GURU NANAK COLLEGE FOR GIRLS

SRI MUKTSAR SAHIB

STUDENT SATISFACTION SURVEY REPORT
(Session 2019-20)

SUBMITTED BY:
STUDENT SATISFACTION SURVEY & FEEDBACK COMMITTEE

Phone No. 01633-260229, 94171-64962
E-mail: sss.gnc@gmail.com, principal_gnc@yahoo.com
Website: www.gncmkt.ac.in

Contents

Guru Nanak College for Girls, Sri Muktsar Sahib

Student Satisfaction Survey (2019-20)
(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.

TEAM

MEMBERS

TEAM MEMBERS

Ms. Monika Garg is an **Assistant Professor in the Department of Business Administration**. Currently, She is working as Head of the Department. She has 11 years of teaching experience. Her academic qualification is M.Com, M.A(Eco), JRF ,B.ed. She has presented 6 research papers in National and International Conferences. Her 3 papers have been published in the conference proceedings and one in international journals. She has also participated in 17 international and national webinars. She has written one book titled 'Human resource Management'. She has acted as a subject expert in paper setting, conducting viva voce and various interviews conducted in the commerce and management. She has participated in various awareness programmes and has organized various seminars, workshops, special lectures and competitions. She has attended various faculty development programmes, orientation and refresher courses.
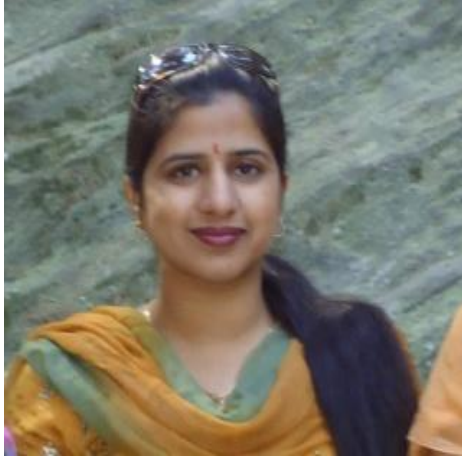
Dr.Rupinderpal kaur is an **Assistant Professor in P.G. Department of Computer Science**. She has 13 years of experience in teaching. Her academic qualification is M.Sc(IT), M.Phil and Ph.D. She has published 11 papers in various international journals including Scopus indexed journals also, presented 6 papers in various international/national conferences, and attended 8 international/national conferences. She is In-charge and member of various committees in the institution.


Dr.SandeepKaurBrar has been working as an **Assistant Professor in English** at Guru Nanak College, Sri Muktsar Sahib since 2014. A postgraduate from Panjab

University, Chandigarh, and holding a doctorate in African Literature from Punjabi University, Patiala, she has African writings and Post colonialism as her fields of research. Apart from participating in national and international seminars, workshops and conferences, she has got her seven research papers published in international journals and in edited books.

Dr.HarpreetKaur is working as an **Assistant Professor in Botany** in Department of Basic Sciences. She is Incharge of Botany subject and has 8 years of teaching experience. Her academic qualification is M.Sc. (Botany), B.Ed. and Ph.D. Her area of research is Plant Cytogenetics. She has Pursued JRF & SRF during Ph.D. under Maulana Azad National Fellowship Scheme of University Grants Commission, New Delhi and selected as Research Fellow under the Science Academies "Summer Research fellowship-2018". She has published 14 research papers in various international journals with high impact factor and one chapter in an edited book published by an international publisher. She has presented her research paper in 12 national and international conferences. She has acted as a

subject expert in paper setting and various interviews conducted in Botany and Agriculture. She has also acted as resource person to deliver special talks in state and National level seminars.
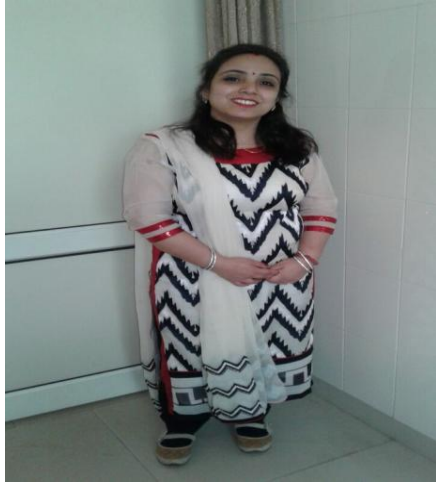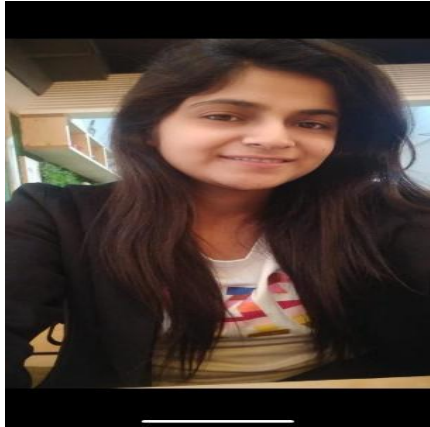

Ms.Roohi is an Assistant professor in the **Department of Fashion Designing** .She has 3 Years of teaching experience .Her academic qualification is M.Sc (FT), M.A(Eco),UGC NET ,DFD. She has presented 1 paper in National seminar. Her two papers have been published in international Journals.

Ms.Pooja Bajaj is an Assistant Professor in the **P.G.Department of Computer Science**. She has 13 years of teaching experience. Her academic qualification is

MCA, M.Phill . She has presented one Research paper in International conference. She is an active member of various administrative committees in the institution.

Ms.Richa Sharma is an Assistant Professor in the **PG Department of Commerce**. Her academic qualification is M.Com, B.ed , PHD(pursuing). She is having an experience of 3 years. She has presented 2 Research paper in National Conferences. Her 2 Research papers have been published in UGC CARE listed journals. She has also participated in 2 National workshops on Research Methodology and training on SPSS.

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 2019-20, the given questionnaire is filled through online mode by 350 students selected randomly from UG & PG classes. Random stratified survey method is applied to conduct this survey. 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 $(4 \div 5 = 0.80)$. 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

Questionnaire for the Survey:

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 Rate (f)	181	106	49	13	1	3.04	
F(x)	652.5	297.33	98.24	15.66	0.4		2
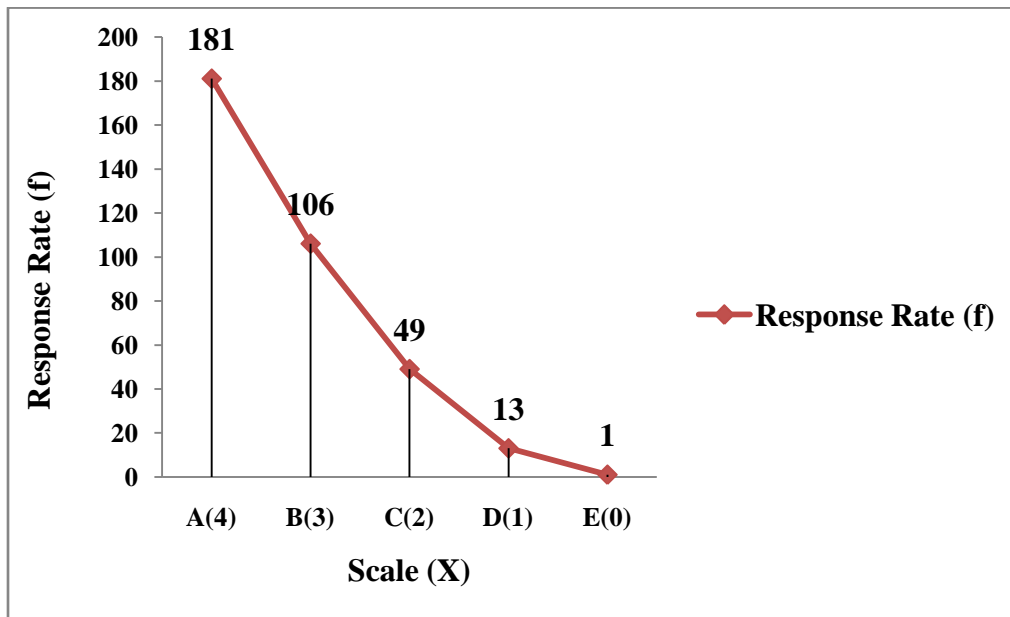
Fig. 1. Syllabus covered in the class
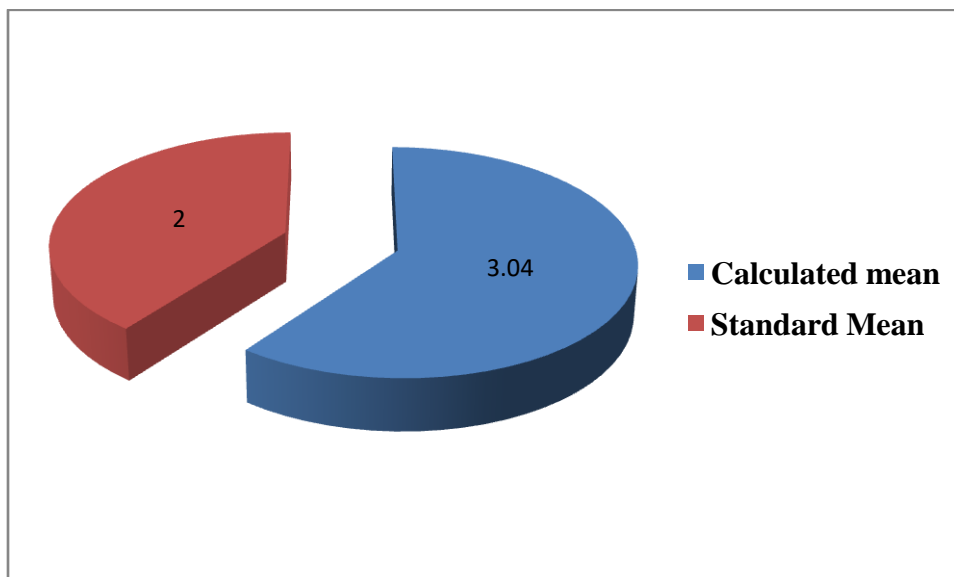
2. How well did the teachers prepare for the classes?

Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	132	188	24	4	2	3.01	
F(x)	475.86	527.34	48.12	4.82	0.8		2
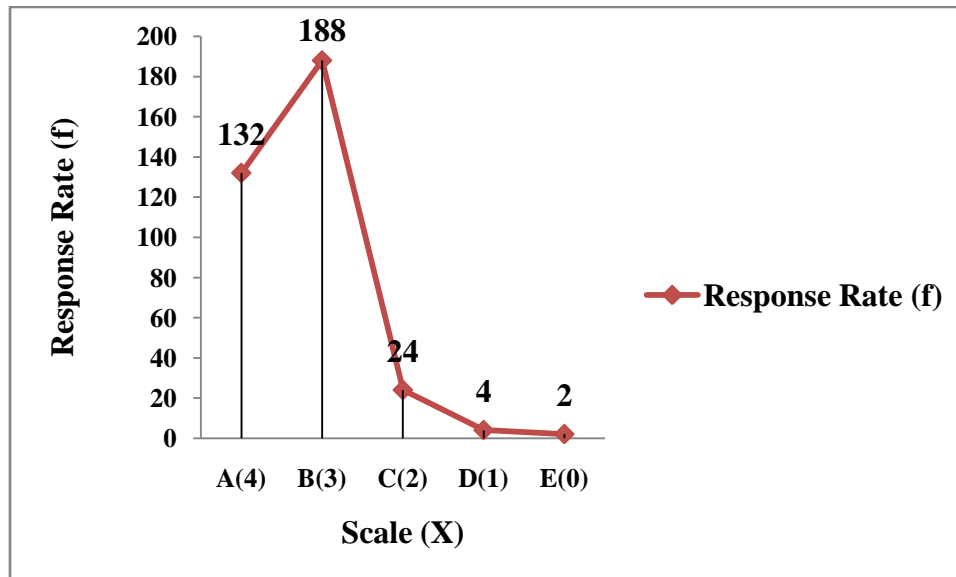
Fig. 2. Teacher's preparation for the classes.
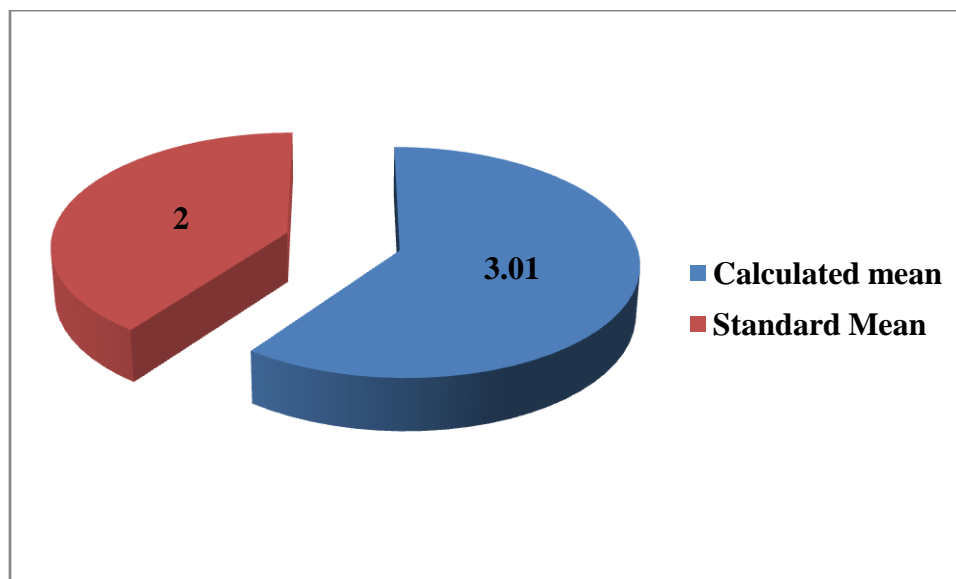
3. How well were the teachers able to communicate?

Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	260	46	35	8	1	3.27	
F(x)	937.3	129.03	70.17	9.64	0.4		2
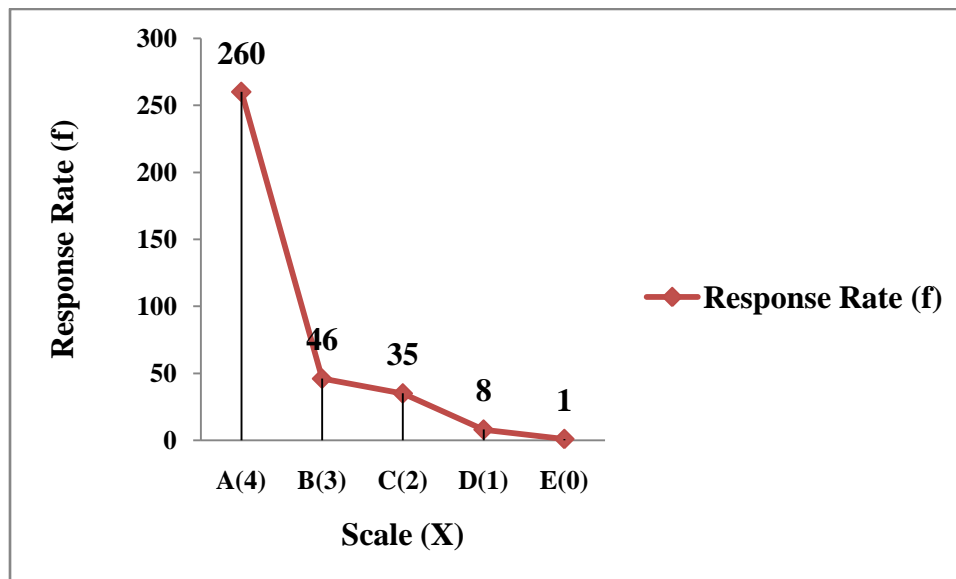
Fig. 3. Teachers level of communication.
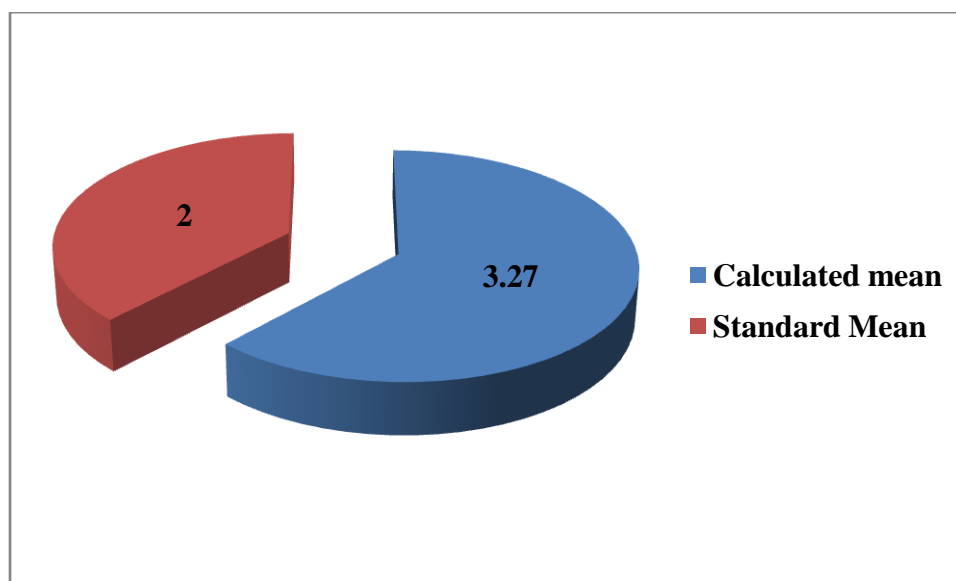
4. The teacher's approach to teaching can best be described as

Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	166	138	37	9	0	3.06	
F(x)	598.43	387.09	74.18	10.84	0		2
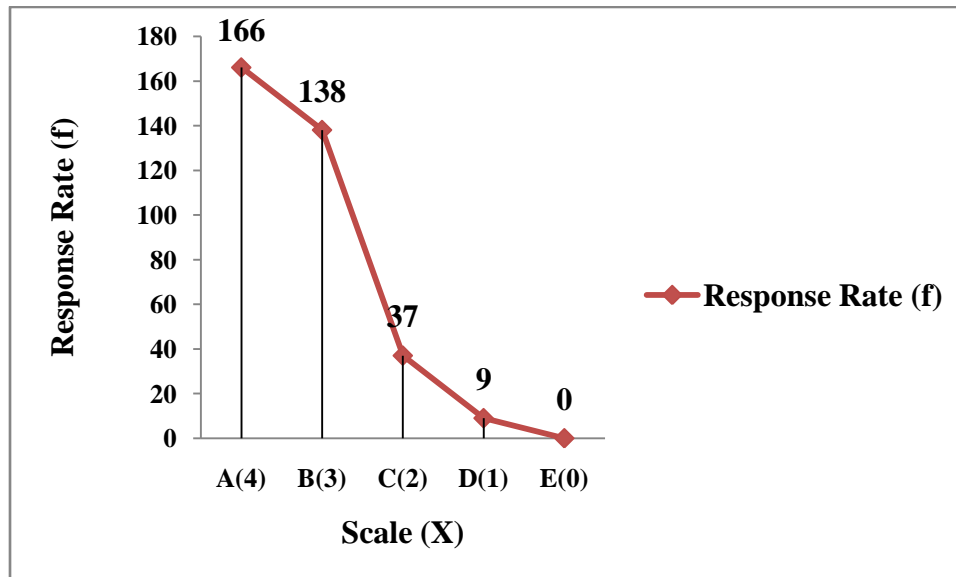
Fig. 4. Teacher's approach to teaching.
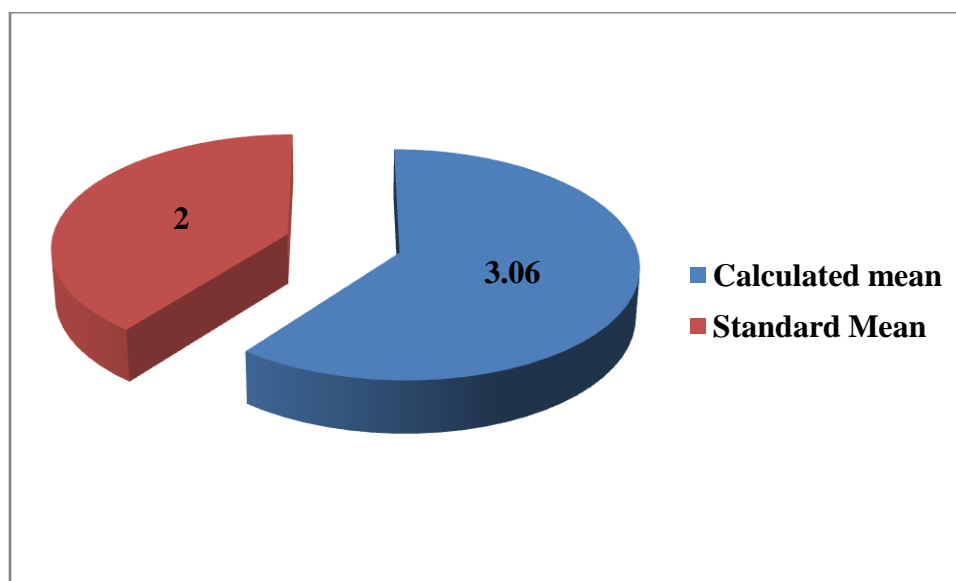
5. Fairness of the internal evaluation process by the teachers.

Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	216	98	34	2	0	3.21	
F(x)	778.68	274.89	68.17	2.41	0		2
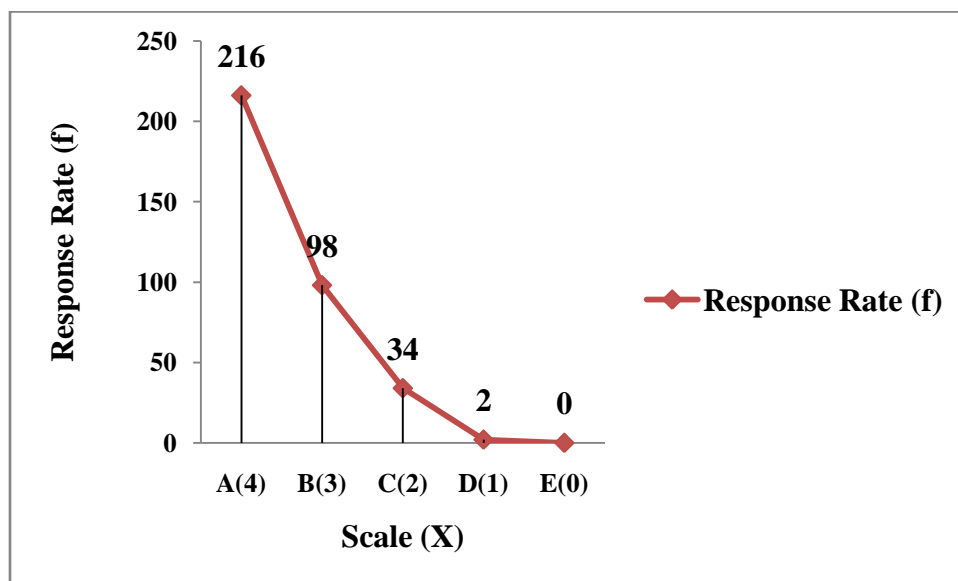
Fig. 5. Fairness of the internal evaluation process.
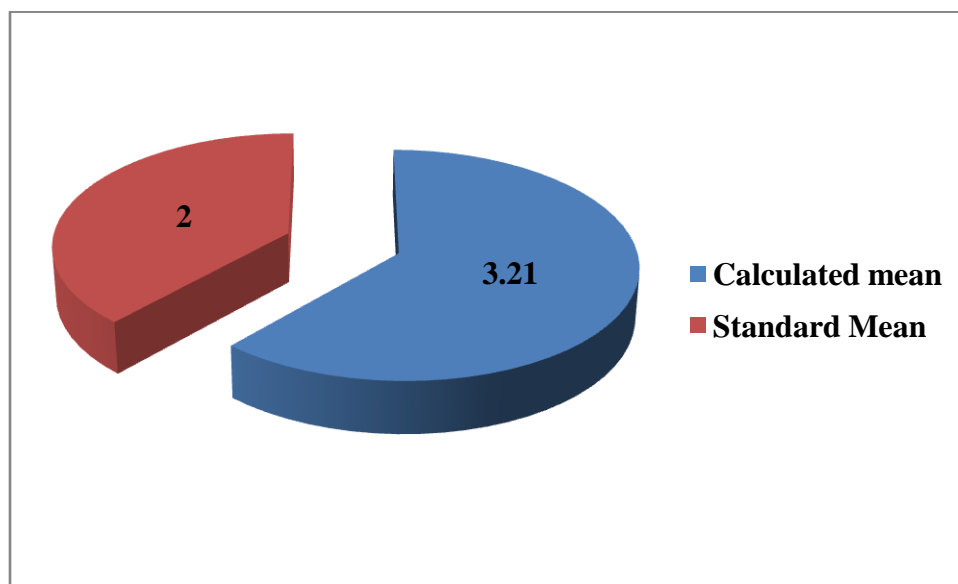
6. Was your performance in assignments discussed with you?

Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	231	75	27	12	5	3.18	
F(x)	832.75	210.37	54.13	14.46	2		2
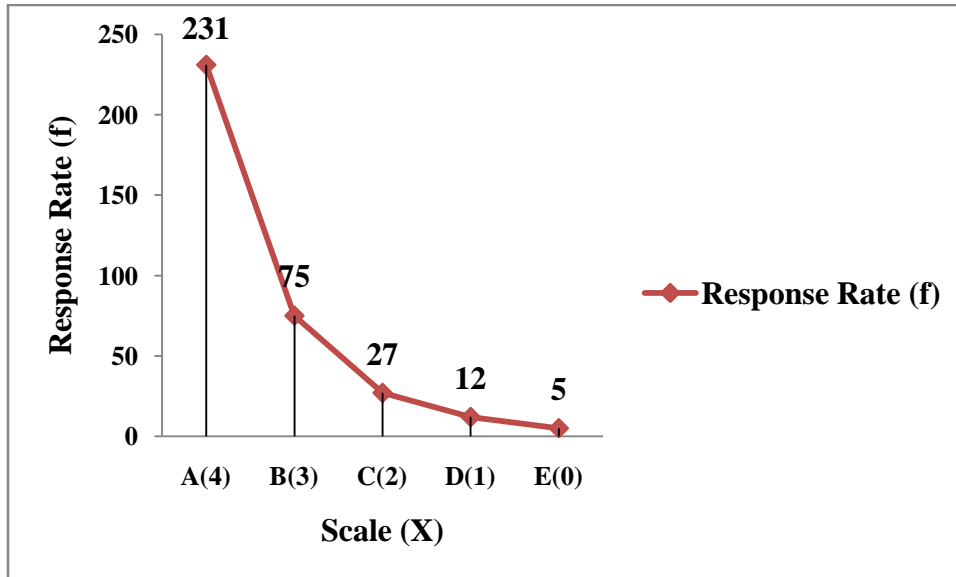
Fig. 6. Discussion on assignment performance in class.
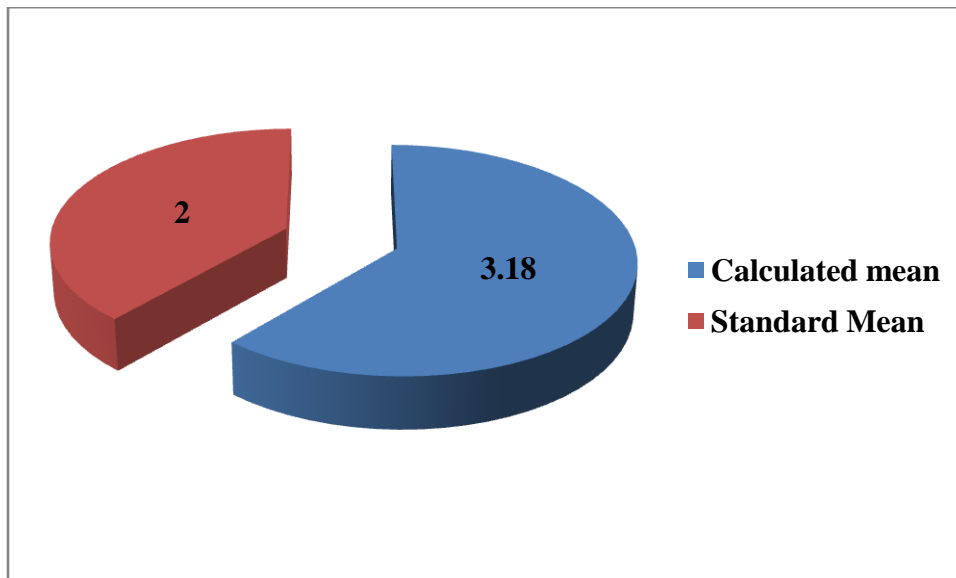
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	199	97	42	10	2	3.1	
F(x)	717.39	272.08	84.21	12.05	0.8		2
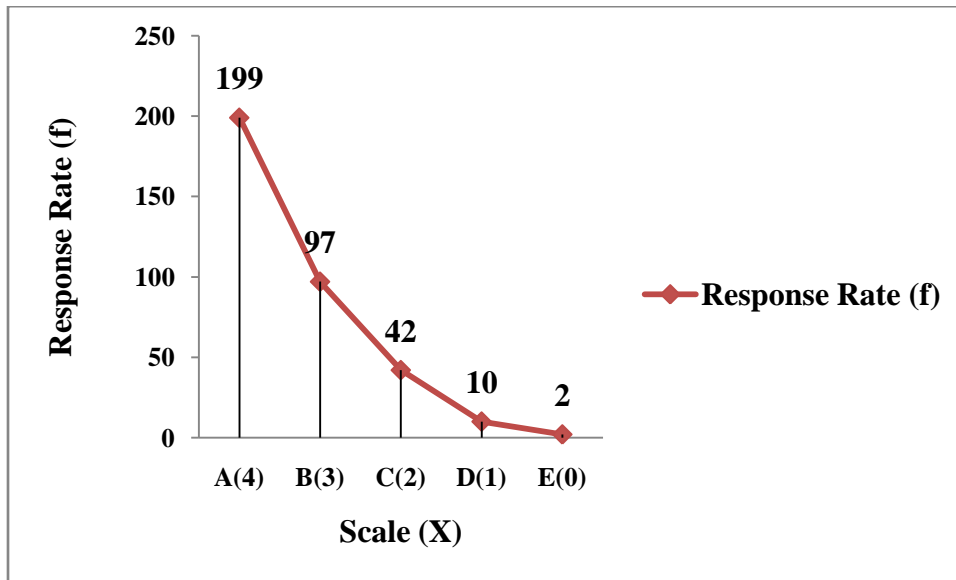
Fig. 7. Institute's interest in promoting internship, student exchange, field visit for students.
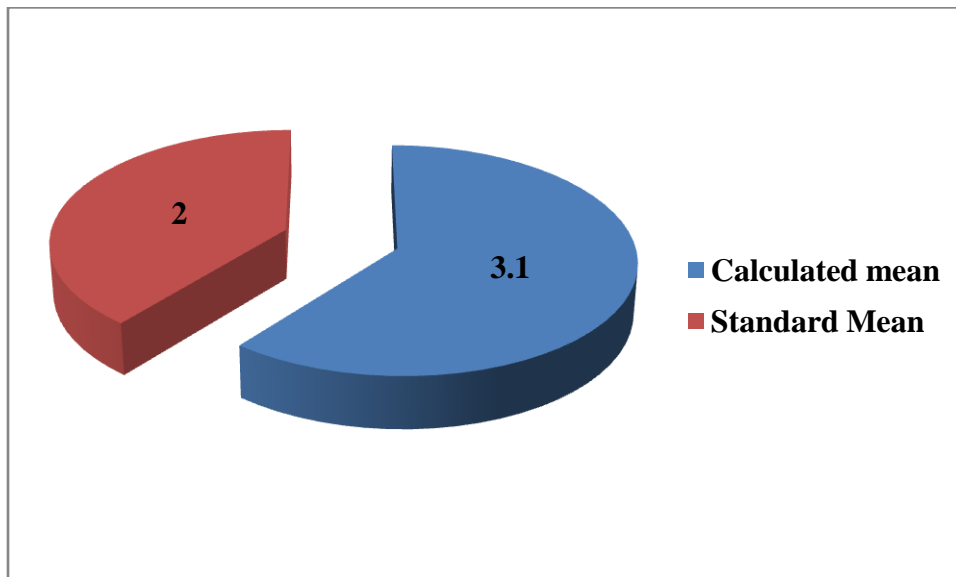
21

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 Rate (f)	114	197	32	5	2	2.95	
F(x)	410.97	552.58	64.16	6.02	0.8		2
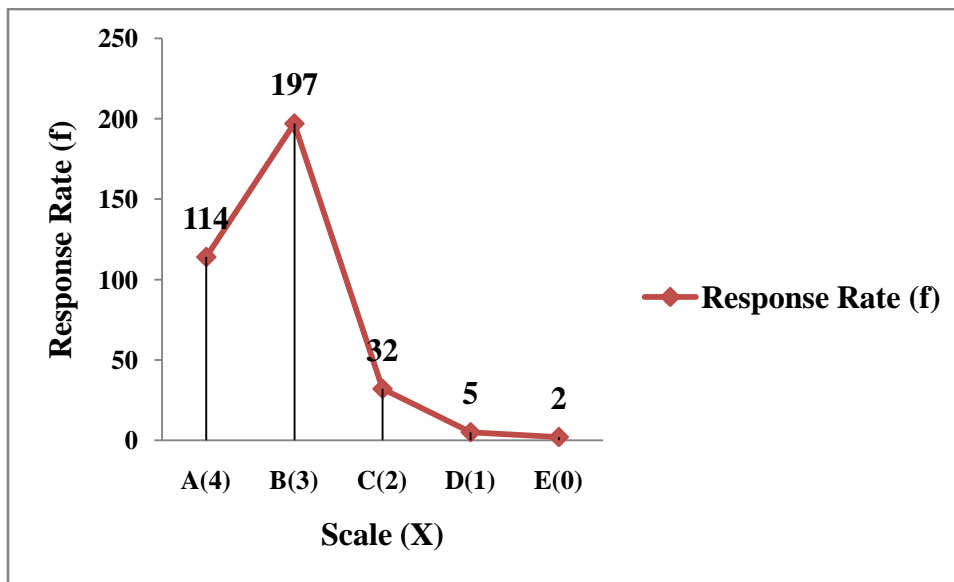
Fig. 8. Institute's teaching and mentoring process in cognitive, social and emotional growth.
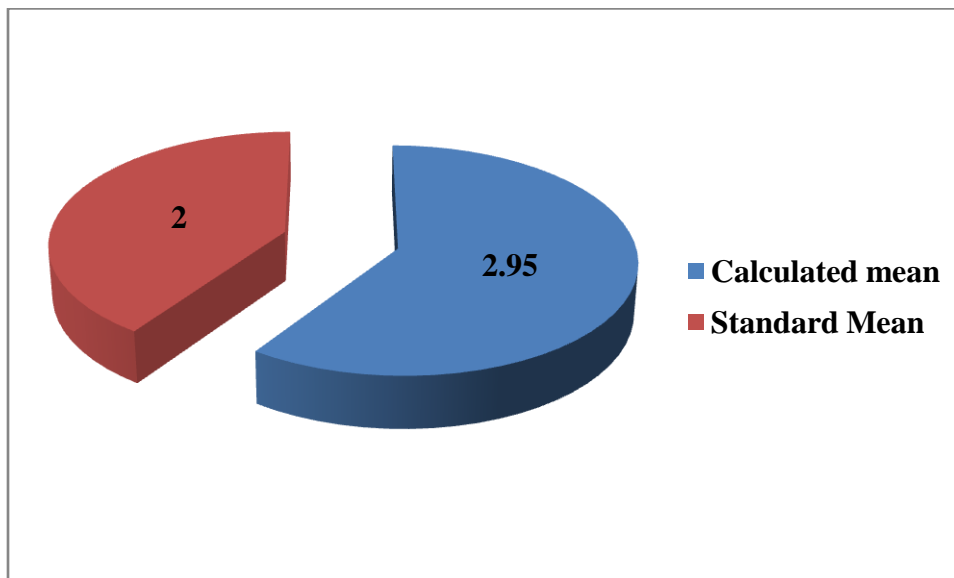
9. The institution provides multiple opportunities to learn and grow.

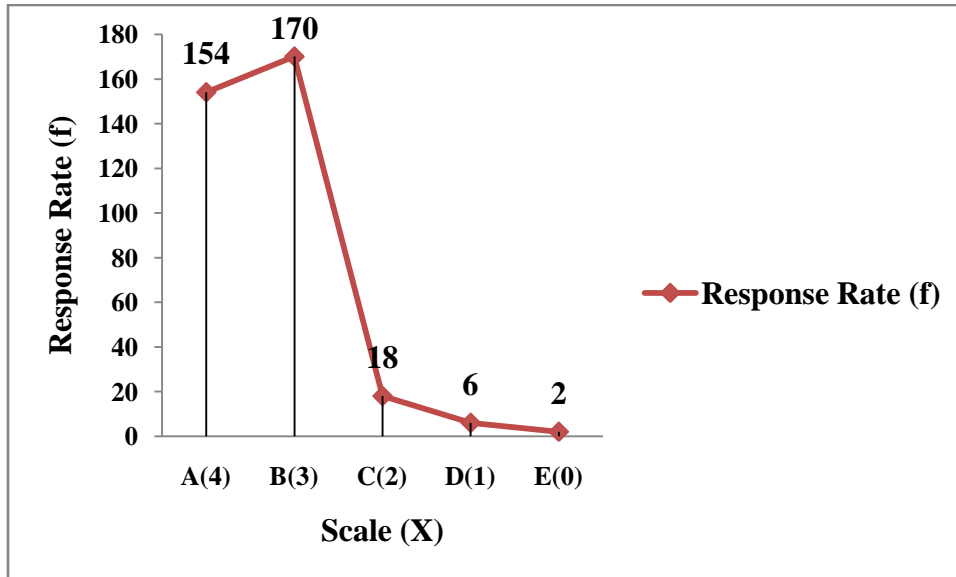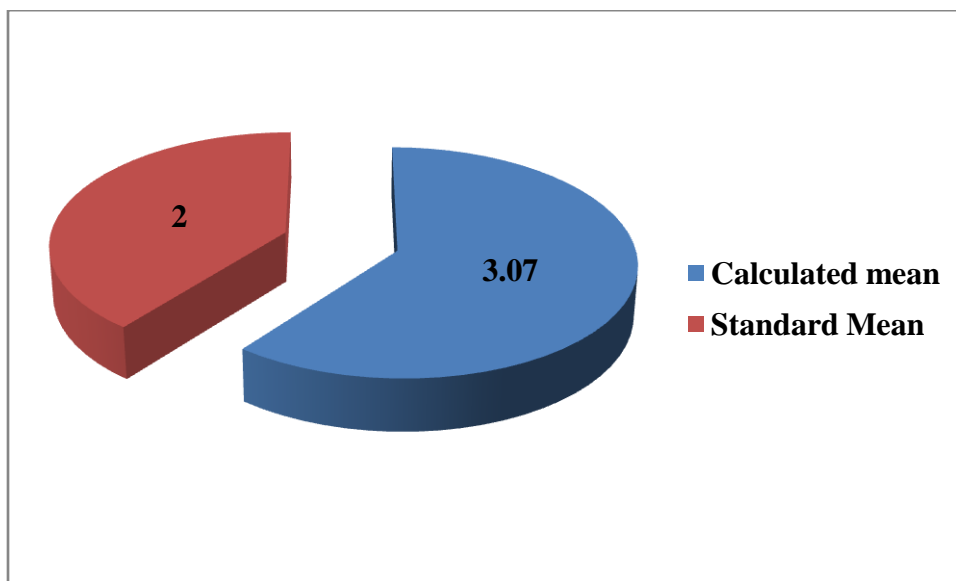| Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	154	170	18	6	2	3.07	
F(x)	555.17	476.85	36.09	7.23	0.8		2

Fig. 9. Provision of multiple opportunities to learn and grow in the Institute.

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

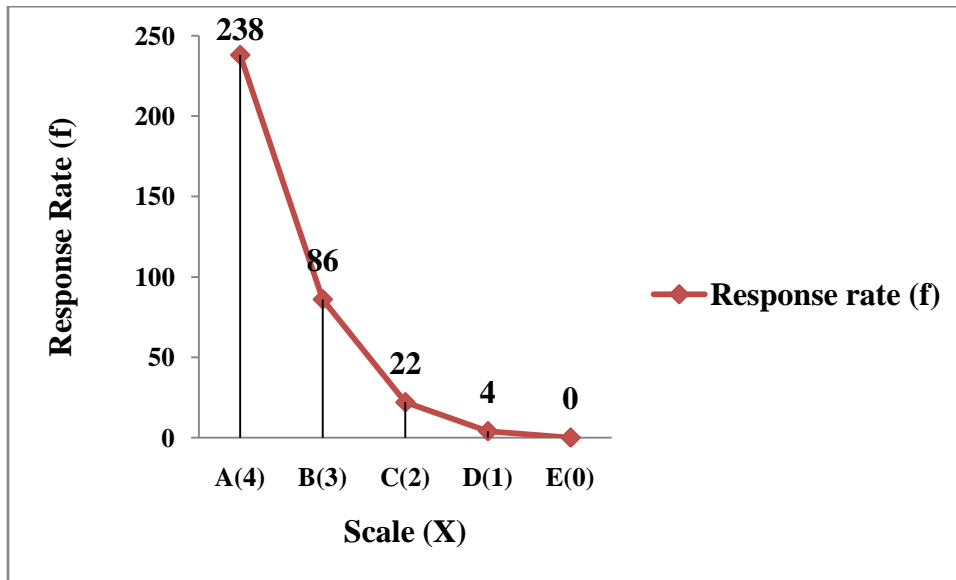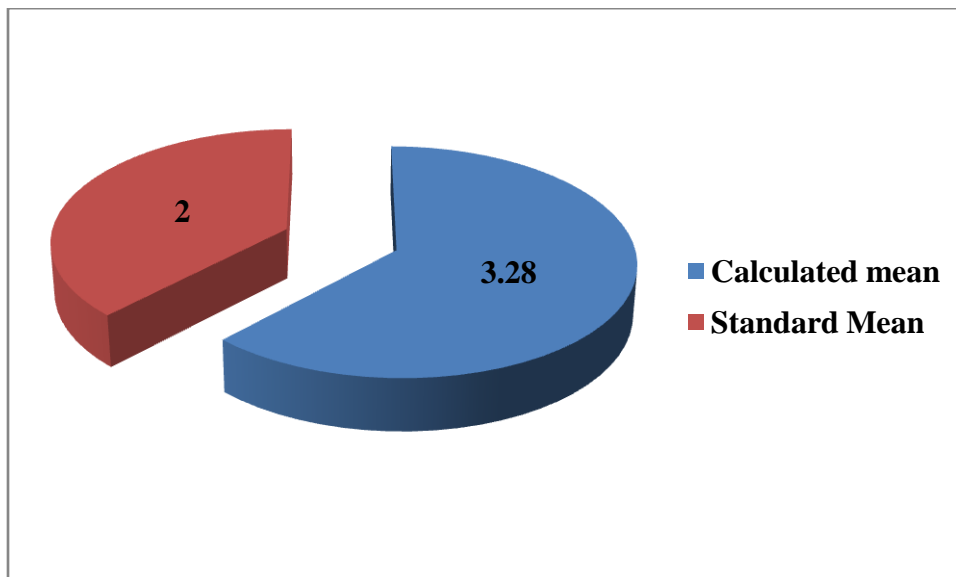| Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response rate (f)	238	86	22	4	0	3.28	
F(x)	857.99	241.23	44.11	4.82	0		2

Fig. 10. Teachers inform students about expected competencies as well as course & programme outcomes.

24

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

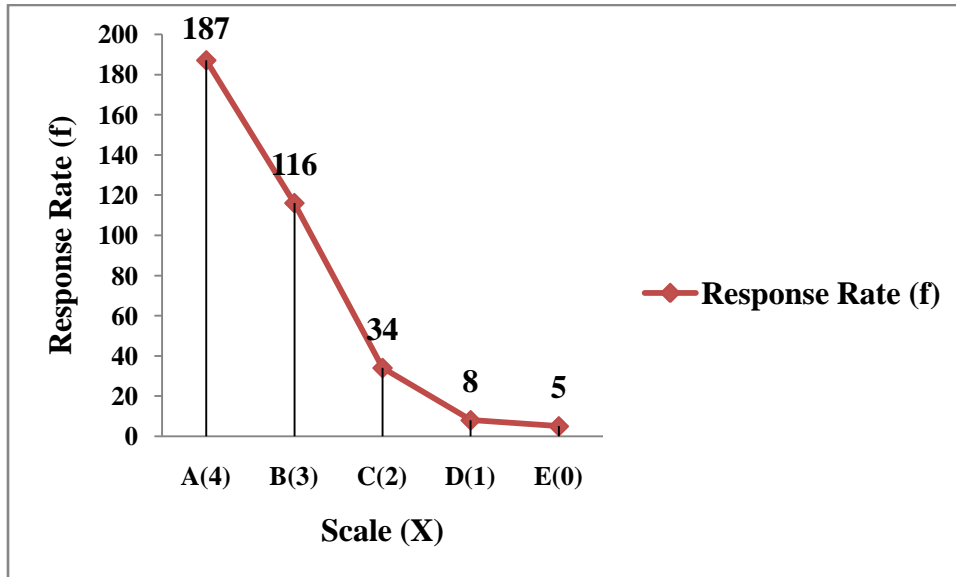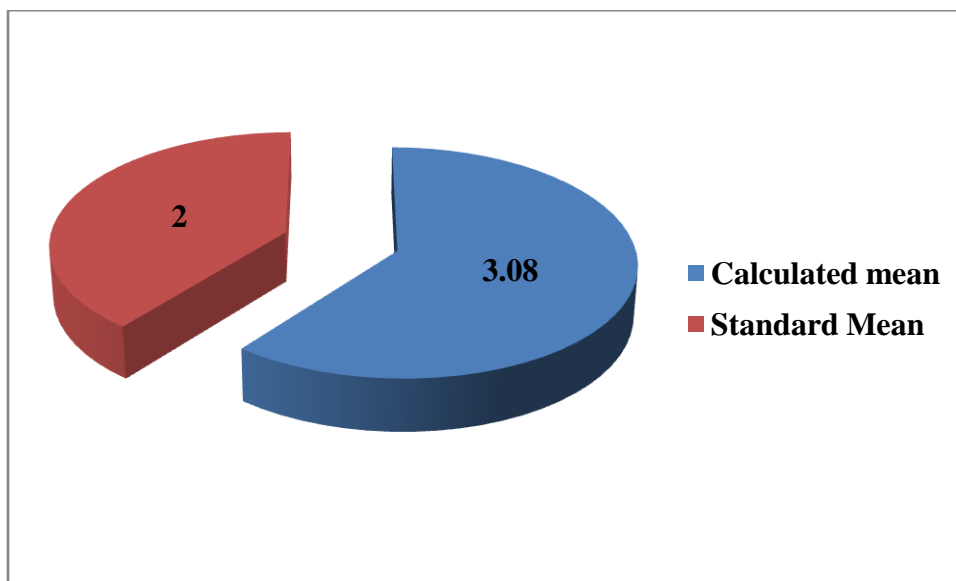| Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	187	116	34	8	5	3.08	
F(x)	674.13	325.38	68.17	9.64	2		2

Fig. 11. Mentor's follow-up with an assigned task.

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

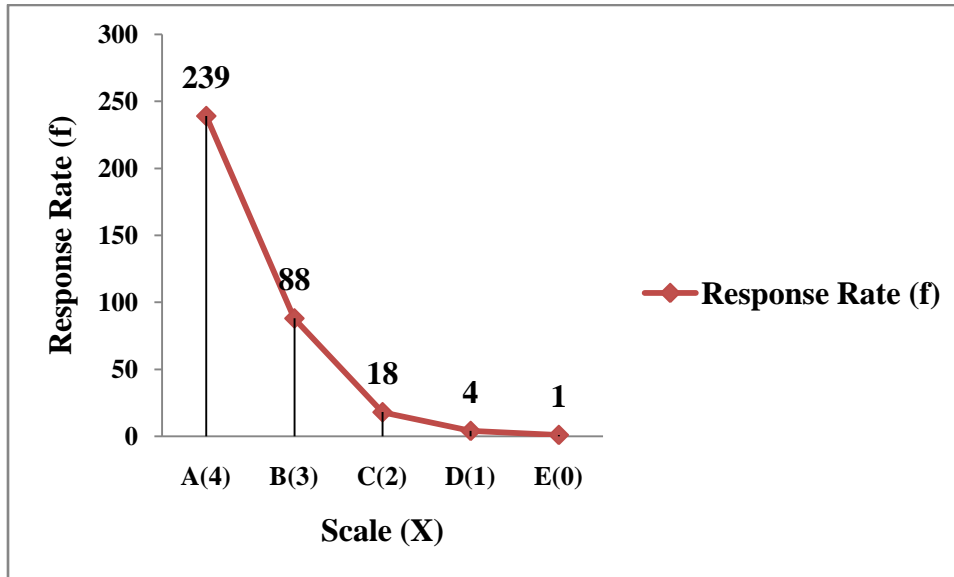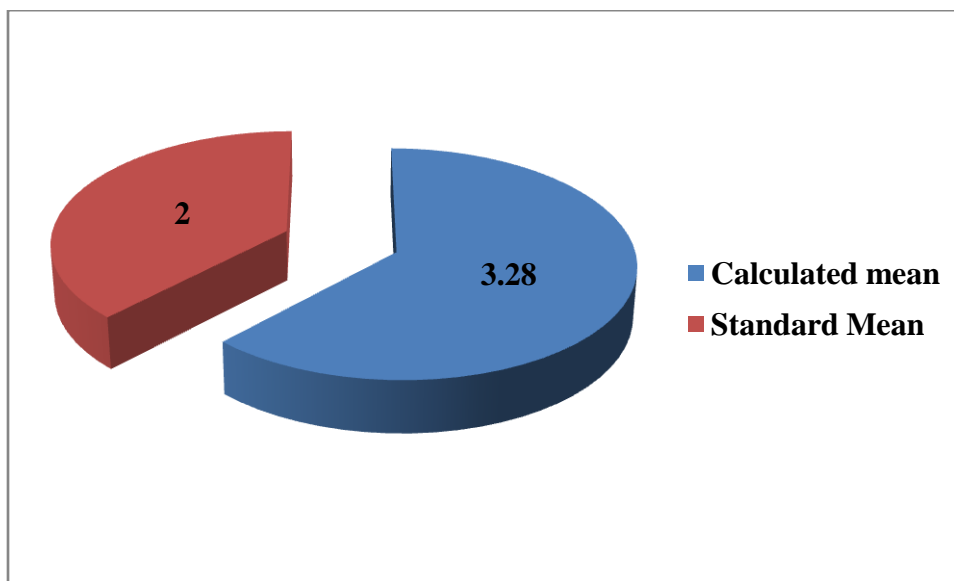| Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	239	88	18	4	1	3.28	
F(x)	861.59	246.84	36.09	4.82	0.4		2

Fig. 12. Teacher's way of illustration through examples and applications.

26

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

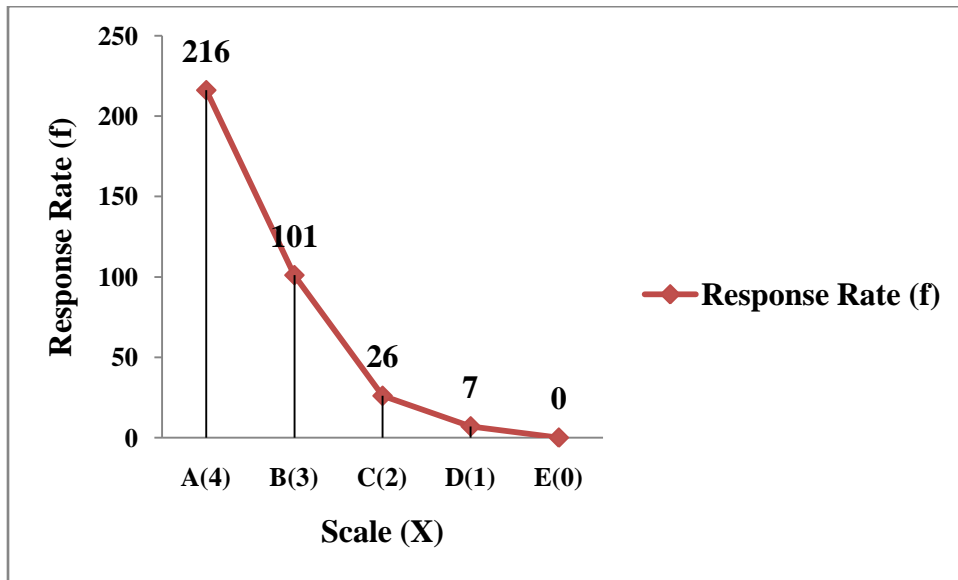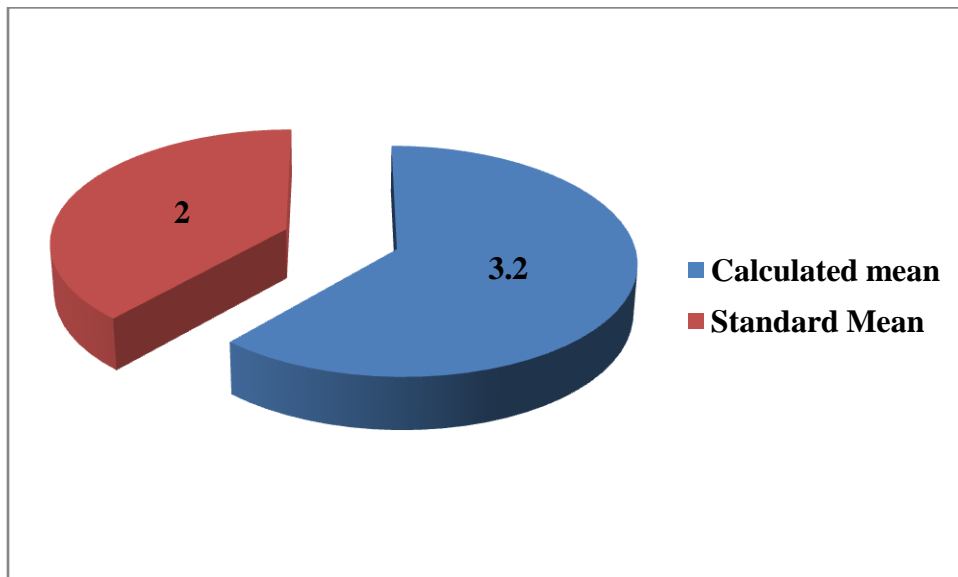| Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	216	101	26	7	0	3.2	
F(x)	778.68	283.3	52.13	8.43	0		2

Fig. 13. Identification of strengths and to encourage students by teacher at right level.

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

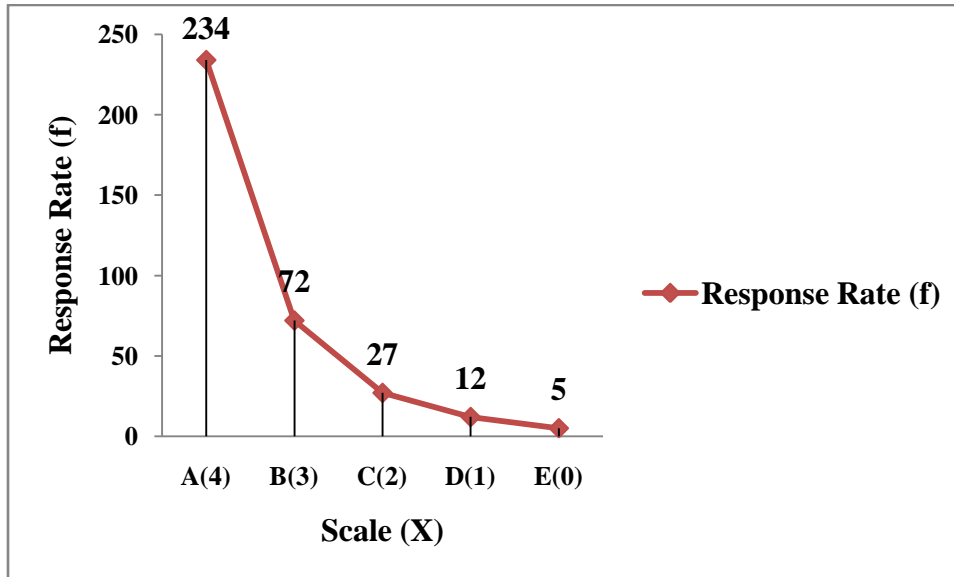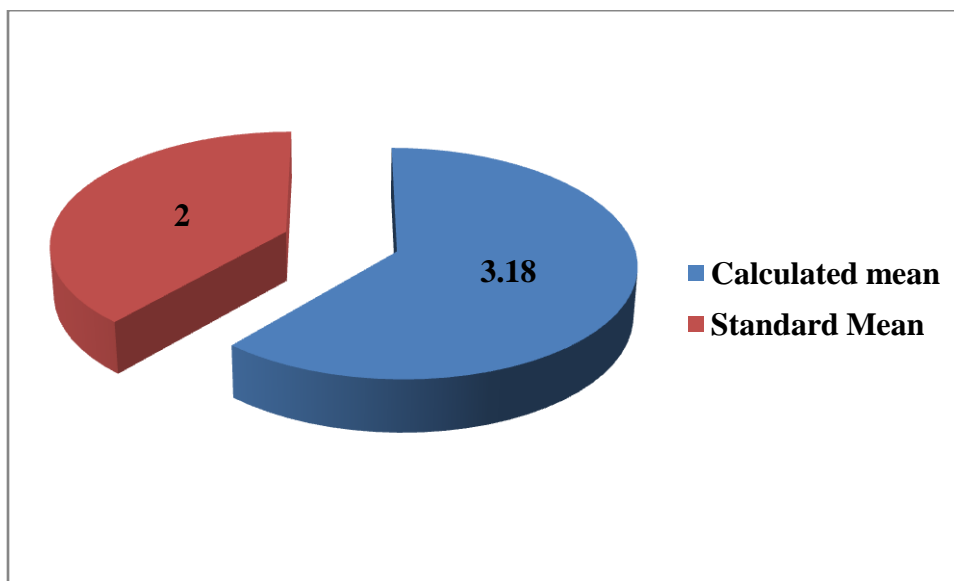| Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	234	72	27	12	5	3.18	
F(x)	843.57	201.96	54.13	14.46	2		2

Fig. 14. Ability of teacher to identify and overcome the student weaknesses.

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

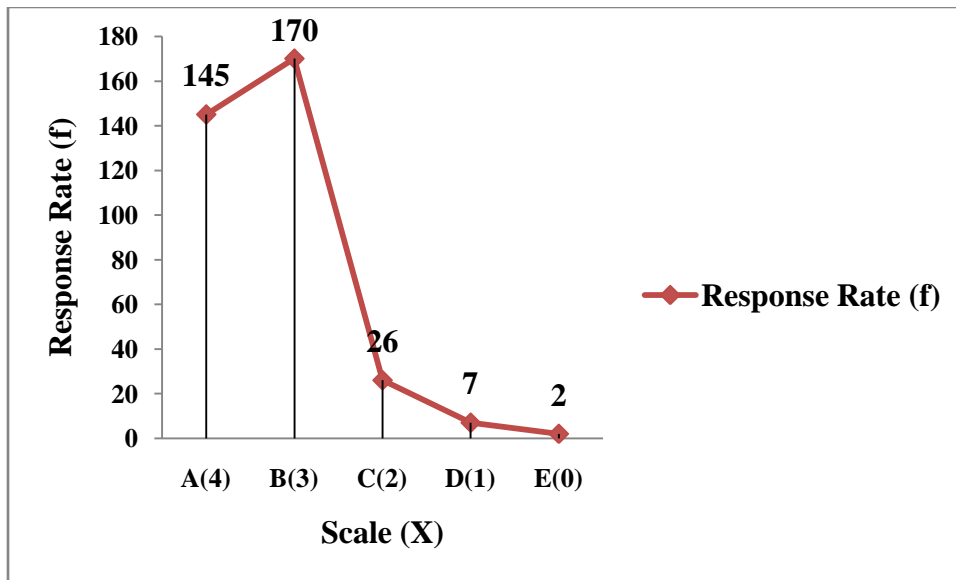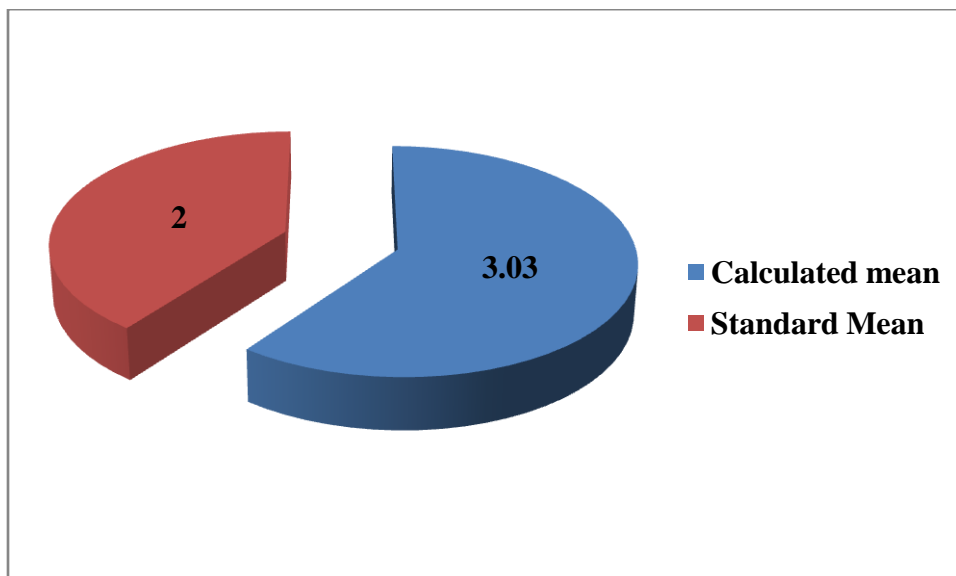| Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	145	170	26	7	2	3.03	
F(x)	522.72	476.85	52.13	8.43	0.8		2

Fig. 15. Efforts of institution to engage students in the improvement of teaching learning process.

29

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

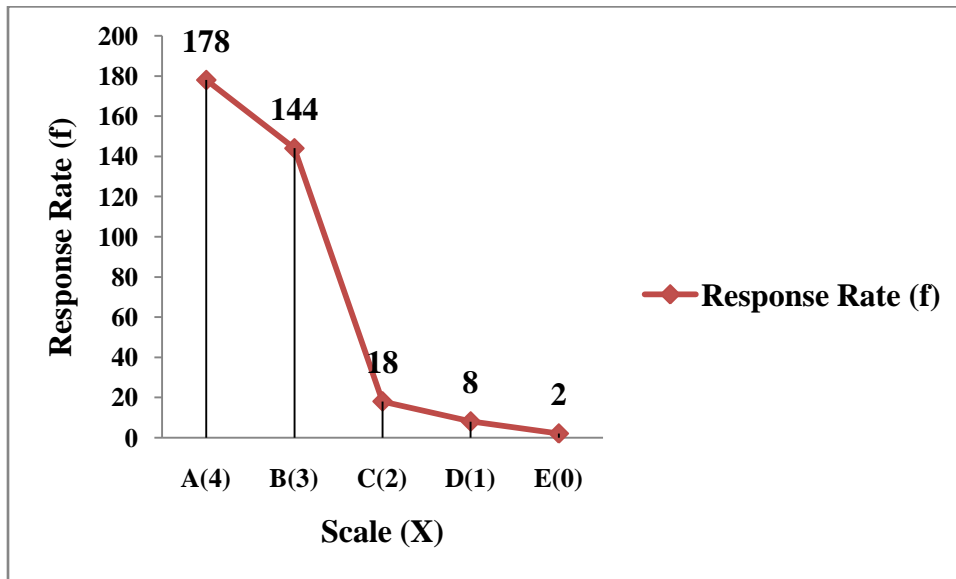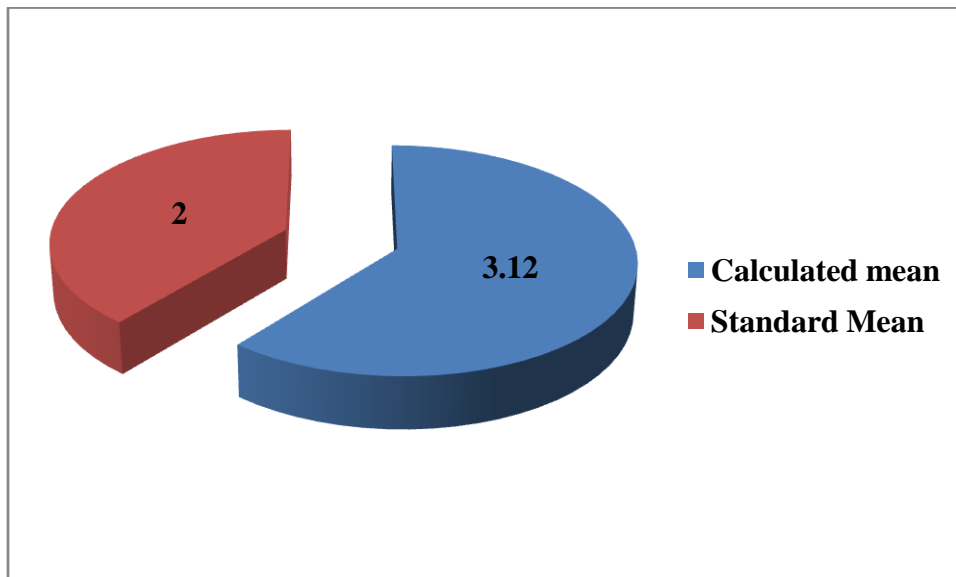| Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	178	144	18	8	2	3.12	
F(x)	641.69	403.92	36.09	9.64	0.8		2

Fig. 16. Use of student centric methods by teacher/institution to enhance learning experiences.

17. Teachers encourage you to participate in extracurricular activities.

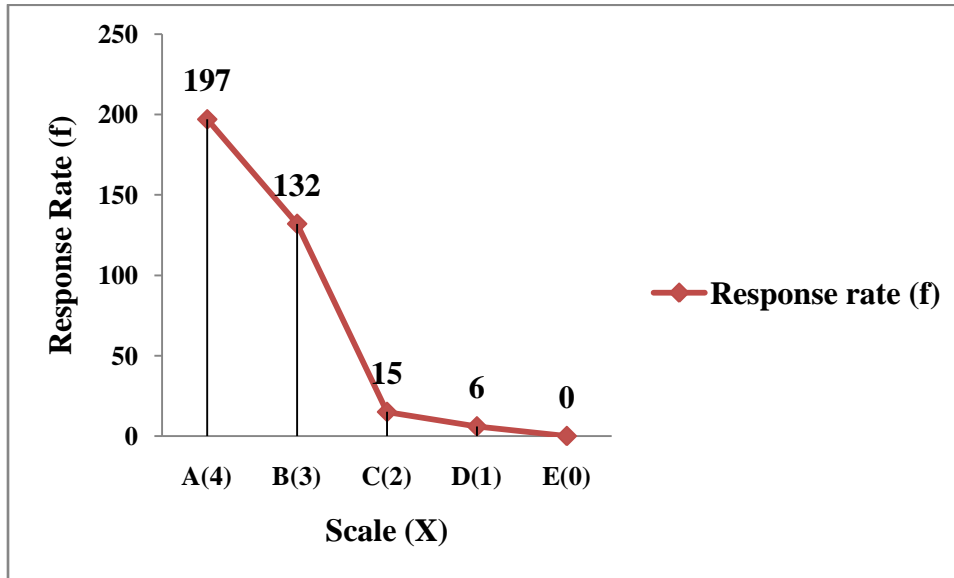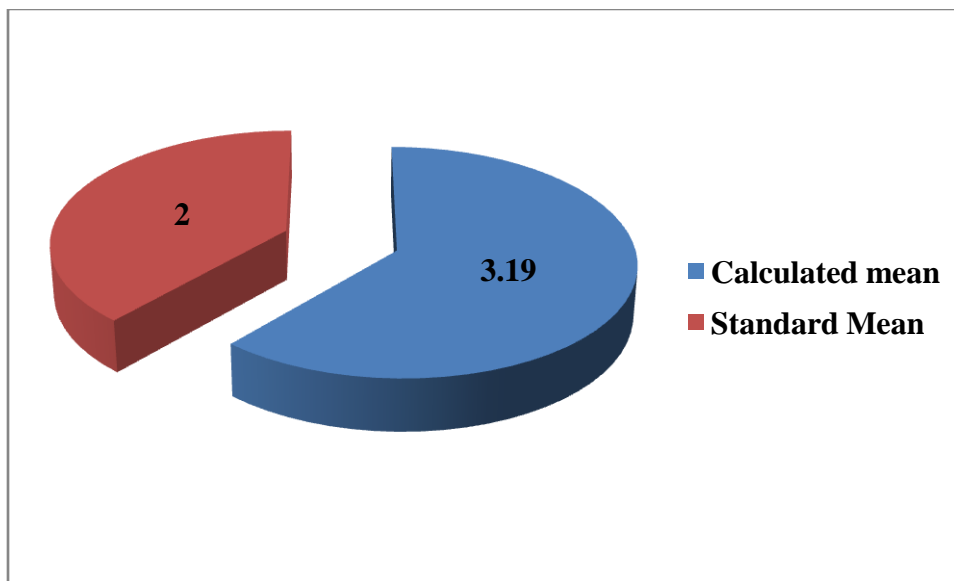| Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response rate (f)	197	132	15	6	0	3.19	
F(x)	710.18	370.26	30.07	7.23	0		2

Fig. 17. Student encouragement by teacher to participate in extracurricular activities

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 Rate (f)	227	93	20	6	4	3.22	
F(x)	818.33	260.86	40.1	7.23	1.6		2
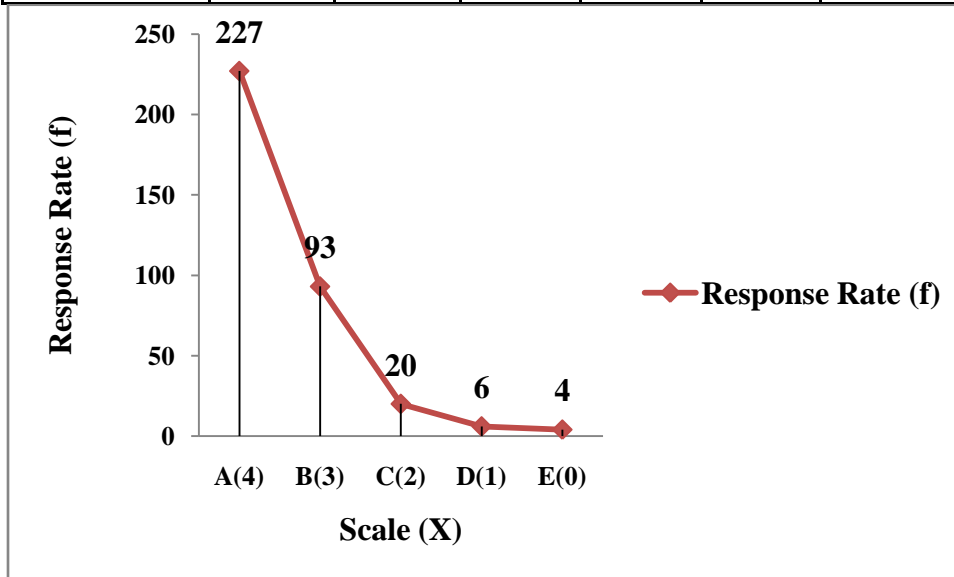
Fig. 18. Efforts of institute/teacher to inculcate various skills among students to prepare them for the field of work.
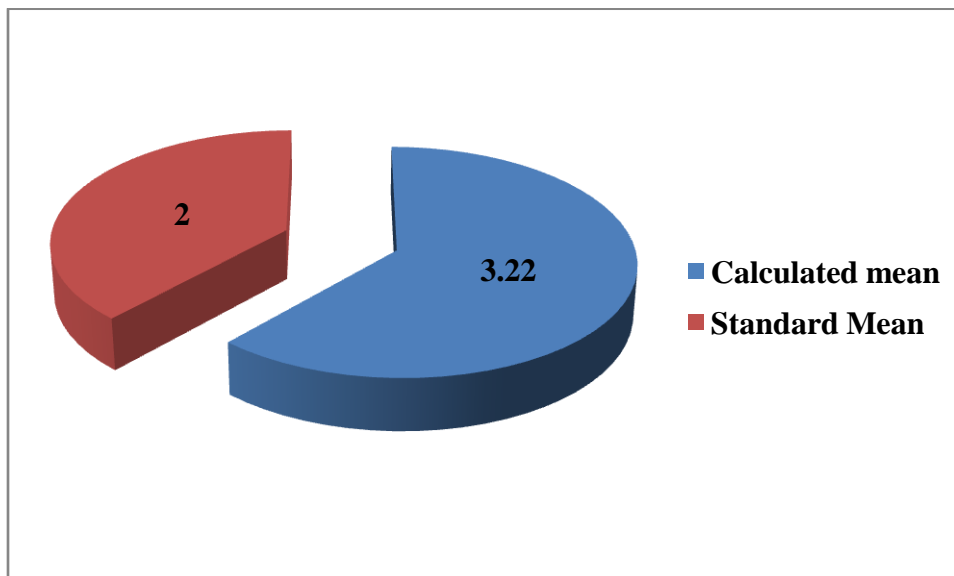
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	86	154	56	18	36	2.54	
F(x)	310.03	431.97	112.28	21.69	14.4		2
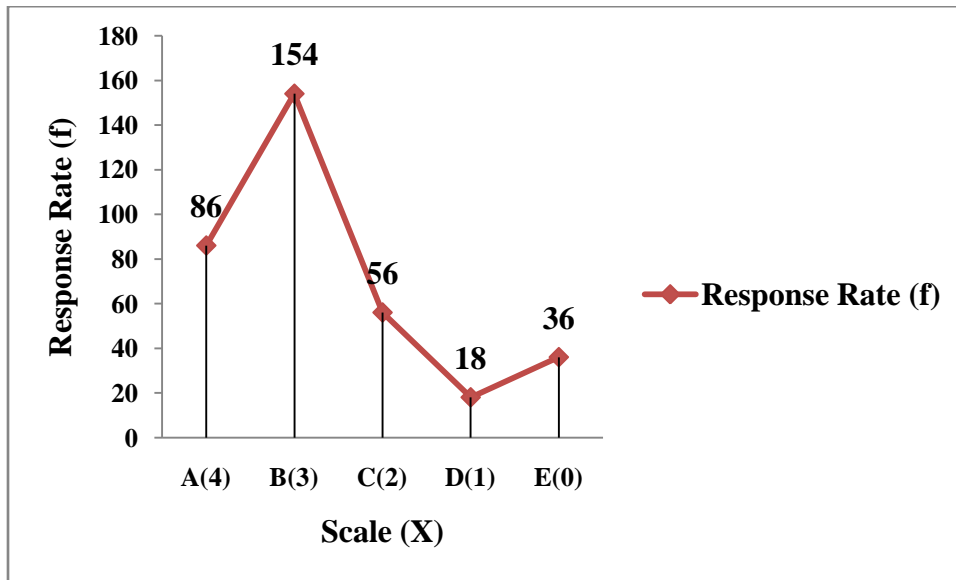
Fig. 19. Percentage of teachers using ICT tools, while teaching.
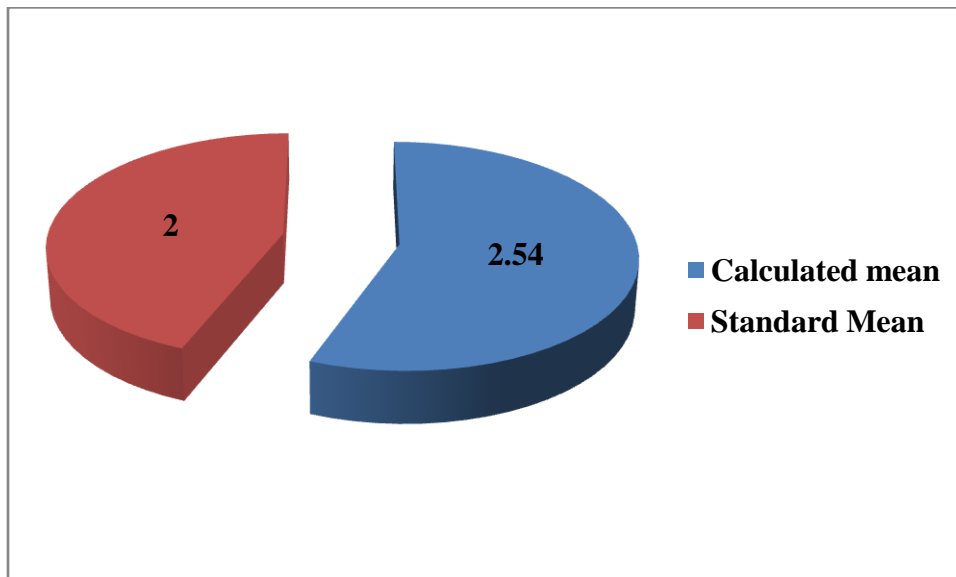
20. The overall quality of teaching-learning process in your institute is very good.

Scale(x)	A(4)	B(3)	C(2)	D(1)	E(0)	Calculated mean	Standard Mean
Response Rate (f)	205	114	22	6	3	3.17	
F(x)	739.02	319.77	44.11	7.23	1.2		2
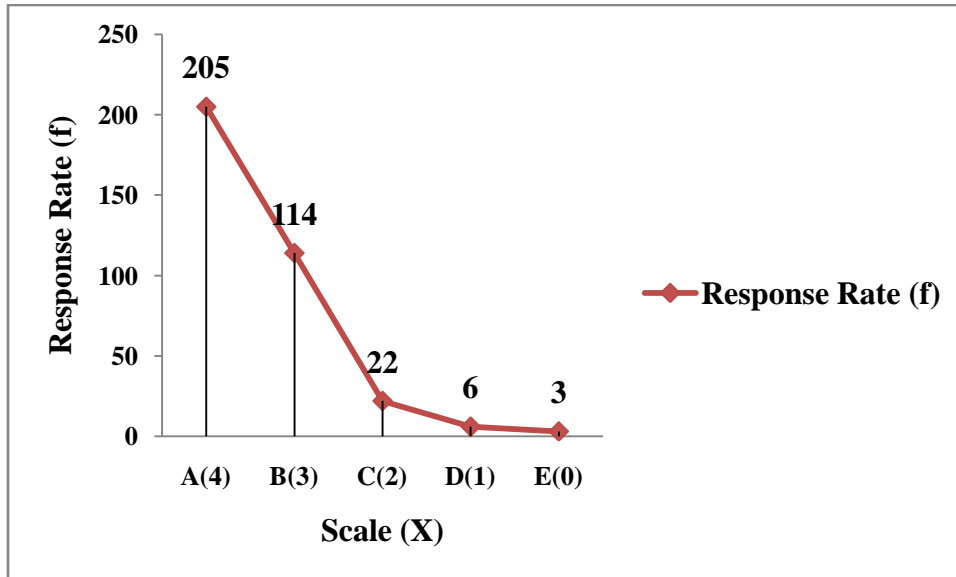
Fig. 20. Agreement of students for Institute's overall quality of teaching-learning process.
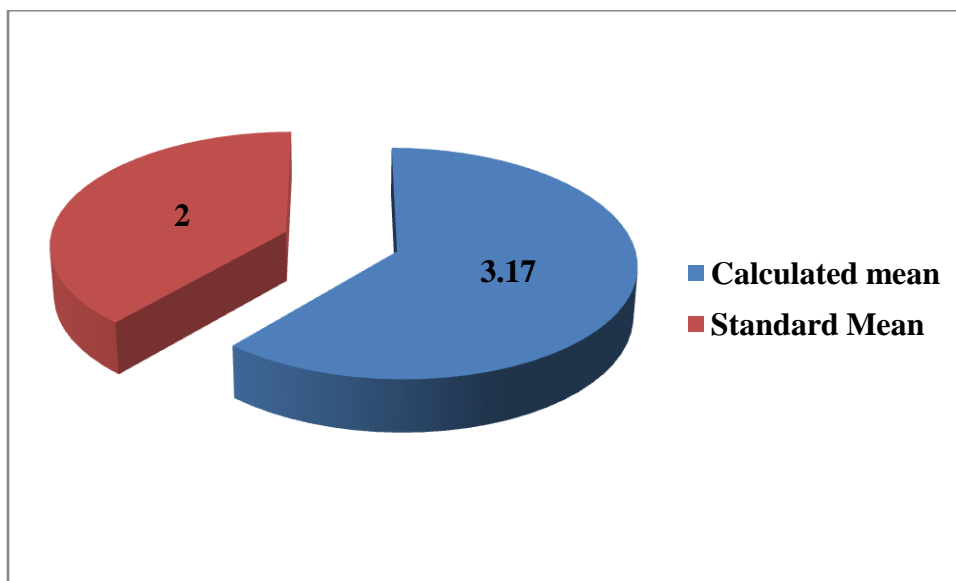
Graphic representation of calculated means for all parameters:
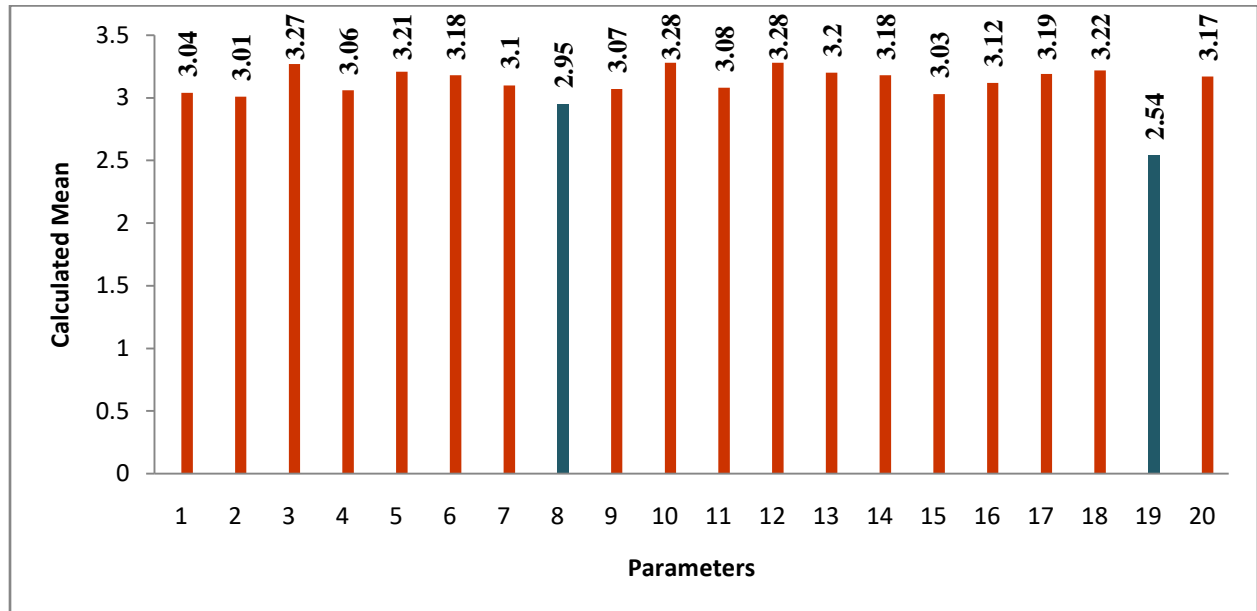
Note: Red accent bars showing the calculated mean of parameters three and above.

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

Calculation of Average Mean:

Average Mean =Total Calculated Mean/Total number of questions

$$= \frac{62.18}{20}$$

$$=3.11$$

Graphic representation of average mean:

Key Findings of the Survey:

➢ As the mean of the survey is 3.11 on the 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.

➢ Teacher's preparation (3.27), teacher's approach to teaching (3.21), teacher's way of illustration though examples and applications (3.28) and fairness of internal evaluation (3.18) have been rated high in the survey. Majority of respondents have expressed their satisfaction ove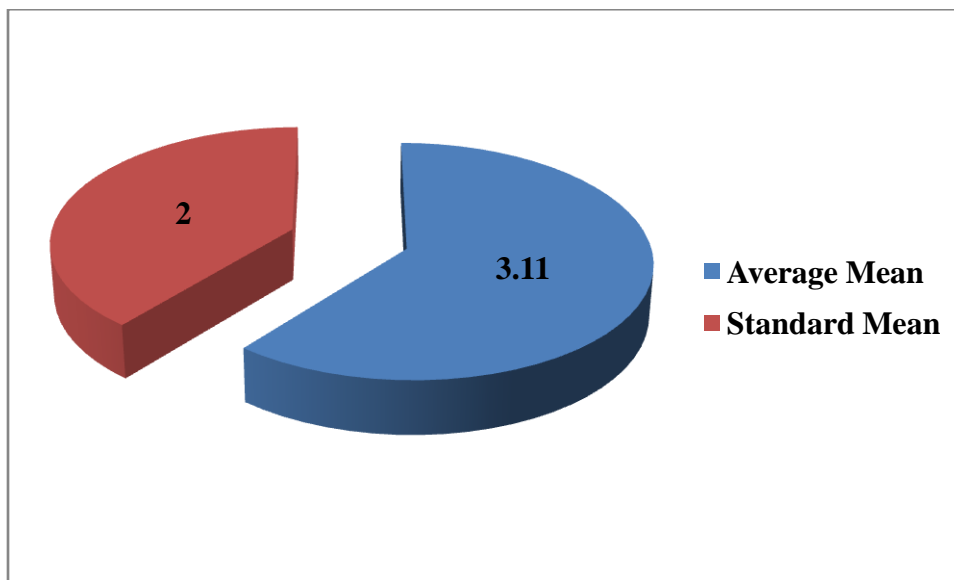r the quantum of syllabus covered in classes (3.04). The survey also confirms the encouragement of the students by the teachers to participate in the curricular and co-curricular activities (3.19) which helped in their intellectual growth.

➢ Students have also acknowledged the efforts of institute and teachers in inculcating in them various skills for the preparation for the field work (3.22). This has enabled them to prepare themselves for life.

Action Taken:

In the session 2019-20, following actions were taken to increase the satisfaction level of students:

➢ Fine on being absent from the class without information was totally abolished from the session 2019-20. Only lecture shortage fine was to be collected.

➢ On the demand of the students, Training and Placement Cell included more activities in its agenda like organising seminars & visits to various job fairs.

➢ Last year, the parameter showing the usage of ICT tools was lowest on Likert scale i.e. 2.06. So, in the session 2019-20, ICT cell enhanced its functioning by organising workshops for teaching and non-teaching staff to train and motivate them to use ICT in discharging their respective duties in the campus. ICT infrastructure in the campus was also upgraded.

➢ Arrangements were made to update college official website more frequently to inform the students of the important activities/dates/events of the college.

➢ An INSPIRE Camp was organised by the Department of Basic Sciences to orientate young students towards research and innovative ideas.

➢ Co-curricular activities were increased to promote students' understanding of their society. Seminars, extension lectures and visits to villages, remote areas & old age home were organised by Extension Activities Committee.

➢ An auditorium was constructed as the facility for the students to organise various programs.

SSS Report 2018-19 & 2019-20: A Comparative Analysis:

As a result of action taken on the findings of SSS Report 2018-19, the satisfaction level of students according to SSS Report 2019-20 increased to 3.11 on Likert scale from 2.88 in the previous session. Given below is the comparative analysis of the various parameters of the survey for the sessions 2018-19 & 2019-20.

Sr. No.	Parameters	SSS Report 2018-19 Measurement of various parameters on Likert Scale	SSS Report 2019-20 Measurement of various parameters on Likert Scale
1.	Syllabus covered in the class	3.04	3.16
2.	Teachers' preparation for the class	3.02	3.01
3.	Ability of teachers to communicate	3.25	3.27
4.	Teacher's approach to teaching	2.84	3.06
5.	Fairness of the internal evaluation process	3.07	3.21
6.	Discussion on student performance in assignments	2.82	3.18
7.	Interest of the institute in promoting internship, student exchange, field visit	2.51	3.10

8.	Teaching and mentoring process facilitated in cognitive, social and emotional growth	2.66	2.95
9.	Institute provides multiple opportunities to learn and grow	2.86	3.07
10.	Expected competencies, course outcomes and programme outcomes informed by teachers	2.94	3.28
11.	Follow up by the teacher with an assigned task	3.04	3.08
12.	Illustration of the concepts through examples and applications by the teachers	3.21	3.28
13.	Identification of the student's strength and encouragement by the teacher	2.95	3.20
14.	Identification of the	2.83	3.18

	student's weakness and helping them		
15.	Efforts made by the institute in improvement of the teaching learning process	2.82	3.03
16.	Usage of student centric methods by the teachers to enhance learning experiences	2.90	3.12
17.	Encouragement by the teacher to participate in extracurricular activities	3.06	3.19
18.	Efforts made by the teachers to inculcate soft skills, life skills and employability skills in the students	2.65	3.22
19.	Usage of ICT based tools while teaching	2.06	2.54
20.	Overall quality of teaching learning process	2.92	3.17

Recommendations by the Committee:

- As the parameter showing the usage of ICT tools have the lowest range on Likert scale i.e. 2.54, the college may focus on enhancing by providing free and open Wi-Fi facility in the campus.

- Student satisfaction can be further enhanced by improving the teaching and mentoring process in the tutorial meetings which will help in the cognitive, social and emotional growth of the students. (w.r.t. Q. No. 8, Mean Value: 2.95). The frequency of the meetings can be increased for the same.

- 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.

- A few suggestions have come regarding improving the Grievance Redressal mechanism in the campus.

Student Satisfaction Survey and Feedback Committee:

Ms. Monika Garg

(Asst. Prof. in Business Administration, Incharge, SSS and Feedback Committee)

Dr. Rupinderpal Kaur

(Asst. Prof. in Computer Science)

Dr. Harpreet Kaur

(Asst. Prof. in Botany)

Dr. Sandeep Kaur Brar

(Asst. Prof. in English)

Ms. Roohi

(Asst. Prof. in Fashion Designing)

Ms. Pooja Bajaj

(Asst. Prof. in Computer Science)

Ms. Richa

(Asst. Prof. in Commerce)