Taki Government College

Analysis of Data
Student Satisfaction Survey 2021-22

[Including analysis of Responses to individual Questions by Respondents in the Questionnaire & analysis of Observations/Suggestions provided by Respondents]

Data Collection: The Questionnaire containing 20 some questions are given to the Students through randomized process wherein the questions are all multiple choice (in terms of satisfaction-level) and a student needed to respond to each of the questions by ticking his/her definitiveappropriate choice from the five options for response. The survey has been conducted on 1000 students which constitutes more than 10% of the total student-abundance existing during the 2021-22 Session.

Methodology Adopted: The Student Satisfaction Survey data collected for a total of 163 respondents. Out of this whole lot, by adopting the random shuffling process for the complete bunch of answered Student Satisfaction Survey questionnaires, 20 responded (or answered) questionnaires are being stacked as representative sample of the whole bunch of the responded questionnaire pool. The randomized shuffle method of picking and choosing of respondents and thereby creating the stack of 20 answered questionnaire has been done maintaining the elaborate rigour of the process so as the sample stack of 20 could represent in real terms the complete pool of 163 answered questionnaire. Thus chosen stack of 20 answered questionnaires are put to analysis.

Data Analysis: Each answered questionnaire contains 20 questions and a respondent student had to put forth in writing, in his/her answered questionnaire, three perceived suggestions or observations for further uplifting the stature of the institution. The five options of response relates to satisfaction level of the respondent student relating the specific question which is similar to the type of rating scale named as Likert Scale. For the present case, this Likert Scale is considered to be on a 10 point stretching wherein ratings are divided in five windows to match the specific questionnaire of the Students Satisfaction Survey undertaken. The ratings are calibrated on the 10 point Likert Scale such that the ascending numerical ranges are equivalent to progressively higher rating as: 0 – 2.0 → Very Poor; 2.0 – 4.0 → Poor; 4.0 – 6.0 → Average; 6.0 – 8.0 → Good; 8.0 – 10.0 → Excellent. The numerical score for every question pertaining to 20 different respondent students, as sampled, are enumerated in tabulated format and the same enumeration procedure is followed for all the 20 different questions. Simultaneously, the three suggestions from each of the student respondents are collected and enumeration of Suggestions is done for all the 20 respondents. Finally the average score is calculated for each of the 20 questions separately and a gross averaging is also done considering all the questions on the same footing that provides gross average satisfaction level of students. Similarly, the enumerated suggestions are also found to be of 10 different variety for which the statistical distribution of the 10 different types of suggestions are analysed.

Results of Analysis and its Presentation: The results of data analysis are presented in a set of view-diagrams which are of bar-diagram type wherein the weight of different items are represented as columns of proportional height. The analysis are done in threesome avenues: (1) To find out the distribution of percentage weight of satisfaction-level of respondents pertaining to each one of 20 questions individually and the same are being presented in 20 different view diagrams. (2) Average satisfaction level corresponding to each question of all the respondents is calculated and the distribution of such average satisfaction level for all 20 questions are spread in a view-diagram with the Gross Average Satisfaction-level for all the questions taken together being included in the same diagram. (3) There are 10 different suggestions/observations provided by the respondents. The

percentage weight of each of the suggestions is calculated and the Weight distribution for all 10 suggestions is presented in a view diagram.

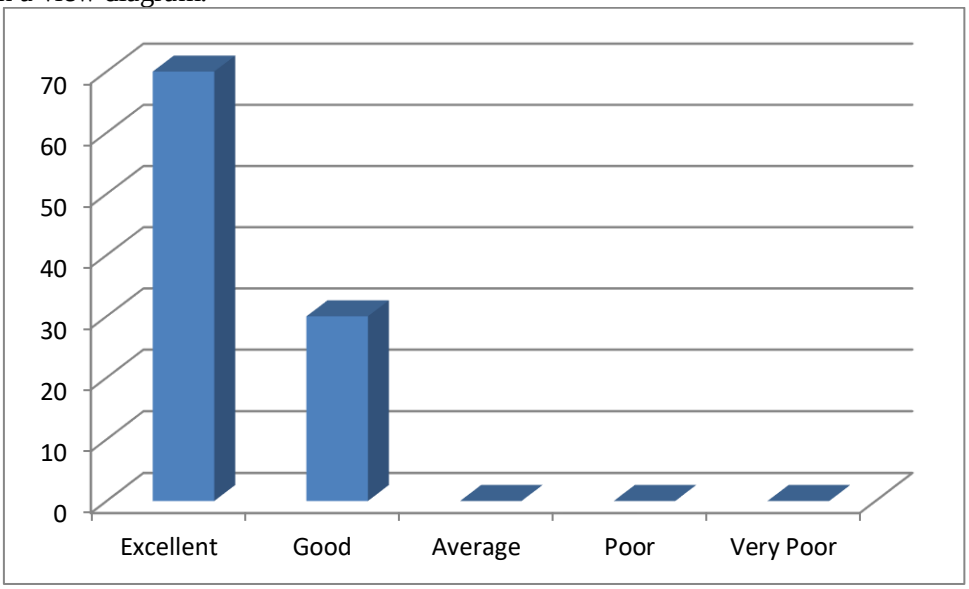

Diagram-1: Percentage weight distribution of responses on a 10-point Likert scale for Q.1:How much of the syllabus was covered in the class?

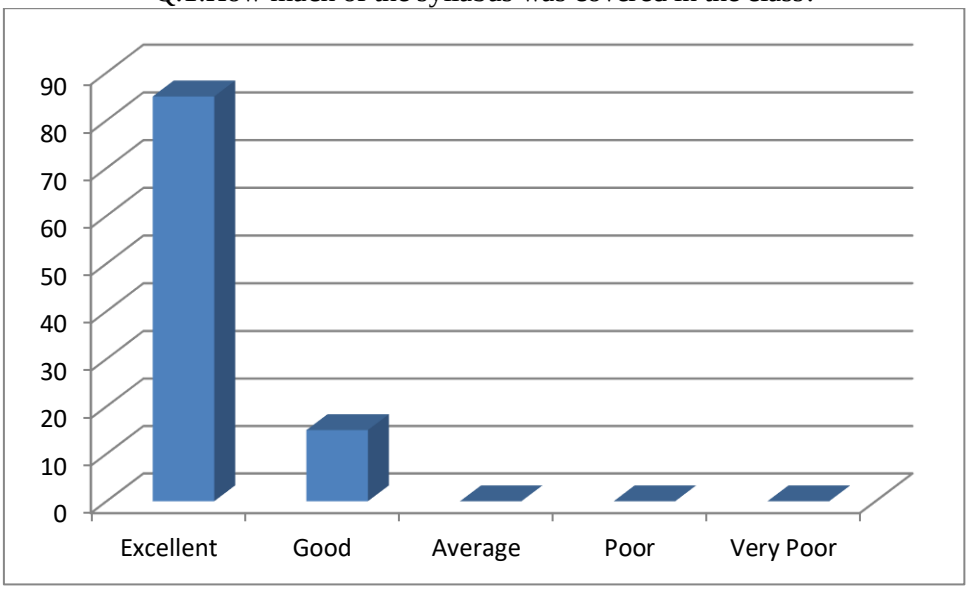

Diagram-2: Percentage weight distribution of responses on a 10-point Likert scale for Q.2: How well did the teachers prepare for the classes?

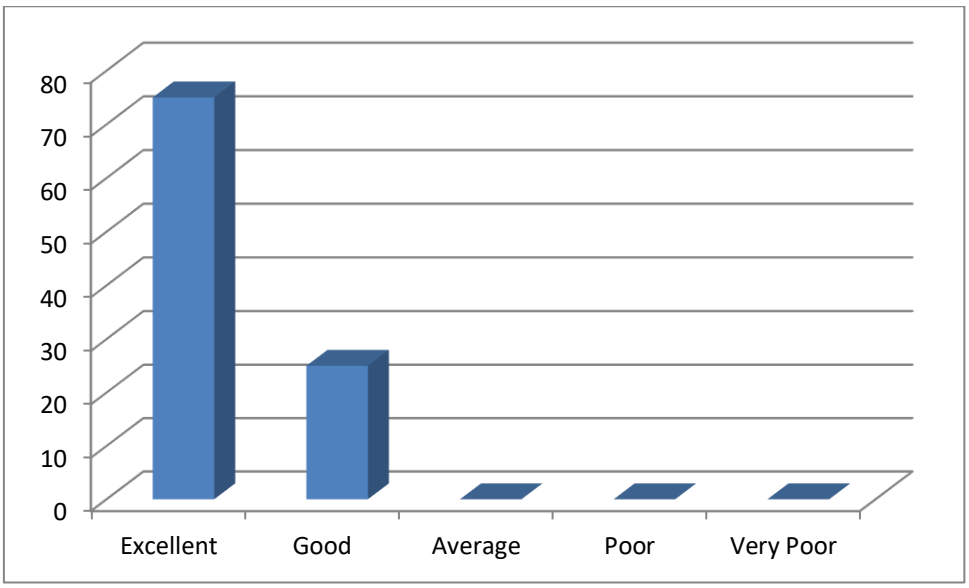

Diagram-3: Percentage weight distribution of responses on a 10-point Likert scale for Q.3: How well were the teachers able to communicate?

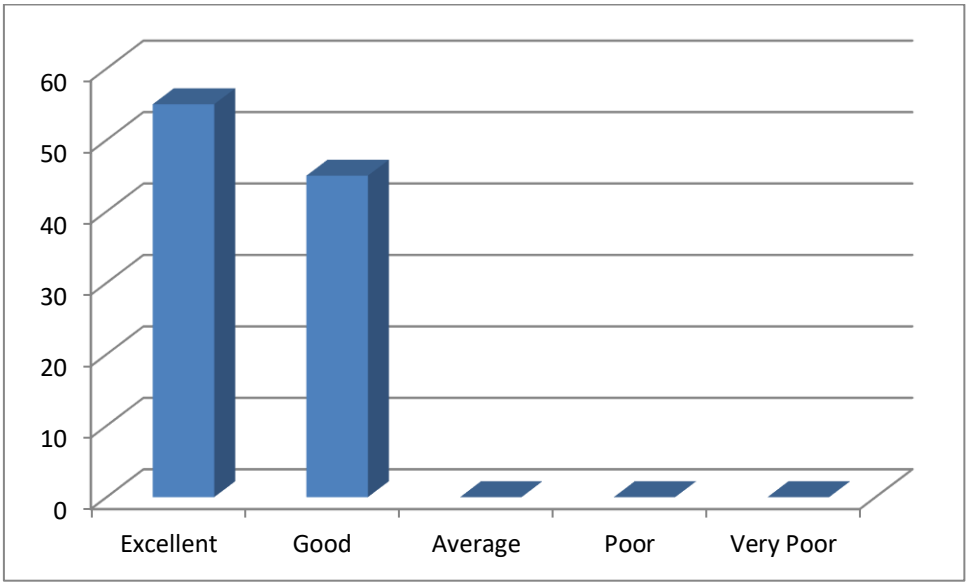

Diagram-4: Percentage weight distribution of responses on a 10-point Likert scale for Q.4:The teacher's approach to teaching can best be described as

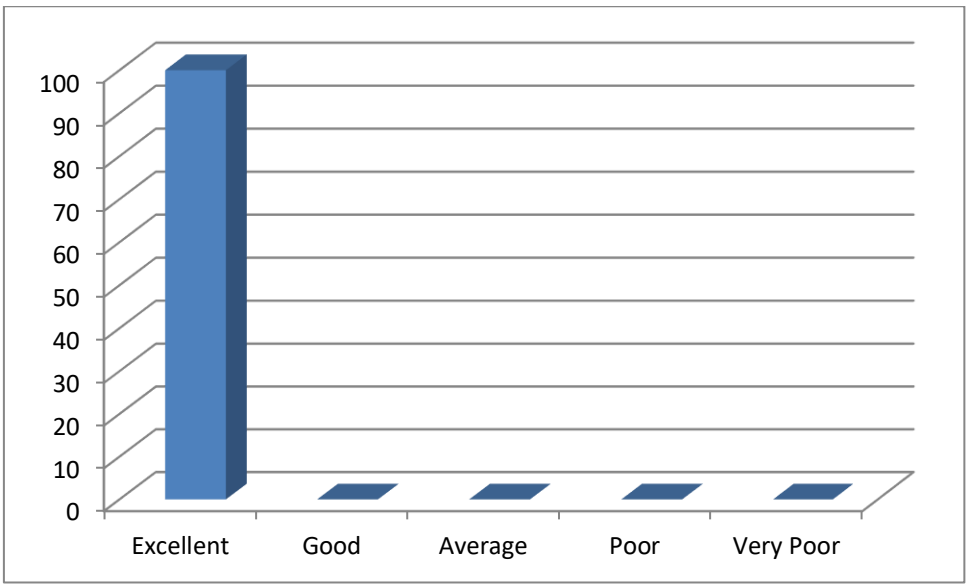

Diagram-5: Percentage weight distribution of responses on a 10-point Likert scale for Q.5: Fairness of the internal evaluation process by the teachers.

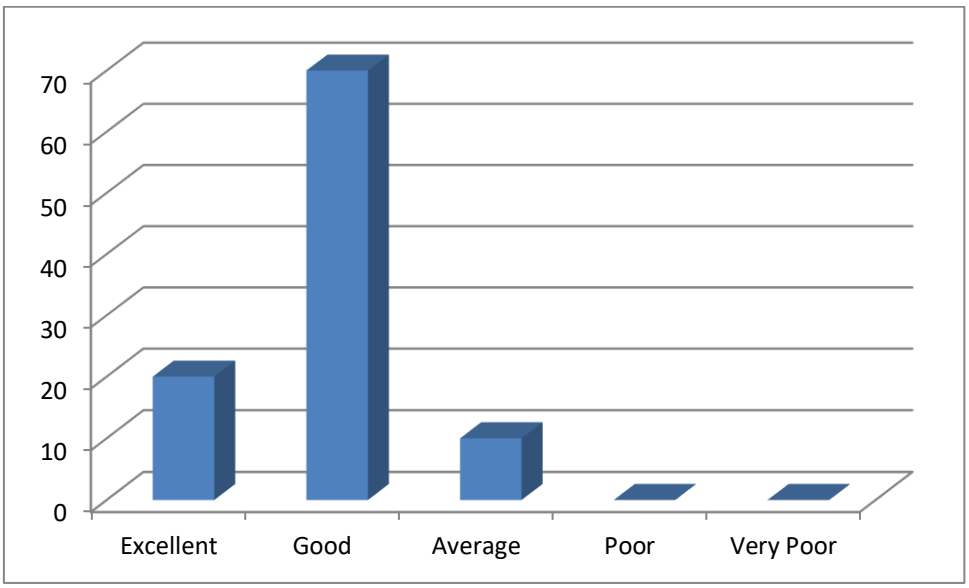

Diagram-6: Percentage weight distribution of responses on a 10-point Likert scale for Q.6: Was your performance in assignments discussed with you?

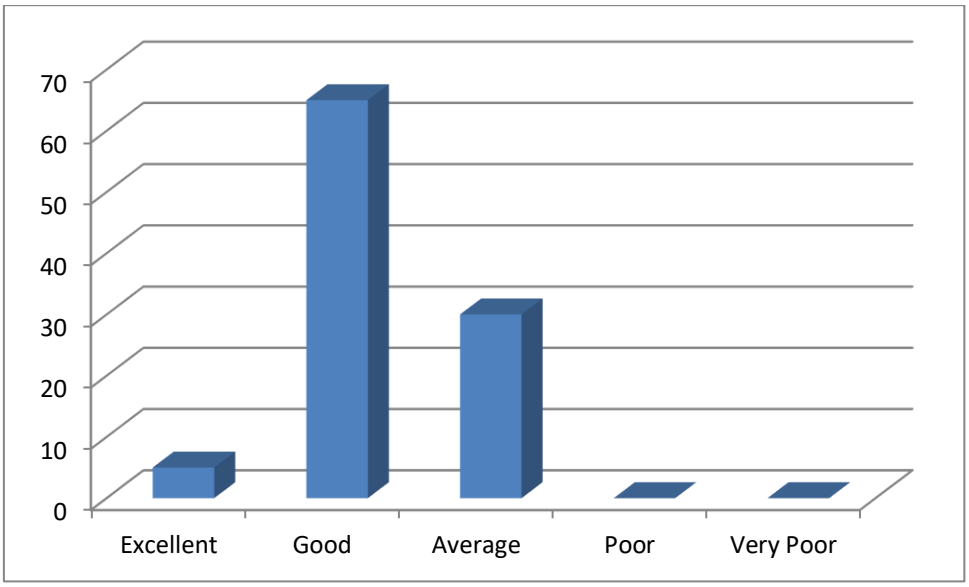

Diagram-7: Percentage weight distribution of responses on a 10-point Likert scale for Q.7: The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

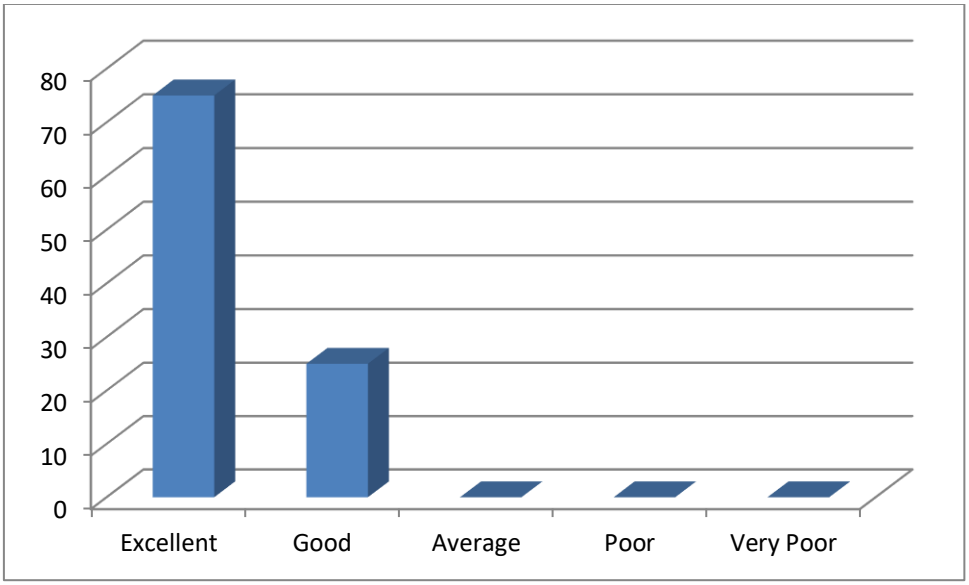

Diagram-8: Percentage weight distribution of responses on a 10-point Likert scale for Q.8: The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

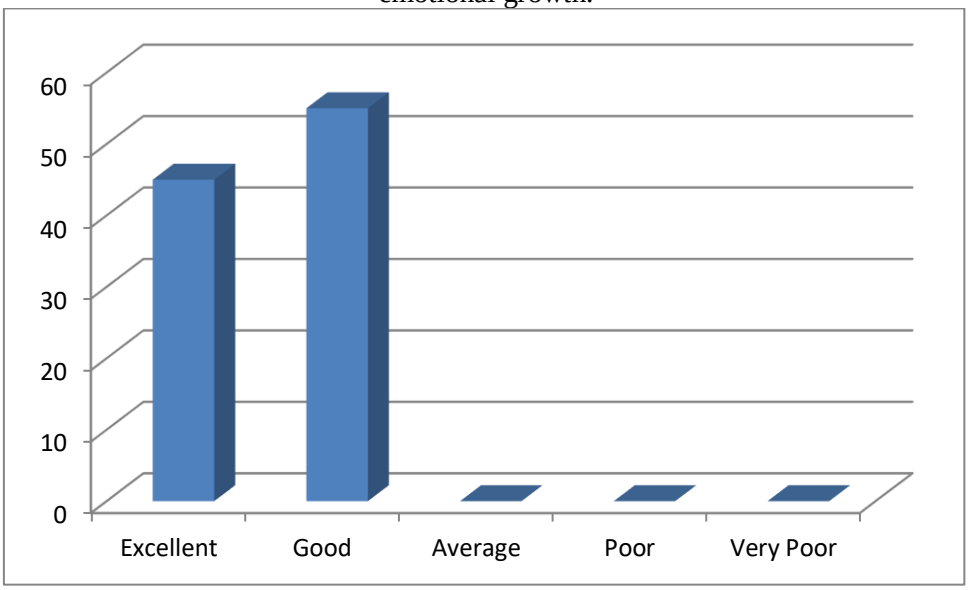

Diagram-9: Percentage weight distribution of responses on a 10-point Likert scale for Q.9: The institution provides multiple opportunities to learn and grow.

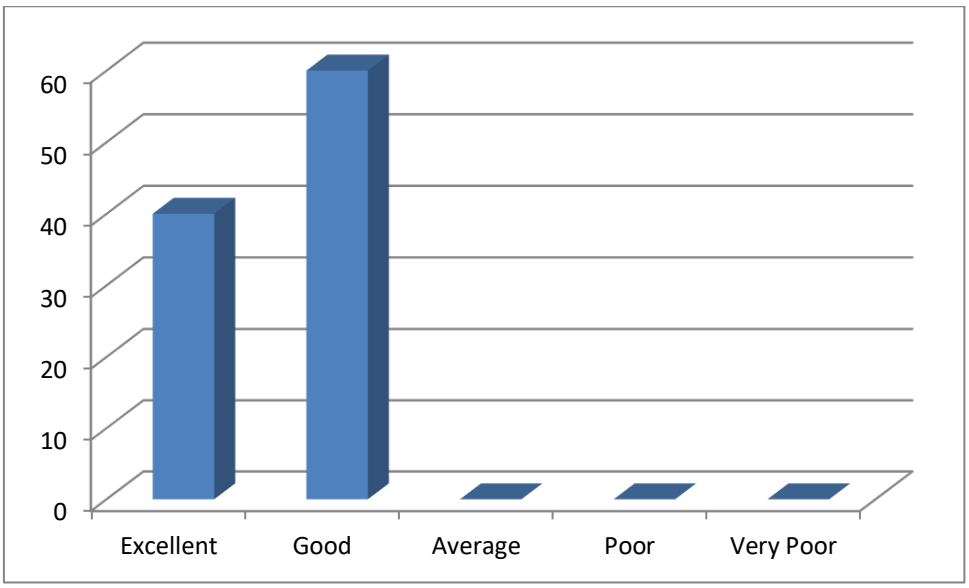

Diagram-10: Percentage weight distribution of responses on a 10-point Likert scale for Q.10: Teachers inform you about your expected competencies, course outcomes and programme outcomes.

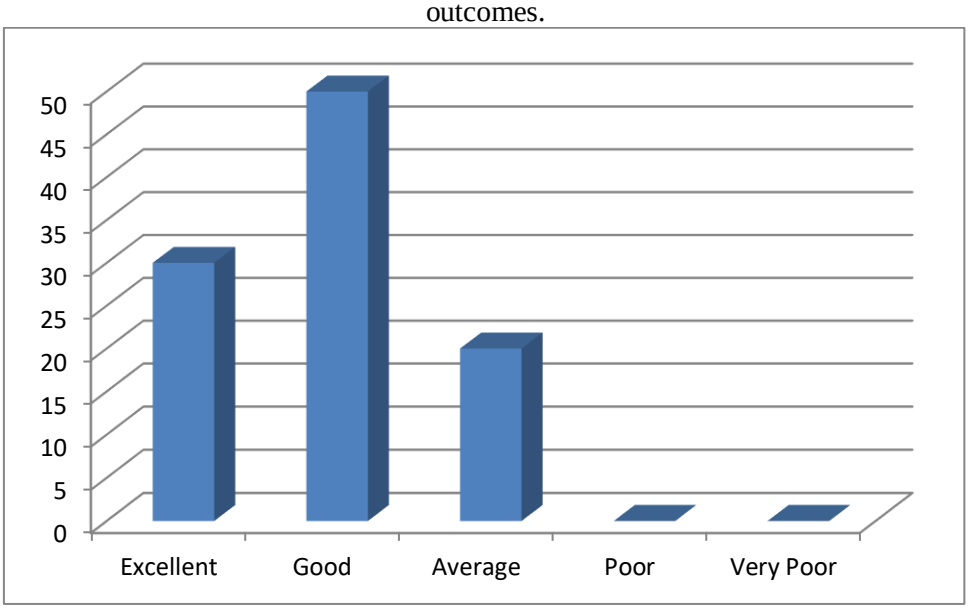

Diagram-11: Percentage weight distribution of responses on a 10-point Likert scale for Q.11: Your mentor does a necessary follow-up with an assigned task to you.

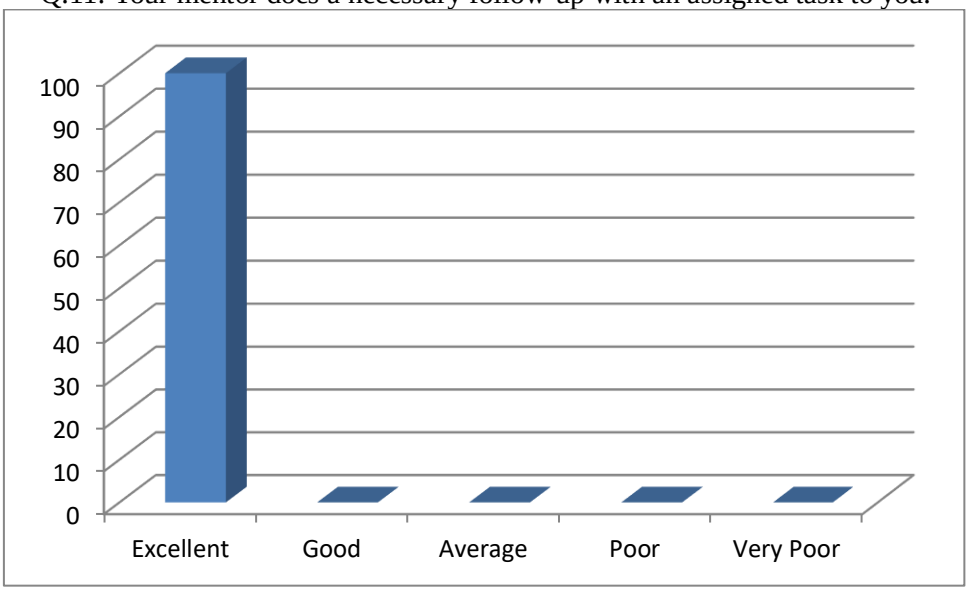

Diagram-12: Percentage weight distribution of responses on a 10-point Likert scale for

Q.12: The teachers illustrate the concepts through examples and applications.

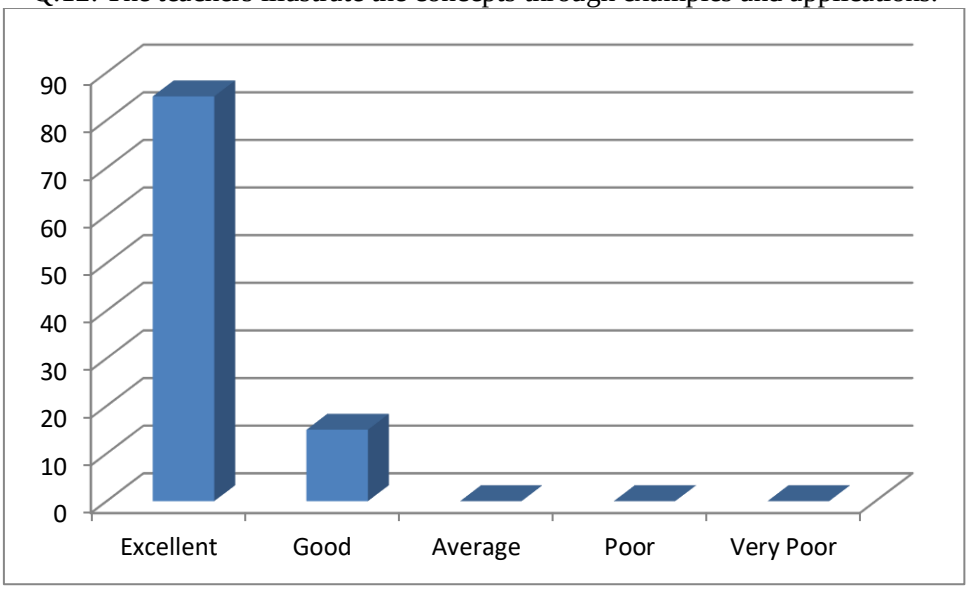

Diagram-13: Percentage weight distribution of responses on a 10-point Likert scale for

Q.13: The teachers identify your strengths and encourage you with providing right level of challenges.

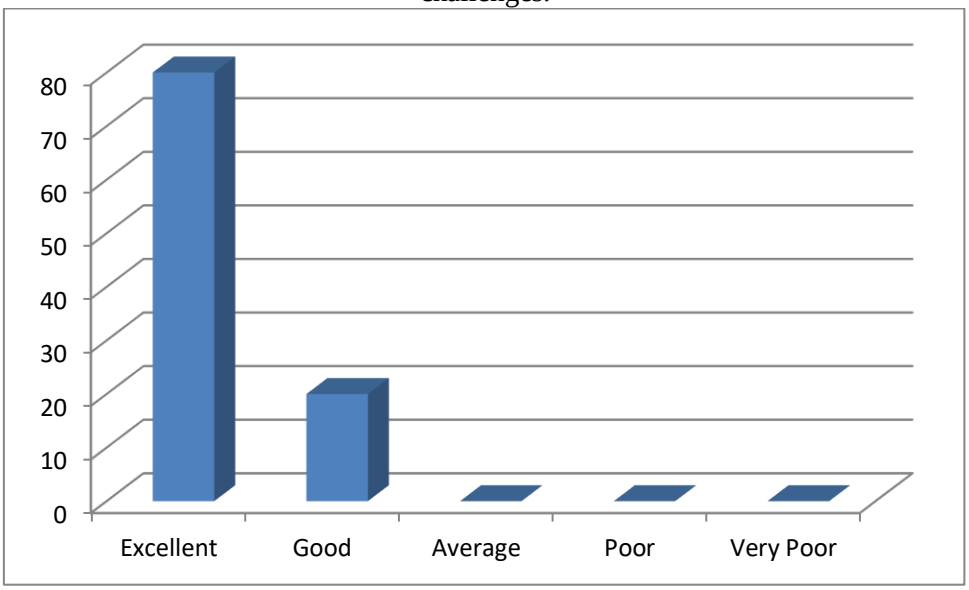

Diagram-14: Percentage weight distribution of responses on a 10-point Likert scale for

Q.14: Teachers are able to identify your weaknesses and help you to overcome them.

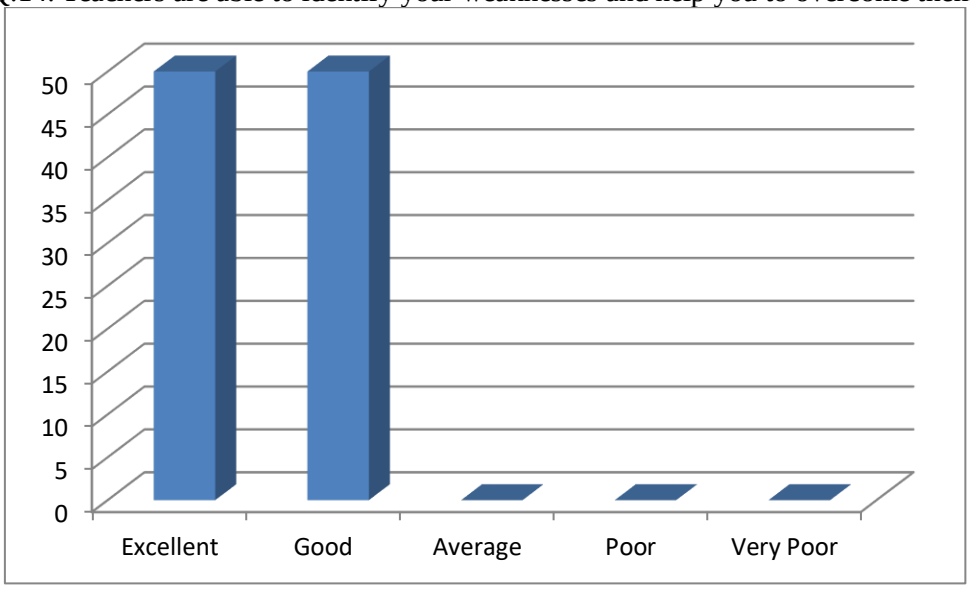

Diagram-15: Percentage weight distribution of responses on a 10-point Likert scale for Q.15: The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

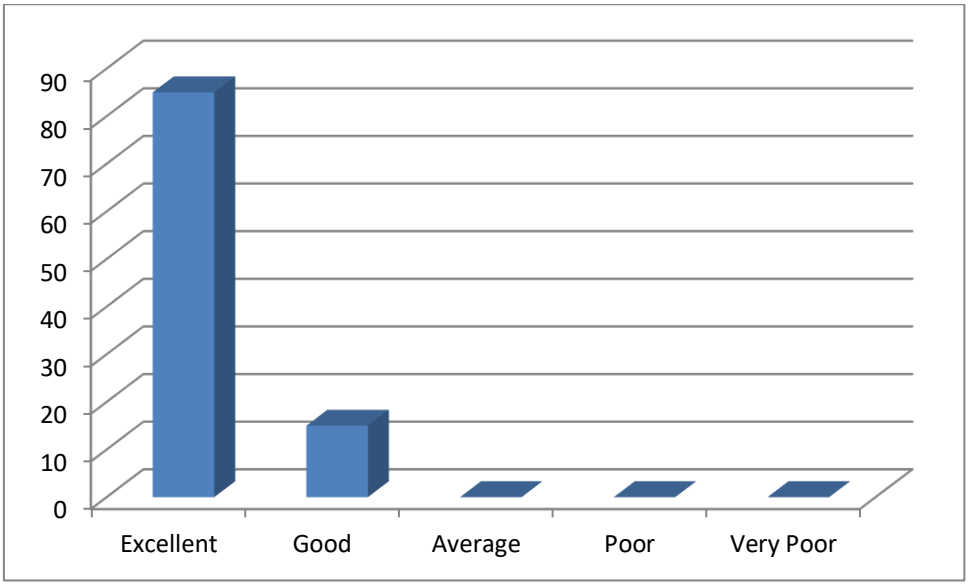

Diagram-16: Percentage weight distribution of responses on a 10-point Likert scale for Q.16: The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

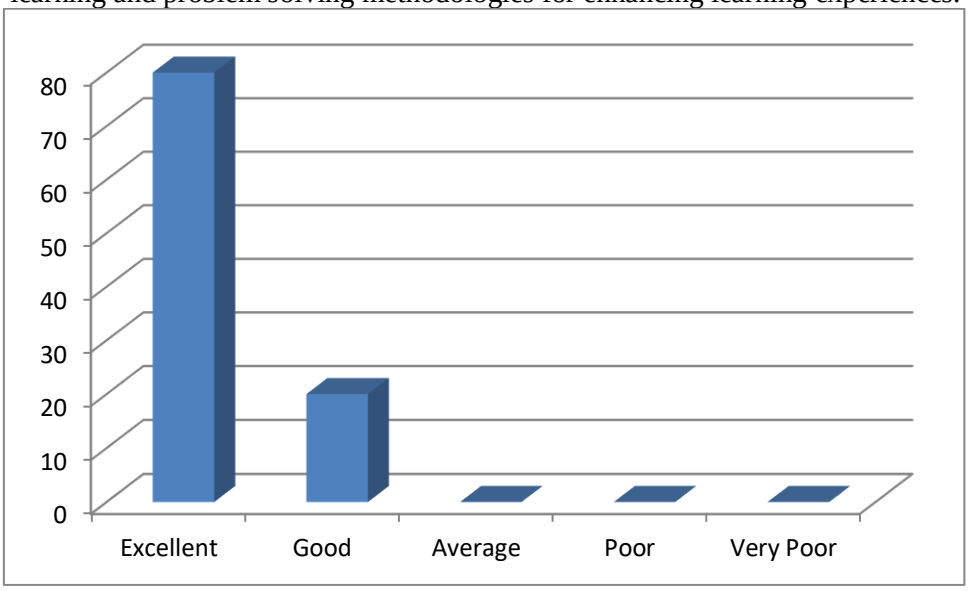

Diagram-17: Percentage weight distribution of responses on a 10-point Likert scale for Q.17: Teachers encourage you to participate in extracurricular activities.

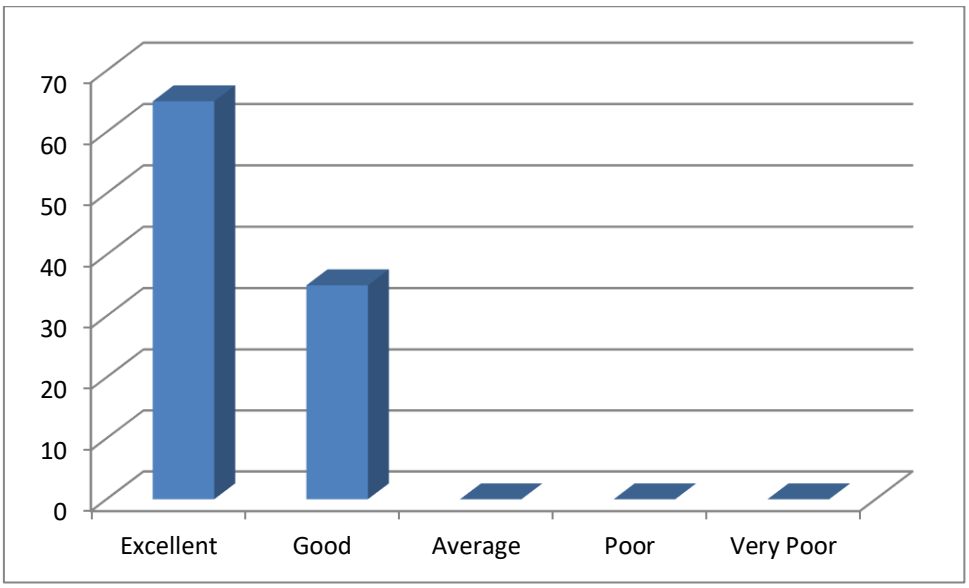

Diagram-18: Percentage weight distribution of responses on a 10-point Likert scale for Q.18: Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

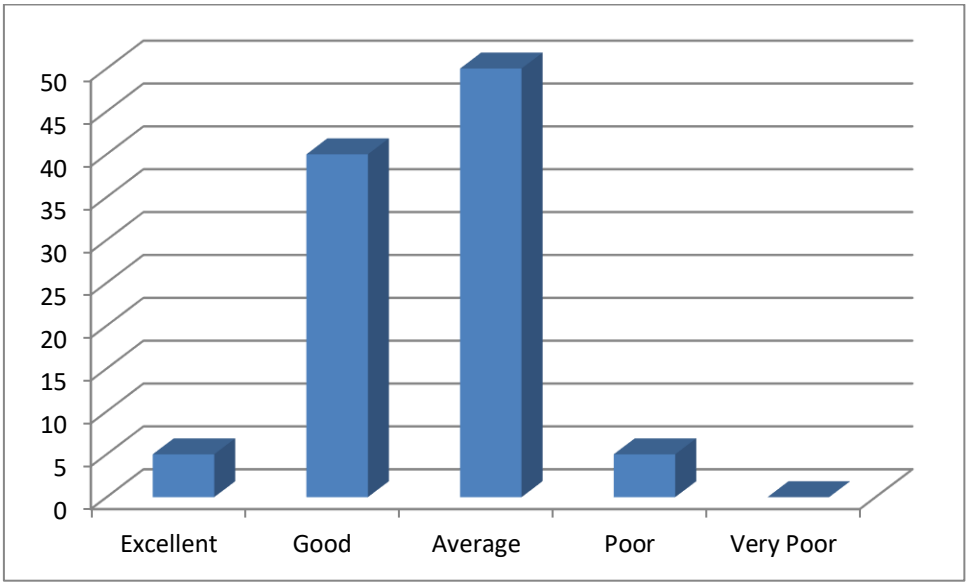

Diagram-19: Percentage weight distribution of responses on a 10-point Likert scale for Q.19: What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

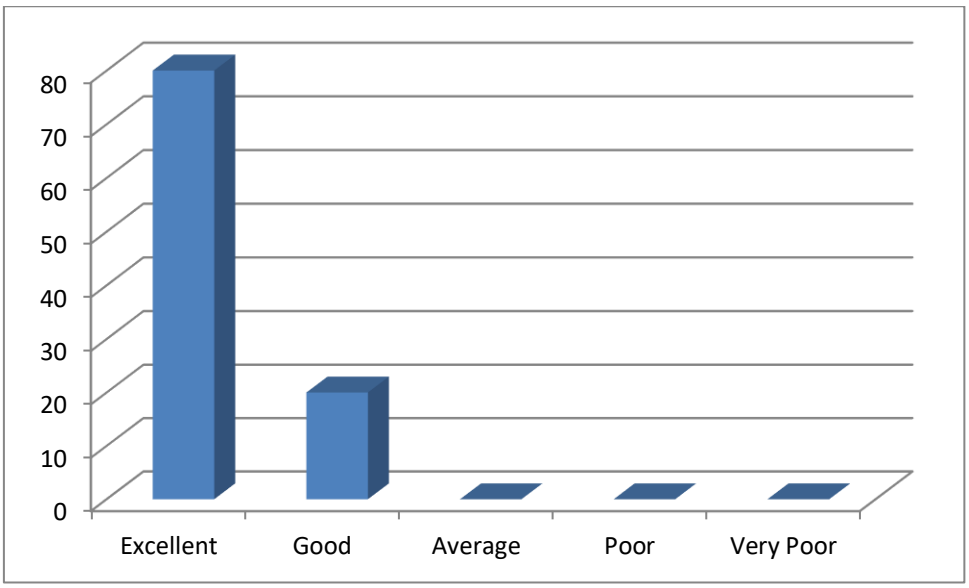

Diagram-20: Percentage weight distribution of responses on a 10-point Likert scale for Q.20: The overall quality of teaching-learning process in your institute is very good.

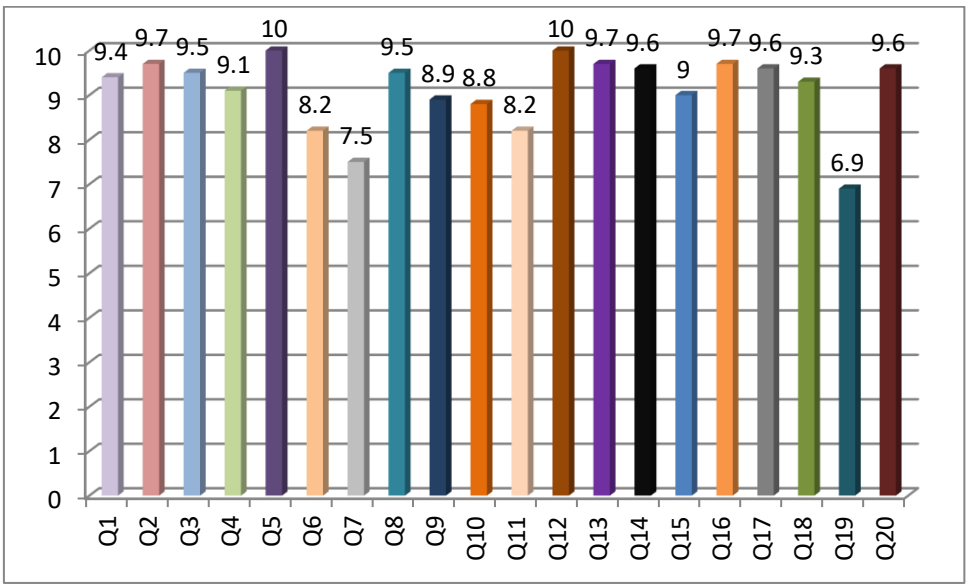

Diagram-21: Average Satisfaction level of respondents in terms of each question is calculated and the same is presented for all the 20 questions as column bar-diagram. The gross average satisfaction level, where averaging is done over all the questions, is also included in the diagram. Data weight corresponding to each question is shown above the Column-bar.

Inferences From Above Diagrams: The average satisfaction level of respondents for all the 20 questions vary in the range 6.9 – 10, meaning that in terms of all the questions the satisfaction level of respondents vary from GOOD to EXCELLENT. However, noteworthy is that only in Q7 and Q19 the satisfaction level is GOOD and in all other 18 questions the satisfaction level remains at EXCELLENT stead. Also it may be noted that Gross Average Satisfaction Level of respondent Students remains at 9.08i.e., EXCELLENT level.

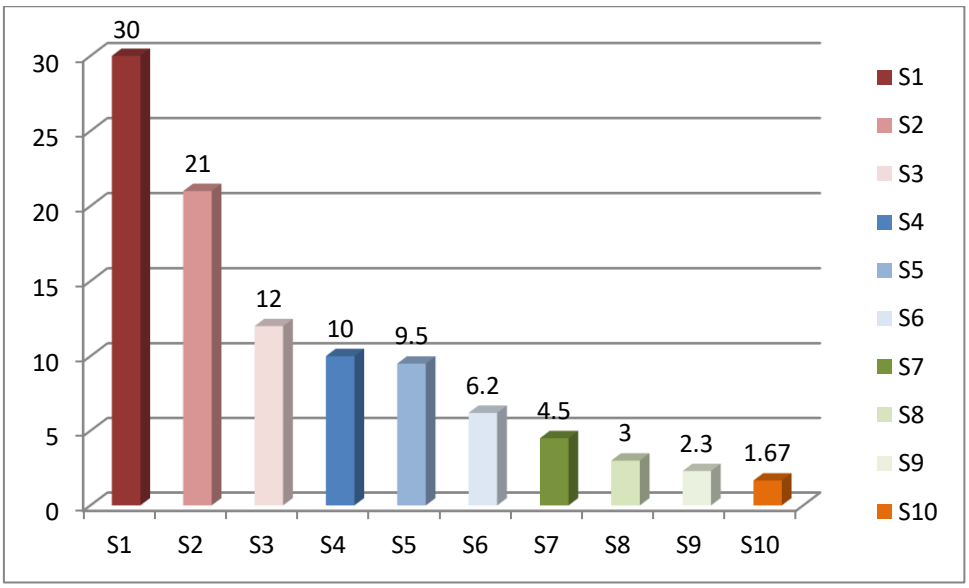

Diagram-22: The percentage weight of each of the 10 suggestions is calculated and the Weight distribution for all 10 suggestions is presented as a column bar-diagram where S1, S2 ,...., S9, S10 are the different Suggestions provided by the respondents

Suggestions Corresponding to different labels are:	
S1	Library/laboratory suppport staffs should be increased.
S2	There should be more space in library.
S3	Permission to keep library books till end of examination.
S4	Number of teachers should increase.
S5	Part of syllabus should be career oriented.
S6	Departmental computer lab should be there.
S7	Access to the book racks in the library.
S8	Bigger auditorium for guest lectures or seminars.
S9	Additional big reading room should be there.
S10	Number of classroom should be increased.

Inferences From Above Suggestions Weight-Chart: The Suggestion labelled as [S1: Library/laboratory suppport staffs should be increased] has been of highest priority having 30% weight followed by [S2: There should be more space in library] which has a weight of 21%. Five other suggestions labelled as S3, S4, S5, S6&S7 are of next high priority having 12%, 10%, 9.5%, 6.2% &4.5% weights respectively. The suggestion labelled [S10: Number of classroom should be increased] has the least priority having weight 1.67%. The suggestions [S8: Bigger auditorium for guest lectures or seminars] & [S9: Additional big reading room should be there] each have 3 and 2.3% weightsrespectively.

The suggestions mooted by respondent students are in fact relevant and significant for totalitarian growth of the College. College is moving with the project of a new building construction which would come up in the vacant space created wherein the Central Library would be shifted and thus the suggestion of bigger Reading Room would get fulfilled and students would get enhanced access to the book racks (as raised in S6). About enhancement of the number of teaching faculty members, the College has already taken up the matter with the Higher Education Department (HED) of the Government of West Bengal and in the recent past many new faculty members joined the College as new appointee as posted by the HED.

Added Note: The analysis of Students Satisfaction Survey data is done by taking 20 respondents' filled-up questionnaire chosen by random sampling method from the stack of 1000 total respondents' bunch and the

results of analysis are presented as above. Further, to cross check, 20 respondents' filled-up questionnaires are chosen by random sampling from the bunch of the rest of 1000 respondents' answered questionnaire and the analysis similar to that presented in the above is done, where the results mostly match the results presented above which is by analysis of first set of chosen 20 respondents' questionnaires. Thus the results presented herewith do represent all the 1000 respondents' satisfaction level in the true sense of the term.

Additional Enclosure: The standard questionnaire promulgated by NAAC as sample questionnaire for Student Satisfaction Survey (SSS) is a 6-page documents having 20 multi-option questions for respondent students to answer. This sample questionnaire is enclosed hereunder.
