

LAKHIMPUR GIRLS' COLLEGE

STUDENT SATISFACTION SURVEY (SSS), SESSION: 2019-20

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 2019-20. 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 381 students participated in the student satisfaction survey for the session 2019-20.

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 | 30.71% | 35.43% | 15.49% | 11.02% | 7.35% |
| | Completion of course in time | 51.76% | 23.62% | 4.99% | 5.25% | 13.39% |
| | Coverage of syllabus in class | 21.26% | 53.28% | 18.90% | 2.10% | 2.36% |
| Effectiveness in communication | Teachers communication style | 23.88% | 53.28% | 14.43% | 4.99% | 3.41% |
| | Office staff communication style | 31.23% | 29.13% | 28.15% | 4.20% | 11.29% |
| | Flexibility of students classroom | 35.60% | 19.16% | 23.88% | 12.86% | 10.50% |

| | | | | | | |
|------------------------------------|--|--------|--------|--------|---------|--------|
| | interaction | | | | | |
| Teaching learning resources | Availability of learning resources in library | 49.60% | 19.16% | 11.02% | 10.76% | 9.45% |
| | Availability of equipments in Laboratories | 41.20% | 45.40% | 3.67% | 5.51% | 4.20% |
| | Conference and seminars | 40.44% | 26.51% | 22.83% | 5.25% | 4.46% |
| | Educational visit | 7.09% | 14.96% | 16.80% | 43.57% | 17.58% |
| Counseling experiences | Personal Counseling by teacher | 25.46% | 24.41% | 12.33% | 18.11 % | 19.68% |
| | Career Counseling by institution | 7.09% | 11.29% | 8.92% | 44.62% | 28.08% |
| | Availability of faculty after class | 15.75% | 23.03% | 8.92% | 27.03% | 24.40% |
| Assessment and evaluation | Satisfaction with formative evaluation methods | 30.18% | 27.30% | 19.16% | 15.75% | 7.61% |
| | Satisfaction with internal assessment marks | 45.93% | 23.88% | 17.06% | 7.09% | 6.04% |
| | Regularity of feedback by teachers after internal evaluation | 52.76% | 26.77% | 12.86% | 6.82% | 3.41% |
| | Teachers impartiality with students | 52.76% | 60.63% | 25.98% | 8.14% | 4.46% |