

STUDENT SATISFACTION SURVEY (SSS) FEEDBACK ANALYSIS REPORT (2023-24)

Bengtol College, Bengtol, Chirang, Assam, India

INTERNAL QUALITY ASSURANCE CELL
September 2024

ACKNOWLEDGEMENT

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INTRODUCTION:

Bengtol College is situated in Chirang district of Assam. It is affiliated to Bodoland University. The college offers various regular courses like B.A., B.B.A and other undergraduate and Post Graduate Distance Mode courses. Presently, over **1052** 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 retrieved.

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 feedback from the students of final year semester. For this purpose, a Feedback Form was created and distributed among the students of BA (Hons) 6th semester.. As many as 175 responses have been received on teachers of various departments out of total 249 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 175 responses have been collected from the student, out of which **60%** were male and **40%** were female.

1. STUDENT FEEDBACK ON SUBJECT COMMAND

The college is affiliated with 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 **175** responses were retrieved 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 (Honors)

Session: 2023-2024

Students respondents: **18**

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 (HOD)			70.64%	8.93%	20.43%			68.75%	20.5%	10.70%			70%	23.31%	5.69%			61.5%	17.67%	20.83%			56.33%	33.34%	10.33%					
Mr. Slerin Narzary			25.00%	62.5%	12.5%			31.25%	58.33%	10.42%			35.84%	54.13%	10.12%			23.86%	55.34%	20.80%			33.33%	60.42%	6.25%					
Nehemiah Moshahary			66.29%	21.42%	12.29%			68.67%	25%	6.33%			65.16%	30%	3.53%			58.33%	27.08%	10.12%			62.52%	29.19%	8.29%					

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: 2023-2024

Students respondents: 07

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		
Bhaben Khanikar			15.29%	51.38%	28.57%			27%	51.78%	21.22%			22.83%	37.58%	39.67%			25.89%	35.33%	38.89%			31.78%	41.67%	25.64%							
Ebria Khakhlari			9.11%	40.95%	50%			36.11%	60%	3.78%			52.5%	27.08%	20.33%			50.44%	34.55%	15%			30.22%	61.67%	8.11%							
Raju Mushahary (HOD)			35.71%	45.24%	2.38%			33.33%	41.67%	2.78%			27.08%	45.83%	24%			19.44%	36.11%	38.89%			49.44%	36.11%	15%							

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: 2023-2024

Students respondents: 42

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 (HOD)			45.12%	42.73%	12.15%			40.01%	44.12%	16.23%			56.13%	40.54%	10.57%			40.67%	35.43%	20.16%			42.13%	40.90%	16.89%			45.16%	34.34%	20.39%
RK Chakraborty			40.76%	47.04%	12.15%			33.98%	45.17%	20.45%			38.66%	45.45%	15.13%			19.12%	71.77%	9.00%			40.43%	37.11%	23.00%			39.12%	35.62%	25.15%
Rimush Narzary			32.53%	34.36%	20.78%			34.35%	46.16%	18.26%			25.66%	30.34%	4.4%			26.13%	35.35%	36.37%			35.16%	48.78%	16.06%			40.11%	23.72%	36.17%
Disco Moshahary			29.12%	39.66%	31.11%			26.02%	32.45%	41.43%			32.13%	35.11%	32.76%			27.88%	17.89%	54.14%			27.18%	32.71%	40.11%			56.17%	8.17%	34.5%

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

Name of Department: **Philosophy**

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

Session: 2023-2024

Students respondents:16

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										
Khupboi Vaiphei (HOD)			10.39%	51.95%	37.66%			11.61%	59.09%	36.36%			9.09%	59.09%	37.5%			1.52%	13.64%	42.42%	43.94%			9.09%	68.18%	25.76%														
Dr. Anosh Narzary			05.39%	52.95%	36.66%			06.61%	59.09%	33.36%			9.09%	59.09%	29.5%				10.64%	42.42%	43.94%			5.09%	68.18%	25.76%														
Mr. Albert Narzary			25.38%	61.04%	10.11			39.68%	60.32%				40.91%	57.95%					59.09%	40.91%				39.39%	60.61%															

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

Name of Department: **Political Science**

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

Session: 2023-2024

Students respondents: 35

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									
B Hajoary (HOD)			15.60%	38.74%	35.36%			20.34%	49.34%	30.32%			25%	54.13%	20.87%			26.24%	36.40%	37.36%			22.22%	30.14%	47.64%														
Sangrang Borgoary			20.60%	38.74%	34.36%			20.34%	42.34%	37.32%			25%	52.13%	22.87%			26.24%	35.40%	38.36%			22.22%	28.14%	49.64%														
Parmol Basumatary			18.67%	45.34%	31.35%			12.65%	50.11%	13.17%			34.17%	35.13%	15.03%			30.13%	36.12%	7.18%			15%	45%	40%														
Birtulunga Narzary (Contractual)			17.11%	40.01%	12.65%			45.23%	30.11%	18.66%			30.12%	40.65%				20.11%	20.01%	27.56%			27.15%	35.01%	7.47%														

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: 2023-2024

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. Dhananjoy Brahma (HOD)			26.34%	45.56%	28.1%			23.09%	38.19%	35.72%			27.77%	36.66%	36.57%			27.66%	46.66%	6.02%			17.11%	42.34%	40.55%					
Dr. Martin Borgoiary			26.11%	50.56%	20.44%			20.66%	39.76%	35.58			45.11	36.88%	6.9%			45.11%	27.11%	10.67%			46.89%	36.78%	16.33%					
Elizabeth Basumatary			45.1%	36.66%	12.57%			43.23%	40.34%	10.34%			43.11%	36.56%	20.33%			36.66%	55.23%	1%			34.33%	45.67%	20%					
Dharmendra Baro			28.11%	44.99%	25.9%			42.78%	35.67%	20.44%			26.11%	53.66%	20.23%			38.67%	40.56%	10.54%			33.90%	45.56%	20.54%					
Somika Narzary			44.90%	39.67%	10.77%			40.23%	38.12%	20.56%			23.11%	36.34%	40.55%			40.11%	50.89%	3.89%			38.11%	50.16%	10.62%					

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

Name of Department: Bodo

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

Session: 2023-2024

Students respondents: 38

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				
Sukrajeet Daimary			19.23%	47.77%	33%			33.11%	36.77%	30.12%			19.65%	19.78%	60.57%			40.65%	41.99%	10.25%			14.11%	25.44%	60.45%									
Jakhangsa Brahma			22.33%	42.89%	34.78%			39.65%	39.77%	20.58%			12.34%	14.90%	72.76%			14.66%	20.88%	65.46%			34.66%	55.33%	10.01%									
Dr. Rahel Mochari (HOD)			20.11%	44.66%	35.23%			45.66%	40.45%	10.77%			29.50%	48.56%	20.27%			36.67%	56.77%	6.56%			35.17%	55.55%	9.28%									
Dr. Mallika Basumatary			25.63	35.81	36.76			36.87	45.76	15.35			25.31	50.96	20.44			40.19	46.31	13.5			40.00	49.50	10.5									

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

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

Session: 2023-2024 (Done)

Students respondents: 07

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
Swmkwr Brahma			42.23%	54.66%	3.11%			25.57%	44.66%	29.77%			30.45%	59.22%	10.33%			50.13%	25.88%	23.99%			13.45%	51.11%	35.44%					
Lily Iswary			41.01%	50.77%	8.22%			31.66%	47.55%	20.79%			16.44%	62.33%	20.23%			21.11%	27.99%	50.9%			40.77%	48.77%	10.46%					
Ali Akbar Sheik			29.22	40.66%	30.12%			26.11%	50.22%	23.67%			19.11	60.22	20.67%			20.55%	28.77%	50.68%			36.44%	47.66	15.9%					

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% twelve teaching faculty members were rated as excellent over subject command out of 26 teachers. And within the range of 40 to 60% 15 teachers were rated as very good in the same parameter.
2. It was found that in the range of 30% to 50% 9 teaching faculty members were rated as excellent over the use of Teaching Method out of 26 teachers. And within the range of 40 to 60%, 19 teachers were rated as Very Good .
3. It was found that, 23 teacher's helping attitude score is between the range of 40% and above.
4. It was found that All Teachers fall in the range of 30% to 60% as Excellent and very good with regard to Time Management.
5. It was observed that, All teachers were rated above 40% out of 26 teachers as excellent and very good with regard to Class Management.
6. The college maintains Laboratory system particularly for the students of Education (Honors only). Out of four teaching faculty one teacher scored 30.5% in excellent category. The rest of the three teachers as very good.

DATA ANALYSIS ON COLLEGE CANTEEN

CANTEEN MANAGEMENT & SERVICE

With regard to Canteen management analysis of data are given in the following table.

Number of Respondents: 185

Sl. No.	Statement	Total Response	Percentage of Responses of Respondents
1	Average	32	17.29%
2	Good	85	45.94%
3	Very Good	48	25.94%
4	Excellent	20	10.81%

Above table shows that 45.94 percent students out of 185 are of the opinion that canteen management and service are good whereas 17.29 percent students opine that canteen management and service is average.

QUALITY OF FOOD ITEMS

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

Number of Respondents: 185

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	60	32.43%
2	Good	90	48.64%
3	Very Good	30	16.22%
4	Excellent	05	2.70%

Above table reveals that 48.64 percent students out of 185 are of the view that quality food items are good whereas 32.43 percent students opine that items of food quality are excellent.

PRICE OF FOOD ITEMS

Analysis of data are given in the following table.

Number of Respondents: 185

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Fair	71	38.37%
2	High	28	15.13%
3	Manageable	86	46.48%

Above table indicates that 46.48 percent students out of 185 are of the view that price food items are manageable whereas only 15.13 percent of students opine that price of food items is high.

MENU OF THE CANTEEN

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

Number of Respondents: 185

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Satisfactory	46	24.86%
2	Average	59	31.89%
3	Not Satisfactory	80	43.24%

Majority of the students 43,24% of students are not satisfied in regard to menu of the canteen.

CLEANLINESS & ECO-FRIENDLINESS OF THE CANTEEN

With regard to cleanliness and eco-friendliness of the canteen, analyses of data are given in the following table.

Number of Respondents: 185

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	25	13.51%
2	Good	90	48.64%
3	Very Good	40	21.62%
4	Excellent	30	16.21%

Above table indicates that 48.64 percent of students opine that cleanliness and eco-friendliness of the canteen is good whereas only 16.21 percent of students opine very good and excellent respectively.

DATA ANALYSIS ON COLLEGE GIRLS' 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: 78

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	32	41.02%
2	No	46	58.97%

Above table shows that 58.97 percent of hostel inmates out of 78 are of the opinion that the above mentioned facilities like Internet, News Paper and Television are not available all the time.

DATA ANALYSIS ON COLLEGE HOSTEL

Hostel Management

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

Number of Respondents: 78

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	20	25.64%
2	Fair	28	35.89%
3	Good	23	29.48%
4	Very Good	04	5.12%
5	Excellent	00	00
6	Not Responding	03	3.84%

Above table shows that majority of hostel inmates i.e. 35.89% are of the opinion that hostel management is fair.

Hostel Security

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

Number of Respondents: 78

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	45	57.69%
2	No	33	42.30%

Above table shows that 57.69% 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: 78

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	15	19.23%
2	Fair	20	25.64%
3	Good	36	46.15%
4	Very Good	05	6.41%
5	Excellent	00	00
6	Not Responding	02	2.56%

Above table shows that 19.23% of hostel inmates feels that hostel environment and discipline is average whereas 46.15% feels hostel environment and discipline is good.

Hostel Fees

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

Number of Respondents: 78

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excessive	08	10.25%
2	Average	20	25.64%
3	Fair	50	64.10%

The above table depicts that 64.10% percent of hostel inmates are of the opinion that hostel fees is Fair, whereas 10.25 percent are of the opinion that hostel fees is Average and only 14.81 percent consider as Excessive.

Food and Amenities

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

Number of Respondents: 78

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	19	24.35%
2	Fair	30	38.46%
3	Good	27	34.61%
4	Very Good	00	00
5	Excellent	00	00

Above table shows that 38.46% of hostel inmates out of 78 are of the opinion that Hostel Food and Amenities is fair whereas 34.61%percent opine that Hostel Food and Amenities is good.

Hostel Infrastructure.

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

Number of Respondents: 78

Sl. No.	Statement	Total Response	Percentage of Responses of Respondent
1	Average	20	25.64%
2	Fair	27	34.61%
3	Good	31	39.74%
4	Very Good	00	00
5	Excellent	00	00

Above table shows that 39.74 percent students out of 78 are of the opinion that hostel infrastructure is good whereas 34.61 percent students opine that hostel infrastructure is fair.

Data Analysis
Bengtol College APJ Abdul Kalam Central Library
Number of Respondents:-165

Male: 81

Female: 84

Time of Library visit of students.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Before class	00	00
2	During Break	106	64.24%
3	After the Class	59	35.75%
4	Never	00	00

Number of days visited by students in a month.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	1-7 days	100	60.60%
2	16-25days	40	24.24%
3	Every day	25	15.15%

Reasons for visiting the library.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Use of internet	22	13.33%
2	Use of online subscription database	2	1.2%
3	Find materials for assignments	30	18.18%
4	Meet friends	4	2.4%
5	To issue books	70	42.42%
6	Study or do homework	14	8.4%
7	Read magazine or Newspapers	23	13.93%
8	Others		---

Library staffs approachable and helpful.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	160	96.96%
2	No	05	3%

Availability of materials/ library collection.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	150	90.90%
2	No	15	9%

Library a pleasant and comfortable place to visit.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Yes	160	96.96%
2	No	5	3%

Library facilities (tables, chairs, climate)

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	15	9%
2	Good	140	84.84%
3	Fair	10	6.06%
4	Poor	00	00

Library Accessibility(hours, technology system)

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	09	5.45%
2	Good	119	72.12%
3	Fair	37	22.42%
4	Poor	00	00

Library collection (books, periodicals)

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	12	7.27%
2	Good	145	87.87%
3	Fair	05	3%
4	Poor	03	1.8%

Library Online subscription database.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
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1	Excellent	4	2.4%
2	Good	120	72.72%
3	Fair	39	23.63%
4	Poor	2	1.2%

Library technology

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	45	27.27%
2	Good	110	66.66%
3	Fair	10	6.06%
4	Poor	00	00

Librarian's helpfulness.

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	13	7.88%
2	Good	120	72.72%
3	Fair	30	18.18%
4	Poor	2	1.21%

Major Observation on Library:

1. It was found that 64.24% of students visit the library during the break time.
2. It was seen that 60.60% students visit library 1-7 days in a month.
3. It was found that 42.42% students visit the library for the purpose of issuing books.
4. 96.96% says that library staffs are approachable and helpful.
5. 90.90% are of the opinion that library collection/materials are good.
6. 96.96% are of the opinion that library is a pleasant and comfortable to visit.
7. 84.84% students are of the opinion that library facilities like chairs, tables, climate is good.
8. 72.12% of students say that library accessibility is good.
9. 87.87% of students say that library collection on periodicals is good.
10. It was found that 72.72% of students say that library online subscription database is good.
11. 66.66% of students say that library technology is good.
12. 72.72% of students say that librarian's helpfulness is good.

Conclusion:

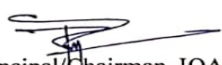
Data interpretation was done by Feedback Analysis Team comprising two members headed by Benedict Hajoary (Vice Principal), Ramkrishna Chakraborty, Associate Professor & Assistant Co-ordinator, IQAC. Interpretation was done on Student's feedback on teachers' in addition Students Satisfaction Survey (SSS) 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.

Action taken report of the Principal on Students Satisfaction Survey on Teachers' Teaching Competencies

The following actions were taken to improve Teachers' Teaching Competencies to impart quality education to students in the College.

1. The college has initiated to organise seminar/workshop/FDP to update the teaching faculties with skills and knowledge and to acquaint the teachers with the objectives and recommendations of NEP -2020.
2. The college has setup digital classes to impart quality education with advance technological devices.
3. The teachers were encouraged to participate in OP/RC/FDP/STC organised by MMTTC.
4. The college has purchased a good volume of latest edited books to enriched the college Library
5. The teachers were encouraged to take up Minor/Major research project and to write books and articles in UGC CARE List Journal or in reputed National and International Journals.
6. The college has collaborated with different educational institutions and NGO,s to share and exchange knowledge and expertise with each other in various academic activities.
7. The college has installed twenty new computers with latest version to meet the varying needs of the teachers.
8. The college has established Language Lab to enhance the teachers' skills in academic field as well as on various international languages through practical classes in Language Lab.


Principal/Chairman, IQAC
Dr. Ranjit. Kr. Narzary

Bengtol College, Bengtol Chirang, Assam, India.

Principal
Bengtol College
Bengtol

GUARDIAN SATISFACTION SURVEY (GSS) FEEDBACK ANALYSIS REPORT (2023-24)

Bengtol College, Bengtol, Chirang, Assam, India

INTERNAL QUALITY ASSURANCE CELL
September 2024

ACKNOWLEDGEMENT

I extend gratitude to **IQAC Cell members** for supporting and giving me the opportunity to work as IQAC Coordinator. I extend my thank to IQAC Assistant Co-ordinator **Ram Krishna Chakraborty**, Associate Professor , Department of Education , **Bhaben Kanikar** ,Assistant Professor , Department of History and Swmkwr Brahma Assistant Professor, Department of Management for their support in the generation of Feed Back Forms and sharing with Guardians. I also thank **Dr. Ranjit Kr. Narzary**, Principal, Bengtol College. I thank all **HODs, Teaching and non-teaching staff and Team members of Feedback Analysis** of the college in supporting data collection process from guardians.



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INTRODUCTION:

Bengtol College is situated in Chirang district of Assam. It is affiliated to Bodoland University. The college offers various regular courses like B.A., B.B.A and other undergraduate and Post Graduate Distance Mode courses. Presently, over 1052 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 guardian's opinion of the college and scope for further improvement, feedback form from stakeholders particularly from guardians have been distributed and received.

This report focuses on the feedback of guardians on the college and teachers based on various criteria like **Infrastructure of the institution, Personality Development, Teaching Standard, Discipline and Extra Curricular Activities**

DATA COLLECTION AND ANALYSIS

An effort was made to receive feedback from the guardians. For this purpose, a Feedback Form was created and distributed among the guardians of BA (Hons) 6th semester students.. As many as 160 responses have been received from guardians out of total 249 students of BA 6th seminars (Hons). In order to arrive at comprehensive conclusion, statistical tools like percentage, etc. have been used.

1. GUARDIANS FEEDBACK ON THE COLLEGE & TEACHERS

The college is affiliated with Bodoland University It follows the syllabus prescribed by the university. In order to analyze the guardians feedback on the college and teachers questions were asked and 160 responses were collected from the guardians of 6th semester students . Each one of them is explained below.

Session: 2023-2024

Guardians respondents: 160

Infrastructure of the Institution

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	25	15.62%
2	Very Good	50	31.25%
3	Good	80	50%
4	Satisfactory	5	0.3%

Personality Development of Student in the Institution

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	13	0.08%
2	Very Good	75	46.88%
3	Good	65	40.62%
4	Satisfactory	07	0.04%

Teaching Standard of the Institution

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	30	19%
2	Very Good	102	63.75%
3	Good	28	17.5%
4	Satisfactory	----	-----

Discipline of the institution

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	60	37.5%
2	Very Good	80	50%
3	Good	20	12.5%
4	Satisfactory	----	-----

Extra Curricular Activities

Sl No.	Statement	Total Response	Percentage of Responses of Respondent
1	Excellent	50	31.25%
2	Very Good	70	43.75%
3	Good	40	25%
4	Satisfactory		

Major Observation:

It was found that 50% guardians viewed that college infrastructure is good. Whereas 31.25% very good and 15.62% excellent.

It was found that 46.88% guardians viewed that development of personality of their children is very good. Whereas 40.62% and .08% opined as good and excellent respectively.

63.75% of guardians are of the opinion that the teaching standard of the institution is very good. Whereas 17.5% and 19% of guardians are of the opinion that the teaching standard of the institute is good and excellent respectively.

With regard to the discipline of the institution majority of guardians (50. %) say that maintenance of the discipline is very good.

43.75% of guardians are of the opinion that facilities of extra-curricular activities is very good

Conclusion:

This data interpretation was done by Feedback Analysis Cell comprising two members headed by Benedict Hajoary (Vice Principal), Ramkrishna Chakraborty (HOD Education). Interpretation was done on Guardian's feedback on the above mentioned parameters. The result and findings of the interpretation was kept confidential from other stake holders excepting the College Principal, and IQAC. The report and findings was delivered to principal for the preparation of **Action Taken Report** subsequently.