

A Report on
Students' Satisfaction Survey
Session: 2021 – 22
Lala Rural College, Lala, Hailakandi, Assam

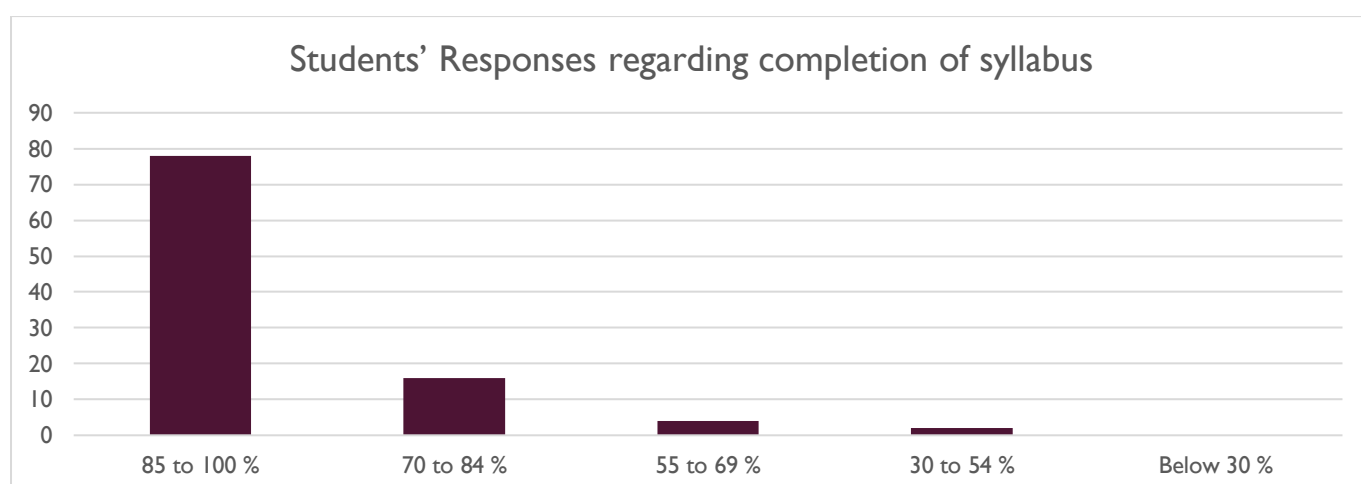
Introduction

In the academic session 2021-22, a group of 180 students, selected randomly, were asked to fill up a Students Satisfaction Survey form comprising of few questions and statements on teaching-learning and evaluation, infrastructure and administration. The students participating in this survey were administered the Questionnaire (Annexure-I) to submit responses within the given time frame i.e. from 7th February, 2022 to 12th February, 2022. The responses received from the students were analysed and interpreted as follows:

Part B:-Teaching- Learning and Evaluation:

1. How much of the syllabus was covered in the class?

<i>Percentage of syllabus</i>	<i>Response of students (in %)</i>
85 to 100 %	78
70 to 84 %	16
55 to 69 %	4
30 to 54 %	2
Below 30 %	0
Total	100%

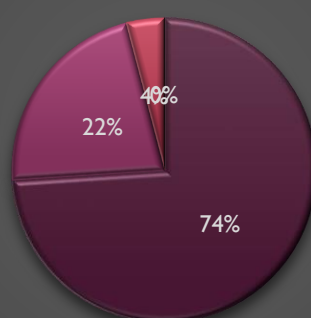


Interpretation: Majority of the students i.e. 78 % of the students responded that 85 to 100% of the syllabus was covered in the class; 16% lies in the 70 to 84 % group; 4% lies in the 55 to 69 %; 2% in the 30 to 54 % and 0% students' responses lies in the group of below 30%.

2. How well did the teachers prepare for the classes?

<i>Satisfaction level</i>	<i>Response of students (in %)</i>
<i>Thoroughly</i>	74
<i>Satisfactorily</i>	22
<i>Poorly</i>	4
<i>Indifferently</i>	0
<i>Won't teach at all</i>	0
<i>Total</i>	<i>100%</i>

Students' satisfaction level against the class performance of teachers

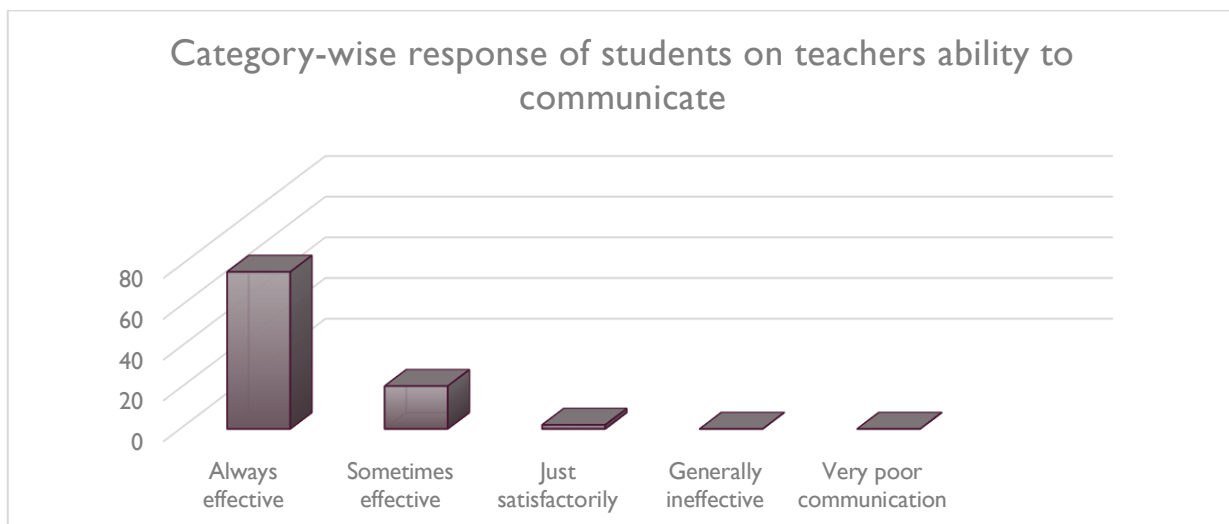


■ Thoroughly
 ■ Satisfactorily
 ■ Poorly
 ■ Indifferently
 ■ won't teach at all

Interpretation: Majority of the students i.e. 74 % of the students responded that the teachers teach in the class thoroughly, 22% responded were at the satisfactory level, 4% lies in the poor level and 0% in both indifferently and won't teach at all levels.

3. How well were the teachers able to communicate?

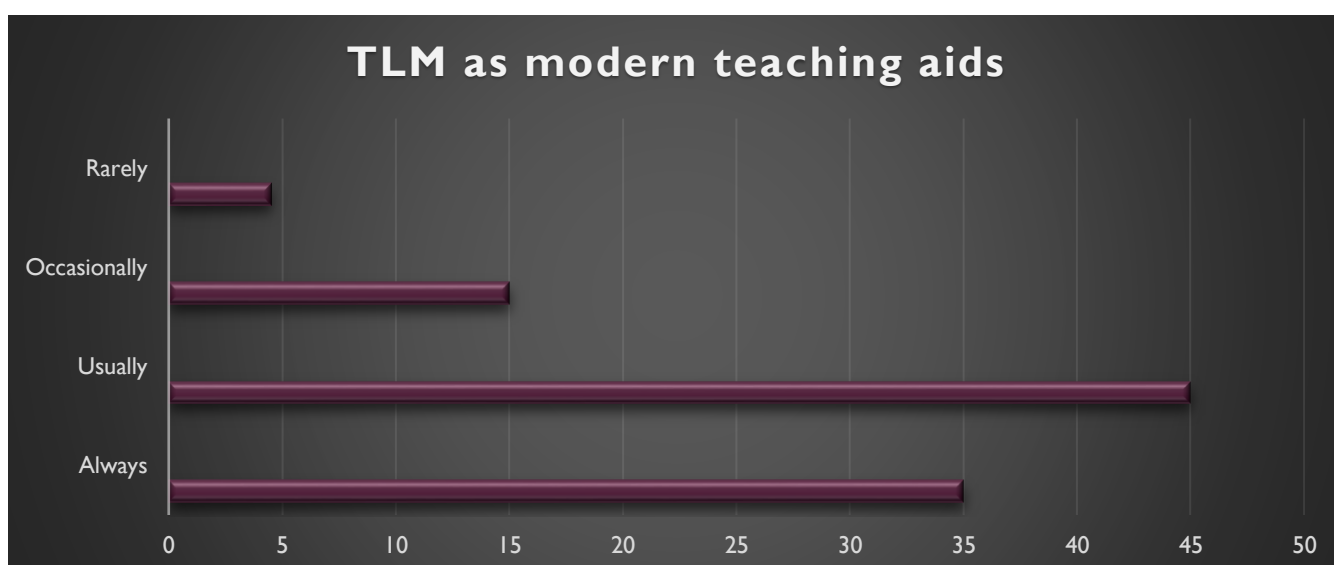
<i>Communication efficiency</i>	<i>Response of students (in %)</i>
Always effective	77
Sometimes effective	21
Just satisfactorily	2
Generally ineffective	0
Very poor communication	0
<i>Total</i>	<i>100</i>



Interpretation: Majority of the students i.e. 77% of the students responded that teachers are always effective; 21% responded that the teachers are sometimes effective whereas 2% of students responded that the teachers are just satisfactory and no respondents are found in the generally ineffective and very poor communication group.

4. Teachers use TLM including modern teaching aids to deliver lesson in a convincing manner.

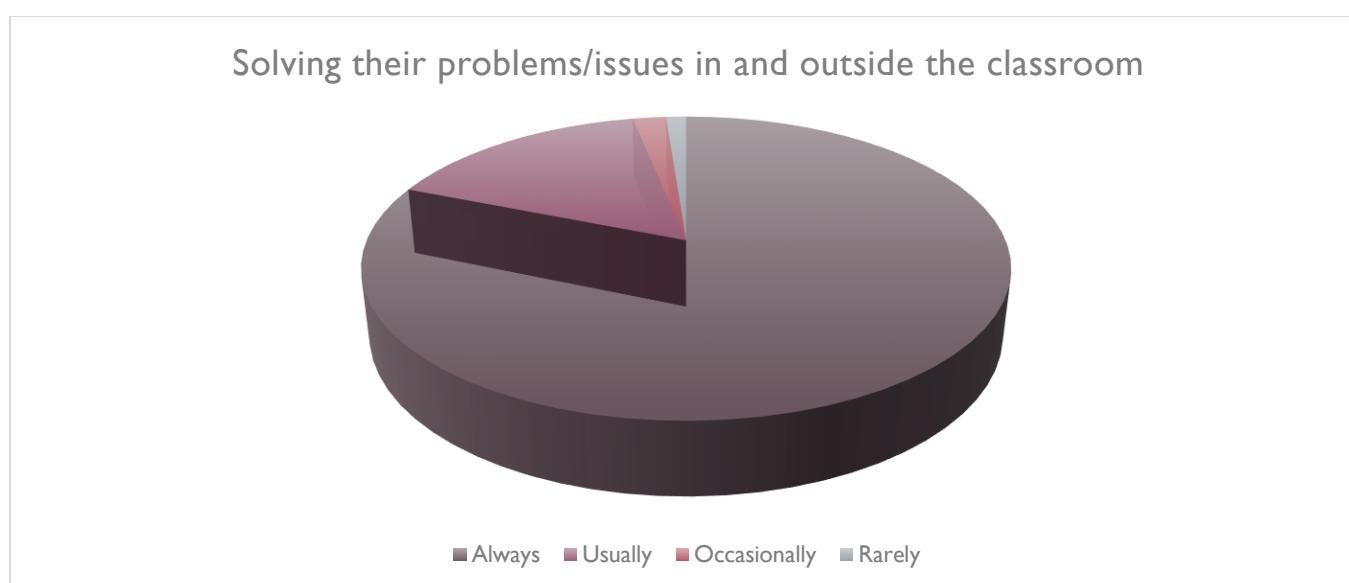
TLM as modern teaching aids	Response of students (in %)
Always	35
Usually	45
Occasionally	15
Rarely	5
Total	100



Interpretation: 35 % of the students responded that teachers use TLM as teaching aids always; 45% responded that they use it usually; 15% responded occasionally and 5% responded that TLM is used as teaching aids rarely.

5. *Teachers help students in solving their problems/issues in and outside the classroom.*

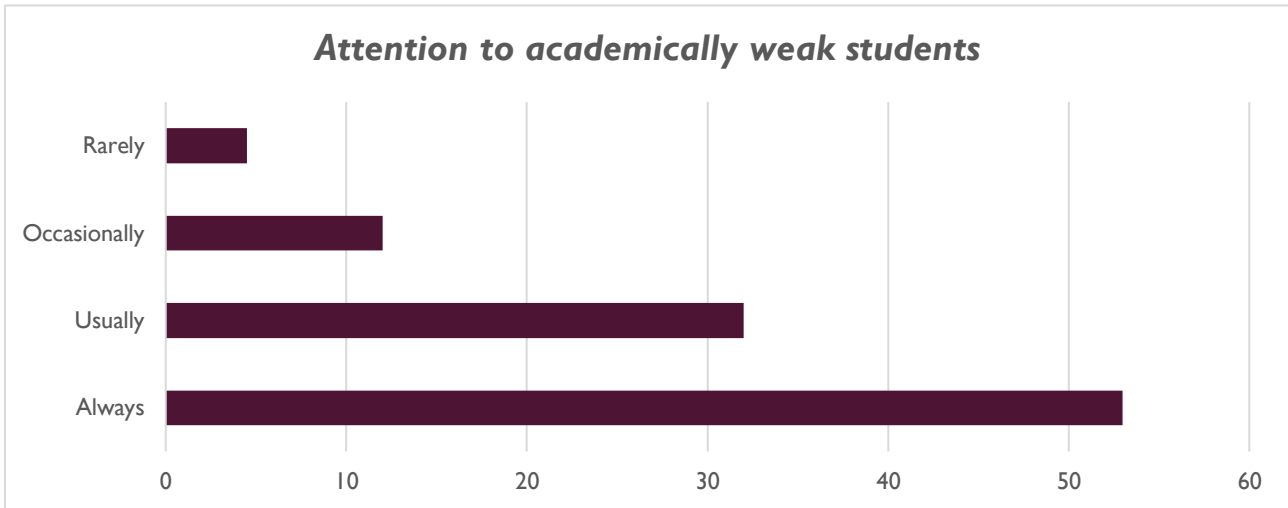
<i>Solving their problems/issues in and outside the classroom</i>	<i>Response of students (in %)</i>
<i>Always</i>	82
<i>Usually</i>	16
<i>Occasionally</i>	2
<i>Rarely</i>	0
<i>Total</i>	<i>100</i>



Interpretation: Maximum number of the students i.e. 82% of the students responded that always teachers help students in solving their problems/issues in and outside the classroom, 16% responded that usually; 2% responded occasionally and 0% responded towards rarely.

6. *Teachers pay attention to academically weak students.*

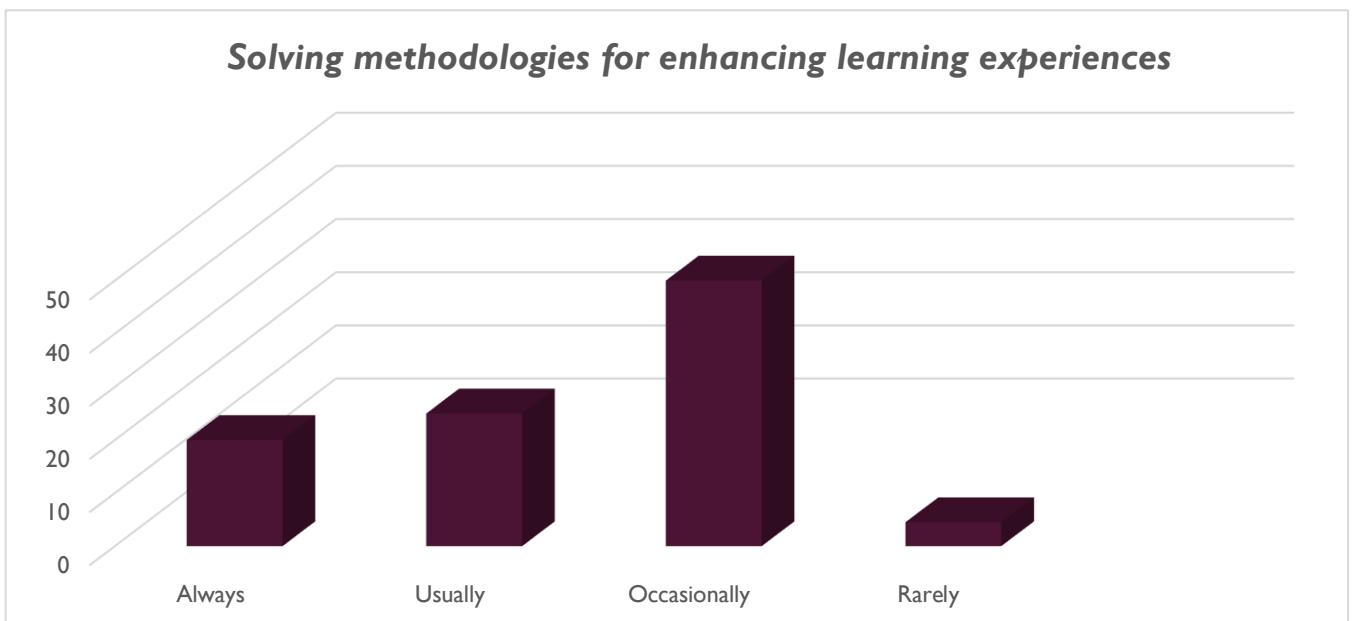
<i>Attention to academically weak students</i>	<i>Response of students (in %)</i>
<i>Always</i>	53
<i>Usually</i>	32
<i>Occasionally</i>	12
<i>Rarely</i>	3
<i>Total</i>	<i>100</i>



Interpretation: 53% of the students responded that always teachers' pay attention to academically weak students; 32% responded usually; 12% occasionally; and 3% rarely.

- The teachers use student centric methods, such as experiential learning, Participative learning and problem –solving methodologies for enhancing learning experiences.

Methodologies for enhancing learning experiences	Response of students (in %)
Always	15
Usually	30
Occasionally	50
Rarely	5
Total	100

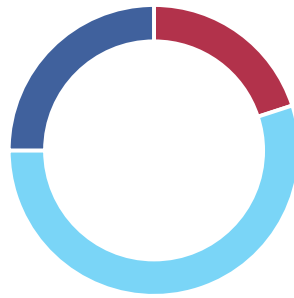


Interpretation: One half of the students i.e. 50% of the students responded that occasionally the teachers use student centric methods, such as experiential learning, participative learning and problem –solving methodologies for enhancing learning experiences.

8. *The teachers adopt transparent mechanism during internal assessment and evaluation process.*

<i>Transparent mechanism during the internal assessment and evaluation process.</i>	<i>Response of students (in %)</i>
<i>Strongly Agree</i>	20
<i>Agree</i>	55
<i>Partially Agree</i>	25
<i>Not Agree</i>	0
<i>Total</i>	<i>100</i>

Transparent mechanism during the internal assessment and evaluation process.



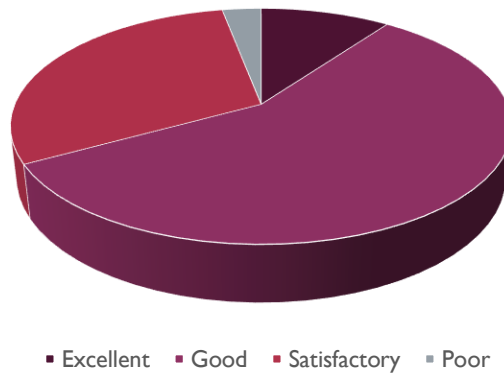
■ Strongly Agree
 ■ Agree
 ■ Partially Agree
 ■ Not Agree

Interpretation: 55% of the students agreed that the teachers adopt transparent mechanisms during internal assessment and evaluation process, where as 20% strongly agreed, 25% partially agreed and 0% not agreed at all.

9. *How do you assess institute's approach to address internal assessment-related grievances?*

<i>Institute's approach to address internal assessment related grievances</i>	<i>Response of students (in %)</i>
<i>Excellent</i>	10
<i>Good</i>	57
<i>Satisfactory</i>	30
<i>Poor</i>	3
<i>Total</i>	<i>100</i>

Institute's approach to address internal assessment related grievances

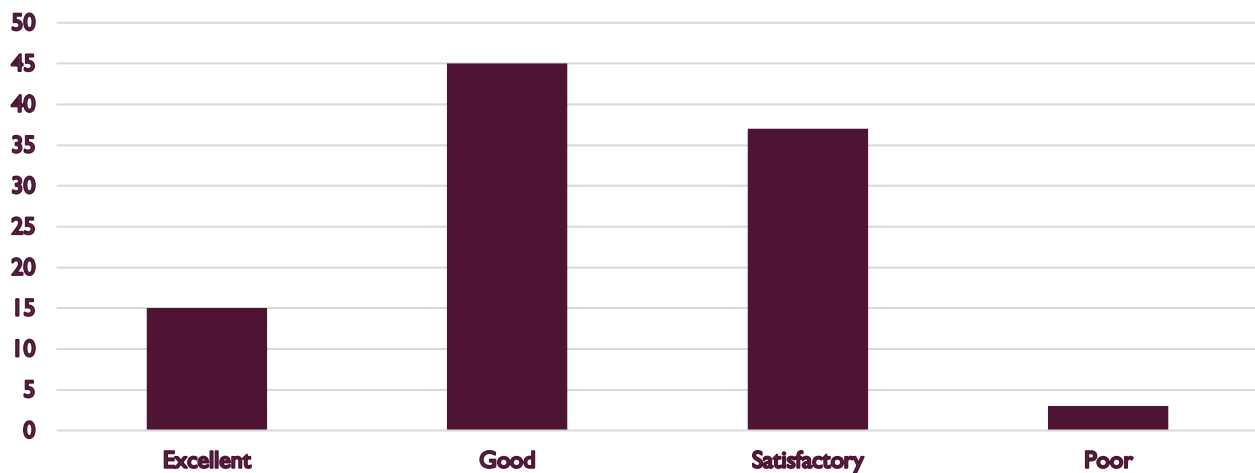


Interpretation: 57% of the students responded that institute's approach to address internal assessment related grievances is good.

10. The overall quality of teaching-learning and evaluation process in the institute is-

Overall quality of teaching-learning and evaluation process	Response of students (in %)
<i>Excellent</i>	15
<i>Good</i>	45
<i>Satisfactory</i>	37
<i>Poor</i>	3
Total	100

Overall quality of teaching-learning and evaluation process



Interpretation: 45 % of the students responded that the overall quality of teaching-learning and evaluation process in their institute is good; 37% is satisfactory; 15% excellent and 3% is poor.

Part C:-Infrastructure:

11. Are you satisfied with the drinking water facility available in your college?

<i>Satisfaction with the drinking water facility</i>	<i>Response of students (in %)</i>
<i>Fully Satisfied</i>	12
<i>Reasonably Satisfied</i>	35
<i>Partially Satisfied</i>	45
<i>Not Satisfied</i>	8
<i>Total</i>	100



Interpretation: 45% of the students are partially satisfied with the drinking water facility available in the college.

12. Are you satisfied with the toilet facilities available in your college?

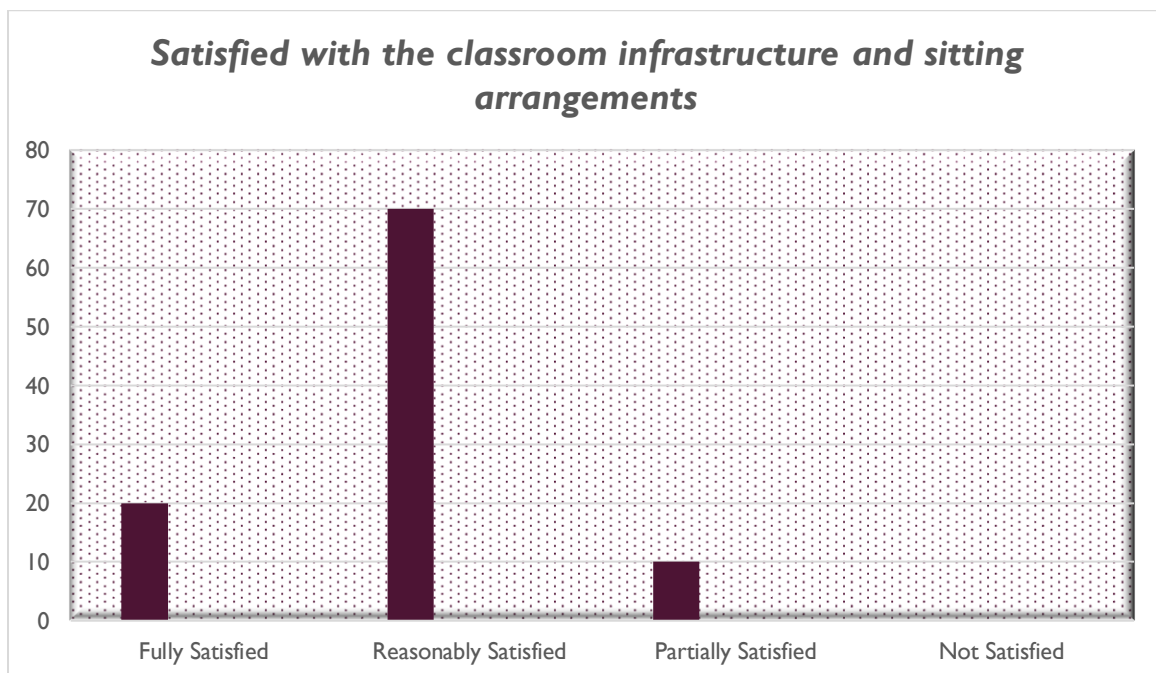
<i>Satisfaction with the toilet facilities</i>	<i>Response of students (in %)</i>
<i>Fully Satisfied</i>	5
<i>Reasonably Satisfied</i>	50
<i>Partially Satisfied</i>	40
<i>Not Satisfied</i>	5
<i>Total</i>	100



Interpretation: 50 % of the students are reasonably satisfied with the toilet facility available in the college.

13. Are you satisfied with the classroom infrastructure and sitting arrangements in your college?

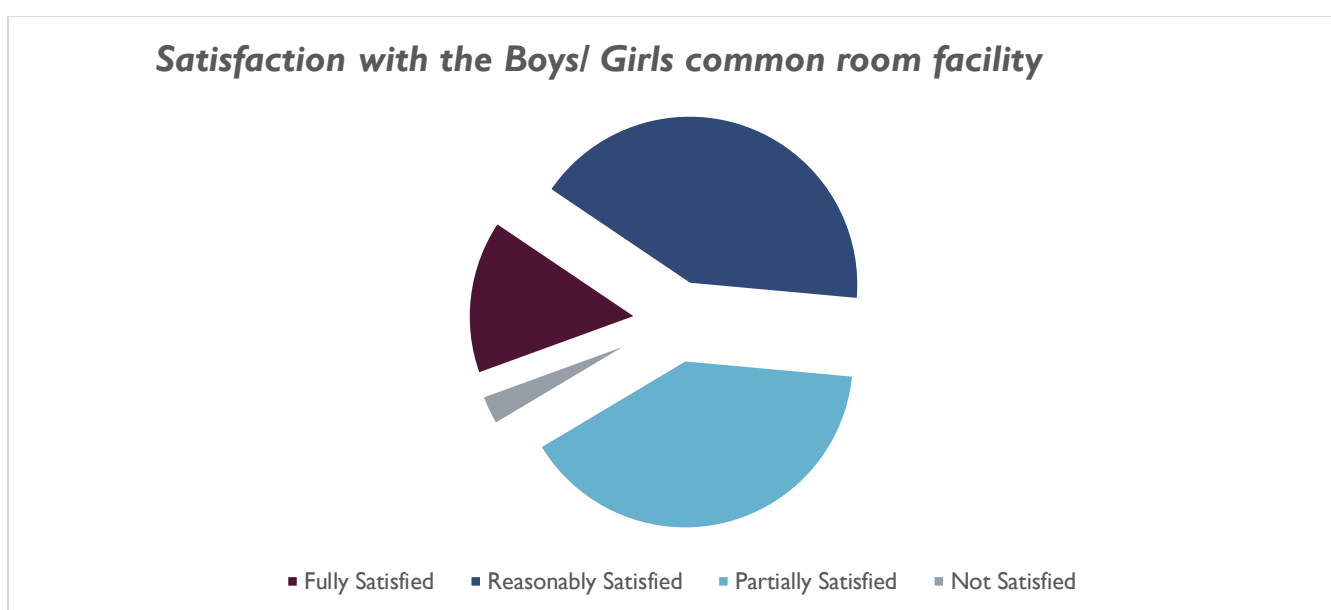
<i>Satisfied with the classroom infrastructure and sitting arrangements</i>	<i>Response of students (in %)</i>
<i>Fully Satisfied</i>	<i>20</i>
<i>Reasonably Satisfied</i>	<i>70</i>
<i>Partially Satisfied</i>	<i>10</i>
<i>Not Satisfied</i>	<i>0</i>
Total	100



Interpretation: Majority of the students i.e. 70 % of the students are reasonably satisfied with the classroom infrastructure and sitting arrangements in the college.

14. Are you satisfied with the Boys/ Girls common room facility available in your college?

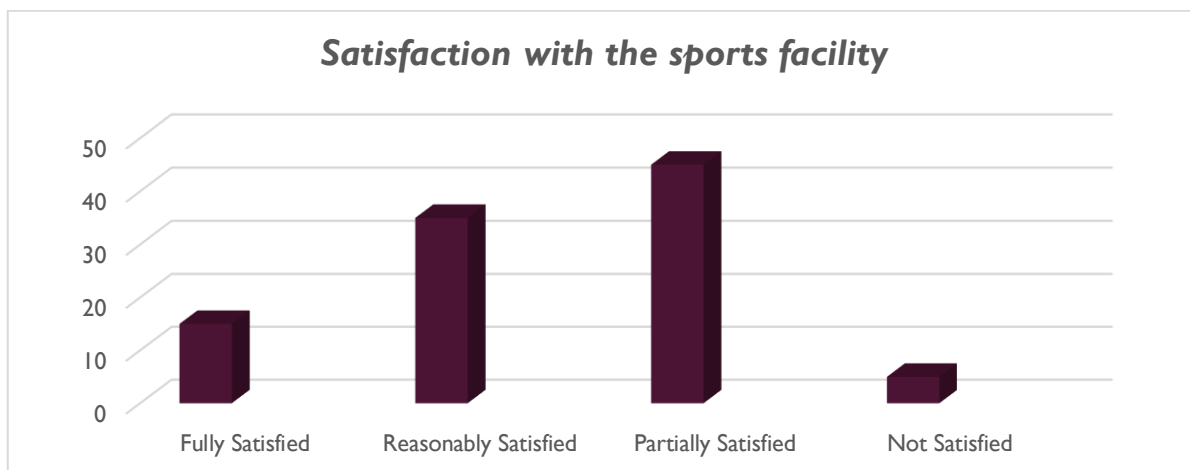
Satisfaction with the Boys/ Girls common room facility	Response of students (in %)
<i>Fully Satisfied</i>	<i>15</i>
<i>Reasonably Satisfied</i>	<i>42</i>
<i>Partially Satisfied</i>	<i>40</i>
<i>Not Satisfied</i>	<i>03</i>
Total	100



Interpretation: *42 % of the students are reasonably satisfied with the Boys/ Girls common room facility available in the college.*

15. Are you satisfied with the sports facility available in your college?

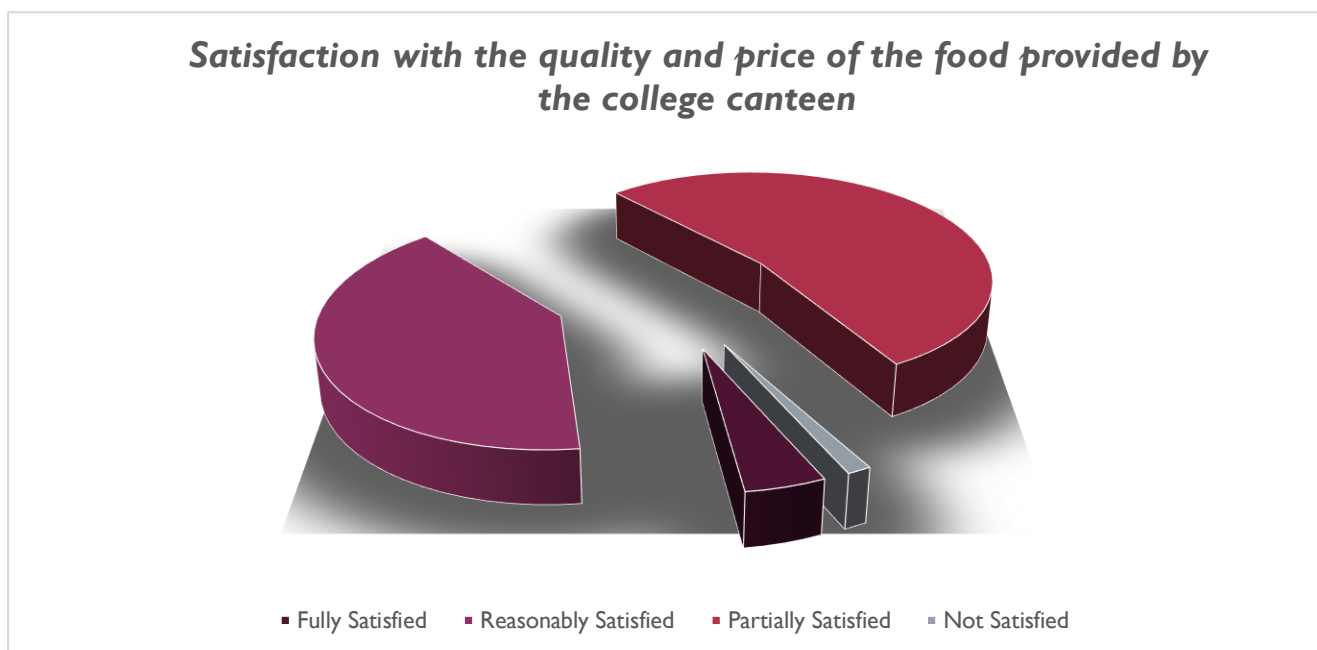
Satisfaction with the sports facility	Response of students (in %)
<i>Fully Satisfied</i>	<i>15</i>
<i>Reasonably Satisfied</i>	<i>35</i>
<i>Partially Satisfied</i>	<i>45</i>
<i>Not Satisfied</i>	<i>5</i>
Total	100



Interpretation: 45 % of the students are partially satisfied with the sports facility available in their college.

16. Are you satisfied with the quality and price of the food provided by the college canteen?

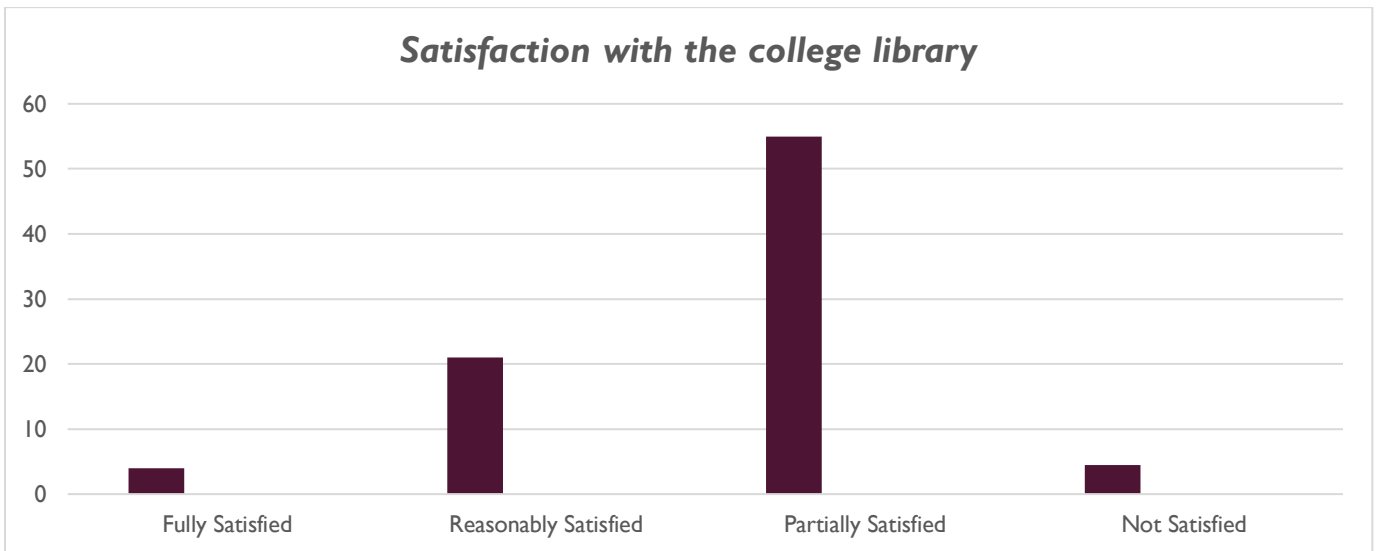
Satisfaction with the quality and price of the food provided by the college canteen	Response of students (in %)
<i>Fully Satisfied</i>	4
<i>Reasonably Satisfied</i>	35
<i>Partially Satisfied</i>	46
<i>Not Satisfied</i>	15
Total	100



Interpretation: 46 % of the students are partially satisfied with the quality and price of the food provided by the college canteen.

17. Are you satisfied with the college library in terms of availability of books, Xerox facility, reading space, etc.?

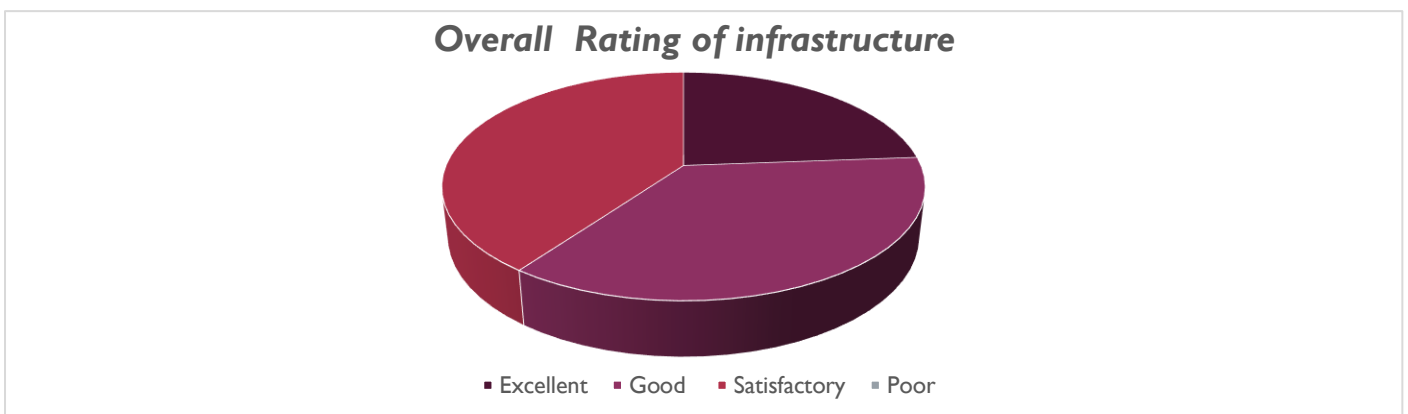
<i>Satisfaction with the college library</i>	<i>Response of students (in %)</i>
<i>Fully Satisfied</i>	4
<i>Reasonably Satisfied</i>	21
<i>Partially Satisfied</i>	55
<i>Not Satisfied</i>	20
Total	100



Interpretation: 55 % of the students are partially satisfied with the college library in terms of availability of books, xerox facility, reading space, etc.

18. How do you rate the overall infrastructure of your college?

<i>Overall Rating of infrastructure</i>	<i>Response of students (in %)</i>
<i>Excellent</i>	23
<i>Good</i>	35
<i>Satisfactory</i>	42
<i>Poor</i>	0
Total	100

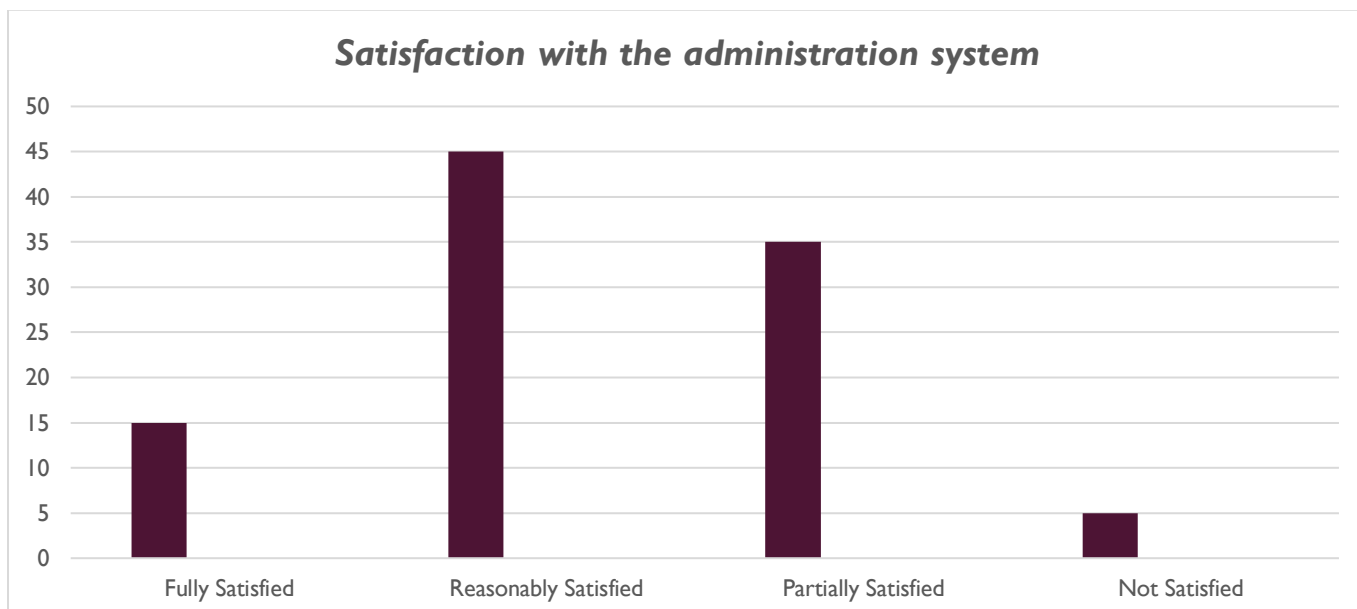


Interpretation: 42 % of the students rated the overall infrastructure of their college satisfactory.

Part D:-Administration:

19. Are you satisfied with the administration system of your college?

Satisfaction with the administration system	Response of students (in %)
<i>Fully Satisfied</i>	15
<i>Reasonably Satisfied</i>	45
<i>Partially Satisfied</i>	35
<i>Not Satisfied</i>	5
Total	100

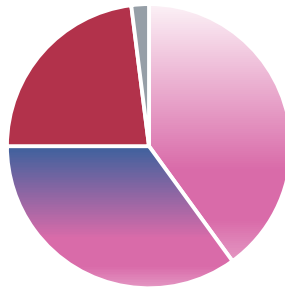


Interpretation: 45 % of the students are reasonably satisfied with the administrationsystem of the college.

20. Are you satisfied with the admission procedure of your college?

Satisfaction with the admission procedure	Response of students (in %)
<i>Fully Satisfied</i>	40
<i>Reasonably Satisfied</i>	35
<i>Partially Satisfied</i>	23
<i>Not Satisfied</i>	2
Total	100

Satisfaction with the admission procedure



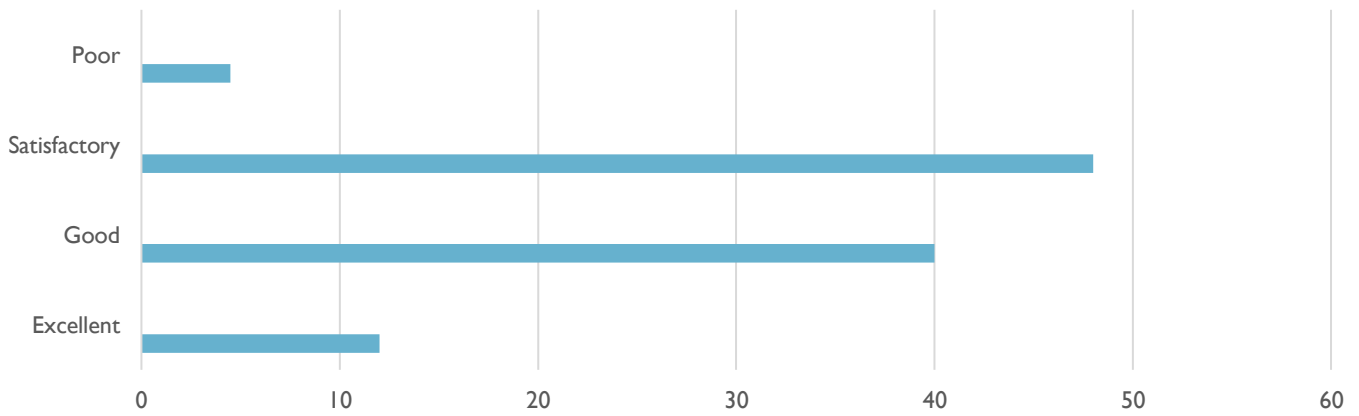
■ Fully Satisfied
 ■ Reasonably Satisfied
 ■ Partially Satisfied
 ■ Not Satisfied

Interpretation: 40 % of the students are fully satisfied the admission procedure of the college.

21. How do you rate the office staff of the college?

Rating of the office staff	Response of students (in %)
<i>Excellent</i>	12
<i>Good</i>	40
<i>Satisfactory</i>	48
<i>Poor</i>	0
Total	100

Rating of the office staff



Interpretation: 48 % of the students rated the office staff of the college as satisfactory.

Recommendations on Teaching-Learning and Evaluation:

1. *The teachers need to use modern TLM more frequently to cater to needs of the students and also to make classroom interaction more effective.*
2. *To pay attention to academically slow learners, it is recommended that every week class test may be taken. It will enhance learning process of the students.*
3. *The teachers need to apply student centric methods such as experimental learning, participative learning and problem solving methodologies for effective participation of the students.*

Recommendations on College Infrastructure:

1. *Classroom infrastructure should be improved.*
2. *The students need to be encouraged in sports and more avenues are to be provided for more participation of the students.*
3. *Drinking water facility and toilet facility need to be improved.*
4. *Attention needs to be paid to boys and girls common room.*
5. *Quality of food in the canteen should be improved.*
6. *The college library is an integral part of institutional education. From the response of the survey it is found that attention needs to be paid towards library. Following are the areas which need to be marked:*
 - i. *More reference books.*
 - ii. *Subscription of more journals and newspapers (National and State level).*
 - iii. *Full time zerox facility.*

Recommendations on College Administration:

1. *The office staff needs to be more co-operative with the students.*

STUDENTS' SATISFACTION SURVEY

LALA RURAL COLLEGE

SESSION: 2021-22

Part-A Annexure-I)

(*Personal Information*)

Name of the Student :

Class/Semester :

Stream :

Contact No. :

Part-B (<i>Teaching-Learning and Evaluation</i>) {Tick (✓) the appropriate}			
1.	<i>How much of the syllabus was covered in the class?</i>	<i>a.</i> 85 to 100 %	<i>d.</i> 30 to 54 %
		<i>b.</i> 70 to 84 %	<i>e.</i> Below 30 %
		<i>c.</i> 55 to 69 %	
2.	<i>How well did the teachers prepare for the classes?</i>	<i>a.</i> Thoroughly <input type="checkbox"/>	<i>d.</i> Indifferently <input type="checkbox"/>
		<i>b.</i> Satisfactorily <input type="checkbox"/>	<i>e.</i> Won't teach at all <input type="checkbox"/>
		<i>c.</i> Poorly <input type="checkbox"/>	

3.	<i>How well were the teachers able to communicate?</i>	<i>a. Always effective</i>	<i>d. Generally in effective</i>
		<i>b. Sometimes Effective</i>	<i>e. Very Poor</i>
		<i>c. Just satisfactorily</i>	
4.	<i>Teachers use TLM including modern teaching aids to deliver lesson in a convincing manner.</i>	<i>a. Always</i>	<i>c. Occasionally</i>
		<i>b. Usually,</i>	<i>d. Rarely</i>
5.	<i>Teachers help students in solving their problems/issues in and outside the classroom.</i>	<i>a. Always</i>	<i>c. Occasionally</i>
		<i>b. Usually,</i>	<i>d. Rarely</i>
6.	<i>Teachers pay attention to academically weak students.</i>	<i>a. Always</i>	<i>c. Occasionally</i>
		<i>b. Usually,</i>	<i>d. Rarely</i>
7.	<i>The teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.</i>	<i>a. Always</i>	<i>c. Occasionally</i>
		<i>b. Usually,</i>	<i>d. Rarely</i>
8.	<i>The teachers adopt transparent mechanism during internal assessment and evaluation process.</i>	<i>a. Strongly agree</i>	<i>c. Partially agree</i>
		<i>b. Agree</i>	<i>d. Not agree</i>
9.	<i>How do you assess institute's approach to addresses internal assessment related grievances?</i>	<i>a. Excellent</i>	<i>c. Satisfactory</i>
		<i>b. Good</i>	<i>d.</i>
10.	<i>The overall quality of teaching-learning process in your institute is-</i>	<i>a. Excellent</i>	<i>c. Satisfactory</i>
		<i>b. Good</i>	<i>d. Poor</i>

Part-C (Infrastructure) {Tick (✓) the appropriate}			
11.	<i>Are you satisfied with the drinking water facility available in your college?</i>	<i>a. Fully satisfied</i>	<i>c. Partially Satisfied</i>
		<i>b. Reasonably Satisfied</i>	<i>d. Not Satisfied</i>
12.	<i>Are you satisfied with the toilet facility available in your college?</i>	<i>a. Fully satisfied</i>	<i>c. Partially Satisfied</i>
		<i>b. Reasonably Satisfied</i>	<i>d. Not Satisfied</i>

13.	Are you satisfied with the classroom infrastructure and sitting arrangements in your college??	a. Fully satisfied	c. Partially Satisfied
		b. Reasonably Satisfied	d. Not Satisfied <input type="text"/>
14.	Are you satisfied with the Boys/Girls common room facility available in your college?	a. Fully satisfied	c. Partially Satisfied
		b. Reasonably Satisfied	d. Not Satisfied <input type="text"/>
15.	Are you satisfied with the sports facility available in your college?	a. Fully satisfied	c. Partially Satisfied
		b. Reasonably Satisfied	d. Not Satisfied <input type="text"/>
16.	Are you satisfied with the quality and price of the food provided by the college canteen?	a. Fully satisfied	c. Partially Satisfied
		b. Reasonably Satisfied	d. Not Satisfied <input type="text"/>
17.	Are you satisfied with the college library in terms of availability of books, zerox facility, reading space, etc?	a. Fully satisfied	c. Partially Satisfied
		b. Reasonably Satisfied	d. Not Satisfied <input type="text"/>
18.	How do you rate the overall infrastructure of your college?	a. Excellent	c. Satisfactory
		b. Good	d. Poor <input type="text"/>

Part-D

(Administration

)

{Tick (✓) the appropriate}

19.	Are you satisfied with the administration system of your college?	a. Fully satisfied	c. Partially Satisfied
		b. Reasonably Satisfied	d. Not Satisfied <input type="text"/>
20.	Are you satisfied with the admission procedure of your college?	a. Fully satisfied	c. Partially Satisfied
		b. Reasonably Satisfied	d. Not Satisfied <input type="text"/>
21.	How do you rate the office staff of the college?	a. Excellent	c. Satisfactory
		b. Good	d. Poor <input type="text"/>

Signature

