

# Government Shivalik College Naya Nangal

## STUDENT SATISFACTION SURVEY REPORT

Session: 2021-22

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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 166 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

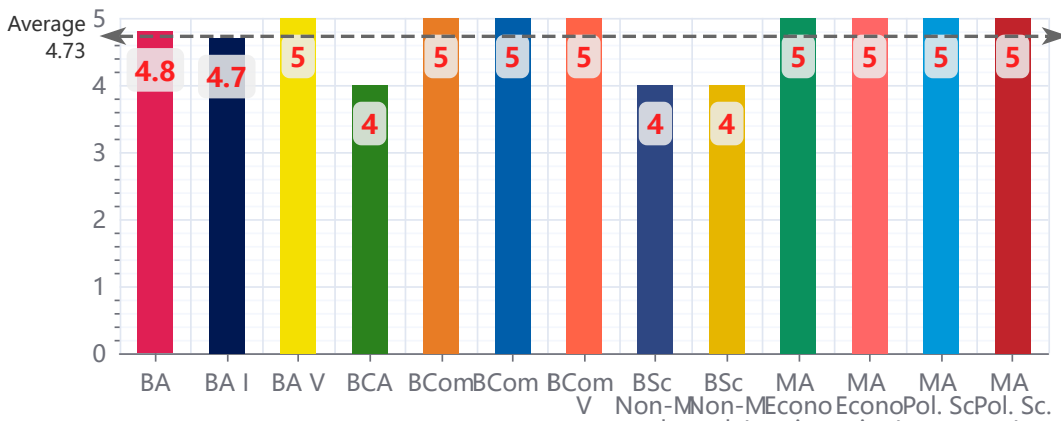
Type	Course	Respondents
Under Graduate	BA	39
Under Graduate	BA I	28
Under Graduate	BA V	10
Under Graduate	BCA	1
Under Graduate	BCom	39
Under Graduate	BCom I	11
Under Graduate	BCom V	28
Under Graduate	BSc Non-Med.	1
Under Graduate	BSc Non-Med. I	1
Post Graduate	MA Economics	1
Post Graduate	MA Economics I	1
Post Graduate	MA Pol. Sc.	3
Post Graduate	MA Pol. Sc. I	3
	TOTAL	166

## Analysis and Interpretation of Student Satisfaction Survey:

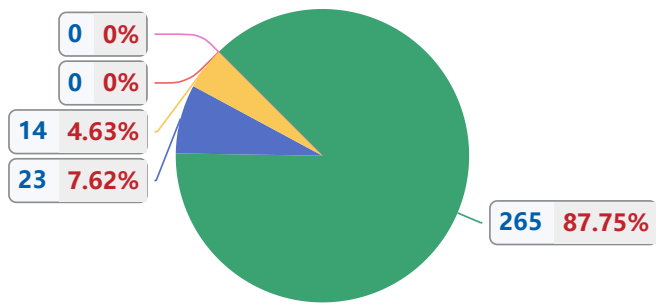
### 1 - Regularity in taking lectures

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	81	9	7	0	0	97	4.8
BA I	68	9	7	0	0	84	4.7
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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.	4	0	0	0	0	4	5.0
MA Pol. Sc. I	4	0	0	0	0	4	5.0
Total	265	23	14	0	0	302	4.8

## Course wise Mean Score



## Option wise Respondents

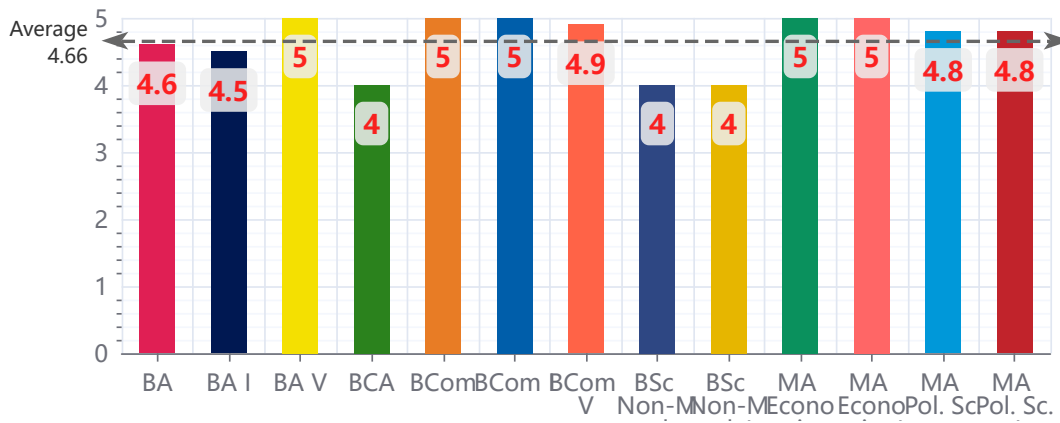


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

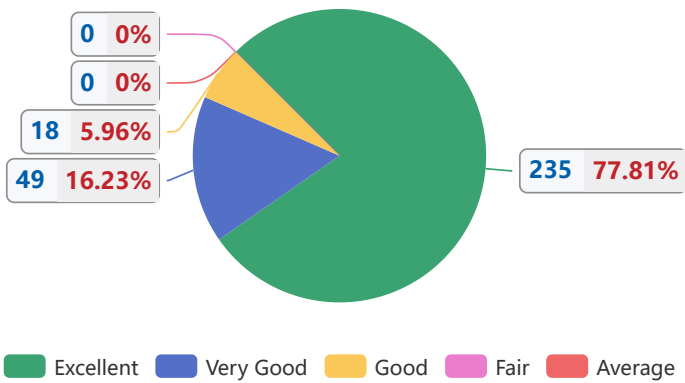
## 2 - Punctuality in class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	68	20	9	0	0	97	4.6
BA I	55	20	9	0	0	84	4.5
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
<b>Total</b>	<b>235</b>	<b>49</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>302</b>	<b>4.7</b>

### Course wise Mean Score



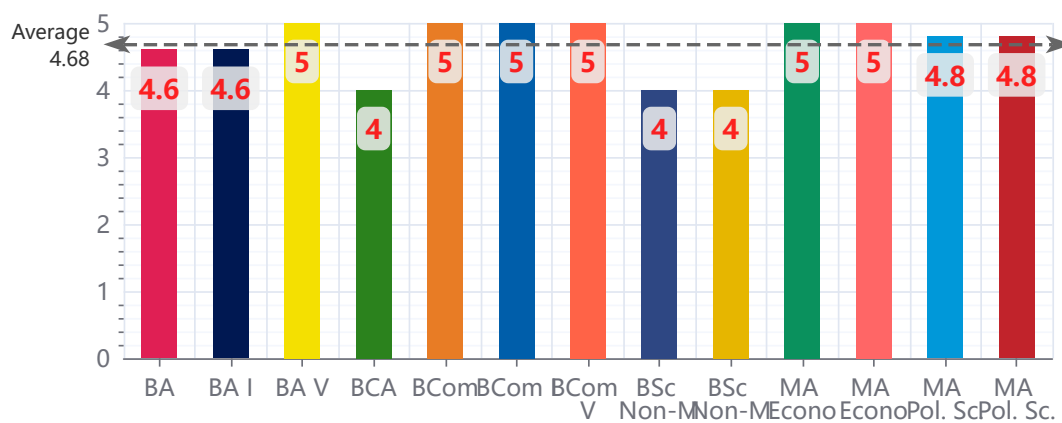
### Option wise Respondents



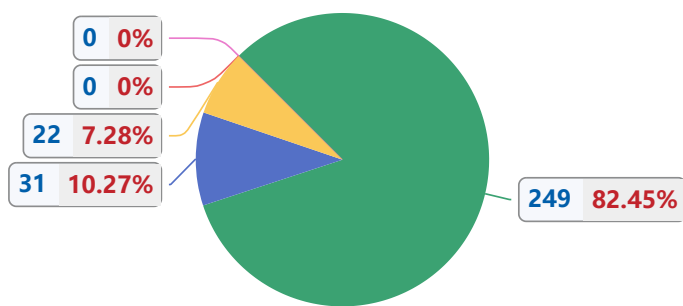
### 3 - Knowledge about subject taught

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	73	13	11	0	0	97	4.6
BA I	60	13	11	0	0	84	4.6
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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	249	31	22	0	0	302	4.8

### Course wise Mean Score



### Option wise Respondents

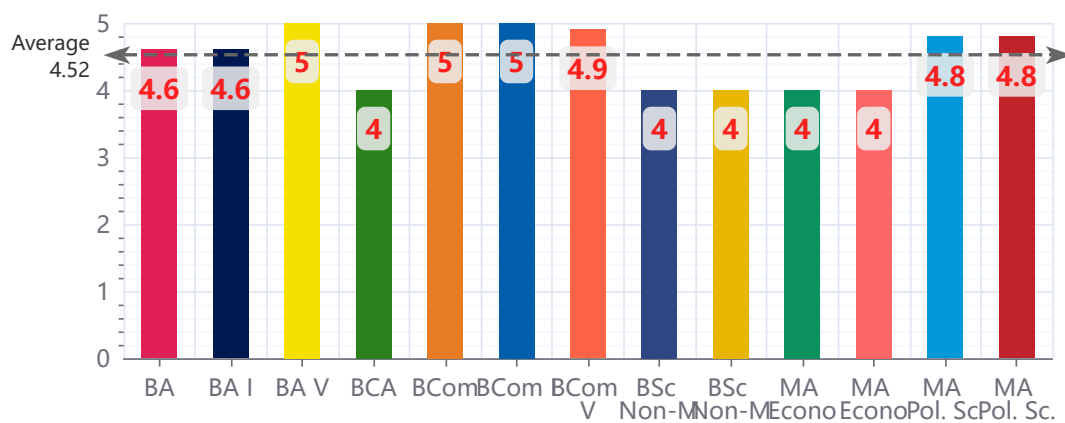


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

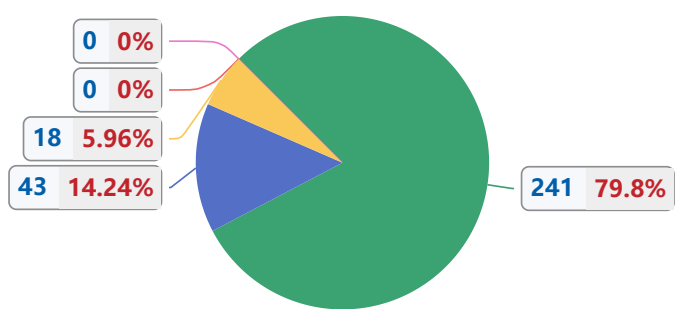
### 4 - Ability to link current knowledge and practical experience while teaching

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	72	16	9	0	0	97	4.6
BA I	59	16	9	0	0	84	4.6
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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	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
<b>Total</b>	<b>241</b>	<b>43</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>302</b>	<b>4.7</b>

## Course wise Mean Score



## Option wise Respondents

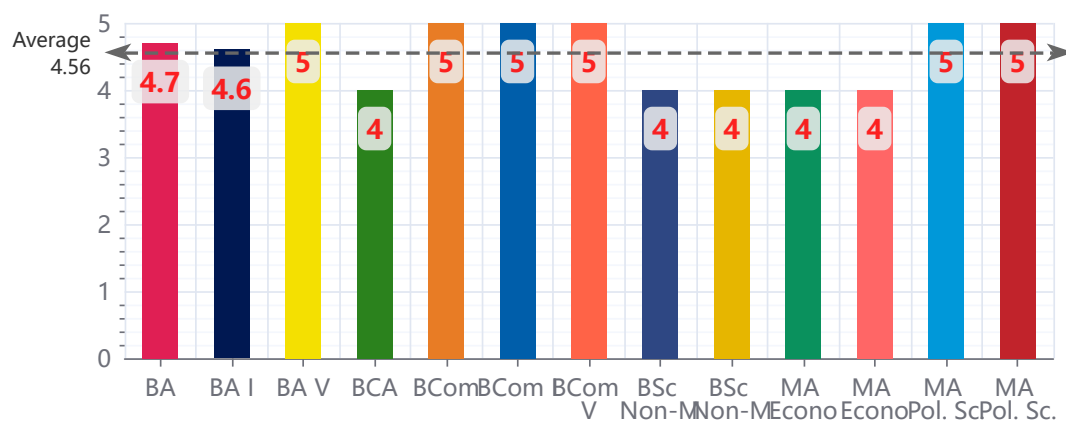


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

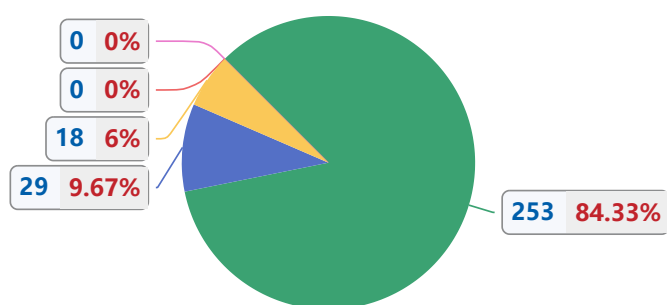
## 5 - Ability to involve students while teaching

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	75	12	9	0	0	96	4.7
BA I	62	12	9	0	0	83	4.6
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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	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
<b>Total</b>	<b>253</b>	<b>29</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>300</b>	<b>4.8</b>

## Course wise Mean Score



## Option wise Respondents

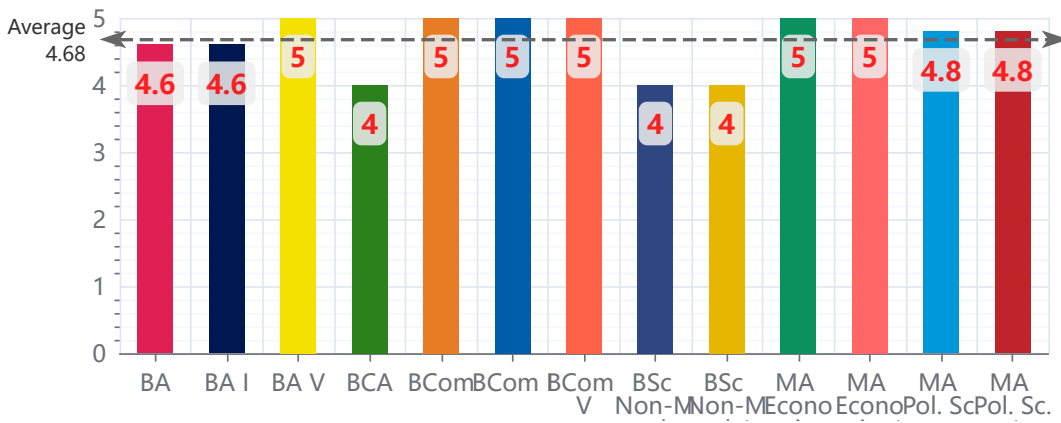


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

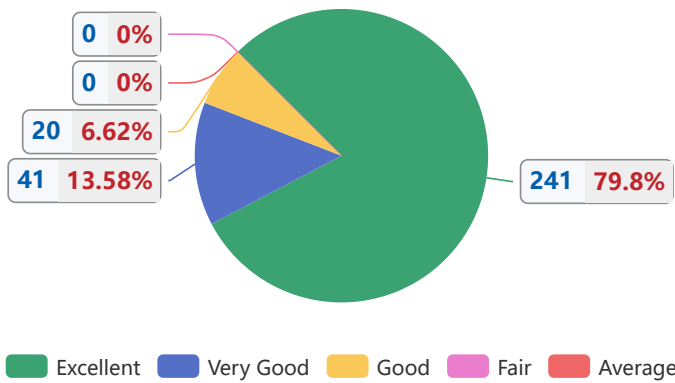
## 6 - Ability to maintain discipline in class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	70	17	10	0	0	97	4.6
BA I	57	17	10	0	0	84	4.6
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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
<b>Total</b>	<b>241</b>	<b>41</b>	<b>20</b>	<b>0</b>	<b>0</b>	<b>302</b>	<b>4.7</b>

## Course wise Mean Score



## Option wise Respondents



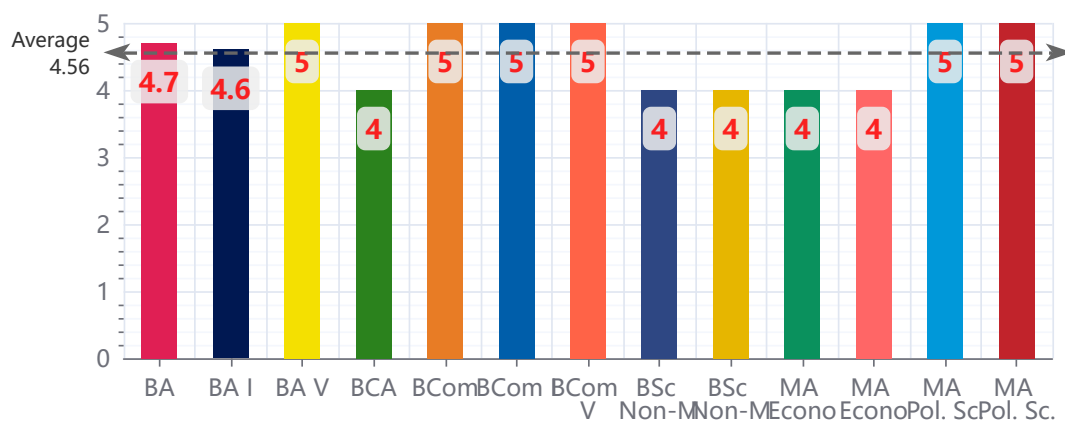
■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

## 7 - Communication skills in Class

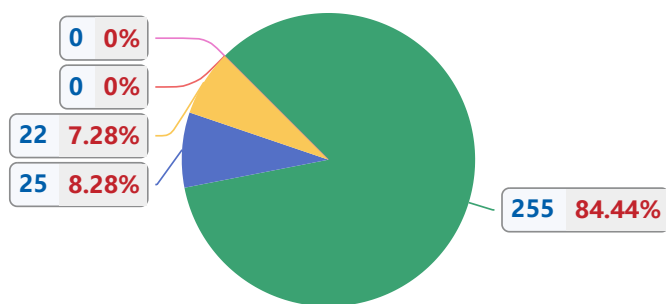
Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	76	10	11	0	0	97	4.7
BA I	63	10	11	0	0	84	4.6
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	4.0
BCom	48	0	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	37	0	0	0	0	37	5.0
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
MA Economics	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
<b>Total</b>	<b>255</b>	<b>25</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>302</b>	<b>4.8</b>



## Course wise Mean Score



## Option wise Respondents

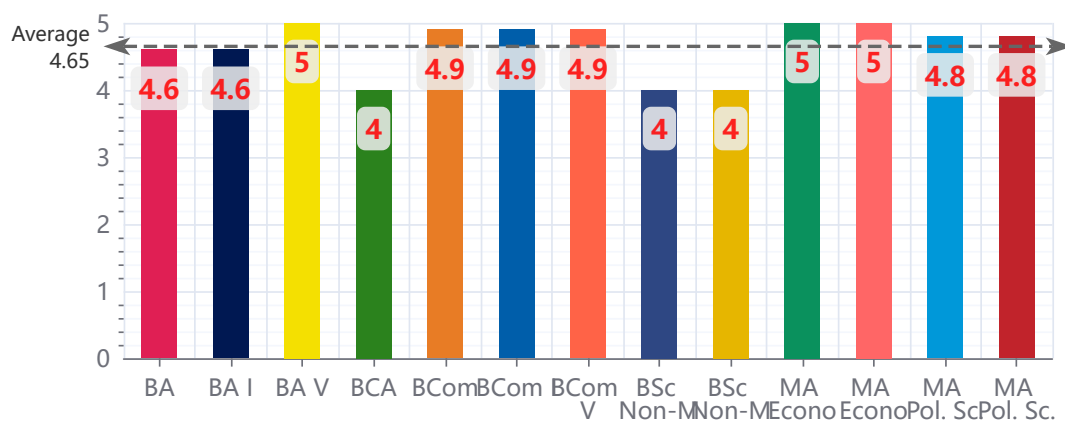


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

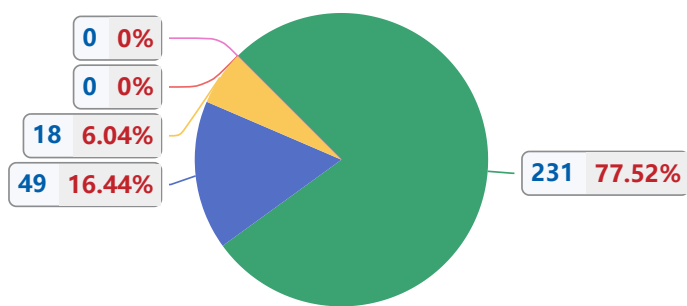
## 8 - Use of modern teaching aids in lecture

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	68	18	9	0	0	95	4.6
BA I	55	18	9	0	0	82	4.6
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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
<b>Total</b>	<b>231</b>	<b>49</b>	<b>18</b>	<b>0</b>	<b>0</b>	<b>298</b>	<b>4.7</b>

## Course wise Mean Score



## Option wise Respondents

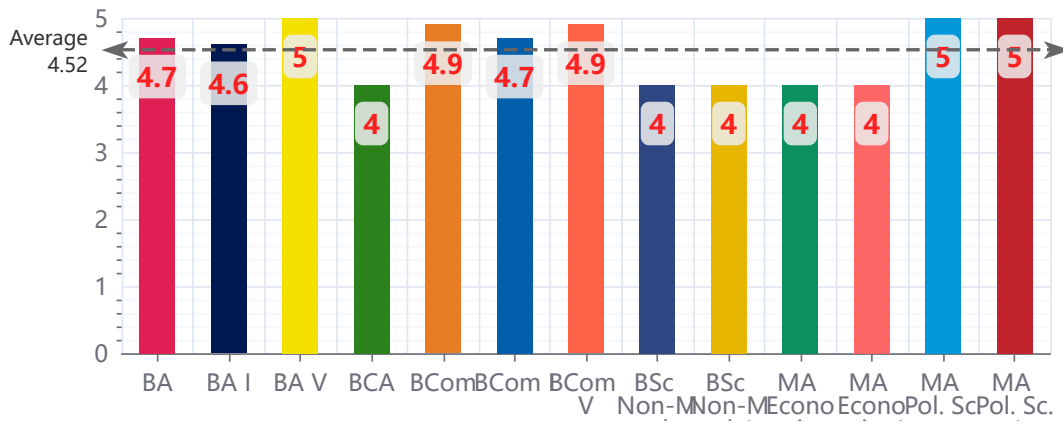


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

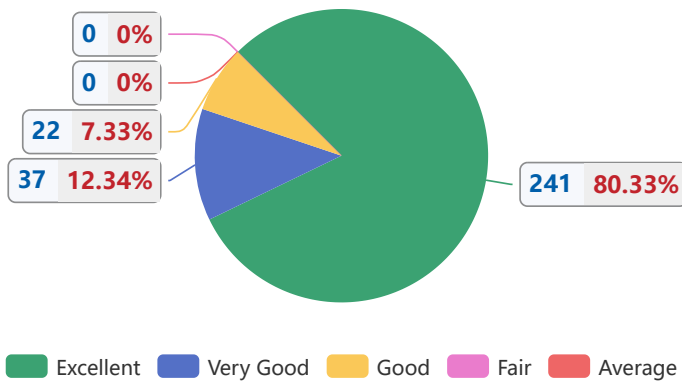
## 9 - Availability outside the class

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	73	13	10	0	0	96	4.7
BA I	60	13	10	0	0	83	4.6
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	4.0
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
<b>Total</b>	<b>241</b>	<b>37</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>300</b>	<b>4.7</b>

## Course wise Mean Score



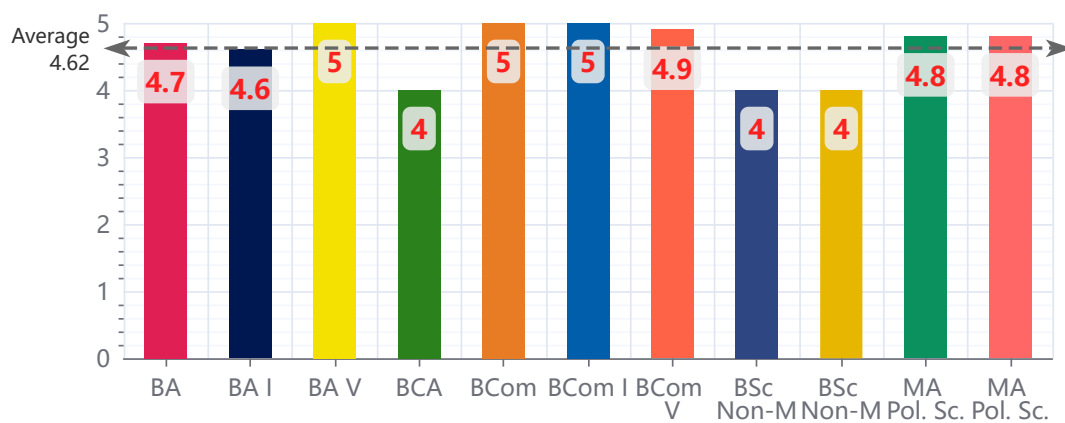
## Option wise Respondents



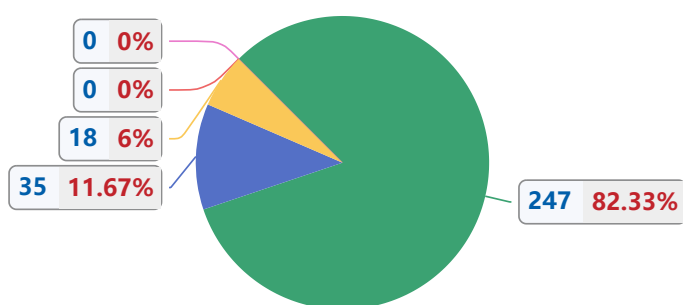
## 10 - Covers syllabus in time

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	75	13	9	0	0	97	4.7
BA I	62	13	9	0	0	84	4.6
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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	247	35	18	0	0	300	4.8

## Course wise Mean Score



## Option wise Respondents

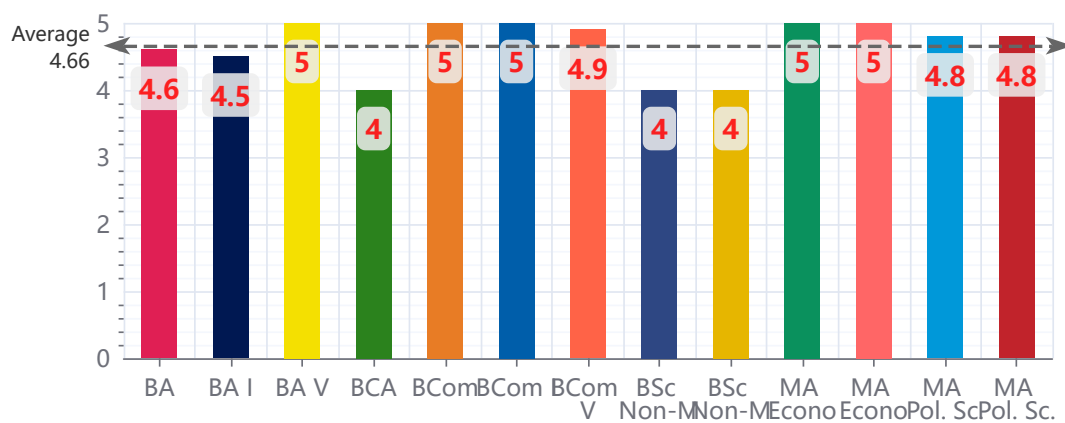


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

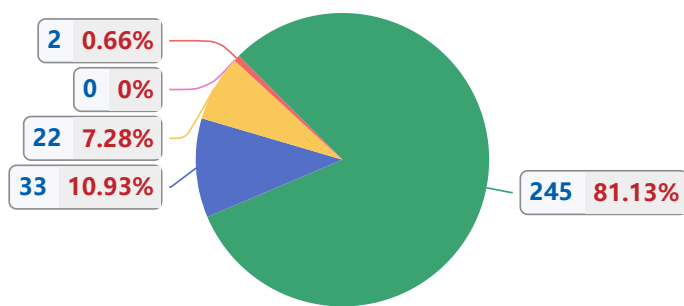
## 11 - Uses fair internal evaluation process

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	73	12	11	0	1	97	4.6
BA I	60	12	11	0	1	84	4.5
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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.	3	1	0	0	0	4	4.8
MA Pol. Sc. I	3	1	0	0	0	4	4.8
<b>Total</b>	<b>245</b>	<b>33</b>	<b>22</b>	<b>0</b>	<b>2</b>	<b>302</b>	<b>4.7</b>

## Course wise Mean Score



## Option wise Respondents

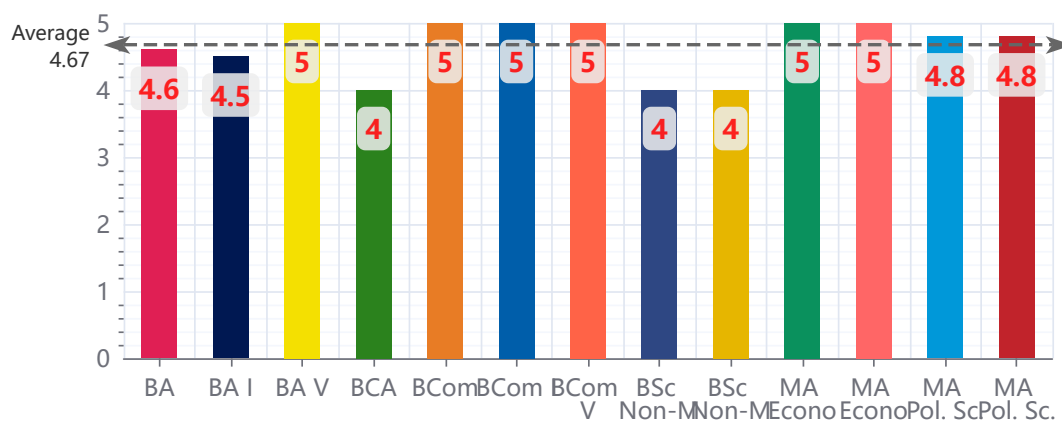


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

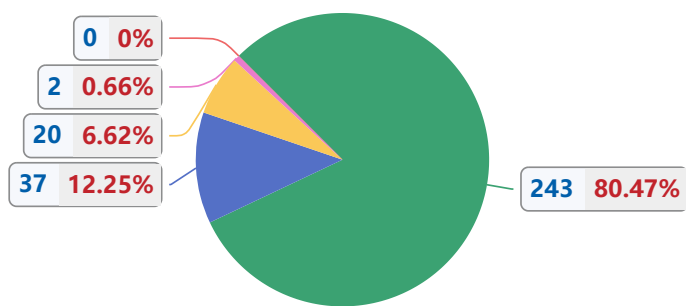
## 12 - Gives practical projects/case studies that enhances learning of students

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	71	15	10	1	0	97	4.6
BA I	58	15	10	1	0	84	4.5
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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
<b>Total</b>	<b>243</b>	<b>37</b>	<b>20</b>	<b>2</b>	<b>0</b>	<b>302</b>	<b>4.7</b>

### Course wise Mean Score



### Option wise Respondents

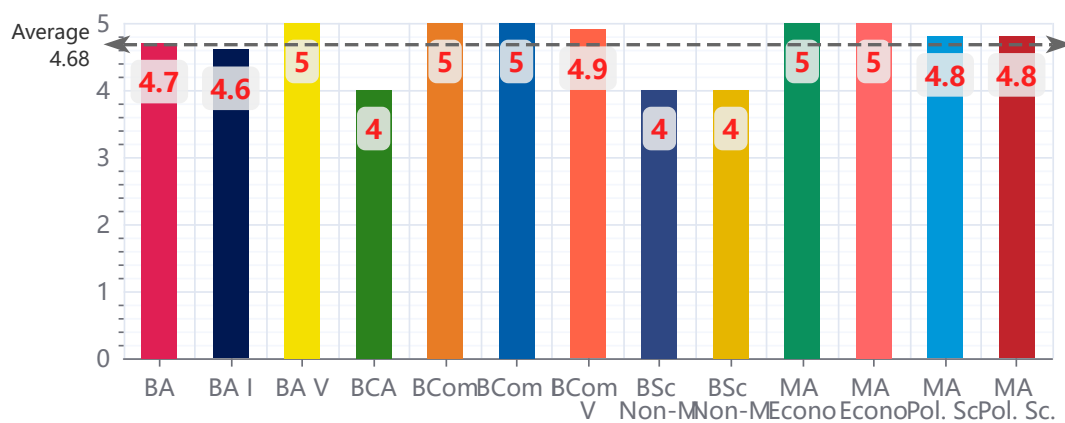


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

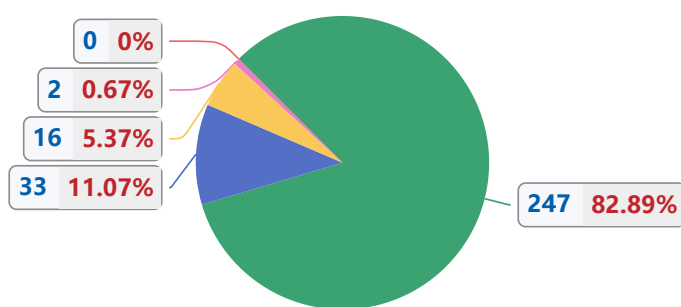
### 13 - Gives appropriate feedback to improve performance of students

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	75	12	8	1	0	96	4.7
BA I	63	12	8	1	0	84	4.6
BA V	11	0	0	0	0	11	5.0
BCA	0	1	0	0	0	1	4.0
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
<b>Total</b>	<b>247</b>	<b>33</b>	<b>16</b>	<b>2</b>	<b>0</b>	<b>298</b>	<b>4.8</b>

## Course wise Mean Score



## Option wise Respondents

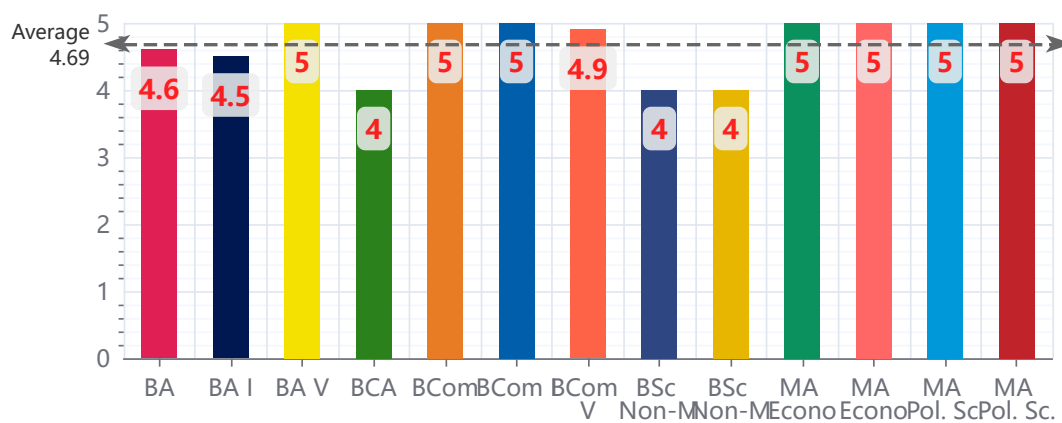


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

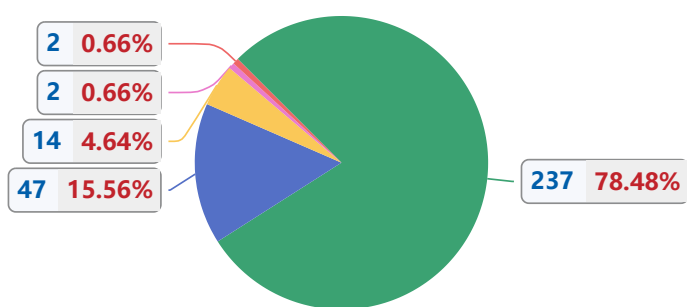
## 14 - Attitude of teachers towards students who participate in the extra-curricular activities?

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	68	20	7	1	1	97	4.6
BA I	55	20	7	1	1	84	4.5
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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
<b>Total</b>	<b>237</b>	<b>47</b>	<b>14</b>	<b>2</b>	<b>2</b>	<b>302</b>	<b>4.7</b>

### Course wise Mean Score



### Option wise Respondents



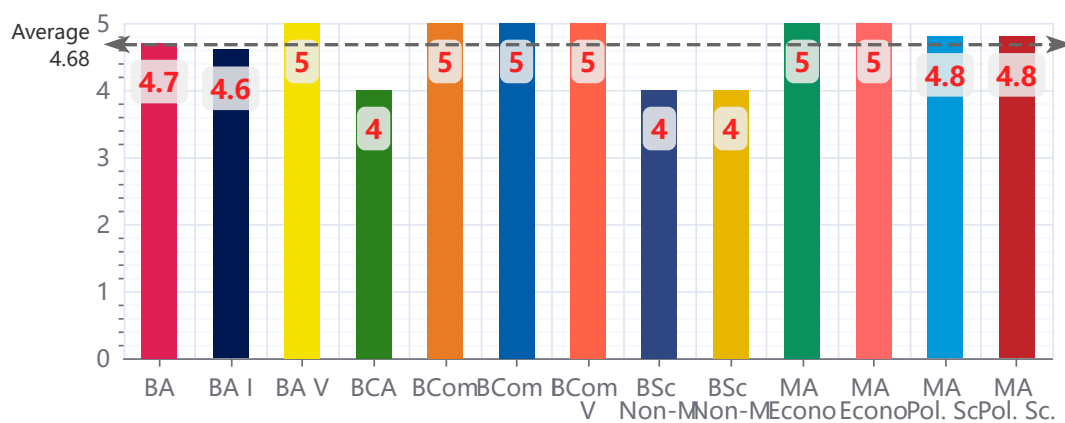
■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

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

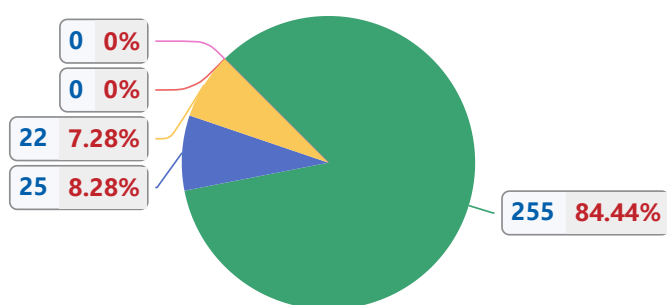
Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	77	9	11	0	0	97	4.7
BA I	64	9	11	0	0	84	4.6
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	4.0
BCom	47	1	0	0	0	48	5.0
BCom I	11	0	0	0	0	11	5.0
BCom V	36	1	0	0	0	37	5.0
BSc Non-Med.	0	1	0	0	0	1	4.0
BSc Non-Med. I	0	1	0	0	0	1	4.0
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
<b>Total</b>	<b>255</b>	<b>25</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>302</b>	<b>4.8</b>



## Course wise Mean Score



## Option wise Respondents

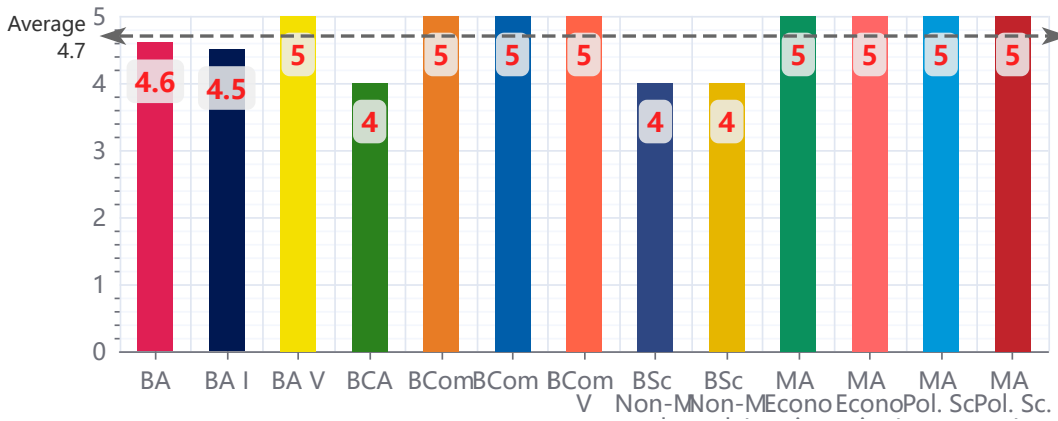


■ Excellent 
 ■ Very Good 
 ■ Good 
 ■ Fair 
 ■ Average

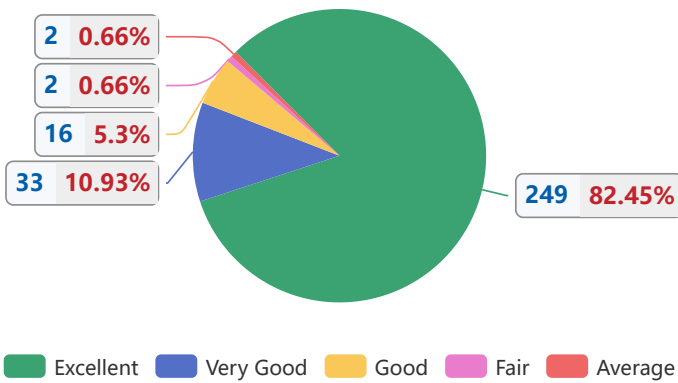
## 16 - How helpful was the teachers in advising?

Course	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
BA	72	15	8	1	1	97	4.6
BA I	59	15	8	1	1	84	4.5
BA V	12	0	0	0	0	12	5.0
BCA	0	1	0	0	0	1	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.	4	0	0	0	0	4	5.0
MA Pol. Sc. I	4	0	0	0	0	4	5.0
<b>Total</b>	<b>249</b>	<b>33</b>	<b>16</b>	<b>2</b>	<b>2</b>	<b>302</b>	<b>4.7</b>

### Course wise Mean Score



### Option wise Respondents




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### 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	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	4.8	4.6	4.6	4.6	4.7	4.6	4.7	4.6	4.7	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	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
BCA	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
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	4.8	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