

## IQAC

Muthurangam Government Arts College (Autonomous),  
Vellore – 632002

### Student Satisfaction Survey 2019-2020.

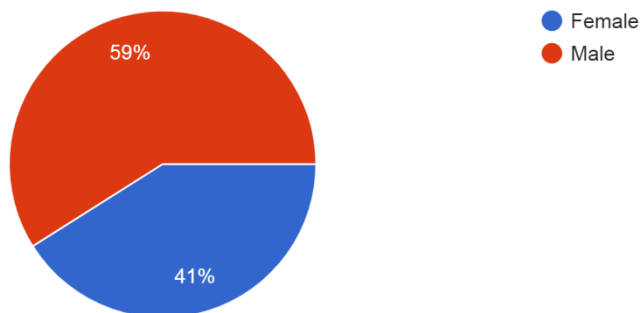
The institution is committed to provide quality education to the students who are mainly from rural background. Educating the students with this background creates many challenges and we are committed to face these challenges in an effective manner. To ensure continuous improvement, the requirements of the students have to be carefully identified for which we use the mechanism of obtaining the feedback. This survey is done every academic year with a sample of around 2198 students.

The IQAC took the lead in conducting the Student Satisfaction Survey on-line in March 2018 with the assistance of Academic staff. The survey results were electronically tabulated and printed by IQAC for analysis and for continual improvement to processes and systems. The analysis was compiled into a survey report which was submitted to the management council for review and approval prior to implementation of recommended improvement actions. Survey report was made available to stakeholders after management approval.

The consolidated analysis and the findings are as follows.

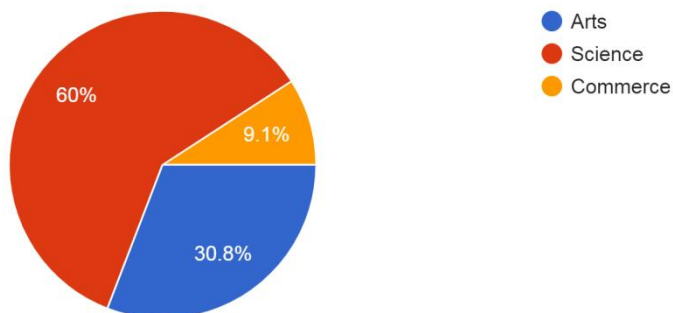
#### Gender

2,198 responses

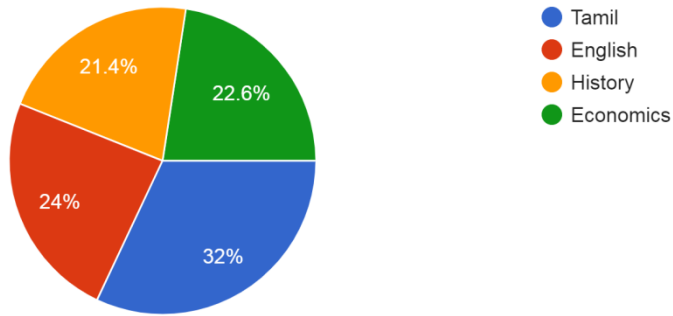


#### Group (Arts/Science/Commerce)

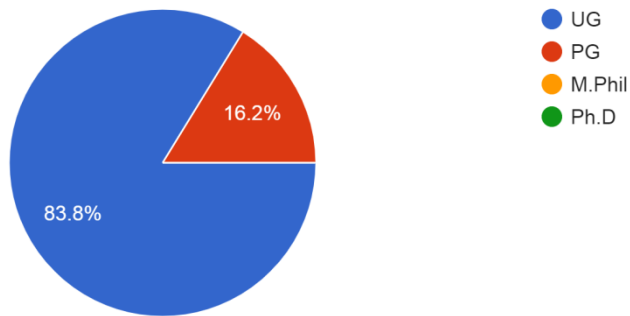
2,198 responses



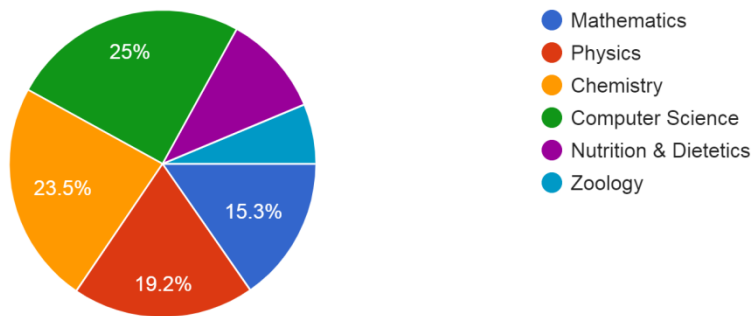
678 responses



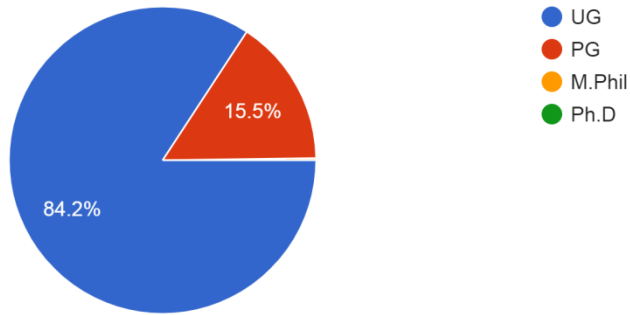
Degree  
678 responses



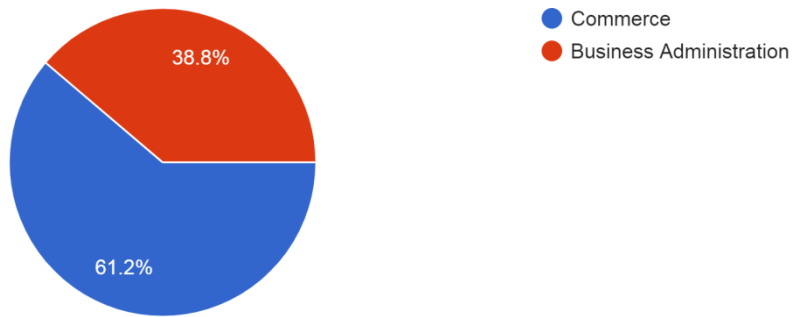
1,319 responses



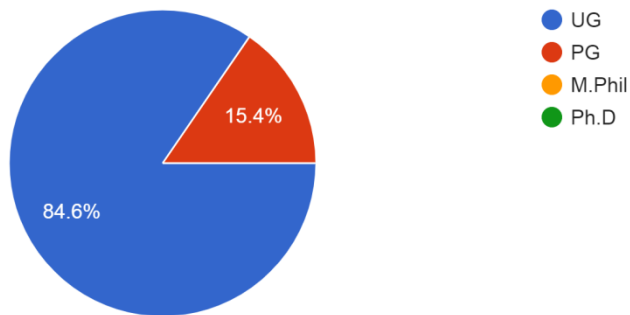
Degree  
1,319 responses



201 responses

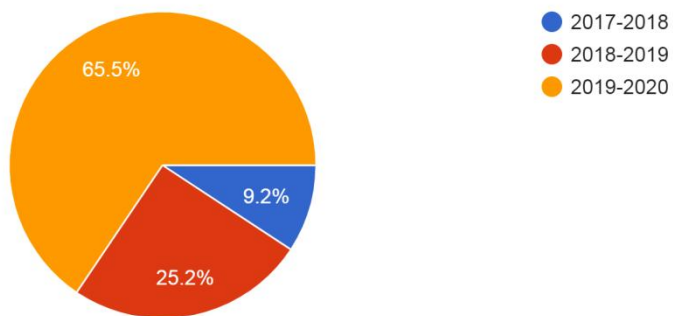


Degree  
201 responses



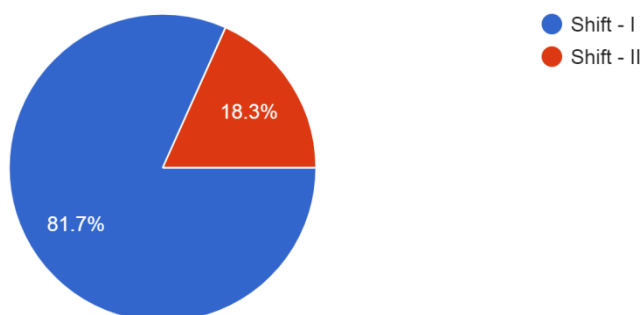
### Year of admission

1,849 responses



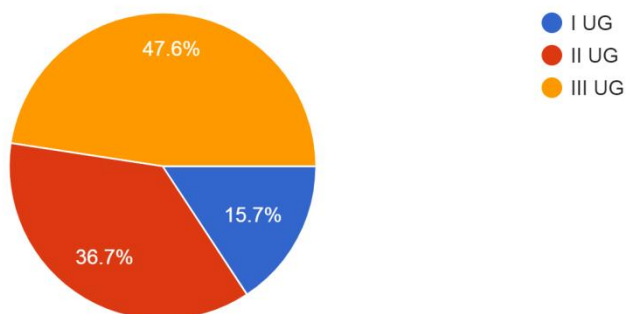
### Shift

1,849 responses

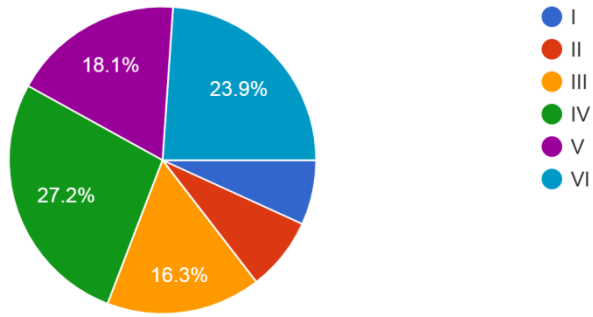


### Class

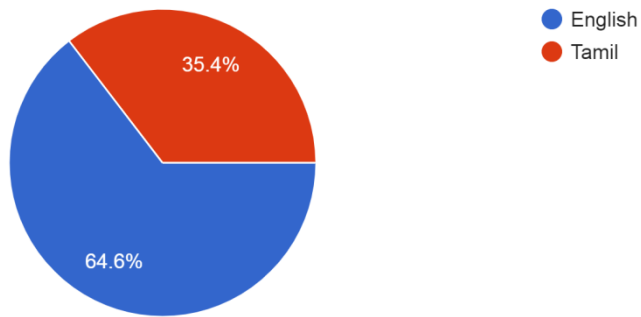
1,849 responses



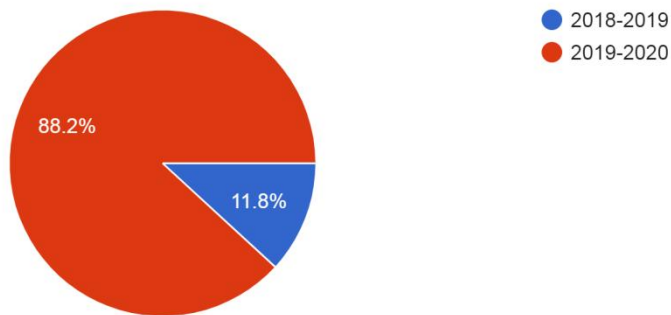
Semester  
1,849 responses



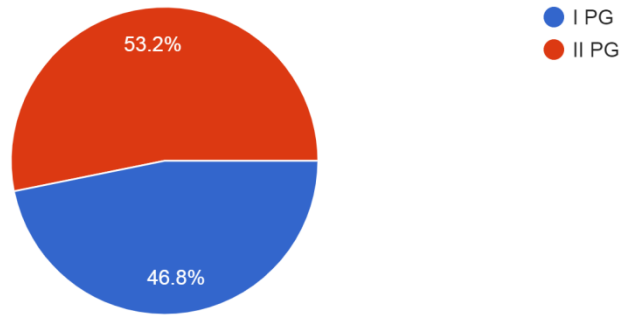
Medium  
1,849 responses



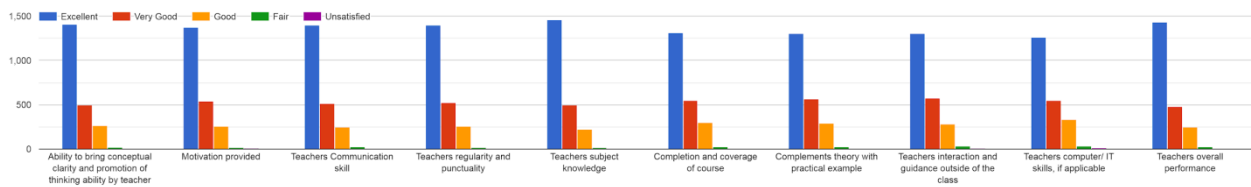
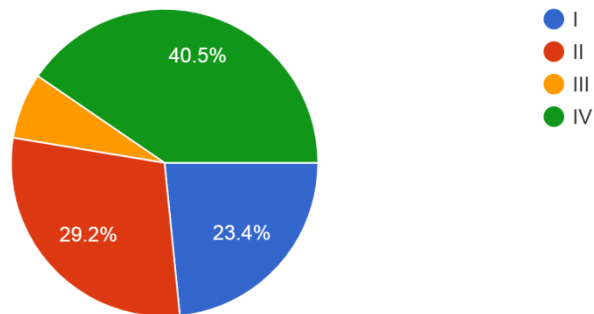
Year of Admission  
346 responses



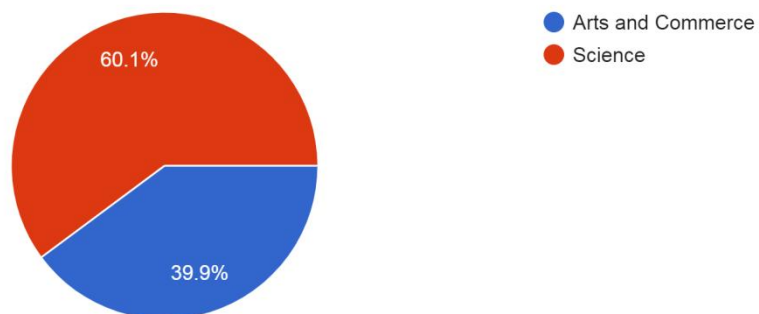
346 responses



Semester  
346 responses

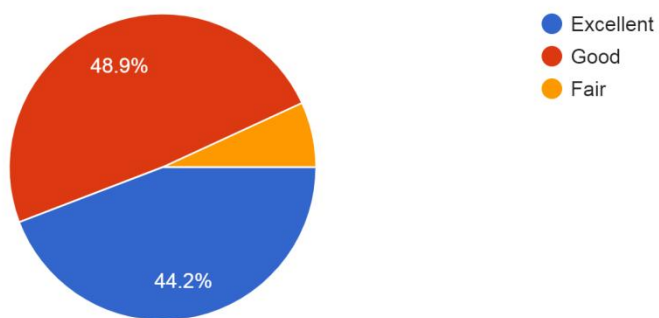


Arts and Commerce / Science  
2,198 responses



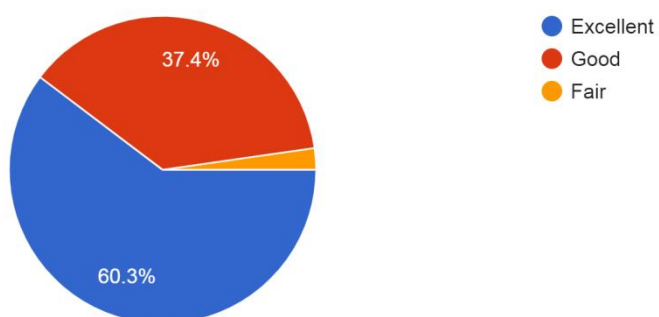
### Apparatus / Computers available

1,322 responses



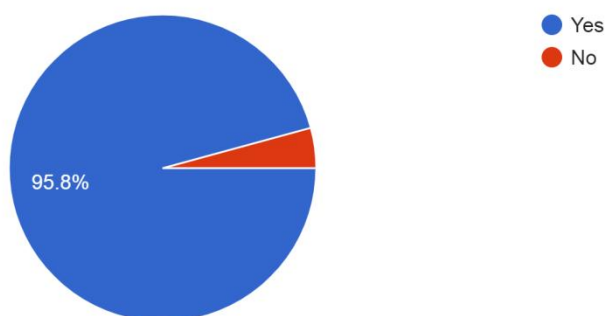
### Instructions given by the Staff

1,322 responses



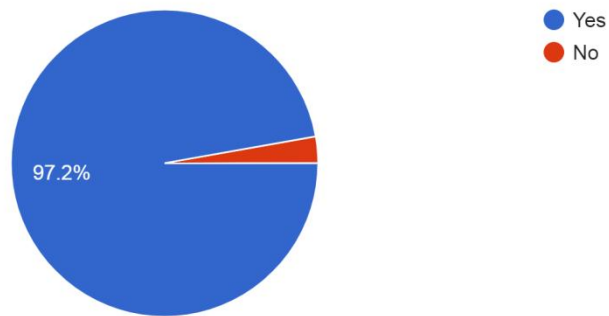
### Practicals Conducted as per schedule

1,322 responses



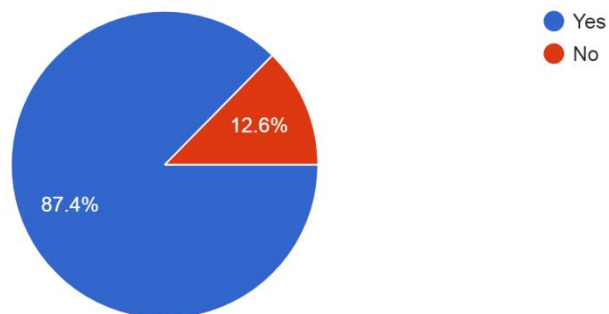
Record work completed with in a stipulated time

1,322 responses



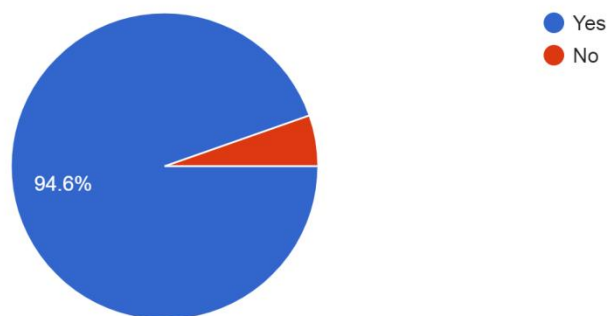
Results declared within two weeks of exam/test being conducted

2,198 responses



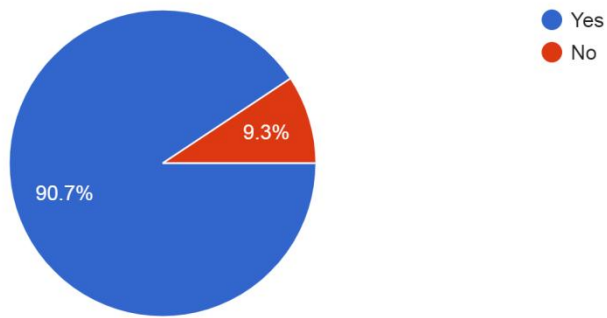
Adequate number of assignments and cases given

2,198 responses

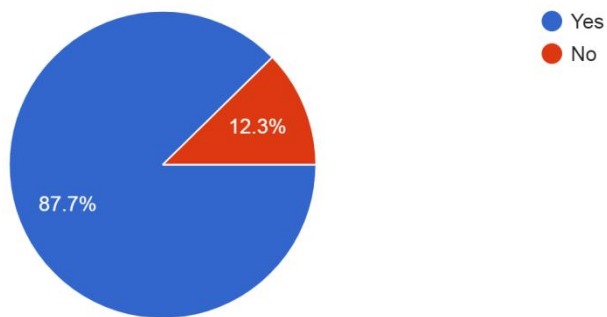




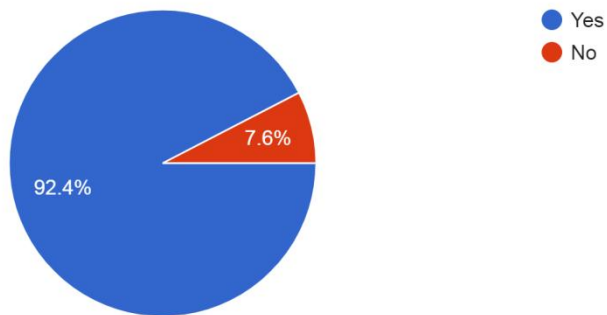
Would you recommended to your juniors to join in this institution  
2,198 responses



Whether the infrastructure is adequate  
2,198 responses

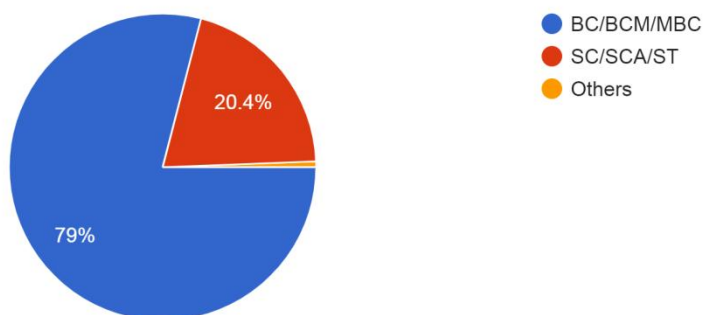


In your opinion is this syllabus is adequate  
2,198 responses



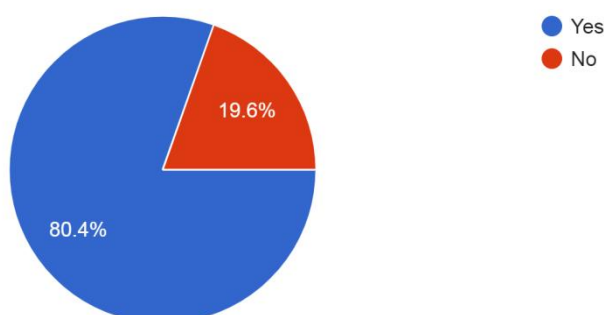
## Community

2,132 responses



## Scholarship received

2,143 responses



Feedback form/formats are designed for the stakeholders. This includes faculty feedback, alumina feedback, student feedback, course exit survey, etc. Faculty feedback from the students for the respective course is taken twice in a semester on ten types of teaching/learning aspects and it is analyzed by the IQAC and corrective measures if any are informed to the respective faculties through HODs for further improvements. Course exit feedback and program exit feedbacks are taken to analyze the understanding capability of the students. Feedback about the infrastructural facilities is taken from the students for improving the lab facilities, if any. The feedback so obtained is analyzed for further improvement. Feedbacks from the parents are taken by interacting with them during Parent Teacher Meet. Feedback is taken from alumni for suggestions or improvements in the curriculum.

Feedback from faculties is also taken for their suggestions in syllabus revision. This feedback is discussed in meeting of training and placement cell. Feedback forms which are kept on the IQAC counter and open to fill-up by any user as per their wish. The collected data is entered in excel sheet and is presented in front of peer committee for review and discussion. We have also installed a suggestion box which is accessible to all the stake holders so that they can give their feedback/ suggestions for improvements, if any. We have a system of taking feedback from

students on infrastructure and also subject wise teachers. This is a feedback on 5-point scale, which measures parameters like Ability to bring conceptual clarity and promotion of thinking ability by teacher, Motivation provided, Teachers Communication skill, Teachers regularity and punctuality, Teachers subject knowledge, Completion and coverage of course, Complements theory with practical example, Teachers interaction and guidance outside of the class, Teachers computer/ IT skills, if applicable and Teachers overall performance, which is analyzed by our management for taking appropriate decisions for improving the infrastructure and also quality of teachers. The alumni feedback and exit feedbacks are taken from all students. From these forms we are able to make out whether the proper teaching learning process is in place. Also, this process enables the institute to improve in the areas where ever necessary. Every semester junior faculties evaluation is processed by senior faculties, subject experts and inform to the faculties for enhancing their skills. The feedback is taken from students in order to analyze and implement as per their needs. Also, feedback is taken from experts and external examiners on quality of our students. Based on the faculty feedback the probationers and regular faculty are counseled for the lacunae. Based on the above feedbacks and suggestions received we take corrective actions to complete the loop.

## **CONCLUSION**

### **STUDENTS SATISFACTION SURVEY REPORT (2019- 2020)**

The feedback process is effectively used as a mechanism to identify the following:

1. The effectiveness of key areas should be retained and enhanced.
2. The opportunities for continuous improvement.

These generally revealed that students were highly satisfied with their study experiences in this sesquicentennial institution of Tamil Nadu.

### **STRENGTHS OF THE INSTITUTION**

- Around 90% of the students agree that the syllabus coverage is very good.
- More than 95% of the respondents agree that the teachers communicate effectively, illustrate concepts through examples and applications.
- More than 90% agree that usually the teachers build up expected curricular competencies, program outcomes and program specific outcomes.
- More than 90% agree that the mentors usually follow up the tasks assigned to the students.
- More than 80% of the students agree that the mentoring process is beneficial for cognitive, social and emotional growth.
- 81% of the teachers use ICT enabled methods of teaching like multimedia, web based learning and e-resources for teaching.
- 87% of the students agree that the efforts made by the teachers to inculcate soft skills and employability skills are excellent.
- More than 90% of the students are happy with the institutional ambience and class room teaching.
- 90% of the students agree that the academic assignments are discussed and reviewed

often by the teachers.

- More than 90% of the students have an opinion that the internal assessment is fair.
- More than 90% of the students are satisfied with the examination process.
- Around 85% of the students feel that the award rating is excellent.
- The students' feedback reveals that the teachers identify the strength and weakness of the students through effective monitoring.

## **OPPORTUNITIES FOR IMPROVEMENT**

The following are the thrust areas of improvement as revealed by the feedback. Even though the percentage of students who say that some areas require improvement is very less (around 10%), we perceive this as potential areas for continuous improvement.

- Though 87% percentage of students are happy with the mentoring process, 10% have neutral opinion and 3% feel that the process requires improvement.
- Though 81% of the students are satisfied with the usage of modern teaching methods, 13% have the neutral opinion and 6% of the students feel that more ICT-enabled methods should be used.
- Though 84% of the students appreciate the opportunities provided to them in terms of internship, student exchanges, field visits and projects, 10% have neutral opinion and 6% feel that more opportunities for outdoor learning should be provided.
- 84% of the students feel that the level of opportunities provided by the institution to develop employability and entrepreneurship skills are excellent, 11% of the students have neutral opinion and 5% feel that more orientation is required.
- 84% of the students rate the level of monitoring and evaluation of the effectiveness of the classroom/learning sessions as very high, but 12% have a neutral opinion and 4% feel that more orientation is required.
- 86% of the students feel that the mentoring process is beneficial for cognitive, social and emotional growth, but 11% have a neutral opinion and 3% feel that the more opportunities should be provided.

From the survey, more than 90% of the students responded that they were highly satisfied with the services rendered by the College. With the implementation of the improvement actions identified in this survey, we will be expecting better results in next Academic year 2020-2021.

  
Coordinator

  
Chairperson  
**PRINCIPAL**  
Muthuraman Govt. Arts College  
(Autonomous),  
VELLORE - 632 002.