**IQAC**

Government Arts College (Autonomous), Salem -636007

Student Satisfaction Survey 2018-2019.

The institution is committed to provide quality education to the students who are mainly from rural background. Educating the students with this background creates many challenges and we are committed to face these challenges in an effective manner. To ensure continuous improvement, the requirements of the students have to be carefully identified for which we use the mechanism of obtaining the feedback. This survey is done every academic year with a sample of around 1000 students.

The IQAC took the lead in conducting the Student Satisfaction Survey on-line in March 2019 with the assistance of Academic staff. The survey results were electronically tabulated and printed by IQAC for analysis and for continual improvement to processes and systems. The analysis was compiled into a survey report which was submitted to the management council for review and approval prior to implementation of recommended improvement actions. Survey report was made available to stakeholders after management approval.

The survey is done online through Digital forms. Hence this digitalized process is Green and Automatic. The online mode of data collection ensures speedy acquisition of information and also prompt analysis. This sample survey which is done with a sample of 1023 students will be extended to the process of Complete Enumeration in future. The consolidated analysis and the findings are as follows.
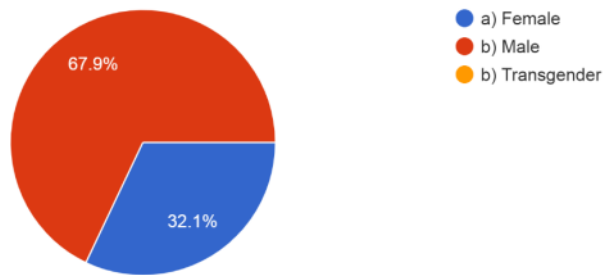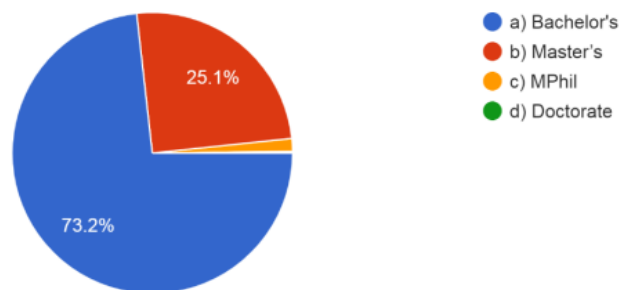
E) Age:

1,023 responses
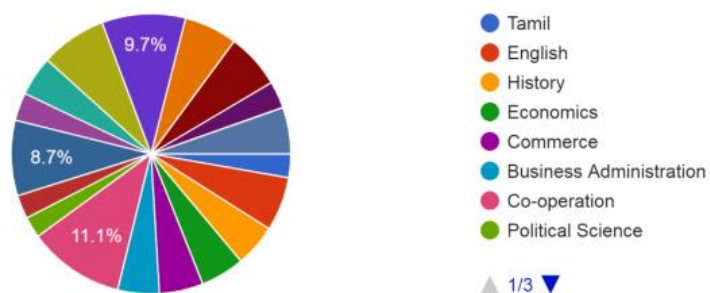
## F) Gender:

1,023 responses



- ● a) Female
- ● b) Male
- ● b) Transgender

67.9%

32.1%
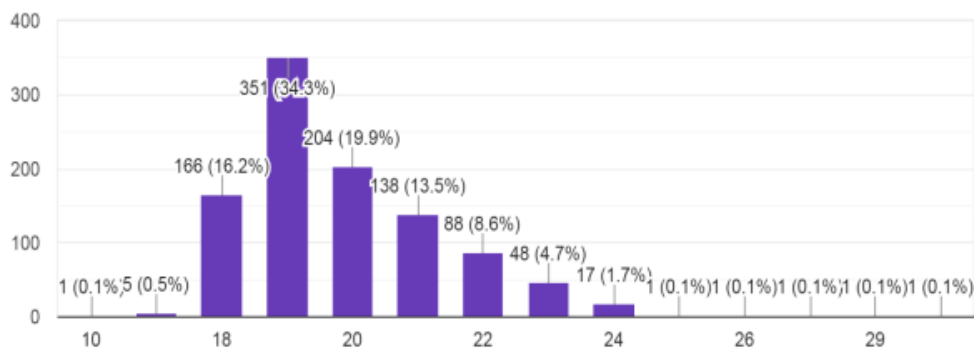
## G) What degree program are you pursuing now?

1,023 responses



- ● a) Bachelor's
- ● b) Master's
- ● c) MPhil
- ● d) Doctorate

25.1%

73.2%

## H) What branch are you pursuing now?

1,023 responses



- ● Tamil
- ● English
- ● History
- ● Economics
- ● Commerce
- ● Business Administration
- ● Co-operation
- ● Political Science

▲ 1/3 ▼

9.7%

8.7%

11.1%
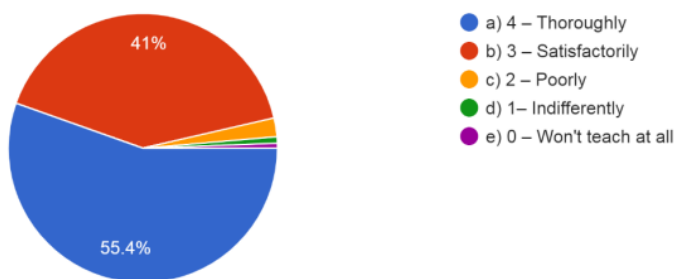
## 1. How much of the curricula and syllabi are covered in the subject in which you are studying?

1,023 responses



- ● a) 4 – 85 to 100%
- ● b) 3 – 70 to 84%
- ● c) 2 – 55 to 69%
- ● d) 1– 30 to 54%
- ● e) 0 –Below 30%

28.2%
64.5%
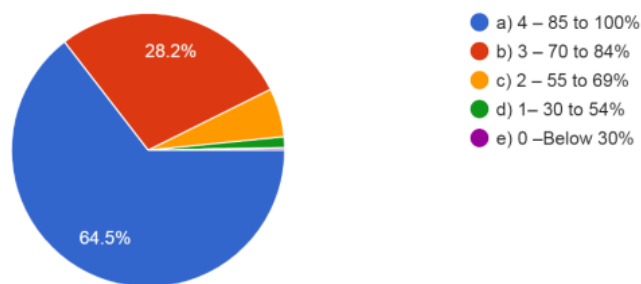
## 2. How well did the teachers prepare for the classes?

1,023 responses



- ● a) 4 – Thoroughly
- ● b) 3 – Satisfactorily
- ● c) 2 – Poorly
- ● d) 1– Indifferently
- ● e) 0 – Won't teach at all

41%
55.4%

## 3. How well were the teachers able to communicate?

1,023 responses



- ● a) 4 – Always effective
- ● b) 3 – Sometimes effective
- ● c) 2 – Just satisfactorily
- ● d) 1– Generally ineffective
- ● e) 0 –poor communication

26.2%
65.9%
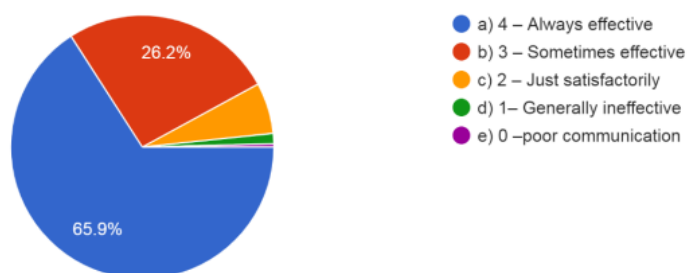
## 4. The teachers illustrate the concepts through examples and applications

1,023 responses



- a) 4 – Every time
- b) 3 – Usually
- c) 2 – Occasionally/Sometimes
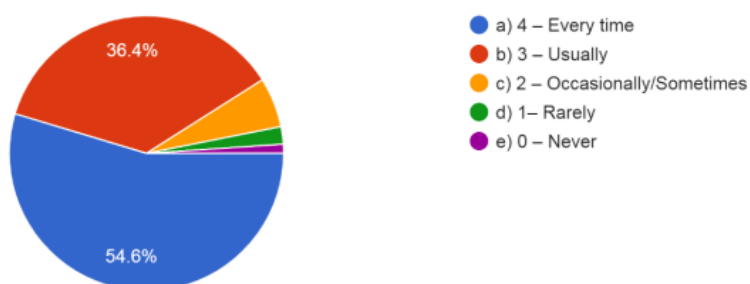- d) 1– Rarely
- e) 0 – Never

37%

54.9%
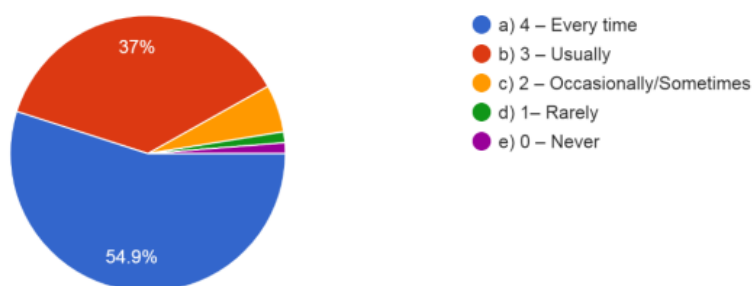
## 5. Do the teachers build-up in you the expected curricular competencies, programme outcomes and programme specific outcomes?

1,023 responses



- a) 4 – Every time
- b) 3 – Usually
- c) 2 – Occasionally/Sometimes
- d) 1– Rarely
- e) 0 – Never

37.4%

53.2%
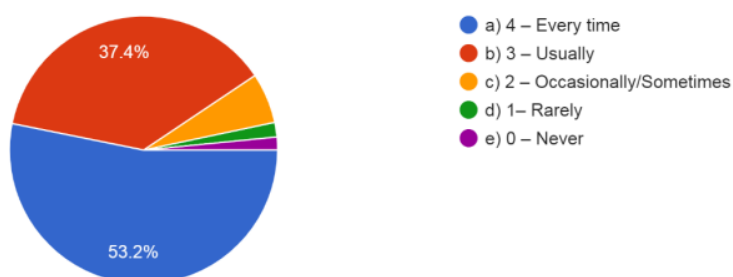
## 6. Does your mentor do necessary follow up of the tasks assigned to you?

1,023 responses



- a) 4 – Every time
- b) 3 – Usually
- c) 2 – Occasionally/Sometimes
- d) 1– Rarely
- e) 0 – Never

36.4%

54.6%

## 7. To what extent the mentoring process in your institution is beneficial to you for cognitive, social and emotional growth?

1,023 responses



- a) 4 – Highly Beneficial
- b) 3 – Beneficial
- c) 2 – Satisfactory
- d) 1– Marginally
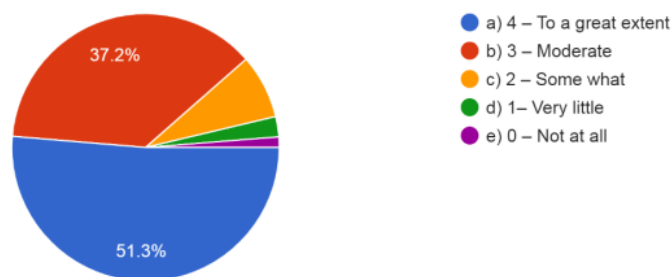- e) 0 – Not at all

51.5%
35.7%
9.7%
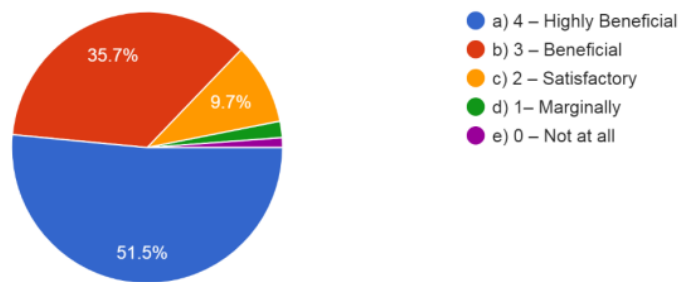
## 8. What percentage of teachers uses ICT-enabled methods like multimedia, web-based learning and national e-resources while teaching?

1,023 responses



- a) 4 – 85 to 100%
- b) 3 – 70 to 84%
- c) 2 – 55 to 69%
- d) 1– 30 to 54%
- e) 0 –Below 30%

45.1%
36.4%
12.6%
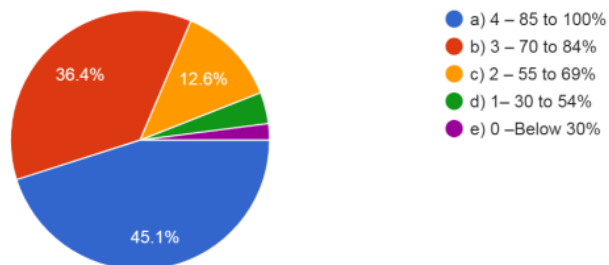
## 9. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

1,021 responses



- a) 4 – To a great extent
- b) 3 – Moderate
- c) 2 – Some what
- d) 1– Very little
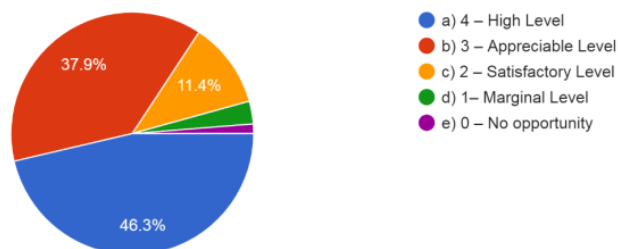- e) 0 – Not at all

51.3%
37.2%

## 10. What is the extent of opportunities given to you for outdoor learning like internship, student exchanges, field visits and projects?

1,023 responses



- a) 4 – 85 to 100%
- b) 3 – 70 to 84%
- c) 2 – 55 to 69%
- d) 1– 30 to 54%
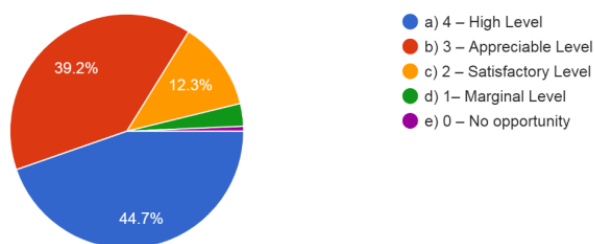- e) 0 –Below 30%

37.4%
9.8%
47%
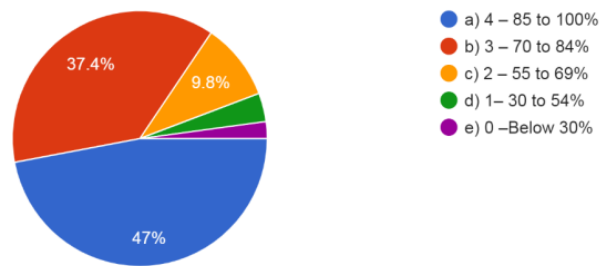
## 11. What is the level of opportunities provided by your institution to develop employability and entrepreneurship skills to prepare you for your career?

1,023 responses



- a) 4 – High Level
- b) 3 – Appreciable Level
- c) 2 – Satisfactory Level
- d) 1– Marginal Level
- e) 0 – No opportunity
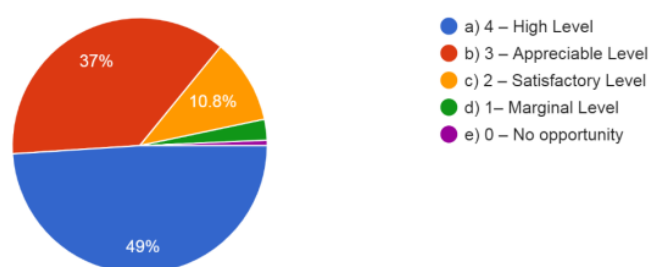
37.9%
11.4%
46.3%

## 12. What level of monitoring and evaluation is available in your institution for assessing the effectiveness and in...s of the classroom/learning sessions?

1,023 responses



- a) 4 – High Level
- b) 3 – Appreciable Level
- c) 2 – Satisfactory Level
- d) 1– Marginal Level
- e) 0 – No opportunity

39.2%
12.3%
44.7%

## 13. To what extent the institutional ambience and class room teaching has improved your creative thinking and analytical skills?
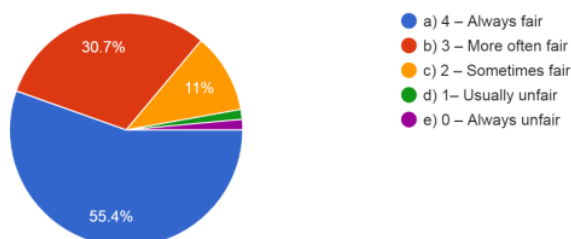
1,023 responses



- a) 4 – High Level
- b) 3 – Appreciable Level
- c) 2 – Satisfactory Level
- d) 1– Marginal Level
- e) 0 – No opportunity

37%
10.8%
49%

## 14. How frequently your performance in academic assignments are discussed and reviewed with you by the teachers?
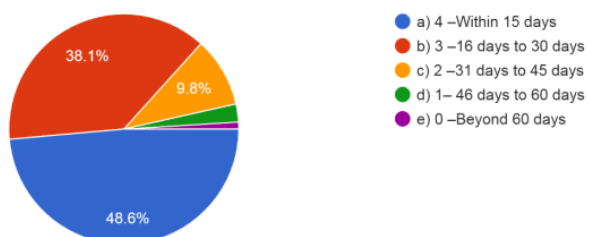
1,023 responses



- a) 4 – Regularly
- b) 3 – Often
- c) 2 – Sometimes
- d) 1– Rarely
- e) 0 – Never

29.8%

58.5%
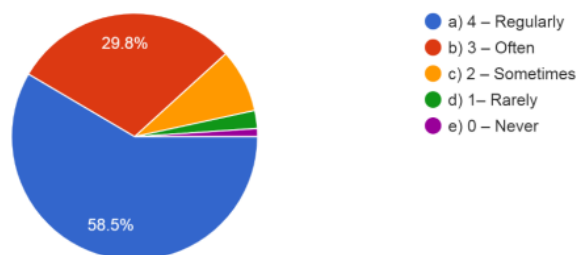
## 15. What is your assessment about the fairness of the internal evaluation process by the teachers?
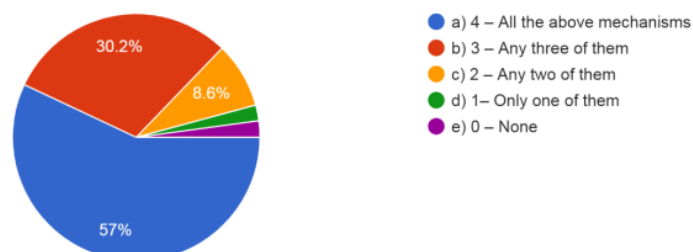
1,023 responses



- a) 4 – Always fair
- b) 3 – More often fair
- c) 2 – Sometimes fair
- d) 1– Usually unfair
- e) 0 – Always unfair

30.7%

11%

55.4%

## 16. What is the average time taken by the institution for declaration of examination results?

1,023 responses



- a) 4 –Within 15 days
- b) 3 –16 days to 30 days
- c) 2 –31 days to 45 days
- d) 1– 46 days to 60 days
- e) 0 –Beyond 60 days

38.1%

9.8%

48.6%

## 17. What are the mechanisms (issue of photocopy of answer sheet, re-totaling, re-evaluation and provisio...vances with reference to examinations?
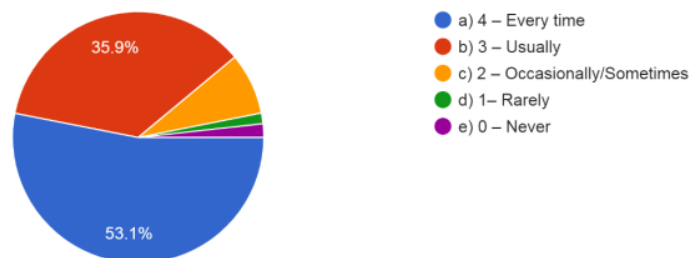
1,023 responses



- a) 4 – All the above mechanisms
- b) 3 – Any three of them
- c) 2 – Any two of them
- d) 1– Only one of them
- e) 0 – None

30.2%

8.6%

57%

7

18. How do you rate the procedures involved in the total examination processes of the evaluation system adopted by your college?

1,023 responses



- a) 4 – Excellent
- b) 3 – Very Good
- c) 2 – Good
- d) 1– Average
- e) 0 – Poor

37.6%

12%

46.2%
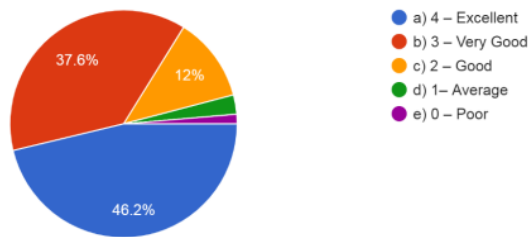
19. Do your teachers enable you to identify your strengths and weaknesses and help you to develop your strengths...roviding timely counselling and care?

1,023 responses



- a) 4 – Every time
- b) 3 – Usually
- c) 2 – Occasionally/Sometimes
- d) 1– Rarely
- e) 0 – Never

35.9%

53.1%

20. If you were to award rating of your institution in terms of "stars" in relation to quality of teaching learning... evaluation, what would be your rating?

1,023 responses



- a) 4 – *****
- b) 3 – ****
- c) 2 – ***
- d) 1– **
- e) 0 – *

31.7%

58.1%
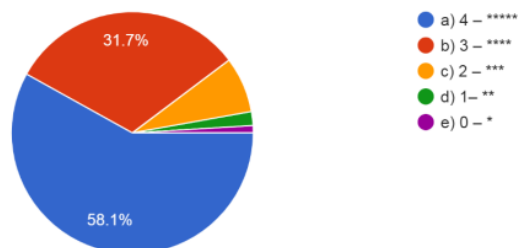
# CONCLUSION

## STUDENTS SATISFACTION SURVEY REPORT (2018- 2019)

The feedback process is effectively used as a mechanism to identify the following:

1. The effectiveness of key areas should be retained and enhanced.
2. The opportunities for continuous improvement.

These generally revealed that students were highly satisfied with their study experiences in this sesquicentennial institution of Tamil Nadu.

## STRENGTHS OF THE INSTITUTION

- Around 90% of the students agree that the syllabus coverage is very good.
- More than 95% of the respondents agree that the teachers communicate effectively, illustrate concepts through examples and applications.
- More than 90% agree that usually the teachers build up expected curricular competencies, program outcomes and program specific outcomes.
- More than 90% agree that the mentors usually follow up the tasks assigned to the students.
- More than 80% of the students agree that the mentoring process is beneficial for cognitive, social and emotional growth.
- 81% of the teachers use ICT enabled methods of teaching like multimedia, web based learning and e-resources for teaching.
- 87% of the students agree that the efforts made by the teachers to inculcate soft skills and employability skills are excellent.
- More than 90% of the students are happy with the institutional ambience and class room teaching.
- 90% of the students agree that the academic assignments are discussed and reviewed often by the teachers.
- More than 90% of the students have an opinion that the internal assessment is fair.
- More than 90% of the students are satisfied with the examination process.
- Around 85% of the students feel that the award rating is excellent.
- The students' feedback reveals that the teachers identify the strength and weakness of the students through effective monitoring.

## OPPORTUNITIES FOR IMPROVEMENT

The following are the thrust areas of improvement as revealed by the feedback. Even though the percentage of students who say that some areas require improvement is very less (around 10%), we perceive this as potential areas for continuous improvement.

- Though 87% percentage of students are happy with the mentoring process, 10% have neutral opinion and 3% feel that the process requires improvement.
- Though 81% of the students are satisfied with the usage of modern teaching methods, 13% have the neutral opinion and 6% of the students feel that more ICT-enabled methods should be used.
- Though 84% of the students appreciate the opportunities provided to them in terms of internship, student exchanges, field visits and projects, 10% have neutral opinion and 6% feel that more opportunities for outdoor learning should be provided.
- 84% of the students feel that the level of opportunities provided by the institution to develop employability and entrepreneurship skills are excellent, 11% of the students have neutral opinion and 5% feel that more orientation is required.

- 84% of the students rate the level of monitoring and evaluation of the effectiveness of the classroom/learning sessions as very high, but 12% have a neutral opinion and 4% feel that more orientation is required.
- 86% of the students feel that the mentoring process is beneficial for cognitive, social and emotional growth, but 11% have a neutral opinion and 3% feel that the more opportunities should be provided.

From the survey, more than 90% of the students responded that they were highly satisfied with the services rendered by the College. With the implementation of the improvement actions identified in this survey, we will be expecting better results in next Academic year 2019-2020.

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