

REPORT ON STUDENTS' SATISFACTION SURVEY

The students are an integral part of any academic institution. The prime measure of College's development can be easily interpreted by the satiety of students. In order to capture the experiences of students for the academic session 2017-18, a questionnaire of eight parameters has been circulated. The data set comprises of representative sampling and convenience sampling. The collected data points 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 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 favour of (or against) College attaining(or deviating from) its goal.

Responses	Academic Resources	Academic Activities	Extension Activities	Administrative Staff	Infrastructure	Grievance Redressal	Institutional Social Responsibility Activities	College Impact on students' life
A*	20.29	10.77	9.31	16.97	10.33	6.62	15.68	13.06
B	45.74	40.47	40.22	48.20	40.36	36.07	46.59	43.79
C	19.77	22.08	27.97	20.25	28.56	33.23	21.70	21.51
D	9.57	17.71	13.51	7.07	12.01	15.56	9.91	14.64
E	4.63	8.97	8.99	7.51	8.75	8.52	6.12	7.00
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

*A denotes *Extremely Satisfied*, B denotes *Satisfied*, C denotes *Neither Satisfied nor Dissatisfied*, D denotes *Dissatisfied* and E denotes *Extremely Dissatisfied*

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

The Academic Resources of the college has 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, Accessibility for Interactions and Out of the Box Thinking. The institution has been enthusiastic especially in the recent past to indulge the students in beyond the classroom learning. These Academic Activities majorly include Seminars/Conferences, Special Lectures/ Guest Lectures, IT and research-based Workshops, Virtual Lectures, Class Presentations/Projects, inculcating Art, Culture & Cinema in Class Rooms, Innovation Projects. The academic achievements of the College are further extended to activities like Career Counselling and Placement Support, Skill Development Workshops, Associations/Clubs, Cultural Societies, Remedial Classes and Spoken English Classes. These activities are together considered as extension activities. The

students' lot has shown active involvement in these activities and has often admired the College's initiatives.

A major segment of students is content with the administrative staff and infrastructural development of the premises. The institution is often associated to serve its social responsibility by promoting the students towards Blood Donation Camp, Tree Plantation, Swachh Bharat Abhiyan, Awareness campaigns (Polythene Bags, No Smoking etc.), Gender Sensitization Programmes, Visit to Old Age Homes, Slums and Orphanages etc. And lastly, an affirmative impact of College on the student's life has also been observed.

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 parameter on a scale of 1 to 5. Here, the cardinal Average scores 5,4,3,2 and 1 indicate Extremely Satisfied, Satisfied, Neither Satisfied nor Dissatisfied, Dissatisfied or Extremely Dissatisfied respectively. The Academic Resources and Academic Activities with an average score of 3.68 and 3.26 respectively implies that the students are gratified with the initiatives of the College. The Infrastructural development of the College and Grievance Redressal Mechanism have also found to be hovering around positive feedback. The Average score of 3.41 has indicated that the impact of College on students' life is an impetus towards their overall development. However, the perception of the students has improved overtime since the previous academic session in terms of Special Lectures, Guest Lectures, Virtual Lectures and Infrastructural development.

Parameters	(Average Score)	Variables	Average Score
Academic Resources	3.68	Mentoring and Motivation	3.70
		Linking Theory with Examples	3.70
		Regularity and Sincerity	3.70
		Subject Expertise	3.75
		Accessibility for Interactions	3.68
		Encouragement for Out of the Box Thinking	3.52
Academic Activities	3.26	Seminars/Conferences	3.67
		Special Lectures/ Guest Lectures	3.23
		Workshops (Softwares for Research, PD, IT etc.)	3.21
		Virtual Lectures (International& National Experts)	2.99
		Class Presentations/Projects/Workbooks	3.61
		Use of Art, Culture & Cinema in Class Rooms	2.90
		Innovation Projects	3.23
Extension Activities	3.27	Career Counselling and Placement Support	3.17
		Skill Development Workshops	3.35
		Associations/Clubs	3.33
		Cultural Societies	3.59
		Remedial Classes	3.21
		Spoken English Classes	2.99

Administrative Staff		Office Staff	3.28
	3.6	Laboratory Staff	3.33
		Library Staff	3.68
		Other Non-Teaching Staff (Gardener, Sweeper etc.)	3.87
		Security Staff	3.84
Infrastructure		Sports Facilities	3.38
	3.32	Library Facilities	3.44
		Knowledge Resource Centre	3.21
		IT Network	3.08
		Laboratories	3.34
		Canteen	3.61
		Bank	3.52
		Recreational Facilities	3.29
		Girls Common Room	3.20
		Facilities for Differently-abled Students	3.47
		Maintenance of Campus Facilities (Building, Furniture etc.)	3.32
		CCTV Surveillance System	3.40
		Generator	3.41
		Medical Facilities	2.89
		Counselling	3.15
Grievance Redressal Mechanism		Ease of Lodging the Grievance	3.20
	3.17	Time Taken to Redress the Grievance	3.18
		Action taken	3.12
Institutional Social Responsibility Activities		Blood Donation Camp	3.22
	3.56	Green Campus-Tree Plantation Drive	3.82
		Participative Management	3.58
		Implementation of Swachh Bharat Abhiyan	3.73
		Social Causes Awareness No Use of Polythene Bags, No Smoking and Drinking, No Drugs etc.	3.50
		Gender Sensitisation Programmes	3.73
		Equality, Ban on Female Foeticide, No to Domestic Violence, No Eve Teasing, Code of Conduct	3.58
		Visit to Old Age Homes, Slums and Orphanages	3.65
		Increase in Knowledge	3.53
Impact of College on Your Life			3.24
	3.41	Career Development	3.50
		Personality Development	3.34
		Quality of Social Interactions and Belongingness	3.31
		In Becoming a Good Human Being (Value - based Education)	3.38
			3.54

Table 2 : The Average score of responses on eight parameters with distinct variables