

# **Sree Narayana Mangalam College Maliankara**

*(Affiliated to Mahatma Gandhi University, Kottayam)*



## **STUDENT SATISFACTION SURVEY REPORT**

**Academic Year -2022-23**

**By**

**Internal Quality Assurance Cell**

**SNM College, Maliankara**

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# Student Satisfaction Survey Report

## Methodology Adopted in Collection

Mode of Feedback Collection: Online mode using Google Form

Target Group: UG, PG, IP & Ph.D Students

## Objective

Student Satisfaction Survey provide a way to measure the perception of the quality of education provided by the institution and also to identify the areas that needs improvement in attaining higher academic standards and qualitative development. The IQAC took initiative to collect Student Satisfaction Survey (SSS) from students through online and the questionnaire is framed in tune with NAAC guidelines for collecting data relating to student satisfaction.

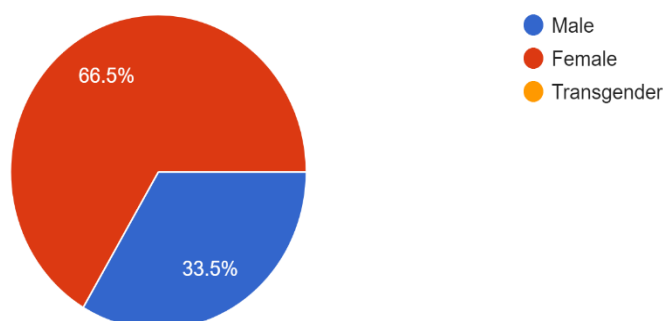
## Survey Methodology

Student Satisfaction Survey (SSS) is an important tool for measuring the effectiveness of teaching learning process and identifying areas of improvement. The survey gives an evaluation of current status and provides suggestions for making modifications required for the betterment of our institution. Out of the total population of 1961 students, the survey responses were received from 1141 students belonging to UG and PG courses. The sample size was 58% of the total population. 75.2% of the students in the survey are from various departments in Under Graduate section. 16.8% of students belong to Post Graduate section. The following representations describe the course wise classifications of students.

## **GENDER WISE CLASSIFICATION OF STUDENTS**

Gender

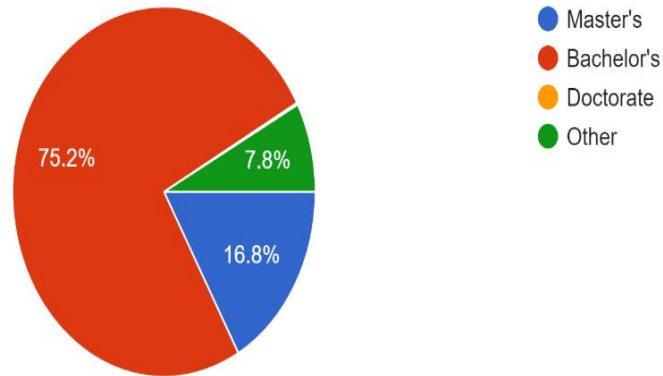
1,141 responses



## COURSE WISE CLASSIFICATION OF THE PARTICIPANTS

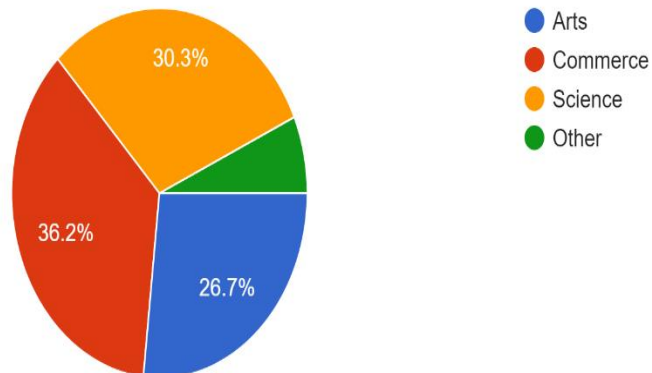
What degree program are you pursuing now?

1,141 responses



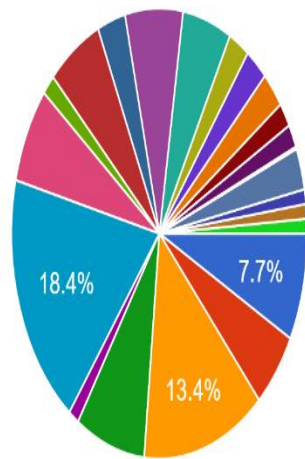
What subject area are you currently pursuing?

1,141 responses



### Specify your course

1,141 responses

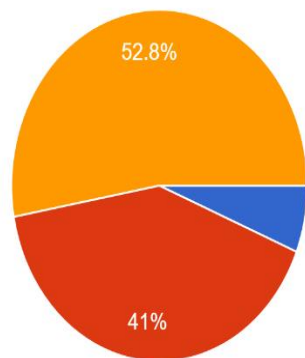


- B A Malayalam
- B A English
- B A Economics
- B Com Tax(Regular)
- B Com Tax(SF)
- B Com CA(SF)
- B Com OM and SP(SF)
- BBA(SF)

▲ 1/3 ▼

### Mention your year of the course

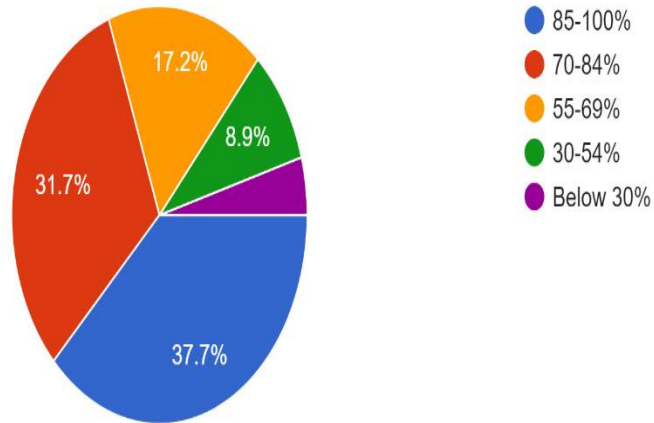
1,141 responses



- 1st year
- 2nd year
- 3rd year

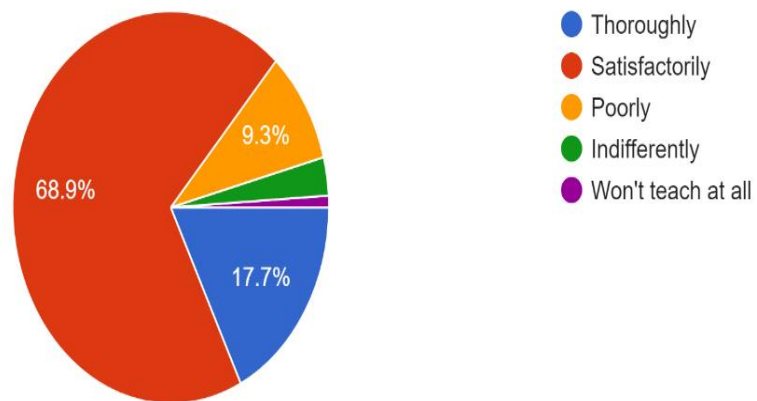
### 1. How much of the syllabus was covered in the class?

1,141 responses



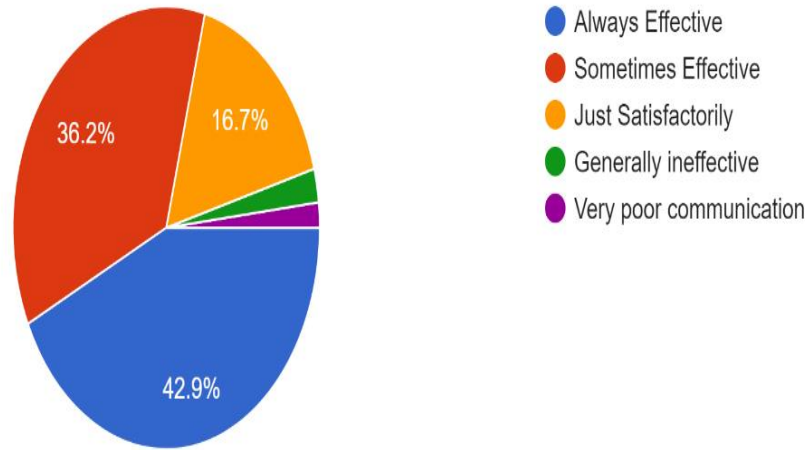
### 2. How well did the teachers prepare for the classes?

1,141 responses



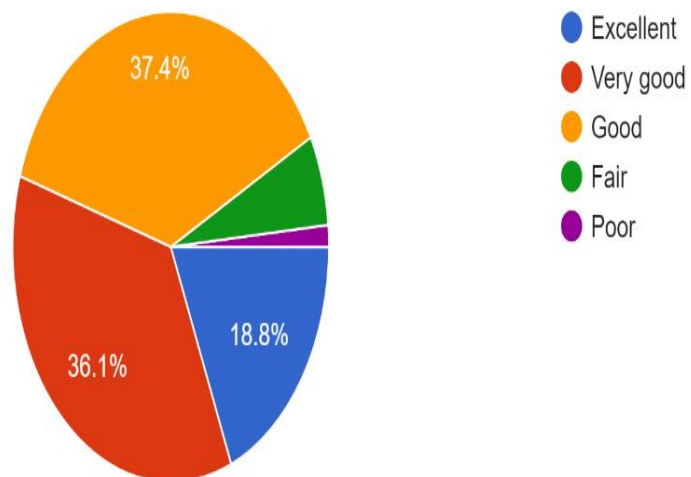
### 3. How well were the teachers able to communicate?

1,141 responses



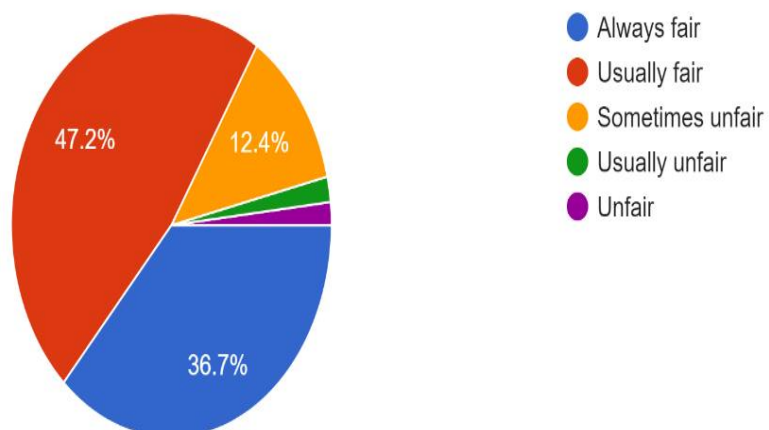
### 4. The teacher's approach to teaching can best be described as

1,141 responses



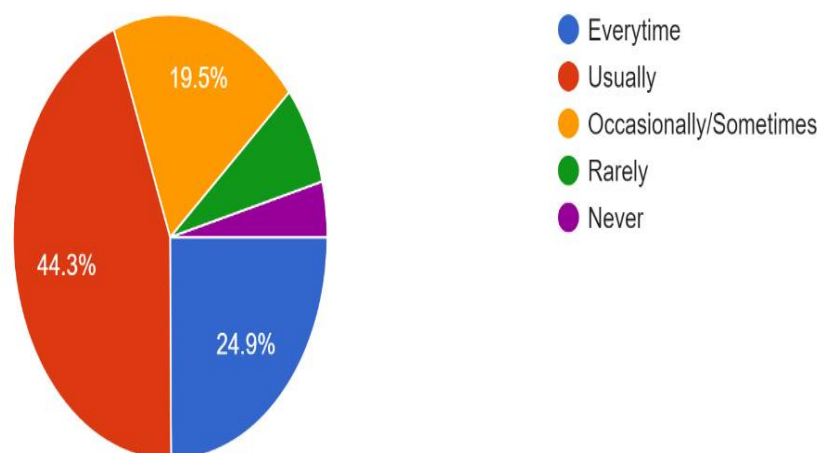
### 5. Fairness of the internal evaluation process by the teachers.

1,141 responses



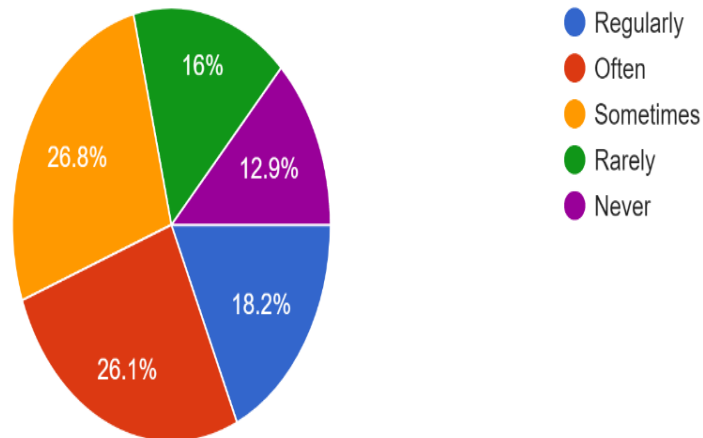
### 6. Was your performance in assignments discussed with you?

1,141 responses



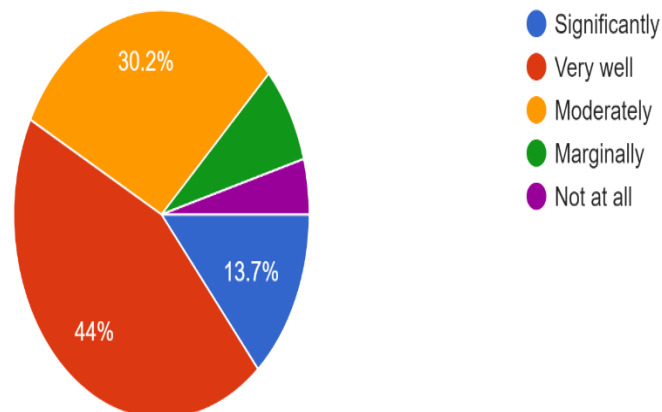
7.The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

1,141 responses



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

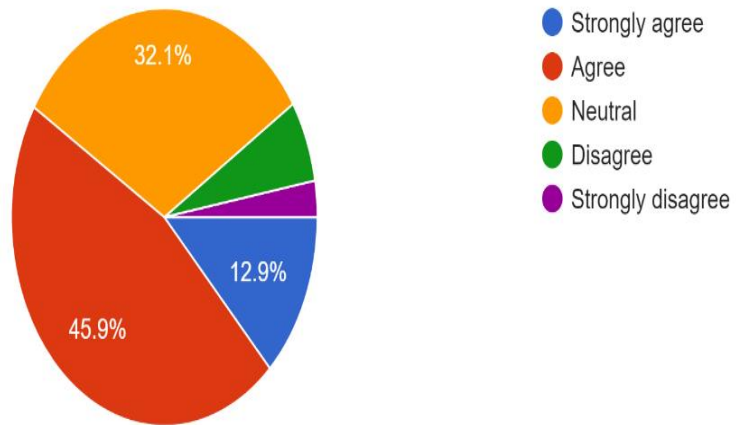
1,141 responses





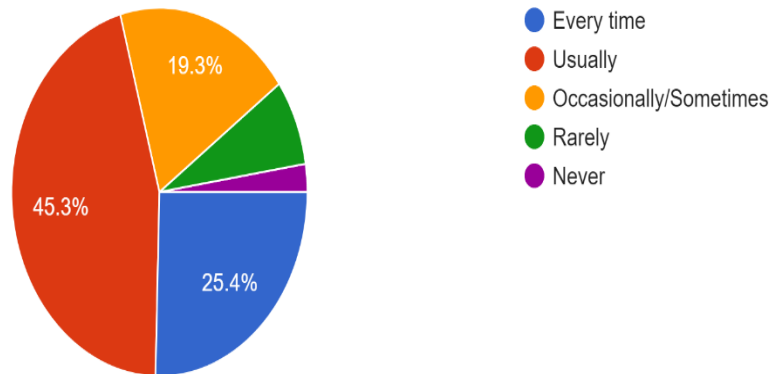
9.The institution provides multiple opportunities to learn and grow.

1,141 responses



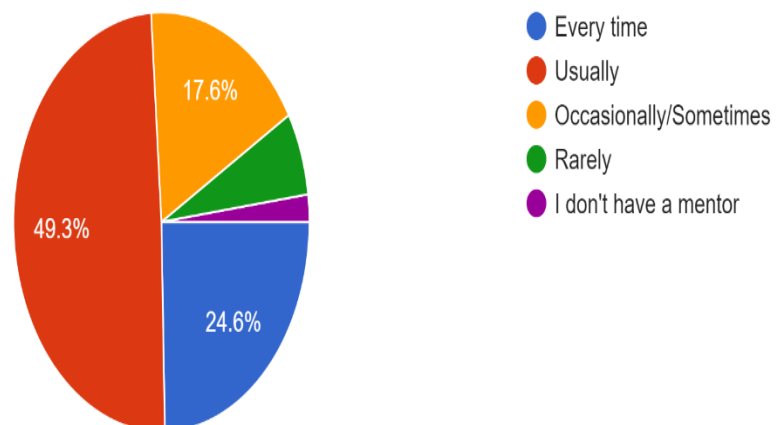
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes

1,141 responses



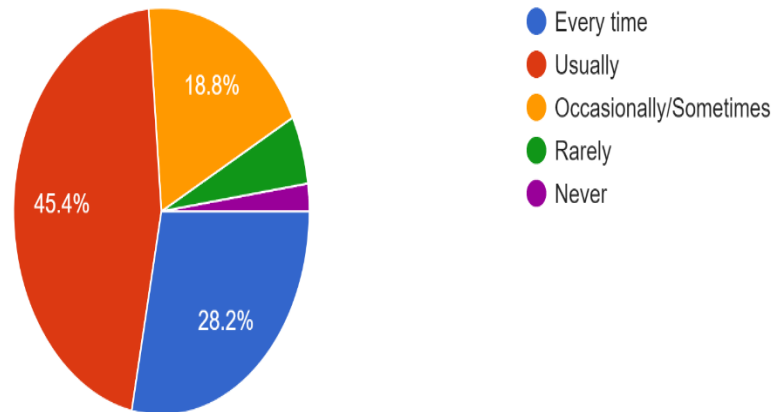
11. Your mentor does a necessary follow-up with an assigned task to you

1,141 responses



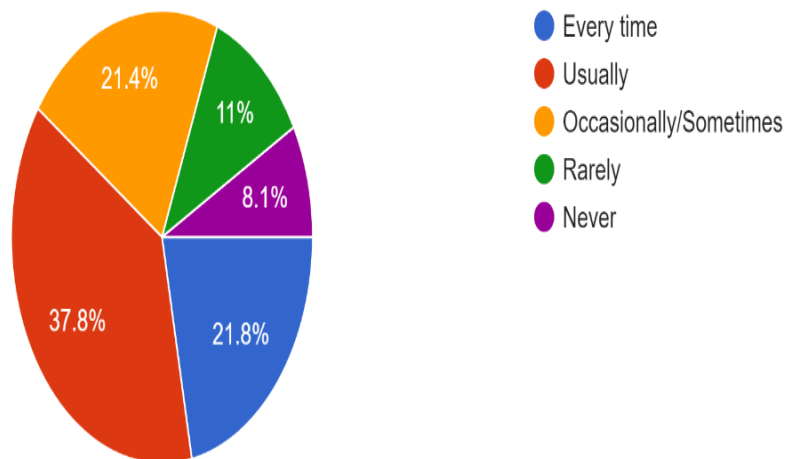
12. The teachers illustrate the concepts through examples and applications.

1,141 responses



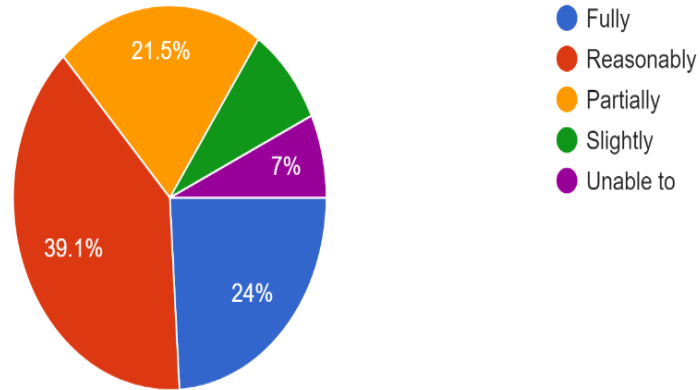
13. Teachers are able to identify your weaknesses and help you to overcome them.

1,141 responses



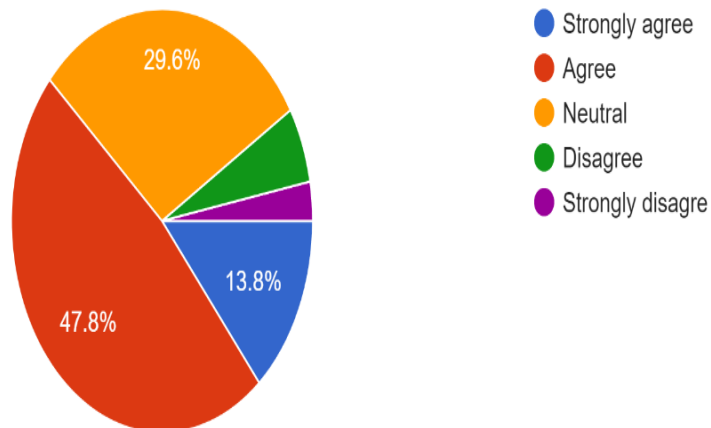
14.The teachers identify your strengths and encourage you with providing right level of challenges.

1,141 responses



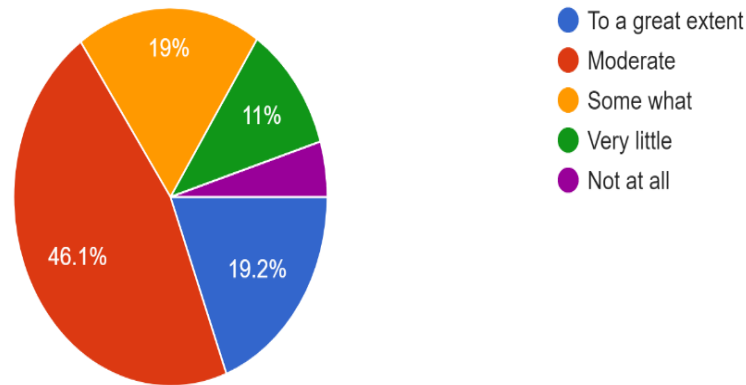
15.The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

1,141 responses



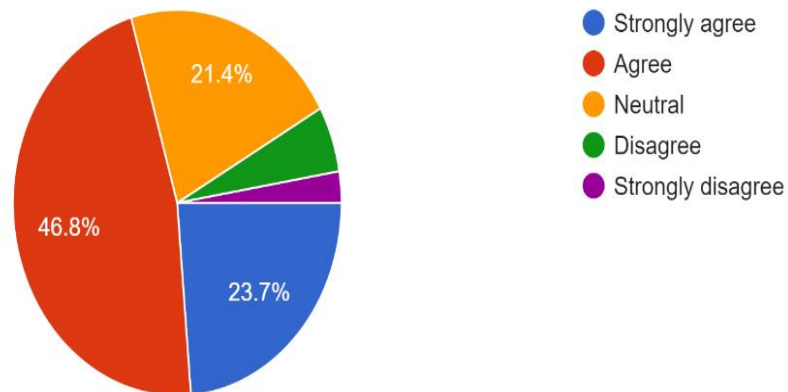
16.The institute/ teachers use student centric methods such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

1,141 responses



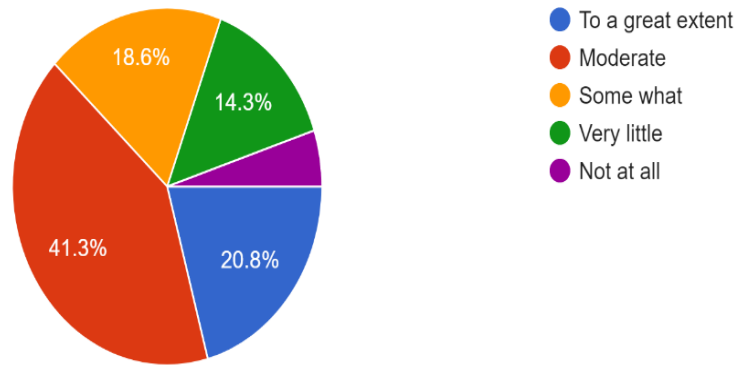
17.Teachers encourage you to participate in extracurricular activities.

1,141 responses



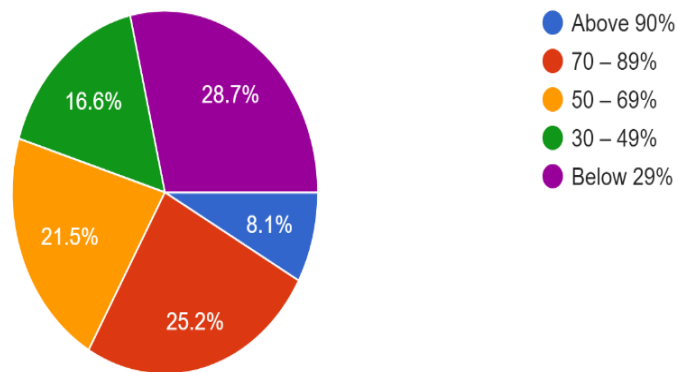
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

1,141 responses



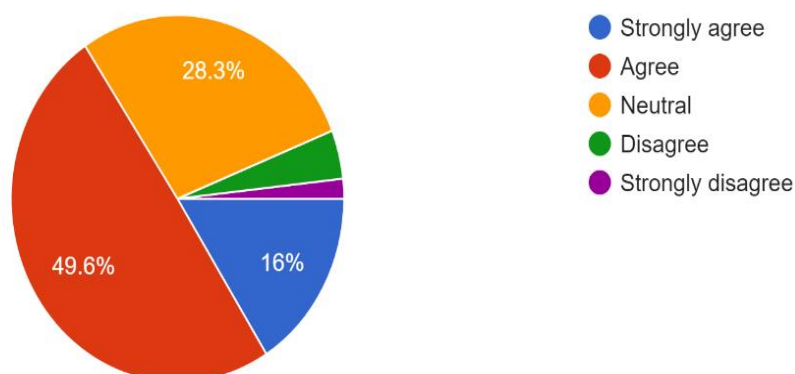
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

1,141 responses



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

1,141 responses



### Detailed Analysis of the Survey

Sl. No.	Area	Analysis
1	Completion of syllabus in the classroom	Around 69% of the students who attended the survey claim that more than 70% of the syllabus are effectively completed in the classroom itself.
2	Preparation status of the teachers	Around 86.6% of the students expressed satisfaction regarding the preparation status of teachers which is inevitable for the learning process.
3	Communication ability of the teachers	Effective communication skills of teachers are essential for creating a positive and productive learning environment. Moreover, it is very crucial for supporting student's overall development. Around 79.1% of the students responded that the teachers are effective in communication.
4	Teachers' approach to teaching	Teachers approach to teaching motivates the students to a great extend in the learning process. Survey reveals that around 92.3% teachers are well dedicated.
5	Fairness of internal evaluation	Internal Evaluation is an important part of our curricular system. Transparent and fair internal evaluation is required. Around 83.9% the students are of the opinion that internal assessment mechanism of the institution is fair.
6	Follow-up of assignments	Assignments enhance the knowledge level of the students. Majority of the students (69.2%)

		expressed that teachers usually discuss and provide effective tips to improve performance.
7	Provision for internship, student exchange, field visit etc.	Exposing the students to external sources of knowledge enables them to learn new perspectives and to develop potentialities. Around 44.3% of the students expressed that institution provides facilities for acquiring improved learning experiences.
8	Effectiveness of teaching and mentoring process	A well-maintained mentoring process is essential for overall development of students. Majority (87.9%) of the students agree that mentoring process facilitates in cognitive, social and mental growth.
9	Provision of multiple opportunities to learn and grow	58.8% of the students expressed that apart from teaching curriculum institution provides multiple opportunities to learn and grow.
10	Communication regarding expected competencies, course outcomes and programme outcomes	Majority (70.7%) of the students are of the opinion that proper communication regarding expected competencies, course outcomes and programme outcomes are transmitted effectively to the students.
11	Follow-up Process in Mentoring	Mentoring helps to provide guidance and assistance whenever required and empower students in personal development. 73.9% of the respondents reacted that mentor makes a regular follow up with the mentee.
12	Use of illustrations, examples, and application-oriented teaching.	Teaching through illustrations and examples makes the learning crystal clear and helps to easily recall the concept. Around 73% of the students are of the opinion that such method of teaching is done by the teachers.
13	Identification of Weakness and helping to overcome it	Around 60% of the students responded that teachers help to identify weakness and positively assist in overcoming the same.
14	Identification of the Strengths and Provision of Right Level of Challenges	63.1% of the students responded that teachers identify as well as encourages to improve their strength and are provided with right level of challenges to improve the potential of a student.
15	Engaging students in quality improvement of the teaching learning process	Critical evaluation of teaching learning process is vital for improving the quality. About 61.6% of the students registered positive response towards the institution's efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
16	Details of student centric methods	It is a true fact that student centric methods like experiential learning, participative learning and problem-solving methodologies enhance the



		learning experiences. 65.3% of the students agree with this statement.
17	Encouragement to participate in extracurricular activities	Extracurricular activities are important for overall development of students. Around 70.4% of the respondents reacted that teachers encourage them to participate in extracurricular activities.
18	Inculcation of life skills, soft skills and employability skills.	62.1% of students responded that institution makes efforts to inculcate life skills, soft skills and employability skills to cater to the needs of external world of work.
19	Use of ICT tools	33.3% of students are of the opinion that more than 70% of the teachers use ICT tools for teaching.
20	Overall quality of the teaching learning process	65.6% of students reacted that the overall quality of teaching learning process of our institution is good

## **CONCLUSION**

SSS throws light on college's strength and the areas that requires improvement. Students experiences on campus life and teaching learning process affect the overall satisfaction with the institution. The students are satisfied with the teachers in level of preparation, communication ability and approach to teaching. However, they once again remind the teachers to use ICT tools in teaching-learning which is the need of the hour. The students are also expressing satisfaction with the fairness of the internal evaluation and mentoring system implemented in the institution. Further, the students expressed that internship, student exchange and field visit are to given due importance. The survey report recommends that the College Council and related bodies should take appropriate steps to address the student's grievances.



**Head of the Institution**

