



STUDENT SATISFACTION SURVEY REPORT

Academic Year: 2022-2023

INTERNAL QUALITY ASSURANCE CELL (IQAC)

KARPAGAM ACADEMY OF HIGHER EDUCATION

(Deemed to be University)

(Established Under Section 3 of UGC Act, 1956)

(Accredited with A⁺ Grade by NAAC in the Second Cycle)

Pollachi Main Road, Eachanari Post, Coimbatore, Tamil Nadu – 641021.

The Internal Quality Assurance Cell (IQAC) of Karpagam Academy of Higher Education is taking all efforts to enhance the academic performance of the institution on continuous basis. For knowing the level of experience and satisfaction of the students, IQAC has conducted a Student Satisfaction Survey (SSS) for the academic year 2022-2023 from 19-04-2023 to 16-05-2023 to improve the effectiveness of the Teaching-Learning process. The survey was conducted across the institution covering all the four faculties viz Faculty of Arts, Science, Commerce and Management, Faculty of Engineering, Faculty of Architecture, Design and Planning and Faculty of Pharmacy.

The questionnaire of the survey contained 16 parameters (15 nos. of objective and 1 no. of subjective questions) covering the following aspects and the response was collected through Google Form.

- Curriculum and syllabus: design, development and its enrichment
- Teaching-learning methods and use of ICT tools
- Examination and evaluation
- Learning resources
- Suggestion for improvement

The total response received was 5059, which is 55.6 % of the total strength of the students in the year under consideration.

1. Data Collection:

The response for the objective questions was collected on 5-point scale and the rating of each question by the students is given below:

(Table 1)

<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>To a great extent</u>	<u>Moderate</u>	<u>Some what</u>	<u>Very little</u>	<u>Not at all</u>
Q1	Did your syllabus include current topics/trends in your discipline / subject?	5059	1439	2390	761	300	169
			28.4 %	47.2 %	15 %	5.9 %	3.3 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>To a great extent</u>	<u>Moderate</u>	<u>Some what</u>	<u>Very little</u>	<u>Not at all</u>
Q2	Whether efforts are made for acquiring soft skills, life skills and employability skills?	5059	1387	2286	822	419	145
			27.4 %	45.2 %	16.2 %	8.3 %	2.9 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>To a great extent</u>	<u>Moderate</u>	<u>Some what</u>	<u>Very little</u>	<u>Not at all</u>
Q3	Are you able to learn the subject within the allotted hours?	5059	1489	2081	913	418	158
			29.4 %	41.1 %	18 %	8.3 %	3.1 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>To a great extent</u>	<u>Moderate</u>	<u>Some what</u>	<u>Very little</u>	<u>Not at all</u>
Q4	Satisfaction on topic/content delivery of teachers.	5059	1718	2159	709	341	132
			34 %	42.7 %	14 %	6.7 %	2.6 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>81% to 100%</u>	<u>61% to 80%</u>	<u>41% to 60%</u>	<u>21% to 40%</u>	<u>0% to 20%</u>
Q5	What percentage of teachers use ICT tools such as an LCD projector, multimedia, etc., while teaching?	5059	1273	1811	865	513	597
			25.2 %	35.8 %	17.1 %	10.1 %	11.8 %

<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Poor</u>	<u>Very poor</u>
Q6	Use of e-learning portal and mobile application for teaching.	5059	1256	2289	1120	246	148
			24.8 %	45.2 %	22.1 %	4.9 %	2.9 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>To a great extent</u>	<u>Moderate</u>	<u>Some what</u>	<u>Very little</u>	<u>Not at all</u>
Q7	Activities such as group discussion, debate, quiz, role play, etc. are practiced in the class room for better understanding of the subject content.	5059	1426	2150	776	448	259
			28.2 %	42.5 %	15.3 %	8.9 %	5.1 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>Strongly agree</u>	<u>Agree</u>	<u>Neutral</u>	<u>Disagree</u>	<u>Strongly disagree</u>
Q8	Activity-based teaching methods, such as demonstrations and experiments, are used to help you have better learning experiences.	5059	1206	2296	1239	229	89
			23.8 %	45.4 %	24.5 %	4.5 %	1.8 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>To a great extent</u>	<u>Moderate</u>	<u>Some what</u>	<u>Very little</u>	<u>Not at all</u>
Q9	Are you enabled to find solution for any case study / real-time problem in the classroom?	5059	1188	2241	998	420	210
			23.5 %	44.3 %	19.7 %	8.3 %	4.2 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>To a great extent</u>	<u>Moderate</u>	<u>Some what</u>	<u>Very little</u>	<u>Not at all</u>
Q10	Are you satisfied with the learning experiences outside the classroom, like industry visits, exhibitions, etc.?	5059	1348	1808	809	597	497
			26.6 %	35.7 %	16 %	11.8 %	9.8 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>To a great extent</u>	<u>Moderate</u>	<u>Some what</u>	<u>Very little</u>	<u>Not at all</u>
Q11	Are additional inputs given through guest/special lectures?	5059	1441	2055	852	501	210
			28.5 %	40.6 %	16.8 %	9.9 %	4.2 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>To a great extent</u>	<u>Moderate</u>	<u>Some what</u>	<u>Very little</u>	<u>Not at all</u>
Q12	Did your teachers encourage you to participate in extra-curricular activities.	5059	1888	1845	721	403	202
			37.3 %	36.5 %	14.3 %	8 %	4 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Poor</u>	<u>Very poor</u>
Q13	Level of satisfaction with the evaluation of answer papers.	5059	1523	2440	879	142	75
			30.1 %	48.2 %	17.4 %	2.8 %	1.5 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Poor</u>	<u>Very poor</u>
Q14	Facilities available in the library	5059	1568	2274	880	204	133
			31 %	44.9 %	17.4 %	4 %	2.6 %
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Poor</u>	<u>Very poor</u>
Q15	Your opinion about the overall Teaching-Learning process.	5059	1367	2597	965	91	39
			27 %	51.3 %	19.1 %	1.8 %	0.8 %

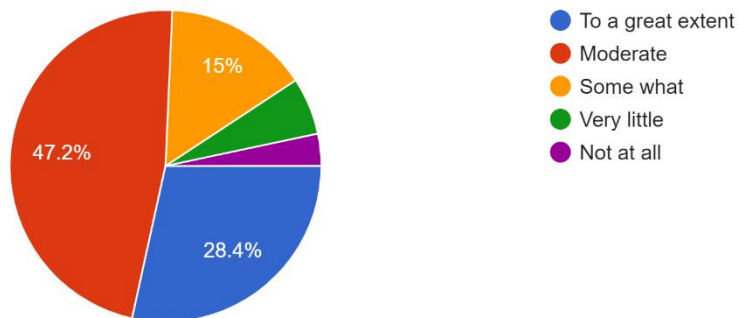
Graphical representation of the response

The response of the students to the objective questions is given below in the graphical form.

1.

Did your syllabus include current topics/trends in your discipline / subject?

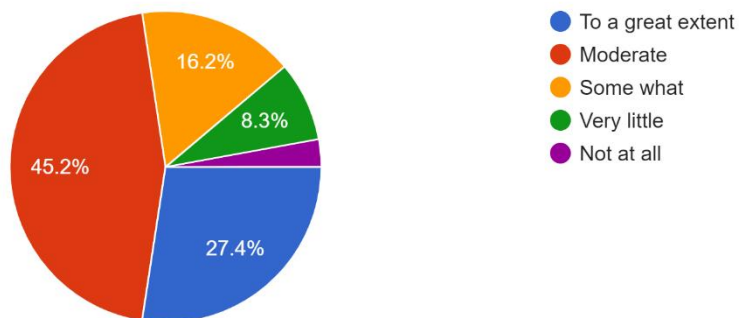
5,059 responses



2

Whether efforts are made for acquiring soft skills, life skills and employability skills?

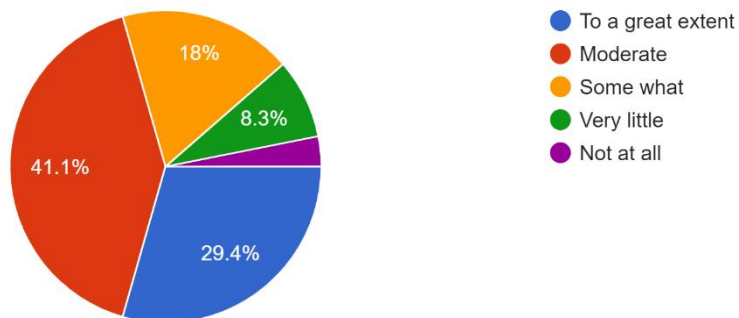
5,059 responses



3

Are you able to learn the subject within the allotted hours?

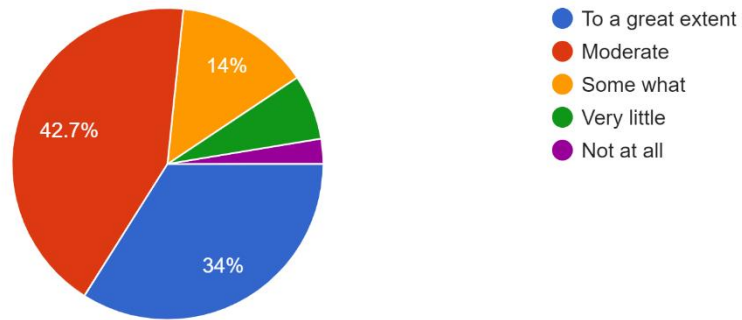
5,059 responses



4

Satisfaction on topic/content delivery of teachers.

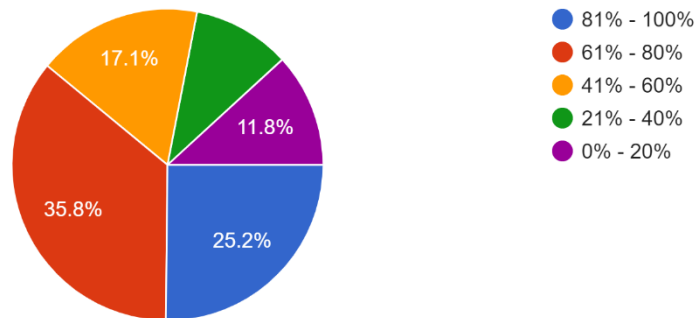
5,059 responses



5

What percentage of teachers use ICT tools such as an LCD projector, multimedia, etc., while teaching?

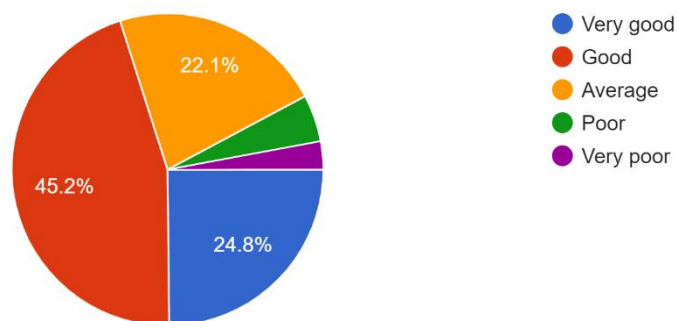
5,059 responses



6

Use of e-learning portal and mobile application for teaching.

5,059 responses

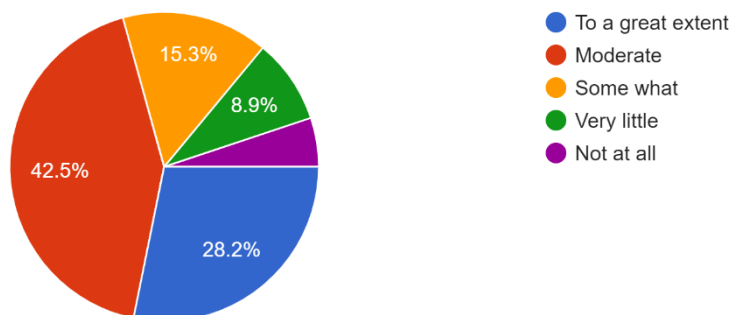


Teaching – Learning Process : Part II

7

Activities such as group discussion, debate, quiz, role play, etc. are practiced in the class room for better understanding of the subject content.

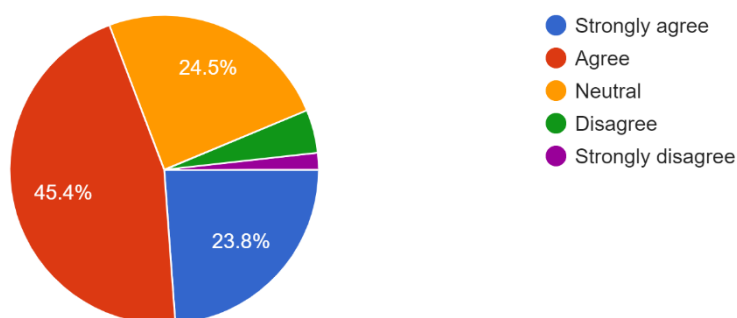
5,059 responses



8

Activity-based teaching methods, such as demonstrations and experiments, are used to help you have better learning experiences.

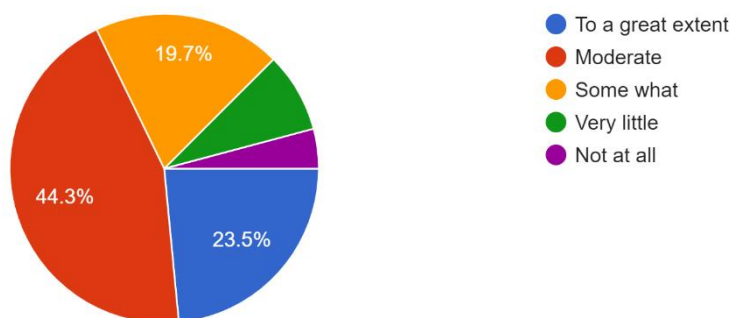
5,059 responses



9

Are you enabled to find solution for any case study / real-time problem in the classroom?

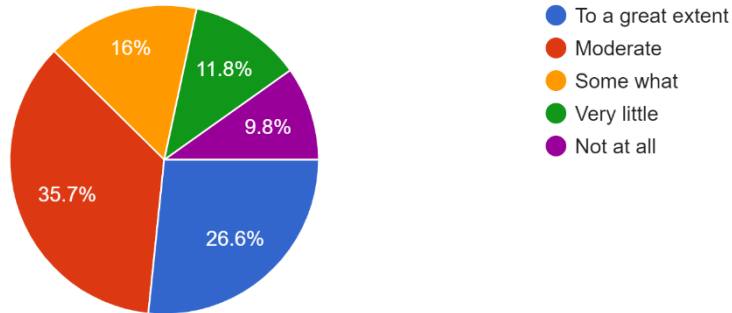
5,059 responses



10

Are you satisfied with the learning experiences outside the classroom, like industry visits, exhibitions, etc.?

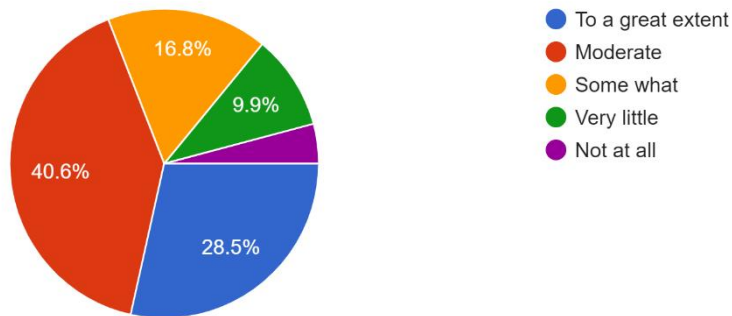
5,059 responses



11

Are additional inputs given through guest/special lectures?

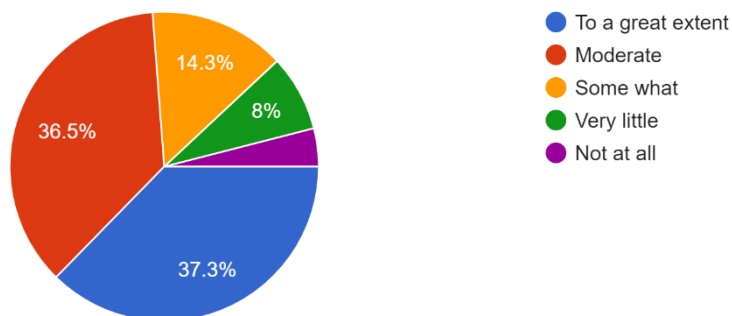
5,059 responses



12

Did your teachers encourage you to participate in extra-curricular activities.

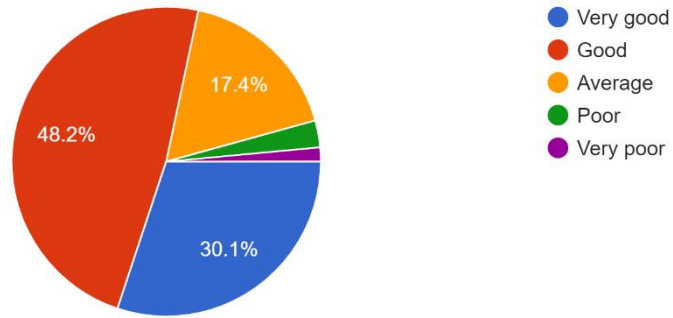
5,059 responses



13

Level of satisfaction with the evaluation of answer papers.

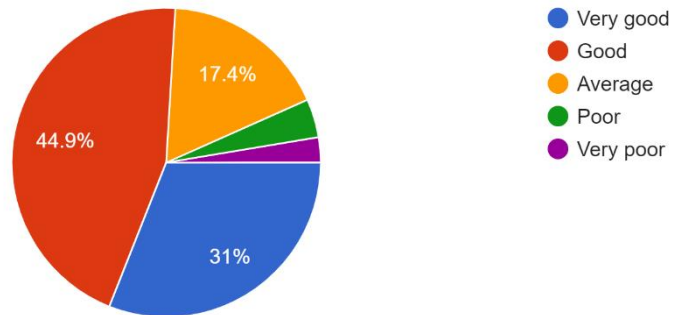
5,059 responses



14

Facilities available in the library

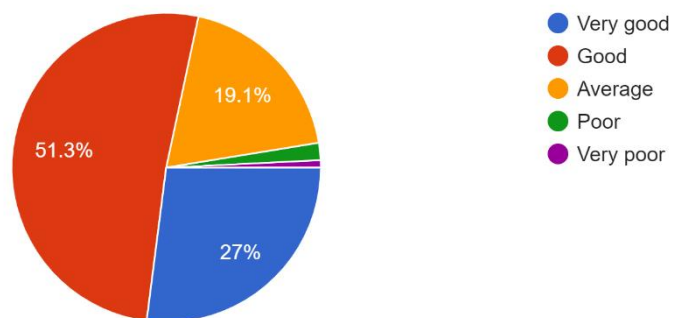
5,059 responses



15

Your opinion about the overall Teaching-Learning process.

5,059 responses



2. Analysis of the response to the objective questions

For the purpose of analysis, the first two top points of 5-point scale (Very Good and Good) were considered and the percentage scored by the parameters (questions) is given below:

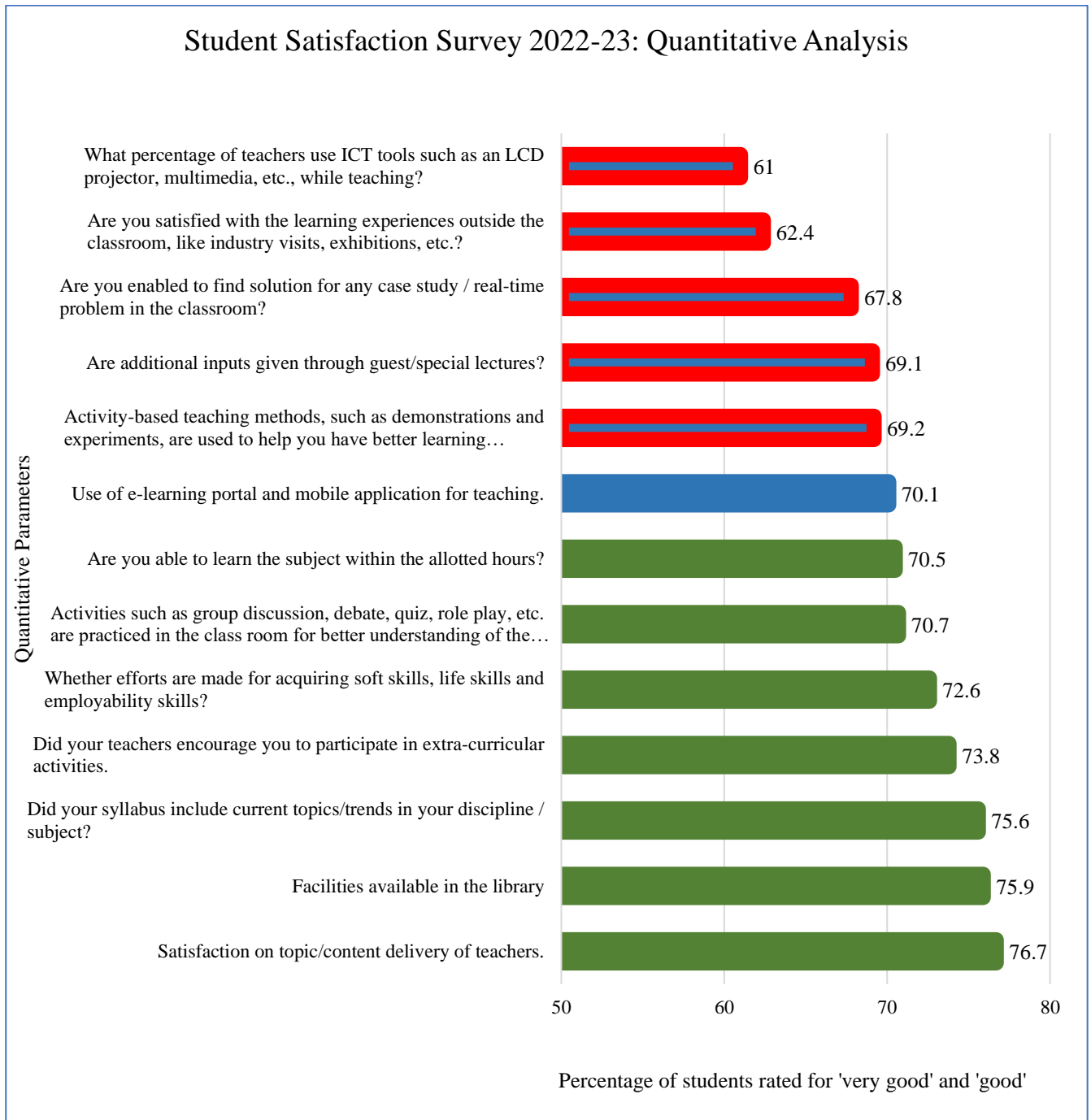


Figure 1: SSS - Quantitative analysis

3. Analysis of the response to the subjective question:


Out of 5059 students who participated in the survey, 2203 students did not respond to the subjective question (question number 16) for which students were expected to give their suggestions for improvement. The responses from 714 students were complimentary in nature. About 794 students registered their suggestions for improvement and are grouped into 15 categories. Based on the number of responses to the respective category, the comments are grouped and analysed.

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

- Teaching aids and teaching methods
- Industrial visits
- Participation in technical and non-technical events
- Students-teachers relationship
- Library facility
- Wi-Fi connectivity
- Laboratory facilities

The parameters with lower score and the suggestions of the students were addressed to enhance the satisfaction of students in teaching-Learning process.

S. No.	Parameter / Suggestion	Action taken
1.	Teaching aids and teaching methods	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. Faculty members were advised to make use of ICT tools, smart class rooms against its fullest utilization and to engage the students with more interaction. Faculty members were advised to follow student centric methods. The same is insisted through the logbook also.
2.	Industrial visits	Local industrial visits were arranged by the UIIC-KAHE. For industrial visit outside the city, the departments are advised to arrange with relevance to the programme of study.
3.	Participation in technical and non-technical events	Students in advance learner category are motivated to participate in the technical and competitive programmes. Interested and capable students in sport, art & culture are motivated to attend the non-technical events.
4.	Students-teachers relationship	Mentor-mentee system helps the students to have close relationship with their teachers and through the system students' issues are discussed and necessary supports are given. To improve the smooth relationship at all times, the departments are advised to maintain good contact with the students.
5.	Library facility	Student access to the library was improved
6.	Wi-Fi connectivity	Action initiated to improve Wi-Fi connectivity.
7.	Laboratory facilities	Sophisticated lab facilities and research centres are available. Annual service and consumables are verified yearly to ensure the working condition of laboratory instruments.


 22.05.2023
 Director, IQAC