

## IQAC

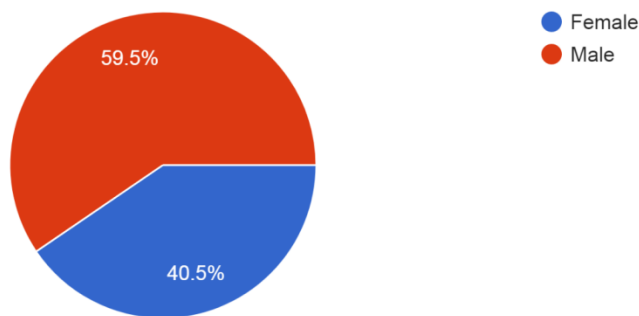
### Muthurangam Government Arts College (Autonomous), Vellore – 632002 Student Satisfaction Survey 2020-2021.

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 during the academic year with a sample of around 1776 students.

The IQAC took the lead in conducting the Student Satisfaction Survey on-line with the assistance of Academic staff. The survey results were electronically tabulated and printed by IQAC for analysis and for continual improvement of 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.

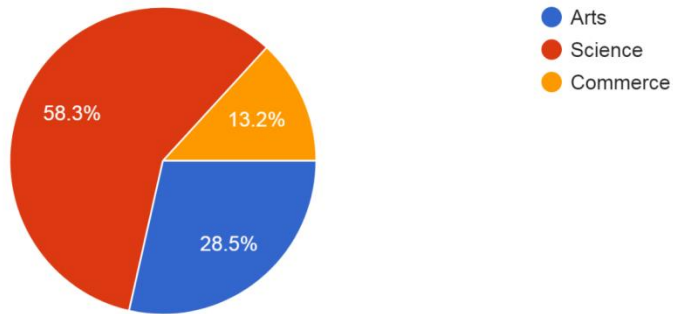
The consolidated analysis and the findings are as follows.

Gender  
1,776 responses



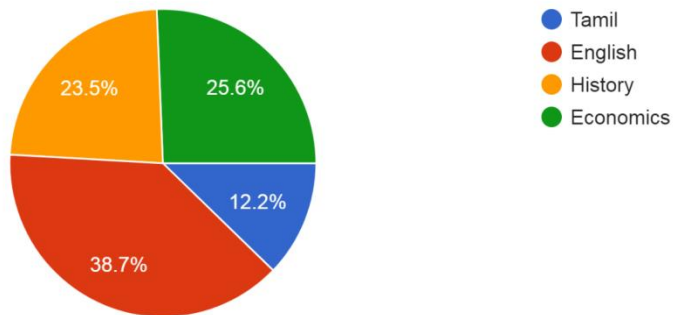
### Group (Arts/Science/Commerce)

1,776 responses



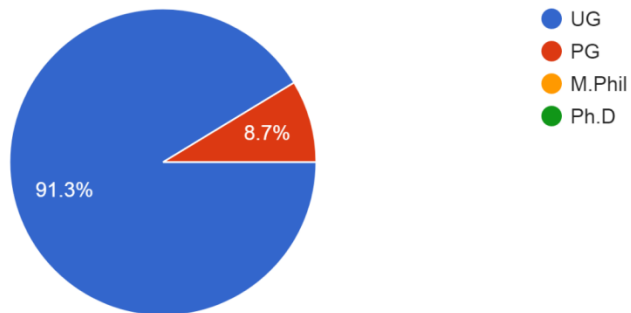
### Arts Department

507 responses



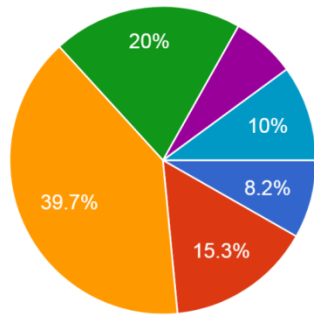
### Degree

507 responses



### Science Department

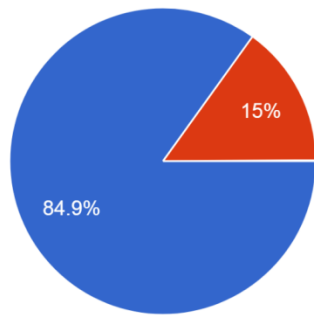
1,035 responses



- Mathematics
- Physics
- Chemistry
- Computer Science
- Nutrition & Dietetics
- Zoology

### Degree

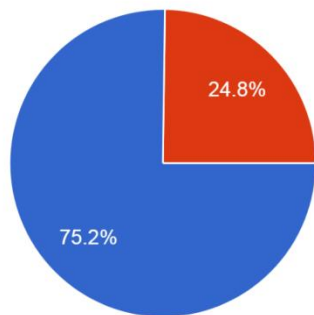
1,035 responses



- UG
- PG
- M.Phil
- Ph.D

### Commerce Department

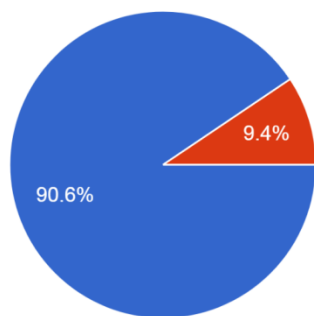
234 responses



- Commerce
- Business Administration

### Degree

234 responses

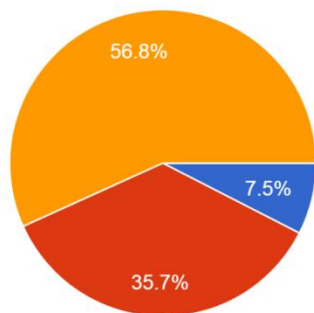


- UG
- PG
- M.Phil
- Ph.D

### UG

#### Year of admission

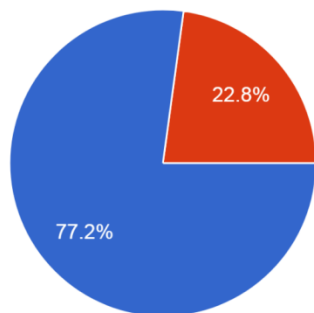
1,554 responses



- 2018-2019
- 2019-2020
- 2020-2021

### Shift

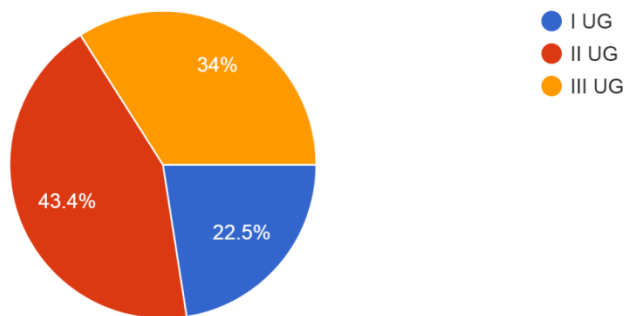
1,554 responses



- Shift - I
- Shift - II

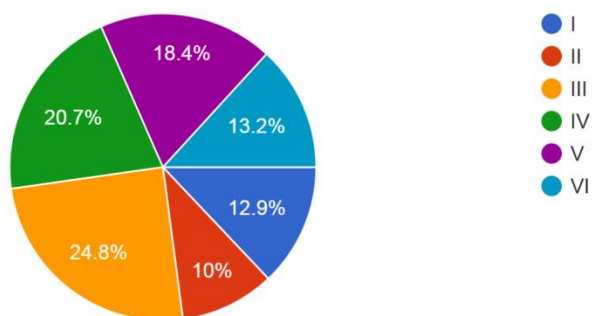
### Class

1,554 responses



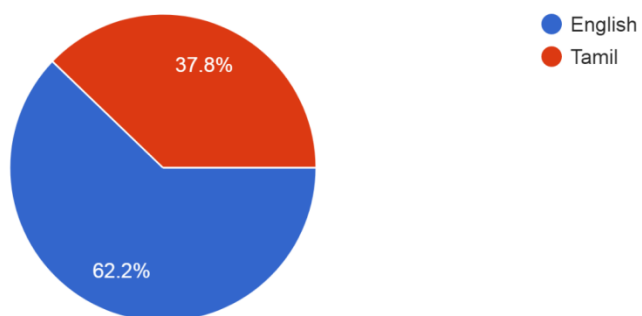
### Semester

1,554 responses



### Medium

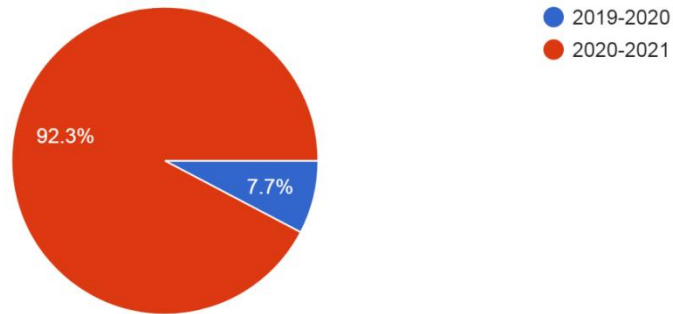
1,554 responses



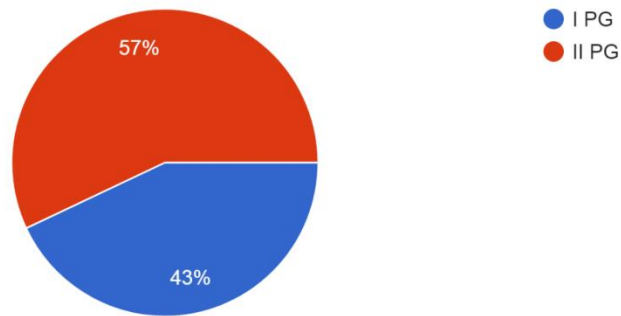
PG

### Year of Admission

221 responses

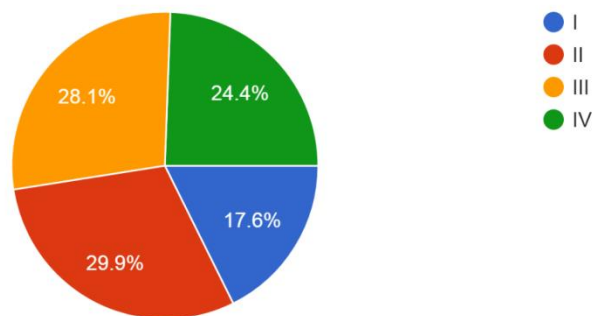


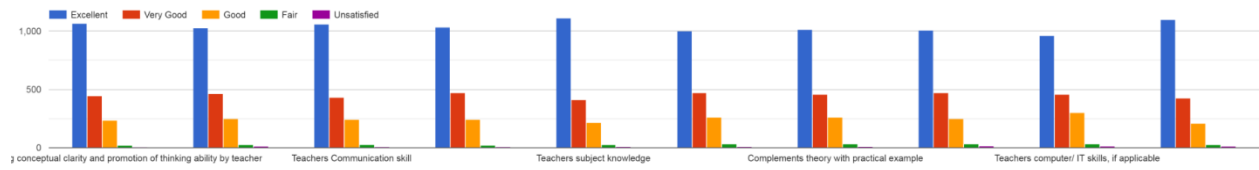
221 responses



### Semester

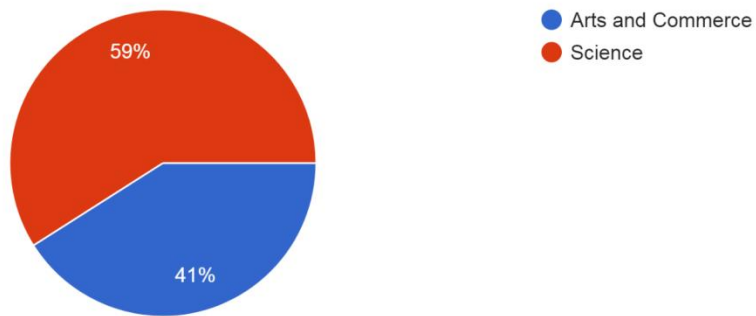
221 responses





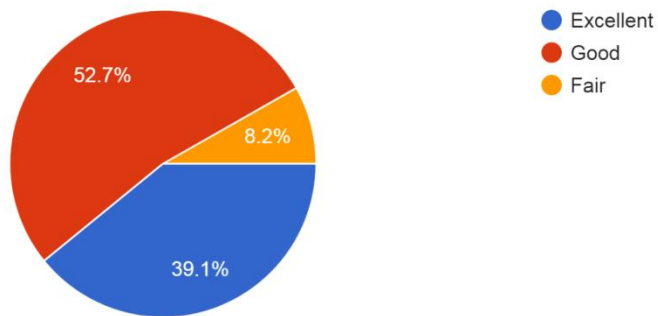
### Arts and Commerce / Science

1,776 responses



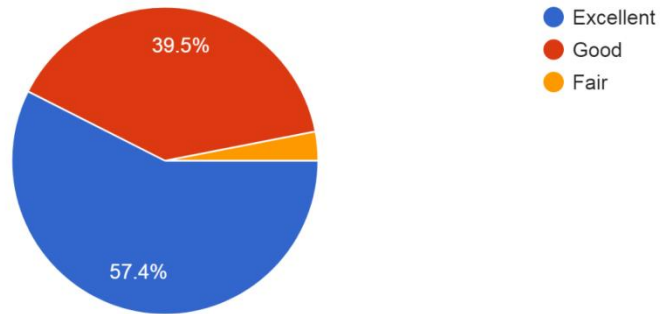
### Apparatus / Computers available

1,048 responses



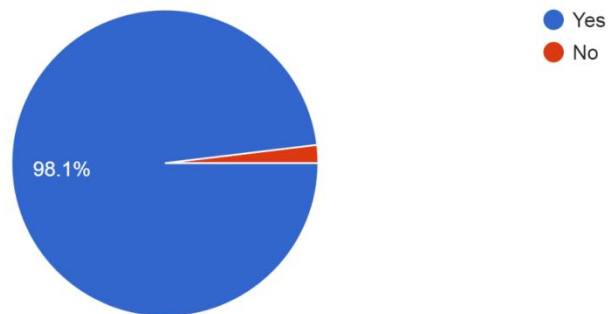
### Instructions given by the Staff

1,048 responses



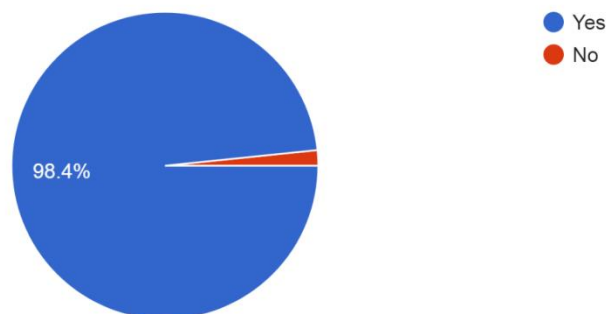
### Practicals Conducted as per schedule

1,048 responses



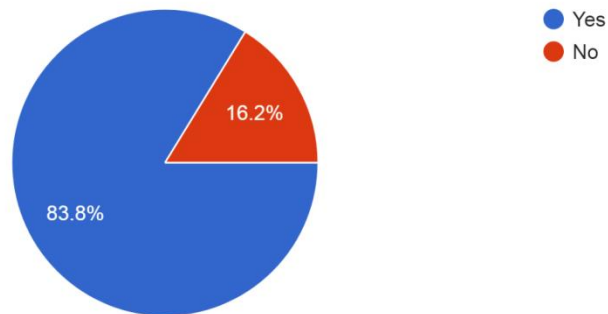
### Record work completed with in a stipulated time

1,048 responses

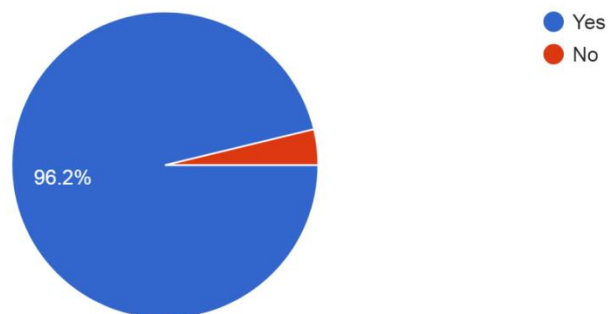




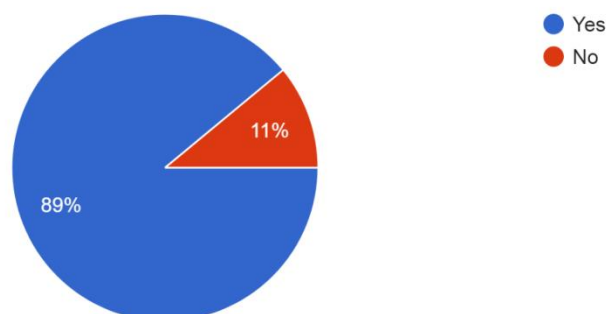
Results declared within two weeks of exam/test being conducted  
1,776 responses



Adequate number of assignments and cases given  
1,776 responses

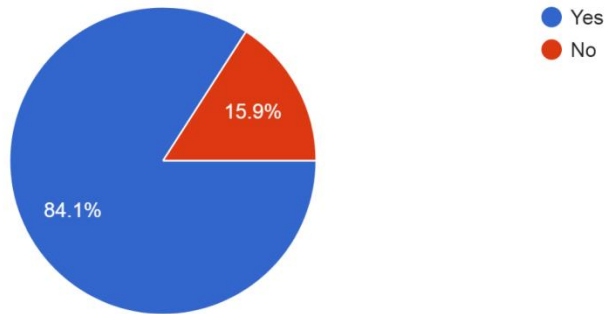


Would you recommended to your juniors to join in this institution  
1,776 responses



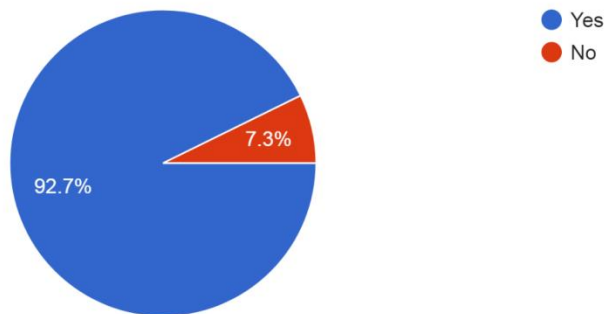
### Whether the infrastructure is adequate

1,776 responses



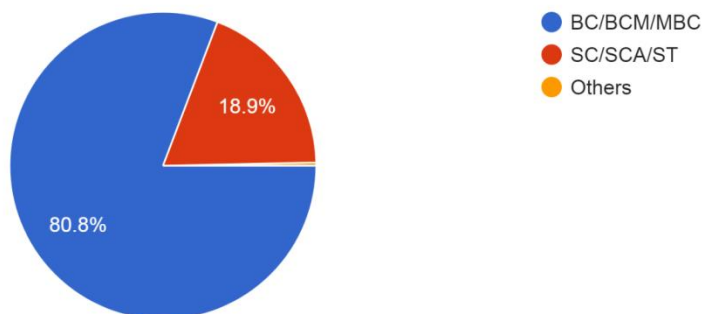
### In your opinion is this syllabus is adequate

1,776 responses



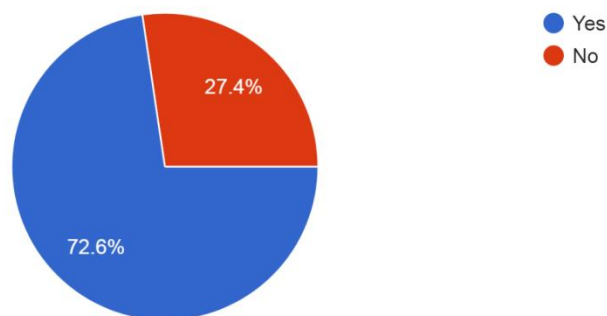
### Community

1,754 responses



## Scholarship received

1,758 responses



Feedback forms are designed for the stakeholders. This includes faculty feedback, alumni feedback, student feedback, course exit survey, etc. Faculty feedback from the students for the respective course is taken 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 stakeholders 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. 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 (2020- 2021)**

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 83% of the students agree that the syllabus coverage is very good to Excellent
- More than 97 % of the respondents agree that the teachers communicate effectively, illustrate concepts through examples and applications.
- More than 95% agree that the mentors usually follow up the tasks assigned to the students.
- 97% of the teachers use ICT enabled methods of teaching like multimedia, web based learning and e-resources for teaching.
- 97% of the students agree that the academic assignments are discussed and reviewed often by the teachers.
- More than 98% of the students have an opinion that the internal assessment is adequate.
- More than 95% of the students are satisfied with the examination process

- 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 85% percentage of students are happy with Ability to bring conceptual clarity and promotion of thinking ability by teacher with the mentoring process, 13% have neutral opinion and 2% feel that the process requires improvement.
- Though 83% of the students are satisfied with the usage of modern teaching methods and 17% have the neutral opinion about ICT-enabled methods should be used.
- Though 83% of the students appreciate the opportunities provided to them in terms of internship, student exchanges, field visits and projects, 14% have neutral opinion and 3% feel that more opportunities for outdoor learning should be provided.
- 85% of the students feel that the infrastructure facilities provided by the institution is excellent, 15% of the students opine that some of the facilities could be improved.
- 85% of the students rate the level of monitoring and evaluation of the effectiveness of the classroom/learning sessions is good, but 15% have a feeling that more evaluation is required.

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 2021-2022.

  
Coordinator

  
**Principal**  
**Muthurangam Govt. Arts College**  
**(Autonomous),**  
**VELLORE - 632 002.**