



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)	☐

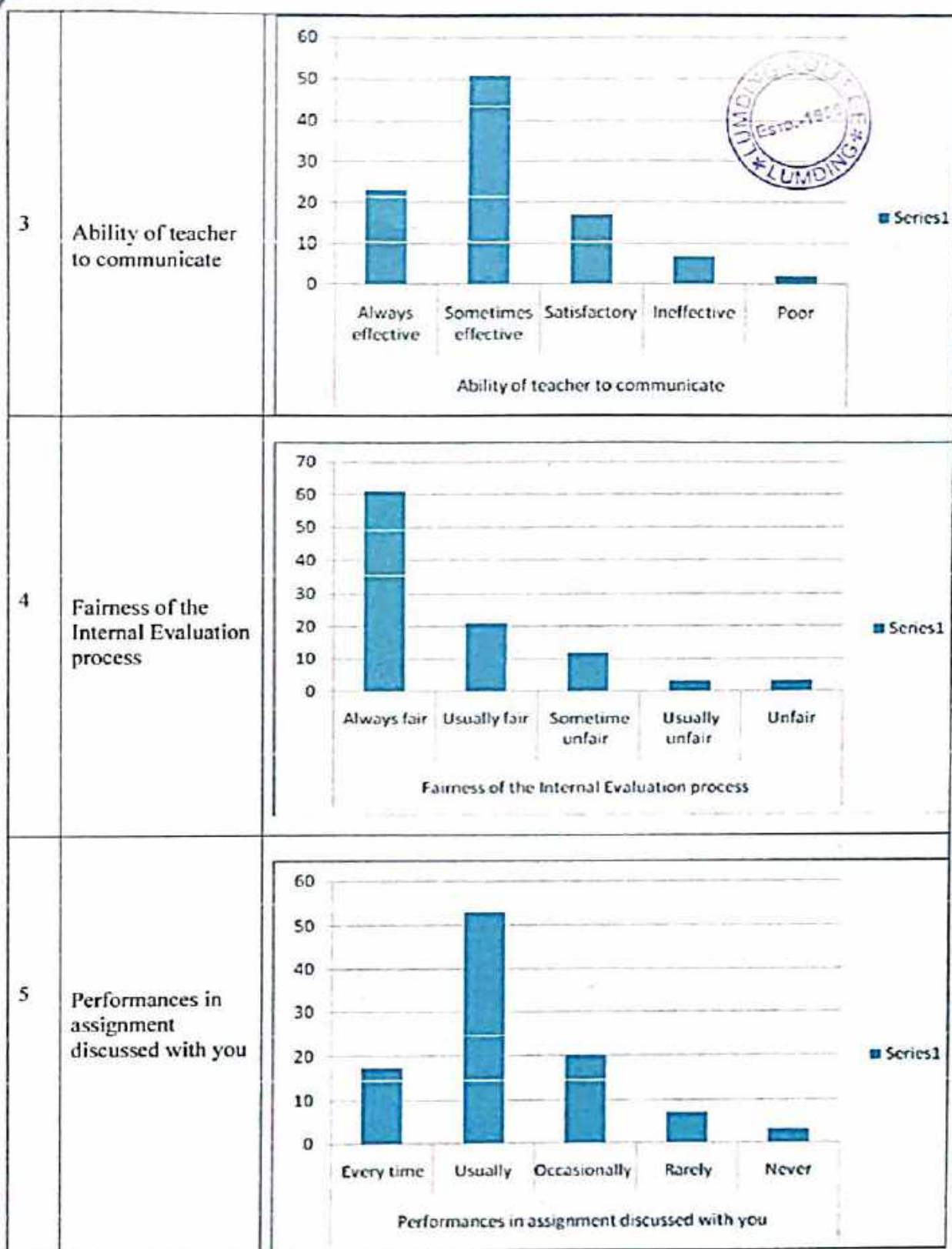
Suggestions, if any:

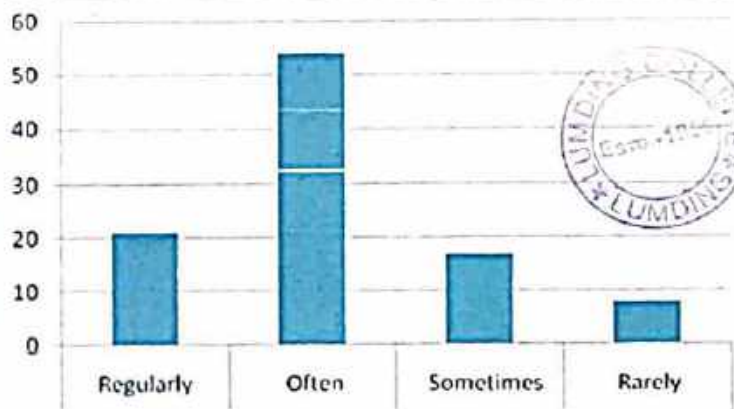
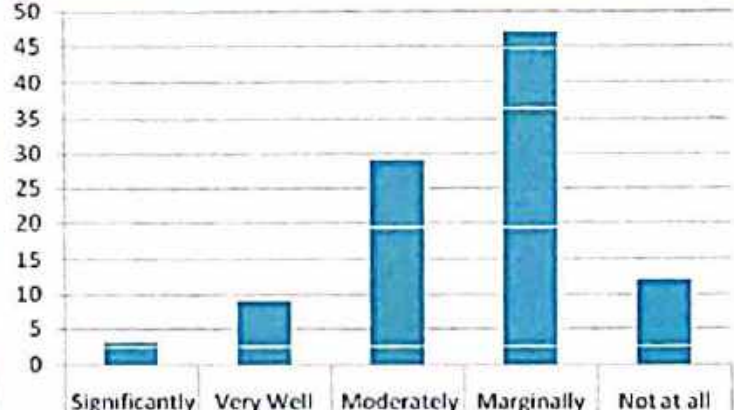
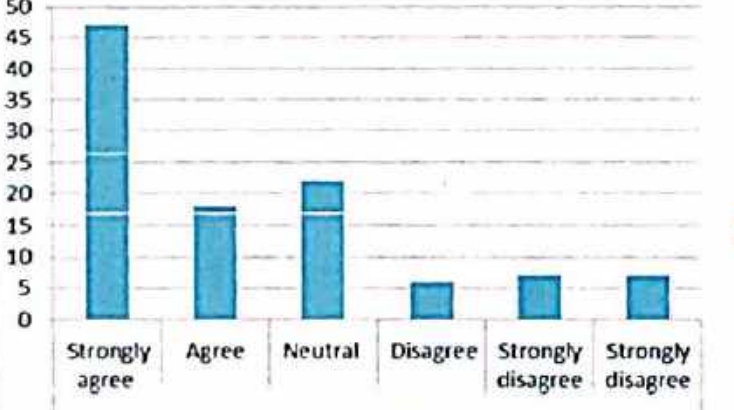
Students Satisfaction Survey Report Session: 2018-2019

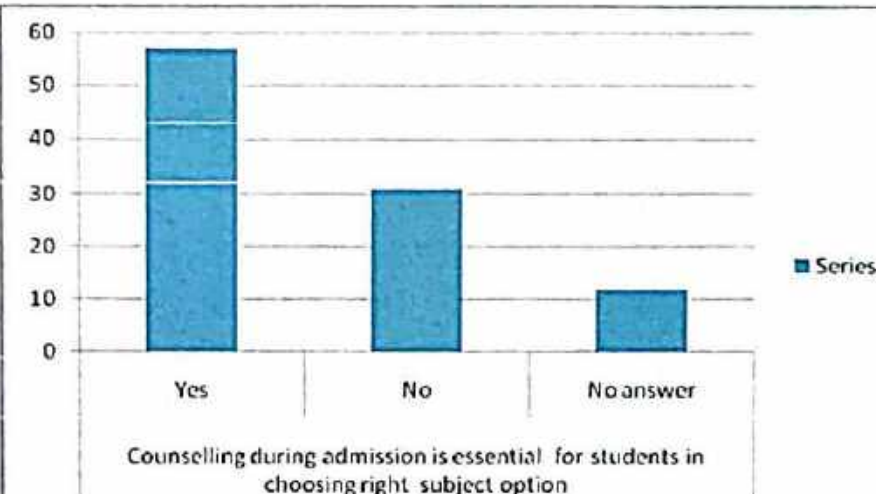
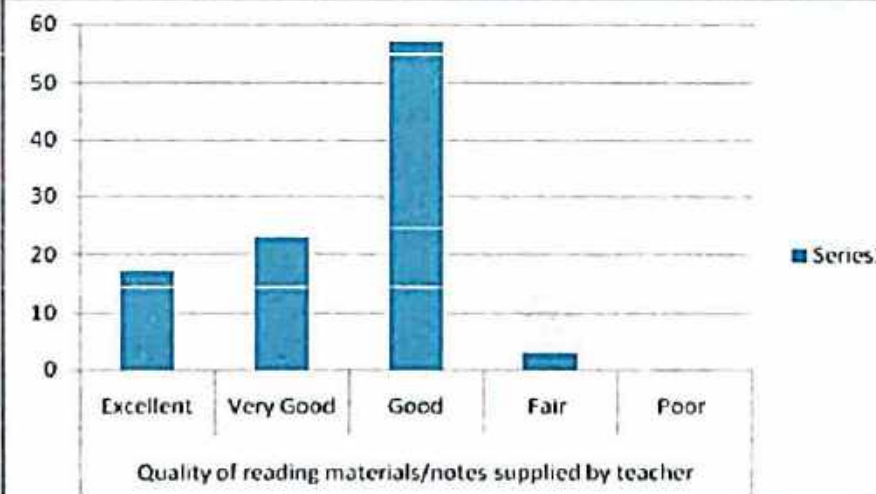


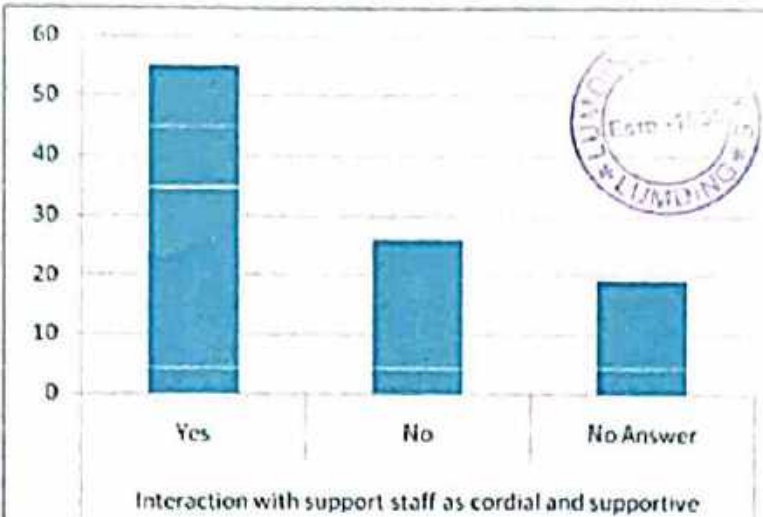
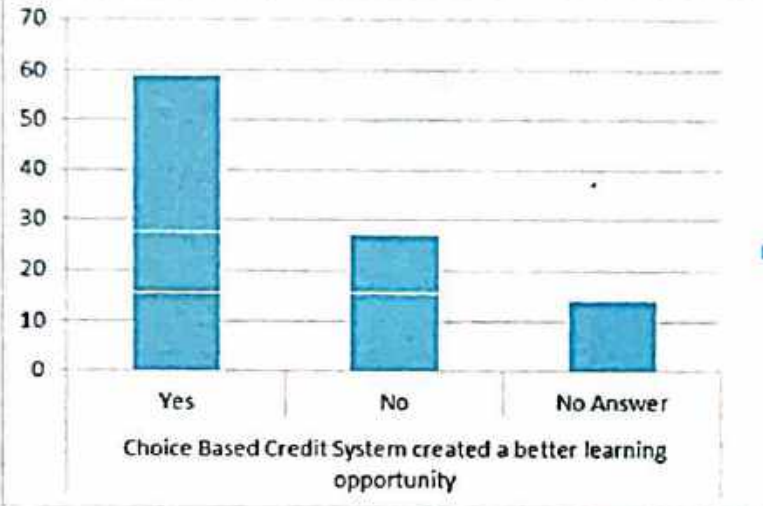
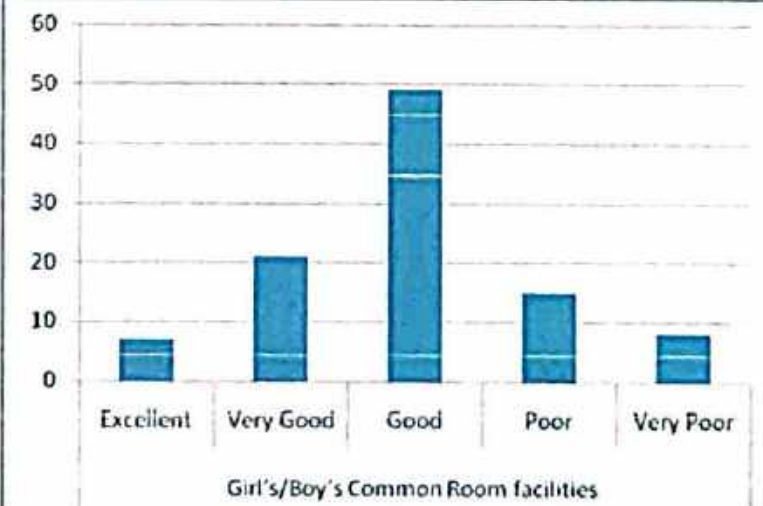
Students Satisfaction Survey (SSS) has been conducted among the students of Lumding College by providing suitable questionnaire and collected by the concern Committee. The questionnaire has been framed based on multiple aspects of the college that can help the management to streamline services. The result of this survey is based on the response of 387 undergraduate students. However, only 356 filled up questionnaire found valid. Only 31 filled up questionnaire were rejected as these are not properly filled up. Responses were collected from students of different semester and streams of the college. In this survey, responses of 1st (188), 3rd (92) and 5th (76) semester, covering 177 from Arts, 82 from Science and 97 from Commerce stream were duly examined.

Sl. No	Attributes													
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>Count (Series1)</th></tr></thead><tbody><tr><td>85% to 100%</td><td>15</td></tr><tr><td>70% to 84%</td><td>62</td></tr><tr><td>55% to 69%</td><td>11</td></tr><tr><td>30% to 54%</td><td>6</td></tr><tr><td>Below 29%</td><td>2</td></tr></tbody></table>	Percentage Range	Count (Series1)	85% to 100%	15	70% to 84%	62	55% to 69%	11	30% to 54%	6	Below 29%	2
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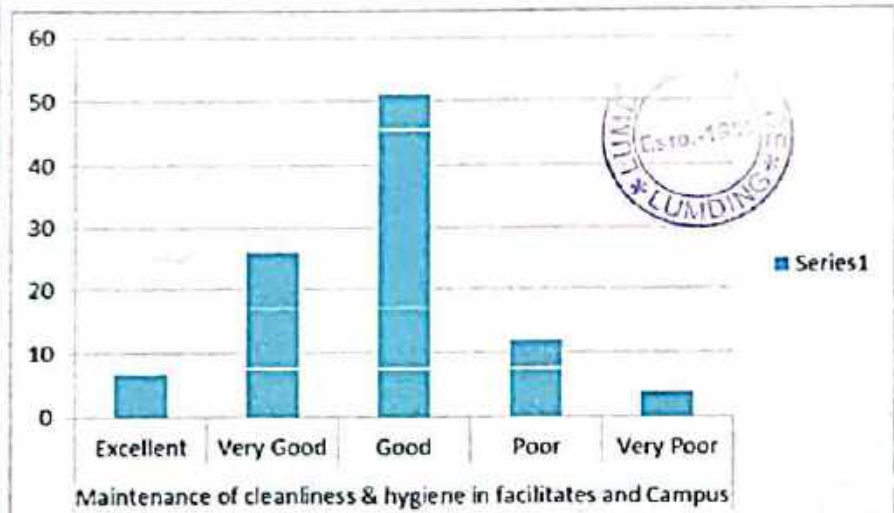


6	Initiative takes active interest in promoting field study/ Trips / Project for students	 Initiative takes active interest in promoting field study/ Trips / Project for students <table><thead><tr><th>Frequency</th><th>Count (Series1)</th></tr></thead><tbody><tr><td>Regularly</td><td>21</td></tr><tr><td>Often</td><td>54</td></tr><tr><td>Sometimes</td><td>18</td></tr><tr><td>Rarely</td><td>8</td></tr></tbody></table>	Frequency	Count (Series1)	Regularly	21	Often	54	Sometimes	18	Rarely	8				
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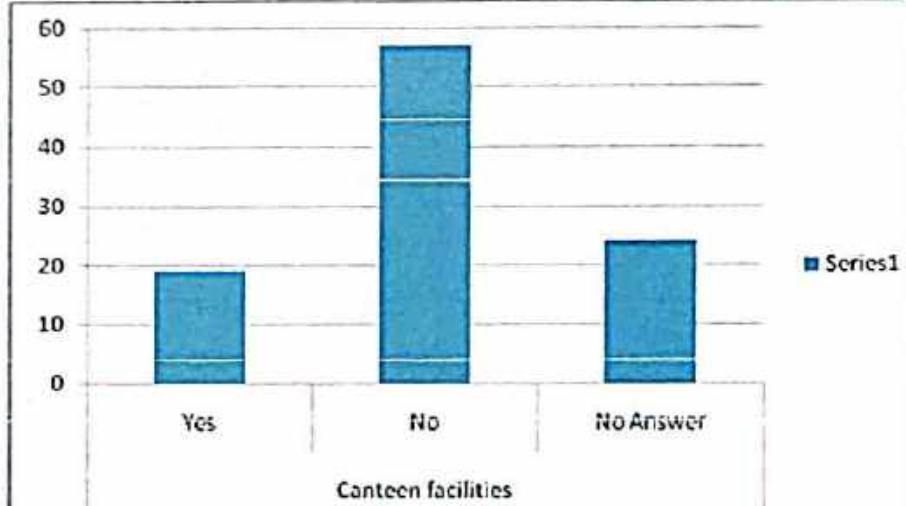
9	Overall quality of Teaching-learning process in your institute	 Overall quality of Teaching-learning process in your institute <table><thead><tr><th>Quality</th><th>Count (Series1)</th></tr></thead><tbody><tr><td>Excellent</td><td>5</td></tr><tr><td>Very Good</td><td>15</td></tr><tr><td>Good</td><td>52</td></tr><tr><td>Fair</td><td>22</td></tr><tr><td>Poor</td><td>2</td></tr></tbody></table>	Quality	Count (Series1)	Excellent	5	Very Good	15	Good	52	Fair	22	Poor	2
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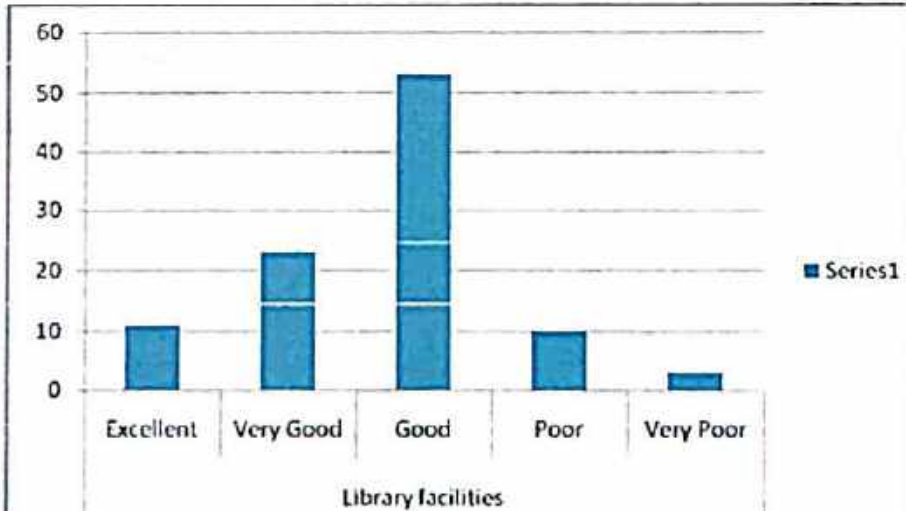
15 Maintenance of cleanliness & hygiene in facilities and Campus



16 Canteen facilities

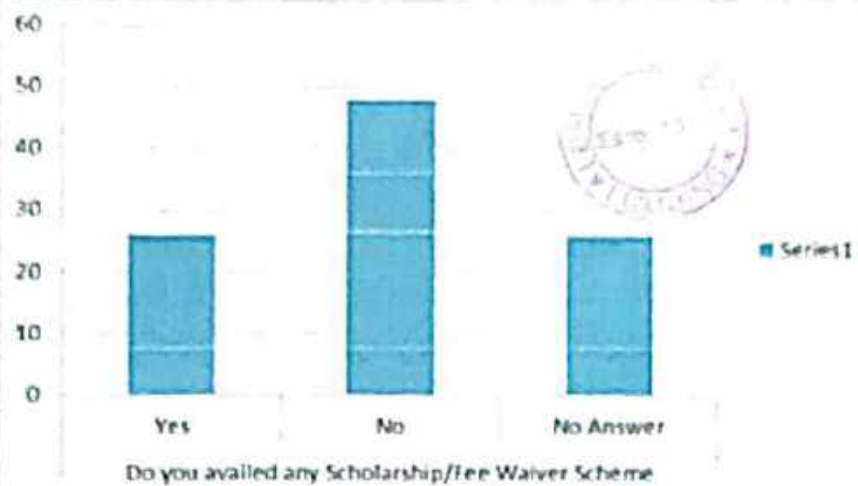


17 Library facilities



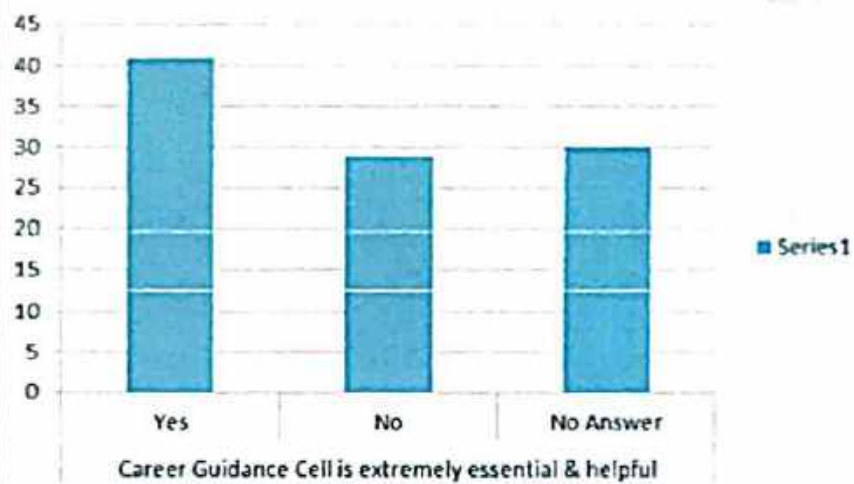
18

Do you availed
any
Scholarship/Fee
Waiver Scheme



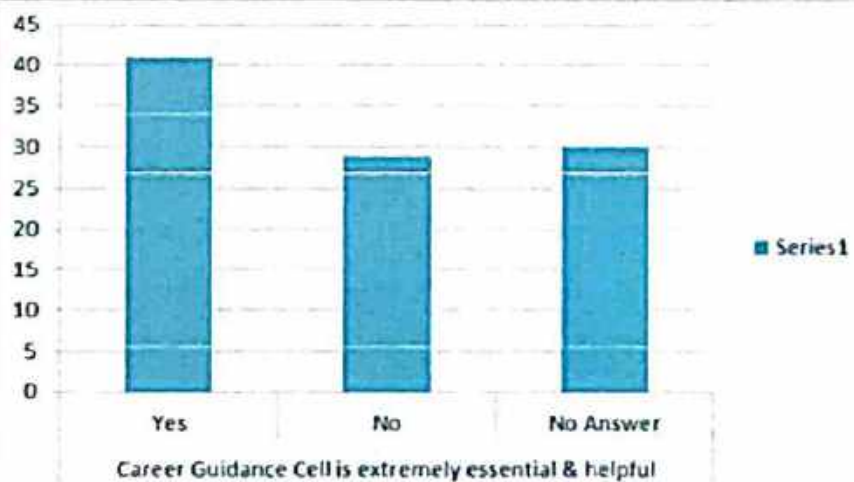
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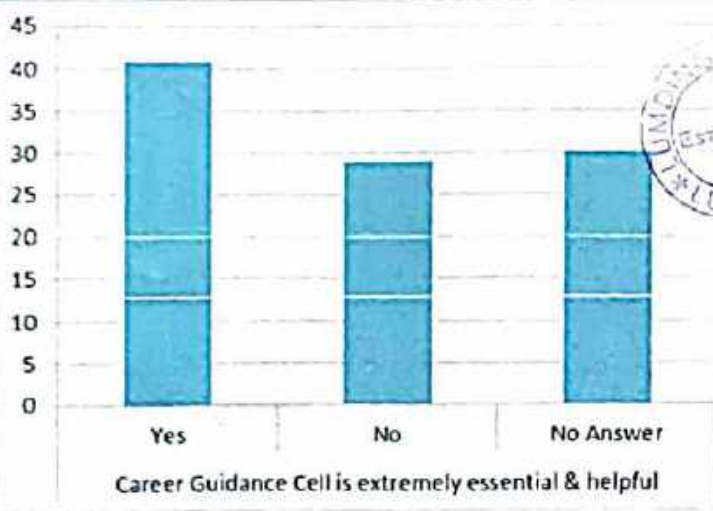
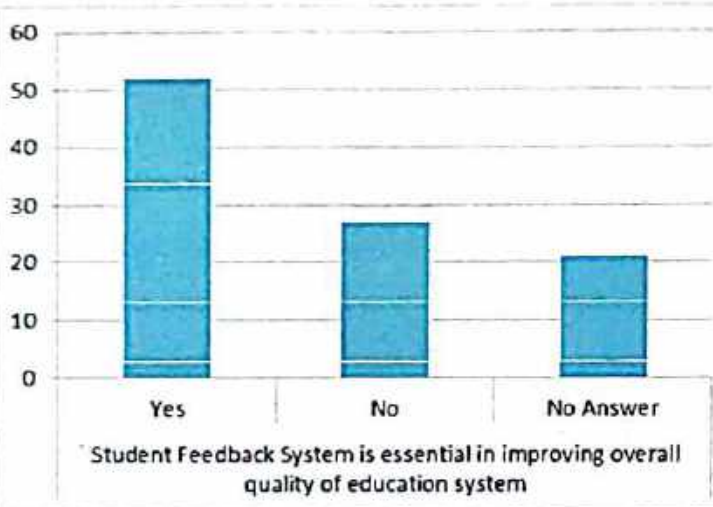
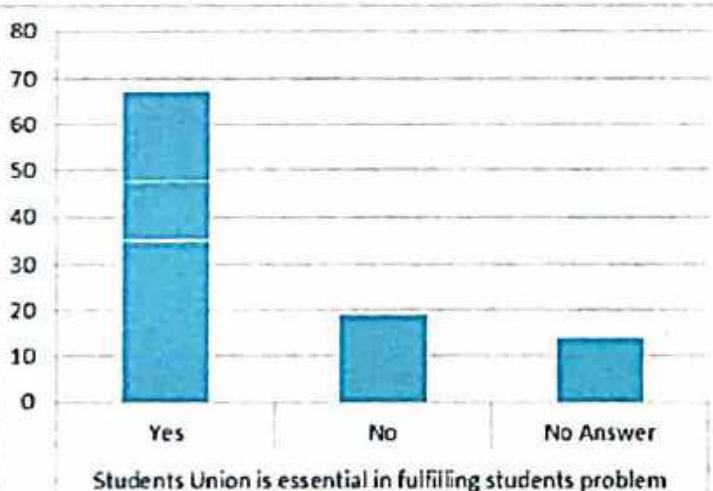
Career Guidance
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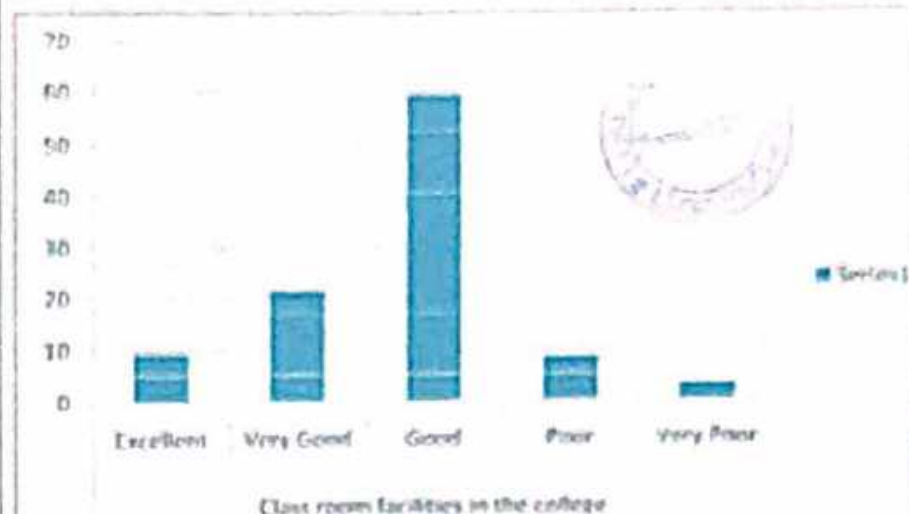
20

Are you aware of
the Grievance
Redressal Cell of
the College

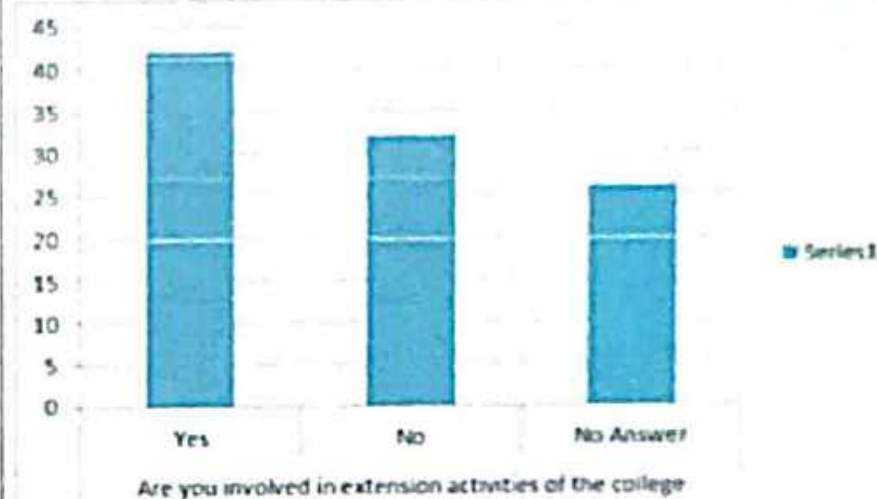


21	Different Cell extends all sorts of help & Co-operation to the students	 Series1 Career Guidance Cell is extremely essential & helpful <table><thead><tr><th>Response</th><th>Count</th></tr></thead><tbody><tr><td>Yes</td><td>41</td></tr><tr><td>No</td><td>29</td></tr><tr><td>No Answer</td><td>30</td></tr></tbody></table>	Response	Count	Yes	41	No	29	No Answer	30
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22	Student Feedback System is essential in improving overall quality of education system	 Series1 Student Feedback System is essential in improving overall quality of education system <table><thead><tr><th>Response</th><th>Count</th></tr></thead><tbody><tr><td>Yes</td><td>52</td></tr><tr><td>No</td><td>27</td></tr><tr><td>No Answer</td><td>21</td></tr></tbody></table>	Response	Count	Yes	52	No	27	No Answer	21
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Response	Count									
Yes	67									
No	19									
No Answer	14									

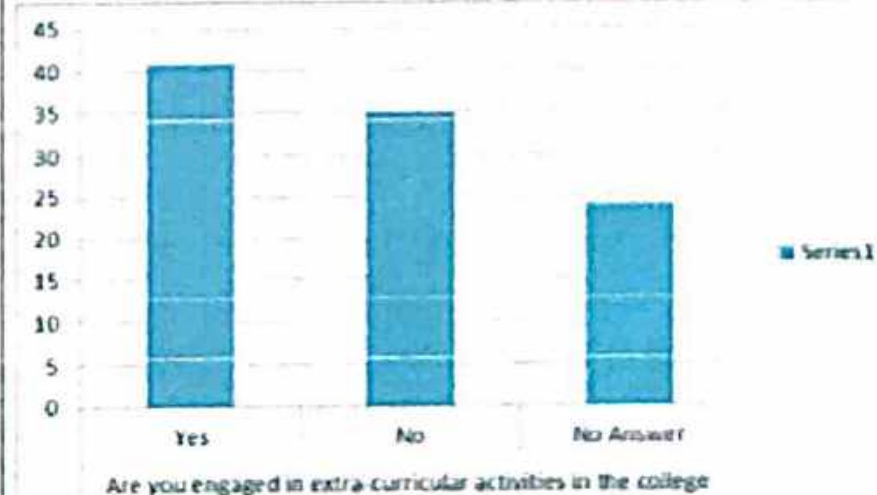
24 Class room facilities in the college



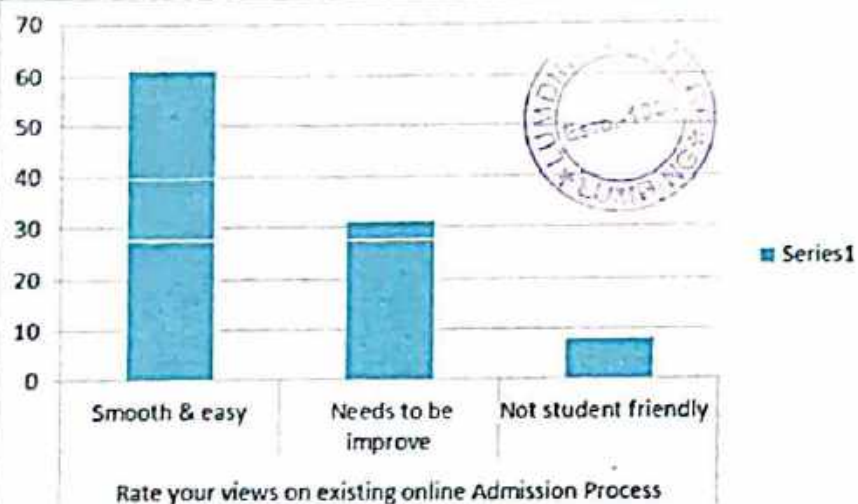
25 Are you involved in extension activities of the college



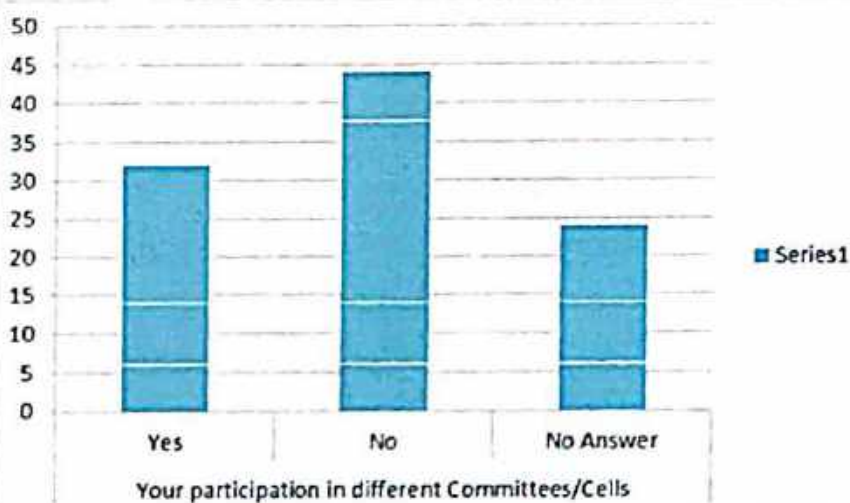
26 Are you engaged in extra-curricular activities in the college



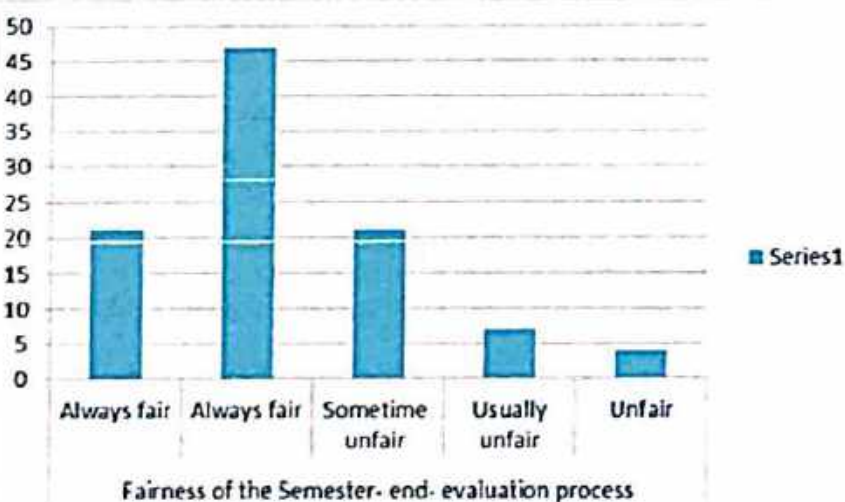
27 Rate your views on existing online Admission Process

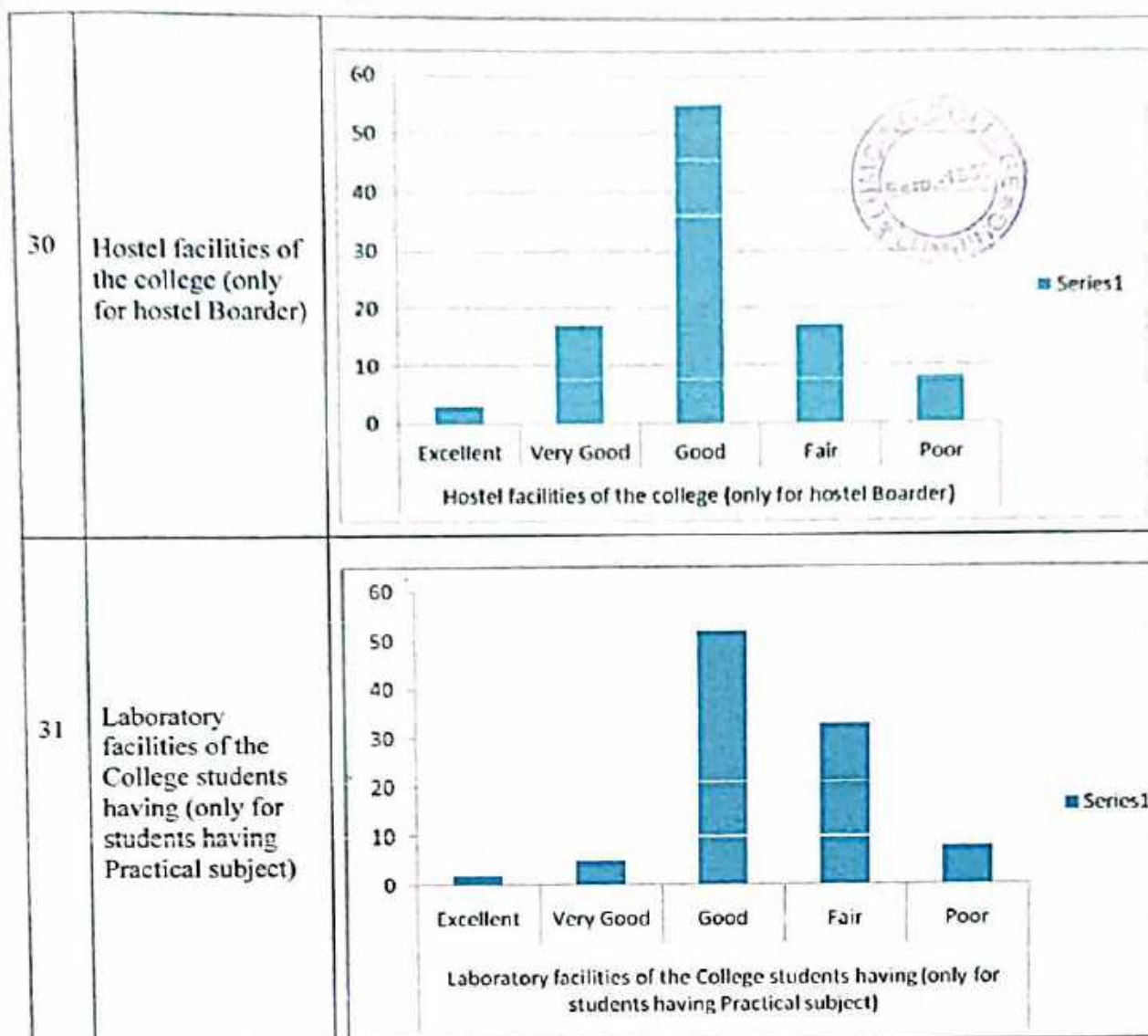


28 Your participation in different Committees/Cells



29 Fairness of the Semester- end- evaluation process





Interpretation of the Result:

Some of the responses given by the students for the questionnaire provided to them are given below.

- Based on the survey, about 60 % of the respondent reported that 70-84 % of the syllabus has been covered in the class and about 57% of the total respondents found that preparedness of teachers for class is satisfactory.
- About 23% of the students found that ability of the teachers to communicate are always effective whereas 51% students found that sometimes effective and only 17% of them found satisfactory.
- More than 60% of our students reported that the internal evaluation process is always fair and about 53% of them reported that performance in assignment are discussed with them. About 70% of the students reported that faculties regularly/often take proper initiatives for promoting field trips/study, project etc.
- Regarding mentoring process, a sizeable percentage of students show their indifferent attitude. Only 29% reported that the process is functioning moderately.
- About 65% of the students agreed that teachers encourage them to participate in extra-curricular activities.

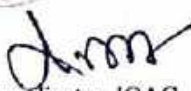
- Majority of students mentioned that the teaching quality and reading materials supplied by teachers are good and satisfactory.
- More than 60% of the students found that the present online admission process of the college smooth and fine whereas only 31% of them think that the existing online admission process needs to be improved. About 57% of the total students think that Counseling during admission is essential for students in choosing right subject options.
- About 52% students think that the Student feedback system is essential in improving overall quality of education system
- About 55% of the students mentioned that their interaction with non-teaching staff is friendly. They found no difficulty while doing official procedures in College
- Approximately 50% of respondents reported that the common room facilities are good whereas only 21% of them reported it as very good. About 51% of the students reported good notion regarding maintenance of cleanliness & hygiene in facilitates and Campus and only 4% students think that maintenance of cleanliness & hygiene within college campus is very poor. However, more than 55 % of the students show their dissatisfaction on canteen facilities.
- Majority of the students reported their views on library facilities as good.
- Regarding scholarship/ fee waiver benefits, about 26% reported that they availed such benefits.
- Above 41% of the students reported that Career Guidance Cell is extremely essential & helpful for them.

Some of the suggestions that were made by students:

1. Majority of the final year students suggested that Career counseling programme should be organized by the college authority regularly for different course avenues.
2. Facilities in the Student's Common room should be improved. Cleanliness and hygiene within college campus must take into consideration. Adequate drinking water facilities need to be ensured by college authority.
3. Bike stand for students needs to be improved.
4. A good number of students suggested for installing more ICT enable classroom and whiteboards.
5. They demand a proper playground, an auditorium and an indoor stadium.
6. Better lab infrastructure & sufficient chemicals and equipment are required.
7. Need more collection of Journals in library and urges for full automation of college library.
8. Existing Canteen facilities need to be improved.
9. More participation of students in different committees and cells needs to be ensured by the concern authority.
10. A separate room for student union body.




Chairperson, IQAC
Lumding College,
Lumding, Hojai, Assam


Coordinator, IQAC
Lumding College,
Lumding, Hojai, Assam


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