

**CHRIST COLLEGE (AUTONOMOUS),
IRINJALAKUDA**



STUDENTS' SATISFACTION SURVEY REPORT

2018-19

STUDENT SATISFACTION SURVEY 2018-19

METHODOLOGY:

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 and was given to students to fill. 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 were asked 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

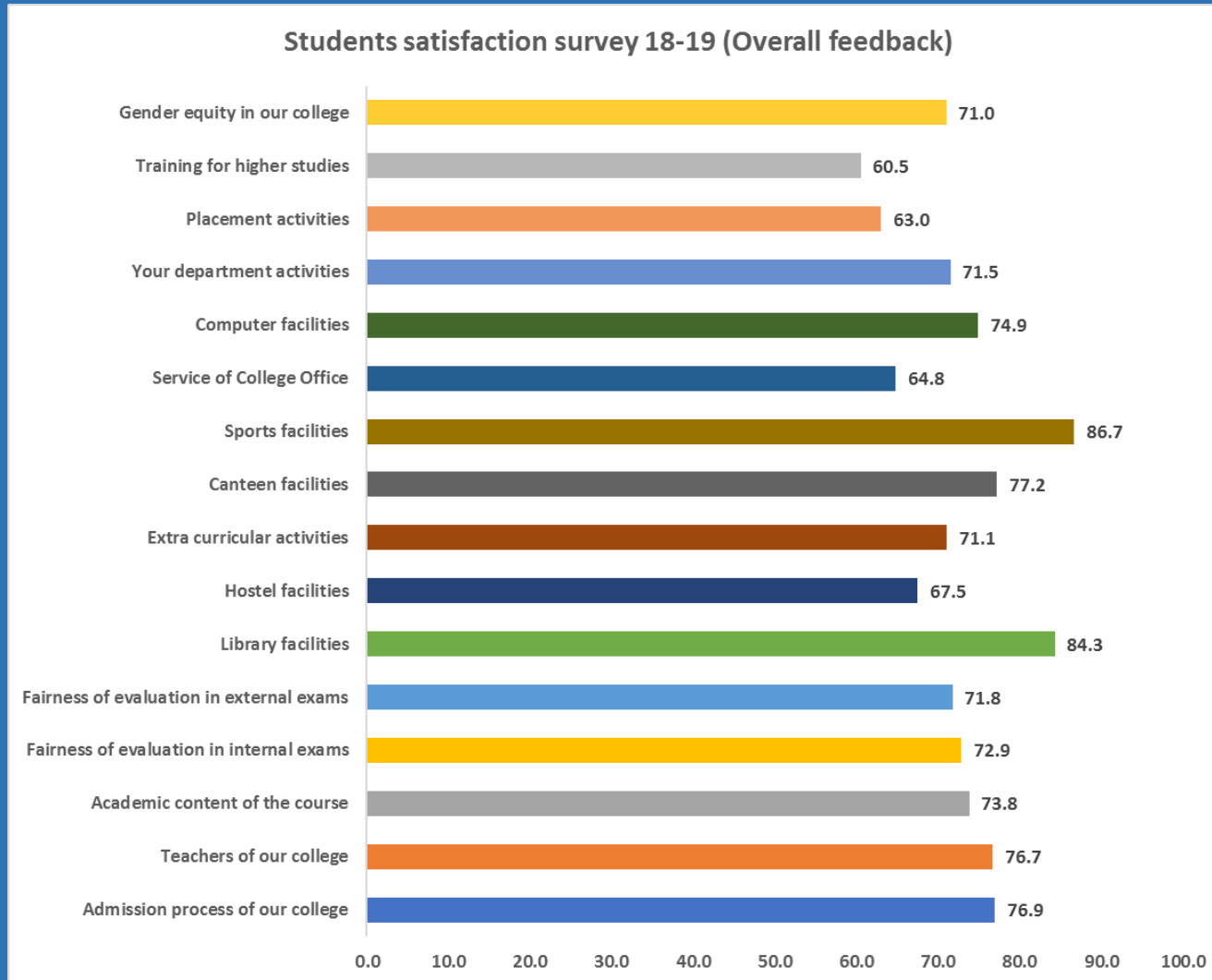
Number of respondents: 756

Students Satisfaction Survey (2018-19)

CHRIST COLLEGE (AUTONOMOUS)

Overall Students Satisfaction.

No of respondents 756



Students Satisfaction Survey (2018-19)

CHRIST COLLEGE (AUTONOMOUS)

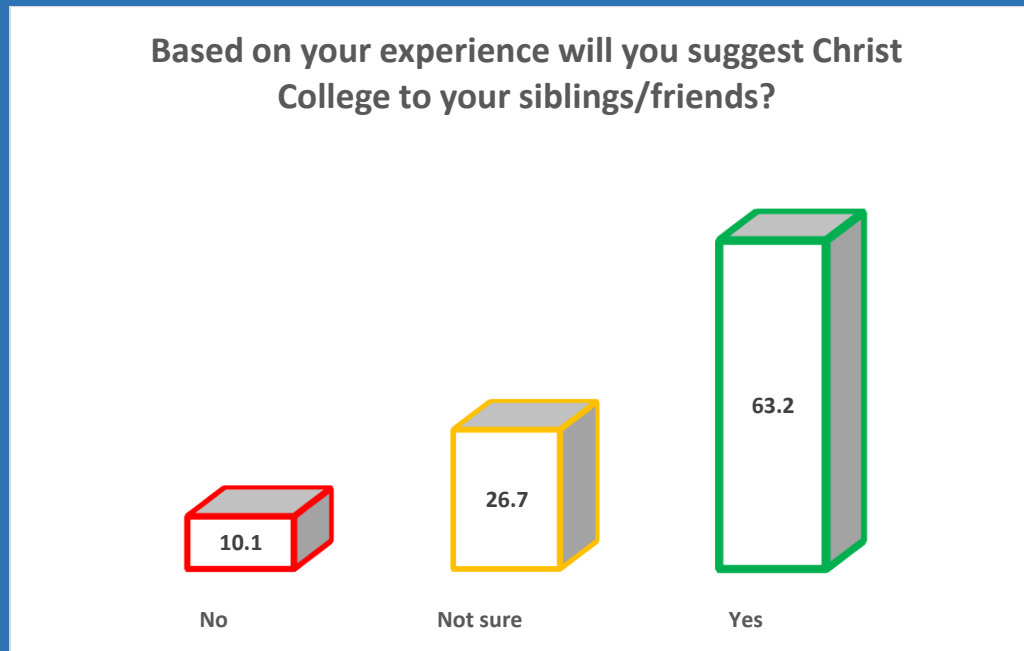
Students Satisfaction on teaching & learning

Students evaluation on teachers (2018-19)



Students Satisfaction Survey (2018-19)

CHRIST COLLEGE (AUTONOMOUS)



IQAC COORDINATOR

PRINCIPAL

FEEDBACK ANALYSIS

Overall feedback

| Parameters/Questions | Marks |
|--|-------|
| Gender equality in our college | 71.0 |
| Training for higher studies | 60.5 |
| Placement activities | 63.0 |
| Your department activities | 71.5 |
| Computer facilities | 74.9 |
| Service of college office | 64.8 |
| Sports facilities | 86.7 |
| Canteen facilities | 77.2 |
| Extra-curricular activities | 71.1 |
| Hostel facilities | 67.5 |
| Library facilities | 84.3 |
| Fairness of evaluation in external exams | 71.8 |
| Fairness of evaluation in internal exams | 72.9 |
| Academic content of the course | 73.8 |
| Teachers of our college | 76.7 |
| Admission process of our college | 76.9 |

Students' Satisfaction on teaching and learning

| Parameters/Questions | Marks |
|---|-------|
| How do you evaluate your teacher's knowledge on the subject | 81.95 |
| Teacher's punctuality is (arrival in the class) | 83.08 |
| What percentage of the topic taught by teacher do you understand | 77.07 |
| Part of syllabus completed by teacher before first internals | 81.82 |
| Part of syllabus completed by teacher before second internals | 81.75 |
| The teaching aids used by your teacher are | 75.24 |
| Teacher's ability to maintain discipline in the class is | 77.23 |
| Your teacher respects you and is concerned in your individual development | 75.50 |
| Teacher assists me in dealing with difficulties on the topic | 75.89 |
| The instructor presents recent developments in the field to the class | 74.46 |
| Your freedom to express doubts in the class is | 80.65 |

| | |
|---|-------|
| Teachers' encouragement for further discussion in person/phone/mail/other social media | 73.34 |
| Your teacher conducts test papers and assignments periodically(other than internal exams) | 74.20 |
| Punctuality of your teacher in giving you internal answer papers on time is | 78.38 |
| Teacher is objective and unbiased in evaluation of papers and in awarding internal marks | 79.33 |
| Teacher discuss about your progress in studies personally | 72.79 |
| Do your teacher motivate you about options on higher studies | 74.70 |
| Do your teacher relate the subject to life situations and current issues | 75.81 |

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) |
| Canteen facilities |
| Teachers of our college |
| Admission process of our college |
| Immediate attention (below 75) |
| Computer facilities |
| 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 |
| 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) |
| Teacher discuss about your progress in studies personally |
| 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.
- ❖ The consolidated college result was discussed in the Teachers meeting.

Outcomes

- ❖ It was decided to give more thrust and improvement to ICT learning.
- ❖ Teachers should improve their expertise on the usage of teaching aids
- ❖ Teachers should attend more faculty development programs or short-term courses.
- ❖ Improve the use of MOODLE Learning Management System for online evaluation and tests.

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.