

## Internal Quality Assurance Cell



### Student Satisfaction Survey 2020-21

Set against a serene, rural backdrop, Al Shifa College of Arts and Science aspires to rewrite the teaching learning practices at the Undergraduate and Graduate and Research levels and establish a line of programmes aimed at tackling the intellectual demands and career needs of the emerging world. Al Shifa College of Arts & Science will introduce game changing programmes which will be genuinely contemporary and internationally sought after; Al Shifa means to sculpt minds which are capable of choosing Their futures through autonomously thinking their thoughts. Our content delivery, interaction and engagement with the students will be towards building a relationship that empowers the young to know one self and to know the world. Our effort to upskill them and to be career ready and life ready, will certainly complement it. Al Shifa College of Arts and Science will involve, engage and empower the young as they are the Future- for the homes and the world!

Al Shifa College of Arts and Science, Perinthalmanna, conducted a Student Satisfaction Survey regarding teaching – learning processes and evaluation, in order to understand the student’s perception of quality of education provided in the institution.

The tool developed by National Assessment and Accreditation Council (NAAC) was used for the purpose and it was administered through Google Forms using the students’ institutional mail id. Instructions given to the students and the instrument used are as given below:

#### Instructions to fill the questionnaire:

- All questions should be attempted. The identity of the student will not be revealed
- Each question has five responses, choose the most appropriate one.
- In the Final Descriptive part students can give three observation / suggestions to improve the overall teaching – learning experience in your institution. She/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

1. Please confirm this is the first and only time you answer this survey. a) Yes b) No

2. Gender a) Female b) Male c) Transgender

3. What degree program are you pursuing now?

a) Bachelor's b) Master's c) M Phil d) Doctorate e) Other

4. What subject area are you currently pursuing?  
 a) Arts      b) Commerce   c) Science      d) Professional      e) Other
5. How much of the syllabus was covered in the class?  
 4 – 85 to 100%   3 – 70 to 84%   2 – 55 to 69%   1– 30 to 54%   0 –Below 30%
6. How well did the teachers prepare for the classes?  
 4 –Thoroughly   3 – Satisfactorily   2 – Poorly   1 – Indifferently   0 – Won't teach at all
7. How well were the teachers able to communicate?  
 4 – Always effective   3 – Sometimes effective   2 – Just satisfactorily   1– Generally ineffective  
 0– Very poor communication
8. The teacher's approach to teaching can best be described as  
 4– Excellent   3 – Very good   2 – Good   1 – Fair   0– Poor
9. Fairness of the internal evaluation process by the teachers.  
 4 – Always fair   3 – Usually fair   2 – Sometimes unfair   1 – Usually unfair   0– Unfair
10. Was your performance in assignments discussed with you?  
 4 – Every time   3 – Usually   2 – Occasionally/Sometimes   1 – Rarely   0– Never
11. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.  
 4 – Regularly   3 – Often   2 – Sometimes   1 – Rarely   0– Never
12. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.  
 4 – Significantly   3 – Very well   2 – Moderately   1 – Marginally   0– Not at all
13. The institution provides multiple opportunities to learn and grow.  
 4 – Strongly agree   3 – Agree   2 – Neutral   1 – Disagree   0– Strongly disagree
14. Teachers inform you about your expected competencies, course outcomes and programme outcomes.  
 4 – Every time   3 – Usually   2– Occasionally/Sometimes   1 – Rarely   0– Never
15. Your mentor does a necessary follow-up with an assigned task to you.  
 4 – Every time   3 – Usually   2 – Occasionally/Sometimes   1 – Rarely   0 – I don't have a mentor
16. The teachers illustrate the concepts through examples and applications.  
 4 – Every time   3 – Usually   2 – Occasionally/Sometimes   1– Rarely   0 – Never

17. The teachers identify your strengths and encourage you with providing right level of challenges.

4 – Fully 3 – Reasonably 2 – Partially 1 – Slightly 0 – Unable to

18. Teachers are able to identify your weaknesses and help you to overcome them.

4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – Never

19. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree

20. The institute/ teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.

4 – To a great extent 3 – Moderate 2 – Somewhat 1 – Very little 0 – Not at all

21. Teachers encourage you to participate in extracurricular activities.

4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree

22. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

4 – To a great extent 3 – Moderate 2 – Somewhat 1 – Very little 0 – Not at all

23. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

4 – Above 90% 3 – 70 – 89% 2 – 50 – 69% 1 – 30 – 49% 0 – Below 29%

20. The overall quality of teaching-learning process in your institute is very good.

4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

a)

b)

**Following formula was used to calculate the final result:**

**Total Points =**

**where  $x_{ij}$  = no of users responded as  $j^{\text{th}}$  response for  $i^{\text{th}}$  question,**

**$w_{ij}$  is the weight age point for that response &**

**$N$  = total no of users participated in faculty evaluation.**

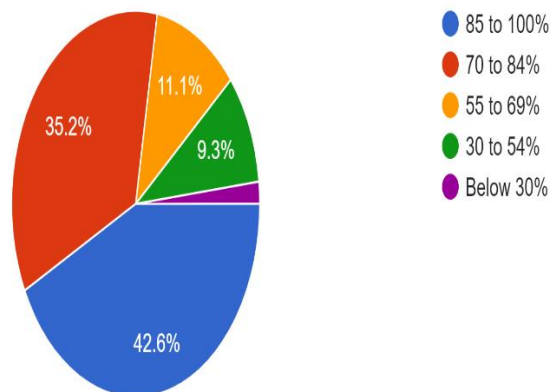
## Result of Student Satisfaction Survey

Sl.No	Question	Percentage of students Responses to the Questions					Score
		Option 1	Option 2	Option 3	Option 4	Option 5	
1	How much of the syllabus was covered in the class?	43%	19%	11%	9%	2%	3.1
2	How well did the teachers prepare for the classes?	56%	39%	4%	2%	0%	3.5
3	How well were the teachers able to communicate?	70%	20%	7%	2%	0%	3.6
4	The teacher's approach to teaching can best be described as	48%	39%	7%	4%	2%	3.3
5	Fairness of the internal evaluation process by the teachers.	46%	46%	4%	4%	0%	3.4
6	Was your performance in assignments discussed with you?	48%	40%	9%	4%	0%	3.3
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	41%	30%	15%	4%	11%	2.8
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	35%	54%	11%		0%	3.2
9	The institution provides multiple opportunities to learn and grow.	54%	35%	9%	2%	0%	3.4
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	44%	43%	9%	2%	2%	3.3
11	Your mentor does a necessary follow-up with an assigned task to you.	33%	50%	9%	4%	4%	3.1
12	The teachers illustrate the concepts through examples and applications.	59%	33%	11%	2%	0%	3.5
13	The teachers identify your strengths and encourage you with providing right level of challenges.	53%	33%	11%	2%	0%	3.4
14	Teachers are able to identify your weaknesses and help you to overcome them.	41%	44%	8%	8%	0%	3.2

15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	35%	60%	9%	2%	2%	3.2
16	The institute/ teachers use student-centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	33%	57%	7%	2%	0%	3.2
17	Teachers encourage you to participate in extracurricular activities.	50%	40%	9%	2%	0%	3.4
18	Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	48.0%	35.0%	13.0%	2.0%	2.0%	3.3
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?	57.0%	32.0%	5.6%	5.6%	0.0%	3.3
20	The overall quality of teaching-learning process in your institute is very good.	57.4%	33.0%	9.3%	0.0%	0.0%	3.5

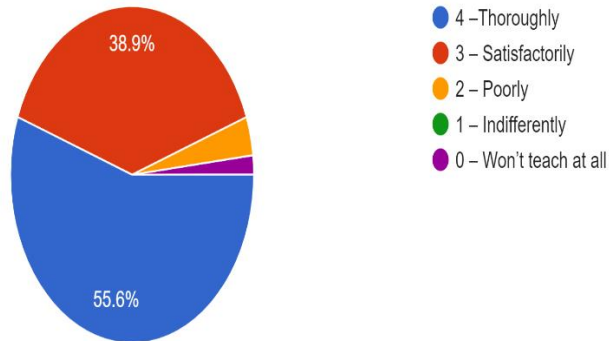
1. How much of the syllabus was covered in the class?

54 responses



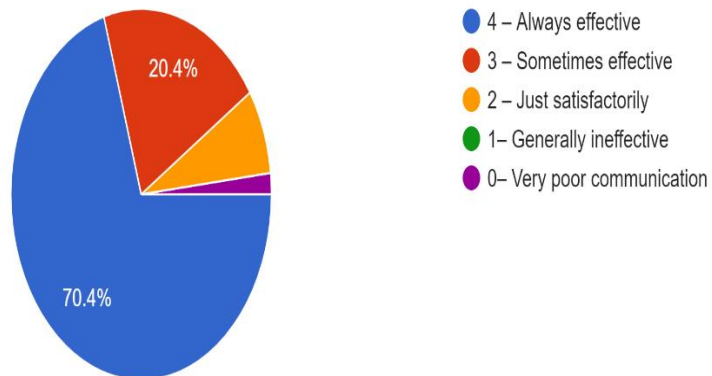
## 2. How well did the teachers prepare for the classes?

54 responses



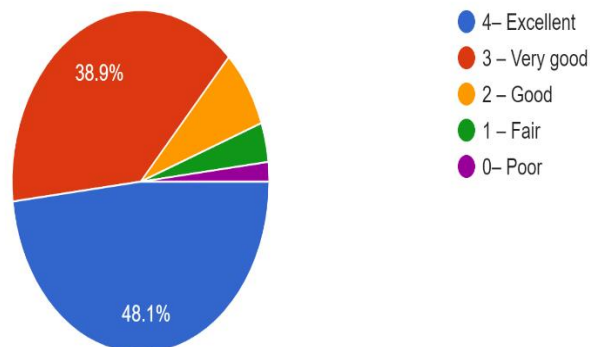
## 3. How well were the teachers able to communicate?

54 responses



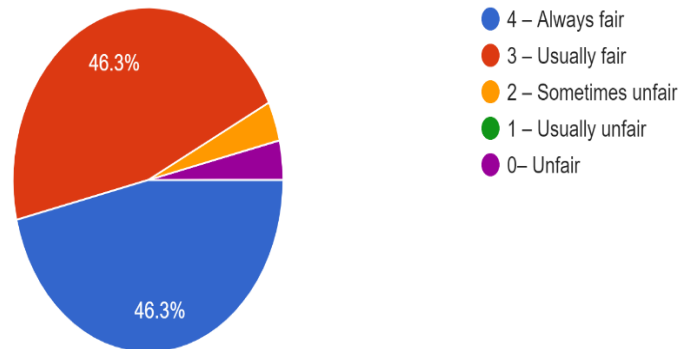
## 4. The teacher's approach to teaching can best be described as

54 responses



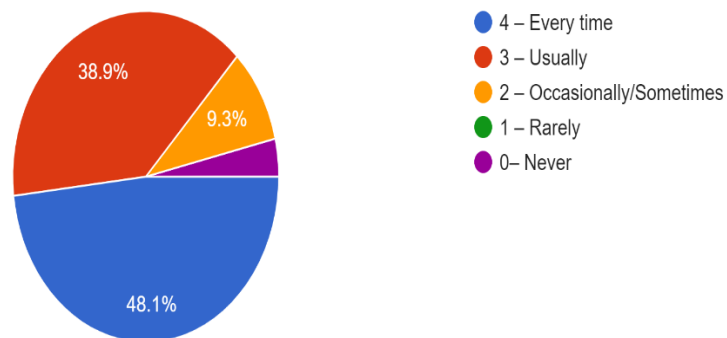
### 5. Fairness of the internal evaluation process by the teachers.

54 responses



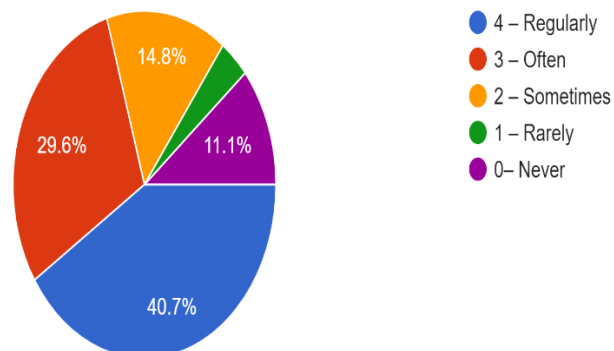
### 6. Was your performance in assignments discussed with you?

54 responses



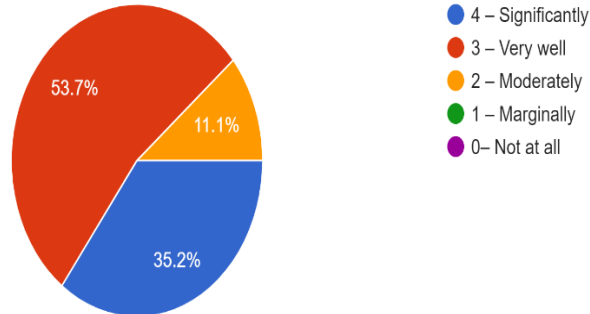
### 7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

54 responses



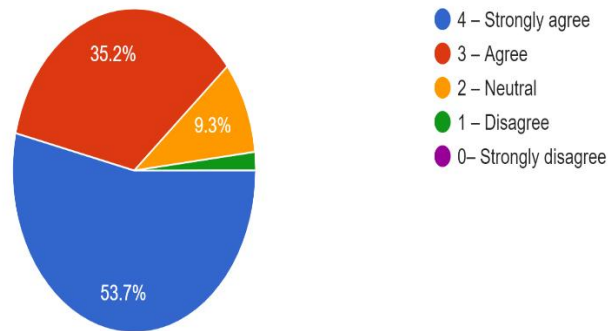
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

54 responses



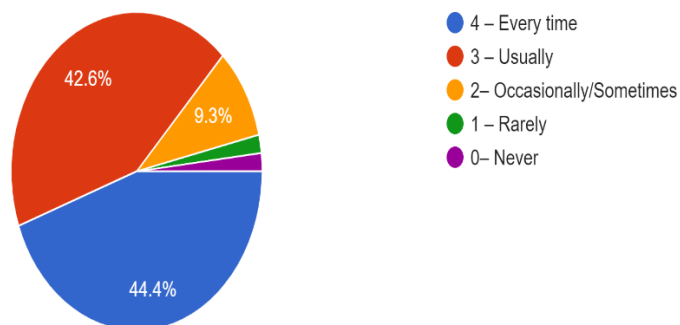
9. The institution provides multiple opportunities to learn and grow.

54 responses



10. Teachers inform you about your expected competencies, course outcomes and programme outcomes

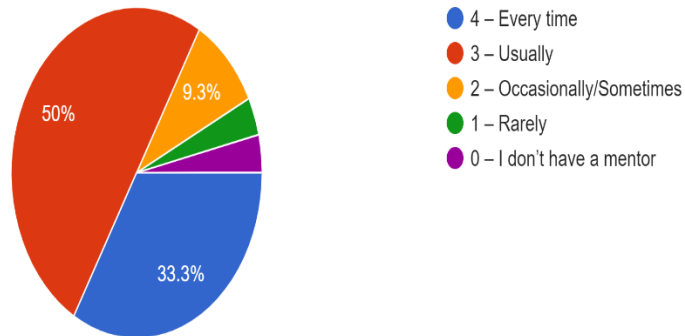
54 responses





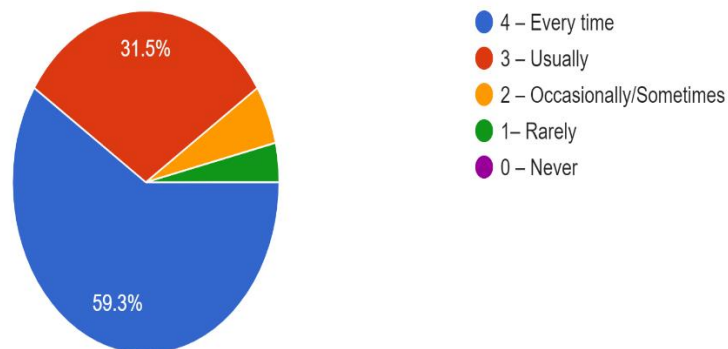
11. Your mentor does a necessary follow-up with an assigned task to you.

54 responses



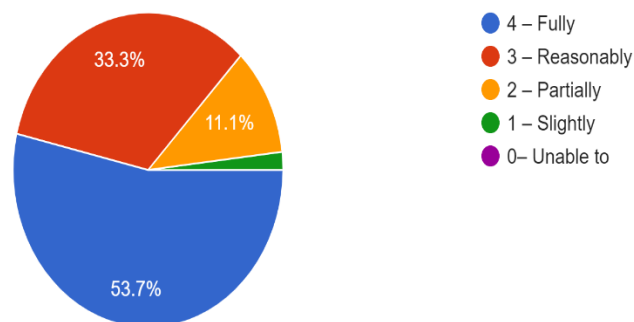
12. The teachers illustrate the concepts through examples and applications

54 responses



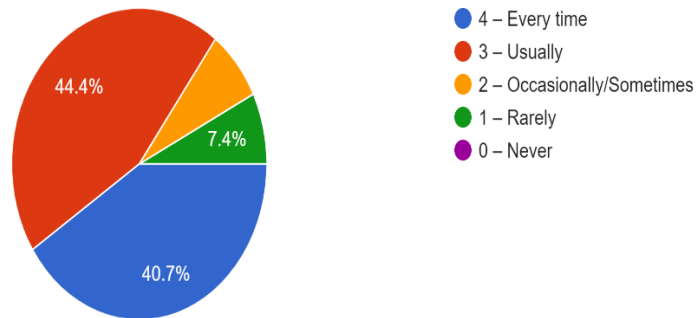
13. The teachers identify your strengths and encourage you with providing right level of challenges.

54 responses



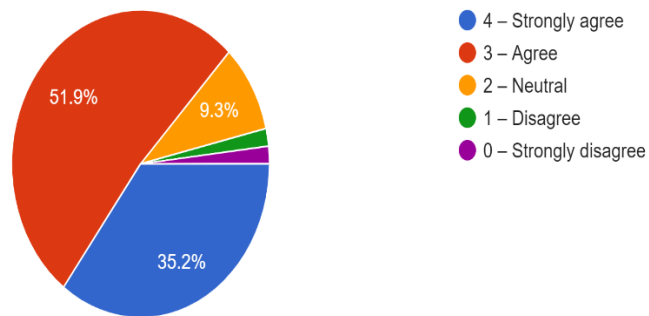
14. Teachers are able to identify your weaknesses and help you to overcome them.

54 responses



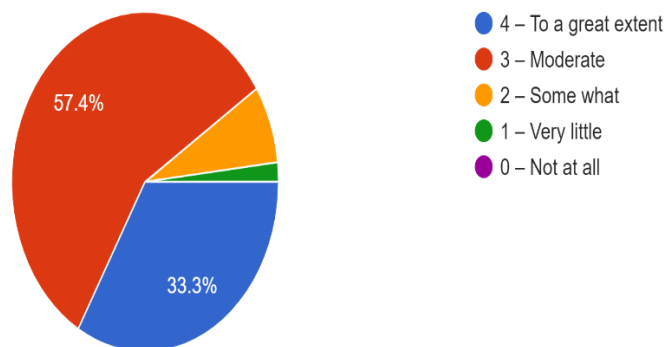
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process

54 responses



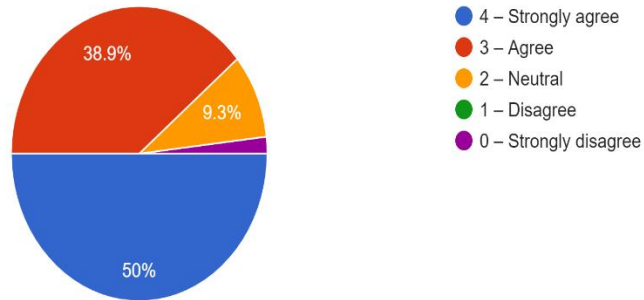
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

54 responses



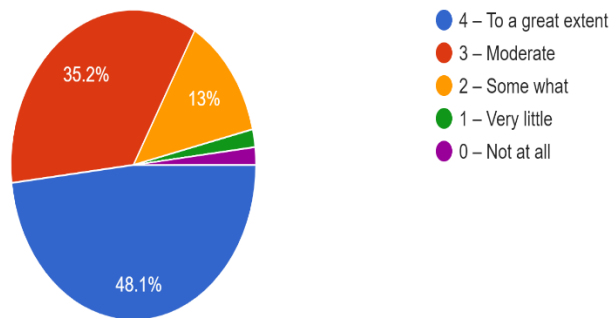
17. Teachers encourage you to participate in extracurricular activities.

54 responses



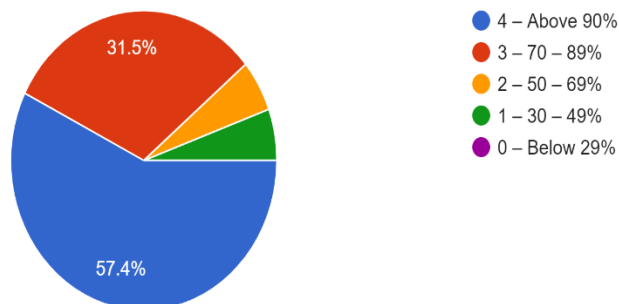
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

54 responses



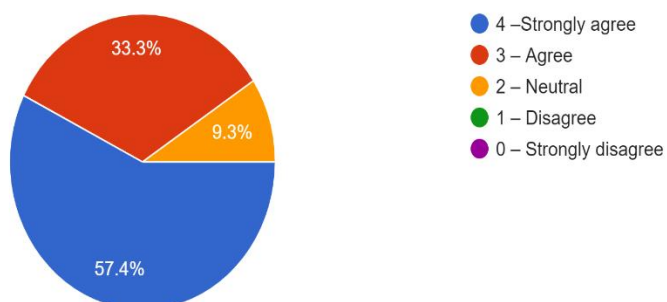
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

54 responses



20. The overall quality of teaching-learning process in your institute is very good

54 responses



### Summary of suggestions provided by the students during Students Satisfaction survey 2019-20 and the action taken/ to be taken to improve teaching, learning process

Given below is a compilation of the suggestions provided by students and the action already taken and to be taken during 2019-20

Sl.No	Area	Action Taken
1	<b>Teaching</b> <ul style="list-style-type: none"> <li>Teachers may incorporate more pre-recorded video sessions</li> <li>Conduct more classroom activities to make classes lively</li> <li>Teachers can use more age-appropriate/ relevant materials</li> <li>Practical oriented Assignments and Works</li> </ul>	<ul style="list-style-type: none"> <li>Faculty Development Centre (FDC) has been directed to ensure the same</li> <li>Teachers are given instructions to the effect and IQAC has directed FDC to take measures to have selected sessions of the faculty recorded</li> <li>The concern has been discussed with the faculty</li> <li>Faculty are instructed to provide more assignments and works with more practical applications</li> </ul>
2	<b>Teacher-Student Relationship</b> <ul style="list-style-type: none"> <li>Enhance communication and personal attachment between teachers and students</li> <li>Individual care and attention in the classroom</li> <li>Teachers should be aware of students who are weak in studies.</li> </ul>	<ul style="list-style-type: none"> <li>IQAC has reemphasised the need to strengthen the teacher-learner relationship and suggested measures to be followed</li> <li>Attitudes/Activities to foster personal care have been provided.</li> <li>Remedial Coaching Centre (RMC) is to coordinate with</li> </ul>

		class teachers and mentors to address the issue.
3	<b>Student Support and Progression</b> <ul style="list-style-type: none"> <li>Strengthen the Mentoring activities</li> <li>Support to improve students' skills</li> </ul>	<ul style="list-style-type: none"> <li>Mentoring wing of the College has been given directions</li> <li>Skill Enhancement Programmes are set and one session per week is set in the time table for the same.</li> </ul>
4	<b>Extracurricular activities:</b> <ul style="list-style-type: none"> <li>Opportunities for extracurricular activities to be extended to all students</li> </ul>	<ul style="list-style-type: none"> <li>College already has a number of platforms/opportunities for extracurricular activities. The students/parents will be made aware of the same.</li> </ul>
5	<b>Extension Activities</b> <ul style="list-style-type: none"> <li>To conduct extension and out reach activities for students.</li> </ul>	<ul style="list-style-type: none"> <li>Action Plans have been made by the Departments of the college and follow up measures are in progress.</li> </ul>

The student satisfaction Survey (SSS) has been productive in making the stakeholders aware of the level of interest and satisfaction on the part of the student community. It has helped the College to initiate measures/activities to address the concerns raised by them. The follow up actions in this regard will go a long way in hiking the effectiveness of teaching -learning processes and the overall student experience level in the campus.