

STUDENT SATISFACTION /FEEDBACK FORM (2017-18) AND IT'S ANALYSIS

GOVERNMENT COLLEGE DHARAMSHALA STUDENT FEEDBACK FORM (2017-18)

Note:

- I. This form is to be filled only by students having at least 65% attendance.
- II. Please do not write your name or roll number on the form.
- III. The information provided by you will be kept confidential and will be used only for student participation in quality enhancement.

Name of the Teacher: _____ Department: _____

Course Code: _____ Class: _____

Course Title: _____ Semester/Year: _____

FEEDBACK

s.no.	Item	Excellent	Very Good	Good	Average	Poor
1.	Punctuality of Teachers					
2.	Quality of Teaching					
3.	Student Facilities					
4.	Cleanliness of campus					
5.	Cleanliness of rooms					
6.	Co-curricular Activities in the college					
7.	Library facilities					
8.	Internet facility					
9.	Canteen facility					
10.	Lab Facilities in college					
11.	Sports facility in the college					
12.	Toilet Facilities in College					
13.	Water drinking facilities					

14.	Non Teaching staff Attitude					
15.	Teaching staff Attitude					
16.	Principal Attitude					
17.	Overall rating of the college					

Any other comments (if necessary) _____

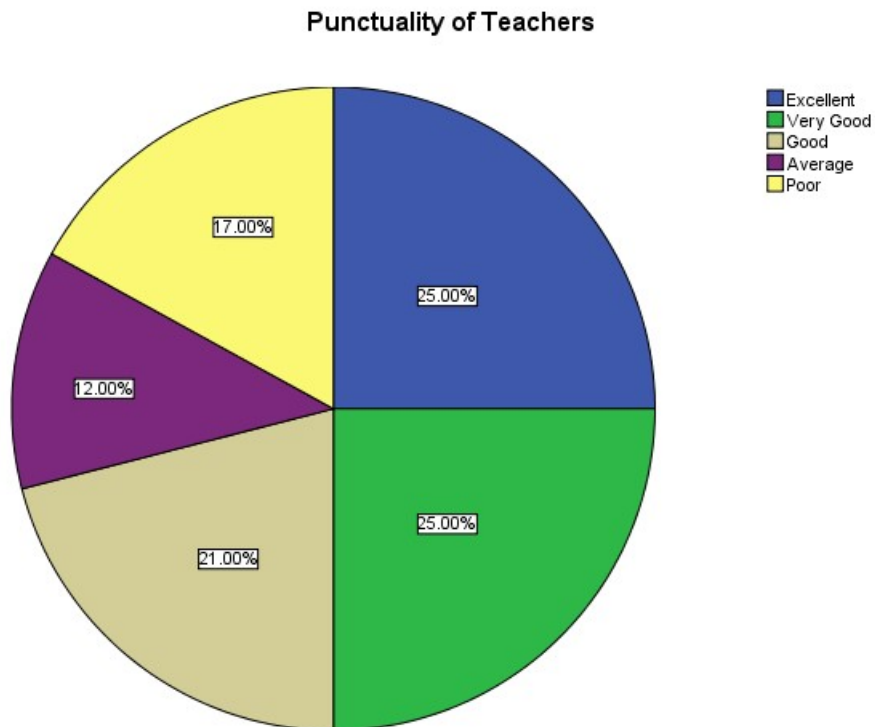
Analysis of feedback of Satisfaction level of students

Comprehensive feedbacks to know the satisfaction level of the students are important tools to critically evaluate the teaching process, infrastructure and attitude from student's angle. And, they truly contribute to the overall spirit of teaching in an educational institution. As, it promotes the overall spirit of teaching and learning.

The seventeen factors/Questions constitute each questionnaire and their analysis is as follows:

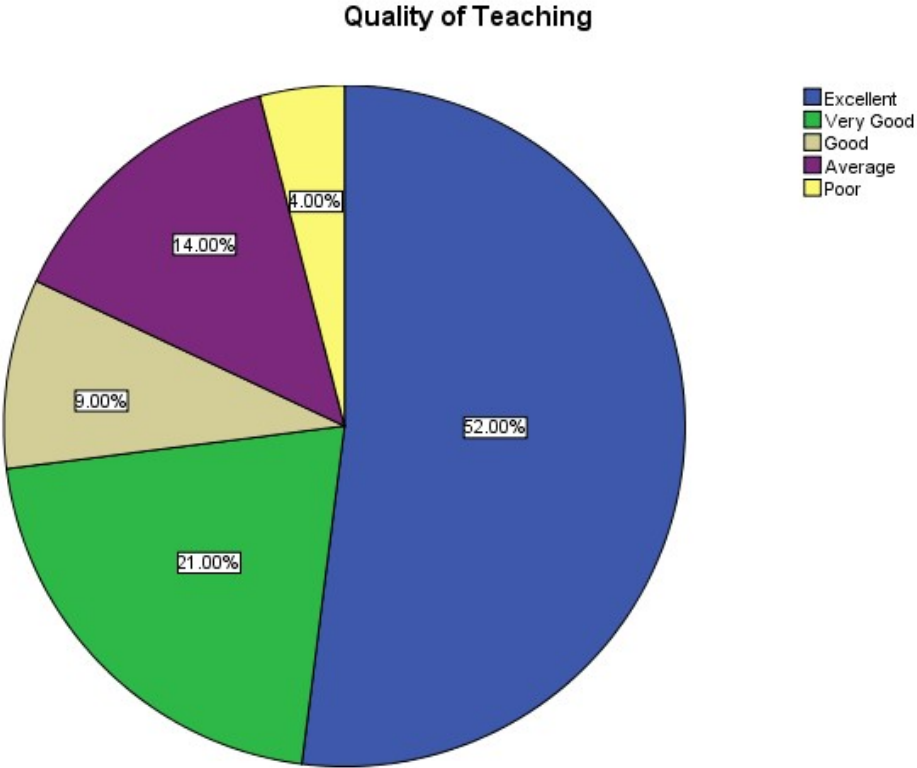
1. Punctuality of Teachers

Punctuality of Teachers					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	25	25.0	25.0	25.0
	Very Good	25	25.0	25.0	50.0
	Good	21	21.0	21.0	71.0
	Average	12	12.0	12.0	83.0
	Poor	17	17.0	17.0	100.0
	Total		100	100.0	100.0



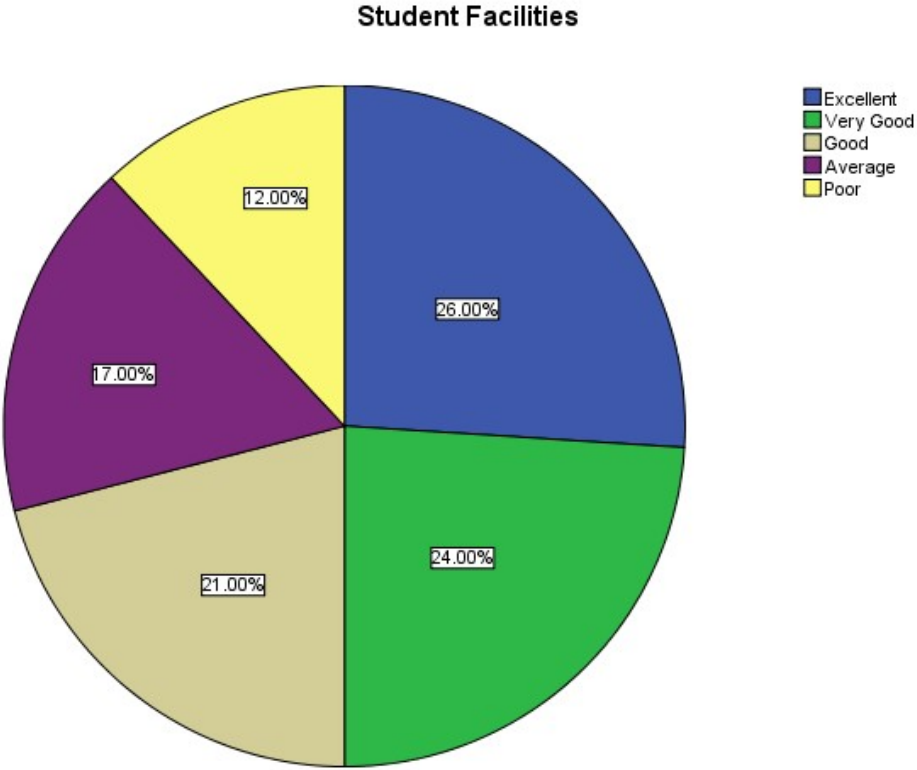
2. Quality of Teaching

Quality of Teaching					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	52	52.0	52.0	52.0
	Very Good	21	21.0	21.0	73.0
	Good	9	9.0	9.0	82.0
	Average	14	14.0	14.0	96.0
	Poor	4	4.0	4.0	100.0
	Total	100	100.0	100.0	



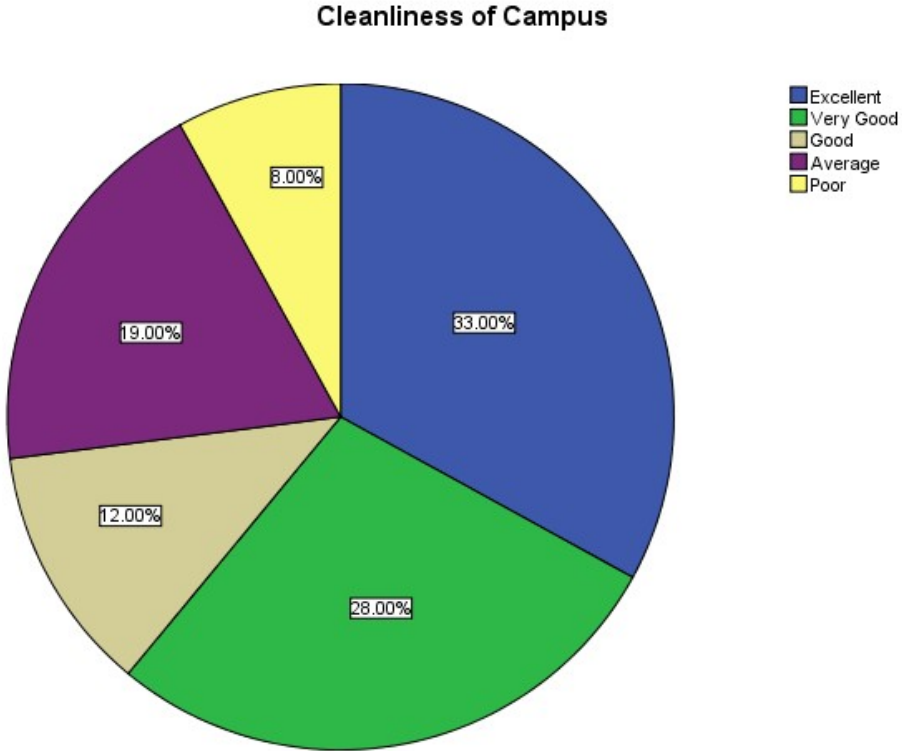
3. Student Facilities

Student Facilities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	26	26.0	26.0	26.0
	Very Good	24	24.0	24.0	50.0
	Good	21	21.0	21.0	71.0
	Average	17	17.0	17.0	88.0
	Poor	12	12.0	12.0	100.0
	Total		100	100.0	100.0



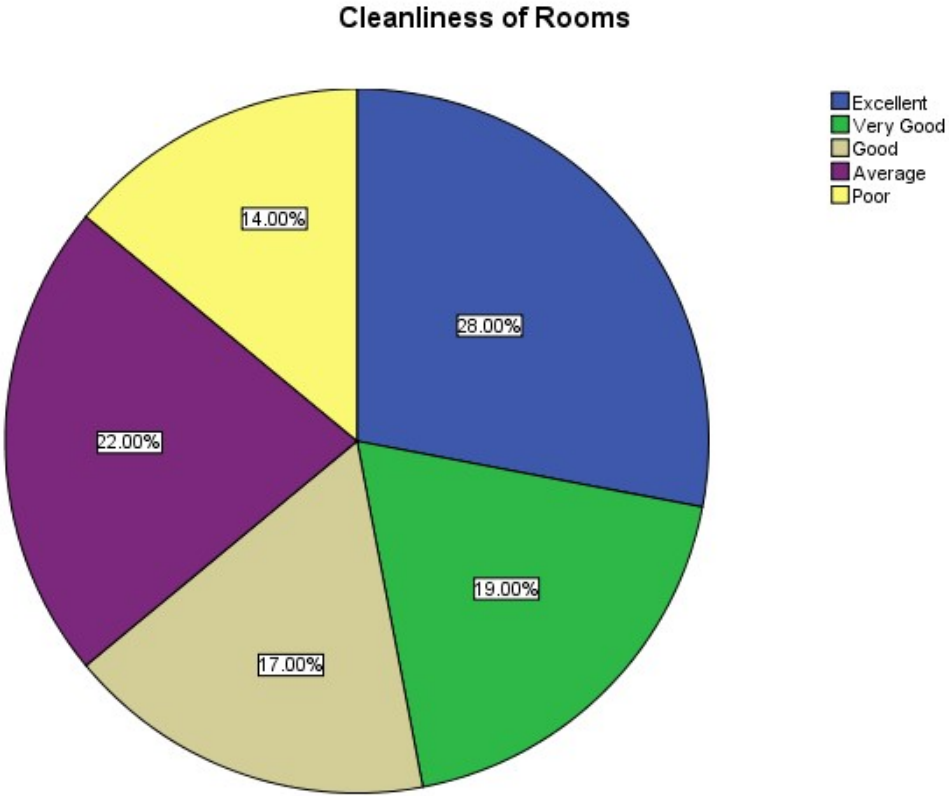
4. Cleanliness of Campus

Cleanliness of Campus					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	33	33.0	33.0	33.0
	Very Good	28	28.0	28.0	61.0
	Good	12	12.0	12.0	73.0
	Average	19	19.0	19.0	92.0
	Poor	8	8.0	8.0	100.0
	Total	100	100.0	100.0	



5. Cleanliness of Class- Rooms

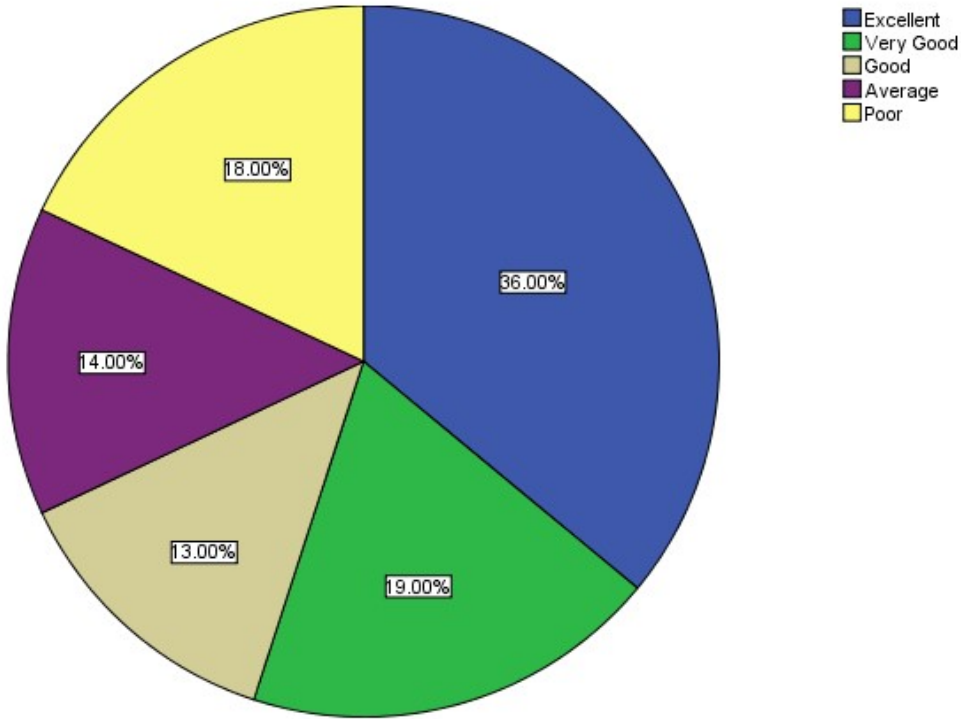
Cleanliness of Class- Rooms					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	28	28.0	28.0	28.0
	Very Good	19	19.0	19.0	47.0
	Good	17	17.0	17.0	64.0
	Average	22	22.0	22.0	86.0
	Poor	14	14.0	14.0	100.0
	Total	100	100.0	100.0	



6. Co-curricular Activities in the college

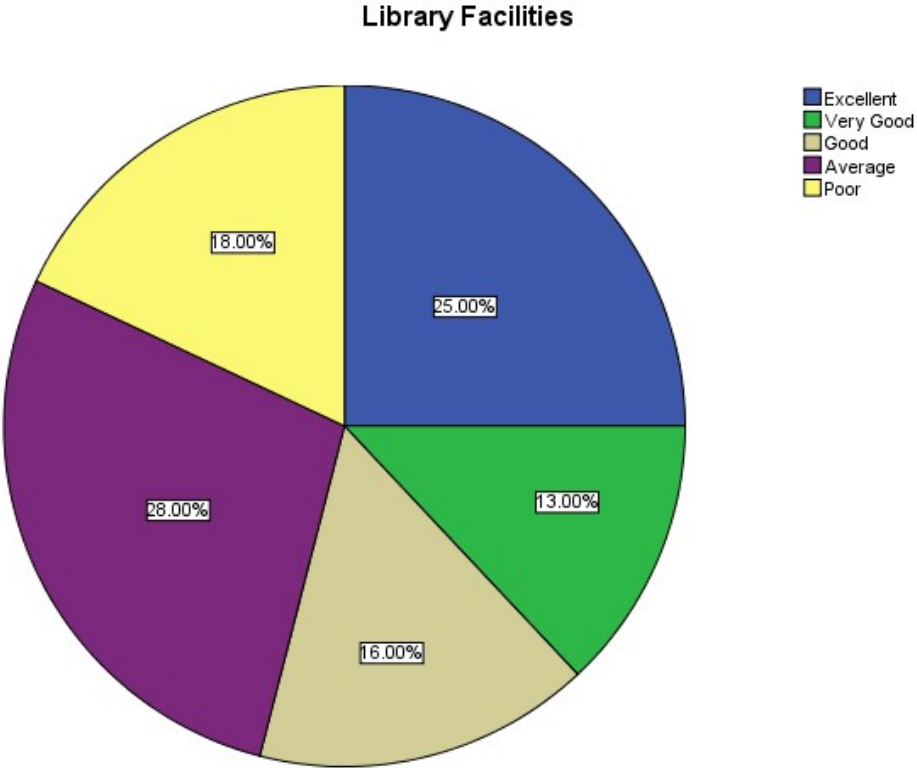
Co-curricular Activities in the college					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	36	36.0	36.0	36.0
	Very Good	19	19.0	19.0	55.0
	Good	13	13.0	13.0	68.0
	Average	14	14.0	14.0	82.0
	Poor	18	18.0	18.0	100.0
	Total	100	100.0	100.0	

co-curricular Activities in the college



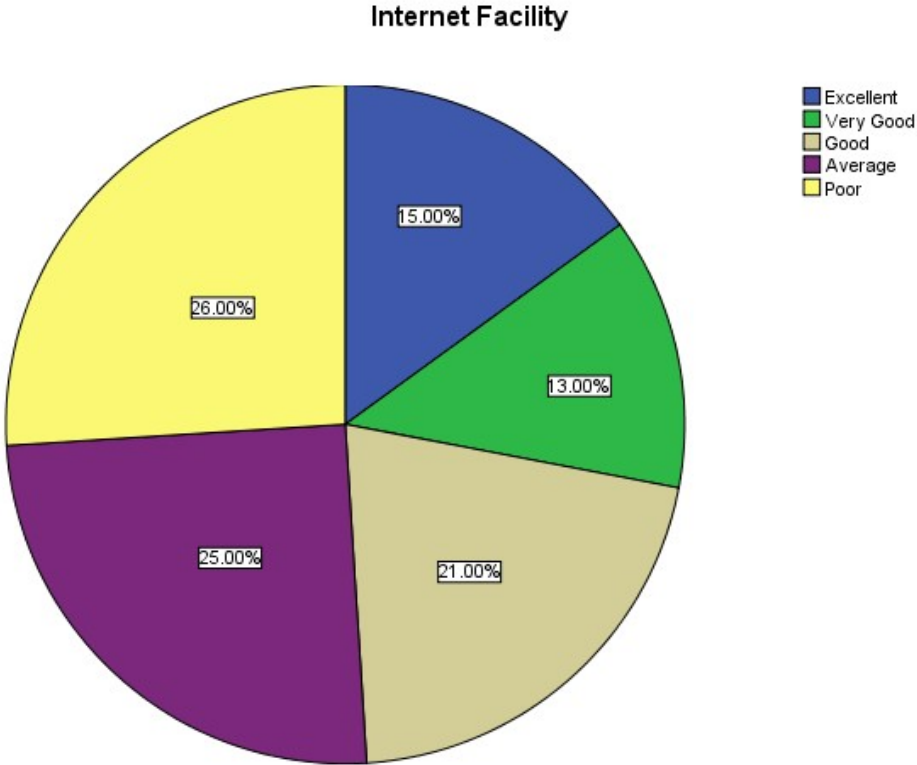
7. Library Facilities

Library Facilities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	25	25.0	25.0	25.0
	Very Good	13	13.0	13.0	38.0
	Good	16	16.0	16.0	54.0
	Average	28	28.0	28.0	82.0
	Poor	18	18.0	18.0	100.0
	Total	100	100.0	100.0	



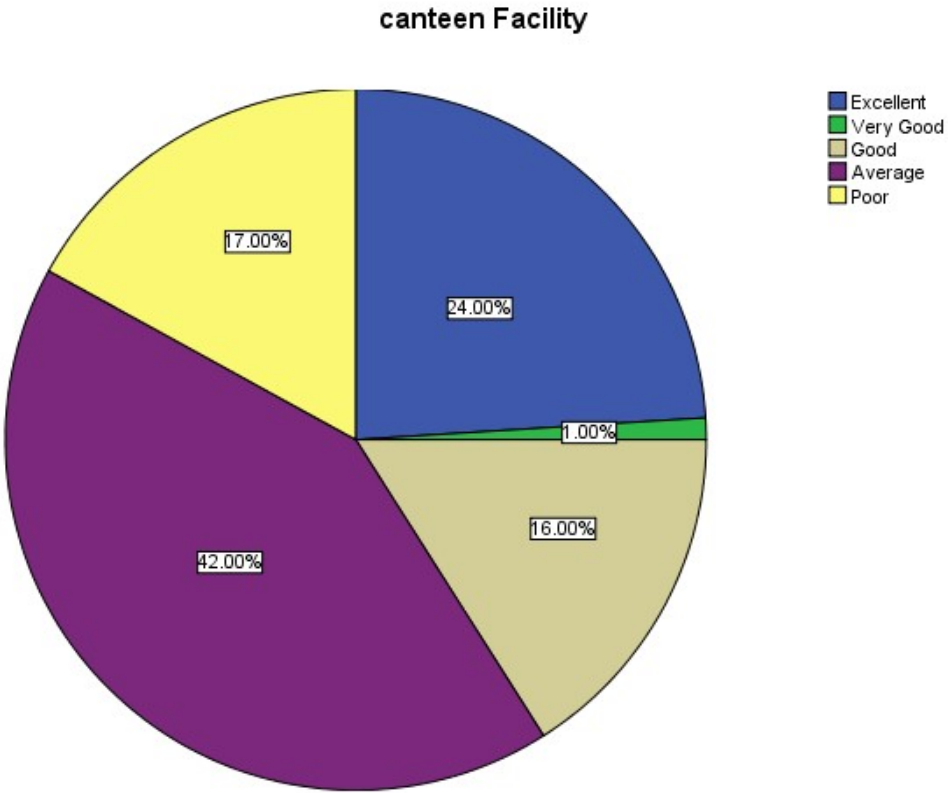
8. Internet Facility

Internet Facility					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	15	15.0	15.0	15.0
	Very Good	13	13.0	13.0	28.0
	Good	21	21.0	21.0	49.0
	Average	25	25.0	25.0	74.0
	Poor	26	26.0	26.0	100.0
	Total	100	100.0	100.0	



9. Canteen Facility

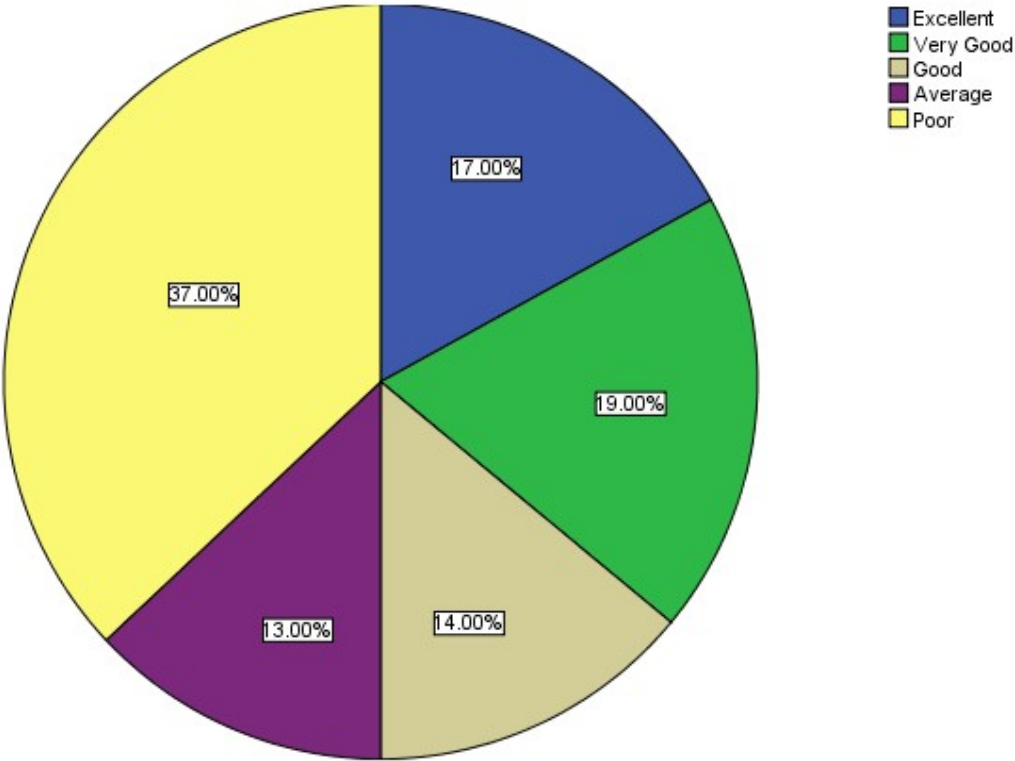
Canteen Facility					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	24	24.0	24.0	24.0
	Very Good	1	1.0	1.0	25.0
	Good	16	16.0	16.0	41.0
	Average	42	42.0	42.0	83.0
	Poor	17	17.0	17.0	100.0
	Total	100	100.0	100.0	



10. Lab Facilities in college

Lab Facilities in college					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	17	17.0	17.0	17.0
	Very Good	19	19.0	19.0	36.0
	Good	14	14.0	14.0	50.0
	Average	13	13.0	13.0	63.0
	Poor	37	37.0	37.0	100.0
	Total	100	100.0	100.0	

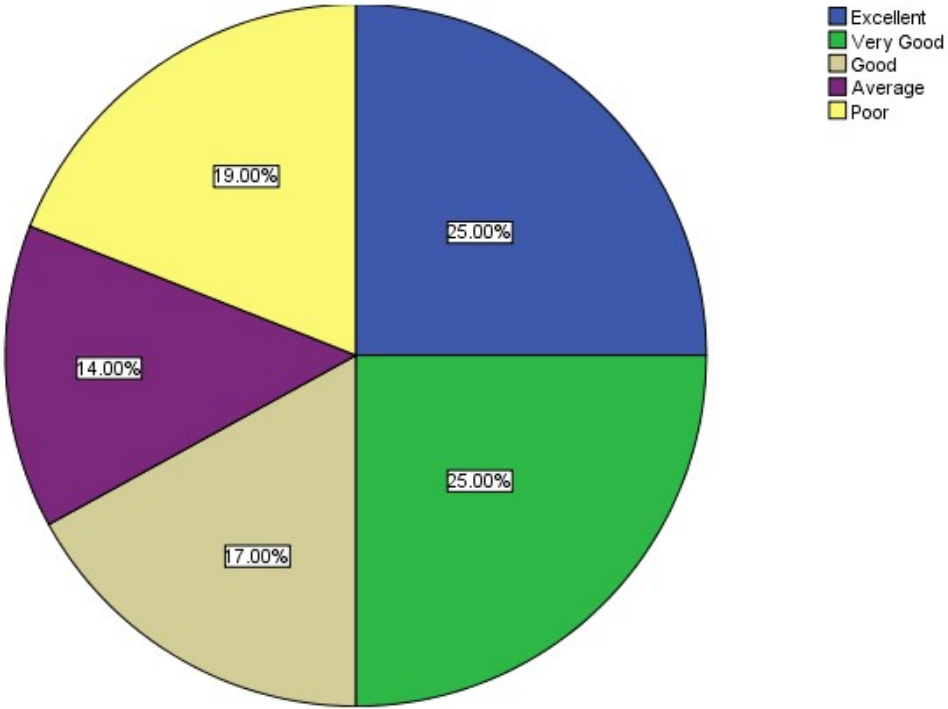
Lab Facilities in college



11. Sports Facilities in College

Sports Facilities in College					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	25	25.0	25.0	25.0
	Very Good	25	25.0	25.0	50.0
	Good	17	17.0	17.0	67.0
	Average	14	14.0	14.0	81.0
	Poor	19	19.0	19.0	100.0
	Total	100	100.0	100.0	

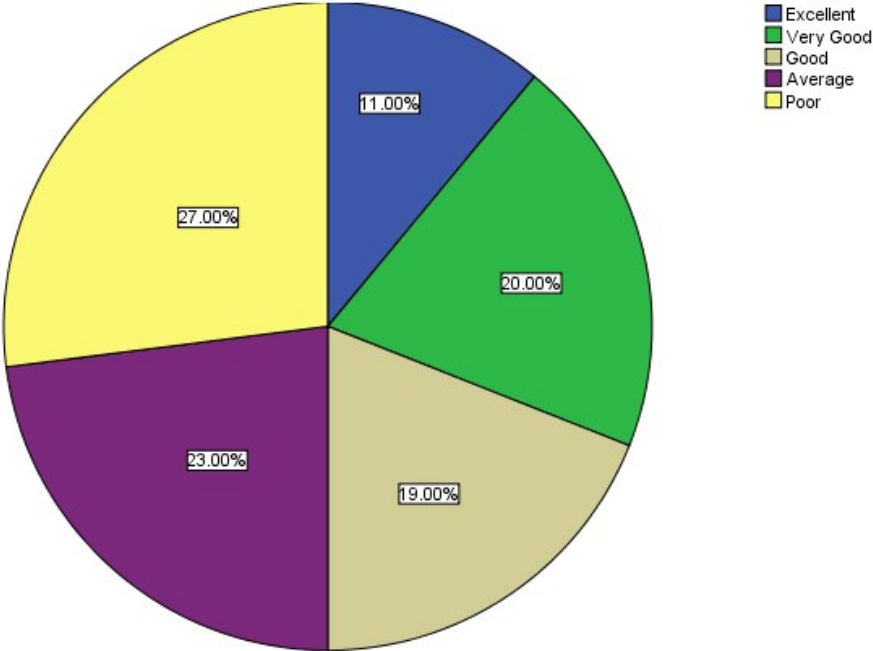
Sports Facilities in College



12. Toilet Facilities in College

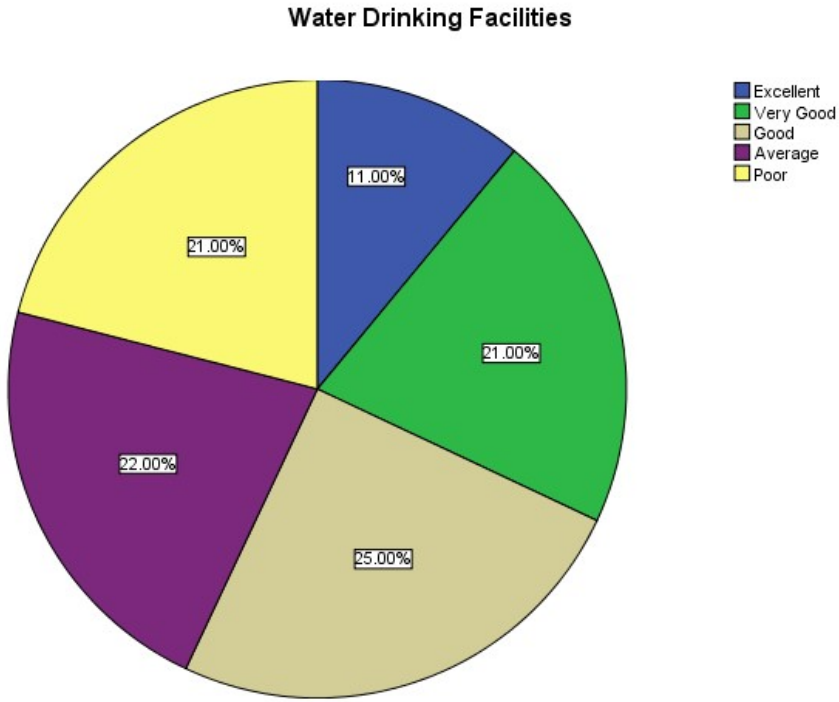
Toilet Facilities in College					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	11	11.0	11.0	11.0
	Very Good	20	20.0	20.0	31.0
	Good	19	19.0	19.0	50.0
	Average	23	23.0	23.0	73.0
	Poor	27	27.0	27.0	100.0
	Total	100	100.0	100.0	

Toilet Facilities in College



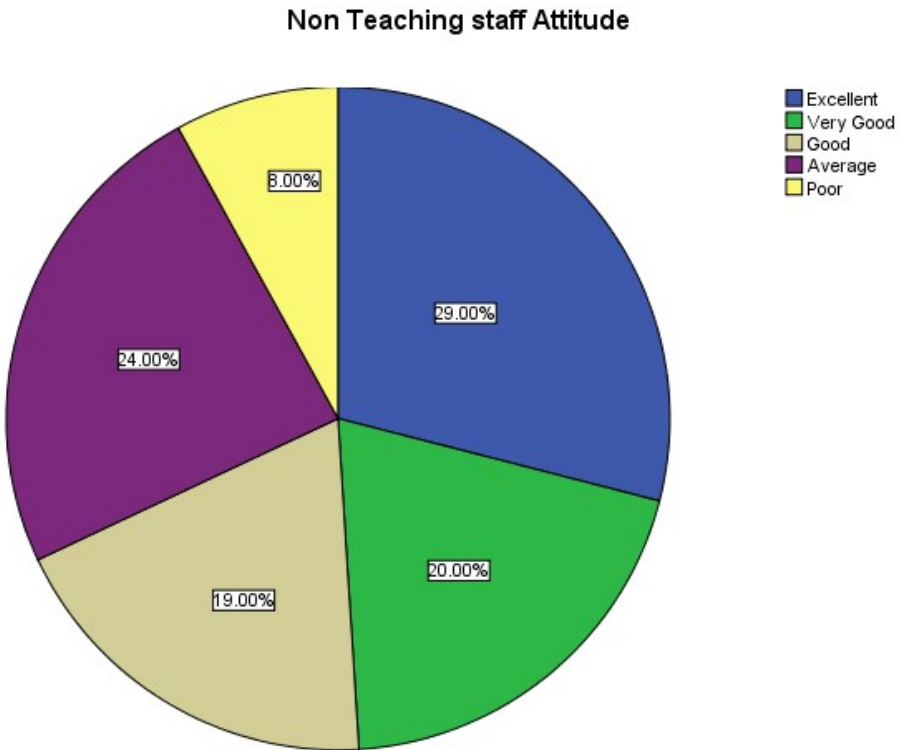
13. Water Drinking Facilities

Water Drinking Facilities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	11	11.0	11.0	11.0
	Very Good	21	21.0	21.0	32.0
	Good	25	25.0	25.0	57.0
	Average	22	22.0	22.0	79.0
	Poor	21	21.0	21.0	100.0
	Total	100	100.0	100.0	



14. Non Teaching staff Attitude

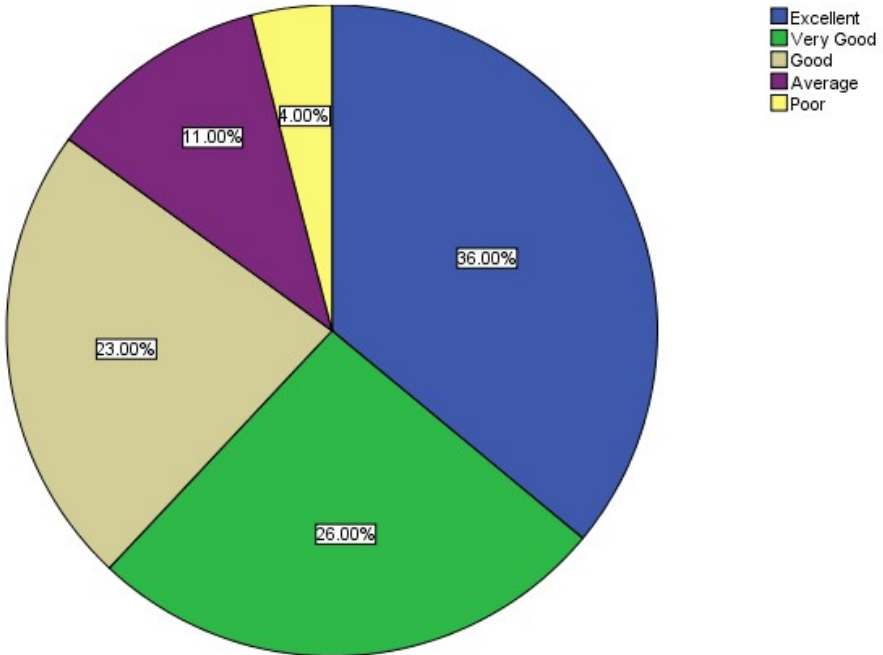
Non Teaching staff Attitude					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	29	29.0	29.0	29.0
	Very Good	20	20.0	20.0	49.0
	Good	19	19.0	19.0	68.0
	Average	24	24.0	24.0	92.0
	Poor	8	8.0	8.0	100.0
	Total	100	100.0	100.0	



15. Teaching staff Attitude

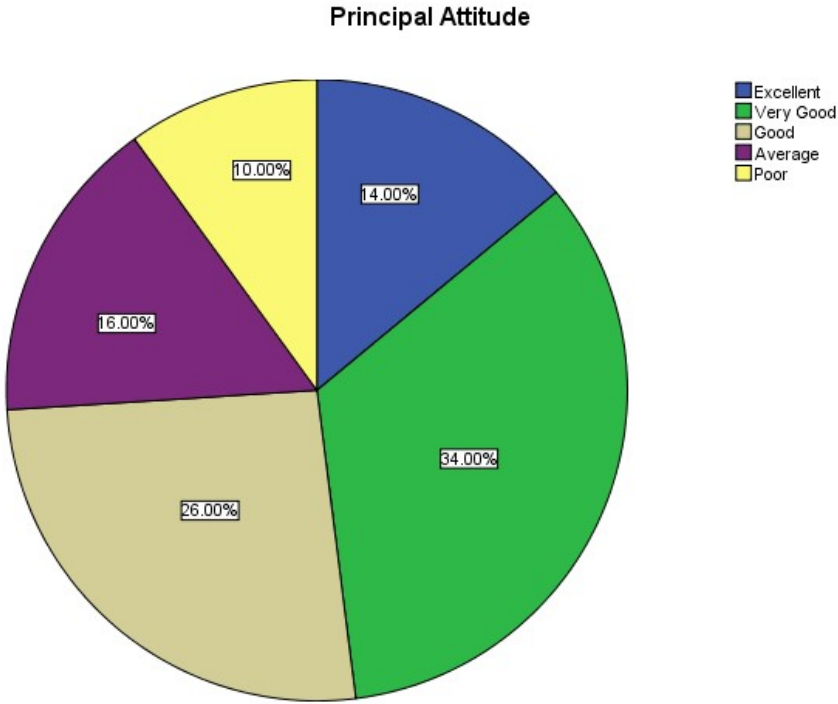
Teaching staff Attitude					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	36	36.0	36.0	36.0
	Very Good	26	26.0	26.0	62.0
	Good	23	23.0	23.0	85.0
	Average	11	11.0	11.0	96.0
	Poor	4	4.0	4.0	100.0
	Total	100	100.0	100.0	

Teaching staff Attitude



16. Principal Attitude

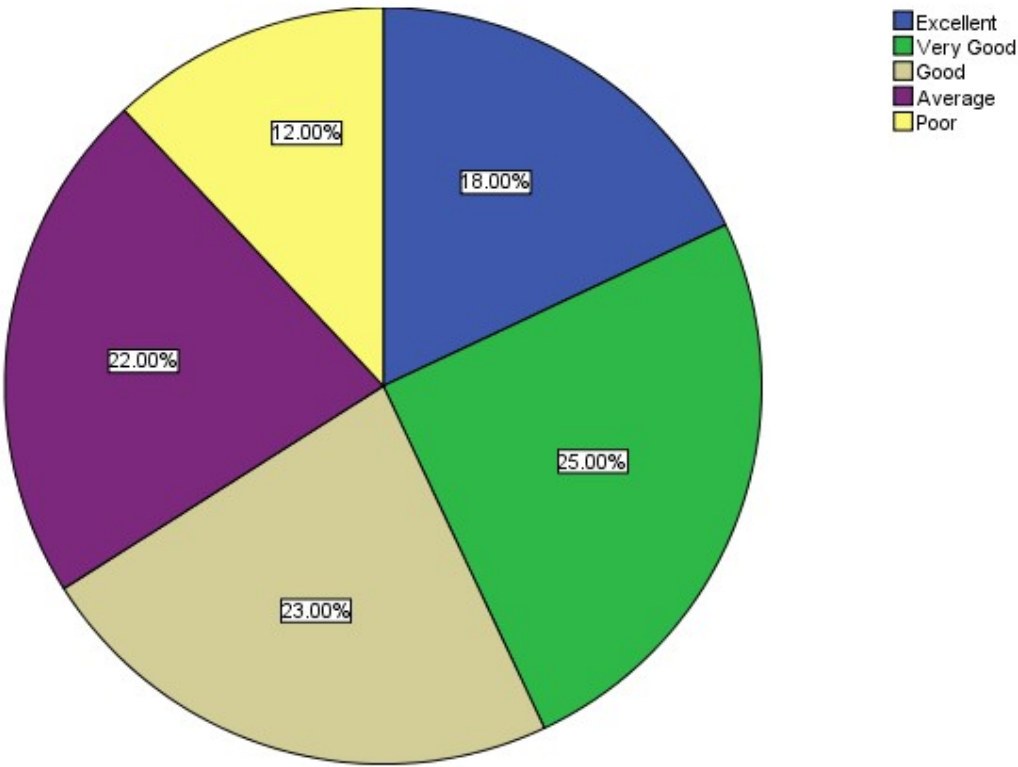
Principal Attitude					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	14	14.0	14.0	14.0
	Very Good	34	34.0	34.0	48.0
	Good	26	26.0	26.0	74.0
	Average	16	16.0	16.0	90.0
	Poor	10	10.0	10.0	100.0
	Total	100	100.0	100.0	



17. Overall Rating of the College

Overall Rating of the College					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	18	18.0	18.0	18.0
	Very Good	25	25.0	25.0	43.0
	Good	23	23.0	23.0	66.0
	Average	22	22.0	22.0	88.0
	Poor	12	12.0	12.0	100.0
	Total	100	100.0	100.0	

Overall Rating of the College



Evaluation of the Student's Satisfaction Survey

The above results of Student Satisfaction Questionnaire were calculated for the session 2017-2018 for all the departments in the college. And, the sample of 100 students randomly analyzed from the 1000 feedback forms filled in the college. The criterion taken for choosing the students was that those students were selected, whose attendance was above 75% and who appeared for mid-term examinations. From the 1000 feedback, only 100 questionnaires randomly were selected (every 10th form). This methodology was adopted, so that the tool could not be used as a tool of fault finding of various stakeholders employed in the college. Rather, the emphasis was given to improve the overall satisfaction level of students by quality teaching, appropriate conduction of classes on time and better facilities in terms of library, lab facilities, sports facilities, toilets, Internet, water drinking etc. And, to see that the attitude of teaching and non-teaching was appropriate and conducive to provide quality education to the students.

If we saw the overall satisfaction level of the students with regard to infrastructure and behavior of staff, nearly 66% student's responses fell in excellent, very good and good, for the overall rating of the college indicating that the college was doing a good job with the students. Also, the maximum responses of the student's w.r.t attitude of officials {Teaching (85%), Non-Teaching (68%) including Principal (74%)} of the college fell in excellent, very good and good indicating a positive attitude reflection. The majority of student's responses w.r.t punctuality of Teachers (71%) and quality of teaching (82%) fell in excellent, very good and good highlighting the high academic standard laid by the teachers. With regards to student facilities, the responses of 71% student fell in excellent, very good and good indicating that college was doing well in terms of amenities and conveniences in the college. Also, the overall rating of students (nearly 73%) was that the cleanliness in institution was good. Though w.r.t cleanliness of rooms nearly 64% student's responses fell in excellent, very good and good indicating that good hygiene was maintained in the classrooms. The maximum students (nearly 67%) responses fell in excellent, very good and good indicating good sports infrastructure in the college. Also, 68% students responses in the survey w.r.t Co-curricular activities fell in excellent, very good and good indicating good all around development of students within the college in non-academic pursuits.

With regards to infrastructure in college, maximum student's opinion for Library Facilities (54%), Internet Facility (49%), Canteen Facility (41%), Lab Facilities in college (50%), Toilet Facilities in College (50%) and Water Drinking Facilities (57%) fell in excellent, very good and good. Though surely the responses of students w.r.t their satisfaction from the college infrastructure indicated some major improvements in terms of infrastructure.