STUDENTS' SATISFACTION SURVEY

REPORT (2020-21)

C.K.B. COLLEGE, TEOK- 785112

DECEMBER 2021

Principal
CKB College, Teok
JORHAT

Binoybrot Rajkhowa
Co-ordinator, IQAC
C.K.B. College, Teok

Contents:

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About the Survey:

Students of an Institution form the core of the stakeholders and all the activities undertaken by the institute are focused on creating a barrier free and conducive environment for excelling in their academics. In this regard the institution has provided many facilities for the benefit of students such as Hostels, Drinking Water, Canteen, ICT, proper teaching-learning environment, institution's innovation in providing multiple opportunities etc. to name a few. In the process the institution strives to achieve its program objectives as laid down in the policy document.

It becomes imperative for any institution to reiterate that it is achieving its set goals and therefore it becomes necessary to elicit perceptions and opinions of the students who are the foremost stakeholders and identify the deviations if any, to improve the system and hence this survey is being carried on.

Survey Process:

The survey is conducted and reported by Internal Quality Assessment Cell (IQAC) with the support of the Student's Satisfaction Survey Committee, Heads, and Students of all the departments. The IQAC has appointed the Student Satisfaction Survey Committee to undertake this work. This survey is conducted 2 months before the commencement of the odd semester examination. The questionnaires were prepared in the form of Google form and circulated through various online platforms such as email, WhatsApp, etc.

The feedback was taken on different attributes like; Basic Facilities, Basic Services, Maintenance and Cleanliness, Co-curricular activities, Food and water, Library Services, and Hostels. The responses obtained on these dimensions are compiled into a spreadsheet, analyzed and logical conclusions are drawn therefrom. Moreover, Pie Charts have been used in analyzing the responses of the students.

The results of the survey will help the institution to understand both the short-term and long-term needs of the students and initiate remedial action to improve the facilities for students wherever it is required. Moreover, the outcome of this survey will provide a base for planning for the future.

The Student's Satisfaction Survey Committee sincerely thank all the members of the Management, Principal, and Heads of the Departments for permission and implementation of the survey. Our committee conveys thanks to the students who have expressed their opinions and/or views sincerely.
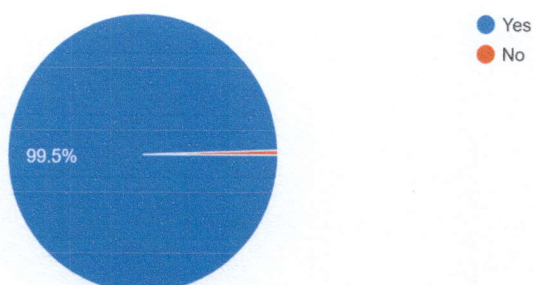
Nature of the Students:

A) Please confirm this is the first and only time you answer this survey.

370 responses

- ● Yes
- ● No

99.5%
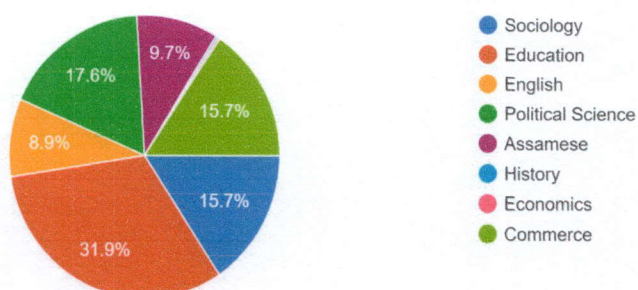
Here, we can see that 99.5% students have responded that this is the first and only time they have answered this survey.

B) Department :

370 responses

- ● Sociology
- ● Education
- ● English
- ● Political Science
- ● Assamese
- ● History
- ● Economics
- ● Commerce

9.7%

17.6%

15.7%

8.9%

15.7%

31.9%

Here, we can see that a majority of 31.9% students/respondents of the survey belongs to the Department of Education, 17.6% to the Department of Political Science, 15.7% belongs to the Department of Sociology, 15.7% to the Department of Commerce, 9.7% to the Department of Assamese, 8.9% to the Department of English and the remaining 9.4% respondents belongs to the Department of History and Economics respectively.

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In the question no. C, we have asked the students to enter their year of study and through their input we have got to know that most of the students entered 2019-20 and 2020-21 as their year of study. Thus, through their responses it is clear that most of the respondents belongs to BA/B. Com First and Third Semesters respectively.

D) Gender:
370 responses
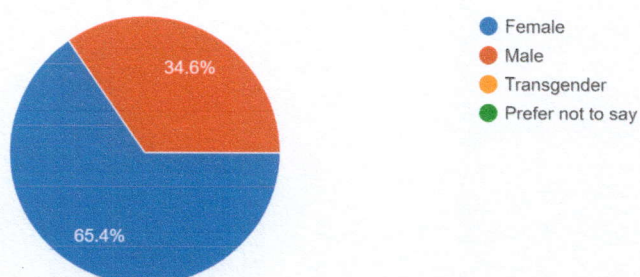
Here, we can see that a majority of 65.4% respondents of this survey are Female and the remaining 34.6% are Male.

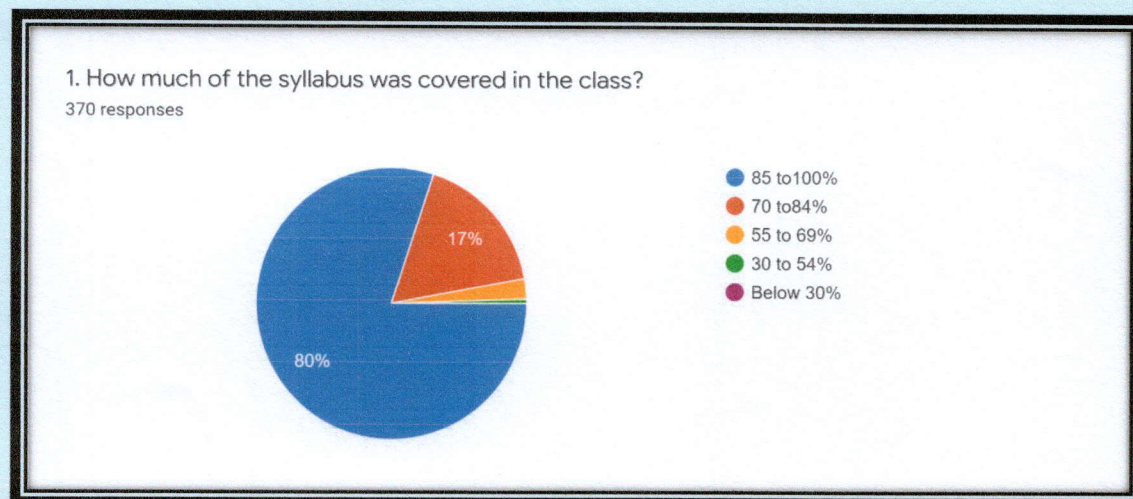Regarding the nature of the students, from the above inputs, we have come to know that a majority of 99.5% of students are answering this survey for the first time. Students of BA 1st and 3rd semesters students responded to this survey and they belong to all 8 departments of our institution. The number of total respondents is 370. Among them, 65.4% are Female and 34.6% are Male respectively.

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Measuring Students' Satisfaction Level:

In this section, we are measuring the students' satisfaction level by asking the students about 20 questions in the form of Google Forms. The student's satisfaction level is visible in the following charts:

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

- 85 to 100%
- 70 to 84%
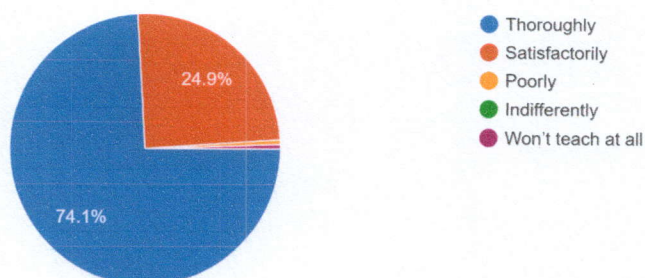- 55 to 69%
- 30 to 54%
- Below 30%

80%

17%

The above given pie chart shows the completion of syllabus by the teacher in the class. This chart clearly indicates that out of 370 respondents, 296 (80%) students responded that 85-100% syllabus were covered by their teachers in the class. About 70 (17%) students responded that their teachers covered 70-84% syllabus in the class. About 7 (2%) students responded that their teachers covered 55-69% syllabus in the class. Lastly, about 4 (1%) students responded that their teachers covered below 30% syllabus in the class.

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

- Thoroughly
- Satisfactorily
- Poorly
- Indifferently
- Won't teach at all

24.9%

74.1%
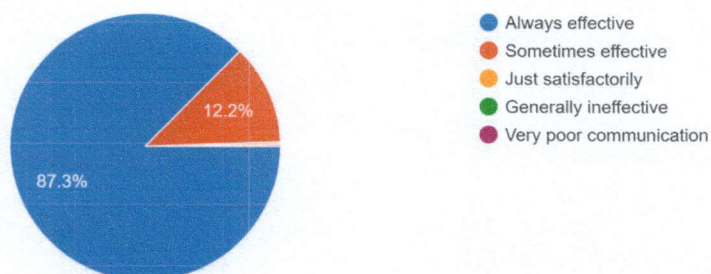
The above given pie chart shows the student's response on preparation of teachers for the classes. Out of 370 respondents, about 275 (74.1%) students were fully satisfied with their teacher's preparation for the classes. About 92 (24.9%) responded that their teacher's preparation for the classes were satisfactory. About 4 (1%) students were not satisfied with their teacher's preparation for the classes.

3. How well were the teachers able to communicate?
370 responses

- Always effective
- Sometimes effective
- Just satisfactorily
- Generally ineffective
- Very poor communication

12.2%

87.3%

The above given pie chart shows the student's response on the communication skills of the teachers. Out of 370 respondents, about 324 (87.3%) students said that their teacher's communication skill is always effective. About 45 (12.2%) responded that their teacher's communication skill is sometimes effective. About 2 (0.5%) students said that their teacher's ability to communicate is just satisfactory.

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4. The teacher's approach to teaching can best be described as
370 responses

- Excellent
- Very good
- Good
- Fair
- Poor

64.3%
30.5%
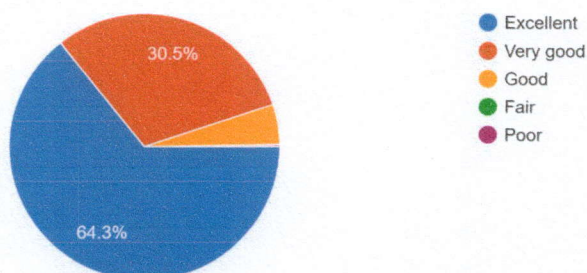
The above given pie chart shows how the students described their teacher's approach to teaching. Out of 370 respondents, about 238 (64.3%) students said that their teacher's approach to teaching is excellent. About 112 (30.5%) responded that their teacher's approach to teaching is very good. About 20 (5.2%) students said that their teacher's approach to teaching is good.

5. Fairness of the internal evaluation process by the teachers.
370 responses

- Always fair
- Usually fair
- Sometimes unfair
- Usually unfair
- Unfair

80%
17.6%
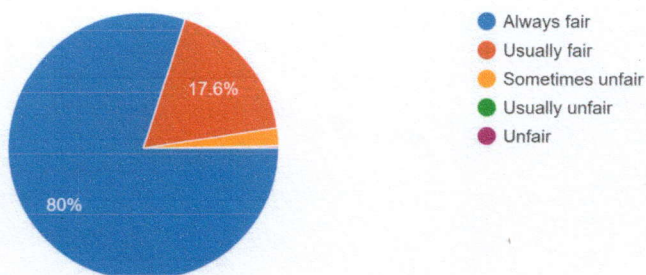
The above given pie chart shows how much the teachers are fair in the process of internal evaluation. Out of 370 respondents, about 296 (80%) students said that their teachers are always fair in the process of internal evaluation. About 65 (17.6%) responded that their teachers are usually fair in the process of internal evaluation. About 9 (2.4%) students said that their teachers are sometimes unfair in the process of internal evaluation.

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6. Was your performance in assignments discussed with you?
370 responses

- Everytime
- Usually
- Occasionally/Sometimes
- Rarely
- Never

23.8%

70.5%
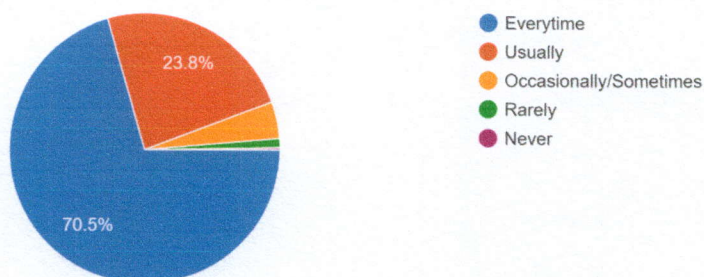
The above given pie chart shows whether the teachers discuss the students' performance regarding assignments with the students. Out of 370 respondents, about 261 (70.5%) students said that their teachers discuss about their students' performance every time. About 88 (23.8%) responded that their teachers usually discuss about their students' performance. About 11 (3%) students said that their teachers occasionally/sometimes discuss about their students' performance. About 7 (2%) students said that their teachers rarely discuss about their students' performance. About 3 (0.7%) students said that their teachers never discuss about their students' performance with the students.

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
370 responses

- Regularly
- Often
- Sometimes
- Rarely
- Never

13.8%

15.4%

67.8%
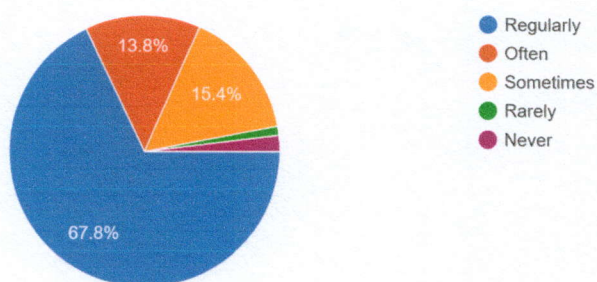
The above given pie chart shows how much the institute take active interest in promoting internship, student exchange, field visit opportunities for the college students. Out of 370 respondents, about 251 (67.8%) students said that the institution takes active interest in promoting the aforementioned things regularly. About 57 (15.4%) responded that the institution sometimes takes active interest in promoting the aforementioned things. About 51 (13.8%) students said that the institution often takes active interest in promoting the aforementioned things. About 7 (2%) students said that the institution never takes active interest in promoting the aforementioned things.

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

370 responses

- Significantly
- Very well
- Moderately
- Marginally
- Not at all

46.5%

47.3%
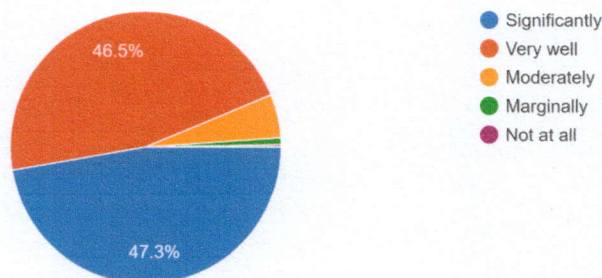
The above given pie chart shows how much does the teaching and mentoring process in the institution facilitates the students in cognitive, social and emotional growth. Out of 370 respondents, about 175 (47.3%) students said that this process of the institution significantly facilitates the students in cognitive, social and emotional growth. About 172 (46.5%) responded that the institution very well facilitates the students in cognitive, social and emotional growth. About 16 (4.2%) students said that the institution moderately facilitates the students in cognitive, social and emotional growth. About 7 (2%) students said that the institution marginally facilitates the students in cognitive, social and emotional growth.

9. The institution provides multiple opportunities to learn and grow.

370 responses
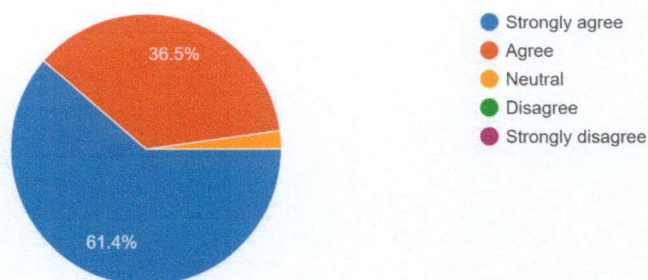
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

36.5%

61.4%

The above given pie chart shows how much the institute provides multiple opportunities to the students to learn and grow. Out of 370 respondents, about 228 (61.4%) students strongly agreed that the institution provides multiple opportunities to learn and grow. About 135 (36.5%) responded that the institution sometimes takes active interest in promoting the aforementioned things. About 8 (2.1%) student's responses in this regard is neutral.

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10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

370 responses
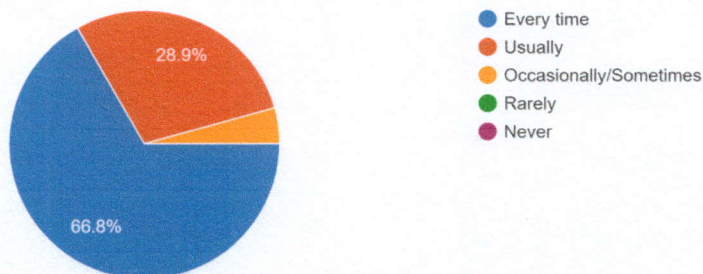
- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

28.9%

66.8%
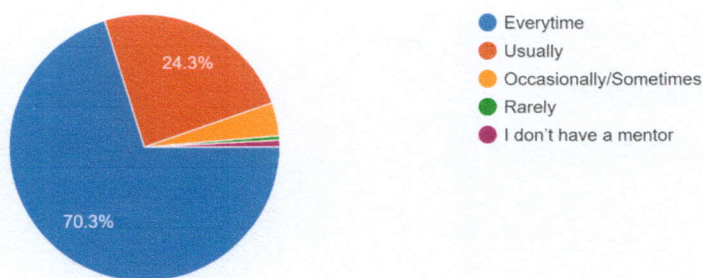
The above given pie chart shows whether the teachers inform the students about their expected competencies, course outcomes and programme outcomes. Out of 370 respondents, about 248 (66.8%) students responded that their teachers inform them about the above-mentioned things every time. About 107 (28.9%) responded that their teachers usually inform them about the above-mentioned things. About 16 (4.3%) students responded that their teachers occasionally/sometimes inform them about the above-mentioned things.

11. Your mentor does a necessary follow-up with an assigned task to you.

370 responses

- Everytime
- Usually
- Occasionally/Sometimes
- Rarely
- I don't have a mentor

24.3%

70.3%

The above given pie chart shows whether their teachers/mentors do a necessary follow-up with an assigned task for the students. Out of 370 respondents, about 260 (70.3%) students said that their teachers do it every time. About 90 (24.3%) responded that their teachers usually do it. About 11 (3%) students said that their teachers occasionally/sometimes do it. About 5 (1.4%) students said that they don't have any mentors. About 3 (1%) students said that their teachers rarely do it.

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12. The teachers illustrate the concepts through examples and applications.

370 responses
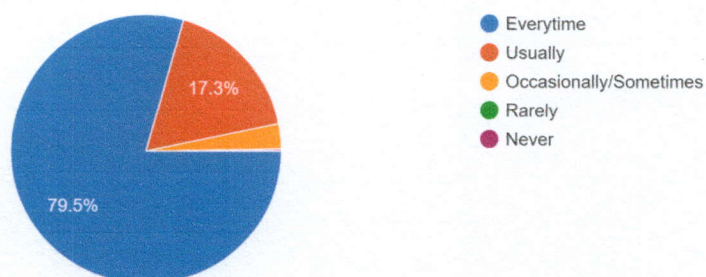
- Everytime
- Usually
- Occasionally/Sometimes
- Rarely
- Never

17.3%

79.5%
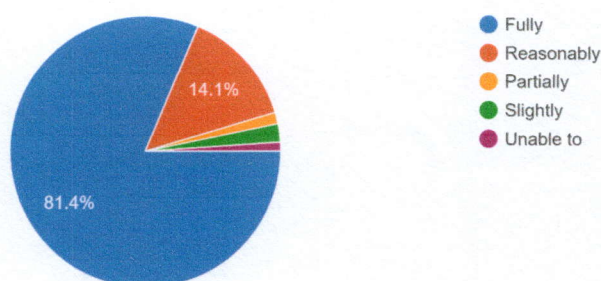
The above given pie chart shows whether their teachers illustrate the concepts through examples and applications to the students. Out of 370 respondents, about 294 (79.5%) students said that their teachers do it every time. About 64 (17.3%) responded that their teachers usually do it. About 11 (3.2%) students said that their teachers occasionally/sometimes do it.

13. The teachers identify your strengths and encourage you with providing right level of challenges.

370 responses

- Fully
- Reasonably
- Partially
- Slightly
- Unable to

14.1%

81.4%

The above given pie chart shows whether their teachers identify student's strength and encourage them by providing right level of challenges. Out of 370 respondents, about 302 (81.4%) students responded that their teachers fully do it. About 52 (14.1%) responded that their teachers do it reasonably. About 7 (2%) students said that their teachers do it slightly. About 6 (1.5%) students said that their teachers do it partially. About 3 (1 %) students said that their teachers do not identify their strengths and encourage them.

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14. Teachers are able to identify your weaknesses and help you to overcome them.

370 responses

- Everytime
- Usually
- Occasionally/Sometimes
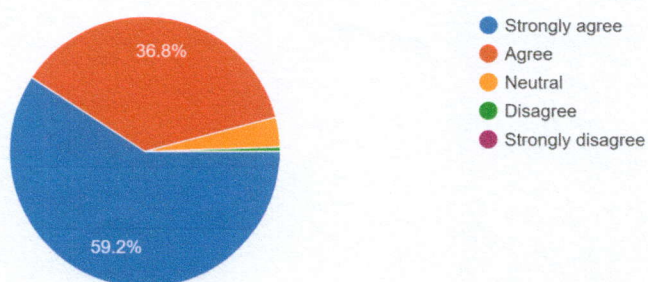- Rarely
- Never

76.5%
19.2%

The above given pie chart shows whether their teachers are able to identify the student's weaknesses and help them to overcome their weaknesses. Out of 370 respondents, about 283 (76.5%) students responded that their teachers are able to identify the student's weaknesses and help them to overcome their weaknesses every time. About 71 (19.2%) responded that their teachers are usually able to identify the student's weaknesses and help them to overcome their weaknesses. About 12 (3.3%) students responded that the teachers are occasionally/sometimes able to identify the student's weaknesses and help them to overcome their weaknesses. About 6 (1.5%) students said that their teachers do it partially. About 3 (1%) students said that their teachers never do that.

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

370 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

36.8%
59.2%

The above given pie chart shows whether the institution takes any step to engage the students in the monitoring, review and continuous quality improvement of the teaching learning process. Out of 370 respondents, about 220 (59.2%) students strongly agrees that their teachers are able to identify the student's weaknesses and help them to overcome their weaknesses every time. About 136 (36.8%) agrees that their teachers usually do that. About 11 (3%) student's response is neutral. About 3 (1%) students disagrees and dissatisfied with the students.

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16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
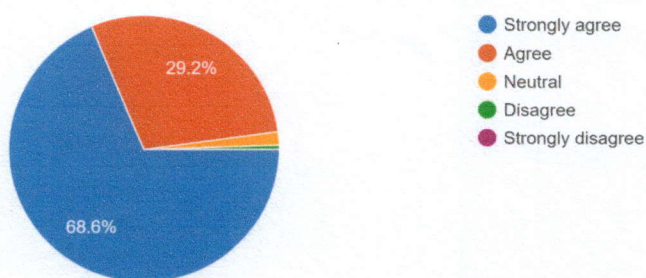
370 responses
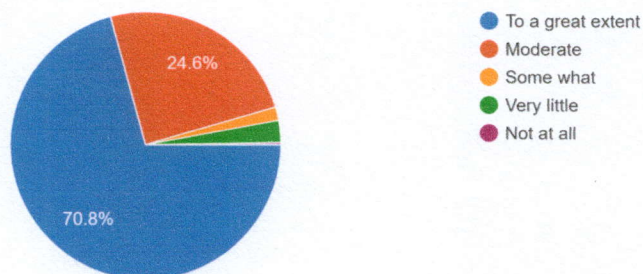
- To a great extent
- Moderate
- Some what
- Very little
- Not at all

24.6%

70.8%

The above given pie chart shows whether the institution/ teachers use student centric methods in teaching and learning. Out of 370 respondents, about 262 (70.8%) said that the teachers use a student centric method to a great extent. About 91 (24.6%) said that the teachers moderately use a student centric method in teaching. About 11 (3.6%) student's responses are very little. About 3 (1%) students said that the teachers sometimes use a student centric method in teaching & learning.

17. Teachers encourage you to participate in extracurricular activities.

370 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

29.2%

68.6%

The above given pie chart shows whether the teachers encourage the students to participate in extra-curricular activities. Out of 370 respondents, about 254 (68.6%) student's responses are that they strongly agree. About 108 (29.2%) student's responses are that they agree. About 4 (1.2%) student's responses are neutral. About 3 (1%) students disagrees and dissatisfied with their teacher's encouragement.

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18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.
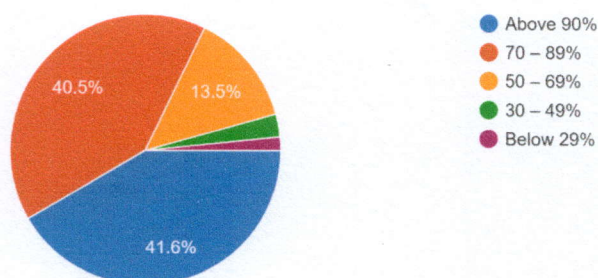
370 responses
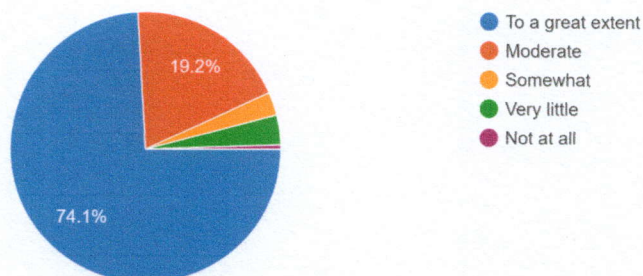
- To a great extent
- Moderate
- Somewhat
- Very little
- Not at all

19.2%

74.1%

The above given pie chart shows whether the institutions/teachers made any effort in inculcating soft skills, life skills and employability skills to make students ready for the world of work. Out of 370 respondents, about 274 (74.1%) students responded that their teachers/institution do it to a great extent. About 71 (19.2%) students responded that their teachers/institution moderately do it. About 14 (3.7%) student's responses are very little. About 11 (3%) students somewhat satisfied with the teachers/institution. About 3 (0.7%) students are not at all satisfied with the teachers/institution.

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

370 responses

- Above 90%
- 70 – 89%
- 50 – 69%
- 30 – 49%
- Below 29%

40.5%   13.5%

41.6%

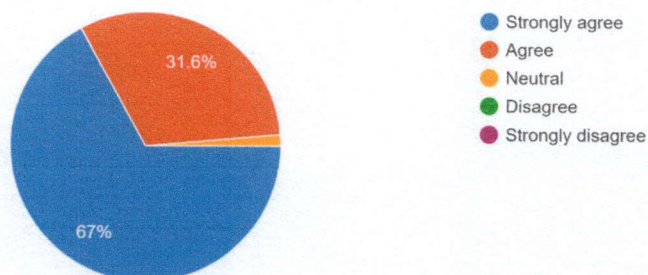The above given pie chart shows whether the teachers use ICT tools in teaching. Out of 370 respondents, about 156 (41.6%) students responded that their teachers use ICT tools in above 90% scenario. About 150 (19.2%) student's responses are 70-89%. About 49 (13.5%) student's responses are 50-69%. About 9 (2.4%) student's responses are 30-49%. About 7(2%) students responded below 29%.

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20. The overall quality of teaching-learning process in your institute is very good.
370 responses

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

31.6%

67%

The above given pie chart shows the overall quality of the teaching-learning process in the institution. Out of 370 respondents, about 248 (67%) students strongly satisfied with the overall quality. About 117 (31.6%) students moderately satisfied with the quality. About 5 (1.4%) student's responses are neutral.

We have asked the students to provide their suggestions in Q. 21 for improving our institution and some of their responses/suggestions are as follows:

21. Give three observation / suggestions to improve the overall teaching – learning experience in your Institution.
370 responses

ICT tools

No

Very nice environment

The campus is very beautiful

Nothing to say

NA

Very nice environment and campus

use ICT tools such as LCD projector, Multimedia, etc.

Our teachers very good

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Findings:

1) Regarding the completion of the syllabus by the teacher in the class. About 296 (80%) students responded that 85-100% syllabus was covered by their teachers in the class. About 70 (17%) students responded that their teachers covered 70-84% syllabus in the class. About 7 (2%) students responded that their teachers covered 55-69% syllabus in the class. Lastly, about 4 (1%) students responded that their teachers covered below 30% syllabus in the class.

2) Regarding the student's response to the preparation of teachers for the classes. Out of 370 respondents, about 275 (74.1%) students were fully satisfied with their teacher's preparation for the classes. About 92 (24.9%) responded that their teacher's preparation for the classes was satisfactory. About 4 (1%) students were not satisfied with their teacher's preparation for the classes.

3) Regarding the student's response to the communication skills of the teachers. Out of 370 respondents, about 324 (87.3%) students said that their teacher's communication skill is always effective. About 45 (12.2%) responded that their teacher's communication skill is sometimes effective. About 2 (0.5%) students said that their teacher's ability to communicate is just satisfactory.

4) Regarding how the students described their teacher's approach to teaching. Out of 370 respondents, about 238 (64.3%) students said that their teacher's approach to teaching is excellent. About 112 (30.5%) responded that their teacher's approach to teaching is very good. About 20 (5.2%) students said that their teacher's approach to teaching is good.

5) Regarding how much the teachers are fair in the process of internal evaluation. Out of 370 respondents, about 296 (80%) students said that their teachers are always fair in the process of internal evaluation. About 65 (17.6%) responded that their teachers are usually fair in the process of internal evaluation. About 9 (2.4%) students said that their teachers are sometimes unfair in the process of internal evaluation.

6) Regarding whether the teachers discuss the students' performance in respect of assignments with the students. Out of 370 respondents, about 261 (70.5%) students said that their teachers discuss their students' performance every time. About 88 (23.8%) responded that their teachers
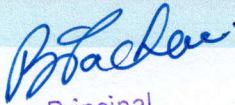
usually discuss their students' performance. About 11 (3%) students said that their teachers occasionally/sometimes discuss their students' performance. About 7 (2%) students said that their teachers rarely discuss their students' performance. About 3 (0.7%) students said that their teachers never discuss their students' performance with the students.

7) Regarding how much the institute takes an active interest in promoting internship, student exchange, field visit opportunities for college students. Out of 370 respondents, about 251 (67.8%) students said that the institution takes an active interest in promoting the aforementioned things regularly. About 57 (15.4%) responded that the institution sometimes takes an active interest in promoting the aforementioned things. About 51 (13.8%) students said that the institution often takes an active interest in promoting the aforementioned things. About 7 (2%) students said that the institution never takes an active interest in promoting the aforementioned things.

8) Regarding how much does the teaching and mentoring process in the institution facilitates the students in cognitive, social, and emotional growth. Out of 370 respondents, about 175 (47.3%) students said that this process of the institution significantly facilitates the students in cognitive, social, and emotional growth. About 172 (46.5%) responded that the institution very well facilitates the students in cognitive, social, and emotional growth. About 16 (4.2%) students said that the institution moderately facilitates the students in cognitive, social, and emotional growth. About 7 (2%) students said that the institution marginally facilitates the students in cognitive, social, and emotional growth.

9) Regarding how much the institute provides multiple opportunities to the students to learn and grow. Out of 370 respondents, about 228 (61.4%) students strongly agreed that the institution provides multiple opportunities to learn and grow. About 135 (36.5%) responded that the institution sometimes takes an active interest in promoting the aforementioned things. About 8 (2.1%) of students' responses in this regard are neutral.

10) Regarding whether the teachers inform the students about their expected competencies, course outcomes, and program outcomes. Out of 370 respondents, about 248 (66.8%) students responded that their teachers inform them about the above-mentioned things every time. About 107 (28.9%) responded that their teachers usually inform them about the above-mentioned things. About 16 (4.3%) students responded that their teachers occasionally/sometimes inform them about the above-mentioned things.
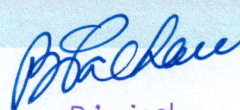
11) Regarding whether their teachers/mentors do a necessary follow-up with an assigned task for the students. Out of 370 respondents, about 260 (70.3%) students said that their teachers do it every time. About 90 (24.3%) responded that their teachers usually do it. About 11 (3%) students said that their teachers occasionally/sometimes do it. About 5 (1.4%) students said that they don't have any mentors. About 3 (1%) students said that their teachers rarely do it.

12) Regarding whether their teachers illustrate the concepts through examples and applications to the students. Out of 370 respondents, about 294 (79.5%) students said that their teachers do it every time. About 64 (17.3%) responded that their teachers usually do it. About 11 (3.2%) students said that their teachers occasionally/sometimes do it.

13) Regarding whether their teachers identify students' strengths and encourage them by providing the right level of challenges. Out of 370 respondents, about 302 (81.4%) students responded that their teachers fully do it. About 52 (14.1%) responded that their teachers do it reasonably. About 7 (2%) students said that their teachers do it slightly. About 6 (1.5%) students said that their teachers do it partially. About 3 (1 %) students said that their teachers do not identify their strengths and encourage them.

14) Regarding whether their teachers can identify the student's weaknesses and help them to overcome their weaknesses. Out of 370 respondents, about 283 (76.5%) students responded that their teachers can identify the student's weaknesses and help them to overcome their weaknesses every time. About 71 (19.2%) responded that their teachers are usually able to identify the student's weaknesses and help them to overcome their weaknesses. About 12 (3.3%) students responded that the teachers are occasionally/sometimes able to identify the student's weaknesses and help them to overcome their weaknesses. About 6 (1.5%) students said that their teachers do it partially. About 3 (1%) students said that their teachers never do that.

15)   Regarding whether the institution takes any step to engage the students in the monitoring, review, and continuous quality improvement of the teaching-learning process. Out of 370 respondents, about 220 (59.2%) students strongly agrees that their teachers can identify the student's weaknesses and help them to overcome their weaknesses every time. About 136 (36.8%) agree that their teachers usually do that. About 11 (3%)

students' response is neutral. About 3 (1%) students disagree and are dissatisfied with the students.

16) Regarding whether the institution/ teachers use student-centric methods in teaching and learning. Out of 370 respondents, about 262 (70.8%) said that the teachers use a student-centric method to a great extent. About 91 (24.6%) said that the teachers moderately use a student-centric method in teaching. About 11 (3.6%) students' responses are very few. About 3 (1%) students said that the teachers sometimes use a student-centric method in teaching & learning.

17) Regarding whether the teachers encourage the students to participate in extra-curricular activities. Out of 370 respondents, about 254 (68.6%) students responded are that they strongly agree. About 108 (29.2%) students respond that they agree. About 4 (1.2%) of students' responses are neutral. About 3 (1%) students disagree and are dissatisfied with their teacher's encouragement.

18) Regarding whether the institutions/teachers made any effort in inculcating soft skills, life skills, and employability skills to make students ready for the world of work. Out of 370 respondents, about 274 (74.1%) students responded that their teachers/institutions do it to a great extent. About 71 (19.2%) students responded that their teachers/institutions moderately do it. About 14 (3.7%) students' responses are very few. About 11 (3%) students were somewhat satisfied with the teachers/institution. About 3 (0.7%) students are not at all satisfied with the teachers/institution.

19) Regarding whether the teachers use ICT tools in teaching. Out of 370 respondents, about 156 (41.6%) students responded that their teachers use ICT tools in above 90% scenarios. About 150 (19.2%) student's responses are 70-89%. About 49 (13.5%) student's responses are 50-69%. About 9 (2.4%) students' responses are 30-49%. About 7(2%) students responded below 29%.

20) Regarding the overall quality of the teaching-learning process in the institution. Out of 370 respondents, about 248 (67%) students were strongly satisfied with the overall quality. About 117 (31.6%) students were moderately satisfied with the quality. About 5 (1.4%) students' responses are neutral.

Conclusion & Recommendations:

From the above analysis & findings, it is now clear that a majority of the students are satisfied with the facilities provided by the institution such as Hostels, Drinking Water, Canteen, ICT, proper learning environment, teacher's dedication to their work, institution's innovation in providing multiple opportunities, etc. Some of the recommendations suggested by the students to improve the overall teaching-learning experience in the institution in the Q. 21 are as follows:

1) Use better graphics and visual media to engage students well. Better graphics and colors arouse the interest and desire to learn among students.
2) Try to reach every student and ask about their doubts.
3) Make teaching a two-way interaction.
4) Kindly give more projects and real-time problems to solve. Industrial problem statements may be given as an assignment.
5) Courses can be more research-oriented. Kindly provide elective courses based on the willingness even though less strength.
6) New technology monthly updates can be given. Activity-based learning may be implemented.
7) Course can be more research-oriented.
8) Need a new technology in the study process.
9) Need an extracurricular activities expert.
10) Co-curricular activities like sports, dance, etc. should also be considered very important along with studies as people are different so are their talents.

Our committee conveys thanks to the students who have expressed their opinions and/or views sincerely. We are already working on some of the recommendations provided by our students. Moreover, we will try our level best to improve our institution more for the students.

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