

**S. N. M. College, Maliankara**  
**Internal Quality Assurance Cell (IQAC)**  
**Student Satisfaction Survey Report**  
**(For Academic Year 2021-22)**

**Methodology Adopted in Collection**

Mode of Feedback Collection: Online Mode using Google Form

Target Group: UG and PG Students

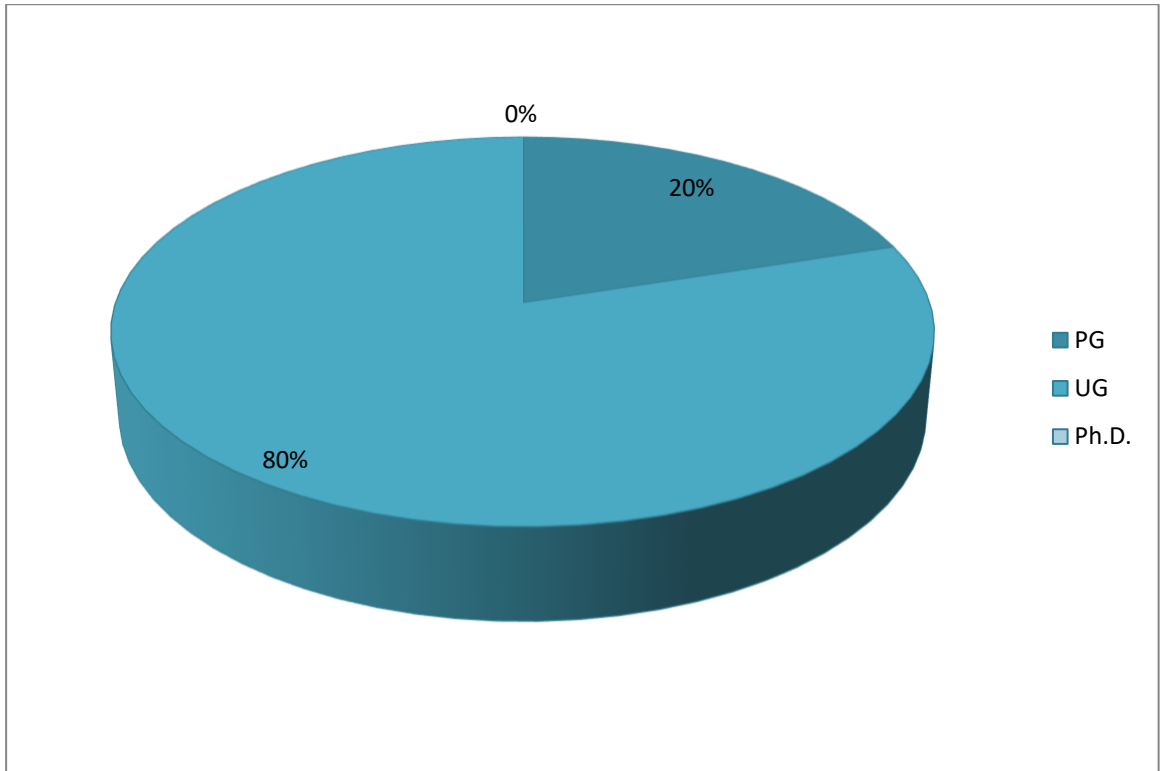
**Objective**

The Student Satisfaction Survey (SSS) was conducted among the students of the college for the preparation of NAAC AQAR (2021–2022). The questionnaire was designed in accordance with the NAAC guidelines. The purpose of SSS was to identify the satisfaction level of the students at the college, as well as to pinpoint any areas that needed improvement in order to achieve higher academic standards and qualitative development.

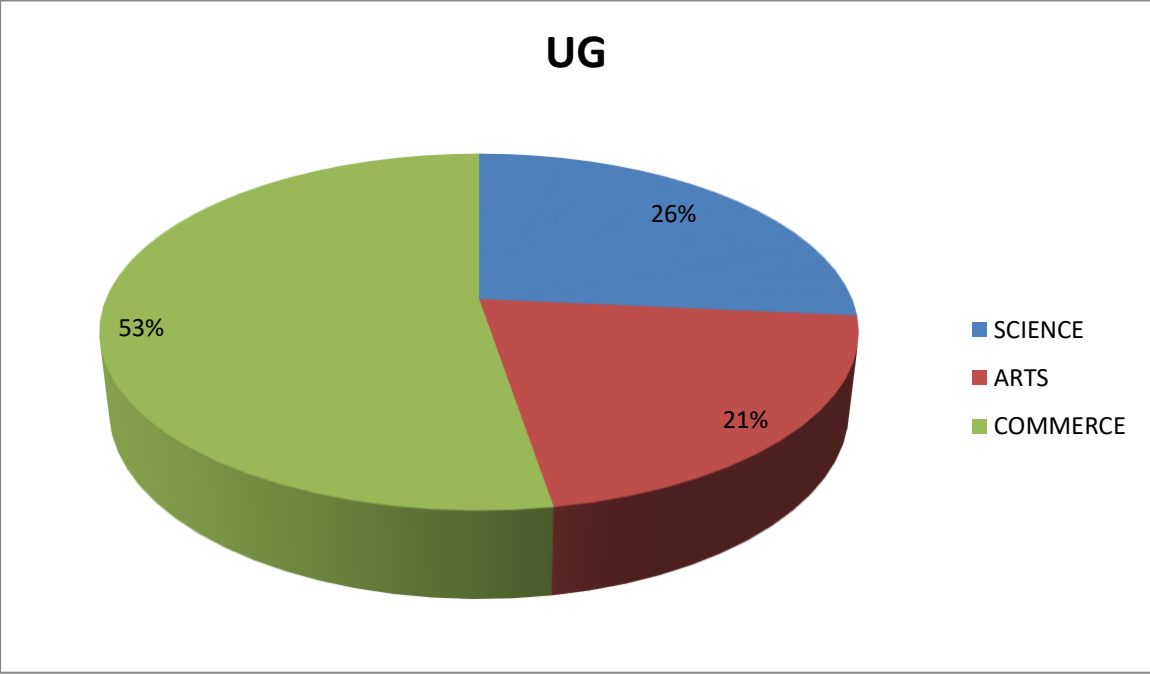
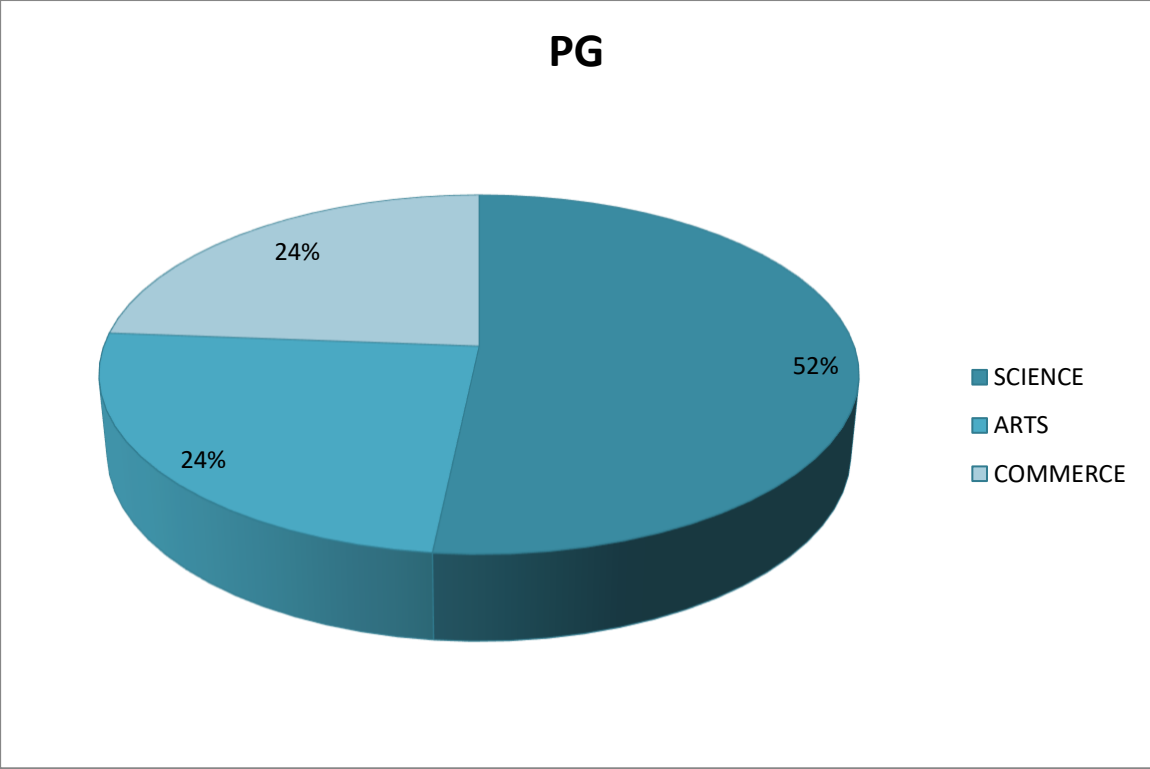
**Survey Methodology**

S. N. M. College, Maliankara conducted Student Satisfaction Survey based on the guidelines suggested by NAAC for the academic year 2021-2022. Student Satisfaction Survey (SSS) is a very reliable tool for understanding the experience of the student in the college related to teaching learning process, effectiveness of communication, availability of learning resources, mentoring process existing in the campus and assessment methods. This survey method gives an insight in providing the current status and necessary modification required for the betterment of college. It points out areas which needs greater attention for attaining excellent quality in the academic system. The students were asked to complete the Student Satisfaction Survey form on-line. Out of the total population of 2096 students, the survey responses from 1319 students belonging to UG and PG courses were analysed. The sample size was 63% of the total population. 80% of the survey was taken by students from various departments in Under Graduate section and 20% was taken up by students from the Post-graduate section. The graph showing coursewise classification of the participants is shown below.

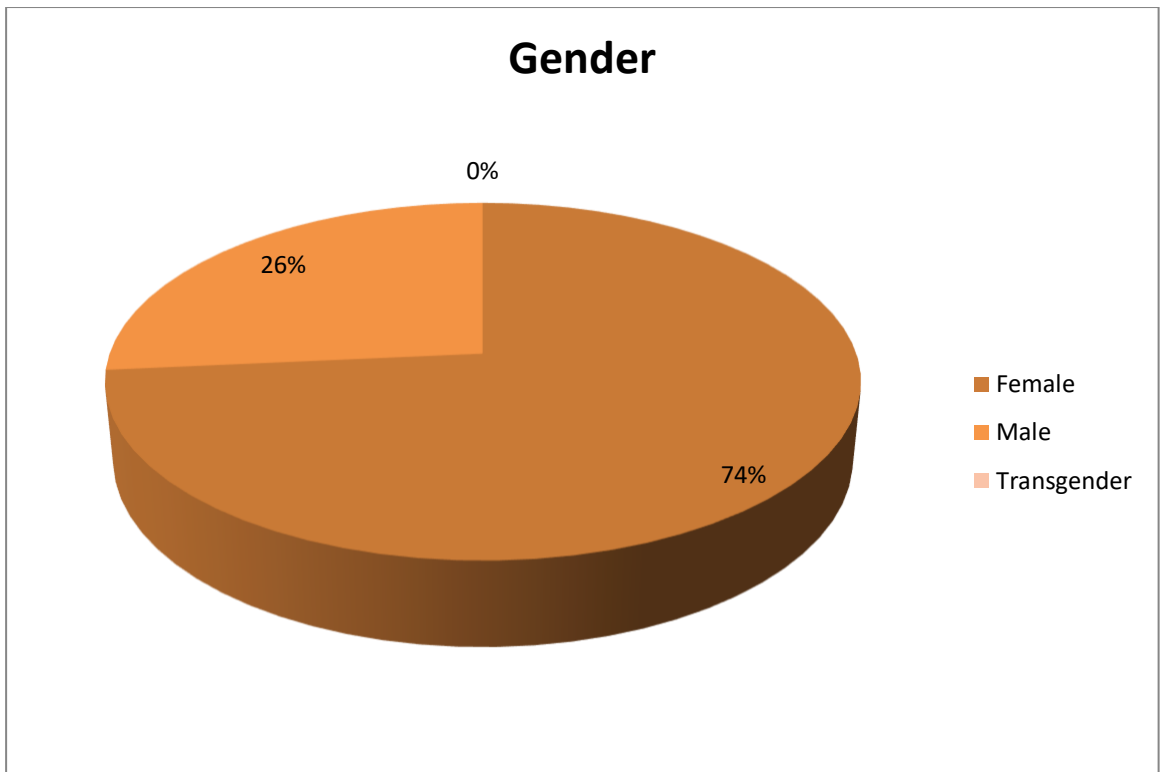
### COURSEWISE CLASSIFICATION OF THE PARTICIPANTS



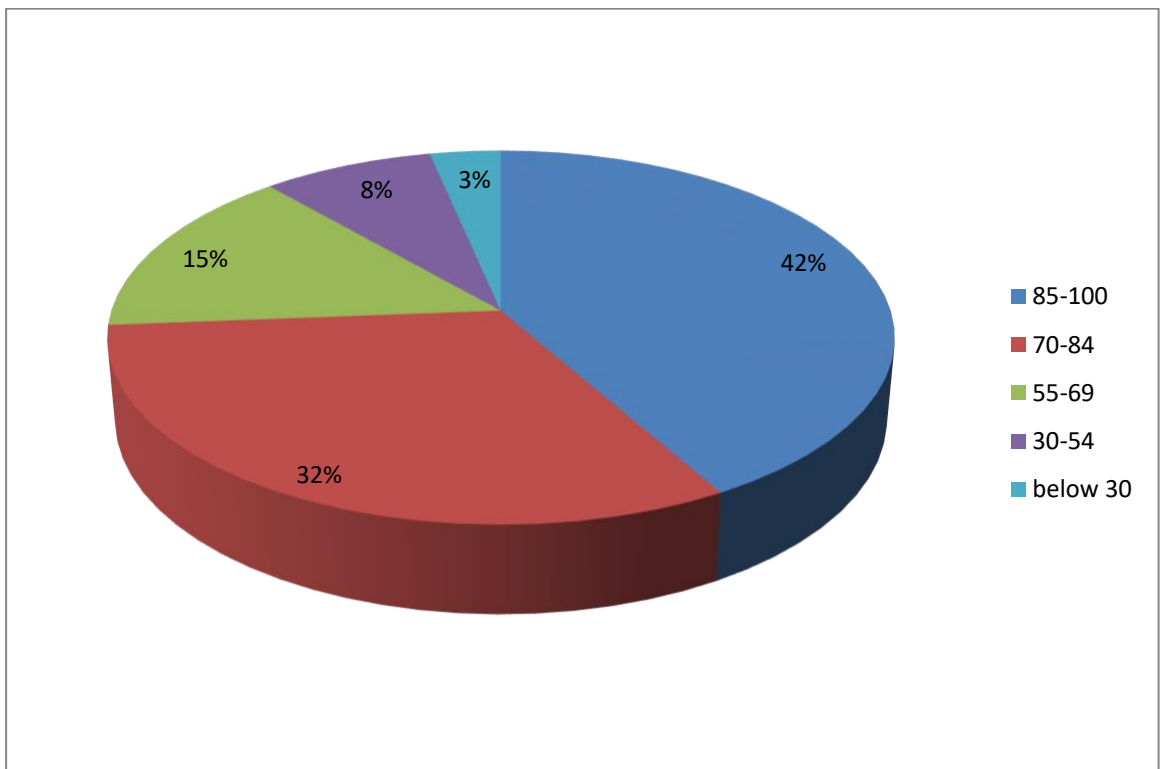
What degree programme are you pursuing now? (1319 responses)



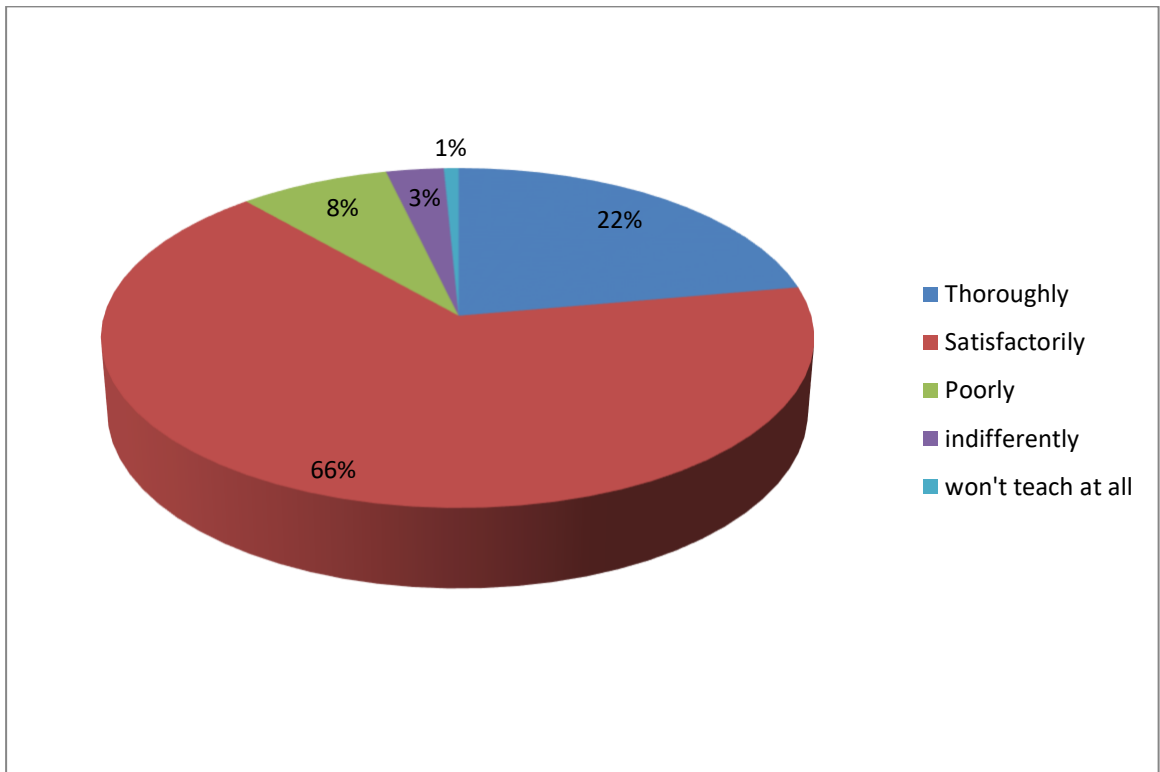
Gender (male/female/transgender) (1319 responses)



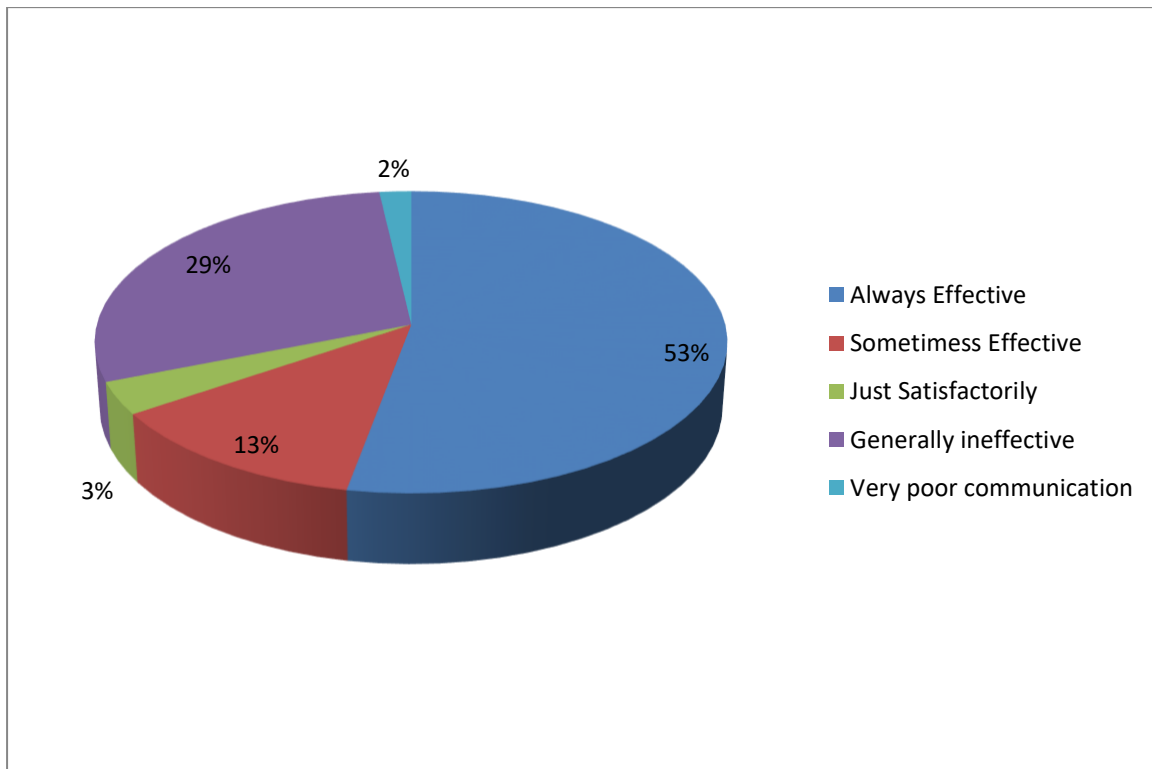
1. How much of the syllabus was covered in the class?(1319 responses)



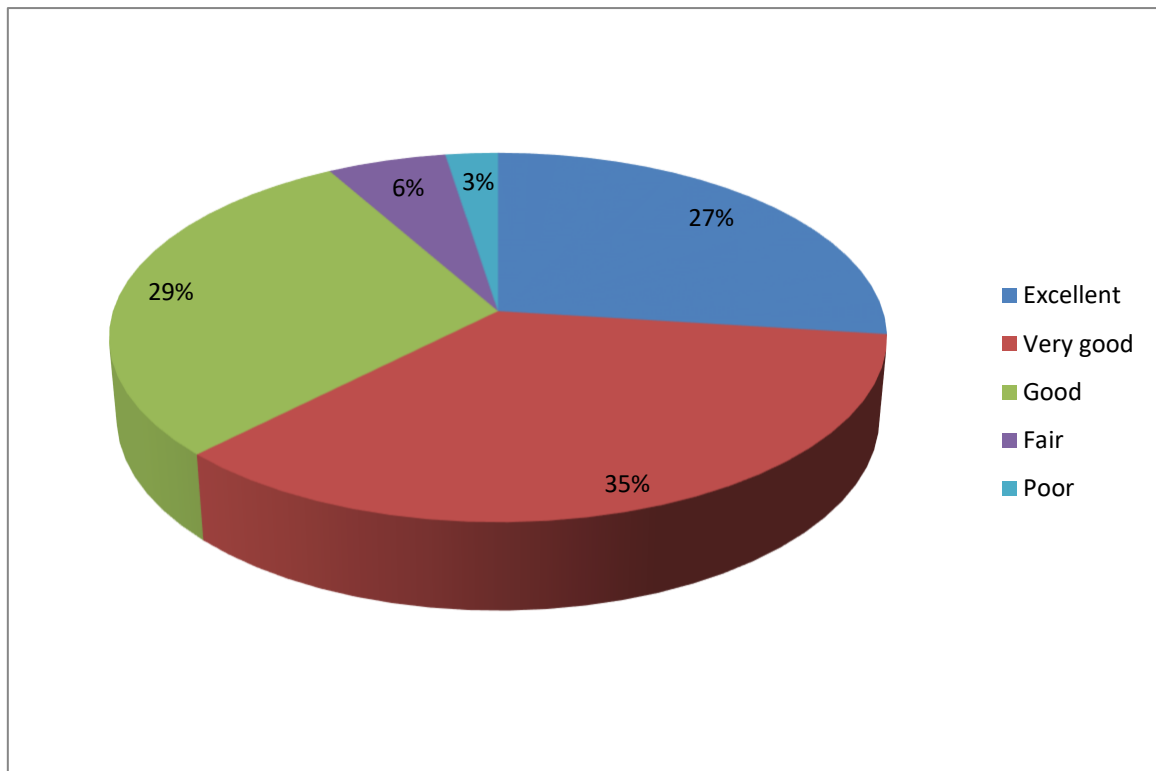
2. How well did the teachers prepare for the classes? (1319 responses)



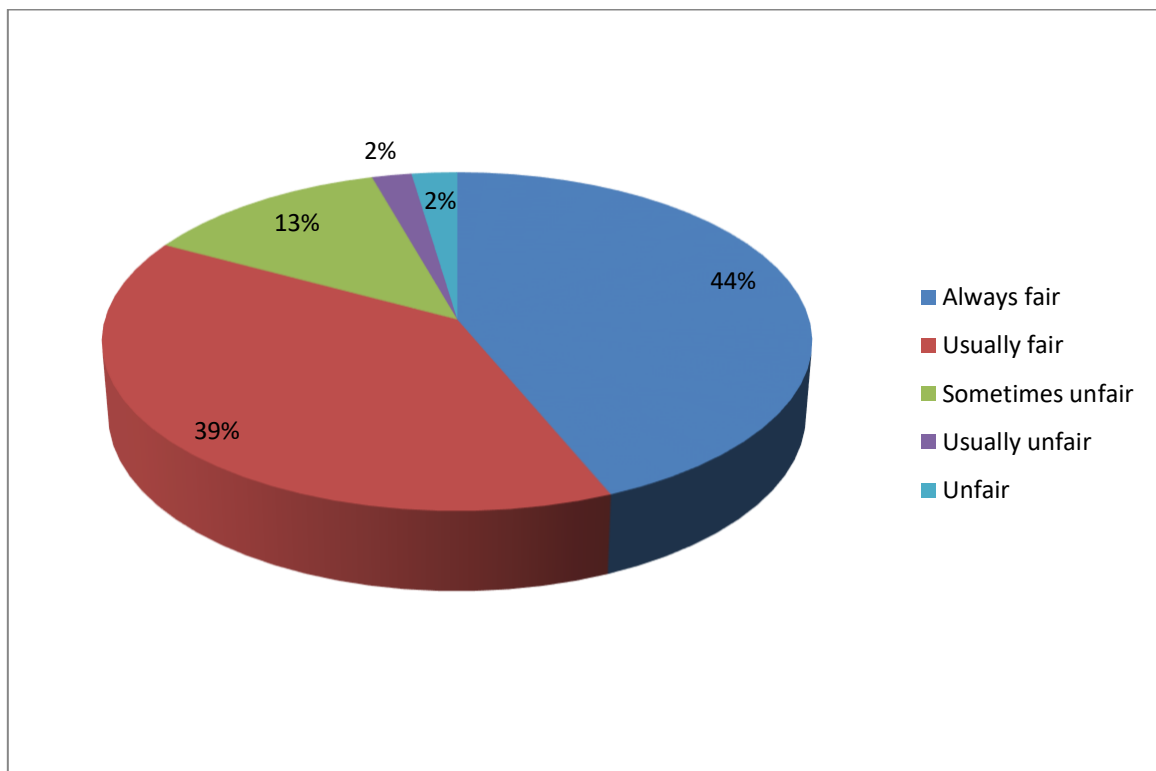
3. How well were the teachers able to communicate? (1319 responses)



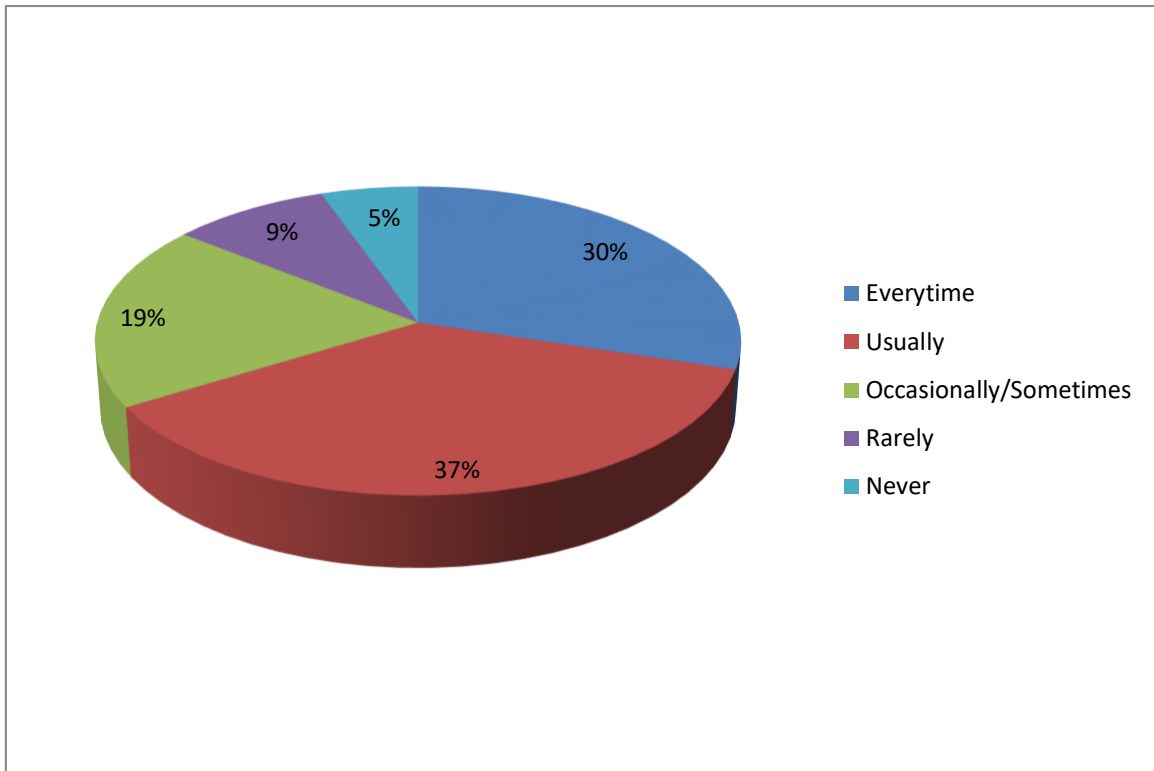
4. The teacher's approach to teaching can best be described as (1319 responses)



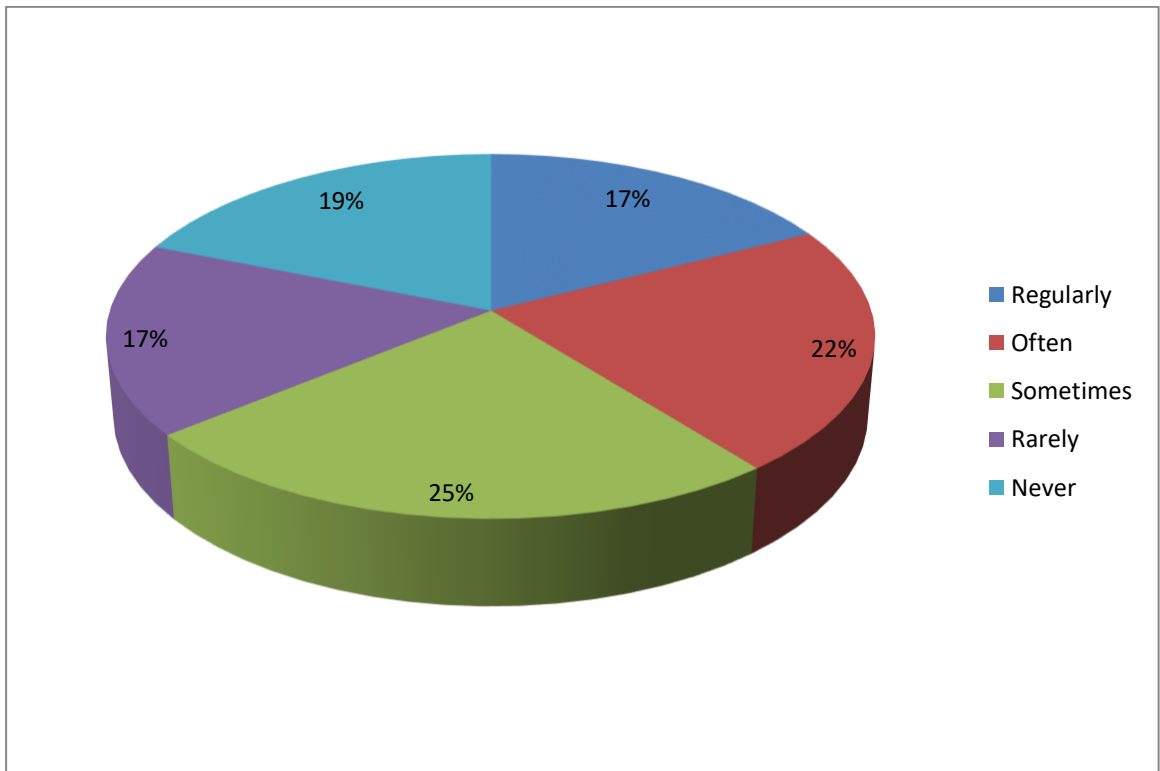
5. Fairness of the internal evaluation process by the teachers (1319 responses)



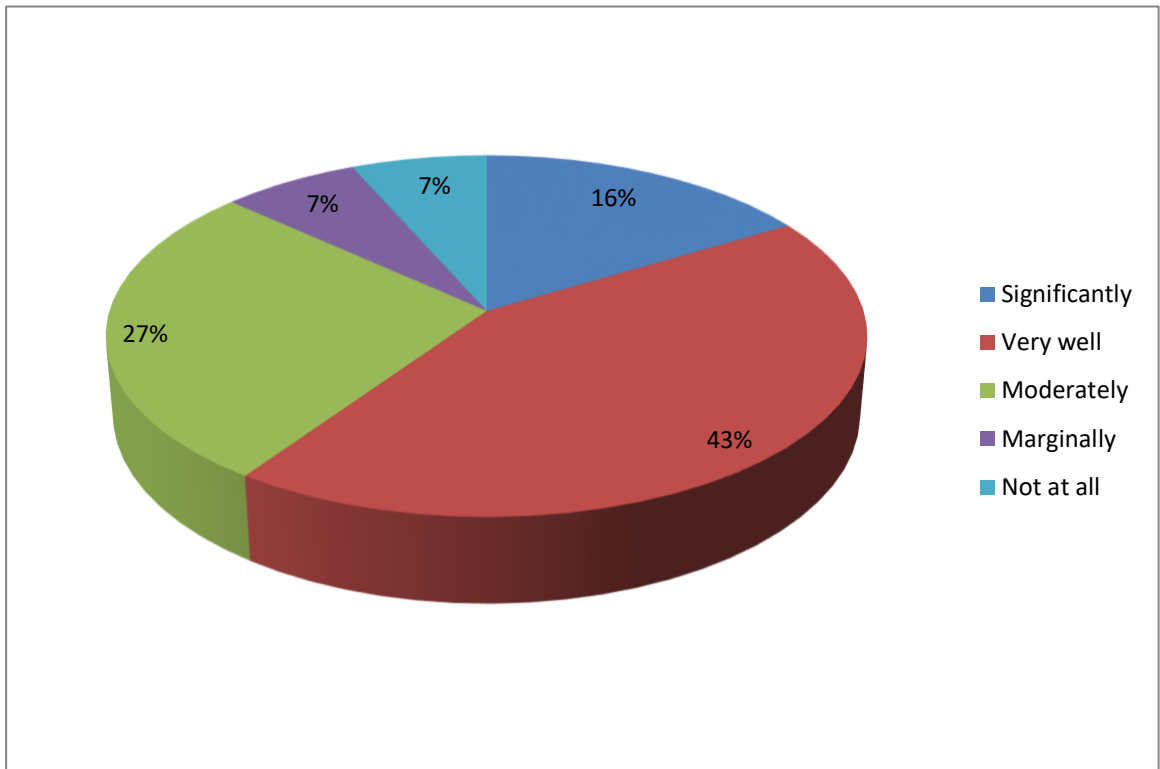
6. Was your performance in assignments discussed with you? (1319 responses)



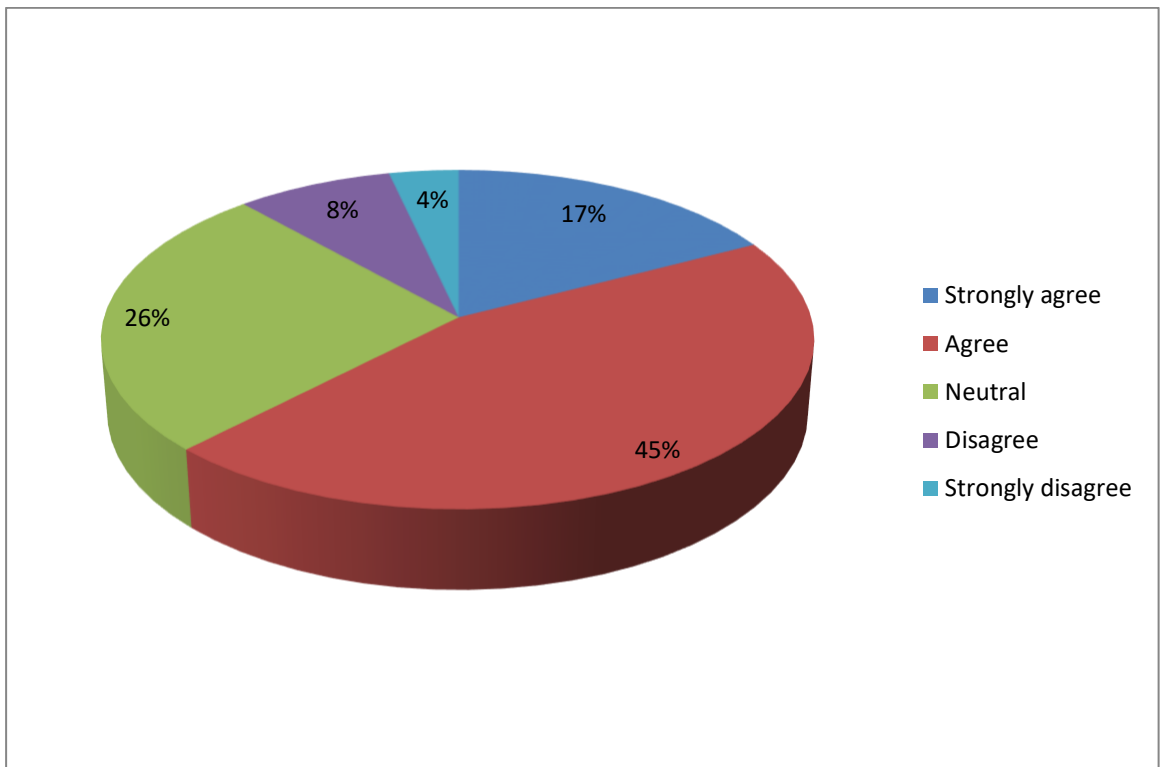
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. (1319 responses)



8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. (1319 responses)

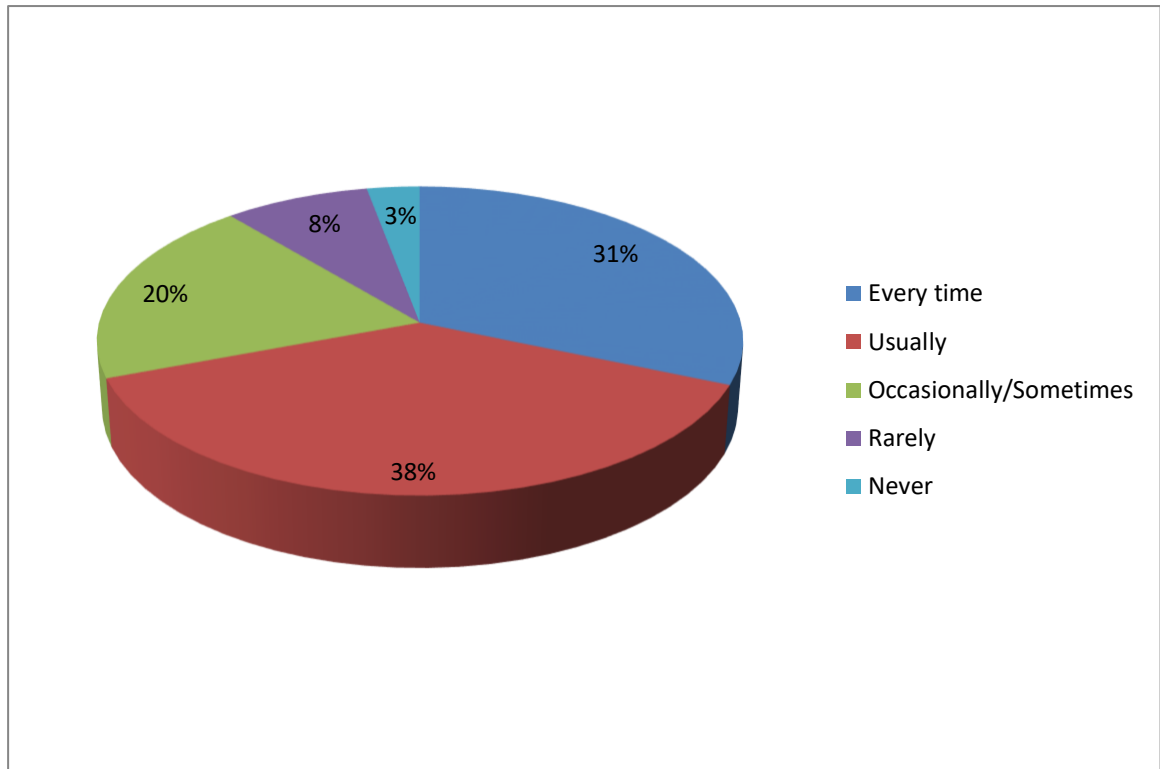


9. .The institution provides multiple opportunities to learn and grow. (1319 responses)

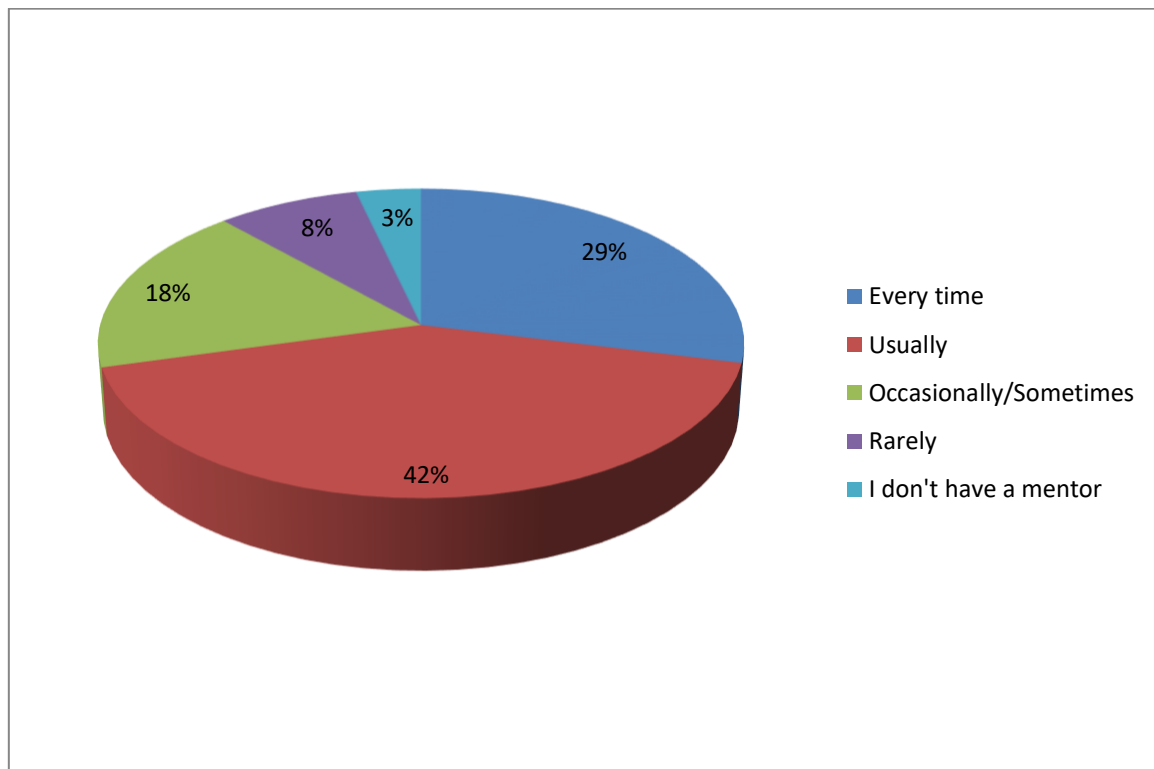




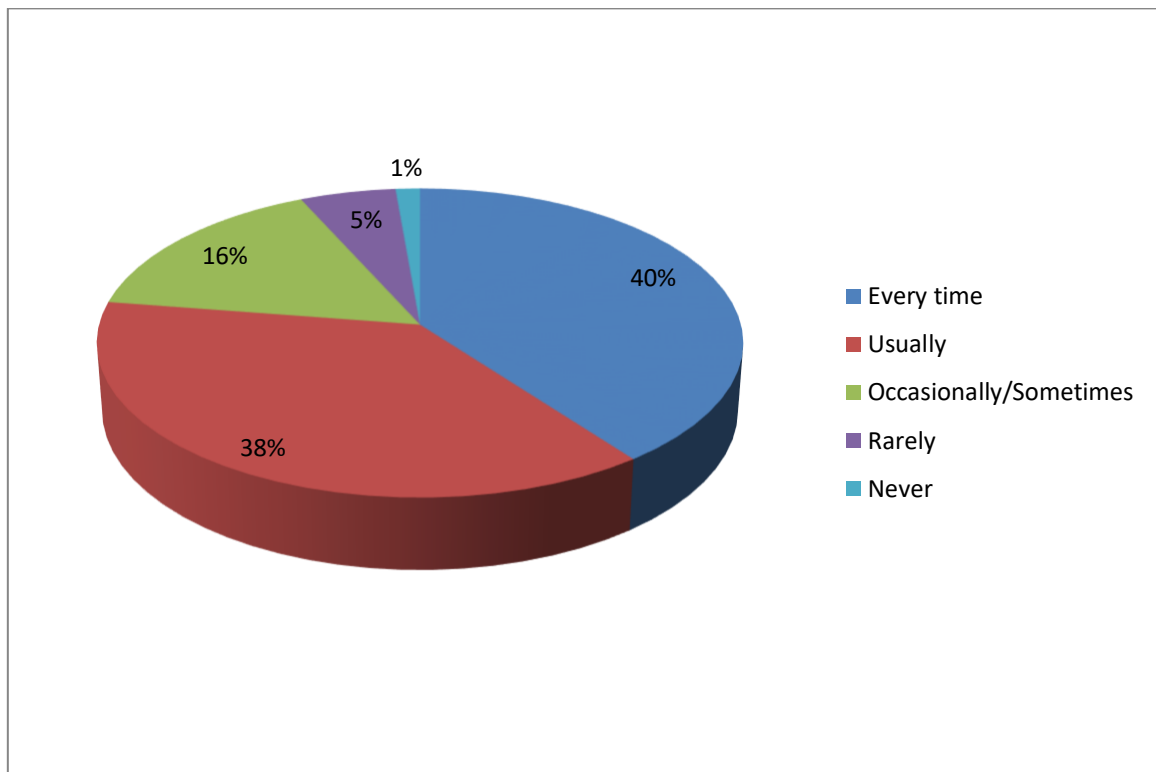
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes (1319 responses)



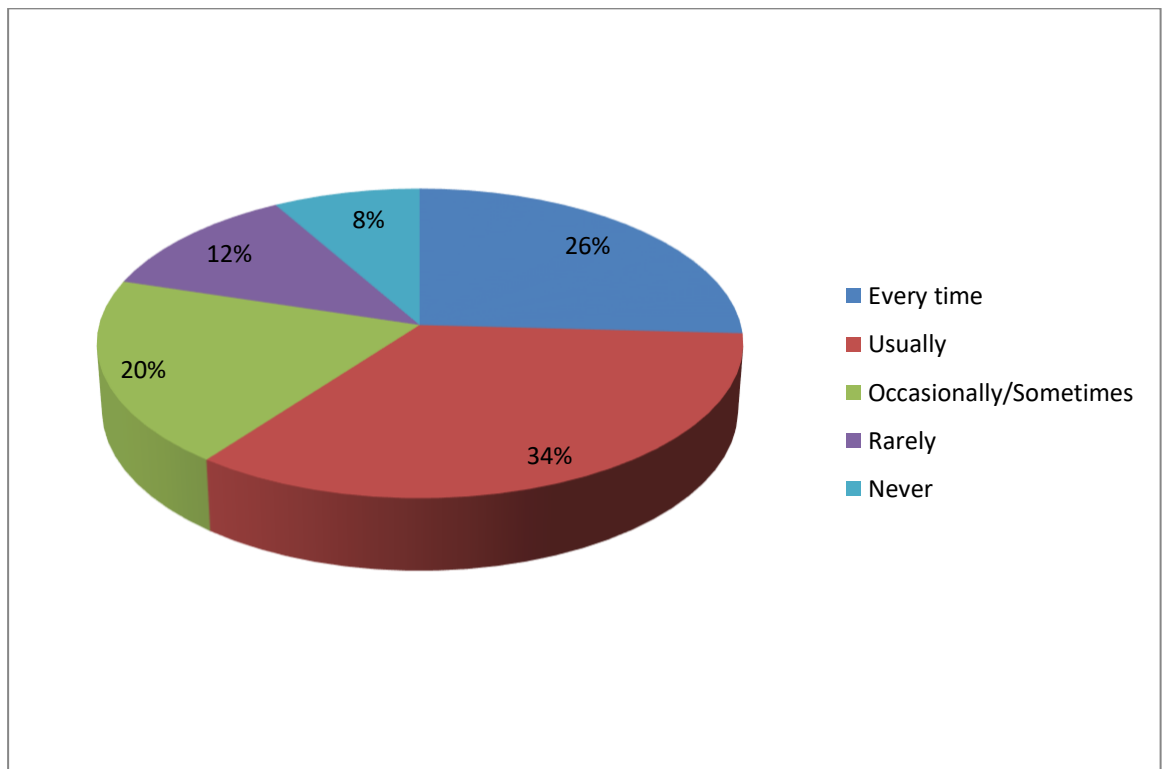
11. Your mentor does a necessary follow-up with an assigned task to you (1319 responses)



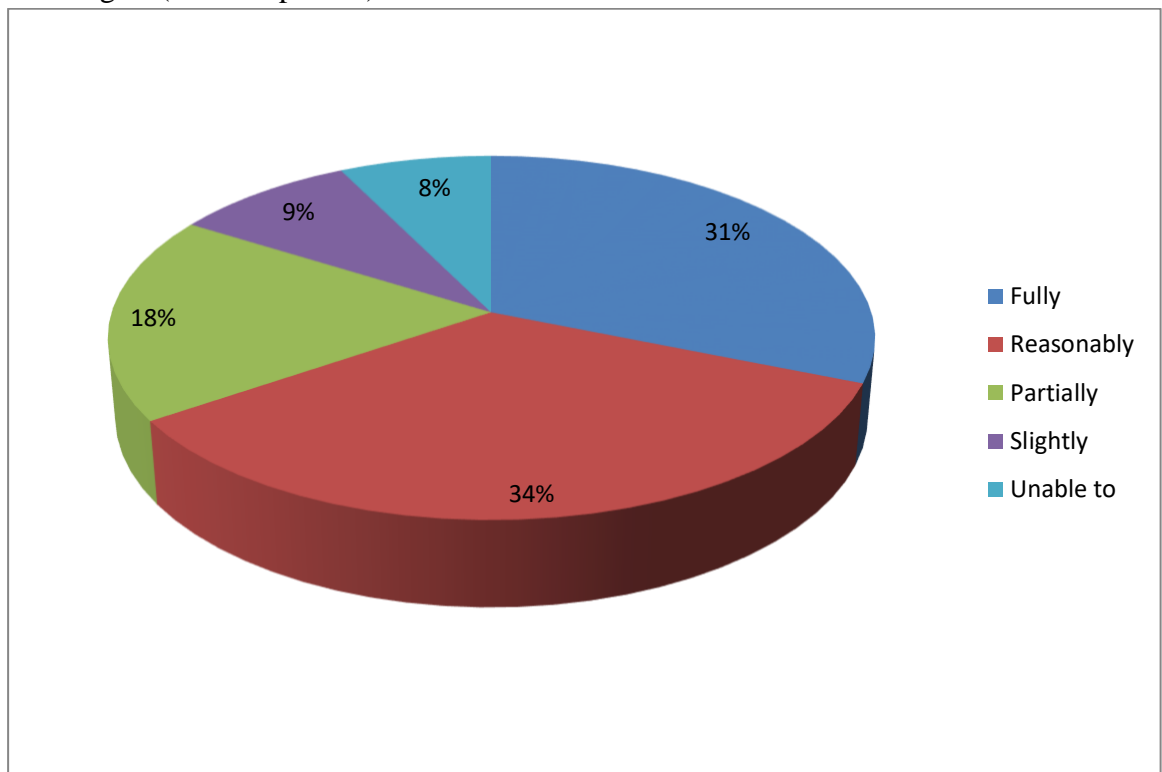
12. The teachers illustrate the concepts through examples and applications. (1319 responses)



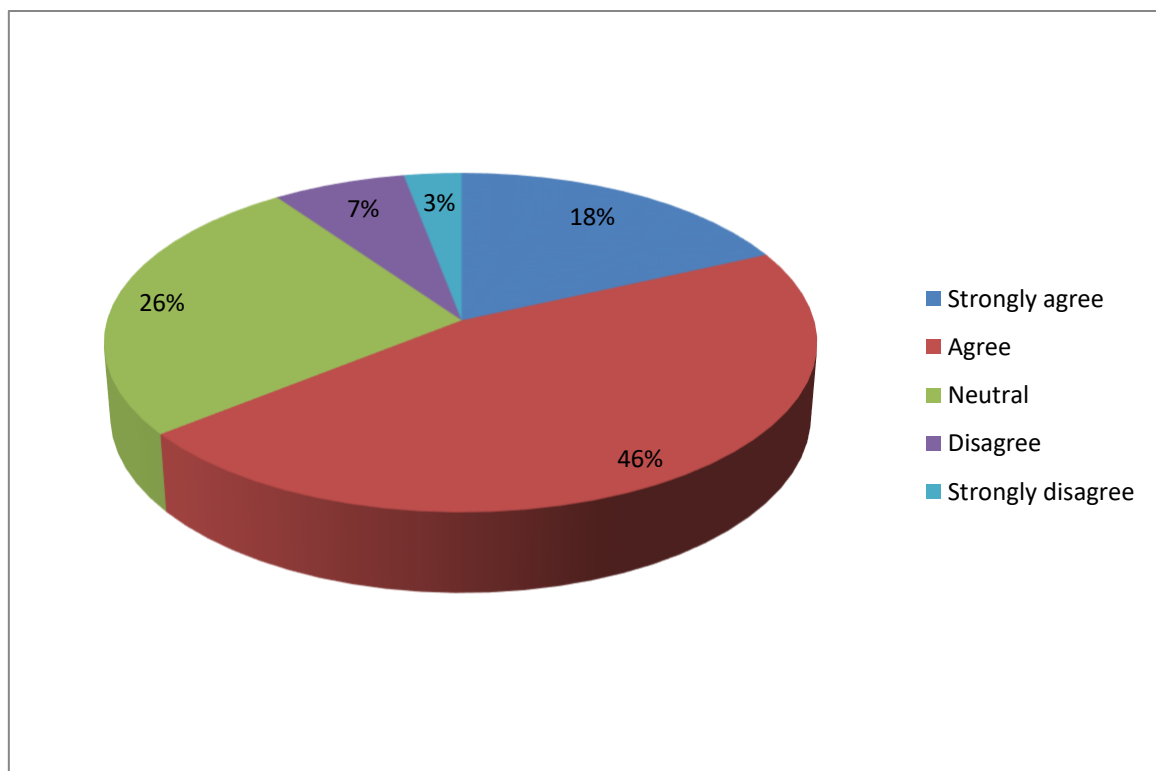
13. Teachers are able to identify your weaknesses and help you to overcome them. (1319 responses)



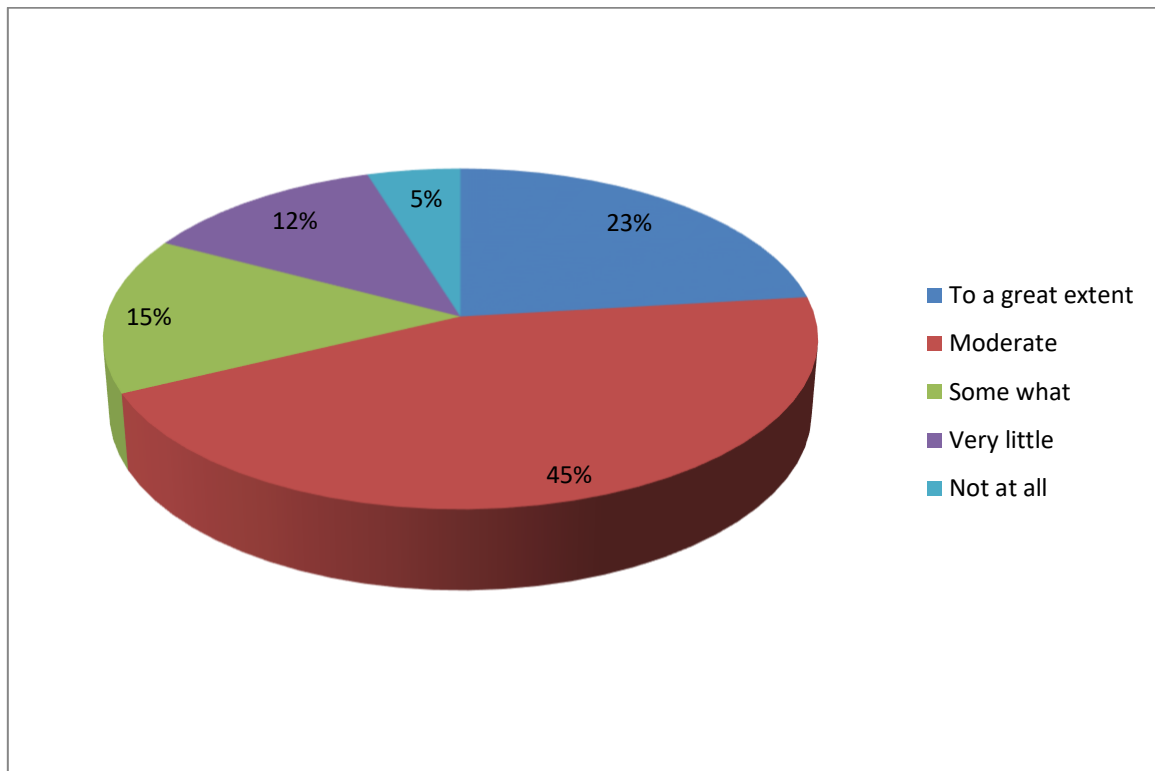
14. The teachers identify your strengths and encourage you with providing right level of challenges. (1319 responses)



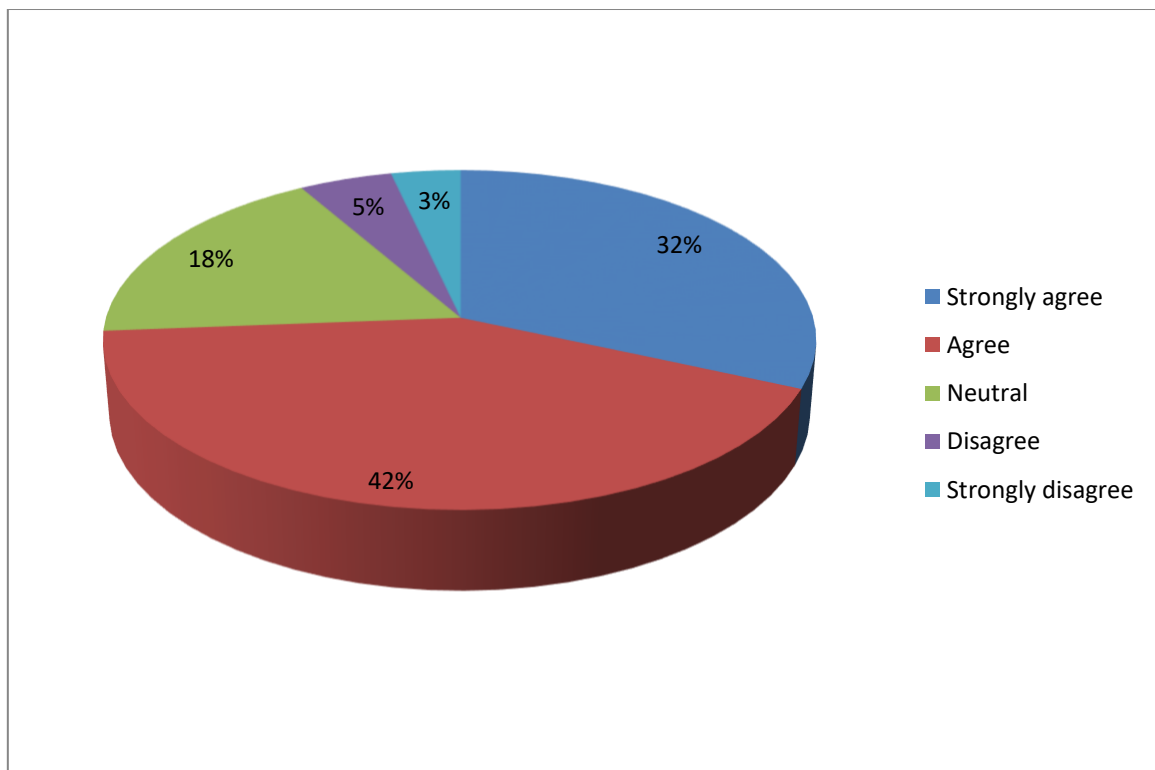
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process (1319 responses)



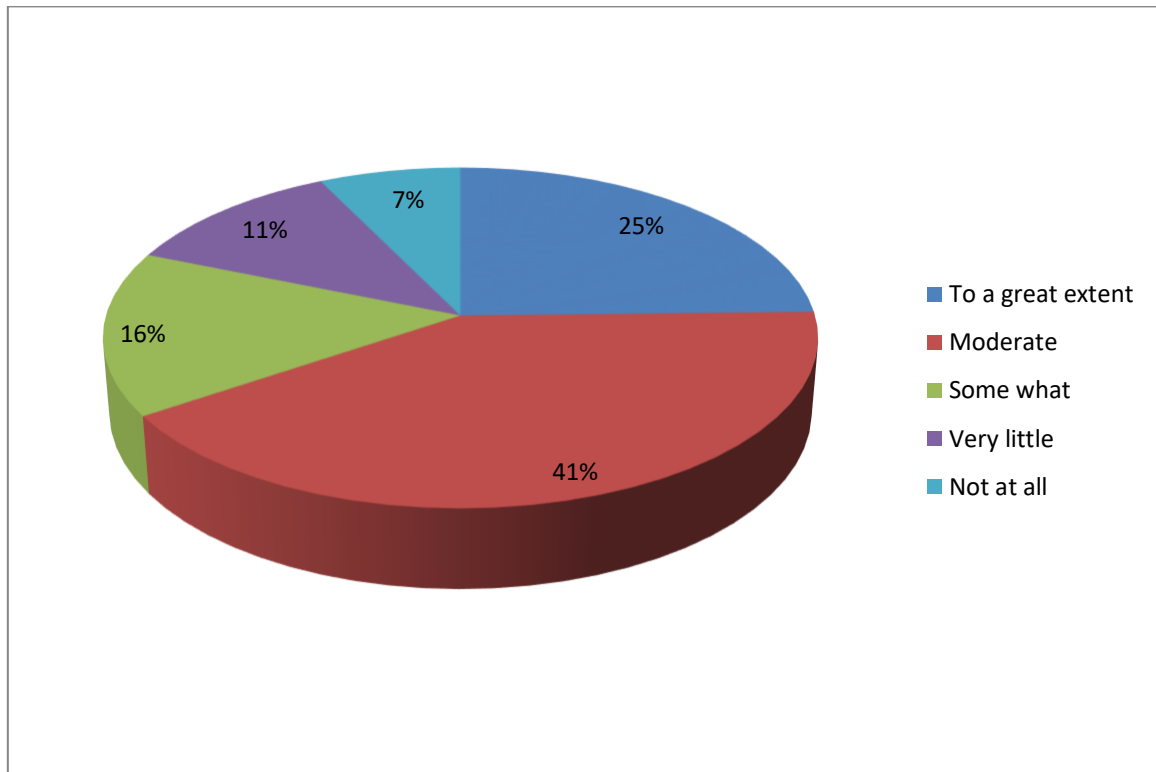
16.The institute/ teachers use student centric methods such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. (1319 responses)



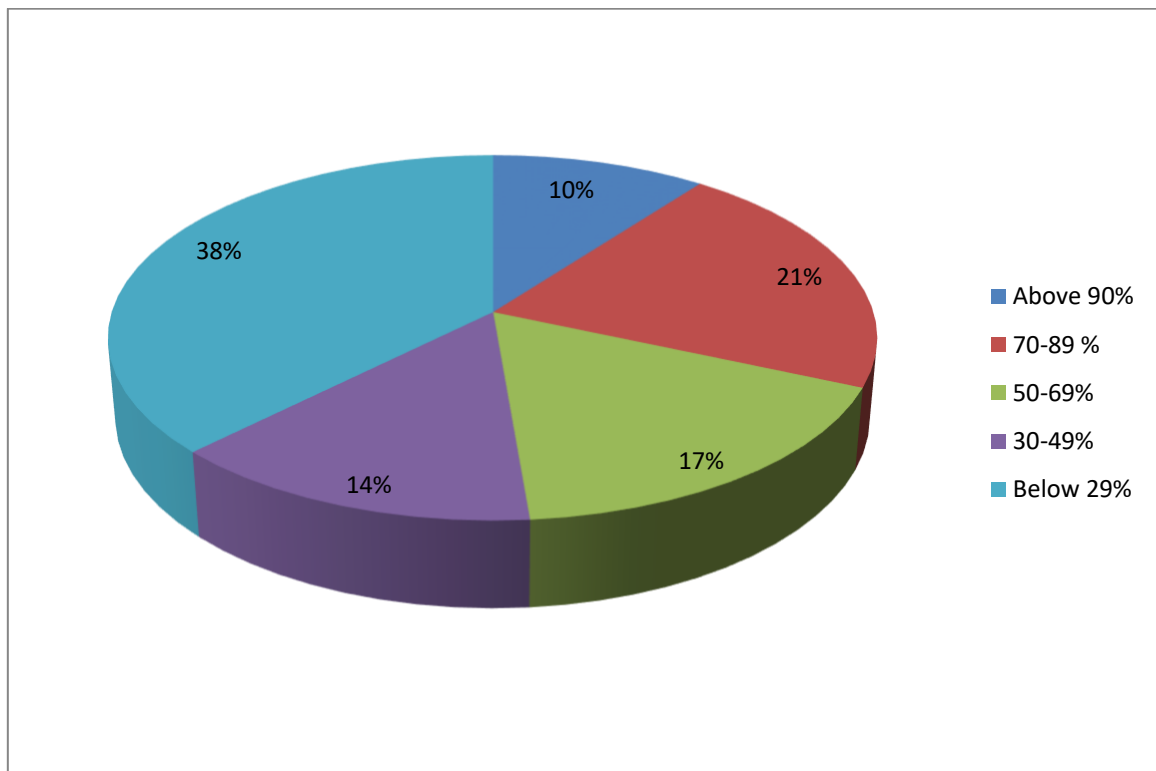
17.Teachers encourage you to participate in extracurricular activities. (1319 responses)



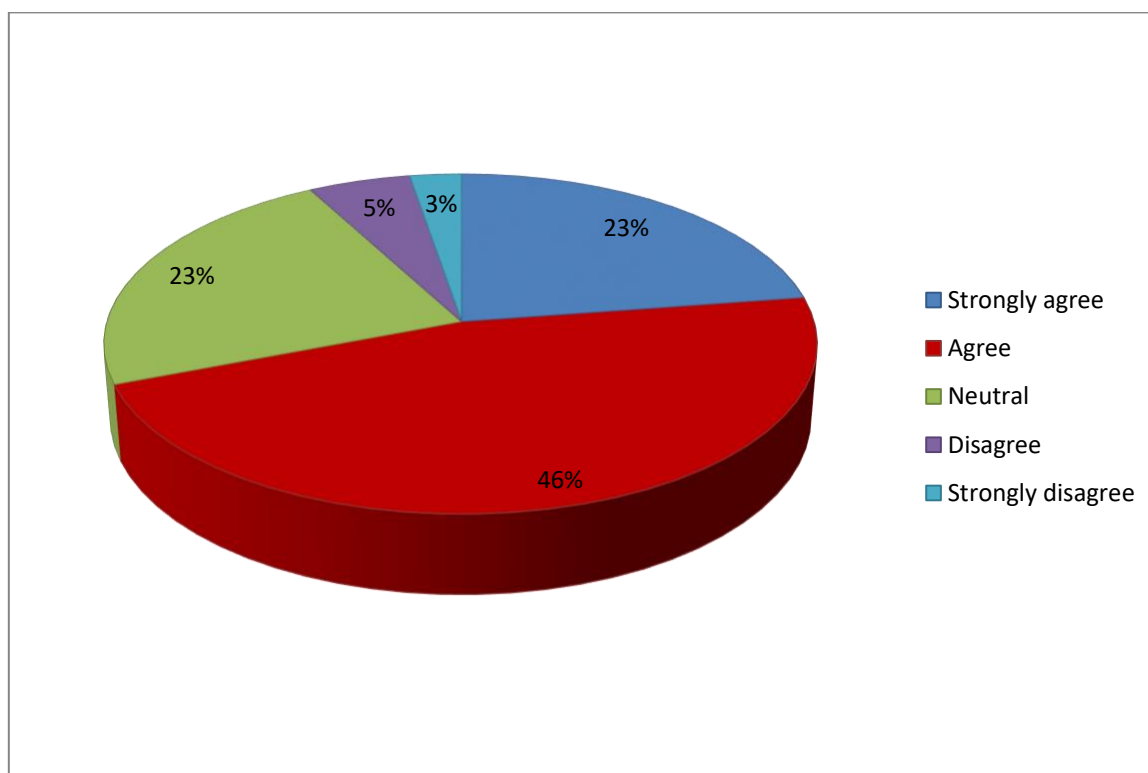
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. (1319 responses)



19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. (1319 responses)



20. The overall quality of teaching-learning process in your institute is very good  
(1319 responses)



### Detailed Analysis of the Survey

Sl.No	Area	Analysis
1	Completion of syllabus in the classroom	Around 74 % of students said that more than seventy percent of the syllabus for all the programs is getting completed in the classroom itself. The remaining 26 % which is in disagreement to the statement is due to the impact of the pandemic which had slightly affected the classroom teaching.
2	Preparation status of the teachers	The quality of teaching depends on the preparation status of the teachers. Around 88% of the students have expressed satisfaction regarding the preparation status of the faculty.
3	Communication ability of the teachers	Teachers should interact with students in an effective manner. This is very essential for overall development of the student and also for addressing grievances at proper time. Around 53% of the students responded that the teachers are always effective in communication.

4	Teachers' approach to teaching	Around 91% of the students expressed that their teachers are dedicated and are committed to executing their duties.
5	Fairness of internal evaluation	Since internal evaluation is an important part of curricular system, it is necessary to get the opinion of students regarding the fairness of internal evaluation. More than 80% of the students are of the opinion that the internal assessment mechanisms are normally fair.
6	Follow-up of assignments	Assignments are essential in enhancing the knowledge of students in the subject. More than 67% of the students said that teachers usually discuss and provide tips to improve the performance.
7	Provision for internship, student exchange, field visit etc.	Exposing the students to different source of knowledge and learning experience is important in improving the potential of the student. Around 39% of the students responded that they are getting such opportunities often.
8	Effectiveness of teaching and mentoring process	We have a well maintained mentoring process. Around 60% of the students are of the opinion that the students are going through a well maintained teaching and mentoring process.
9	Provision of multiple opportunities to learn and grow	Around 62% of students expressed that the college is providing multiple opportunities for their overall development.
10	Communication regarding expected competencies, course outcomes and programme outcomes	Around 70% of the students have said that proper communication is given usually regarding expected competencies, course outcomes and programme outcomes at the time of commencement of the course itself.
11	Follow-up Process in Mentoring	Mentoring is necessary to understand the social and emotional challenges of the student. Around 71% of the students remarked that the mentor follows up with the mentee every time.
12	Use of illustrations, examples, and application-oriented teaching.	The method of teaching concepts through examples and application helps in better understanding of the subject. 78% of the students are of the opinion that such method of teaching is there in the campus.
13	Identification of the Strengths and Provision of Right Level of Challenges	60% of the students agreed that teachers encourage them to develop their strengths and that they are provided with right challenges to enhance the potential of the student.

14	Identification of Weakness and helping to overcome it	65% of the students agreed that teachers usually help and support them in times of crisis.
15	Engaging students in quality improvement of the teaching learning process	About 64% of the students registered positive response towards the institution's efforts to engage students in the quality review and monitoring process of the activities of the College.
16	Details of student centric methods	The initiation of student centric methods such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences was appreciated by 68% of the students.
17	Encouragement to participate in extracurricular activities	Around 74 % of the students responded that teachers encourage them to participate in extracurricular activities.
18	Inculcation of life skills, soft skills and employability skills.	Around 66% of the students remarked that efforts are made by the institute to inculcate soft skills, life skills and employability skills to make them ready for the external world of work.
19	Use of ICT tools	Only 31% of the students responded that more than seventy percent of the teachers are utilizing various ICT tools in the class rooms.
20	Overall quality of the teaching-learning process	Around 69% of the students observed that the teaching learning process in the campus is good

## **CONCLUSION**

SSS provides insight into the college's strengths and the areas that need to be prioritised for improving the academic system. The survey evaluates the teaching and learning processes, communication efficacy, availability of learning resources, mentoring process already in place on campus, and the methods used for assessment. The students are expressing satisfaction with the educational strategies and techniques used by the teachers. They are expressing contentment with the fairness of the evaluation processes as well. However, the study advises that we concentrate on issues like mentoring, ICT-enabled instruction, and the need for learning resources. The survey report recommends that the College Council and related bodies take appropriate steps to address the students' grievances.



