

BESANT EVENING COLLEGE MANGALORE

Report of the Student Satisfaction Survey 2018-19

Introduction: Student community is the main stakeholder of any educational institution; it is so with Besant Evening College. Quality of education imparted by an educational institution determines the employability of the student. The employers in India are demanding high quality education from the educational institutions for greater employability. Keeping this in view the College is trying to impart good quality education to those who are deprived of the day time education due to personal commitments or compulsions. The college is also providing opportunity to the students to pursue B.Com /M.Com along with C.A, C.S and other professional courses.

Objective of the Study: The perceived level of satisfaction of the students is the yardstick for the educational institutions and to set the goals for achievement. The institutions of the present day should try to increase the satisfaction level of the students by imparting high degree of quality education. The broad objective of the present study is to measure the perceived level of satisfaction of the students and to improve the quality of the services provided in the college. Therefore, the specific objectives of the study are-

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

Sources of Data: To evaluate the perceived level of satisfaction of the students about the facilities and services available in the college, a Student Satisfaction Survey (SSS) was conducted during the early days of the even semesters. The sample is drawn from a population consisting of 265 elements. 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 6 questions with close ended options. Information has been gathered from a sample of 71 respondents of which 31 are male and 40 are female from both UG and PG programmes.

Analysis and Interpretation: The data gathered show the following results:

I. i. Quality of Teaching: Curriculum delivery is an integral part of education and the quality of delivery system determines the level of satisfaction. Of the 71

respondents, 32.4 per cent of the respondents feel that the quality of teaching is very good and 42.3 percent of the respondents perceive that the quality of teaching is good and 21.1 percent of the respondents see that the quality of teaching is average. A low of 4.2 percent of the respondents feel that the quality of teaching is poor.

ii. Office: College office is the second important facility determining the student satisfaction. It is the office which provides information about fees payment for the college, to the university, about scholarships and the collection of these fees and remitting to the concerned accounts. Further, the marks card collection from the university and distribution is also done by the office. The quality of these and other services determines the student satisfaction. Of the respondents, 35.2 per cent of the respondents perceive that the office of the college is very good and 57.7 percent of the respondents feel that the office is good. A low of 1.4 percent of the respondents feel that the office services is poor and 5.6 percent of the respondents consider the services to be average.

iii. Library: Library facility is yet another important facility determining the level of satisfaction of the students. It can be considered as the brain of the institution. The courtesy of the staff, the availability of resources, ambience ventilation and others will determine the perceived quality of the library facilities. A high of 66.2 per cent of the respondents perceive that the library facilities are very good and 28.2 percent of the respondents consider the facilities to be good. A low of 5.6 per cent of the respondents feel that the library facilities are average.

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 of the 71 respondents 67 respondents expressed their views about the facility. Of the 67 respondents 13 respondents consider the facility to be very good and 28 respondents consider the facility to be good. Whereas, 21 respondents opined that the computer lab and internet facility in the college is average and 4 respondents opined that the facility is poor and only one respondent consider the facility to be very poor.

v. Audio Visual Aids: The audio visual aids like public system, closed circuit TV, TV and the audio in the seminar hall and main auditorium also contribute a lot in the effective delivery of information and the curriculum. Of the 71 respondents 64 respondents have responded to the facility. Of the 64 respondents 9 respondents perceive that the facility is very good and 28

respondents perceive the facility to be good and 21 respondents perceive it to be average. Of the 64 respondents 6 respondents opined that the audio visual aids are poor.

vi. Xerox Facility: In house Xerox facility helps the students to get the documents Xeroxed in the library or office on demand. This saves their time. The facility is also available in our complex as well which is provided by the private players including our alumni. Of all the respondents 65 respondents replied. Of the 65 respondents, 10.8 per cent of the respondents perceive the facility to be very good, 47.7 percent consider it to be good and 32.3 percent consider it to be average. A low of 1.5 percent consider it to be very poor and 7.04 percent of the respondents consider it to be 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. The power backup is working very well in the college as per the perception of the respondents. About 53.3 per cent of the respondents perceive that the facility is very good and about 38.2 percent of the respondents considered the facility is good. A low of 7.04 per cent opine that the facility is average and 1.4 percent perceive that the facility is poor.

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 35.2 per cent of the respondents perceive that the facility is very good and 38.02 percent of the respondents perceived that the facility is good and 12.62 per cent of the respondents perceive that the facility is average. While 9.86 per cent of the respondents perceive that the facility is poor and 4.23 per cent of the respondents consider the facility is very poor.

ix. Furniture: The College has good quality comfortable furniture for the students in all the classes. About 45.05 per cent of the respondents consider the facility as very good, 38.02 per cent of the respondents consider the furniture is good and 14.08 per cent of the respondents consider the facility is average. On the other hand, a low of 2.8 percent of the respondents 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,

interclass chess, Kabaddi, volley ball, shuttle badminton, throw ball and intercollegiate tournaments like Football, Kabaddi, Wrestling and Weighting and others. Of all the respondents 65 respondents responded for the facility. Of all the respondents responded about 6.1 per cent of the respondents perceived that the facility is very good and 44.6 per cent of the respondents consider the facilities are good. While 38.45 percent of the respondents consider the facility is average and 10.8 per cent of the respondents consider the facilities are poor.

xi. Extra-curricular activities: The College has many extra-curricular activities like talents day, Tulsi pooja, Sharada Pooja and traditional day, and many literary and cultural competitions. About 27.9 per cent of the respondents consider the facilities are very good, 52.9 per cent of the respondents consider the facilities are good and 19.1 per cent consider 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 51 respondents replied. Of the respondents who replied 13 respondents consider the facility to be very good and 29 respondents consider the facility to be good. On the other hand, 7 respondents consider the facility to be average and 2 respondents consider the facility to be poor.

xiii. Canteen: In-house canteen is another important requirement to increase the comfort of the students. It is one of the basic facilities the students need. Of all the respondents 68 respondents responded to the query regarding canteen facility. About 10.3 per cent of the respondents supposed that the facility is very good and 40.6 per cent of the respondents consider the canteen is good. While 38.1 per cent of the respondents supposed that the facility is average and 10.3 per cent of the respondents consider the canteen to be poor.

xiv. Parking Facility: Since the students are working with learning they may have to bring their own vehicles. Parking therefore, is an essential facility which the institution is required to provide. The parking facility is available in the college quadrangle and around the college premises within the compound. Of all the respondents 63 respondents responded to the query. About 28.6 per cent of the respondents perceived the facility to be very good and 44.4 percent perceived the facility to be good and 15.8 per cent regard the facility to be average. Whereas, 9.5 per cent deem it poor and 1.58 per cent consider it to be very poor.

xv. House Keeping: Cleanliness is also an important component of overall student satisfaction. To be able to study well the class rooms should be clean

and neat. Of all the respondents a high of 22.5 per cent of the respondents perceived that the housekeeping facility is very good, 53.5 percent said it is good and 19.7 per cent said it is average. Whereas, a low of, 3.7 per cent of the respondents perceive it to be poor.

xvi. Career development Programmes: Many of the students of the college are working during the day time or are pursuing professional courses like CA/CS. Therefore, the students may not be interested in a job. The career guidance cell is organizing awareness programmes on the available job opportunities and helps the students to find jobs in case of need. Of all the respondents 23.9 per cent of the respondents perceived that the facility is very good and 52.2 per cent feel it good and 17.9 per cent feel it average. A low of 2.28 per cent of the respondents deem it poor and 1.5 per cent consider the services are very poor.

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 to pursue their higher studies. As far as the college timing is concerned about 91.55 per cent of the respondents perceived that the college timing is favourable, while 8.45 per cent of the respondents consider the college timing is not favourable.

3. About 78.8 per cent of the respondents agreed with the statement that the college has fulfilled their expectations while remaining 21.13 per cent of the respondents perceived that their expectations were not fulfilled.

4. Regarding the word of mouth, 75 per cent of the respondents opined that they will recommend the college to their friends and others.

6. About 91.5 per cent of the respondents said that they will contribute to the growth of the college.

7. About 63.2 per cent 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. As far as the suggestions are concerned a few students have suggested that the canteen facility needs improvement. Few students have suggested that the water purifiers should be serviced.

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 the owners were called and asked to improve the quality of food available in the canteen. The water purifiers are serviced by the vendors.