GOKHALE MEMORIAL GIRLS' COLLEGE

STUDENTS' SATISFACTION SURVEY REPORT

2018-2019

Contents

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I) Students' Satisfaction Survey Report

Part A: Analysis of Students Feedback on 'Library Facilities' of the College

A.1) Introduction

In this particular report the feedback of the students who are pursuing various Honours and Major courses are analyzed for their respective views on the library facilities of the college. Therefore for a holistic analysis, the feedback for each of the library facilities of the college are taken and analyzed for a comprehensive analysis. So the facilities like, of availability of books, Library hours, Internet facility in library, photocopy facility, environment of reading room, capability of librarian, capability of library staff are considered as the facilities of library infrastructures in the analysis.

It is for the purpose of making an analysis from the quantitative aspect, the feedback received from students for each of the constructs are converted into valid data points; like the options of Very Good is considered as data point of 4, the responses for "Good" is converted into data points of 3, Satisfactory as the data point of 2 and unsatisfactory as data point of 1.

A.2) Analysis of Feedback for Library Facilities

The frequency table along with the pie charts of the response feedback by the students is given for each of the infrastructural facilities.

A.2.1) Availability of books

Availability of Books		
Options	Frequency	Percentage
Very Good	169	72.84
Good	38	16.38
Satisfactory	21	9.05
Unsatisfactory	4	1.72
Total	232	100
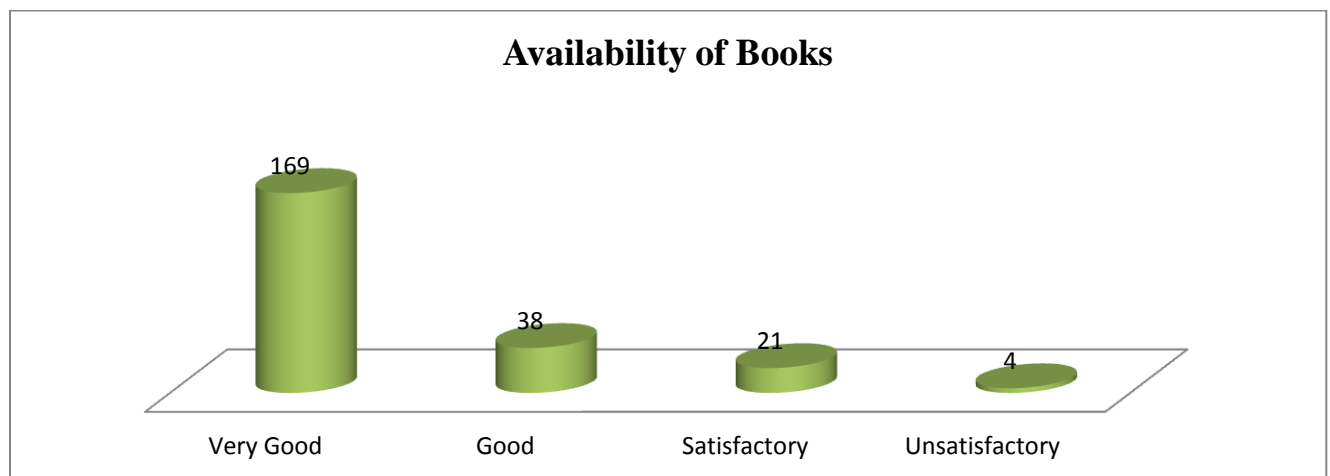
Availability of Books

Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 72.84% of the total 232 students who participated in the survey provided a 'very Good' response when they were asked regarding availability of books in the library. Another 38 of the total 232 respondents also feels that availability of books in the college library is 'Good'. Even 9% of the total 232 respondents are satisfied with the aspect of availability of their subject books in the college library. Only 4 out of 232 participants of the survey is unsatisfied with the aspect of availability of books in the library.

A.2.2) Timing Library Hours:

Timing/Library Hours		
Options	Frequency	Percentage
Very Good	143	61.64
Good	51	21.98
Satisfactory	31	13.36
Unsatisfactory	7	3.02
Total	232	100

Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 62% or 143 students of the total 232 students who participated in the survey provided a 'very Good' response when they were asked regarding timing of the library. Another 51 of the total 232 respondents also feels that timing of library of the college library is 'Good'. Even another 13.36% of the total 232 student respondents are satisfied with the timing of the library of the college. Only 7 out of 232 participants of the survey or 3% of the total student survey participants are unsatisfied with the timing of the library.

A.2.3) Internet facility

Internet Facility		
Options	**Frequency**	**Percentage (in %)**
Very Good	85	36.64
Good	76	32.76
Satisfactory	57	24.57
Unsatisfactory	14	6.03
Total	**232**	**100.00**

Internet Facility

85 76 57 14
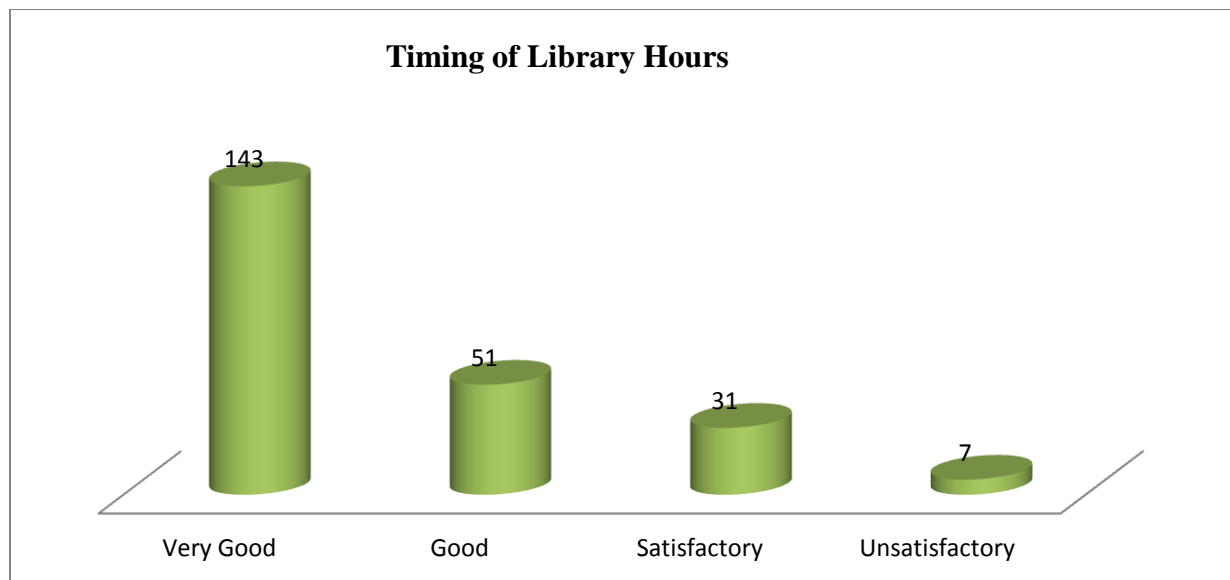Very Good   Good   Satisfactory   Unsatisfactory

Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 37% or 85 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked regarding internet facility in the library. Another 76 of the total 232 respondents also feels that internet facility of library is 'Good'. Even another 25% or 57 of the 232 student respondents are satisfied with the internet facility of the library. Only 14 out of 232 participants of the survey or 6% of the total student survey participants are unsatisfied with the internet facility of the library.

A.2.4) Photocopy Facility:

Photocopy Facility		
Options	Frequency	Percentage (in%)
Very Good	80	34.48
Good	79	34.05
Satisfactory	51	21.98
Unsatisfactory	22	9.48
Total	232	100

Photocopy Facility

80 79 51 22

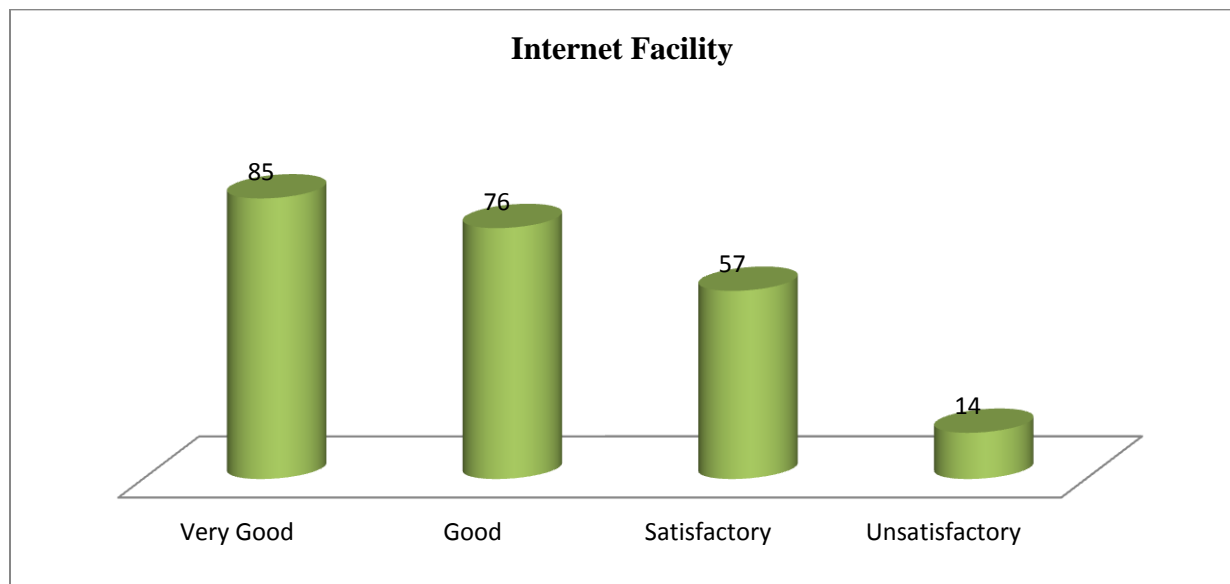Very Good   Good   Satisfactory   Unsatisfactory

Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 34.48% or 80 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked regarding photocopy facility in the library. Another 79 of the total 232 respondents also feels that photocopy facility of library is 'Good'. Even another 22% or 51 of the total 132 student respondents are satisfied with the photocopy facility of the library.22 out of 232 participants of the survey or 9.48% of the total student survey participants are unsatisfied with the photocopy facility of the library.

A.2.5) Reading Room Environment

Reading Room Environment		
Options	**Frequency**	**Percentage (in %)**
Very Good	120	51.72
Good	57	24.57
Satisfactory	47	20.26
Unsatisfactory	8	3.45
Total	**232**	**100.00**
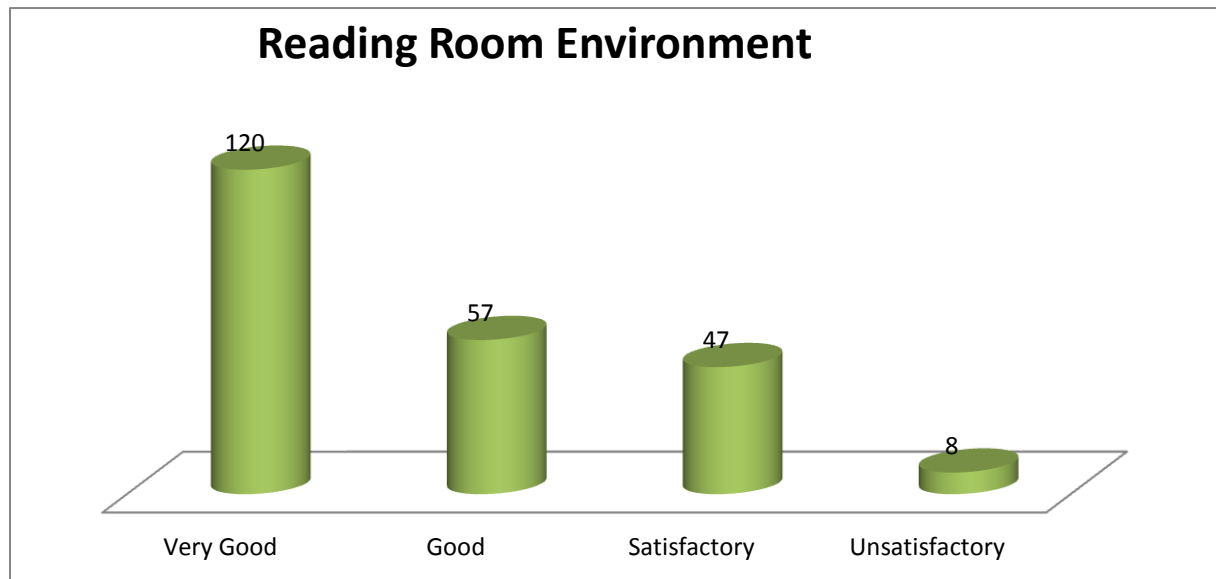
Reading Room Environment

120

57

47

8

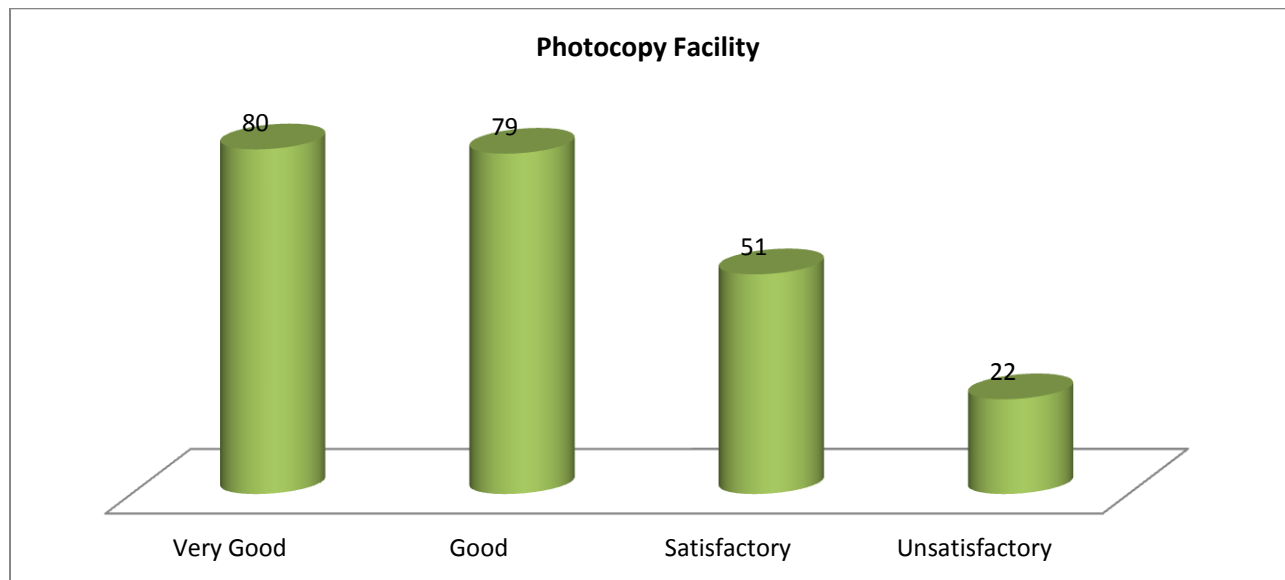Very Good   Good   Satisfactory   Unsatisfactory

Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 52% or 120 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked regarding reading room environment of the library. Another 57 of the total 232 respondents also feels that reading room environment of the library is 'Good'. Even another 20.26% or 47 of the total 232 student respondents are satisfied with the reading room environment of the library. Only 8 out of 232 participants of the survey or 3.45% of the total student survey participants are unsatisfied with the reading room environment of the library.

A.2.6) Range of Books Available

| Range of Books Available		
Options	**Frequency**	**Percentage (in %)**
Very Good	126	54.31
Good	71	30.60
Satisfactory	29	12.50
Unsatisfactory	6	2.59
Total	**232**	**100**
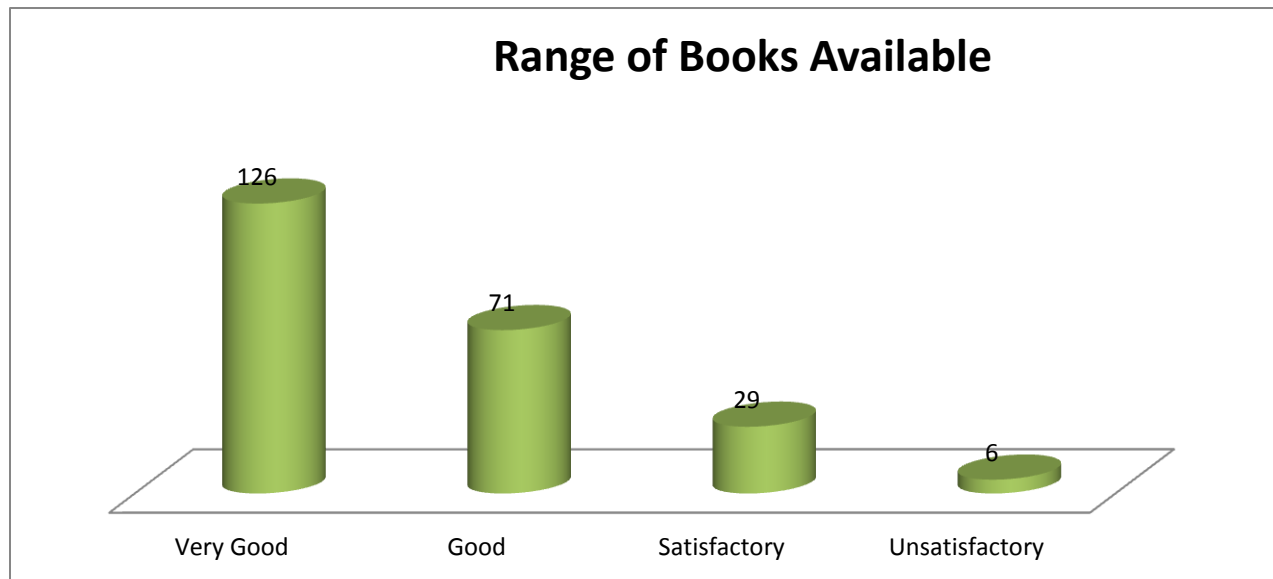
Range of Books Available

Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 54.31% or 126 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked regarding range of books available in the library. Another 71 of the total 232 respondents also feels that range of books available in the library is 'Good'. Even another 12.5% or 29 of the total 232 student respondents are satisfied with the range of books available in the library. Only 6 out of 232 participants of the survey or 2.59% of the total student survey participants are unsatisfied with the range of books available in the library.

A.2.7) Capability of Librarian

| Capacity of Librarian		
Options	**Frequency**	**Percentage (in %)**
Very Good	132	56.90
Good	63	27.16
Satisfactory	27	11.64
Unsatisfactory	10	4.31
Total	**232**	**100**
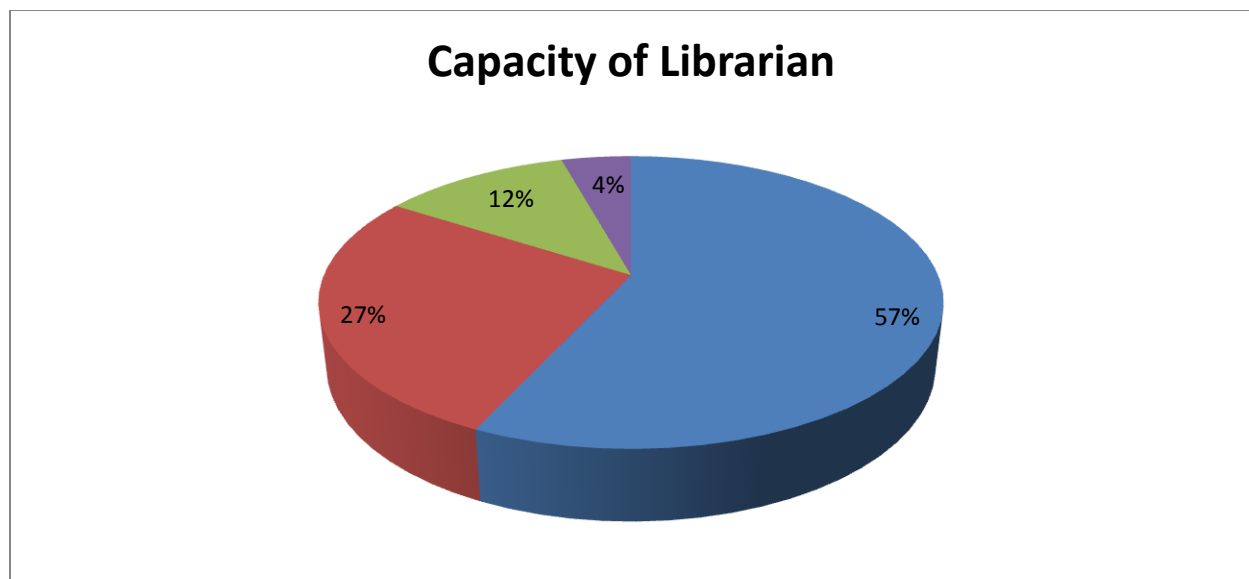
Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 56.9% or 132 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked capability of the librarian of the college library. Another 63 of the total 232 respondents also feels that capability of the librarian of the college library is 'Good'. Even another 11.64% or 27 of the total 232 student respondents are satisfied with the capability of the librarian of the college library. Only 10 out of 232 participants of the survey or 4.31% of the total student survey participants are unsatisfied with the capability of the librarian of the college library.

A.2.8) Capability of Library Staff:

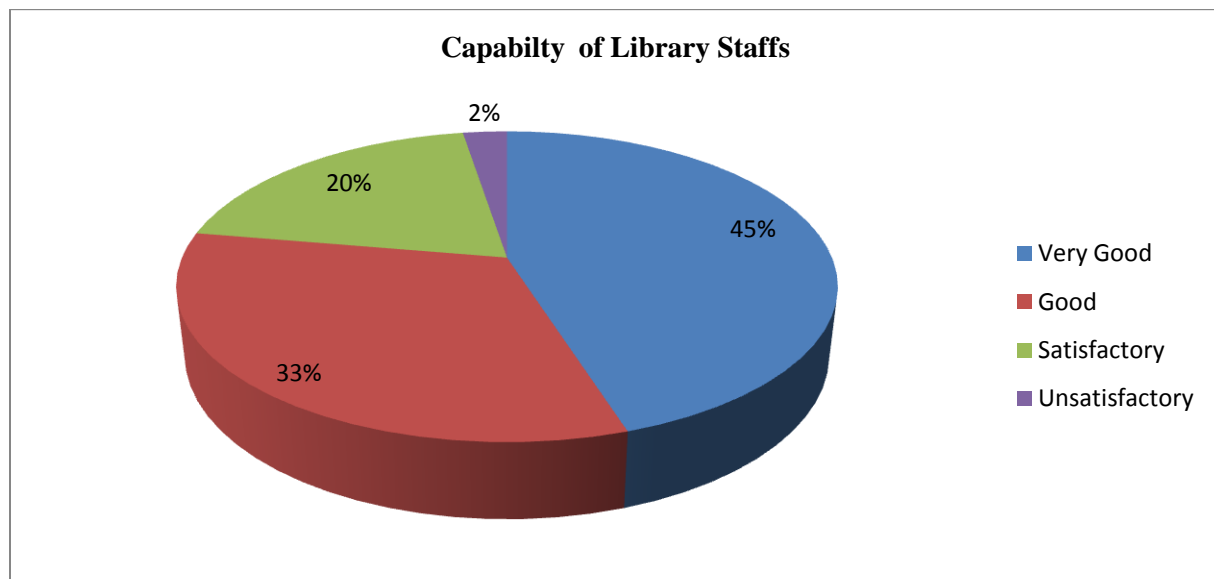| Capability of Library Staffs		
Options	Frequency	Percentage (in %)
Very Good	105	45.26
Good	76	32.76
Satisfactory	46	19.83
Unsatisfactory	5	2.59
Total	**232**	**100**

Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 45.26% or 105 students of the total 232 students who participated in the survey provided a 'Very Good' response when they were asked capability of the library staffs of the college library. Another 76 of the total 232 respondents also feels that capability of the library staffs of the college library is 'Good'. Even another 19.83% or 46 of the total 232 student respondents are satisfied with the capability of the library staffs of the college library. Only 6 out of 232 participants of the survey or 2.59 % of the total student survey participants are unsatisfied with the capability of the library staffs of the college library.

Part B: Analysis of Students Feedback on Different 'Infrastructure' of the College

B.1) Introduction:

In this particular report the feedback of the students who are pursuing various Honours and Major courses are analyzed for their respective views on the infrastructural facilities of the college. Therefore for a holistic analysis, the feedback for each of the infrastructural facilities of the college are taken and analyzed for a comprehensive analysis. So the infrastructural facilities of rooms, lighting arrangements, ventilation, furniture, availability of teaching gadgets, notice boards, wash rooms, office support, security and auditorium are considered as the facilities of infrastructures in the analysis.

It is for the purpose of a making an analysis from the quantitative aspect, the feedback received for each of the options are converted into valid data points; like the options of 'Very Good' is considered as data point of 4, the responses for 'Good' is converted into data points of 3, Satisfactory as the data point of 3 and 'Unsatisfactory' as data point of 1.

B.2) Analysis of feedback for Infrastructural Facilities

The frequency table along with the pie charts of the response feedback by the students is given for each of the infrastructural facilities.

B.2.1) Rooms

Rooms		
Options	**Frequency**	**Percentage (in %)**
Very Good	98	42.24
Good	72	31.03
Satisfactory	54	23.28
Unsatisfactory	8	3.45
Total	**232**	**100**
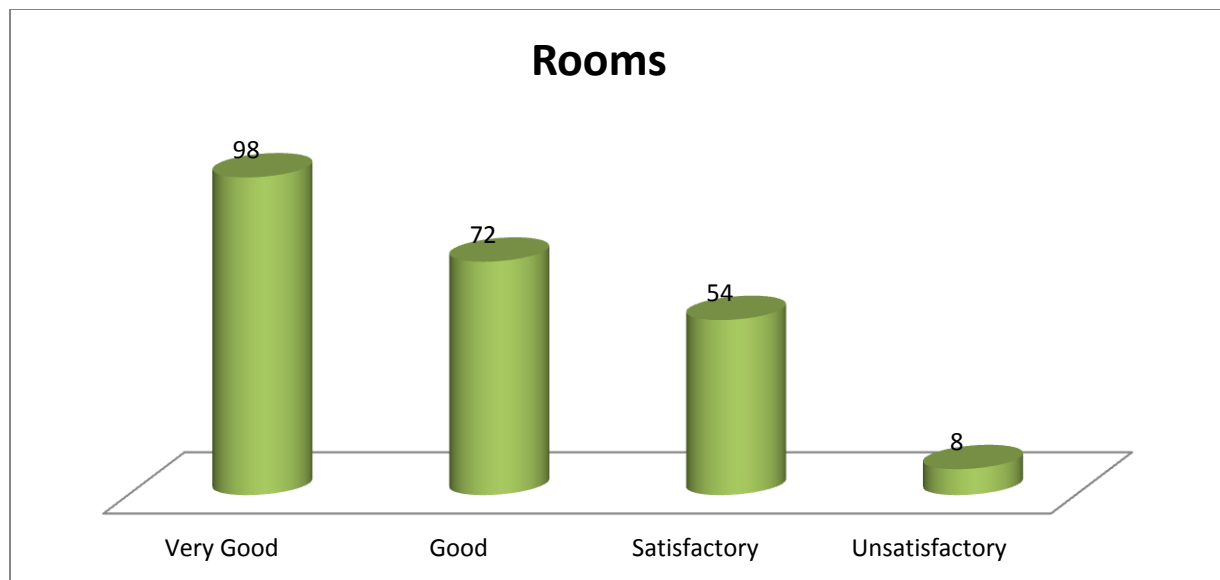
Rooms

98	72	54	8
Very Good	Good	Satisfactory	Unsatisfactory

It can be observed from the feedback response of the students on the infrastructural facilities of rooms that 42.24% of the total 232 students who participated in the survey has given a answer of Very good for the facilities of the rooms at the college. Moreover 31.03% and 23.28% of the total 232 students who participated in the survey has given a response of Good and Satisfactory for the infrastructural facility of the Rooms. Only a marginal 3.45% of the respondents has given an Unsatisfactory response for rooms. Thus it can be strongly inferred that the infrastructural facility of Rooms are is a good state and well maintained in the college.

B.2.2) Lighting Arrangement

<table>
<tr><th colspan="3">Lighting Arrangements</th></tr>
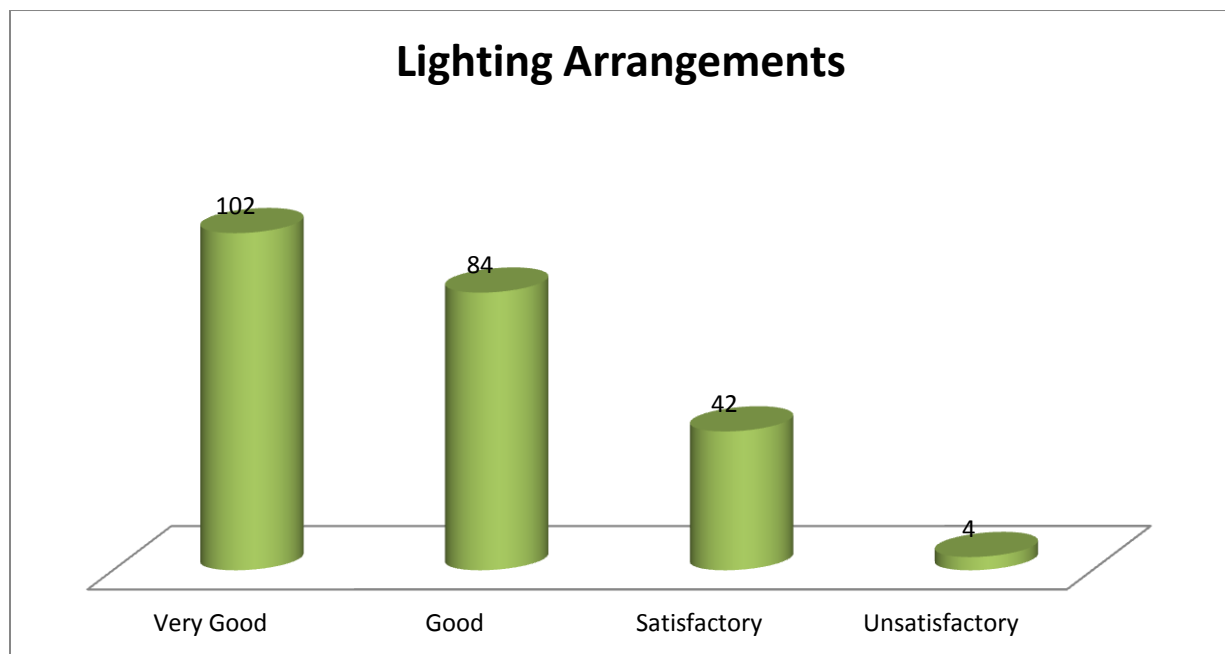<tr><th>Options</th><th>Frequency</th><th>Percentage (in %)</th></tr>
<tr><td>Very Good</td><td>102</td><td>43.97</td></tr>
<tr><td>Good</td><td>84</td><td>36.21</td></tr>
<tr><td>Satisfactory</td><td>42</td><td>18.10</td></tr>
<tr><td>Unsatisfactory</td><td>4</td><td>1.72</td></tr>
<tr><td>Total</td><td>232</td><td>100</td></tr>
</table>

Lighting Arrangements

102	84	42	4
Very Good	Good	Satisfactory	Unsatisfactory

It can be observed from the feedback response of the students on the infrastructural facilities of lighting arrangements that 43.97% of the students who participated in the survey has given a answer of Very good for it. Moreover 36.21% and 18.1% of the students respectively has given a response of Good and Satisfactory for the infrastructural facility of the Lighting Arrangements. Only a marginal 1.72% of the respondents has given an Unsatisfactory Response for lighting arrangements. Thus it can be strongly inferred that the infrastructural facility of lighting arrangements are well maintained.

B.2.3) Ventilation

Ventilation		
Options	**Frequency**	**Percentage (in %)**
Very Good	86	37.07
Good	101	43.53
Satisfactory	42	18.10
Unsatisfactory	3	1.29
Total	**232**	**100.00**
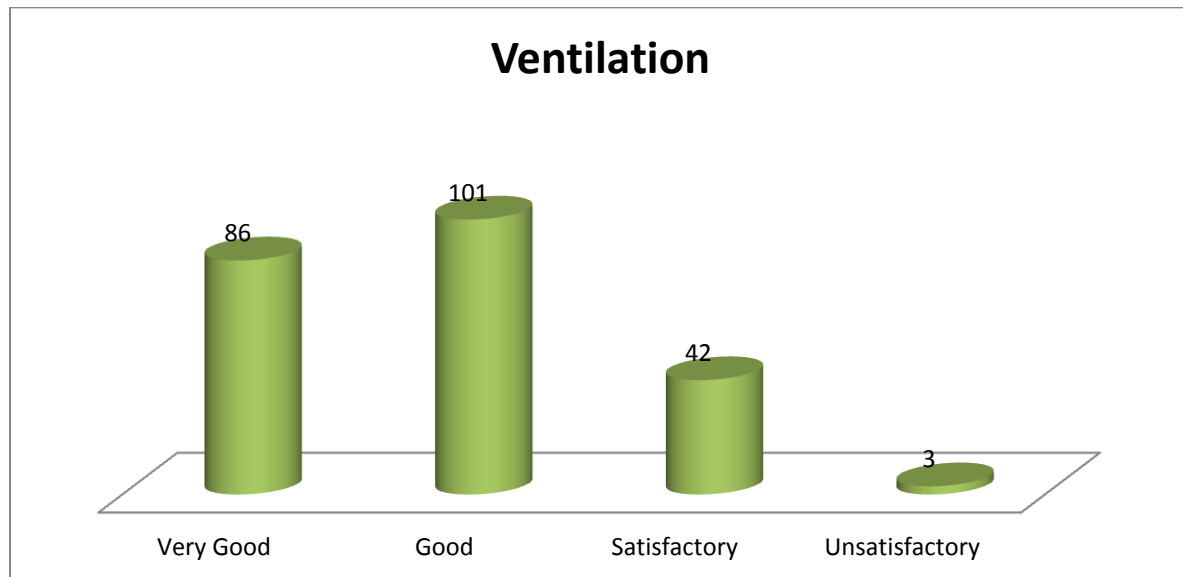
Ventilation

86	101	42	3
Very Good	Good	Satisfactory	Unsatisfactory

Analysis and Observation:

It can be observed from the feedback response of the students on the infrastructural facilities of ventilation that 37.07% of the students who participated in the survey has given a answer of Very good for it. Moreover 43.53% and 18.1% of the students respectively has given a response of Good and Satisfactory for ventilation. It is only 1.29% of the respondents has given an Unsatisfactory Response for ventilation. Thus it can be strongly inferred that college has an excellent ventilation system..college has an excellent ventilation system.

B.2.4) Furniture

Furniture		
Options	**Frequency**	**Percentage (in %)**
Very Good	92	39.66
Good	89	38.36
Satisfactory	43	18.53
Unsatisfactory	8	3.45
Total	**232**	**100**

Analysis and Observation:

It can be observed from the feedback response of the students on the infrastructural facilities of Furniture that 39.66% of the students who participated in the survey has given a answer of Very good for it. Moreover 38.36% and 18.53% of the students has given a response of Good and Satisfactory for the infrastructural facility of the adequate furniture. Only a marginal 3.45% of the respondents has given an Unsatisfactory Response for furniture as a facility. Thus it can be strongly inferred that the infrastructural facility of furniture are is a good state and well maintained.

B.2.5) Teaching gadgets

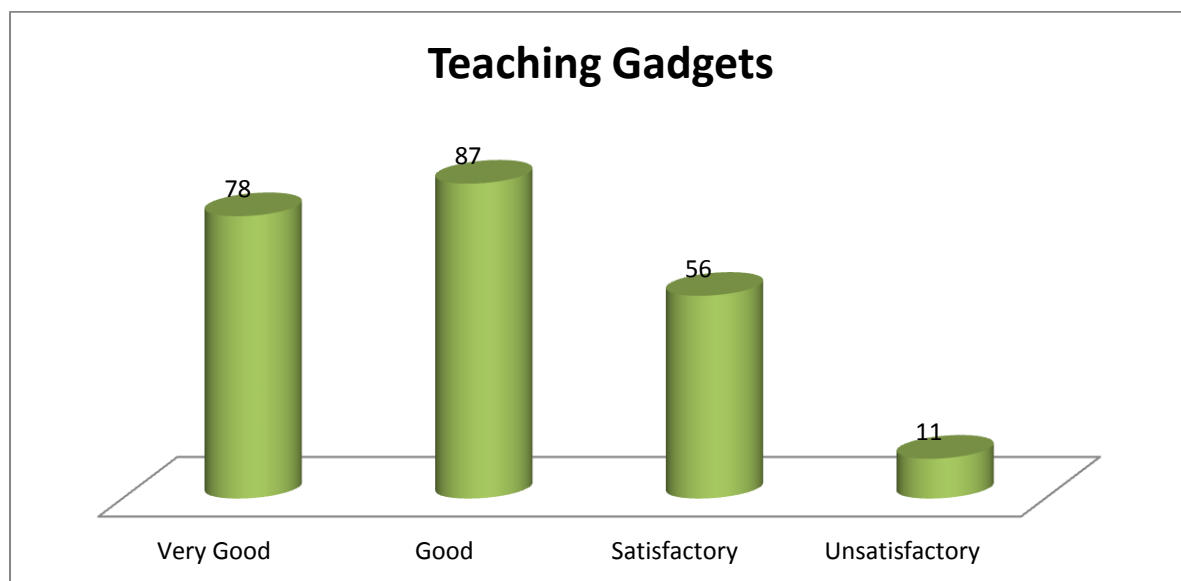| Teaching Gadgets		
Options	**Frequency**	**Percentage (in %)**
Very Good	78	33.62
Good	87	37.50
Satisfactory	56	24.14
Unsatisfactory	11	4.74
Total	**232**	**100**

Analysis and Observation:

It can be observed from the feedback response of the students on the infrastructural facilities of adequate teaching gadgets that 33.62% of the students who participated in the survey has given a answer of Very good for it. Moreover 37.5% and 24.14% of the students has given a response of Good and Satisfactory respectively for the infrastructural facility of adequate teaching gadgets. Thus it can be strongly inferred that the infrastructural facility of adequate teaching gadgets are widely available in the college.

B.2.6) Notice Board

Notice Boards		
Options	**Frequency**	**Percentage (in %)**
Very Good	102	50.76
Good	79	31.82
Satisfactory	42	14.39
Unsatisfactory	9	3.03
Total	**232**	**100**
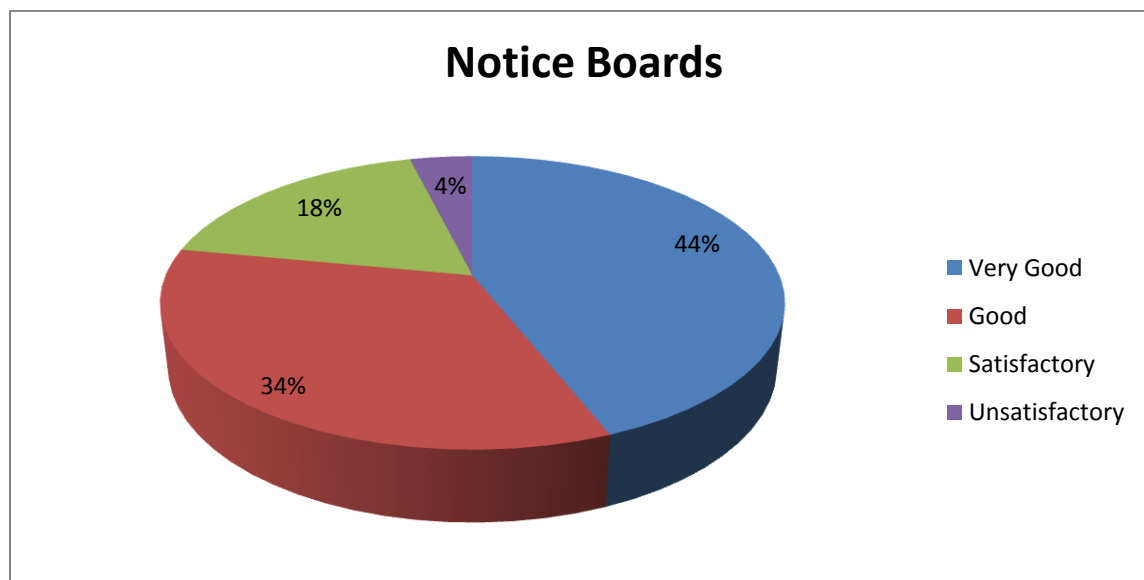
Analysis and Observation:

It could be observed that 50.76% of the students who participated in the survey stated that the notice boards are located in highly visible and accessible region within the college premises. On the other hand, 31.82% of the students out of the total 232 student participants also believes that notice board provide important information and located at prominent location of the college. Even 14.39% of the respondents also feels that they are satisfied with the location of the notice board. But in contrast,3.03% of the total respondents which comes out of the total 232 participants does not feel that notice board are located at a very accessible location and does not provide vital information.

B.2.7) Toilets/ Wash Room

Toilets or Washrooms		
Options	**Frequency**	**Percentage (in %)**
Very Good	110	47.41
Good	84	36.21
Satisfactory	30	12.93
Unsatisfactory	8	3.45
Total	**232**	**100**

Toilets or Washrooms
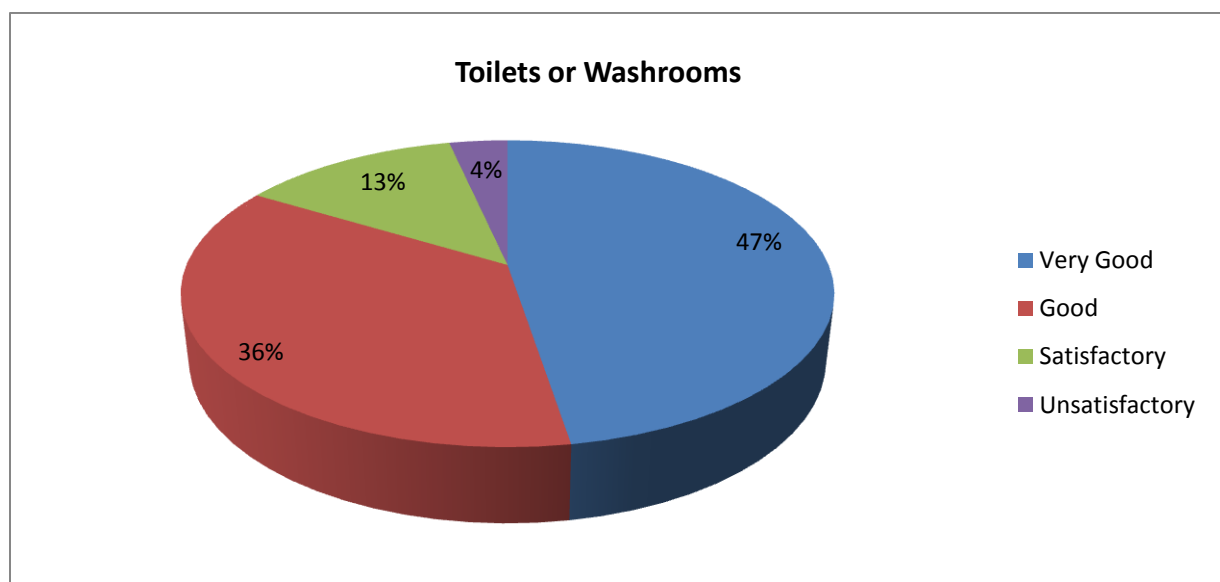
Analysis and Observation:

The analysis of the survey response of the student of the college reveals that 110 out of 232 student participants feels that toilets and washrooms are very well maintained. Even 84 out of total 232 respondents agree that toilets are maintained at a good condition. Even, 30 of them are also satisfied with the cleanliness of the toilets and washrooms. Only, 8 participants does not feel that toilets of the colleges are clean and hygienic. So from the overall analysis of the responses, it is absolutely evident that students are considerably satisfied with the hygiene and cleanliness of the toilets.

B.2.8) Drinking Water

Drinking Water		
Options	**Frequency**	**Percentage (in %)**
Very Good	112	48.28
Good	68	29.31
Satisfactory	30	12.93
Unsatisfactory	22	9.48
Total	**232**	**100**
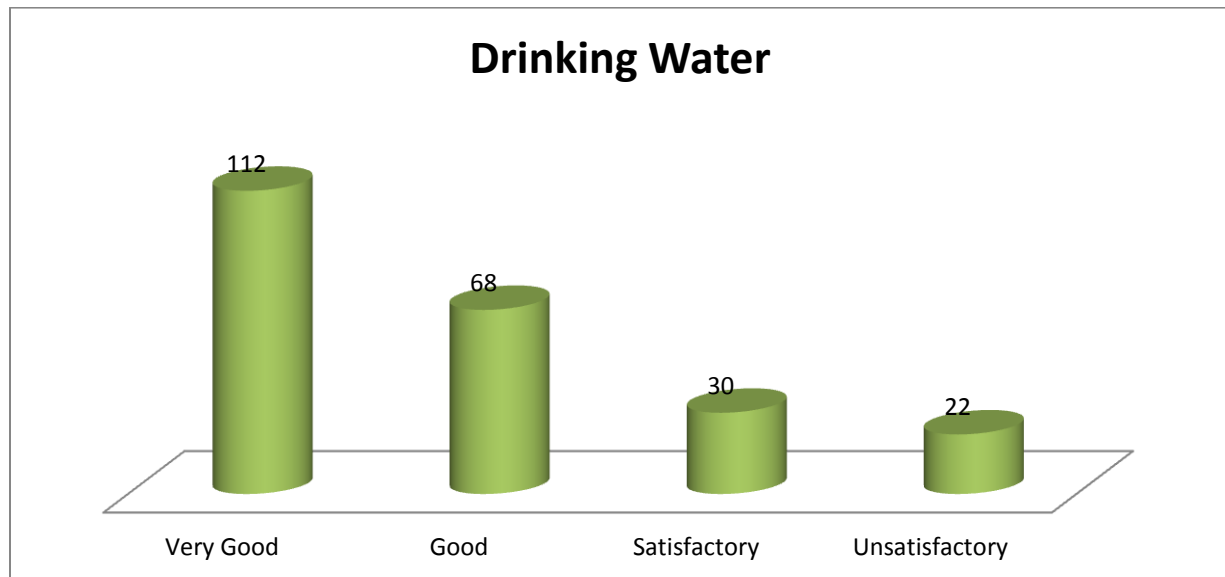
Analysis and Objectives:

It is observed from the above analysis that almost 48.28% of the student who participated in the feedback survey analysis are highly satisfied with the availability of the good drinking water adequately. Even 29.31% and 12.93% of the respondents feels that drinking water is good and satisfactory at the college. Only 22 participants or 9.48% of the total students' participants of the survey feels that drinking water is of bad quality and unsatisfactory with this aspect. So it can be inferred that the facility of drinking water is adequate in the college and the students are highly satisfied with it.

B.2.9) Auditorium

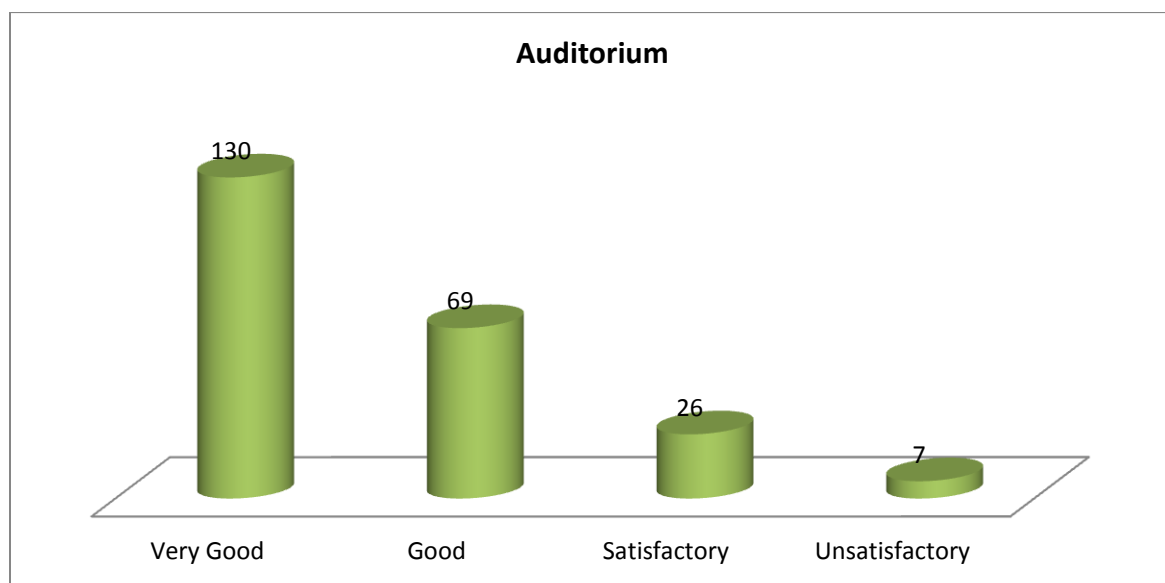| Auditorium		
Options	**Frequency**	**Percentage (in %)**
Very Good	130	56.03
Good	69	29.74
Satisfactory	26	11.21
Unsatisfactory	7	3.02
Total	**232**	**100**

Analysis and Observation:

It is observed from the above analysis that almost 56.03% of the student who participated in the feedback survey analysis are highly satisfied with the facility of the auditorium in the college. Even 29.74% and 11.21 %of the students also feels that auditorium facility of the college is good and satisfactory respectively. It is only 3.02% of total participants does have a feelings that auditorium facility is unsatisfactory. Moreover according to them the benefits of having an auditorium as it acts as a facility for cultural activities, seminars and conferences.

B.2.10) Office support

Office Support		
Options	**Frequency**	**Percentage (in %)**
Very Good	82	35.34
Good	80	34.48
Satisfactory	61	26.29
Unsatisfactory	9	3.88
Total	**232**	**100**
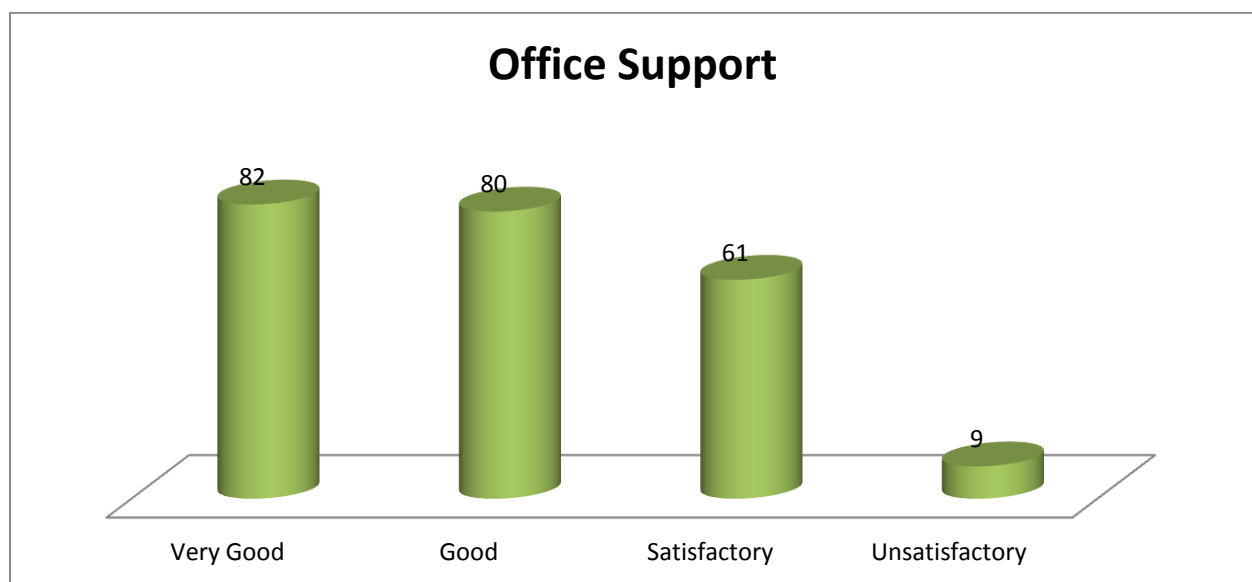
Office Support

Analysis and Observation:

It is evident from the feedback analysis that the office support that has been provided to the student is excellent as all 96% of the student from various courses who participated in the feedback survey analysis has given a highly satisfactory feedback in this segment. Only 4% of the total student participants is not at all satisfied with the office support.

B.2.11) Security Arrangements

Security Arrangements		
Options	**Frequency**	**Percentage (in %)**
Very Good	114	49.14
Good	91	39.22
Satisfactory	21	9.05
Unsatisfactory	6	2.59
Total	**232**	**100**
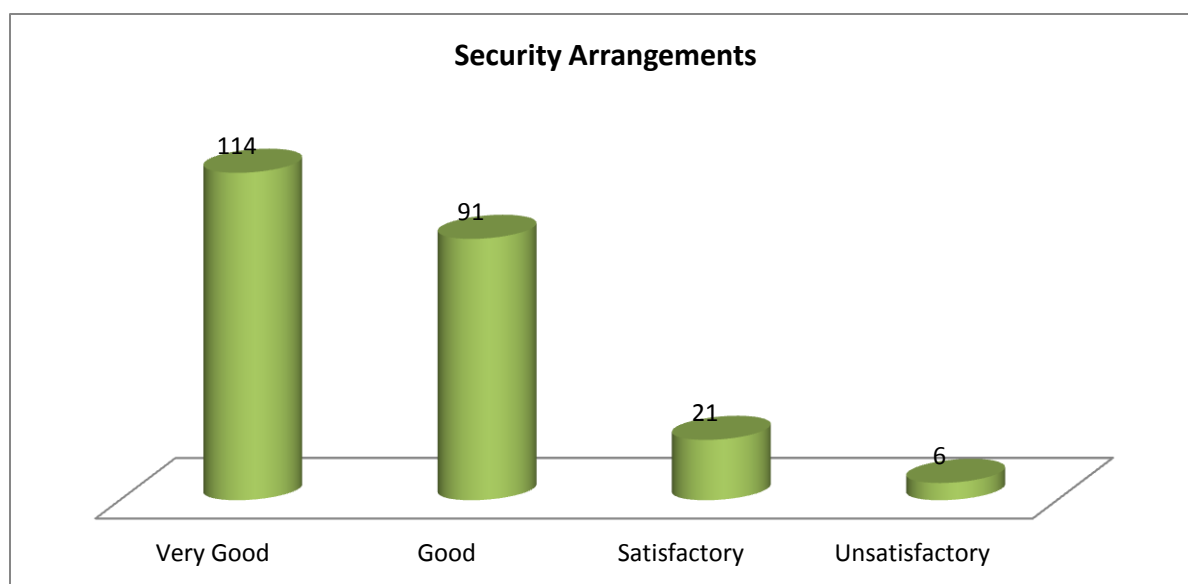
Analysis and Observation:

It is obsevred from the frequency table given above that the 97.41% of the respondents feels that the security arrangement and the infrastructure available for adequate facilities are well enough for them and this is inferred from the satisfactory feedback given by the students. 2.59% of the students feels that the security arrangemnets are unsatisfactory.

Part C: Student's Feedback Analysis for Assessment of Teaching Quality in General Subject 1.

C.1) Introduction:

A comprehensive methodology has been adopted for making a in-depth analysis of the student's feedback who has been pursuing various education at Gokhale Memorial Girls' College. It is in order to make a sense from the obtained data collected through the feedback of the Students of the college, the response obtained is converted in valid data points. It is to adopt the technique or methodology for analysis; the feedbacks are converted into valid data points. For example to explain the fact; the option of " Very Good" is converted into data point of 4, "Good" is converted into data point of 3, Satisfactory is converted into data point of 2 and finally the option of unsatisfactory is converted into data point of 1. So a holistic analysis through quantitative analysis of the survey feedback questions is done through plotting of the data points as per the answers provided in each of the questions.

In this section the teaching quality or indeed the feedback for teachers given by the student for the General 1 papers. The students across 14 students from different department such as ASPV, Communicative English, Physics, Mathematics, Psychology, Hindi, Bengali, Political Science, Economics, Geography, Education, History, Philosophy and English participated in this particular survey analysis. So a holistic overall analysis is made for the teaching quality of the General 1 papers are depicted in the subsequent analysis.

It is also essential to mention that a teaching skill has been adjudged through variety of factors such as the teaching skill of the professor, Sincerity, teacher's ability to generate interest in the subject, communication skill, accessibility of the professor for the students, punctuality and the ability to complete the entire curriculum of the university for the subjects.

C.2) Response Analysis of Various Constructs for Adjudging Teaching Standard in General Paper 1:

C.2.1) Teaching skills

Teaching Skills		
Options	Frequency	Percentage (in%)
Unsatisfactory	19	2.05
Satisfactory	53	5.71
Good	329	35.45
Very Good	527	56.79
Total	928	100
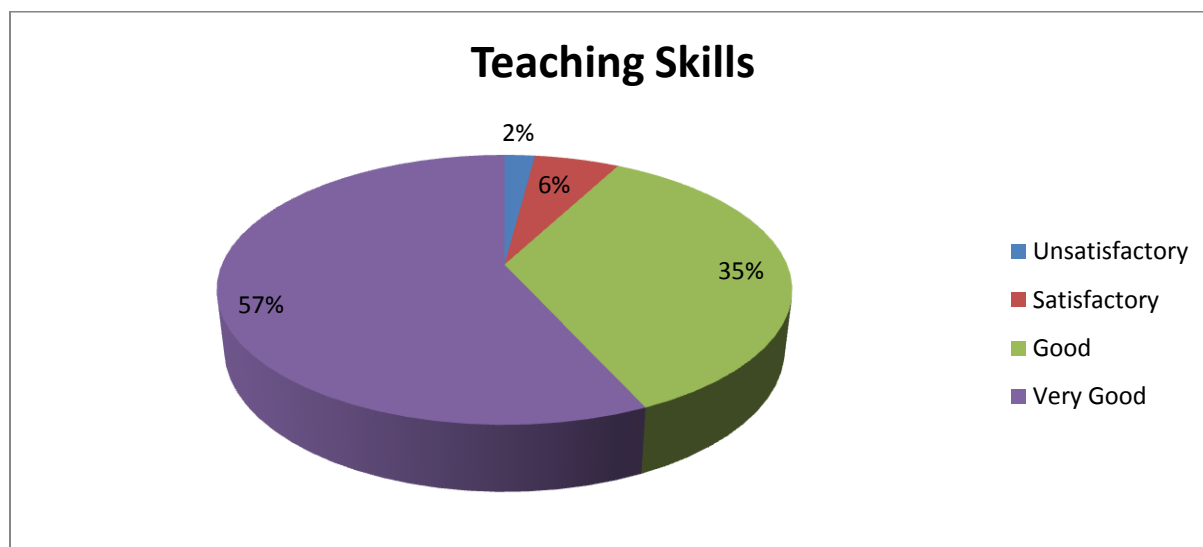
Analysis & Observation:

It is observed that 928 response obtained from the student for the feedback on teching skills of the professor who does take various General paper 1, that almost 56.79 % of the respondents said that the teachers posseses a Very Good teaching skills. Morever 35.45% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 5.71% of the students of the General Paper 1 have given a satisfactory feedback for the teaching skills of the professors of the General Paper 1. Only 2.05% of the total 928 responses has given a Unsatisfactory respose of the teaching quality of the professor and teachers of the General paper 1.

C.2.2) Sincerity

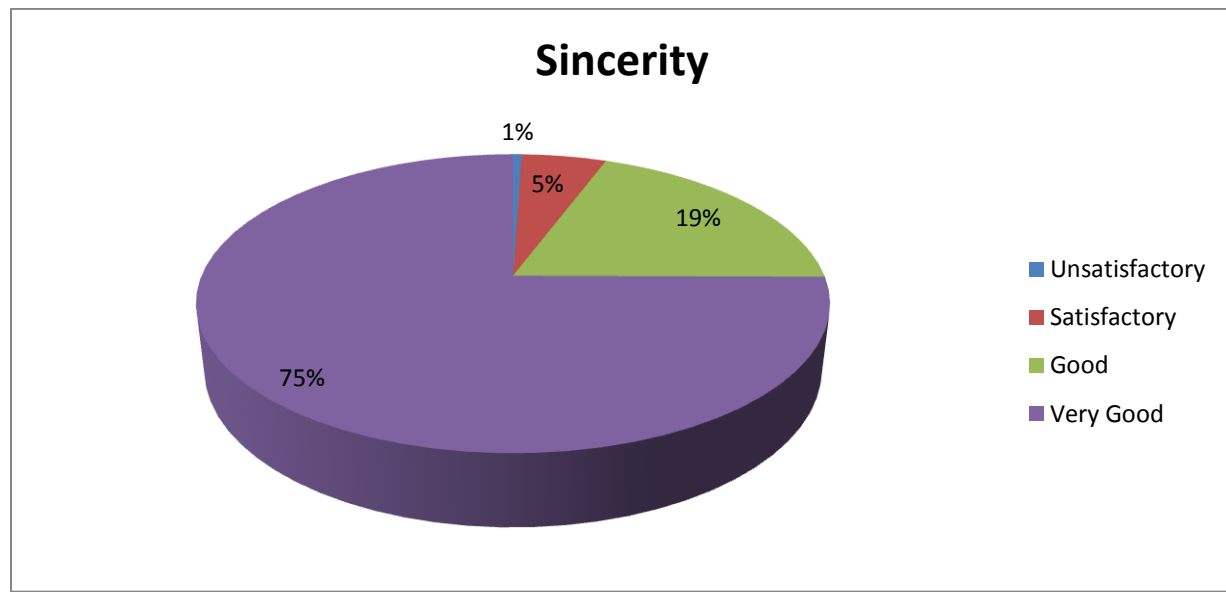| Sincerity		
Options	**Frequency**	**Percentage (in %)**
Unsatisfactory	5	0.54
Satisfactory	48	5.17
Good	180	19.40
Very Good	695	74.89
Total	928	100

Analysis & Observation:

It is observed that 928 response obtained from the student for the feedback on sincerity of the professor who does take various general Paper 1; that almost 74.89% of the respondents said that the teachers posseses a Very Good sincereity. Morever 19.4% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 5.17% of the students have given a satisfactory feedback for the sincerity of the professors of the honours papers. Only 0.54% of the total 928 responses has given a Unsatisfactory respose of the sincerity of the professor and teachers of the General paper 1

C.**2.3) Ability to generate interest in subject:**

Ability to Generate Interest in Subjects		
Options	Frequency	Percentage (in %)
Unsatisfactory	4	0.43
Satisfactory	77	8.30
Good	224	24.14
Very Good	623	67.13
Total	928	100.00
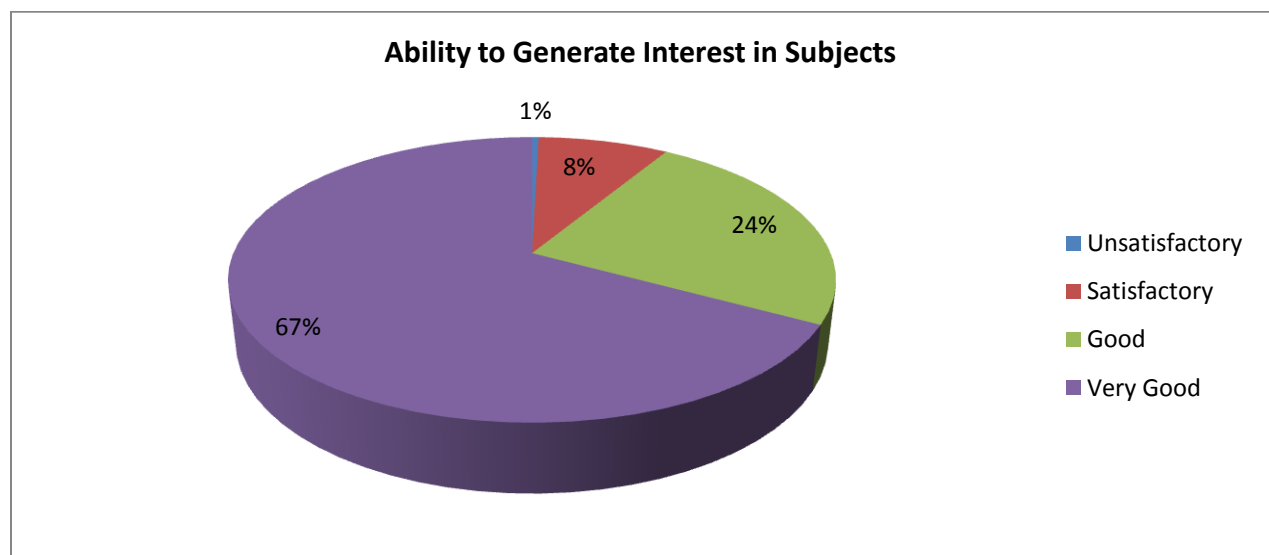
Analysis & Observation:

It is observed that 928 response obtained from the student for the feedback on ability to generate interest in the subjects by the professor who does take various General Paper 1 that almost 67.13% of the respondents said that the teachers posseses a Very Good ability in this regard. Morever 24.14% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 8.30% of the students have given a satisfactory feedback for the factor of generating interest in the subject by the professors of the General Paper 1. Only 0.43% of the 928 responses has given a Unsatisfactory respose of this perspective of the professor and teachers of the General Paper 1.

C.2.4) Ability to communicate:

Ability to Communicate		
Options	**Frequency**	**Percentage (in%)**
Unsatisfactory	12	1.29
Satisfactory	47	5.06
Good	208	22.41
Very Good	661	71.23
Total	928	100
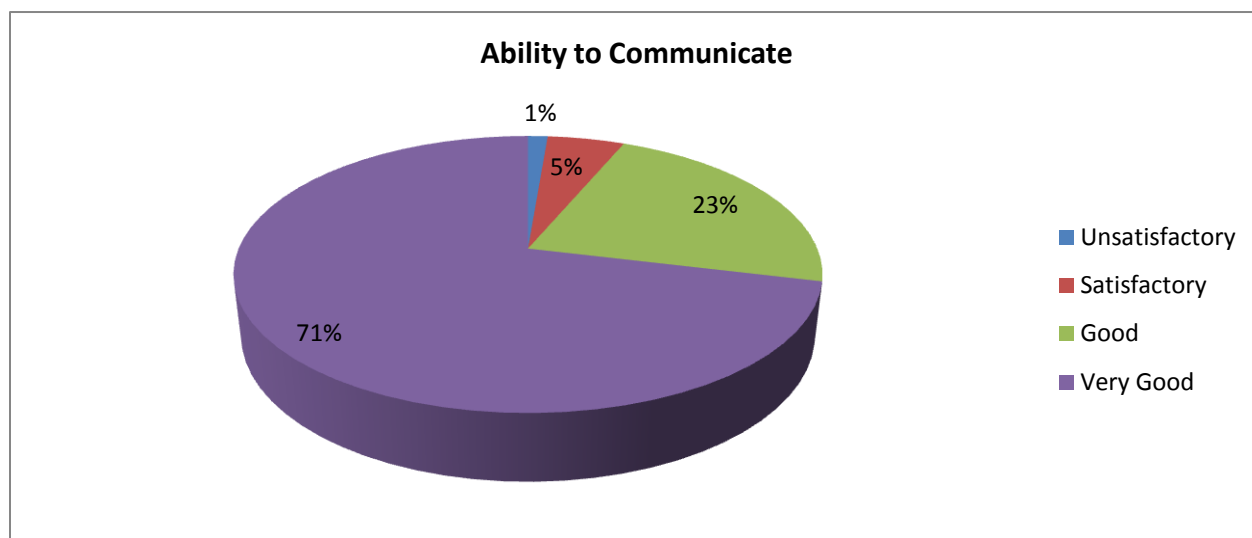
Analysis & Observation:

It can be observed from the above feedback analysis of the student pertaining to the teaching quality on the basis of communication skill of the students that 71.23 % of the teacher have good communication skills to explain the subjects of General Paper 1 taking into the consideration of all the courses. Moreover, another 22.41% of the 928 response obtained feels that ability of the teacher go communicate well for teaching General Subject 1 is "Good". In addition to it, 5.06% of students given the feedback on the communication ability of the teacher are satisfied with the communication ability of the teachers. Contrary to it, only 1.29% of the total 928 responses

obtained from the survey are unsatisfied with the communication ability of the teachers while teaching General Subject 1.

C.2.5) Accessibility

Accessibility		
Options	**Frequency**	**Percentage (in%)**
Unsatisfactory	74	7.97
Satisfactory	38	4.09
Good	215	23.17
Very Good	601	64.76
Total	928	100
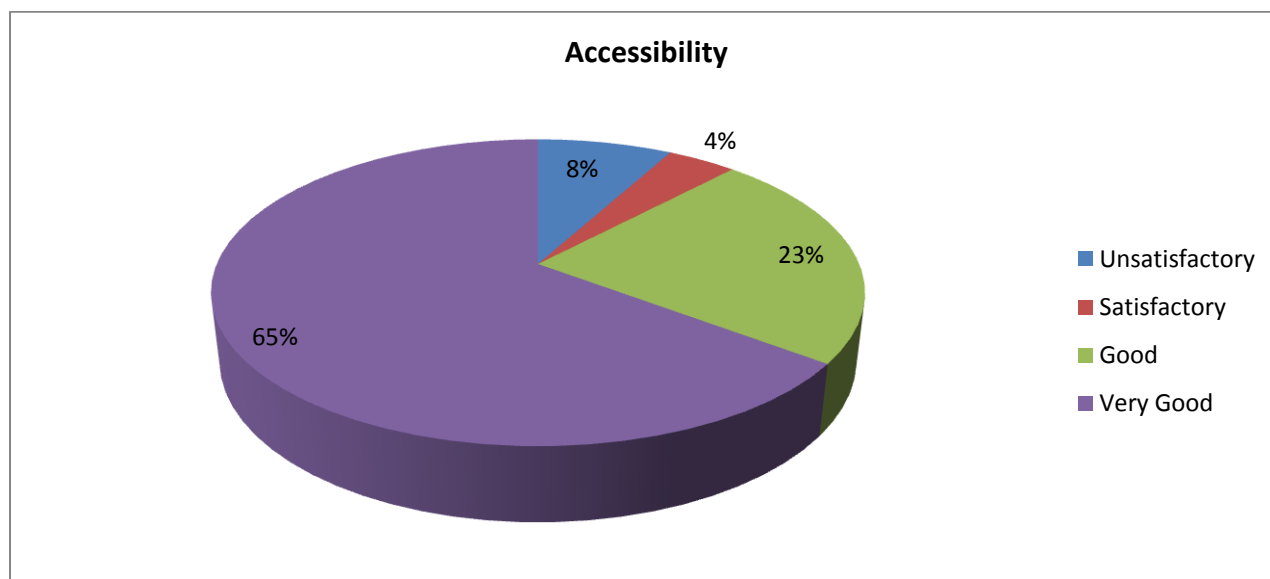
Analysis & Observation:
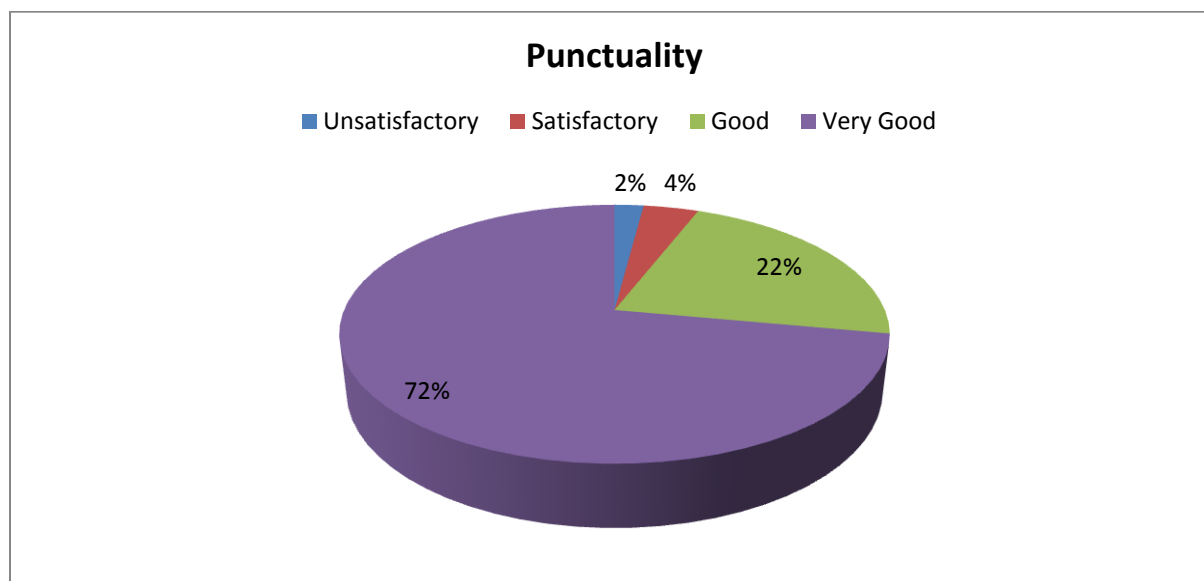
It can be analyzed from the feedback of the student for teaching quality in General Paper 1 from the perspective of the accessibility to the teachers; that 92% of the teachers in General Paper 1 is assessable to the teachers . Therefore it can be particularly inferred that most of the teachers are always available to clarify the subject matter to the students apart from the class schedules.

C.2.6) Punctuality

Punctuality		
Options	**Frequency**	**Percent**
Unsatisfactory	19	2.047
Satisfactory	36	3.879
Good	204	21.983
Very Good	669	72.091
Total	928	100

Punctuality

■ Unsatisfactory ■ Satisfactory ■ Good ■ Very Good

2% 4%

22%

72%

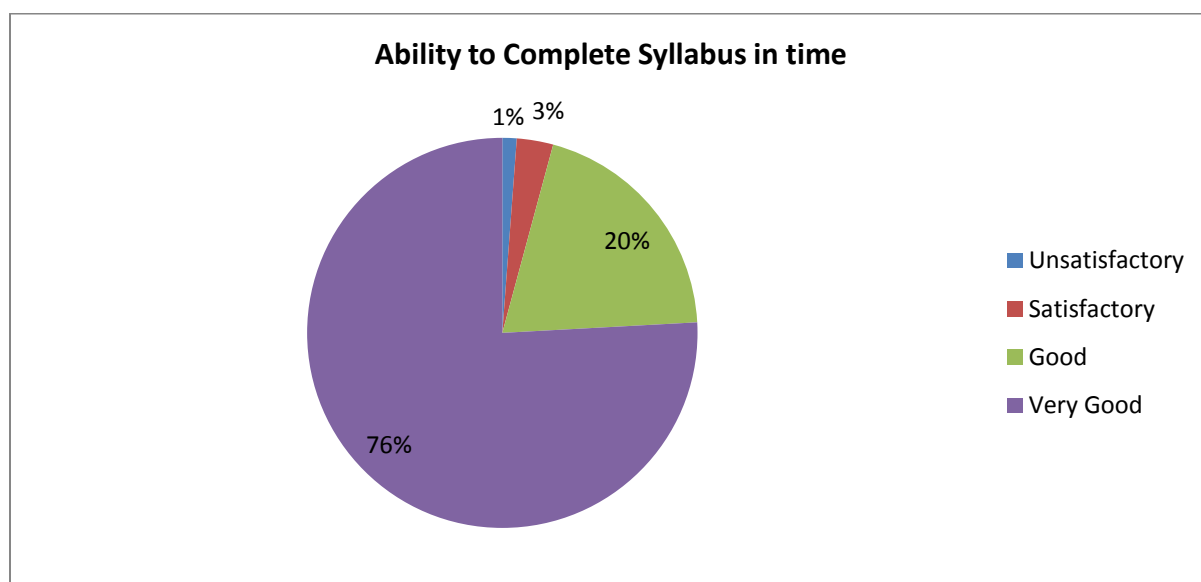## Analysis & Observation:

It is evident from the feedback of the students for teaching quality in General paper 1 that more than 98% of the teachers are highly punctual about timing and coming to classes. This enables the fellow students to get sufficient time to get a good grasp of the General Paper 1. The fact that the high punctuality also inculcicate the factor of discipline within the students.

C.2.7) Ability to complete syllabus in time

Ability to Complete Syllabus in time		
Options	**Frequency**	**Percentage (in%)**
Unsatisfactory	11	1.19
Satisfactory	28	3.02
Good	185	19.94
Very Good	704	75.86
Total	928	100

Analysis and Observation:

It is evident from the feedback of the students that almost 98.8% of the students highly agree to the fact that teachers are capable and certainly completes the syllabus and the curriculum of the general paper 1. Thus it is evident that the ability of the teachers of the General Subjects1 to complete the syllabus within stipulated time helps to provide sufficient knowledge regarding the subject to the students.

C.2.8) Overall Rating:

Overall Ratings		
Options	Frequency	Percentage (in%)
Unsatisfactory	10	1.08
Satisfactory	63	6.79
Good	230	24.78
Very Good	625	67.35
Total	928	100
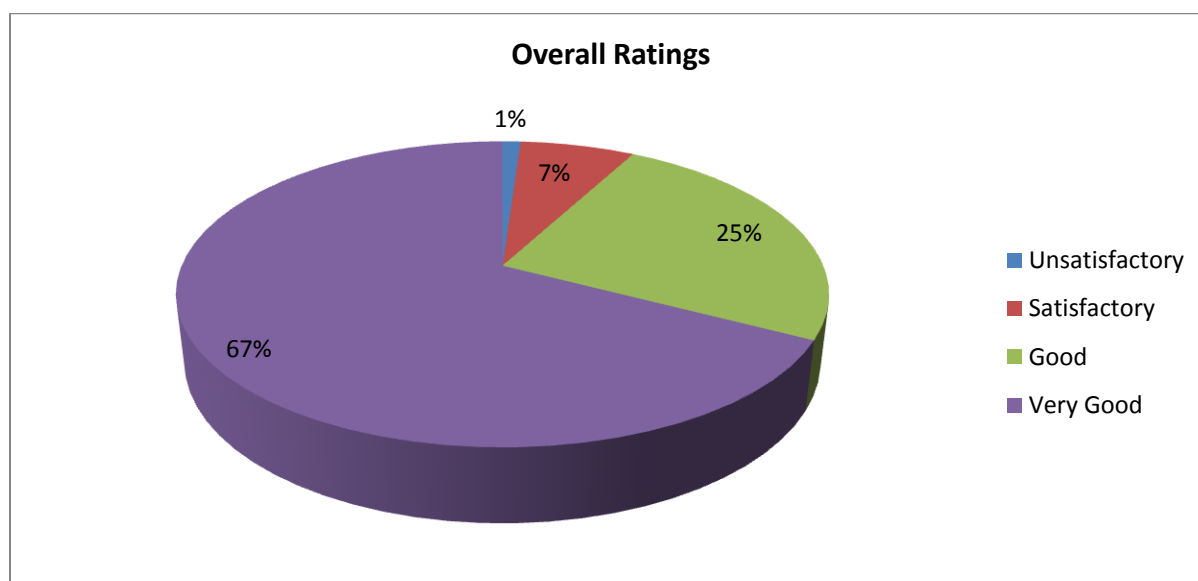
Overall Ratings

1%
7%
25%
67%

- Unsatisfactory
- Satisfactory
- Good
- Very Good

Analysis & Observation:

It is observed from the feedback analysis of overall ratings of the teachers by the students; that 98.92 % of the students has given a high rating in overall to the teachers taking the General Subject 1 in all the courses. Thus it is evident that the students are highly satisfied with the teacher's performance who are taking General Subjects 1.

Part D: Feedback Analysis of Various Construct for Adjudging Teaching Standard in General Paper 2

D.1) Introduction:

A comprehensive methodology has been adopted for making a in-depth analysis of the student's feedback who has been pursuing various education at Gokhale Memorial Girls' College. It is in order to make a sense from the obtained data collected through the feedback of the Students of the college, the response obtained is converted in valid data points. It is to adopt the technique or methodology for analysis; the feedbacks are converted into valid data points. For example to explain the fact; the option of " Very Good" is converted into data point of 4, "Good" is converted into data point of 3, Satisfactory is converted into data point of 2 and finally the option of unsatisfactory is converted into data point of 1. So a holistic analysis through quantitative analysis of the survey feedback questions is done through plotting of the data points as per the answers provided in each of the questions.

In this section the teaching quality or indeed the feedback for teachers given by the student for the General 2 papers. The students across 14 students from different department such as ASPV, Communicative English, Physics, Mathematics, Psychology, Hindi, Bengali, Political Science, Economics, Geography, Education, History, Philosophy and English participated in this particular survey analysis. So a holistic overall analysis is made for the teaching quality of the General 2 papers are depicted in the subsequent analysis.

It is also essential to mention that a teaching skill has been adjudged through variety of factors such as the teaching skill of the professor, Sincerity, teacher's ability to generate interest in the subject, communication skill, accessibility of the professor for the students, punctuality and the ability to complete the entire curriculum of the university for the subjects.

D.2) Response Analysis of Various Construct for Adjudging Teaching Standard in General Paper 2:

D.2.1) Teaching skills

Teaching Skills		
Options	**Frequency**	**Percentage (in%)**
Unsatisfactory	18	1.96
Satisfactory	31	3.37
Good	131	14.24
Very Good	740	80.43
Total	920	100
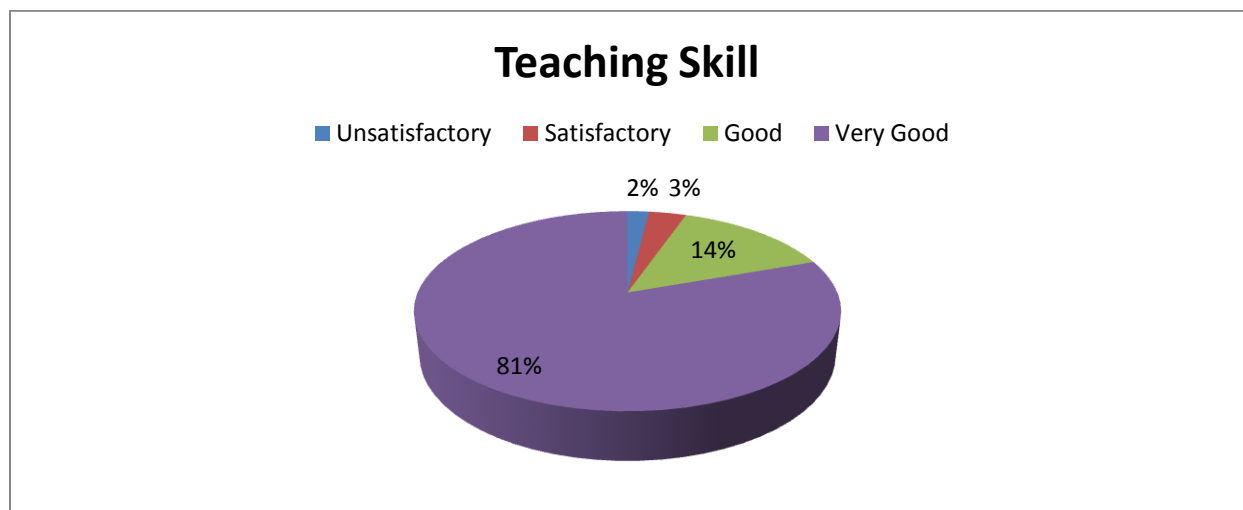
Analysis & Observation:

It is observed from the 920 responses obtained from the student for the feedback on teching skills of the professor who does take various General paper 2, that almost 80.43% of the respondents said that the teachers posseses a Very Good teaching skills. Morever 14.24% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, anotehr 3.37 % of the students of the General Paper 2 have given a satisfactory feedback for the teaching skills of the professors of the General Paper 2. Only 1.96% of the 920 responses has given a Unsatisfactory respose of the teaching quality of the professor and teachers of the General paper 2.

D.2.2) Sincerity

| Sincerity		
Options	**Frequency**	**Percentage (in%)**
Unsatisfactory	10	1.09
Satisfactory	38	4.13
Good	124	13.48
Very Good	748	81.30
Total	920	100

Analysis & Observation:

It is observed that 920 response obtained from the student for the feedback on sincerity of the professor who does take various general Paper 2; that almost 81.3% of the respondents said that the teachers posseses a Very Good sincereity. Morever 13.48% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 4.13% of the students have given a satisfactory feedback for the sincerity of the professors of the honours papers. Only 1.09% of the 920 responses has given a Unsatisfactory respose of the sincerity of the professor and teachers of the General paper 2.

D.2.3) Ability to generate interest in the subject

Ability to Generate Interest in Subjects		
Options	**Frequency**	**Percentage (in%)**
Unsatisfactory	16	1.74
Satisfactory	36	3.91
Good	154	16.74
Very Good	714	77.61
Total	920	100

Ability to Generate Interest in Subjects

- Unsatisfactory
- Satisfactory
- Good
- Very Good

2% 4% 17% 77%
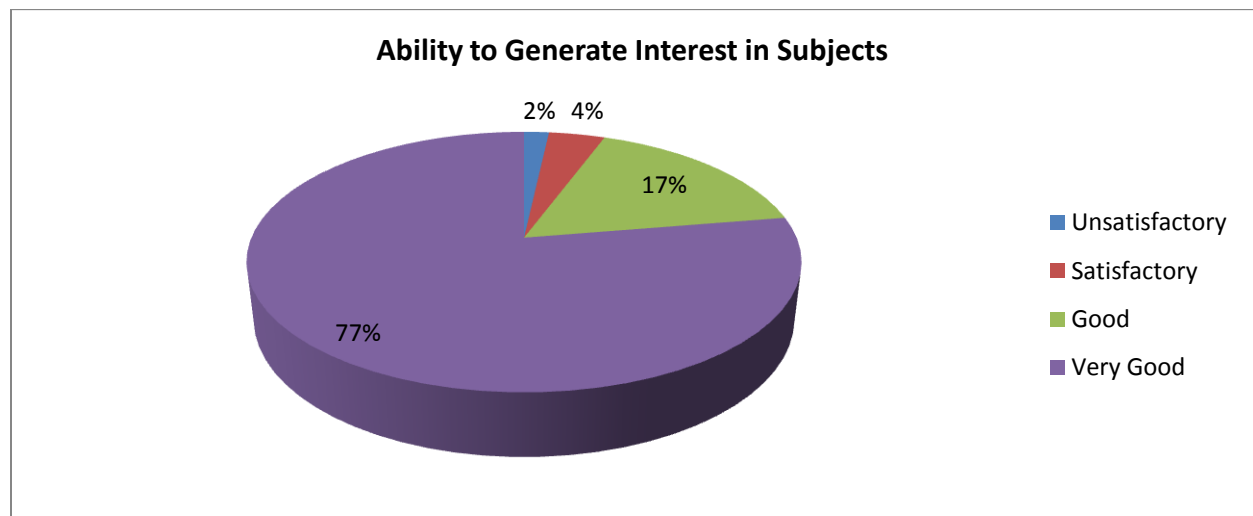
Analysis & Observation:

It is observed from the 520 responses obtained from the students for the feedback on ability to generate interest in the subjects by the professor who does take various General Paper 2, that almost 77.61% of the respondents said that the teachers posseses a Very Good ability in this regard. Morever 16.74% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 3.91% of the students have given a satisfactory feedback for the factor of generating interest in the subject by the professors of the General Paper 2. Only 1.74 % of the 920 responses has given a Unsatisfactory respose of this perspective of the professor and teachers of the General Paper 2.

D.2.4) Ability to Communicate

<table>
<tr><th colspan="3">Ability to Communicate</th></tr>
<tr><th>Options</th><th>Frequency</th><th>Percentage (in%)</th></tr>
<tr><td>Unsatisfactory</td><td>23</td><td>2.50</td></tr>
<tr><td>Satisfactory</td><td>41</td><td>4.46</td></tr>
<tr><td>Good</td><td>138</td><td>15.00</td></tr>
<tr><td>Very Good</td><td>718</td><td>78.04</td></tr>
<tr><td>Total</td><td>920</td><td>100</td></tr>
</table>
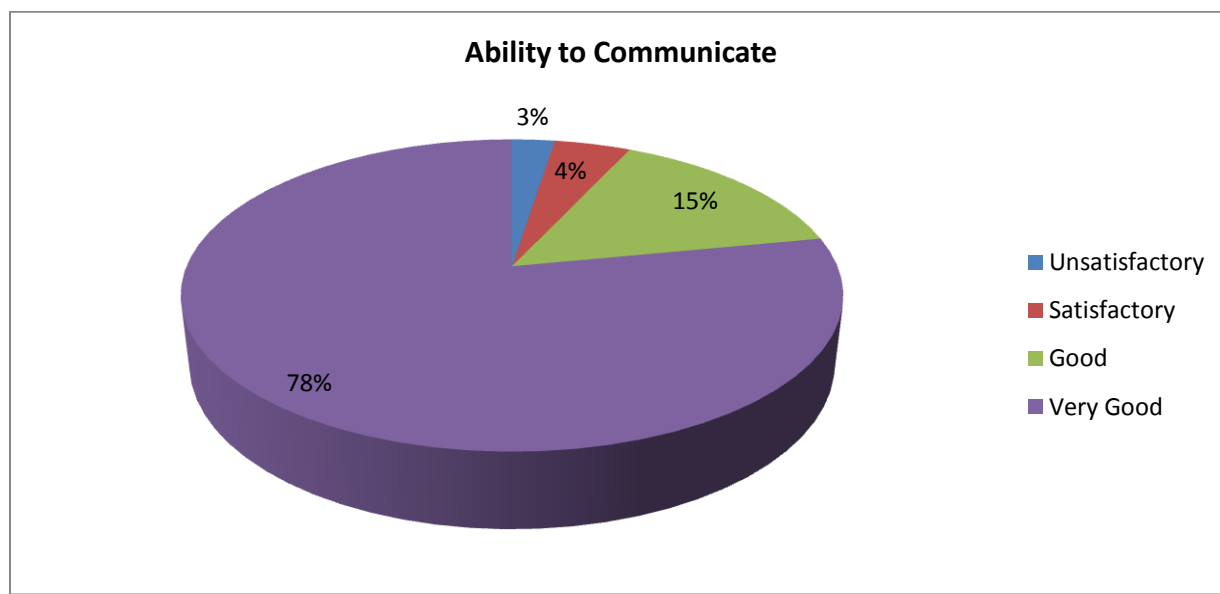
Ability to Communicate

Analysis & Observation:

It can be observed from the above feedback analysis of the student pertaining to the teaching quality on the basis of communication skill of the students that 78.04% of the teacher have good communication skills to explain the subjects of General Paper 2 taking into the consideration of all the courses. On the other hand it is also evident that 15% of the total students' participants feel that communication skill of the teachers ' are good and it is also evident that 4.46% of the students feel that communication skills of the teachers teaching General Subject 2 is satisfactory. Only 2.5% out of total 920 responses feels that communication skill is unsatisfactory.

D.2.5) Accessibility

| Accessibility		
Options	Frequency	Percentage (in%)
Unsatisfactory	18	1.96
Satisfactory	46	5.00
Good	138	15.00
Very Good	718	78.04
Total	920	100
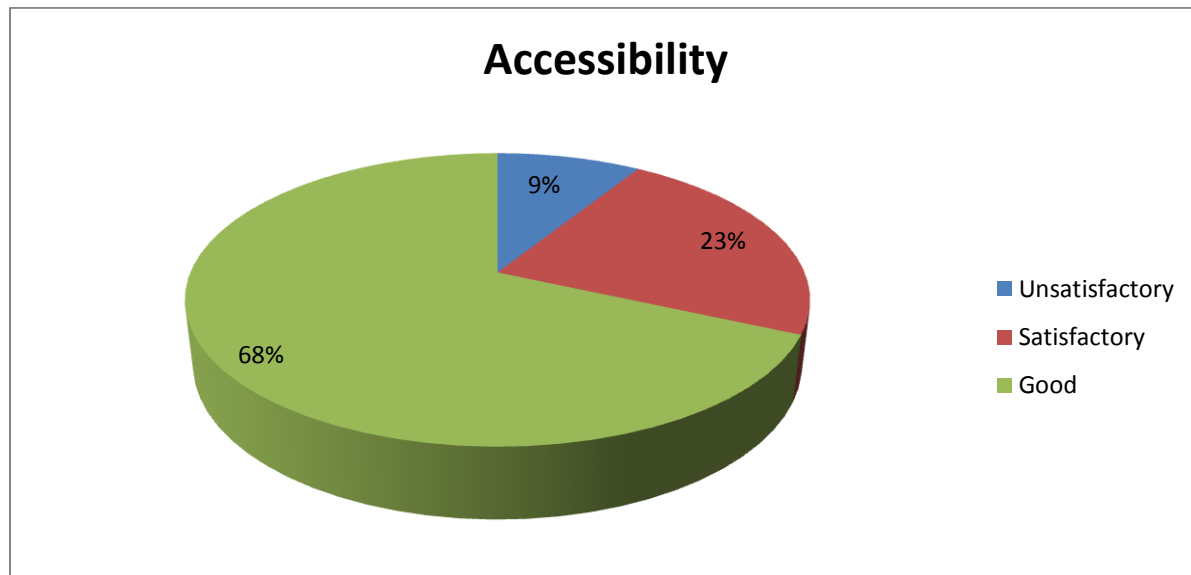
Analysis & Observation:

It can be analyzed from the feedback of the student for teaching quality in General Paper 2 from the perspective of the accessibility to the teachers; that 98.04% of the teachers in General Paper 2 is assessable. Therefore it can be particularly inferred that the teachers are always available to clarify the subject matter to the students apart from the class schedules.

D.2.6) Punctuality

Punctuality		
Options	Frequency	Percentage (in%)
Unsatisfactory	5	0.54
Satisfactory	29	3.15
Good	159	17.28
Very Good	727	79.02
Total	920	100
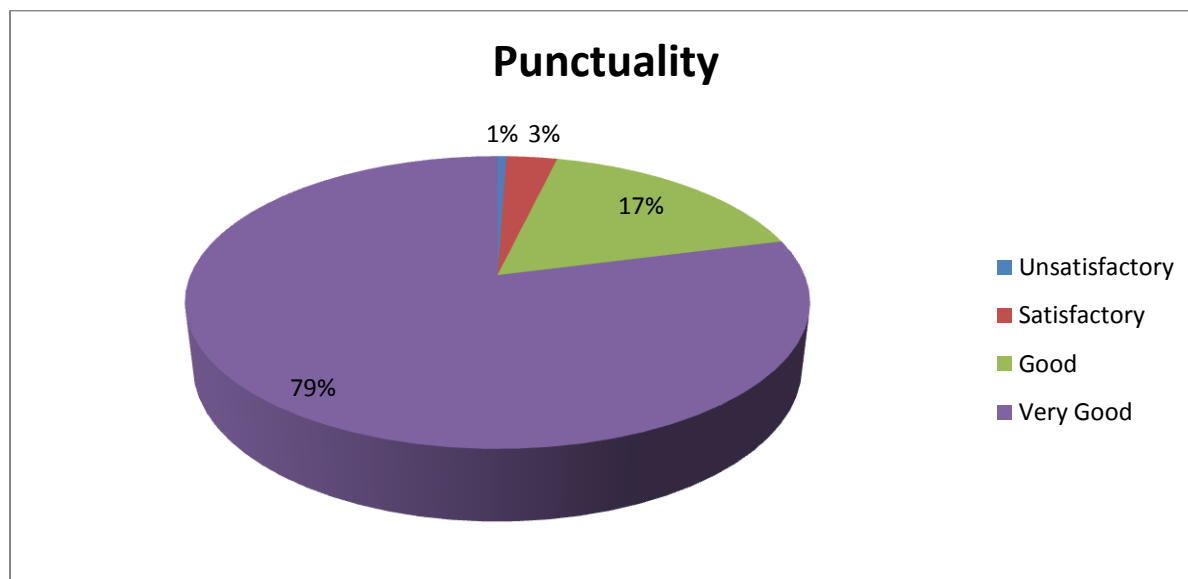
Punctuality

1% 3%

17%

79%

- Unsatisfactory
- Satisfactory
- Good
- Very Good

Analysis & Observation:

It is evident from the feedback of the students for teaching quality in General paper 2 that more than 99.5% of the teachers are highly punctual about timing and coming to classes. This enables the fellow students to get sufficient time to get a good grasp of the General Paper 2. The fact that the high punctuality also inculcicate the factor of discipline within the students.

D.2.7) Ability to complete syllabus

| Ability to Complete Syllabus in time		
Options	Frequency	Percentage (in%)
Unsatisfactory	9	0.98
Satisfactory	25	2.72
Good	129	14.02
Very Good	757	82.28
Total	920	100
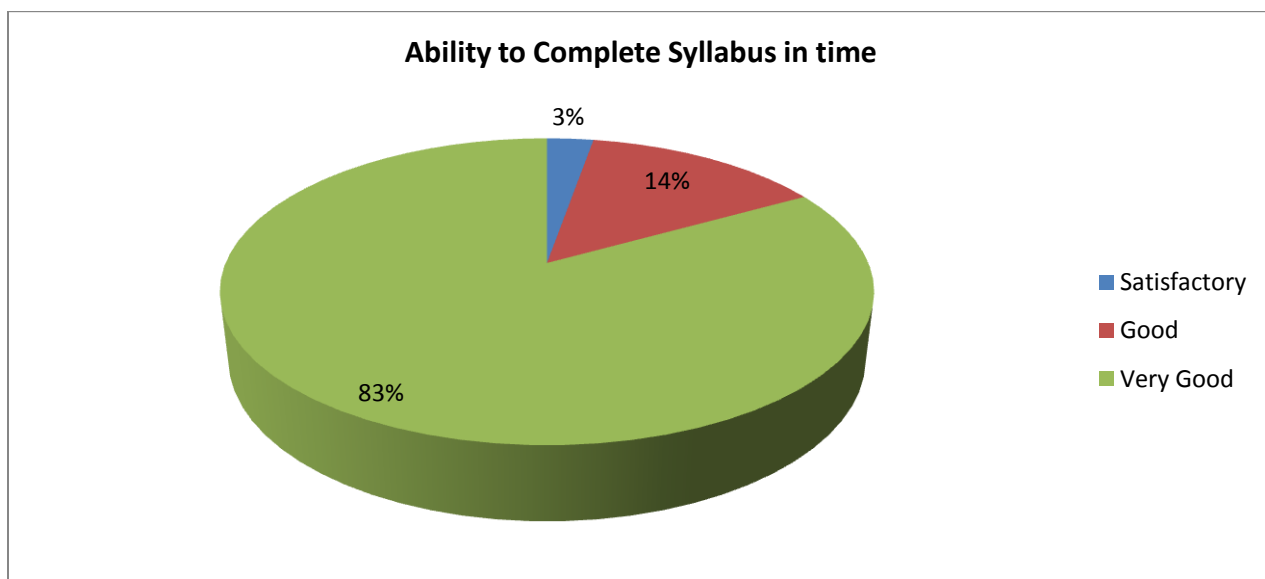
Analysis & Observation:

It is evident from the feedback of the students that almost 99% of the students highly agree to the fact that teachers are capable and certainly completes the syllabus and the curriculum of the general paper 2. Thus it is evident that the ability of the teachers of the General Subjects2 helps to score good marks and also to gain sufficient knowledge.

D.2.8) Overall rating

Overall Rating		
Options	**Frequency**	**Percentage (in%)**
Unsatisfactory	12	1.30
Satisfactory	42	4.57
Good	148	16.09
Very Good	718	78.04
Total	920	100
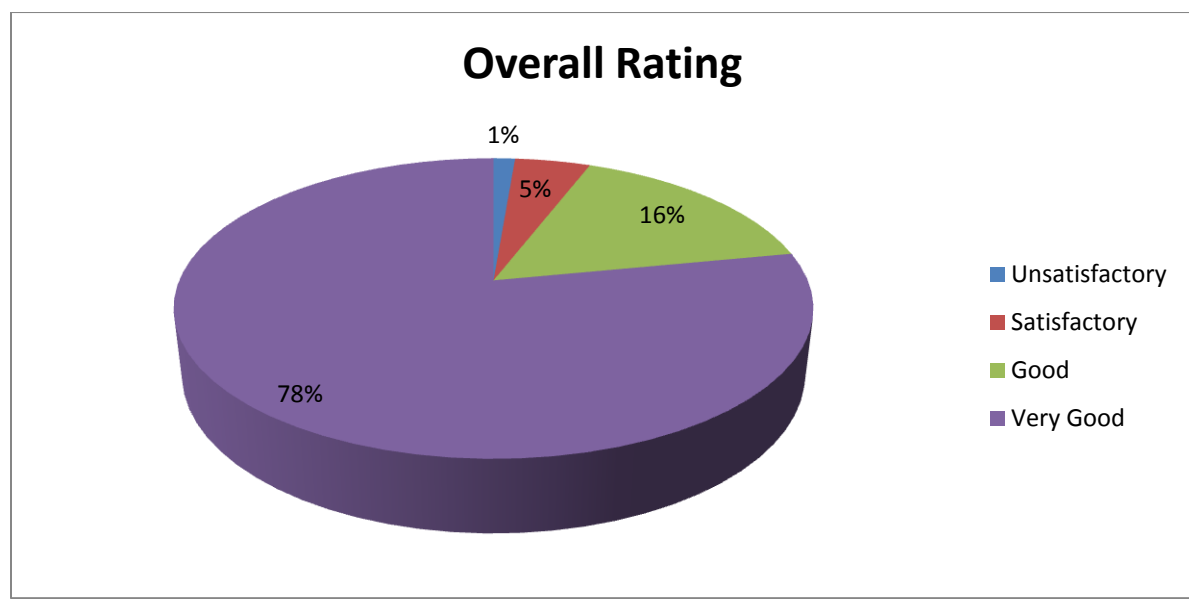
Overall Rating

1%

5%

16%

78%

- Unsatisfactory
- Satisfactory
- Good
- Very Good

Analysis & Observation:

It is observed from the feedback analysis of overall ratings of the teachers by the students; that 98.7% of the students has given a high rating to the teachers taking the General Subject 1 in all the courses. Thus it is evident that the students are highly satisfies with the teacher's performance who are taking General Subjects 2.

Declaration Statement

I do hereby want to confirm that the Students' Satisfaction Survey Report for the academic year 2018-2019 of Gokhale Memorial Girls' College is based on the original and actual survey data given by the students of the college. All the analysis given in this Students' Satisfaction Survey Report is based on the actual survey responses. For the purpose of making a comprehensive analysis, all the descriptive option based data have been converted into quantitative form with the help of appropriate scaling techniques for making it viable for further analysis. All the facts and figures provided is based on actual survey responses and for maintaining the accuracy of the report no irrelevant data has been given in the report.

Subhajit Ghosh.

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(SUBHAJIT GHOSH)

Preparer of the Student Satisfaction Survey Report