

**LAKHIMPUR GIRLS' COLLEGE**  
**STUDENT SATISFACTION SURVEY (SSS)**

**SESSION: 2020-2021**

**Under Criteria II on Teaching – Learning and Evaluation**

The STUDENT SATISFACTION SURVEY (SSS) was conducted among the students of Lakhimpur Girls' College for the session 2020-2021. The survey was conducted with the help of a questionnaire based on NAAC guidelines covering five areas viz. 'Teaching Learning Process', 'Effectiveness of Communication', 'Teaching Learning Resources', 'Counseling Experience', 'Assessment and Evaluation'. The questionnaire was framed to measure the students' levels of satisfaction on the teaching learning experience provided by Lakhimpur Girls' College. A total of 307 students were selected to collect data of student satisfaction survey for the session 2020-2021.

The students' satisfaction with the teaching learning provided by Lakhimpur Girls' College was measured with the help of a set of questions covering five major areas. The responses were analyzed below in a table form:

Area of Question	Sub-areas representing each broad area of question	Students' responses in percentage (%)				
		Highly Satisfactory	Satisfactory	Undecided	Dissatisfactory	Highly Dissatisfactory
Teaching Learning Process	Effectiveness of delivery of lectures	19.54%	39.08%	14.98%	13.68%	12.70%
	Completion of course in time	29.41%	29.64%	25.41%	10.75%	6.84%
	Coverage of syllabus in class	38.45%	32.25%	14.00%	9.77%	5.55%

<b>Effectiveness in communication</b>	Teachers communication style	33.55%	32.89%	17.26%	10.74%	5.54%
	Office staff communication style	11.86%	22.51%	20.33%	24.69%	20.58%
	Flexibility of students classroom interaction	34.53%	34.86%	15.31%	9.41%	5.86%
<b>Teaching learning resources</b>	Availability of learning resources in library	32.90%	42.35%	3.58%	16.61%	3.45%
	Availability of equipments in Laboratories	31.59%	27.04%	7.49%	17.91%	15.96%
	Conference and seminars	10.10%	6.84%	14.98%	34.20%	33.88%
	Educational visit	34.20%	38.20%	3.25%	13.68%	10.09%
<b>Counseling experiences</b>	Personal Counseling by teacher	28.99%	38.76%	16.61%	11.07%	4.56%
	Career Counseling by institution	31.59%	51.14%	3.26%	8.79%	5.21%
	Availability of faculty after class	31.60%	36.16%	18.57%	10.10%	3.58%
<b>Assessment and evaluation</b>	Satisfaction with formative evaluation methods	34.85%	22.47%	19.22%	19.21%	4.23%
	Satisfaction with internal assessment marks	38.11%	31.60%	13.36%	10.10%	6.84%
	Regularity of feedback by teachers after internal evaluation	35.18%	25.08%	18.57%	11.73%	9.45%
	Teachers impartiality with students	35.50%	29.64%	15.96%	9.77%	9.12%