

**STUDENT SATISFACTION
SURVEY REPORT**

SESSION: 2020-21

**GOVT. COLLEGE FOR GIRLS
LUDHIANA**

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Feedback Survey

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

A. Objective

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

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

b. To identify and address gaps for improvement.

B. Questionnaire for Student Satisfaction Survey

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

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

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

Govt. College for Girls, Ludhiana

TEACHER FEEDBACK FORM

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

2. Fill only once for each teacher.

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

Name of Teacher:

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

C. Methodology for Analysis of Student Satisfaction Survey:

The questionnaire is based on the Likert scale where the responses are recorded on a scale of 1 to 5, with the most positive response (Excellent) being rated as 5 and last option of response (Fair)being rated as 1. For the session 2019-20, the given questionnaire was filled online by 2200 students selected randomly from all UG & PG classes out of which 358 PG students and 1852 UG students submitted their responses. After the survey, the mean score for each question has been calculated and then the overall mean has been arrived at.

Method for calculation of mean score on Likert Scale:

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

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

D. Participants:

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

S. No.	Course Name	No. of Participants
1	BBA	97
2	BCA	78
3	B.Com.	376
4	B.Sc. (NM)	340
5	B.Sc.(M)	190
6	B.A	762
7	M.Sc. (IT)	26
8	PGDCA	32
9	M.SC. (BOTANY)	112
10	M.A	20
11	M.Com.	167
	Total No. of Participants	2200

E. Analysis and Interpretation of Student Satisfaction Survey

1. Regularity in conducting classes

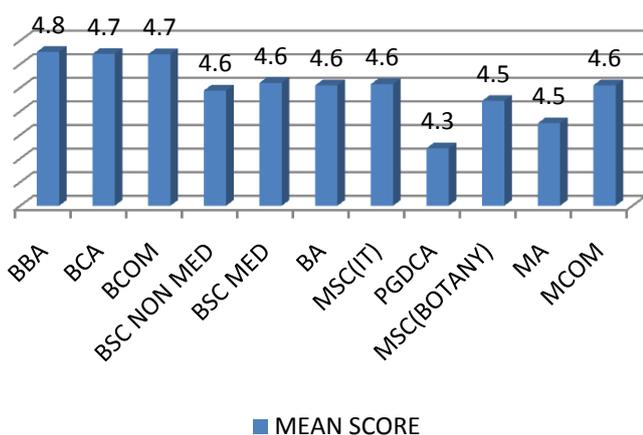
Responses received by students of various courses for this parameter are shown in following table:

1. Regularity in Conducting Classes							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	77	17	2	1	0	97	4.8
BCA(78)	62	12	4	0	0	78	4.7
B.Com.(376)	303	57	10	4	2	376	4.7
B.Sc. (NM)(340)	245	62	27	0	6	340	4.6
B.Sc.(M)(190)	140	34	11	4	1	190	4.6
B.A(762)	557	136	55	5	9	762	4.6
M.Sc. (IT)(26)	17	8	1	0	0	26	4.6
PGDCA(32)	17	11	2	2	0	32	4.3
M.SC. (BOTANY)(112)	72	30	9	1	0	112	4.5
M.A(20)	12	5	3	0	0	20	4.5
M.Com.(167)	112	45	10	0	0	167	4.6
Total (2200)	1614	417	134	17	18	2200	4.6

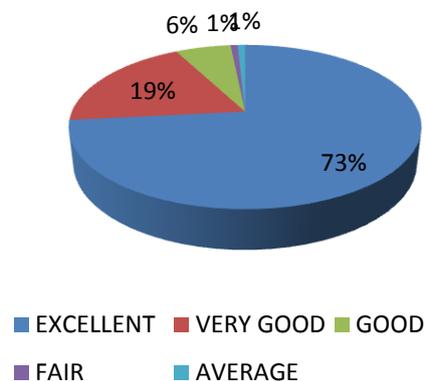
Class-wise average score for this parameter is shown in following table:

1. Regularity in Conducting Classes	
Classes	Mean Score
BBA	4.8
BCA	4.7
B.Com.	4.7
B.Sc. (NM)	4.6
B.Sc.(M)	4.6
B.A	4.6
M.Sc. (IT)	4.6
PGDCA	4.3
M.SC. (BOTANY)	4.5
M.A	4.5
M.Com.	4.6
Overall Mean Score	4.6

1. Regularity in taking classes.



1. Regularity in taking classes.



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 felt that classes of all courses have been conducted regularly. In spite of the fact that current session has been completely an online session and also relatively shorter and therefore faculty members ensured that all course related tasks and activities have been declared effectively to students. Majority of students, nearly 92%(73%+19%) 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.

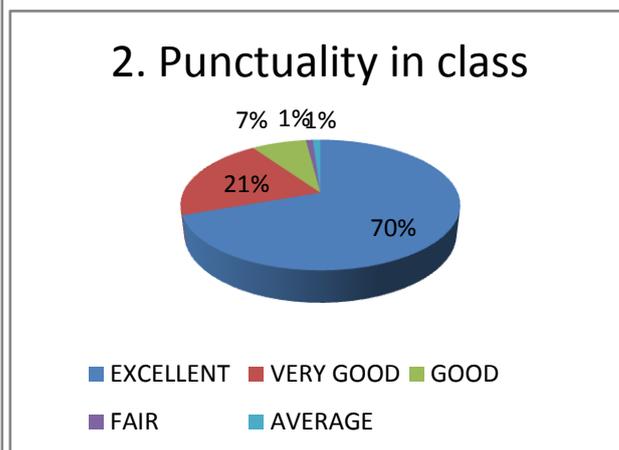
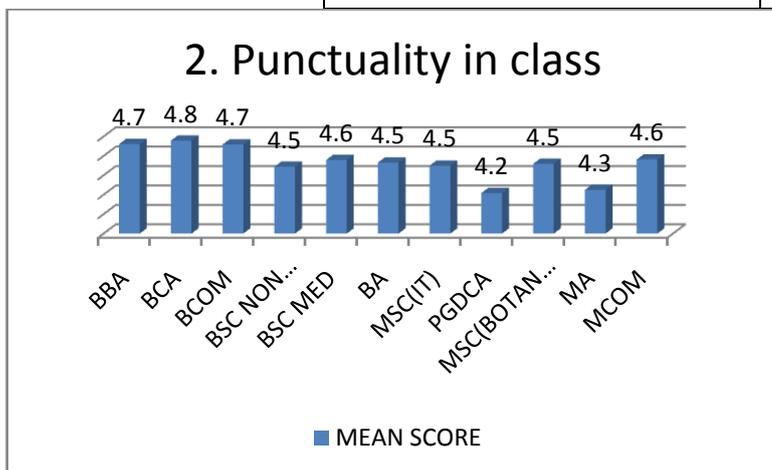
2. Punctuality in the class

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

2.Punctuality in the class							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	77	15	4	0	1	97	4.7
BCA(78)	64	9	5	0	0	78	4.8
B.Com.(376)	297	57	18	3	1	376	4.7
B.Sc. (NM)(340)	229	68	30	6	7	340	4.5
B.Sc.(M)(190)	131	40	14	4	1	190	4.6
B.A(762)	516	165	62	8	11	762	4.5
M.Sc. (IT)(26)	14	11	1	0	0	26	4.5
PGDCA(32)	12	15	5	0	0	32	4.2
M.SC. (BOTANY)(112)	72	26	14	0	0	112	4.5
M.A(20)	12	5	1	0	2	20	4.3
M.Com.(167)	107	47	13	0	0	167	4.6
Total (2200)	1531	458	167	21	23	2200	4.5

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

2. Punctuality in the class	
Classes	Mean Score
BBA	4.7
BCA	4.8
B.Com.	4.7
B.Sc. (NM)	4.5
B.Sc.(M)	4.6
B.A	4.5
M.Sc. (IT)	4.5
PGDCA	4.2
M.SC. (BOTANY)	4.5
M.A	4.3
M.Com.	4.6
Overall Mean Score	4.5



With regard to maintenance of discipline in classes, almost all departments stand above the standard. And overall college score also stands at more than standard mean score of 4.5. The pichart also shows that 70 % of students agree that teachers have been punctual in the classes and have given Excellent rating (5) and nearly 21% of students have given Very Good (4) rating in this parameter. Less than 10% students' response have been average with regard to this parameter and this may be due to reason that teachers may have been involved in some college duties that need to be performed besides teaching. Punctuality has been very important discipline adopted in college and this parameter will be emphasized more and more in upcoming sessions.

3. Knowledge about the subject taught

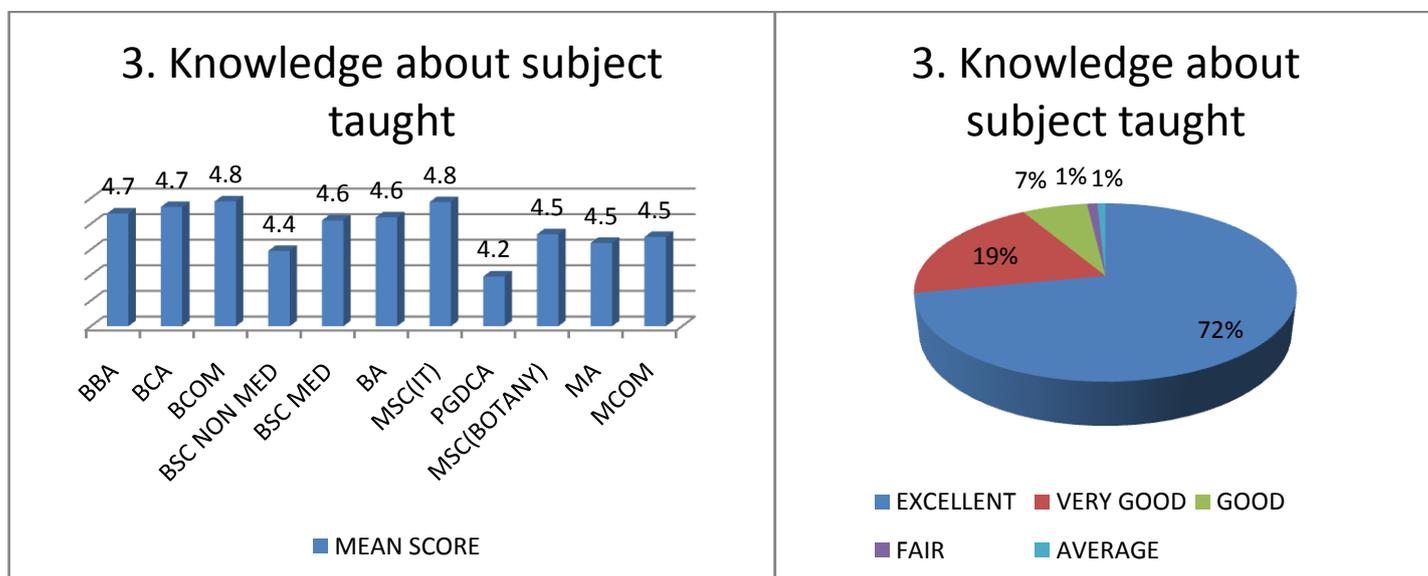
Responses received by students of various courses for this parameter are shown in following table:

3. Knowledge about the subject taught							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	73	19	4	0	1	97	4.7
BCA(78)	62	12	3	1	0	78	4.7
B.Com.(376)	307	57	9	2	1	376	4.8
B.Sc. (NM)(340)	220	66	31	12	11	340	4.4
B.Sc.(M)(190)	138	35	15	2	0	190	4.6
B.A(762)	568	134	52	3	5	762	4.6
M.Sc. (IT)(26)	22	2	2	0	0	26	4.8
PGDCA(32)	9	20	3	0	0	32	4.2
M.SC. (BOTANY)(112)	72	27	12	1	0	112	4.5
M.A(20)	13	4	2	1	0	20	4.5
M.Com.(167)	98	55	13	1	0	167	4.5
Total (2200)	1582	431	146	23	18	2200	4.6

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

3. Knowledge about the subject taught	
Classes	Mean Score
BBA	4.7
BCA	4.7

B.Com.	4.8
B.Sc. (NM)	4.4
B.Sc.(M)	4.6
B.A	4.6
M.Sc. (IT)	4.8
PGDCA	4.2
M.SC. (BOTANY)	4.5
M.A	4.5
M.Com.	4.5
Overall Mean Score	4.6



Above table and graph demonstrates mean score of various departments with respect to knowledge of subject matter and we can see that again majority of departments are well above standard mean score of 3. For all the Departments mean score is above 4, which 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 4.6 that lie between Excellent and Very Good. Therefore, we can say that teachers are well versed with their subject matter.

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

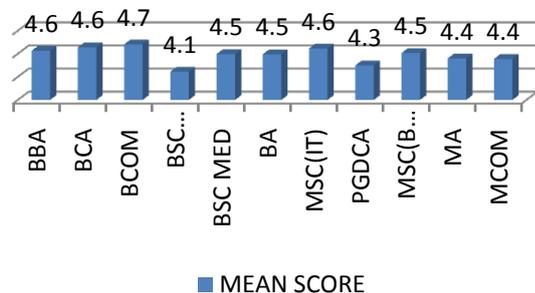
Responses received by students of various courses for this parameter are shown in following table:

4. Ability to link current knowledge and practical experience while teaching							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	70	15	10	1	1	97	4.6
BCA(78)	58	14	5	0	1	78	4.6
B.Com.(376)	292	62	18	3	1	376	4.7
B.Sc. (NM)(340)	177	81	45	17	20	340	4.1
B.Sc.(M)(190)	124	46	13	4	3	190	4.5
B.A(762)	508	162	66	10	16	762	4.5
M.Sc. (IT)(26)	18	6	2	0	0	26	4.6
PGDCA(32)	11	18	3	0	0	32	4.3
M.SC. (BOTANY)(112)	74	23	14	1	0	112	4.5
M.A(20)	13	5	0	1	1	20	4.4
M.Com.(167)	87	58	22	0	0	167	4.4
Total (2200)	1432	490	198	37	43	2200	4.5

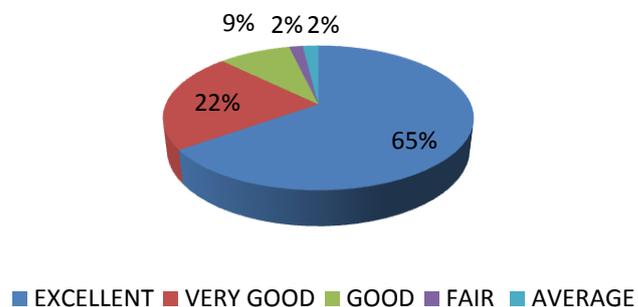
Class-wise average score for this parameter is shown in following table:

4. Ability to link current knowledge and practical experience while teaching	
Classes	Mean Score
BBA	4.6
BCA	4.6
B.Com.	4.7
B.Sc. (NM)	4.1
B.Sc.(M)	4.5
B.A	4.5
M.Sc. (IT)	4.6
PGDCA	4.3
M.SC. (BOTANY)	4.5
M.A	4.4
M.Com.	4.4
Overall Mean Score	4.5

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



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



With regard to faculty's ability to link current knowledge with their practical experience, the score for all the departments exist at 4.0 and above. This shows that most of the teachers have ability to link their current knowledge with their practical experience. Overall college score of 4.5 also shows the same.

5. Ability to involve students while teaching

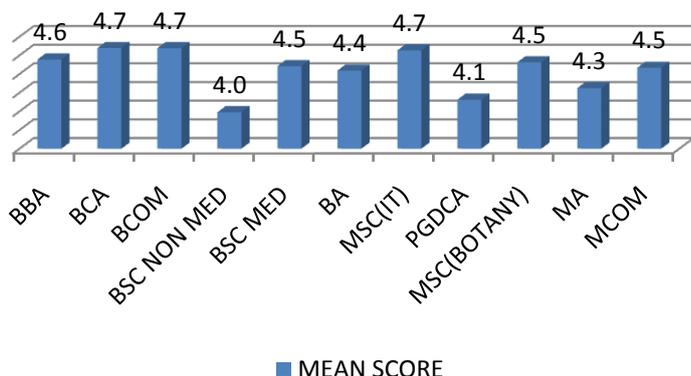
Responses received by students of various courses for this parameter are shown in following table:

5. Ability to involve students while teaching							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	66	19	12	0	0	97	4.6
BCA(78)	61	12	3	1	1	78	4.7
B.Com.(376)	281	75	15	4	1	376	4.7
B.Sc. (NM)(340)	159	91	45	18	27	340	4.0
B.Sc.(M)(190)	127	37	20	3	3	190	4.5
B.A(762)	471	192	74	11	14	762	4.4
M.Sc. (IT)(26)	19	5	2	0	0	26	4.7
PGDCA(32)	9	18	5	0	0	32	4.1
M.SC. (BOTANY)(112)	74	25	11	2	0	112	4.5
M.A(20)	11	6	1	1	1	20	4.3
M.Com.(167)	94	58	14	1	0	167	4.5
Total (2200)	1372	538	202	41	47	2200	4.4

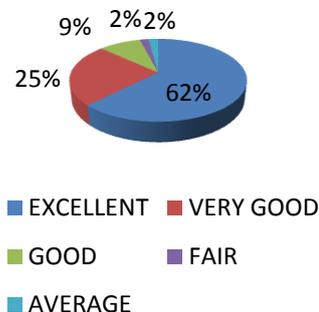
Class-wise average score for this parameter is shown in following table:

5. Ability to involve students while teaching	
Classes	Mean Score
BBA	4.6
BCA	4.7
B.Com.	4.7
B.Sc. (NM)	4.0
B.Sc.(M)	4.5
B.A	4.4
M.Sc. (IT)	4.7
PGDCA	4.1
M.SC. (BOTANY)	4.5
M.A	4.3
M.Com.	4.5
Overall Mean Score	4.4

5. Ability to involve students while teaching



5. Ability to involve students while teaching



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 is very good on this parameter.

6. Ability to maintain discipline in class

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

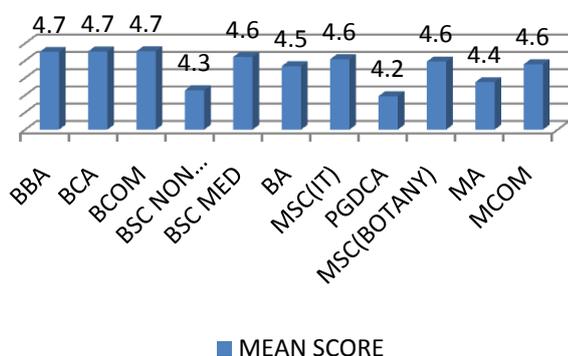
6. Ability to maintain discipline in class

Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	75	16	5	1	0	97	4.7
BCA(78)	58	17	3	0	0	78	4.7
B.Com.(376)	293	63	14	5	1	376	4.7
B.Sc. (NM)(340)	196	83	30	14	17	340	4.3
B.Sc.(M)(190)	136	42	10	2	0	190	4.6
B.A(762)	507	174	69	6	6	762	4.5
M.Sc. (IT)(26)	18	6	2	0	0	26	4.6
PGDCA(32)	9	20	3	0	0	32	4.2
M.SC. (BOTANY)(112)	77	24	11	0	0	112	4.6
M.A(20)	11	6	2	1	0	20	4.4
M.Com.(167)	109	43	14	1	0	167	4.6
Total (2200)	1489	494	163	30	24	2200	4.5

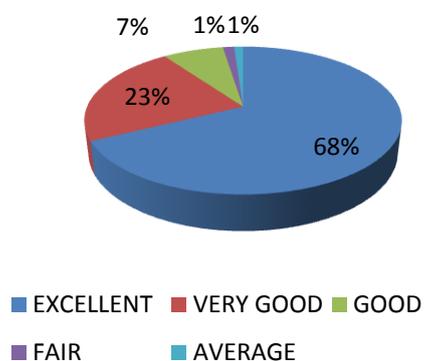
Class-wise average score for this parameter is shown in following table:

6. Ability to maintain discipline in class	
Classes	Mean Score
BBA	4.7
BCA	4.7
B.Com.	4.7
B.Sc. (NM)	4.3
B.Sc.(M)	4.6
B.A	4.5
M.Sc. (IT)	4.6
PGDCA	4.2
M.SC. (BOTANY)	4.6
M.A	4.4
M.Com.	4.6
Overall Mean Score	4.5

6. Ability to maintain discipline in class



6. Ability to maintain discipline in class



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

7. Communication skills in class

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

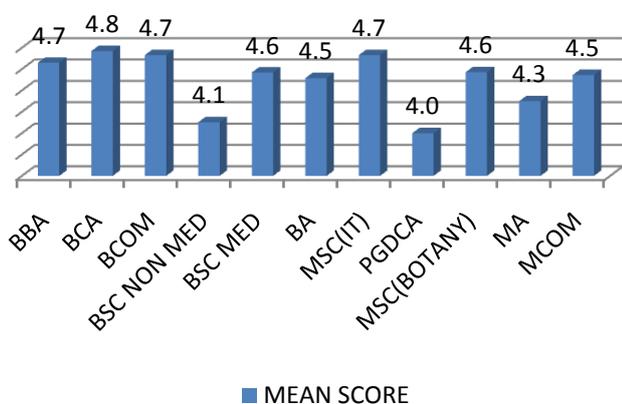
7. Communication skills in class							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	73	16	7	1	0	97	4.7
BCA(78)	64	10	4	0	0	78	4.8
B.Com.(376)	297	63	11	4	1	376	4.7
B.Sc. (NM)(340)	175	86	44	9	26	340	4.1
B.Sc.(M)(190)	129	46	11	2	2	190	4.6
B.A(762)	523	147	67	12	13	762	4.5
M.Sc. (IT)(26)	19	7	0	0	0	26	4.7
PGDCA(32)	7	18	7	0	0	32	4.0
M.SC. (BOTANY)(112)	77	22	13	0	0	112	4.6
M.A(20)	12	4	3	0	1	20	4.3
M.Com.(167)	101	56	10	0	0	167	4.5
Total (2200)	1477	475	177	28	43	2200	4.5

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

7. Communication skills in class	
Classes	Mean Score
BBA	4.7
BCA	4.8
B.Com.	4.7
B.Sc. (NM)	4.1
B.Sc.(M)	4.6

B.A	4.5
M.Sc. (IT)	4.7
PGDCA	4.0
M.SC. (BOTANY)	4.6
M.A	4.3
M.Com.	4.5
Overall Mean Score	4.5

7. Communication skills in class



7. Communication skills in class

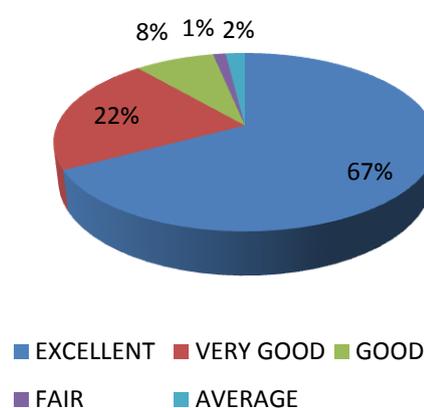


Table and graphs for this parameter illustrates that teachers in all the departments have excellent communication skills with their students. The average score for all the departments is above 4.0 except PGDCA department for which average score is 4.0 and overall mean score of all the departments stands at 4.5. The minimum score in this parameter is 4.0 for PGDCA department which is not bad 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

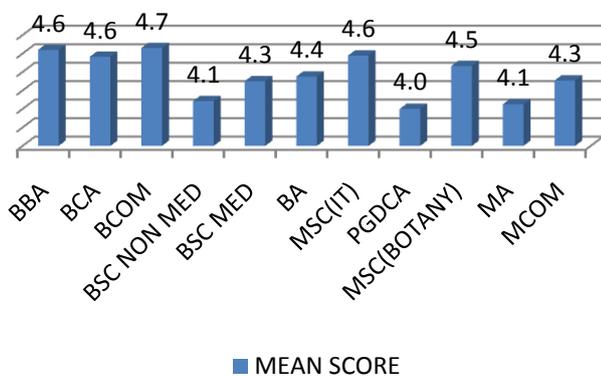
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	70	19	8	0	0	97	4.6
BCA(78)	56	14	5	2	1	78	4.6
B.Com.(376)	279	74	16	6	1	376	4.7
B.Sc. (NM)(340)	165	90	52	15	18	340	4.1
B.Sc.(M)(190)	100	61	20	4	5	190	4.3
B.A(762)	436	214	72	23	17	762	4.4

M.Sc. (IT)(26)	17	7	2	0	0	26	4.6
PGDCA(32)	8	16	8	0	0	32	4.0
M.SC. (BOTANY)(112)	65	34	13	0	0	112	4.5
M.A(20)	10	5	3	0	2	20	4.1
M.Com.(167)	77	64	24	1	0	166	4.3
Total (2200)	1283	598	223	51	44	2199	4.4

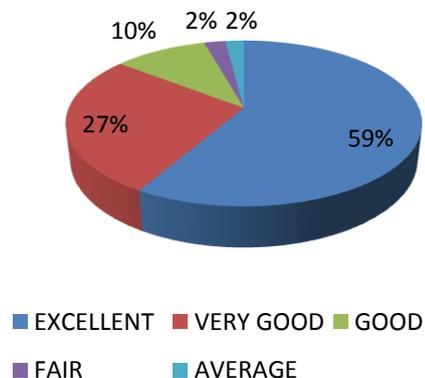
Class-wise average score for this parameter is shown in following table:

8. Effective use of Virtual Media in lecture	
Classes	Mean Score
BBA	4.6
BCA	4.6
B.Com.	4.7
B.Sc. (NM)	4.1
B.Sc.(M)	4.3
B.A	4.4
M.Sc. (IT)	4.6
PGDCA	4.0
M.SC. (BOTANY)	4.5
M.A	4.1
M.Com.	4.3
Overall Mean Score	4.4

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 become remote and virtual. 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 86% felt that faculty members have been effectively using virtual media in lectures. Before pandemic also, faculty members have been effectively using audio visual aids in classes via projectors or smart interactive boards. Mean score of all departments have been above 4.0 that itself reveals that students feel very good with regard to this parameter. As this pandemic is going to stay in near future so college is coming out with effective ways of using virtual 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:

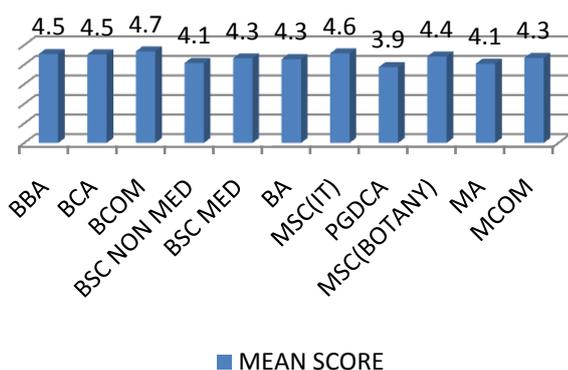
9. Availability outside the class							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	67	17	12	1	0	97	4.5
BCA(78)	55	12	9	1	1	78	4.5
B.Com.(376)	283	72	16	4	1	376	4.7
B.Sc. (NM)(340)	167	87	50	19	17	340	4.1
B.Sc.(M)(190)	104	58	19	4	5	190	4.3
B.A(762)	402	224	102	15	19	762	4.3
M.Sc. (IT)(26)	18	5	3	0	0	26	4.6
PGDCA(32)	5	18	9	0	0	32	3.9
M.SC. (BOTANY)(112)	68	26	16	1	1	112	4.4
M.A(20)	9	7	2	0	2	20	4.1
M.Com.(167)	77	61	22	0	0	160	4.3
Total (2200)	1255	587	260	45	46	2193	4.3

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

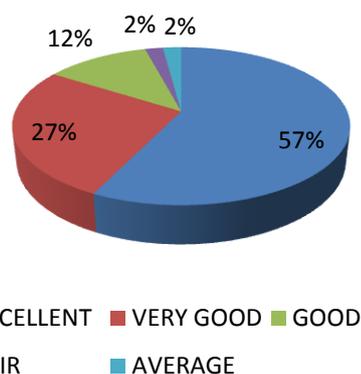
9. Appropriate E-Content provided by faculty

Classes	Mean Score
BBA	4.5
BCA	4.5
B.Com.	4.7
B.Sc. (NM)	4.1
B.Sc.(M)	4.3
B.A	4.3
M.Sc. (IT)	4.6
PGDCA	3.9
M.SC. (BOTANY)	4.4
M.A	4.1
M.Com.	4.3
Overall Mean Score	4.3

9.Appropriate E-Content provided by faculty.



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 context has been effectively converted into e-mode. Same has been felt by students of college as majority of them (Approximately 84%) expressed positively with regard to appropriateness of e-content provided by faculty members. Except for PGDCA, for all other departments mean score have been above 4.0 and average college score has also been 4.3.

10. Availability after the class

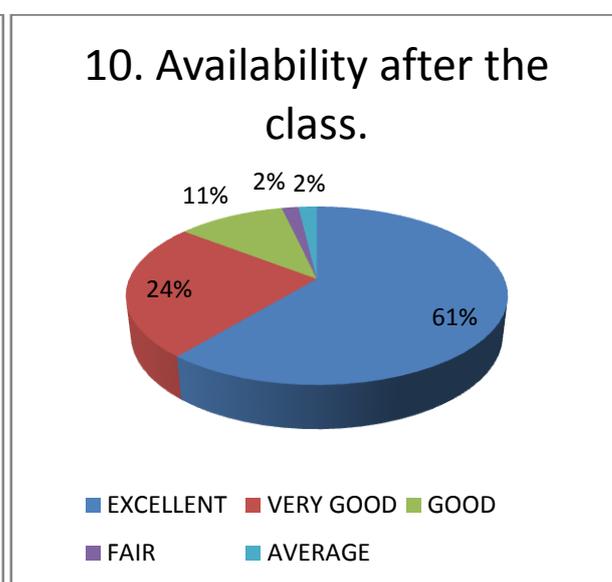
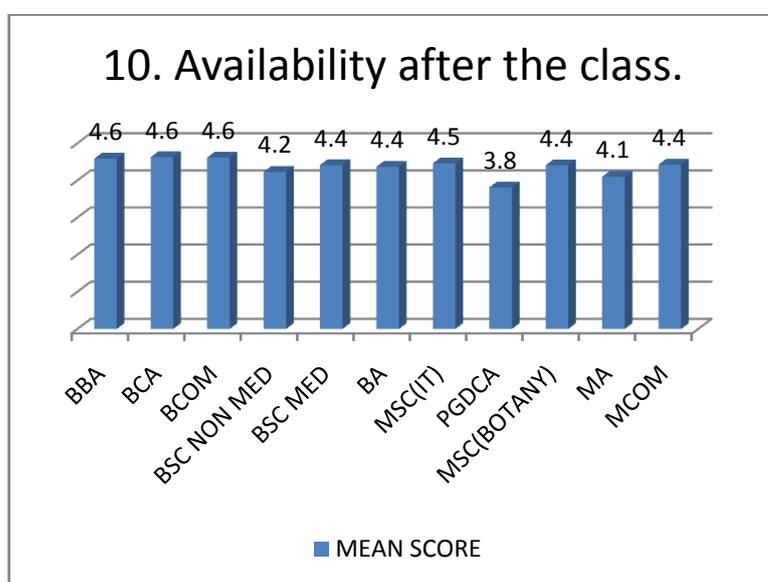
Responses received by students of various courses for this parameter are shown in following table:

10. Availability after the class							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	66	23	7	1	0	97	4.6
BCA(78)	57	14	6	1	0	78	4.6
B.Com.(376)	273	73	22	5	3	376	4.6
B.Sc. (NM)(340)	194	70	53	7	16	340	4.2
B.Sc.(M)(190)	114	51	19	2	4	190	4.4
B.A(762)	451	195	81	18	17	762	4.4
M.Sc. (IT)(26)	18	2	6	0	0	26	4.5
PGDCA(32)	4	20	6	2	0	32	3.8
M.SC. (BOTANY)(112)	66	27	18	1	0	112	4.4
M.A(20)	9	6	4	0	1	20	4.1
M.Com.(167)	89	59	18	0	0	166	4.4
Total (2200)	1341	540	240	37	41	2199	4.4

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

10. Availability after the class	
Classes	Mean Score
BBA	4.6
BCA	4.6
B.Com.	4.6
B.Sc. (NM)	4.2
B.Sc.(M)	4.4
B.A	4.4

M.Sc. (IT)	4.5
PGDCA	3.8
M.SC. (BOTANY)	4.4
M.A	4.1
M.Com.	4.4
Overall Mean Score	4.4



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:

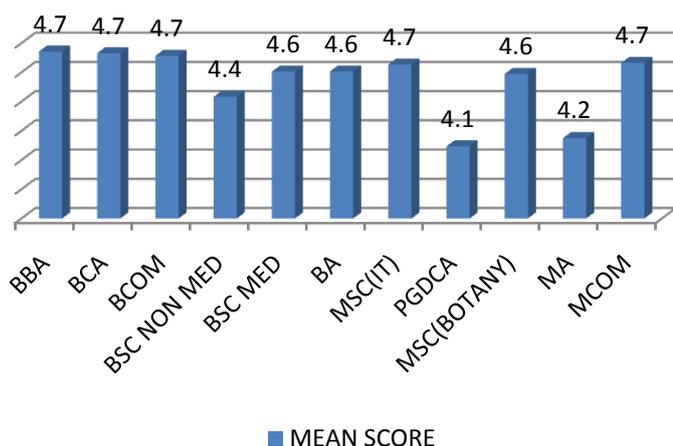
10. Covers syllabus in time							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	78	14	4	1	0	97	4.7
BCA(78)	60	15	3	0	0	78	4.7

B.Com.(376)	297	58	14	6	1	376	4.7
B.Sc. (NM)(340)	217	74	37	3	9	340	4.4
B.Sc.(M)(190)	135	39	13	2	1	190	4.6
B.A(762)	549	141	62	5	5	762	4.6
M.Sc. (IT)(26)	19	5	2	0	0	26	4.7
PGDCA(32)	8	21	1	2	0	32	4.1
M.SC. (BOTANY)(112)	79	21	11	1	0	112	4.6
M.A(20)	11	4	3	1	1	20	4.2
M.Com.(167)	122	34	11	0	0	167	4.7
Total (2200)	1575	426	161	21	17	2200	4.5

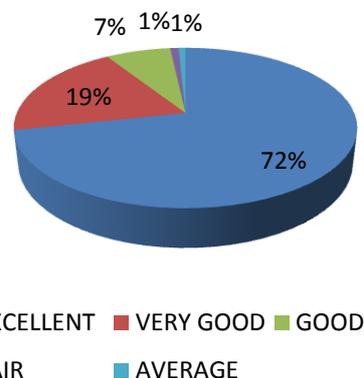
Class-wise average score for this parameter is shown in following table:

i. Covers syllabus in time	
Classes	Mean Score
BBA	4.7
BCA	4.7
B.Com.	4.7
B.Sc. (NM)	4.4
B.Sc.(M)	4.6
B.A	4.6
M.Sc. (IT)	4.7
PGDCA	4.1
M.SC. (BOTANY)	4.6
M.A	4.2
M.Com.	4.7
Overall Mean Score	4.5

11. Covers syllabus in time



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 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.

ii. Uses fair internal evaluation process

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

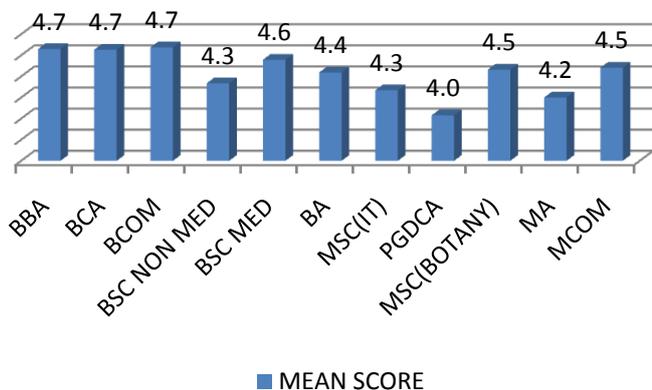
11. Uses fair internal evaluation process							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	72	17	8	0	0	97	4.7
BCA(78)	57	15	6	0	0	78	4.7
B.Com.(376)	288	60	22	6	0	376	4.7
B.Sc. (NM)(340)	209	68	44	6	13	340	4.3
B.Sc.(M)(190)	127	43	19	1	0	190	4.6
B.A(762)	466	192	83	13	8	762	4.4
M.Sc. (IT)(26)	15	5	5	0	1	26	4.3
PGDCA(32)	6	21	5	0	0	32	4.0
M.SC. (BOTANY)(112)	69	27	15	1	0	112	4.5

M.A(20)	10	6	3	0	1	20	4.2
M.Com.(167)	93	60	13	0	0	166	4.5
Total (2200)	1412	514	223	27	23	2199	4.4

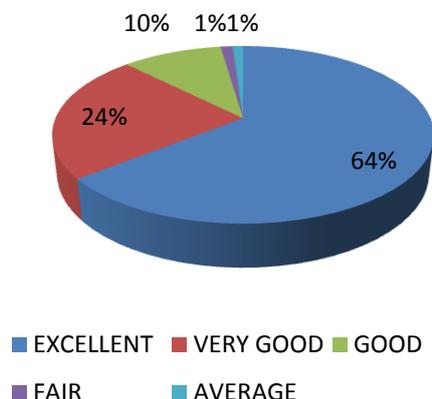
Class-wise average score for this parameter is shown in following table:

11. Uses fair internal evaluation process	
Classes	Mean Score
BBA	4.7
BCA	4.7
B.Com.	4.7
B.Sc. (NM)	4.3
B.Sc.(M)	4.6
B.A	4.4
M.Sc. (IT)	4.3
PGDCA	4.0
M.SC. (BOTANY)	4.5
M.A	4.2
M.Com.	4.5
Overall Mean Score	4.4

12. Uses fair internal evaluation process



12. Uses fair internal evaluation process



Evaluation is the yardstick to measure the performance of the students. Overall Mean Score with regard to fair in evaluation is 4.4 which stands between excellent and very good. For all the departments this score is more than 4.0, which shows that majority of the departments are doing fair evaluation and there is a little bit need to focus on unbiased evaluation by few other departments of the college.

12.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:

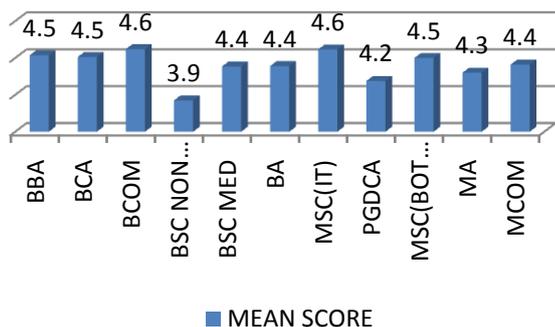
12. Gives practical projects/case studies that enhance learning of students							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	64	22	10	1	0	97	4.5
BCA(78)	58	9	7	1	3	78	4.5
B.Com.(376)	273	73	21	8	1	376	4.6
B.Sc. (NM)(340)	144	91	62	21	22	340	3.9
B.Sc.(M)(190)	117	42	21	7	3	190	4.4
B.A(762)	448	203	85	12	14	762	4.4
M.Sc. (IT)(26)	18	6	2	0	0	26	4.6
PGDCA(32)	13	14	3	2	0	32	4.2
M.SC. (BOTANY)(112)	72	26	12	2	0	112	4.5
M.A(20)	11	6	2	0	1	20	4.3
M.Com.(167)	91	53	21	1	0	166	4.4

Total (2200)	1309	545	246	55	44	2199	4.4
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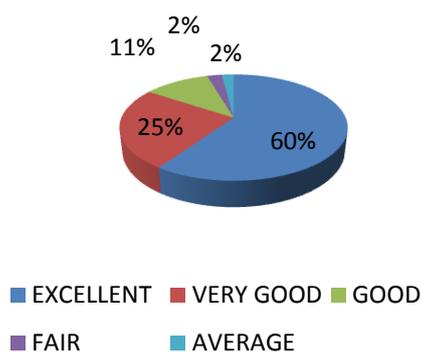
Class-wise average score for this parameter is shown in following table:

12. Gives practical projects/case studies that enhance learning of students	
Classes	Mean Score
BBA	4.5
BCA	4.5
B.Com.	4.6
B.Sc. (NM)	3.9
B.Sc.(M)	4.4
B.A	4.4
M.Sc. (IT)	4.6
PGDCA	4.2
M.SC. (BOTANY)	4.5
M.A	4.3
M.Com.	4.4
Overall Mean Score	4.4

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



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



Practical Learning is very important aspect of today's learning process and it should be made important element of every course and department. Overall mean score of 4.4 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.

13. Gives appropriate feedback to improve performance of students

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

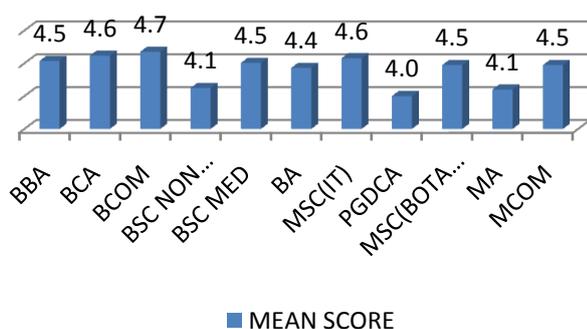
13. Gives appropriate feedback to improve performance of students							
Classes	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
BBA(97)	66	21	8	0	2	97	4.5
BCA(78)	54	18	6	0	0	78	4.6
B.Com.(376)	284	68	18	6	0	376	4.7
B.Sc. (NM)(340)	171	94	41	14	20	340	4.1
B.Sc.(M)(190)	122	48	16	2	2	190	4.5
B.A(762)	475	182	75	17	13	762	4.4
M.Sc. (IT)(26)	18	5	3	0	0	26	4.6
PGDCA(32)	7	18	7	0	0	32	4.0
M.SC. (BOTANY)(112)	67	32	12	1	0	112	4.5
M.A(20)	9	7	2	1	1	20	4.1
M.Com.(167)	94	59	13	1	0	167	4.5
Total (2200)	1367	552	201	42	38	2200	4.4

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

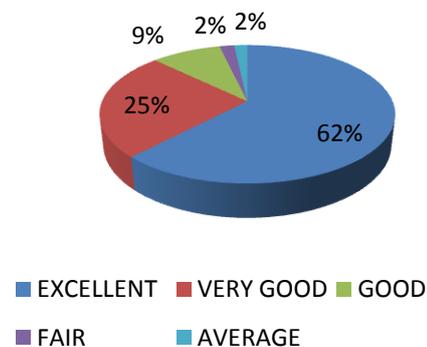
13. Gives appropriate feedback to improve performance of students
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Classes	Mean Score
BBA	4.5
BCA	4.6
B.Com.	4.7
B.Sc. (NM)	4.1
B.Sc.(M)	4.5
B.A	4.4
M.Sc. (IT)	4.6
PGDCA	4.0
M.SC. (BOTANY)	4.5
M.A	4.1
M.Com.	4.5
Overall Mean Score	4.4

13. Gives appropriate feedback to improve performance of students



13. Gives appropriate feedback to improve performance of students

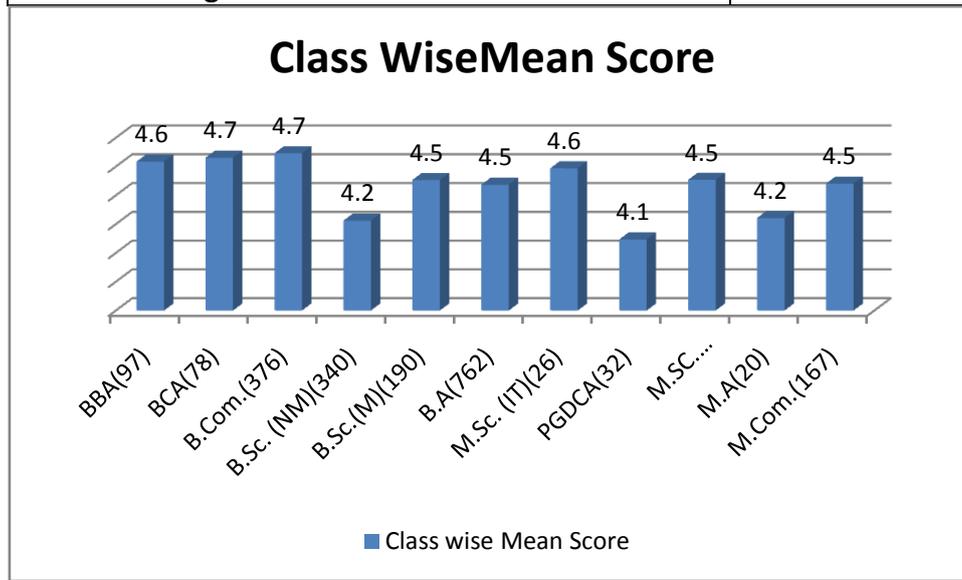


Overall Mean Score with regard to this parameter is 4.4, which is well above standard mean score of 4.0. For individual departments also the score is good but some departments need to improve on this parameter. We see scope of improvement in this parameter and hope in next session, the score will improve especially for PGDCA department.

F. Class Wise Mean Score

Courses	Mean Score
BBA	4.6

BCA	4.7
B.Com.	4.7
B.Sc. (NM)	4.2
B.Sc.(M)	4.5
B.A	4.5
M.Sc. (IT)	4.6
PGDCA	4.1
M.SC. (BOTANY)	4.5
M.A	4.2
M.Com.	4.5
Overall Average Score	4.5

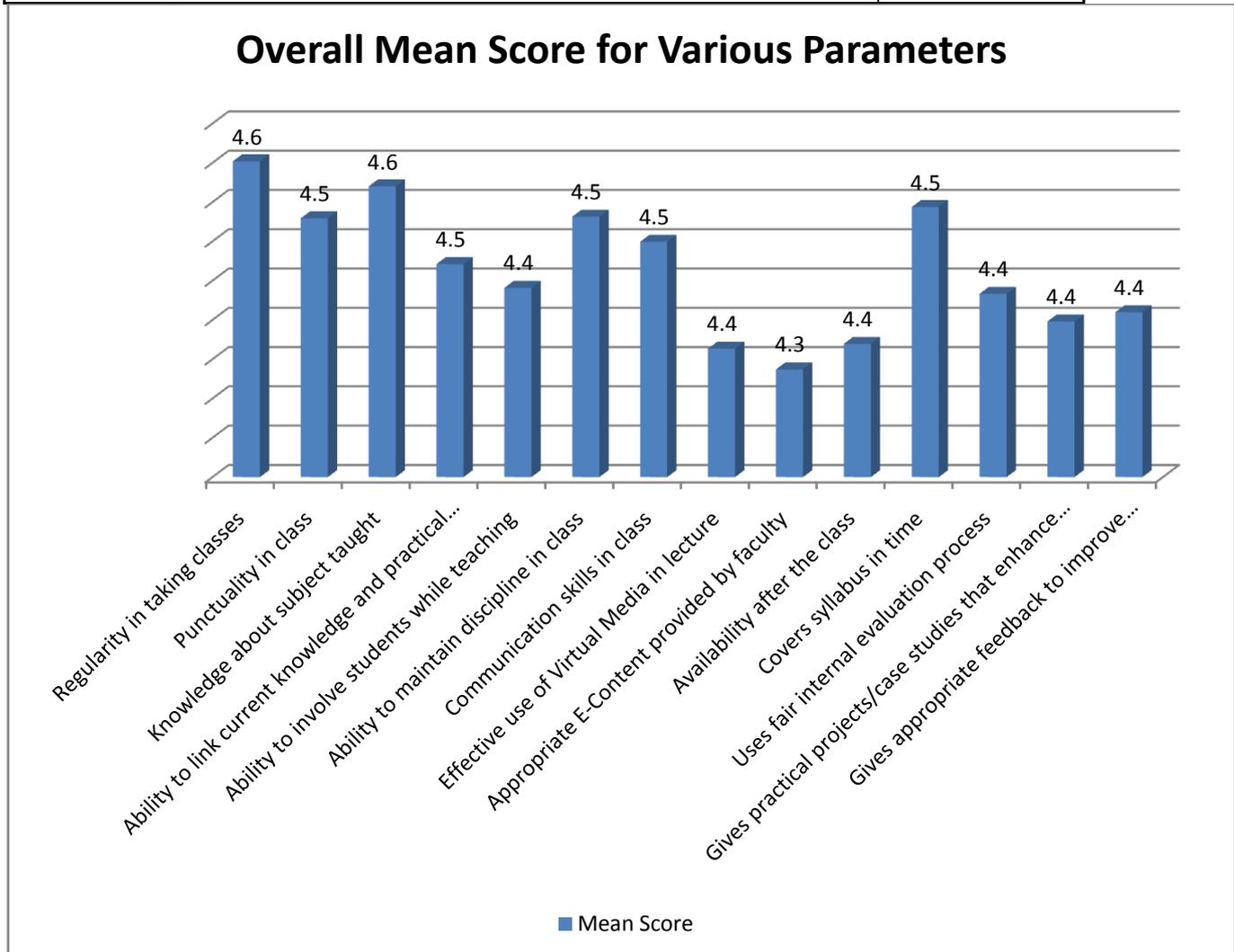


Above data shows that for most of the courses average score on all parameters is more than 4.0. Overall average score on all parameters for all departments is 4.5, and this is also an improvement over previous year overall score of 4.4. It is evident from this score that majority of students are highly satisfied with overall performance of the institute and its faculty. As with changing times, education system is evolving and therefore there will always be scope of improvement. And college is working in this direction on continuous basis.

G. Overall Mean Score for Various Parameters

Evaluation Parameters for all Courses at college level	Mean Score
Regularity in taking classes	4.6
Punctuality in class	4.5
Knowledge about subject taught	4.6
Ability to link current knowledge and practical experience while teaching	4.5
Ability to involve students while teaching	4.4
Ability to maintain discipline in class	4.5
Communication skills in class	4.5
Effective use of Virtual Media in lecture	4.4
Appropriate E-Content provided by faculty	4.3
Availability after the class	4.4
Covers syllabus in time	4.5

Uses fair internal evaluation process	4.4
Gives practical projects/case studies that enhance learning of students	4.4
Gives appropriate feedback to improve performance of students	4.4
Overall Average Score	4.5



Above data shows that average score for individual parameters given by the students for all the courses has been 4.4 and above. This clearly indicates that our teachers' performance is excellent in all parameters. However, they always strive for improvement and are determined to do better.

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

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

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

2.Feedback by Parents

A. Objective

Parent's feedback has five main objectives:

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

B. Focus on the Parents Feedback Form

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

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

C. Questionnaire for Parents Feedback Survey

Due to COVID-19 pandemic the survey was conducted online for the session 2020-21. Following instructions were given to fill the questionnaire

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

Govt. College for Girls, Ludhiana

PARENT FEEDBACK FORM

Session:

Rating

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

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

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

iii) Any other suggestions for quality education

D. Methodology for Analysis of Parents Feedback Survey:

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

Method for calculation of mean score on Likert Scale:

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

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

E. Participants:

For the session 2020-21, the given questionnaire was filled online by parents of 688 students from all UG & PG classes whereas 408 responses were received for optional question no. 3. After the survey, the mean score for each question has been calculated and then the overall mean has been arrived at.

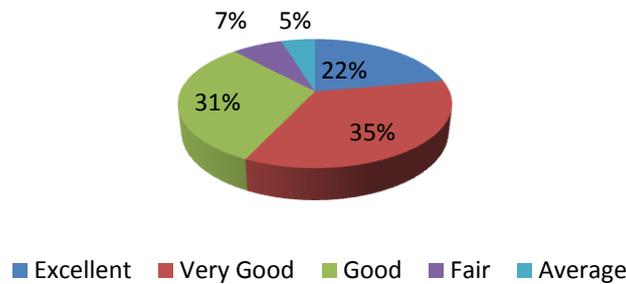
F. Analysis and Interpretation of Parents Feedback Survey (Question-Wise)

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

Feedback from parents							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Ambience(example situation, atmosphere etc.) of the college with respect to the facilities given to your ward.	152	240	213	49	33	687	3.6
The college environment is conducive for the overall development of your ward.	158	259	197	46	27	687	3.7
My ward is happy with hostel facilities.(If applicable)	65	119	152	25	46	407	3.3
My ward is given enough exposure as far as career orientation is concerned.	149	213	220	55	50	687	3.5
The environment of the college congenial for the students to the discuss their problems.	166	236	194	50	41	687	3.6
The authorities are easily approachable regarding any queries.	169	214	202	42	60	687	3.6
The college is following Covid guidelines.	333	214	110	15	15	687	4.2
The college is conducting online classes effectively.	298	216	125	23	25	687	4.1
I get feedback about my ward(whenever required).	162	247	199	43	36	687	3.7
Total No. of responses and mean score	1652	1958	1612	348	333	5903	3.7

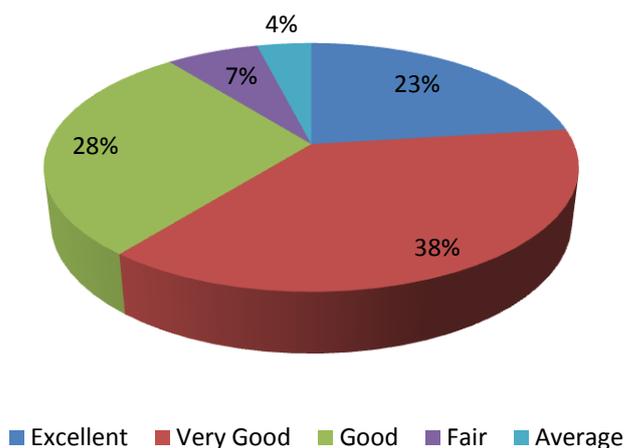
Question-wise analysis is as follows:

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



Mean score of 3.6 which is definitely an improvement over previous year with regard to ambience of college. Parents felt that ambience of college i.e various facilities provided to their ward is good but can be made better. And college has proposed various modification and beautification projects in college so as to come up with expectations of parents and students.

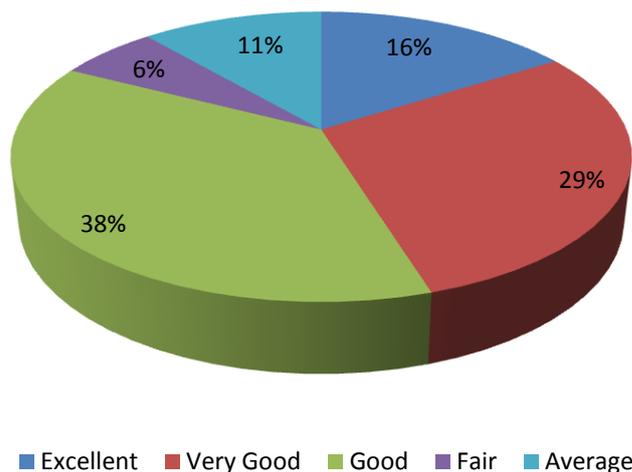
2. The college environment is conducive for the overall development of your ward.



Average value of this parameter is also more than average value of 3.0 i.e 3.7 and parents felt that college environment is quite conducive for overall development of their ward. College has been actively involving

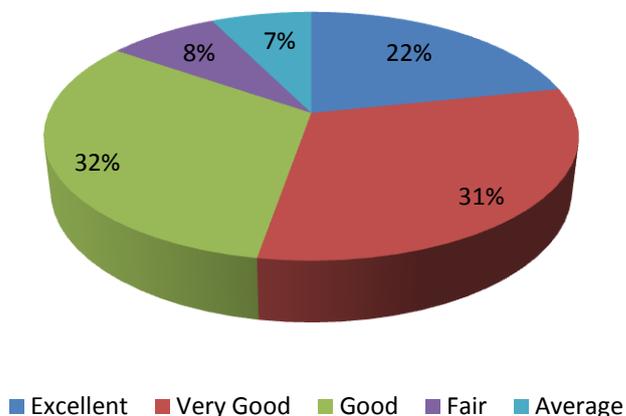
students in various activities and class and college level in form of curricular and extra-curricular activities but there is always a scope of improvement.

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



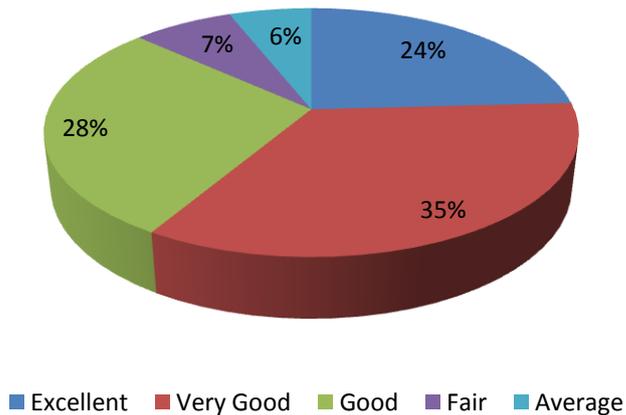
Average score for this parameter is 3.3 which is above average but hostel facilities need much improvement.

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



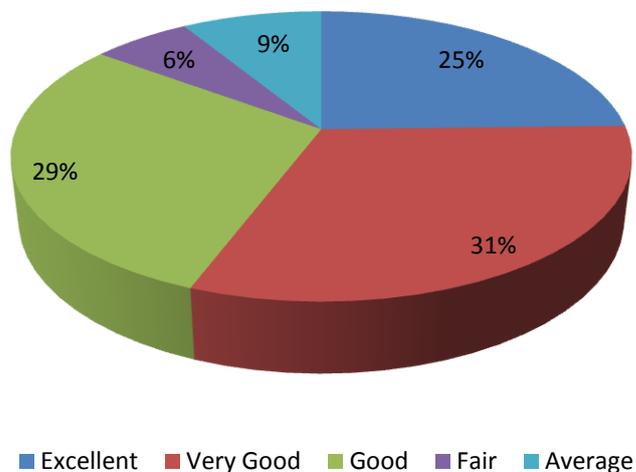
As far as exposure with regard to career orientation is concerned parents felt that college is giving good exposure as revealed by mean score of 3.5. College has actively provided various platforms to enhance their personalities and also has organized various career orientation talks at various course levels.

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

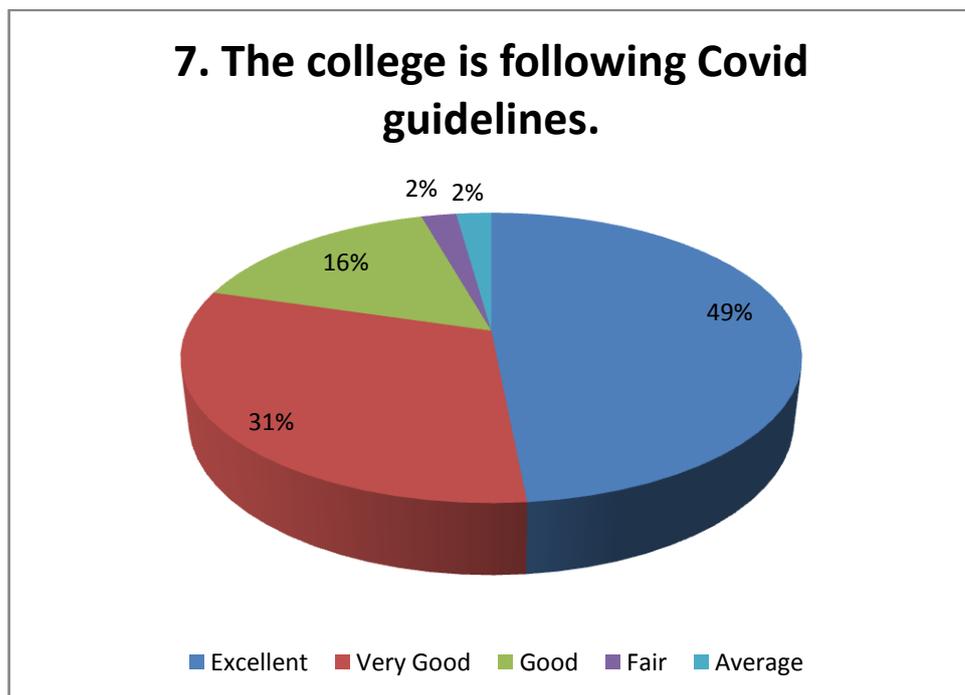


An average score of 3.6 with regard to this parameter express that parent felt that college has been actively handling and discussing students problems. College has scheduled tutorial lectures in time table and active grievance redressal cell where students problems are handled and resolved.

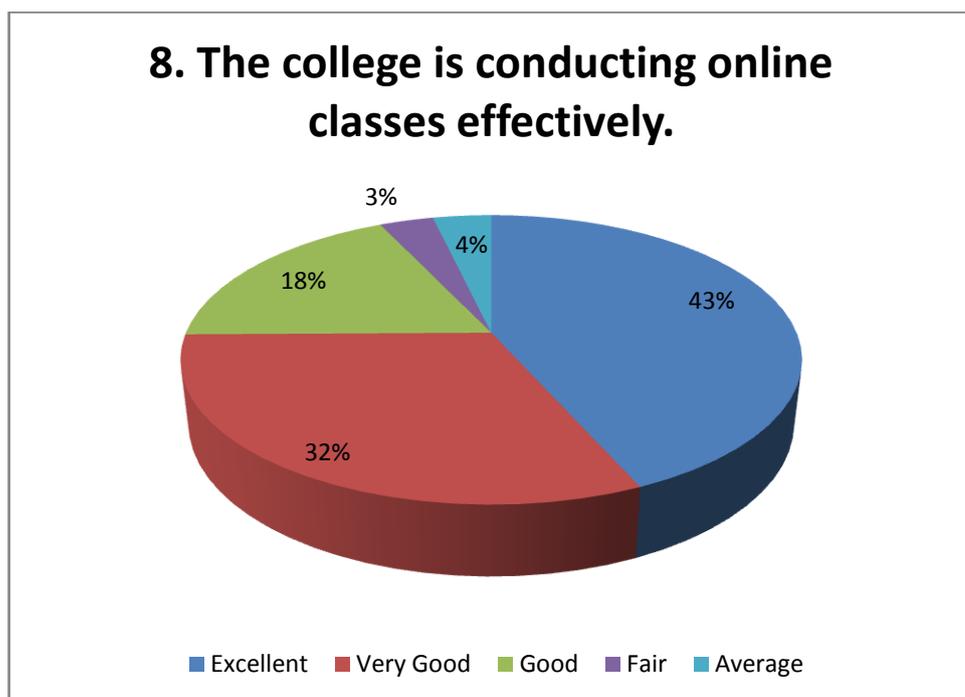
6. The authorities are easily approachable regarding any queries.



Average score for this parameter stands at 3.6. All the teachers and administrative staff have been actively handling students' queries and resolving them too.



Mean score of 4.2 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.

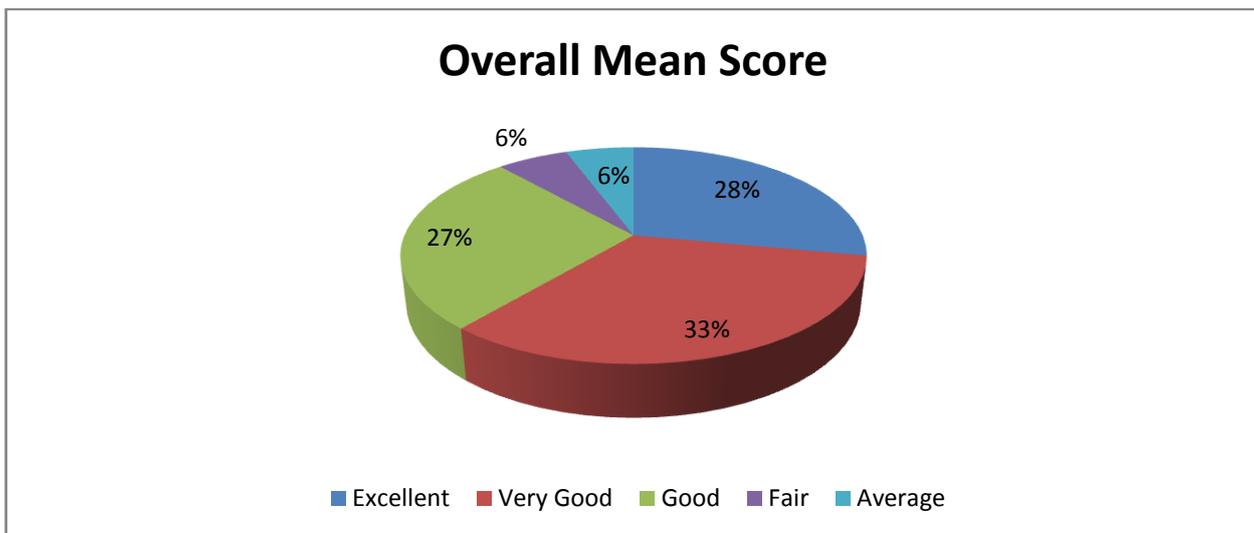
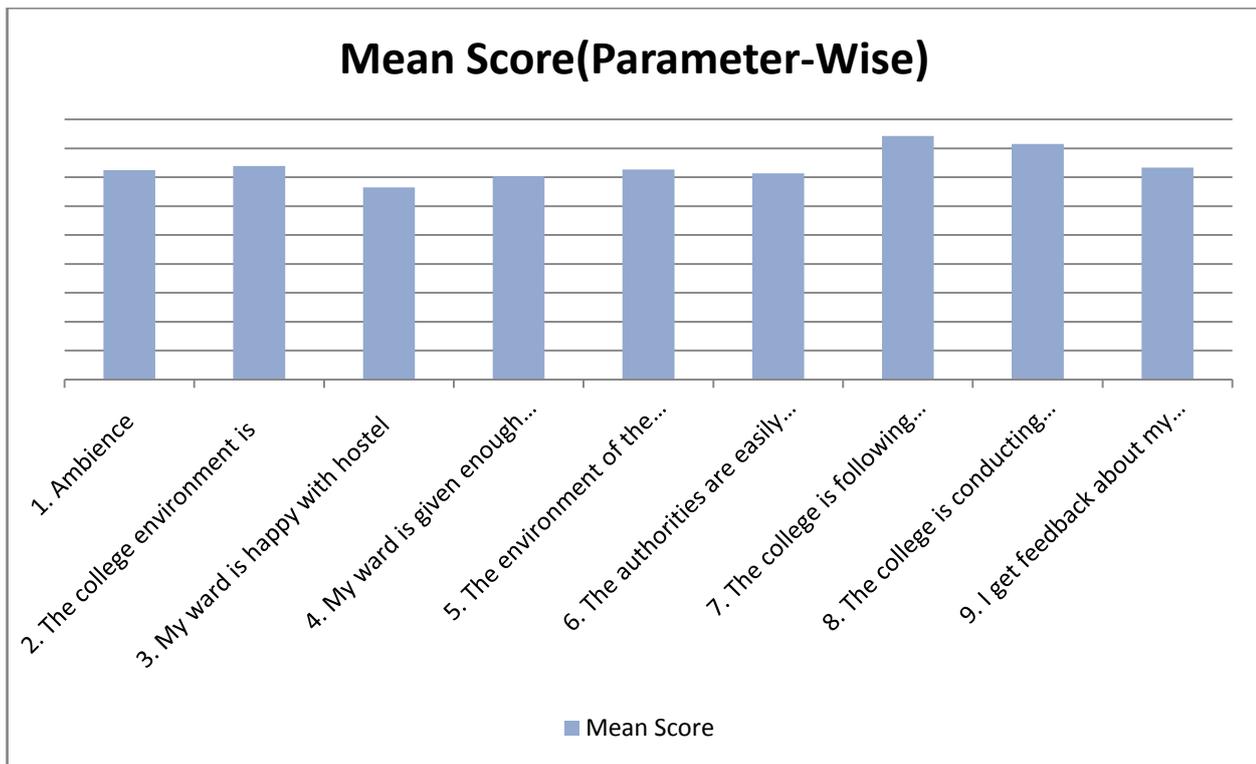


Inline classes are new normal in these covid times and mean score of 4.1 revealed that college has effectively switched over from offline mode to that of Online mode of education. Suggestions were taken actively from staff members so as to effectively deliver education to its students.



For this parameter, mean score was 3.7 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 been irregular with their classes.

G. Overall Analysis and Interpretation of Parents Feedback Survey



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 3.7. Parents were satisfied with regard to college covid guidelines and online mode of teaching but lot of improvements can be done with regard to hostel facilities.

3. Infrastructure Feedback Survey

A. Objective

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

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

B. Questionnaire for Infrastructure Feedback Survey

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

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

Student Feedback (Infrastructure and Services)

Session: _____

Rating

Sr. No	Parameters	Excellent	Very good	Good	Fair	Average
I.	CLASS ROOMS					
a)	Seating capacity					
b)	Teaching Learning aids					
c)	Ventilation/Airy /lighting					
d)	Cleanliness					

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

Laboratories

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

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

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

If Yes Please Rate Following statements

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

Suggestions, if any:.....

C. Methodology for Analysis of Infrastructure Feedback Survey:

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

Method for calculation of mean score on Likert Scale:

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

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

D. Participants:

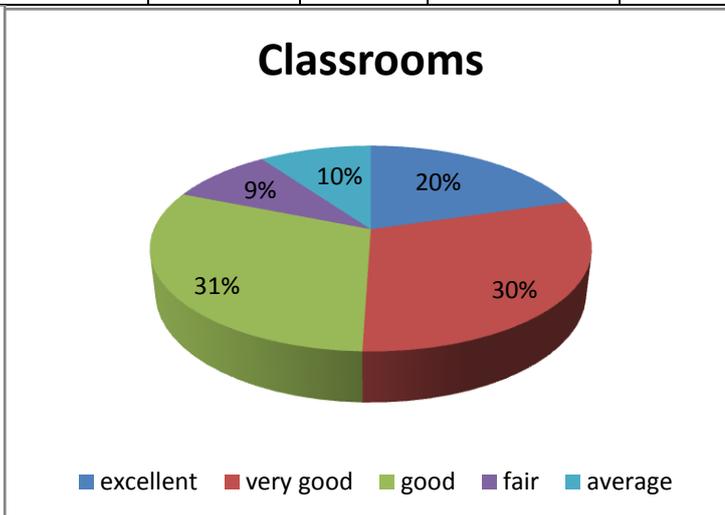
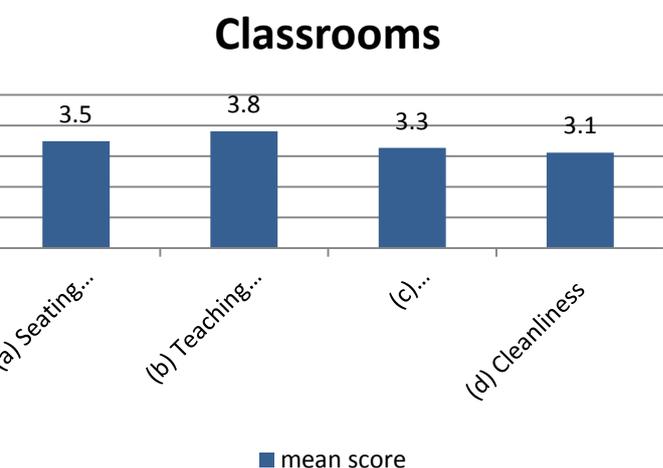
For the session 2020-21, the given questionnaire was filled online by 643 students from UG and PG classes for classrooms, Library, Administration office, Canteen and Photostat/PCO whereas for College Hostel, Computer Labs and Other Labs the number of responses received vary because these facilities are 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	135	193	234	14	67	643	3.5
Teaching Learning Aids	189	232	159	41	22	643	3.8
Ventilation/Airy/Lighting	106	185	199	80	73	643	3.3
Cleanliness	94	165	196	97	91	643	3.1
Total No. of responses	524	775	788	232	253	2572	3.4



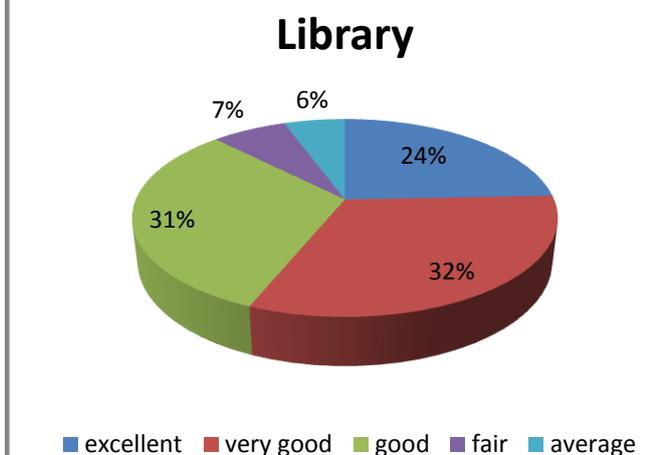
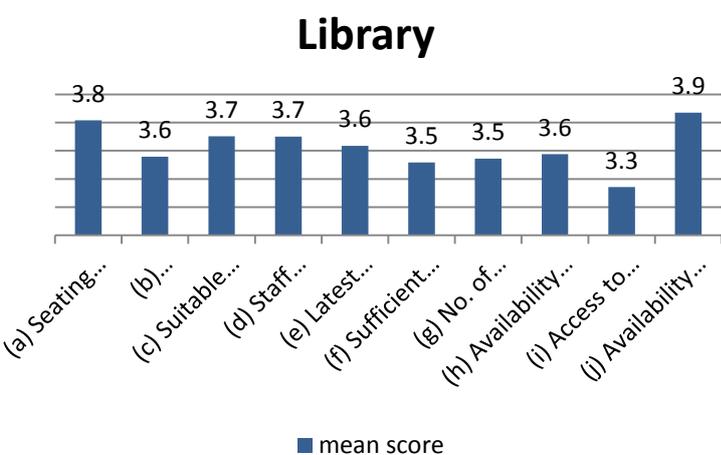
Above table and graphs show that overall rating for classrooms 3.4 which is improvement over previous year and is above average value of 3.0. The institute is working aggressively in current academic years to improve the classrooms and its conditions. Classroom teaching learning aids demonstrates a very good score of 3.8 but

parameter of cleanliness definitely needs an improvement as it has average score of 3.1. The parameter like this and ventilation of classrooms requires special attention.

2. Library

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

2. Library							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Seating arrangement and capacity	190	221	177	34	21	643	3.8
Ventilation/Airy/Lighting	142	208	203	46	44	643	3.6
Suitable Timings	157	217	208	0	45	627	3.7
Staff behaviour	185	194	183	48	33	643	3.7
Latest Books, Journals & Magazines	152	214	202	40	35	643	3.6
Sufficient copies of books available	132	203	212	57	39	643	3.5
No. of books issued per student	133	199	228	51	32	643	3.5
Availability of issue facility during exams	140	208	206	60	29	643	3.6
Access to online and offline Journals and Magazines	112	173	234	71	53	643	3.3
Availability of daily Newspapers	219	203	166	29	26	643	3.9
Total No. of responses	1562	2040	2019	436	357	6414	3.6

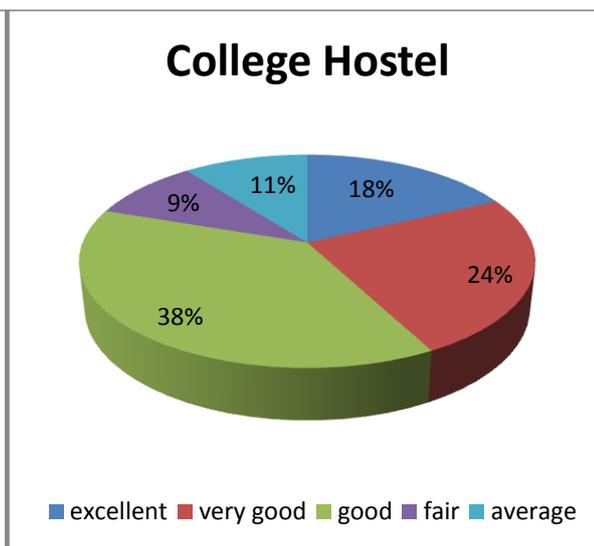
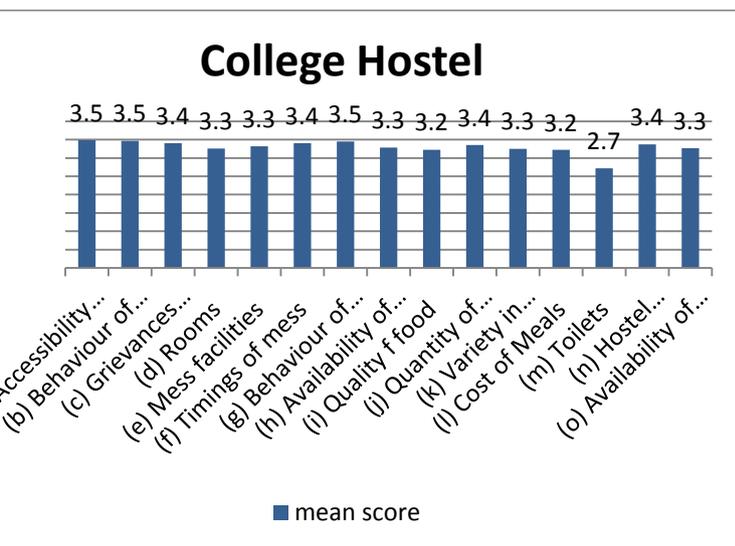


Above table and graphs show that score for all the parameters regarding library stands above average score of 3.0. Parameters like seating capacity in library and availability of newspapers has been graded highest by students and this shows they are highly satisfied with regard to same. For other parameters of library like suitability of timings and staff behavior, mean score is at 3.7 which is again ranked as very good by students. The overall average score of all the parameters together is 3.6, which is more than standard average value of 3.0. Hence students are satisfied with facilities available in the library. But we will strive to achieve a score of 4.0 or higher during the upcoming sessions.

3. College Hostel

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

3. College hostel							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Accessibility to Warden	59	80	93	20	22	274	3.5
Behaviour of hostel staff	54	88	94	16	25	277	3.5
Grievances redressal system	45	76	110	22	17	270	3.4
Rooms	40	70	113	21	29	273	3.3
Mess facilities	50	67	107	20	30	274	3.3
Timings of mess	51	71	106	28	17	273	3.4
Behaviour of mess staff	61	66	105	20	22	274	3.5
Availability of safe & pure drinking water	54	59	103	30	29	275	3.3
Quality of food	47	60	101	37	28	273	3.2
Quantity of food served	53	65	108	24	25	275	3.4
Variety in Meals	47	66	99	26	33	271	3.3
Cost of Meals	47	55	113	30	29	274	3.2
Toilets	30	42	89	48	66	275	2.7
Hostel surroundings (Lawns etc.)	53	62	114	23	22	274	3.4
Availability of medicines and First Aid Box	48	71	104	18	37	278	3.3
Total No. of responses	739	998	1559	383	431	4110	3.3

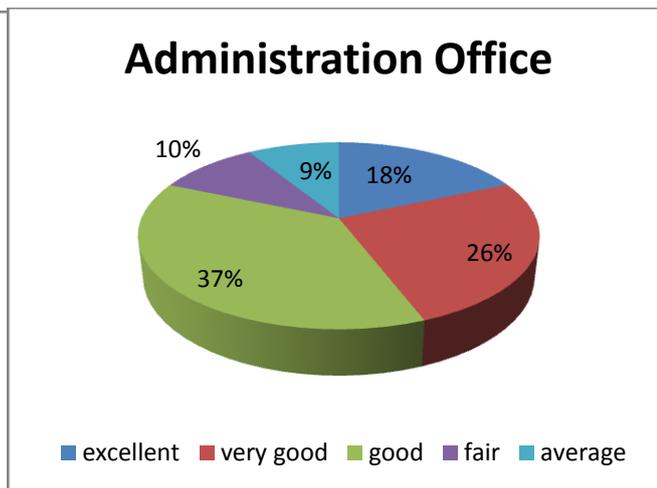
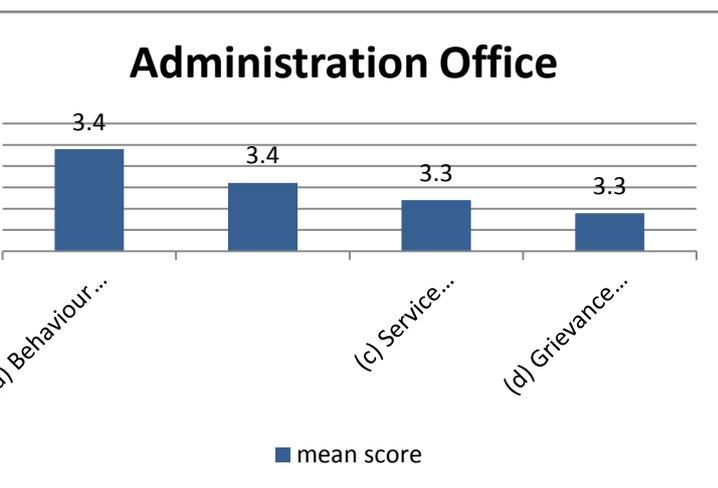


Overall average score for college hostel for all the parameters is 3.3, which is slightly above the standard mean value of 3.0 and needs much improvement. Parameters like accessibility to hostel warden and staff behavior has been rated at an average score of 3.5 which is quite appreciable. Also, students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

4. Administration Office

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

4. Administration office							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Behaviour of office staff	140	167	229	50	57	643	3.4
Easy access/Availability	124	165	230	67	57	643	3.4
Service promptness	112	161	250	61	59	643	3.3
Grievance Redressal	99	168	250	72	54	643	3.3
Total No. of responses	475	661	959	250	227	2572	3.4

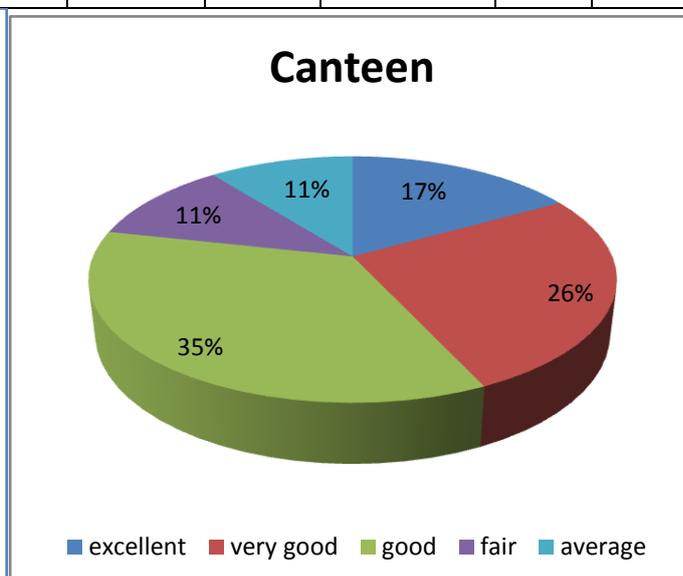
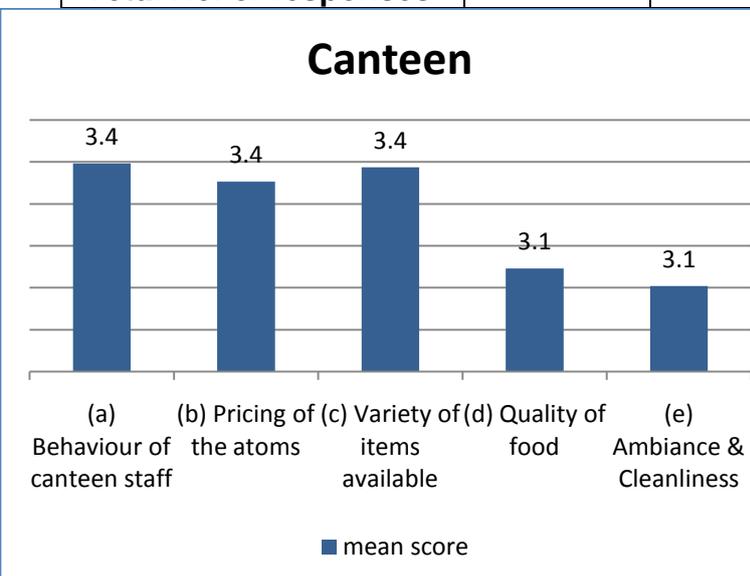


Overall average score for all the parameters related to administration office is 3.4. It is above average but we will surely put our sincere efforts to increase rating of our administration office.

5. Canteen

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

5. Canteen							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Behaviour of canteen staff	119	181	234	54	55	643	3.4
Pricing of the items	115	181	216	78	53	643	3.4
Variety of items available	127	171	225	64	56	643	3.4
Quality of food	89	163	232	71	88	643	3.1
Ambiance & Cleanliness	91	148	230	85	89	643	3.1
Total No. of responses	541	844	1137	352	341	3215	3.3

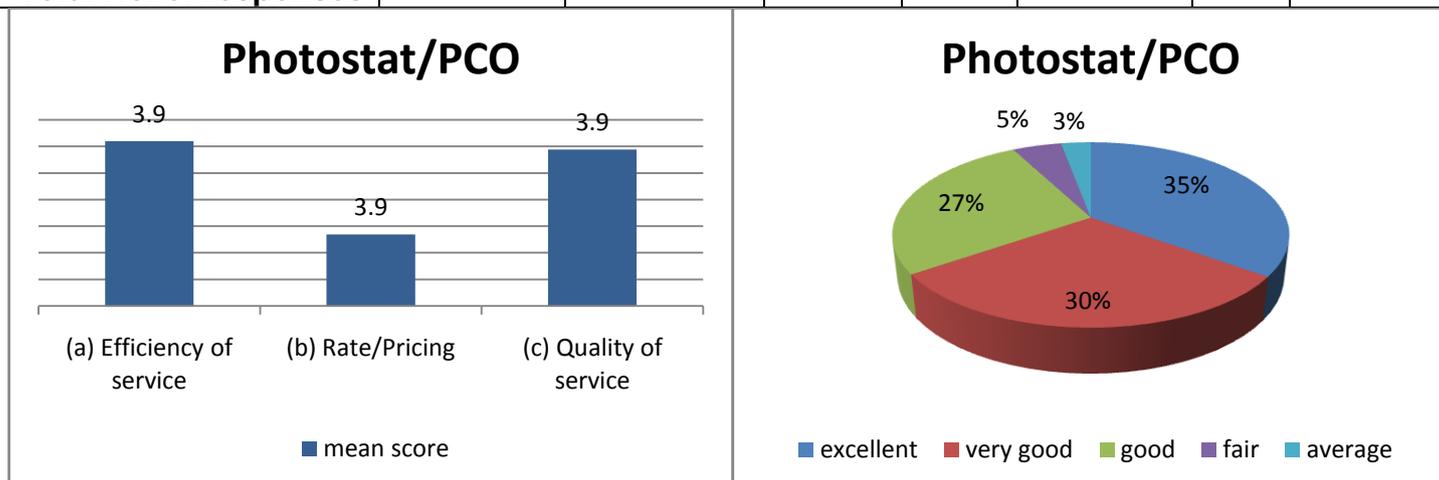


Overall average score for all the parameters related to canteen is 3.3, and this is an improvement over previous year average score of 2.9. Score with regard to parameters like quality of food and ambiance & cleanliness is least and therefore needs an attention of college authorities.

6. Photostat/PCO

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

6. Photostat/PCO							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Efficiency of service	223	206	170	30	14	643	3.9
Rate/Pricing	227	178	179	35	24	643	3.9
Quality of service	226	201	171	27	18	643	3.9
Total No. of responses	676	585	520	92	56	1929	3.9



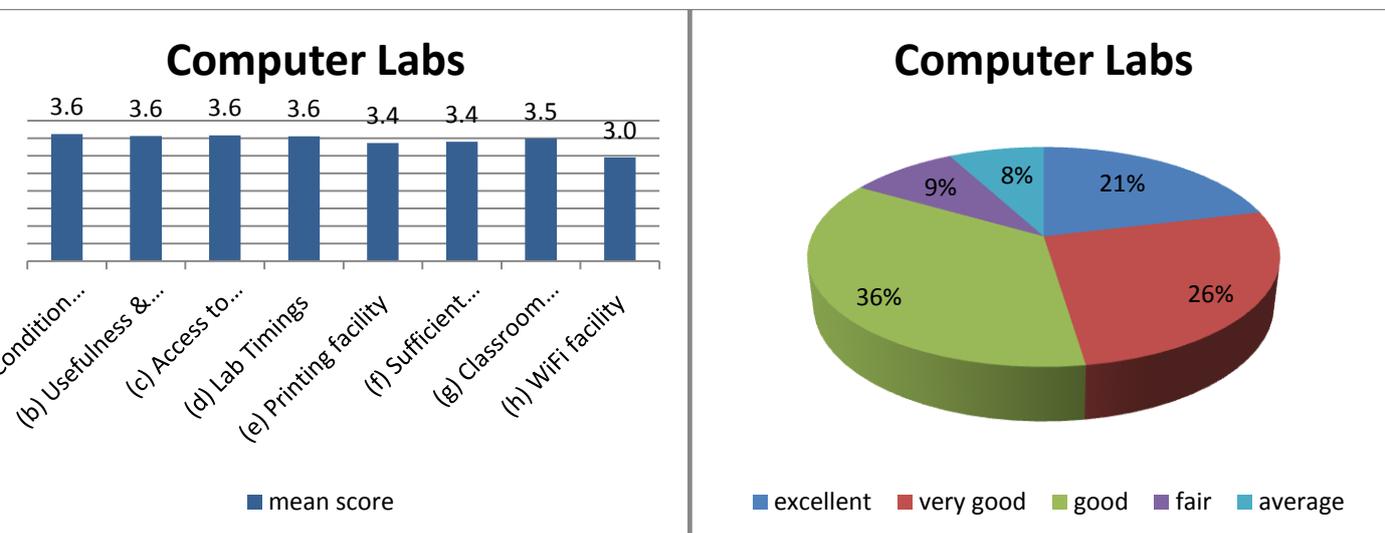
Facility of photostat and PCO is available inside the college campus is that students need not to go outside the campus. Overall average score given to this facility by students is 3.9 which is quite good. But college will take appropriate measures to improve the quality of this facility.

7. Computer Labs.

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.)	103	112	148	23	21	407	3.6
Usefulness & working of installed software	92	115	146	28	22	403	3.6
Access to computer labs.	103	104	144	32	21	404	3.6
Lab Timings	90	114	148	32	19	403	3.6
Printing facility	75	104	149	32	38	398	3.4
Sufficient peripherals for devices connectivity	67	115	152	36	27	397	3.4
Classroom Projectors/Smart boards working	90	111	140	33	30	404	3.5
Wi-Fi facility	61	74	121	67	73	396	3.0
Total No. of responses	681	849	1148	283	251	3212	3.4

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



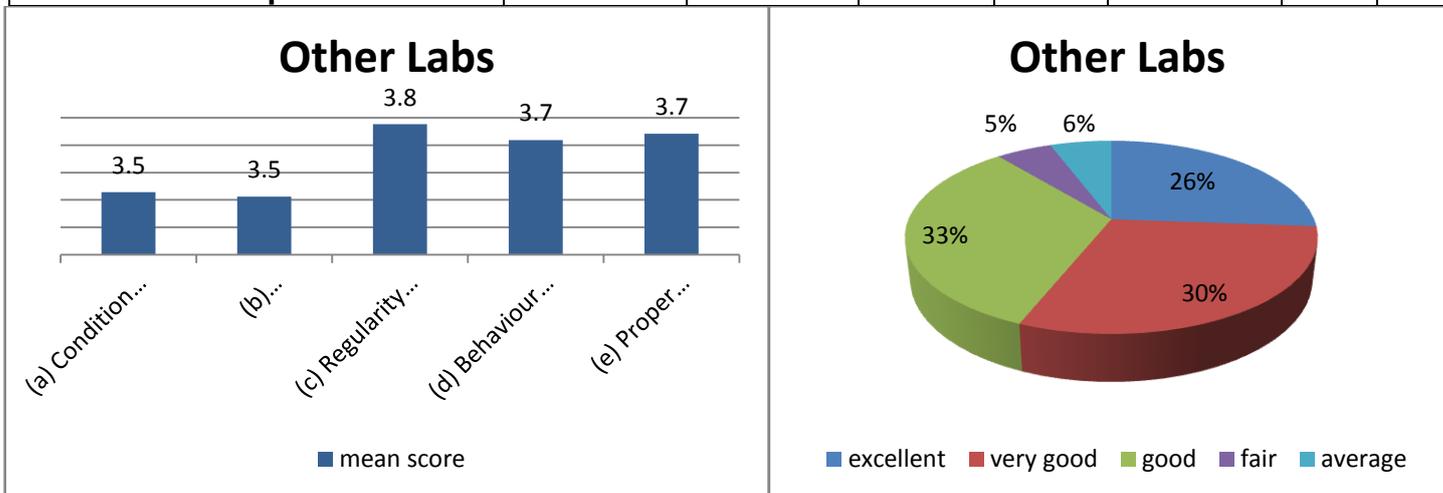
Average score for all the parameters is more than standard mean value of 3.0. There are five computer labs in the college. All the labs in the college are well equipped with latest computers. Software has been installed on these computers systems as per the requirement of university syllabus. Every student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

is low. Wi-Fi routers are installed in the college campus. The college is working towards making Wi-fi facility easily accessible to students.

8. Other Labs.

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

8. Other Labs							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Condition and Quality of Apparatus/Equipment in the labs.	85	101	142	21	26	375	3.5
Availability of Apparatus/Equipment	75	115	128	26	25	369	3.5
Regularity in conducting practicals as per time table	117	108	109	20	17	371	3.8
Behaviour of lab staff	104	114	115	18	19	370	3.7
Proper instructions are given by Faculty	105	118	117	12	20	372	3.7
Total No. of responses	486	556	611	97	107	1857	3.7

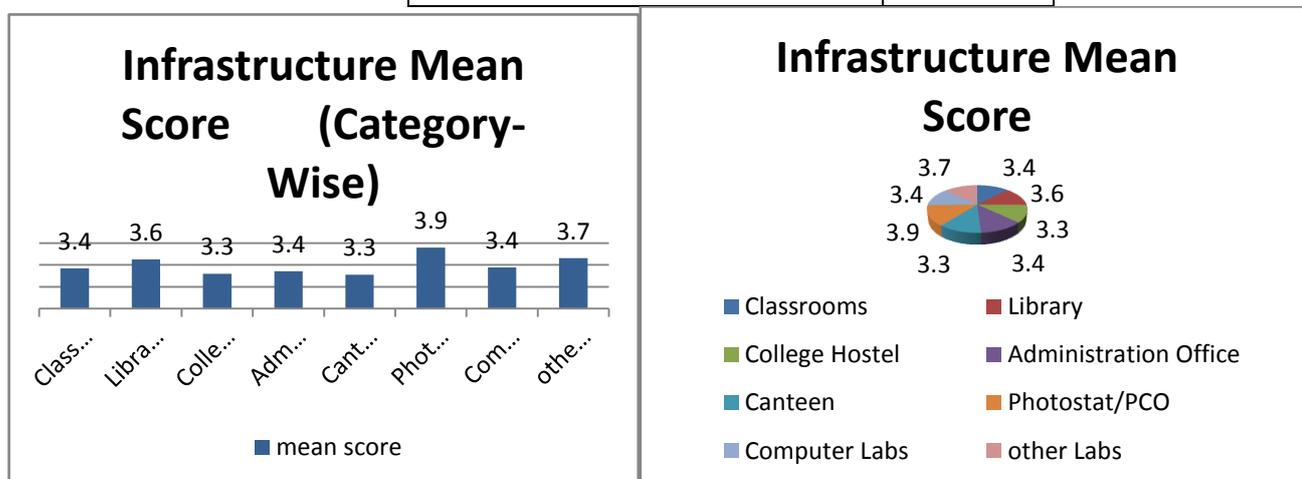


Above table and graph shows that average score for all the parameters related to labs is more than standard average value 3.0, which means that most of the teachers conduct practical classes regularly and required equipment is available in the labs and proper instructions are given by teachers during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

F. Overall Analysis and Interpretation of Infrastructure Feedback Survey

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

Infrastructure		
S.No.	Infrastructure	Mean Score
1	Classrooms	3.4
2	Library	3.6
3	College Hostel	3.3
4	Administration Office	3.4
5	Canteen	3.3
6	Photostat/PCO	3.9
7	Computer Labs	3.4
8	Other Labs	3.7
Overall Mean Score		3.3



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

4.Student's Feedback Survey regarding Clubs and Societies

A. Objective

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

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

B. Questionnaire for Clubs and Societies Feedback Survey

Due to COVID-19 pandemic the survey was conducted online for the session 2020-21. 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 2020-21, the given questionnaire was filled online on google platform by 373 students from UG and PG classes who are members of one or more Societies/Clubs. The students were given opportunity to fill feedback proforma for all the Clubs and Societies, of which she is member, if she wishes to do so. After the survey, the mean score for each question has been calculated and then the overall mean has been arrived at.

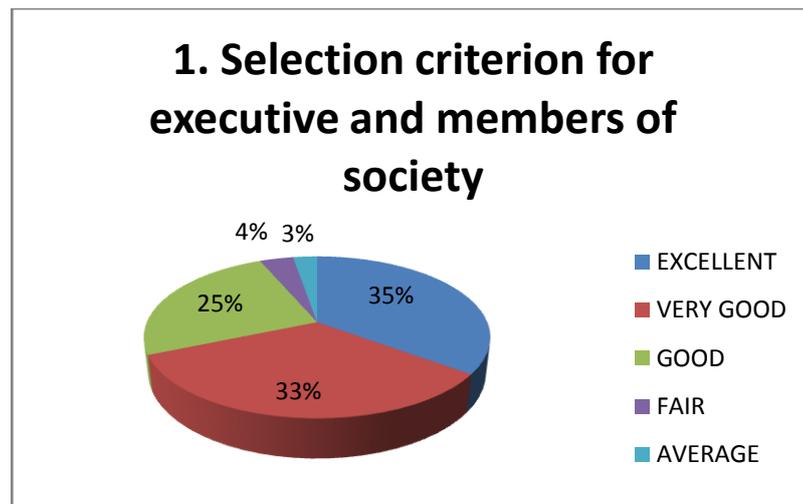
E. Analysis and Interpretation of Clubs and Societies Feedback Survey (Question-Wise)

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

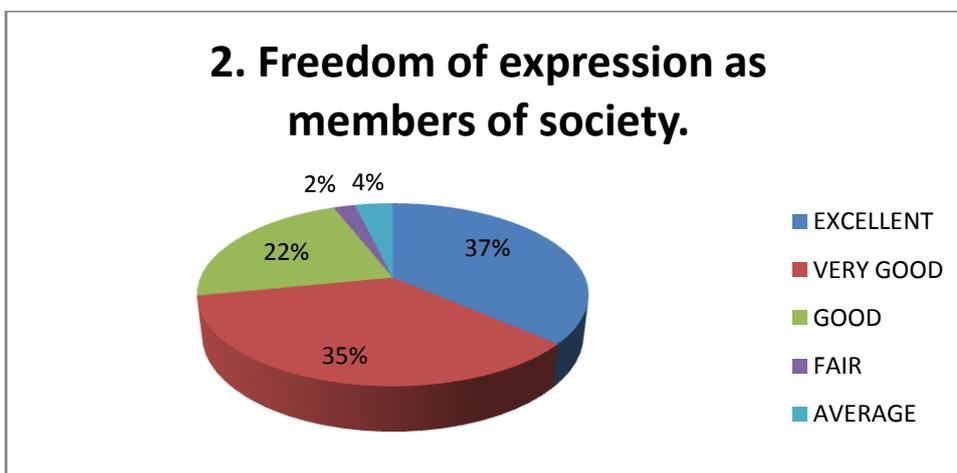
Feedback from students regarding clubs and societies							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
1. Selection criterion for executive and members of society	131	125	93	14	10	373	3.9
2. Freedom of expression as members of society.	136	132	83	8	14	373	4.0
3. Support from college administration in society related affairs	140	116	98	8	11	373	4.0
4. Support from faculty in society related affairs	141	118	90	10	14	373	4.0
5. Appreciation for working in society	149	116	86	11	11	373	4.0

6. Being active member of society has transformed your personality	141	106	103	11	12	373	3.9
7. The society is regularly conducting online events.	140	109	94	19	11	373	3.9
8. Effectiveness of online events.	146	101	97	14	15	373	3.9
Total No. of Responses	1124	923	744	95	98	2984	4.0

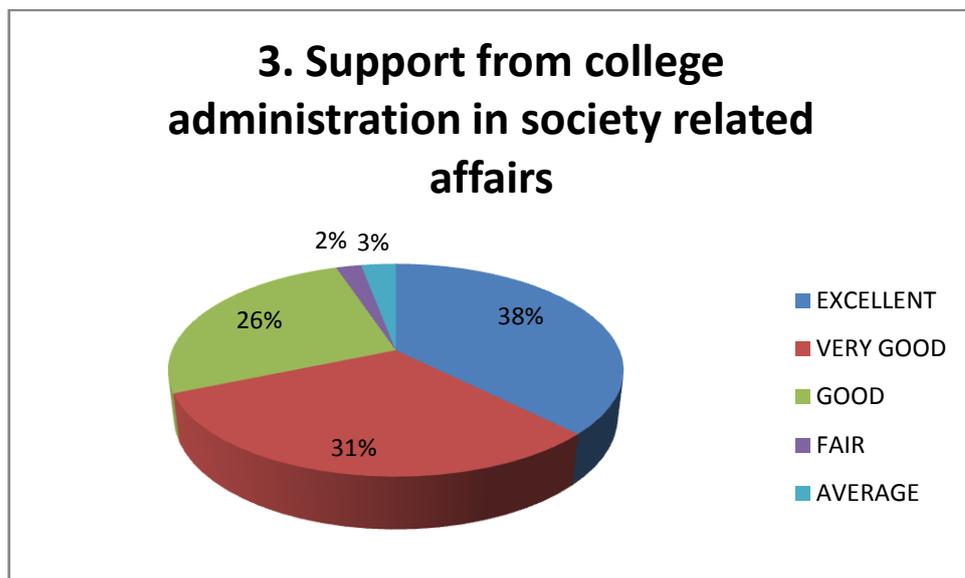
Question-wise analysis of survey is as follows:



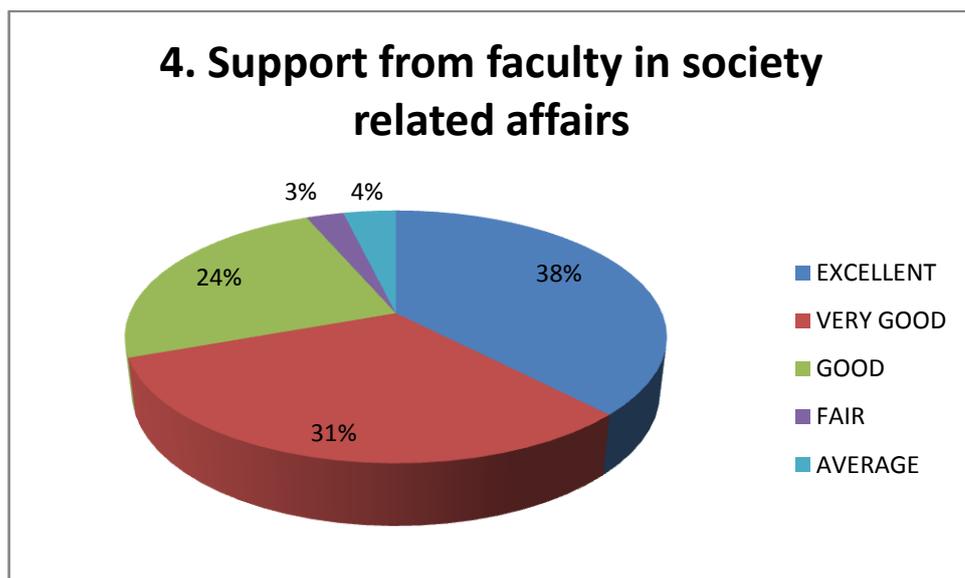
Majority of students felt that selection criterion for executive and members of society has been very good in college as revealed by mean score of 3.9 for this parameter.



Average score for this parameter is also 4.0, 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.

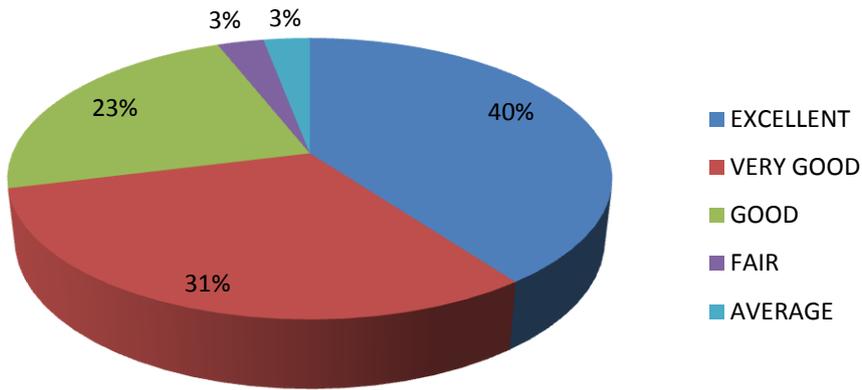


With regard to support from college administration in society related affairs, students are highly satisfied as the average value of this parameter is 4.0.



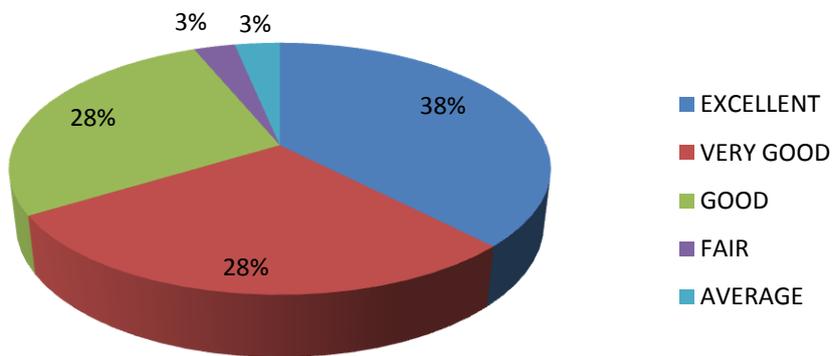
Average value of this parameter is 4.0, which shows that society members are given full support by faculty in society related affairs. Students are satisfied with the support they receive from administration and faculty in society related affairs.

5. Appreciation for working in society



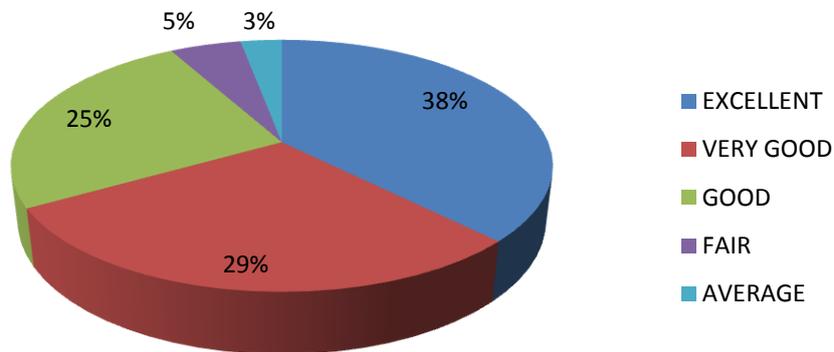
Students felt very good when it came to whether their work for society is appreciated as revealed by average score for this parameter i.e at 4.0. Appreciation for students' work was majorly awarded in form of certificates/trophies/awards.

6. Being active member of society has transformed your personality



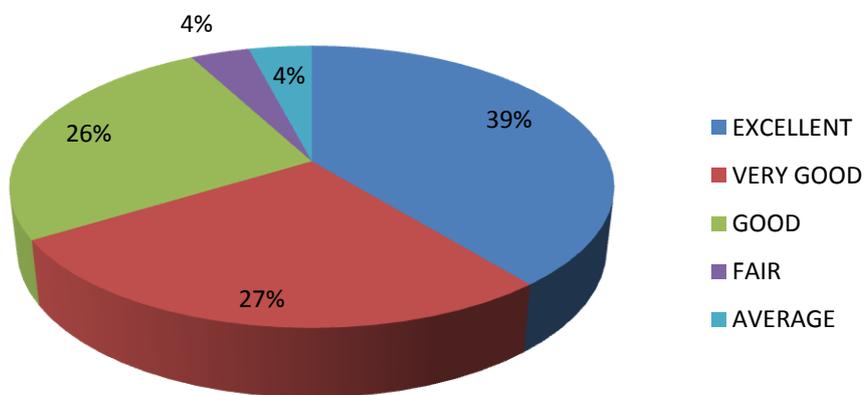
Average score for this parameter is 3.9, which shows that the students feel that their personality has been transformed being an active member of society. Students are satisfied with their contribution towards the society and the contribution of society to change their personality but more can be done with regard to this direction as due to pandemic year connectivity with students have been major barrier with regard to this parameter.

7. The society is regularly conducting online events.



Although college has initiated lot many online activities in last year at different platforms in the form of nukkadnatak, Shayri competition, poem recitation, poster making, public speaking and many more. Many more activities have been proposed by different committees in coming year and students also felt same way that college should come up with more activities in pandemic times as average score for this parameter is 3.9.

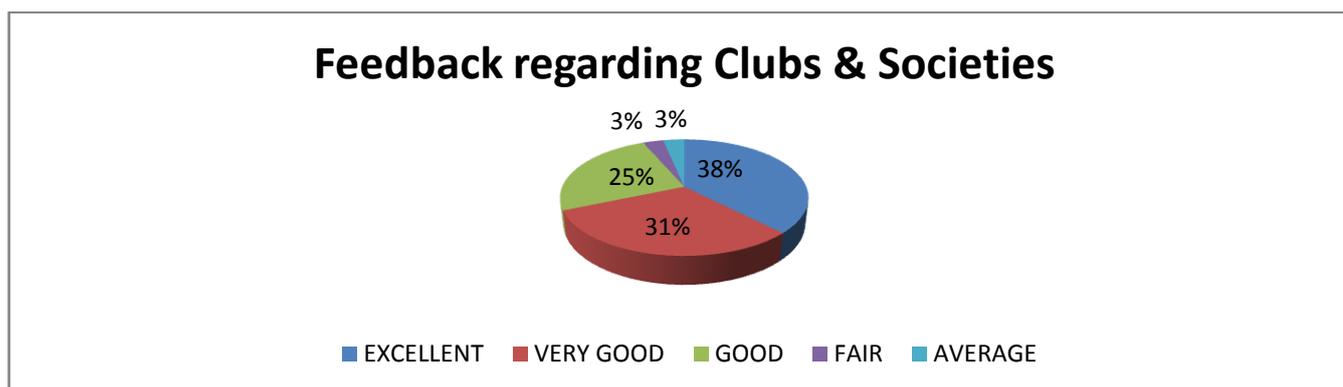
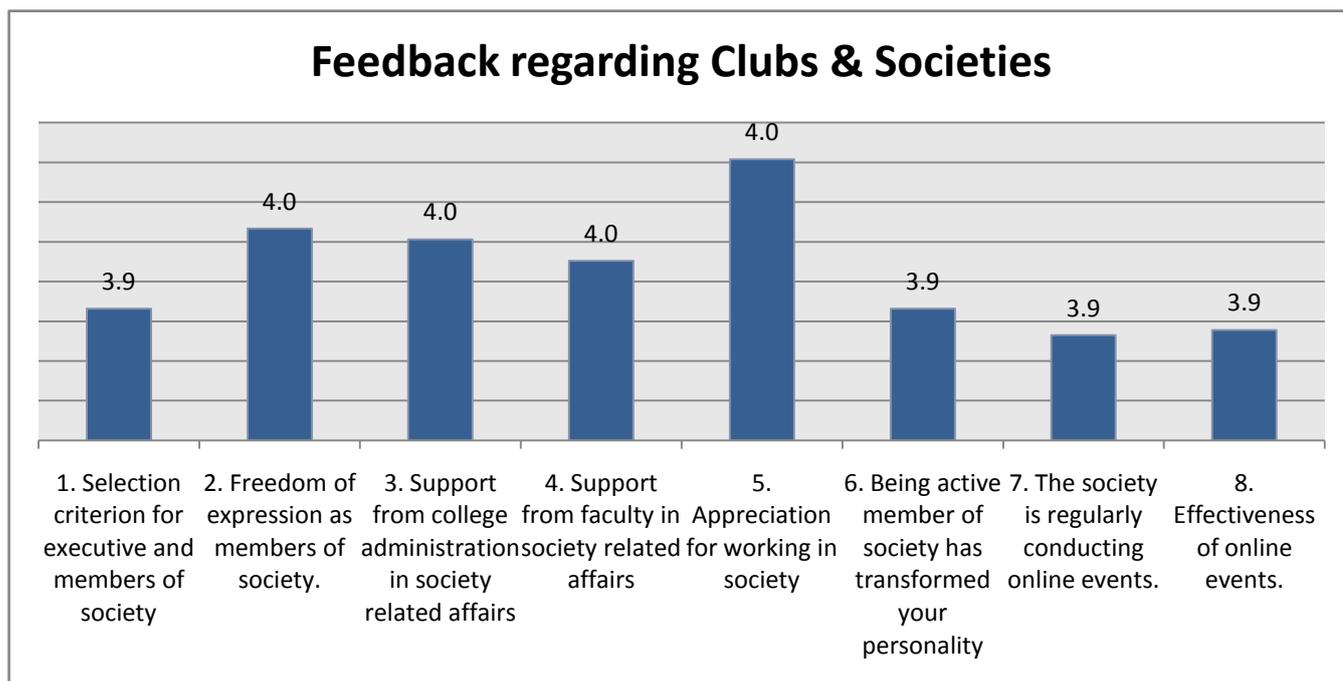
8. Effectiveness of online events.



As far as effectiveness of online events was concerned score of 3.9 says that students felt online events were quite effective as students participated in all the event with lot of vigor and zeal but few students also felt that they couldn't receive information of time. So appropriate measures have been proposed in coming times to improve effectiveness of these events.

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

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



Overall score for all the parameters regarding Clubs and Societies is 3.8, 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. But being a pandemic and challenging year of 2020-21, college is coming up with new systems and modes of operations so as to make these clubs and societies more effective in improving overall personalities of students.