

Karpagam Academy of Higher Education

Internal Quality Assurance Cell

10-06-2022

Student Satisfaction Survey 2021-2022

For any academic institution, knowing the level of satisfaction of the students helps to fine-tune its policies, systems and procedures to improve the effectiveness of the Teaching-Learning Process.

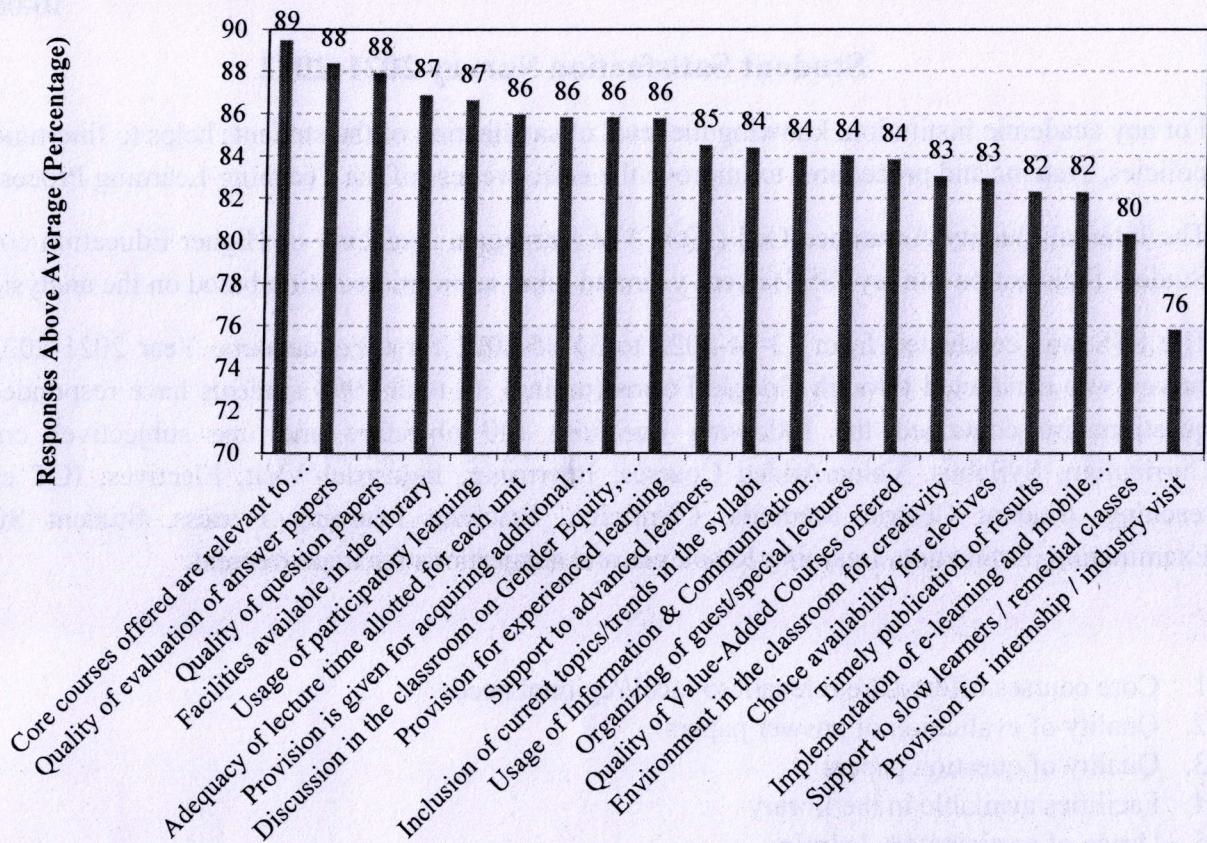
The Internal Quality Assurance Cell (IQAC) of Karpagam Academy of Higher Education conducts Student Satisfaction Survey (SSS) every year and takes appropriate action based on the analysis.

The SSS was conducted from 13-04-2022 to 31-05-2022 for the Academic Year 2021-2022. The survey was conducted through Google Forms (online). In total 3993 students have responded. The questionnaire contained the following questions (20 objective and one subjective) covering Curriculum, Syllabus, Value-Added Courses, Internship, Industrial Visit, Electives, ICT enabled teaching, Student Centric Methods, Creativity, Teaching Learning Process, Student Support, Examination, Evaluation, Learning Resources and suggestions for improvement.

1. Core courses offered are relevant to local/regional needs
2. Quality of evaluation of answer papers
3. Quality of question papers
4. Facilities available in the library
5. Usage of participatory learning
6. Adequacy of lecture time allotted for each unit
7. Provision is given for acquiring additional skills in the curriculum
8. Discussion in the classroom on Gender Equity, Human Values and Professional Ethics
9. Provision for experienced learning
10. Support to advanced learners
11. Inclusion of current topics/trends in the syllabi
12. Usage of Information & Communication Technology (ICT) facility for teaching-learning
13. Organizing of guest/special lectures
14. Quality of Value-Added Courses offered
15. Environment in the classroom for creativity
16. Choice availability for Electives
17. Timely publication of results
18. Implementation of e-learning and mobile education platform
19. Support to slow learners / remedial classes
20. Provision for Internship / Industry Visit
21. Suggestion for improvement

I. Objective Questions

The response of the students for the objective questions was analyzed and the percentage scored by the parameters (questions) is given below:



A. The following five parameters received higher scores.

1. Core courses offered are relevant to local/regional needs.
2. Quality of evaluation of answer papers.
3. Quality of question papers.
4. Facilities available in the library.
5. Usage of participatory learning.

B. The following five parameters received lower scores.

1. Provision for internship / industry visit.
2. Support to slow learners / remedial classes.
3. Implementation of e-learning and mobile education platform.
4. Timely publication of results.
5. Choice availability for electives.

II. Subjective Question

The subjective question (question number 21) asks for suggestions by the students for improvement. Out of 3993 students who participated in the survey, 2123 students did not respond to this question. 440 students complimented the institution's performance. The response given by the remaining students were grouped and then analyzed.

The below-listed points were suggested by the students for improvement.

1. Points related to teaching
2. More number of practical classes
3. Industrial visit
4. Wi-Fi connectivity
5. Laboratory facilities

The parameters with lower scores and the suggestions of the students were addressed as given in the following table to enhance the satisfaction level of the students in Teaching Learning process.

S.No.	Parameter / Suggestion	Action Taken
1	Provision for internship / industry visit	Departments were advised to arrange for internships to help students in their placement. Fast track programmes also facilitate internships.
2	Support to slow learners / remedial classes	Departments were advised during the audit of logbooks to identify the slow learners and immediately arrange for remedial classes.
3	Implementation of e-learning and mobile education platform	Faculty members were advised to upload the lecture notes on the Moodle platform and the same may be informed to the students for their use. Students were motivated to take courses from the SWAYAM platform and transfer of credits may be permitted after approval.
4	Timely publication of results	Publication of results is to be speeded up.
5	Choice availability for electives	Students were permitted to take courses from SWAYAM platform also, so that the number of choices may increase.
6	Points related to teaching	Faculty members were advised to follow student-centric methods. The same is insisted through the logbook also.
7	More number of practical classes	In the last two years due to pandemic situations, the number of practical classes might have been less. But in due course in the regular classes, they will get sufficient practical classes and do their experiments.
8	Industrial visit	Due to the pandemic situation in the last two years, industrial visit was not arranged. From this year, students were permitted to go for industrial visits.
9	Wi-Fi connectivity	Action initiated to improve Wi-Fi connectivity.
10	Laboratory facilities	Ample of specialty centers were created.

SR
10/6/22

Dr. S. Ravi
Director, IQAC

**The Director
IQAC**