

M.S.M COLLEGE, KAYAMKULAM
KERALA - 690502



AQAR- 2019-2020

**Student Satisfaction Survey (SSS) on overall institutional
Performance**

IQAC makes it a tradition to mandatorily collect feedback from all stakeholders- students, teachers, parents and alumni. This is done by the Feedback Committee of the College. They collect and analyze the feedback received and make suggestions to appropriate bodies so as to initiate the action for improvement. The objective of the exercise is to correctly gauge the impact of all the efforts taken by the institution at all levels on the various stakeholders. The institution wants the benefits to reach all the stakeholders. Based on the opinions of the stakeholders, further action is taken by the administration.

Students satisfaction survey (SSS) was conducted in the college. A feedback survey to assess the student's satisfaction on the curriculum, teaching learning processes and infrastructure was made. Opinion of about 1780 students was collected for analysis of structured feedback forms. Students' feedback is rated on 5-point scale from 0 to 4. There were twenty five closed ended questions and one open ended question in the feedback questionnaire. The observations of the SSS are as follows. 1) Teacher performance on timely completion of syllabus was good. 2) Fairness of the internal evaluations process by the teachers was always fair. 3) Student Mentoring System was positive aspect of the institute which tracks overall growth of the students. 4) Usually teachers inform about expected competencies, course outcomes and program outcomes to the students. 5) Overall response to SSS was positive. 6) Preparation of the teacher for class was satisfied. 7) Teachers usually discuss the performance of students in internal examination with students. 8) Institution regularly takes active interest in promoting extracurricular activities and organizing field visits. There were few areas of concern where scope for improvement was seen. Those areas are as follows. 1) Encouragement of research culture among students is needed. 2) Need of more indoor and outdoor games and sports facility. 3) More New post-graduation courses should be started. 4) Enlarging Physical Infrastructure for students. 5) Number of books should be increased in the library. 6) Efforts need to be made by the teachers to inculcate soft skills and employability skills. The overall performance of the Institution was positive and there was need for improvement in few areas.