Government Shivalik College Naya Nangal

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Government Shivalik College Naya Nangal

STUDENT SATISFACTION SURVEY REPORT

Session: 2021-22

Contents:

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- Methodology for Analysis of Student Satisfaction Survey
- Participants
- Analysis and Interpretation of Student Satisfaction Survey
  - Class Rooms
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  - Administration, Office & Campus
  - Canteen
  - Sports, Health & Other Facilities
  - Computer Labs
  - Other Lab Facilities
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Objective

a. To measure the student's level of satisfaction on their experiences with the Government Shivalik College Naya Nangal 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.

The survey was conducted online. Each question has five responses, and students have to choose the most appropriate one.

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. The given questionnaire was filled online by 423 random students from all UG classes. After the survey, the mean score for each question has been calculated and) { 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.

Participants

| Parameter	Respondents
Total Respondents	423
TOTAL	423

Analysis and Interpretation of Student Satisfaction Survey:

1 - Class Rooms

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating capacity	268	85	50	11	6	420	4.4
Teaching Learning aids	251	102	49	7	9	418	4.4
Ventilation/Airy /lighting	237	92	60	18	11	418	4.3
Cleanliness	222	91	66	16	20	415	4.2
Total	978	370	225	52	46	1671	4.3

Course wise Mean Score
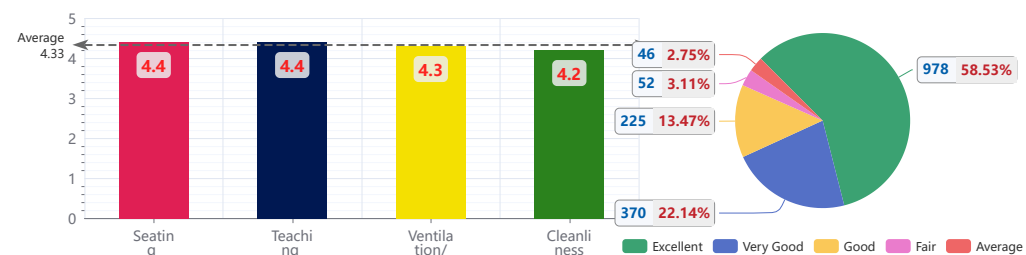
Option wise Respondents

2 - Library

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating arrangement and Capacity	252	110	43	6	8	419	4.4
Ventilation/Airy/Lighting	232	113	58	8	6	417	4.3
Suitable Timings	228	117	51	11	8	415	4.3
Staff Behaviour	226	114	53	11	10	414	4.3
Latest Books & Journals & Magazines	231	104	55	14	16	420	4.2
Sufficient copies of Books	217	107	72	8	13	417	4.2
No of Books issued per student	206	113	72	14	13	418	4.2
Availability of issue facility during exams	213	111	63	16	11	414	4.2
Access to online & Offline Journals and Magazines	222	110	59	18	10	419	4.2
Availability of Daily Newspapers	241	102	56	9	5	413	4.4
Total	2268	1101	582	115	100	4166	4.3

Course wise Mean Score
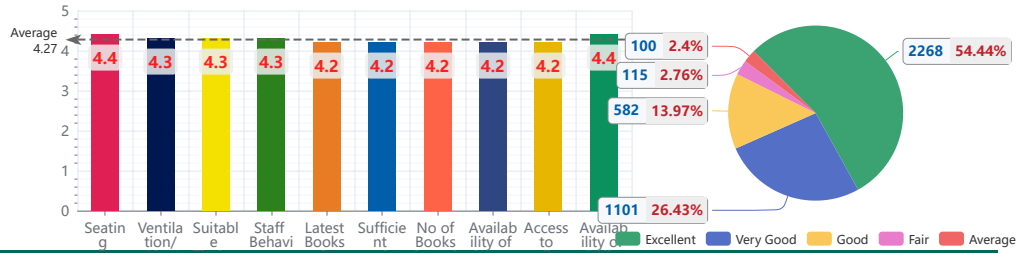
Option wise Respondents

3 - Administration, Office & Campus

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Staff Behaviour	238	99	55	14	14	420	4.3
Easy access/availability	198	124	64	15	14	415	4.1
Service Promptness	219	102	67	16	15	419	4.2
Grievance Redressal	204	116	65	19	12	416	4.2
How you do rate the college so far as job oriented	220	93	70	17	18	418	4.1
How you find the transport facility to and fro the institution?	202	114	69	15	15	415	4.1
Do the girls feel secure in the campus?	239	104	53	12	10	418	4.3
Was your time at the college intellectually enriching?	207	124	57	11	13	412	4.2
Total	1727	876	500	119	111	3333	4.2

Course wise Mean Score
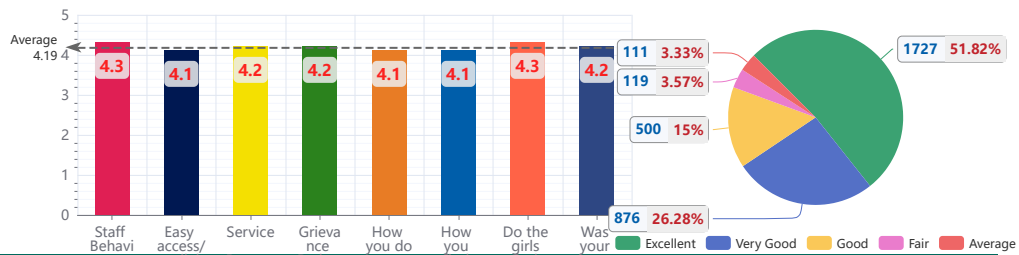
Option wise Respondents

4 - Canteen

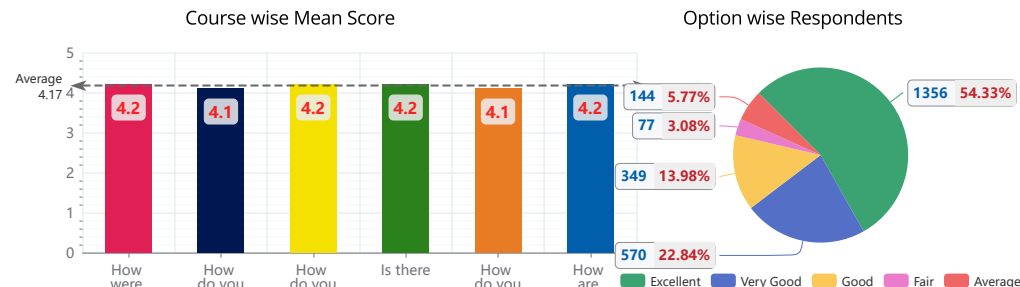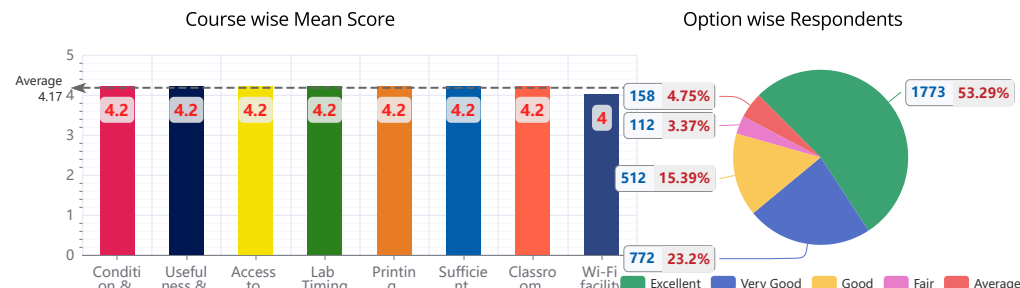| Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Behaviour of canteen staff	240	89	67	14	8	418	4.3
Pricing of the items	203	112	73	15	11	414	4.2
Variety of items available	222	83	81	18	14	418	4.2
Quality of Food	214	103	75	15	8	415	4.2
Ambience & Cleanliness	216	91	86	13	8	414	4.2
Total	1095	478	382	75	49	2079	4.2

Course wise Mean Score

Option wise Respondents

5 - Sports, Health & Other Facilities

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
How were the extra-curricular activities?	238	100	44	11	24	417	4.2
How do you rate the health care facilities?	212	105	66	9	26	418	4.1
How do you rate the sports facilities?	230	91	62	11	23	417	4.2
Is there adequate number of play grounds?	229	92	64	13	21	419	4.2
How do you rate the Gymnasium?	224	90	52	21	25	412	4.1
How are these maintained/equipped?	223	92	61	12	25	413	4.2
Total	1356	570	349	77	144	2496	4.2

Course wise Mean Score

Option wise Respondents

6 - Computer Labs

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Hardware (Desktops, printers etc)	233	92	63	15	17	420	4.2
Usefulness & working of installed software	224	94	66	13	19	416	4.2
Access to Computer Labs	230	91	67	11	18	417	4.2
Lab Timings	213	119	57	11	16	416	4.2
Printing Facility	230	89	62	15	21	417	4.2
Sufficient peripherals for devices connectivity	216	105	63	14	20	418	4.2
Classroom Projectors/ Smart boards working	229	91	63	14	17	414	4.2
Wi-Fi facility	198	91	71	19	30	409	4.0
Total	1773	772	512	112	158	3327	4.2

Course wise Mean Score

Option wise Respondents

7 - Other Lab Facilities

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Appratus/Equipments	248	97	50	10	12	417	4.3
Availability of Appratus/equipments	216	121	58	12	11	418	4.2
Are practicals conducted regularly as per time table	241	99	56	10	10	416	4.3
Behaviour of Lab Staff	237	100	59	11	10	417	4.3
Proper instructions given by Faculty	240	97	54	9	14	414	4.3
Total	1182	514	277	52	57	2082	4.3

Course wise Mean Score

Option wise Respondents

Overall Mean Score for Various Parameters by Students of Various Courses

Course\Parameter	Class Rooms	Library	Administration, Office & Campus	Canteen	Sports, Health & Other Facilities	Computer Labs	Other Lab Facilities	Course wise Mean Score
Parameter wise Mean Score	4.3	4.3	4.2	4.2	4.2	4.2	4.3	4.2

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- Participants
- Analysis and Interpretation of Student Satisfaction Survey
  - Regularity in taking lectures
  - 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
  - Use of modern teaching aids in lecture
  - Availability outside the class
  - Covers syllabus in time
  - Uses fair internal evaluation process
  - Gives practical projects/case studies that enhances learning of students
  - Gives appropriate feedback to improve performance of students
  - Attitude of teachers towards students who participate in the extra-curricular activities?
  - Ability of the teacher to design quizzes/ tests/ assignments
  - How helpful was the teachers in advising?
  - Course wise Overall Score
  - Overall Score for Various Parameters
  - Overall Score for Various Parameters by Course

Objective

a. To measure the student's level of satisfaction on their experiences with the Government Shivalik College Naya Nangal 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.

The survey was conducted online. Each question has five responses, and students have to choose the most appropriate one.

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. The given questionnaire was filled online by 172 random students from all UG classes. After the survey, the mean score for each question has been calculated and) { 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.

Participants

Type	Course	Respondents
Under Graduate	BA	40
Under Graduate	BA I	28
Under Graduate	BA V	11
Under Graduate	BCA	3
Under Graduate	BCA I	2
Under Graduate	BCom	39
Under Graduate	BCom I	11
Under Graduate	BCom V	28
Under Graduate	BSc Non-Med.	1
Under Graduate	BSc Non-Med. I	1
Post Graduate	MA Economics	1
Post Graduate	MA Economics I	1
Post Graduate	MA Pol. Sc.	3
Post Graduate	MA Pol. Sc. I	3
	TOTAL	172

Analysis and Interpretation of Student Satisfaction Survey:

1 - Regularity in taking lectures

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	82	9	7	0	0	98	4.8
BA I	68	9	7	0	0	84	4.7
BA V	13	0	0	0	0	13	5.0
BCA	2	1	0	0	0	3	4.7
BCA I	2	0	0	0	0	2	5.0
BCom	47	1	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	36	1	0	0	0	37	5.0
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	4	0	0	0	0	4	5.0
MA Pol. Sc. I	4	0	0	0	0	4	5.0
Total	271	23	14	0	0	308	4.8

Course wise Mean Score | Option wise Respondents
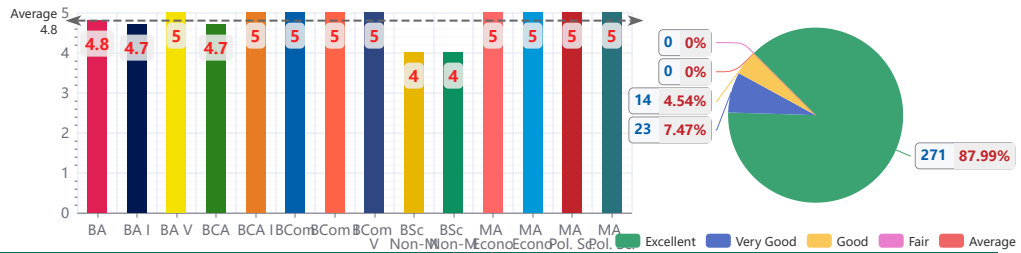
2 - Punctuality in class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	68	21	9	0	0	98	4.6
BA I	55	20	9	0	0	84	4.5
BA V	12	1	0	0	0	13	4.9
BCA	1	2	0	0	0	3	4.3
BCA I	1	1	0	0	0	2	4.5
BCom	46	2	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	35	2	0	0	0	37	4.9
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
Total	237	53	18	0	0	308	4.7

Course wise Mean Score | Option wise Respondents
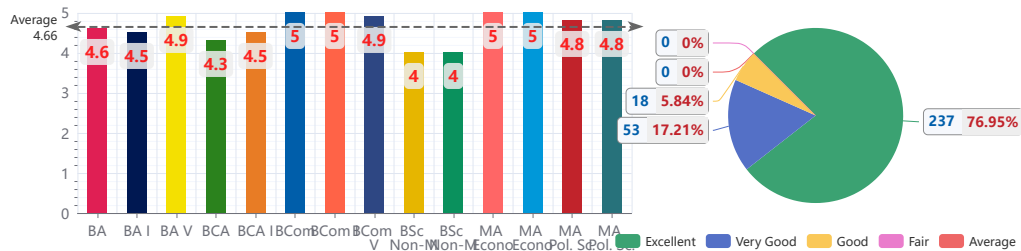
3 - Knowledge about subject taught

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	74	13	11	0	0	98	4.6
BA I	60	13	11	0	0	84	4.6
BA V	13	0	0	0	0	13	5.0
BCA	0	3	0	0	0	3	4.0
BCA I	0	2	0	0	0	2	4.0
BCom	48	0	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	37	0	0	0	0	37	5.0
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
Total	251	35	22	0	0	308	4.7
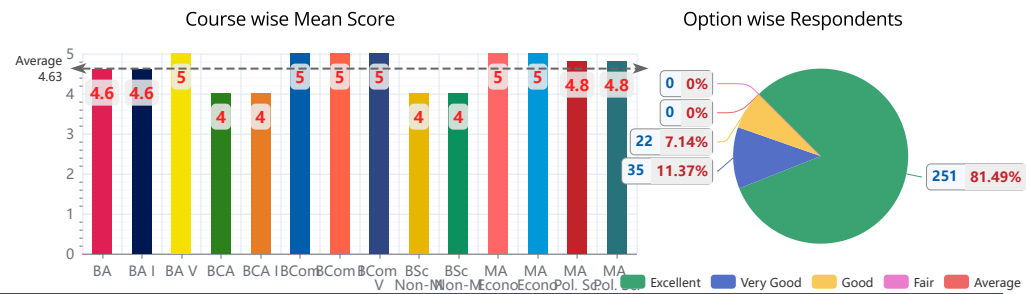
Course wise Mean Score

Option wise Respondents

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

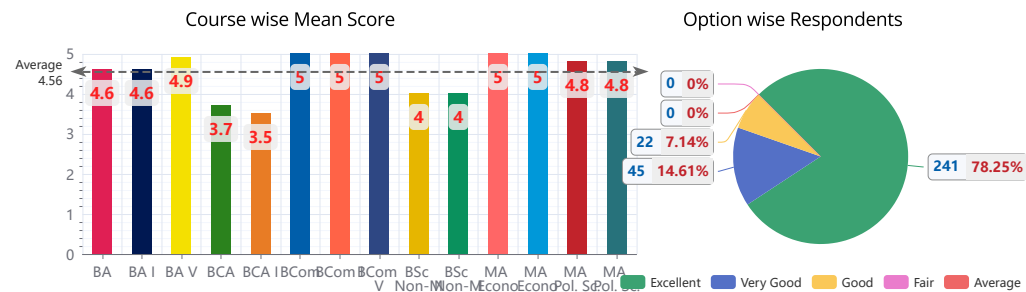| Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	73	16	9	0	0	98	4.7
BA I	59	16	9	0	0	84	4.6
BA V	13	0	0	0	0	13	5.0
BCA	1	2	0	0	0	3	4.3
BCA I	1	1	0	0	0	2	4.5
BCom	46	2	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	35	2	0	0	0	37	4.9
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	0	1	0	0	0	1	4.0
MA Economics I	0	1	0	0	0	1	4.0
MA Pol. Sc.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
Total	245	45	18	0	0	308	4.7
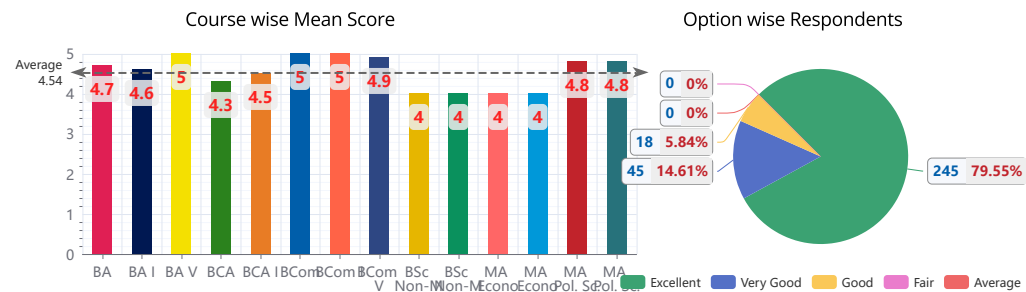
Course wise Mean Score

Option wise Respondents

5 - Ability to involve students while teaching

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	76	12	9	0	0	97	4.7
BA I	62	12	9	0	0	83	4.6
BA V	13	0	0	0	0	13	5.0
BCA	1	2	0	0	0	3	4.3
BCA I	1	1	0	0	0	2	4.5
BCom	48	0	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	37	0	0	0	0	37	5.0
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	0	1	0	0	0	1	4.0
MA Economics I	0	1	0	0	0	1	4.0
MA Pol. Sc.	4	0	0	0	0	4	5.0
MA Pol. Sc. I	4	0	0	0	0	4	5.0
Total	257	31	18	0	0	306	4.8
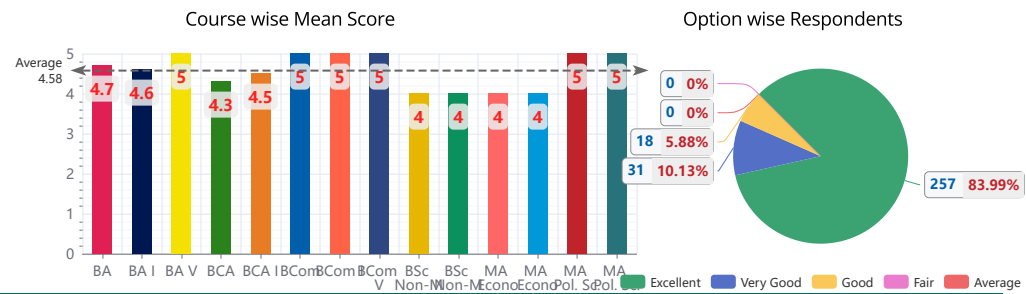
Course wise Mean Score

Option wise Respondents

6 - Ability to maintain discipline in class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	70	18	10	0	0	98	4.6
BA I	57	17	10	0	0	84	4.6
BA V	12	1	0	0	0	13	4.9
BCA	0	2	1	0	0	3	3.7
BCA I	0	1	1	0	0	2	3.5
BCom	47	1	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	36	1	0	0	0	37	5.0
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
Total	241	45	22	0	0	308	4.7

Course wise Mean Score

Option wise Respondents

7 - Communication skills in Class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	77	10	11	0	0	98	4.7
BA I	63	10	11	0	0	84	4.6
BA V	13	0	0	0	0	13	5.0
BCA	1	2	0	0	0	3	4.3
BCA I	1	1	0	0	0	2	4.5
BCom	48	0	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	37	0	0	0	0	37	5.0
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	0	1	0	0	0	1	4.0
MA Economics I	0	1	0	0	0	1	4.0
MA Pol. Sc.	4	0	0	0	0	4	5.0
MA Pol. Sc. I	4	0	0	0	0	4	5.0
Total	259	27	22	0	0	308	4.8
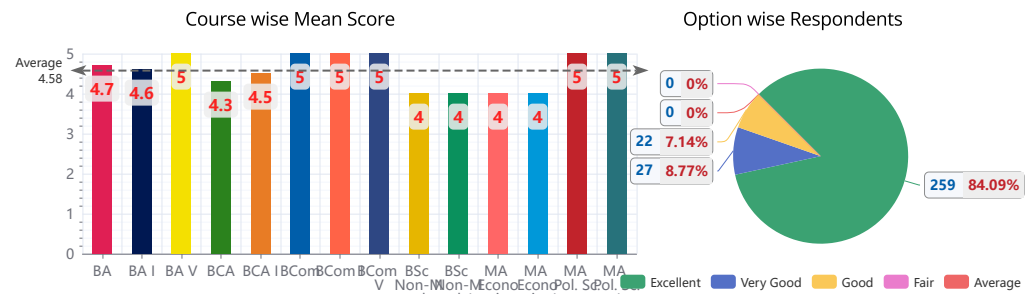
Course wise Mean Score

Option wise Respondents

8 - Use of modern teaching aids in lecture

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	68	19	9	0	0	96	4.6
BA I	55	18	9	0	0	82	4.6
BA V	12	1	0	0	0	13	4.9
BCA	1	1	1	0	0	3	4.0
BCA I	1	0	1	0	0	2	4.0
BCom	44	4	0	0	0	48	4.9
BCom I	10	1	0	0	0	11	4.9
BCom V	34	3	0	0	0	37	4.9
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
Total	233	51	20	0	0	304	4.7
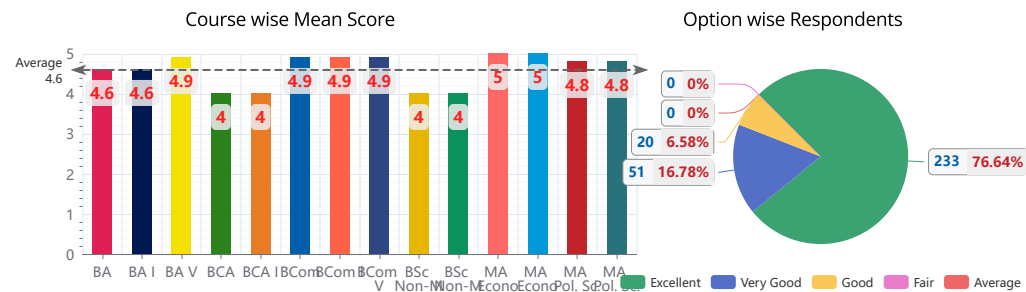
Course wise Mean Score

Option wise Respondents

9 - Availability outside the class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	73	14	10	0	0	97	4.6
BA I	60	13	10	0	0	83	4.6
BA V	12	1	0	0	0	13	4.9
BCA	1	2	0	0	0	3	4.3
BCA I	1	1	0	0	0	2	4.5
BCom	44	3	1	0	0	48	4.9
BCom I	9	1	1	0	0	11	4.7
BCom V	35	2	0	0	0	37	4.9
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	0	1	0	0	0	1	4.0
MA Economics I	0	1	0	0	0	1	4.0
MA Pol. Sc.	4	0	0	0	0	4	5.0
MA Pol. Sc. I	4	0	0	0	0	4	5.0
Total	243	41	22	0	0	306	4.7
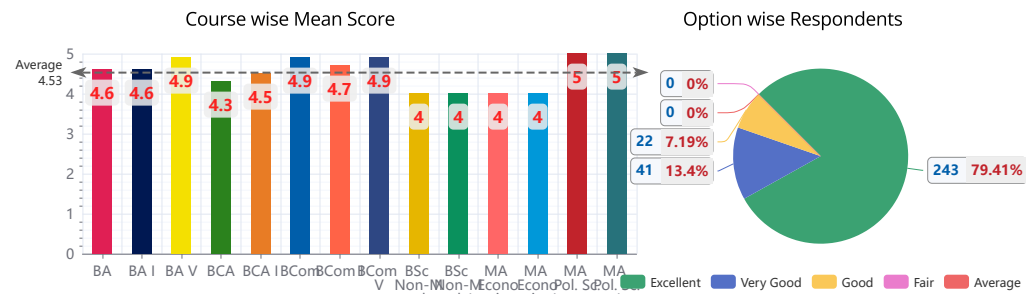
Course wise Mean Score

Option wise Respondents

10 - Covers syllabus in time

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	76	13	9	0	0	98	4.7
BA I	62	13	9	0	0	84	4.6
BA V	13	0	0	0	0	13	5.0
BCA	1	1	1	0	0	3	4.0
BCA I	1	0	1	0	0	2	4.0
BCom	46	2	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	35	2	0	0	0	37	4.9
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Pol. Sc.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
Total	251	35	20	0	0	306	4.8
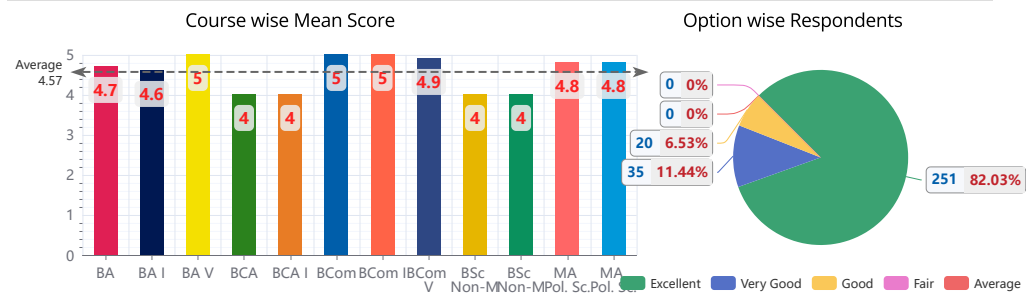
Course wise Mean Score

Option wise Respondents

11 - Uses fair internal evaluation process

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	74	12	11	0	1	98	4.6
BA I	60	12	11	0	1	84	4.5
BA V	13	0	0	0	0	13	5.0
BCA	2	1	0	0	0	3	4.7
BCA I	2	0	0	0	0	2	5.0
BCom	46	2	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	35	2	0	0	0	37	4.9
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
Total	251	33	22	0	2	308	4.7
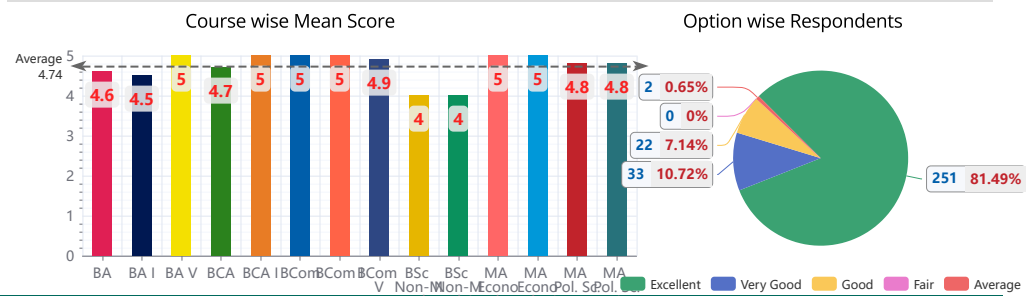
Course wise Mean Score

Option wise Respondents

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

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	72	15	10	1	0	98	4.6
BA I	58	15	10	1	0	84	4.5
BA V	13	0	0	0	0	13	5.0
BCA	0	2	1	0	0	3	3.7
BCA I	0	1	1	0	0	2	3.5
BCom	47	1	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	36	1	0	0	0	37	5.0
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
Total	245	39	22	2	0	308	4.7
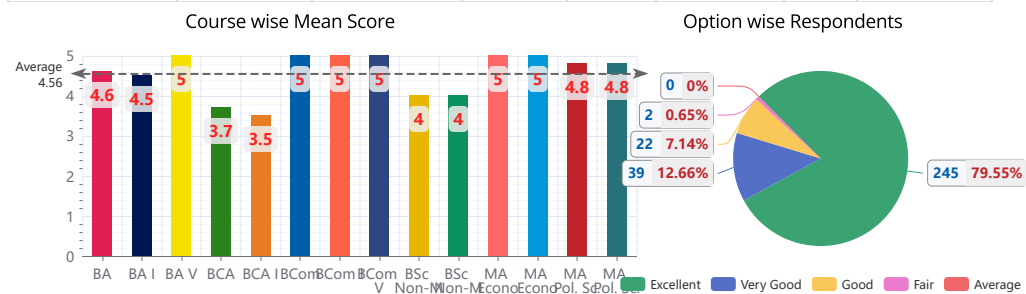
Course wise Mean Score

Option wise Respondents

13 - Gives appropriate feedback to improve performance of students

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	76	12	8	1	0	97	4.7
BA I	63	12	8	1	0	84	4.6
BA V	12	0	0	0	0	12	5.0
BCA	1	2	0	0	0	3	4.3
BCA I	1	1	0	0	0	2	4.5
BCom	45	2	0	0	0	47	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	34	2	0	0	0	36	4.9
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
Total	251	35	16	2	0	304	4.8
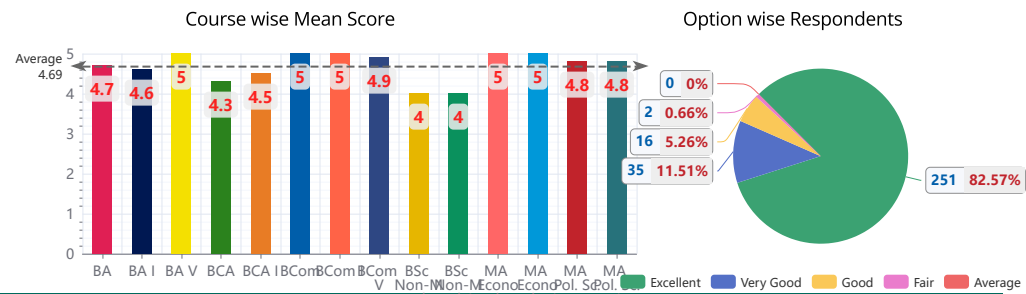
Course wise Mean Score

Option wise Respondents

14 - Attitude of teachers towards students who participate in the extra-curricular activities?

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	69	20	7	1	1	98	4.6
BA I	55	20	7	1	1	84	4.5
BA V	13	0	0	0	0	13	5.0
BCA	0	3	0	0	0	3	4.0
BCA I	0	2	0	0	0	2	4.0
BCom	46	2	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	35	2	0	0	0	37	4.9
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	4	0	0	0	0	4	5.0
MA Pol. Sc. I	4	0	0	0	0	4	5.0
Total	239	51	14	2	2	308	4.7
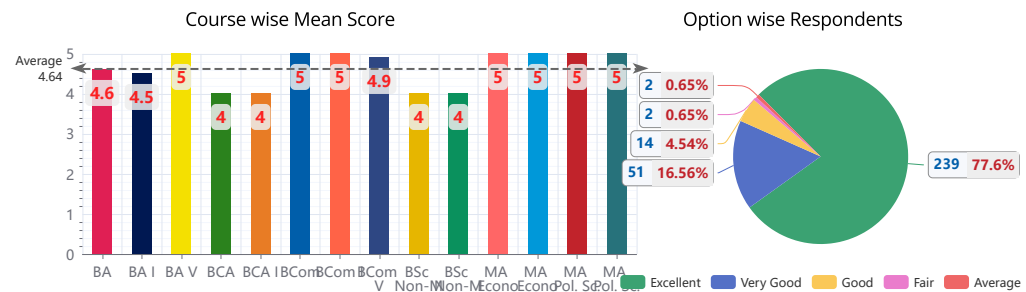
Course wise Mean Score

Option wise Respondents

15 - Ability of the teacher to design quizzes/ tests/ assignments

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	77	10	11	0	0	98	4.7
BA I	64	9	11	0	0	84	4.6
BA V	12	1	0	0	0	13	4.9
BCA	1	1	1	0	0	3	4.0
BCA I	1	0	1	0	0	2	4.0
BCom	47	1	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	36	1	0	0	0	37	5.0
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
Total	257	27	24	0	0	308	4.8
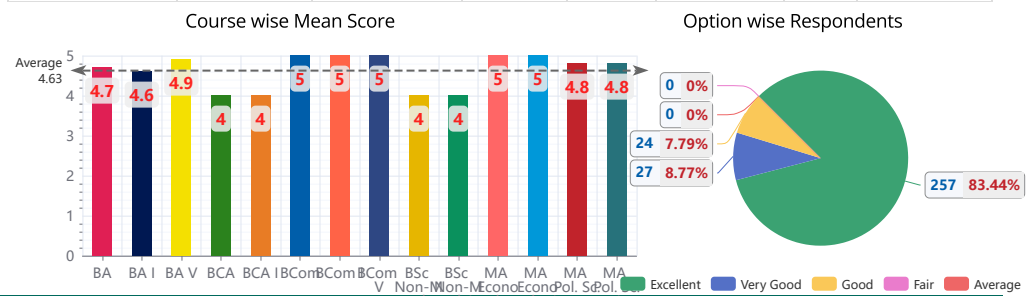
Course wise Mean Score

Option wise Respondents

16 - How helpful was the teachers in advising?

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	73	15	8	1	1	98	4.6
BA I	59	15	8	1	1	84	4.5
BA V	13	0	0	0	0	13	5.0
BCA	1	2	0	0	0	3	4.3
BCA I	1	1	0	0	0	2	4.5
BCom	48	0	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	37	0	0	0	0	37	5.0
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	1	0	0	0	0	1	5.0
MA Economics I	1	0	0	0	0	1	5.0
MA Pol. Sc.	4	0	0	0	0	4	5.0
MA Pol. Sc. I	4	0	0	0	0	4	5.0
Total	253	35	16	2	2	308	4.7

Course wise Mean Score

Option wise Respondents

Overall Mean Score for Various Parameters by Students of Various Courses

Course\Parameter	Regularity in taking lectures	Punctuality in class	Knowledge about subject taught	Ability to link current knowledge and practical experi	Ability to involve students while teaching	Ability to maintain discipline in class	Communication skills in Class	Use of modern teaching aids in lecture	Availability outside the class	Covers syllabus in time	Uses fair internal evaluation process	Gives practical projects/case studies that enhances l	Gives appropriate feedback to improve performance	Attitude of teachers towards students who participa	Ability of the teacher to design quizzes/ tests/ assign	How helpful was the teachers in advising?	Course wise Mean Score
BA	4.8	4.6	4.6	4.7	4.7	4.6	4.7	4.6	4.6	4.7	4.6	4.6	4.7	4.6	4.7	4.6	4.6
BA I	4.7	4.5	4.6	4.6	4.6	4.6	4.6	4.6	4.6	4.6	4.5	4.5	4.6	4.5	4.6	4.5	4.6
BA V	5.0	4.9	5.0	5.0	5.0	4.9	5.0	4.9	4.9	5.0	5.0	5.0	5.0	5.0	4.9	5.0	5.0
BCA	4.7	4.3	4.0	4.3	4.3	3.7	4.3	4.0	4.3	4.0	4.7	3.7	4.3	4.0	4.0	4.3	4.2
BCA I	5.0	4.5	4.0	4.5	4.5	3.5	4.5	4.0	4.5	4.0	5.0	3.5	4.5	4.0	4.0	4.5	4.3
BCom	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.9	4.9	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
BCom I	5.0	5.0	5.0	5.0	5.0	5.0	5.0	4.9	4.7	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
BCom V	5.0	4.9	5.0	4.9	5.0	5.0	5.0	4.9	4.9	4.9	4.9	5.0	4.9	4.9	5.0	5.0	5.0
BSc Non-Med.	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
BSc Non-Med. I	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
MA Economics	5.0	5.0	5.0	4.0	4.0	5.0	4.0	5.0	4.0		5.0	5.0	5.0	5.0	5.0	5.0	4.7
MA Economics I	5.0	5.0	5.0	4.0	4.0	5.0	4.0	5.0	4.0		5.0	5.0	5.0	5.0	5.0	5.0	4.7
MA Pol. Sc.	5.0	4.8	4.8	4.8	5.0	4.8	5.0	4.8	5.0	4.8	4.8	4.8	4.8	5.0	4.8	5.0	4.8
MA Pol. Sc. I	5.0	4.8	4.8	4.8	5.0	4.8	5.0	4.8	5.0	4.8	4.8	4.8	4.8	5.0	4.8	5.0	4.8
Parameter wise Mean Score	4.8	4.7	4.7	4.7	4.8	4.7	4.8	4.7	4.7	4.8	4.7	4.7	4.8	4.7	4.8	4.7	4.7

Government Shivalik College Naya Nangal

Near NFL, Naya Nangal **Affiliated to:** Punjabi University, Patiala
E-mail: gcnayanangal@gmail.com, enquirygscn@gmail.com
Tel: 01887-220643, **Fax:** 01887-220643

Infrastructure Feedback

All feedbacks filled will be used only for analysis and to improve teaching-learning process. Your answers will be kept secret and analysed without identifying the individuals filling them. It will have no negative impact upon you.

ਭਰੇ ਗਏ ਸਾਰੇ ਸਰਵੇਖਣਾਂ ਦੀ ਵਰਤੋਂ ਸਿਰਫ਼ ਵਿਸ਼ਲੇਸ਼ਣ ਅਤੇ ਅਧਿਆਪਨ-ਸਿੱਖਲਾਈ ਪ੍ਰਕਿਰਿਆ ਨੂੰ ਬਿਹਤਰ ਬਣਾਉਣ ਲਈ ਕੀਤੀ ਜਾਵੇਗੀ। ਤੁਹਾਡੇ ਜਵਾਬ ਗੁਪਤ ਰੱਖੇ ਜਾਣਗੇ ਅਤੇ ਉਹਨਾਂ ਨੂੰ ਭਰਨ ਵਾਲੇ ਵਿਅਕਤੀਆਂ ਦੀ ਪਛਾਣ ਕੀਤੇ ਬਿਨਾਂ ਉਹਨਾਂ ਦਾ ਵਿਸ਼ਲੇਸ਼ਣ ਕੀਤਾ ਜਾਵੇਗਾ। ਇਸ ਦਾ ਤੁਹਾਡੇ 'ਤੇ ਕੋਈ ਨਕਾਰਾਤਮਕ ਪ੍ਰਭਾਵ ਨਹੀਂ ਪਵੇਗਾ।

💬 PERSONAL DETAILS:

Name: ✱	Phone no:	Email ID:	Session for Feedback: ✱
Palavi	6283246089		2022-23

💬 PLEASE INDICATE YOUR RATINGS FOR EACH OF THE FOLLOWING PARAMETERS:

	Class Rooms	Excellent	Very Good	Good	Fair	Average
1	Seating capacity	○	◉	○	○	○
2	Teaching Learning aids	○	◉	○	○	○
3	Ventilation/Airy /lighting	○	○	◉	○	○
4	Cleanliness	○	○	◉	○	○

	Library	Excellent	Very Good	Good	Fair	Average
1	Seating arrangement and Capacity	○	○	◉	○	○
2	Ventilation/Airy/Lighting	○	◉	○	○	○
3	Suitable Timings	○	◉	○	○	○
4	Staff Behaviour	○	◉	○	○	○
5	Latest Books & Journals & Magazines	○	◉	○	○	○
6	Sufficient copies of Books	◉	○	○	○	○
7	No of Books issued per student	◉	○	○	○	○
8	Availability of issue facility during exams	◉	○	○	○	○
9	Access to online & Offline Journals and Magazines	○	◉	○	○	○
10	Availability of Daily Newspapers	◉	○	○	○	○

	Administration, Office & Campus	Excellent	Very Good	Good	Fair	Average
1	Staff Behaviour	○	◉	○	○	○
2	Easy access/availability	○	◉	○	○	○
3	Service Promptness	○	◉	○	○	○
4	Grievance Redressal	○	◉	○	○	○
5	How you do rate the college so far as job oriented	○	○	◉	○	○
6	How you find the transport facility to and fro the institution?	○	○	○	◉	○
7	Do the girls feel secure in the campus?	○	◉	○	○	○
8	Was your time at the college intellectually enriching?	○	◉	○	○	○

	Canteen	Excellent	Very Good	Good	Fair	Average
1	Behaviour of canteen staff	○	◉	○	○	○
2	Pricing of the items	○	◉	○	○	○
3	Variety of items available	○	○	◉	○	○
4	Quality of Food	○	○	◉	○	○

Canteen	Excellent	Very Good	Good	Fair	Average
5 Ambience & Cleanliness	○	○	◉	○	○

Sports, Health & Other Facilities	Excellent	Very Good	Good	Fair	Average
1 How were the extra-curricular activities?	○	◉	○	○	○
2 How do you rate the health care facilities?	○	◉	○	○	○
3 How do you rate the sports facilities?	○	◉	○	○	○
4 Is there adequate number of play grounds?	○	◉	○	○	○
5 How do you rate the Gymnasium?	○	◉	○	○	○
6 How are these maintained/equipped?	○	◉	○	○	○

Computer Labs	Excellent	Very Good	Good	Fair	Average
1 Condition & Quality of Hardware (Desktops, printers etc)	○	◉	○	○	○
2 Usefulness & working of installed software	○	◉	○	○	○
3 Access to Computer Labs	○	◉	○	○	○
4 Lab Timings	○	◉	○	○	○
5 Printing Facility	○	◉	○	○	○
6 Sufficient peripherals for devices connectivity	○	◉	○	○	○
7 Classroom Projectors/ Smart boards working	○	◉	○	○	○
8 Wi-Fi facility	○	◉	○	○	○

Other Lab Facilities	Excellent	Very Good	Good	Fair	Average
1 Condition & Quality of Appratus/Equipments	◉	○	○	○	○
2 Availability of Appratus/equipments	◉	○	○	○	○
3 Are practicals conducted regularly as per time table	○	◉	○	○	○
4 Behaviour of Lab Staff	○	◉	○	○	○
5 Proper instructions given by Faculty	○	◉	○	○	○

💬 **SUGGESTIONS:**

Suggestions, if any:

[text area]

💾 Save

Government Shivalik College Naya Nangal

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Tel: 01887-220643, **Fax:** 01887-220643

Government Shivalik College Naya Nangal

STUDENT SATISFACTION SURVEY REPORT

Session: 2019-20

Contents:

- Objective
- Methodology for Analysis of Student Satisfaction Survey
- Participants
- Analysis and Interpretation of Student Satisfaction Survey
    - Class Rooms
    - Library
    - Administration, Office & Campus
    - Canteen
    - Sports, Health & Other Facilities
    - Computer Labs
    - Other Lab Facilities
    - Overall Score for Various Categories

Objective

a. To measure the student's level of satisfaction on their experiences with the Government Shivalik College Naya Nangal 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.

The survey was conducted online. Each question has five responses, and students have to choose the most appropriate one.

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. The given questionnaire was filled online by 38 random students from all UG classes. After the survey, the mean score for each question has been calculated and) { 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.

Participants

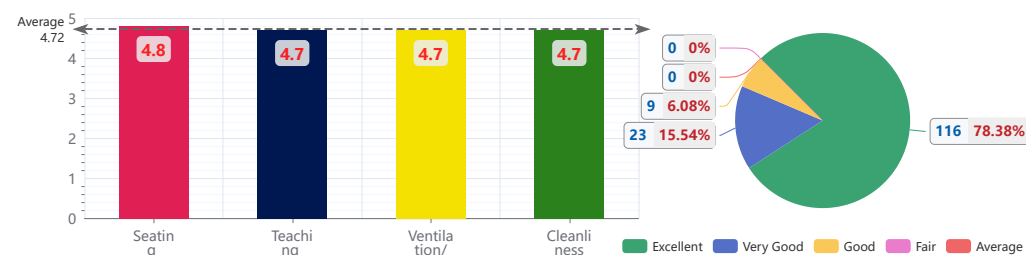| Parameter	Respondents
Total Respondents	38
TOTAL	38

Analysis and Interpretation of Student Satisfaction Survey:

1 - Class Rooms

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating capacity	31	4	2	0	0	37	4.8
Teaching Learning aids	29	6	2	0	0	37	4.7
Ventilation/Airy /lighting	28	7	2	0	0	37	4.7
Cleanliness	28	6	3	0	0	37	4.7
Total	116	23	9	0	0	148	4.7

Course wise Mean Score

Option wise Respondents

Average 5
4.72

| 4.8 | 4.7 | 4.7 | 4.7 |

Seating | Teaching | Ventilation/ | Cleanliness

0   0%
0   0%
9   6.08%
23 15.54%
116 78.38%

Excellent Very Good Good Fair Average

2 - Library

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating arrangement and Capacity	28	7	2	0	0	37	4.7
Ventilation/Airy/Lighting	28	8	1	0	0	37	4.7
Suitable Timings	27	7	3	0	0	37	4.6
Staff Behaviour	25	9	3	0	0	37	4.6
Latest Books & Journals & Magazines	27	6	4	0	0	37	4.6
Sufficient copies of Books	26	8	2	0	1	37	4.6
No of Books issued per student	27	6	3	0	1	37	4.6
Availability of issue facility during exams	26	10	1	0	0	37	4.7
Access to online & Offline Journals and Magazines	27	5	5	0	0	37	4.6
Availability of Daily Newspapers	26	9	1	0	0	36	4.7
Total	267	75	25	0	2	369	4.6

Course wise Mean Score
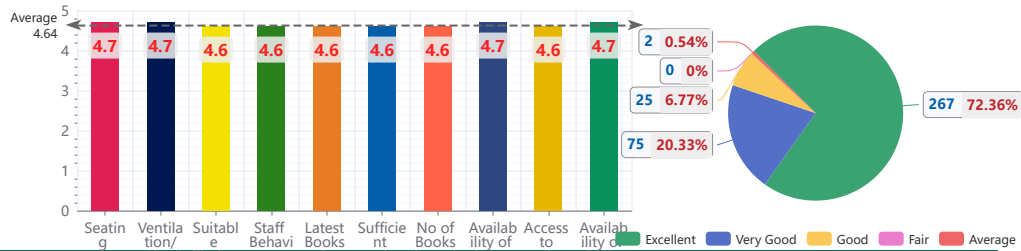
Option wise Respondents

2	0.54%
0	0%
25	6.77%
75	20.33%
267	72.36%

Excellent · Very Good · Good · Fair · Average

3 - Administration, Office & Campus

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Staff Behaviour	27	5	3	2	0	37	4.5
Easy access/availability	24	7	4	2	0	37	4.4
Service Promptness	26	7	2	2	0	37	4.5
Grievance Redressal	27	5	4	1	0	37	4.6
How you do rate the college so far as job oriented	27	6	4	0	0	37	4.6
How you find the transport facility to and fro the institution?	27	6	3	1	0	37	4.6
Do the girls feel secure in the campus?	27	5	5	0	0	37	4.6
Was your time at the college intellectually enriching?	27	6	4	0	0	37	4.6
Total	212	47	29	8	0	296	4.6

Course wise Mean Score
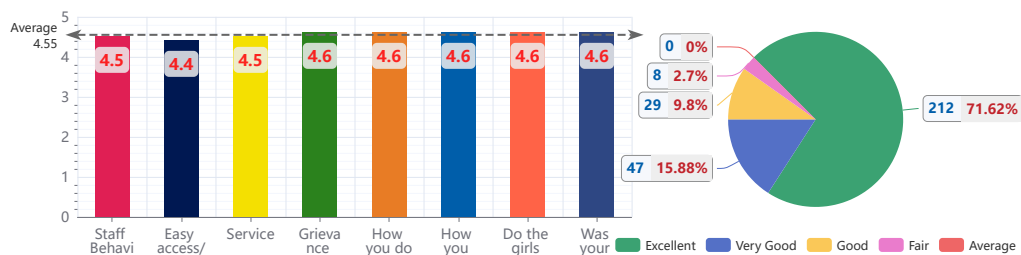
Option wise Respondents

0	0%
8	2.7%
29	9.8%
47	15.88%
212	71.62%

Excellent · Very Good · Good · Fair · Average

4 - Canteen

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Behaviour of canteen staff	29	6	2	0	0	37	4.7
Pricing of the items	28	5	4	0	0	37	4.6
Variety of items available	28	6	3	0	0	37	4.7
Quality of Food	27	6	4	0	0	37	4.6
Ambience & Cleanliness	28	6	2	0	0	36	4.7
Total	140	29	15	0	0	184	4.7

Course wise Mean Score

Option wise Respondents

|	
0	0%
0	0%
15	8.15%
29	15.76%
140	76.09%

Excellent · Very Good · Good · Fair · Average

5 - Sports, Health & Other Facilities

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
How were the extra-curricular activities?	29	8	0	0	0	37	4.8
How do you rate the health care facilities?	28	6	3	0	0	37	4.7
How do you rate the sports facilities?	29	8	0	0	0	37	4.8
Is there adequate number of play grounds?	29	6	2	0	0	37	4.7
How do you rate the Gymnasium?	28	9	0	0	0	37	4.8
How are these maintained/equipped?	29	6	2	0	0	37	4.7
Total	172	43	7	0	0	222	4.7

Course wise Mean Score
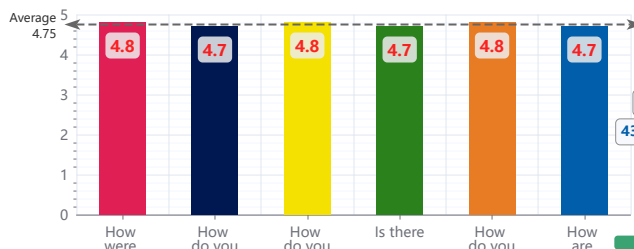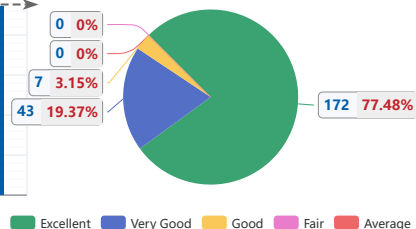
Option wise Respondents

6 - Computer Labs

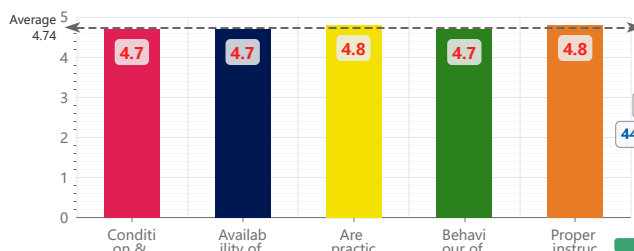| Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Hardware (Desktops, printers etc)	26	7	4	0	0	37	4.6
Usefulness & working of installed software	25	7	5	0	0	37	4.5
Access to Computer Labs	26	7	4	0	0	37	4.6
Lab Timings	25	6	6	0	0	37	4.5
Printing Facility	26	6	5	0	0	37	4.6
Sufficient peripherals for devices connectivity	26	7	4	0	0	37	4.6
Classroom Projectors/ Smart boards working	27	6	4	0	0	37	4.6
Wi-Fi facility	25	8	4	0	0	37	4.6
Total	206	54	36	0	0	296	4.6

Course wise Mean Score
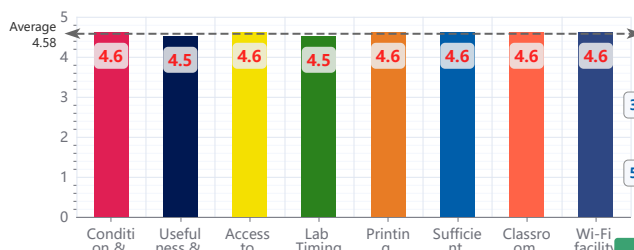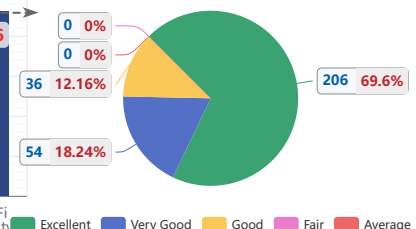
Option wise Respondents

7 - Other Lab Facilities

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Appratus/Equipments	27	10	0	0	0	37	4.7
Availability of Appratus/equipments	28	8	1	0	0	37	4.7
Are practicals conducted regularly as per time table	28	9	0	0	0	37	4.8
Behaviour of Lab Staff	28	8	1	0	0	37	4.7
Proper instructions given by Faculty	28	9	0	0	0	37	4.8
Total	139	44	2	0	0	185	4.7

Course wise Mean Score

Option wise Respondents

Overall Mean Score for Various Parameters by Students of Various Courses

Course\Parameter	Class Rooms	Library	Administration, Office & Campus	Canteen	Sports, Health & Other Facilities	Computer Labs	Other Lab Facilities	Course wise Mean Score
Parameter wise Mean Score	4.7	4.6	4.6	4.7	4.7	4.6	4.7	4.7

![Government Shivalik College Naya Nangal logo]

Government Shivalik College Naya Nangal

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Government Shivalik College Naya Nangal

STUDENT SATISFACTION SURVEY REPORT

Session: 2020-21

Contents:

Objective

a. To measure the student's level of satisfaction on their experiences with the Government Shivalik College Naya Nangal 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.

The survey was conducted online. Each question has five responses, and students have to choose the most appropriate one.

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. The given questionnaire was filled online by 72 random students from all UG classes. After the survey, the mean score for each question has been calculated and) { 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.
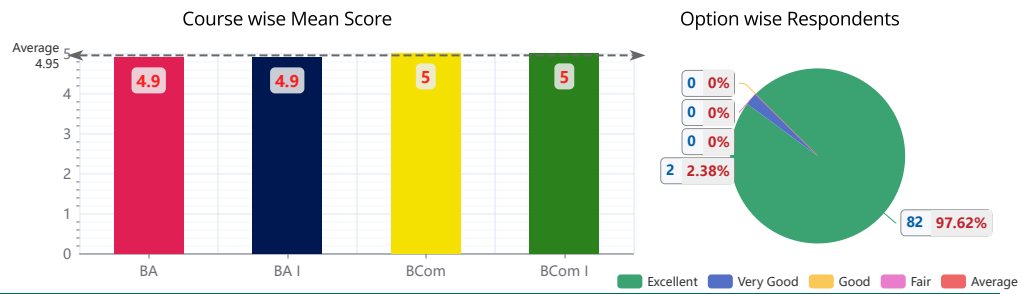
Participants

Type	Course	Respondents
Under Graduate	BA	10
Under Graduate	BA I	10
Under Graduate	BCom	26
Under Graduate	BCom I	26
	TOTAL	72

Analysis and Interpretation of Student Satisfaction Survey:

1 - Regularity in taking lectures

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	10	1	0	0	0	11	4.9
BA I	10	1	0	0	0	11	4.9
BCom	31	0	0	0	0	31	5.0
BCom I	31	0	0	0	0	31	5.0
Total	82	2	0	0	0	84	5.0

Course wise Mean Score — BA 4.9, BA I 4.9, BCom 5, BCom I 5 (Average 4.95)

Option wise Respondents — 0 0%, 0 0%, 0 0%, 2 2.38%, 82 97.62%

Excellent ● Very Good ● Good ● Fair ● Average

2 - Punctuality in class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	1	1	0	0	11	4.7
BA I	9	1	1	0	0	11	4.7
BCom	30	1	0	0	0	31	5.0
BCom I	30	1	0	0	0	31	5.0
Total	78	4	2	0	0	84	4.9
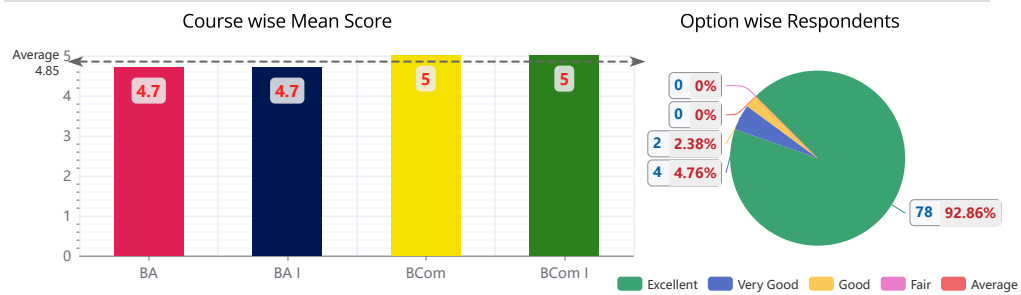
Course wise Mean Score — BA 4.7, BA I 4.7, BCom 5, BCom I 5 (Average 4.85)

Option wise Respondents — 0 0%, 0 0%, 2 2.38%, 4 4.76%, 78 92.86%

Excellent ● Very Good ● Good ● Fair ● Average

3 - Knowledge about subject taught

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	1	0	0	0	10	4.9
BA I	9	1	0	0	0	10	4.9
BCom	31	0	0	0	0	31	5.0
BCom I	31	0	0	0	0	31	5.0
Total	80	2	0	0	0	82	5.0

Course wise Mean Score — BA 4.9, BA I 4.9, BCom 5, BCom I 5 (Average 4.95)

Option wise Respondents — 0 0%, 0 0%, 0 0%, 2 2.44%, 80 97.56%

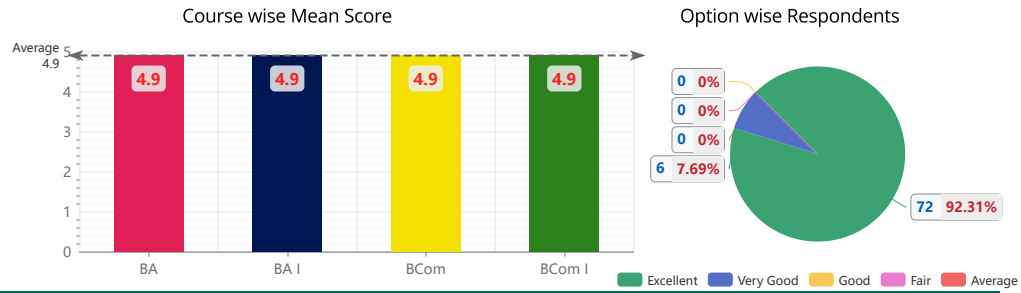Excellent ● Very Good ● Good ● Fair ● Average

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

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	10	1	0	0	0	11	4.9
BA I	10	1	0	0	0	11	4.9
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	78	4	0	0	0	82	5.0

Course wise Mean Score — BA 4.9, BA I 4.9, BCom 5, BCom I 5 (Average 4.95)

Option wise Respondents — 0 0%, 0 0%, 0 0%, 4 4.88%, 78 95.12%
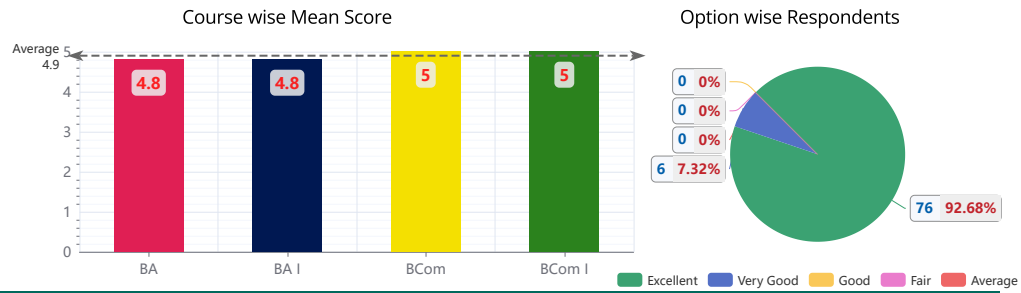
Excellent ● Very Good ● Good ● Fair ● Average

5 - Ability to involve students while teaching

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	10	1	0	0	0	11	4.9
BA I	10	1	0	0	0	11	4.9
BCom	26	2	0	0	0	28	4.9
BCom I	26	2	0	0	0	28	4.9
Total	72	6	0	0	0	78	4.9

Course wise Mean Score

Option wise Respondents

6 - Ability to maintain discipline in class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	2	0	0	0	11	4.8
BA I	9	2	0	0	0	11	4.8
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	76	6	0	0	0	82	4.9

Course wise Mean Score

Option wise Respondents

7 - Communication skills in Class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	10	1	0	0	0	11	4.9
BA I	10	1	0	0	0	11	4.9
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	78	4	0	0	0	82	5.0

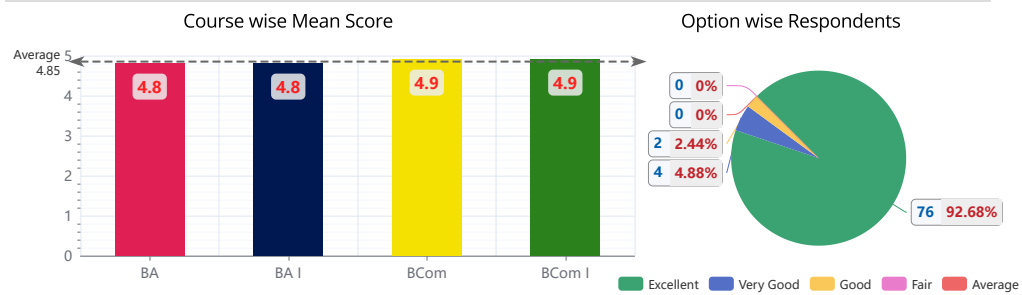### Course wise Mean Score

Option wise Respondents

8 - Use of modern teaching aids in lecture

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	2	0	0	0	11	4.8
BA I	9	2	0	0	0	11	4.8
BCom	28	2	0	0	0	30	4.9
BCom I	28	2	0	0	0	30	4.9
Total	74	8	0	0	0	82	4.9

Course wise Mean Score | **Option wise Respondents**

BA: 4.8, BA I: 4.8, BCom: 4.9, BCom I: 4.9

Average 4.85

Pie: 0 0%, 0 0%, 0 0%, 8 9.76%, 74 90.24%

Legend: Excellent, Very Good, Good, Fair, Average

9 - Availability outside the class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	10	0	1	0	0	11	4.8
BA I	10	0	1	0	0	11	4.8
BCom	28	2	0	0	0	30	4.9
BCom I	28	2	0	0	0	30	4.9
Total	76	4	2	0	0	82	4.9

Course wise Mean Score | **Option wise Respondents**

BA: 4.8, BA I: 4.8, BCom: 4.9, BCom I: 4.9

Average 4.85

Pie: 0 0%, 0 0%, 2 2.44%, 4 4.88%, 76 92.68%

Legend: Excellent, Very Good, Good, Fair, Average

10 - Covers syllabus in time

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	1	1	0	0	11	4.7
BA I	9	1	1	0	0	11	4.7
BCom	28	1	0	0	0	29	5.0
BCom I	28	1	0	0	0	29	5.0
Total	74	4	2	0	0	80	4.9
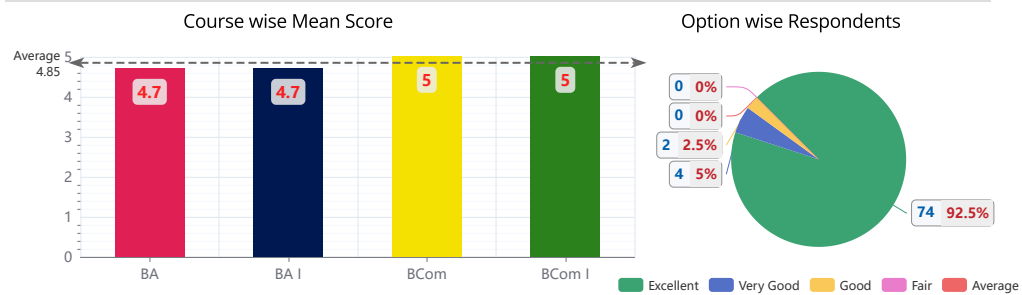
Course wise Mean Score | **Option wise Respondents**

BA: 4.7, BA I: 4.7, BCom: 5, BCom I: 5

Average 4.85

Pie: 0 0%, 0 0%, 2 2.5%, 4 5%, 74 92.5%

Legend: Excellent, Very Good, Good, Fair, Average

11 - Uses fair internal evaluation process

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	10	1	0	0	0	11	4.9
BA I	10	1	0	0	0	11	4.9
BCom	28	2	0	0	0	30	4.9
BCom I	28	2	0	0	0	30	4.9
Total	76	6	0	0	0	82	4.9
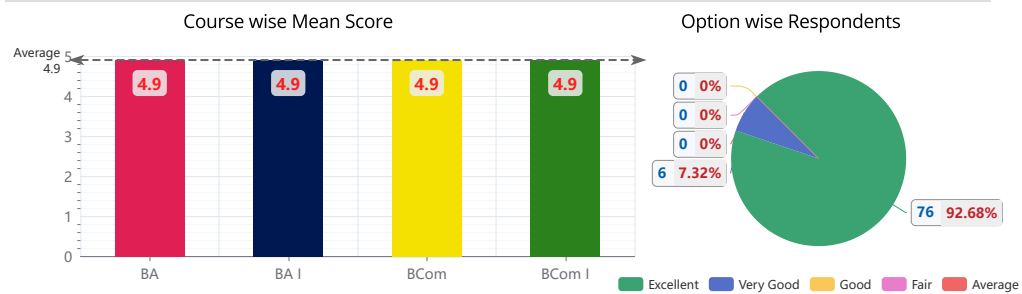
Course wise Mean Score | **Option wise Respondents**

BA: 4.9, BA I: 4.9, BCom: 4.9, BCom I: 4.9

Average 4.9

Pie: 0 0%, 0 0%, 0 0%, 6 7.32%, 76 92.68%

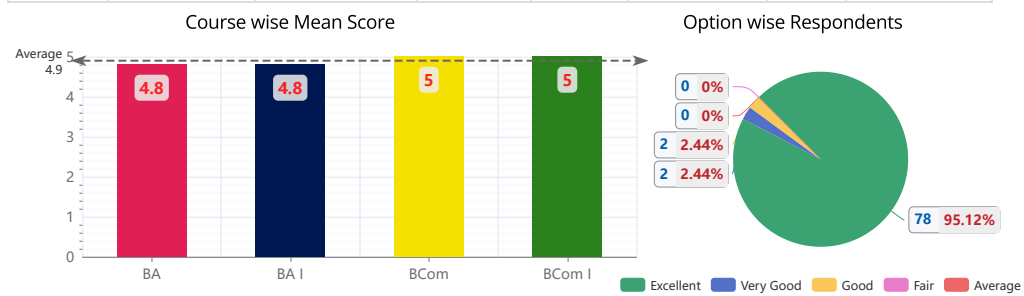Legend: Excellent, Very Good, Good, Fair, Average

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

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	8	2	1	0	0	11	4.6
BA I	8	2	1	0	0	11	4.6
BCom	28	2	0	0	0	30	4.9
BCom I	28	2	0	0	0	30	4.9
Total	72	8	2	0	0	82	4.9

Course wise Mean Score

Option wise Respondents

0	0%
0	0%
2	2.44%
8	9.76%
72	87.8%

Excellent Very Good Good Fair Average

13 - Gives appropriate feedback to improve performance of students

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	10	0	1	0	0	11	4.8
BA I	10	0	1	0	0	11	4.8
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	78	2	2	0	0	82	4.9

Course wise Mean Score

Option wise Respondents

0	0%
0	0%
2	2.44%
2	2.44%
78	95.12%

Excellent Very Good Good Fair Average

14 - Attitude of teachers towards students who participate in the extra-curricular activities?

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	10	0	1	0	0	11	4.8
BA I	10	0	1	0	0	11	4.8
BCom	28	2	0	0	0	30	4.9
BCom I	28	2	0	0	0	30	4.9
Total	76	4	2	0	0	82	4.9

Course wise Mean Score

Option wise Respondents

0	0%
0	0%
2	2.44%
4	4.88%
76	92.68%

Excellent Very Good Good Fair Average

15 - Ability of the teacher to design quizzes/ tests/ assignments

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	2	0	0	0	11	4.8
BA I	9	2	0	0	0	11	4.8
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	76	6	0	0	0	82	4.9

Course wise Mean Score

Option wise Respondents

- 0 0%
- 0 0%
- 0 0%
- 6 7.32%
- 76 92.68%

Excellent Very Good Good Fair Average

16 - How helpful was the teachers in advising?

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	10	1	0	0	0	11	4.9
BA I	10	1	0	0	0	11	4.9
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	78	4	0	0	0	82	5.0

Course wise Mean Score

Option wise Respondents

- 0 0%
- 0 0%
- 0 0%
- 4 4.88%
- 78 95.12%

Excellent Very Good Good Fair Average

Overall Mean Score for Various Parameters by Students of Various Courses

Course\Parameter	Regularity in taking lectures	Punctuality in class	Knowledge about subject taught	Ability to link current knowledge and practical exper	Ability to involve students while teaching	Ability to maintain discipline in class	Communication skills in Class	Use of modern teaching aids in lecture	Availability outside the class	Covers syllabus in time	Uses fair internal evaluation process	Gives practical projects/case studies that enhances l	Gives appropriate feedback to improve performance	Attitude of teachers towards students who participa	Ability of the teacher to design quizzes/ tests/ assign	How helpful was the teachers in advising?	Course wise Mean Score
BA	4.9	4.7	4.9	4.9	4.9	4.8	4.9	4.8	4.8	4.7	4.9	4.6	4.8	4.8	4.8	4.9	4.8
BA I	4.9	4.7	4.9	4.9	4.9	4.8	4.9	4.8	4.8	4.7	4.9	4.6	4.8	4.8	4.8	4.9	4.8
BCom	5.0	5.0	5.0	5.0	4.9	5.0	5.0	4.9	4.9	5.0	4.9	4.9	5.0	4.9	5.0	5.0	5.0
BCom I	5.0	5.0	5.0	5.0	4.9	5.0	5.0	4.9	4.9	5.0	4.9	4.9	5.0	4.9	5.0	5.0	5.0
Parameter wise Mean Score	5.0	4.9	5.0	5.0	4.9	4.9	5.0	4.9	4.9	4.9	4.9	4.9	4.9	4.9	4.9	5.0	4.9

Government Shivalik College Naya Nangal

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Government Shivalik College Naya Nangal

STUDENT SATISFACTION SURVEY REPORT

Session: 2020-21

Contents:

- Objective
- Methodology for Analysis of Student Satisfaction Survey
- Participants
- Analysis and Interpretation of Student Satisfaction Survey
  - Class Rooms
  - Library
  - Administration, Office & Campus
  - Canteen
  - Sports, Health & Other Facilities
  - Computer Labs
  - Other Lab Facilities
  - Overall Score for Various Categories

Objective

a. To measure the student's level of satisfaction on their experiences with the Government Shivalik College Naya Nangal 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.

The survey was conducted online. Each question has five responses, and students have to choose the most appropriate one.

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. The given questionnaire was filled online by 229 random students from all UG classes. After the survey, the mean score for each question has been calculated and) { 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.

Participants

Parameter	Respondents
Total Respondents	229
TOTAL	229

Analysis and Interpretation of Student Satisfaction Survey:

1 - Class Rooms

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating capacity	155	48	19	2	1	225	4.6
Teaching Learning aids	149	48	26	1	0	224	4.5
Ventilation/Airy /lighting	139	50	28	5	3	225	4.4
Cleanliness	133	49	32	4	5	223	4.3
Total	576	195	105	12	9	897	4.5

Course wise Mean Score
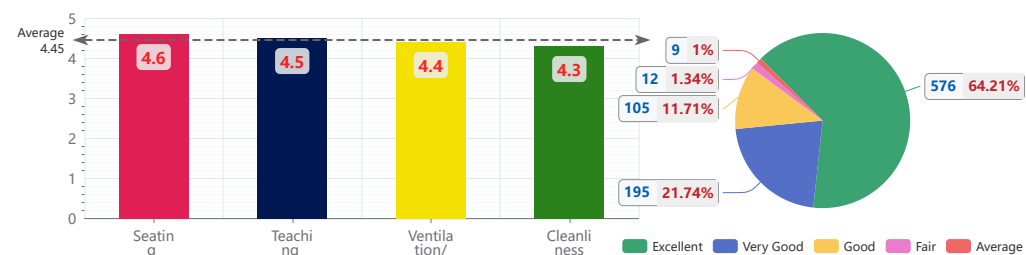
Option wise Respondents

2 - Library

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating arrangement and Capacity	154	56	15	0	0	225	4.6
Ventilation/Airy/Lighting	141	60	22	1	1	225	4.5
Suitable Timings	144	61	21	0	0	226	4.5
Staff Behaviour	145	57	18	5	0	225	4.5
Latest Books & Journals & Magazines	134	62	25	3	0	224	4.5
Sufficient copies of Books	133	57	30	6	0	226	4.4
No of Books issued per student	127	61	28	6	2	224	4.4
Availability of issue facility during exams	130	59	28	6	0	223	4.4
Access to online & Offline Journals and Magazines	131	58	28	6	2	225	4.4
Availability of Daily Newspapers	144	48	27	3	1	223	4.5
Total	1383	579	242	36	6	2246	4.5
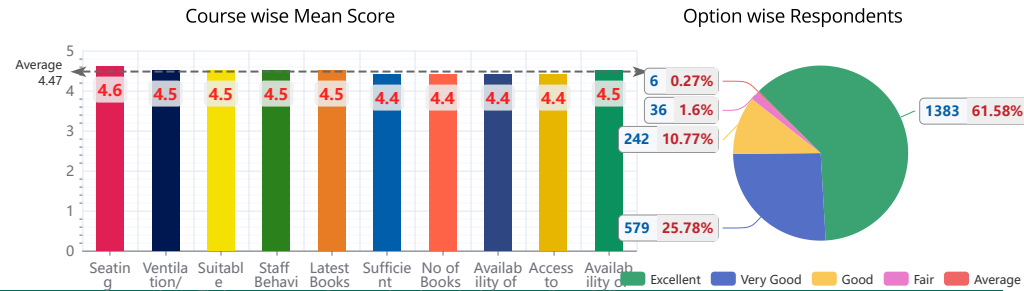
Course wise Mean Score

Option wise Respondents

3 - Administration, Office & Campus

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Staff Behaviour	144	54	19	4	3	224	4.5
Easy access/availability	132	51	39	1	2	225	4.4
Service Promptness	131	51	34	5	2	223	4.4
Grievance Redressal	135	44	41	2	2	224	4.4
How you do rate the college so far as job oriented	132	52	33	5	3	225	4.4
How you find the transport facility to and fro the institution?	133	45	40	4	2	224	4.4
Do the girls feel secure in the campus?	143	51	25	3	2	224	4.5
Was your time at the college intellectually enriching?	135	55	30	1	2	223	4.4
Total	1085	403	261	25	18	1792	4.4
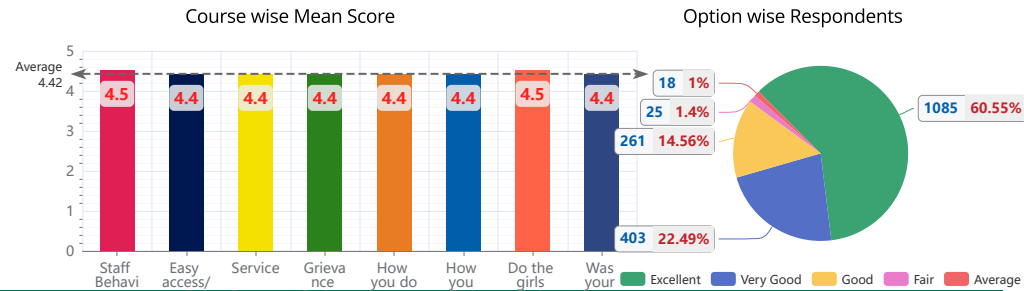
Course wise Mean Score

Option wise Respondents

4 - Canteen

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Behaviour of canteen staff	139	53	30	3	0	225	4.5
Pricing of the items	132	53	40	0	0	225	4.4
Variety of items available	137	45	37	5	1	225	4.4
Quality of Food	131	51	42	2	0	226	4.4
Ambience & Cleanliness	137	40	42	4	1	224	4.4
Total	676	242	191	14	2	1125	4.4
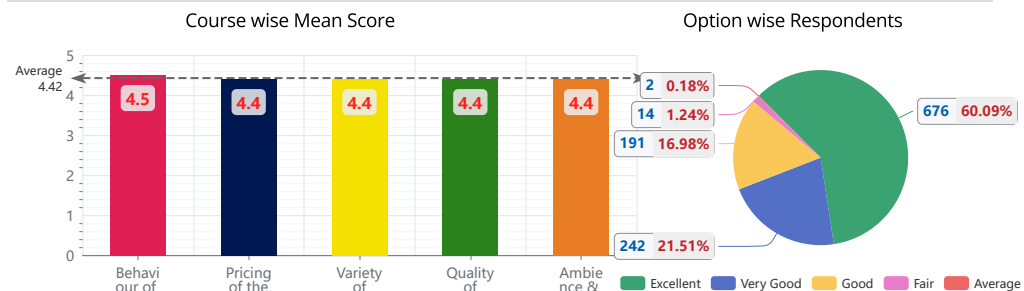
Course wise Mean Score

Option wise Respondents

5 - Sports, Health & Other Facilities

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
How were the extra-curricular activities?	150	47	21	1	5	224	4.5
How do you rate the health care facilities?	137	58	20	3	5	223	4.4
How do you rate the sports facilities?	141	49	26	2	7	225	4.4
Is there adequate number of play grounds?	138	52	29	3	4	226	4.4
How do you rate the Gymnasium?	131	54	25	8	7	225	4.3
How are these maintained/equipped?	137	54	23	5	6	225	4.4
Total	834	314	144	22	34	1348	4.4
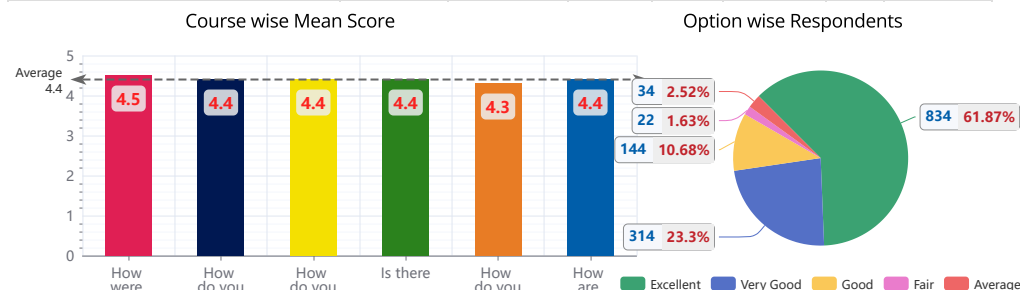
Course wise Mean Score

Option wise Respondents

6 - Computer Labs

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Hardware (Desktops, printers etc)	136	49	32	8	1	226	4.4
Usefulness & working of installed software	131	53	34	6	2	226	4.3
Access to Computer Labs	139	49	29	6	3	226	4.4
Lab Timings	134	48	29	7	2	220	4.4
Printing Facility	129	58	26	5	4	222	4.4
Sufficient peripherals for devices connectivity	131	48	41	4	2	226	4.3
Classroom Projectors/ Smart boards working	132	53	32	5	3	225	4.4
Wi-Fi facility	113	50	31	10	12	216	4.1
Total	1045	408	254	51	29	1787	4.3
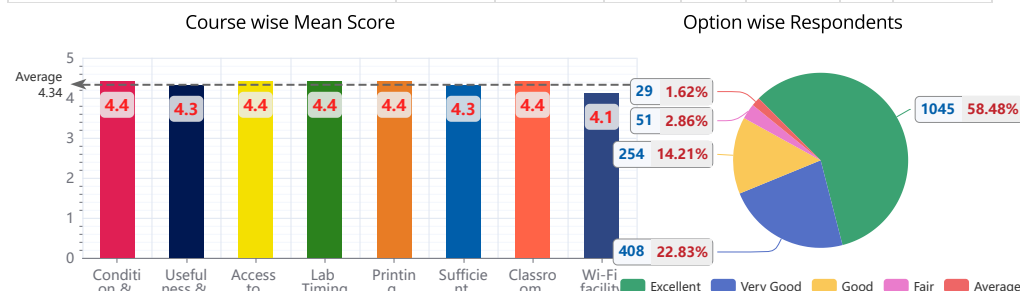
Course wise Mean Score

Option wise Respondents

7 - Other Lab Facilities

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Appratus/Equipments	155	49	17	2	3	226	4.6
Availability of Appratus/equipments	136	62	20	3	3	224	4.5
Are practicals conducted regularly as per time table	141	54	24	4	1	224	4.5
Behaviour of Lab Staff	149	50	22	2	1	224	4.5
Proper instructions given by Faculty	148	52	22	1	1	224	4.5
Total	729	267	105	12	9	1122	4.5

Course wise Mean Score

Option wise Respondents

Overall Mean Score for Various Parameters by Students of Various Courses

Course\Parameter	Class Rooms	Library	Administration, Office & Campus	Canteen	Sports, Health & Other Facilities	Computer Labs	Other Lab Facilities	Course wise Mean Score
Parameter wise Mean Score	4.5	4.5	4.4	4.4	4.4	4.3	4.5	4.4

Government Shivalik College Naya Nangal

Infrastructure Feedback

All feedbacks filled will be used only for analysis and to improve teaching-learning process. Your answers will be kept secret and analysed without identifying the individuals filling them. It will have no negative impact upon you.

ਭਰੇ ਗਏ ਸਾਰੇ ਸਰਵੇਖਣਾਂ ਦੀ ਵਰਤੋਂ ਸਿਰਫ਼ ਵਿਸ਼ਲੇਸ਼ਣ ਅਤੇ ਅਧਿਆਪਨ-ਸਿੱਖਲਾਈ ਪ੍ਰਕਿਰਿਆ ਨੂੰ ਬਿਹਤਰ ਬਣਾਉਣ ਲਈ ਕੀਤੀ ਜਾਵੇਗੀ। ਤੁਹਾਡੇ ਜਵਾਬ ਗੁਪਤ ਰੱਖੇ ਜਾਣਗੇ ਅਤੇ ਉਹਨਾਂ ਨੂੰ ਭਰਨ ਵਾਲੇ ਵਿਅਕਤੀਆਂ ਦੀ ਪਛਾਣ ਕੀਤੇ ਬਿਨਾਂ ਉਹਨਾਂ ਦਾ ਵਿਸ਼ਲੇਸ਼ਣ ਕੀਤਾ ਜਾਵੇਗਾ। ਇਸ ਦਾ ਤੁਹਾਡੇ 'ਤੇ ਕੋਈ ਨਕਾਰਾਤਮਕ ਪ੍ਰਭਾਵ ਨਹੀਂ ਪਵੇਗਾ।

💬 PERSONAL DETAILS:

Name: ✳ ruchi

Phone no: 8968674650

Email ID:

Session for Feedback: ✳ 2021-22

💬 PLEASE INDICATE YOUR RATINGS FOR EACH OF THE FOLLOWING PARAMETERS:

	Class Rooms	Excellent	Very Good	Good	Fair	Average
1	Seating capacity	○	◉	○	○	○
2	Teaching Learning aids	○	◉	○	○	○
3	Ventilation/Airy /lighting	○	○	◉	○	○
4	Cleanliness	○	○	◉	○	○

	Library	Excellent	Very Good	Good	Fair	Average
1	Seating arrangement and Capacity	○	○	◉	○	○
2	Ventilation/Airy/Lighting	○	◉	○	○	○
3	Suitable Timings	○	◉	○	○	○
4	Staff Behaviour	○	◉	○	○	○
5	Latest Books & Journals & Magazines	○	◉	○	○	○
6	Sufficient copies of Books	◉	○	○	○	○
7	No of Books issued per student	◉	○	○	○	○
8	Availability of issue facility during exams	◉	○	○	○	○
9	Access to online & Offline Journals and Magazines	○	◉	○	○	○
10	Availability of Daily Newspapers	◉	○	○	○	○

	Administration, Office & Campus	Excellent	Very Good	Good	Fair	Average
1	Staff Behaviour	○	◉	○	○	○
2	Easy access/availability	○	◉	○	○	○
3	Service Promptness	○	◉	○	○	○
4	Grievance Redressal	○	◉	○	○	○
5	How you do rate the college so far as job oriented	○	○	◉	○	○
6	How you find the transport facility to and fro the institution?	○	○	○	◉	○
7	Do the girls feel secure in the campus?	○	◉	○	○	○
8	Was your time at the college intellectually enriching?	○	◉	○	○	○

	Canteen	Excellent	Very Good	Good	Fair	Average
1	Behaviour of canteen staff	○	◉	○	○	○
2	Pricing of the items	○	◉	○	○	○
3	Variety of items available	○	○	◉	○	○
4	Quality of Food	○	○	◉	○	○

	Canteen	Excellent	Very Good	Good	Fair	Average
5	Ambience & Cleanliness	○	○	◉	○	○

	Sports, Health & Other Facilities	Excellent	Very Good	Good	Fair	Average
1	How were the extra-curricular activities?	○	◉	○	○	○
2	How do you rate the health care facilities?	○	◉	○	○	○
3	How do you rate the sports facilities?	○	◉	○	○	○
4	Is there adequate number of play grounds?	○	◉	○	○	○
5	How do you rate the Gymnasium?	○	◉	○	○	○
6	How are these maintained/equipped?	○	◉	○	○	○

	Computer Labs	Excellent	Very Good	Good	Fair	Average
1	Condition & Quality of Hardware (Desktops, printers etc)	○	◉	○	○	○
2	Usefulness & working of installed software	○	◉	○	○	○
3	Access to Computer Labs	○	◉	○	○	○
4	Lab Timings	○	◉	○	○	○
5	Printing Facility	○	◉	○	○	○
6	Sufficient peripherals for devices connectivity	○	◉	○	○	○
7	Classroom Projectors/ Smart boards working	○	◉	○	○	○
8	Wi-Fi facility	○	◉	○	○	○

	Other Lab Facilities	Excellent	Very Good	Good	Fair	Average
1	Condition & Quality of Appratus/Equipments	◉	○	○	○	○
2	Availability of Appratus/equipments	◉	○	○	○	○
3	Are practicals conducted regularly as per time table	○	◉	○	○	○
4	Behaviour of Lab Staff	○	◉	○	○	○
5	Proper instructions given by Faculty	○	◉	○	○	○

💬 **SUGGESTIONS:**

Suggestions, if any:

[ ]

💾 Save

Other Information

ℹ For any queries / guidelines candidates may drop us an e-Mail on

ENQUIRYGSCN@GMAIL.COM

ℹ Candidates must mention their Applicant ID, OTP, Registered Name, Father's Name, Mother's Name, Date of Birth & Mobile No/E-Mail ID in their mails.

ℹ Best viewed with Mozilla Firefox 38+, Google Chrome 40+, Internet Explorer 9+

ℹ View our Privacy Policy (/Article.aspx?document=privacypolicy) and Disclaimer (/Article.aspx?document=disclaimer)

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Govt. Shivalik College NayaNangal
IQAC

Feedback from Students on Their Campus Experience

Name: Anila Rani   Class: BCom 4sem   Department: Commerce   Session/Semester: 2017-18 / III-rd

Sr. No.		Very Good	Good	Satisfactory	Unsatisfactory
1.	Howdo youratetheCampus?	✓			
2.	HowistheCampusmaintained?		✓		
3.	HowaretheCanteenfacilities?			✓	
4.	Isthereadequatenumberofplaygrounds?		✓	✓	
5.	Howarethesemaintained/equipped?			✓	
6.	HowyouratetheGymnasium?		✓		
7.	Dothegirlsfeelsecureinthecampus?	✓			
8.	Howyoufindtheinstitution'sadministrativeofficers?		✓		
9.	Howyoufindthetransportfacility to and frotheinstitution?			✓	
10.	Howyouratethehealthcarefacilities?	✓			
11.	Howweretheextra-curricularactivities?		✓		
12.	Whatwastheattitudeofteacherstowardsthestudentswhoparticipateintheextra-curricularactivities?			✓	
13.	Wasyourtimeatthecollegeintellectuallyenriching?	✓			
14.	Afterleaving theinstitutionhowwillyoutalkaboutit?		✓		
15.	Howfairlytheinternalassessmentmarksareawarded?			✓	
16.	Howwastheopportunitiesforpersonalinteractionwithteachers?	✓			
17.	Whatisyouropinionaboutthelibrarymaterialsforthecourse?		✓		
18.	Whatisyouropinionaboutthecomputerfacilities?			✓	
19.	Howyouratethestudent-teacherrelationshipintheinstitution?			✓	
20.	Aretheclassroomsairy/properlylighted?		✓		
21.	Howmuchofthesyllabuswascoveredinclass?		✓		
22.	Howwelldidtheteachersprepareforclass?		✓		
23.	Howwellweretheteachersabletocommunicate?	✓			
24.	Didtheteachersencouragestudent'sparticipationinclass?		✓		
25.	Howhelpfulwastheteachersinadvising?	✓			
26.	Werethelaboratories/studiosadequately equipped andproperlymaintained?		✓	✓	
27.	Dotheteachersgenerateinterestofthestudents?	✓			
28.	Ability oftheteachertodesignquizzes/Tests/assignments	✓			✓
29.	Aretheteacherseasilyaccessibleaftertheclass?	✓			
30.	Suggest any new course to be introduced?		✓		

Signature

Anita

Govt. Shivalik College, Naya Nangal-140126
IQAC
FeedbackfromParents

17-18

Name   Address

Students Name **Vishal Kumar**   Class **BA Sem III**

Sr. No.		Very Good	Good	Satisfactory	Unsatisfactory
1.	Class room facilities		✓		
2.	Availability of teacher	✓			
3.	Regular class teaching	✓			
4.	Discipline in class/college	✓			
5.	Transport facilities		✓		
6.	Information from college		✓		
7.	Facilities for co curricular activities	✓			
8.	Facilities for Sports		✓		

Signature