

# THE STUDENTS' SATISFACTION SURVEY REPORT 2017



**INTERNAL QUALITY ASSURANCE CELL  
ASSAM UNIVERSITY,  
SILCHAR 788011**










# **THE STUDENTS' SATISFACTION SURVEY REPORT, 2017**

The report is prepared by Internal Quality Assurance Cell, Assam University based on the Students' Satisfaction Survey conducted in 2017 at Silchar Campus.




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# From the Director's Desk: About the survey



The need of conducting the **Students' Satisfaction Survey** is enormous. It tells us about the opinion of the students about the efficiency of various facilities available in the university and also about their requirements for different other services. Such survey thus gives an outline about how things are to be planned to ensure better services and facilities to students who happen to be the foremost stakeholder of the University. This was also a suggestion from the NAAC Peer Team during their last visit to Assam University in 2014. Accordingly, a satisfaction survey on facilities provided by the university to the students was planned.

Based on a Pilot Survey conducted on a small sample of students the difficulty and expectations of students on various facilities were identified. Consequently, a Questionnaire was developed (cf. Appendix, page 25) with different facilities categorized into 6 broad groups viz. Facilities in the Hostel (4 sub-parameters), Basic Facilities and Cleanliness (5 sub-parameters), Physical Facilities (4 sub-parameters), Facilities related to Information Technology Enabled Services (4 sub-parameters), Logistic and Medical Facilities (5 sub-parameters) and Sports, Extra-Curricular and Other Student Related Facilities (6 sub-parameters).

In every sub-parameter there are three levels for the respondent to comment viz. High, Medium and Low. There is a fourth level as well, 'No Experience', which the respondents shall select in case they have never used that facility. The responses obtained in this way are compiled into a spreadsheet and then transformed to a ten point scale after averaging across all respondents. The mean of the average score in ten point scale for the different sub-parameters provide the score under that facility. Since 5 is the middle point of the scale, so a value above 5 indicates an above average satisfaction score and vice versa.



## About the survey

The methodology shall enable the University to understand the facilities that are yet to be adequate for the students' vis-à-vis the corresponding sub-parameters that require immediate attention.

30 copies of the questionnaire were sent to each of the departments of Assam University, Silchar Campus from the IQAC office. It was requested to distribute the 30 copies randomly to the students of the department. In case a department has less than 30 students, information is to be collected from all the students of the department. The filled in questionnaires are then sent back by the departments to IQAC. From Silchar campus two departments, viz. Arabic and Mathematics did not complete the survey.

The questionnaire was sent to Diphu Campus of Assam University by Email. The satisfaction survey is in progress at their end. Once the raw data is available, IQAC shall come up with another such Students' Satisfaction Survey report specifically for the Diphu Campus of Assam University.

The IQAC office takes this opportunity to thank whole heartedly the University authority for providing necessary permission to conduct the survey, all the Head of the departments and the departmental IQAC coordinators for their support in implementing the survey and most importantly the students who expressed their views.

It is been hoped that such a survey shall help the university to understand both short term and long term need of the students and plan accordingly.



## Facilities in the Hostel







## **FACILITIES IN THE HOSTELS**

**There are 9 hotels in Assam University (Silchar Campus).**

**Five of them are Women Hostel and four of them are for Men.**

**The satisfaction level is measured on four sub-parameters:**

- (i) Quality of food**
- (ii) Quality of lodging**
- (iii) Internet facility**
- (iv) Cleanliness in the hostel**

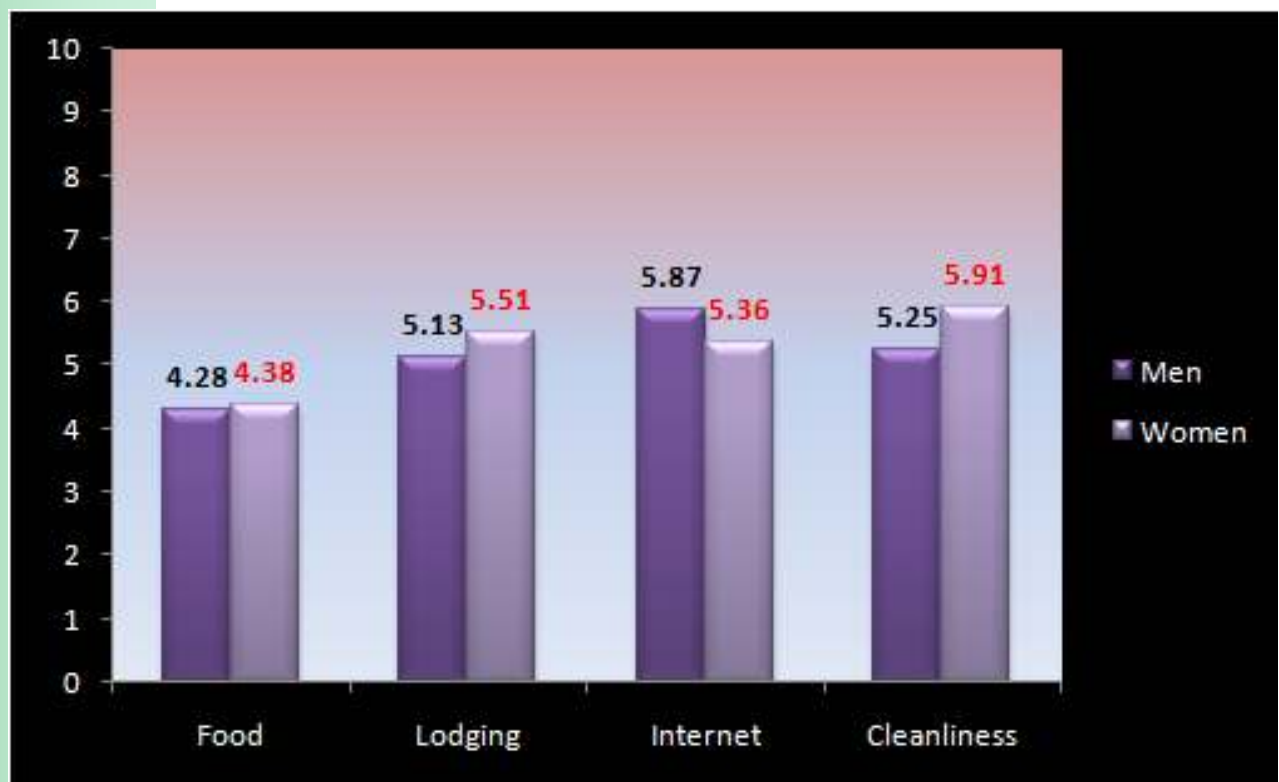
**251 female students and 176 male students participated in the survey concerning hostels. In a ten point scale the satisfaction level is 5.29 in the women's hostel and 5.13 in the men's hostel.**



## FACILITIES IN THE HOSTEL

In the parameterwise break up it is seen that satisfaction level is least in case of “Quality of Food” in both men’s and women’s hostel.

The other facilities are just above average. The figure below provides the detailed comparison.







## Basic Facilities and Cleanliness of the Campus





## BASIC FACILITY & CLEANLINESS

**The Satisfaction of the Students in the Basic Facilities available in the departments and overall cleanliness is measured through**

- (i) Drinking water facility**
- (ii) Canteen facility**
- (iii) Cleanliness in the campus**
- (iv) Waste management facility**
- (v) Cleanliness in Wash rooms**

**950 students participated in the survey. In a ten point scale the satisfaction level in Basic Facility and Cleanliness is 5.65.**