

Student Satisfaction Survey 2024-25

Introduction:

The students are an integral part of the institution. They are agents of growth, strength, and continuous self-analysis of college. In order to obtain feedback from the student body and accurately identify and analyse area of improvement for the academic session 2024-2025, our college conducts an annual "Student Satisfaction Survey" gauging the level of satisfaction of the student body with respect to the facilities and functioning of the college. This survey has conducted in the different departments of college and review has been taken from the student which is based on the 15 different parameters. These parameters information in different departments has given below:-

1. Dept. of Commerce
2. Dept. of Science
3. Dept. of Arts

Department of Commerce

There are **247 Students** in commerce department out of which **205** responded to the survey conducted online answering 15 question regarding academics and overall facilities in college, assessment of teaching quality and teaching environment was part of survey. The interpretation of the survey is as follows:

1. **Preparation of teacher for class:-** About 34.2% of student think that teachers prepare thoroughly, 60.4% of students think that teachers prepare satisfactorily. Only 2.4% of students think that teachers prepare poorly and also 3% of students think that teachers are indifferent.
2. **Ability of teachers to communication:-** Always effective ratings were given by 60.5% of students, while 18% of students think that teachers communicate effectively sometimes. Just Satisfactory and very poor communication ratings were given by 19.6% and 1.9% students respectively.
3. **Institution makes effort to engage students in the monitoring, review and continuous quality improvement of teaching learning process:-**About 19.6% students strongly agreed that institution makes effort to engage students in a monitoring review and continuous quality improvement of the teaching learning process whereas 47.3% students agreed. Whereas, 26.3% students opted neutral opinion and only 6.8% students are disagreed.
4. **Teachers approach to teach best:-** Teacher's approach to teaching was described as Very good by 43% of students, whereas 46.8% students described teachers approach as good. About 7.2% students described teachers approach as fair and only 3% students voted for poor.

5. **Efforts made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work:-** 52.2% students agreed that to a great that to a great extent effort are made by the institution or teachers to inculcate soft skills, life skills and employability skills. Moderate efforts were observed by 23.9% students and 23.9% students opted for somewhat.
6. **Teachers inform you about your expected competencies, course outcome and program outcome:-** About 48.3% students agreed that teachers inform them about their expected competencies, course outcome and program outcome every time and 22% students said that it happens usually. Another 25.3% students think that teachers inform them occasionally. Only 4.4% opted for never respectively.
7. **Fairness of internal evaluation process:-** About 74.1% students find the internal evaluation process by the teachers as usually fair . 6.3% students find the internal evaluation process by the teachers sometimes as unfair. Only 19.6% students described it as sometimes unfair.
8. **Assignment performance discussed with students:-** About 69.7% students approved that their performance in assignments is discussed every time. Only 11.2.% students voted for rarely and 19.1% for occasionally.
9. **Percentage of teachers uses ICT tools such as LCD Projector, multimedia etc. while teaching:-**

About 21% of students rated for above 90% teachers while 48.3% of students rated for 70-89%. Whereas 19% of students rated for 50-69%, and 11.7% of students rated for below 50% teachers use ICT tools while teaching.
10. **The institute takes active interest in promoting internship, student exchange and field opportunities for students:-** About 51.8% students approved that the institution takes active interest in promoting internship, student exchange and field visit opportunities for them often, approved it regularly whereas 38% students reveal that institute take active interest sometimes and only 10.2% students opted for rarely.
11. **Teachers encourage you to participate in extra- curricular activities:-**

About 15.2% students strongly agreed that they receive encouragement from teachers to participate in extracurricular activities, and 61% students agreed. About 13.6% student opted for neutral and 10.2% students disagreed.
12. **Teaching and mentoring process in your institution facilities you in cognitive, social and emotional growth:-** About 13.2% students think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly, and 51.7% think that it is very well. About 35.1% students opted for moderate facilitation.
13. **Institution provides multiple opportunities to learn and grow:-** About 18.7% students strongly agree that the institution provides multiple opportunities to learn and grow and 52.3% agree. Another 18.5% students have a neutral opinion whereas only 10.5% students strongly disagreed with the statement.

14. **Mentor does a necessary follow up with an assigned task:-** About 42% students feel that their mentor do a necessary follow up with an assigned task with them every time and 38.5 % feel that follow up happens usually. Occasional follow up was observed by 19.5% students.

15. **Suggestions to improve teaching learning experience in your institution:-**

Few important suggestions from students

1. Use ICT tools regularly to engage students.
2. More emphasis on practical learning.
3. Use student centric methods of teaching.
4. Encourage Co-operative learning.

Department of Science

These are 103 **students** in science stream and 78 responded to the survey conducted online answering 15 question regarding academics and overall facilities in college, assessment of teaching quality and teaching environment was part of survey. The interpretation of the survey is as follows:

1. **Preparation of teacher for class:-** About 42% of student think that teachers prepare thoroughly, 49% of students think that teachers prepare satisfactorily. Only 4% of students think that teachers prepare poorly and also 5% of students think that teachers are indifferent.
2. **Ability of teachers to communication:** - Always effective ratings were given by 50% of students, while 29% of students think that teachers communicate effectively sometimes. Just Satisfactory and general ineffective communication ratings were given by 17% and 4% students respectively.
3. **Institution makes effort to engage students in the monitoring, review and continuous quality improvement of teaching learning process:-**About 10% students strongly agreed that institution makes effort to engage students in a monitoring review and continuous quality improvement of the teaching learning process whereas 41% students agreed. Whereas, 45% students opted neutral opinion and only 4% students are disagreed.
4. **Teachers approach to teach best:-** Teacher's approach to teaching was described as Very good by 38% of students, whereas 49% students described teachers approach as good. About 10% students described teachers approach as fair and only 3% students voted for poor.

5. **Efforts made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work:-** 51% students agreed that to a great that to a great extent effort are made by the institution or teachers to inculcate soft skills, life skills and employability skills. Moderate efforts were observed by 23% students and 26% students opted for somewhat.
6. **Teachers inform you about your expected competencies, course outcome and program outcome:-** About 39% students agreed that teachers inform them about their expected competencies, course outcome and program outcome every time and 25% students said that it happens usually. Another 28% students think that teachers inform them occasionally. Only 8% opted for never respectively.
7. **Fairness of internal evaluation process:-** About 62% students find the internal evaluation process by the teachers as usually fair . 6% students find the internal evaluation process by the teachers sometimes as unfair. Only 32% students described it as sometimes unfair.
8. **Assignment performance discussed with students:-** About 59% students approved that their performance in assignments is discussed always. Only 19% students voted for rarely and 22 % for occasionally.
9. **Percentage of teachers uses ICT tools such as LCD Projector, multimedia etc. while teaching:-**

About 9% of students rated for above 90% teachers while 45% of students rated for 70-89%. Whereas 20% of students rated for 50-69%, and 26% of students rated for below 50% teachers use ICT tools while teaching.
10. **The institute takes active interest in promoting internship, student exchange and field opportunities for students:-** About 38% students approved that the institution takes active interest in promoting internship, student exchange and field visit opportunities for them often, approved it regularly whereas 45% students reveal that institute take active interest sometimes and only 17% students opted for rarely.
11. **Teachers encourage you to participate in extra- curricular activities:-**

About 15% students strongly agreed that they receive encouragement from teachers to participate in extracurricular activities, and 50% students agreed. About 26% student opted for neutral and 9% students disagreed.
12. **Teaching and mentoring process in your institution facilities you in cognitive, social and emotional growth:-** About 10% students think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly, and 49% think that it is very well. About 41% students opted for moderate facilitation.
13. **Institution provides multiple opportunities to learn and grow:-** About 11.5% students strongly agree that the institution provides multiple opportunities to learn and grow and 41.1% agree. Another 33.3% students have a neural opinion whereas only 14.1% students strongly disagree with the statement.

14. **Mentor does a necessary follow up with an assigned task:-** About 32% students feel that their mentor do a necessary follow up with an assigned task with them every time and 54 % feel that follow up happens usually. Occasional follow up was observed by 14% students.
15. **Observation/suggestions to improve the overall teaching learning experience in your institution:-**
 - Students gave following suggestions to improve the teaching learning:
 - More focus on interactive and engaging teaching methods
 - Encourage experimental and practical learning.
 - Provide opportunities for deeper discussions and critical thinking

Department of Arts

There are **349 students** in department of arts out of which **233** responded to the survey conducted online including 15 questions regarding academic and overall facilities in college, assessment of teaching quality and teaching environment was part of survey. The result of the survey is as below:-

1. **Preparation of teacher for class:-** About 49% of student think that teachers prepare thoroughly, 46% of students think that teachers prepare satisfactorily. Only 4% of students think that teachers prepare poorly and also 1% of students think that teachers are indifferent.
2. **Ability of teachers to communication:-** Always effective ratings were given by 49% of students, while 26% of students think that teachers communicate effectively sometimes. Just Satisfactory and very poor communication ratings were given by 24% and 1% students respectively.
3. **Institution makes effort to engage students in the monitoring, review and continuous quality improvement of teaching learning process:-**About 15% students strongly agreed that institution makes effort to engage students in a monitoring review and continuous quality improvement of the teaching learning process whereas 44% students agreed. Whereas, 30% students opted neutral opinion and only 11% students are disagreed.
4. **Teachers approach to teach best:-** Teacher's approach to teaching was described as Very good by 45% of students, whereas 44% students described teachers approach as good. About 8% students described teachers approach as fair and only 3% students voted for poor.
5. **Efforts made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work:-** 55% students agreed that to a great that to a great extent effort are made by the institution or teachers to inculcate soft skills, life skills and employability skills. Moderate efforts were observed by 25% students and 20% students opted for somewhat.

6. **Teachers inform you about your expected competencies, course outcome and program outcome:-** About 52% students agreed that teachers inform them about their expected competencies, course outcome and program outcome every time and 18% students said that it happens usually. Another 23% students think that teachers inform them occasionally. Only 7% opted for never respectively.
7. **Fairness of internal evaluation process:-** About 68% students find the internal evaluation process by the teachers as usually fair . 7% students find the internal evaluation process by the teachers sometimes as unfair. Only 25% students described it as sometimes unfair.
8. **Assignment performance discussed with students:-** About 65% students approved that their performance in assignments is discussed every time. Only 15% students voted for rarely and 20% for occasionally.
9. **Percentage of teachers uses ICT tools such as LCD Projector, multimedia etc. while teaching:-**

About 23% of students rated for above 90% teachers while 38% of students rated for 70-89%. Whereas 15% of students rated for 50-69%, and 24% of students rated for below 50% teachers use ICT tools while teaching.
10. **The institute takes active interest in promoting internship, student exchange and field opportunities for students:-** About 56% students approved that the institution takes active interest in promoting internship, student exchange and field visit opportunities for them often, approved it regularly whereas 31% students reveal that institute take active interest sometimes and only 13% students opted for rarely.
11. **Teachers encourage you to participate in extra- curricular activities:-**

About 17% students strongly agreed that they receive encouragement from teachers to participate in extracurricular activities, and 52% students agreed. About 17% student opted for neutral and 14% students disagreed.
12. **Teaching and mentoring process in your institution facilities you in cognitive, social and emotional growth:-** About 15% students think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly, and 48% think that it is very well. About 37% students opted for moderate facilitation.
13. **Institution provides multiple opportunities to learn and grow:-** About 16% students strongly agree that the institution provides multiple opportunities to learn and grow and 45% agree. Another 22% students have a neutral opinion whereas only 17% students disagreed with the statement.
14. **Mentor does a necessary follow up with an assigned task:-** About 43% students feel that their mentor do a necessary follow up with an assigned task with them every time and 39% feel that follow up happens usually. Occasional follow up was observed by 18% students.
15. **Suggestions to improve teaching learning experience in your institution:-**

Students gave following suggestions to improve the teaching learning:-

1. More practical learning than theoretical learning
2. Use LED projectors to give examples.
3. Flexible deadlines and assessment options.
4. For confidence building encourage student to give presentation in the class.

Conclusion:-

The objective of this study was to review the overall system of education quality via student's satisfaction survey. The survey included a section where the students could provide additional comments or suggestions that they would like the college to consider and implement. These suggestions have been taken under the advisement of college so as to improve the service quality parameters.

Committee members:

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Teacher Feedback Report (2024-25)

During the academic year 2024-25, the College has collected feedback from the teachers that aspires for excellence stands strong on the pillars of updated infrastructure, good administration and conducive environment that provides opportunities for personal and professional growth. Almost all the teachers are satisfied with the library services, reference and study material. The feedback analysed the fact that there is equal distribution of work among teachers and relations between teaching and non-teaching staff with the administration are cordial. Most of the teachers expressed their satisfaction about the infrastructural facilities like library, Wi-Fi, parking, computer lab and other amenities. Mostly teachers are happy with the curriculum which is relevant to employability.

Sr. No.	Questions	Teacher Responses in Percentage (%)				
		Strongly Agree	Agree	Neutral	Strongly Disagree	Disagree
1.	The syllabus is structured to elucidate your teaching goals learning outcome.	39.13	0	58.7	2.17	0
2.	Regular meetings of teaching and non-teaching staff are conducted for the smooth and effective functioning of the college.	13.04	60.86	15.21	8.70	2.17
3.	Infrastructural facilities like library, Wi-Fi, parking, computer lab etc. are available.	26.08	58.70	8.70	6.52	0
4.	The books prescribed/listed as reference materials are relevant, updated and appropriate.	6.52	73.91	17.40	2.17	0
5.	Is the syllabus designed in a way to improve Employment?	8.70	34.78	54.53	2.17	0
6.	Have the Freedom to adopt new techniques/strategies of testing and assessment of student.	17.40	60.86	15.21	2.17	4.36

Committee Members:

1. Ms. Sandhya Tuli
2. Ms. Bimla
3. Ms. Vasundhra Thakur
4. Ms. Bhupinder Kaur



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Alumni Feedback (2024-25)

The institution collects feedbacks from the alumni. They are provided a Google form to give their feedbacks. The parameters of the feedback include adequateness of courses curriculum, sufficiency of syllabus context of current professional standards and curriculum design in context of development of self-directed learning and problem solving approach. Most of the alumni were satisfied with the curriculum provided, its course content and relevance fulfilling the expectations as well as its support in employability.

Responses in Percentage (%)				
Sr. No	Questions	Agree	Sometimes	Disagree
1.	Do you feel proud to be associated with N.J.S.A Government College Kapurthala as an alumni?	46.34	52.43	1.23
2.	College is having adequate infrastructure with respect to Academics and extracurricular activities	85.36	9.75	4.89
3.	College is having adequate Laboratories and equipment's for practical experiences.	87.82	9.75	2.43
4.	Teachers were effective in solving your problem	96.34	3.66	0
5.	You would recommend the college to your near and dear ones for academics and overall excellence.	91.46	8.54	0

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