

**Dr. B.K.B. College, Puranigudam, Nagaon**

**Student Satisfaction Survey Report, Session: 2020-21**

**Introduction:**

The students are always considered as the core stakeholders of any academic institution and all the activities undertaken and the facilities provided by the institute are focused on creating a conducive and barrier free environment for them so that they can excel in their academics. Student Satisfaction Survey (SSS) is one of the mandatory criteria prescribed by National Assessment and Accreditation Council (NAAC) in order to measure the student satisfaction level on students' experiences with college facilities. The Student Satisfaction Survey basically highlights on Teaching Learning Evaluation. It collects in-depth information of a student's satisfaction with the teaching learning environment of the college with the help of a well structured questionnaire. The responses given by the students are collected, processed, analyzed and presented in graphs to have a vivid idea about the level of satisfaction of the students which helps in streamlining the services offered to the students. The results of the survey summarize the expectations of the students and experts educationalists and the extent to which the College was able to meet these expectations.

**Methodology:**

The student satisfaction survey of Dr. B.K.B. College, Puranigudam was conducted and reported by Internal Quality Assessment Cell (IQAC) of the college with support of Heads of all the departments and Coordinators of different cells of the college. The well structured questioner including all the dimensions was prepared in the form of Google form and circulated randomly among the students with the help of the coordinators of different cells and HODs of the departments. Each question in the SSS format is aimed at collecting factual opinion of students on teaching learning and evaluation process including aspects of curriculum, completion of syllabus, attitude of teachers, transparency and fairness in internal evaluations, curricular and extra-curricular activities, overall impression and suggestions about the college. The results of the survey will help the institution to understand both short term and long term needs of the students and initiate remedial action to improve the facilities. The outcome of this survey will provide a base for planning for the future.

**Analysis and the findings:**

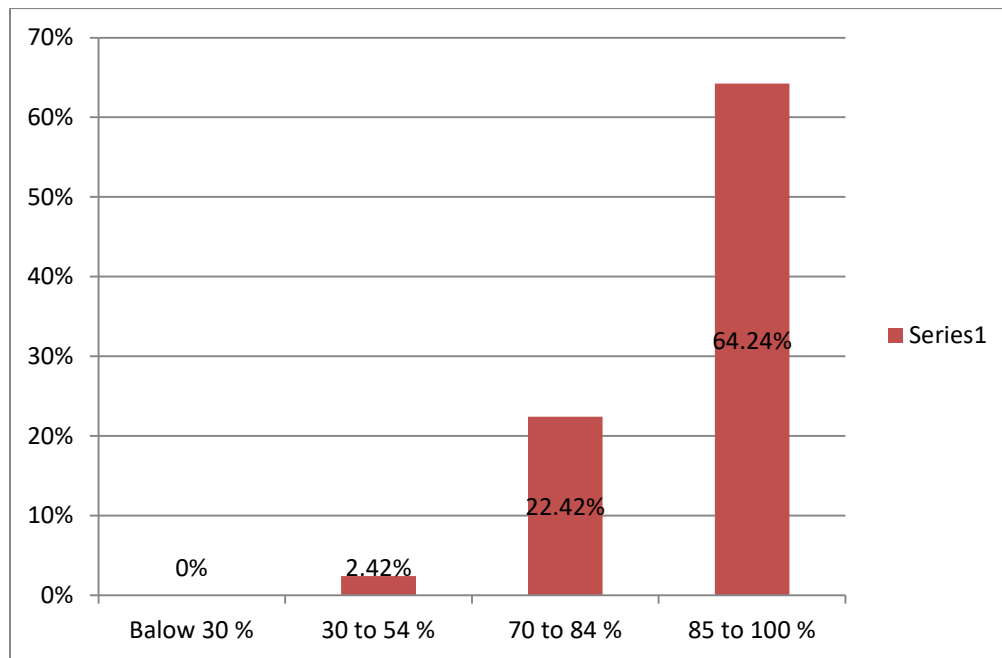
The responses collected from 165 sample students were fed to an excel sheet designed for the analysis of the information by the team. The responses were processed analyzed and presented by a team of faculties. Before proceeding for the survey, the basic information of the students including Gender, Caste, Religion etc. were collected.

<b>Gender of the Respondents</b>	
Male	Female
39.26 Percent (53)	60.74 Percent (112)
<b>Caste of the Respondents</b>	
General	50.91 Percent (84)
OBC	31.51 Percent (52)
SC	13.33 Percent (22)
ST(H)	1.21 Percent (2)
ST(P)	3.03 percent (5)
<b>Religion of the Respondents</b>	
Muslim	18.78 Percent (31)
Hindu	77.57 Percent (128)
Christian	3.03 Percent (5)
Buddhist	0.60 Percent (1)

Source: Survey Data

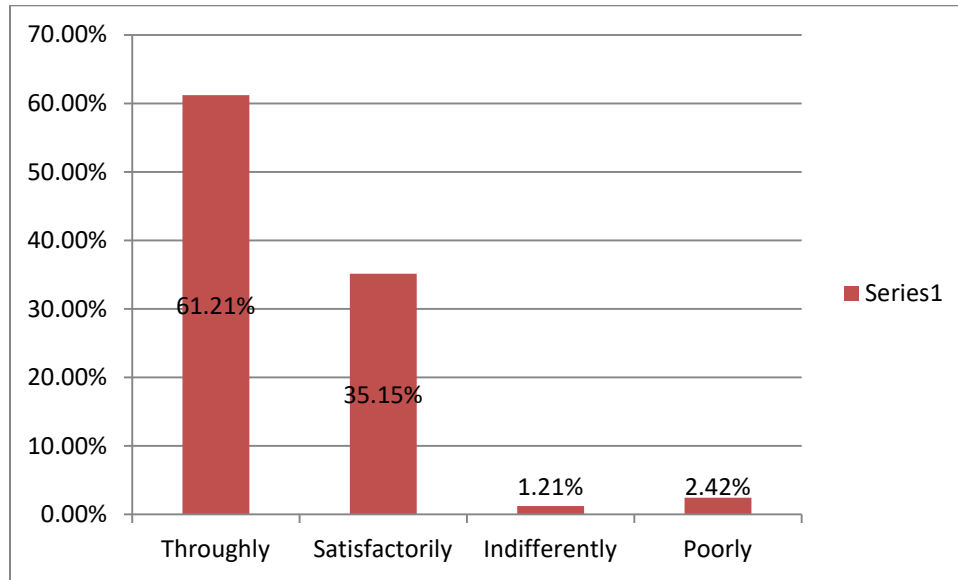
The question-wise outcome of the results is presented below:

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



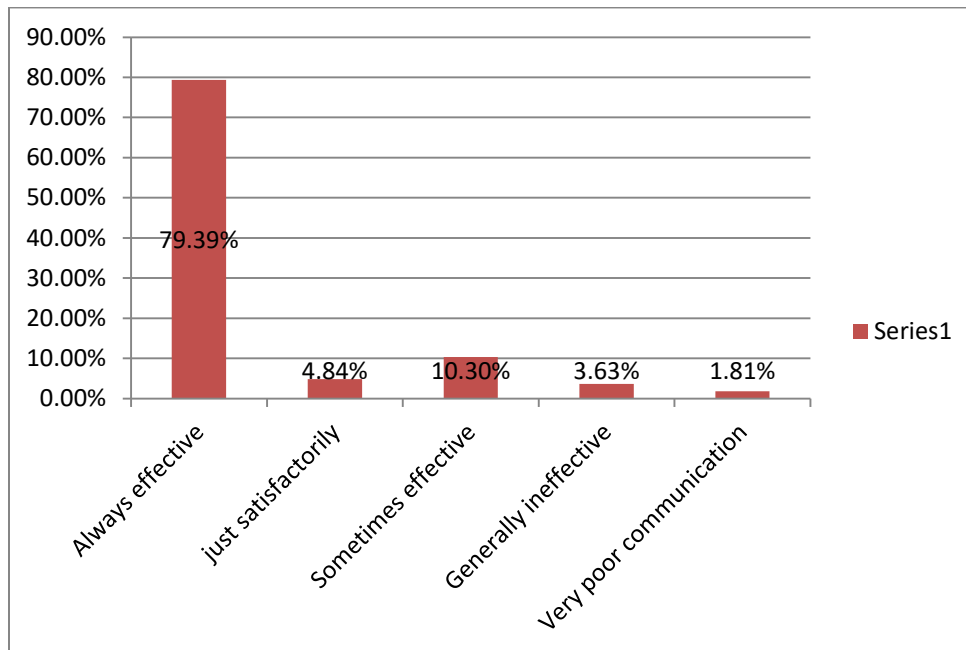
Source: Survey Data

2. How well did the teachers prepare for the classes?



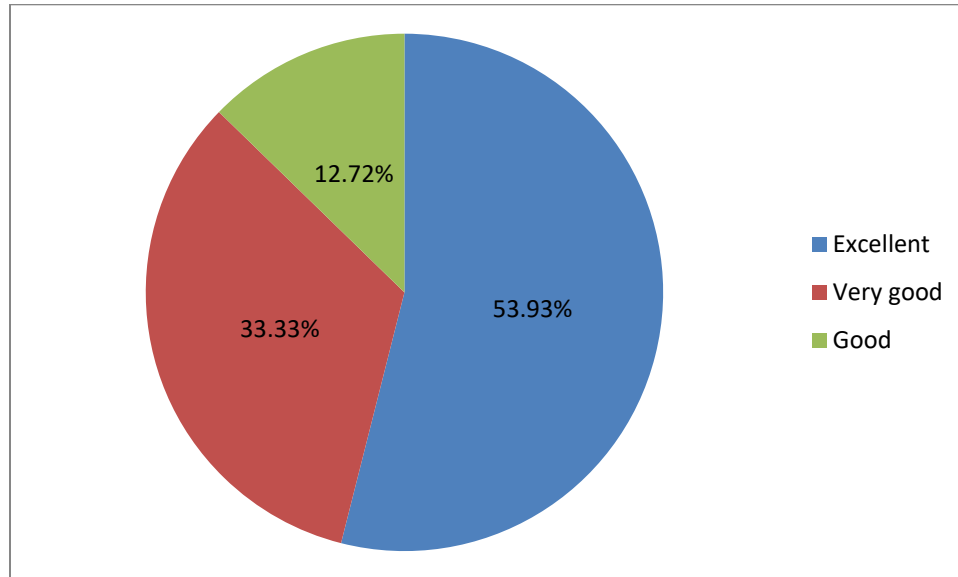
Source: Survey Data

2. How well were the teachers able to communicate?



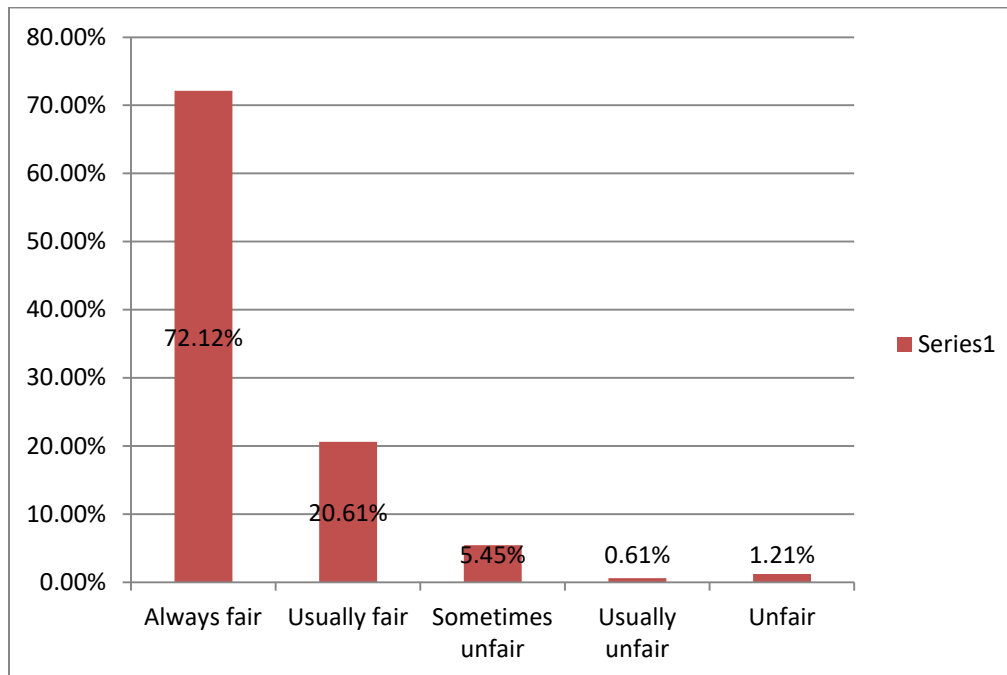
Source: Survey Data

3. The teacher's approach to teaching can best be described as



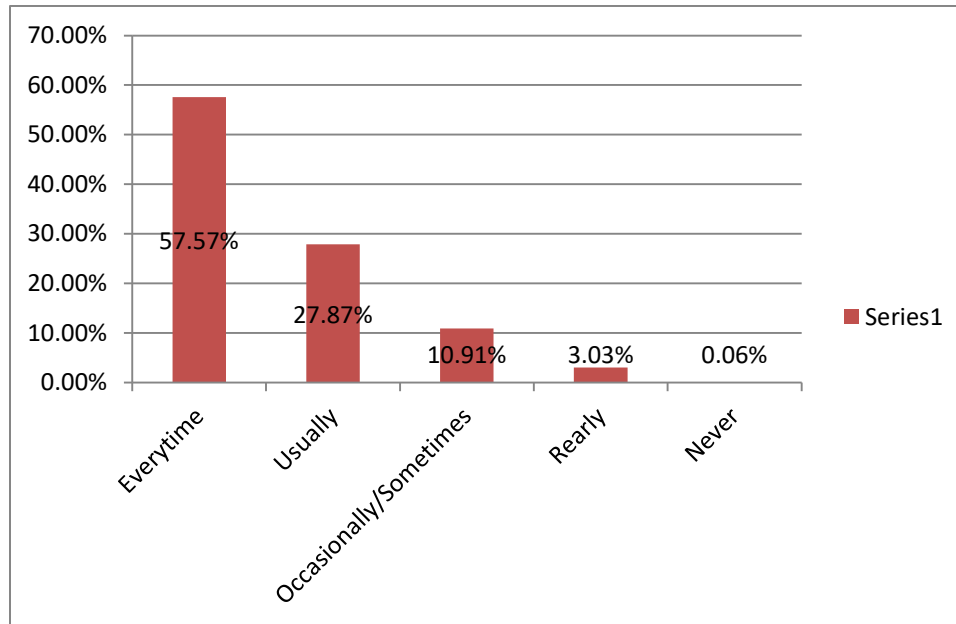
Source: Survey Data

4. Fairness of the internal evaluation process by the teachers



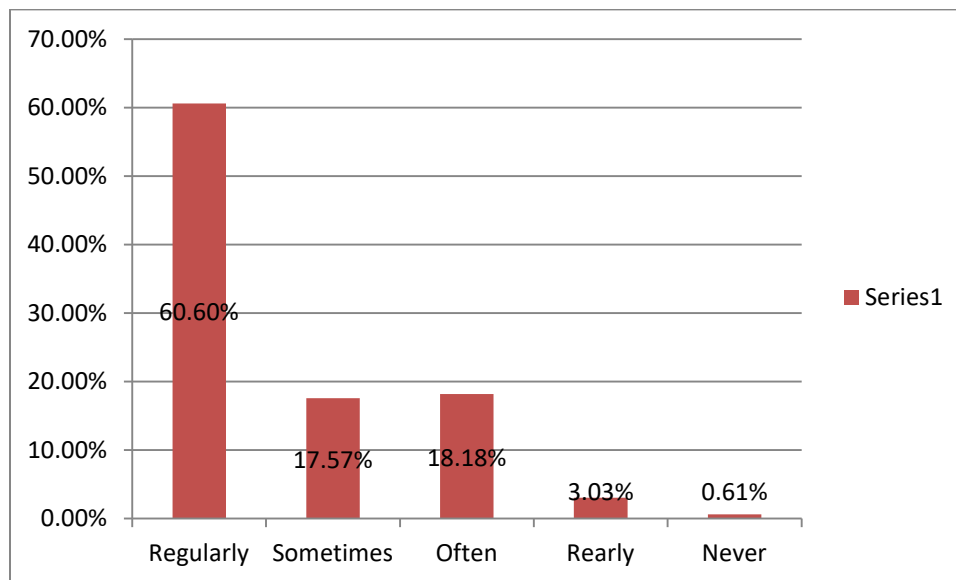
Source: Survey Data

5. Was your performance in assignments discussed with you?



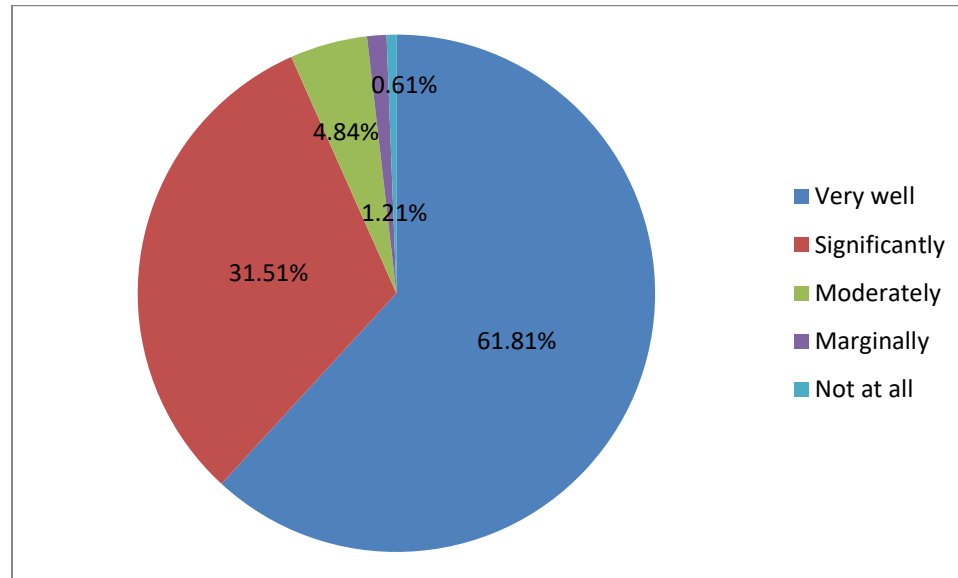
Source: Survey Data

6. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.



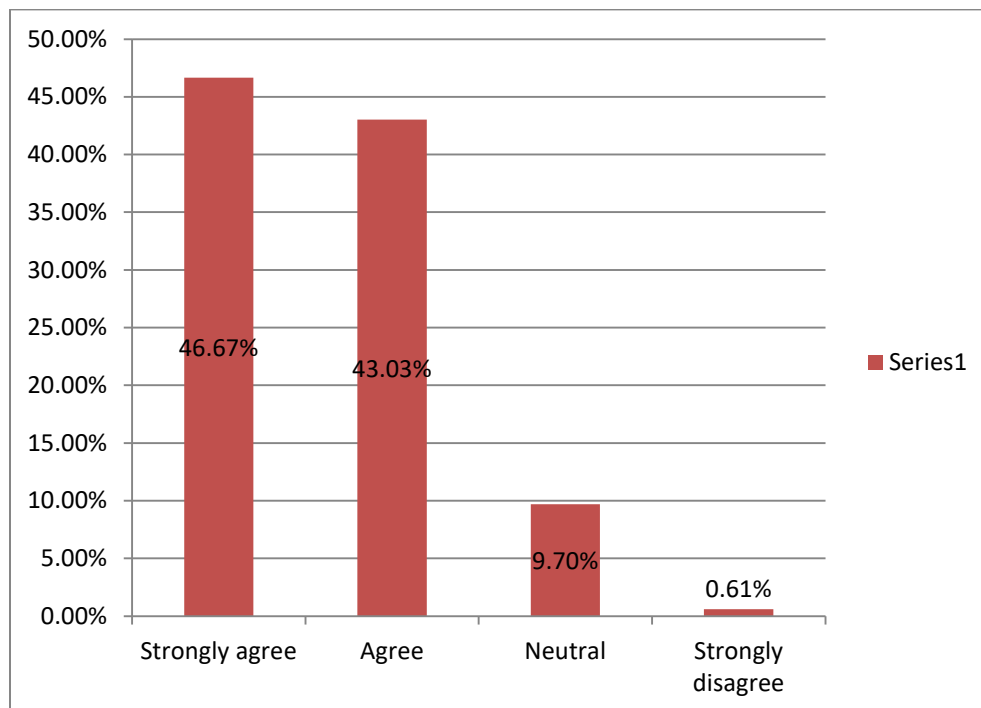
Source: Survey Data

7. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.



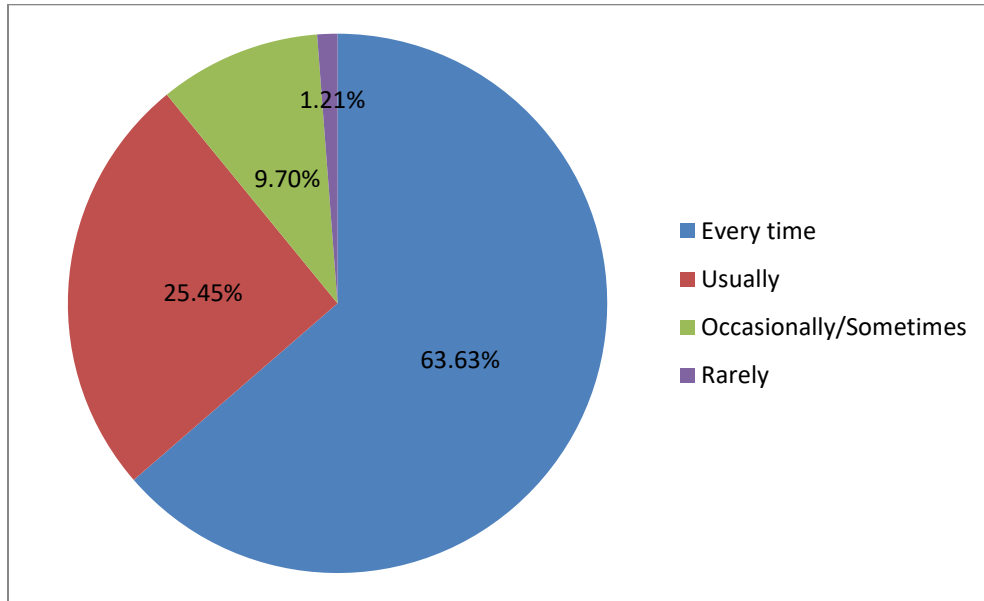
Source: Survey Data

8. The institution provides multiple opportunities to learn and grow.



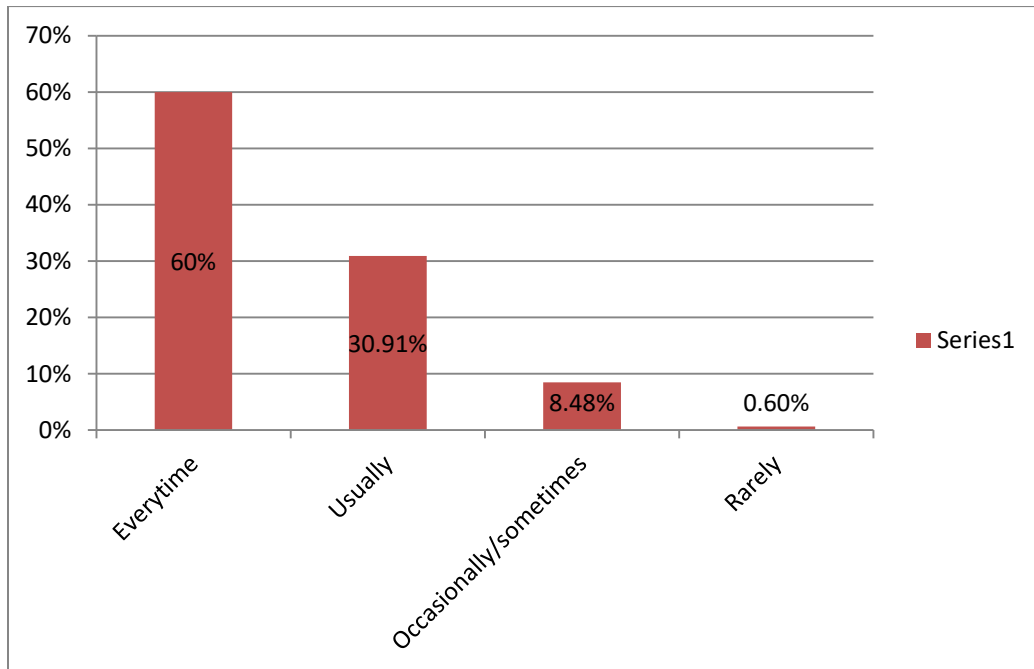
Source: Survey Data

9. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



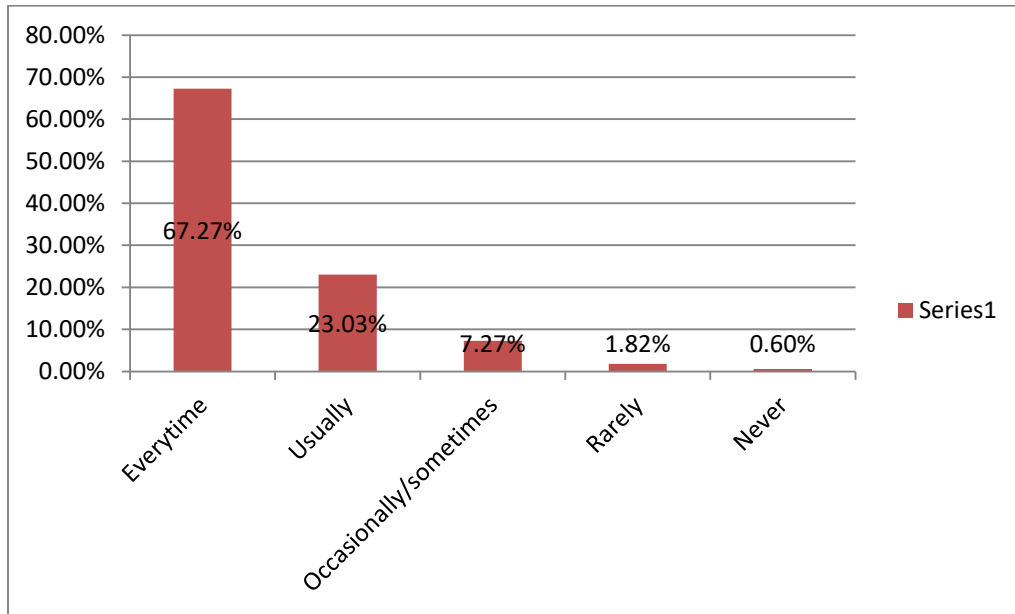
Source: Survey Data

10. Your mentor does a necessary follow-up with an assigned task to you.



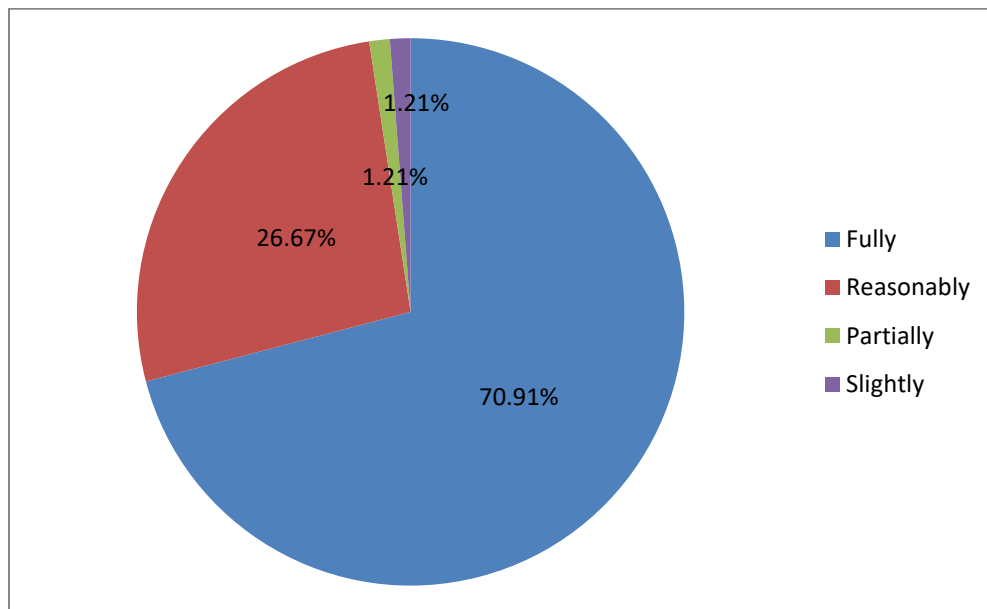
Source: Survey Data

11. The teachers illustrate the concepts through examples and applications.



Source: Survey Data

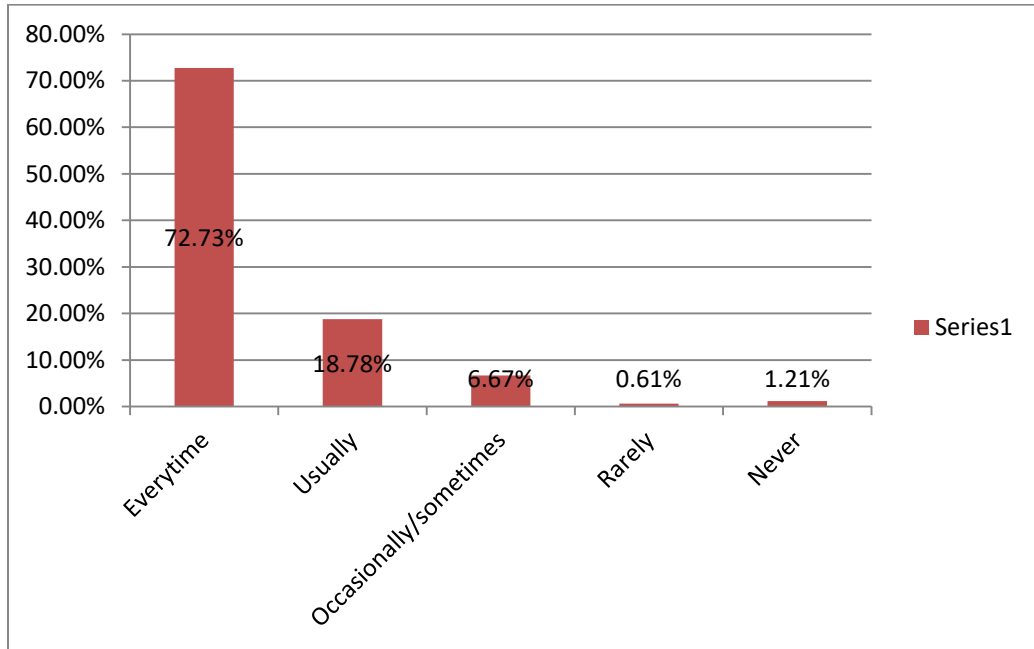
12. The teachers identify your strengths and encourage you with providing right level of challenges.



Source: Survey Data

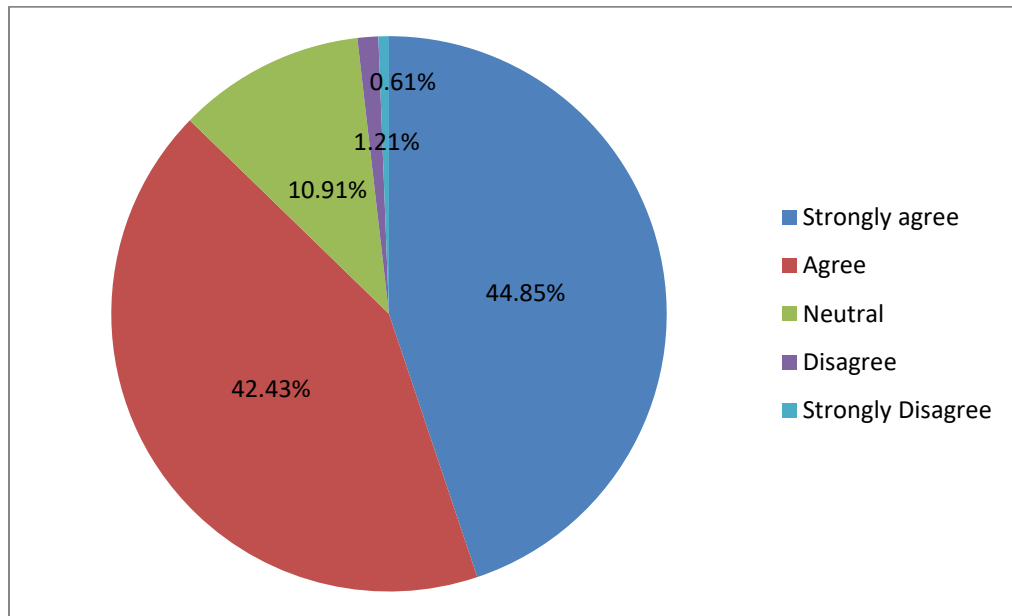


13. Teachers are able to identify your weaknesses and help you to overcome them.



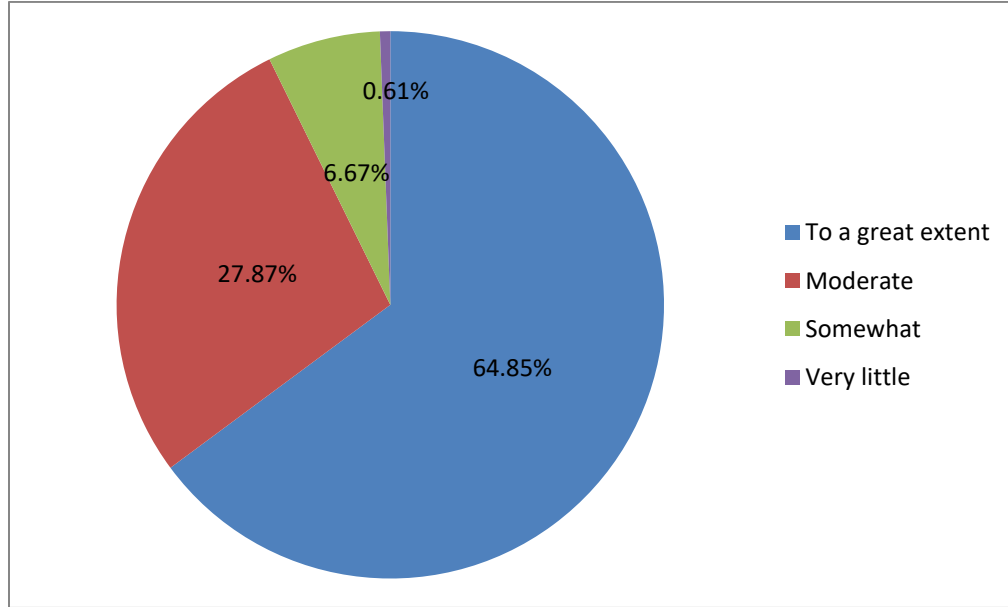
Source: Survey Data

14. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



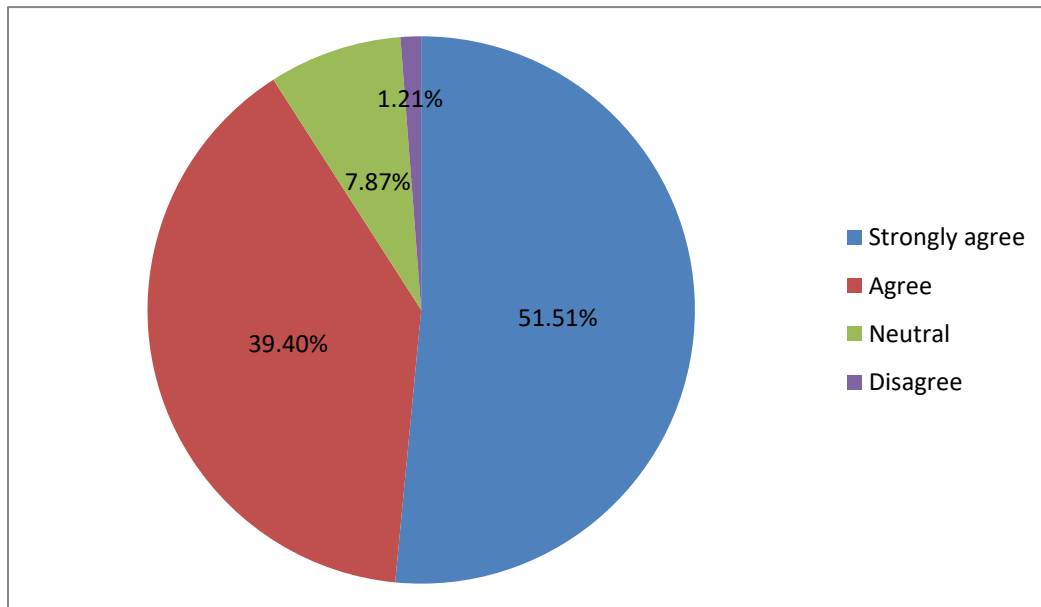
Source: Survey Data

15. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning.



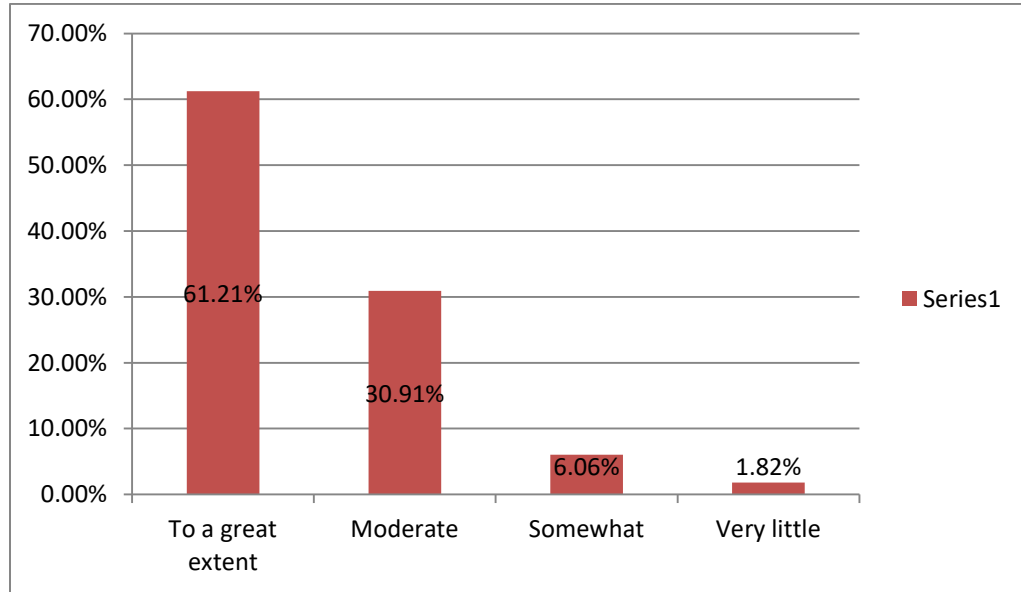
Source: Survey Data

16. Teachers encourage you to participate in extracurricular activities.



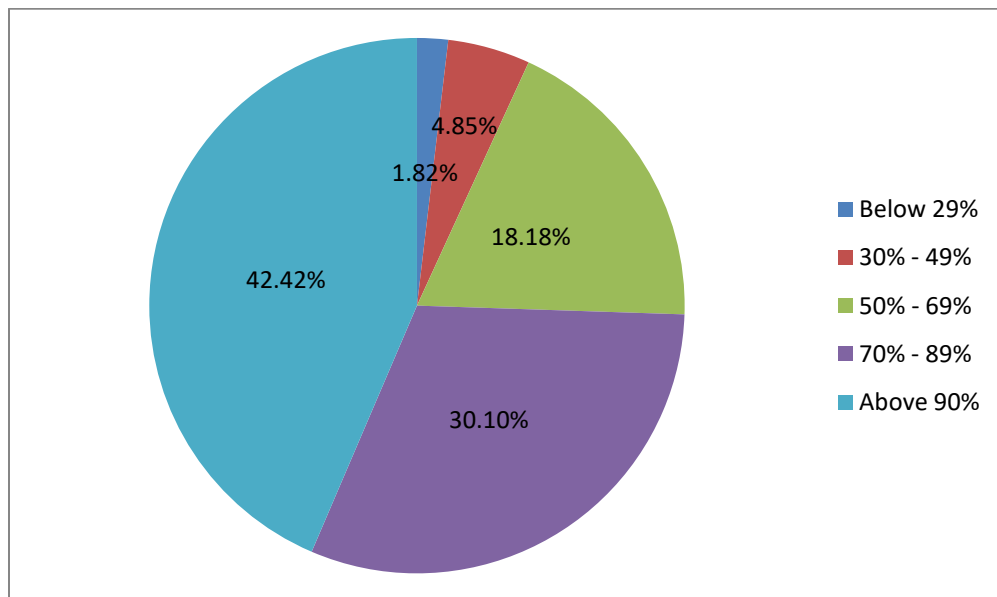
Source: Survey Data

17. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



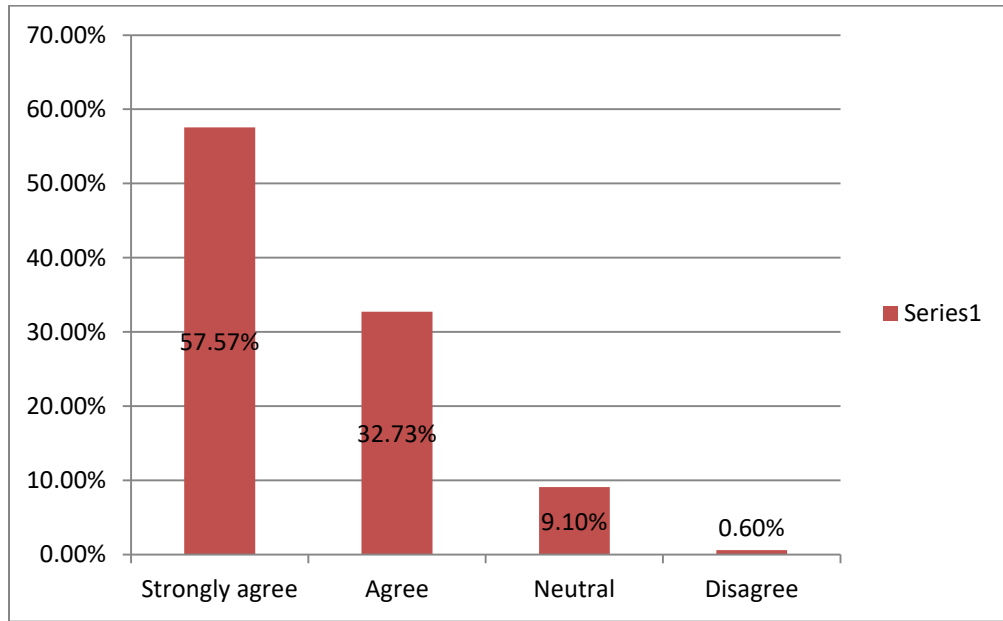
Source: Survey Data

18. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.



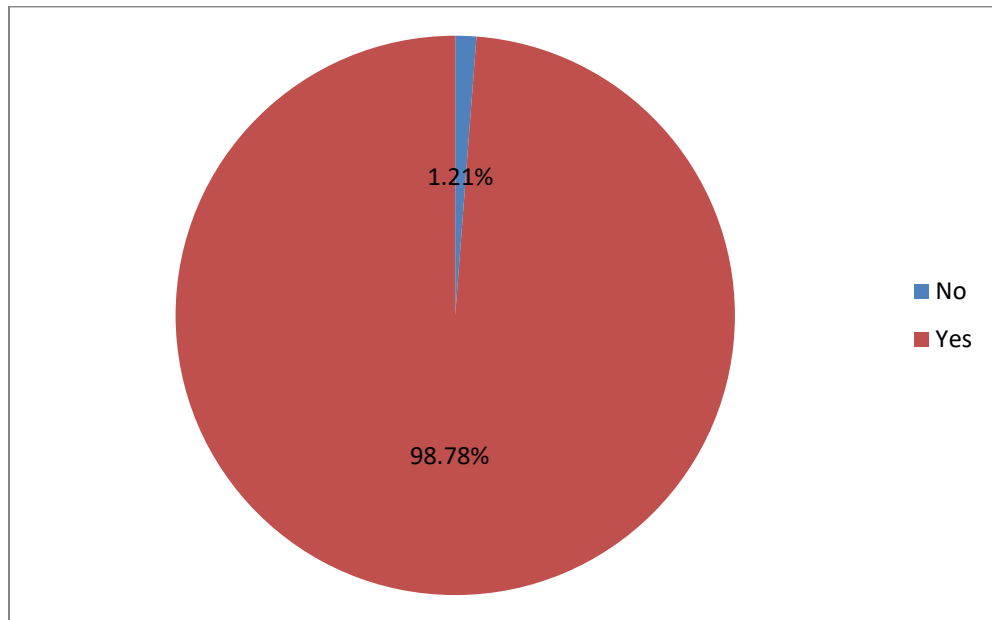
Source: Field Survey

19. The overall quality of teaching-learning process in your institute is very good.



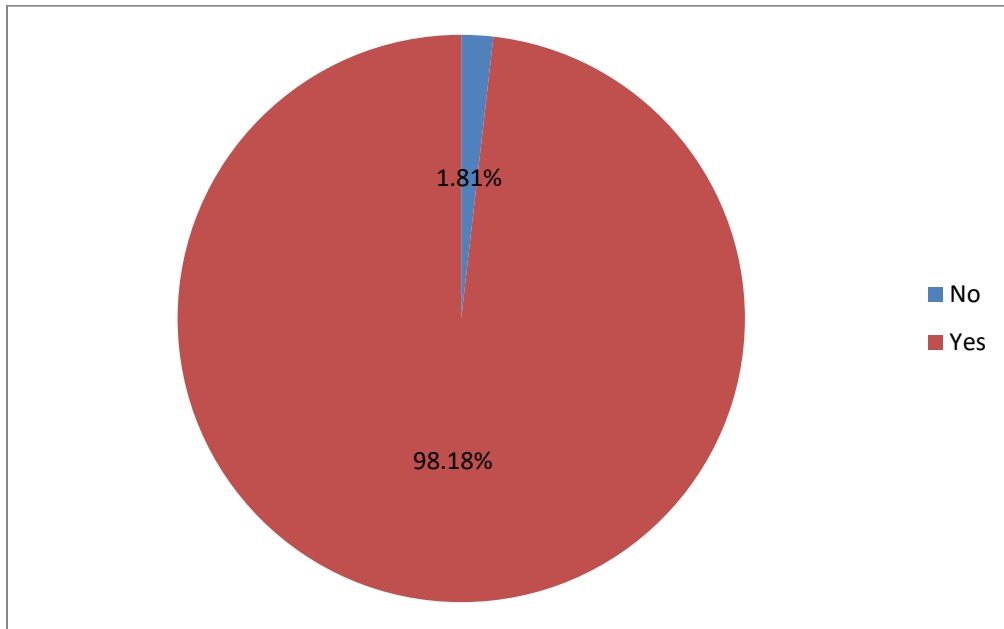
Source: Survey Data

20. Have your Departments conducted Online Classes during the Lockdown period?



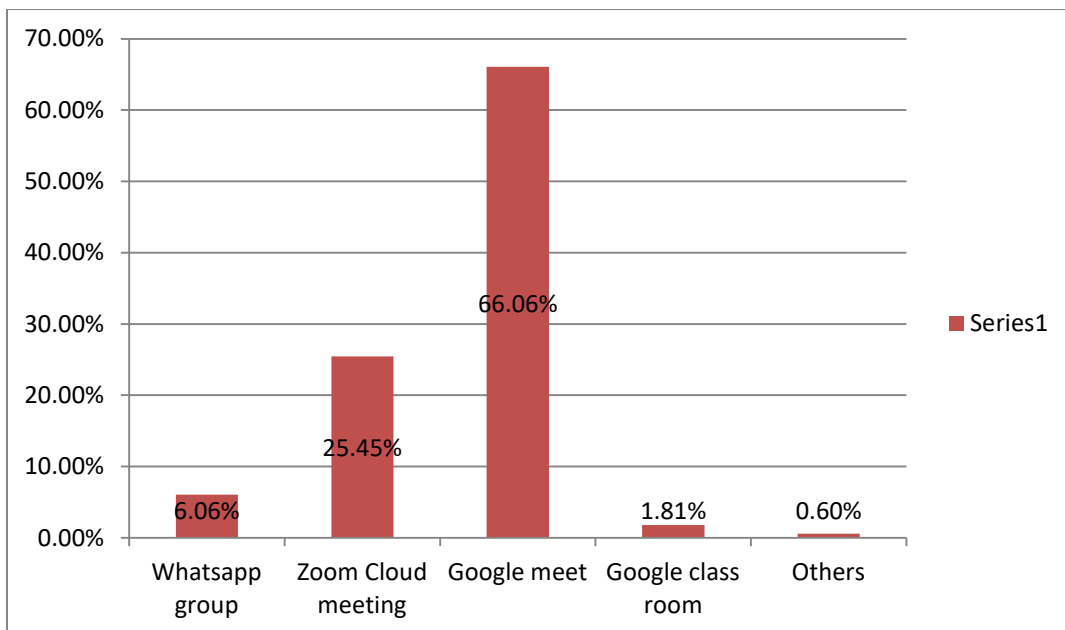
Source: Survey Data

21. Have you participated in the Online Classes?



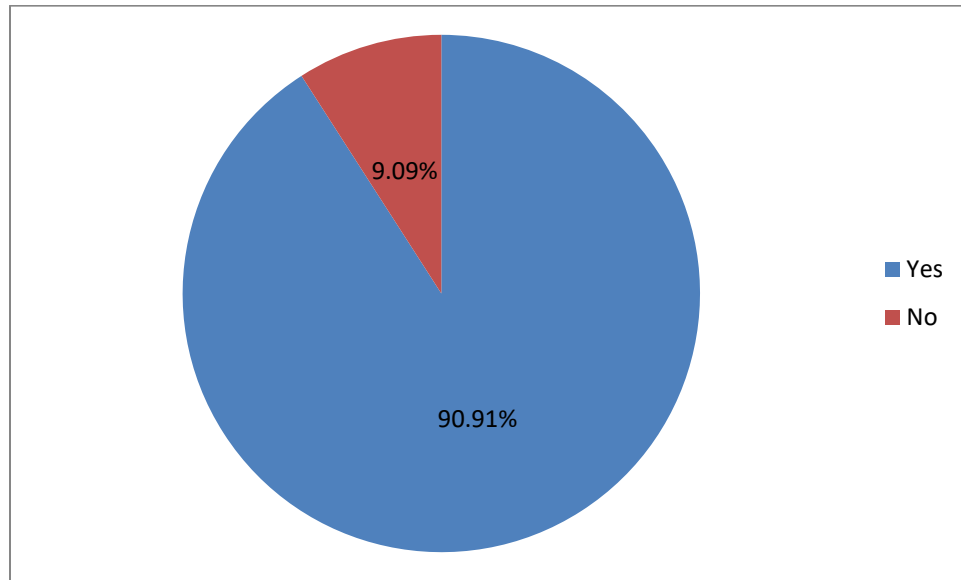
Source: Survey Data

22. Which Platform is used by for Online Classes?



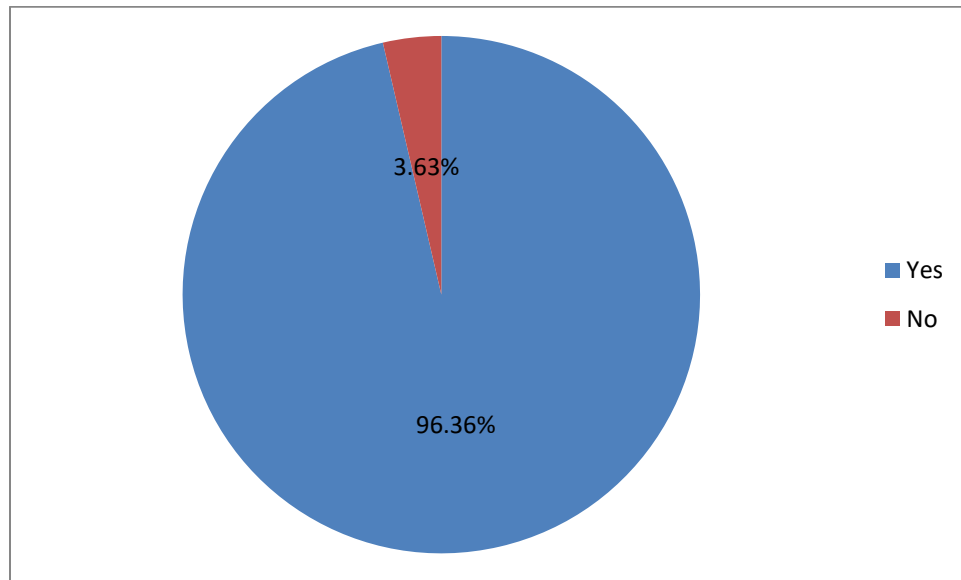
Source: Survey Data

23. Are the Online Classes fruitful for you?



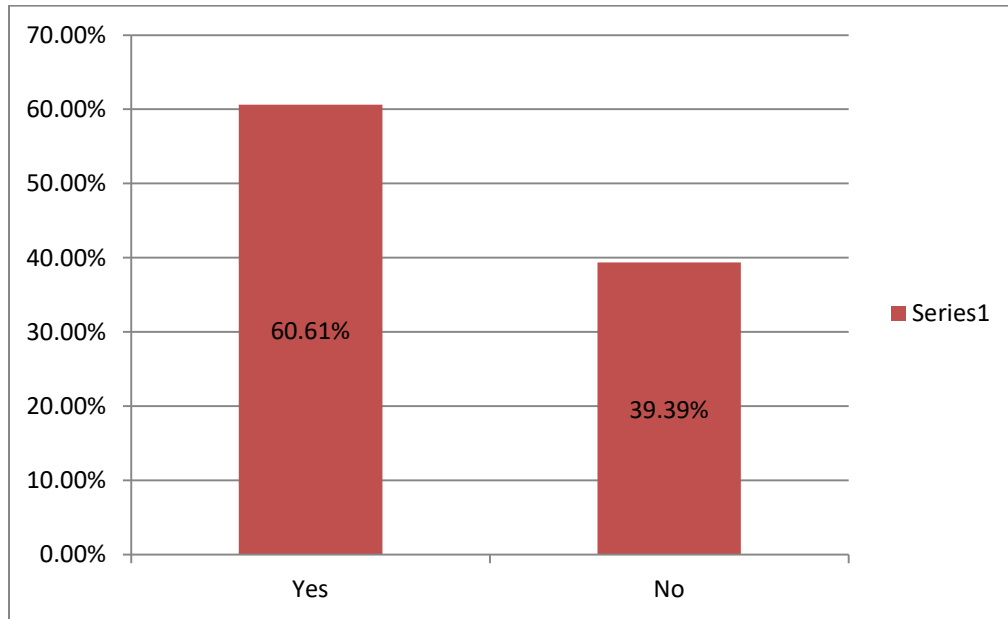
Source: Survey Data

24. Have your teachers provided study materials or any other e-resources according to your curriculum during the lockdown period?



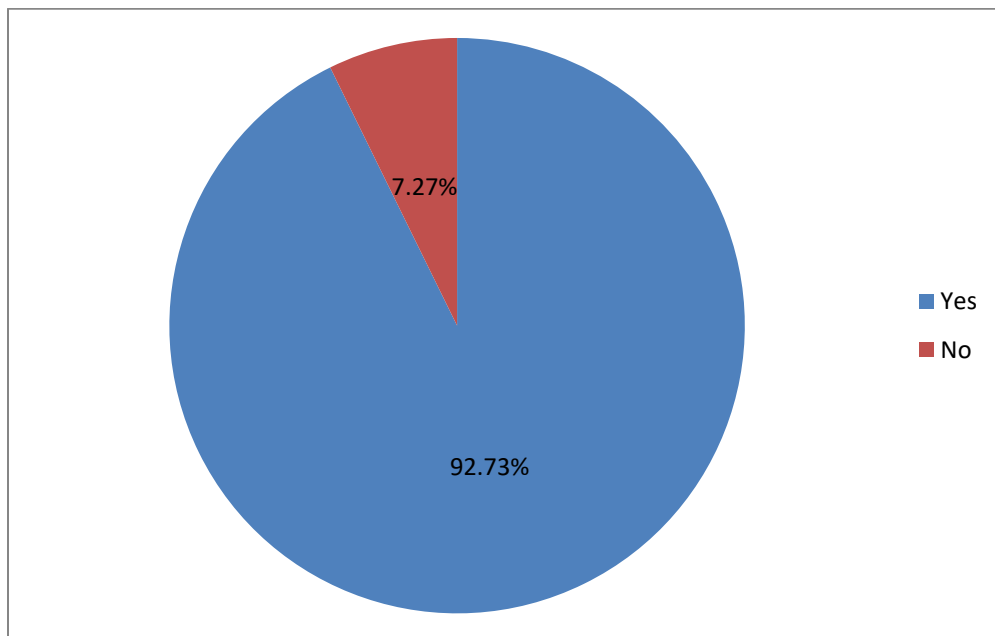
Source: Survey Data

25. Have you faced problems in participating Online Classes?



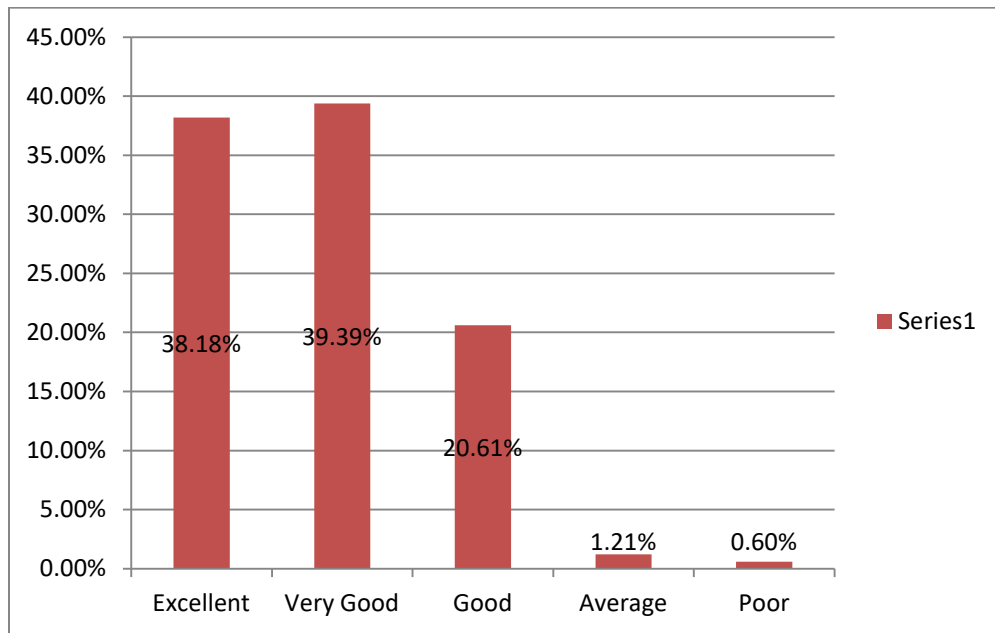
Source: Survey data

26. Have your teacher assigned any home work/assignment/open book examination during the period of online classes (work from home)?



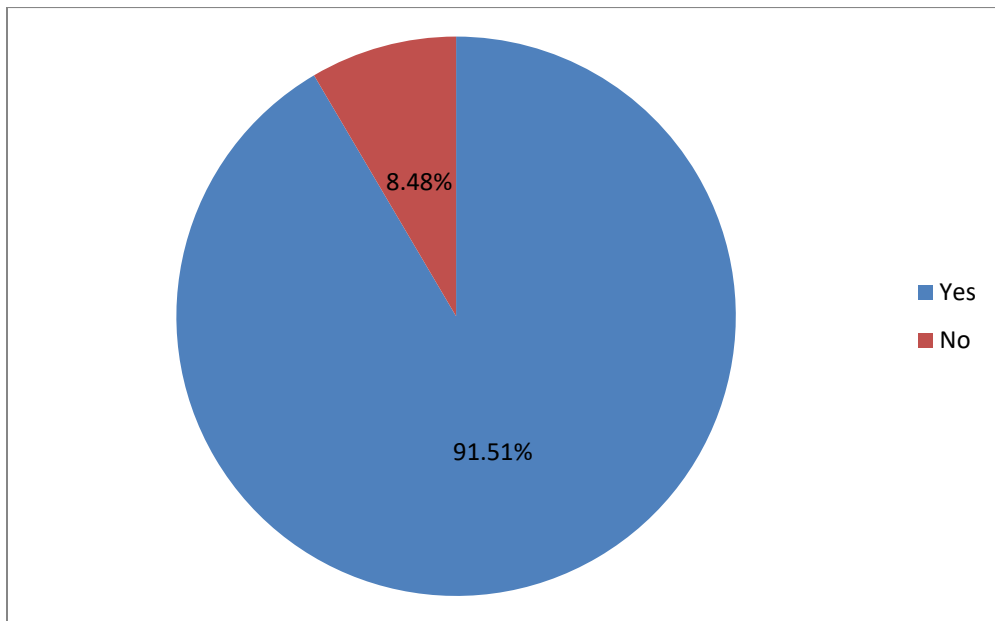
Source: Survey Data

27. How do you rank the Online Classes taken by your teachers?



Source: Survey Data

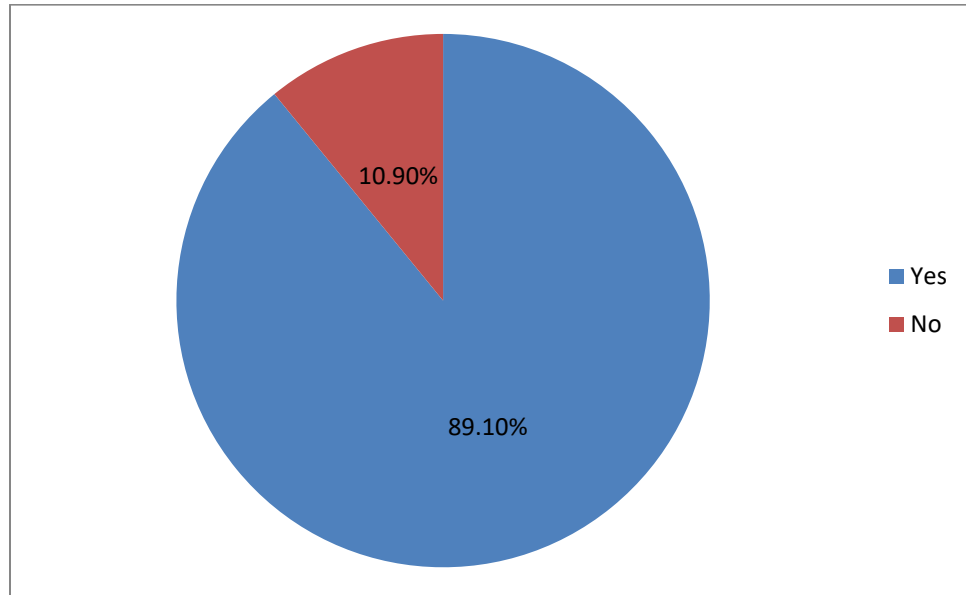
28. Have your college organized any orientation programme for your Open Book Examination?



Source: Survey Data

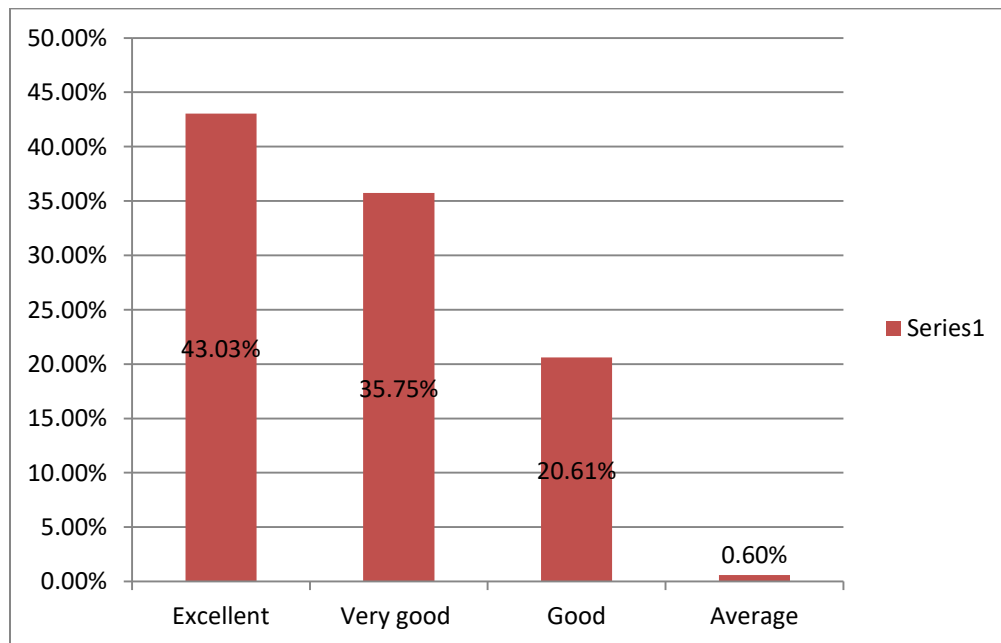


29. Is the orientation programme help you or guide you for the Open Book Examination?



Source: Survey Data

30. How do you rank the orientation programme organized for your Open Book Examination?



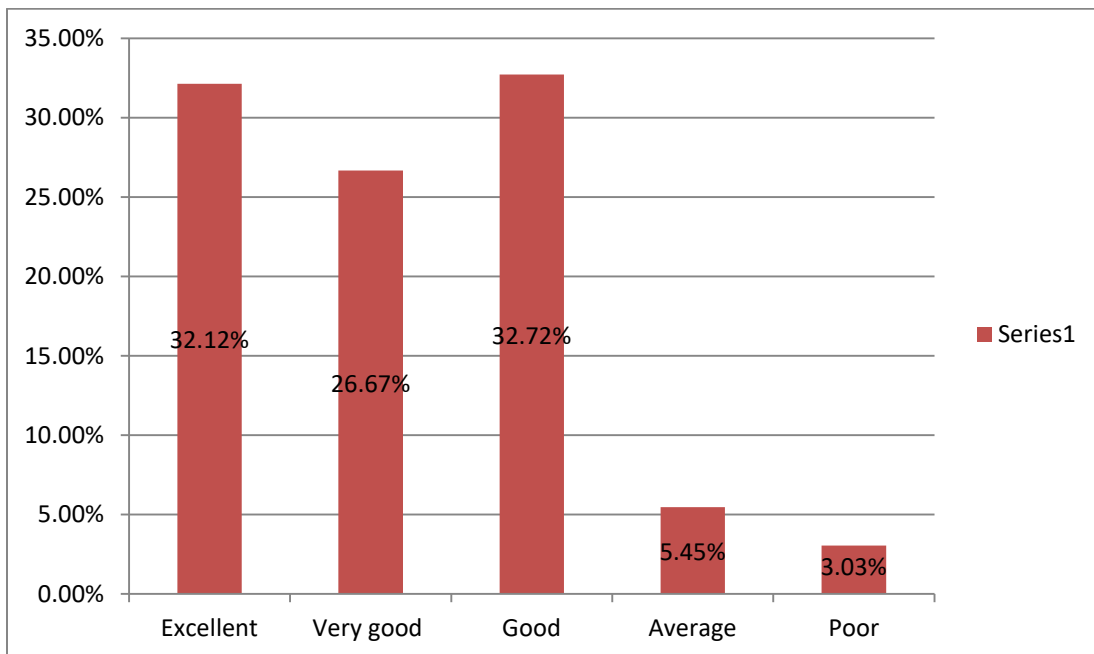
Source: Survey Data

31. How do you rank the toilet facilities provided to you by the college?



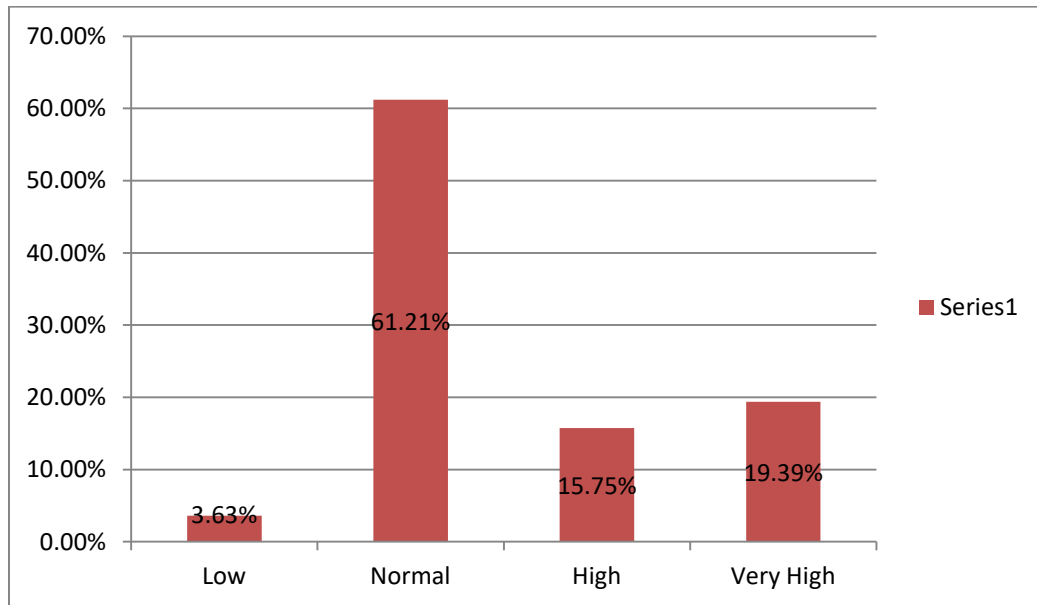
Source: Survey Data

32. How do you rank the drinking water facilities provided by the college?



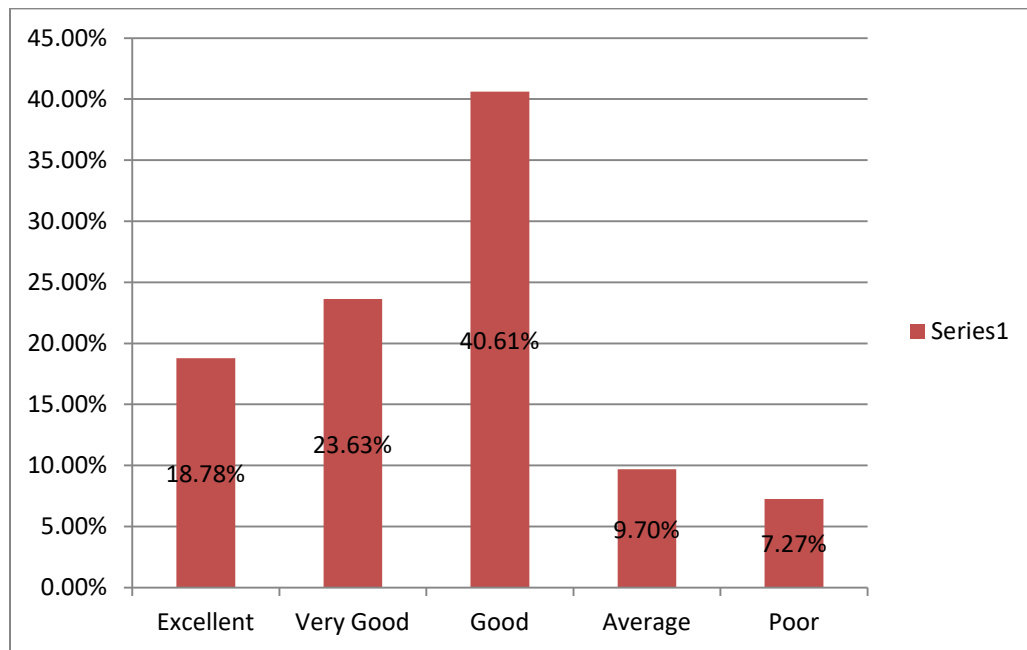
Source: Survey Data

33. How do you rank the price of foods at the canteen?



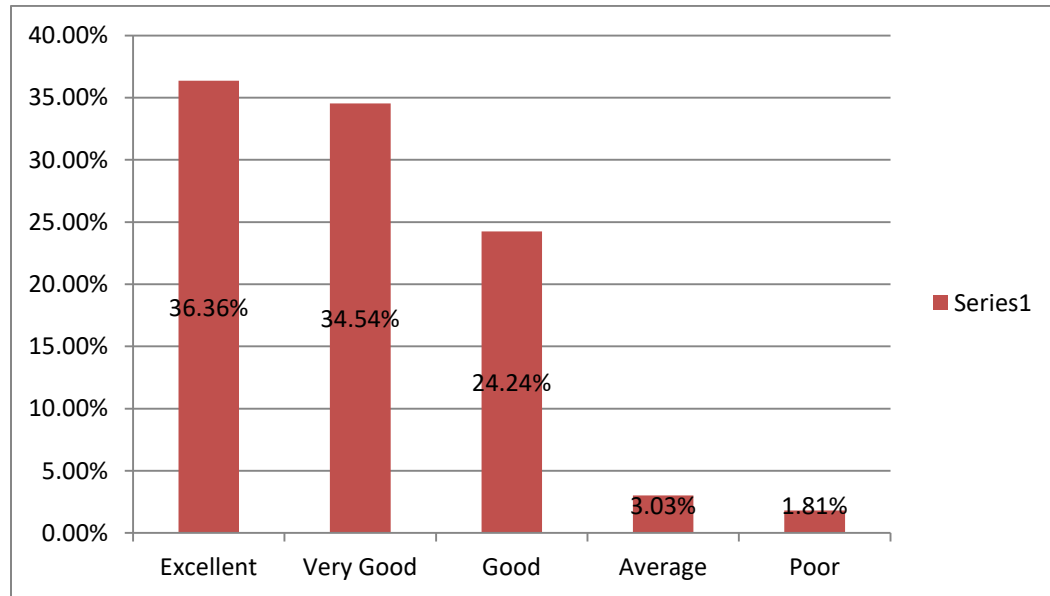
Source: Survey Data

34. How do you rank the quality of the foods provided at the canteen?



Source: Survey Data

35. How do you rank the initiatives adopted by the college for cleanliness of the classrooms/campus and greenery of the campus?



Source: Survey Data

### Key findings from the survey

1. A high percentage of students (64.24%) confirm the completion of 85% to 100% of syllabus in our college. Again 22.42 % students reported that 70% to 80% of syllabus was covered.
2. Students have expressed overall satisfaction regarding the teachers' preparation, teachers' ability to communicate and teachers' approach to teaching.
3. Students have also appreciated the teachers' attitude towards teaching, fairness in evaluation and teachers involvement in the performance of the students' assignments.
4. A very high percentage of students confirm that the institution takes active interest in promoting internship, student exchange, and field visit opportunities for students.
5. A very high percentage of students reported that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth. Again, 46.67% students strongly agreed and 43.03% agreed that the institution provide them multiple opportunities to grow and learn.
6. A high percentage of students reported that the teachers identify their strengths and encourage them with providing right level of challenges. Again teachers are also able to identify their weaknesses and help them to overcome them.

7. 44.85 % students strongly agreed and 42.43 % students agreed that the institution makes effort to engage them in the monitoring, review and continuous quality improvement of the teaching learning process. Again a good number of students reported that the institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning.

8. The college provides ample opportunities for extracurricular activities like cultural activities and sports activities. The students have opined that college also provides opportunities for development of soft skills, life skills and employability skills to make you ready for the world of work. The students have expressed satisfaction regarding the mentorship programme, skill development programme run by the college.

9. Students also appreciated the use of ICT in teaching and regular organization of online classes during the lockdown period which were highly fruitful for them as reported. Again a very high percentage of students have confirmed that the teachers assigned them home work/assignment/open book examination during the period of online classes. However, a huge section of the students reported the poor network problem faced by them during the online classes.

10. The students have expressed overall satisfaction regarding the arrangement of orientation programme on open text book examination.

11. Regarding the infrastructural facilities 32.12% students reported excellent on toilet facilities and water supply facilities. They also expressed overall satisfaction regarding the canteen facilities also.



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