

# THE STUDENTS' SATISFACTION SURVEY REPORT 2017



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








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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

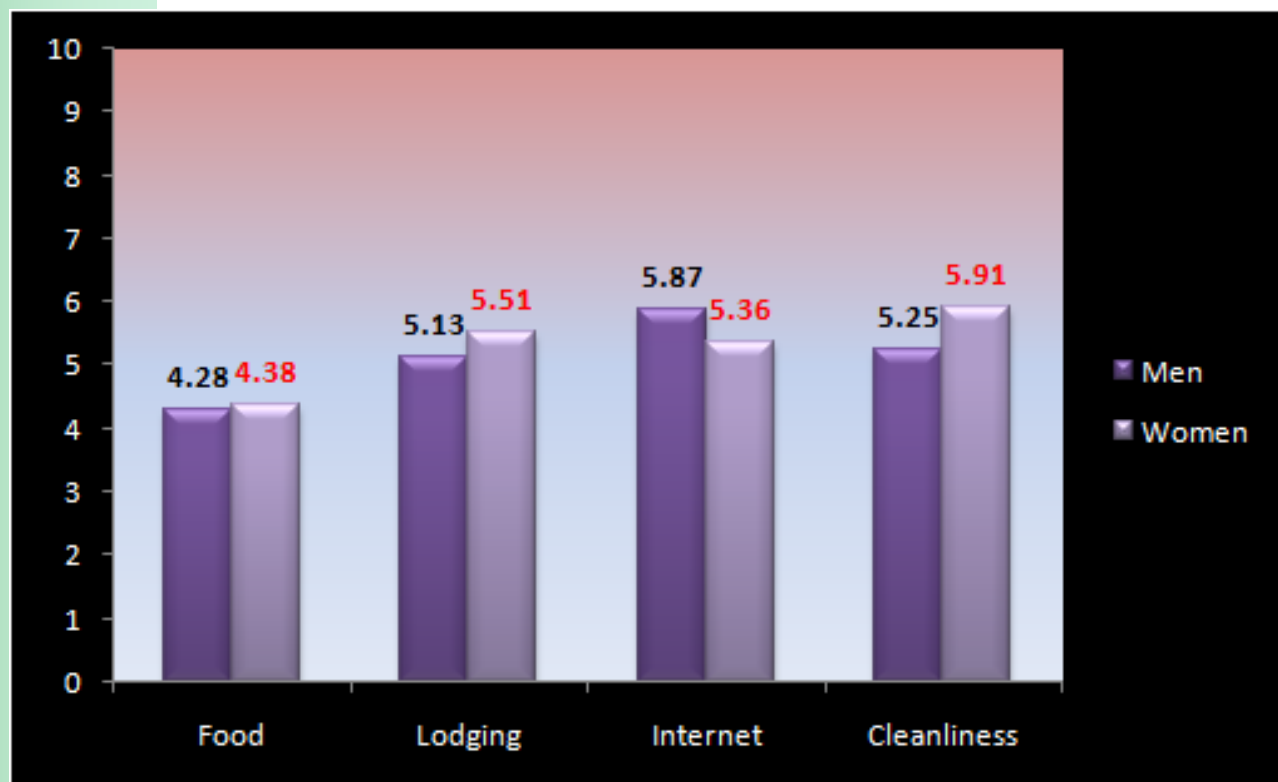
251 female students and 176 male students participated in the survey concerning hostels. In a ten point scale the satisfaction level is 5.29 in the women's hostel and 5.13 in the men's hostel.



## 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**

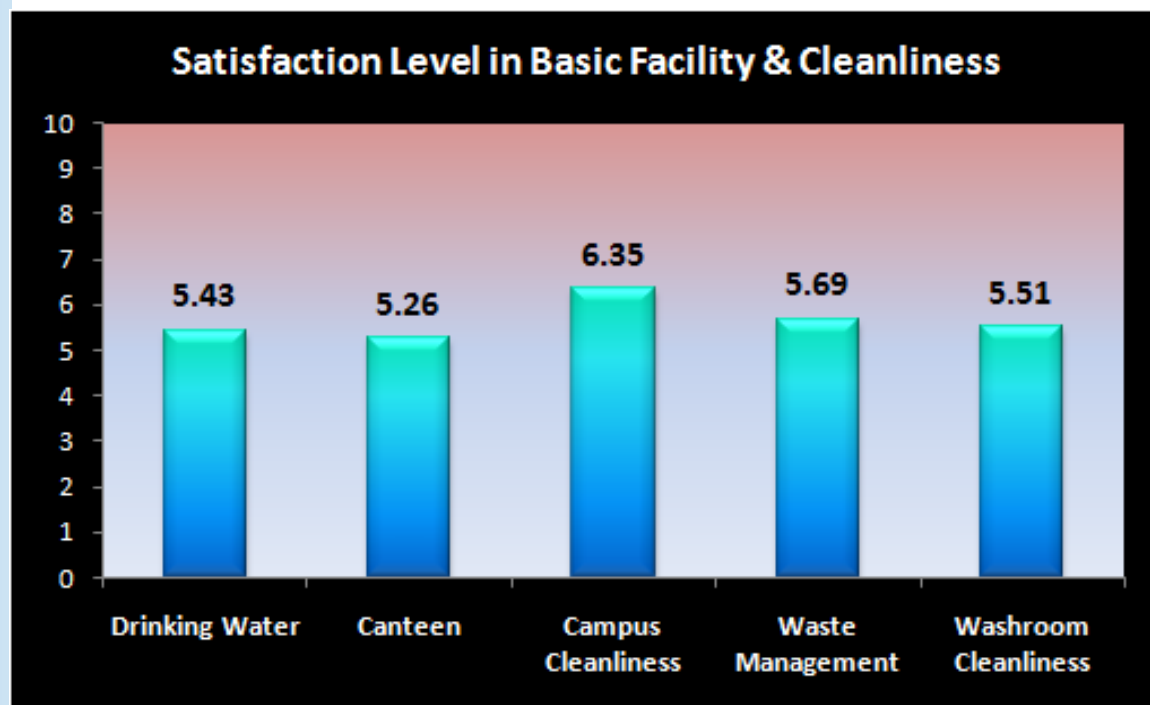
**950 students participated in the survey. In a ten point scale the satisfaction level in Basic Facility and Cleanliness is 5.65.**





## BASIC FACILITY & CLEANLINESS

In the parameterwise break up it is seen that satisfaction level is least in case of “Canteen Facility” in the university and maximum in case of Campus Cleanliness.



## Physical Facilities in the Campus





## PHYSICAL FACILITY

**The Satisfaction of the Students about the Physical Facilities available in the Campus is measured through the accessibility of the following amenities in the campus:**

- (i) Functioning of ATMs**
- (ii) Photocopying centers**
- (iii) Banks**
- (iv) Stationery Stores**

**921 students participated in the survey. In a ten point scale the satisfaction level in Basic Facility available in the campus is 5.93.**

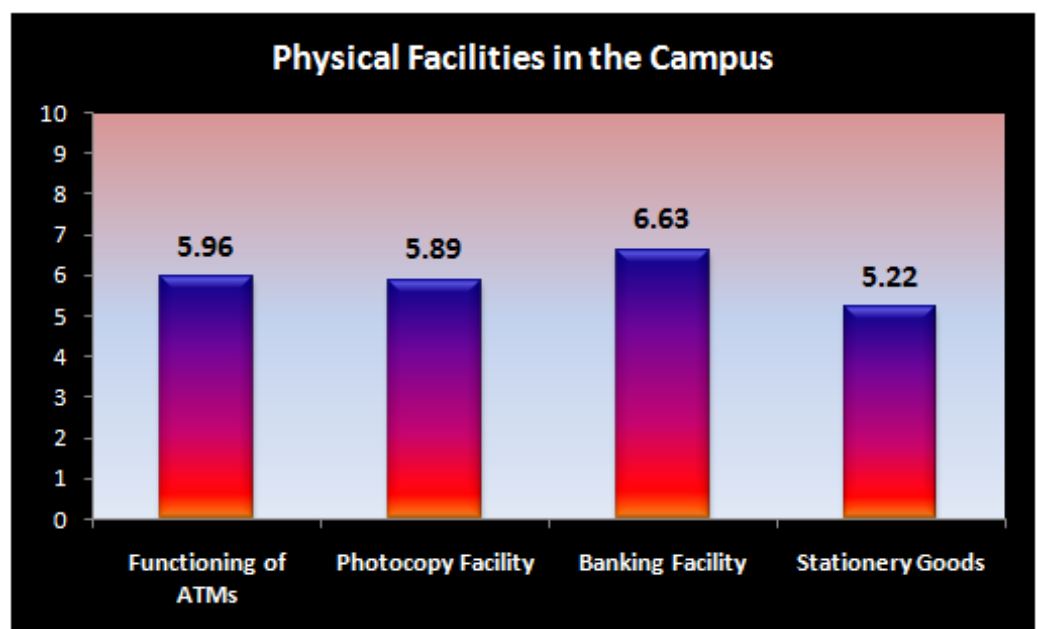




## PHYSICAL FACILITY

In the parameterwise break up it is seen that satisfaction level is least in case of “Availability of Stationery Goods in the Campus” and is maximum in case of “Banking Facility Available in the Campus”.

However, in case of all the facilities in this category the satisfaction level is above average, as can be seen in the figure below.





## Facility of Information Technology Enabled Services in the Campus





## Information Technology Enabled Services

**The Satisfaction of the Students about the Information Technology Enabled Services available in the Campus is measured through the accessibility to the following amenities in the department:**

- (i) Computer lab facility**
- (ii) Availability of Laboratory equipments**
- (iii) Use of teaching aids in the class room**
- (iv) Internet facility in the department**

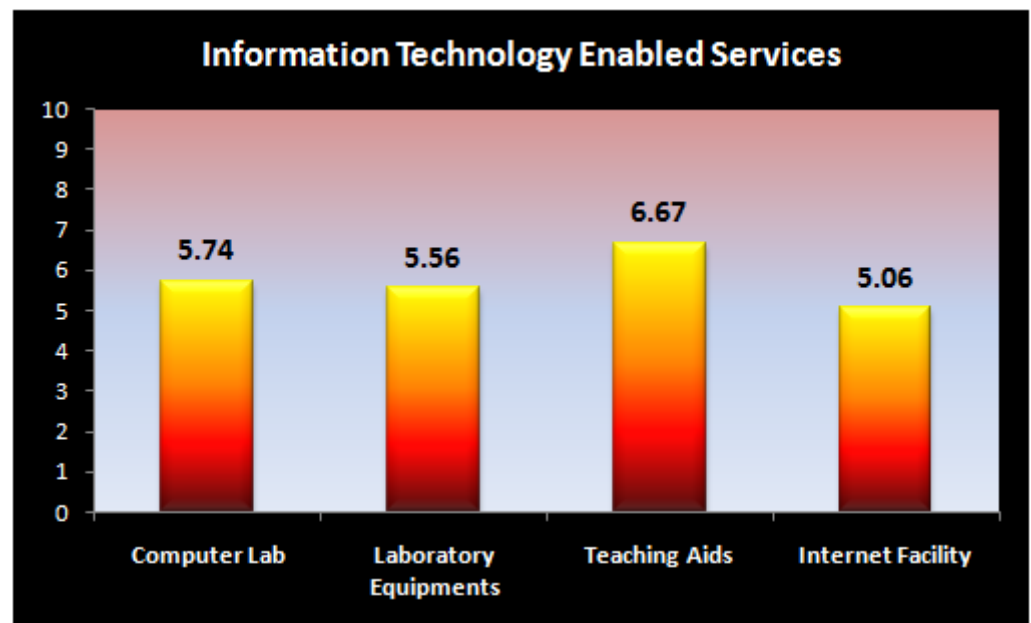
**898 students participated in the survey. In a ten point scale the satisfaction level in Information Technology Enabled Services is 5.76.**



## Information Technology Enabled Services

In the sub-parameterwise break up it is seen that satisfaction level is least in case of "Internet Facility in the Department" and is maximum in case of "Use of Teaching aids in Classroom".

However, in case of all the facilities in this category the satisfaction level is above average, as can be seen in the figure below.



## Logistic and Medical Facility





## **Logistics and Medical Facility**

**The Satisfaction of the Students about the Logistics, Medical and Library Facility available in the Campus is measured through the following sub-parameters:**

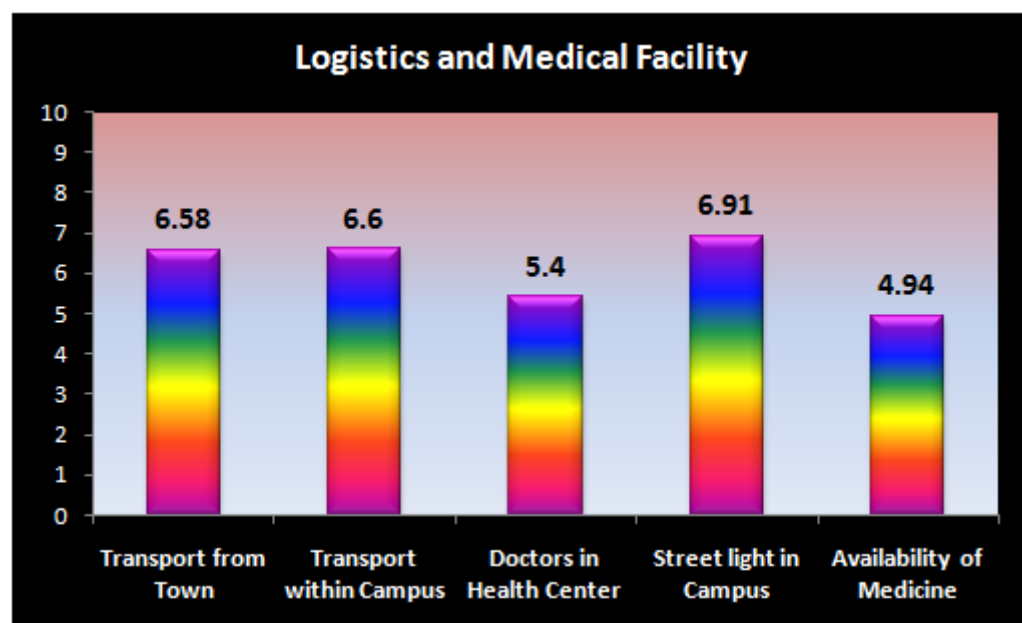
- (i) Transport facility from town to university**
- (ii) Transport Facility within the campus**
- (iii) Availability of Doctors in Health Center**
- (iv) Street light in the campus**
- (v) Availability of medicine in Health Center**

**943 students participated in the survey. In a ten point scale the satisfaction level in Logistics, medical and library facility is 6.09.**

## Logistics and Medical Facility

In the parameterwise break up it is seen that satisfaction level is least in case of "Availability of Medicine in University Health Centre" and is maximum in case of "Transport Facility".

In four of the five facilities in this category the satisfaction level is above average, as can be seen in the figure below.





## Sports, Extra Curricular and other Student Related Facility





## **Sports, Extracurricular & Other Facilities**

**The satisfaction of the Students regarding Sports, Extra-Curricular and other Student Related Facilities is measured through the accessibility to the following services:**

- (i) Placement facility**
- (ii) Facility for indoor/outdoor sports**
- (iii) Facility of students counseling**
- (iv) Facility for remedial coaching**
- (v) Facility for organizing extra-curricular activities**
- (vi) Grievance Redressal Mechanism**

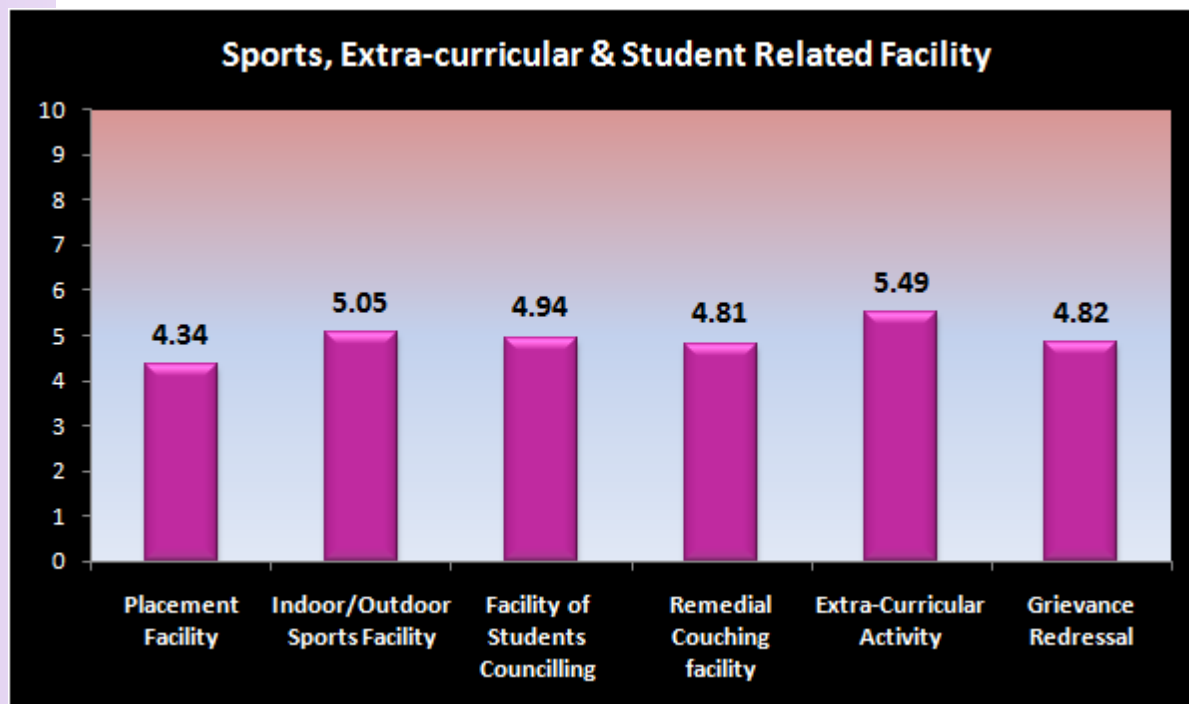
**921 students participated in the survey. In a ten point scale the satisfaction level in this category is 4.22.**



## Sports, Extracurricular & Other Facilities

In the parameterwise break up it is seen that satisfaction level is least in case of "Placement Facility" and is maximum in case of "Facility for Organizing Extra Curricular Activities".

In four out of the six facilities in this category the satisfaction level is below average, as can be seen in the figure that follows.





## Recommendations from the Survey





## Recommendations from the Survey

The overall satisfaction level of the students about the facilities provided by the university is just above average, as in most cases 5 or little above 5 is the response 10 point scale.

The following are the main issues in which the university authority shall pay immediate attention:

- The Canteen facility in the campus needs improvement.
  - Number of canteens shall be increased.
  - The quality of food in the canteens and the availability of safe drinking water may be monitored.
  - Use of plastic disposable containers should be restricted.
- Some stores selling stationery items in the campus are necessary. There are very few such stores in the campus and they are remotely located. This was also a recommendation of the Academic and Administrative Audit in 2011.





## Recommendations from the Survey (cont...)

- The internet facility in the campus for students shall be enhanced. However, the work of Wi-Fi campus is on and once done shall cater to the students' need.
- Students seem to be quite dissatisfied with the availability of medicines in the health centre of the university. This may be improved.
- The placement and the counseling facilities demand improvement.
- The quality of meal provided in the hostel requires improvement.



## People who made it possible

The Team IQAC worked very hard to successfully conduct the First Ever Students Satisfaction Survey at Assam University, Silchar campus.

The designing of the questionnaire was materialized by Prof. Joyati Bhattacharya and Dr. Prodipto Das both Assistant Directors of IQAC.

The printing of questionnaire was done at S Cube, Silchar.

The packing, circulation and collection of the questionnaires was done by Mr. Pranesh Paul of IQAC office.

The data was collected from the students through questionnaires by the Head of the concerned departments and the departmental IQAC coordinators.

The data entry was done by Mr. Uttam Roy with assistance from Mr. Amit Yadav and Ms. Rajlakshmi Bhattacharjee of IQAC office.

The data analysis and report writing was done by Prof. Dibyojyoti Bhattacharjee, Director of IQAC.



## Appendix

### STUDENTS' SATISFACTION SURVEY ON OVERALL FACILITIES IN THE ASSAM UNIVERSITY CAMPUS

Name: \_\_\_\_\_ Course \_\_\_\_\_ Gender: \_\_\_\_\_

Department: \_\_\_\_\_ Semester: \_\_\_\_\_ Cell No. \_\_\_\_\_

This is a Students' Satisfaction Survey is conducted to learn about the students' requirements in terms of the facilities that the university is offering to the students. The respondent is required to tick (✓) in the appropriate column against each parameter. In case he/she do not have any idea about certain parameters, the respondent is requested to tick (✓) the 'No Experience' column.

#### A. Basic facility and cleanliness in the campus and department

Sl. No.	Parameter	High	Medium	Low	No Experience
1	Drinking Water facility				
2	Canteen facility				
3	Cleanliness in the Campus				
4	Waste management facility				
5	Cleanliness of Washrooms				

#### B. Physical facilities in the campus

Sl. No.	Parameter	High	Medium	Low	No Experience
1	Functioning of ATMs in the campus				
2	Availability of photo copying centres in the campus				
3	Banking facility within the campus				
4	Availability of stationery goods in the campus				

#### C. Facility of Information Technology Enabled Services (ITES)

Sl. No.	Parameter	High	Medium	Low	No Experience
1	Computer Lab facility				
2	Availability of Laboratory equipments				
3	Use of teaching aids in the classroom				
4	Internet facility in the department				



## D. Logistics, Medical and Library Facilities

Sl. No.	Parameter	High	Medium	Low	No Experience
1	Transport facility from town to university				
2	Transport facility within the campus				
3	Availability of doctors in health centre				
4	Street light facility in/ the campus				
5	Availability of Medicine in university health centre				

## E. Sports, Extra Curricular and other Student Related Facilities

Sl. No.	Parameter	High	Medium	Low	No Experience
1	Placement facility				
2	Facility for indoor/outdoor sports				
3	Facility of Students counselling				
4	Facility for remedial coaching				
5	Facility for organising extra-curricular activities				
6	Grievance Redressal Mechanism				

## F. Hostel Facilities

Sl. No.	Parameter	High	Medium	Low	No Experience
1	Quality of Food in the hostel				
2	Quality of Lodging in the hostel				
3	Internet facility in the hostel				
4	Cleanliness in the hostel				

(Signature of the Student)

It is certified that the information provided by the student named above is a bonafide student of the department.

(Signature of the HoD/Departmental IQAC Coordinator)

Department of \_\_\_\_\_, Assam University, Silchar.