SESSION:

Student Satisfaction Survey

Important Instructions:

The National Assessment and Accreditation Council (NAAC) conducts assessment and accreditation of Higher Educational Institutions to derive an understanding of the quality status of the institution. In this context, IQAC, Lumding College extends this questionnaire to access the **Student Satisfaction Survey**. A student will have to respond to all the questions given as below with his / her sincere effort and thought. His/ her identity will not be revealed. You need not disclose your name, if you do not wish to. Rate your response in appropriate boxes.

Name of the Student:

Session:

Programme Name:

Class:

Mobile No.:

E-mail:

Sl. No.	Attributes	Responses
1	Percentage of the syllabus was covered in the class	a) 85% to 100% = (4) b) 70% to 84% = (3) c) 55% to 69% = (2) d) 30% to 54% = (1) e) Below 29% = (0)
2.	Preparedness of teacher for classes	a) Thoroughly = (4) b) Satisfactory = (3) c) Poorly = (2) d) Indifferently = (1) e) Won't teach at all = (0)
3	Ability of teacher to communicate	a) Always effective = (4) b) Sometimes effective= (3) c) Satisfactory = (2) d) Ineffective = (1) e) Poor = (0)
4	Fairness of the Internal Evaluation process	a) Always fair = (4) b) Usually fair = (3) c) Sometime unfair = (2) d) Usually unfair = (1) e) Unfair = (0)
5.	Performances in assignment discussed with you	a) Every time = (4) b) Usually = (3) c) Occasionally = (2) d) Rarely = (1) e) Never= (0)

6.	Initiative takes active interest in promoting field study/ Trips / Project for students	a) Regularly = (4) b) Often = (3) c) Sometimes = (2) d) Rarely = (1) e) Never = (0)
7	Mentoring process in your institution facilitates you	a) Significantly = (4) b) Very Well = (3) c) Moderately = (2) d) Marginally = (1) e) Not at all = (0)
8.	Teachers encourage you to participate in extra-curricular activities	a) Strongly agree = (4) b) Agree = (3) c) Neutral = (2) d) Disagree = (1) e) Strongly disagree = (0)
9	Overall quality of Teaching-learning process in your institute	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Fair = (1) e) Poor = (0)
10	Counseling during admission is essential for students in choosing right subject option	a) Yes = (2) b) No = (1) c) No answer = (0)
11	Quality of reading materials/notes supplied by teacher	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Fair = (1) e) Poor = (0)
12	Interaction with support staff as cordial and supportive	a) Yes = (2) b) No = (1) c) No answer = (0)
13	Choice Based Credit System created a better learning opportunity	a) Yes = (2) b) No = (1) c) No answer = (0)
14	Girl's/Boy's Common Room facilities	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Poor = (1) e) Very Poor = (0)
15	Maintenance of cleanliness & hygiene in facilitates and Campus	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Poor = (1) e) Very Poor = (0)
16	Canteen facilities	a) Yes = (2) b) No = (1) c) No answer = (0)
17	Library facilities	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Poor = (1) e) Very Poor = (0)
18	Do you availed any Scholarship/Fee	a) Yes = (2)

LUMDING COLLEGE Estd.-1959 LUMDING

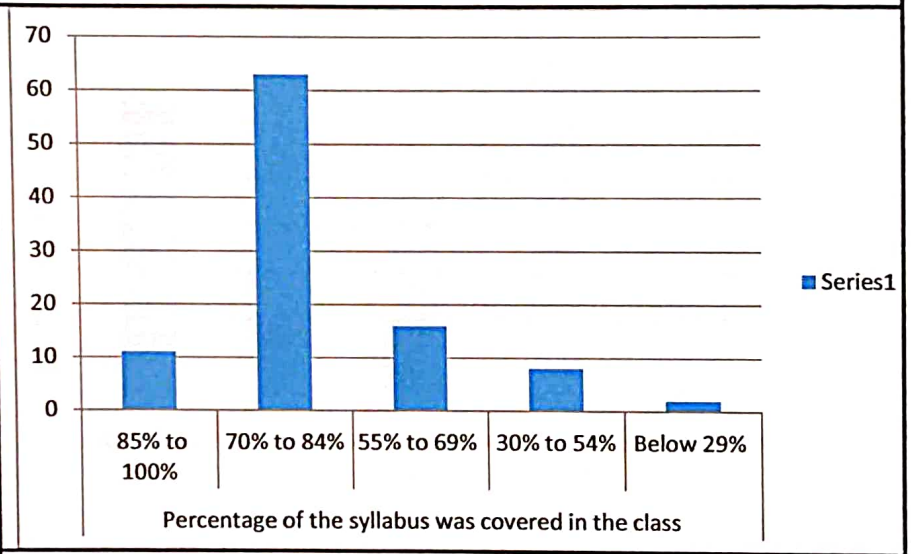
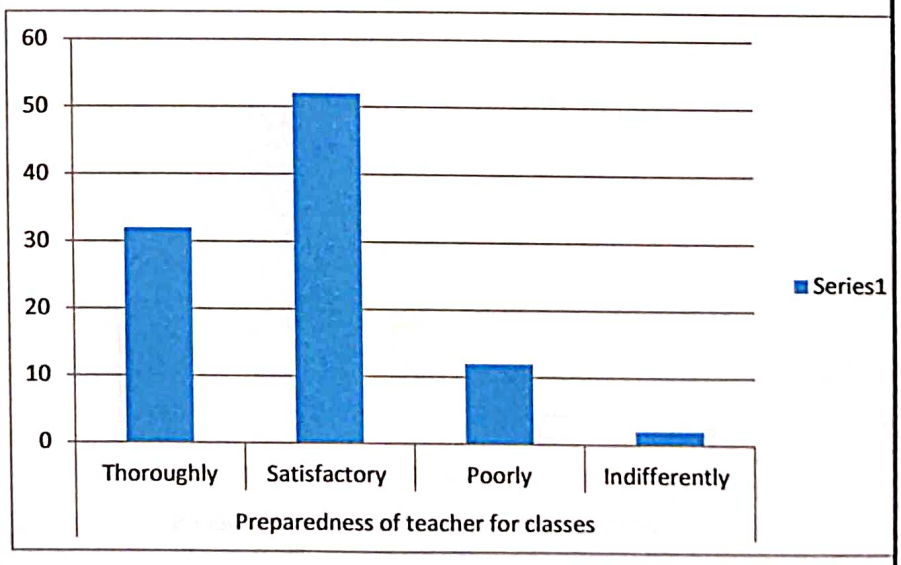
	Waiver benefit Scheme	b) No = (1) c) No answer = (0)	
19	Career Guidance Cell is extremely essential & helpful	a) Yes = (2) b) No = (1) c) No answer = (0)	
20	Are you aware of the Grievance Redressal Cell of the College	a) Yes = (2) b) No = (1) c) No answer = (0)	
21	Different Cell extends all sorts of help & co-operation to the students	a) Yes = (2) b) No = (1) c) No answer = (0)	
22	Student Feedback System is essential in improving overall quality of education system	a) Yes = (2) b) No = (1) c) No answer = (0)	
23	Students Union is essential in fulfilling students problem	a) Yes = (2) b) No = (1) c) No answer = (0)	
24	Class room facilities in the college	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Fair = (1) e) Poor = (0)	
25	Are you involved in extension activities of the college	a) Yes = (2) b) No = (1) c) No answer = (0)	
26	Are you engaged in extra-curricular activities in the college	a) Yes = (2) b) No = (1) c) No answer = (0)	
27	Rate your views on existing Online Admission Process	a) Smooth & easy = (2) b) Needs to be improved = (1) c) Not student friendly = (0)	
28	Your participation in different Committees/Cells	a) Yes = (2) b) No = (1) c) No answer = (0)	
29	Fairness of the Semester- end- evaluation process	a) Always fair = (4) b) Usually fair = (3) c) Sometime unfair = (2) d) Usually unfair = (1) e) Unfair = (0)	
30	Hostel facilities of the college (only for hostel Boarder)	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Fair = (1) e) Poor = (0)	
31	Laboratory facilities of the College students having (only for students having Practical subject)	a) Excellent = (4) b) Very Good = (3) c) Good = (2) d) Fair = (1) e) Poor = (0)	

Suggestions, if any:

LUMDING COLLEGE Estd.-1959 LUMDING

Students Satisfaction Survey Report
Session: 2021-22

Students Satisfaction Survey (SSS) was conducted among the students of LumdingCollegeby supplying questionnaire and collected by the Committee constituted for collection and analysis of **Students Satisfaction Survey**. The questionnaire has been framed based on multiple aspectof the college that can help the management to streamline its services. The result of this survey is based on the response of **422** undergraduate students. However, only 402 filled up questionnairefound valid. 20 questionnaires were rejected as these are not properly filled in. Responses were collected from students of different semester and streams of the college. In this survey, responses of 1st (194), 3rd (119) and 5th (89) semester, covering 222 from Arts, 78 from Science and 102 from Commerce stream were duly analysed.

Sl. No	Attributes	
1	Percentage of the syllabus was covered in the class	
2	Preparedness of teacher for classes	

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Estd.-1959
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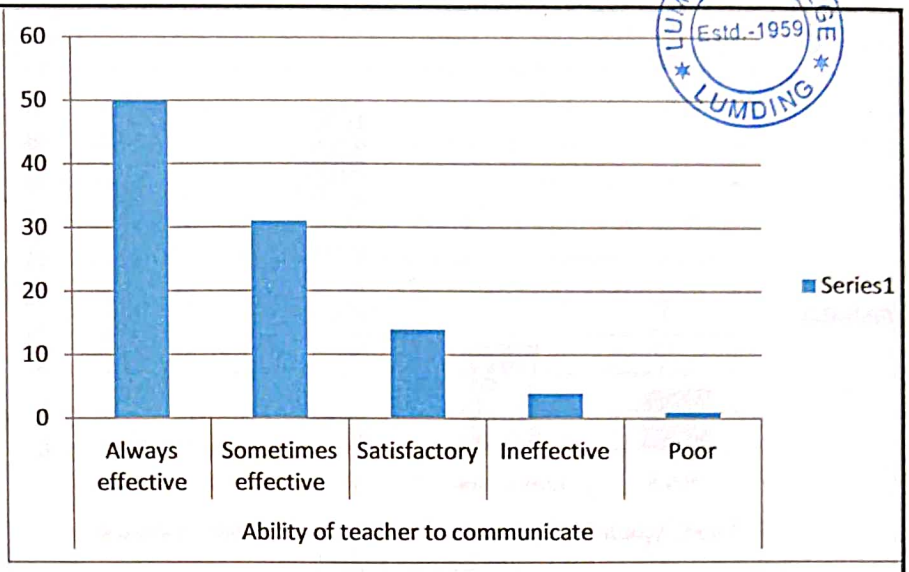
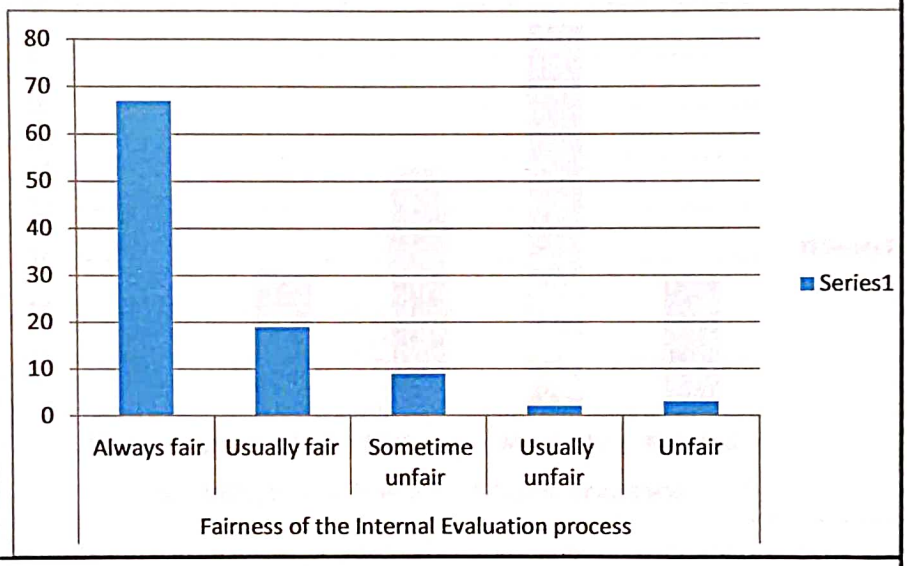
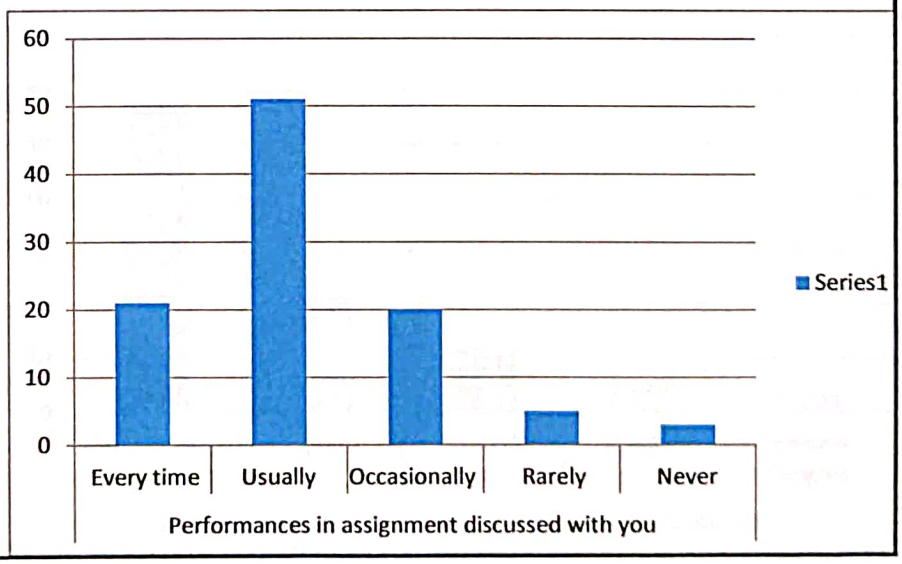
3	Ability of teacher to communicate	
4	Fairness of the Internal Evaluation process	
5	Performances in assignment discussed with you	

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Estd.-1959
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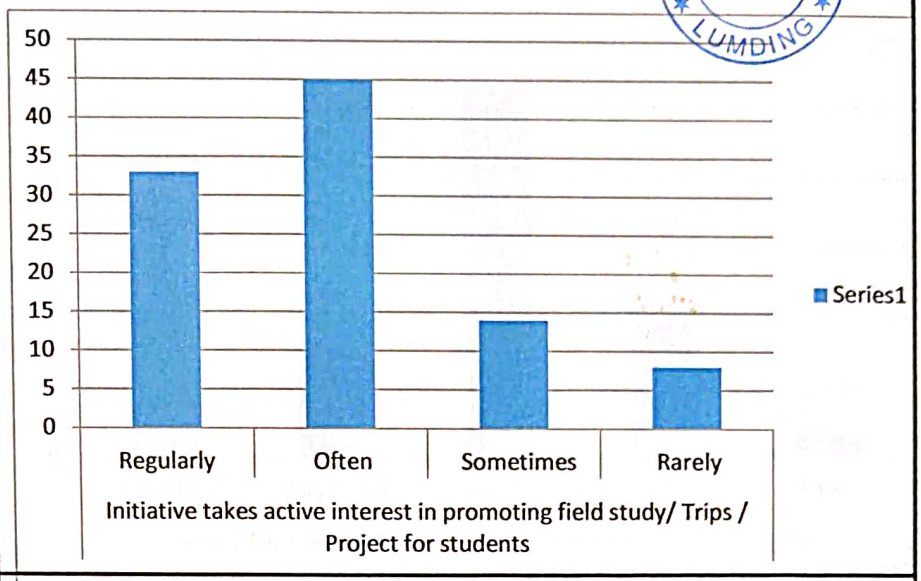
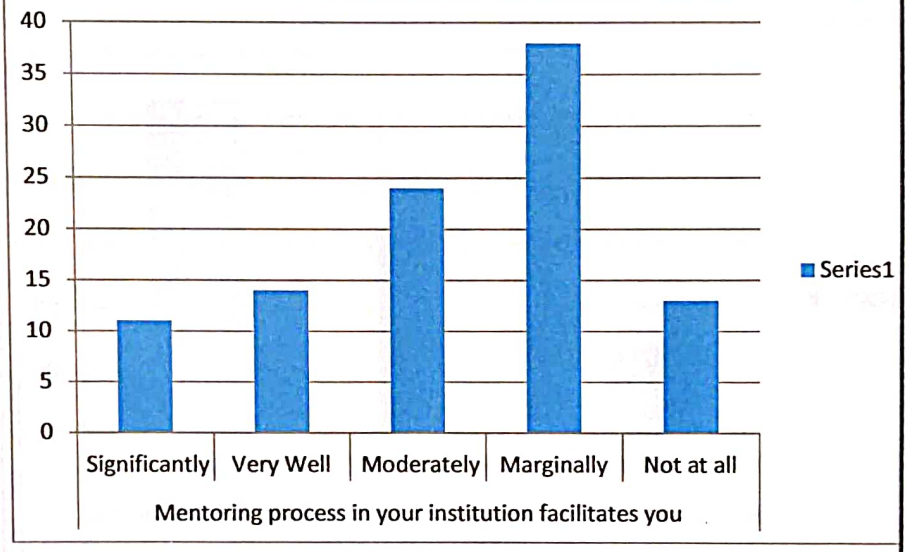
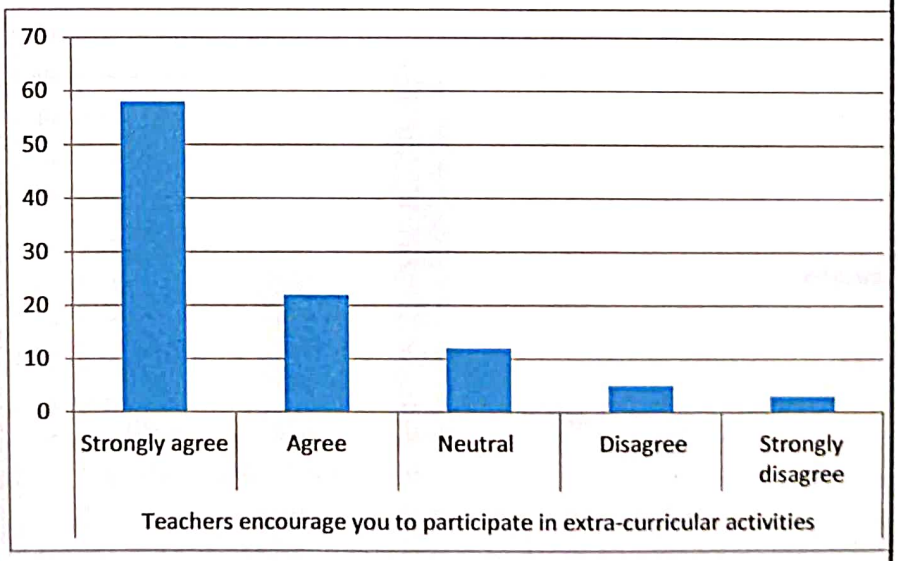
6	Initiative takes active interest in promoting field study/ Trips / Project for students	
7	Mentoring process in your institution facilitates you	
8	Teachers encourage you to participate in extra-curricular activities	

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Estd -1959
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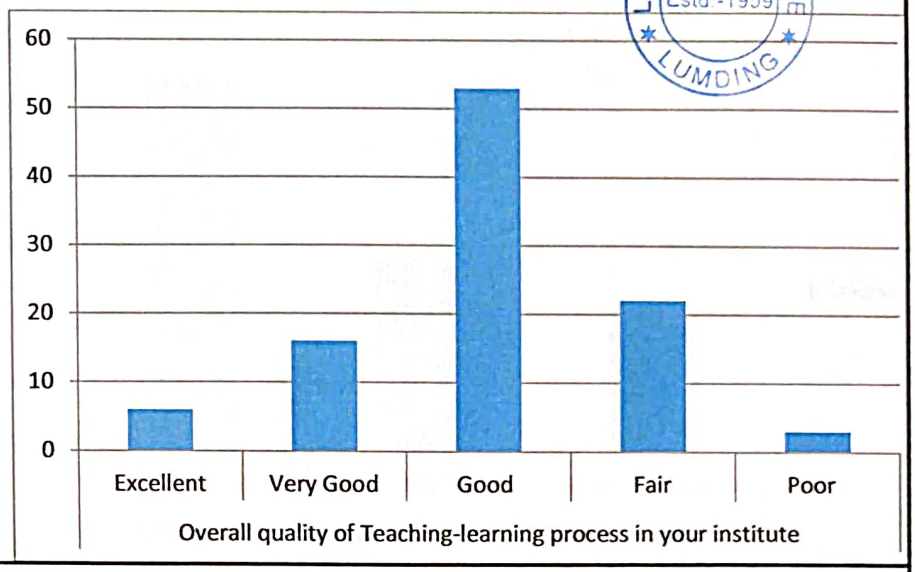
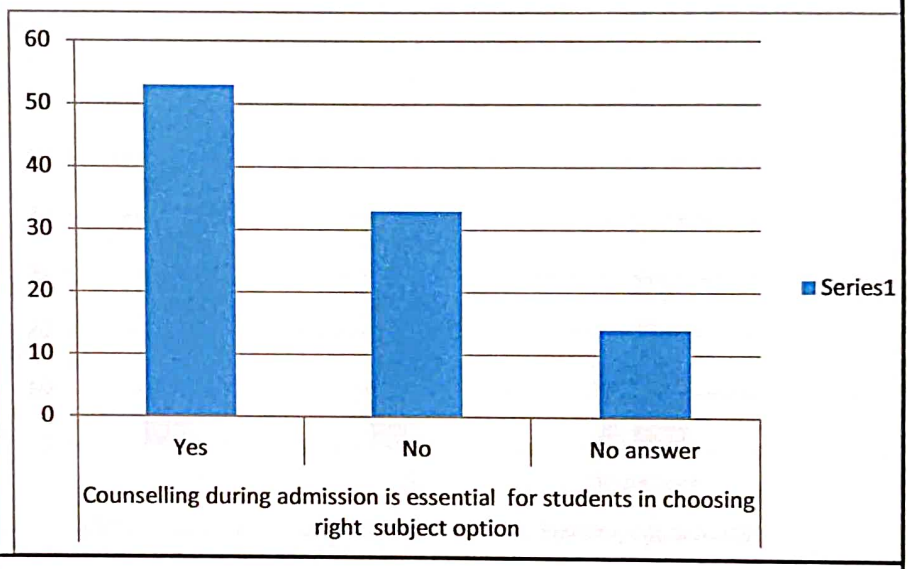
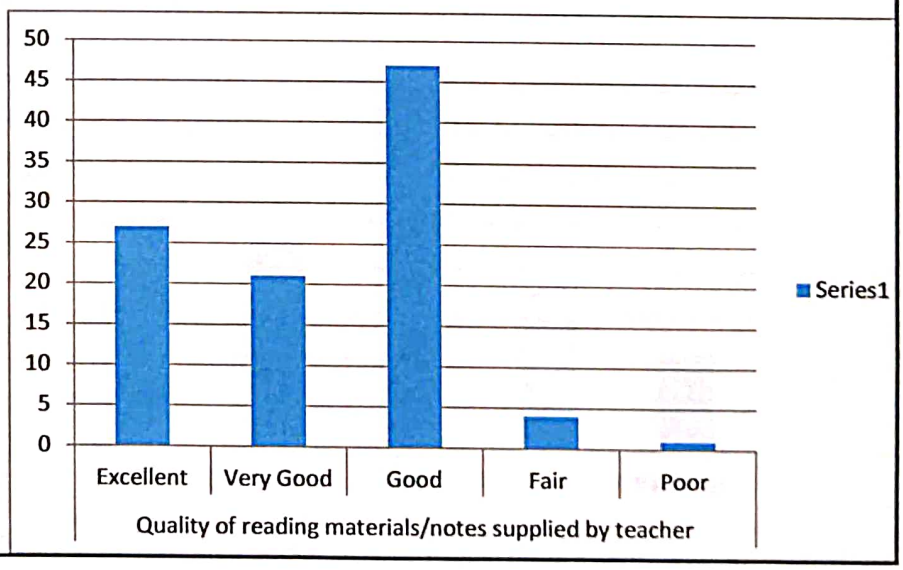
9	Overall quality of Teaching-learning process in your institute	
10	Counseling during admission is essential for students in choosing right subject option	
11	Quality of reading materials/notes supplied by teacher	

LUMDING COLLEGE
Estd.-1959
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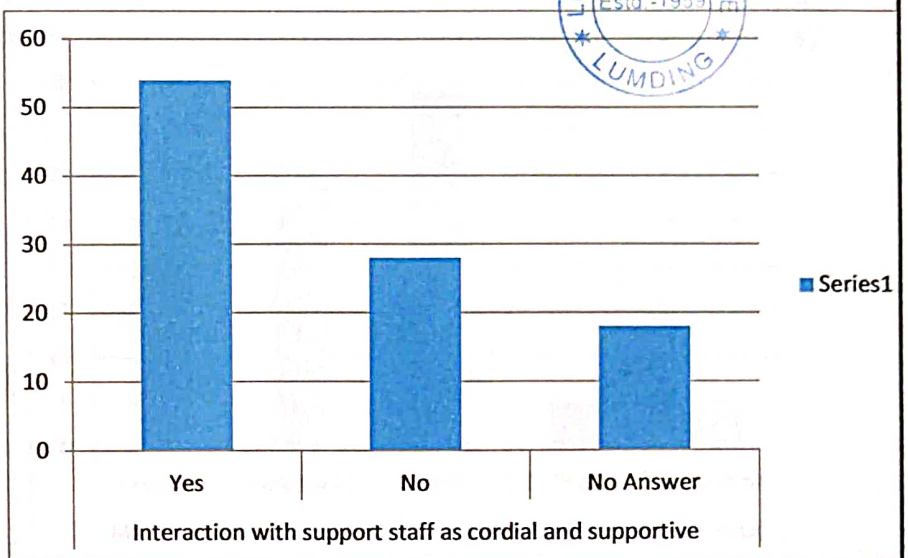
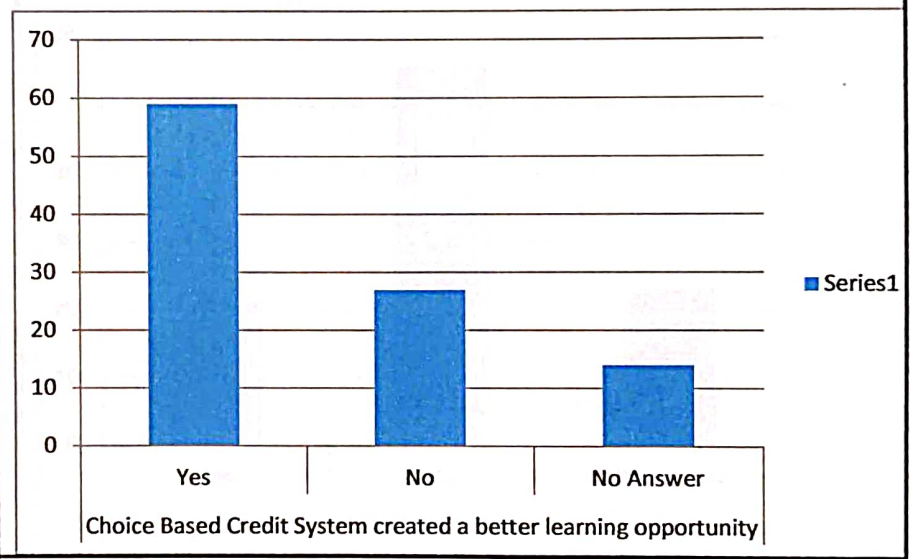
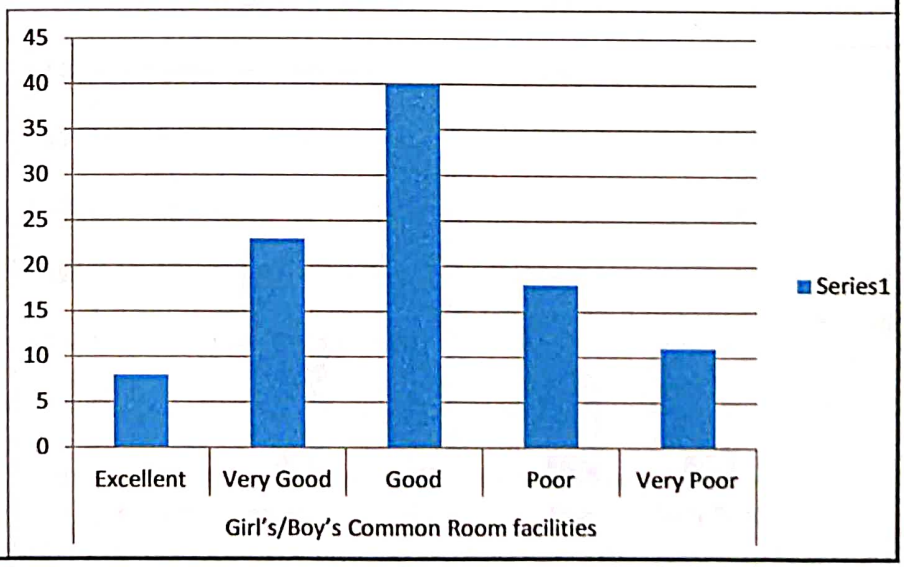
12	Interaction with support staff as cordial and supportive	
13	Choice Based Credit System created a better learning opportunity	
14	Girl's/Boy's Common Room facilities	

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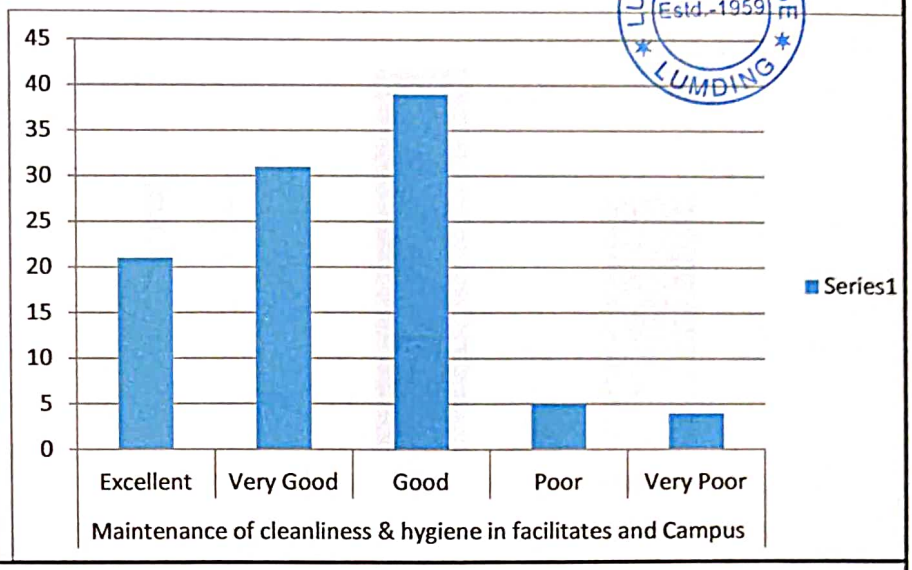
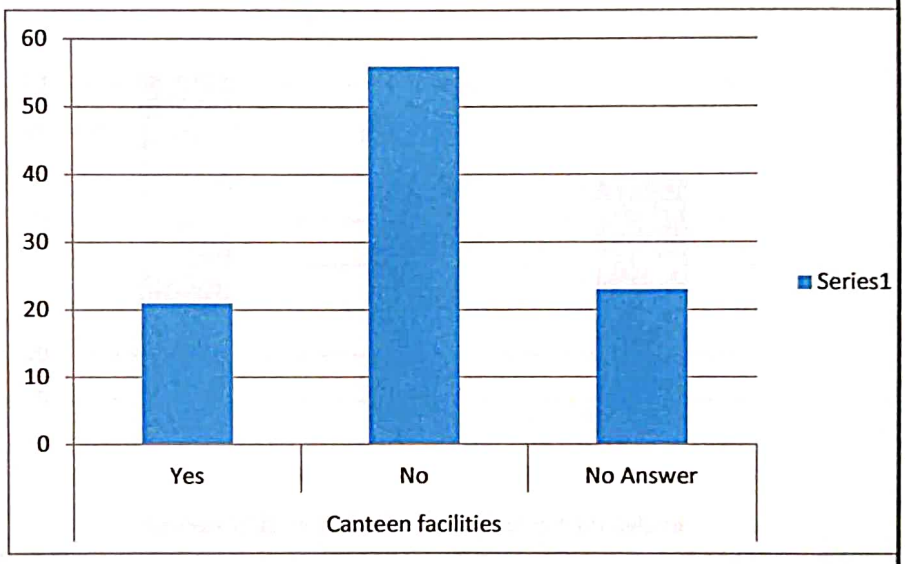
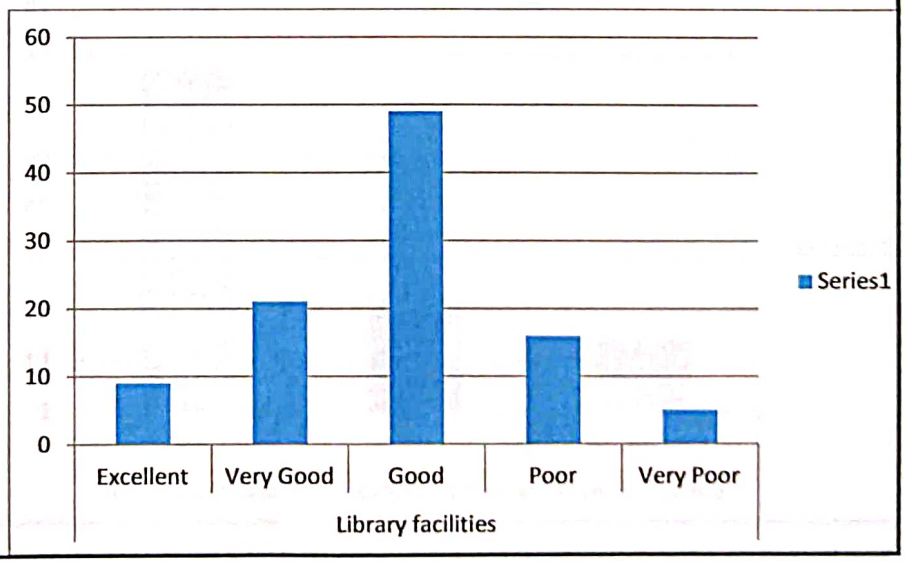
15	Maintenance of cleanliness & hygiene in facilitates and Campus	
16	Canteen facilities	
17	Library facilities	

LUMDING COLLEGE
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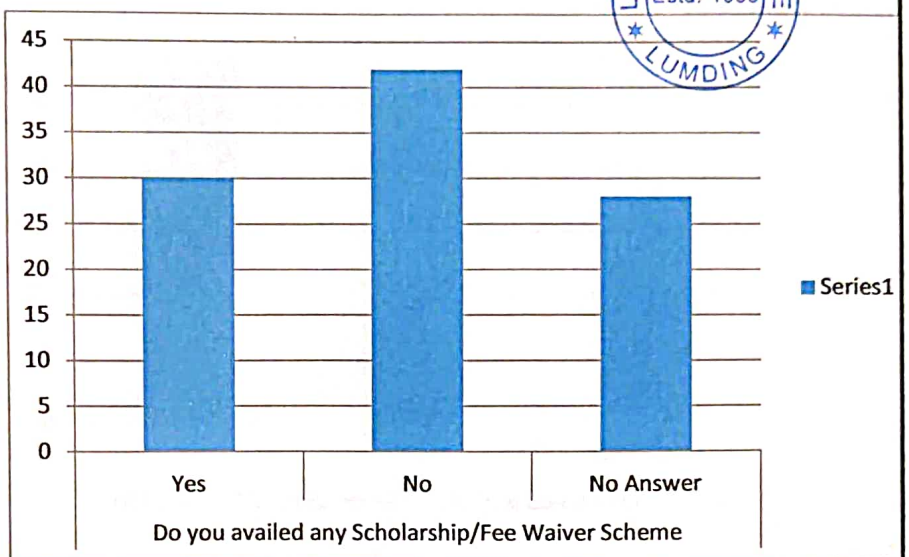
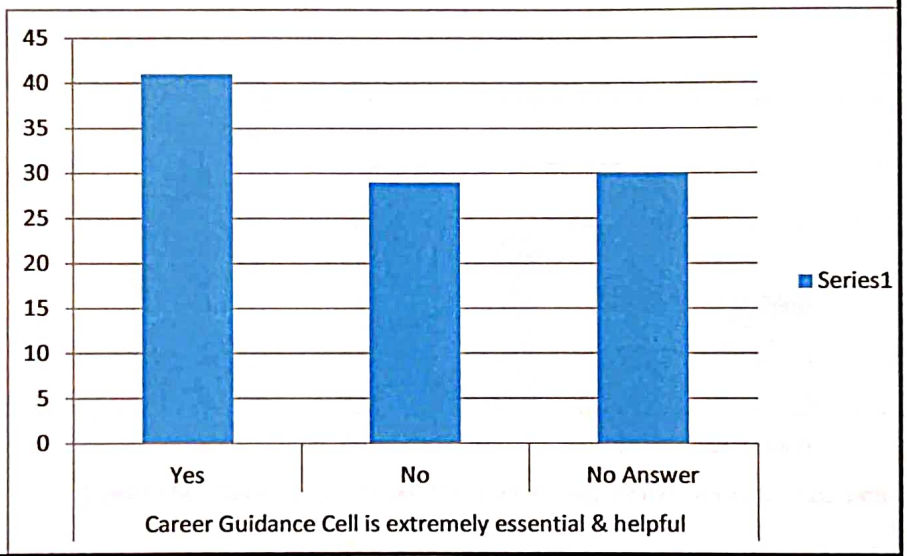
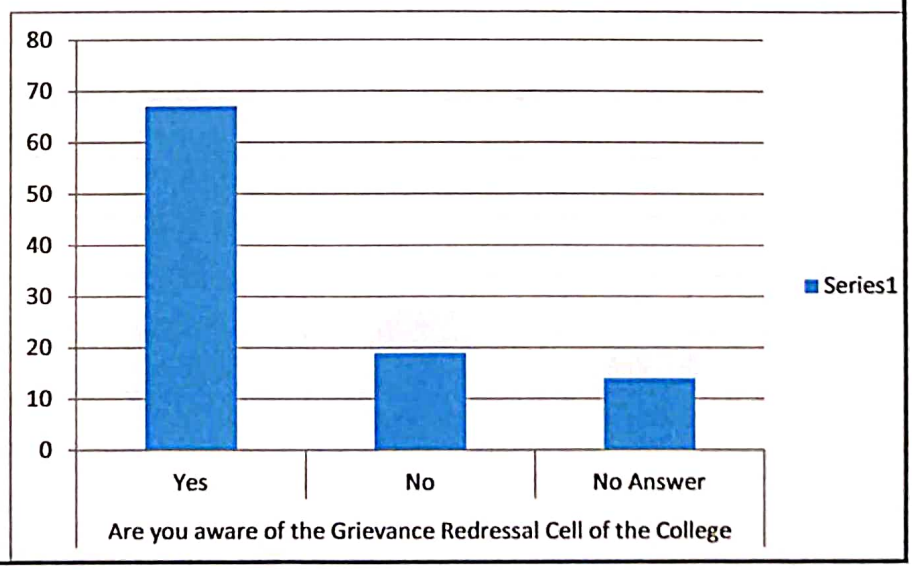
18	Do you availed any Scholarship/Fee Waiver Scheme	
19	Career Guidance Cell is extremely essential & helpful	
20	Are you aware of the Grievance Redressal Cell of the College	

LUMDING COLLEGE
Estd.-1959
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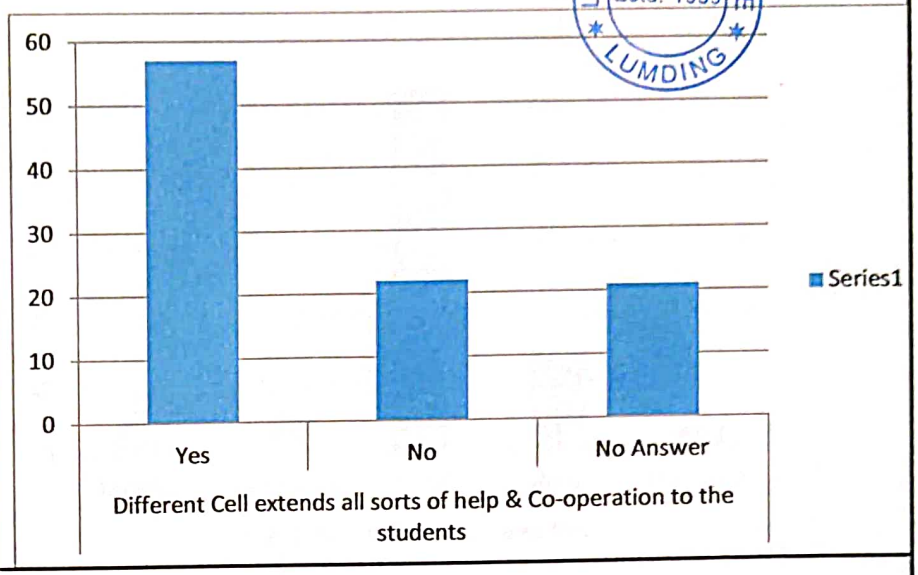
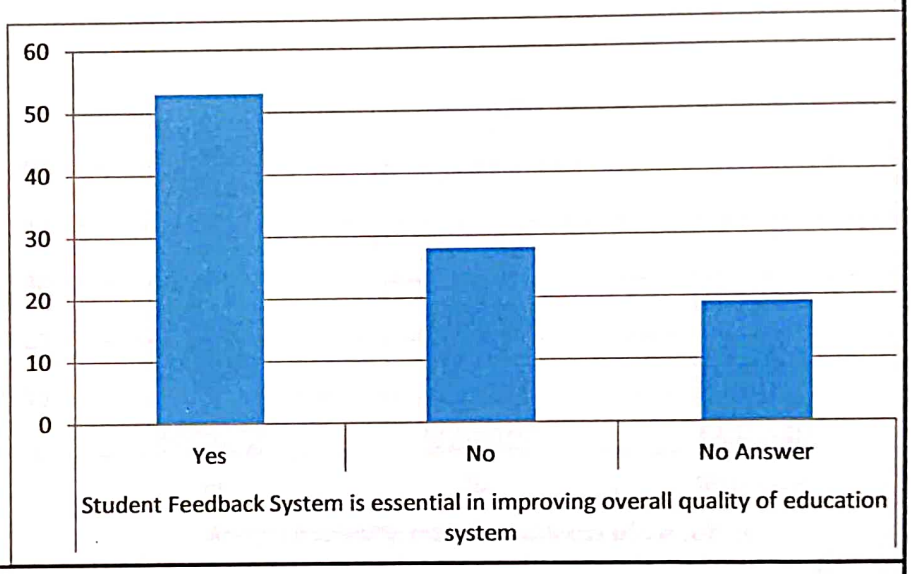
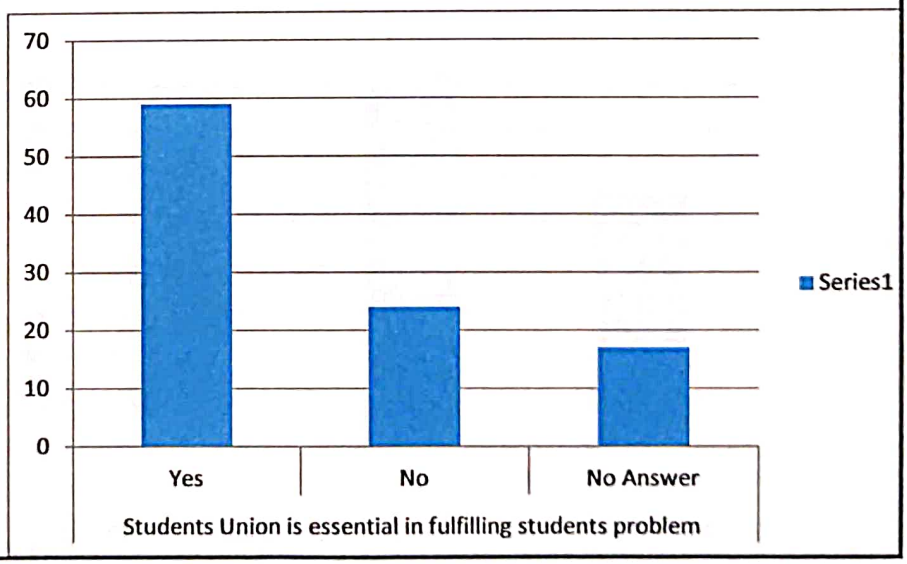
21	Different Cell extends all sorts of help & Co-operation to the students	
22	Student Feedback System is essential in improving overall quality of education system	
23	Students Union is essential in fulfilling students problem	

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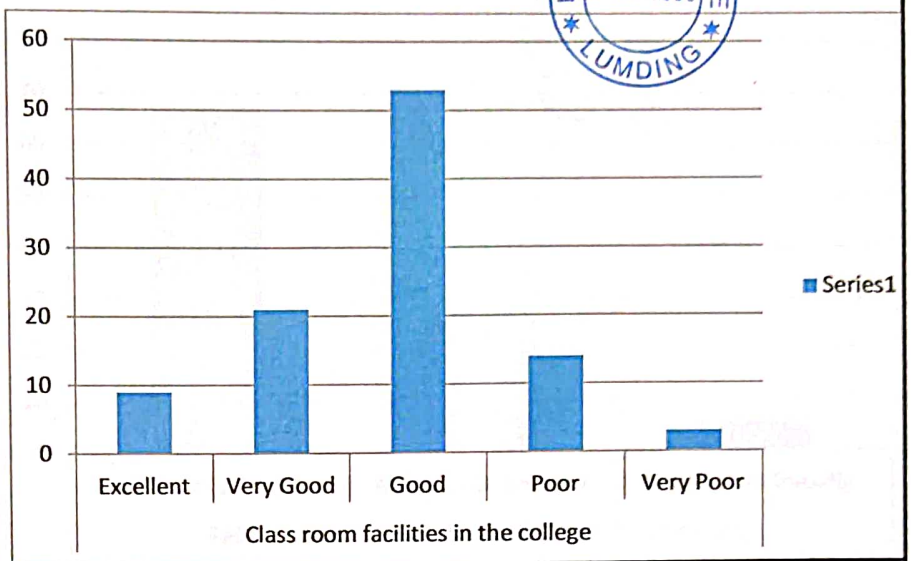
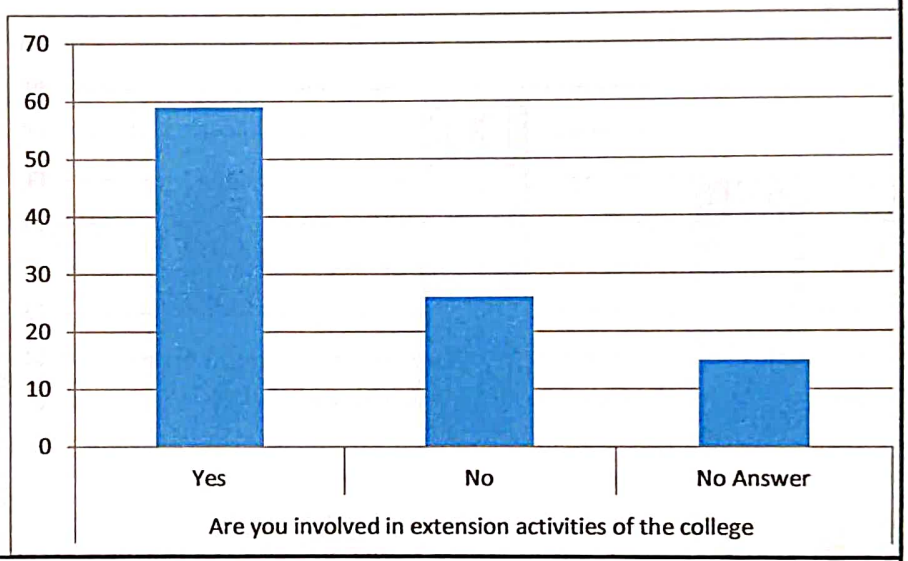
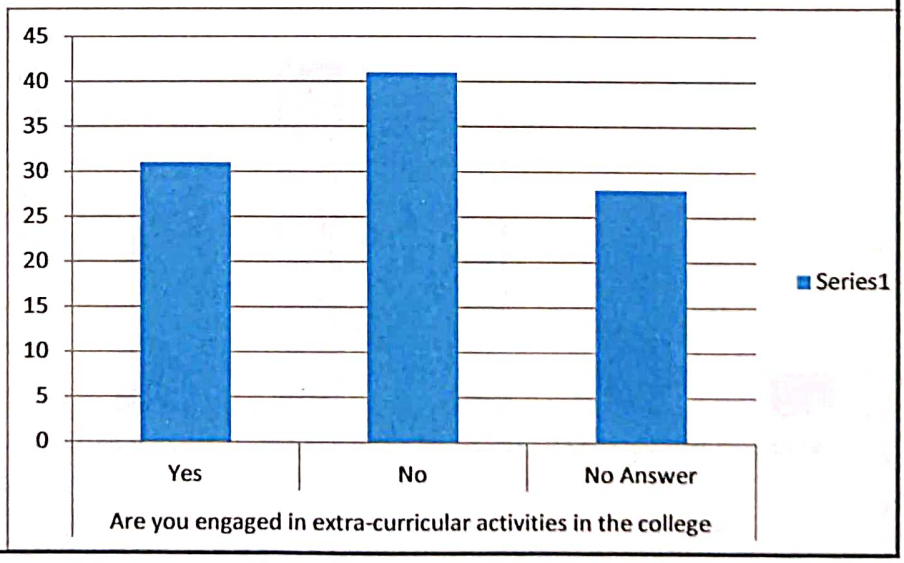
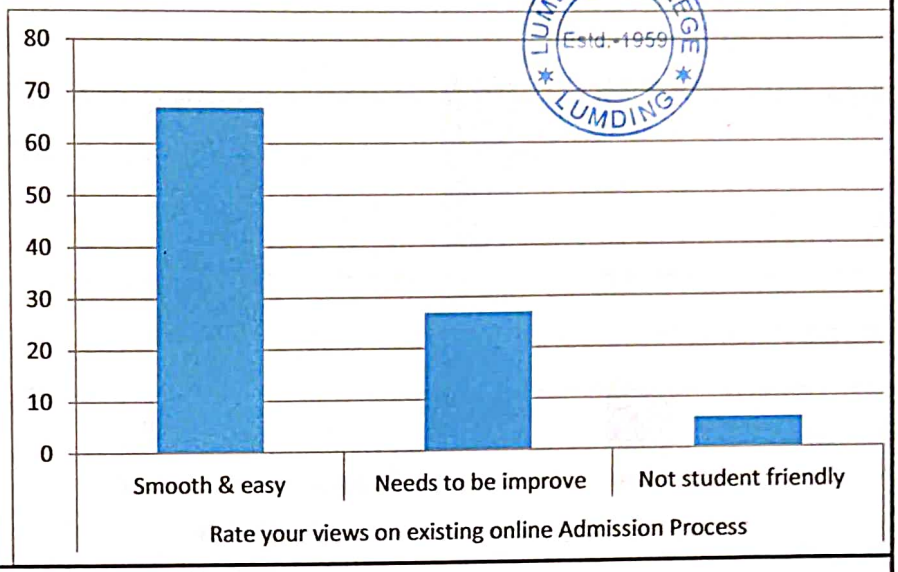
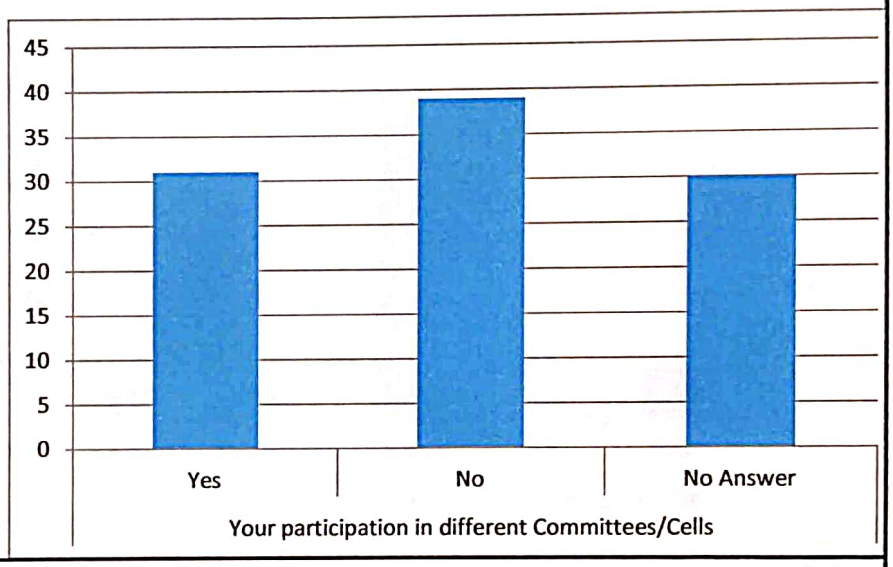
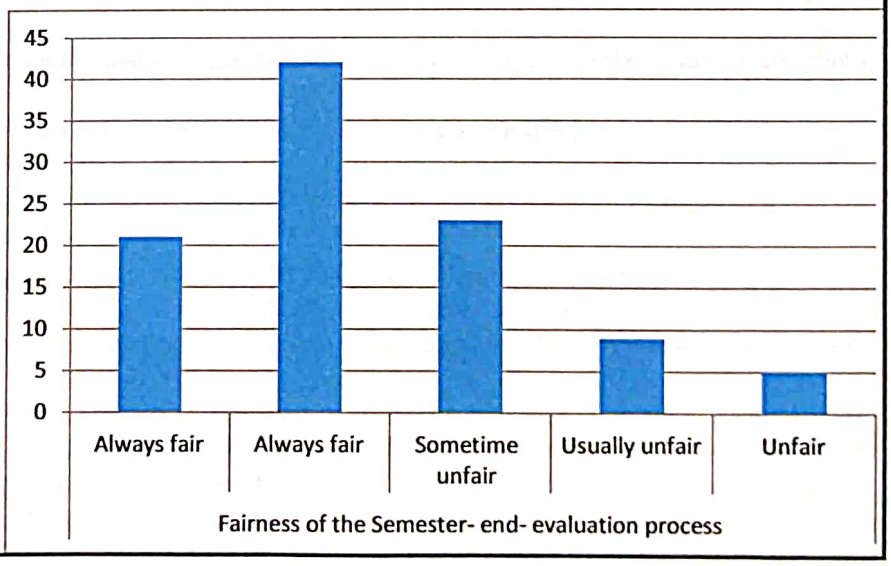
24	Class room facilities in the college	
25	Are you involved in extension activities of the college	
26	Are you engaged in extra-curricular activities in the college	

27	Rate your views on existing online Admission Process	
28	Your participation in different Committees/Cells	
29	Fairness of the Semester- end- evaluation process	

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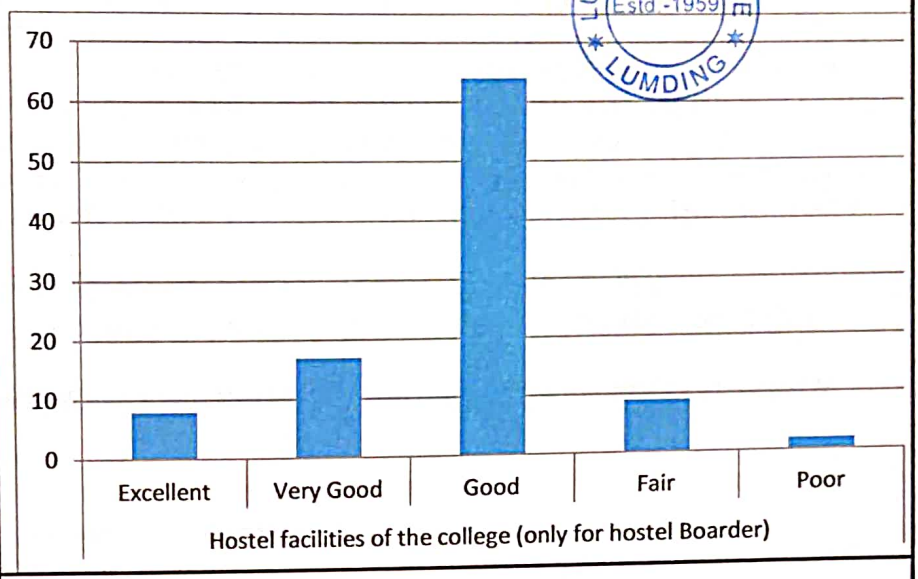
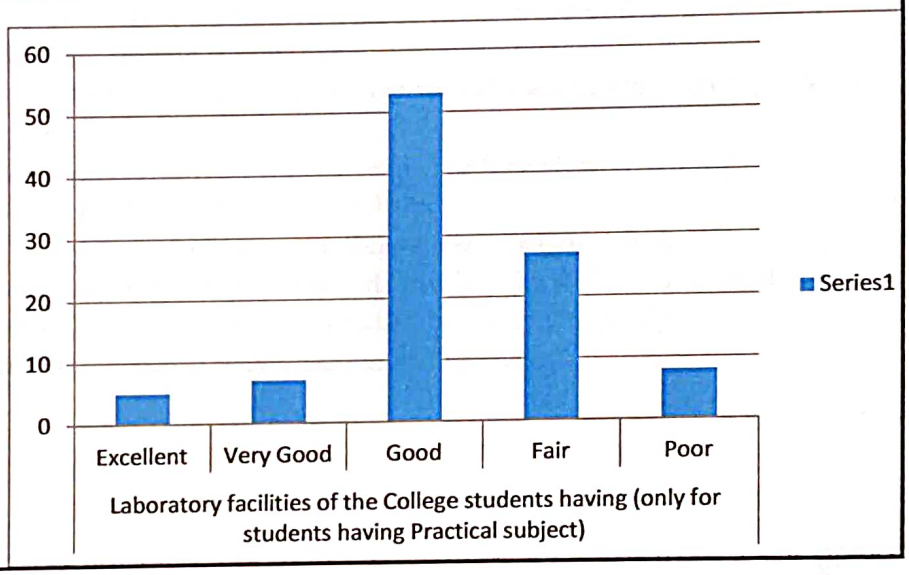
30	Hostel facilities of the college (only for hostel Boarder)	
31	Laboratory facilities of the College students having (only for students having Practical subject)	

Some of the responses given by the students for the questionnaire provided to the students are given below.

- Majority of students mentioned that the teaching quality and reading materials supplied by teachers are good.
- Above 53% students think that the Student feedback system is essential in improving overall quality of education system
- Regarding mentoring process, a sizeable percentage of students show their indifferent attitude. Only 25% reported that the process functioning moderately.
- More than 80% of the students reported that teachers encourage them to participate in extra-curricular activities.
- More than 74% of the respondent reported that 70-84 percentage of the syllabus was covered in the class. A sizable number of students found that the present online admission process of the college smooth and fine. Above 53% of them think that Counselling during admission is essential for students in choosing right subject options.
- Approximately 71% of respondents reported that the common room facilities are good. Majority of the students reported good notion regarding maintenance of cleanliness &

hygiene in facilitates and Campus. However, a sizable percentage of students show their dissatisfaction on canteen facilities.

- Approximately 54% students mentioned that their interaction with non-teaching staff is friendly. They found no difficulty while doing official procedures in College
- More than 67% reported that the internal evaluation process is fair and about 72% of the students reported that performance in assignment are discussed with them. Above 33% of the students reported that faculties takes proper initiatives for promoting field trips/study, project etc.
- Majority of the students reported their views on library facilities as good.
- Regarding scholarship/ fee waiver benefits, about 30% reported that they availed such benefits.
- Above 53% of the students reported that Career Guidance Cell is extremely essential & helpful for them.

Some of the suggestions that were made by students:

1. A good number of students suggested for installing ICT enable classroom.
2. Sports and cultural facilities need to be improved.
3. Need more collection of Journals in library and urges for full automation of college library.
4. E-Office works needs to bedeveloped.
5. More participation of students in different committees and cells needs to be ensured.
6. Sports and Cultural events need to be organised regularly.
7. Sufficient class room and more technology enabled classroom need to be setup.
8. Student's Common room and washroom (Both Girls and Boys) should be improved. Adequate drinking water facilities needs to be ensured by college authority
9. Canteen facilities are not upto marks which need to be improved.

Chairperson, IQAC
Lumding College,
Lumding, Hojai,
Assam

Principal
Lumding College
Lumding, Hojai, Assam

Coordinator, IQAC
Lumding College,
Lumding, Hojai,
Assam

Co-ordinator
IQAC
Lumding College
Lumding, Hojai, Assam

Convenor, Feedback
Collection and Analysis
Committee,
Lumding College,
Lumding, Hojai, Assam