

Student's Satisfaction Survey

Feedback Report Academic Session: 2023-2024 Suren Das College, Hajo

The students' comment on the general aspects of the academic & non-academic facilities, and administrative environment is critical to maintaining a conducive academic environment. The institution's Internal Quality Assurance Cell (IQAC) gets feedback from students directly via a structured questionnaire administered online. The questionnaire includes several questions about whether the college's facilities, infrastructure, curriculum, routines, examination pattern, cooperation of teaching and non-teaching staffs, library facilities, and so on are suitable or satisfactory for performing and creating the best teaching-learning environment in the college. Students' feedback for the academic year 2023-24 was mostly collected from M.A., B.A, B.Sc, and B.Voc (MLT) students. A total of 570 students answered to the questionnaire. The analysis of the students' responses to the questions is shown below.

The initial inquiry focused on determining the level of satisfaction among students regarding the college environment. Among the 570 respondents, 49.6 percent rated their experience as Good, while 20 percent classified it as Excellent, 6.3 percent deemed it Outstanding, 3 percent found it Not Satisfactory, and 21.1 percent considered it Satisfactory. Meanwhile, the second question focused on assessing the students' satisfaction with the transport system for reaching college. Among the total respondents, 53.3 percent rated it as Good, while 17.4 percent rated it as Excellent, 5.8 percent as Outstanding, 3 percent as Not Satisfactory, and 20.5 percent rated it as Satisfactory.

In response to the third question about students' perceptions of the security of the college environment, 56 percent rated it as good, 17 percent as excellent, 10.4 percent as outstanding, 1.8 percent as not satisfactory, and 14.9 percent rated it as satisfactory. In a similar vein, regarding the assessment of the college routine's satisfaction, the responses revealed that 46.3 percent rated it as good, 20 percent as excellent, and 8.1 percent as outstanding. Conversely, 16 percent deemed it not satisfactory, while 22.8 percent classified it as satisfactory.

Concerning the inquiry about the adequacy of the classroom furnishings, among the total respondents, 55.6 percent rated their experience as good, 16 percent as excellent, 5.6 percent as outstanding, 4 percent as not satisfactory, and 18.8 percent as satisfactory. Additionally, regarding the evaluation of electricity facilities, 52.6 percent rated them as good, 12.5 percent as excellent, 7.7 percent as outstanding, and 21.8 percent as satisfactory. Nonetheless, 5.4 percent were assessed as unsatisfactory. In a similar vein, the inquiry pertains to the adequacy of the drinking water facilities provided by the college. Among the total respondents, 46.7 percent rated their experience as good, 17.4 percent as excellent, 6.5 percent as outstanding, 21.2 percent as satisfactory, and 8.2 percent as not satisfactory.

In the meantime, regarding the evaluation of the college library, 56.3 percent rated it as good, 20.7 percent as excellent, 9.5 percent as outstanding, 9.1 percent as satisfactory, and 4.4 percent

as not satisfactory. In a similar vein, regarding the canteen facilities, 52.5 percent rated them as good, 10.5 percent as excellent, 5.1 percent as outstanding, 20.2 percent as satisfactory, and 11.8 percent as not satisfactory.

In response to the inquiry about the availability of separate toilet and washroom facilities for girls and boys, the respondents indicated that such facilities are indeed available. Specifically, 51.2 percent rated them as good, 13.7 percent as excellent, 7 percent as outstanding, 22.8 percent as satisfactory, and 5.3 percent as not satisfactory. In a similar vein, the inquiry regarding the maintenance of toilet cleanliness yielded the following ratings: 50.2 percent classified it as good, 11.9 percent as excellent, 4.2 percent as outstanding, 21.4 percent as satisfactory, and 12.3 percent as not satisfactory.

In addressing the inquiry about the cleanliness and maintenance of classrooms, 54.4 percent of respondents rated them as good, 15.8 percent as excellent, 6 percent as outstanding, 18.6 percent as satisfactory, and 5.3 percent as not satisfactory. In a similar vein, regarding the adequacy of the total number of classrooms, 51.9 percent rated it as good, 16.5 percent as excellent, 7.2 percent as outstanding, 18.4 percent as satisfactory, and 6 percent as not satisfactory.

In response to the inquiry about the adequacy or satisfaction level of the college's ICT facilities, 52.3 percent of the total respondents rated them as good, 13.3 percent as excellent, 6.1 percent as outstanding, 23.5 percent as satisfactory, and 4.7 percent as not satisfactory. In a similar vein, the inquiry regarding the adequacy of infrastructure for co-curricular activities revealed that 51.9 percent rated it as good, 14.6 percent as excellent, 4.9 percent as outstanding, 23.3 percent as satisfactory, and 5.4 percent as not satisfactory.

In relation to the inquiry about the adequacy of the teaching methods employed by the educators, 46 percent of the total respondents rated them as good, 21.9 percent as excellent, 11.4 percent as outstanding, 18.4 percent as satisfactory, and 2.3 percent as not satisfactory. In a similar vein, the inquiry concerning the prescribed books encompasses the entire syllabus, with 51.2 percent rating them as good, 17.4 percent as excellent, 9.1 percent as outstanding, 19.3 percent as satisfactory, and 3 percent as not satisfactory.

In response to the inquiry about the adequacy of faculty numbers, 50 percent of the total respondents rated it as good, 22.3 percent as excellent, 8.4 percent as outstanding, 15.3 percent as satisfactory, and 4 percent as not satisfactory. In a similar vein, the inquiry regarding the adequacy of support received by students from both teaching and non-teaching staff revealed that 55.8 percent rated it as good, 16 percent as excellent, 9.8 percent as outstanding, 16 percent as satisfactory, and 2.5 percent as not satisfactory.

On questions regarding adequacy of library resources in achieving educational objectives, 53.9 percent of the total respondents rated them as good, 17.4 percent as excellent, 7.2 percent as outstanding, 17.5 percent as satisfactory, and 4 percent as not satisfactory. In a similar vein, the inquiry regarding the adherence to the class routine by both students and teachers revealed that 49.3 percent of the total respondents rated it as good, 22.8 percent as excellent, 6.8 percent as outstanding, 16.8 percent as satisfactory, and 4.2 percent as not satisfactory. In response to the inquiry about the effectiveness of the college's teaching and learning process

in fostering all-round development, 52.6 percent of the total respondents rated it as good, 18.6 percent as excellent, 6.5 percent as outstanding, 18.8 percent as satisfactory, and 3.5 percent as not satisfactory. In a similar vein, regarding the inquiry about whether educators adhere solely to the prescribed syllabus, 53.3 percent rated their performance as good, 17.4 percent as excellent, 8.1 percent as outstanding, 18.4 percent as satisfactory, and 2.8 percent as not satisfactory.

In addressing the inquiry about whether educators provide life-oriented education to assist students in their future endeavours, 52.8 percent of the total respondents rated it as good, 20.4 percent as excellent, 8.1 percent as outstanding, 16.3 percent as satisfactory, and 2.5 percent as not satisfactory. In a similar vein, the inquiry regarding the presence of guidance and counselling centres within the institution revealed that 52.1 percent rated it as good, 16.5 percent as excellent, 7 percent as outstanding, 18.2 percent as satisfactory, and 6.1 percent as not satisfactory.

In response to the inquiry about the adequacy of guidance provided by teachers, 51.4 percent of the total respondents rated it as good, 20.4 percent as excellent, 8.8 percent as outstanding, 16.5 percent as satisfactory, and 3 percent as not satisfactory. In a similar vein, the evaluation of whether the administration provides adequate guidance yielded the following ratings: 55.4 percent deemed it good, 16.1 percent rated it excellent, 6 percent classified it as outstanding, 18.2 percent found it satisfactory, and 4.2 percent considered it not satisfactory.

In response to the inquiry about the satisfaction level of the college's examination system, 47.9 percent of respondents rated it as good, 19.3 percent as excellent, 7.9 percent as outstanding, 21.6 percent as satisfactory, and 3.3 percent as not satisfactory. In relation to the internal evaluation system of the college, 51.9 percent rated it as good, 16.7 percent as excellent, 6.7 percent as outstanding, 22.5 percent as satisfactory, and 2.3 percent as not satisfactory.

In response to the inquiry about the timeliness of the internal assessment examination, 54.6 percent of respondents rated it as good, 18.4 percent as excellent, 8.1 percent as outstanding, 16.7 percent as satisfactory, and 2.3 percent as not satisfactory. In a similar vein, the inquiry into whether teachers utilise ICT-based education in the classroom revealed that 56.7 percent rated it as good, 16 percent as excellent, 6.3 percent as outstanding, 16.8 percent as satisfactory, and 4.2 percent as not satisfactory.

Meanwhile, concerning the reliability of teachers' methods in imparting knowledge, out of the total respondents, 51.8 percent rated their experience as good, 18.9 percent as excellent, 8.6 percent as outstanding, 18.2 percent as satisfactory, and 2.5 percent as not satisfactory. In a related inquiry regarding the effectiveness of learning from teachers, 49.5 percent rated it as good, 18.4 percent as excellent, 8.6 percent as outstanding, 20.7 percent as satisfactory, and 2.8 percent as unsatisfactory.

Based on the above analysis of the students' feedback, it can be observed that on an average, 70 percent of the total respondents gave the facilities available in the institution as good or gave high rating. However, 30 percent of the total respondents suggested for further improvement as

they gave average rating. Following recommendations can be given on the basis the above analysis.

- The teachers should focus more on the delivery of course curriculum and completion of course on time.
- More experimental based learning initiative for students should be undertaken and must encourage students for field based projects.
- To enhance teaching and learning more effectively, the institution must introduce facilities of ICT based tools;increase the number of smart classrooms and the number of computers.
- The institution should enhance more and more sports facilities to the students.
- Increase the number of career counseling, seminars/workshops for the students.
- Installation of Solar energy to meet the requirement of electricity.
- The institution must provide free wi-fi facilities in the college campus.
- Provide additional facilities for Boys' and Girls' Common Room and also maintain cleanliness of the washrooms available separately in the institution.
- The institution must ensure to improve the quality of food and services of the College Canteen.