

# **Government Degree College Chamba**



## **Student Satisfaction Survey 2018-19**

## Questionnaire

Government Degree College Chamba has designed the online questionnaire to assess the institution's overall performance including three criteria viz. infrastructure facilities, teaching – learning and evaluation process and co-curricular & extra – curricular activities through student satisfaction survey.

### Guidelines for Students:-

College is conducting a student satisfaction survey regarding the above-mentioned three criteria, which will help to upgrade the quality of Higher Education. A student will have to respond to all the questions. His/her identity will not be revealed.

### Instructions to fill the questionnaire:-

1. All Questions should compulsorily be attempted.
2. Each question has five responses, choose the most appropriate one.
3. Each student's feedback will be rated on a 5-point scale (1- Excellent, 2 – Very good, 3 – good, 4- Average, 5- poor)

### Personal Details:

1. Name of the Student .....
2. Gender .....
3. Class .....
4. Mobile Number .....

1. The required number of books of your subject available in your library
  - a) Excellent
  - b) Very Good
  - c) Good
  - d) Average
  - e) Can't Say
2. Cataloguing and Arrangement of books in the library
  - a) Poor
  - b) Average
  - c) Good
  - d) Very good
  - e) Excellent
3. Reading space in the library
  - a) Poor
  - b) Average
  - c) Good
  - d) Very good
  - e) Excellent
4. Availability and the use of Wi-Fi connection in the library
  - a) Poor
  - b) Average
  - c) Good
  - d) Very good
  - e) Excellent
5. Behaviour (helpful/co-operative) of college staff in administrative matters
  - a) Poor
  - b) Average
  - c) Good
  - d) Very good
  - e) Excellent
6. Your grievances are addressed properly when approached Administrative office
  - a) Poor
  - b) Average
  - c) Good
  - d) Very good
  - e) Excellent
7. Working of Placement cell in the College
  - a) Can't Say
  - b) Average

- c) Good  
d) Very good  
e) Excellent
8. Availability of clean class rooms  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
9. Cleanliness of Toilets  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
10. Quality of drinking water  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
11. Quality of food/eatables served in the college canteen  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
12. Working condition of Laboratory equipments of your department  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
13. Availability of adequate quantity of equipments for carrying out laboratory activities  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
14. The teachers are generally well - organized and prepared for the class  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
15. Students feel free to interact with faculty  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
16. Course is delivered as outlined in the syllabus  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
17. Teachers illustrate the concepts through examples and applications  
a) Every time  
b) Usually  
c) Occasionally  
d) Rarely  
e) Never
18. What percentage of teachers use ICT tools such as LCD Projector, Multimedia etc.  
a) Above 90 %  
b) 70 - 89 %  
c) 50 - 69 %  
d) 30 - 49 %  
e) Below 29 %
19. Fairness of the Internal Evaluation Process by the teachers  
a) Always Fair  
b) Usually Fair  
c) Sometimes Unfair  
d) Usually Unfair  
e) Unfair
- 20) Is your performance in assignments discussed with you?  
a) Every time

- b) Usually  
c) Occasionally sometimes  
d) Rarely  
e) Never
21. The institute takes active interest in promoting internship, field visit opportunities for students  
a) Never  
b) Rarely  
c) Sometimes  
d) Often  
e) Regularly
22. Efforts are made by the institute to inculcate soft skills and employability skills to make you ready for the world of work  
a) Not at all  
b) Very little  
c) Somewhat  
d) Moderate  
e) To a large extent
23. Overall quality of Teaching - learning process in your college is very good  
a) Strongly Agree  
b) Agree  
c) Neutral  
d) Disagree  
e) Strongly disagree
24. Awareness of NCC, NSS & Rover/Ranger activities in your college  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
- 25) Cultural and Social events such as Sports Meet, Annual Fest and various Club activities (Eco club, Red Ribbn Club etc.) organized in the college  
a) Excellent
- b) Very good  
c) Good  
d) Average  
e) Poor
26. Activities organized by the college such as local excursions, educational tours etc  
a) Poor  
b) Average  
c) Good  
d) Very good  
e) Excellent
27. Capacity building activities like communication skill and personality development courses, seminars, guest lectures etc organized in the college  
a) Never  
b) Rarely  
c) Sometimes  
d) Often  
e) Regularly
28. How often do you usually participate in extra-curricular activities?  
a) Never  
b) Rarely  
c) Sometimes  
d) Often  
e) Regularly
29. What is your main purpose to attend these activities?  
a) Can't say  
b) Just for entertainment  
c) To enhance the self confidence  
d) Improve the practical ability  
e) Broaden the knowledge
- 30) Give three suggestions to improve the overall teaching-learning experience and support mechanism in your college

An institution, teachers and students form three pillars of an education system. Each of them is indispensable. Recognizing the importance of the students, a feedback was collected on how they perceive the college, the college academic and non-academic facilities.

The data was collected using questionnaire comprising of 30 questions. Each variable was to be evaluated on a scale of 5, where 5 represents very good and 1 below average. The

<b>Feedback on the College</b>		
	<b>Mean</b>	<b>Mode</b>
Overall how satisfied are you with your educational experience at college	3.465379	3

analysis has been done using statistical tools mean and mode. The following results have been obtained:

<b>Feedback on Infrastructure Facilities</b>		
	<b>Mean</b>	<b>Mode</b>
1. The required number of books of your subject available in your library	3.306	3
2. Cataloguing and arrangement of books in the library	3.48	3
3. Reading space in the library	3.046	3
4. Availability and the use of Wi-Fi connection in library	2.602	1

<b>Administrative Support</b>		
	<b>Mean</b>	<b>Mode</b>
1. Behaviour (helpful/co-operative) of college office staff in administrative matters	3.68	4
2. Your grievances are addressed properly when approached administrative office	3.346	3
3. Working of Placement cell in the college	3.054	3
4. Availability of clean class rooms	3.466	3
5. Cleanliness of Toilets mark.	2.674	1
6. Quality of drinking water.	3.42	3
7. Quality of Food/eatable served in college canteen.	3.216	3
8. Working condition of Laboratory equipment of your Department.	3.39	3
9. Availability of adequate quantity of equipment for carrying out laboratory activities.	3.256	3

<b>Teaching-Learning &amp; Evaluation Process</b>		
	<b>Mean</b>	<b>Mode</b>
1. The Teachers are generally well- organized and prepared for the class.	3.936	4
2. Student feel free to interact with faculty.	3.546	3
3. Course is delivered as outline in the syllabus.	3.49	3
4. Teachers illustrate the concepts through examples and applications.	4.246	5
5. What percentage of teachers use ICT tools such as LCD projector, multimedia etc.	2.93	4
6. Fairness of the internet Evaluation Process by the teachers.	4.032	5
7. Is your performance is assignments discussed with you?	4.096	5
8. The Institute takes active interest in promoting internship, field visit opportunities for students	3.384	3
9. Efforts are made by the institute to inculcate soft skills and employability skills to make you ready for the world of work	3.528	4
10. Overall quality of Teaching – Learning Process in your college is very good	3.998	4

<b>Co-curricular &amp; Extra-curricular activities</b>		
	<b>Mean</b>	<b>Mode</b>
1. Awareness of NCC, NSS & Rover/Ranger activities in your college	3.938	5
2. Cultural and Social events such as Sports Meet, Annual Fest and various Club activities (Eco Club, Red Ribbon club etc) organized in the college	3.882	5
3. Activities organized by the college such as Local excursions, Educational Tours etc.	3.284	3
4. Capacity Building activities like Communication Skill and Personality Development Courses, Seminars, Guest Lectures etc organized in the college	3.472	3
5. How often do you usually participate in Extra-Curricular activities?	3.19	3
6. What is your main purpose to attend these activities?	3.608	3

**Findings:**

- Students expressed high level of satisfaction for outcome based teaching learning process using continuous and comprehensive evaluation system.
- Students have expressed high level of satisfaction for the preparedness of teachers for class, delivery of lectures and the evaluation process.
- Students showed very high level of awareness about NCC/NSS & Rover and Rangers activities.
- Students expressed satisfaction for academic excellence, infrastructure, ICT facilities, library and co-curricular activities.
- Most of the students expressed average or above average satisfaction for all the questions.

**Suggestions:**

- There is need to promote internship, field visit opportunities for students.
- Library internet access needs to improve. General hygiene at college toilets need to improve.
- Frequency of Seminars, Guest Lectures etc. may be increased.

  
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**Govt. College Chamba**