

Government Degree College Chamba

Student Satisfaction Survey 2019-20



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 be compulsorily 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 | e) Excellent |
| a) Excellent | 3. Reading space in the library |
| b) Very Good | a) Poor |
| c) Good | b) Average |
| d) Average | c) Good |
| e) Can't Say | d) Very good |
| 2. Cataloguing and Arrangement of books in the library | e) Excellent |
| a) Poor | 4. Availability and the use of Wi-Fi connection in the library |
| b) Average | a) Poor |
| c) Good | b) Average |
| d) Very good | 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 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 classrooms
- 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 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 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 Ribbon 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
- Poor
 - Average
 - Good
 - Very good
 - Excellent
27. Capacity building activities like communication skill and personality development courses, seminars, guest lectures etc. organized in the college
- Never
 - Rarely
 - Sometimes
 - Often
 - Regularly
28. How often do you usually participate in extra-curricular activities?
- Never
 - Rarely
 - Sometimes
 - Often
 - Regularly
29. What is your main purpose to attend these activities?
- Can't say
 - Just for entertainment
 - To enhance the self confidence
 - Improve the practical ability
 - Broaden the knowledge
- 30) Give three suggestions to improve the overall teaching-learning experience and support mechanism in your college

Report:

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 five, where 5 represents very good and 1 below average. The analysis has been done using statistical tools mean and mode. The following results have been obtained:

Feedback on the College		
	Mean	Mode
Overall how satisfied are you with your educational experience at college	3.42269	3

Feedback on Infrastructure Facilities		
	Mean	Mode
1. The required number of books of your subject available in your library	3.22	3
2. Cataloguing and arrangement of books in the library	3.424	3
3. Reading space in the library	2.814	3
4. Availability and the use of Wi-Fi connection in library	2.42	1

Administrative Support		
	Mean	Mode
1. Behaviour (helpful/co-operative) of college office staff in administrative matters	3.42	4
2. Your grievances are addressed properly when approached administrative office	3.352	3
3. Working of Placement cell in the college	2.9	3
4. Availability of clean class rooms	3.394	3
5. Cleanliness of Toilets mark.	2.516	1
6. Quality of drinking water.	3.34	3
7. Quality of Food/eatable served in college canteen.	3.076	3
8. Working condition of Laboratory equipment of your Department.	3.362	3
9. Availability of adequate quantity of equipment for carrying out laboratory activities.	3.21	3

Teaching-Learning & Evaluation Process		
	Mean	Mode
1. The Teaches are generally well organized and prepared for the class.	3.976	4
2. Student feel free to interact with faculty.	3.574	3
3. Course is delivered as outline in the syllabus.	3.52	3
4. Teachers illustrate the concepts through examples and applications.	4.31	5
5. What percentage of teachers use ICT tools such as LCD projector, multimedia etc.	2.888	4
6. Fairness of the internet Evaluation Process by the teachers.	4.122	5
7. Is your performance is assignments discussed with you?	3.968	5
8. The Institute takes active interest in promoting internship, field visit opportunities for students	3.394	3
9. Efforts are made by the institute to inculcate soft skills and employability skills to make you ready for the world of work	3.562	4
10. Overall quality of Teaching-Learning Process in your college is very good	3.954	4

Co-curricular & Extra-curricular activities		
	Mean	Mode
1. Awareness of NCC, NSS & Rover/Ranger activities in your college	3.852	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	3.832	5
3. Activities organized by the college such as Local excursions, Educational Tours etc.	3.196	3
4. Capacity Building activities like Communication Skill and Personality Development Courses, Seminars, Guest Lectures etc organized in the college	3.606	3
5. How often do you usually participate in Extra-Curricular activities?	3.182	3
6. What is your main purpose to attend these activities?	3.674	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 Local excursions, Educational Tours and Extra-Curricular activities opportunities for students.
- Library internet access and new books conditions needs to improve. General hygiene at college toilets need to improve.
- Frequency of Seminars, Guest Lectures etc. may be increased.


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