

Government Shivalik College Naya Nangal

STUDENT SATISFACTION SURVEY REPORT

Session: 2021-22

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 367 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:

$$\text{Mean score} = (5 \times \text{No. of responses in Excellent parameter} + 4 \times \text{No. of responses in Very Good parameter} + 3 \times \text{No. of responses in Good parameter} + 2 \times \text{No. of responses in Fair parameter} + 1 \times \text{No. of responses in Average parameter}) / \text{Total No. of responses in All parameters.}$$

Participants

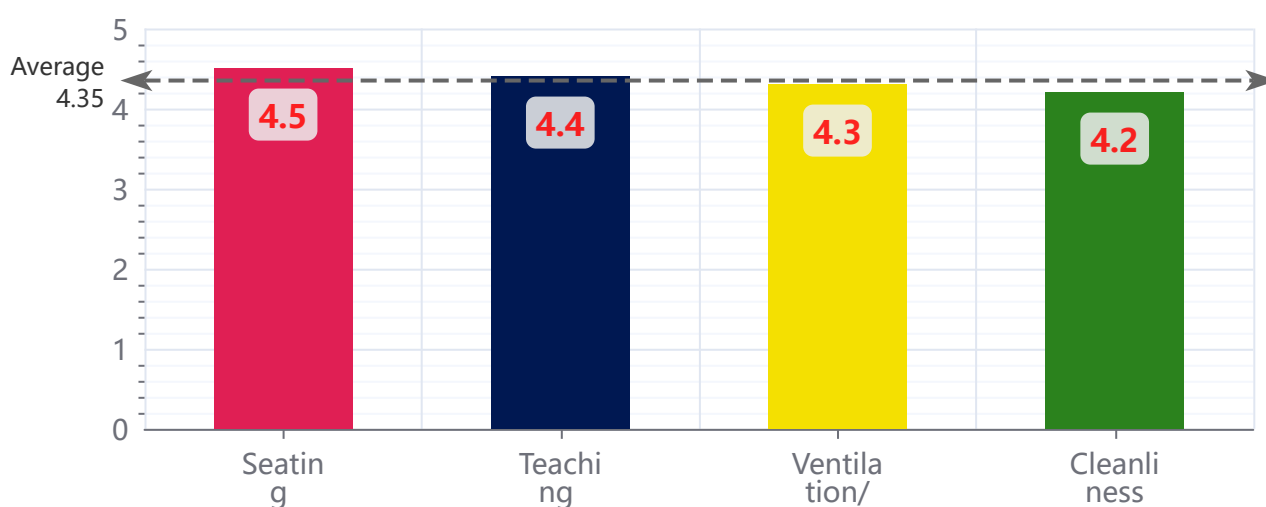
Parameter	Respondents
Total Respondents	367
TOTAL	367

Analysis and Interpretation of Student Satisfaction Survey:

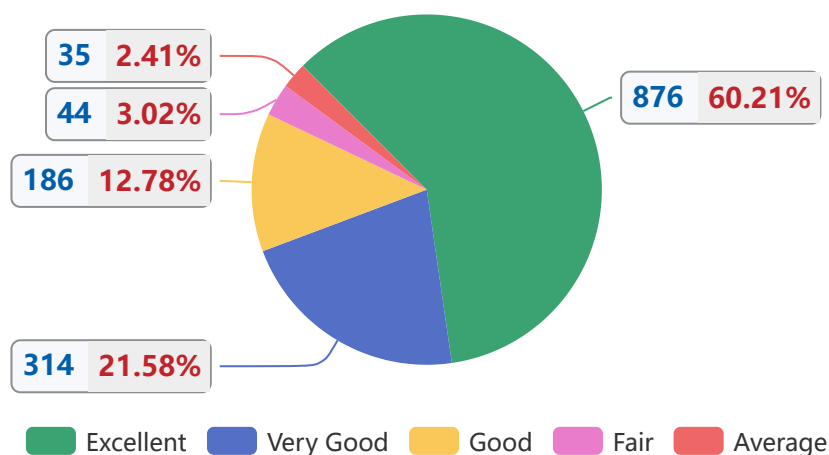
1 - Class Rooms

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating capacity	237	75	40	10	3	365	4.5
Teaching Learning aids	225	84	41	6	8	364	4.4
Ventilation/Airy /lighting	211	79	51	15	8	364	4.3
Cleanliness	203	76	54	13	16	362	4.2
Total	876	314	186	44	35	1455	4.3

Course wise Mean Score



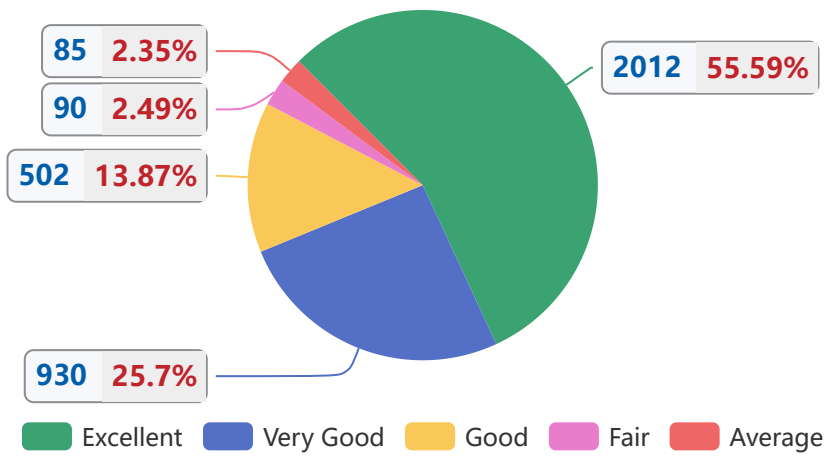
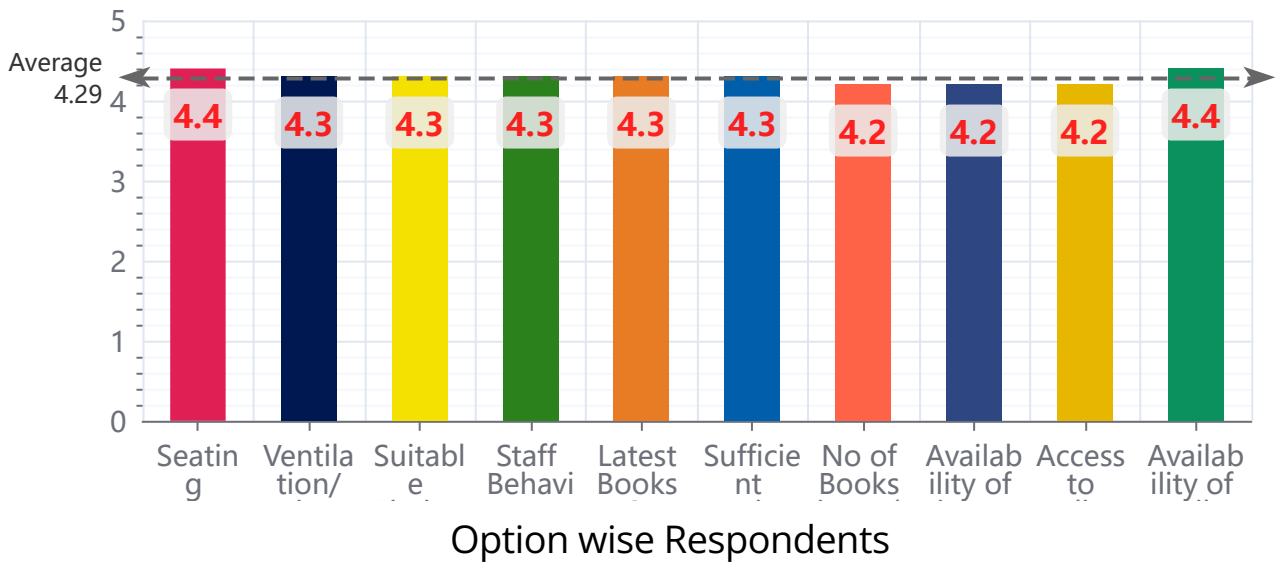
Option wise Respondents



2 - Library

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating arrangement and Capacity	221	91	37	6	8	363	4.4
Ventilation/Airy/Lighting	208	92	49	8	6	363	4.3
Suitable Timings	201	100	45	7	8	361	4.3
Staff Behaviour	204	97	43	8	8	360	4.3
Latest Books & Journals & Magazines	204	89	49	11	12	365	4.3
Sufficient copies of Books	195	91	61	5	10	362	4.3
No of Books issued per student	181	97	65	10	10	363	4.2
Availability of issue facility during exams	191	94	55	11	9	360	4.2
Access to online & Offline Journals and Magazines	195	97	48	15	9	364	4.2
Availability of Daily Newspapers	212	82	50	9	5	358	4.4
Total	2012	930	502	90	85	3619	4.3

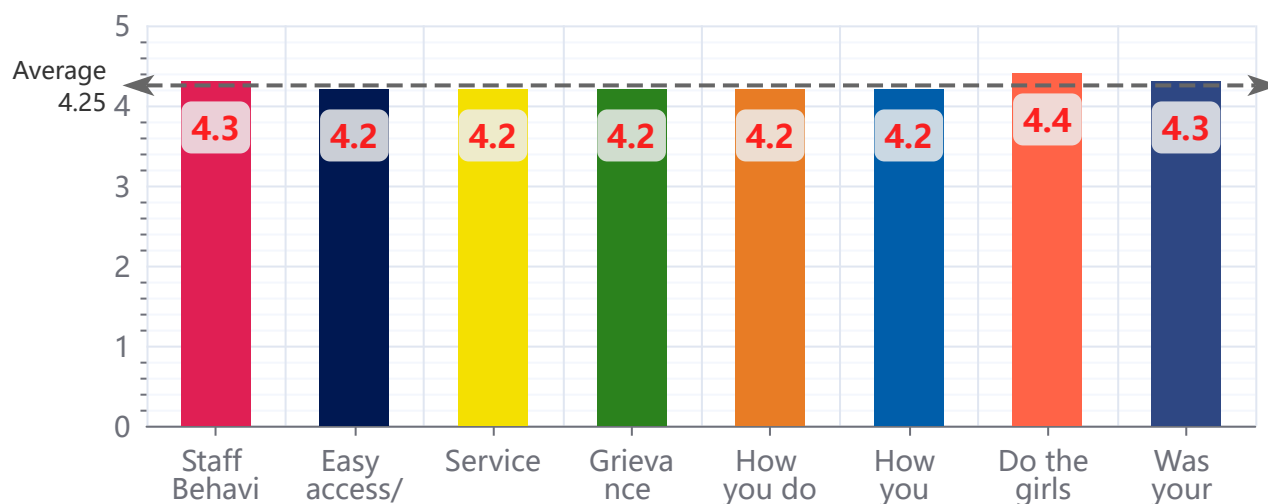
Course wise Mean Score



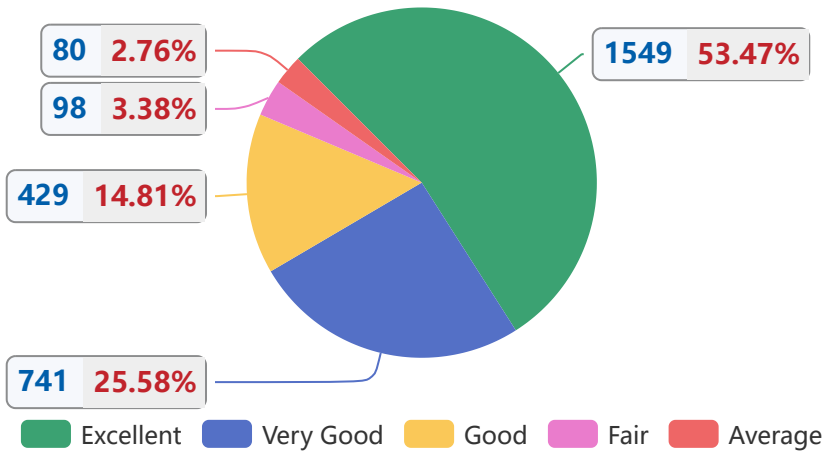
3 - Administration, Office & Campus

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Staff Behaviour	212	83	47	12	11	365	4.3
Easy access/availability	180	102	55	13	12	362	4.2
Service Promptness	195	88	58	11	12	364	4.2
Grievance Redressal	186	99	53	15	9	362	4.2
How you do rate the college so far as job oriented	198	79	60	15	11	363	4.2
How you find the transport facility to and fro the institution?	182	94	62	13	10	361	4.2
Do the girls feel secure in the campus?	211	92	44	10	6	363	4.4
Was your time at the college intellectually enriching?	185	104	50	9	9	357	4.3
Total	1549	741	429	98	80	2897	4.2

Course wise Mean Score



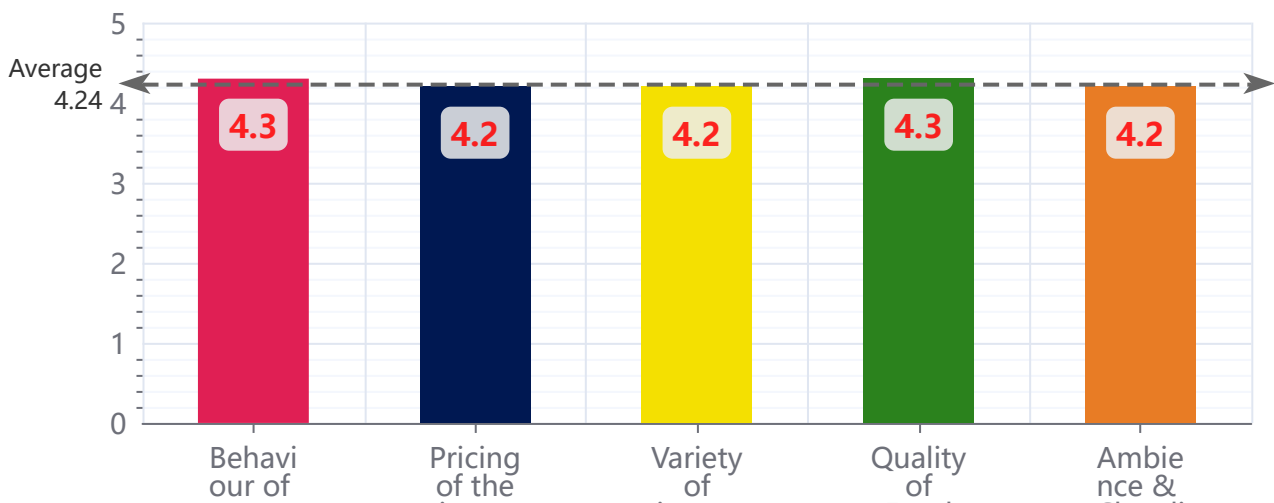
Option wise Respondents



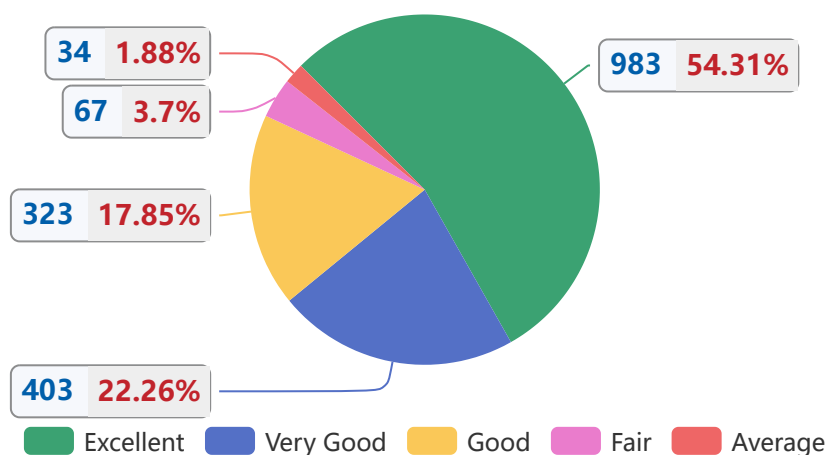
4 - Canteen

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Behaviour of canteen staff	212	73	61	12	5	363	4.3
Pricing of the items	182	97	60	12	10	361	4.2
Variety of items available	197	70	70	17	10	364	4.2
Quality of Food	197	88	59	14	4	362	4.3
Ambience & Cleanliness	195	75	73	12	5	360	4.2
Total	983	403	323	67	34	1810	4.2

Course wise Mean Score



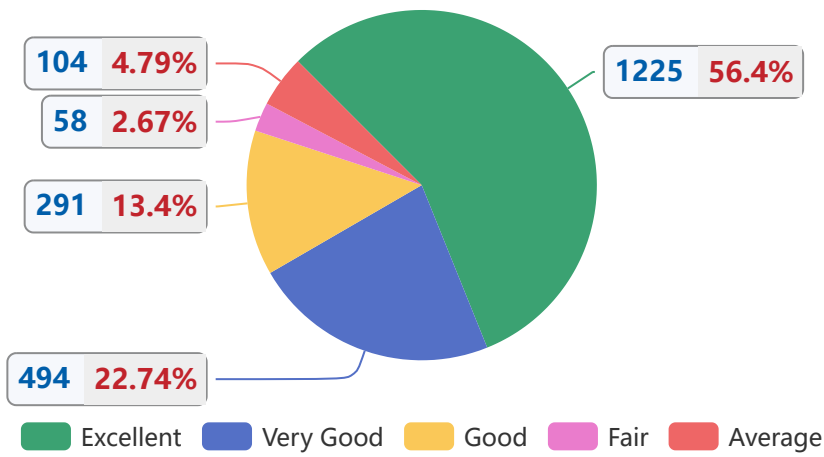
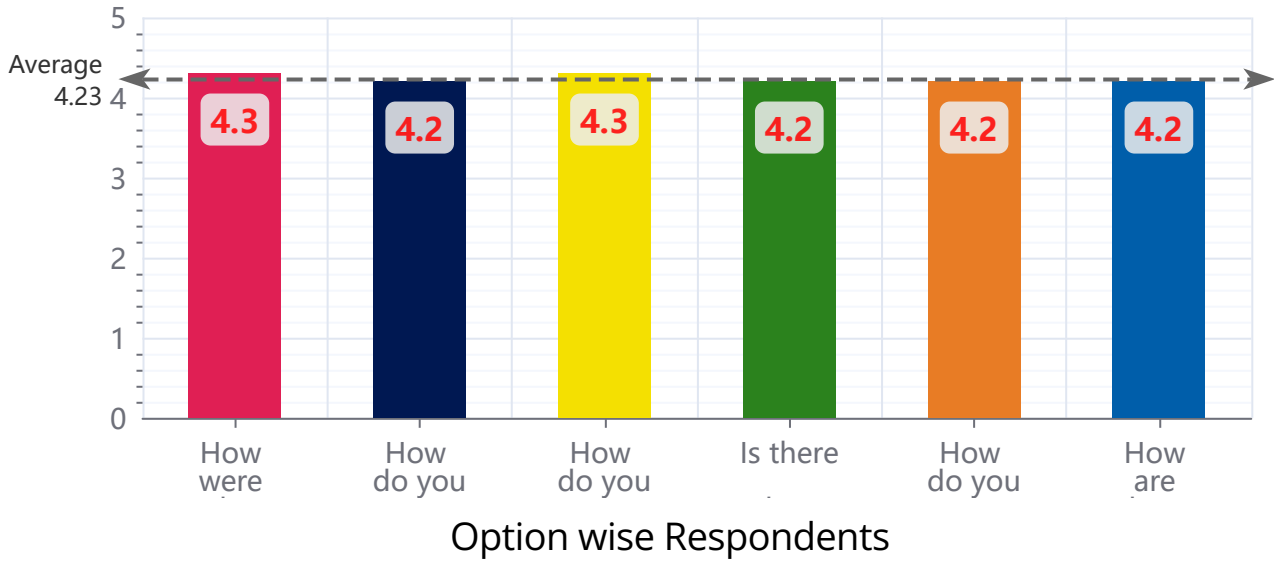
Option wise Respondents



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?	211	87	37	9	18	362	4.3
How do you rate the health care facilities?	192	92	56	6	18	364	4.2
How do you rate the sports facilities?	209	77	52	9	16	363	4.3
Is there adequate number of play grounds?	207	79	54	9	16	365	4.2
How do you rate the Gymnasium?	203	80	39	18	19	359	4.2
How are these maintained/equipped?	203	79	53	7	17	359	4.2
Total	1225	494	291	58	104	2172	4.2

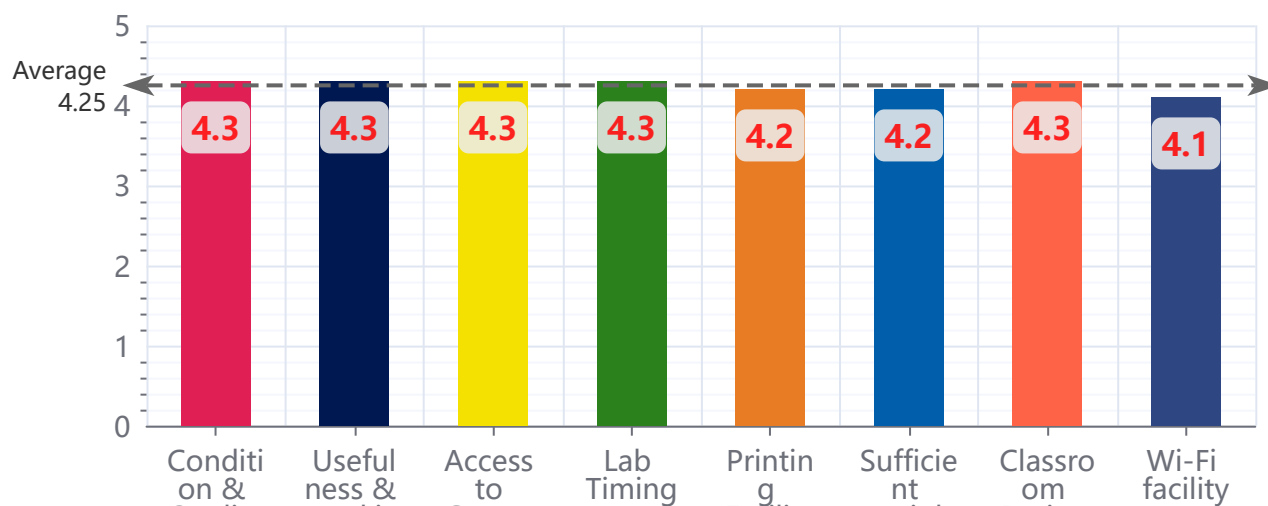
Course wise Mean Score



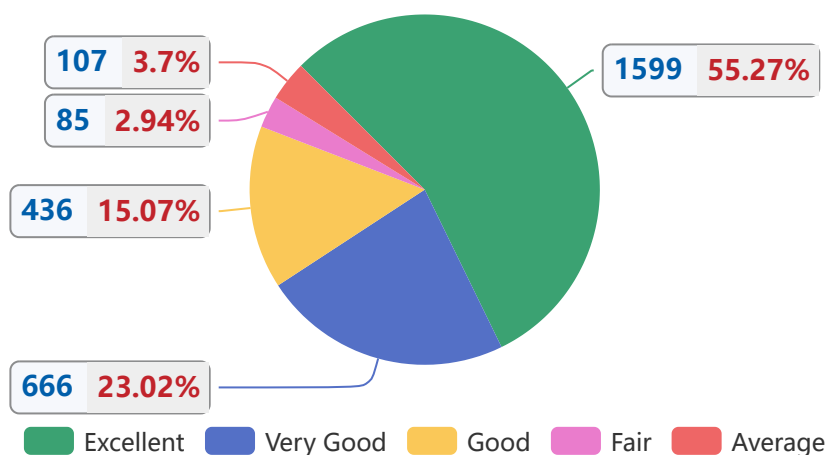
6 - Computer Labs

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Hardware (Desktops, printers etc)	208	79	55	12	10	364	4.3
Usefulness & working of installed software	204	78	57	11	11	361	4.3
Access to Computer Labs	207	79	59	7	12	364	4.3
Lab Timings	192	104	45	9	11	361	4.3
Printing Facility	207	76	52	11	16	362	4.2
Sufficient peripherals for devices connectivity	196	91	51	10	15	363	4.2
Classroom Projectors/ Smart boards working	207	78	54	10	11	360	4.3
Wi-Fi facility	178	81	63	15	21	358	4.1
Total	1599	666	436	85	107	2893	4.2

Course wise Mean Score



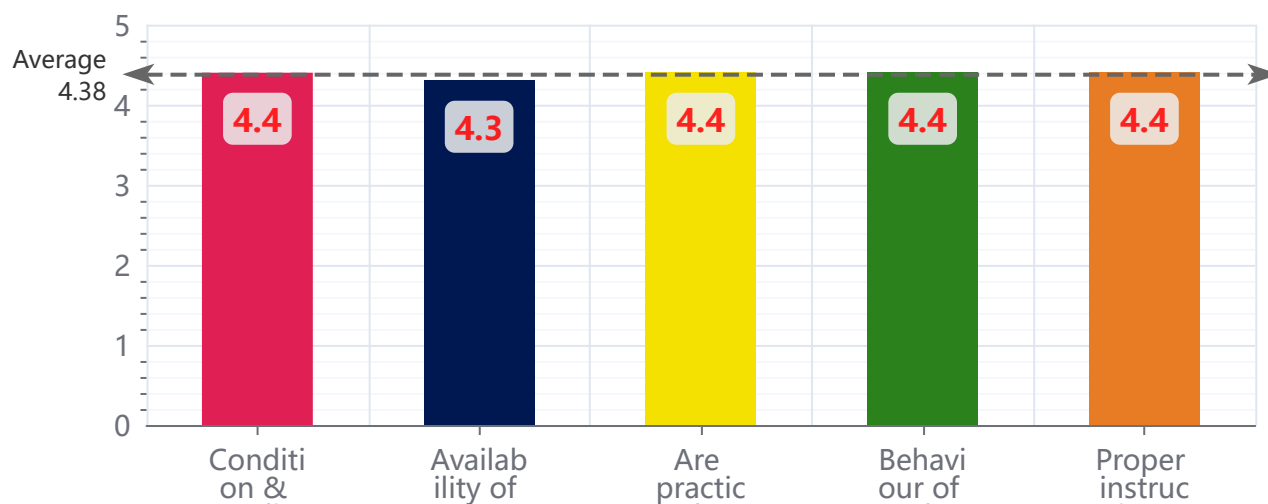
Option wise Respondents



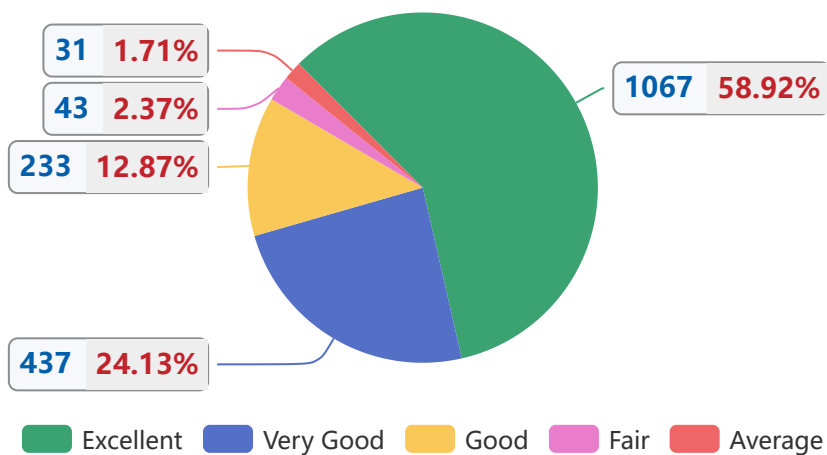
7 - Other Lab Facilities

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Appratus/Equipments	220	82	44	9	7	362	4.4
Availability of Appratus/equipments	198	102	48	10	6	364	4.3
Are practicals conducted regularly as per time table	216	88	45	8	5	362	4.4
Behaviour of Lab Staff	216	85	48	8	6	363	4.4
Proper instructions given by Faculty	217	80	48	8	7	360	4.4
Total	1067	437	233	43	31	1811	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	4.3	4.3	4.2	4.2	4.2	4.2	4.4	4.3