

Government Shivalik College Naya Nangal

STUDENT SATISFACTION SURVEY REPORT

Session: 2022-23

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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 853 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

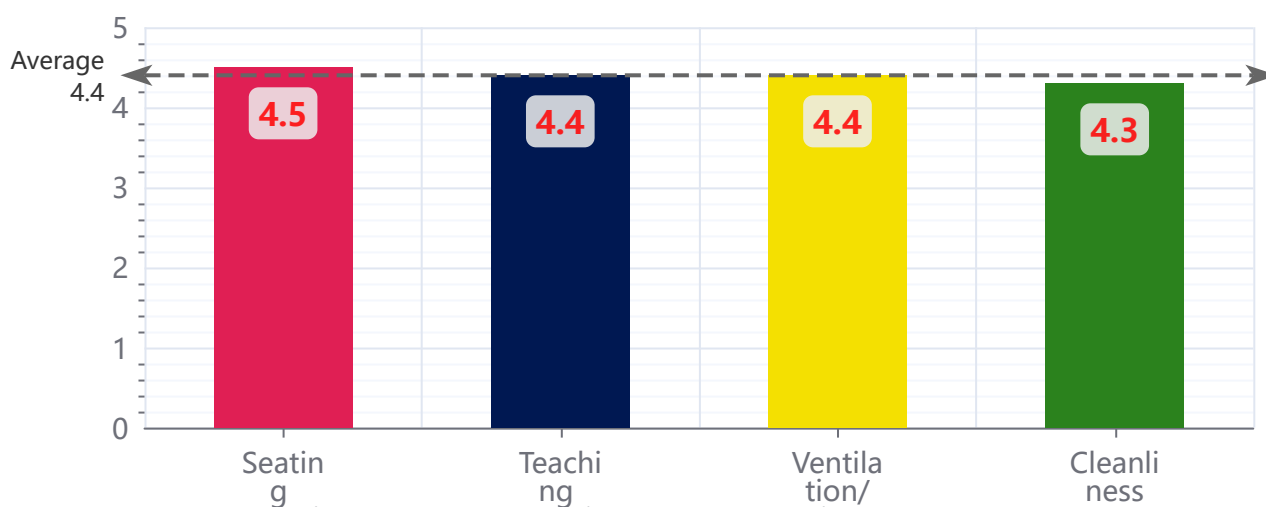
Parameter	Respondents
Total Respondents	853
TOTAL	853

Analysis and Interpretation of Student Satisfaction Survey:

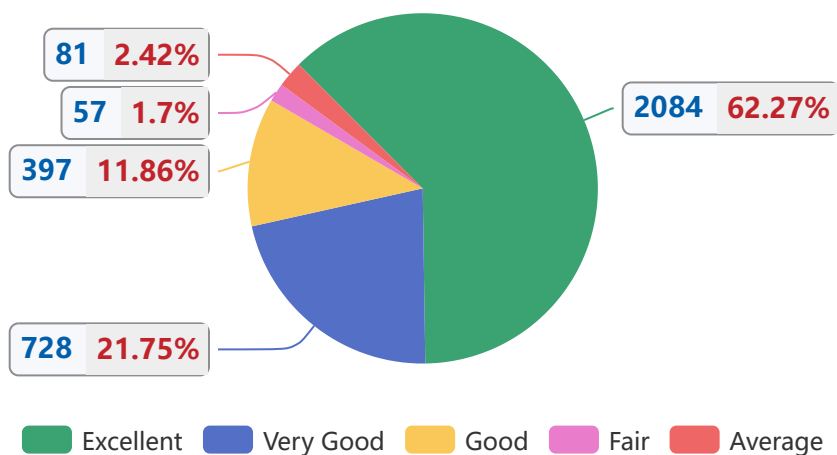
1 - Class Rooms

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating capacity	586	151	86	10	11	844	4.5
Teaching Learning aids	506	219	88	13	13	839	4.4
Ventilation/Airy /lighting	529	162	108	15	23	837	4.4
Cleanliness	463	196	115	19	34	827	4.3
Total	2084	728	397	57	81	3347	4.4

Course wise Mean Score



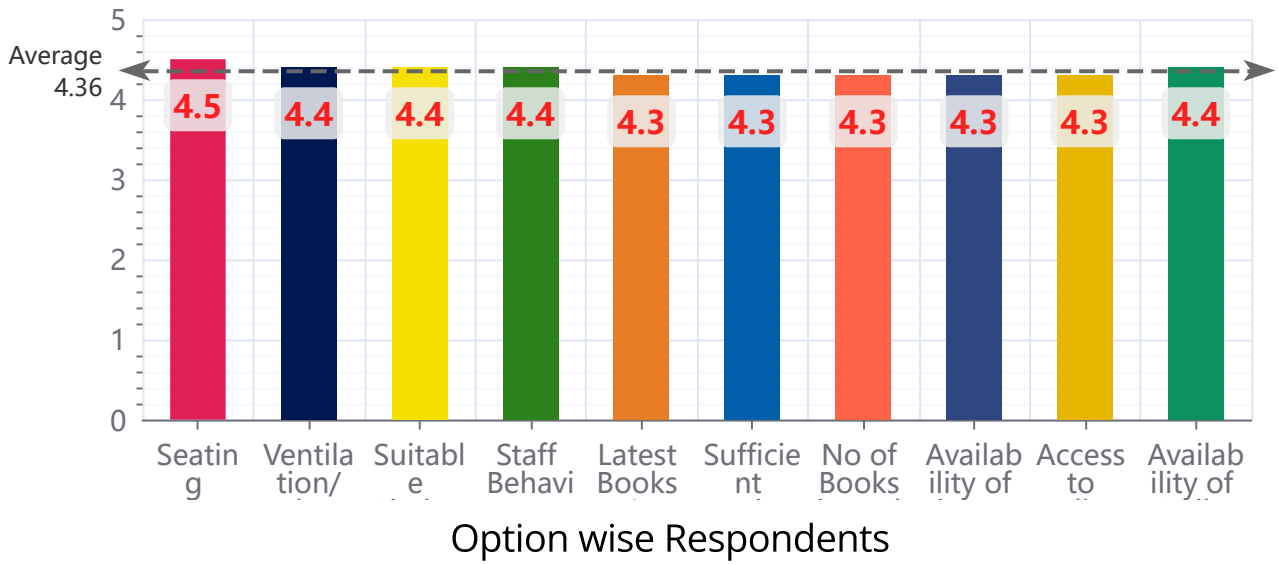
Option wise Respondents



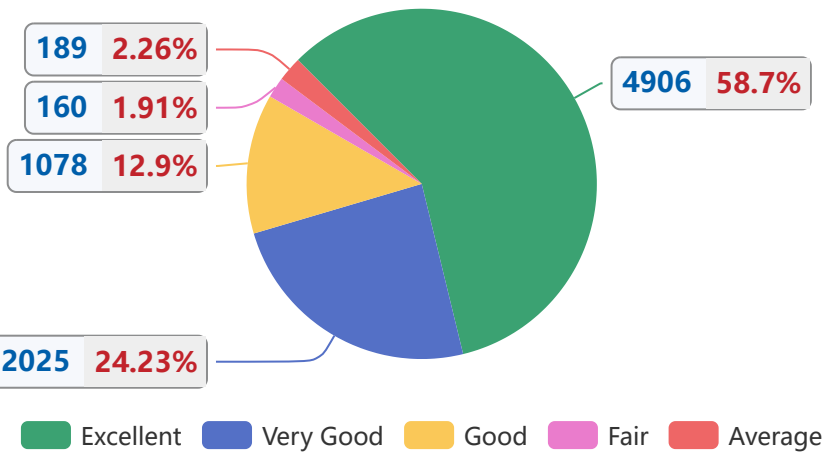
2 - Library

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating arrangement and Capacity	553	189	72	12	14	840	4.5
Ventilation/Airy/Lighting	479	236	94	12	14	835	4.4
Suitable Timings	516	185	104	12	17	834	4.4
Staff Behaviour	485	227	92	13	21	838	4.4
Latest Books & Journals & Magazines	491	187	116	19	22	835	4.3
Sufficient copies of Books	464	215	116	23	21	839	4.3
No of Books issued per student	475	180	130	25	24	834	4.3
Availability of issue facility during exams	472	209	118	15	21	835	4.3
Access to online & Offline Journals and Magazines	467	198	131	21	21	838	4.3
Availability of Daily Newspapers	504	199	105	8	14	830	4.4
Total	4906	2025	1078	160	189	8358	4.4

Course wise Mean Score



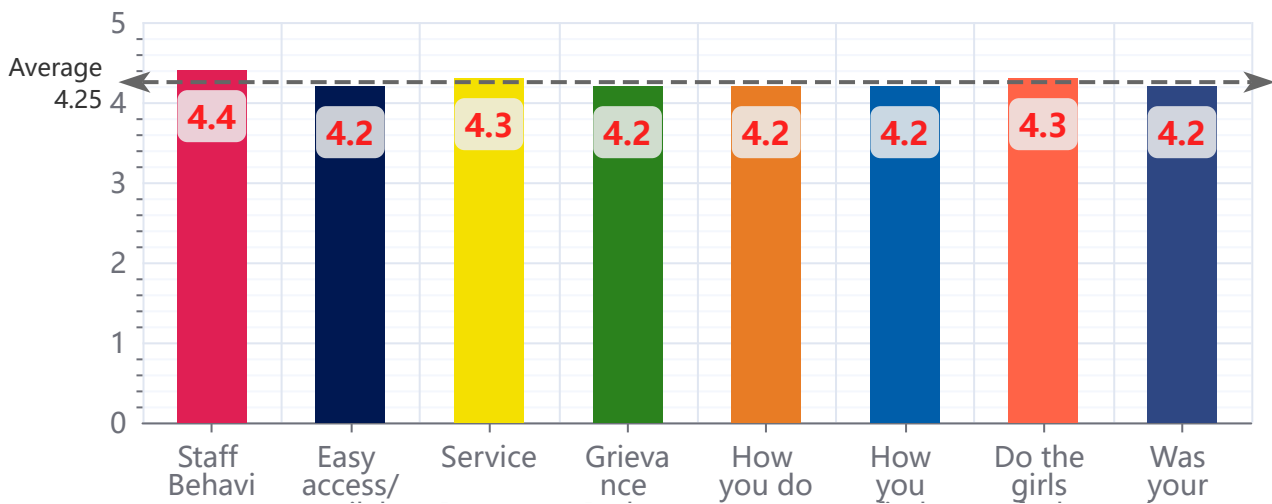
Option wise Respondents



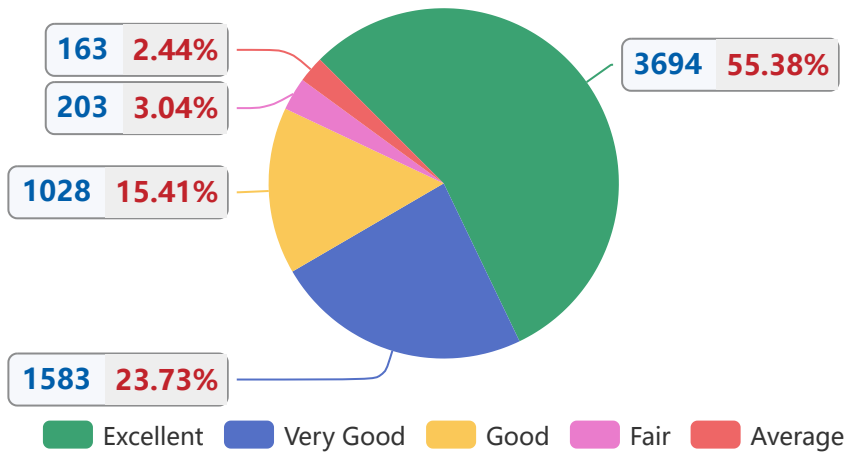
3 - Administration, Office & Campus

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Staff Behaviour	520	173	100	26	16	835	4.4
Easy access/availability	442	224	124	28	18	836	4.2
Service Promptness	480	169	148	21	20	838	4.3
Grievance Redressal	420	225	135	26	21	827	4.2
How you do rate the college so far as job oriented	464	183	143	24	24	838	4.2
How you find the transport facility to and fro the institution?	451	202	129	29	26	837	4.2
Do the girls feel secure in the campus?	475	192	123	24	17	831	4.3
Was your time at the college intellectually enriching?	442	215	126	25	21	829	4.2
Total	3694	1583	1028	203	163	6671	4.3

Course wise Mean Score



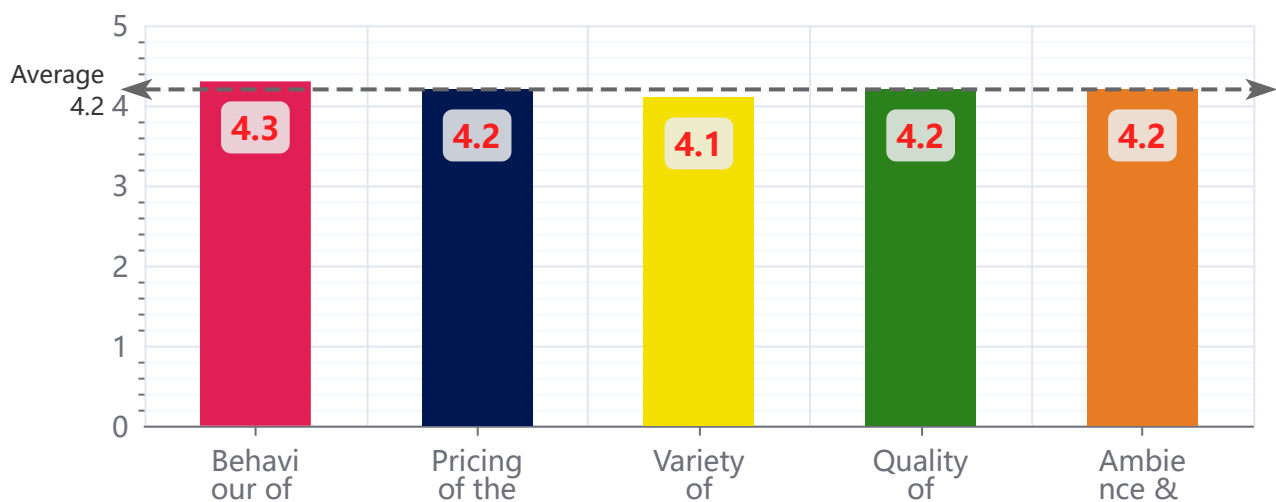
Option wise Respondents



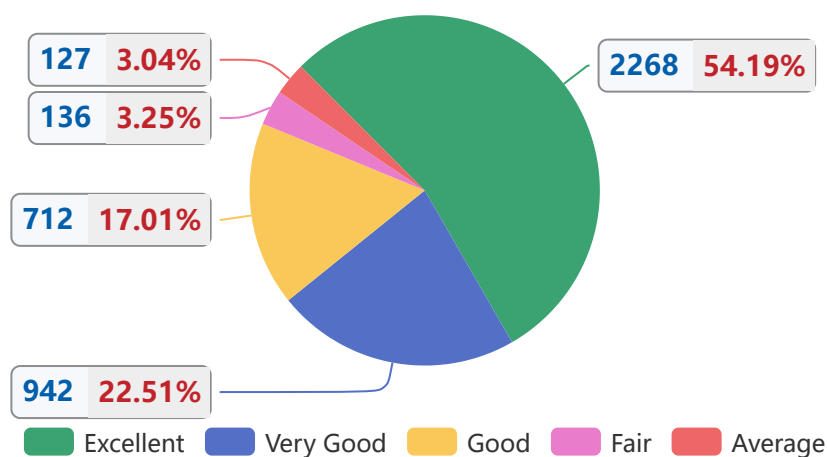
4 - Canteen

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Behaviour of canteen staff	502	177	121	25	17	842	4.3
Pricing of the items	432	219	136	29	21	837	4.2
Variety of items available	449	164	159	30	37	839	4.1
Quality of Food	431	210	142	26	25	834	4.2
Ambience & Cleanliness	454	172	154	26	27	833	4.2
Total	2268	942	712	136	127	4185	4.2

Course wise Mean Score



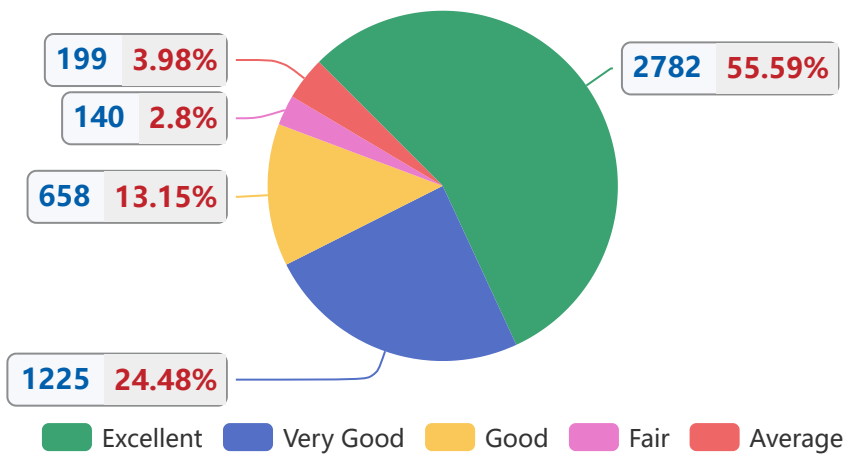
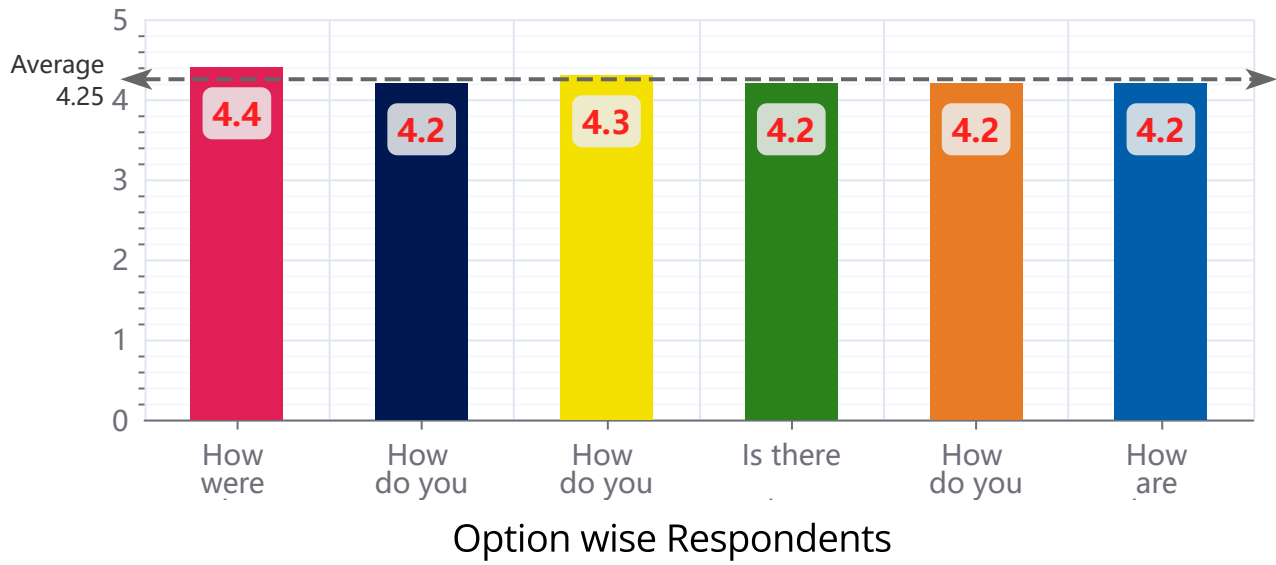
Option wise Respondents



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?	511	191	86	18	31	837	4.4
How do you rate the health care facilities?	442	223	115	20	33	833	4.2
How do you rate the sports facilities?	469	200	107	25	33	834	4.3
Is there adequate number of play grounds?	460	212	112	26	29	839	4.2
How do you rate the Gymnasium?	451	204	113	26	43	837	4.2
How are these maintained/equipped?	449	195	125	25	30	824	4.2
Total	2782	1225	658	140	199	5004	4.2

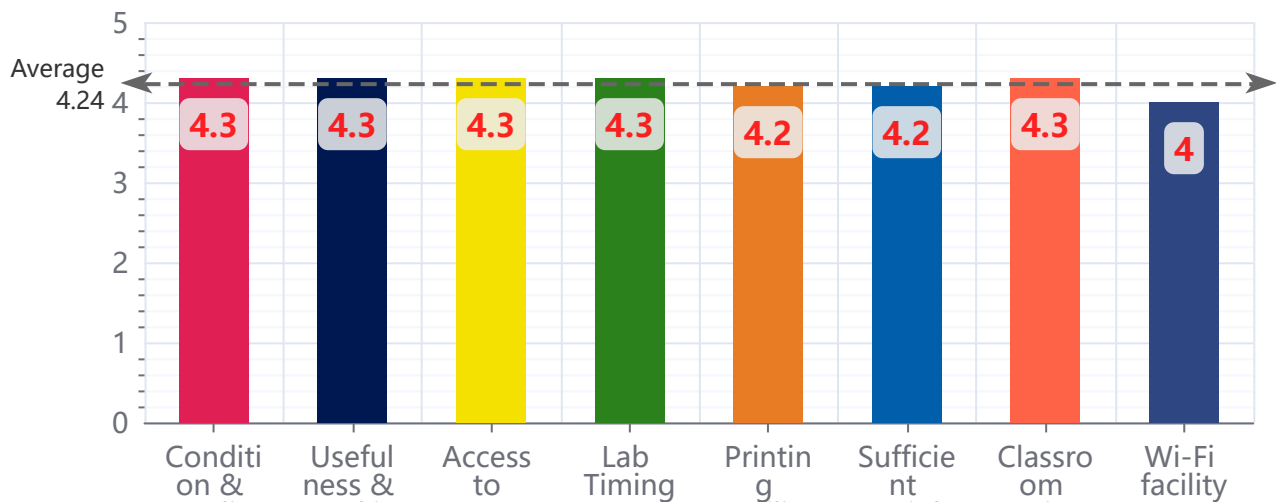
Course wise Mean Score



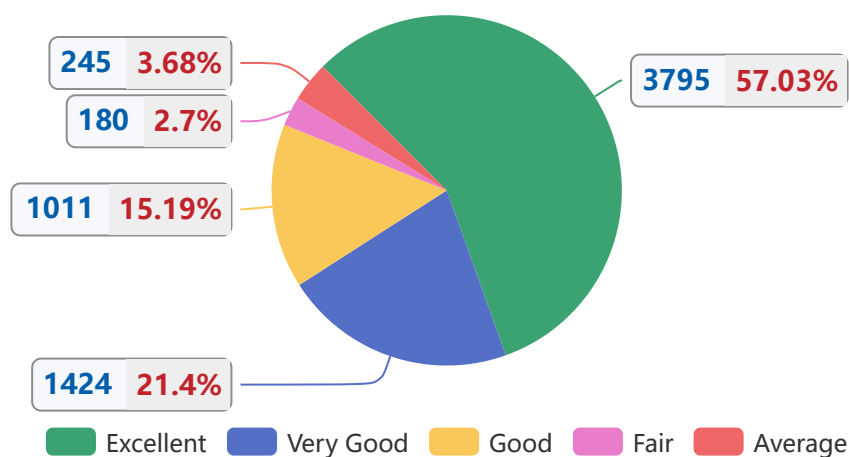
6 - Computer Labs

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Hardware (Desktops, printers etc)	507	165	119	22	25	838	4.3
Usefulness & working of installed software	469	201	124	18	23	835	4.3
Access to Computer Labs	495	174	129	17	24	839	4.3
Lab Timings	465	193	131	18	24	831	4.3
Printing Facility	473	167	128	24	35	827	4.2
Sufficient peripherals for devices connectivity	466	184	129	16	34	829	4.2
Classroom Projectors/ Smart boards working	505	160	122	19	28	834	4.3
Wi-Fi facility	415	180	129	46	52	822	4.0
Total	3795	1424	1011	180	245	6655	4.3

Course wise Mean Score



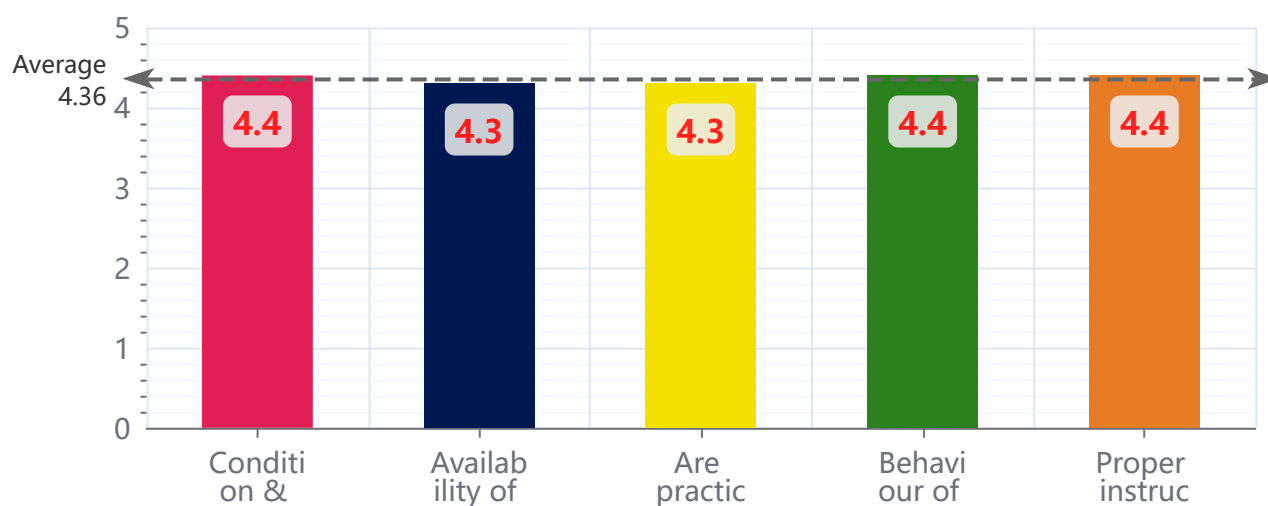
Option wise Respondents



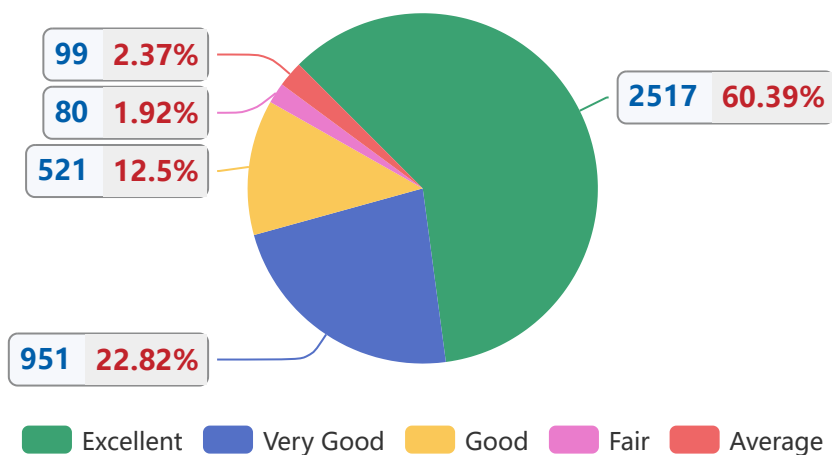
7 - Other Lab Facilities

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Appratus/Equipments	542	169	101	9	20	841	4.4
Availability of Appratus/equipments	468	216	108	20	20	832	4.3
Are practicals conducted regularly as per time table	498	190	108	18	21	835	4.3
Behaviour of Lab Staff	494	197	103	21	18	833	4.4
Proper instructions given by Faculty	515	179	101	12	20	827	4.4
Total	2517	951	521	80	99	4168	4.4

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	4.4	4.4	4.3	4.2	4.2	4.3	4.4	4.3