STUDENT SATISFACTION SURVEY REPORT

SESSION: 2018-19

GOVT. COLLEGE FOR GIRLS

LUDHIANA

Content:

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

Instructions to fill the questionnaire

● All questions should be compulsorily answered.

● Each question has four responses, choose the most appropriate one.

● The response to the qualitative question no.19 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

Following is the feedback form for student satisfaction survey (manual) regarding teaching learning process

Govt. College for Girls, Ludhiana	
Student's Feed Back Form	

In order to improve teaching-learning process you are required to give your objective observations on items given below. This will be kept secret and will have no negative consequences upon you.

Name of the Stream………………Session: ……………….Class:……………………….

	POINTS TO BE CONSIDERED	Excellent	V.Good	Good	Average
1	Regularity In conducting Classes				
2	Maintenance of Discipline in the class				
3	Knowledge of Subject Matter				
4	Ability to explain the subject matter				
5	Ability to create interest in the subject				
6	Sense of humor				
7	Substantiate lectures with practical examples				
8	Completes the course in time				
9	Teaches all the units				
10	Legible writing				

11	Encourages discussions				
12	Voice is audible				
13	Available after the class				
14	Helpful outside, and in class				
15	Fair in Evaluation				
16	Whether the questions asked tests the understanding also				
17	whether evaluation is done in time				
18	Whether evaluation helps to improve				
19	**Suggestions for improvement, 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 4, with the most positive response (Excellent) being rated as 4 and last option of response (Average) being rated as 1. For the session 2018-19, the given questionnaire is filled by 404 students selected randomly from UG & PG classes. 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 4-point Likert scale, the following formula has been used:

Mean score= (4 × No. of responses in Excellent parameter + 3 × No. of responses in Very Good parameter + 2 × No. of responses in Good parameter + 1 × No. of responses in Average parameter) / total no. of responses in All parameters
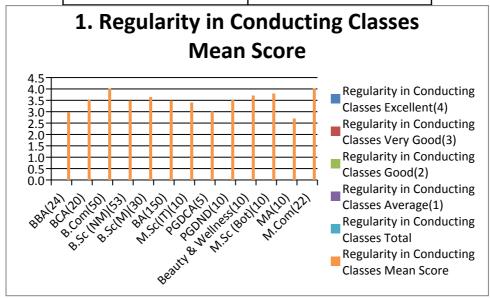
D. Participants:

About 10% of the total number of 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	B.B.A	24
2	B.C.A	20
3	B.Com.	50
4	B.Sc. (Non-Medical)	53
5	B.Sc. (Medical)	30
6	B.A	150
7	M.Sc. (IT)	10
8	PGDCA	5
9	PG Dip. In Nutrition & Dietetics	10
10	Beauty & Wellness	10
11	M.Sc. (Botany)	10
12	M.A	10
13	M.Com.	22
	Total No. of Participants	**404**

E. Analysis and Interpretation of Student Satisfaction Survey

1. Regularity in Conducting Classes	
Classes	**Mean Score**
BBA(24)	3.0
BCA(20)	3.5
B.Com(50)	4.0
B.Sc (NM)(53)	3.5
B.Sc(M)(30)	3.6
BA(150)	3.5
M.Sc(IT)(10)	3.4
PGDCA(5)	3.0
PGDND(10)	3.5
Beauty & Wellness(10)	3.7
M.Sc (Bot)(10)	3.8
MA(10)	2.7
M.Com(22)	4.0
Average Mean Score	**3.5**

1. Regularity in Conducting Classes Mean Score

Legend:
- Regularity in Conducting Classes Excellent(4)
- Regularity in Conducting Classes Very Good(3)
- Regularity in Conducting Classes Good(2)
- Regularity in Conducting Classes Average(1)
- Regularity in Conducting Classes Total
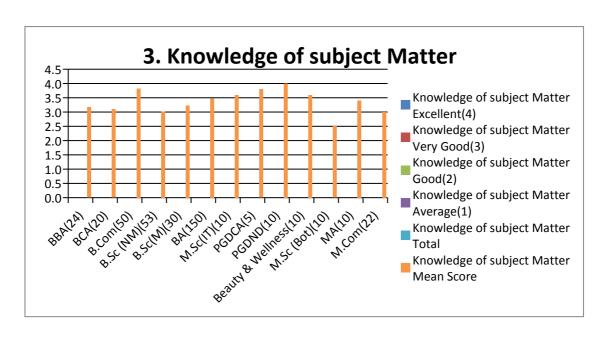- Regularity in Conducting Classes Mean Score

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 parameters. Regular classes are held under all the departments. Above table also shows total mean score of college which stands at 3.5 which illustrate very good performance of college in this parameter.

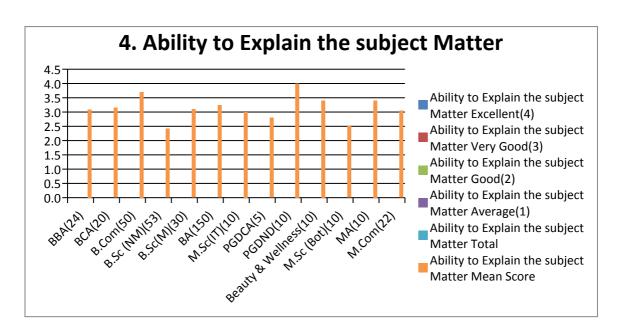| 2. Maintenance of discipline in the class	
Classes	**Mean Score**
BBA(24)	2.9
BCA(20)	3.0
B.Com(50)	3.7
B.Sc (NM)(53)	2.7
B.Sc(M)(30)	3.1
BA(150)	3.2
M.Sc(IT)(10)	3.6
PGDCA(5)	3.6
PGDND(10)	3.7
Beauty & Wellness(10)	3.4
M.Sc (Bot)(10)	3.5
MA(10)	3.4
M.Com(22)	3.8
Average Mean Score	**3.3**

With regard to maintenance of discipline in classes, almost all departments stand above the standard except few classes. And overall college score also stand at more than standard mean score of 3.

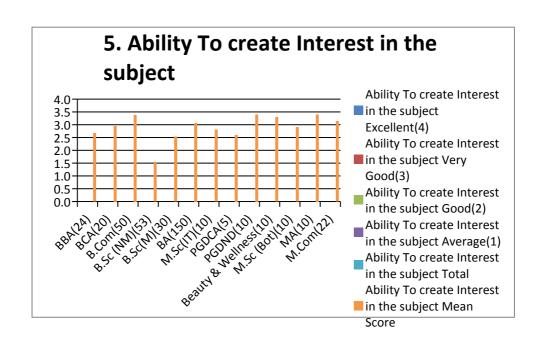| 3. Knowledge of subject Matter	
Classes	**Mean Score**
BBA(24)	3.2
BCA(20)	3.1
B.Com(50)	3.8
B.Sc (NM)(53)	3.0
B.Sc(M)(30)	3.2
BA(150)	3.5
M.Sc(IT)(10)	3.6
PGDCA(5)	3.8
PGDND(10)	4.0
Beauty & Wellness(10)	3.6
M.Sc (Bot)(10)	2.5
MA(10)	3.4
M.Com(22)	3.0
Average Mean Score	**3.4**

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 above standard mean score of 3. For Department of PGDND, mean score is 4 which say that students are highly satisfied with knowledge of subject matter with regard to their teachers. Overall mean score for college stands at 3.4 that lie between good and very good.

4. Ability to Explain the subject Matter	
Classes	**Mean Score**
BBA(24)	3.1
BCA(20)	3.2
B.Com(50)	3.7
B.Sc (NM)(53)	2.4
B.Sc(M)(30)	3.1
BA(150)	3.2
M.Sc(IT)(10)	3.0
PGDCA(5)	2.8
PGDND(10)	4.0
Beauty & Wellness(10)	3.4
M.Sc (Bot)(10)	2.5
MA(10)	3.4
M.Com(22)	3.0
Average Mean Score	**3.1**

4. Ability to Explain the subject Matter

Legend:
- Ability to Explain the subject Matter Excellent(4)
- Ability to Explain the subject Matter Very Good(3)
- Ability to Explain the subject Matter Good(2)
- Ability to Explain the subject Matter Average(1)
- Ability to Explain the subject Matter Total
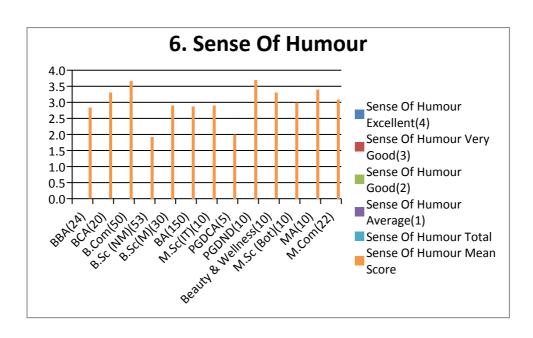- Ability to Explain the subject Matter Mean Score

With regard to faculty's ability to explain the subject matter, students of PGDND department have rated its department excellent and also B.Com department stands near to excellent with regard to this parameter. But overall score of College stands at 3.1 which say that we need to improve in this parameter further more.

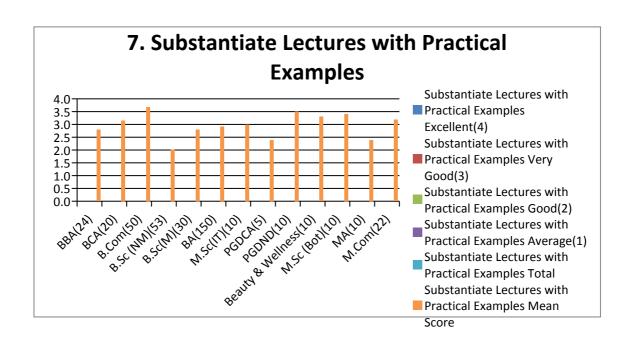| 5. Ability To create Interest in the subject	
Classes	**Mean Score**
BBA(24)	2.7
BCA(20)	3.0
B.Com(50)	3.4
B.Sc (NM)(53)	1.5
B.Sc(M)(30)	2.5
BA(150)	3.1
M.Sc(IT)(10)	2.8
PGDCA(5)	2.6
PGDND(10)	3.4
Beauty & Wellness(10)	3.3
M.Sc (Bot)(10)	2.9
MA(10)	3.4
M.Com(22)	3.1
Average Mean Score	**2.9**

Overall mean score for college with regard to the parameter of Ability to create interest in subject stand below the standard which say that college and all its department need to work hard on this parameter so as to create student's interest in subject which can be done by including practical aspects of subject and also involving students more in learning process.

6. Sense Of humor	
Classes	**Mean Score**
BBA(24)	2.8
BCA(20)	3.3
B.Com(50)	3.7
B.Sc (NM)(53)	1.9
B.Sc(M)(30)	2.9
BA(150)	2.9
M.Sc(IT)(10)	2.9
PGDCA(5)	2.0
PGDND(10)	3.7
Beauty & Wellness(10)	3.3
M.Sc (Bot)(10)	3.0
MA(10)	3.4
M.Com(22)	3.1
Average Mean Score	**3.0**

6. Sense Of Humour

Humor makes learning process easier for students and helps in retaining interest of students in the classes and majority of departments stand near to very good on this parameter except few. Also average score of college stands at 3 that also show further scope of improvement on this parameter.
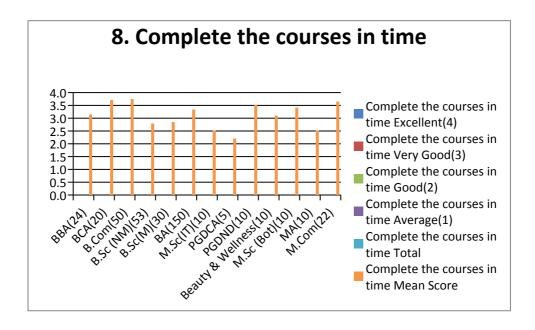
7. Substantiate Lectures with Practical Examples	
Classes	**Mean Score**
BBA(24)	2.8
BCA(20)	3.2
B.Com(50)	3.7
B.Sc (NM)(53)	2.0
B.Sc(M)(30)	2.8
BA(150)	2.9
M.Sc(IT)(10)	3.0
PGDCA(5)	2.4
PGDND(10)	3.5
Beauty & Wellness(10)	3.3
M.Sc (Bot)(10)	3.4
MA(10)	2.4
M.Com(22)	3.2
Average Mean Score	**3.0**

7. Substantiate Lectures with Practical Examples

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 college illustrates that college is doing very good on this parameter but this is
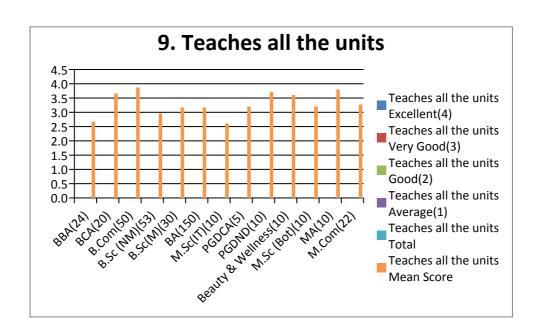
never ending process so all the departments are working hard and continuously to substantiate their lectures with practical examples.

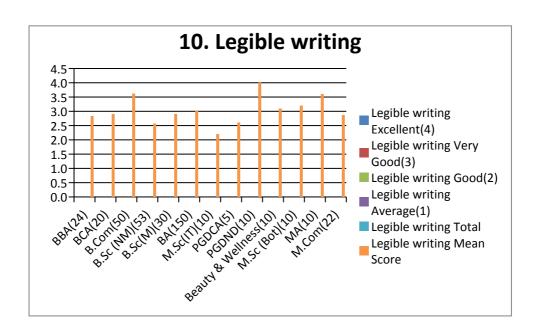| 8. Complete the courses in time	
Classes	**Mean Score**
BBA(24)	3.1
BCA(20)	3.7
B.Com(50)	3.7
B.Sc (NM)(53)	2.8
B.Sc(M)(30)	2.8
BA(150)	3.3
M.Sc(IT)(10)	2.5
PGDCA(5)	2.2
PGDND(10)	3.5
Beauty & Wellness(10)	3.1
M.Sc (Bot)(10)	3.4
MA(10)	2.5
M.Com(22)	3.6
Average Mean Score	**3.1**

With regard to completion of courses in time, majority of departments are doing very good as they ensure completion of courses in time.

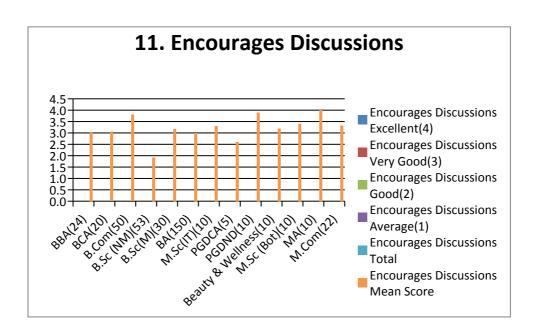| 9. Teaches all the units	
Classes	**Mean Score**
BBA(24)	2.7
BCA(20)	3.7
B.Com(50)	3.9
B.Sc (NM)(53)	2.9
B.Sc(M)(30)	3.2
BA(150)	3.2
M.Sc(IT)(10)	2.6
PGDCA(5)	3.2
PGDND(10)	3.7
Beauty & Wellness(10)	3.6
M.Sc (Bot)(10)	3.2
MA(10)	3.8
M.Com(22)	3.3
Average Mean Score	**3.3**

9. Teaches all the units

Almost 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 bar graph.

10. Legible writing

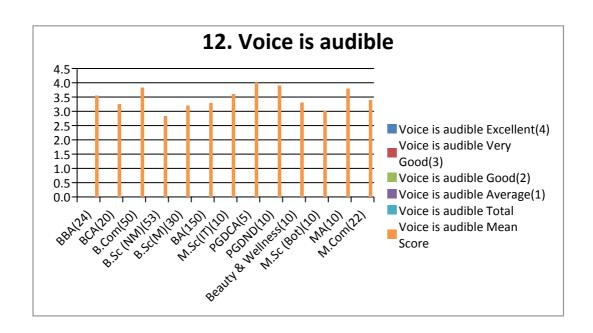| Classes	Mean Score
BBA(24)	2.8
BCA(20)	2.9
B.Com(50)	3.6
B.Sc (NM)(53)	2.6
B.Sc(M)(30)	2.9
BA(150)	3.0
M.Sc(IT)(10)	2.2
PGDCA(5)	2.6
PGDND(10)	4.0
Beauty & Wellness(10)	3.1
M.Sc (Bot)(10)	3.2
MA(10)	3.6
M.Com(22)	2.9
Average Mean Score	**3.0**

Although teaching methodology is supported by interactive methods of smart board teaching in the classrooms but still use of blackboards are still most commonly used medium of communicating with the students. The overall mean score of college shows the standard performance for this parameter.

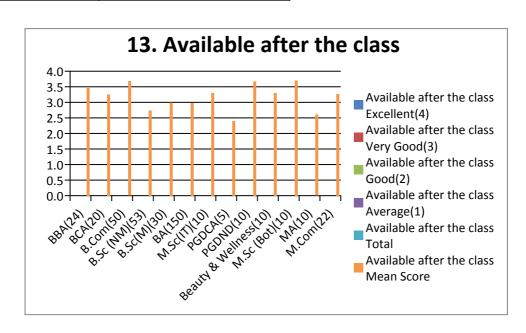| 11.Encourages Discussions	
Classes	**Mean Score**
BBA(24)	3.0
BCA(20)	3.1
B.Com(50)	3.8
B.Sc (NM)(53)	1.9
B.Sc(M)(30)	3.2
BA(150)	3.0
M.Sc(IT)(10)	3.3
PGDCA(5)	2.6
PGDND(10)	3.9
Beauty & Wellness(10)	3.2
M.Sc (Bot)(10)	3.4
MA(10)	4.0
M.Com(22)	3.3
Average Mean Score	**3.2**

To make teaching learning process more interactive faculty in all the departments encourages active discussion in the classrooms as demonstrated in above table and graphs. Almost all the departments are rated very good on this parameter and average mean score of college also stands at 3.2 which means very good on this parameter.

12. Voice is audible

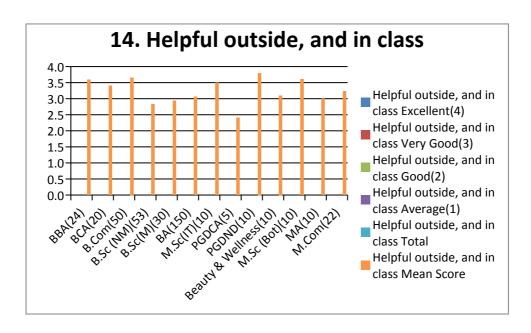| Classes	Mean Score
BBA(24)	3.5
BCA(20)	3.3
B.Com(50)	3.8
B.Sc (NM)(53)	2.8
B.Sc(M)(30)	3.2
BA(150)	3.3
M.Sc(IT)(10)	3.6
PGDCA(5)	4.0
PGDND(10)	3.9
Beauty & Wellness(10)	3.3
M.Sc (Bot)(10)	3.0
MA(10)	3.8
M.Com(22)	3.4
Average Mean Score	3.5

Audibility of teacher's voice is must in classrooms and same is revealed by the survey in above table and graph. Students in all the departments are satisfied with regard to audibility of their teacher's voice in the class rooms. Also Average mean score is 3.5 that say that all the departments are doing excellent in this parameter.

13. Available after the class

Classes	Mean Score
BBA(24)	3.5
BCA(20)	3.3
B.Com(50)	3.7
B.Sc (NM)(53)	2.7
B.Sc(M)(30)	3.0
BA(150)	3.0
M.Sc(IT)(10)	3.3
PGDCA(5)	2.4
PGDND(10)	3.7
Beauty & Wellness(10)	3.3
M.Sc (Bot)(10)	3.7
MA(10)	2.6
M.Com(22)	3.3
Average Mean score	3.2

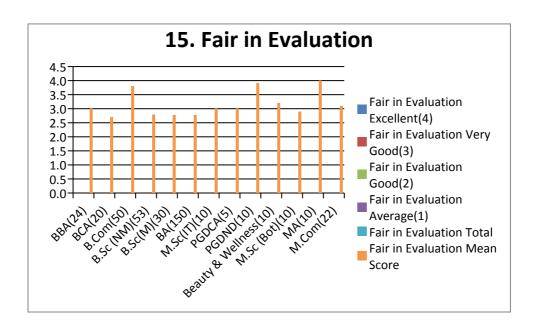

13. Available after the class

Overall Mean Score with regard to available after the class is 3.2 which is near to 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.

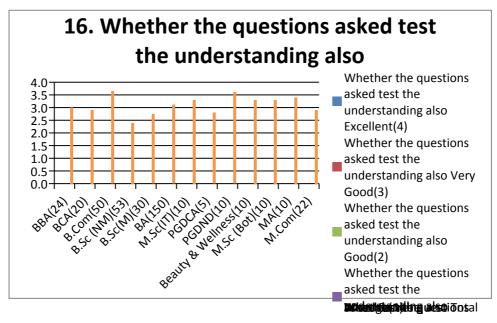| 14. Helpful outside, and in class	
Classes	**Mean Score**
BBA(24)	3.6
BCA(20)	3.4
B.Com(50)	3.7
B.Sc (NM)(53)	2.8
B.Sc(M)(30)	2.9
BA(150)	3.1
M.Sc(IT)(10)	3.5
PGDCA(5)	2.4
PGDND(10)	3.8
Beauty & Wellness(10)	3.1
M.Sc (Bot)(10)	3.6
MA(10)	3.0
M.Com(22)	3.2
Average Mean score	3.2

A handful help of a student by the teacher does a lot. Overall Mean Score with regard to helpful outside and inside class is 3.2 which is near to very good which shows that all the departments are doing their best in this criterion. Comfort zone should be provided to the students to motivate them to ask freely. The college is working very well on this criterion.

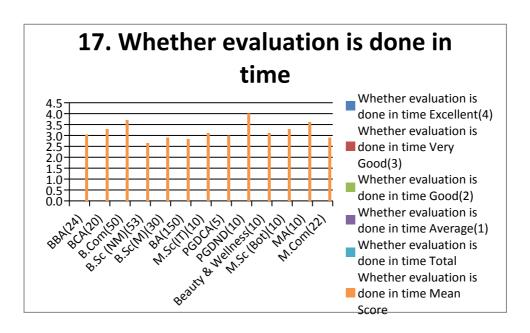| 15. Fair in Evaluation	
Classes	**Mean Score**
BBA(24)	3.0
BCA(20)	2.7
B.Com(50)	3.8
B.Sc (NM)(53)	2.8
B.Sc(M)(30)	2.8
BA(150)	2.8
M.Sc(IT)(10)	3.0
PGDCA(5)	3.0
PGDND(10)	3.9
Beauty & Wellness(10)	3.2
M.Sc (Bot)(10)	2.9
MA(10)	4.0
M.Com(22)	3.1
Average Mean score	3.1

Evaluation is the yardstick to measure the performance of the students. Overall Mean Score with regard to fair in evaluation is done in time stands near to very good 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.

16. Whether the questions asked test the understanding also	
Classes	**Mean Score**
BBA(24)	3.0
BCA(20)	2.9
B.Com(50)	3.6
B.Sc (NM)(53)	2.4
B.Sc(M)(30)	2.7
BA(150)	3.1
M.Sc(IT)(10)	3.3
PGDCA(5)	2.8
PGDND(10)	3.6
Beauty & Wellness(10)	3.3
M.Sc (Bot)(10)	3.3
MA(10)	3.4
M.Com(22)	2.9
Average Mean score	3.1

16. Whether the questions asked test the understanding also

Overall Mean Score with regard to parameter of whether the questions asked understanding also is stand near to very good. Average score of college stands at 3.1 that also show further scope of improvement in this parameter. It is suggested that the questions asked by the teachers should be more analytical and must raise the level of understanding.

17. Whether evaluation is done in time	
Classes	**Mean Score**
BBA(24)	3.0
BCA(20)	3.3
B.Com(50)	3.7
B.Sc (NM)(53)	2.6
B.Sc(M)(30)	2.9
BA(150)	2.8
M.Sc(IT)(10)	3.1
PGDCA(5)	3.0
PGDND(10)	4.0
Beauty & Wellness(10)	3.1
M.Sc (Bot)(10)	3.3
MA(10)	3.6
M.Com(22)	2.9
Average Mean score	3.2

Overall Mean Score with regard to parameter of whether evaluation is done in time stand above the standard which says that college and all its departments try to do evaluation in time so that students can work upon their lacking points and try to improve their learning.

18. Whether the evaluation helps you to improve	
Classes	**Mean Score**
BBA(24)	3.6
BCA(20)	2.9
B.Com(50)	3.8
B.Sc (NM)(53)	2.5
B.Sc(M)(30)	2.7
BA(150)	2.9
M.Sc(IT)(10)	3.8
PGDCA(5)	2.4
PGDND(10)	4.0
Beauty & Wellness(10)	3.6
M.Sc (Bot)(10)	3.1
MA(10)	3.2
M.Com(22)	3.0
Average Mean score	3.2

18. Whether the evaluation helps you to improve

Legend:
- Whether the evaluation helps you to improve Excellent(4)
- Whether the evaluation helps you to improve Very Good(3)
- Whether the evaluation helps you to improve Good(2)
- Whether the evaluation helps you to improve Average(1)

Overall Mean Score with regard to parameter of whether evaluation helps to improve stands above the standard which says that college and all its departments are working good to improve the student's learning process via their evaluation.

F. Class Wise Mean Score

Courses	Mean Score
BBA(24)	3.1
BCA(20)	3.2
B.Com(50)	3.7
B.Sc (NM)(53)	2.6
B.Sc(M)(30)	3.0
BA(150)	3.1
M.Sc(IT)(10)	3.1
PGDCA(5)	2.8
PGDND(10)	3.8
Beauty & Wellness(10)	3.3
M.Sc (Bot)(10)	3.2
MA(10)	3.3
M.Com(22)	3.2

Above data shows that for most of the courses average score on all parameters is more than 3.0. It is evident from this score that students are 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 3.5 or higher for each course.

G. Overall Mean Score for Various Parameters

Evaluation Parameters for Different Courses at college level	Mean Score
Regularity In conducting Classes	3.5
Maintenance of Discipline in the class	3.3
Knowledge of Subject Matter	3.4
Ability to explain the subject matter	3.1
Ability to create interest in the subject	2.9
Sense of Humour	3.0
Substantiate lectures with practical examples	3.0
Completes the course in time	3.1
Teaches all the units	3.3
Legible writing	3.0
Encourages discussions	3.2
Voice is audible	3.5
Available after the class	3.2
Helpful outside, and in class	3.2
Fair in Evaluation	3.1
Whether the questions asked tests the understanding also	3.1
whether evaluation is done in time	3.2
Whether evaluation helps to improve	3.2

Above data shows that average score for individual parameters given by the students of all the courses except one course is either 3.0 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 Analysis and Interpretation of Student Satisfaction Survey

1.Regularity in Conducting Classes

32 2
116
254

Excellent Very Good Good Average

2. Maintenance of discipline in class

59 7
165
173

Excellent Very Good Good Average

3.Knowledge of subject Matter

16
36
132
220

Excellent Very Good Good Average

5.A
sub

6.Sense Of humor

44
88
141
131

Excellent Very Good Good Average

7.Substantiate Lectures with Practical Examples

45
91
149
119

Excellent Very Good Good Average

8.Complete the courses in time

13
67
191
133

Excellent Very Good Good Average

17.Whether evaluation is done in time

24
76
131
168

■ Excellent ■ Very Good ■ Good ■ Average

9.Teaches all the units

12
63
187
142

■ Excellent ■ Very Good ■ Good ■ Average

150

erage

Excellent Very Good Good Average

75

Excellent

12.Voice is audible

18
37
212
138

■ Excellent ■ Very Good ■ Good ■ Average

13.

Excellent

14.Helpful outside, and in class

23
59
180
142

■ Excellent ■ Very Good ■ Good ■ Average

Excellent

16.Whether the questions asked test the understanding also

18
69
128
189

■ Excellent ■ Very Good ■ Good ■ Average