

Handique Girls' College Guwahati - 781001



Student Satisfaction Survey on Overall Institutional Performance 2022-2023

Key Indicator – 2.7.1 Under Criteria II of Teaching – Learning and Evaluation



OFFICE OF THE PRINCIPAL
HANDIQUE GIRLS' COLLEGE
GUWAHATI - 781001, ASSAM

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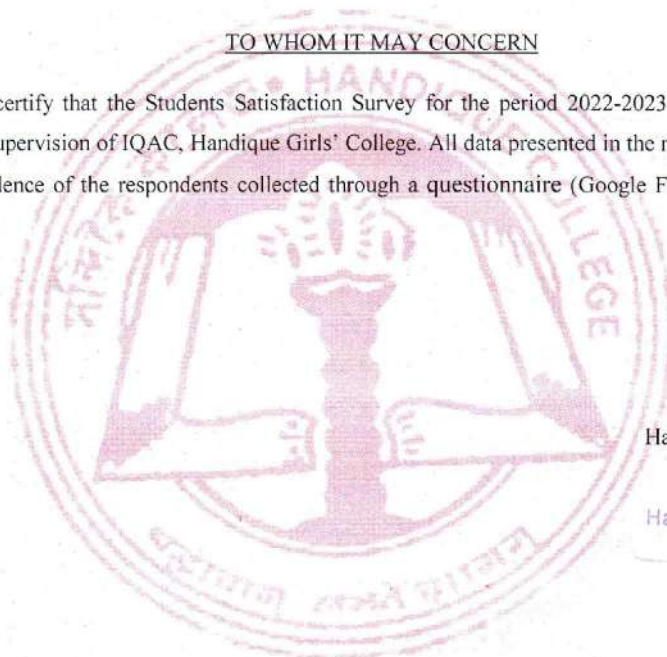
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Ref. No. :

Date :

TO WHOM IT MAY CONCERN

This is to certify that the Students Satisfaction Survey for the period 2022-2023 has been carried out under the supervision of IQAC, Handique Girls' College. All data presented in the report are based on the factual evidence of the respondents collected through a questionnaire (Google Form) designed by the institution.



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Background

Student Satisfaction Survey on overall institutional performance is conducted every year to know about the student' perception about teaching-learning process, evaluation process and overall institutional performance.

Aims and Objectives:

- To conduct a survey among students on various aspects of institutional performance including teaching-learning
- To take actions on aspects which need intervention to maintain high levels of satisfaction
- To improve students' learning experiences in the institution

Method:

The Student Satisfaction Survey for the period of 2022-23 was carried out through online mode by circulating a questionnaire randomly in Google form link among the undergraduate students across different streams of the college. The questionnaire comprising of 22 questions on various aspects of teaching learning quality, infrastructural and other facilities of the college was prepared by following the Likert scale on a graded marking system. The students' response is based on a scale 0 to 4. Highest positive response is rated as 4 and the lowest negative response is rated as 0. The Google link of the questionnaire is as follows –

<https://forms.gle/9JRrNrwx3X3X67dB6>

Result:

Altogether 786 students of the college responded to the survey through Google form link. The Department-wise participation in the survey is presented in the Fig. 1 and stream wise student participation is shown in the Fig. 2 respectively. The participation of the students from Department of English (140) is highest followed by the Department of Political Science (101).

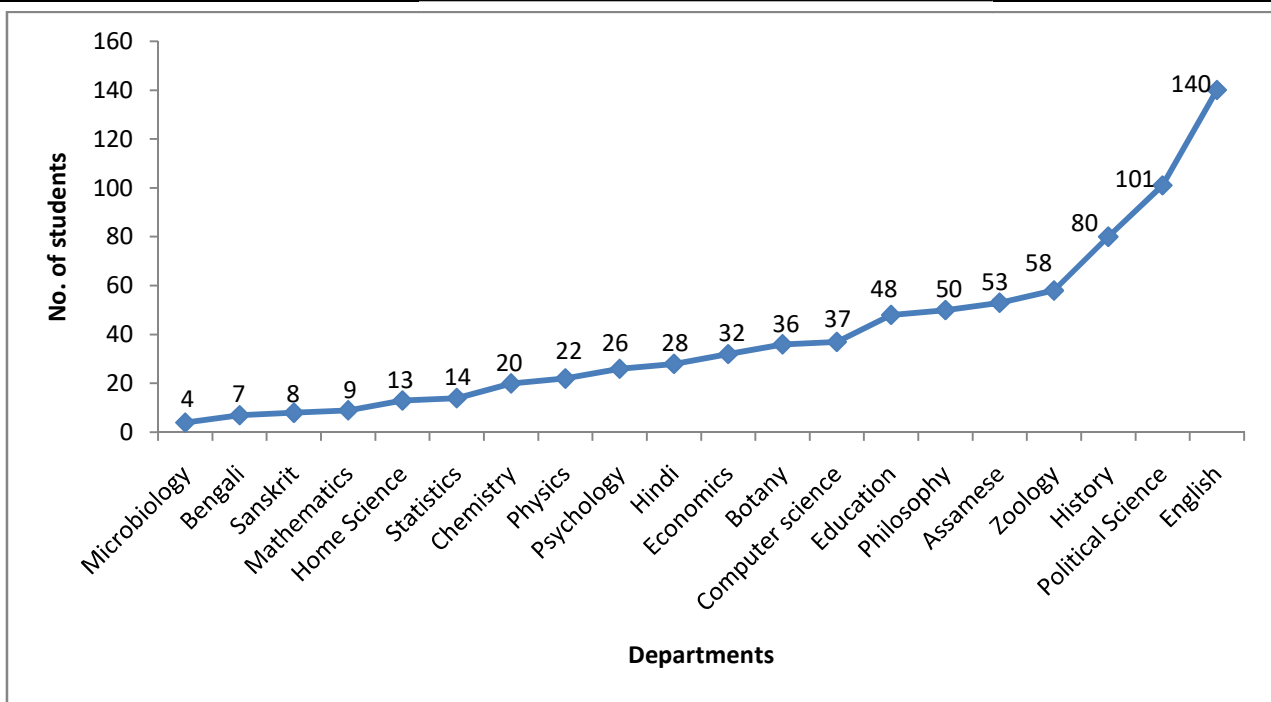


Fig1: Line diagram showing department wise student participation in the Student Satisfaction Survey, 2022-23

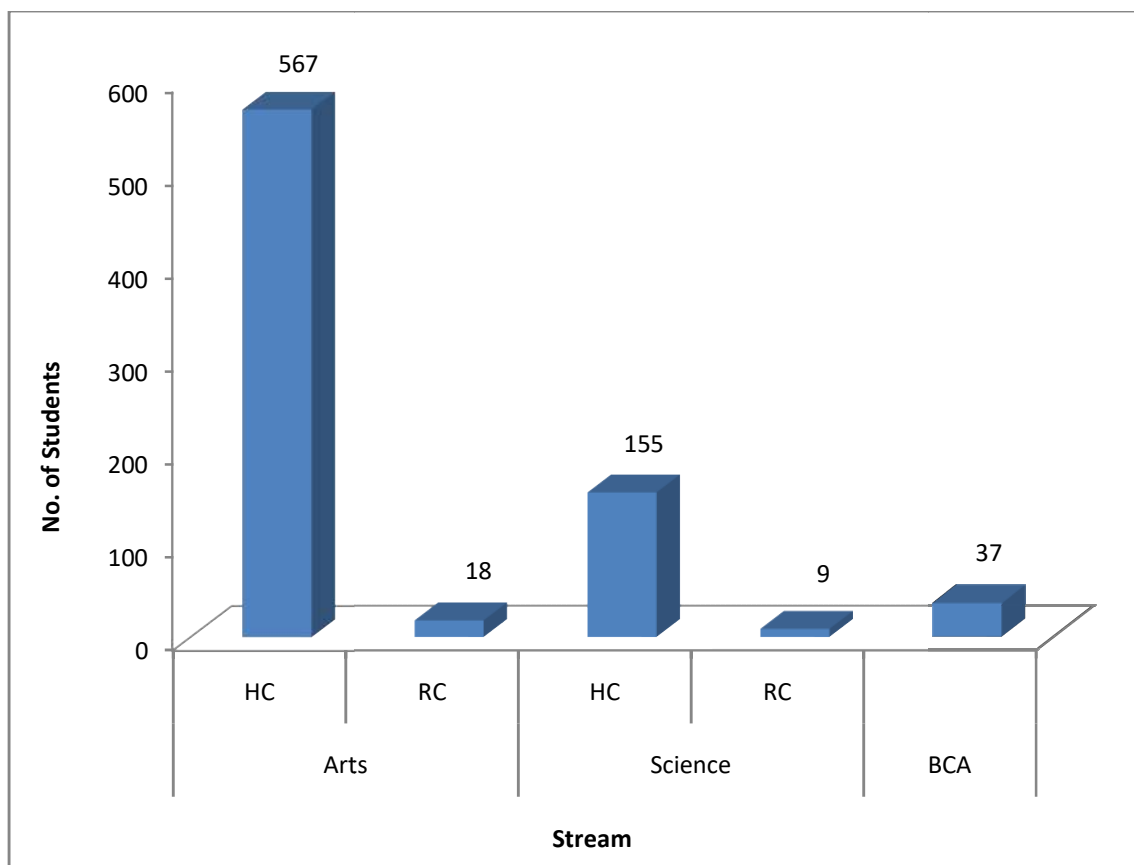


Fig2: Bar diagram showing stream wise student participation in the Student Satisfaction Survey, 2022-23 (HC – Honours course, RC – Regular course, BCA – Bachelor of Computer Application)

The overall institutional response is worked out and the analysis revealed that of the total 22 questions put to the students, 40% students scored in 3 point and 28% of the students scored 4 point followed by 23% students who scored 2. Only 2% and 7% students scored 0 and 1 point

respectively and. Pie chart (Fig. 3) showing scale wise (0 - 4) percentage student response in SSS, 2022-23.

For individual question wise response mode value is also worked out (Fig. 4) and revealed that majority students have scored 3 against 15 questions out of total 22 put to them. While only for 4 questions (Q. no. 2, 6, 12 and 22) majority students scored 4 and in 3 questions (Q. no. 14, 17 and 18), they have scored 2. Students of the college have expressed their strong resentment in regard to hygiene and sanitation facility of the college as 516 students have scored in between 0 to 2 point (114 students scored 0).

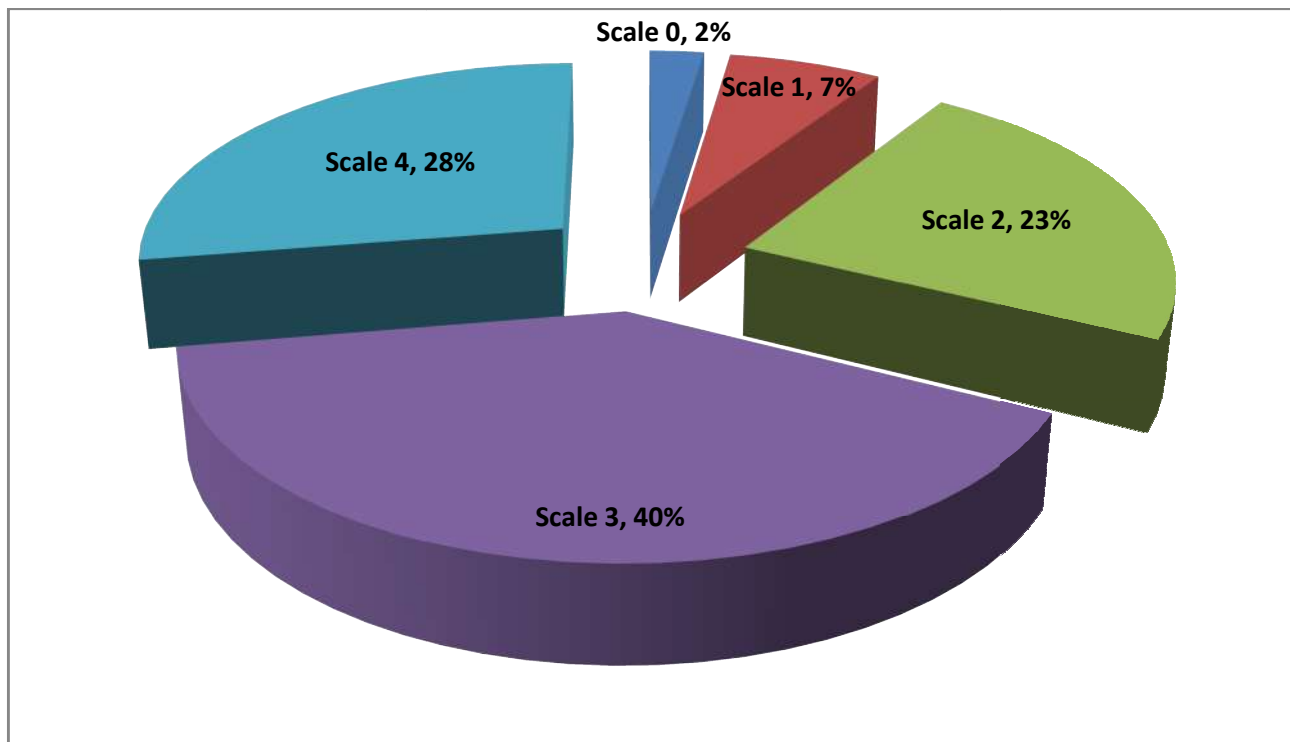


Fig 3: Scale wise (0 - 4) percentage student response in SSS, 2022-23

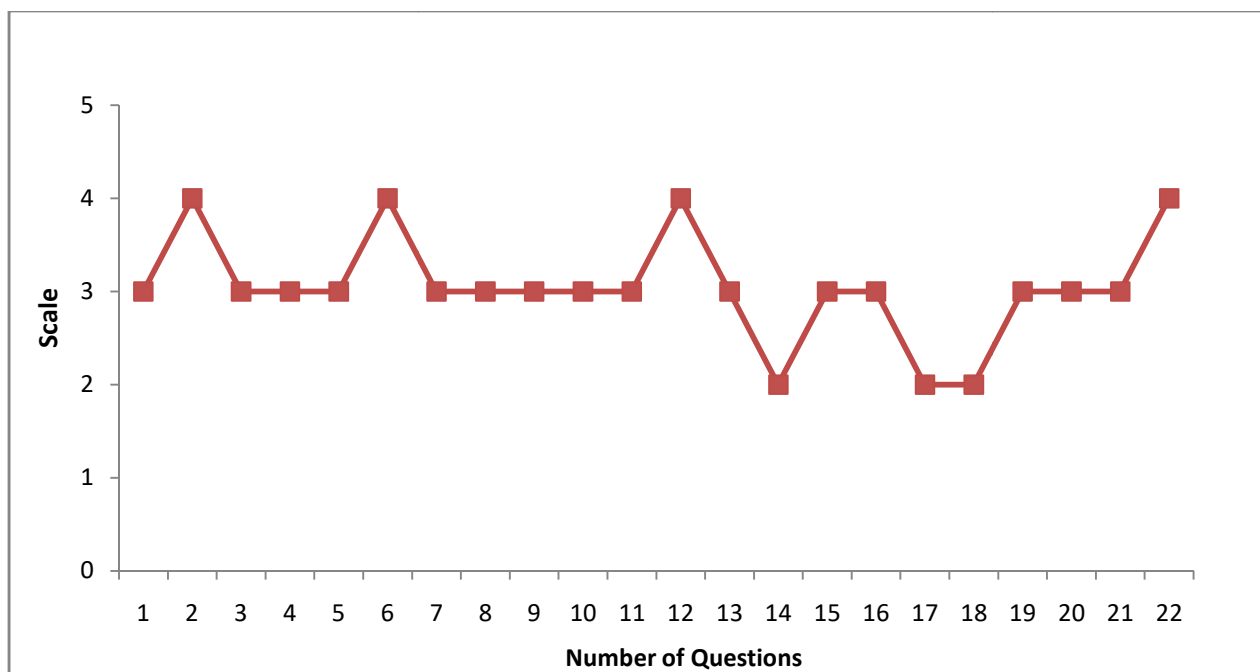
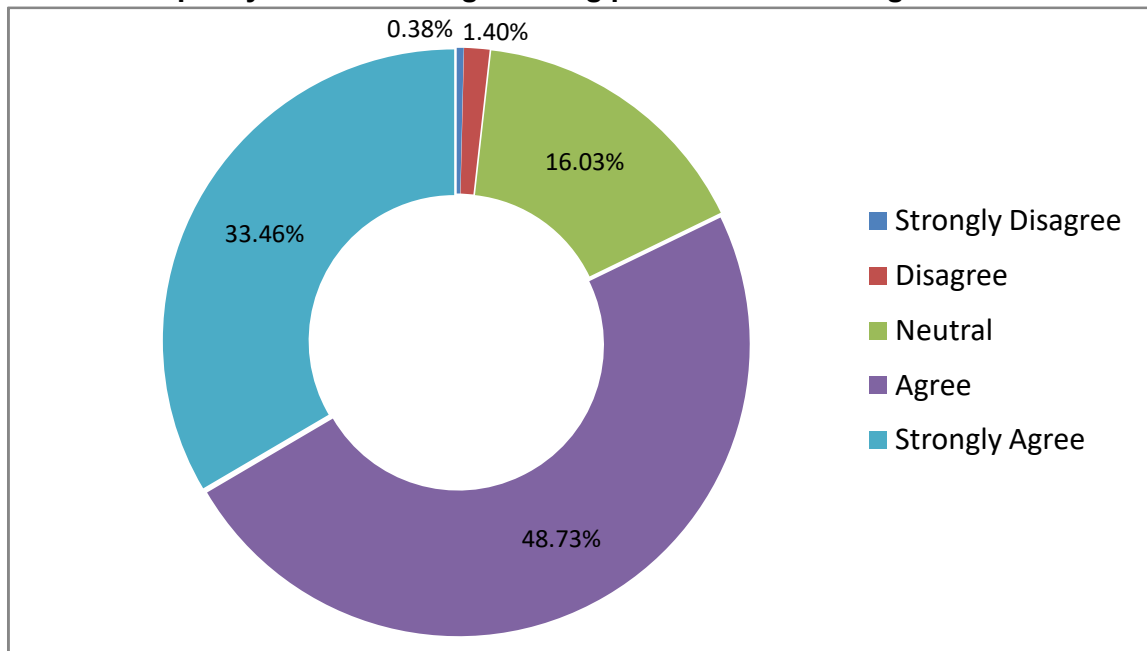


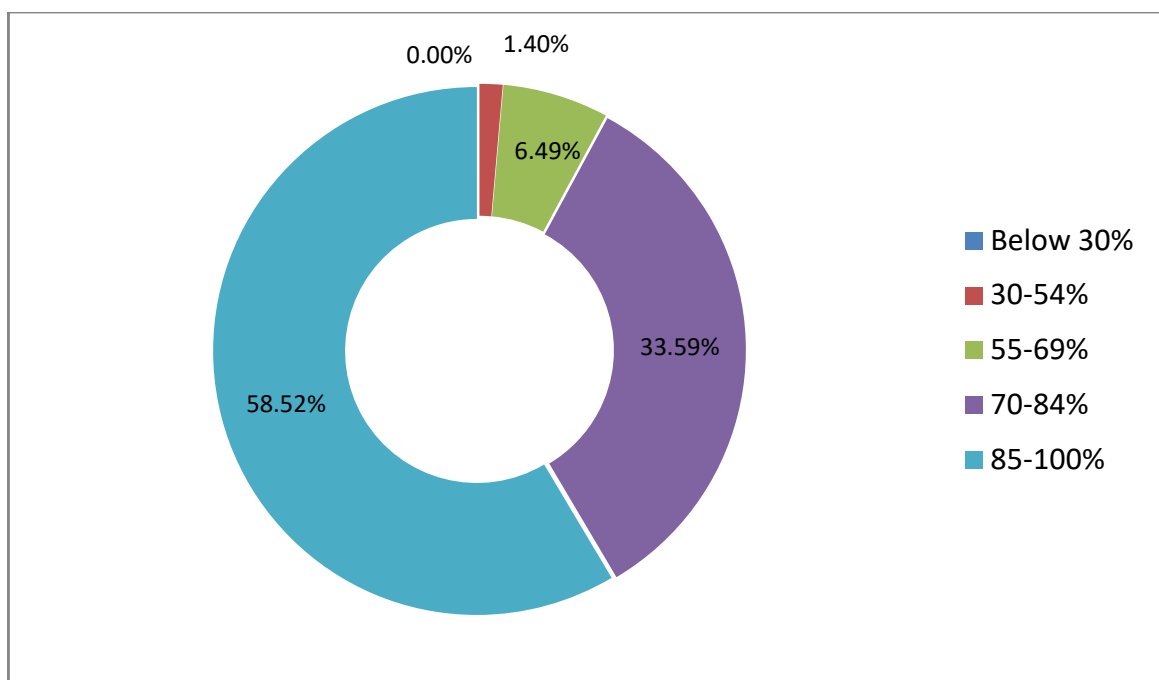
Fig 4: Mode class (0 – 4 scale) of question wise student response in SSS, 2022-23

The individual question wise responses are presented as doughnut showing percentage of students under each scale –

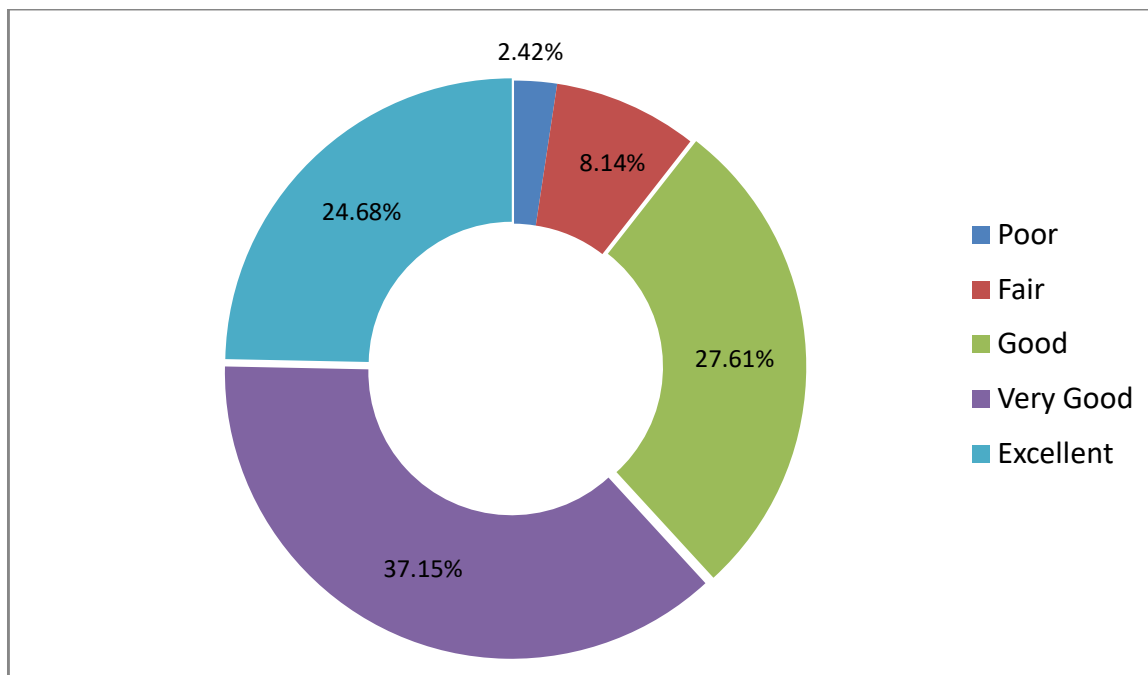
1. The overall quality of the teaching-learning process of the college is:



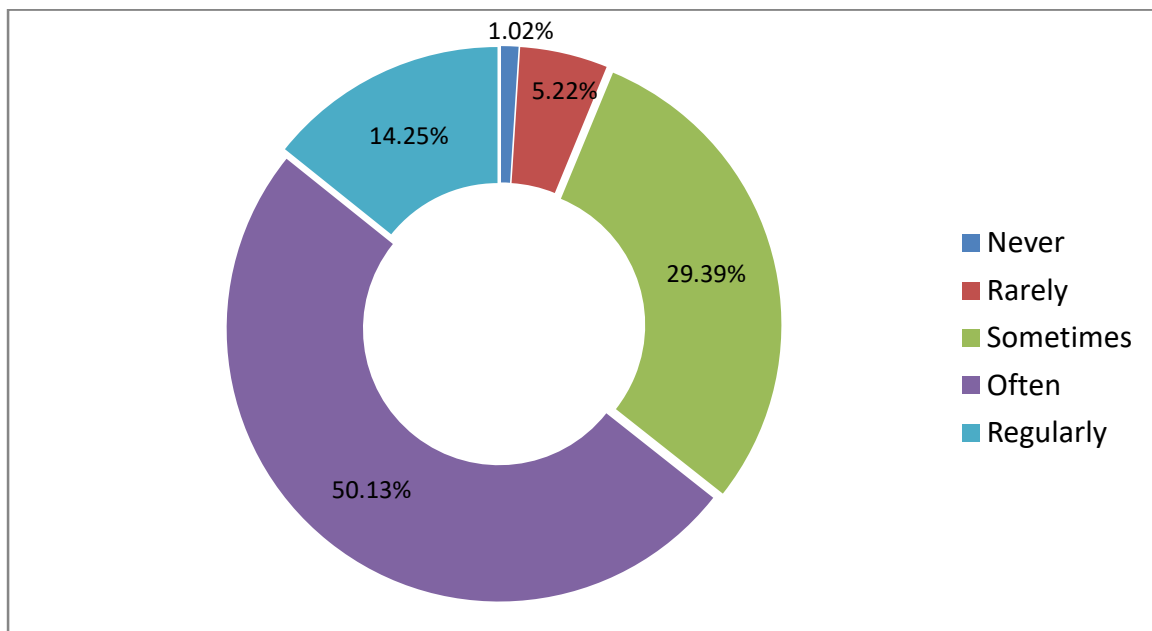
2. The syllabus covered in the class:



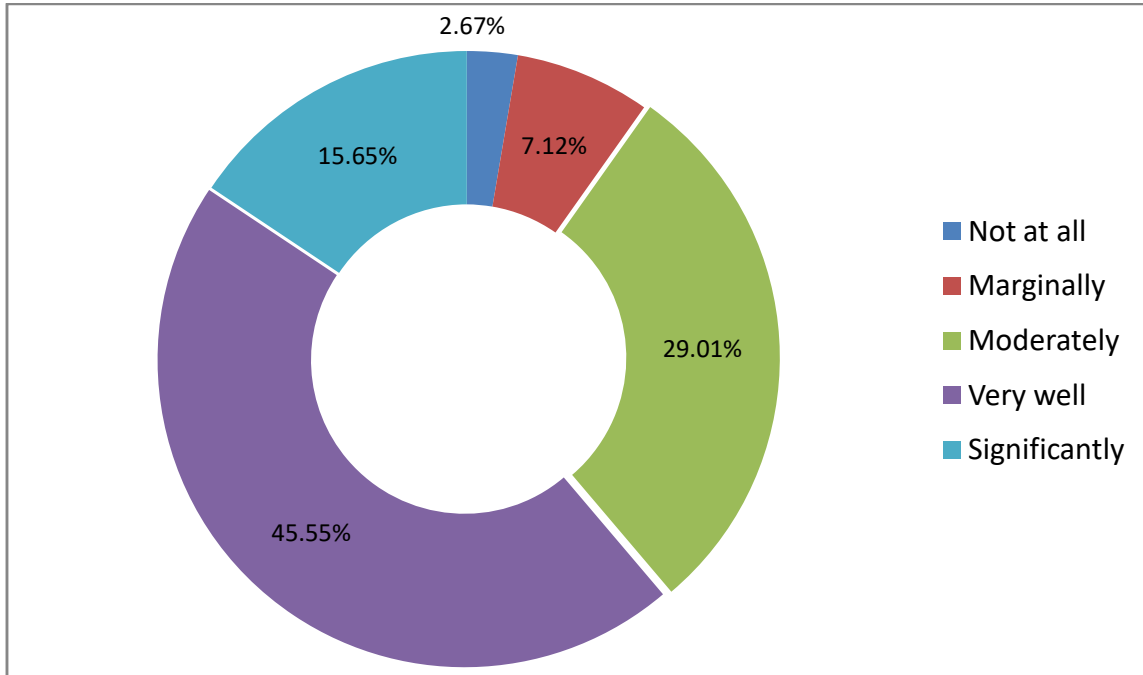
3. The college provides transparency in conducting internal examination and sharing of marks:



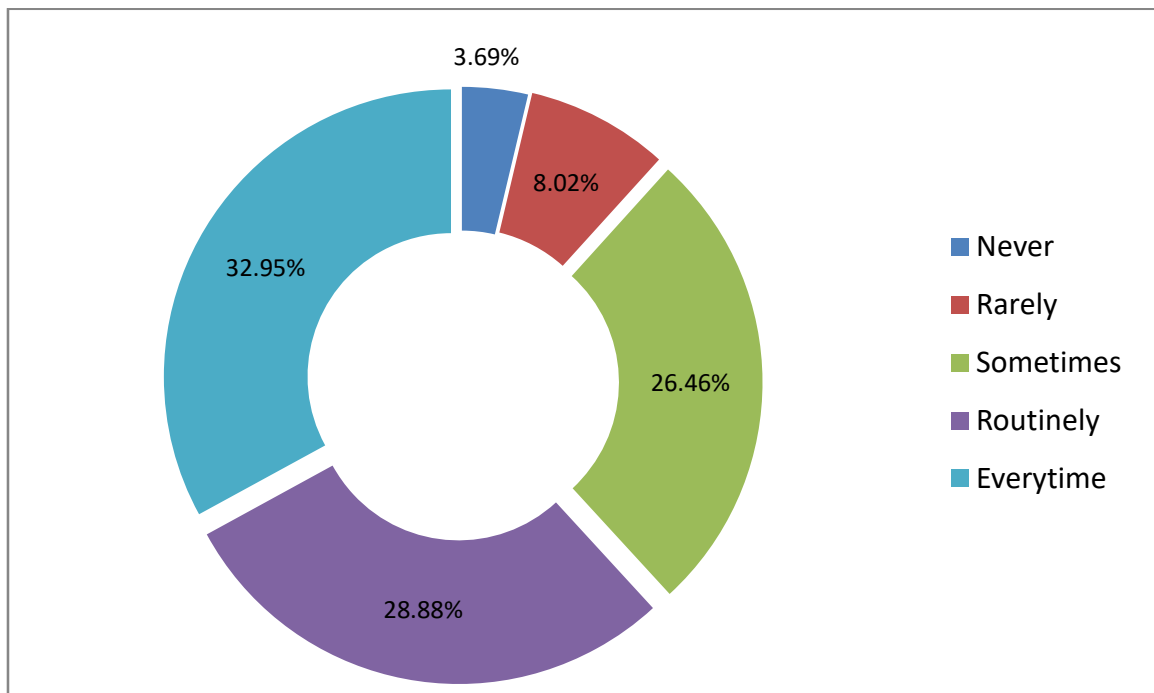
4. Implementations of capability enhancement and development schemes such as soft skill development, Remedial coaching, Yoga, Meditation, Personal Counseling and mentoring, etc.



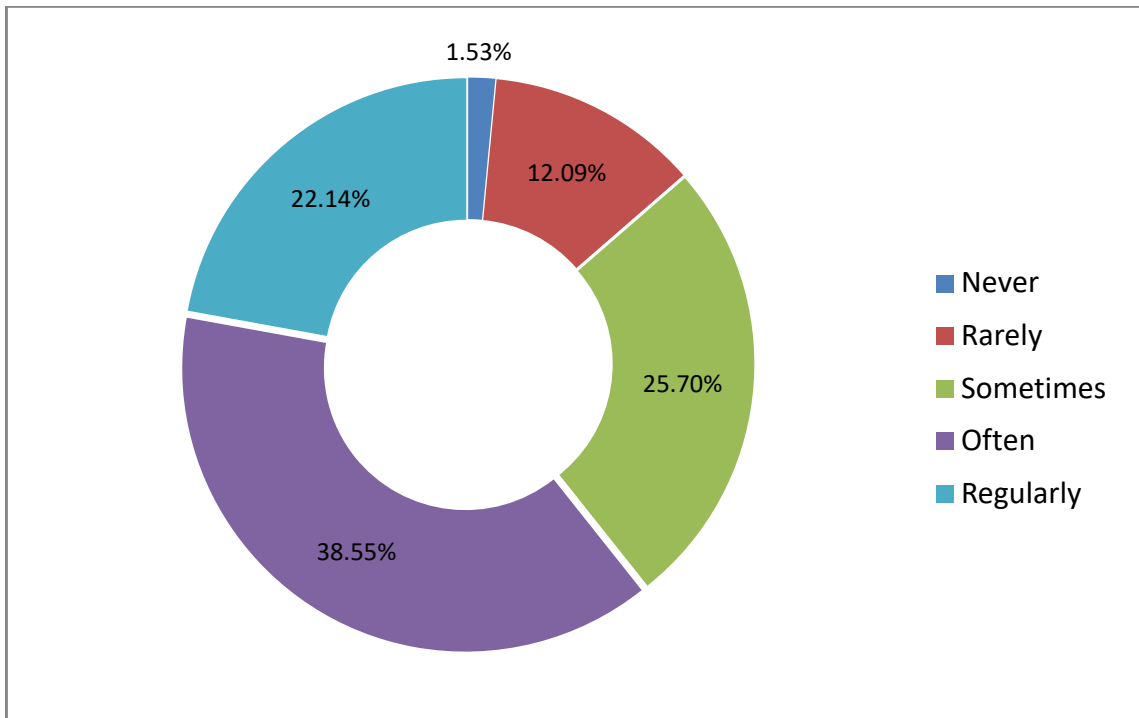
5. The mentoring process in the college facilitates the student in social and emotional growth:



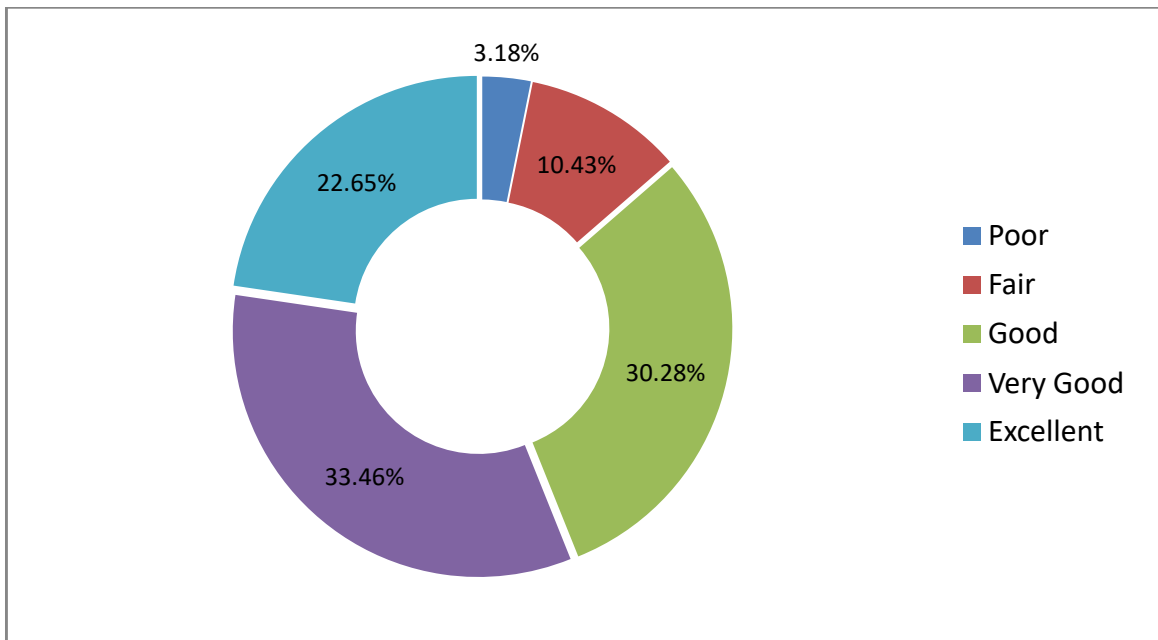
6. The teachers identify your strengths and weaknesses and provide the necessary guidance:



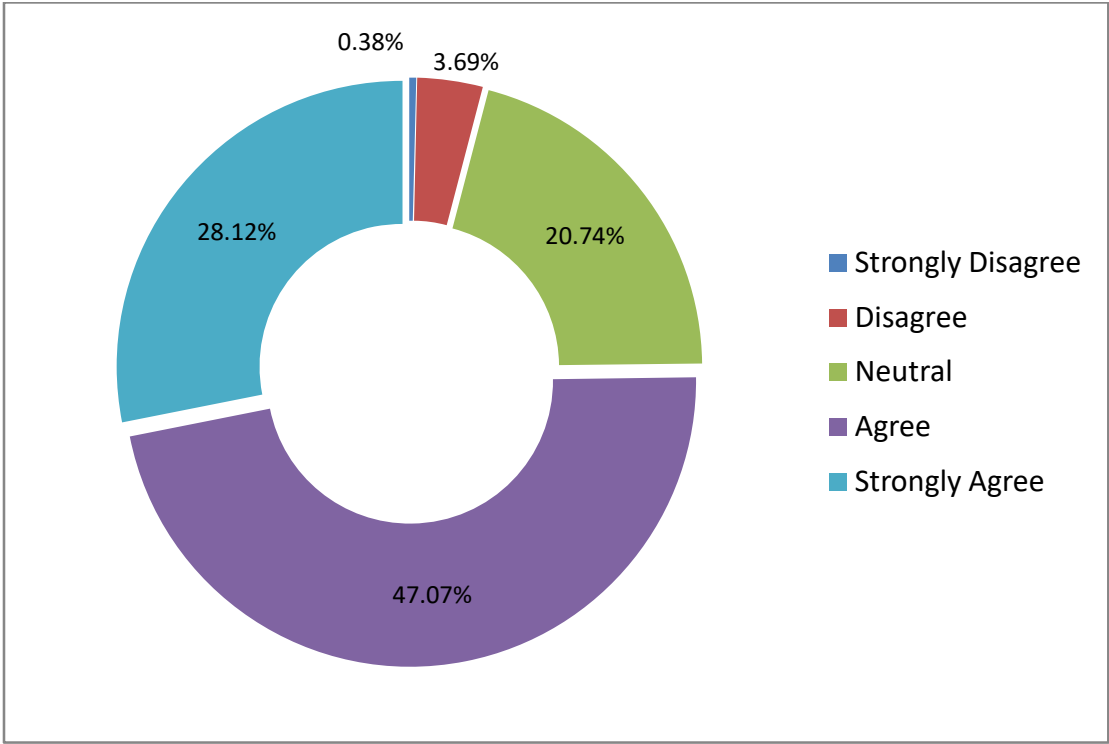
7. The College takes active interest in promoting internship, student exchange, field visits, study tours, training programmes etc. for students:



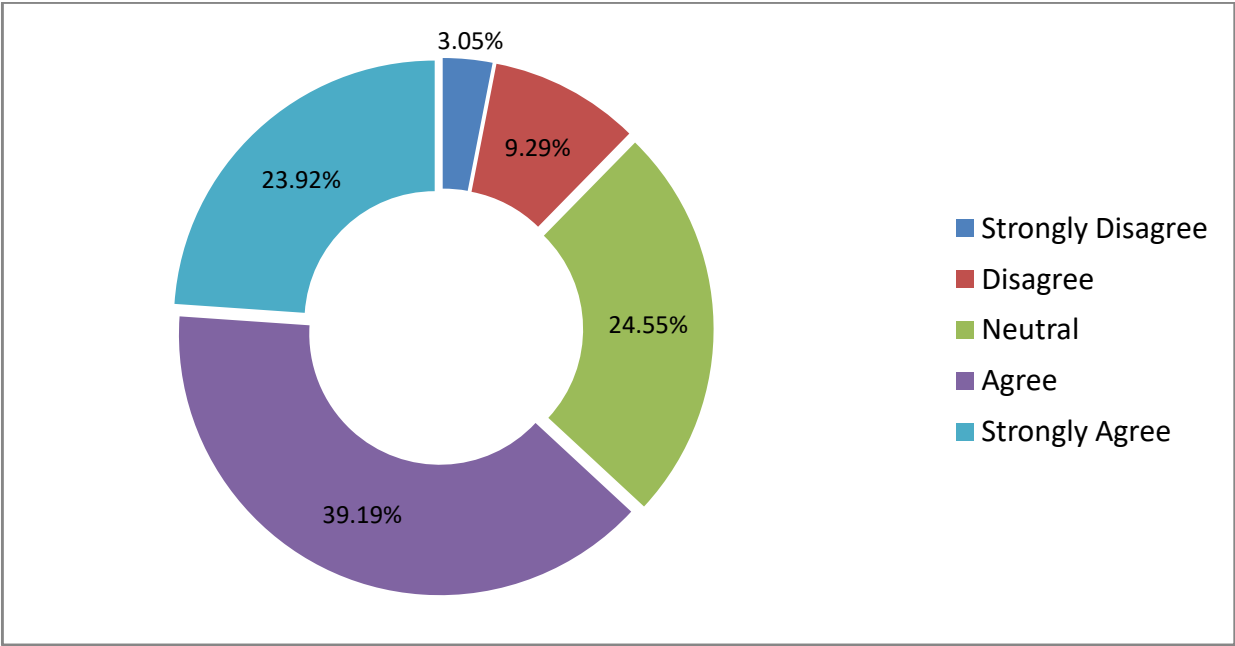
8. Guidance offered by the College in considering and opting for different career opportunities:



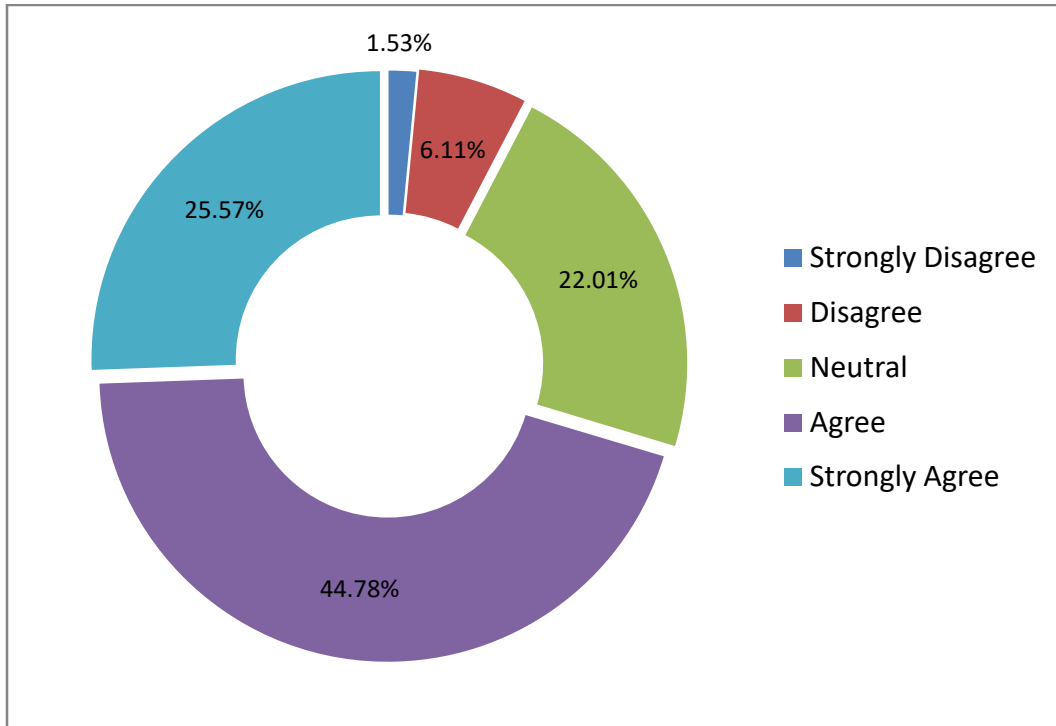
9. There are adequate numbers of classrooms in the College:



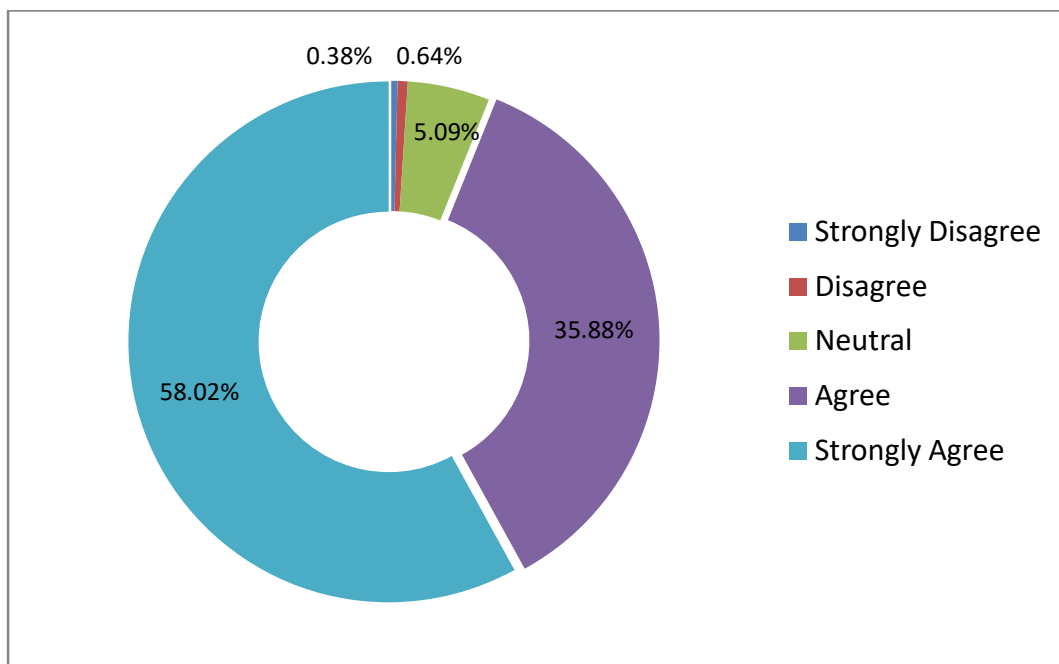
10. The whole college has adequate light and fan facilities-



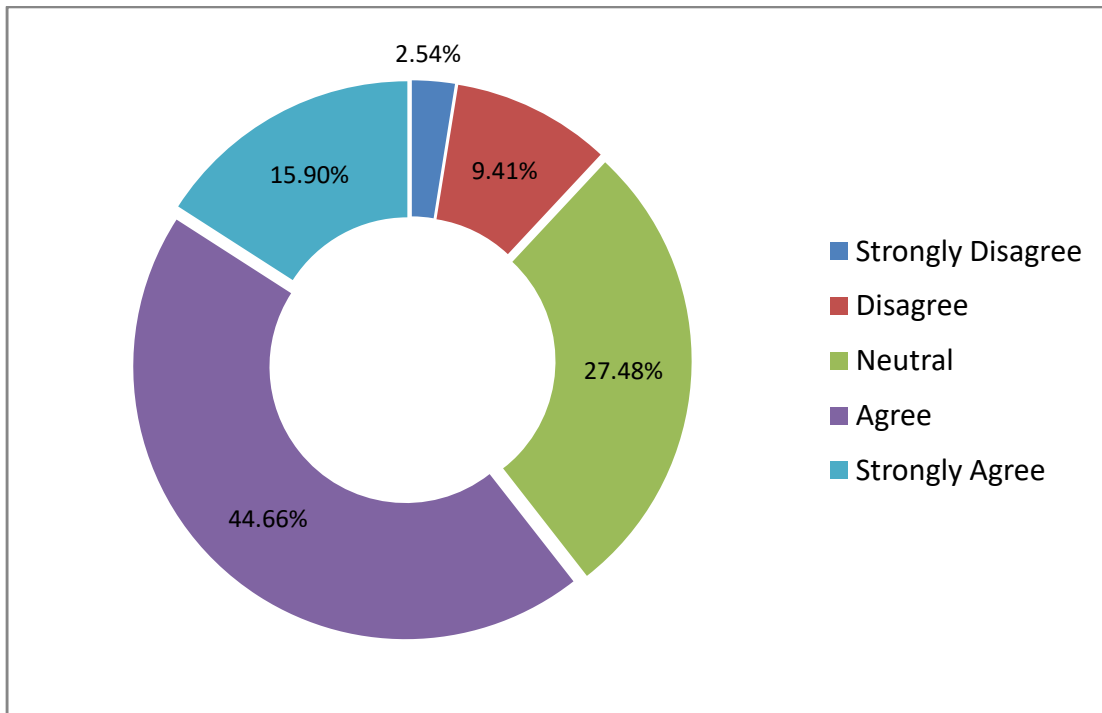
11. The College campus is well-maintained and contributes to a student's overall well-being-



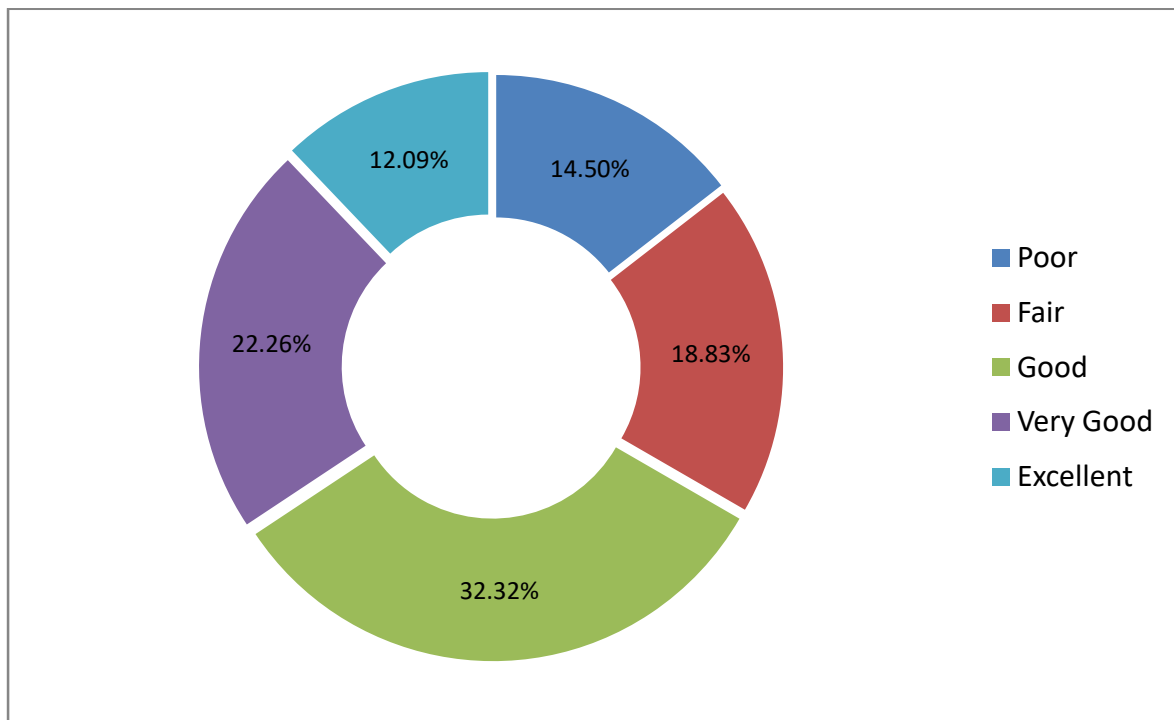
12. Your College provides opportunities for participation in NSS/NCC/Cultural activities-



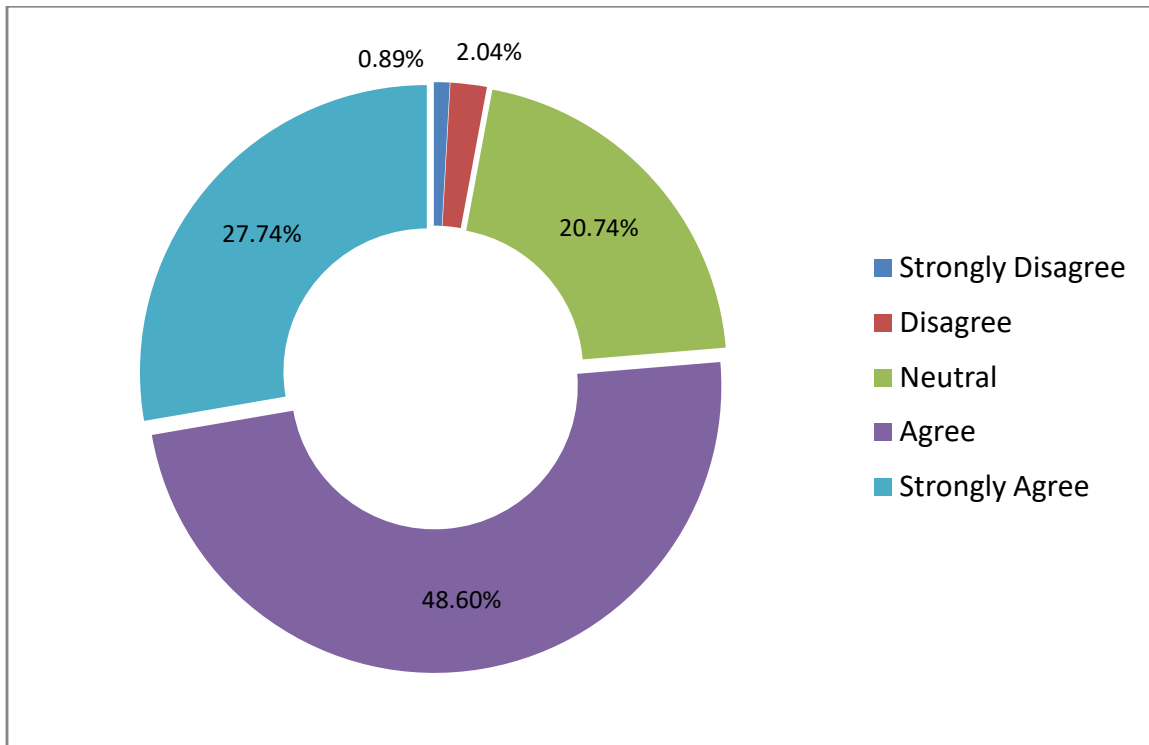
13. Do you agree that your College is providing adequate facilities for sports and gym-



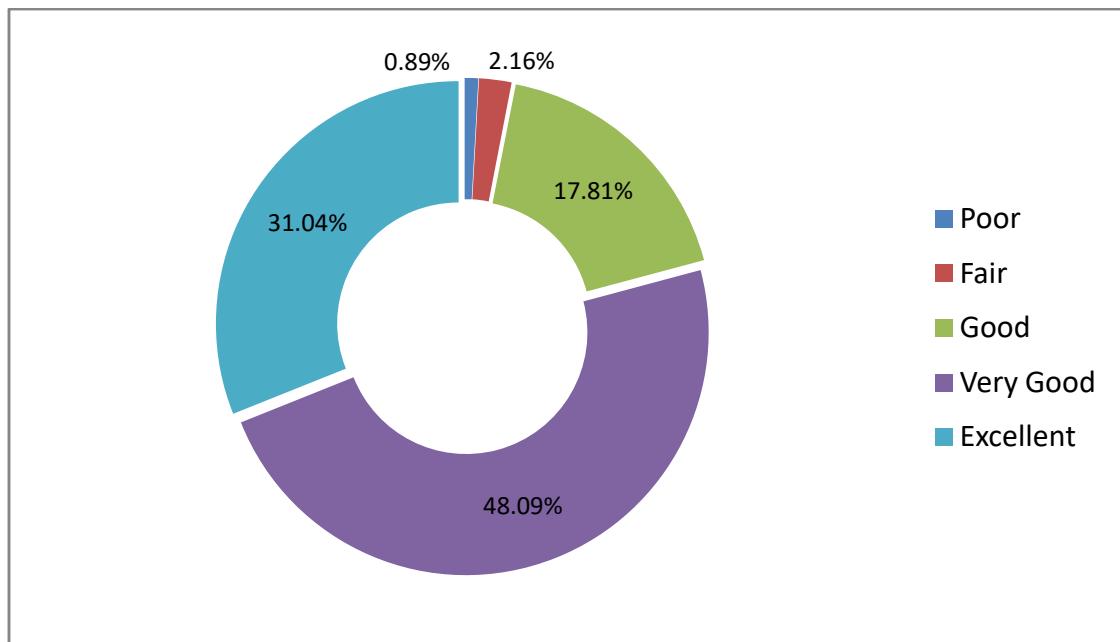
14. Adequate hygiene and sanitation facilities are available in the College-



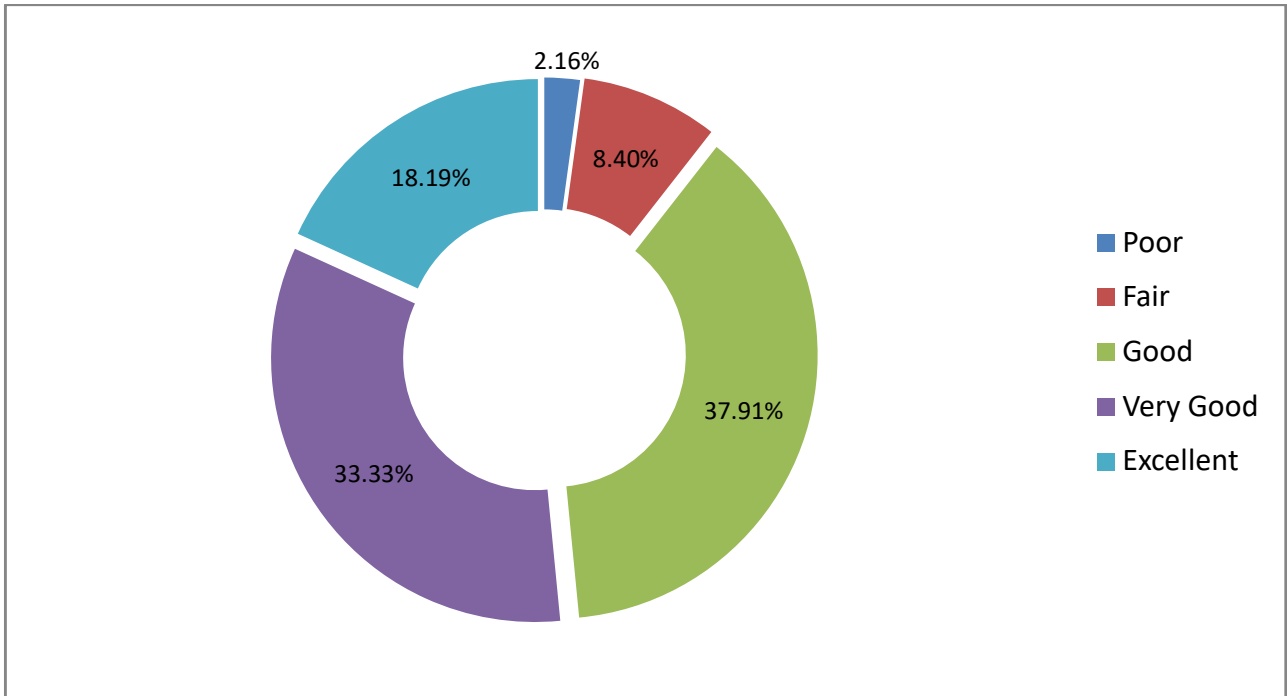
15. The College library and the various teaching departments offer adequate learning resources for students-



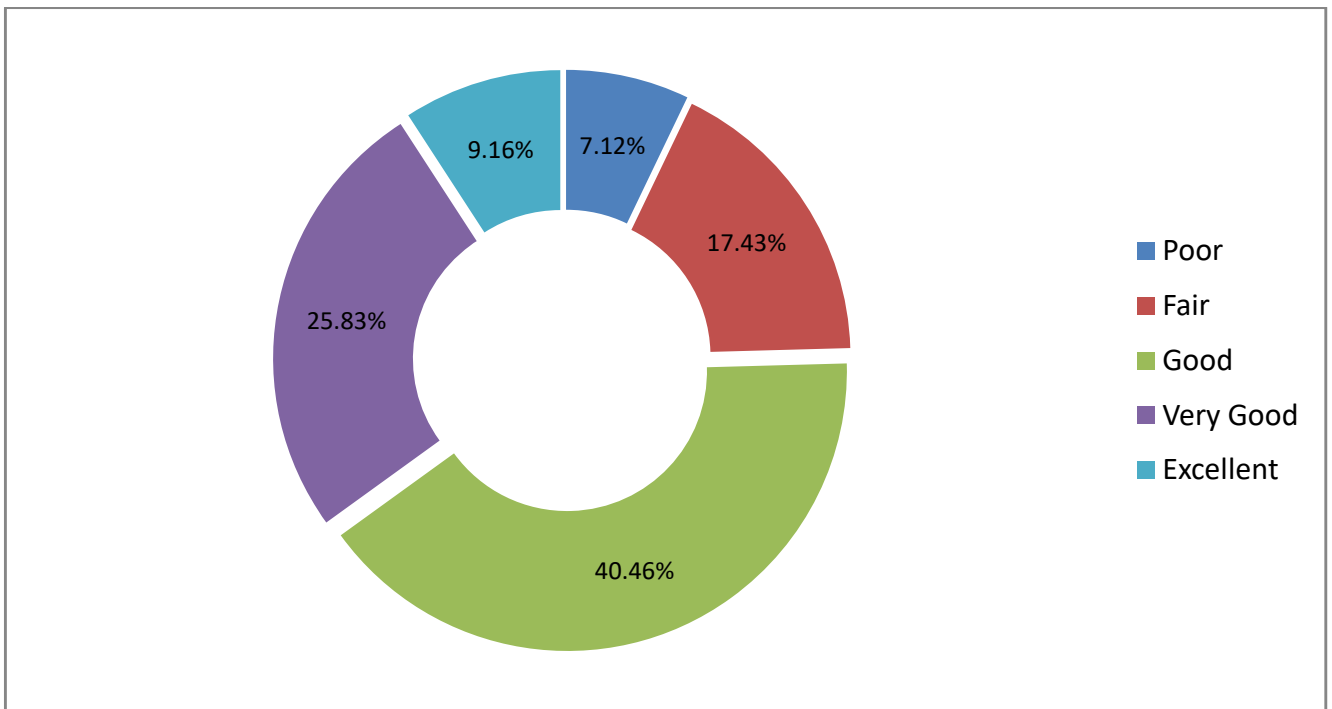
16. The environment of the library is conducive for research and study-



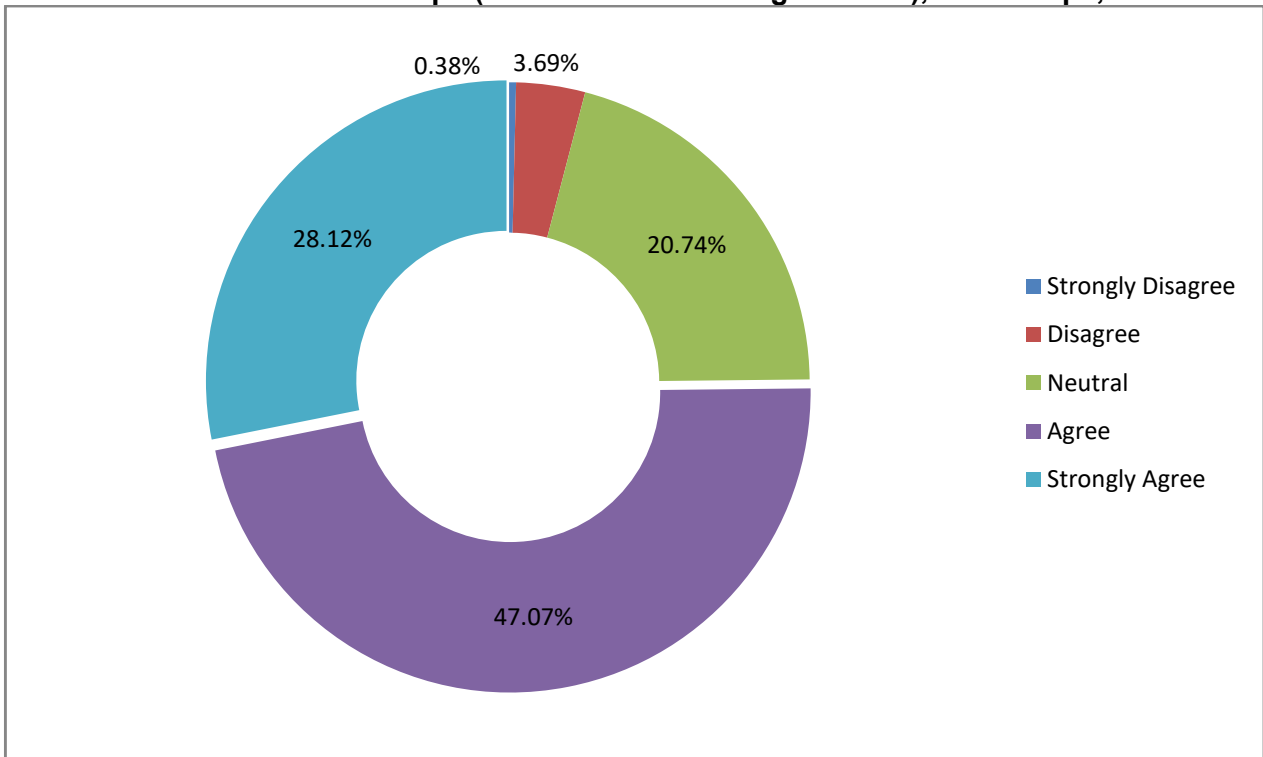
17. The assistance received from the library staff can be rated as-



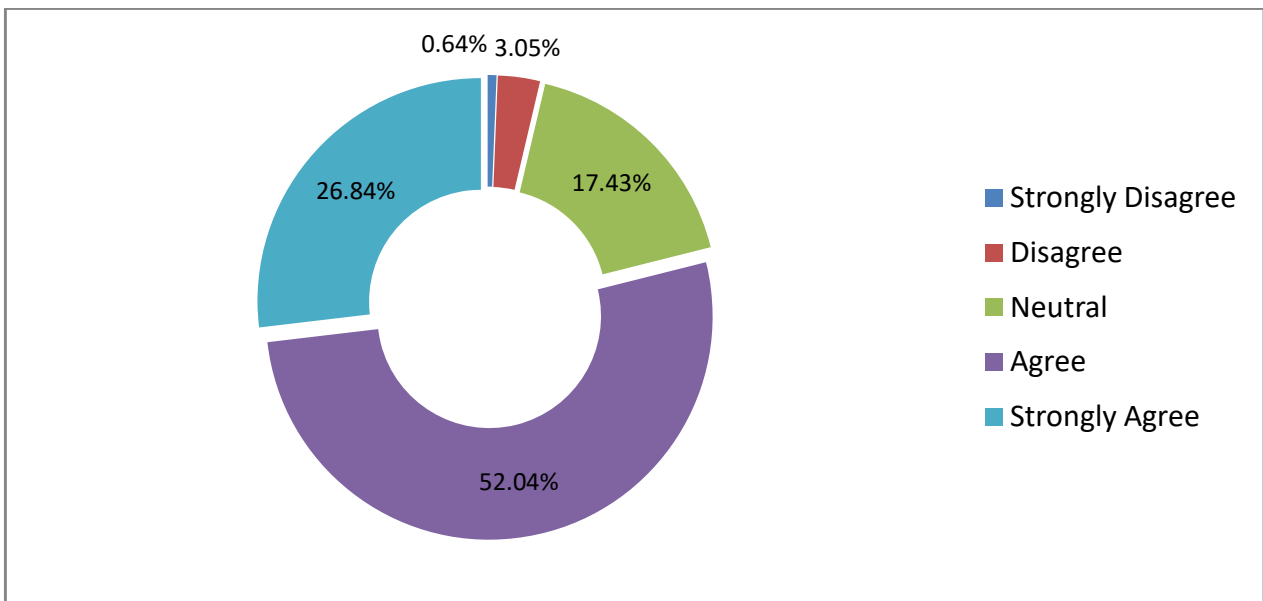
18. How would you rate the College canteen?



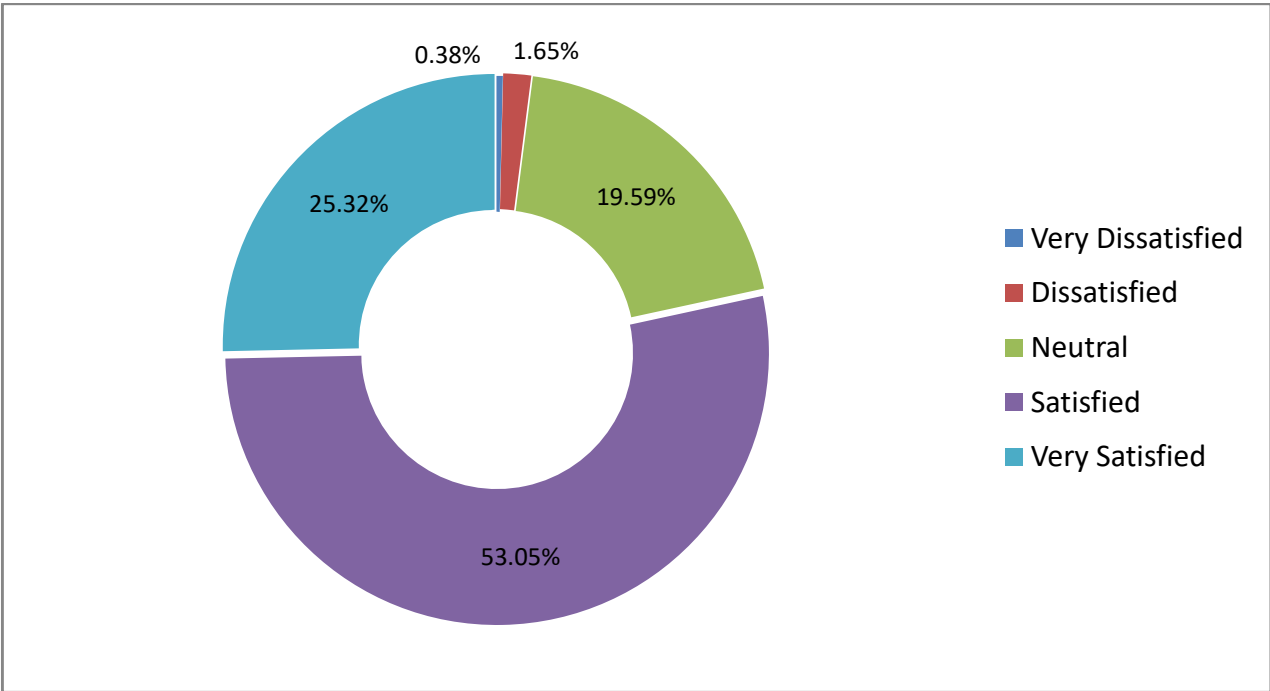
19. The College ensures availability and accessibility of various welfare schemes for students like scholarships (both Govt. and College funded), fellowships, etc.-



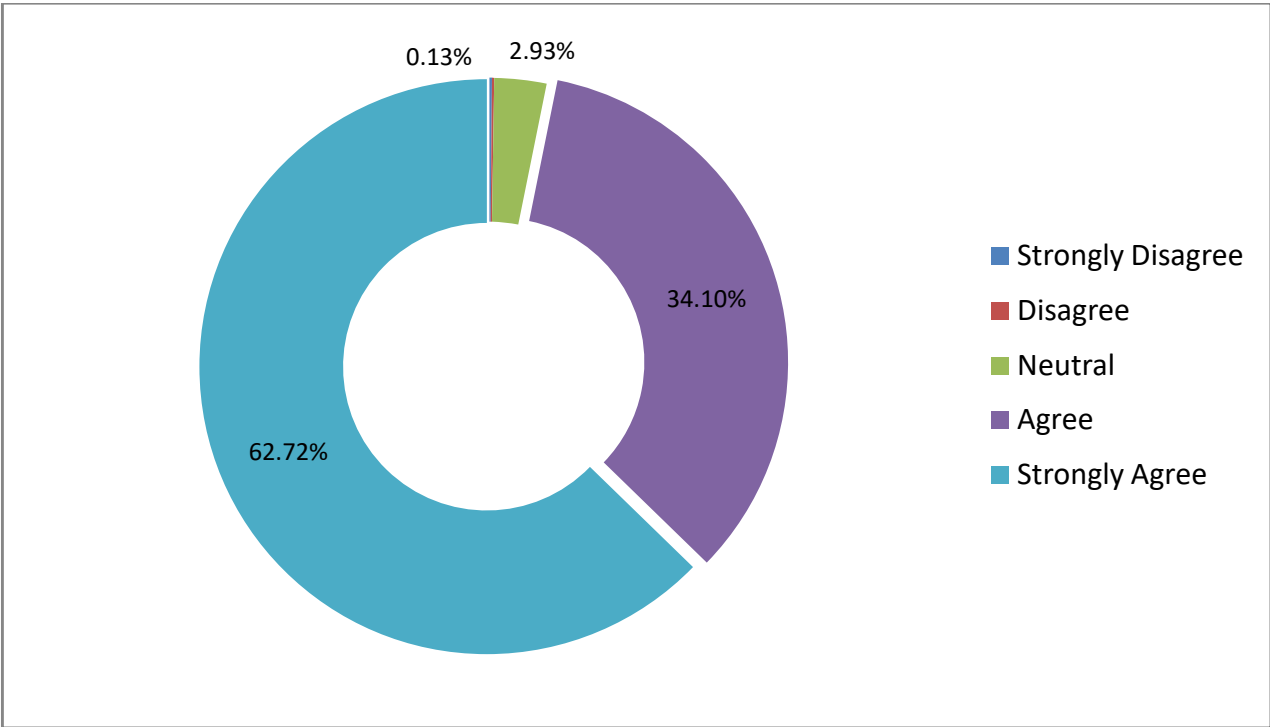
20. In your most recent interaction with the office staff of the College your queries and problems were resolved in a professional manner-



21. How was your overall experience with the administrative/office staff of your College?



22. The College is centrally located in the city where public transportation is easily available-



Discussion and Conclusion:

From the Student Satisfaction Survey, 2022-23 it is revealed that students of the college are highly satisfied with the quality of teaching-learning process, syllabus coverage in the class and the opportunities provided by the college for participation in NSS/NCC/Cultural activities. The satisfaction levels of the students are also high with regard to the college location with easily available transport facility.

There are issues which require immediate intervention. Some of these are insufficient classrooms, adequate hygiene and sanitation facilities in the college, unsatisfactory canteen facility in the college, poor assistance received from library staff and inadequate career guidance programmes.

Apart from these, there are certain areas where college authority should improve upon as revealed in the survey. Some of these areas are – introduction of capacity building programmes like various soft skill besides, arrangement of remedial classes, individual counseling and mentoring, etc. Some other areas to be pondered upon as came out from the survey are promoting student internship, student exchange, field visits & study tours, training programmes etc. Students 'training on yoga, meditation, adequate facilities for sports and gym also need to be improved.

The result of the SSS uncovered several areas of the institution where authority needs to work on to improve the teaching-learning quality of the college. It is expected that with the involvement and cooperation of the stake holders, the college will be able to fulfill the aspirations of the students and provide excellent learning experiences to them in the years to come.


ACTION TAKEN REPORT OF THE INSTITUTION

STUDENT SATISFACTION SURVEY

2022-23

| Sl. No. | Feedback | Action Taken |
|----------------|--|---|
| 1 | <p>Point No. 9– There are adequate number of classrooms in the College.</p> <p>36.3% agreed to the given statement whereas 4.07% strongly disagreed and said that number of classrooms are inadequate.</p> | <ul style="list-style-type: none">• Demolishing old existing building in a phased manner and reconstruction of new buildings as per availability of funds.• Introduction of evening shift for undergraduate program |
| 2 | <p>Point No. 14 – Adequate hygiene and sanitation facilities are available in the College.</p> <p>32.32% of the students opined that the facilities in the college are good whereas 14.5% of the students opined that the facilities available in the college are poor.</p> | <ul style="list-style-type: none">• To improve hygiene and sanitation facilities the Cleaning and Beautification Committee of the college has instructed the cleaning staff to clean the washrooms atleast 3 times a day. |
| 3 | <p>Point No. 18 – How would you rate the college canteen?</p> <p>40.4% of the students rated the college canteen as good whereas 7.12% of the students rated it as poor.</p> | <ul style="list-style-type: none">• The Canteen Committee of the college appointed a new catering service, Ritam Enterprises, which started their services from September 2023. The previous team was replaced because of their inefficiency.• The Canteen Committee also decided that another counter under the brand name 'NAUSERA' would continue to deliver their services of providing ready-packed-food for the students and teachers. |
| 4 | <p>Point No. 17 – How would you rate the assistance received from the library staff?</p> <p>37.9% of the students rated the assistance received from the library staff as good whereas 2.16% of the students rated it as poor.</p> | <ul style="list-style-type: none">• Steps have been taken to orient and motivate the library staff to provide adequate assistance to the library users.• Students are oriented in the library orientation programme towards 'self-assistance' with the use of OPAC for searching and locating library print resources as well as how to |

| | | |
|---|---|---|
| | | <p>access e-resources.</p> <ul style="list-style-type: none"> Guidelines on how to use library resources are displayed in boards in multiple locations in the college library. |
| 5 | <p>Point No. 8 – Guidance offered by the college in considering and opting for different career opportunities.</p> <p>33.46% of the students opined that the guidance offered by the college is very good for career opportunities whereas 3.18% opined that it is poor.</p> | <ul style="list-style-type: none"> The Career Guidance and Placement Cell of the college is working rigorously on information dissemination regarding programs to be held through the college website, social media platforms, students' WhatsApp groups, display board etc. The Cell has also taken steps to make the outcomes of the programs more visible to the students to encourage them to participate in the programs and placement drives. |


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