



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:

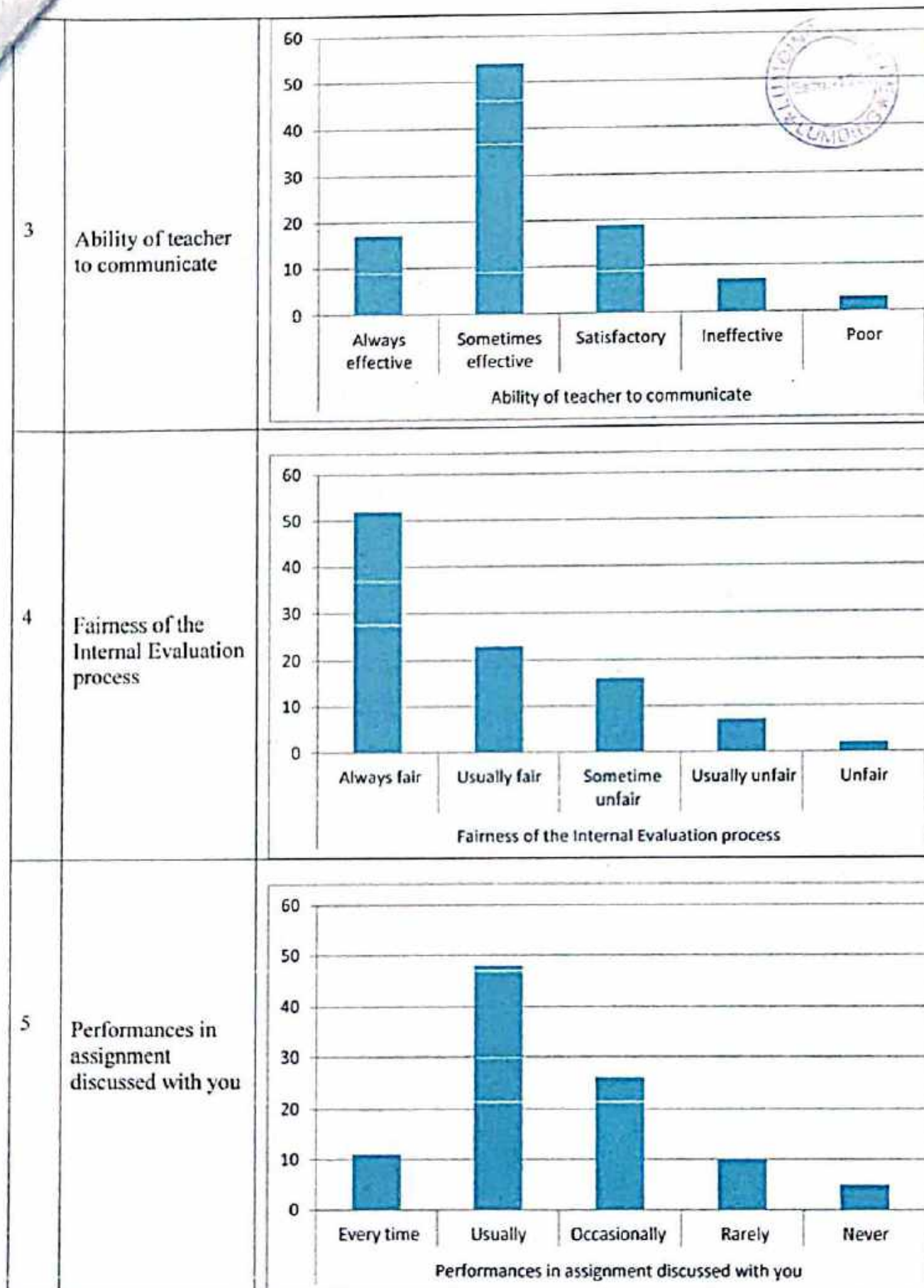
Students Satisfaction Survey Report

Session: 2019-2020



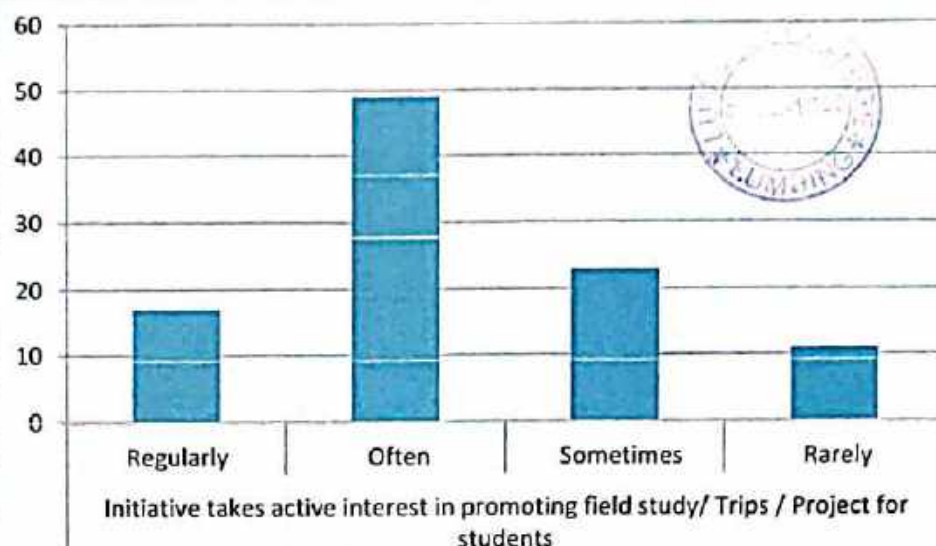
Students Satisfaction Survey (SSS) was conducted among the students of Lumding College by supplying questionnaire and collected by the concern Committee. The questionnaire has been framed based on multiple aspects of the college that can help the management to streamline services. The result of this survey is based on the response of 326 undergraduate students. However, only 312 filled up questionnaire found valid. 14 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 (169), 3rd (94) and 5th (108) semester, covering 173 from Arts, 67 from Science and 72 from Commerce stream were duly analyzed.

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 (Approx.)</th></tr></thead><tbody><tr><td>85% to 100%</td><td>12</td></tr><tr><td>70% to 84%</td><td>58</td></tr><tr><td>55% to 69%</td><td>16</td></tr><tr><td>30% to 54%</td><td>6</td></tr><tr><td>Below 29%</td><td>3</td></tr></tbody></table>	Percentage Range	Count (Approx.)	85% to 100%	12	70% to 84%	58	55% to 69%	16	30% to 54%	6	Below 29%	3
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2	Preparedness of teacher for classes	<table><caption>Preparedness of teacher for classes</caption><thead><tr><th>Preparedness Level</th><th>Count (Approx.)</th></tr></thead><tbody><tr><td>Thoroughly</td><td>24</td></tr><tr><td>Satisfactory</td><td>55</td></tr><tr><td>Poorly</td><td>14</td></tr><tr><td>Indifferently</td><td>4</td></tr></tbody></table>	Preparedness Level	Count (Approx.)	Thoroughly	24	Satisfactory	55	Poorly	14	Indifferently	4		
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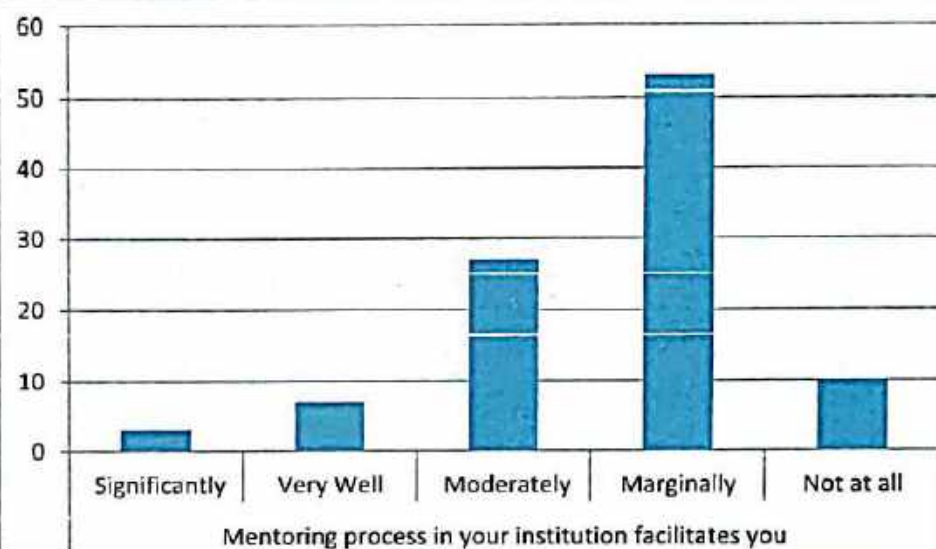
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Initiative takes active interest in promoting field study/ Trips / Project for students



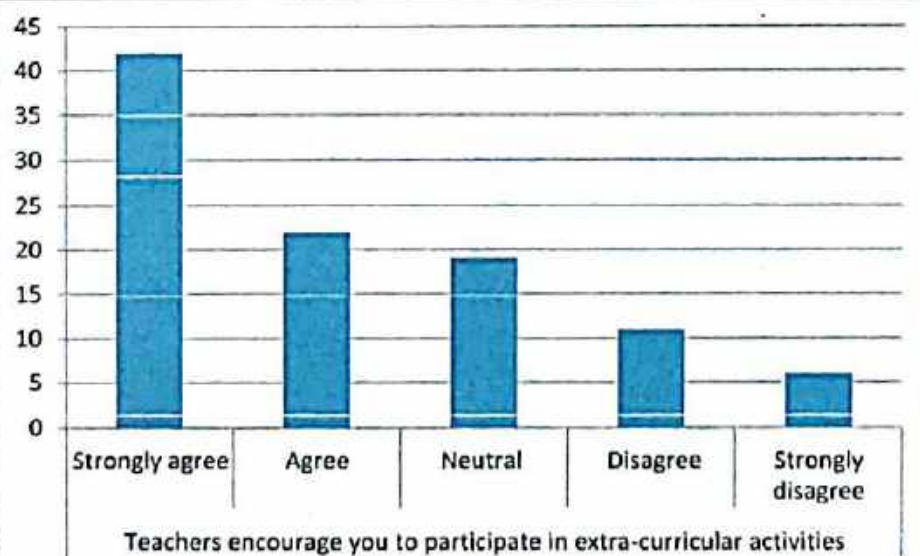
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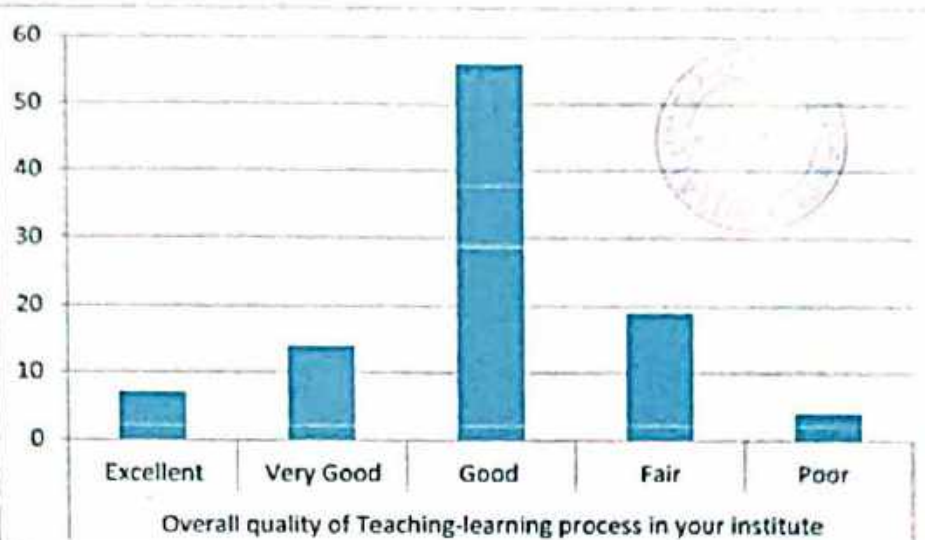
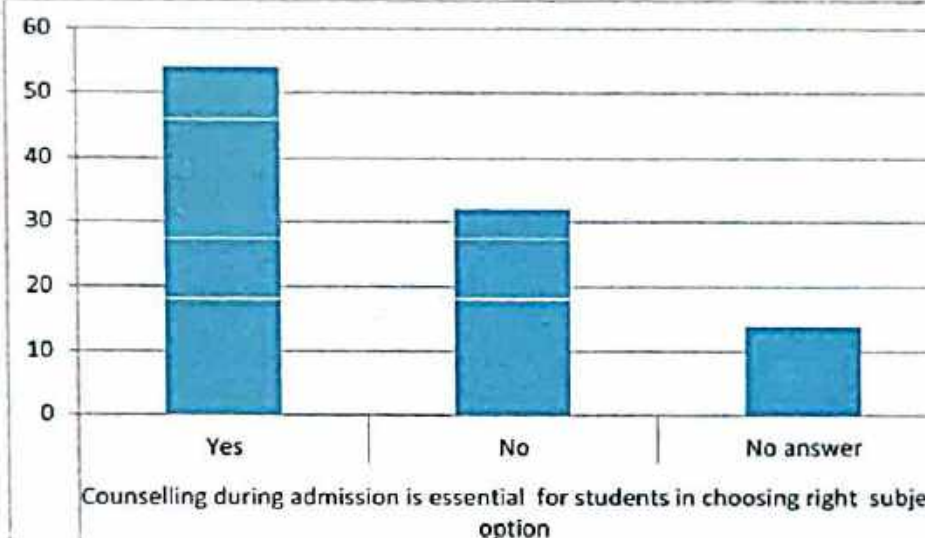
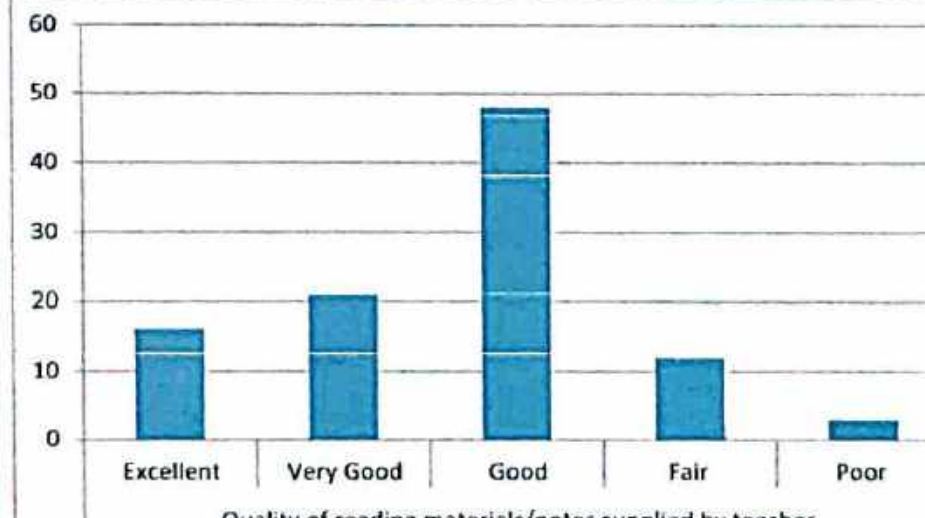
Mentoring process in your institution facilitates you



8

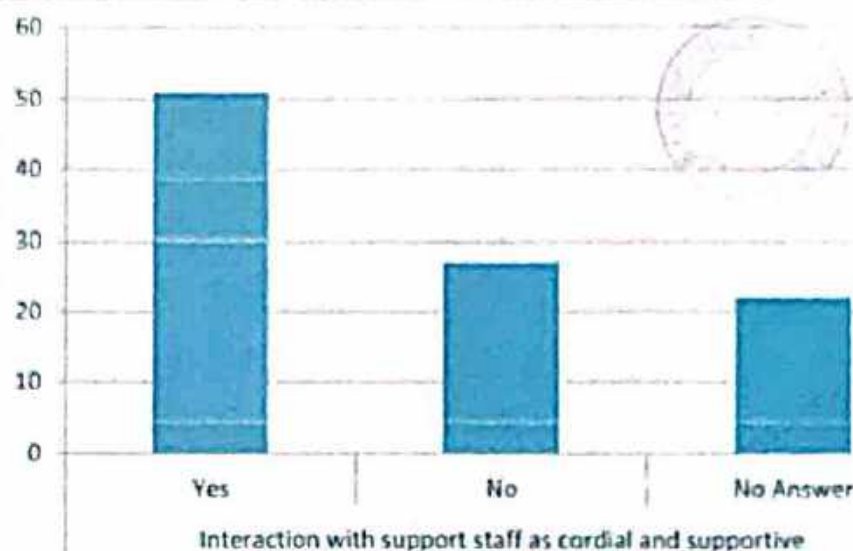
Teachers encourage you to participate in extra-curricular activities



9	Overall quality of Teaching-learning process in your institute	 <table><thead><tr><th>Overall quality of Teaching-learning process in your institute</th><th>Count</th></tr></thead><tbody><tr><td>Excellent</td><td>7</td></tr><tr><td>Very Good</td><td>14</td></tr><tr><td>Good</td><td>55</td></tr><tr><td>Fair</td><td>19</td></tr><tr><td>Poor</td><td>3</td></tr></tbody></table>	Overall quality of Teaching-learning process in your institute	Count	Excellent	7	Very Good	14	Good	55	Fair	19	Poor	3
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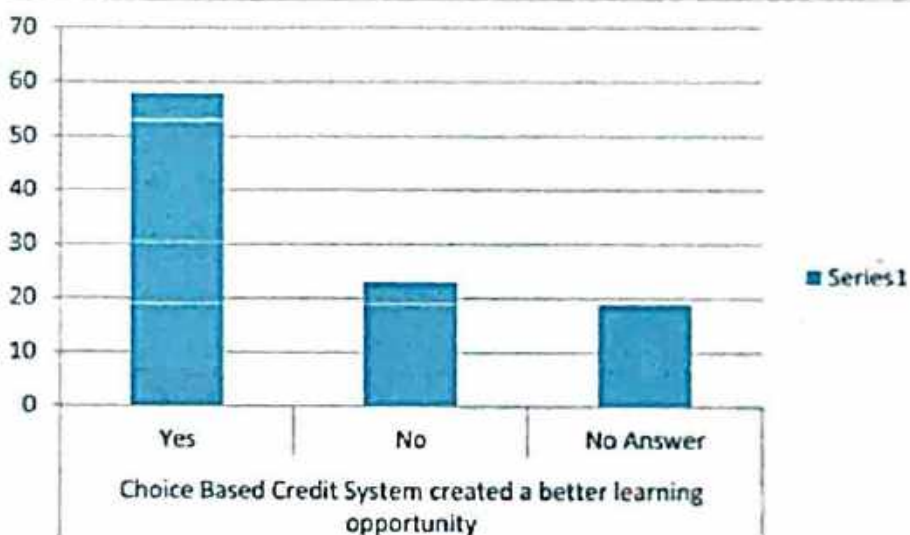
12

Interaction with
support staff as
cordial and
supportive



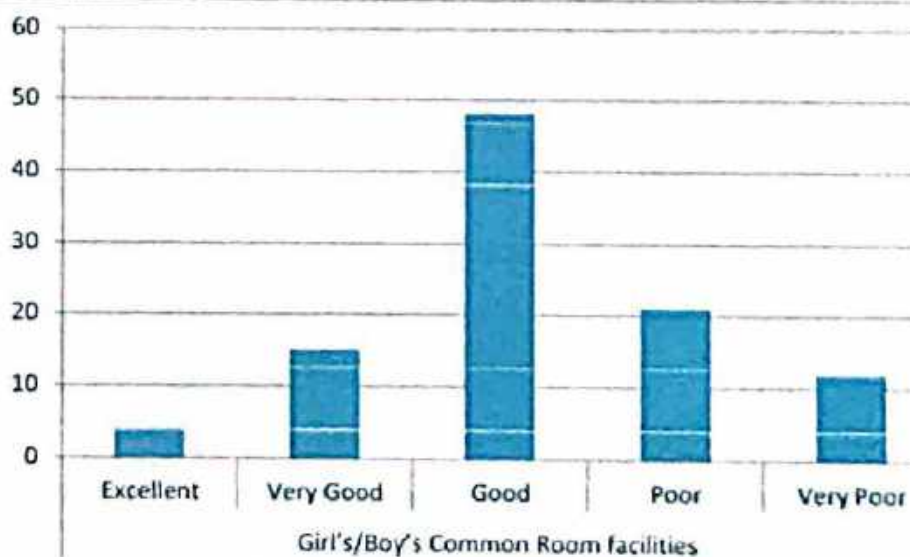
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Choice Based
Credit System
created a better
learning
opportunity

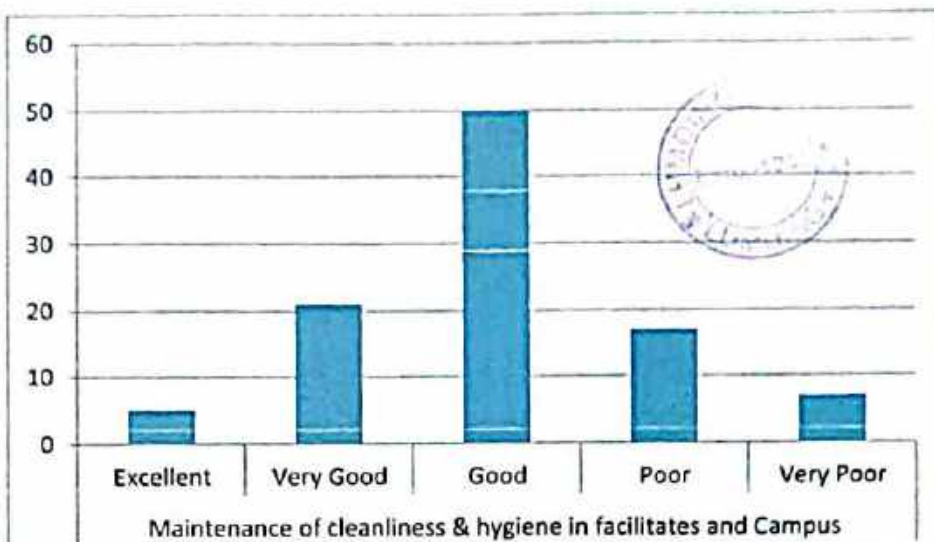


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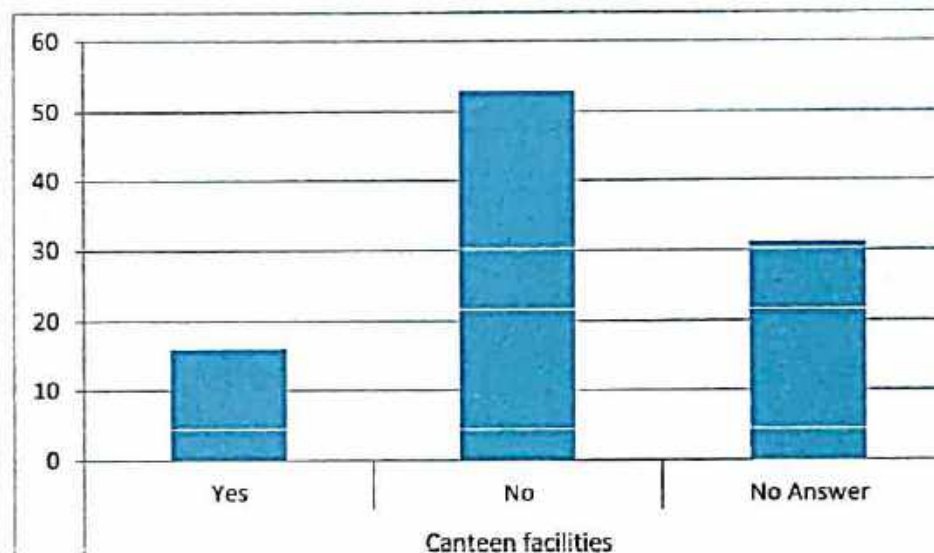
Girl's/Boy's
Common Room
facilities



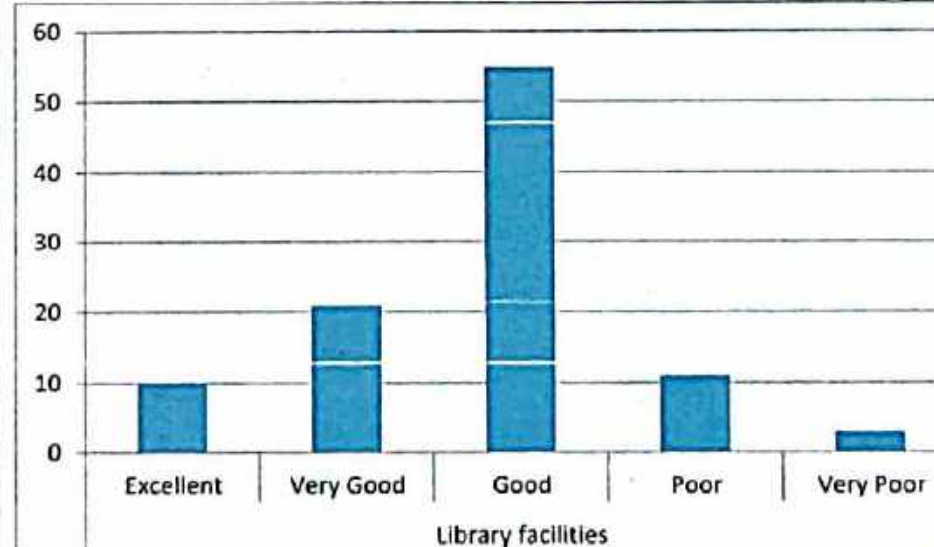
15 Maintenance of cleanliness & hygiene in facilitates and Campus



16 Canteen facilities

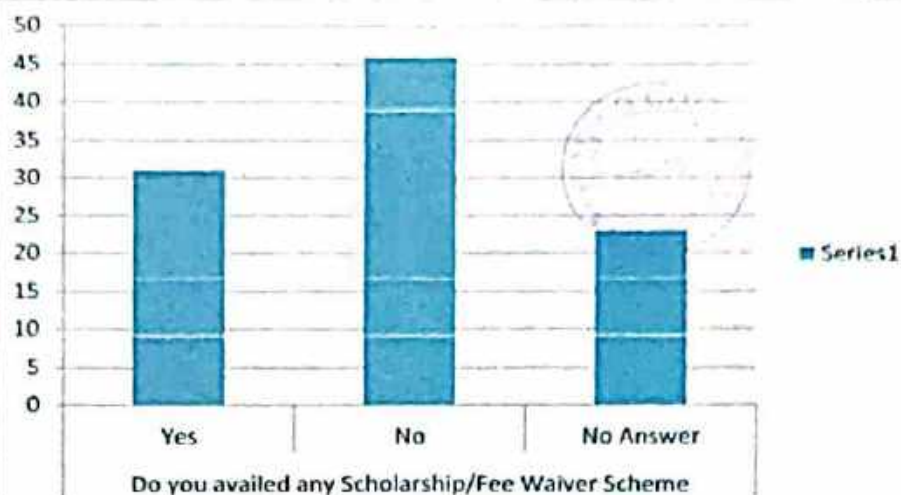


17 Library facilities



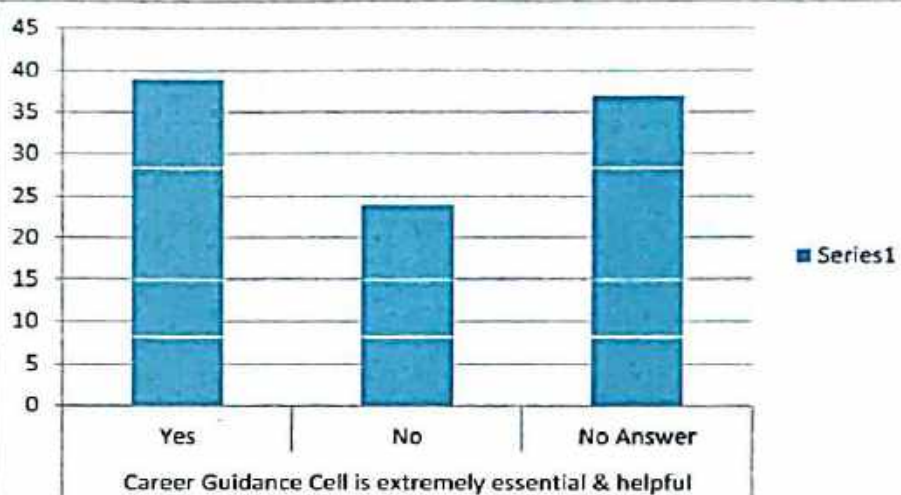
18

Do you availed
any
Scholarship/Fee
Waiver Scheme



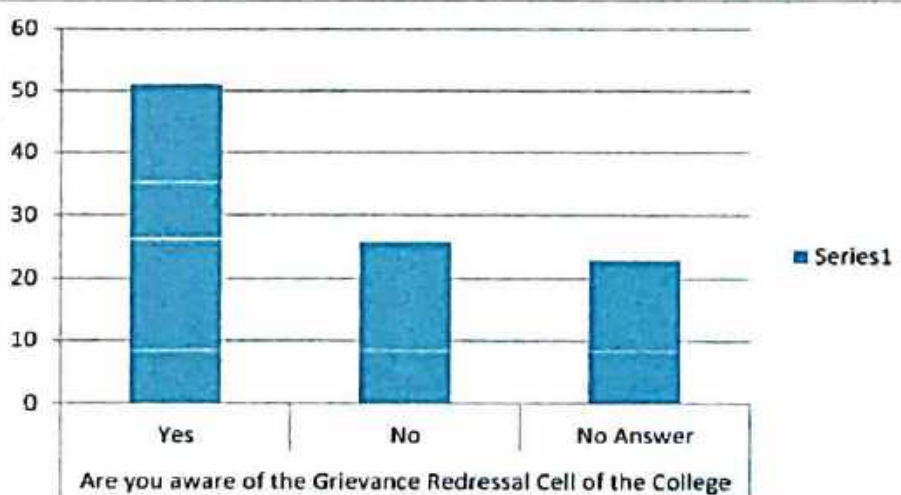
19

Career Guidance
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essential & helpful

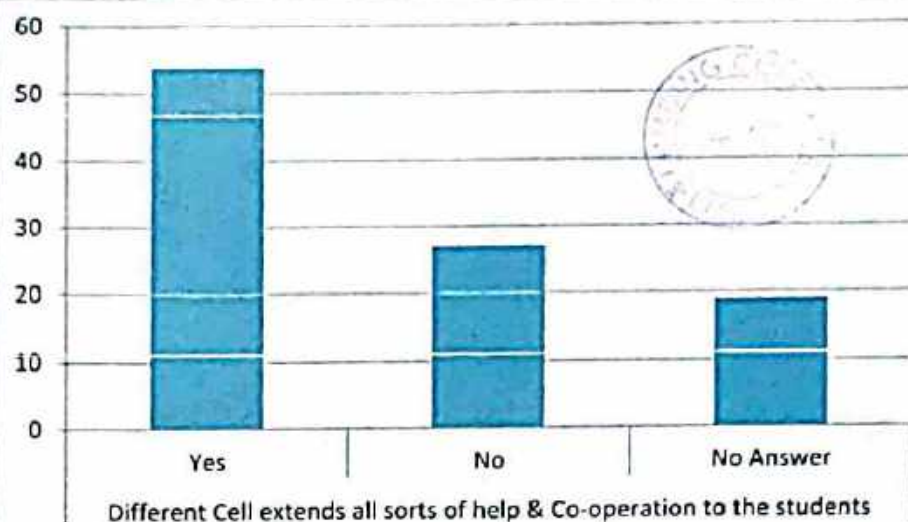


20

Are you aware of
the Grievance
Redressed Cell of
the College

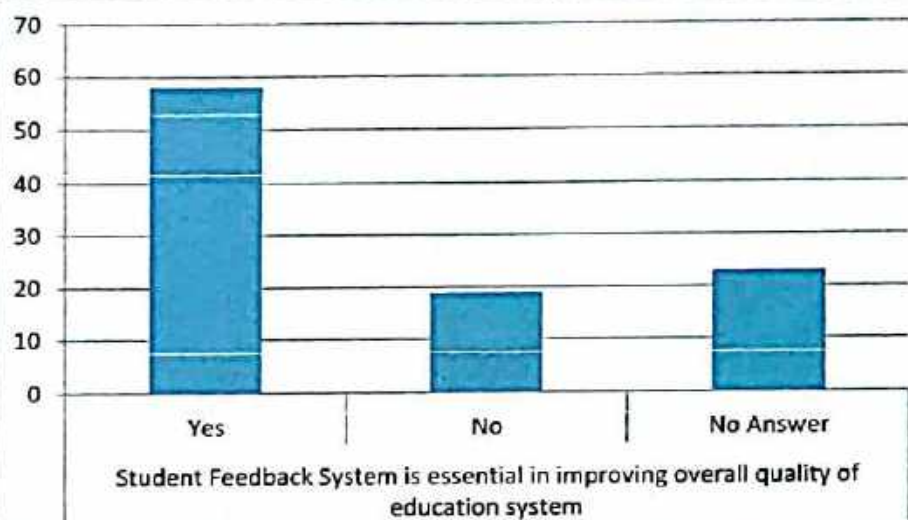


21 Different Cell extends all sorts of help & Co-operation to the students



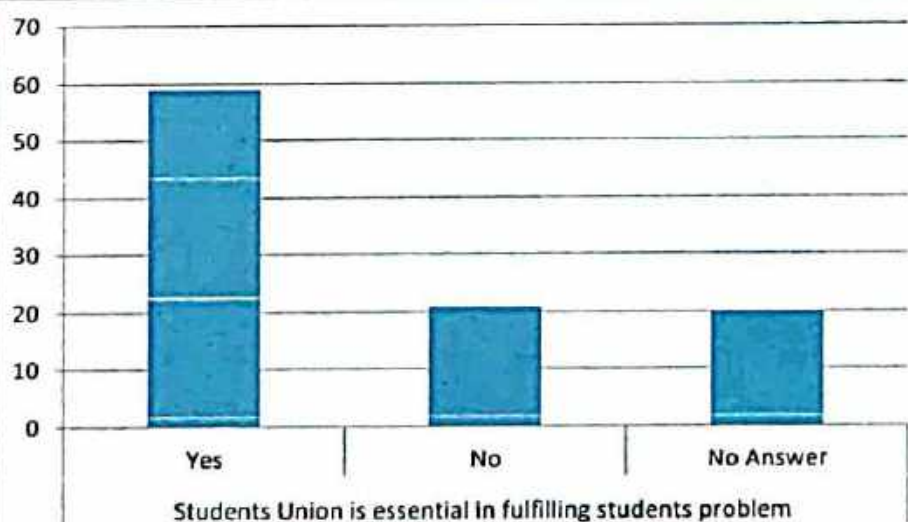
Different Cell extends all sorts of help & Co-operation to the students

22 Student Feedback System is essential in improving overall quality of education system

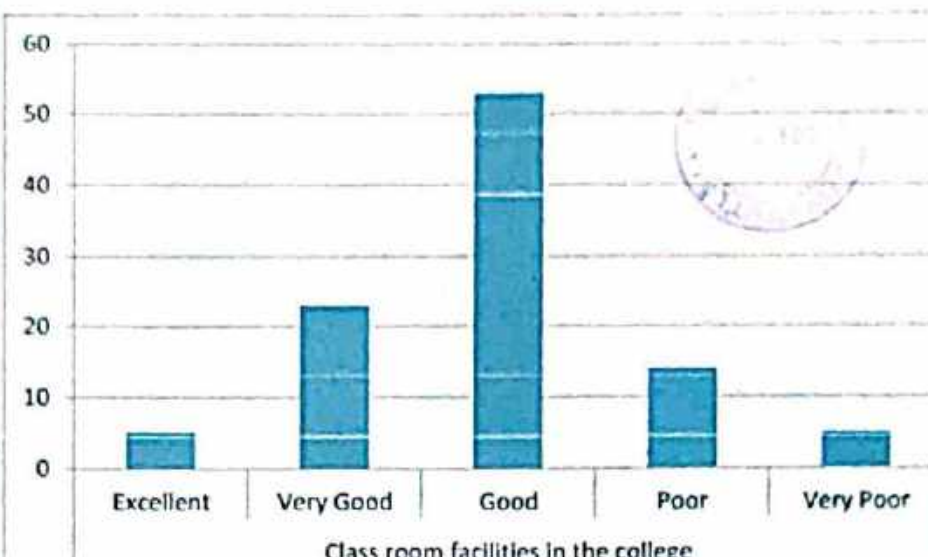
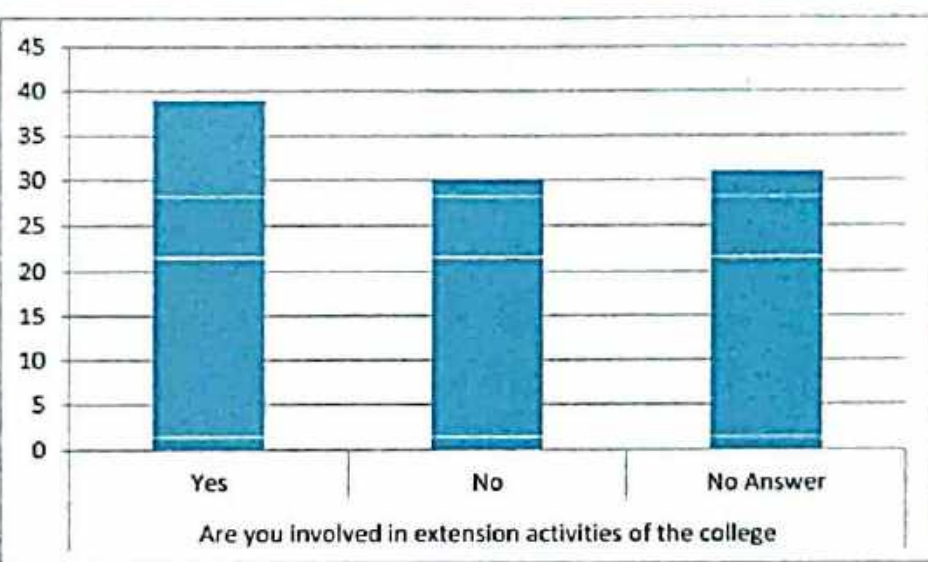
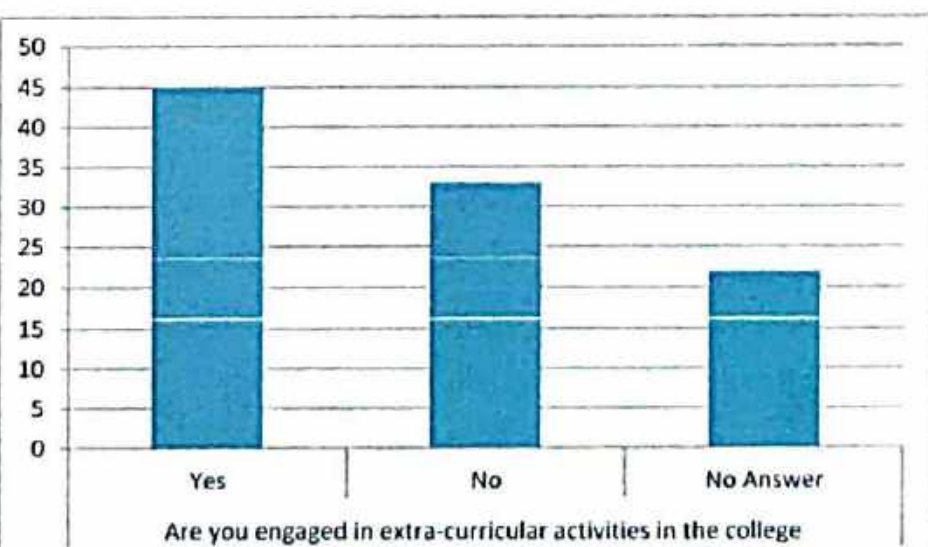


Student Feedback System is essential in improving overall quality of education system

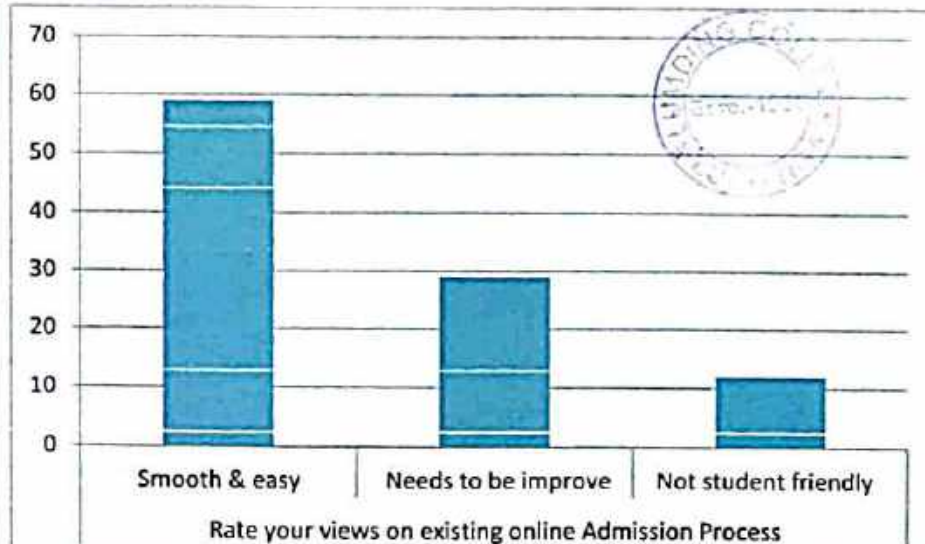
23 Students Union is essential in fulfilling students problem



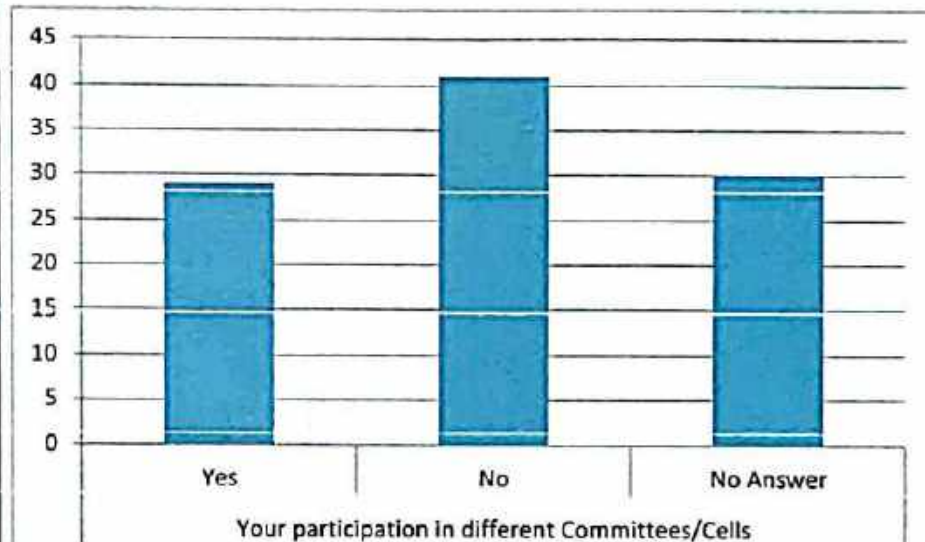
Students Union is essential in fulfilling students problem

24	Class room facilities in the college	 <table><thead><tr><th>Category</th><th>Count</th></tr></thead><tbody><tr><td>Excellent</td><td>5</td></tr><tr><td>Very Good</td><td>23</td></tr><tr><td>Good</td><td>53</td></tr><tr><td>Poor</td><td>14</td></tr><tr><td>Very Poor</td><td>5</td></tr></tbody></table>	Category	Count	Excellent	5	Very Good	23	Good	53	Poor	14	Very Poor	5
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25	Are you involved in extension activities of the college	 <table><thead><tr><th>Category</th><th>Count</th></tr></thead><tbody><tr><td>Yes</td><td>39</td></tr><tr><td>No</td><td>30</td></tr><tr><td>No Answer</td><td>31</td></tr></tbody></table>	Category	Count	Yes	39	No	30	No Answer	31				
Category	Count													
Yes	39													
No	30													
No Answer	31													
26	Are you engaged in extra-curricular activities in the college	 <table><thead><tr><th>Category</th><th>Count</th></tr></thead><tbody><tr><td>Yes</td><td>45</td></tr><tr><td>No</td><td>33</td></tr><tr><td>No Answer</td><td>22</td></tr></tbody></table>	Category	Count	Yes	45	No	33	No Answer	22				
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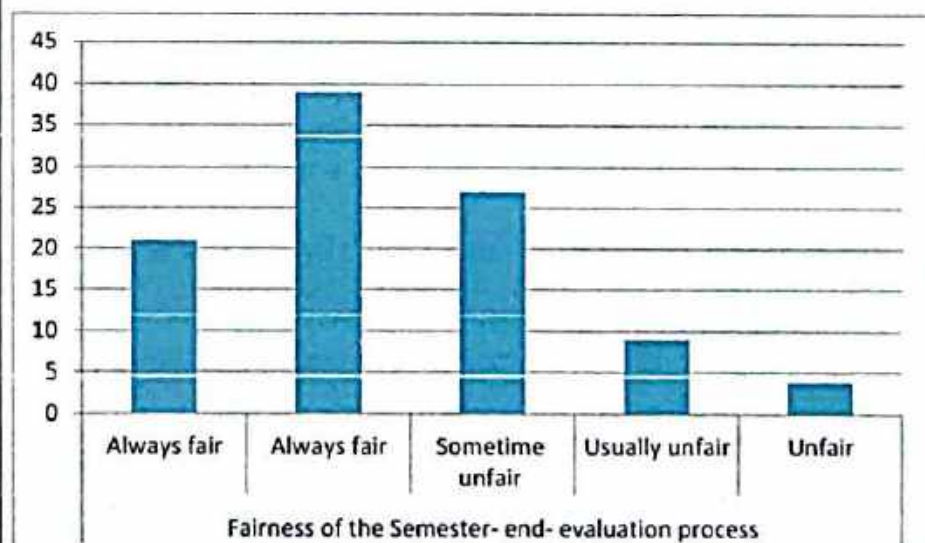
27 Rate your views on existing online Admission Process

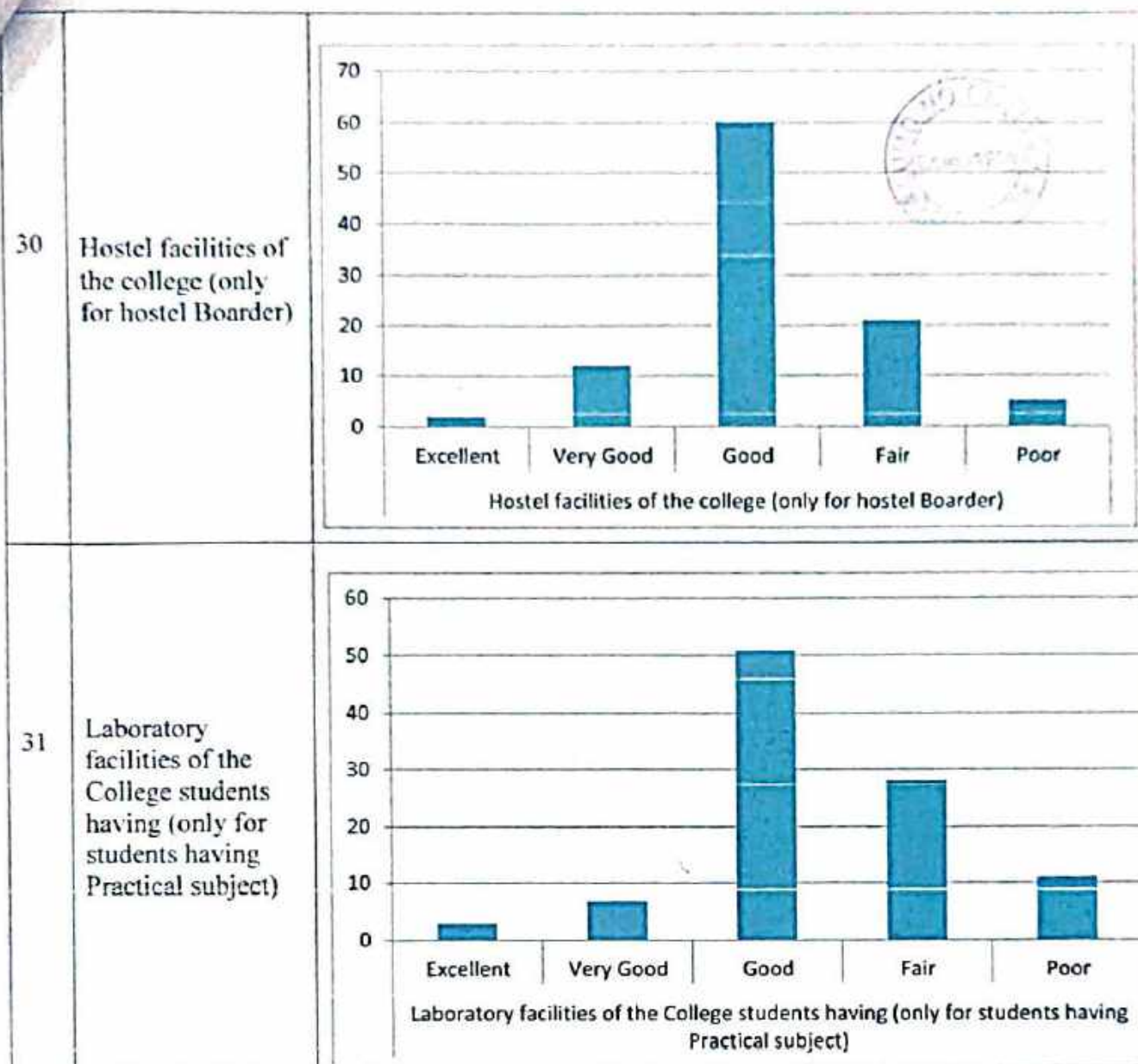


28 Your participation in different Committees/Cells



29 Fairness of the Semester- end- evaluation process





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

- About 60 % 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 50% of the total students think that Counseling during admission is essential for students in choosing right subject options.
- Above 55% of the total respondents found that preparedness of teachers for class is satisfactory.
- Majority of students mentioned that the teaching quality and reading materials supplied by teachers are good.
- About 58% students think that the Student feedback system is essential in improving overall quality of education system
- More than 50% of the students mentioned that their interaction with non-teaching staff is friendly. They found no difficulty while doing official procedures in College
- More than 50% reported that the internal evaluation process is fair and about 48% of the students reported that performance in assignment are discussed with them. Above 65% of the students reported that faculties regularly/often takes proper initiatives for promoting field trips/study, project etc.

- Regarding mentoring process, a sizeable percentage of students show their indifferent attitude. Only 27% reported that the process is functioning moderately.
 - About 64% of the students agreed that teachers encourage them to participate in extra-curricular activities.
 - Approximately 50% of respondents reported that the common room facilities are good. About 45% of the students reported good notion regarding maintenance of cleanliness & hygiene in facilities and Campus. However, more than 50 % 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 31% reported that they availed such benefits.
 - Above 35% of the students reported that Career Guidance Cell is extremely essential & helpful for them.
- Some of the suggestions that were made by students:

1. Student's Common room and washroom should be improved. Cleanliness and hygiene college campus must take into consideration. Adequate drinking water facilities need to be ensured by college authority.
2. A good number of students suggested for installing more ICT enable classroom.
3. Sports facilities need to be improved.
4. Better lab infrastructure & sufficient chemicals and equipment are required.
5. Need more collection of Journals in library and urges for full automation of college library.
6. Official works needs to be updated.
7. Canteen facilities are not up to the mark which needs to be improved.
8. More participation of students in different committees and cells needs to be ensured.
9. Sports and Cultural events need to be organized regularly.
10. Sufficient class room and more technology enabled classroom need to be setup.
11. Majority of the student's demand improvement of Bike or bi-cycle stand of the college campus.



Chairperson, IQAC
Lumding College,
Lumding, Hojai, Assam

Principal
LUMDING COLLEGE
Lumding, Hojai, Assam

Coordinator, IQAC
Lumding College,
Lumding, Hojai, Assam

Chairman
Lumding
Lumding, Hojai, Assam

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