

**INTERNAL QUALITY ASSURANCE CELL**  
**Government Arts College (Autonomous), Salem -636007**  
**Student Satisfaction Survey 2023-2024**

Government Arts College (Autonomous), Salem - 636007, is deeply dedicated to delivering quality education, particularly to students from rural backgrounds. Educating students from such diverse backgrounds presents unique challenges, and the institution is steadfast in addressing them effectively. To drive continuous improvement, it is essential to understand and address students' needs, which is achieved through systematic feedback collection.

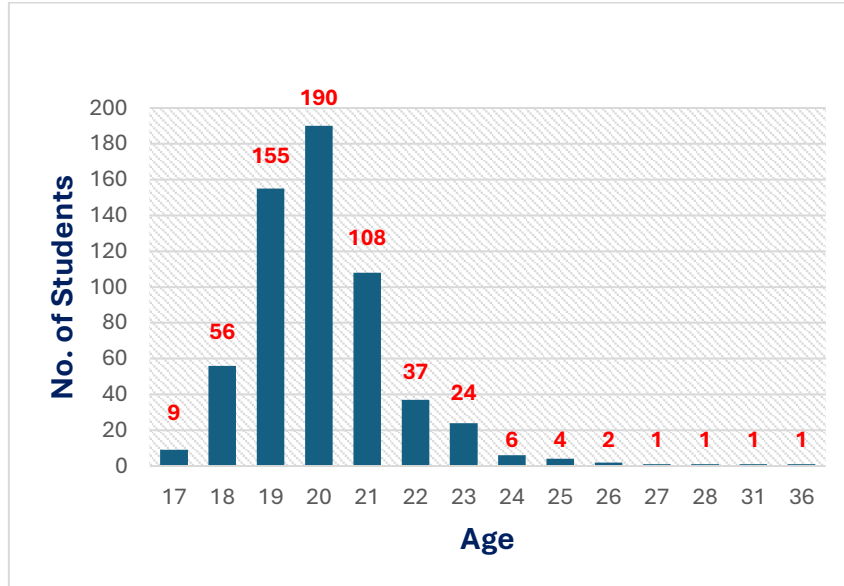
Each academic year, a Student Satisfaction Survey (SSS) is conducted with a sample of approximately 596 students. In March 2024, the Internal Quality Assurance Cell (IQAC) led the initiative to conduct the survey online, supported by faculty members. The survey results were electronically tabulated and analyzed by the IQAC to enhance institutional processes and systems. A comprehensive survey report was prepared and submitted to the council for review and approval, following which the recommended actions were implemented. The report was also shared with stakeholders and uploaded to the college web portal.

The SSS was conducted online using Google Forms, making the process both eco-friendly and efficient. This digital approach ensures rapid data collection and analysis. While the current survey included 596 respondents, there are plans to transition to a complete enumeration method in the future. The consolidated analysis and findings are presented in diagrammatic form as follows.

## Age

This chart represents the distribution of respondents based on their age. It shows the diversity of student ages participating in the survey, reflecting inclusivity across different age groups within the institution.

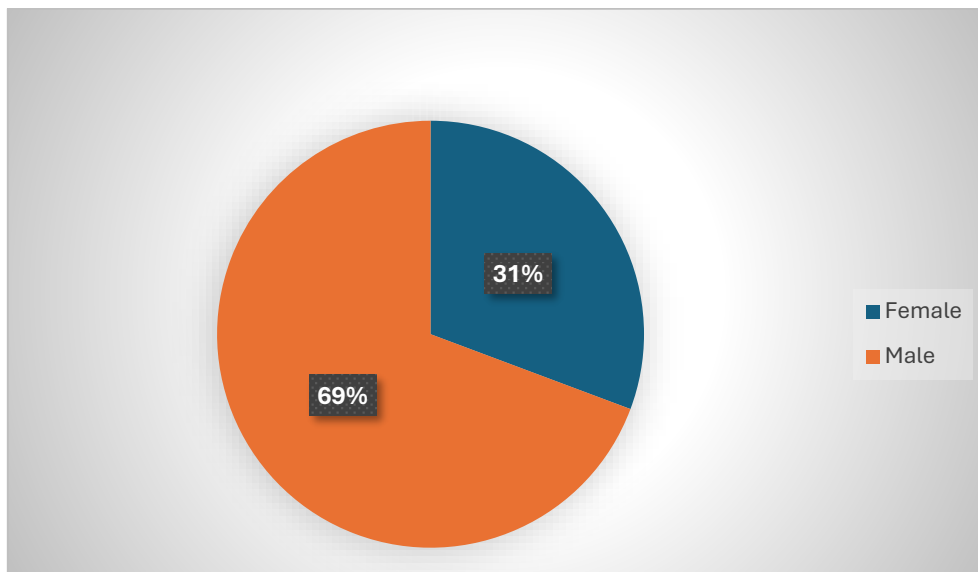
**596 responses**



## Gender

This chart illustrates the gender demographics of the respondents, providing insights into the gender balance among students who participated in the survey.

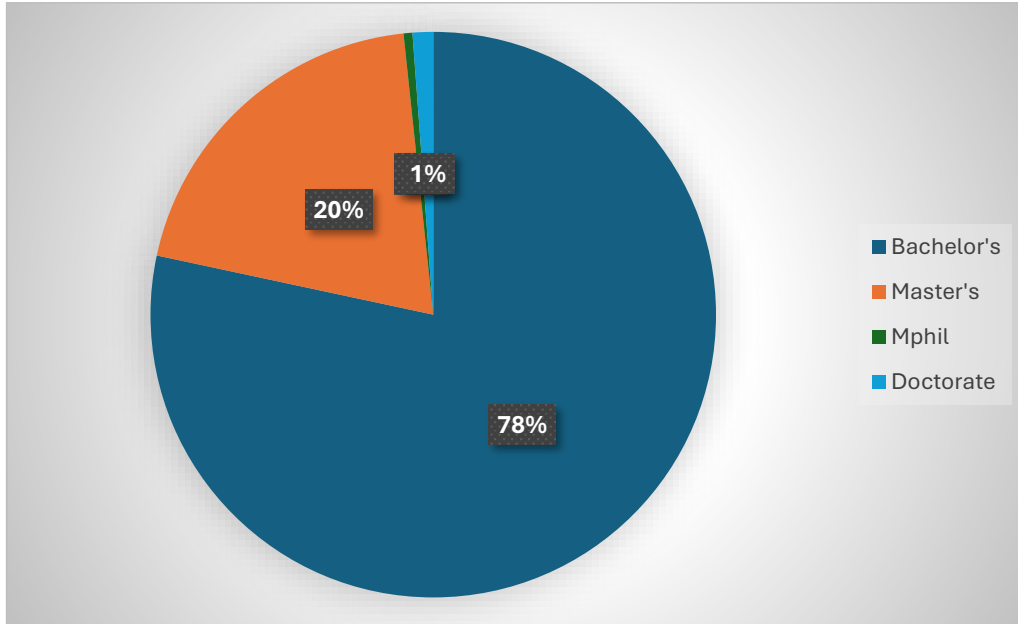
**596 responses**



### Degree Program Pursued

The chart identifies the various degree programs currently pursued by the respondents, offering a breakdown of participation across undergraduate, postgraduate, and other programs.

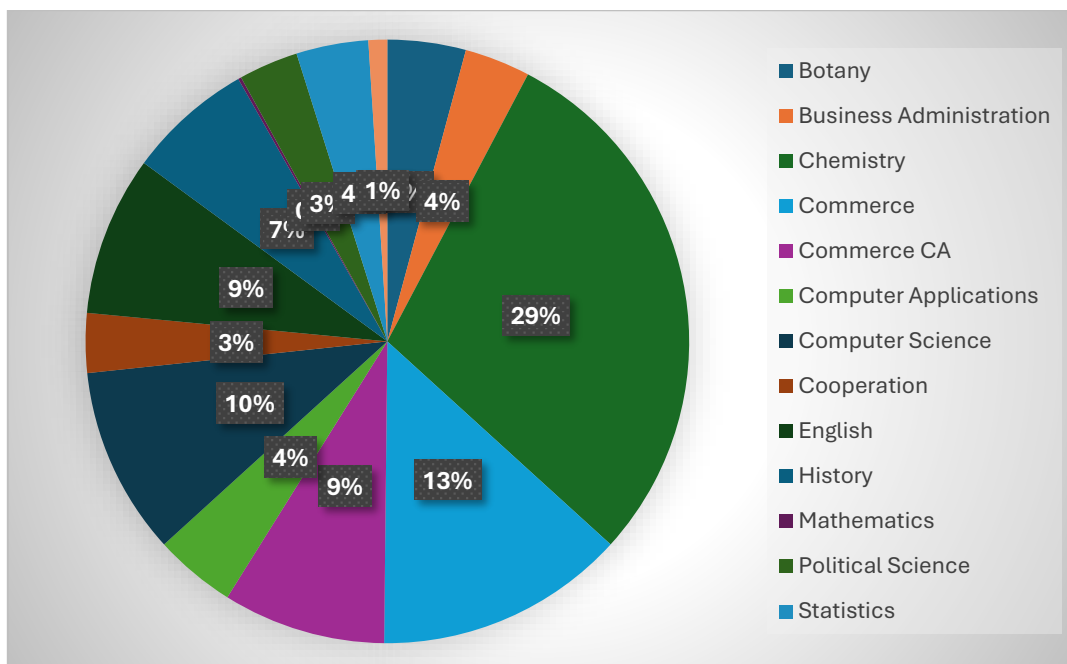
596 responses



### Branch of Study

This chart details the distribution of students across different branches or disciplines, highlighting the representation of diverse academic fields in the survey.

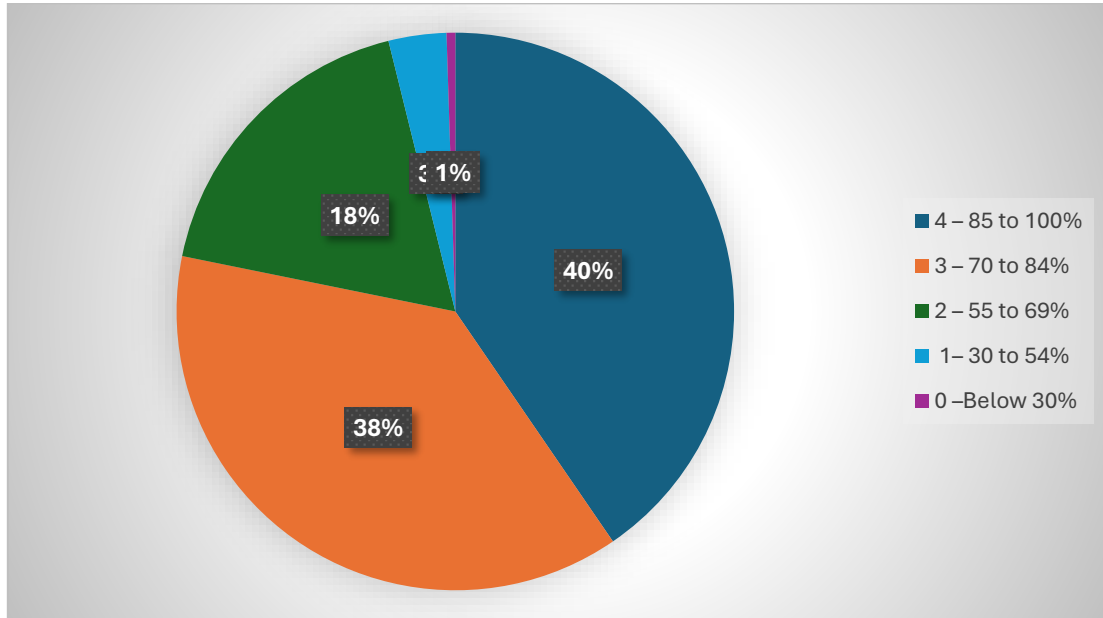
596 responses



### Curriculum and Syllabus Coverage

The chart reflects how well the curricula and syllabi are covered in the subjects being studied, as perceived by the students. It aligns with the survey finding that 75% of students are satisfied with syllabus coverage.

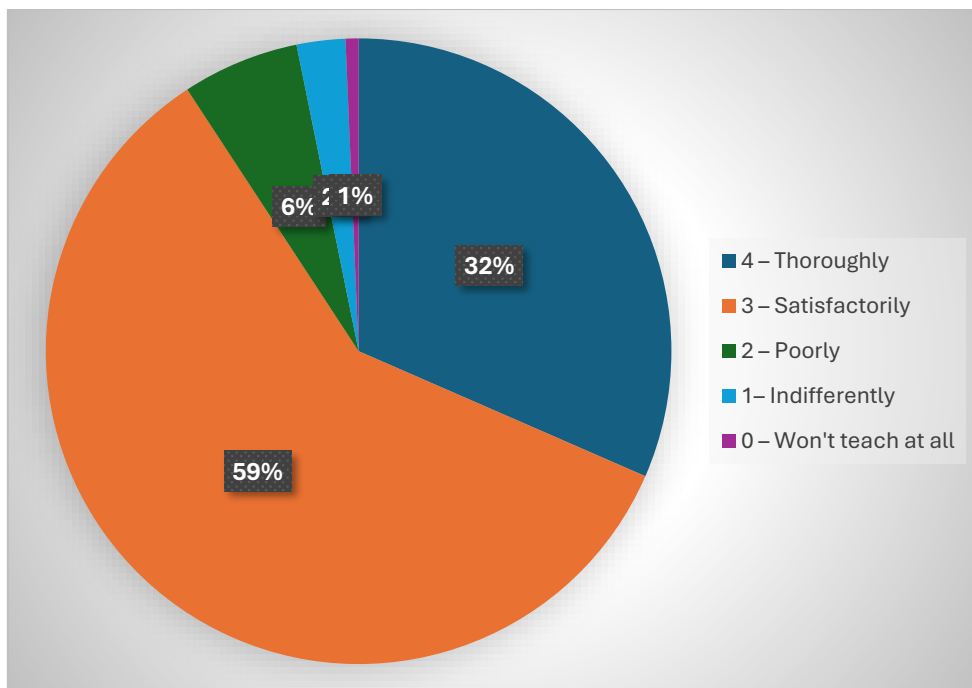
596 responses



### Teacher Preparation

This chart shows how well students rate their teachers' preparation for classes. According to the findings, more than 91% of respondents agree that teachers prepare thoroughly for their courses.

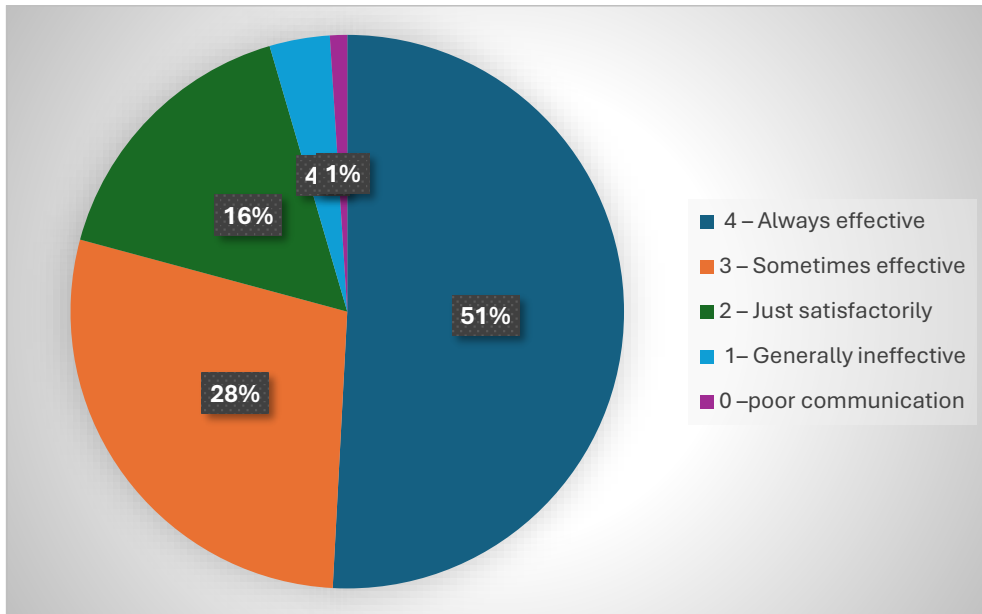
596 responses



### Teacher Communication

This chart measures how effectively teachers communicate during classes. The findings reveal that around 80% of students rate communication as effective.

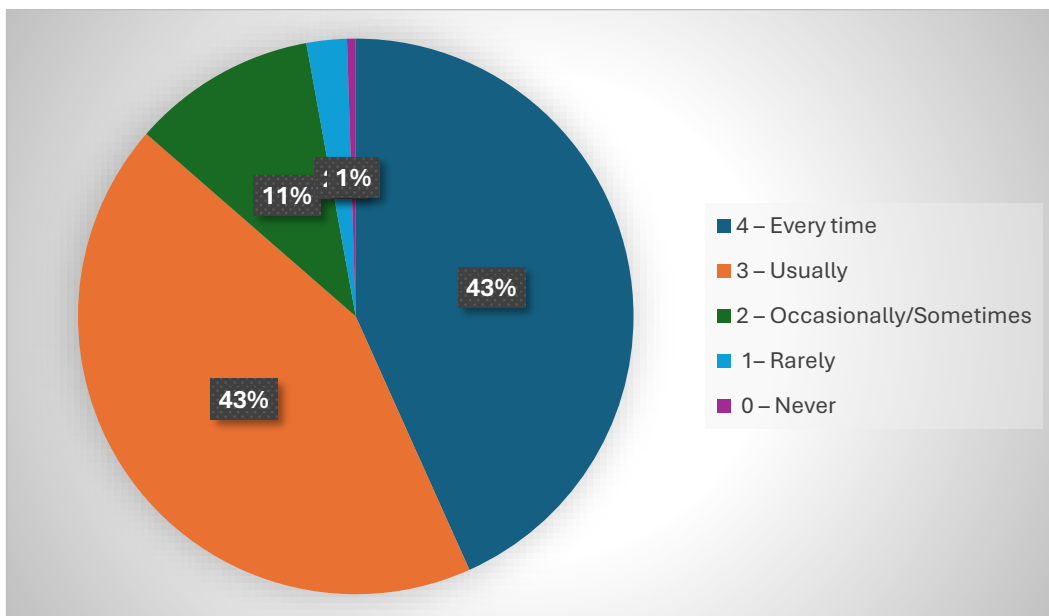
596 responses



### Teaching with Examples and Applications

This chart represents the extent to which teachers illustrate concepts with examples and applications. Over 85% of respondents agree that this approach is used effectively.

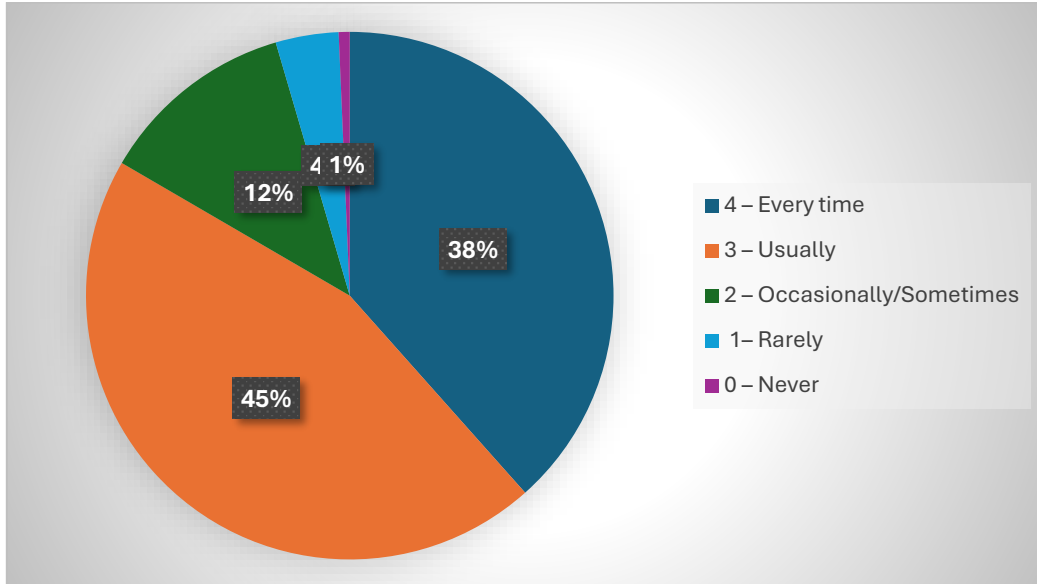
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### Development of Curricular Competencies

The chart depicts students' perceptions of how teachers help build curricular competencies, program outcomes, and specific outcomes. About 78% of students agree this is achieved effectively.

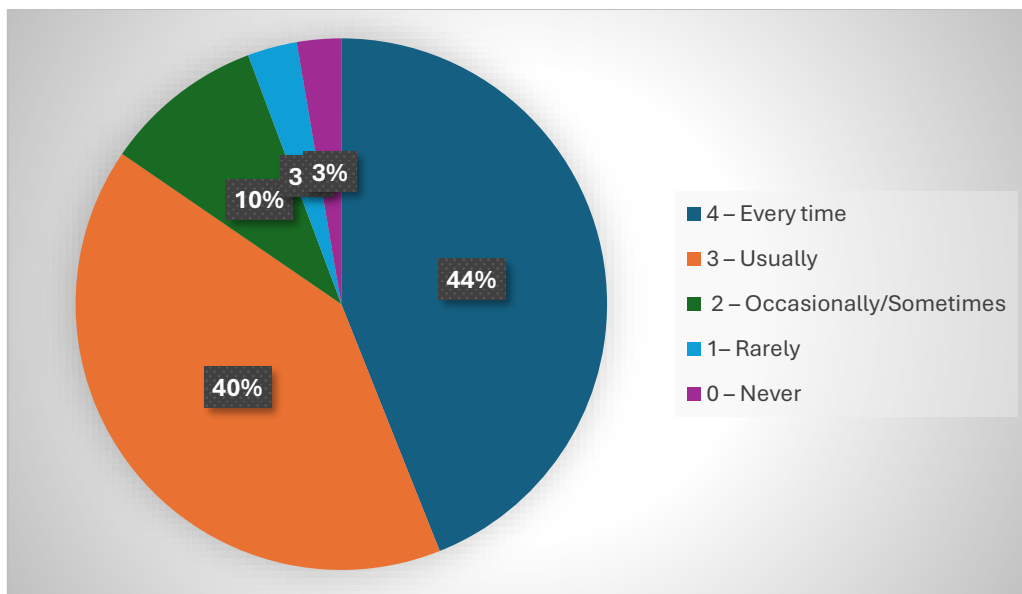
596 responses



### Mentor Follow-Up

This chart highlights the level of follow-up by mentors on tasks assigned to students. Over 80% of respondents find mentoring effective and consistent.

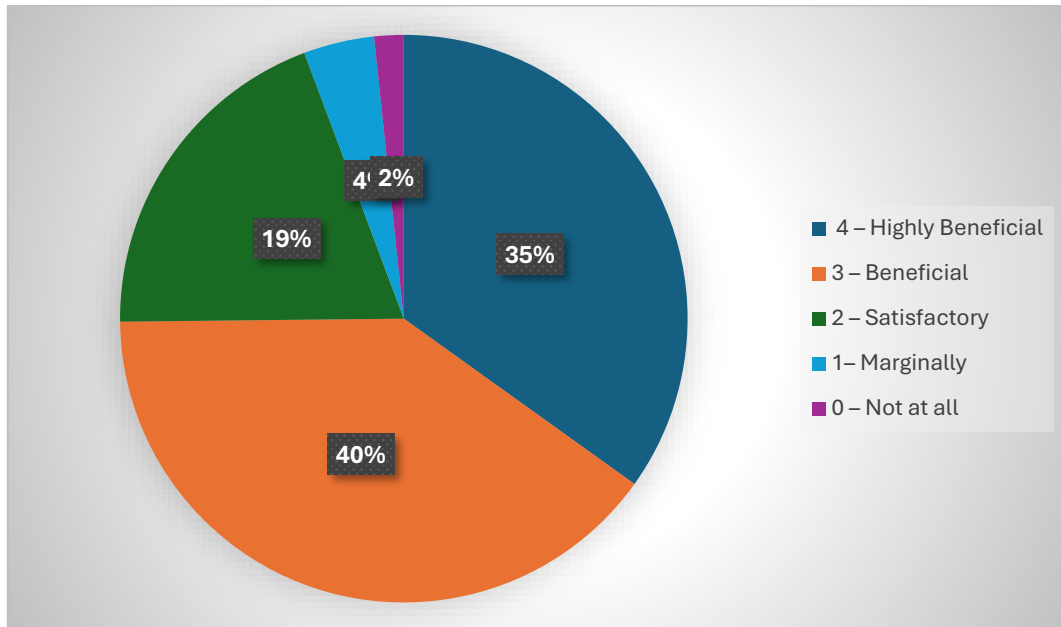
596 responses



### Mentoring Process Benefits

This chart evaluates the perceived benefits of the mentoring process for students' cognitive, social, and emotional growth. Around 75% of students find the process beneficial.

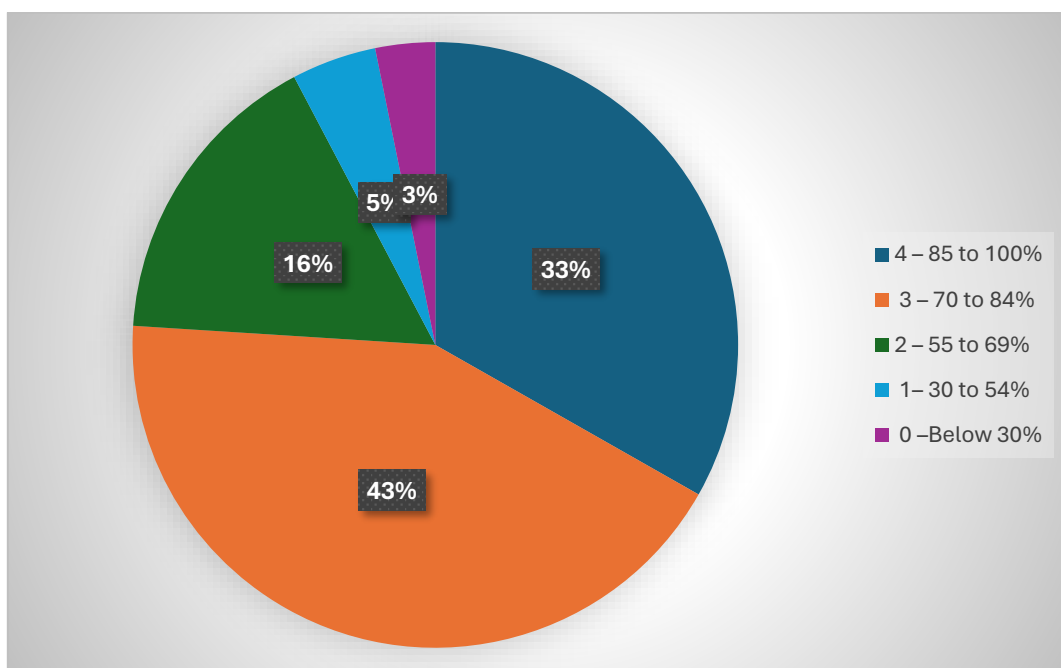
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### ICT-Enabled Teaching Methods

This chart examines the use of ICT-enabled teaching methods, such as multimedia and web-based learning. About 70% of respondents agree that such methods are widely used.

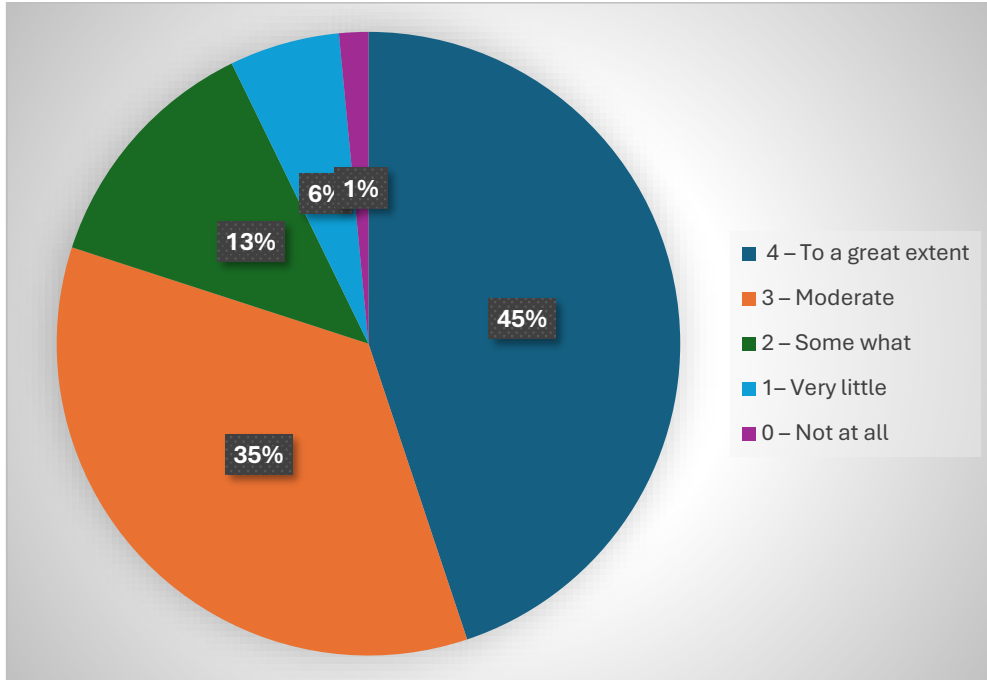
596 responses



### Skill Development Efforts

The chart represents efforts made by the institution and teachers to inculcate soft skills, life skills, and employability skills. Approximately 77% of students find these efforts excellent.

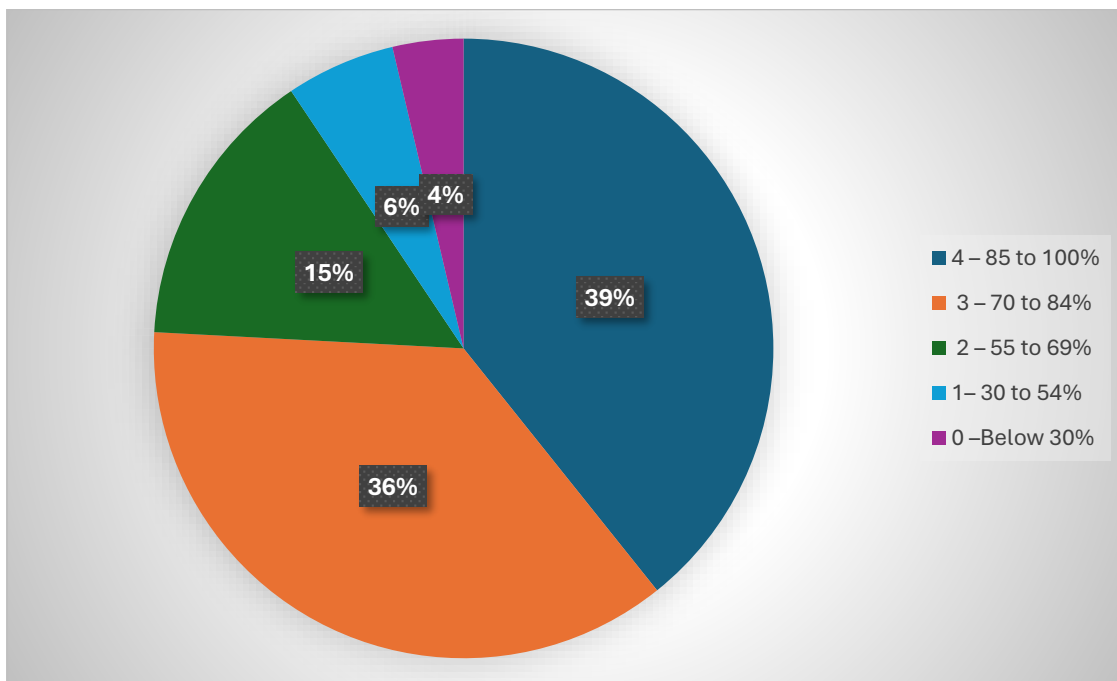
596 responses



### Opportunities for Outdoor Learning

This chart outlines the extent of opportunities provided for internships, student exchanges, field visits, and projects. Around 72% of respondents rate these opportunities as satisfactory.

596 responses

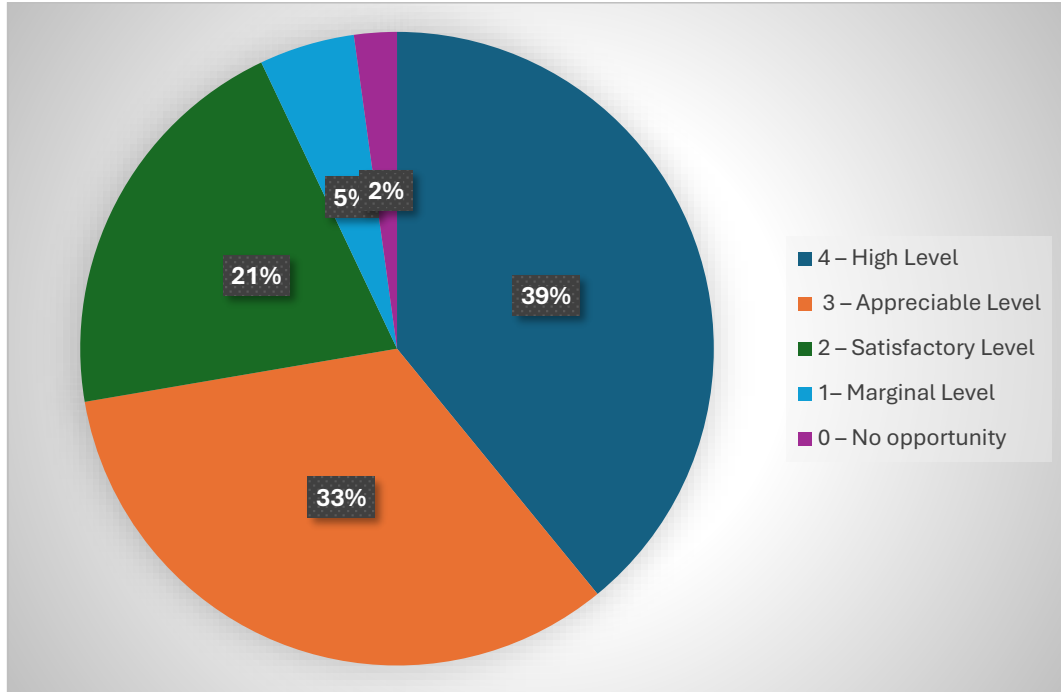




### Employability and Entrepreneurship Skills

This chart measures the opportunities provided to develop employability and entrepreneurship skills. Around 75% of respondents find these opportunities excellent.

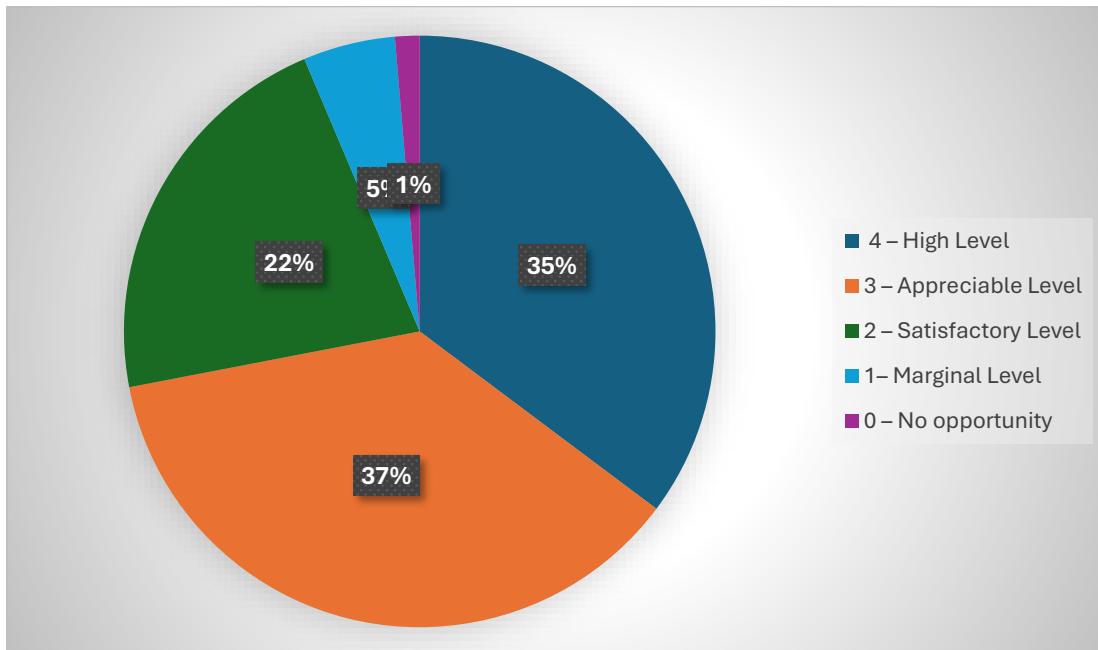
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### Monitoring and Evaluation

The chart reflects the level of monitoring and evaluation available to assess classroom effectiveness and interactivity. Around 70% of students rate this process as very high.

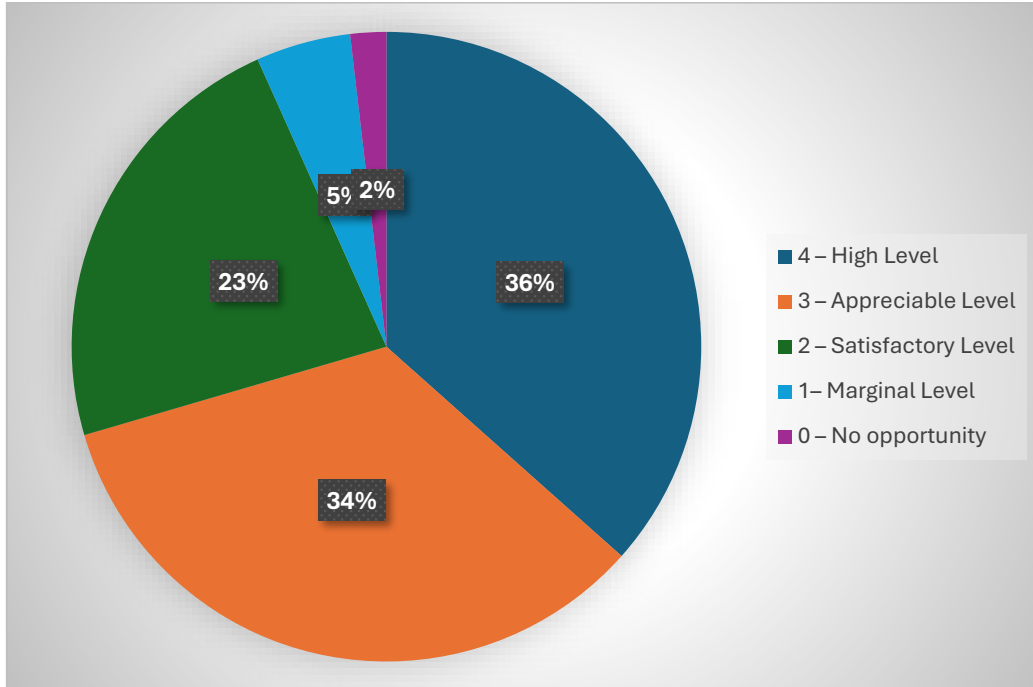
596 responses



### Creative Thinking and Analytical Skills

This chart indicates how well institutional ambience and classroom teaching improve students' creative thinking and analytical skills. Around 75% of respondents express satisfaction with this aspect.

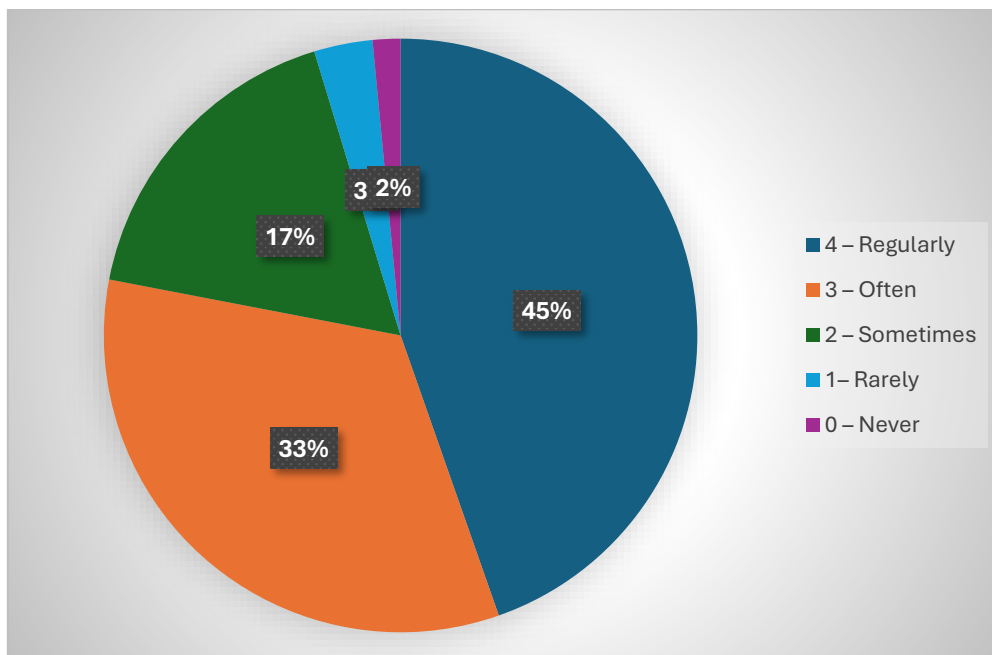
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### Performance Review

This chart shows how frequently academic performance in assignments is discussed and reviewed by teachers. Approximately 75% of students agree that this is done often.

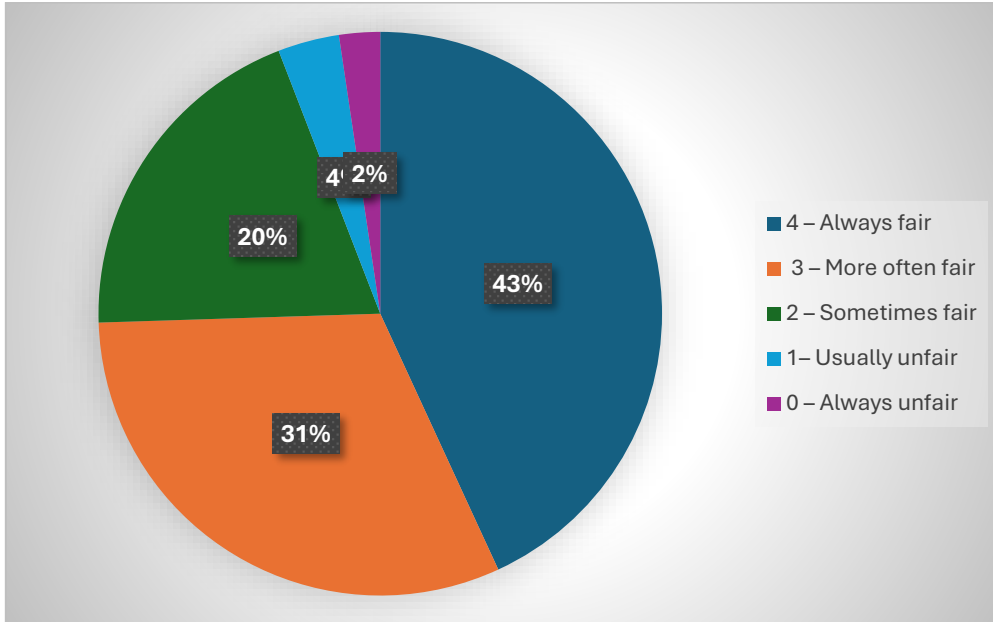
596 responses



### Fairness of Internal Evaluation

This chart assesses students' perceptions of the fairness of the internal evaluation process. More than 75% of respondents find the evaluation fair.

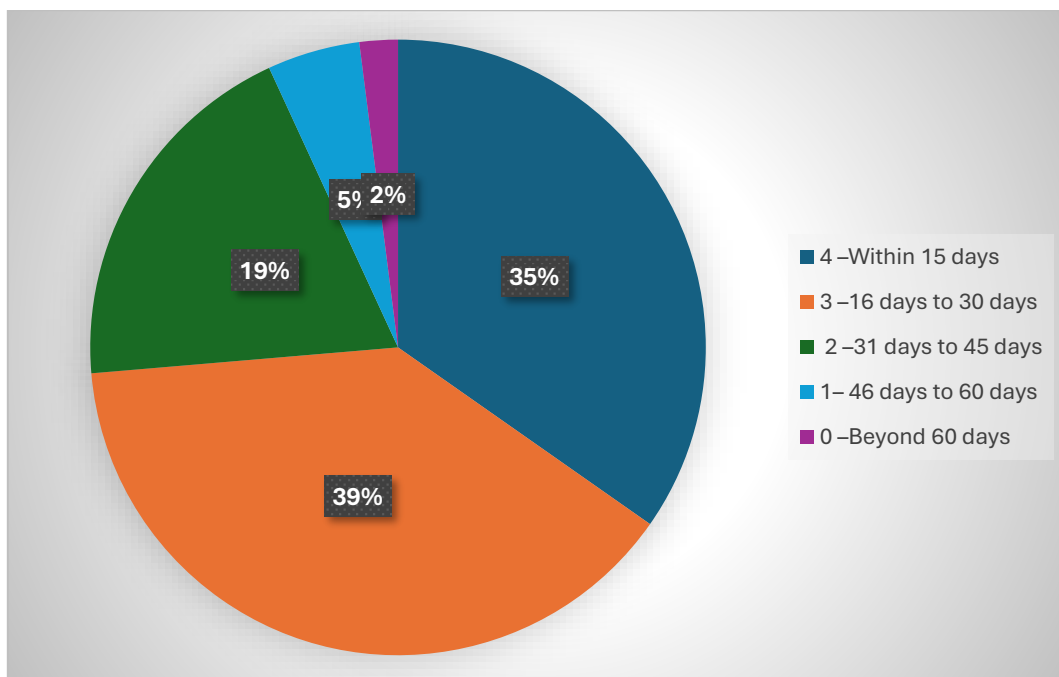
596 responses



### Declaration of Examination Results

The chart presents the average time taken by the institution to declare examination results. About 90% of students acknowledge that results are declared within 30 days.

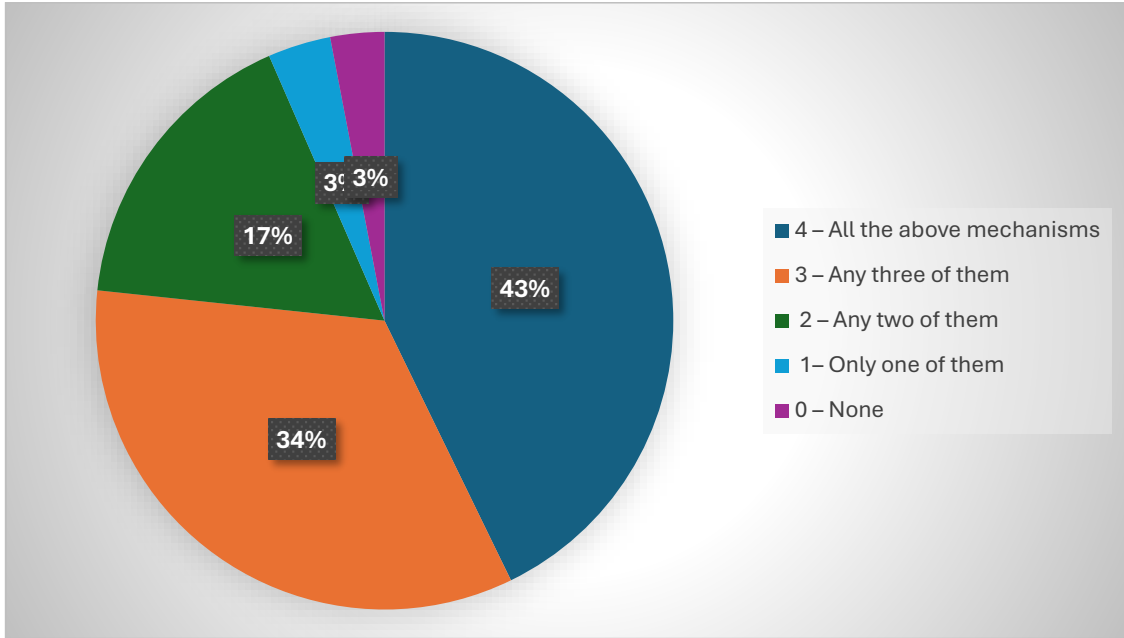
596 responses



### Grievance Redressal Mechanisms

This chart outlines the mechanisms available for addressing examination-related grievances, such as re-evaluation and re-totaling. Around 75% of respondents find these mechanisms satisfactory.

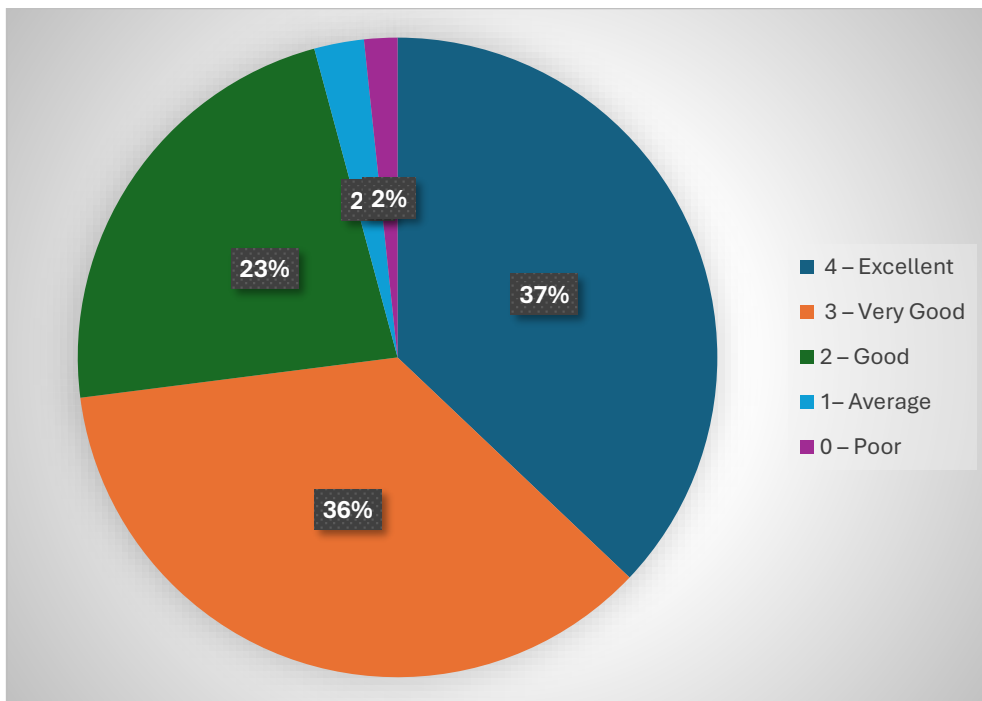
596 responses



### Examination Processes

This chart measures satisfaction with the procedures involved in the examination processes. Around 70% of students express satisfaction with these processes.

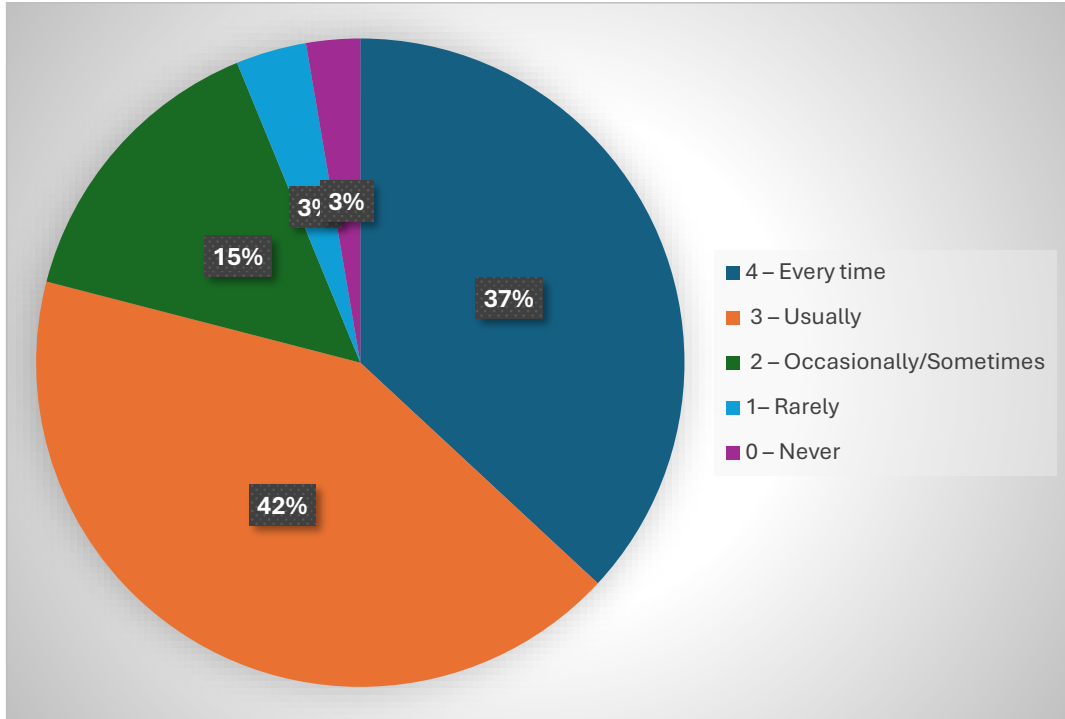
596 responses



### Strengths and Weaknesses Identification

The chart shows how well teachers enable students to identify strengths and weaknesses and provide counseling to overcome challenges. About 78% of students rate this process highly.

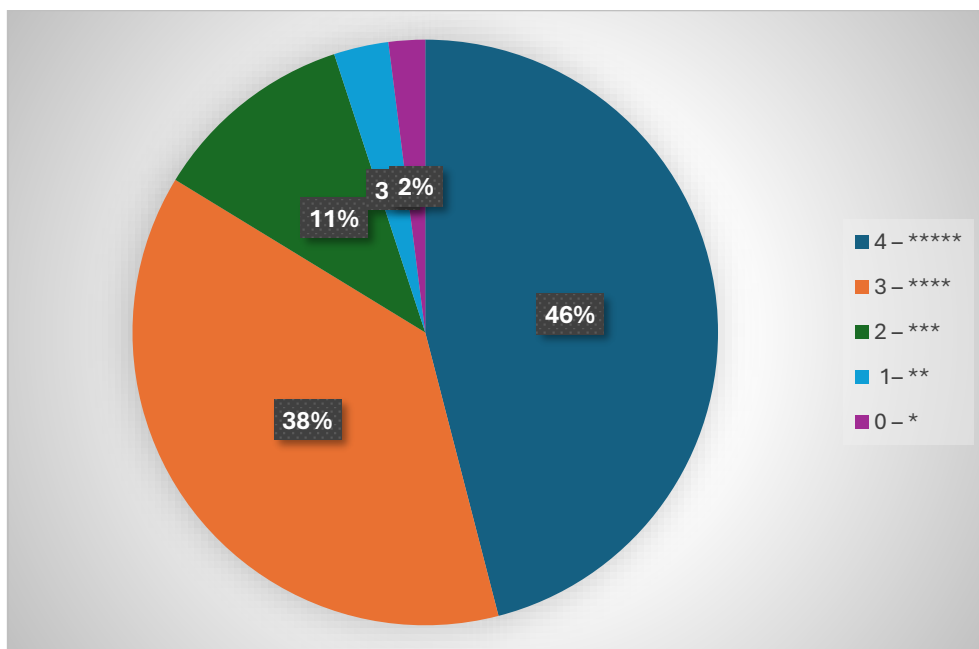
596 responses



### Institutional Rating

This chart reflects students' overall rating of the institution in terms of teaching quality, learning, and evaluation. Around 81% of respondents rate their experience as excellent.

596 responses



## **Strengths of the Institution**

1. **Effective Teaching and Syllabus Coverage:** Over 91% of students commend teachers' thorough preparation, and 75% are satisfied with syllabus coverage.
2. **Communication and Engagement:** Around 80% rate teacher communication as effective, and 85% appreciate the use of examples and applications.
3. **Mentoring and Support:** Approximately 75% of students find the mentoring process beneficial for cognitive, social, and emotional growth.
4. **Skill Development:** About 77% of students acknowledge the institution's efforts in fostering employability and life skills.
5. **Timely Examination Processes:** 90% of respondents agree that examination results are declared within 30 days, reflecting an efficient evaluation system.
6. **ICT Integration:** While 70% acknowledge the use of ICT-enabled methods, there is potential for further enhancement in this area.

## **Opportunities for Improvement**

1. **Enhanced ICT Integration:** Although 70% of students acknowledge the use of ICT-enabled teaching methods, there is room to increase the adoption of modern digital tools and resources to further enhance learning experiences.
2. **Expanded Mentoring Support:** While 75% of students find the mentoring process beneficial, there is an opportunity to provide more personalized and frequent mentoring sessions to address individual student needs.
3. **Curriculum Updates:** Feedback indicates that some students feel improvements could be made in syllabus coverage, suggesting a review and potential updating of curricula to align more closely with evolving industry demands.
4. **Increased Outdoor Learning Opportunities:** With 72% of students satisfied with outdoor learning opportunities, there is scope to expand internships, field visits, and student exchange programs to benefit a broader group of learners.
5. **Strengthening Employability Skills Training:** While 77% of respondents appreciate efforts in fostering employability skills, introducing targeted workshops and industry collaborations could enhance students' career readiness.

6. **Improved Monitoring Processes:** Although 70% of students rate monitoring and evaluation highly, further improvements in classroom assessment methods and feedback mechanisms could optimize learning outcomes.

### **Findings and Conclusion**

The 2023-2024 Student Satisfaction Survey revealed that approximately 78% of students are highly satisfied with the quality of education and services provided by the institution. Feedback highlights strong faculty preparation, effective communication, and the use of ICT-enabled teaching methods. Students appreciate the opportunities for skill development, outdoor learning, and employability enhancement. The institution's commitment to timely examination processes and grievance redressal mechanisms also received positive feedback. Identified areas for improvement, such as increased ICT integration and expanded mentoring support, offer opportunities for further enhancement in the upcoming academic year.