

DEVA MATHA COLLEGE KURAVILANGAD

*Re-Accredited with 'A' grade (CGPA 3.23) by NAAC in 2017
Affiliated to Mahatma Gandhi University, Kottayam*



STUDENTS SATISFACTION SURVEY

CONSOLIDATED REPORT

OF

Students Satisfaction Survey (2017-2021)

Student Satisfaction Survey is being conducted by the IQAC every year from 2017 -18 academic year onwards and the final year UG & PG students participate in this survey. A set of 20 questions are asked in the feedback which are used to assess the Quality of Teaching Learning Process, Fairness of Internal Evaluation, Focus given to Career orientation, Promotion of Extension /Extra-curricular activities and Mentoring in the institution. Feedback was conducted in a five-point scale

Analysis of the feedback was conducted and the outcomes are presented below:

STUDENTS SATISFACTION SURVEY 2017-18

Sl. No	Parameters assessed based on Feedback from students	Excellent	Very Good	Good	Satisfactory	Poor
1	Quality of Teaching Learning Process	50.8	36.9	8	2.8	1.5
2	Fairness of Internal Evaluation	42.3	43.6	10.2	2.3	1.6
3	Focus given to Career orientation and Employability	37.2	39.3	14.3	6.3	2.9
4	Promotion of Extension /Extracurricular activities	30.7	45.9	19.3	2.1	1.8
5	Mentoring in the institution	40.4	40.6	13.7	3.6	1.7

STUDENTS SATISFACTION SURVEY 2018-19

Sl No	Parameters assessed based on Feedback from students	Excellent	Very Good	Good	Satisfactory	Poor
1	Quality of Teaching Learning Process	40.7	41.1	11.5	3.9	2.8
2	Fairness of Internal Evaluation	36.1	45.5	13.5	4.1	0.8
3	Focus given to Career orientation and Employability	23.8	45.6	19	6.3	5.3
4	Promotion of Extension /Extracurricular activities	22.2	41.7	23.7	6	6.4
5	Mentoring in the institution	25.2	42.7	21.8	6.5	3.8

STUDENTS SATISFACTION SURVEY 2019-20

Sl No	Parameters assessed based on Feedback from students	Excellent	Very Good	Good	Satisfactory	Poor
1	Quality of Teaching Learning Process	27.9	46.3	16.7	5.5	3.6
2	Fairness of Internal Evaluation	24	41.4	23.1	7.3	4.2

3	Focus given to Career orientation and Employability	17.7	38.2	25.3	13.2	5.6
4	Promotion of Extension /Extra-curricular activities	15.1	38.1	31	9.3	6.5
5	Mentoring in the institution	17.1	39	26.2	11	6.7

STUDENTS SATISFACTION SURVEY 2020-21

Sl No	Parameters assessed based on Feedback from students	Excellent	Very Good	Good	Satisfactory	Poor
1	Quality of Teaching Learning Process	34.3	42	16.3	4.4	3
2	Fairness of Internal Evaluation	33.1	42.4	17.6	4.5	2.4
3	Focus given to Career orientation and Employability	25.6	38.3	21.6	9.9	4.6
4	Promotion of Extension /Extra-curricular activities	24.4	41.7	24.7	6.7	2.5
5	Mentoring in the institution	25	39.2	22.5	8.9	4.4

STUDENTS SATISFACTION SURVEY 2021-22

Sl No	Parameters assessed based on Feedback from students	Excellent	Very Good	Good	Satisfactory	Poor
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1	Quality of Teaching Learning Process	35.3	42	16.3	4.4	2
2	Fairness of Internal Evaluation	34.1	42.4	17.6	4.5	1.4
3	Focus given to Career orientation and Employability	27.6	38.3	21.6	9.9	2.6
4	Promotion of Extension /Extra-curricular activities	24.5	41.7	25.7	6.7	1.4
5	Mentoring in the institution	26	39.2	22.5	10.9	1.4

Result of Students' satisfaction survey 2017-18 to 2021-22

The Result of the Student Satisfaction Survey for the past 5 years may be concisely presented as below;

Academic Year(s)	per cent of Positively Impacted Students	per cent of Unsatisfied /Negative Feedback
2017-18	94.64	5.32
2018-19	90.82	9.18
2019-20	85.42	14.58
2020-21	89.74	10.26
2021-22	91.16	8.84

Descriptive result of students' satisfaction survey 2017-18 to 2021-22

This section briefly provides the descriptive details of the yearly student satisfaction survey for the past five academic years with graphical illustrations.

Students' satisfaction for the academic year 2017-18

Figure 1

Clustered bar chart of students' satisfaction for the academic year 2017-18

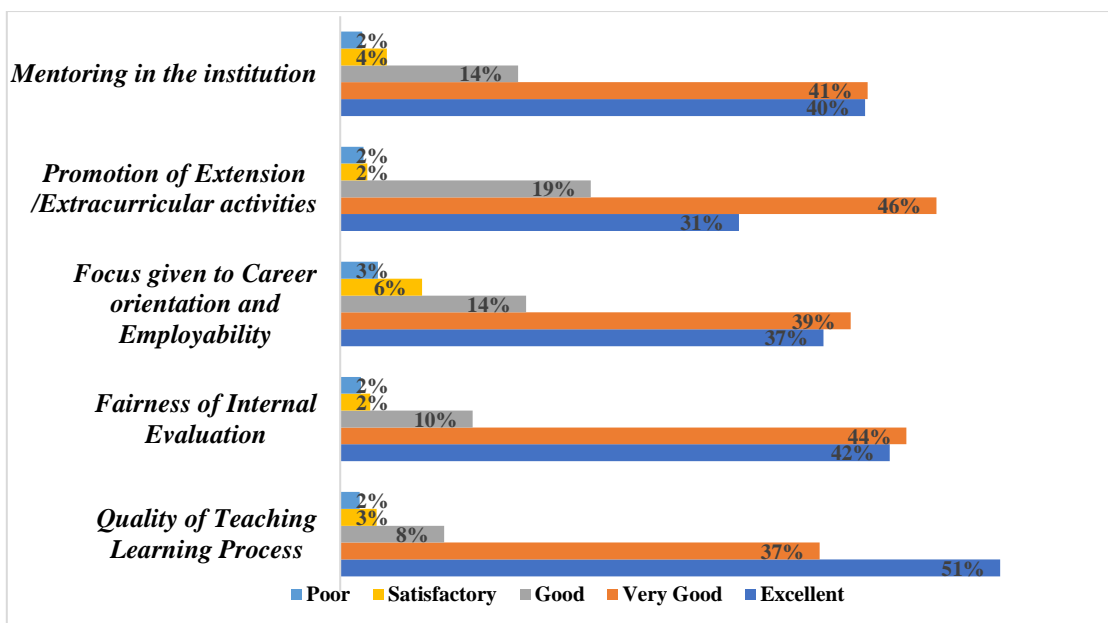


Figure 1 depicts the clustered bar chart of students' satisfaction parameters measured on a five-point Likert scale for the academic year 2017-18. The majority of students felt excellent or very good satisfaction from the mentoring imparted by the institution since 40 per cent of respondents have opined excellent and 41 per cent of respondents opined very good ratings for the parameter. Further, 14 per cent of students have provided a good rating and 4 per cent have given a satisfactory rating for the mentoring parameter. And only 2 per cent of students have opined a poor rating for the mentoring imparted by the institution.

The promotion of extracurricular activities in the institution is outstanding as almost all students provided excellent (31 per cent) or very good (46 per cent) and good (19 per cent) ratings.

Career orientation and employability opportunities generated by the institution are notable. The majority of students felt excellent (37 per cent) or very good (39 per cent) satisfaction level for the focus given by the institution on career orientation and employability. Further, 14 per cent of students have provided a good rating and 6 per cent have given a satisfactory rating for the said parameter.

A similar pattern is seen for the parameter fairness of internal evaluation. The majority of students felt excellent (42 per cent) or very good (44 per cent) satisfaction with fairness in the internal evaluation of teachers. 10 per cent and 2 per cent of students felt satisfactory and poor satisfaction with the fairness of internal evaluation respectively.

A large chunk of students (51 per cent) has opined excellent satisfaction with the quality of the teaching-learning process. 37 per cent have very good satisfaction with the quality of the teaching-learning process. Further, 8 per cent, 3 per cent and 2 per cent of students had good, satisfactory and poor satisfaction with the quality of the teaching-learning process respectively. The pattern of responses unequivocally substantiates the superiority of the teaching-learning process evolved in the college.

Students' satisfaction for the academic year 2018-19

Figure 2

Clustered bar chart of students' satisfaction for the academic year 2018-19

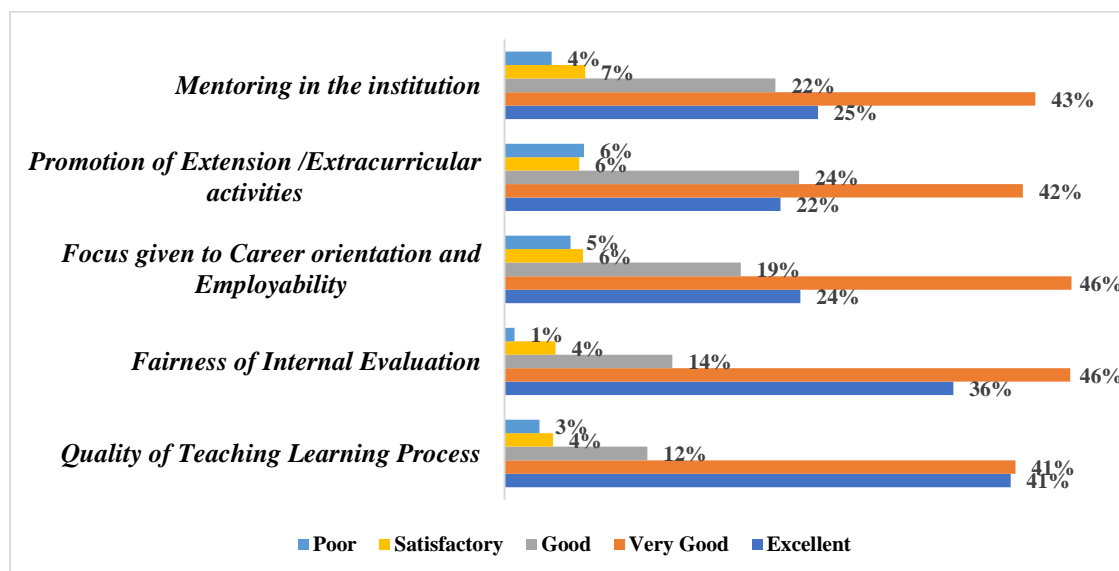


Figure 2 depicts the clustered bar chart of students' satisfaction parameters measured on a five-point Likert scale for the academic year 2018-19. A larger segment of students felt excellent or very good satisfaction from the mentoring imparted by the institution. That's why 25 per cent of respondents have opined excellent and 43 per cent of respondents opined very good ratings for mentoring provided in the college. Further, 22 per cent of students have provided a good rating and 7 per cent have given a satisfactory rating for the mentoring parameter.

The promotion of extracurricular activities in the institution is impressive. The majority of students provided excellent (22 per cent) or very good (42 per cent) and good (24 per cent) ratings. Further, 6 per cent of students felt promotion of extracurricular activities is

satisfactory and just 5 per cent have a poor opinion on the promotion of extracurricular activities in the institution.

The majority of students felt excellent (24 per cent) or very good (46 per cent) satisfaction level for the focus given by the institution on career orientation and employability. Further, 19 per cent of students have provided a good rating and 6 per cent have given a satisfactory rating for the said parameter. In nutshell, 95 per cent of students are ultimately satisfied with the college’s career orientation and employability initiatives.

The majority of students felt excellent (36 per cent) or very good (46 per cent) satisfaction level with the fairness of internal evaluation provided by teachers. 19 per cent of students have provided a good level of satisfaction, 4 per cent have given a satisfactory rating and a mere 1 per cent have poor satisfaction with internal evaluation provided by teachers.

Almost all have substantial satisfaction with the quality of the teaching-learning process provided in the college. That is why the majority felt excellent (41 per cent) or very good (41 per cent) and good satisfaction (12 per cent) with the quality of the teaching-learning process parameter.

Students’ satisfaction for the academic year 2019-20

Figure 3

Clustered bar chart of students’ satisfaction for the academic year 2019-20

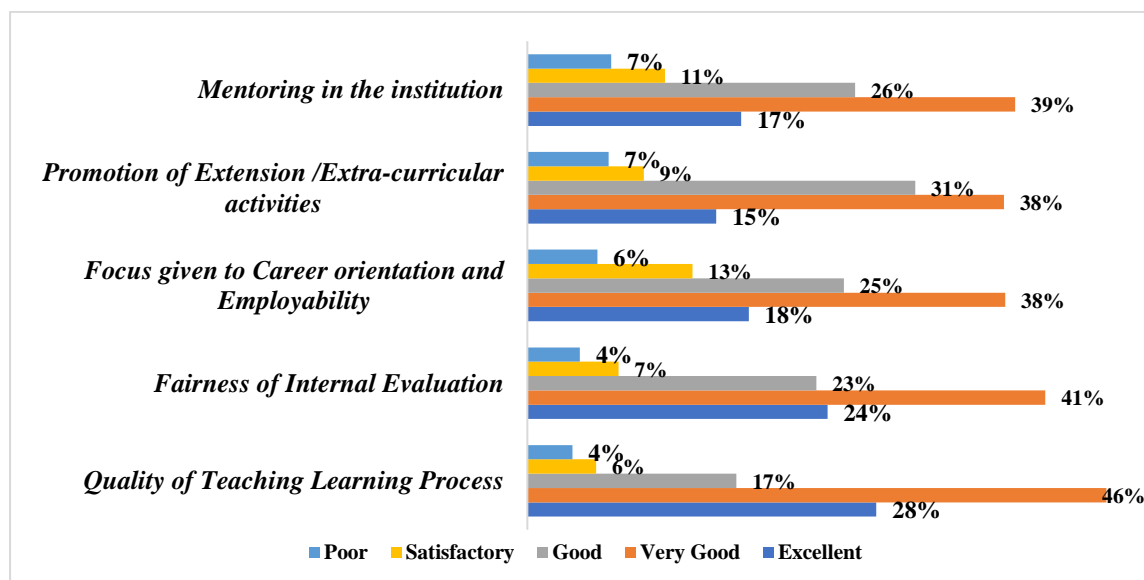


Figure 3 depicts the clustered bar chart of students’ satisfaction parameters measured on a five-point Likert scale for the academic year 2019-20. The majority of students felt excellent

or very good satisfaction from the mentoring imparted by the institution since 17 per cent of respondents have opined excellent and 39 per cent of respondents opined very good ratings for the mentoring parameter. Further, 26 per cent of students have provided a good rating and 11 per cent have given a satisfactory rating for the mentoring parameter.

The majority of students provided excellent (15 per cent) or very good (38 per cent) and good (31 per cent) ratings for the promotion of extracurricular activities by the institution. Further, 9 per cent of students felt promotion of extracurricular activities is satisfactory. And 7 per cent have opined poor promotion of extracurricular activities in the institution.

A large segment of students felt excellent (18 per cent) or very good (38 per cent) satisfaction level for the focus given by the institution on career orientation and employability. Further, 23 per cent of students have provided a good rating and 7 per cent have given a satisfactory rating for the said parameter. And 4 per cent of students have poor satisfaction with career orientation and employability opportunities generated by the institution.

Most of the students felt excellent (24 per cent) or very good (41 per cent) satisfaction level with the fairness of the internal evaluation provided by teachers. 23 per cent of students have provided a good level of satisfaction and 7 per cent have given a satisfactory rating for internal evaluation provided by teachers. These response pattern signifies the prudence taken care of by teachers to ensure fairness in internal evaluation.

Almost all have substantial satisfaction with the quality of the teaching-learning process provided in the college. That is why the majority felt excellent (28 per cent) or very good (46 per cent) and good satisfaction (17 per cent) with the quality of the teaching-learning process parameter. And 6 per cent and 4 per cent of students had felt satisfactory and poor satisfaction levels with the quality of the teaching-learning process respectively.

Students' satisfaction for the academic year 2020-21

Figure 4

Clustered bar chart of students' satisfaction for the academic year 2020-21

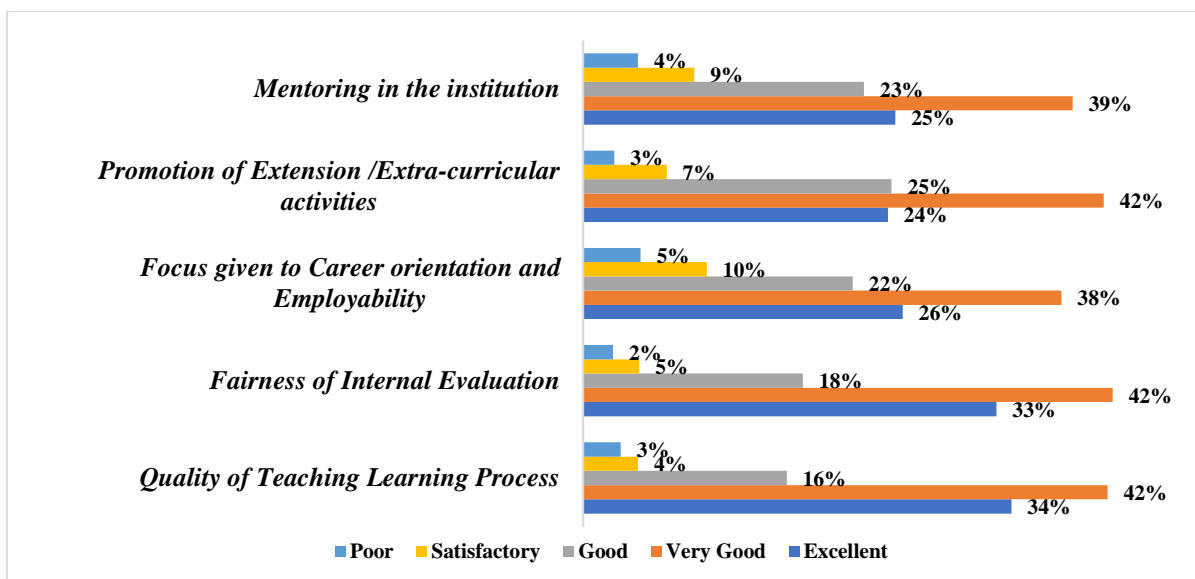


Figure 4 shows the clustered bar chart of students' satisfaction parameters gauged on a five-point Likert scale for the academic year 2020-21. The majority of students discerned excellent (25 per cent) or very good satisfaction (39 per cent) from the mentoring imparted by the teachers. Further, 23 per cent of students have provided a good rating and 9 per cent have given a satisfactory rating for the mentoring parameter. And only 4 per cent of students have opined a poor rating for the mentoring imparted by the institution.

Most of the students have provided excellent (24 per cent) or very good (42 per cent) and good (25 per cent) ratings for the promotion of extracurricular activities by the institution. Further, 7 per cent of students felt promotion of extracurricular activities is satisfactory. That is, almost all (97%) of students are satisfied with the extracurricular initiatives offered in the college.

The majority of students felt excellent (26 per cent) or very good (38 per cent) satisfaction level for the focus given by the institution on career orientation and employability. Further, 16 per cent of students have provided a good rating and 4 per cent have given a satisfactory rating for the said parameter.

Most of the students felt excellent (33 per cent) or very good (42 per cent) satisfaction level with the fairness of the internal evaluation provided by teachers. 18 per cent of students have provided a good level of satisfaction and 5 per cent have given a satisfactory rating for internal evaluation provided by teachers.

Almost all have substantial satisfaction with the quality of the teaching-learning process provided in the college. That is why the majority felt excellent (34 per cent) or very good (42

per cent) and good satisfaction (16 per cent) with the quality of the teaching-learning process parameter. And 4 per cent had felt the satisfactory quality of the teaching-learning process.

Students' satisfaction for the academic year 2021-22

Figure 5

Clustered bar chart of students' satisfaction for the academic year 2021-22

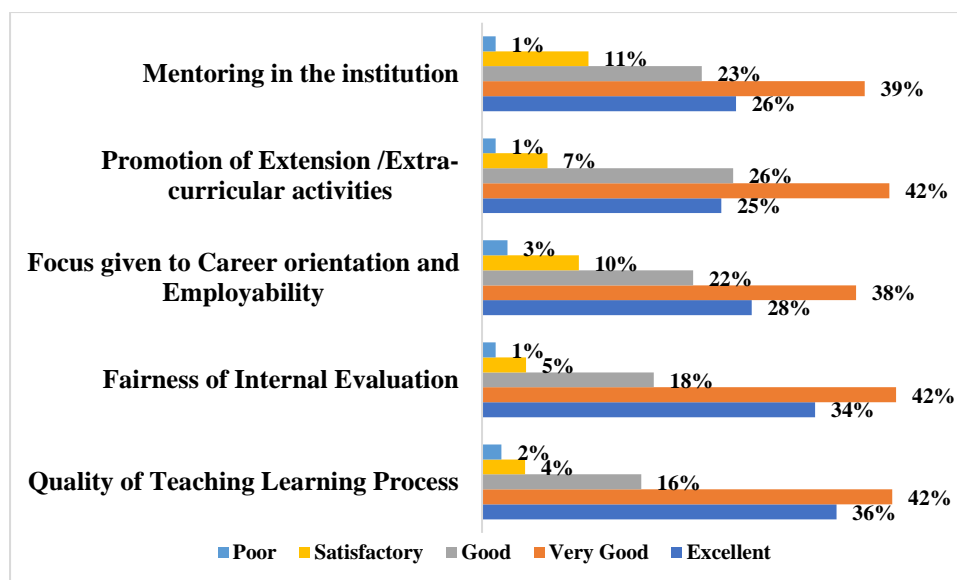


Figure 5 depicts the clustered bar chart of students' satisfaction parameters gauged on a five-point Likert scale for the academic year 2021-22. The majority of students discerned excellent (26 per cent) or very good satisfaction (39 per cent) from the mentoring imparted by the teachers. Further, 23 per cent of students have provided a good rating and 11 per cent have given a satisfactory rating for the mentoring parameter.

Almost all students are satisfied with extracurricular activities facilitated by the college. That's why most of them have provided excellent (25 per cent) or very good (42 per cent) and good (26 per cent) ratings for the promotion of extracurricular activities by the institution. Further, 7 per cent of students felt promotion of extracurricular activities is satisfactory.

The majority of students felt excellent (35 per cent) or very good (42 per cent) satisfaction level for the focus given by the institution on career orientation and employability. Further, 22 per cent of students have provided a good rating, 16 per cent have given a satisfactory rating and just 3 per cent had provided a poor rating for the career orientation and employability parameter.

Most of the students felt excellent (34 per cent) or very good (42 per cent) satisfaction level with the fairness of the internal evaluation provided by teachers. 18 per cent of students have provided a good level of satisfaction, 5 per cent have given a satisfactory rating and just 1 per cent rated poor for internal evaluation provided by teachers. This signifies the effectiveness of prudence measures taken by the lecturers in the evaluation process of the students.

A whopping majority of students have felt considerable satisfaction with the quality of the teaching-learning process provided in the college. That is why the majority felt excellent (36 per cent) or very good (42 per cent) and good satisfaction (16 per cent) with the quality of the teaching-learning process parameter.

Conclusion

The yearly student satisfaction survey by the IQAC from the academic year 2017 -18 to 2021-22 has revealed that students have a substantial amount of satisfaction in all the five parameters being assessed for each year. The striking fact from the survey is that in the past four academic years, consistently in all five parameters above 90 per cent of students are satisfied. This reality proves to be the outcome of the quality strive achieved by the institution in the quality of teaching learning process, fairness of internal evaluation, focus given to career orientation, promotion of extra-curricular activities and mentoring in the institution.