

Report of the Student Satisfaction Survey 2021-2022
H.C.D.G.College, Nitaipukhuri,Sivasagar,Assam
REPORT

Prologue: H.C.D.G. College is an Arts College imparting higher education in social science and humanities. H.C.D.G. College strives to become a premier educational institution of higher education in this rural area to provide maximum opportunity for academic pursuit and create an environment for all round development. Students are the most integral part of educational Institution. Students are the most essential and focal point in the teaching learning process. Students Satisfaction Survey (SSS) was conducted among the students. The questionnaire was framed on the basis of NAAC guidelines.

Objectives of the Survey:

- i) To analyze the feedback of the students on teaching learning and evaluation process, mentoring mechanism and institutional support system of the institution.
- ii) To identify the major suggestions provided by the students for improving overall teaching learning experience in the college.

Methodology:

Data Source: While preparing this report primary and secondary data has been used. The data is collected from the students of H.C.D.G. College for the academic session 2021-2022 through online mode questionnaire. The response for each question are collected in a 5 point rating scale 17 questions relating to teaching-learning and evaluation (total 11 items), mentoring mechanism (total 3 items) and institutional support (total 3 items). The responses for each question are collected in a 5 point rating scale ranging from 1 to 5 marked with increasing from 1 to 5 marked ranging from 1 to 5 marked with increasing level of satisfaction.

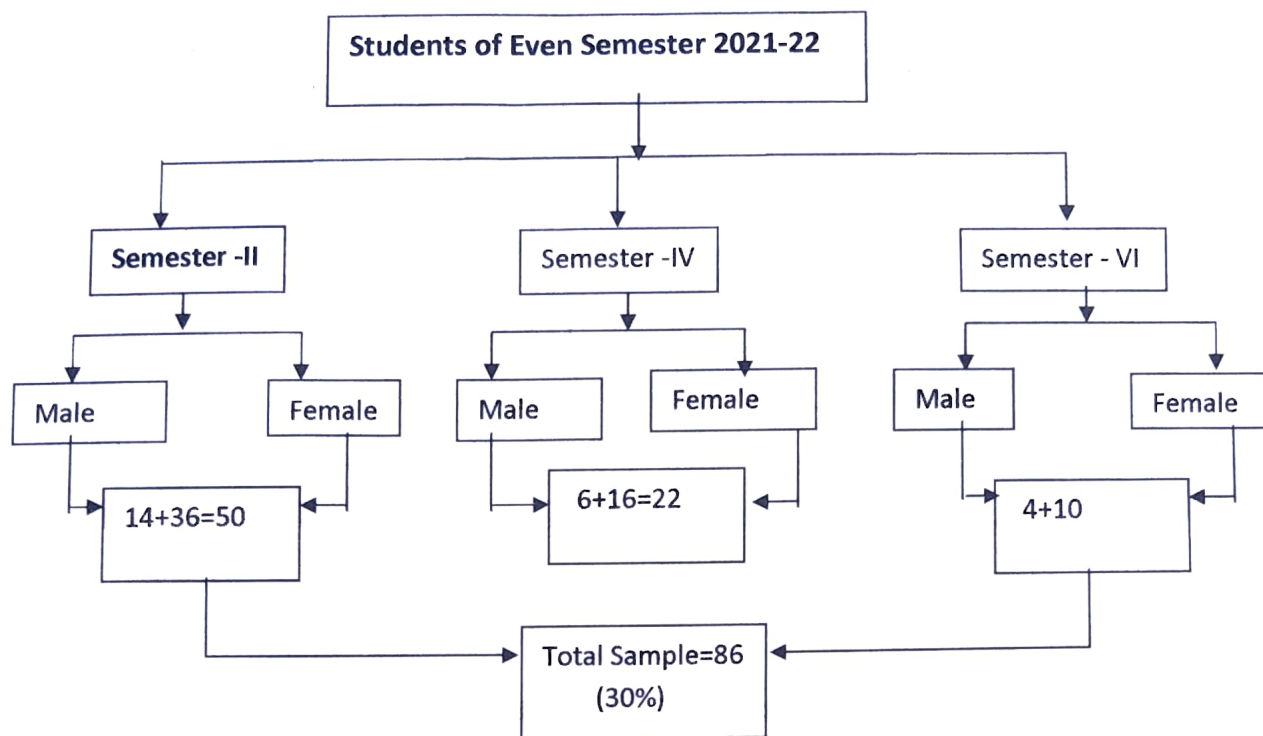
Data Collection:

The student respondents are selected by using a multistage stratified random sampling. The sampling design is shown in Fig-1. In the first stage of the sampling selection students are divided in to three even semester students i.e., Semester-II, Semester – IV and Semester- VI. In the next stage of sampling student respondents are divided according to their gender i.e., male and female. In the third stage 30% of the students were randomly selected from the students in the session 2021-2022 for final data collection and analysis. In this report we used total sample of 86 students' responses.

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Fig-1: The Sampling Design of Student Satisfaction Survey



Analytical Tools: The data are analyzed by using statistical tools, percentage, graphically representation and pie diagram of the responses. The questionnaire is attached in Appendix 1

Analysis of the Responses of Student Satisfaction Survey

Teaching-Learning and Evaluation Process:

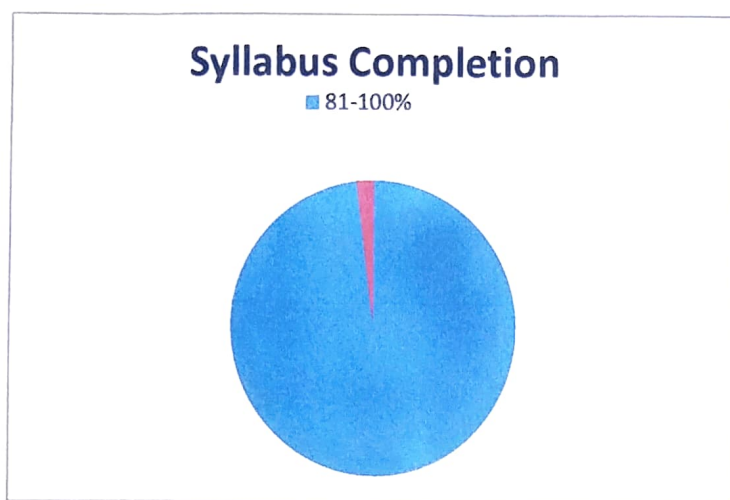
Teaching-learning and evaluation are three integral part of the institutional programme. The responses given by the students regarding the teaching –learning process are analyzed in the following manner.

The responses given by the students over completion of the syllabus is shown in the following pie chart.

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Figure-2 Pie chart of completion of the syllabus



Out of the total respondents 98% students viewed that 81-100% portion of the syllabus was completed in the class.

Out of the total respondents 80% students opined that the teachers' prepared thoroughly for the classes while 19% students opined that the teachers' preparation for the classes was satisfactorily and 1% viewed as unsatisfactory.

Out of the total respondents 85% students viewed that the communication skill of the teachers over the course contents is highly effective and 14% students viewed that the communicating skill of the teachers on course contents is effective while 1% opined as ineffective.

The student viewed that the overall approach of 67% teachers in teaching can be rated as excellent while 29% teachers in teaching can be rated as very good and 4% students rated teachers in teaching as good.

Out of the total respondents 84% students viewed that the teachers always illustrate the concepts through appropriate examples and applications and 15% students viewed that the teachers usually illustrate the concepts through appropriate examples and applications and 1% respondents viewed as sometime.

68% students opined that 81-100% teachers uses ICT tools in the teaching learning process, 28% students opined that 61-80% teachers uses ICT tools in the teaching learning process and 2% students viewed that 41-60% teachers uses ICT tools in the teaching learning process. Moreover 1% percent students opined that 21-40% uses ICT tools and 1% percent students opined that teacher uses below 20% uses of ICT tools.

75% students strongly agreed and 24% students agreed to the statement that the teachers encourage them to participate in extra-curricular activities while 1% students were neutral.

80% students opined that the internal evaluation process was always fair and 19% students opined that the internal evaluation process of the teachers was usually fair while 1% viewed as unfair.

90% students viewed that the performance in internal assessment and assignment were always discussed with them by the teachers and 9% students viewed that the performance in internal assessment and assignment were usually discussed with them by the teachers and 1% viewed as rarely discussed.

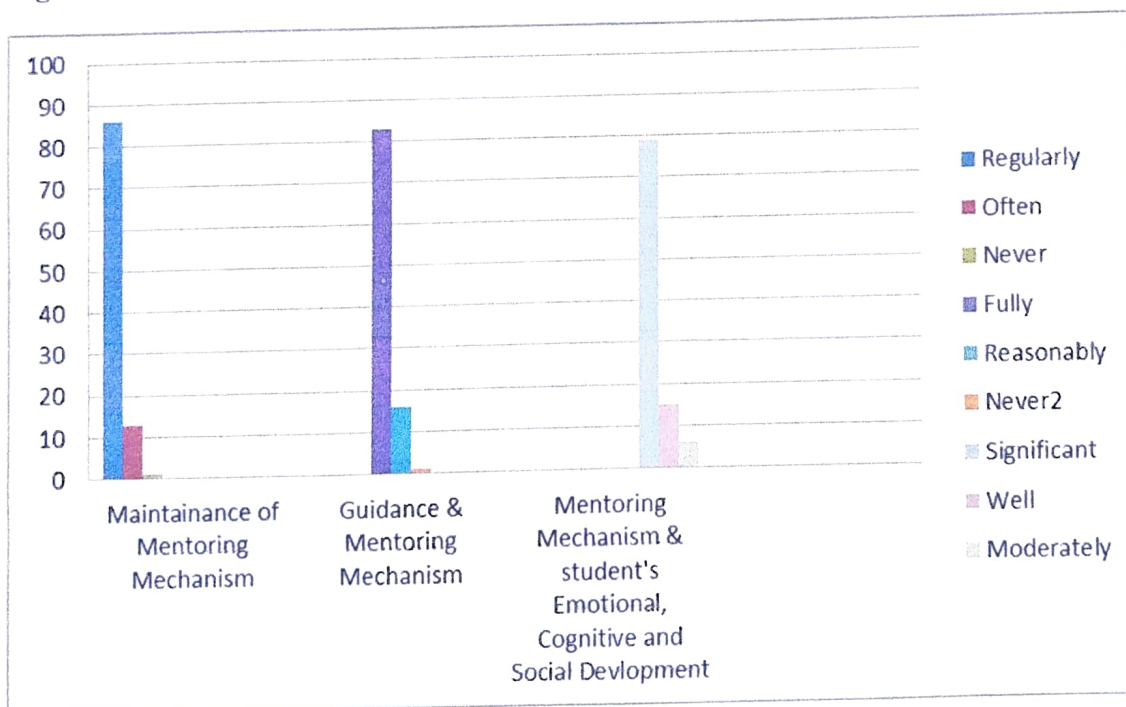
67% students viewed that the overall quality of teaching learning process in their college is excellent, 28% students viewed that the overall quality of teaching learning process in their college is very good, 5% students viewed that the overall quality of teaching learning process in their college is good

Mentoring Mechanism

A good mentoring mechanism helps the students grow and accomplish the reach to goals of their life. It helps to psychosocial support, emotional support and develops learning outcomes.

The responses of the students regarding mentoring mechanism are analyzed in the following manner and responses are presented through graphical presentation.

Figure-3- Graphical Representation of Mentoring Mechanism



86% students viewed that the mentoring process is maintained regularly by the college.

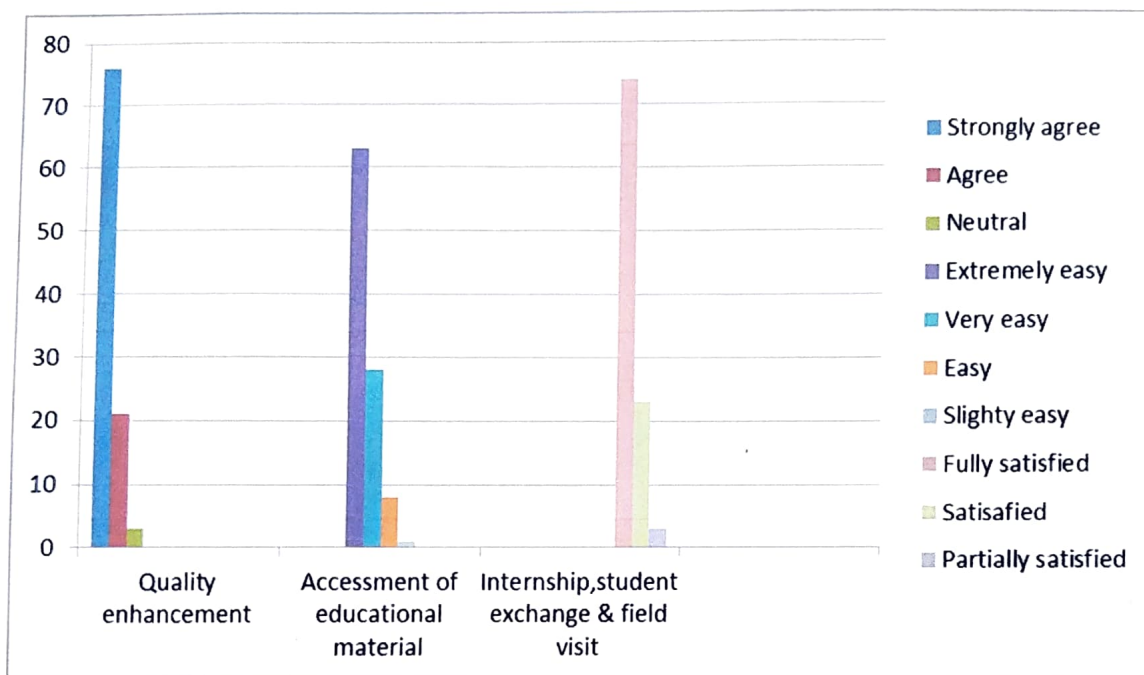
83% students viewed that the teachers fully identified their strengths and encourage them.

79% students viewed that the monitoring mechanism contributed significantly, 15% students viewed that the monitoring mechanism contributed well and 6% students viewed that the monitoring mechanism contributed moderately to their emotional, cognitive and social development.

Institutional Support System

The responses of the students regarding institutional support system are analyzed in the following manner and responses are presented through graphical presentation.

Figure-4- Graphical Representation of Institutional Support System



76% students were strongly agreed while 21% students were agreed and 3% were neutral regarding the institution makes effort to engage student in participating in monitoring, review and continuous quality enhancement of the teaching learning process.

63% students viewed that it was extremely easy, 28% students viewed that it was very easy, 8% students viewed that it was easy and 1% viewed slightly to access the educational materials (books, newspapers and journals and magazine) from the college library.

74% students were fully satisfied while 23% students were satisfied and 3% were partly satisfied with the initiative of the institution in promoting internship, student exchange, field visits for the students.

Major Suggestions:

The major suggestions provided by the students for improving overall teaching-learning experience in the college:

1. Use of ICT tools in the Teaching Learning process.

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2. Provide Skill Development Course.
3. Well-equipped infrastructure.

Conclusion:

An ideal institution provides sound environment both to teachers and students in the teaching learning process. For this the institution maintains student friendly environment, proper evaluation process and smooth mentoring system is provided to its students.

.....End of the SSS Report.....

Appendix I

Student Satisfaction Survey (2021-2022)

Conducted by H.C.D.G. College, Nitaipukhuri, Sivsagar, Assam

A. Sampling Design

Sl No	Total Enrolment in the session, 2021-22	B.A. 2 nd Semester		B.A. 4 th semester		B.A 6 th Semester	
		Male	Female	Male	Female	Male	Female
1.		14	36	6	16	4	10
Total	286	30% of the enrolled students (50+22+14=86)					

B. Key Instructions:

- (i) All questions should be compulsorily attempted.
- (ii) Each question has five responses, choose the most appropriate one.
- (iii) The response to the qualitative question no. 17 is student's opportunity to give suggestions or improvements

C. General Information of the Respondents

1. Are you participating in this survey for the first and only time?

- a) Yes b) No

2. Gender:

- a) Female b) Male c) Transgender

3. In which semester are you studying currently?

- a) B.A. 1st Semester
b) B.A. 2nd Semester
c) B.A. 3rd Semester
d) B.A. 4th Semester
e) B.A. 5th Semester
f) B.A. 6th Semester

4. Your email

5. Your Mobile No (Preferably WhatsApp No).....

D. Criterion II (Teaching Learning and Evaluation)

Q.1. How much portion of the syllabus was completed in the class?

- a) 5- 81 -100% b) 4 - 61 - 80% c) 3 - 41 to 60% d) 2- 21-40 % e) 1 -Below 20%

Q.2. Provide your opinion on teachers' preparation for the classes.

- a) 5 –Thoroughly b) 4 – Satisfactorily c) – 3 Unsatisfactory d)2 – Poor e)1 – Won't teach at all
- Q.3. Give your opinion the communicating skill of the teachers on course content-
- a) 5 – Highly effective b) 4 – Effective c)3– Satisfactorily d)2–Ineffective e)1– Poor
- Q.4. The overall approach of the teacher in teaching can be rated as-
- a) 5– Excellent b)4 – Very good c)3 – Good d)2 – Satisfactory e)1– Poor
- Q.5. The teachers illustrate the concepts through appropriate examples and applications-
- a)5-Always b)4-Usually c)3-Sometimes d)2-Rarely e)1-Never
- Q.6. What is the percentage of teachers using ICT tools in the teaching –learning process?
- a) 5 – 81-100% b)4 – 61 – 80% c)3 – 41 – 60% d)2 – 21 – 40% e)1 – Below 20%
- Q.7. Teachers encourage you to participate in extracurricular activities-
- a) 5 – Strongly agree b)4 – Agree c)3 – Neutral d)2 – Disagree e)1 – Strongly disagree
- Q.8. Give your opinion regarding fairness of the internal evaluation process by the teachers-
- a) 5 – Always fair b)4 – Usually fair c)3 – Sometimes unfair d)2 – Usually unfair e)1– Unfair
- Q.9. Is your performance in internal assessment and assignments discussed with you by the teachers?
- a) 5 – Always b)4 – Usually c)3 – Occasionally d)2– Rarely e)1– Never
- Q.10. How frequently the mentoring process is being maintained by the college?
- a) 5-Regularly b)4--Often c)3-Occasionally d)2-Rarely e) 1-Never
- Q. 11. The teachers identify your strengths and encourage you by providing proper guidance to face the challenges-
- a) 5-Fully b)4-Reasonably c)3-Partially d)2-Slightly e)1-Never
- Q.12. The mentoring mechanism of the college contributes to your emotional, cognitive and social development- a) 5– Significantly b) 4 – Well c) 3 – Moderately d) 2 – Insignificant e) 1– Not at all
- Q.13.The institution makes effort to engage students in participating in monitoring, review and continuous quality enhancement of the teaching-learning process-
- a) 5 – Strongly agree b) 4 – Agree c) 3– Neutral d) 2 – Disagree e) 1– Strongly disagree
- Q.14. How easy is to access the educational materials (books/newspapers/journals/magazines) from the college library?
- a) 5-Extremely easy b) 4-Very easy c) 3- Easy d) 2-Slightly easy e) 1-Not at all easy
- Q.15. Are you satisfied with the initiative of the institution in promoting internship, student exchange and field visit for students?
- a) 5 – Fully Satisfied b) 4 – Satisfied c) 3 – Partially Satisfied d) 2 – Moderately Unsatisfied e) 1– Unsatisfied
- Q.16. The overall quality of teaching-learning process in your college is -
- a) 5 –Excellent b) 4– Very good c) 3– Good d) 2 – Satisfied e) 1– Poor
- Q.17. Give three suggestions for improving the overall teaching- learning experience in your college.

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