

# **STUDENTS SATISFACTION SURVEY REPORT - 2021**

**Submitted to:**

**Internal Quality Assessment Cell (IQAC)**

**Marsyangdi Multiple Campus**

**Besishahar Lamjung**



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## **Students Satisfaction Survey Team**

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# INTRODUCTION

## Background

Students are the major stakeholders of every educational institution and all the activities undertaken by the institute are focused on creating a barrier free and conducive environment for excelling in their academics. In this regard, Marsyangdi Multiple Campus (MMC) has provided many facilities for the benefit of students such as library, computer lab, sports, drinking water, canteen and various curricular and extracurricular activities. In the process the campus strives to achieve its program objectives as laid down in the policy document.

A survey of students' satisfaction level on various services provided by an institution helps to examine their perception and the degree of satisfaction so that the institution can determine the further steps for its necessary improvement. Carrying out such survey can update the schools and campuses about the students' expectations and their responses about the provided facilities (Hyun et al., 2017). Students' satisfaction level on various services and activities can support or hinder the quality of education because all these services may directly and indirectly influence its educational quality. Therefore it becomes necessary to elicit perceptions and opinions of the students who are the foremost stakeholders and identify the deviations if any, to improve the system and hence this survey is being carried on (Jaggars et al., 2018).

## Purpose of the Survey

The main purpose of this survey is to measure the student's level of satisfaction on their experiences with MMC covering the various areas such as academic facilities, physical facilities, extracurricular facilities, students-teacher relationship, and administrative services. Similarly, the survey aims to identify and address gaps for process improvement and recommend tin improving the better services based on the students' responses.

## Methodology

We used a survey designed as suggested by Creswell and Creswell (2018) to explore the satisfaction level of the students of MMC based on a set of questionnaire with five different areas of facilities and services provided by the campus.



## Participants

The students studying at Bachelor and Master Level were included for the survey. Out of 630 students of MMC, 80 students were selected randomly. The distribution of participants in terms of faculties and levels were as follows:

S.N.	Faculties/ Levels	No. of Students
1	Bachelor of Education (B.Ed.)	35
2	Bachelor of Business Studies	30
3	Master's degree	15
	Total	80

## Process of Data Collection

After explaining the purpose of the survey, we requested the students to take part in survey voluntarily. We requested them not to write their name and roll number which encouraged them to express their responses without hesitation and fear. 80 students from different faculties and levels filled up the questionnaire.

## Survey process

Internal Quality Assessment Cell (IQAC) conducted and reported the survey with support of Heads and Coordinators of all the departments. The questioners were prepared and circulated to all the departments and then to students through coordinators.

The feedback was taken on different attributes like; academic facilities, physical facilities, extracurricular facilities, students-teacher relationship, and administrative Services. The responses obtained on these dimensions are compiled into a spread sheet, analyzed and logical conclusions are drawn there from. As all the values are represented in terms of percentage, a value above 50 indicates an above average satisfaction.

The results of the survey will help the institution to understand both short term and long term needs of the students and initiate remedial action to improve the facilities wherever it is required. The outcome of this survey will provide a base for planning for the future.



## Data Analysis and Interpretation

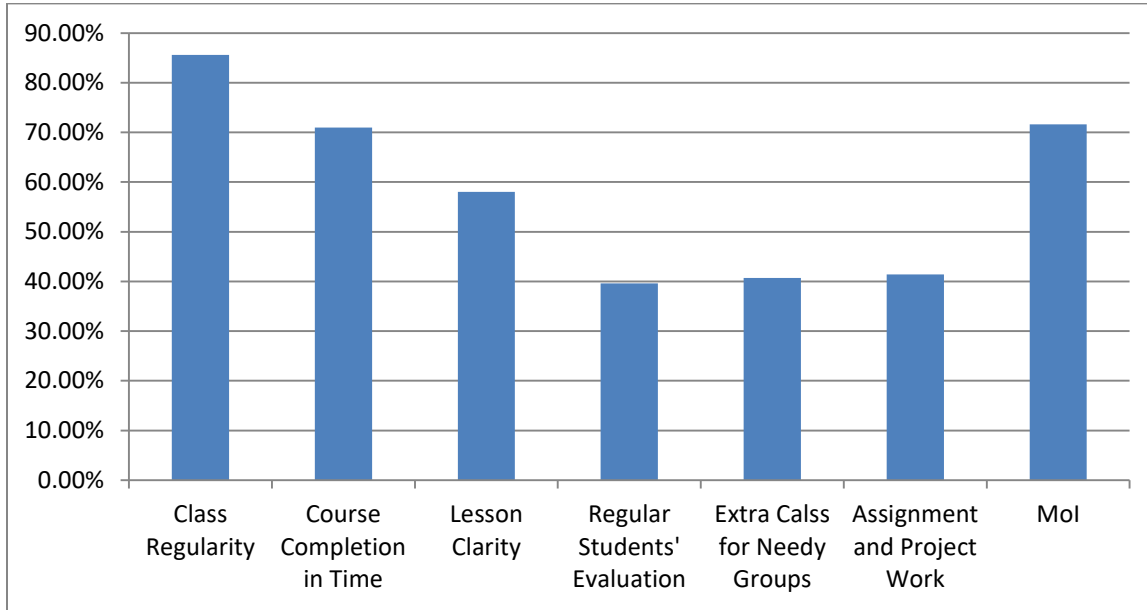
### Satisfaction level of students' on academic facilities

The satisfaction of students in the campus with respect to academic facilities provided are measured on the basis of

- Class regularity
- Course completion in time
- Lesson clarity
- Regular students evaluation system
- Extra class for needy groups
- Assignment and project work
- Follow prescribed curriculum
- Use of teaching materials
- Field work
- Use of ICT
- Students involvement in academic workshop
- Provision of guest lecturer

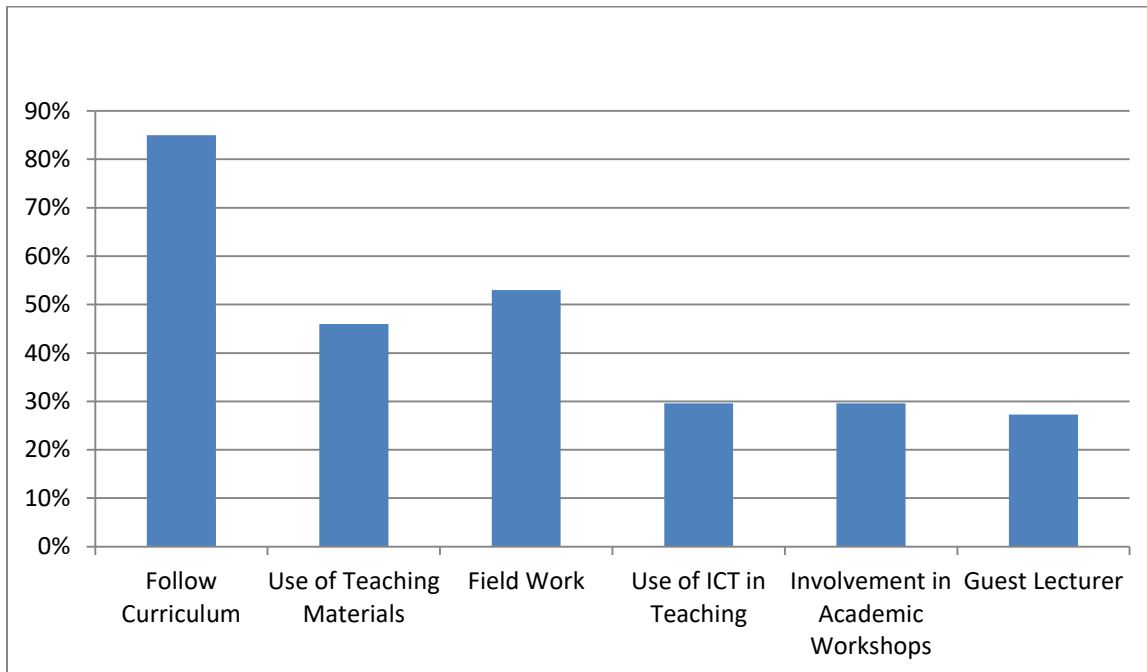
The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is 50.7%. The detailed analysis shows students satisfaction level with the services like class regularity, course completion in time, lesson clarity, follow of prescribed curriculum, medium of instruction, and filed study work was between 53-85 percent. However, majority of the students were not satisfied with the services like students regular evaluation system, extra class for the needy groups, regular assignment and project work, use of teaching materials, use of ICT in teaching, students' involvement in workshops and provision of guest lecturers. The following bar graph shows the students satisfaction level on academic facilities provided to students by MMC.

**Figure 1: Students' Satisfaction Level on Academic Activities**



(Source: Survey Report, 2021)

**Figure 2: Students' Satisfaction Level on Academic Activities**



(Source: Survey Report, 2021)

## Satisfaction Level on Available Physical Facilities

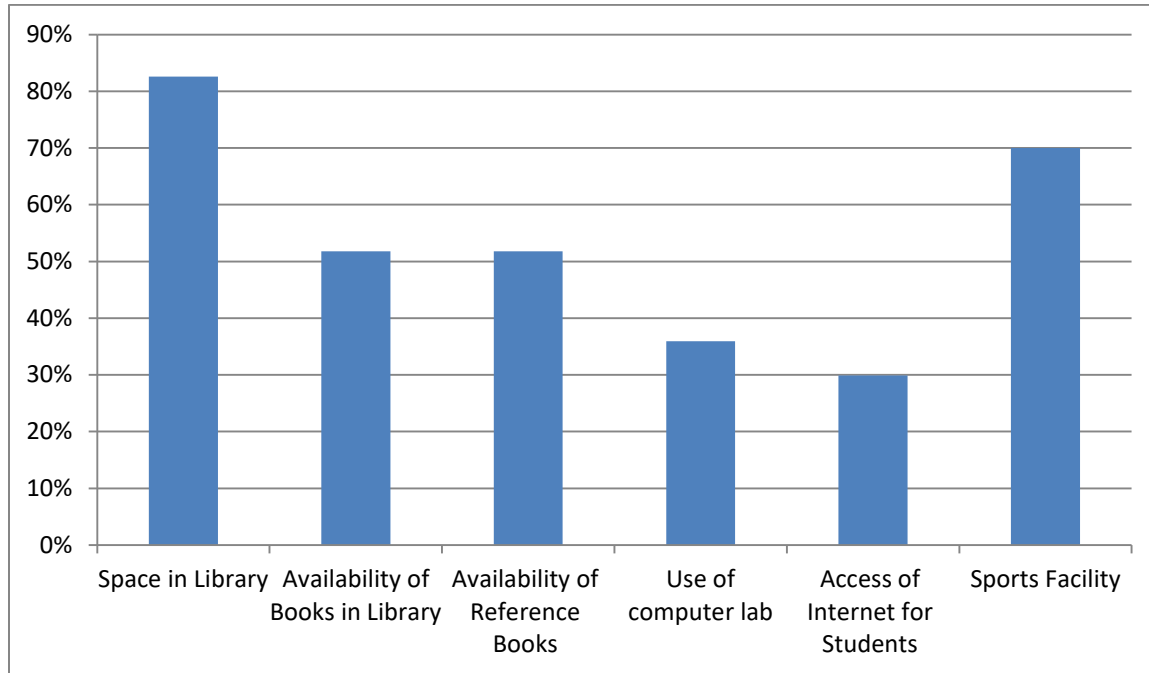
The satisfaction of students in the campus with respect to academic facilities provided are measured on the basis of

- Reading space in library
- Availability of books in library
- Availability reference books
- Use of computer lab
- Access of internet for students
- Sport facilities
- Size of classroom
- Furniture management
- Program and meeting hall
- Drinking water
- Canteen and food services
- Changing room for girls

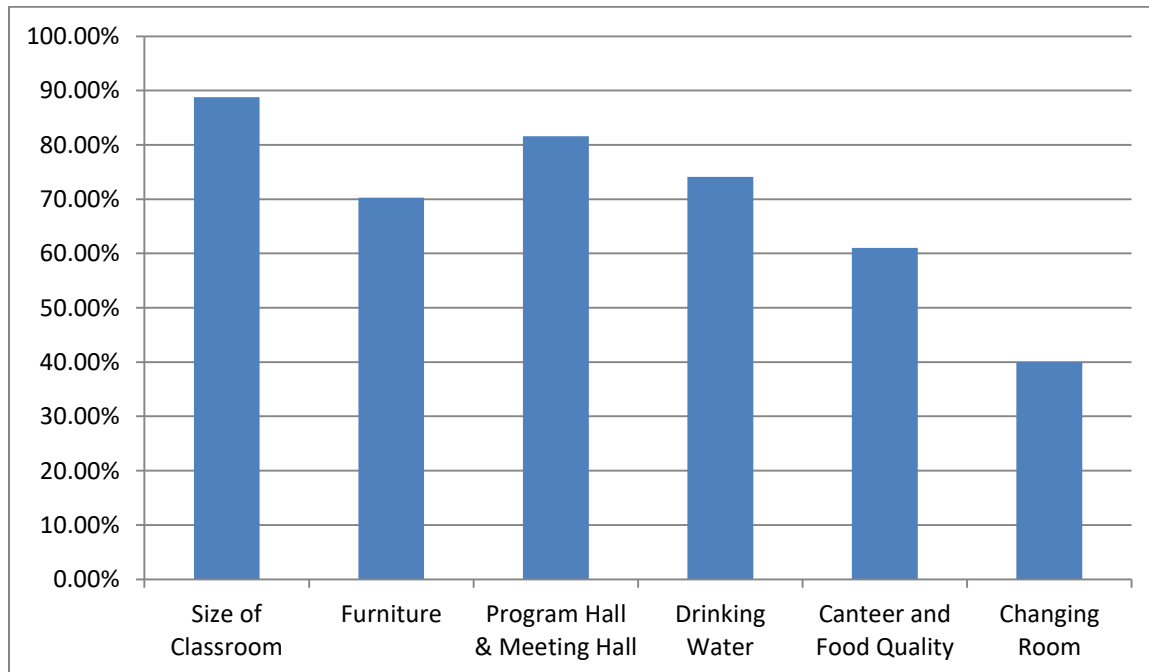
The survey conducted on these parameters reveals that the overall satisfaction level is 63.5%. In the parameter wise breakup it is seen that satisfaction level is the least in case of access of the internet facility and maximum in case of classroom size, reading space in library, and adequate program and meeting halls to adjust the number of students. The following bar graphs show the details of the students' satisfaction on available physical facilities provided by the campus to the students.



**Figure 3: Students' Satisfaction Level on Physical Facilities**



**Figure 4: Students' Satisfaction Level on Physical Facilities**



(Source: Survey Report, 2021)

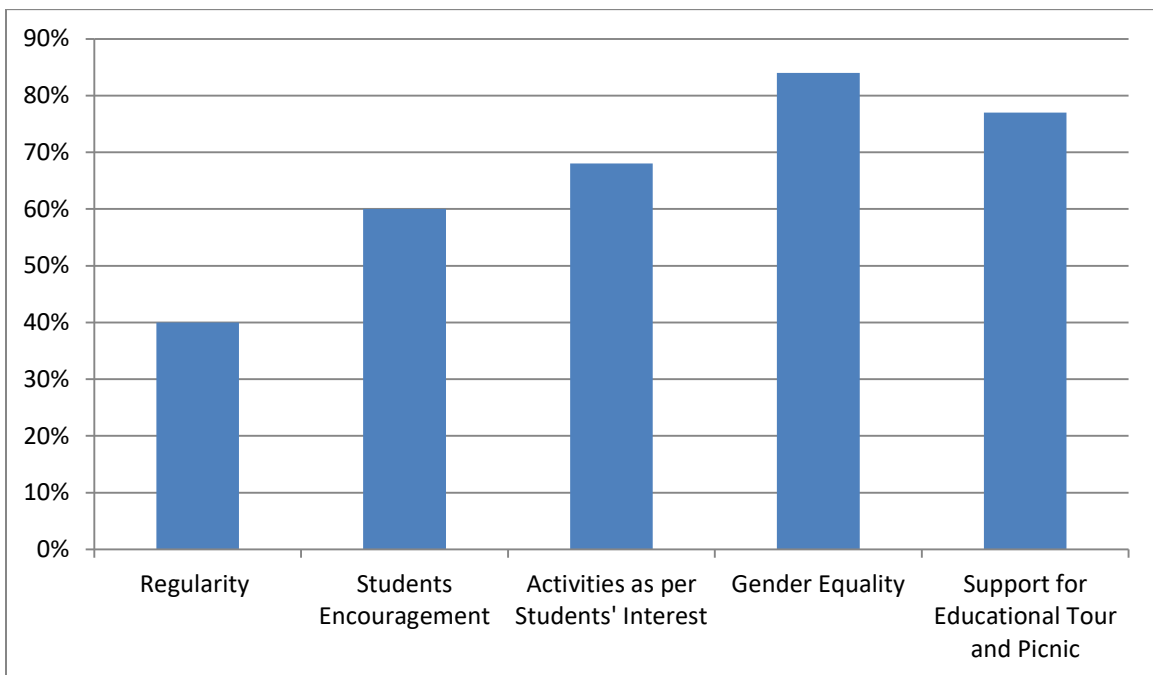
## Students' Satisfaction Level on Extracurricular Facilities

The satisfaction of students in the campus with respect to the extracurricular facilities provided are measured on the basis of

- Regularity of extracurricular activities
- Students encouragement to take part
- Activities as per students interests
- Maintaining gender equality
- Support for educational tour and picnic

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is 65.8%. The detailed analysis shows that the satisfaction level with respect to maintaining gender equality is maximum whereas it is seen that the satisfaction level is the least in case of regularity of the extracurricular activities.

**Figure 5: Students' Satisfaction Level on Extracurricular Facilities**



(Source: Survey Report, 2021)

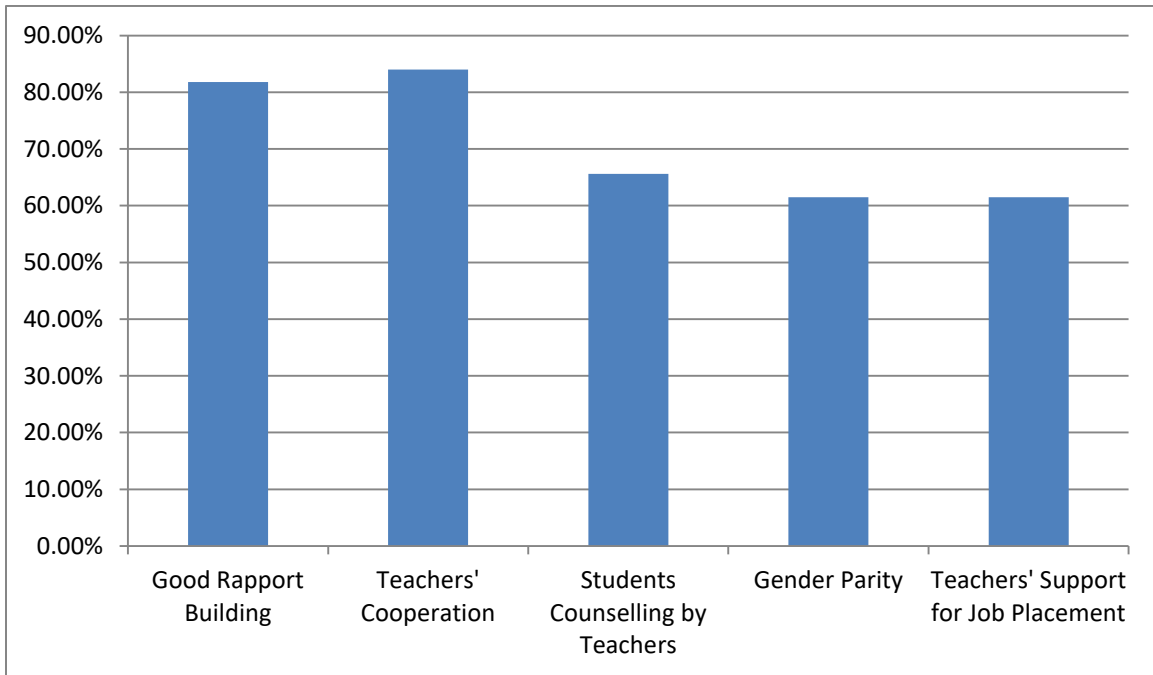
## Students' Satisfaction Level on Students Teacher Relation

The satisfaction of students in the campus with respect to students-teacher relation provided are measured on the basis of

- Good rapport building
- Teachers' cooperation
- Students counseling by teachers
- Teachers' behaviour towards gender parity
- Teachers' support for job placement

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is 70.88%. The detailed analysis shows that the satisfaction level with respect to teachers' cooperation is maximum whereas it is seen that the satisfaction level is the least in case of teachers' support for job placement.

**Figure 6: Students' Satisfaction Level on Student Teacher Relation**



(Source: Survey Report, 2021)

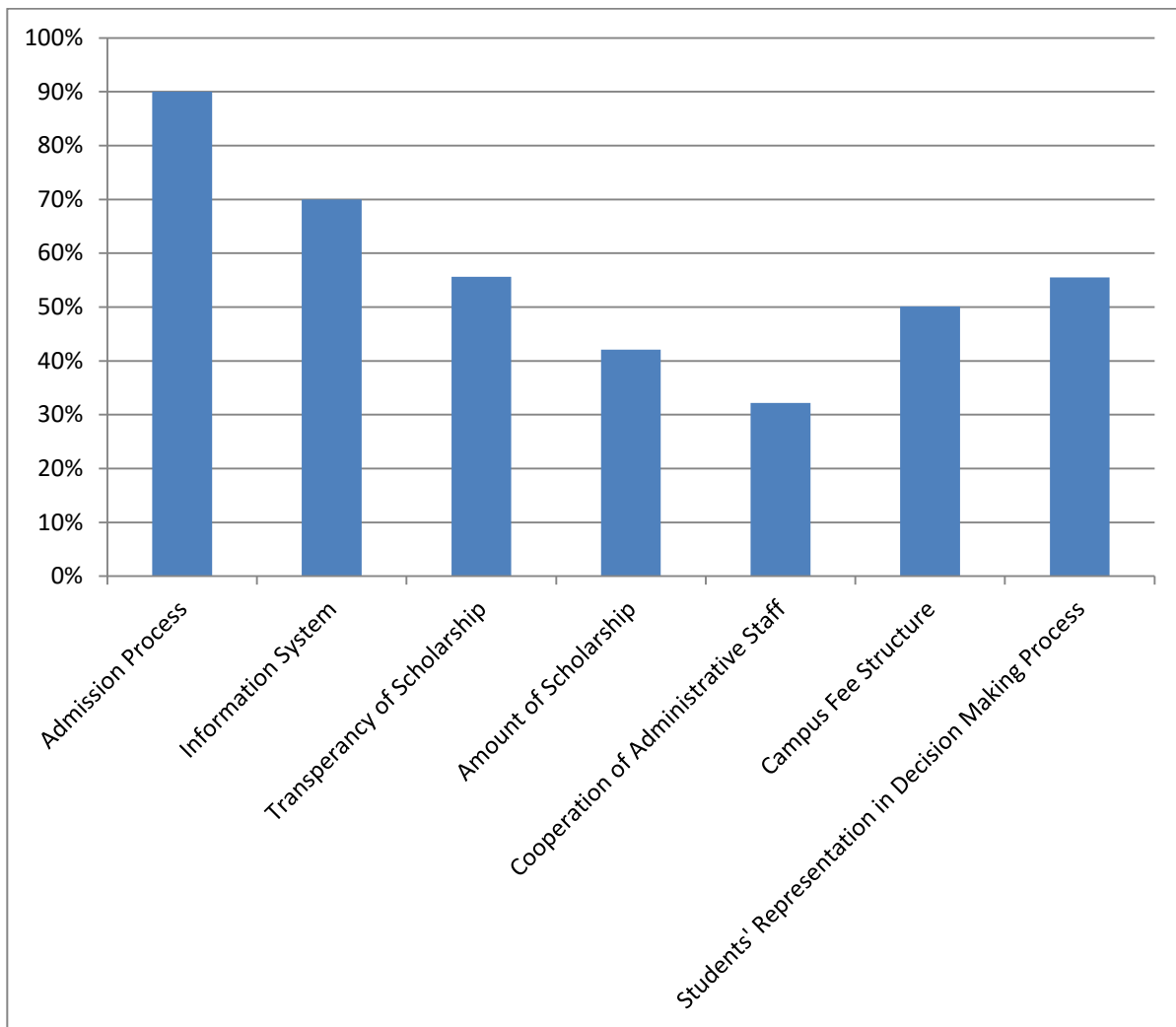
## Students' Satisfaction Level on Administration Service

The satisfaction of students in the campus with respect to administrative service provided are measured on the basis of

- Admission process
- Information system
- Transparency scholarship
- Amount of scholarship
- Cooperation of administrative staff
- Campus fee structure
- Students' representative in decision making

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said services is 56.6%. The detailed analysis shows that the satisfaction level with respect to admission process is maximum whereas it is seen that the satisfaction level is the least in case of regularity of the cooperation of administrative staff.

**Figure 7: Students' Satisfaction Level on Administrative Service**

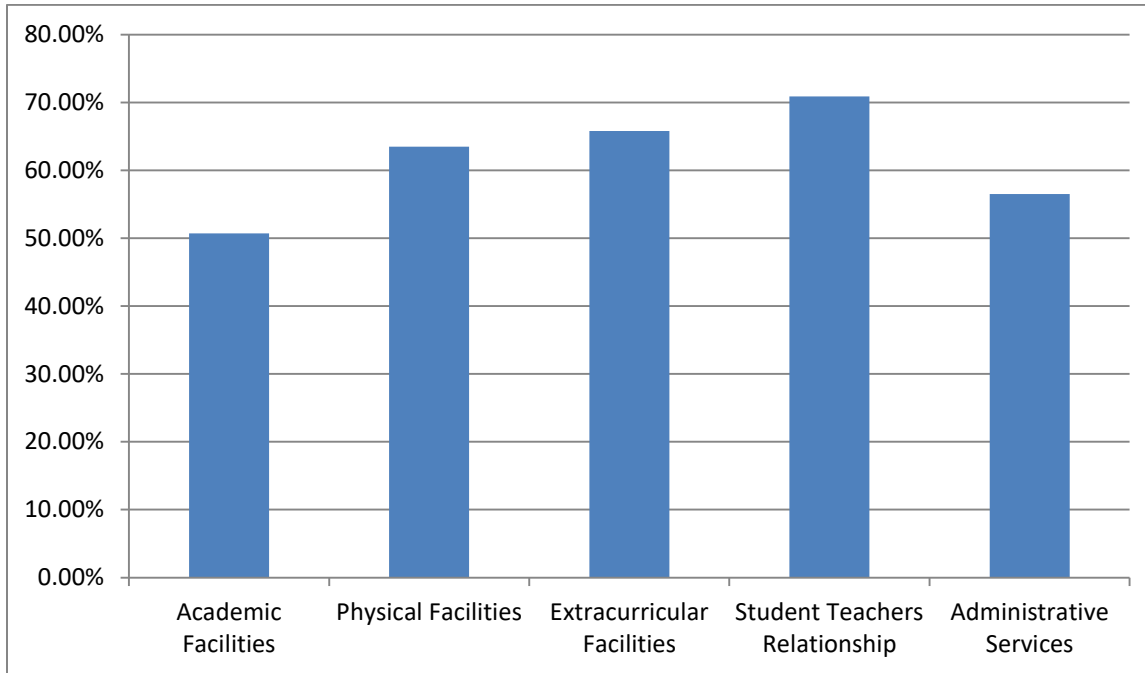


(Source: Survey Report, 2021)

### **Students' Satisfaction Level on Overall Facilities and Services**

To analyse the students' satisfaction level in overall, it was found that students were more satisfied with students-teacher relationship whereas students' satisfaction level on academic facilities was found least. It was found that 61.4% students were satisfied with the overall facilities and services offering by the campus.

**Figure 8: Students' Satisfaction Level on Overall Facilities and Services**



(Source: Survey Report, 2021)

### **Summary and Conclusion**

The survey report reveals that the overall satisfactory level of the students on various facilities and services provided by MMC was 61.4%, which means still 39.6% students are not satisfied. Majority of the students were found satisfied with the facilities and activities like regularity of class, course completion in time, follow the prescribed curriculum, library facilities, classroom size and availability of furniture, sport facilities, maintaining gender equality, student-teacher relationship admission process, and information delivery process. However, a large number of students expressed their dissatisfaction with the services like, cooperation of administrative staff, amount of scholarship, use of ICT in teaching, provision of guest lecturer, use of computer lab and internet, regularity of assignment and project work, students' involvement in various workshops, regular student evaluation and feedback, and extra class for the needy groups.

## Suggestions and Recommendations

Based on the above findings, the following are the recommendation to the campus executive body, administration and concerned departments to improve the facilities and services provided by the campus.

1. Teachers should incorporate ICT in classroom teaching and the campus should allocate a reasonable budget for ICT management.
2. Faculty members should be responsible for regular students' evaluation and provide feedback to the students.
3. The administrative staff should be cooperative to students.
4. The extracurricular activities should be conducted regularly.
5. Students should be involved various research related workshops and seminars.
6. There should be the provision of guest lecturers.
7. Use of computer lab should be systematized, and internet facility should be made effective in computer lab.
8. Number of books in library should be increased.
9. Concerned faculties should manage extra classes for the needy groups.
10. The amount of scholarship should be increased and the scholarship distribution process should be made more transparent.

## References

- Creswell, J. W., & Creswell, J. D. (2018). *Research design: Qualitative, quantitative, and mixed methods approaches*. Sage publications.
- Hyun, J., Ediger, R., & Lee, D. (2017). Students' satisfaction on their learning process in active learning and traditional classrooms. *International Journal of Teaching and Learning in Higher Education*, 29(1), 108-118.
- Jaggars, S. S., Folk, A. L., & Mullins, D. (2018). Understanding students' satisfaction with OERs as course materials. *Performance Measurement and Metrics*.

## Annex 1

### Students' Satisfaction Level Response Table

Satisfaction level in academic activities	S. Agree	Agree	Neutral	Disagree	S. Disagree
1. The class runs regularly.	14.8	70.8	10.4	4.0	-
2. All the courses complete in time.	15.8	55.2	19.5	10.5	-
3. I understand clearly what the teachers teach.	6.5	51.5	19.4	17.4	5.2
4. There is regular student evaluation in classroom.	7.7	29.2	46.1	12.1	4.9
5. There is provision of extra classes for needy groups.	3.7	37.0	18.6	25.9	14.8
6. There is regular assignment and project work.	3.7	33.7	28.8	38.8	8.5
7. The teachers follow the prescribed curriculum.	40	45	10	5	
8. The medium of instruction is according to the students demand.	3.9	67.7	7.7	16.9	3.8
9. The teachers use instructional materials while teaching.	-	46.0	14.0	30	10
10. Students are taken out of campus for field study and project work occasionally.	7.4	45.6	7.0	33.7	6.3
11. There is use of ICT in teaching.	-	13.7	16.3	35.0	25.0
12. Students are involved in various academic workshops	7.4	22.2	29.6	11.1	3.7
13. There is provision of occasional guest lecturer.	-	27.3	22.7	39.6	10.4
<b>Satisfaction level on available physical facilities</b>					



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1. The library has adequate space for reading.	14.8	77.8	7.4		
2. The books are available as per the requirement of the students.	14.8	37.0	25.9	14.8	7.5
3. There are reference books besides course books in library.	-	51.8	18.5	25.9	3.7
4. Students can use computer lab in their free time.	-	35.9	18.5	29.7	15.9
5. Students have access of the internet facility in computer lab.	-	29.9	23.1	34.6	15.4
6. Campus has sports facilities for students according to their demands.	23.0	47.2	26.8	4.0	
7. The classrooms are wide enough for the students.	22.2	66.6	7.4	3.8	
8. The furniture are comfortable and enough to the number of students.	14.8	55.5	22.2	7.5	
9. The programme hall and meeting hall are adequate to the number of students.	11.1	70.5	7.4	7.4	3.6
10. There is water filtration system for drinking purpose for students.	14.8	59.3	11.1	14.8	
11. Food in canteen is fresh and hygienic	5.5	55.5	21	12.6	5.4
11. Changing rooms for girls	-	40.0	12.5	40.0	7.5
<b>Students' satisfaction level on extracurricular activities</b>					
1. The extracurricular activities are regularly conducted.	-	40.3	22.7	22.0	15.0
2. Students are encouraged to take part in extracurricular activities.	3.8	56.2	30.7	9.3	
3. Activities are selected considering the	11.5	56.5	12.5	15.5	4.0

students' interest.					
4. There is no gender discrimination in extracurricular activities.	25.9	58.1	10.6	5.4	
5. Campus supports students in educational tour, picnic and other activities conducted by students.	18.5	58.5	11.0	12.0	
<b>Students' satisfaction level on student-teacher relationship</b>					
1. There is good relationship between students and teachers.	18.5	63.0	11.1	3.7	3.7
2. Teachers' support for job placement	10.5	51.0	15.5	16.0	7.0
3. Teachers are cooperative and supportive to students inside and outside of classroom.	16.0	68.0	8.0	8.0	
4. Teachers counsel students while selecting subjects, consulting resources and doing project work.	18.5	47.1	22.2	12.2	
5. There is no gender, political or ethnic biasness from the side of teachers to students	19.2	42.3	11.6	23.1	3.8
<b>Students' satisfaction on administrative activities</b>					
1. Students can easily get admission.	25.9	64.1	-	10.0	
2. Students are timely informed about exam notice, registration form, scholarship, etc.	22.3	47.2	18.5	11.5	
3. The distribution of scholarship is transparent.	3.7	51.9	25.9	18.5	
4. The amount of scholarship is adequate.	-	42.1	23.1	30.7	4.1
5. Administrative staffs are cooperative to students while providing administrative	-	32.2	19.6	48.2	

services.					
6. The campus fee is reasonable.	15.3	35.8	20.8	15.0	13.1
7. There is the participation of students' representative while making campus rules and regulation, selecting campus uniform and other activities.	7.4	48.1	22.3	14.9	7.3

## Annex 2

### Questionnaire

#### Marsyangdi Multiple Campus, Lamjung

#### Students' Satisfaction Level Survey

This students' satisfaction level survey form is to find out the students' satisfaction level on various facilities and activities provided by the campus. The survey will help the concerned stakeholders to improve themselves to increase the satisfaction level of students.

Level:

Faculty:

Sex:

**Tick (√) one option that can determine your satisfaction level provided by the campus.**

<b>Satisfaction level in academic activities</b>	<b>S. Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>S. Disagree</b>
1. The class runs regularly.					
2. All the courses complete in time.					
3. I understand clearly what the teachers teach.					
4. There is regular student evaluation in classroom.					
5. There is provision of extra classes for					



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needy groups.					
6. There is regular assignment and project work.					
7. The teachers follow the prescribed curriculum.					
8. The medium of instruction is according to the students demand.					
9. The teachers use instructional materials while teaching.					
10. Students are taken out of campus for field study and project work occasionally.					
11. There is use of ICT in teaching.					
12. Students are involved in various academic workshops					
13. There is provision of occasional guest lecturer.					
<b>Satisfaction level on available physical facilities</b>					
1. The library has adequate space for reading.					
2. The books are available as per the requirement of the students.					
3. There are reference books besides course books in library.					
4. Students can use computer lab in their free time.					
5. Students have access of the internet facility in computer lab.					
6. Campus has sports facilities for students					

according to their demands.					
7. The classrooms are wide enough for the students.					
8. The furniture are comfortable and enough to the number of students.					
9. The programme hall and meeting hall are adequate to the number of students.					
10. There is water filtration system for drinking purpose for students.					
11. Food in canteen is fresh and hygienic					
12. Changing rooms for girls					
<b>Students' satisfaction level on extracurricular activities</b>					
1. The extracurricular activities are regularly conducted.					
2. Students are encouraged to take part in extracurricular activities.					
3. Activities are selected considering the students' interest.					
4. There is no gender discrimination in extracurricular activities.					
5. Campus supports students in educational tour, picnic and other activities conducted by students.					
<b>Students' satisfaction level on student-teacher relationship</b>					
1. There is good relationship between students and teachers.					
2. Teachers' support for job placement					

3. Teachers are cooperative and supportive to students inside and outside of classroom.					
4. Teachers counsel students while selecting subjects, consulting resources and doing project work.					
5. There is no gender, political or ethnic biasness from the side of teachers to students					
<b>Students' satisfaction on administrative activities</b>					
1. Students can easily get admission.					
2. Students are timely informed about exam notice, registration form, scholarship, etc.					
3. The distribution of scholarship is transparent.					
4. The amount of scholarship is adequate.					
5. Administrative staffs are cooperative to students while providing administrative services.					
6. The campus fee is reasonable.					
7. There is the participation of students' representative while making campus rules and regulation, selecting campus uniform and other activities.					

S. Agree: Strongly Agree

S. Disagree: Strongly Disagree

**Thank you!**



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