

Government Shivalik College Naya Nangal

STUDENT SATISFACTION SURVEY REPORT

Session: 2020-21

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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 70 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

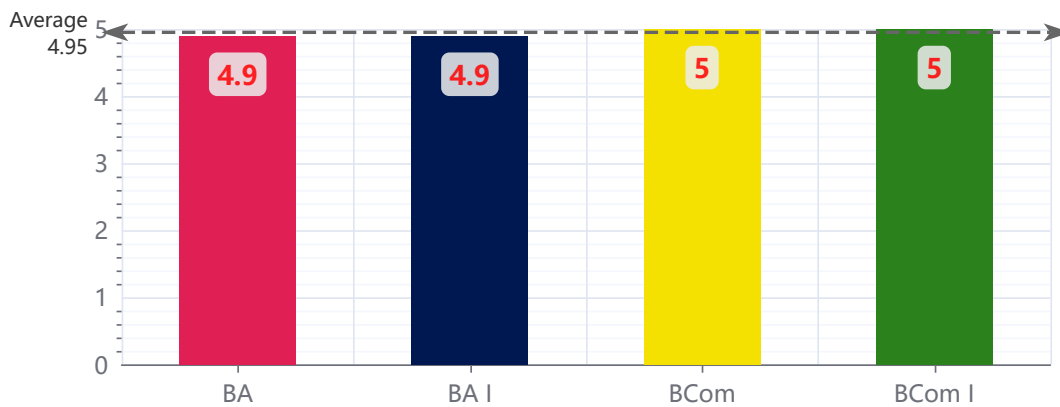
Type	Course	Respondents
Under Graduate	BA	9
Under Graduate	BA I	9
Under Graduate	BCom	26
Under Graduate	BCom I	26
	TOTAL	70

Analysis and Interpretation of Student Satisfaction Survey:

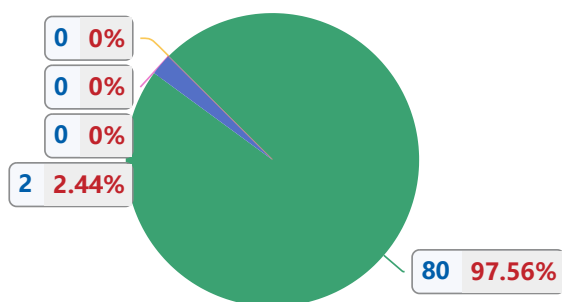
1 - Regularity in taking lectures

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	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



Option wise Respondents

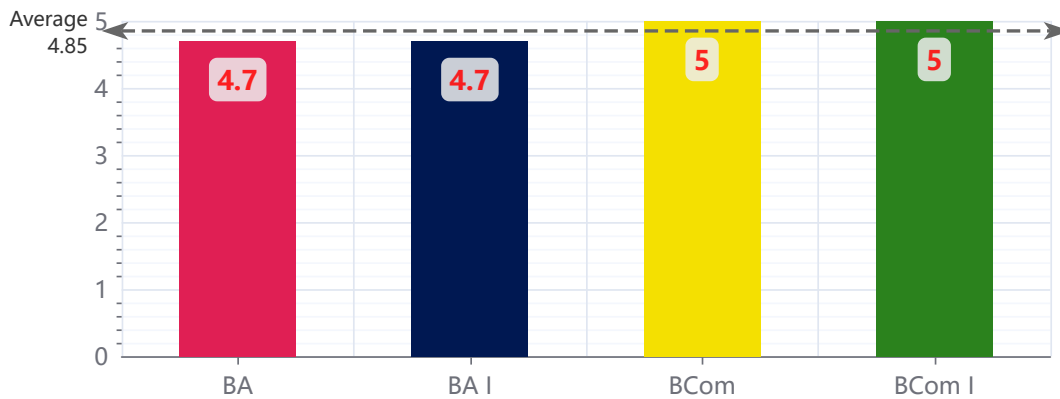


■ Excellent
 ■ Very Good
 ■ Good
 ■ Fair
 ■ Average

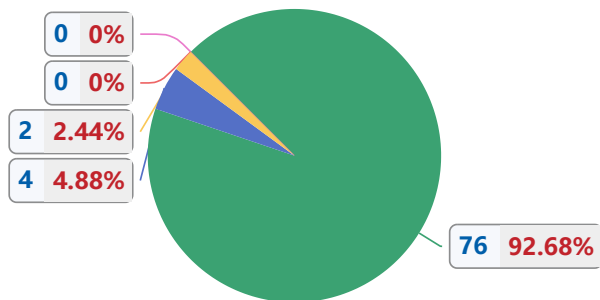
2 - Punctuality in class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	8	1	1	0	0	10	4.7
BA I	8	1	1	0	0	10	4.7
BCom	30	1	0	0	0	31	5.0
BCom I	30	1	0	0	0	31	5.0
Total	76	4	2	0	0	82	4.9

Course wise Mean Score



Option wise Respondents

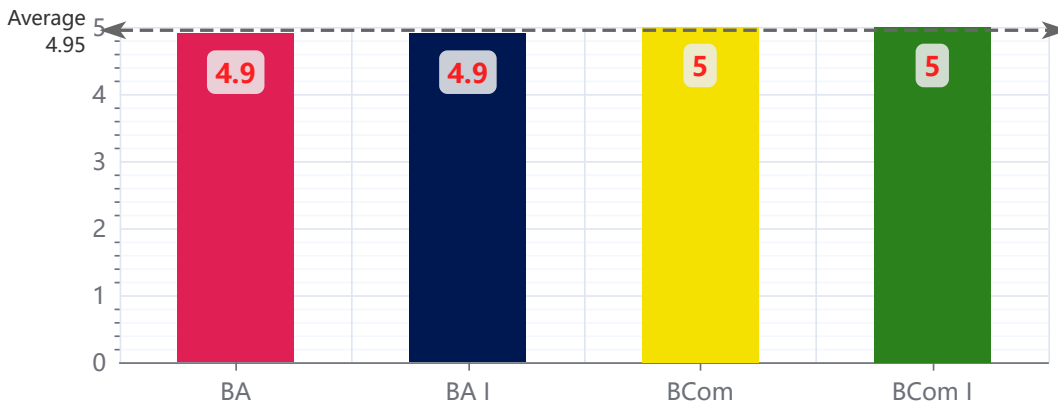


■ Excellent
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 ■ Fair
 ■ Average

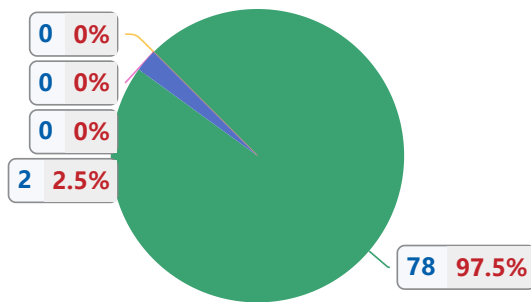
3 - Knowledge about subject taught

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	8	1	0	0	0	9	4.9
BA I	8	1	0	0	0	9	4.9
BCom	31	0	0	0	0	31	5.0
BCom I	31	0	0	0	0	31	5.0
Total	78	2	0	0	0	80	5.0

Course wise Mean Score



Option wise Respondents

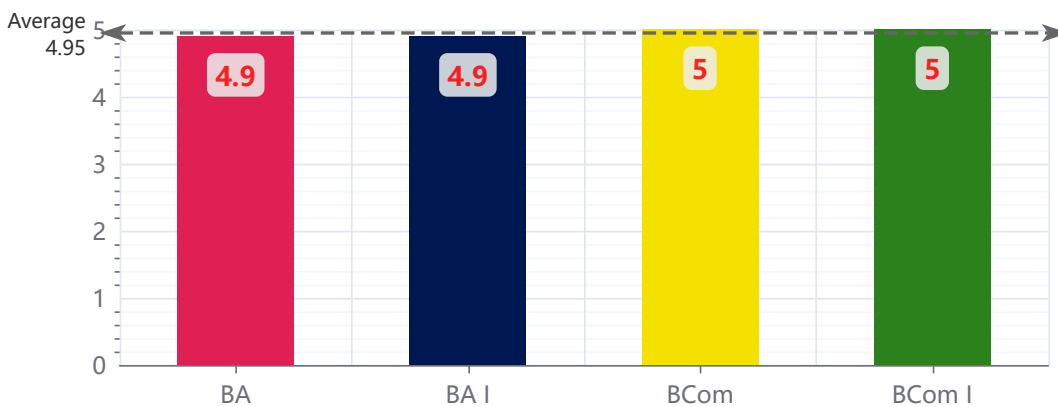


■ Excellent
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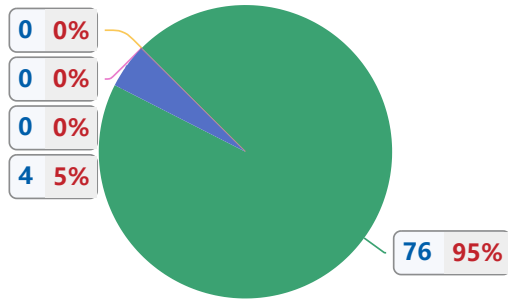
4 - Ability to link current knowledge and practical experience while teaching

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	1	0	0	0	10	4.9
BA I	9	1	0	0	0	10	4.9
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	76	4	0	0	0	80	5.0

Course wise Mean Score



Option wise Respondents

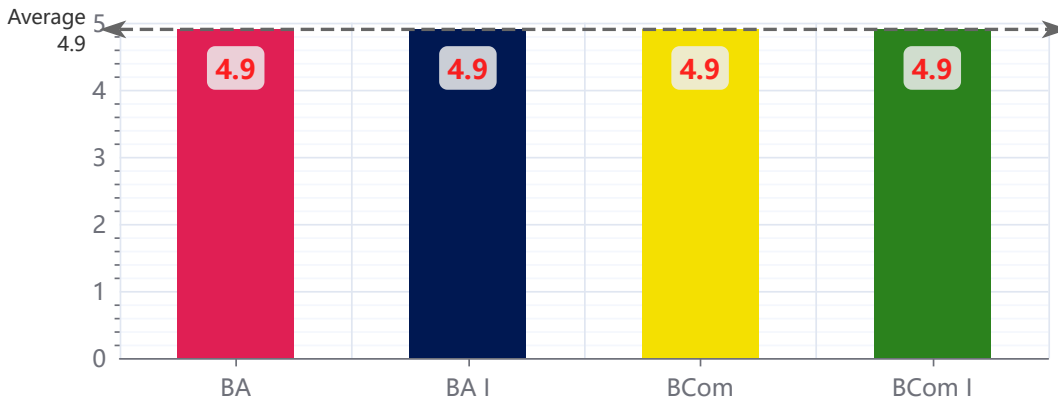


■ Excellent
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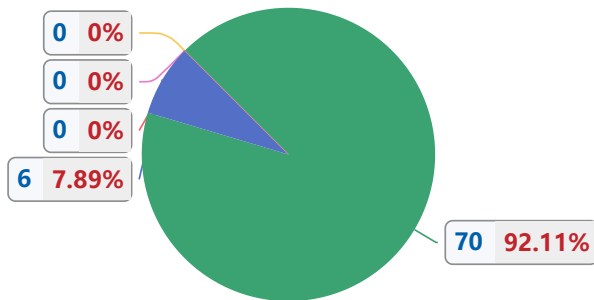
5 - Ability to involve students while teaching

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	26	2	0	0	0	28	4.9
BCom I	26	2	0	0	0	28	4.9
Total	70	6	0	0	0	76	4.9

Course wise Mean Score



Option wise Respondents

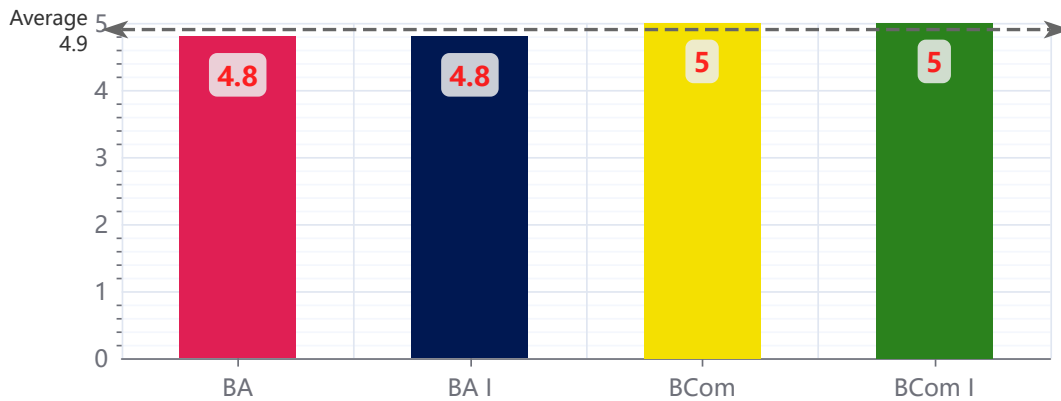


■ Excellent
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 ■ Average

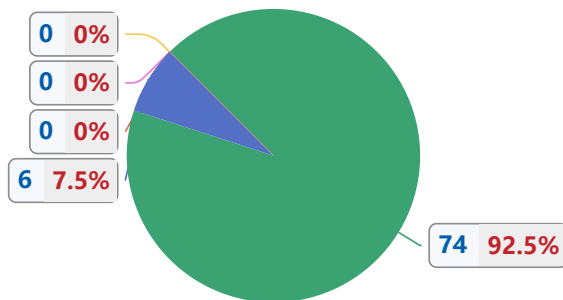
6 - Ability to maintain discipline in class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	8	2	0	0	0	10	4.8
BA I	8	2	0	0	0	10	4.8
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	74	6	0	0	0	80	4.9

Course wise Mean Score



Option wise Respondents

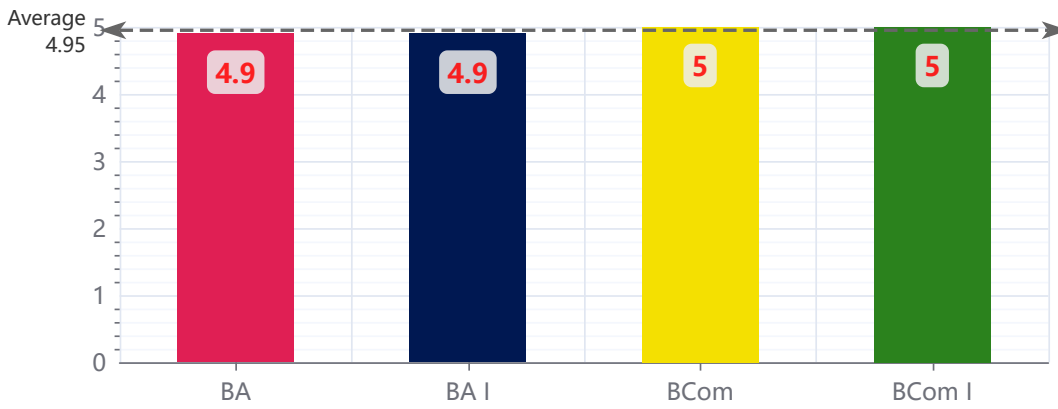


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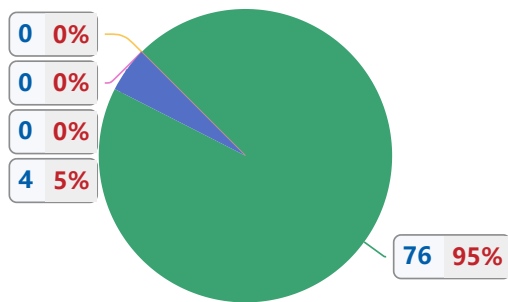
7 - Communication skills in Class

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	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	76	4	0	0	0	80	5.0

Course wise Mean Score



Option wise Respondents

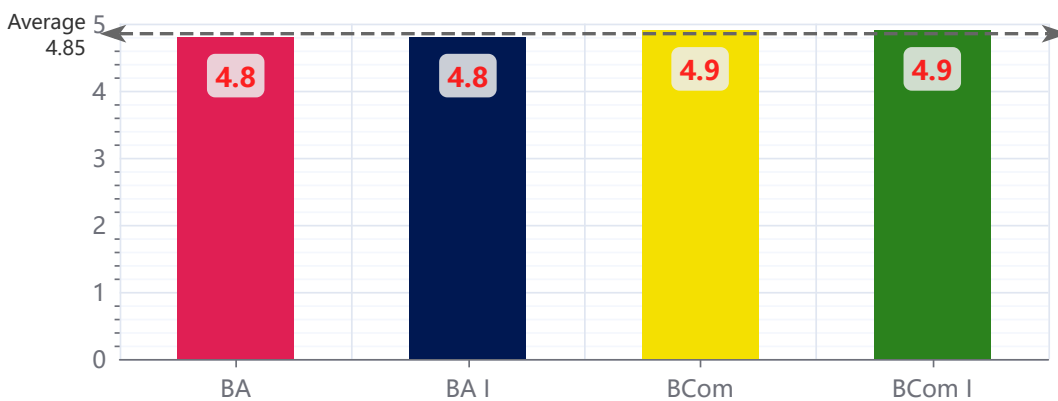


■ Excellent
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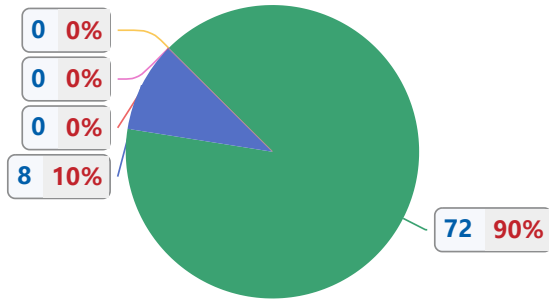
8 - Use of modern teaching aids in lecture

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	8	2	0	0	0	10	4.8
BA I	8	2	0	0	0	10	4.8
BCom	28	2	0	0	0	30	4.9
BCom I	28	2	0	0	0	30	4.9
Total	72	8	0	0	0	80	4.9

Course wise Mean Score



Option wise Respondents

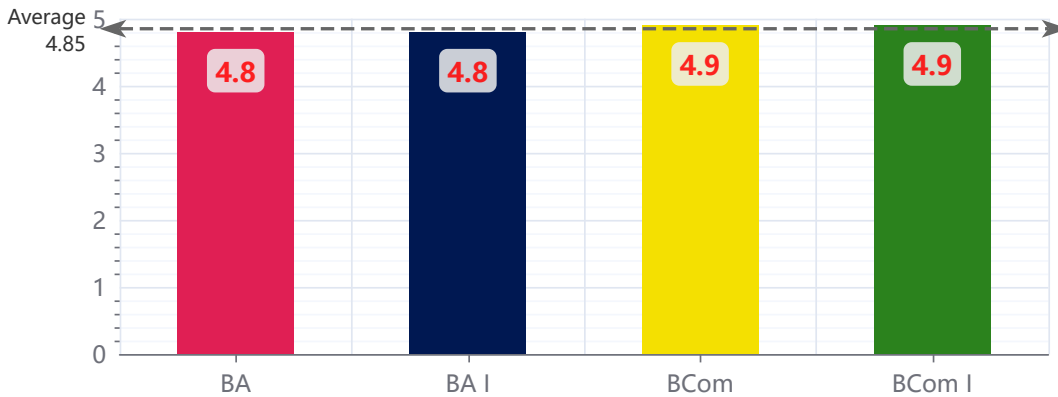


■ Excellent
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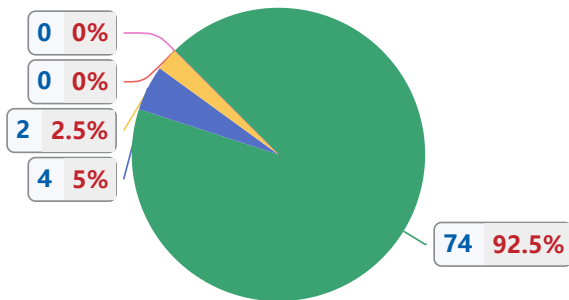
9 - Availability outside the class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	0	1	0	0	10	4.8
BA I	9	0	1	0	0	10	4.8
BCom	28	2	0	0	0	30	4.9
BCom I	28	2	0	0	0	30	4.9
Total	74	4	2	0	0	80	4.9

Course wise Mean Score



Option wise Respondents

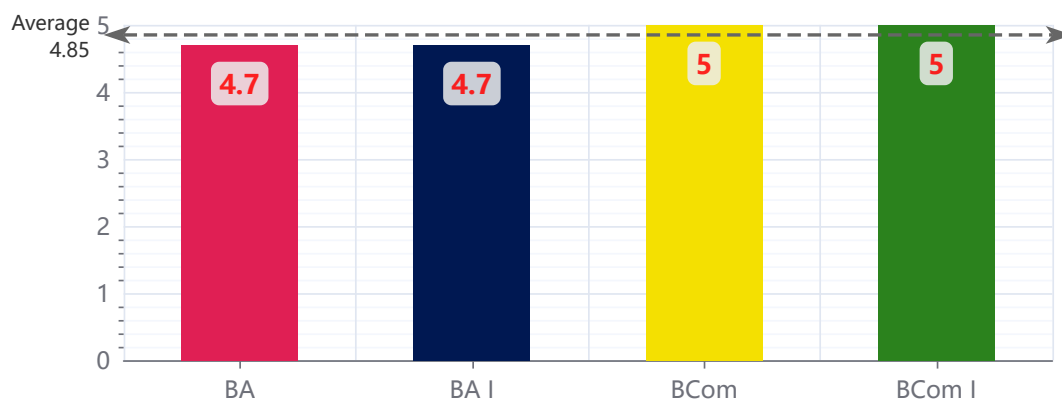


■ Excellent
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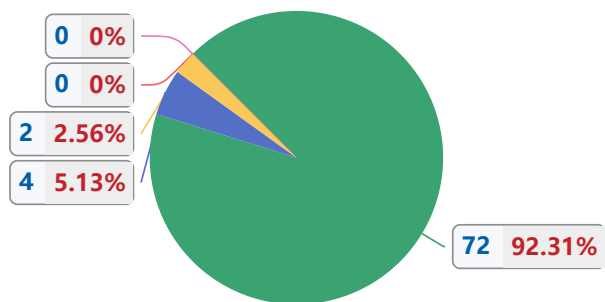
10 - Covers syllabus in time

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	8	1	1	0	0	10	4.7
BA I	8	1	1	0	0	10	4.7
BCom	28	1	0	0	0	29	5.0
BCom I	28	1	0	0	0	29	5.0
Total	72	4	2	0	0	78	4.9

Course wise Mean Score



Option wise Respondents

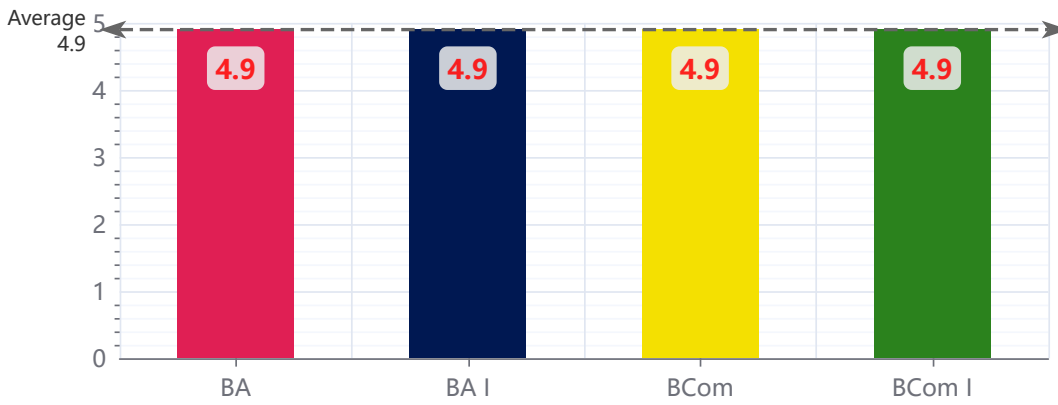


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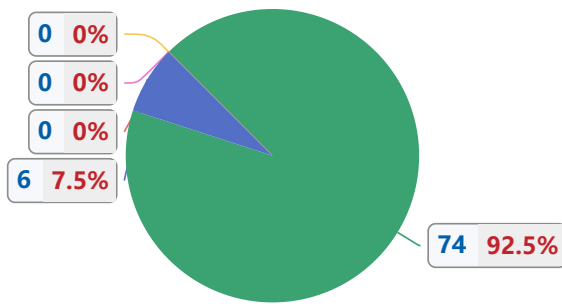
11 - Uses fair internal evaluation process

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	28	2	0	0	0	30	4.9
BCom I	28	2	0	0	0	30	4.9
Total	74	6	0	0	0	80	4.9

Course wise Mean Score



Option wise Respondents

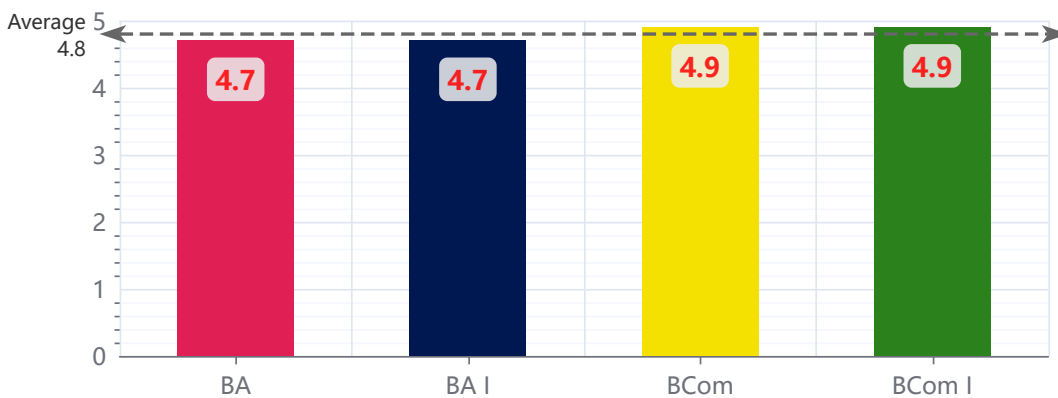


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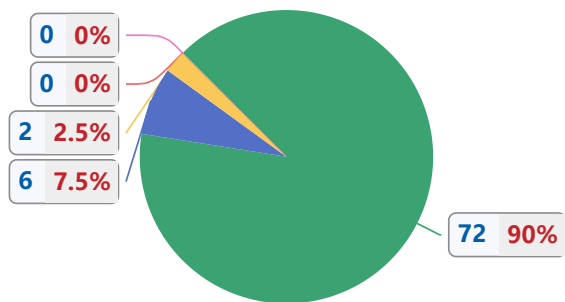
12 - Gives practical projects/case studies that enhances learning of students

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	8	1	1	0	0	10	4.7
BA I	8	1	1	0	0	10	4.7
BCom	28	2	0	0	0	30	4.9
BCom I	28	2	0	0	0	30	4.9
Total	72	6	2	0	0	80	4.9

Course wise Mean Score



Option wise Respondents

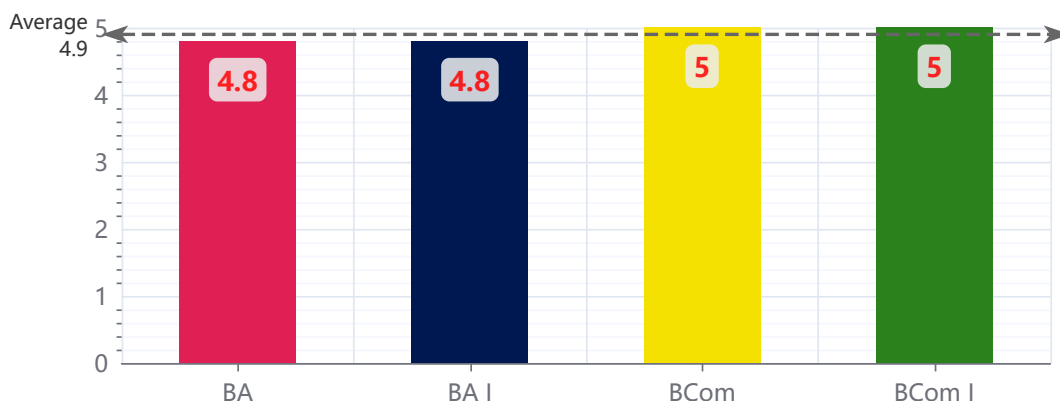


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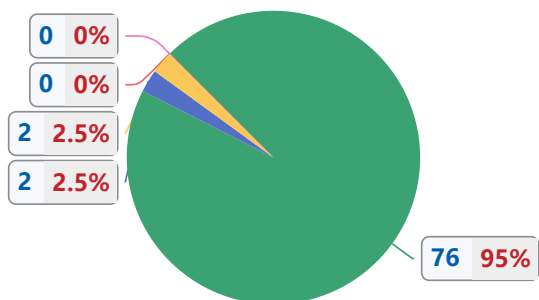
13 - Gives appropriate feedback to improve performance of students

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	0	1	0	0	10	4.8
BA I	9	0	1	0	0	10	4.8
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	76	2	2	0	0	80	4.9

Course wise Mean Score



Option wise Respondents

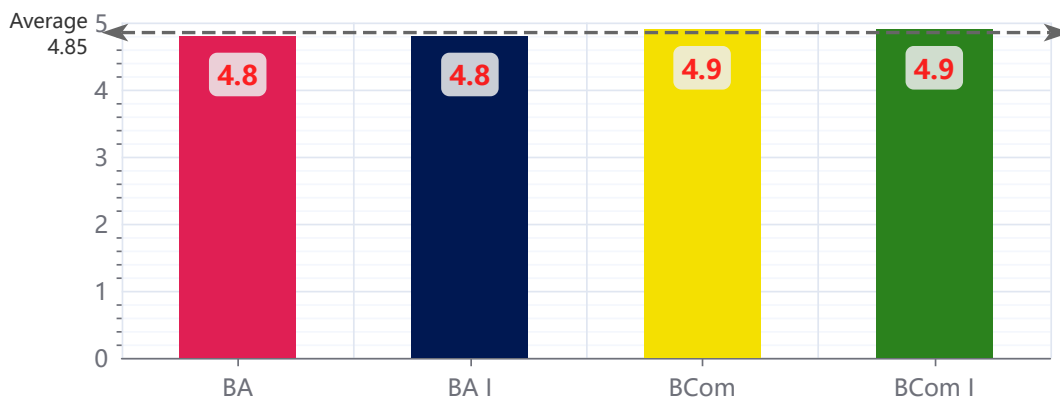


■ Excellent
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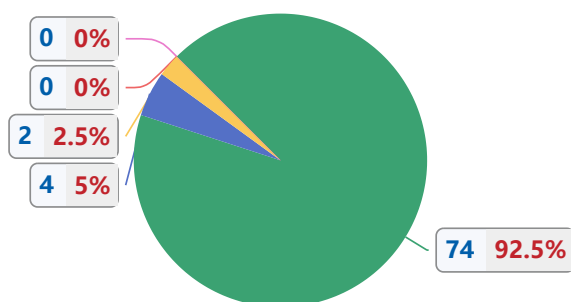
14 - Attitude of teachers towards students who participate in the extra-curricular activities?

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	0	1	0	0	10	4.8
BA I	9	0	1	0	0	10	4.8
BCom	28	2	0	0	0	30	4.9
BCom I	28	2	0	0	0	30	4.9
Total	74	4	2	0	0	80	4.9

Course wise Mean Score



Option wise Respondents

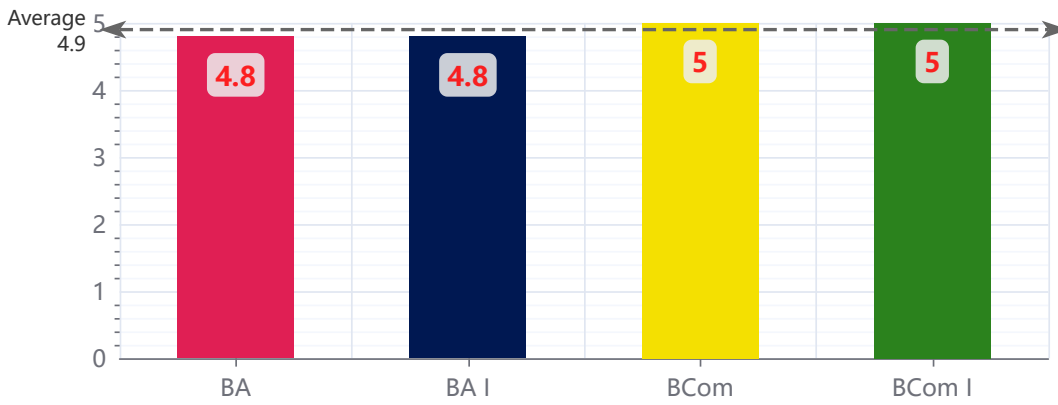


■ Excellent
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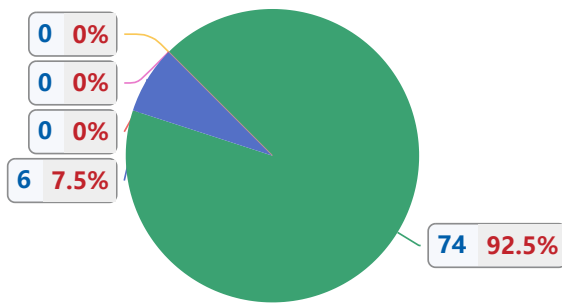
15 - Ability of the teacher to design quizzes/ tests/ assignments

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	8	2	0	0	0	10	4.8
BA I	8	2	0	0	0	10	4.8
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	74	6	0	0	0	80	4.9

Course wise Mean Score



Option wise Respondents

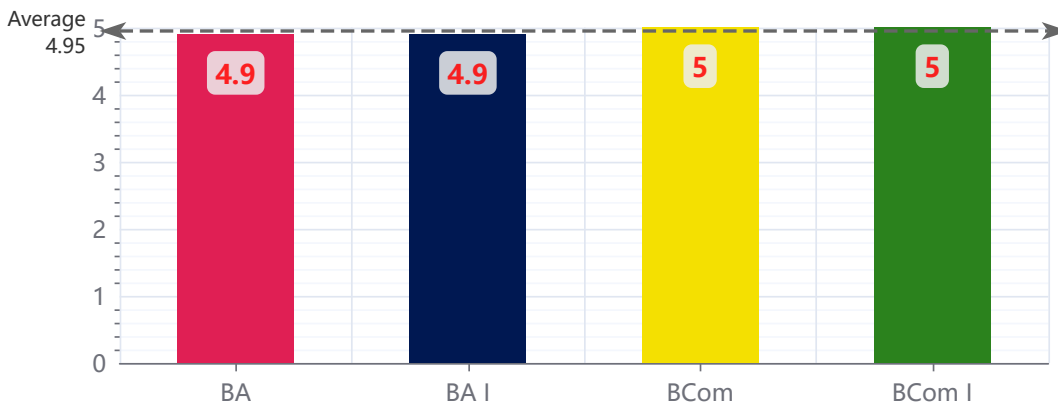


■ Excellent
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 ■ Average

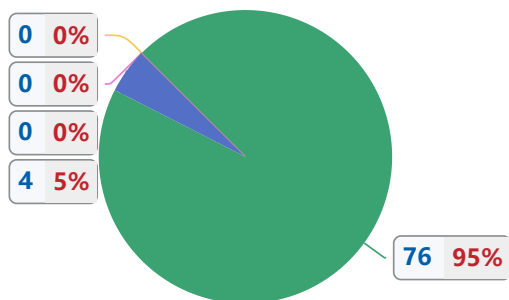
16 - How helpful was the teachers in advising?

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	9	1	0	0	0	10	4.9
BA I	9	1	0	0	0	10	4.9
BCom	29	1	0	0	0	30	5.0
BCom I	29	1	0	0	0	30	5.0
Total	76	4	0	0	0	80	5.0

Course wise Mean Score



Option wise Respondents



■ 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 experience	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	Gives appropriate feedback to improve performance	Attitude of teachers towards students who participate	Ability of the teacher to design quizzes/ tests/ assignments	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	4.7	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	4.7	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