

Report on the Students' Satisfaction Survey - 2023 – 2024

For the academic year 2023-2024, the students' satisfaction survey was conducted through ERP Module which is 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, facilities and general wellbeing, the administrative helpfulness, and the faculty approach.**

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

a) Courses offered/Curriculum –

- Under this section the students' opinion appears to be fairly appreciative. 54.975% of the learners opined that the offered curriculum had been quite adequate for them. However, 38.56% felt that it was somewhat challenging for them.
- The benefits of the curriculum were also fairly recognized by the students as 58% of them declared that they were considerably benefitted.
- To most (65%) of them the offered appeared to be manageable, though it remained challenging to 26% of the learners.
- Regarding the Skill Enhancement Courses and Discipline Specific Elective Courses, the opinion was somewhat divided. 35% of the students found them really beneficial but almost an equal percentage (35%) of them were not very sure of the extent of value addition of these courses to the offered curriculum.
- 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, 20% of the students expressed total satisfaction, for 41%, the course was very much satisfactory, the rest, i.e., 40.339% of the students also expressed their general satisfaction.

b) Facilities and General Wellbeing -

1. 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.

2. Access to Digital Resource:

Computer Centre:

- The response in this section is moderately fair as 61% of the students admitted that they could access the computer centre in the department or in the College campus. But a little less than 40% of them expressed the lack of this facility.

Access to online course materials:

- Almost 80% of the students admitted that they were able to access online course materials from the College Website.

3. Laboratory –

- 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.

4. 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.

5. Hygiene and Cleanliness in the Campus –

- 80% of the students appeared to be satisfied with the hygiene and cleanliness of the campus and comfortable ambience in the classrooms.
- 70% of them were also satisfied with the washroom facilities available in the campus.
- Regarding the comfort quotient of the classrooms, almost 80% of the students expressed total satisfaction.

6. 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.

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.
- Majority of the students expressed adequate satisfaction in matters like payment of fees and handling of various scholarship issues.

d) Academic Ambience/Faculty Approach –

- In this category also the students were more or less appreciative.
- 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 more or less appreciative of the communicative skill of their teachers. 45% of them felt that the members of the faculty were quite satisfactorily equipped in this regard.
- A major section (50%) of the learners were appreciative of their mentors' approach to teaching.
- 40% of the students admitted that the internal evaluation process had always been fair. It appeared to be usually fair to 43% of them.
- The learners expressed adequate satisfaction in the faculty's readiness to motivate them academically and to provide significant inspiration in the fields of extra-curricular activities.

- The members of the faculty were also very much attentive to all the weaknesses and strengths of the learners and were capable of handling all their specific needs.
- 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.
- About the overall teaching-learning process of the Institution 25% of the students admitted that it was very good. 42% of them expressed general satisfaction.

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 2023-2024, keeping in mind all crucial observations coming from the pupils of the institution with the expectation of speedy and appropriate solution from the administration.



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