

MANNANIYA COLLEGE OF ARTS AND SCIENCE
PANGODE, THIRUVANANTHAPURAM

REPORT ON
STUDENT SATISFACTION SURVEY 2023 – 2024
(Teaching – Learning and Evaluation)



CONDUCTED BY
INTERNAL QUALITY ASSURANCE CELL

NOVEMBER 2023

PREFACE

Mannaniya College of Arts and Science, a minority-aided institution affiliated to the University of Kerala, empowers its excellency by providing quality education integrated with technology-equipped state-of-the-art infrastructure and learning resources to cultivate a knowledge-based society for the next generation. In fostering a vibrant hub of academic excellence, the College places immense value on feedback from students who play a vital role in shaping the future.

The IQAC of Mannaniya College conducted an online Student Satisfaction Survey for the academic year 2023-2024 based on several facets of the teaching-learning process to ensure and uphold quality education for the student community. Through the survey, we focused on tailoring our academic programs, support services, and infrastructure to better meet the needs and aspirations of the student body.

The report summarizes the fetched responses gathered from 223 students comprising 86 boys and 137 girls enrolled in second and third-year UG Programmes from all five departments. It is hoped that the extended analysis of the survey responses will provide actionable insights for the college administration to strengthen its academic and support services, enhance student engagement, and cultivate a more enriching learning environment.

We sincerely express our deep gratitude to all participating students for their valuable feedback and to the administration and the departments for facilitating the same. All stakeholders: students, faculty and administration of the college are deeply committed to its betterment and fostering a vibrant academic environment; this report is a small testament to that commitment.

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1. STUDENT SATISFACTION SURVEY

The Student Satisfaction Survey is a crucial tool endorsed by the National Assessment and Accreditation Council (NAAC) to gauge student satisfaction levels and understand their needs and aspirations. Moreover, SSS is not just a routine assessment but a valuable tool for colleges and other educational institutions to systematically assess the efficacy of their educational services and identify areas for improvement.

The Student Satisfaction Survey consists of a total of twenty-one questions in the questionnaire covering a wide array of skills involved in the teaching-learning and evaluation processes. Twenty of the twenty-one questions are objective based on the Likert scale, while one question is open ended to elicit observations and suggestions for improvements.

Questionnaires were sent through the link <https://surveyheart.com/form/63ed747524995107546b05cf> to mail IDs and responses from students were recorded. The inference from the feedback is analysed thoroughly by the appellate authorities and corrective measures are implemented.

2. QUESTIONNAIRE

The questionnaire covers diverse skills varying from teaching skills of the teacher, technical knowledge, effectiveness of communication, preparedness, doubt-clearing skills and use of ICT, to the overall approach to the educational process like motivation, interpersonal relationships, feedback, dynamically modifying teaching methodology to help weak students etc.,

The Questionnaire is based on the Likert scale on a graded marking system. The student's response is based on a scale of 0 to 4. The highest positive response is rated as 4 and the lowest negative response is rated as 0. This removes the binary forced approach and provides a more comfortable wider range for students to register their opinions. A numeric score is calculated as the overall mean as the key indicator within the framework of SSS.

3. CRITERION INDICATOR

SL. No.	Questions
1.	How much of the syllabus was covered in the class?
2.	How well did the teachers prepare for the classes?
3.	How well were the teachers able to communicate?
4.	The teacher's approach to teaching can best be described as
5.	Fairness of the internal evaluation process by the teachers
6.	Was your performance in assignments discussed with you?
7.	The institute takes an active interest in promoting internship, student exchange, and field visit opportunities for students.
8.	The function of the mentoring system in your institute can be termed as
9.	The institution provides multiple opportunities to learn and grow.
10.	Teachers inform you about your expected competencies, course outcomes and programme outcomes.
11.	Your mentor does a necessary follow-up with an assigned task for you.
12.	The teachers illustrate the concepts through examples and applications.
13.	The teachers identify your strengths and encourage you by providing the right level of challenges.
14.	Teachers are able to identify your weaknesses and help you to overcome them.
15.	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching-learning process.
16.	The institute/ teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies to enhance learning experiences.
17.	Teachers encourage you to participate in extracurricular activities.
18.	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.
19.	What percentage of teachers use ICT tools such as LCD projectors, Multimedia, etc. while teaching?
20.	The overall quality of the teaching-learning process in your institute is good.

4. OVERVIEW OF THE ANALYSIS

223 responses were received from students across all disciplines offered by the college.

Total number of respondents: 223

Total number of female respondents: 137

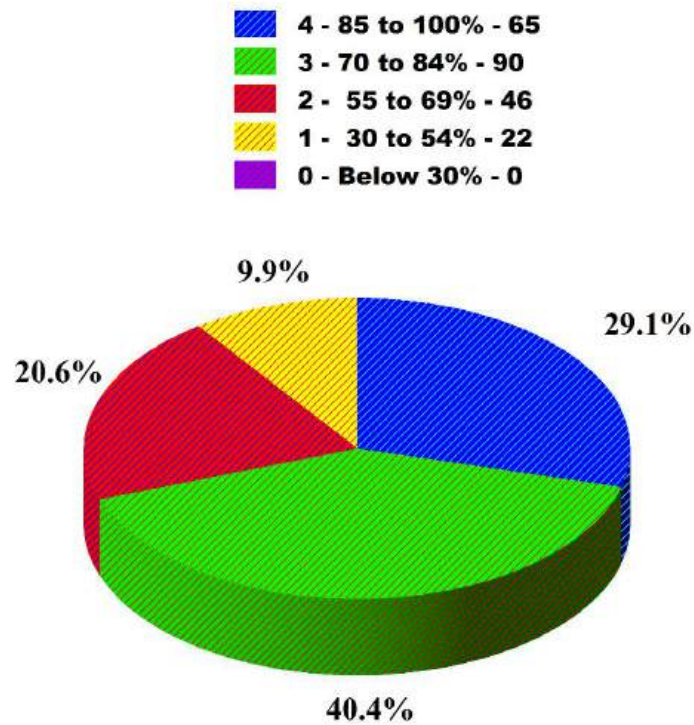
Total number of male respondents: 86

Total number of 4th-semester respondents: 127

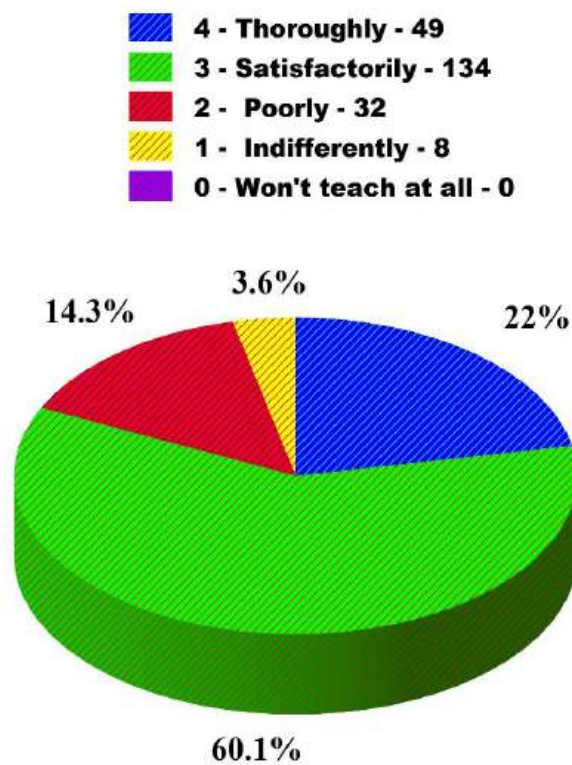
Total number of 6th-semester respondents: 96

5. QUESTION – WISE ANALYSIS OF RESPONSE DATA

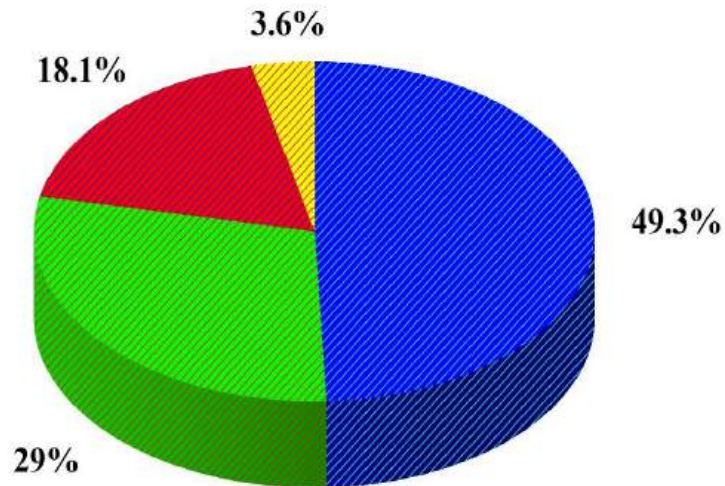
1. How much of the syllabus was covered in the class?



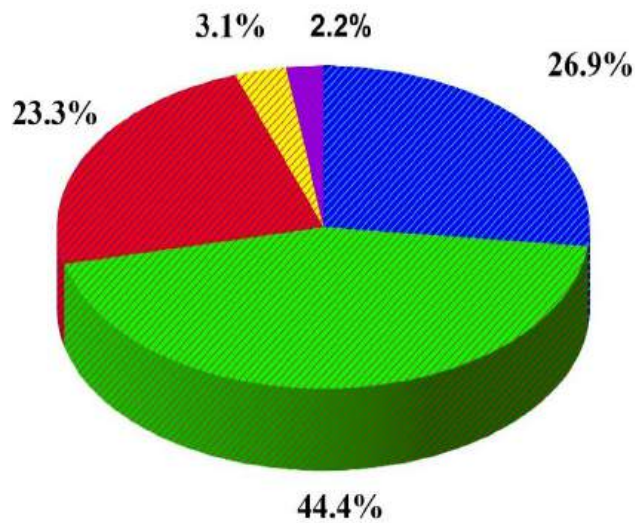
2. How well were the teachers able to communicate



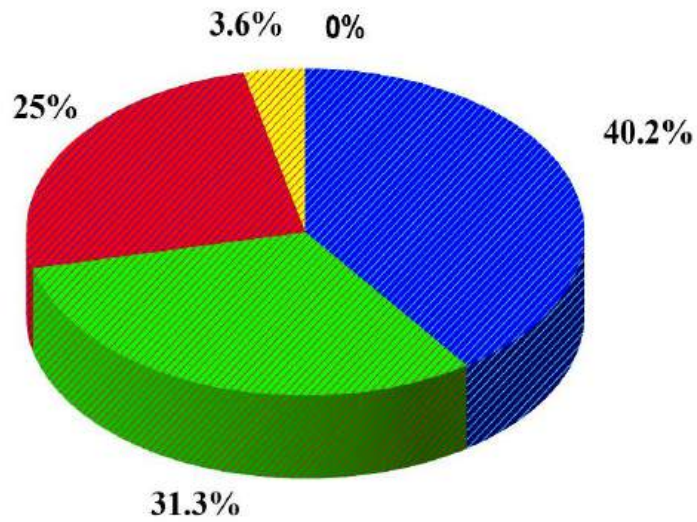
3. How well were the teachers able to communicate?



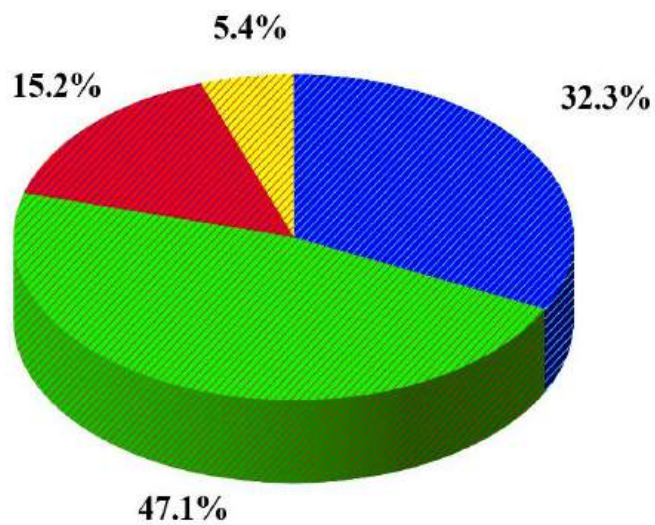
4. The teacher's approach to teaching can best be described as



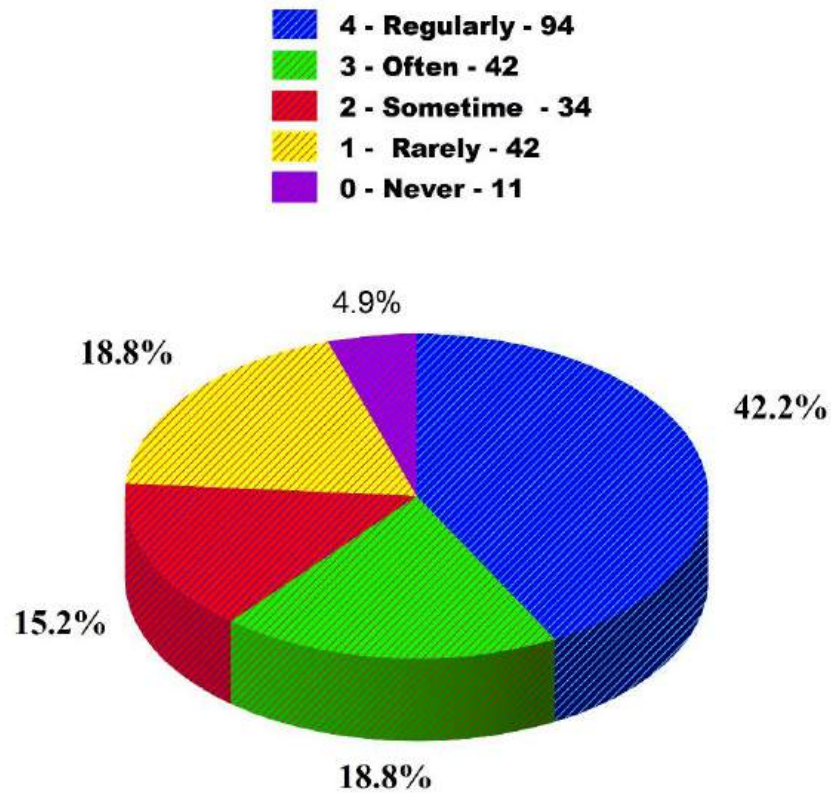
5. Fairness of the internal evaluation process by the teachers



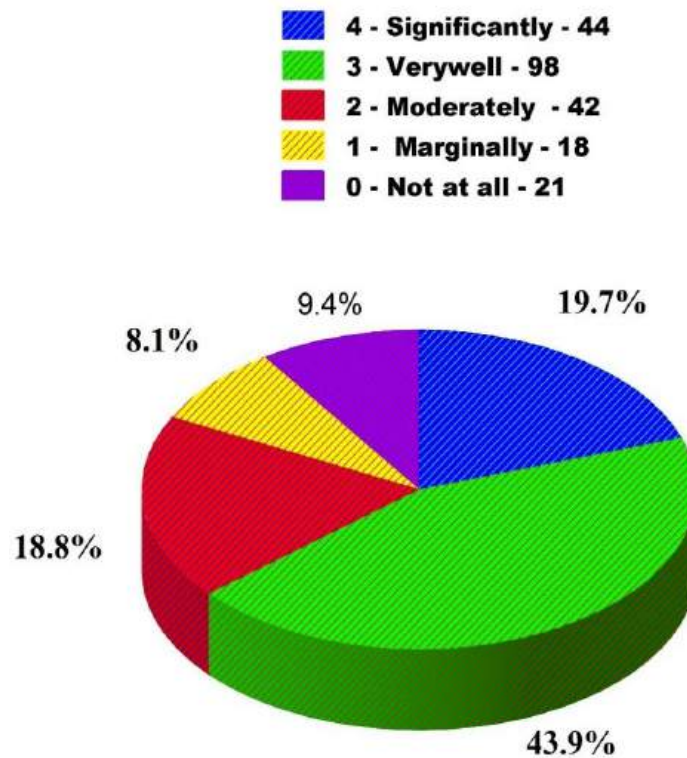
6. Was your performance in assignments discussed with you?



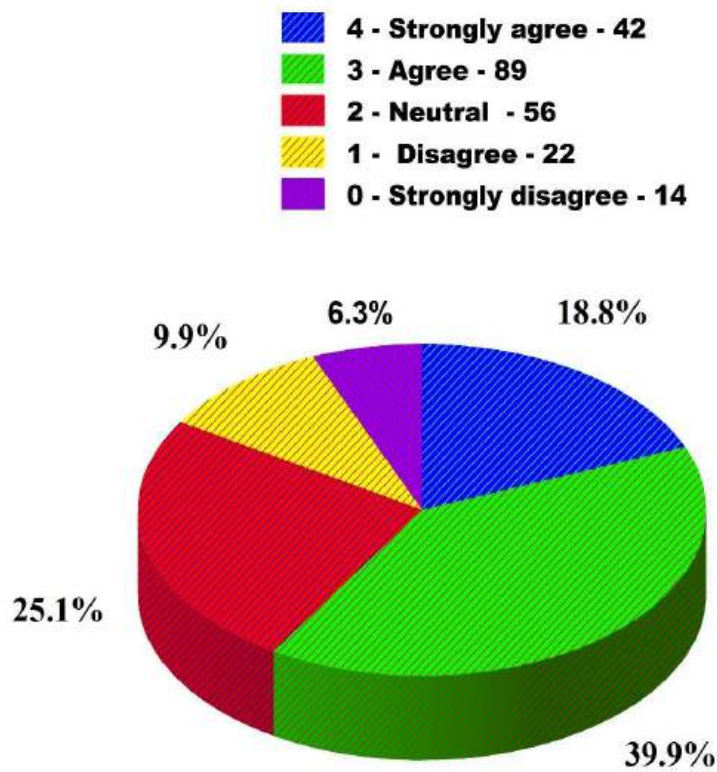
7. The institute takes an active interest in promoting internship, student exchange, and field visit opportunities for students



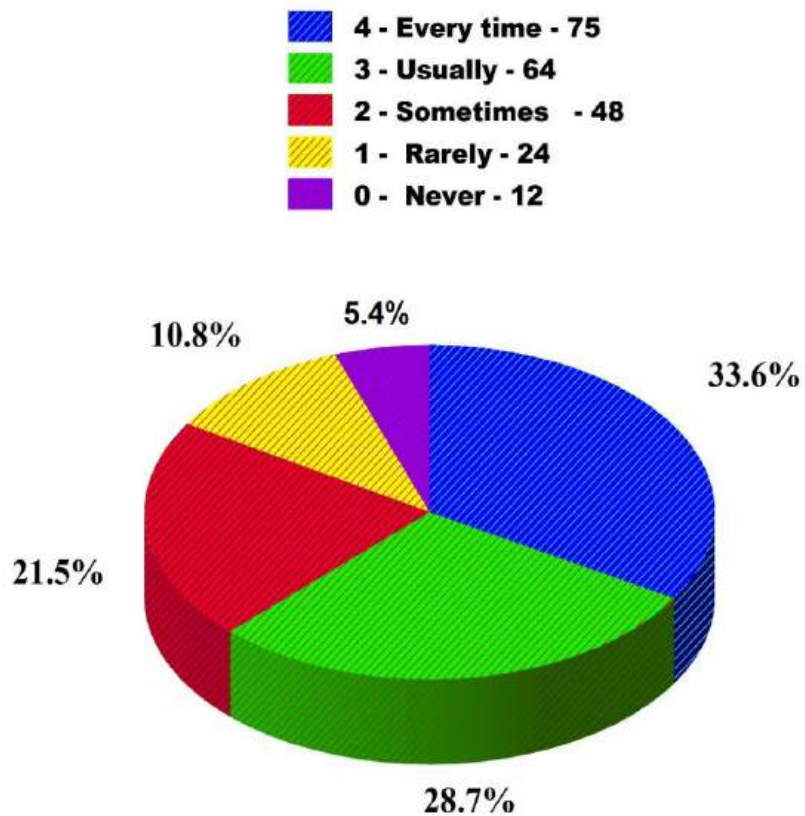
8. The function of the mentoring system in your institute can be termed as



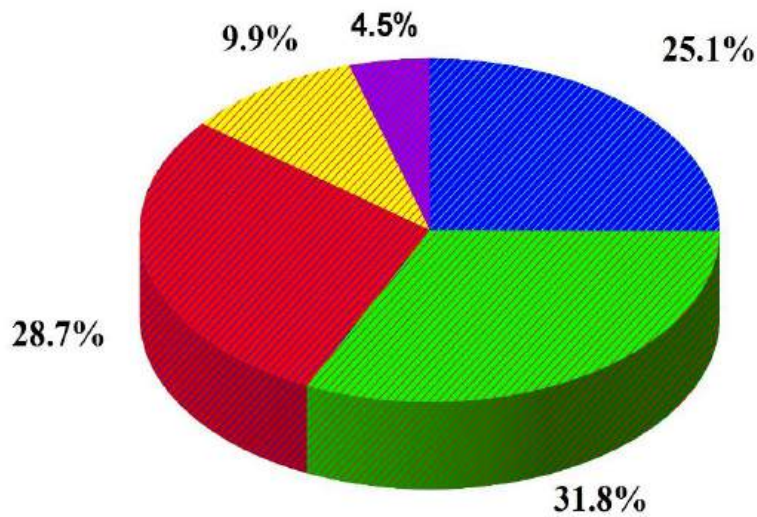
9. The institution provides multiple opportunities to learn and grow



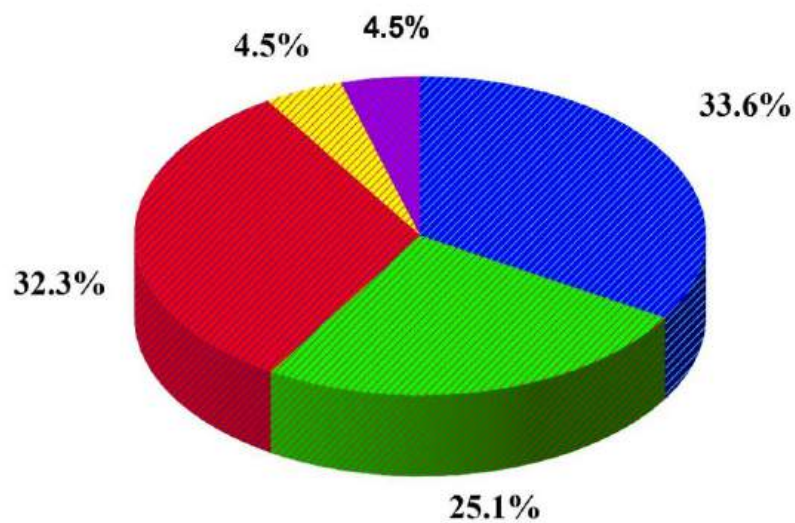
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes



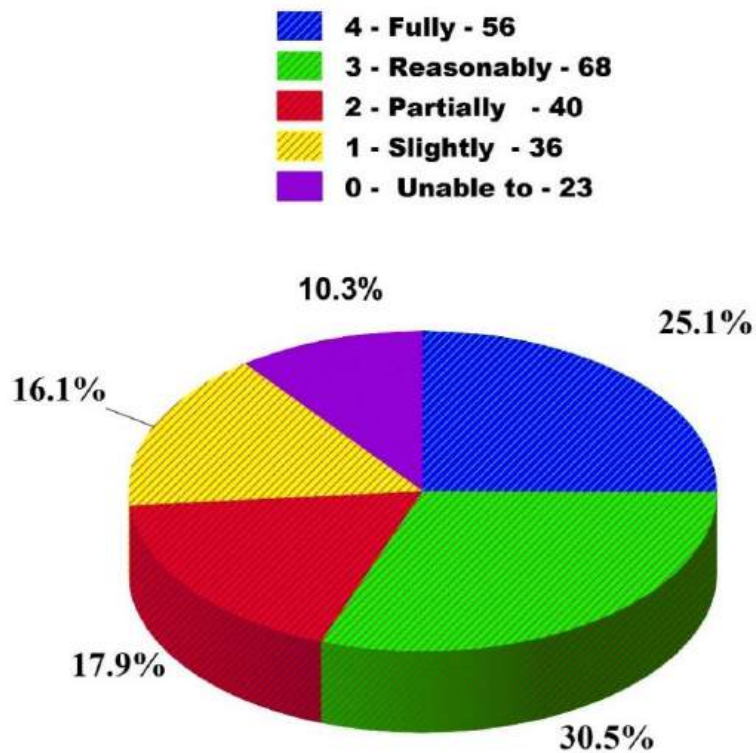
11. Your mentor does a necessary follow-up with an assigned task for you



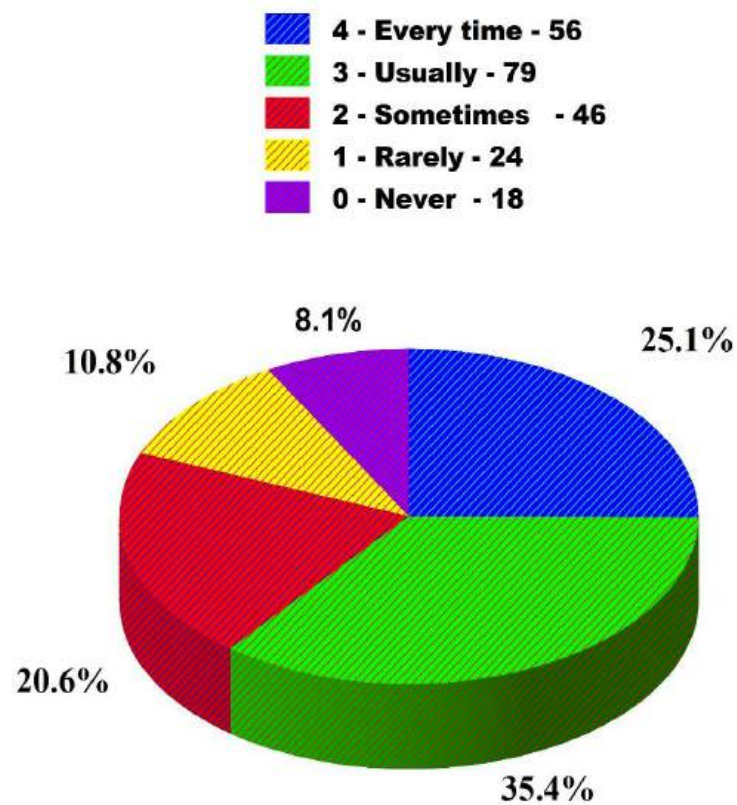
12. The teachers illustrate the concepts through examples and applications



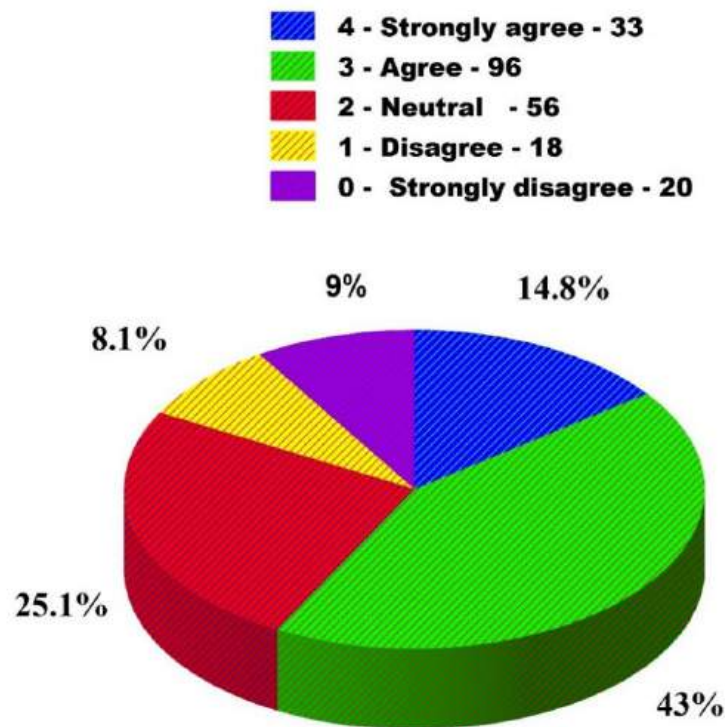
13. The teachers identify your strengths and encourage you by providing the right level of challenges



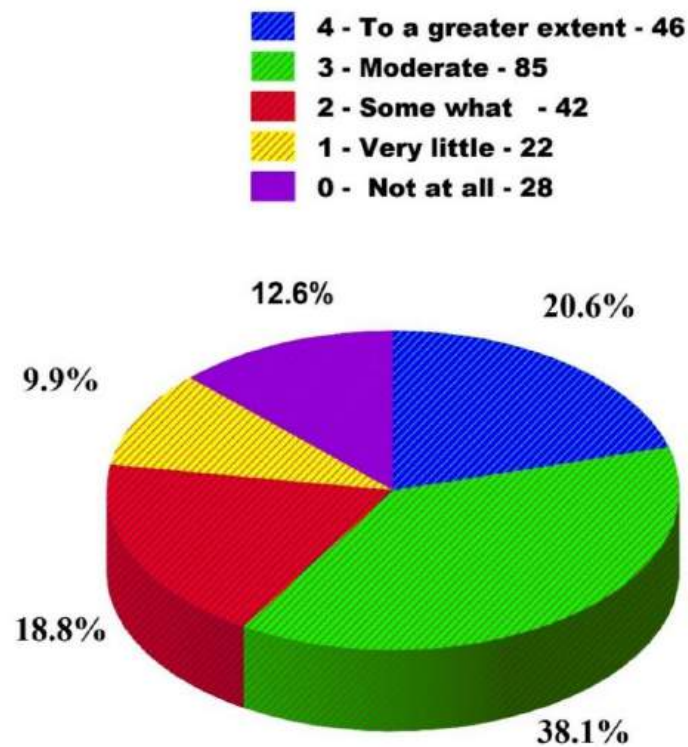
14. Teachers are able to identify your weaknesses and help you to overcome them



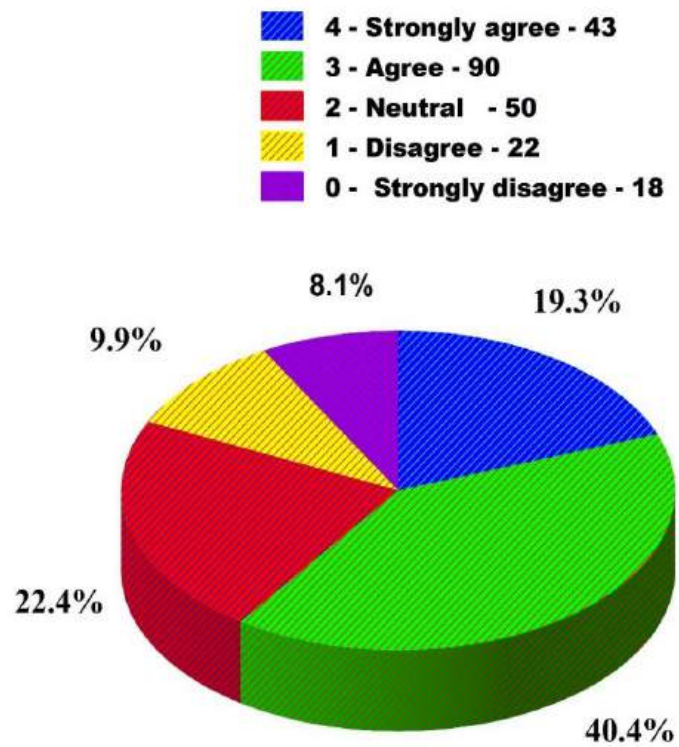
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching-learning process



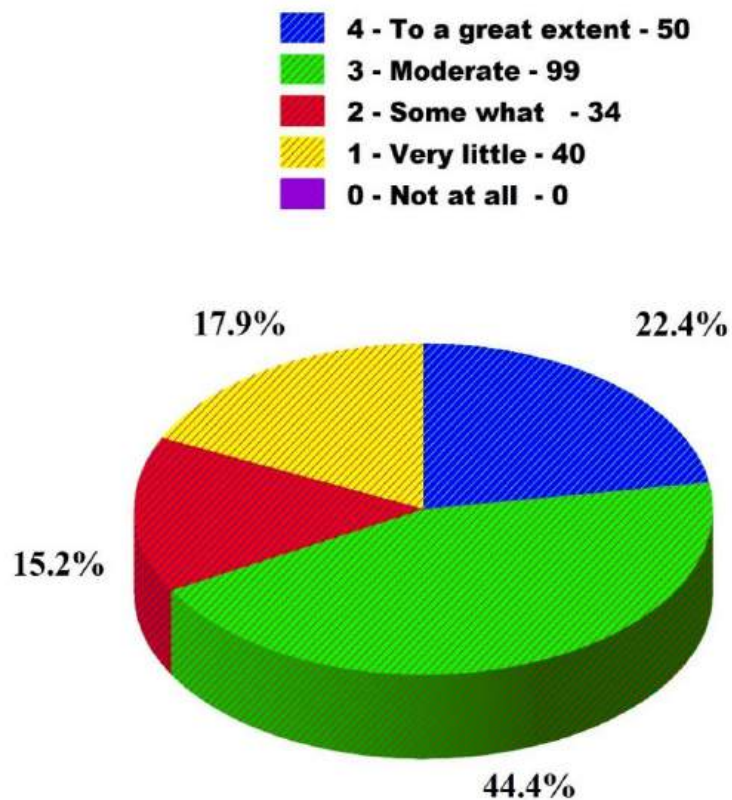
16. The institute/ teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies to enhance learning experiences



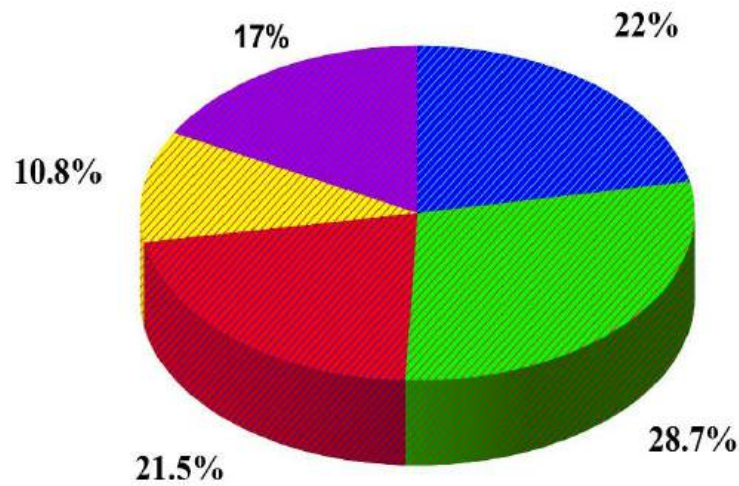
17. Teachers encourage you to participate in extracurricular activities



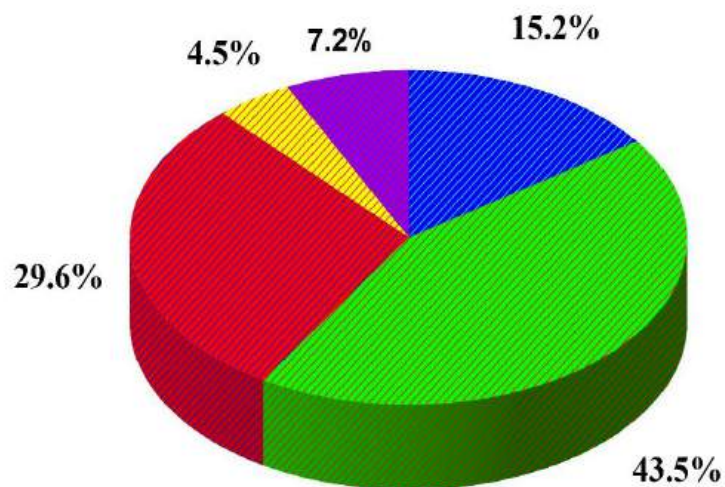
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



19. What percentage of teachers use ICT tools such as LCD projectors, Multimedia, etc. while teaching?



20. The overall quality of the teaching-learning process in your institute is very good



6. STUDENTS' OBSERVATIONS AND SUGGESTIONS

Most of the students are happy with the teaching, learning and evaluation processes at the College. The suggestions for improvement from students' corner for future growth are as follows

- a) Require more interaction between students and teachers.
- b) More counselling with guidance to enhance the skills of the students.
- c) Provide more simplified lectures.
- d) Require more revisions for lessons.
- e) Some lectures are not loud enough and a bit fast.
- f) Propose more industrial visits.
- g) Provide internships to students.
- h) In some subjects, explanations are not properly given which can be improved in the coming session.
- i) Mostly, teachers are good and sincere in their duties.
- j) Give information to students properly.
- k) Provide a college bus for travelling.
- l) Teaching is overall good, however, lets students participate in certain programs to show their talent and refresh their minds as well as excite them to learn more.
- m) Use better graphic and visual media to engage students well.
- n) Teachers are expected to use more ICT tools.
- o) More Field Trips and Career Guidance are required for better knowledge.
- p) More equipment is required in the physical education department to maintain the fitness of health of students.
- q) More drinking water facilities can be made available on each floor.
- r) Improvement of internet facilities of the college, particularly in the library is essential.
- s) Washrooms and toilets are not hygienic.
- t) Need to change and improve the canteen facility.

7. ANALYSIS OF STUDENTS' SATISFACTION SURVEY 2023 – 2024

4 – Excellent, 3 – Good, 2- Average, 1- Below average, 0 - Poor

Criteria	Scale Rating										Mean
	4		3		2		1		0		
	Respondent	Percentage	Respondent	Percentage	Respondent	Percentage	Respondent	Percentage	Respondent	Percentage	
1	65	29.1	90	40.4	46	20.6	22	9.9	0	0	2.89
2	49	22	134	60.1	32	14.3	8	3.6	0	0	3.00
3	109	49.3	64	29	40	18.1	10	3.6	0	0	3.22
4	60	26.9	99	44.4	52	23.3	7	3.1	5	2.2	2.91
5	90	40.2	70	31.3	56	25	8	3.6	0	0	3.09
6	72	32.3	105	47.1	34	15.2	12	5.4	0	0	3.06
7	94	42.2	42	18.8	34	15.2	42	18.8	11	4.9	2.74
8	44	19.7	98	43.9	42	18.8	18	8.1	21	9.4	2.57
9	42	18.8	89	39.9	56	25.1	22	9.9	14	6.3	2.55
10	75	33.6	64	28.7	48	21.5	24	10.8	12	5.4	2.74
11	56	25.1	71	31.8	64	28.7	22	9.9	10	4.5	2.63
12	75	33.6	56	25.1	72	32.3	10	4.5	10	4.5	2.79
13	56	25.1	68	30.5	40	17.9	36	16.1	23	10.3	2.44
14	56	25.1	79	35.4	46	20.6	24	10.8	18	8.1	2.59
15	33	14.8	96	43	56	25.1	18	8.1	20	9	2.47
16	46	20.6	85	38.1	42	18.8	22	9.9	28	12.6	2.44
17	43	19.3	90	40.4	50	22.4	22	9.9	18	8.1	2.53
18	50	22.4	99	44.4	34	15.2	40	17.9	0	0	2.71
19	49	22	64	28.7	48	21.5	24	10.8	38	17	2.28
20	34	15.2	97	43.5	66	29.6	10	4.5	16	7.2	2.46
Total	1198	537.3	1660	744.5	958	429.2	401	179.2	244	109.5	54.1
Average	59.9	26.87	83	37.2	47.9	21.46	20.1	8.96	12.2	5.48	2.71

The overall mean of **2.71** within the scale (0 – 4) indicates the students' overall satisfaction level with teaching, learning and evaluation provided by the college is almost good.

8. ACTIONS TAKEN ON THE REPORT

1. The appellate authorities analysed the fetched responses thoroughly and implemented corrective measures.
2. IQAC arranged virtual talks, seminars and webinars to hone the skills of the students.
3. The infrastructure of the campus was rearranged as per the needs of the student community.
4. Efforts are being made for interdisciplinary research projects.
5. The remedial classes were arranged primarily for slow learners.
6. Teaching-learning process is being made more effective with more innovative methods and it is being monitored with the help of a proper mechanism.

9. CONCLUSION

The survey serves as motivation for continued efforts aimed at not only maintaining but also improving student satisfaction levels. This commitment to continuous improvement, driven by student feedback, will ensure that the institution remains a leader in providing a high-quality education that meets the evolving needs and expectations of its student body.