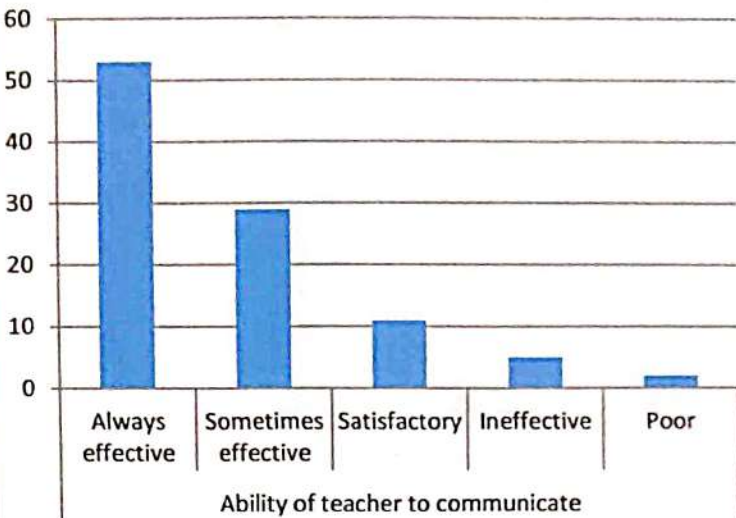
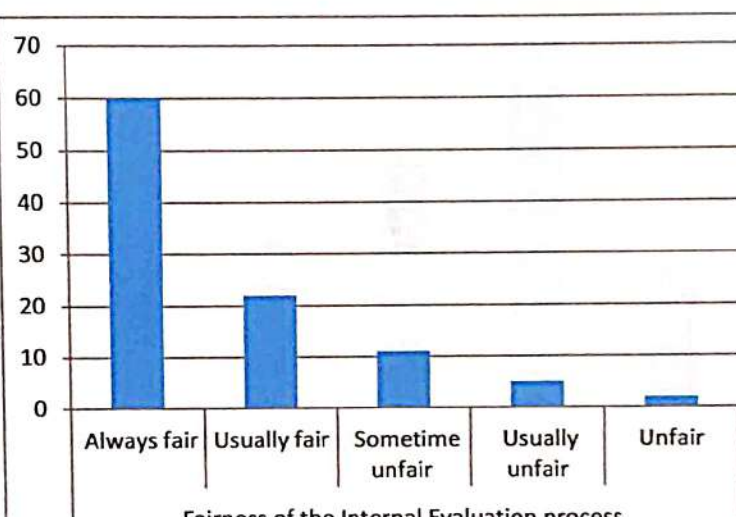
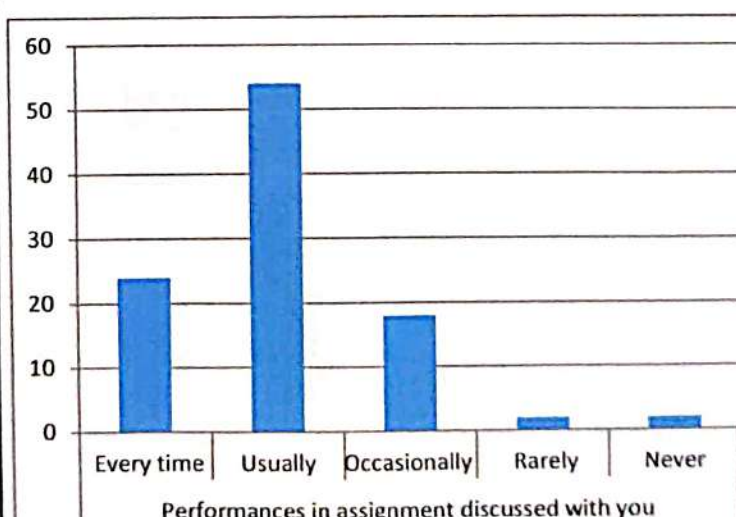


Students Satisfaction Survey Report Session: 2022-23



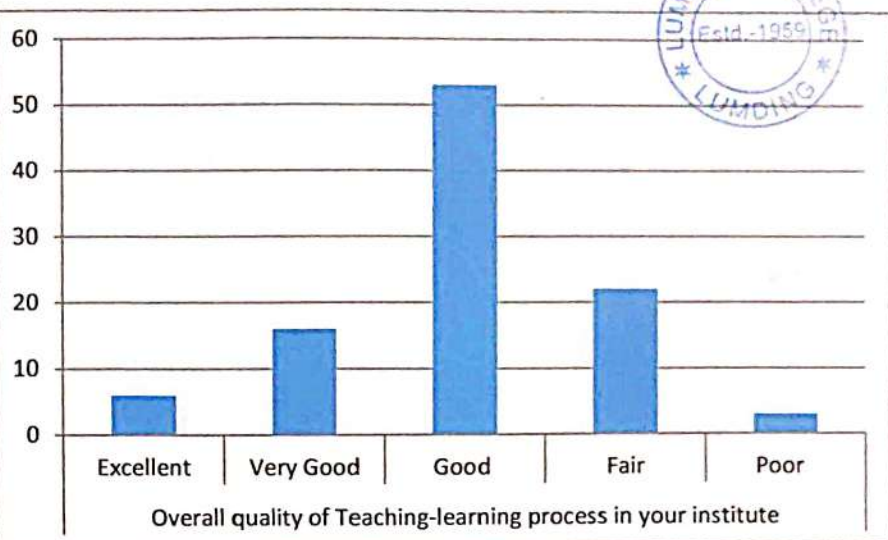
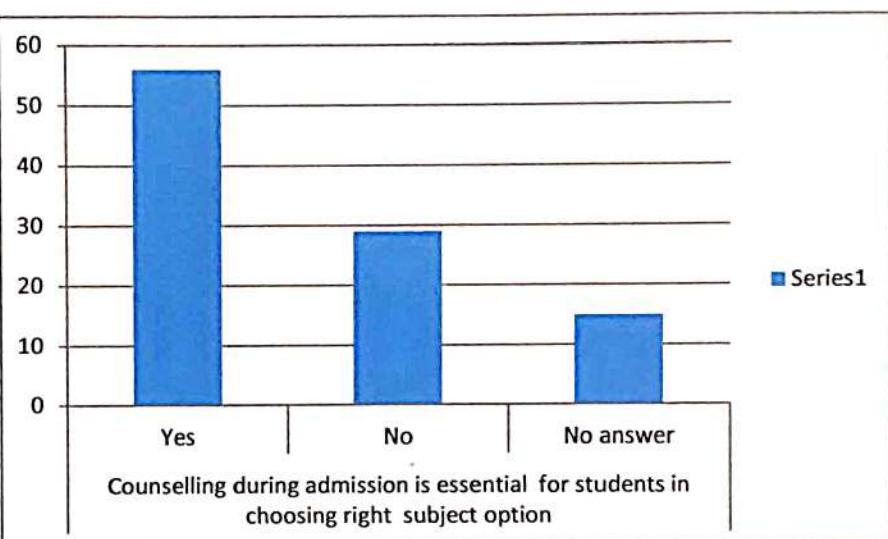
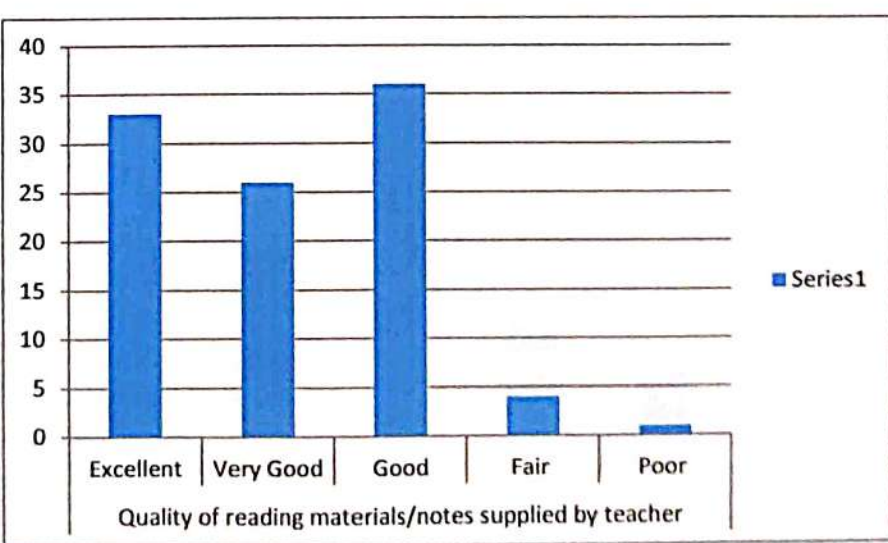
Students Satisfaction Survey (SSS) was conducted among the students of Lumding College by supplying questionnaire and collected by the Committee constituted for collection and analysis of **Students Satisfaction Survey**. The questionnaire has been framed based on multiple aspect of the college that can help the management to streamline its services. The result of this survey is based on the response of 487 undergraduate students. However, only 456 filled up questionnaire found valid. 31 questionnaires were rejected as these are not properly filled in. Responses were collected from students of different semester and streams of the college. In this survey, responses of 1st (206), 3rd (136) and 5th (114) semester, covering 246 from Arts, 82 from Science and 128 from Commerce stream were duly analysed.

Sl. No	Attributes	Graphical Representation												
1	Percentage of the syllabus was covered in the class	<table><caption>Percentage of the syllabus was covered in the class</caption><thead><tr><th>Percentage Range</th><th>Frequency (Series1)</th></tr></thead><tbody><tr><td>85% to 100%</td><td>10</td></tr><tr><td>70% to 84%</td><td>74</td></tr><tr><td>55% to 69%</td><td>10</td></tr><tr><td>30% to 54%</td><td>8</td></tr><tr><td>Below 29%</td><td>2</td></tr></tbody></table>	Percentage Range	Frequency (Series1)	85% to 100%	10	70% to 84%	74	55% to 69%	10	30% to 54%	8	Below 29%	2
Percentage Range	Frequency (Series1)													
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Below 29%	2													
2	Preparedness of teacher for classes	<table><caption>Preparedness of teacher for classes</caption><thead><tr><th>Preparedness Category</th><th>Frequency (Series1)</th></tr></thead><tbody><tr><td>Thoroughly</td><td>32</td></tr><tr><td>Satisfactory</td><td>54</td></tr><tr><td>Poorly</td><td>11</td></tr><tr><td>Indifferently</td><td>3</td></tr></tbody></table>	Preparedness Category	Frequency (Series1)	Thoroughly	32	Satisfactory	54	Poorly	11	Indifferently	3		
Preparedness Category	Frequency (Series1)													
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Satisfactory	54													
Poorly	11													
Indifferently	3													

3	Ability of teacher to communicate	 <table><thead><tr><th>Ability of teacher to communicate</th><th>Series1</th></tr></thead><tbody><tr><td>Always effective</td><td>53</td></tr><tr><td>Sometimes effective</td><td>29</td></tr><tr><td>Satisfactory</td><td>11</td></tr><tr><td>Ineffective</td><td>5</td></tr><tr><td>Poor</td><td>2</td></tr></tbody></table>	Ability of teacher to communicate	Series1	Always effective	53	Sometimes effective	29	Satisfactory	11	Ineffective	5	Poor	2
Ability of teacher to communicate	Series1													
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4	Fairness of the Internal Evaluation process	 <table><thead><tr><th>Fairness of the Internal Evaluation process</th><th>Series1</th></tr></thead><tbody><tr><td>Always fair</td><td>60</td></tr><tr><td>Usually fair</td><td>22</td></tr><tr><td>Sometime unfair</td><td>11</td></tr><tr><td>Usually unfair</td><td>5</td></tr><tr><td>Unfair</td><td>2</td></tr></tbody></table>	Fairness of the Internal Evaluation process	Series1	Always fair	60	Usually fair	22	Sometime unfair	11	Usually unfair	5	Unfair	2
Fairness of the Internal Evaluation process	Series1													
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5	Performances in assignment discussed with students	 <table><thead><tr><th>Performances in assignment discussed with you</th><th>Series1</th></tr></thead><tbody><tr><td>Every time</td><td>24</td></tr><tr><td>Usually</td><td>54</td></tr><tr><td>Occasionally</td><td>18</td></tr><tr><td>Rarely</td><td>2</td></tr><tr><td>Never</td><td>2</td></tr></tbody></table>	Performances in assignment discussed with you	Series1	Every time	24	Usually	54	Occasionally	18	Rarely	2	Never	2
Performances in assignment discussed with you	Series1													
Every time	24													
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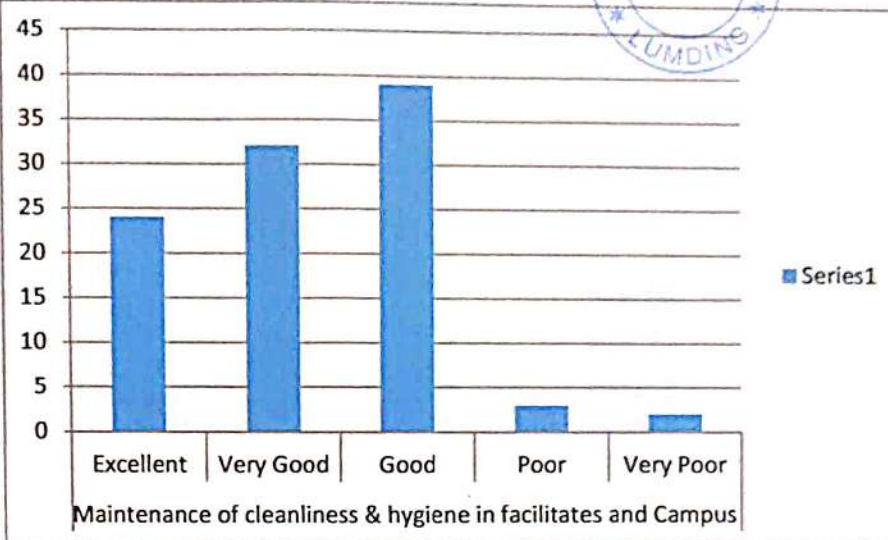
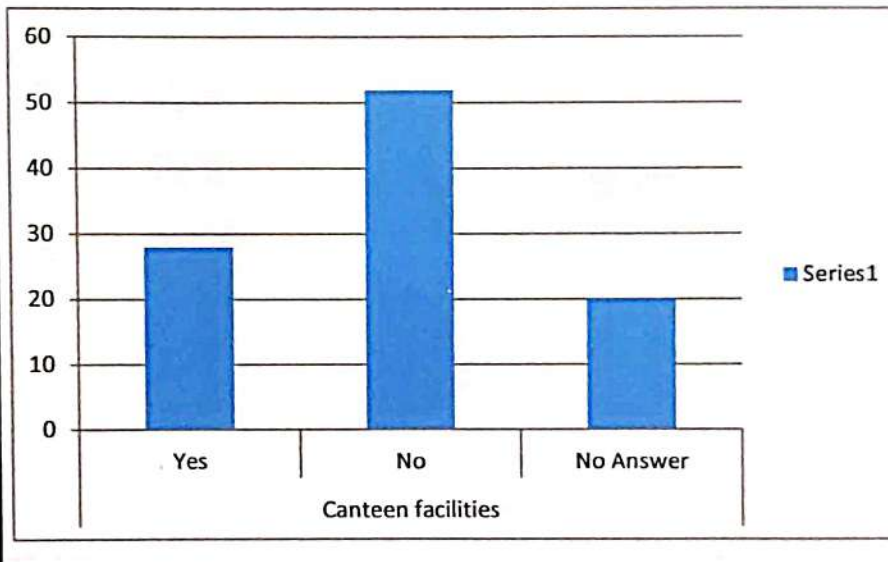
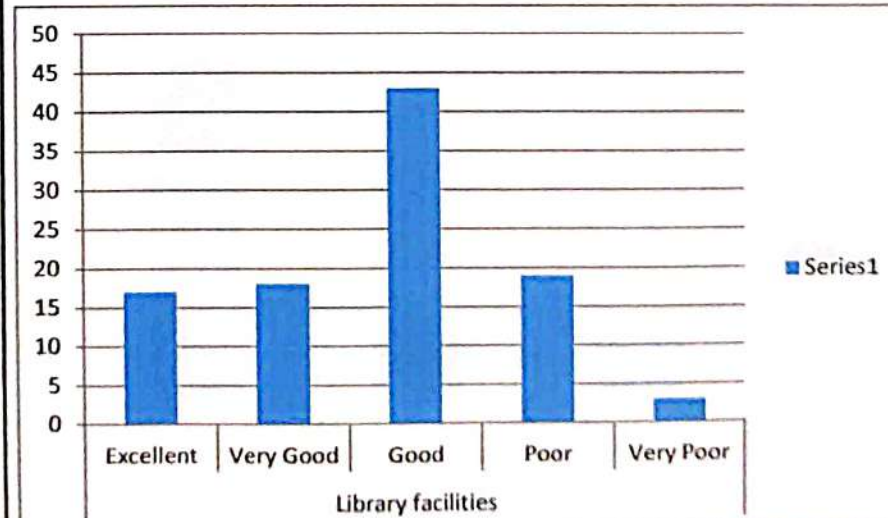


6	Initiative takes active interest in promoting field study/ Trips / Project for students	<table><tr><th>Frequency</th><th>Value</th></tr><tr><td>Regularly</td><td>36</td></tr><tr><td>Often</td><td>44</td></tr><tr><td>Sometimes</td><td>12</td></tr><tr><td>Rarely</td><td>8</td></tr></table> Initiative takes active interest in promoting field study/ Trips / Project for students	Frequency	Value	Regularly	36	Often	44	Sometimes	12	Rarely	8		
Frequency	Value													
Regularly	36													
Often	44													
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Rarely	8													
7	Mentoring process in the institution facilitates students	<table><tr><th>Facilitation Level</th><th>Value</th></tr><tr><td>Significantly</td><td>16</td></tr><tr><td>Very Well</td><td>16</td></tr><tr><td>Moderately</td><td>22</td></tr><tr><td>Marginally</td><td>33</td></tr><tr><td>Not at all</td><td>13</td></tr></table> Mentoring process in your institution facilitates you	Facilitation Level	Value	Significantly	16	Very Well	16	Moderately	22	Marginally	33	Not at all	13
Facilitation Level	Value													
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8	Teachers encourage students to participate in extra-curricular activities	<table><tr><th>Agreement Level</th><th>Value</th></tr><tr><td>Strongly agree</td><td>64</td></tr><tr><td>Agree</td><td>22</td></tr><tr><td>Neutral</td><td>9</td></tr><tr><td>Disagree</td><td>3</td></tr><tr><td>Strongly disagree</td><td>2</td></tr></table> Teachers encourage you to participate in extra-curricular activities	Agreement Level	Value	Strongly agree	64	Agree	22	Neutral	9	Disagree	3	Strongly disagree	2
Agreement Level	Value													
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Neutral	9													
Disagree	3													
Strongly disagree	2													

9	Overall quality of Teaching-learning process in the institute	 Overall quality of Teaching-learning process in your institute <table><thead><tr><th>Quality</th><th>Count</th></tr></thead><tbody><tr><td>Excellent</td><td>6</td></tr><tr><td>Very Good</td><td>16</td></tr><tr><td>Good</td><td>53</td></tr><tr><td>Fair</td><td>22</td></tr><tr><td>Poor</td><td>3</td></tr></tbody></table>	Quality	Count	Excellent	6	Very Good	16	Good	53	Fair	22	Poor	3
Quality	Count													
Excellent	6													
Very Good	16													
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Fair	22													
Poor	3													
10	Counseling during admission is essential for students in choosing right subject option	 Counselling during admission is essential for students in choosing right subject option <table><thead><tr><th>Response</th><th>Count</th></tr></thead><tbody><tr><td>Yes</td><td>56</td></tr><tr><td>No</td><td>29</td></tr><tr><td>No answer</td><td>15</td></tr></tbody></table>	Response	Count	Yes	56	No	29	No answer	15				
Response	Count													
Yes	56													
No	29													
No answer	15													
11	Quality of reading materials/notes supplied by teacher	 Quality of reading materials/notes supplied by teacher <table><thead><tr><th>Quality</th><th>Count</th></tr></thead><tbody><tr><td>Excellent</td><td>33</td></tr><tr><td>Very Good</td><td>26</td></tr><tr><td>Good</td><td>36</td></tr><tr><td>Fair</td><td>4</td></tr><tr><td>Poor</td><td>1</td></tr></tbody></table>	Quality	Count	Excellent	33	Very Good	26	Good	36	Fair	4	Poor	1
Quality	Count													
Excellent	33													
Very Good	26													
Good	36													
Fair	4													
Poor	1													



12	Interaction with support staff as cordial and supportive	<table><tr><th>Response</th><th>Count</th></tr><tr><td>Yes</td><td>58</td></tr><tr><td>No</td><td>26</td></tr><tr><td>No Answer</td><td>17</td></tr></table> Interaction with support staff as cordial and supportive	Response	Count	Yes	58	No	26	No Answer	17				
Response	Count													
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13	Choice Based Credit System created a better learning opportunity	<table><tr><th>Response</th><th>Count</th></tr><tr><td>Yes</td><td>58</td></tr><tr><td>No</td><td>27</td></tr><tr><td>No Answer</td><td>14</td></tr></table> Choice Based Credit System created a better learning opportunity	Response	Count	Yes	58	No	27	No Answer	14				
Response	Count													
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No	27													
No Answer	14													
14	Girl's/Boy's Common Room facilities	<table><tr><th>Response</th><th>Count</th></tr><tr><td>Excellent</td><td>6</td></tr><tr><td>Very Good</td><td>25</td></tr><tr><td>Good</td><td>43</td></tr><tr><td>Poor</td><td>16</td></tr><tr><td>Very Poor</td><td>10</td></tr></table> Girl's/Boy's Common Room facilities	Response	Count	Excellent	6	Very Good	25	Good	43	Poor	16	Very Poor	10
Response	Count													
Excellent	6													
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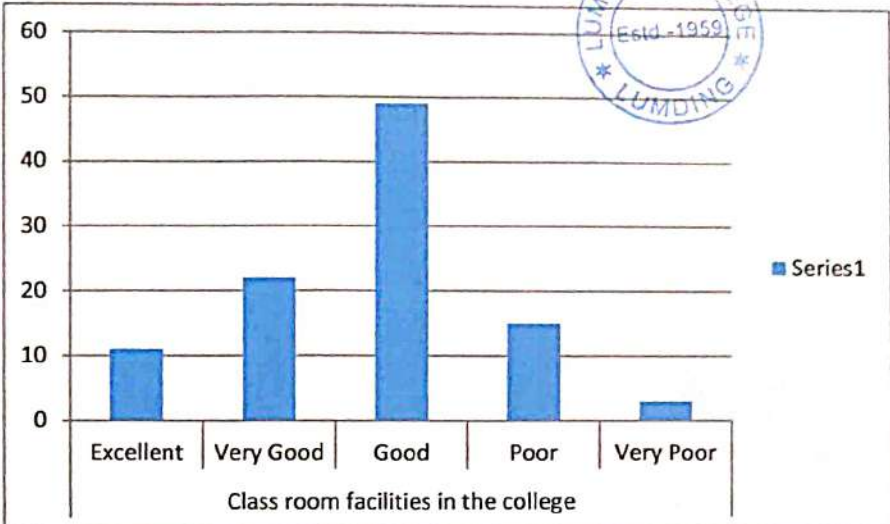
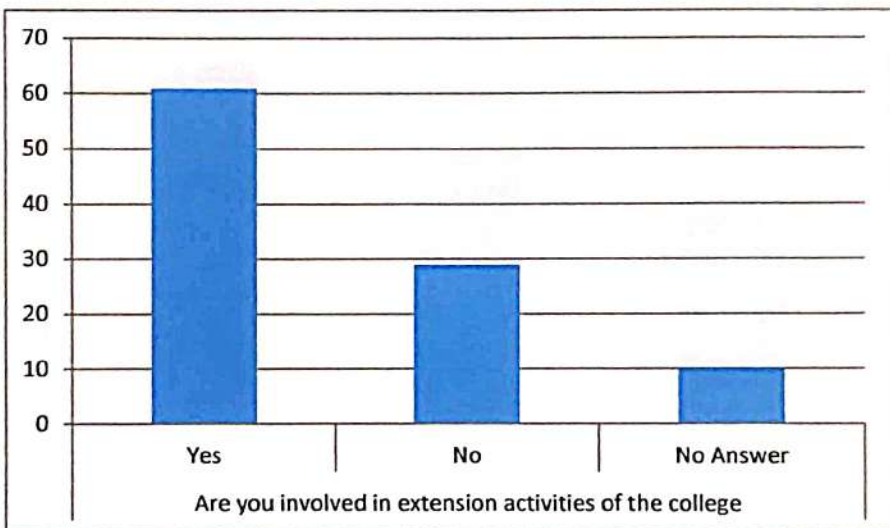
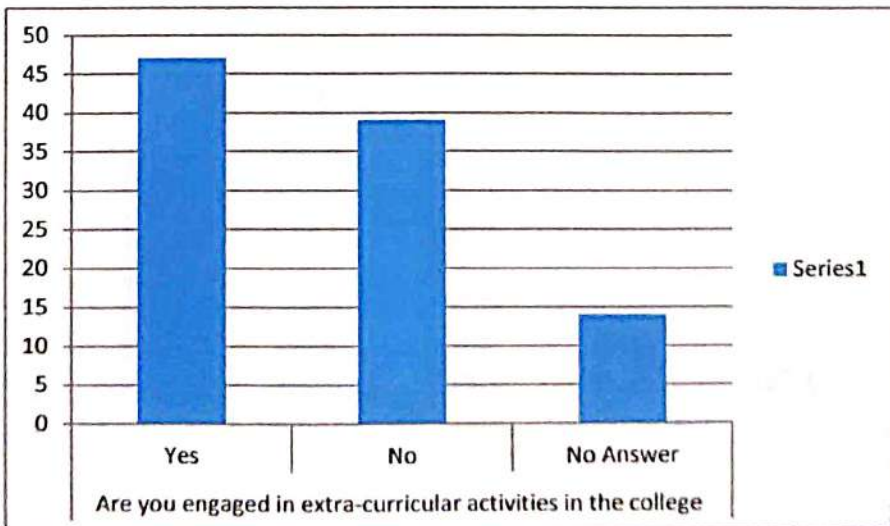
15	Maintenance of cleanliness & hygiene in facilitates and Campus	 Maintenance of cleanliness & hygiene in facilitates and Campus <table><thead><tr><th>Category</th><th>Value (Series1)</th></tr></thead><tbody><tr><td>Excellent</td><td>24</td></tr><tr><td>Very Good</td><td>32</td></tr><tr><td>Good</td><td>38</td></tr><tr><td>Poor</td><td>3</td></tr><tr><td>Very Poor</td><td>2</td></tr></tbody></table>	Category	Value (Series1)	Excellent	24	Very Good	32	Good	38	Poor	3	Very Poor	2
Category	Value (Series1)													
Excellent	24													
Very Good	32													
Good	38													
Poor	3													
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16	Canteen facilities	 Canteen facilities <table><thead><tr><th>Category</th><th>Value (Series1)</th></tr></thead><tbody><tr><td>Yes</td><td>28</td></tr><tr><td>No</td><td>52</td></tr><tr><td>No Answer</td><td>20</td></tr></tbody></table>	Category	Value (Series1)	Yes	28	No	52	No Answer	20				
Category	Value (Series1)													
Yes	28													
No	52													
No Answer	20													
17	Library facilities	 Library facilities <table><thead><tr><th>Category</th><th>Value (Series1)</th></tr></thead><tbody><tr><td>Excellent</td><td>17</td></tr><tr><td>Very Good</td><td>18</td></tr><tr><td>Good</td><td>43</td></tr><tr><td>Poor</td><td>19</td></tr><tr><td>Very Poor</td><td>3</td></tr></tbody></table>	Category	Value (Series1)	Excellent	17	Very Good	18	Good	43	Poor	19	Very Poor	3
Category	Value (Series1)													
Excellent	17													
Very Good	18													
Good	43													
Poor	19													
Very Poor	3													



18	<i>Students availed any Scholarship/ Fee Waiver Scheme</i>	Do you availed any Scholarship/Fee Waiver Scheme <table><tr><th>Response</th><th>Count</th></tr><tr><td>Yes</td><td>44</td></tr><tr><td>No</td><td>37</td></tr><tr><td>No Answer</td><td>19</td></tr></table>	Response	Count	Yes	44	No	37	No Answer	19
Response	Count									
Yes	44									
No	37									
No Answer	19									
19	<i>Career Guidance Cell is extremely essential & helpful</i>	Career Guidance Cell is extremely essential & helpful <table><tr><th>Response</th><th>Count</th></tr><tr><td>Yes</td><td>41</td></tr><tr><td>No</td><td>29</td></tr><tr><td>No Answer</td><td>31</td></tr></table>	Response	Count	Yes	41	No	29	No Answer	31
Response	Count									
Yes	41									
No	29									
No Answer	31									
20	<i>Students' awareness of the Grievance Redressal Cell of the College</i>	Are you aware of the Grievance Redressal Cell of the College <table><tr><th>Response</th><th>Count</th></tr><tr><td>Yes</td><td>71</td></tr><tr><td>No</td><td>16</td></tr><tr><td>No Answer</td><td>13</td></tr></table>	Response	Count	Yes	71	No	16	No Answer	13
Response	Count									
Yes	71									
No	16									
No Answer	13									

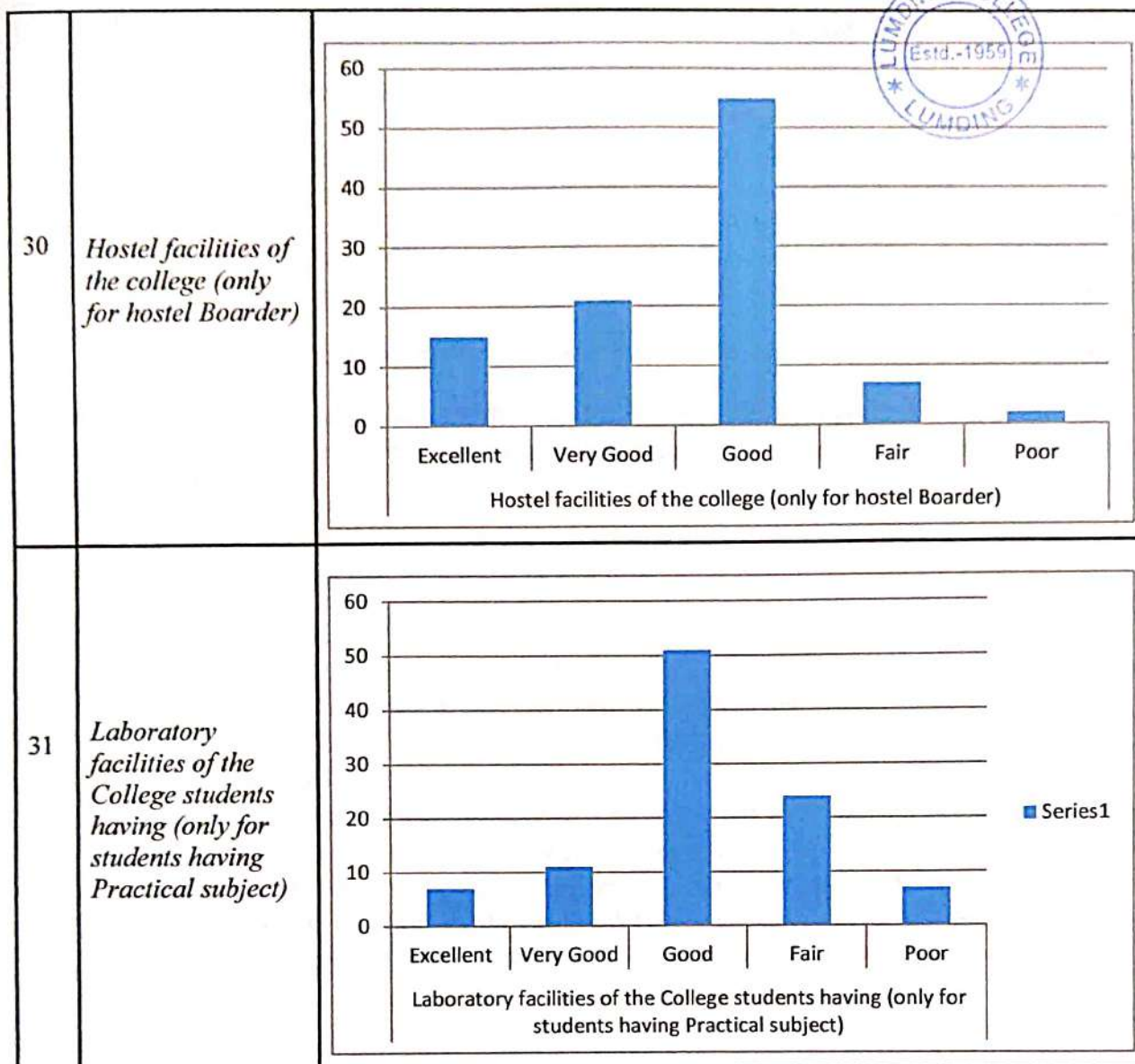


21	Different Cell extends all sorts of help & Co-operation to the students	<table><tr><th>Response</th><th>Count</th></tr><tr><td>Yes</td><td>57</td></tr><tr><td>No</td><td>22</td></tr><tr><td>No Answer</td><td>20</td></tr></table> Different Cell extends all sorts of help & Co-operation to the students	Response	Count	Yes	57	No	22	No Answer	20
Response	Count									
Yes	57									
No	22									
No Answer	20									
22	Student Feedback System is essential in improving overall quality of education system	<table><tr><th>Response</th><th>Count</th></tr><tr><td>Yes</td><td>59</td></tr><tr><td>No</td><td>31</td></tr><tr><td>No Answer</td><td>10</td></tr></table> Student Feedback System is essential in improving overall quality of education system	Response	Count	Yes	59	No	31	No Answer	10
Response	Count									
Yes	59									
No	31									
No Answer	10									
23	Students Union is essential in fulfilling students' problem	<table><tr><th>Response</th><th>Count</th></tr><tr><td>Yes</td><td>61</td></tr><tr><td>No</td><td>21</td></tr><tr><td>No Answer</td><td>18</td></tr></table> Students Union is essential in fulfilling students problem	Response	Count	Yes	61	No	21	No Answer	18
Response	Count									
Yes	61									
No	21									
No Answer	18									

24	<i>Class room facilities in the college</i>	 Class room facilities in the college <table><tr><th>Category</th><th>Frequency</th></tr><tr><td>Excellent</td><td>11</td></tr><tr><td>Very Good</td><td>22</td></tr><tr><td>Good</td><td>48</td></tr><tr><td>Poor</td><td>15</td></tr><tr><td>Very Poor</td><td>3</td></tr></table>	Category	Frequency	Excellent	11	Very Good	22	Good	48	Poor	15	Very Poor	3
Category	Frequency													
Excellent	11													
Very Good	22													
Good	48													
Poor	15													
Very Poor	3													
25	<i>Students involved in extension activities of the college</i>	 Are you involved in extension activities of the college <table><tr><th>Category</th><th>Frequency</th></tr><tr><td>Yes</td><td>60</td></tr><tr><td>No</td><td>29</td></tr><tr><td>No Answer</td><td>10</td></tr></table>	Category	Frequency	Yes	60	No	29	No Answer	10				
Category	Frequency													
Yes	60													
No	29													
No Answer	10													
26	<i>Students engaged in extra-curricular activities in the college</i>	 Are you engaged in extra-curricular activities in the college <table><tr><th>Category</th><th>Frequency</th></tr><tr><td>Yes</td><td>47</td></tr><tr><td>No</td><td>39</td></tr><tr><td>No Answer</td><td>14</td></tr></table>	Category	Frequency	Yes	47	No	39	No Answer	14				
Category	Frequency													
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No Answer	14													



27	Rating of students views on existing online Admission Process	Rate your views on existing online Admission Process <table><thead><tr><th>View</th><th>Count</th></tr></thead><tbody><tr><td>Smooth & easy</td><td>64</td></tr><tr><td>Needs to be improve</td><td>27</td></tr><tr><td>Not student friendly</td><td>9</td></tr></tbody></table>	View	Count	Smooth & easy	64	Needs to be improve	27	Not student friendly	9				
View	Count													
Smooth & easy	64													
Needs to be improve	27													
Not student friendly	9													
28	Students' participation in different Committees/Cells	Your participation in different Committees/Cells <table><thead><tr><th>Participation</th><th>Count</th></tr></thead><tbody><tr><td>Yes</td><td>42</td></tr><tr><td>No</td><td>32</td></tr><tr><td>No Answer</td><td>26</td></tr></tbody></table>	Participation	Count	Yes	42	No	32	No Answer	26				
Participation	Count													
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No	32													
No Answer	26													
29	Fairness of the Semester- end- evaluation process	Fairness of the Semester- end- evaluation process <table><thead><tr><th>Fairness Rating</th><th>Count</th></tr></thead><tbody><tr><td>Always fair</td><td>30</td></tr><tr><td>Always fair</td><td>39</td></tr><tr><td>Sometime unfair</td><td>21</td></tr><tr><td>Usually unfair</td><td>7</td></tr><tr><td>Unfair</td><td>3</td></tr></tbody></table>	Fairness Rating	Count	Always fair	30	Always fair	39	Sometime unfair	21	Usually unfair	7	Unfair	3
Fairness Rating	Count													
Always fair	30													
Always fair	39													
Sometime unfair	21													
Usually unfair	7													
Unfair	3													



Brief analysis of the of the responses given by the students are pointed out as below.

- Majority of students mentioned that the teaching quality and reading materials supplied by teachers are good.
- More than 74% of the respondent reported that 70-84 percentage of the syllabus was covered in the class. A sizable number of students found that the present online admission process of the college smooth and fine. Above 56% of them think that Counselling during admission is essential for students in choosing right subject options.
- More than 74 percentage respondents pointed out that more than 80% of the syllabus was covered in the class.
- Above 59% students think that the student feedback system is essential in improving overall quality of education system.
- Approximately 74% of respondents reported that the common room facilities are good. Majority of the students reported good notion regarding maintenance of cleanliness & hygiene in facilitates and Campus. However, a sizable percentage of students show their dissatisfaction on canteen facilities.



- Regarding mentoring process, a sizeable percentage of students show their indifferent attitude. Only 22% reported that the process functioning moderately.
- More than 86% of the students reported that teachers encourage them to participate in extra-curricular activities.
- Approximately 57% students mentioned that their interaction with non-teaching staff is friendly. They found no difficulty while doing official procedures in College
- More than 60% reported that the internal evaluation process is fair and about 78% of the students reported that performance in assignment is discussed with them. Above 36% of the students reported that faculties take proper initiatives for promoting field trips/study, project etc.
- Above 49% of the students reported that Career Guidance Cell is extremely essential & helpful for them.
- Majority of the students reported their views on library facilities as good.
- Regarding scholarship/ fee waiver benefits, about 44% reported that they availed such benefits.

Some of the suggestions that were made by students:

1. Canteen facilities needs to be improved.
2. Installation of more ICT enabled classroom.
3. Sports and cultural facilities & amenities need to be improved.
4. Need more collection of Journals in library and urges for full automation of college library.
5. E-Office works needs to be developed.
6. More participation of students in different committees and cells needs to be ensured.
7. Sports and Cultural events need to be organised regularly.
8. Sufficient class room and more technology enabled classroom need to be setup.
9. Student's Common room and washroom (Both Girls and Boys) should be improved.
10. Adequate drinking water facilities needs to be ensured by college authority


Chairperson, IQAC
Lumding College,
Lumding, Hojai,
Assam

Principal
Lumding College
Lumding, Hojai, Assam


Coordinator, IQAC
Lumding College,
Lumding, Hojai,
Assam

Co-ordinator
IQAC
Lumding College
Lumding, Hojai, Assam


Convenor, Feedback
Collection and Analysis
Committee,
Lumding College,
Lumding, Hojai, Assam



INTERNAL QUALITY ASSURANCE CELL (IQAC)
LUMDING COLLEGE (B)
LUMDING :: HOJAI :: ASSAM



SESSION:
Student Satisfaction Survey

Important Instructions:

The National Assessment and Accreditation Council (NAAC) conducts assessment and accreditation of Higher Educational Institutions to derive an understanding of the quality status of the institution. In this context, IQAC, Lumding College extends this questionnaire to access the **Student Satisfaction Survey**. A student will have to respond to all the questions given as below with his / her sincere effort and thought. His/ her identity will not be revealed. You need not disclose your name, if you do not wish to. Rate your response in appropriate boxes.

Name of the Student:

Session:

Programme Name:

Class:

Mobile No.:

E-mail:

Sl. No.	Attributes	Responses
1	Percentage of the syllabus was covered in the class	a) 85% to 100% = (4) b) 70% to 84% = (3) c) 55% to 69% = (2) d) 30% to 54% = (1) e) Below 29% = (0) ☐
2.	Preparedness of teacher for classes	a) Thoroughly = (4) b) Satisfactory = (3) c) Poorly = (2) d) Indifferently = (1) e) Won't teach at all = (0) ☐
3	Ability of teacher to communicate	a) Always effective = (4) b) Sometimes effective = (3) c) Satisfactory = (2) d) Ineffective = (1) e) Poor = (0) ☐
4	Fairness of the Internal Evaluation process	a) Always fair = (4) b) Usually fair = (3) c) Sometime unfair = (2) d) Usually unfair = (1) e) Unfair = (0) ☐
5.	Performances in assignment discussed with you	a) Every time = (4) b) Usually = (3) c) Occasionally = (2) d) Rarely = (1) e) Never = (0) ☐



6.	Initiative takes active interest in promoting field study/ Trips / Project for students	a) Regularly = (4) b) Often = (3) c) Sometimes = (2) d) Rarely = (1) e) Never = (0)	
7	Mentoring process in your institution facilitates you	a) Significantly = (4) b) Very Well = (3) c) Moderately = (2) d) Marginally = (1) e) Not at all = (0)	☐
8.	Teachers encourage you to participate in extra-curricular activities	a) Strongly agree = (4) b) Agree = (3) c) Neutral = (2) d) Disagree = (1) e) Strongly disagree = (0)	☐
9	Overall quality of Teaching-learning process in your institute	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Fair = (1) e) Poor = (0)	☐
10	Counseling during admission is essential for students in choosing right subject option	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
11	Quality of reading materials/notes supplied by teacher	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Fair = (1) e) Poor = (0)	☐
12	Interaction with support staff as cordial and supportive	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
13	Choice Based Credit System created a better learning opportunity	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
14	Girl's/Boy's Common Room facilities	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Poor = (1) e) Very Poor = (0)	☐
15	Maintenance of cleanliness & hygiene in facilitates and Campus	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Poor = (1) e) Very Poor = (0)	☐
16	Canteen facilities	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
17	Library facilities	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Poor = (1) e) Very Poor = (0)	☐
18	Do you availed any Scholarship/Fee	a) Yes = (2)	

	Waiver benefit Scheme	b) No = (1) c) No answer = (0)	
19	Career Guidance Cell is extremely essential & helpful	a) Yes = (2) b) No = (1) c) No answer = (0)	
20	Are you aware of the Grievance Redressal Cell of the College	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
21	Different Cell extends all sorts of help & co-operation to the students	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
22	Student Feedback System is essential in improving overall quality of education system	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
23	Students Union is essential in fulfilling students problem	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
24	Class room facilities in the college	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Fair = (1) e) Poor = (0)	☐
25	Are you involved in extension activities of the college	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
26	Are you engaged in extra-curricular activities in the college	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
27	Rate your views on existing Online Admission Process	a) Smooth & easy = (2) b) Needs to be improved = (1) c) Not student friendly = (0)	☐
28	Your participation in different Committees/Cells	a) Yes = (2) b) No = (1) c) No answer = (0)	☐
29	Fairness of the Semester- end- evaluation process	a) Always fair = (4) b) Usually fair = (3) c) Sometime unfair = (2) d) Usually unfair = (1) e) Unfair = (0)	☐
30	Hostel facilities of the college (only for hostel Boarder)	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Fair = (1) e) Poor = (0)	☐
31	Laboratory facilities of the College students having (only for students having Practical subject)	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Fair = (1) e) Poor = (0)	☐

Suggestions, if any: