

**KURIAKOSE ELIAS COLLEGE, MANNANAM**  
**REPORT ON STUDENT SATISFACTION SURVEY 2019-20**

Student Satisfaction Survey (SSS) was conducted in the online mode among the students of the college during the month of May 2020. In this survey, majority of the questions were as recommended by NAAC. Apart from Teaching-Learning and Evaluation aspects, the survey included the institutional infrastructure and welfare aspects too. The result of this survey is based on the response from 904 students. The results are provided as follows.

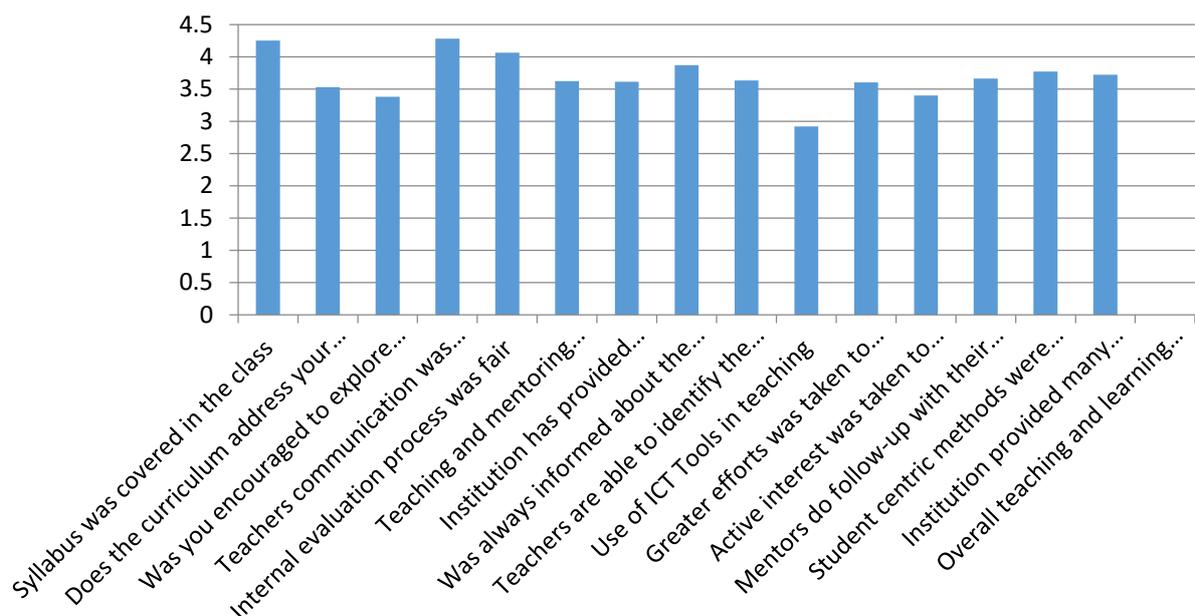
Questions	Total	Strongly Disagree/ Not at All/Very Poor/Unfair/Never	Disagree/ Generally Ineffective/ Usually Unfair /Marginally / Rarely/Very Little	Neutral/ Moderately/ Just Satisfactory/Sometimes Unfair/Sometimes /Somewhat	Agree/Very Well/Effectively/Usually Fair/Usually /Moderate/ Often	Strongly Agree/Significantly/ Always Effective/ Always Fair/Every Time/To a Great Extend/ Regularly	Mean Score
How much of the syllabus was covered in the class?	904	17	51	99	253	484	4.25
By your perception, do you think the curriculum did address your needs?	904	21	49	342	412	80	3.53
Have you been encouraged to explore the subjects beyond the class room session?	904	46	89	320	366	83	3.38
How well were the teachers' able to communicate?	904	7	19	132	301	445	4.28
Fairness of the Internal evaluation process by the teachers	904	20	27	134	420	303	4.06
The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth	904	24	69	271	400	140	3.62
Do you think the institution has provided enough Certificates/Add-on/value added courses	904	55	77	225	355	192	3.61
Teachers inform you about your expected competencies, course outcomes and programme outcomes	904	14	66	195	377	252	3.87
The teachers identify your strengths/ weakness and encourage you with providing right level of challenges	904	42	111	198	336	217	3.63
What percentage of teachers use of ICT Tools while teaching?	904	233	122	158	264	127	2.92
Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work	904	41	113	184	391	175	3.60

The institute takes active interest in promoting internship, student exchange and field visit opportunities for students	904	81	136	234	246	207	3.40
Your mentor does a necessary follow-up with an assigned task to you	904	52	79	195	371	207	3.66
The institution/teacher use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	904	30	75	171	416	212	3.77
The institution provides multiple opportunities to learn and grow	904	19	47	241	456	141	3.72
The overall quality of teaching and learning process in your institute is very good	904	7	29	172	479	217	3.96

### Likert Weightings

- |   |   |
|---|---|
| 1. Strongly Disagree/Not at All/Very Poor/Unfair/Never  | 1 |
| 2. Disagree/Generally Ineffective/Usually Unfair/Marginally/Rarely/Very Little                      | 2 |
| 3. Neutral/Moderately/Just Satisfactorily/Sometimes Unfair/Sometimes /Somewhat                      | 3 |
| 4. Agree/Very Well/Effective/Usually Fair/Usually/Moderate/Often                                    | 4 |
| 5. Strongly Agree/Significantly/Always Effective/Always Fair/Every Time/To a Great Extend/Regularly | 5 |

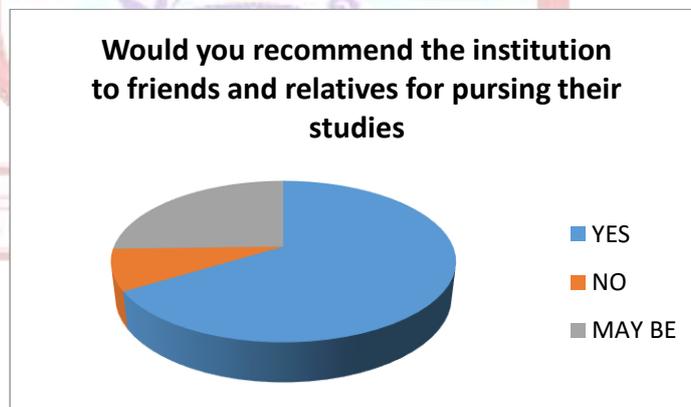
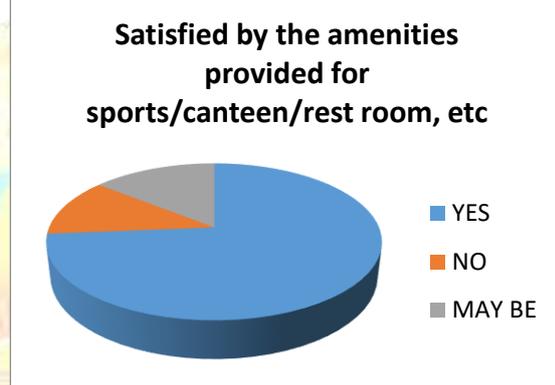
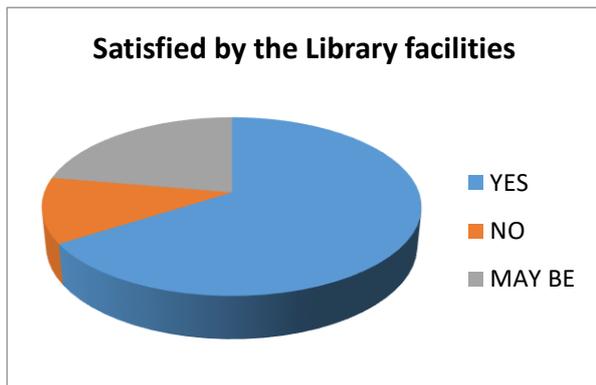
### Mean score



Questions	Total	Strongly Disagree/Not at All/Very Poor/Unfair/Never (%)	Disagree/Generally Ineffective/Usually Unfair/Marginally/Rarely/Very Little (%)	Neutral/Moderately/Just Satisfactory/Sometimes Unfair/Sometimes/Somewhat (%)	Agree/Very Well/Effectively/Usually Fair/Usually/Moderate/Often (%)	Strongly Agree/Significantly/Always Effective/Always Fair/Every Time/To a Great Extend/Regularly (%)	Total (%)
How much of the syllabus was covered in the class?	904	1.88	5.64	10.96	27.98	53.54	100
By your perception, do you think the curriculum did address your needs?	904	2.32	5.42	37.83	45.58	8.85	100
Have you been encouraged to explore the subjects beyond the class room session?	904	5.08	9.85	35.40	40.48	9.19	100
How well were the teachers' able to communicate?	904	0.77	2.10	14.61	33.29	49.23	100
Fairness of the Internal evaluation process by the teachers	904	2.22	2.98	14.82	46.46	33.52	100
The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth	904	2.65	7.63	29.98	44.25	15.49	100
Do you think the institution has provided enough Certificates/Add-on/value added courses	904	6.08	8.51	24.88	39.26	21.23	100
Teachers inform you about your expected competencies, course outcomes and programme outcomes	904	1.54	7.30	21.57	41.70	27.87	100
The teachers identify your strengths/weakness and encourage you with providing right level of challenges	904	4.64	12.27	21.90	37.16	24.00	100
What percentage of teachers use of ICT Tools while teaching?	904	25.80	13.49	17.47	29.20	14.04	100
Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work	904	4.53	12.52	20.35	43.25	19.35	100
The institute takes active interest in promoting internship, student exchange and field visit opportunities for students	904	8.98	15.04	25.88	27.21	22.89	100
Your mentor does a necessary follow-up with an assigned task to you	904	5.78	8.73	21.57	41.03	22.89	100
The institution/teacher use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	904	3.31	8.29	18.91	46.01	23.48	100
The institution provides multiple opportunities to learn and grow	904	2.13	5.19	26.65	50.44	15.59	100
The overall quality of teaching and learning process in your institute is very good	904	0.77	3.20	19.02	52.98	24.03	100

For the following three questions results expressed as-

Question	Total	Yes		No		May Be		Total (%)
		RESPONSES	%	RESPONSES	%	RESPONSES	%	
Are you satisfied with the facilities provided by the library during the course?	904	596	65.92	107	11.83	201	22.25	100
Are you Satisfied with the amenities provided for sports/canteen/rest room, etc	904	666	73.67	109	12.05	129	14.25	100
How likely would you recommend this institution to friends and relatives to pursue their studies	904	599	66.26	75	8.29	230	25.45	100



## **Report of Students Satisfaction Survey 2019-20**

Students Satisfaction Survey (SSS) is one of the mandatory criteria set by National Assessment and Accreditation Council (NAAC) in the assessment and accreditation process. The Institutional SSS regarding teaching learning process and student support facilities in the college was conducted online with the help of Google Form during the month of May 2020. The survey includes 19 competency-based questions, responses to which are given anonymously by students of the institution. They can also give suggestions in the space provided. The observations /outcomes of SSS are as follows:

1. The students gave higher response for the efforts taken by teachers to complete the syllabus.
2. Students are satisfied with the curriculum that it does address their needs and provides them with the opportunity to explore the subjects beyond the class room.
3. The students highly appreciated the way in which the teachers were able to communicate, identify the strengths/weakness, informing about expected competency, course and programme outcomes and also the fairness in internal evaluation process.
4. Students' express satisfaction towards mentoring process which facilitated them in their cognitive, social and emotional growth and also the efforts made by the institution to inculcate soft skills, life skills, employability skills, etc.
5. Students acknowledged that the institution do provide enough Certificate/Add-on-Course and uses students centric methods, participative learning, etc. for enhanced learning experiences.
6. Infrastructural facilities including library, laboratory, canteen, indoor/outdoor stadium, etc. provided by the institution have been found satisfactory in the survey.

The SSS has also pointed out few grey areas where the College/Teachers/Departments do have the scope for enhancement in quality of education. They are as follows:

1. Enhance the use of ICT tools among the teachers for better learning experience.
2. Needs to take more efforts towards promoting internship, field visit and industry-institute interaction.
3. Extend the library timing and update the collections.

## Action Taken Report

Suggestions for Improvement	Action Taken
1. Enhance the use of ICT tools among the teachers for better learning experience.	1. Teachers initiated ICT enabled teaching learning process by employing tools such as google class room, moodle, telegram, youtube, kahoot etc.
2. Needs to take more efforts towards promoting internship, field visit and industry-institute interaction.	2. Initiated efforts to promote internships, field visit and industry- institute interaction
3. Extend the library timing and update the collections.	3. Library timings extended from 8.30 a.m to 4.30 p.m. 323 text books and 300 e books added to library collection



Principal



IQAC Coordinator

