

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.

Report on Feedback of Faculty Members

Suren Das College, Hajo

Session: 2023-24

The college's IQAC centrally collected feedback from its faculty members. The survey was conducted to solicit feedback from faculty members on a variety of issues, including curriculum and its delivery mechanism, availability and use of ICT technology, evaluation process, library resources, overall college environment, support and cooperation from college administration, college canteen facilities, washrooms, and cleanliness, among others. Based on feedback from a total of 39 faculty members, the following points emerged:

- Faculty members gave an average rating of 4.47 on a five-point scale for the curriculum's balance of theory and practical application, as well as its delivery and timely completion. While 47.37 percent out of the total faculties gave their response a score of 5 points or 100 percent. Furthermore, 52.63 percent of respondents gave four points, indicating that their level of satisfaction was 80 percent. However, no responders offered a satisfaction rating lower than three stars.
- The second question in the questionnaire asked about the aims of the curriculum for various disciplines and its clarity. Respondents provided an average rating score of 88.95 percent, or 4.45 on a five-point scale. 52.63 percent of respondents gave the aims of the college syllabus a perfect score, or five stars. Similarly, an average of 39.47 percent of respondents gave 4 star ratings, indicating an 80 percent level of satisfaction. However, 7.89% of all respondents provided a three-star rating, while none offered a two- or one-star rating.
- The college library received an average rating of 85.79 percent or 4.29 stars on a five-point scale for its reference materials that are relevant, up-to-date, and comprehensively cover the course. Meanwhile, 47.37% of the faculty gave their response a 5 star rating, indicating that they were completely satisfied. Similarly, 36.84 percent rated 4 stars, 13.16 percent rated 3 stars, and 2.63 percent ranked their level of satisfaction as 2 stars. However, no one objected that it was unsatisfactory.
- Respondents provided an average rating of 4.66 on a five-point scale for the course content's Knowledge on improving interest, understanding, and perspective in the topic area. While 73.68 percent of the faculties ranked their reaction as 5 stars, 18.42 percent assessed their level of satisfaction as 4 stars, or 80 percent and 7.89 percent rated satisfaction as 3 stars, or 60 percent. However, none of the respondents found the impact of the course topics presented in the subjects' syllabus on improving interest, knowledge, and perspective in the subject area to be unsatisfactory.

The participants gave a rating of 91.05 percent (average score of 4.55 on a five-point scale) when asked if their college or institution allowed them to use new teaching techniques like group discussions, seminar presentations, and learner participation. While 63.16 percent of the faculties that responded to the survey gave it a five-star rating, 28.95 percent gave it a four-star rating, and 7.89 percent gave it three stars. However, no one rated less than two stars on a five-point scale.

- In terms of the faculty's freedom to adopt new techniques/strategies for student evaluation and assessment, the average rating score was 4.68 on a five-point scale, with an average of 93.68 percent. Meanwhile, 76.32 percent of the faculty gave their response a five-star rating, or 100%. Similarly, 15.79 percent rated 4 stars, while 7.89 percent rated 3 stars on a five-point scale. However, no one rated below two stars.
- The respondents rated the campus environment as conducive to teaching and research with an average score of 75.79 percent (or 3.79 stars). In this regard, 26.32 percent of the faculty that participated in the poll assessed their responses as 5 stars, 36.84 percent as 4 stars, and 26.32 percent as 3 stars. However, none scored one star for the scope of teaching and research in the institution.
- Participants gave an average rating score of 75.26, or 3.76 stars, when asked if they thought the administration was friendly to teachers. Meanwhile, 26.32 percent of the faculty who participated in the survey evaluated their comments as 5 stars, 39.47 percent as 4 stars, and 23.68 percent as 3 stars. However, an average of 5.26 percent of total respondents ranked below two stars.
- Considering opportunities and administrative support for faculty members to improve their skills and credentials, 78.95 percent of respondents awarded an average rating score of 3.95 stars on a five-point scale. While 31.58 percent of the faculty participating in the poll rated their responses as 5 stars, 39.47 percent, and 23.68 percent rated 4 and 3 points, respectively. However, 2.63 percent of respondents provided an average of 2 star ratings.
- In terms of the sufficiency of ICT facilities at the college, the faculty members provided an average rating score of 3.76 on a five-point scale, or 75.26 percent. While 26.32 percent of the faculty who took part in the poll rated themselves 5 stars, 31.58 percent rated themselves 4 stars, and 36.84 percent rated themselves 3 stars. However, an average of 2.63 percent of all respondents rated two and one stars, respectively.
- Respondents gave an average grade of 87.89 percent when asked if the canteen facilities was adequate. While 57.89 percent of the faculties that took part in the poll gave their

responses 5 stars, 26.32 percent rated them 4 stars, and 13.16 percent rated them 3 stars. However, 2.63 percent of respondents gave their rating two stars.

- The respondent gave a rating of 55.26 percent, or an average of 2.76 star points, for the cleanliness and maintenance of restrooms. While 2.63 percent of the faculties who responded to the survey gave it a five-star rating. Meanwhile, 15.79, 55.26, 7.89, and 18.42 percent of respondents gave four, three, two, and one stars, respectively. As a result, the cleanliness and repair of washrooms appear to be bad.
- Respondents rated classroom cleanliness with an average score of 66.84 percent, or 3.34 points. While 13.16 percent of the faculties polled gave a five-star rating, 34.21, 31.58, 15.79, and 5.26 percent of respondents gave four, three, two, and one points, respectively.

SUGGESTIONS:

Respondents suggested that the affiliating university improve course content to make it more practical and job-oriented.

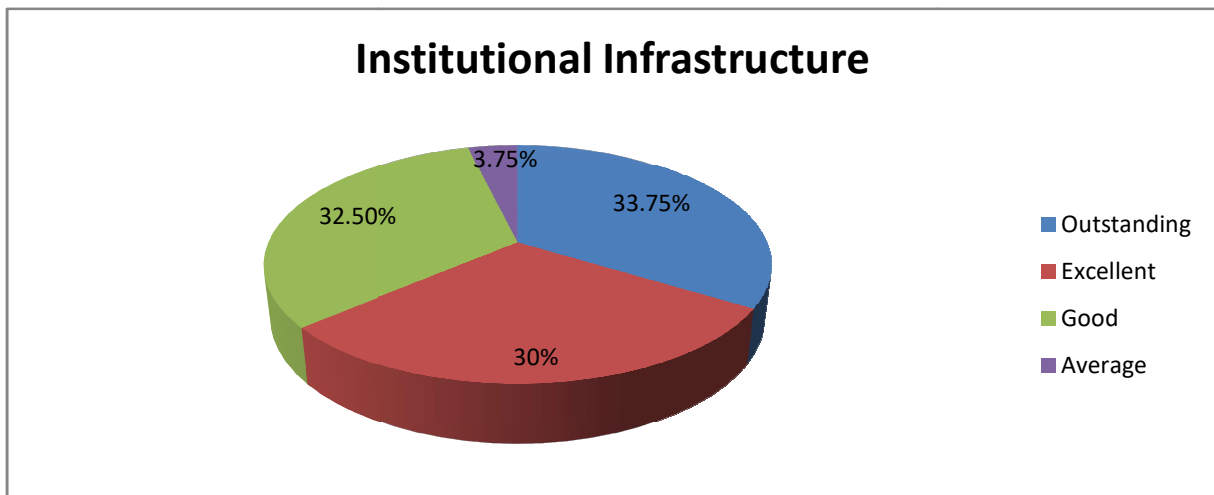
- Improve student attendance and attention in class.
- Improve washroom facilities.
- The college authorities must maintain cleanliness in classrooms and restrooms.

**Report on Feedback of Alumni
Session 2023-24
Suren Das College, Hajo**

The Suren Das College's IQAC has collected the feedback of the alumni information centrally. Factors considered in the feedback survey included about the college infrastructure, quality of the teachers, resources in the library, staff friendliness, photocopy facilities, quality of the canteen, regarding the fairness in admission process, and overall institutional rating. The questionnaire was generated in Google Forms and disseminated to the college's alumni via email and a link shared with their Whatsapp group. There were 93 total replies to the survey. The input provided by the alumni is summarised here.

College Infrastructure:

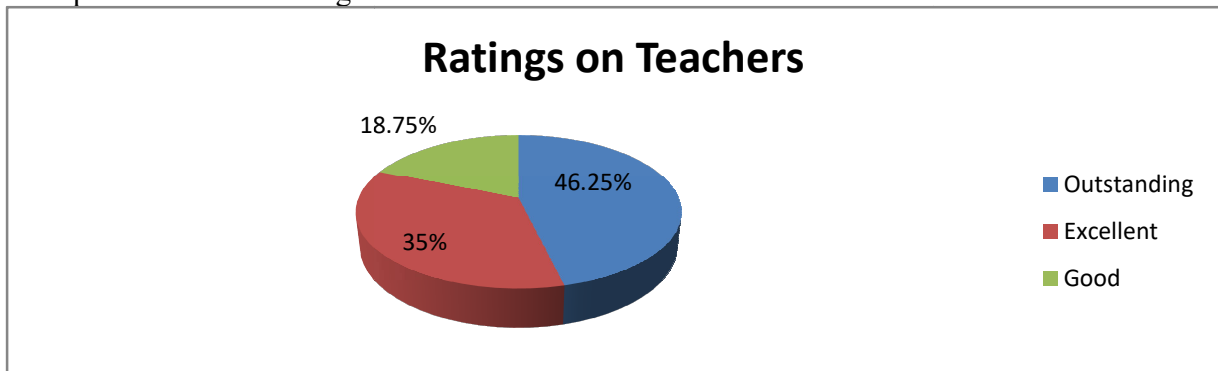
The college's infrastructure received an "Outstanding" grade from 31.25 percent of the total respondents. A little more than 35% of those respondents gave it an "Excellent" grade, with another 33.5% rating it as "Good". No respondent rated the institution's infrastructure as average or poor.



Rating on Teachers:

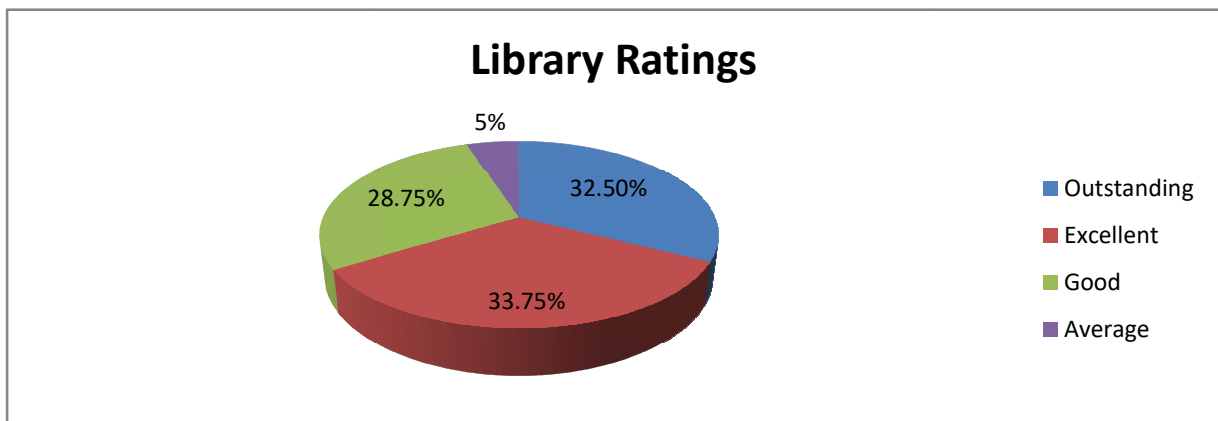
None of the respondents rated teachers as ordinary. Out of the total respondents 46.25 percent rated the faculties as "Outstanding", and "Excellent" by 35 percent. Furthermore, 18.75 percent

of respondents rated it as "good."



Library Resources:

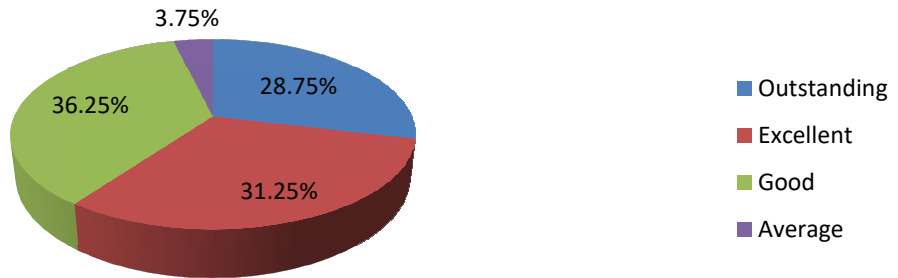
The availability and use of the college's library resources received an "Outstanding" rating from 32.50 percent out of the total respondents, while 33.75 percent gave it an "Excellent" grade. Furthermore, 28.75 percent rated them "Good," while 5% rated the resources "Average." None of the Alumni reported that the library's facilities as "poor."



Helping Attitude of Office Staff:

Regarding the question about the friendliness of the office staff and attitude, received an "Outstanding" rating from 28.75 percent out of the total respondents, while 31.25 percent gave a "Excellent" rating. 36.25 percent said it was "good," while 3.75 percent said it was "average." None of the respondents answered the question as "Poor".

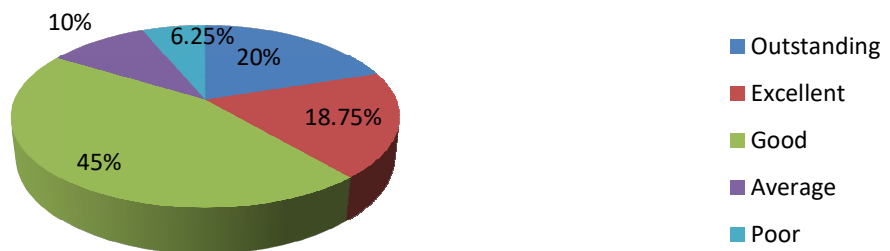
Office Staff Helping Attitude



Facilities of Computer and Photocopy:

In response to the question about the institution's educational resources, such as photocopy and computer facilities, out of the total respondents, 20% rated as "Outstanding" and 18.75% rated "Excellent." Similarly, 45 percent of respondents ranked the available amenities as "good," 10 percent as "average," and 6.25 percent as "poor."

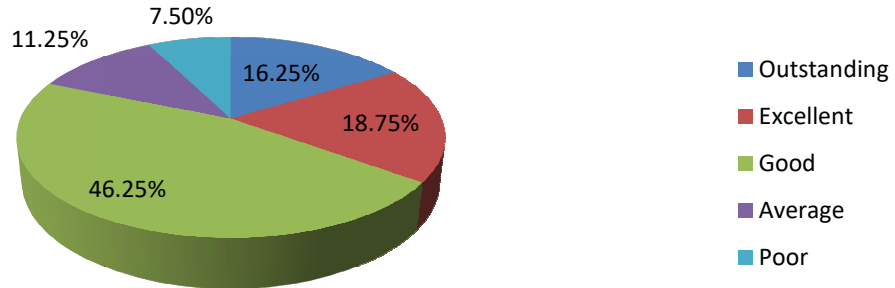
Educational Resource Rating



Canteen Facilities:

Again, 16.25 percent out of the total respondents rated the canteen's quality and facilities as "Outstanding," with 18.75 percent rating it as "Excellent." While 11.25 percent of respondents rated the canteen's services as "average" and 42.65 percent said they were "good." Meanwhile, 7.5 percent respondents rated the canteen's quality and facilities as "poor".

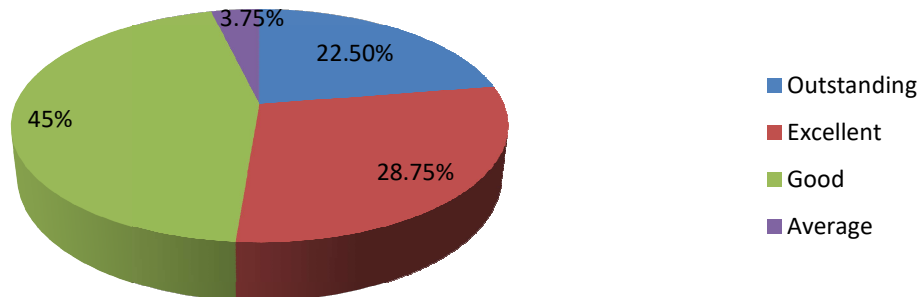
7. Canteen Facility



Fairness of Admission Procedure:

Regarding the fairness of the admission process, out of the total respondents, 22.50 percent assessed the fairness of the college's admissions processes as "Outstanding," with 28.75 percent rating it as "Excellent." In a similar vein, no one evaluated the admissions system's fairness as "poor"; instead, 3.75 percent of respondents ranked it as "average" and 45 percent as "good."

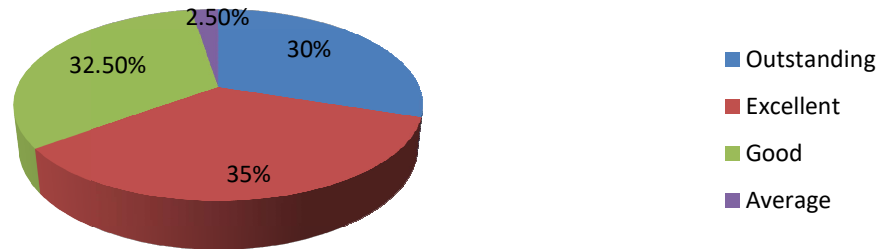
Fairness of the Admission Procedure



Overall rating of the College:

Out of the total respondents, 30% rated the college's overall performance as "Outstanding," while 30% rated it as "Excellent." While 32.50% of respondents gave it a "Good" rating, the remaining 2.50% gave it a "Average" rating. None of the respondents rated the college as "Poor" overall.

Overall Rating of Teachers Feedback



Recommendations:

Based on the above analysis, following recommendations can be suggested for better academic excellence of the institution.

- Provide more periodicals, books and journals to the library for betterment of the institution.
- Improve the facilities of the college canteen and also increase the number of Xerox facilities to meet student's needs.
- Increased use of ICT in the classroom to facilitate teaching learning.
- Maintain cleanliness and hygiene in restrooms and toilets.