

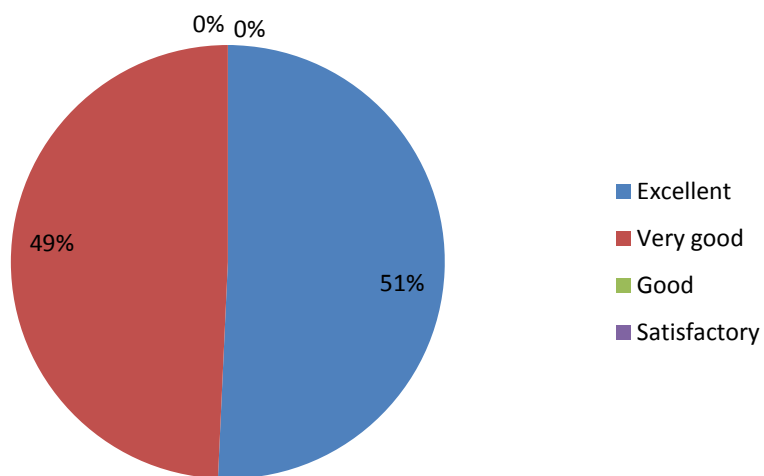
## **Student Satisfaction Survey (SSS) on overall institutional performance:**

### **Session 2019-2020**

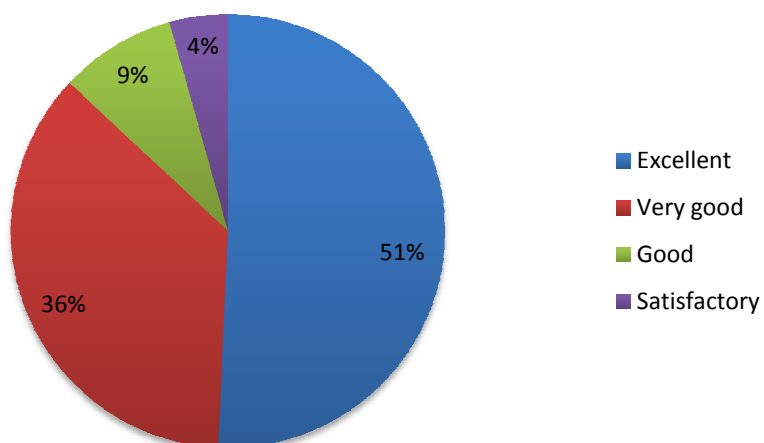
The major goal of higher education is to create knowledge and spread it for the betterment of the world through creativity and the preparation of students' brains. This encouraging trend in higher education demonstrates how critical it is for educational institutions to evaluate student happiness in today's competitive climate. Students must be satisfied with things such as a suitable learning environment, public places, campus accessibility, and laboratory and classroom facilities, as well as staff satisfaction. In order to garner student opinion and viewpoint on the institutional environment, programmes, and services, the **Marwari College, Bhagalpur** had conducted student satisfaction survey for the session **2019-2020**. The pupils were given **sixteen questions** to answer as '**excellent**', '**very good**', '**good**', or '**satisfactory**'. Students from various disciplines took part in the event. This survey looks to be an honest attempt to obtain input in order to improve the effectiveness of the institution's experience for students. For the question regarding teaching methodology and explanation of concepts, a total of 51% students replied 'excellent' and 49% reciprocated 'very good'. The laboratories and practical classes were rated 'very good' by 33% students and 'good' by a total of 50% students. Around 87% students reported fee structure in the categories 'excellent' and 'very good'. The same trend was noted for grievance redressal mechanism where 62% students found the process as 'excellent' to 'very good'. A total of 70% students rated the evaluation of internal assessments and degree examinations as 'excellent' to 'very good'. The institute also fared better in toilet and sanitation facilities as well as drinking water facilities. Moreover, the behavior of administrative staff was also appreciated by the students. A total of 71% students rated the health care camps organized by the college as 'excellent' to 'very good'; nearly 79% students found NCC and NSS activities as 'excellent' to 'very good'; an overwhelmingly 88% students reported greenery of the college as 'excellent' to 'very good'. The students enthusiastically appreciated the social and cultural events organized by the institute. The individual development programmes organized by the college were appreciated as well. A total of 61% students rated availability of library for reading materials ranging from 'excellent' to 'good'. Approximately 83% students reported internet facility in the range from 'excellent' to 'good'. Overall, the performance of the institute was well appreciated by the students. The feedback obtained will be helpful to remove the limitations the

survey found. The survey will definitely assist the institute for the betterment of higher education and students of the current session as well as coming sessions. The survey's results are displayed in the form of pie charts below.

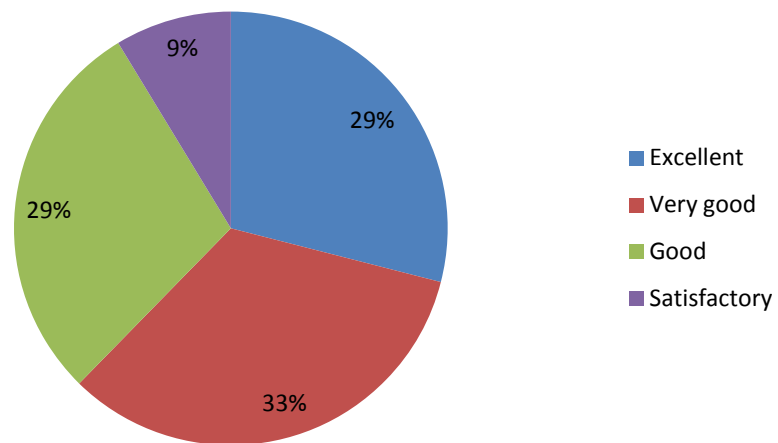
**Q.1.** How would you rate the teaching methodology and explanation of concepts delivered in the classroom?



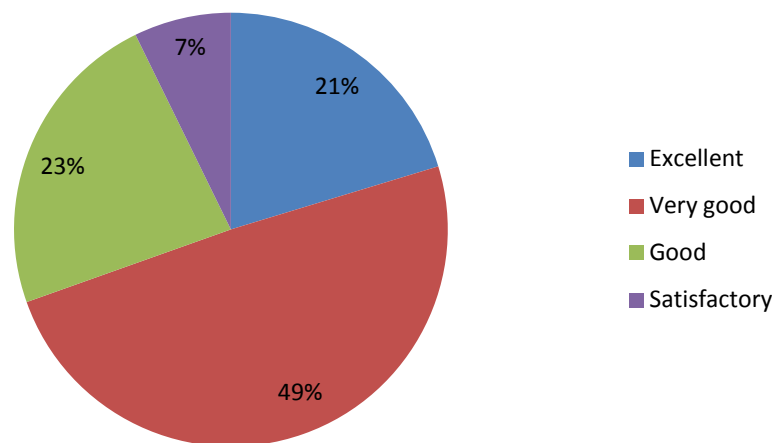
**Q.2.** How would you rate fee structure?



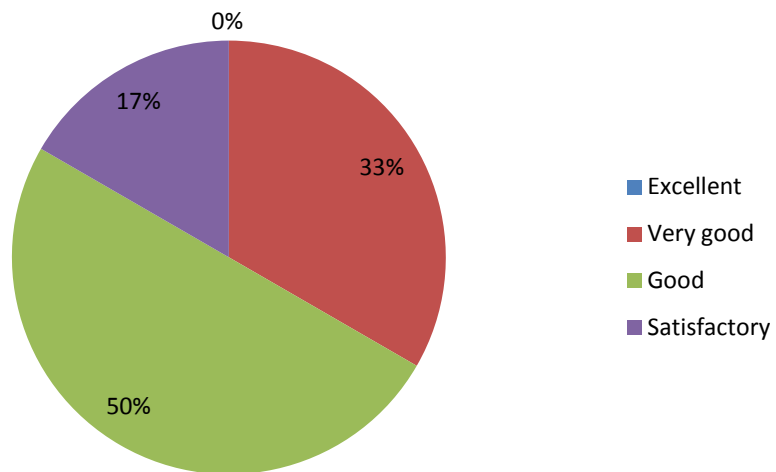
**Q.3.** How would you rate the grievance redressal mechanism of the college?



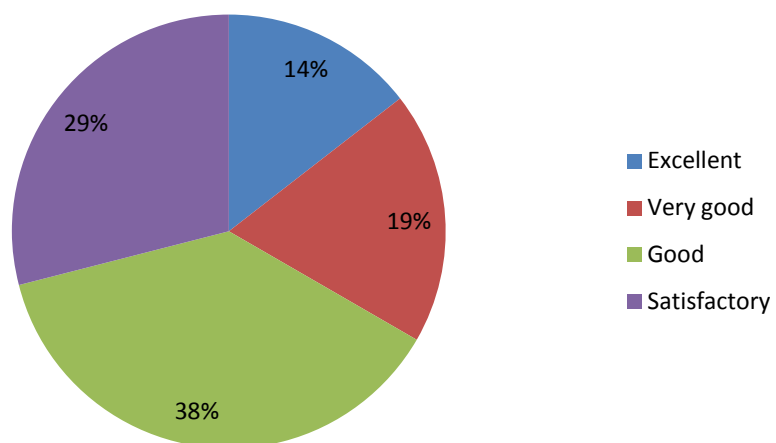
**Q.4.** How would you rate the evaluation of internal assessments and degree examinations?



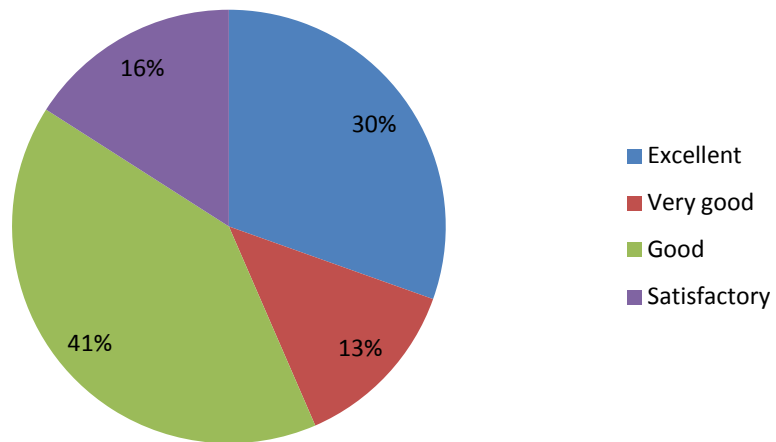
**Q.5.** How would you rate the laboratories and practical classes (only for science students)?



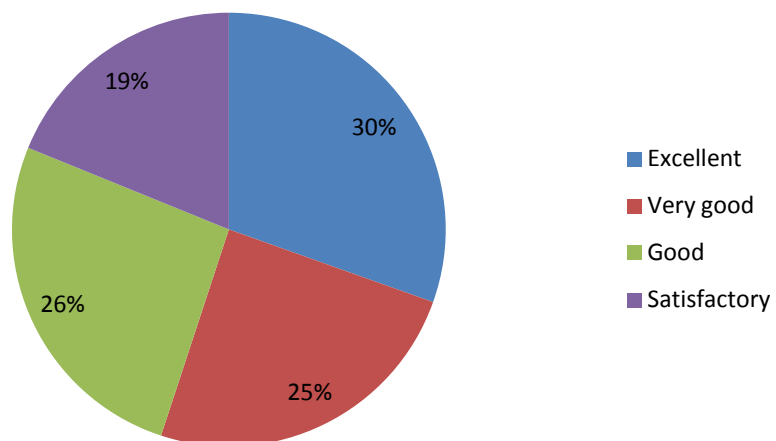
**Q.6.** How would you rate the toilet and sanitation facilities of the college?



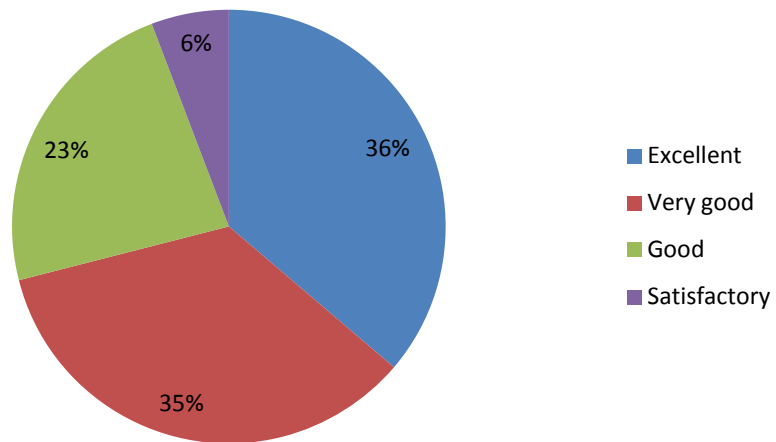
**Q.7.** How would you rate the drinking water facilities and quality of canteen food?



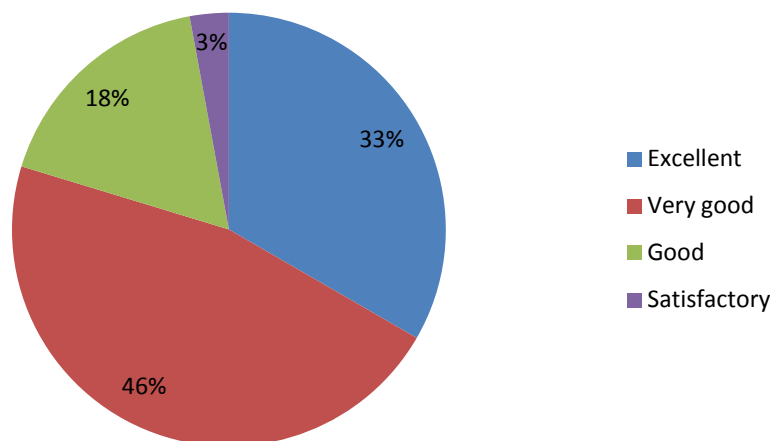
**Q.8.** How would you rate the behaviours of administrative staff and office to you?



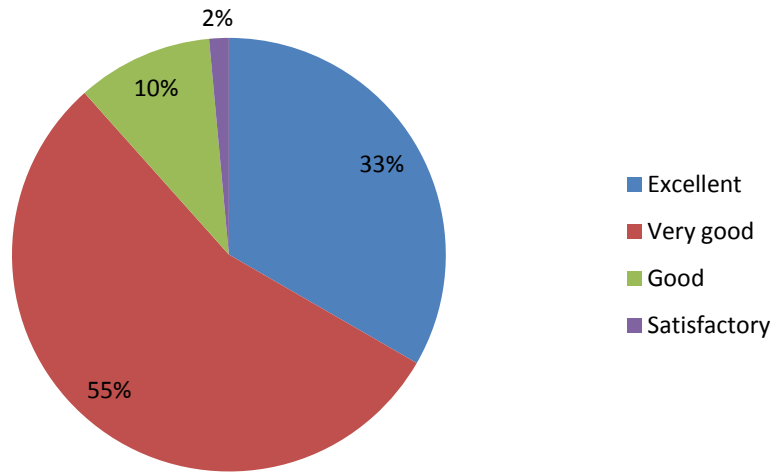
**Q.9.** How would you rate the health care camps organized by the college?



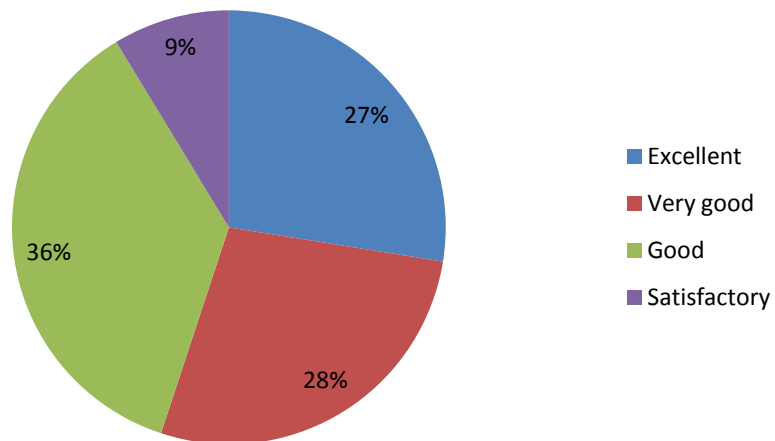
**Q.10.** How would you rate the NCC and NSS activities of the college?



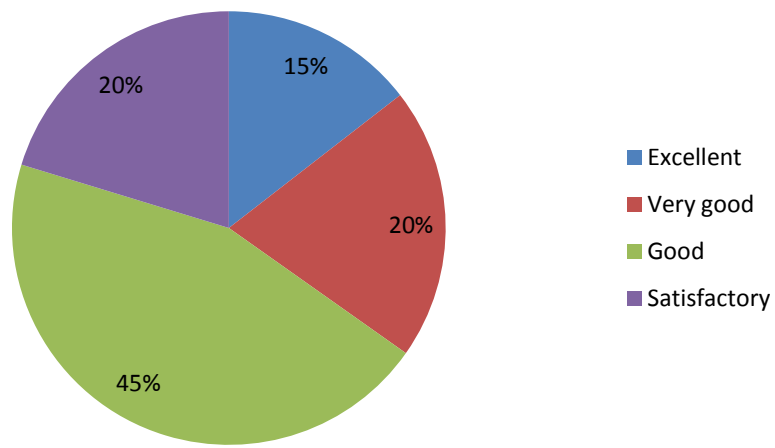
**Q.11.** How would you rate the greenery of the college?



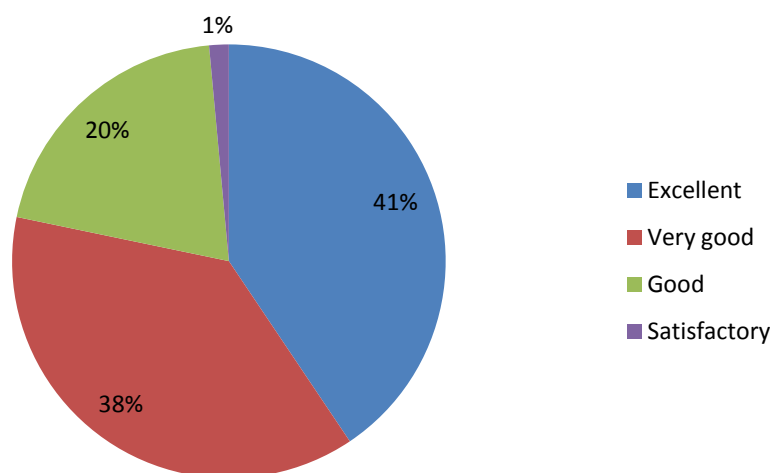
**Q.12.** How would you rate the cultural and social events organized by the college such as annual cultural festival, sport meets and excursions?



**Q.13.** How would you rate the individual development programmes organized by the college such as personality development programme, value-added courses, augmenting communication skills, career-oriented counseling and participation in inter-college competitions?

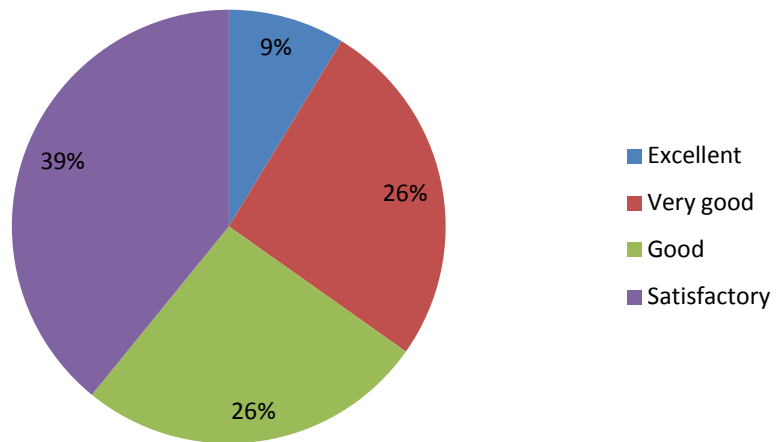


**Q.14.** How would you rate parking and banking facilities?





**Q.15.** How would you rate the availability of library for reading materials?



**Q.16.** How would you rate internet facility at the college?

