GOKHALE MEMORIAL GIRLS' COLLEGE

Students' Satisfaction Survey Report

2019-2020

Contents

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 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 (in%)
Unsatisfactory	2	0.56
Satisfactory	27	7.54
Good	131	36.59
Very Good	198	55.31
Total	358	100
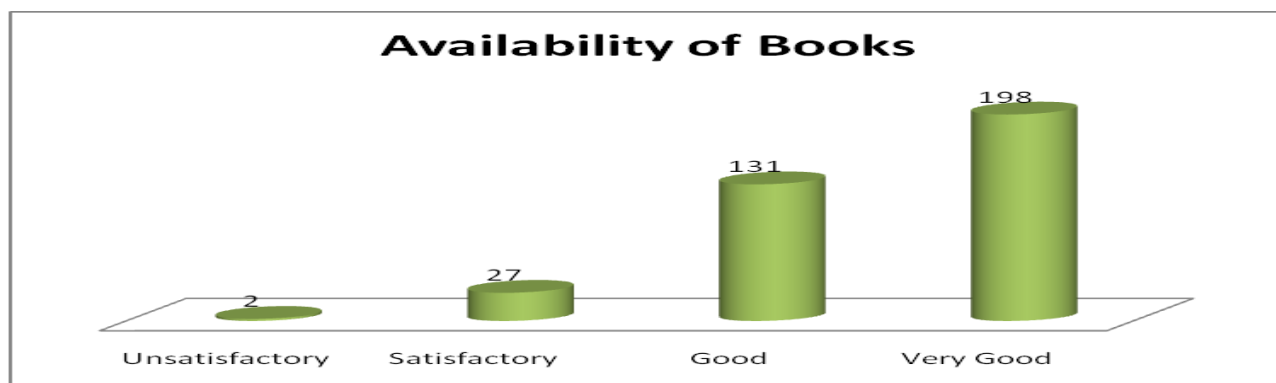
Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 55.31% of the total 358 students who participated in the survey provided a 'very Good' response when they were asked regarding

availability of books in the library. Another 131of the total 358 respondents also feels that availability of books in the college library is 'Good'. Even 7.54% of the total 358 respondents are satisfied with the aspect of availability of their subject books in the college library. Only 2 out of 358 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 (in%)
Unsatisfactory	7	1.96
Satisfactory	29	8.10
Good	144	40.22
Very Good	178	49.72
Total	358	100
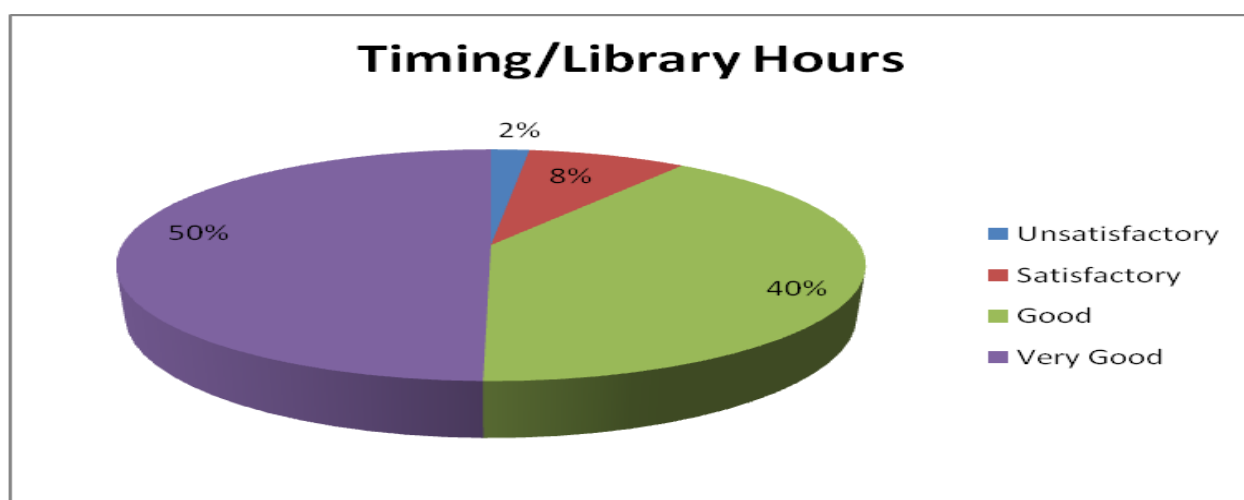
Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 49.72% or 178 students of the total 358

students who participated in the survey provided a 'very Good' response when they were asked regarding timing of the library. Another 144 of the total 358 respondents also feels that timing of library of the college library is 'Good'. Even another 8.1% of the total 358 student respondents are satisfied with the timing of the library of the college. Only 7 out of 358 participants of the survey or 1.96% 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%)
Unsatisfactory	88	24.58
Satisfactory	96	26.82
Good	97	27.09
Very Good	77	21.51
Total	358	100
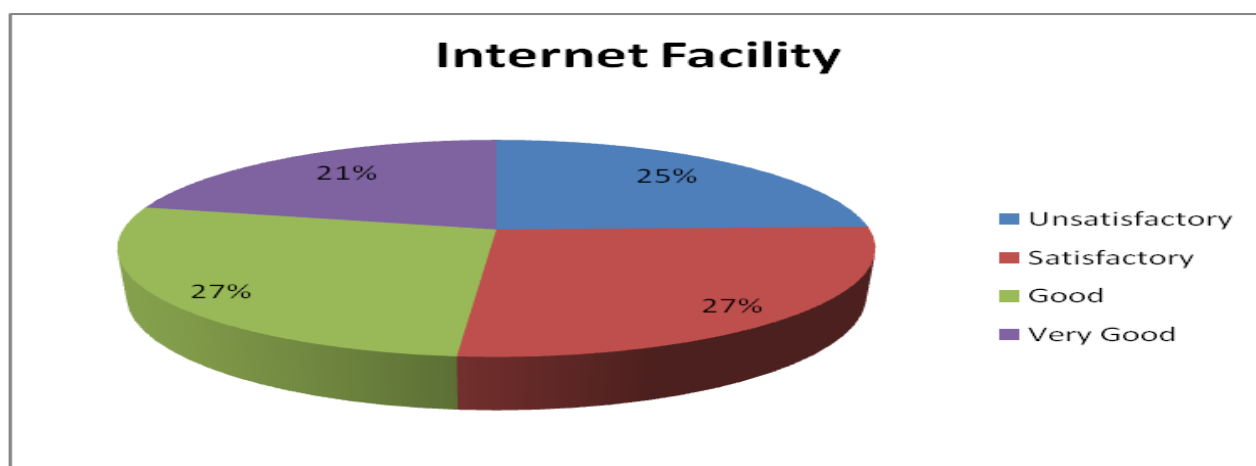
Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 21.51% or 77 students of the total 358 students who participated in the survey provided a 'Very Good' response when they were asked regarding internet facility in the library. Another 97 of the total 358 respondents also feels that internet facility of library is 'Good'. Even another 26.82% or 96 of the 358 student respondents are satisfied with the internet facility of the library. 88 out of 358 participants of the survey or 24.58% 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%)
Unsatisfactory	51	14.25
Satisfactory	70	19.55
Good	133	37.15
Very Good	104	29.05
Total	358	100
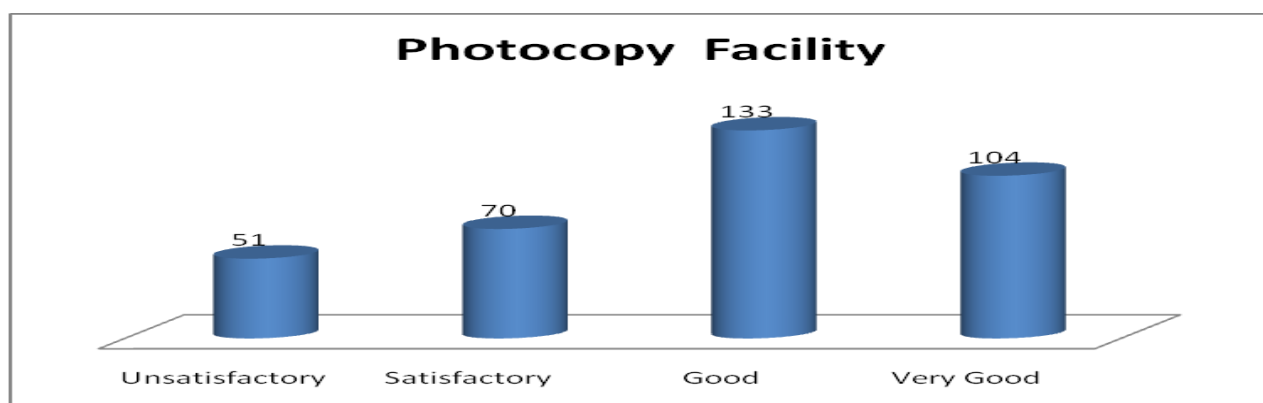
Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 29.05% or 104 students of the total 358 students who participated in the survey provided a 'Very Good' response when they were asked regarding photocopy facility in the library. Another 133 of the total 358 respondents also feels that photocopy facility of library is 'Good'. Even another 19.55% or 70 of the total 358 student respondents are satisfied with the photocopy facility of the library. 51 out of 358 participants of the survey or 13% 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%)
Unsatisfactory	13	3.63
Satisfactory	27	7.54
Good	98	27.37
Very Good	220	61.45
Total	358	100
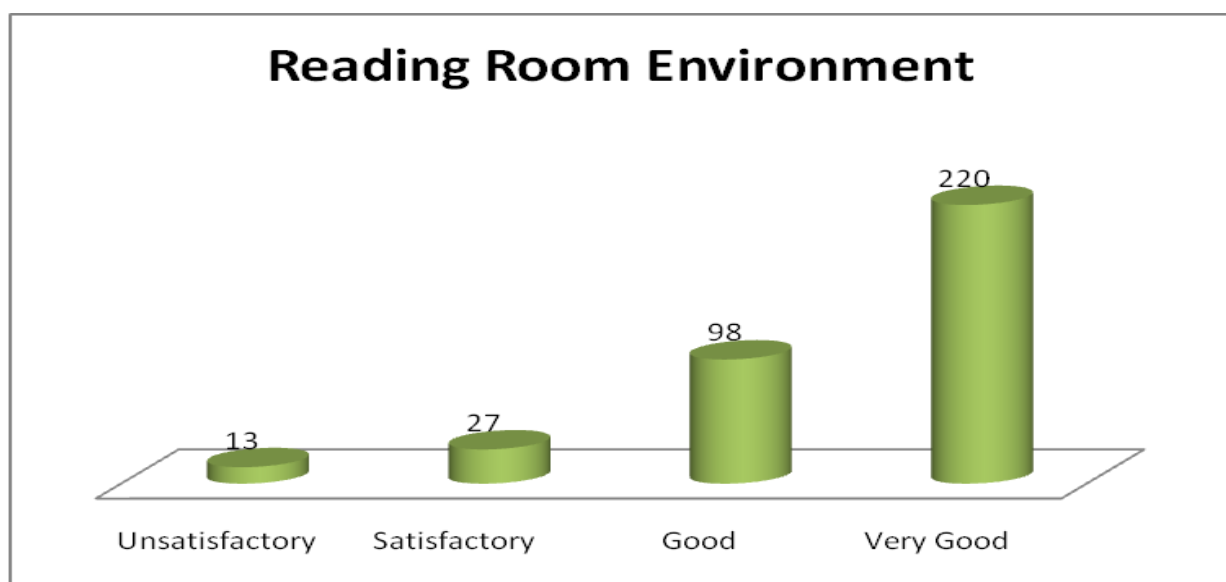
Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 61.45% or 220students of the total 358 students who participated in the survey provided a 'Very Good' response when they were asked regarding reading room environment of the library. Another 98 of the total 358 respondents also feels that reading room environment of the library is 'Good'. Even another 7.54% or 27 of the total 358 student respondents are satisfied with the reading room environment of the library. Only 13 out of the survey or 3.63% 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%)
Unsatisfactory	3	0.84
Satisfactory	42	11.73
Good	135	37.71
Very Good	178	49.72
Total	358	100
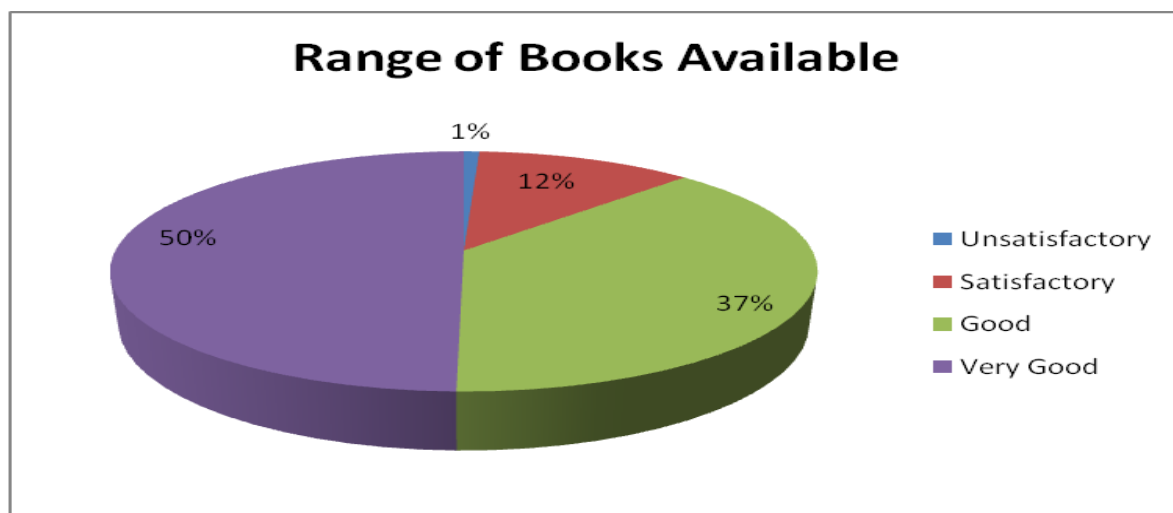
<u>**Analysis & Observation:**</u>

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 49.72% or 178 students of the total 358 students who participated in the survey provided a 'Very Good' response when they were asked regarding range of books available in the library. Another 135 of the total 358 respondents also feels that range of books available in the library is 'Good'. Even another 11.73% or 42 of the total 358 student respondents are satisfied with the range of books available in the library. Only 3 out of 358 participants of the survey or 0.84% of the total student survey participants are unsatisfied with the range of books available in the library.

A.2.7) Capability of Librarian

| Capability of Librarian		
Options	Frequency	Percentage (in%)
Unsatisfactory	11	3.07
Satisfactory	31	8.66
Good	122	34.08
Very Good	194	54.19
Total	358	100
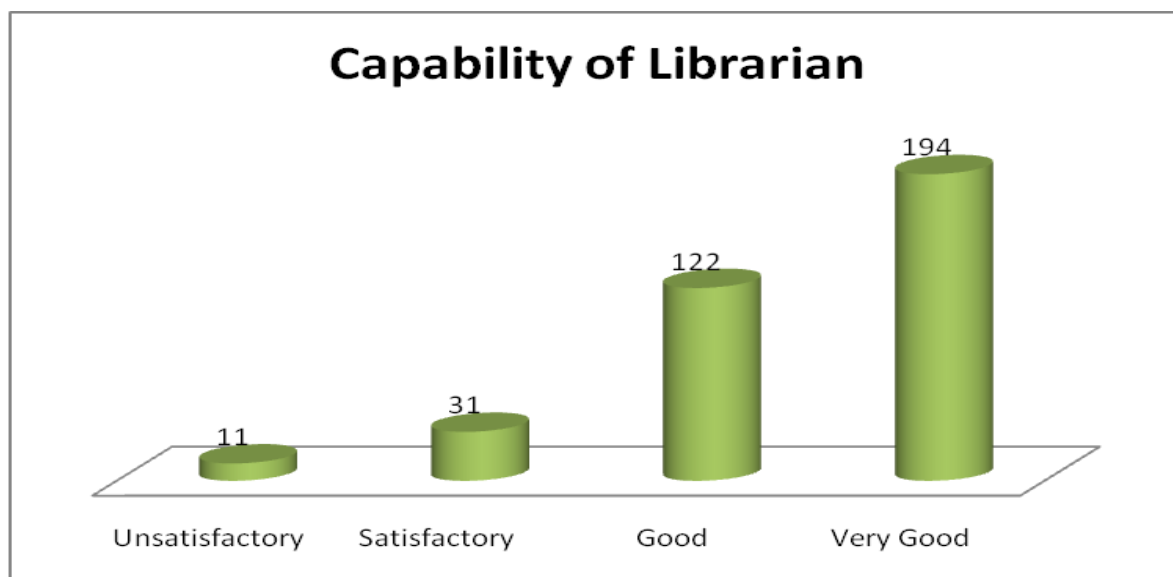
Capability of Librarian

Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 54.19% or 194 students of the total 358 students who participated in the survey provided a 'Very Good' response when they were asked capability of the librarian of the college library. Another 122 of the total 358 respondents also feels that capability of the librarian of the college library is 'Good'. Even another 8.66% or 31 of the total 358 student respondents are satisfied with the capability of the librarian of the college library. Only 11 out of 358 participants of the survey or 3.07% 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:

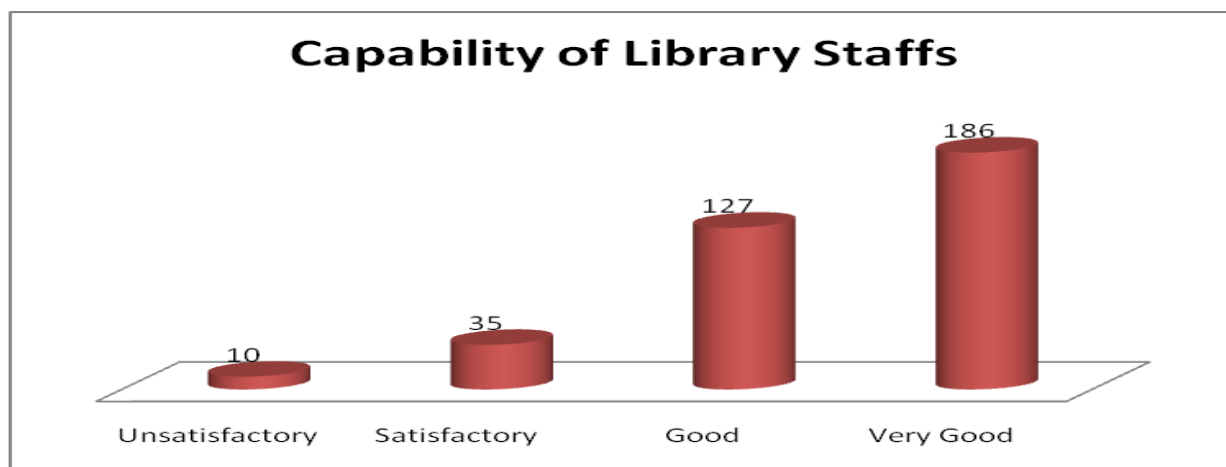| Capability of Library Staffs		
Options	Frequency	Percentage (in%)
Unsatisfactory	10	2.79
Satisfactory	35	9.78
Good	127	35.47
Very Good	186	51.96
Total	358	100

Capability of Library Staffs

Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 51.96% or 186 students of the total 358 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 127 of the total 358 respondents also feels that capability of the library staffs of the college library is 'Good'. Even another 9.78% or 35 of the total 358 student respondents are satisfied with the capability of the library staffs of the college library. Only 10 out of 358 participants of the survey or 2.79% 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 %)
Unsatisfactory	45	12.57

Satisfactory	84	23.46
Good	153	42.74
Very Good	76	21.23
Total	358	100
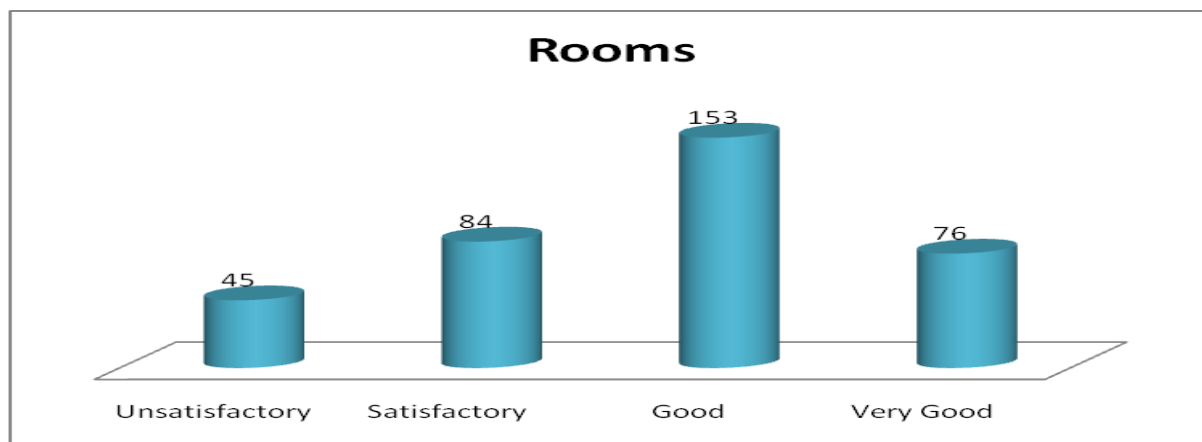
It can be observed from the feedback response of the students on the infrastructural facilities of rooms that 21/23% of the total 358 students who participated in the survey has given a answer of Very good for the facilities of the rooms at the college. Moreover 42.74% and 23.46% of the total 358 students who participated in the survey has given a response of Good and Satisfactory for the infrastructural facility of the Rooms. Only a marginal 12.57% of the respondents has given an Unsatisfactory response for class rooms of the college. Thus it can be strongly inferred that the infrastructural facility of Class Rooms are in a good state and well maintained in the college.

B.2.2) Lighting Arrangement

Lighting Arrangements		
Options	Frequency	Percentage (in %)
Unsatisfactory	17	4.75
Satisfactory	51	14.25
Good	165	46.09

Very Good	125	34.92
Total	358	100

Lighting Arrangements

It can be observed from the feedback response of the students on the infrastructural facilities of lighting arrangements that 34.92% of the students who participated in the survey has given a answer of Very good for it. Moreover 46.09% and 14.25% of the students respectively has given a response of Good and Satisfactory for the infrastructural facility of the Lighting Arrangements. Only a marginal 4.75% 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 %)
Unsatisfactory	23	6.42

Satisfactory	56	15.64
Good	143	39.94
Very Good	136	37.99
Total	358	100
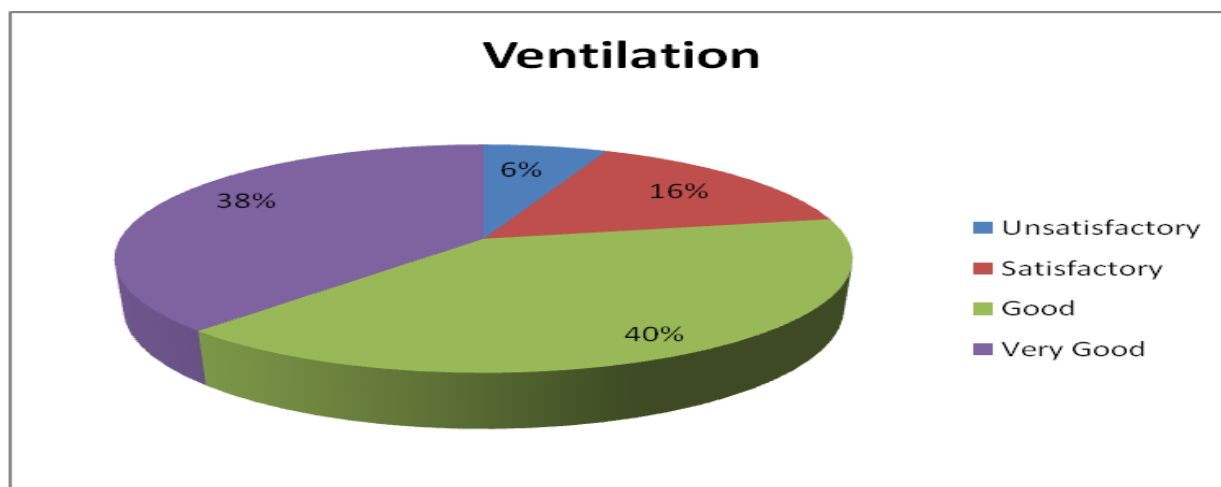
Ventilation

Analysis and Observation:

It can be observed from the feedback response of the students on the infrastructural facilities of ventilation that 37.99% of the students who participated in the survey has given a answer of Very good for it. Moreover 39.94% and 15.64% of the students respectively has given a response of Good and Satisfactory for ventilation. It is only 6.42% 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
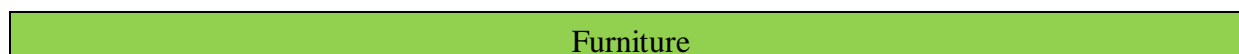
Options	Frequency	Percentage (in %)
Unsatisfactory	28	7.82
Satisfactory	67	18.72
Good	153	42.74
Very Good	110	30.73
Total	358	100
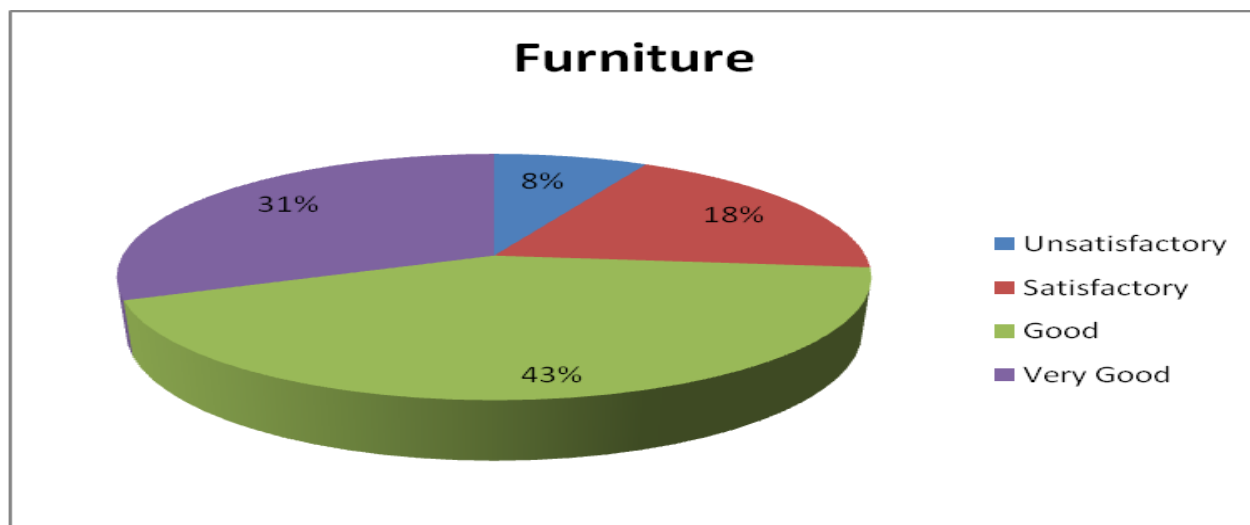
Furniture

8%
31%
18%
43%

- Unsatisfactory
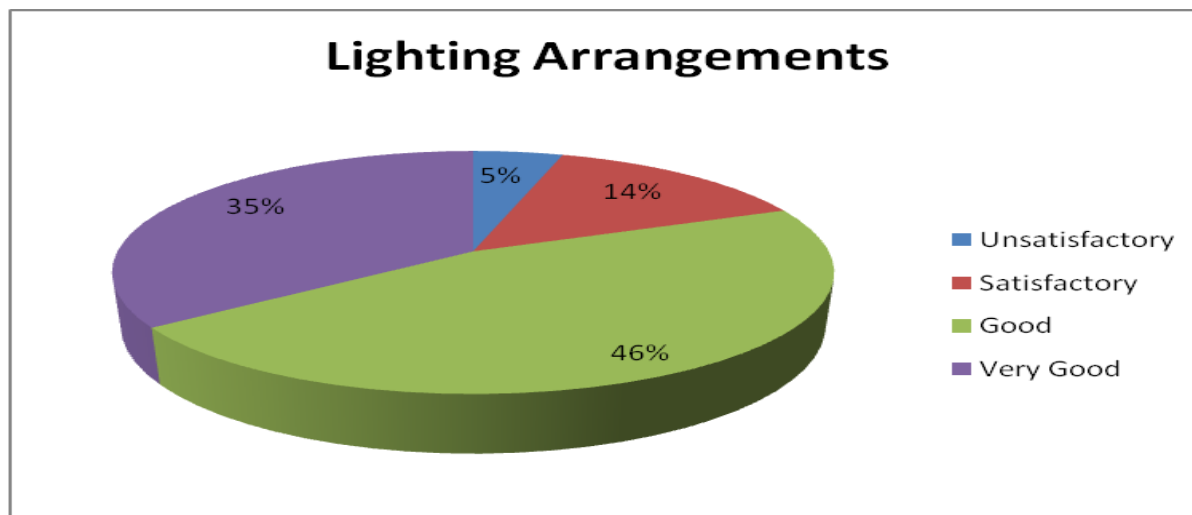- Satisfactory
- Good
- Very Good

Analysis and Observation:

It can be observed from the feedback response of the students on the infrastructural facilities of Furniture that 30.73% of the students who participated in the survey has given a answer of Very good for it. Moreover 42.74% and 18.72% of the students has given a response of Good and Satisfactory for the infrastructural facility of the adequate furniture. Only a marginal 7.82% of the total 358 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 %)
Unsatisfactory	27	7.54
Satisfactory	88	24.58
Good	146	40.78
Very Good	97	27.09
Total	358	100
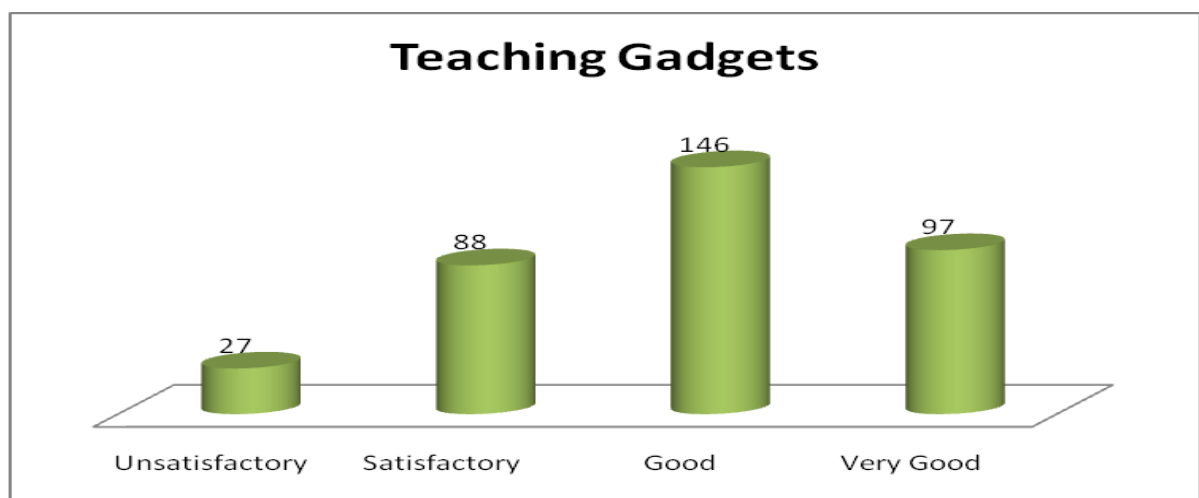
Analysis and Observation:

It can be observed from the feedback response of the students on the infrastructural facilities of adequate teaching gadgets that 27.09% of the students who participated in the survey has given a answer of Very good for it. Moreover 40.78% and 24.58% of the students has given a response of Good and Satisfactory respectively for the infrastructural facility of adequate teaching gadgets. Only a marginal 7.54% of the total 358 respondents has given an Unsatisfactory response for usage of teaching gadgets by teachers in taking classes. 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 %)
Unsatisfactory	15	4.19
Satisfactory	57	15.92
Good	134	37.43
Very Good	152	42.46
Total	358	100
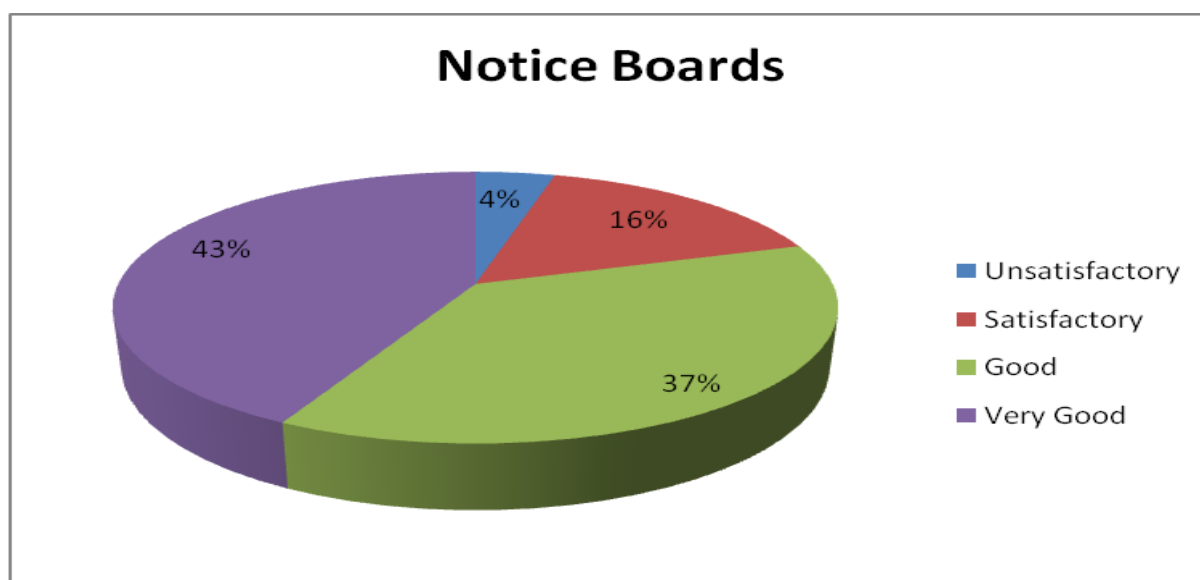
Analysis and Observation:

It could be observed that 42.46% 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, 37.43% of the students out of the total 358 student participants also believes that notice board provide important information and located at prominent location of the college. Even 15.92% of the respondents also feels that they are satisfied with the location of the notice board. But in contrast, 4.19% of the total respondents which comes out to be 15 of the total 358 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		
Options	Frequency	Percentage (in %)
Unsatisfactory	16	4.47
Satisfactory	47	13.13
Good	136	37.99
Very Good	159	44.41
Total	358	100
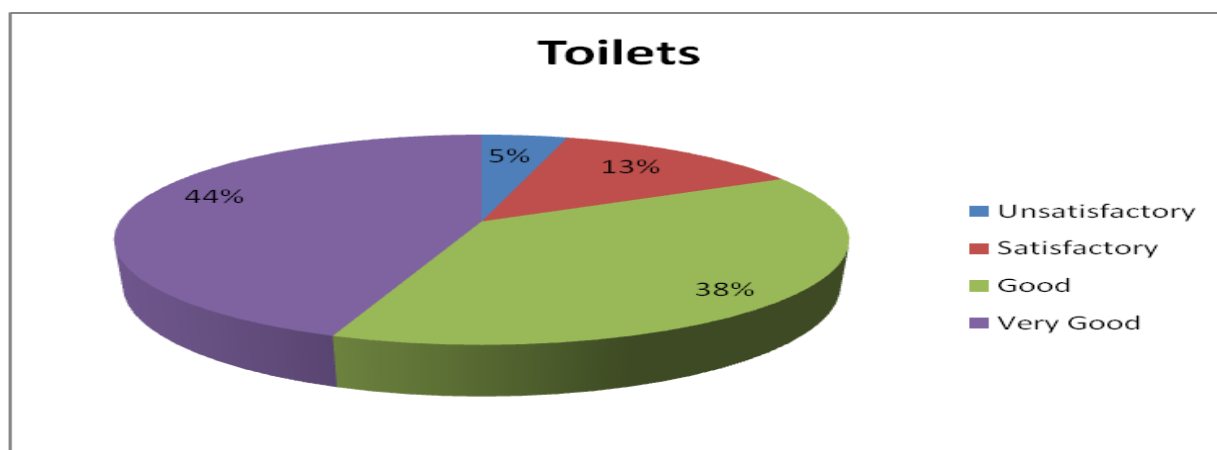
Analysis and Observation:

The analysis of the survey response of the student of the college reveals that 159 out of 358 student participants feels that toilets and washrooms are very well maintained. Even 136 out of total 358 respondents agree that toilets are maintained at a good condition. Moreover, 47 of total 358 participants of the survey are also satisfied with the cleanliness of the toilets and washrooms. Only, 16 out of the total 358 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 %)
Unsatisfactory	12	3.35
Satisfactory	20	5.59
Good	118	32.96
Very Good	208	58.10
Total	358	100
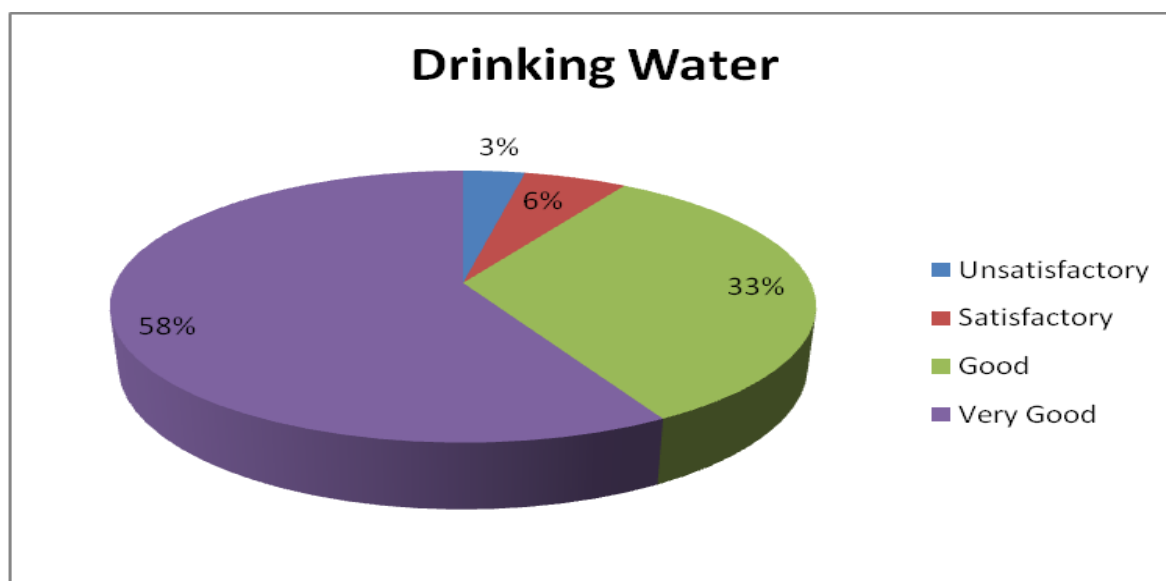
Analysis and Objectives:

It is observed from the above analysis that almost 58.1% of the student who participated in the feedback survey analysis are highly satisfied with the availability of the good drinking water adequately. Even 32.96% and 5.59% of the respondents feels that drinking water is good and satisfactory at the college. Only 12 participants or 3.35% 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 %)
Unsatisfactory	10	2.79
Satisfactory	22	6.15
Good	82	22.91
Very Good	244	68.16
Total	358	100
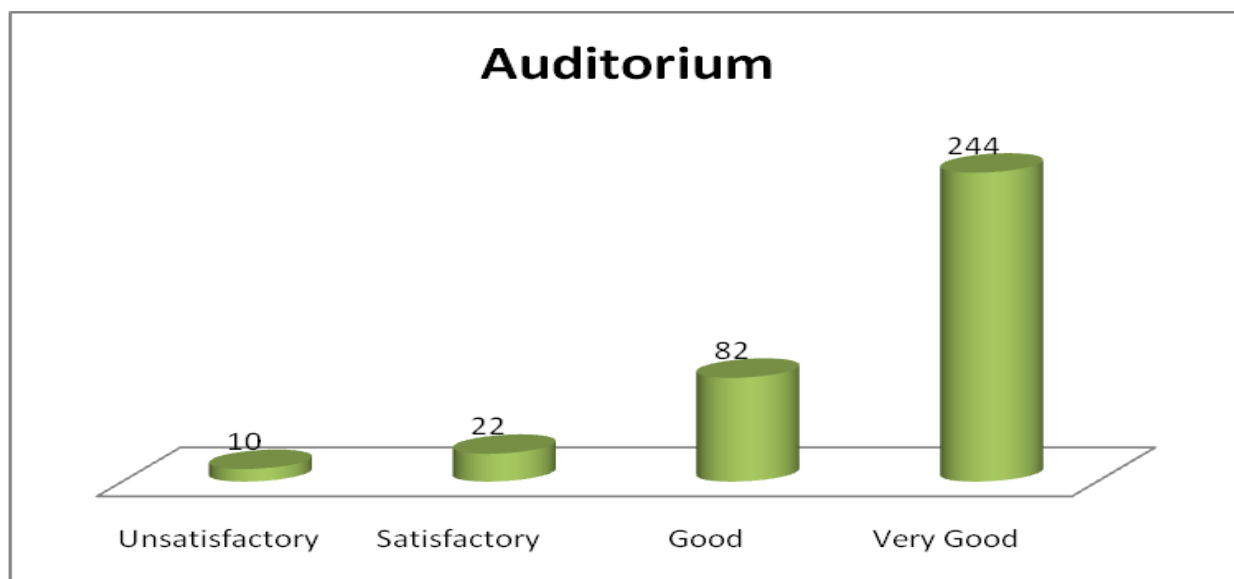
Analysis and Observation:

It is observed from the above analysis that almost 68.16% of the student who participated in the feedback survey analysis are highly satisfied with the facility of the auditorium in the college. Even 22.91% and 6.15%of the students also feels that auditorium facility of the college is good and satisfactory respectively. It is only 2.79% of total participants does have a feelings that auditorium facility is unsatisfactory. Moreover according to them the benefits of having a auditorium as it acts as a facility for cultural activities, seminars and conferences.

B.2.10) Office support

Office Support		
Options	Frequency	Percentage (in %)
Unsatisfactory	45	12.57
Satisfactory	58	16.20
Good	163	45.53
Very Good	92	25.70
Total	358	100
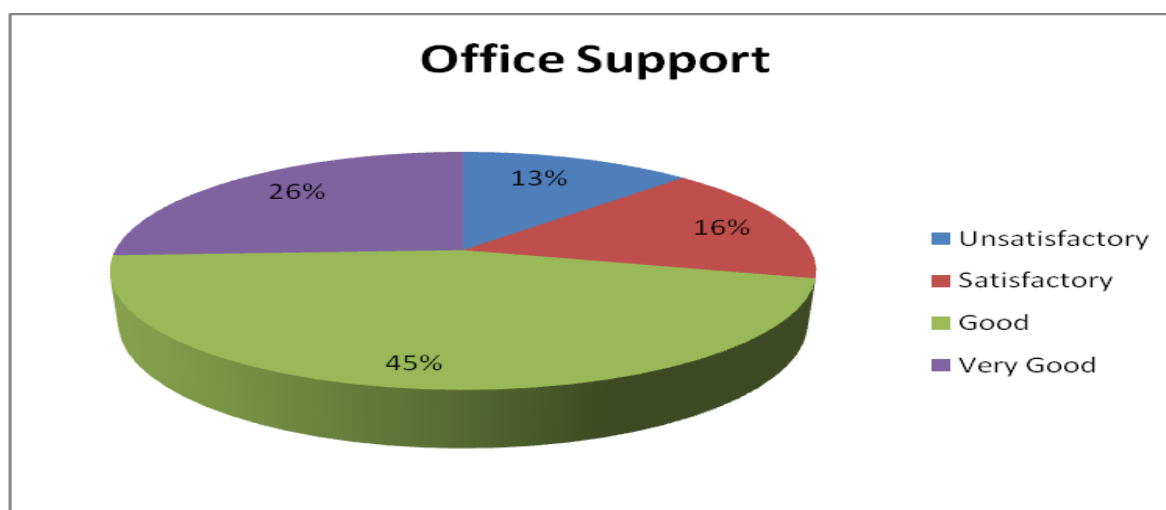
Analysis and Observation:

It is evident from the feedback analysis that the office support that has been provided to the student is excellent as all 88.43% of the student from various courses who participated in the feedback survey analysis has given a highly satisfactory feedback in this segment. Only 12.57% 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 %)
Unsatisfactory	7	1.96
Satisfactory	23	6.42
Good	128	35.75
Very Good	200	55.87
Total	358	100
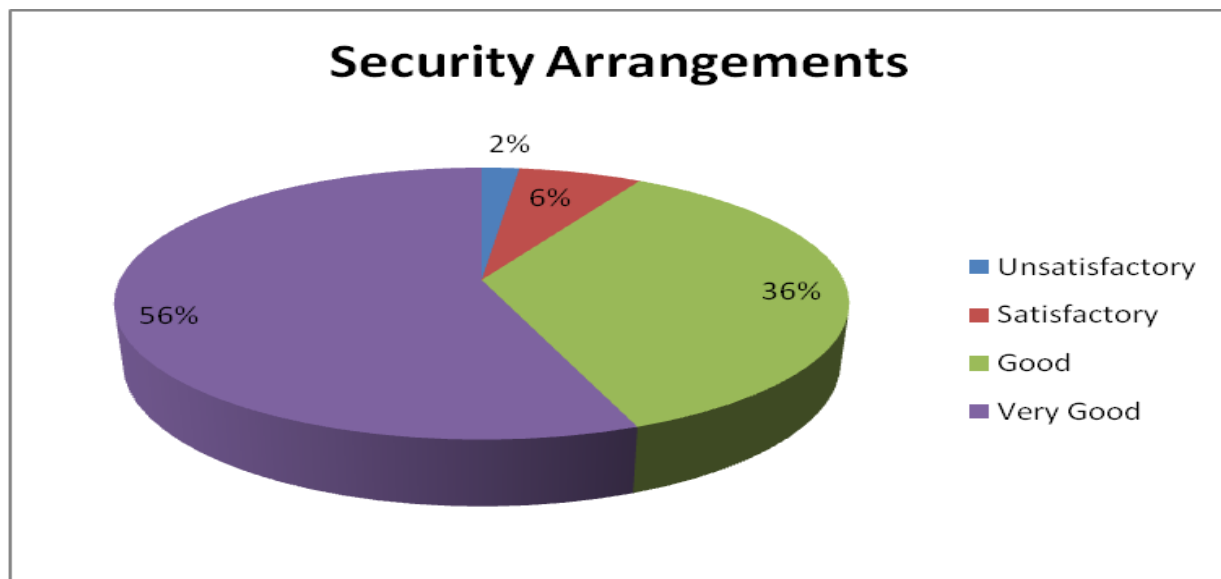
Analysis and Observation:

It is obsevred from the frequency table given above that the 98.4% 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. 1.96% of the students feels that the security arrangemnets are unsatisfactory.

Part C: Student's Feedback Analysis for Assessment of Teaching Quality in Major/ Honours Subjects:

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 teacher's feedback given by the student who have undertaken the various Honours/ Major subject at the college is given below. The students across 16 different department such as ASPV, Communicative English, Physics, Mathematics, Psychology, Hindi, Bengali, Political Science, Economics, Geography, Education, History, Philosophy, English, Clinical Nutrition and Dietetics and Chemistry participated in this particular survey analysis. So a holistic overall analysis is made for the teaching quality of the Honours paper and Major papers are depicted in the subsequent analysis.

A total of 1591 responses for the teachers teaching Honours /Major Subjects is provided by the students. The methodology for obtaining 1209 number of responses is further explained. For example if there are 5 teachers who takes class for Honours or Major Courses; students provided feedback for all the 5 teachers who are teaching them Honours or Major Courses. It is in this way, 1591 responses are obtained.

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) Feedback Analysis of Various Construct for Adjudging Teaching Standard in Honours Paper:

C.2.1) Teaching Skills

Teaching Skills		
Options	**Frequency**	**Percentages (in%)**
Unsatisfactory	10	0.62
Satisfactory	43	2.70
Good	271	17.03
Vey Good	1267	79.63
Total	1591	100
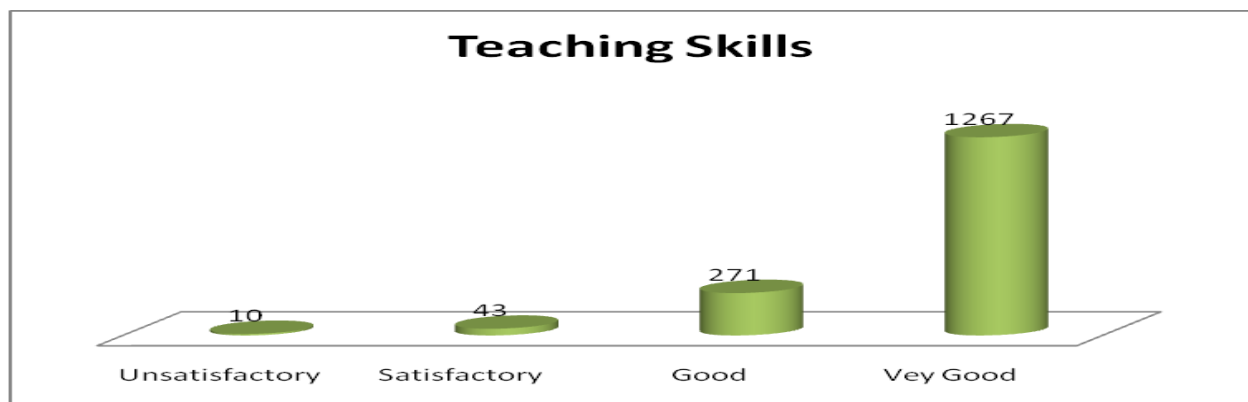
Analysis:

It is observed that 1591 response obtained from the student for the feedback on teching skills of the professor who does take various honours papar and Major papers that almost 79.63% of the respondents said that the teachers posseses a Very Good teaching skills. Morever 17.03% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 2.70% of the students of the various honours papers have given a satisfactory feedback for the teaching skills of the professors of the honours papers. Only 0.62% of the 1591 responses has given a Unsatisfactory respose of the teaching quality of the professor and teachers of the Honours amd Major papers.

C.2.2) Sincerity

Sincerity		
Options	**Frequency**	**Percentages (in%)**
Unsatisfactory	12	0.75
Satisfactory	37	2.33
Good	259	16.28
Vey Good	1283	80.64
Total	1591	100
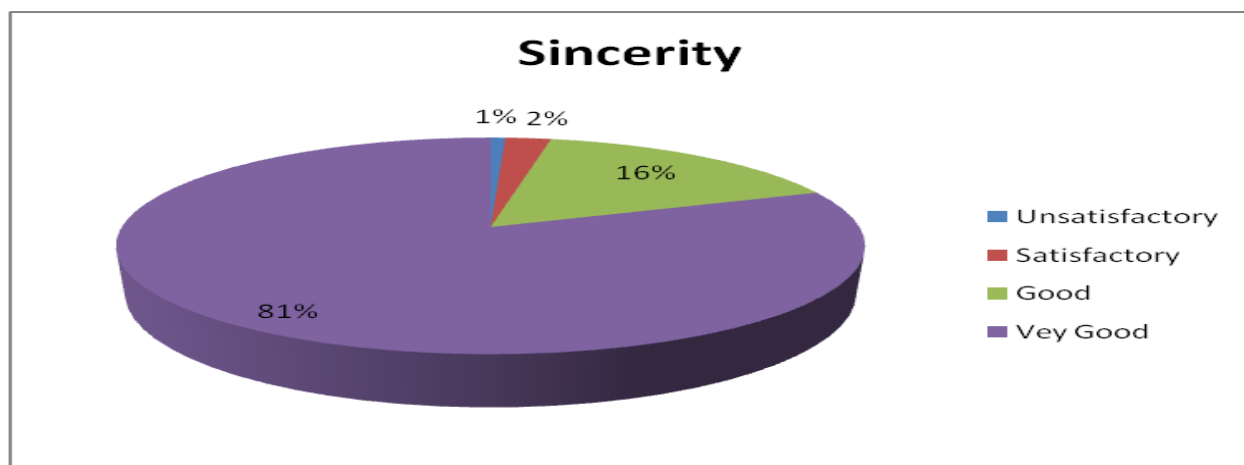
Analysis:

It is observed that 1591 response obtained from the student for the feedback on sincerity of the professor who does take various Honours papar and Major papers that almost 80.64% of the respondents said that the teachers posseses a Very Good sincereity. Morever 16.28% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 2.33% of the students of the various honours papers have given a satisfactory feedback for the sincerity of the professors of the honours papers. Very few of them out of the total 1591 responses has given a Unsatisfactory respose of the sincerity of the professor and teachers of the Honours amd Major papers.

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

Ability to Generate Interest in Subject		
Options	Frequency	Percentages (in%)
Unsatisfactory	7	0.44
Satisfactory	63	3.96
Good	327	20.55
Vey Good	1194	75.05
Total	1591	100
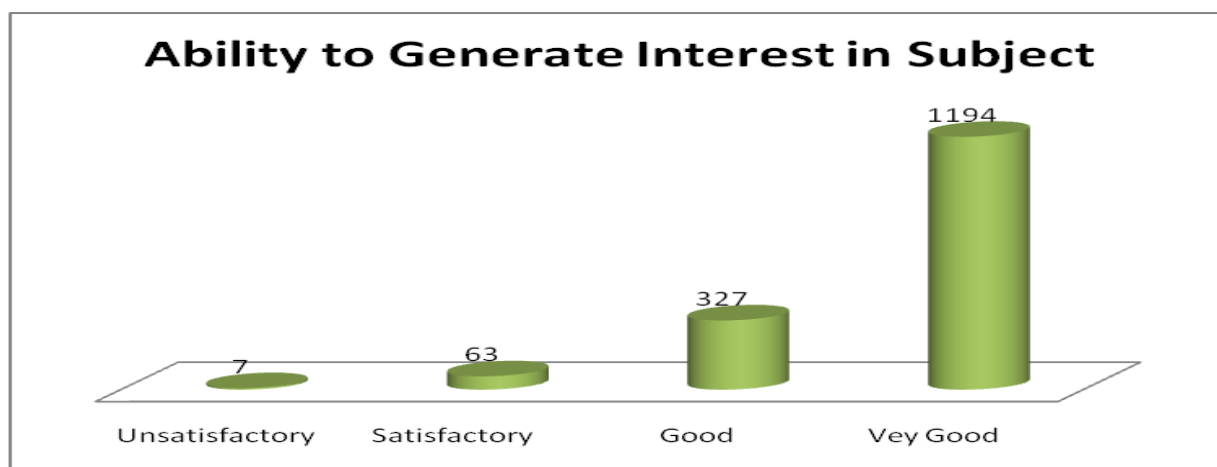
Analysis:

It is observed that 1591 response obtained from the student for the feedback on ability to generate interest in the subjects by the professor who does take various honours papar and Major papers that almost 75.05% of the respondents said that the teachers posseses a Very Good ability in this regard. Morever 20.55% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 3.96% of the students of the various honours papers have given a satisfactory feedback for the factor of generating interest in the subject by the professors of the honours papers. Only 0.44% of the 1591 responses has given a Unsatisfactory respose of this perspective of the professor and teachers of the Honours amd Major papers.

C.2.4) Ability to Communicate:

Ability to Communicate		
Options	Frequency	Percentages (in%)
Unsatisfactory	10	0.63
Satisfactory	65	4.09
Good	348	21.87
Vey Good	1168	73.41
Total	1591	100
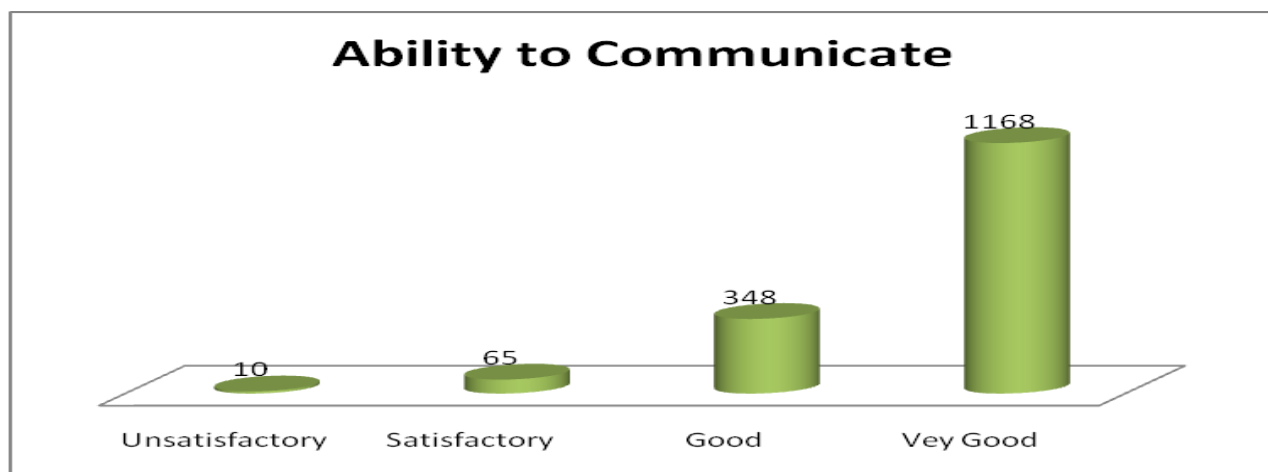
Analysis & Observation:

It is observed from the 1591 response obtained from the student for the feedback on Ability of the professor or teachers to communicate well with the student who does take various honours papar and Major papers, that almost 73.41% of the respondents said that the teachers have a Very Good ability to complete the syllabus on timely manner . Morever 21.87% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, it can be observed that 4.09% of the students of the various honours papers have given a satisfactory feedback for the professors ability to communicate. Only 0.63% of the 1591 responses given by the students for assessment of the teachers communication ability has given a Unsatisfactory respose for the professor and teachers on this particular ability taking Honours and Major papers.

C.2.5) Accessibility:

| Accessibility		
Options	**Frequency**	**Percentages (in%)**
Unsatisfactory	10	0.63
Satisfactory	63	3.96
Good	326	20.49
Vey Good	1192	74.92
Total	1591	100
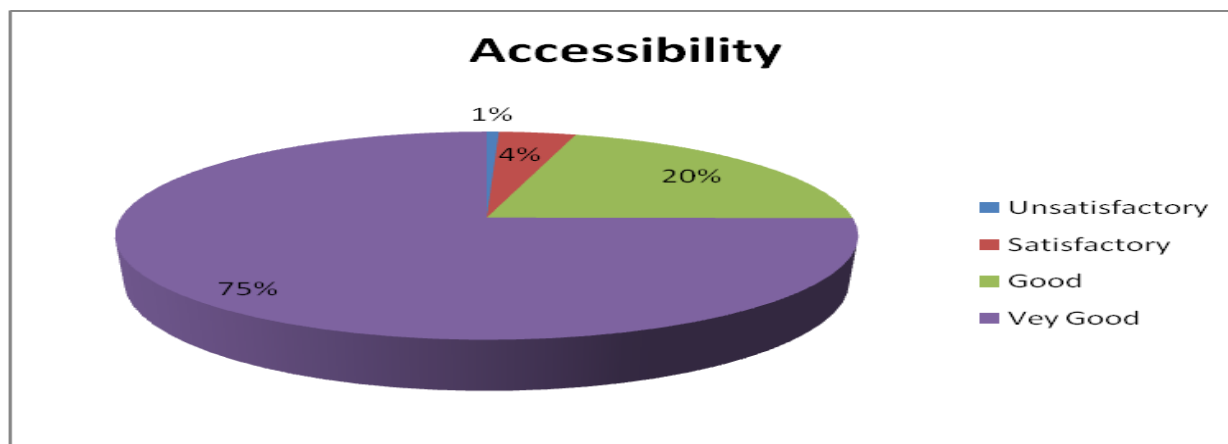
Analysis:

It is observed that 1591 response obtained from the student for the feedback on assessbility of the professor who does take various honours papar and Major papers that almost 74.92% of the respondents said that the assesibility to the teachers are Very Good . Morever 20.49% of the students who participated in the survey also has given a Good feedback for this category. In addition to it,another 3.96% of the students of the various honours papers have given a satisfactory feedback for the assesibility to the professors of the honours papers. Only 0.63% of the 1591 responses has given a Unsatisfactory respose for the issue of assesibility to the professor and teachers of the Honours amd Major papers.

C.2.6) Punctuality:

| Punctuality		
Options	Frequency	Percentages (in%)
Unsatisfactory	9	0.57
Satisfactory	72	4.53
Good	285	17.91
Vey Good	1225	77.00
Total	1591	100
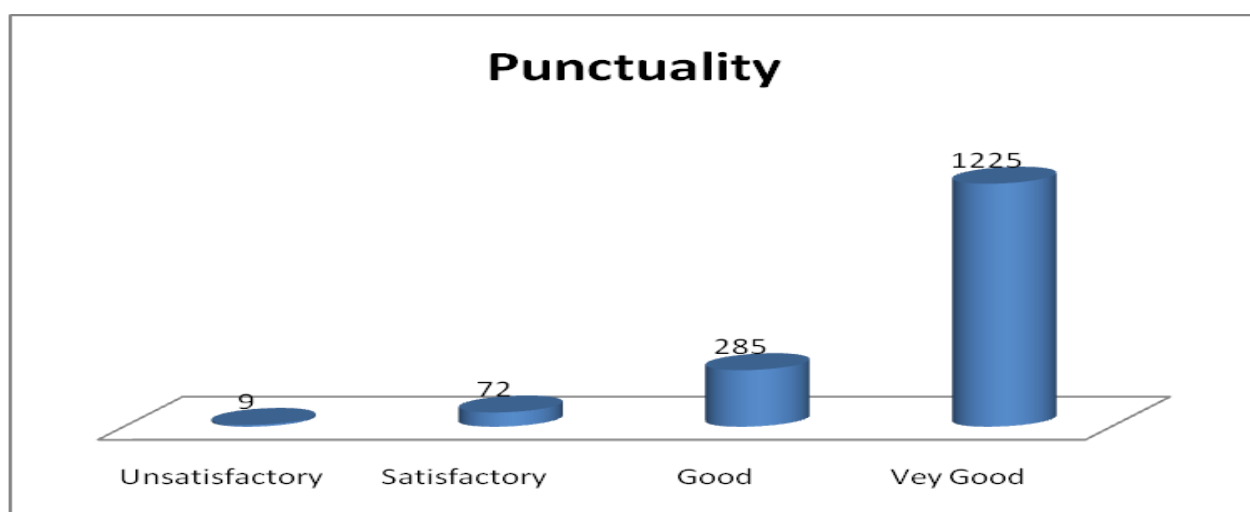
Analysis:

It is observed from the 1591 response obtained from the student for the feedback on Punctuatlity of the professor who does take various honours papar and Major papers that almost 77% of the respondents said that the teachers posseses a Very Good punctuality. Morever 17.91% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 4.53% of the students of the various honours papers have given a satisfactory feedback for the Punctuality of the professors of the honours papers. Only 0.57% of the 1591 responses given by the students has given a Unsatisfactory respose for the punctuality of the professor and teachers of the Honours amd Major papers.

C.2.7) Ability to complete the syllabus in time:

Ability to Complete Syllabus in time		
Options	**Frequency**	**Percentages (in%)**
Unsatisfactory	24	1.51
Satisfactory	78	4.90
Good	319	20.05
Vey Good	1170	73.54
Total	1591	100
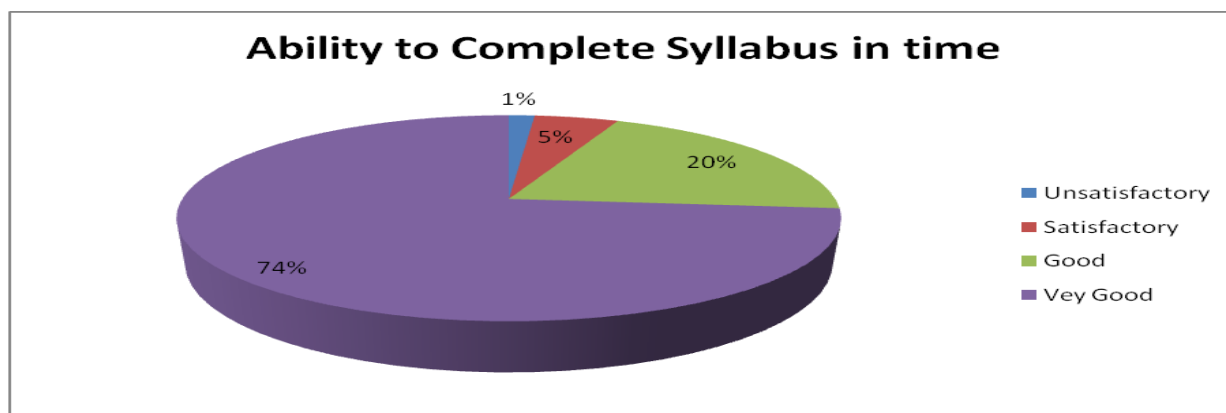
Analysis & Observation:

It is observed from the 1591 response obtained from the student for the feedback on Ability of the professor to complete the syllabus who does take various honours papar and Major papers that almost 73.54% of the respondents said that the teachers have a Very Good ability to complete the syllabus on timely manner . Morever 20.05% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 4.90% of the students of the various honours papers have given a satisfactory feedback for the professors ability to complete the syllabus on time of the honours papers. Only 1.51% of the 1591 responses given by the students has given a Unsatisfactory respose for the professor and teachers ability of the Honours and Major papers to complete the syllabus in stipulated time.

C.2.8) Overall Rating:

| Overall Rating		
Options	Frequency	Percentages (in%)
Unsatisfactory	8	0.50
Satisfactory	42	2.64
Good	300	18.86
Vey Good	1241	78.00
Total	1591	100
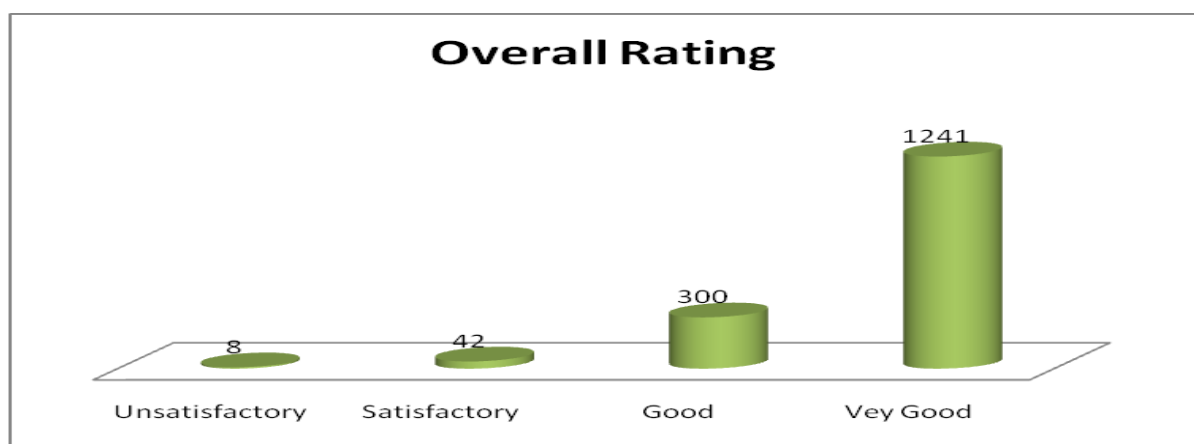
Analysis & Observation:

It is observed from the 1591 response obtained from the student for the feedback on overall Rating of the professors of the various honours papar and Major papers that almost 78% of the respondents responded with a Very Good Overall rting for the professors. Morever 18.86% of the students who participated in the survey also has given a Good feedback for the Overall rating. In addition to it, 2.64% of the students of the various honours papers have given a satisfactory feedback for the Overall rating of the professors of the Honours paper. Only 0.50% of the 1591 responses given by the students has given a Unsatisfactory respose for the professor and teacher's Overall Rating.

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

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 1 papers. The students across 16 students from different department such as Advertising and Sales Promotion, Communicative English, Clinical Nutrition & Dietetics, Physics, Mathematics, Chemistry, 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.

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

D.2.1) Teaching skills

Teaching Skills		
Options	Frequency	Percentages (in%)
Unsatisfactory	8	0.68
Satisfactory	39	3.31
Good	309	26.21
Vey Good	823	69.80
Total	1179	100

Analysis & Observation:

It is observed that 644 response obtained from the student for the feedback on teching skills of the professor who does take various General paper 1, that almost 69.80% of the respondents said that the teachers posseses a Very Good teaching skills. Morever 26.21% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 3.31% 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 0.68% of the 1179 responses has given a Unsatisfactory respose of the teaching quality of the professor and teachers of the General paper 1.

D.2.2) Sincerity

Sincerity		
Options	Frequency	Percentages (in%)
Unsatisfactory	12	1.02
Satisfactory	35	2.97
Good	248	21.03
Vey Good	884	74.98
Total	1179	100

Analysis & Observation:

It is observed that 644 response obtained from the student for the feedback on sincerity of the professor who does take various general Paper 1; that almost 74.98% of the respondents said that the teachers posseses a Very Good sincereity. Morever 21.03% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 2.97% of the students have given a satisfactory feedback for the sincerity of the professors of the honours papers. Only 1.02% of the 1179 responses has given a Unsatisfactory respose of the sincerity of the professor and teachers of the General paper 1.

D.2.3) Ability to generate interest in subject:

Ability to Generate Interest in Subject		
Options	Frequency	Percentages (in%)
Unsatisfactory	18	1.53
Satisfactory	69	5.85
Good	316	26.80
Vey Good	776	65.82
Total	1179	100

Analysis & Observation:

It is observed that 644 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 65.82% of the respondents said that the teachers posseses a Very Good ability in this regard. Morever 26.8% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 5.85% 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 1.53% of the 1179 responses has given a Unsatisfactory respose of this perspective of the professor and teachers of the General Paper 1.

D.2.4) Ability to communicate:

Ability to Communicate		
Options	Frequency	Percentages (in%)
Unsatisfactory	18	1.53
Satisfactory	72	6.11
Good	315	26.72
Vey Good	774	65.65
Total	1179	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 65.65% 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 26.72% of the 1179 response obtained feels that ability of the teacher go communicate well for teaching General Subject 1 is "Good". In addition to it, 6.11% 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 1.53% of the total 1179 responses obtained from the survey are unsatisfied with the communication ability of the teachers while teaching General Subject 1.

D.2.5) Accessibility

Accessibility		
Options	Frequency	Percentages (in%)
Unsatisfactory	14	1.19
Satisfactory	64	5.43
Good	323	27.40
Vey Good	778	65.99
Total	1179	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 98.2% 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.

D.2.6) Punctuality

Punctuality		
Options	Frequency	Percentages (in%)
Unsatisfactory	14	1.19
Satisfactory	55	4.66
Good	298	25.28
Vey Good	812	68.87
Total	1179	100

Analysis & Observation:

It is evident from the feedback of the students for teaching quality in General paper 1 that more than 98.2% 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.

D.2.7) Ability to complete syllabus in time

Ability to Complete Syllabus in time		
Options	Frequency	Percentages (in%)
Unsatisfactory	20	1.70
Satisfactory	65	5.51
Good	264	22.39
Vey Good	830	70.40
Total	1179	100

<u>**Analysis and Observation:**</u>

It is evident from the feedback of the students that almost 98.3% 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.

D.2.8) Overall Rating:

Overall Rating		
Options	Frequency	Percentages (in%)
Unsatisfactory	7	0.59
Satisfactory	39	3.31
Good	321	27.23
Vey Good	812	68.87
Total	1179	100

<u>**Analysis & Observation:**</u>

It is observed from the feedback analysis of overall ratings of the teachers by the students; that 99.4 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 E: Feedback Analysis of Various Construct for Adjudging Teaching Standard in General Paper 2

E.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 16 different department namely, Advertising and Sales Promotion, Communicative English, Clinical Nutrition & Dietetics, Physics, Mathematics, Chemistry, 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.

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

E.2.1) Teaching skills

Teaching Skills		
Options	Frequency	Percentages (in%)
Unsatisfactory	12	1.11
Satisfactory	41	3.79
Good	254	23.48
Vey Good	775	71.63
Total	1082	100

Analysis & Observation:

It is observed from the 1082 responses obtained from the student for the feedback on teaching skills of the professor who does take various General paper 2, that almost 71.63% of the respondents said that the teachers posseses a Very Good teaching skills. Morever 23.48% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, another 3.79% 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 1.11% of the 1082 responses has given a Unsatisfactory respose of the teaching quality of the professor and teachers of the General paper 2.

E.2.2) Sincerity

Sincerity		
Options	Frequency	Percentages (in%)
Unsatisfactory	13	1.20
Satisfactory	39	3.60
Good	258	23.84
Vey Good	772	71.35
Total	1082	100

Analysis & Observation:

It is observed that 1082 response obtained from the student for the feedback on sincerity of the professor who does take various general Paper 2; that almost 71.35% of the respondents said that the teachers posseses a Very Good sincereity. Morever 23.84% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 3.60% of the students have given a satisfactory feedback for the sincerity of the professors of the honours papers. Only 1.20% of the 1082 responses has given a Unsatisfactory respose of the sincerity of the professor and teachers of the General paper 2.

E.2.3) Ability to generate interest in the subject

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Ability to Generate Interest in Subject		
Options	Frequency	Percentages (in%)
Unsatisfactory	21	1.94
Satisfactory	95	8.78
Good	294	27.17
Vey Good	672	62.11
Total	1082	100

Analysis & Observation:

It is observed from the 1082 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 62.11% of the respondents said that the teachers posseses a Very Good ability in this regard. Morever 27.17% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 8.78% 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 1.94 % of the 1082 responses has given a Unsatisfactory respose of this perspective of the professor and teachers of the General Paper 2.

E.2.4) Ability to Communicate

Ability to Communicate		
Options	Frequency	Percentages (in%)
Unsatisfactory	25	2.31
Satisfactory	69	6.38
Good	273	25.23
Vey Good	715	66.08
Total	1082	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 66.08% 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 25.23% of the total students' participants feel that communication skill of the teachers ' are good and it is also evident that 6.38% of the students feel that communication skills of the teachers teaching General Subject 2 is satisfactory. Only 2.31% out of total 1082 responses feels that communication skill is unsatisfactory.

E.2.5) Accessibility

Accessibility		
Options	Frequency	Percentages (in%)
Unsatisfactory	21	1.94
Satisfactory	57	5.27
Good	305	28.19
Vey Good	699	64.60
Total	1082	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 98.06% 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.

E.2.6) Punctuality

Punctuality		
Options	Frequency	Percentages (in%)
Unsatisfactory	22	2.03
Satisfactory	75	6.93
Good	258	23.84
Vey Good	727	67.19
Total	1082	100

Analysis & Observation:

It is evident from the feedback of the students for teaching quality in General paper 2 that more than 97.97% 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.

E.2.7) Ability to complete syllabus

Ability to Complete Syllabus in time		
Options	Frequency	Percentages (in%)
Unsatisfactory	26	2.40
Satisfactory	68	6.28
Good	239	22.09
Vey Good	749	69.22
Total	1082	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.

E.2.8) Overall rating

Overall Rating		
Options	Frequency	Percentages (in%)
Unsatisfactory	16	1.48
Satisfactory	42	3.88
Good	274	25.32
Vey Good	750	69.32
Total	1082	100

Analysis & Observation:

It is observed from the feedback analysis of overall ratings of the teachers by the students; that 98.52% 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 2019-2020 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.

(SUBHAJIT GHOSH)

Preparer of the Student Satisfaction Survey Report