424)	241	103	59	8	13	424	4.3
B.A(1595)	860	398	251	31	55	1595	4.2
M.Sc. (IT)(15)	10	5	0	0	0	15	4.7
PGDCA(40)	28	5	5	1	1	40	4.5
M.Sc. (BOTANY)(87)	64	17	6	0	0	87	4.7
M.A(19)	9	5	5	0	0	19	4.2
M.Com.(358)	255	84	18	0	1	358	4.7
M.Sc Cosmo(18)	15	2	1	0	0	18	4.8
Total	2683	1196	698	108	139	4824	4.4

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(228)	4.3
BCA(184)	4.4
B.Com.(1048)	4.4
B.Sc. (NM)(808)	3.9
B.Sc.(M)(424)	4.3
B.A(1595)	4.2
M.Sc. (IT)(15)	4.7
PGDCA(40)	4.5
M.Sc. (BOTANY)(87)	4.7
M.A(19)	4.2
M.Com.(358)	4.7
M.Sc Cosmo(18)	4.8
Total	4.4
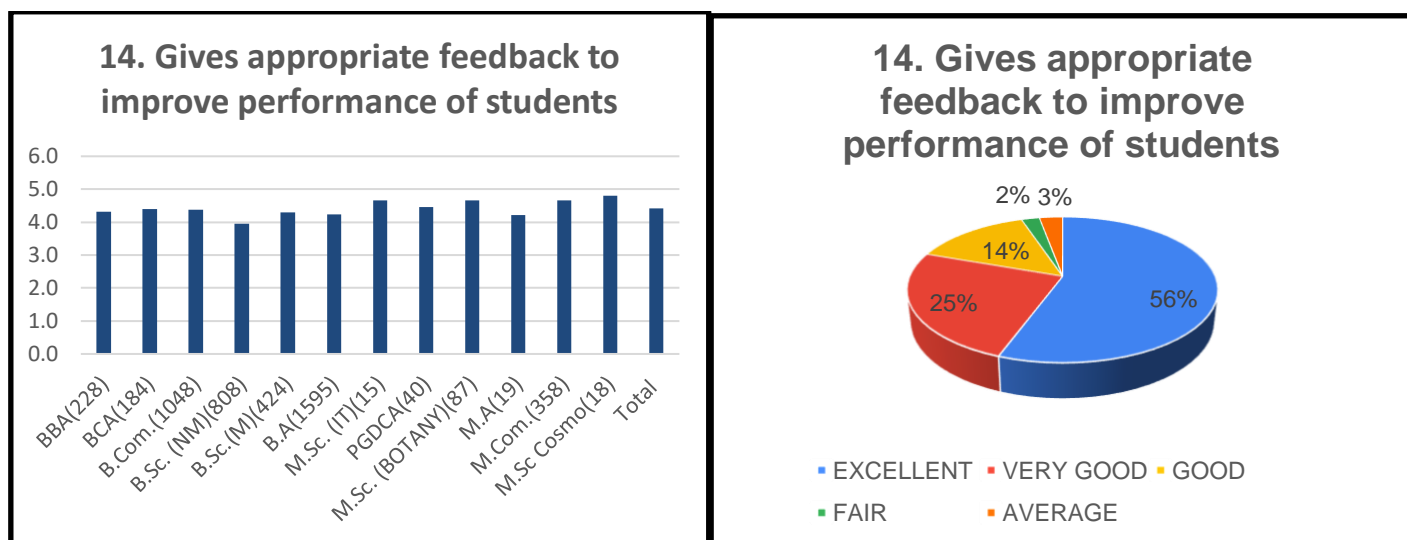
Overall Mean Score with regard to this parameter is 4.4, which is well above standard mean score of 4.0. For individual departments also the score is good but some departments need to improve on this parameter. We see scope of improvement in this parameter and hope in next session, the score will improve 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	4.4
5	Ability to involve students while teaching	4.4
6	Ability to maintain discipline in class	4.5
7	Communication skills in class	4.5
8	Effective use of Virtual Media in lecture	4.3
9	Appropriate E-Content provided by faculty	4.4
10	Availability after the class	4.4
11	Covers syllabus in time	4.5
12	Uses fair internal evaluation process	4.4
13	Gives practical projects/case studies that enhance learning of students	4.4
14	Gives appropriate feedback to improve performance of students	4.4
15	**Overall Average Score**	**4.4**
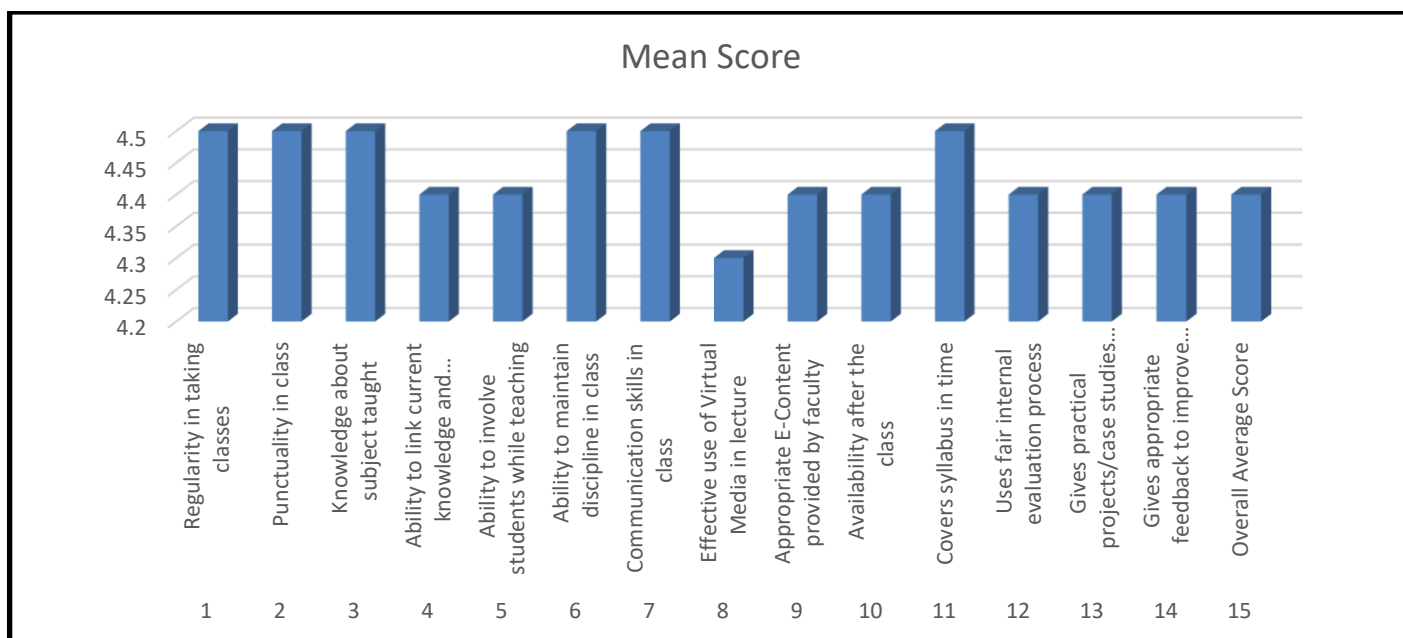
Above data shows that average score for individual parameters given by the students for all the courses has been 4.4 and the score is also better than previous year. This clearly indicates that our teachers' performance is excellent in all parameters. However, they always strive for improvement and are 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.

Parameters	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	Overall Average Score
BBA(228)	4.4	4.4	4.5	4.3	4.4	4.4	4.4	4.1	4.1	4.3	4.4	4.3	4.3	4.3	**4.3**
BCA(184)	4.5	4.5	4.5	4.5	4.5	4.4	4.4	4.4	4.4	4.4	4.4	4.3	4.4	4.4	**4.4**
B.Com.(1048)	4.5	4.5	4.6	4.4	4.5	4.5	4.5	4.2	4.3	4.4	4.4	4.4	4.3	4.3	**4.4**
B.Sc. (NM)(808)	4.2	4.2	4.1	4.0	4.0	4.1	4.0	3.8	3.9	4.0	4.1	4.0	3.9	3.9	**4.0**
B.Sc.(M)(424)	4.5	4.5	4.5	4.4	4.4	4.4	4.4	4.1	4.2	4.3	4.4	4.2	4.3	4.3	**4.3**
B.A(1595)	4.4	4.4	4.4	4.3	4.3	4.3	4.3	4.1	4.1	4.2	4.3	4.2	4.2	4.2	**4.3**
M.Sc. (IT)(15)	4.7	4.8	4.7	4.5	4.7	4.7	4.9	4.7	4.7	4.9	4.6	4.8	4.7	4.7	**4.7**
PGDCA(40)	4.5	4.5	4.5	4.5	4.3	4.6	4.6	4.6	4.7	4.3	4.5	4.6	4.4	4.4	**4.5**
M.Sc. (BOTANY)(87)	4.7	4.7	4.7	4.7	4.6	4.7	4.7	4.6	4.6	4.7	4.6	4.5	4.6	4.6	**4.6**
M.A(19)	4.4	4.3	4.3	4.3	4.4	4.4	4.2	4.2	4.1	4.3	4.3	4.3	4.3	4.3	**4.3**
M.Com.(358)	4.7	4.7	4.7	4.6	4.7	4.7	4.7	4.6	4.6	4.6	4.6	4.6	4.7	4.7	**4.7**
M.Sc Cosmo(18)	4.6	4.6	4.9	4.6	4.5	4.4	4.7	4.6	4.6	4.7	4.7	4.5	4.6	4.8	**4.6**
TOTAL(4824)	**4.5**	**4.5**	**4.5**	**4.4**	**4.4**	**4.5**	**4.5**	**4.3**	**4.4**	**4.4**	**4.4**	**4.4**	**4.4**	**4.4**	**4.4**

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 2022-23. 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:2022-23

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 conductive 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.

For the session **2022-23**, the given questionnaire was filled online by parents of 1885 students from all UG & PG classes whereas 1192 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:

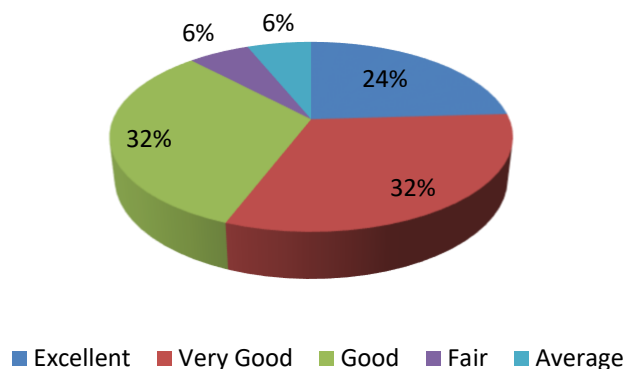| Evaluation Parameters	Excellent	Very Good	Good	Fair	Average	Total	Mean Score
1. Ambience (example situation, atmosphere etc.) of the college with respect to the facilities given to your ward.	503	533	602	103	144	1885	3.6
2. The college environment is conductive for the overall development of your ward.	454	598	606	111	116	1885	3.6
3. My ward is happy with hostel facilities.(If applicable)	233	268	419	103	169	1192	3.2
4. My ward is given enough exposure as far as career orientation is concerned.	433	514	612	162	164	1885	3.5
5. The environment of the college congenial for the students to the discuss their problems.	445	561	589	139	151	1885	3.5
6. The authorities are easily approachable regarding any queries.	433	550	573	154	175	1885	3.5
7. The college is following Covid guidelines.	564	532	533	115	141	1885	3.7
8. The college is conducting online classes effectively.	541	545	533	121	145	1885	3.6
9. I get feedback about my ward(whenever required).	465	543	631	110	136	1885	3.6
Overall Mean Score	4071	4644	5098	1118	1341	16272	**3.6**

Question-wise analysis is as follows:

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

Legend: ■ Excellent ■ Very Good ■ Good ■ Fair ■ Average

Pie chart values: 27%, 28%, 32%, 5%, 8%
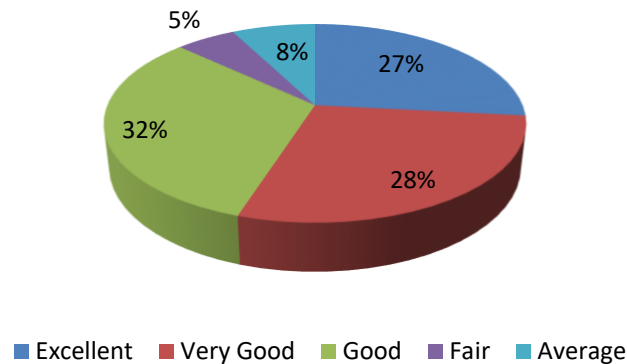
For the ambience of college, mean score was calculated which came to be 3.6. Parents felt that ambience of college i.e., various facilities provided to their ward is good but can be made better. College authorities has proposed various modification and beautification projects in college so as to cope up with expectations of parents and students.

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

Legend: ■ Excellent ■ Very Good ■ Good ■ Fair ■ Average

Pie chart values: 24%, 32%, 32%, 6%, 6%

Mean score of this parameter is also more than average value of 3.0 i.e., 3.6. 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)

Excellent 20% | Very Good 22% | Good 35% | Fair 9% | Average 14%
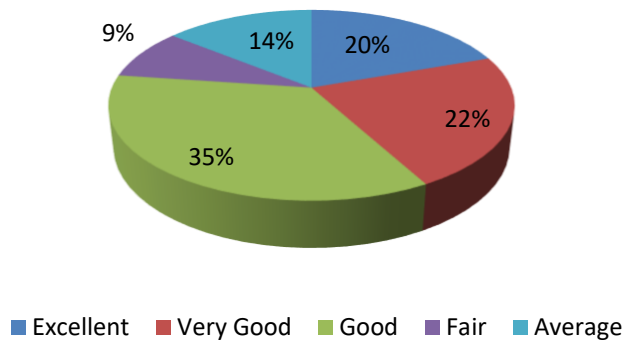
Mean score for this parameter is 3.2 which is above average but hostel facilities need much improvement.

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

Excellent 23% | Very Good 27% | Good 32% | Fair 9% | Average 9%
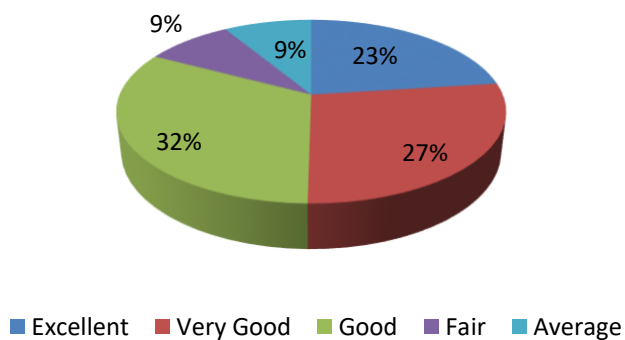
As far as exposure with regard to career orientation is concerned parents felt that college is giving good exposure as revealed by mean score of 3.5. College has actively provided various platforms to enhance their personalities and also has organized various career orientation talks at various course levels.

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

7%   8%   24%
31%   30%

■ Excellent ■ Very Good ■ Good ■ Fair ■ Average
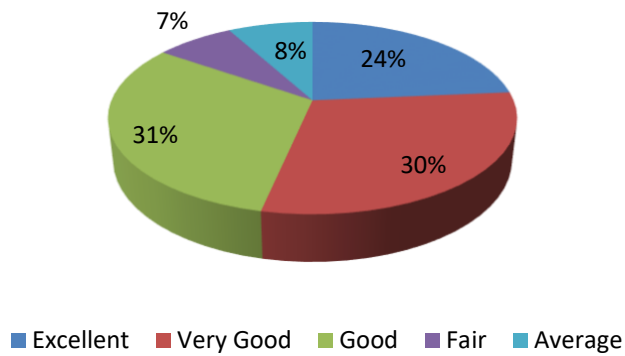
The mean score of 3.5 with regard to this parameter express that parent felt that college has been actively handling and discussing students problems. College has scheduled tutorial lectures in time table and active grievance redressal cell is also established where students problems are handled and active attempts are made to resolve them.

6. The authorities are easily approachable regarding any queries.

9%   23%
8%
31%   29%

■ Excellent ■ Very Good ■ Good ■ Fair ■ Average
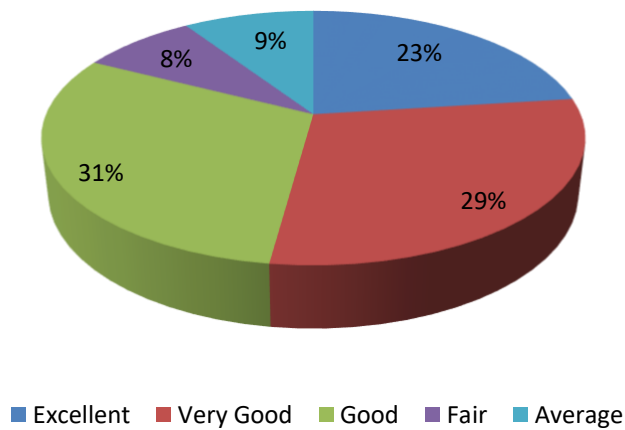
Average score for this parameter stands at 3.5. All the teachers and administrative staff have been actively handling students' queries and resolving them too.

7. The college is following Covid guidelines.

Excellent 30%, Very Good 28%, Good 28%, Fair 6%, Average 8%

- Excellent
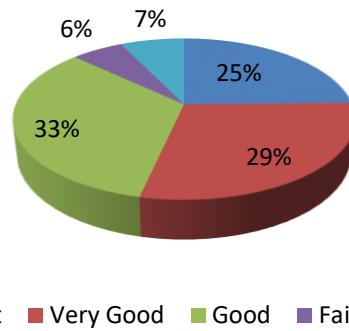- Very Good
- Good
- Fair
- Average
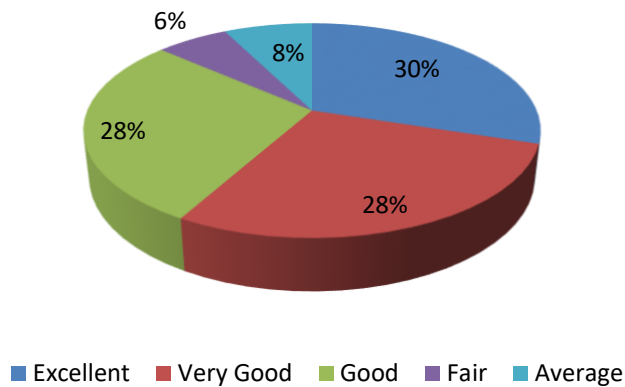
Mean score of 3.7 says that college has been following covid guidelines aggressively. Covid and this era has become new normal and therefore college has been taking every measure to safeguard health of its employees as well as students.

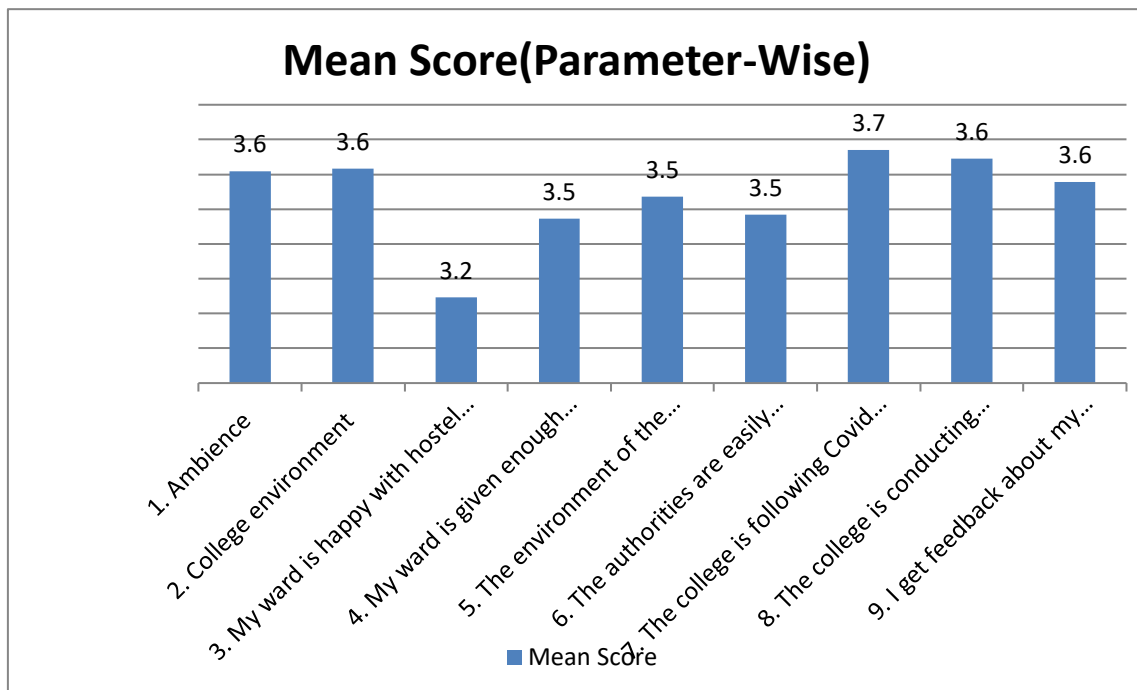## 8. The college is conducting online classes effectively.

Excellent 29%, Very Good 29%, Good 28%, Fair 6%, Average 8%

- Excellent
- Very Good
- Good
- Fair
- Average
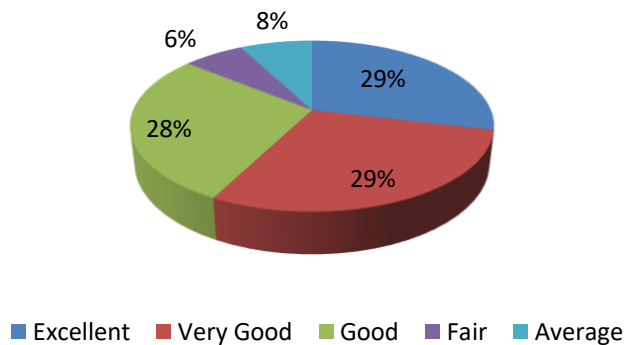
Online classes are new normal in these covid times and mean score of 3.6 revealed that college has effectively switched over from offline mode to that of Online mode of education. Suggestions were taken actively from staff members so as to effectively deliver education to its students.
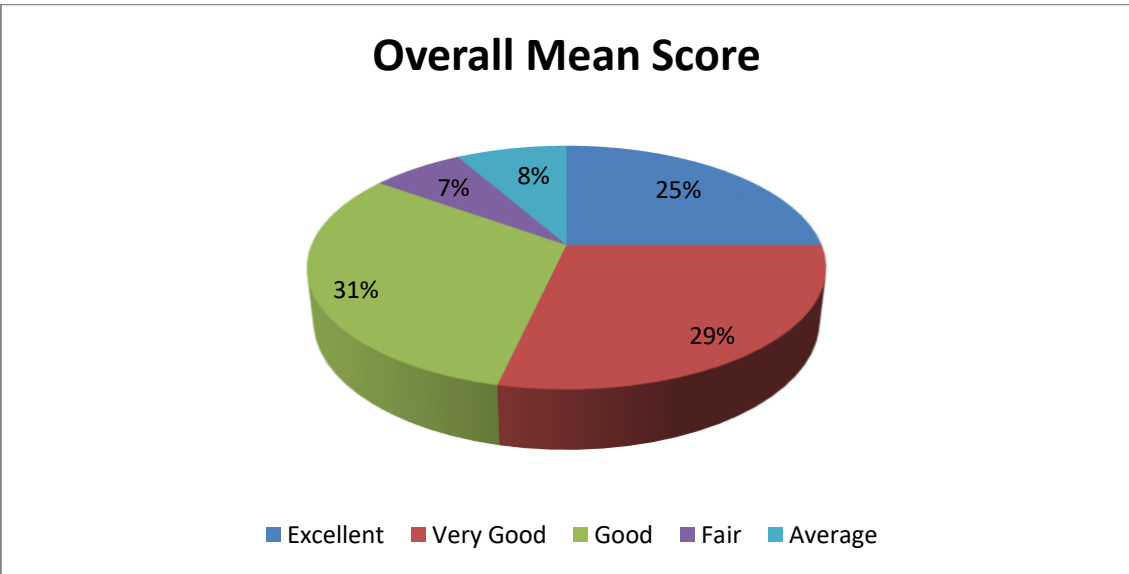
9. I get feedback about my ward(whenever required).

| Excellent | Very Good | Good | Fair | Average |

25% — Excellent
29% — Very Good
33% — Good
6% — Fair
7% — Average

For this parameter, mean score was 3.6 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

Mean Score(Parameter-Wise)

Parameter	Mean Score
1. Ambience	3.6
2. College environment	3.6
3. My ward is happy with hostel…	3.2
4. My ward is given enough…	3.5
5. The environment of the…	3.5
6. The authorities are easily…	3.5
7. The college is following Covid…	3.7
8. The college is conducting…	3.6
9. I get feedback about my…	3.6

Overall Mean Score

Legend: ■ Excellent ■ Very Good ■ Good ■ Fair ■ Average

Values shown: 25%, 29%, 31%, 7%, 8%

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 3.6. Parents were satisfied 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.	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 available					
g)	No. of Books issued per student					
h)	Availability of issue facility during					
i)	Access to online & Offline Journals					
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					
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					
IV.	**ADMINISTRATION &**					
a)	Behaviour of office staff					
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					
b)	Usefulness & working of					
c)	Access to Computer Labs					
d)	Lab Timings					
e)	Printing Facility					
f)	Sufficient peripherals for					
g)	Classroom Projectors/ Smart					
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.	Parameters	Excellent	Very good	Good	Fair	Average
a)	Condition & Quality of					
b)	Availability of					
c)	Regularity in conducting					
d)	Behaviour of Lab Staff					
e)	Proper instructions given by					

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 2022-23, the given questionnaire was filled online by 1598 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	385	442	521	122	128	1598	3.5
Teaching Learning Aids	492	480	447	95	84	1598	3.8
Ventilation/Airy/Lighting	334	417	512	164	171	1598	3.4
Cleanliness	306	393	507	163	229	1598	3.2
Total No. of responses	1517	1732	1987	544	612	6392	3.5
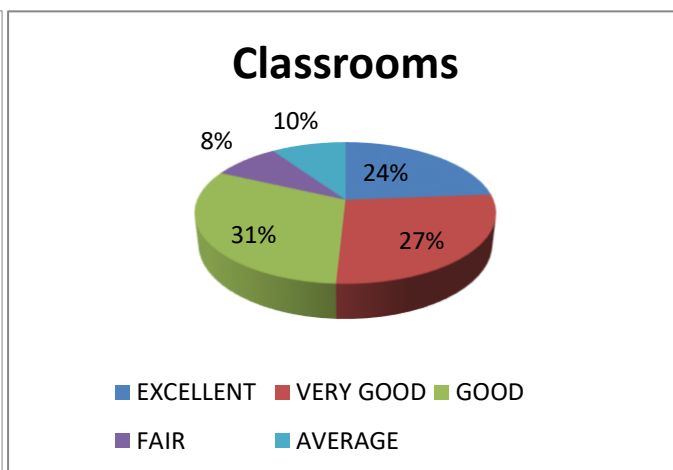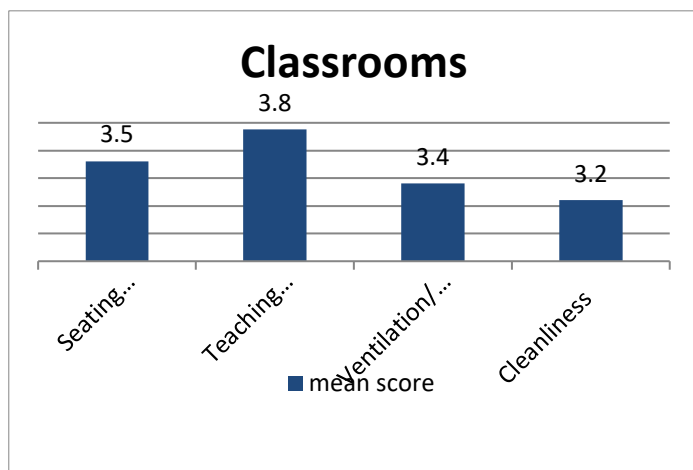
Above table and graphs show that overall rating for classrooms 3.5. The institute is working aggressively in current academic years to improve the classrooms and its conditions. Classroom teaching learning aids demonstrates a very good sore of 3.8 but parameter of cleanliness definitely needs an improvement as it has average score of 3.2.The parametersof cleanliness and ventilation of classrooms requires more attention on which institution is working regularly.

2. Library

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

Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
		2. Library					
Seating arrangement and capacity	552	517	375	79	75	1598	3.9
Ventilation/Airy/Lighting	455	491	462	103	87	1598	3.7
Suitable Timings	428	495	522	0	110	1555	3.7
Staff behaviour	454	463	478	103	100	1598	3.7
Latest Books,Journals& Magazines	416	479	498	112	93	1598	3.6
Sufficient copies of books available	338	424	532	167	137	1598	3.4
No. of books issued per student	348	445	568	122	115	1598	3.5
Availability of issue facility during exams	355	466	537	126	114	1598	3.5
Access to online and offline Journals and Magazines	324	450	571	131	122	1598	3.5
Availability of daily Newspapers	537	475	456	69	61	1598	3.8
Total No. of responses	4207	4705	4999	1012	1014	15937	3.6
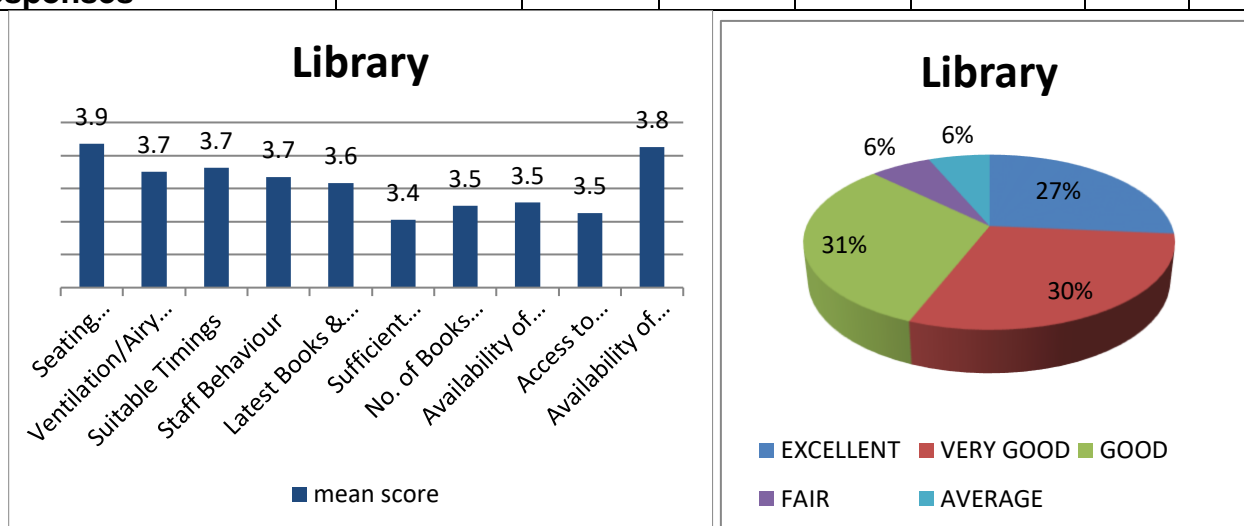
Above table and graphs show that score for all the parameters regarding library stands at 3.6. Parameters like seating capacity in library (3.9)and availability of newspapers(3.8) has been graded highest by students and this shows they are highly satisfied with regard to samefollowed by ventilation (3.7), suitable timings (3.7) and staff behaviour (3.7). this shows that students are satisfied with the facilities provided by library. But also, attention

must be drawn towards the sufficiency of copies of books available so that maximum numbers of students can be take the advantage of the same.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	178	187	227	59	60	711	3.5
Behaviour of hostel staff	148	178	248	54	74	702	3.4
Grievances redressal system	147	158	265	62	67	699	3.4
Rooms	141	146	244	62	106	699	3.2
Mess facilities	119	145	235	61	131	691	3.1
Timings of mess	127	156	257	74	83	697	3.2
Behaviour of mess staff	132	143	270	70	77	692	3.3
Availability of safe & pure drinking water	151	139	243	57	107	697	3.2
Quality of food	143	131	227	65	127	693	3.1
Quantity of food served	144	141	253	60	96	694	3.3
Variety in Meals	140	138	242	69	103	692	3.2
Cost of Meals	127	142	244	87	92	692	3.2
Toilets	110	112	254	83	137	696	3.0
Hostel surroundings (Lawns etc.)	119	157	300	49	62	687	3.3
Availability of medicines and First Aid Box	139	152	249	52	101	693	3.3
Total No. of responses	2065	2225	3758	964	1423	10435	3.2
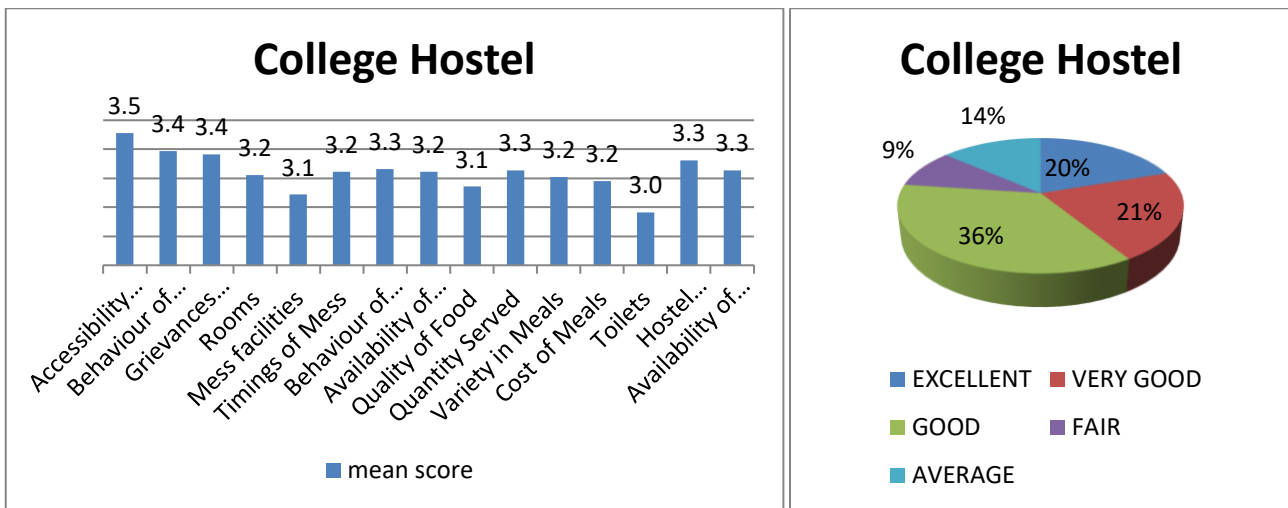
Overall average score for college hostel for all the parameters is 3.2but this surely, needs much improvement. Parameters like accessibility to hostel warden, grievances redressal system and staff behavior has been rated at an average score of 3.5, 3.4 and 3.4 respectively.The mean score of behaviour of mess staff, quantity of food served, hostel surroundings, and availability of medicines &first aid stands at 3.3 and requires betterment in future.Facilities like rooms, timings of mess, variety & cost of meals is also expected to have improvement in future with the mean score of 3.2. Mess facilities, quality of food and the toiletsrequire 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	375	419	547	130	127	1598	3.5
Easy access/Availability	320	426	570	151	131	1598	3.4
Service promptness	305	418	611	134	130	1598	3.4
Grievance Redressal	289	410	631	140	128	1598	3.4
Total No. of responses	1289	1673	2359	555	516	6392	3.4
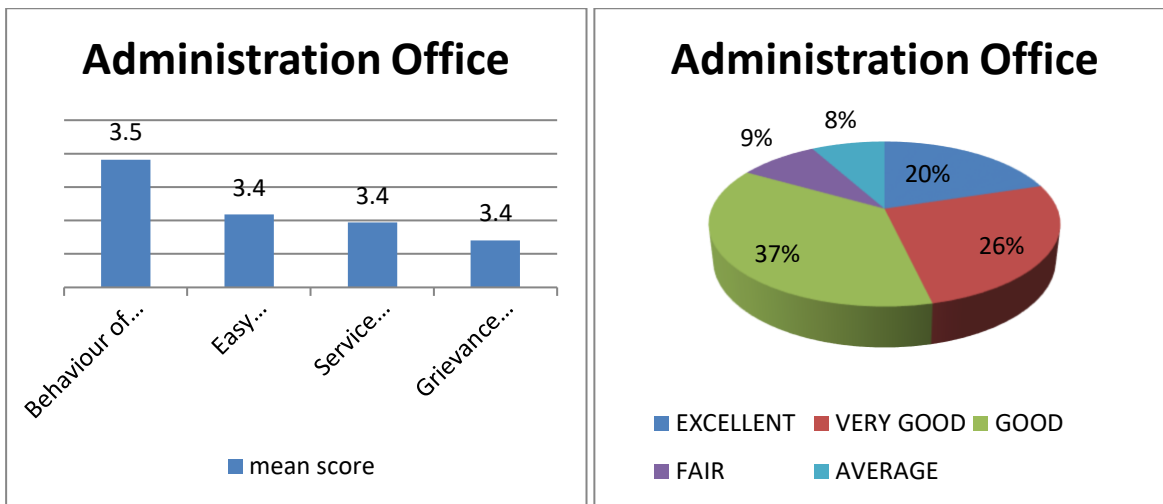
Overall average score for all the parameters related to administration office is 3.4. It is above average but we will surely put our sincere efforts to increase rating of our administration office.

5. Canteen

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

Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
5. Canteen							
Behaviour of canteen staff	351	414	581	133	119	1598	3.5
Pricing of the items	278	405	529	187	199	1598	3.2
Variety of items available	292	358	594	159	195	1598	3.2
Quality of food	236	319	586	191	266	1598	3.0
Ambiance & Cleanliness	239	342	594	184	239	1598	3.1
Total No. of responses	1396	1838	2884	854	1018	7990	3.2
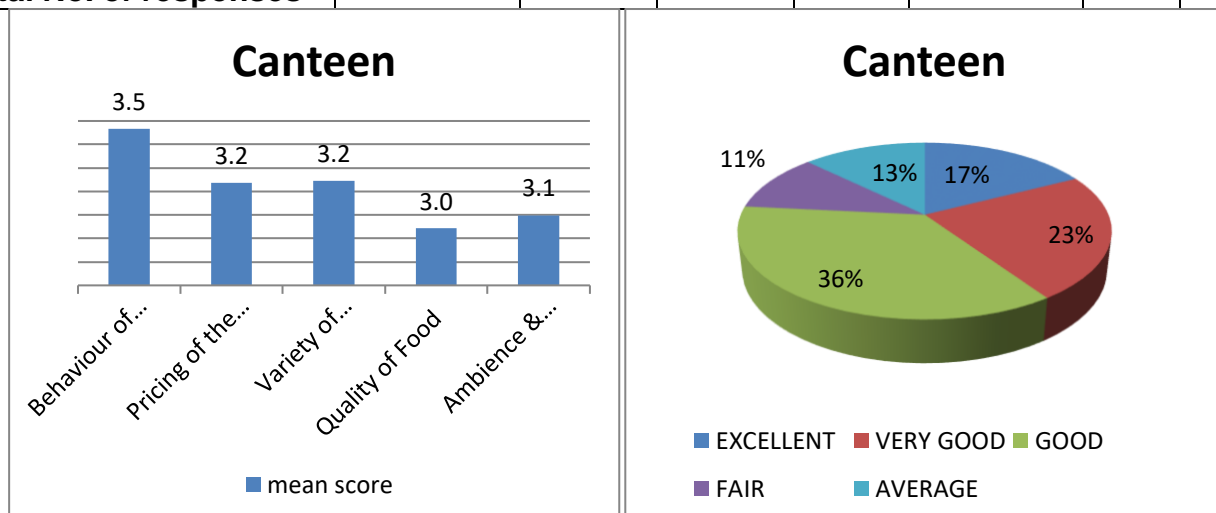
Overall average score for all the parameters related to canteen is 3.2. Score with regard to parameters like quality of food(3) and ambiance & cleanliness(3.1) is least and therefore needs an attention of college authorities.

6. Photostat/PCO

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

Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
6. Photostat/PCO							
Efficiency of service	456	410	522	105	105	1598	3.6
Rate/Pricing	449	399	515	130	105	1598	3.6
Quality of service	429	421	541	109	98	1598	3.6
Total No. of responses	1334	1230	1578	344	308	4794	3.6
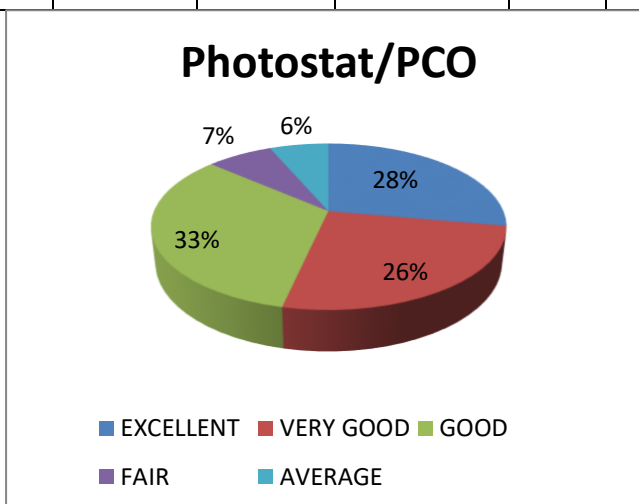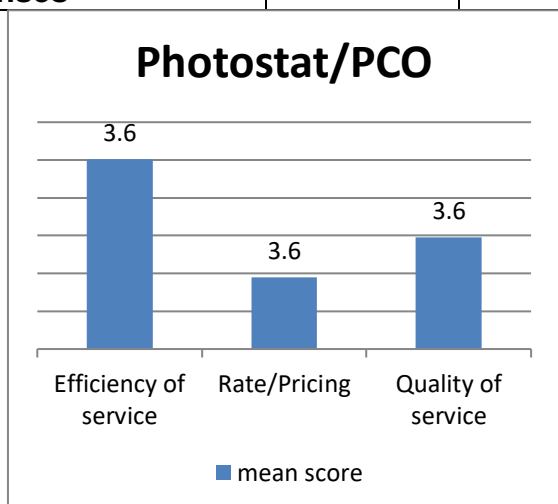
Facility of photostat and PCO is available inside the college campus is that students need not to go outside the campus. Overall average score given to this facility by students is 3.6 which is quite good. But college will take appropriate measures to improve the quality of this facility.

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.)	229	280	305	53	72	939	3.6
Usefulness & working of installed software	239	246	315	55	74	929	3.6
Access to computer labs.	217	252	325	58	70	922	3.5
Lab Timings	218	252	328	56	68	922	3.5
Printing facility	201	228	328	69	91	917	3.4
Sufficient peripherals for devices connectivity	214	230	322	65	84	915	3.5
Classroom Projectors/Smart boards working	214	246	327	55	85	927	3.5
Wi-Fi facility	168	199	289	108	163	927	3.1
Total No. of responses	1700	1933	2539	519	707	7398	3.5
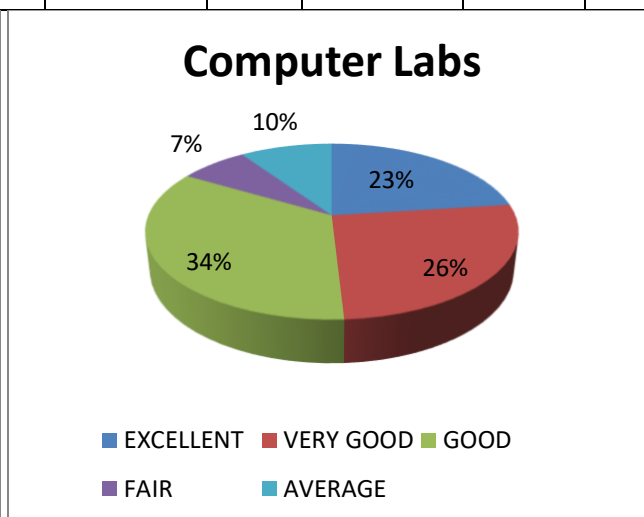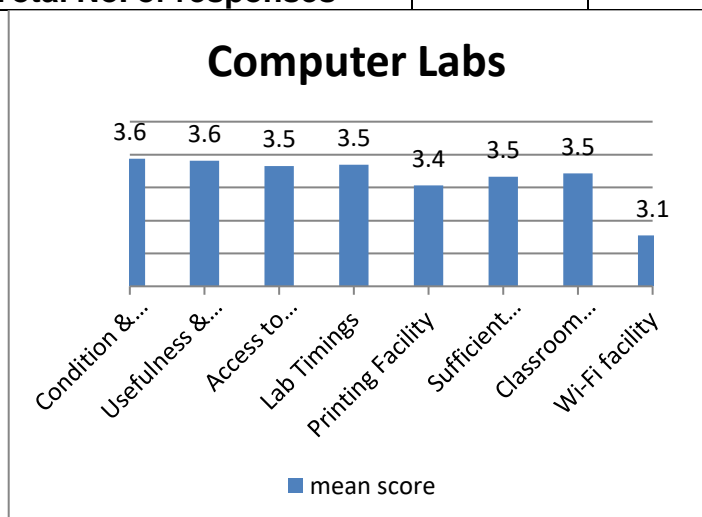
Overall score for all the parameters is 3.5. There are five computer labs in the college. All the labs in the college are well equipped with latest computers. Software has been installed on these computers systems as per the requirement of university syllabus. Every student has access to these computer 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:

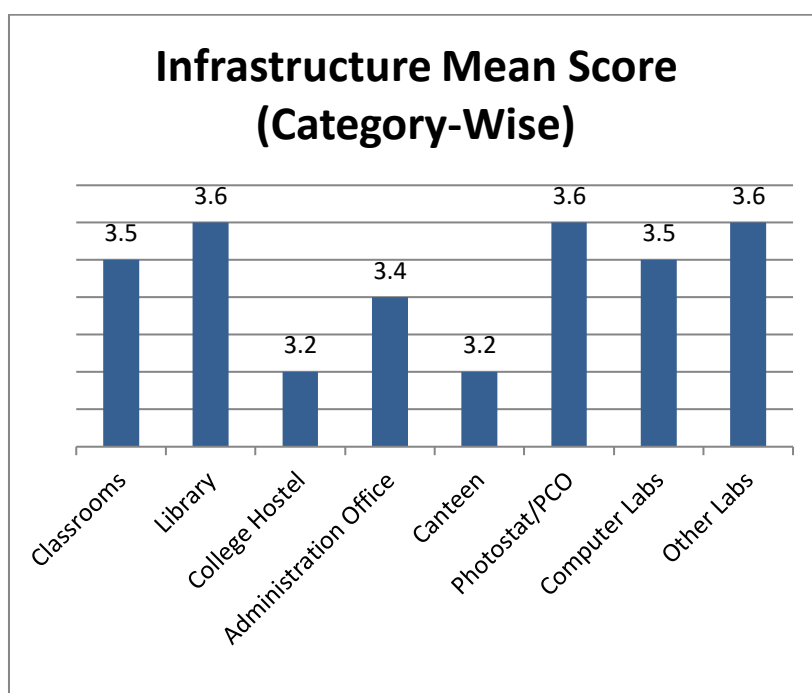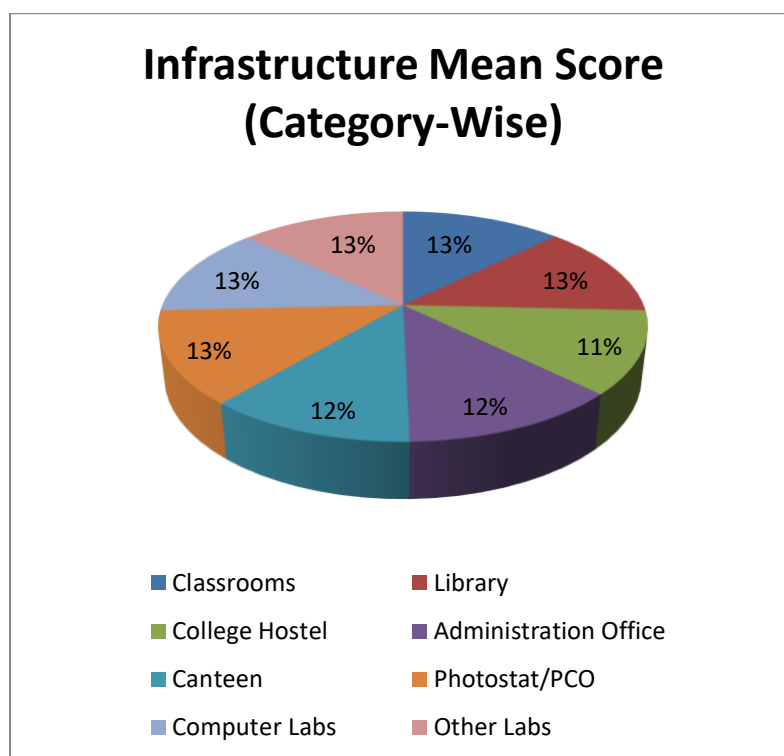| 8. Other Labs							
Evaluation Parameters	Excellent (5)	Very Good(4)	Good(3)	Fair(2)	Average (1)	Total	Mean Score
Condition and Quality of Apparatus/Equipment in the labs.	241	253	336	67	71	968	3.5
Availability of Apparatus/Equipment	242	257	331	75	63	968	3.6
Regularity in conducting practicals as per time table	283	247	328	54	54	966	3.7
Behaviour of lab staff	279	269	311	50	52	961	3.7
Proper instructions are given by Faculty	257	280	313	51	63	964	3.6
Total No. of responses	1302	1306	1619	297	303	4827	3.6
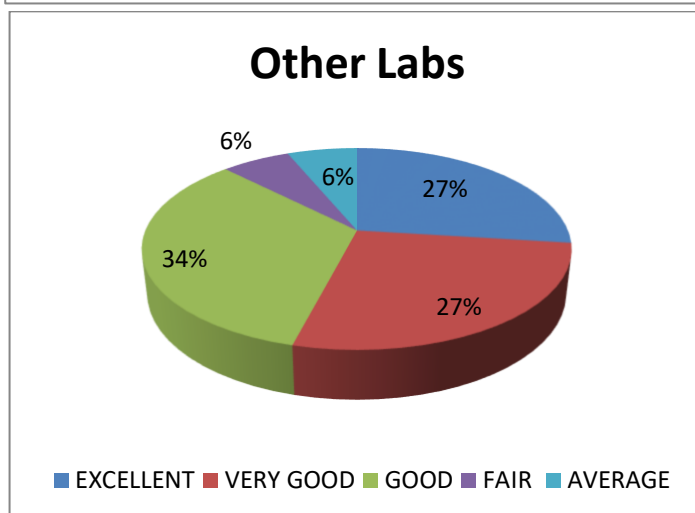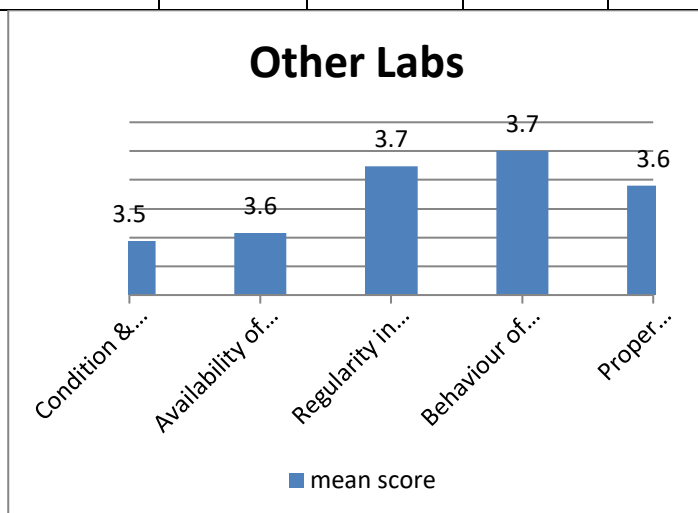
Above table and graph shows that average score for all the parameters related to labs is 3.6. Most of the teachers conduct practical classes regularly. The required equipment is available in the labs and proper instructions are given by teachers during the lab periods. The overall score for labs regarding all parameters is 3.6, 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	3.5
2	Library	3.6
3	College Hostel	3.2
4	Administration Office	3.4
5	Canteen	3.2
6	Photostat/PCO	3.6
7	Computer Labs	3.5
8	Other Labs	3.6
	Overall Mean Score	3.5

Infrastructure Mean Score (Category-Wise)

Infrastructure Mean Score (Category-Wise)

Legend:
- Classrooms
- Library
- College Hostel
- Administration Office
- Canteen
- Photostat/PCO
- Computer Labs
- Other Labs

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 creterion 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 2022-23, 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 2022-23, the given questionnaire was filled online on google platform by 767 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.
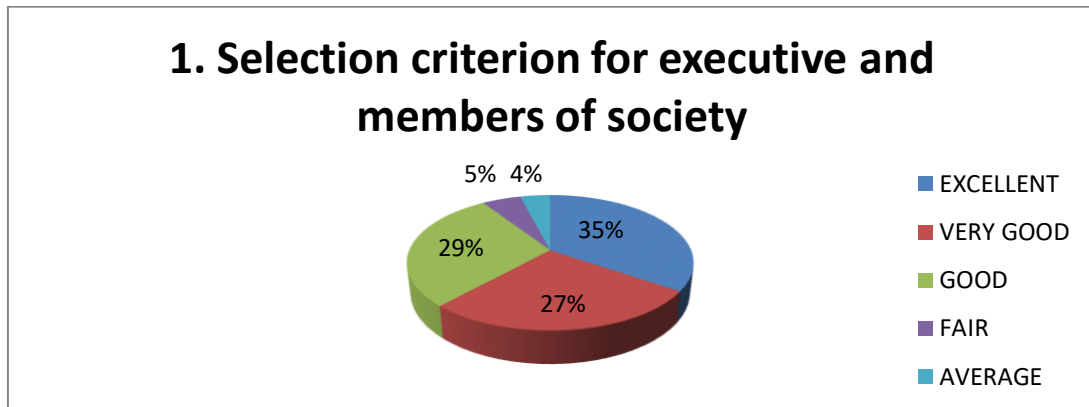
E. Analysis and Interpretation of Clubs and Societies Feedback Survey (Question-Wise)

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

Evaluation Parameters	Excellent (5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Feedback from students regarding clubs and societies							
1. Selection criterion for executive and members of society	265	209	222	40	31	767	3.8
2. Freedom of expression as members of society.	262	198	244	30	33	767	3.8
3. Support from college administration in society related affairs	243	204	250	38	32	767	3.8
4. Support from faculty in society related affairs	234	207	257	39	30	767	3.8
5. Appreciation for working in society	241	197	256	37	36	767	3.7
6. Being active member of society has transformed your personality	247	218	232	43	27	767	3.8
7. The society is regularly conducting online events.	212	213	249	49	44	767	3.7
8. Effectiveness of online events.	206	223	253	44	41	767	3.7

Total No. of Responses	1910	1669	1963	320	274	6136	**3.8**

Question-wise analysis of survey is as follows:

1. Selection criterion for executive and members of society

5% 4%
29% 35%
27%

- EXCELLENT
- VERY GOOD
- GOOD
- FAIR
- AVERAGE

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.

4% 4%
32% 34%
26%

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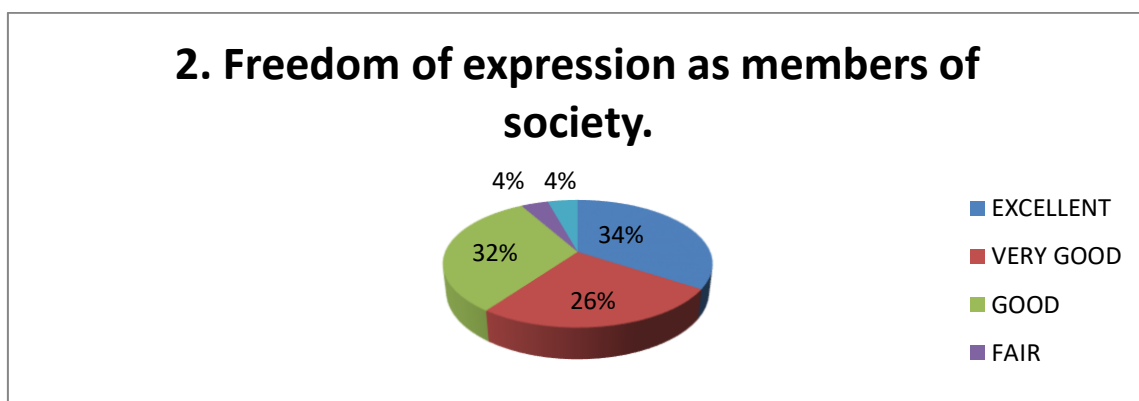
Average score for this parameter is also 3.8 which shows that students have full freedom to express their views. Suggestions given by members of society are always welcomed and implemented for smooth working of clubs and societies.

3. Support from college administration in society related affairs

5% 4%
32% 32%
27%

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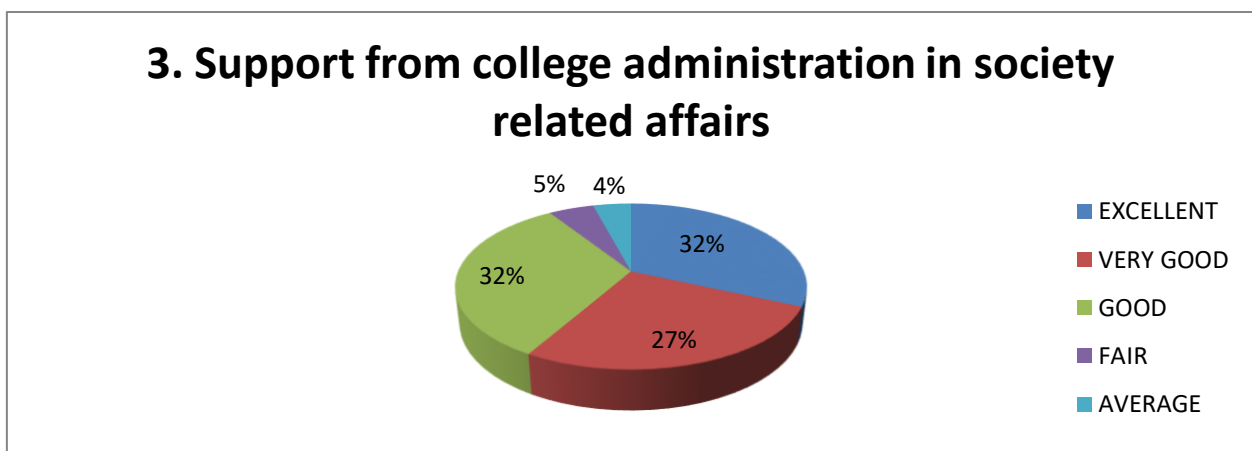
With regard to support from college administration in society related affairs, students are highly satisfied as average value of this parameter is 3.8.

4. Support from faculty in society related affairs

- EXCELLENT — 31%
- VERY GOOD — 27%
- GOOD — 33%
- FAIR — 5%
- AVERAGE — 4%
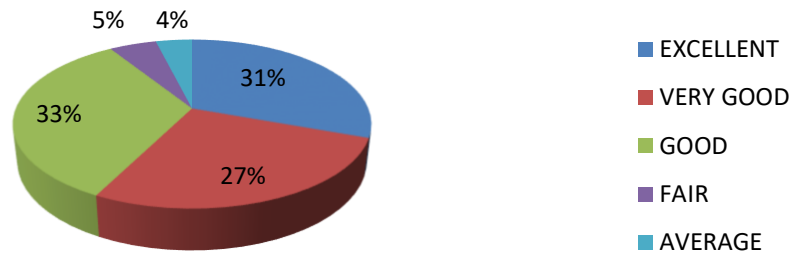
Average value of this parameter is 3.8 which shows that society members are given full support by faculty in society related affairs. Students are satisfied with the support they receive from administration and faculty in society related affairs.

5. Appreciation for working in society

- EXCELLENT — 31%
- VERY GOOD — 26%
- GOOD — 33%
- FAIR — 5%
- AVERAGE — 5%
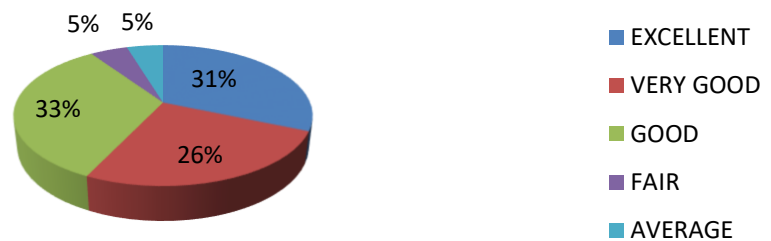
Students felt very good when it came to whether their work for society is appreciated as revealed by average score for this parameter i.e., at 3.7. Appreciation for students' work was majorly awarded in form of certificates/trophies/awards.

6. Being active member of society has transformed your personality

- EXCELLENT — 32%
- VERY GOOD — 28%
- GOOD — 30%
- FAIR — 6%
- 4%

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 overcomed.

7. The society is regularly conducting online events.

- EXCELLENT 28%
- VERY GOOD 28%
- GOOD 32%
- FAIR 6%
- 6%

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. The average score for this parameter is 3.7.

8. Effectiveness of online events.

- EXCELLENT 27%
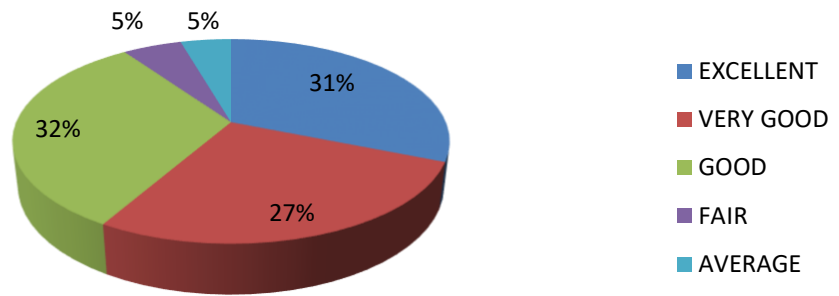- VERY GOOD 29%
- GOOD 33%
- FAIR 6%
- AVERAGE 5%
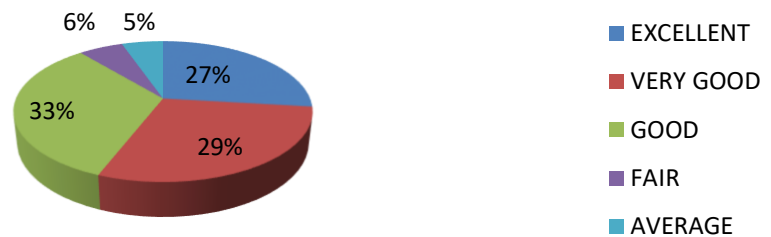
As far as effectiveness of online events was concerned score of 3.7 says that students felt online events were quite effective as students participated in all the event with lot of vigor and zeal but few students also felt that they couldn't receive information of time. So appropriate measures have been proposed in coming times to improve effectiveness of these events.
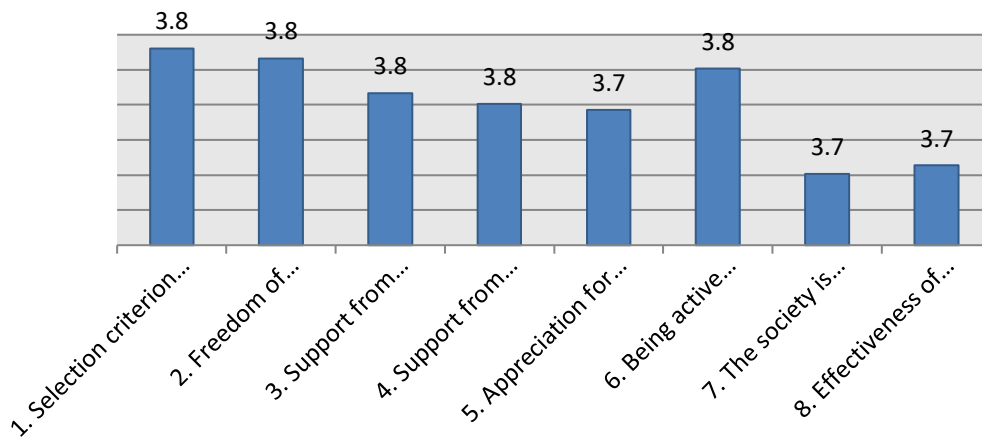
F. Overall Analysis and Interpretation of Clubs and Societies Feedback Survey

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

Feedback regarding Clubs & Societies

Pie chart showing:
- EXCELLENT: 31%
- VERY GOOD: 27%
- GOOD: 32%
- FAIR: 5%
- AVERAGE: 5%

Feedback regarding Clubs & Societies

Bar chart showing:
- 1. Selection criterion...: 3.8
- 2. Freedom of...: 3.8
- 3. Support from...: 3.8
- 4. Support from...: 3.8
- 5. Appreciation for...: 3.7
- 6. Being active...: 3.8
- 7. The society is...: 3.7
- 8. Effectiveness of...: 3.7

Overall score for all the parameters regarding Clubs and Societies is 3.8, 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. After pandemic year 2020-21, college has initiated various new systems and modes of operations so as to make these clubs and societies more effective in improving overall personalities of students.