

# GOKHALE MEMORIAL GIRLS' COLLEGE



## Students' Satisfaction Survey Report

2021-2022



*[Signature]*

Principal  
Gokhale Memorial Girls' College

For PRCS TECHNOLOGIES

*[Signature]*

Partner

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*Arpita*

Principal

Gokhale Memorial Girls' College

29/8/2022

For PRCS TECHNOLOGIES

*Subhajit Ghosh*

Partner

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## 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

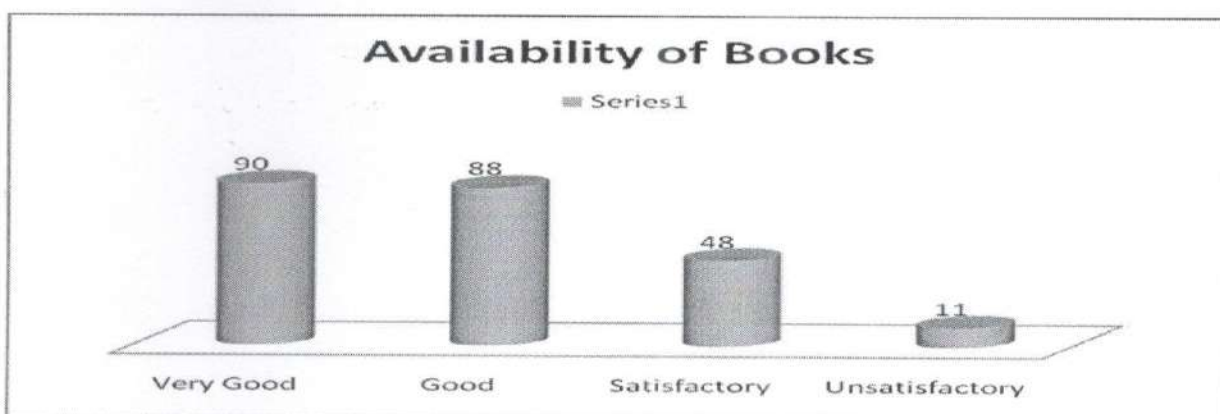
The frequency table along with the pie charts of the response feedback by the students is given for each of the infrastructural facilities.

#### A.2.1) Availability of books

Availability of Books		
Options	Frequency	Percentage (in %)
Very Good	90	37.97
Good	88	37.13
Satisfactory	48	20.25
Unsatisfactory	11	4.64
Total	237	100

*Akshita*  
29/8





#### Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 33.97% of the total 237 students who participated in the survey provided a 'very Good' response when they were asked regarding availability of books in the library. Another 88 of the total 237 respondents also feels that availability of books in the college library is 'Good'. Even 20.25% of the total 237 respondents are satisfied with the aspect of availability of their subject books in the college library. Only 11 out of 237 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 %)
Very Good	57	24.05
Good	95	40.08
Satisfactory	54	22.78
Unsatisfactory	31	13.08
Total	237	100

*Okar*  
29/8.



#### Analysis & Observation:

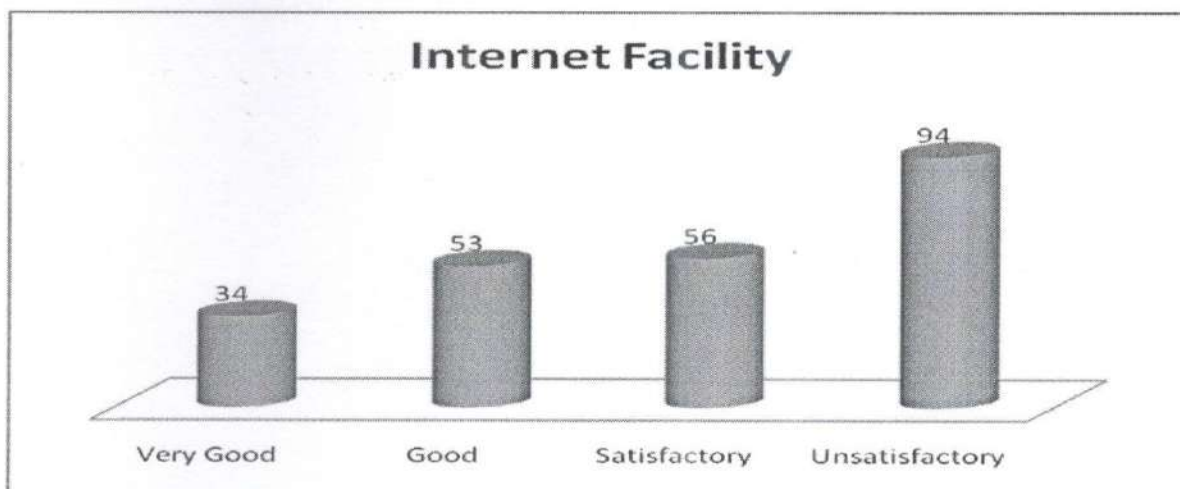
It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 24.05% or 57 students of the total 237 students who participated in the survey provided a 'very Good' response when they were asked regarding timing of the library. Another 95 of the total 237 respondents also feels that timing of library of the college library is 'Good'. Even another 22.78 % of the total 237 student respondents are satisfied with the timing of the library of the college. Only 31 out of 237 participants of the survey or 13.08% 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	34	14.35
Good	53	22.36
Satisfactory	56	23.63
Unsatisfactory	94	39.66
Total	237	100

*Arslan*  
29/8





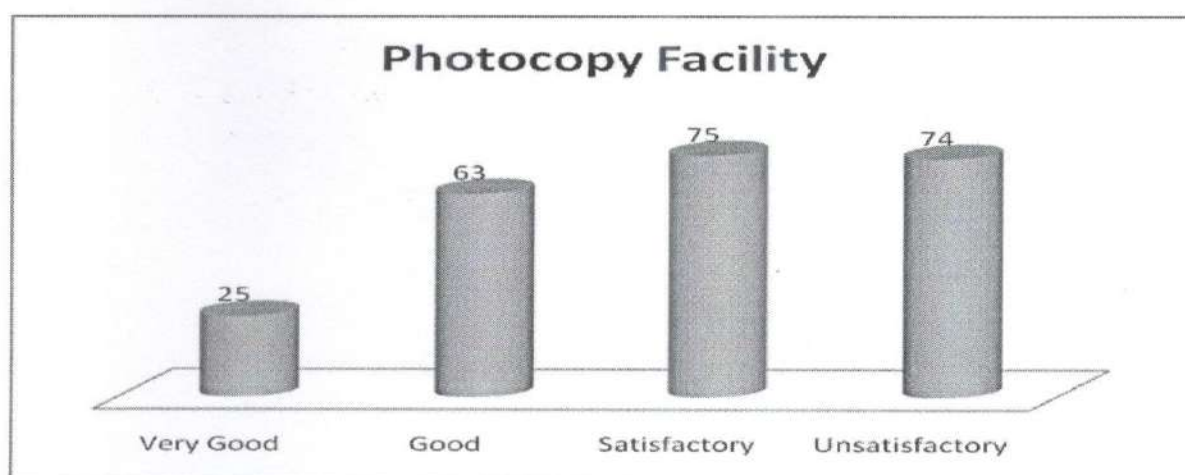
#### Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 14.35 % or 34 students of the total 237 students who participated in the survey provided a 'Very Good' response when they were asked regarding internet facility in the library. Another 53 of the total 237 respondents also feels that internet facility of library is 'Good'. Even another 23.63 % or 56 of the 237 student respondents are satisfied with the internet facility of the library. 94 out of 237 participants of the survey or 39.66% of the total student survey participants are unsatisfied with the internet facility of the library.

#### **A.2.4) Photocopy Facility:**

Photocopy or Xerox Facility		
Options	Frequency	Percentage (in %)
Very Good	25	10.55
Good	63	26.58
Satisfactory	75	31.65
Unsatisfactory	74	31.22
Total	237	100

*Okarplus*  
29/8



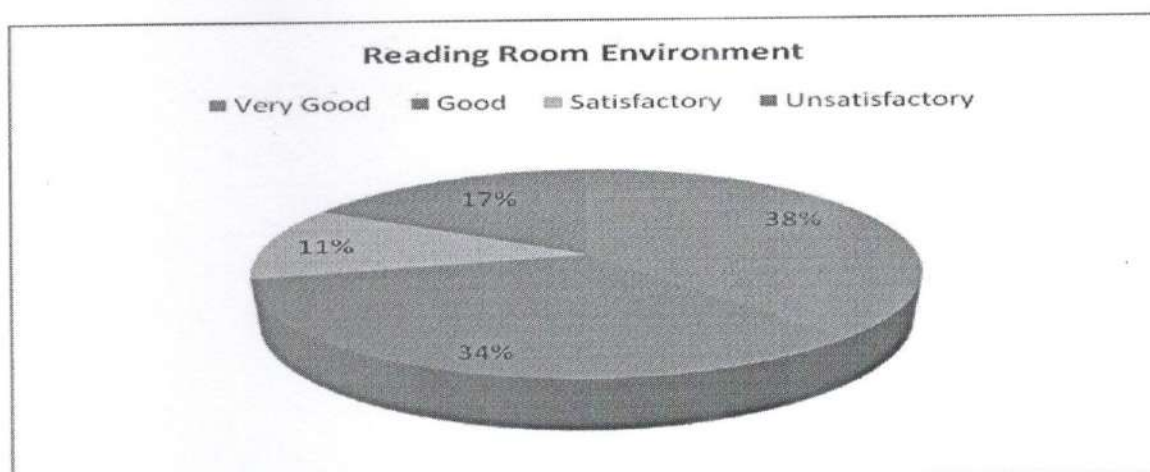
**Analysis & Observation:**

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that only 10.55% or 25 students of the total 237 students who participated in the survey provided a 'Very Good' response when they were asked regarding photocopy facility in the library. Another 63 of the total 237 respondents also feels that photocopy facility of library is 'Good'. Even another 75 of the total 237 student respondents are satisfied with the photocopy facility of the library. Additionally, 74 out of 237 participants of the survey or 31.22 % 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	90	37.97
Good	80	33.76
Satisfactory	27	11.39
Unsatisfactory	40	16.88
Total	237	100

*Arpita*  
29/8



### Analysis & Observation:

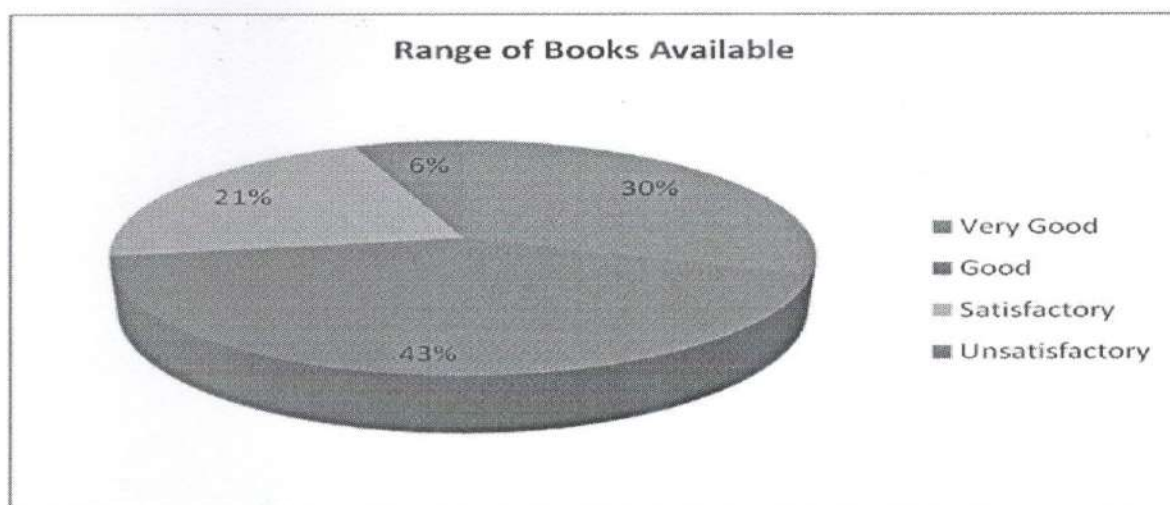
It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 37.97% or 90 students of the total 237 students who participated in the survey provided a 'Very Good' response when they were asked regarding reading room environment of the library. Another 80 of the total 237 respondents also feels that reading room environment of the library is 'Good'. Even another 11.39 % or 27 of the total 237 student respondents are satisfied with the reading room environment of the library. Additionally, 40 out of the survey or 16.88% 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	71	29.96
Good	101	42.62
Satisfactory	51	21.52
Unsatisfactory	14	5.91
Total	237	100

*Araspla*  
29/8





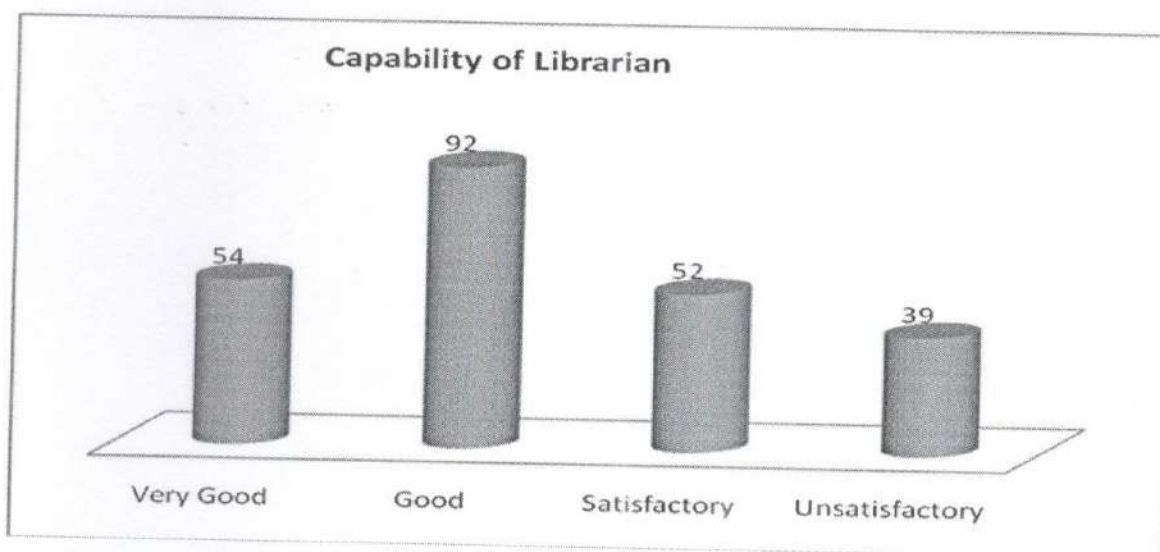
#### Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 29.96% or 71 students of the total 237 students who participated in the survey provided a 'Very Good' response when they were asked regarding range of books available in the library. Another 101 of the total 237 respondents also feels that range of books available in the library is 'Good'. Even another 21.52% or 51 of the total 237 student respondents are satisfied with the range of books available in the library. Furthermore, 14 out of 237 participants of the survey or 5.91% 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 %)
Very Good	54	22.78
Good	92	38.82
Satisfactory	52	21.94
Unsatisfactory	39	16.46
Total	237	100

*Akash*  
29/8



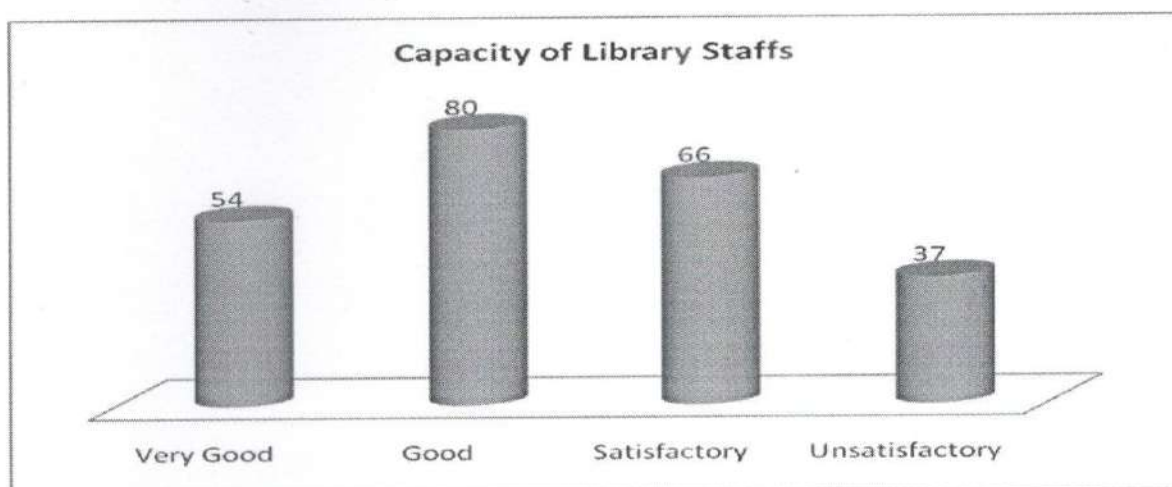
#### Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 22.78 % or 54 students of the total 237 students who participated in the survey provided a 'Very Good' response when they were asked capability of the librarian of the college library. Another 92 of the total 237 respondents also feels that capability of the librarian of the college library is 'Good'. Even another 21.94 % or 52 of the total 237 student respondents are satisfied with the capability of the librarian of the college library. Furthermore, 39 out of 237 participants of the survey or 16.06 % 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	54	22.78
Good	80	33.76
Satisfactory	66	27.85
Unsatisfactory	37	15.61
Total	237	100

*Akshita*  
29/8



#### Analysis & Observation:

It could be analyzed from the survey responses that obtained from the student pertaining to their viewpoint regarding various library facilities that 22.78 % or 54 students of the total 237 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 80 of the total 237 respondents also feels that capability of the library staffs of the college library is 'Good'. Even another 27.85 % or 66 of the total 237 student respondents are satisfied with the capability of the library staffs of the college library. Only 37 out of 237 participants of the survey or 15.61 % 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	15	6.33
Good	54	22.78
Satisfactory	78	32.91
Unsatisfactory	90	37.97
Total	237	100

It can be observed from the feedback response of the students on the infrastructural facilities of rooms that only 6.33% of the total 237 students who participated in the survey has given a answer of Very good for the facilities of the rooms at the college. Moreover 22.78 % and 32.91% of the total 358 students who participated in the survey has given a response of Good and Satisfactory respectively for the infrastructural facility of the Rooms. Furthermore, 37.97% 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.

*Akshita*  
29/8

### B.2.2) Lighting Arrangement

Lighting Arrangements		
Options	Frequency	Percentage (in %)
Very Good	53	22.36
Good	96	40.51
Satisfactory	68	28.69
Unsatisfactory	20	8.44
Total	237	100

It can be observed from the feedback response of the students on the infrastructural facilities of lighting arrangements that 22.36 % of the students who participated in the survey has given an answer of Very good for it. Moreover 40.51 % and 28.69 % of the students respectively has given a response of Good and Satisfactory respectively for the infrastructural facility of the Lighting Arrangements. Additionally, 8.44% 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	29	12.24
Good	67	28.27
Satisfactory	51	21.52
Unsatisfactory	90	37.97
Total	237	100

#### Analysis and Observation:

It can be observed from the feedback response of the students on the infrastructural facilities of ventilation that only 12.24 % of the students who participated in the survey has given an answer of Very good for it. Moreover 28.27 % and 21.52% of the students respectively has given a response of Good and Satisfactory for ventilation. Another, 37.97 % 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.

*Chakraborty*  
29/8

#### B.2.4) Furniture

Furniture		
Options	Frequency	Percentage (in %)
Very Good	45	18.99
Good	74	31.22
Satisfactory	75	31.65
Unsatisfactory	43	18.14
Total	237	100

#### Analysis and Observation:

It can be observed from the feedback response of the students on the infrastructural facilities of Furniture that only 18.99% of the students who participated in the survey has given a answer of Very good for it. Moreover 31.22 % and 31.65% of the students has given a response of Good and Satisfactory for the infrastructural facility of the adequate furniture. Additionally another 18.14 % of the total 237 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	40	16.88
Good	65	27.43
Satisfactory	69	29.11
Unsatisfactory	63	26.58
Total	237	100

#### Analysis and Observation:

It can be observed from the feedback response of the students on the infrastructural facilities of adequate teaching gadgets that 16.88 % of the students who participated in the survey has given a answer of Very good for it. Moreover 27.43 % and 29.11% of the students has given a response

*Chandra*  
29/8



of Good and Satisfactory respectively for the infrastructural facility of adequate teaching gadgets. Moreover, 26.58 % of the total 237 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 %)
Very Good	69	29.11
Good	72	30.38
Satisfactory	75	31.65
Unsatisfactory	21	8.86
Total	237	100

#### Analysis and Observation:

It could be observed that 29.11 % 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, 30.38 % of the students out of the total 237 student participants also believes that notice board provide important information and located at prominent location of the college. Even 31.65 % of the respondents also feels that they are satisfied with the location of the notice board. But in contrast, 8.86 % of the total respondents which comes out to be 21 of the total 237 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 %)
Very Good	111	46.84
Good	88	37.13
Satisfactory	25	10.55
Unsatisfactory	13	5.49
Total	237	100

#### Analysis and Observation:

The analysis of the survey response of the student of the college reveals that 111 out of 137 student participants feels that toilets and washrooms are very well maintained. Even 88 out of total 237 respondents agree that toilets are maintained at a good condition. Moreover, 25 of total 337 participants of the survey are also satisfied with the cleanliness of the toilets and washrooms. Only, 13 out of the total 237 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	128	54.01
Good	66	27.85
Satisfactory	24	10.13
Unsatisfactory	19	8.02
Total	237	100

#### Analysis and Objectives:

It is observed from the above analysis that almost 54.01 % of the student who participated in the feedback survey analysis are highly satisfied with the availability of the good drinking water adequately. Even 27.85 % and 10.13 % of the respondents feels that drinking water is good and satisfactory at the college. Only 19 participants or 8.02 % 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

*Arpita*  
29/8

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	94	39.66
Good	50	21.10
Satisfactory	23	9.70
Unsatisfactory	70	29.54
Total	237	100

#### Analysis and Observation:

It is observed from the above analysis that almost 39.66 % of the student who participated in the feedback survey analysis are highly satisfied with the facility of the auditorium in the college. Even 21.10 % and 9.7 % of the students also feels that auditorium facility of the college is good and satisfactory respectively. Moreover, 29.54% 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	16	6.75
Good	64	27.00
Satisfactory	66	27.85
Unsatisfactory	91	38.40
Total	237	100

*Chopra*  
29/8



### **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 61.6% of the student from various courses who participated in the feedback survey analysis has given a highly satisfactory feedback in this segment. On the other hand, 38.4% 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	103	43.46
Good	85	35.86
Satisfactory	36	15.19
Unsatisfactory	13	5.49
Total	237	100

### **Analysis and Observation:**

It is observed from the frequency table given above that the 94.5 % 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. 5.5 % of the students feels that the security arrangements are unsatisfactory.

*Akshay*  
21/8

## **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 Advertising and Sales Promotion, 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 1035 responses for the teachers teaching Honours /Major Subjects is provided by the students. The methodology for obtaining 1035 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, 1035 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.

*Akshita*  
29/8

## C.2) Feedback Analysis of Various Construct for Adjudging Teaching Standard in Honours Paper:

### C.2.1) Teaching Skills

Teaching Skills		
Options	Frequency	Percentage (in %)
Very Good	735	71.01
Good	211	20.39
Satisfactory	60	5.80
Unsatisfactory	29	2.80
Total	1035	100.00



#### Analysis:

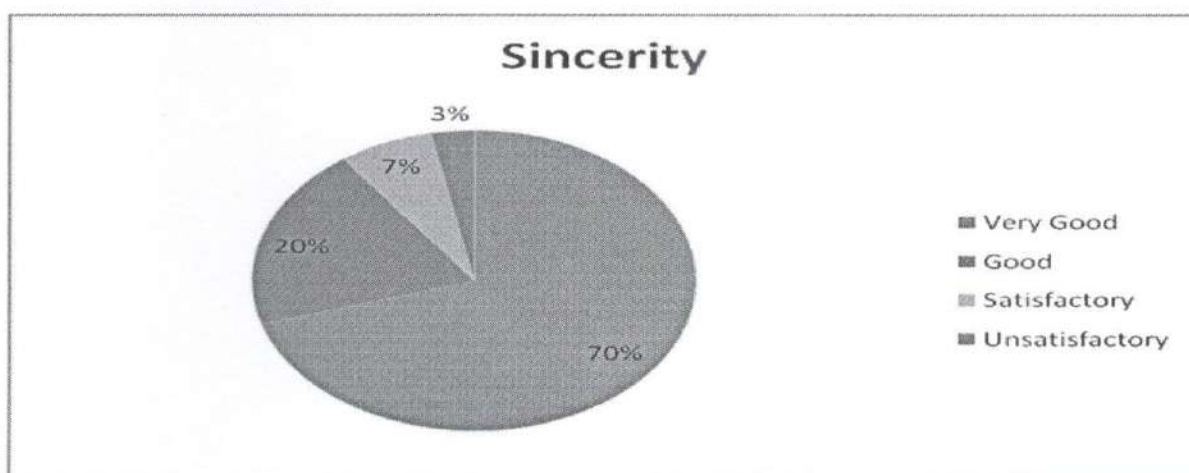
It is observed that 1035 response obtained from the student for the feedback on teaching skills of the professor who does take various honours paper and Major papers that almost 71.01% of the respondents said that the teachers possesses a Very Good teaching skills. Moreover 20.39% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 5.80% 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 2.80 % of the 1035 responses has given a Unsatisfactory response of the teaching quality of the professor and teachers of the Honours and Major papers.

*Chandra*  
29/8

### C.2.2) Sincerity



Sincerity		
Options	Frequency	Percentage (in %)
Very Good	727	70.24
Good	204	19.71
Satisfactory	71	6.86
Unsatisfactory	33	3.19
Total	1035	100



#### Analysis:

It is observed that 1035 response obtained from the student for the feedback on sincerity of the professor who does take various Honours paper and Major papers that almost 70.24% of the respondents said that the teachers possesses a Very Good sincerity. Moreover 19.71% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 6.86% 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 which is only 33 out of the total 1035 responses has given a Unsatisfactory response of the sincerity of the professor and teachers of the Honours and Major papers.

*Example*  
29/8

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

Ability to Generate Interest in the subject		
Options	Frequency	Percentage (in %)
Very Good	626	60.48
Good	274	26.47
Satisfactory	85	8.21
Unsatisfactory	50	4.83
Total	1035	100

#### **Analysis:**

It is observed that 1035 response obtained from the student for the feedback on ability to generate interest in the subjects by the professor who does take various honours paper and Major papers that almost 60.48 % of the respondents said that the teachers possesses a Very Good ability in this regard. Moreover 26.47% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 38.21% 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 4.83% of the 1035 responses has given a Unsatisfactory response of this perspective of the professor and teachers of the Honours and Major papers.

#### **C.2.4) Ability to Communicate:**

Ability to Communicate		
Options	Frequency	Percentage (in %)
Very Good	702	67.83
Good	233	22.51
Satisfactory	75	7.25
Unsatisfactory	25	2.42
Total	1035	100

*Chasplus*  
29/8



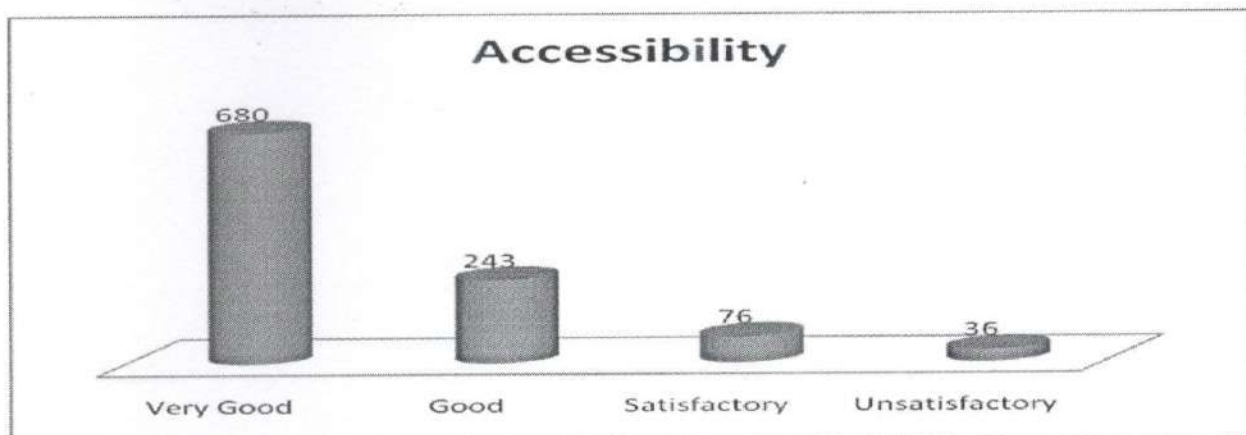
#### Analysis & Observation:

It is observed from the 1035 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 paper and Major papers, that almost 67.83% of the respondents said that the teachers have a Very Good ability to complete the syllabus on timely manner. Moreover 22.51% 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 7.25% of the students of the various honours papers have given a satisfactory feedback for the professors ability to communicate. Only 2.42% of the 1035 responses given by the students for assessment of the teachers communication ability has given a Unsatisfactory response for the professor and teachers on this particular ability taking Honours and Major papers.

#### **C.2.5) Accessibility:**

Accessibility		
Options	Frequency	Percentage (in %)
Very Good	680	65.70
Good	243	23.48
Satisfactory	76	7.34
Unsatisfactory	36	3.48
Total	1035	100



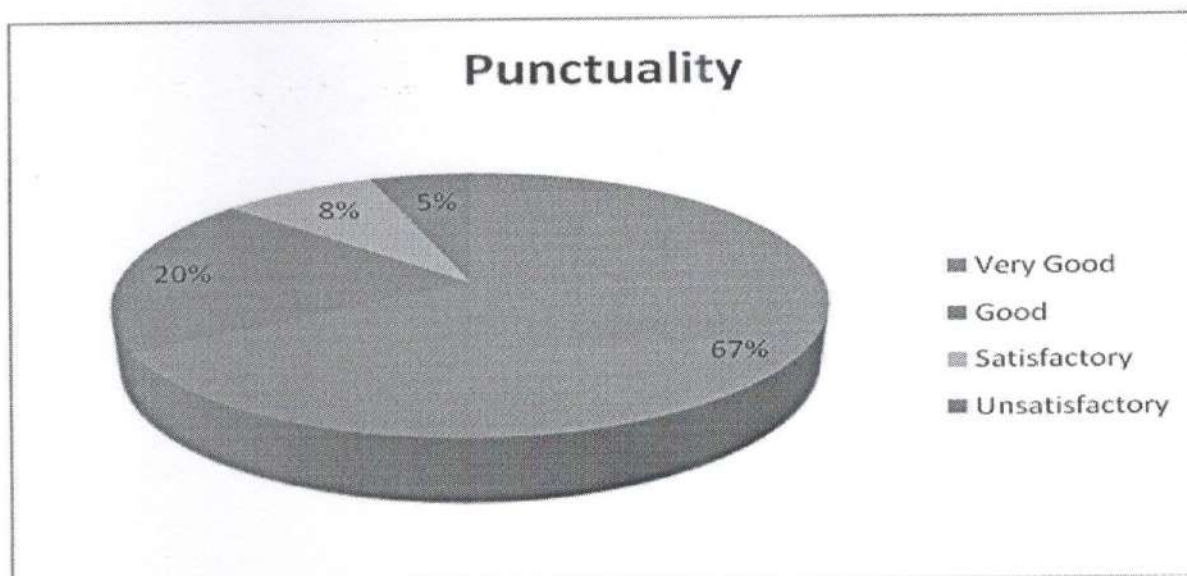


**Analysis:**

It is observed that 1035 response obtained from the student for the feedback on assessbilty of the professor who does take various honours papar and Major papers that almost 65.7% of the respondents said that the assesibility to the teachers are Very Good . Moreover 23.48% of the students who participated in the survey also has given a Good feedback for this category. In addition to it,another 7.34% of the students of the various honours papers have given a satisfactory feedback for the assesibility to the professors of the honours papers. Only 3.48% of the 1035 responses has given a Unsatisfactory respore for the issue of assesibility to the professor and teachers of the Honours amd Major papers.

**C.2.6) Punctuality:**

Punctuality		
Options	Frequency	Percentage (in %)
Very Good	693	66.96
Good	203	19.61
Satisfactory	84	8.12
Unsatisfactory	55	5.31
Total	1035	100.00



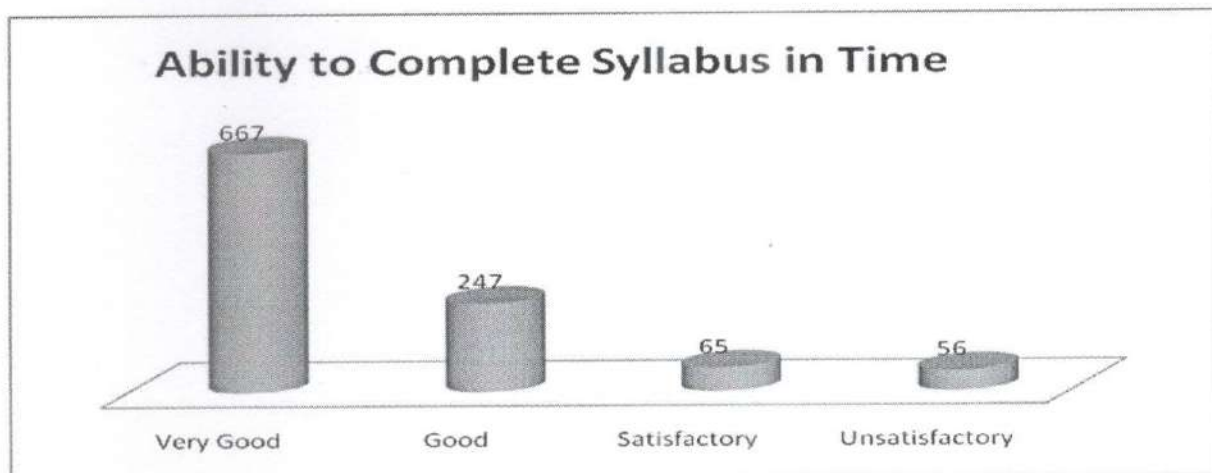
#### Analysis:

It is observed from the 1035 response obtained from the student for the feedback on Punctuality of the professor who does take various honours paper and Major papers that almost 66.96% of the respondents said that the teachers possesses a Very Good punctuality. Moreover 19.61% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 8.12% of the students of the various honours papers have given a satisfactory feedback for the Punctuality of the professors of the honours papers. Only 5.31% of the 1035 responses given by the students has given a Unsatisfactory response for the punctuality of the professor and teachers of the Honours and Major papers.

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

Ability to complete syllabus in times		
Options	Frequency	Percentage (in %)
Very Good	667	64.44
Good	247	23.86
Satisfactory	65	6.28
Unsatisfactory	56	5.41
Total	1035	100

*Arpita*  
29/8



**Analysis & Observation:**

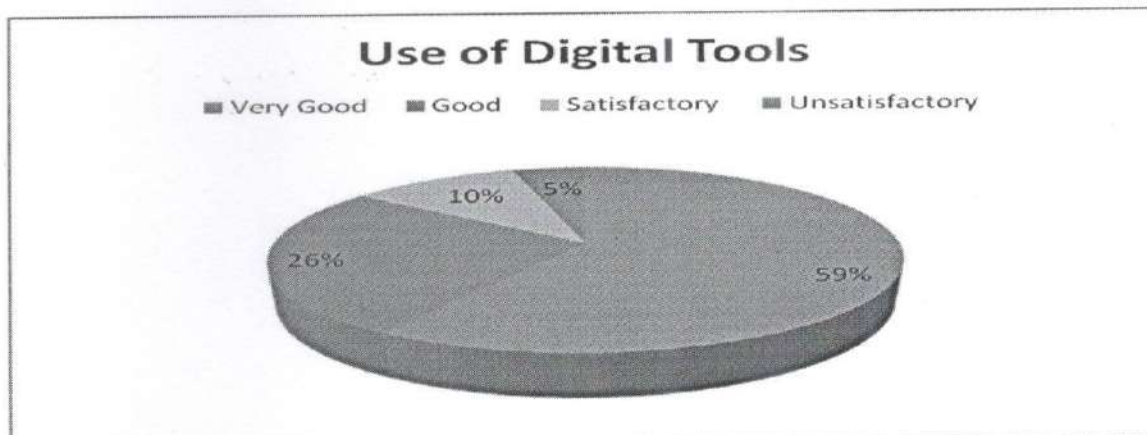
It is observed from the 1035 response obtained from the student for the feedback on Ability of the professor to complete the syllabus who does take various honours paper and Major papers that almost 64.44% of the respondents said that the teachers have a Very Good ability to complete the syllabus on timely manner . Moreover 23.86% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 6.28% 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. 5.41% of the 1035 responses given by the students has given a Unsatisfactory response for the professor and teachers ability of the Honours and Major papers to complete the syllabus in stipulated time.

**C.2.8) Use of Digital Tools**

Use of Digital Tools		
Options	Frequency	Percentage (in %)
Very Good	613	59.23
Good	270	26.09
Satisfactory	106	10.24
Unsatisfactory	46	4.44
Total	1035	100

*Chandra*  
29/8





It is evident from the above frequency table that out of the total 1035 responses obtained for Honours or major Papers pertaining to digital tools used by teachers; it has been figured out that 613 of the total 1035 students responses has agreed that teachers teaching Honours or major papers have used various kinds of digital tools at a 'Very Good' level. It is also inferred that 26.09 out of the total 1035 responses have felt that teachers teaching Honours/Major subjects have used digital tools at a 'Good' level. Additionally, it could also be inferred from the responses that 10.24% out of the total 1035 responses have stated that teachers have used digital tools to a satisfactory level. In contrary to it, 4.44% of the total 1035 responses have stated the fact that teachers used digital tools at an unsatisfactory level.

### C.2.9) Overall Rating:

Overall Rating		
Options	Frequency	Percentage (in %)
Very Good	682	65.89
Good	256	24.73
Satisfactory	68	6.57
Unsatisfactory	29	2.80
Total	1035	100

*Karplus*  
29/8



#### Analysis & Observation:

It is observed from the 1035 response obtained from the student for the feedback on overall Rating of the professors of the various honours paper and Major papers that almost 65.89% of the respondents responded with a Very Good Overall rating for the professors. Moreover 24.73% of the students who participated in the survey also has given a Good feedback for the Overall rating. In addition to it, 6.57% 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 2.8% of the 1035 responses given by the students has given a Unsatisfactory response for the professor and teacher's Overall Rating.

*Okaspla*  
29/8

## **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.

*Chakrabarti.*  
29/8



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

### **D.2.1) Teaching skills**

<b>Teaching Skills</b>		
Options	Frequency	Percentage (in %)
Very Good	526	56.38
Good	278	29.80
Satisfactory	97	10.40
Unsatisfactory	32	3.43
Total	933	100.00

#### **Analysis & Observation:**

It is observed that 933 response obtained from the student for the feedback on teaching skills of the professor who does take various General paper 1, that almost 56.38% of the respondents said that the teachers possesses a Very Good teaching skills. Moreover 29.8% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 10.4% 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 3.43% of the 933 responses has given a Unsatisfactory response of the teaching quality of the professor and teachers of the General paper 1.

### **D.2.2) Sincerity**

<b>Sincerity</b>		
Options	Frequency	Percentage (in %)
Very Good	544	58.31
Good	265	28.40
Satisfactory	104	11.15
Unsatisfactory	20	2.14
Total	933	100.00

*Okappa*  
29/8

### **Analysis & Observation:**

It is observed that 933 response obtained from the student for the feedback on sincerity of the professor who does take various general Paper 1; that almost 58.31% of the respondents said that the teachers possesses a Very Good sincerity. Moreover 28.4% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 11.15 % of the students have given a satisfactory feedback for the sincerity of the professors of the honours papers. Only 2.14 % of the 933 responses has given a Unsatisfactory response 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 the Subject		
Options	Frequency	Percentage (in %)
Very Good	453	48.55
Good	279	29.90
Satisfactory	147	15.76
Unsatisfactory	54	5.79
Total	933	100.00

### **Analysis & Observation:**

It is observed that 933 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 48.55% of the respondents said that the teachers possesses a Very Good ability in this regard. Moreover 29.9 % of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 15.76% 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 5.79% of the 933 responses has given a Unsatisfactory response of this perspective of the professor and teachers of the General Paper 1.

*Akshay*  
29/8

#### D.2.4) Ability to communicate:

Ability to Communicate		
Options	Frequency	Percentage (in %)
Very Good	451	48.34
Good	296	31.73
Satisfactory	130	13.93
Unsatisfactory	56	6.00
Total	933	100.00

#### 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 48.34% of the teacher have Very good communication skills to explain the subjects of General Paper 1 taking into the consideration of all the courses. Moreover, another 31.73% of the 933 response obtained feels that ability of the teacher go communicate well for teaching General Subject 1 is "Good". In addition to it, 13.93% 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 6% of the total 933 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	Percentage (in %)
Very Good	408	43.73
Good	310	33.23
Satisfactory	148	15.86
Unsatisfactory	67	7.18
Total	933	100.00

*Akshay* 29/8



### 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 92.82% 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	Percentage (in %)
Very Good	483	51.77
Good	284	30.44
Satisfactory	121	12.97
Unsatisfactory	45	4.82
Total	933	100.00

### Analysis & Observation:

It is evident from the feedback of the students for teaching quality in General paper 1 that more than 95.18 % 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 inculcate the factor of discipline within the students.

### **D.2.7) Ability to complete syllabus in time**

Ability to Complete Syllabus in time		
Options	Frequency	Percentage (in %)
Very Good	493	52.84
Good	280	30.01
Satisfactory	102	10.93
Unsatisfactory	58	6.22
Total	933	100.00

### Analysis and Observation:

It is evident from the feedback of the students that almost 93.78% 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) Use of Digital Tools**

Use of Digital Tools		
Options	Frequency	Percentage (in %)
Very Good	360	38.59
Good	342	36.66
Satisfactory	163	17.47
Unsatisfactory	68	7.29
Total	933	100.00

It is evident from the above frequency table that out of the total 933 responses obtained for General Paper 1 pertaining to digital tools used by teachers; it has been figured out that 360 or 38.59% of the total 933 students responses has agreed that teachers teaching General Paper 1 have used various kinds of digital tools at a 'Very Good' level. It is also inferred that 36.66% out of the total 933 responses have felt that teachers teaching General Paper 1 have used digital tools at a 'Good' level. Additionally, it could also be inferred from the responses that 17.47% out of the total 933 responses have stated that teachers have used digital tools to a satisfactory level. In contrary to it, 7.29% of the total 933 responses have stated the fact that teachers used digital tools at an unsatisfactory level.

*Akar phia*  
29/8

### D.2.9) Overall Rating:

Overall Rating		
Options	Frequency	Percentage (in %)
Very Good	445	47.70
Good	324	34.73
Satisfactory	122	13.08
Unsatisfactory	42	4.50
Total	933	100.00

### Analysis & Observation:

It is observed from the feedback analysis of overall ratings of the teachers by the students; that 95.5% 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	Percentage (in %)
Very Good	517	61.55
Good	225	26.79
Satisfactory	59	7.02
Unsatisfactory	39	4.64
Total	840	100

#### **Analysis & Observation:**

It is observed from the 840 responses obtained from the student for the feedback on teaching skills of the professor who does take various General paper 2, that almost 61.55% of the respondents said that the teachers possesses a Very Good teaching skills. Moreover 26.79% of the students who participated in the survey also has given a Good feedback for this category. In

*Chakraborty*  
29/8

addition to it, another 7.02% 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 4.64% of the 840 responses has given a Unsatisfactory response of the teaching quality of the professor and teachers of the General paper 2

### E.2.2) Sincerity

Sincerity		
Options	Frequency	Percentage (in %)
Very Good	518	61.67
Good	232	27.62
Satisfactory	58	6.90
Unsatisfactory	32	3.81
Total	840	100

#### Analysis & Observation:

It is observed that 840 response obtained from the student for the feedback on sincerity of the professor who does take various general Paper 2; that almost 61.67% of the respondents said that the teachers possesses a Very Good sincerity. Moreover 27.62% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 6.9% of the students have given a satisfactory feedback for the sincerity of the professors of the honours papers. Only 3.81% of the 840 responses has given a Unsatisfactory response of the sincerity of the professor and teachers of the General paper 2.

### E.2.3) Ability to generate interest in the subject

Ability to Generate interest in the subject		
Options	Frequency	Percentage (in %)
Very Good	435	51.79
Good	257	30.60
Satisfactory	100	11.90
Unsatisfactory	48	5.71
Total	840	100

*Charple*  
29/8

### **Analysis & Observation:**

It is observed from the 840 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 51.79% of the respondents said that the teachers possesses a Very Good ability in this regard. Moreover 30.6% of the students who participated in the survey also has given a Good feedback for this category. In addition to it, 11.9% 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 5.71 % of the 840 responses has given a Unsatisfactory response of this perspective of the professor and teachers of the General Paper 2.

### **E.2.4) Ability to Communicate**

Ability to Communicate		
Options	Frequency	Percentage (in %)
Very Good	446	53.10
Good	244	29.05
Satisfactory	102	12.14
Unsatisfactory	48	5.71
Total	840	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 53.1 % 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 29.05% of the total students' participants feel that communication skill of the teachers ' are good and it is also evident that 12.14% of the students feel that communication skills of the teachers teaching General Subject 2 is satisfactory. Only 5.71% out of total 840 responses feels that communication skill is unsatisfactory.

### **E.2.5) Accessibility**

Accessibility		
Options	Frequency	Percentage (in %)



Very Good	422	50.24
Good	267	31.79
Satisfactory	105	12.50
Unsatisfactory	46	5.48
Total	840	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 94.52% 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	Percentage (in %)
Very Good	453	53.93
Good	267	31.79
Satisfactory	77	9.17
Unsatisfactory	43	5.12
Total	840	100

#### **Analysis & Observation:**

It is evident from the feedback of the students for teaching quality in General paper 2 that more than 94.88% 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 inculcate the factor of discipline within the students.

### **E.2.7) Ability to complete syllabus**

Ability to Complete Syllabus in time		
Options	Frequency	Percentage (in %)
Very Good	479	57.02
Good	248	29.52
Satisfactory	75	8.93
Unsatisfactory	38	4.52
Total	840	100

### **Analysis & Observation:**

It is evident from the feedback of the students that almost 95.48% 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) Use of Digital Tools:**

Use of Digital Tools		
Options	Frequency	Percentage (in %)
Very Good	383	45.60
Good	274	32.62
Satisfactory	129	15.36
Unsatisfactory	54	6.43
Total	840	100

It is evident from the above frequency table that out of the total 840 responses obtained for General Paper 2 pertaining to digital tools used by teachers; it has been figured out that 383 or 45.6% of the total 840 student responses has agreed that teachers teaching General Paper 2 have used various kinds of digital tools at a 'Very Good' level. It is also inferred that 32.62% out of the total 840 responses have felt that teachers teaching General Paper 2 have used digital tools at a 'Good' level. Additionally, it could also be inferred from the responses that 15.36% out of the total 840 responses have stated that teachers have used digital tools to a satisfactory level. In contrary to it, 6.43 % of the total 840 responses have stated the fact that teachers used digital tools at an unsatisfactory level.

### **E.2.9) Overall rating**

Overall Rating		
Options	Frequency	Percentage (in %)
Very Good	449	53.45

Good	264	31.43
Satisfactory	86	10.24
Unsatisfactory	41	4.88
Total	840	100

### **Analysis & Observation:**

It is observed from the feedback analysis of overall ratings of the teachers by the students; that 95.12% 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 satisfied with the teacher's performance who are taking General Subjects 2.

### **F) Analysis of Other Special Comments provided by Students**

#### **F.1 Aspects of the college which are distinctively extraordinary:**

It is evident from overall analysis that the discipline of the peers under strict monitoring of the professors is indeed a extraordinary thing. Few some of the professors are always approachable to resolve any matters including for the purpose of seeking clarification in academic matters. The punctuality of the professors another distinctive extraordinary things that has been stated by the students studying in the college.

#### **F.2 Aspects of the college which need improvement:**

It is evident from analysis of the students' satisfaction survey form that internet facility, facilities at the classrooms such as air conditioners during summer months, playground and other infrastructure facilities such as washrooms are some of the areas which need improvements.

#### **F.3 Campus Experience for development of Career:**

As per the responses obtained from 237 participants of the survey it is evident that the campus provides an amicable atmosphere where pupil could interact with peers during break session and special sessions. With brilliant and vibrant minds of the peers; students could essentially figure



out their relevant path for future. On the other hand, there has been limited opportunity on the behalf of the college to provide campus recruitment facility.

#### **F.4 Campus Experience for development of Personality:**

It could be inferred from survey responses that most of the student could develop their personality as there has been significant exposure to meet peers and also for the reasons of professors of the college remain highly approachable. The particular aspect of high level of discipline which has helped students to develop a good personality.

### **Declaration Statement**

I do hereby want to confirm that the Students' Satisfaction Survey Report for the academic year 2021-2022 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*  
For PRCS TECHNOLOGIES  
*Subhajit Ghosh*  
Partner

(SUBHAJIT GHOSH)

**Preparer of the Student Satisfaction Survey Report of Gokhale Memorial Girls' College for the academic year 2021-2022.**



*A. K. Dasgupta*  
Principal  
Gokhale Memorial Girls' College