**Report of the Student Satisfaction Survey 2019-20**

**Introduction:** Students are the main stakeholders of any education Institution. The higher education in India of the present day is demanding excellence and larger employability. Keeping this in view the Besant Evening College is trying to impart quality education to those who aspire for education while they earn or pursue other professional courses. The students who pursue C.A, C.S and other professional courses are now seeking admission in the evening colleges for additional courses of study.

**Objective of the Study**: The higher satisfaction of the students is the yardstick or bench mark for the educational institutions. The institutions of the present day should try to increase the quality of education and increase the contentment level of the students.

**Sources of Data:** To evaluate the satisfaction level of the students about the facilities available in the college a student satisfaction survey was conducted during the closing days of the even semesters. A pre designed Google sheets were distributed to the sample respondents. First 16 attributes have been measured with a 5-point scale, and 7 questions were assessed with close ended options. Information has been gathered from a sample of 56 student respondents of which 30 are male and 26 are female.

**Analysis and Interpretation: The results of the study show the following results:**

**i. Teaching Faculty:** Curriculum delivery is an integral part of education and the quality of delivery system determines the level of satisfaction. A high of 75 percent of the respondents perceive that the quality of teaching is very good and 25 percent of the respondents perceive that the quality of teaching is good.

**ii. Office**: College office is the heart of an institution and the second most important facility determining the student satisfaction. A high of 25.0 per cent of the respondents perceive that the office facility of the college is very good and 64.3 per cent of the respondents perceive that the office is good. Of all the respondents 10.7 per cent of the respondents feel that the office is average.

**iii. Library**: Library facility is yet another important facility determining the level of satisfaction of the students. About 57 per cent of the respondents perceive that the library facilities are very good and about 43 per cent of the respondents feel that the library facilities are good.

**iv. Computer Lab and Internet**: Computer lab and Internet facility in the lab and network resource centre are also contributing in the satisfaction of the respondents. It is found that about 25 per cent of the respondents opined that the computer lab and internet facility in the college are very good and about 39.3 percent of respondents opined that the facility is good. Of all the respondents about 32.1 per cent of the respondents perceive that the facilities are average and a low of 3.6 per cent perceive that the facilities are poor.

**v. Audio Visual Aids:** The audio visual aids like public address system, closed circuit TV, Projector and such other aids also contribute a lot in the effective delivery of information and curriculum. About 21.4 per cent of respondents opined that the audio visual aids are very good and 46.4 percent of the respondents feel that the facilities are good and 25 per cent of the respondents perceive that the facilities are average. Of all the respondents 7.1 per cent opined that the facilities poor.

**vi. Xerox Facility and scanner**: In house Xerox and scanner facility helps the students to get the documents Xeroxed and scanned in the library on demand. This saves their time. The facility is also available in our complex provided by the private players as well. About 75per cent of the respondents feel that the facilities are good and 10.7 per cent perceive it to be average. While 7.1 percent of the respondents feel that the facility is very poor.

**vii. Power Supply:** Being an evening college incessant power supply is essential for a high level of student satisfaction. The college has a UGC funded Generator and we also have inverter facility in important places. About 21.4 per cent of the respondents feel that the facility is very good and about 60.7 percent of the respondents consider the facility is good and 17.9 per cent opine that the power supply is average.

**viii.** **Drinking Water Facility**: Safe Drinking water is another basic need of the students. Cool and cleaned drinking water is available in the Library and the class room corridor. Of all the respondents about 25 per cent of the respondents perceive that the facility is very good and about 32.1 percent of the respondents perceived that the facility is good and about 17.9 per cent of the respondents perceive that the facility is average. Of all the respondents 25 per cent of the respondents perceive that the facility is poor or very poor. This is one area of concern which needs to be addressed.

**ix. Furniture**: The College has good quality comfortable furniture for the students in all the classes. About 39.3 per cent of the respondents consider the furniture is very good and 35.7 per cent perceive the facility to be good and 21.4 percent perceive the facility as average. perceive it to be poor. On the other hand, a low of 3.4 percent perceived that the furniture is poor.

**x.** **Sports, Gym and Recreation**: The sports and games constitute an integral part of the student life. The College encourages sports and games. The students besides sports day have interclass cricket, Besant Premier League (BPL) cricket, inter-class chess, Kabaddi and intercollegiate tournaments like Football, Kabaddi, Wrestling and Weightlifting. Of all the respondents about10.7 percent of respondents perceive the facilities are very good and 64.3 percent perceive the facilities to be good and 21.4 per cent of the respondents consider the facilities are average. While remaining 3.6 percent of the respondents consider the facilities are poor.

**xi. Extra-curricular activities**: The College has many extra-curricular activities like talents day, traditional day, Tulsi pooja, Sharada Poooja and traditional day, and many competitions. About 42.9 per cent of the respondents consider the facilities are very good and 53.6 percent of the respondents perceive the facilities are good and a low of 4.5 percent 0f the respondents perceive the activities are average.

**xii. National Service Scheme**: NSS provides an opportunity to reach out to the society. Though the students of our college are busy in preparation for professional courses and are working during the day time the students are encouraged to participate in NSS. Of all the respondents a high of 71.4 per cent of the respondents supposed that the facility is good. On the other hand, a low of 10.7 per cent of all the respondents perceive the facility is poor.

**xiii. Canteen**: In-house canteen is another important requirement to increase the comfort of the students. Of all the respondents about 7.1 per cent of the respondents supposed that the facility is very good and 35.7 percent supposed the facility to be good. About 35.7 per cent of the respondents perceive the facility to be average and 21.4 percent supposed it to be poor.

**xiv**. **Parking Facility**: Since the students are working with learning they may have to bring their two wheelers. Parking therefore, is an essential facility which the institution is expected to provide. About 39.3 per cent of the respondents perceive the facility to be very good and 35.7 percent to be good. A low of 3.6 percent of the respondents thought that the facility is poor.

**xv. House Keeping**: Cleanliness is also an important component of overall student satisfaction. Of all the respondents 14.3 per cent of the respondents perceived that the housekeeping facility is very good and 53.6 per cent to be good. Whereas, 10.7 per cent of the respondents perceived the facilities to poor and 7.1 percent opined that the facilities are very poor.

**xvi. Career development Programmes**: Many of the students of the college are working during the day time. The career development cell helps the students to find jobs in case of need. Of all the respondents 35.7 per cent of the respondents perceived that the facility is very good and 50 percent of the respondents perceived to be good.

**2.** Though the college functions between 2 pm to 9 pm, the class work is scheduled in such a way as to facilitate the working students and students pursuing professional courses. As far as the college timing is concerned all the respondents perceived that the college timing is favourable.

**3**. All the respondents agreed with the statement that the college has fulfilled their expectations.

**4**. Regarding the word of mouth, of all the respondents 96.4 per cent of the said that they will recommend the college to their friends and others.

**5**. A high of 96.4 per cent of the respondents said that they will contribute to the development of the college.

**6**. About 71.4 percent of the respondents said that would like to associate with the alumni Association.

**Conclusion:** It is a fruitful exercise to know the perceived level of student satisfaction about the teaching and learning evaluation method and the facilities available in the college. A few students have suggested that there should be separate batches for CA and non CA students. Another student suggested that information should be given about government and bank jobs and arrange for campus selection.