

Odisha Higher Education Program for Excellence & Equity

Satisfaction Survey 2018-19 Report

L N College, Jharsuguda

Assisted by the World Bank



**Higher Education
Department**

Government of Odisha

L N College, Jharsuguda

Satisfaction Survey 2018-19 Report

The Higher Education Department conducted a large-scale satisfaction survey through the World Bank funded OHEPEE project during February-March 2019. The activity consisted of two surveys, one each for undergraduate students and faculty members. A sample of at least 5% of the students and 60% of the faculty from the colleges funded under OHEPEE responded to the survey. The objective of this activity is to identify self-perceived satisfaction levels of students and faculty members, and to use the findings for better management by the college authority.

This report highlights the findings of the two satisfaction surveys - undergraduate students and faculty - conducted at your institution. The Higher Education Department hopes that this information will improve the quality of your college-level activities and programmes to result in sustained higher satisfaction levels of students and faculty at your institution.

Sections:

The satisfaction survey data from your college is presented in three sections:

1. *Sample Demographics:*

Basic profile of the respondents.

2. *Student/Faculty Satisfaction Ratings:*

UG students/Faculty satisfaction ratings for their respective domains.

3. *Student/Faculty Opinion on Key Institutional Areas:*

UG students/Faculty opinion on the respective domains.

L N College, Jharsuguda

Student Satisfaction Survey 2018-19 Findings

Survey findings - Summary:

(Note: All the scores below are mathematical averages for the selected question items and excludes the 'not applicable cases', unless noted otherwise. The percentages are rounded off to the nearest whole number.)

1. Respondent Profile:

There were 158 undergraduate respondents from your college. Of these, 44% was female. The respondents were distributed across the streams as 29% from Arts, 49% from Science and 22% from Commerce, and across the year of study as 38% from 1st year, 34% from 2nd year and 28% from 3rd year. While, 63% have reported that they are eligible for scholarship, only 62% of the eligible students receive it. The common reason for not receiving the scholarship is lack of awareness of the procedure to apply for the scholarship.

2. Satisfaction Ratings:

The domains of Infrastructure and Teaching & Learning were rated by the respondents on a scale of 'Terrible or Very Poor', 'Unsatisfactory', 'Neutral', 'Satisfactory' and 'Excellent'. This scale is scored from 0 to 4, with 0 corresponding to 'Terrible or Very Poor' and 4 corresponding to 'Excellent'.

Infrastructure:

Out of the seven infrastructural services/facilities, 1 is rated to be at or above Satisfactory and 6 are rated to be between Neutral and Satisfactory. Of these, "Access to computers for preparing assignments, knowledge etc." has the highest average rating and "Institutional library" has the lowest average rating. Out of the four laboratory services/facilities, 1 is rated to be at or above Satisfactory and 3 are rated to be between Neutral and Satisfactory. On average, 62% of your students are satisfied with the general infrastructure. Among the students who use laboratories, 73% are satisfied with the lab infrastructure.

Teaching-Learning Processes & Activities:

Out of the nine teaching-learning processes/activities, 2 are rated to be at or above Satisfactory and 7 are rated to be between Neutral and Satisfactory. Of these, "The overall quality of teaching-learning in my college" has the highest average rating and "Course syllabus covered at an even pace in the last semester" has the lowest average rating. Out of the three teaching-learning processes/activities applicable to SC/ST/OBC students, 3 are rated to be between Neutral and Satisfactory, with the lowest rating given to "Tutorial classes / Remedial teaching". On average, 74% of your students are satisfied with the general teaching-learning activities/processes.

3. Student Opinion on Key Institutional Areas:

College Culture:

83% of your students agreed that male and female students were treated equally at your college, 78% agreed that there is no caste-based discrimination, 80% agreed that teaching faculty have encouraging and supportive attitude, 66% agreed that your college management actively listens to students' opinion and views and 67% agreed that there are mechanisms at your college to address their complaints and concerns.

Teaching & Learning Process - Classroom Teaching:

86% of your students reported that over 70% of the syllabus was covered in the class last year, 72% that teachers informed them usually or everytime about the expected course outcomes, 91% that teachers explained the concepts satisfactorily or better, 73% that teachers are sometimes or always effective in their communication, 65% that teacher's approach to teaching is very good or excellent, and 74% that teachers use student-centric teaching methods moderately or more.

Teaching & Learning Process – Evaluation & Assessment:

84% of your students are of the view that the internal evaluation process by the teachers is usually or always fair.

Teaching & Learning Process – Extracurricular Activities:

77% of your students felt that the college takes at least moderate effort to engage students in improving the quality of teaching-learning process.

Teaching & Learning Process - Overall Student Development:

66% of your students agreed that your college provides technical learning opportunities through guest lectures, field visits etc., 66% that your college provides learning and growth opportunities to improve soft skills, and 73% felt that teachers are able to identify their weaknesses and help them overcome them usually or everytime. Also, 66% have used computer in the college computer laboratory.

Teaching & Learning Process - Language:

48% of your students reported that their teachers teach in English, and 81% write their exam in English. 87% have expressed their preference to be taught in English.

Teaching & Learning Process – Course Options & Readings:

68% of your students reported that they read over 75% of class-notes, 64% that they read over 75% of textbooks, and 57% that they read over 75% of reference material.

Teaching & Learning Process – Logistics:

42% of students reported that their classes begin at 10 AM or later, and 38% that their classes end at 2 PM or earlier.

Survey Findings - Tables**Section 1: Sample Demographics**

Total Sample Size	158
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Table 1.1: Distribution of Sample Respondents							
Gender		Stream			Year of Study		
Female	Male	Arts	Commerce	Science	1st Year (2018-19)	2nd Year (2017-18)	3rd Year (2016-17)
70	88	46	35	77	60	53	45
44%	56%	29%	22%	49%	38%	34%	28%

Table 1.2: Scholarships				
a. Are you eligible for scholarship?		b. If eligible, are you getting scholarship?		Common reason for not getting scholarship (as perceived by students)
Yes	No	Yes	No	Not aware of procedure
99	59	61	38	
63%	37%	62%	38%	

Section 2: Student Satisfaction Ratings

Scoring: 0 - Terrible or Very Poor, 1 - Unsatisfactory, 2 - Neutral, 3 - Satisfactory, 4 - Excellent

Table 2.1: Infrastructure - General

Infrastructure Services/Facilities	Terrible or Very Poor	Unsatisfactory	Neutral	Satisfactory	Excellent	Not Applicable	Average Score
a. Sports facilities	12	15	24	66	37	4	2.66
	8%	9%	15%	42%	23%	3%	
b. Hostel facility	11	15	22	49	24	37	2.50
	7%	9%	14%	31%	15%	23%	
c. Access to computers for preparing assignments, knowledge etc.	3	8	16	64	60	7	3.13
	2%	5%	10%	41%	38%	4%	
d. Toilet facility	16	19	32	67	23	1	2.39
	10%	12%	20%	42%	15%	1%	
e. Drinking water facility	8	18	21	62	48	1	2.79
	5%	11%	13%	39%	30%	1%	
f. Cleanliness in the campus	13	15	24	67	38	1	2.65
	8%	9%	15%	42%	24%	1%	
g. Institutional library	16	22	32	58	25	5	2.35
	10%	14%	20%	37%	16%	3%	

Table 2.2: Infrastructure - Laboratory

Laboratory Services/Facilities	Terrible or Very Poor	Unsatisfactory	Neutral	Satisfactory	Excellent	Not Applicable	Average Score
a. Adequacy of help in lab experiments	3	10	14	53	35	43	2.93
	2%	6%	9%	34%	22%	27%	
b. Good working condition of lab equipment	7	5	20	50	33	43	2.84
	4%	3%	13%	32%	21%	27%	
c. Sufficiency of time allocation for lab experiments	3	9	26	45	31	44	2.81
	2%	6%	16%	28%	20%	28%	
d. Access and working hours	4	3	20	45	43	43	3.04
	3%	2%	13%	28%	27%	27%	

Table 2.3: Teaching Learning Processes and Activities

Teaching Learning Processes and Activities	Terrible or Very Poor	Unsatisfactory	Neutral	Satisfactory	Excellent	Not Applicable	Average Score
a. Course syllabus covered at an even pace in the last semester	7	10	25	70	42	4	2.84
	4%	6%	16%	44%	27%	3%	
b. Teachers' competence and skills	7	6	20	71	52	2	2.99
	4%	4%	13%	45%	33%	1%	
c. Teachers staying up-to-date in their subject knowledge	3	11	19	68	55	2	3.03
	2%	7%	12%	43%	35%	1%	
d. Proper alignment of theory and practical classes	6	9	24	67	41	11	2.87
	4%	6%	15%	42%	26%	7%	
e. Help /guidance provided by my teacher outside the classroom last semester	6	6	22	73	46	5	2.96
	4%	4%	14%	46%	29%	3%	

f. Number of elective courses available to suit my learning requirement	8	11	19	76	41	3	2.85
	5%	7%	12%	48%	26%	2%	
g. Handholding like special classes, soft skills and communication skills classes organized for students who need extra academic support	4	11	27	70	42	4	2.88
	3%	7%	17%	44%	27%	3%	
h. Provision of mentoring provided by concerned faculty for the students who need extra academic support	7	9	27	65	45	5	2.86
	4%	6%	17%	41%	28%	3%	
i. The overall quality of teaching-learning in my college	7	4	18	68	57	4	3.06
	4%	3%	11%	43%	36%	3%	

Table 2.4: Teaching Learning Processes and Activities for SC/ST/OBC students

Teaching Learning Processes and Activities	Terrible or Very Poor	Unsatisfactory	Neutral	Satisfactory	Excellent	Not Applicable	Average Score
a. Tutorial classes / Remedial teaching	10	21	17	51	18	41	2.39
	6%	13%	11%	32%	11%	26%	
b. Guidance and counseling	7	16	18	57	24	36	2.61
	4%	10%	11%	36%	15%	23%	
c. Scholarship	5	17	13	54	29	40	2.72
	3%	11%	8%	34%	18%	25%	

Section 3: Student Opinion on Key Institutional Areas**College Culture****Table 3.1: Support & Attitude towards Students**

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Average Score
a. Male and female students are treated equally at my college.	6	2	19	65	66	3.16
	4%	1%	12%	41%	42%	
b. There is no discrimination on the basis of caste at my college.	9	10	15	60	64	3.01
	6%	6%	9%	38%	41%	
c. The teaching faculties have an encouraging and supportive attitude.	5	6	20	74	53	3.04
	3%	4%	13%	47%	34%	
d. My college actively listens to students' opinions/ suggestions.	6	14	33	71	34	2.72
	4%	9%	21%	45%	22%	
e) There are mechanisms provided by my college to address any complaints or concerns that I have.	9	12	31	72	34	2.70
	6%	8%	20%	46%	22%	

Teaching & Learning Process**Table 3.2: Classroom Teaching**

a. How much of the syllabus was covered in the class last year?	Below 30%	30 to 54%	55 to 69%	70 to 84%	85 to 100%
	7	5	10	42	94
	4%	3%	6%	27%	59%
b. How well teachers explained the concept in the classes?	Won't teach at all	Indifferentl y	Poorly	Satisfactoril y	Thoroughly
	3	7	5	87	56
	2%	4%	3%	55%	35%
c. How well teachers were able to communicate?	Very Poorly	Generally Ineffective	Just Satisfactoril y	Sometimes Effective	Always Effective
	1	4	37	32	84
	1%	3%	23%	20%	53%
d. How is the teachers' approach to teaching?	Poor	Fair	Good	Very Good	Excellent
	0	8	48	57	45
	0%	5%	30%	36%	28%
e. How often teachers inform students about their expected competencies, course outcomes and program outcomes?	Never	Rarely	Occasionally /Sometimes	Usually	Every time
	3	10	32	50	63
	2%	6%	20%	32%	40%
f. To what extent teachers use student centric methods, such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences?	Not at all	Very little	Some what	Moderate	To a great extent
	7	9	25	75	42
	4%	6%	16%	47%	27%

Table 3.3: Evaluation & Assessment

a. How fair is the internal evaluation process by the teachers?	Unfair	Usually Unfair	Sometimes Unfair	Usually Fair	Always Fair
	4	8	14	56	76
	3%	5%	9%	35%	48%

Table 3.4: Extra-Curricular Activities

a. To what extent does the college make efforts to inculcate soft skills, life skills and employability skills helping students be better prepared for the world of work?	Not at all	Very little	Some what	Moderate	To a great extent
	4	18	20	57	59
	3%	11%	13%	36%	37%

Table 3.5: Student Engagement

a. To what extent does the college make effort to engage students in the monitoring, review and improve quality of the teaching learning process?	Not at all	Very little	Somewhat	Moderate	To a great extent
	3	11	22	66	56
	2%	7%	14%	42%	35%

Table 3.6: Overall Student Development

a. The institution provides many opportunities to learn and grow in technical areas and skills through guest lectures, field/industry visits etc.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	16	37	71	33
	1%	10%	23%	45%	21%
b. The institution provides many opportunities to learn and grow in soft skills like communication, teamwork, leadership, personal development etc.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	0	9	44	71	34
	0%	6%	28%	45%	22%
c. Teachers are able to identify your weaknesses and help you to overcome them.	Never	Rarely	Occasionally / Sometimes	Usually	Every time
	6	12	25	54	61
	4%	8%	16%	34%	39%
d. Have you used computer in computer laboratory in last year?	Yes	No	Not Applicable		
	105	43	10		
	66%	27%	6%		

Table 3.7: Language

a. Other than language papers, in which language do teachers teach in the class?	English	Odia	Hindi
	76	53	29
	48%	34%	18%
b. Other than language papers, in which language do you write answers in the examinations?	English	Odia	Hindi
	128	19	11
	81%	12%	7%
c. Do you prefer being taught in English?	Yes	No	
	137	21	
	87%	13%	

Table 3.8: Course Options & Readings

a. What % of the course content do you read from class notes?	25%	50%	75%	100%
	6	44	79	29
	4%	28%	50%	18%
b. What % of the course content do you read from text books?	25%	50%	75%	100%
	8	49	65	36
	5%	31%	41%	23%
c. What % of the course content do you read from reference books/printed materials?	25%	50%	75%	100%
	28	40	70	20
	18%	25%	44%	13%

Table 3.9: Logistics

a. What is the time of starting of theory classes?	7:00 to 7:59 AM	8:00 to 8:59 AM	9:00 to 9:59 AM	10:00 to 10:59 AM	After 11:00 AM
	3	8	80	35	32
	2%	5%	51%	22%	20%
b. What time do theory classes get over?	1:00 to 1:59 PM	2:00 to 2:59 PM	3:00 to 3:59 PM	4:00 to 4:59 PM	After 5 PM
	60	67	17	8	1
	38%	42%	11%	5%	1%

L N College, Jharsuguda

Faculty Satisfaction Survey 2018-19 Findings

Survey findings - Summary:

(Note: All the scores below are mathematical averages for the selected question items and excludes the 'not applicable cases', unless noted otherwise. The percentages are rounded off to the nearest whole number.)

1. Respondent Profile:

There were 47 faculty respondents from your college. Of these, 49% was female. The respondents were distributed across their highest degrees as 49% with Masters, 32% with M.Phil, 19% with PhD and 0% with Post-Doctoral experience. According to rank, 62% are Assistant Professors or Lecturers, 38% are Associate Professors or Readers and 0% are Guest Faculty.

2. Satisfaction Ratings:

The domains of Infrastructure, General Administration and Pedagogy & Research Activity were rated by the respondents on a scale of 'Terrible or Very Poor', 'Unsatisfactory', 'Neutral', 'Satisfactory' and 'Excellent'. This scale is scored from 0 to 4, with 0 corresponding to 'Terrible or Very Poor' and 4 corresponding to 'Excellent'.

Infrastructure:

Out of the eight Infrastructural services/facilities, 1 is rated to be at or above Satisfactory and 7 are rated to be between Neutral and Satisfactory. Of these, "Computer Laboratory" has the highest average rating and "Toilet Facility" has the lowest average rating. Out of the four Laboratory services/facilities, 4 are rated to be between Neutral and Satisfactory. On average, 65% of your faculty are satisfied with the general infrastructure. Among the faculty who use laboratories, 80% are satisfied with the lab facilities/services.

General Administration:

Out of the ten systems/processes in General Administration, 10 are rated to be between Neutral and Satisfactory. Of these, "Admission works " has the highest average rating and "Application for loans " has the lowest average rating. On average, 79% of your faculty are satisfied with the General Administration.

Pedagogy & Research Activity:

Out of the eight elements in Pedagogy & Research Activity, 8 are rated to be between Neutral and Satisfactory. Of these, "Present CBCS syllabus" has the highest average rating and "College support for Publications" has the lowest average rating. On average, 49% of your faculty are satisfied with Pedagogy & Research Activity.

3. Faculty Opinion on Key Institutional Areas:

Workplace Environment:

87% of your faculty agreed that the workplace environment is collegial and friendly, 89% agreed that there is equal treatment of male and female faculty, 91% agreed that there is no caste-based discrimination, and 83% agreed that there are effective mechanisms provided by the management for grievance redressal of their concerns.

Workload and Support:

87% of your faculty agreed that their workload is reasonable and justified, and 87% agreed that they are satisfied with the additional responsibility given to them other than teaching and research activity.

Governance and Institutional Reforms:

53% of your faculty agreed that they are aware of what is discussed in Governing Body meetings, 60% agreed that they are satisfied with the academic autonomy at your college, 51% agreed that they are satisfied with the financial and managerial autonomy at your college, and 77% agreed that they are satisfied overall with your college.

Survey Findings - Tables**Section 1: Sample Demographics**

Total Sample Size	47
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Table 1.1: Distribution of Sample Respondents

Gender		Highest Degree Obtained				Rank		
Female	Male	Masters	M.Phil	PhD	Post Doctoral	Asst. Prof. or Lecturer	Assoc. Prof. or Reader	Guest Faculty
23	24	23	15	9	0	29	18	0
49%	51%	49%	32%	19%	0%	62%	38%	0%

Section 2: Faculty Satisfaction Ratings

Scoring: 0 - Terrible or Very Poor, 1 - Unsatisfactory, 2 - Neutral, 3- Satisfactory, 4 - Excellent

Table 2.1: Infrastructure - General

Infrastructure Services/Facilities	Terrible or Very Poor	Unsatisfactory	Neutral	Satisfactory	Excellent	Not Applicable	Average Score
a. Sports facilities	0	5	9	26	7	0	2.74
	0%	11%	19%	55%	15%	0%	
b. Hostel facility	1	5	11	26	3	1	2.54
	2%	11%	23%	55%	6%	2%	
c. Toilet Facility	5	8	13	18	3	0	2.13
	11%	17%	28%	38%	6%	0%	
d. Drinking water facility	1	7	9	27	3	0	2.51
	2%	15%	19%	57%	6%	0%	
e. Cleanliness in the campus	0	3	11	30	3	0	2.70
	0%	6%	23%	64%	6%	0%	
f. Institutional library	1	7	10	24	5	0	2.53
	2%	15%	21%	51%	11%	0%	
g. Computer Laboratory	0	2	4	29	11	1	3.07
	0%	4%	9%	62%	23%	2%	
h. Faculty common room	2	7	10	27	1	0	2.38
	4%	15%	21%	57%	2%	0%	

Table 2.2: Infrastructure - Laboratory

Laboratory Services/Facilities	Terrible or Very Poor	Unsatisfactory	Neutral	Satisfactory	Excellent	Not Applicable	Average Score
a. Adequacy of help in lab experiments	1	2	2	21	2	19	2.75
	2%	4%	4%	45%	4%	40%	
b. Good working condition of lab equipment	0	4	5	18	1	19	2.57
	0%	9%	11%	38%	2%	40%	
c. Sufficiency of time allocation for lab experiments	0	1	3	22	2	19	2.89
	0%	2%	6%	47%	4%	40%	
d. Access and working hours	0	2	3	22	6	14	2.97
	0%	4%	6%	47%	13%	30%	

Table 2.3: General Administration

General Administrative System	Terrible or Very Poor	Unsatisfactory	Neutral	Satisfactory	Excellent	Not Applicable	Average Score
a. Office orders	0	1	8	35	3	0	2.85
	0%	2%	17%	74%	6%	0%	
b. Increments	0	1	9	35	2	0	2.81
	0%	2%	19%	74%	4%	0%	
c. Leave application	0	1	7	36	3	0	2.87
	0%	2%	15%	77%	6%	0%	
d. Application for loans	0	4	12	15	0	16	2.35
	0%	9%	26%	32%	0%	34%	
e. Admission works	1	1	4	33	8	0	2.98
	2%	2%	9%	70%	17%	0%	
f. Finance and accounts	0	2	11	32	2	0	2.72
	0%	4%	23%	68%	4%	0%	
g. Service records	0	0	7	38	2	0	2.89
	0%	0%	15%	81%	4%	0%	
h. Performance appraisal	0	0	6	38	3	0	2.94
	0%	0%	13%	81%	6%	0%	
i. Salary disbursement	0	1	7	33	6	0	2.94
	0%	2%	15%	70%	13%	0%	
j. Examination system	0	4	3	32	8	0	2.94
	0%	9%	6%	68%	17%	0%	

Table 2.4: Pedagogy and Research Activity

Elements	Terrible or Very Poor	Unsatisfactory	Neutral	Satisfactory	Excellent	Not Applicable	Average Score
a. Present CBCS syllabus	0	7	9	25	6	0	2.64
	0%	15%	19%	53%	13%	0%	
b. Allotted time in the syllabus to offer adequate experimental/ practical design and content in the subjects I teach	1	7	7	23	4	5	2.52
	2%	15%	15%	49%	9%	11%	

c. My involvement in the sponsored research projects and consultancy work during last one year	4	5	11	14	0	13	2.03
	9%	11%	23%	30%	0%	28%	
d. College support for Seminars	4	10	10	18	1	4	2.05
	9%	21%	21%	38%	2%	9%	
e. College support for Paper Presentation	3	10	11	17	2	4	2.12
	6%	21%	23%	36%	4%	9%	
f. College support for Publications	3	10	12	14	1	7	2.00
	6%	21%	26%	30%	2%	15%	
g. College support for Research Activities	3	7	13	14	2	8	2.13
	6%	15%	28%	30%	4%	17%	
h. My college management's efforts to promote industry/corporate-institution interactions	3	6	12	21	2	3	2.30
	6%	13%	26%	45%	4%	6%	

Section 3: Faculty Opinion on Key Institutional Areas

Scoring: 0 - Strongly Disagree, 1 - Disagree, 2 - Neutral, 3 - Agree, 4 - Strongly Agree

Table 3.1: Workplace Environment

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Average Score
a. The workplace environment is collegial and friendly	0	0	6	37	4	2.96
	0%	0%	13%	79%	9%	
b. There is equal treatment of male and female faculty	0	1	4	33	9	3.06
	0%	2%	9%	70%	19%	
c. There is no discrimination on the basis of caste	0	3	1	32	11	3.09
	0%	6%	2%	68%	23%	
d. There are effective mechanisms provided by the management for grievance redressal of any concerns I have	0	1	7	36	3	2.87
	0%	2%	15%	77%	6%	

Table 3.2: Workload and Support

Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Average Score
a. I am satisfied with the workload as this is reasonable and justified	0	1	5	32	9	3.04
	0%	2%	11%	68%	19%	
b. I am satisfied with the additional responsibility given to me other than teaching and research activity	1	0	5	27	14	3.13
	2%	0%	11%	57%	30%	

Table 3.3: Governance and Institutional Reforms						
Statement	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Average Score
a. I am aware of what is discussed in the Governing Body meetings	1	6	12	24	1	2.41
	2%	13%	26%	51%	2%	
b. I am satisfied with the amount of academic autonomy at my college	0	4	14	27	1	2.54
	0%	9%	30%	57%	2%	
c. I am satisfied with the financial and managerial autonomy at my college	0	4	18	23	1	2.46
	0%	9%	38%	49%	2%	
d. Overall, I am satisfied with my college	0	0	10	33	3	2.85
	0%	0%	21%	70%	6%	