



## Student Satisfaction Survey Report 2023 –24

### Introduction

Evaluating student satisfaction provides valuable insights into various aspects of the academic and campus environment, allowing for informed decision-making aimed at enhancing the college's offerings. Understanding how students perceive the quality of their education, facilities, and support services is essential for ensuring that the institution meets their evolving needs and expectations. To gather comprehensive feedback on the student experience during the 2023-24 academic year, an optional online survey was conducted between June and July 2024. This survey aimed to capture diverse perspectives on various factors such as academic quality, campus facilities, student services, and overall well-being.

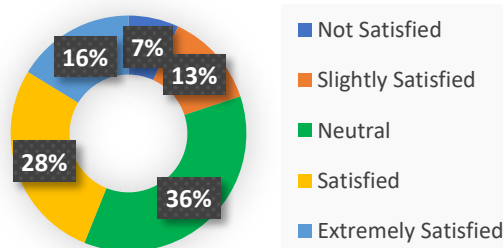
### Sample Survey Method

The Internal Quality Assessment Cell (IQAC), a key body within the institution dedicated to fostering continuous improvement in both academic and administrative processes, conducted the survey. The IQAC utilized Google Forms to distribute the survey, providing an efficient and organized way to collect responses. The survey was shared with all departments across the institution, ensuring that students from a wide range of disciplines had the opportunity to offer feedback on various aspects of their college experience. A total of 246 students participated, representing different departments. The IQAC carefully designed 19 questions aimed at capturing students' perceptions and insights about their time at the college.

### Analysis

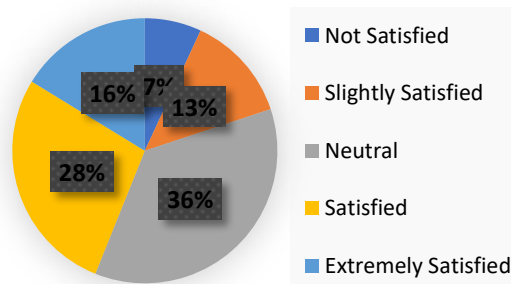
**1. Variety and availability of courses offered:** A combined 46.3% (Satisfied: 27.6% + Extremely Satisfied: 18.7%) express satisfaction with the variety and availability of courses. This indicates that nearly half the respondents appreciate the offerings, suggesting that the college provides a reasonably good selection. A large proportion of respondents, 37.0%, remain neutral about the variety and availability of courses. A smaller group, 16.6% (Not Satisfied: 7.3% + Slightly Satisfied: 9.3%), indicates dissatisfaction. This could suggest that while the courses may meet basic expectations, there is room for improvement to generate stronger satisfaction.

| Class               | Percentage |
|---------------------|------------|
| Not Satisfied       | 7.3        |
| Slightly Satisfied  | 9.3        |
| Neutral             | 37.0       |
| Satisfied           | 27.6       |
| Extremely Satisfied | 18.7       |



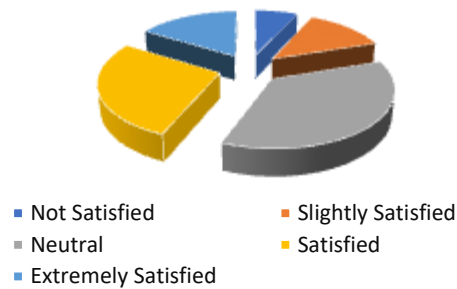
**2. Quality of teaching in your courses:** The data suggests that most students find the teaching quality satisfactory or excellent, which reflects well on the college's faculty and teaching practices. However, the notable percentage of neutral responses (nearly one-fourth) implies there is room to enhance the overall teaching experience, especially to make it impactful for all students. About 62.5% (Satisfied: 32.5% + Extremely Satisfied: 30.1%), express satisfaction with the quality of teaching. This indicates that most respondents view the teaching standards as effective and meeting their expectations.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.1        |
| Slightly Satisfied  | 6.5        |
| Neutral             | 24.8       |
| Satisfied           | 32.5       |
| Extremely Satisfied | 30.1       |



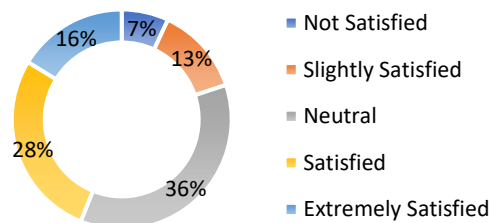
**3. Effectiveness of teaching and teachers' preparedness:** The largest segment, representing 32.5% ("Satisfied"), is highlighted to emphasize the majority perception of positive teaching effectiveness. Meanwhile, 26.8% of respondents are neutral. This suggests that while the teaching quality may meet basic expectations, it doesn't strongly impact this group, pointing to potential variability in teacher effectiveness or student engagement. Combining, Not Satisfied (6.1%) and Slightly Satisfied (8.5%) constitutes about 14.5% report dissatisfaction. This minority could highlight areas where certain courses, teachers, or methods fall short in preparation or effectiveness.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.1        |
| Slightly Satisfied  | 8.5        |
| Neutral             | 26.8       |
| Satisfied           | 32.5       |
| Extremely Satisfied | 26.0       |



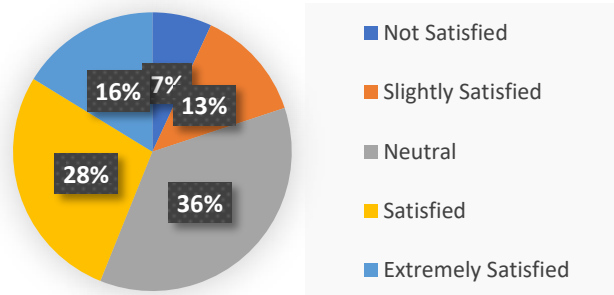
**4. Syllabus covered in the classes:** The largest portion of respondents, 33.3%, are satisfied, indicating that the syllabus is generally well-covered in most classes. This is followed by 20.7% of respondents who remain neutral, while 14.2% (Not Satisfied: 6.1% + Slightly Satisfied: 8.1%) express dissatisfaction. These results reflect positively on the institution's ability to align teaching practices with the outlined academic curriculum. However, the 14.2% dissatisfaction highlights potential concerns about incomplete syllabus coverage, rushed teaching, or insufficient engagement with critical topics.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.1        |
| Slightly Satisfied  | 8.1        |
| Neutral             | 20.7       |
| Satisfied           | 33.3       |
| Extremely Satisfied | 30.5       |



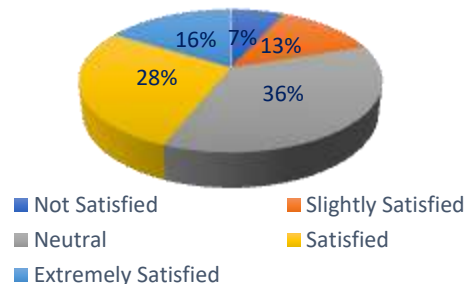
**5. Fairness of the internal evaluation process:** The data indicates a generally positive perception of fairness in the internal evaluation process, with the majority of respondents (56.5%) being satisfied to extremely satisfied. A substantial proportion (25.2%) remain neutral, suggesting there is room for improvement or further clarification. The 6.9% who are dissatisfied may point to specific concerns or issues with the process that need to be addressed, possibly relating to perceived biases, transparency, or the effectiveness of the evaluation.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.9        |
| Slightly Satisfied  | 11.4       |
| Neutral             | 25.2       |
| Satisfied           | 28.0       |
| Extremely Satisfied | 28.5       |



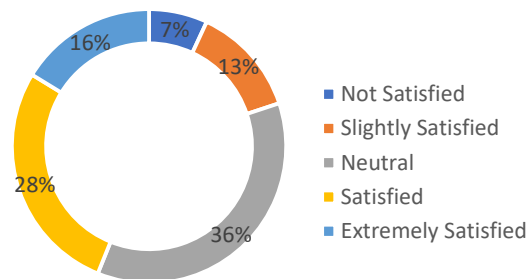
**6. Course content and curriculum relevance:** The majority of respondents (52.4%) express satisfaction with the course content and curriculum relevance, with nearly 19% being extremely satisfied. A considerable 34.1% are neutral, which suggests that while the course content is generally perceived as relevant, there may be some areas that could be better tailored to students' needs or expectations. The 6.1% dissatisfied respondents may point to specific gaps in content or misalignment with their learning goals. These concerns, along with the significant neutral group, suggest that further adjustments could improve overall satisfaction and ensure that the curriculum better meets the expectations and requirements of all students.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.1        |
| Slightly Satisfied  | 7.3        |
| Neutral             | 34.1       |
| Satisfied           | 33.7       |
| Extremely Satisfied | 18.7       |



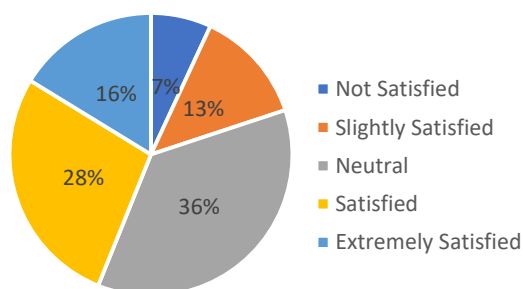
**7. Availability of faculty for academic support:** A considerable number of respondents (30.1%) are neutral, implying that while they don't have negative feelings toward the support, they also don't feel strongly about it. This suggests that there might be a need for better communication on how to access faculty support or more consistent availability. Overall, 54% of respondents are satisfied or extremely satisfied with the availability of faculty for academic assistance, indicating that most students feel they have sufficient access to support. But, 6.1% respondents are dissatisfied and the 9.8% are slightly satisfied point to potential areas for improvement.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.1        |
| Slightly Satisfied  | 9.8        |
| Neutral             | 30.1       |
| Satisfied           | 32.5       |
| Extremely Satisfied | 21.5       |



**8. Access to academic resources (e.g., library, laboratories, study materials):** Over a 32.5% of respondents are neutral, implying they neither strongly agree nor disagree with the adequacy of academic resources. This category suggests that there might be mixed experiences or a lack of strong opinions. About a quarter of respondents are satisfied with the available academic resources, showing that a significant portion feels the resources meet their expectations. A similar proportion to the satisfied group, this indicates that a significant number of respondents are extremely satisfied (25.5%) with their access to resources. This is a positive sign, as it suggests that a good portion of the population perceives the resources to be very adequate.

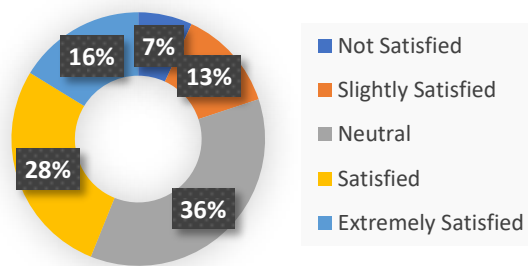
| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 5.7        |
| Slightly Satisfied  | 10.2       |
| Neutral             | 32.5       |
| Satisfied           | 26.0       |
| Extremely Satisfied | 25.6       |



**9. Technology infrastructure and support available for your academic work:** The overall perception of technology infrastructure and support is generally positive, with more than 45% of respondents expressing satisfaction or high satisfaction. But, the sizable neutral group

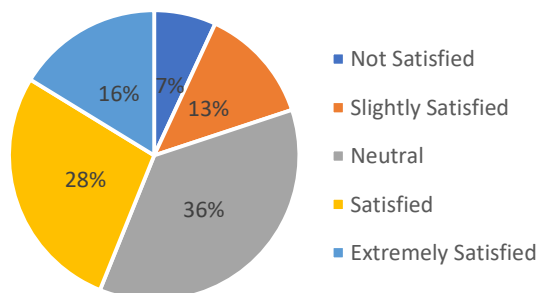
suggests a possible gap between the availability of resources and their perceived usefulness. To enhance satisfaction, the 12.6% who are slightly satisfied and the 6.9% who are dissatisfied indicate that efforts should focus on making the infrastructure more visible, accessible, and user-friendly.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.9        |
| Slightly Satisfied  | 12.6       |
| Neutral             | 35.4       |
| Satisfied           | 28.0       |
| Extremely Satisfied | 17.1       |



**10. Efficiency of administrative services:** The general perception of administrative services is moderately positive. A total of 51.6% of respondents are satisfied or extremely satisfied with the services. Over a third of respondents are neutral, suggesting that while administrative services are available, they may not be perceived as highly efficient or impactful for all users. A small percentage of respondents (5.7%) are not satisfied, highlighting areas where administrative services could be improved.

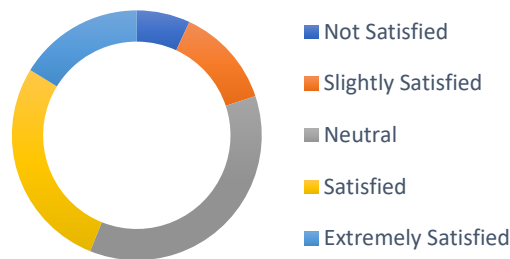
| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 5.7        |
| Slightly Satisfied  | 10.2       |
| Neutral             | 32.5       |
| Satisfied           | 26.0       |
| Extremely Satisfied | 25.6       |



**11. Quality of classroom and lab facilities:** The quality of classroom and laboratory facilities is viewed positively by the majority, with 45.1% of respondents either satisfied or

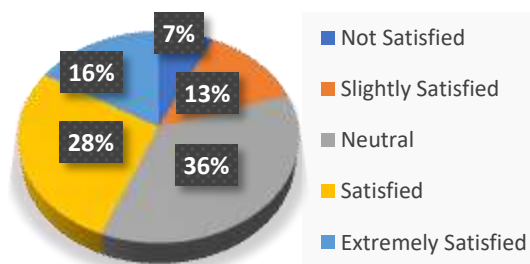
extremely satisfied. About 35.4% neutral group suggests that there may be room for improvement, especially in areas that could elevate these facilities to meet the expectations of a broader range of students. The small percentage of dissatisfied and slightly satisfied respondents indicates that certain improvements may be necessary to enhance the quality and experience of these facilities.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.9        |
| Slightly Satisfied  | 12.6       |
| Neutral             | 35.4       |
| Satisfied           | 28.0       |
| Extremely Satisfied | 17.1       |



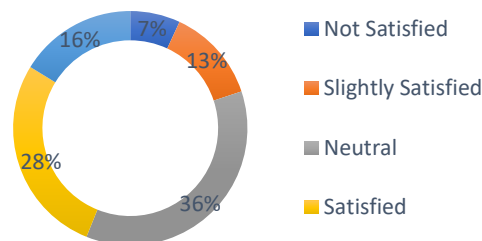
**12. Opportunities for extracurricular activities and personal development:** The perception of opportunities for extracurricular activities and personal development is generally positive, with 32.1% of respondents satisfied and 15% extremely satisfied. The largest portion remains neutral (39.0%), indicating average experience. Small percentages of respondents are either slightly satisfied (7.7%) or not satisfied (6.1%), suggesting areas where improvements could be made to better meet students' needs and expectations.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.1        |
| Slightly Satisfied  | 7.7        |
| Neutral             | 39.0       |
| Satisfied           | 32.1       |
| Extremely Satisfied | 15.0       |



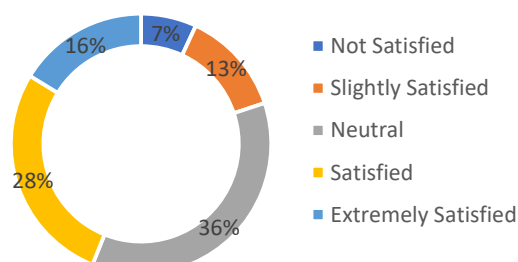
**13. Student support services provided by the institution (e.g., academic counseling, career counseling):** The overall perception of student support services is moderately positive, with 45.1% of respondents either satisfied or extremely satisfied. This indicates that a significant portion of students find the services beneficial and effective. The relatively small percentages of dissatisfaction (6.9%) and slight satisfaction (12.6%) suggest that while most students are content, there are areas that may need enhancement to address the needs of those less satisfied or neutral.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.9        |
| Slightly Satisfied  | 12.6       |
| Neutral             | 35.4       |
| Satisfied           | 28.0       |
| Extremely Satisfied | 17.1       |



**14. Availability and variety of extracurricular activities:** A considerable percentage of students (32.1%) and a smaller yet notable group (15%) are extremely satisfied with the availability and variety of extracurricular activities, indicating that many believe the opportunities provided align with their interests and contribute positively to their personal and academic growth. The relatively low percentages of dissatisfaction (6.1%) and slight satisfaction (7.7%) suggest that there are areas where the variety or accessibility of extracurricular activities could be enhanced to better meet the needs and expectations of all students.

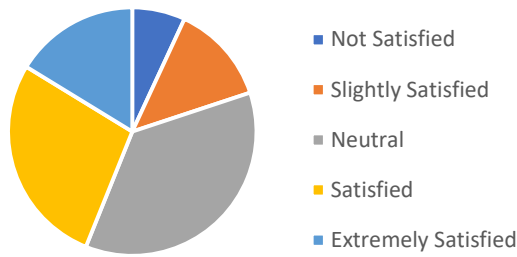
| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.1        |
| Slightly Satisfied  | 7.7        |
| Neutral             | 39.0       |
| Satisfied           | 32.1       |
| Extremely Satisfied | 15.0       |





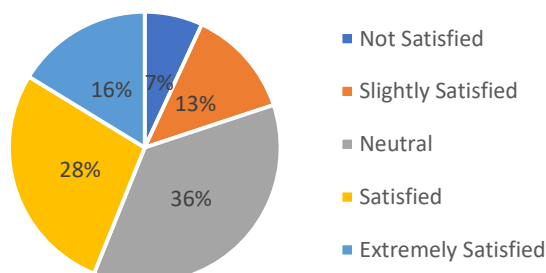
**15. Availability and accessibility of on-campus amenities (e.g., clean drinking water, internet facilities, recreational facilities, canteen quality):** This indicates that a significant portion of respondents (32.5%) feel neutral about the amenities, while a combined total of 47.9% (27.2% satisfied + 20.7% extremely satisfied) express positive perceptions. A small percentage (5.3%) are dissatisfied, and 14.2% are slightly satisfied. This distribution suggests that while many are content with the amenities, there might still be room for improvement in certain areas.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 5.3        |
| Slightly Satisfied  | 14.2       |
| Neutral             | 32.5       |
| Satisfied           | 27.2       |
| Extremely Satisfied | 20.7       |



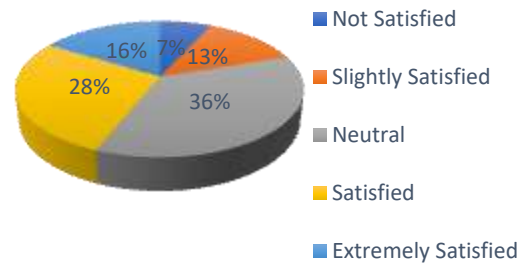
**16. Cleanliness and maintenance of campus buildings:** Overall, the majority of respondents express neutral response (39.0%) highlights that further attention to this aspect of campus facilities. Followed by satisfied with 32.1% and extreme satisfied (15%) with the cleanliness and maintenance of the campus buildings. On the other hand, 6.1% are dissatisfied and 7.7% are slightly satisfied.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.1        |
| Slightly Satisfied  | 7.7        |
| Neutral             | 39.0       |
| Satisfied           | 32.1       |
| Extremely Satisfied | 15.0       |



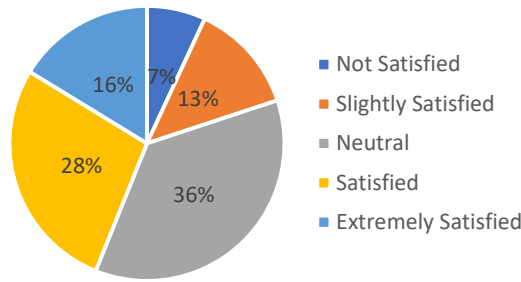
**17. Campus beautification and landscape:** The survey data indicated that 5.3% of respondents are dissatisfied, reflecting a small degree of discontent with the campus landscape. More than 14.2% are slightly satisfied, suggesting some level of contentment but with room for improvement. The majority, 32.5%, remain neutral, implying indifference or a lack of strong opinion regarding campus beautification. However, 27.2% are satisfied, and 20.7% are extremely satisfied, both expressing a positive perception of the campus's aesthetic appeal.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 5.3        |
| Slightly Satisfied  | 14.2       |
| Neutral             | 32.5       |
| Satisfied           | 27.2       |
| Extremely Satisfied | 20.7       |



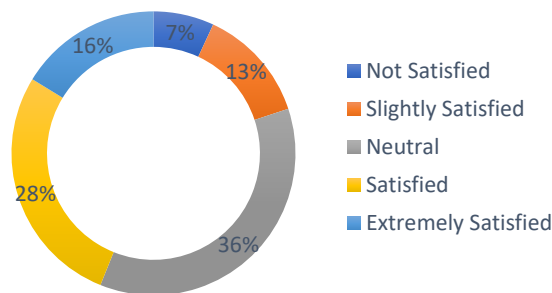
**18. Opportunities for personal and professional growth:** The survey results on opportunities for personal and professional growth reveal a generally positive perception, though there is room for improvement. A small percentage of respondents, 5.3%, are not satisfied, indicating some dissatisfaction with the available opportunities. Additionally, 14.2% are slightly satisfied, suggesting moderate contentment but recognizing potential for improvement. matter. On the positive side, 27.2% are satisfied, and 20.7% are extremely satisfied, reflecting a notable percentage of individuals who are pleased with the opportunities for growth. Overall, while a majority of respondents are satisfied or extremely satisfied (47.9%), the relatively high neutral response (32.5%) suggests that further enhancement of growth opportunities could lead to even greater satisfaction.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 5.3        |
| Slightly Satisfied  | 14.2       |
| Neutral             | 32.5       |
| Satisfied           | 27.2       |
| Extremely Satisfied | 20.7       |



**19. Overall satisfaction with your college experience:** The survey results on overall satisfaction with the college experience reveal a varied response. Only 6.9% of respondents are not satisfied, signalling some dissatisfaction with their overall experience. 13.0% are slightly satisfied, suggesting moderate contentment but also areas that could be improved. Interestingly, about 27.6% are satisfied, reflecting a favorable opinion of their college experience. However, the high percentage of neutral responses indicates that, while many students are content, there is still room to enhance the college experience for a larger group of respondents.

| Perception          | Percentage |
|---------------------|------------|
| Not Satisfied       | 6.9        |
| Slightly Satisfied  | 13.0       |
| Neutral             | 36.2       |
| Satisfied           | 27.6       |
| Extremely Satisfied | 16.3       |



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