

Students Satisfaction Survey 2019-2020

Purpose

The purpose of the survey was to investigate how students perceive the services and amenities they were offered at college and how satisfied they were with them.

Design/Methodology/Approach

Questionnaires were handed out to 211 students after their classes. In order to collect students' feedback it was decided not to use an already existing questionnaire but to develop a new measurement tool based on Likert scale.

Data collection- Data was collected from 211 students. The data collection process was convenient for students as they were able to fill in the questionnaires after the lectures.

Description of sample- . The students belonged to Arts, Commerce and Science streams. 54.50% of the participants were female, which resembles the gender distribution at the college.

Description of measurement tool- The questionnaire uses Likert scale to measure 26 dimensions of satisfaction level of students at the institutional level. The 5 points Likert Scale used to measure the satisfaction level is shown below:

<i>Options</i>	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very Poor</i>
	1	2	3	4	5

Table 1- Quality Variables for Study

Feedback for College	Feedback for Teachers
➤ Admission Process	➤ Regular class
➤ Laboratory Facility	➤ Completion of syllabus on time
➤ Infrastructure	➤ Command on subject
➤ College Administration	➤ Communication
➤ Students Discipline	➤ Smart class teaching

➤ Canteen Facility	➤ Students participation in teaching
➤ Library Facility	➤ Innovation in teaching
➤ Sports and Cultural Facility	➤ Problem solving ability
➤ Wi-fi Facility	➤ Overall rating of teachers
➤ IT cell and Helpdesk	
➤ Career Guidance Cell	
➤ Skills Development Training	
➤ Internal and External Exam System	
➤ Grievance or Complaint Handling System	
➤ Women Grievance Redressal Cell	
➤ Cleanliness	
➤ NSS and NCC	

Descriptive statistics

Table 4 shows that students were particularly satisfied with the following quality dimensions (M<3 in the study). Standard deviation values are between SD=.948 and SD=3.001, which is normal for scales with 5 response categories. The standard deviation is relatively low for “Completion of Syllabus on time” in the study.* The standard deviation is relatively high for “wi-fi facilities” in the study.*

Table 2.1

Descriptive Statistics for Feedback on College			
Average Satisfaction level (Lower mean score represents Higher Satisfaction level) (M ≤ 2.5)	Mean	Average dissatisfaction level in descending order (Higher mean score represents higher dissatisfaction level) (M > 2.5)	Mean
Admission Process	2.48	Wi-fi Facility	3.24
NSS and NCC	2.11	Students Discipline	2.91
Library Facility	2.19	Grievance or Complaint Handling System	2.73
Career Guidance Cell	2.22	Women Grievance Redressal Cell	2.67
infrastructure	2.44	IT cell and Helpdesk	2.6
College Administration	2.46	Skills Development Training	2.6
Sports and Cultural Facility	2.47	Internal and External Exam Process and System	2.58
Laboratory Facility	2.48	Cleanliness	2.56
Canteen Facility	2.5		

Table 2.2

Descriptive Statistics for Feedback on Teachers

Average Satisfaction level in ascending order (Lower mean score represents Higher Satisfaction level) (M ≤ 2.5)	Mean	Average dissatisfaction level in descending order (Higher mean score represents higher dissatisfaction level) (M > 2.5)	Mean
Overall rating of teachers	2.3	Communication	2.6
Students participation in teaching	2.38	Completion of syllabus on time	2.57
Regular class	2.4	Smart class teaching	2.54
Problem solving ability	2.41		
Innovation in teaching	2.48		
Command on subject	2.5		
Valid N (listwise)			

Suggestions made by Students:

During the course of survey some of the students suggested following areas of improvement:

Table 3 : Suggestions made by Students

1. Library facilities should be improved.	8. More computers should be there.
2. Awareness should be created to maintain discipline.	9. Sports facilities need to be improved.
3. Career Guidance should be improved.	10. Introduction of uniform should be there.
4. Transportation facilities should be provided.	11. Regular maintenance of infrastructure is to be there.
5. Some improvement in rules and regulations should be there.	12. More smart classes should be made.
6. Drinking water facility should be improved	13. Wi-fi network should be upgraded
7. Health care and fitness facilities should be there.	14. Lab maintenance should be there.
	15. Parking arrangement should be upgraded
	16. Control on noise pollution should also be there.

Admission Process				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	26	12.3	12.5	12.5
GOOD	113	53.6	54.3	66.8
AVERAGE	30	14.2	14.4	81.2
POOR	22	10.4	10.6	91.8
VERY POOR	17	8.1	8.2	100
Total	208	98.6	100	

Missing System	3	1.4		
Total	211	100		
Laboratory Facility				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	25	11.8	12.4	12.4
GOOD	97	46	48	60.4
AVERAGE	49	23.2	24.3	84.7
POOR	20	9.5	9.9	94.6
VERY POOR	11	5.2	5.4	100
Total	202	95.7	100	
Missing System	9	4.3		
Total	211	100		
Infrastructure				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	24	11.4	12.2	12.2
GOOD	99	46.9	50.5	62.8
AVERAGE	47	22.3	24	86.7
POOR	15	7.1	7.7	94.4
VERY POOR	11	5.2	5.6	100
Total	196	92.9	100	
Missing System	15	7.1		
Total	211	100		
College Administration				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	33	15.6	16.1	16.1
GOOD	96	45.5	46.8	62.9
AVERAGE	36	17.1	17.6	80.5
POOR	29	13.7	14.1	94.6
VERY POOR	11	5.2	5.4	100
Total	205	97.2	100	
Missing System	6	2.8		
Total	211	100		
Students Discipline				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	19	9	9.2	9.2
GOOD	77	36.5	37.2	46.4
AVERAGE	39	18.5	18.8	65.2
POOR	47	22.3	22.7	87.9
VERY POOR	25	11.8	12.1	100
Total	207	98.1	100	
Missing System	4	1.9		

Total	211	100		
Canteen Facility				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	24	11.4	11.5	11.5
GOOD	102	48.3	49	60.6
AVERAGE	46	21.8	22.1	82.7
POOR	25	11.8	12	94.7
VERY POOR	11	5.2	5.3	100
Total	208	98.6	100	
Missing System	3	1.4		
Total	211	100		
Library Facility				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	46	21.8	22	22
GOOD	111	52.6	53.1	75.1
AVERAGE	30	14.2	14.4	89.5
POOR	11	5.2	5.3	94.7
VERY POOR	11	5.2	5.3	100
Total	209	99.1	100	
Missing System	2	0.9		
Total	211	100		
Sports and Cultural Facility				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	28	13.3	13.6	13.6
GOOD	100	47.4	48.5	62.1
AVERAGE	41	19.4	19.9	82
POOR	28	13.3	13.6	95.6
VERY POOR	9	4.3	4.4	100
Total	206	97.6	100	
Missing System	5	2.4		
Total	211	100		
Wi-fi Facility				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	9	4.3	4.4	4.4
GOOD	69	32.7	33.8	38.2
AVERAGE	28	13.3	13.7	52
POOR	60	28.4	29.4	81.4
VERY POOR	38	18	18.6	100
Total	204	96.7	100	
Missing System	7	3.3		
Total	211	100		

IT cell and Help desk				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	25	11.8	12.1	12.1
GOOD	96	45.5	46.4	58.5
AVERAGE	40	19	19.3	77.8
POOR	29	13.7	14	91.8
VERY POOR	17	8.1	8.2	100
Total	207	98.1	100	
Missing System	4	1.9		
Total	211	100		
Career Guidance Cell				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	45	21.3	21.8	21.8
GOOD	101	47.9	49	70.9
AVERAGE	35	16.6	17	87.9
POOR	20	9.5	9.7	97.6
VERY POOR	5	2.4	2.4	100
Total	206	97.6	100	
Missing System	5	2.4		
Total	211	100		
Skills Development Training				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	29	13.7	14.1	14.1
GOOD	101	47.9	49.3	63.4
AVERAGE	43	20.4	21	84.4
POOR	24	11.4	11.7	96.1
VERY POOR	7	3.3	3.4	99.5
43	1	0.5	0.5	100
Total	205	97.2	100	
Missing System	6	2.8		
Total	211	100		
Internal and External Exam System				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	26	12.3	13	13
GOOD	84	39.8	42	55
AVERAGE	50	23.7	25	80
POOR	27	12.8	13.5	93.5
VERY POOR	13	6.2	6.5	100
Total	200	94.8	100	
Missing System	11	5.2		
Total	211	100		

Grievance or Complaint Handling System				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	23	10.9	11.5	11.5
GOOD	78	37	39	50.5
AVERAGE	47	22.3	23.5	74
POOR	33	15.6	16.5	90.5
VERY POOR	19	9	9.5	100
Total	200	94.8	100	
Missing System	11	5.2		
Total	211	100		
Women Grievance Redressal Cell				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	24	11.4	11.9	11.9
GOOD	84	39.8	41.8	53.7
AVERAGE	43	20.4	21.4	75.1
POOR	35	16.6	17.4	92.5
VERY POOR	15	7.1	7.5	100
Total	201	95.3	100	
Missing System	10	4.7		
Total	211	100		
Cleanliness				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	31	14.7	15	15
GOOD	91	43.1	44.2	59.2
AVERAGE	39	18.5	18.9	78.2
POOR	27	12.8	13.1	91.3
VERY POOR	18	8.5	8.7	100
Total	206	97.6	100	
Missing System	5	2.4		
Total	211	100		
NSS and NCC				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	56	26.5	27.7	27.7
GOOD	93	44.1	46	73.8
AVERAGE	35	16.6	17.3	91.1
POOR	11	5.2	5.4	96.5
VERY POOR	7	3.3	3.5	100
Total	202	95.7	100	
Missing System	9	4.3		
Total	211	100		

Regular classes				
	Frequency	Percent	Valid Percent	Cumulative Percent
EXCELLENT	31	14.7	15.2	15.2
GOOD	101	47.9	49.5	64.7
AVERAGE	39	18.5	19.1	83.8
POOR	25	11.8	12.3	96.1
VERY POOR	8	3.8	3.9	100
Total	204	96.7	100	
Missing System	7	3.3		
Total	211	100		
Timely completion of syllabus				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	31	14.7	15.2	15.2
GOOD	88	41.7	43.1	58.3
AVERAGE	39	18.5	19.1	77.5
POOR	29	13.7	14.2	91.7
VERY POOR	17	8.1	8.3	100
Total	204	96.7	100	
Missing System	7	3.3		
Total	211	100		
Command on subject				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	32	15.2	15.8	15.8
GOOD	89	42.2	44.1	59.9
AVERAGE	40	19	19.8	79.7
POOR	29	13.7	14.4	94.1
VERY POOR	12	5.7	5.9	100
Total	202	95.7	100	
Missing System	9	4.3		
Total	211	100		
Communication				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	17	8.1	8.5	8.5
GOOD	89	42.2	44.5	53
AVERAGE	61	28.9	30.5	83.5
POOR	23	10.9	11.5	95
VERY POOR	10	4.7	5	100
Total	200	94.8	100	
Missing System	11	5.2		
Total	211	100		

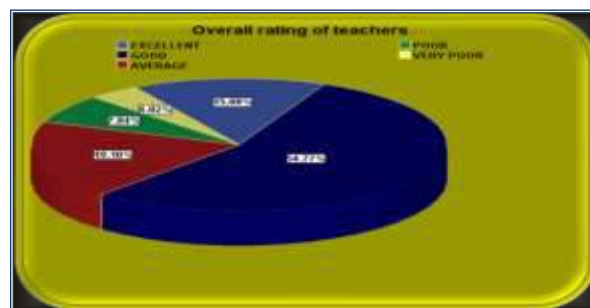
Smart class teaching				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	21	10	10.7	10.7
GOOD	94	44.5	48	58.7
AVERAGE	44	20.9	22.4	81.1
POOR	28	13.3	14.3	95.4
VERY POOR	9	4.3	4.6	100
Total	196	92.9	100	
Missing System	15	7.1		
Total	211	100		
Students participation in teaching				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	35	16.6	17.3	17.3
GOOD	96	45.5	47.5	64.9
AVERAGE	39	18.5	19.3	84.2
POOR	23	10.9	11.4	95.5
VERY POOR	9	4.3	4.5	100
Total	202	95.7	100	
Missing System	9	4.3		
Total	211	100		
Innovation in teaching				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	21	10	10.6	10.6
GOOD	101	47.9	51	61.6
AVERAGE	45	21.3	22.7	84.3
POOR	22	10.4	11.1	95.5
VERY POOR	9	4.3	4.5	100
Total	198	93.8	100	
Missing System	13	6.2		
Total	211	100		
Problem solving ability				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	35	16.6	17.4	17.4
GOOD	95	45	47.3	64.7
AVERAGE	38	18	18.9	83.6
POOR	19	9	9.5	93
VERY POOR	14	6.6	7	100
Total	201	95.3	100	
Missing System	10	4.7		
Total	211	100		

Overall rating of teachers				
	Frequency	Percent	Valid Percent	Cumulative %
EXCELLENT	30	14.2	15.1	15.1
GOOD	109	51.7	54.8	69.8
AVERAGE	38	18	19.1	88.9
POOR	14	6.6	7	96
VERY POOR	8	3.8	4	100
Total	199	94.3	100	
Missing System	12	5.7		
Total	211	100		

GENDER CONFIGURATION



OVERALL RATING OF TEACHERS



J.H. GOVT. P.G. COLLEGE BETUL (M.P.) 460001

विद्यार्थी संतुष्टि सर्वेक्षण फॉर्म

प्रिय छात्र,

यह सर्वेक्षण अध्यापन व महाविद्यालयीन सुविधाओं के प्रति आपके संतुष्टि के स्तर का मूल्यांकन करने के लिए किया जा रहा है, ताकि महाविद्यालय में बेहतर व गुणवत्तायुक्त अध्ययन व महाविद्यालयीन सुविधाओं के प्रमुख क्षेत्रों की पहचान करके आवश्यक सुधार किया जा सके। आपसे अपेक्षा है कि नीचे पूछी गई सभी जानकारियों का निर्देशानुसार भरें।

पार्ट-1 प्राथमिक जानकारी:

1. नाम :
2. अभिभावक/पालक का नाम :
3. वर्ग (छात्र/छात्र) :
4. पाठ्यक्रम का नाम :
5. शैक्षणिक वर्ष :
6. मोबा./टेली. :

पार्ट- 2 छात्र-महाविद्यालय सर्वेक्षण:

कृपया महाविद्यालय की विभिन्न गतिविधियों/सुविधाओं के सम्बन्ध में अपनी संतुष्टि के स्तर को निम्न में से किसी एक विकल्प पर () के द्वारा व्यक्त करें-

	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
1. प्रवेश प्रक्रिया					
2. प्रयोगशाला सुविधा					
3. अधोसंरचना					
4. महाविद्यालय प्रशासन					
5. छात्र अनुशासन					
6. कैंटीन सुविधा					
7. पुस्तकालय सुविधा					
8. खेल व सांस्कृतिक गतिविधियाँ					
9. वाई-फाई सुविधा					
10. आई टी सेल व हेल्प डेस्क					
11. कैरियर मार्गदर्शन प्रकोष्ठ					
12. कौशल विकास प्रशिक्षण					
13. आन्तरिक व बाह्य परीक्षा प्रणाली					
14. परिवेदना/शिकायत निवारण प्रणाली					
15. महिला उत्पीड़न शिकायत प्रकोष्ठ					
16. स्वच्छता					
17. NCC/NSS					

पार्ट- 3 छात्र-शिक्षण सर्वेक्षण:

प्राध्यापकों के निम्नलिखित गुणों के आधार पर आपके अनुसार उचित विकल्प पर **√** टिक मार्क लगा कर रैंकिंग किजिए:-

18. कक्षाओं का नियमित रूप से संचालन	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
19. समय पर पाठ्यक्रम पूर्ण करना	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
20. पढ़ाये जाने वाले विषयों पर पकड़	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
21. संप्रेषण योग्यता	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
22. स्मार्ट क्लास शिक्षण	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
23. शिक्षण में विद्यार्थियों की सहभागिता	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
24. शिक्षण विधियों में नवाचार	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
25. प्रश्नों के समाधान की योग्यता	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
26. प्राध्यापक की समग्र शिक्षण योग्यता का अंकन	उत्कृष्ट	अच्छा	औसत	खराब	बहुत खराब
27. आपके सुझाव					

हस्ताक्षर