

Student Satisfaction Survey 2023-24

Introduction:-

The students are an integral part of the institution. They are de-facto agents of growth, strength, and continuous self-analysis of college. In order to obtain feedback from the student body and accurately identify and analyse area of improvement for the academic session 2023-2024, our college conducts an annual "Student Satisfaction Survey" gauging the level of satisfaction of the student body with respect to the facilities and functioning of the college. This survey has been conducted in the different departments of college and review has been taken from the student which is based on the 17 different parameters. These parameters information in different departments has given below:-

1. Dept. of Commerce
2. Dept. of Science
3. Dept. of Arts

Department of Commerce

These are **155 students** in commerce department out of which 140 responded to the survey conducted online answering 17 question regarding academics and overall facilities in college, assessment of teaching quality and teaching environment was part of survey. The interpretation of the survey is as follows:

1. **Coverage of Syllabus:-** About 56.4% of students participated in Survey answered 85-100% of syllabus is covered in class, while 27.9% of students answered that 70-84% of syllabus covered in class. About 10.7% and 5% of students answered syllabus is covered up to 55-69% and below 55% respectively.
2. **Preparation of teacher for class:-** About 25% of student think that teachers prepare thoroughly, 67% of students think that teachers prepare satisfactorily. Only 2.1% of students think that teachers prepare poorly and also 5.7% of students think that teachers are indifferent.
3. **Ability of teachers to communication:-** Always effective ratings were given by 55% of students, while 25.7% of students think that teachers communicate effectively sometimes. Just Satisfactory and very poor communication ratings were given by 17% and 2.1% students respectively.
4. **Teachers approach to teach best:-** Teacher's approach to teaching was described as Very good by 42.9% of students, whereas 44.3% students described teachers approach as good. About 11.4% students described teachers approach as fair and only 1.4% students voted for poor.

5. **Fairness of internal evaluation process:-** About 45% students find the internal evaluation process by the teachers as always fair and 40.7% found it usually fair. 0.7% students find the internal evaluation process by the teachers sometimes as unfair. Only 13.6% students described it as sometimes fair.

6. **Assignment performance discussed with students:-** About 50.7% students approved that their performance in assignments is discussed every time. About 27.9% of students think their performance is discussed usually. Only 7.1% students voted for rarely and 14.3% for occasionally.

7. **The institute takes active interest in promoting internship, student exchange and field opportunities for students:-** About 42.1% students approved that the institution takes active interest in promoting internship, student exchange and field visit opportunities for them often, and 32.9% approved it regularly whereas 23.6% students reveal that institute take active interest sometimes and only 1.4% students opted for rarely.

8. **Teaching and mentoring process in your institution facilities you in cognitive, social and emotional growth:-** About 23.6% students think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly, and 52.9% think that it is very well. About 17.9% students opted for moderate facilitation and only 5.7% students think marginal facilitation.

9. **Institution provides multiple opportunities to learn and grow:-**

About 16.4% students strongly agree that the institution provides multiple opportunities to learn and grow and 37.1% agree. Another 36.4% students have a neutral opinion whereas only 10% students disagreed with the statement.

10. **Teachers inform you about your expected competencies, course outcome and program outcome:-** About 47.9% students agreed that teachers inform them about their expected competencies, course outcome and program outcome every time and 30.7% students said that it happens usually. Another 20% students think that teachers inform them occasionally. Only 1.4% opted for never respectively.

11. **Mentor does a necessary follow up with an assigned task:-** About 40% students feel that their mentor do a necessary follow up with an assigned task with them every time and 35% feel that follow up happens usually. Occasional follow up was observed by 15% students. Only 10 % students revealed that they have no mentor.

12. Institution makes effort to engage students in the monitoring, review and continuous quality improvement of teaching learning process:-

About 27.9% students strongly agreed that institution makes effort to engage students in a monitoring review and continuous quality improvement of the teaching learning process whereas 50% students agreed. Whereas, 19.3% students opted neutral opinion and only 2.9% students are disagreed.

13. Efforts made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work:-

40% students agreed that to a great that to a great extent effort are made by the institution or teachers to inculcate soft skills, life skills and employability skills. Moderate efforts were observed by 30% students and 24.3% students opted for somewhat. Only 5.7% students observed very little efforts.

14. Percentage of teachers uses ICT tools such as LCD Projector, multimedia etc. while teaching:-

About 36.4% of students rated for above 90% teachers while 40.7% of students rated for 70-89%. Whereas 12.9% of students rated for 50-69%, and 10% of students rated for below 50% teachers use ICT tools while teaching.

15. Teachers encourage you to participate in extra- curricular activities:-

About 39.4% students strongly agreed that they receive encouragement from teachers to participate in extracurricular activities, and 47.9% students agreed. About 10% student opted for neutral and 2.7% students disagreed.

16. Overall quality of teaching learning process in the institute is very good:-

About 33% students strongly agreed that the overall quality of teaching learning process in the institution is very good and 54% students agreed. About 10% students were neutral. Only 3% students opted for disagreed.

17. Observation/suggestions to improve the overall teaching learning experience in your institution:-

Students gave following suggestions to improve the teaching learning:

- More focus on interactive and engaging teaching methods
- Encourage experimental and practical learning.
- Provide opportunities for deeper discussions and critical thinking.

Department of Science

These are 53 students in science stream and 41 responded to the survey conducted online answering 17 question regarding academics and overall facilities in college, assessment of teaching quality and teaching environment was part of survey. The interpretation of the survey is as follows:

1. Syllabus was covered in class:-

About 48.8% of students participated in the survey answered 85-100% of syllabus covered in class while 46.3% of students answered that 70-84% of syllabus covered in class. Only 2.4% students voted for 55-69%.

2. Preparation of Teachers for the classes:-

About 56.1% of students think teachers prepare satisfactorily, while only 34.1% of students think teachers prepare thoroughly. Only 2.4% of students think teachers prepare poorly and about 7.3% of students think that teachers are indifferent.

3. Ability of Teachers to communicate:-

Always affective ratings were given by 58.5% of students, while 19.5% of students think teachers effectively communicate sometimes. Just satisfactory rating was given by 12.2% only.

4 Teacher's approach to teaching can best be described as:-

Teacher's approach to teaching was described as excellent by 51.2% of students, whereas 41.5% described as good. About 2.4% students described teacher's approach as fair and only 4.9% described as poor.

5. Fairness for internal evaluation process:-

About 41.5% students find the internal evaluation process by the teachers as always fair and 53.7% students found it usually fair. Only 4.9% students described it sometimes fair.

6. Performance in assignments discussed with students:-

About 61% of students approved that their performance in assignments is discussed every time. About 24.4% and 9.8% of students think that their performance is discussed usually and sometimes, respectively. Only 4.9% students voted for rarely.

7. The institute takes active interest in promoting internship, student exchange and field opportunities for students:-

About 42% and 39.5% students approved that the institution take active interest in promoting internship, student exchange and field visit opportunities for them regularly and often respectively. About 11.7% and 6.8% students revealed that institute takes interest sometimes and rarely respectively.

8. Teaching and mentoring process in your institution:-

About 34.1% students think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly and 36.6% think that it is very well. About 22% opted for moderate facilitation and only 7.3% opted for marginal facilitation.

9. Institution provides multiple opportunities to learn and grow:-

About 51.2% students strongly agree that the institution provides multiple opportunities to learn and grow and 36.6% also agreed. About 7.3% students have a neutral opinion. While, 4.9% students disagreed.

10. Teacher informs you about your expected competencies, course outcome, and program outcomes:-

About 41.5% students agree that teachers inform them about their expected competencies, course outcome and program outcomes every time and 34.1% students say that it happens usually. About 19.5% students think that teachers inform them occasionally. While, 4.9% students think that teachers never inform them about their expected competencies, course outcome and program outcomes.

11. Your mentor does a necessary follow up with an assigned task with you:-

About 46.3% students feel that their mentor does a necessary follow up with an assigned task with them every time, and 26.8% feel that follow up happens usually. Occasional follow up was observed by 7.3% students. Only 19.5% students opted for I don't have a mentor.

12. The institution makes efforts to engage students in a monitoring review and continuous quality improvement of the teaching learning process:-

About 56.1% student strongly agree that the institution make effort to engage students in a monitoring review and quality improvement of the learning teaching process, whereas 34.1% students agree. About 9.8% student opted for neutral and no student opted for disagree.

13. Teachers encourage you to participate in extra- curricular activities:-

About 56.1% students strongly agree that they receive encouragement from teachers to participate in extracurricular activities, and 14.6% students agree. About 22% student opted for neutral and 7.3% students disagreed.

14. Efforts are made by the institution to inculcate soft skills and to make you ready for the world of work:-

About 39.2% student agree that to a great extent effort are made by the institution or teachers to inculcate soft skills, life skills and employability skills to make them ready for the world of work. Moderate efforts were observed by 39% students and 9.8% students opted for somewhat. Whereas, 12% students observed very little efforts .

15. What percentage of teachers use ICT tools while teaching :-

Around 43.9% students rated for above 90%, while 24.4% students rated for 70-89%, whereas 12.2% of students rated for 50-69%. Only 19.5% students rated for below 50%.

16. The overall quality of teaching:- Learning process in your institute is very good. About 48% students strongly agreed with overall quality of teaching learning process in the institute is very good and 47% students agreed. Only 5% students were neutral.

17. Suggestions to improve teaching learning experience in your institution:-

Few important suggestions from students

1. Use ICT tools regularly to engage students.
2. More emphasis on practical learning.
3. Use student centric methods of teaching.
4. Encourage Co-operative learning.

Department of Arts

There are 379 students in department of arts out of which 185 responded to the survey conducted online including 21 questions regarding academic and overall facilities in college, assessment of teaching quality and teaching environment was part of survey. The result of the survey is as below:-

1. Syllabus covered in the class:-

About 66.5% of students participated in survey answered 85-100% of syllabus was covered in class while 23.2% of students answered that 70-84% of syllabus was covered in class. About 7% of students answered syllabus is covered up to 55%-69% and only 3.2% students rated syllabus completion less than or below 50%

2. Teachers preparation for the class:-

About 71.4% of students think that teachers preparation for class is satisfactory, 18.4% of students think that teachers prepare thoroughly. About 4.9% of students think that teachers prepare poorly, while 5.4% of students think teachers prepare indifferently.

3. Teachers ability to communicate:-

Always effective rating was given by 68.1% of students, while 17.3% students think teachers effectively communicate sometimes. Just satisfactory and generally ineffective ratings were given by 6.5% and 8.1% students respectively.

4. Teacher's approach to teaching can best be described as:-

Teacher's approach to teaching was described as excellent by 60% of students, whereas 31.9% students described teacher's approach as good. About 5.4% students described teacher's approach as fair, and only 2.7% students described teacher's approach as poor.

5. Fairness of internal evaluation process by the teachers:-

About 40% students find the internal evaluation process by the teachers as always fair and 48.6% students found it usually fair. About 6.5% students find the internal evaluation process by teachers sometimes fair. Only 4.9% students find the internal evaluation process by the teachers unfair

6. Was performance in assignments discussed with you:-

About 69.7% students approved that their performance in assignments is discussed every time. About 18.4% and 5.4% of students think their performance is discussed usually and sometimes/occasionally respectively. Only 6.5% students voted for rarely.

7. The institute takes active interest in promoting internship, student exchange and field opportunities for students:-

About 41.6% students approved that the institute takes active interest in promoting internship, student exchange, and field visit opportunities for them regularly, whereas 32.4% students opted for often. About 20.5% students revealed that institute takes active interest sometimes. Only 5.4% students opted for rarely.

8. Teaching and mentoring process in your institution:- About 19.5% student think that the teaching and mentoring process in the institution facilities them in cognitive, social and emotional growth significantly and 65.9% think that it is very well. About 10.8% students opted for moderate facilitation and only 3.8% students think marginal facilitation.

9. Institution provides multiple opportunities to learn and grow:-

About 29.5% students strongly agreed that the institution provides multiple opportunities to learn and grow and 43.2% also agreed. About 23.8% students have a neutral opinion, whereas only 3.5% students strongly disagreed.

10. Teacher informs you about your expected competencies, course outcome, and program outcome:-

About 62.2% students agree that teachers inform them about their expected competencies, course outcome, and program outcome every time and 23.8% students say that it happens usually. About 11.9% students think that teacher inform them sometimes/ occasionally. Only 2.2% students opted for never respectively.

11. Your mentor does a necessary follow up with an assigned task with you:-

About 43.2% students feel that their mentor does a necessary follow up with an assigned task with them every time, and 32.4% feel that follow up happens usually. About 14.6% revealed occasional follow up with an assigned task. Only 9.7% students opted for don't have mentor respectively.

12. The institution makes effort to engage students in a monitoring review and continuous quality improvement of the teaching learning process:-

About 31.9% students strongly agreed that the institution makes effort to engage students in a monitoring review and continuous quality improvement of the teaching learning process, whereas 46.5% students agreed. About 10.3% students opted for neutral and only 11.4% students disagreed.

13. Teachers encourage you to participate in extra- curricular activities:-

About 25.4% students strongly agreed that they receive encouragement from teachers to participate in extracurricular activities, whereas 40.5% students agreed. About 20.5% students opted for neutral. Only 13.5% students disagreed that teachers do not encourage them to participate in extra-curricular activities.

14. Efforts made by the institution to inculcate soft skills and to make you ready for the world of work:-

About 49.2% agreed that to a great extent efforts are made by Institution teachers to inculcate soft skills, life skills and employability skills to make them ready for the world of work. Moderate efforts were observed by 21.1% students. About 14.1% observed very little efforts and 15.7% students opted for somewhat efforts.

15. What percentage of teachers use ICT tools while teaching :-

Around 22.2% of students rated for above 90%. While 44.9% of students rated for 70-89%. Whereas 21.1% of students rated for 50-69% and only 11.9% of students rated for below 50%.

16. The overall quality of teaching:-

About 42% students strongly agreed that the overall quality of teaching learning process in the institute is very good and 38% students agree. About 12 % students were neutral. Only 8% students opted for disagreed.

17. Suggestions to improve teaching learning experience in your institution:-

Students gave following suggestions to improve the teaching learning:-

1. More practical learning than theoretical learning
2. Use LED projectors to give examples.
3. Flexible deadlines and assessment options.
4. For confidence building encourage student to give presentation in the class.

Conclusion:-

The objective of this study was to review the overall system of education quality via student's satisfaction survey. The survey included a section where the students could provide additional comments or suggestions that they would like the college to consider and implement. These suggestions have been taken under the advisement of college so as to improve the service quality parameters.

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2. Ms. Bimla Bimla
3. Ms. Vasundhara Thakur Vasundhara Thakur
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Teacher Feedback (2023-24)

During the academic year 2023-24, The college has collected feedback from the teachers that aspires for excellence stands strong on the pillars of updated infrastructure, good administration and conducive environment that provides opportunities for personal and professional growth. Almost all the teachers are satisfied with the library services, reference and study material. The feedback analysed the fact that there is equal distribution of work among teachers and relations between teaching and non teaching staff with the administration are cordial . Most of the teachers expressed their satisfaction about the infrastructural facilities like library, Wi-Fi, parking , computer lab and other amenities. Mostly teachers are happy with the curriculum which is relevant to employability.

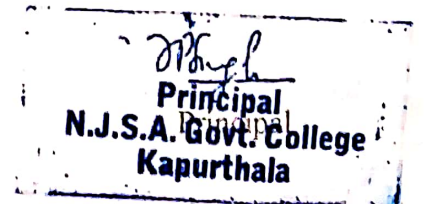
Sr. No.	Questions	Teacher Responses in Percentage (%)				
		Strongly Agree	Agree	Neutral	Strongly Disagree	Disagree
1.	The teachers are encouraged to organise/participate in workshop/conferences.	37	37	26	0	0
2.	Regular meetings of teaching and non- teaching staff are conducted for the smooth and effective functioning of the college.	26	59.2	3.7	11.1	0
3.	Have the freedom to adopt/adapt new techniques/strategies of testing and assessment of student.	18.6	59.2	11.1	11.1	0
4.	Infrastructural facilities like library, Wi-Fi, parking, computer lab etc. are available.	26	62.9	0	11.1	0
5.	Is the syllabus designed in a way to improve Employment?	11.1	40.8	22.2	3.7	22.2
6.	The books prescribed/listed as reference materials are relevant, updated and appropriate.	3.7	70.4	14.8	11.1	0

Committee Members

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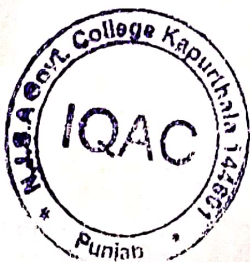
Alumni Feedback (2023-24)

The institution collects feedbacks from the alumni. They are provided a Google form to give their feedbacks. The parameters of the feedback include adequateness of courses curriculum, sufficiency of syllabus context of current professional standards and curriculum design in context of development of self directed learning and problem solving approach. Most of the alumni were satisfied with the curriculum provided, its course content and relevance fulfilling the expectations as well as its support in employability.

Responses in Percentage (%)				
Sr. No	Questions	Agree	Sometimes	Disagree
1.	Do you feel proud to be associated with N.J.S.A Government College Kapurthala as an alumni ?	98.5	1.5	00
2.	College is having adequate infrastructure with respect to Academics and extra curricular activities	89.6	9.0	1.4
3.	You would recommend the college to your near and dear ones for academics and overall excellence	94	4.5	1.5
4.	Teachers were effective in solving your problem	88.1	11.9	00
5.	College is having adequate Laboratories and equipments for practical experiences	86.6	11.9	1.5
6.	College organises various kinds of activities for overall development of students.	88.1	11.9	00

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