Guru Nanak College for Girls, Sri Muktsar Sahib

Student Satisfaction Survey (2018-19)
(A Report)

Introduction:

As per the instruction of the NAAC (National Assessment and Accreditation Council), Student Satisfaction Survey Committee (SSSC) has conducted a survey through a questionnaire provided by the NAAC itself. The questionnaire consists of twenty questions on the various facets of teaching learning process. The questions range from the teaching skills of teachers like subject knowledge, communication skills, class preparation, and use of ICT tools, to their overall approach to the educational process. The given questionnaire also focuses on the overall approach of the faculty and the institution with respect to providing right environment, motivation, interpersonal relationships, feedback etc. Thus, the survey seeks to assess the satisfaction level of the students regarding the whole teaching learning process. The questionnaire concludes with three open-ended suggestions to give students the opportunity to put into their own words what they believe to be the best things that GNC has to offer, what GNC needs to improve in order to provide quality educational services, and any additional comments about their experiences at GNC.

Methodology:

The questionnaire is based on the Likert scale where the responses are recorded on a scale of 0 to 4, with the most positive response being rated as 4 and the most negative response being rated as 0. For the session 2018-19, the given questionnaire is filled by 350 students selected randomly from UG & PG classes. After the survey, the mean score for each question has been calculated and then the overall mean has been arrived at.

A) Method for calculation of mean on Likert Scale:

To determine the minimum and maximum length of the 5-point Likert scale, the range is calculated by (4 – 0 = 4) then divided by 5 to find five equal intervals (4 ÷ 5 = 0.80). Further, mid value is calculated by taking average of upper and lower limits of class interval. Thus, the intervals are as follows:

Likert Scale	Class Interval	Mid-value
0	0-0.8	0.4
1	0.8-1.6	1.205
2	1.6-2.4	2.005
3	2.4-3.2	2.805
4	3.2-4	3.605

B) Sample Detail of the Survey:

Total number of students selected (UG & PG): 278 +72 = 350

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

UG Classes	No. of students		
	I	**II**	**III**
B.A.	50	20	20
BBA	15	8	7
B.Com	20	10	10
B.Sc. (F.D.)	15	5	8
BCA	20	10	10
B.Sc.	20	10	10
B.Sc. (Bio-Tech)	5	3	2

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

PG Classes	No. of students	
	I	**II**
M.A. (Punjabi)	5	--
M.A. (Hindi)	5	--
M.A. (History)	5	--
M.A. (Sociology)	5	5

M.A. (English)	5	--
M.Sc. (Mathematics)	5	5
M.Com	5	5
M.Sc. (Physics)	5	5
M.Sc. (F.D.)	7	--
PGDFD	5	--

C) <u>Questionnaire for the Survey</u>

Instructions to fill the questionnaire

● All questions should be compulsorily answered.

● Each question has five responses, choose the most appropriate one.

● The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

A) Please confirm this is the first and only time you answer this survey.

a) Yes b) No

B) Age: …………………………………………………………………

C) College Name:…………………………………………………….

D) Gender: a) Female b) Male c) Transgender

E) What degree program are you pursuing now?

a) Bachelor's   b) Master's   c) Diploma course

F) What subject area are you currently pursuing?

a) Arts   b) Commerce   c) Science   d) Professional   e) Other: ( )

Following are questions for online student satisfaction survey regarding teaching learning process.

1. How much of the syllabus was covered in the class?

a) 4 – 85 to 100%   b) 3 – 70 to 84%   c) 2 – 55 to 69%   d) 1– 30 to 54%

e) 0 –Below 30%

2. How well did the teachers prepare for the classes?

a) 4 –Thoroughly   b) 3 – Satisfactorily   c) 2 – Poorly   d) 1 – Indifferently

e) 0 – Won't teach at all

3. How well were the teachers able to communicate?

a) 4 – Always effective   b) 3 – Sometimes effective   c) 2 – Just satisfactorily

d) 1– Generally ineffective   e) 0– Very poor communication

4. The teacher's approach to teaching can best be described as

a) 4– Excellent   b) 3 – Very good   c) 2 – Good1 – Fair   d) 0– Poor

5. Fairness of the internal evaluation process by the teachers.

a) 4 – Always fair   b) 3 – Usually fair   c) 2 – Sometimes unfair   d) 1 – Usually unfair

e) 0– Unfair

6. Was your performance in assignments discussed with you?

a) 4 – Every time   b) 3 – Usually c) 2 – Occasionally/Sometimes   d) 1 – Rarely

e) 0– Never

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

a) 4 – Regularly   b) 3 – Often   c) 2 – Sometimes   d) 1 – Rarely   e) 0– Never

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

a) 4 – Significantly   b) 3 – Very well   c)2 – Moderately   d) 1 – Marginally

e) 0– Not at all

9. The institution provides multiple opportunities to learn and grow.

a) 4 – Strongly agree b) 3 – Agree   c) 2 – Neutral   d) 1 – Disagree   e) 0– Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

a) 4 – Every time   b) 3 – Usually   c) 2– Occasionally/Sometimes   d) 1 – Rarely
e) 0– Never

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

a) 4 – Every time   b) 3 – Usually   c) 2 – Occasionally/Sometimes   d) 1 – Rarely
e) 0 – I don't have a mentor

12. The teachers illustrate the concepts through examples and applications.

a) 4 – Every time   b) 3 – Usually   c) 2 – Occasionally/Sometimes   d) 1– Rarely
e) 0 – Never

13. The teachers identify your strengths and encourage you with providing right level of challenges.

a) 4 – Fully   b) 3 – Reasonably   c) 2 – Partially   d)1 – Slightly   e) 0– Unable to

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

a) 4 – Every time   b) 3 – Usually   c) 2 – Occasionally/Sometimes   d) 1 – Rarely
e)0 – Never

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

a) 4 – Strongly agree b) 3 – Agree   c)2 – Neutral   d)1 – Disagree   e) 0 – Strongly disagree

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

a) 4 – To a great extent   b) 3 – Moderate   c) 2 – Some what   d) 1 – Very little

e) 0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

a) 4 – Strongly agree   b) 3 – Agree   c) 2 – Neutral   d) 1 – Disagree

e) 0 – Strongly disagree

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

a) 4 – To a great extent   b) 3 – Moderate   c) 2 – Some what   d) 1 – Very little

e) 0 – Not at all

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

a) 4 – Above 90%   b) 3 – 70 – 89%   c) 2 – 50 – 69%   d) 1 – 30 – 49%

e) 0 – Below 29%

20. The overall quality of teaching-learning process in your institute is very good.

a) 4 –Strongly agree   b) 3 – Agree   c) 2 – Neutral   d) 1 – Disagree

e) 0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

a)

b)

c)

Results of the Survey:

1. How much of the syllabus was covered in the class?

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	211	93	39	7	0		
fx	760.65	260.86	78.19	8.43	0	3.16	2
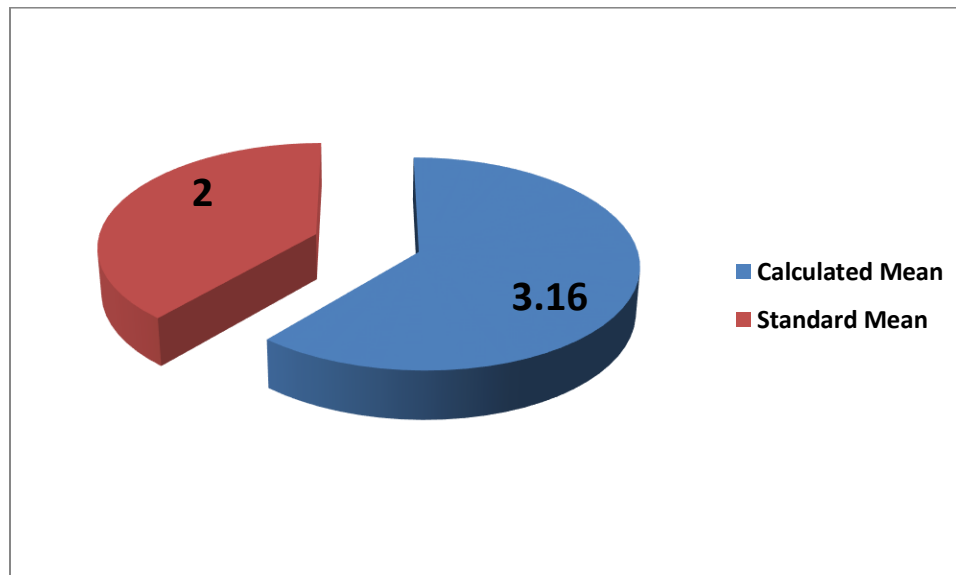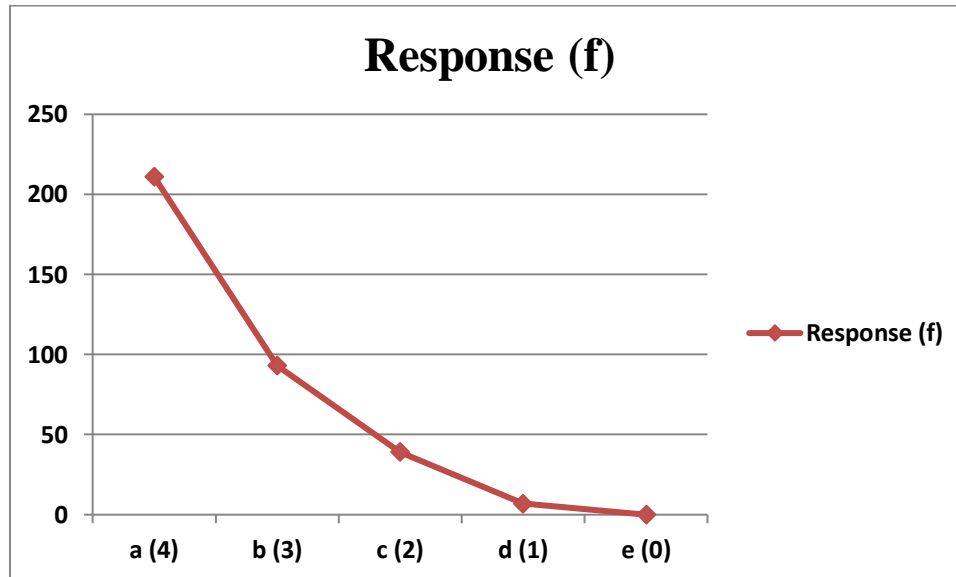
2. How well did the teachers prepare for the classes?

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	117	220	5	6	2		
fx	421.78	617.1	10.02	7.23	0.8	3.02	2
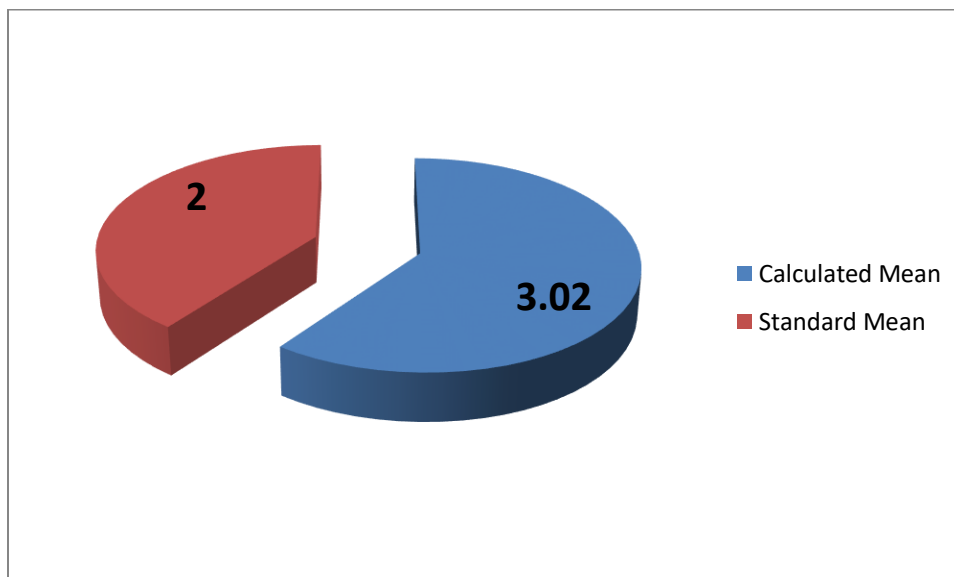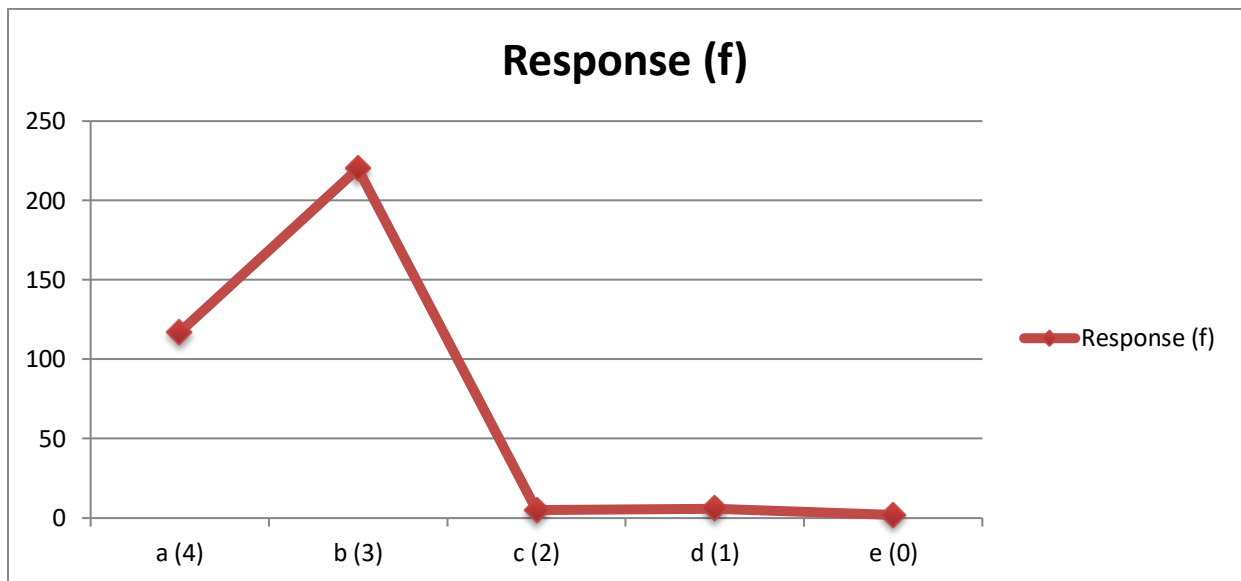
3. How well were the teachers able to communicate?

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	236	73	40	1	0		
fx	850.78	204.76	80.2	1.21	0	3.25	2
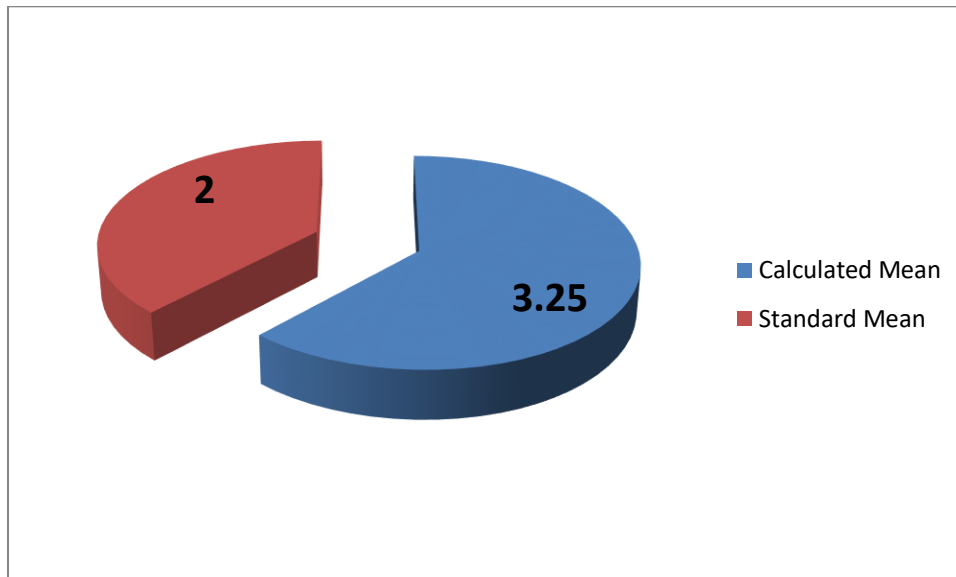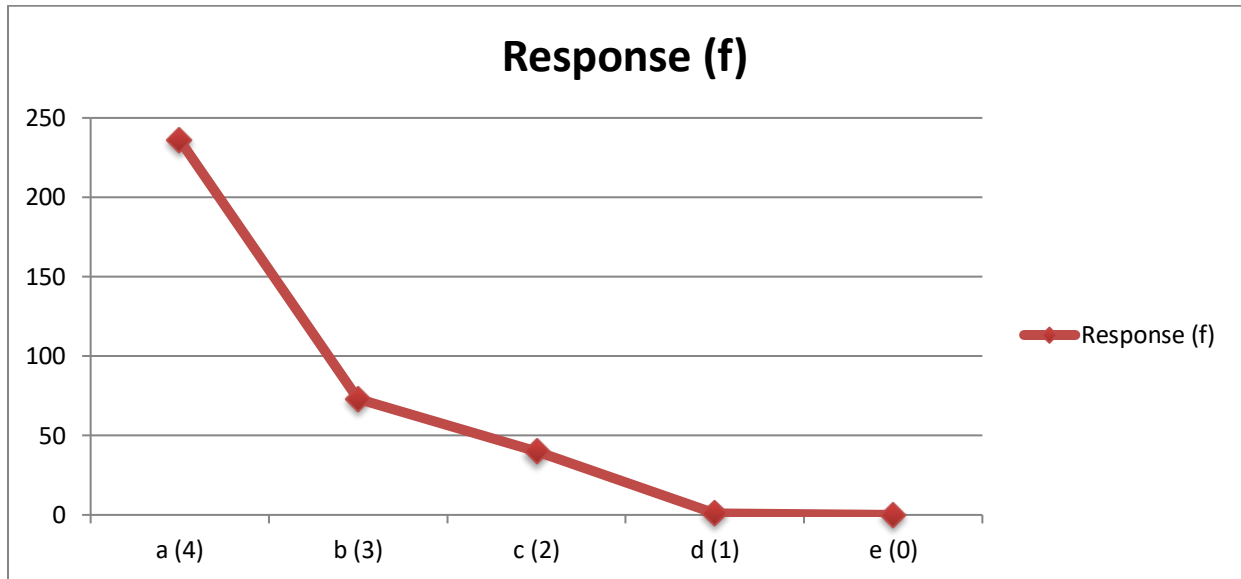
4. The teacher's approach to teaching can best be described as

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	94	178	77	0	1		
fx	338.87	499.29	154.38	0	0.4	2.84	2
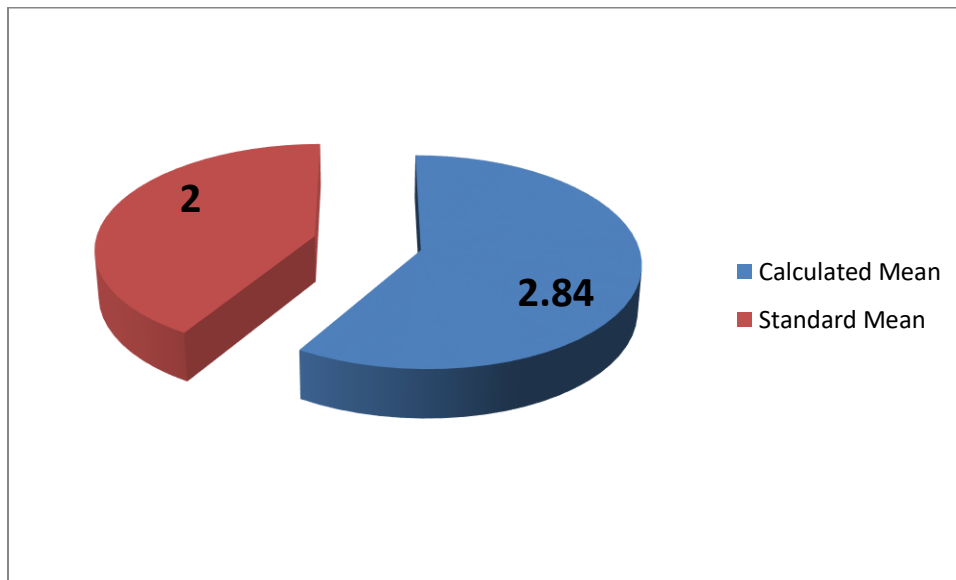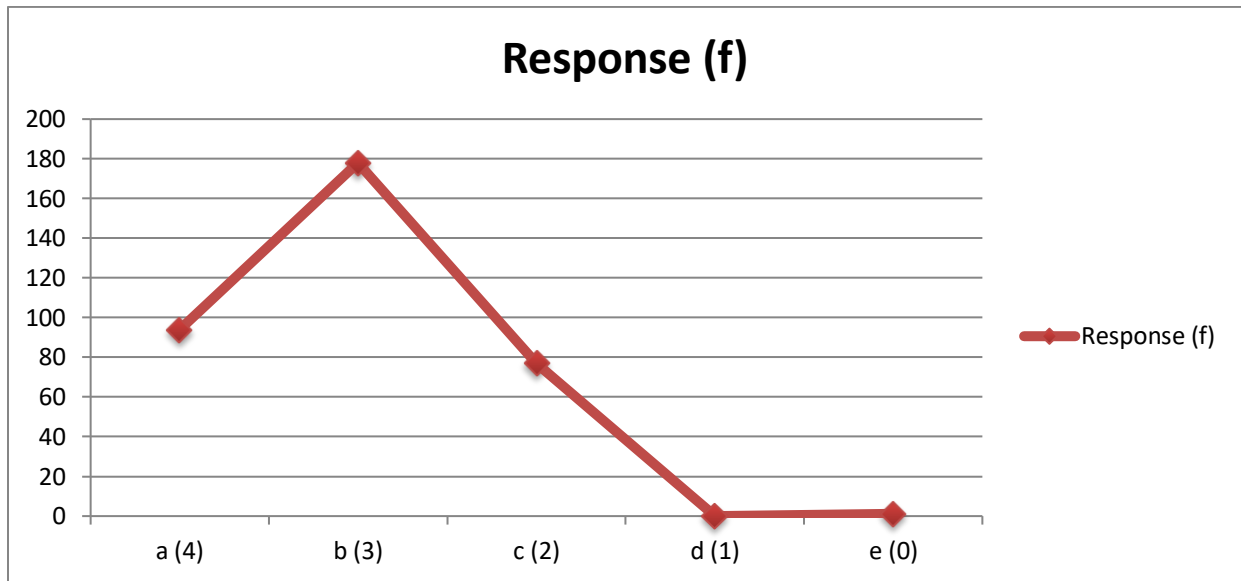
5. Fairness of the internal evaluation process by the teachers.

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	178	120	45	4	3		
fx	641.69	336.6	90.22	4.82	1.2	3.07	2
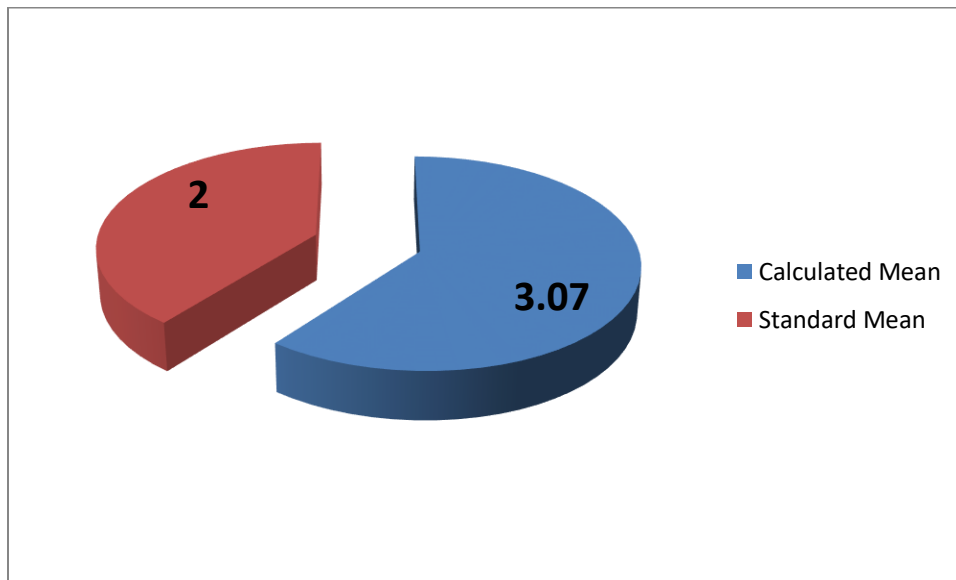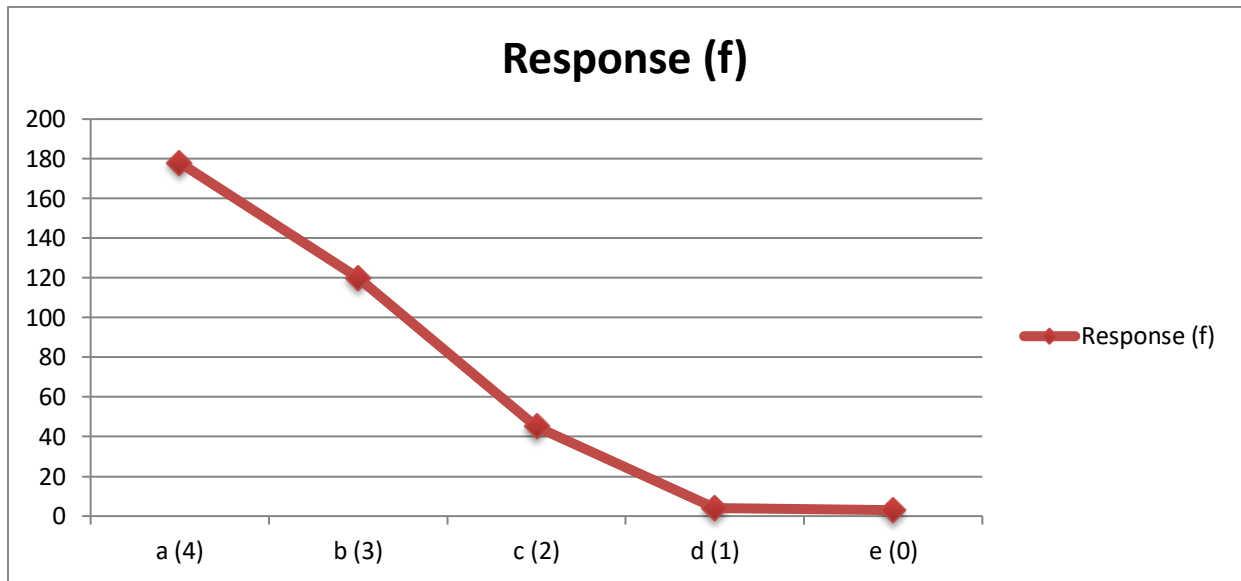
6. Was your performance in assignments discussed with you?

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	152	106	53	24	15		
fx	547.96	297.33	106.26	28.92	6	2.82	2
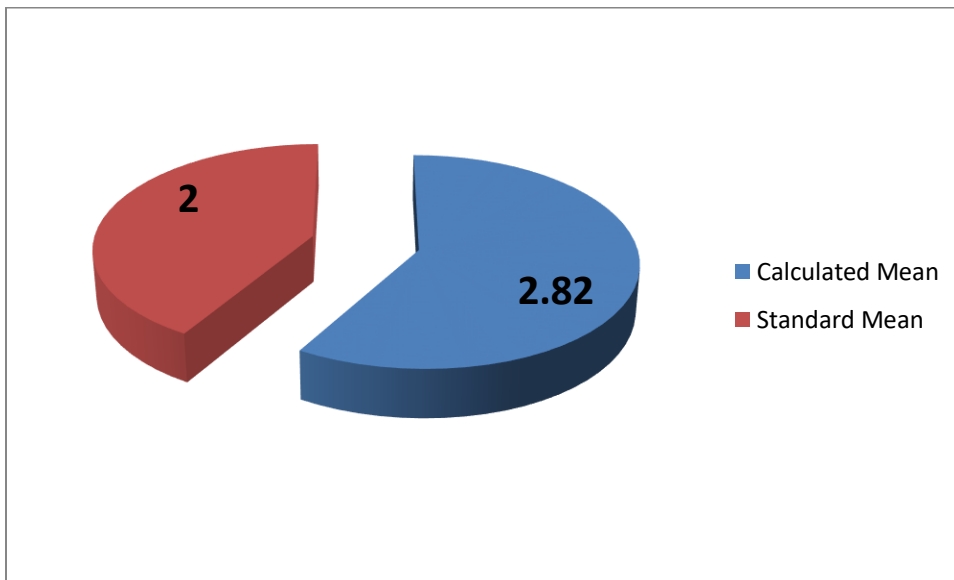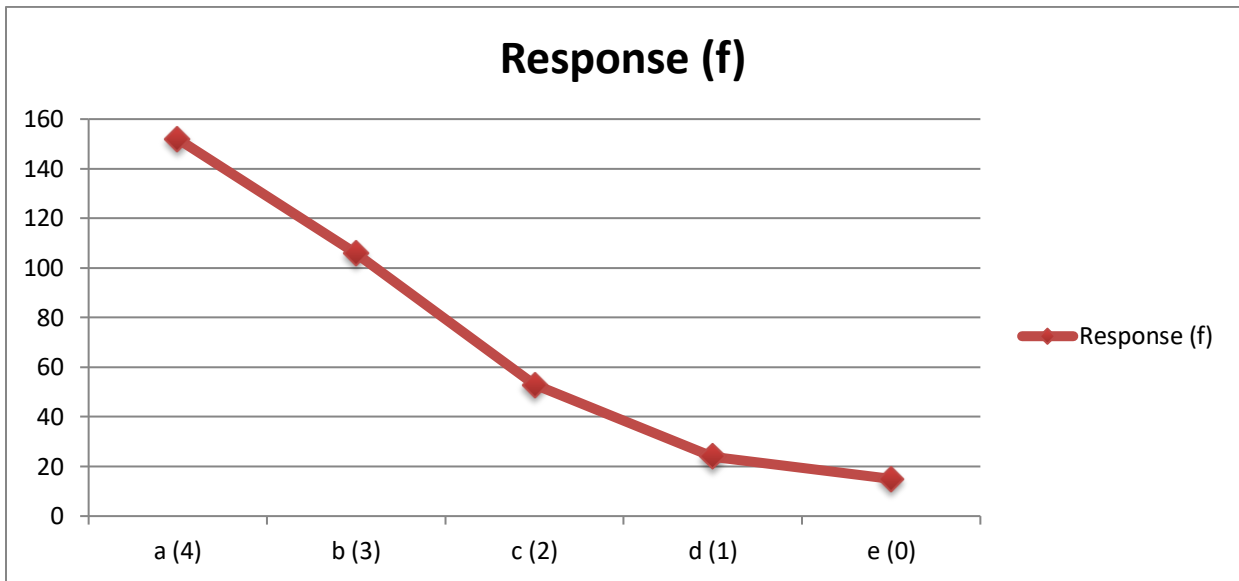
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	101	77	124	40	8		
fx	364.11	215.98	248.62	48.2	3.2	2.51	2
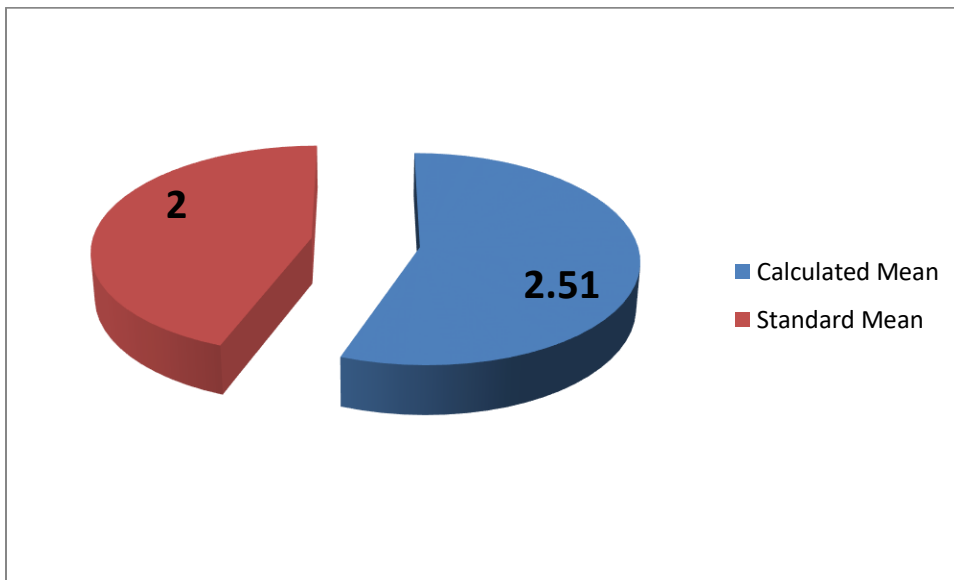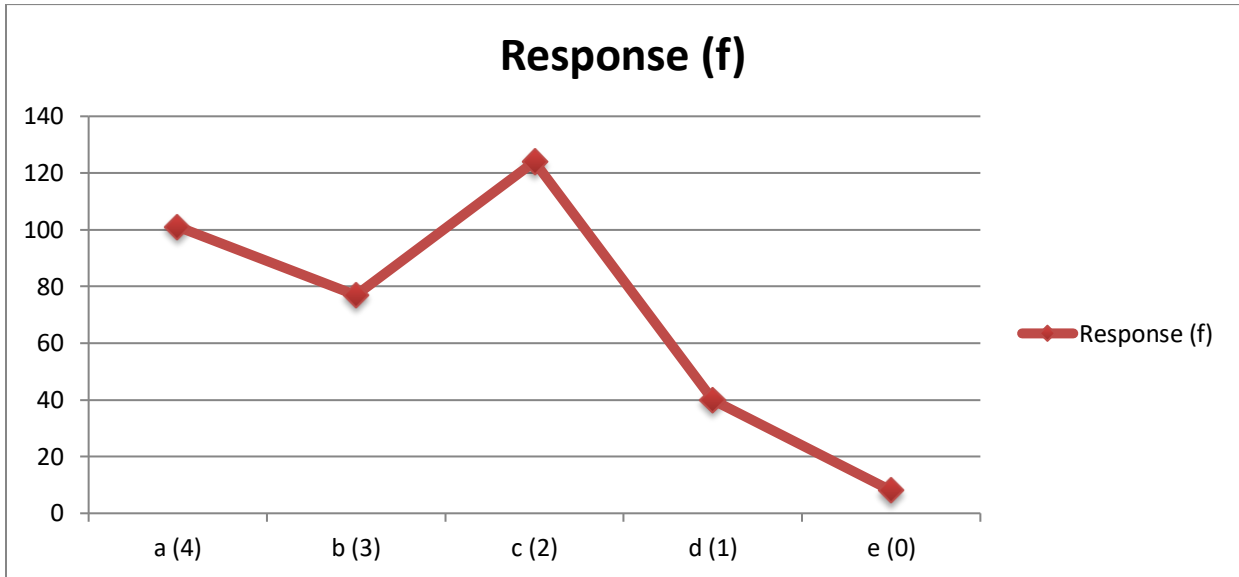
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	50	222	55	14	9		
fx	180.25	622.71	110.27	16.87	3.6	2.66	2
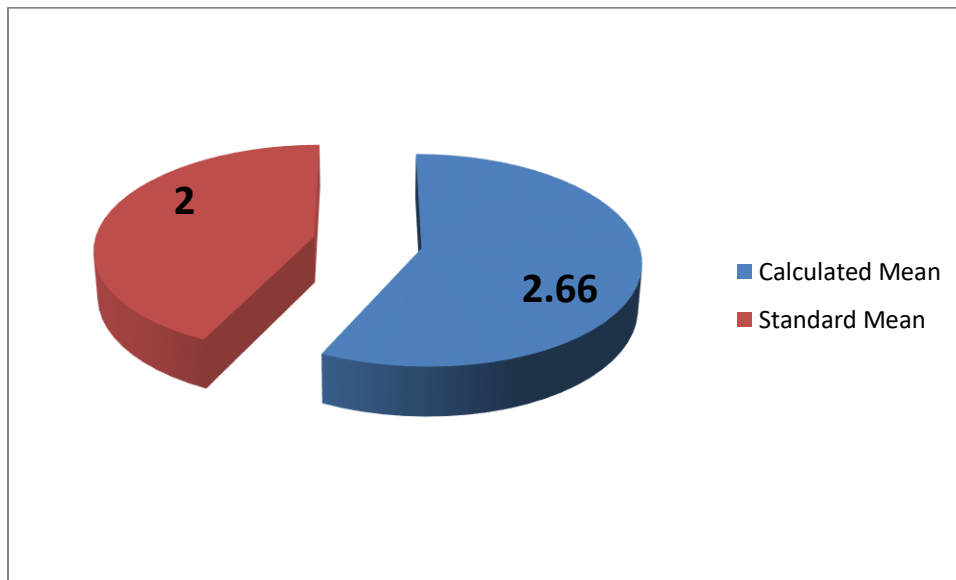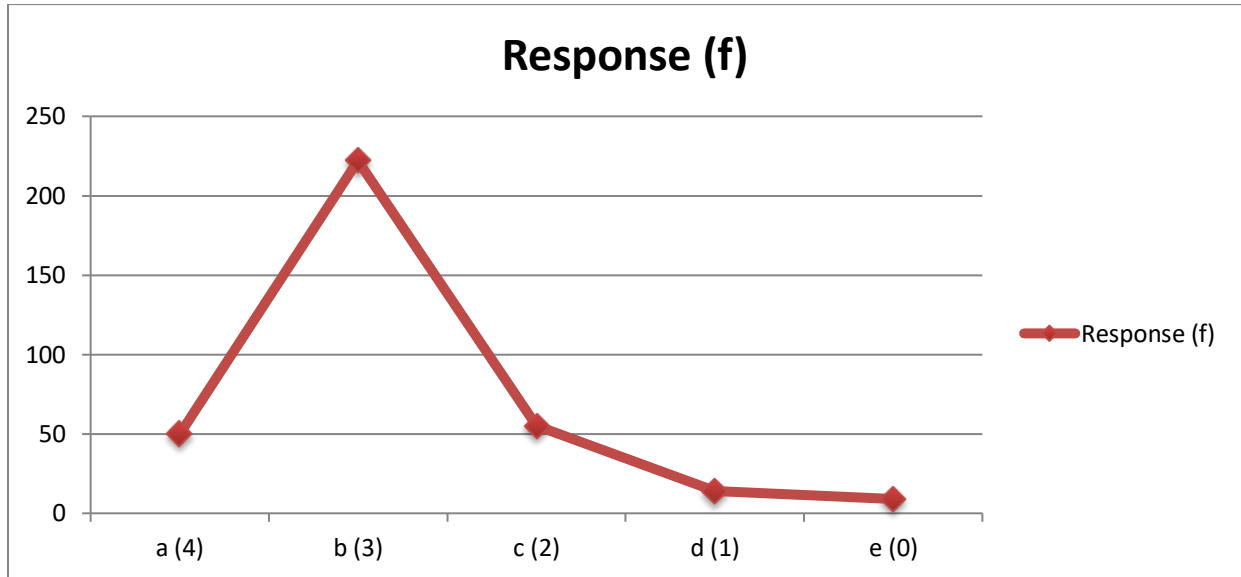
9. The institution provides multiple opportunities to learn and grow.

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	95	201	35	19	0		
fx	342.48	563.81	70.175	22.89	0	2.86	2
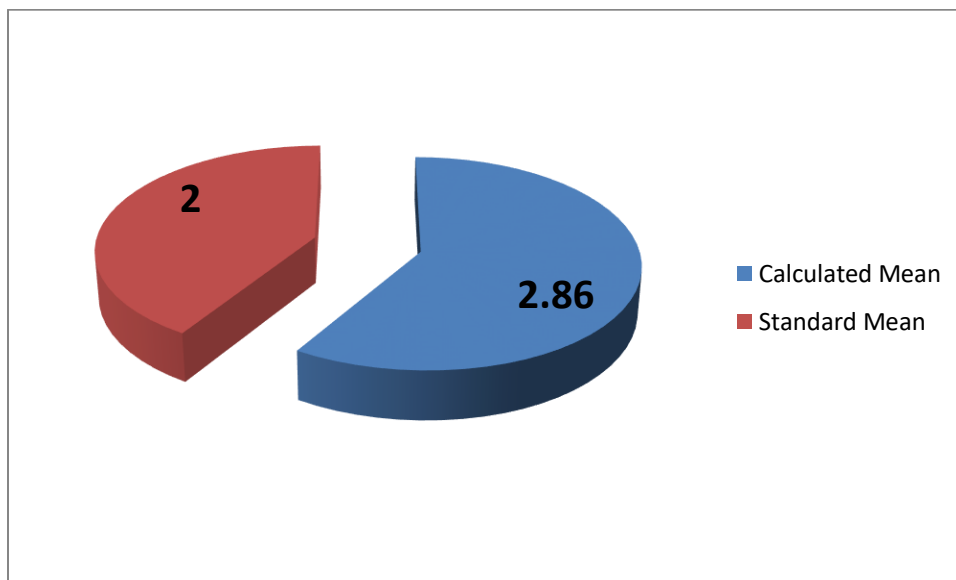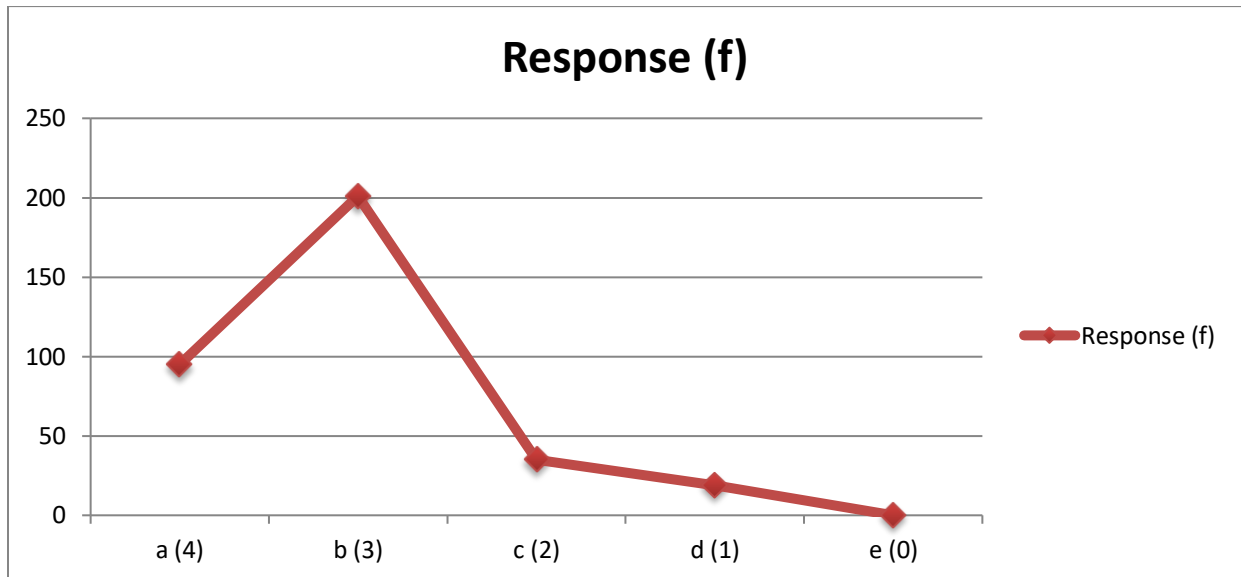
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
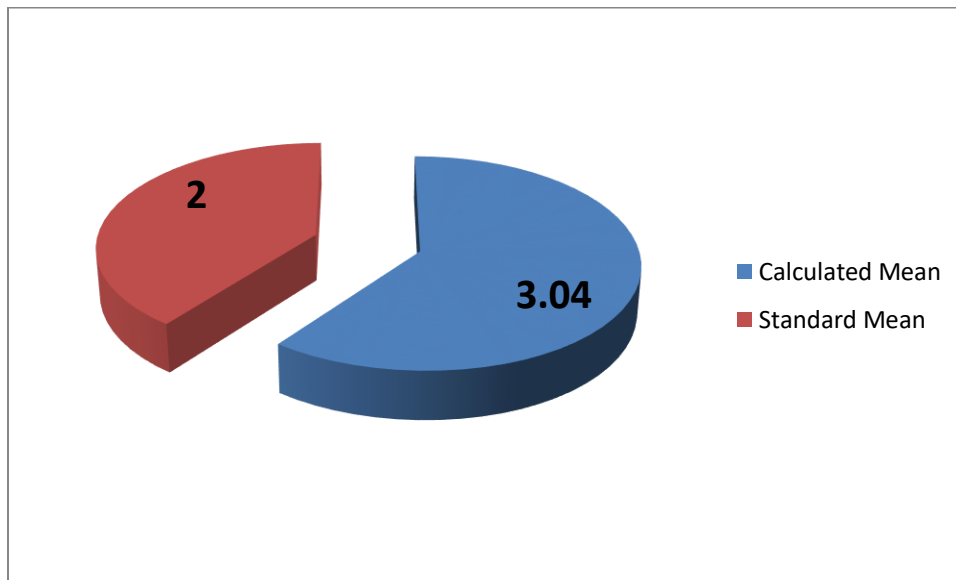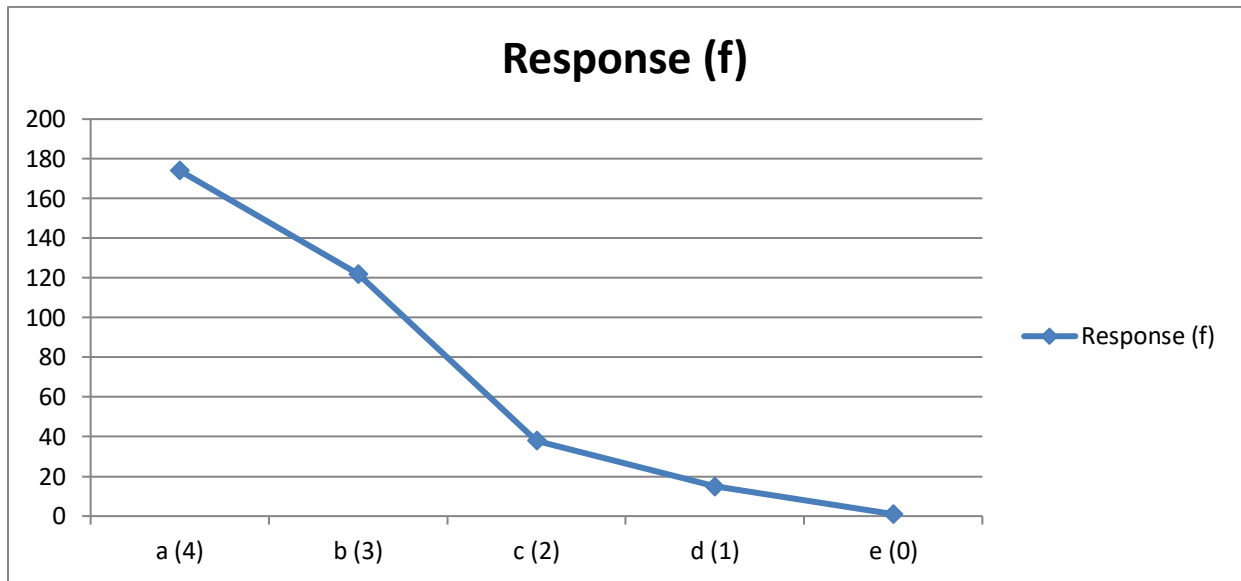
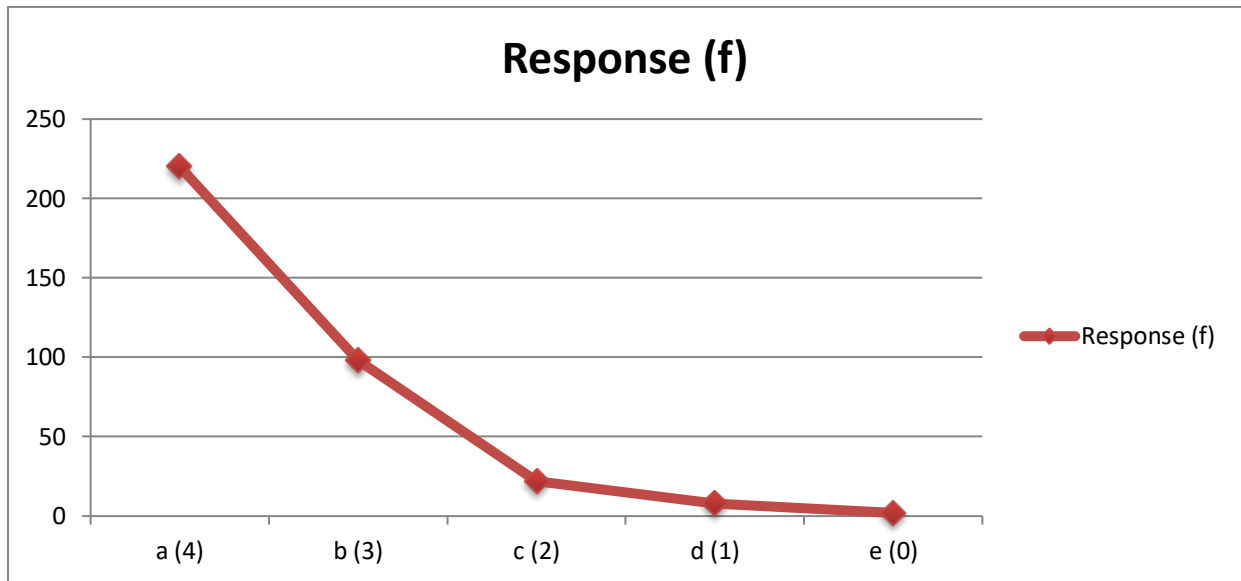| Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	174	84	69	21	2		
fx	627.27	235.62	138.35	25.31	0.8	2.94	2
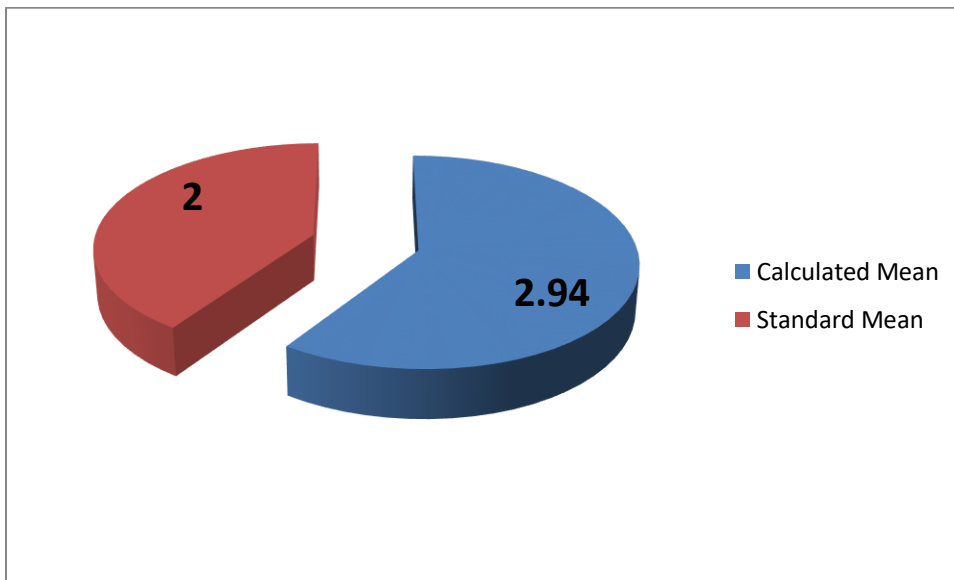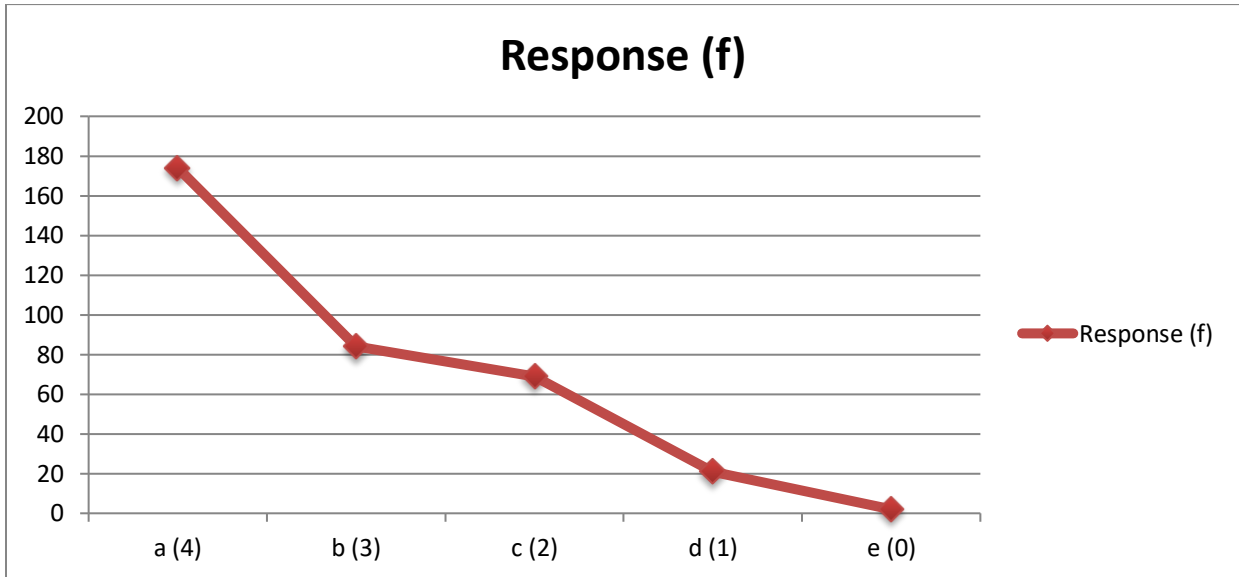
11. Your mentor does a necessary follow-up with an assigned task to you.

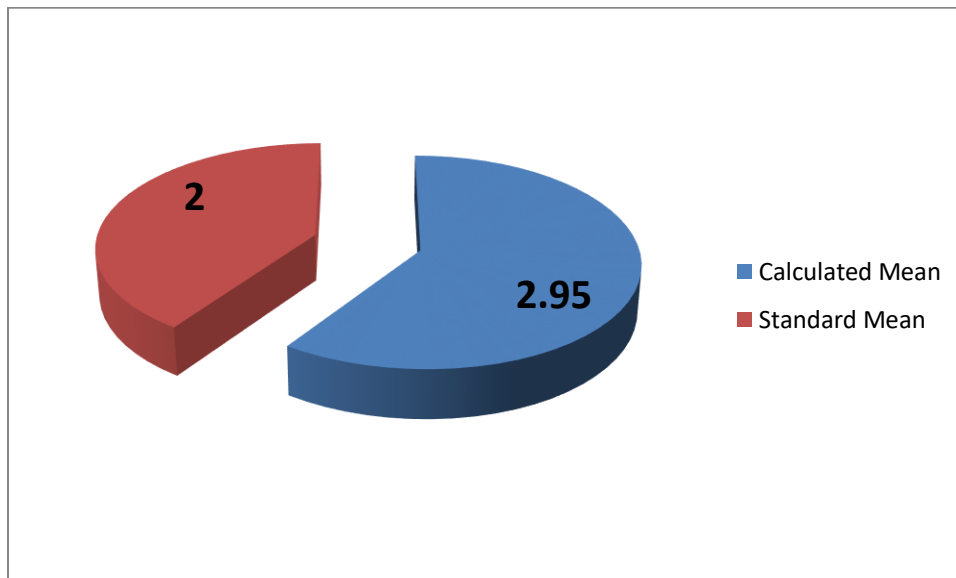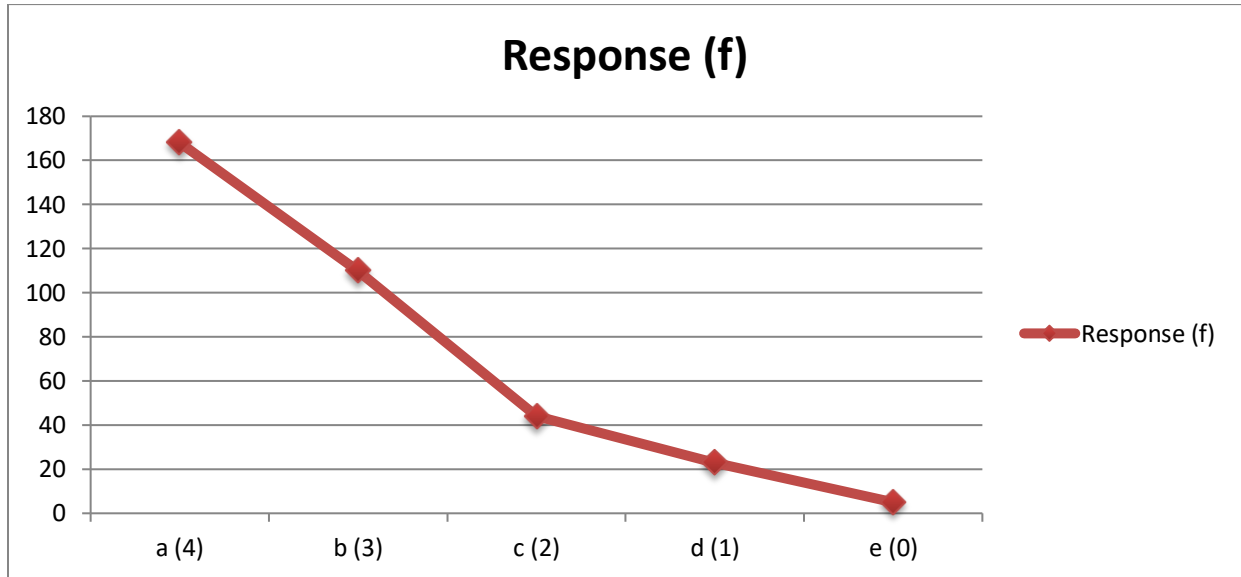| Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	174	122	38	15	1		
fx	627.27	342.21	76.19	18.08	0.4	3.04	2

12. The teachers illustrate the concepts through examples and applications.

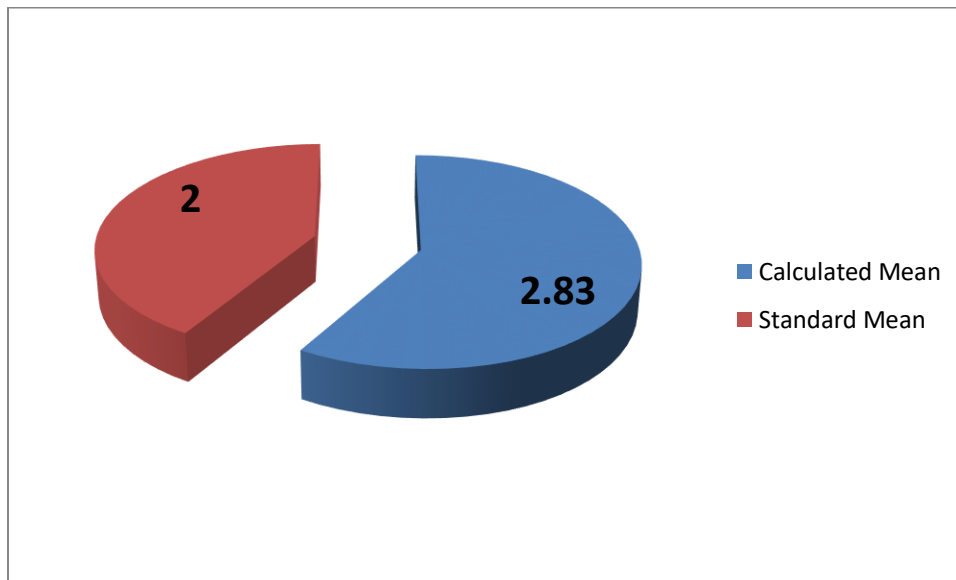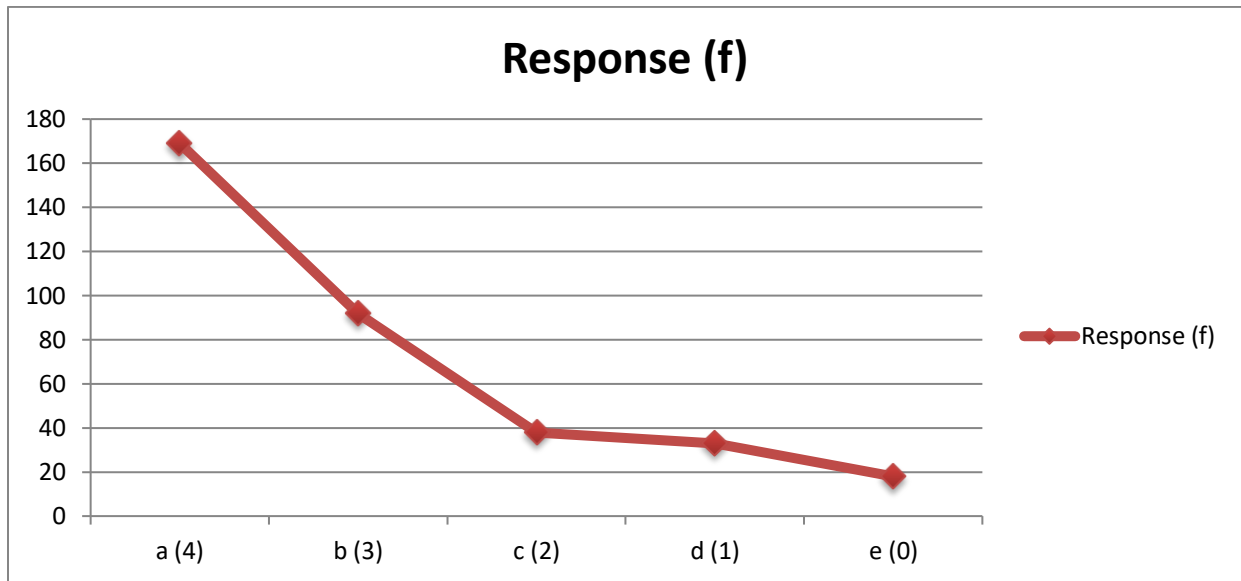| Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	220	98	22	8	2		
fx	793.1	274.89	44.11	9.64	0.8	3.21	2
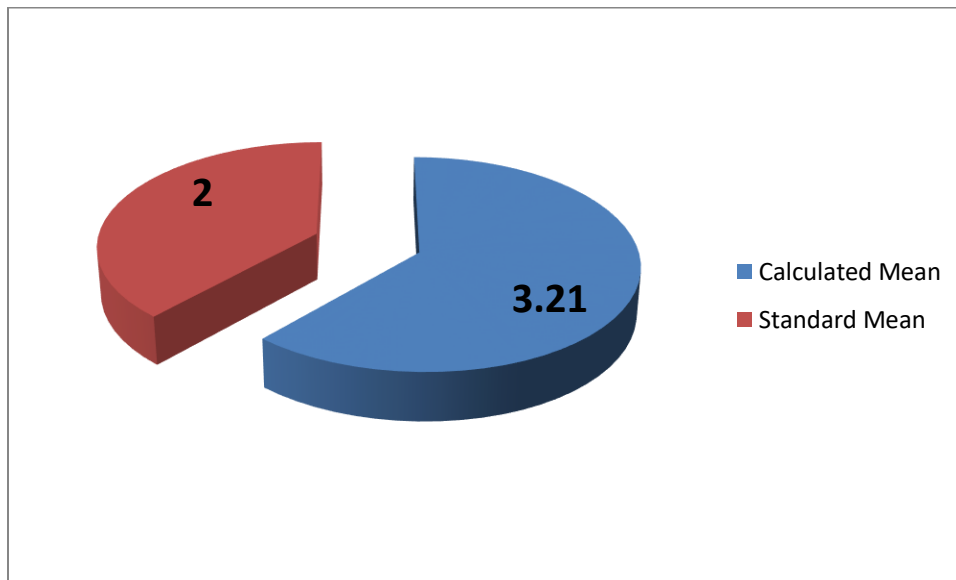
13. The teachers identify your strengths and encourage you with providing right level of challenges.

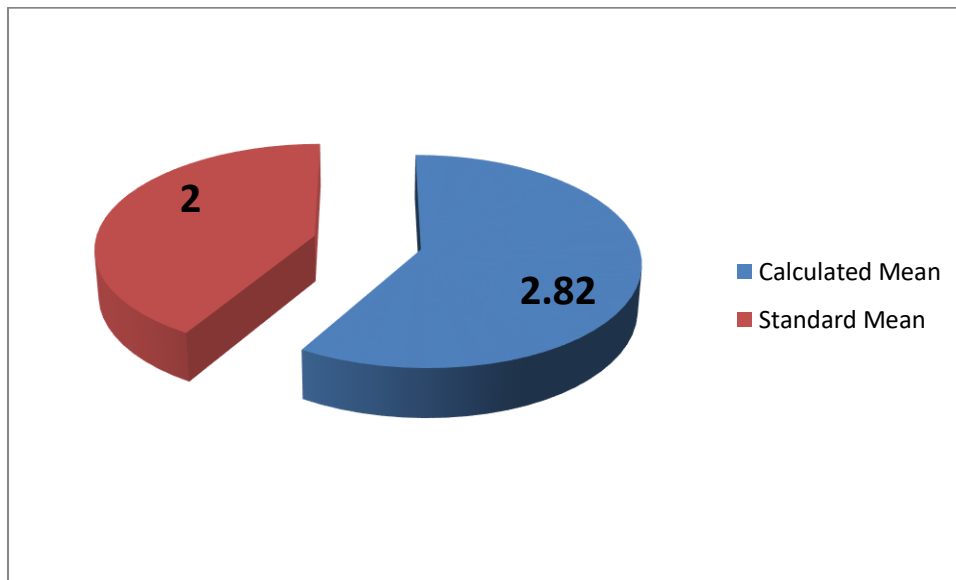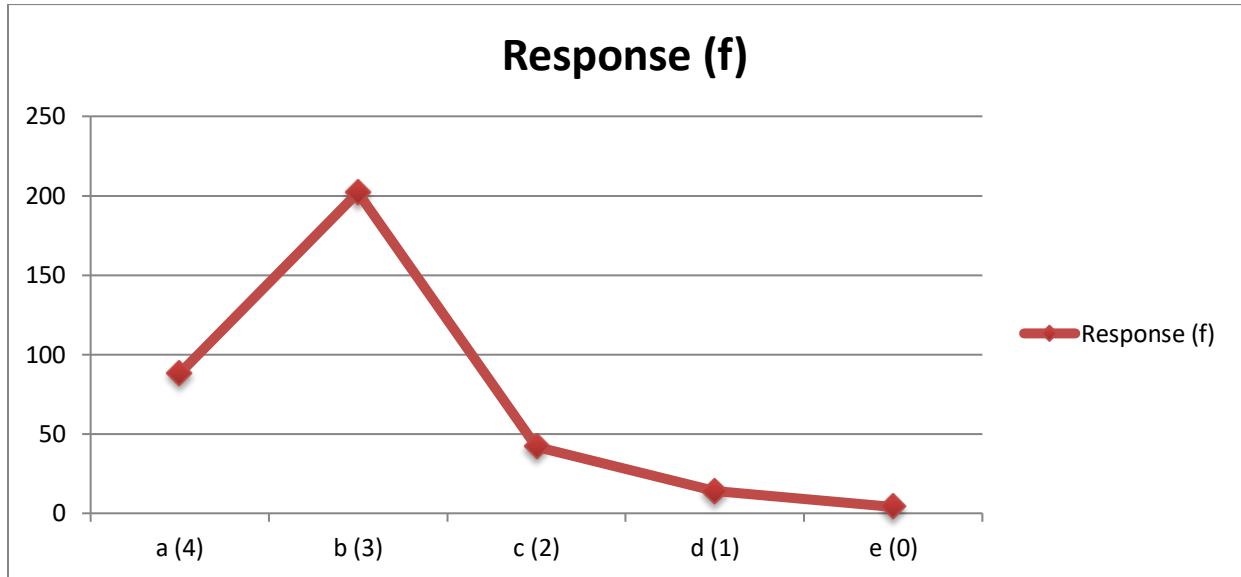| Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	168	110	44	23	5		
fx	605.64	308.55	88.22	27.72	2	2.95	2

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

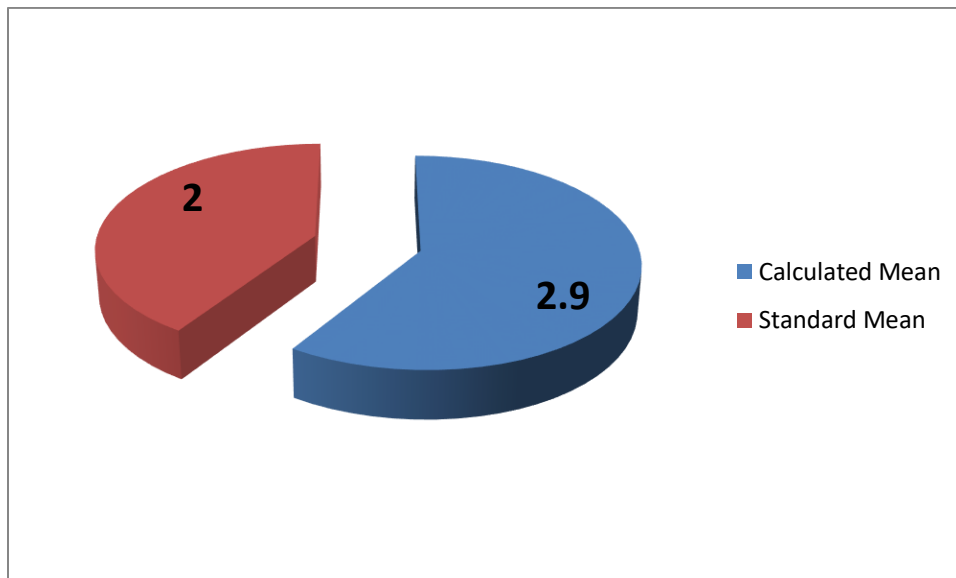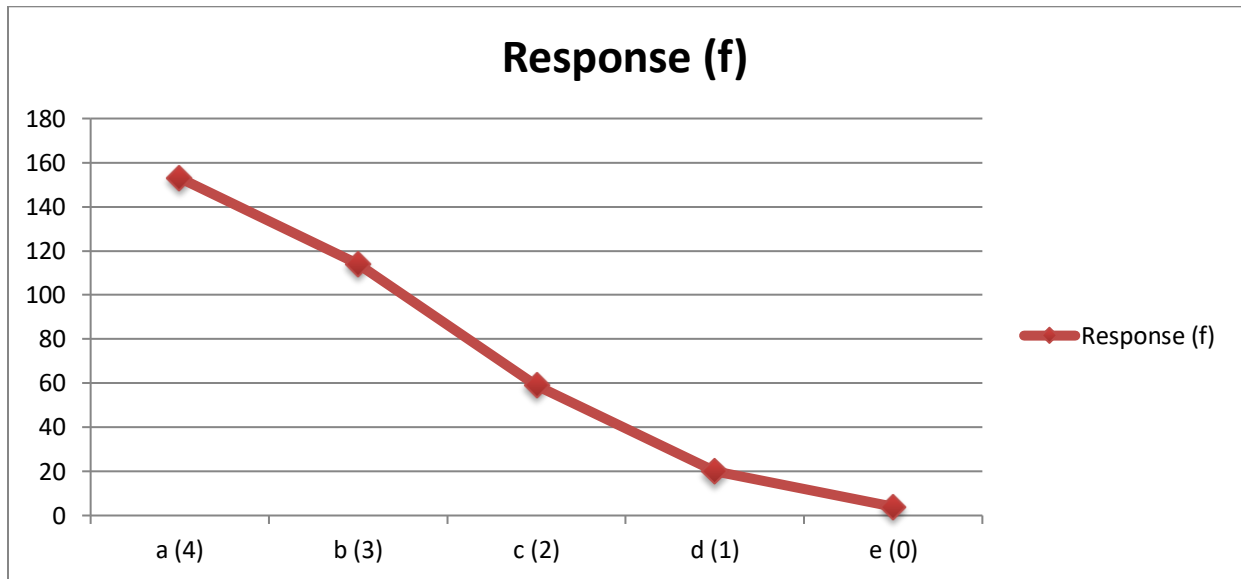| Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	169	92	38	33	18		
fx	609.25	258.06	76.19	39.77	7.2	2.83	2

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

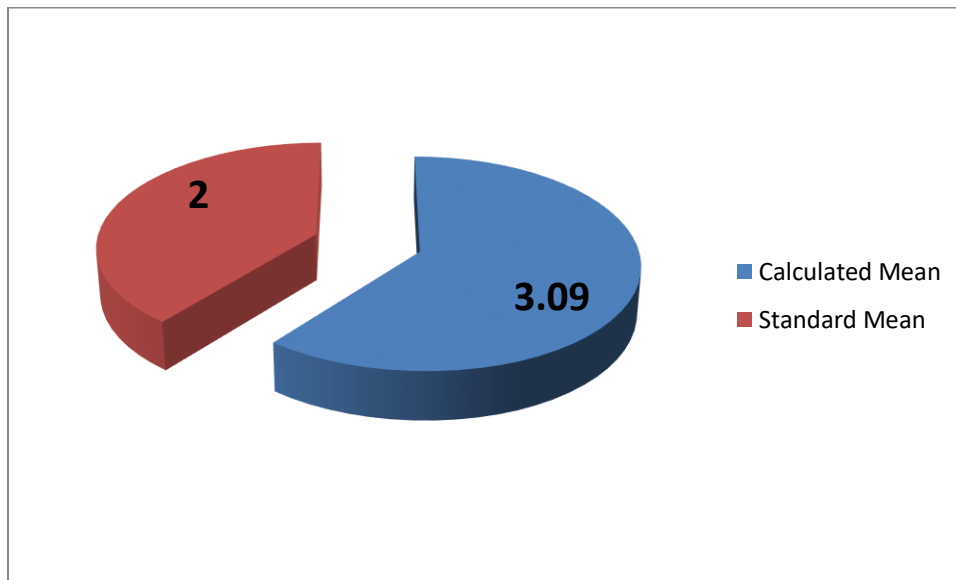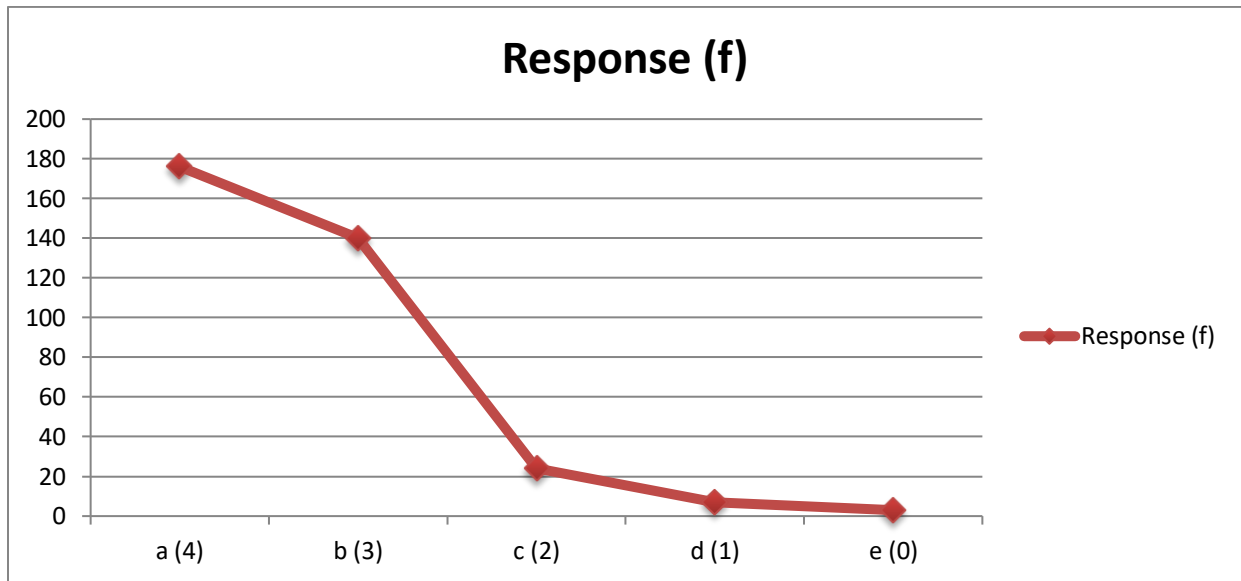| Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	88	202	42	14	4		
fx	317.24	566.61	84.21	16.87	1.6	2.82	2

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

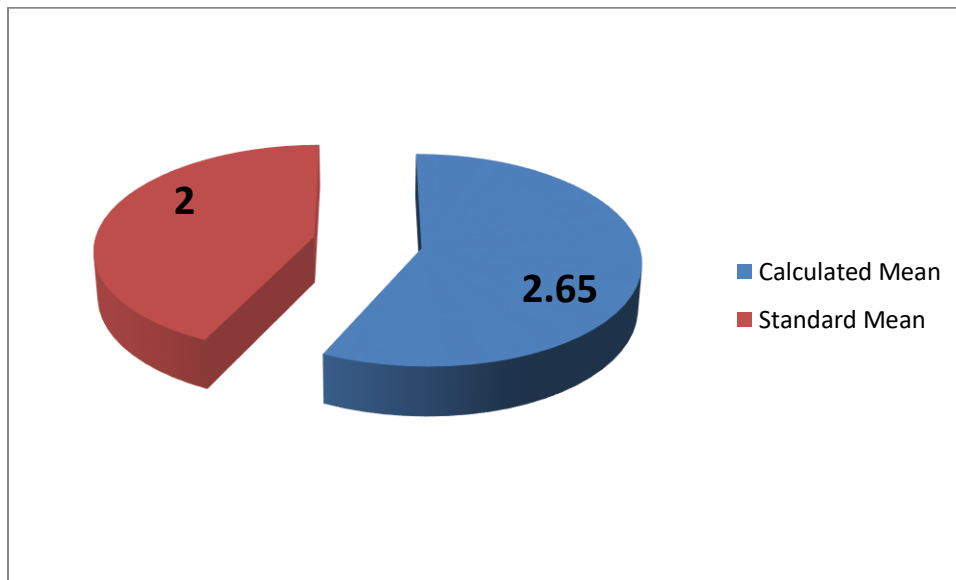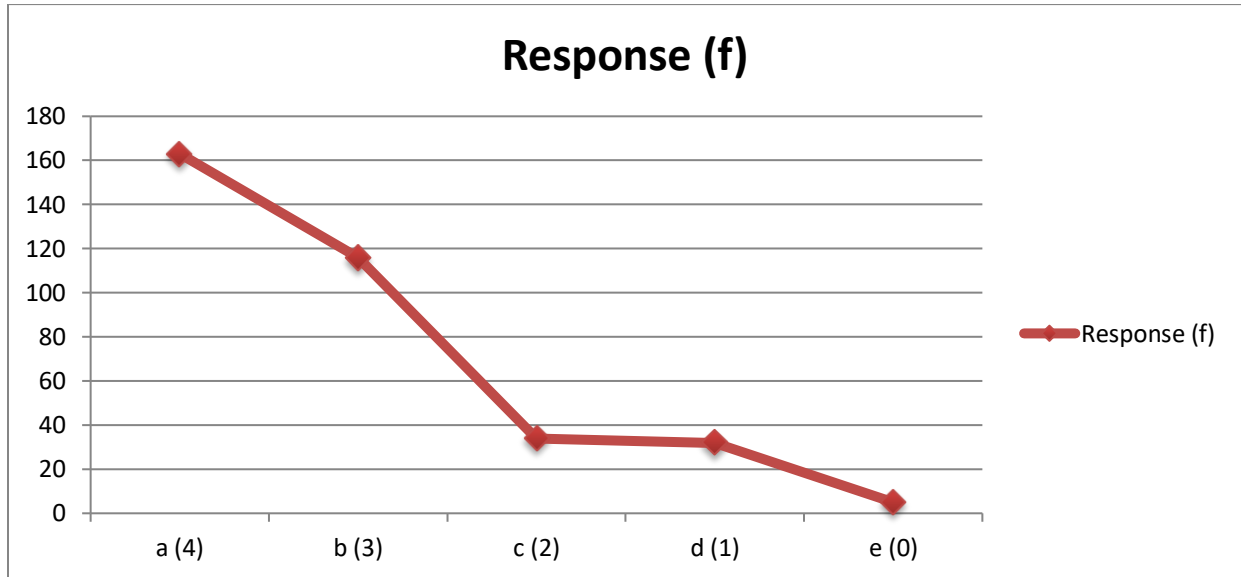| Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	153	114	59	20	4		
fx	551.56	319.77	118.29	24.1	1.6	2.9	2

17. Teachers encourage you to participate in extracurricular activities.

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	176	140	24	7	3		
fx	634.48	392.7	48.12	8.44	1.2	3.09	2

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

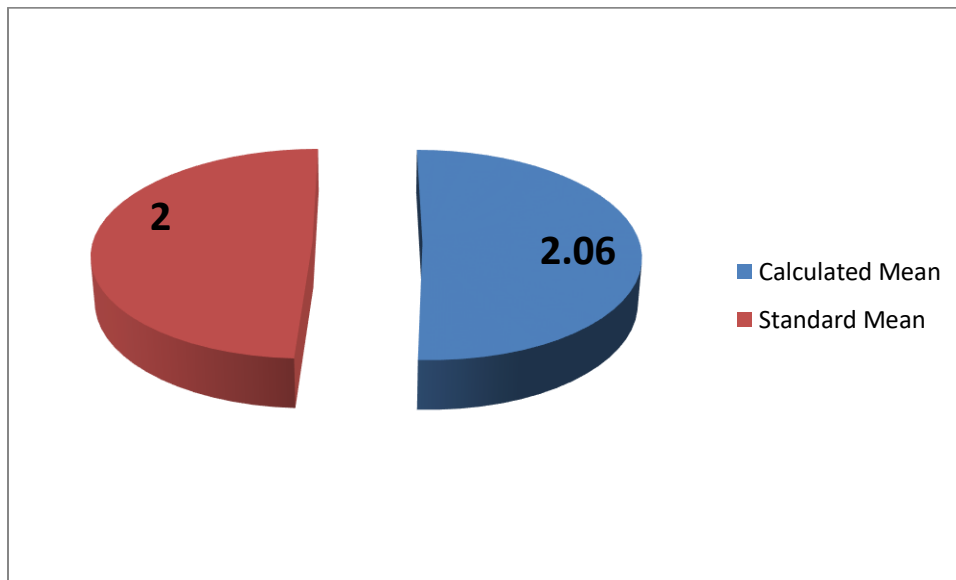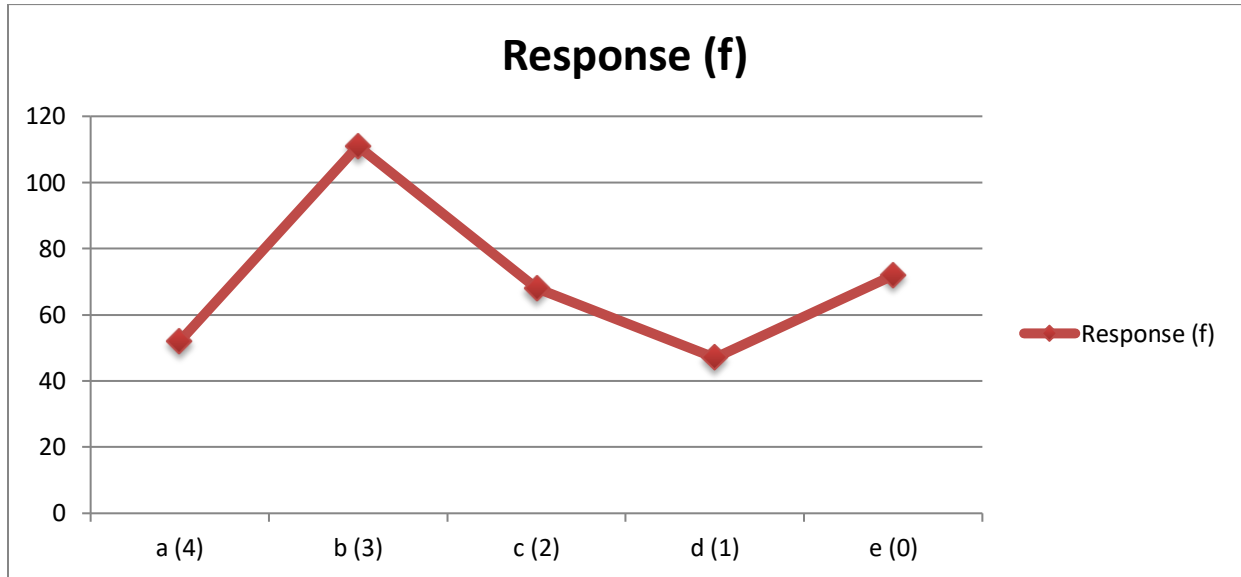| Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	163	116	34	32	5		
fx	587.62	232.58	68.17	38.56	2	2.65	2

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

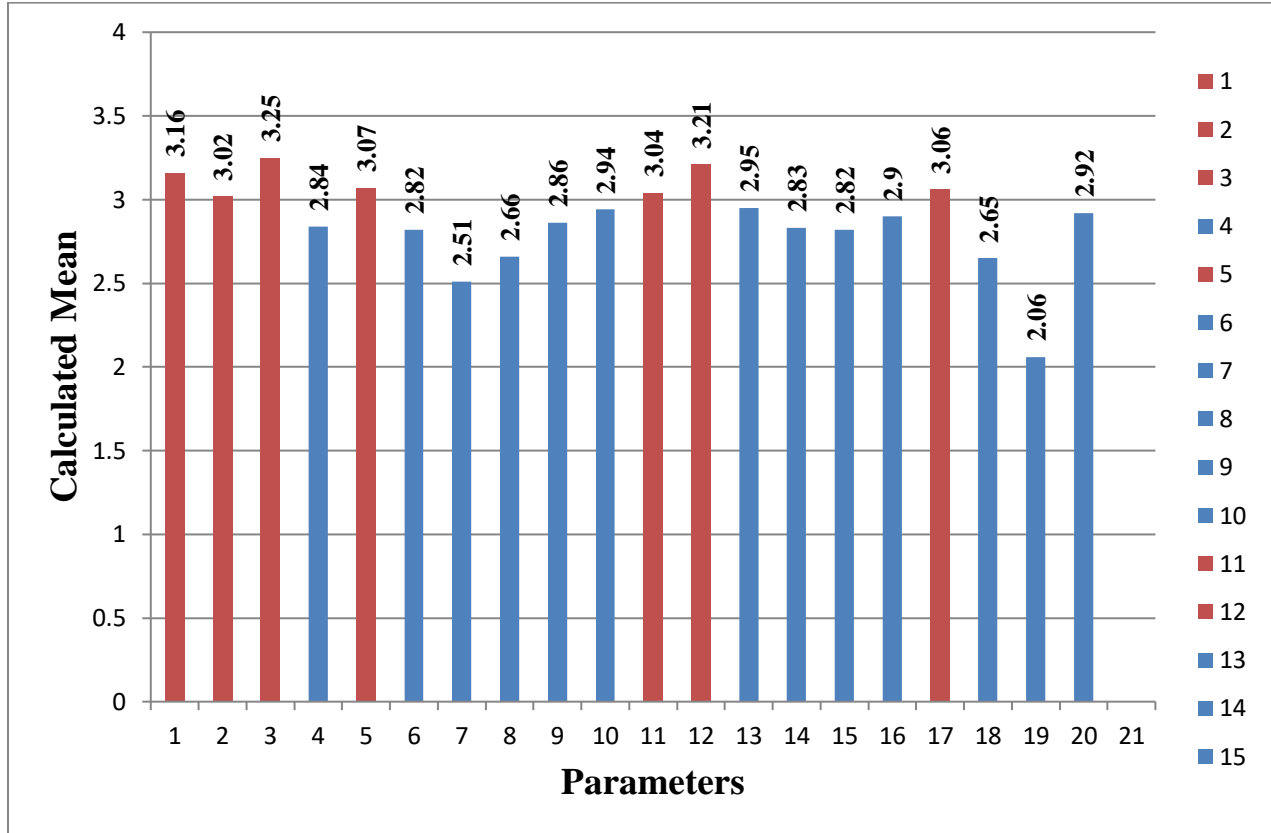| Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	52	111	68	47	72		
fx	187.46	311.35	136.34	56.63	28.8	2.06	2

20. The overall quality of teaching-learning process in your institute is very good.

Scale (x)	a (4)	b (3)	c (2)	d (1)	e (0)	Calculated Mean	Standard Mean
Response (f)	120	167	55	8	0		
fx	432.6	468.44	110.28	9.64	0	2.92	2
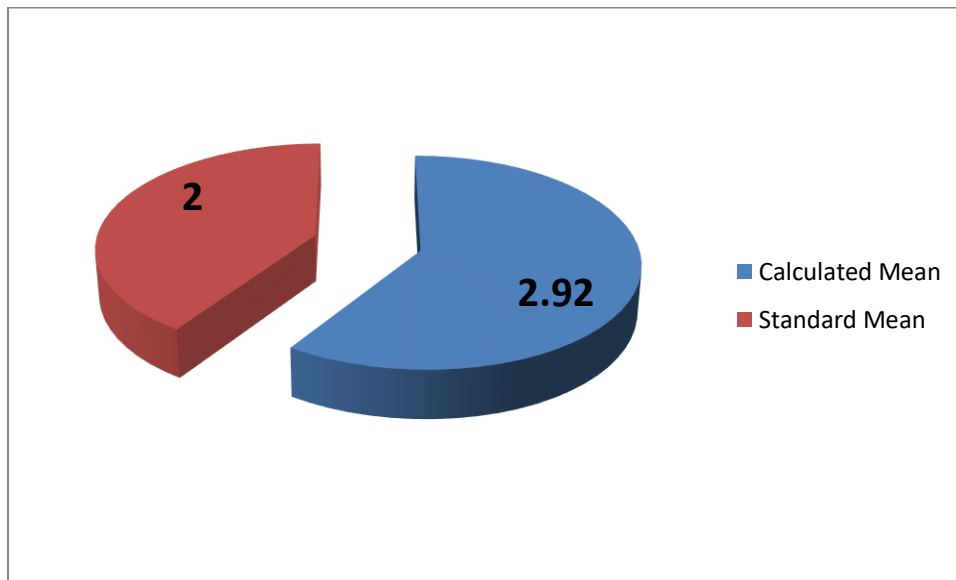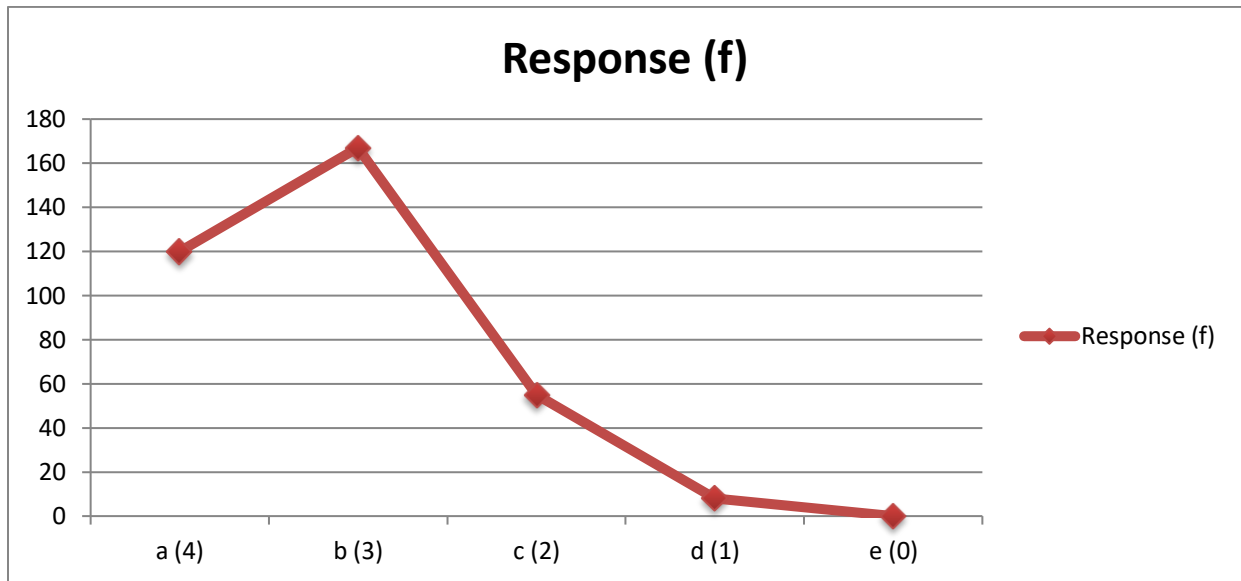
Graphic representation of calculated means for all parameters:

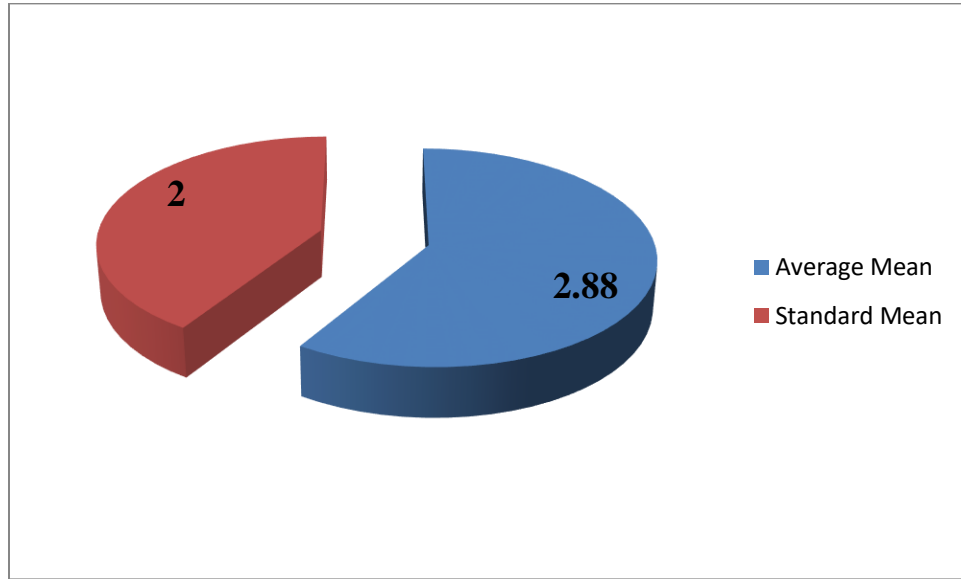**Note**: Red accent bars showing the calculated mean of parameters three and above.

Blue accent bars showing the calculated mean of parameters below three.

Calculation of Average Mean:

Average Mean =Total Calculated Mean/Total number of questions

$$= \frac{57.6}{20}$$

$$=\textbf{2.88}$$

Graphic representation of average mean:

Key Findings of the Survey:

The results of the survey can be broadly divided into two categories:

Parameters below 3 on Likert Scale	Parameters 3 and above on Likert Scale
1. Teacher's approach to teaching (2.84)	1. Syllabus covered in the class (3.16)
2. Discussion on student performance in assignments (2.82)	2. Teachers' preparation for the class (3.02)
3. Interest of the institute in promoting internship, student exchange, field visit (2.51)	3. Ability of teachers to communicate (3.25)
4. Teaching and mentoring process facilitated in	4. Fairness of the internal evaluation process (3.07)

cognitive, social and emotional growth (2.66)	
5. Institute provides multiple opportunities to learn and grow (2.86)	5. Follow up by the teacher with an assigned task (3.04)
6. Expected competencies, course outcomes and programme outcomes informed by teachers (2.94)	6. Illustration of the concepts through examples and applications by the teachers (3.21)
7. Identification of the student's strength and encouragement by the teacher (2.95)	7. Encouragement by the teacher to participate in extracurricular activities (3.06)
8. Identification of the student's weakness and helping them (2.83)	
9. Efforts made by the institute in improvement of the teaching learning process (2.82)	
10. Usage of student centric methods by the teachers to enhance learning experiences (2.90)	
11. Efforts made by the teachers to inculcate soft skills, life skills and employability skills	

in the students (2.65)	
12. Usage of ICT based tools while teaching (2.06)	
13. Overall quality of teaching learning process (2.92)	

As the overall mean of the survey is 2.88 on a Likert scale, it implies that chiefly the students are satisfied with the teaching learning process. At the same time, it also conveys that the institute can still enhance its performance by focussing on the parameters which are below 3 on the Likert scale to increase the level of student satisfaction.

Suggestions by the Committee:

- As per the survey, the parameter showing the usage of ICT tools has the lowest range on Likert scale i.e. 2.06. So, the college may focus on how to enhance the usage of various ICT tools available in the campus.
- To impart practical knowledge to the students, more educational visits, field visits and tours may be organised. Student satisfaction can be further enhanced by improving the functioning of Placement cell (w.r.t. Q. No. 7, Mean Value: 2.51).
- As per the suggestions and comments of the students, the college needs to focus on the availability of First Aid in the campus, RO problem and Common room. Amendments should also be made in the process of calculating different type of fines.

Student Satisfaction Survey Committee:

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Ms. Rupinderpal Kaur

(Asst. Prof. in Computer Science)

Dr. Harpreet Kaur

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