

Student Satisfaction Report of Bokaro Steel Mines College (2023-2024)

Introduction

Bokaro Steel Mines College is committed to providing quality education and ensuring a holistic learning experience for its students. The Student Satisfaction Survey (SSS) for the academic year 2023-2024 was conducted to assess various aspects of the college, including teaching quality, infrastructure, student support services, and overall campus environment. The feedback gathered from students helps the institution identify strengths and areas for improvement.

Methodology

The survey was conducted among undergraduate students across different disciplines. A structured questionnaire was used, covering aspects such as curriculum design, faculty performance, teaching-learning process, library facilities, extracurricular activities, and overall student support systems. The responses were collected both online and offline to ensure comprehensive participation.

Key Findings

1. Teaching-Learning Process


Students expressed a high level of satisfaction with the teaching-learning process at Bokaro Steel Mines College. Key observations include:

- **Faculty Performance:** 85% of students rated faculty members as highly competent and approachable.
- **Teaching Methods:** 80% of students appreciated the use of modern teaching aids such as smart boards, projectors, and ICT tools.
- **Course Content:** 78% of students found the curriculum relevant and well-structured to meet industry needs.

2. Infrastructure and Facilities

The college provides well-maintained infrastructure, contributing to a positive learning environment. Student feedback highlighted:

- **Classroom Facilities:** 82% of students were satisfied with classroom conditions, including seating arrangements and ventilation.
- **Library and Digital Resources:** 75% of students found the library well-equipped with essential books and digital resources.
- **Laboratories:** 80% of science and technical students were satisfied with laboratory facilities and equipment availability.

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3. Student Support Services

Bokaro Steel Mines College provides various support services to enhance student learning and well-being. The survey indicated:

- **Counseling Services:** 72% of students appreciated the availability of academic and personal counseling services.
- **Grievance Redressal Mechanism:** 77% of students acknowledged that their concerns were addressed effectively.
- **Scholarship and Financial Aid:** 74% of students benefited from the scholarship programs and financial assistance schemes.

4. Extracurricular and Co-curricular Activities

The institution encourages student participation in extracurricular and co-curricular activities for holistic development. Survey results showed:

- **Cultural Activities:** 85% of students enjoyed participating in college festivals, debates, and literary events.
- **Sports Facilities:** 78% of students expressed satisfaction with sports infrastructure availability.
- **NSS and Social Initiatives:** 81% of students appreciated community service opportunities through NSS programs.

5. Placements and Career Guidance

Career guidance and placement support play a crucial role in student development. Feedback in this area included:

- **Placement Opportunities:** 35% of students were satisfied with placement support and training provided by the institution.
- **Internship Opportunities:** 70% of students benefited from internships that enhanced practical learning.
- **Skill Development Programs:** 75% of students found workshops and seminars beneficial for career preparation.


6. Overall Student Satisfaction

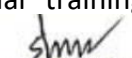
The overall student satisfaction level at Bokaro Steel Mines College for 2023-2024 was **80%**, indicating a positive learning environment with areas for further improvement.

Areas for Improvement

Despite the positive feedback, students suggested the following areas for enhancement:

1. **Wi-Fi and Internet Access:** Some students requested improved Wi-Fi connectivity across the campus.
2. **Skill Development Programs:** Students requested additional training in emerging technologies and soft skills.

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3. **Cafeteria Facilities:** Improvement in the quality and variety of food options in the cafeteria was recommended.
4. **Public Transport Connectivity:** Enhanced transportation facilities for students commuting from distant areas.

Conclusion

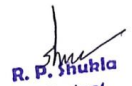
The Student Satisfaction Report for Bokaro Steel Mines College (2023-2024) reflects a positive outlook on various aspects of college life. The institution remains committed to continuous improvement, addressing student concerns, and enhancing the overall academic experience. The feedback provided will serve as a roadmap for the college administration to implement necessary changes, ensuring that students receive quality education and support for their holistic development.


Student Satisfaction Survey (SSS) Committee

To ensure a transparent and effective student satisfaction survey, the following committee members were involved in the planning, execution, and analysis of the survey:

1. **Prof. R P Shukla** – Chairperson
2. **Prof. Birendra Kumar Vishwakarma** – IQAC, Coordinator
3. **Prof. G.C. Yadav** – Head, Student Affairs (Coordinator)
4. **Prof S. B. Singh**– Faculty Representative, Department of Science
5. **Prof. Shree Ram Singh** – Faculty Representative, Department of Humanities
6. **Prof. B.B. Singh** – Faculty Representative, Department of Commerce
7. **Dr. Shanti Kumari** – Faculty Representative, Department of Social Sciences
8. **Prof. C.B. Choubey** – Administrative Staff Representative
9. **Mr. Pranav Kumar** – Undergraduate Program
10. **Mr. Rajanish Kumar Yadav, Alumni Representative**

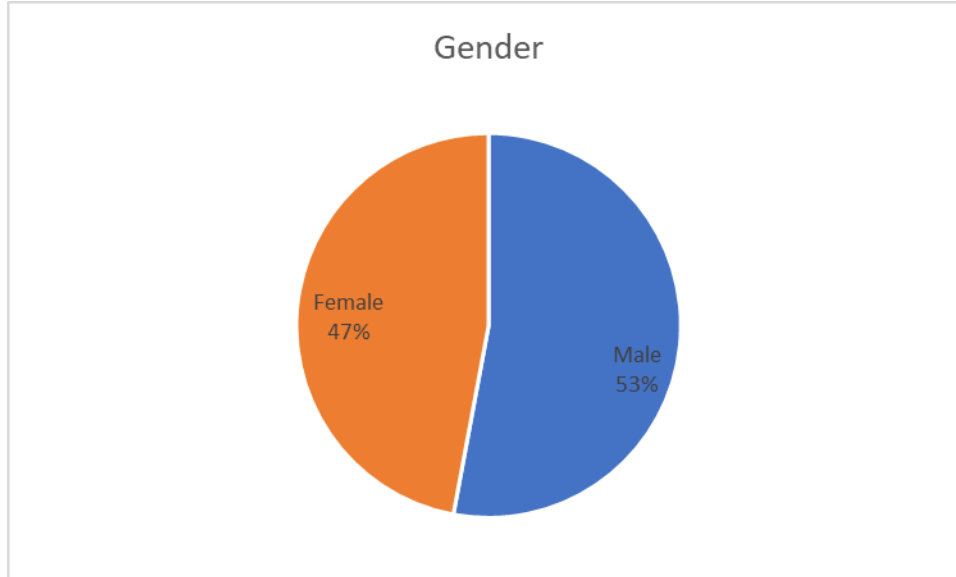
The committee played a pivotal role in ensuring that student voices were heard and that the data collected was analyzed objectively to drive improvements in the institution.

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Gender


	Frequency	Percent
Male	279	52.9
Female	248	47.1
Total	527	100.0

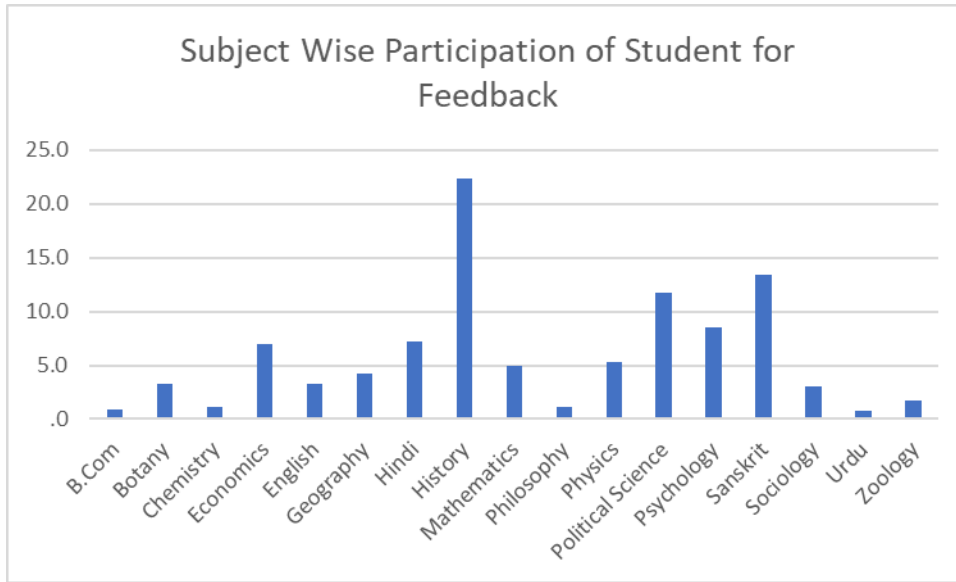


Subject

	Frequency	Percent
B.Com	5	.9
Botany	17	3.2
Chemistry	6	1.1
Economics	37	7.0
English	17	3.2
Geography	22	4.2
Hindi	38	7.2
History	118	22.4
Mathematics	26	4.9
Philosophy	6	1.1
Physics	28	5.3
Political Science	62	11.8
Psychology	45	8.5
Sanskrit	71	13.5
Sociology	16	3.0
Urdu	4	.8
Zoology	9	1.7
Total	527	100.0

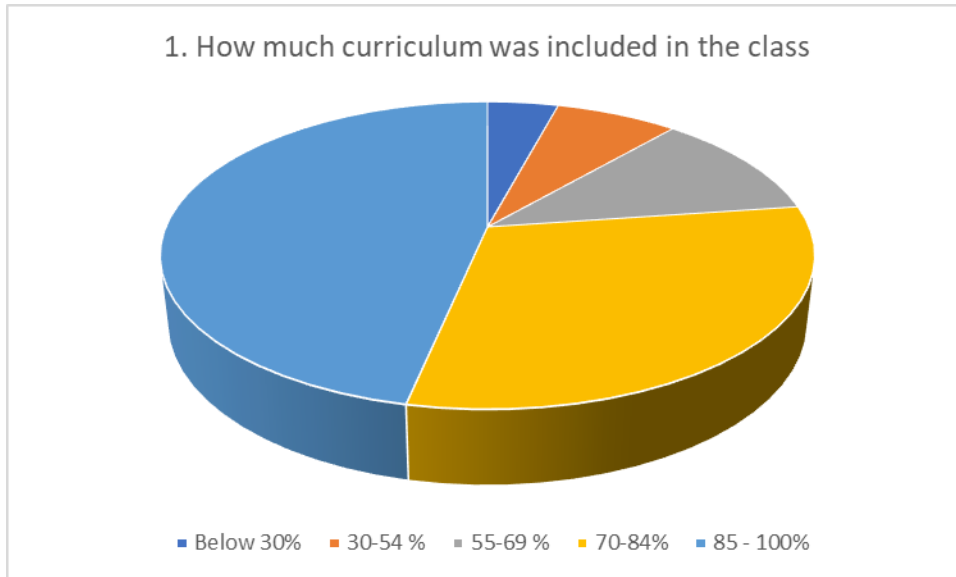
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q1_How much curriculum was included in the class

	Frequency	Percent
Below 30%	22	4.2
30-54 %	38	7.2
55-69 %	60	11.4
70-84%	161	30.6
85 - 100%	246	46.7
Total	527	100.0



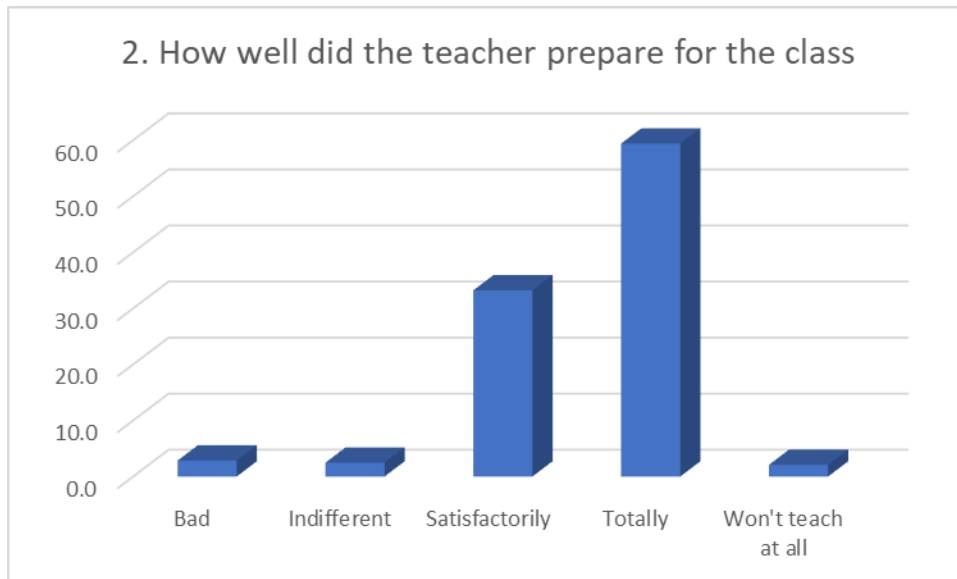
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q2_How well did the teacher prepare for the class


	Frequency	Percent
Bad	15	2.8
Indifferent	13	2.5
Satisfactorily	175	33.2
Totally	313	59.4
Won't teach at all	11	2.1
Total	527	100.0

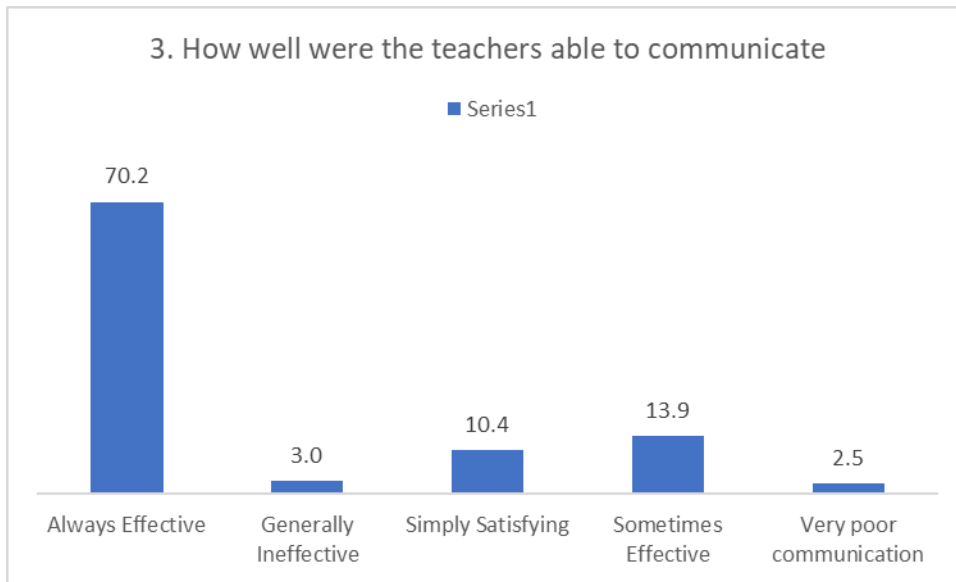


q3_How well were the teachers able to communicate

	Frequency	Percent
Always Effective	370	70.2
Generally Ineffective	16	3.0
Simply Satisfying	55	10.4
Sometimes Effective	73	13.9
Very poor communication	13	2.5
Total	527	100.0

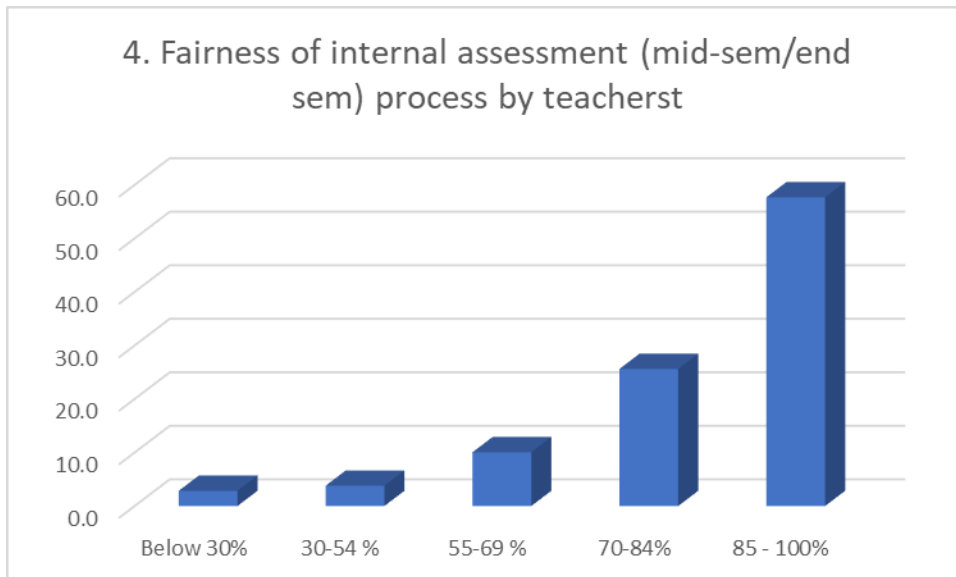
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q4_Fairness of internal assessment (mid-sem/end sem) process by teachers

	Frequency	Percent
Below 30%	15	2.8
30-54 %	20	3.8
55-69 %	53	10.1
70-84%	135	25.6
85 - 100%	304	57.7
Total	527	100.0



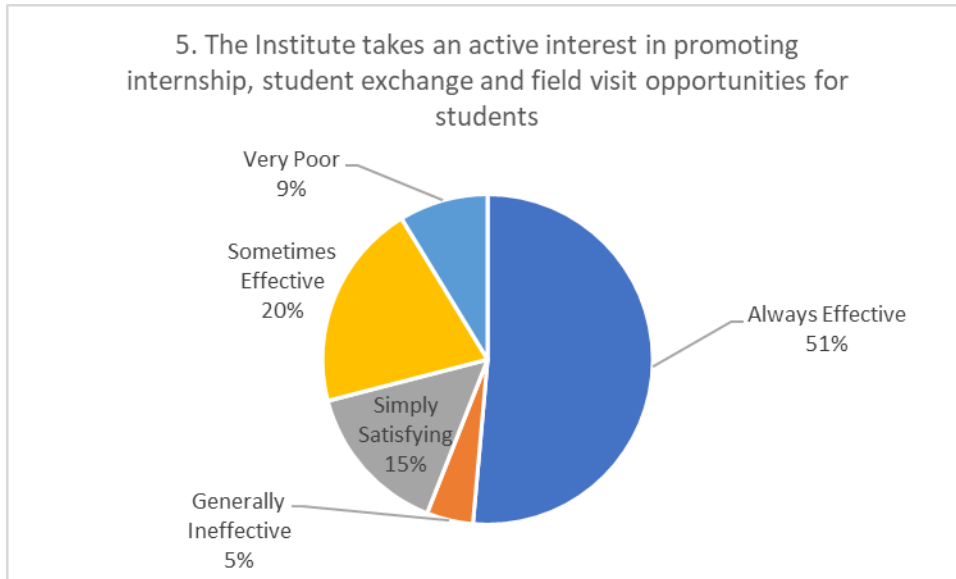
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q5_The Institute takes an active interest in promoting internship, student exchange and field visit opportunities for students

	Frequency	Percent
Always Effective	271	51.4
Generally Ineffective	24	4.6
Simply Satisfying	79	15.0
Sometimes Effective	107	20.3
Very Poor	46	8.7
Total	527	100.0



q6_The teaching and mentoring process in your institution helps you with cognitive, social and emotional development

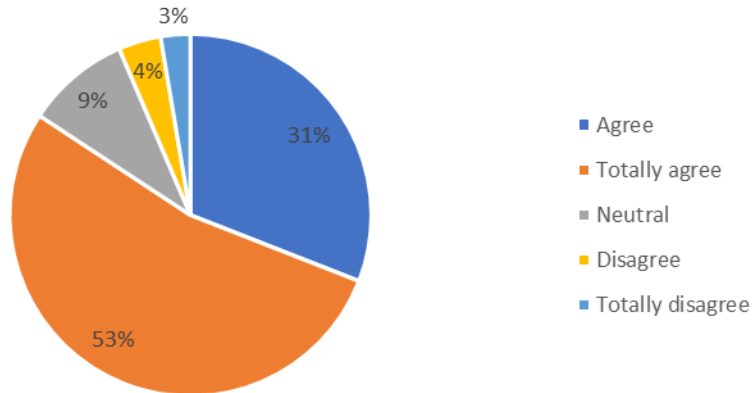
	Frequency	Percent
Agree	163	30.9
Totally agree	281	53.3
Neutral	49	9.3
Disagree	20	3.8
Totally disagree	14	2.7
Total	527	100.0

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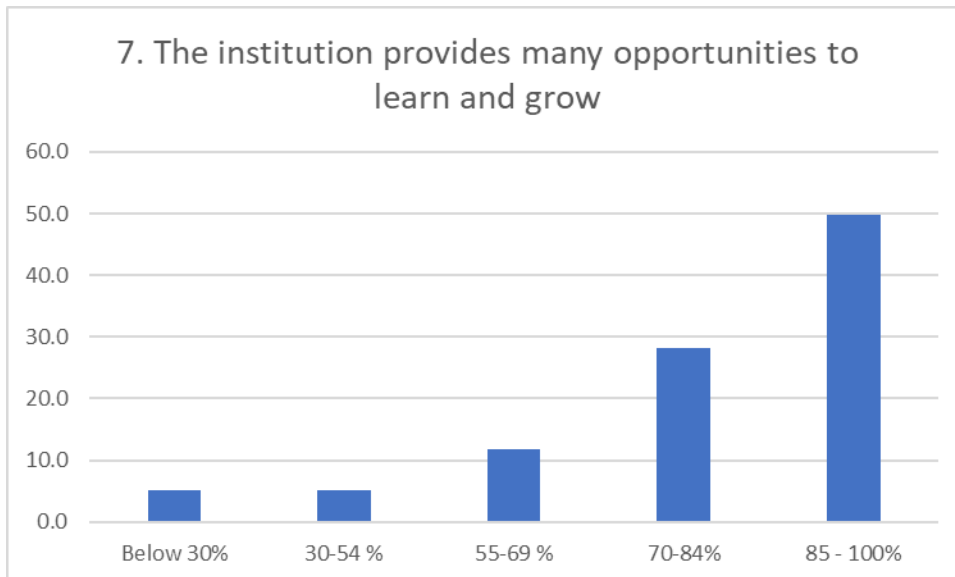
6. The teaching and mentoring process in your institution helps you with cognitive, social and emotional development





q7_The institution provides many opportunities to learn and grow

	Frequency	Percent
Below 30%	27	5.1
30-54 %	27	5.1
55-69 %	62	11.8
70-84%	149	28.3
85 - 100%	262	49.7
Total	527	100.0

7. The institution provides many opportunities to learn and grow

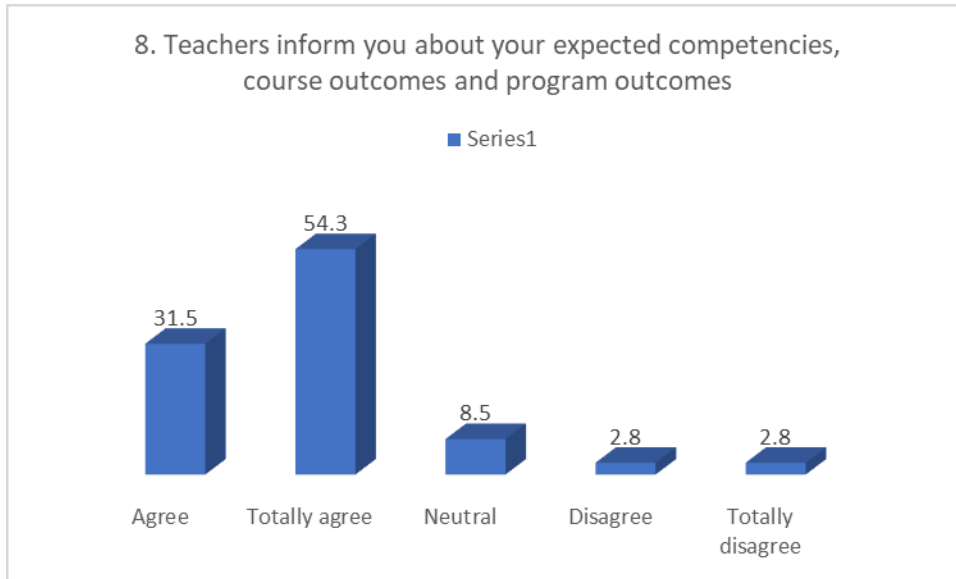


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q8_Teachers inform you about your expected competencies, course outcomes and program outcomes

	Frequency	Percent
Agree	166	31.5
Totally agree	286	54.3
Neutral	45	8.5
Disagree	15	2.8
Totally disagree	15	2.8
Total	527	100.0



q9_Your teacher makes a necessary follow-up with the task assigned to you

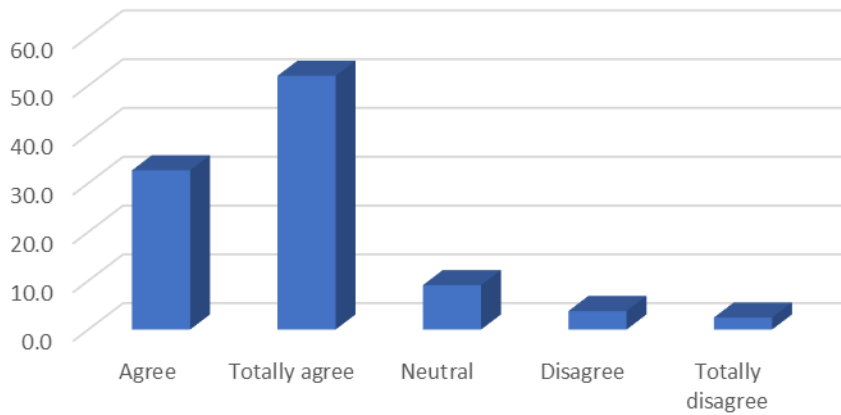
	Frequency	Percent
Agree	172	32.6
Totally agree	274	52.0
Neutral	48	9.1
Disagree	20	3.8
Totally disagree	13	2.5
Total	527	100.0

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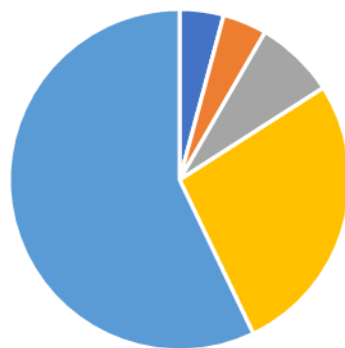
9. Your teacher makes a necessary follow-up with the task assigned to you




q10_Teachers explain the concept through examples and applications

	Frequency	Percent
Below 30%	22	4.2
30-54 %	22	4.2
55-69 %	40	7.6
70-84%	142	26.9
85 - 100%	301	57.1
Total	527	100.0

10. Teachers explain the concept through examples and applications



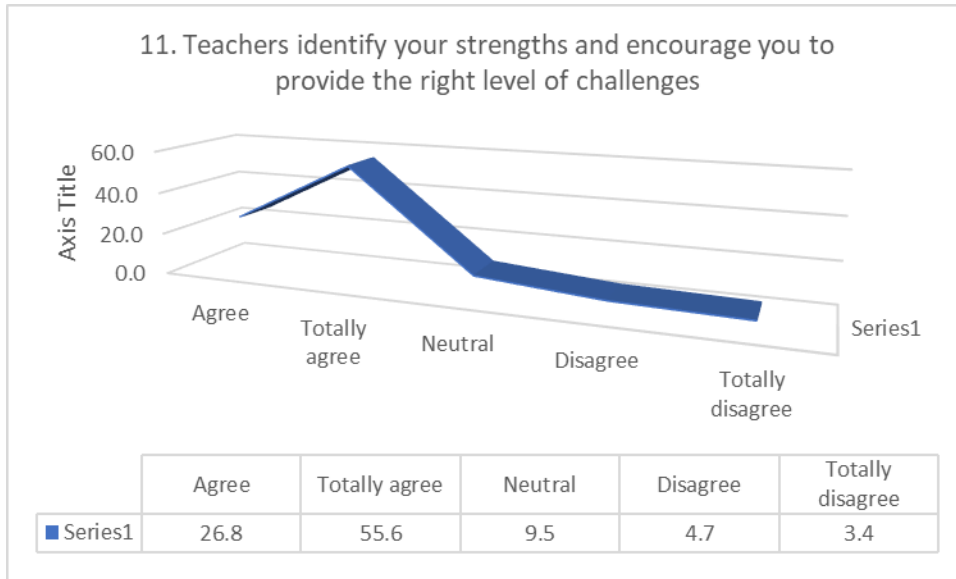
■ Below 30%
 ■ 30-54 %
 ■ 55-69 %
 ■ 70-84%
 ■ 85 - 100%

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q11_ Teachers identify your strengths and encourage you to provide the right level of challenges

	Frequency	Percent
Agree	141	26.8
Totally agree	293	55.6
Neutral	50	9.5
Disagree	25	4.7
Totally disagree	18	3.4
Total	527	100.0



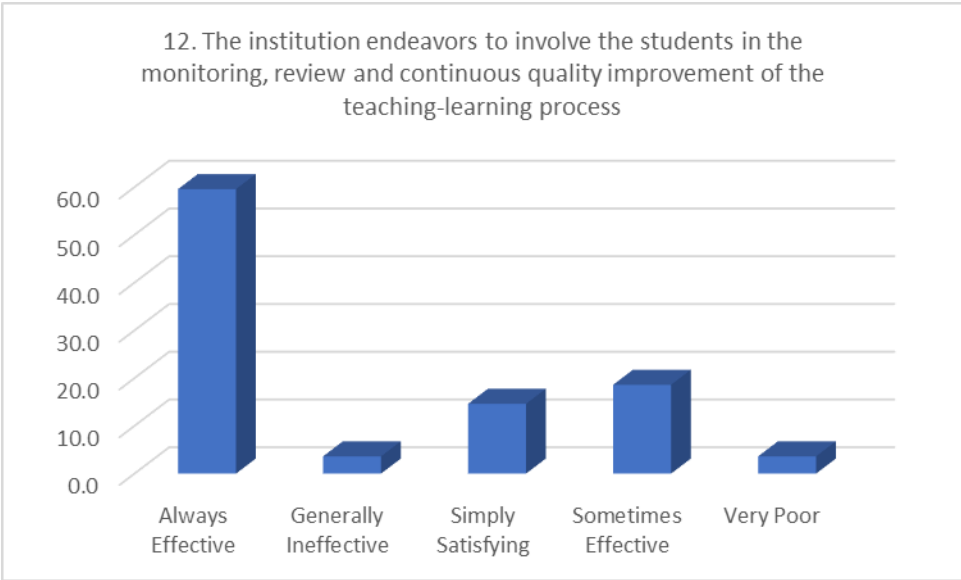
q12_ The institution endeavors to involve the students in the monitoring, review and continuous quality improvement of the teaching-learning process

	Frequency	Percent
Always Effective	314	59.6
Generally Ineffective	19	3.6
Simply Satisfying	77	14.6
Sometimes Effective	98	18.6
Very Poor	19	3.6
Total	527	100.0

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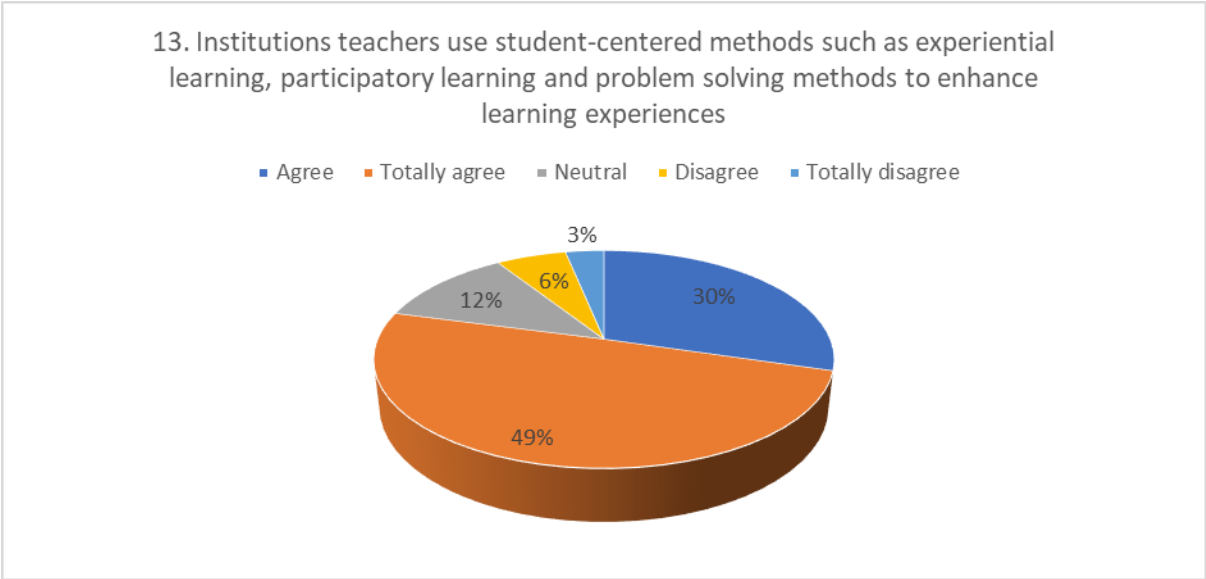
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q13_ Institutions teachers use student-centered methods such as experiential learning, participatory learning and problem solving methods to enhance learning experiences

	Frequency	Percent
Agree	156	29.6
Totally agree	261	49.5
Neutral	62	11.8
Disagree	31	5.9
Totally disagree	17	3.2
Total	527	100.0

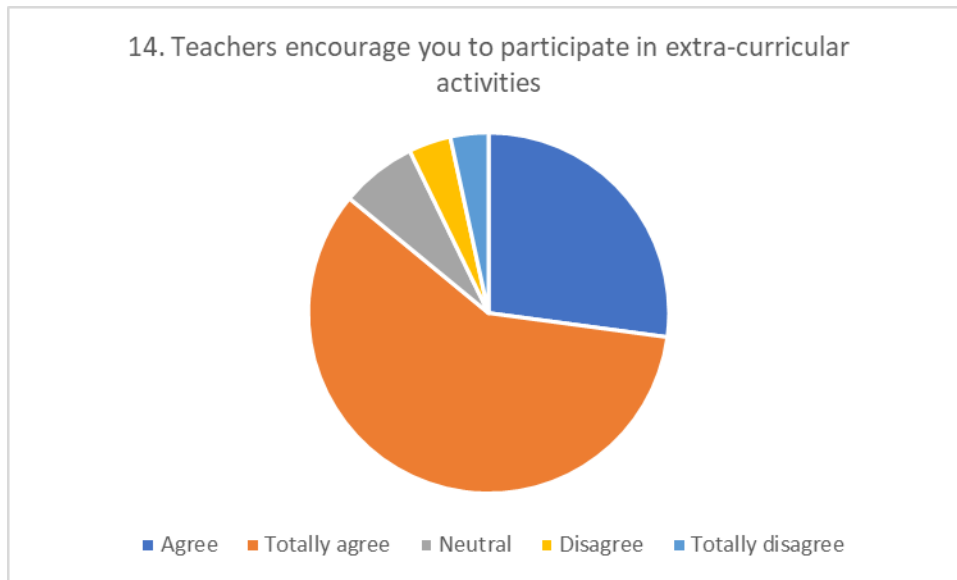


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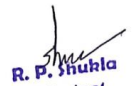
q14_Teachers encourage you to participate in extra-curricular activities

	Frequency	Percent
Agree	143	27.1
Totally agree	310	58.8
Neutral	36	6.8
Disagree	20	3.8
Totally disagree	18	3.4
Total	527	100.0

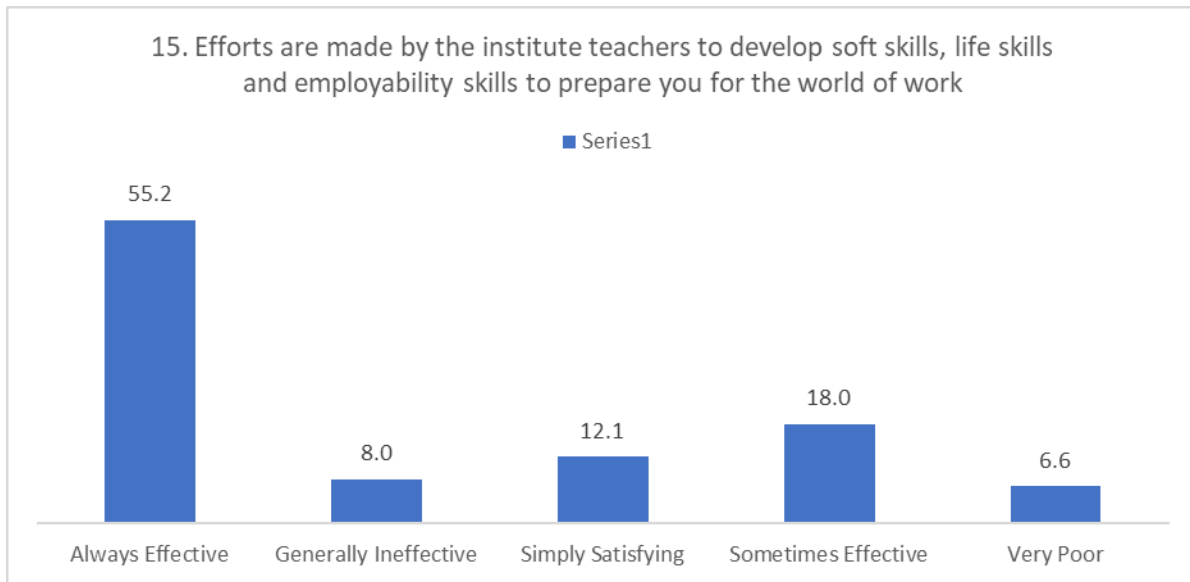


q15_Efforts are made by the institute teachers to develop soft skills, life skills and employability skills to prepare you for the world of work

	Frequency	Percent
Always Effective	291	55.2
Generally Ineffective	42	8.0
Simply Satisfying	64	12.1
Sometimes Effective	95	18.0
Very Poor	35	6.6
Total	527	100.0

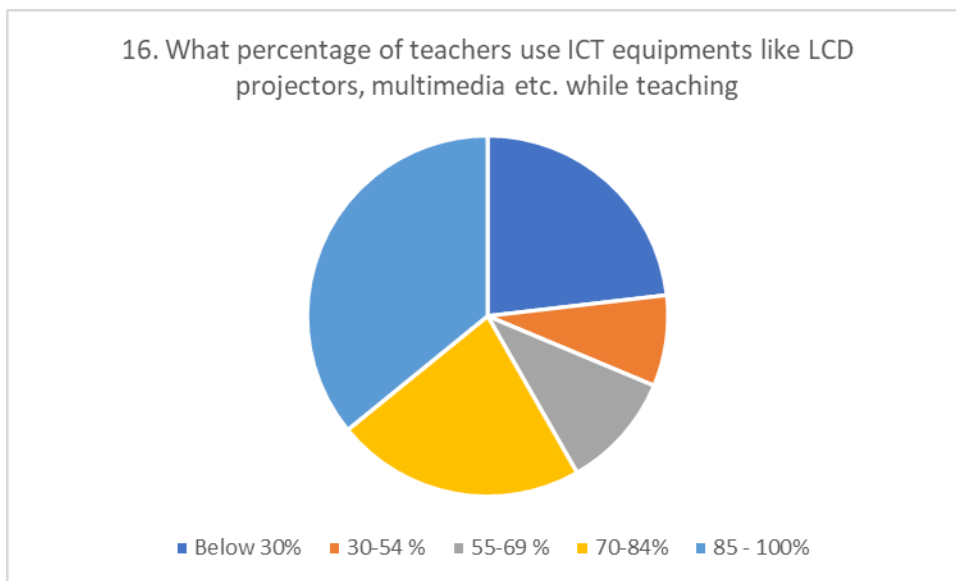
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q16_What percentage of teachers use ICT equipment's like LCD projectors, multimedia etc. while teaching

	Frequency	Percent
Below 30%	122	23.1
30-54 %	43	8.2
55-69 %	55	10.4
70-84%	118	22.4
85 - 100%	189	35.9
Total	527	100.0



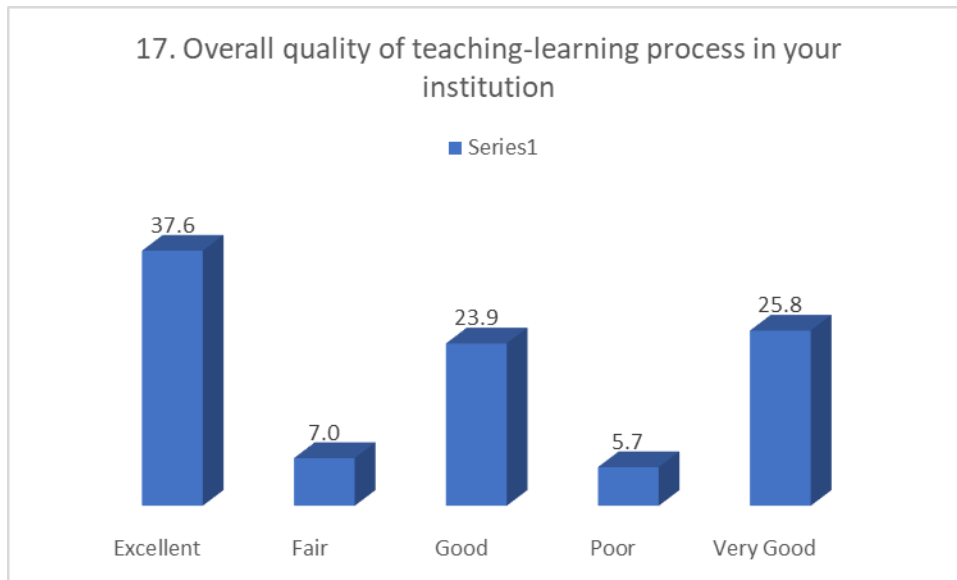
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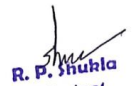
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q17_Overall quality of teaching-learning process in your institution

	Frequency	Percent
Excellent	198	37.6
Fair	37	7.0
Good	126	23.9
Poor	30	5.7
Very Good	136	25.8
Total	527	100.0



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ALUMNI FEEDBACK FORM

Name of the Alumni:

Degree/Course:

Passing Year/ Session:

Nature of Job & Location:

Sl. No	Topics	Rating				
		A	B	C	D	E
1	College Management Support					
2	Teachers Motivation Support					
3	Continually of Meeting of Alumni					
4	Facilities Availability					
5	Opportunities availability to do something for the college					
6	Any specific suggestion for improvement in about 50 words					

A : Excellent

B : Very Good


C : Good


D : Satisfactory

E : Unsatisfactory

Signature of the Alumni

Contact No:

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TEACHERS' FEEDBACK

Sl. No	Topics	Rating				
		A	B	C	D	E
1	College Management Support					
2	Freedom to adopt new technique of teaching					
3	Students Response					
4	Parents Response					
5	Research Facilities					
6	Faculty Improvement Programmes					
7	Any other suggestions :					

A : Excellent

B : Very Good

C : Good


D : Satisfactory


E : Unsatisfactory

Signature of the Teacher's

Teachers Name:

Department:

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STUDENT FEEDBACK FORM

Name of the Student:

Degree/Course:

Session:

Roll No:

Sl. No	Topics	Rating				
		A	B	C	D	E
1	Teaching Standard					
2	Teaching Environment					
3	Teachers Behaviour					
4	Mentor Support					
5	Non Teaching Behaviour					
6	Teaching Methodology					
7	Library Facilities					
8	Laboratory Facilities					
9	Extra Curricular Activities					
10	Co-curricular Activities					
11	Facility availability for serving society or Nation (e.g NSS, NCC)					
12	Infrastructural Facilities					
13	Safety and security in the campus					
14	Administrative Support					
15	Placement Facilities					
16	Any other comments:					

A : Excellent

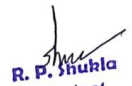
B : Very Good


C : Good

D : Satisfactory

E : Unsatisfactory

Signature of the Student

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PARENT FEEDBACK FORM

Name of the Student:

Degree/Course:

Session:

Roll No:

Sl. No	Topics	Rating				
		A	B	C	D	E
1	College Management Support					
2	Teaching Standard					
3	Extracurricular activities (Cultural, Sports, NSS)					
4	Laboratory facilities/ICT Lab					
5	Conduct of Internal Exam (Mid-Sem)					
6	Amenities such as WiFi, Library, well equipped classroom, Inlibnet					
7	Affordable fee structure					
8	Any other comments					

A : Excellent

B : Very Good


C : Good


D : Satisfactory

E : Unsatisfactory

Signature of the Parent's

Contact No:

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