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# STUDENT SATISFACTION SURVEY (SSS) FEEDBACK ANALYSIS REPORT (2020-21)

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Bengtol College, Bengtol, Chirang, Assam, India

**INTERNAL QUALITY ASSURANCE CELL**  
SESSION-2020-2021

## **ACKNOWLEDGEMENT**

I extend my gratitude to Dr. Ranjit Kr. Narzary, Principal Bengtol College and Mr. Benedict Hajoary, Vice Principal, Bengtol College for their guidance, co-operation and giving me this opportunity. I extend my gratitude to IQAC Joint Coordinator Mr. Khupboi Vaiphei and Assistant Coordinators Mr, Rimush Narzary and Mr, Shahidul Islam Akand for their support and co-operations. I am grateful to all the Co-ordinators of IQAC Sub-Cells and members for the support and for giving me this opportunity to work as a Coordinator. I thank all the Team Members of feedback analysis committee and all HODs, Teaching and Non-Teaching Staff of the College in supporting data collection process from students.

**Dr. Mallika Basumatary**  
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## INTRODUCTION:

Bengtol College is situated in Chirang district of Assam. As per the direction of State Government of Assam, the college along with other colleges of BTC area came to be affiliated to Bodoland University from the Academic session 2020-2021. However, it was affiliated to Gauhati University before that. Although the college is affiliated to Bodoland University from the Academic Session 2020-2021, the syllabus prescribed by the university is applicable only from BA and BBA 1<sup>st</sup> Semester. Other semester students still need to follow the syllabus prescribed by Gauhati University till the completion of their courses. The college offers various regular courses like B.A., B.B.A and other undergraduate and Post Graduate courses in the department of English and Bodo. The College also offers Distance Mode of courses both under graduate and post graduate course under Gauhati University (IDOL) and Krishna Kanta Handique State Open University (KKHSOU). Presently, over 850 students are studying in college. The Internal Quality Assurance Cell (IQAC) of the College has continuously been working on quality improvement and the betterment of student learning experiences. In order to analyze Teachers' lag areas of the college and scope for further improvement, feedback form from stakeholders particularly from the final year students and guardians have been distributed and received.

This report focuses on the feedback of students on the teachers and guardians based on various criteria like **Subject Command** (Focus on syllabi, self confidence, communication skills, interaction with students, teaching of subject matter, delivery of structured lecture, skill of linking subject to life experience, creation of interest in the subject and referring to latest developments in the field) **Use of Teaching Method and Aids** (use of teaching aids like blackboard, whiteboard, PPTs, blackboard/whiteboard work in terms of legibility, visibility and structure, use of innovative teaching methods, sharing of class tests/sessional test answers after the conduct of class test or sessional test, showing evaluated answers scripts to students for discussion to make sure that he/she is being understood ) **Helping Attitude** (helping attitude towards varied academic interests of students, helping students in providing study materials which is not readily available in the text books, helping students irrespective of ethnicity and culture/background, helping students irrespective of gender, helping students facing physical, emotional and learning challenges, approach towards developing professional skills among students, helping students in realizing career goals, helping students in realizing their strengths

and development needs) **Time Management**( punctuality and regularity in the class, maintenance of students attendance, syllabus completion in time, timely organization of assignment, class test and seminars, making alternate arrangement of class in his/her absence) **Class Management** (use of teaching aids like blackboard, whiteboard, PPTs, blackboard/whiteboard work in terms of legibility, visibility and structure, use of innovative teaching methods, sharing of class tests/sessional test answers after the conduct of class test or sessional test, showing evaluated answers scripts to students for discussion to make sure that he/she is being understood)and **Laboratory Management** for education honors students (becoming available during laboratory experimentation, helping the students in conducting experiments through set of instruction or demonstration, helping students in exploring the area of study involved in the experiment and referring to latest developments in the field). From 2022 the college also started the Feedback System for Canteen, Library and Hostel that seek to find out the opinions and suggestions from the stakeholders and applying the same for further improvement.

## **DATA COLLECTION AND ANALYSIS**

The effort was made to receive feedback from the students of final year semester. For this purpose, a Feedback Form was created and distributed among the students of BA (Hons.) 6th semester. As many as 121 responses have been received on teachers of various departments out of total 125 students of BA 6<sup>th</sup> seminars (Hons.). In order to arrive at comprehensive conclusion, statistical tools like percentage, etc. have been used.

## **STUDENT FEEDBACK**

As explained earlier, total 121 responses have been collected from the student, out of which 65% were male and 35% were female.

### **1. STUDENT FEEDBACK ON SUBJECT COMMAND**

In order to analyze the student responses on subject command various questions were asked and 121 responses were collected from the students. Each one of them is explained below.

1. Name of the Department: **Economics**

Data Interpretation/ Analysis on Feedback Form submitted by the BA 6th Semester (Honours)

Session: 2020-2021

Students respondents: 08

Name of Teacher	A) Subject Command					B) Teaching Methods					C) Helping Attitude					D) Time Management					E) Class Management					F) Lab. Management				
	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E
<b>Dr. G, Sarma</b>		21.43%	69.64%	8.93%			18.75%	68.75%	12.5%			4.69%	75%	20.31%			20.83%	62.5%	16.67%			8.33%	58.33%	33.33%						
<b>Dr. Ranjit Basumatary</b>			23.21%	62.5%	12.5%			31.25%	58.33%	10.42%		3.13%	35.94%	53.13%	7.81%			22.92%	60.42%	20.83%			33.33%	60.42%	6.25%					
<b>Nehemiah Moshahary</b>		14.29%	64.29%	21.43%			8.33%	66.67%	25%			8.33%	66.19%	25%	1.56%		10.12%	58.33%	27.08%			6.25%	62.5%	29.17%						

**NB: BA- BELOW AVERAGE, A-AVERAGE, G-GOOD, VG-VERY GOOD, E-EXCELLENT.**

2. Name of the Department: **History**

Data Interpretation/ Analysis on Feedback Form submitted by the BA 6th Semester (Honours)

Session: 2020-2021

Students respondents: 06

Name of Teacher	A) Subject Command					B) Teaching Methods					C) Helping Attitude					D) Time Management					E) Class Management					F) Lab. Management				
	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E
<b>Bhaben Khanikar</b>			14.29%	28.57%	52.38%			25%	52.78%	22.22%		2.08%	20.83%	39.58%	41.67%		2.08%	8.33%	13.89%	38.89%		2.08%	27.78%	41.67%	25.64%					
<b>Ebria Khakhlari</b>			16.67%	30.95%	50%		2.78%	36.11%	50%	11.11%		8.33%	37.5%	27.08%	25%		2.78%	19.44%	30.55%	13.89%		5.56%	11.11%	22.22%	19.44%					
<b>Raju Mushahary</b>		2.38%	16.67%	35.71%	45.24%		2.78%	22.22%	41.67%	33.33%		6.25%	18.75%	45.83%	27.08%			19.44%	36.11%	38.89%		2.78%	44.44%	36.11%	16.67%					

**NB: BA- BELOW AVERAGE, A-AVERAGE, G-GOOD, VG-VERY GOOD, E-EXCELLENT.**

### 3. Name of Department: **Education**

Data Interpretation/ Analysis on Feedback Form submitted by the BA 6th Semester (Honours)

Session: 2020-2021

Students respondents: 24

Name of Teacher	A) Subject Command					B) Teaching Methods					C) Helping Attitude					D) Time Management					E) Class Management					F) Lab. Management				
	B A	A	G	V G	E	B A	A	G	V G	E	B A	A	G	V G	E	B A	A	G	V G	E	B A	A	G	V G	E	B A	A	G	V G	E
<b>SI Akand</b>			12.15%	45.12%	42.73%		16.23%	34.12%	40.01%	10.00%		10.57%	40.54%	32.13%	16.76%		20.16%	37.43%	23.67%	18.74%		16.89%	36.90%	42.13%	4.08%		15.11%	39.16%	25.34%	20.39%
<b>RK Chakraborty</b>		7.09%	11.11%	36.76%	45.04%		20.40%	26.17%	20.45%	32.98%		15.13%	16.76%	29.45%	38.66%		9.00%	10.11%	61.77%	19.12%		23.34%	37.11%	40.06%		10.11%	28.15%	39.12%	22.62%	
<b>Rimush Narzary</b>		12.33%	34.36%	20.78%	32.53%		9.13%	28.45%	44.16%	18.26%			30.34%	25.66%	44%		11.15%	23.13%	29.35%	36.37%			35.16%	48.78%	16.06%		36.17%	40.11%	23.72%	
<b>Disco Moshahary</b>		17.11%	22.66%	31.11%	29.12%		10.11%	32.45%	41.43%	16.02%			32.13%	35.11%	32.76%		7.09%	10.89%	27.88%	54.14%			40.11%	27.18%	32.71%		5.16%	8.17%	56.17%	30.5%

**NB: BA- BELOW AVERAGE, A-AVERAGE, G-GOOD, VG-VERY GOOD, E-EXCELLENT.**

### 4. Name of Department: **Philosophy**

Data Interpretation/ Analysis on Feedback Form submitted by the BA 6th Semester (Honours)

Session: 2020-2021

Students respondents: 11

Name of Teacher	A) Subject Command					B) Teaching Methods					C) Helping Attitude					D) Time Management					E) Class Management					F) Lab. Management				
	B A	A	G	V G	E	B A	A	G	V G	E	B A	A	G	V G	E	B A	A	G	V G	E	B A	A	G	V G	E	B A	A	G	V G	E
<b>Probin Narzary</b>																														
<b>Khupboi Vaiphei</b>			10.39%	51.95%	37.66%		1.5%	10.61%	59.09%	36.36%			9.09%	59.09%	37.5%		1.52%	13.64%	42.42%	43.94%			9.09%	68.18%	25.76%					
<b>Dr. Anosh Narzary</b>			14.29%	61.04%	23.38%				60.32%	39.68%			1.14%	57.95%	40.91%				40.91%	59.09%				60.61%	39.39%					

**NB: BA- BELOW AVERAGE, A-AVERAGE, G-GOOD, VG-VERY GOOD, E-EXCELLENT.**

5. Name of Department: **Political Science**

Data Interpretation/ Analysis on Feedback Form submitted by the BA 6th Semester (Honours)

Session: 2020-2021

Students respondents: 19

Name of Teacher	A) Subject Command					B) Teaching Methods					C) Helping Attitude					D) Time Management					E) Class Management					F) Lab. Management				
	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E
B Hajoary		6.40%	20.60%	38.74%	34.36%			20.34%	42.34%	37.32%			25%	52.13%	22.87%			26.24%	35.40%	38.36%			22.22%	28.14%	49.64%					
Sangrang Borgoiary		4.64%	18.67%	45.34%	31.35%		12.65%	21.07%	53.11%	13.17%		15.67%	34.17%	35.13%	15.03%		11.11%	15.13%	30.13%	7.18%			15%	45%	40%					
Parmol Basumatary		50.23%	17.11%	20.01%	12.65%		45.23%	30.11%	24.66%			65.23%	20.12%	14.65%			35.32%	17.11%	20.01%	27.56%		30.37%	27.15%	35.01%	7.47%					

NB: BA- BELOW AVERAGE, A-AVERAGE, G-GOOD, VG-VERY GOOD, E-EXCELLENT.

6. Name of Department: **English**

Data Interpretation/ Analysis on Feedback Form submitted by the BA 6th Semester (Honors)

Session: 2020-2021

Students respondents: 18

Name of Teacher	A) Subject Command					B) Teaching Methods					C) Helping Attitude					D) Time Management					E) Class Management					F) Lab. Management				
	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E
Dr. Dhananjay Brahma			27.34%	42.56%	30.1%			23.09%	39.19%	37.72%			26.77%	35.66%	37.57%			20.66%	25.66%	8.02%			17.11%	39.34%	43.55%					
Martin Borgoiary			28.11%	43.56%	28.33%			20.66%	40.76%	38.58		11.11%	36.88%	45.11	6.9%		17.11%	45.11%	23.11%	14.67%			36.78%	45.89%	17.33%					
Elizabeth Basumatary		5.67%	45.1%	35.66%	13.57%		2.09%	41.23%	39.34%	12.34%			43.11%	36.56%	20.33%		14.11%	33.66%	50.23%	2%			33.33%	45.67%	21%					
Dharmendra Baro			29.11%	38.99%	31.9%		1.11%	43.78%	25.67%	29.44%			18.11%	53.66%	28.23%		10.23%	32.67%	40.56%	16.54%			30.90%	45.56%	23.54%					
Somika Narzary		6.66%	36.90%	39.67%	16.77%		3.09%	40.23%	38.12%	18.56%			23.11%	33.34%	43.55%		25.11%	28.11%	41.89%	4.89%		15.11%	33.11%	50.16%	1.62%					

NB: BA- BELOW AVERAGE, A-AVERAGE, G-GOOD, VG-VERY GOOD, E-EXCELLENT.

7. Name of Department: **Bodo**

Data Interpretation/ Analysis on Feedback Form submitted by the BA 6th Semester (Honors)

Session: 2020-2021

Students respondents: 35

Name of Teacher	A) Subject Command					B) Teaching Methods					C) Helping Attitude					D) Time Management					E) Class Management					F) Lab. Management				
	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E
Sukrajeet Daimary			20.23%	45.77%	34%			34.11%	36.77%	29.12%			13.65%	16.78%	69.57%		23.11%	32.65%	30.99%	13.25%			12.11%	23.44%	64.45%					
Jakhangsa Brahma			22.33%	44.89%	32.78%			35.65%	36.77%	27.58%			12.34%	15.90%	71.76%			11.66%	17.88%	70.46%			33.66%	55.33%	11.01%					
Dr. Rahel Mochari			19.11%	44.66%	36.23%	7.12%		45.66%	38.45%	8.77%	5.67%		20.50%	44.56%	29.27%			32.67%	56.77%	10.56%			36.17%	60.55%	3.28%					
Dr. Mallika Basumatary			20.63	40.81	29.76			32.87	46.76	14.35			24.31	48.96	19.44			35.19	46.76	12.5			31.94	49.54	12.5					

NB: BA- BELOW AVERAGE, A-AVERAGE, G-GOOD, VG-VERY GOOD, E-EXCELLENT.

8. Name of the Department: **Management**

Data Interpretation/ Analysis on Feedback Form submitted by the BBA 6th Semester

Session: 2020-2021

Students respondents: 10

Name of Teacher	A) Subject Command					B) Teaching Methods					C) Helping Attitude					D) Time Management					E) Class Management					F) Lab. Management				
	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E	B	A	G	V	E
Swmkwr Brahma			3.11%	55.66%	41.23%			29.77%	45.66%	24.57%			10.33%	60.22%	29.45%			23.99%	26.88%	49.13%			37.44%	49.11%	13.45%					
Lily Iswary			4.22%	54.77%	41.01%			30.66%	46.55%	22.79%			15.44%	61.33%	23.23%			20.11%	25.99%	53.9%			36.77%	43.77%	19.46%					
Ali Akbar Sheik			4.11%	20.11%	39.12%	1%		25.11%	53.22%	20.67%			15.11	62.22	22.67%			21.55%	26.77%	51.68%			35.44%	46.66	17.9%					

NB: BA- BELOW AVERAGE, A-AVERAGE, G-GOOD, VG-VERY GOOD, E-EXCELLENT.



## **MAJOR OBSERVATIONS**

1. It was found that in the range of 30% -60% twelve teaching faculty members were rated as excellent over subject command out of 24 teachers. And within the range of 40 to 60% 9 teachers were rated as very good in the same parameter.
2. It was found that in the range of 30% to 50% five teaching faculty members were rated as excellent over the use of Teaching Method out of 24 teachers. Majority of the teachers were rated as Very Good and Good.
3. It was found that, five teacher's helping attitude score is between the range of 40% and above.
4. It was found that 15 teachers fall in the range of 30% to 60% as Excellent and very good with regard to Time Management.
5. It was observed that, only 16 teachers were rated above 40% out of 24 teachers as excellent and very good with regard to Class Management.
6. The college maintains Laboratory system particularly for the students of Education (Honors only). Out of four teaching faculty one teacher scored 30.5% in excellent category. The rest of the three teachers as very good.

## **DATA ANALYSIS ON COLLEGE CANTEEN**

### **CANTEEN MANAGEMENT & SERVICE**

In regard to Canteen management and service, analyses of data are given in the following table.

Number of Respondents: 137

Sl. No.	Statement	Total Response	Percentage of Responses of Respondents
1	Average	37	27%
2	Good	60	43.8%
3	Very Good	25	18.25%
4	Excellent	15	10.95%

Above table shows that 43.8 percent students out of 137 are of the opinion that canteen management and service are good whereas 27 percent students opine that canteen management and service is average.

### **QUALITY OF FOOD ITEMS**

In regard to quality of food items, analyses of data are given in the following table.

Number of Respondents: 137

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	40	29.20%
2	Good	75	57.74%
3	Very Good	10	7.30%
4	Excellent	12	8.76%

Above table reveals that 57.74 percent students out of 137 are of the view that quality food items are good whereas 8.76 percent students opine that items of food quality are excellent.

### **PRICE OF FOOD ITEMS**

In regard to price of food items, analyses of data are given in the following table.

Number of Respondents: 137

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Fair	41	29.93%
2	High	10	7.30%
3	Manageable	86	62.77%

Above table indicates that 62.77 percent students out of 137 are of the view that price food items are manageable whereas only 7.30 percent of students opine that price of food items is high.

### **MENU OF THE CANTEEN**

In regard to menu of the canteen, analyses of data are given in the following table.

Number of Respondents: 137

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Satisfactory	46	33.58%
2	Average	24	17.52
3	Not Satisfactory	67	48.91

Majority of the students 48.91% of students are not satisfied in regard to menu of the canteen.

### **CLEANLINESS & ECO-FRIENDLINESS OF THE CANTEEN**

In regard to cleanliness and eco-friendliness of the canteen, analyses of data are given in the following table.

Number of Respondents: 137

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	22	16.06%
2	Good	83	60.58%
3	Very Good	16	11.68%
4	Excellent	16	11.68%

Above table indicates that 60.58 percent of students opine that cleanliness and eco-friendliness of the canteen is good whereas only 11.68 percent of students opine very good and excellent respectively.

## DATA ANALYSIS ON COLLEGE HOSTEL

### Availability of Internet Facility/News Paper/Television

In regard to Availability of Internet Facility/News Paper/Television, analysis of data is given in the following table.

Number of Respondents: 54

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	08	14.81%
2	No	46	85.19%

Above table shows that 85.19% percent of hostel inmates out of 54 are of the opinion that the above mentioned facilities like Internet, News Paper and Television does not exist in real sense..

### Hostel Management

In regard to Hostel Management, analysis of data is given in the following table.

Number of Respondents: 54

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	10	18.52%
2	Fair	12	22.22%
3	Good	23	42.59%
4	Very Good	06	11.11%
5	Excellent	00	00
6	Not Responding	03	5.56%

Above table shows that majority of hostel inmates i.e. 42.59% are of the opinion that hostel management is good.

### Hostel Security

In regard to Hostel Security, analysis of data is given in the following table.

Number of Respondents: 54

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	21	38.89%
2	No	33	61.11%

Above table shows that 61.11% of hostel inmates feels that there is no proper security arrangement inside the hostel campus.

## Hostel Environment and Discipline

In regard to Hostel Environment and Discipline, analysis of data is given in the following table.

Number of Respondents: 54

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	13	24.07%
2	Fair	11	20.37%
3	Good	22	40.74
4	Very Good	05	9.26%
5	Excellent	01	1.85
6	Not Responding	02	3.70%

Above table shows that 24.07% of hostel inmates feels that hostel environment and discipline is average whereas 40.74% feels hostel environment and discipline is good only.

## Hostel Fees

In regard to Hostel Fees, analysis of data is given in the following table.

Number of Respondents: 54

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excessive	08	14.81%
2	Average	19	35.19%
3	Fair	27	50%

The above table depicts that 50 percent of hostel inmates are of the opinion that hostel fees is Fair, whereas 35.19 percent are of the opinion that hostel fees is Average and only 14.81 percent consider as Excessive.

## Food and Amenities

In regard to Hostel Food and Amenities, analysis of data is given in the following table.

Number of Respondents: 54

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	11	20.37%
2	Fair	13	24.07%
3	Good	27	50%
4	Very Good	03	5.56%
5	Excellent	00	00

Above table shows that 50% percent of hostel inmates out of 54 are of the opinion that Hostel Food and Amenities is good whereas 24.07 percent opine that Hostel Food and Amenities is fair.

## Hostel Infrastructure

In regard to Hostel Infrastructure, analysis of data is given in the following table.

Number of Respondents: 54

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	04	7.41%
2	Fair	17	31.48%
3	Good	22	40.74%
4	Very Good	00	
5	Excellent	01	1.85%

Above table shows that 43.8 percent students out of 137 are of the opinion that hostel infrastructure is good whereas 27 percent students opine that hostel infrastructure is average.

**Data Analysis**  
**Bengtol College APJ Abdul Kalam Central Library**  
**Number of Respondents:-145**

**Male: 47**

**Female: 98**

**Time of Library visit of students:**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Before class	00	
2	During Beak	106	73.10%
3	After the Class	39	26.90%
4	Never	02	1.38%

**Number of days visited by students in a month:**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	1-7 days	98	67.59%
2	16-25days	31	21.38%
3	Every day	08	5.52

**Reasons for visiting the library:**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Use of internet	22	15.17%
2	Use of online subscription database	1	.69%
3	Find materials for assignments	13	8.97%
4	Meet friends	3	2.07%
5	To issue books	68	46.90%
6	Study or do homework	11	7.59%
7	Read magazine or Newspapers	23	15.86%
8	Others		

**Library staffs approachable and helpful:**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	141	97.24%
2	No	04	2.76%

**Availability of materials/ library collection:**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	105	72.41%
2	No	40	27.59%

**Library a pleasant and comfortable place to visit:**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	136	93.79%
2	No	09	6.21%

**Library facilities (tables, chairs, climate):**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	14	9.66%
2	Good	118	81.38%
3	Fair	10	6.90%
4	Poor	3	2.07%

**Library Accessibility(hours, technology system):**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	10	6.90%
2	Good	98	67.59%
3	Fair	27	18.62%
4	Poor	10	6.90%

**Library collection (books, periodicals):**



Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	11	7.59%
2	Good	102	70.34%
3	Fair	11	7.59%
4	Poor	21	14.48%

**Library Online subscription database:**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	3	2.07%
2	Good	110	75.86%
3	Fair	24	16.55%
4	Poor	8	5.52%

**Library technology:**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	6	4.14%
2	Good	106	73.10%
3	Fair	24	16.55%
4	Poor	9	6.21%

**Librarian's helpfulness:**

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	34	23.45%
2	Good	85	58.62%
3	Fair	18	12.41%
4	Poor	8	5.52%

**Major Observation on Library:**

- It was found that 73.10% of students visit the library during the break time.
- It was seen that 67.59% students visit library 1-7 days in a month.
- It was found that 46.90% students visit the library for the purpose of issuing books.

- **97.24% says that library staffs are approachable and helpful.**
- **72.41% are of the opinion that library collection/materials are good.**
- **93.79% are of the opinion that library is a pleasant and comfortable to visit.**
- **81.38% students are of the opinion that library facilities like chairs, tables, climate is good.**
- **67.59% of students say that library accessibility is good.**
- **70.34% of students say that library collection on periodicals is good.**
- **It was found that 75.86% of students say that library online subscription database is good.**
- **73.10% of students say that library technology is good.**
- **58.62% of students say that librarian's helpfulness is good.**

### **Conclusion:**

This data interpretation was done by Feedback Analysis Cell comprising four members headed by Benedict Hajoary (Vice Principal), Ramkrishna Chakraborty (HOD Education), Sukrajeet Daimary (Assistant Professor, Bodo) and Rudra Singh Dwimary (Librarian). Interpretation was done on Student's feedback on teachers; in addition, Students Satisfaction Survey (SSS) for College Canteen, Library, and Girls Hostel was retrieved and interpreted with extreme sincerity and honesty. The result and findings of the interpretation was kept confidential from other stake holders excepting the College Principal, Analysis team and IQAC. The report and findings was delivered to Principal for the preparation of **Action Taken Report** subsequently.

## **Action Taken Report 2020-2021**

As per the data interpretation of the feedback analysis report submitted by Feedback Analysis Committee, the result and findings of the interpretation which reflects on teachers, canteen, library and hostel are found to be satisfactory. But few exceptions on canteen and hostels, some loophole that need to be redress at the earliest. Consequently adequate funds are allocated for the up-gradation of infrastructures and to increase in the manpower of the security is required. In case of canteen the overall quality and quantity of the food items are to be made available at affordable price and the need to redress the hindrances for adequate power supply. The authority had immediately installed battery inverters for both boys and girls hostel to provide 24 hours power supply. Regarding the safety and security of both hostels private security guards are recruited. The Central Library is also need to increase the number of books and for this fund allocation need to be increased so that adequate number of the books can be increased to quench the thirsts for knowledge. To conclude the teachers or teaching faculty need to pull up the socks to guide the student at the highest level of development.



Principal/ Chairman IQAC  
Bengtol College, Bengtol,  
Chirang, Assam