

Report of the Student Satisfaction Survey 2023-24

Sri C Achutha Menon Government College, Thrissur

A student satisfaction survey is a tool used to gather feedback from students about their experiences, opinions, and overall satisfaction with their educational institution. This type of survey is valuable for educational institutions, as it provides insights into various aspects of the student experience, helping administrators and educators make informed decisions to enhance the quality of education and student life.

The survey typically covers a range of topics, including academic programs, teaching quality, campus facilities, support services, extracurricular activities, and overall campus atmosphere. By collecting feedback on these areas, institutions can identify strengths, weaknesses, and areas for improvement. Additionally, student satisfaction surveys can contribute to the development of strategic plans, institutional policies, and initiatives that aim to meet the diverse needs of the student body. For the students of the academic year 2023-24, the student satisfaction survey was conducted during may 2024 and the detailed results extracted by analysing the data are shown below under various heads. Majority of the students (more than 80%) were participated in the survey and recorded their opinion in the survey.

1. Details of Participants

1.1 Discipline of the Respondents

Discipline wise details of the students who responded in student satisfaction surveys during the academic year 2023-24 are as shown in Table No.1.

Table 1. Discipline of the Respondent

Discipline	Percentage of Students
Commerce/ Management	38.9
Computer Science	7.5
Economics	2.7
English	26.6
History	4.8
Maths &DS	6.8
Psychology	9.2
Statistics	3.4
Total	100.0

Table No.1 reveals the participation of students according to the strength of the students in various disciplines.

1.2 Course of the Respondents

Table No.2 gives the course wise details of the students who participated in the survey. This also syncs to the number of students in each course (UG and PG).

Table No.2 Course wise details of the respondents

Course	Percentage of Students
PG	21.5
UG	78.5
Total	100.0

1.3 Year of admission of the respondents to the college

The percentage of respondents based on year of admission to the college are depicted in Table No.3. The students in the UG course belong to all three years but in 2022 and 2023 both PG and UG students who were admitted in college in respective years participated in the survey. Therefore, more number of students (42.3% and 49.1% respectively) in those years (Table No.3)

Table No.3 - Year of admission of the respondents to the college

Year of Admission	Percentage of Students
2021	8.5
2022	42.3
2023	49.1
Total	100.0

1.4 Resident status of the respondents

The college provides Ladies hostel for scholars inside the campus itself. The resident status wise details of the respondents are given in Table No. 4.

Resident Status of Scholar	Percentage of Students
Hosteller	18.8
Day-Scholar	81.2
Total	100.0

Majority (81.2%) are day scholars who recorded their opinion in the survey. This number of respondents are also according to the size of population in these two resident categories.

1.5 Gender-wise details of the respondents

The gender-wise details of the respondents of the student satisfaction survey are shown in Table No.5.

Gender	Percentage of Students
Female	75.1
Male	24.9
Total	100.0

Female students represent a higher percentage (75.1%) compared to male students (24.9%). This is because more than 75% of students in the campus are females.

These are the details about the respondents' details who participated in the survey. The details of their opinion about the effectiveness and quality of the teaching-learning process of the institution are explained in coming sessions.

2. Teacher's preparation for the class

Table No. 6 Teacher's preparation level

Preparation level	Percentage of Students
Thoroughly	16.7
Satisfactorily	72.7
Indifferently	3.4
Poorly	7.2
Won't teach at all	0
Total	100.0

Most students perceive their teachers' preparation as satisfactorily (72.7%).

3. Effectiveness of Teacher's communication

Table No. 7. Effectiveness of Teacher's communication

Level of Effectiveness	Percentage of Students
Always effective	43.3
Sometimes effective	38.9
Just satisfactorily	15.4
Generally ineffective	1.4
Very poor communication	1
Total	100.0

A majority of students find the teacher's communication as either always effective (43.3%) or sometimes effective (38.9%).

4. Teaching Approach

Table No. 8 Teaching Approach

Opinion about teaching approach	Percentage of Students
Excellent	18.4
Very good	39.2
Fair	6.8
Good	33.8
Poor	1.7
Total	100.0

The majority of students rate the teaching approach as either very good (39.2%) or good (33.8%).

5. Fairness of the internal evaluation process

Table No. 9 Fairness of the internal evaluation process

Fairness level	Percentage of Students
Always fair	38.9
Usually fair	44
Unfair	2.4
Sometimes fair	14.7
Total	100.0

A significant portion of students finds the internal evaluation process always fair (38.9%) or usually fair (44%).

6. Promotion of internship, student exchange, field visit opportunities for students by the institute

Table No. 10 Promotion of Internship/student exchange/field visit

Frequency of occurrence	Percentage of Students
Regularly	16
Sometimes	23.9
Often	29.7
Rarely	17.4
Never	13
Total	100.0

The institute is perceived to provide opportunities often (29.7%) or sometimes (23.9%) by a substantial number of students.

7. Effectiveness of Teaching and mentoring process for cognitive, social and emotional growth

Table No. 11 Effectiveness of Teaching and mentoring process

Effectiveness Level	Percentage of Students
Significantly	15
Very well	37.9
Moderately	34.5
Marginally	6.5
Not at all	6.1
Total	100.0

A considerable number of students perceive the teaching and mentoring process as very well (37.9%) or moderately (34.5%) effective.

8. Provision of multiple opportunities to learn and grow by the institution

Table No. 12 Provision of multiple opportunities

Opinion about provision of multiple opportunities	Percentage of Students
Strongly agree	13
Agree	45.7
Neutral	31.7
Disagree	6.8
Strongly disagree	2.7
Total	100.0

A majority of students agree (strongly agree + agree) that the institution provides multiple opportunities (58.7%).

9. Awareness of expected competencies, course outcomes and programme outcomes done by teachers

Table No. 13 Awareness given about expected competencies, course outcomes and programme outcomes

Frequency of Occurrence	Percentage of Students
Every time	29.4
Usually	39.6
Occasionally/Sometimes	19.8
Rarely	8.5
Never	2.7
Total	100.0

A substantial number of students are aware of expected competencies, course outcomes, and program outcomes, with 39.6% indicating usually.

10. Follow-up of assignments by mentor

Table No. 14 Follow-up of assignments

Frequency of occurrence	Percentage of Students
Every time	27.6
Usually	44
Occasionally/Sometimes	16.7
Rarely	9.9
I don't have a mentor	1.7
Total	100.0

Most students report that their mentors follow up on assignments either every time (27.6%) or usually (44%).

11. Illustration of concepts through examples and applications

Table No. 15 Illustration of concepts through examples and applications

Frequency of occurrence	Percentage of Students
Every time	31.7
Usually	43.3
Occasionally/Sometimes	16.7
Rarely	6.8
Never	1.4
Total	100.0

A significant number of students report that concepts are illustrated through examples every time (31.7%) or usually (43.3%).

12. Identification of strength of students and provide encouragement

Table No. 16 Identification of strength of students and provide encouragement

Identification / encouragement level	Percentage of Students
Fully	22.9
Reasonably	36.2
Partially	20.8
Slightly	11.9
Unable to	8.2
Total	100.0

A considerable percentage of students feel their strengths are identified and encouraged reasonably (36.2%) or fully (22.9%).

13. Identification of weakness and help to overcome by teachers

Table No. 17 Identification of weakness and help to overcome by teachers

Identification / Helping level	Percentage of Students
Every time	18.1
Never	8.2
Occasionally/Sometimes	20.8
Rarely	20.1
Usually	32.8
Total	100.0

Most students report that teachers usually (32.8%) identify weaknesses and provide help.

14. Institutional engagement for the quality improvement of teaching-learning

Table No. 18 Institutional engagement for the quality improvement of teaching-learning

Opinion of students	Percentage of Students
Strongly agree	11.6
Agree	49.5
Neutral	31.1
Disagree	4.1
Strongly disagree	3.8
Total	100.0

The majority of students agree (strongly agree + agree) that the institution is engaged in quality improvement efforts (61.1%).

15. Use of student centric methods by the institute/ teachers

Table No. 19 Use of student centric methods

Use of student centric methods	Percent
To a great extent	17.1
Moderate	49.5
Somewhat	20.5
Very little	9.9
Not at all	3
Total	100.0

A substantial portion of students believes that student-centric methods are used either somewhat (20.5%) or moderately (49.5%).

16. Encouragement for participating extracurricular activities

Table No. 20 Encouragement for participating extracurricular activities.

Opinion of students	Percentage of Students
Strongly agree	23.9
Agree	41.3
Neutral	26.6
Disagree	5.8
Strongly disagree	2.4
Total	100.0

A significant majority of students agree (strongly agree + agree) that there is encouragement for participating in extracurricular activities (65.2%).

17. Efforts to inculcate soft skills, life skills and employability skills by the institute/ teachers

Table No. 21 Efforts to inculcate soft skills, life skills and employability skills

Opinion of students	Percentage of Students
Moderate	45.1
Not at all	4.4
Somewhat	22.9
To a great extent	18.4
Very little	9.2
Total	100.0

A considerable number of students feel that efforts to inculcate soft skills, life skills, and employability skills are moderate (45.1%) or somewhat (22.9%).

18. Use of ICT tools by Teachers

Table NO. 22 Use of ICT tools by Teachers

Use of ICT tools by Teachers	Percentage of Students
Above 90%	17.1
70 - 89%	34.1
50 - 69%	23.2
30 - 49%	14.7
Below 29%	10.9
Total	100.0

Teachers predominantly use ICT tools at varying levels, with 17.1% using them above 90%.

19. Overall quality of teaching-learning process

Table No. 23 Overall quality of teaching-learning process

Opinion of students	Percentage of Students
Strongly agree	19.8
Agree	52.9
Neutral	21.5
Disagree	3.8
Strongly disagree	2
Total	100.0

The majority of students agree (52.9%) with the overall quality of the teaching-learning process.

20. Conclusion

From these results of the student satisfaction survey 2023-24, we can infer that the majority of the students are highly satisfied in the teaching- learning process, campus facilities, support services, extracurricular activities, and overall campus atmosphere.