

**NAM COLLEGE KALLIKKANDY**  
ACCREDITED WITH NAAC B GRADE  
**Vidyagiri, P.O. Kallikkandy, Kannur Dt., PIN 670693**

**STUDENT SATISFACTION SURVEY REPORT 2020-21**

Students constitute the major stake holders of a higher educational institution. Their satisfaction level with regard to the teaching and learning process is one of the important indicators that justifies the need for the existence and growth of the institution. To assess the Satisfaction level of the students, feedback is collected from them at the end of each year. For collecting feedback a questionnaire in Google Form containing 24 questions in 5 point Likert Scale was sent to the entire student community of the college. Among them, 680 students responded and their responses are statistically analysed and is presented in the table given below.

- In the five point Likert Scale, the student can select any one figure varying from 5 to 1; 5 stands for highly satisfied/most favourable, 4 stands for satisfied / favourable, 3 stands for neither satisfied nor dissatisfied, 2 stands for dissatisfied / unfavourable and 1 stands for highly dissatisfied / highly unfavourable. Option 3 is considered as the mean and above 3 (4 and 5) indicates that students are satisfied. At the same time, less than the value three is an indicator of dissatisfaction and in the opinion of that student; certain corrective measures are required for improvement on the part of the teachers / institution / management / individual concerned, as the case may be.
- Analysis of the feedback received from them shows that majority (78 percent) of the students have responded with the value more than three, and the overall mean value calculated for these 24 questions together is 3.91. This indicates that more than three-fourth of the students are satisfied with various aspects of teaching learning process and environment in the college.

- Among the students 62 percent were satisfied with the coverage of syllabus in their classes, and according to them more than 85 percent of the syllabus was covered in the classroom.
- More than 90 percent (91.2%) of the students stated that the teachers prepared well for the classes
- With regard to the communication capacity of teachers, 82 percent of the students responded positively.
- 70 percent of the students stated that the teachers approach to teaching process is excellent / very good.
- Nearly 90 percent (89.4 percent) felt fairness in the internal evaluation process by the teachers.
- Majority (58.7 percent) of the students stated that the teachers discussed with them their performance in assignments.
- Majority of the students (52.9 percent) opined that the institution takes active interest in promoting internship, student exchange, and field visit opportunities.
- Nearly two-thirds (65.2 percent) of the respondents stated that the teaching and mentoring process in the college help them in their social, cognitive and emotional growth.
- Similarly, 70 percent of them were of the opinion that the institution provided them multiple opportunities to learn and grow.
- 71 percent of the students stated that the teachers in the college provided them necessary information about the expected competencies, course outcomes and programme outcomes.
- Regarding mentor – mentee relationship in the college, 74 percent of the students stated that their mentor did necessary follow up with an assigned task.
- More than four-fifths (80.6 percent) of the students are satisfied with the teaching methods followed by teachers, and they opined that the teachers illustrated the concepts through examples and applications.
- A teacher has to identify the strengths and weaknesses of his students and have to encourage them by providing right level of challenges. In this

respect, two-thirds of the students (66.7 percent) asserted that the teachers in the college helped them.

- An institution has to continuously strive to improve the quality of teaching and learning process. 71 percent of the students have positively responded to the question related to this point.
- Similarly, 73, percent of the students have stated that the method of teaching used by the teachers in the institute is student-centric and the teachers encouraged them to participate in co-curricular and extra-curricular activities.
- Nearly two-thirds (66 percent) of the respondents were satisfied with the training offered by the college to improve soft skills, life skills and employability skills of the students.
- Majority of the students (52 percent) have positively responded to the question related to the use of ICT tools by teachers in the classrooms.
- More than four-fifths (80.3 percent) of the students considered the overall quality of teaching-learning process to be very good. Similarly, 72 percent of the students are satisfied with the infrastructural facilities in the college.
- Opinion of the respondents related with the curriculum followed in the institute was also good and 63 percent of them consider the curriculum good and satisfactory.
- Office and administrative staff play an important role in satisfying the needs of the students by providing them necessary helps and services. More than four-fifths (84 percent) of the respondents were satisfied with service rendered by the office and administrative staff.
- The last question in the feedback was related to the interaction of the office and administrative staff. Analysis of the responses shows that nearly two-thirds (66 percent) showed that their interaction with the office and administrative staff was always good.

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### STUDENTS SATISFACTION SURVEY REPORT 2020-21

Table Showing the Summary of Analysis of Students' Satisfaction Survey Feedback

Sl. No	QUESTIONS	Number of students (Percentage)					
		5	4	3	2	1	Total
1.	How much of the syllabus was covered in the class? (Write 5 - 85 to 100%; 4 – 70 to 84%; 3 - 55 to 69%; 2 – 30 to 54% and 1 –Below 30%)	29.3	32.6	23.4	11.5	3.2	100
2.	How well did the teachers prepare for the classes? (Write 5 – Thoroughly; 4 – Satisfactorily; 3 – Poorly; 2 - Indifferently; and 1 - Won't teach at all)	26.3	64.9	0.7	2.8	0.3	100
3.	How well are the teachers able to communicate?(write 5 - Always effective; 4 – Sometimes effective; 3 - Just satisfactorily; 2 - Generally ineffective and 1 - Very poor communication)	49.4	32.4	16.3	1.2	0.7	100
4.	The teacher's approach to teaching can best be described as - 5 – Excellent; 4 – Very good; 3 – Good; 2 – Fair and 1- Poor)	28.5	38.4	27.9	4.1	1.0	100
5.	Fairness of the internal evaluation process by the teachers ( 5- Always fair; 4 - Usually fair; 3 – Sometimes unfair; 2 – Usually unfair; 1– Unfair)	39.0	50.4	8.8	0.7	1.0	100
6.	Was your performance in assignments discussed with you. (5-Every time; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)	26.6	42.1	20.1	7.6	3.5	100
7.	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students (5 – Regularly;	21.9	31.0	26.2	10.1	10.7	100

	4 – Often; 3 – Sometimes; 2 – Rarely 1- Never)						
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8.	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth ( 5- Significantly; 4- Very well; 3 – Moderately; 2 Marginally; 1 - Not at all)	18.7	46.5	25.3	6.5	3.1	100
9.	The institution provides multiple opportunities to learn and grow (5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	22.5	47.6	24.3	4.4	1.2	100
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes (5-Every time; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)	32.5	38.8	19.9	6.9	1.9	100
11	Your mentor does a necessary follow-up with an assigned task to you (5-Every time; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)	30.9	42.9	17.9	6.2	2.1	100
12	The teachers illustrate the concepts through examples and applications (5-Every time; 4 – Usually; 3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)	44.6	36.0	15.3	3.4	0.7	100
13	The teachers identify your strengths and encourage you with providing right level of challenges (5 – Fully; 4- Reasonably; 3-Partially; 4- Slightly; 5- Unable to)	31.6	35.1	19.1	9.3	4.9	100
14	Teachers are able to identify your weaknesses and help you to overcome them. (5-Every time; 4 – Usually;	28.2	33.7	20.7	10.1	7.2	100

	3 – Occasionally/Sometimes; 2 - Rarely; 1- Never)						
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15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process (5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	24.3	46.5	24.4	3.2	1.6	100
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences. (5- To a great extent; 4 – Moderate; 3 – Somewhat; 2 - Very little; 1 – Not at all)	25.7	46.8	17.6	6.9	2.9	100
17	Teachers encourage you to participate in extracurricular activities. (5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	30.4	42.1	20.6	5.1	1.8	100
18	Training offered by college to improve soft skills, life skills and employability skills make you ready for the world of work. (5– To a great extent; 4- Moderate; 3 – Somewhat; 2 - Very little; 1– Not at all)	22.5	43.2	18.8	9.9	5.6	100
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. (5-Above 90%; 4 - 70 – 89%; 3 50 – 69%; 2 – 30 – 49%; 1 - Below 29%)	17.8	34.3	22.2	12.4	13.4	100
20	The overall quality of teaching-learning process in your institute is very good (5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	30.6	49.7	17.2	1.8	0.7	100

21	How do you rate the infrastructure of the college ( 5 – Excellent; 4 – Very good; 3 – Good; 2 – Fair and 1- Poor)	32.2	39.3	22.6	4.9	1.0	100
22	How do you rate the curriculum (5 – Excellent; 4 – Very good; 3 – Good; 2 – Fair and 1- Poor)	23.2	39.6	31.5	4.7	1.0	100
23	The office staff of the college offers every possible help to satisfy your office related enquiries. (5- Strongly agree; 4 – Agree; 3-Neutral; 2 – Disagree; 1– Strongly disagree)	33.2	50.9	13.4	1.3	1.2	100
24	The interaction of the office staff with you is always (5 – Excellent; 4 - Very good; 3 – Good; 2 – Fair and 1- Poor)	29.0	37.1	27.6	4.1	2.2	100