

## NAM COLLEGE KALLIKKANDY

ACCREDITED WITH NAAC B GRADE

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### STUDENTS SATISFACTION SURVEY REPORT(2018-19)

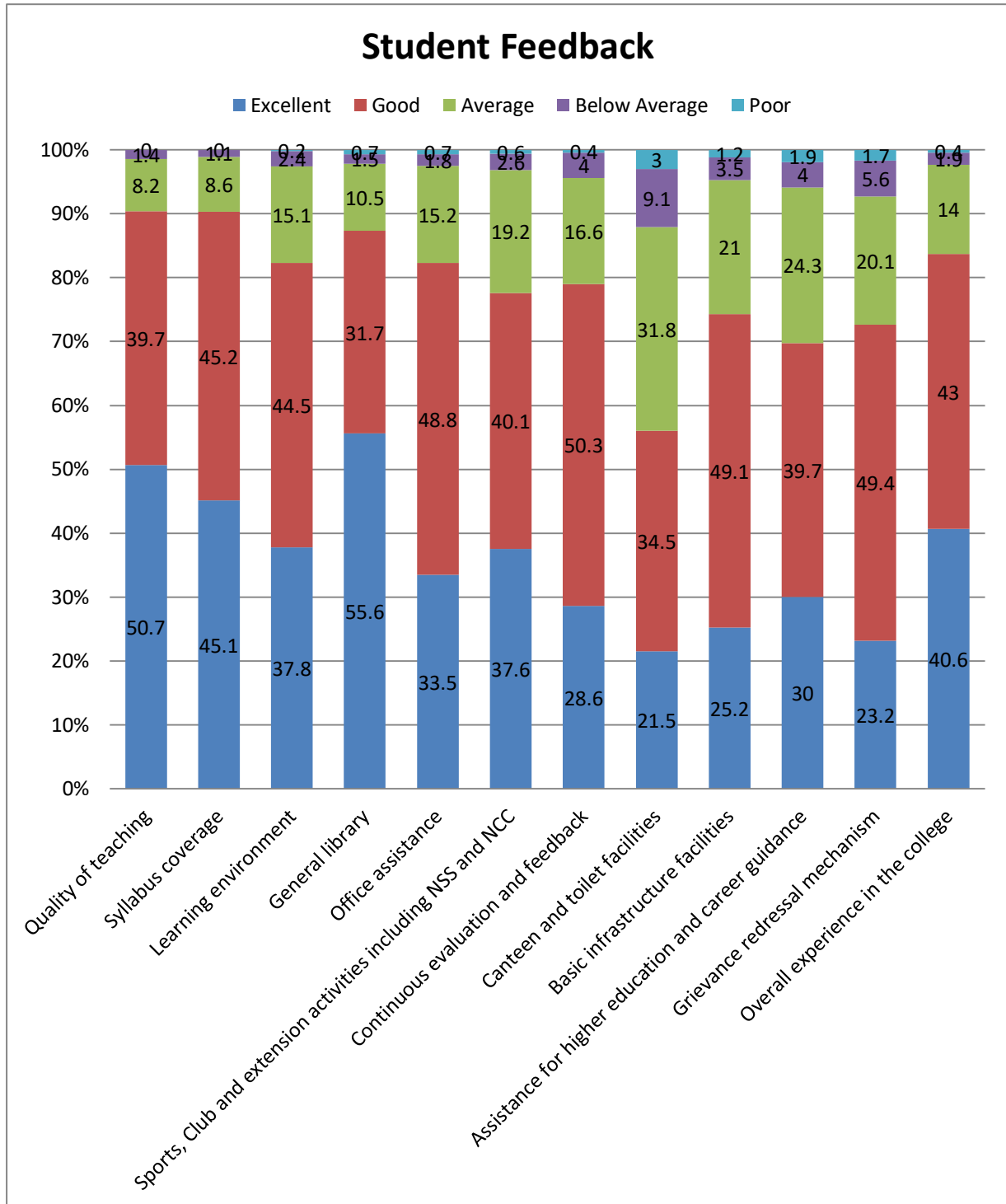
Higher education institutions are established solely for the purpose meeting educational requirements of students. Students constitute the major stakeholders of higher education system; their achievement and satisfaction are considered to be the important criterion in the performance evaluation of an HEI. The student satisfaction survey for the year 2018-19 was conducted by distributing a structured questionnaire to all students (948 students) in the college. The questionnaire was divided into two parts – Part A and Part B. There were 14 questions in Part A and five questions in Part B. Questions in Part A were meant to collect opinion of students regarding the quality of teaching learning environment in the campus and questions in Part B were meant to collect their opinion regarding the syllabus and course curriculum offered in the college. All questions except two questions in Part A were drafted in Five-point Likert Scale. Out of 948 students, 892 students returned their questionnaire and the satisfaction survey report is prepared on the basis of the data obtained from these 892 students. Analysis of feedback received from the students regarding various questions in the questionnaire is given in the following tables and charts.

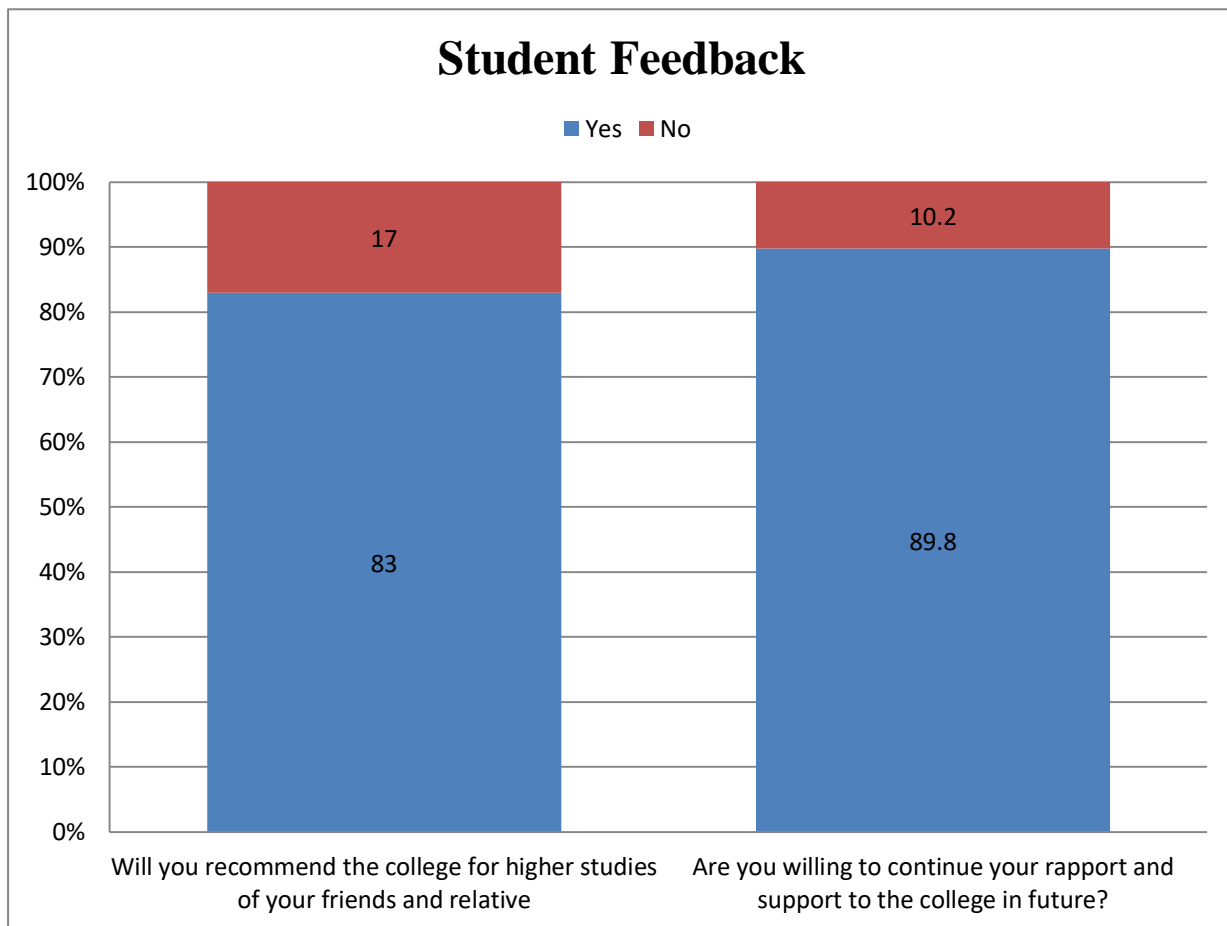
#### PART A

Sl. No	Parameters	Excellent (In %)	Good (In %)	Average (In %)	Below Average (In %)	Poor (In %)	Total (In %)
1.	Quality of Teaching	50.7	39.7	8.2	1.4	0.0	100
2.	Syllabus Coverage	45.1	45.2	8.6	1.1	0.0	100
3.	Learning Environment	37.8	44.5	15.1	2.4	0.2	100
4.	General Library	55.6	31.7	10.5	1.5	0.7	100
5.	Office Assistance	33.5	48.8	15.2	1.8	0.7	100
6.	Sports, Club and Extension Activities including NSS and NCC	37.6	40.1	19.2	2.6	0.6	100
7.	Continuous Evaluation and Feedback	28.6	50.3	16.6	4.0	0.4	100
8.	Canteen and Toilet Facilities	21.5	34.5	31.8	9.1	3.0	100
9.	Basic Infrastructure Facilities	25.2	49.1	21.0	3.5	1.2	100
10.	Assistance for Higher Education and Career Guidance	30.0	39.7	24.3	4.0	1.9	100
11.	Grievance Redressal Mechanism	23.2	49.4	20.1	5.6	1.7	100
12.	Overall Experience in the College	40.6	43.0	14.0	1.9	0.4	100

SL.No	Questions	Yes (In %)	No (In %)	Total
13.	Will you recommend the college for higher studies of your friends and relative	83.0	17.0	100
14.	Are you willing to continue your rapport and support to the college in future?	89.8	10.2	100

Source : Survey Data

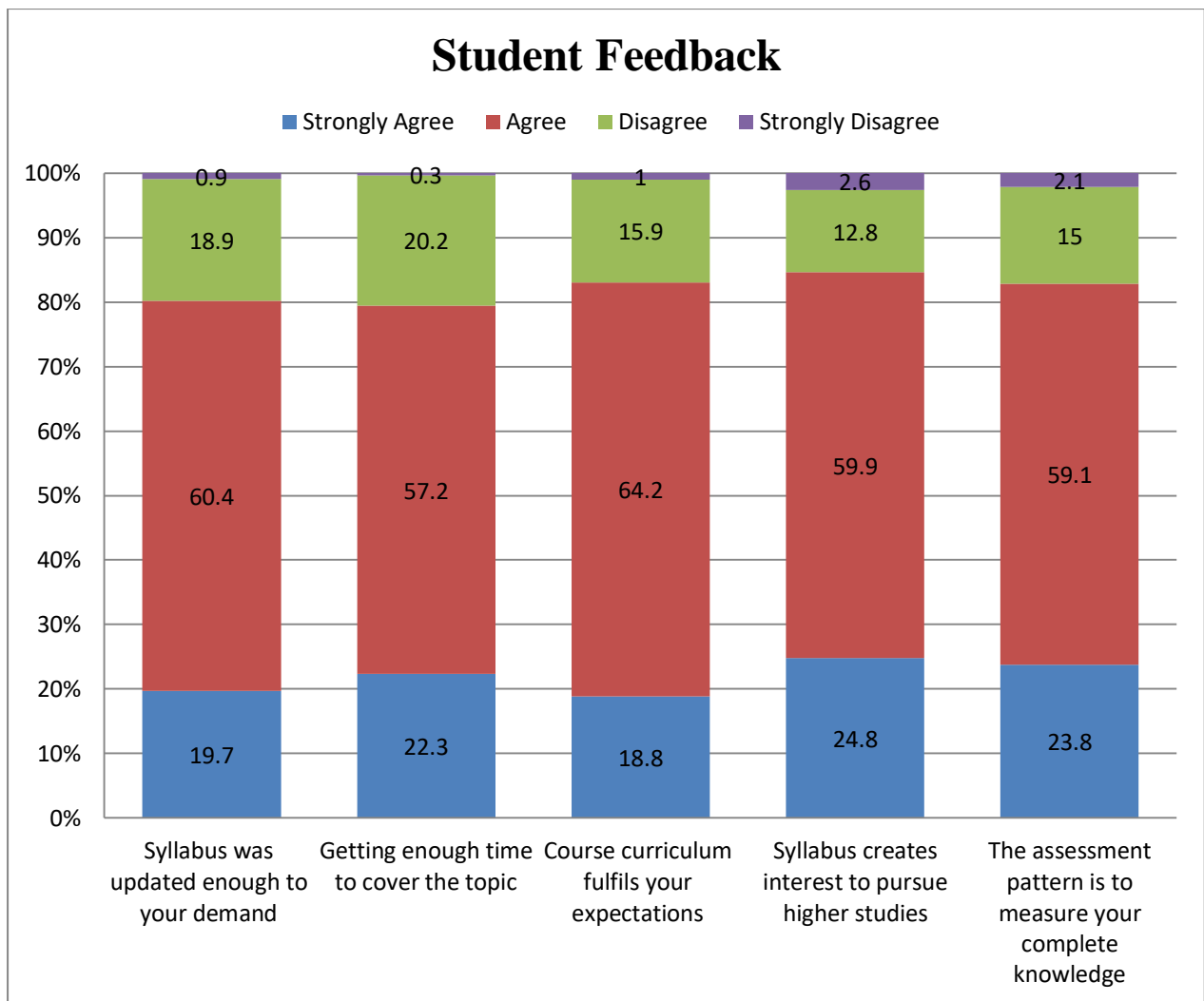




### PART B

Sl. No	Parameters	Strongly Agree (In %)	Agree (In %)	Disagree (In %)	Strongly Disagree (In %)	Total (In %)
1.	Syllabus was updated enough to your demand	19.7	60.4	18.9	0.9	100
2.	Getting enough time to cover the topic	22.3	57.2	20.2	0.3	100
3.	Course curriculum fulfils your expectations	18.8	64.2	15.9	1.0	100
4.	Syllabus creates interest to pursue higher studies	24.8	59.9	12.8	2.6	100
5.	The assessment pattern is to measure your complete knowledge	23.8	59.1	15.0	2.1	100

Source: Survey Data



On the basis of analysis of the above tables and charts the following conclusions can be made on the satisfaction level of students on different parameters.

Quality of teaching is the most important element in teaching learning process. Learning depends mainly on the quality of teaching. Survey data reveals that more than one-half (50.7 percent) of students have responded that the quality of teaching in the college is excellent and another 40 percent have mentioned it as good. Similarly, eight percent of them consider quality of teaching is average, while 1.5 percent consider the quality of teaching in the college is below average, but none of the students have mentioned the quality is poor. Thus, feedback received from more than 90 percent of the students shows that the college offers good quality teaching.

Regarding syllabus coverage, feedback received from the students shows that 45 percent consider there is excellent coverage and another 45 percent consider there is good coverage of syllabus. Similarly, 8.6 percent of the students is of the opinion that there is only average coverage of syllabus in the college. While, ten students (1.1 percent) opine that the syllabus covered is below average. Since 90 percent of the students have good opinion regarding the coverage of syllabus, it can be rightly said that, students are satisfied with the coverage syllabus in the college, during the year 2018-19.

Another important aspect that affect the satisfaction of students is the learning environment in the college. Responses of 38 percent shows that there is excellent learning environment and that of 45 percent shows that there is good learning environment in the college. Similarly, 15 percent students feel that the learning environment in the college is average, while that of 21 students (2.4 percent) shows that the learning environment is below average and two students have mentioned the learning environment is poor. However, more than four-fifth of the students are of the opinion that the learning environment in the college is good and they are satisfied.

Importance of library in higher education cannot be underestimated. Feedback received from 87 percent of the students shows that they are satisfied with the working of general library in the college. Among the students, 56 percent feel that the college library works excellently and 32 percent opined that the working is good. However, 19 students (two percent) students have no good opinion regarding the working of library. Thus, according to them the working of general library needs qualitative improvement. Nearly 90 percent of students are satisfied with the working of general library in the college.

Office assistance play very important role in the satisfaction of students. Students have to approach the office for different purposes like admission, scholarship, different certificates, registration for examination etc. Among the students, 34 percent opined they have got excellent service from the office and 49 students have good opinion regarding the office services. Similarly, 15 percent feel that the office assistance is average, while 22 students (2.5 percent) responded that the office assistance is below average.

Allround development of the student depends upon the diversified learning experiences of a student in the campus. Facilities for participation in co-curricular and extra-curricular activities like NSS, NCC, arts, sports and cultural activities and different club activities help the students in enriching the campus life and inculcating good values, team spirit and brotherhood among the them. Among the students 38 percent opined that these activities are excellent and 40 percent opined that these activities are good in the campus. But, according to 19 percent of the students, these activities are average; 23 students (2.6 percent) are of the opinion that these activities are below average and five students mentioned that the standard of extra-curricular and co-curricular activities are poor.

Continuos evaluation and feedback is very important in the assessment of students. Regarding the prevailing continuous evaluation and feedback, 29 percent students are of the opinion that the system is excellent and 50 percent mentioned it is good. Simialarly, 17 percent students opined that the system is average. But 36 students ( four percent) disclosed that the system is below average and four students are of the opinion that the system is poor. However, 79 percent students are satisfied with the prevailing continuous evaluation and feedback system in the college.

Regarding the satisfisaction level of canteen and toilet facilties in the college, 56 percent students are of the opinion that it is excellent and or good and 32 percent possess the opinion that these facilties are average. At the same time 81 students (nine percent) feel that these facilties are below average and 27 students (three percent) reveal that the standard of canteen and toilet facilties are poor. However, majority of students (56 percent) have good opinion about these facilties in the campus.

Basic infrstrucutre facilities constitute an important part of the learing environment and play a pivotal role in the satisfaction of students. One-fourth of the students in the campus are of the opinioin that the infra-structure facilties are excellent and 49 percent students are of the opinion that good infr-structural facilties exist in the campus. But, 21 percent feel that the facilties are average and 3.5 percent feel that the facilties are below average and 11 students (1.2 percent) said that the facilties are poor.

A higher educational institution is expected to help and prepare its students for further higher education and career. It has to provide all possible help in the form of career

guidance and counselling. Feedback received from students show that nearly 70 percent of the students have got necessary help and assistance from the institution for further higher education. At the same time, 53 students (six percent) feel that assistance for higher education and career guidance in the college is below average and are not satisfactory.

Timely redressal of grievance play an important role in the student satisfaction and it will create a feeling among them that the college authorities give importance to their problems and complaints. Survey data shows that more than 52 percent of the students have expressed their satisfaction over greivacne redressal mechnisam in the college. At the same time 20 percent feel that the quality of grievance mechanism in the college is average and 65 students (seven percent) feel that it is below average. However, majority of the students are satisfied with the grievance redressal mechanism in the college.

After discussing different elements individually, their satisfisaction over totality of experience in the campus is considered for satisfaction survey. As far the overall experience in the college and campus, 41 percent of the students have excellent experience and another 43 percent students have good overall expereicen. However, according to 14 percent students, their overall experience level is average and 21 students have below average overall experience. Thus, more than four-fifth of the students have good overall expericne in the college and it can be rightly said that they are satisfied with their campus life in the college.

A satisfied person will will share his experiences and achievements with others and act as an agemnt of the organsiation in its growth and development. Conversely, a dissatisfied person will surely share his bad experiences with others and will take all possible opportunities to preovent others from becoming prey or decieved. To ascertain the satisfisaction level of students, an indirect question “will you recommend the college for higher studies for your friends and relatives”, was asked. Responses show that 83 percent will surely recomment the college for higher studies of their friends and relatives. This indicates that these 83 percent are satisfied with the learning experiences in the college. At the same time, 17 percent of the students have expressed that they will not recommend the college for higher studies of their friends and relatives. Reasons for such an answer can be easily assessed from the above tables and discussions in the above paragraphs.

Similarly, 90 percent of the students have expressed their willingness to extend support and rapport to the college in future. This, indicates that most of the students are ready to help the institution in future as the alumni of the college.

The second part (Part B) dealt with the syllabi and curriculum followed by the college. Being an affiliated institution to the Kannur university, it has to follow the syllabi, curriculum etc., prescribed by the university. Curriculum and academic activities followed by the institution will surely affect the satisfaction level of students. To collect opinion regarding the syllabi and curriculum, five different statements with four answers to express their opinion were given. Responses received from the students are given in the following paragraphs.

The first question in this part was related with the revision and updation of syllabi. Responses of 80 percent of the students show that they agree with the statement while 20 percent disagree with the statement that syllabi is revised and updated to their demands.

Regarding the adequacy of time for completion or covering the syllabus, nearly 80 percent agreed that they get enough time to cover the topic. At the same time, 20 percent feel that they do not get enough time to cover the topic. Another statement in this part was related with the fulfilment of their career expectations. Students enter the college with several expectations about their future and career. An HEI has to fulfill these expectations and when their expectations are fulfilled they feel elevated and will be satisfied with the institutions. Feedback obtained from the students show that 83 percentage of the respondents stated that the course curriculum offered by the college fulfill their expectations and, thus, are satisfied. Similarly, 84 percent of them are of the opinion that the syllabus, they pursued in the college, create interest among them to continue their higher studies in the subject or area of study. The last question in this section was related with the assessment pattern. It is expected that the assessment pattern used must evaluate the total knowledge and learning experiences in the course and programme. Responses of 83 percent of the students show that the assessment pattern measures complete knowledge acquired in the course or programme, while 18 percent feel that the assessment pattern followed is not sufficient to evaluate their knowledge acquired.



From the above discussion on the satisfaction level of the students on different aspects of the learning experiences and campus life, it shows that majority of the students in the college are satisfied. Still, there are students who have not satisfied with different aspects. The institution has to find out the reasons and has to try to satisfy them as a step towards total quality improvement of the institution.