

CHRIST COLLEGE (AUTONOMOUS), IRINJALAKUDA



STUDENTS' SATISFACTION SURVEY REPORT

2019-20

STUDENT SATISFACTION SURVEY 2019-20

METHODOLOGY:

Christ college conducts the Students Satisfaction Survey (SSS) on an yearly basis to collect the feedback from students about the total satisfaction in the college and its infrastructural facilities and also the teaching learning process of the college. Students Satisfaction Survey (SSS) was conducted among the students of the college through direct questionnaire method. The questionnaire has been framed based on NAAC guidelines. The students were permitted to remain anonymous to receive frank responses. The data analysis team of IQAC conducted the detailed analysis on the survey responses.

The overall satisfaction of the students at Christ college on various dimensions including the infrastructural facilities were collected based on 16 questions. The student's satisfaction on teaching and learning were also made, mainly focussing on the evaluation on teachers using 18 questions, which aids to evaluate and improve the teaching learning system of the college

Number of respondents: 832

DESIGN OF THE QUESTIONNAIRE:

The questionnaire and parameters were fixed after discussions with Head of the Departments. The Eighteen Questions were given online in the Knowledge Pro software. Students could login to their account and do the feedback. Students were convinced that their identity will be anonymous.

Highlights: -

- A control level of 80 marks was fixed.
- Parameters which are having a value below than 75 requires immediate attention
- Parameters with value between 75 and 80 should be improved.

<u>Parameters/Questions</u>
How do you evaluate your teacher's knowledge on the subject
Teacher's punctuality is (arrival in the class)
What percentage of the topic taught by teacher do you understand
Part of syllabus completed by teacher before first internals
Part of syllabus completed by teacher before second internals
The teaching aids used by your teacher are
Teacher's ability to maintain discipline in the class is

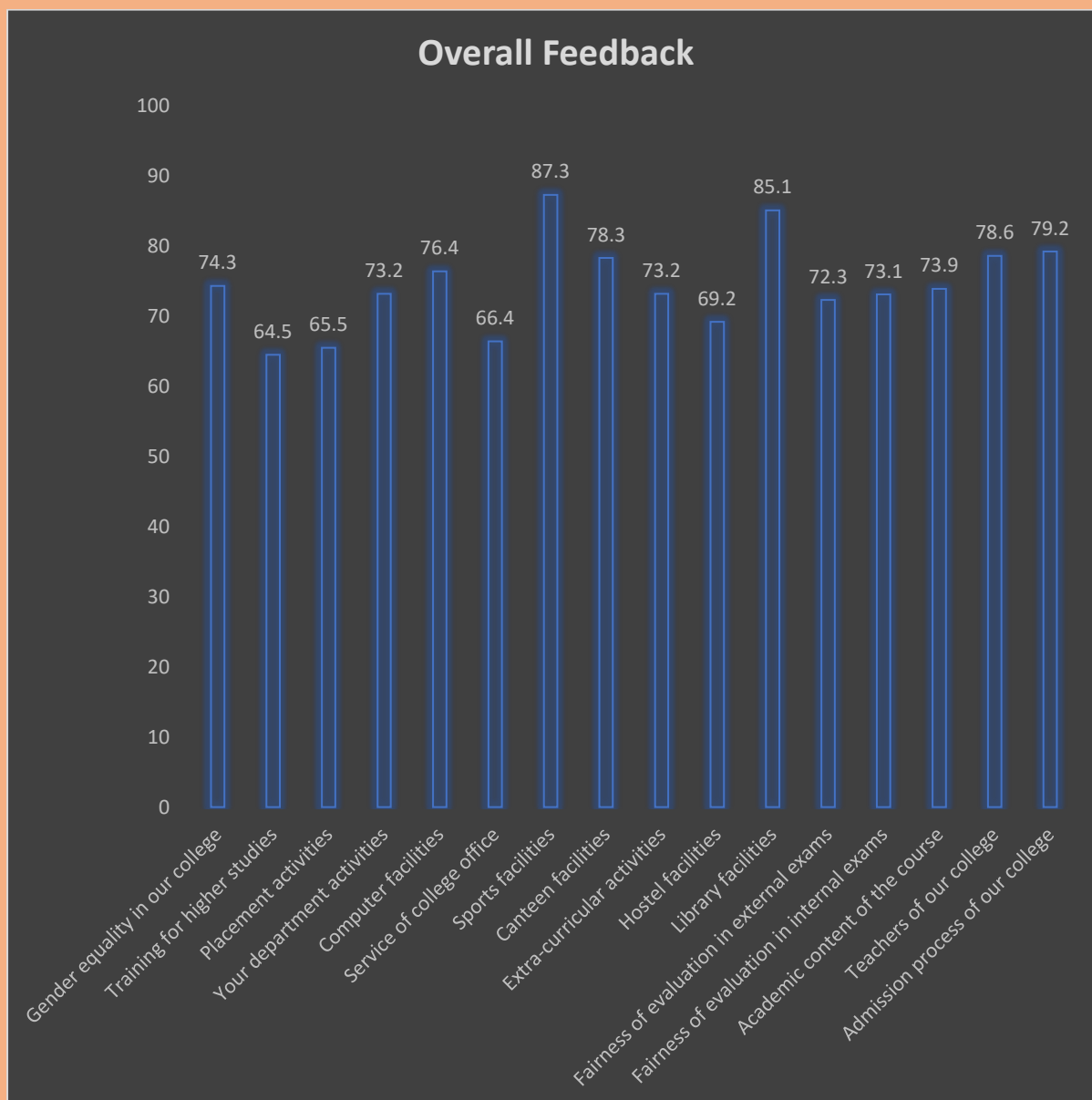
Your teacher respects you and is concerned in your individual development
Teacher assists me in dealing with difficulties on the topic
The instructor presents recent developments in the field to the class
Your freedom to express doubts in the class is
Teachers' encouragement for further discussion in person/phone/mail/other social media
Your teacher conducts test papers and assignments periodically (other than internal exams)
Punctuality of your teacher in giving you internal answer papers on time is
Teacher is objective and unbiased in evaluation of papers and in awarding internal marks
Teacher discuss about your progress in studies personally
Do your teacher motivate you about options on higher studies
Do your teacher relate the subject to life situations and current issues

STUDENTS SATISFACTION SURVEY 2019-20

CHRIST COLLEGE (AUTONOMOUS)

Overall Students Satisfaction

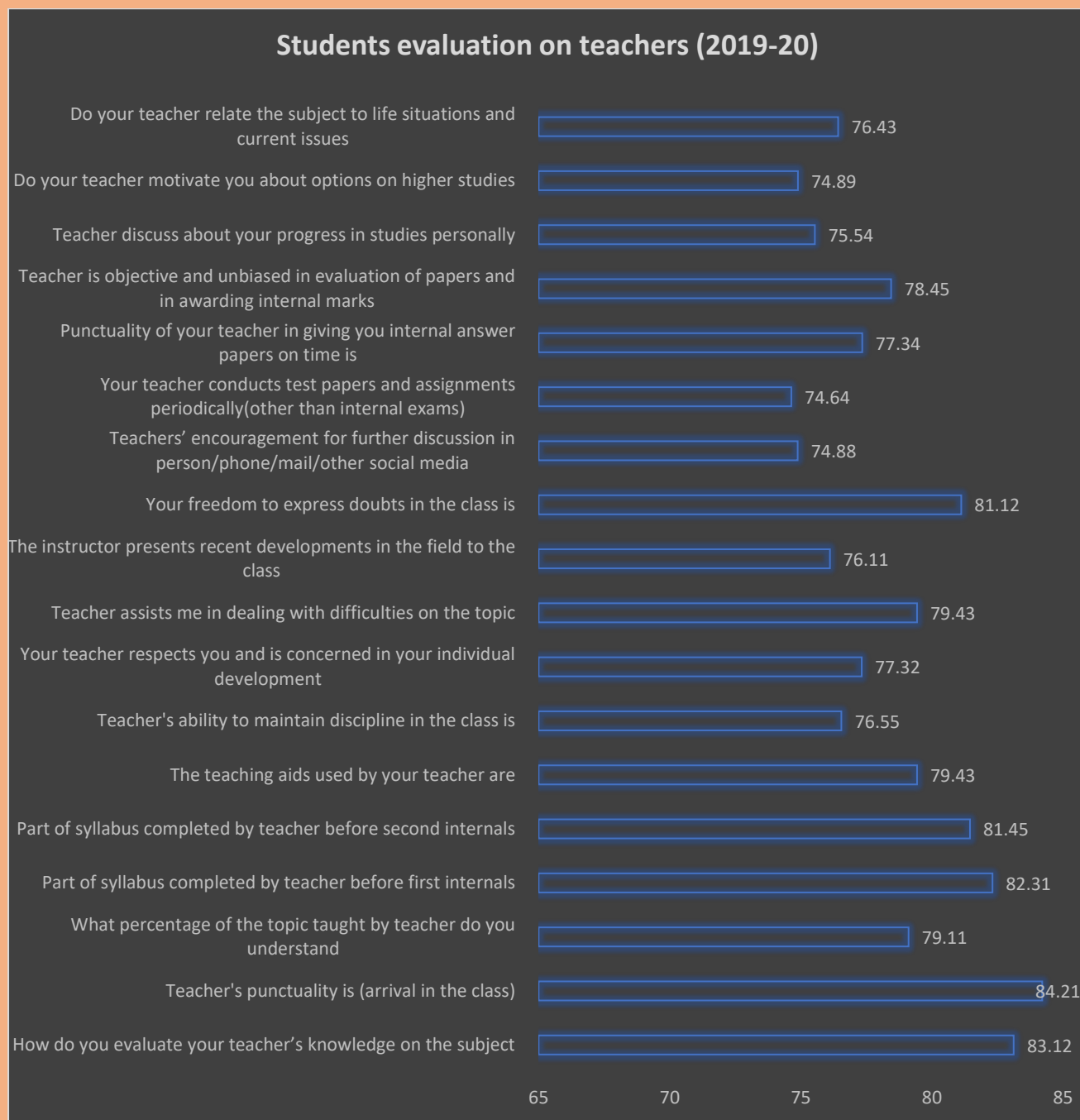
Number of respondents: 832



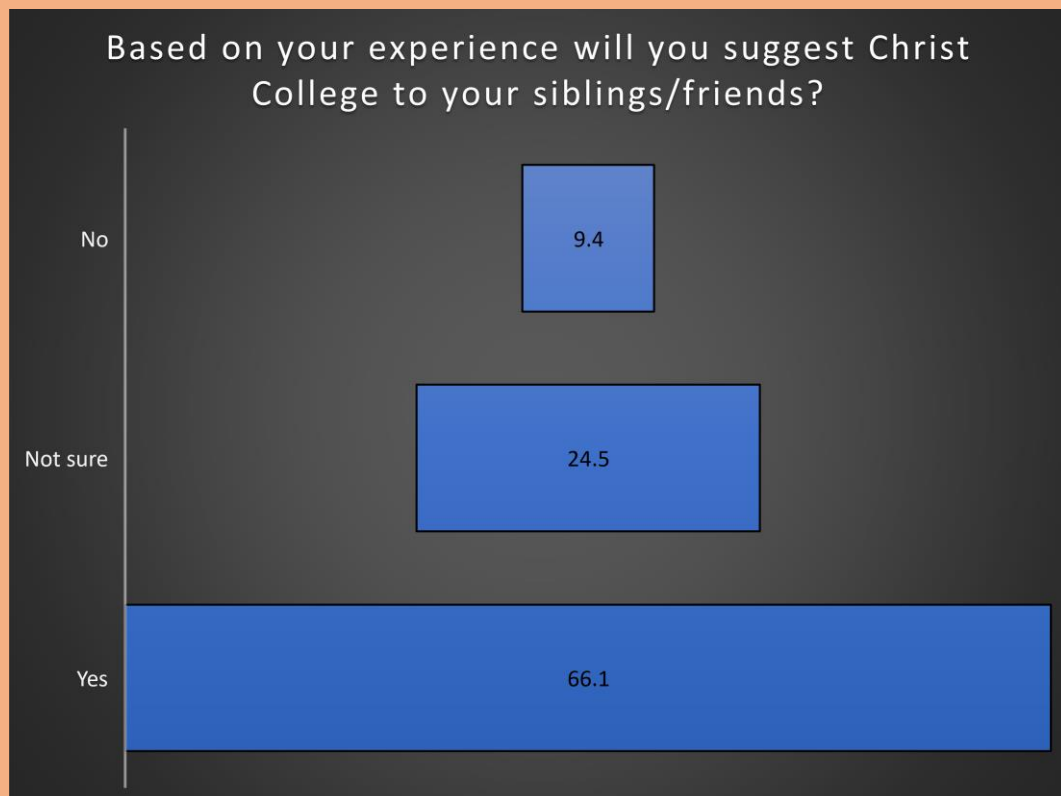
STUDENTS SATISFACTION SURVEY 2019-20

CHRIST COLLEGE (AUTONOMOUS)

Students Satisfaction on teaching and Learning



STUDENTS SATISFACTION SURVEY 2019-20
CHRIST COLLEGE (AUTONOMOUS)



FEEDBACK ANALYSIS

Overall feedback

Parameters/Questions	Marks
Gender equality in our college	74.3
Training for higher studies	64.5
Placement activities	65.5
Your department activities	73.2
Computer facilities	76.4
Service of college office	66.4
Sports facilities	87.3
Canteen facilities	78.3
Extra-curricular activities	73.2
Hostel facilities	69.2
Library facilities	85.1
Fairness of evaluation in external exams	72.3
Fairness of evaluation in internal exams	73.1
Academic content of the course	73.9
Teachers of our college	78.6
Admission process of our college	79.2

Students' Satisfaction on teaching and learning

Parameters/Questions	Marks
How do you evaluate your teacher's knowledge on the subject	83.12
Teacher's punctuality is (arrival in the class)	84.21
What percentage of the topic taught by teacher do you understand	79.11
Part of syllabus completed by teacher before first internals	82.31
Part of syllabus completed by teacher before second internals	81.45
The teaching aids used by your teacher are	79.43
Teacher's ability to maintain discipline in the class is	76.55
Your teacher respects you and is concerned in your individual development	77.32
Teacher assists me in dealing with difficulties on the topic	79.43
The instructor presents recent developments in the field to the class	76.11
Your freedom to express doubts in the class is	81.12
Teachers' encouragement for further discussion in person/phone/mail/other social media	74.88
Your teacher conducts test papers and assignments periodically (other than internal exams)	74.64

Punctuality of your teacher in giving you internal answer papers on time is	77.34
Teacher is objective and unbiased in evaluation of papers and in awarding internal marks	78.45
Teacher discuss about your progress in studies personally	75.54
Do your teacher motivate you about options on higher studies	74.89
Do your teacher relate the subject to life situations and current issues	76.43

Result of Feedback analysis

- A control level of 80 marks was fixed.
- Parameters which are having a value below than 75 requires immediate attention
- Parameters with value between 75 and 80 should be improved

Overall satisfaction feedback

Strong (Above 80)
Sports facilities
Library facilities
Should improve (Between 75 to 80)
Computer facilities
Canteen facilities
Teachers of our college
Admission process of our college
Immediate attention (below 75)
Gender equality in our college
Fairness of evaluation in external exams
Fairness of evaluation in internal exams
Academic content of the course
Extra-curricular activities
Your department activities
Service of college office
Training for higher studies
Placement activities
Hostel facilities

Students' satisfaction on teaching and learning

Strong (Above 80)
How do you evaluate your teacher's knowledge on the subject?
Teacher's punctuality is (arrival in the class)
Part of syllabus completed by teacher before first internals
Part of syllabus completed by teacher before second internals
Your freedom to express doubts in the class
Should improve (Between 75 to 80)
What percentage of the topic taught by teacher do you understand
The teaching aids used by your teacher are
Teacher's ability to maintain discipline in the class is
Your teacher respects you and is concerned in your individual development
Teacher assists me in dealing with difficulties on the topic
Punctuality of your teacher in giving you internal answer papers on time is
Teacher is objective and unbiased in evaluation of papers and in awarding internal marks
Teacher discuss about your progress in studies personally
Do your teacher relate the subject to life situations and current issues
Immediate attention (below 75)
The instructor presents recent developments in the field to the class
Teachers' encouragement for further discussion in person/phone/mail/other social media
Your teacher conducts test papers and assignments periodically (other than internal exams)
Do your teacher motivate you about options on higher studies

Actions:

- ❖ The feedback was downloaded by IQAC and the results were consolidated in department level and also in college level.
- ❖ The individual results were handed over to teachers by Principal and their shortcomings were discussed.
- ❖ The consolidated result of the Department was handed over to Head of the Department to take necessary remedies.
- ❖ The consolidated college result was discussed in the Teachers meeting.

Outcomes

- ❖ It was decided to make further improvement to ICT learning.
- ❖ It was decided to give timely training to teachers on new teaching aids
- ❖ MOODLE Learning Management System for online evaluation and tests were further updated and improved.

CONCLUSION:

Though the overall student's satisfaction was above average, there are some areas which need immediate attention. All these areas have to be seriously taken into consideration for the immediate revival. The college will take up the cases and bring necessary improvement and corrections in the required cases.