

STUDENT SATISFACTION FEEDBACK SURVEY 2020-21

As part of the process improvement initiative, the IQAC of Shri Lal Bahadur Shastri Degree College, Gonda administered a survey in the month of March 2020-21 that evaluates student satisfaction with the college.

It will provide opportunities to monitor changes across the years in a range of ways.

This report presents a summary of results, in addition to a comparison with previous year's survey results.

Objectives

- To measure students' level of satisfaction with the college as a whole, and with its different processes.
- To evaluate the effect of changes initiated this year on student satisfaction with the process.
- To identify existing problems, if any, and recommend changes.
- To identify changes in student satisfaction with various processes, as compared with previous surveys.

Methods and tools

The Student Satisfaction Feedback Survey was prepared using, in general, the same guidelines adopted for previous similar surveys (Appendix). The 30 survey questions have been developed in light of existing college practices. A comment box has been provided for students to add any relevant written comments on learning and teaching at the college. The expectation is that college will retain this open text data and use it for their own analysis.

The Survey included the following components:

- Global items measuring students' overall satisfaction with the process.
- Items soliciting student opinion and perception of the quality of the programs, classrooms and laboratories.
- Items soliciting student opinion and perception of the Syllabus and Examination process.
- Items soliciting student opinion and perception of the Teaching environment and material.

- Items soliciting student opinion and perception of the Infrastructure and maintenance.

The total number of students enrolled in graduate and postgraduate courses for the 2020-21 academic year is 7162. 716 undergraduate and Post-graduate students from all classes, or 10% of the total enrolment for the 2020-21 academic year, made up the first sample. We conducted the study using cluster and easy sampling approaches. The data from 2020-21 is summarized in the following tables. The number of students enrolled in the 2020-21 academic year was 7162. As a result, we have taken an approximation of 716 students.

Table 1

NO. OF STUDENTS IN 2020-21 IN EACH COURSE

COURSE/ YEAR	2020-21	10% OF TOTAL STRENGTH
B.A.	3652	365
B.Sc.	1502	150
B. Com	761	76
M.A.	769	77
M.Sc.	152	15
M. Com	226	23
B.Ed.	100	10

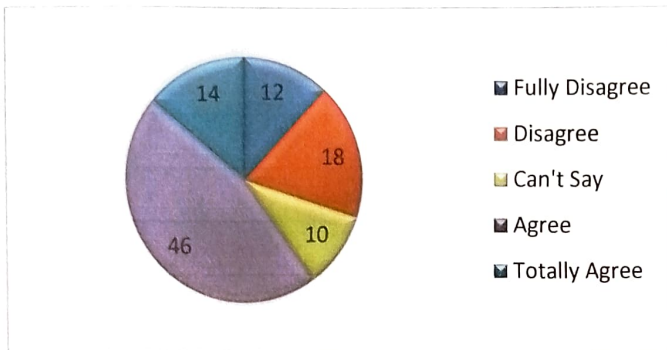
Data Analysis and interpretation

The student feedback has been divided into two forms one having an overall feedback from students about the college facilities, staff, premises, teachers etc and other having a feedback about the course and curriculum. For analysis and feedback we have used two structured questionnaires one having 30 questions covering all the required areas of study and other having 8 structured questions about the design and review of syllabus and curriculum.

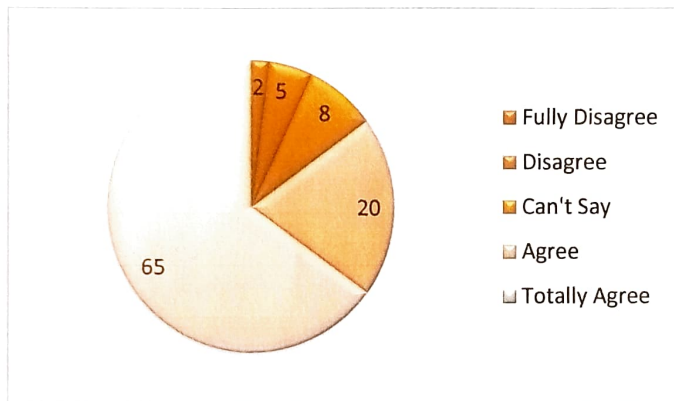
Percentage analysis has been used as tool for analyzing the data.

The interpretations are as follows as per the questions given-

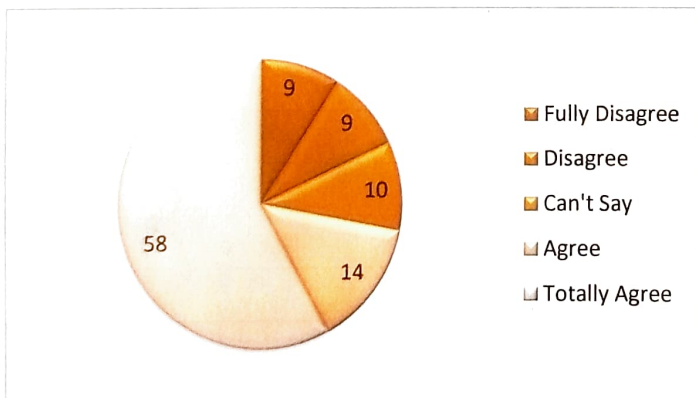
1. Entire course completed at time



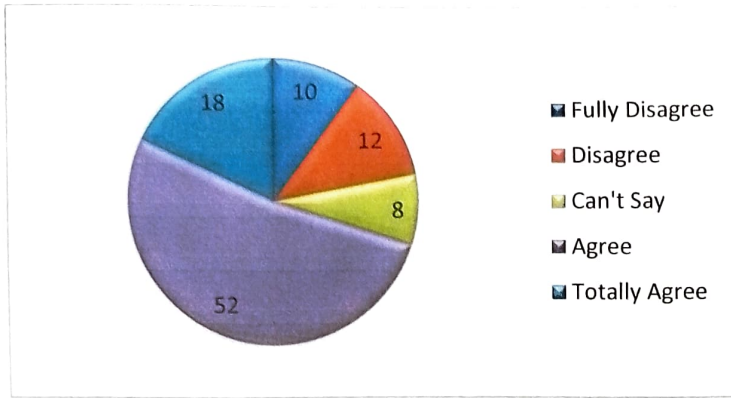
2. Teachers take their lectures on time and regularly



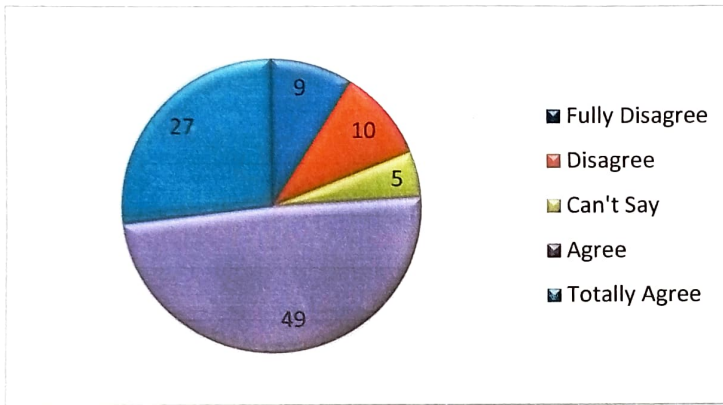
3. Teachers come well prepared for class



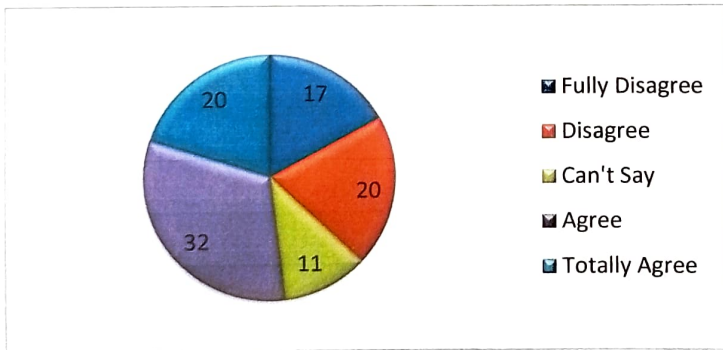
4. You understand the teaching skills of your teachers better in terms of content and style



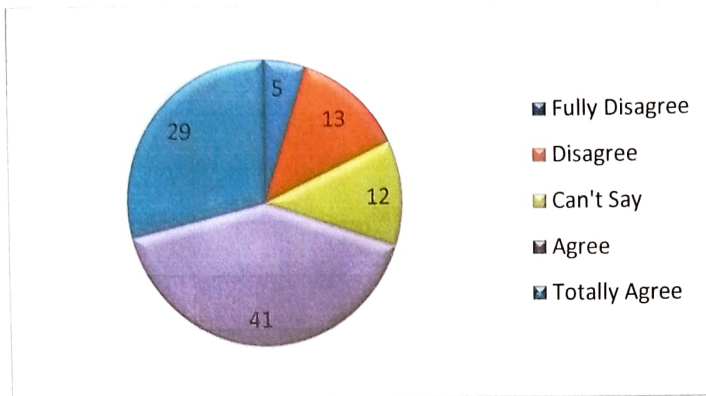
5. Your teachers provide you additional study material, notes and post learning inputs



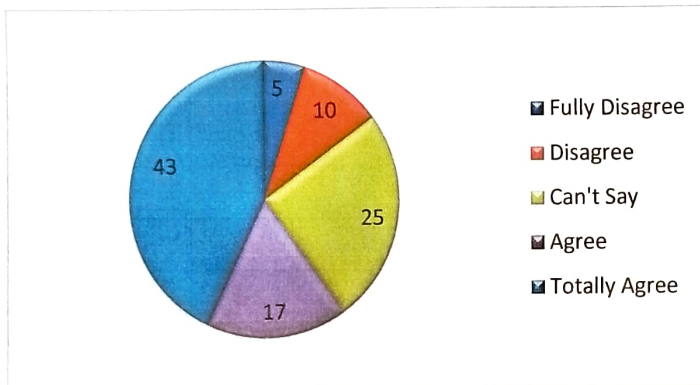
6. Teachers encourage participation and discussion in classroom



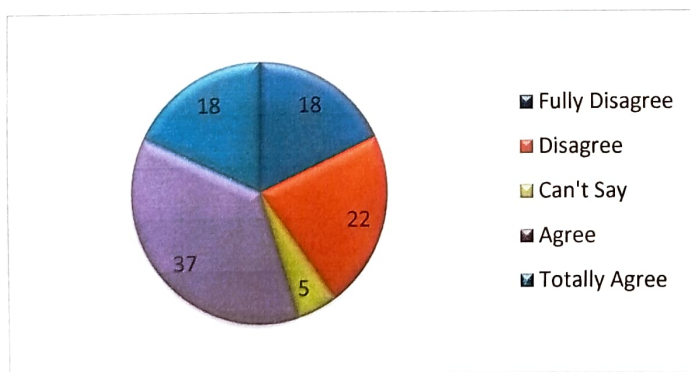
7. The behaviour of teachers towards students is friendly and helpful



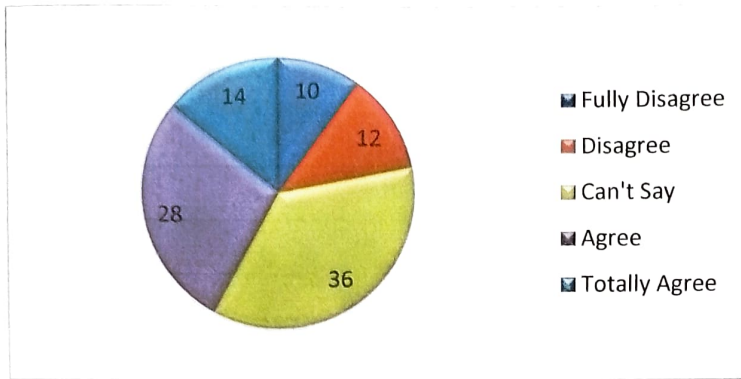
8. Modern teaching aids, PowerPoint presentation and other resources are being used by teachers while teaching



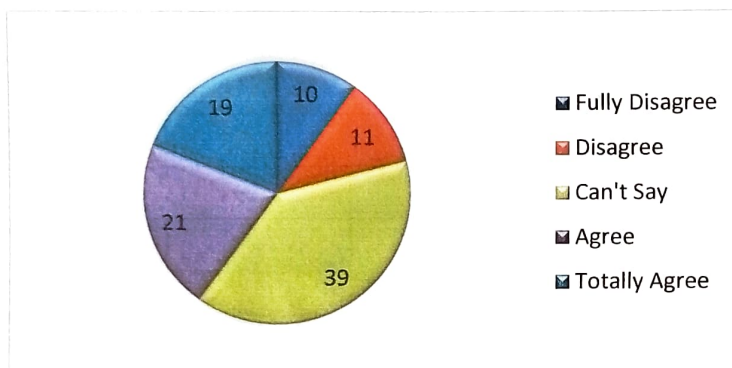
9. Teachers are available and accessible in the department after lecture hours



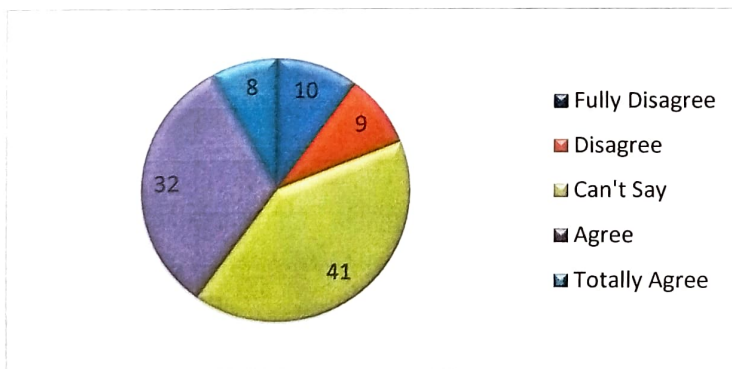
10. Periodic evaluation is conducted as per schedule while scheduling



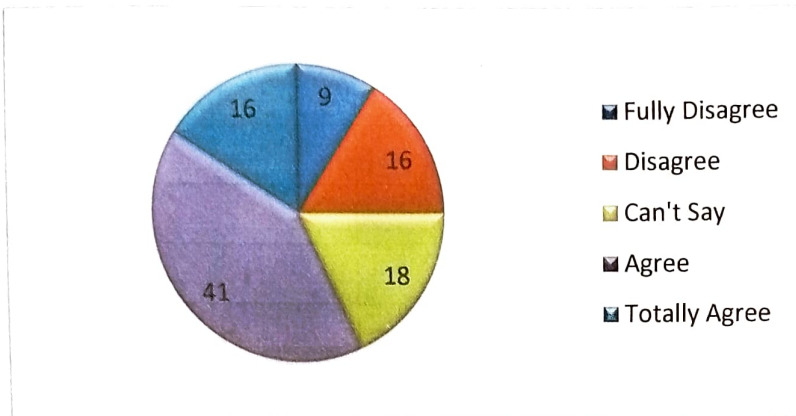
11. Record of the attendance of the students is kept by the teachers



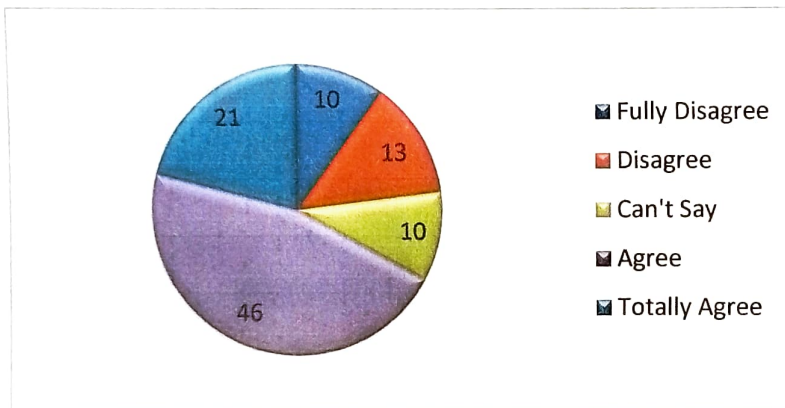
12. The evaluation process is fair



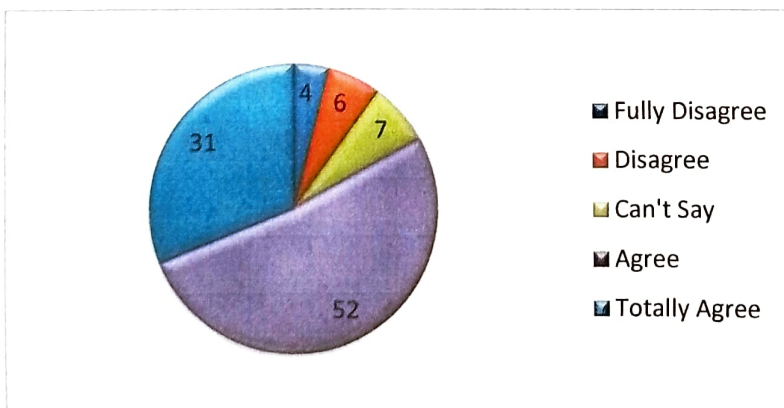
13. Teachers guide for holistic personality and development of students



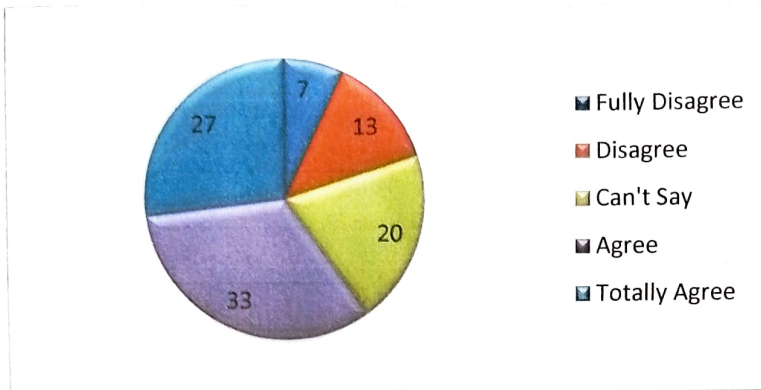
14. The courses I took have increased my knowledge and skills



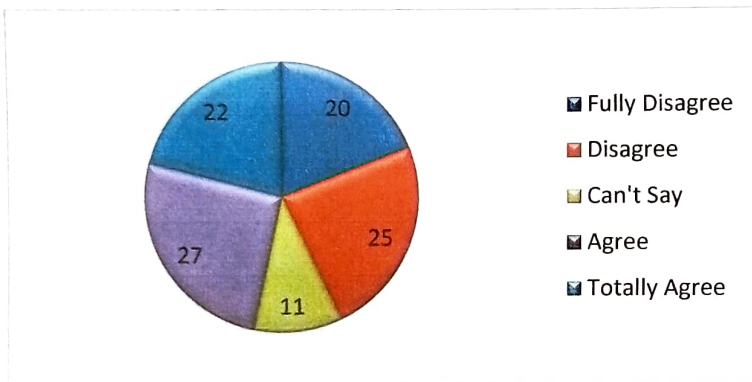
15. Regular and timely feedback on performance achievement of students is received



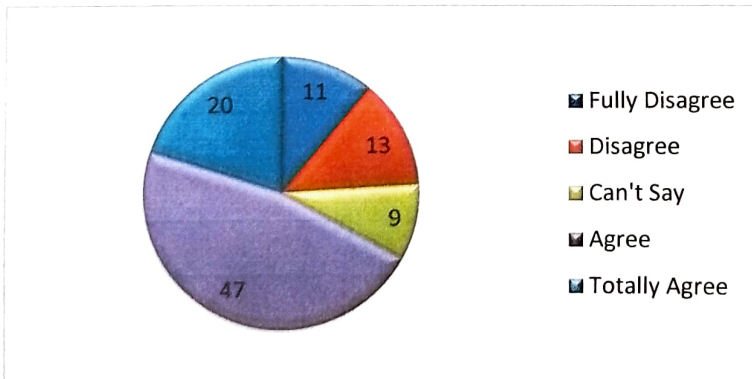
16. The condition of basic physical resources available in the college is better



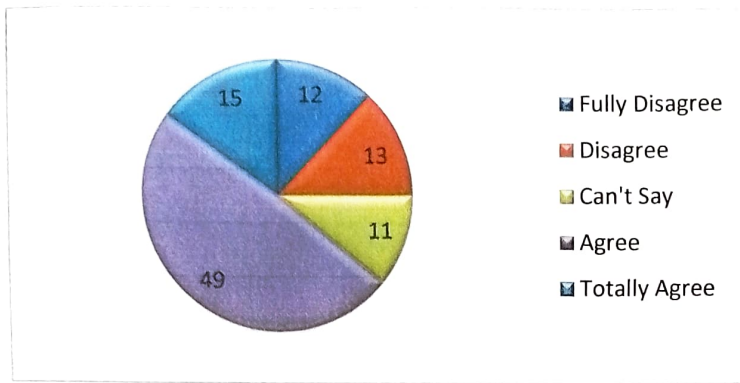
17. The basic resources in the library are in good condition



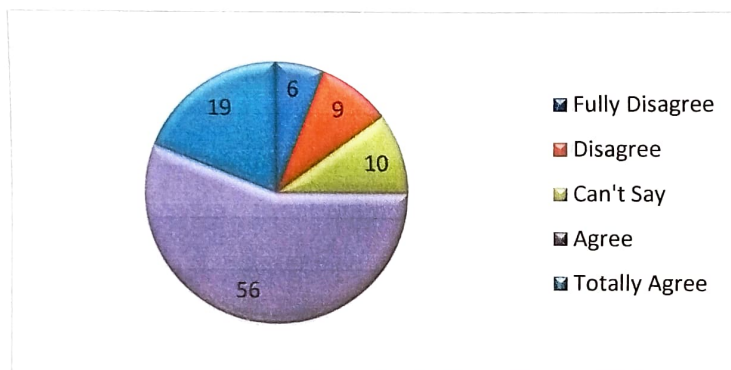
18. The condition of cooperation and support of library staff is good



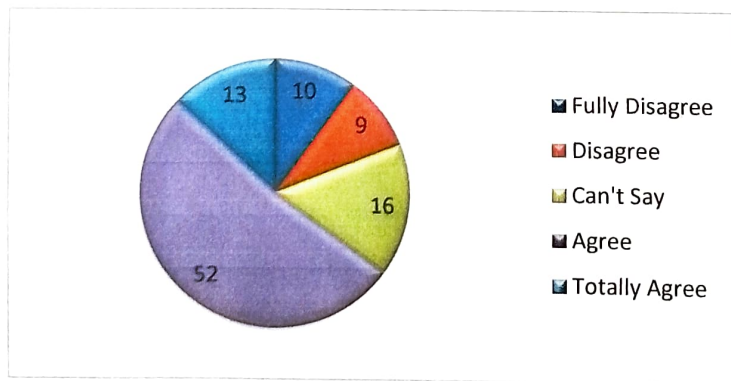
19. The state of material cooperation and support provided by college in the playground is good



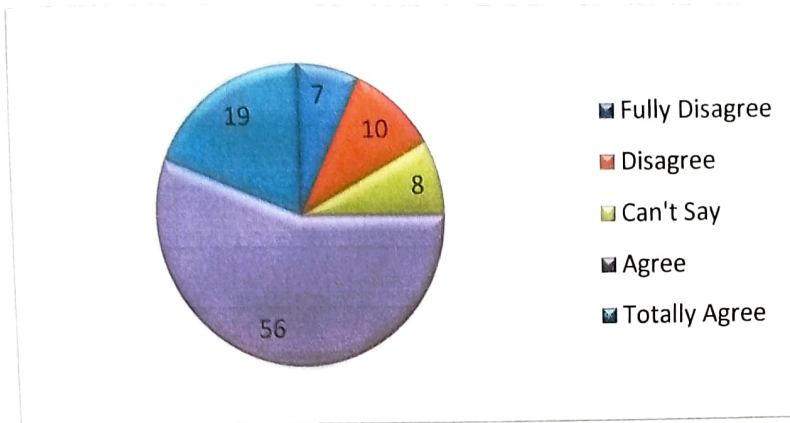
20. Students get cooperation and support of college staff



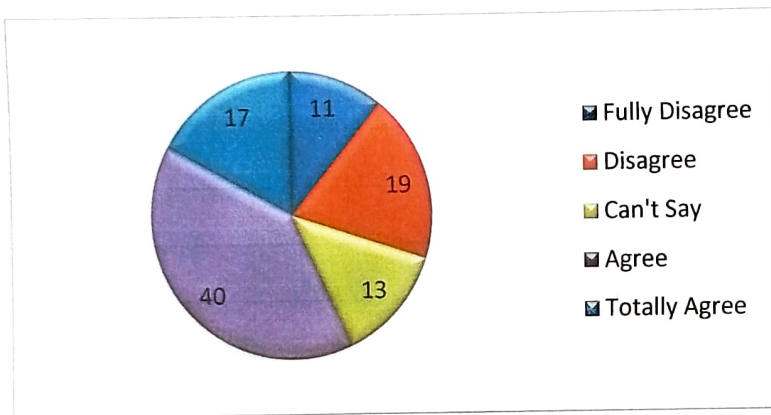
21. The grievances of students are taken cognizance and redressed by the grievance redressal cell



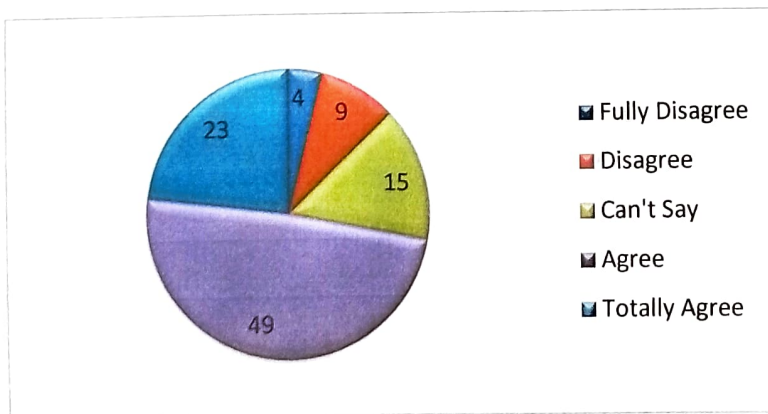
22. There is good position to fulfil the duties and responsibilities by the disciplinary committee of the college



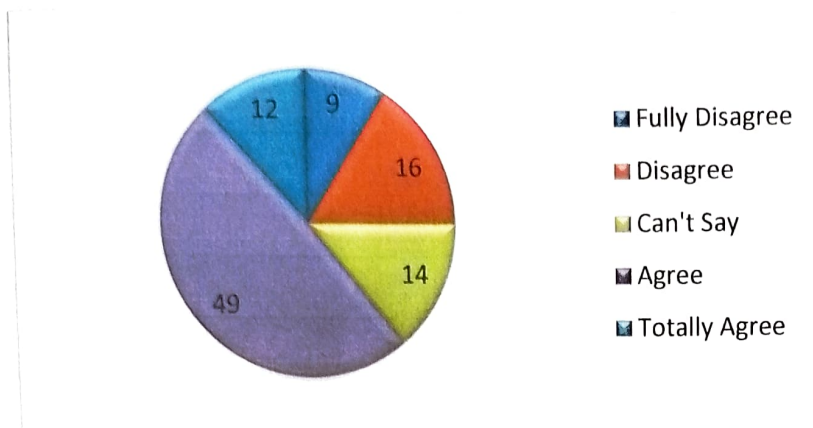
23. The atmosphere of the college canteen, quality of food items and behaviour of staff is good



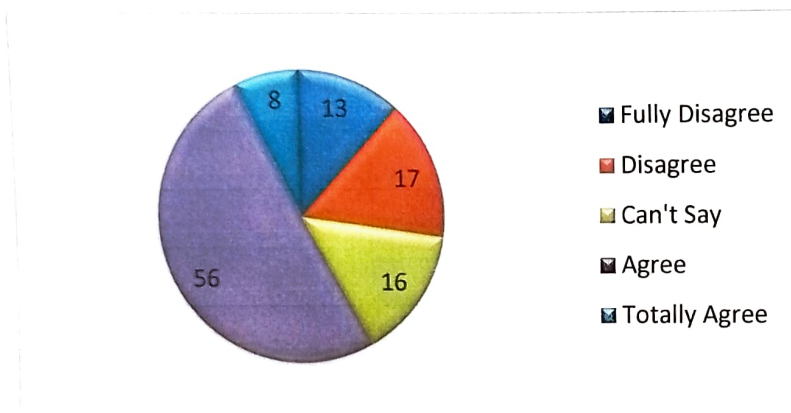
24. Internet facility is good in college



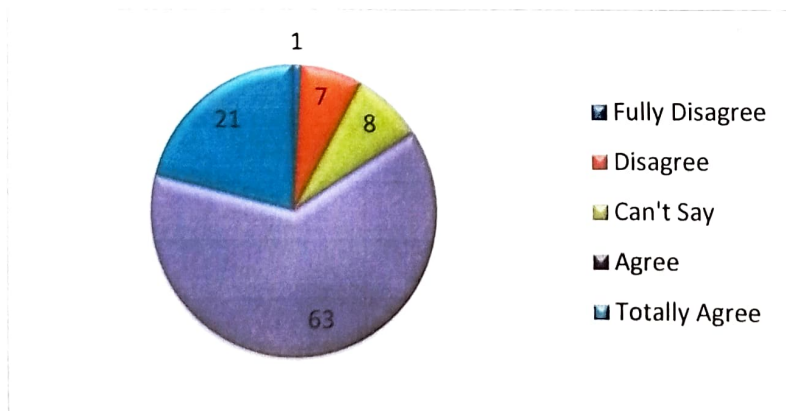
25. College website is in good condition



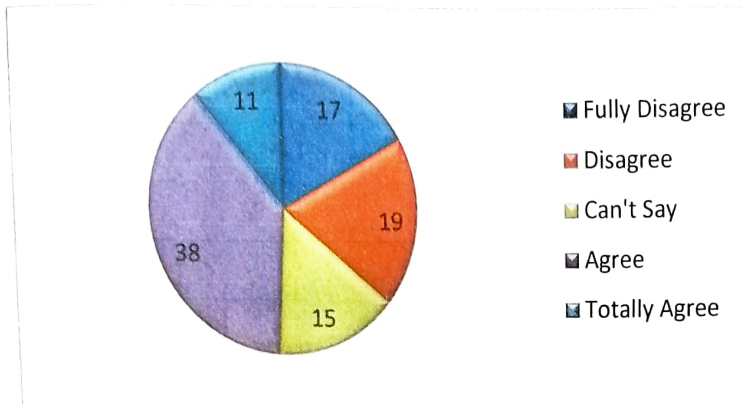
26. The condition of common rooms in the college is good



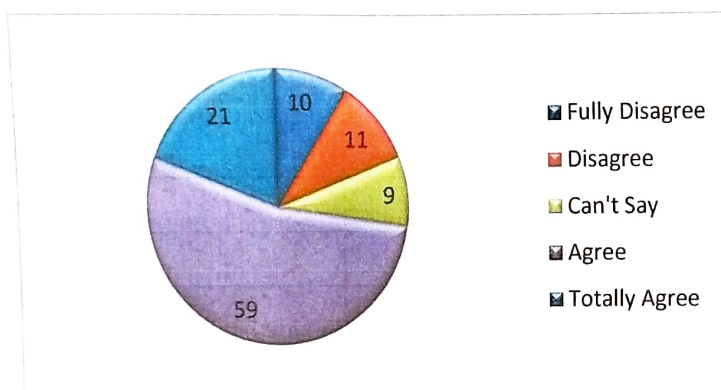
27. There is facility of pure drinking water



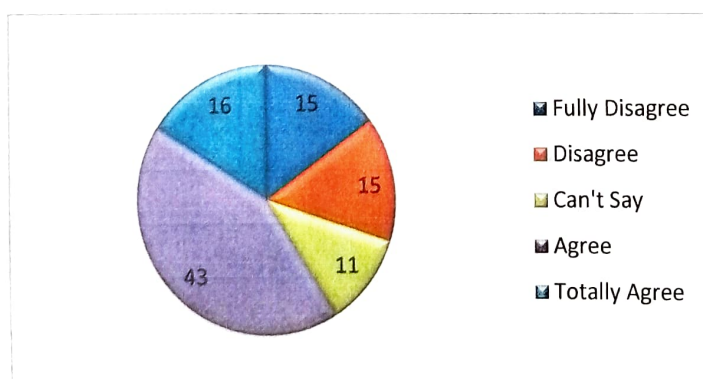
28. Toilet maintenance and cleaning facility



29. There is enough greenery in the college



30. The condition of cleaning and maintenance of college campus and building is good



Results & Conclusions

The results drawn from two surveys regarding overall view of students for college campus, facilities provided and faculty cooperation as well as the other about the syllabus design and review is as follows-

- Overall feedback from students

For overall feedback from students we have used a structured questionnaire having 30 questions about the faculty cooperation, facilities provided in the college etc. The results are being interpreted in the form of graphs and charts which shows that-

- i. More than 67% students agreed for entire course completion on time and availability & accessibility of teachers after lectures.
- ii. More than 54% agreed that teachers take their lectures on time and regularly and come well prepared for class and are better in terms of providing content and style.
- iii. More than 36% of students agreed for providing material inputs and encouraging participation of students, providing basic physical resources in playground and laboratories, availability of books and basic amenities in library.
- iv. Approximately more than 47% of students agreed that teachers are friendly and helpful and use modern techniques for teaching, keep record of their attendance, guide for their holistic development and increase their knowledge and skills and give regular and timely feedback on performance and achievement of students.
- v. More than 49% students agreed for cooperation and support of library staff, grievance cell and disciplinary committee in college.

The following suggestions are provided by the students for the academic year 2020-2021 are given below.

- Suggested to provide ICT enabled classrooms.
- Virtual lab can be created to learn anywhere at any time.
- Online teaching can be effectively implemented through digital tools and techniques.

The responses collected for course end survey and feedback questionnaire are analyzed at department level and institution level. Further the discussions are made in board of studies meeting and IQAC meeting respectively, and appropriate actions are taken.

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Principal
Shri Lal Bahadur Shastri Degree College
Gonda