

DHEMAJI COLLEGE , DHEMAJI , ASSAM

The Student Satisfaction Survey (SSS)

Session : 2020-21.

The Student Satisfaction Survey (SSS) was conducted by Internal Quality Assurance Cell (IQAC) , Dhemaji College with a new format composed by the IQAC of the College for the Academic session 2020-21 . Some of the important points of this Survey for the session 2020-21 are

1. The SSS format is comprised of 25 questions related with overall aspects of the College in the fields of academic, infrastructure and co-curricular .
2. A five points Rating Scale ranging from 0 to 4 is used for the Assessment . 0 is the lowest and 4 is the highest rating points in the Scale in this regard .
3. The Raw data are transformed in to percentage term for the responses received from the student respondents in case of all the questions .
4. The responses in terms of percentage terms are presented in the Table along with Pie diagrams .
5. The responses are shown in the Pie Diagram in case of the Rating points 0, 1, 2, 3, 4 separately covering all the questions.
6. Random Sampling Technique is followed to conduct the Survey .

A sample copy of the SSS format followed by the college for the session 2020-21 is attached herewith-

Sample Format of SSS

DHEMAJI COLLEGE
DHEMAJI, ASSAM-787057

Student Satisfaction Survey (SSS)
Academic Session : 2020-21

Guidelines for Students

Dhemaji College has been conducting Student Satisfaction Survey (SSS) regarding Teaching-Learning and Evaluation as well as other aspects of the College which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

1) Please confirm this is the first and only time you answer this survey.

a) Yes b) No

2) Age:

3) Gender: a) Female b) Male c) Transgender

4) What degree program are you pursuing now?

a) B.A. b) B.Sc. c) PGDCA

i) 1st/2nd Semester

ii) 3rd/4th Semester

iii) 5th/6th Semester

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here.
- Please put your responses by indicating the Rating Score from 0 to 4 under 5 point Rating Scale as per your own judgment in the Box given with each question.

Student Satisfaction Survey (SSS)

1. How much of the syllabus was covered in the class?

4 – 85 to 100%

3 – 70 to 84%

2 – 55 to 69%

1 – 30 to 54%

0 – Below 30%

2. How well did the teachers prepare for the classes?

4 – Thoroughly

3 – Satisfactorily

2 – Poorly

1 – Indifferently

0 – Won't teach at all

3. How well were the teachers able to communicate?

4 – Always effective

3 – Sometimes effective

2 – Just satisfactorily

1 – Generally ineffective

0 – Very poor communication

4. The teacher's approach to teaching can best be described as

4 – Excellent

3 – Very good

2 – Good

1 – Fair

0 – Poor

5. Fairness of the internal evaluation process by the teachers.

4 – Always fair

3 – Usually fair

2 – Sometimes unfair

1 – Usually unfair

0 – Unfair

6. Was your performance in assignments discussed with you?

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

1 – Rarely

0 – Never

7. The institute takes active interest in promoting skill and efficiency, knowledge , field visit opportunities for students.

- 4 – Regularly
- 3 – Often
- 2 – Sometimes
- 1 – Rarely
- 0– Never

8. The teaching and mentoring process in your institution facilitates you in cognitive, social andemotional growth.

- 4 – Significantly
- 3 – Very well
- 2 – Moderately
- 1 – Marginally
- 0– Not at all

9. The institution provides multiple opportunities to learn and grow.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0– Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes and programmeoutcomes.

- 4 – Every time
- 3 – Usually
- 2– Occasionally/Sometimes
- 1 – Rarely
- 0– Never

11. Your mentor does a necessary follow-up with an assigned task to you.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

12. The teachers illustrate the concepts through examples and applications.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1– Rarely
- 0 – Never

13. The teachers identify your strengths and encourage you with providing right level of challenges.

4 – Fully

3 – Reasonably

2 – Partially

1 – Slightly

0 – Unable to

14. Teachers are able to identify your weaknesses and help you to overcome them.

4 – Every time

3 – Usually

2 – Occasionally/Sometimes

1 – Rarely

0 – Never

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

4 – To a great extent

3 – Moderate

2 – Some what

1 – Very little

0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

4 – To a great extent

3 – Moderate

2 – Some what

1 – Very little

0 – Not at all

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

4 – Above 90%

3 – 70 – 89%

2 – 50 – 69%

1 – 30 – 49%

0 – Below 29%

20. The overall quality of teaching-learning process in your institute is very good.

4 – Strongly agree

3 – Agree

2 – Neutral

1 – Disagree

0 – Strongly disagree

21. The Library services and facilities in your College is-

4 – Excellent

3 – Mostly Satisfactory

2 – Satisfactory

1 – Good

0 – Not Satisfactory

22. The Games and Sports infrastructure and facilities in your Institution is-

4 – Excellent

3 – Mostly Satisfactory

2 – Satisfactory

1 – Good

0 – Not Satisfactory

23. The overall infrastructure facilities in Your College is-

4 – Excellent

3 – Mostly Satisfactory

2 – Satisfactory

1 – Good

0 – Not Satisfactory

24. Your overall Rating on Dhemaji College is-

4 – Excellent

3 – Mostly Satisfactory

2 – Satisfactory

1 – Good

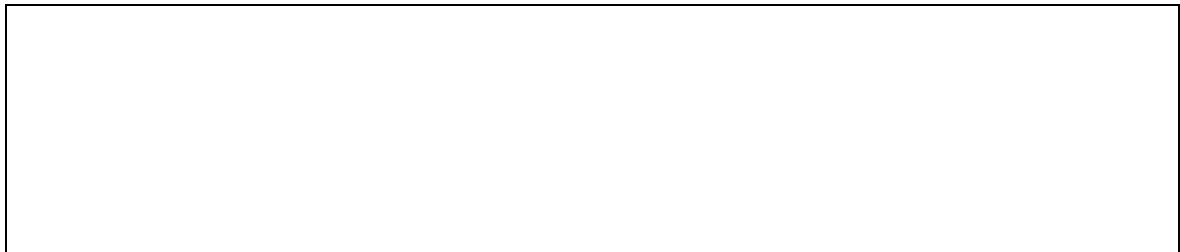
0 – Not Satisfactory

25. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

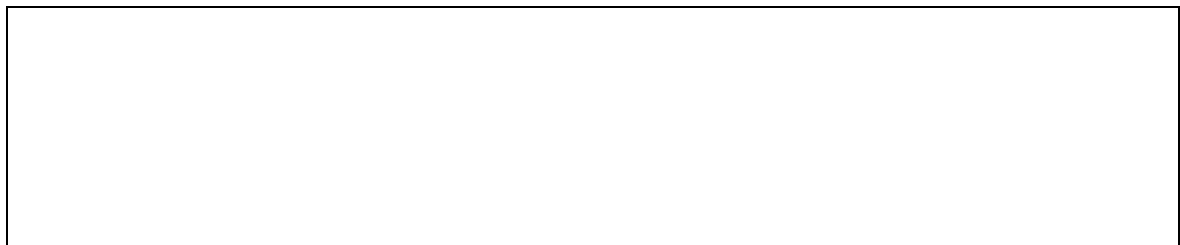
a)



b)



c)



Student Satisfaction Survey (SSS)
Session : 2020-21

Rating Scale (%)

Question Number	Rating Scale 0	Rating Scale 1	Rating Scale 2	Rating Scale 3	Rating Scale 4
Q. No. 1	0	8	11	48	32
Q. No. 2	0	0	2	52	47
Q. No. 3	0	2	10	42	47
Q. No. 4	0	6	32	32	29
Q. No. 5	3	3	21	39	34
Q. No. 6	6	10	18	44	23
Q. No. 7	2	18	23	42	16
Q. No. 8	0	2	16	65	18
Q. No. 9	0	3	27	32	37
Q. No. 10	0	6	18	47	29
Q. No. 11	2	11	11	37	39
Q. No. 12	0	6	11	35	47
Q. No. 13	10	6	15	21	48
Q. No. 14	2	6	24	34	34
Q. No. 15	3	3	26	53	15
Q. No. 16	3	13	11	39	34
Q. No. 17	2	6	23	42	27
Q. No. 18	13	10	23	37	18
Q. No. 19	6	27	15	27	24
Q. No. 20	3	3	15	50	29
Q. No. 21	6	6	19	39	29
Q. No. 22	8	18	18	47	10
Q. No. 23	2	11	24	32	31
Q. No. 24	2	3	18	40	37

√ Regarding the Question no 1 of SSS , 48 % and 38% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 86 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 11% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 2 of SSS , 52 % and 47% student respondents agreed with Rating point 3 and Rating point 4 respectively . Thus a total of about 98% students are in favour of Rating point 3 and Rating point 4 combined .

√ Regarding the Question no 3 of SSS , 42 % and 47% student respondents agreed with Rating point 3 and Rating point 4 respectively , thus covering about 89% students in total in case of Rating points 3 and 4 together . Moreover 10% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 4 of SSS , 32 % and 29% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 61 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 32% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 5 of SSS , 39 % and 34% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 73 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 21% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 6 of SSS , 44 % and 23% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 67% students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 18% and 10% respondents agreed for Rating point 2 and 1 in this regard .

√ Regarding the Question no 7 of SSS , 42 % and 16 % student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 58 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 23% and 18% respondents agreed for Rating point 2 and 1 respectively in this regard .

√ Regarding the Question no 8 of SSS , 65 % and 18% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 83 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 16 % respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 9 of SSS , 32 % and 37% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 69 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 27% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 10 of SSS , 47 % and 29% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 76 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 18% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 11 of SSS , 37 % and 39% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 76 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 11% respondents each agreed for Rating point 2 and Rating point 1 in this regard .

√ Regarding the Question no 12 of SSS , 35 % and 47% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 82 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 11% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 13 of SSS , 21 % and 48% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 69 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 15% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 14 of SSS , 47 % and 10% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 57 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 24% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 15 of SSS , 53 % and 15% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 68 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 26% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 16 of SSS , 39 % and 34% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 73 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 11% and 13 % respondents agreed for Rating point 2 and Rating point 1 respectively in this regard .

√ Regarding the Question no 17 of SSS , 42 % and 27% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 69 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 23% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 18 of SSS , 37 % and 18% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 55 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 13% and 10% respondents agreed for Rating point 2 and Rating point 1 respectively in this regard .

√ Regarding the Question no 19 of SSS , 27 % and 24% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 51 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 15% and 27% respondents agreed for Rating point 2 and Rating point 1 respectively in this regard .

√ Regarding the Question no 20 of SSS , 50% and 29% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 79 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 15% respondents agreed for Rating point 2 in this regard .

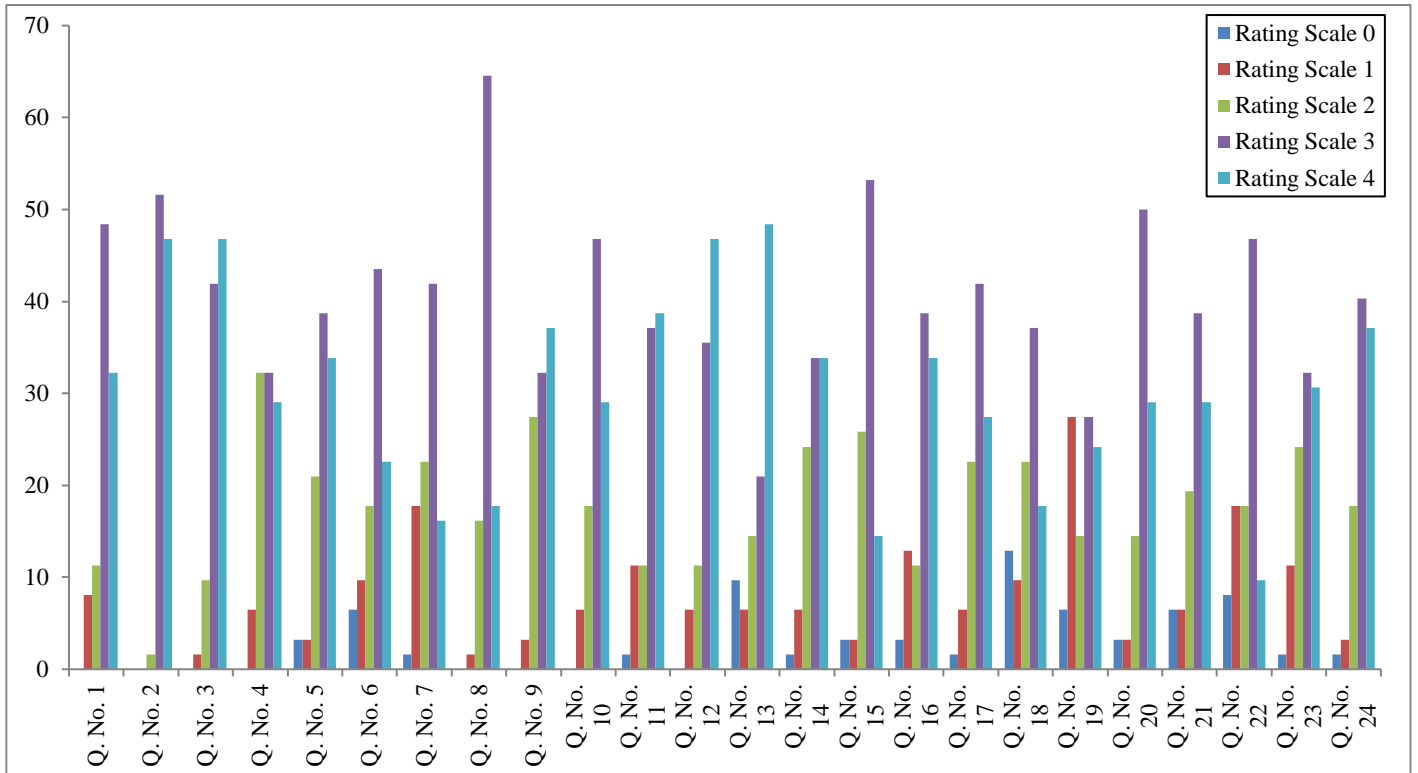
√ Regarding the Question no 21 of SSS , 39 % and 29% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 68 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 19% respondents agreed for Rating point 2 in this regard .

√ Regarding the Question no 22 of SSS , 48 % and 38% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 86 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 18% respondents each agreed for Rating point 2 Rating point 1 respectively in this regard .

√ Regarding the Question no 23 of SSS , 32 % and 31% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 63 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 24% and 11% respondents agreed for Rating point 2 and Rating point 1 in this regard .

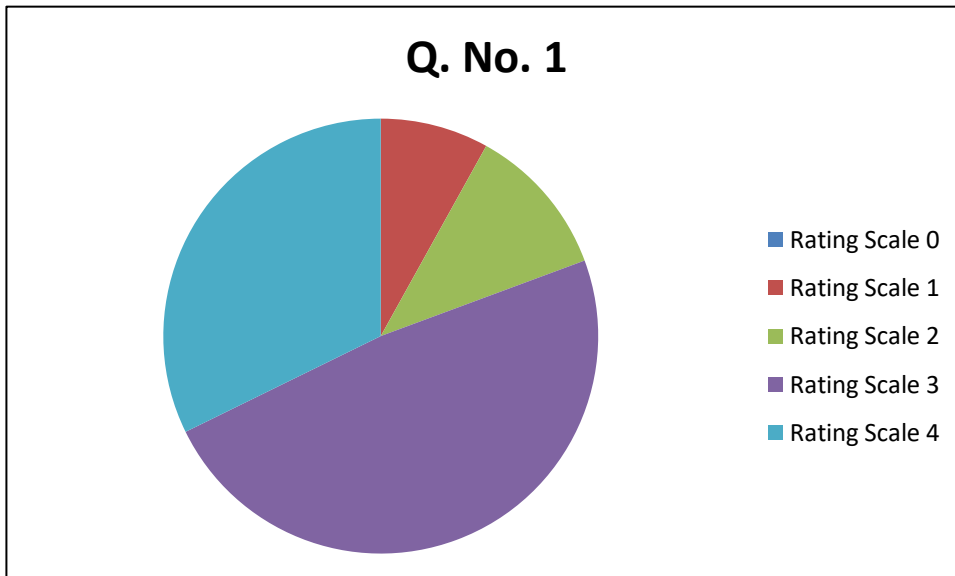
√ Regarding the Question no 24 of SSS , 40 % and 37% student respondents are agreed with Rating point 3 and Rating point 4 respectively . As such a total of about 77 % students are commented in favour of Rating point 3 and Rating point 4 combined . Moreover 18% respondents agreed for Rating point 2 in this regard .

**Diagrammatic Analysis
Rating Scale (Percentage)**

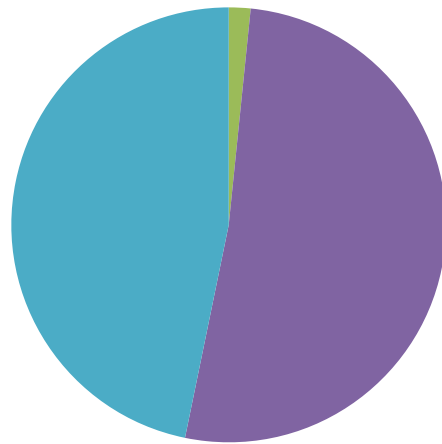


Rating Scale

Q. No. 1

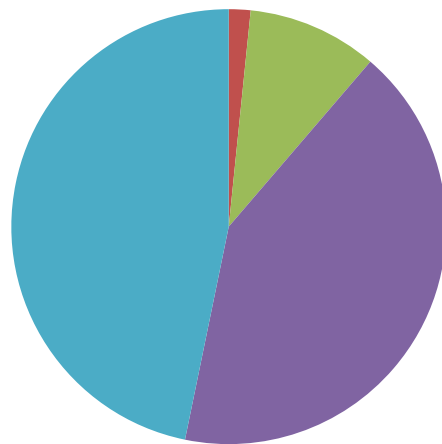


Q. No. 2



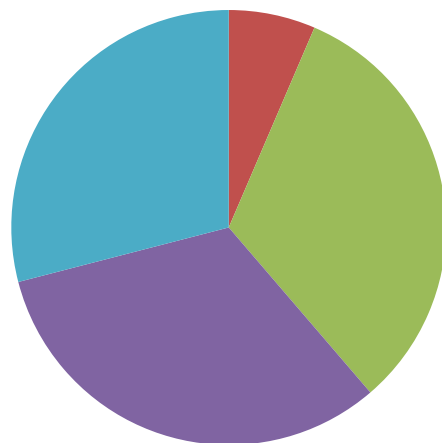
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Q. No. 3



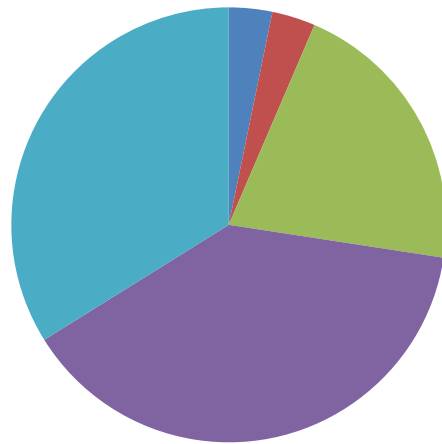
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Q. No. 4



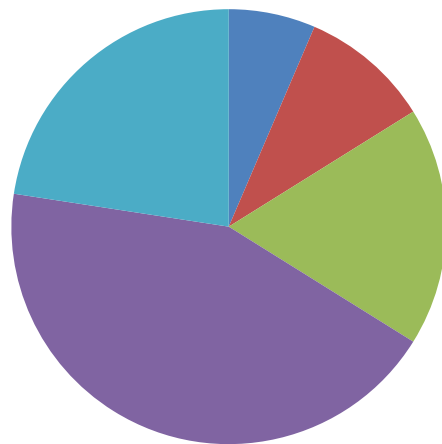
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Q. No. 5



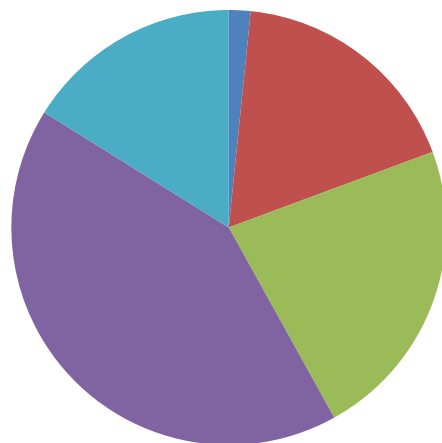
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Q. No. 6



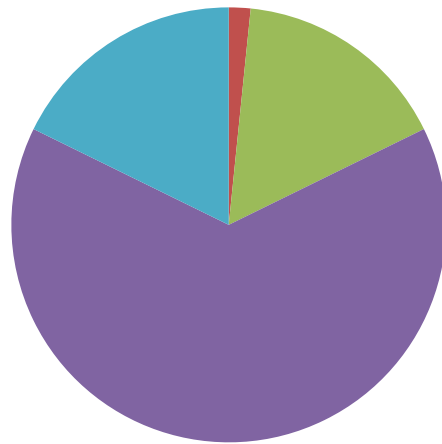
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Q. No. 7



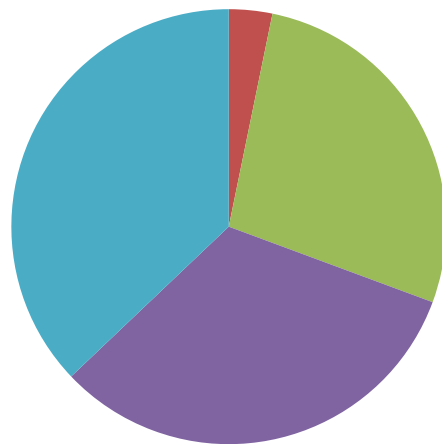
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Q. No. 8



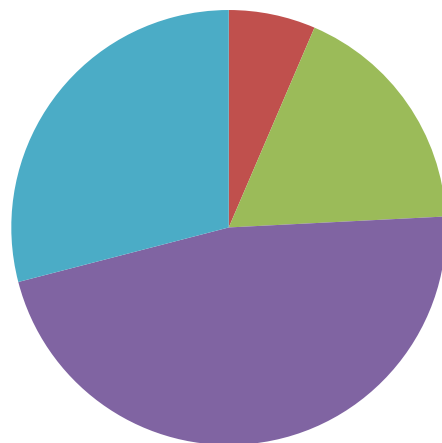
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Q. No. 9



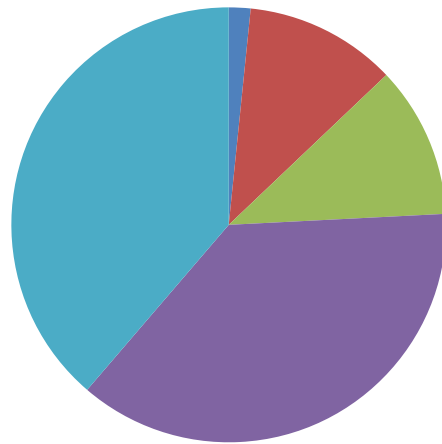
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Q. No. 10



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Q. No. 11



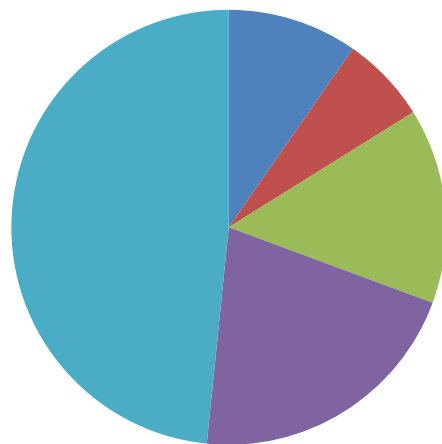
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Q. No. 12



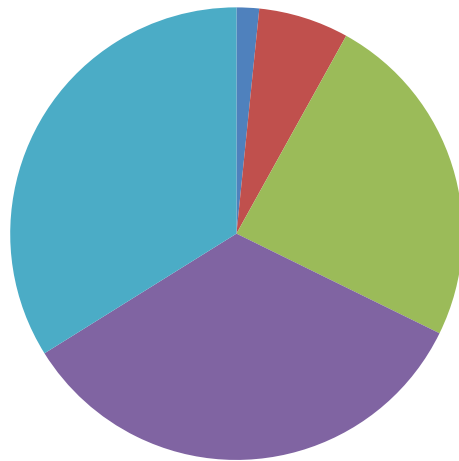
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Q. No. 13



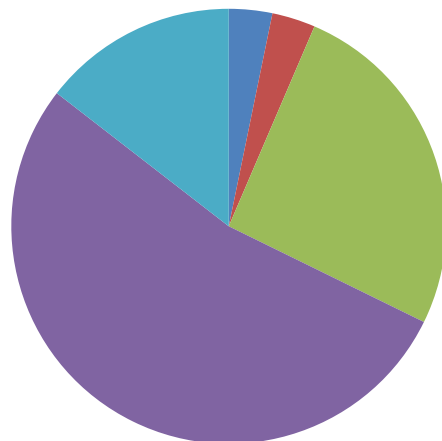
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Q. No. 14



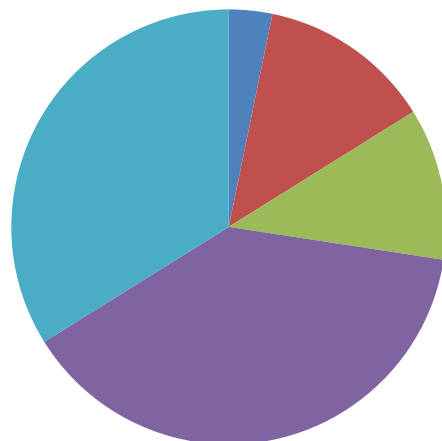
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Q. No. 15



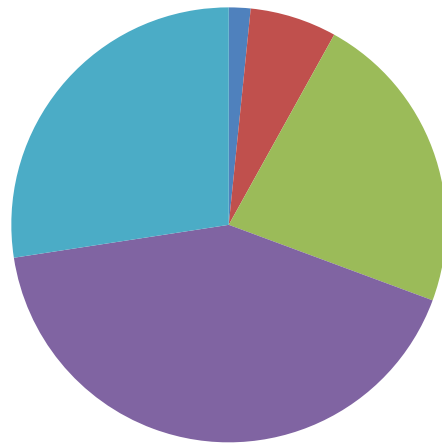
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Q. No. 16



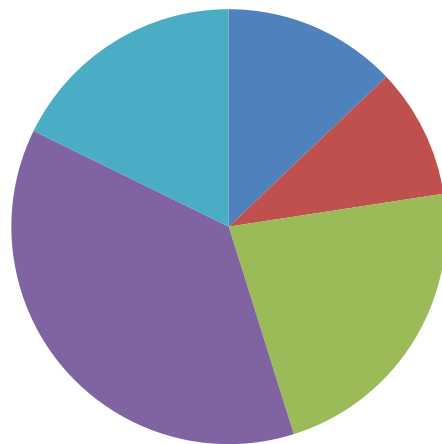
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Q. No. 17



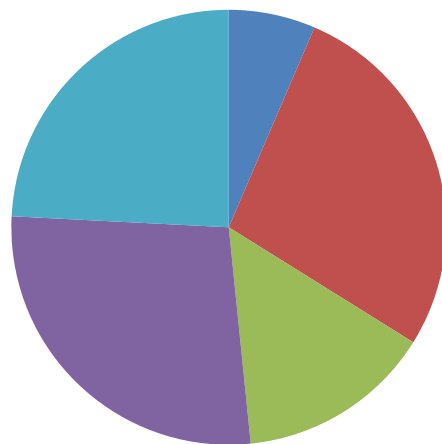
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Q. No. 18



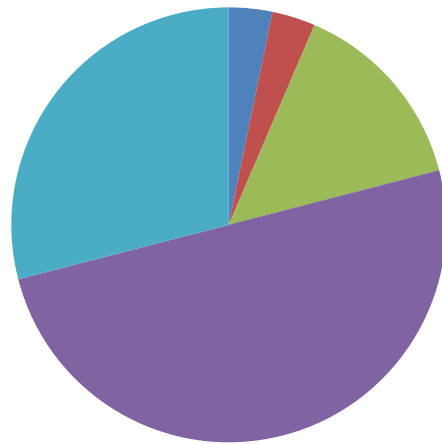
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Q. No. 19



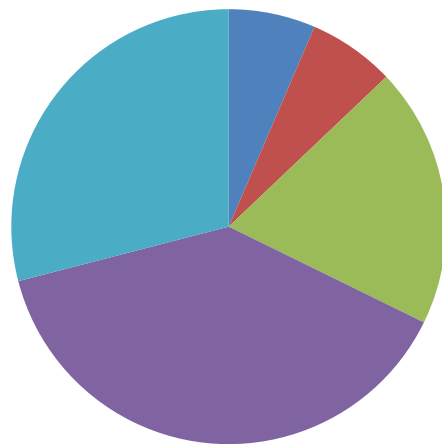
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Q. No. 20



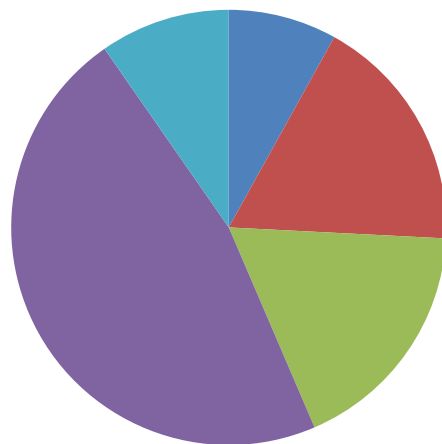
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Q. No. 21



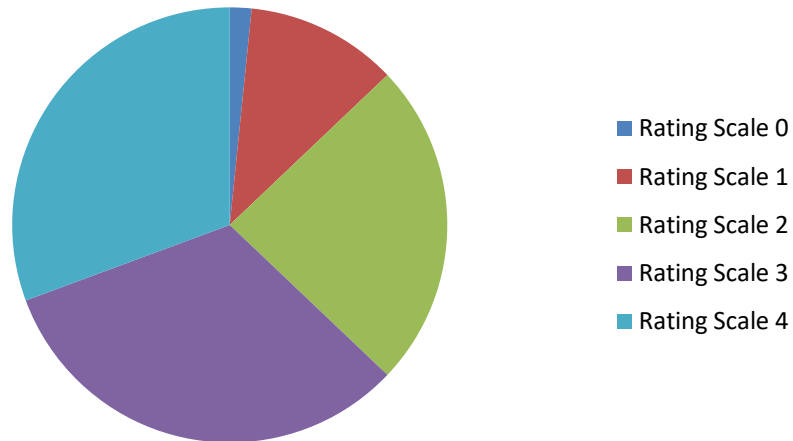
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Q. No. 22

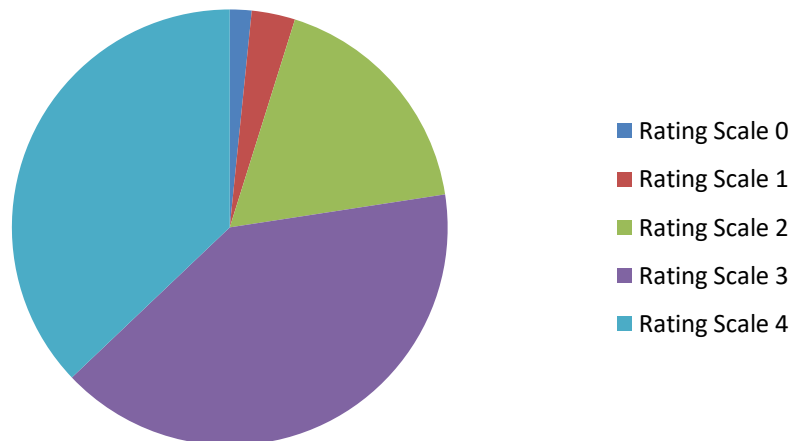


- Rating Scale 0
- Rating Scale 1
- Rating Scale 2
- Rating Scale 3
- Rating Scale 4

Q. No. 23



Q. No. 24



The IQAC of Dhemaji College has intimated the Result of SSS to all concerned and suggests certain measures to be followed towards further upgradation in this regard.

The IQAC is thankful to all the stakeholders of the College associated with completing the SSS, 2020-21 from the initial stage to the end .

Prepared by –
Internal Quality Assurance Cell (IQAC)
Dhemaji College , Dhemaji