

# Government Shivalik College Naya Nangal

## STUDENT SATISFACTION SURVEY REPORT

Session: 2020-21

### 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 219 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

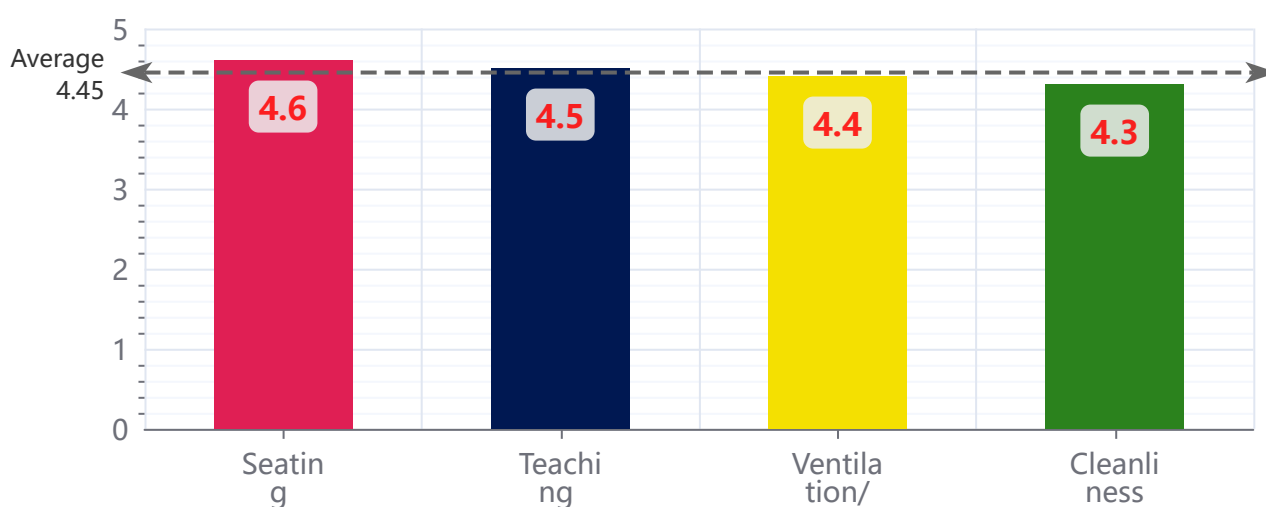
Parameter	Respondents
Total Respondents	219
TOTAL	219

## Analysis and Interpretation of Student Satisfaction Survey:

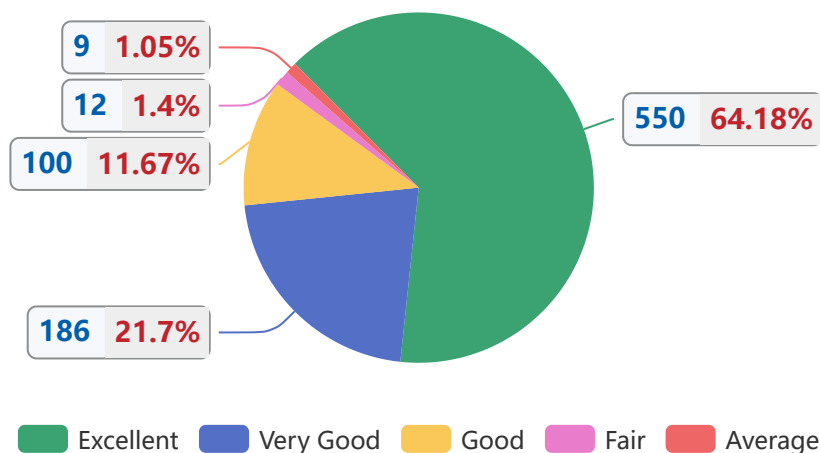
### 1 - Class Rooms

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating capacity	148	46	18	2	1	215	4.6
Teaching Learning aids	142	46	25	1	0	214	4.5
Ventilation/Airy /lighting	133	48	26	5	3	215	4.4
Cleanliness	127	46	31	4	5	213	4.3
Total	550	186	100	12	9	857	4.5

### Course wise Mean Score



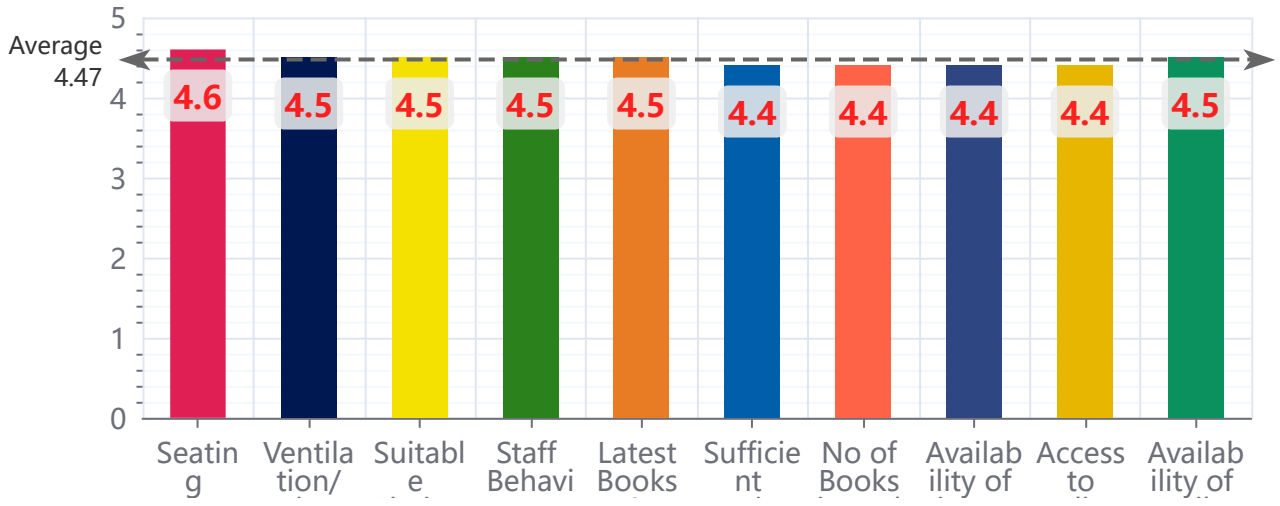
## Option wise Respondents



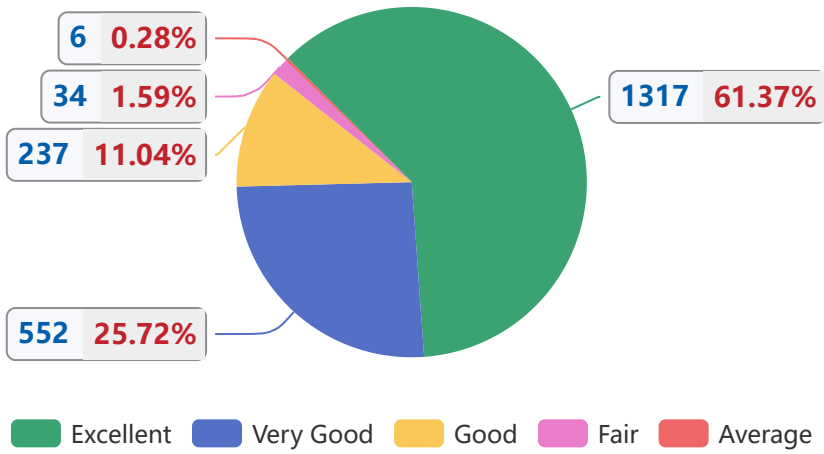
## 2 - Library

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Seating arrangement and Capacity	148	52	15	0	0	215	4.6
Ventilation/Airy/Lighting	135	57	21	1	1	215	4.5
Suitable Timings	137	58	21	0	0	216	4.5
Staff Behaviour	138	56	17	4	0	215	4.5
Latest Books & Journals & Magazines	128	58	25	3	0	214	4.5
Sufficient copies of Books	126	55	29	6	0	216	4.4
No of Books issued per student	120	59	28	5	2	214	4.4
Availability of issue facility during exams	123	57	27	6	0	213	4.4
Access to online & Offline Journals and Magazines	125	54	28	6	2	215	4.4
Availability of Daily Newspapers	137	46	26	3	1	213	4.5
Total	1317	552	237	34	6	2146	4.5

### Course wise Mean Score



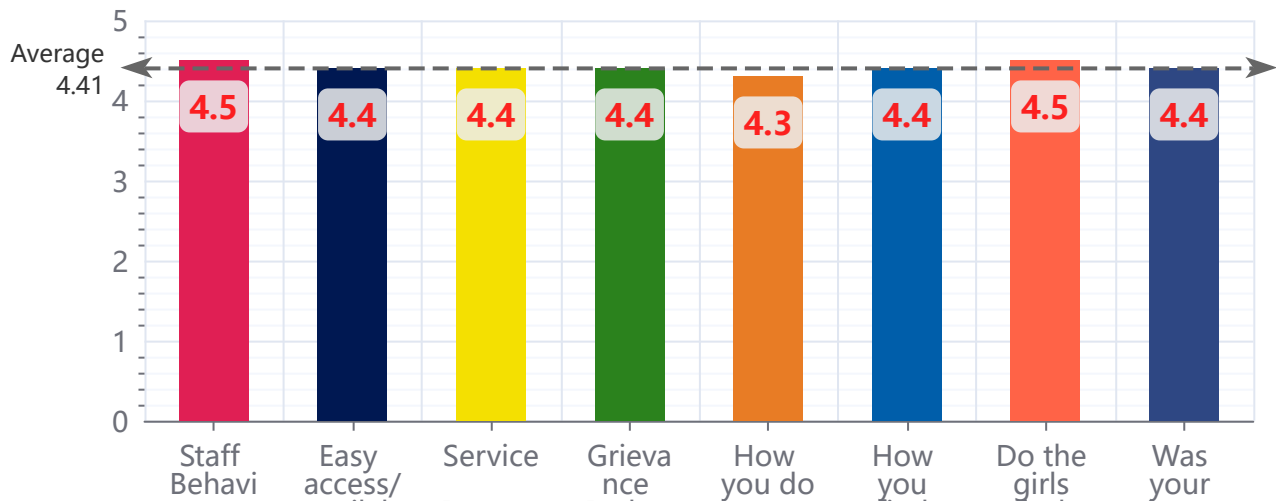
### Option wise Respondents



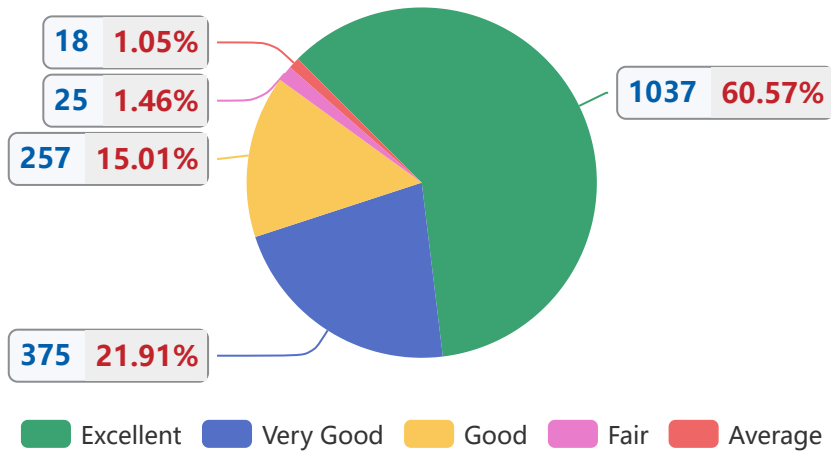
### 3 - Administration, Office & Campus

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Staff Behaviour	138	50	19	4	3	214	4.5
Easy access/availability	125	49	38	1	2	215	4.4
Service Promptness	125	47	34	5	2	213	4.4
Grievance Redressal	129	41	40	2	2	214	4.4
How you do rate the college so far as job oriented	126	48	33	5	3	215	4.3
How you find the transport facility to and fro the institution?	128	41	39	4	2	214	4.4
Do the girls feel secure in the campus?	137	47	25	3	2	214	4.5
Was your time at the college intellectually enriching?	129	52	29	1	2	213	4.4
Total	1037	375	257	25	18	1712	4.4

Course wise Mean Score



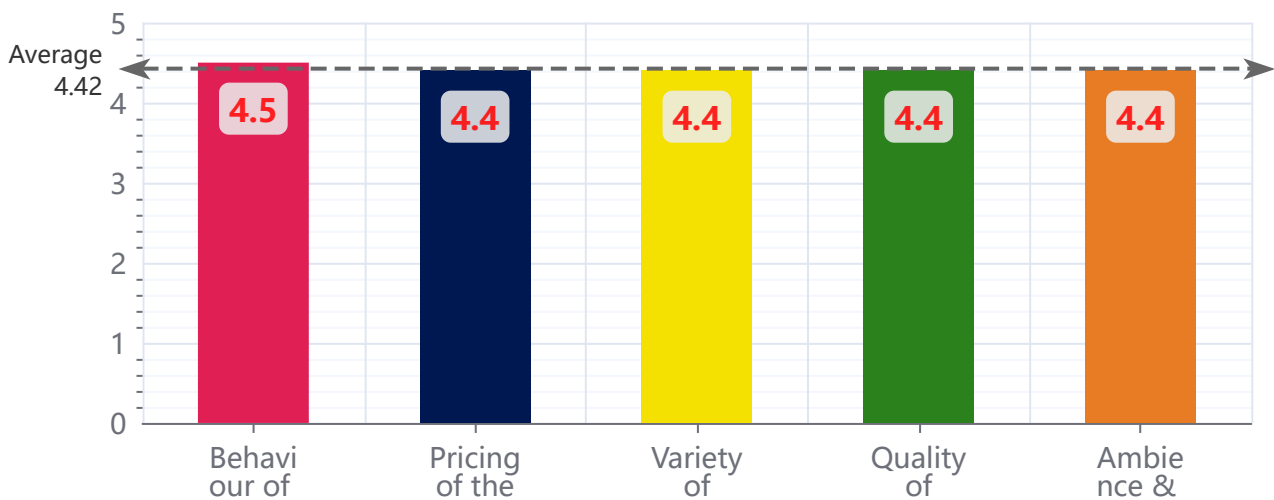
## Option wise Respondents



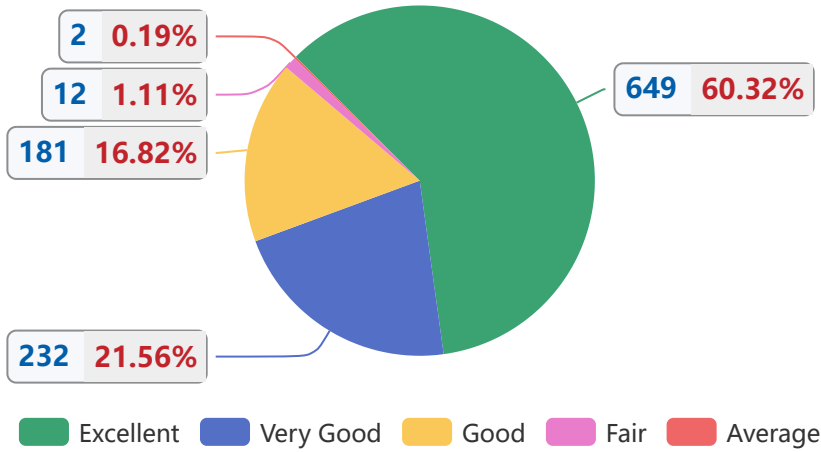
## 4 - Canteen

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Behaviour of canteen staff	134	51	28	2	0	215	4.5
Pricing of the items	127	50	39	0	0	216	4.4
Variety of items available	131	44	34	5	1	215	4.4
Quality of Food	125	49	41	1	0	216	4.4
Ambience & Cleanliness	132	38	39	4	1	214	4.4
<b>Total</b>	<b>649</b>	<b>232</b>	<b>181</b>	<b>12</b>	<b>2</b>	<b>1076</b>	<b>4.4</b>

## Course wise Mean Score



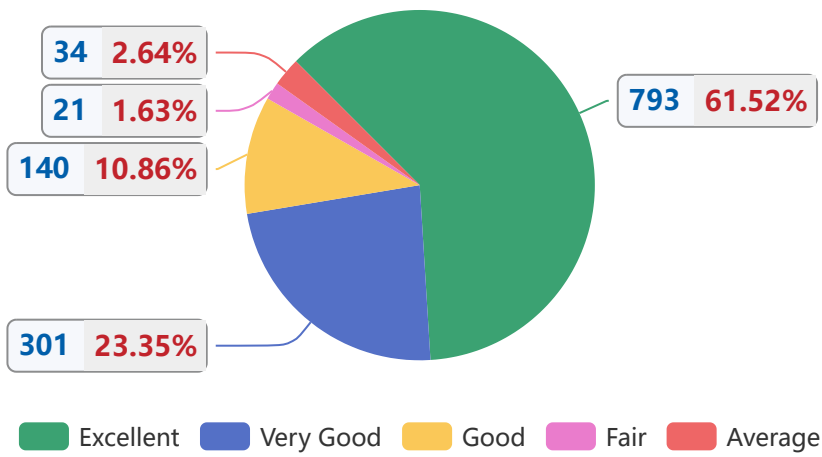
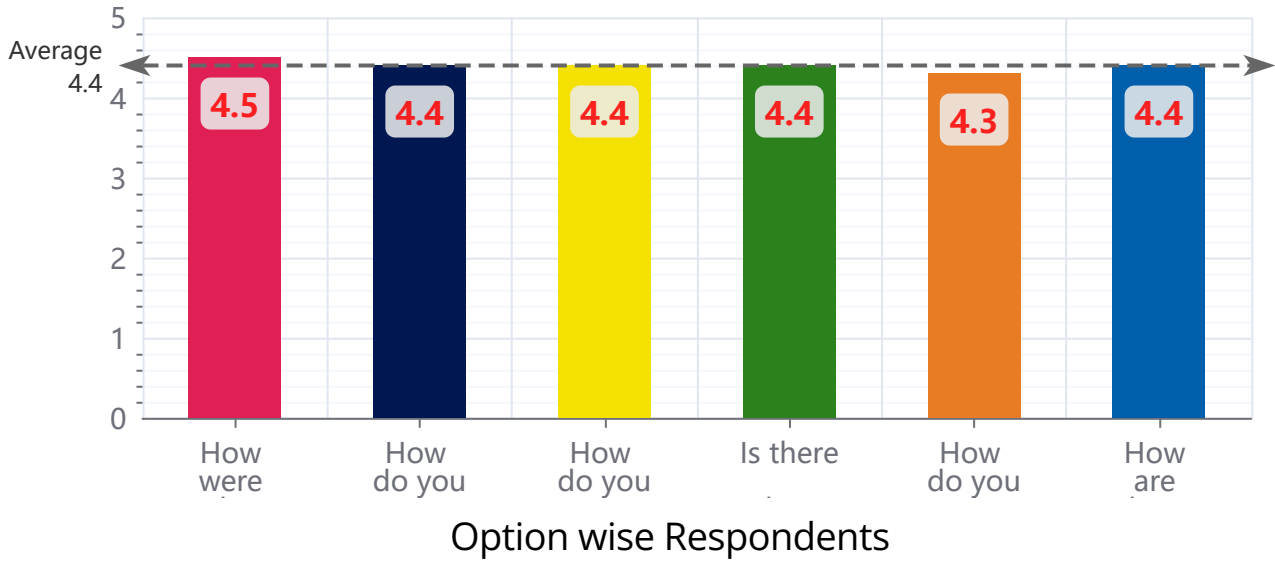
## Option wise Respondents



## 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?	143	45	20	1	5	214	4.5
How do you rate the health care facilities?	130	57	19	3	5	214	4.4
How do you rate the sports facilities?	134	46	26	2	7	215	4.4
Is there adequate number of play grounds?	130	51	28	3	4	216	4.4
How do you rate the Gymnasium?	125	51	25	7	7	215	4.3
How are these maintained/equipped?	131	51	22	5	6	215	4.4
Total	793	301	140	21	34	1289	4.4

## Course wise Mean Score

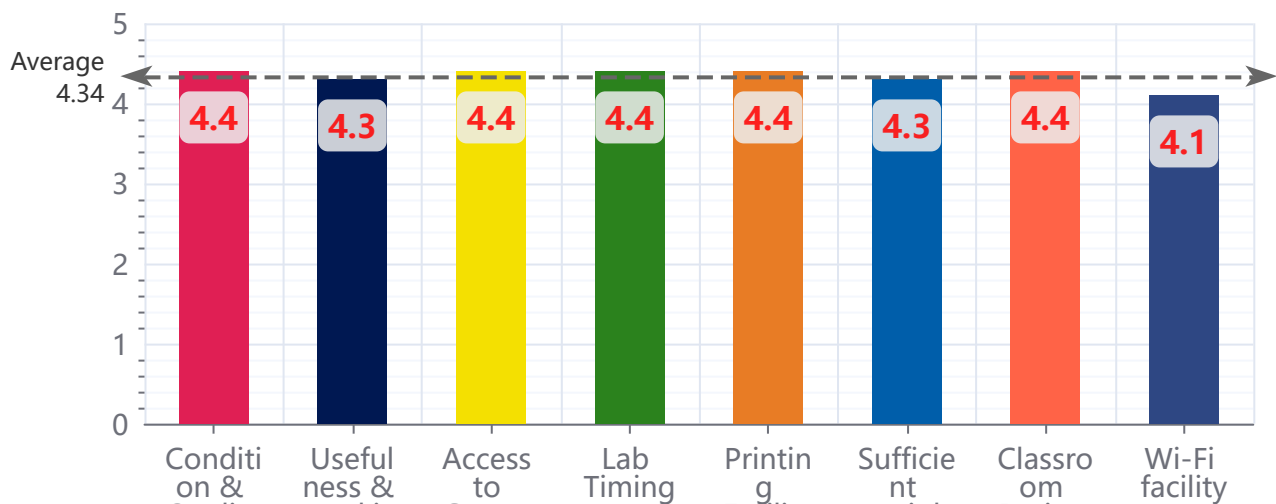




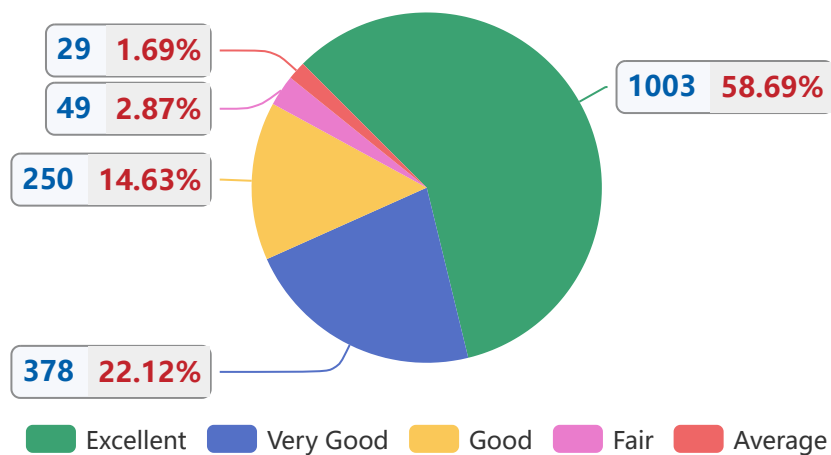
## 6 - Computer Labs

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Hardware (Desktops, printers etc)	130	45	32	8	1	216	4.4
Usefulness & working of installed software	126	49	33	6	2	216	4.3
Access to Computer Labs	133	45	29	6	3	216	4.4
Lab Timings	129	44	28	7	2	210	4.4
Printing Facility	123	55	26	4	4	212	4.4
Sufficient peripherals for devices connectivity	126	45	39	4	2	216	4.3
Classroom Projectors/ Smart boards working	127	48	32	5	3	215	4.4
Wi-Fi facility	109	47	31	9	12	208	4.1
Total	1003	378	250	49	29	1709	4.3

Course wise Mean Score



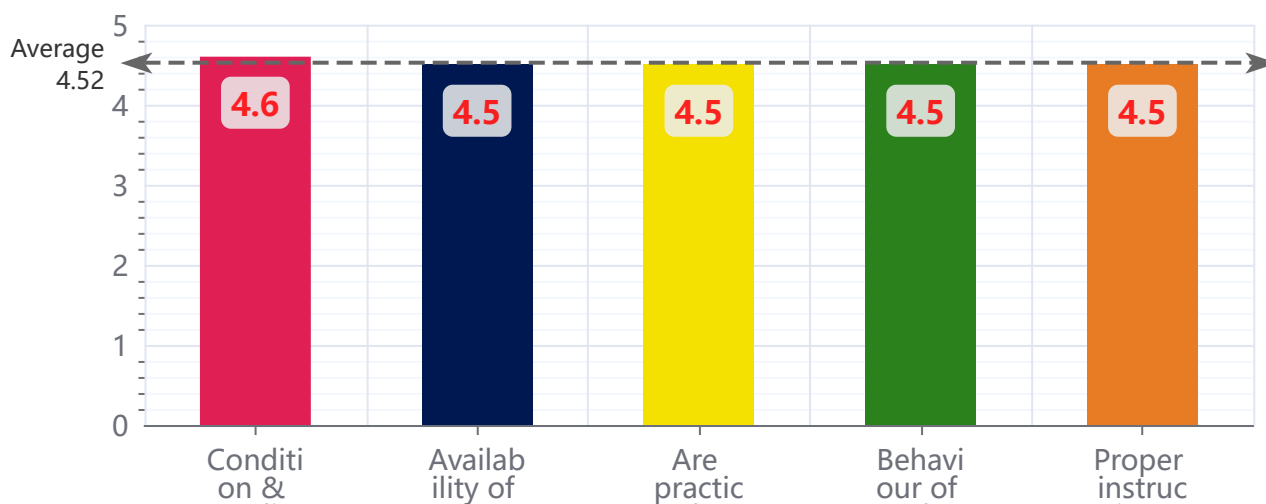
## Option wise Respondents



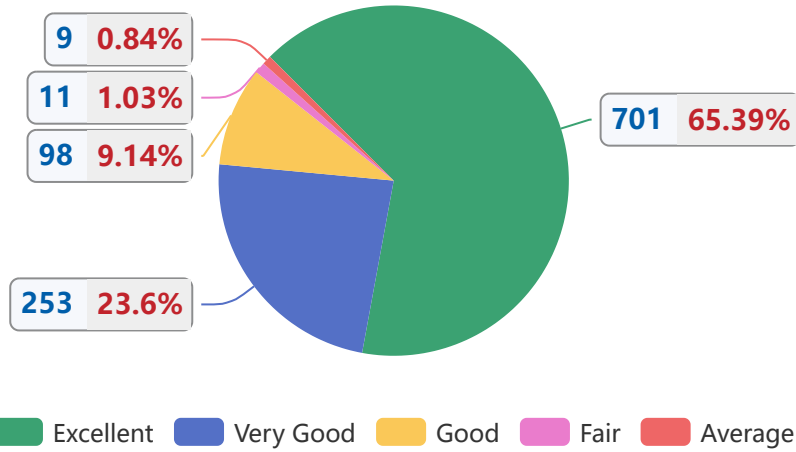
## 7 - Other Lab Facilities

Parameter	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Condition & Quality of Appratus/Equipments	149	46	16	2	3	216	4.6
Availability of Appratus/equipments	132	59	17	3	3	214	4.5
Are practicals conducted regularly as per time table	135	51	24	3	1	214	4.5
Behaviour of Lab Staff	143	48	20	2	1	214	4.5
Proper instructions given by Faculty	142	49	21	1	1	214	4.5
Total	701	253	98	11	9	1072	4.5

## 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	4.5	4.5	4.4	4.4	4.4	4.3	4.5	4.4