

**THE FEEDBACK COORDINATION COMMITTEE**

**REPORTON**

**STUDENT SATISFACTION SURVEY (SSS)**

**ACADEMIC SESSION: 2023-24**



**Submitted by**

**FEEDBACK COORDINATION COMMITTEE**

**Paschim Guwahati  
Mahavidyalaya Dharapur,  
Guwahati-17**

## **Introduction:**

The Feedback Coordination Committee of Paschim Guwahati Mahavidyalaya has the three fold task of designing, collecting and analysing feedback from its stakeholders to monitor and evaluate the overall performance of the college in an academic year. As observed the even semester students of B.A. & B.Com. courses in comparison to the odd semester students, get sufficient time to understand the college environment and their respective courses. Thus feedback forms were distributed amongst the even semester students of B.A and B.Com. courses respectively to get inputs on student satisfaction on different parameters of the college for the academic year 2023-24 .

## **Objective of the Survey:**

As mentioned above the primary objective of the study is to get first hand information on their level of satisfaction about different facilities provided to them at the college. From these feedback received the college will try to improve the facilities where it is required from the perspective of students.

## **Population of the Survey:**

The population of the study consists of even semester students of the 2<sup>nd</sup>, 4<sup>th</sup>, 6<sup>th</sup> Semester classes from both B.A and B.Com courses.

**Methodology Adopted:** A Feedback Form prepared exclusively for students have been made available online through the college website. Students are invited to participate in the Feedback collection process using the same portal. Students have to choose from the available multiple options. The feedback form is available in both PC and mobile compatible mode. The responses of the students are tabled and evaluated in the digital form and the outcome of the study is formally handed over to the IQAC in a report format to further place before the college authority and to make it available in the Website of the college thereafter.

## **STUDENTS' SATISFACTION SURVEY**

### **Brief Statistics:**

**Period of the survey:** Academic Session 2023-24 (Even Semester)

**Classes on which Survey was conducted:** BA & B.Com 2<sup>nd</sup>, 4<sup>th</sup>, 6<sup>th</sup> Semesters respectively

**Total no. of Respondents:** 394

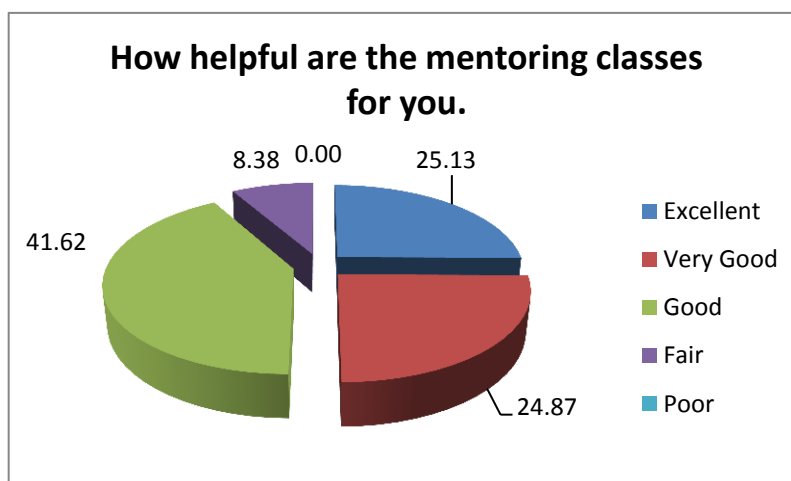
**Mode of Survey conducted:** Online (open to all UG students)

### Results of the Analysis of Data from Students' Satisfaction Survey:

A total of 394 students have responded to the feedback process through online mode. The various statistics evolved out of the survey can be analysed as follows:

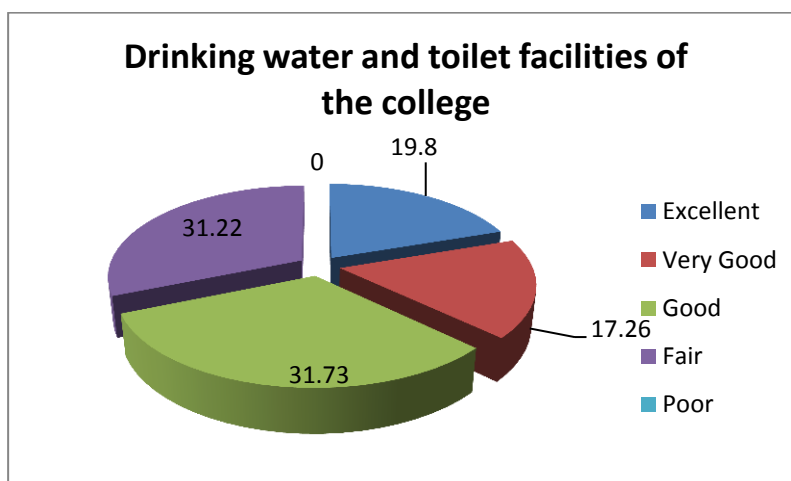
#### 1. How helpful are the mentoring classes for you?

How helpful are the mentoring classes for you.	Excellent	V. Good	Good	Fair	Poor
Response in %	25.13%	24.87%	41.62%	8.38%	0.00%



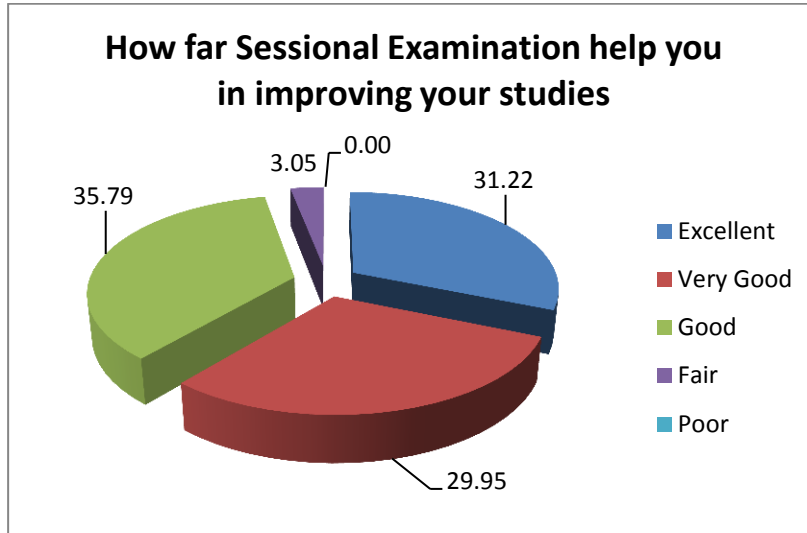
#### 2. How you rate drinking water and toilet facilities of the college

Drinking water and toilet facilities of the college	Excellent	V. Good	Good	Fair	Poor
Response in %	19.80%	17.26%	31.73%	31.22%	0.00%



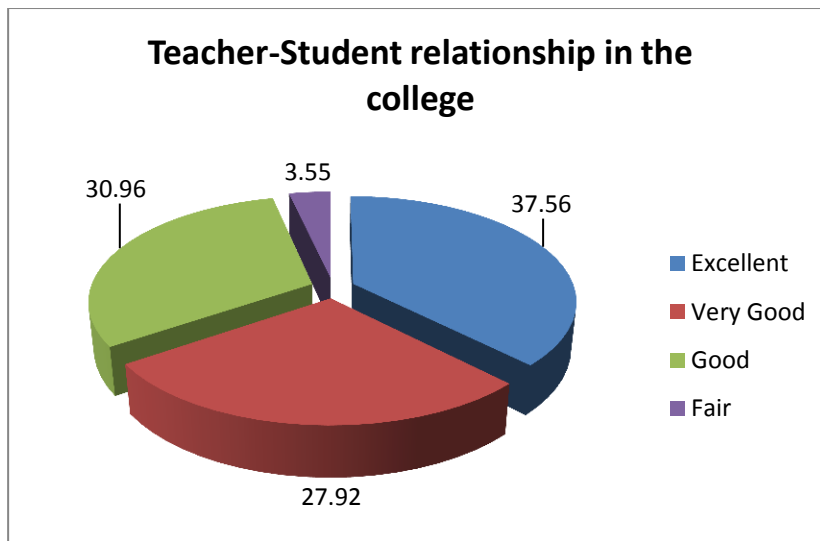
**3. How far Sessional Examination helps you in improving your studies?**

How far Sessional Examination helps you in improving your studies	Excellent	V. Good	Good	Fair	Poor
Response in %	31.22%	29.95%	35.79%	3.05%	0.00%



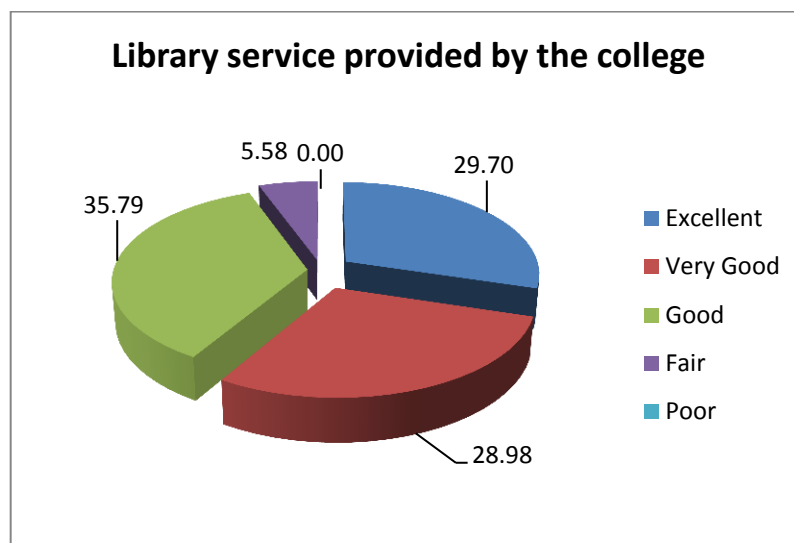
**4. How you rate Teacher-Student relationship in the college ?**

Teacher-Student relationship in the college	Excellent	V. Good	Good	Fair	Poor
Response in %	37.56%	27.92%	30.96%	3.55%	0.00%



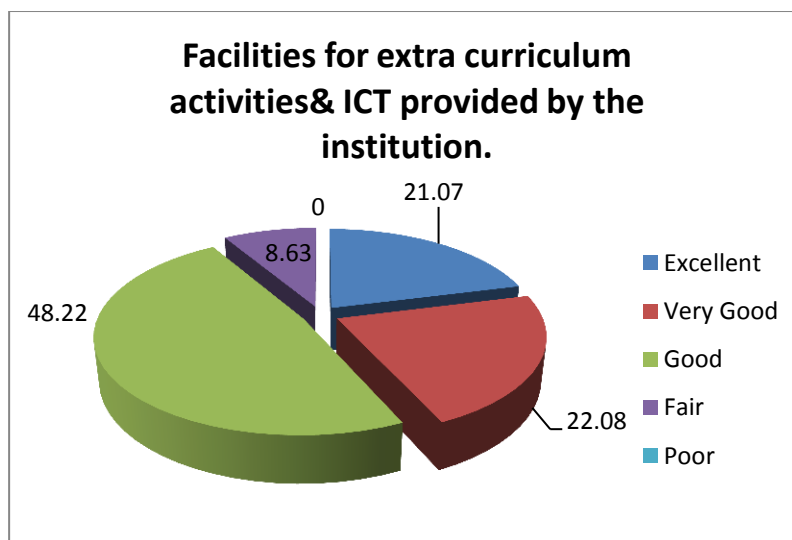
**5. How you rate Library service provided by the college?**

Library service provided by the college	Excellent	V. Good	Good	Fair	Poor
Response in %	29.70%	28.98%	35.79%	5.58%	0.00%



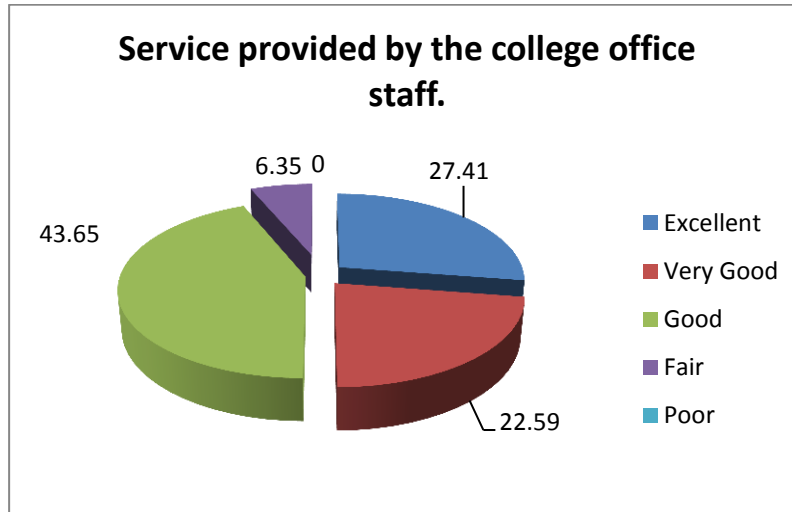
**6. How you rate facilities for extra curriculum activities & ICT provided by the institution?**

Facilities for extra curriculum activities & ICT provided by the institution	Excellent	V. Good	Good	Fair	Poor
Response in %	21.07%	22.08%	48.22%	8.63%	0.00%



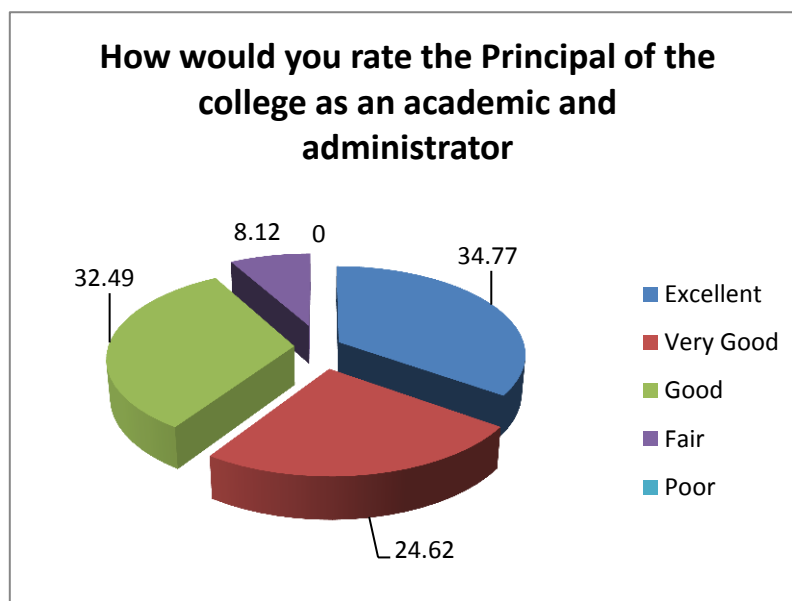
**7. How you rate the service provided by the college office staff ?**

Service provided by the college office staff	Excellent	V. Good	Good	Fair	Poor
Response in %	27.41%	22.59%	43.65%	6.35%	0.00%



**8. How would you rate the Principal of the college as an academic and administrator?**

Principal of the college as an academic and administrator	Excellent	V. Good	Good	Fair	Poor
Response in %	34.77%	24.62%	32.49%	8.12%	0.00%



Date: 20-08-2024

Place: Dharapur



Chairperson  
Feedback Coordination Committee,  
Paschim Guwahati Mahavidyalaya

**Feedback Coordination Committee:**

1. Chairperson: Dr. Manisha Bhattacharyya
2. Coordinator: Dr. Nripendra Nath Medhi
3. Member: Dr. Prabalika Sarma
4. Member: Mr. Niranjan Sarma
5. Member: Ms. Saraswati Rajbongshi