

## Student Satisfaction Survey Report: 2018-19

### Objective & Survey Methodology:

The institution has conducted Student Satisfaction Survey every year in the month of March or April. The survey has covered all the activities regarding to students satisfaction by taking the Student Satisfaction Survey form and feedback form. The results were electronically tabulated and printed for analysis and which is submitted to management for review and approval prior to implementation of recommended improvement actions.

The objective of this survey to measure the student satisfaction level on their experiences with college facilities: infrastructure, physical facilities, student support services, teacher communication, quality of teaching, quality of teaching-learning resources and teaching environment etc.

The student satisfaction survey was conducted in March 2019; in this survey we randomly distributed survey form to the students of Arts, Commerce & Science faculty. Every department had participated as:

Degree Program	Class	Year	Forms distributed (Randomly)	Successfully completed the survey	Survey percentage
Arts	B. A.	First Year	10	08	86%
		Second Year	10	07	
		Third Year	10	07	
	M. A. (Economics)	First Year	05	03	
		Second Year	05	04	
Commerce	B. Com.	First Year	10	10	
		Second Year	10	09	
		Third Year	10	10	
Science	B. Sc.	First Year	10	10	
		Second Year	10	09	
		Third Year	10	09	
Total			100	86	

### Survey Result & Analysis:

The survey questionnaires mainly depends on following parameters as follows

#### 1. Student Support Service:

The survey result indicates that the students strongly agree with students support service provided by the institution which is 95% of overall Score regarding this parameter.

## **2. Quality of teaching-learning process & teaching quality:**

In this section 90% students happy with quality of teaching learning process and highly impressed with good communication skill of teacher staff and their quality teaching style.

## **3. Physical Facilities & Infrastructure:**

As per the students feedback 80% students are satisfied for the college physical facilities and infrastructure but there was slightly required more facilities in this section and definitely improvement has continuously increase every year.

## **4. Accessibility & teaching-Learning resources and College Environment:**

By the survey analysis 82% students were agreed with adequately accessibility but there is still a need to improve the accessibility of computers and library resources as per the student's feedback.

## **5. Student Satisfaction level on overall institutional performance:**

On the basis of above analysis and feedback received from students 86% students (active participant) responded that they were satisfied with the services and facilities provided by the college.

## **Conclusion:**

According to survey results, the active students involved to participate in survey via survey form successfully completed 86 percent and analyzing the survey result, we observed that the students were happy with the students support service, quality of teaching, education services provided by the college. But there is still a need to improve the facility of physical, infrastructure and accessibility of computer as per feedback given by the students. For this lack of facilities, the head of the institution and management definitely improve as per the requirement in future action plans.

The next student Satisfaction survey will be held on March 2020.