



Analysis of Students' Satisfaction on overall Institutional Performance 2018-19

The Internal Quality Assurance Cell of the College conducts a manual student satisfaction survey on overall institutional performance from the students of Semester-V, Batch-4 (2017-20) on 10th Oct', 2019. Total 534 students gave their responses simultaneously on teaching-learning process, evaluation process, library services and administration friendly & hygienic services provided by the College. In order to ensure an unbiased students' feedback on teaching-learning process, there was an exchange of faculty from one Department to the other Department.

The questionnaire consists of four criteria comprising with 19 questions. The students are asked to put their satisfaction ratings against the options, '5 (85% to 100%)', 4 (70% to 84%), 3 (55% to 69%), 2(30% to 54%), 1(Below 30%) on (1) six simple questions regarding Teaching-Learning process based on which Teaching-Learning Composite Index (TLCI) is constructed; (2) responses about evaluation process on three questions based on which Evaluation Composite Index (ECI) is constructed; (3) responses on four simple questions regarding library services based on which Library Composite Index (LCI) is constructed and (4) responses on six simple questions about administration, based on which Administration Composite Index (ACI) is constructed.

The students' responses are analysed by the IQAC Committee and feedback is discussed in the meeting of IQAC and Head of the Departments. The analysis is illustrated in the following Tables-1 & 2.

It is found that Teaching-Learning Composite Index (TLCI) is 77. That is, 77 percent students' satisfactory rating on teaching-learning process is 5 (85% to 100%). If we go through the next rating, 15 percent students' satisfactory rating is 4 (70% to 84%). That is, 92 percent students' satisfaction on teaching-learning process is 5 to 4.

The Evaluation Composite Index (ECI) is 78. This means that 78 percent students' satisfactory rating on evaluation process is 5. It is also found that next 15 percent students' satisfactory rating on evaluation is 4. That is, 92 percent students' satisfaction on evaluation process is also 5 to 4.

The Library Composite Index (LCI) is 62. This implies that 62 percent students' satisfactory rating on library service is 5. It is also shown that next 20 percent students' satisfactory rating on library service is 4. That is, 82 percent students' satisfaction on library service is 5 to 4.

The Administration Composite Index (ACI) is 59. That is, 59 percent students' satisfactory rating on administration friendly & hygienic services is 5. If we go through the next rating, 21 percent students' satisfactory rating on administration is 4. That is, 80 percent students' satisfaction on administration is 5 to 4.



Table 1: Students' Satisfactory Rating on overall Institutional Performance

Indicators	Value(%)
1. Teaching-Learning Composite Index (TLCI)	77
2. Evaluation Composite Index (ECI)	78
3. Library Composite Index (LCI)	62
4. Administration Composite Index (ACI)	59

Figure: Students' Satisfactory Rating on Overall Institutional Performance 2018-19

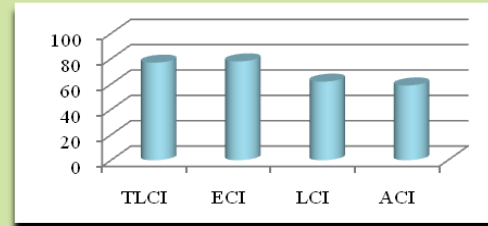


Table 2: 1. Teaching-Learning Composite Index (TLCI)

Sl. No.	Simple Indicators	5 (85% to 100%)	4 (70% to 84%)	3 (55% to 69%)	2 (30% to 54%)	1 (Below 30%)	Total
1.	Syllabus Coverage	1616 (79)	269 (13)	110	47	10	2052
2.	Teachers' Preparation	1640 (80)	246 (12)	116	36	14	2052
3.	Teachers' Communication	1608 (78)	259 (13)	119	43	23	2052
4.	Detailed Topic Discussion	1605 (78)	277 (13)	107	44	19	2052
5.	Encouragement in Classroom Interaction	1489 (73)	410 (20)	92	48	13	2052
6.	Attention Paid to Slow Learners	1488 (73)	390 (19)	98	50	26	
-	TLCI (Average of ratio of 6 simple Indicators of rating '5')	77	15	-	-	-	

2. Evaluation Composite Index (ECI)

1.	Regularity of Tests	443 (83)	74 (14)	13	4	0	534
2.	Transparency in Evaluation	421 (79)	81 (15)	22	8	2	534
3.	Use of Non-traditional Methods of Evaluation	393 (74)	86 (16)	39	13	3	534



-	ECI (Average of ratio of 3 simple indicators of rating '5')	73	15	-	-	-	
3. Library Composite Index (LCI)							
1.	OPAC facility	345 (65)	108 (20)	45	14	22	534
2.	Availability of Library Books	318 (60)	105 (20)	61	33	17	534
3.	Reading Room Facility	336 (63)	100 (19)	40	31	27	534
4.	Co-operation of Library Staff	335 (63)	111 (21)	49	19	20	534
-	LCI (Average of ratio of 4 simple indicators of rating '5')	62	20	-	-	-	
4. Administration Composite Index (ACI)							
Sl. No.	Simple Indicators	5 (85% to 100%)	4 (70% to 84%)	3 (55% to 69%)	2 (30% to 54%)	1 (Below 30%)	Total
1.	Cooperation of College Office	401 (75)	74 (14)	40	11	8	534
2.	Floral wealth in College Campus	365 (68)	108 (20)	40	15	6	534
3.	Clean Classrooms	350 (66)	107 (20)	45	20	12	534
4.	Clean Toilets Provision of	258 (48)	91 (17)	56	43	86	534
5.	Purified Drinking Water	321 (60)	127 (24)	46	26	14	534
6.	Hygienic Canteen	208 (39)	153 (29)	65	41	67	534
-	LCI (Average of ratio of 6 simple indicators of rating '5')	59	21	-	-	-	



Method of Making Composite Index for Analysing Students' Satisfaction Rating

1. **Teaching-Learning Composite Index (TLCI)** is the simple average of ratio of 6 simple indicators rating '5' regarding Teaching-Learning Process. That is,

$$\text{TLCI} = \frac{\sum_{i=1}^6 \text{Ratio of } I_i\text{-th simple indicators rating '5'}}{6}$$

2. **Evaluation Composite Index (ECI)** is the simple average of ratio of 3 simple indicators rating '5' regarding evaluation process. That is,

$$\text{ECI} = \frac{\sum_{i=1}^3 \text{Ratio of } I_i\text{-th simple indicators rating '5'}}{3}$$

3. **Library Composite Index (LCI)** is the simple average of ratio of 4 simple indicators rating '5' regarding Library Services. That is,

$$\text{LCI} = \frac{\sum_{i=1}^4 \text{Ratio of } I_i\text{-th simple indicators rating '5'}}{4}$$

4. **Administration Composite Index (ACI)** is the simple average of ratio of 6 simple indicators rating '5' of administration friendly & hygienic services. That is,

$$\text{ACI} = \frac{\sum_{i=1}^6 \text{Ratio of } I_i\text{-th simple indicators rating '5'}}{6}$$

where i = number of simple Indicators