
**STUDENT SATISFACTION SURVEY (SSS) FEEDBACK ANALYSIS
REPORT(2021-22)**

Bengtol College, Bengtol, Chirang, Assam, India

**INTERNAL QUALITY ASSURANCE CELL
September-2022**

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 Coordinators of IQAC Sub-Cells and members for their 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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Bengtoll College, Bengtol,
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INTRODUCTION:

Bengtol College is situated in Chirang district of Assam. Earlier it was affiliated to Gauhati University but since 2020 it came under the jurisdiction of Bodoland University. The college offers various regular courses like B.A., B.B.A and other undergraduate, diploma course and Post Graduate Distance Mode courses. Presently, over 936 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 institute also started the Feedback System for Canteen, Library and Hostel in order to find out the opinion of stakeholders from this parameter.

DATA COLLECTION AND ANALYSIS

An effort was made to receive manual feedback from the students of final year, mainly vi semester. For this purpose, a Feedback Form was created and distributed among the students of BA (Hons) 6th semester. As many as 158 responses have been received on teachers of various departments out of total 189 students of BA 6th seminars (Hons). In order to arrive at comprehensive conclusion, statistical tools like percentage, etc. have been used.

STUDENT FEEDBACK

As explained earlier, total 158 responses out of 189 have been collected from the student, of which 62.66% are female and 56.96% are male.

1. STUDENT FEEDBACK ONSUBJECT COMMAND

The college is affiliated to Bodoland University. It follows the syllabus prescribed by the university. In order to analyze the student responses on subject command various questions were asked and 158 responses were collected from the students. Each one of them is explained below.

Name of the Department: Economics

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

Session: 2021-2022

Students respondents: 12

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. Ranjit Basumatary			25.21%	60.5%	15.5%			35.25%	58.33%	06.42%			3.13%	40.94%	45.13%			18.92%	57.42%	23.66%			30.33%	62.42%	7.25%					
Nehemiah Moshahary		10.25%	67.27%	22.48%			10.33%	65.67%	24%				9.33%	64.19%	24%			12.12%	57.33%			10.24%	63.5%	26.26%						

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

Name of the Department: History

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

Session: 2021-2022

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					
Bhaben Khanikar			42.29%	25.57%	32.14%			35%	57.76%	7.24%			5.08%	40.83%	32.58%			10.30%	25.89%	40.33%			1.08%	45.78%	42.67%										
Ebria Khakhlari			18.67%	41.95%	39.38%			50.11%	38%	11.89%			10.57	35.5%	43.08%			10.78%	26.44%	36.55%			15.55%	33.31%	53.11%										
Raju Mushahary		2.36%	27.67%	40.71%	29.26%			24.22%	40.67%	35.11%				24.75%	44.83%				15.44%	35.10%			2.78%	52.44%	36.11%										

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

Name of Department: Education

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

Session: 2021-2022

Students respondents: 31

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		
SI Akand			18.43%	48.12%	33.45%			20.23%	34.12%	35.01%			21.57%	43.54%	32.13%			25.16%	40.43%	26.67%					60.90%	45.13%	6.03%			43.16%	66.34%	9.05%
RK Chakraborty			23.12%	40.76. %	36.12%				36.11 %	35.45%			9.13%	26.76%	39.45%				15.78%	65.77%					37.11%	55.06%	7.83			38.15%	39.12%	22.73%
Rimush Narzary			36.73%	40.78. %	22.49%			10.13%	33.33%	46.77%				37.44%	39.11%				17.88%	37.77%					46.11%	50.33%	3.56%			46.55%	38.99%	14.46%
Disco Moshahary			24.66%	47.11%	28.23%			09.11%	30.45%	40.43%				30.13%	37.11%			8.09%	30.89%	43.66%					46.11%	25.23%	28.66%			20.18%	57.16%	22.66%

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

Name of Department: English

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

Session: 2021-2022

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	
Dr. Dhananjoy Brahma			26.33%	41.56%	32.11%			22.10%	40.19%	37.71%		3.11	28.77%	36.66%	31.46%			15.67%	26.66%	46.67%	11%			20.12%	46.34%	33.54%					
Martin Borgoiary			26.44%	39.55%	34.01%			19.66%	43.77%	36.57%		11.13%	35.88%	44.11	8.88%			16.12%	46.33%	22.12%	15.43%			34.77%	44.89%	20.34%					
Elizabeth Basumatar y			41.1%	34.65%	24.25%			40.23%	38.34%	21.43%		11.33	44.11%	34.55%	10.01%			10.11%	32.65%	49.23%	8.01%			34.33%	45.66%	20.01%					
Dharmendra Baro			28.09%	38.80%	33.11%			42.77%	25.66%	31.57%		3.11	18.10%	54.67%	24.12%			10.22%	31.66%	40.66%	17.46%			31.90%	45.55%	22.55%					
Somika Narzary			34.90%	38.66%	26.44%			38.22%	37.11%	24.67%		5.33	22.11%	53.34%	19.22%			24.11%	26.22%	40.88%	8.79%			29.11%	48.16%	22.73%					

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

Department of Bodo

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

Session: 2021-2022

Students respondents: 36

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			21.23%	44.77%	34%			35.12%	37.77%	27.11%			20.65%	43.78%	35.57%			20.11%	40.66%	25.98%	13.25%			23.11%	43.44%	33.45%					
Jakhangsa Brahma			21.33%	45.88%	32.79%			37.65%	35.76%	26.59%			05.34%	16.90%	77.76%				11.66%	17.88%	70.46%			25.66%	50.33%	24.01%					
Dr. Rahel Mochari			22.11%	44.66%	33.23%			30.67%	35.45%	33.88%			4.67%	38.56%	28.26%			12.33	33.68%	56.77%	2.78 %			31.17%	55.55%	13.28%					
Dr. Mallika Basumata ry			19.64	39.81	40.55%			27.99	41.76	30.25%			20.33	43.96	35.71%			5.11	34.19	46.76	13.94			30.94	48.54	20.52%					

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

Department of Management

Data Interpretation/ Analysis on Feed Back Form submitted by the BA 6th Semester

Session: 2021-2022

Students respondents: 13

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	
Swmkwr Brahma			4.12%	60.66%	35.22%			28.77%	46.66%	24.57%			9.26%	58.22%	35.52%			3.33	26.88%	27.77%	42.02%			39.44%	50.12%	10.44%					
Lily Iswary			9.22%	58.88%	31.9%		6.77	33.31%	45.55%	14.37%			11.44%	55.34%	33.22%				15.12%	20.88%	64%			36.77%	44.76%	18.47%					
Ali Akbar Sheik			9.11%	22.11%	30.79%		7.77	24.11%	50.23%	17.89%			16.12	64.23	9.66%			13.14	22.55%	46.88%	17.43%			36.45%	47.67	15.88%					

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% eighteen teaching faculty members were rated as excellent over subject command out of 24 teachers. And the range of 40 to 60%, 18 teachers were rated as very good in the same parameter.
2. It was found that in the range of 30% to 50% eight 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 in the range of 30% -60%, eleven teaching faculty members were rated as excellent with regard to helping attitude out of 24 teachers. And the ranges of 40 to 60%, fourteen teachers were rated as very good in the same parameter.
4. It was found that 08 teacher's fall in the range of 30% to 70% as Excellent and the rest of teachers are rated as good and very good.
5. It was observed that only 4 teachers were rated above 30% out of 24 teachers as excellent with regard to Class Management.
6. The college maintains Laboratory system particularly for the students of Education (Honors only). Out of four teaching faculty only two teachers scored above 22% 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, analysis of data is given in the following table.

Number of Respondents: 158

Sl. No.	Statement	Total Response	Percentage of Responses of Respondents
1	Average	27	17.09%
2	Good	36	22.78%
3	Very Good	70	44.30%
4	Excellent	25	15.82%

Above table shows that 17.09% percent students out of 158 are of the opinion that canteen management and service are Average, and 22.78% percent students opine that canteen management and service is good.

QUALITY OF FOOD ITEMS

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

Number of Respondents: 158

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	15	9.49%
2	Good	57	36.08%
3	Very Good	86	54.43%
4	Excellent	-----	

Above table reveals that 9.49% percent students out of 158 are of the view that quality food items are Average whereas 36.08% students opine that items of food quality are good. No students responded the food items as excellent.

PRICE OF FOOD ITEMS

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

Number of Respondents: 158

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Fair	113	71.52%
2	High	16	1.01%
3	Manageable	29	12.03%

Above table indicates that 1.01% percent students out of 158 are of the view that price of food items are high whereas only 12.03% percent of students opine that price of food items is manageable.

MENU OF THE CANTEEN

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

Number of Respondents: 158

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Satisfactory	83	52.53%
2	Average	36	22.78%
3	Not Satisfactory	39	24.68%

Majority of the students 24.68% 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: 158

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	29	18.35%
2	Good	42	26.58%
3	Very Good	87	55.06%
4	Excellent	

Above table indicates that 18.35% percent of students opine that cleanliness and eco-friendliness of the canteen is average, and only 55.06% percent of students opine canteen as very good.

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: 72

Items	Response	Total Response	Percentage of respondent
Internet	Yes	0	0%
	No	72	100%
Newspaper	Yes	72	100%
	No	0	0%
Television	Yes	72	100%
	No	0	0%

100% Hostellers agree there is no internet facility in the hostel, whereas 100% hostellers replied that Newspaper and Television facilities are available in the hostel.

DATA ANALYSIS ON COLLEGE HOSTEL

Hostel Management

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

Number of Respondents: 72

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	04	5.56%
2	Fair	15	20.83%
3	Good	16	22.22%
4	Very Good	29	40.28%
5	Excellent	00	0%
6	Not Responding	08	11.11%

Above table shows that majority of hostel inmates i.e. 5.56% are of the opinion that hostel management is average whereas only 40.28 % rate as very good.

Hostel Security

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

Number of Respondents: 72

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	53	73.61%
2	No	19	26.38%

Above table shows that 73.61% of hostel inmates feels that there is 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: 72

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	09	12.51 %
2	Fair	07	9.7%
3	Good	44	61.11%
4	Very Good	10	13.88%
5	Excellent	0	0
6	Not Responding	02	2.78%

Above table shows that 12.51% of hostel inmates feel that hostel environment and discipline is average whereas 61.11% 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: 72

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excessive	04	5.56%
2	Average	20	27.78%
3	Fair	48	66.67%

The above table depicts that 66.67% percent of hostel inmates are of the opinion that hostel fees is Fair, whereas 5.56% percent are of the opinion that hostel fees is excessive .

Food and Amenities

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

Number of Respondents: 72

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	0	0
2	Fair	1	1.39%
3	Good	29	40.28%
4	Very Good	42	58.33%
5	Excellent	00	00

Above table shows that 58.33% percent of hostel inmates out of 72 are of the opinion that Hostel Food and Amenities is very good whereas 1.39%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: 72

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	05	6.97%
2	Fair	17	23.61%
3	Good	43	59.72%
4	Very Good	07	9.72
5	Excellent	00	00

Above table shows that 59.72% percent students out of 72 are of the opinion that hostel infrastructure is good whereas 6.97% percent students opine that hostel infrastructure is average.

Data Analysis Bengtol College APJ Abdul Kalam Central Library Number of Respondents:-158

Male: 68

Female: 90

Time of Library visit of students.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Before class	00	
2	During Beak	110	69.62%
3	After the Class	39	24.68%
4	Never	09	5.69%

Number of days visited by students in a month.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	1-7 days	99	62.66%
2	16-25days	42	26.58%
3	Every day	17	10.76%

Reasons for visiting the library.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Use of internet	27	17.09%
2	Use of online subscription database	3	1.89%
3	Find materials for assignments	15	9.49%
4	Meet friends	1	0.63%
5	To issue books	70	44.30%
6	Study or do homework	20	12.66%
7	Read magazine or Newspapers	22	13.92%
8	Others		

Library staffs approachable and helpful.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	144	91.14%
2	No	14	8.86%

Availability of materials/ library collection.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	110	69.62%
2	No	48	30.38%

Library a pleasant and comfortable place to visit.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	150	94.94%
2	No	08	5.06%

Library facilities(tables,chairs,climate)

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	30	18.99%
2	Good	115	72.78%
3	Fair	8	5.06%
4	Poor	5	3.16%

Library Accessibility (hours, technology system)

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	70	44.30%
2	Good	65	41.14%
3	Fair	20	12.66%
4	Poor	3	1.89%

Library collection (books, periodicals)

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	80	50.63%
2	Good	53	33.54%
3	Fair	16	10.13%
4	Poor	9	5.69%

Library Online subscription database.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	120	75.95%
2	Good	16	10.13%
3	Fair	12	7.59%
4	Poor	10	6.33%

Library technology

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	85	53.80%
2	Good	72	45.57%
3	Fair	1	.63%
4	Poor	0	----

Librarian's helpfulness.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	45	28.48%
2	Good	65	41.14%

3	Fair	26	16.46%
4	Poor	22	13.93%

Major Observation on Library:

It was found that 69.62% of students visit the library during the break time.

It was seen that 62.66% students visit library 1-7 days in a month.

It was found that 44.30% students visit the library for the purpose of issuing books.

91.14% says that library staffs are approachable and helpful.

69.62% are of the opinion that library collection/materials are available.

94.94% are of the opinion that library is a pleasant and comfortable to visit.

72.78% students are of the opinion that library facilities like chairs, tables, climate is good.

Whereas 18.99% are of the opinion that library facilities like chairs, tables, climate is excellent.

44.30% of students say that library accessibility is excellent.

50.63% of students say that library collection on periodicals is excellent.

It was found that 75.95% of students say that library online subscription database is excellent.

53.80% of students say that library technology is excellent.

41.14% of students say that librarian's helpfulness is good

Conclusion:

This data interpretation was done by Feedback Analysis Cell comprising four members headed by Mr. Benedict Hajoary (Vice Principal) and Mr. Ramkrishna Chakraborty (HOD Education). 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.



Principal
Bengtol College
Bengtol.

