

Student Satisfaction Survey 2022-23

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 2022-2023, 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 conducted in the different departments of college and review has been taken from the student which is based on the 21 different parameters. These parameters information in different departments has given below:-

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

Dept. of Commerce

These are **203 students** in commerce department out of which 115 responded to the survey conducted online answering 21 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. **Covering the Syllabus:-** About 43% of students participated in Survey answered 85-100% of syllabus is covered in class, while 47% of students answered that 70-84% of syllabus covered in class. About 8% and 2% of students answered syllabus is covered up to 55-69% and 30-54% respectively.
2. **Preparation of teacher for class:-** About 35% of student think teachers prepare thoroughly, 62% of students think teachers prepare satisfactorily. Only 2% of students think teachers prepare poorly and also 1% of students think that teachers are indifferent.
3. **Ability of teachers to communication:-** Always effective ratings were given by 58% of students, while 24% of students think teachers effectively communicate sometimes. Just Satisfactory and very poor communication ratings were given by 17% and 1% students respectively.
4. **Teachers approach to teach best:-** Teacher’s approach to teaching was described as Excellent by 31% of students, whereas 42% students described teachers approach as very good. About 23% students described teachers approach as good and only 4% students voted for fair.
5. **Fairness of internal evaluation process:-** About 55% students find the internal evaluation process by the teachers as always fair and 38% found it usually fair. 5% students find the internal evaluation process by the teachers sometimes as unfair. Only 2% students described it as usually unfair.

6. **Assignment performance discussed with students:-** About 43% students approved that their performance in assignments is discussed every time. About 36% of students think their performance is discussed usually. Only 2% students voted for rarely and 18% for occasionally and below 1% students voted for never.

7. **The institute takes active interest in promoting internship, student exchange and field opportunities for students:-** About 29% students approved that the institution takes active interest in promoting internship, student exchange and field visit opportunities for them often, and 37% approved it regularly whereas 22% students reveal that institute take active interest sometimes only 6% students opted for rarely and 6% for never.

8. **Teaching and mentoring process in your institution facilities you in cognitive, social and emotional growth:-** About 23% students think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly, and 62% think that it is very well. About 13% students opted for moderate facilitation and only 1% students think marginal facilitation 1% students opted for not at all.

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

About 27% students strongly agree that the institution provides multiple opportunities to learn and grow and 62% agree 9% students have a neutral opinion whereas only 2% students disagree.

10. **Teacher informs you about your expected competencies, course outcome and program outcome:-** About 48% students agree that teacher informs them about their expected competencies, course outcome and program outcome every time and 34% students say that it happens usually. 13% students think that teacher informs them occasionally. 4% and 1% opted for rarely and never respectively.

11. **Mentor does a necessary follow up with an assigned task:-** About 38% students feel that their mentor do a necessary follow up with an assigned task with them every time and 42% feel that follow up happens usually. Occasional follow up was observed by 13% students. Only 5% students opted for rarely and 2% have no mentor.

12. **Teacher illustrates the concept through examples and applications:-** About 62% students agree that the teacher illustrates concept through examples and applications every time and 23% students think that it might happen usually. Teacher illustrates concept through examples and applications occasionally was opted by 9%. Only 4% and 2% students opted for rarely and never respectively.

13. **Teacher identifies you strengths and encourages you with providing right level of challenges:-**

50% students fully agree that teacher identifies their strength and encourage them with providing right level of challenges, 36% are reasonably agreed whereas 9% students partially agree. Only 3% are slightly agreed and 2% feel that teacher is unable to identify the strength and encourage for challenges.

14. Teacher identifies your weaknesses and help you to overcome:-

47% students feel that teachers are every time able to identify the weaknesses and help to overcome those, 34% students agree that it happens usually. About 12% students think that teachers are occasionally able to identify their weaknesses and help them to overcome them. Only 3% are opted for rarely and 4% are opted for never.

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

About 29% students strongly agree that institution makes effort to engage students in a monitoring review and continuous quality improvement of the teaching learning process whereas 55% students agree. 14% students have neutral opinion. Only 1% students are disagreeing and also 1% strongly disagrees.

16. Institution/Teachers use student centric methods such as experiential learning, participative/leaning and problem solving methodologies for enhancing learning experiences:-

About 35% students think that institution and teachers use students centric methods to a great extent and 49% students opted for moderate use , 9% students opted for somewhat and 4% for very little 3% students believe that institution and teachers do not at all use students centric methods .

17. Teachers encourage you to participate in extracurricular activities:-

About 36% students strongly agree that they receive encouragement from teachers to participate in extracurricular activities and 55% students agree. About 7% students opted for neutral. Only 2% students disagree.

18. 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 agree 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 49% students and 5% students opted for somewhat. Only 4% students observed very little efforts and 2% students opted for not to all.

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

About 9% of students rated for above 90% teachers while 36% of students rated for 70-89%. Whereas 26% of students rated for 50-69%, 9% of students rated for 30-49% and 20% of students rated for less than 29% teachers use ICT tools while teaching.

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

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

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

Students give following suggestions to improve the teaching learning:

- Encourage experimental and practical learning.
- Increase communication between students and teachers.

Dept. of Science

These are 79 students in science stream and 27 responded to the survey conducted online answering 21 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 74% of students participated in the survey answered 85-100% of syllabus covered in class while 18% of students answered that 70-84% of syllabus covered in class. Only 8% students voted for 55-69%.

2 Teachers prepare for the classes:-

About 63% of students think teachers prepare satisfactorily, while only 37% of students think teachers prepare thoroughly.

3 Teachers able to communicate:-

Always affective ratings were given by 70% of students, while 8% of students think teachers effectively communicate sometimes. Just satisfactory rating was given by 22% only.

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

Teacher's approach to teaching was described as excellent by 59% of students, whereas 15% described as very good. About 8% students described teacher's approach as fair and 18% good.

5. Fairness for internal evaluation process:-

About 78% students find the internal evaluation process by the teachers as always fair and 15% found it usually fair. Only 7% students described it sometimes as unfair.

6. Performance in assignments discussed with students:-

About 77% students' approve that their performance in assignments is discussed every time. About 4% and 11% of students think their performance is discussed usually and sometimes, respectively. Only 8% students voted for rarely and for never.

7. Institute take active interest in promoting opportunities for students:-

About 52% and 15% students approved that the institution take active interest in promoting internship, student exchange and field visit opportunities for them regularly and sometimes respectively. About 7% and 26% students reveal that institute takes interest often and rarely respectively.

8. Teaching and mentoring process in your institution:-

About 33% students think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly and 48% think that it is very well. About 15% opted for moderate facilitation and only 4% opted for not at all.

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

About 44% students strongly agree that the institution provides multiple opportunities to learn and grow and 41% also agree. About 11% students have a neutral opinion. Whereas only 4% students disagree.

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

About 67% students agree that teachers inform them about their expected competencies, course outcome and program outcome every time and 22% students say that it happens usually. About 11% students think that teachers inform them occasionally.

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

About 55% students feel that their mentor does a necessary follow up with an assigned task with them every time, and 37% feel that follow up happens usually. Occasional follow up was observed by 8% students.

12. The teacher illustrates the concepts through examples and applications:-

About 74% students agree that the teacher illustrates the concepts through examples and applications every time, and a 19% student thinks that it happens usually. Teacher illustrates concept through examples and applications occasionally was opted by 4% students. Only 3% students opted for rarely.

13. Teacher identifies your strength and encourages you with providing right level of challenges:-

About 63% students fully agree that the teacher identifies their strength and encourages them with providing right level of challenges, and only 7% students partially agree and 4% students agree slightly. 26% students reasonably think that the teacher identifies their strength and encourages them with providing right level of challenges.

14. Teachers are able to identify your weaknesses and help you to overcome:-

About 67% students feel that teachers are able to identify their weaknesses and help them to overcome them every time and 19% students agree that it happens usually. 7% students opted for occasionally and similarly 7% students also opted for rarely.

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

About 45% student strongly agree that the institution make effort to engage students in a monitoring review and quality improvement of the learning teaching process, whereas 44% students agree. About 4% student opted for neutral and only 7% student opted for disagree.

16. The institution and teachers use student centric methods:-

About 52% students think that institution and teachers use student centric methods to great extent and 41% student opted for moderate use. About 4% students opted for somewhat and 3% for very little.

17. Teacher encourages you to participate in extra- curricular activities:-

About 52% students strongly agree that they receive encouragement from teachers to participate in extracurricular activities, and 44% students agree. About 4% student opted for neutral.

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

About 52% 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 26% students and 4% students opted for somewhat. 18% students observed very little efforts.

19. What percentage of teachers use ICT tool while teaching:-

Around 41% students rated for above 90%, while 33% students rated for 70-89%, whereas 7% of students rated for 50-69% and 12% students rated for 30-49. Only 7% students rated for below 29%.

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

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

Few important suggestions from students

1. Use better graphics and visual media to engage students.
2. Use student centric methods.
3. More practical learning than theoretical learning.

Dept. of Computer Science

These are 165 students in science stream and 42 responded to the survey conducted online answering 21 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 69% of students participated in the survey answered 85-100% of syllabus covered in class while 21% of students answered that 70-84% of syllabus covered in class. 5% students voted for 55-69% and also 5% of students answered syllabus is covered in class up to 30-54% .

2 Teachers prepare for the classes:-

About 69% of student think teachers prepare satisfactorily, 28% of student think teachers prepare thoroughly. Only 3% of students think teachers prepare poorly.

3 Teachers able to communicate:-

Always affective ratings were given by 80% of students, while 14% of students think teachers effectively communicate sometimes. Just satisfactory rating was given by 3% and also 3% student rated for very poor communication.

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

Teacher's approach to teaching was described as excellent by 50% of students, whereas 30% described as very good. About 17% students described teacher's approach as good and only 3% students described teacher's approach as poor.

5. Fairness for internal evaluation process:-

About 64% students find the internal evaluation process by the teachers as always fair and 26% found it usually fair. 7% students find sometimes as unfair and only 3% students described it as unfair.

6. Performance in assignments discussed with students:-

About 69% students approve that their performance in assignments is discussed every time. About 14% and 9% of students think their performance is discussed usually and sometimes, respectively. Only 5% students voted for rarely and only 3% for opted for never.

7. Institute take active interest in promoting opportunities for students:

About 50% students approved that the institution take active interest in promoting internship, student exchange and field visit opportunities for them regularly and 28% sometimes.. About 17% students reveal that institute takes interest often. Only 5% students opted for never.

8. Teaching and mentoring process in your institution:-

About 45% students think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly and 42% think that it is very well. About 5% opted for moderate facilitation, 5% for marginally and only 3% opted for not at all.

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

About 47% students strongly agree that the institution provides multiple opportunities to learn and grow and 28% also agree. About 19% students have a neutral opinion, whereas only 3% students disagree and also 3% strongly disagree.

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

About 48% students agree that teachers inform them about their expected competencies, course outcome and program outcome every time and 34% students say that it happens usually. About 13% students think that teachers inform them occasionally .Only 4% and 1% students opted for rarely and never respectively.

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

About 61% students feel that their mentor does a necessary follow up with an assigned task with them every time, and 17% feel that follow up happens usually. Occasional follow up was observed by 14% students. Only 5% opted for rarely.3% students have no mentor.

12. The teacher illustrates the concepts through examples and applications:-

About 81% students agree that the teacher illustrates the concepts through examples and applications every time, and a 11% student thinks that it happens usually. Teacher illustrates concept through examples and applications occasionally was opted by 5% students. Only 3% students opted for rarely.

13. Teacher identifies your strength and encourages you with providing right level of challenges:-

About 67% students fully agree that the teacher identifies their strength and encourages them with providing right level of challenges, and 23% students reasonably agree and 7% students partially agree. Only 3% students think that the teacher is unable to identify their strength.

14. Teachers are able to identify your weaknesses and help you to overcome:-

About 69% students feel that teachers are able to identify their weaknesses and help them to overcome them every time and 17% students agree that it happens usually. Teachers are able to identify their weaknesses and help them to overcome them occasionally was opted by 9% students. Only 5% students opted for never.

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

About 48% students strongly agree that the institution make effort to engage students in a monitoring review and quality improvement of the learning teaching process, whereas 38% students agree. About 9% students opted for neutral and only 5% students opted for strongly disagree.

16. The institution and teachers use student centric methods:-

About 57% students think that institution and teachers use student centric methods to great extent and 26% student opted for moderate use. About 5% students opted for somewhat and 7% for very little. 5% opted for not at all.

17. Teacher encourages you to participate in extra- curricular activities:-

About 57% students strongly agree that they receive encouragement from teachers to participate in extracurricular activities, and 24% students agree. About 9% student opted for neutral. 7% students voted for strongly disagree and only 3% voted for disagree.

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

About 52% 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 31% students and 7% students opted for somewhat. Only 5% students observed very little efforts and 5% students opted for not at all.

19. What percentage of teachers use ICT tool while teaching :-

Around 36% students rated for above 90%, while 31% students rated for 70-89%, whereas 7% of students rated for 50-69% and 14 % students rated for 30-49% . Only 12% students rated for below 29%

20. **The overall quality of teaching:-** Learning process in your institute is very good. About 50% students strongly agree overall quality of teaching learning process in the institute is very good and 33% students agree. About 9% students were neutral. And only 3% students opted for disagree. 5% students opted for strongly disagree.

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

Few important suggestions from students

1. Use ICT tools.
2. Teaching should be made practically.
3. Use student centric methods
4. Encourage Cooperative learning

Department of Arts

There are 697 students of department of arts out of which 201 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 was covered in the class:-**

About 58% of student participated in survey answered 85-100% of syllabus covered in class while 35% of students answered that 70-84% of syllabus covered in class. About 6% of students answered syllabus is covered up to 30%-54% only 1% students rated syllabus completion less than or below 30%

2. **Teachers prepare for the class:-**

About 54% of students think teachers prepare satisfactory, 32% of students think teachers prepare thoroughly. 10% of students think teachers prepare poorly, 2% of students think teachers prepare indifferently while 2% student thinks that teachers do not teach at all.

3. **Teachers able to communicate:-**

Always effective rating was given by 54% of students, while 20% students think teachers effectively communicate sometimes. just satisfactory and generally ineffective ratings were given by 20% and 3% students respectively. 3% student rated for very poor communication.

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

Teacher's approach to teaching was described as excellent by 36% of students, whereas 37% students described teacher's approach as very good. About 24% students described teacher's approach as good, only and only 2% students voted for fair. 1% students described teacher's approach as poor.

5. **Fairness for internal evaluation process by the teachers:-**

About 52% students find the internal evaluation process by the teachers as always fair and 28% students found it usually fair. About 12% students find the internal evaluation process by

teachers sometimes as fair. Only 4% and 4% students find the internal evaluation process by the teachers usually as unfair and unfair

6. Was performance in assignments discussed with you:-

About 49% students approved that their performance in assignments is discussed every time. About 31% and 11% of students think their performance is discussed usually and sometimes/ occasionally respectively. 3% students voted for rarely and 6% students voted for never.

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

About 48% students approved that the institute takes active interest in promoting internship, student exchange, and field visit opportunities for them regularly, whereas 17% students opted for often. About 27% students reveal that institute takes active interest sometimes. Only 4% and 4% students opted for rarely and never respectively.

8. Teaching and mentoring process in your institution:- About 23% student think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly and 54% think that it is very well. About 13% students opted for moderate facilitation and only 2% students think marginal facilitation. 8% student opted for not at all.

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

About 30% students strongly agree that the institution provides multiple opportunities to learn and grow and 55% also agree. About 9% students have a neutral opinion, whereas only 4% and 2% students disagree and strongly disagree, respectively.

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

About 53% students agree that teachers inform them about their expected competencies, course outcome, and program outcome every time and 30% students say that it happens usually. About 9% students think that teacher inform them sometimes/ occasionally. 4% and 4% students opted for rarely and never respectively.

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

About 42% students feel that their mentor does a necessary follow up with an assigned task with them every time, and 33% feel that follow up happens usually. 11% occasional follow up with an assigned task. Only 6% and 8% students opted for rarely and don't have mentor respectively.

12. The teacher illustrates the concepts through examples and applications:-

About 53% students agree that the teacher illustrate concepts through examples and applications every time, 32% students think that it happens usually. Teacher illustrates concepts through examples and application occasionally was opted by 8% student. Only 7% students opted for rarely.

13. Teacher identifies your strength and encourages you with providing right level of challenges:-

About 57% students fully agree that the teacher identifies their strength and encourages them with providing right level of challenges and 27% students reasonably agree. About 5% students partially agree and 7% students agree slightly. Only 4 % students think that the teacher is unable to identify their strength and encourage them with providing right level of challenges.

14. Teachers are able to identify your weaknesses and help you to overcome:-

About 53% students feel that teachers are able to identify their weakness and help them to overcome them every time and 20% students agree that it happens usually. About 12% students think that teachers are occasionally able to identify their weakness and help them to overcome them. Only 9% and 6% students opted for rarely and never, respectively.

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

About 32% students strongly agree that the institution makes effort to engage students in a monitoring review and continuous quality improvement of the teaching learning process, whereas 47% students agree. About 15% students opted for neutral .5% and only 1% opted for disagree and strongly disagree.

16. The institution and teachers use student centric methods:-

About 37% students think that institution and teachers use student centric methods to a great extent and 39% students opted for moderate use. About 11% students opted for somewhat and 8% for very little. About 5% students believe that institution and teachers do not at all use student's centric method

17. Teacher encourages you to participate in extra- curricular activities:-

About 37% students strongly agree that they receive encouragement from teachers to participate in extracurricular activities. 40% students agree. About 15% students opted for neutral. 1 % and 7% student strongly disagree and disagree that teachers do not encourage participating in extra-curricular activities.

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

About 42% agree that to a great extent effort 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 38% students .10% observed very little efforts and 1% and 9% opted for not at all and some efforts respectively.

19. What percentage of teachers use ICT tool while teaching :-

Around 17% of students rated for above 90%. While 38% of student rated for 70-89% .Where 18% of students rated for 50-69% and 9% students rated for 30-49%. Only 18% students rated for below 29%.

20. The overall quality of teaching:- Learning process in your institute is very good. About 32% students strongly agree that the overall quality of teaching learning process in the institute

is very good and 48% students agree. About 12 % students were neutral. 6% students opted for disagree and 2% student is strongly disagree.

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

Students give following suggestions to improve the teaching learning:-

1. More practical learning than theoretical learning
2. Use LED projectors to give examples.
3. More field trips to encourage the students to gain confidence.
4. Encourage student to give presentation who have lack of confidence

Conclusion:-

This study aim to have a review over the system of education quality via satisfaction of the students. The survey included a section where the students could add 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 service quality parameters.

Committee Members

1. Mrs. Sandhya Tuli *Sandhya Tuli*
2. Ms. Bimla *Bimla*
3. Mrs. Vasundhra Thakur *Vasundhra*
4. Ms. Bhupinder Kaur *BK*

Yasraj
Principal
N.J.S.A. Govt. College
Kapurthala



Jasmeet
Co-ordinator
IAAC
N.J.S.A Govt College
Kapurthala