

**INTERNAL QUALITY ASSURANCE CELL**  
**Government Arts College (Autonomous), Salem -636007**  
**Student Satisfaction Survey 2019-2020.**

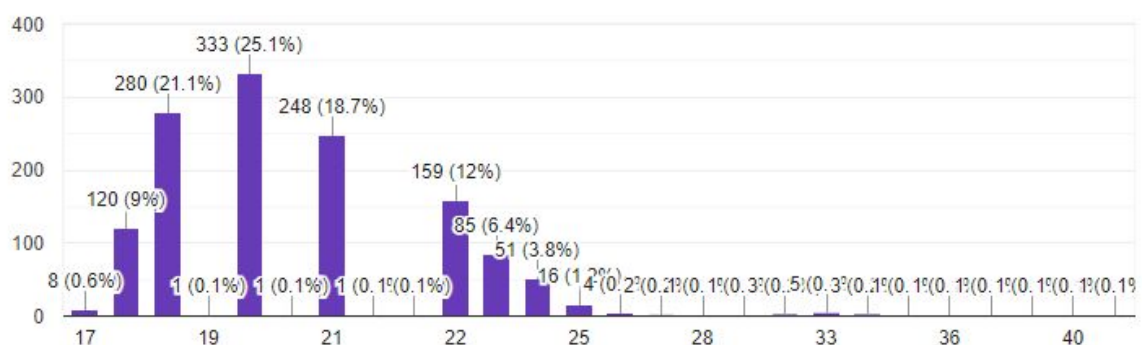
Government Arts College (Autonomous), Salem -636007 is highly committed to provide quality education to the students who are mainly from rural background. Educating the students with this background creates many challenges and we are committed to face these challenges in an effective manner. To ensure 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 1329 students.

The IQAC of this college took the lead in conducting the Student Satisfaction Survey on-line in March 2020 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 and it is uploaded in the college web portal.

The SSS survey was done online through using Google 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 1329 students, will be extended to the process of Complete Enumeration in future. The consolidated analysis and the findings are given as diagrams as follows.

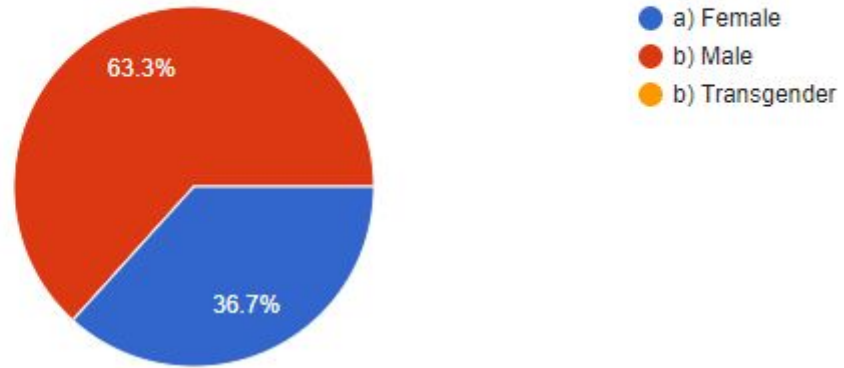
E) Age:

1,329 responses



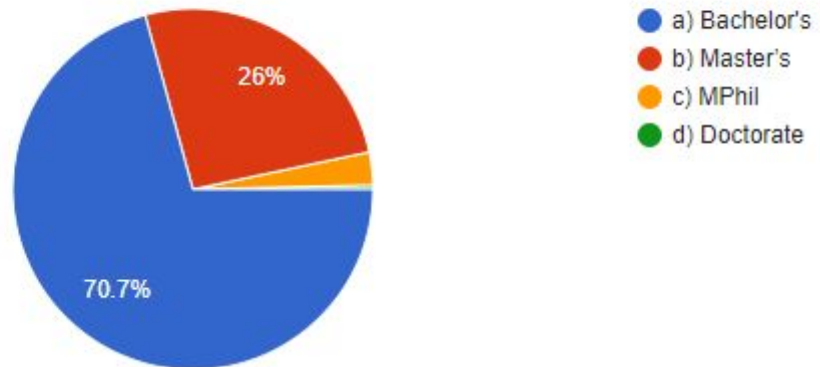
F) Gender:

1,329 responses



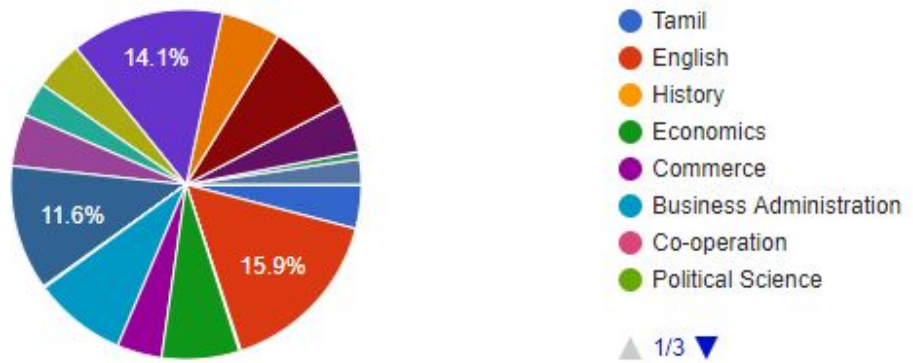
G) What degree program are you pursuing now?

1,329 responses



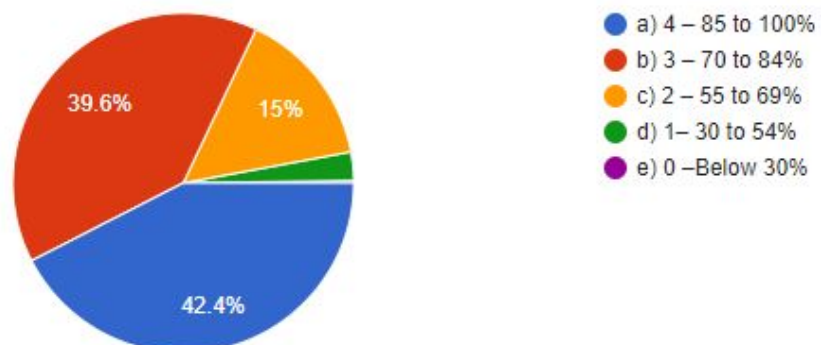
H) What branch are you pursuing now?

1,329 responses



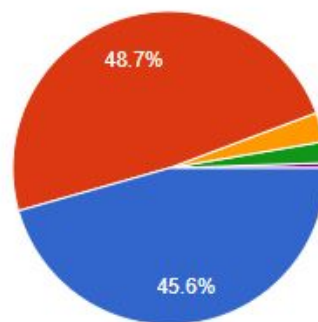
1. How much of the curricula and syllabi are covered in the subject in which you are studying?

1,329 responses



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

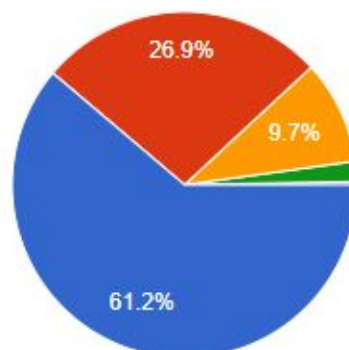
1,329 responses



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

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

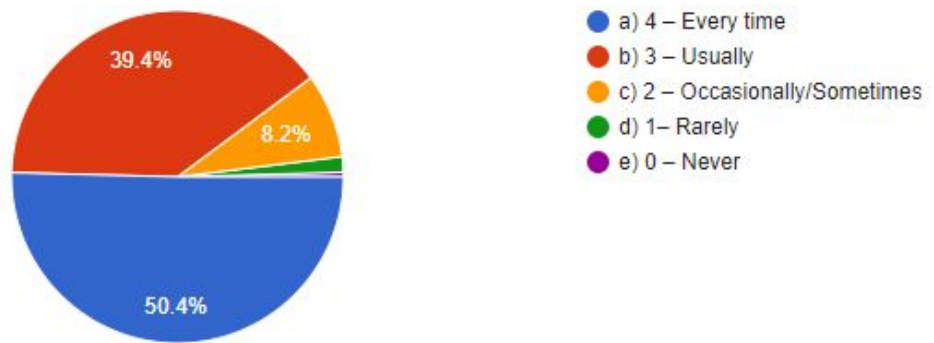
1,329 responses



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

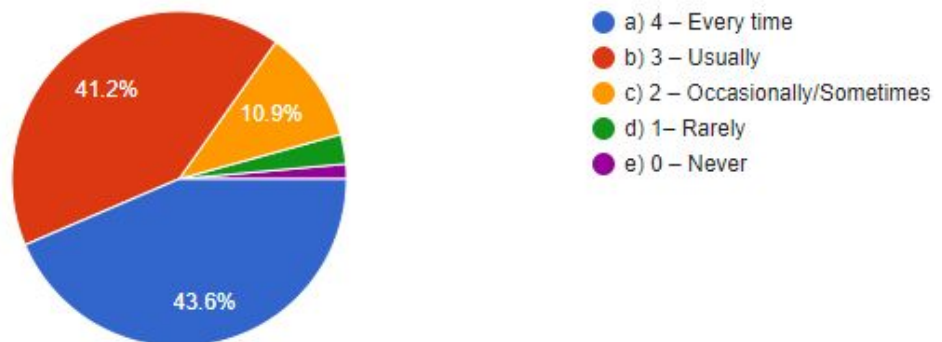
4. The teachers illustrate the concepts through examples and applications

1,329 responses



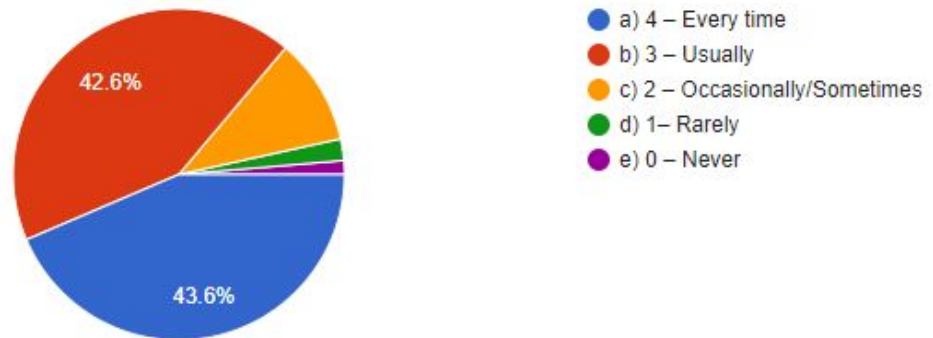
5. Do the teachers build-up in you the expected curricular competencies, programme outcomes and programme specific outcomes?

1,329 responses



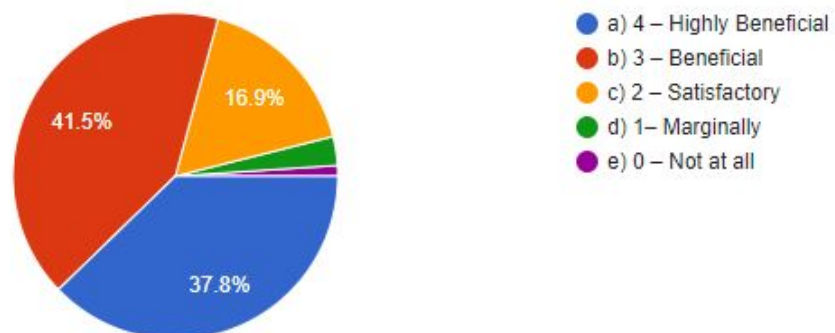
6. Does your mentor do necessary follow up of the tasks assigned to you?

1,329 responses



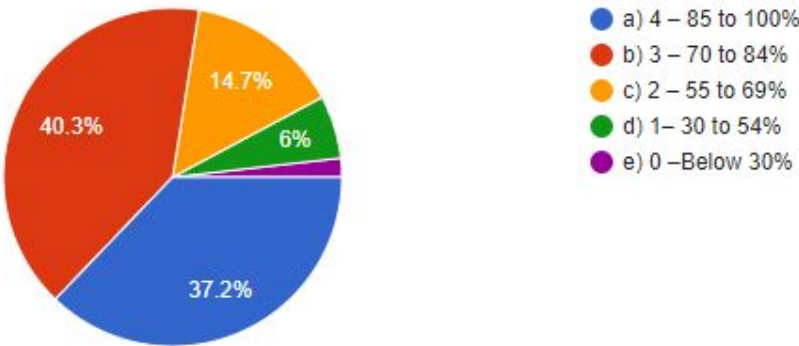
7. To what extent the mentoring process in your institution is beneficial to you for cognitive, social and emotional growth?

1,329 responses



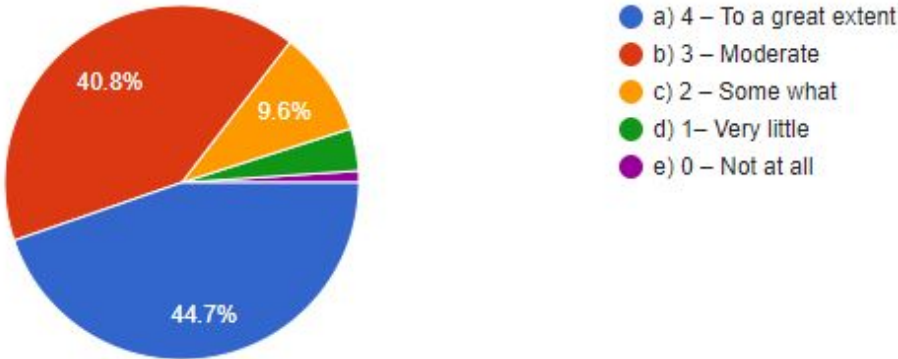
8. What percentage of teachers uses ICT-enabled methods like multimedia, web-based learning and national e-resources while teaching?

1,329 responses



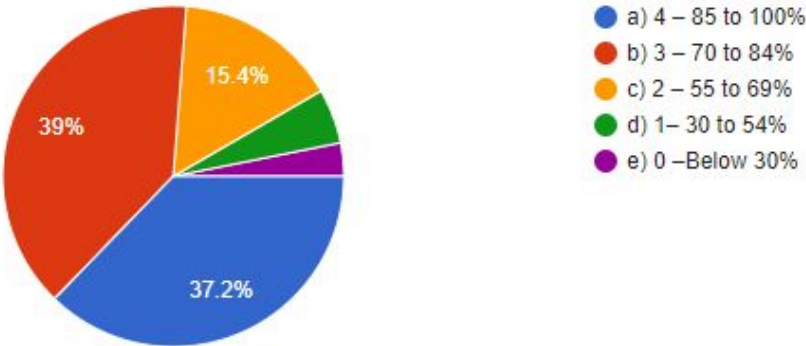
9. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

1,320 responses



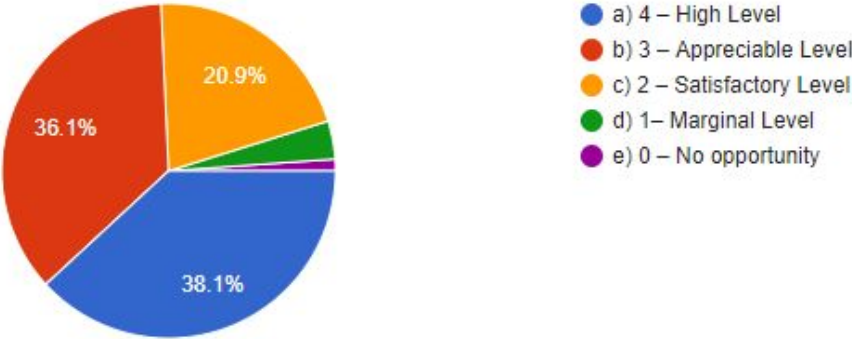
10. What is the extent of opportunities given to you for outdoor learning like internship, student exchanges, field visits and projects?

1,329 responses



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

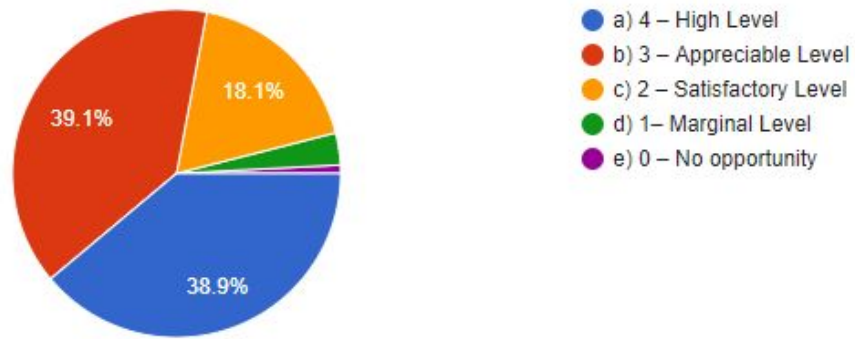
1,329 responses





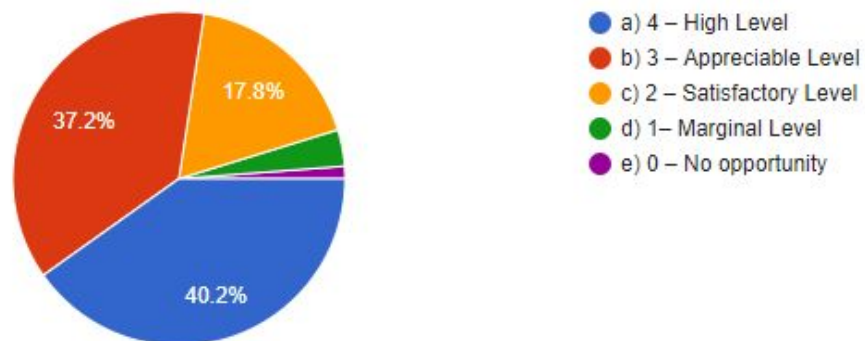
12. What level of monitoring and evaluation is available in your institution for assessing the effectiveness and interactivensess of the classroom/learning sessions?

1,329 responses



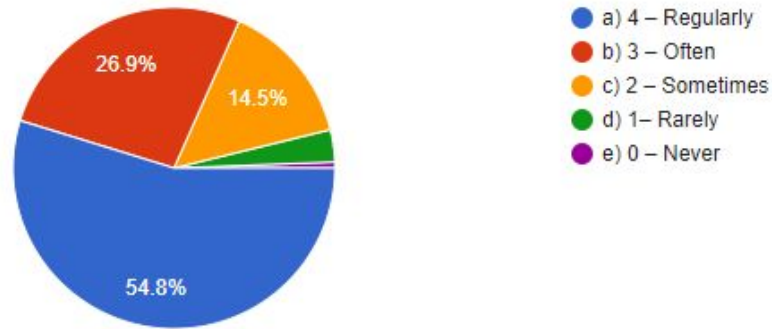
13. To what extent the institutional ambience and class room teaching has improved your creative thinking and analytical skills?

1,329 responses



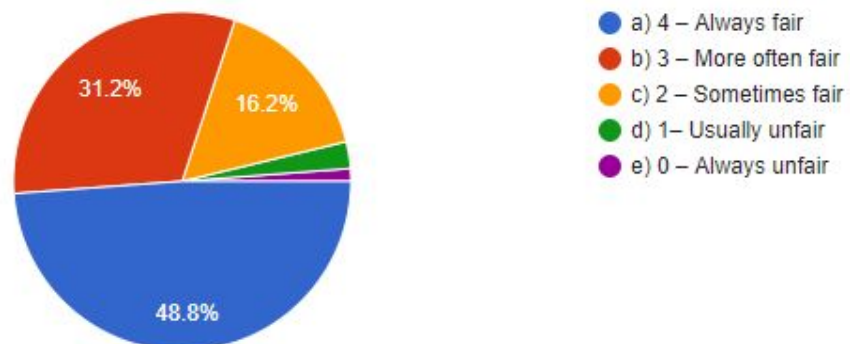
14. How frequently your performance in academic assignments are discussed and reviewed with you by the teachers?

1,329 responses



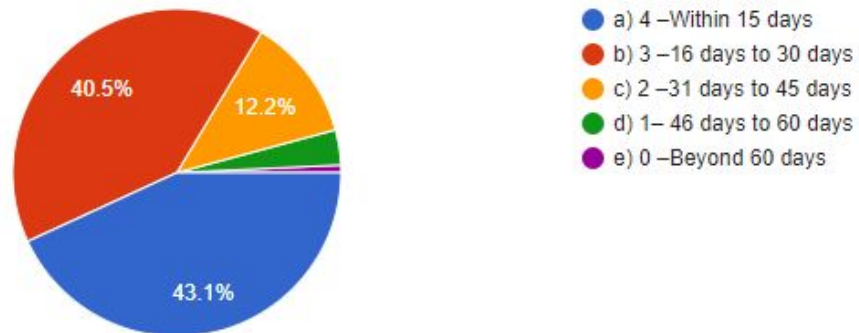
15. What is your assessment about the fairness of the internal evaluation process by the teachers?

1,329 responses



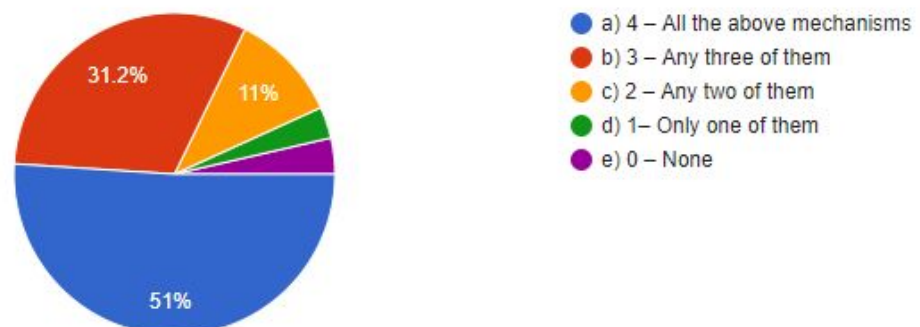
16. What is the average time taken by the institution for declaration of examination results?

1,329 responses



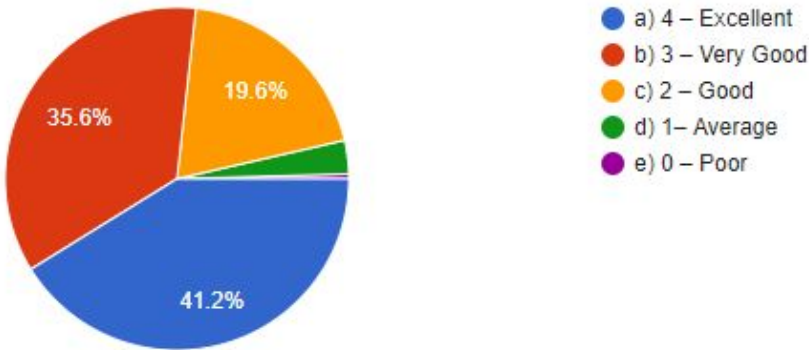
17. What are the mechanisms (issue of photocopy of answer sheet, re-totaling, re-evaluation and provision of grace marks) available in your institution for redressal of grievances with reference to examinations?

1,329 responses



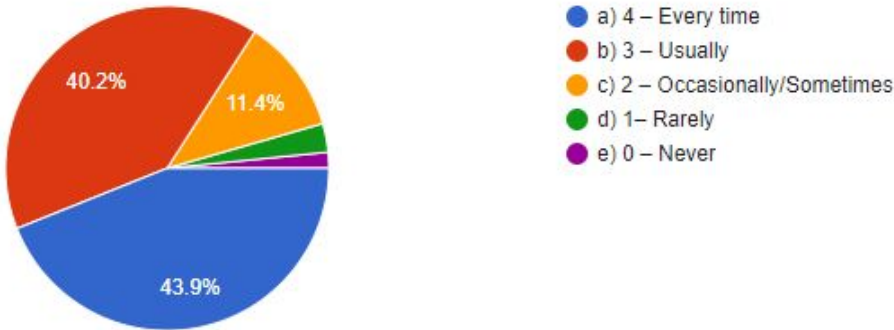
18. How do you rate the procedures involved in the total examination processes of the evaluation system adopted by your college?

1,329 responses



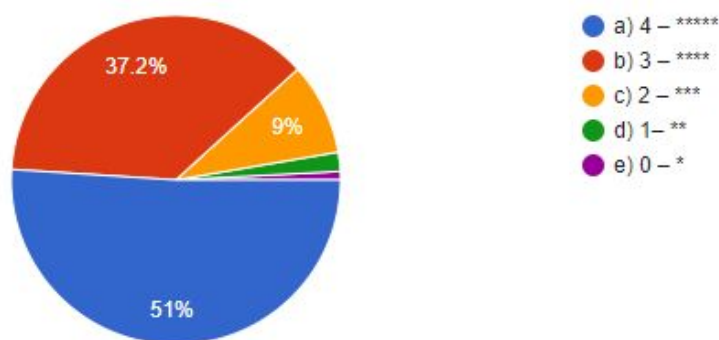
19. Do your teachers enable you to identify your strengths and weaknesses and help you to develop your strengths and overcome your weaknesses by providing timely counselling and care?

1,329 responses



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

1,329 responses



## FINDINGS AND CONCLUSION

### STUDENTS SATISFACTION SURVEY REPORT (2019- 2020)

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 82% of the students agree that the syllabus coverage is very good. • More than 90% of the respondents agree that the teachers communicate effectively, illustrate concepts through examples and applications.
- More than 85% 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.
- 90% of the teachers use ICT enabled methods of teaching like multimedia, web based learning and e-resources for teaching.
- Around 90% of the students agree that the efforts made by the teachers to inculcate soft skills and employability skills are excellent.
- 76% given to the extent of opportunities for outdoor learning like internships, student exchanges, field visits and projects.
- 75% opportunities provided to develop employability and entrepreneurship skills to prepare for students' careers.
- 77% monitoring and evaluation is available in the institution for assessing the effectiveness and interactivity of the classroom/learning sessions.
- Around 85% of the students are happy with the institutional ambience and class room teaching.
- 81% of the students agree that the academic assignments are discussed and reviewed often by the teachers.
- More than 80% of the students have an opinion that the internal assessment is fair.

- Around 85% of students gave their opinion that the maximum of one month taken for declaration of examination results by the institution.
- 82% available the mechanisms (issue of photocopy of answer sheet, re-totaling, re-evaluation and provision of grace marks) in the institution for redressal of grievances with reference to examinations.
- Around 90% of the students are satisfied with the examination process.
- 84% teachers enable students to identify strengths and weaknesses and help to develop student strengths and overcome weaknesses by providing timely counselling and care.
- Around 90% 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 90% percent of students are happy with the mentoring process, 10% have neutral opinions and 2% feel that the process requires improvement.
- Though 85% of the students are satisfied with the usage of modern teaching methods, 15% have the neutral opinion and 5% of the students feel that more ICT-enabled methods should be used.
- 90% of the students appreciate the opportunities provided to them in terms of internship, student exchanges, field visits and projects, 7% have neutral opinions and 5% feel that more opportunities for outdoor learning should be provided.
- 87% of the students feel that the level of opportunities provided by the institution to develop employability and entrepreneurship skills are excellent, 10% of the students have neutral opinions and 4% feel that more orientation is required.
- 90% of the students rate the level of monitoring and evaluation of the effectiveness of the classroom/learning sessions as very high, but 8% have a neutral opinion and 3% feel that more orientation is required.
- 85% of the students feel that the mentoring process is beneficial for cognitive, social and emotional growth, but 10% have a neutral opinion and 4% feel that the more opportunities should be provided.

From this exclusive survey, around 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 2020-2021.

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