

ST. JOSEPH'S TRAINING COLLEGE, MANNANAM
ANALYSIS OF STUDENT SATISFACTION SURVEY 2020-21

Findings and Conclusions based on Students' Satisfaction Survey 2020-21

Feedback was collected from students to know about their satisfaction regarding admission and orientation, teaching learning process, student support, institutional facilities and climate. The collected feedback was analysed and represented graphically. The analysis revealed the following things.

Admission and Orientation

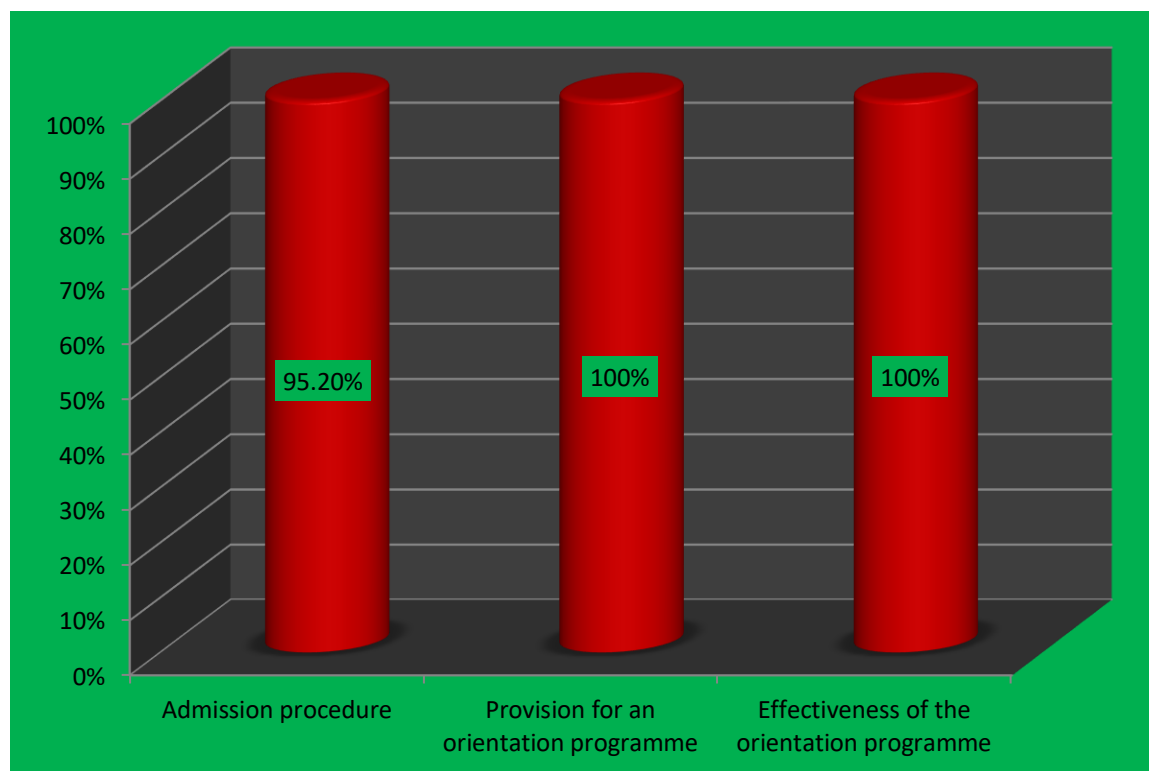


Figure 1: Percentage of student satisfaction with regard to admission and orientation provided

Admission and Orientation

- The high score of satisfaction (95.20%) regarding the admission procedure reveals that the admission procedure is transparent and proper guidance and support is rendered to the students at the time of admission by the head of the institution and administrative staff.
- All students (100%) have agreed regarding the provision for an orientation programme in the beginning of the academic year.
- Also all the students were satisfied (100%) with the effectiveness of the orientation programme. Based on the suggestions from students the institution is making changes

in the orientation programme every year which really helps in making the programme a successful and effective one.

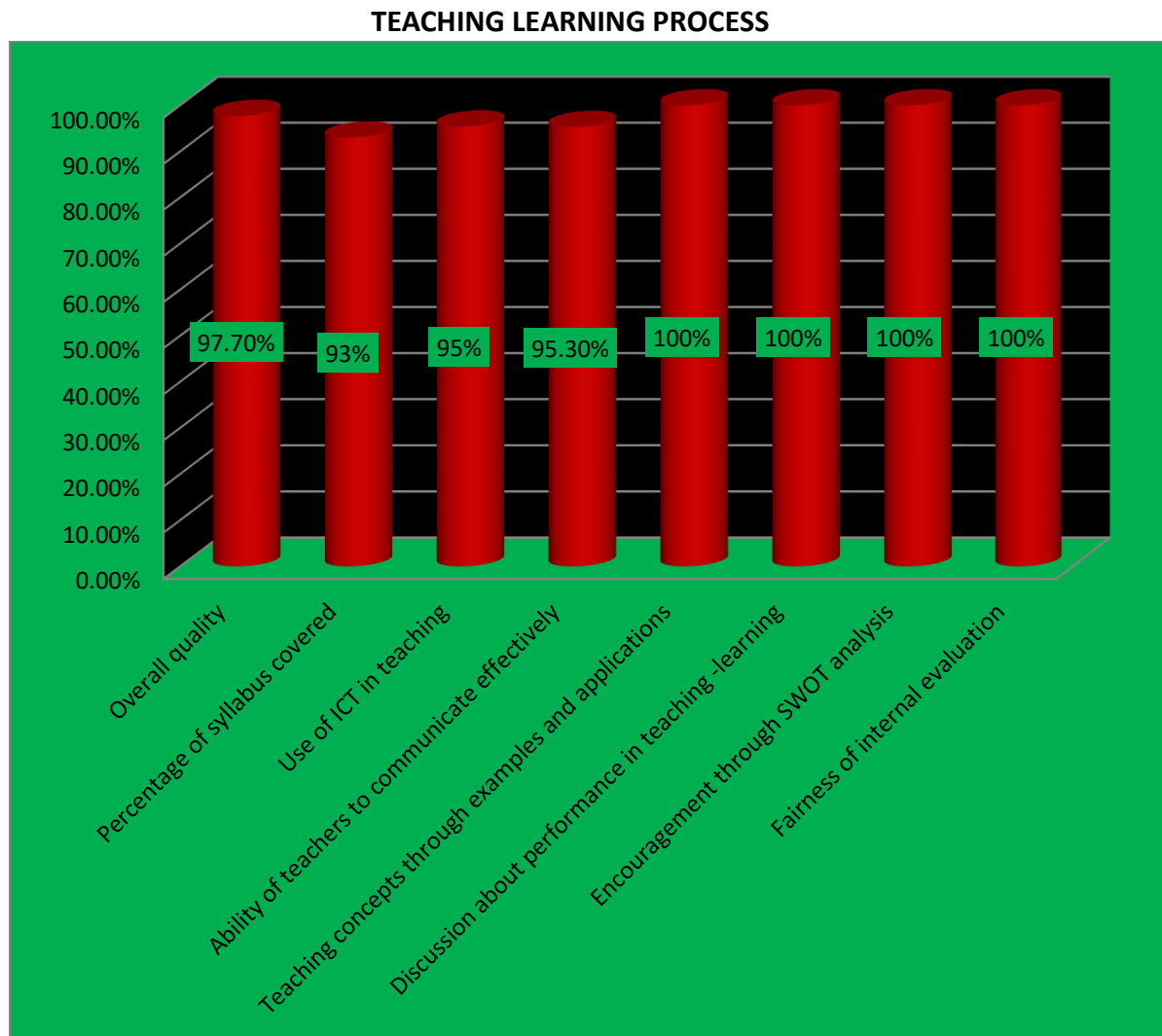


Figure 2: Percentage of student satisfaction with regard to teaching- learning process.

Teaching Learning Process

- The high score of student satisfaction (97.7%) with regard to the overall quality of teaching learning process reveals that the institution maintains good quality in teaching learning process.
- Most of the students (93%) are of the opinion that 85% to 100% syllabus is covered on time. Due to Covid pandemic most of the classes are conducted in online mode. But a minority of students are still there who couldn't attend all the classes properly due to Covid related and network related issues. Definitely the institution shall take necessary steps to make special arrangements to such students in future.

- Students are highly satisfied (95.3%) with the ability of to communicate with them effectively and the use of ICT (95%) in teaching learning.
- All students (100%) accept that teachers are teaching concepts through examples and applications from real life and they all (100%) accept that feedback about their performance is regularly discussed with them.
- All of them (100%) are of the opinion that their strengths and weaknesses are properly identified through SWOT analysis and encouraged them properly through right way of teaching learning process.
- All students (100%) are satisfied with the fairness of internal evaluation, which reveals that the institution keeps complete transparency in internal evaluation. In the previous year a minority of students were there who were not completely satisfied with the internal evaluation. Based on their feedback the institution started to publish the internal marks and gave them provisions to share their grievances if any. This action led to the satisfaction of all students.

STUDENT SUPPORT

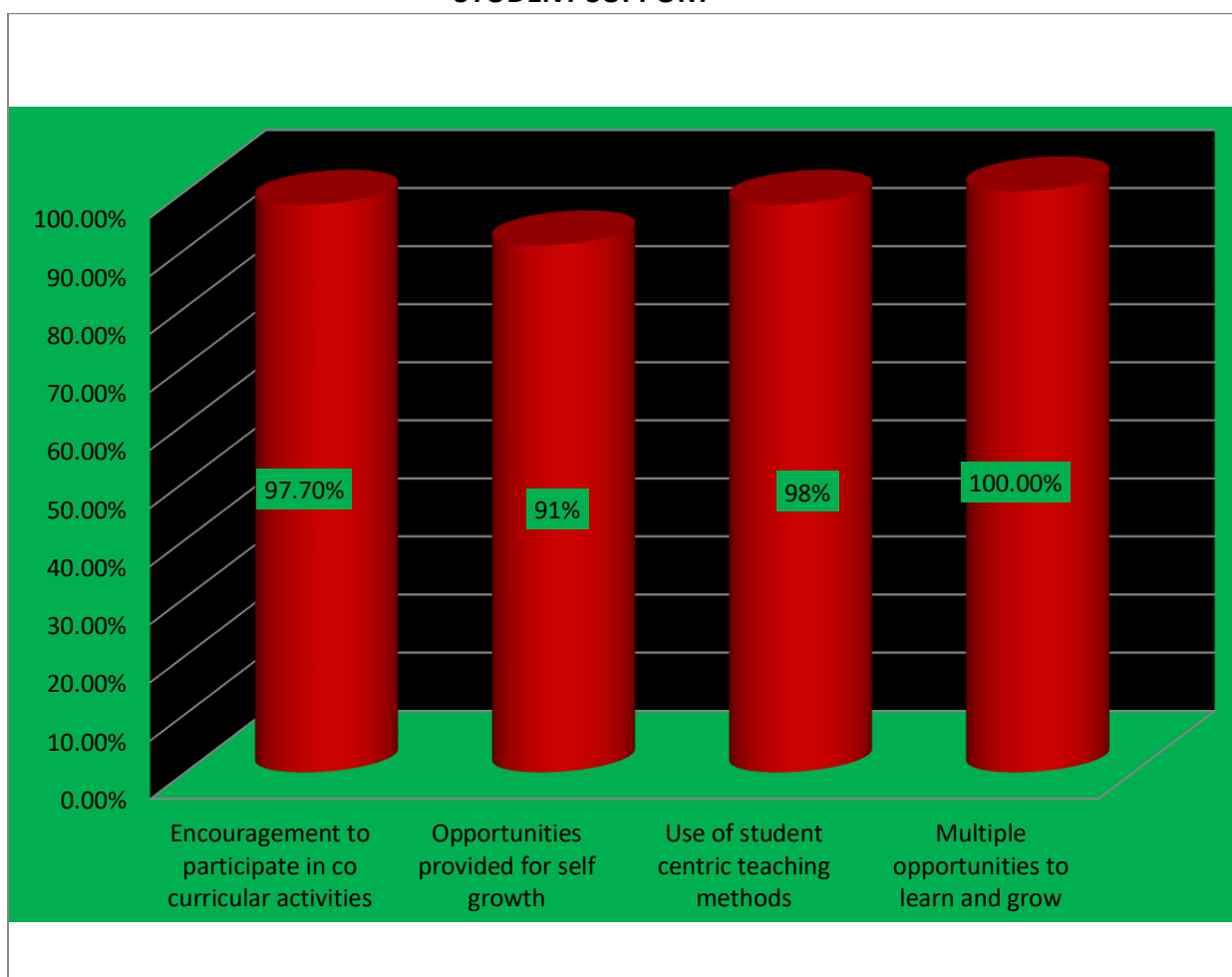


Figure 3: Percentage of student satisfaction with regard to student support

Student Support

- It is revealed from the analysis that students were highly satisfied (97.7%) with the encouragement of teachers to participate in co curricular activities.
- Even if they are highly satisfied(91%) with the opportunities provided by the institution such as internship, social extension activities, community living camp etc, their satisfaction rate is less when compared to the previous year(100%). This is because of the fact that the institution couldn't conduct study tour due to the restrictions by the Govt. in the Covid Pandemic situation. But the institution managed to conduct other activities with some restrictions and keeping Covid protocols.
- The high score (98%) regarding the use of student centric teaching methods shows that they are highly satisfied with that.
- All the students (100%) are of the opinion that the institution is providing multiple opportunities to them to learn and grow and they are all satisfied with such opportunities.

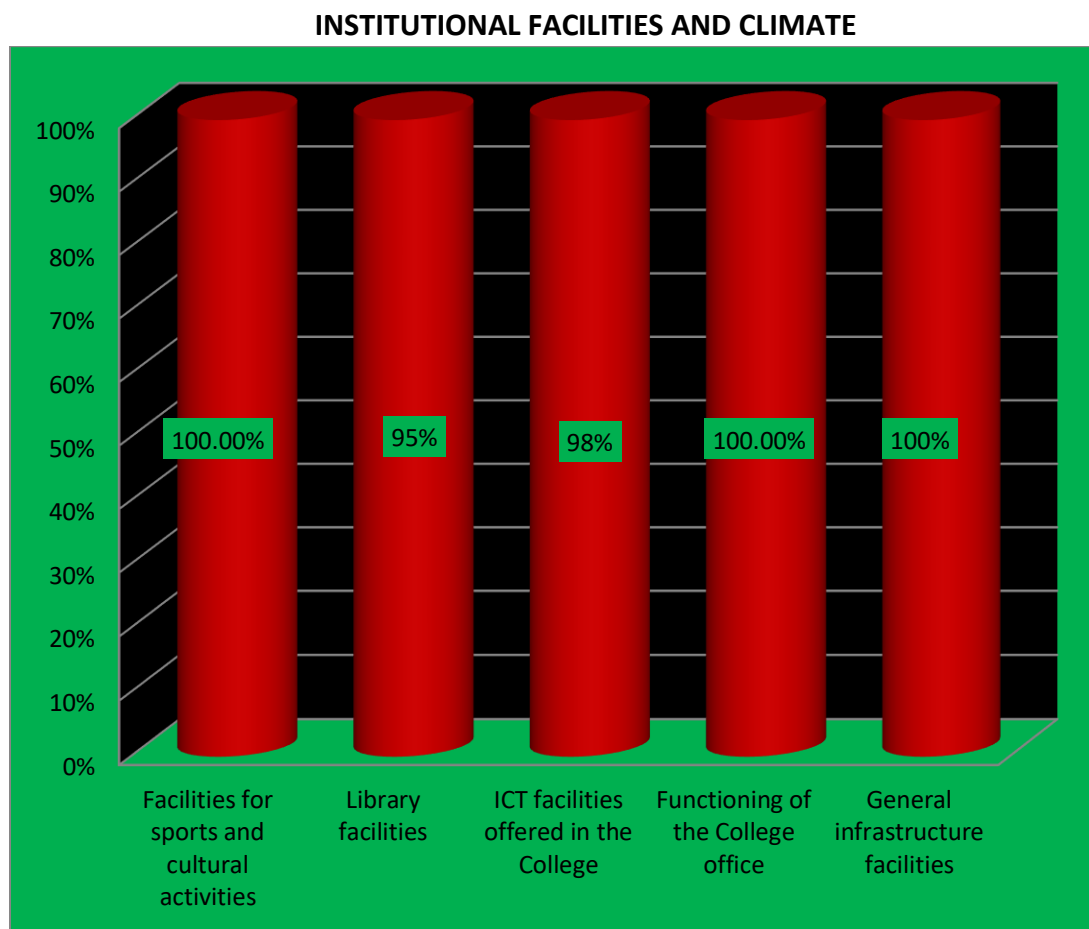


Figure 4: Percentage of student satisfaction with regard to institutional facilities and climate.

Institutional Facilities and Climate

- All students (100%) are completely satisfied with the facilities provided by the college for sports and cultural activities.
- Even though students are highly satisfied (95%) with the library facilities, there is a room for improvement when compared to the other facilities of the college.
- College offers free wi fi facilities to students and teachers uses projectors and smart TVs for teaching learning process and students are highly satisfied (98%) with such facilities.
- Students are fully satisfied (100%) with the functioning of the college office as well as with the general infrastructure facilities provided in the college.