

A REPORT ON THE STUDENTS' SATISFACTION SURVEY

For the Session 2023-24

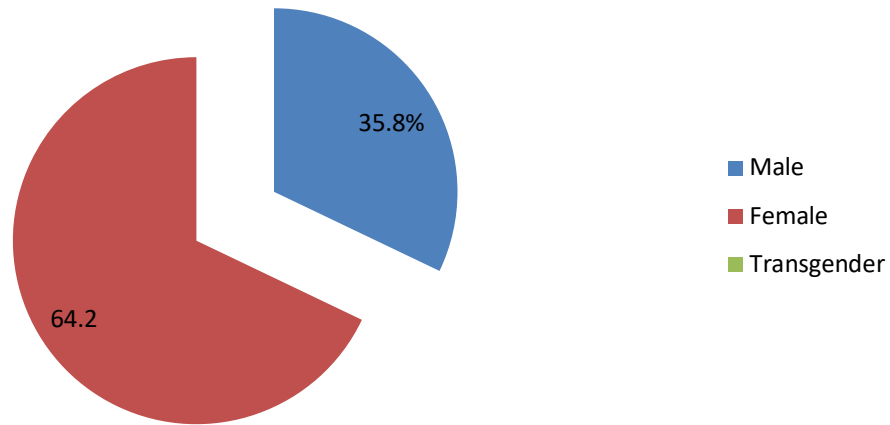


**Tezpur College
Tezpur
Sonitpur-784001
Assam**

A student satisfactory survey was conducted among the students of Tezpur College for the session 2023-24. A total of nineteen questions were asked to the students by using Google form. The questions covered different parameters. They are: syllabus coverage within stipulated time, preparedness of the teachers for the classes, communication, quality and usage of various teaching methods like ICT, discussion with students regarding assignments submitted by them, encouragements from the teachers regarding the possible competence of the students, grievance redressal system of college, library facilities, responses from college administration and many more. 674 students from Arts, Commerce and Science participated in the satisfaction survey. The responses of the questions are analyzed through pie charts included in subsequent pages.

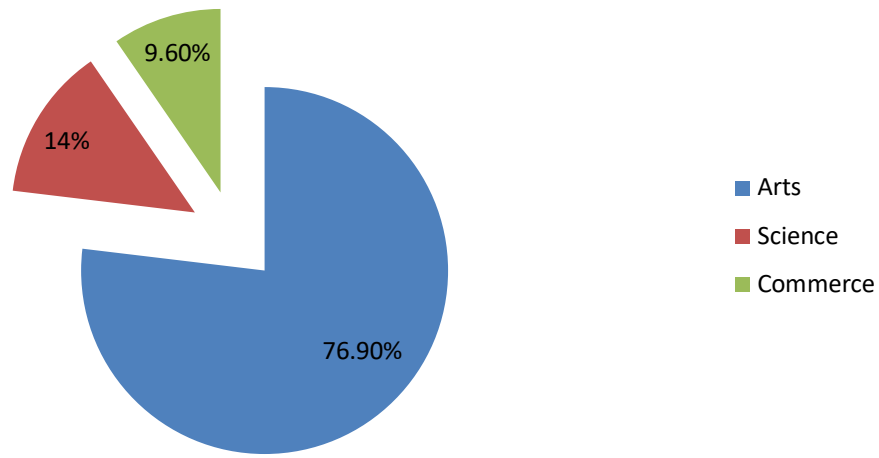
In the first two questions the participants mentioned their name and semester/class. From the responses of no 3 questions, we could know that out of the 674 students 35.8% are male and 64.2% are female and number of Transgender students are found to be Nil. The following diagram will show the number of male-female.

Response to Question No 3: Gender



In the fourth criteria the number of participants from Arts, Commerce and newly launched Science streams are collected. Out of 674 responses 76.90% are from Arts stream, 9.6% are from Commerce and 14% are from Science. The data has been shown in the following diagram.

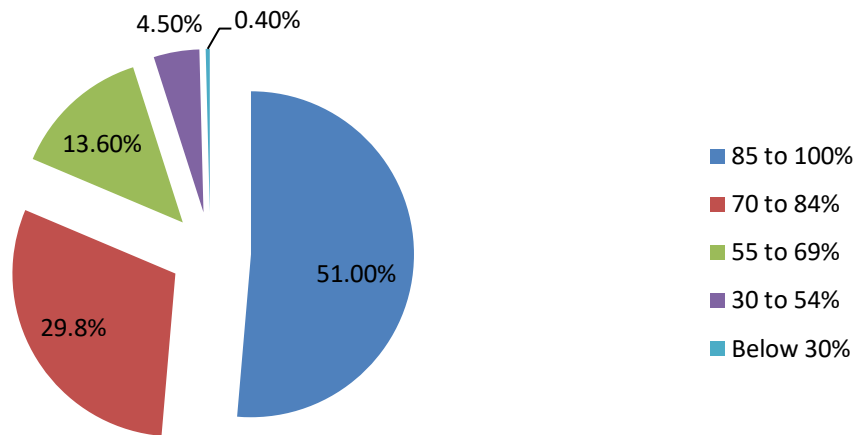
Response to Question NO 4: Subject Area



Question no 5 was: **How much syllabus was covered in the class?**

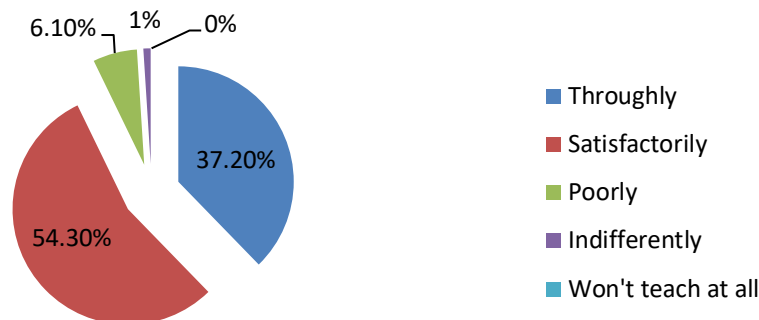
Coverage of syllabus on time is one of the chief components of effective education. Without completing the syllabus on time no students can demand of acquiring comprehensive knowledge. From the responses, it is observed that according to 51% students “85 to 100%” syllabus is covered on time. According to 29.8 % “70 to 84%” syllabus is covered whereas 13.60 % viewed that “55 to 69%” is covered. 4.50 % pressed the button for “30 to 54%” and a very few of 0.40%(1student) opined that “Below 30%” syllabus covered on time.

Response to Question no 5: Syllabus Coverage

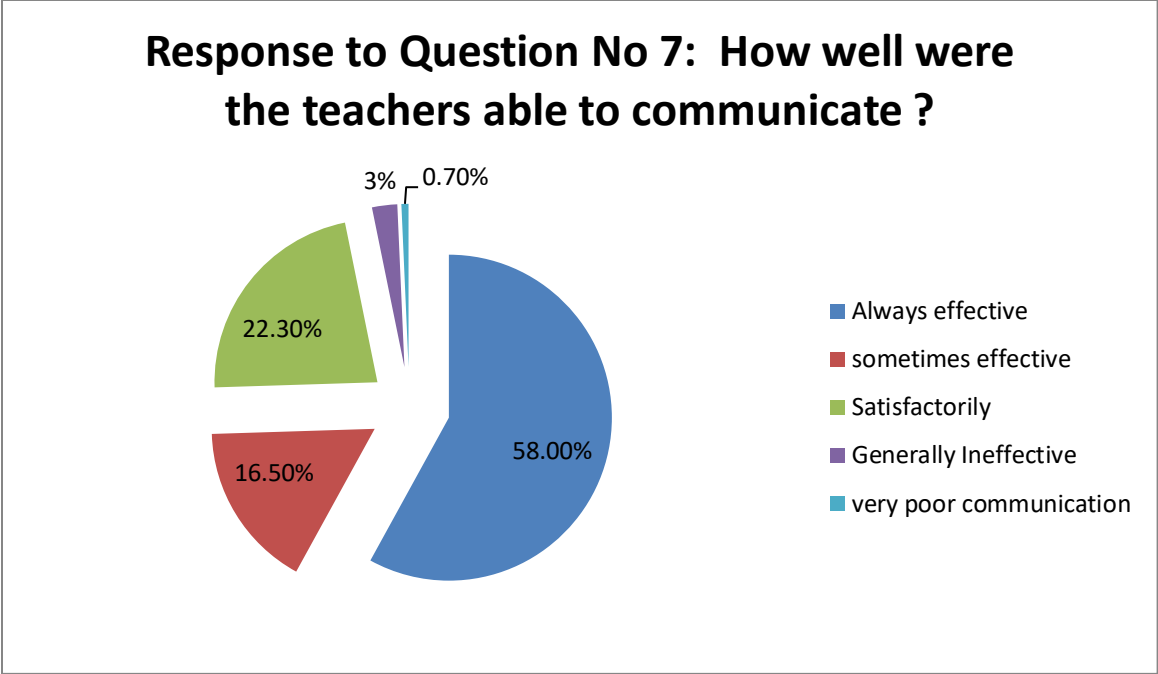


Mental and physical readiness of the teacher is a fundamental maxim of teaching-learning process. Readiness makes the class easy and intelligible both for the teacher and learner. That's why The Sixth question was asked as: **How well did the teacher prepare for the classes?** From the following diagram it is noticed that according to 37.20 % participant's teachers prepare "thoroughly" for their classes. According to 54.3 % participants, teachers' readiness is "satisfactorily", 6.10 % and 1% are of the view of "poor" and indifferently preparedness of the teachers accordingly.

Response to Question No 6: How well did the teacher prepare for the classes?

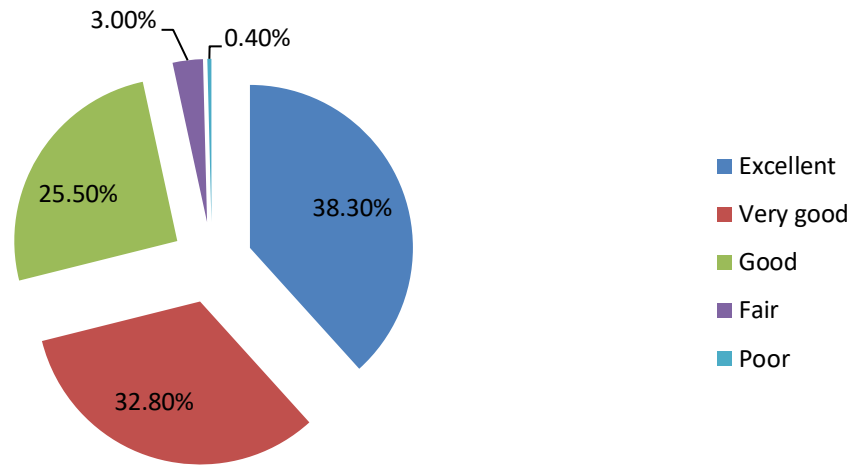


The next question was: *How well were the teachers able to communicate?* As communication encourages active participation and engagement of students in the classes so, this question is of tremendous significance. Effective verbal and non-verbal communication techniques employed by the teachers foster an interactive learning environment. The results of this question as shown in the following pie-diagram depicts that the teachers are “Always Effective” in communicating as per 58 % students. 16.5% participants are in support of “Sometimes Effective” parameter of the teachers while 22.3% are of “Satisfactorily” Communication ability of the teachers.3% viewed it as “Generally Ineffective” and the remaining 0.70% has responded in support of “Very Poor Communication”.



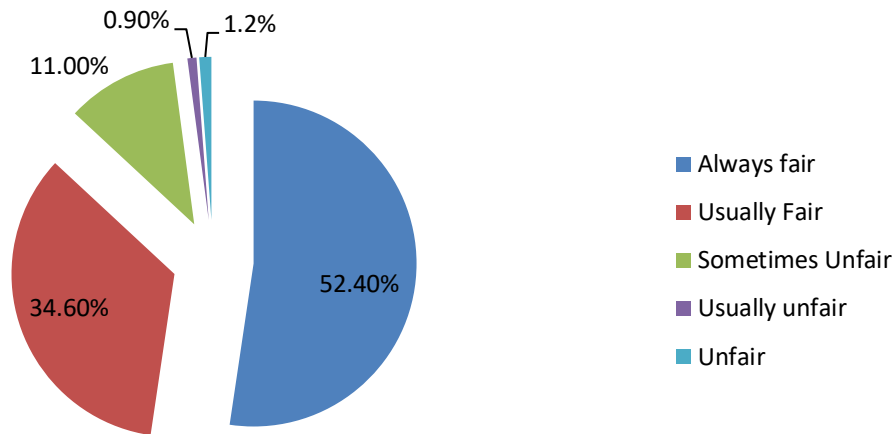
The next question to acquire data on quality of teaching method was: ***The teaching method of the teachers can be described as what?*** We have put on five parameters on it – Excellent, very good, good, fair and poor. From the total of 246 responses 38.3 described it as “Excellent”; 32.8% as “Very Good”. 25.5 % described it as “Good”. 3 % gave their responses in support of parameter “Fair” and the remaining 0.40 % (1 student) told it as “Poor”.

Response to Question No 8: The teaching method of the teachers can be described as



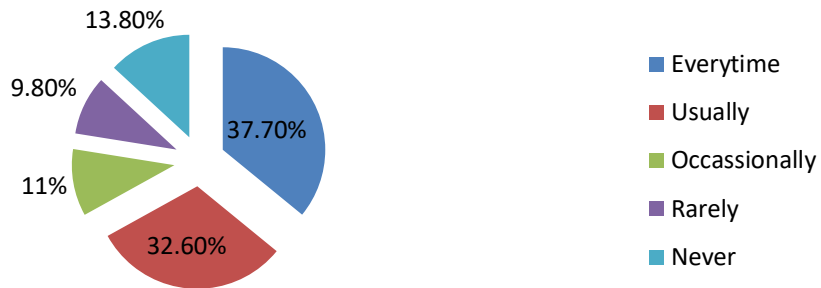
Question no 9 was on *Fairness of the internal evaluation*. As well all know the importance of formative assessment during learning in identifying the learning gap so; the evaluation method should be fair, comprehensive and student centric. It helps in measuring students' progress. From the following diagram it is quite transparent that internal evaluation of Tezpur College is "Always Fair" according to the response of 52.4 % students whereas it is "Usually Fair" according to 34.6 % of respondents. 11 % described it as "Sometimes Unfair" and 0.90 % (1 student) told as "Usually Unfair" and 1.2 % viewed as "Unfair".

Response to question No 9: Fairness of the internal evaluation



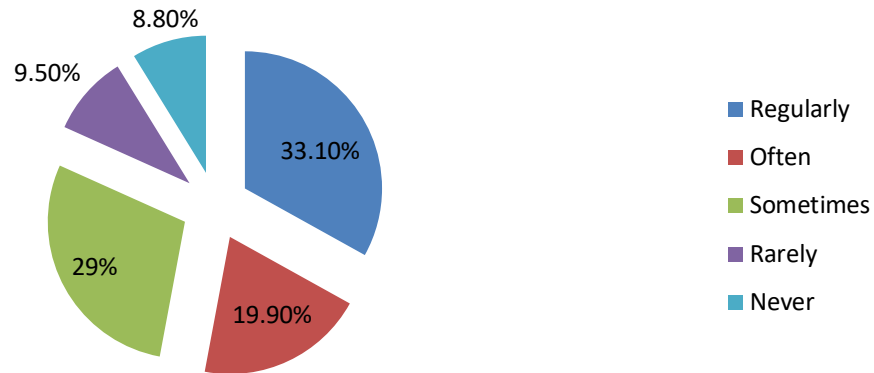
In every semester assignments and projects are asked to submit the students with the intention to develop their practical knowledge and participation in the learning process. But this objective can be achieved only when their works will be discussed with them properly to find out the weaknesses if there is any. So, question no 9 was framed on it as: ***Was the assignment result discussed with you by the teachers?*** From the responses it is quite evident that it is discussed "Every time" with the students by the teacher according to 37.7 %. It is discussed "Usually" according to 32.6 % (79 students) participants. It is discussed "Occasionally" and "Rarely" according to 11.1% and 9.8 % of students respectively. 8.80 % responded that it is never discussed with them.

Response to Question No 10: Was the assignment result discussed with you by the teachers ?



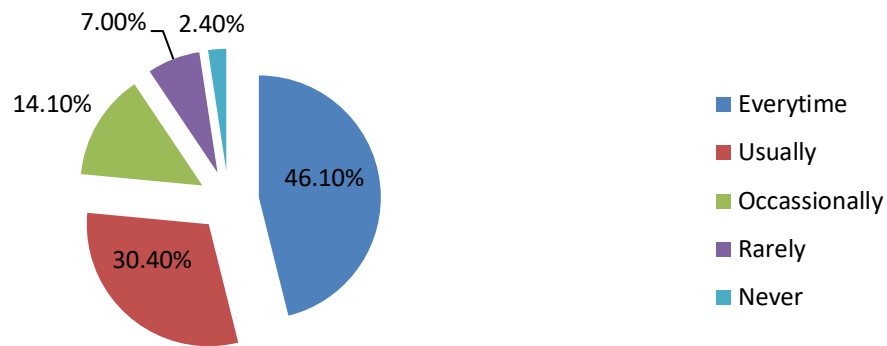
Question no 11 was: *Does college take active interest in promoting internship, students exchange, and field visit opportunities for students?* As an integral part of learning process internship, students exchange and field visit widens the insight of the students. These programmes make people aware, adaptable and engaged. The responses of this question as reflected in the following diagram shows that college takes “Regular” interest in this regard according to 33.1%. Accordingly it is “Often” according to 19.90%(49 students) ; “Sometimes” according to 29% ; “Rarely” by 9.5% and “Never” according to 8.80%(22students)

Response to Question No 11: College takes active interest in promoting internship, student exchange, field visit opportunities for students ?



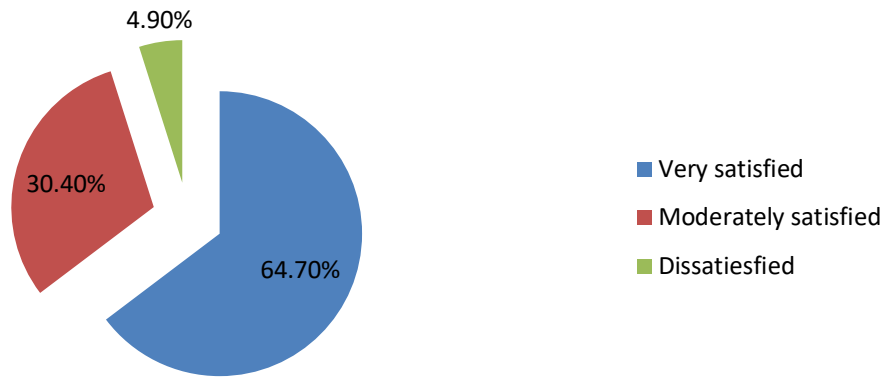
Course outcomes, programme outcomes need to be discussed regularly with students so that they feel motivated and attached to pursue their course according to their likings and disliking. Moreover the competencies of the learners should be tried to flourish by the teachers. Only then the objective of teaching-learning will be fulfilled. The question framed to cover this criterion was: ***How frequently teachers inform you about your expected competencies, course outcomes and programme outcomes?*** As a response 46.1 % told that they are being discussed with them “Every time” whereas 30.4% told it as “usually” discussed. The parameter of “Occasionally” was advocated by 14.1% % and “Rarely” by 7%. The remaining 2.4% told it as “Never” discussed.

Response to Question No 12: How frequently teachers inform you about your expected competencies, course outcomes and programme outcomes ?



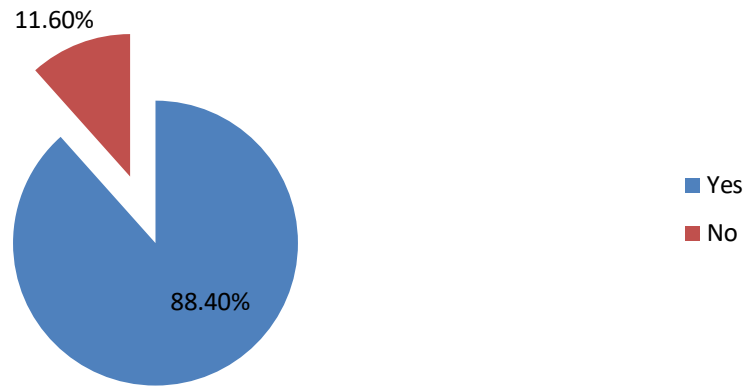
Question no 13 was on a very important criteria i.e. Library Facilities. The question was put on as: Are you happy with the library facilities provided in your institutions? Library fulfills the needs of students those arising directly from the curriculum and those of a more general in nature. It keeps an individual up-to-date, creative and progressive. The responses found from this question were –library facilities are “Very Satisfied” according to 64.70 % (159 students) participants. It is “Moderately Satisfied” according to 30.4% and “Dissatisfied” by 4.90 % participants.

Response to Question No 13: Are you happy with the library facilities provided in your institutions?



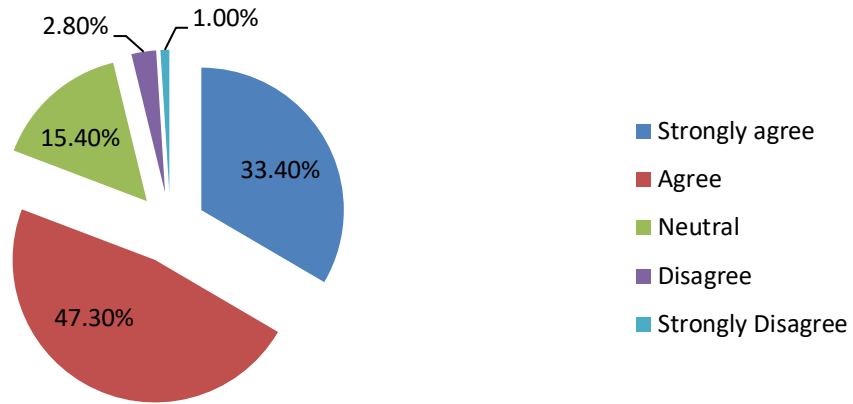
The Grievance Redressal System is a very essential component of a healthy teaching-learning institution. Its presence ensures the timely redressal of the complaints arose by the students. Tezpur college has provided the students a well-equipped GRS about which question no 14 was asked to the students as: ***Are you happy with the Grievance Redressal System of your College ?*** From the two options “Yes” or “No” 88.4% (217 students) showed positive response and 11.60%(29students) responded negatively.

Response to Question No 14: Are you happy with the Grievance Redressal System of your college ?



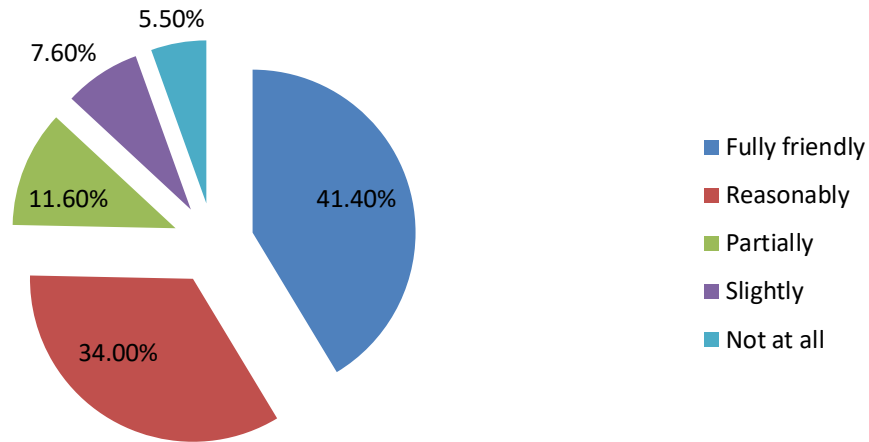
The theoretical knowledge taught in the class can be applied in real situations while students participate in extra-curricular activities. In this regard they need to be provided with sufficient opportunities and motivation from the side of the teachers. So, the next statement was asked to find out how many teachers encourage students to participate in extracurricular activities. The criterion was: ***Teachers encourage you to participate in extracurricular activities***. As a result it was revealed that 33.40 % (80 students) students “Strongly Agree” that teachers encourage them while 47.30 % respondents are in support of parameter “Agree”. Teachers are “Neutral” according to 115.4 %; 2.8 % are “Disagree” with the statement and 1 % is “Strongly Disagree”.

Response to Question No 15 : Teachers encourage you to participate in extracurricular activities .



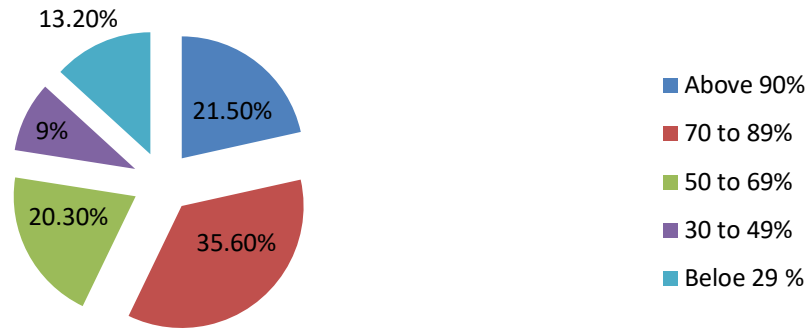
Teaching and Non-Teaching Staff both comprise the overall environment of teaching-learning institutions. Question no 16 deals with the response of Non-Teaching Staff regarding the students. The question was framed as: ***Is the response of the Non-Teaching Staff friendly?*** In the responses 41.40% described it as “Fully Friendly”;34.00%described as “Reasonably”; 11.6% responded to it by saying as “Partially” ; 7.6% as “Slightly” and remaining 5.5% as “Not At All”.

Response to Question No 16: Is the response of the Non-teaching staff friendly ?



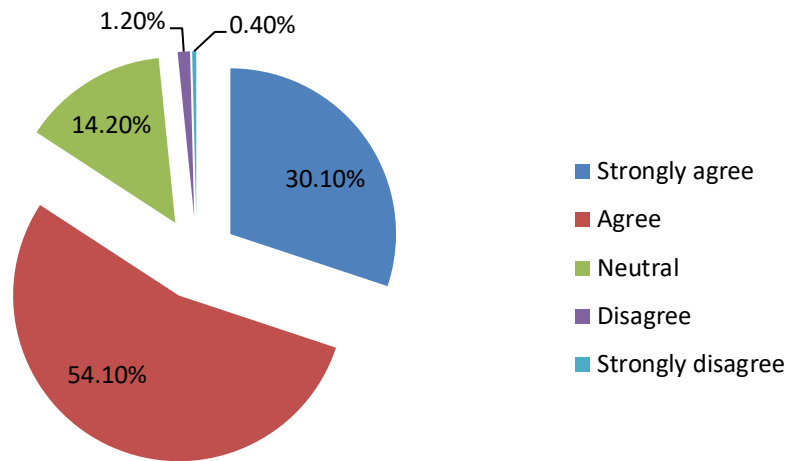
Use of ICT makes the whole process of teaching-learning energetic, comprehensive and dynamic. Teachers required using ICT during teaching to make learner active and reachable. Question no 17 was asked on this criterion as: ***What percentages of teachers use ICT tools such as LCD Projector, Multimedia etc. while teaching?*** As a response 21.5% told that “above 90%” teachers use ICT; 35.6% participates told that “70to 89 %”teachers use it. “5o to 69 %” teachers use it according to 20.30% respondents. The number is “30 to 49 %” according to 9% and it is “Below 29%” according to 13.20% of respondents.

Response to Question No 17: What percentage of teachers use ICT tools such as LCD projector, Multimedia etc. while teaching ?



After evaluating all the criteria the students were provided an opportunity to rate the overall quality of teaching-learning process of the institutions by attempting a question. The last statement in this regard was: *The overall quality of teaching-learning process in your institute is very good*. As a response 30.10% (74 students) participants were “strongly agree” regarding it, 54.10%(133 students) were “Agree”; 14.20%(35 students) were “Neutral”; 1.20%(3 students) were “Disagree” and 0.40%(1 student) were “Strongly Disagree”.

Response to Question No 18: The overall quality of teaching-learning process in your institute is very good.



After 18 questions the students were asked for any further suggestion. They provided some useful and helpful suggestions in this regard.

(Dr. Manoj Kumar Hazarika)

Principal

Tezpur College

