

# **M S RAMAIAH COLLEGE OF ARTS, SCIENCE AND COMMERCE**

## **INTERNAL QUALITY ASSURANCE CELL(IQAC)**

### **Student Satisfaction Survey for the academic year 2018-19**

Student Satisfaction Survey (SSS) is one of the mandatory criteria set by National Assessment and Accreditation Council (NAAC). It is also a pre qualifier for Assessment and Accreditation of the institution. From 2017 onwards the NAAC has endeavoured to conduct a Student Experience Survey, the results of which will go into the accreditation process. The Survey includes 25 competency based questions, responses to which are given anonymously by students of the institution. This survey corresponds to an institute level feedback on infrastructure and learning experience. IQAC of M S Ramaiah college of Arts, Science and Commerce has conducted Student Satisfaction Survey (SSS) regarding Teaching-Learning and Evaluation which will help to upgrade the quality of education in the institution.

#### ***About questionnaire***

The score emerging out of the survey is part of the second criterion on Teaching— Learning and Evaluation, out of the seven NAAC criteria. The questionnaire consists of several facets of the teaching learning process. Questions vary from specific teaching skills of the teacher, to his overall approach to the educational process. Specific skills of the teacher like, subject knowledge, communication skills, class preparation, and use of ICT tools are part of the questionnaire. The overall approach of the teacher and institution with respect to providing the right environment, motivation, interpersonal relationships, feedback etc. forms the second major component of the questionnaire. Twenty four of the twenty five questions are objective in nature, while one question is open ended to elicit observations and suggestions for improvements providing an opportunity to the student to give suggestions and criticisms in their own words. Analysis of the survey would be done which will aggregate the responses. Responses to the open ended question would also be aggregated to find out the most common suggestion and criticisms emerging out of the survey. The survey analysis score will be used as a key component of accreditation. A predetermined weightage is also assigned to this key indicator in this accreditation framework.

#### ***Analysis report***

The questionnaire was answered by the students in the same format prescribed by NAAC. The IQAC sent the mails to the students to fill the questionnaire and received almost the positive responses from 1874 students

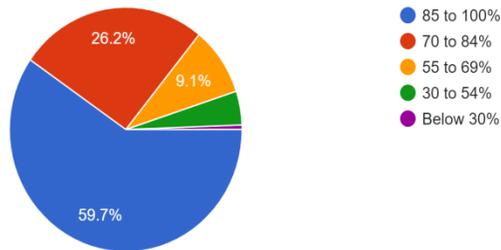
IQAC submitted the SSS analysis report to the Principal in Academic Council meeting held on

Regarding the syllabus coverage, 60% of students rated almost 100 percent of syllabus gets covered and 26% of students rated nearly 85 percent of syllabus gets covered in the class. In total, nearly 85% of the students reviewed almost 85% of syllabus was covered in the class.

Regarding the preparation of teachers for classes, 90% of students reviewed the preparation is satisfactory.

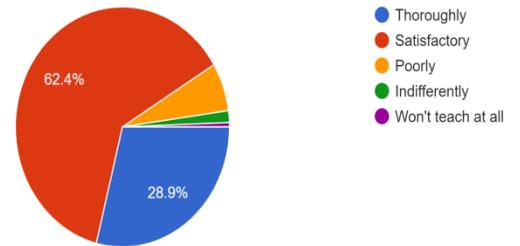
How much of the syllabus was covered in the class?

1,874 responses



How well did the Teachers prepare for the Classes?

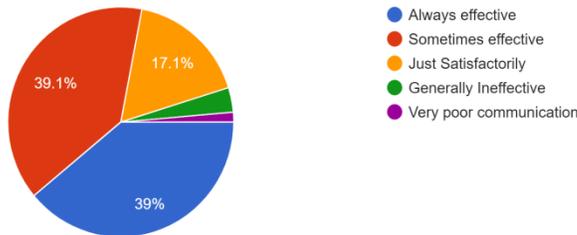
1,874 responses



Almost 80% of students reviewed the teachers were able to communicate effectively with students and 88% of students agreed the teacher's approach for teaching is good.

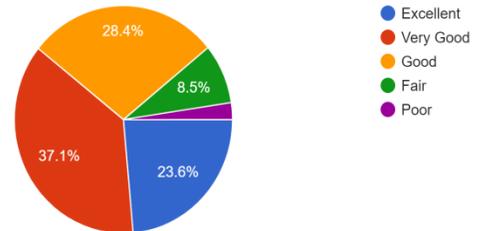
How well were the Teachers able to communicate?

1,874 responses



The Teacher's approach to teaching can best be described as

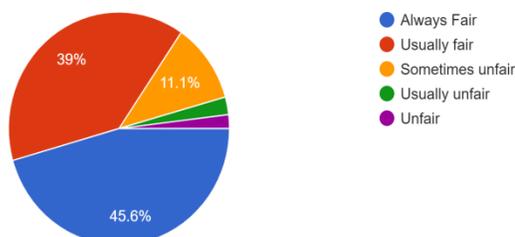
1,874 responses



Regarding the internal assessment test and assignments, 85% of students agreed the internal valuation process by the teachers was fair 70% rated the performance of the assignments were discussed often.

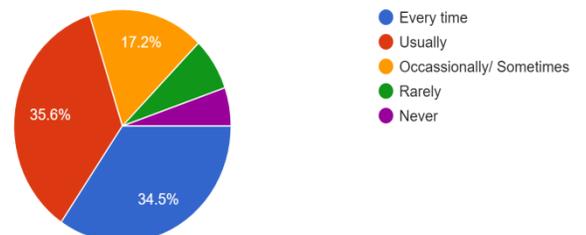
Fairness of the Internal Evaluation process by the Teacher.

1,874 responses



Was your performance in assignments discussed with you?

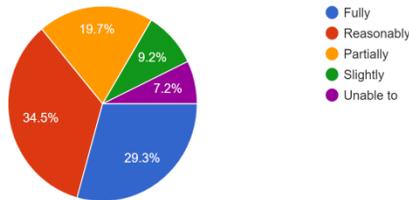
1,874 responses



65% agreed that the teachers were identified and encouraged the strength of students and 76% of students voted mentors have taken necessary follow up to the task assigned.

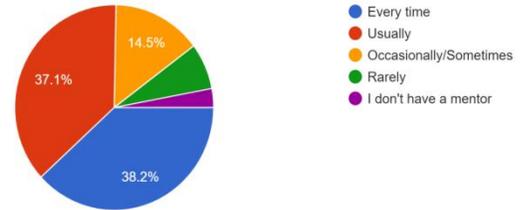
The Teachers identify your strength and encourage you with providing right level of challenges.

1,874 responses



Your Mentor does a necessary follow-up with an assigned task to you

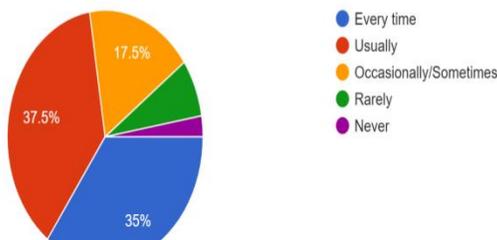
1,874 responses



72% of students reviewed that the teachers informed about the course outcomes and programme outcomes and 67% of students agreed that the Institute make effective effort in continuous quality improvement of teaching-learning process.

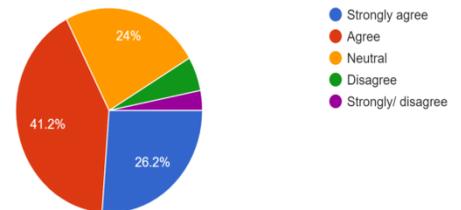
Teachers inform you about your expected competencies, course outcomes and programme outcomes

1,874 responses



The Institute makes effort to engage students in the Monitoring, review and continuous quality improvement of the teaching learning process.

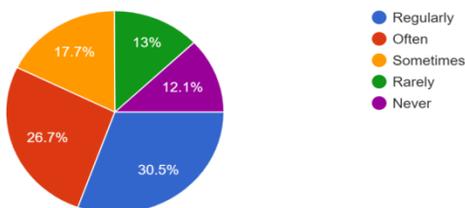
1,874 responses



Almost 60% of students agreed that the institute took an active interest in promoting internships and field visits and 70% of students reviewed that the institute provides multiple opportunities to learn and grow.

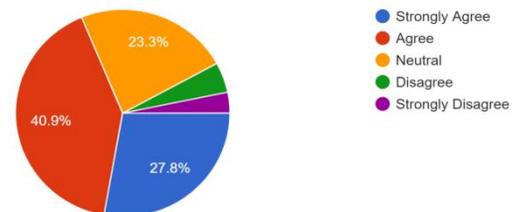
The Institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

1,874 responses



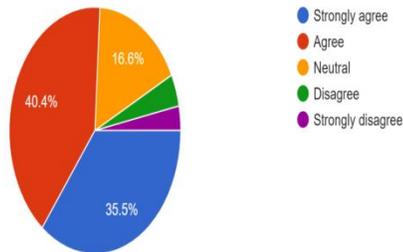
The Institution provides multiple opportunities to learn and grow.

1,874 responses

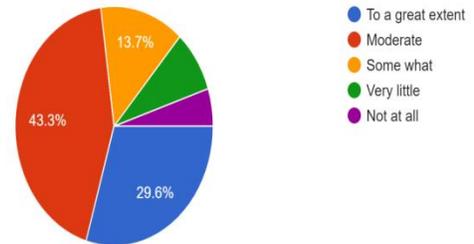


Regarding the teaching activities, almost 75% of students agreed the teachers encouraged them to participate in extracurricular activities and also teachers made efforts to inculcate soft skills, life skills and employability skills to work outside.

Teachers encourage you to participate in extracurricular activities.  
1,874 responses

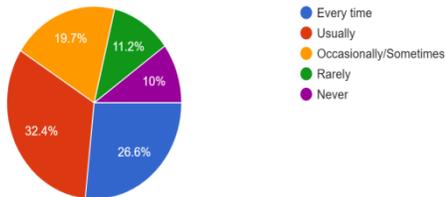


Efforts are made by the Institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.  
1,874 responses

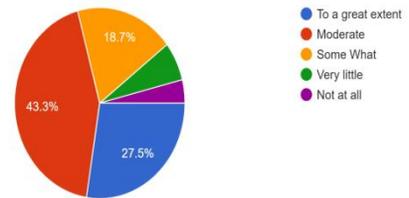


Almost 75% of students agreed that the teachers were able to identify their weakness and helped them to overcome it and 70% of students reviewed that the teachers/Institute provided

Teachers are able to identify your weakness and help you to overcome them.  
1,874 responses



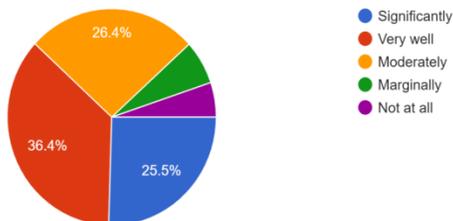
The Institute/ Teachers use student centric, such as experimental learning, participative learning and problem solving for enhancing learning experience.  
1,874 responses



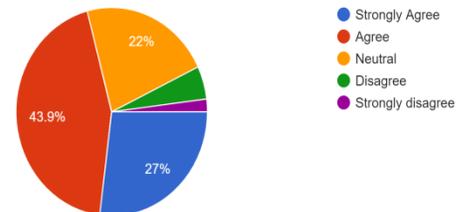
experimental and enhanced learning.

Regarding the teaching learning process, 70 % of students agreed the institute facilitated cognitive, social and economic growth and the overall quality of the institute is very good.

The Teaching and Mentoring process in your Institute facilitates you in cognitive, social and emotionally growth.  
1,874 responses



The Overall Quality of Teaching-Learning process in your Institute is very good.  
1,874 responses



### *Observations and Outcomes*

Students appreciated teaching and implementation of learning outcome based curriculum which includes continuous evaluation and assessment of students throughout the semester.

Students have expressed satisfaction over the quantum of syllabus covered in their classes and laboratories, Teacher's preparation, communication, use of appropriate teaching pedagogy and fairness of internal evaluation has been rated high in the survey.

The SSS has also pointed out few grey areas where the college/ teachers/ departments do have scope for enhancement in quality of education. They are as follows:

1. Institute needs to promote internship especially for some subjects in faculty of Arts, student exchange and field visit opportunities.
2. Formulate mechanism which will identify strength and weakness of students and provide them right level of challenges and help them to overcome their weakness.
3. Enhance use of ICT in teaching and equip laboratories with multiple copies of small instruments.
4. More emphasis on skill development and hands on assignments, inclusion of seminars, workshops and field visits for typically one subject.
5. Enhance library with more number of books at MSc level.