

Student Satisfaction Survey Report 2019-20

During the academic year 2019-20, the college undertook a Student Satisfaction Survey, for a selected hundred students of various departments. A questionnaire consisting of fifteen questions was framed and responses were elicited by the students. The questionnaire contains the questions based on the admission process, college timetable, seating arrangement, use of I.C.T. for teaching, laboratories, workshops, textbooks, reference books, newspapers, transaction of library textbooks, use of library e-resources, clean surroundings, provision of drinking water, playground inside the campus, sport equipment, quality of food items in college canteen, college washroom facility, curricular and co-curricular activities held in college, discipline in the college campus and lastly suggestions of the students were taken.

It is observed through the survey that 95% of the students are satisfied about the admission process whereas only 5% of the students were not satisfied with it. Regarding the college timetable, 75% students are satisfied and 25% are not satisfied. 77% of the students are satisfied with the seating arrangement of the classrooms while 23% students are unsatisfied. And around 86% students are found satisfactory with the use of ICT for teaching whereas 14% of the students are not satisfied. It is found that 92% of the students are satisfied with the well-equipped laboratories and only 8% of them are unsatisfied. About 95% of the students are satisfied with provision of textbooks, reference books, magazines and newspapers while 5% of the students are not satisfied. It is also observed that 80% of the students are satisfied with the cooperation of the library attendants during transaction of books whereas 20% of the students are not satisfied. Around 64% of the students are satisfied and also use e-resources of the library and about 36% are unsatisfied. Regarding the availability of sufficient pure drinking water, 80% showed satisfaction whereas 20% showed dissatisfaction.

About the quality of food items of the college canteen, only around 58% of the students are satisfied while 42% are not satisfied with it. Regarding the playground facility in the college campus and sufficient availability of sports equipment, 86% are satisfied whereas 14% of them are unsatisfied. 92% students are satisfied about the college parking and only 8% are not. For the overall development of the students the college runs various curricular and co-curricular activities which 94% of students are satisfied with and 6% are not satisfied with. Regarding the college discipline, 81% of the students are satisfied and 19% are not satisfied.

From the above observations it can be concluded that it is necessary to increase the strength of students using library resources and improve the quality of food items in the college canteen. Also there should be sufficient washroom facilities in the college. According to suggestions given by the students, the classrooms must be kept clean, there should be separate room for meals of students, there should be change in practical timetable, there should be change

in computer science timetable and there should be provision of sufficient drinking water. According to students of Bio-Technology, there should be a separate laboratory for tissue culture and they should be provided with white acrylic board. Students have shown disappointment regarding the non-circulation of notices of sports department to the classrooms. Some students opined that there should be more discipline in library as well as there must be restriction on entry of outsiders in college campus.