

City College

Report on the Students' Satisfaction Survey - 2022 – 2023

For the academic year 2022-2023, the students' satisfaction survey was conducted through ERP Module, currently adequately operative to cope with most of the data processing task for the institution.

The following report has been prepared after a careful study of the responses received through this platform.

The survey had been conducted on **four** major areas of the institutional reach-out for the student community. These areas, specifically are, **the curriculum, the academic ambience, the administrative helpfulness**, and the extent of **general wellbeing** provided by the institution.

A thorough study of the feedbacks from the students leads us to the following major observations:

a) Courses offered/Curriculum –

Conceptual clarity, relevance and practical utility:

In this field the students' response had been fairly appreciative.

The course appeared to be manageable to 64.268% of students.

In terms of depth of the content, 33.831% expressed total satisfaction and 43.781% offered a reasonably fair opinion.

In terms of learning value, the course seemed to be very good to 32.170% and 45.387% expressed their satisfaction.

Regarding the relevance to real-life situations, 27.1825 of students expressed total satisfaction and 47.880% expressed adequate satisfaction.

About an overall rating of the offered course, 19.701% of the students expressed total satisfaction, for 39.900%, the course was very much satisfactory, the rest, i.e., 40.339% of the students also expressed their general satisfaction.

b) Academic ambience-

Faculty:

In this category also the students were more or less appreciative.

The students appreciated the readiness of the faculty to identify their strengths and provide adequate encouragement. 29.750% felt that the teachers are fully capable of the task and 29.750% felt that there was adequate support from the faculty.

The students also expressed their satisfaction about the teaching and mentoring process of the institution. 31.172% felt that the process was managed very well, 11.222% opined that it was significantly dealt with. 39.900% felt that it was moderately managed.

The students came forth with a high opinion regarding the preparedness of the faculty to address the daily academic needs of the pupils. 63.250% of them observed that the preparedness of the teachers was very much satisfactory.

The students were almost totally content with the behaviour of their teachers. 93.750% opined that they got very much satisfactory treatment from the faculty.

26.434% of the students found their teachers' approach to teaching, greatly motivating. To 49.127%, it was very much encouraging.

Yes, there was an area of concern among the students as 35.411% of them observed that below 29% of the faculty had adequately used ICT tools while teaching. This area definitely needs some urgent attention.

Library:

The students' satisfaction survey showed positive feedback regarding the access, ambience and resources of the Central library of the College. 86.284% of the students, who participated in the survey, paid occasional visit to the library. 13.716% were regular visitors.

Availability of the required number of titles in the library seemed satisfactory to 71.571% of the students.

A very high percentage (86.534%) of students found the behaviour of the library staff very much satisfactory.

For 81.546% of students the reading space provided in the library was quite satisfactory.

On the availability of online resources in the library, the feedback was moderate. 56.110% of the students expressed their satisfaction in this respect, but, 43.890% were not very appreciative.

Laboratories:

The students appeared to be quite satisfied with the facilities and ambience of the laboratories, managed by various departments.

Their opinions were positive about the availability of the lab staff. 86% students acknowledged that staff members were consistently available.

49.123% students felt that labs were well maintained.

A very encouraging response had been received regarding the availability equipment and materials in the laboratories. 90.201% students expressed their total satisfaction.

c) Administration:

The students expressed satisfaction in the matter of administrative helpfulness. 87.781% of students admitted that they had received all possible help from the administration.

More than 90% students offered positive feedback regarding the prompt service and systematic functioning process of the College Office.

The students, however, were varied in their opinion regarding the administration's promptness in promoting internship, student exchange and field visit opportunities. 19.750% of them felt that the issue had been properly addressed, 30% appeared to be not so satisfied.

d) Overall wellbeing:

Cleanliness and hygiene: 69.576% of the students appeared to be satisfied with the condition of the washrooms in the college premises. Regarding the comfort quotient of the classrooms, almost 80% of the students expressed total satisfaction.

Canteen: About the standard of hygiene in the canteen, 33.666% opined that the standard was high, but, 51.372% remained neutral about it. The overall service of the College canteen was reported to be quite good by 43.890% of the students. For 37.406%, it was fairly acceptable.

Gymnasium: The students' feedback records showed a mixed impression regarding the operations of the gymnasium. 27.750% of students appeared to be somewhat satisfied with the facilities available in the gymnasium. But 34.500% expressed their total dissatisfaction. This area requires immediate attention

Computer facility: 60.100% students expressed satisfaction regarding the availability of access to computer facilities in the college premises; 39.900% felt that there was room for improvement.

This report has been made on the basis of a thorough study of all the aspects of the students' satisfaction survey of the academic year 2022-2023, keeping in mind all crucial observations coming from the pupils of the institution with the expectation of speedy and appropriate solution from the administration.

Graphical summary of the Student satisfaction report can be downloaded from the following link:-

<https://aimes-citycollege.in/FeedBackReports/FBDetailsChart.aspx?LinkID=1&chartname=Pie>



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