

# **Student Satisfaction Survey**

## **Report**

**(2017-18)**

### **Submitted To:**

**Dr. (Mrs.) Tejinder Kaur Dhaliwal,**  
**Principal**

### **Submitted By:**

**Student Satisfaction Survey Committee**  
**Guru Nanak College for Girls**  
**Sri Muktsar Sahib.**

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**GURU NANAK COLLEGE FOR GIRLS, SRI MUKTSAR  
SAHIB**

**Student Satisfaction Survey (2017-18)**

**1. Introduction:**

**Student Satisfaction Survey**

The survey seeks to assess the satisfaction level of the students regarding the efficiency of the various facilities available in the college. The purpose of the survey is to fill the gaps, if any, and enhance the existing services.

**‘Your Opinion Matters!’**

Through a questionnaire, a student satisfaction survey is conducted for the session 2017-18. A prepared questionnaire is filled by the 427 students selected randomly from UG & PG classes. The details are as follows:

**Table 1: Data of the UG students randomly selected for Student Satisfaction Survey.**

UG Classes	No. of students		
	IInd Sem	IVth Sem	VIth Sem
<b>B.A.</b>	49	51	52
<b>BBA</b>	10	10	9
<b>B.Com</b>	10	9	9
<b>B.Sc. (F.D.)</b>	10	10	8
<b>BCA</b>	10	9	9
<b>B.Sc. (Med.)</b>	10	10	9
<b>B.Sc. (N. Med.)</b>	11	14	13
<b>B.Sc. (Bio-Tech)</b>	3	3	4

**Table 2: Data of the PG students randomly selected for Student Satisfaction Survey.**

PG Classes	No. of students	
	IInd Sem	IVth Sem
<b>M.Com</b>	10	9
<b>M.Sc. (IT)</b>	2	--
<b>M.Sc. (F.D.)</b>	--	2
<b>M.Sc. (Physics)</b>	4	---
<b>M.A. (Punjabi)</b>	4	6
<b>M.A. (Hindi)</b>	5	5
<b>M.A. (History)</b>	5	5
<b>M.A. (Sociology)</b>	9	---
<b>M.Sc. (Mathematics)</b>	9	10

**Note:** Neutral means No response.

## 2. Questionnaire for the Survey:

### YOUR OPINION MATTERS! (STUDENT SATISFACTION SURVEY FORM)

Name of the Student:.....

Class:.....

Session: .....

Roll No:.....

Using the scale below, please indicate how satisfied you have been with your experience in each of the following areas. If you have no experience of the relevant field, then you can leave the area blank.

Very Good=VG, Good=G, Satisfactory=S, Neutral=N,  
Unsatisfactory=US,

Sr. No.	Parameters	Level of satisfaction				
		VG	G	S	N	US
1	Availability of courses					
2	Overall process of enrollment of students in classes including financial aids, advising, registration and fee payment.					
3	Campus Cleanliness					
4	Safety measures of Institution for students					
5	Satisfied with number of Classrooms and laboratories					
6	Library facility					
7	Use of audio-visual aids in teaching learning process					
8	Equipments in laboratories					
9	Well qualified and knowledgeable teaching faculty					
10	Teachers are good at explaining things and making the subject interesting					
11	Access to the Teachers					
12	Effective and beneficial teaching-learning process					
13	Implementation of Time Table					
14	Evaluation system such as class test ,term test, internal assessment					
15	Academic activities as assignments, project works, seminars, power point presentations					
16	Completion of syllabus					
17	Encouragement of Students by teachers to participate in curricular and co-curricular activities					
18	Internet access to the students					

19	Policy of the Institution to promote or support ICT based innovations					
20	Career counseling and placement					
21	Tutorials to disseminate information among students					
22	Activeness and performance of all the committees, cells and societies					
23	Role of Student Council in various activities					
24	Hostel facilities such as common room, diet, cleanliness and medical facility					
25	Cafeteria in the college					
26	Parking facility					
27	Transportation facility of the college.					
28	Academic reputation of the institution					
29	Overall satisfaction					

**Is there anything else you would like to share about your level of satisfaction with your campus life?**

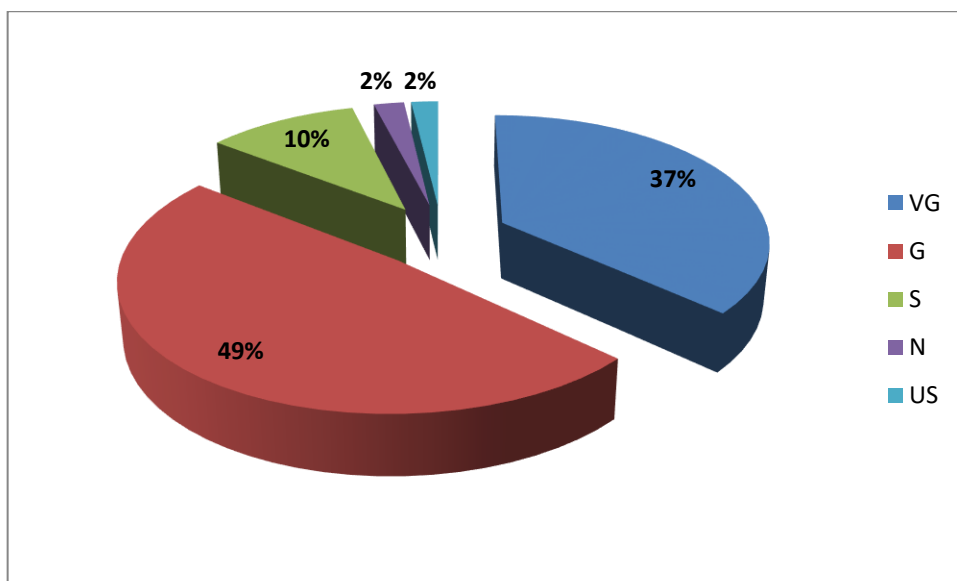
Comments: .....   
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**Signature of the Student**

### 3. Results of the Survey:

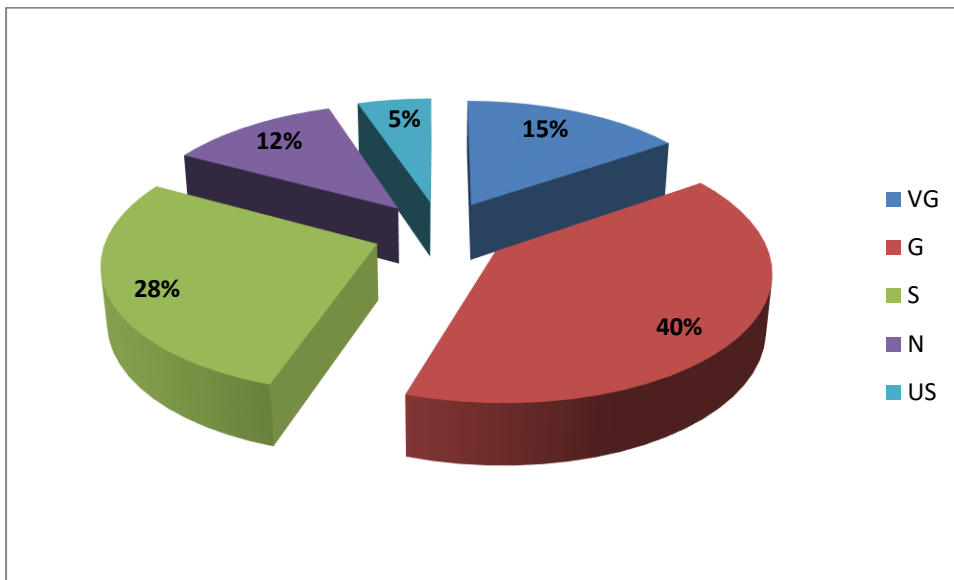
#### 1. Availability of courses

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>157</b>	<b>208</b>	<b>45</b>	<b>9</b>	<b>8</b>



## 2. Overall process of enrolment of students in classes including financial aids, advising, registration and fee payment

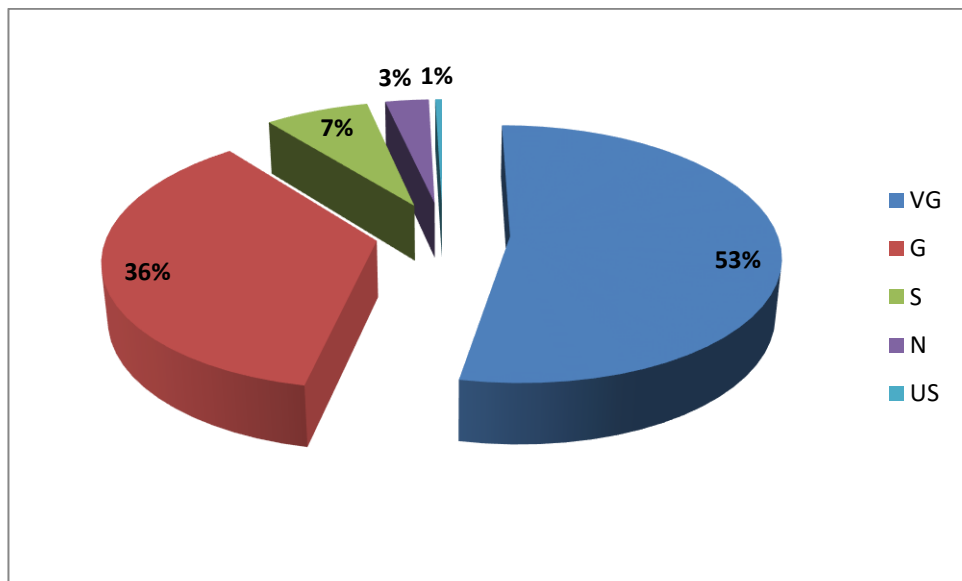
<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>66</b>	<b>169</b>	<b>119</b>	<b>51</b>	<b>22</b>





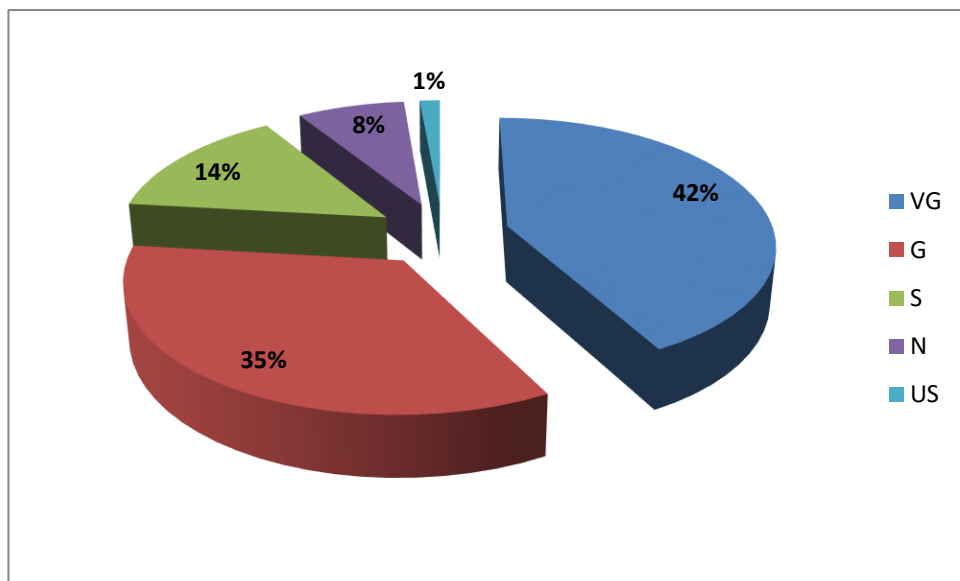
### 3. Campus Cleanliness

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>227</b>	<b>154</b>	<b>31</b>	<b>13</b>	<b>02</b>



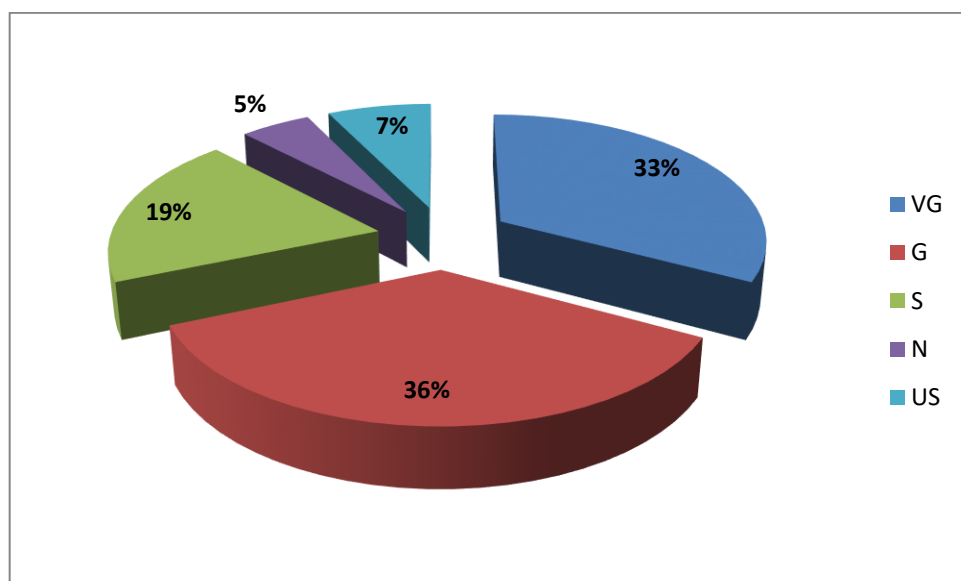
#### 4. Safety measures of Institution for students

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>180</b>	<b>148</b>	<b>61</b>	<b>32</b>	<b>06</b>



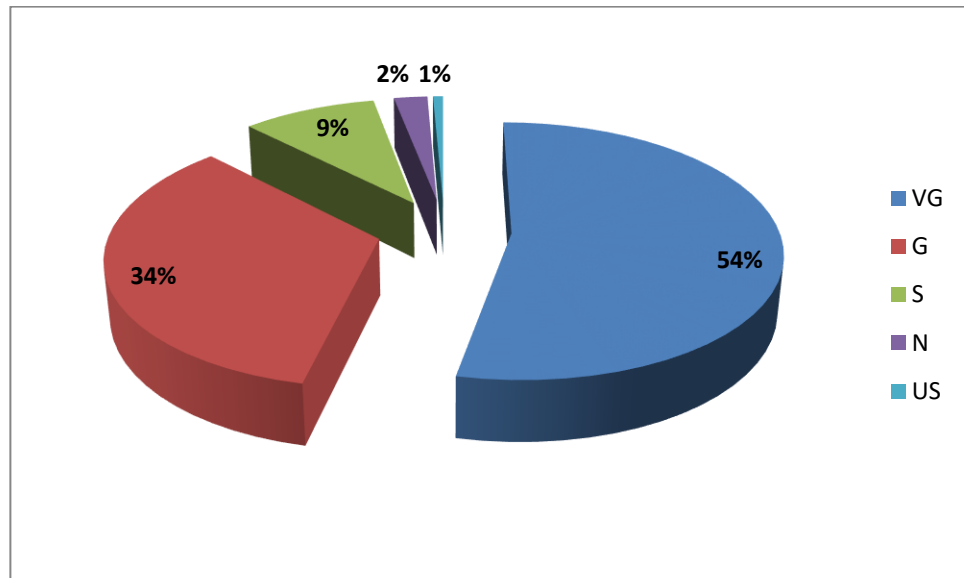
## 5. Satisfied with number of Classrooms and laboratories

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>140</b>	<b>153</b>	<b>82</b>	<b>21</b>	<b>31</b>



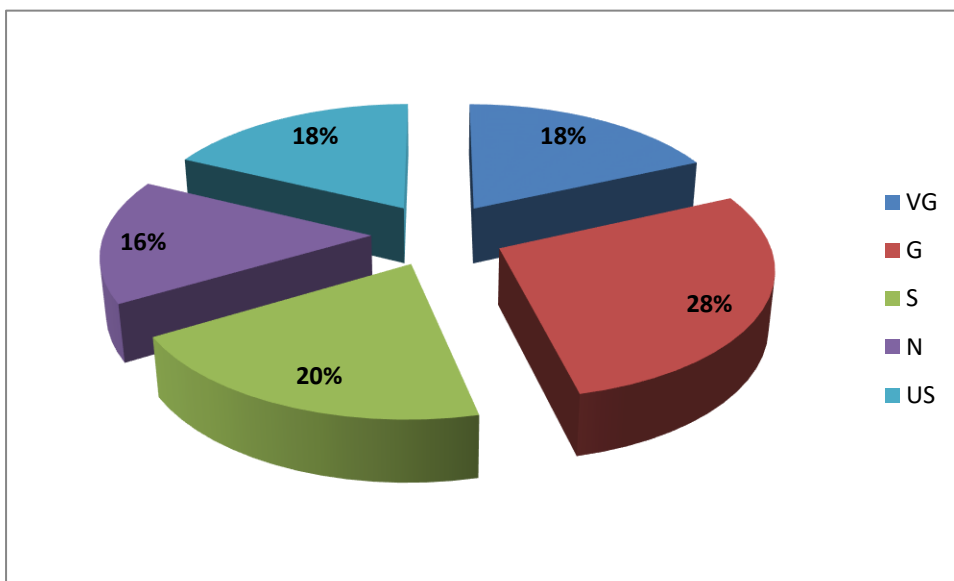
## 6. Library facility

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>228</b>	<b>146</b>	<b>40</b>	<b>10</b>	<b>03</b>



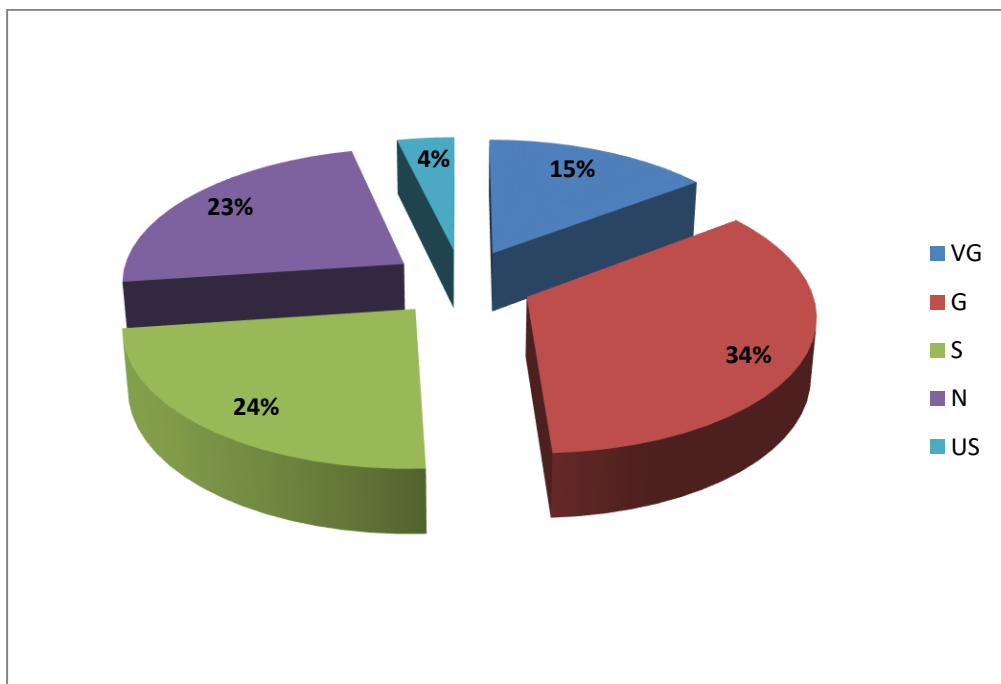
## 7. Use of audio-visual aids in teaching learning process

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>78</b>	<b>120</b>	<b>86</b>	<b>67</b>	<b>76</b>



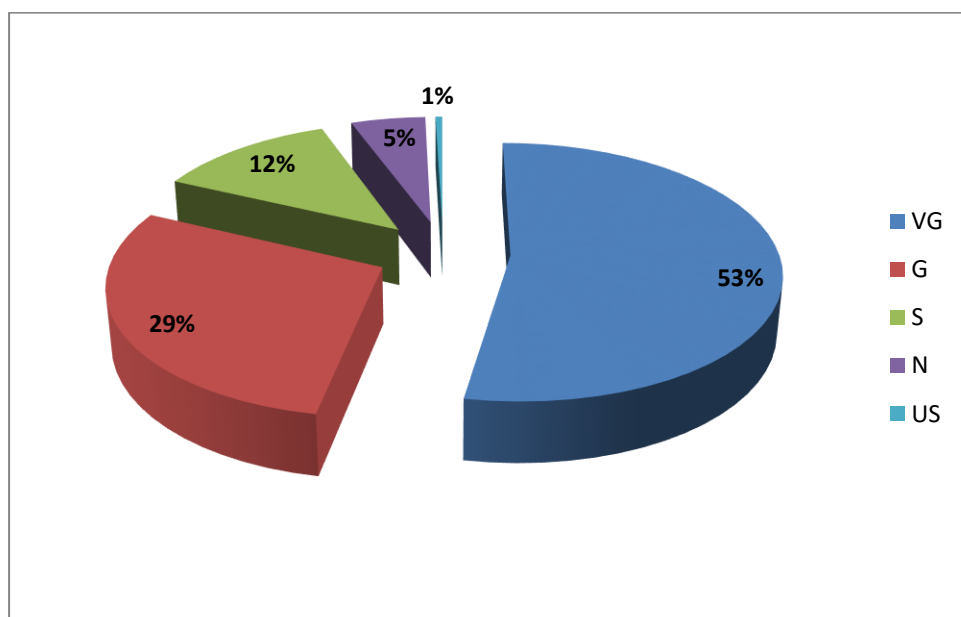
## Q.8 Equipments in laboratories

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>63</b>	<b>147</b>	<b>101</b>	<b>100</b>	<b>16</b>



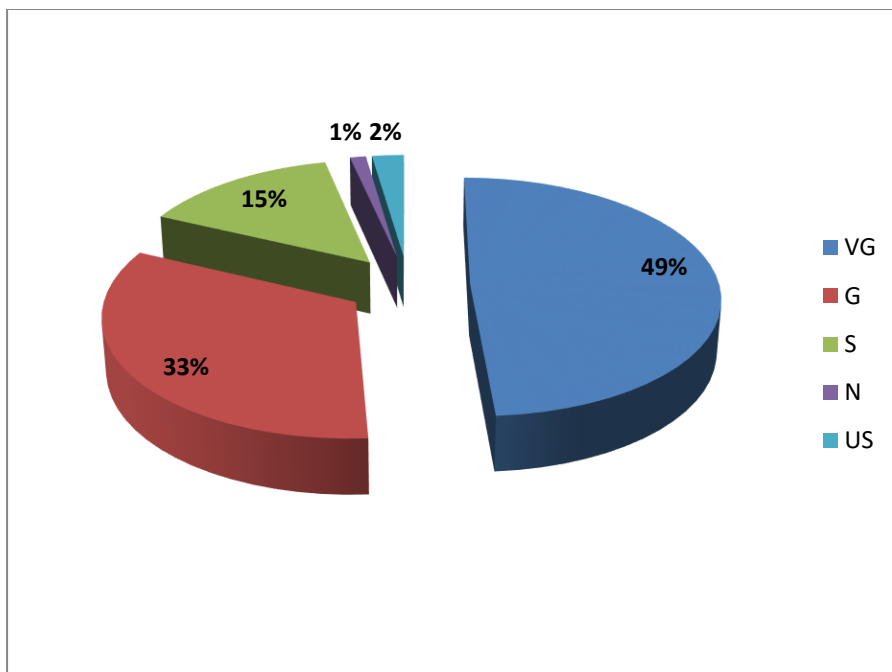
### Q.9 Well qualified and knowledgeable teaching faculty.

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>226</b>	<b>124</b>	<b>53</b>	<b>22</b>	<b>2</b>



**Q.10 Teachers are good at explaining things and making the subject interesting.**

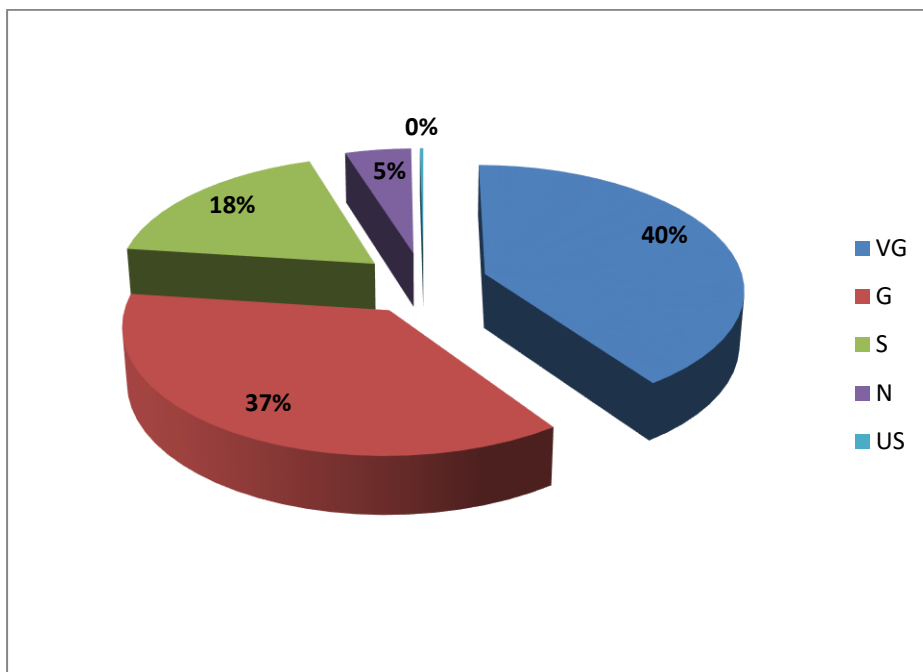
<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>209</b>	<b>141</b>	<b>62</b>	<b>5</b>	<b>10</b>





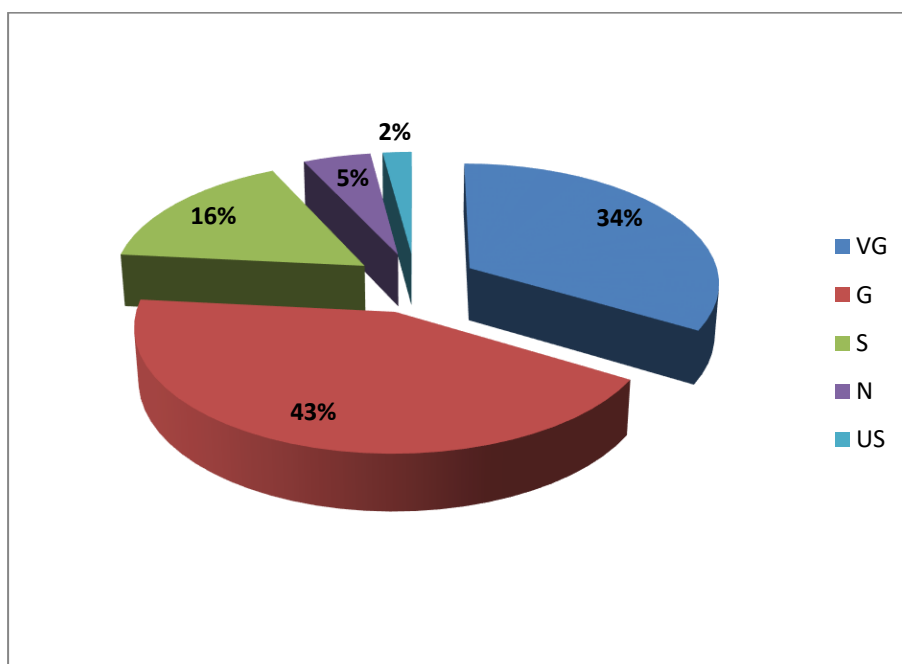
## Q.11 Access to the Teachers

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>172</b>	<b>157</b>	<b>77</b>	<b>20</b>	<b>1</b>



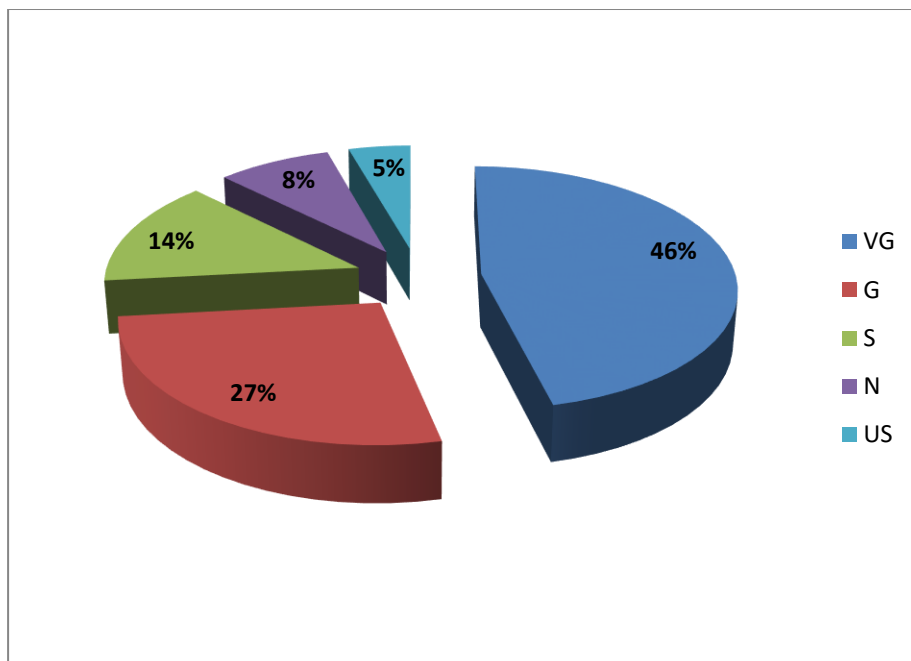
**Q.12 Effective and beneficial teaching-learning process.**

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>143</b>	<b>184</b>	<b>70</b>	<b>21</b>	<b>9</b>



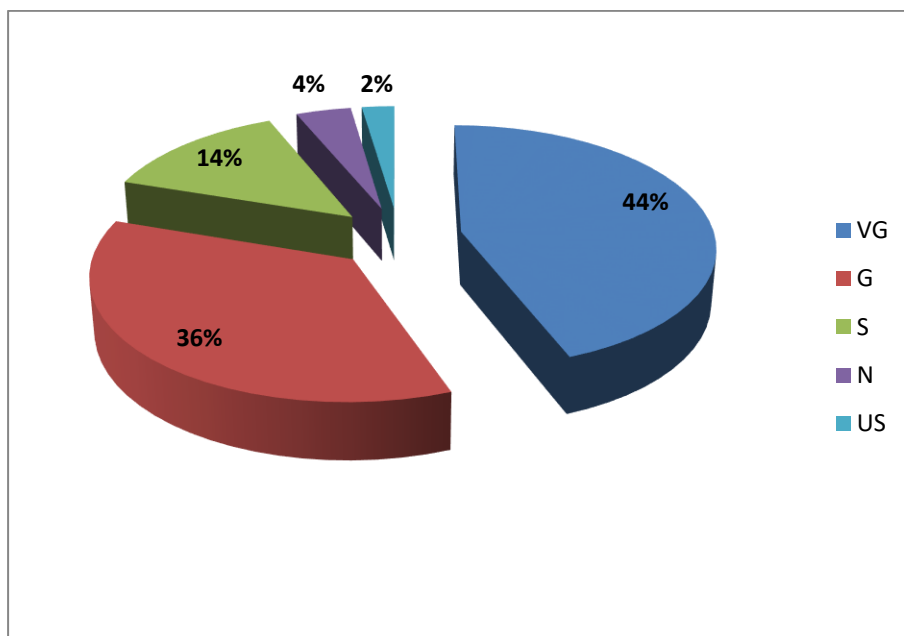
### Q.13 Implementation of Time Table.

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>198</b>	<b>115</b>	<b>60</b>	<b>35</b>	<b>19</b>



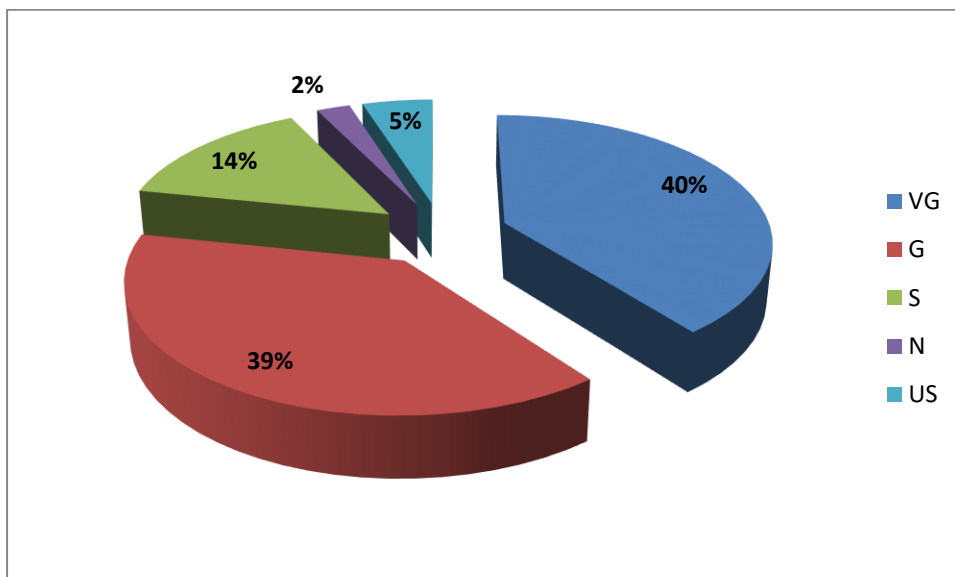
**Q.14 Evaluation system such as class test ,term test,  
internal assessment.**

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>189</b>	<b>153</b>	<b>58</b>	<b>17</b>	<b>10</b>



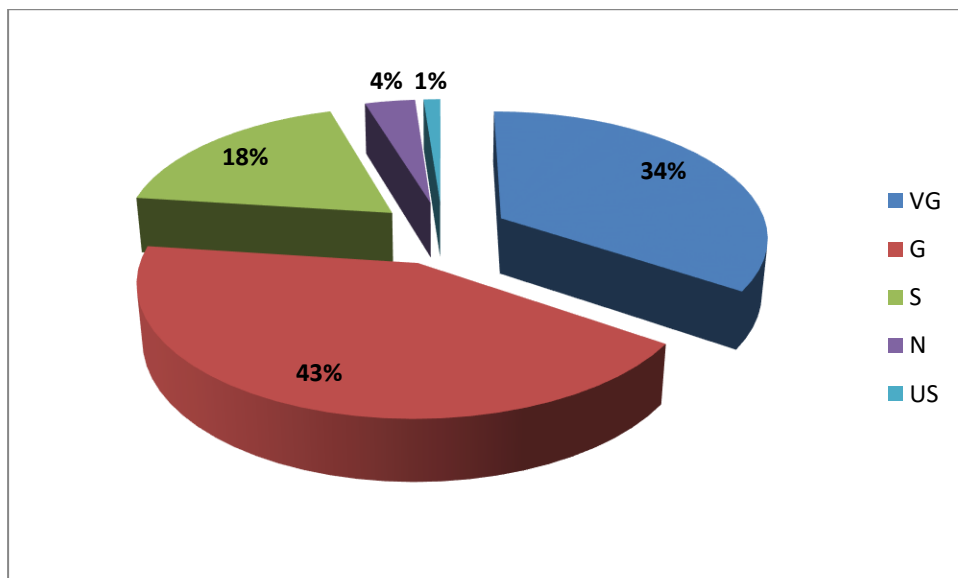
**15. Academic activities such as assignments, project works, seminars, power point presentations.**

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
169	165	62	10	21



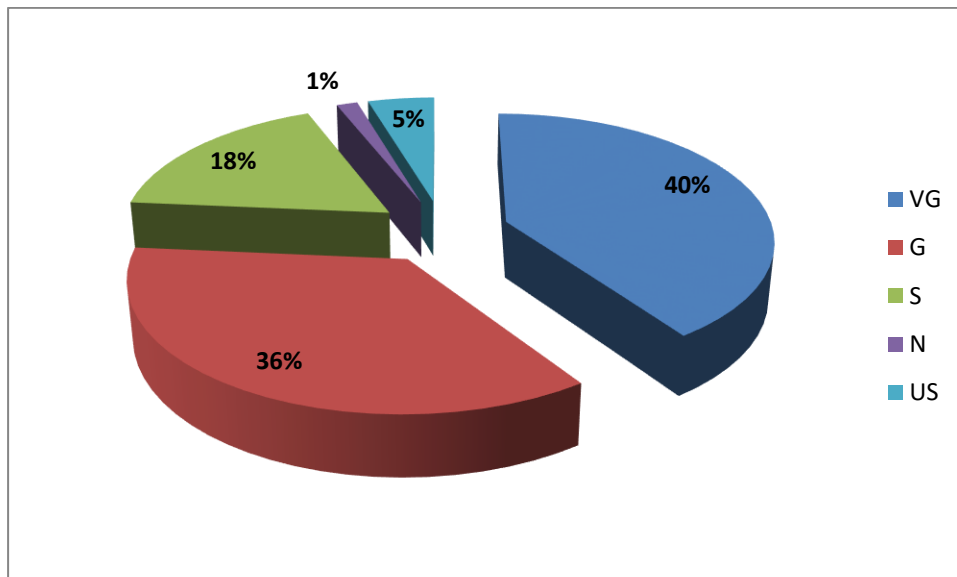
## 16. Completion of syllabus

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>147</b>	<b>182</b>	<b>78</b>	<b>15</b>	<b>5</b>



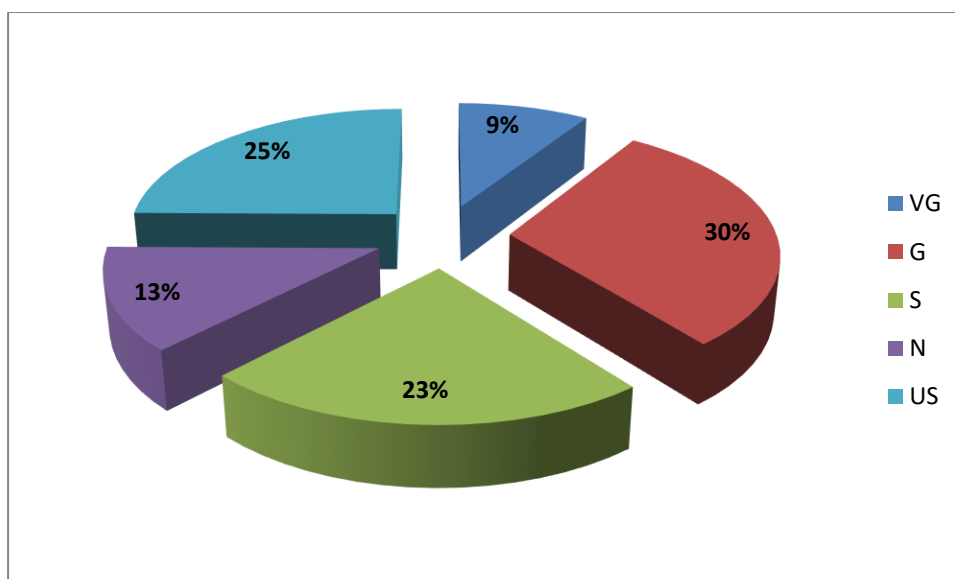
## 17. Encouragement of Students by teachers to participate in curricular and co-curricular activities

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>166</b>	<b>148</b>	<b>72</b>	<b>6</b>	<b>19</b>



## 18. Internet access to the students

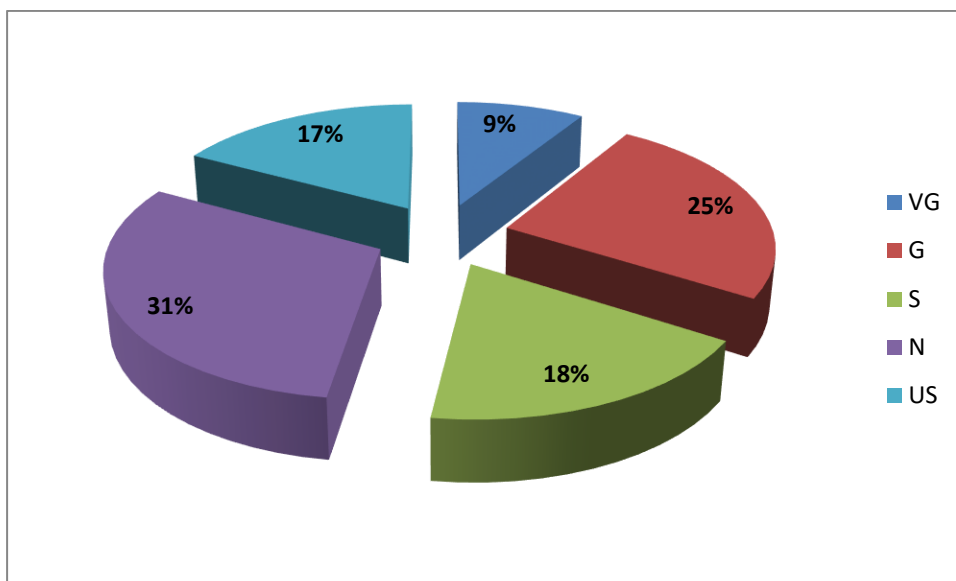
<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>39</b>	<b>129</b>	<b>98</b>	<b>55</b>	<b>106</b>





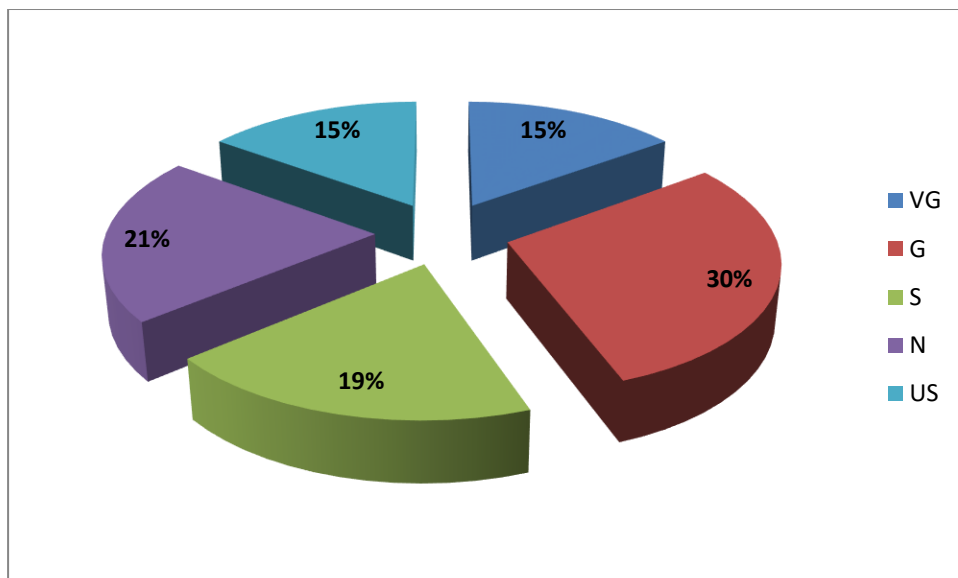
## 19. Policy of the Institution to promote or support ICT based innovations

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>38</b>	<b>107</b>	<b>78</b>	<b>131</b>	<b>73</b>



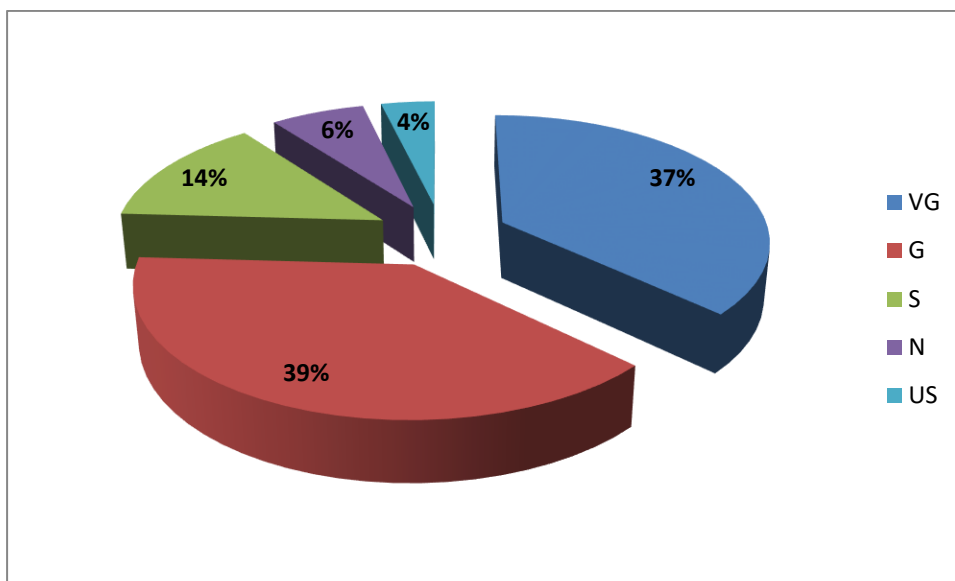
## 20. Career counselling and placement

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>64</b>	<b>126</b>	<b>83</b>	<b>90</b>	<b>64</b>



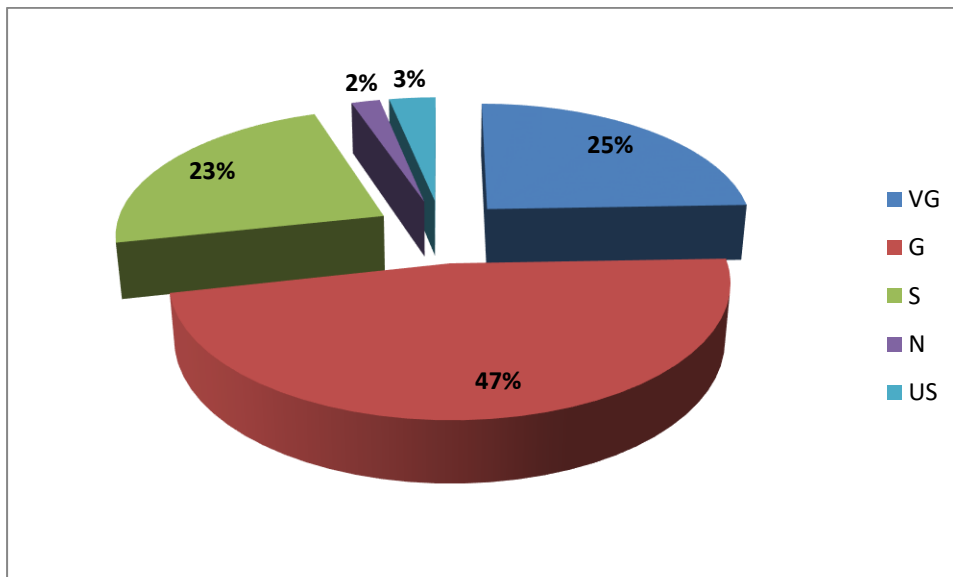
## 21. Tutorials to disseminate information among students

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>158</b>	<b>166</b>	<b>59</b>	<b>28</b>	<b>16</b>



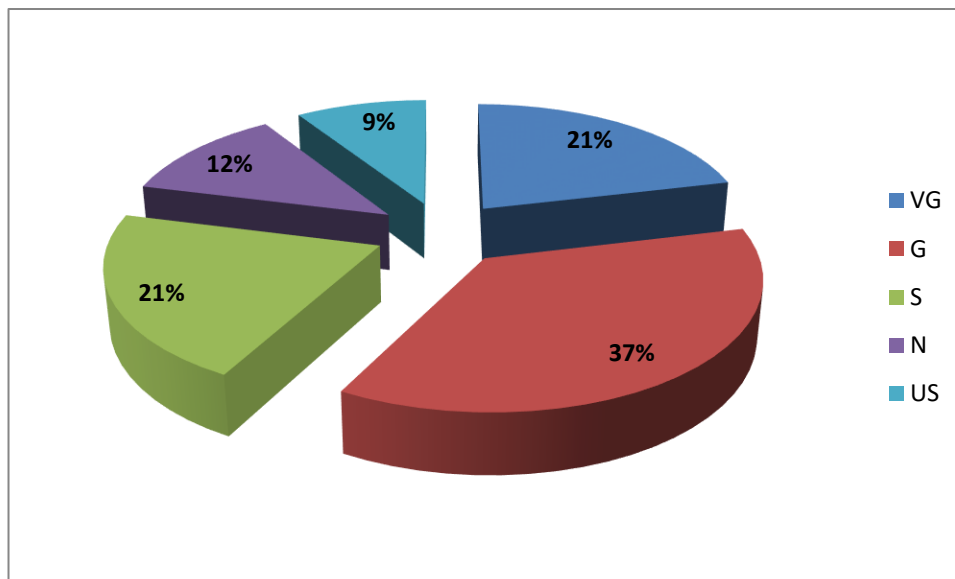
## 22. Activeness and performance of all the committees, cells and societies

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>98</b>	<b>189</b>	<b>93</b>	<b>8</b>	<b>13</b>



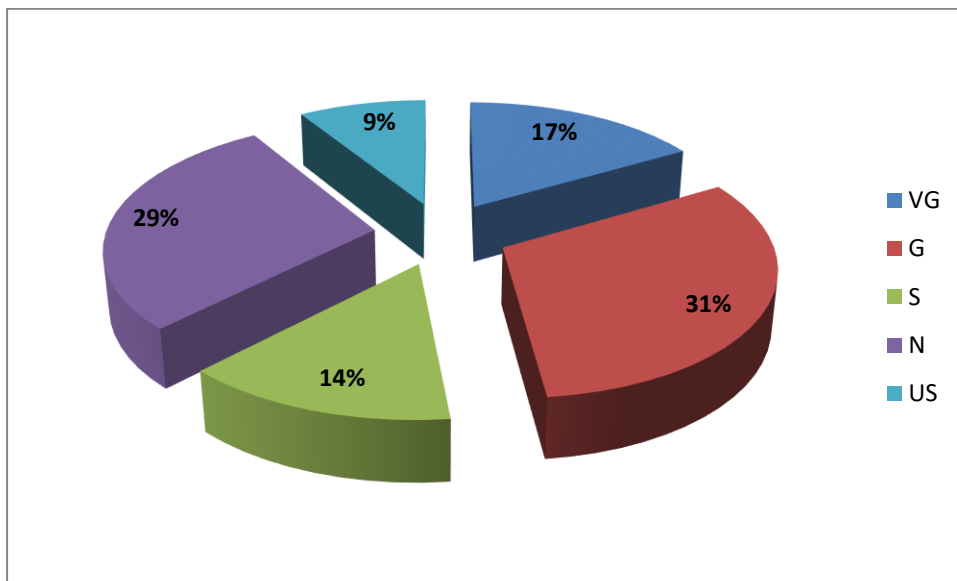
### 23. Role of student council in various activities

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>91</b>	<b>156</b>	<b>90</b>	<b>51</b>	<b>39</b>



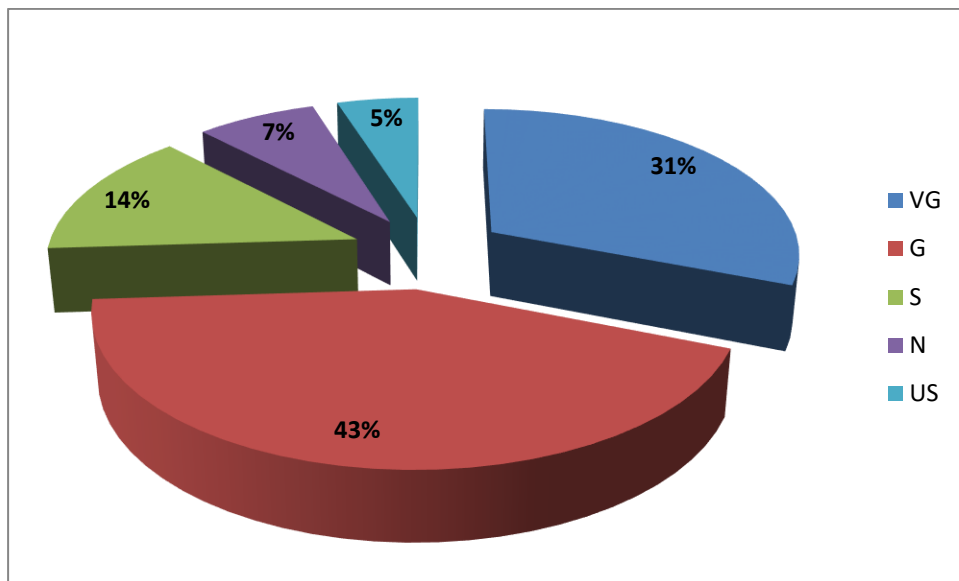
## 24. Hostel facilities such as common room, diet, cleanliness and medical facility

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>71</b>	<b>135</b>	<b>60</b>	<b>123</b>	<b>38</b>



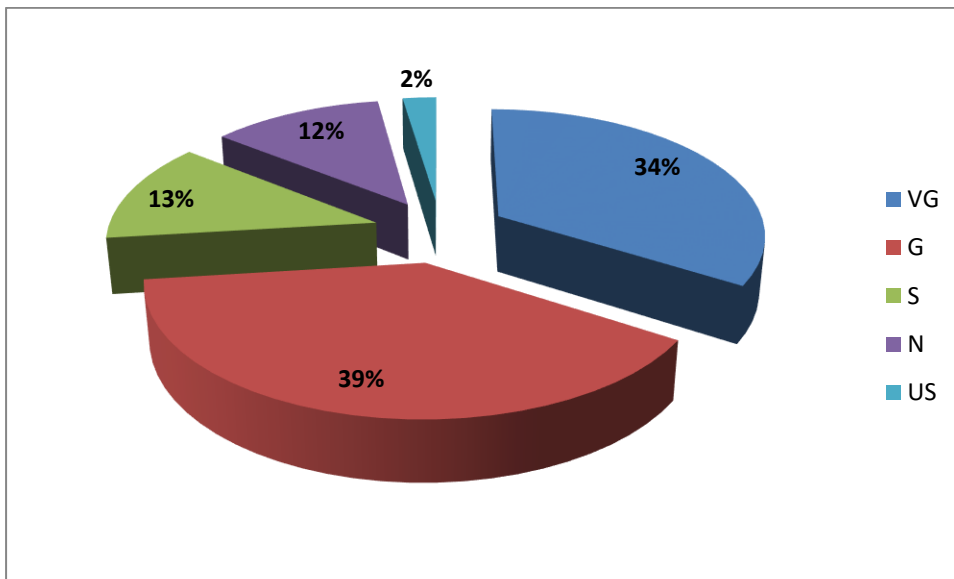
## 25. Cafeteria in the college

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>132</b>	<b>184</b>	<b>59</b>	<b>31</b>	<b>21</b>



## 26. Parking facility

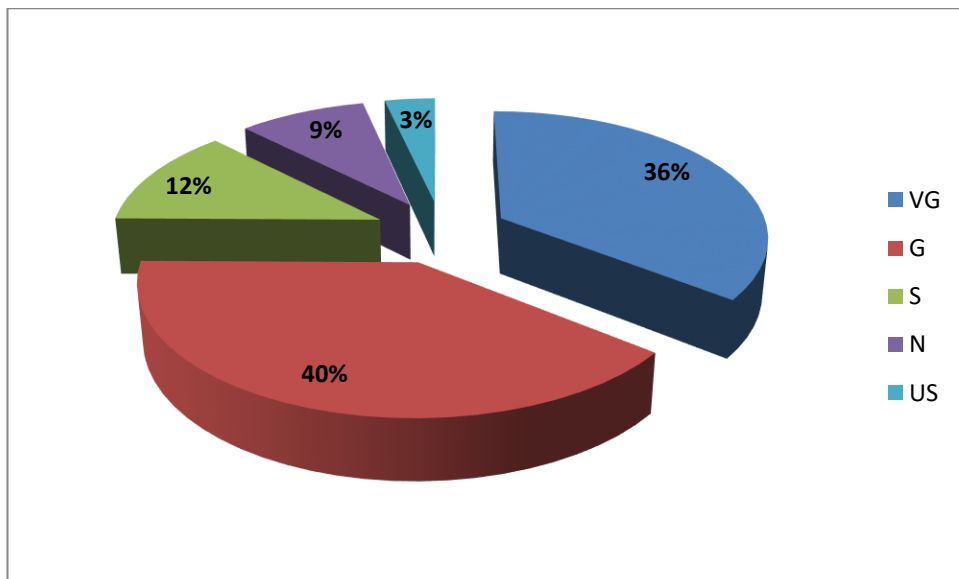
<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>145</b>	<b>167</b>	<b>54</b>	<b>51</b>	<b>10</b>





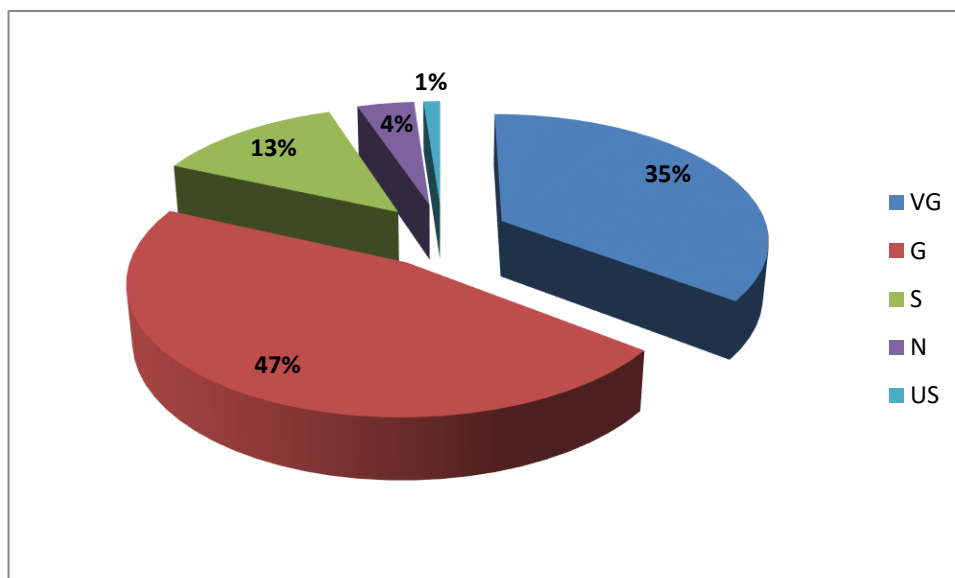
## 27. Transportation facility of the college

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>152</b>	<b>169</b>	<b>53</b>	<b>38</b>	<b>15</b>



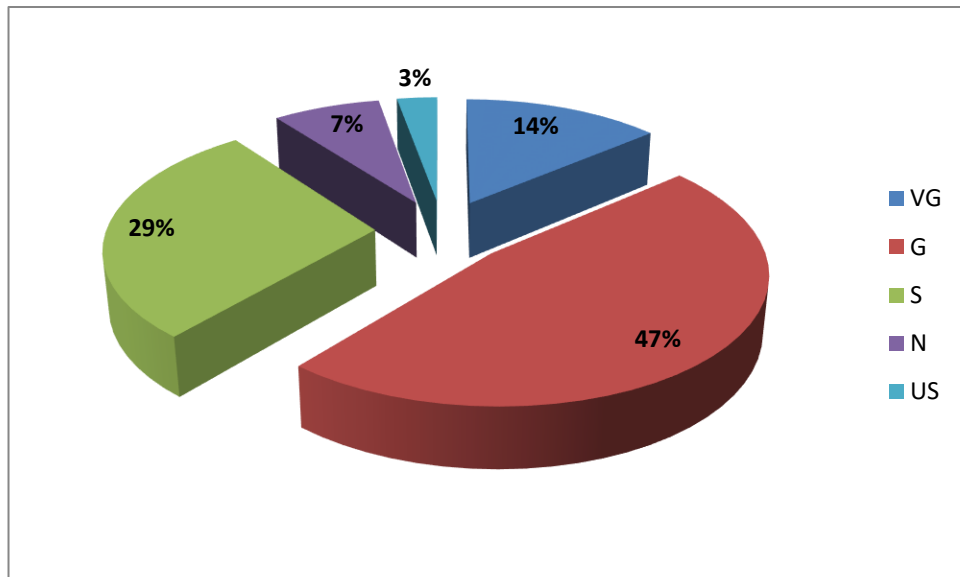
## 28. Academic reputation of the institution

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>151</b>	<b>198</b>	<b>56</b>	<b>17</b>	<b>5</b>



## 29. Overall satisfaction

<b>VG</b>	<b>G</b>	<b>S</b>	<b>N</b>	<b>US</b>
<b>59</b>	<b>202</b>	<b>122</b>	<b>32</b>	<b>12</b>



#### **4. Key Findings of the Survey:**

This survey includes 427 students selected on random basis from UG as well as PG classes. The detailed analysis of the data collected in the Student Satisfaction Survey has brought forth many positive features with a few weak ones as well:

- ✓ Most of the students selected either “Very Good” or “Good” for the aspects such as reputation of the college (82%), availability of courses (86%), library facility (88%), campus cleanliness (89%), academic activities (assignments, project works, seminars, evaluation process) (80%) and implementation of time table.
- ✓ The vast majority of the students –nearly 82% (VG = 35%, G = 47%) - gave high rating to the faculty being knowledgeable and approachable even after the class.
- ✓ 91% (VG = 42%, G = 35%, S = 14%) of the students expressed their satisfaction to the safety measures of the college.
- ✓ They too showed their satisfaction regarding the teaching learning methods employed by their teachers to make their studies interesting and effective. Nearly 95% (VG = 34%, G = 43%, S = 18%) of the students gave positive response towards completion of the syllabus.

- ✓ The encouragement of the students by the teachers to participate in the curricular and co-curricular activities helped them to experience intellectual growth.
- ✓ The response of the students was also positive with the availability of classrooms (VG = 33%, G = 36%, S = 19%), equipments in laboratories (VG = 15%, G = 34%, S = 24%), hostel facility (VG = 23, G = 33, S = 20%), parking facility (VG = 34%, G = 39%, S = 13%) and transportation facility (VG = 36%, G = 40%, S = 12%) provided to them by the college.
- ✓ However, they responded “unsatisfactory” in certain areas such as career guidance and placements (15%), enrollment process (15%), use of audio visual aids (18%) and internet access (25%).
- ✓ 53% of the students gave a negative response to the performance and activeness of various committees, cells and societies constituted in the college.

Therefore, the conclusion of the Student Satisfaction Survey is that Guru Nanak College for Girls is doing a good job in providing quality education to its students.

## **5. Suggestions by the Committee:**

- ✓ As per the survey, the college need to improve the functioning of Career Counselling and Placement Cell.
- ✓ Special attention is needed towards the performance of all committees, cells and societies.
- ✓ As college wants to promote ICT based teaching, it needs to ameliorate the process of providing internet services to its students.
- ✓ 18% of the students felt the need of having more smart classrooms and increased usage of audio-visual aids.
- ✓ As per the suggestions and comments of the students college needs to focus on RO system, First Aid, Common Room and Auditorium.
- ✓ Amendments should be made in the process of calculating different types of fines.
- ✓ Students of professional classes demanded to have a separate uniform.

## **6. Committee Members:**

Ms. Monika Garg (Incharge, SSS Committee)

(Asst. Prof. in Business Administration)

Ms. Rupinderpal Kaur

(Asst. Prof. in Computer)

Dr. Harpreet Kaur

(Asst. Prof. in Botany)

Ms. Sandeep Kaur

(Asst. Prof. in English)

Ms. Roohi

(Asst. Prof. in Fashion Designing)