



STUDENT SATISFACTION SURVEY REPORT

Academic Year: 2023-2024

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 making all efforts to enhance the academic performance of the institution on a continuous basis. To know the level of experience and satisfaction of the students, IQAC has conducted a Student Satisfaction Survey (SSS) for the academic year 2023-2024 from 11-03-2024 to 08-04-2024 to improve the effectiveness of the Teaching-Learning process. The survey was conducted across the institution, covering all four faculties: the Faculty of Arts, Science, Commerce and Management; the Faculty of Engineering, Faculty of Architecture, Design and Planning and Faculty of Pharmacy.

The questionnaire for the survey contained 16 parameters (15 objective and 1 subjective question) covering the following aspects and the responses were collected through the 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 5857, which is 60% 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 for 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?	5857	1561	2825	917	376	178
			26.7 %	48.2 %	15.7 %	6.4 %	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?	5857	1590	2667	1048	428	124
			27.1 %	45.5 %	17.9 %	7.3 %	2.1 %
<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>
Q3	Are you able to learn the subject within the allotted hours?	5857	1606	2502	1071	476	202
			27.4 %	42.7 %	18.3 %	8.1 %	3.4 %
<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.	5857	1788	2467	974	461	167
			30.5 %	42.1 %	16.6 %	7.9 %	2.9 %
<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?	5857	1468	2231	1013	528	617
			25.1 %	38.1 %	17.3 %	9 %	10.5 %

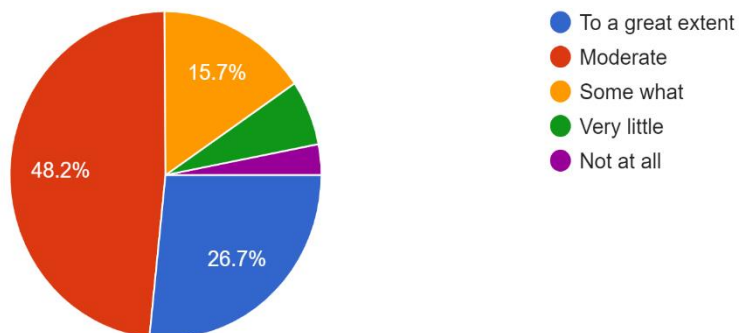
<u>Item</u>	<u>Item Description</u>	<u>Total Respondents</u>	<u>Very good</u>	<u>Good</u>	<u>Average</u>	<u>Poor</u>	<u>Very poor</u>
Q6	Use of e-learning portal and mobile application for teaching.	5857	1457	2678	1304	266	152
			24.9 %	45.7 %	22.3 %	4.5 %	2.6 %
<u>Item</u>	<u>Item Description</u>	<u>Total 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.	5857	1709	2525	895	492	236
			29.2 %	43.1 %	15.3 %	8.4 %	4 %
<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.	5857	1379	2639	1453	277	109
			23.5 %	45.1 %	24.8 %	4.7 %	1.9 %
<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>
Q9	Are you enabled to find solution for any case study / real-time problem in the classroom?	5857	1361	2691	1097	494	214
			23.2 %	45.9 %	18.7 %	8.4 %	3.7 %
<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.?	5857	1517	2201	1020	647	472
			25.9 %	37.6 %	17.4 %	11 %	8.1 %
<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>
Q11	Are additional inputs given through guest/special lectures?	5857	1609	2414	1093	510	231
			27.5 %	41.2 %	18.7 %	8.7 %	3.9 %
<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>
Q12	Did your teachers encourage you to participate in extra-curricular activities.	5857	1964	2231	960	497	205
			33.5 %	38.1 %	16.4 %	8.5 %	3.5 %
<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>
Q13	Level of satisfaction with the evaluation of answer papers.	5857	1698	2787	1120	141	111
			29 %	47.6 %	19.1 %	2.4 %	1.9 %
<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	5857	1621	2672	1151	266	147
			27.7 %	45.6 %	19.7 %	4.5 %	2.5 %
<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>
Q15	Your opinion about the overall Teaching-Learning process.	5857	1451	3061			
			24.8 %	52.3 %	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.

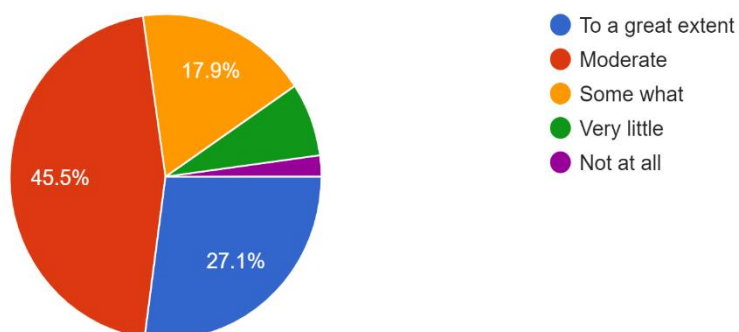
1. Did your syllabus include current topics/trends in your discipline / subject?

5,857 responses



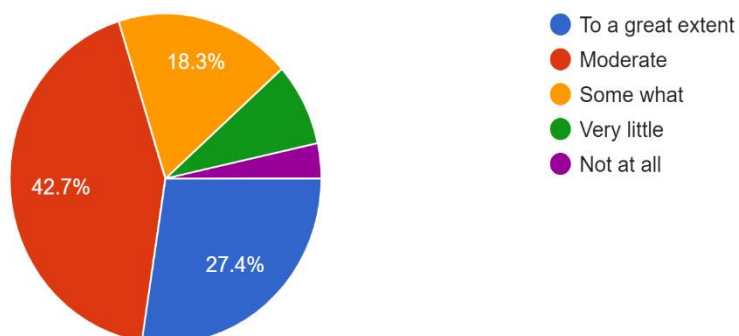
2. Whether efforts are made for acquiring soft skills, life skills and employability skills?

5,857 responses



3. Are you able to learn the course within the allotted hours?

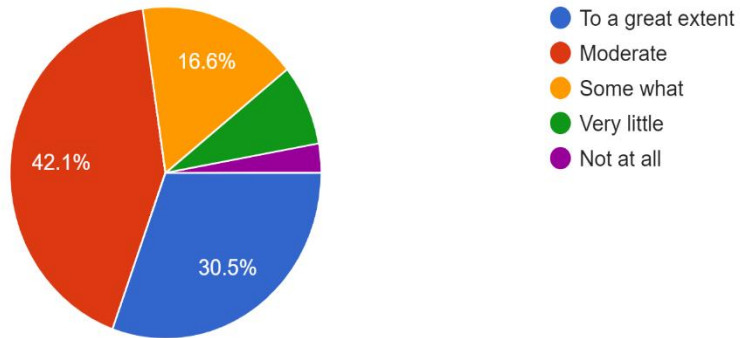
5,857 responses



4

Satisfaction on topic/content delivery of teachers.

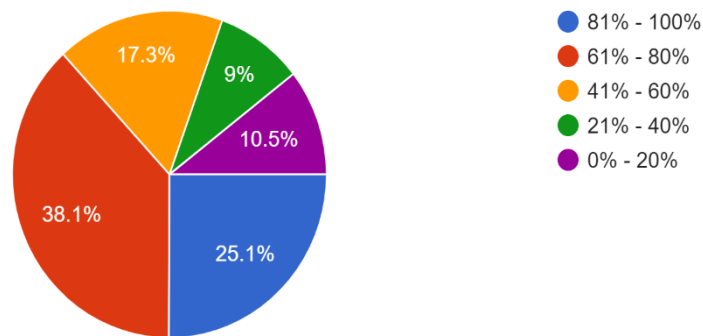
5,857 responses



5

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

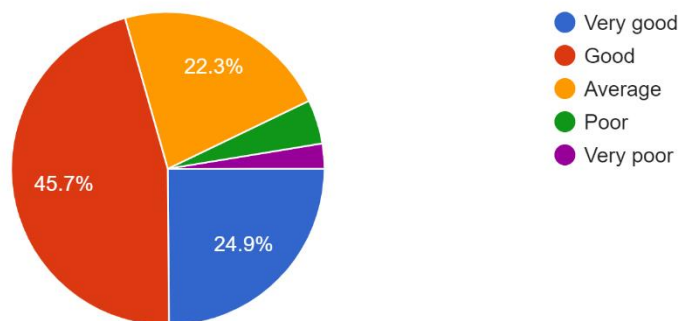
5,857 responses



6

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

5,857 responses

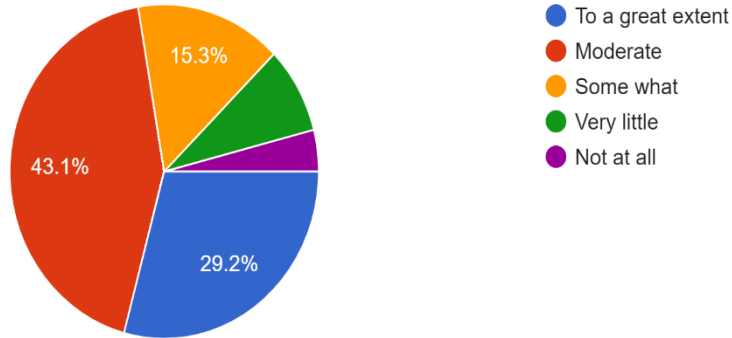


Teaching – Learning Process : Part II

7

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

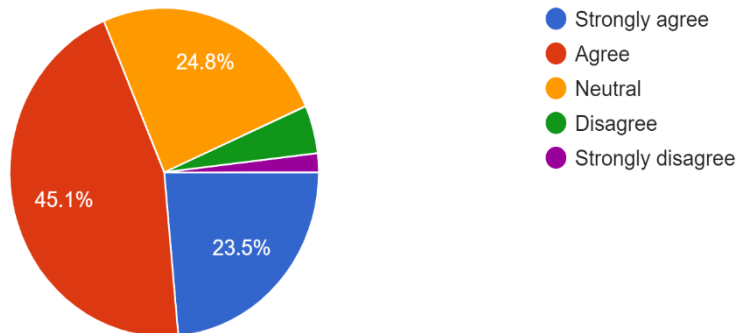
5,857 responses



8

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

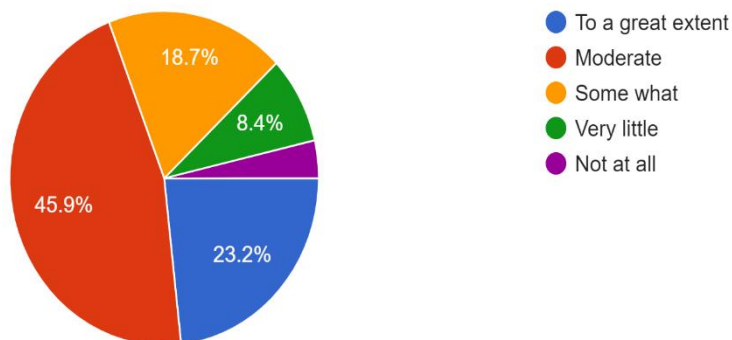
5,857 responses



9

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

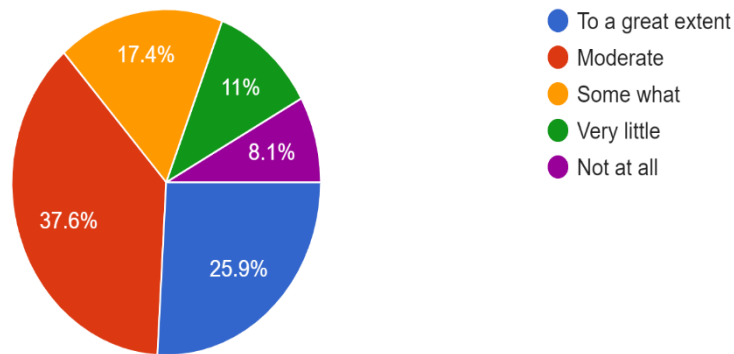
5,857 responses



10

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

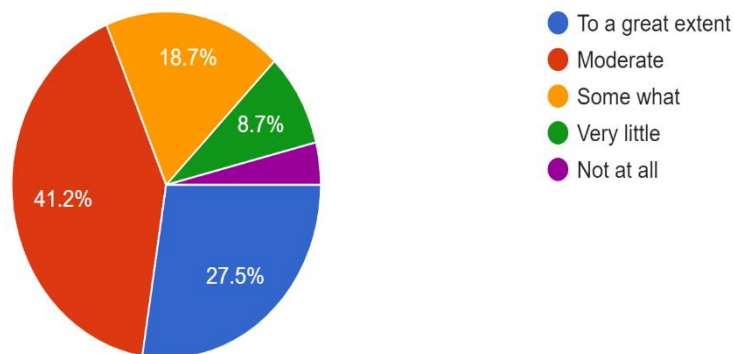
5,857 responses



11

Are additional inputs given through guest/special lectures?

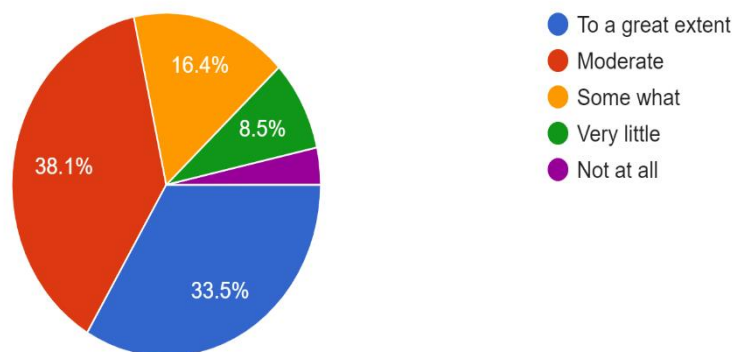
5,857 responses



12

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

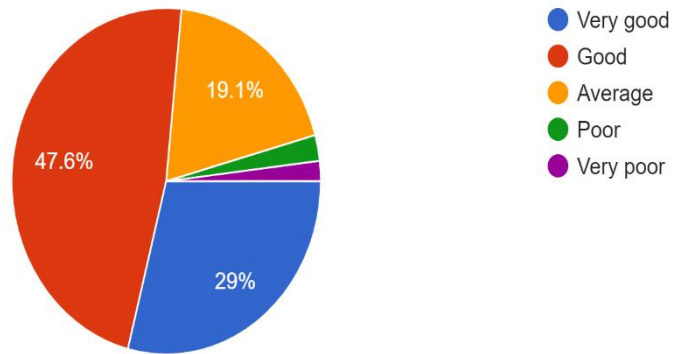
5,857 responses



13

Level of satisfaction with the evaluation of answer papers.

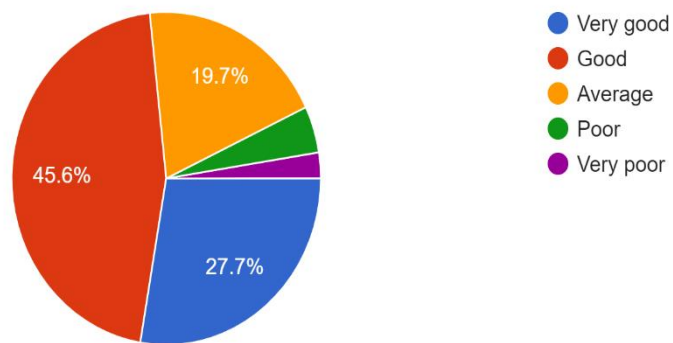
5,857 responses



14

Facilities available in the library

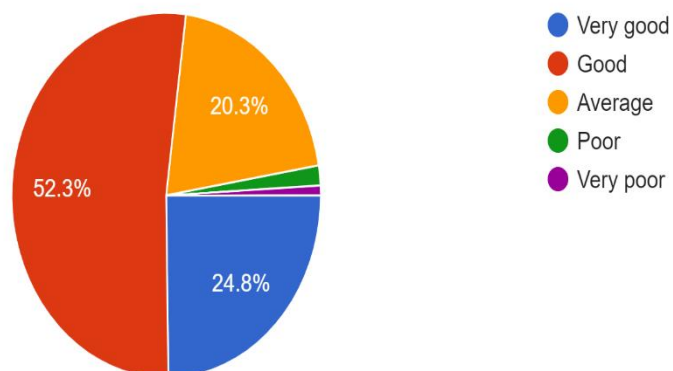
5,857 responses



15

Your opinion about the overall Teaching-Learning process.

5,857 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:

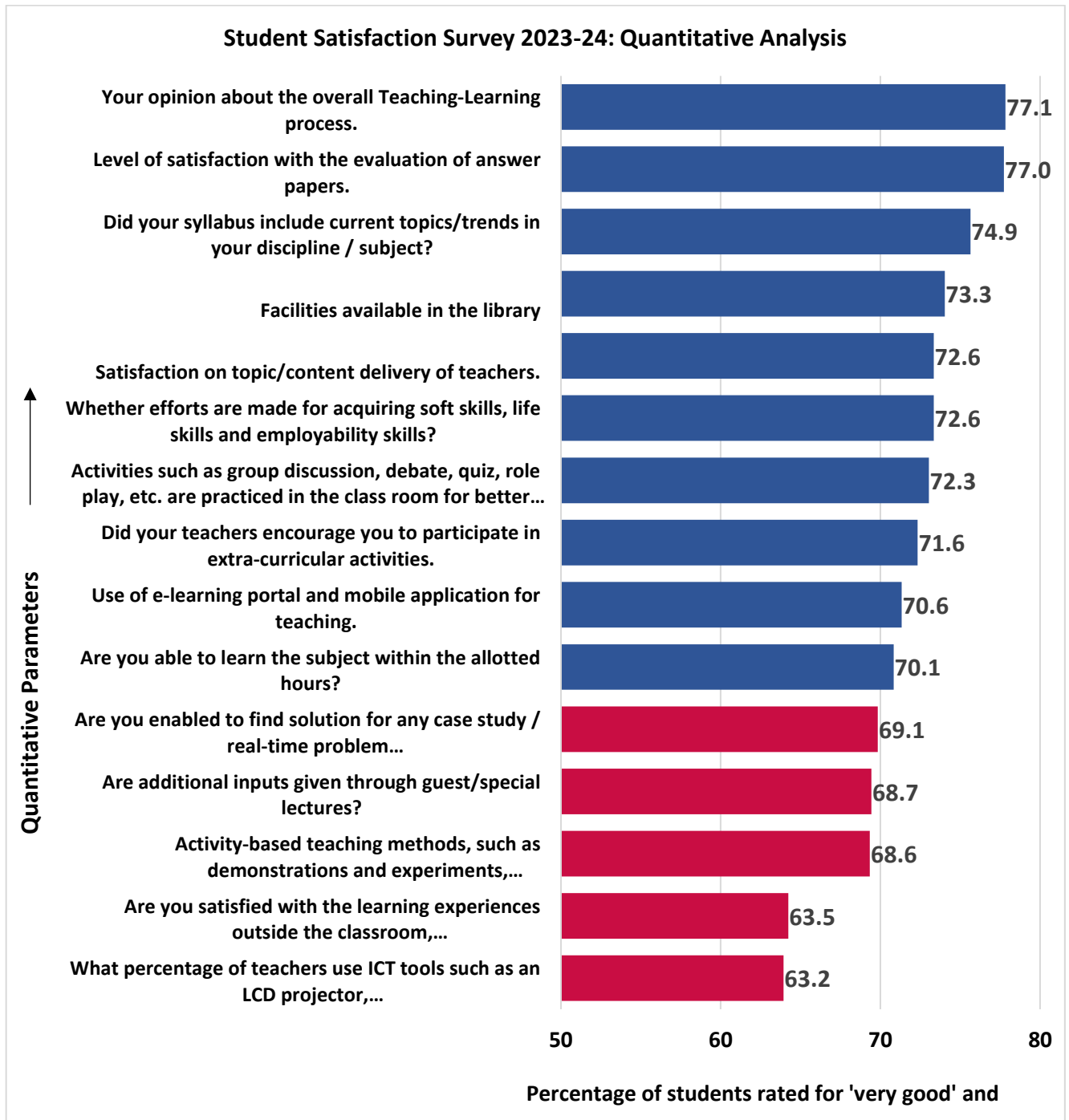


Figure 1: SSS - Quantitative analysis

3. Analysis of the response to the subjective question:

Out of 5857 students who participated in the survey, 2875 students did not answer and/or respond completely to the subjective question (question number 16), for which students were expected to give their suggestions for improvement. The responses from 917 students were complimentary in nature. About 1462 students registered their suggestions for improvement.

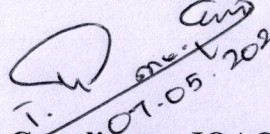
The quantitative parameters with lower score and the suggestions of the students were correlated and found that the following points need to be taken up for improvement of the Teaching- Learning process.

- Students-teachers relationship
- Extensive use of E-learning methods.
- Activity based teaching-learning methods.
- More practical /skill orientation /hands-on training.
- Facilitating participation in extracurricular activities
- Timely communication of information.

4. Action Plan:

The following actions are planned to address the parameters taken up for improvement.

S. No.	Parameter	Action Plan
1.	Students-teachers relationship	In the Faculty Induction Programme (FIP), the class room management and the roles and responsibilities of faculty member are dealt with in detail. Further, faculty members will be informed to improve the relationship with the students.
2.	Extensive use of E-learning methods.	Faculty members are trained on Outcome Based Education and related teaching pedagogies in which ICT enabled teaching is very much in focus.
3.	Activity based teaching-learning methods	Faculty members have been trained in such a way that even while planning the lectures, the student centric method has to be indicated in the lesson plan.
4.	More practical /skill orientation /hands-on training.	An exclusive Centre for Skill Development is functioning to organise skill development programmes. Industrial visits are arranged by the University Industry Interaction Centre to expose the students to the industrial environment.
5.	Facilitating participation in extracurricular activities	Students are involved in organising events at the department/institution level and encouraged to participate in various competitions including hackathons. Physical education, NCC, NSS, and Clubs are the various avenues at the disposal of the students to get engaged.
6.	Timely communication of information	Class tutors and other coordinators are meant for communication of any related information to the students via notice boards, emails and social media.


 07.05.2024
 Coordinator, IQAC