

HANDIQUE GIRLS' COLLEGE



STUDENT SATISFACTION SURVEY REPORT

Key Indicator – 2.7.1

Under Criteria II of Teaching – Learning and Evaluation

SESSION: 2023-2024

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Introduction:

Student Satisfaction Survey on overall institutional performance is conducted every year to know about the student's perception about Teaching-Learning, Evaluation and overall institutional performance, which will help to upgrade the quality of process followed in the institution.

Objective:

1. To measure the student's level of satisfaction on their experiences with College covering the areas as mentioned below.
 - Physical Facilities and Infrastructure
 - Standard and Quality of Student Support Services
 - Effectiveness of Communication
 - Adequacy, Accessibility and Quality of Teaching-learning Resources and the College Environment
 - Academic Staff Performance (Quality of Teaching)
 - Assessment Methods and Frequency
 - Overall Students Satisfaction Level
2. To identify and address gaps for process improvement for students.

Data Collection:

The student satisfaction survey conducted for even semester of academic session 2023-24 covered a total of 1174 active students from the students of all departments which is 43 % of the total students.

Student from each department were selected randomly using stratified random sample for the student satisfaction survey. Number of students from various departments who participated in the survey is tabulated in Table 1.

Methodology of Survey:

We have taken the feedback from our students on their satisfaction about various parameters such as syllabus completion; teaching learning quality and skill enhancement; initiatives take by their institution for their development etc. A standard multiple choice question format of the feedback pro-forma was devised by using the questionnaire on teaching-learning and evaluation recommended by the NAAC on Google form <https://docs.google.com/forms/d/e/1FAIpQLSeUKhOSe61W2p91JQ9nKBV8opUFVFerhbhZuE2a8SL2GvXMDQ/viewform>. There was a total of 20 questions are covered on various aspects of teaching learning quality, infrastructural and other facilities of the college. It was an anonymous survey to maintain objectivity in the entire process. In this online survey, feedback was taken from a randomly across all programs viz. Science, Arts and BCA.

Analysis and Interpretation:

Table 1: Department wise student participation in the Students' Satisfaction Survey, 2023-24

Sl No.	Department	No. of Students filled SSS	Percentage of students
1	Bengali	3	0.26
2	Microbiology	8	0.68
3	Sanskrit	13	1.11
4	Statistics	16	1.36
5	Home Science	20	1.70
6	Hindi	26	2.21
7	Mathematics	30	2.56
8	Physics	33	2.81
9	Psychology	33	2.81
10	Chemistry	39	3.32
11	Computer Science	56	4.77
12	Botany	61	5.20
13	Zoology	64	5.45
14	Philosophy	66	5.62
15	Education	91	7.75
16	Assamese	100	8.52
17	Political Science	110	9.37
18	Economics	130	11.07
19	History	137	11.67
20	English	138	11.75
Total no. of responses		1174	

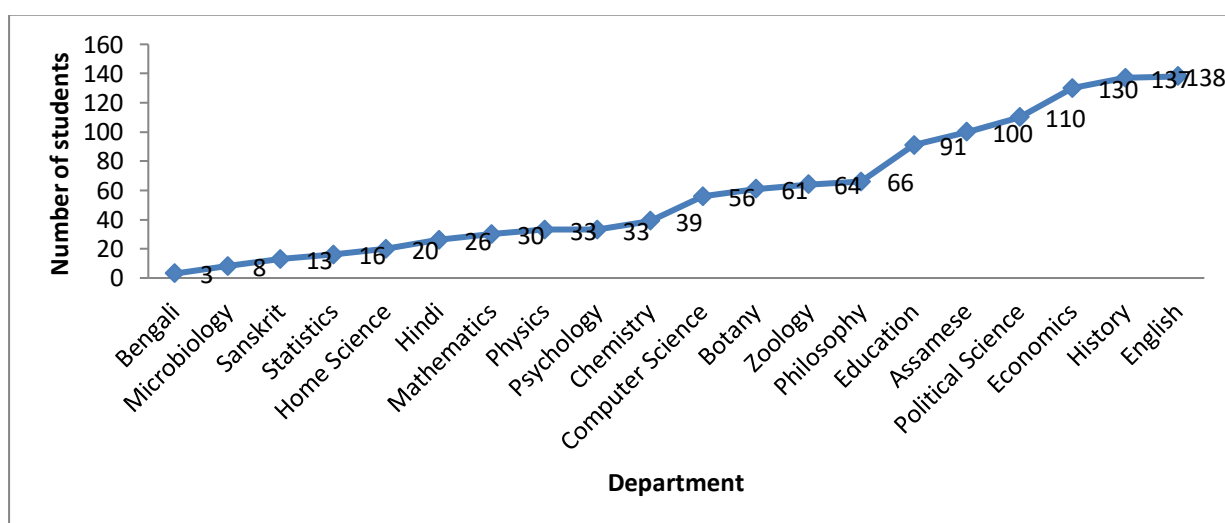


Figure 1: Department-wise student participation in the Students' Satisfaction Survey, 2023-24

For the year 2023-2024, total of a random sampling of 1174 students of which 896 respondents were participated from Art degree while 258 of participated from science and 56 students from BCA degree Programme. The following diagram is as shown below:

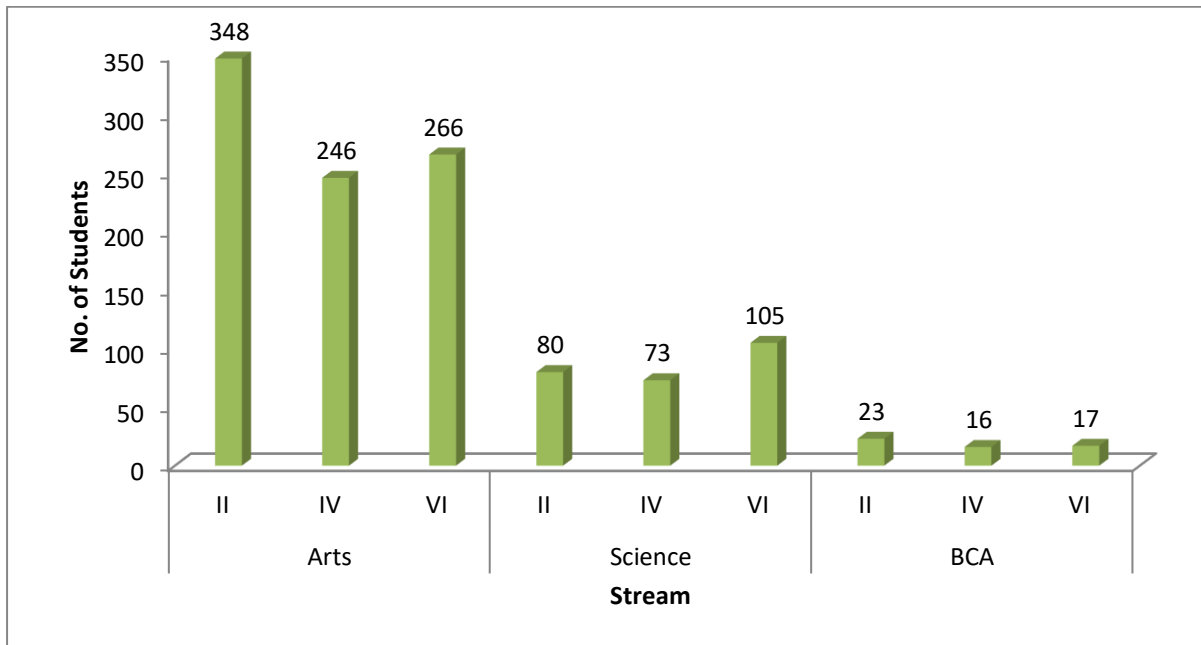


Figure 2: Semester- wise student participation in the Students' Satisfaction Survey, 2023-24.

Following are questions for online student satisfaction survey regarding teaching learning process.

1. The overall quality of the teaching-learning process in your college is very good-

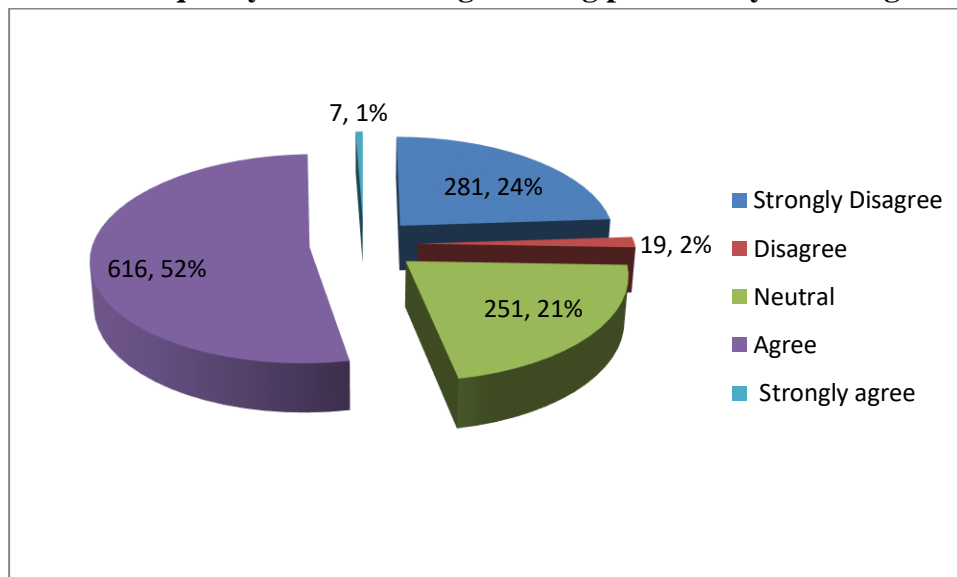


Figure 3: Overall quality of the teaching- learning process in the Students' Satisfaction Survey, 2023-24

Interpretation:

The chart given above depicts that 21% of students found the learning environment in the college neutral followed by 52% who deemed the environment very good and further for 1% of the respondents found it strongly satisfactory. The rest of the respondents 26% found the learning to be unsatisfactory and poor.

The most of the faculties are well experienced. The college promotes experiential learning and implements innovative learning techniques to deliver a holistic learning experience for its students. The teachers are available during as well as after lectures to help students with their queries and doubts.

2. How much of the syllabus was covered in the class?

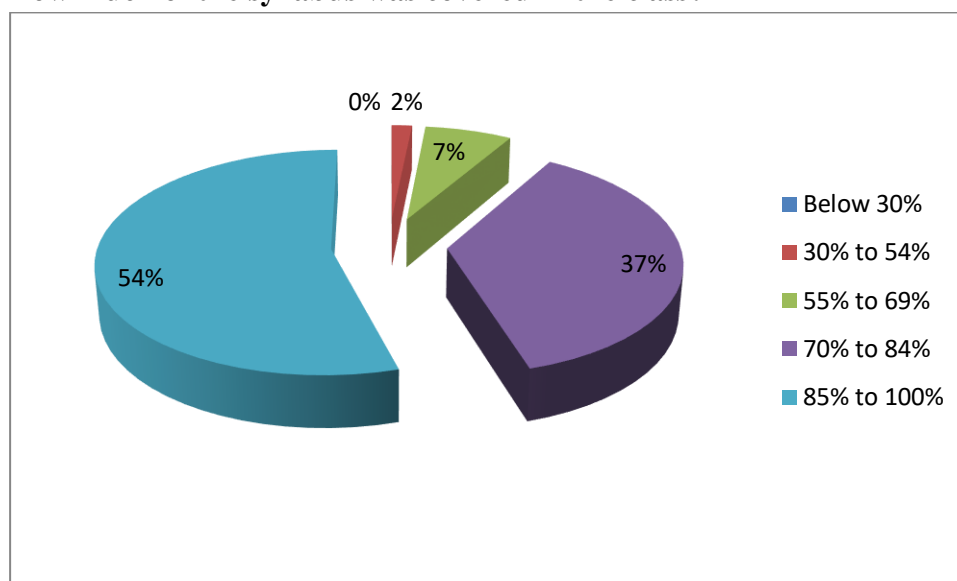


Figure 4: Degree of satisfaction with respect to the timely completion and coverage of syllabus.

Interpretation:

The chart given above represents the degree of satisfaction of respondents with respect to timely completion and comprehensive coverage of the syllabus by the faculty. The response received shows that around 98% respondents (85-100 % completion of syllabus while 37% of respondents report 70-84 % in terms of the satisfaction received with syllabus were covered in the class while 7% respondents report 55-69 %) were satisfied with the coverage of syllabus by faculty and believed they were able to meet the timelines for syllabus completion effectively. While 2% (30-54%) respondents believed there was scope of improvement in this avenue.

The faculty is dedicated towards ensuring provision of quality education to its students. The faculty undergo periodic training programs to ensure they stay up to date with new developments in their respective subjects. The faculty also endeavour to complete the syllabus well in advance to provide students with adequate time for revision.

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

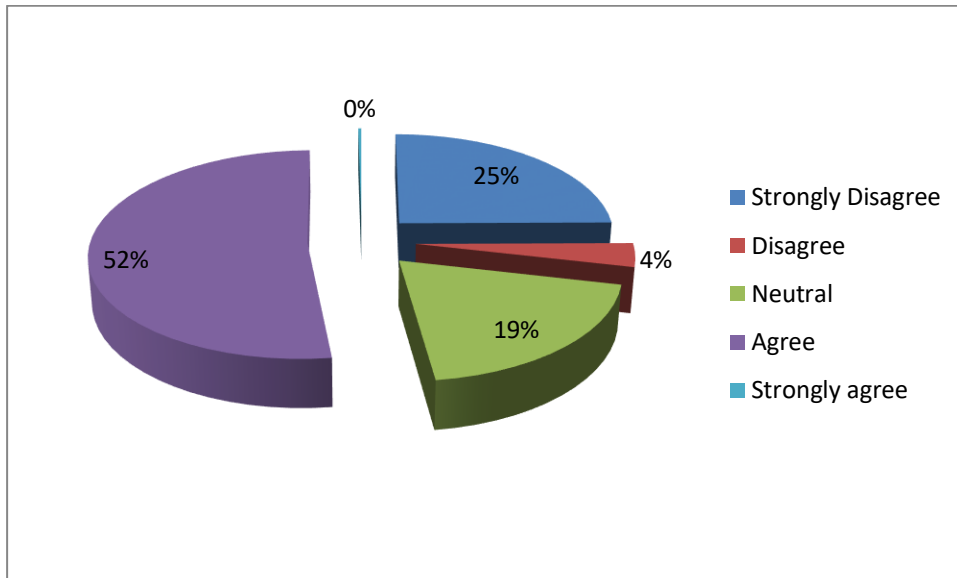


Figure 5: Fairness of the internal evaluation process by the college.

Interpretation:

From the above Figure 5, it is observed that 52% of the students responded positively that the college provides transparency in conducting internal evaluation process while 19% responses could not give definite answer for this part whereas 29% of them disagree.

4. **The College implements soft skill development, Remedial coaching, Yoga, Personal Counselling and mentoring, etc.**

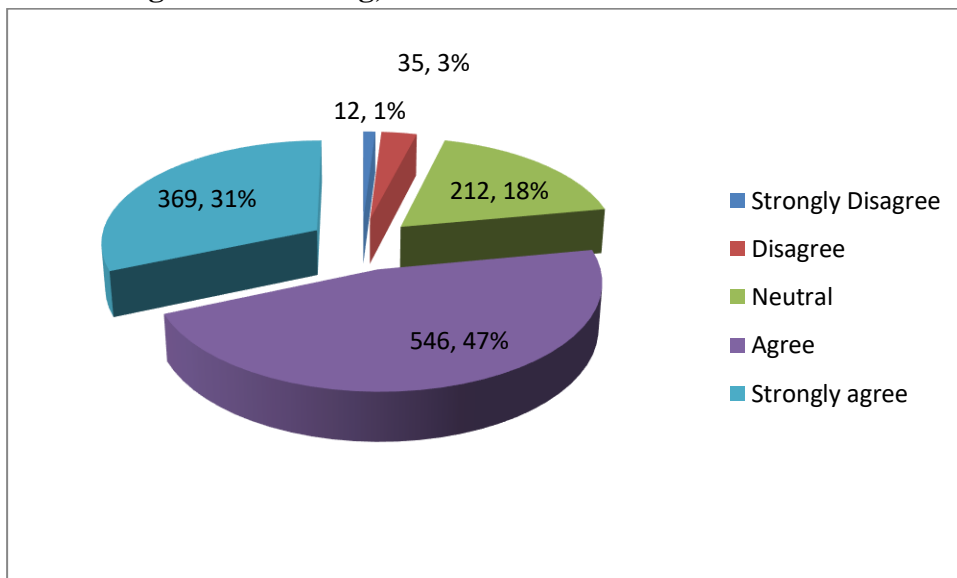


Figure 6: Skills enhancement initiatives were taken by the college during the academic session 2023-24

Interpretation:

From Figure 6, it is observed that 78% of students responded that to strongly agree and agree efforts are made by the college implements soft skill development, Remedial coaching, Yoga, Personal Counselling and mentoring, etc. whereas 18% response remained neutral.

5. The mentoring process in your college facilitates you in social and emotional growth-

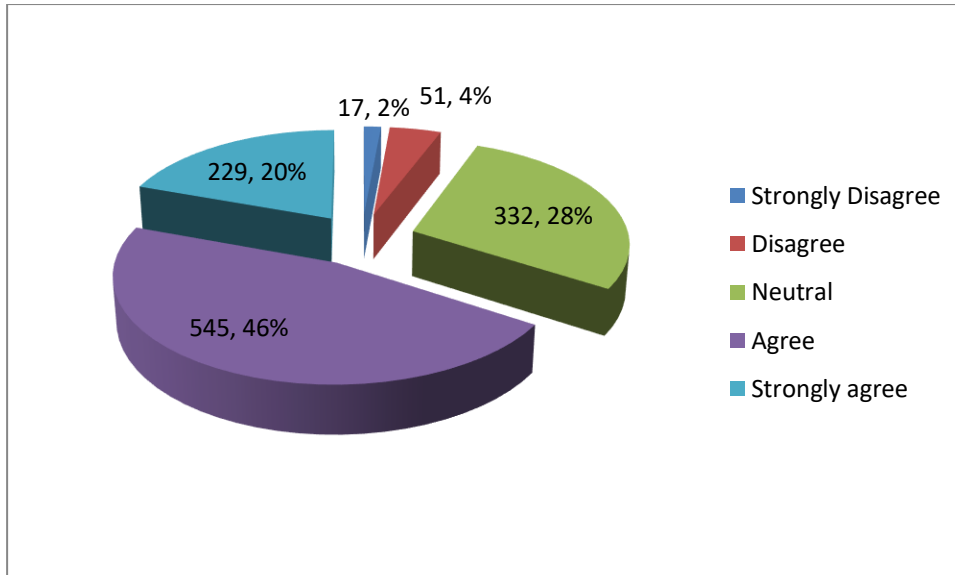


Figure 7: The mentoring and teaching process in the college facilitates her for social and emotional growth.

Interpretation:

From the above Figure 7, it is observed that around 66% of students responded that the teaching and mentoring process in the college facilitates them in cognitive, social and emotional growth.

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

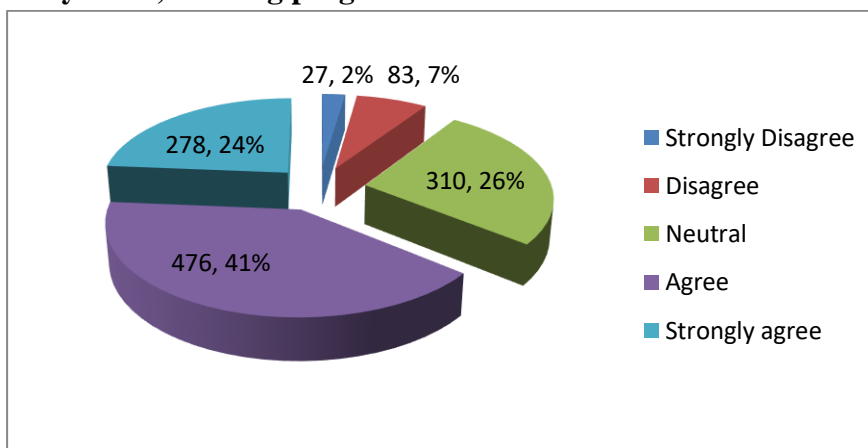


Figure 8: The students benefitted by the different kinds of activities like internship, field visits, study tours etc offered by the college during the year.

Interpretation:

The above chart describes the satisfaction level of students with respect to conduct of field visits, study tours and industrial visit by college. Around 91% students responded that the college takes active interest in promoting internship, student exchange; field visit opportunities for them, while 7% respondents were disagree and strongly disagree.

7. The College offers guidance in considering and opting for different career opportunities- by conducting job fairs, career counselling etc.

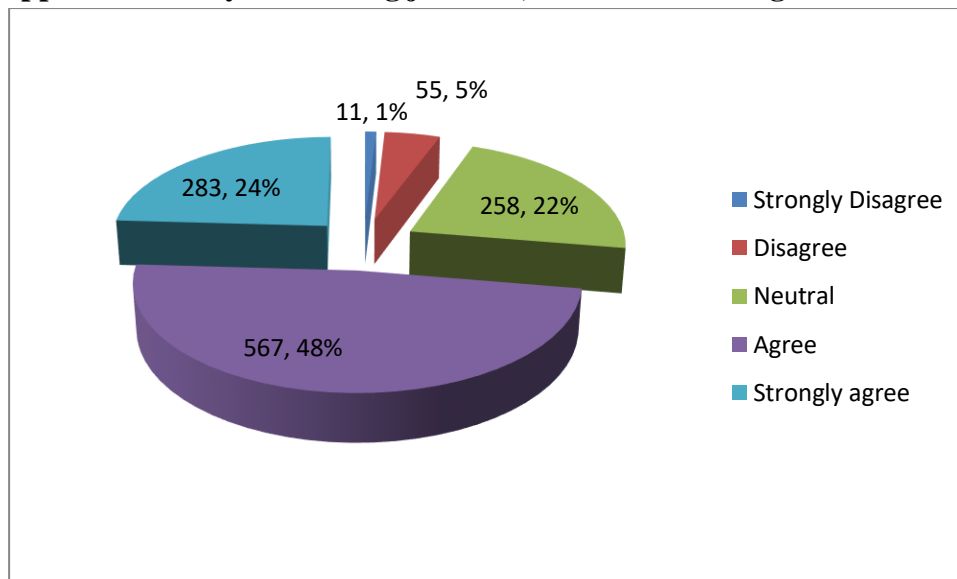


Figure 9: The students benefitted by guidance for competitive exams and career counselling offered by the college during the academic session 2023-24.

Interpretation:

The above Figure 9 represents that the 72% students are benefitted by guidance for competitive exams and career counselling offered by the college while 22% students remained neutral. Whereas, 6% responses are not agreed.

8. There are sufficient numbers of classrooms in the College with adequate infrastructure.

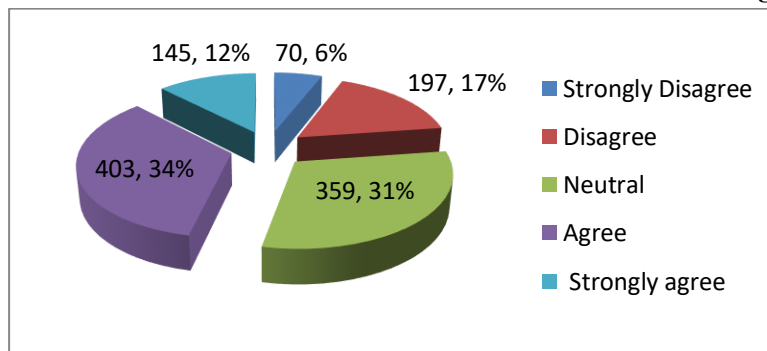


Figure 10: The adequate infrastructure and sufficient number of classrooms provided by the college.

Interpretation:

The above Figure 10 depicts the student response towards the infrastructure and classroom of the college. 12% rated the infrastructure and classroom of the college excellent, 34% rated it agree and 31% rated it neutral. 17% of the respondents rated it disagree while 6% rate it strongly disagree.

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

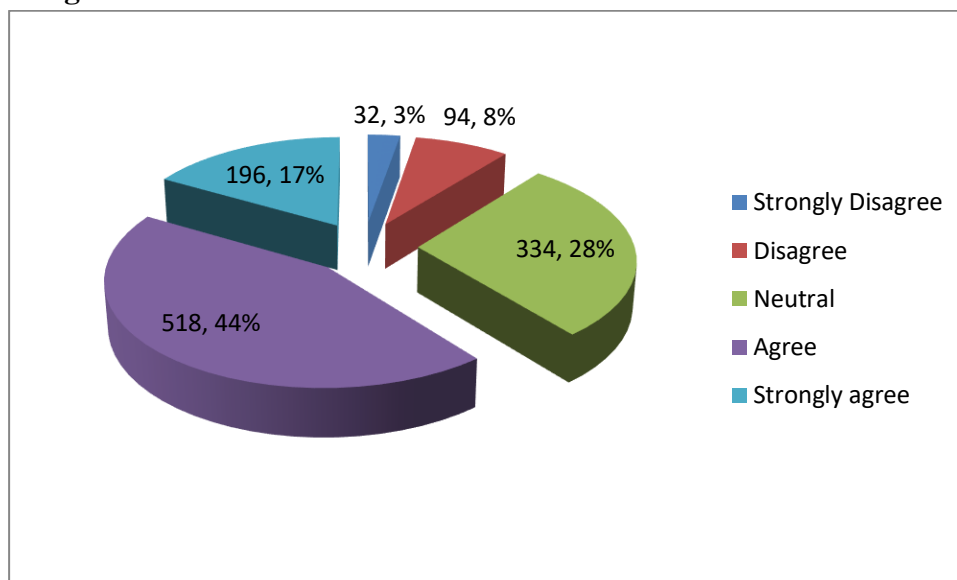


Figure 11: The College campus is well-maintained and contributes to a student's overall well-being.

Interpretation:

The above figure 11 depicts that around 44% and 17% responded agree and strongly agree about the overall well being and 28% responded neutral for the quality of maintenance of college campus.

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

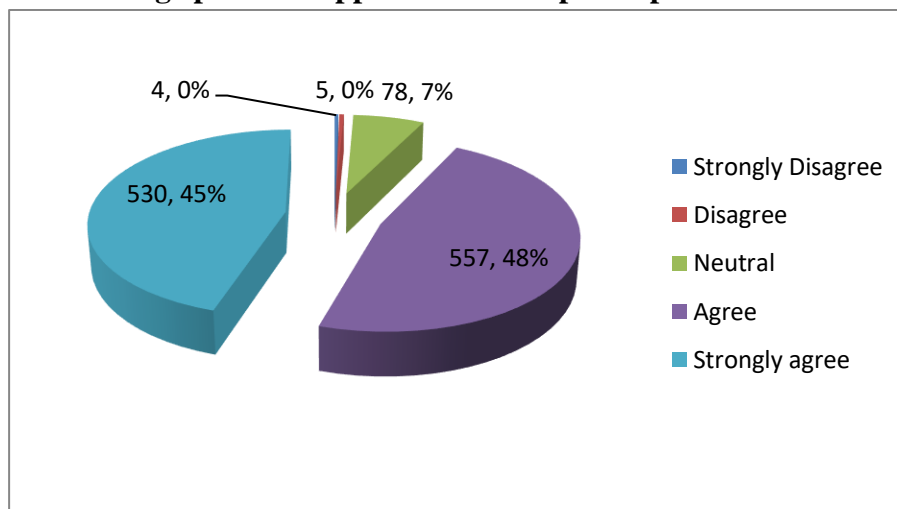


Figure 12: College provides opportunities for participation in NSS/NCC activities.

Interpretation:

The above Figure 12 shows that around 93% of the students have benefitted by the opportunities for participation either in NSS or NCC activities offered by the college. While 7% of them have not taken interest in any activity.

11. Your College provides adequate facilities for Extra Curricular activities (viz. Cultural, Sports, Adventure Sports, Gym) through various clubs-

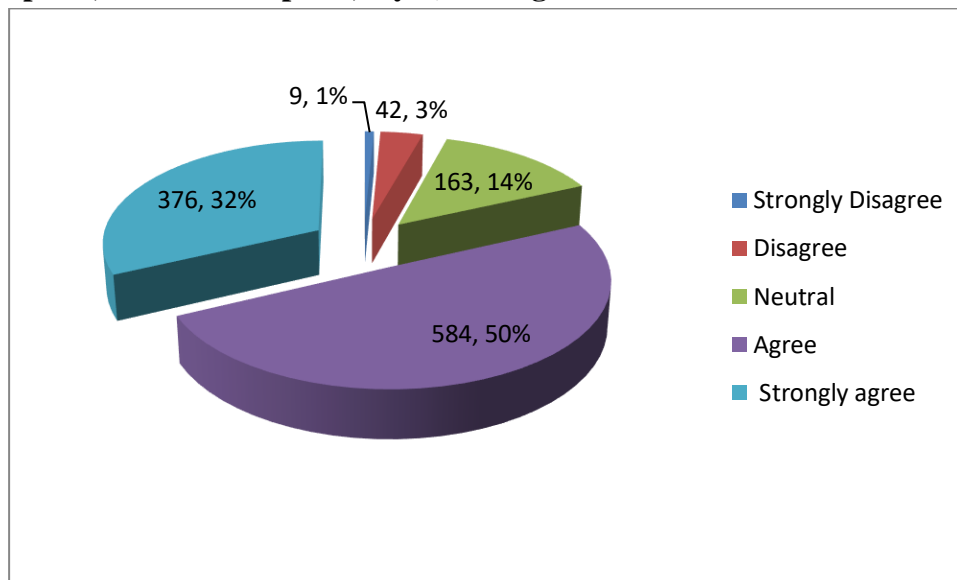


Figure 13: The opportunities for holistic development offered by college through participation in events, clubs and forums.

Interpretation:

The chart given above depicts the student body sentiment towards the opportunities for holistic development offered by college through participation in events, clubs and forums. 26% of the respondents rated the college excellent and believed it provided adequate opportunities for holistic development. 13% rated the college very good in this aspect, followed by 29% rating the college good, they believed the college fared satisfactorily in this criteria. 20% respondents rated the college average in this aspect while 12% rated it acceptable showcasing room for improvement.

The College believes in holistic development of students and strives to provide opportunities to students to hone their skills in different areas via committee participation, events, seminars and fests. The college has various committees’ students can participate in, to name a few, Public speaking and debating society, Placement cell, Research cell, Institution’s Innovation Council and many more.

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

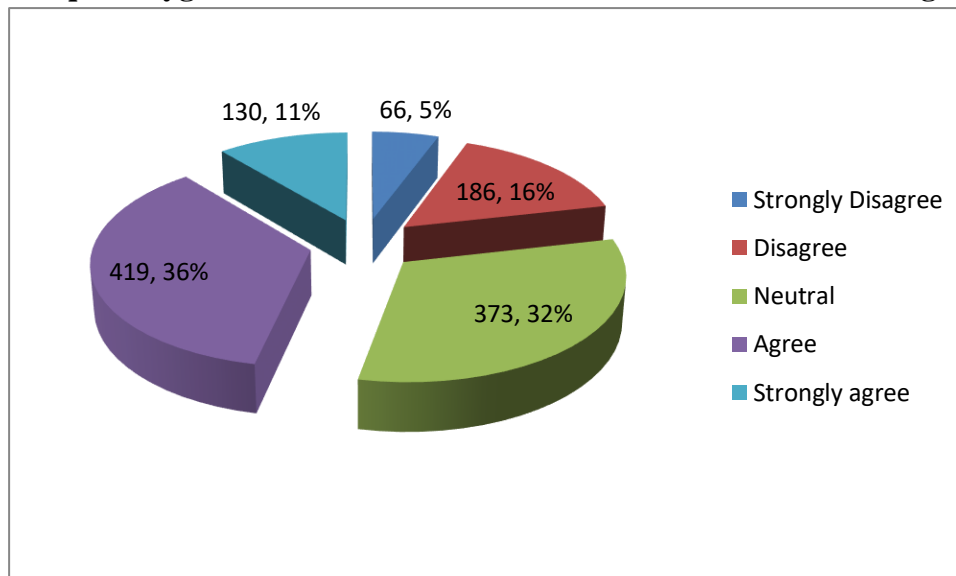


Figure 14: Adequate hygiene and sanitation facilities are available in the College.

Interpretation:

The cleanliness of the washroom is important for the health and hygiene of the students. However, 21% of the students responded about the poor maintenance of the washroom. 32% responded that the cleanliness of the washroom is average and 47% responded that it is good to very good with regards to maintenance of the washroom.

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

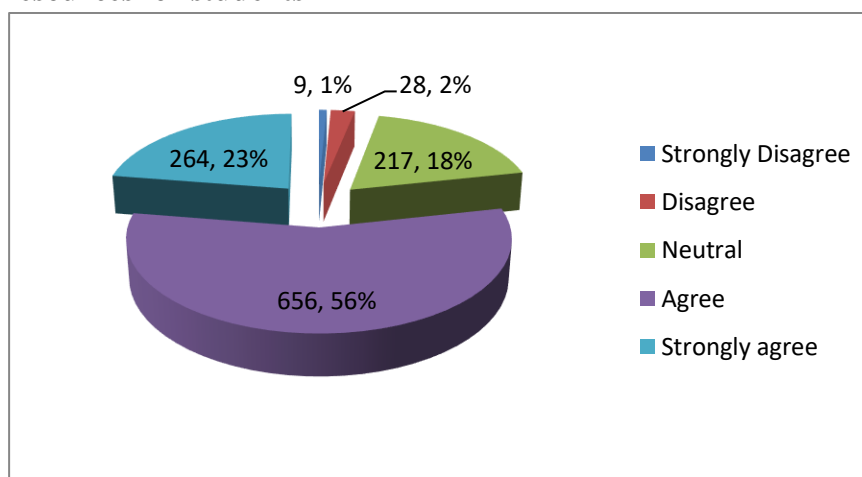


Figure 15: The College library and the various teaching departments offer adequate learning resources for students.

Interpretation:

The above figure 15 depicts that the sentiment of student body towards adequate resources being available in the college library. 97% of the students are satisfied while 3% of the students are not satisfied with the resources available in the library.

14. The environment of the library is helpful for research and study-

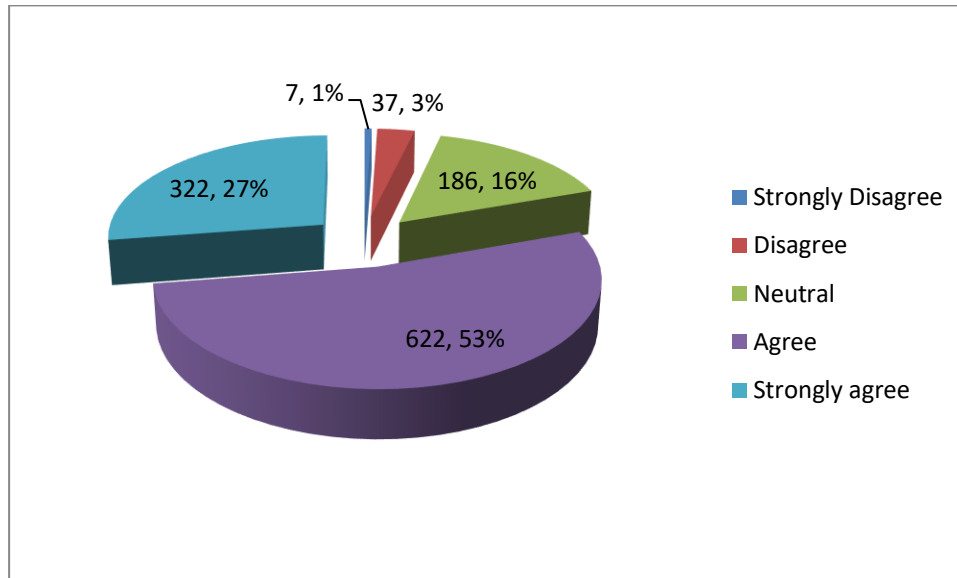


Figure 16: The environment of the library is helpful for research and study.

Interpretation:

From the above diagram we observe that 96% of the students are agreed and 4% students are not satisfied with the environment of the library is helpful for research and study.

The college has a digital library and resource centre that stores a digital repository of various e-databases, e-books, e-journals and multimedia learning resources. The library is also equipped with research software and digital repository of institutional reports to help students gather multifaceted knowledge and aid them with enhanced research-based learning.

15. The library staff provides good assistance-

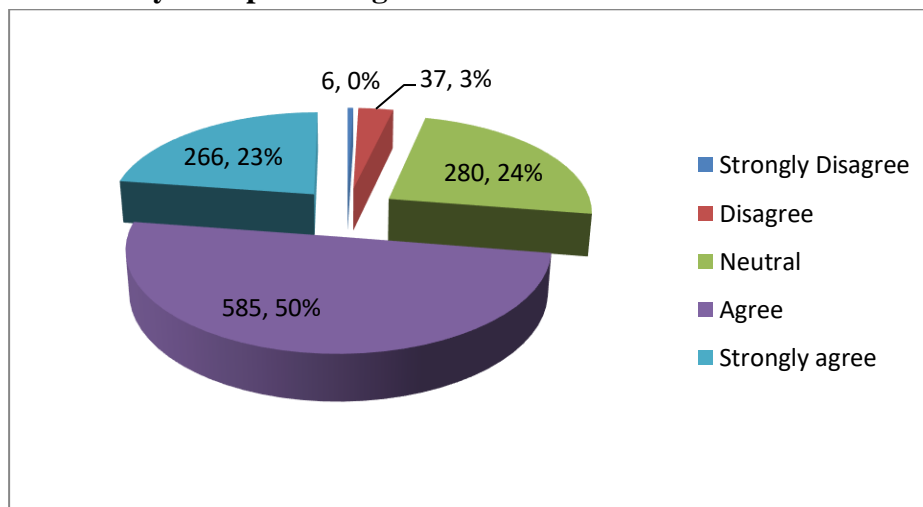


Figure 17: The library staffs provide good assistance.

Interpretation:

In this survey, 73% of students have found the support and assistance of the library staff to be agree to strongly agree. 24% found them neutral while 3% of them responded that they did not receive any desire help from library staff.

16. The College canteen provides good food at a reasonable cost-

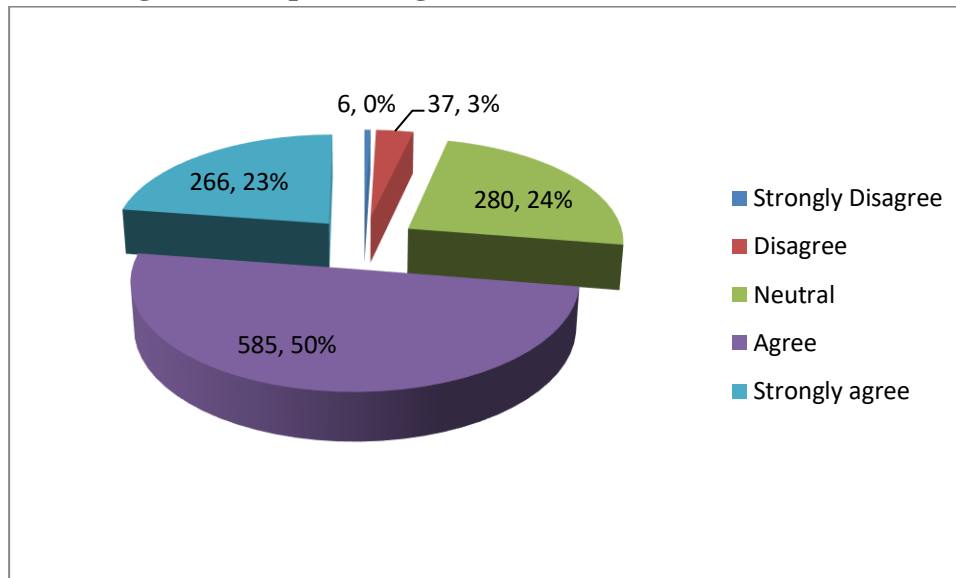


Figure 18: The College canteen provides good food at a reasonable cost-

Interpretation:

From the above Figure14, we can conclude that 73% of students responded positively for the college canteen provides good food at a reasonable cost. However, 24% of students found them average and 3% found them poor in terms of the canteen food in the college.

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

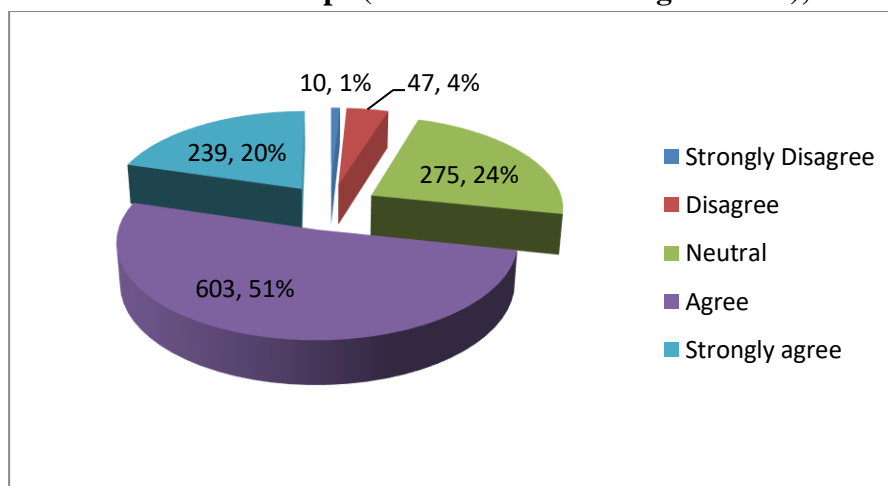


Figure 19: The College ensures availability and accessibility of various welfare schemes for students like scholarships (both Govt. and College funded), fellowships, etc.-

Interpretation:

From the above diagram, we observed that 71% of students responded that they have availed/applied for the benefit of scholarships and 24% students remained neutral while 5% students have not availed the benefits..

18. Your overall experience with the administrative and office staff of the College is satisfactory

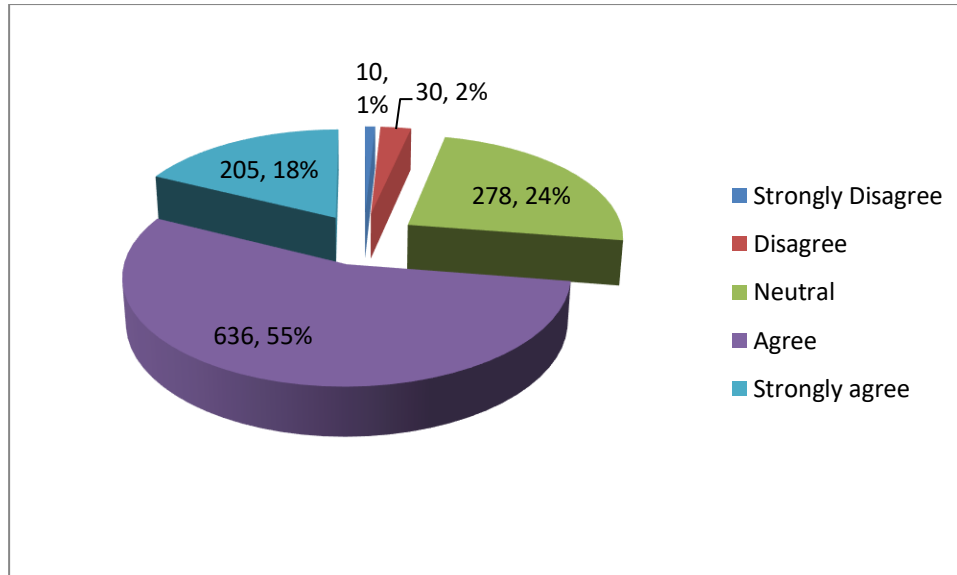


Figure 120: Your overall experience with the administrative and office staff of the College is satisfactory

Interpretation:

According to the above diagram, we can conclude that, out of all the students, almost 55% has given positive response about the overall experience with the administrative and office staff of the college to be helpful. 18% strongly agree with the statement. Only 3% of the students did not receive help and co operation from the staff while 24% of respondents could not say anything.

19. The office staff of the College resolves your queries and problems in a professional manner-

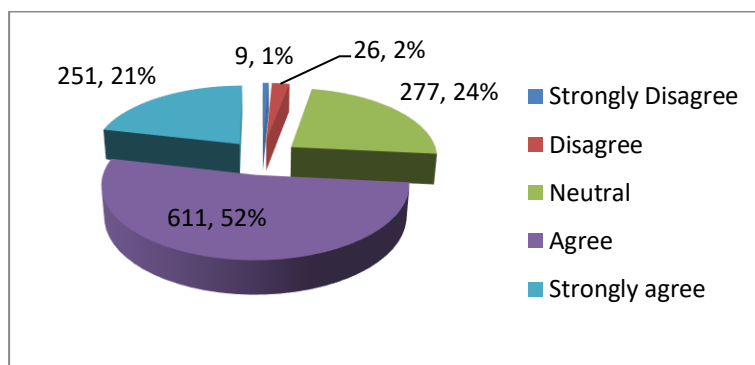


Figure 21: The office staff of the College resolves your queries and problems in a professional manner

Interpretation:

The above diagram shows that out of all the students, 52% gave a positive response and out of which 21% strongly believe that the office staff of the College resolves your queries and problems in a professional manner. Only 3% has given the negative response about it whereas, around 24% students remained neutral.

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

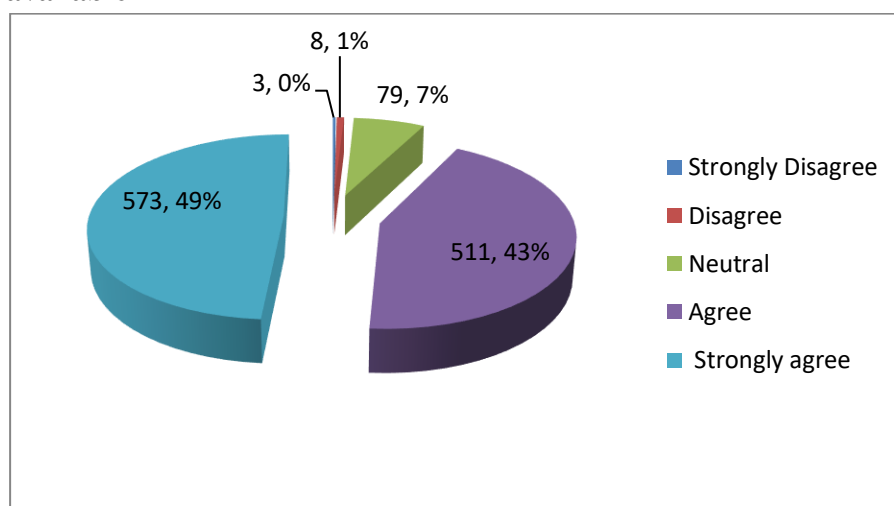


Figure 22: The College is centrally located in the city where public transportation is easily available.

Findings:

- 98% students responded that 70% and more of their syllabus was covered in the class.
- 71% of students responded that teachers are fair in the internal evaluation process.
- 91% of students responded that the institute takes active interest in promoting internship, student exchange, field visit opportunities for them.
- 94% of students responded that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth.
- 85% of students responded that their institution provides multiple opportunities to learn and grow.
- 82% of students responded that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
- 96% students responded moderate efforts are made by the institute/teachers inculcate soft skills, life skills and employability skills.
- 74% responded agree about the overall quality teaching-learning process.

RECOMMENDATION

- All the Departments of the college should try to incorporate field trips and educational visits in their Teaching-Learning Process.
- There should be an increase in the use of ICT in the Teaching-Learning Process.
- There should be increase in the exposure to various job opportunities and career prospects of the students.
- A greater degree of vigilance must be maintained by the teachers in order to correctly identify the areas of weakness in individual students.

Conclusion:

The survey reflects that students are satisfied with the services provided by the college. With the implementation of the improvement actions identified in this survey, we will be expecting better results in next academic session 2024-25. In the end, the SSS team would like to thanks College Management, Principal, IQAC for giving us this opportunity. Not but the least, we are highly thankful to all the students who have participated in this survey and gave their valuable inputs to improve the quality of teaching, various facilities and the environment of the college.

ACTION TAKEN REPORT OF THE INSTITUTION
STUDENT SATISFACTION SURVEY
2023-24

Sl. No.	Feedback	Action Taken
1.	<p>Point. No. 1 – The overall quality of the teaching-learning process in your college is very good.</p> <p>53% of the respondents agreed with the statement, whereas 26% disagreed with the statement.</p>	<p>The College's Academic Monitoring Committee shall address the students' grievances and take necessary steps accordingly.</p>
2.	<p>Point. No. 3 – The college provides transparency in conducting internal examination and sharing of marks.</p> <p>52% agreed with the given statement, whereas 29% disagreed.</p>	<p>The controller of the exam branch diligently provides regular instructions to the teaching departments, ensuring the on-time declaration of internal assessment marks and sharing of answer scripts with students. This commitment to transparency is further demonstrated during Parent-Teacher Meets, where teaching departments share the IA marks with interested parents, thereby keeping all stakeholders well informed.</p>
3.	<p>Point No. 8 – There are adequate number of classrooms in the College.</p> <p>46% agreed with the given statement, whereas 23% disagreed and said that the number of classrooms is inadequate.</p>	<p>In response to the concern about classroom availability, the college is considering introducing an afternoon shift for the undergraduate and postgraduate programs. This decision will be based on the number of students on the afternoon shift and the availability of teaching staff.</p>
4.	<p>Point No. 12 – Adequate hygiene and sanitation facilities are available in the College.</p> <p>47% of the students opined that the facilities in the college are good whereas 21% of the students opined that the facilities available in the college are poor.</p>	<p>To address the concerns about hygiene and sanitation, the Cleaning and Beautification Committee of the college has taken proactive steps. They have instructed the cleaning staff to clean the washrooms at least 3 times daily, demonstrating the college's commitment to improving facilities based on student feedback. The college has increased the number of washrooms for the students.</p>


 Principal
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