

## Students Satisfaction Survey Report 2020-2021

During the academic year 2020-2021, the college undertook online Student Satisfaction Survey. The link of Google feedback forms was sent to the e-mails of the students and students' feedbacks were collected online. In this survey, 350 students participated and gave their feedback. A feedback questionnaire devised by IQAC consisting of fifteen questions was circulated online and the students responded to it with great enthusiasm.

The questions asked in the feedback elicited response of the students on different aspects of college functioning such as the admission process, college time table, seating arrangement, use of I.C.T teaching, laboratories, workshops, text books, reference books, newspapers, transaction of library text books, use of library e-sources, clean surroundings, provision of drinking water, playground inside the campus, sports equipment, quality of food items in college canteen, college washroom facility, curricular and co-curricular activities held in college and the overall discipline in the college campus etc. The students also provided some suggestions for the betterment of college performance.

After the analysis of the survey, it is observed that 97.7% of the students are satisfied about admission process whereas only 2.3% of the students were not satisfied with it. Regarding the college time table 98.6% students are satisfied and 1.4% are not satisfied. 92.9% of the students are satisfied with the seating arrangement of the classroom while 7.1% students are unsatisfied and around 94.3% students are found satisfactory with the use of I.C.T. for teaching whereas 5.7% of the students are not satisfied. It is found that 96.9% of the students are satisfied with well- equipped laboratories and only 3.1% of them are unsatisfied. About 94.9% of the students are satisfied with provision of text book, reference books, magazines and newspapers while 5.1% of students are not satisfied. It is also observed that 93.7% of the students are satisfied with the co-operation of the library attendant during the transaction of books whereas 6.3% of the students are not satisfied. Around 79.4% of the students are satisfied and also use e- resources of the library and about 20.6% are unsatisfied. Regarding the availability of sufficient pure drinking water 92.9% showed satisfaction whereas 7.1% showed dissatisfaction about the quality of food items of the college canteen around 87.1% of the students are satisfied while 12.9% are not satisfied with it. Regarding the availability of sufficient washroom facilities 89.4% showed satisfaction whereas 10.6% showed dissatisfaction. Regarding the playground facility in the college campus and sufficient availability of sports equipment 94.6% are satisfied whereas 5.4% of them are unsatisfied. 98.3% of students are satisfied about the college parking and 1.7% of them are unsatisfied. For the overall development of students the college runs various curricular and co-curricular activities about which 97.4% of students are satisfied with it and only 2.6% are not satisfied with it. Regarding the college discipline 93.4% of the students are satisfied and 6.6% are not satisfied. In this way the overall feedback of the students about different parameters was found positive and encouraging.

From the above observation it becomes clear that students are satisfied with the college. some of the students have given the following suggestions: It is essential to close lockdown and start offline college and lectures regularly, to improve the quality of food item in the college canteen also there should be sufficient washroom facilities in the college, the classroom must be kept clean, to develop e-learning sources, conduct offline exams, provide regular drinking water, according to Bio-tech students there should be a separate laboratory for tissue culture and must be provided with white acrylic board, college uniform of the students, clean toilet, clean classrooms, provide permanent wi-fi and internet connection, more discipline should be maintained in library, as well as there must be restrictions on the entry of outsiders in the college campus, etc. In this way student satisfaction survey report reflects students' positive perspectives about the overall performance of the college.