

## REPORT ON STUDENTS' SATISFACTION SURVEY (2019-20)

The perfect idea of a virtuous education system is the one which is student-centric. The students have always been an integral part of the College. The key measure of College's development can be easily figured out by the holistic development of its students. In order to gather the perception of students for the academic session 2019-20, a questionnaire with eight parameters has been circulated. The data set comprises of representative and convenience sampling. The collected data points from 336 students are analyzed on a 5-point Likert scale. The scale measures the responses as *Extremely Satisfied*, *Satisfied*, *Neither Satisfied nor Dissatisfied*, *Dissatisfied* or *Extremely Dissatisfied*. The Table 1 demonstrates the average responses observed on the given scale as against the respective parameters. As a higher (or lower) proportion of students respond as *Extremely Satisfied and Satisfied* (or *Extremely Dissatisfied and Dissatisfied*), indicates an outcome in favor of (or against) College attaining(or deviating from) its goal.

Parameters	Extremely Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Extremely Dissatisfied	Total
Academic resource and faculty involvement	19.94	47.74	19.52	8.93	3.87	100
Academic activities	13.54	40.92	23.74	14.43	7.37	100
Extension activities	11.38	41.22	25.74	13.17	8.48	100
Administrative staff	13.39	44.35	24.70	10.42	7.14	100
Infrastructure	14.47	41.05	25.50	10.65	8.33	100
Grievance redressal mechanism	8.83	45.54	29.66	9.23	6.75	100
Institutional social responsibility	25.95	53.69	14.29	3.33	2.74	100
Impact of college on your life	13.69	47.68	21.96	9.70	6.96	100

**Table 1: Average Responses observed on 5-point scale in percentage**

The Academic Resources of SLC have been appreciated by the students as shown in Table 1. The parameter *Academic Resources* includes Mentoring and Motivation, Linking Theory with Examples, Regularity and Sincerity, Subject Expertise, Teachers are Accessible for student Interactions. The institution has been promoting the students

to indulge in beyond the classroom learning and more than 67.68% (19.94% extremely satisfied and 47.74% satisfied) of the students are satisfied with these resources. These *Academic Activities* majorly include Seminars/Conferences/Special Lectures, Student related Workshops, Class Presentations/Innovative Projects /Workbooks, Use of Cultural Tools/ Visuals/ Role play/ IT tools in Class Rooms. The activities are appreciated by a major segment of pupils and upto 54.46% of them are content by the same. The Extension Activities of the College are further extended to activities like Career Counselling and Placement Support, Skill Enhancement Activities, Associations/Clubs/Cultural Societies/Centers, Remedial Classes. The students' much favorite extension activities have impelled them to address a satiety level of 52.60%.

The students' lot has shown an actively responded in favor of the *Administrative* dealing framework and *Infrastructural* resources. It has been observed that the 57.74%, 55.52% and 54.37% students have had optimum support from Administrative Staff, College *Infrastructure* and *Grievance Redressal Mechanism* respectively. The institution is often associated to serve its social responsibility by promoting the students towards Blood Donation Camp, Green Campus-Tree Plantation Drive, Implementation of Swachh Bharat Abhiyan, Gender Sensitization Programs for awareness. The 79.64% of the respondents often admired the College's initiatives for the *Institutional Social Responsibility*.

And lastly, an affirmative *Impact of College on the Student's Life* has also been observed by as large as 61.37% of them. The College imparts Value-based Education and endorses the Holistic Development for the future of the nation.

Parameters	Variables	Extremely	Satisfied	Neither	Dissatisfied	Extremely	Total
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		Satisfied		Satisfied nor Dissatisfied		Dissatisfied	
ACADEMIC RESOURCE AND FACULTY INVOLVEMENT	Mentoring and Motivation	16.07	51.49	21.43	6.85	4.17	100
	Linking Theory with Examples	15.48	44.64	23.21	11.90	4.76	100
	Regularity and Sincerity	19.64	45.83	19.35	10.71	4.46	100
	Subject Expertise	20.83	50.89	18.75	7.74	1.79	100
	Teachers are Accessible for student Interactions	27.68	45.83	14.88	7.44	4.17	100
ACADEMIC ACTIVITIES	Seminars/ Conferences/ Special Lectures	18.45	48.51	20.24	9.52	3.27	100
	Student related Workshops	13.39	41.67	25.60	11.90	7.44	100
	Class Presentations/ Innovative Projects /Workbooks	11.90	44.05	21.13	16.07	6.85	100
	Use of Cultural Tools/ Visuals/ Role play/ IT tools in Class Rooms	10.42	29.46	27.98	20.24	11.90	100
EXTENSION ACTIVITIES	Career Counselling and Placement Support	8.04	33.93	27.08	19.05	11.90	100
	Skill Enhancement Activities	11.90	41.37	24.11	13.10	9.52	100
	Associations/ Clubs/ Cultural Societies/ Centers	16.07	48.51	19.35	8.93	7.14	100
	Remedial Classes	9.52	41.07	32.44	11.61	5.36	100
ADMINISTRATIVE STAFF	Redressal of students' concern by Office Staff	13.39	41.96	22.62	13.39	8.63	100
	Guidance and help from Laboratory Staff	13.39	38.39	33.63	8.63	5.95	100
	Resourcefulness of Library Staff	10.42	43.15	24.11	12.80	9.52	100
	Conduct of support staff and security staff	16.37	53.87	18.45	6.85	4.46	100
INFRASTRUCTURE	Sports Facilities	16.07	37.20	25.60	12.80	8.33	100
	Library Facilities	16.07	44.64	20.83	10.71	7.74	100
	Academic spaces beyond classroom	13.10	43.45	26.79	9.82	6.85	100
	IT facilities	8.33	38.39	27.08	16.07	10.12	100
	Laboratories	10.71	40.48	37.20	7.14	4.46	100
	Canteen	6.25	22.62	21.43	26.19	23.51	100
	Bank with ATM	21.13	45.54	23.81	5.06	4.46	100
	Recreational Facilities	33.63	49.11	10.42	4.17	2.68	100
	Girls Common Room	8.93	37.20	36.31	10.42	7.14	100
	Facilities for Differently-abled Students	17.86	51.49	22.32	5.36	2.98	100
	Maintenance of Campus Facilities	11.61	43.75	23.21	11.90	9.52	100
	Safe and secure campus (CCTV Surveillance System)	16.67	49.11	20.54	5.65	8.04	100
	Medical Facilities with Doctor and Counselling	7.74	30.65	36.01	13.10	12.50	100
GRIEVANCE REDRESSAL MECHANISM	Accessible administrative system for Grievances	8.63	48.21	28.27	8.93	5.95	100
	Timely Redressal of Grievance	8.33	45.54	30.36	9.82	5.95	100
	Solutions suggested and action taken towards grievances	9.52	42.86	30.36	8.93	8.33	100
INSTITUTIONAL SOCIAL RESPONSIBILITY	Blood Donation Camp	26.79	57.14	13.39	1.79	0.89	100
	Green Campus-Tree Plantation Drive	32.44	55.06	9.23	1.19	2.08	100
	Implementation of Swachh Bharat Abhiyan	31.55	51.19	12.80	2.08	2.38	100
	Students' participation in social awareness programs and College Activities	22.02	54.76	13.39	5.65	4.17	100
	The College organizes Gender Sensitization Programs for awareness	16.96	50.30	22.62	5.95	4.17	100
IMPACT OF COLLEGE ON YOUR LIFE	The College imparts Value - based Education	15.48	48.81	19.64	10.42	5.65	100
	The College plays a crucial role to enhance the Knowledge of the students	14.88	51.49	18.15	8.63	6.85	100
	The College works to enhance the Career Development of the students	11.90	45.24	24.11	10.42	8.33	100
	The College activities are a source of Holistic Development for the students	12.20	47.32	24.40	9.23	6.85	100
	The Quality of students' Social Interaction improved by College engagements	13.99	45.54	23.51	9.82	7.14	100

**Table 2 : The students' responses (in percentage) on eight parameters with distinct variables**

The Table 2 has detailed the eight parameters into distinct variables. The statistical score denotes the satisfactory performance of students is the Average score of the variables measuring the respective parameters. The Academic Resources and Academic Activities has been inferred as a satisfaction level of the students being beyond 70% in majority of variables. It implies that the students are gratified with the College endeavors to uplift and enhance their knowledge-based learnings. The Infrastructural development of the College and Grievance Redressal Mechanism have also found to be hovering around positive feedback. The percentage scores of *Institutional Social Responsibility* and *Impact of college on your life* has also been around and/or above 60% favorable responses from the pupils' perspective.

So, the journey of education at SLC has always been inclined to be more student-centric. The whole idea of education is to deliver the knowledge along with values to the youth of nation who would be soon a part of nation building process. The overwhelming views and perceptions addressed by the students are always welcomed by the College. This survey is an annual exercise. It has also been associated as an arena to list the students' concerns, drawing the solutions and also volunteering the new initiatives out of it.