CHRIST COLLEGE (AUTONOMOUS), IRINJALAKUDA

STUDENT SATISFACTION SURVEY 2020-21

ANALYSIS, RESULTS AND ACTION TAKEN

IQAC

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METHODOLOGY:

Students Satisfaction Survey (SSS) was conducted among the students of the college through the students iqac (SIQAC). The questionnaire has been framed based on NAAC guidelines and was deployed in a google form. The students were permitted to remain anonymous to receive frank responses. The form was made available to students for 10 days (16th March 21 to 25th March 21). The data analysis team of IQAC conducted the detailed analysis on the survey responses.

Responses were graded on a Likert scale of 0 to 4. The obtained results were exported to Microsoft excel for detailed analysis. The number of responses were converted to percentages for better perception. The data was pivoted to obtain the batch wise results. The batch wise results were imported to R console to perform the Kruskal Wallis Rank sum test. Microsoft power bi was used for data visualization and drill down.

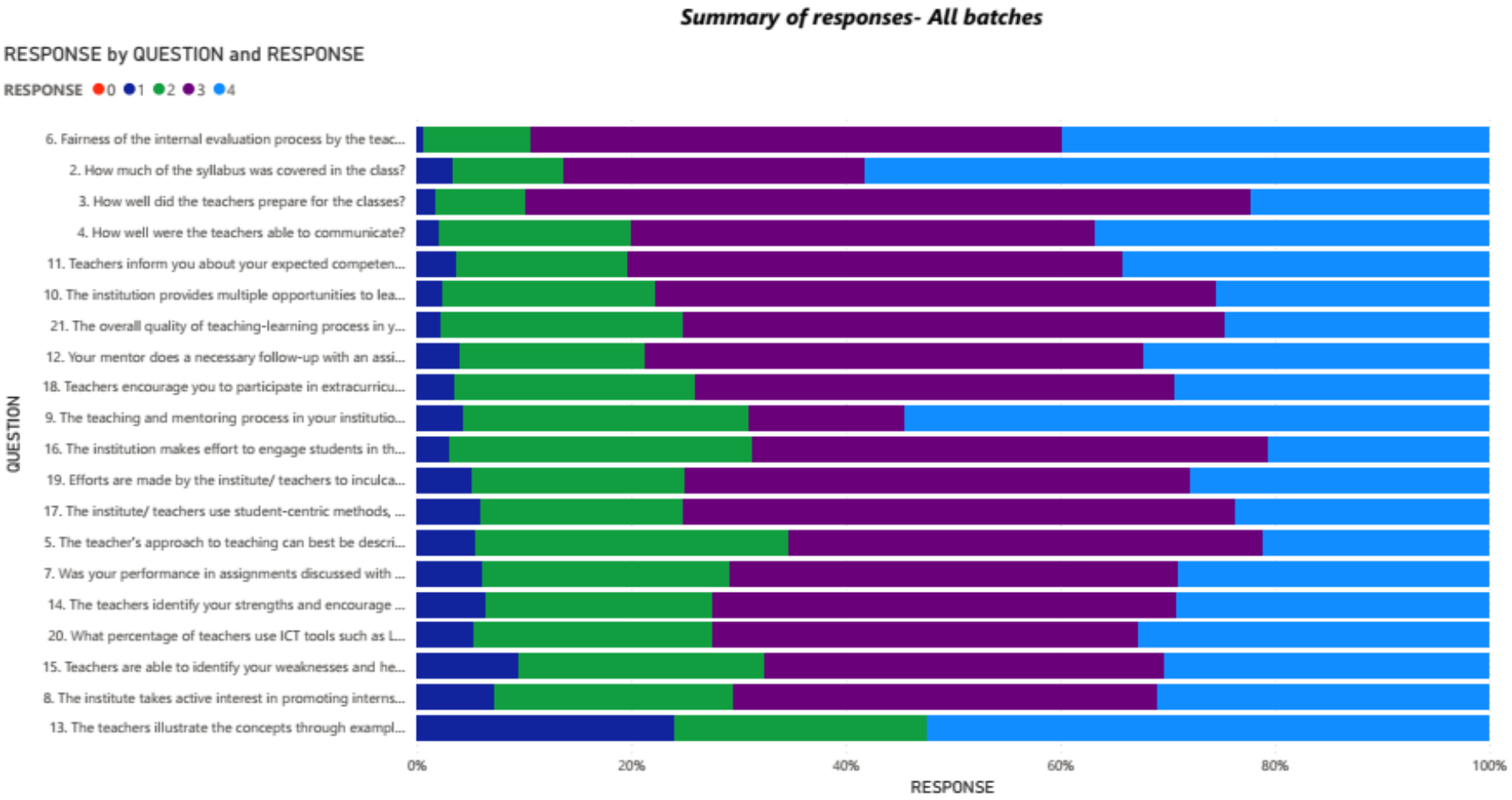
NUMBER OF RESPONSES

A total of 1177 responses were received. Number of respondents from each batch are enlisted below.

Batch	No of Responses
1st Semester P.G.	61
1st Semester U.G.	604
3rd Semester U.G.	371
4th semester P.G.	31
6th Semester U.G.	110
Total	1177

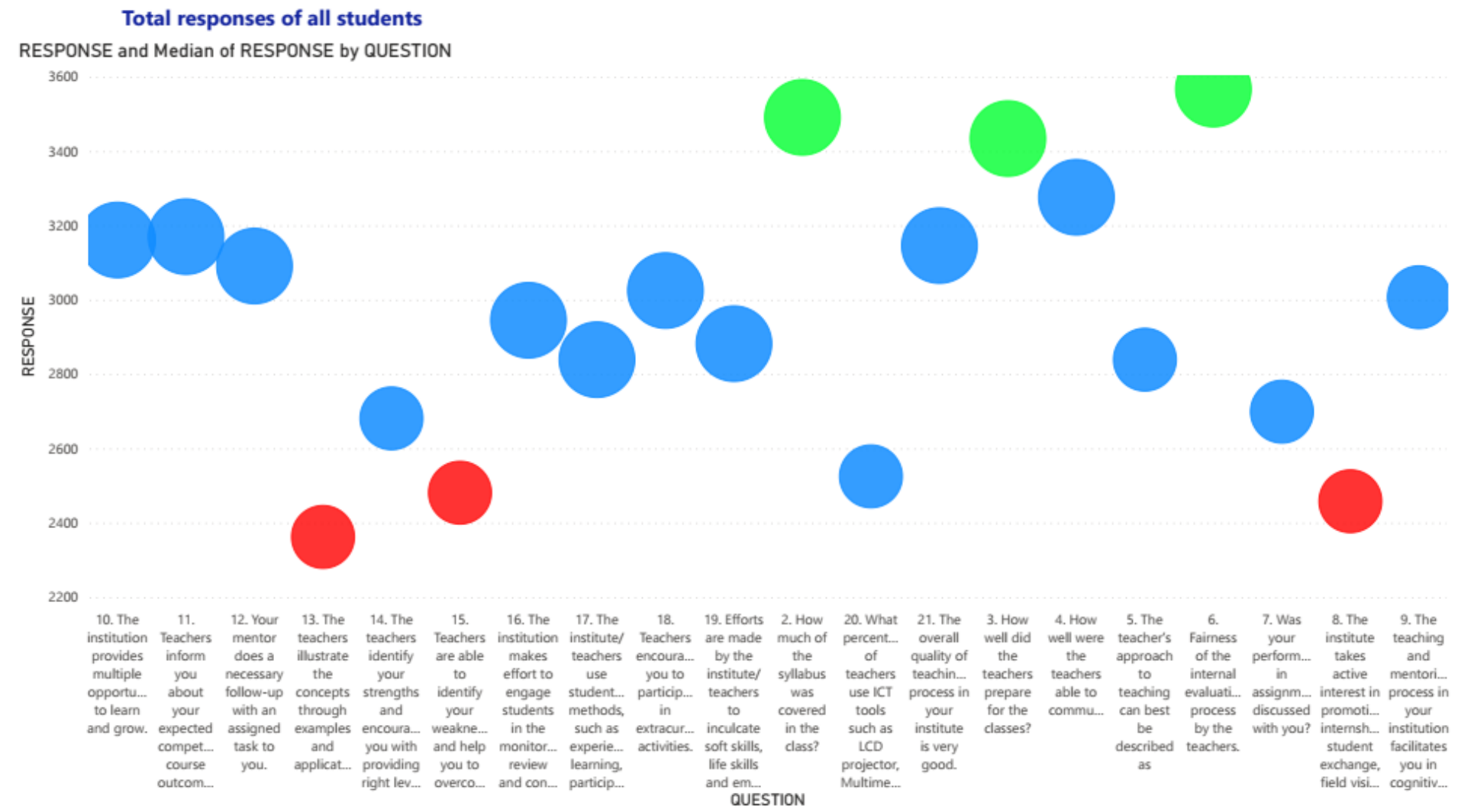
SUMMARY OF RESPONSES

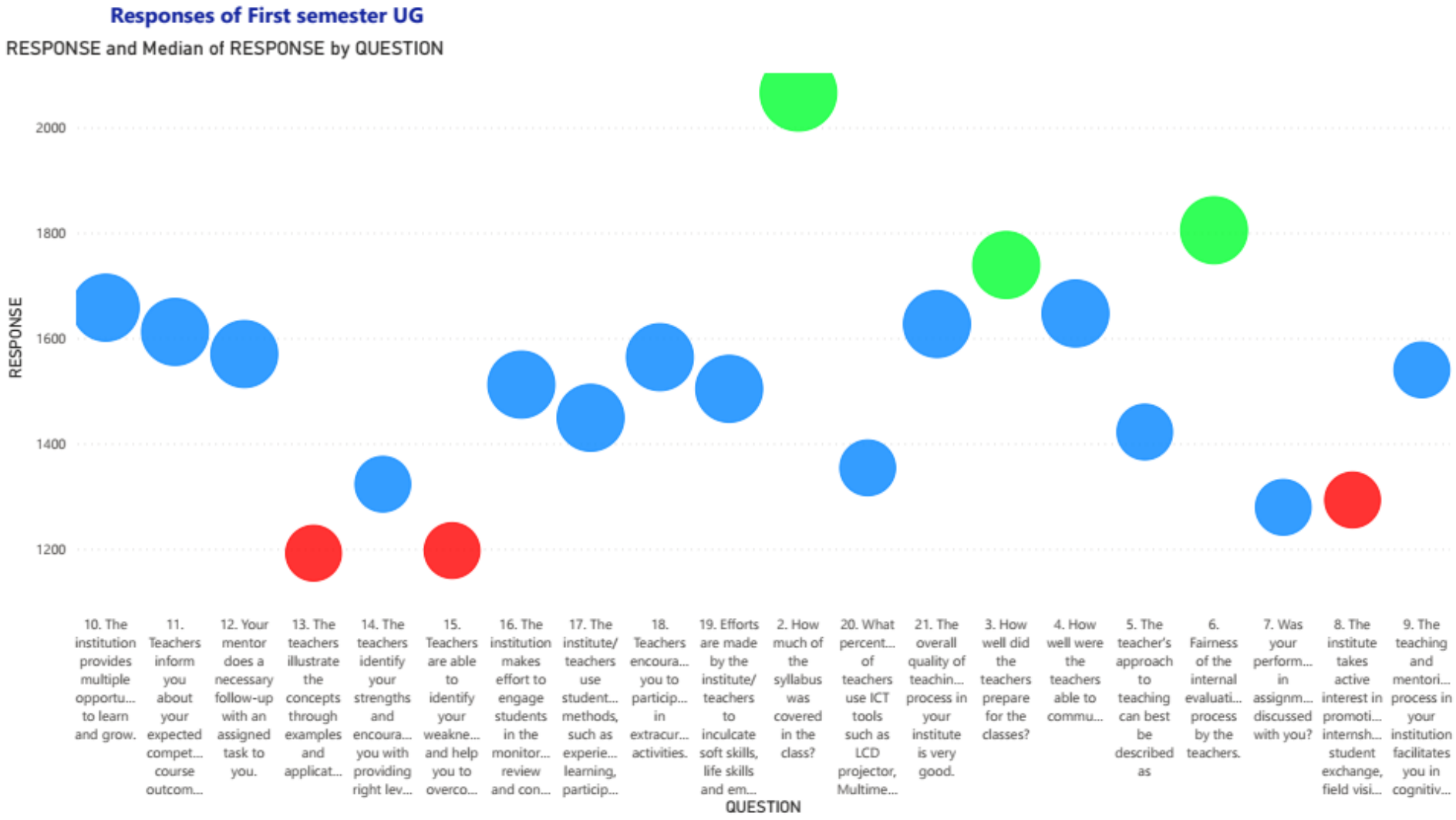
The summary of responses against each question was visualized using 100 % stacked bar chart in Microsoft power bi.

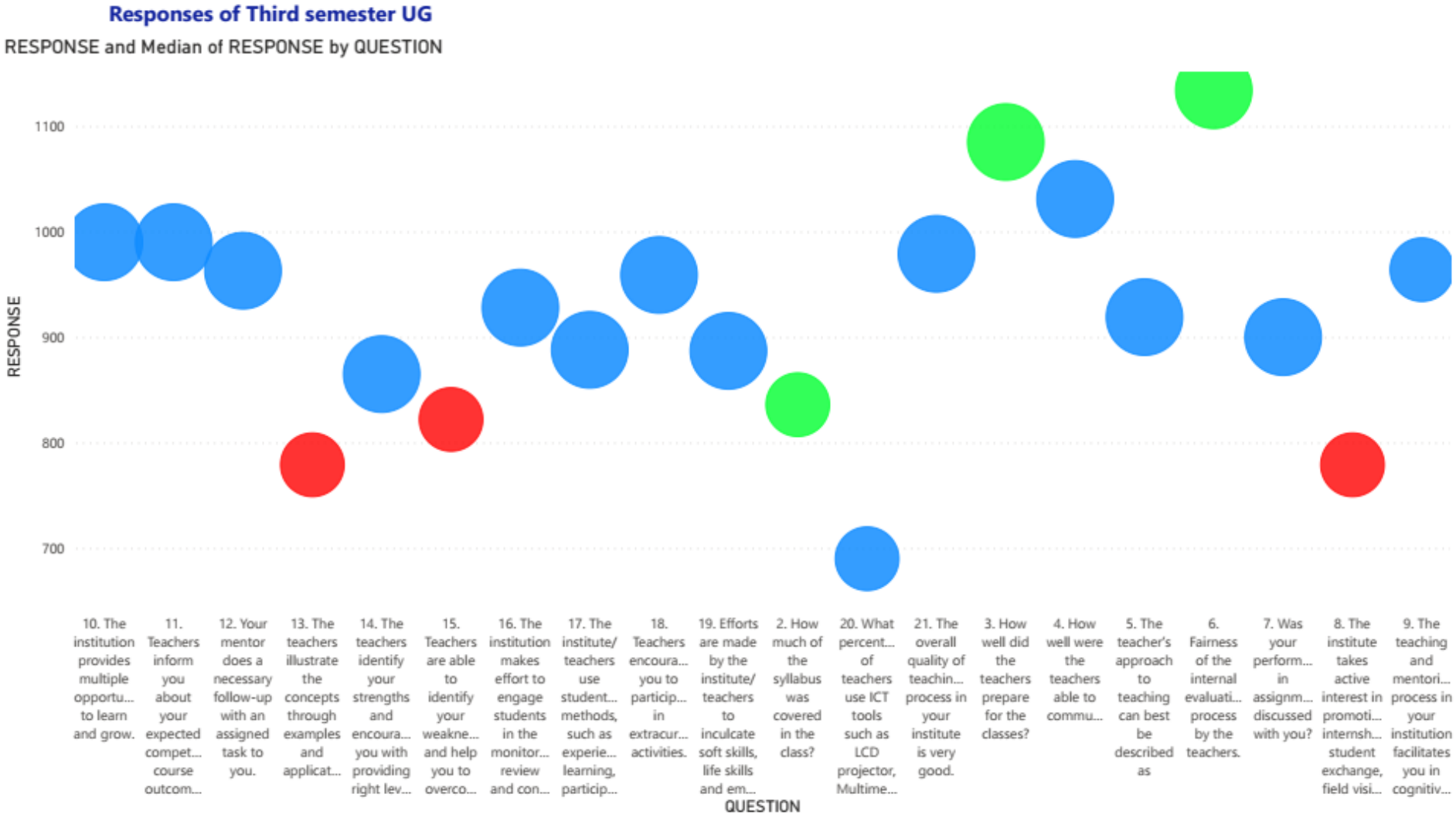


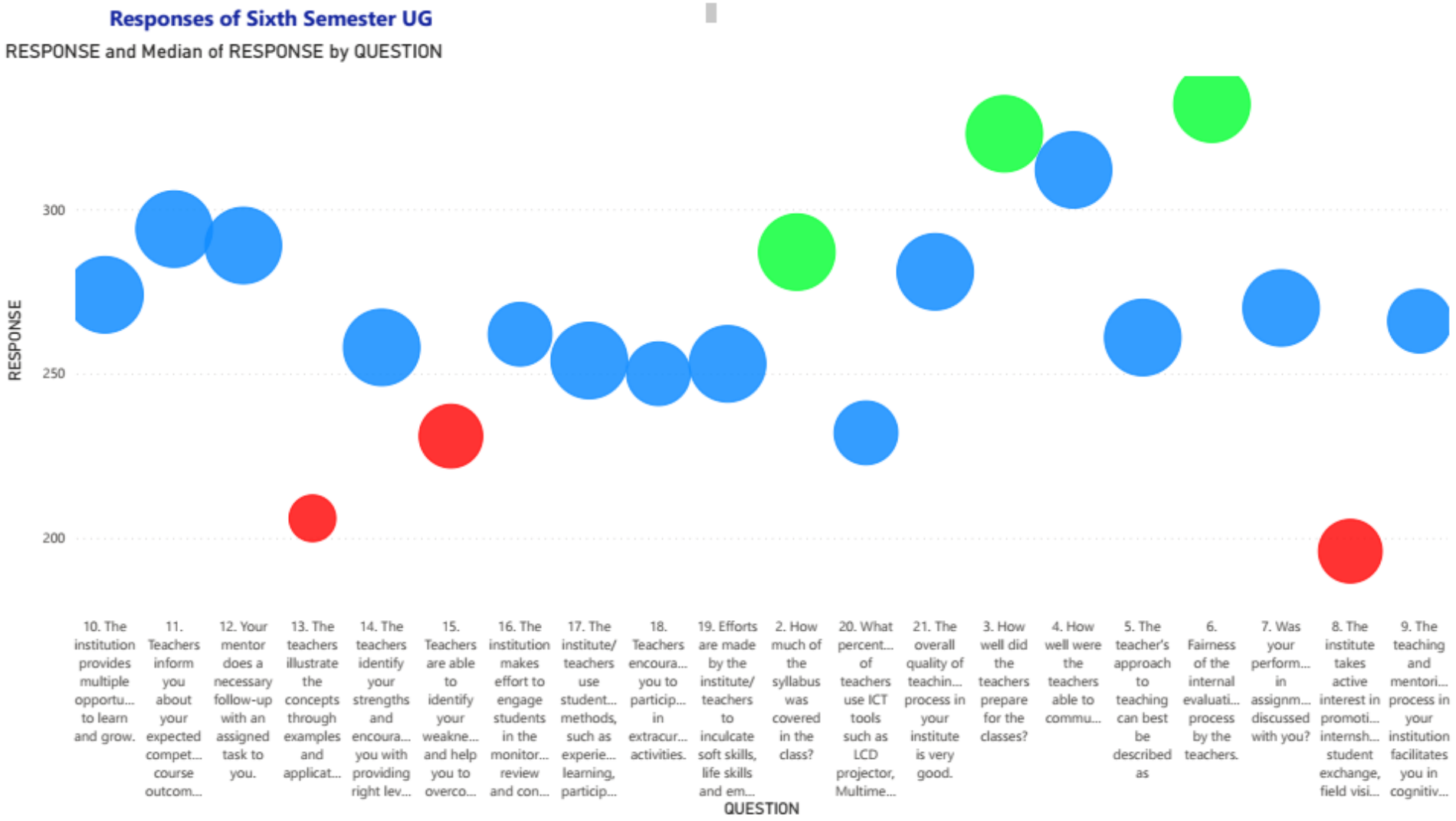
For all the questions, students have given higher grades (3 and 4) which shows higher student satisfaction

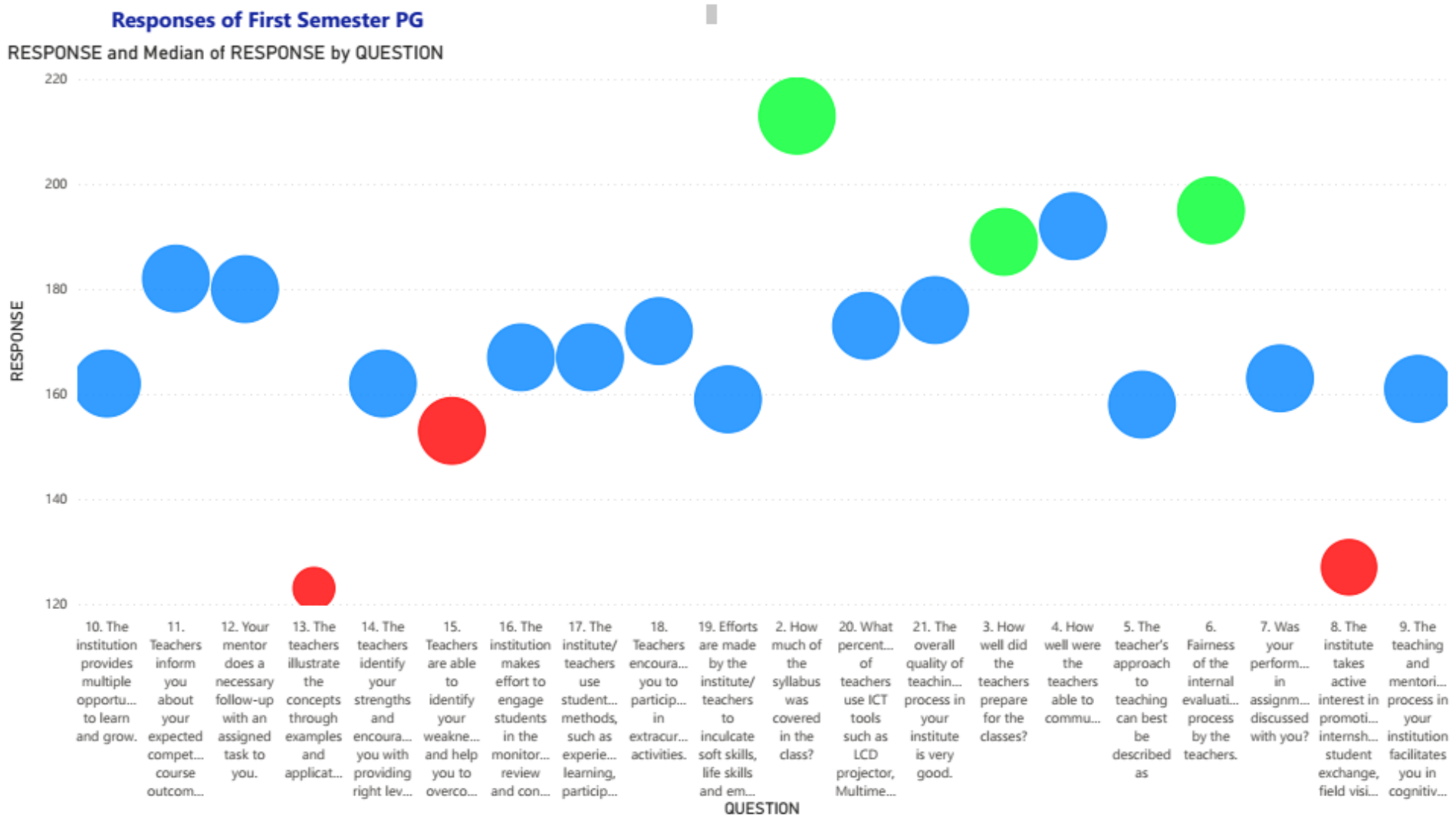
DISTRIBUTION OF RESPONSES WITH EACH QUESTION-BATCH

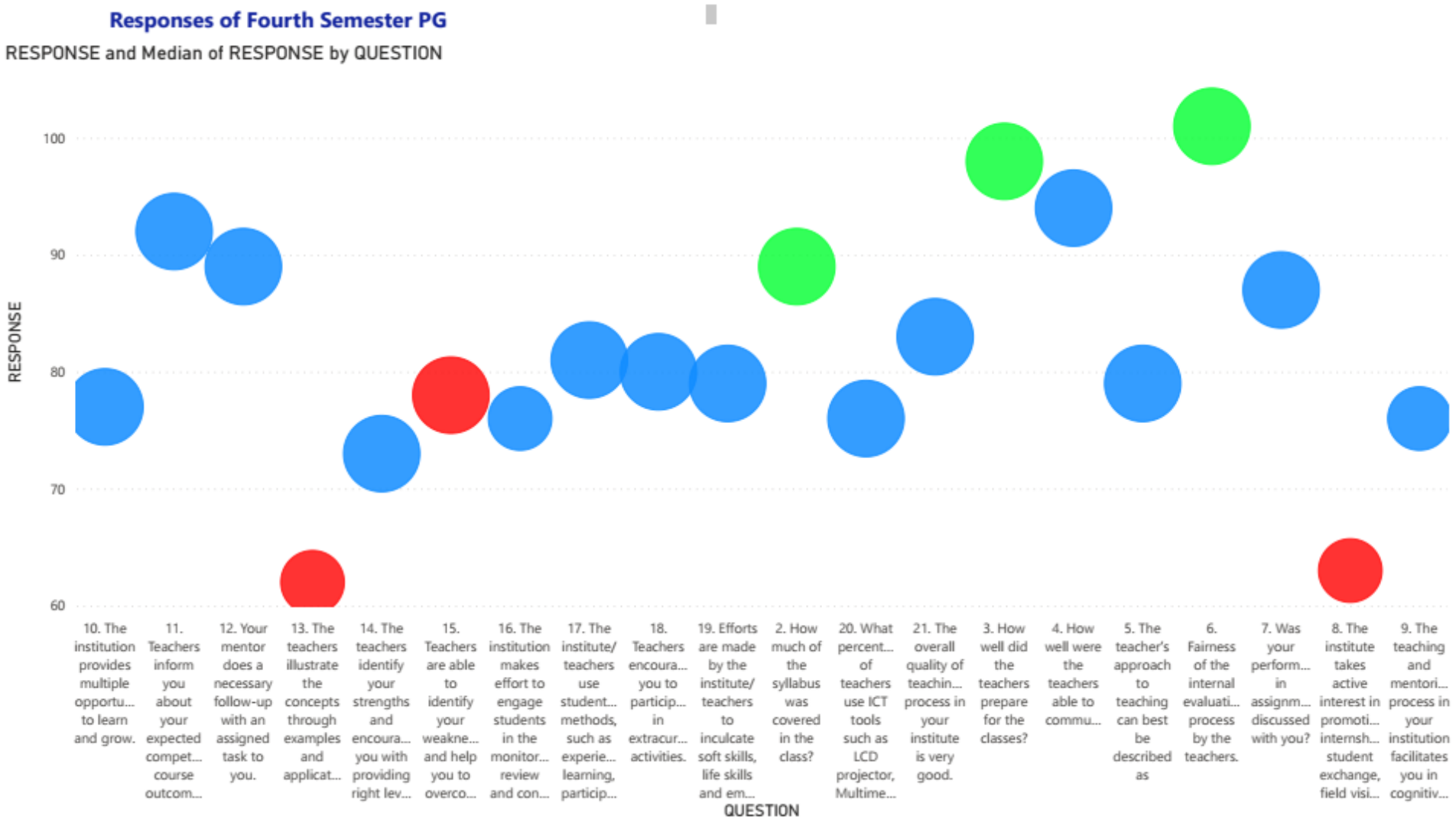



Responses of First semester UG
RESPONSE and Median of RESPONSE by QUESTION
RESPONSE
2000
1800
1600
1400
1200
10. The institution provides multiple opportu... to learn and grow.
11. Teachers inform you about your expected compet... course outcom...
12. Your mentor does a necessary follow-up with an assigned task to you.
13. The teachers illustrate the concepts through examples and applicat...
14. The teachers identify your strengths and encoura... you with providing right lev...
15. Teachers are able to identify your weakne... and help you to overco...
16. The institution makes effort to engage students in the monitor... review and con...
17. The institute/ teachers use student... methods, such as experie... learning, particip...
18. Teachers encoura... you to particip... in extracur... activities.
19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and em...
2. How much of the syllabus was covered in the class?
20. What percent... of teachers use ICT tools such as LCD projector, Multime...
21. The overall quality of teachin... process in your institute is very good.
3. How well did the teachers prepare for the classes?
4. How well were the teachers able to commu...
5. The teacher's approach to teaching can best be described as
6. Fairness of the internal evaluati... process by the teachers.
7. Was your perform... in assignm... discussed with you?
8. The institute takes active interest in promoti... internsh... student exchange, field visi...
9. The teaching and mentori... process in your institution facilitates you in cognitiv...
QUESTION


Responses of Third semester UG
RESPONSE and Median of RESPONSE by QUESTION
RESPONSE
1100
1000
900
800
700
10. The institution provides multiple opportu... to learn and grow.
11. Teachers inform you about your expected compet... course outcom...
12. Your mentor does a necessary follow-up with an assigned task to you.
13. The teachers illustrate the concepts through examples and applicat...
14. The teachers identify your strengths and encoura... you with providing right lev...
15. Teachers are able to identify your weakne... and help you to overco...
16. The institution makes effort to engage students in the monitor... review and con...
17. The institute/ teachers use student... methods, such as experie... learning, particip...
18. Teachers encoura... you to particip... in extracur... activities.
19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and em...
2. How much of the syllabus was covered in the class?
20. What percent... of teachers use ICT tools such as LCD projector, Multime...
21. The overall quality of teachin... process in your institute is very good.
3. How well did the teachers prepare for the classes?
4. How well were the teachers able to commu...
5. The teacher's approach to teaching can best be described as
6. Fairness of the internal evaluati... process by the teachers.
7. Was your perform... in assignm... discussed with you?
8. The institute takes active interest in promoti... internsh... student exchange, field visi...
9. The teaching and mentori... process in your institution facilitates you in cognitiv...
QUESTION


Responses of Sixth Semester UG
RESPONSE and Median of RESPONSE by QUESTION
RESPONSE
300
250
200
10. The institution provides multiple opportu... to learn and grow.
11. Teachers inform you about your expected compet... course outcom...
12. Your mentor does a necessary follow-up with an assigned task to you.
13. The teachers illustrate the concepts through examples and applicat...
14. The teachers identify your strengths and encoura... you with providing right lev...
15. Teachers are able to identify your weakne... and help you to overco...
16. The institution makes effort to engage students in the monitor... review and con...
17. The institute/ teachers use student... methods, such as experie... learning, particip...
18. Teachers encoura... you to particip... in extracur... activities.
19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and em...
2. How much of the syllabus was covered in the class?
20. What percent... of teachers use ICT tools such as LCD projector, Multime...
21. The overall quality of teachin... process in your institute is very good.
3. How well did the teachers prepare for the classes?
4. How well were the teachers able to commu...
5. The teacher's approach to teaching can best be described as
6. Fairness of the internal evaluati... process by the teachers.
7. Was your perform... in assignm... discussed with you?
8. The institute takes active interest in promoti... internsh... student exchange, field visi...
9. The teaching and mentori... process in your institution facilitates you in cognitiv...
QUESTION

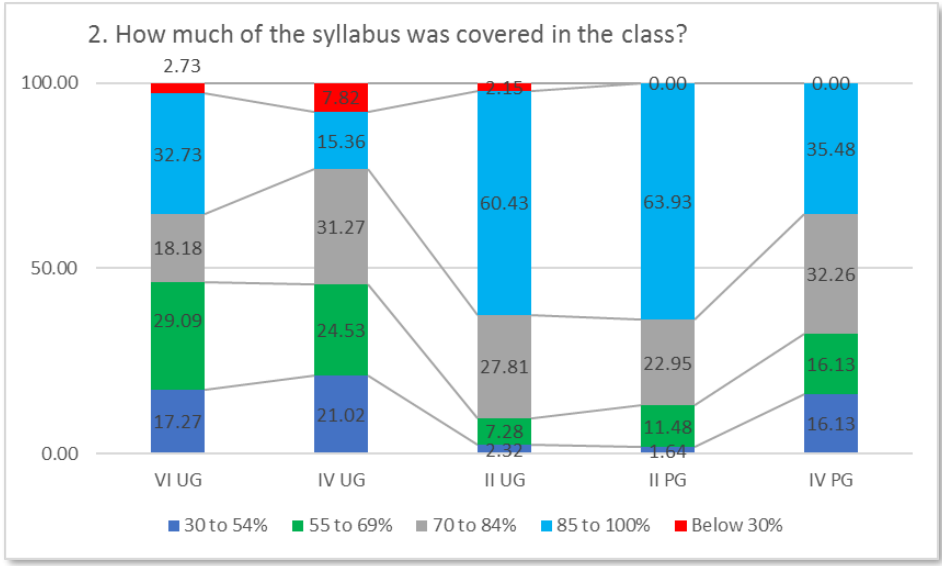

Responses of First Semester PG
RESPONSE and Median of RESPONSE by QUESTION
RESPONSE
220
200
180
160
140
120
10. The institution provides multiple opportu... to learn and grow.
11. Teachers inform you about your expected compet... course outcom...
12. Your mentor does a necessary follow-up with an assigned task to you.
13. The teachers illustrate the concepts through examples and applicat...
14. The teachers identify your strengths and encoura... you with providing right lev...
15. Teachers are able to identify your weakne... and help you to overco...
16. The institution makes effort to engage students in the monitor... review and con...
17. The institute/ teachers use student... methods, such as experie... learning, particip...
18. Teachers encoura... you to particip... in extracur... activities.
19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and em...
2. How much of the syllabus was covered in the class?
20. What percent... of teachers use ICT tools such as LCD projector, Multime...
21. The overall quality of teachin... process in your institute is very good.
3. How well did the teachers prepare for the classes?
4. How well were the teachers able to commu...
5. The teacher's approach to teaching can best be described as
6. Fairness of the internal evaluati... process by the teachers.
7. Was your perform... in assignm... discussed with you?
8. The institute takes active interest in promoti... internsh... student exchange, field visi...
9. The teaching and mentori... process in your institution facilitates you in cognitiv...
QUESTION

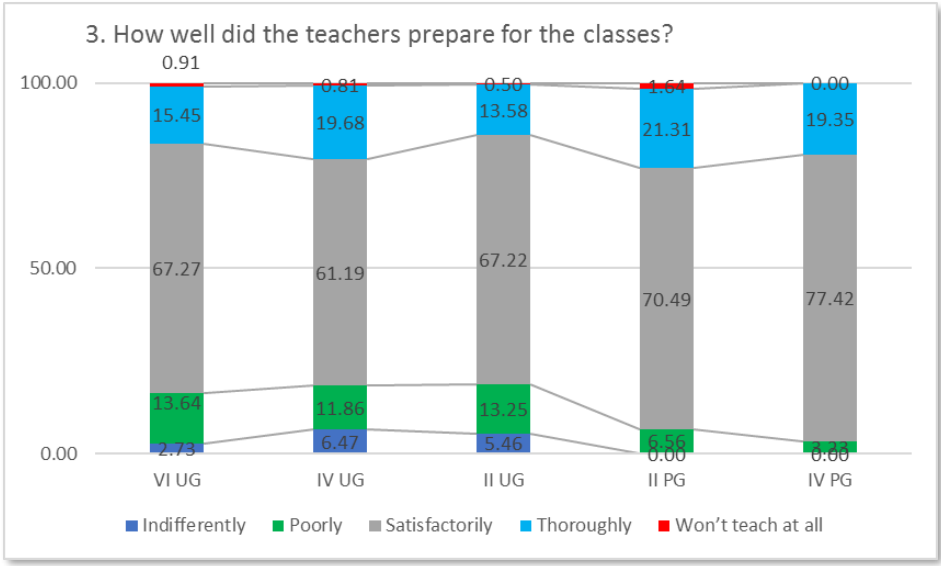


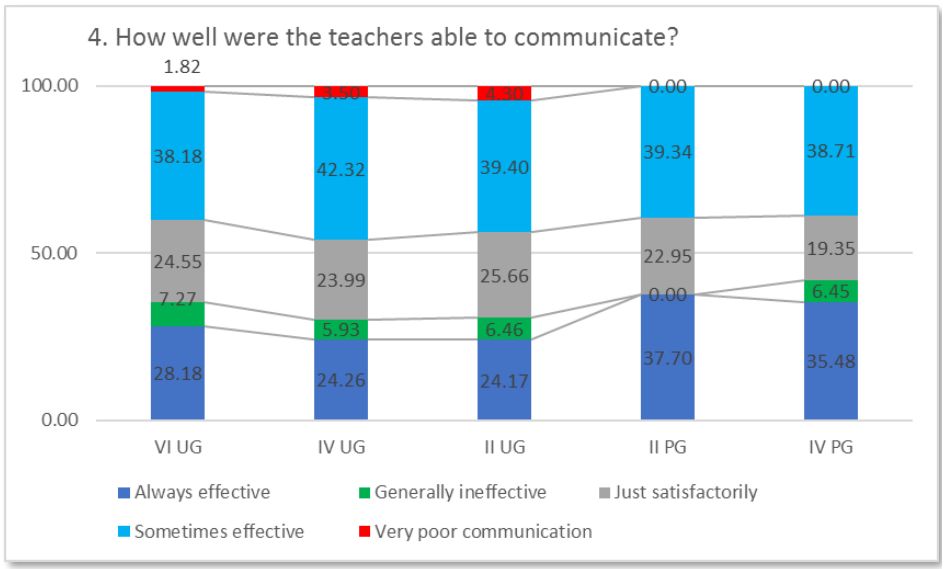
The above analysis shows that there are differences in the responses of different batches. The third semester students has indicated that the syllabus were not covered satisfactorily.

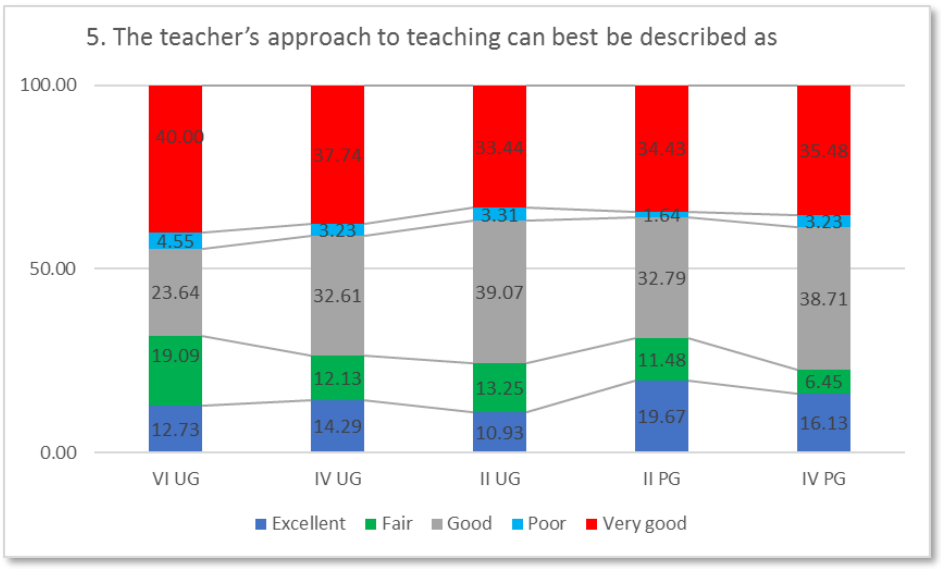
BATCH RESULTS:

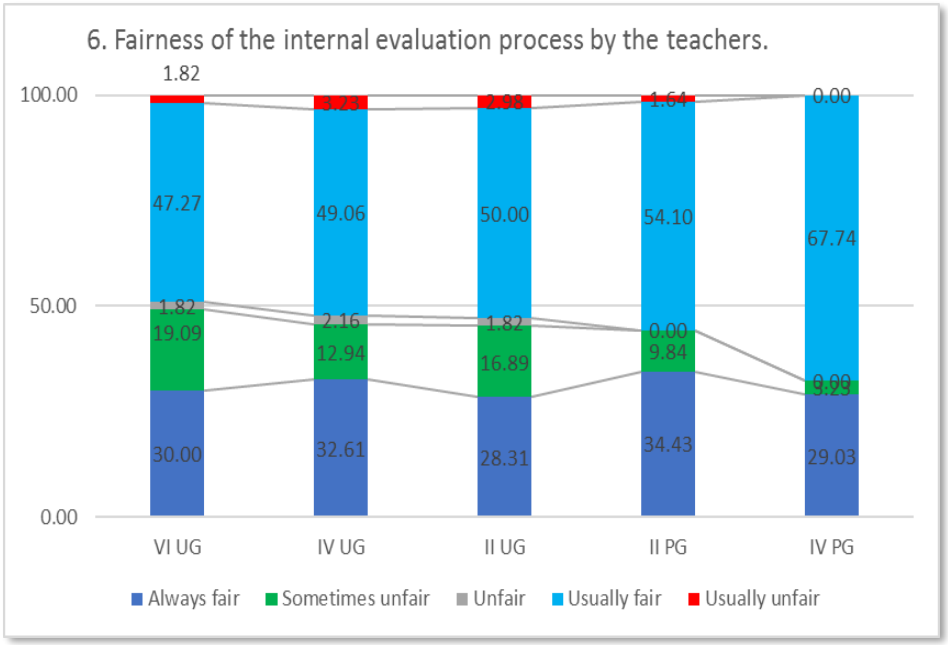
The responses were processed using pivot table to obtain the batch wise responses. The results are represented pictorially below.

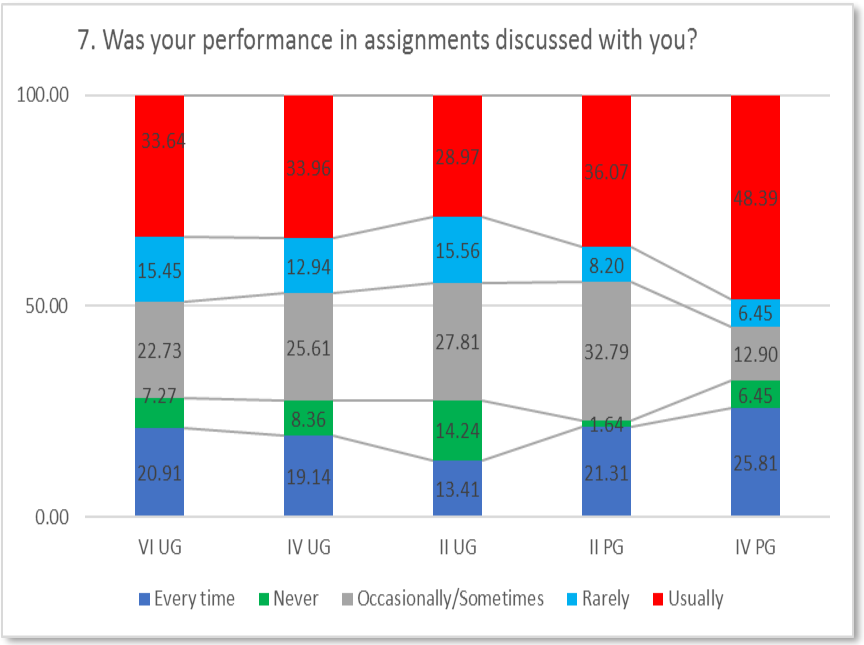


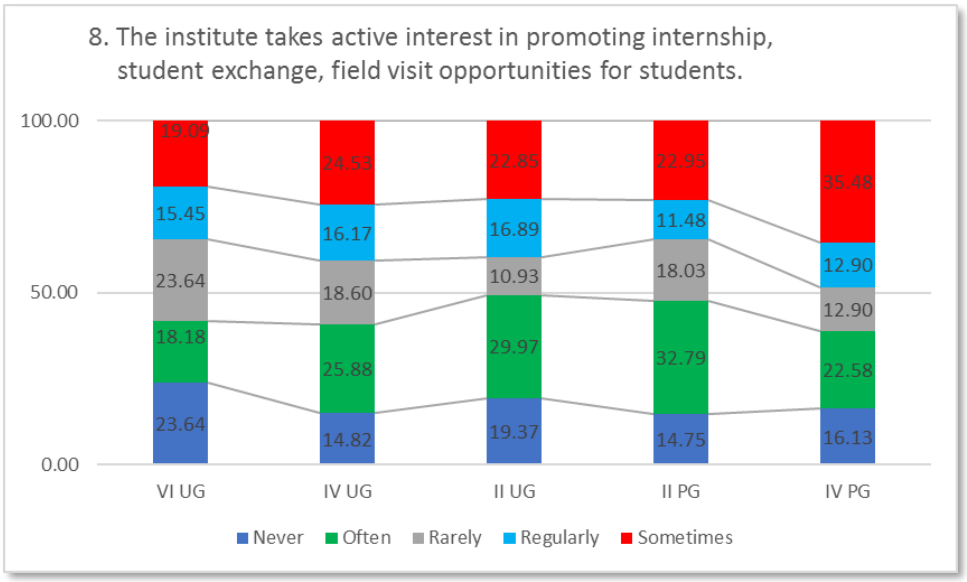


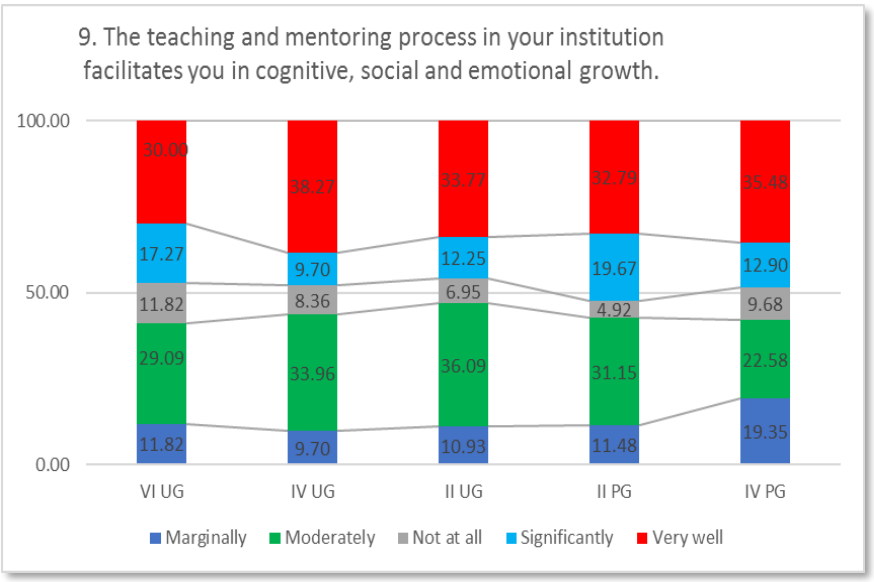


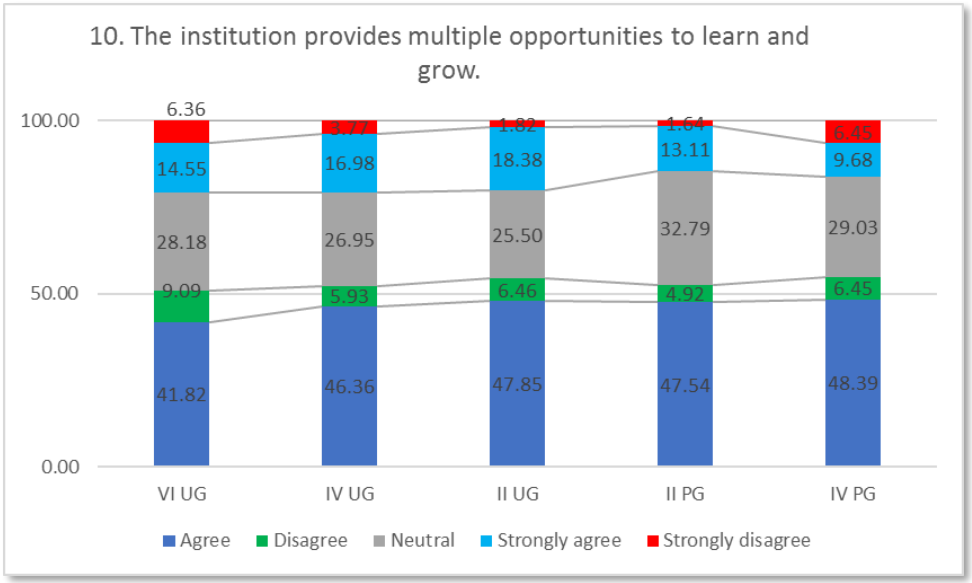


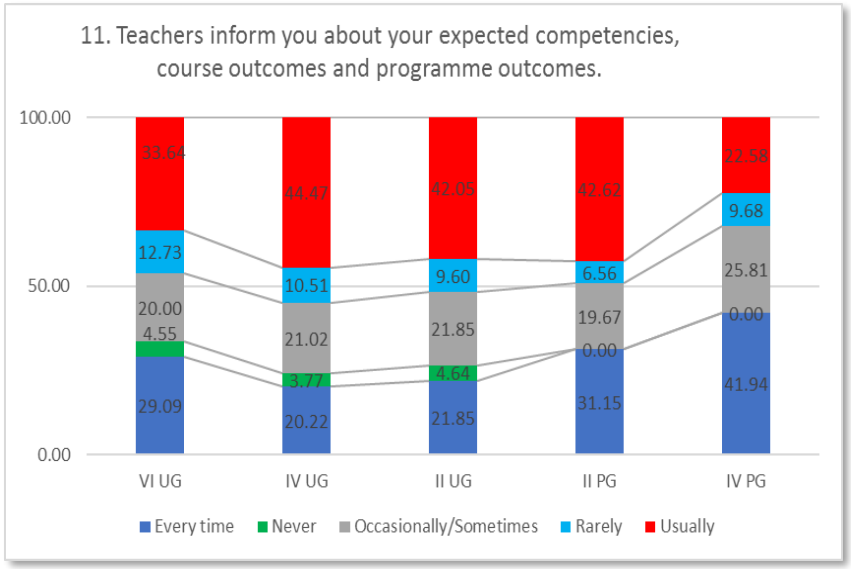

6. Fairness of the internal evaluation process by the teachers.
100.00
50.00
0.00
1.82
47.27
1.82
19.09
30.00
3.23
49.06
2.16
12.94
32.61
2.98
50.00
1.82
16.89
28.31
1.64
54.10
0.00
9.84
34.43
0.00
67.74
0.00
3.23
29.03
VI UG
IV UG
II UG
II PG
IV PG
Always fair
Sometimes unfair
Unfair
Usually fair
Usually unfair

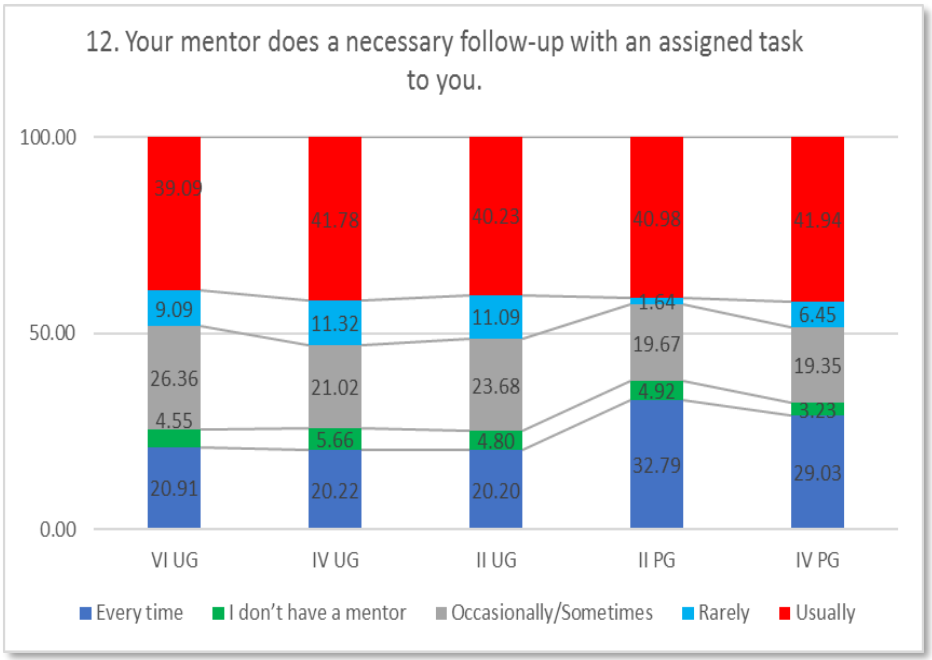

7. Was your performance in assignments discussed with you?
100.00
50.00
0.00
33.64
15.45
22.73
7.27
20.91
33.96
12.94
25.61
8.36
19.14
28.97
15.56
27.81
14.24
13.41
36.07
8.20
32.79
1.64
21.31
48.39
6.45
12.90
6.45
25.81
VI UG
IV UG
II UG
II PG
IV PG
Every time
Never
Occasionally/Sometimes
Rarely
Usually

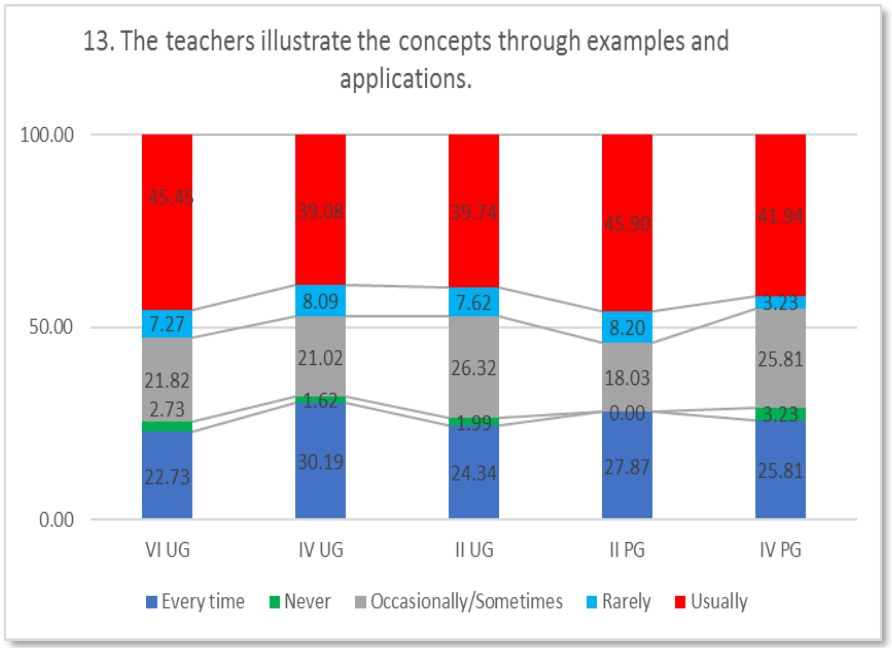

8. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
100.00
50.00
0.00
19.09
15.45
23.64
18.18
23.64
24.53
16.17
18.60
25.88
14.82
22.85
16.89
10.93
29.97
19.37
22.95
11.48
18.03
32.79
14.75
35.48
12.90
12.90
22.58
16.13
VI UG
IV UG
II UG
II PG
IV PG
Never
Often
Rarely
Regularly
Sometimes

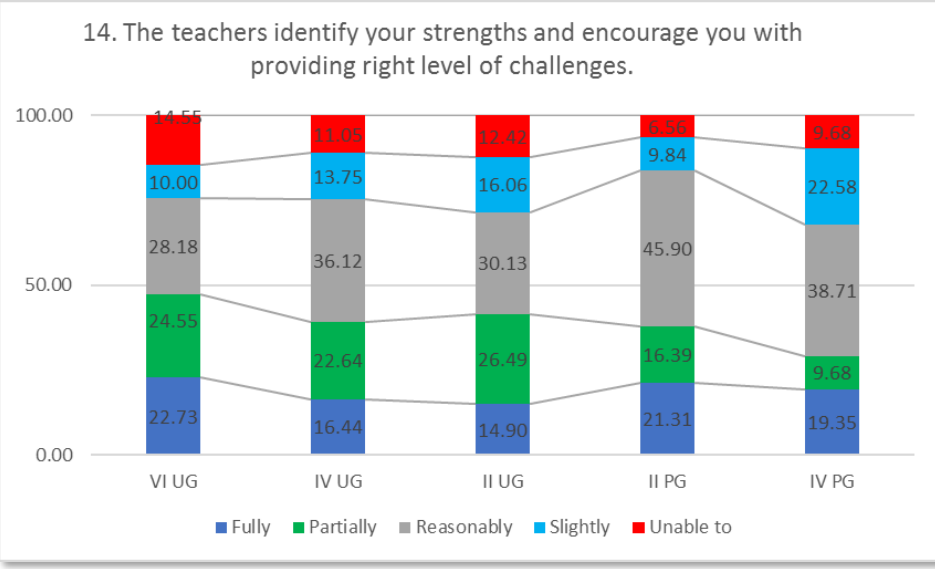

9. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
100.00
50.00
0.00
30.00
17.27
11.82
29.09
11.82
38.27
9.70
8.36
33.96
9.70
33.77
12.25
6.95
36.09
10.93
32.79
19.67
4.92
31.15
11.48
35.48
12.90
9.68
22.58
19.35
VI UG
IV UG
II UG
II PG
IV PG
Marginally
Moderately
Not at all
Significantly
Very well

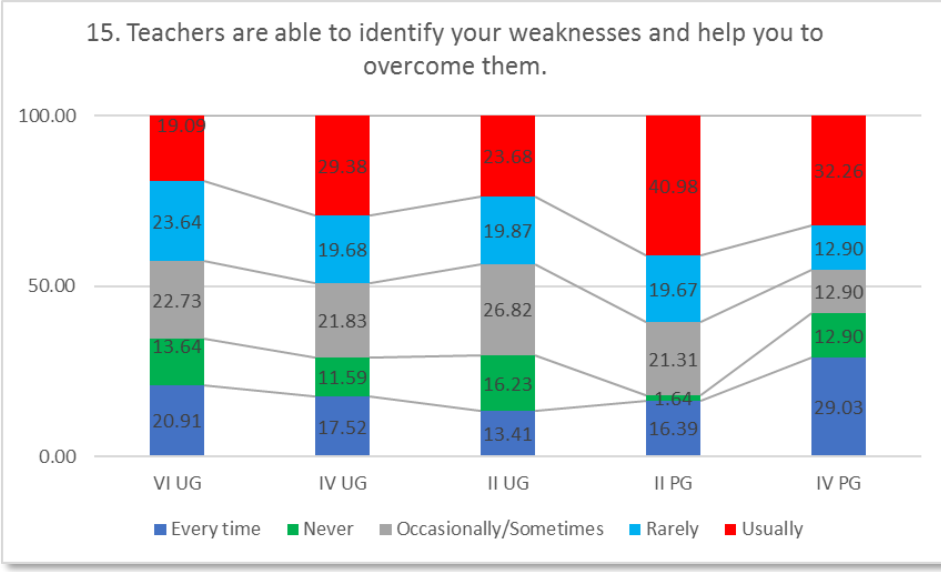

10. The institution provides multiple opportunities to learn and grow.
100.00
50.00
0.00
6.36
14.55
28.18
9.09
41.82
3.77
16.98
26.95
5.93
46.36
1.82
18.38
25.50
6.46
47.85
1.64
13.11
32.79
4.92
47.54
6.45
9.68
29.03
6.45
48.39
VI UG
IV UG
II UG
II PG
IV PG
Agree
Disagree
Neutral
Strongly agree
Strongly disagree

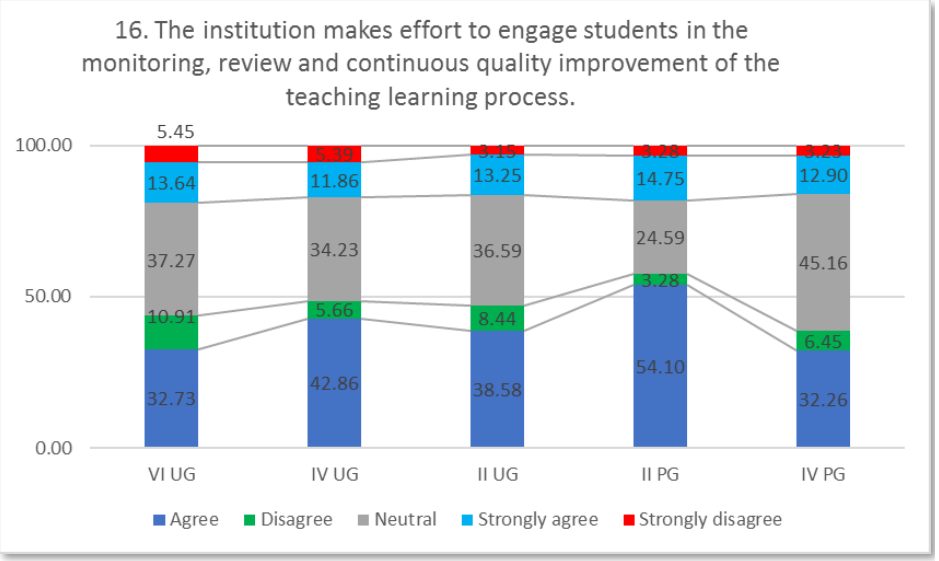

11. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
100.00
50.00
0.00
33.64
12.73
20.00
4.55
29.09
44.47
10.51
21.02
3.77
20.22
42.05
9.60
21.85
4.64
21.85
42.62
6.56
19.67
0.00
31.15
22.58
9.68
25.81
0.00
41.94
VI UG
IV UG
II UG
II PG
IV PG
Every time
Never
Occasionally/Sometimes
Rarely
Usually

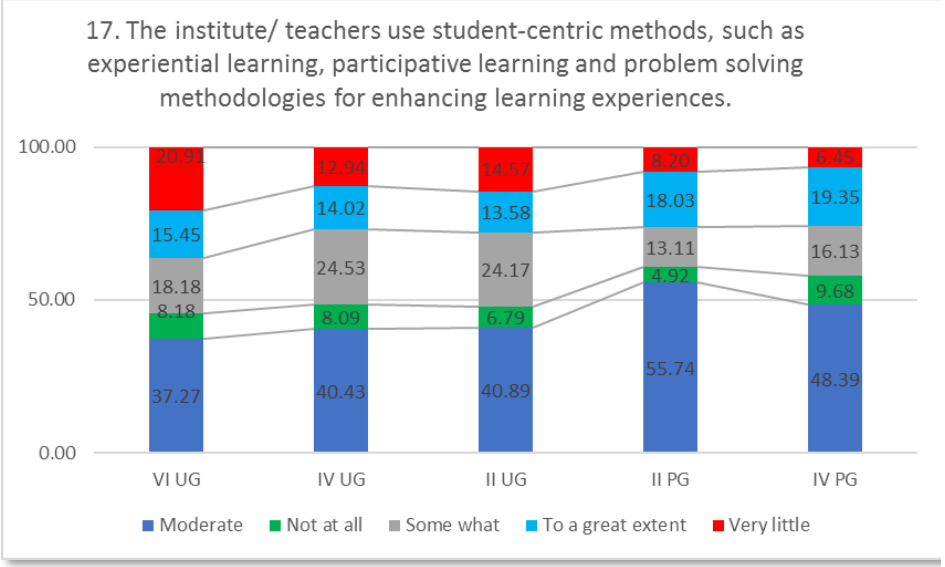

12. Your mentor does a necessary follow-up with an assigned task to you.
100.00
50.00
0.00
39.09
9.09
26.36
4.55
20.91
41.78
11.32
21.02
5.66
20.22
40.23
11.09
23.68
4.80
20.20
40.98
1.64
19.67
4.92
32.79
41.94
6.45
19.35
3.23
29.03
VI UG
IV UG
II UG
II PG
IV PG
Every time
I don't have a mentor
Occasionally/Sometimes
Rarely
Usually

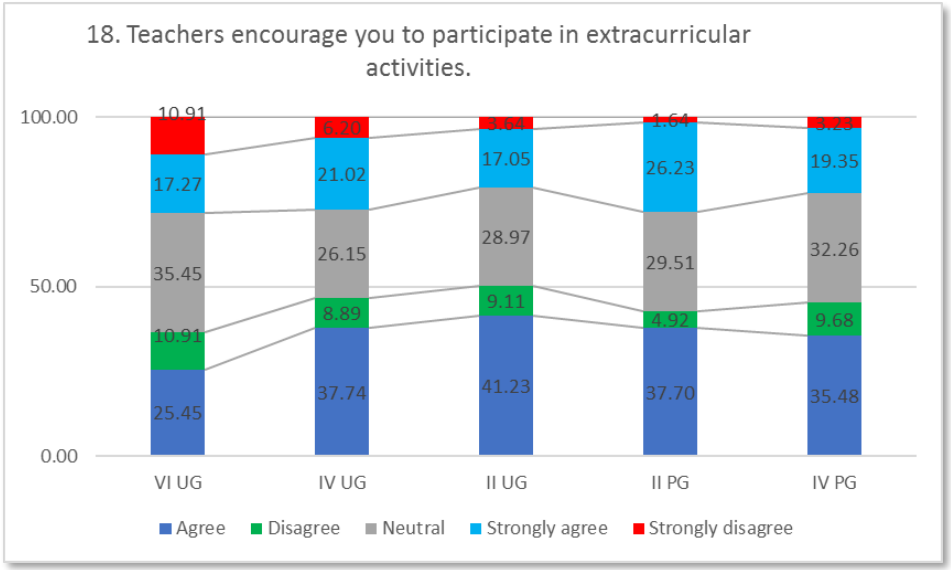

13. The teachers illustrate the concepts through examples and applications.
100.00
50.00
0.00
45.45
7.27
21.82
2.73
22.73
39.08
8.09
21.02
1.62
30.19
39.74
7.62
26.32
1.99
24.34
45.90
8.20
18.03
0.00
27.87
41.94
3.23
25.81
3.23
25.81
VI UG
IV UG
II UG
II PG
IV PG
Every time
Never
Occasionally/Sometimes
Rarely
Usually

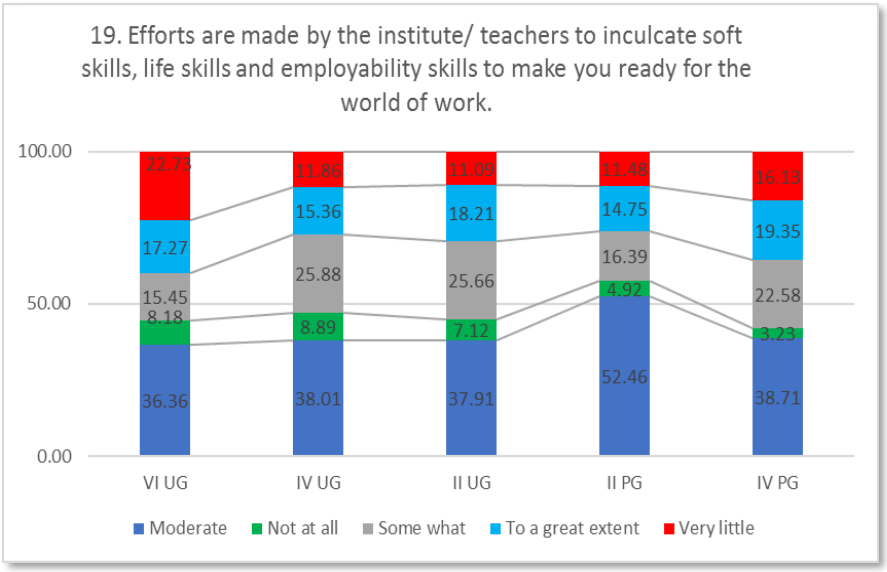

14. The teachers identify your strengths and encourage you with providing right level of challenges.
100.00
50.00
0.00
14.55
10.00
28.18
24.55
22.73
11.05
13.75
36.12
22.64
16.44
12.42
16.06
30.13
26.49
14.90
6.56
9.84
45.90
16.39
21.31
9.68
22.58
38.71
9.68
19.35
VI UG
IV UG
II UG
II PG
IV PG
Fully
Partially
Reasonably
Slightly
Unable to

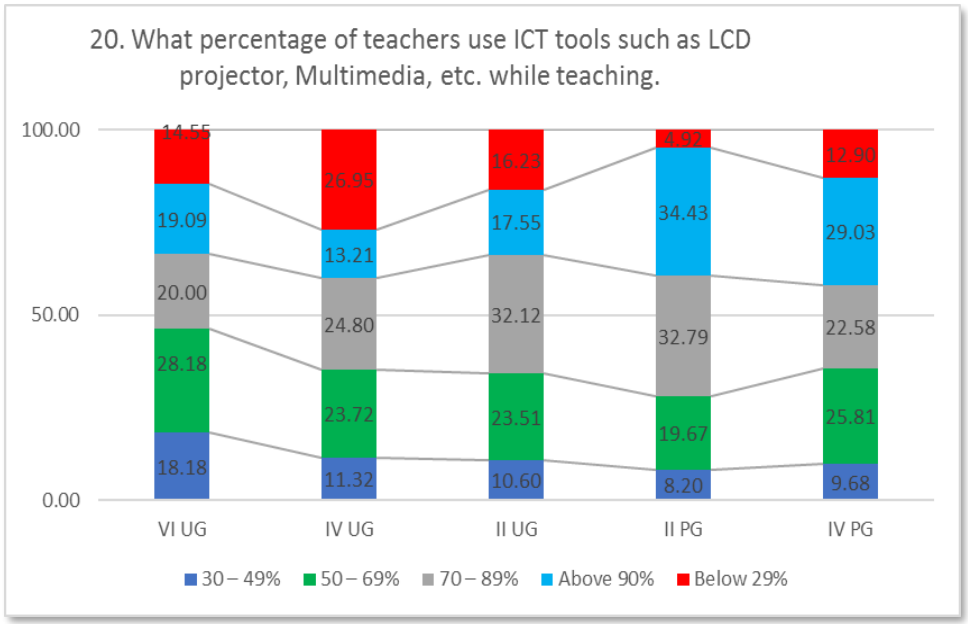

15. Teachers are able to identify your weaknesses and help you to overcome them.
100.00
50.00
0.00
19.09
23.64
22.73
13.64
20.91
29.38
19.68
21.83
11.59
17.52
23.68
19.87
26.82
16.23
13.41
40.98
19.67
21.31
1.64
16.39
32.26
12.90
12.90
12.90
29.03
VI UG
IV UG
II UG
II PG
IV PG
Every time
Never
Occasionally/Sometimes
Rarely
Usually

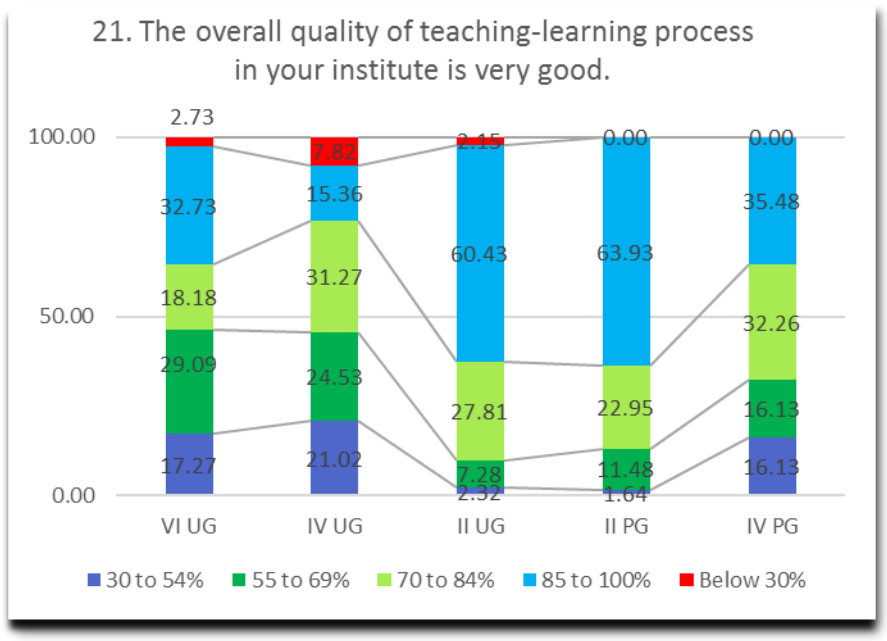

16. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
100.00
50.00
0.00
5.45
13.64
37.27
10.91
32.73
5.39
11.86
34.23
5.66
42.86
3.15
13.25
36.59
8.44
38.58
3.28
14.75
24.59
3.28
54.10
3.23
12.90
45.16
6.45
32.26
VI UG
IV UG
II UG
II PG
IV PG
Agree
Disagree
Neutral
Strongly agree
Strongly disagree


17. The institute/ teachers use student-centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
100.00
50.00
0.00
20.91
15.45
18.18
8.18
37.27
12.94
14.02
24.53
8.09
40.43
14.57
13.58
24.17
6.79
40.89
8.20
18.03
13.11
4.92
55.74
6.45
19.35
16.13
9.68
48.39
VI UG
IV UG
II UG
II PG
IV PG
Moderate
Not at all
Some what
To a great extent
Very little


18. Teachers encourage you to participate in extracurricular activities.
100.00
50.00
0.00
10.91
17.27
35.45
10.91
25.45
6.20
21.02
26.15
8.89
37.74
3.64
17.05
28.97
9.11
41.23
1.64
26.23
29.51
4.92
37.70
3.23
19.35
32.26
9.68
35.48
VI UG
IV UG
II UG
II PG
IV PG
Agree
Disagree
Neutral
Strongly agree
Strongly disagree


19. 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.
100.00
50.00
0.00
22.73
17.27
15.45
8.18
36.36
11.86
15.36
25.88
8.89
38.01
11.09
18.21
25.66
7.12
37.91
11.48
14.75
16.39
4.92
52.46
16.13
19.35
22.58
3.23
38.71
VI UG
IV UG
II UG
II PG
IV PG
Moderate
Not at all
Some what
To a great extent
Very little


20. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
100.00
50.00
0.00
14.55
19.09
20.00
28.18
18.18
26.95
13.21
24.80
23.72
11.32
16.23
17.55
32.12
23.51
10.60
4.92
34.43
32.79
19.67
8.20
12.90
29.03
22.58
25.81
9.68
VI UG
IV UG
II UG
II PG
IV PG
30 – 49%
50 – 69%
70 – 89%
Above 90%
Below 29%


21. The overall quality of teaching-learning process in your institute is very good.
100.00
50.00
0.00
2.73
32.73
18.18
29.09
17.27
7.82
15.36
31.27
24.53
21.02
2.15
60.43
27.81
7.28
2.32
0.00
63.93
22.95
11.48
1.64
0.00
35.48
32.26
16.13
16.13
VI UG
IV UG
II UG
II PG
IV PG
30 to 54%
55 to 69%
70 to 84%
85 to 100%
Below 30%

KRUSKAL-WALLIS RANK SUM TEST

To check any strong dissimilarity in responses of students from different batches the on parametric Kruskal Wallis Rank sum test was conducted in R program. The results are as follows. data: list(a, b, c, d, e)

Kruskal-Wallis chi-squared = 5.1963, df = 4, p-value = 0.2677

Since p value is greater than the level of significance 0.05 we accept our null hypothesis. That is there is no significance difference between the means, which suggests that there was no significant difference between the responses of different batches.

KEY INFLUENCERS

The positive and negative key influencers were identified using Key Influencer plugin in Microsoft Power BI.

Positive Key influencers which were found to increase the responses are.

- How much of the syllabus was covered in the class?
- How well did the teachers prepare for the classes?
- Fairness of the internal evaluation process by the teachers.

Negative Key influencers which were found to decease the responses are.

- The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
- The teachers illustrate the concepts through examples and applications.
- Teachers are able to identify your weaknesses and help you to overcome them.

Key influencers Top segments

What influences RESPONSE to Increase ?

When...

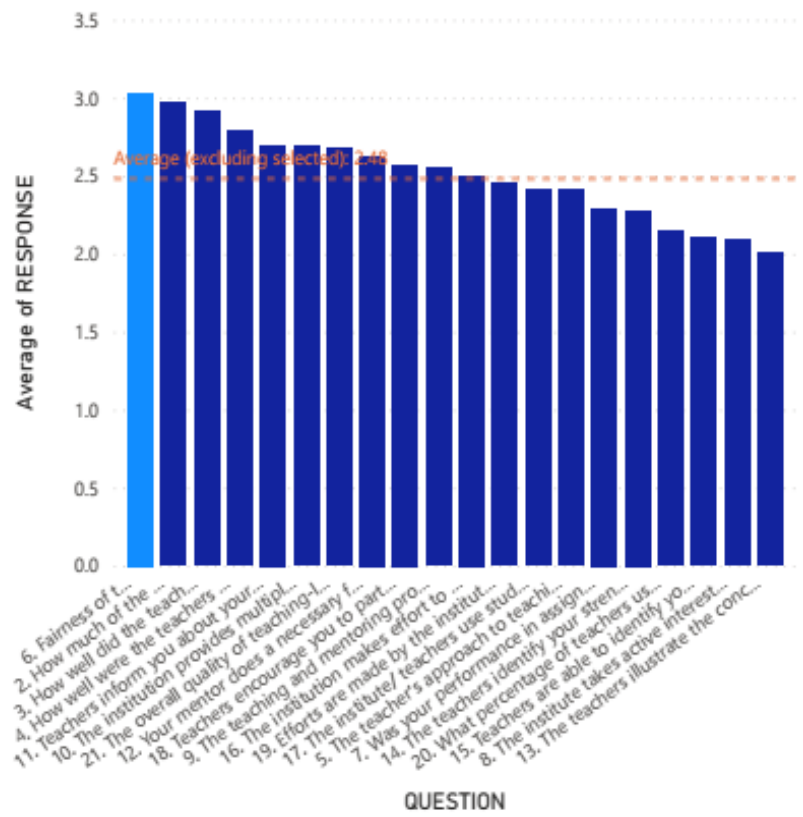
....the average of RESPONSE increases by

QUESTION is 6. Fairness of the internal evaluation process by the teachers. 0.58

QUESTION is 2. How much of the syllabus was covered in the class? 0.5

QUESTION is 3. How well did the teachers prepare for the classes? 0.43

RESPONSE is more likely to increase when QUESTION is 6. Fairness of the internal evaluation process by the teachers. than otherwise (on average).



Only show values that are influencers

Key influencers Top segments

What influences RESPONSE to Decrease ?

When...

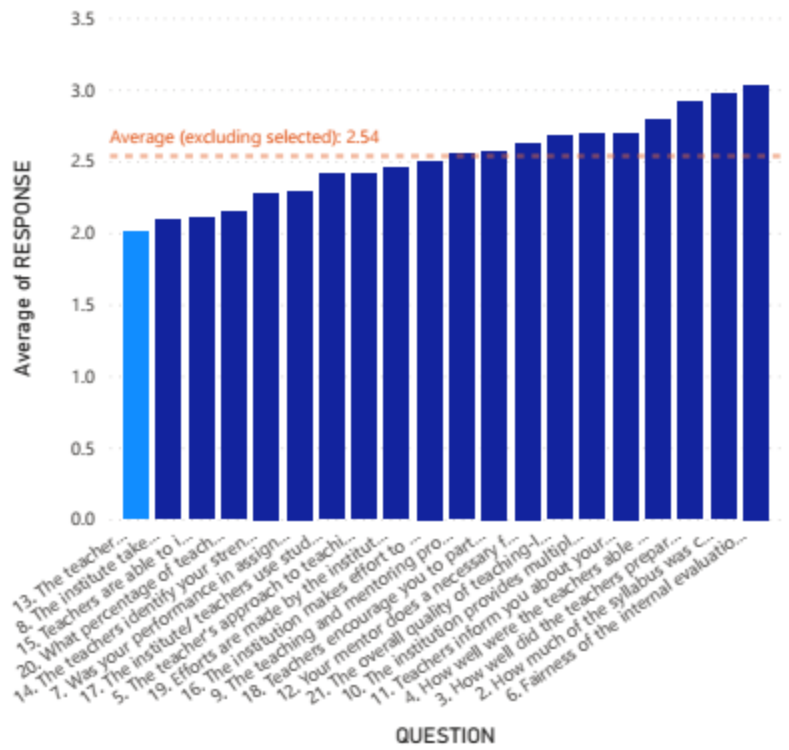
....the average of RESPONSE decreases by

QUESTION is 13. The teachers illustrate the concepts through examples and applications. 0.6

QUESTION is 8. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students. 0.45

QUESTION is 15. Teachers are able to identify your weaknesses and help you to overcome them. 0.4

RESPONSE is more likely to decrease when QUESTION is 13. The teachers illustrate the concepts through examples and applications. than otherwise (on average).



Only show values that are influencers

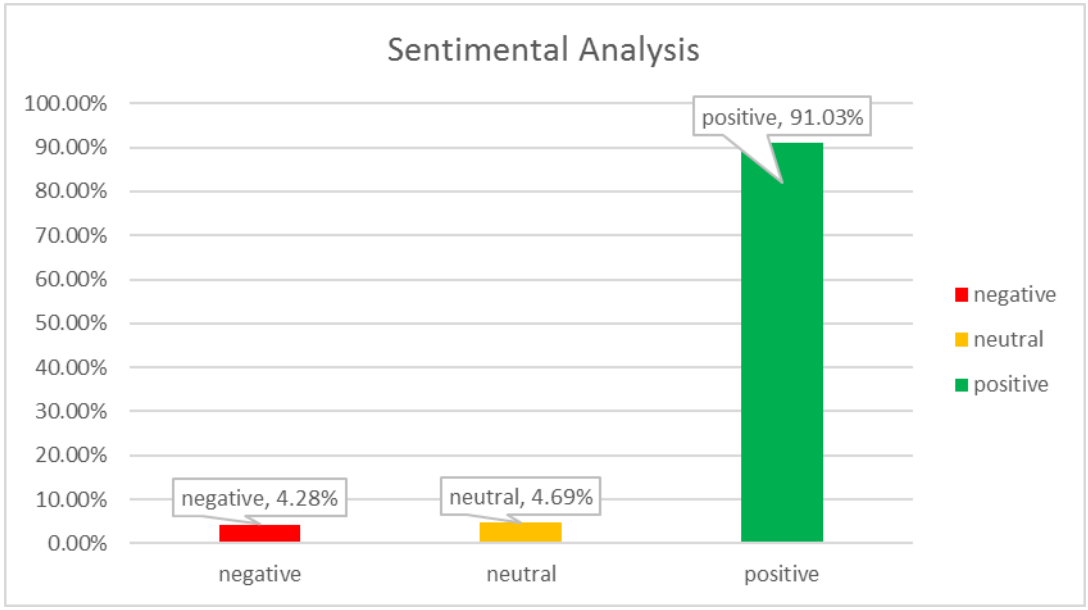
OVERALL AVERAGE SCORE

The overall average score is given in the following table.

Questions	Avarage Marks (Max-4)
2. How much of the syllabus was covered in the class?	2.97
3. How well did the teachers prepare for the classes?	2.86
4. How well were the teachers able to communicate?	2.75
5. The teacher's approach to teaching can best be described as	2.41
6. Fairness of the internal evaluation process by the teachers.	3.04
7. Was your performance in assignments discussed with you?	2.29
8. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	1.92
9. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	2.55
10. The institution provides multiple opportunities to learn and grow.	2.68
11. Teachers inform you about your expected competencies, course outcomes and programme outcomes.	2.69
12. Your mentor does a necessary follow-up with an assigned task to you.	2.61
13. The teachers illustrate the concepts through examples and applications.	2.81
14. The teachers identify your strengths and encourage you with providing right level of challenges.	2.28
15. Teachers are able to identify your weaknesses and help you to overcome them.	2.11
16. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	2.50
17. The institute/ teachers use student-centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	2.41
18. Teachers encourage you to participate in extracurricular activities.	2.57
19. 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.	2.45
20. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	2.15
21. The overall quality of teaching-learning process in your institute is very good.	2.67

SENTIMENTAL ANALYSIS

All the suggestions and remarks were subjected to Sentimental Analysis using AI integration of Azure platform.



The results indicate an overall positive response of 91 %, which shows the high level of student satisfaction.

SUGGESTIONS FROM STUDENTS

Important suggestions from students are listed below.

1. Students prefer offline classes than online classes
2. There should be gaps between examination days
3. More number of field trips and internships should be provided.
4. No ICT enabled classrooms should be increased.
5. Teachers should follow timetable for online classes.
6. More number of internal/class tests should be conducted.
7. Need more guidance on higher education and job prospects.

CONCLUSIONS:

Though the overall student's satisfaction was above average, there are some areas which need immediate attention. A) college should provide more opportunities for internships, filed visits and student exchange. B) Students are tired of online classes. C). The ICT facilities for teaching should be improved. The statistical test implied that batch wise differences in responses were minimal. Which shows that the responses received represents the feedback from all students. D.) The sentimental analysis shows that positive responses are very high which indicates high level of student satisfaction.

ACTION TAKEN:

The results were discussed in the IQAC Core committee meeting. Later principal informed teaching staff during the staff meeting held on 30th March 2021 & 31st March 2021. Instructions were given for corrective actions. The summary is displayed on the college website after discussion and review in IQAC meeting.

INPUTS	ACTION TAKEN
Offline classes	The matter was discussed in Staff meeting. It was decided to adhere to the guidelines issued by Government and University of Calicut. However, Principal advised teachers to conduct more offline classes adhering to the covid protocols. Also, it was advised to IQAC to conduct more teacher trainings to improve the quality of online classes.
Study days in between exams	Controller of Examination studied the matter and it was decided to give study days in between examinations.
Field trips, Internships and student exchange	This year due to restrictions of Covid, Departments could arrange only minimum number of internships. Departments were instructed to arrange for more as more sanctions are given by the Government. Under the active leadership of Heads of the Department, internships were arranged for students towards the end of academic year. For first time five B. Com students received overseas internship.
ICT enabled classrooms	It was decided to make at least 60% of the classrooms to be ICT enabled.
Timetable for online classes	Principal gave additional instructions to teachers on the timetable. If additional classes are to be conducted, should inform students at least one day early.

Additional tests and internal exams	Teachers are encouraged to conduct module test papers. Teachers may use either Moodle platform or google classrooms to conduct such tests. As Outcome based education is implemented such tests will be highly advantageous.
Guidance on Higher Education and Placements	Even though the Career Guidance and Placement Cell is functioning effectively, instructions may not reach to some students. Decided to include one faculty per department in the Career Guidance and Placement Cell.

Dr. Fr. Jolly Andrews CMI

Principal

Dr. Robinson P Ponminiessary

IQAC coordinator

Place: Irinjalakuda

Date: 01 April 21