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GURU NANAK KHALSA COLLEGE FOR WOMEN

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Report on Criterion 2.7
Student Satisfaction Survey

2021-2022

GURU NANAK KHALSA COLLEGE FOR WOMEN
MODEL TOWN, LUDHIANA

Analytical Report on Student Satisfaction Survey
(2021-2022)

Student Satisfaction Survey (SSS) plays a significant role in evaluating the quality and effectiveness of an educational institution from the students' perspective. It serves as a tool to collect feedback from students regarding various aspects of their educational experience. It enables students to express their opinions, suggestions, and concerns about the institution's academic programs, teaching methods, infrastructure, support services, and overall campus environment.

Our institution obtains student feedback on diverse aspects related to curriculum, infrastructure, governance and student support services. During the academic session 2021-2022, the student feedback related to different aspects of the functioning of the college was obtained through a structured questionnaire designed as per NAAC guidelines. The questionnaire included 20 multiple choice questions wherein the responses were collected using a 5-point Likert scale. A qualitative question inviting student suggestions was also included in the questionnaire. The survey was provided as a web-form on the college website and the link to the form was shared with the students through the WhatsApp groups. The survey was filled by students anonymously. For the session 2021-2022, feedback from 1041 students was received.

This report includes the following:

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This report serves the following purpose:

- Provide a suitable platform to students to play a greater role in teaching and other educational processes.
- Help the institute to make modifications and improvements.
- Develop a communication channel between the management and students.
- Maintain the functioning of the institute at its best in academic and administrative levels.

Student Satisfaction Survey Questionnaire

Instructions to fill the questionnaire
- All questions should be compulsorily attempted.
- 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 can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

1. How much of the syllabus was covered in the class?
4 – 85 to 100%
3 – 70 to 84%
2 – 55 to 69%
1– 30 to 54%
0 –Below 30%

2. How well did the teachers prepare for the classes?
4 –Thoroughly
3 – Satisfactorily
2 – Poorly
1 – Indifferently
0 – Won't teach at all

3. How well were the teachers able to communicate?
4 – Always effective
3 – Sometimes effective
2 – Just satisfactorily
1– Generally ineffective
0– Very poor communication

4. The teacher's approach to teaching can best be described as
4– Excellent
3 – Very good
2 – Good
1 – Fair
0– Poor

5. Fairness of the internal evaluation process by the teachers.
4 – Always fair
3 – Usually fair
2 – Sometimes unfair
1 – Usually unfair
0– Unfair

6. Was your performance in assignments discussed with you?
4 – Every time
3 – Usually
2 – Occasionally/Sometimes
1 – Rarely
0– Never

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
4 – Regularly
3 – Often
2 – Sometimes
1 – Rarely
0– Never

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
4 – Significantly
3 – Very well
2 – Moderately
1 – Marginally
0– Not at all

9. The institution provides multiple opportunities to learn and grow.
4 – Strongly agree
3 – Agree
2 – Neutral
1 – Disagree
0– Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
4 – Every time
3 – Usually
2– Occasionally/Sometimes
1 – Rarely
0– Never

11. Your mentor does a necessary follow-up with an assigned task to you.
4 – Every time
3 – Usually
2 – Occasionally/Sometimes
1 – Rarely
0 – I don't have a mentor

12. The teachers illustrate the concepts through examples and applications.
4 – Every time
3 – Usually
2 – Occasionally/Sometimes
1– Rarely
0 – Never

13. The teachers identify your strengths and encourage you with providing right level of challenges.
4 – Fully
3 – Reasonably
2 – Partially
1 – Slightly

0– Unable to

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

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

1 – Rarely

0 – Never

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

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

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.

4 – To a great extent

3 – Moderate

2 – Somewhat

1 – Very little

0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

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.

4 – To a great extent

3 – Moderate

2 – Somewhat

1 – Very little

0 – Not at all

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

4 – Above 90%

3 – 70 – 89%

2 – 50 – 69%

1 – 30 – 49%

0 – Below 29%

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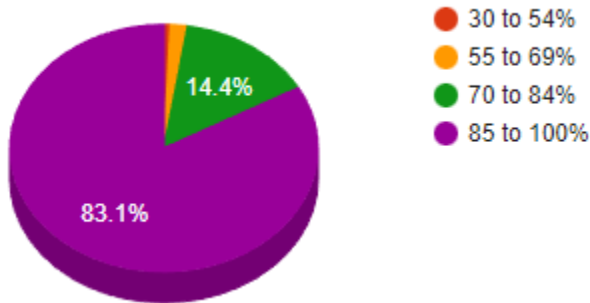
4 –Strongly agree

3 – Agree

2 – Neutral
1 – Disagree
0 – Strongly disagree

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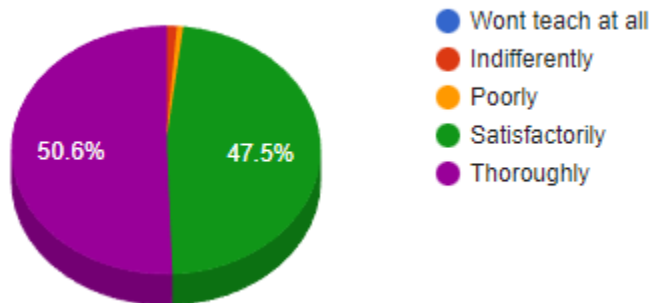
a)

b)

c)

Question-wise Analysis of the responses

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

83.1% of students responded that 85-100% of the syllabus was covered in the class.

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

Majority of the students (98.1%) were satisfied when questioned about the preparation of teachers related to teaching material and content.
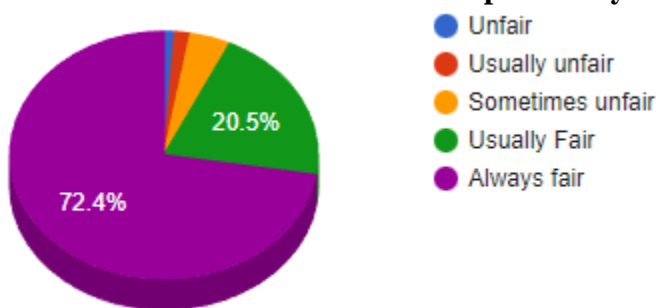
3. How well were the teachers able to communicate?
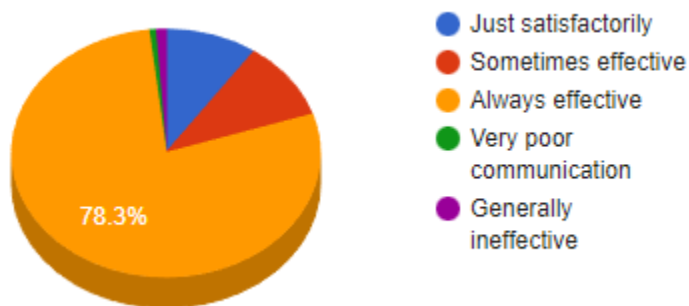
78.3% of students feel that the teaching communication was always effective.

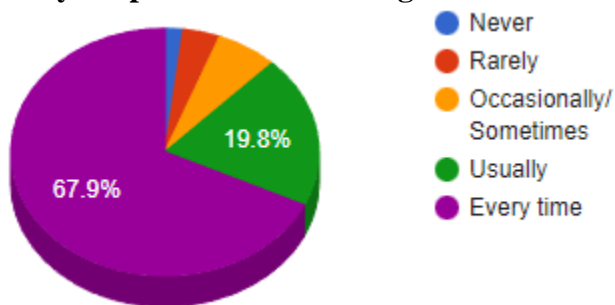**4. The teacher's approach to teaching can best be described as**
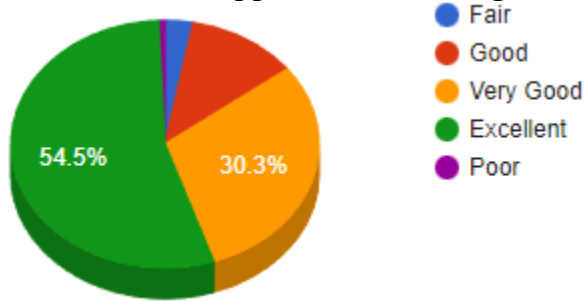
A clear majority of students rate the teaching methodology as Excellent (54.5%) and Very Good (30.3%).

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

Majority of the students rate the evaluation process by teachers as Fair (92.9%).

6. Was your performance in assignments discussed with you?

Most of the students (67.9%) have selected that the teachers discuss their assignments with them every time and point out any mistakes or additions if required'. This is followed by 19.8% where the teachers usually discuss the students' assignments.

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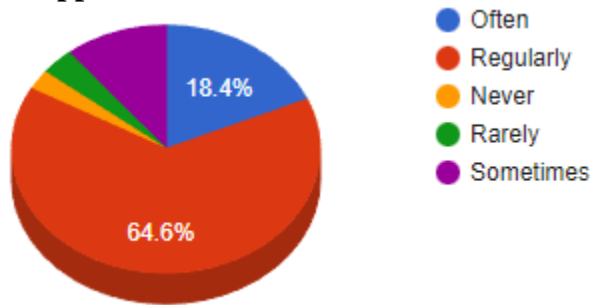

64.6% students reported that college regularly takes interest towards promoting internship, student exchange, etc. while a very small fraction of respondents (2.6%) have shown a negative response in this aspect.

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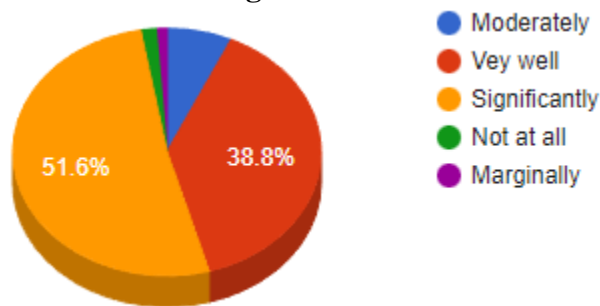

Large majority of students (98.4%) are satisfied with the teaching and mentoring process and agree that it facilitates their overall growth.

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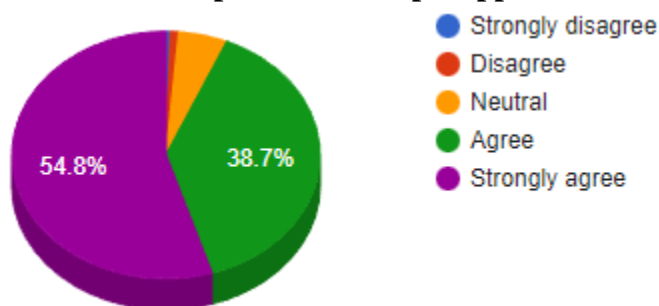

93.5% students agree on the point that the institution provides multiple opportunities for them to grow and learn.

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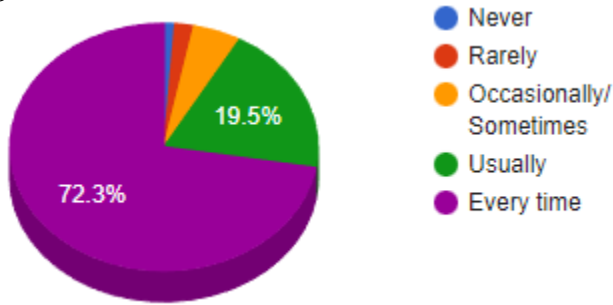

72.3% students reported that teachers always inform them about the expected competencies, course outcomes, and program outcomes.

**11. Your mentor does a necessary follow-up with an assigned task to you.**
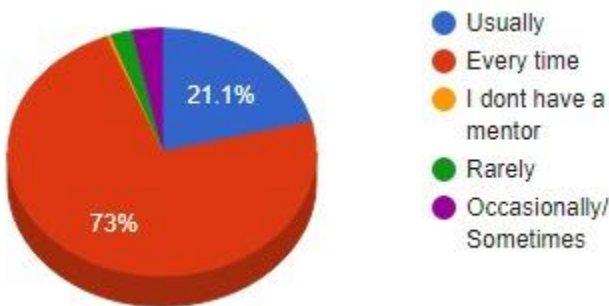
94.1% students are satisfied that their mentees do a necessary follow-up with a task assigned to them.

**12. The teachers illustrate the concepts through examples and applications.**
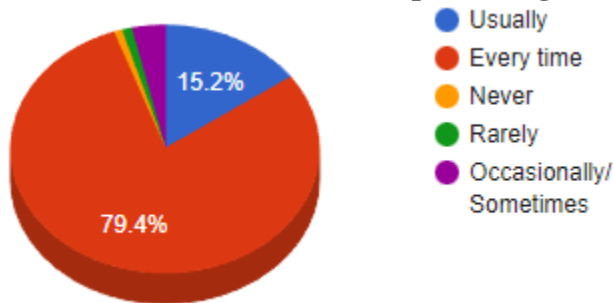
79.4% of students feel that teachers make use of examples and applications every time they illustrate a concept.

**13. The teachers identify your strengths and encourage you with providing right level of challenges.**
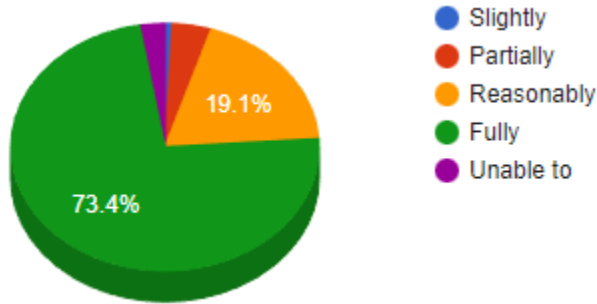
Majority (92.5%) students agree that the teachers identify their strengths and encourage them to advance further while providing the right amount of challenges and opportunities for them to grow.

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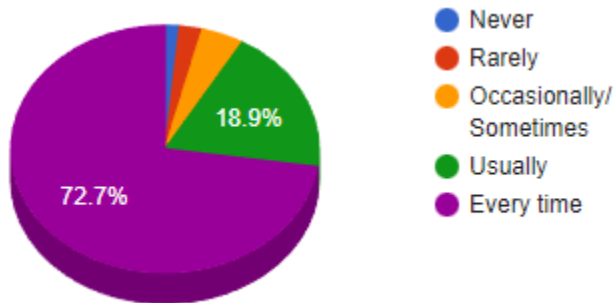

Majority students (91.6%) agree that the teachers are able to identify their weaknesses and help them to overcome them. This not only encourages the students but also helps in promoting the overall growth of the individual student.

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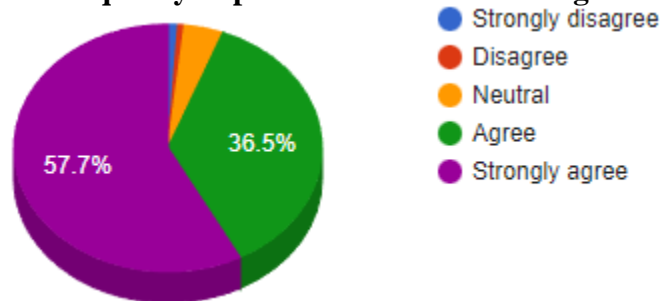

94.2% agree with the positive efforts made by the institutions towards engaging students in monitoring, reviewing and continuous improvement of the teaching learning process.

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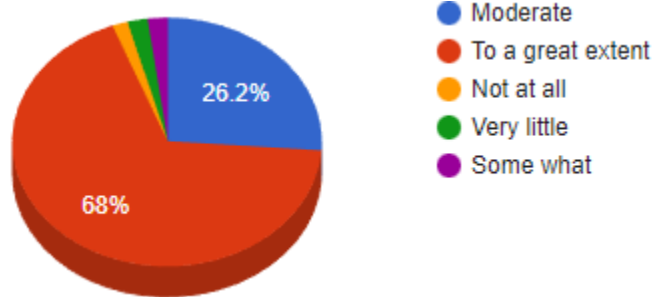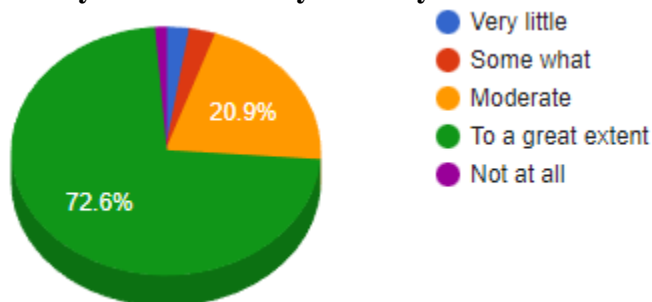

68% students feel that the institute/teachers use student centric methods for enhancing learning experiences while 26.2% have responded 'moderate'.

17. Teachers encourage you to participate in extracurricular activities.
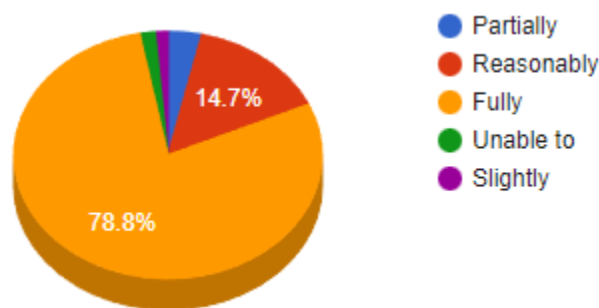
A very high number of students (93.5%) agree that teachers encourage them to participate in extra-curricular activities.

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.

According to 72.6% students, the institute makes great efforts to inculcate soft skills, life skills and employability skills while 20.9% feel that the institute is making moderate efforts in this area.

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

Legend:
- Below 29%
- 30-49%
- 50-69%
- 70-89%
- Above 90%
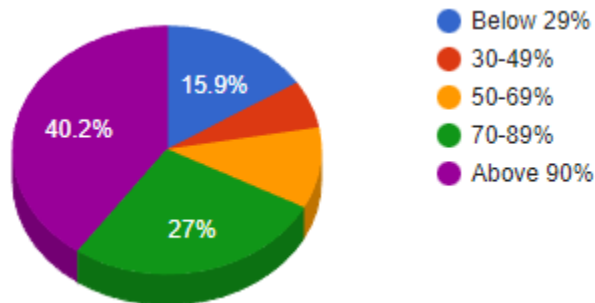
40.2% students feel that more than 90% of teachers regularly use ICT tools while teaching whereas 27% feel that 70-89% teachers use ICT. 15.9% students reported that less than 29% teachers use ICT tools, thus, indicating that this aspect needs enhancement.

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

Legend:
- Strongly agree
- Strongly disagree
- Disagree
- Neutral
- Agree
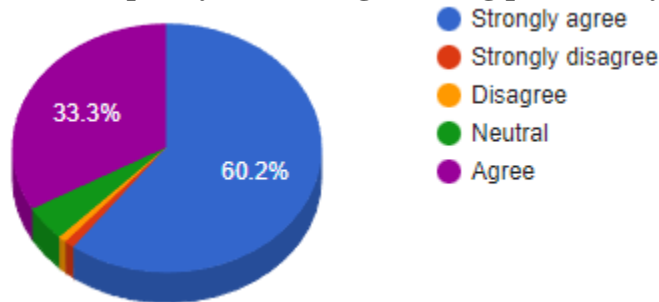
A clear majority of more than 93.5% agree that the institute offers a very good overall quality of teaching-learning process
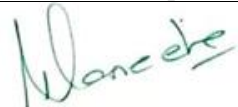
Suggestions/Feedback received from students

This section presents the suggestions/feedback received from the students in response to the qualitative question (Q. 21) in the survey.

- Teachers use best methods to teach with the help of everyday, life examples and illustrative techniques.
- College staff members are helpful towards needy students and also give opportunities to get financial benefits.
- New courses should be added in college. More vocational courses should be introduced.
- More internship programs should be started.
- Guidance to students for future career prospects and opportunities must be provided through individual counselling sessions.
- Smart class facilities should be provided in each and every classroom.
- Air Conditioners (ACs) must be provided in all classrooms for a better learning experience.
- Washrooms need to be upgraded. Washrooms need more to be more hygienic.
- Wifi facility must be provided in the entire campus.
- Auditorium can be better developed.
- More course related books should be added to the college library.
- Bus facility must be available to students coming from faraway places.
- Introduce healthy food options in the college canteen.
- Online fee payment facilities should be provided.
- More industrial visits should be organized.
- More outings should be arranged for hostel students.
- Assign students interesting, research-based assignments.
- Provide more sitting arrangement/ facility for students on the campus.
- More competitions should be organized for students.

Action Plan based of feedback and suggestions

The college believes in creating a culture of continuous improvement within the institution for maintaining and enhancing the quality of education. Based on the student feedback analysis, the strengths and weaknesses were determined. By identifying areas of improvement, the following action plan was formulated to implement necessary changes to enhance the overall educational experience for students:

Suggestion/ Feedback from students	Action Plan Item
New courses should be added in college. More vocational courses should be introduced.	With the implementation of the NEP, skill-based courses will be introduced as per industry requirements.
More internship programs should be started.	It was decided to have more industry collaborations for internship opportunities.
Guidance to students for future career prospects and opportunities must be provided through individual counselling sessions.	It was planned that Mentors would arrange time-slots for individual counselling sessions.
Infrastructure updation suggestions: Smart classrooms, AC facility, Wifi, Washroom upkeep, Auditorium renovation, Books in Library etc.	Budget was earmarked for updation of infrastructure (ICT facilities, and other development work).
Bus facility must be available to students coming from faraway places.	After discussion with students, it was found that students prefer to travel on their personal vehicles as travel through college buses would be according to a fixed bus time-table.
Introduce healthy food options in the college canteen.	After discussion with the Canteen Committee, it was decided to setup 'Sprouts Bhel' and 'Fresh Fruit Juice' corner in the canteen.
Online fee payment facilities should be provided.	It was decided to introduce online fee payment facility through Paytm and Google Pay.
More industrial visits should be organized.	After discussion with the Trips and Tours Committee, it was decided to organize more educational visits for experiential learning.
More outings should be arranged for hostel students.	As per discussion with the hostel warden, it was decided to arrange more visits and outings for hostel students.
Assign students interesting, research-based assignments.	This suggestion would be implemented with the introduction of NEP shifting the focus to research-based courses.
Provide more sitting arrangement/ facility for students on the campus.	It was decided to buy more chairs to increase the sitting capacity in the Common Hall.
More competitions should be organized for students.	Reinstate the organization of Prof. Gurbir Singh Sarna Inter-College competitions after the pandemic.

Dr. MANEETA KAHLON
Principal
G.N.Kh. College for Women
Gujarkhan Campus, Model Town,
Ludhiana.