

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



Report on Student Satisfaction Survey

SESSION: 2021-22

CRITERION - 1

(CURRICULAR ASPECTS)

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

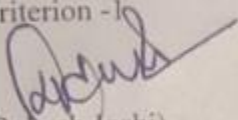


STUDENT SATISFACTION SURVEY REPORT

SESSION: 2021-22

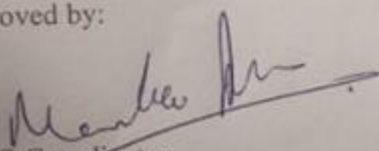
Reported by:

Criterion - I

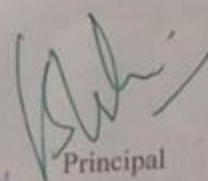


Rakesh Joshi)

Approved by:



IQAC Coordinator



Principal
ASBASJS Memorial

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- A. Objective
- B. Survey Methodology
- C. Participants
- D. Survey Results
- E. Findings and Analysis
- F. Action Plans for Continual Improvement
- G. Conclusions

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

Student Satisfaction Survey 2021-22

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
- Identify and rectify process improvement gaps to enhance the overall academic experience for students.

SURVEY METHODOLOGY:

- I. The 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/DXVuUdyLCbYuNwvv8>) on-line. The completed survey form shall then be submitted to criterion-.
- 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.

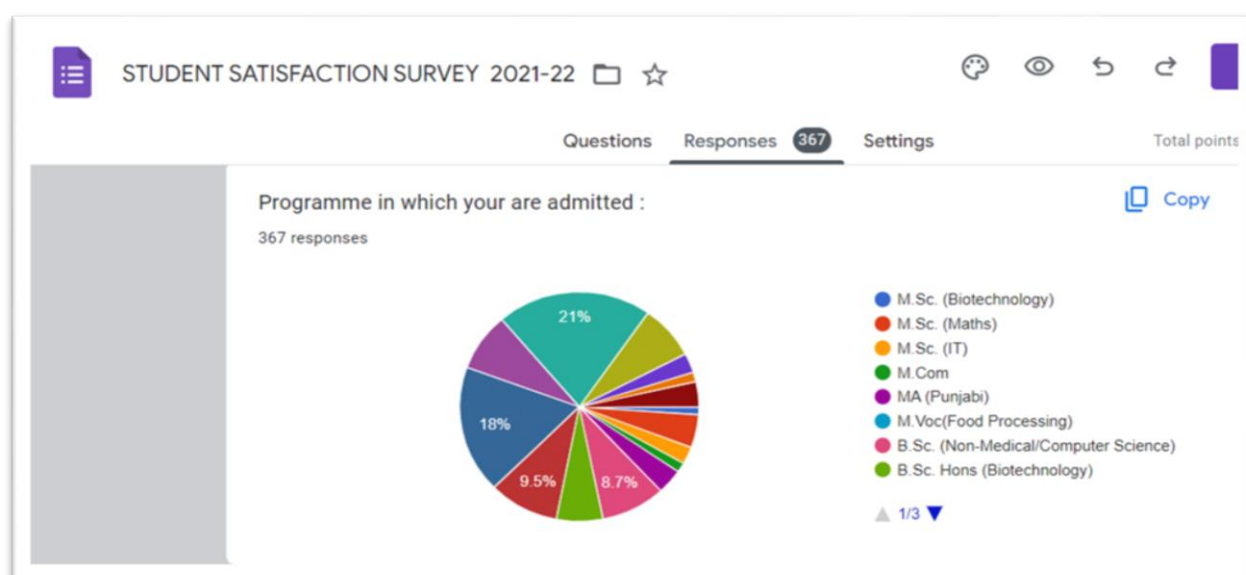
PARTICIPANTS:

The student satisfaction survey conducted for academic session 2021-22 covered a total of 367 active students from the students of all departments which is 37.30 % of the total students which is approximately 5.27% more than the previous academic session.

The breakdown is as follows:

Program-wise Participants

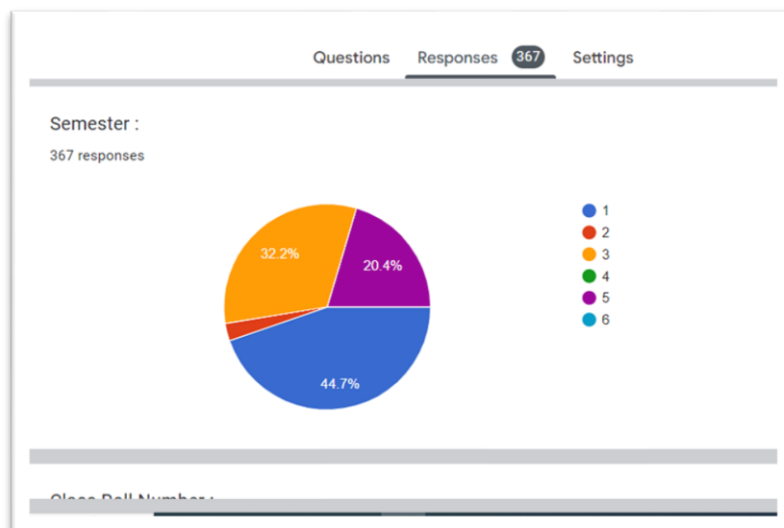
❖ M. Sc. (Biotechnology)	04 (1.1%)
❖ M. Sc. (Math)	17 (4.6%)
❖ M. Sc. (Information Technology)	09 (2.4%)
❖ M. Com	05 (1.3%)
❖ MA (Punjabi)	13 (3.5%)
❖ B. Sc. (Non-Medical/Computer Sci.)	32 (8.6%)
❖ B.Sc. Hons (Biotechnology)	23 (6.2%)
❖ B. Com	41 (11.7%)
❖ BCA	60 (17.7%)
❖ BBA	30 (8%)
❖ BA	77 (20.6%)
❖ B.Voc. (Food Processing)	28 (7.5 %)
❖ B.Voc. (RMIT)	10 (2.7%)
❖ B.Voc. (RMIT)	05 ((1.3%)
❖ PGDCA	13 (3.5%)



Pic.1 – Program-wise Participants

Semester-wise participation

- ❖ 44.7 % + 2.7 % from semester 1st and 2nd students (174) participated
- ❖ 32.2 % from semester 3rd and 4th students (118) participated
- ❖ 20.4 % from semester 5 and 6th students (75) participated



Pic.1 – Semester-wise Participants

DEPARTMENT-WISE PARTICIPANTS:

The breakdowns were:

SR. NO.	DEPARTMENTS	NO OF STUDENT FILLED SSS	PERCENTAGE OF STUDENT
1	Biotechnology and Food Processing	55	14.8
2	Physical Sciences	54	14.5
3	Computer Science	82	23.7
4	Commerce	46	12.3
5	Management	40	10.7
6	Humanities	90	24.1
TOTAL NO OF RESPONSES		367	

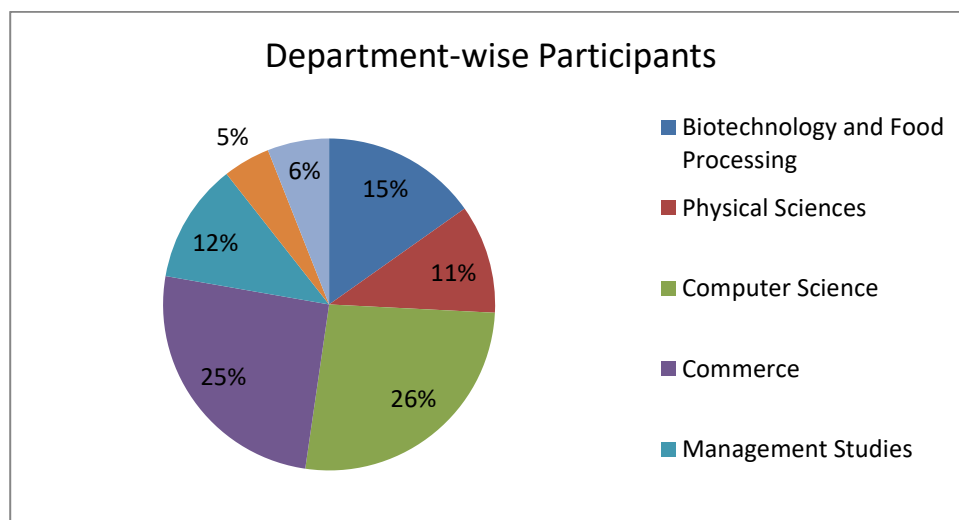
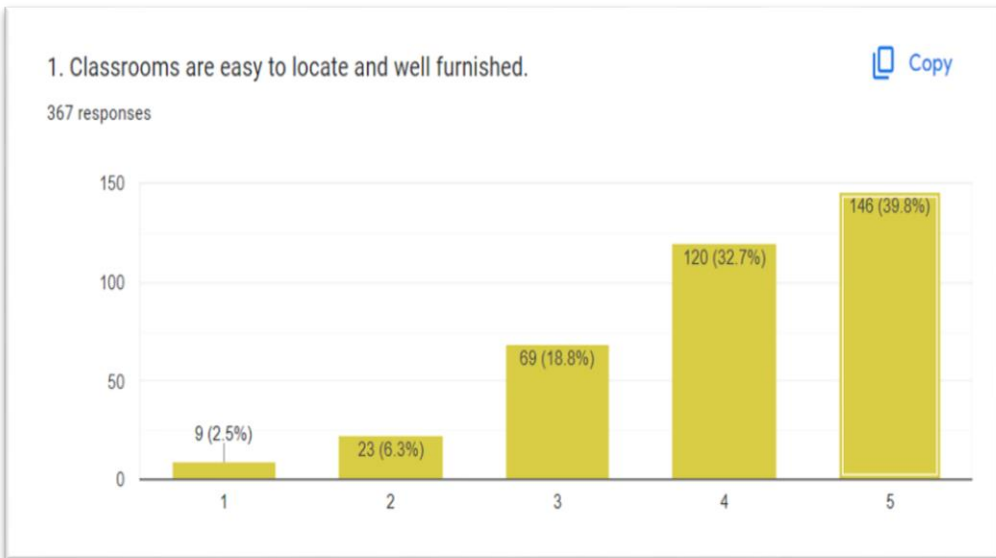
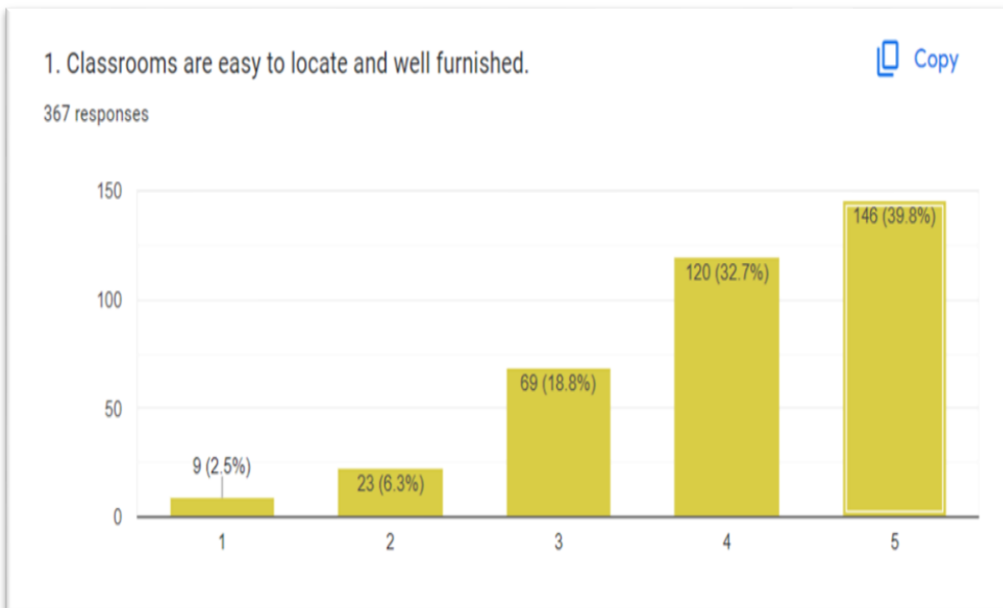
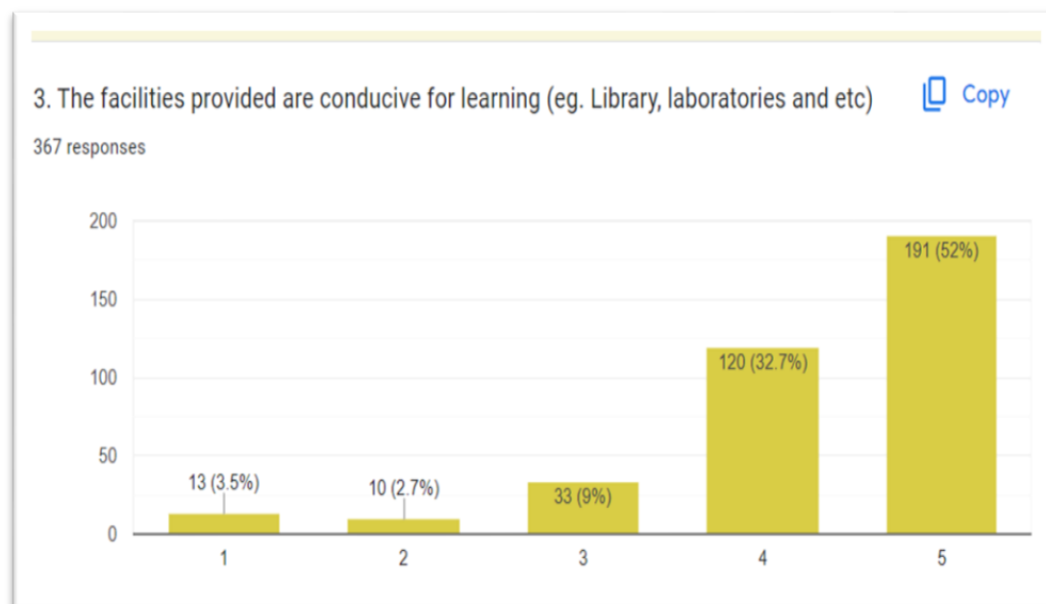


Fig.3-Department-wise Participants

All students were invited to participate in the survey via Google online platform which was circulated through Whatsapp groups. The platform successfully registered 373 students which was 37.30% of the total no. of students. The survey includes randomly selected students from all departments.

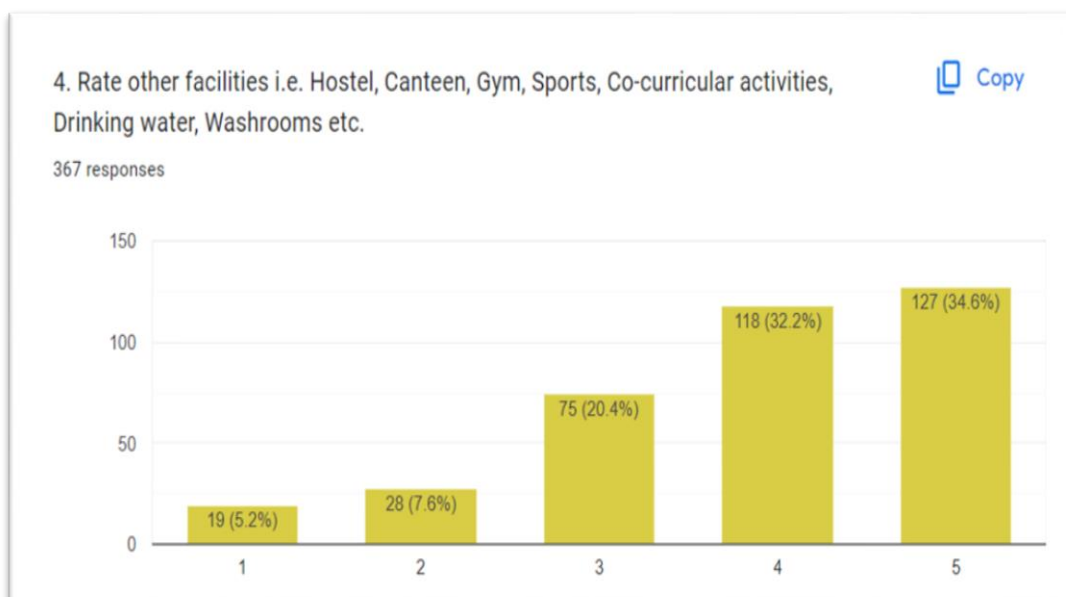
SURVEY RESULTS:

SECTION A: PHYSICAL FACILITIES & INFRASTRUCTURE																				
No	Questions	Score																		
1	Classrooms are easy to locate and well furnished.	4.01																		
 <p>1. Classrooms are easy to locate and well furnished. Copy</p> <p>367 responses</p> <table border="1"> <thead> <tr> <th>Rating</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9</td> <td>2.5%</td> </tr> <tr> <td>2</td> <td>23</td> <td>6.3%</td> </tr> <tr> <td>3</td> <td>69</td> <td>18.8%</td> </tr> <tr> <td>4</td> <td>120</td> <td>32.7%</td> </tr> <tr> <td>5</td> <td>146</td> <td>39.8%</td> </tr> </tbody> </table>			Rating	Count	Percentage	1	9	2.5%	2	23	6.3%	3	69	18.8%	4	120	32.7%	5	146	39.8%
Rating	Count	Percentage																		
1	9	2.5%																		
2	23	6.3%																		
3	69	18.8%																		
4	120	32.7%																		
5	146	39.8%																		
Pic.4- Classrooms are easy to locate and well furnished.																				
2	Classrooms are always clean and tidy.	4.23																		
 <p>1. Classrooms are easy to locate and well furnished. Copy</p> <p>367 responses</p> <table border="1"> <thead> <tr> <th>Rating</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9</td> <td>2.5%</td> </tr> <tr> <td>2</td> <td>23</td> <td>6.3%</td> </tr> <tr> <td>3</td> <td>69</td> <td>18.8%</td> </tr> <tr> <td>4</td> <td>120</td> <td>32.7%</td> </tr> <tr> <td>5</td> <td>146</td> <td>39.8%</td> </tr> </tbody> </table>			Rating	Count	Percentage	1	9	2.5%	2	23	6.3%	3	69	18.8%	4	120	32.7%	5	146	39.8%
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2	23	6.3%																		
3	69	18.8%																		
4	120	32.7%																		
5	146	39.8%																		
Pic.5- Classrooms are always clean and tidy																				
3	The facilities provided are conducive for learning (Eg. Library, laboratories and etc)	4.27																		



Pic. 6- Facilities provided.

4	Rate other facilities i.e. hostel, canteen, gym, sports, co-curricular activities, drinking water, washroom etc.	3.83
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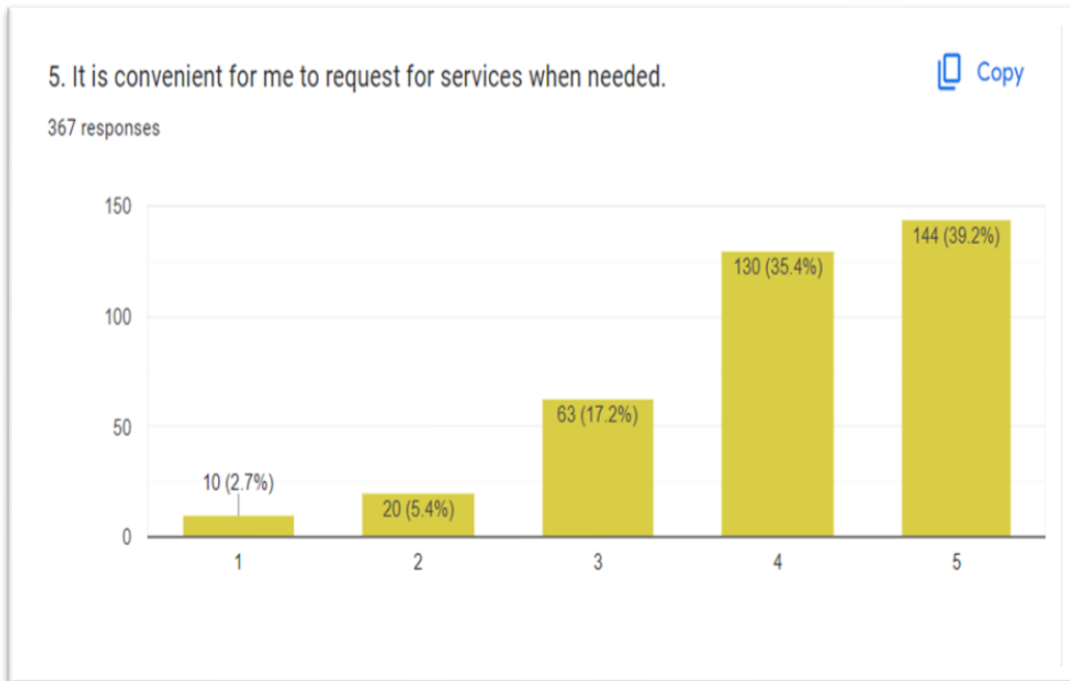


Pic.7- Basic facilities provided.

	Average Score:	4.09
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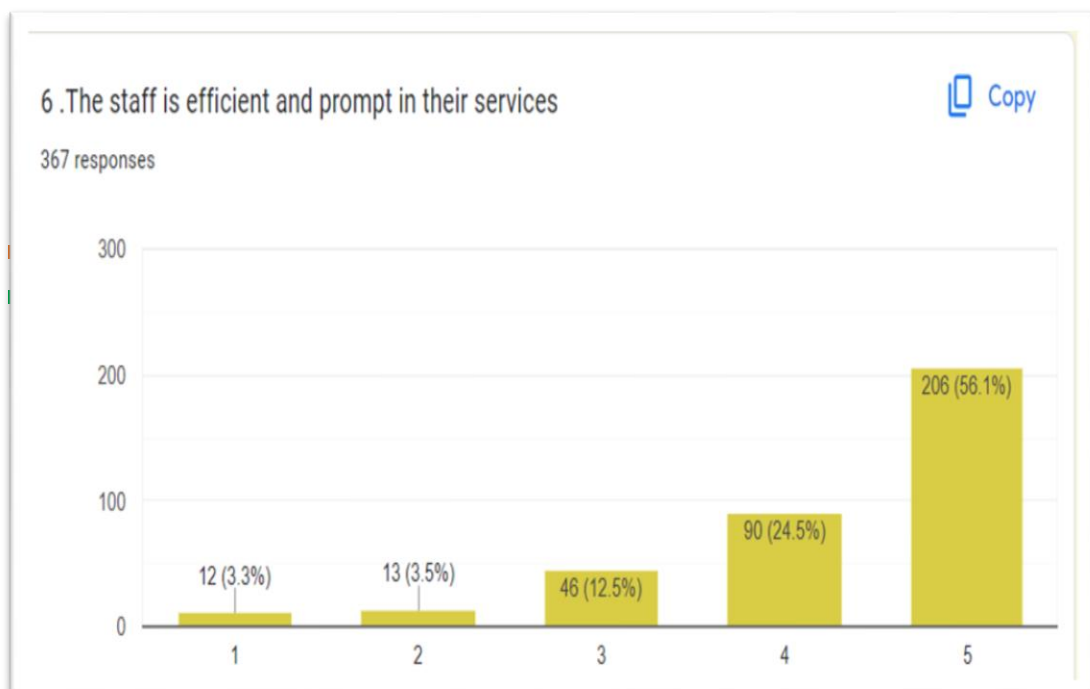
STANDARD AND QUALITY OF STUDENT SUPPORT SERVICES

No	Questions	Score
5	It is convenient for me to request for services when needed.	4.03



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

6	The staff is efficient and prompt in their services.	4.27
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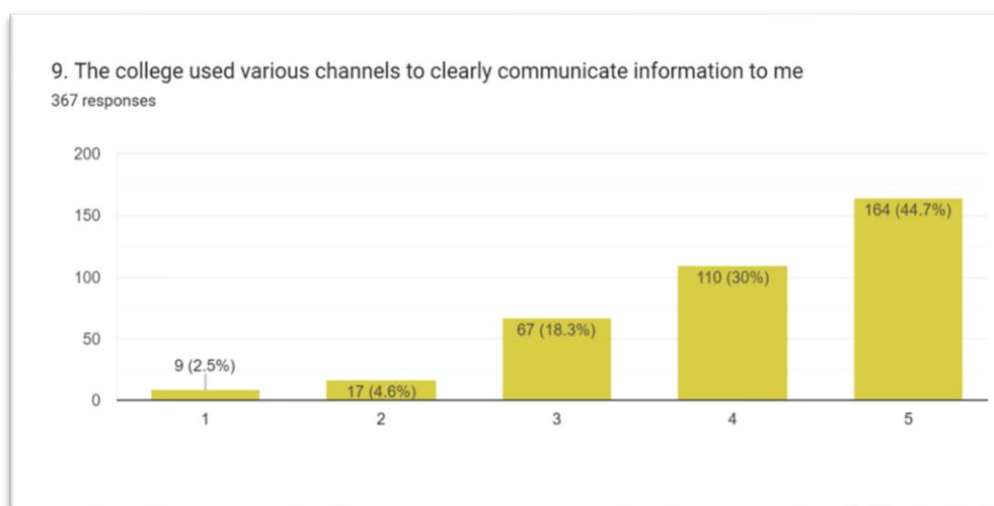


Pic.9- Staff is efficient and prompt in their services.

7	The services and information provided by the staff met my needs	4.22																		
<p>7. The services and information provided by the staff met my needs 367 responses</p> <table border="1"> <thead> <tr> <th>Rating</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9</td> <td>2.5%</td> </tr> <tr> <td>2</td> <td>18</td> <td>4.9%</td> </tr> <tr> <td>3</td> <td>51</td> <td>13.9%</td> </tr> <tr> <td>4</td> <td>94</td> <td>25.6%</td> </tr> <tr> <td>5</td> <td>195</td> <td>53.1%</td> </tr> </tbody> </table> <p>Pic.10- Services and information provided</p>			Rating	Count	Percentage	1	9	2.5%	2	18	4.9%	3	51	13.9%	4	94	25.6%	5	195	53.1%
Rating	Count	Percentage																		
1	9	2.5%																		
2	18	4.9%																		
3	51	13.9%																		
4	94	25.6%																		
5	195	53.1%																		
8	The staff is helpful in guiding me	4.35																		
<p>8. The staff is helpful in guiding me 367 responses</p> <table border="1"> <thead> <tr> <th>Rating</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>10</td> <td>2.7%</td> </tr> <tr> <td>2</td> <td>14</td> <td>3.8%</td> </tr> <tr> <td>3</td> <td>38</td> <td>10.4%</td> </tr> <tr> <td>4</td> <td>80</td> <td>21.8%</td> </tr> <tr> <td>5</td> <td>225</td> <td>61.3%</td> </tr> </tbody> </table> <p>Pic.11- Staff is helpful in guiding</p>			Rating	Count	Percentage	1	10	2.7%	2	14	3.8%	3	38	10.4%	4	80	21.8%	5	225	61.3%
Rating	Count	Percentage																		
1	10	2.7%																		
2	14	3.8%																		
3	38	10.4%																		
4	80	21.8%																		
5	225	61.3%																		
Average Score:		4.21																		

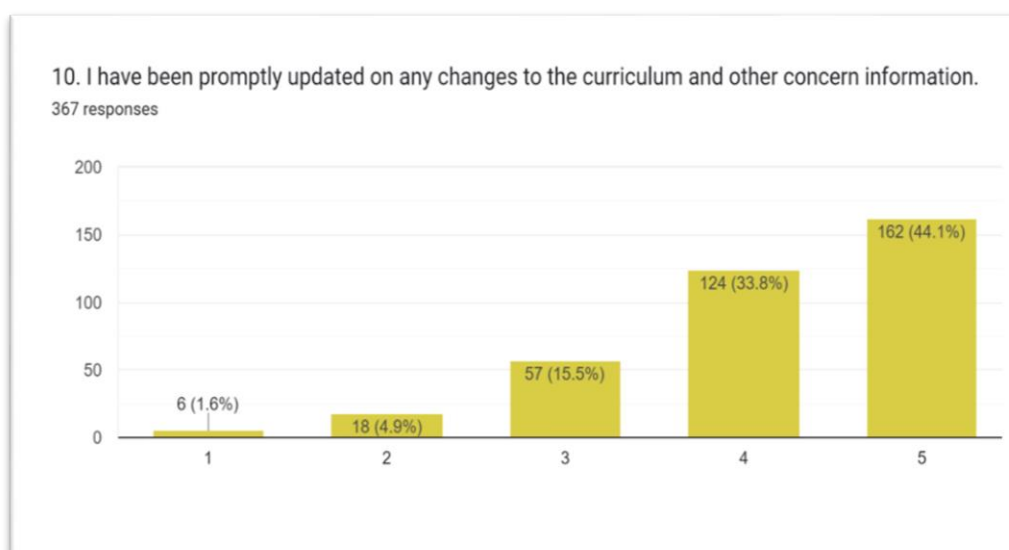
EFFECTIVENESS OF COMMUNICATION

No	Questions	Score
9	The college used various channels to clearly communicate information to me	4.09



Pic.12- Celerity in communication

10	I have been promptly updated on any changes to course information	4.14
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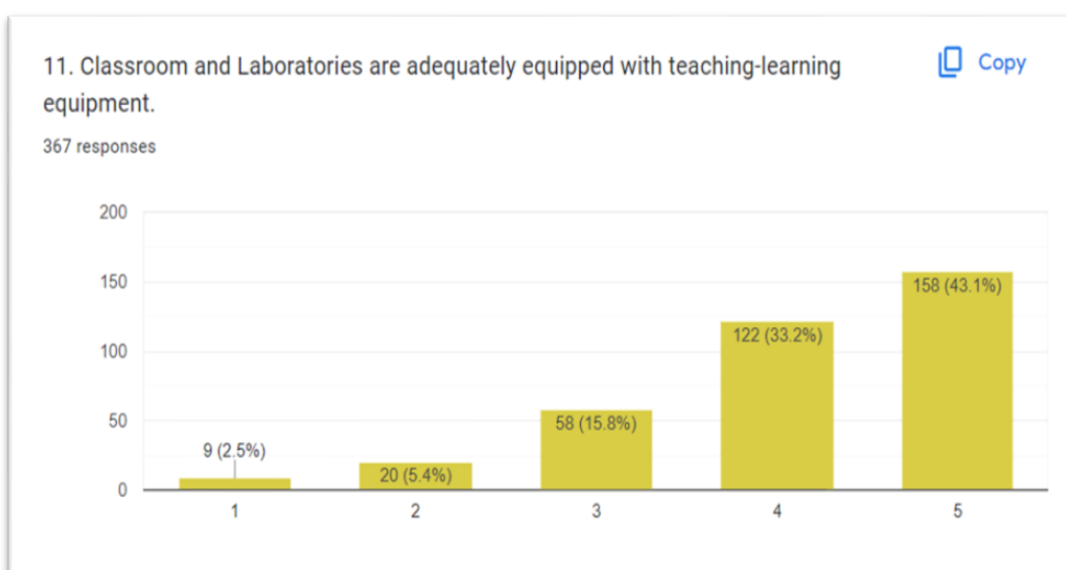


Pic.13- Changes to course information

Average Score:		4.11
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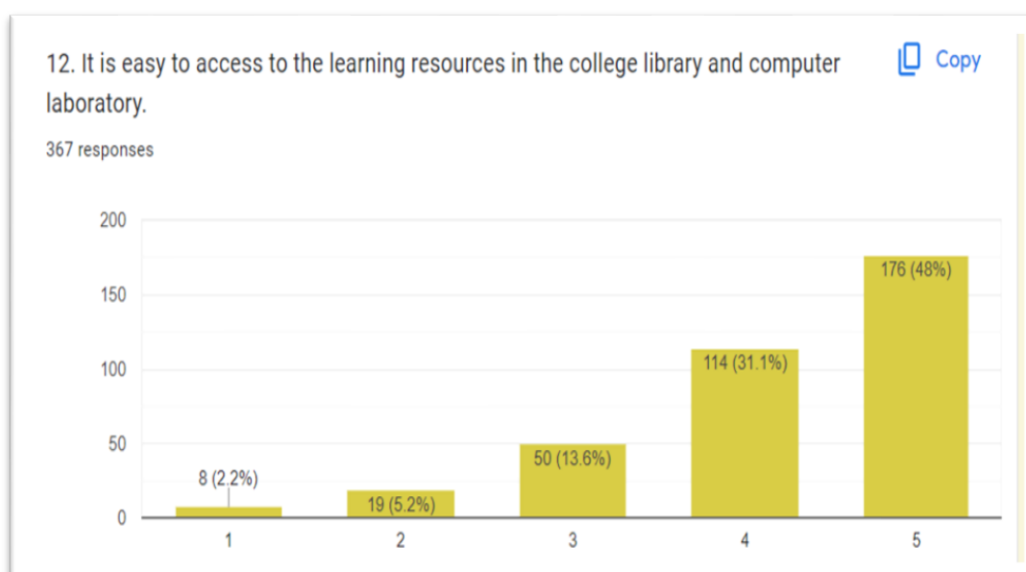
ADEQUACY, ACCESSIBILITY AND QUALITY OF TEACHING-LEARNING RESOURCES AND SCHOOL ENVIRONMENT

No	Questions	Score
11	Classroom and Laboratories are adequately equipped with teaching-learning equipment.	4.09

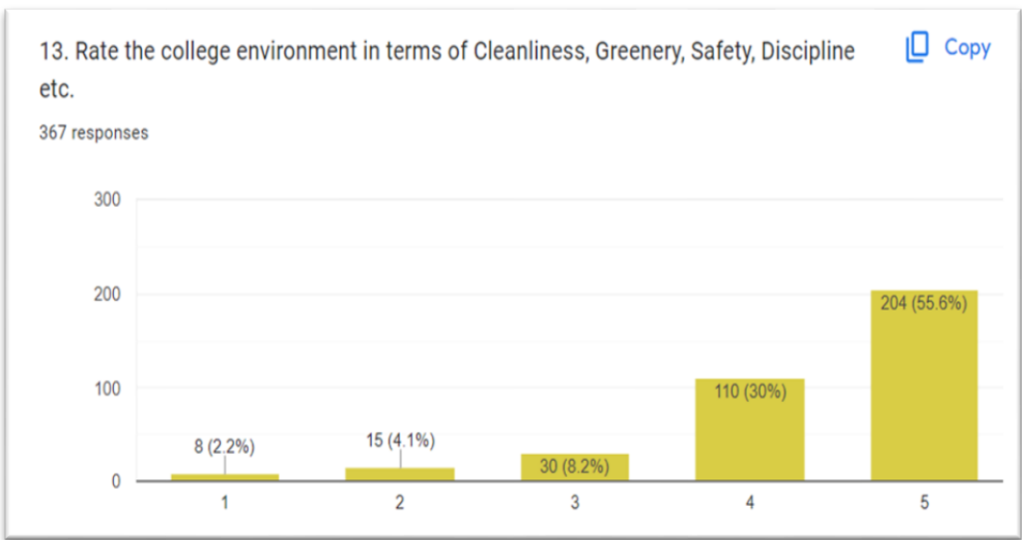


Pic.14- teaching-learning equipment.

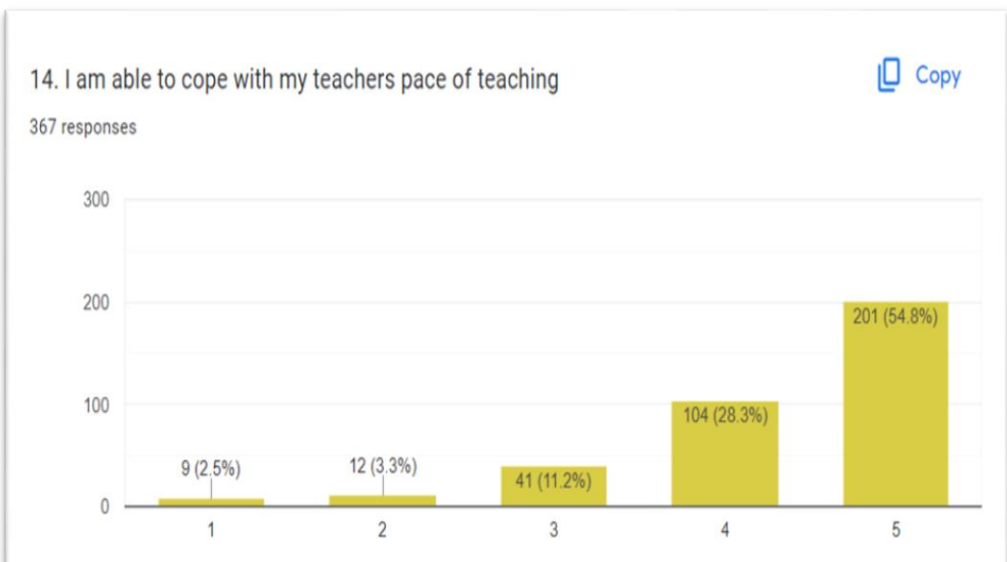
12	It is easy to access to the learning resources in the college library and computer laboratory	4.17
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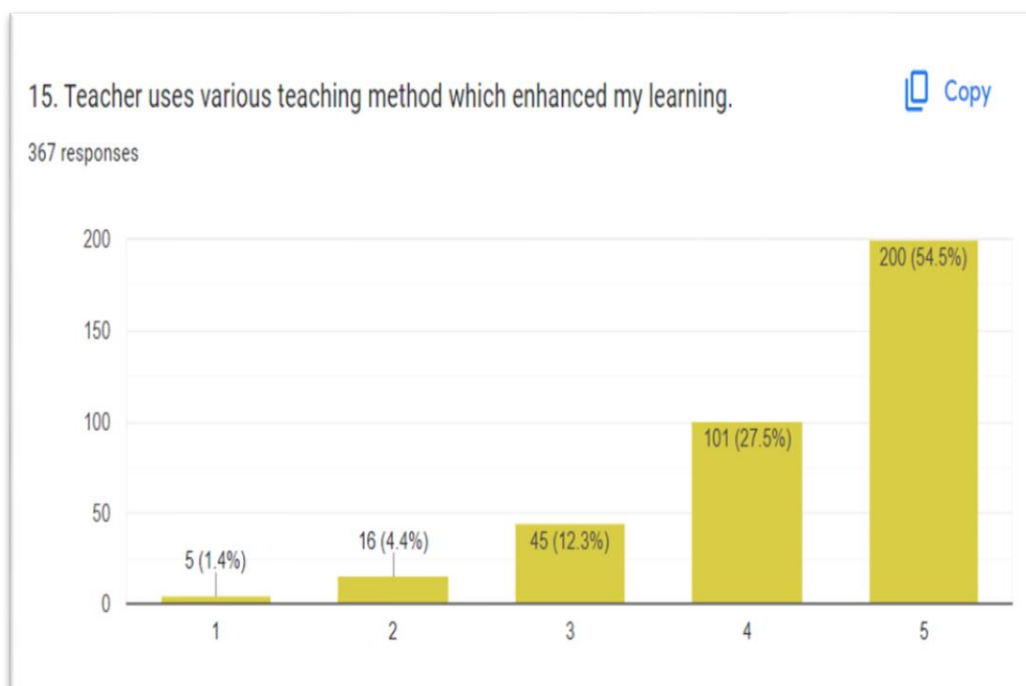
Pic.15 - Easy to access to the learning resources

13	Rate the college environment in terms of Cleanliness, Greenery, Safety, Discipline etc.	4.32
 <p>13. Rate the college environment in terms of Cleanliness, Greenery, Safety, Discipline etc.</p> <p>367 responses</p> <p>Pic.16- Safe Environment</p>		
Average Score:		4.19

ACADEMIC STAFF PERFORMANCE - QUALITY OF TEACHING

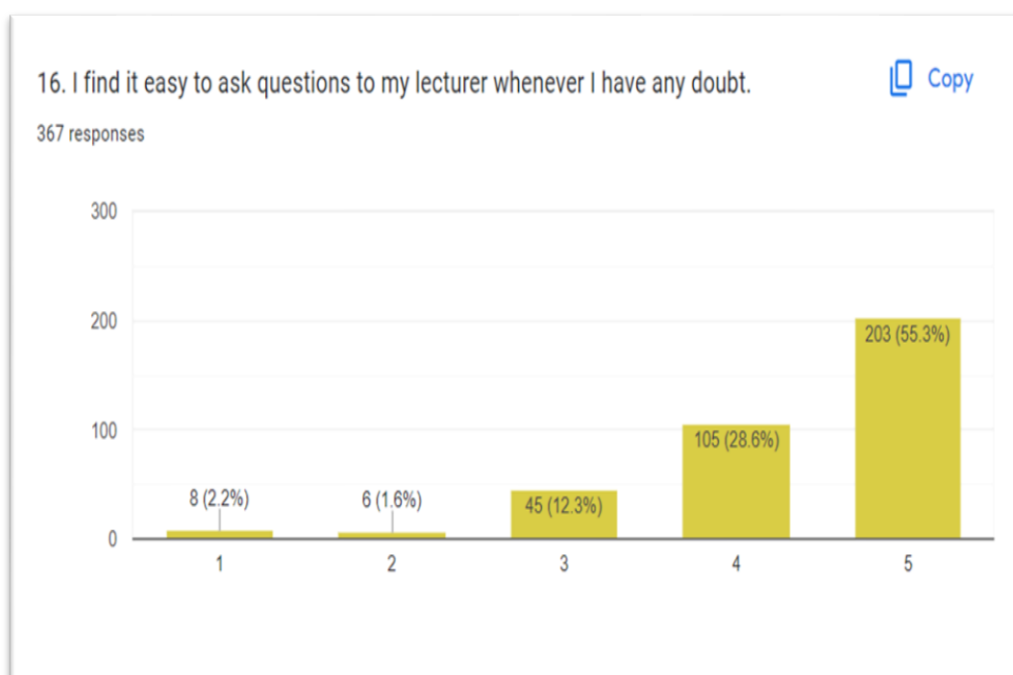
No	Questions	Score
14	I am able to cope with my teachers pace of teaching	4.29
 <p>14. I am able to cope with my teachers pace of teaching</p> <p>367 responses</p> <p>Pic. 17- Pace of teaching</p>		

15	Teacher uses various teaching method which enhanced my learning.	4.29
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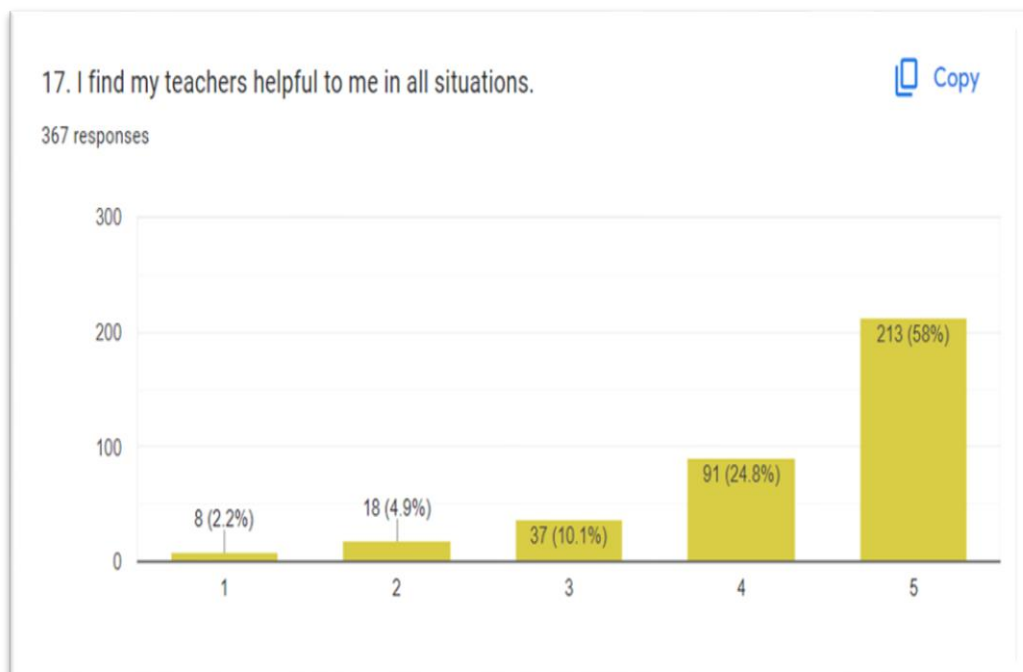
Pic.18- Various teaching methodologies used

16	I find it easy to ask questions to my lecturer whenever I have any doubt.	4.33
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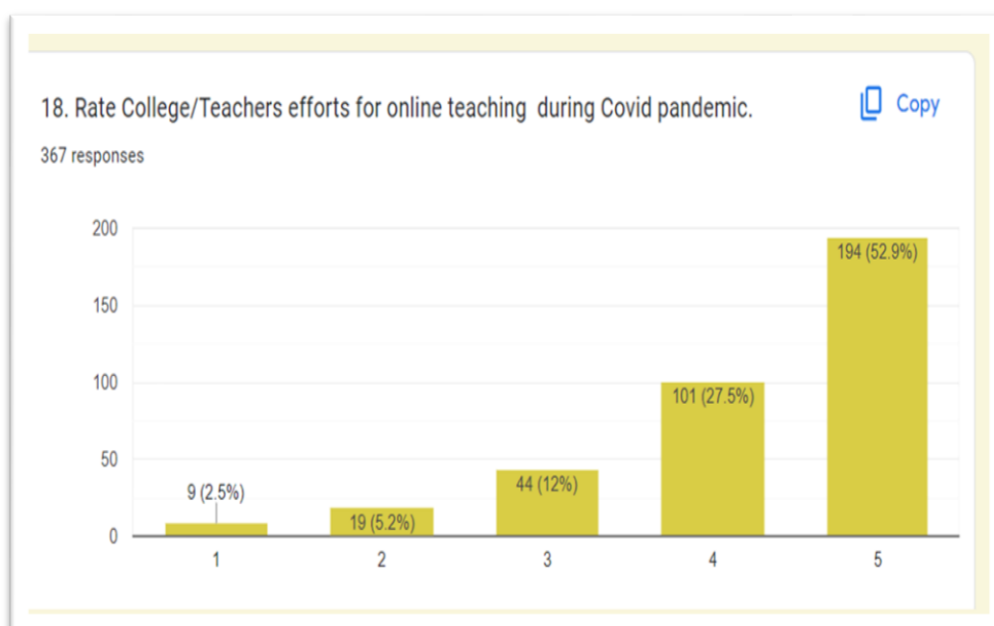
Pic.19- easy to ask questions to my lecturer

17	I find my teachers helpful to me in all situations.	4.31
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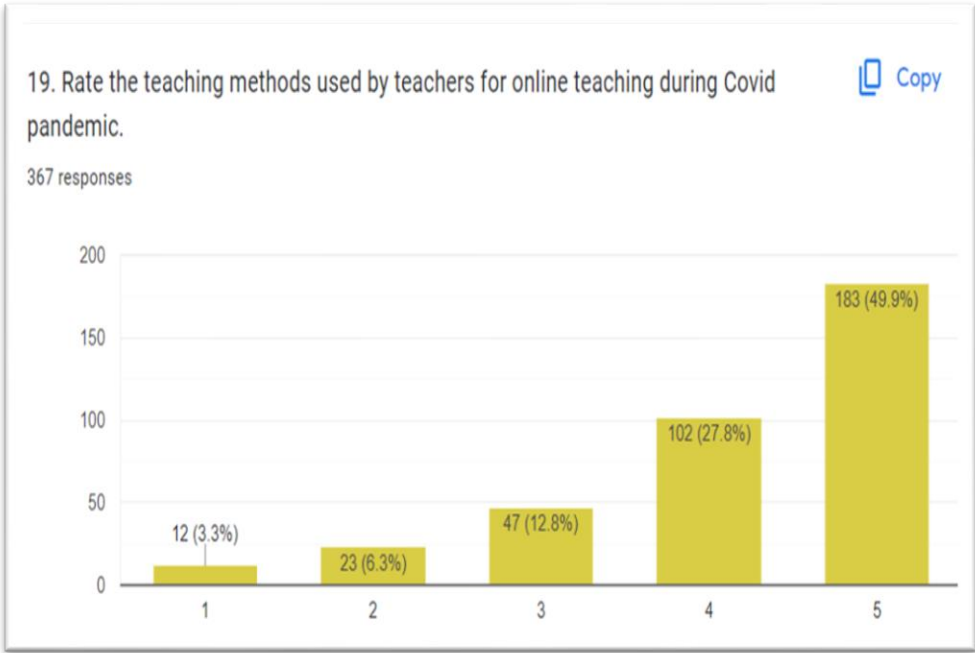
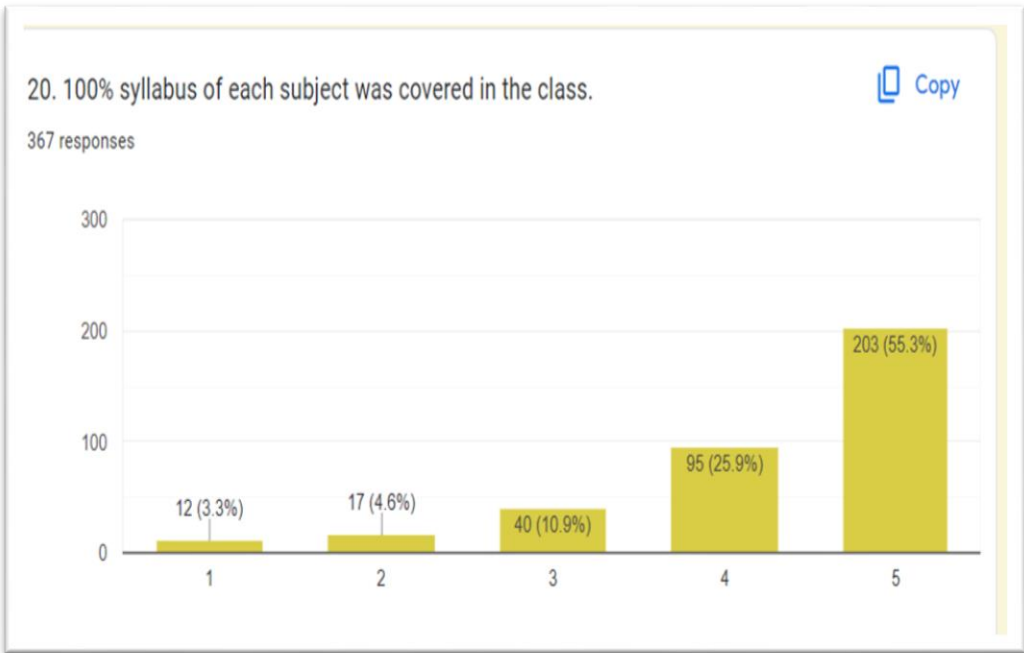


Pic.20-Teacher helpfulness

18	Rate College/Teachers efforts for online teaching	4.24
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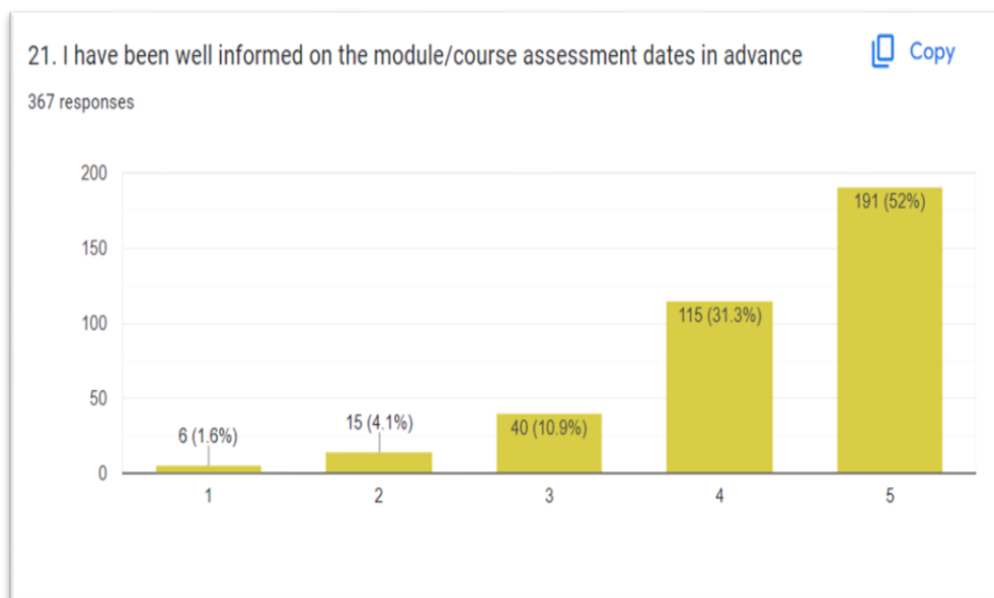


Pic.21- Teachers/College efforts for online methods

19	Rate the teaching methods used by teachers for online teaching.	4.15																		
 <p>19. Rate the teaching methods used by teachers for online teaching during Covid pandemic.</p> <p>367 responses</p> <table border="1"> <thead> <tr> <th>Rating</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12</td> <td>3.3%</td> </tr> <tr> <td>2</td> <td>23</td> <td>6.3%</td> </tr> <tr> <td>3</td> <td>47</td> <td>12.8%</td> </tr> <tr> <td>4</td> <td>102</td> <td>27.8%</td> </tr> <tr> <td>5</td> <td>183</td> <td>49.9%</td> </tr> </tbody> </table>			Rating	Count	Percentage	1	12	3.3%	2	23	6.3%	3	47	12.8%	4	102	27.8%	5	183	49.9%
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3	47	12.8%																		
4	102	27.8%																		
5	183	49.9%																		
Pic.22- Teaching methods																				
20	100% syllabus of each subject was covered in the class.	4.12																		
 <p>20. 100% syllabus of each subject was covered in the class.</p> <p>367 responses</p> <table border="1"> <thead> <tr> <th>Rating</th> <th>Count</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12</td> <td>3.3%</td> </tr> <tr> <td>2</td> <td>17</td> <td>4.6%</td> </tr> <tr> <td>3</td> <td>40</td> <td>10.9%</td> </tr> <tr> <td>4</td> <td>95</td> <td>25.9%</td> </tr> <tr> <td>5</td> <td>203</td> <td>55.3%</td> </tr> </tbody> </table>			Rating	Count	Percentage	1	12	3.3%	2	17	4.6%	3	40	10.9%	4	95	25.9%	5	203	55.3%
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2	17	4.6%																		
3	40	10.9%																		
4	95	25.9%																		
5	203	55.3%																		
Pic.23- Coverage of Syllabus																				
Average Score:		4.27																		

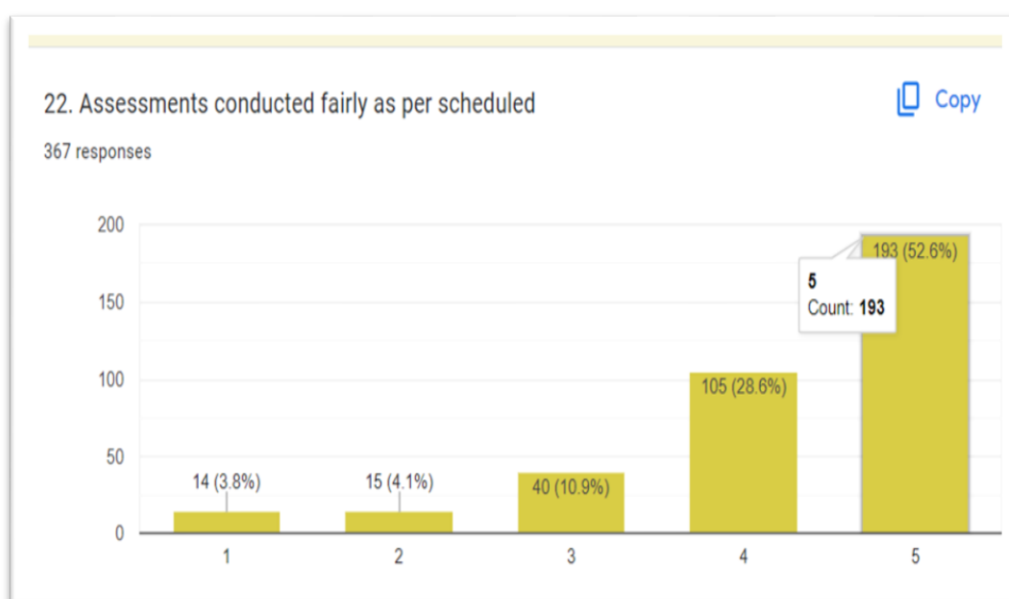
ASSESSMENT METHODS AND FREQUENCY

No	Questions	Score
21	I have been well informed on the module/course assessment dates in advance	4.28

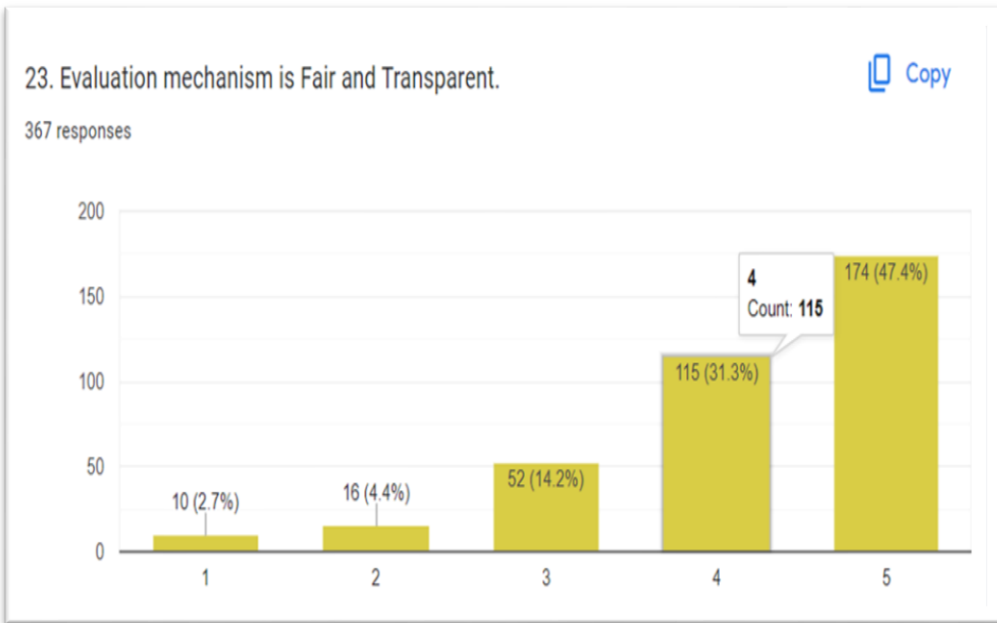
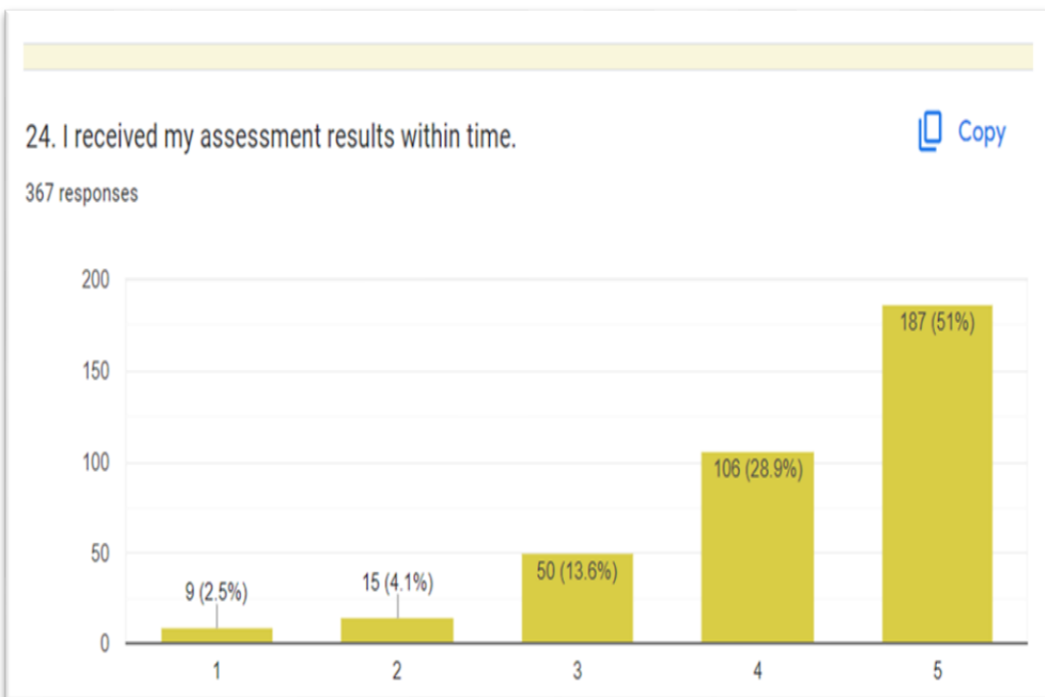


Pic.24-module/course assessment

22	Assessments conducted fairly as per scheduled	4.23
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Pic.24- Assessment fairness

23	Evaluation mechanism is fair and transparent.	4.17
 <p>23. Evaluation mechanism is Fair and Transparent.</p> <p>367 responses</p> <p>Copy</p> <p>Count: 115</p> <p>10 (2.7%) 16 (4.4%) 52 (14.2%) 115 (31.3%) 174 (47.4%)</p> <p>1 2 3 4 5</p>		
Pic.25- Transparent evaluation mechanism		
24	I received my assessment results within time.	4.22
 <p>24. I received my assessment results within time.</p> <p>367 responses</p> <p>Copy</p> <p>9 (2.5%) 15 (4.1%) 50 (13.6%) 106 (28.9%) 187 (51%)</p> <p>1 2 3 4 5</p>		
Fig. 25 – Assessment timeliness		
Average Score:		4.22

OVERALL STUDENT SATISFACTION LEVEL

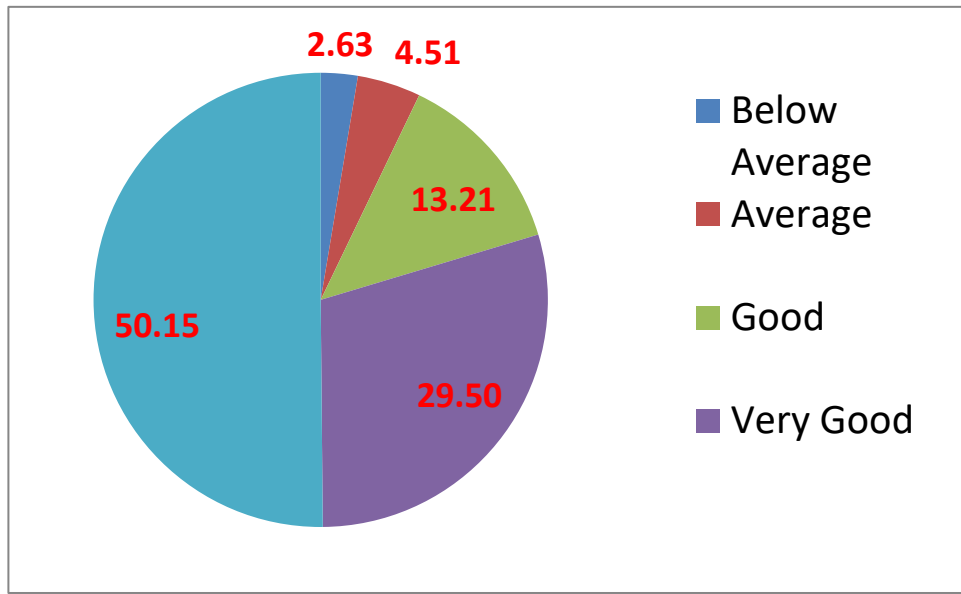


Fig.26- Overall student satisfaction

Satisfaction Level of Students		
Below Average	235	2.63
Average	404	4.51
Good	1183	13.21
Very Good	2641	29.50
Excellent	4489	50.15

FINDINGS AND ANALYSIS:

1. Section A - Physical Facilities & Infrastructure

The score achieved for Physical Facilities and Infrastructure was 4.09/5.0.

During online classes some problems were faced by students i.e. screen/slide visibility, voice clarity and networking problem.

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

The score achieved for Standard and Quality of Student Support Services was 4.21/5.

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 4.11/5. During pandemic, the college used appropriate methods for communication i.e. Whatsapp groups, emails, college mooc, college website etc with the students and they were pretty satisfied.

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

The score achieved was 4.19/5. There were online classes taken by faculty during Covid pandemic. Students can access online resources for learning.

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

The score for this section was 4.27/5.0. The results showed that students were satisfied with the quality of teaching delivered by the teachers. Students appreciated the faculty efforts for online teaching.

6. Section F - Assessment Method and Frequency

The score achieved for Assessment Methods and Frequency was 4.22/5.0.

7. Overall Student Satisfaction Level

The score achieved for Overall Student Satisfaction Level was 4.12/5. 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 for online teaching. In the overall satisfaction level 92.86% scores more than good were awarded by students.

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

Overall Responses		
Parameters	Score	Average
Below Average	235	2.63
Average	404	4.51
Good	1183	13.21
Very Good	2641	29.50
Excellent	4489	50.15

Table – Number of responses to each paramtere

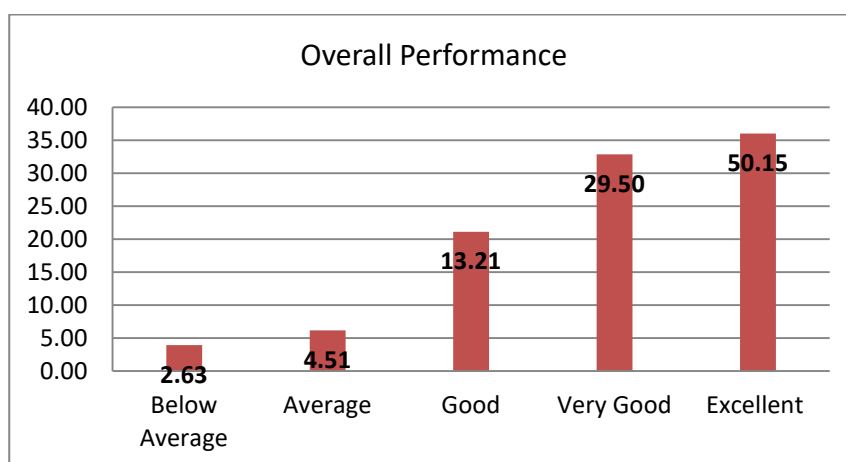


Fig.27 – Overall performance

Conclusion:

The overall student satisfaction survey results achieved for 2021-22 was 4.12/5.0. These results generally showed that students are satisfied with their study experiences during pandemic period for online teaching by A.S.B.A.S.J.S.M. College, Bela (Ropar).

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 2021-22. 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 2021-22 targets at 4.1/5.0 based on the results achieved in 2019-20. The next Student Satisfaction Survey has been scheduled in the next academic session.

In the end, the SSS team would like to thank 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.

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 2021-22

STUDENT SATISFACTION SURVEY 2021-22

Questions Responses 367 Settings Total points: 0

 Amar Shaheed Baba Ajit Singh Jujhar Singh Memorial College, Bela (Ropar)

STUDENT SATISFACTION SURVEY (2021-22)

STUDENT SATISFACTION SURVEY
SESSION 2021-22

Criterion -1

Email *

Valid email

This form is collecting emails. [Change settings](#)

Image title

ASBASJSM COLLEGE BELA (ROPAR)

Enter your name : *

Short answer text

Programme in which your are admitted : *

Programme in which your are admitted : *

1. M.Sc. (Biotechnology)
2. M.Sc. (Maths)
3. M.Sc. (IT)
4. M.Com
5. MA (Punjabi)
6. M.Voc(Food Processing)
7. B.Sc. (Non-Medical/Computer Science)
8. B.Sc. Hons (Biotechnology)
9. B.Com
10. BCA
11. BBA

SECTION A: PHYSICAL FACILITIES & INFRASTRUCTURE

Description (optional)

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

Below Average

1

2

3

4

5

Excellent

2. Classrooms are always clean and tidy. *

Below Average

1

2

3

4

5

Excellent

SECTION B: STANDARD AND QUALITY OF STUDENT SUPPORT SERVICES

Description (optional)

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

Below Average

1

2

3

4

5

Excellent

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

Below Average

1

2

3

4

5

Excellent

SECTION C: EFFECTIVENESS OF COMMUNICATION

Description (optional)

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

Below Average

1

2

3

4

5

Excellent

10. I have been promptly updated on any changes to the curriculum and other concern information. *

Below Average

1

2

3

4

5

Excellent

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

Description (optional)

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

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

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

SECTION E: ACADEMIC STAFF PERFORMANCE - QUALITY OF TEACHING

Description (optional)

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

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

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

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

SECTION F : ASSESSMENT METHODS AND FREQUENCY

Description (optional)

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

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

22. Assessments conducted fairly as per scheduled *

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

Google Forms