



DHSK COMMERCE COLLEGE: DIBRUGARH

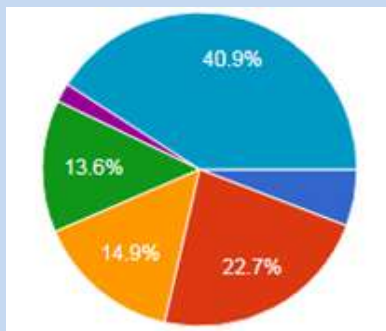
STUDENTS SATISFACTION SURVEY & ACTION TAKEN REPORT: 2020-21

Report on the Students Satisfaction Survey & Action taken on the survey conducted by IQAC, D.H.S.K. Commerce College for the Academic Session-2020-21 (Obtained from B.Com. 6th Semester (2018-2021 Batch))

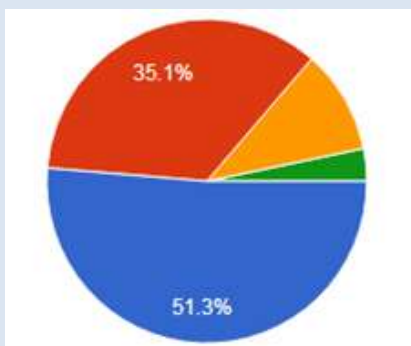
Objectives of the Survey:

- To know the opinion of students towards academic environment of the college.
- To understand the need and requirements of students towards facilities available in the college campus.

1. Students (respondents) details:

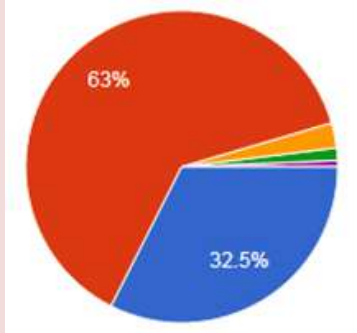


2. Student's opinion on how much of their B.Com. Syllabus was covered in last session?

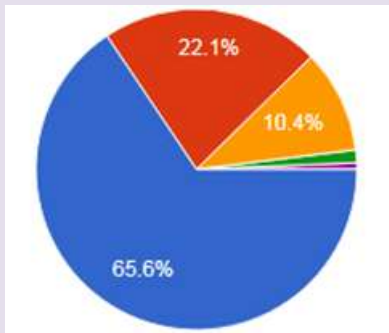




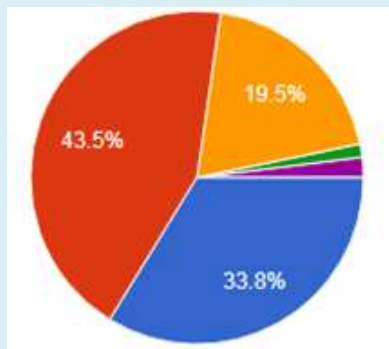
3. Student's opinion on how well did the teachers prepare for the classes?



4. Student's opinion on how well are the teachers able to communicate?

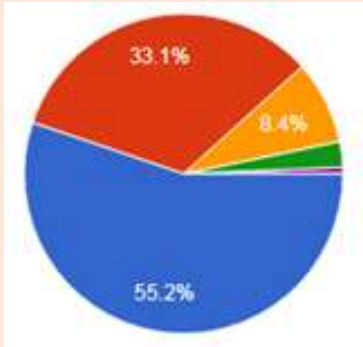


5. Student's opinion on teacher's approach to teaching can best be described as:

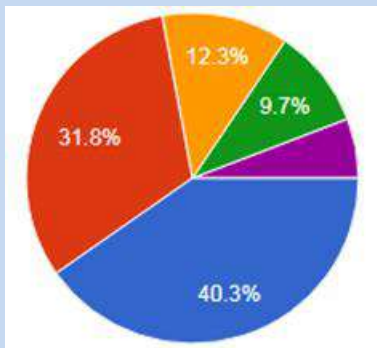




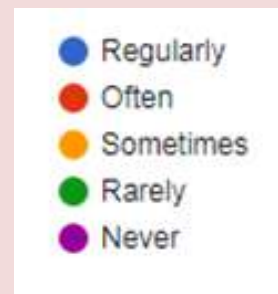
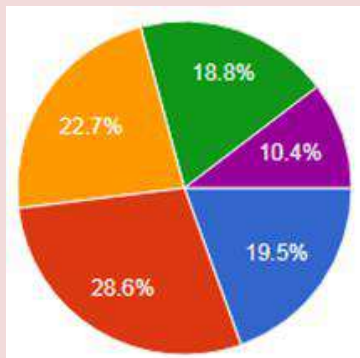
6. Student's opinion on fairness in the internal evaluation process by the teachers:



7. Student's opinion on whether their performance in assignments discussed with them?

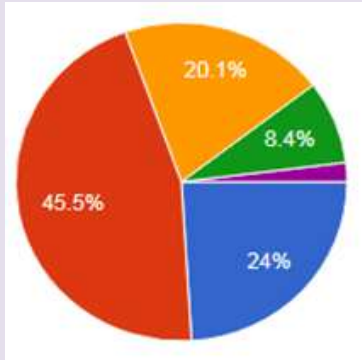


8. The College has taken active interest in promoting internship, student exchange, field visit, excursion opportunities for students:

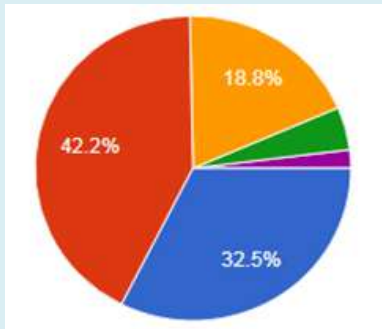




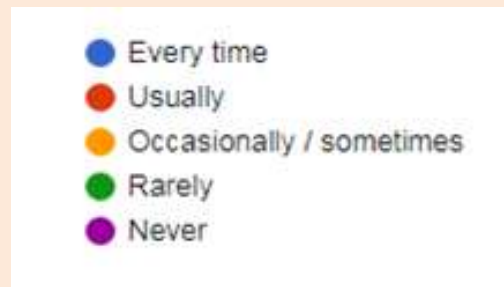
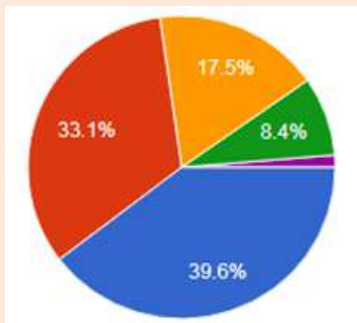
9. The teaching and mentoring process in your College facilitates you in cognitive, social and emotional growth.



10. Student's opinion whether the College provides multiple opportunities to learn and grow.

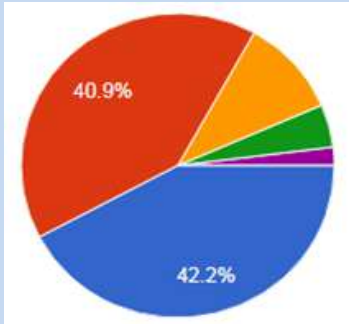


11. Student's opinion whether the teachers inform them about expected competencies, course outcomes and programme outcomes



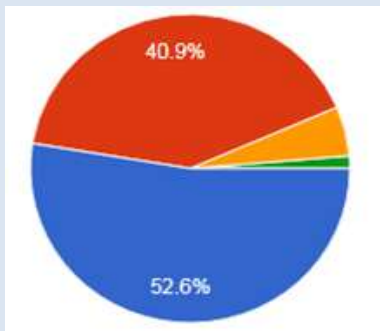


12. Student's opinion whether the teacher/mentor perform a necessary follow-up with an assigned task to students.



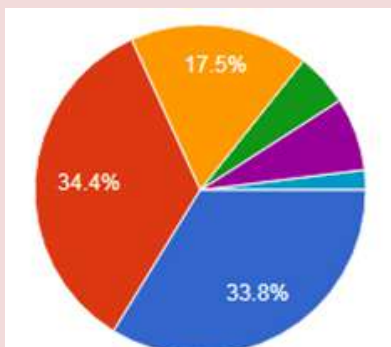
- Every time
- Usually
- Occasionally / sometimes
- Rarely
- Never

13. The teachers illustrate the concepts through examples and applications



- Every time
- Usually
- Occasionally / sometimes
- Rarely
- Never

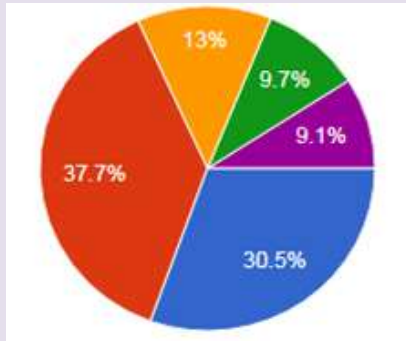
14. The teachers identify your strengths and encourage you with providing right level of challenges.



- Fully
- Reasonably
- Partially
- slightly
- Unable to

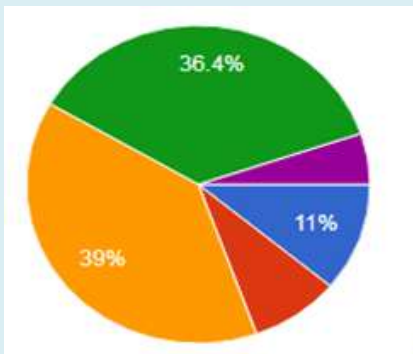


15. Teachers are able to identify your weaknesses and help you to overcome them



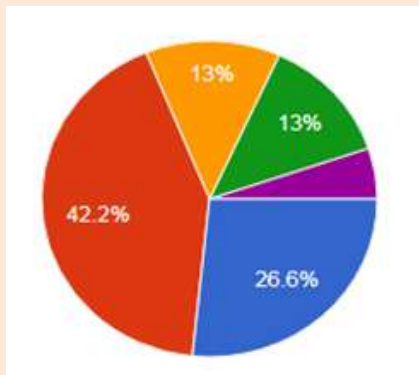
- Every time
- Usually
- Occasionally / sometimes
- Rarely
- Never

16. The College makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process



- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

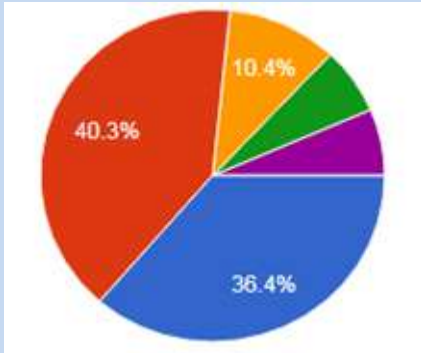
17. The College / teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



- To a great extent
- Moderate
- Some what
- Very little
- Not at all

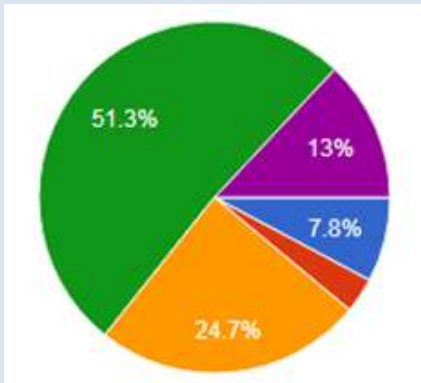


18. Efforts are made by the College to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



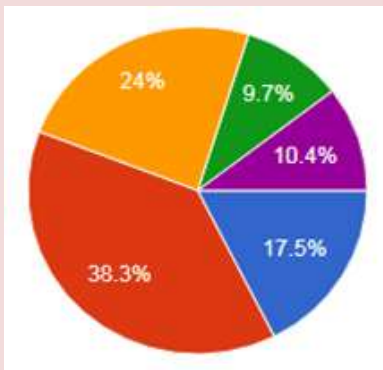
- To a great extent
- Moderate
- Some what
- Very little
- Not at all

19. Teachers encourage you to participate in extracurricular activities.



- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

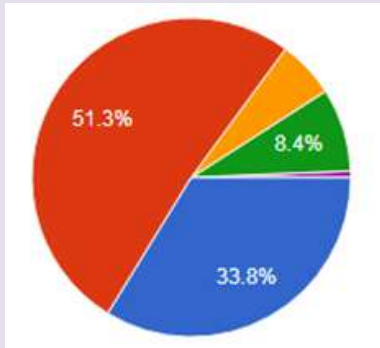
20. What percentage of teachers use ICT tools such as LCD projector, Multimedia, online mode etc. while teaching.



- Above 90%
- 70 to 89%
- 50 to 69%
- 30 to 49%
- Below 30%

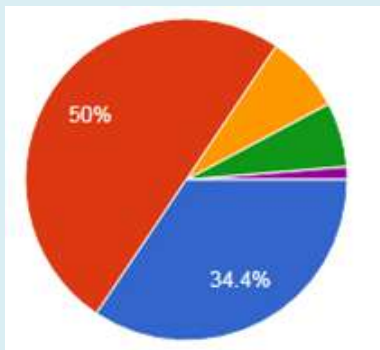


21. How do you find the DHSK Commerce College's administrative offices?



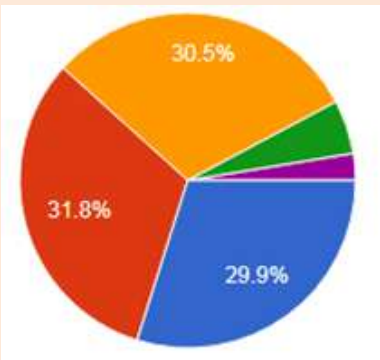
- Very helpful
- Helpful
- Indifferent
- Unhelpful
- can't say

22. Availability of sufficient course books, text books, journals, magazines etc. in the college Library



- To a great extent
- adequate
- Somewhat
- very little
- Not at all

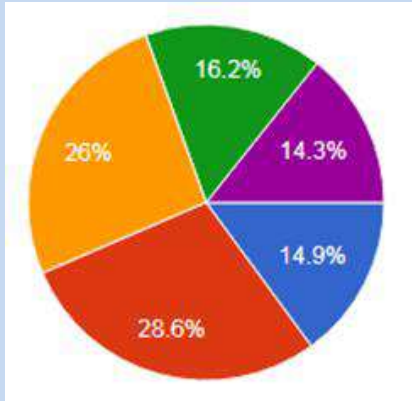
23. Students opinion on the overall Library facility of DHSK Commerce College is :



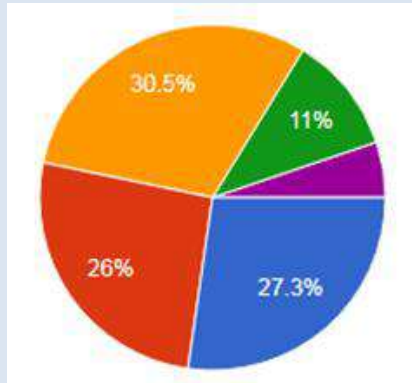
- Excellent
- Very Good
- Good
- Fair
- Poor



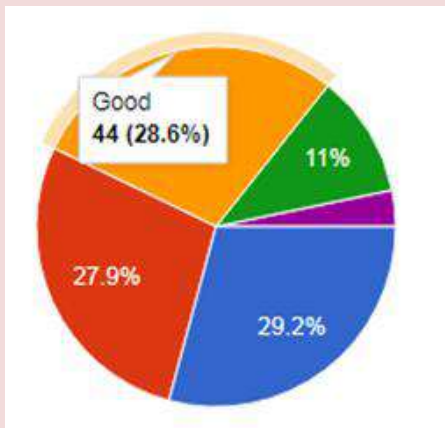
24. Students opinion on the Computer & Internet facilities of DHSK Commerce College is :



25. Students opinion on the free admission system and scholarship facility in the College is:

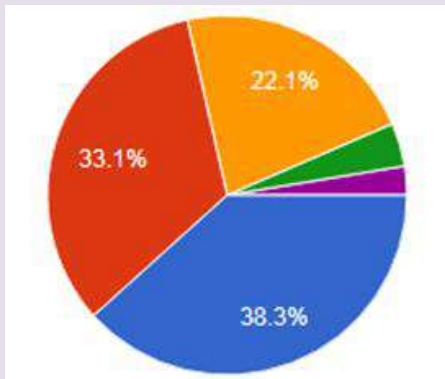


26. Students opinion on the Boy's / Girl's Common room facility of the College is:



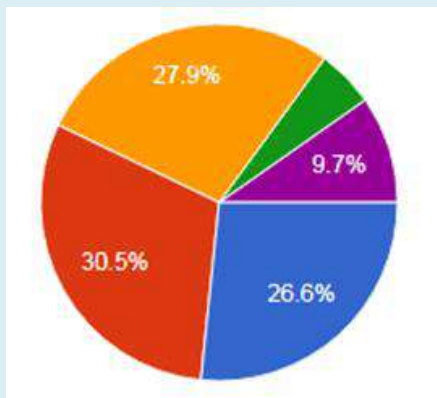


27. Students opinion on the NCC & NSS activities of DHSK Commerce College is:



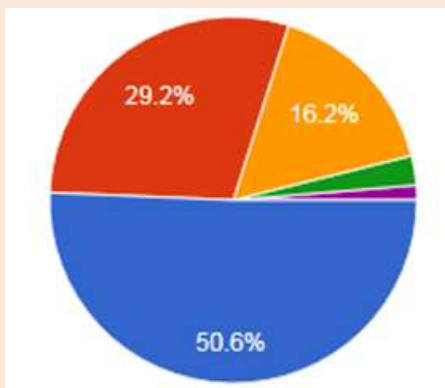
- Excellent
- Very Good
- Good
- Fair
- Poor

28. Students opinion on the Canteen & drinking water facility of DHSK Commerce College is:



- Excellent
- Very Good
- Good
- Fair
- Poor

29. Overall cleanliness in the College campus is:



- Excellent
- Very Good
- Good
- Fair
- Poor



1. MAIN OBSERVATIONS / FINDINGS FROM THE SURVEY:

2. Majority of students i.e., 51.3% of the students have responded that the syllabus for B.Com courses were covered 85 to 100%.
3. 63% students opined that, the teacher's preparation to class was satisfactory. It was recommended to the teachers should continue in preparing to classes on regular basis.
4. Around 65.6% students have said that, the teachers' presentation and communication skills was effective during classroom interactions.
5. Of the total response of 154 responses from students, 43.5% of students have responded that, the teachers' approach to teaching is very good.
6. More than 55% students feel that the teachers' internal assessment process was always fair. Around 8% of them feel there is a scope of improvements in the process of internal assessment evaluation. Therefore, it is recommended to the teachers to improve the process of internal assessment of the student.
7. 40.3% of students feel that the teacher every time discussed with them about the performance of their assignment.
8. 28.6% of students have said that the College takes active interest in promoting internship, student exchange, field visit, excursion opportunities for students. But 10.4% of students feel improvement in this case.
9. Guidance and monitoring play a vital role in the development of students learning process. It was found that over 45.5% students were responded that the teaching and mentoring process in cognitive, social and emotional growth are very significant.
10. 42.2% of students agreed that the College provides multiple opportunities to learn and grow during their stay in the college.
11. It was found that 39.6% of students responded that the teacher informs every time to each and every students about their expected competencies, course outcome and programme outcomes.
12. Majority of students (42.2%) said that the teacher did a necessary follow-up with an assigned task given to them.
13. More than 50% students responded that the teachers often illustrate the concepts through examples and applications.
14. From the survey it has been noticed that only 34.4% of students feel that the teachers identify their strength and encourage them with providing right level of challenges very reasonably.
15. 37.7% of students said that the teachers are able identify their weakness usually and help them to overcome the weakness.



16. Majority of the students (39%) were remained neutral in the case of engagement of students in monitoring, review and continuous quality improvement of the teaching learning process.
17. It is seen that, 42.2 of students feel that the College / teachers use the student centric methods moderately.
18. Majority of the students (40.3%) agreed that the College moderately provide soft skills and employability skill to the students for the world of work.
19. More than half of the students have agreed that teachers encourage them to participate in the extra-curriculum activities.
20. Over 38% of students have said that 70% to 89% of teachers' knowledge on usage of ICT was good. But 10.4% student feels that improvements are required in enhancing knowledge on usage of ICT tools.
21. It was observed that 51.3% of students feel that the College's administrative offices are helpful and 33.8% of students opinioned that it is very helpful in case of administrative approaches.
22. It was observed that, 50% of the students have said availability of the sufficient course books, text books, journals, magazines etc. are adequate.
23. It was observed that, over 31.8% students feel the library facility of the College is very good.
24. 28.6% of the students said that the Computer & Internet facility of the College is very good.
25. It was noticed that majority of the students (30.5%) said that the free admission system & scholarships facility of the College is good.
26. 29.2% of students said that the Boy's / Girls' Common room facility of the College is excellent.
27. It is observed that 38.3% of the student feel that the NCC & NSS activities of the College is excellent.
28. Majority of the students (30.5%) have said that the Canteen and drinking water facility of the College is very good.
29. More than 50% of students are satisfied with the overall cleanliness in campus and is excellent in nature.



Action Taken Report on the basis findings of survey:

THE FOLLOWING ACTIONS HAVE BEEN TAKEN BY THE COLLEGE AUTHORITY ON THE BASIS OF FEEDBACK RECEIVED FROM STUDENTS

- a) Purchase of additional books for library and departments as per students requirement
- b) College in association with IQAC, NSS and other Cells organized online Workshops, Seminars, Quiz competition and talk programmes to stimulate students knowledge
- c) The student's are directed to take part in feedback process fearlessly to find out the shortcomings of department and the individual teacher if any with classical teaching modules.
- d) Organized number of environment friendly initiatives with the help of NSS, NCC, Women Cell etc. and ensuring participation of maximum students in such initiatives
- e) Most of the teachers have already included modern teaching aids in teaching. They have started preparing power point presentation and other innovative teaching aids to stimulate the students for better understanding.
- f) New multipurpose multi-storied building has been constructed at the college campus.
- g) Existing classrooms have been renovated by fitting tiles and new window panels.
- h) Renovations have been made to the College Library.
- i) New Gym has been constructed in the ground floor.
- j) Improvement has been made of College's Banipur Land by constructing new boundary wall and earth filling.
- k) The Girls hostel has been renovated to accommodate more number of students.
- l) A number of environment friendly initiatives by NSS, NCC, Women Cell etc. Has been conducted.



ALUMNI FEEDBACK REPORT: 2020-21

Report on Alumni Feedback conducted by IQAC, D.H.S.K. Commerce College Dibrugarh for the academic session 2020-21

The feedback analysis process has put an increasing emphasis on the need of alumni involvement in the quality assurance of excellent education. As one of the important stakeholders of the higher education, involvement of alumni plays a holistic role for pursuit of excellence in education in the institution.

Objectives of Alumni's Feedback on institution:

1. To provide alumni the opportunities to give opinion regarding the overall academic and infrastructural facilities of the institution.
2. To know their view regarding the academic as well as social environment of the institution in the light of diversity and inclusion.
3. To know their comments regarding competency of the faculties, quality support they provide, the college library, the extracurricular activities organised.
4. The college also intended to know their progression to higher education and the present professional status.

Focus on the Alumni Feedback form:

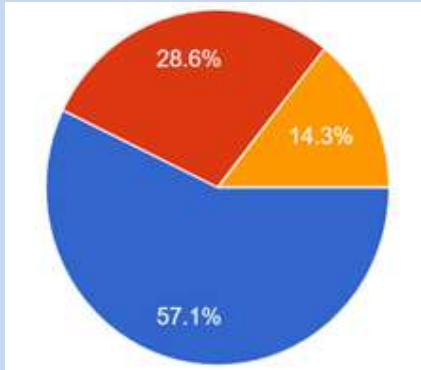
The alumni feedback form focuses on the following issues.

1. Academic environment of the college
2. Infrastructure of the college
3. The skill and efficiency of the faculty members
4. Library facilities of the college
5. The quality support system of the college
6. Social environment of the college in terms of diversity and inclusion
7. The extracurricular activities and fest organised by the college
8. The placement and other opportunities provided by the college.
9. Present educational qualification of the alumni
10. Present professional status of alumni

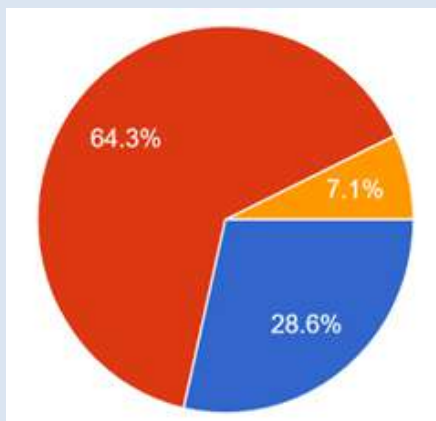


Results of alumni Feedback

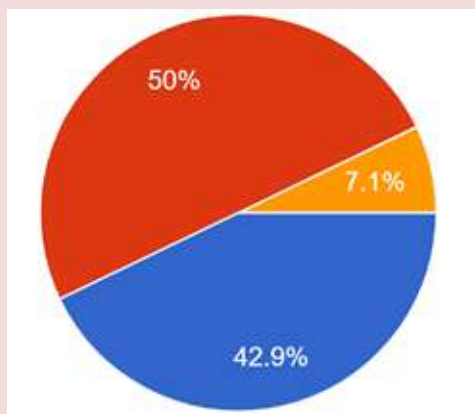
1. Environment of DHSK Commerce College:



2. Infrastructure of DHSK Commerce College:

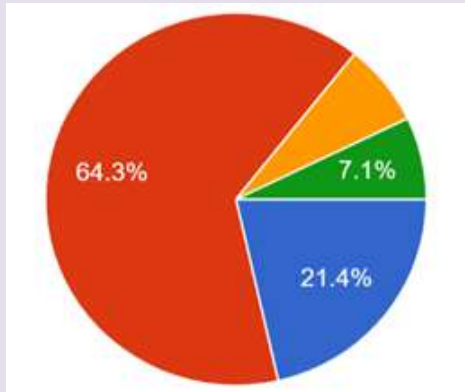


3. Academic skills and knowledge of Faculty members:

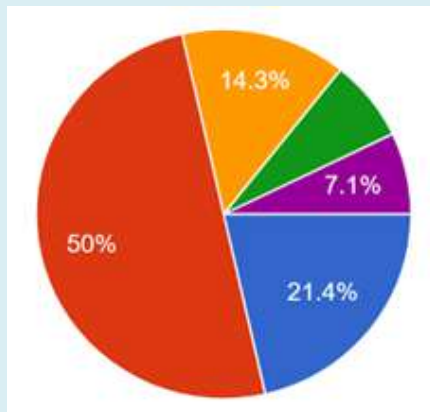




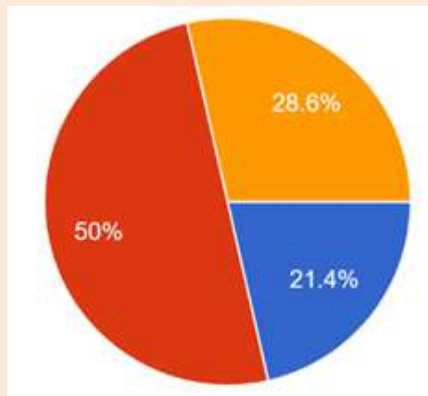
4. How would you judge the College library ?



5. Quality of Support Material provided:

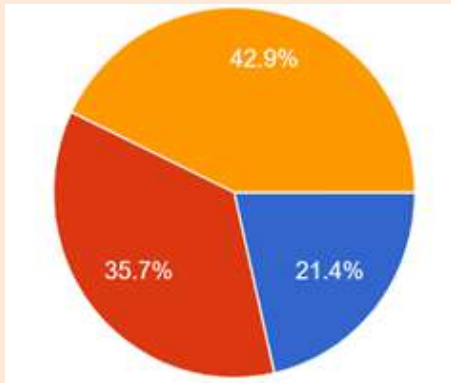


6. Your opinion about the social environment in terms of diversity and inclusiveness of the college?

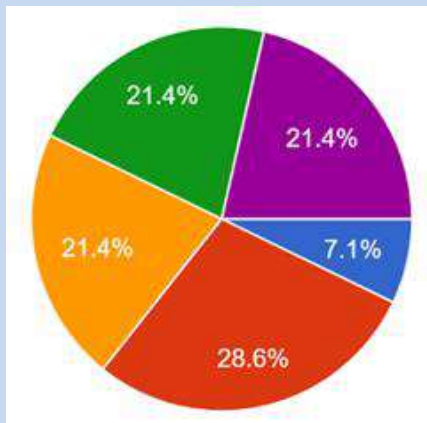




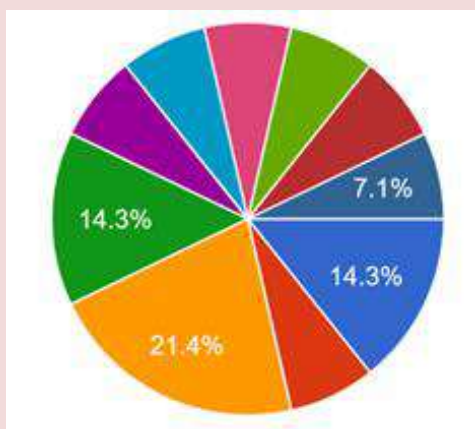
7. Your opinion about the fests, events, and extra-curricular activities arranged by the college?



8. Your assessment about the placements, opportunities provided by the college?



9. Professional Status





Report on Alumni's feedback:

1. 57.1% alumni felt that the academic environment of the college was excellent while 28.6% opine that it was good.
2. 64.3 % alumni found the infrastructure of the college excellent while 28.6 % agreed that it was good.
3. According to the half of the alumni the knowledge and skill of the faculties were excellent while approximately other 43 percent said that it was good.
4. 21.4 % alumni remarked the library as excellent while majority (64.3 %) said it was good.
5. In respect of quality support material provision half of the alumni said that it was good. Almost one fourth said that it was excellent. Similar statistics we have found in respect of social environment in terms of diversity and inclusiveness.
6. Almost 36 percent alumni said that extracurricular activities and fest organised by the college was good.
7. Majority of the respondent (approx 29%) opined that the placement and other opportunities provided by the college were good.
8. The highest academic qualification of the alumni is Ph.D.
9. 21.4 % alumni are at present self employed whereas 14.3 % are working in public sector. 7.1 percent are working in private sector.

Analysis and outcomes:

1. Alumni are highly satisfied with the academic environment as well as infrastructure of the college.
2. Alumni are also satisfied with the knowledge and skill of the teacher.
3. They find the college library helpful.
4. Regarding the placement and other extracurricular activities there is a mix reaction.
5. Most of the alumni are having either their own business or they are working in public sector.



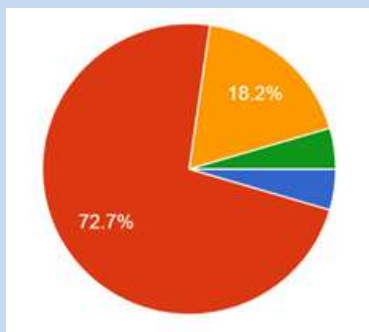
TEACHERS FEEDBACK REPORT: 2020-21

Report on Teachers' Feedback conducted by IQAC, D.H.S.K. Commerce College

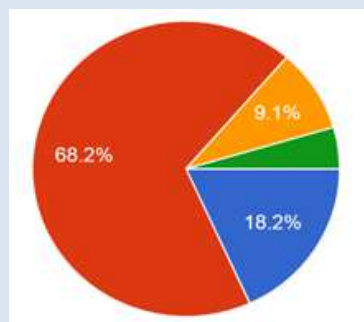
Objectives of the Survey:

- To know the opinion of teachers of DHSK Commerce College towards academic environment of the college.
- To understand the need and requirements of teachers towards facilities available in the college campus in the process of teaching - learning.

1. Teachers opinion on Current Undergraduate syllabus of Dibrugarh University is need based:

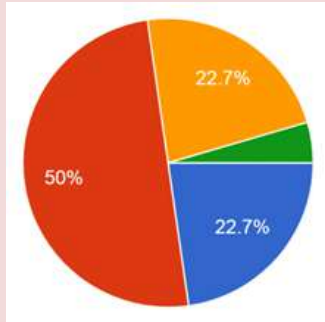


2. Teachers opinion on the curriculum having current content:

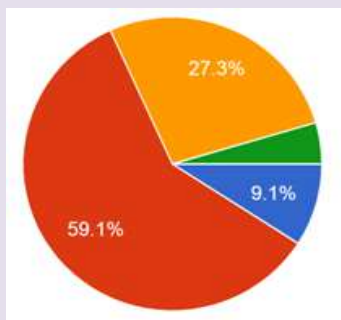




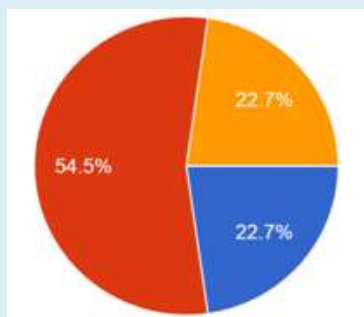
3. Teachers opinion on Programmes Outcomes of the Syllabi is well defined:



4. Teachers opinion on the curriculum having good academic flexibility:

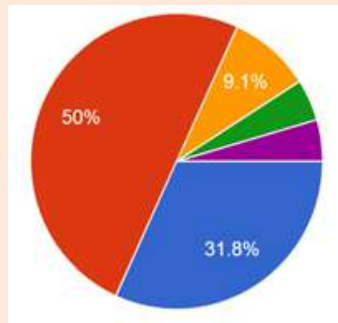


5. Teachers opinion whether the course content fulfills the need of students:

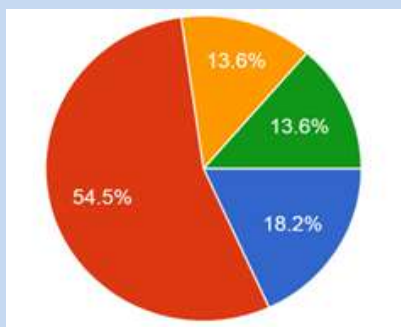




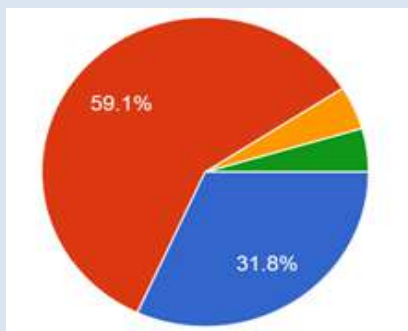
6. Teachers opinion on whether sufficient text & reference books are available in the College Library & Department:



7. Teachers opinion on whether Information and Communication Technology (ICT) facilities in the College are adequate and satisfactory:

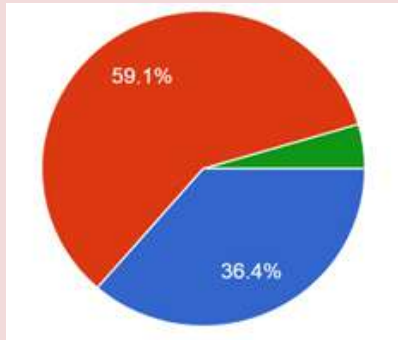


8. Teachers opinion on whether the environment in the College is conducive to Teaching , Learning, Research & Extension activities:



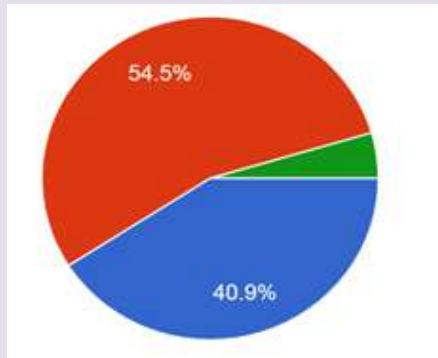


9. Teachers opinion on whether College administration is teacher friendly:



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

10. Teachers opinion on whether College provides adequate opportunities and support to faculty members for upgrading their skills and qualifications



- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree



OBSERVATIONS FROM THE SURVEY:

1. 72.7 % of teachers responded opined that the present course syllabus of B.Com under Dibrugarh University is need based.
2. 86.4 % of total teachers responded agree that the current course curriculum has substantial content for students to learn.
3. 72.7 % of total respondent teachers' view that the syllabus outcome of undergraduate programme is well defined.
4. 68.2 % of respondent teachers' states that the ongoing course curriculum is having a good academic flexibility.
5. With respect to fulfil the needs of the students 77.2% of teachers' respondent assume that the present course content is sufficient in doing so.
6. 82.8 % teacher respondents believe that sufficient numbers of text books and reference books are available for students in the college library.
7. In terms of quality of ICT (Information and Communication Technology) facilities available in the college, 72.75% are satisfied and believe it as adequate. Though 13.6 % respondent teachers disagree with the statement.
8. 90.9% respondent teacher agrees that the environment in the college is conducive for Teaching, Learning, Research and extension activities.
9. 95.5% respondent feels that the college administration is maintaining friendly relations with Teachers.
10. 95.4 % teacher respondents' states that the college is supportive in providing adequate opportunities and support to faculties in upgrading their academic skills.



PARENTS FEEDBACK REPORT: 2020-21.

**Report on Parents Feedback conducted by IQAC, D.H.S.K. Commerce College Dibrugarh
for the academic session 2020-2021**

The feedback analysis process has put an increasing emphasis on the need for involvement of parents in the quality assurance of excellent education. Parent's involvement plays a holistic role for improvement of their wards as well as the College.

Objectives of Parent's feedback on institute:

1. To provide parents the opportunities to comment on the academic infrastructure and learning experiences of their ward.
2. To generate opinion of parents towards facilities available in the college like College Library, infrastructure, placement and other facilities like NCC, NSS and sports. etc.
3. To create a baseline for faculties and library services to improve their quality academic environment of the college.

Focus on the Parent Feedback Form:

The parent's feedback form focuses on the following issues:

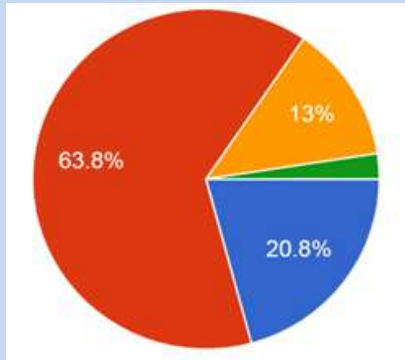
1. Academic infrastructure of the College
2. Learning experience of their wards and facility of College Library
3. Adequate knowledge from the present curriculum
4. Academic skills and knowledge of Teacher
5. Resources provided to students by the College
6. Exposure for career orientation and Placement for students
7. NCC, NSS and Sports facilities and extra-curriculum activities


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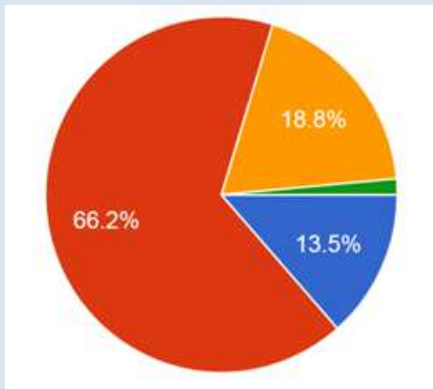
Results of Parents Feedback:

1. How would you rate the infrastructure of the college?



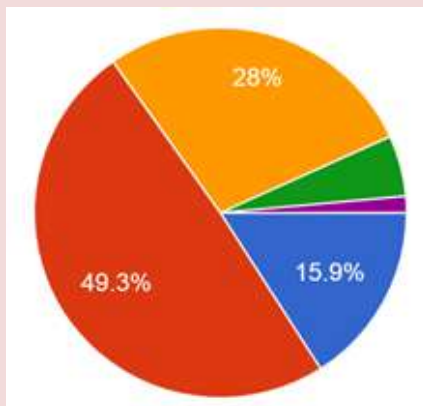
- Excellent
- Good
- Average
- Poor
- No comment

2. How do you rate the learning experience of your son/daughter in the college?



- Excellent
- Good
- Average
- Poor
- No comment

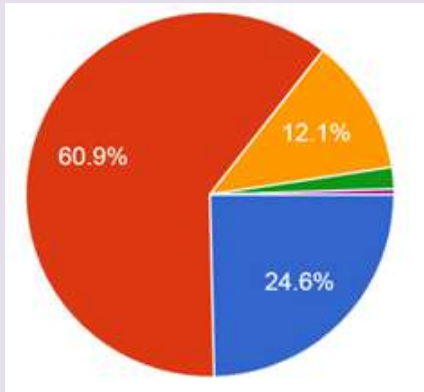
3. How would you judge the college library?



- Excellent
- Good
- Average
- Poor
- No comment

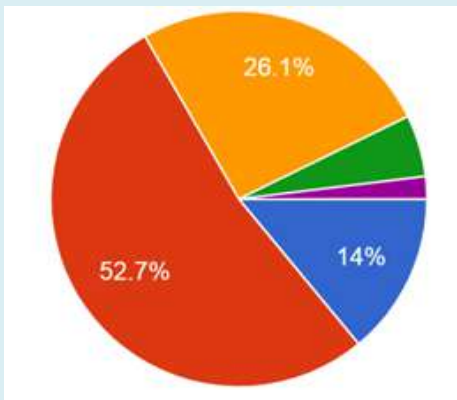


4. What is your comment on the academic skills and knowledge of the college faculty?



- Excellent
- Good
- Average
- Poor
- No comment

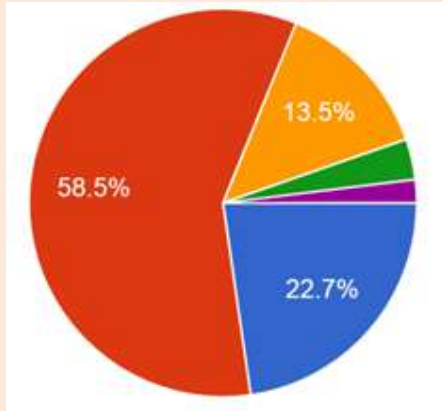
5. How would you rate the resources provided to students by the college?



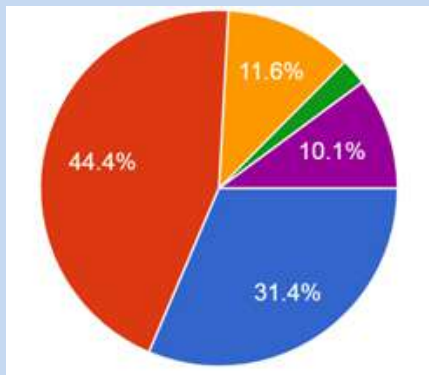
- Excellent
- Good
- Average
- Poor
- No comment



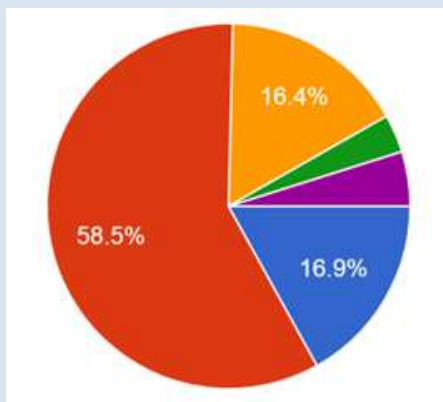
6. How would you describe the social environment in terms of diversity and inclusiveness of the college?



7. How would you judge the NCC, NSS and sports facility in the college?

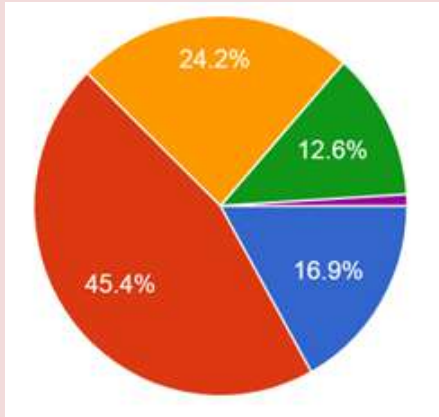


8. What is your opinion about the counselors and mentors that the college provides?



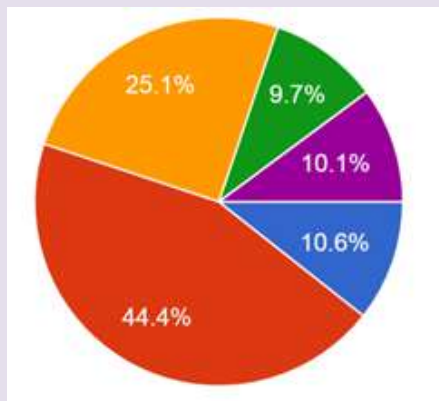


9. What is your opinion about the fests, events, and extra-curricular activities arranged by the college?



- Excellent
- Good
- Average
- Poor
- No comment

10. What is your assessment about the placements, opportunities provided by the college?



- Excellent
- Good
- Average
- Poor
- No comment



Report on Parents Feedback:

1. 63.8% of the parents have found the academic infrastructure of the college as good.
2. 66.2% of the parents have found the learning experiences of their wards in the College as good.
3. 49.3% of parents judge the College library as good.
4. 60.9% of parents found that the academic skills and knowledge of the College faculties were good.
5. Half of the parents (52.7%) said that the resources provided by the College were good. 58.5% of them found the College to be a good place for their children to have social environment in terms of diversity and inclusiveness of the College.
6. 44.4% of the parents found that the NCC, NSS and sports facilities of the College were good.
7. 58.5% of parents were of the opinion that the counselors and mentors that the College provided were good.
8. 45.4% of parents said that the fests, events and extra-curricular activities arranged by the College were good.
9. 44.4% of the parents felt that the college provided enough exposure as far as career orientation or placement is concerned.



Analysis and Outcomes:

1. Parents are satisfied with the infrastructure of the College.
2. Parents are also satisfied with the College library facility and have found it to be good place for acquiring knowledge.
3. Parents are satisfied with the quality of teachers and resources. They are also satisfied with career orientation or placement facilities provided by the College.
4. Parents are highly satisfied with the NCC, NSS and sports facilities provided by the College.

XX


Principal
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Dibrugarh