



Report of Students' Satisfaction Survey 2022-2023

Women's College, Shillong has been constantly involved in enhancing the academic growth of students with regards to teaching and learning process. Every year before the completion of the final semester examination an offline feedback is taken to know the areas of improvement and the same is implemented as and when required. A student satisfaction survey can help educators identify areas of the curriculum, teaching methods, and resources that need improvement. The survey gives opportunity to the students to provide feedback on faculty, academic and extra-curricular facilities, transportation, and the overall milieu of the college.

The feedbacks taken from students are used to assess the level of their satisfaction, grievances and appreciation in relation to academic and non-academic services which are rendered by the institution to the student community. On the basis of such feedback the institution can re-orient its approaches to cater to the optimum benefits of the students within its command. The offline mode of collection of feedback is preferred to online mode due to the fact that there are a significant number of students who reside in remote part of the city or in suburban areas where cellular network and WiFi do not function reliably. Under the mentioned circumstance use of internet becomes a hurdle, as many students prefer to go through such kind of surveys with ample time in their hand at the comfort of their homes, the busy college hours do not provide them the opportunity to do proper justice to such surveys, hence, an offline questionnaire method has been in practice in the institution to get a thoughtful perspective of the students about the institution. The questionnaire is distributed amongst the final semester students with the aim to receive feedback from students who have spent the longest time period in the college in comparison to other semesters, the aim is also to get the feedback from the senior most group of students keeping in mind that they have developed a constructive relationship with the college and are able to provide a more seasoned insight of their experiences as a student of this institution.

The latest survey has been done amongst the batch of the 6th semester students, there had been a total of 350 respondents, out of which 320 had filled the questionnaire. A total of 20 questions had been given to the students for feedback with the **objective** to cover the following mentioned areas--

- I. Infrastructure and other related facilities
- II. Standard and quality of student support services
- III. Efficacy of communication
- IV. Adequacy, accessibility and quality of teaching-learning resources
- V. Academic staff performance (quality of teaching)
- VI. Assessment methods and their effectiveness
- VII. Overall students' satisfaction level
- VIII. To identify and address any gap to create an environment for the holistic growth of students of the institution

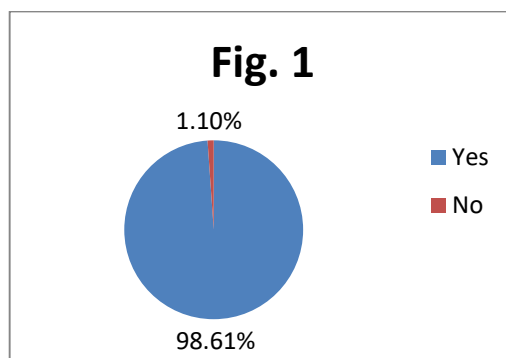
Methodology

An offline questionnaire was distributed amongst the students of the 6th semester on 2nd May, 2023. The survey questionnaires were collected from the students and the result of the survey was tabulated by the Students' Satisfaction Survey Team, the findings of the survey were compiled into a report and submitted to the IQAC.

Analysis of the Students' Satisfaction Survey Questionnaire

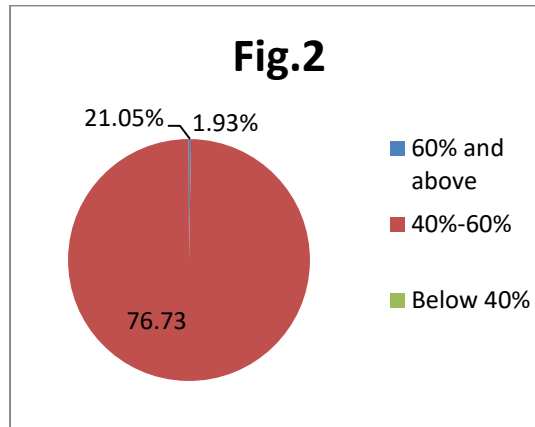
1) Most of the students expressed their contentment/happiness on being a student of Women's College –

- a) Yes= 98.61%
- b) No= 1.10%



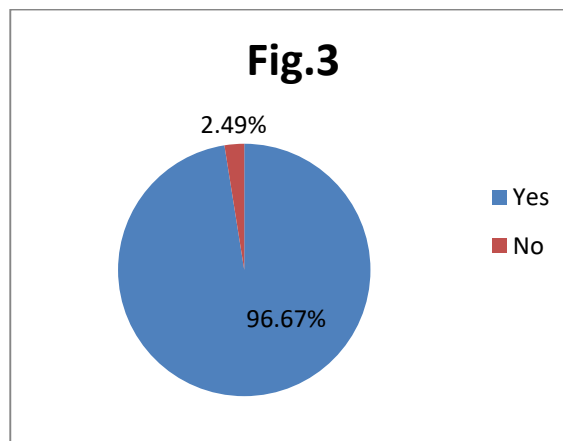
2) The average grade of the most students in their most recent school-leaving certificate was

- i) 60% and above= 21.05%
- ii) 40%- 60%= 76.73 %
- iii) Below 40%= 1.93%



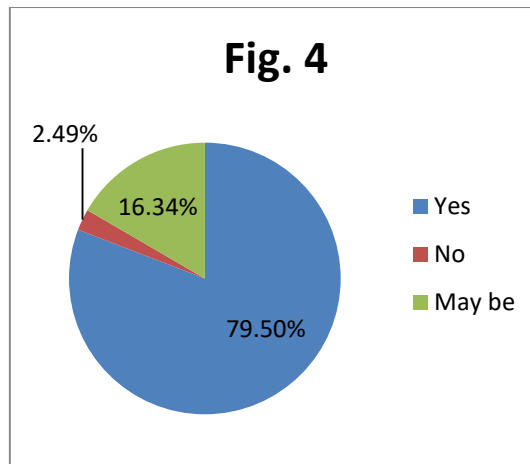
3) Are they happy regarding their chosen field of study?

- a) Yes= 96.67%
- b) No= 2.49%



4) Will they recommend the college to others for pursuing higher education?

- a) Yes = 79.50%
- b) No = 2.49%
- c) May be = 16.34%

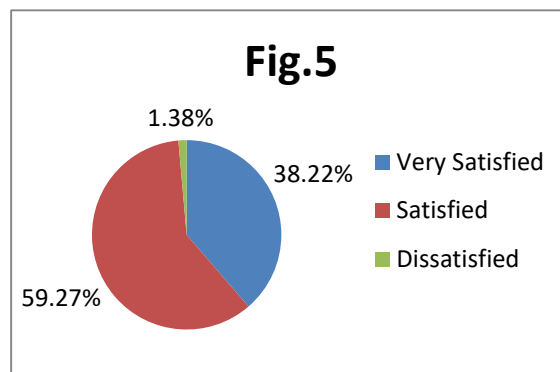


5) Are they satisfied with study materials which is provided before/after the explanation by the teachers

a) Very satisfied= 38.22%

b) Satisfied= 59.27%

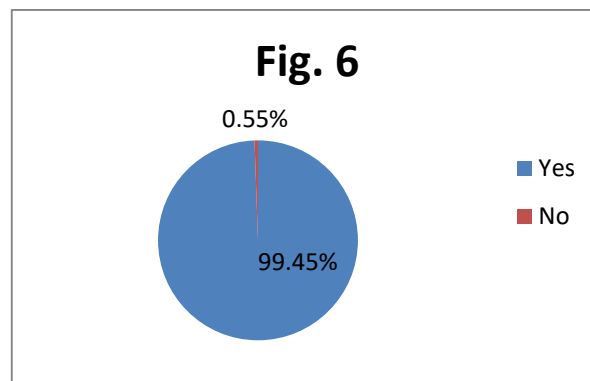
c) Dissatisfied = 1.38%



6) The teachers come well prepared for the class

a) Yes= 99.45%

b) No= 0.55%

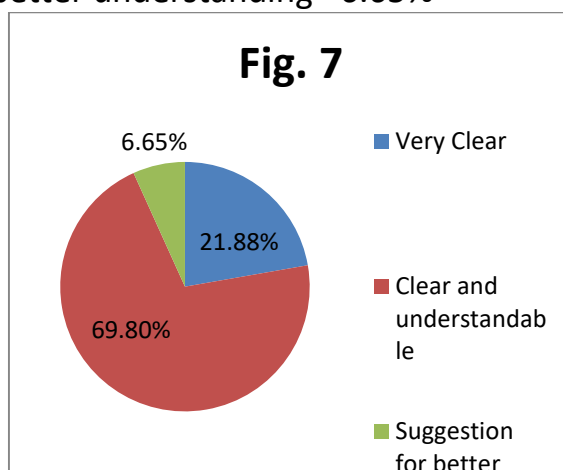


7) Teaching is clear and understandable

i) Very Clear= 21.88%

ii) Clear and understandable= 69.80%

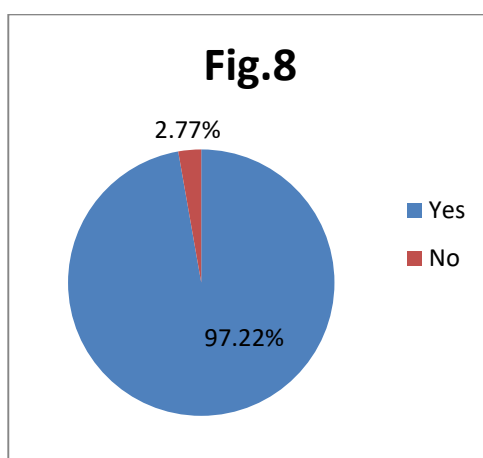
iv) Suggestion for better understanding= 6.65%



8) The syllabus is completed on time

i) Yes=97.22%

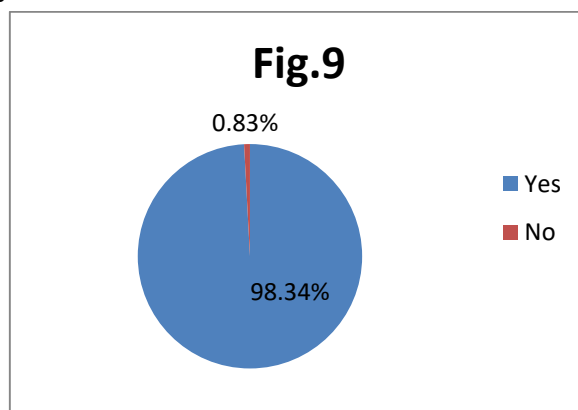
ii) No = 2.77%



9) The assignments given are appropriate, helpful and insightful

i) Yes =98.34%

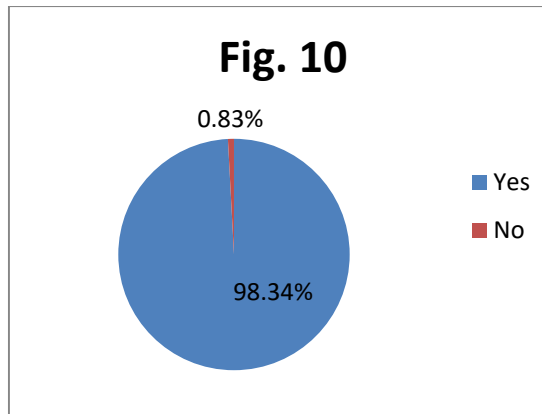
ii)No= 0.83%



10) Do they find the courses provided by the Skills Hub useful?

i) Yes= 93.63%

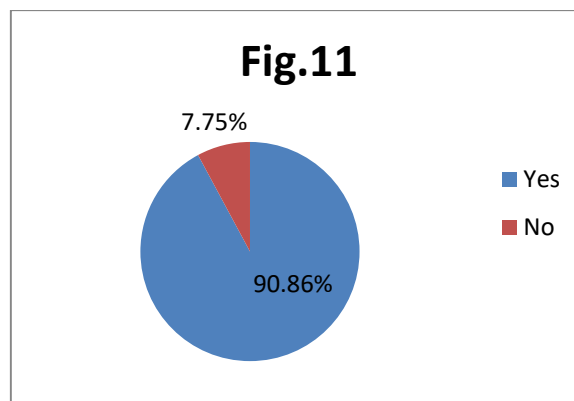
ii) No= 4.43%



11) Are the teachers aware and responsive to students' learning difficulties?

i) Yes= 90.86%

ii) No= 7.75%

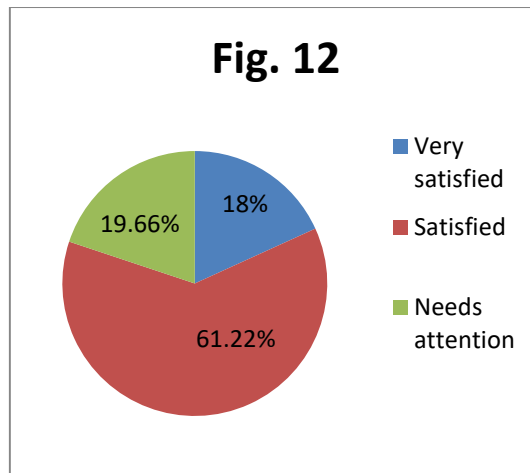


12) Are they satisfied with the cleanliness and variety of food items available in the College Canteen?

i) Very satisfied= 18%

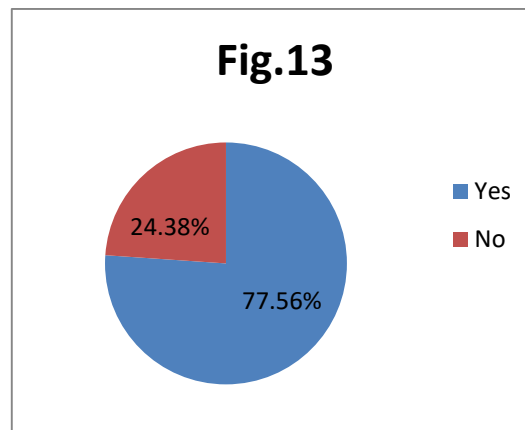
ii) Satisfied= 61.22%

iii) Needs attention= 19.66%



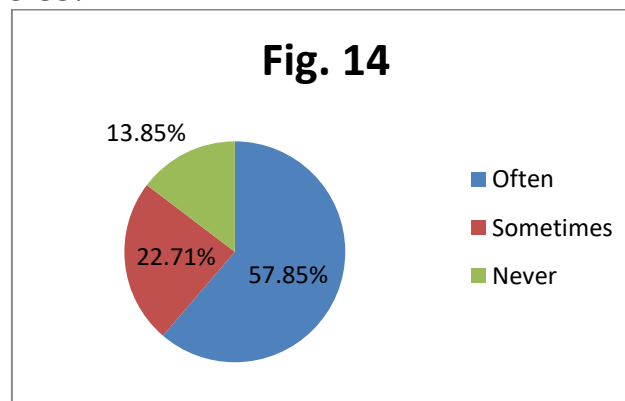
13) The books in the library are sufficient

- i) Yes= 77.56%
- ii) No=24.38 %



14) Do they utilize the online resources available in the college INFLIBNET-NLIST provided by the College Library?

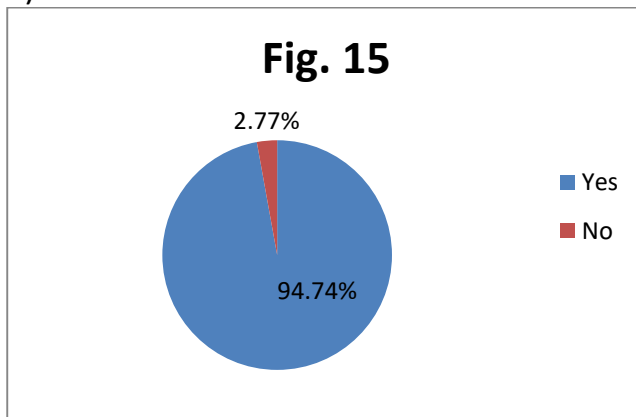
- i) Often= 57.85%
- ii) Sometimes= 22.71%
- iii) Never= 13.85%



15) Are the classrooms well maintained?

- i) Yes= 94.74%

ii) No= 2.77%

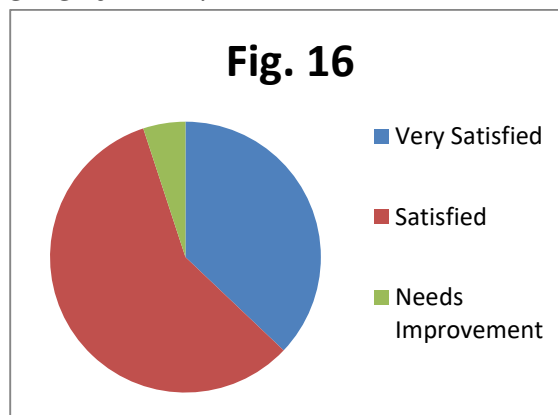


16) Are they satisfied with the College Campus

i) Very Satisfied= 34.62%

ii) Satisfied= 54.01%

iii) Needs improvement= 4.71%

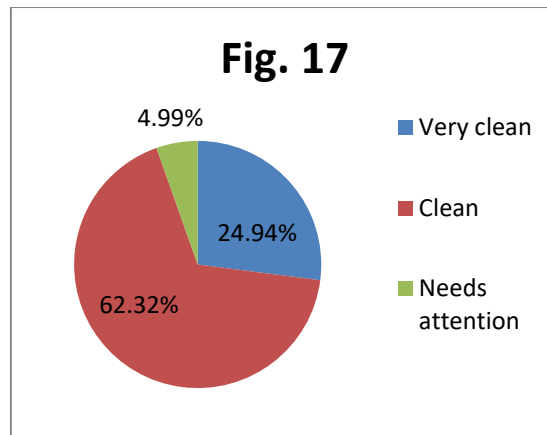


17)How would they rate the College washrooms?

i) Very clean= 24.94%

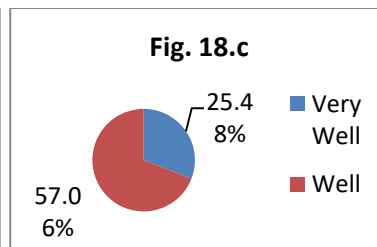
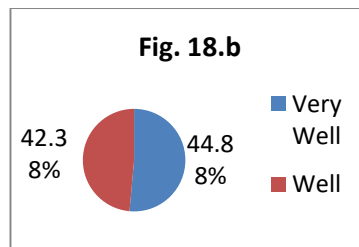
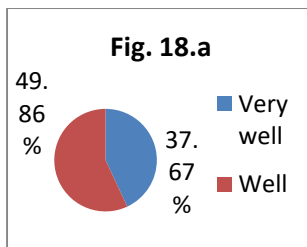
ii) Clean= 62.32%

iii) Needs attention= 4.99%



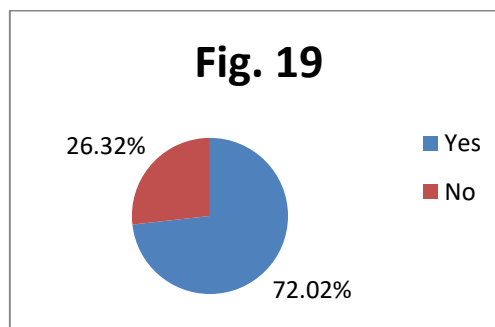
18) Are they treated well by-

- a) Principal = i) Very Well= 37.67%
 ii) Well= 49.86%
- b) Teachers = i) Very Well= 44.88%
 ii) Well= 42.38%
- c) Non-Teaching Staff = i) Very Well= 25.48%
 ii) Well= 57.06%



19) Do they avail Counseling Facilities provided by the College?

- i) Yes= 72.02%
- ii) No= 26.32%



20) Some measures suggested by the students for improvement of the institution—

- i) College playground can be bigger to enhance the quality of the sport activities
- ii) Auditorium and stage can be made more spacious and better equipped.
- iii) College can judiciously limit the number of programs to help the students to concentrate more on the routine academic activities
- iv) The cafeteria space can be revamped
- v) College can enlarge the common space for the students to enjoy their leisure time more comfortably
- vi) College Canteen can diversify the food options
- vii) College can organize excursion tours and annual picnic for the students more regularly.
- viii) College can make the bigger classrooms more comfortable to accommodate more students
- ix) College can provide more comfortable desks and benches for the students
- x) College can introduce more streams to meet the requirements of the National Education Policy-2020.
- xi) College can organize Convocation Ceremony for the final semester students.
- xii) College can introduce co-ed system for some subjects
- xiii) Library can include more books on fiction.

Conclusion

The team in the analysis of the survey has found the responses of the students mostly satisfactory. The results of the survey show that the college has proven itself in meeting the needs of the students. However, some areas of concern have also surfaced in this survey. The college has taken into cognizance the valuable suggestions that have been put forward by the students and is trying to meet the needs of the students. The efforts taken by the management towards mitigating the above are as follows:

- The college reallocates the venue whenever there is a necessity for bigger space. We have open air programs in the college campus like the College Week Finale, Fete, Food Fest. Etc.
- The college is working towards a better cafeteria by including diverse food options

- The library books are constantly upgraded every year with the inclusion of new books in every department. However, this year the library members are specifically directed to include sufficient number of fiction books in the new order.
- The classrooms are in the process of up gradation with better desks and benches

The ideal goal for the college would be to have a higher percentage of extremely satisfied students, which is a lofty goal to achieve but it will prevent complacency among the staff of the college. The college is striving harder to reach the desired goal by taking into consideration the valued suggestions and inputs given by the students.
