

Result of Student Satisfaction Survey

Kaliabor College

IQAC, Kaliabor College initiated the process of conducting Student Satisfaction Survey to access the level of satisfaction of the students with an aim to identify the areas with scope of improvement. A structured form was designed and students were instructed to give responses. This survey covered 100 randomly selected students from various departments and the received information was gleaned from the response generated in the questionnaire as indicated below:

Areas	Indicator	Student's Rating (%)				
		4	3	2	1	0
1. How much of the syllabus was covered in the class?	4- 85 to 100% 3- 70 to 84% 2- 55 to 69% 1-0 to 54% 0-Below 30%	76	23	01	00	00
2. How well did the teachers prepare for the class?	4-Excellent 3-Very Good 2-Good 1-Fair 0-Poor	70	28	02	00	00
3. How well were the teachers able to communicate?	4-Excellent 3-Very Good 2-Good 1-Fair 0-Poor	78	12	08	02	00
4. The institute makes efforts to engage students in the monitoring, reviewing and continuous quality improvement of the teaching learning process	4-Excellent 3-Very Good 2-Good 1-Fair 0-Poor	57	36	07	00	00
5. Teachers are able to identify your weaknesses and help you to overcome them	4-Every Time 3-Usually 2-Occasionally/Sometimes 1-Rarely 0-Never	54	31	15	00	00
6. The Institute/teachers use student-centric methods, such as participative learning and problem-solving methodologies for	4-Every Time 3-Usually 2-Occasionally/Sometimes 1-Rarely 0-Never	61	33	06	00	00

enhancing learning experiences.						
7. Encouragement by the teachers to participate in extracurricular activities.	4-Strongly Agree 3-Agree 2-Neutral 1-Disagree 0-Strongly Disagree	68	32	00	00	00
8. How satisfied are with the online classes conducted during the pandemic lockdown?	4-Highly Satisfied 3-Satisfied 2-Uncertain 1-Dissatisfied 0-Highly Dissatisfied	59	12	23	06	00
9. Quality of teaching-learning process is very good	4-Strongly Agree 3-Agree 2-Neutral 1-Disagree 0-Strongly Disagree	54	42	04	00	00

Findings:

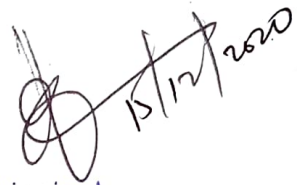
1. Out of the total sampled students, 76 % of students reported that 85 to 100 % of the syllabus was covered in the class.
2. Majority of the total sampled students (70 %) were very satisfied with their teachers as far as their preparation for the class is concerned.
3. 78 % of the students felt that teachers have been able to communicate well to the students.
4. More than half of the sampled students, conveyed that the institute makes consistent and necessary efforts to engage students in the monitoring, reviewing and quality improvement of the teaching learning process.
5. 54 % of the students stated that their teachers have been mostly able to identify their weaknesses and help them to overcome those.
6. Majority of the total sampled students (61 %) held that the institute/teachers use student-centric methods, such as participative learning and problem-solving methodologies for enhancing learning experiences.
7. 68 % of the students reported that most of the teachers encourage them to participate in extracurricular activities.
8. Most of the students who attended the online classes during lockdown were highly satisfied with the classes. Few students could not attend those classes due to inaccessibility to ICT.
9. 54 % of the students strongly agree that the quality of teaching-learning process is very good in the institution.

On the basis of the ratings given by the randomly selected students for various parameters, the level of satisfaction can be considered as satisfactory.

Suggestions Received:

Standard scale was used to obtain the feedback from around 100 randomly selected students in offline mode. Students were encouraged to pro-actively highlight both their grievances and their satisfaction. The IQAC analyzed the received feedback and chalked out few suggestions to improve the areas in which students felt the institution was lacking behind, like infrastructure, teaching method, lab facilities etc.

The suggestions were put forward to the head of the institution for further deliberation and action. Accordingly, the administration took notes of all the recommendations of the IQAC and proper measures were taken to mitigate the fallacies. The areas of strength were also noted and furthering of those areas in which performance has been above satisfactory has been assured for the coming session.

A handwritten signature in blue ink, followed by the date '15/12/2020' written in the same ink.

**Principal
Kaliabor College
Kuwaritol- 782137
Nagaon, Assam**