

STUDENT SATISFACTION SURVEY REPORT

SESSION: 2022-23

M.R GOVT. COLLEGE FAZILKA

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1. Survey about Adequacy, Quality of Teaching-Learning Resources, Student Support System and Academic Performance of Teachers

A. Objective

- a. To measure the student's level of satisfaction on their experiences with the **M.R. Govt. College FAZILKA** 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.

B. Questionnaire for Student Satisfaction Survey

Due to COVID-19 pandemic the survey was conducted online for the session 2022-23. Following instructions were given 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.14 is student's opportunity to give suggestions for improvements; she/he can also mention weaknesses of the institute here. No restriction was imposed on students to give suggestions.

Following is the feedback form for student satisfaction survey (online) to analyze adequacy, quality of teaching learning process, student support system and academic performance of teachers.

M.R. Govt. College FAZILKA

TEACHER FEEDBACK FORM

1. Fill this form for all the teachers who taught you during the session 2022-23.

2. Fill only once for each teacher.

Session: 2022-23 Course Ameba/BSC/BCA Semesters 1ST, 2ND, 3RD, 4TH, 5TH, 6TH Subject: ALL

Name of Teacher: ALL TEACHER PERFORMA FILLED

	POINTS TO BE CONSIDERED	Excellent	V. Good	Good	Fair	Average
1	Regularity in taking classes	Fill				
2	Punctuality in class	Fill	Fill	Fill	Fill	Fill
3	Knowledge about subject taught	Fill	Fill	Fill	Fill	Fill
4	Ability to link current knowledge and practical experience while teaching	Fill	Fill	Fill	Fill	Fill
5	Ability to involve students while teaching	Fill	Fill	Fill	Fill	Fill
6	Ability to maintain discipline in class	Fill	Fill	Fill	Fill	Fill
7	Communication skills in class	Fill	Fill	Fill	Fill	Fill
8	Effective use of Virtual Media in lecture	Fill	Fill	Fill	Fill	Fill
9	Appropriate E-Content provided by faculty	Fill	Fill	Fill	Fill	Fill
10	Availability after the class	Fill	Fill	Fill	Fill	Fill
11	Covers syllabus in time	Fill	Fill	Fill	Fill	Fill
12	Uses fair internal evaluation process	Fill	Fill	Fill	Fill	Fill
13	Gives practical projects/case studies that enhance learning of students	Fill	Fill	Fill	Fill	Fill

Note- Attached Pdf (Through Link)

C. 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. For the session 2022-23, the given questionnaire was filled online by 2277 students selected randomly from all UG classes submitted their responses. After the survey, the mean score for each question has been calculated and then 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.

D. Participants:

Students from each course were selected randomly for the survey. Number of students from various courses who participated in the survey are tabulated below:

S. No.	Course Name	No. of Participants
1	BA	2162
2	BSC (Non Medical)	82
3	BCA.	33
	Total No. of Participants	2277

E. Analysis and Interpretation of Student Satisfaction Survey

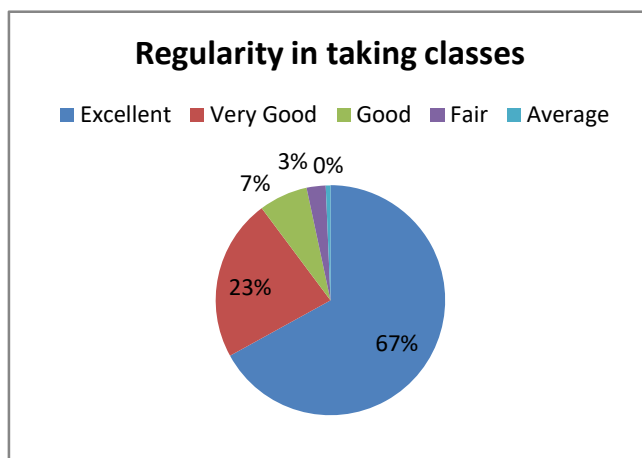
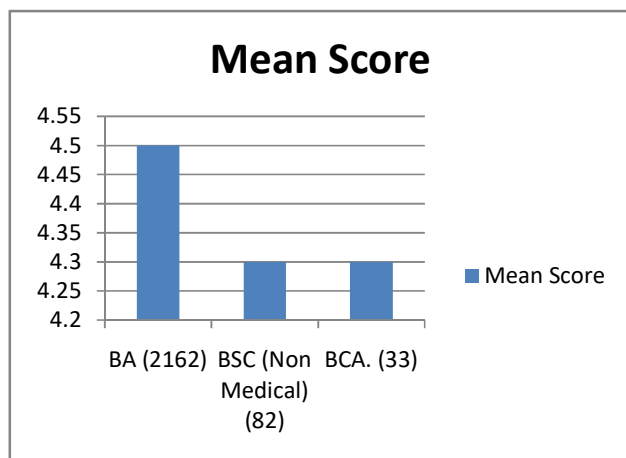
1. Regularity in conducting classes

Responses received by students of various courses for this parameter are shown in following table:

1. Regularity in taking classes.							
Course Name	EXCELLENT (5)	VERY GOOD (4)	GOOD (3)	FAIR (2)	AVERAGE (1)	TOTAL	MEAN SCORE
BA (2162)	1458	492	144	56	12	2162	4.5
BSC (Non Medical) (82)	50	17	8	4	3	82	4.3
BCA. (33)	17	11	4	1	00	33	4.3
Total 2277	1525	520	156	61	15	2277	4.5

Class-wise average score for this parameter is shown in following table:-

1. Regularity in taking Classes.	
Course Name	Mean Score
BA (2162)	4.5
BSC (Non Medical) (82)	4.3
BCA. (33)	4.3
Overall mean Score	4.5



With regard to very first parameter i.e. Regularity in taking classes, Majority of classes have more than 4.5 of an average score. This reveals that students in all the courses felt that classes have been conducted regularly. Adjusting and getting out of covid situations, the current session has been shorter and therefore faculty members ensured that all course related tasks and activities have been declared effectively to students. Majority of students, nearly 87 % (67%+20%) have rated this parameter as excellent and very good on Likert scale. Average score of college for this parameter stands at 4.5 and this illustrates very good performance of college in this parameter.

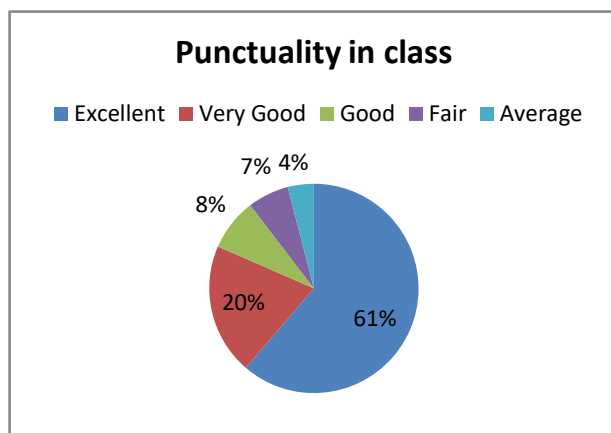
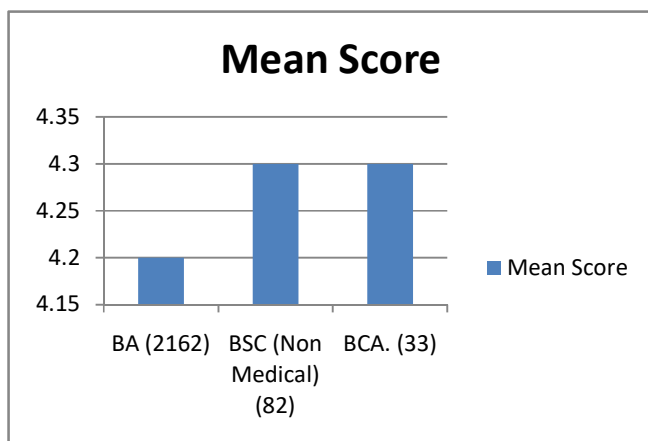
2. Punctuality in the class

Responses received by students of various courses for this parameter are shown in following table:

2. Punctuality in class							
Course Name	EXCELLENT (5)	VERY GOOD (4)	GOOD (3)	FAIR (2)	AVERAGE (1)	TOTAL	MEAN SCORE
BA (2162)	1320	441	176	134	91	2162	4.2
BSC (Non Medical) (82)	54	14	4	8	2	82	4.3
BCA. (33)	20	06	03	02	01	33	4.3
Total 2277	1394	461	183	144	92	2277	4.4

Class-wise average score for this parameter is shown in following table:-

2. Punctuality in class	
Course Name	Mean Score
BA (2162)	4.2
BSC (Non Medical) (82)	4.3
BCA. (33)	4.3
Overall mean Score	4.4



With regard to maintenance of discipline in classes, almost all departments stand above the standard. And overall college score also stands at more than standard mean score of 4.4. The pi-chart reveals that 61 % of students agree that teachers have been punctual in the classes and have given Excellent rating (5) and nearly 21% of students have given Very Good (4) rating in this parameter. Less than 10% students' response have been average with regard to this parameter and this may be due to reason that teachers may have been involved in some college duties that need to be performed besides teaching. Punctuality has been very important discipline adopted in college and this parameter will be emphasized more and more in upcoming sessions.

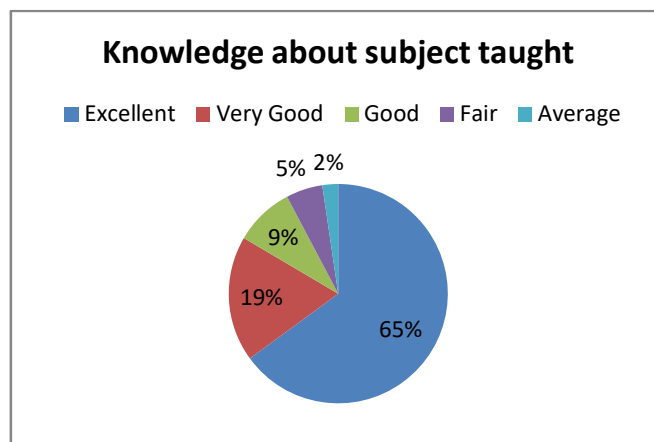
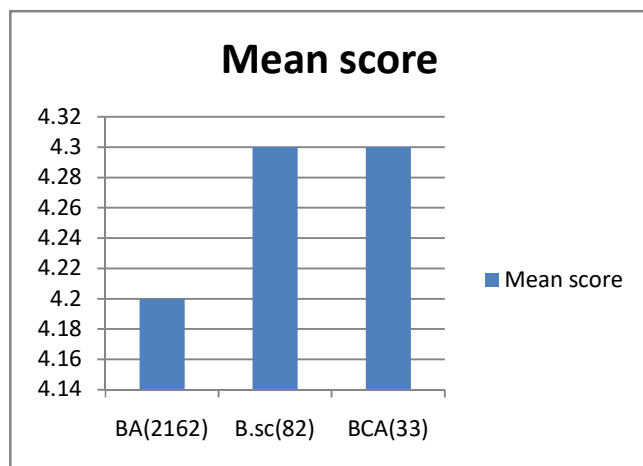
3. Knowledge about the subject taught

Responses received by students of various courses for this parameter are shown in following table:

3. Knowledge about subject taught							
Course Name	EXCELLENT (5)	VERY GOOD (4)	GOOD (3)	FAIR (2)	AVERAGE (1)	TOTAL	MEAN SCORE
BA (2162)	1408	395	194	116	49	2162	4.3
BSC (Non Medical) (82)	56	16	2	4	4	82	4.3
BCA. (33)	18	19	4	2	00	33	4.2
Total 2277	1472	420	200	122	53	2277	4.3

Class-wise average score for this parameter is shown in following table:

3. Knowledge about subject taught	
Course Name	Mean Score
BA (2162)	4.2
BSC (Non Medical) (82)	4.3
BCA. (33)	4.3
Overall mean Score	4.4



Above table and graph demonstrates mean score of various departments with respect to knowledge of subject matter and we can see that again majority of departments are well above standard mean score of 3. For all the Departments mean score is above 4, which revealed that majority of students of all the departments are highly satisfied with knowledge of subject matter with regard to their teachers. Overall mean score for college stands at 4.5 and therefore, we can say that teachers are well versed with their subject matter.

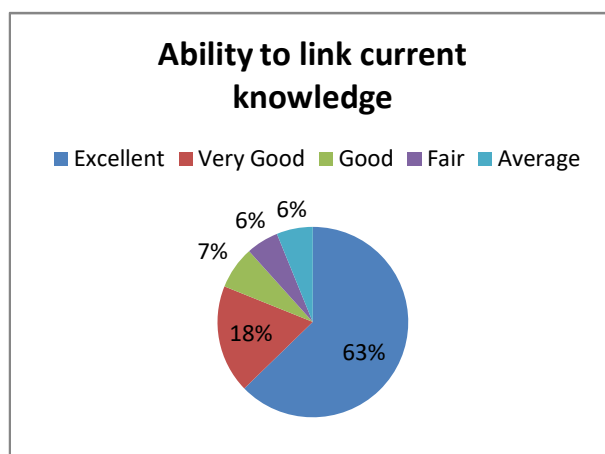
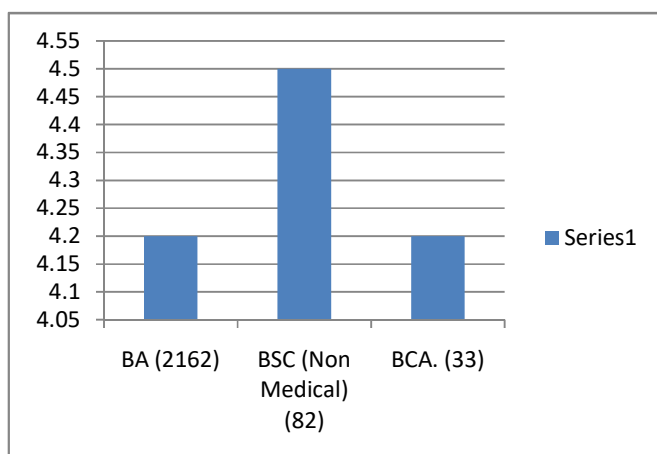
4. Ability to link current knowledge and practical experience while teaching

Responses received by students of various courses for this parameter are shown in following table:

4. Ability to link current knowledge and practical experience while teaching							
Course Name	EXCELLENT (5)	VERY GOOD (4)	GOOD (3)	FAIR (2)	AVERAGE (1)	TOTAL	MEAN SCORE
BA (2162)	1359	386	155	119	143	2162	4.2
BSC (Non Medical) (82)	51	20	5	5	1	82	4.5
BCA. (33)	15	11	4	1	02	33	4.2
Total 2277	1425	417	164	125	140	2277	4.3

Class-wise average score for this parameter is shown in following table:

4. Ability to link current knowledge and practical experience while teaching	
Course Name	Mean Score
BA (2162)	4.2
BSC (Non Medical) (82)	4.5
BCA. (33)	4.2
Overall mean Score	4.2



With regard to faculty's ability to link current knowledge with their practical experience, the score for all the departments have been very good. This shows that most of the teachers have ability to link their current knowledge with their practical experience. But in order to keep pace with changing environment, departments are putting in efforts to have more inclusive teaching pedagogies like case studies, projects, field projects and more.

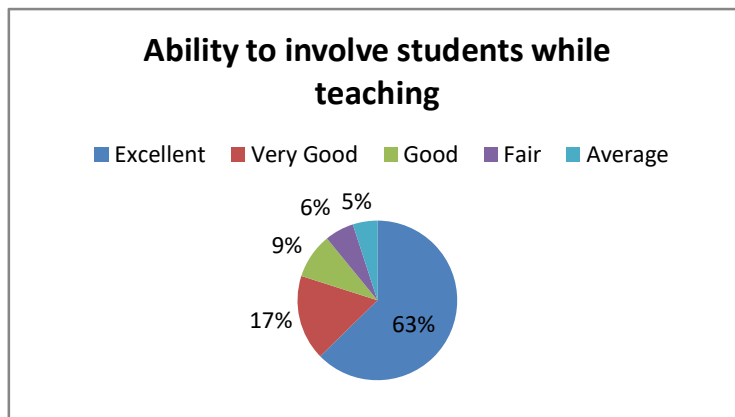
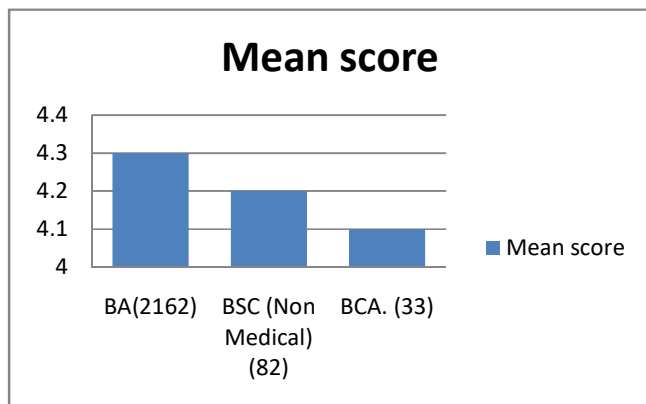
5. Ability to involve students while teaching

Responses received by students of various courses for this parameter are shown in following table:

5. Ability to involve students while teaching							
Course Name	EXCELLENT	VERY GOOD	GOOD	FAIR	AVERAGE	TOTAL	MEAN SCORE
BA (2162)	1354	374	199	127	108	2162	4.2
BSC (Non Medical) (82)	56	14	6	3	3	82	4.5
BCA. (33)	18	5	4	4	02	33	4.4
Total 2277	1428	393	209	134	113	2277	4.2

Class-wise average score for this parameter is shown in following table:

5. Ability to involve students while teaching	
Course	Mean Score
BA (2162)	4.2
BSC (Non Medical) (82)	4.4
BCA. (33)	4.4
Overall mean Score	4.2



To make teaching learning process effective, it becomes very important to involve students via discussions, undertaking different activities and projects. And same is practiced by faculty in all the departments as they involve students while teaching by encouraging active discussion in the classrooms. As demonstrated in above table and graphs, most of the students strongly agree that teachers involve them during teaching. Almost all the departments are rated very good on this parameter and overall mean score of college also stands at 4.3, which means college stands more than good on this parameter.

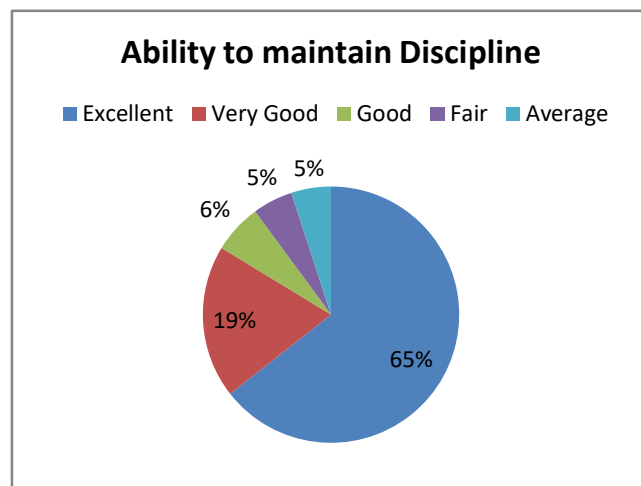
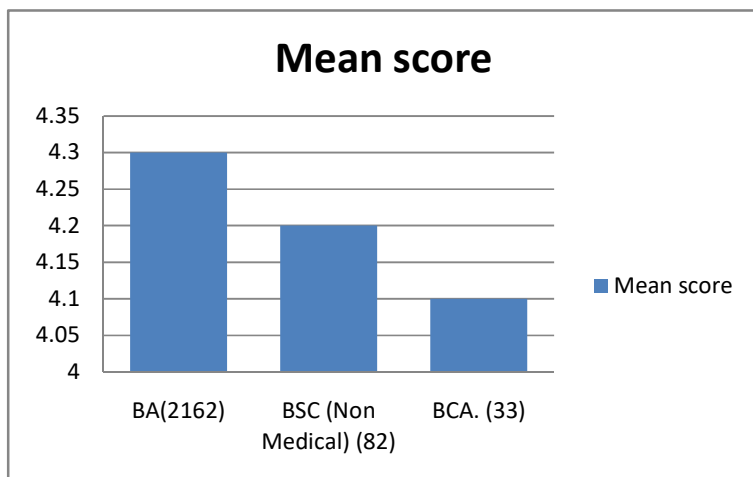
6. Ability to maintain discipline in class

Responses received by students of various courses for this parameter are shown in following table:

6. Ability to maintain Discipline in class							
Course Name	EXCELLENT (5)	VERY GOOD (4)	GOOD (3)	FAIR (2)	AVERAGE (1)	TOTAL	MEAN SCORE
BA (2162)	1400	417	132	108	105	2162	4.3
BSC (Non Medical) (82)	50	16	5	5	7	82	4.2
BCA. (33)	17	7	4	3	02	33	4.1
Total 2277	1467	440	141	116	114	2277	4.3

Class-wise average score for this parameter is shown in following table:-

6. Ability to maintain discipline in class	
Course Name	Mean Score
BA (2162)	4.3
BSC (Non Medical) (82)	4.2
BCA. (33)	4.1
Overall mean Score	4.3



The above table and graphs show that teachers of this college in all the departments have excellent ability to maintain discipline in the classes. If there is not any discipline in the class, the students may not be able to learn from their teachers however intelligent and good teacher may be. So, discipline is must in class. If teacher is teaching in the class with his/her voice audible and has knowledge of subject, the discipline is automatically created in the class. The students listen to their teachers and it enhances teaching-learning process. So, it clearly shows that our teachers are hard-working and their teaching is effective in the class.

7. Communication skills in class

Responses received by students of various courses for this parameter are shown in following table:

Communication skills in class							
classes	Excellent(5)	Very good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean score
BA(2162)	1428	334	148	138	104	2152	4.3
B.sc(82)	53	13	10	4	2	82	4.3
BCA(33)	17	8	6	2	0	33	4
Total(2277)	1498	355	164	142	109	2277	4.2

Class-wise average score for this parameter is shown in following table:

7. Communication skills in class	
Course Name	Mean Score
BA(2162)	4.3
B.SC(82)	4.3
BCA(33)	4.0
Total	4.2

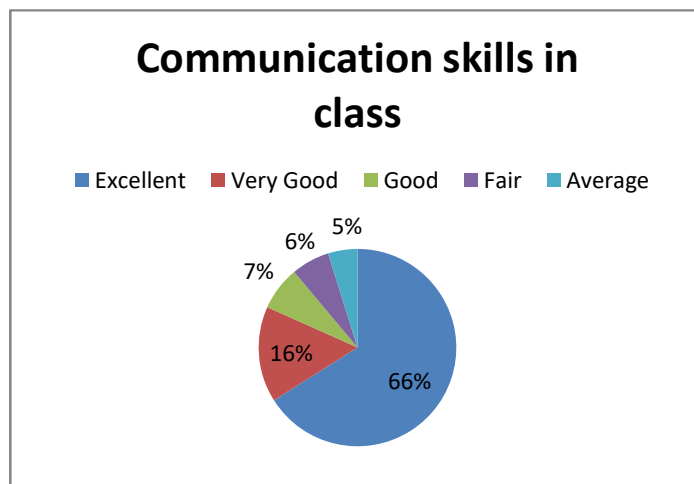
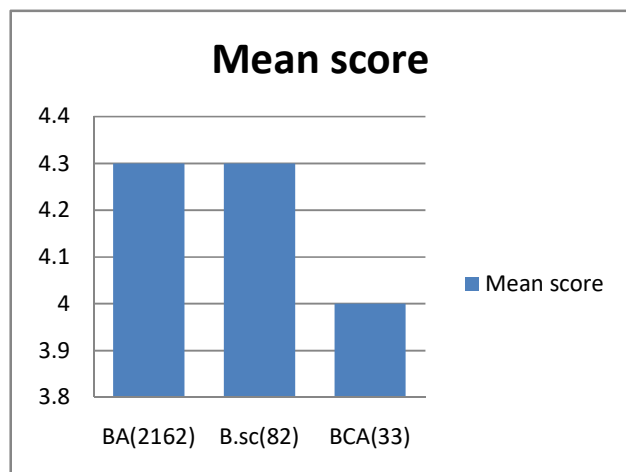


Table and graphs for this parameter illustrates those teachers in all the departments have excellent communication skills with their students. The average score for all the departments is above 4.0.

But we still strive to increase this score to in upcoming session.

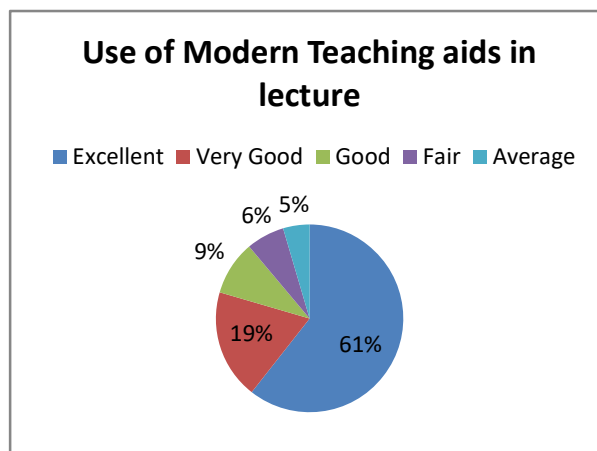
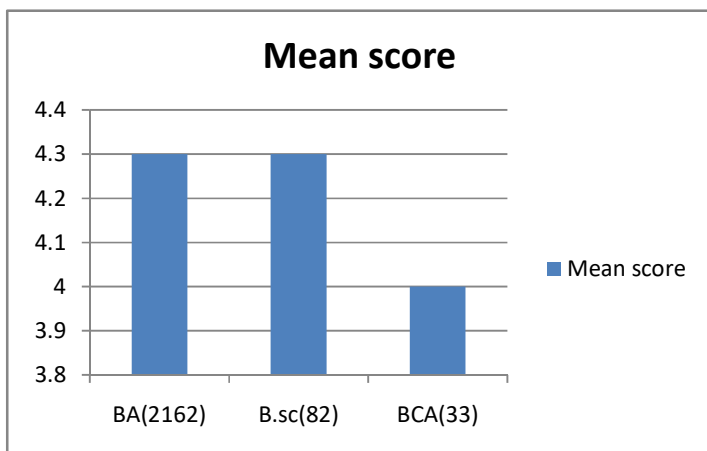
8 Use of Modern Teaching aids in lecture

Responses received by students of various courses for this parameter are shown in following table:

Use of Modern Teaching aids in lecture							
classes	Excellent(5)	Very good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean score
BA(2162)	1313	403	207	142	97	2162	4.3
B.sc(82)	51	18	4	4	5	82	4.3
BCA(33)	15	10	3	3	2	33	4
Total(2277)	1379	431	214	149	104	2277	4.2

Class-wise average score for this parameter is shown in following table:

8. Use of Modern Teaching aids in lecture	
Course Name	Mean Score
BA(2162)	4.3
B.sc(82)	4.3
BCA(33)	4
Overall Mean Score	4.2

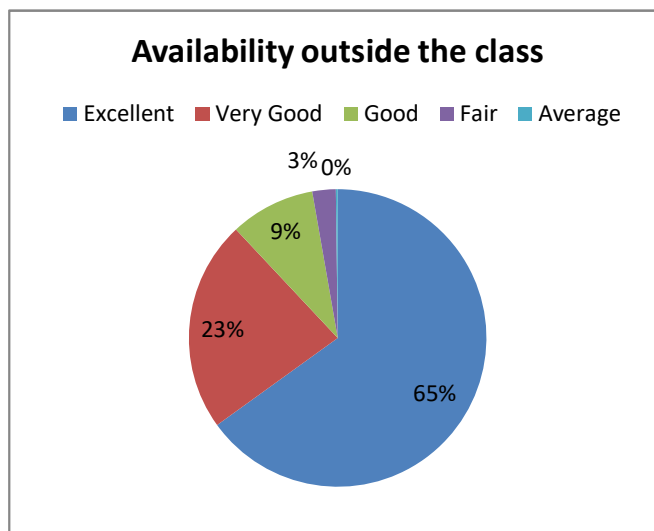
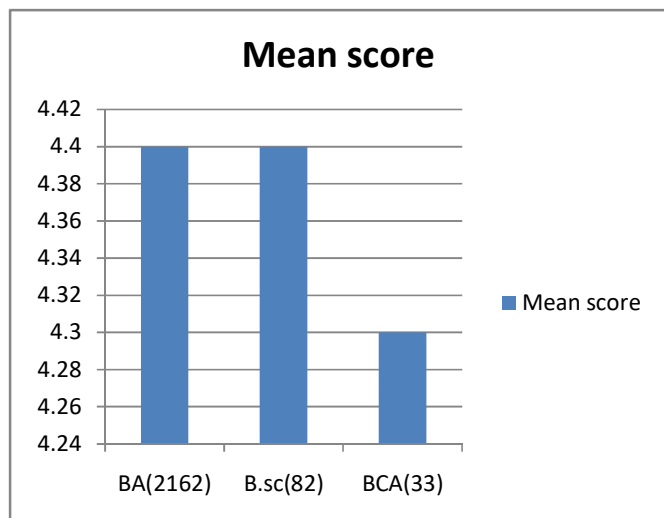


Most of the class rooms in the college are equipped with smart interactive boards. Most of the teachers used interactive boards for teaching. That is why the score of this parameter is 4.0 or above for all the departments. Overall average score of 4.2 also shows that most of teachers used modern teaching aids.

9. Availability outside the class

classes	Excellent(5)	Very good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean score
BA(2162)	1369	493	198	52	50	2162	4.4
B.sc(82)	61	11	3	2	5	82	4.4
BCA(33)	15	7	4	3	4	33	4.3
Total(2277)	1445	511	205	57	4	2277	4.4

9. Availability outside the class	
classes	Mean score
BA(2162)	4.4
B.sc(82)	4.4
BCA(33)	4.3
Overall Mean Score	4.4



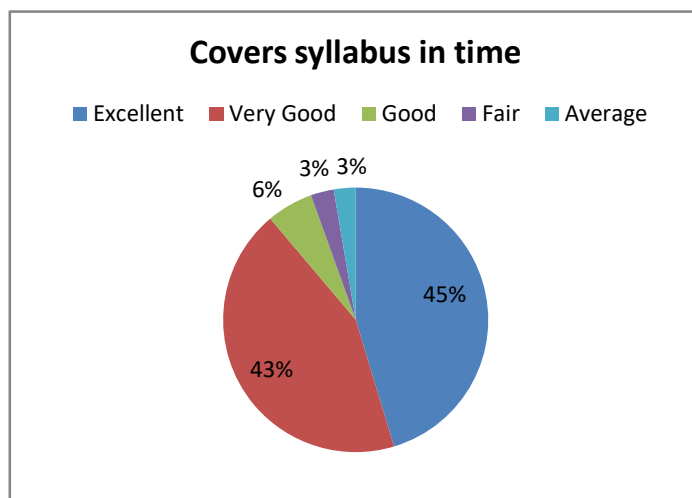
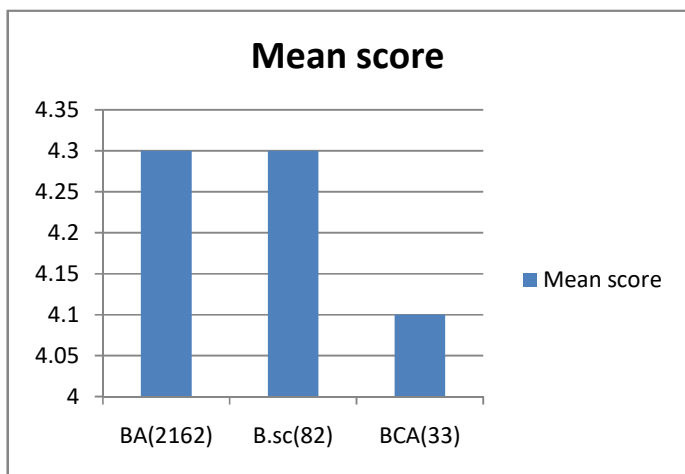
A handful help of a student by the teacher does a lot. Overall Mean Score with regard to availability of teacher after the class is 4.4 and this expresses that teacher of all the departments of the college have always been ready to help the students even after their scheduled classes. Teachers also ensured that they are available whenever the students need them. The college is working very well on this criterion.

10. Covers syllabus in time

Responses received by students of various courses for this parameter are shown in following table:

classes	Excellent(5)	Very good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean score
BA(2162)	1417	405	175	85	80	2162	4.3
B.sc(82)	53	16	4	4	5	82	4.3
BCA(33)	15	7	6	4	2	33	4.1
Total(2277)	1485	1428	185	93	87	2277	4.3

10. Covers syllabus in time	
classes	Mean score
BA(2162)	4.3
B.sc(82)	4.3
BCA(33)	4.1
Total(2277)	4.3



All the departments also ensure the completion of all the courses in terms of all the units of syllabus as shown by above tables and graphs. Average score for all the departments for completion of syllabus in time is 4.3 or More and overall mean score for all the departments 4.4 .we hope this score will improve in next session and all the teachers will be asked to complete syllabus in time.

11 Uses fair internal evaluation process

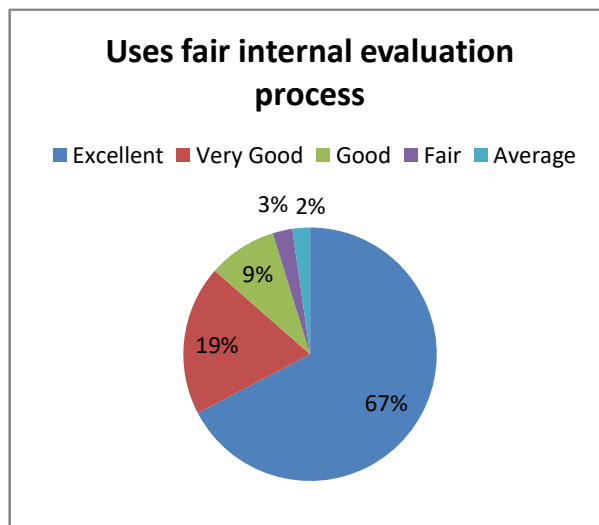
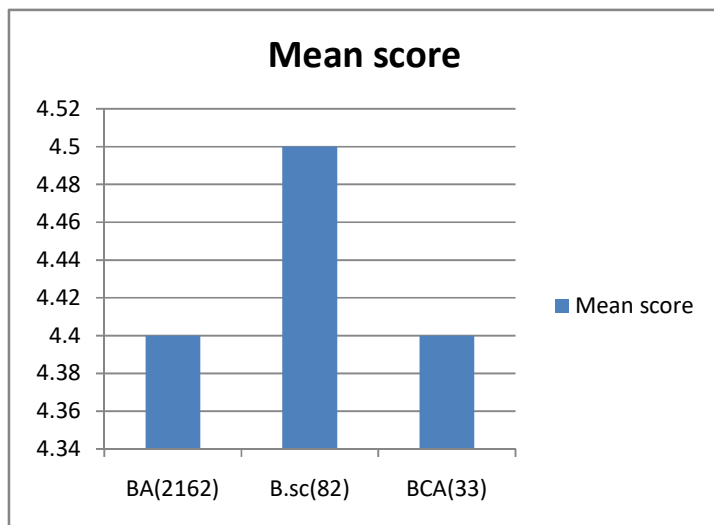
Responses received by students of various courses for this parameter are shown in following table:

11. Uses fair internal evaluation process							
classes	Excellent(5)	Very good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean score
BA(2162)	1455	417	189	52	49	2162	4.4
B.sc(82)	60	12	6	2	2	82	4.5
BCA(33)	18	7	5	3	0	33	4.4
Total(2277)	1533	436	200	57	51	2277	4.4

Class-wise average score for this parameter is shown in following table:

11. uses fair internal evaluation process

classes	Mean score
BA(2162)	4.4
B.sc(82)	4.5
BCA(33)	4.4
Total(2277)	4.4



Evaluation is the yardstick to measure the performance of the students. Overall Mean Score with regard to fair in evaluation is 4.3 which stands between excellent and very good. For nearly all the departments except single one this score is more than 4.0, which shows that majority of the departments are doing fair evaluation and there is a little bit need to focus on unbiased evaluation by few other departments of the college Evaluation is the yardstick to measure the performance of the students. Overall Mean Score with regard to fair in evaluation is 4.3 which stands between excellent and very good. For nearly all the departments except single one this score is more than 4.0, which shows that majority of the departments are doing fair evaluation and there is a little bit need to focus on unbiased evaluation by few other departments of the college

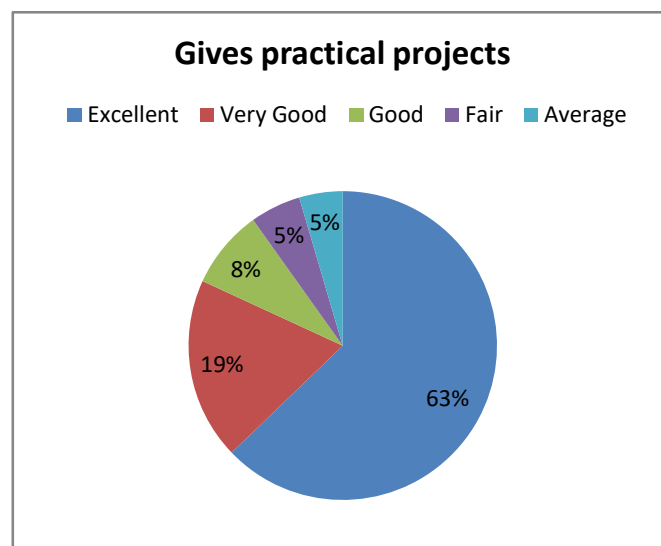
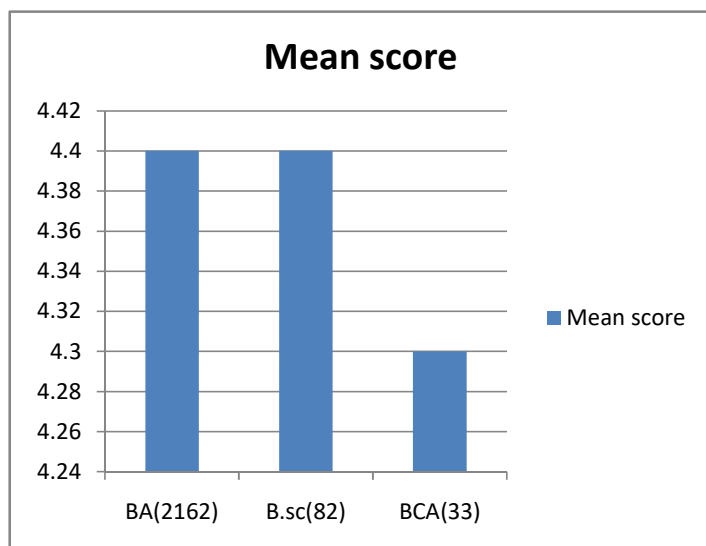
12.Gives practical projects/ case studies that enhances learning of students

Responses received by students of various courses for this parameter are shown in following table:

12.Gives practical projects/ case studies that enhances learning of students							
classes	Excellent(5)	Very good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean score
BA(2162)	1368	394	182	114	98	2162	4.4
B.sc(82)	49	33	3	3	4	82	4.4
BCA(33)	17	8	4	4	2	33	4.2
Total(2277)	1434	435	189	121	104	2277	4.3

Class-wise average score for this parameter is shown in following table:

classes	Mean score
BA(2162)	4.4
B.sc(82)	4.4
BCA(33)	4.3
overall mean score(2277)	4.4



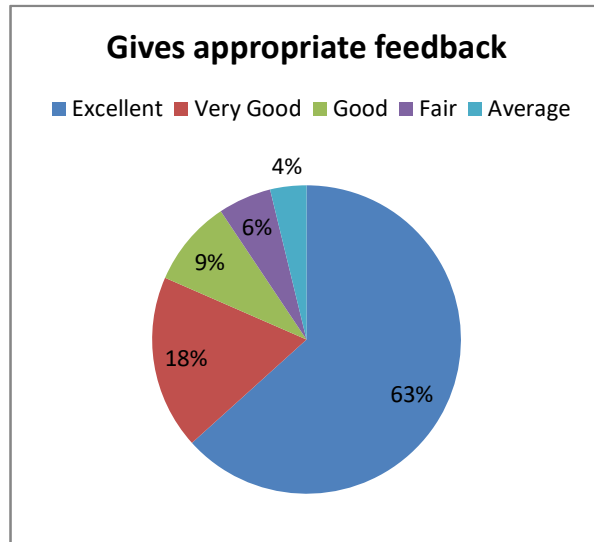
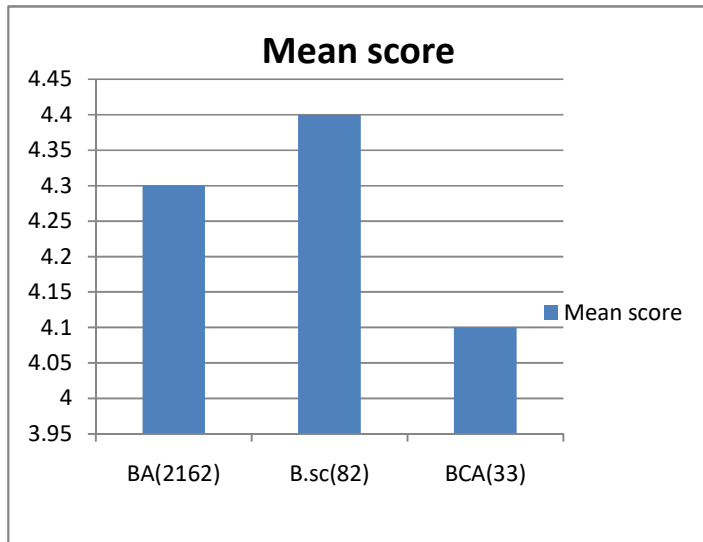
Practical Learning is very important aspect of today's learning process and it should be made important element of every course and department. Overall mean score of 4.4 of college illustrates that college is doing fairly well in this parameter but this is continuous process. So, all the departments are working hard and continuously to substantiate their lectures with practical examples. Teachers give projects and case studies to students which helps the students to understand theory more effectively. As the world is changing and new trends are coming up, therefore, there is always scope of improvement with regard to this parameter.

13. Gives appropriate feedback to improve performance of students

Classes	Excellent(5)	Very good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean score
BA (2162)	1366	396	198	118	84	2162	4.3
B.SC (82)	59	11	4	6	2	82	4.4
BCA (33)	17	8	4	3	1	33	4.1
Total(2277)	1442	415	206	127	87	2277	4.3

13. Gives appropriate feedback to improve performance of students

classes	Mean score
BA(2162)	4.3
B.sc(82)	4.4
BCA(33)	4.1
Total(2277)	4.3

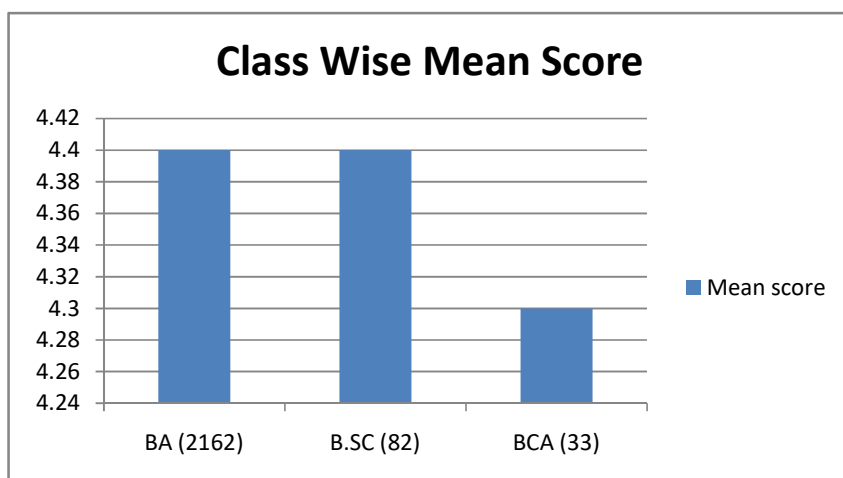


Overall Mean Score with regard to this parameter is 4.3, which is well above standard mean score of 4.1. For individual departments also the score is good but some departments need to improve on this parameter. We see scope of improvement in this parameter and hope in next session, the score will improve amongst all the departments.

F. Class Wise Mean Score

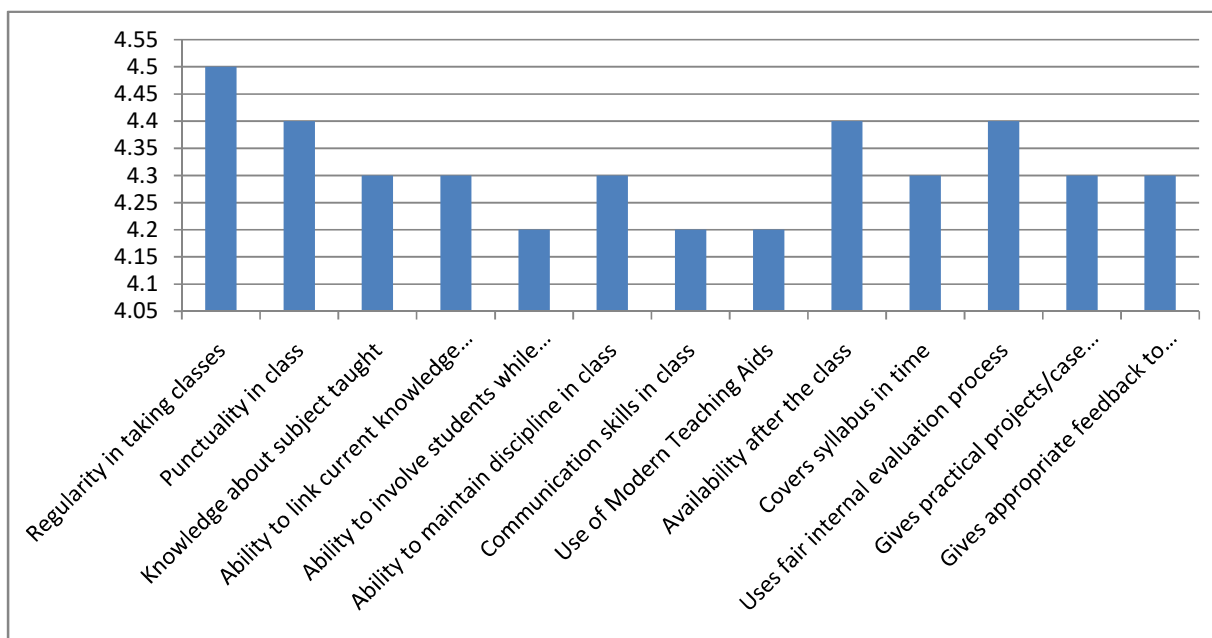
Responses received by students of various courses for this parameter are shown in following table:

Classes	Mean score
BA (2162)	4.4
B.SC (82)	4.4
BCA (33)	4.3
Overall Mean Score (2277)	4.4



G. Overall Mean Score for Various Parameters

Sr. No	Evaluation Parameters for all Courses at college level	Mean Score
1	Regularity in taking classes	4.5
2	Punctuality in class	4.4
3	Knowledge about subject taught	4.3
4	Ability to link current knowledge and practical experience while teaching	4.3
5	Ability to involve students while teaching	4.2
6	Ability to maintain discipline in class	4.3
7	Communication skills in class	4.2
8	Use of Modern Teaching Aids	4.2
9	Availability after the class	4.4
10	Covers syllabus in time	4.3
11	Uses fair internal evaluation process	4.4
12	Gives practical projects/case studies that enhance learning of students	4.3
13	Gives appropriate feedback to improve performance of students	4.3
15	Overall Average Score	4.3



Above data shows that average score for individual parameters given by the students for all the courses has been 4.3 and above. This clearly indicates that our teachers' performance is excellent in all parameters. However, they always strive for improvement and are determined to do better.

2. Feedback by Parents

A. Objective

Parent's feedback has five main objectives:

- a. To provide parents the opportunity to comment on the quality of their ward's learning experience, as required in preparation for and as part of review process.
- b. To assess the success of academic provision in relation to the expectations of both the parents and the students.
- c. To provide feedback to the faculties in order to improve delivery and/or content of the curriculum.
- d. To know about the overall experience of the parents with college and their satisfaction level.
- e. To identify and address gap for improvement.

B. Focus on the Parents Feedback Form

The parent's feedback form focuses on the following issues:

1. Infrastructure of the college.
2. Learning experience of the student.
3. Assessment of the academic skills and knowledge of the college faculty.
4. Resources provided to students by the college.
5. Opinion about exposure given to their wards as far as carrier opportunities are concerned.
6. Opinion about hostel facilities provided.
7. Experience of parents about administration support.
8. Support of teachers and other faculty to their wards.

C. Questionnaire for Parents Feedback Survey

The survey was conducted online for the session 2022-23. Following instructions were given to fill the questionnaire

- All questions should be compulsorily answered except question number 3 regarding hostel facilities.
- Each question has five responses, choose the most appropriate one.
- The parents were given opportunity to give suggestions for improvements to provide quality educations. Parents can also mention weaknesses of the institute here. No restriction was imposed on parents to give suggestions.

M.R Govt. College FAZILKA

PARENT FEEDBACK FORM

Session: 2022-23 Rating

Sr. No.	Parameters	Excellent	Very good	Good	Fair	Average
1.	Ambience (example situation, atmosphere Etc.) of the college with respect to the facilities given to your ward.					
2.	The college environment is conducive for the overall development of your ward.					
3.	My ward is happy with hostel facilities. (If applicable)					
4.	My ward is given enough exposure as far as career orientation is concerned.					
5.	The environment of the college congenial for the students to the discuss their problems.					
6.	The authorities are easily approachable regarding any queries.					
7.	The college is following Covid guidelines.					
8.	The college is conducting online classes effectively.					
9.	I get feedback about my ward(whenever required).					

i) Specific reasons for selecting this college for your ward:

ii) Suggestions for how this college can be made more effective for students.

iii) Any other suggestions for quality education

D. Methodology for Analysis of Parents Feedback 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.

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.

E. Participants:

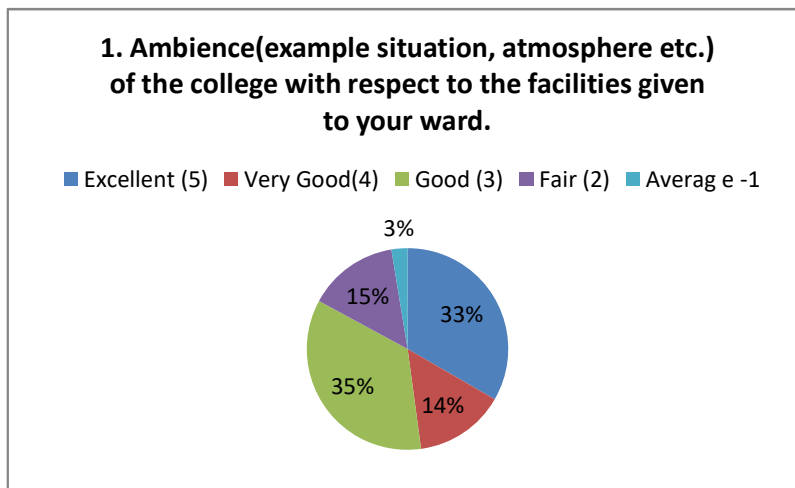
For the session 2022-23, the given questionnaire was filled online by parents of 117 students from all UG classes. After the survey, the mean score for each question has been calculated and then the overall mean were also calculated.

F. Analysis and Interpretation of Parents Feedback Survey (Question-Wise)

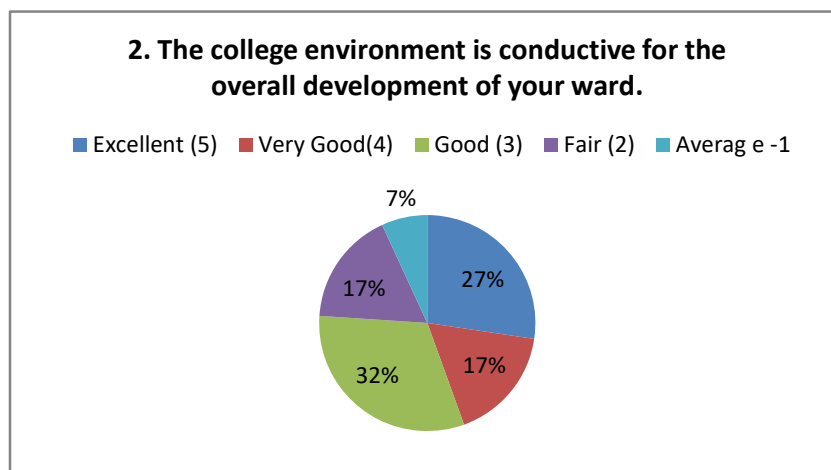
Total 117 parents submitted responses online through Google platform. Following responses were received from parents for different parameters:

Feedback from parents							
Evaluation Parameters	Excellent (5)	Very Good(4)	Good (3)	Fair (2)	Average (1)	Total	Mean Score
Ambience (example situation, atmosphere etc.) of the college with respect to the facilities given to your ward.	39	17	41	17	3	117	3.6
The college environment is conducive for the overall development of your ward.	32	20	37	20	8	117	3.4
My ward is happy with hostel facilities.(If applicable)	-	-	-	-	-	-	-
My ward is given enough exposure as far as career orientation is concerned.	31	24	34	23	5	117	3.5
The environment of the college congenial for the students to the discuss their problems.	29	25	31	24	8	117	3.3
The authorities are easily approachable regarding any queries.	36	13	42	17	8	117	3.4
The college is following Covid guidelines.	-	-	-	-	-	-	-
The college is conducting online classes effectively.	-	-	-	-	-	-	-
I get feedback about my ward (whenever required).	31	17	41	20	8	117	3.3
Quality of Education provided by the college	40	24	34	12	7	117	3.6
Total No. of responses and mean score	238	140	260	133	47	818	3.4

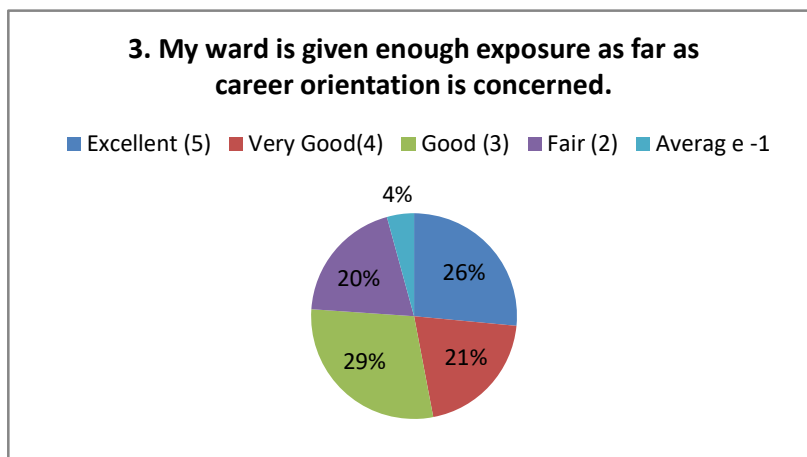
Question-wise analysis is as follows:



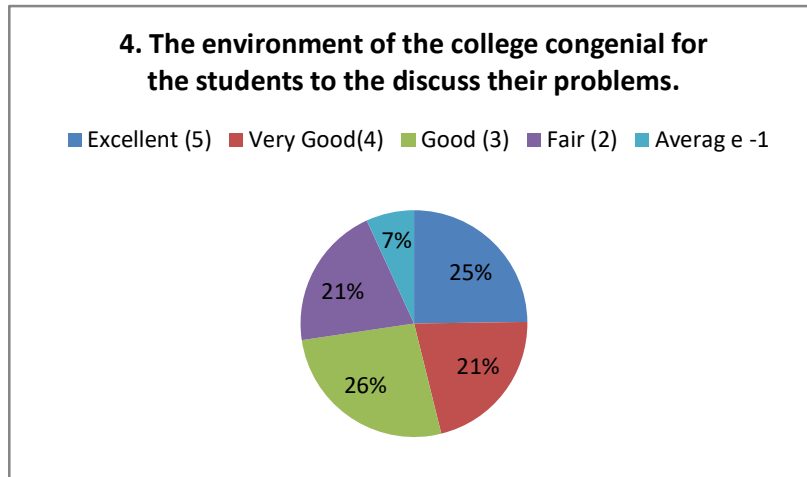
For the ambience of college, mean score was calculated which came to be 3.6. Parents felt that ambience of college i.e various facilities provided to their ward is good but can be made better. College authorities has proposed various modification and beautification projects in college so as to cope up with expectations of parents and students.



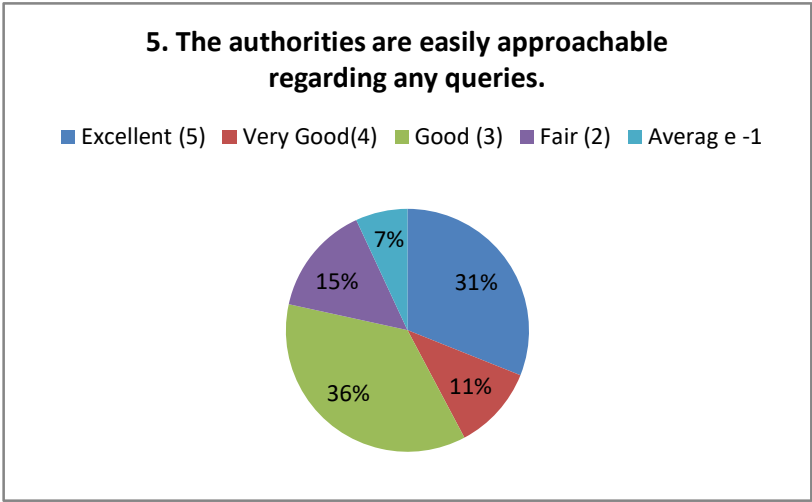
Mean score of this parameter is also more than average value of 3.4 and parents felt that college environment is quite conducive for overall development of their ward. College has been constantly working upon conducting various activities at class and college level for the students. These extra-curricular activities are focused upon development of ward as there is always a scope of improvement.



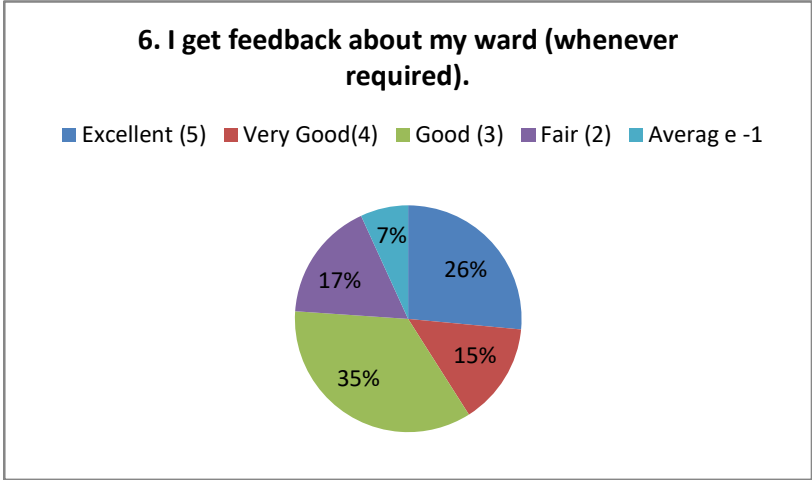
As far as exposure with regard to career orientation is concerned parents felt that college is giving good exposure as revealed by mean score of 3.5. College has actively provided various platforms to enhance their personalities and also has organized various career orientation talks at various course levels.



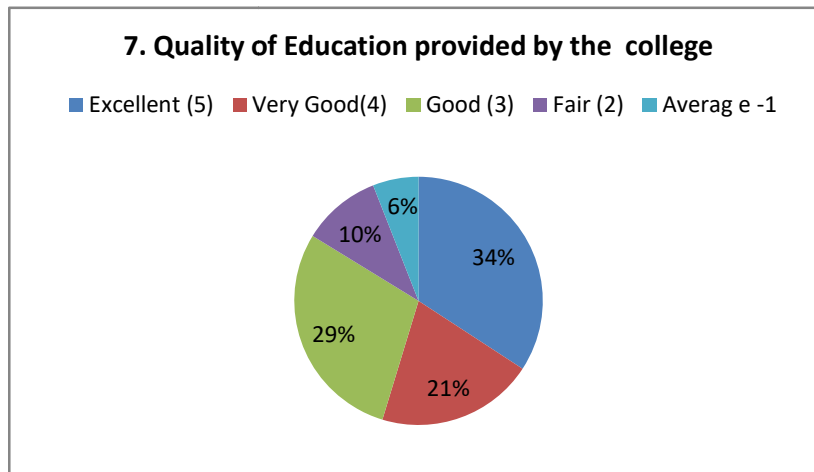
The mean score of 3.3 with regard to this parameter express that parent felt that college has been actively handling and discussing students problems. College has scheduled tutorial lectures in time table and active grievance redressal cell is also established where students problems are handled and active attempts are made to resolve them.



Average score for this parameter stands at 3.4. All the teachers and administrative staff have been actively handling students’ queries and resolving them too.

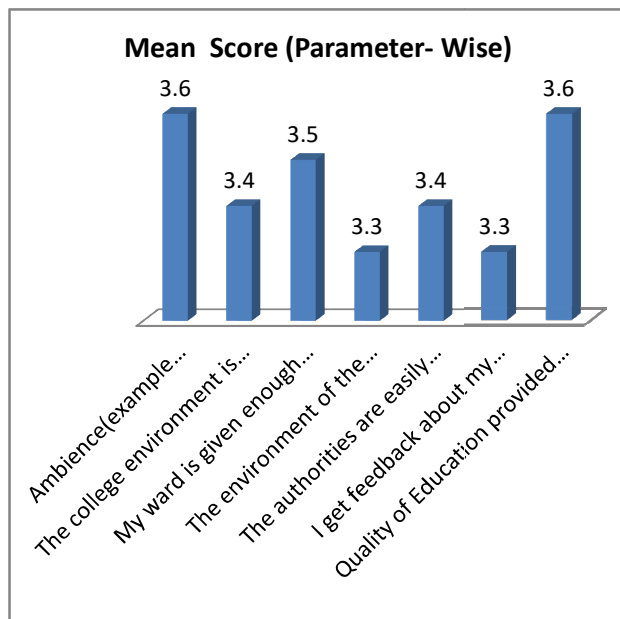


Mean score of 3.3 says that college has been following covid guidelines aggressively. Covid and this era has become new normal and therefore college has been taking every measure to safeguard health of its employees as well as students.

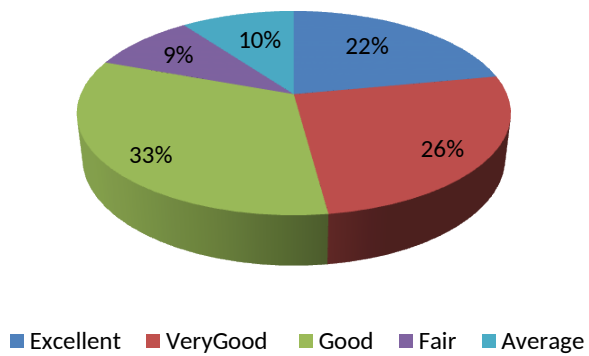


Online classes are new normal in these covid times and mean score of 3.6 revealed that college has effectively switched over from offline mode to that of online mode of education. Suggestions were taken actively from staff members so as to effectively deliver education to its students.

G. Overall Analysis and Interpretation of Parents Feedback Survey



Overall Mean Score



Above graphs shows the parameter-wise mean score and overall average score for all the parameters. Analyzing all the parameters, parents are satisfied with regard to college facilities and systems as mean score of this parameter stands at 3.4. Parents were satisfied with regard to college covid guidelines and online mode of teaching but lot of improvements can be done with regard to hostel facilities.

3. Infrastructure Feedback Survey

A. Objective

Objective of the infrastructure survey is to know the level of satisfaction and facilities provided to students by the Govt. College for Girls, Ludhiana covering the following areas:

- a. Quality and environment of the classrooms.
- b. Availability of modern teaching aids.
- c. Facilities available in the library.
- d. Availability of books, magazines and journals in the library.
- e. Problems faced by the students regarding issue of books, seating capacity, behavior of library staffed.
- f. To know about the experience of students in college hostel.
- g. Quality and quantity of food served in hostel mess.
- h. Availability of safe drinking water, cleanliness in the washrooms, and behavior of hostel staffed.
- i. Support of college administration staff.
- j. Facilities available in the college like Photostat, stationary shop, Poet.
- k. Facilities available and accessibility of computer labs.
- l. Experience of students about other labs.
- m. To measure the overall satisfaction level of students regarding infrastructure provided by college to students and addresses the gap for further improvement.

B. Questionnaire for Infrastructure Feedback Survey

The survey was conducted online using Google platform. All questions were compulsory except the questions related to Hostel, Computer labs and other labs. Responses to these questions were optional for those students who use these facilities. The students were also given opportunity to mention weakness of the institute or give suggestion. No restriction was imposed on students to given suggestions or mention weaknesses of the college.

Following is the feedback form for infrastructure feedback survey (online) to analyze infrastructure and facilities provided to students by the college:

Student Feedback (Infrastructure and Services) Session:

Rating

Sr. No	Parameters	Excellent	Very good	Good	Fair	Average
I.	CLASS ROOMS					
a)	Seating capacity					
b)	Teaching Learning aids					
c)	Ventilation/Airy /lighting					
d)	Cleanliness					
II.	LIBRARY					
a)	Seating arrangement and Capacity					
b)	Ventilation/Airy/Lighting					
c)	Suitable Timings					
d)	Staff Behavior					
e)	Latest Books & Journals & Magazines					
f)	Sufficient copies of Books					
g)	No. of Books issued per student					
h)	Availability of issue facility during exams					
I)	Access to online & Offline Journals and Magazines					
I)	Availability of Daily Newspapers					
Do you stay in the college Hostel? Yes/No						
III.	HOSTEL					
a)	Accessibility to Warden					
b)	Behavior of Hostel Staff					
c)	Grievances redressal system					
d)	Rooms					
e)	Mess facilities					
f)	Timings of Mess					
g)	Behavior of Mess Staff					
h)	Availability of safe & pure Drinking Water					
i)	Quality of Food					
j)	Quantity Served					
k)	Variety in Meals					
l)	Cost of Meals					
m)	Toilets					
n)	Hostel Surroundings (eg Lawn etc.)					
o)	Availability of medicines and First Aid Box					
IV.	ADMINISTRATION & OFFICE					
a)	Staff Behavior					
b)	Easy access/availability					
c)	Service Promptness					
d)	Grievance Redressal					
V.	CANTEEN					

a)	Behavior of canteen staff					
b.)	Pricing of the items					
c)	Variety of items available					
d)	Quality of Food					
e)	Ambience & Cleanliness					
VI.	PHOTOSTAT / PCO					
a)	Efficiency of service					
b)	Rate/Pricing					
c)	Quality of service					

Laboratories

Are you using Computer Lab- Yes/No

If Yes Please Rate Following statements

Sr. No	Parameters	Excellent	Very good	Good	Fair	Average
a)	Condition & Quality of Hardware (Desktops, printers etc.)					
b)	Usefulness & working of installed software					
c)	Access to Computer Labs					
d)	Lab Timings					
e)	Printing Facility					
f)	Sufficient peripherals for devices connectivity					
g)	Classroom Projectors/ Smart boards working					
h)	Wi-Fi facility					

Are You Using any other Lab Facilities of College (Physics/Chemistry/Botany/Zoology/Home Science etc.) – Yes/No

If Yes Please Rate Following statements

Sr. No	Parameters	Excellent	Very good	Good	Fair	Average
a)	Condition & Quality of Apparatus/Equipment					
b)	Availability of Apparatus/equipment					
c)	Are practical's conducted regularly as per time table					
d)	Behavior of Lab Staff					
e)	Proper instructions given by Faculty					

Suggestions, if any:.....

C. Methodology for Analysis of Infrastructure Feedback 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.

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.

D. Participants:

For the session 2022-23, the given questionnaire was filled online by 2277 students from UG classes for classrooms, Library, Administration office, Canteen and Photostat/PCO whereas for College Hostel, Computer Labs and Other Labs the number of responses received vary because these facilities are not used by all students and responses to these facilities were kept optional. The students from all UG classes submitted their responses randomly. After the survey, the mean score for each question has been calculated and then the overall mean has been arrived at.

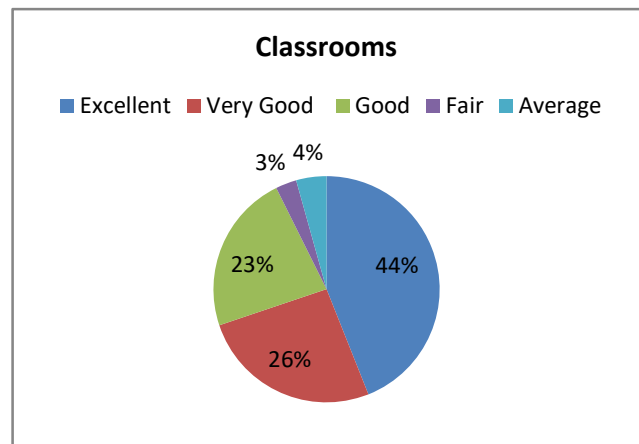
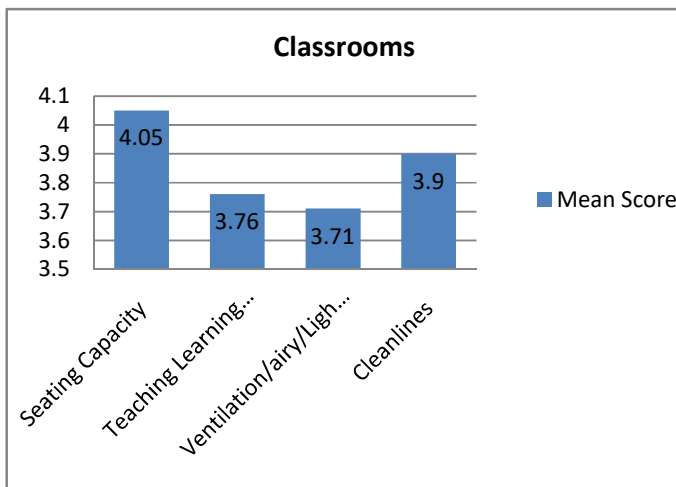
E. Analysis and Interpretation of Infrastructure Feedback Survey

1. Classrooms

Responses received by students of various courses for this parameter are shown in following table:

Classrooms								
Evaluation Parameters	Excellent	Very Good	Good	Fair	Average	Total	Mean Score	
Seating Capacity	102	60	53	7	10	231	4.05	
Teaching Learning Aids	74	71	52	9	25	231	3.76	
Ventilation/airy/Lighting	74	63	71	9	14	231	3.71	
Cleanliness	92	61	57	9	12	231	3.9	
Total No of responses	341	255	233	34	61	924	3.8	

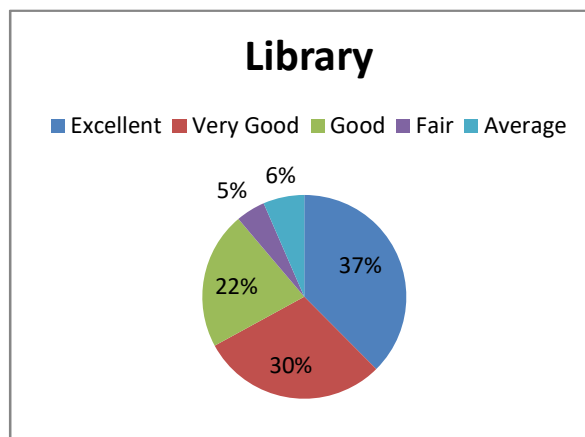
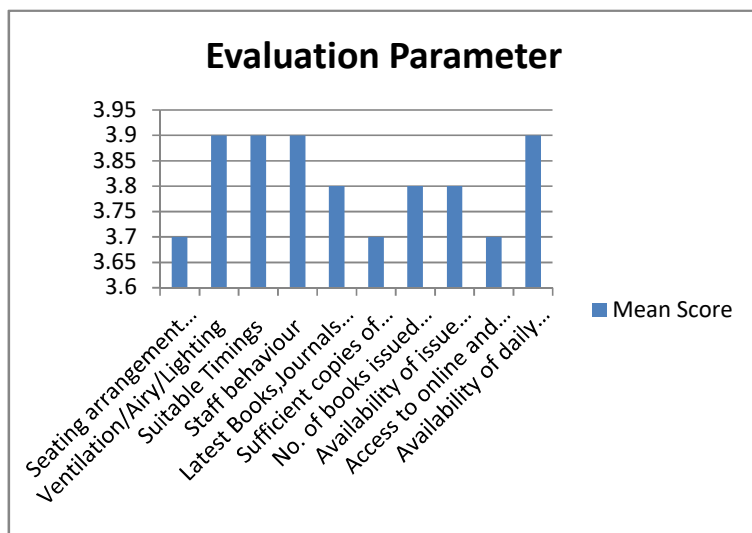
Above table and graphs show that overall rating for classrooms 3.8. The institute is working aggressively in current academic years to improve the classrooms and its conditions. Classroom teaching learning aids demonstrates a very good score of 3.6. The parameter like this and ventilation of classrooms requires special attention.



2. Library

Responses received by students of various courses for this parameter are shown in following table:

2. Library							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Seating arrangement and capacity	103	67	40	9	12	231	3.7
Ventilation/Airy/Lighting	89	73	43	14	12	231	3.9
Suitable Timings	89	74	46	8	14	231	3.9
Staff behavior	98	58	54	9	12	231	3.9
Latest Books, Journals & Magazines	79	76	50	8	18	231	3.8
Sufficient copies of books available	75	70	47	25	14	231	3.7
No. of books issued per student	82	68	50	13	18	231	3.8
Availability of issue facility during exams	85	64	49	15	18	231	3.8
Access to online and offline Journals and Magazines	68	68	67	7	21	231	3.7
Availability of daily Newspapers	96	62	55	7	11	231	3.9
Total No. of responses	864	680	501	115	150	2310	3.8

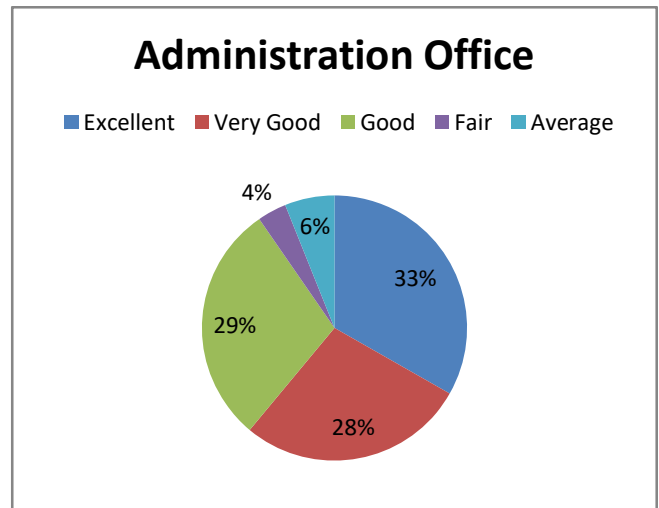
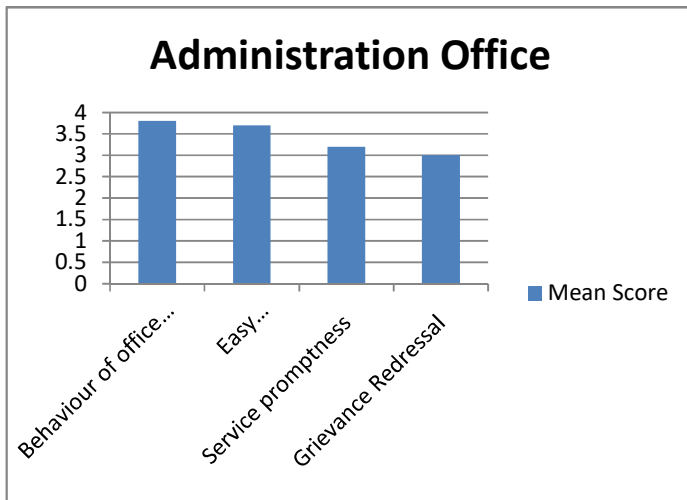


Above table and graphs show that score for all the parameters regarding library stands above average score of 3.0. Parameters like seating capacity in library and availability of newspapers has been graded highest by students and this shows they are highly satisfied with regard to same. For other parameters of library like suitability of timing and staff behavior, mean score is at 3.7 which is ranked very good by students. The overall average score of all the parameters together is 3.6, which is more than standard average value of 3.0. Hence students are satisfied with facilities available in the library. But we will strive to achieve a score of 4.0 or higher during the upcoming sessions.

3. Administration Office

Responses received by students of various courses for this parameter are shown in following table:

4. Administration office							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Behavior of office staff	85	64	60	7	15	231	3.8
Easy access/Availability	73	71	62	13	12	231	3.7
Service promptness	74	66	72	6	13	231	3.2
Grievance Redressal	75	56	77	7	16	231	3.0
Total No. of responses	307	257	271	33	56	924	3.7

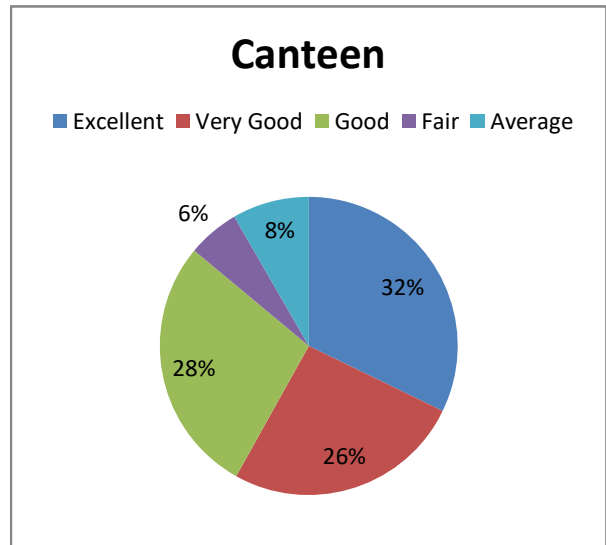
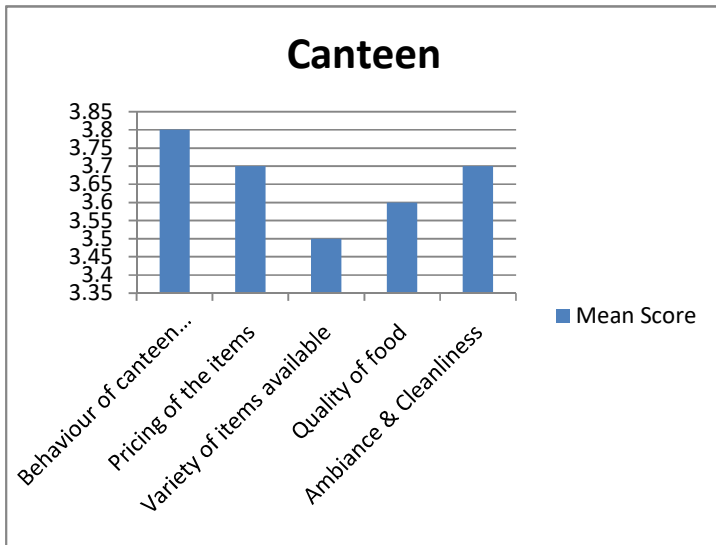


Overall average score for all the parameters related to administration office is 3.4. It is above average but we will surely put our sincere efforts to increase rating of our administration office.

4. Canteen

Responses received by students of various courses for this parameter are shown in following table:

5. Canteen							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Behavior of canteen staff	85	58	65	8	15	231	3.8
Pricing of the items	80	54	67	15	15	231	3.7
Variety of items available	70	57	62	17	25	231	3.5
Quality of food	70	61	62	15	23	231	3.6
Ambiance & Cleanliness	67	69	67	10	18	231	3.7
Total No. of responses	372	299	323	65	96	1155	3.6

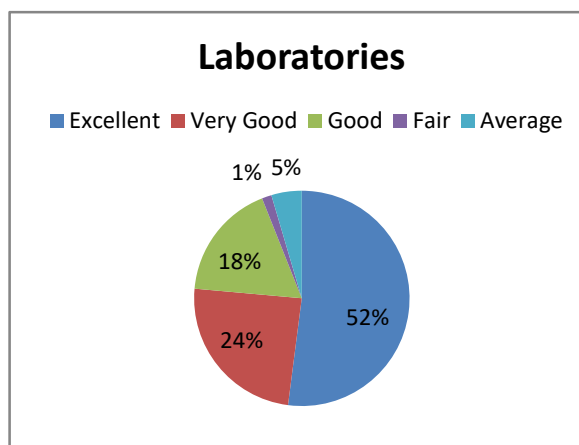
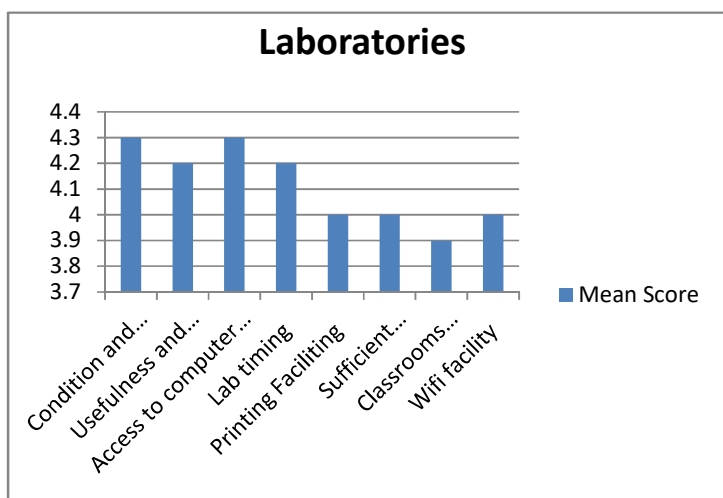


Overall average score for all the parameters related to canteen is 3.3, and this is an improvement over previous year average score of 2.9. Score with regard to parameters like quality of food and ambiance & cleanliness is least and therefore needs an attention of college authorities.

5. Laboratories

Responses received by students of various courses for this parameter are shown in following table:

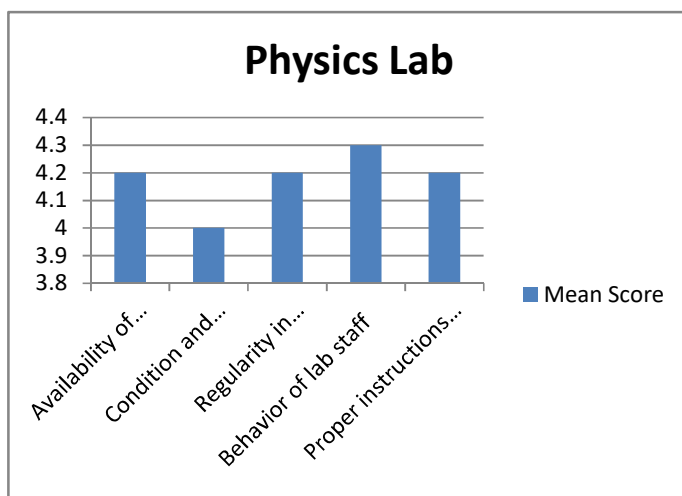
Laboratories							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Condition and Quality of hardware (Desktop, printers etc.)	47	17	13	0	2	79	4.3
Usefulness and working of installed software	40	25	11	0	3	79	4.2
Access to computer labs	48	15	15	1	0	79	4.3
Lab timing	38	26	13	0	2	79	4.2
Printing Facilitating	39	18	14	2	6	79	4.0
Sufficient peripherals for devices connectivity	41	17	15	2	4	79	4.0
Classrooms projectors/smart boards working	38	15	17	1	8	79	3.9
Wifi facility	38	21	13	3	4	79	4.0
Total No. of responses	329	154	111	9	29	632	4.1



6. Physics Lab

Responses received by students of various courses for this parameter are shown in following table:

Physics Lab.							
Evaluation Parameters	Excellent(5)	Very Good(4)	Good(3)	Fair(2)	Average(1)	Total	Mean Score
Availability of Apparatus/Equipment	39	19	15	0	2	75	4.2
Condition and quality of apparatus/equipment in the labs	33	20	18	1	3	75	4.0
Regularity in conducting practical's as per time table	40	19	12	1	3	75	4.2
Behavior of lab staff	43	16	14	2	0	75	4.3
Proper instructions are given by faculty	38	24	10	2	1	75	4.2
Total No. of responses	193	98	69	6	9	375	4.1

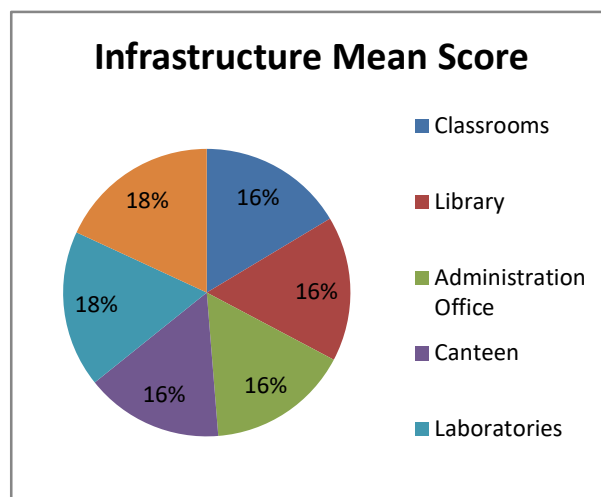
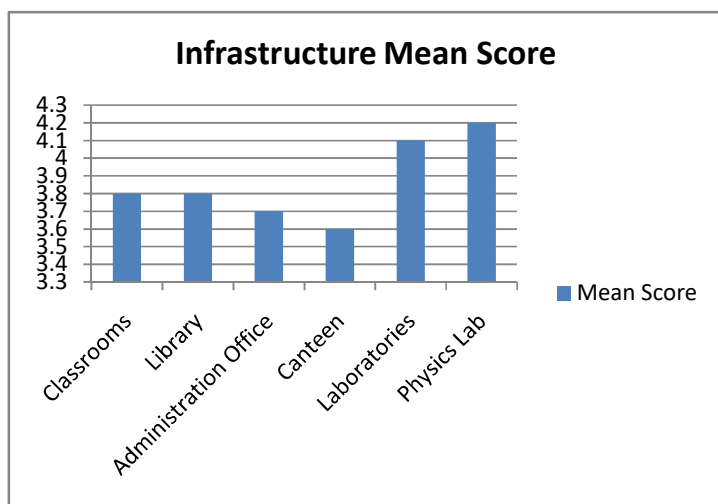


Above table and graph shows that average score for all the parameters related to labs is more than standard average value 3.0, which means that most of the teachers conduct practical classes regularly and required equipment is available in the labs and proper instructions are given by teachers during the lab periods. The overall score for labs regarding all parameters is 3.7, which shows that students are satisfied with labs but we aim to achieve the score of 4.0 or higher during the next session.

F. Overall Analysis and Interpretation of Infrastructure Feedback Survey

Overall mean score for infrastructure regarding different categories of infrastructure is shown in following table:

Infrastructure		
Sino.	Infrastructure	Mean Score
1	Classrooms	3.8
2	Library	3.8
3	Administration Office	3.7
4	Canteen	3.6
5	Laboratories	4.1
6	Physics Lab	4.2
Overall Mean Score		3.8



Above table and graph shows that average score for all the categories of infrastructure and its facilities lies above standard score of 3.0 which is an improvement over previous year. Facilities like hostel, canteen and classrooms demand regular and active attention of college authorities and this will add to overall satisfaction of our students.