

Chaiduar College

STUDENT SATISFACTION SURVEY (SSS), SESSION: 2018-2019

The STUDENT SATISFACTION SURVEY (SSS) was conducted among the outgoing students of Chaiduar College for the session 2018-19. The survey was conducted with the help of a 20 point questionnaire. These 20 points encompassed various categories such as 'Admission, Administration, Fee', 'Teaching Learning Process', 'Effectiveness of Teaching and Communication', 'Teaching Learning Resources', 'Facilities and Amenities', 'Student Support and Counseling', etc. The students were asked to grade each point/question with rating scale: **1-Poor, 2-Good, 3-Very Good, 4-Excellent**. The SSS was framed to measure the students' levels of satisfaction on Admission Procedure, Fee Structure, Faculty, Laboratories and Equipment, Class rooms, Sports and Cultural Facilities, Hostel facility, Library Facilities, Canteen facility, Sanitation, Teacher-Student Relationship, Regularity of classes, Departments, Handling of Student Grievances at the college, College Administration, Support from administrative office staff, Information Technology and Computer facilities, Career Oriented/Vocational courses, Care for Environment, The level of your satisfaction regarding your overall academic experience in the college. The responses were analyzed below in a table form:

Points to be Graded	Students' responses in percentage (%)			
	Poor	Good	Very Good	Excellent
1. Admission Procedure	1%	20%	70%	9%
2. Fee Structure	2%	24%	65%	9%
3. Faculty	1.50%	56.5%	12%	30%
4. Laboratories and Equipment	2%	42%	21%	35%
5. Class rooms	3%	51%	38%	8%
6. Sports and Cultural Facilities	9%	61%	24%	6%
7. Hostel facility	11%	57%	30%	2%
8. Library Facilities	1%	63%	27%	10%
9. Canteen facility	2%	33%	60%	5%
10. Sanitation	8%	74%	18%	1%
11. Teacher-Student Relationship	2%	31%	57%	10%
12. Regularity of classes	1%	22%	35	47%
13. Departments	1%	16%	54%	29%
14. Handling of Student Grievances at the college	0%	20%	32%	48%
15. College Administration	2.1%	24%	28%	45.9%
16. Support from administrative office staff	3.7%	21%	58%	17.3
17. Information Technology and Computer facilities	15%	34%	44%	7%
18. Career Oriented/Vocational courses	23%	27.7%	38.5%	10.8%
19. Care for Environment	2%	30.25	47.3%	20.45%
20. The level of your satisfaction regarding your overall academic experience in the college	1%	9.2%	29.6%	60.2%