

## **Student Satisfaction Survey Report**

The Student Satisfaction Survey (SSS) for the academic year 2023-24 at St. Philomena's College (Autonomous), Mysore, is an essential initiative aimed at evaluating the teaching and learning processes from the students' perspective. This survey is conducted in alignment with the guidelines set forth by the National Assessment and Accreditation Council (NAAC), ensuring that the feedback gathered contributes to the continuous quality improvement of the institution's academic offerings.

The primary goal of this survey is to collect detailed insights into various facets of the educational experience, including the effectiveness of teaching methodologies, the availability and usage of learning resources, and the overall academic support provided to students. By analyzing this feedback, St. Philomena's College seeks to identify strengths and areas for improvement, thereby fostering a more enriching and supportive learning environment for all students.

The survey was distributed to students across different degree programs, ensuring a representative sample from the diverse student body. The questionnaire included a mix of quantitative and qualitative questions, covering key areas such as syllabus coverage, teaching effectiveness, feedback mechanisms, and student support services. The variables/questions (with assessment rating) included in the questionnaire were mentioned below:

### **1. Demographic Information:**

Includes; Name, Roll Number, Age, Gender (Female, Male), Program

### **2. Teaching Effectiveness:**

- a. Syllabus Coverage [85% to 100% (1), 70% to 84% (2), 55% to 69% (3), 30% to 54% (4), Below 30% (5)]
- b. Teachers' preparation for the classes [Excellent (1), Very Good (2), Good (3), Satisfactory (4)]
- c. Teachers' ability to communicate [Excellent (1), Very Good (2), Good (3), Satisfactory (4)]
- d. Teachers' approach to teaching [Excellent (1), Very Good (2), Good (3), Satisfactory (4)]

### **3. Academic Support and Engagement / Learning Support and Evaluation**

- a. Performance in assignments discussed with students (Every time (1), Usually (2), Occasionally/Sometimes (3), Rarely, Never (4))
- b. Institute's promotion of internships, student exchanges, field visits (Regularly (1), Often (2), Sometimes (3), Rarely (4), Never (5))
- c. Teaching and mentoring process facilitating cognitive, social, and emotional growth (Significantly (1), Very well (2), Moderately (3), Marginally (4), Not at all (5))
- d. Opportunities to learn and grow provided by the institution (Strongly agree (1), Agree (2), Neutral (3), Disagree (4), Strongly disagree (5))
- e. Teachers informing about expected competencies, course outcomes, and program outcomes (Every time (1), Usually (2), Occasionally/Sometimes (3), Rarely (4), Never (5))
- f. Mentor follow-up on assigned tasks (Every time (1), Usually (2), Occasionally/Sometimes (3), Rarely (4), I don't have a mentor (5))

### **4. Teaching Methods and Engagement:**

- a. Teachers illustrating concepts through examples and applications (Every time (1), Usually (2), Occasionally/Sometimes (3), Rarely (4), Never (5))
- b. Teachers identifying strengths and encouraging students with appropriate challenges (Fully (1), Reasonably (2), Partially (3), Slightly (4), Unable to (5))
- c. Teachers identifying weaknesses and helping students overcome them (Every time (1), Usually (2), Occasionally/Sometimes (3), Rarely (4), Never (5))
- d. Efforts to engage students in monitoring, reviewing, and improving the teaching-learning process (Strongly agree (1), Agree (2), Neutral (3), Disagree (4), Strongly disagree (5))
- e. Use of student-centric methods like experiential learning, participative learning, and problem-solving methodologies (To a great extent (1), Moderate (2), Somewhat (3), Very little (4), Not at all (5))
- f. Encouragement to participate in extracurricular activities (Strongly agree (1), Agree (2), Neutral (3), Disagree (4), Strongly disagree (5))
- g. Efforts to inculcate soft skills, life skills, and employability skills (To a great extent (1), Moderate (2), Somewhat (3), Very little (4), Not at all (5))

## **5. ICT and Resources:**

- a. Percentage of teachers using ICT tools such as LCD projectors, Multimedia, etc.  
(Above 90%, 70 – 89%, 50 – 69%, 30 – 49%, Below 29%)

## **6. Overall Satisfaction:**

- a. Overall quality of the teaching-learning process, (Strongly agree, Agree, Neutral, Disagree, Strongly disagree)

## **7. Open-ended Feedback:**

- a. Observations and suggestions to improve the overall teaching-learning experience

The feedback gathered from this comprehensive survey was analysed to provide actionable insights and recommendations, aiming at enhancing the quality of education and overall student satisfaction at St. Philomena's College.

### **Analysis**

**Mean Score < 2: Acceptable** [This indicates a satisfactory level of student satisfaction and implies that current practices are meeting expectations.]

**Management Action:** To maintain current practices and continuously monitor to ensure standards are upheld.

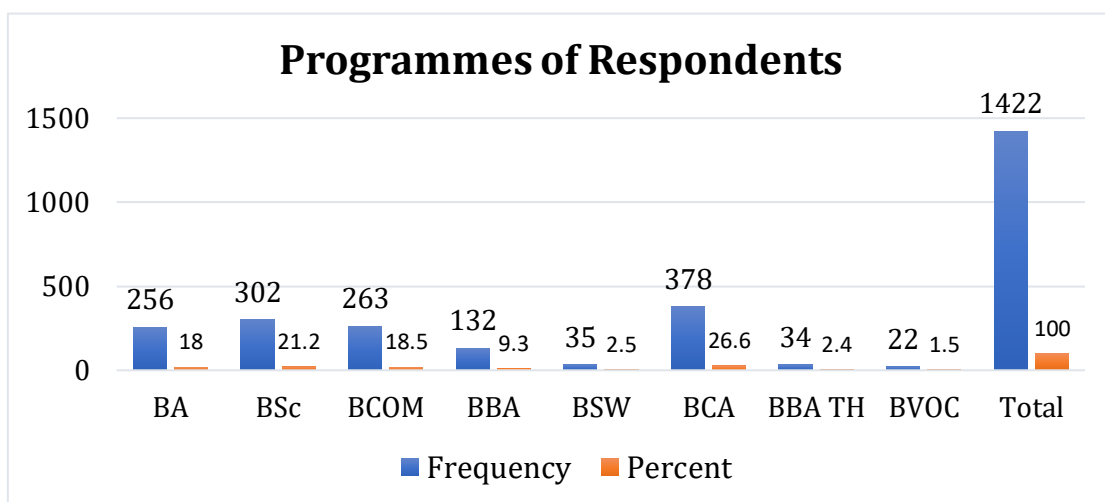
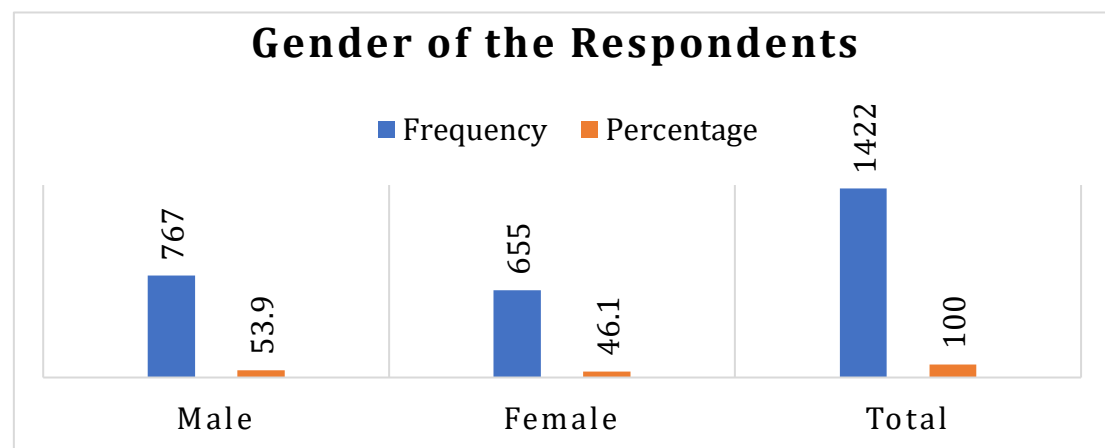
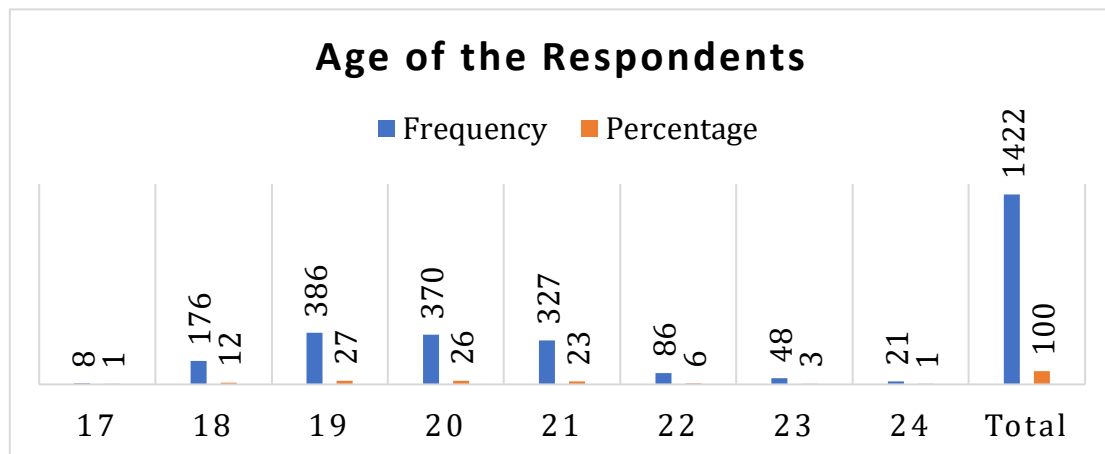
**Mean Score between 2 and 3: Requires Improvement** [This range suggests moderate student satisfaction but highlights areas needing attention and enhancement]

**Management Action:** To implement targeted improvement strategies. Conduct root cause analysis to identify specific issues and develop action plans for gradual enhancement.

**Mean Score > 3: Critical for Immediate Action** [Scores in this range indicate significant dissatisfaction and point to areas that are substantially below acceptable standards]

**Management Action:** Urgent intervention required. Formulate and execute a comprehensive action plan addressing the critical issues. Engage stakeholders in immediate corrective measures and set measurable improvement targets.

## 1. Demographic Details of the respondents:



## 2. Teaching Effectiveness:

Indicators	(1)		(2)		(3)		(4)		(5)		Mean	SD	Remarks
	N	%	N	%	N	%	N	%	N	%			
Syllabus Covered in the Class	1048	73.7	312	21.9	51	3.6	8	0.6	3	0.2	1.32	.589	
Teachers' preparation for the classes was good	464	32.6	455	32	405	28.5	98	6.9	0	0	<b>2.10</b>	<b>.937</b>	*
How well were the teachers able to communicate	452	31.8	487	34.2	374	26.3	109	7.7	0	0	<b>2.10</b>	<b>.937</b>	*
The teacher's approach to teaching	453	31.9	474	33.3	379	26.7	116	8.2	0	0	<b>2.11</b>	<b>.949</b>	*

**\* Requires Improvement**

## 3. Academic Support and Engagement / Learning Support and Evaluation:

Indicators	(1)		(2)		(3)		(4)		(5)		Mean	SD	Remarks
	N	%	N	%	N	%	N	%	N	%			
Performance in assignments discussed with students	582	40.9	512	36	212	14.9	85	6	31	2.2	1.92	0.994	
Institute's promotion of internships, student exchanges, field visits	467.0	32.8	361.0	25.4	322.0	22.6	150.0	10.5	122.0	8.6	<b>2.37</b>	<b>1.271</b>	*
Teachers informing about expected competencies, course outcomes, and program outcomes	531.0	37.3	531.0	37.3	230.0	16.2	100.0	7.0	30.0	2.1	1.99	1.003	
Mentor follow-up on assigned tasks	647.0	45.5	475.0	33.4	168.0	11.8	122.0	8.6	10.0	0.7	1.86	0.98	

Teaching and mentoring process facilitating cognitive, social, and emotional growth	313.0	22.0	670.0	47.1	313.0	22.0	126.0	8.9	0.0	0.0	<b>2.18</b>	<b>0.874</b>	*
Opportunities to learn and grow provided by the institution	376.0	26.4	651.0	45.8	316.0	22.2	59.0	4.1	20.0	1.4	<b>2.08</b>	<b>0.879</b>	*

**\* Requires Improvement**

#### 4. Teaching Methods and Engagement:

Indicators	(1)		(2)		(3)		(4)		(5)		Mean	SD	Remarks
	N	%	N	%	N	%	N	%	N	%			
Teachers illustrating concepts through examples and applications	623	43.8	536	37.7	187	13.2	66	4.6	10	0.7	1.81	0.884	
Teachers identifying strengths and encouraging students with appropriate challenges	587	41.3	428	30.1	237	16.7	170	12	0	0	1.99	1.029	
Teachers identifying weaknesses and helping students overcome them	509	35.8	460	32.3	231	16.2	136	9.6	86	6	<b>2.18</b>	<b>1.19</b>	*
Efforts to engage students in monitoring, reviewing, and improving the teaching-learning process	425	29.9	593	41.7	303	21.3	73	5.1	28	2	<b>2.08</b>	<b>0.943</b>	*
Use of student-centric methods like experiential learning, participative learning, and problem-solving methodologies	480	33.8	590	41.5	233	16.4	111	7.8	8	0.6	<b>2</b>	<b>0.93</b>	*
Encouragement to participate in extracurricular activities	533	37.5	580	40.8	245	17.2	50	3.5	14	1	1.9	0.875	

Efforts to inculcate soft skills, life skills, and employability skills	499	35.1	575	40.4	226	15.9	107	7.5	15	1.1	1.99	0.952	
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**\* Requires Improvement**

### 5. ICT and Resources:

Indicators	(1)		(2)		(3)		(4)		(5)		Mean	SD	Remarks
	N	%	N	%	N	%	N	%	N	%			
Percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching	562	39.5	548	38.5	204	14.3	67	4.7	41	2.9	1.93	0.991	

### 6. Overall Satisfaction:

Indicators	(1)		(2)		(3)		(4)		(5)		Mean	SD	Remarks
	N	%	N	%	N	%	N	%	N	%			
Overall quality of the teaching-learning process	479	33.7	600	42.2	272	19.1	49	3.4	22	1.5	1.97	0.897	

## 7. Open-ended Feedback:

### Observations and suggestions to improve the overall teaching-learning experience

Category	Feedback/Suggestion
<b>Teaching Methods</b>	Use interactive teaching methods such as group activities, projects, and tech tools.
	Incorporate more examples and real-life applications into lessons.
	Ensure teachers are well-prepared and knowledgeable about their topics.
<b>Technology Integration</b>	Utilize projectors and smart boards for better visual learning.
	Implement more digital tools and educational apps for enhanced engagement.
<b>Teacher Development</b>	Provide regular professional development and training workshops for teachers.
	Encourage teachers to stay updated with the latest teaching methods.
<b>Student Engagement</b>	Promote interactive and cheerful class environments.
	Increase teacher-student interaction and provide opportunities for open discussions.
<b>Practical Learning</b>	Offer more internships and field trips to provide practical exposure.
	Improve lab facilities and ensure availability of necessary tools for practical classes.
<b>Extracurricular Activities</b>	Encourage participation in cultural programs and extracurricular activities.
	Organize more events and activities to engage students beyond academics.
<b>Feedback Mechanisms</b>	Implement regular anonymous feedback systems to gather student input on teaching methods.
	Address student concerns and suggestions promptly.
<b>Facilities Improvement</b>	Enhance classroom and lab environments with better infrastructure.
	Ensure clean and well-maintained washrooms and other facilities.



<b>Support and Guidance</b>	Provide better guidance for practical records and assignments.
	Foster a supportive and respectful learning environment.
<b>Administrative Policies</b>	Ensure timely commencement of programs and adherence to schedules.
	Provide sufficient study holidays and breaks between exams.

## **Action Plan:**

### **1. Teaching Methods:**

- Encouraging faculty to adopt interactive teaching methods such as group activities, projects, and the use of technology.
- Organising faculty development programmes

### **2. Technology Integration:**

- Promoted faculty members to increase the usage of ICT tools such as projectors and smart boards to facilitate better visual learning.
- Budgeted to implement more digital tools and educational apps to enhance student engagement and learning outcomes.

### **3. Teacher Development:**

- Organising regular professional development and training workshops for teachers to keep them updated with the latest teaching methodologies.
- Encouraging teachers to participate in seminars and workshops to stay abreast of new teaching techniques and trends.

### **4. Student Engagement:**

- Promoting more interactive and cheerful class environment to increase student participation.

### **5. Practical Learning:**

- Action plans and strategic curriculum design were initiated to increase the number of internships and field trips to provide students with practical exposure.
- Initiated to Improve the laboratory facilities and ensure the availability of necessary tools and equipment for practical classes.

#### **6. Extracurricular Activities:**

- Encouraging student participation in cultural programs and extracurricular activities by organising many programmes within campus and also encouraging students to participate in other colleges.

#### **7. Feedback Mechanisms:**

- Implementation of regular anonymous feedback systems to gather honest student input on teaching methods was initiated by the management.
- Student grievance redressal cell playing key role in ensuring prompt attention to students concerns

#### **8. Facilities Improvement:**

- Management has the long-term strategy in terms of enhancing the classroom and lab environments with better infrastructure.
- Dedicated housekeeping staffs are working in the campus to maintain clean and well-maintained washrooms and other facilities to ensure a healthy learning environment.

#### **9. Support and Guidance:**

- Mentor mentee concept is introduced in the college and management is showing keen interest in making effective implementation of the mentor mentee concept

#### **10. Administrative Policies:**

- Working on and ensuring timely commencement of programs and adherence to schedules to minimize disruptions.

**Conclusion:**

The Student Satisfaction Survey (SSS) for the academic year 2023-24 at St. Philomena's College (Autonomous) Mysore has provided valuable insights into various aspects of the teaching-learning process. The feedback gathered from students indicates areas of strength as well as areas requiring improvement. Key areas identified for enhancement include teaching effectiveness, academic support, teaching methods, and the use of ICT tools. The overall satisfaction levels suggest that while many aspects of the educational experience are positive, there are specific areas where targeted actions are necessary to enhance student satisfaction and learning outcomes.