



Government of West Bengal  
Office of the Principal

**Government General Degree College at Kalna I**

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**Student Satisfaction Survey 2019-20**

GGDC Kalna I introduced Online Student Satisfaction Survey from this year onward. The feedback questionnaire form consisted of fourteen (14) questions covering the 14 core aspects-

1. Institution Administration
2. Overall Infrastructure of the College
3. Examination & Evaluation System
4. Laboratories & ICT Facilities
5. Toilet & Drinking Water Access
6. Cleanliness & Hygiene Standard Maintenance in the College Premises
7. Functioning of the College Office
8. Teachers' Performance
9. Routine based Teaching-Learning
10. Security within the College Premises
11. Library Staff
12. Availability of Titles in the Library
13. Overall Functioning of Library
14. Overall Impression of the Institution

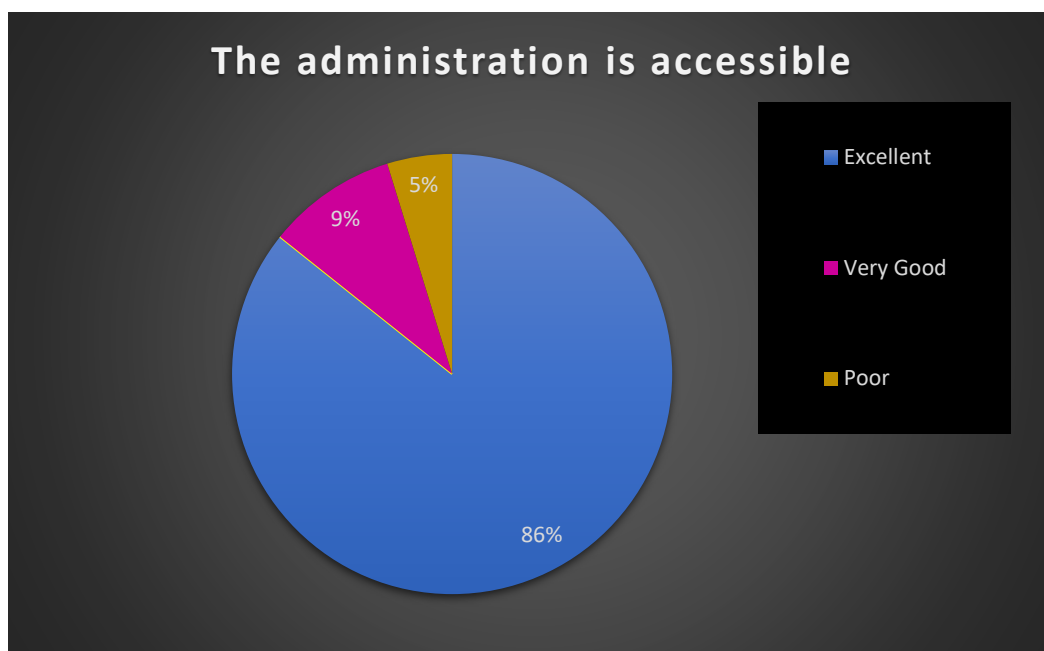
**Data Collection:** The questionnaire was uploaded on our official student feedback portal and students were requested to go through the same. The questions were all multiple choice (in terms of satisfaction-level) and a student needed to respond to each of the questions by ticking his/her definitive appropriate choice from the ten options available. The survey was undertaken by 74% of the students studying during the 2019-20 Session.

**Data Analysis:** The online survey was based on a Ten Point Scale grading system as it is mentioned below.

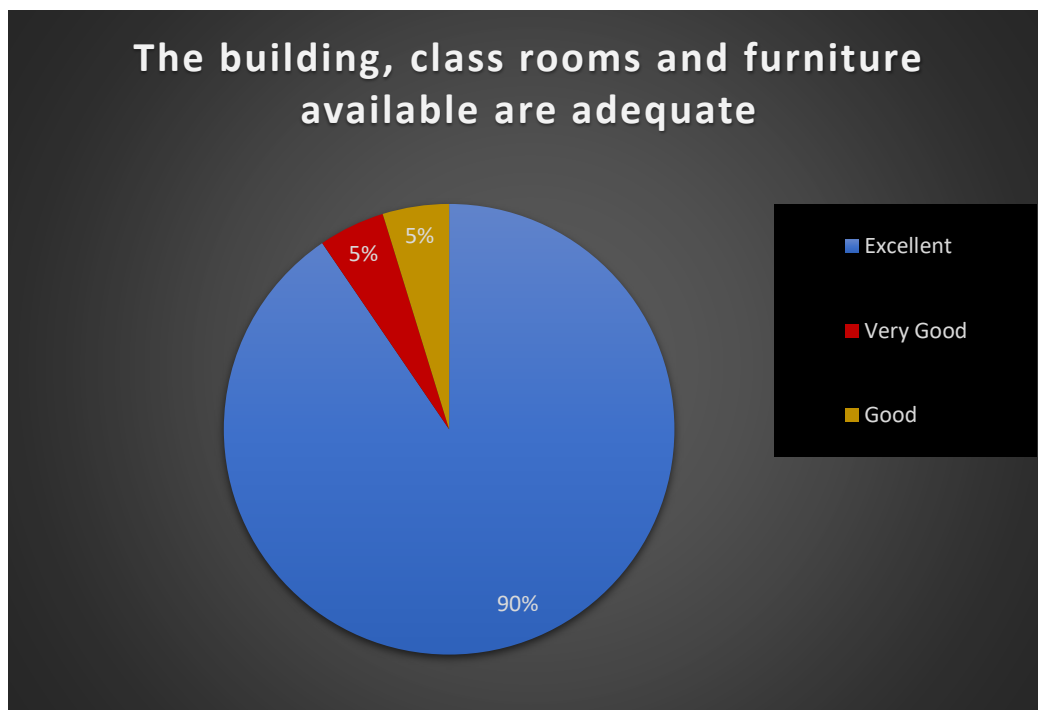
<b>10</b>	Excellent
<b>9</b>	Extremely Good
<b>8</b>	Very Good
<b>7</b>	Good
<b>6</b>	Moderately Good
<b>5</b>	Moderate
<b>4</b>	Average
<b>3</b>	Poor
<b>2</b>	Very Poor
<b>1</b>	Extremely Poor

**Results of Analysis and its Presentation:** The results of data analysis are presented in a set of pie-charts wherein the share of different items are represented as pie divisions of necessary proportion.

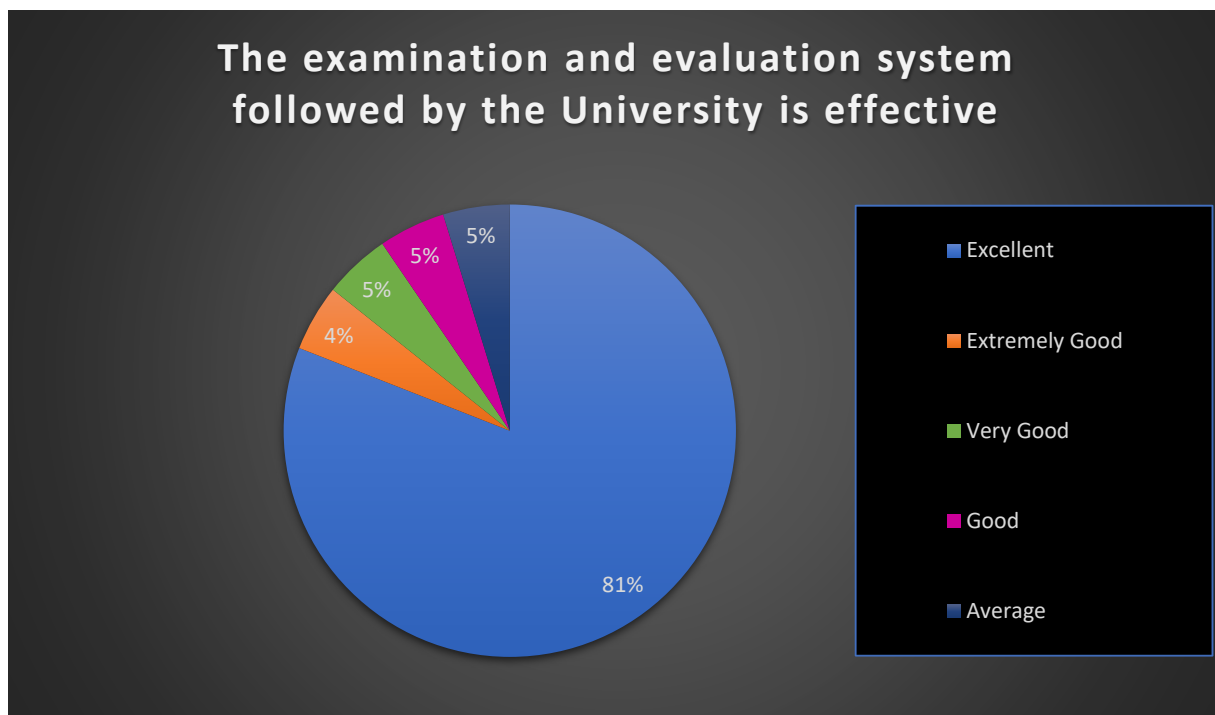
**(Fig 1: Institution Administration)**



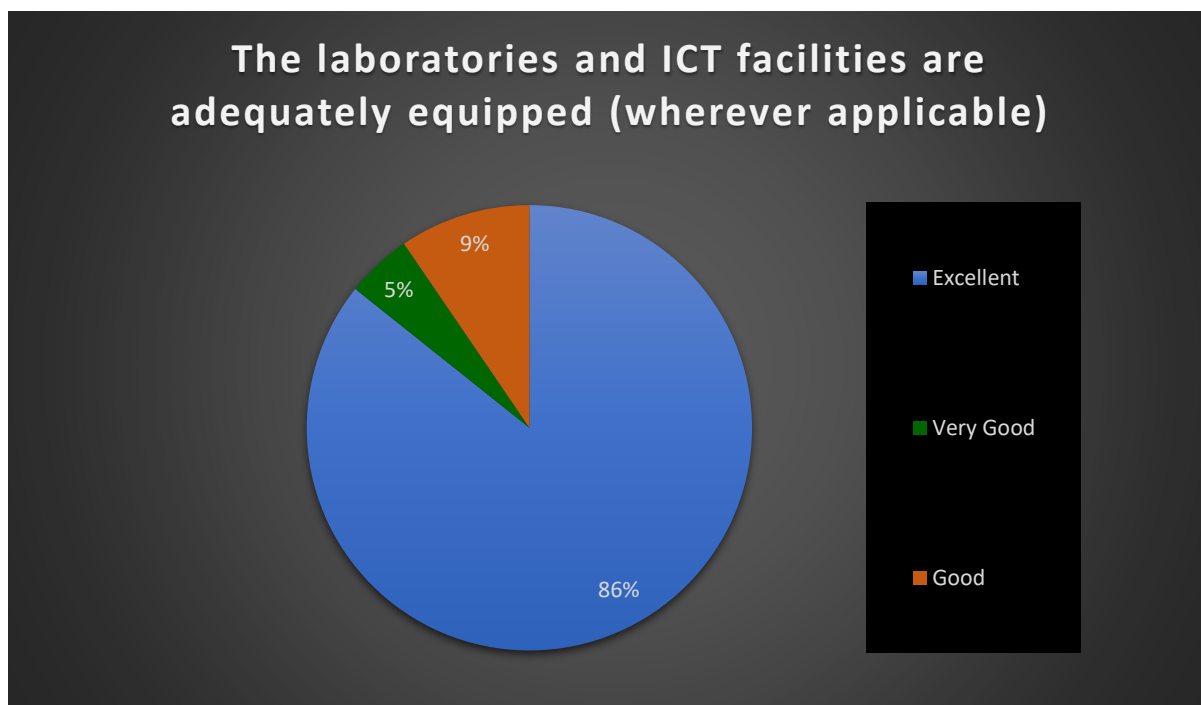
**(Fig 2: Overall Infrastructure of the College)**



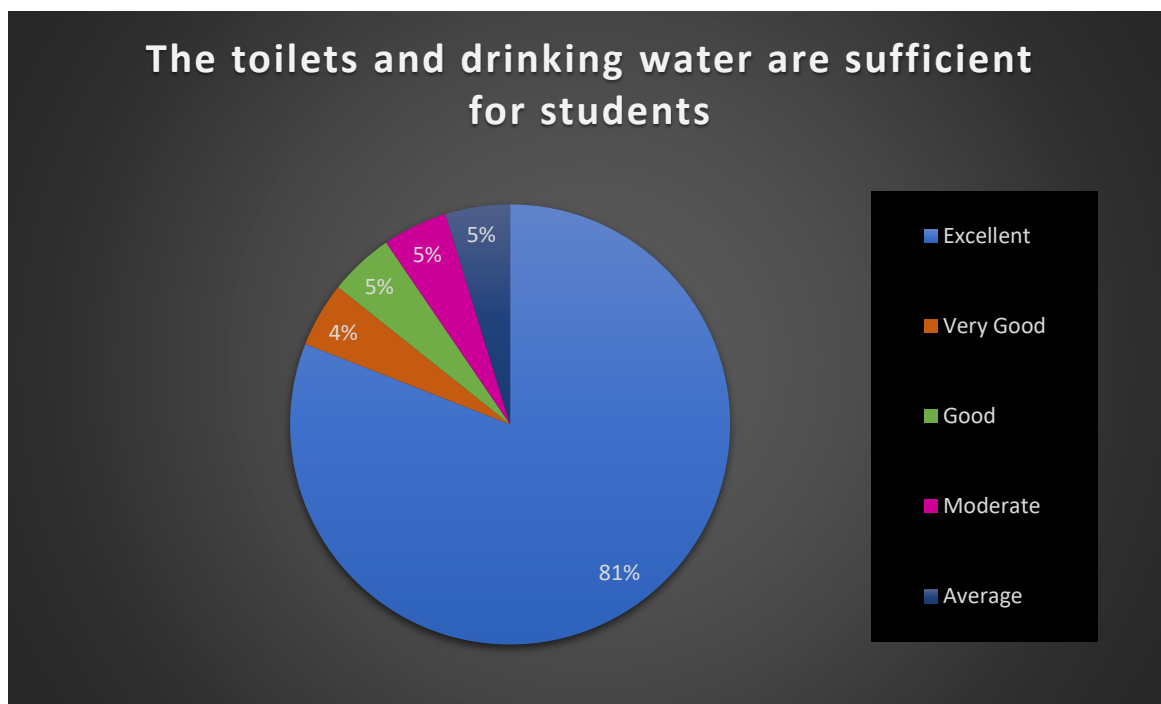
(Fig 3: Examination & Evaluation System)



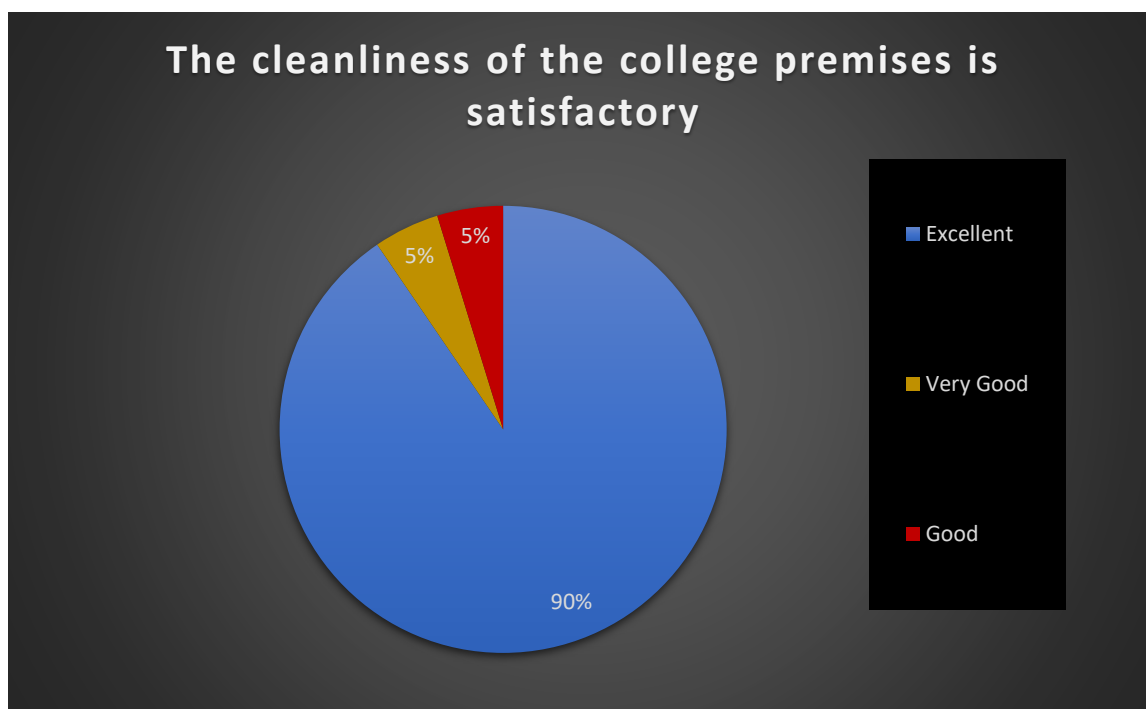
(Fig 4: Laboratories & ICT Facilities)



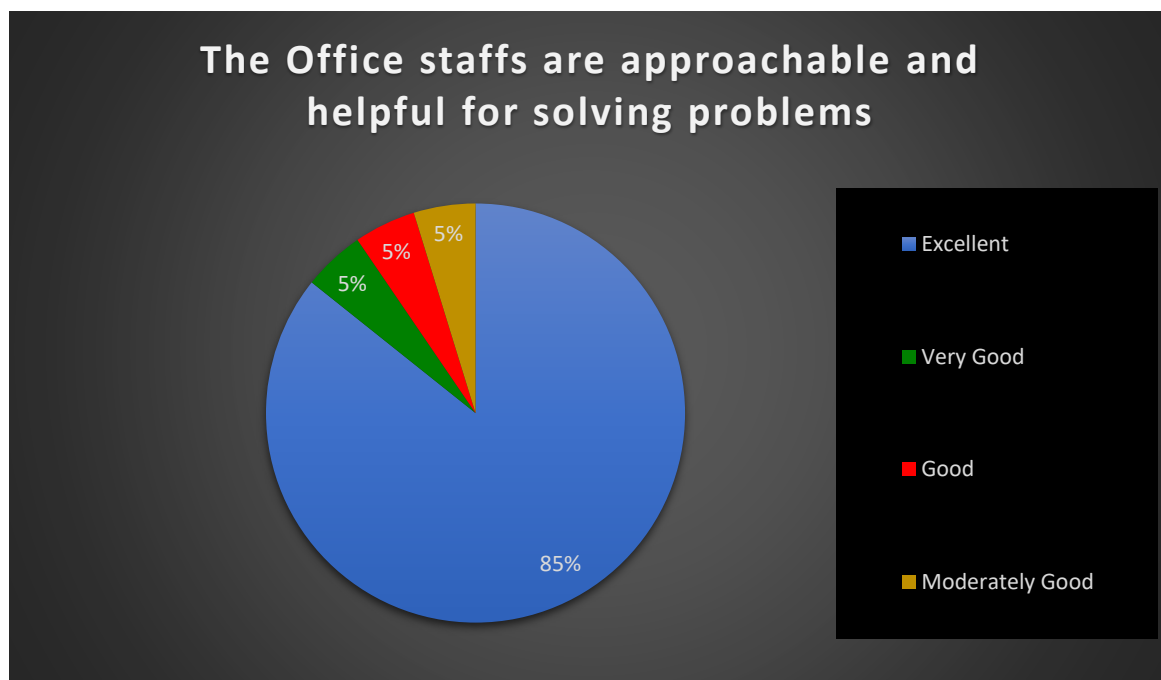
(Fig 5: Toilet & Drinking Water Access)



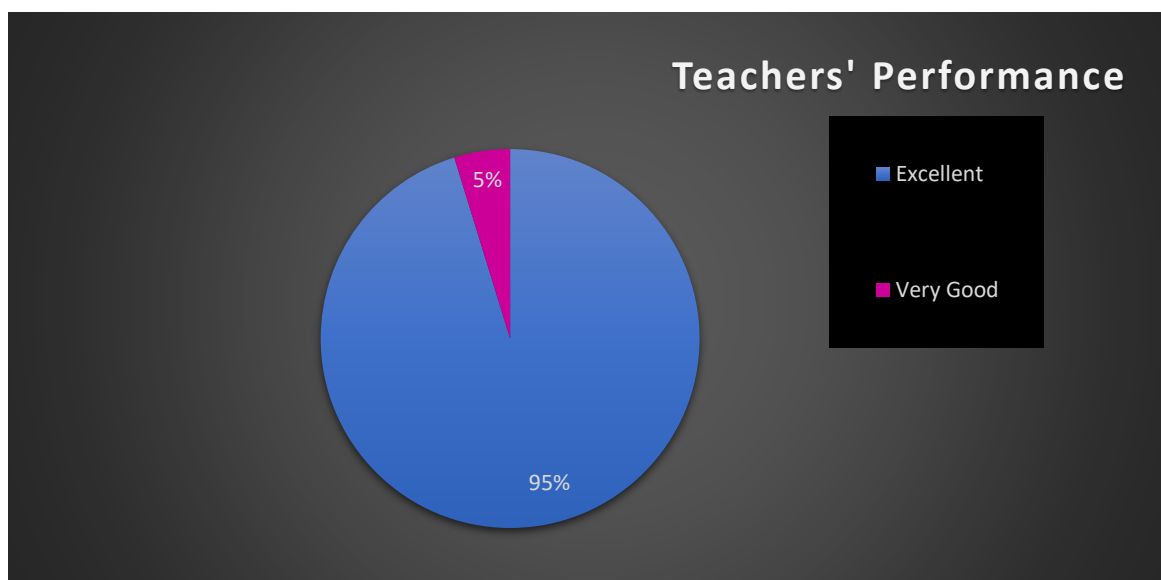
(Fig 6: Cleanliness & Hygiene Standard Maintenance in the College Premises)



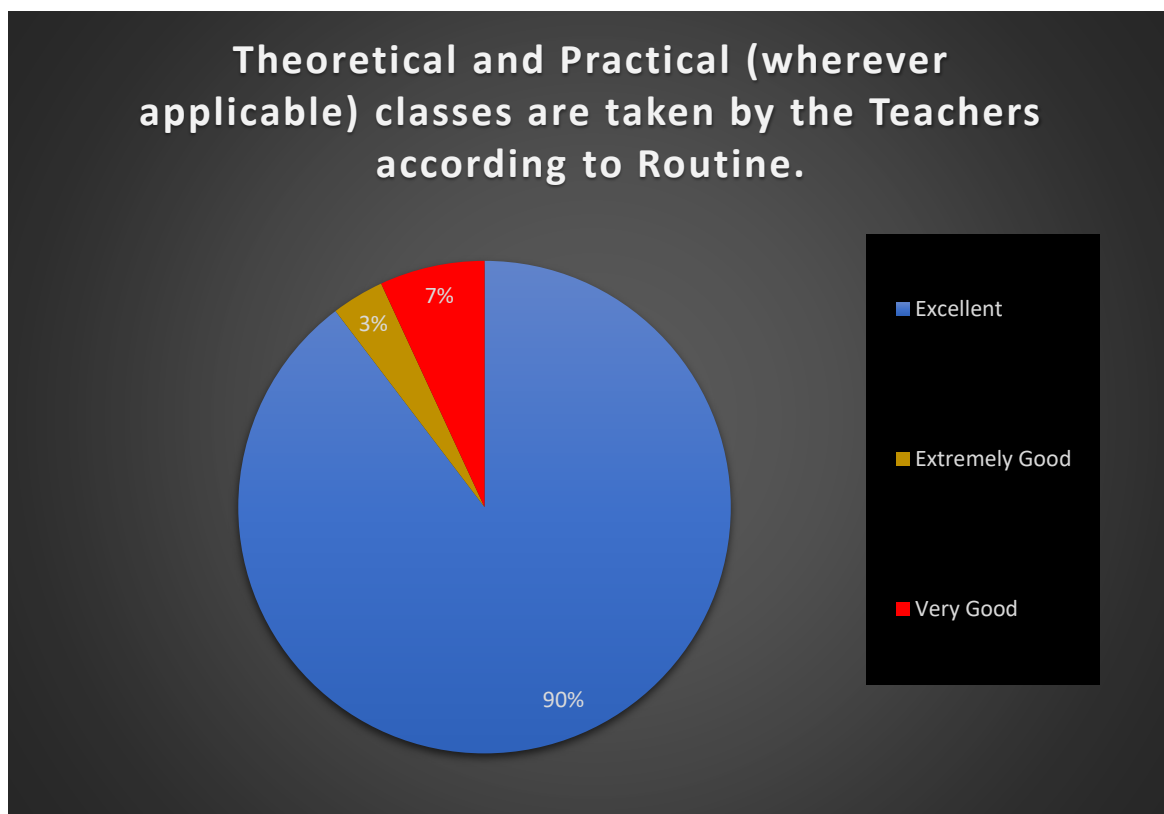
(Fig 7: Functioning of the College Office)



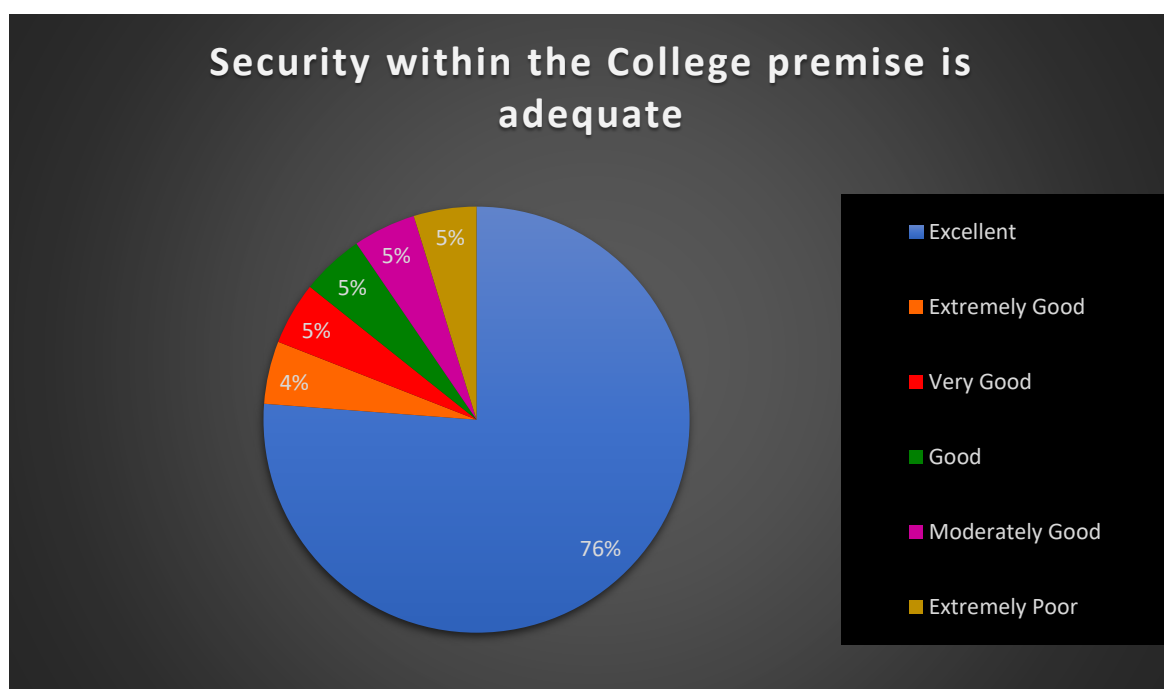
(Fig 8: Teachers' Performance )



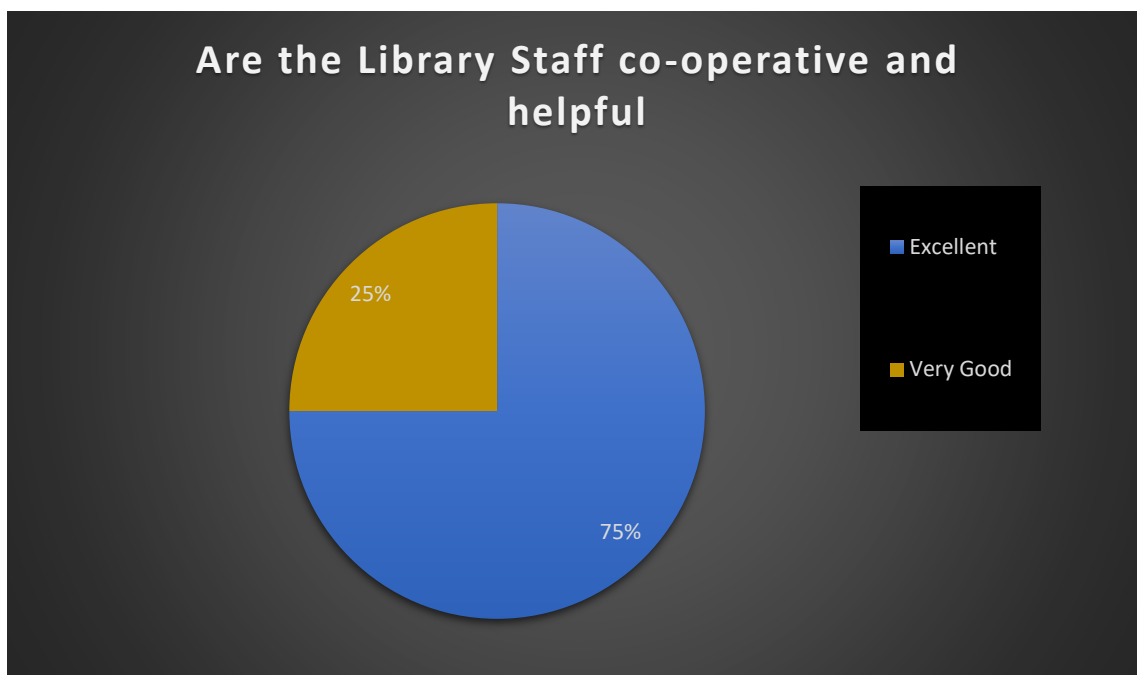
(Fig 9: Routine based Teaching-Learning )



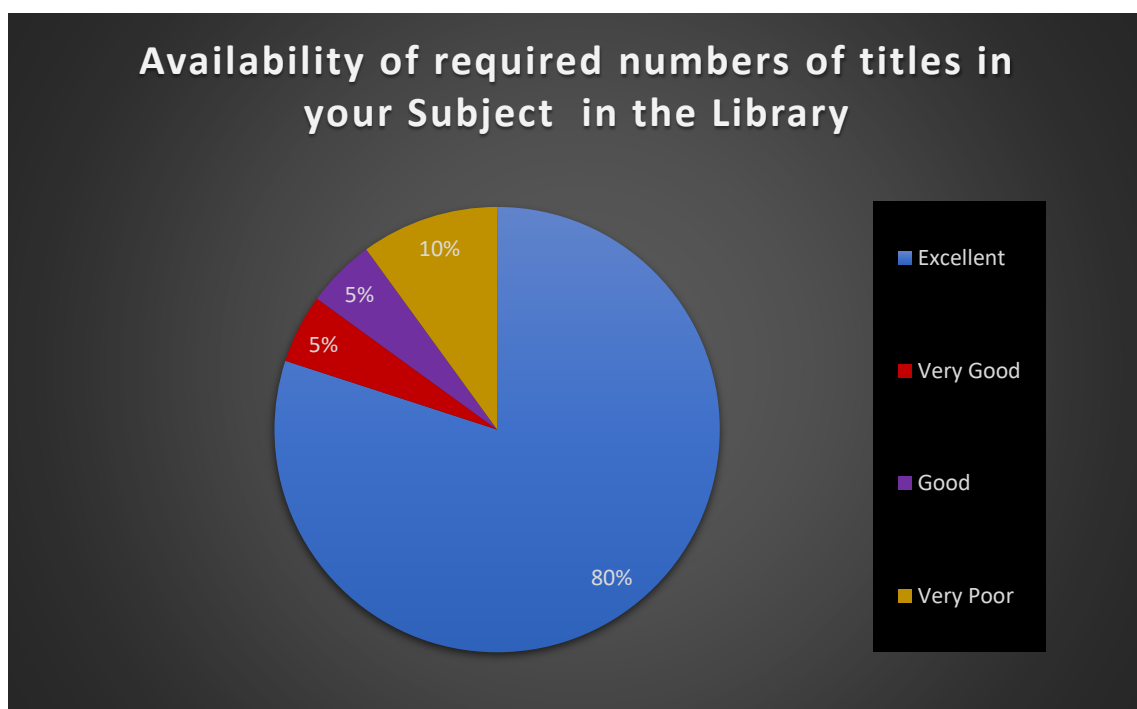
(Fig 10: Security within the College Premises)



(Fig 11: Library Staff)

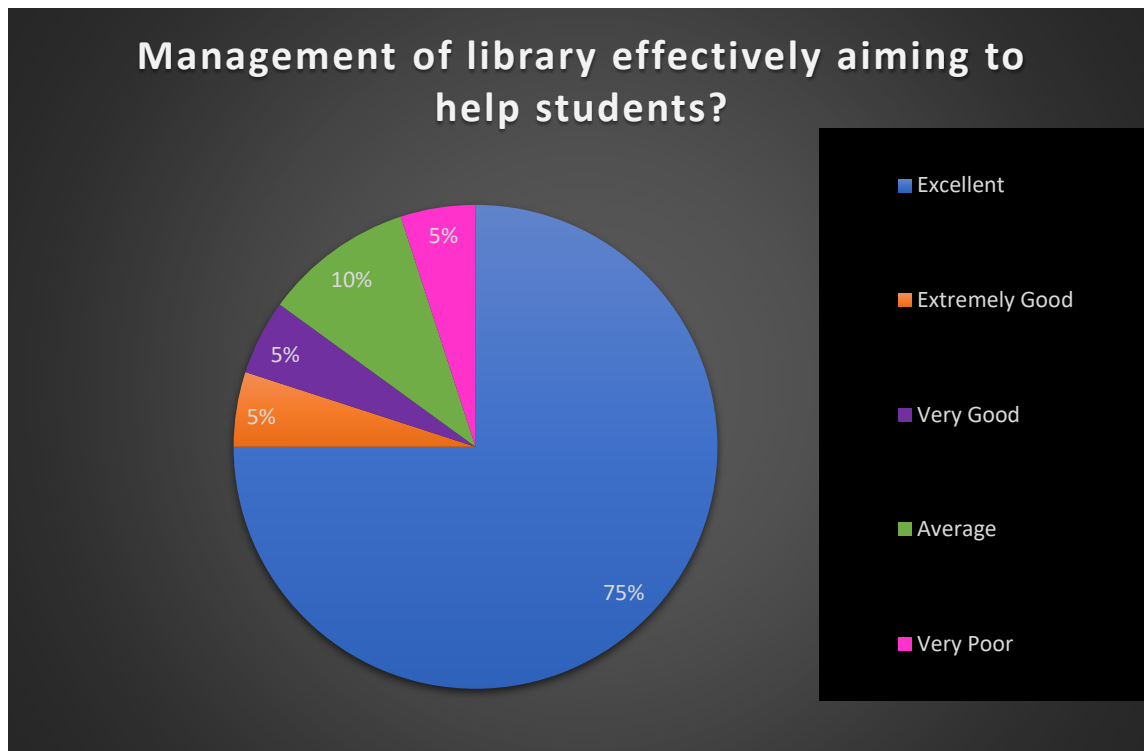


(Fig 12: Availability of Titles in the Library)

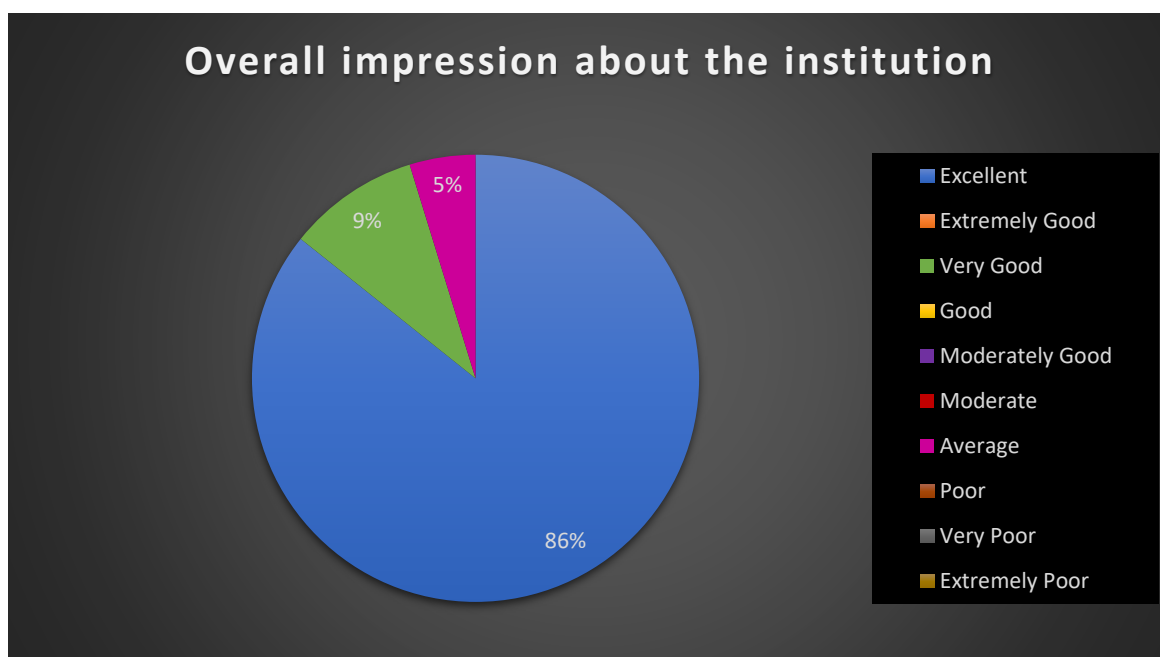




(Fig 13: Overall Functioning of Library)



(Fig 14: Overall Impression of the Institution)



**Conclusion/ Areas to be Improved:** Though the institution has fared well in most of the areas in terms of the result analysed and presented from the Student Satisfaction Survey, there are areas, like Security services and No. of Books in the library, overall library management, that need to be taken into consideration in order to facilitate necessary improvements at the earliest.