

# STUDENTS SATISFACTION SURVEY



দক্ষিণ কামৰূপ মহাবিদ্যালয়  
DAKSHIN KAMRUP COLLEGE

**2020-2021**

INTERNAL QUALITY ASSURANCE CELL  
DAKSHIN KAMRUP COLLEGE, MIRZA

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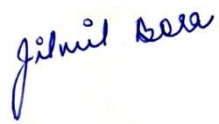
**Chairman, IQAC**

# CERTIFICATE

The present report is a Students Satisfaction Survey report within some criteria of D.K. College, Mirza conducted internally by the Students Satisfaction Survey Committee for the session 2020-2021 under the aegis of IQAC, Dakshin Kamrup College, Mirza.



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## **ACKNOWLEDGEMENT**

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Last but not the least we acknowledge the indispensable support of one another as a team which made the completion of the report possible within the stipulated time.

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# **INTRODUCTION**

Dakshin Kamrup College is one of the premier educational institution in the southern part of Kamrup district of Assam. Since its establishment in 1961, the college have seen immense developement in every aspects. The college offers undergraduate courses in Arts, Science, Commerce and also on Vocational courses. There are about 5000 enrollment every year including higher secondary and undergraduate courses.

The key objective of the college is to provide best possible environment with advanced facilities to its students so that they can perform with their full potential. With this perspective the College has conducted a feedback process on a number of essential criteria. These valuable feedback from the students will help in identifying the strengths and weaknesses of different aspects of the institution. The present student satisfaction report (SSR) has been made based on the feedback provided by the students. The main aim of this report is to assess the level of satisfaction among the students on the overall performance of the college and thereby take necessary action so as to upgrade the quality of the college in all aspects and provide a better atmosphere for teaching learning process.

## **OBJECTIVES**

- To measure the level of satisfaction among students regarding the quality of the courses they are studying.
- To know their opinion regarding functioning of the Principal of the College.
- To find out whether the quality of books and other facilities provided by the College library meets up the desired satisfaction of the students or not.
- To identify and access the accessory facilities like internet services, drinking and toilet facilities, computer operations etc present in the college.
- To know whether the students are satisfied by the overall functioning of the office of the college.

## **METHODOLOGY**

The present study is based on the student satisfaction survey on a total of five criterions, viz, the courses and studies, role of Principal of the College, College library, accessory facilities and functioning of office of the College based on the feedback provided by the students. A number of undergraduate students from third and fifth semester of each of the department of Bachelor of Arts (B.A), Bachelor of Science (B.Sc.), Bachelor of Commerce (B.Com) and Bachelor of Vocational studies (B.Voc) took part in this feedback process. The total sample size of the study is 120 out of which 67 students are from B.A., 39 students from B.Sc. and 7 students each from B.Com. and B.Voc. The study involves 52% students from third semester and 48% students from fifth semester. Data has been collected directly from the students through questionnaire which were provided to the students in the form of hard copy. Proper measures were also taken so that while responding to the questionnaire the students fill up the given format sincerely with his/her own thoughts and without any biasedness.



## Percentage of overall ratings of all the five criterions:

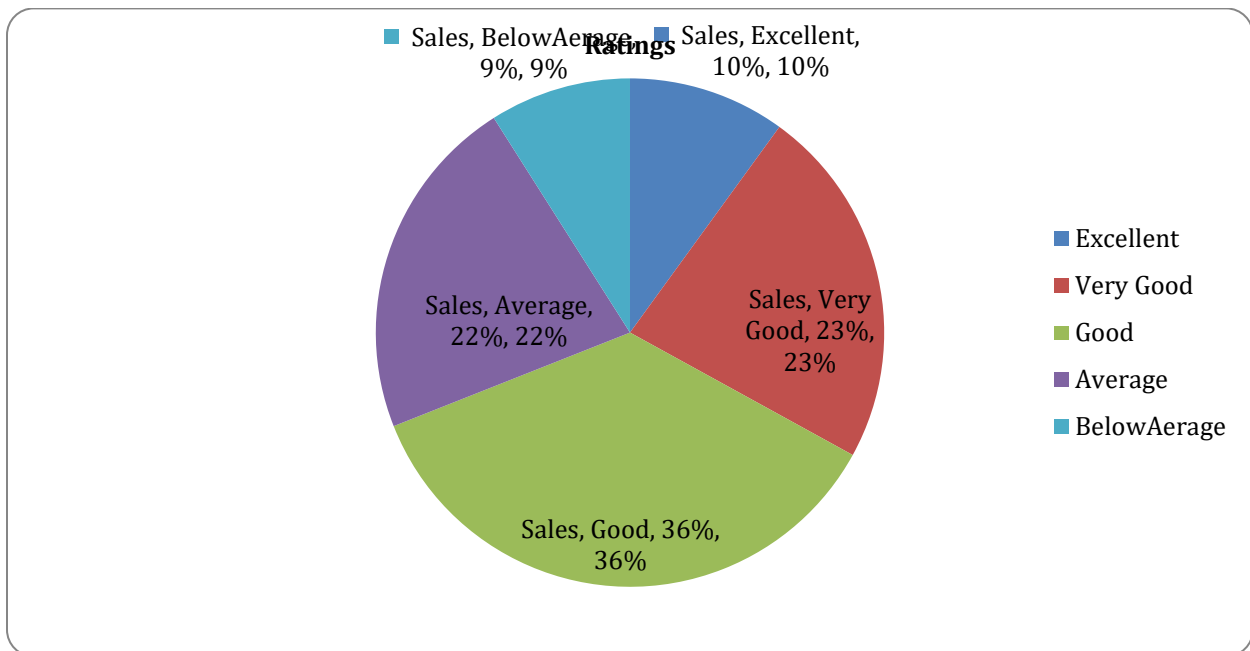
Criteria-I: Courses and Studies, Criteria-II: Principal, Criteria-III: College Library

Criteria-IV: Accessory Facilities, Criteria-V: Office

**Table-1**

Class	Ratings					Total
	Excellent	Very good	Good	Average	Below Average	
B. Voc 3rd	08	16	25	29	03	81
B. Voc 5th	17	23	36	29	03	108
B. Com 3rd	32	38	46	12	07	135
B. Com 5th	00	19	21	10	04	54
B. Sc. 3rd	49	105	195	141	49	539
B. Sc. 5th	48	105	185	114	59	511
B. A. 3rd	60	182	325	212	133	912
B. A. 5th	112	257	319	169	29	886
<b>Total</b>	<b>326</b>	<b>745</b>	<b>1152</b>	<b>716</b>	<b>287</b>	<b>3226</b>
% in Aggregate	10.10	23.09	35.70	22.19	8.89	
<b>Rounded %</b>	<b>10</b>	<b>23</b>	<b>36</b>	<b>22</b>	<b>9</b>	<b>100%</b>

The above survey is represented by pie chart as follows:

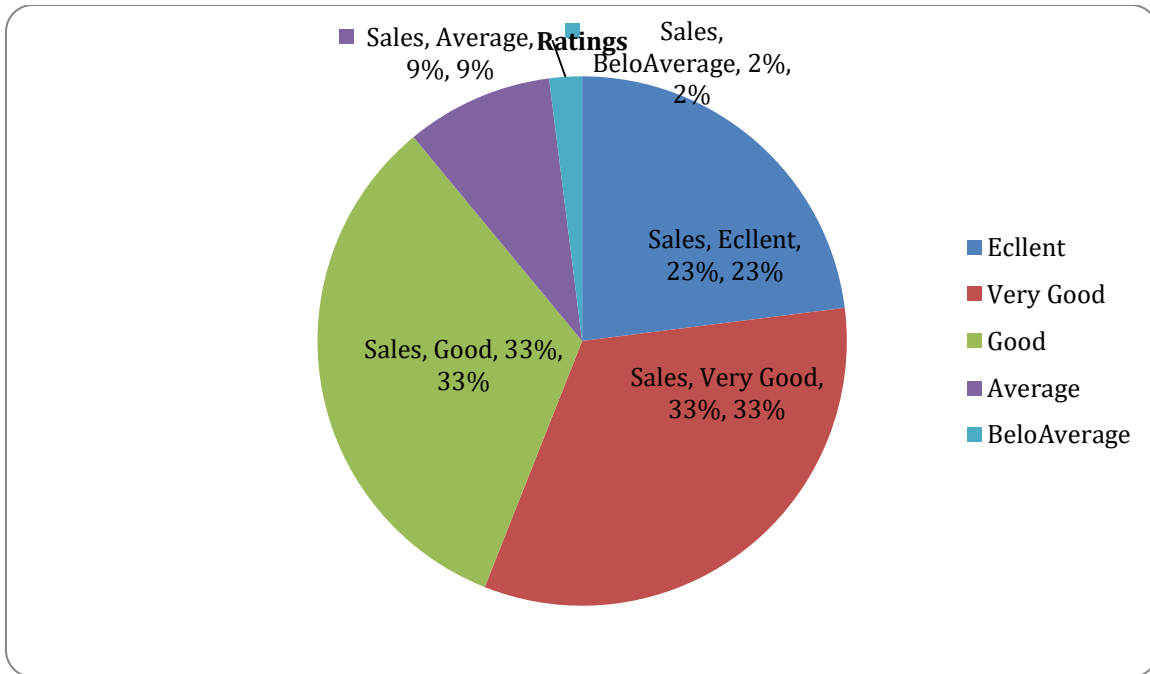


The pie diagram above gives a picturization of the overall student feedback on all the five criteria mentioned above. It can be seen that **10%** of the students feels that the College excels in all the five criteria while **23%** students find the College to be very good. **36%** students are of the view that the College is good in all the five criteria, while **22%** and **9%** students finds that the college's performance on these criteria are average and below average respectively.

**Table-2****Aggregate % of ratings in criteria-I:****Courses and Studies**

Class	Ratings					Total
	Excellent	Very good	Good	Average	Below Average	
B. Voc 3rd	03	09	00	00	00	12
B. Voc 5th	04	06	04	02	00	16
B. Com 3rd	08	07	04	01	00	20
B. Com 5th	00	04	04	00	00	08
B. Sc. 3rd	19	21	32	08	01	81
B. Sc. 5th	18	22	26	07	03	76
B. A. 3rd	17	40	54	22	03	136
B. A. 5th	42	51	34	05	00	132
<b>Total</b>	<b>111</b>	<b>160</b>	<b>158</b>	<b>45</b>	<b>07</b>	<b>481</b>
% in Aggregate	23.07	33.26	32.85	9.36	1.46	
Rounded %	<b>23</b>	<b>33</b>	<b>33</b>	<b>9</b>	<b>2</b>	<b>100%</b>

The above survey is represented by pie chart as follows:

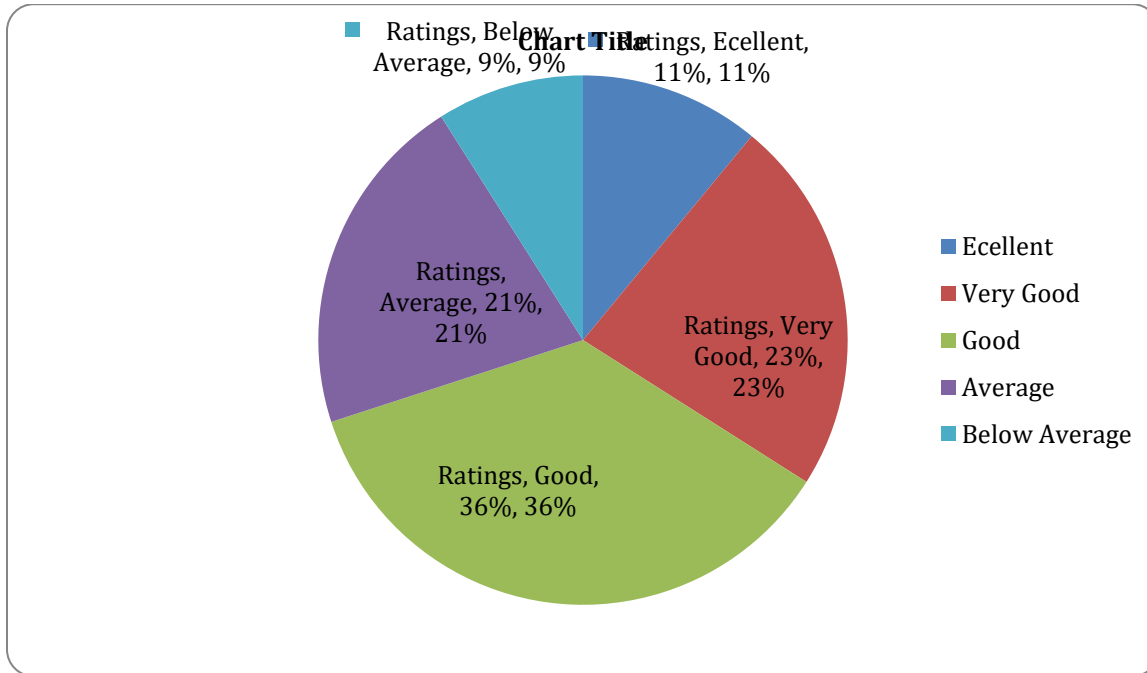


From the above Pie diagram it is clear that **23%** students find that the courses and studies are excellent, **33%** students find it to be very good, while according to another 33% it is good. However **9%** and **2%** of the students find it to be average and below average respectively.

**Table-3****Aggregate % of ratings in criteria-II: Principal**

Class	Ratings					Total
	Excellent	Very good	Good	Average	Below Average	
B. Voc 3rd	00	00	07	08	00	15
B. Voc 5th	04	01	11	04	00	20
B. Com 3rd	08	08	05	04	00	25
B. Com 5th	00	03	03	04	00	10
B. Sc. 3rd	03	23	37	26	10	99
B. Sc. 5th	09	10	31	25	20	95
B. A. 3rd	19	39	63	30	18	169
B. A. 5th	23	54	60	24	03	164
<b>Total</b>	<b>66</b>	<b>138</b>	<b>217</b>	<b>125</b>	<b>51</b>	<b>597</b>
% in Aggregate	11.06	23.12	36.35	20.94	8.54	
<b>Rounded %</b>	<b>11</b>	<b>23</b>	<b>36</b>	<b>21</b>	<b>9</b>	<b>100%</b>

The above survey is represented by pie chart as follows:

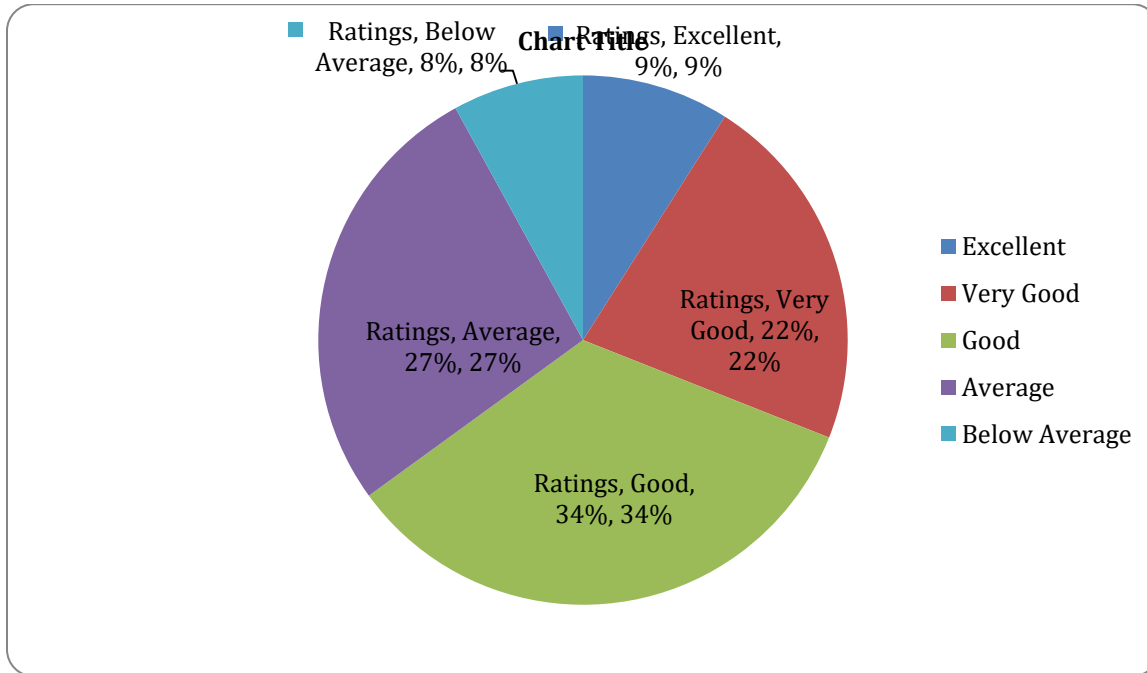


From the above it is clear that **11%** students find that Principal of the College has excelled in performing his duties and responsibilities, **23%** are of the view that he is very good. **36%** students finds the performance of the Principal to be good, while **21%** and **9%** finds him to be average and below average respectively.

**Table-4****Aggregate % of ratings in criteria-III: College Library**

Class	Ratings					Total
	Excellent	Very good	Good	Average	Below Average	
B. Voc 3rd	00	00	07	12	02	21
B. Voc 5th	04	06	09	07	02	28
B. Com 3rd	07	10	14	04	00	35
B. Com 5th	00	06	05	02	01	14
B. Sc. 3rd	10	22	50	48	08	138
B. Sc. 5th	19	30	46	27	10	132
B. A. 3rd	07	43	74	70	40	234
B. A. 5th	27	64	80	51	05	227
<b>Total</b>	<b>74</b>	<b>181</b>	<b>285</b>	<b>221</b>	<b>68</b>	<b>829</b>
% in Aggregate	8.93	21.83	34.38	26.67	8.2	
Rounded %	<b>9</b>	<b>22</b>	<b>34</b>	<b>27</b>	<b>8</b>	<b>100%</b>

The above survey is represented by pie chart as follows:



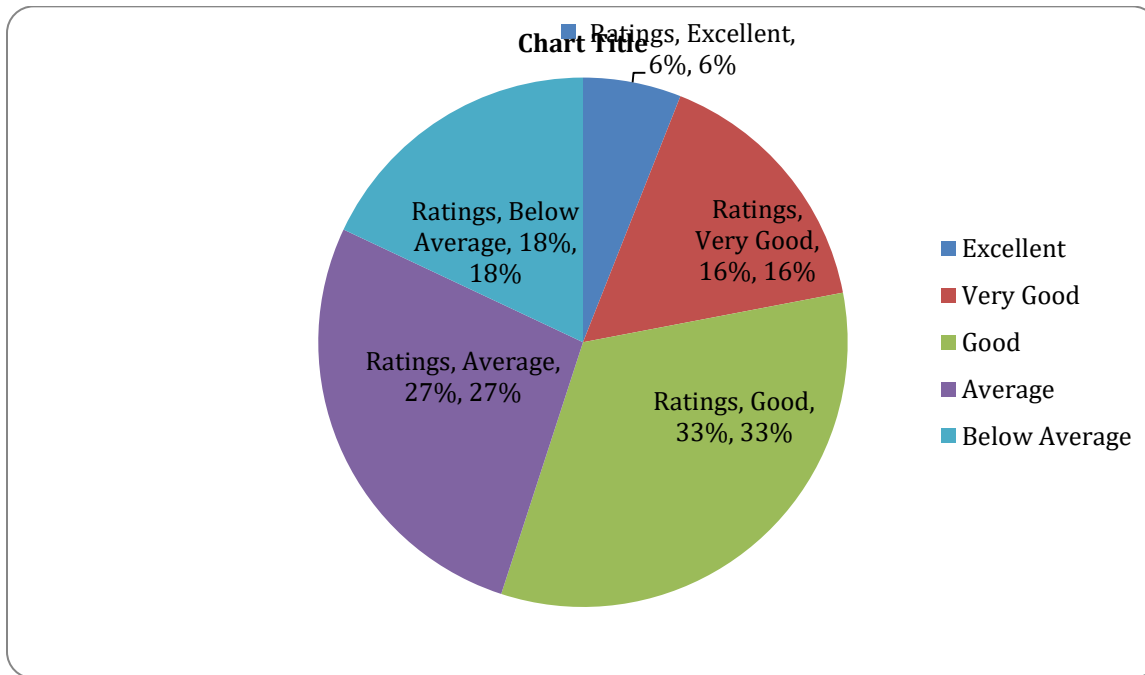
It can be seen that **9%** of the students are of the view that the College library is excellent. **22%** and **34%** students finds it to be very good and good respectively. However, according to **27%** students the books and other facilities provided by the college library is average and the remaining **8%** finds it to be below average.



**Table-5****Aggregate % of ratings in criteria-IV: Accessory Facility**

Class	Ratings					Total
	Excellent	Very good	Good	Average	Below Average	
B. Voc 3rd	05	07	08	0	01	21
B. Voc 5th	03	07	05	12	01	28
B. Com 3rd	09	07	11	01	07	35
B. Com 5th	0	03	05	03	03	14
B. Sc. 3rd	08	17	47	42	27	141
B. Sc. 5th	0	18	42	45	27	132
B. A. 3rd	14	32	75	54	63	238
B. A. 5th	16	40	86	69	19	230
<b>Total</b>	<b>55</b>	<b>131</b>	<b>279</b>	<b>226</b>	<b>148</b>	<b>839</b>
% in Aggregate	6.55	15.61	33.25	26.94	17.64	
Rounded %	<b>6</b>	<b>16</b>	<b>33</b>	<b>27</b>	<b>18</b>	<b>100%</b>

The above survey is represented by pie chart as follows:

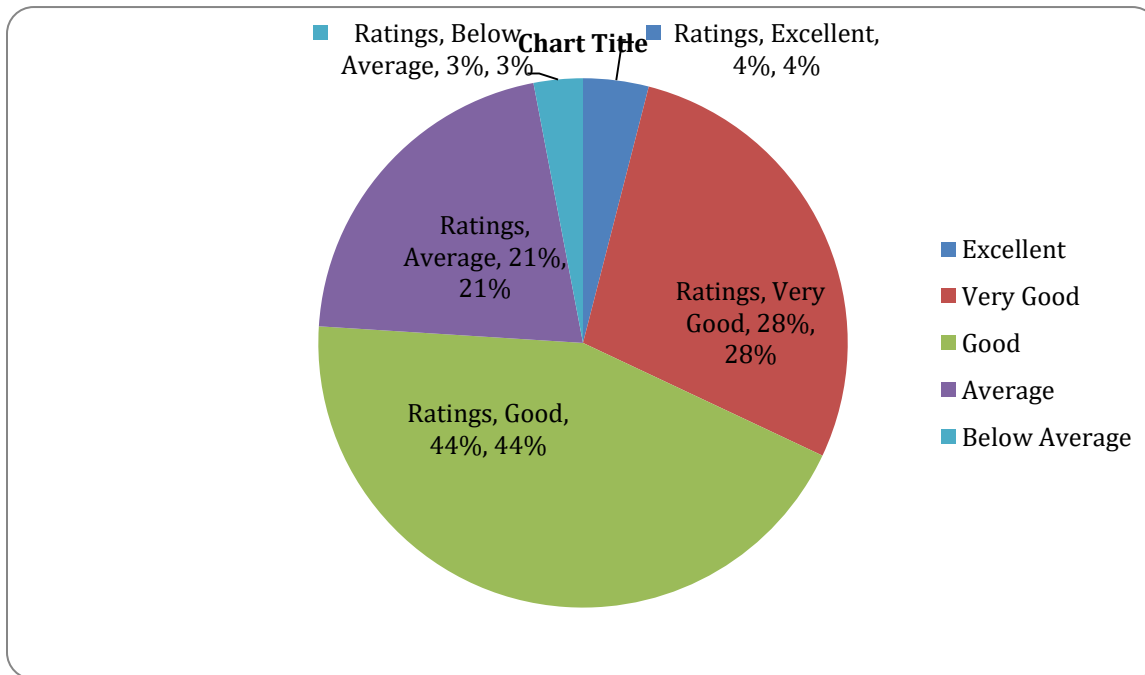


**6%** students are of the view that the college has excelled in providing the accessory facilities, while **16%** and **33%** students finds it to be very good and good respectively. The remaining **27%** and **18%** students however, finds it to be average and below average respectively.

**Table-5****Aggregate % of ratings in criteria-V: Office**

Class	Ratings					Total
	Excellent	Very good	Good	Average	Below Average	
B. Voc 3rd	0	0	03	09	0	12
B. Voc 5th	02	03	07	04	0	16
B. Com 3rd	0	05	12	02	01	20
B. Com 5th	0	03	04	01	0	08
B. Sc. 3rd	07	22	29	19	03	80
B. Sc. 5th	02	24	40	10	0	76
B. A. 3rd	03	29	60	35	09	136
B. A. 5th	06	49	58	19	0	132
<b>Total</b>	<b>20</b>	<b>135</b>	<b>213</b>	<b>99</b>	<b>13</b>	<b>480</b>
% in Aggregate	4.12	28.12	44.37	20.62	2.71	
<b>Rounded %</b>	<b>4</b>	<b>28</b>	<b>44</b>	<b>21</b>	<b>3</b>	<b>100%</b>

The above survey is represented by pie chart as follows:



It can be seen that **4%** students are of the view that the office of the college has been performing excellently, while **28%** and **44%** students finds it to be very good and good respectively. **21%** students finds that the performance is average while **3%** students finds it to be below average.

## **SUMMARY**

It can be concluded from the above survey that majority of the students are satisfied with the facilities provided by the college under the given five criteria. From the above analysis, it has been observed that students are satisfied about the courses they are studying and that their courses have been timely completed by the faculties of the respective departments. Students are satisfied with the administrative capability of the Principal in bringing discipline within the college campus. It has been observed that the college library has adequate number of books and good reading facilities. Students are of the view that the college has good canteen facilities and common room for both boys and girls. A positive feedback has also been obtained regarding the functioning of the office of the college, their efficiency in dealing with the allotted job, their quick response to any matter and their overall commitment.

## **RECOMMENDATIONS FROM THE SURVEY**

- The college library should enhance the quality and quantity of the collection of reference books.
- The collection of magazines and journals in the college library needs improvement.
- The college should strive to enhance the internet services within the campus.
- Accessory facilities like xerox facilities and computer operation needs improvement.
- Number of toilets must be increased for both male and female.
- Drinking water facility should be improvised within the college campus.

## **CONCLUSION**

From the above survey it is evident that within the given five criteria though there are a few issues on which the students have shown concern, yet there are a lot more positive feedbacks. The main focus of the college is to provide the best possible environment for student learning. With this positive mindset and commitment Dakshin Kamrup College will definitely implement improvement actions to overcome the limitations identified in this survey and thereby strengthen the College as a whole.