



INTERNAL QUALITY ASSURANCE CELL (IQAC)
GDC SHOPIAN STUDENT SATISFACTION SURVEY-2018-19



Introduction

Quality standards within an educational institution depend to a large extent on the level of satisfaction among the students. The GDC student satisfaction survey 2018 focusses on the overall quality of academic and non-academic experiences offered by the Collage.

Table 1: Sample Description (n = 880)

Variable	Item	Percentage
Gender	<i>Males</i>	44
	<i>Females</i>	56
Stream	<i>Science</i>	45
	<i>Social science & Humanities</i>	55
Semester	<i>Fourth</i>	40
	<i>Sixth</i>	60
Category	<i>General</i>	58.9
	<i>RBA/OBC</i>	36.1
	<i>Scheduled tribe</i>	3.3
	<i>Scheduled caste</i>	1.69
	<i>Specially challenged</i>	.005

Survey Process

Table 1 gives the breakup of the sample in terms of gender, stream, semester and category. A total of 880 students participated in the survey. Participation in the survey was voluntary and students were not forced in any manner during the process of the survey. Due consideration was given to the ethical guidelines; students were apprised of the aim of the survey and were assured about the anonymity and confidentiality of their information and identity. The sample is roughly representative of the student community of the college.

The survey is conducted and reported by Internal Quality Assessment Cell (IQAC) with the support of Heads and Coordinators of all the departments. The questionnaire was prepared with the help of reviews and suggestions from IQAC members. It was later circulated to all the departments and to students through HoDs. The feedback was taken on different attributes such as teaching-learning, student engagement, support services and physical infrastructure. The responses obtained were compiled and analyzed through IBM SPSS. On the basis of recommendations of the IQAC members two questions were added to GDCS-2017 in the dimension of Physical infrastructure. The total number of questions in the survey instrument was thirty-five (see appendix-I) with teaching-learning dimension including twelve questions, student engagement seven, support service nine and physical infrastructure seven questions. The questions were designed in the form of a Five-point Likert scale with responses ranging from “least satisfied” to “highly satisfied”. Based on the responses the students were divided into three categories: *least satisfied*, *moderately satisfied* and *highly satisfied*.

Results

Teaching-learning

The satisfaction of students concerning teaching-learning was assessed based on student's satisfaction with regard behaviour of teachers and the learning experiences provided. Following Table 2, 23% of students were least satisfied, 35% moderately satisfied and 42% were highly satisfied.

Table 2: student satisfaction on teaching quality dimension

S. No.	Label	Item	Least satisfied %	Moderately satisfied %	Highly Satisfied %
1	GDC1T	Friendliness of teaching staff	17	36	47
2	GDC2T	Approachability of teaching staff	23	33	44
3	GDC4T	Teacher's constructive response on your academic progress	22	37	41
4	GDC5T	Application of practical and demonstrative teaching-learning	29	34	37
5	GDC7T	Overall availability of the staff	25	32	43
6	GDC8T	The overall competence of the staff	16	39	45
7	GDC13	Encouragement for discussions and student feedback in the classrooms	19	41	40
8	GDC10T	Quality, confidence and clarity in lectures	11	29	60
9	GDC25T	Relevance of curriculum	27	44	29
10	GDC26T	Syllabus completion	29	33	38
11	GDC23T	Use of remedial teaching in case students face difficulty in any topic	31	28	41
12	GDC24T	Fairness of internal evaluation	27	35	38
		Average satisfaction	23	35	42

Student Engagement

Student engagement refers to the efforts and facilities which promote positive and meaningful attachment and involvement of students in different academic and non-academic activities in the college. Following Table 3, 21% of students were least satisfied, 29% moderately satisfied and 50% were highly satisfied

Table 3: student satisfaction on student engagement dimension

S. No.	label	Item	Least satisfied %	Moderately satisfied %	Highly Satisfied %
13	GDC3ME	The concern shown when you have a problem	15	25	60
14	GDC6ME	Respect for your feelings, concerns and opinions	14	24	62
15	GDC11ME	The realisation of your expectations	32	36	32
16	GDC12ME	Encouragement and appreciation for your efforts	11	31	58
17	GDC9SME	Your critical and meaningful engagement in the college	23	28	49
18	GDC19ME	Efforts made by the institute/teachers to inculcate soft skills, life skills and employability skills among students	37	32	31
19	GDC14ME	Appreciation for creative activities and abilities	18	29	53
		Average satisfaction	21	29	50

Support Services

Support refers to the non-academic aspects of the college which promote positive and meaningful attachment and involvement of students in different academic and non-academic activities. Following Table 4, 22% of students were least satisfied, 34% moderately satisfied and 44% were highly satisfied

Table 4: student satisfaction on support service dimension

S. No	Label	Item	Least satisfied %	Moderately satisfied %	Highly Satisfied %
20	GDC15 SS	Cooperation from non-teaching staff	28	31	41
21	GDC16 SS	Grievance redressal mechanism	31	22	47
22	GDC22 SS	Availability of guidance and counselling centres in the college	9	21	70
23	GDC17 SS	The way specially-abled students are cared	17	44	39
24	GDC31 SS	Responsiveness of support staff	31	35	34
25	GDC32 SS	Flexibility in administration	26	46	28
26	GDC33 SS	Financial aid and scholarship	16	27	59
27	GDC18 SS	Participation in extracurricular activities	26	39	35
28	GDC29 SS	Safety and security within the campus	14	43	43
		Average satisfaction	22	34	44

Physical infrastructure

Physical infrastructure refers to the physical conditions and facilities which promote positive and meaningful attachment and involvement of students in different academic and non-academic activities. Following Table 5, 26% of students were least satisfied, 37% moderately satisfied and 37% were highly satisfied

Table 5: student satisfaction on physical infrastructure dimension

S. No.	Label	Item	Least satisfied %	Moderately satisfied %	Highly Satisfied %
29	GDC27PY	Available Infrastructure	31	44	25
30	GDC28PY	Cleanliness and hygiene on the campus	18	33	49
31	GDC30PY	Facilities for outing.	23	31	46
32	GDC20 PY	Use of ICT tools such as LCD projector, Multimedia, etc. while teaching.	25	34	41
33	GDC21 PY	Facilities for sports and recreational activities in the college	22	39	39
34	GDC34PY	Pick and drop facilities	31	41	28
35	GDC35PY	College Canteen	29	37	34
		Average satisfaction	26	37	37

Conclusions

On the basis of the responses of the students it can be concluded that there was an overall satisfaction on all the four dimensions of the survey. It needs to be highlighted that there is a moderately small proportion of students who reflected least satisfaction with college. This small proportion remains very crucial for making further progress in terms of academic and non-academic dimension of the college. A good proportion of the students raised concerns regarding the canteen facility in the college; it is therefore recommended that such grievances are redressed at earliest. Moreover, college should offer pic and drop facilities to students facing problems o accessibility to the college.

Appendix I

	Label		Item	Least satisfied	Moderately Satisfied	Highly satisfied
1	GDC1T	Teaching and Learning	Friendliness of teaching staff			
2	GDC2T		Approachability of teaching staff			
3	GDC4T		Teacher's constructive response on your academic progress			
4	GDC5T		Application of practical and demonstrative teaching-learning			
5	GDC7T		Overall availability of the staff			
6	GDC8T		The overall competence of the staff			
7	GDC13		Encouragement for discussions and student feedback in the classrooms			
8	GDC10T		Quality, confidence and clarity in lectures			
9	GDC25T		Relevance of curriculum			
10	GDC26T		Syllabus completion			
11	GDC23T		Use of remedial teaching in case students face difficulty in any			

			topic			
12	GDC24 T		Fairness of internal evaluation			
13	GDC3ME	Student Engagement	The concern shown when you have a problem			
14	GDC6ME		Respect for your feelings, concerns and opinions			
15	GDC11ME		The realisation of your expectations			
16	GDC12ME		Encouragement and appreciation for your efforts			
17	GDC9SME		Your critical and meaningful engagement in the college			
18	GDC19ME		Efforts made by the institute/ teachers to inculcate soft skills, life skills and employability skills among students			
19	GDC14ME		Appreciation for creative activities and abilities			
20	GDC15 SS		Support Services	Cooperation from non-teaching staff		
21	GDC16 SS	Grievance redressal mechanism				
22	GDC22 SS	Availability of guidance and counselling centres in the college				
23	GDC17 SS	The way specially-abled students are taken cared				
24	GDC31 SS	Responsiveness of support staff				
25	GDC32 SS	Flexibility in administration				
26	GDC33 SS	Financial aid and scholarship				

27	GDC18 SS		Participation in extracurricular activities			
28	GDC29 SS		Safety and security within the campus			
29	GDC27PY	Physical Infrastructure	Infrastructure available			
30	GDC28PY		Cleanliness and hygiene on the campus			
31	GDC30PY		Facilities for transport and outing.			
32	GDC20 PY		Use of ICT tools such as LCD projector, Multimedia, etc. while teaching.			
33	GDC21 PY		Facilities for sports and recreational activities in the college			
34	GDC34PY		Pick and drop facilities			
35	GDC35PY		College Canteen			