



REPORT ON STUDENTS SATISFACTION SURVEY

Suren Das College, Hajo

Academic Session: 2020-2021

The Internal Quality Assurance Cell (IQAC) of Suren Das College, Hajo, conducted an online survey for assessment of the level of satisfaction of students relating to aspects of the academic, administrative, and overall environment. The survey was conducted in online mode by providing a link to a well-designed and structured questionnaire uploaded on the institution's website. The survey was taken during the Covid-19 pandemic's lockdown period and covers the students of the B.A. and B.Sc. programmes. A total of 427 respondents submitted their responses. The questionnaire covered several issues relating to the academic curriculum, security of the institution, infrastructure facilities, library facilities, administrative mechanisms, etc. The summaries of the responses are mentioned below.

Campus Environment and Security

The first two questions were about the level of satisfaction of students with safety and security measures in the campus environment. On a five-point rating scale relating to the campus environment, the average rating given by the respondents was 3.62 points. This indicates the level of satisfaction in relation to the campus environment was 72.41 percent. Out of the total number of respondents, 31.85% rated their level of satisfaction as 5 points, or 100 percent. Similarly, the level of satisfaction of 24.59 percent of total respondents was 4 points, or 80%, while that of 25.29 percent of respondents was 3 points, or 60%. Out of the total respondents, 10.30% and 0.79% of the total respondents recorded their responses as 2 and 1 points, or 20% and 10%, respectively.

In terms of overall campus security, respondents reported an average level of satisfaction of 75.13 percent, or a rating of 3.76 on a five-point scale. Out of the total respondents, 33.95 percent expressed that the campus is 100% secured, 28.1% of respondents rated their level of satisfaction with campus security as 80%, and 23.88% respondents viewed their level of satisfaction as 60% on campus security. However, 13.20% percent of total respondents evaluated the security environment of the institution as below average, as they recorded their satisfaction level as less than 30%.

Class Routine and Classroom Facilities

Regarding the level of satisfaction with the arrangement of classes in the class routine, the respondents gave an average rating of 3.74 on a five-point rating scale, or 74.71%. Out of 427 respondents, 32.31 expressed that they were 100% satisfied with the class routine. However, about 35% of the respondents recorded their level of satisfaction as less than 50%. This indicates that there is a need for a rearrangement of classes in the general class routine.

So far as the level of satisfaction of students relating to the classroom facilities, the average rating on a five-point scale was 3.69, or 73.72 percent. Similarly, 30.67 percent of the total respondents provided a 5-star rating, indicating that they are 100% satisfied with the existing class room facilities. Almost 40% of respondents expressed their level of satisfaction at an average of below 30%. Hence, the institution has to take steps to provide the required additional facilities in the class room.

Transport, Facilities of Electricity and Drinking Water

The institution doesn't have any self-transportation facilities for the students. Students usually come to the college either by the public transport system available or on their own. The average rating relating to transportation, the average rating given by the respondents, was 75.64 percent. Out of the total number of respondents, 31.61 percent of the total number of responses gave 5 stars,

indicating that the transportation facilities are easily available for them. But about 35% of respondents expressed a low level of satisfaction with transportation facilities, as they recorded their level of satisfaction below 30%.

Regarding the electricity facilities available in the institution, the average level of satisfaction is 75.04 percent, given by all respondents. Out of the total number of respondents, 32.78 percent gave 5 stars and 28.33% gave 4 star ratings. About 40% of the total respondents expressed their level of satisfaction as below average. Hence, the institution should take steps to increase alternative sources of energy like solar energy.

Regarding the drinking water facility, the average rating given by the respondents was 3.65 stars, or 72.93%. Out of the total number of respondents, 29.97 percent stated that they are completely satisfied, but nearly 40% gave less than average ratings (less than three stars).

Facilities of Library, Canteen and Washroom

On a five-point scale, respondents gave an average rating of 3.79 to the library facilities, an average rating of 3.54 to the facilities and quality of the canteen, and an average rating of 3.60 to the facilities of the washroom. While 45% of the respondents expressed below average ratings for canteen facilities, about 43% of the respondents assigned 3 star ratings to the washroom facilities.

ICT and Co-Curricular Activities

Regarding the question of whether the institution has sufficient infrastructure related to information and communication technology (ICT) and infrastructure related to co-curricular activities, the average ratings assigned by the respondents were 3.60 and 3.61 on a five point rating scale, respectively. Out of the total respondents, 27.40% expressed 100% satisfaction regarding the availability of ICT facilities and 27.87% expressed 100% satisfaction with facilities relating to co-curricular activities.

Teacher and Teaching Methods

Regarding the questions on sufficiency and quality of faculty members, the average ratings assigned by the respondents were 3.77 and 3.81 on a five-point scale, respectively. While over 60% of the respondents expressed high levels of satisfaction with the number and quality of teachers, 40% of the respondents assigned average ratings of 3 stars on a five-point scale.

Cooperation from Teaching and Non Teaching Staff and Library Resources

The question of whether students get adequate help from the teaching and non-teaching staff regarding any issues received an average rating of 3.78 on a five-point scale. Regarding the cooperation of the library staff, 74.71 percent gave an average rating of 3.74 on a five-point scale. Out of the total respondents, 29.74 and 33.02 percent gave 5 and 4 stars, respectively, on a five point rating scale to the cooperation of teaching, non-teaching, and library staff.

Teaching Learning Process

Relating to the question raised to assess the level of satisfaction of the students on whether the class routine was followed both by the students and the teachers, the respondents assigned their level of satisfaction at 73.49%. Similarly, on the question of whether the teaching learning process of the college helped in all round development, the respondents expressed their level of satisfaction as 3.76 on an average on a five point rating scale.

Teaching of Prescribed Syllabus and Life Oriented Education

In this section, the questionnaire raised two questions regarding whether the teacher teaches only the prescribed syllabus or gives some life oriented education for developing their future. Regarding the first question, the respondents assigned an average score of 3.74 on a five point scale. On the other hand, regarding the second question, the respondents gave a rating of 3.71 on a five point scale. As a result, they reported an average level of satisfaction of 74.24 percent.

Guidance and counseling by the Teacher

The respondents gave the guidance and counseling by the teacher at the college an average rating of 3.72 on a five-point scale. Relating to the question of whether the student gets proper guidance from the teacher, the average rating given by the respondents was 3.77 on a five-point scale.

Guidance from the Administration and Examination System

Regarding the question about the administration's guidance to the students, the average rating given by the respondents was 3.69, and on the question of whether the examination pattern of the college is satisfactory or not, the respondents expressed their level of satisfaction as 3.72 on a five-point rating scale.

Internal Assessment and Evaluation

Concerning the process of internal assessment and evaluation of students at the institution, respondents expressed 75.41 percent satisfaction, or an average rating of 3.77 on a five-point scale.

Method of Instruction and ICT-Enabled Classroom

The respondents expressed their level of satisfaction as 75.50% regarding the method of teaching, and the average rating assigned by the respondents to the use of information and communication technology (ICT) in the classroom was 74.19 percent. On the question about whether the learning to acquire knowledge from the teachers' knowledge was satisfactory or not, the respondents assigned an average rating of 3.87 stars on a five-point scale.

Major Points Emerged from the Survey

Based on the analysis of the satisfaction survey carried out by the IQAC, the following issues have emerged:

- The good boundary wall and security environment management must be increased, with a sufficient number of CCTV cameras installed and monitored by the authorities.
- The class schedule must follow the newly designed CBCS syllabus.
- The number of classrooms must be increased.
- The institution should provide the best possible transport system for the students coming from far away, particularly from the *Char*.
- The college should increase the number of drinking water facilities.
- The process of digitalization of the library is required.
- The cleanliness of the bathroom must be done on a regular basis.
- A canteen must maintain hygiene and quality food.
- The number of ICT-enabled classrooms with facilities for smart classrooms and OHP should be increased to enhance the teaching method.


Principal
Suren Das College, Hajo
Kamrup, Assam

Questionnaire of Students Satisfaction Survey (2020-21)

Rating: 5-Outstanding; 4-Excellent; 3-Good; 2-Satisfactory; 1-Not Satisfactory



Are you satisfied with your college environment ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Do you feel secured in your college environment ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the daily class routine satisfactory ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Are the furnishing of the classroom sufficient ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the transportation system to reach the college is satisfactory ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the electricity facility satisfactory ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the drinking water facility are satisfactory

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the usability of your college library good ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the canteen well equipped ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Whether separate toilet/washroom facilities are available for the girls and boys ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Are the Toilet/washroom cleaned and properly maintained ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Are the classroom are clean and well maintained ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Are the total number of classrooms are sufficient ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the ICT facilities in the college are adequate and satisfactory ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the infrastructure for co-curricular activities satisfactory ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Are the teaching methods used by your teachers satisfactory ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Does the books prescribed to your covers the whole syllabus ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Are the number of teachers sufficient ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Do you get all kinds of helps from your teaching and non-teaching staff ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Are the library resources are satisfactory to reach the educational goal ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the class routine always maintained by students and teachers ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Does the teaching learning process of your college help you for your all-round development ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Do the teachers teach you only the prescribed syllabus ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Do the teachers gives some life oriented education to you for your future help ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is there a guidance and counseling centre in your college ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Are you guided properly by your teachers ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Are you guided properly by the administration ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the examination system of your college satisfactory ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the internal evaluation system of your college satisfactory ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the internal assessment examination scheduled in proper time ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Do the teachers use ICT base education in the classroom ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Are the teaching methods of the teachers reliable in imparting knowledge ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory

Is the learning to acquire knowledge from your teachers satisfactory ?

☐ 5 Outstanding ☐ 4 Excellent ☐ 3 Good ☐ 2 Satisfactory ☐ 1 Not Satisfactory


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