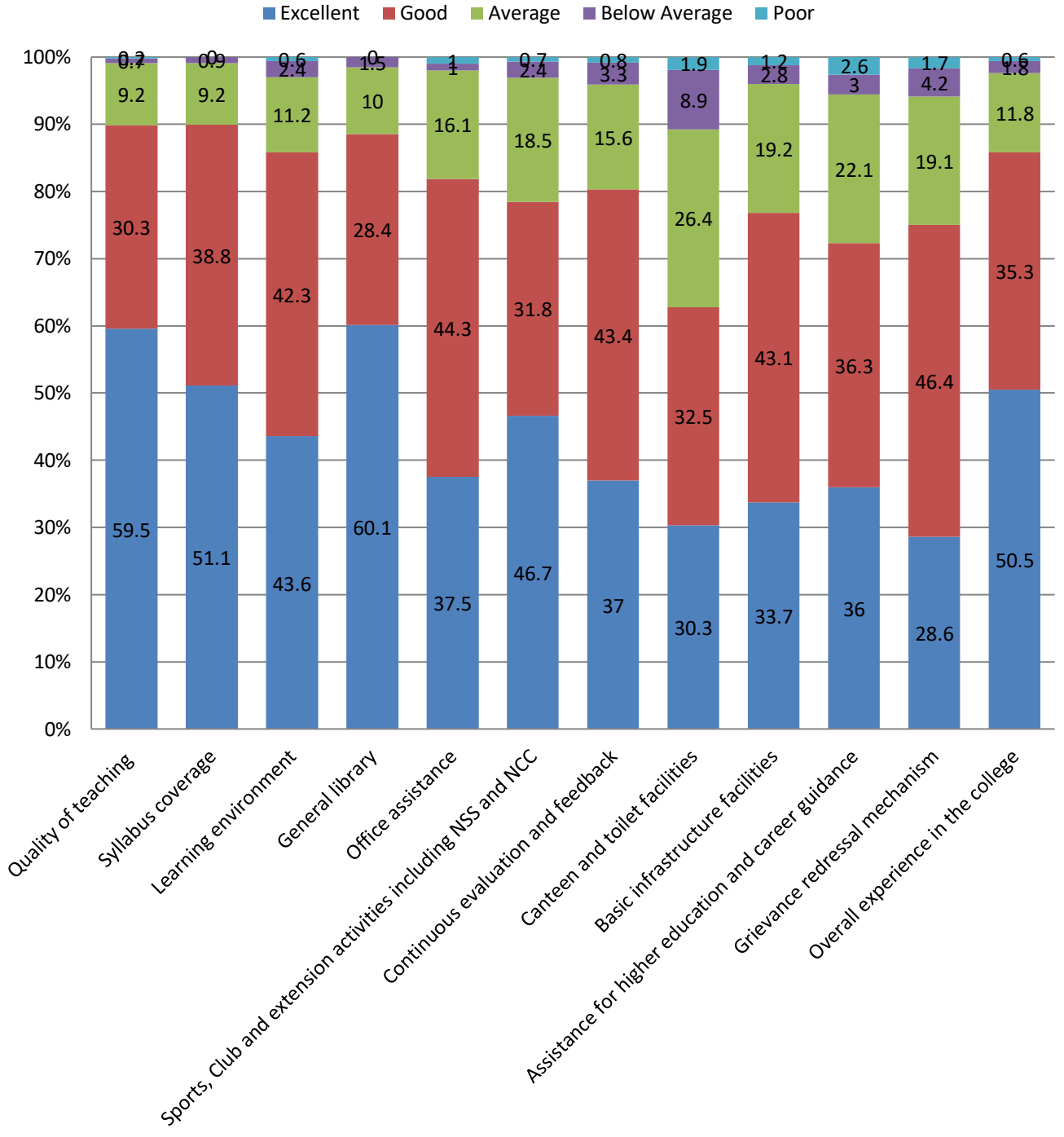


NAM COLLEGE KALLIKKANDY
 ACCREDITED WITH NAAC B GRADE
 Vidyagiri, P.O. Kallikkandy, Kannur Dt., PIN 670693
Student Satisfaction Survey (College Level) Report

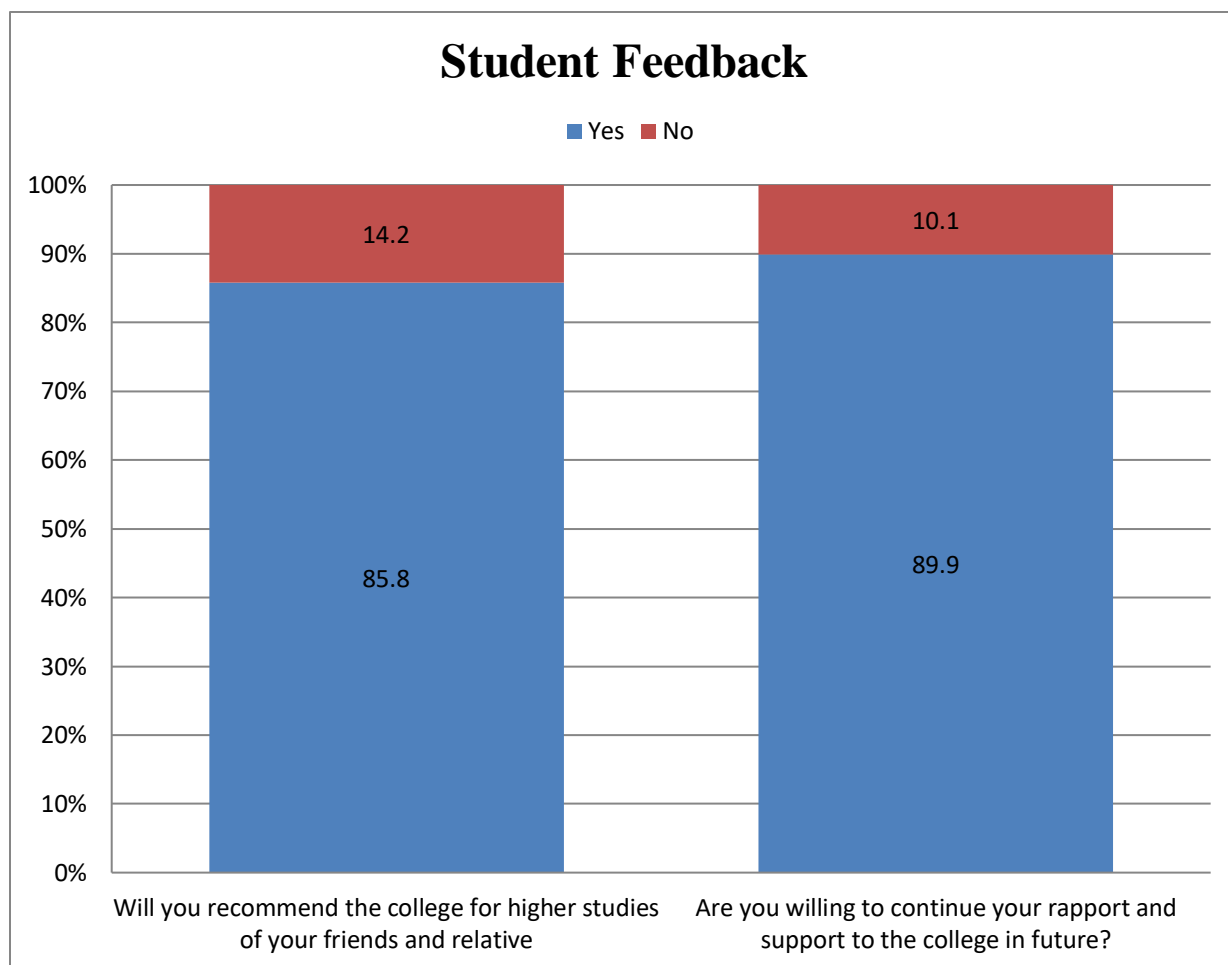
PART A

Sl. No	Parameters	Excellent (In %)	Good (In %)	Average (In %)	Below Average (In %)	Poor (In %)	Total (In %)
1.	Quality of teaching	59.5	30.3	9.2	0.7	0.2	100
2.	Syllabus coverage	51.1	38.8	9.2	0.9	0.0	100
3.	Learning environment	43.6	42.3	11.2	2.4	0.6	100
4.	General library	60.1	28.4	10.0	1.5	0.0	100
5.	Office assistance	37.5	44.3	16.1	1.0	1.0	100
6.	Sports, Club and extension activities including NSS and NCC	46.7	31.8	18.5	2.4	0.7	100
7.	Continuous evaluation and feedback	37.0	43.4	15.6	3.3	0.8	100
8.	Canteen and toilet facilities	30.3	32.5	26.4	8.9	1.9	100
9.	Basic infrastructure facilities	33.7	43.1	19.2	2.8	1.2	100
10.	Assistance for higher education and career guidance	36.0	36.3	22.1	3.0	2.6	100
11.	Grievance redressal mechanism	28.6	46.4	19.1	4.2	1.7	100
12.	Overall experience in the college	50.5	35.3	11.8	1.8	0.6	100

Student Feedback

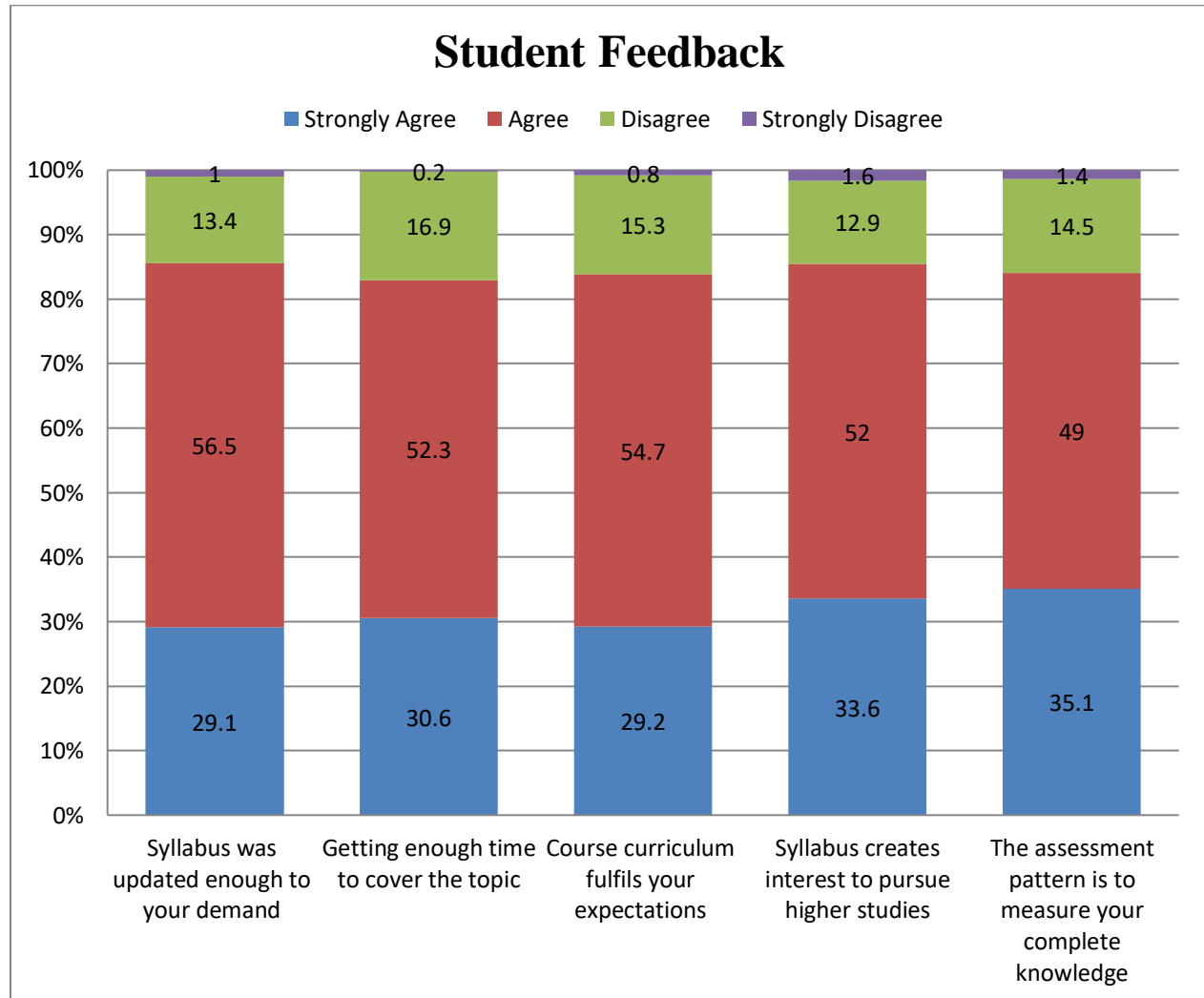


SL.No	Parameters	Yes (In %)	No (In %)	Total
1.	Will you recommend the college for higher studies of your friends and relatives	85.8	14.2	100
2.	Are you willing to continue your rapport and support to the college in future?	89.9	10.1	100



PART B

Sl. No	Parameters	Strongly Agree (In %)	Agree (In %)	Disagree (In %)	Strongly Disagree (In %)	Total (In %)
1.	Syllabus was updated enough to your demand	29.1	56.5	13.4	1.0	100
2.	Getting enough time to cover the topic	30.6	52.3	16.9	0.2	100
3.	Course curriculum fulfils your expectations	29.2	54.7	15.3	0.8	100
4.	Syllabus creates interest to pursue higher studies	33.6	52.0	12.9	1.6	100
5.	The assessment pattern is to measure your complete knowledge	35.1	49.0	14.5	1.4	100



Students are the major stakeholders of an educational institution and their satisfaction with the institution is very important. To ascertain their level of satisfaction, Student Satisfaction Survey during the year was conducted by distributing questionnaires to all students in the college, but responses were received from only 887 students. The questionnaire was divided into two parts (Part A and Part B). Part A contained 14 questions, designed to collect opinion about different aspects of learning experiences in the college, and campus environment in general. The second part (Part B) consisted of five questions to collect their opinion about the syllabus and course contents. The result of the survey is given in the above table and charts.

An analysis of the above tables and graphs reveals that nearly 60% of the students have mentioned excellent and 30 percent have mentioned good regarding the quality of teaching. This shows that 90 percent of the students have a good opinion regarding the quality of teaching. At the same time, not a single student has mentioned a bad opinion regarding the quality of teaching. Thus, it could be concluded that the quality of teaching in the college is good. Regarding syllabus completion, 60 percent of the students have a good opinion and no student has a bad opinion. This indicates that syllabus is completed in the college within the prescribed time. Similarly, 85 percent of the students mentioned that the learning environment in the college is good and five students stated that it is not good.

Regarding the working of the general library, the survey reveals that 88 percent of the respondents have a good opinion about the working of the general library. Though, more than 81 percent of the students are satisfied with office assistance, nine students (one percent) have expressed their dissatisfaction over office assistance. Similarly, 81 percent have given a good rating for sports, club and other extension activities including NCC and NSS. At the same time three percent have given a rating of below average to these activities.

Continuous evaluation is an important element of the teaching learning process. Among the students, 37 percent stated that the evaluation and feedback system in the college is excellent and 43 percent consider the system is good. At the same time, thirty six students (four percent) are of the opinion that the continuous evaluation and feedback system in the college is below average and poor.

On the subject of canteen and toilet facilities, 62 percent of the students have good opinion. But, according to 11 percent of the students, the canteen and toilet facilities are below average and, thus, improvement in these facilities is essential.

More than three fourth of the students are satisfied with the basic infrastructural facilities in the college. However, four percent consider the basic infrastructure facilities in the college to be below average. Assistance for higher education and career guidance facilities are extremely important in the case of a higher educational institution. Among the students, 72 percent opined that assistance for higher education and career guidance facilities in the college are good, while five percent of the respondents mentioned that such facilities are below average. Thus, special consideration needs be given to improve guidance facilities in the college.

In a higher educational institution, students face various problems related to their studies and campus life. They have different complaints and grievances. These problems, complaints and grievances are to be redressed without delay. Immediate redressal of grievances creates self-confidence among the students and leads to a better relationship with the institution. Three fourth of the students are satisfied with the grievance redressal mechanism in the college, while nearly six percent mention that the grievance redressal system in the college is below the average level and therefore not satisfactory.

The overall experience of the majority of students (50.5 percent) in the college is excellent according to the study. Further, more than one third (35 percent) of the students have had a good overall experience in the college. Similarly, 86 percent of the students are willing to recommend the college for higher studies to their relatives and friends and nearly 90 percent of them are ready to continue their rapport and extend their support to the college after their studies. All this shows that the majority of the students are satisfied with the college.

Part B of the survey deals with the syllabus, completion of syllabus and quality of syllabus followed in the college. Though, as an affiliated institution, the college has a limited role in the framing and revision of the syllabus, it can still play an important part in making the curriculum beneficial to learners. Being the major stakeholder of an educational institution, the opinion of the student community needs be considered. It helps to measure how far their educational needs are met and whether the curriculum in the college is sufficient to fulfill their job-related expectations or not. The first question in this part is whether the syllabus is updated

enough to meet the demand of the student.. Responses show that 85 percent feel that the syllabus is updated to meet the demands while 14 percent feel that the syllabus is not updated. Similarly, 83 percent responded that they get sufficient time to complete the topics on time and 17 percent students are of the opinion that there is not sufficient time to complete the portions on time. Further, 84 percent of the respondents stated that the course and curriculum fulfilled their expectations and 16 percent felt that their expectations werenot fulfilled.

The syllabus must create an interest among the learners to learn more , and to pursue higher studies. The opinion of majority of the students shows that the syllabus creates interest among them to learn more and to pursue higher studies in theirrespective fields.Assessment pattern is another major concern in higher education. Responses of students regarding the assessment pattern reveal that the assessment pattern (Continuous internal evaluation and external examinations) in the college evaluates their comprehensive knowledge of the topic. At the same time 15 percent of the respondents feel that the assessment pattern fails to measure complete knowledge acquired.

From the above discussion, it can be rightly said that majority of the students are satisfied with the quality of teaching, the infrastructure facilities, learning environment and teaching and learning process in the college. However, few of the students are dissatisfied. Though they constitute a negligible percentage, the college has to consider this sectiontoo and find out the reasons for their dissatisfaction. This will help the college to improve the quality of the teaching learning process and enhance the image of the college among different stake holders.