Report of the Student Satisfaction Survey 2022-2023
H.C.D.G. College, Nitaipukhuri, Sivasagar, Assam

<u>REPORT</u>

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. Modern pedagogy has given importance of the learner centric education. Students are the most intrinsic point in the teaching- learning process. Students Satisfaction Survey (SSS) has been conducted among the students. The questionnaire is 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 find out the major suggestions provided by the students for improving overall teaching learning experience in the college.
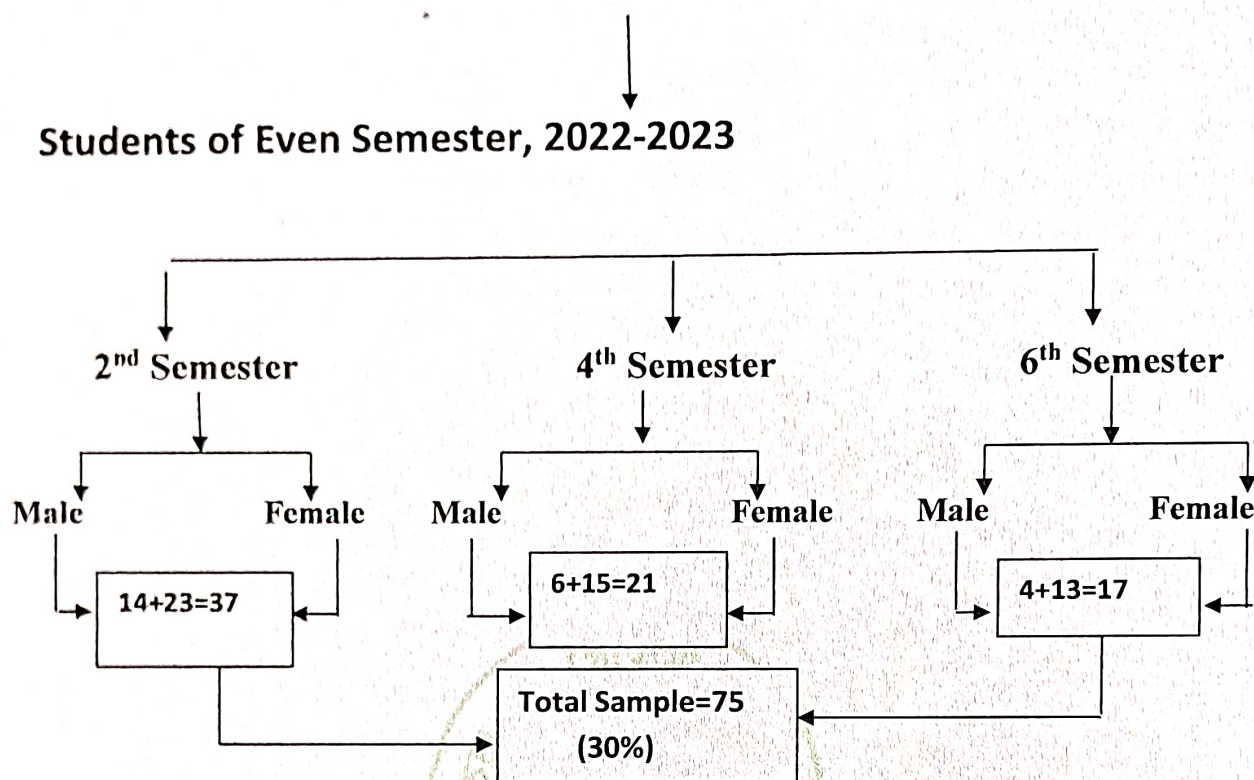
Methodology:
Data Source: While preparing this report primary and secondary data have been used. The data is collected from the students of H.C.D.G. College for the academic session 2022-2023 through online mode questionnaire. The response for each question are collected in a 5point rating scale 17 questions 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 points rating scale ranging from 1 to 5 marked with increasing level of satisfaction.

Data Collection:
The student respondents are selected by using a multi-stage 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 session 2022-2023 for final data collection and analysis. In this report we have used total sample of 75 students' responses.

Fig-1: The Sampling Design of Student Satisfaction Survey

Students of Even Semester, 2022-2023

2nd Semester	4th Semester	6th Semester
Male Female	Male Female	Male Female
14+23=37	6+15=21	4+13=17

Total Sample=75 (30%)

Analytical Tools: The data are analyzed by using statistical tools, percentage, graphical representation and pie diagram of the responses. The questionnaire is attached in Appendix 1
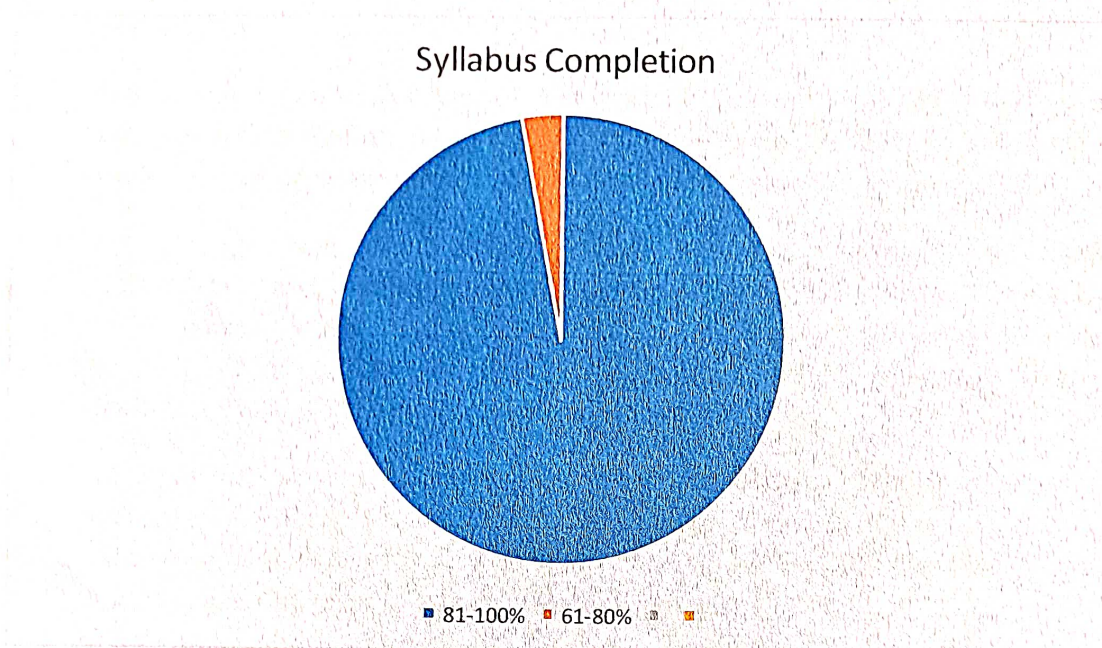
Analysis of the Responses of Student Satisfaction Survey

Teaching-Learning and Evaluation Process:

Teaching, learning and evaluation are three integral components 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 on completion of the syllabus is shown in the following pie chart.

Figure-2 Pie chart of completion of the syllabus

Syllabus Completion

■ 81-100% ■ 61-80% ▫

➤ Out of the total respondents 97% students viewed that 81-100% portion of the syllabus was completed in the class.

➤ Out of the total respondents 75% students opined that the teachers' prepared thoroughly for the classes while 25% students opined that the teachers' preparation for the classes was satisfactorily.

➤ Out of the total respondents 77% students viewed that the communication skill of the teachers over the course contents is highly effective and 18% students viewed that the communicating skill of the teachers on course contents is effective while 5% opined as ineffective.

➤ The student viewed that the overall approach of 77.33% teachers in teaching can be rated as excellent while 18.67% teachers in teaching can be rated as very good and 2.67% students rated teachers in teaching as good and 1.33% students viewed as satisfactory.

➤ Out of the total respondents 92% students viewed that the teachers always illustrate the concepts through appropriate examples and applications and 8% students viewed that the teachers usually illustrate the concepts through appropriate examples and applications

- 84% students opined that 81-100% teachers use ICT tools in the teaching learning process, 15% students opined that 61-80% teachers use ICT tools in the teaching learning process and 1% students viewed that 41-60% teachers use ICT tools in the teaching learning process.

- 73% students strongly agreed and 24% students agreed to the statement that the teachers encourage them to participate in extra-curricular activities while 3% students were neutral.

- 86% students opined that the internal evaluation process was always fair and 12% students opined that the internal evaluation process of the teachers was usually fair while 1% viewed as sometimes and 1% viewed as unfair.

- 91% students viewed that the performance in internal assessment and assignment were always discussed with them by the teachers and 5% students viewed that the performance in internal assessment and assignment were usually discussed with them by the teachers and 3% viewed as rarely discussed and 1% viewed as occasionally discussed.

- 72% students viewed that the overall quality of teaching learning process in their college is excellent, 25% students viewed that the overall quality of teaching learning process in their college is very good, 3% students viewed that the overall quality of teaching learning process in their college is good.
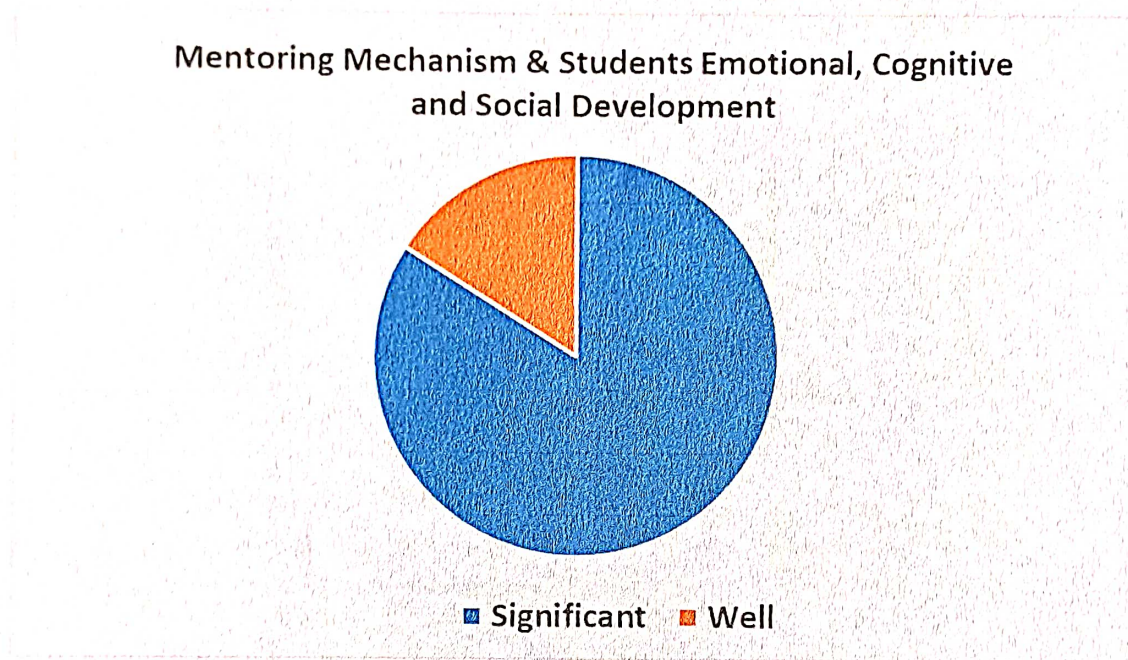
Mentoring Mechanism

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 given by the students over maintenance of mentoring mechanism and Mechanism & Students Emotional, Cognitive and Social Development are shown in the following pie chart.

Figure-3 Pie chart of maintenance of mentoring mechanism

- 97% students viewed that the mentoring process is maintained regularly by the college.

- 91% students viewed that the teachers fully identified their strengths and encourage them. 1% students viewed partially, 7% students viewed reasonably and 1% viewed sightly identified their strengths and encourage them.

Figure-4 Pie chart of Mechanism & Students Emotional, Cognitive and Social Development

Mentoring Mechanism & Students Emotional, Cognitive and Social Development
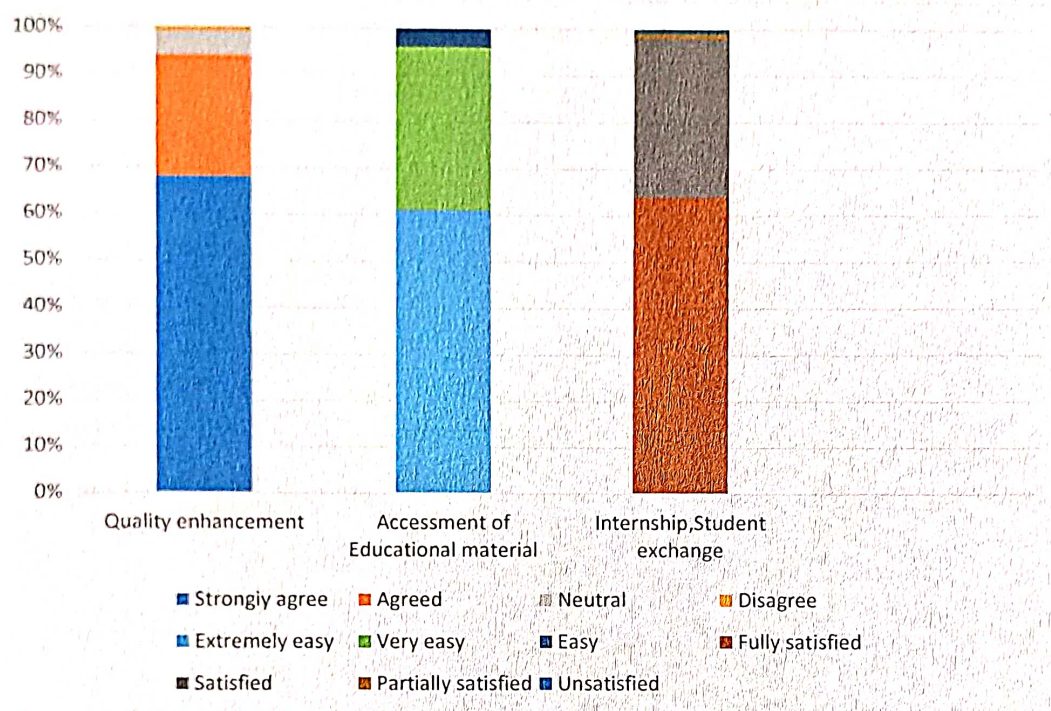

■ Significant ■ Well

➤ 84% students viewed that the monitoring mechanism contributed significantly, 16% students viewed that the monitoring mechanism contributed well for 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-5- Graphical Representation of Institutional Support System

- 68% students were strongly agreed while 26% students were agreed and 5% were neutral and 1% disagree regarding the institution makes effort to engage student in participating in monitoring, review and continuous quality enhancement of the teaching learning process.

- 61% students viewed that it was extremely easy, 35% students viewed that it was very easy, and 4% students viewed that it was easy to access the educational materials (books, newspapers and journals and magazine) from the college library.

- 64% students were fully satisfied while 34% students were satisfied and 1% were partially satisfied and 1% unsatisfied 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:

i) Use of ICT tools in the Teaching Learning process.

ii) Provide better opportunities of skill-oriented and value-based course.

iii) Improved better infrastructure facilities.

Conclusion:

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

End of the SSS Report

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Appendix I

Student Satisfaction Survey (2022-2023)

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

A. Sampling Design

Sl No	Total Enrolment in the session, 2022-23	B.A. 2nd Semester		B.A. 4th Semester		B.A 6th Semester	
		Male	Female	Male	Female	Male	Female
1.		14	23	6	15	4	13
Total	250	30% of the enrolled students (37+21+17=75)					

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

 f) B.A. 4th Semester

 d) B.A. 5th Semester

 e) 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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