



**A.S.B.A.S.J.S.M.
COLLGE, BELA
ROPAR**



REPORT

ON



SESSION: 2023 – 24

CONTENTS:

Student Satisfaction Survey Report (Session 2024-25) includes the following sections:

1. Introduction
2. Objectives of the Survey
3. Methodology
4. Survey Results
 - Breakdown of Scores for each question
 - Comparative Analysis (High/Low scoring areas)
5. Key Observations from Open Feedback
6. Recommendations for Improvement
7. Conclusion

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

Student Satisfaction Survey 2023-24

Introduction

The Student Satisfaction Survey for the academic session 2024-25 was conducted to gather feedback from students regarding various aspects of their educational experience at the institution. The survey aimed to assess the overall student experience, covering topics such as classroom environment, learning facilities, support services, and the evaluation process. This report is based on the responses of 201 students from different programs and semesters.

Objectives:

The primary objectives of this survey are:

- To evaluate the satisfaction levels of students in key areas such as classroom infrastructure, learning resources, and overall facilities.
- To identify strengths and areas of improvement in the student experience.
- To gather student feedback on the transparency and fairness of the evaluation process.
- To provide actionable insights for enhancing institutional practices and student satisfaction.
- To identify and address gaps for process improvement for students.

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

Methodology

The survey was conducted online, collecting responses from students across multiple programs and semesters. A total of 359 students participated, answering 23 questions that captured both quantitative ratings (on a scale of 1 to 5) and qualitative feedback. The results were analyzed to calculate average satisfaction scores and identify common themes from the open feedback provided by students.

Participants:

The student satisfaction survey conducted for the academic session 2023-24 covered a total of 359 active students from all the departments which is **31.71 %** of the total students.

The breakdown is as follows:

Program-wise Participants

❖ M. Sc. (Biotechnology)	13 (3.6%)
❖ M. Sc. (Math)	07 (1.9%)
❖ M. Sc. (Information Technology)	19 (5.3%)
❖ M. Com	09 (1.4%)
❖ B. Sc. (Non-Medical/Computer Sci.)	00 (0.0%)
❖ B.Sc. Hons (Biotechnology)	37 (10.3%)
❖ B. Com	44 (12.3%)
❖ BCA	75 (21.2%)
❖ BBA	29 (8.1%)
❖ BA	47 (13.1%)
❖ B.Voc. (Food Processing)	26 (7.2 %)
❖ B.Voc. (RMIT)	04 (1.1%)
❖ B.Voc. (RET)	02 (0.6%)
❖ M.Voc.(FP)	05 (1.4%)
❖ MA (Pbi)	20(5.6)

Survey Results

Breakdown of Scores (Quantitative Analysis)

The following table highlights the average score for each question on a scale of 1 to 5, with 5 being the highest satisfaction level.

Survey Question	Average Score
1. Ease of locating classrooms and quality of furnishings	3.43
2. Cleanliness and tidiness of classrooms	3.58
3. Learning facilities (library, labs, projectors)	3.78
4. Facilities (Hostel, Canteen, Sports, etc.)	3.23
5. Ease of requesting services	3.46
6. Efficiency of staff in providing services	3.79
7. Staff support and helpfulness	4.01
8. Communication clarity from the college	3.69
9. Promptness in updates on institutional changes	3.76
10. Regularity of classes	3.75
11. Participation in extracurricular activities	3.53
12. Satisfaction with teaching quality	3.93
13. Teacher's ability to clarify doubts	3.95
14. Use of digital tools in teaching	3.84
15. Availability of study materials	3.91
16. Responsiveness to feedback	3.77
17. Timeliness of feedback on assignments	3.82
18. Class participation encouragement	3.85
19. Examination preparation guidance	3.80
20. Course coverage and relevance	3.83
21. Fairness of internal evaluations	3.92
22. Access to counseling and mentorship	3.69
23. Fairness of evaluation process	3.74

Comparative Analysis

- **High-Scoring Areas:**
 - Staff support and helpfulness: **4.01**
 - Satisfaction with teaching quality: **3.93**
 - Fairness of internal evaluations: **3.92**
- **Low-Scoring Areas:**

- Facilities such as hostel, canteen, and sports: **3.23**
- Ease of requesting services: **3.46**
- Cleanliness and tidiness of classrooms: **3.58**

5. Key Observations from Open Feedback

The open feedback collected from students provides valuable insights into areas of concern as well as highlights where the institution is performing well. Below are key observations from the feedback:

- **Positive Comments:**
 - Many students expressed satisfaction with the overall quality of teaching and the support they receive from faculty members.
 - The institution was praised for being a conducive environment for studying, with good resources for career development.
- **Concerns and Suggestions:**
 - Several students raised concerns regarding the **cleanliness of drinking water** and suggested that water coolers should be maintained regularly.
 - **Comfort in classrooms** was a recurring theme, with students requesting more comfortable desks and better seating arrangements.
 - There were suggestions to improve **classroom facilities**, such as installing **curtains** to manage sunlight for better visibility during presentations.
 - **Washroom availability** was a concern, with requests for more washrooms in different departments.
 - Students also suggested more **life skills and career-oriented books** in the library.

6. Recommendations for Improvement

Based on the survey results and student feedback, the following recommendations are proposed:

- **Improve Classroom Facilities:** Upgrade seating arrangements and ensure that all classrooms are adequately furnished and maintained.
- **Maintain Cleanliness:** Focus on improving the cleanliness of washrooms, classrooms, and particularly the drinking water facilities.
- **Enhance Learning Resources:** Expand the library's collection to include more books on life skills, business, and personal development.
- **Increase Communication:** Ensure that important updates and institutional changes are communicated promptly and through multiple channels to all students.
- **Address Student Comfort:** Consider adding air conditioning in classrooms, especially during hot weather, to improve the learning environment.

7. Conclusion

The results of the Student Satisfaction Survey for 2024-25 indicate that while students are generally satisfied with the teaching quality and support they receive, there are several areas that require attention. By addressing the concerns raised, especially regarding facilities and classroom conditions, the institution can further enhance the student experience and continue to provide an environment conducive to learning.