

An Evaluation of Students' Satisfaction Towards the Services of Tejgaon College



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Submitted To

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Submitted By

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Date of Submission: November 27, 2024

Letter of Transmittal

November 27, 2024

Dr. Shibli Shahriar
Professor and Director, MBA program
Department of Business Administration
Daffodil International University

Subject: Submission of Project Report.

Dear Sir,

With due respect, I am pleased to submit my project report titled “**An Evaluation of Students’ Satisfaction towards the Services of Tejgaon College**” as part of the requirements for the completion of my Master of Business Administration (MBA) degree.

It has been a rewarding experience to conduct this study, and I hope the findings meet your expectations. If you have any questions or require further clarification regarding any aspect of the report, I will be more than happy to address them.

I sincerely appreciate your guidance, support, and cooperation throughout this process. I kindly request you to accept this report with your esteemed approval.

Thank you for your time and consideration.

Sincerely,

Ferdousi Mostofa

ID – 183-12-686

MBA Program

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Declaration of the Student

I hereby solemnly declare that the work presented in this report has been carried out solely by me and has not been previously submitted to any other university, college, or organization for an academic qualification, certificate, diploma, or degree.

I affirm that this work does not infringe upon any existing copyrights and that no portion of this report has been copied from any prior work undertaken for a degree or other purposes.

Furthermore, I undertake to indemnify the department against any loss or damage that may arise from a breach of the above obligations.

Ferdousi Mostofa
26.11.24

Ferdousi Mostofa

ID – 183-12-686

MBA Program

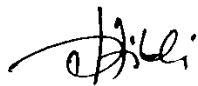
Daffodil International University

Supervisor Certification

This is to certify that the internship report titled “An Evaluation of Students’ Satisfaction towards the Services of Tejgaon College” has been prepared by Ferdousi Mostofa under my thorough supervision. This report is submitted as a partial fulfillment of the requirements for the Master of Business Administration (MBA) degree at Daffodil International University.

I hereby recommend this report for submission to the Department of Business Administration, Daffodil International University, for consideration by the internship committee.

I extend my best wishes for her continued success in life.



Dr. Shibli Shahriar

Professor and Director

Department of Business Administration

Daffodil International University

Date: November 27, 2024

Acknowledgement

First and foremost, I express my deepest gratitude to Allah for granting me the strength, patience, and determination to carry out the tasks required for my project, complete the research and study, and submit this report successfully.

I am profoundly grateful to Dr. Shibli Shahriar, Professor and Director of the MBA program at Daffodil International University, for his constructive guidance and invaluable assistance throughout my academic journey. His unwavering support, insightful feedback, and collaborative approach have been instrumental in enabling me to produce this report with accuracy and confidence.

It has been an honor and privilege to complete my project report under his supervision, and I sincerely thank him for his encouragement and mentorship.

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Executive Summary

This report provides an overview of how satisfied students are with their experiences at Tejgaon College. It is based on feedback gathered from surveys and discussions with a group of students representing various backgrounds and programs. The goal of the evaluation was to understand how students feel about different aspects of college life, including academics, campus facilities, support services, social opportunities and overall satisfaction.

Students generally shared mixed feedback about the quality of academics, highlighting that faculty are knowledgeable and committed to their success. Many students felt that the courses were valuable, though some expressed a need for a wider selection of classes and more flexible scheduling options to better fit their individual needs.

Regarding campus facilities, students reported moderate satisfaction, noting that spaces like the library, study areas, and recreational facilities are helpful to their learning and well-being. However, some students pointed out that certain areas, like study spaces and technological resources, could benefit from updates and expansion, especially during busy times of the academic year.

Students generally felt that the college's support services helped them navigate challenges during their studies. However, a common suggestion was to improve access to counseling services, as some students experienced long wait times when seeking support.

The social environment at the college was viewed positively, with students appreciating the range of clubs, activities, and events that helped them feel part of a community. Many students, especially those from international backgrounds, mentioned that additional events focused on cultural inclusivity would help them feel more welcomed and integrated into campus life.

Overall, students expressed satisfaction with their college experience, feeling that the institution provides a supportive environment for both academic and personal growth. Some students suggested that updating campus facilities and expanding certain digital learning resources could further enhance their experience.

In conclusion, the findings show that students are generally satisfied with their time at Tejgaon College, recognizing it as a place that values their academic success and well-being. By making some improvements in areas like course flexibility, campus facilities, and cultural support, the college can continue to strengthen its reputation and the overall student experience.

CHAPTER 01

Introduction

1.1 Background of the Report

I have selected Tejgaon College as the subject of my report, which focuses on evaluating students' satisfaction with the services offered by the institution. Throughout my research and analysis, I have gained valuable insights into the various strategies employed by Tejgaon College to maintain and improve student satisfaction. These strategies form a key component of my study. The report is being prepared under the supervision of Dr. Shibli Shahriar, whose guidance has been instrumental in shaping the direction of this research. This evaluation aims to contribute to understanding how educational institutions can enhance student experience and satisfaction.

1.2 Objectives of the Report

1.2.1 Broad Objective

- To evaluate students' satisfaction of Tejgaon College.

1.2.2 Specific Objectives

- To identify the factors of students' satisfaction of Tejgaon College.
- To evaluate the factors of students' satisfaction of Tejgaon College.
- To identify the gaps in activities and practices at Tejgaon College that require improvement.
- To provide recommendations on the practices of Tejgaon College.

1.3 Scope of the Report

For students pursuing a Master of Business Administration (MBA) program, hands-on experience and practical exposure are crucial components of their education. A project report serves as an opportunity for students to gain real-life work experience, often facilitated by an organization. This practical experience helps students become more familiar with the work environment, allowing them to apply theoretical knowledge to real-world situations. It bridges the gap between academic learning and professional practice, providing valuable insights and skills that are essential for future career success.

1.4 Methodology of the Report

This report's data was accumulated from two discrete sources. These are the particulars:

1.4.1 Primary Sources

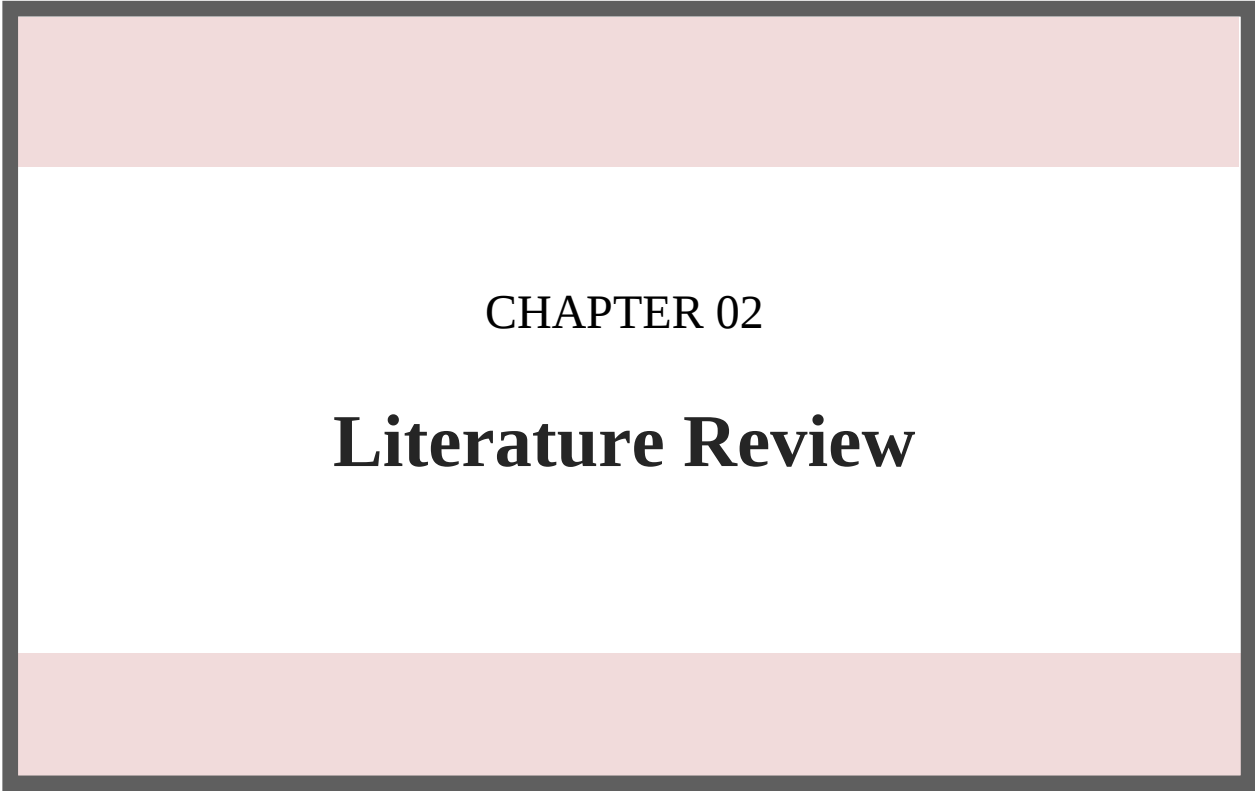
The data for this report has been collected primarily from hands-on and practical working experience. Other method used to gather primary data are:

- Online and direct interaction and consultations with teachers and students.
- A thorough analysis of the activities and procedures of the institute.
- A structured questionnaire has been prepared to measure the students' satisfaction.
 - Population size: 25,000
 - Sample: 100
 - Technique: Convenience sampling

1.4.2 Secondary Sources

The secondary data was collected from the following sources:

- Articles, Blogs, Journals, books which are related to the concept of student satisfaction and importance of student satisfaction..
- Wikipedia and Official Website of Tejgaon College.



CHAPTER 02

Literature Review

2.1 Definition Key Terms

2.1.1 Student satisfaction

Student satisfaction serves as a crucial quality indicator that educational institutions must monitor closely. It reflects not only how much students enjoy their classes but also their overall experience with the institution.

Ensuring student satisfaction is one of the primary goals of any educational institution. To achieve positive outcomes, it is essential to enhance various internal aspects such as infrastructure, faculty quality, and the integration of modern technology.

Fundamentally, student satisfaction represents the quality of the students' holistic experience with the institution, making it a critical factor for maintaining and improving institutional standards.

2.1.2 Importance of Student satisfaction

When students are satisfied with their educational experience, they are more likely to stay engaged in their curriculum, complete their programs, and successfully graduate. High levels of student satisfaction not only support institutional goals but also drive meaningful change within the organization.

Students' satisfaction or dissatisfaction, influenced by their levels of happiness or disappointment, directly impacts an institution's image. A comfortable and nurturing environment enhances performance and fosters mental health and stability, which are essential for short-term learning success and long-term character development.

As a broad concept, student satisfaction encompasses the entire educational ecosystem, guiding students toward success. The results include producing skilled professionals, generating knowledge, creating jobs, driving revenue, and contributing to societal transformation.

Ultimately, student satisfaction promotes academic achievement and retention—key priorities for any educational institution striving to attract top talent, create positive student experiences, and deliver the best education possible.

CHAPTER 03

Organization Analysis

Brief history of the institute

Tejgaon College is a prominent educational institution located in Dhaka, Bangladesh. Established in 1961, it has grown into one of the largest colleges in the city, with a student population of approximately 25,000.

3.1 About Tejgaon College

Tejgaon College, originally known as Dhaka Night College, was established in 1961 on the campus of Islamia High School. The institution was founded to provide education opportunities to working individuals and students attending night classes. The founding president of Dhaka Night College was Shafiqul Islam, who served as the Minister of Education at the time. Initially located at Islamia High School, the college underwent several relocations. Under Education Minister Mafizuddin Ahmad, the campus was moved to Madrassah-e-Alia. A subsequent relocation brought the college to Tejgaon Polytechnic High School. Tofail Ahmed Chowdhury served as the first principal, guiding the college through its formative years. Today, Tejgaon College stands as a significant educational institution in Dhaka, reflecting decades of growth and adaptation to serve the needs of its students.

Tejgaon College has evolved into a university college, offering honours and master's courses in 25 to 27 subjects under the National University of Bangladesh. This transformation highlights its significant role in higher education, catering to a diverse student population and providing opportunities for advanced studies. The college is established on over 1 acre (approximately 4,000 m²) of land in the Tejgaon area of Dhaka. The campus features a mix of multi-storeyed structures, providing ample space for academic and administrative activities.



3.2 Available Departments

Professional Honours Courses

1. **Computer Science & Engineering (CSE):** Focuses on computing, programming, and engineering principles.
2. **Theater & Media Studies:** Explores performance, drama, and media theory.
3. **Tourism & Hospitality Management:** Covers tourism, hospitality services, and management skills.

Honours and Master's courses

1. **Accounting:** Involves financial record-keeping, auditing, and financial management.
2. **Biochemistry and Molecular Biology:** Studies the chemical processes within living organisms at the molecular level.
3. **Chemistry:** Focuses on the study of substances, their reactions, and properties.
4. **Statistics:** Involves the analysis of data, probability theory, and statistical modeling.
5. **English:** Covers literature, language, and communication studies.
6. **Finance and Banking:** Focuses on financial systems, investments, and banking operations.
7. **Geography and Environment:** Studies physical geography, environmental issues, and spatial patterns.
8. **Islamic Studies:** Explores Islamic culture, religion, and history.
9. **Management:** Covers principles of managing organizations, including strategy, operations, and leadership.
10. **Marketing:** Focuses on consumer behavior, advertising, and brand management.
11. **Mathematics:** Studies mathematical concepts, theories, and problem-solving techniques.
12. **Political Science:** Focuses on political systems, theories, and government structures.
13. **Psychology:** Explores human behavior, mental processes, and psychological theories.
14. **Social Work:** Covers social policies, community service, and helping vulnerable populations.
15. **Sociology:** Studies society, social behavior, and structures.
16. **Social Welfare:** Focuses on policies and practices that promote social well-being.
17. **Islamic History and Culture:** Explores the history, culture, and civilization of the Islamic world.
18. **Bangla:** Focuses on the Bengali language, literature, and cultural studies.
19. **Philosophy:** Covers ethics, logic, metaphysics, and philosophical thought.
20. **Physics:** Involves the study of matter, energy, and the laws of nature.
21. **Zoology:** Focuses on the biology and behavior of animals.
22. **Botany:** Involves the study of plants, their structure, and ecology.

CHAPTER 04

Analysis and Findings

4.1 Factors that affect students' satisfaction

Student satisfaction reflects how students perceive their experiences with their institution, encompassing feelings and attitudes toward their education and the services provided. It plays a significant role in shaping the reputation of colleges and universities, influencing student retention, engagement, and overall success.

The ability of instructors to deliver clear, engaging, and effective lessons is crucial. Students value teachers who are approachable, knowledgeable, and capable of fostering a positive learning environment.

- Safety on campus significantly impacts how students feel about their institution. Secure campuses with effective emergency procedures and visible safety measures make students feel protected and supported.
- Modern, well-maintained facilities, including classrooms, libraries, labs, and recreational areas, are critical to a positive student experience. Clean and accessible spaces enhance comfort and productivity.
- Integration of advanced technology in classrooms and campus services ensures efficiency and prepares students for the modern workforce. Tools like online learning platforms, smart classrooms, and high-speed internet are essential.
- Beyond teaching ability, this factor involves how well the curriculum is delivered, course content, and how assessments are designed to promote learning. Instruction that aligns with student needs and career goals is highly valued.
- The reputation of the institution, including its ranking, alumni success, and contributions to research, often influences how students perceive the value of their education.
- Opportunities for personal and professional growth, such as internships, leadership roles, extracurricular activities, and skill development programs, enhance student satisfaction.

- Effective advising helps students navigate their academic paths, understand graduation requirements, and align their coursework with future aspirations. Personalized and supportive advising is a key contributor to satisfaction.

4.2 strategies to improve student satisfaction

Acknowledging strategies to improve student satisfaction is also a way of managing their time in an institution. These strategies are closely related to student retention, or efforts made to keep students in the institution.

Following are some techniques that can be effective:

4.2.1 Creative campus initiatives

Creative campus initiatives play a crucial role in enhancing student engagement and creating a vibrant, supportive community. By focusing on innovative, student-centered programs, institutions can improve the overall campus experience and strengthen the sense of belonging and connection among students. Host regular workshops, relaxation events, and peer-support groups to reduce stigma and encourage open dialogue. Establish student-led committees that work alongside counselors to raise awareness about mental health. Create roles within student organizations or on-campus initiatives to give students leadership experience. Offer leadership training programs to prepare students for roles in student government, clubs, or community service projects. Organize casual meetups in partnership with local businesses, such as coffee chats, hiking trips, or cultural tours.

4.2.2 Fostering inclusion and celebrating diversity on campus

Creating an inclusive and welcoming campus environment is essential for ensuring that all students feel valued, respected, and supported. By prioritizing diversity and inclusion, institutions can mitigate challenges like discrimination and bullying, which often hinder the academic and personal success of minority and low-income students.

Identify gaps in resources and take proactive steps to remove barriers to success. Develop clear policies and procedures to address discrimination, hate crimes, bullying, and harassment. Train staff and faculty to recognize and respond to incidents effectively. Create dedicated centers or offices that provide resources, mentorship, and programming tailored to underrepresented groups. Develop scholarship programs, financial aid workshops, and career guidance specifically for low-income students. Host cultural events, workshops, and festivals to celebrate different traditions and foster mutual understanding. Encourage student organizations focused on cultural, religious, or social identities to organize inclusive campus activities. Offer counseling services specifically trained to address issues related to discrimination and cultural identity.

4.2.3 Offer Comprehensive Support Services

Students encounter numerous challenges both on and off campus. By offering a variety of high-quality support services, institutions can help learners navigate these difficulties and achieve success academically, socially, and personally. Provide access to counseling centers and mental health professionals to support students facing stress, anxiety, or other emotional challenges. Offer a center dedicated to helping students navigate scheduling and registration, ensuring they meet graduation requirements and avoid conflicts. Introduce a program to help first-year students transition smoothly into college life by teaching time management, study skills, and campus resources. Create personalized success pathways with advisors who guide students in course selection, major decisions, and long-term academic goals. Pair students with faculty or upper-level peers to foster guidance and support throughout their academic journey. Help students with resume building, interview preparation, and job or internship searches. Host career fairs and bring in guest speakers from various industries. Establish a center that provides accommodations, assistive technologies, and resources for students with disabilities to ensure equal access to education. Promote physical health

and well-being by offering facilities, fitness classes, and wellness programs. Create spaces and events that celebrate diversity, encourage inclusivity, and provide resources for students from underrepresented backgrounds. Train RAs to offer support, foster a sense of community, and act as a first line of assistance for students living on campus.

4.2.4 A Collaborative Approach

Engaging students in the process of reviewing and co-developing the curriculum can lead to a more effective, relevant, and meaningful educational experience. By incorporating their feedback, institutions can ensure that courses are tailored to students' needs while fostering a stronger sense of connection and engagement. Partner with students to evaluate current courses and programs. Conduct workshops or focus groups where students can share their perspectives on what works, what doesn't, and what they'd like to see improved.

4.2.5 Seeking feedback and implementation

One of the most effective ways to boost student satisfaction is by actively seeking feedback and acting on it. This approach not only empowers students to express their opinions but also demonstrates an institution's commitment to continuous improvement. Use student satisfaction surveys to give learners a platform to share their thoughts on campus life, academic programs, and overall experiences. Combine qualitative data (open-ended responses) and quantitative data (ratings, rankings) to gain a comprehensive understanding of student needs. Use focus groups, interviews, and open-ended questionnaires to give students unrestricted opportunities to voice concerns and share ideas for improvement. These methods provide insights into areas not typically covered in standardized surveys. Share how feedback has been used to make tangible improvements, ensuring students see the results of their input. Regularly check in with students to ensure that implemented changes have a positive impact and gather fresh ideas.

4.2.6 The Use of Digital Technology

In today's digital era, students have easy access to the internet and mobile devices in and out of teaching sessions. Teachers can use different apps to engage students. When students have easy access to the internet and mobile devices, the teacher may encourage students to use their mobile devices for quick research during small group or individual activities. Teachers should be familiar with and encourage the art of conducting research on social media websites. They can guide students on how to utilize social media effectively to find useful resources.

Here are a few techniques teachers can adopt:

- Arrange online drop-in sessions every week to deal with student queries. Teachers can use Microsoft Teams, Zoom, WhatsApp etc. Many other softwares are available.
- Teachers can also create teams on Microsoft Teams and add all the students and tutors in the course. There are many benefits of this. Firstly it is easy to use whereby students can download an app and it works as any other instant messaging app such as WhatsApp. Secondly, students can read and answer other student's queries - saving your time. Thirdly, you can also leave impressions on the student comments rather than typing long responses. I found this technique very useful for my courses.
- Teachers can also create a Formative submission folder and set a deadline. Once students have submitted into this folder, the teachers can assess their work (without giving marks) and then during the teaching sessions or via pre booked meetings, students can receive one to one constructive feedback.
- Teachers can also share sample assessments to give students an idea of what is required. You can share an Excellent, Good and a Fail sample with students. Therefore, they can see what mistakes they should avoid.

4.2.7 Guest Lectures from Industry Experts

Industry experts in the form of guest lecturers can really motivate students. Industry experts can share their real life industry experience with the students. This can be helpful to students in the following ways:

- This will help students to understand the relevance and importance of your course for their career.
- Students will understand the key skills employers are seeking out.
- Students can understand the real situations and fluctuations in the industry trends.
- Industry experts can better explain the nature of competition within the industry.
- It will help students to develop their network and may open up new opportunities for them.

4.2.8 Invest in innovation

Integrating innovative technologies into academic programs can profoundly transform how students learn and prepare for their future careers. As technology becomes increasingly integral to nearly every industry, exposing students to modern tools and practices is essential for building their career readiness. Students gain firsthand experience with the equipment and technologies they are likely to encounter in their professional lives, fostering confidence and competence. Immersive technologies such as virtual reality and augmented reality provide opportunities for experiential learning. These tools help students practice skills and demonstrate their abilities rather than solely relying on memorization.

4.2.9 Dynamic communication and Learning-focused environment:

Create communication channels that allow students to have a voice. Beyond talking to them, you need to hear what they have to say. Ensure an environment that easily promotes learning processes. Teachers have to support and guide students, to make them the protagonists of their own education. Besides classes, offer counseling services, career services, and even emotional support. The more students feel welcomed, the better.

4.2.10 Explore the Balance between In-Person and Online Education

While traditional in-person classes provide invaluable experiences for many students, online courses and digital resources offer unique advantages that can complement or even replace physical classroom settings for some learners. Digital classes allow students to manage their time more effectively, reducing stress related to commuting or handling overlapping responsibilities such as work or family care. Digital materials ensure students have access to information whenever needed, making learning more convenient and adaptable. For instance, students who are traveling won't have to worry about forgetting physical textbooks, as the material is readily available online. Educators can record lectures and make them accessible online, offering students the chance to revisit essential topics or catch up on missed classes. During busy academic seasons like midterms and finals or in adverse weather conditions, having virtual class options can provide relief. Students can stay engaged without the need to physically attend campus, ensuring they don't fall behind.

4.2.11 Extracurricular Activities

Extracurricular activities are any pursuits undertaken by students outside the standard curriculum of their school, college, or university. These activities can include sports, clubs, community service, the arts, academic competitions, volunteering, language courses, part-time jobs, and internships, among others. They play a crucial role in personal development, helping students grow beyond the academic environment.

Studies have shown that involvement in extracurricular activities can have a significant positive impact. It reduces the likelihood of students dropping out, engaging in criminal behavior, or experiencing academic failure. Additionally, participating in these activities can enhance social skills, improve communication, and lead to better interpersonal relationships. Students involved in extracurriculars tend to be more successful in their academic pursuits as well, as these activities often foster discipline, time management, and teamwork.

Given the many benefits, it is recommended that schools and universities expand and promote a diverse range of extracurricular options. Offering a wider variety of activities, paired with effective publicity, can increase student engagement and satisfaction, leading to more well-rounded individuals and a thriving campus community.

4.3 Techniques followed by Tejgaon College for maintaining student satisfaction

Tejgaon college has adopted some important strategies to keep the students motivated and satisfied.

As per my observation and experience the techniques are as follows:

4.3.1 Tejgaon college provides excellent academic support that helps the institute to meet student's expectations. Lessened academic satisfaction has been associated with a decline in psychological health, often resulting in heightened stress, unease, and depression. Conversely, students who enjoy their campus experience tend to feel a sense of superiority and accomplishment in their education, fostering greater motivation and engagement.

4.3.2 Tejgaon college offers a safe, welcoming and inclusive institutional environment for students from all background.

4.3.3 The institute celebrates cultural activities of all sorts making sure that participation of students possessing different religious and ethnic values.



4.3.4 The institute arranges seminar sessions inviting successful alumni's as guest lecturers to share their real life stories with current students. This gives the student a clearer view of their future path. It also help students to develop their network and may open up new opportunities for them.



4.3.5 Students have easy access to the internet and mobile devices in and out of teaching sessions. Teachers use different apps to engage students like zoom, whatsapp etc. Digital tools make the student experience more engaging, fun and accessible.



4.3.6 Prompt and effective support is provided by the teachers. Students place high value on interpersonal relationships with their educators and seek accessible support when needed. Positive perceptions of educators not only enhance student satisfaction but also contribute to improved teaching quality.

4.3.7 Numerous extra-curricular activities are available for students to take part in. Such as sports, debate competition, academic competitions, arrangement of seminars, arrangement of study tours, arrangement of cultural program, arrangement of orientation program for fresher etc.



4.4 Questionnaire survey and students' response:

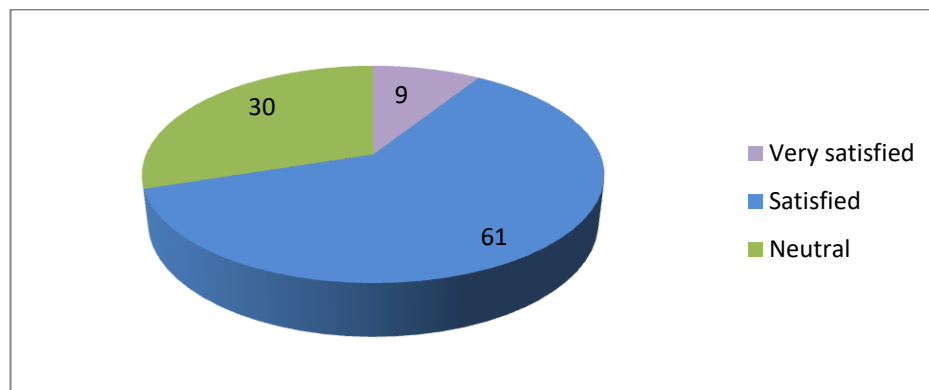
A structured questionnaire was prepared to measure the students' satisfaction.

- Population size: 25,000
- Sample: 100
- Technique: Convenience sampling

The questions and findings are as follows:

Question- **How satisfied are you with the teaching quality in your classes?**

Response data:



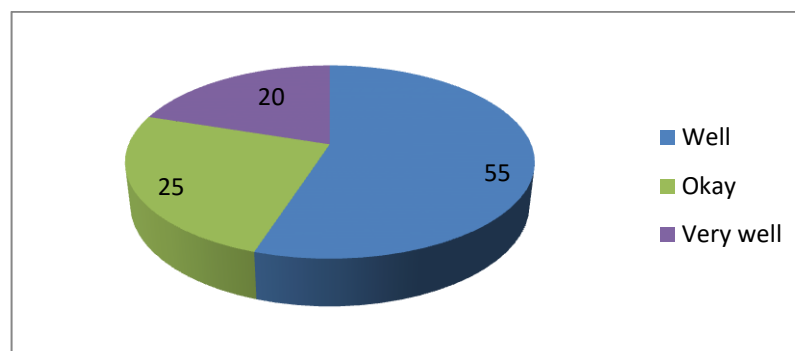
Pie chart 1

Out of 100, 61 students responded as satisfied towards the teaching quality, 9 students responded as very satisfied and 30 responded as neutral. None of them are dissatisfied.

According to their response it can be said that students are satisfied with the teaching quality in classes.

Question: Do the library, labs and study areas meet your learning needs?

Response data:

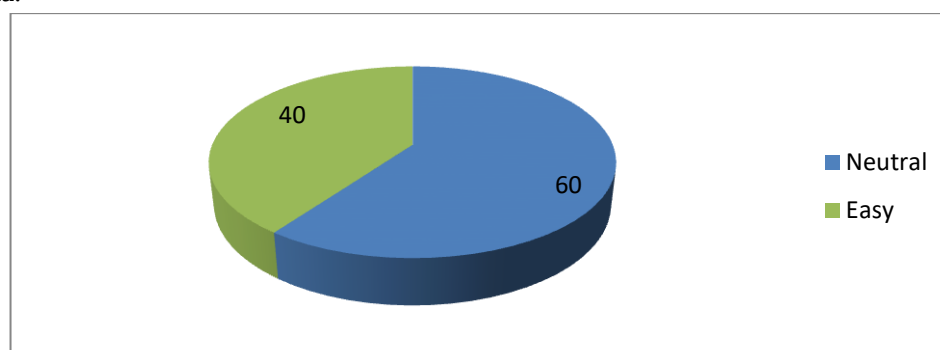


Pie chart 2

Out of 100, 55 students responded that the library, labs and study areas meet their learning needs well, 25 responded that it is okay and 20 responded that it is very well. According to their response it can be said that most students think the library, labs and study areas meet their learning needs well. They are satisfied with the service.

Question: How easy is it to get help from teachers and advisors when you need it?

Response data:



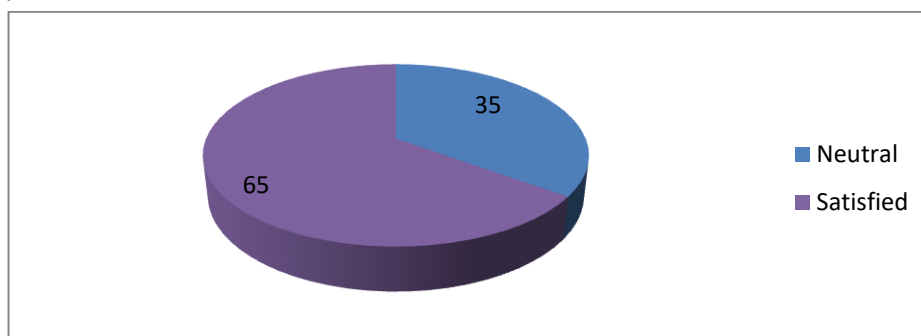
Pie chart 3

Out of 100, 40 students responded that it is easy to get help from teachers and advisors when needed and 60 responded as neutral.

According to their response it can be said that though none of them think that it is hard to get help from the teachers, but as most of them responded as neutral, there is some scope of improvement that needs to be taken care of.

Question: How satisfied are you with the variety of courses offered by the college?

Response data:

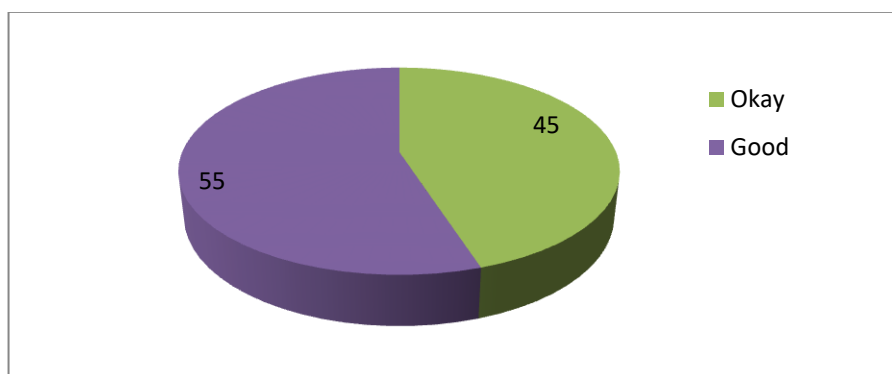


Pie chart 4

Out of 100, 65 students responded that they are satisfied with the variety of courses offered by the college and 35 responded as neutral. It can be said that they are somewhat satisfied with the variety of courses available in the institute.

Question: How would you rate the campus facilities like the cafeteria, gym and student center?

Response data:

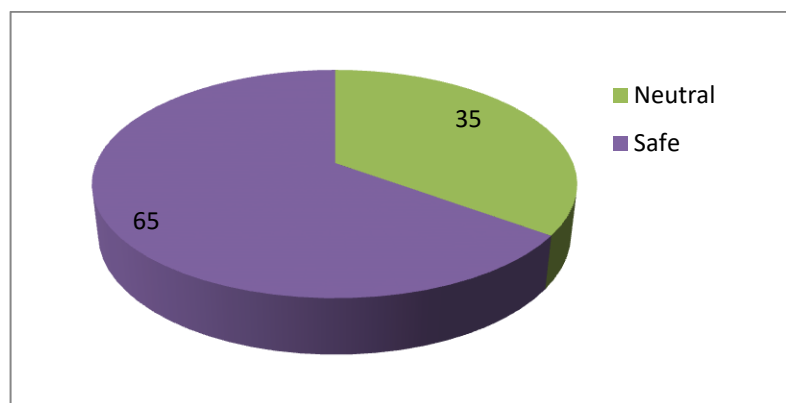


Pie chart 5

Out of 100, 55 students responded that the service of cafeteria, gym and student center is good and 45 responded that the service is okay. None of the students choose that the facilities are excellent. So there is definitely scope of improvement in this area.

Question: Do you feel safe on campus?

Response data:

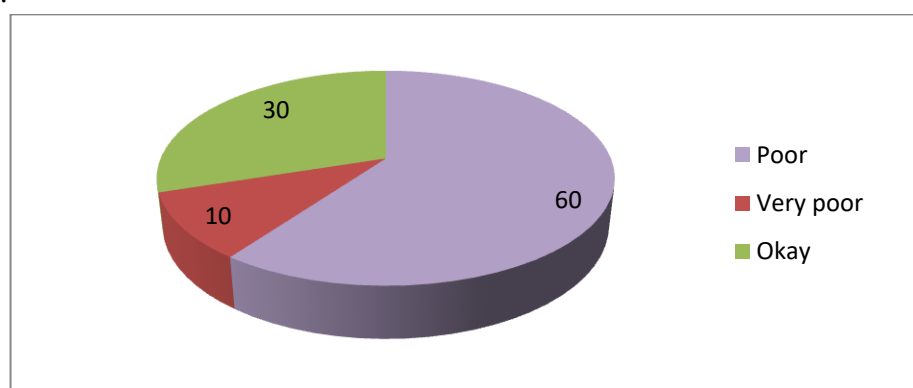


Pie chart 6

Out of 100, 65 students responded that they feel safe on campus and 35 responded that they are neutral about the safety. The institute should pay more attention towards the safety of the students.

Question: Does the college provide good support for mental health and wellness?

Response data:

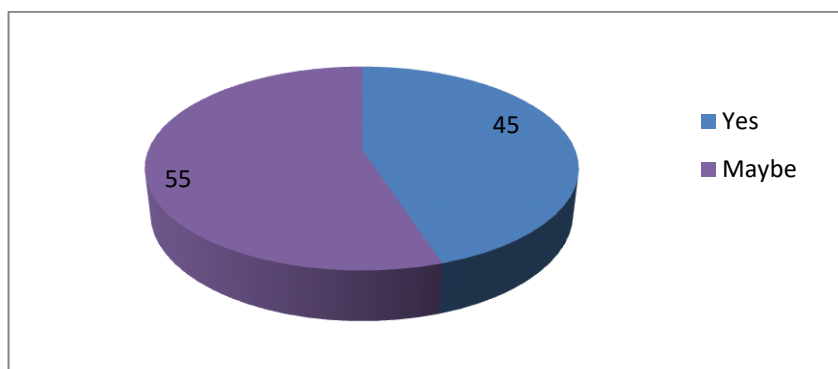


Pie chart 7

Out of 100, 60 students responded that the support for mental wellness provided by the college is poor, 10 responded that it is very poor and 30 responded that it is okay. According to their response it can be said that the support level for mental health and wellness does not meet student expectation. They are not satisfied with the service.

Question: Would you recommend this college to a friend?

Response data:



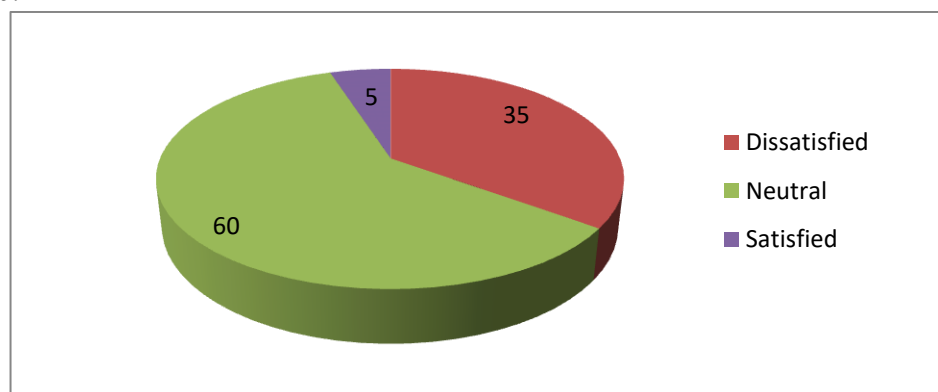
Pie chart 8

Out of 100, 45 students responded positively that they would recommend this college to a friend and 55 responded that they maybe or may not recommend.

When the existing students show signs of confusion towards the college, it should be a real concern.

Question: How satisfied are you with the career support, internship, advice and networking?

Response data:



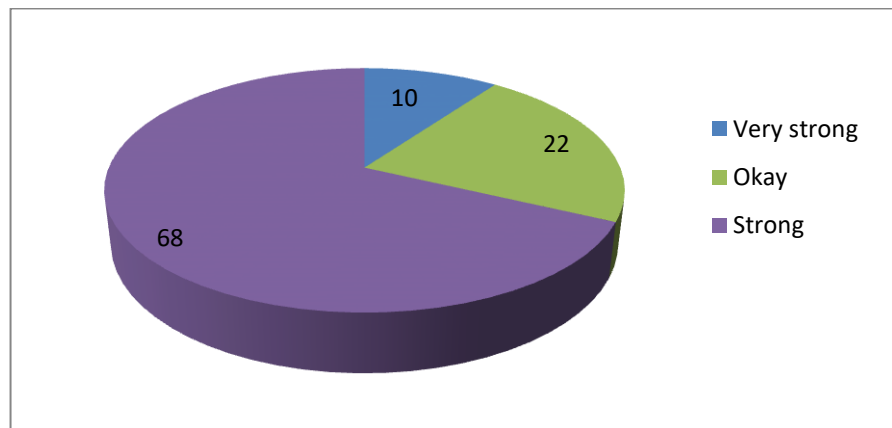
Pie chart 9

Out of 100, 60 students responded that they are neutral toward the support for career, internship, and networking provided by the college, 35 responded that they are dissatisfied and 5 responded that they are satisfied.

The college clearly needs to come up with different program to build up career support, internship advice and networking.

Question: Do you feel there is a good sense of community and friendship among the students?

Response data:



Pie chart 10

Out of 100, 68 students responded that they strongly feel there is a good sense of community and friendship among the students, 10 responded that the sense of community and friendship among the students is very strong and 22 responded that it is okay.

Feedback:

Based on the students' response data, it can be said that the students are mostly satisfied with the teaching quality, library and lab facilities and bond among the students.

However, when it comes to career advice or mental wellness support, students have shown some dissatisfaction towards the services in the college.

CHAPTER 05

Recommendations and Conclusion

5.1 Recommendations

To improve students' satisfaction the college authorities can follow the recommendations given below:

1. **Train Teachers Regularly**
 - Offer workshops to help teachers improve their teaching skills and make classes more interesting. This will help students learn better.
2. **Upgrade the Library**
 - Keep the library updated with new books, journals, and online resources. Make sure there are comfortable places to study.
3. **Encourage Teachers to Support Students**
 - Ask teachers to be available for students who need extra help outside of class. This shows students that teachers care about their success.
4. **Add More Course Options**
 - Offer a variety of classes so students can explore different subjects and find what they're interested in.
5. **Create a Friendly Campus Environment**
 - Make the campus welcoming and clean. Add seating areas, plants, and artwork to make students feel happy and comfortable.
6. **Improve Campus Safety**
 - Make sure the campus has good lighting, security guards, and emergency buttons for safety. This helps students feel secure.
7. **Provide Mental Health Support**
 - Offer counseling services and organize events on mental health. Let students know they have help if they feel stressed.
8. **Offer Career Guidance**
 - Start a career center to help students with resumes, interview practice, and finding internships or jobs. Bring in guest speakers from different industries.
9. **Encourage Community Activities**
 - Create clubs, sports teams, and events where students can meet others with similar interests and make friends. This builds a strong sense of community.
10. **Listen to Student Feedback**
 - Regularly ask students for their opinions on how to improve the college experience. Use this feedback to make positive changes.

These steps can help create a positive college experience, making students feel supported, safe, and excited about their education.

5.2 Conclusion

The purpose of the study is to evaluate students' satisfaction towards the services of Tejgaon college that can have impact on their growth and the wellbeing and sustainability of their students as well.

Tejgaon college is providing a proper structure, teachers are teaching well and the students are engaging themselves with different activities rather than only studies.

However, due to a lack of resources and investment in innovation the institute is still behind. Alluring technology provides students with hands-on learning opportunities, enabling them to demonstrate the skills they have acquired rather than merely recalling information.

Absence of proper career advice and networking program is also a great drawback.

In order to attract new students and retain existing ones, these strategies are closely related to student retention or efforts made to keep students in the institution. Even if some students simply choose to stay in the institution, it's essential for the institute to make active efforts for retention via managing the relationship and improving the experience.

Satisfied students develop strong, enduring bonds with their institutions, making them a reference point throughout their academic journey and beyond.

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Appendix

Questionnaire:

1. How satisfied are you with the teaching quality in your classes?

(1) Very Dissatisfied, (2) Dissatisfied, (3) Neutral, (4) Satisfied, (5) Very satisfied

2. Do the library, labs and study areas meet your learning needs?

(1) Not at all, (2) Poorly, (3) Okay, (4) Well, (5) Very well

3. How easy is it to get help from teachers and advisors when you need it?

(1) Very hard, (2) Hard, (3) Neutral, (4) Easy, (5) Very easy

4. How satisfied are you with the variety of courses offered by the college?

(1) Very Dissatisfied, (2) Dissatisfied, (3) Neutral, (4) Satisfied, (5) Very satisfied

5. How would you rate the campus facilities like the cafeteria, gym and student center?

(1) Very Bad, (2) Bad, (3) Okay, (4) Good, (5) Excellent

6. Do you feel safe on campus?

(1) Not at all, (2) Somewhat unsafe, (3) Neutral, (4) Safe, (5) Very safe

7. Does the college provide good support for mental health and wellness?

(1) Very Poor, (2) Poor, (3) Okay, (4) Good, (5) Excellent

8. Would you recommend this college to a friend?

(1) Definitely No, (2) No, (3) Maybe, (4) Yes, (5) Definitely Yes

9. How satisfied are you with the career support, internship, advice and networking?

(1) Very Dissatisfied, (2) Dissatisfied, (3) Neutral, (4) Satisfied, (5) Very satisfied

10. Do you feel there is a good sense of community and friendship among the students?

(1) Not at all, (2) Weak, (3) Okay, (4) Strong, (5) Very strong