

# STUDENT SATISFACTION /FEEDBACK FORM (2018-19) AND IT'S ANALYSIS

## GOVERNMENT COLLEGE DHARAMSHALA STUDENT FEEDBACK FORM (2018-19)

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					

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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) \_\_\_\_\_

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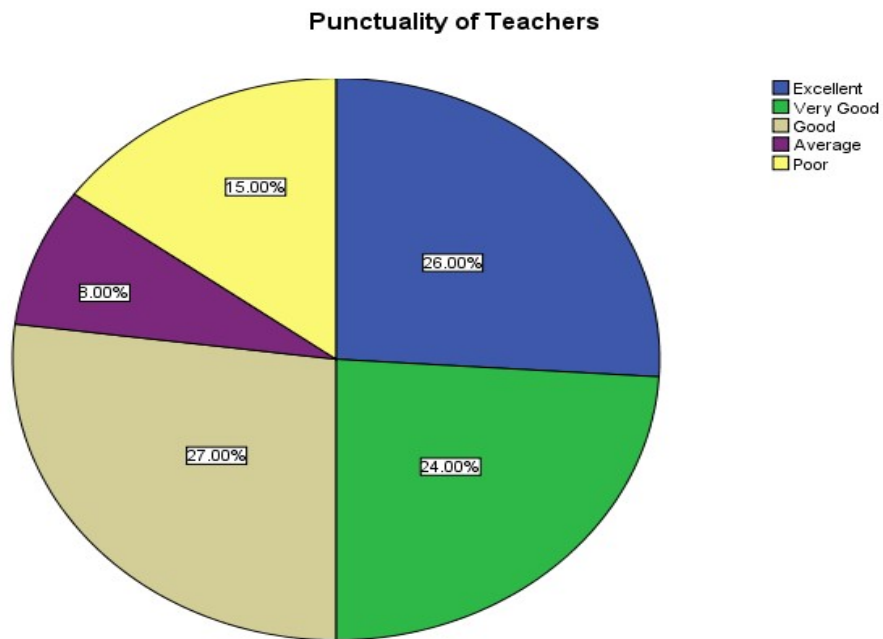
## Analysis of feedback of Satisfaction level of students

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

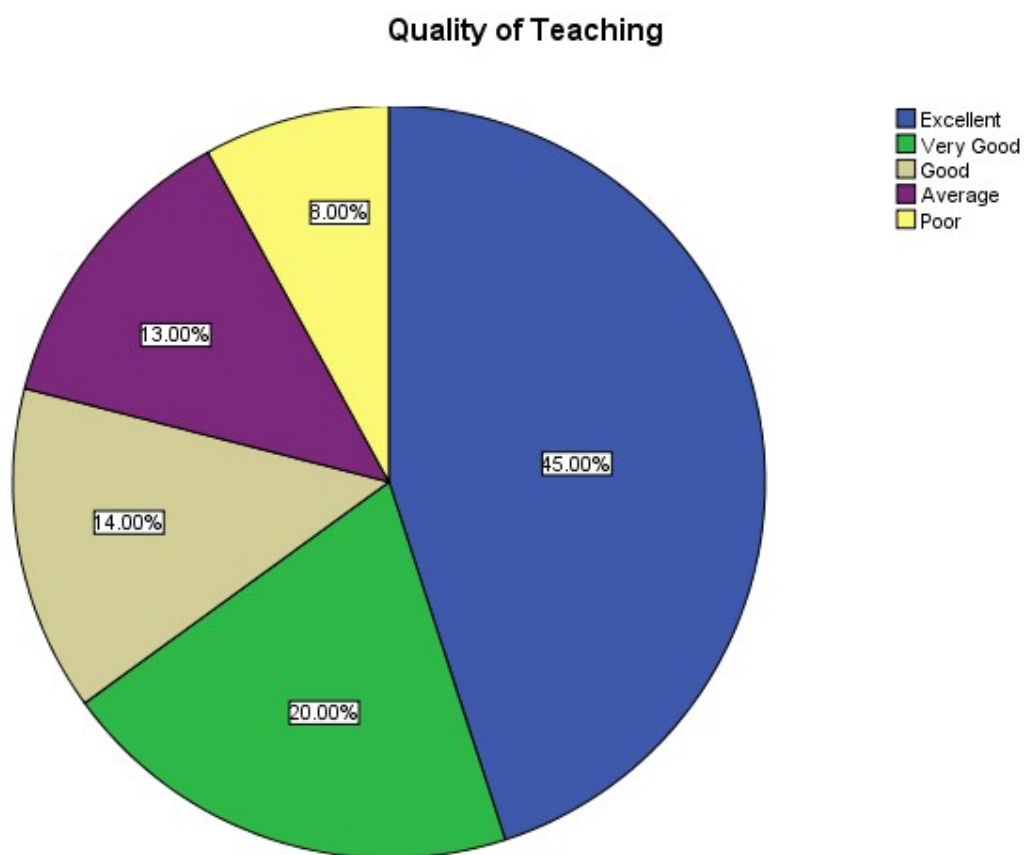
Punctuality of Teachers					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	26	26.0	26.0	26.0
	Very Good	24	24.0	24.0	50.0
	Good	27	27.0	27.0	77.0
	Average	8	8.0	8.0	85.0
	Poor	15	15.0	15.0	100.0
	Total		100	100.0	100.0



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## 2. Quality of Teaching

Quality of Teaching					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	45	45.0	45.0	45.0
	Very Good	20	20.0	20.0	65.0
	Good	14	14.0	14.0	79.0
	Average	13	13.0	13.0	92.0
	Poor	8	8.0	8.0	100.0
	Total		100	100.0	100.0

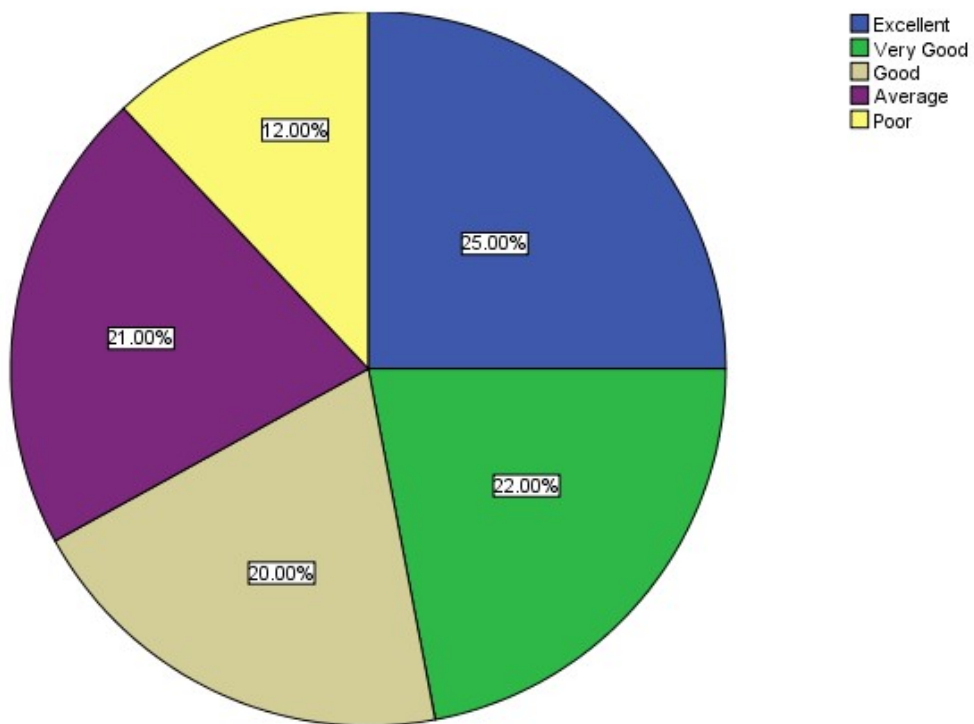


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### 3. Student Facilities

Student Facilities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	25	25.0	25.0	25.0
	Very Good	22	22.0	22.0	47.0
	Good	20	20.0	20.0	67.0
	Average	21	21.0	21.0	88.0
	Poor	12	12.0	12.0	100.0
	Total		100	100.0	100.0

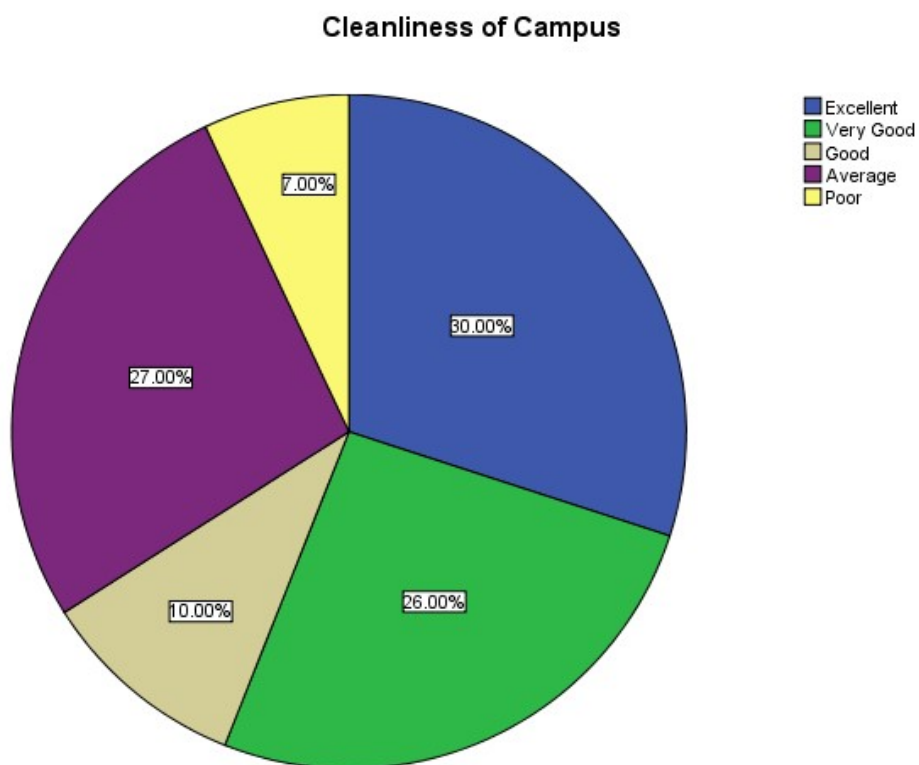
Student Facilities




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#### 4. Cleanliness of Campus

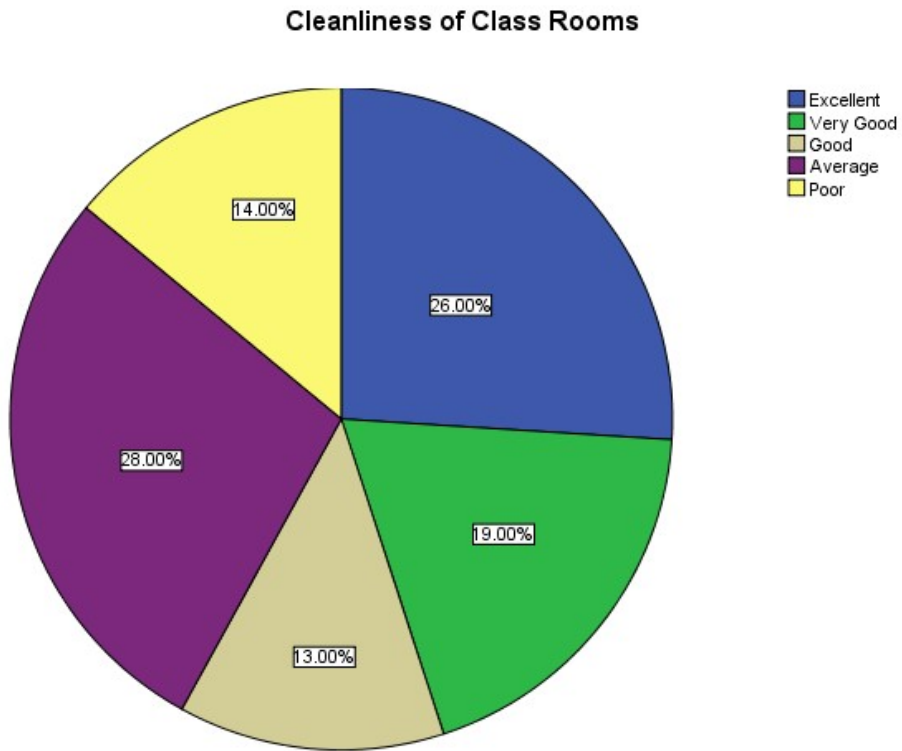
Cleanliness of Campus					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	30	30.0	30.0	30.0
	Very Good	26	26.0	26.0	56.0
	Good	10	10.0	10.0	66.0
	Average	27	27.0	27.0	93.0
	Poor	7	7.0	7.0	100.0
	Total	100	100.0	100.0	




  
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5. Cleanliness of Class Rooms

Cleanliness of Class Rooms					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	26	26.0	26.0	26.0
	Very Good	19	19.0	19.0	45.0
	Good	13	13.0	13.0	58.0
	Average	28	28.0	28.0	86.0
	Poor	14	14.0	14.0	100.0
	Total	100	100.0	100.0	

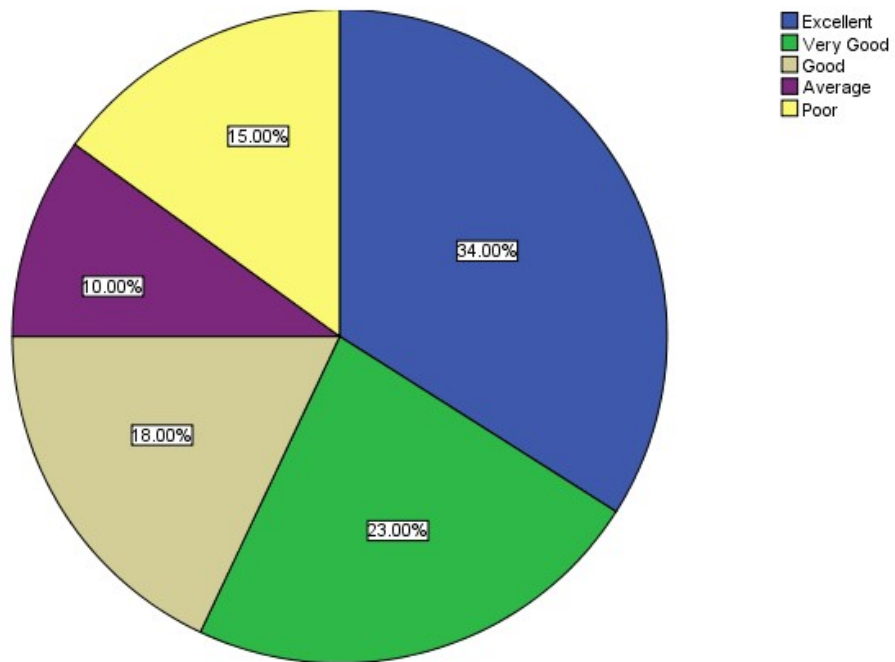


  
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## 6. Co-curricular Activities in the college

Co-curricular Activities in the college					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	34	34.0	34.0	34.0
	Very Good	23	23.0	23.0	57.0
	Good	18	18.0	18.0	75.0
	Average	10	10.0	10.0	85.0
	Poor	15	15.0	15.0	100.0
	Total	100	100.0	100.0	

co-curricular Activities in the college



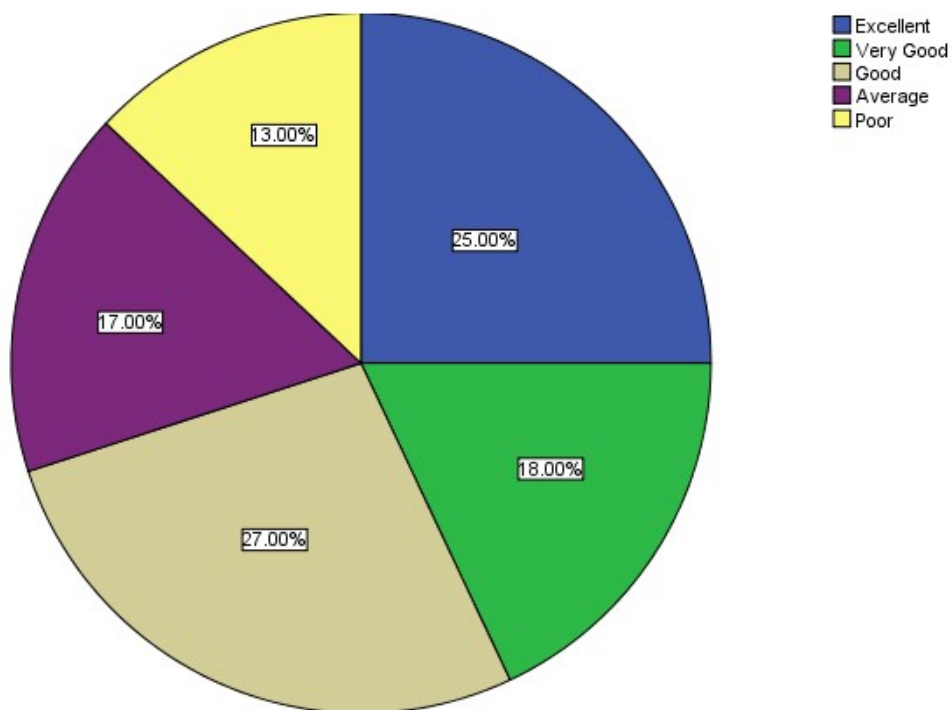
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## 7. Library Facilities

Library Facilities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	25	25.0	25.0	25.0
	Very Good	18	18.0	18.0	43.0
	Good	27	27.0	27.0	70.0
	Average	17	17.0	17.0	87.0
	Poor	13	13.0	13.0	100.0
	Total	100	100.0	100.0	

Library Facilities

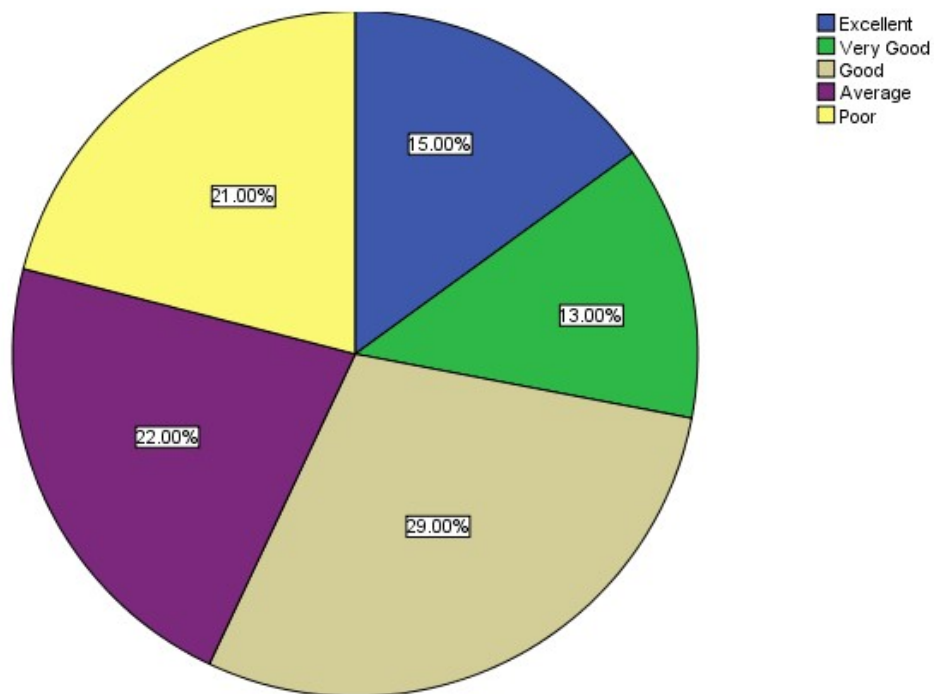


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## 8. Internet Facility

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	29	29.0	29.0	57.0
	Average	22	22.0	22.0	79.0
	Poor	21	21.0	21.0	100.0
	Total	100	100.0	100.0	

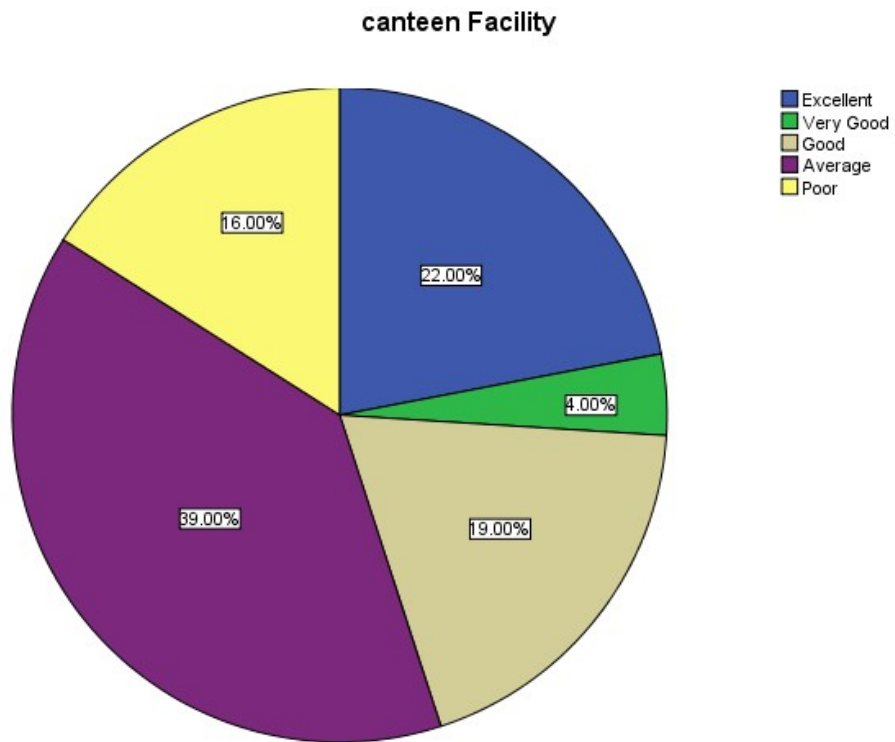
Internet Facility




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## 9. Canteen Facility

Canteen Facility					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	22	22.0	22.0	22.0
	Very Good	4	4.0	4.0	26.0
	Good	19	19.0	19.0	45.0
	Average	39	39.0	39.0	84.0
	Poor	16	16.0	16.0	100.0
	Total	100	100.0	100.0	

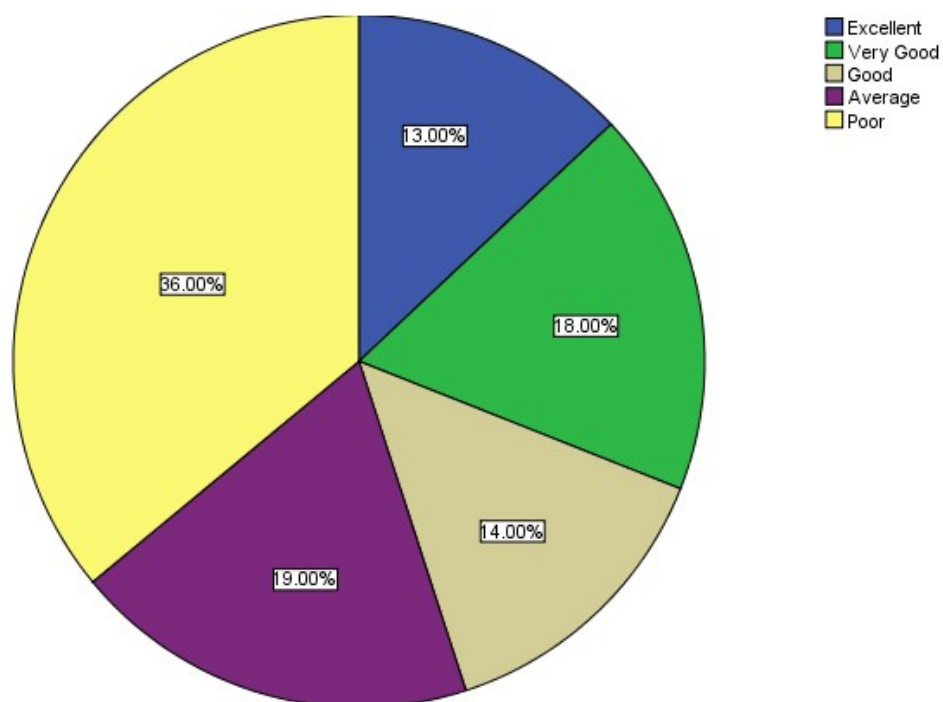



  
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### 10. Lab Facilities in college

Lab Facilities in college					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	13	13.0	13.0	13.0
	Very Good	18	18.0	18.0	31.0
	Good	14	14.0	14.0	45.0
	Average	19	19.0	19.0	64.0
	Poor	36	36.0	36.0	100.0
	Total	100	100.0	100.0	

Lab Facilities in college

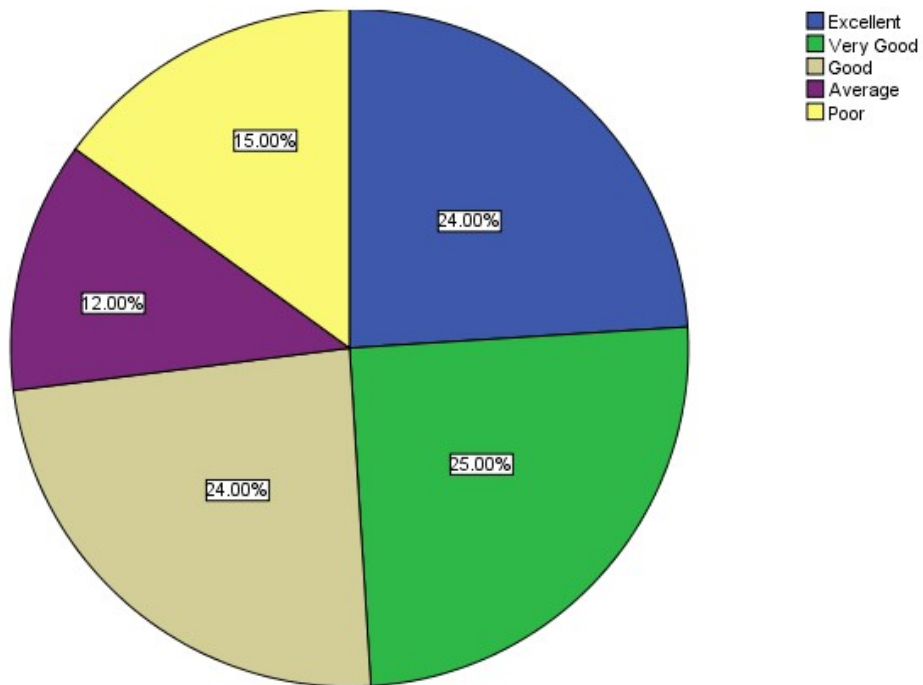



  
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## 11. Sports Facilities in College

Sports Facilities in College					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	24	24.0	24.0	24.0
	Very Good	25	25.0	25.0	49.0
	Good	24	24.0	24.0	73.0
	Average	12	12.0	12.0	85.0
	Poor	15	15.0	15.0	100.0
	Total	100	100.0	100.0	

### Sports Facilities in College

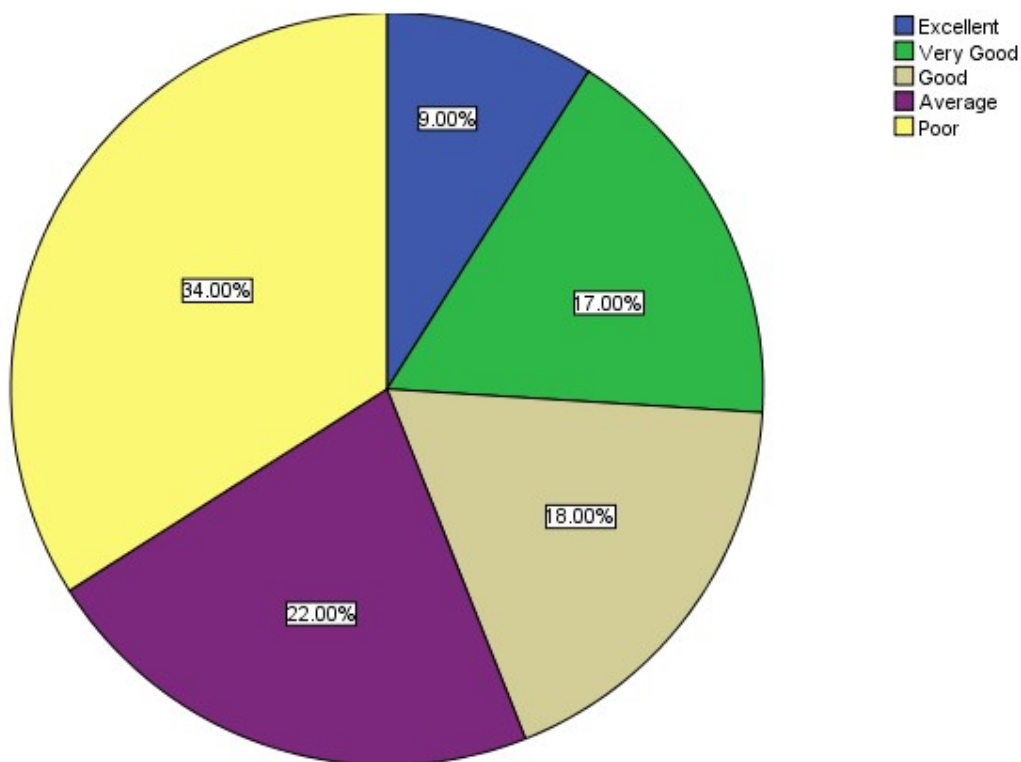


  
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## 12. Toilet Facilities in College

Toilet Facilities in College					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	9	9.0	9.0	9.0
	Very Good	17	17.0	17.0	26.0
	Good	18	18.0	18.0	44.0
	Average	22	22.0	22.0	66.0
	Poor	34	34.0	34.0	100.0
	Total	100	100.0	100.0	

### Toilet Facilities in College

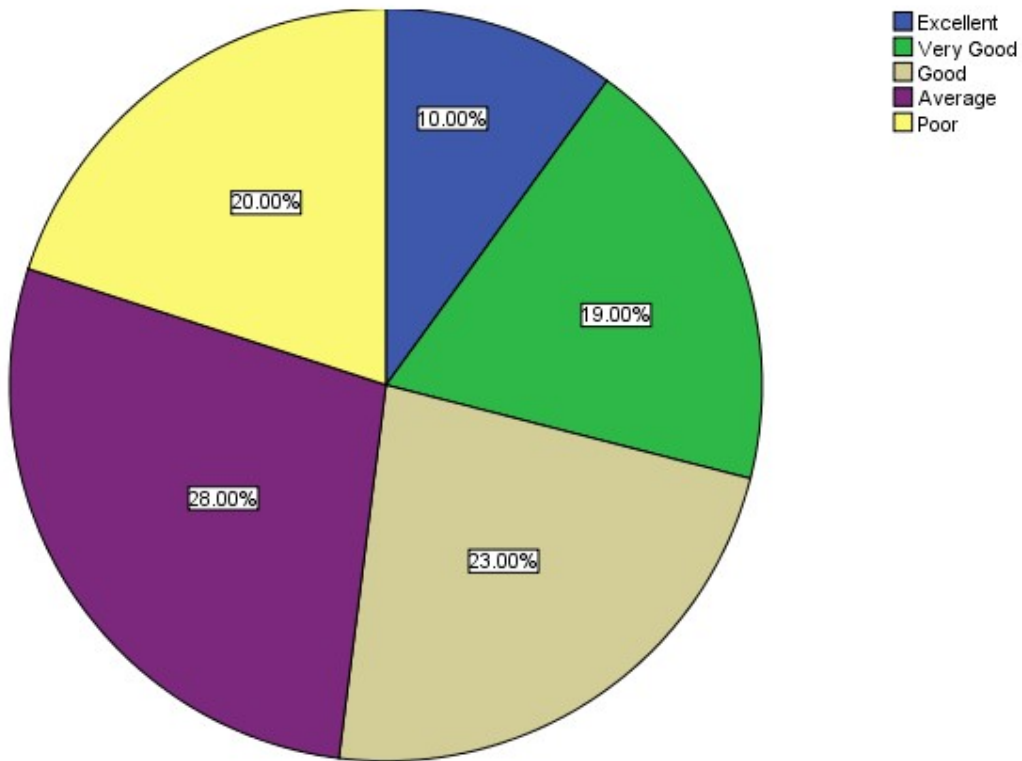


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13. Water Drinking Facilities

Water Drinking Facilities					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	10	10.0	10.0	10.0
	Very Good	19	19.0	19.0	29.0
	Good	23	23.0	23.0	52.0
	Average	28	28.0	28.0	80.0
	Poor	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

Water Drinking Facilities

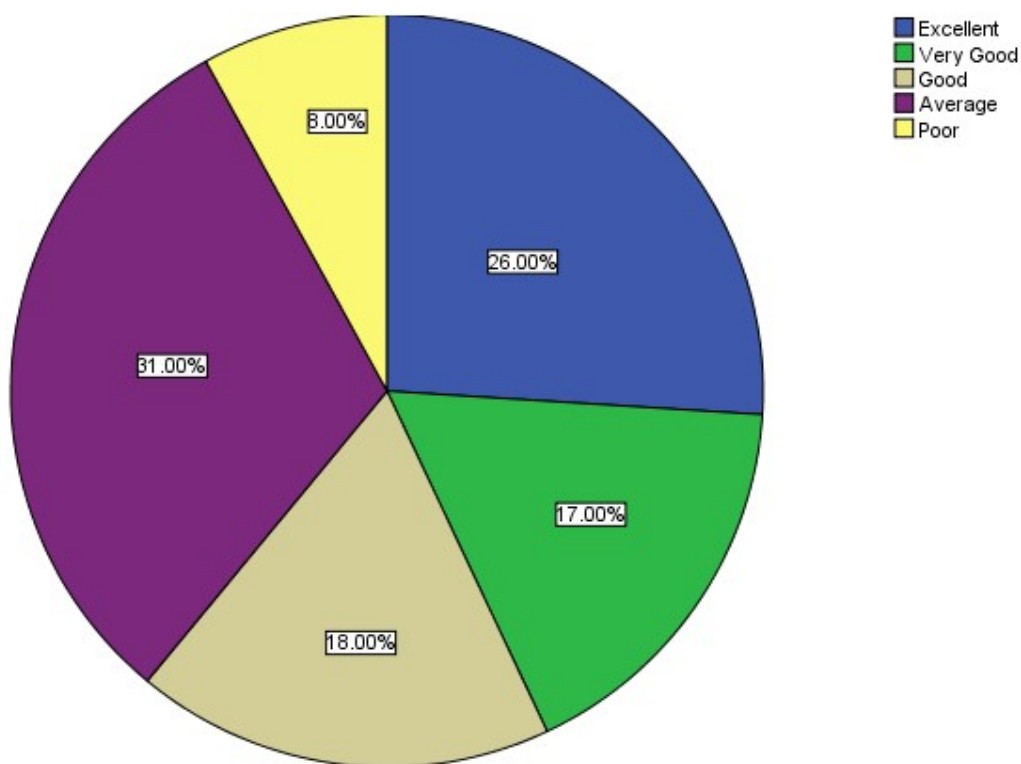


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### 14. Non Teaching staff Attitude

Non Teaching staff Attitude					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	26	26.0	26.0	26.0
	Very Good	17	17.0	17.0	43.0
	Good	18	18.0	18.0	61.0
	Average	31	31.0	31.0	92.0
	Poor	8	8.0	8.0	100.0
	Total	100	100.0	100.0	

Non Teaching staff Attitude



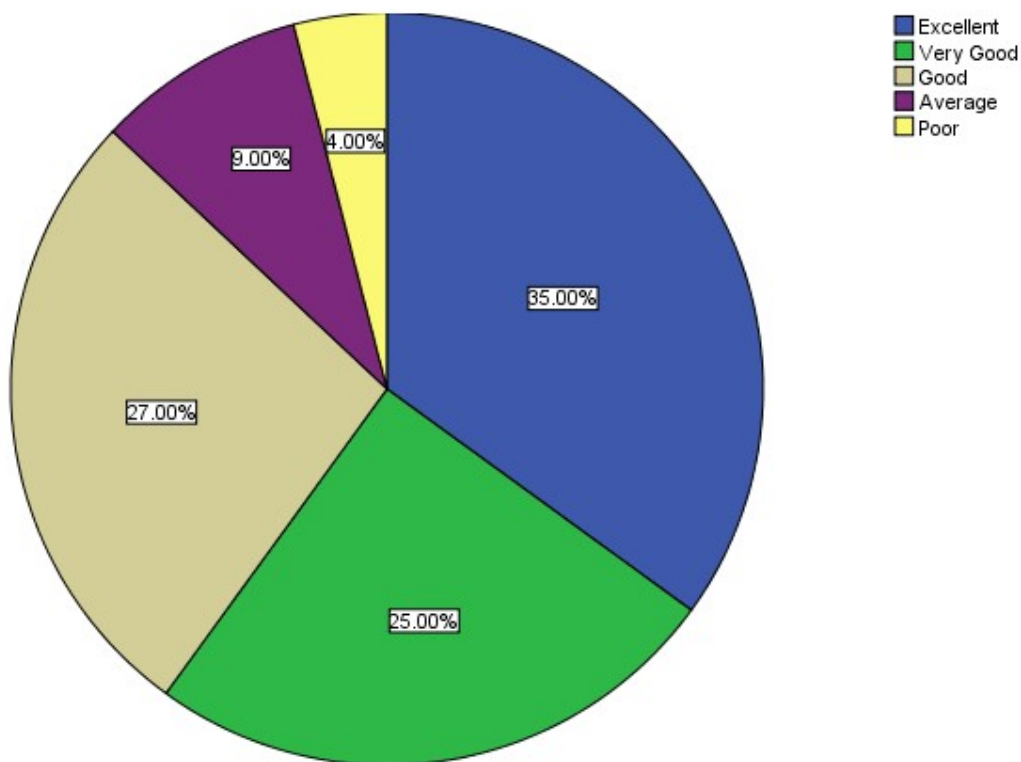
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### 15. Teaching staff Attitude

Teaching staff Attitude					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	35	35.0	35.0	35.0
	Very Good	25	25.0	25.0	60.0
	Good	27	27.0	27.0	87.0
	Average	9	9.0	9.0	96.0
	Poor	4	4.0	4.0	100.0
	Total	100	100.0	100.0	

Teaching staff Attitude

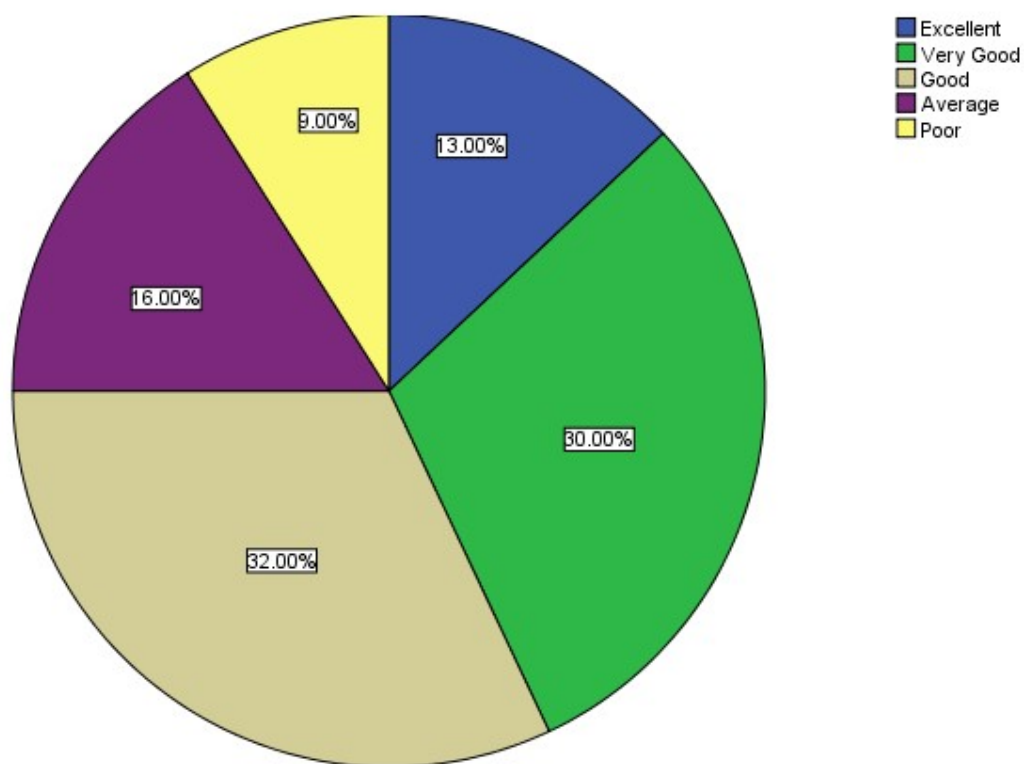


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## 16. Principal Attitude

Principal Attitude					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	13	13.0	13.0	13.0
	Very Good	30	30.0	30.0	43.0
	Good	32	32.0	32.0	75.0
	Average	16	16.0	16.0	91.0
	Poor	9	9.0	9.0	100.0
	Total	100	100.0	100.0	

Principal Attitude

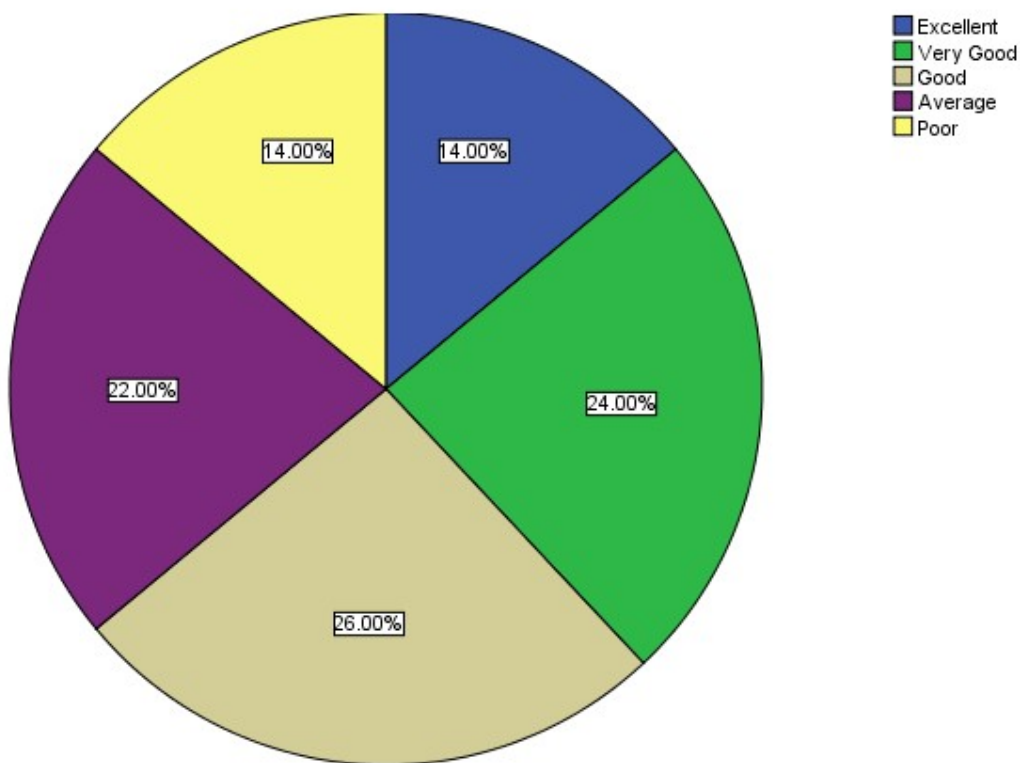


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### 17. Overall Rating of the College

Overall Rating of the College					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	14	14.0	14.0	14.0
	Very Good	24	24.0	24.0	38.0
	Good	26	26.0	26.0	64.0
	Average	22	22.0	22.0	86.0
	Poor	14	14.0	14.0	100.0
	Total	100	100.0	100.0	

Overall Rating of the College




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## Evaluation of the Student's Satisfaction Survey

The above results of Student Satisfaction Questionnaire were calculated for the session 2018-2019 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 10<sup>th</sup> 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 64% 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 (87%), Non-Teaching (61%) including Principal (75%)} 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 (77%) and quality of teaching (79%) fell in excellent, very good and good highlighting the high academic standard laid by the teachers. With regards to student facilities, the responses of 67% 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 66%) was that the cleanliness in institution was good. Though w.r.t cleanliness of rooms nearly 58 % student's responses fell in excellent, very good and good indicating that good hygiene was maintained in the classrooms. The maximum students (nearly 73%) responses fell in excellent, very good and good indicating good sports infrastructure in the college. Also, 75% 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 (70%), Internet Facility (57%), Canteen Facility (45%), Lab Facilities in college (45%), Toilet Facilities in College (45%) and Water Drinking Facilities (52%) 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 i.e. Internet Facility, Canteen Facility, Lab Facilities, Toilet Facilities and Water Drinking Facilities.

  
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