

A.S.B.A.S.J.S.MEMORIAL COLLEGE, BELA (ROPAR)



**STUDENT SATISFACTION
SURVEY REPORT**

SESSION: 2019-20

A.S.B.A.S.J.S.MEMORIAL COLLEGE, BELA (ROPAR)



STUDENT SATISFACTION SURVEY REPORT

SESSION: 2019-20

Reported by:

Criterion -1

(Rakesh Joshi)

Approved by:

IQAC Coordinator

Principal
ASBASJS Memorial

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- B. Survey Methodology
- C. Participants
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A.S.B.A.S.J.S.MEMORIAL COLLEGE, BELA (ROPAR)

Student Satisfaction Survey 2019-20

A. OBJECTIVES:

- To measure the student's level of satisfaction on their experiences with College covering the areas as mentioned below:
 - I. Section – A : Physical Facilities and Infrastructure
 - II. Section – B : Standard and Quality of Student Support Services
 - III. Section – C : Effectiveness of Communication
 - IV. Section – D : Adequacy, Accessibility and Quality of Teaching-learning Resources and the College Environment
 - V. Section – E : Academic Staff Performance (Quality of Teaching)
 - VI. Section – F : Assessment Methods and Frequency
 - VII. Section – G : Overall Students Satisfaction Level
- To identify and address gaps for process improvement for students.

B. SURVEY METHODOLOGY:

- I. ASBASJSM College conducts Student Satisfaction Survey twice a year each semester. The survey shall cover all active students where they are required to complete the Student Satisfaction Survey form (Student Satisfaction Survey Form <https://forms.gle/RGSjEew7uS9AJUs77>) on-line. The completed survey form shall then be submitted to AP Rakesh Joshi, team criterion-1electronically.
- II. Student Satisfaction Survey was conducted on-line with the assistance of team members Criterion-1. The survey results were electronically tabulated and printed by SSS team for analysis and for continual improvement.
- III. The analysis was compiled into a survey report which was submitted to the IQAC for review and approval prior to implementation of recommended improvement actions. Survey report was uploaded on the college website.

C. PARTICIPANTS:

The student satisfaction survey conducted for even semester of academic session 2019-20 covered a total of 283 active students from the students of all departments which is 26.77 % of the total students.

The breakdown is as follows:

Program-wise Participants

❖ M. Sc. (Biotechnology)	02 (0.7%)
❖ M. Sc. (Math)	13 (4.6%)
❖ M. Sc. (Information Technology)	08 (2.8%)
❖ M. Com	19 (6.7%)
❖ B. Sc. (Non-Medical/Computer Sci.)	30 (10.6%)
❖ B.Sc. Hons (Biotechnology)	23 (8.1%)
❖ B. Com	53 (18.7%)
❖ BCA	62 (21.9%)
❖ BBA	23 (8.1%)
❖ BA	17 (6.0%)
❖ B.Voc. (Food Processing)	18 (6.4 %)
❖ B.Voc. (RMIT)	10 (3.5%)
❖ PGDCA	05 (1.8%)

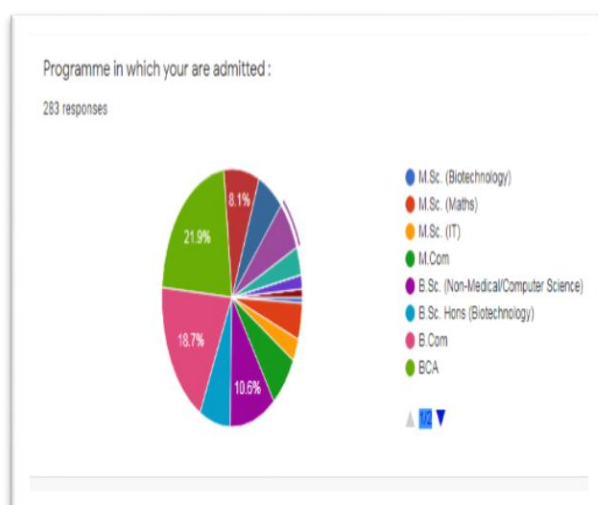


Fig.1 – Program-wise Participants

Semester-wise participation

- ❖ 32.2% semester 2nd students participated
- ❖ 38.3% semester 4th students participated
- ❖ 29.3% semester 6th students participated

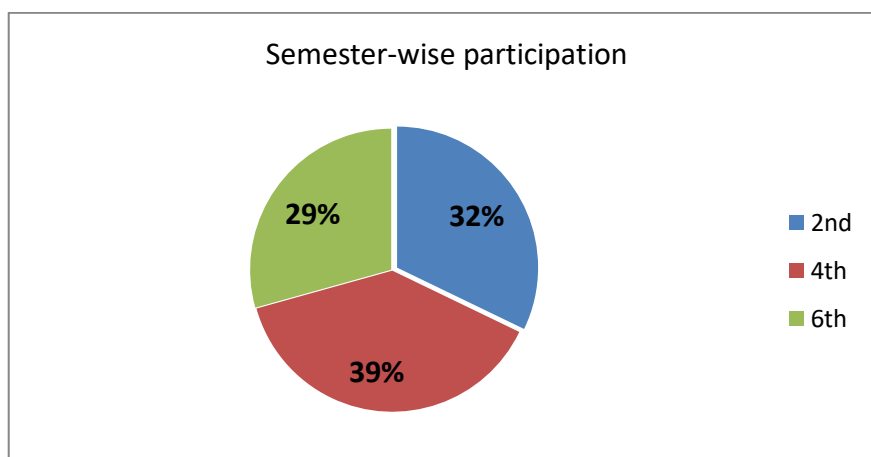


Fig.2 – Year-wise Participation

DEPARTMENT-WISE PARTICIPANTS:

The breakdowns were:

SR. NO.	DEPARTMENTS	NO OF STUDENT FILLED SSS	PERCENTAGE OF STUDENT
1	Biotechnology and Food Processing	43	15.19
2	Physical Sciences	30	10.60
3	Computer Science	75	26.50
4	Commerce	72	25.44
5	Management	33	11.66
6	Mathematics	13	4.59
7	Humanities	17	6.01
TOTAL NO OF RESPONSES		283	

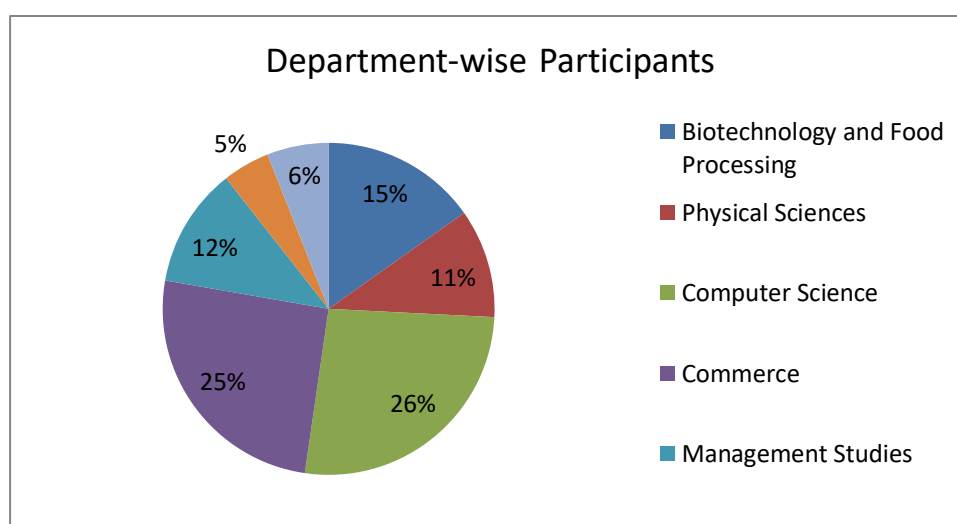


Fig.3-Department-wise Participants

All students were invited to participate in the survey via Google online platform which was circulated through whatsapp groups. The platform successfully registered 283 students which was 26.77% of the total no. of students. The survey includes randomly selected students from all departments.

D. SURVEY RESULTS:

SECTION A : PHYSICAL FACILITIES & INFRASTRUCTURE

No	Questions	Score
1	Classrooms are easy to locate and well furnished.	3.66

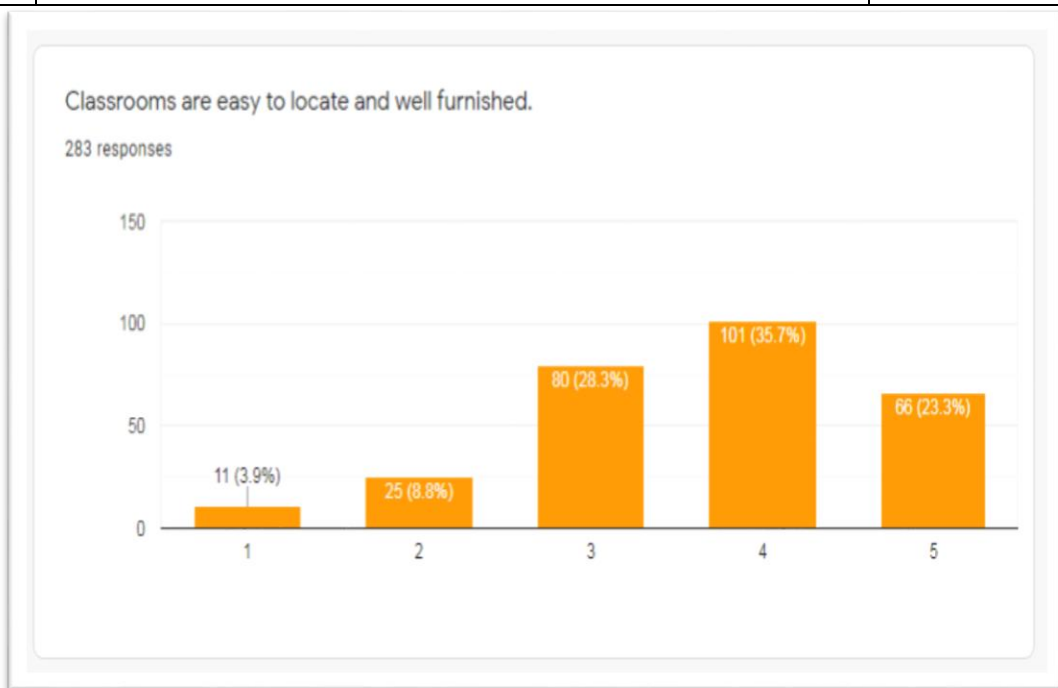


Fig.4- Classrooms are easy to locate and well furnished.

2	Classrooms are always clean and tidy.	3.81
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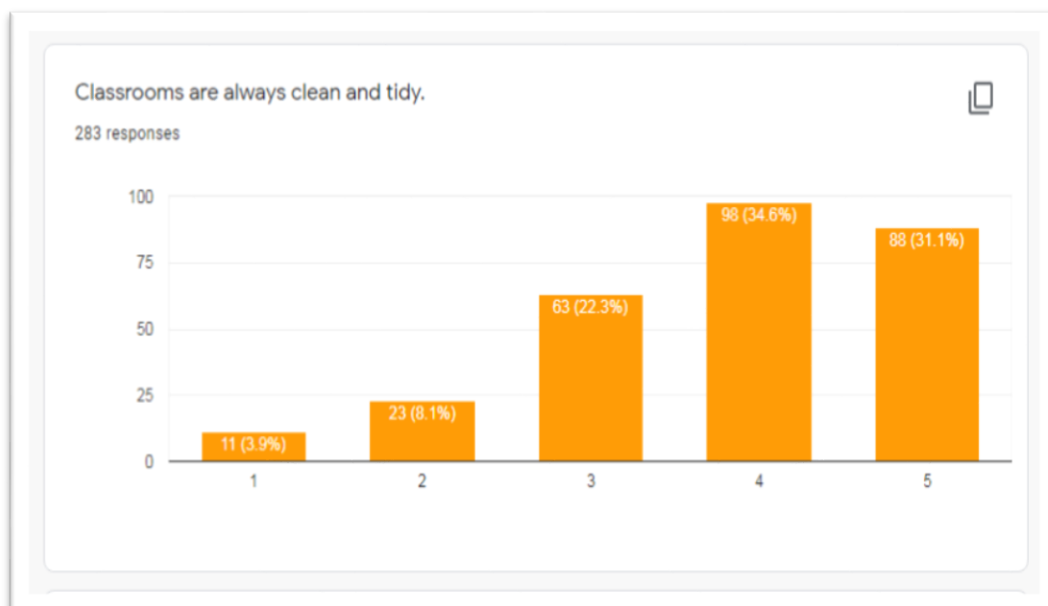


Fig.5- Classrooms are always clean and tidy.

3	The facilities provided are conducive for learning (eg. Library, laboratories and etc)	3.98
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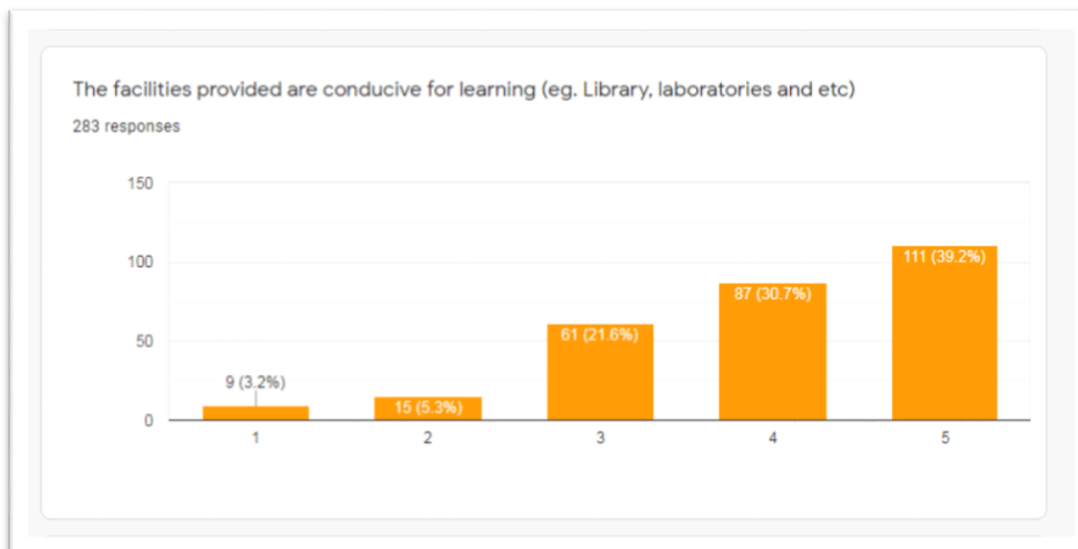


Fig.6- facilities provided.

4	Rate other facilities i.e. hostel, canteen, gym, sports, co-curricular activities, drinking water, washroom etc.	3.55
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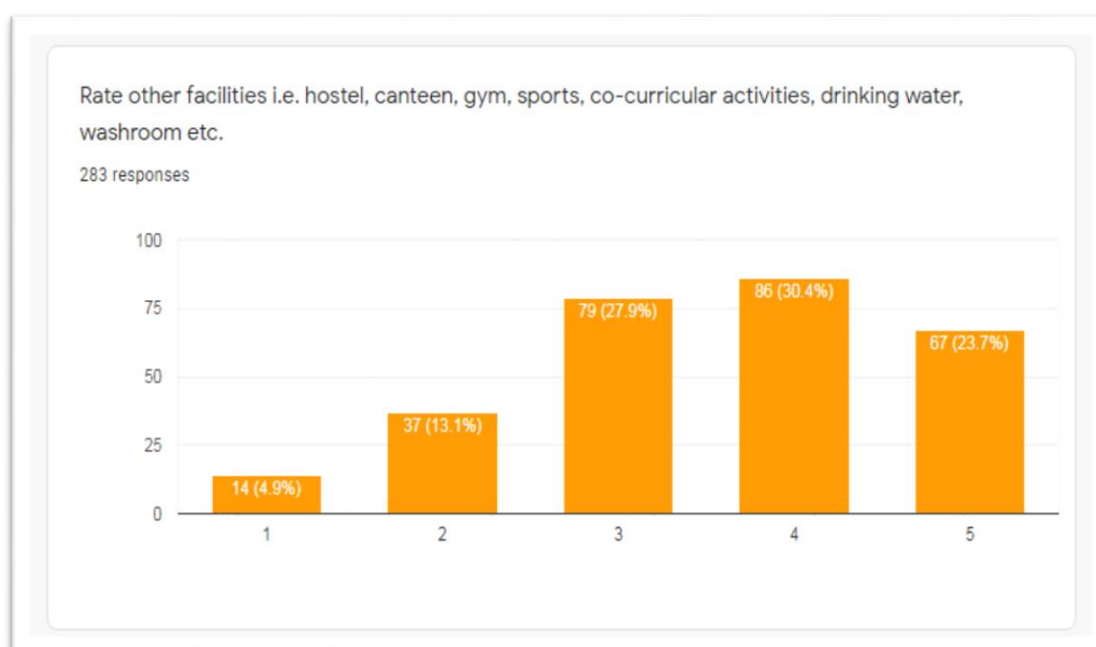


Fig.7- Basic facilities provided.

	Average Score:	3.75
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SECTION B : STANDARD AND QUALITY OF STUDENT SUPPORT SERVICES

No	Questions	Score
5	It is convenient for me to request for services when needed.	3.69

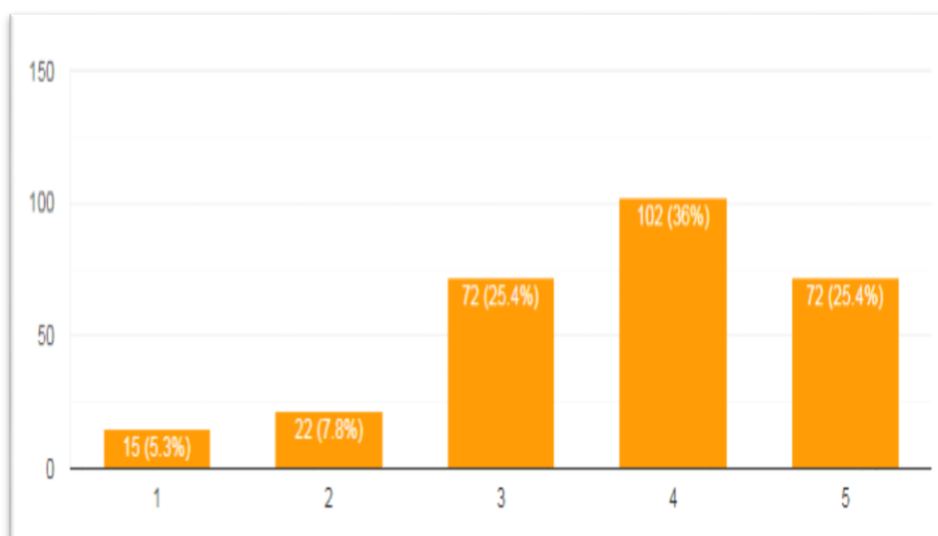


Fig.8- Convenient for me to request for services when needed.

6	The staff is efficient and prompt in their services.	3.96
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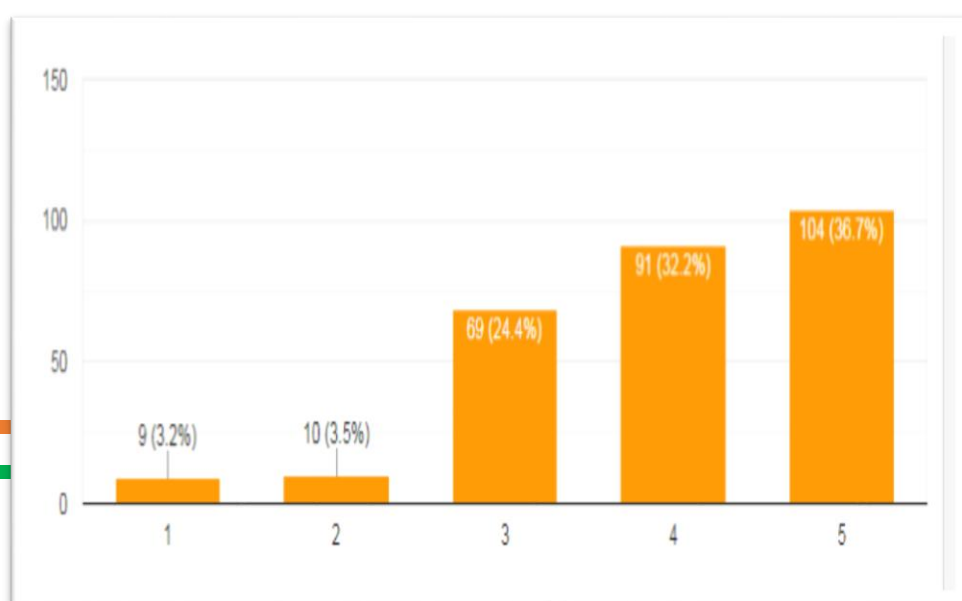
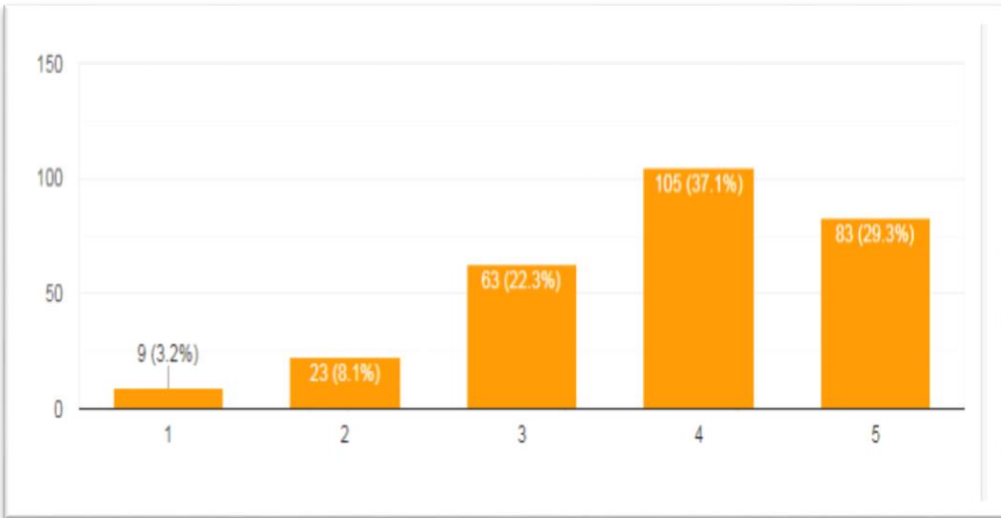
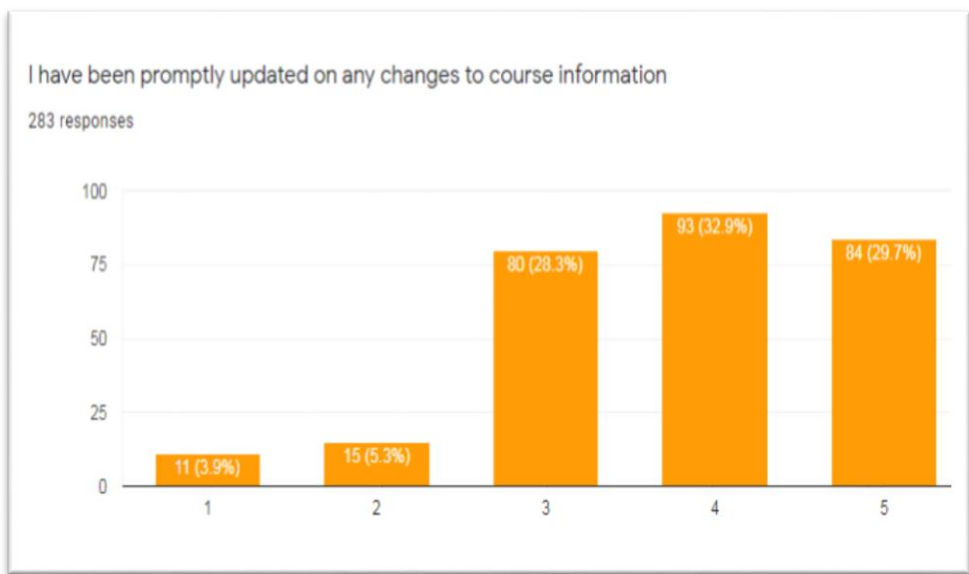


Fig.9- Staff is efficient and prompt in their services.

7	The services and information provided by the staff met my needs	3.93																		
<table border="1"> <caption>Data for Fig.10- Services and information provided</caption> <thead> <tr> <th>Score</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>10</td> <td>3.5%</td> </tr> <tr> <td>2</td> <td>17</td> <td>6%</td> </tr> <tr> <td>3</td> <td>50</td> <td>17.7%</td> </tr> <tr> <td>4</td> <td>112</td> <td>39.6%</td> </tr> <tr> <td>5</td> <td>94</td> <td>33.2%</td> </tr> </tbody> </table> <p>Fig.10- Services and information provided</p>			Score	Count	Percentage	1	10	3.5%	2	17	6%	3	50	17.7%	4	112	39.6%	5	94	33.2%
Score	Count	Percentage																		
1	10	3.5%																		
2	17	6%																		
3	50	17.7%																		
4	112	39.6%																		
5	94	33.2%																		
8	The staff is helpful in guiding me	4.13																		
<table border="1"> <caption>Data for Fig.11- Staff is helpful in guiding</caption> <thead> <tr> <th>Score</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12</td> <td>4.2%</td> </tr> <tr> <td>2</td> <td>12</td> <td>4.2%</td> </tr> <tr> <td>3</td> <td>43</td> <td>15.2%</td> </tr> <tr> <td>4</td> <td>77</td> <td>27.2%</td> </tr> <tr> <td>5</td> <td>139</td> <td>49.1%</td> </tr> </tbody> </table> <p>Fig.11- Staff is helpful in guiding</p>			Score	Count	Percentage	1	12	4.2%	2	12	4.2%	3	43	15.2%	4	77	27.2%	5	139	49.1%
Score	Count	Percentage																		
1	12	4.2%																		
2	12	4.2%																		
3	43	15.2%																		
4	77	27.2%																		
5	139	49.1%																		
Average Score:		3.92																		

SECTION C: EFFECTIVENESS OF COMMUNICATION		
No	Questions	Score
9	The college used various channels to clearly communicate information to me	3.81
 <p>Fig.12- Celerity in communication</p>		
10	I have been promptly updated on any changes to course information	3.79
 <p>Fig.13- Changes to course information</p>		
Average Score:		3.8

SECTION D: ADEQUACY, ACCESSIBILITY AND QUALITY OF TEACHING-LEARNING RESOURCES AND SCHOOL ENVIRONMENT

No	Questions	Score
11	Classroom and Laboratories are adequately equipped with teaching-learning equipment.	3.8

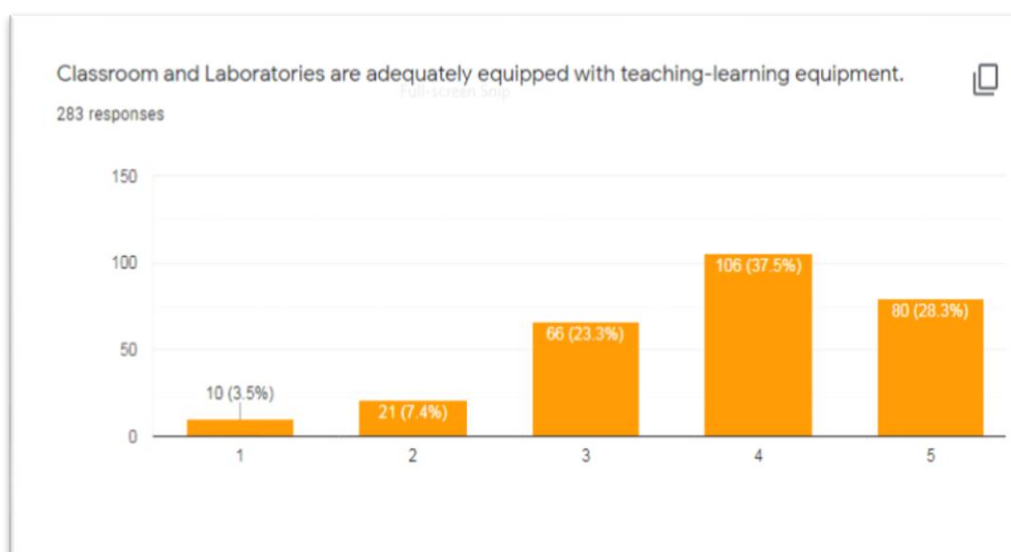


Fig.14- teaching-learning equipment.

12	It is easy to access to the learning resources in the college library and computer laboratory	3.87
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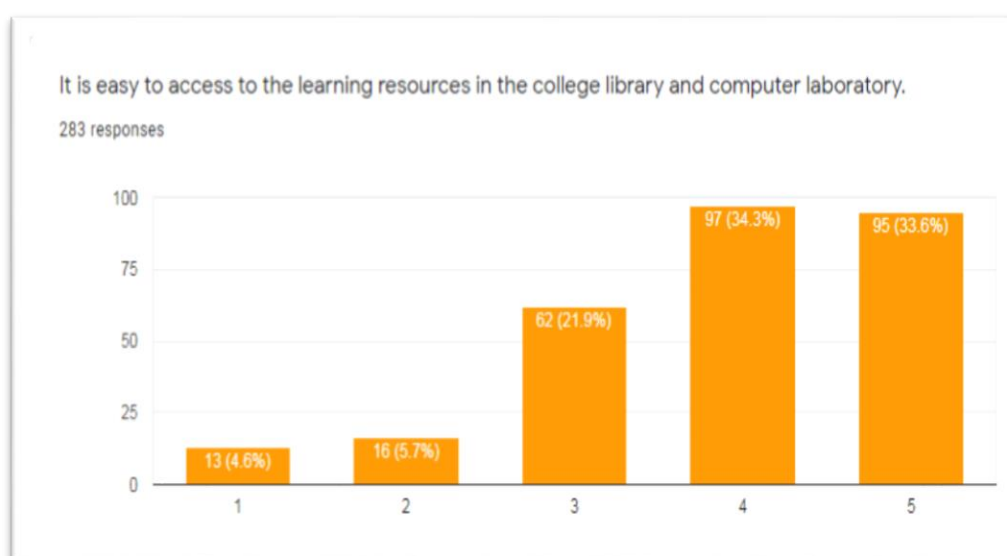
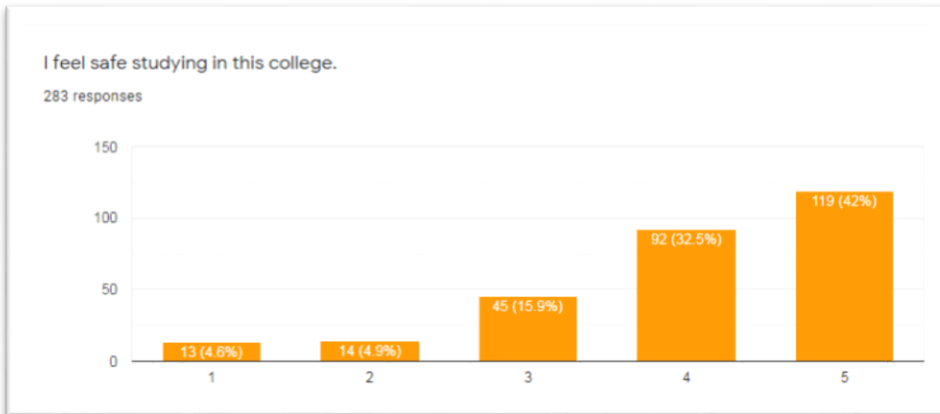
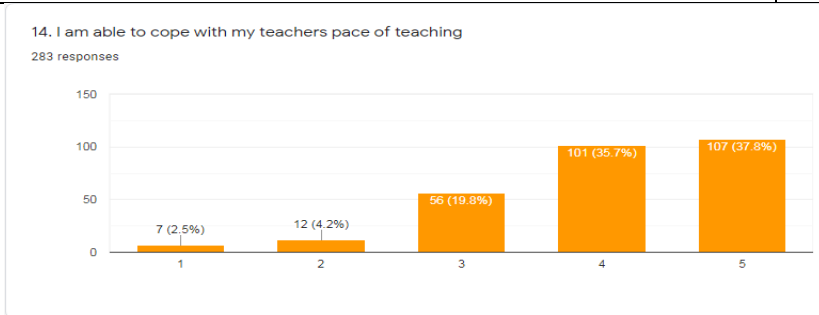
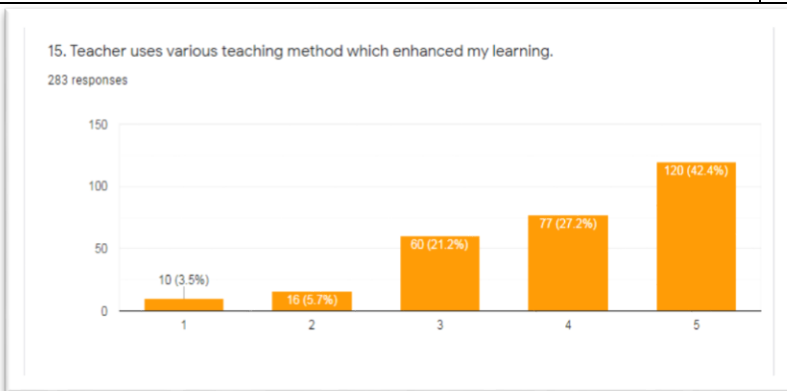


Fig.15 - Easy to access to the learning resources

13	I feel safe studying in this college	4.02
 <p>Fig.16- Safe Environment</p>		
Average Score:		3.9

SECTION E: ACADEMIC STAFF PERFORMANCE - QUALITY OF TEACHING

No	Questions	Score
14	I am able to cope with my teachers pace of teaching	4.02
 <p>Fig. 17- Pace of teaching</p>		
15	Teacher uses various teaching method which enhanced my learning.	3.99
 <p>Fig.18- Various teaching methodologies used</p>		

16	I find it easy to ask questions to my lecturer whenever I have any doubt.	4.06																		
<p>16. I find it easy to ask questions to my lecturer whenever I have any doubt. 283 responses</p> <table border="1"> <thead> <tr> <th>Rating</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>11</td> <td>3.9%</td> </tr> <tr> <td>2</td> <td>12</td> <td>4.2%</td> </tr> <tr> <td>3</td> <td>45</td> <td>15.9%</td> </tr> <tr> <td>4</td> <td>97</td> <td>34.3%</td> </tr> <tr> <td>5</td> <td>118</td> <td>41.7%</td> </tr> </tbody> </table> <p>Fig.19- easy to ask questions to my lecturer</p>			Rating	Count	Percentage	1	11	3.9%	2	12	4.2%	3	45	15.9%	4	97	34.3%	5	118	41.7%
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17	I find my teachers helpful to me	4.19																		
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Rating	Count	Percentage																		
1	8	2.8%																		
2	12	4.2%																		
3	42	14.8%																		
4	76	26.9%																		
5	145	51.2%																		
18	Teachers effectively used online methods to teach during lockdown.	3.98																		
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Rating	Count	Percentage																		
1	13	4.6%																		
2	18	6.4%																		
3	45	15.9%																		
4	92	32.5%																		
5	115	40.6%																		
Average Score:		4.05																		

SECTION F : ASSESSMENT METHODS AND FREQUENCY

No	Questions	Score
19	I have been well informed on the module/course assessment dates in advance	3.93

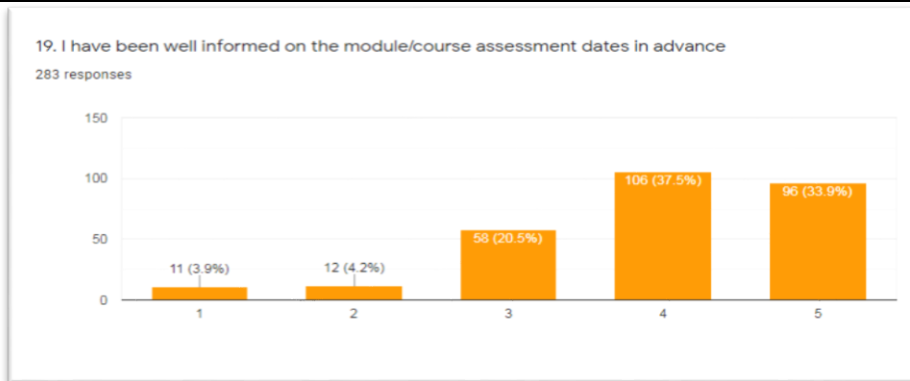


Fig.22- informed about module/course assessment

20	Assessments conducted fairly as per scheduled	3.86
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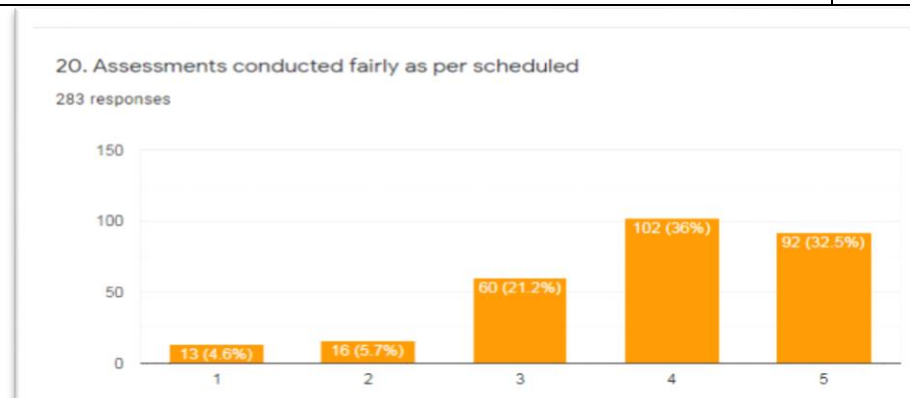


Fig.23- Assessment fairness

21	Evaluation mechanism is fair and transparent.	3.83
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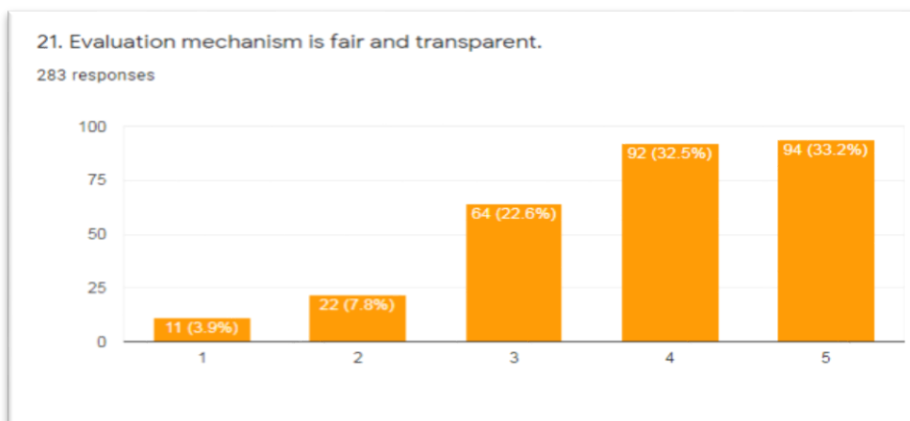

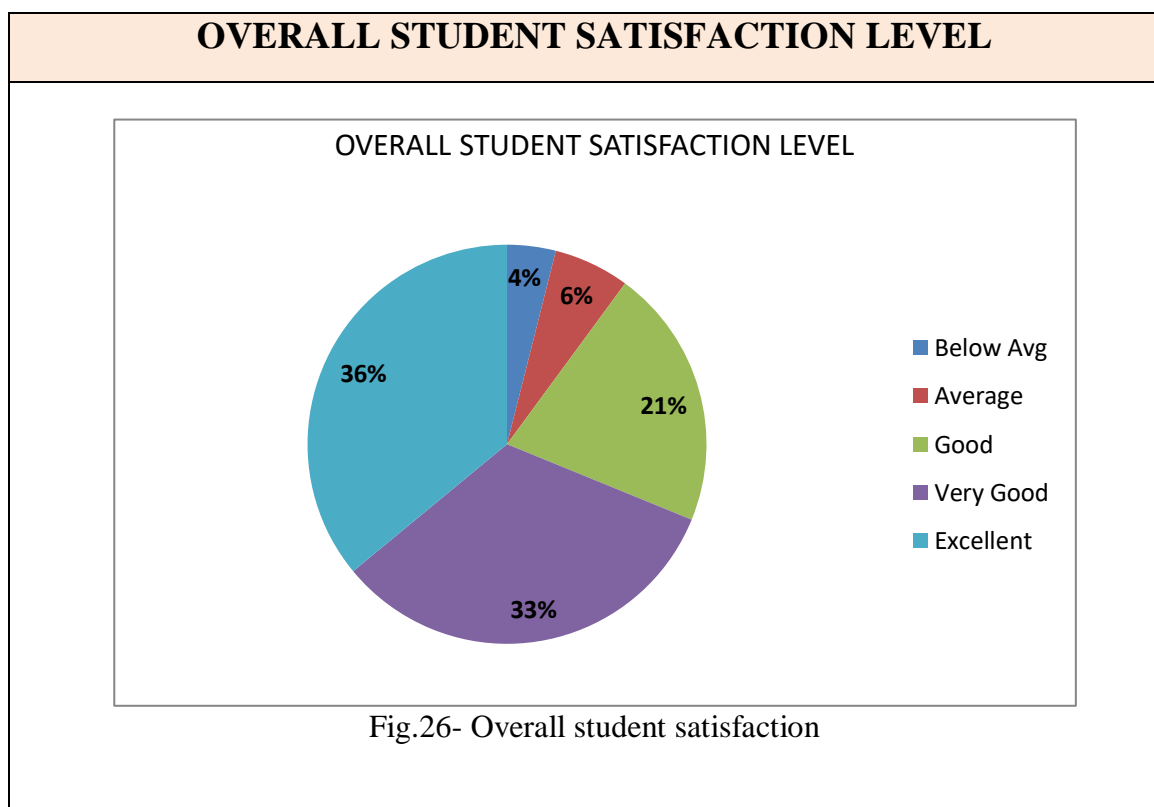


Fig.24- Transparent evaluation mechanism

22	I received my assessment results within time.	3.89																		
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Rating	Count	Percentage																		
1	14	4.9%																		
2	18	6.4%																		
3	57	20.1%																		
4	91	32.2%																		
5	103	36.4%																		
Average Score:		3.88																		



E. FINDINGS AND ANALYSIS:

1. Section A - Physical Facilities & Infrastructure

The score achieved for Physical Facilities and Infrastructure was 3.75/5.0.

Students feedback that there were some uneven and shaky tables in the classrooms.

In some classroom numbers of chairs are much more than the requirement.

2. Section B - Standard and Quality of Student Support Services

The score achieved for Standard and Quality of Student Support Services was 3.92/5.

The result showed that the students were happy with the support services provided by the college.

3. Section C - Effectiveness of Communication

The score achieved for Effectiveness of Communication was 3.80/5. It was mentioned by some students that there was a lack of communication pertaining to change in the timetable and university regarding problems.

4. Section D - Adequacy, Accessibility and Quality of Teaching-Learning Resources and Environment

The score achieved was 3.90/5. There was a slight increase in the assurance felt by students with the installation of security cameras. There is still a need to improve the accessibility of computer lab and library resources as feedback by the students.

5. Section E - Academic Staff Performance i.e. Quality of Teaching

The score for this section was 4.05/5.0. The results showed that students were satisfied with the quality of teaching delivered by the teachers.

Student remarked following points:

1. Excellent efforts done by teachers for online teaching during lockdown.
2. There is a need for teachers to be stricter in implementing the classroom rules.

6. Section F - Assessment Method and Frequency

The score achieved for Assessment Methods and Frequency was 3.88/5.0, Students agreed that they were well informed of the module/course assessment dates in advance, the assessment were fairly conducted as per scheduled and received their Continuous Internal Assessment (CIE) results within 3 months from the date of assessment.

7. Overall Student Satisfaction Level

The score achieved for Overall Student Satisfaction Level was 3.88/5. The results showed that students are satisfied with their study experiences pertaining to the education services and student support services provided by ASBASJSM College, Bela (Ropar). The average of student responses shows that students are pretty much satisfied with the teacher's efforts during lockdown. In the overall satisfaction level 89.91% scores were awarded by students.

There overall satisfaction level of students is shown in the following table:

Overall Responses		
Parameters	Score	Average
Below Average	245	3.94
Average	383	6.15
Good	1313	21.09
Very Good	2045	32.85
Excellent	2240	35.98

Table – Number of responses to each paramtere

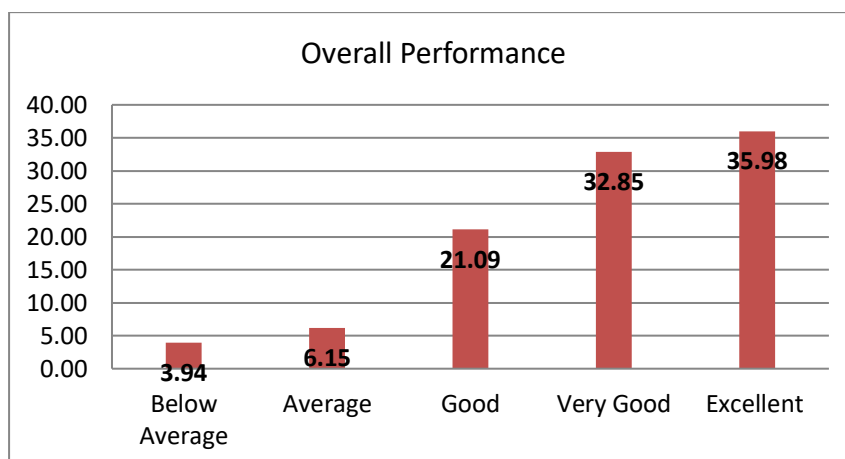


Fig.27 – Overall performance

F. Actions Taken for Continual Improvement


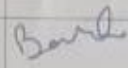
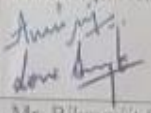

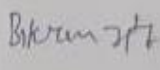
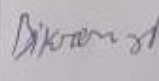
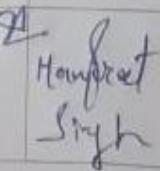
Based on the above analysis and feedback received from students, the below actions were identified and are implemented:

No	Survey Findings	Action Plans	Responsibilities	Signature	Status
1	Uneven and shaky tables in Classroom. Number of chairs in classrooms	a. To conduct checks on furniture for all classroom b. To dispose damaged furniture c. To ensure all furniture within a classroom are uniform and consistent.	AP Amarjeet Singh		
2	Lack of communication pertaining to changes made to timetable. University regarding problems	To inform students within 24 hours if there is any changes made to timetable	Time-Table in charge and Head of Departments		
3	Guidance and personal counseling should be improved	To achieve this goal, mentor-mentee system will be improved and strengthen.	Criterion-II Head		
4	Some students find internet and networking problem.	a. To review the current internet and wi-fi facilities b. To check networking issues.	Mr. Bikramjit Singh (Lab Technician)		
5	Students want more checks on drinking water facilities and washrooms.	To provide pure and clean drinking water To review the washroom facilities.	Mr. Arshdeep Singh Mr. Manpreet Singh Mrs. Smriti		

Principal

F. Actions Taken for Continual Improvement

Based on the above analysis and feedback received from students, the below actions were identified and are implemented:

No	Survey Findings	Action Plans	Responsibilities	Signature	Status
1	Uneven and shaky tables in Classroom. Number of chairs in classrooms	a. To conduct checks on furniture for all classroom b. To dispose damaged furniture c. To ensure all furniture within a classroom are uniform and consistent.	AP Amarjeet Singh		
2	Lack of communication pertaining to changes made to timetable. University regarding problems	To inform students within 24 hours if there is any changes made to timetable	Time-Table in charge and Head of Departments		
3	Guidance and personal counseling should be improved	To achieve this goal, mentor-mentee system will be improved and strengthen.	Criterion II Head 		
4	Some students find internet and networking problem.	a. To review the current internet and wi-fi facilities b. To check networking issues.	Mr. Bikramjit Singh (Lab Technician) 		
5	Students want more checks on drinking water facilities and washrooms.	To provide pure and clean drinking water To review the washroom facilities.	Mr. Arshdeep Singh Mr. Manpreet Singh Mrs. Smriti 		


Principal
ASBASJS Memorial
College Gurgaon (Ropar)

G. Conclusion:

The overall student satisfaction survey results achieved for 2019-20 even semester was 3.88/5.0. These generally showed that students are satisfied with their study experiences at A.S.B.A.S.J.S.M. College, Bela (Ropar). It is calculated from the outcomes given in the following table.

S. No	Sections	Scores in each section			Percentage
		Good (3)	Very Good (4)	Excellent (5)	
1	A	283	372	332	$= (3+4+5)/(283*4)*100 = 87.19$
2	B	234	382	409	$= (3+4+5)/(283*4)*100 = 90.55$
3	C	143	198	167	$= (3+4+5)/(283*2)*100 = 89.75$
4	D	173	295	294	$= (3+4+5)/(283*3)*100 = 89.75$
5	E	248	443	605	$= (3+4+5)/(283*3)*100 = 91.59$
6	F	239	391	385	$= (3+4+5)/(283*3)*100 = 89.66$

The survey reflects that students are satisfied with the services rendered by the college as they awarded us more than 85% marks in each section. With the implementation of the improvement actions identified in this survey, we will be expecting better results in next academic session 2020-21. Most of the students replied that they find it easier to express their opinions for the survey questions in the online survey questionnaire as compared to previous. In this prospect, it is recommended to continue using the online survey questionnaire for future surveys. In addition, to set the 2020-21 targets at 4.0/5.0 based on the results achieved in 2019-20. The next Student Satisfaction Survey has been scheduled in the odd semester of session 2020-21.

In the end, the SSS team would like to thanks College Management, Principal, IQAC for giving us this opportunity. Not but the least, we are highly thankful to all the students who have participated in this survey and gave their valuable inputs to improve the quality of teaching, various facilities and the environment of the college.

Thank you.

H. Questionnaire and Scale

The participants have to rate each question on a 5 point scale of below given parameters:

1) Scale

<u>RATING PARAMETERS</u>	
1 means -	Below Average
2 means -	Average
3 means -	Good
4 means -	Very Good
5 means -	Excellent

Fig.28- Scale

2) Questionnaire

Link for the Google form: <https://forms.gle/YwGEauN2avXYvmzVA>

STUDENT SATISFACTIONSURVEY

SESSION 2019-20

1. Email address:

ASBASJSM COLLEGE BELA (ROPAR)



2. Enter your name : *

3. Programme in which you are admitted : *

- ☐ M.Sc. (Biotechnology) M.Sc.
- ☐ (Maths)
- ☐ M.Sc. (IT)
- ☐ M.Com
- ☐ B.Sc. (Non-Medical/Computer Science) B.Sc.
- ☐ Hons (Biotechnology)

- ☐ B.Com BCA BBA BA
- ☐ B. Voc. (Food Processing)
- ☐ B.Voc (RMIT)
- ☐ B. Voc (RET)
- ☐ PGDCA
- ☐ PGDJMC

4. Semester : *

- ☐ 2
- ☐ 4
- ☐ 6

5. Class roll number : *

SECTION A: PHYSICAL FACILITIES & INFRASTRUCTURE

1. Classrooms are easy to locate and well furnished. *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Classrooms are always clean and tidy. *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. The facilities provided are conducive for learning (eg. Library, laboratories and etc)

*

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Rate other facilities i.e. hostel, canteen, gym, sports, co-curricular activities, drinking water, washroom etc. *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION B: STANDARD AND QUALITY OF STUDENT SUPPORT SERVICES

5. It is convenient for me to request for services when needed. *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

6. The staff is efficient and prompt in their services *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

7. The services and information provided by the staff met my needs *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

8. The staff is helpful in guiding me *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

SECTION C: EFFECTIVENESS OF COMMUNICATION

9. The college used various channels to clearly communicate information to me

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

10. I have been promptly updated on any changes to course information *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

SECTION D: ADEQUACY, ACCESSIBILITY AND QUALITY OF TEACHING- LEARNING RESOURCES AND ENVIRONMENT

11. Classroom and Laboratories are adequately equipped with teaching-learning equipment. *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

12. It is easy to access to the learning resources in the college library and computer laboratory. *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

13. I feel safe studying in this college. *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

SECTION E: ACADEMIC STAFF PERFORMANCE - QUALITY OF TEACHING

14. I am able to cope with my teachers pace of teaching *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

15. Teacher uses various teaching method which enhanced my learning. *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

16. I find it easy to ask questions to my lecturer whenever I have any doubt. *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

17. I find my teachers helpful to me *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

18. Teachers effectively used online methods to teach during lock down. *

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

SECTION F : ASSESSMENT METHODS AND FREQUENCY

19. I have been well informed on the module/course assessment dates in advance *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Assessments conducted fairly as per scheduled *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. Evaluation mechanism is fair and transparent. *

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Any remarks, suggestions for improvement. (Please write) *

Thanks very much for giving your time to fill this form.

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