

Students Satisfaction Survey Report 2019-20

Students are the major stakeholders of the higher education system and their satisfaction is the major aim and objective of the system. Quality is directly related with satisfaction of needs and expectations. To ascertain the fulfilment of their needs and expectations i.e., to ascertain their level of satisfaction, at the end of each academic year, students' satisfaction survey is conducted by collecting feedback from them. In this academic year (2019-20), student's feedback was collected by distributing questionnaires to each student in the college. The questions used in the feedback form was more or less similar to that of the questions in the NAAC website, but with slight changes. In the feedback form administered, there were 24 objective type questions with five-point Likert Scale. Students have to enter 5-1 as their answer, which shows their satisfaction level from highly satisfied to highly dissatisfied or from most positive to most negative. A total of 712 students returned their duly filled in feedback forms. Responses of the students are analyzed and summarized and is presented in the above table.

Form the table given above, it can be found that more than three-fourth (i.e more than 75 percent) students have positively responded to 13 out of the 24 questions. Further, 70 – 75 percentage of the students have responded positively to another five questions in the schedule. In other words, more than 70 percentage of the students have positively responded to all the 24 questions, except six questions in the feedback form. This means that, majority of them are satisfied with the teaching and learning process and environment in the college.

Considering the negative responses, question number 19 (What percentage of teachers use ICT tools such as LCD projector, multimedia etc., while teaching?) has got negative responses from 28 percentage of the students. Similarly, 10 to 20 percent of the students have negatively responded to the question numbers seven, 14 and 19. Question number seven (The institute takes active interest in promoting internship, student exchange, field visit opportunities for students) has got negative responses from 16.9 percentage of the students. The remaining two maximum negative responses are related with the question number 14th (Teachers are able to identify your weaknesses and help you to overcome them) and question number 18th (Training offered by college to improve soft skills, life skills and employability skills make you ready for the world of work).

Further, three questions (question numbers seven, 19 and 24) in the feedback form have obtained positive responses from less than 60 percentage of students only. The least percentage of positive responses (51.5 percent) is related with question number 19 (What percentage of teachers use ICT tools such as LCD projector, multimedia, etc. While teaching?). Question number seven – (The institute takes active interest in promoting internship, student exchange, field visit opportunities for students) has got positive responses from 55.9 percent and question number 24 (The interaction of the office staff with you is always) has got positive responses of 58.5 percent students.

Analysis of the feedback shows both strengths and weaknesses in the teaching and learning process and environment. Though the responses obtained from the feedback shows that majority of the students are satisfied in the teaching learning process and environment, but, indicates certain improvement in developing conducive learning atmosphere is necessary. The percentage of teachers using ICT and related tools should be increased. Similarly, the institution has to take keen interest in promoting internship, student exchange programme, field visit etc. Further, the interaction of the office staff with the students shall be improved. To put it brief, majority of the students are found to be satisfied in teaching learning process adopted in this institution and they adapt to the learning environment existing in the college.

NAM COLLEGE KALLIKKANDY
TABLE SHOWING SUMMARY OF RESPONSES OF
STUDENTS SATISFACTION FEEDBACK SURVEY 2019-20
(PERCENTAGES)

Sl. No	Questions	Positive (Favourable) responses			Neither Positive nor Negative	Negative (Unfavourable) Responses			Grand Total
		5	4	Total		3	2	1	
1.	How much of the syllabus was covered in the class?	58.3	29.9	88.2	6.2	2.2	3.4	5.6	100
2.	How well did the teachers prepare for the classes?	31.3	62.5	93.8	3.9	1.7	0.6	2.3	100
3.	How well are the teachers able to communicate?	55.8	27.9	83.7	13.5	1.4	1.4	2.8	100
4.	The teacher's approach to teaching can best be described as	32.0	44.0	76	20.1	3.7	0.3	4	100
5.	Fairness of the internal evaluation process by the teachers	48.0	39.6	87.6	10.7	1.1	0.6	1.7	100
6.	Was your performance in assignments discussed with you?	30.1	43.7	73.8	20.5	4.9	0.8	5.7	100
7.	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students	27.4	28.5	55.9	27.2	7.3	9.6	16.9	100
8.	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth	22.2	48.3	70.5	20.6	6.0	2.8	8.8	100
9.	The institution provides multiple opportunities to learn and grow	21.3	49.9	71.2	21.9	6.3	0.6	6.9	100
10.	Teachers inform you about your expected competencies, course outcomes and programme outcomes	34.6	40.6	75.2	17.7	4.5	2.7	7.2	100

Sl. No	Questions	Positive (Favourable) responses			Neither Positive nor Negative 3	Negative (Unfavourable) Responses			Grand Total
		5	4	Total		2	1	Total	
11.	Your mentor does a necessary follow-up with an assigned task to you	32.3	46.8	79.1	14.7	3.5	2.7	6.2	100
12.	The teachers illustrate the concepts through examples and applications	48.5	35.4	83.9	12.6	2.0	1.5	3.5	100
13.	The teachers identify your strengths and encourage you with providing right level of challenges	35.8	38.6	74.4	17.7	4.2	3.7	7.9	100
14.	Teachers are able to identify your weaknesses and help you to overcome them	32.7	37.4	70.1	17.7	8.1	4.1	12.2	100
15.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process	24.6	51.3	75.9	19.1	4.5	0.6	5.1	100
16.	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	31.2	45.4	76.6	16.0	4.2	3.2	7.4	100
17.	Teachers encourage you to participate in extracurricular activities.	32.2	43.8	76	19.0	3.7	1.4	5.1	100

Sl. No	Questions	Positive (Favourable) responses			Neither Positive nor Negative 3	Negative (Unfavourable) Responses			Grand Total
		5	4	Total		2	1	Total	
18.	Training offered by college to improve soft skills, life skills and employability skills make you ready for the world of work	24.4	45.5	69.9	17.1	9.1	3.8	12.9	100
19.	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching	18.5	33.0	51.5	20.5	13.8	14.2	28	100
20.	The overall quality of teaching-learning process in your institute is very good	35.5	46.3	81.8	15.3	2.0	0.8	2.8	100
21.	How do you rate the infrastructure of the college	34.6	33	67.6	25.7	5.9	0.8	6.7	100
22.	How do you rate the curriculum?	25.8	36.2	62	32	5.1	0.8	5.9	100
23.	The office staff of the college offers every possible help to satisfy your office related enquiries.	32.6	52.5	85.1	11.7	2.4	0.8	3.2	100
24.	The interaction of the office staff with you is always	28.9	29.9	58.8	32.4	7.0	1.7	8.7	100

Source: Survey Data