

Report of the Student Satisfaction Survey 2017-18

Introduction: Students are the main stakeholders of any education system. The higher education in India of the present day is demanding higher quality and greater 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 satisfaction level of the students.

- To assess the perceived level of satisfaction of the students about the resources facilities and services in the college
- To take measures to fill the requirements of the students.

Sources of Data: To evaluate the satisfaction level of the students about the facilities and services available in the college, a Student Satisfaction Survey (SSS) was conducted during the closing days of the even semesters. A pre-designed questionnaire was distributed to the students randomly. The questionnaire was prepared with two set of questions; the first set consists of 16 attributes which are measured with 5-point Likert's scale and the second set consists of 7 questions with close ended options. Information has been gathered from a sample of 94 respondents of which 52 are male and 42 are female.

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

I. 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 91.48 percent of the respondents feel that the quality of teaching is good and a low of 8.5 percent of the respondents feel that the quality of teaching is average. Further, 23.4 percent of the respondents feel that the quality of teaching is excellent and 31.9 percent of respondents feel that the quality of teaching in the college is very good.

ii. Office: College office is the second important facility determining the student satisfaction. A high of 85.1 per cent of the respondents perceive that the office facility of the college is good and a low of 14.9 percent of the respondents feel

that the office is average or poor. Of all the respondents 16.8 per cent of the respondents feel that the office is excellent and 42.55 percent of the respondents feel that the quality is very good.

iii. Library: Library facility is yet another important facility determining the level of satisfaction of the students. A high of 95.74 per cent of the respondents perceive that the library facilities are good and a very low of 4.3 per cent of the respondents feel that the library facilities are average. Of all the respondents who perceive that the library facilities are good 50 percent say that the facilities are excellent and 29.8 per cent feel that the library is very 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 78.7 percent of the respondents opined that the computer lab and internet facility in the college are good and about 21.3 percent of respondents opined that the facility is average or poor. Of all the respondents who opined the facilities are good 12.7 percent opined that the facilities are excellent and 17 percent of the respondents opined that the facilities are very good.

v. Audio Visual Aids: The audio visual aids like public system, closed circuit TV, TV and such other aids also contribute a lot in the effective delivery of information and curriculum. About 76.6 per cent of respondents opined that the audio visual aids are good and 23.4 percent of the respondents feel that the facilities are average or poor. Of all the respondents 21 per cent opined that the facilities are excellent or very good.

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 as well provided by the private players. About 55.3 per cent of the respondents feel that the facilities are good whereas 44.7 percent of the respondents feel that the facility is average or 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 70 per cent of the respondents feel that the facility is good and about 30 percent of the respondents consider the facility is average. Of all the respondents 21.7 per cent opine that the facilities are excellent and 25 percent perceive that the facility is very good.

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 85.1 per cent of the respondents perceive that the facility is good and about 15 per cent of the respondents perceived that the facility is average. Of all the respondents 19 per cent of the respondents perceive that the facility is excellent and 23.4 per cent perceive that the facility is very good.

ix. Furniture: The College has good quality comfortable furniture for the students in all the classes. About 85.5 (10.6% excellent, 27.6 per cent very good and 42.55% good), per cent of the respondents consider the furniture is good. On the other hand, 14.9% perceived that the furniture is average or 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, interclass chess, Kabaddi and intercollegiate tournaments like Football, Kabaddi, Wrestling and Weighting. Of all the respondents about 76.6 (6.4% excellent, 25.6% very good and 44.7% good), per cent of the respondents consider the facilities are good while remaining 23.4 percent of the respondents consider the facility is average or poor.

xi. Extra-curricular activities: The college has many extra-curricular activities like talents day, traditional day, Tulsi pooja, Sharada Pooja and traditional day, and many competitions. About 93.6 (38.3% excellent, 36.2% very good and 19.1% good) per cent of the respondents consider the facilities are good, whereas a low of 6.4 per cent of the respondents feel that the facilities are average.

xii. National Service Scheme: NSS provides an opportunity to reach out to the society. The students are encouraged to participate in NSS. Of all the respondents a high of 95.7 (29.8% excellent, 38.3% very good and 27.6 % good), per cent of the respondents supposed that the facility is good. On the other hand, a low of 4.3% of all the respondents consider the facility is average.

xiii. Canteen: In-house canteen is another important requirement to increase the comfort of the students. Of all the respondents a high of 80.85 (14.9% excellent, 21.2% very good and 44.7% good), per cent of the respondents supposed that the facility is good, while 19.1 per cent of the respondents supposed that the facility is average.

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 should provide. All the respondents (100%)(25.6% excellent, 42.5% very good and 31.9 % good), thought that the facility is good.

xv. House Keeping: Cleanliness is also an important component of overall student satisfaction. Of all the respondents a high of 98.9(10.6% excellent, 34.04% very good and 53.19 % good), per cent of the respondents perceived that the housekeeping facility is good.

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. All the respondents perceived that the facility is good. Off all the respondents 8.5 percent consider the facility is excellent, 27.65 per cent consider it as very good and 63.8 per cent consider the facility as good.

2. Though the college functions between 2pm to 9pm, the class work is scheduled in such a way as to facilitate the working students to pursue their higher studies. As far as the college timing is concerned about 88 per cent of the respondents perceived that the college timing is favourable, while 12 per cent of the respondents consider the college timing is not favourable.

3. About 74 per cent of the respondents agreed with the statement that the college has fulfilled their expectations while remaining 26 per cent of the respondents perceived that their expectations were not fulfilled.

4. About 66 per cent of the respondents feel that the college has played a key role in shaping their life, while 34 percent of the respondents do not agree with the statement.

5. Regarding the word of mouth, 78 per cent of the respondents opined that they will recommend the college to their friends and others.

6. About 68 per cent of the respondents said that they will contribute to the development of the college.

7. About 70 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 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.

Action Taken: The report was submitted to the IQAC to discuss and suggest the measures to set right the issues. After receiving the suggestions from the IQAC members the report is submitted to the management to take necessary actions. The canteen issues were resolved and measures are taken to lease out the canteen to the new management. More career development programmes are planned for the ensuing year.