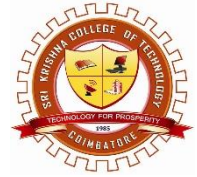**SRI KRISHNA COLLEGE OF TECHNOLOGY**
(AN AUTONOMOUS INSTITUTION)

KOVAIPUDUR, COIMBATORE 641042

STUDENT SATISFACTION SURVEY
ANALYSIS AND ACTION TAKEN REPORT

Academic Year 2020 – 2021

Compiled by

IQAC CO-ORDINATOR

Dr. Srinivasan Alavandar M.E., Ph.D.(IITR)
Principal
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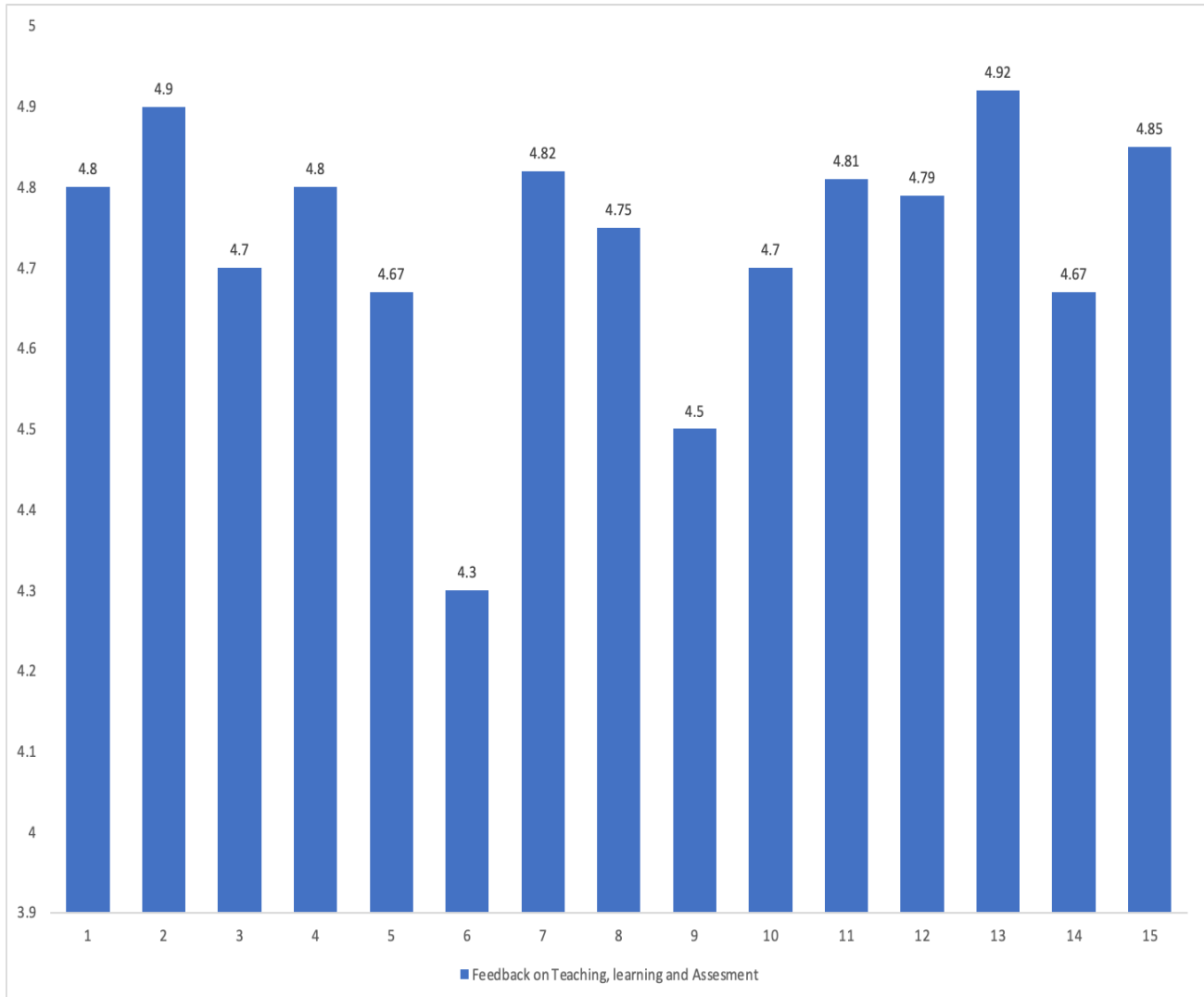# Student Satisfaction Survey Questionnaire with Average Score
FEEDBACK ON TEACHING , LEARNING AND ASSESSMENT

Q.NO	Questions	Options	In the scale of 5
1	How much of the syllabus was covered in the courses in all semester?	85 to 100% (5)	4.8/5
		70 to 84% (4)	
		55 to 69% (3)	
		30 to 54% (2)	
		Below 30% (1)	
2	How well does the faculty member prepare for the classes?	Thoroughly (5)	4.9/5
		Satisfactorily (4)	
		Poorly(3)	
		Indifferently(2)	
		Won't teach at all(1)	
3	Faculty members inform you about the expected competencies, course outcomes and programme outcomes	Every time (5)	4.7/5
		Usually (4)	
		Occasionally/Sometimes(3)	
		Rarely(2)	
		Never(1)	
4	How well were the faculty members able to communicate?	Always effective (5)	4.8/5
		Sometimes effective(4)	
		Just satisfactorily(3)	
		Generally ineffective(2)	
		Very poor Communication (1)	
5	The faculty members approach to teaching can best be described as	Excellent (5)	4.67/5
		Very good(4)	
		Good(3)	
		Fair(2)	
		Poor(1)	
6	Fairness of the internal evaluation process @ SKCT by the faculty.	Always fair(5)	4.3/5
		Usually fair(4)	
		Sometimes unfair(3)	
		Usually unfair(2)	
		Unfair(1)	
7	Was your performance in assignments discussed with you?	Every time (5)	4.82/5
		Usually(4)	
		Occasionally/Sometimes(3)	
		Rarely(2)	
		Never(1)	
8	The faculty illustrates the concepts through examples and applications.	Every time(5)	4.75/5
		Usually(4)	
		Occasionally/Sometimes(3)	
		Rarely(2)	
		Never(1)	

9	Your faculty does a necessary follow-up with an assigned task to you.	Every time (5)	
		Usually(4)	
		Occasionally/Sometimes(3)	4.5/5
		Rarely(2)	
		Never(1)	
10	The faculty identify your strengths and encourage you with providing right level of challenges.	Fully(5)	
		Reasonably(4)	
		Partially(3)	4.7/5
		Slightly(2)	
		Unable to(1)	
11	Faculty is able to identify your weaknesses and help you to overcome them.	Every time(5)	
		Usually(4)	
		Occasionally/Sometimes(3)	4.81/5
		Rarely(2)	
		Never(1)	
12	The faculty helps you identify your strengths and weaknesses.	Every time(5)	
		Usually(4)	
		Occasionally/Sometimes(3)	4.79/5
		Rarely(2)	
		Never(1)	
13	The faculty use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	To a great extent(5)	
		Moderate(4)	
		Some what(3)	4.92/5
		Very little(2)	
		Not at all(1)	
14	What percentage of faculty use ICT tools such as LCD projector, Multimedia, etc. while teaching.	Above 90% (5)	
		70 – 89%(4)	
		50 – 69%(3)	4.67/5
		30 – 49%(2)	
		Below 29%(1)	
15	The overall quality of teaching-learning process was very good.	Strongly agree(5)	
		Agree(4)	
		Neutral(3)	4.85/5
		Disagree(2)	
		Strongly disagree(1)	
16	Give three observation / suggestions to improve the overall teaching – learning experience in your institution.	Text	

FEEDBACK ON TEACHING, LEARNING & ASSESSMENTS

AVERAGE SCORE FOR EACH QUESTION

Feedback on Teaching, learning and Assesment

Student Satisfaction Survey Questionnaire with Average Score

FEEDBACK ON FACILITIES

Q.NO	Questions	Options		In the scale of 5
1	Amenity Stores	Excellent	(5)	4/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
2	Attention to Problems	Excellent	(5)	4.2/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
3	Bus & Transport	Excellent	(5)	4/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
4	Campus maintenance	Excellent	(5)	4.9/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
5	Campus security	Excellent	(5)	4.7/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
6	Campus wifi	Excellent	(5)	4.2/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
7	Food Court	Excellent	(5)	5/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
8	Clinic & Pharmacy	Excellent	(5)	4/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
9	Cultural Events and Activities	Excellent	(5)	4.95/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	

10	Dining Hall Facilities & Hygiene	Excellent (5)	4.4/5	
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
11	Drinking Water	Excellent (5)	4.1/5	
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
12	Facilities for parents/ guests	Excellent (5)	4.53/5	
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
13	Hostel Room/Corridor, Hygiene and upkeep	Excellent (5)	4.35/5	
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
14	Hostel surroundings (Garden, Landscaping)	Excellent (5)	4.7/5	
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
15	Power supply and backup	Excellent (5)	4.6/5	
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
16	Quality of Food	Excellent (5)	4.8/5	
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
17	Sports Facilities (Gym, Outdoor, Indoor etc.)	Excellent (5)	4.2/5	
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
18	Students welfare and support	Excellent (5)	4.76/5	
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
19	Toilet hygiene and sanitation	Excellent (5)	4.47/5	
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		

20	Waste Management System	Excellent (5)	4.3/5
		Very Good (4)	
		Good (3)	
		Average (2)	
		Poor (1)	

FEEDBACK ON FACILITIES

AVERAGE SCORE FOR EACH QUESTION

Feedbak on Facilities
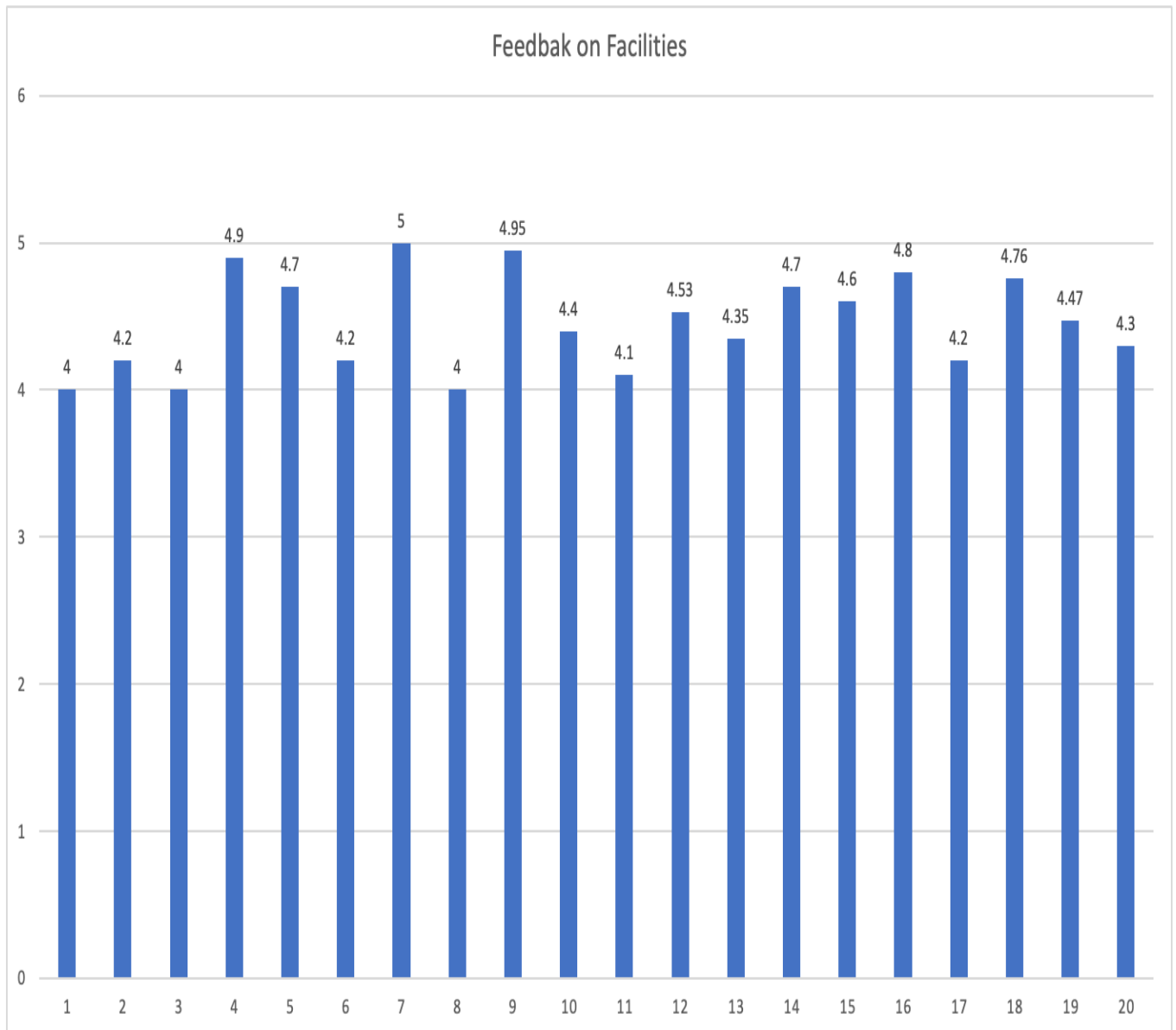
Student Satisfaction Survey Questionnaire with Average Score

FEEDBACK ON ONLINE TEACHING, LEARNING AND EVALUATION

| Q.No	Questions	Options		In the scale of 5
1	Ideal infrastructure at residence to attend online classes without any disturbance	Excellent	(5)	4.5/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
2	Internet access is sufficient to participate fully in online classes, meetings or other high – bandwidth activities	Excellent	(5)	4.72/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
3	Power failure and good battery backup or inverter at residence	Excellent	(5)	4.63/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
4	No difficulty in coordinating and completing group assignments through zoom, google meet, teams etc.	Excellent	(5)	4.53/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
5	Providing the ideal infrastructure (laptop, high speed internet, privacy etc.,) for online classes was not a burden to the family.	Excellent	(5)	4.42/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
6	Able to complete the exams and test conducted online without any difficulty	Excellent	(5)	4.28/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
7	Online class hours were optimum for the course	Excellent	(5)	4.59/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	

8	Online learning helped the habit of self - learning	Excellent	(5)	4.27/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
9	Able to establish and maintain friendship with class mates even though not able meet in person	Excellent	(5)	4.56/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
10	Do not miss the co-curricular and extra-curricular activities that happened on campus	Excellent	(5)	4.85/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
11	No difficulty in attending online classes and focusing throughout the day	Excellent	(5)	4.37/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
12	Able to organize and participate in online group study sessions with classmates	Excellent	(5)	4.6/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
13	Not worried about future and confident of getting internship/placement through campus.	Excellent	(5)	4.35/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
14	Lack of access to lab facilities and practical sessions have affected the ability to understand the concepts.	Excellent	(5)	4.29/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
15	Able to connect with teachers after class hours to get doubts clarified	Excellent	(5)	4.32/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	
16	Online learning was no different from classroom as the teachers were equally effective in this mode.	Excellent	(5)	4.57/5
		Very Good	(4)	
		Good	(3)	
		Average	(2)	
		Poor	(1)	

17	Teachers helped to adapt to the changes at the institution due to COVID 19 and showed care and concern	Excellent (5)		4.61/5
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
18	Teachers were able to make online sessions as interactive as classroom sessions	Excellent (5)		4.3/5
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
19	Had personal motivation to complete the assignments, exams etc. on time	Excellent (5)		4.37/5
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
20	Had no issues in prioritizing time to complete course work using recorded lectures	Excellent (5)		4.92/5
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
21	Was able to balance school and family demands as the class timings and work load as same as on campus	Excellent (5)		4.15/5
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
22	Had access to digital library and other special software (SPSS,MATLAB,etc) required to complete my course	Excellent (5)		4.82/5
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		
23	Had no difficulty in taking online proctored exams	Excellent (5)		4.35/5
		Very Good (4)		
		Good (3)		
		Average (2)		
		Poor (1)		

FEEDBACK ON ONLINE TEACHING, LEARNING AND EVALUATION

AVERAGE SCORE FOR EACH QUESTION

Feedback on Online Teaching, Learning and Evaluation
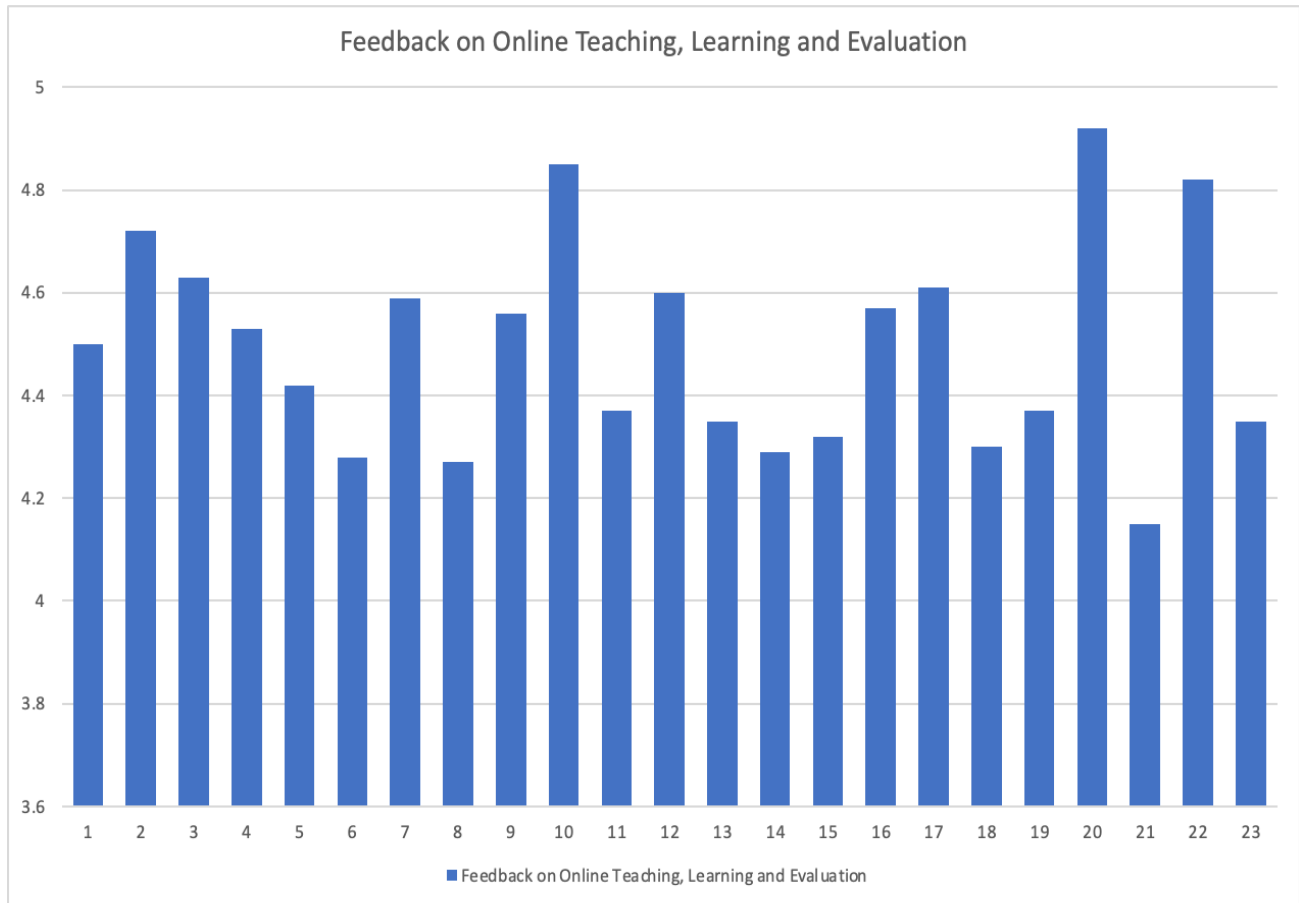
CHALLENGES IN TRANSITION TO ONLINE TLP

Questions	Options	%
1. Loss of income / financial stability	Very High (5)	7.5
	High (4)	16.5
	Moderate (3)	12.9
	Low (2)	25.5
	Very Low (1)	37.6
2. Having a quiet place to study, take exams, or attend classes	Very High (5)	5.7
	High (4)	17.6
	Moderate (3)	9.4
	Low (2)	28.3
	Very Low (1)	39.0
3. Completing my internship, practicum, or clinical requirements	Very High (5)	35.0
	High (4)	16.8
	Moderate (3)	9.6
	Low (2)	19.0
	Very Low (1)	19.7
4. Missing out an extracurricular/ co-curricular/on-campus activities	Very High (5)	41.2
	High (4)	21.9
	Moderate (3)	12.5
	Low (2)	8.7
	Very Low (1)	15.8
5. Not being able to interact with classmates and teachers	Very High (5)	24.9
	High (4)	26.0
	Moderate (3)	15.8
	Low (2)	16.8
	Very Low (1)	16.5
6. My access to a reliable digital device(e.g. Desktop, laptop, mobile device)	Very High (5)	6.0
	High (4)	12.5
	Moderate (3)	22.8
	Low (2)	16.4
	Very Low (1)	42.3
7. My access to library resources	Very High (5)	9.5
	High (4)	19.6
	Moderate (3)	6.7
	Low (2)	12.5
	Very Low (1)	51.7
8. My own discomfort or lack of familiarity with required technologies or applications	Very High (5)	30.7
	High (4)	9.4
	Moderate (3)	12.5
	Low (2)	25.1
	Very Low (1)	22.2
9. My access to reliable internet service	Very High (5)	40.4
	High (4)	9.9
	Moderate (3)	8.4
	Low (2)	15.8
	Very Low (1)	25.5
10. Teacher's discomfort or lack of familiarity with required technologies or applications	Very High (5)	7.0
	High (4)	35.8
	Moderate (3)	21.7
	Low (2)	15.8
	Very Low (1)	19.6

PERCENTAGE OF STUDENT RESPONSES AGAINST MARKS

Challenges in Transition to Online Teaching Learning

Q. No.	Least Challenging (1)	2	3	4	Most Challenging (5)
10	19.6	15.8	21.7	35.8	7.0
9	25.5	15.8	8.4	9.9	40.4
8	22.2	25.1	12.5	9.4	30.7
7	51.7	12.5	6.7	19.6	9.5
6	42.3	16.4	22.8	12.5	6.0
5	16.5	16.8	15.8	26.0	24.9
4	15.8	8.7	12.5	21.9	41.2
3	19.7	19.0	9.6	16.8	35.0
2	39.0	28.3	9.4	17.6	5.7
1	37.6	25.5	12.9	16.5	7.5

Legend: ■ Least Challenging ■ 2 ■ 3 ■ 4 ■ Most Challenging
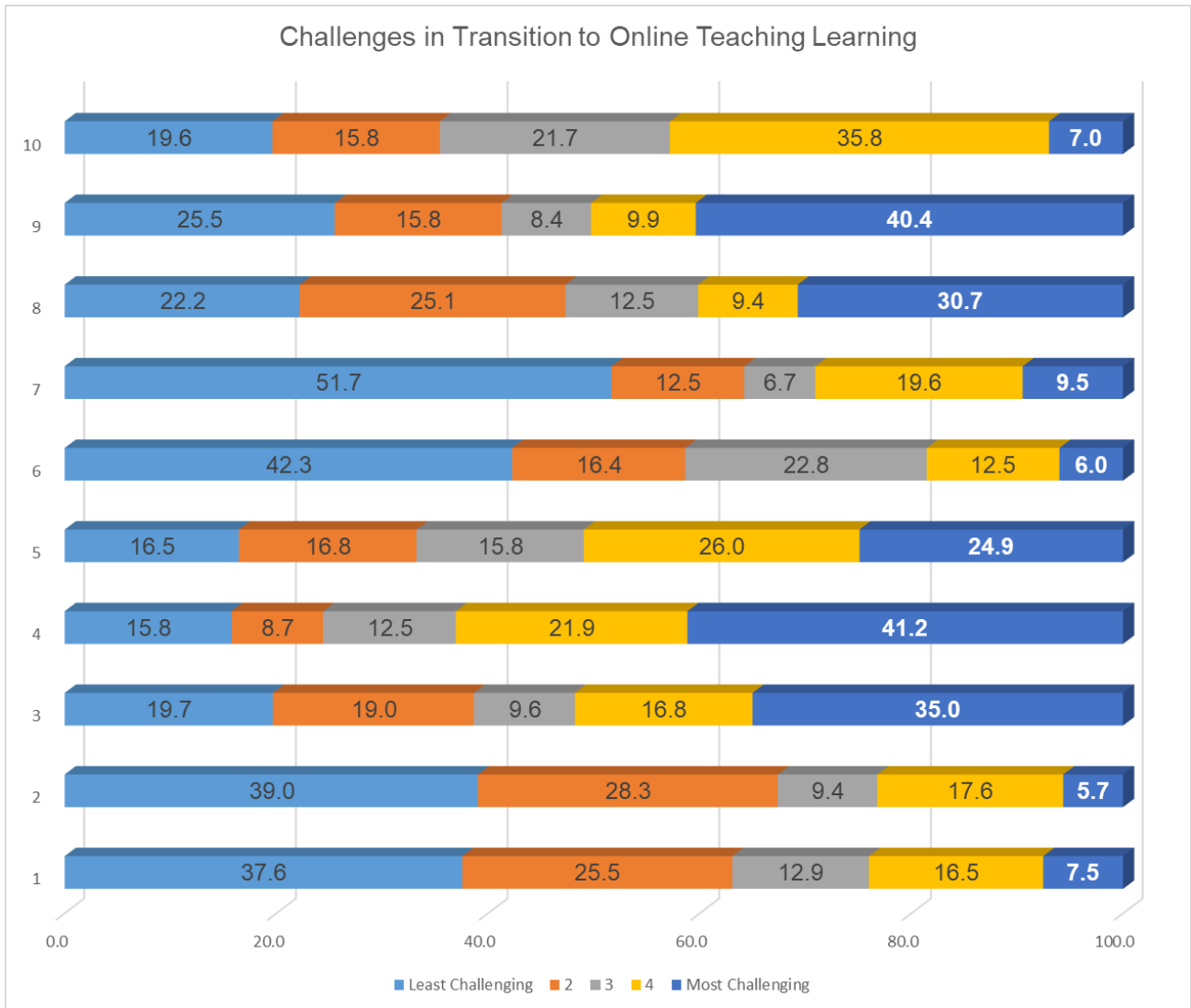
TOTAL STUDENTS WHO PARTICIPATED IN SURVEY : 3445

Q. No.	Number of students				
	Scale of 1	Scale of 2	Scale of 3	Scale of 4	Scale of 5
1	1294	879	445	567	260
2	1345	976	324	605	195
3	678	654	329	578	1206
4	543	298	432	754	1418
5	567	578	545	897	858
6	1456	564	786	432	207
7	1780	432	231	675	327
8	765	865	432	324	1059
9	879	543	291	341	1391
10	676	545	749	1234	241

PERCENTAGE OF STUDENT RESPONSES AGAINST MARKS FOR EACH QUESTION
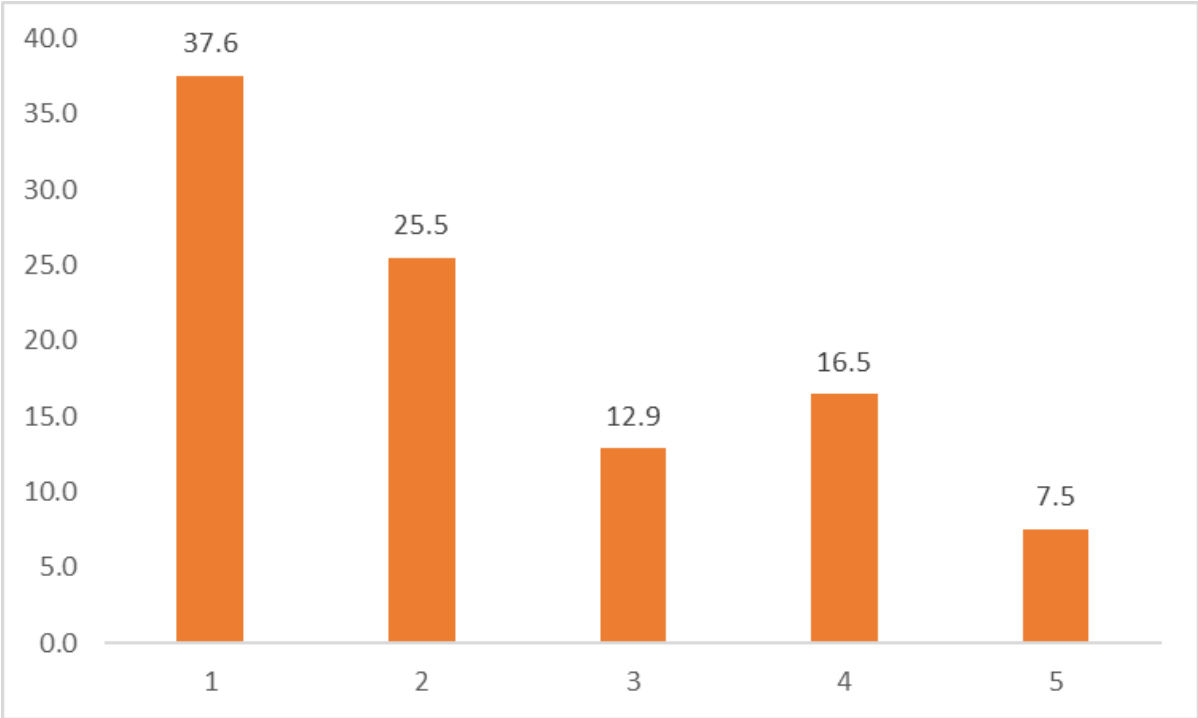
Loss of income / financial stability
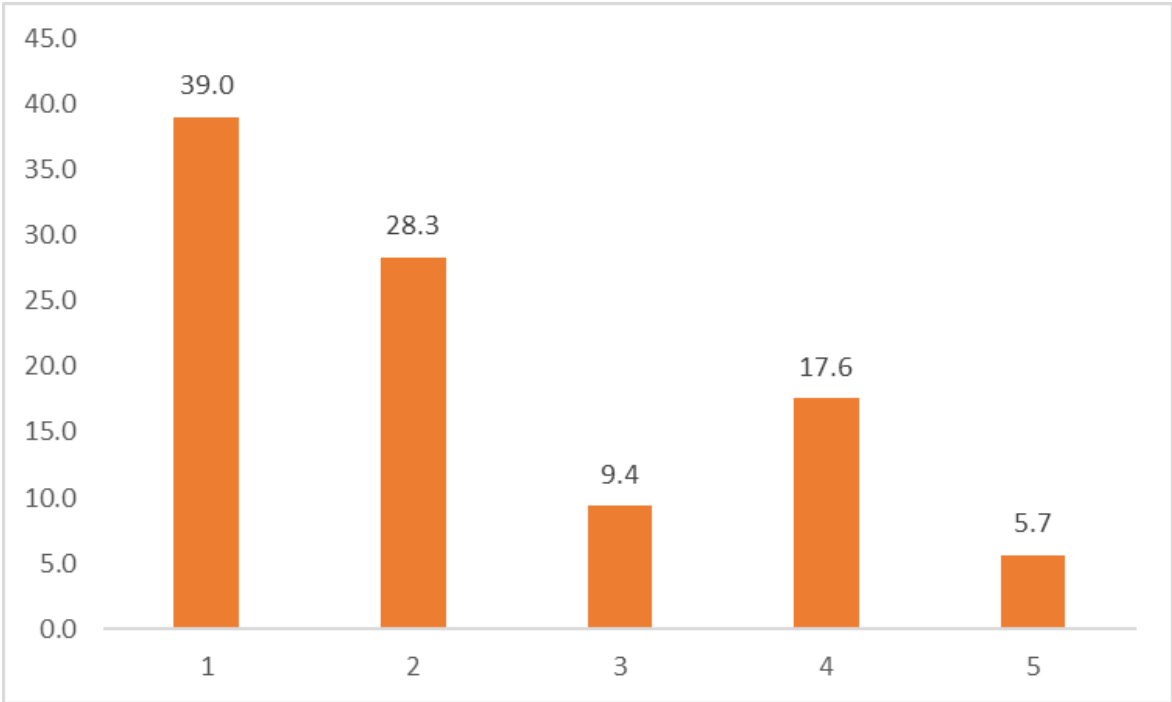
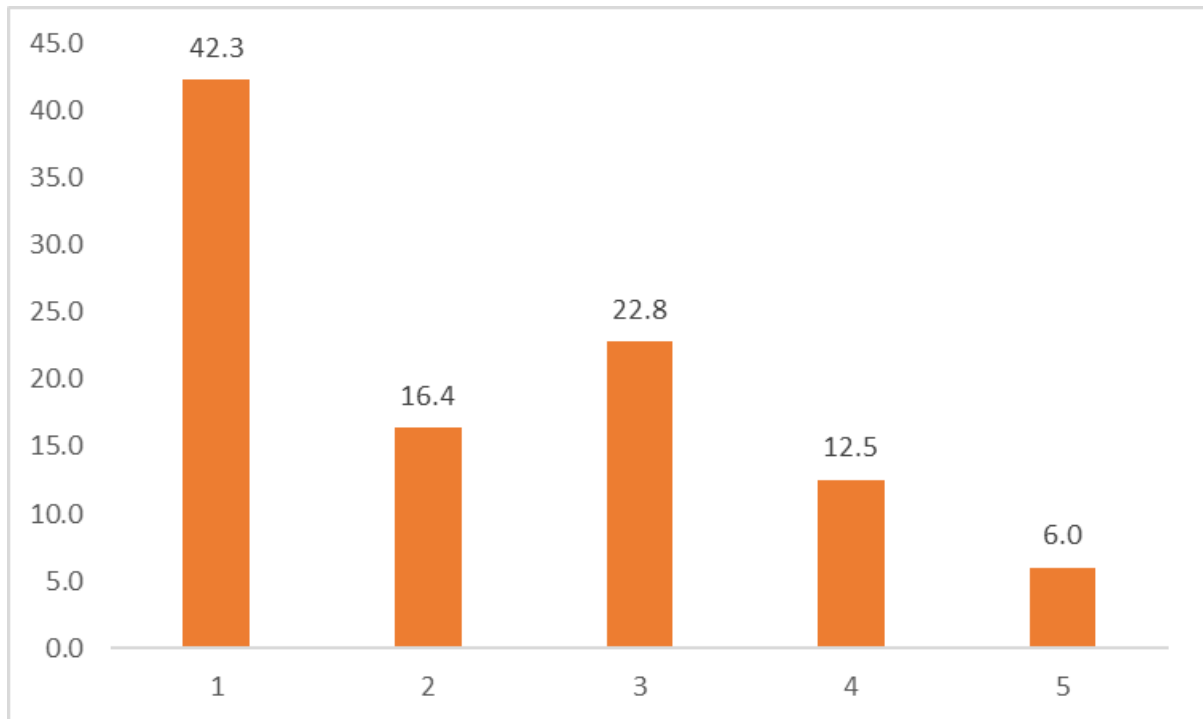**Having a quiet place to study, take exams, or attend classes**
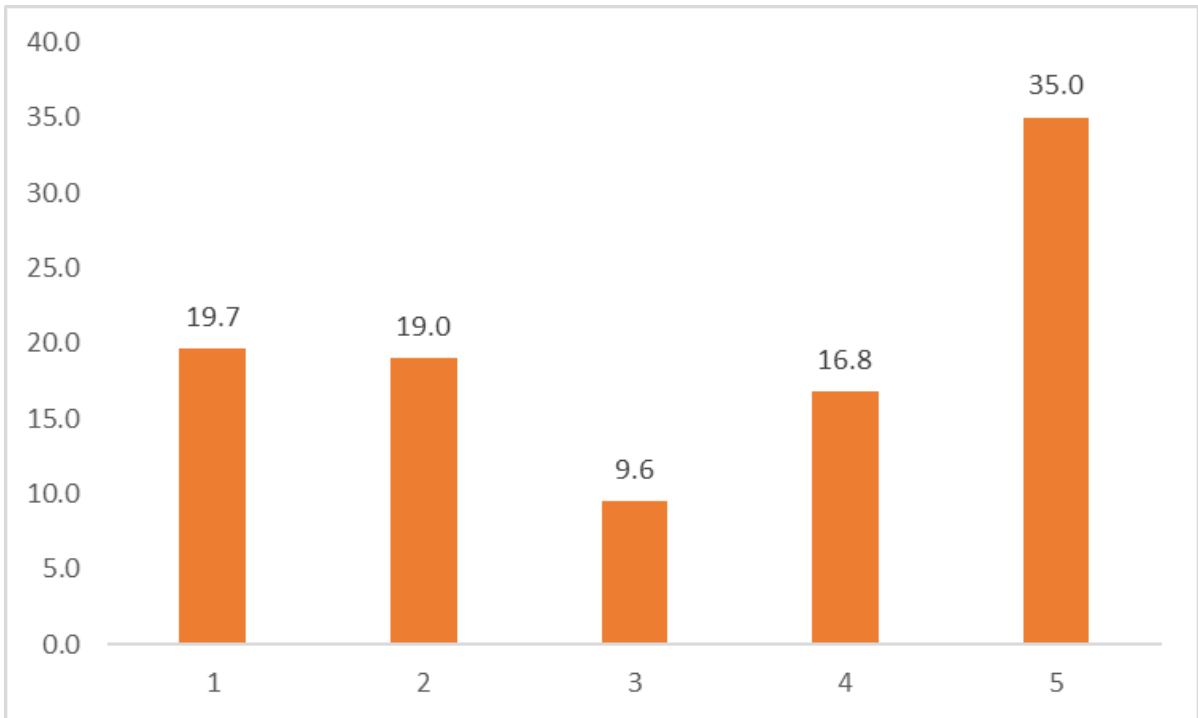
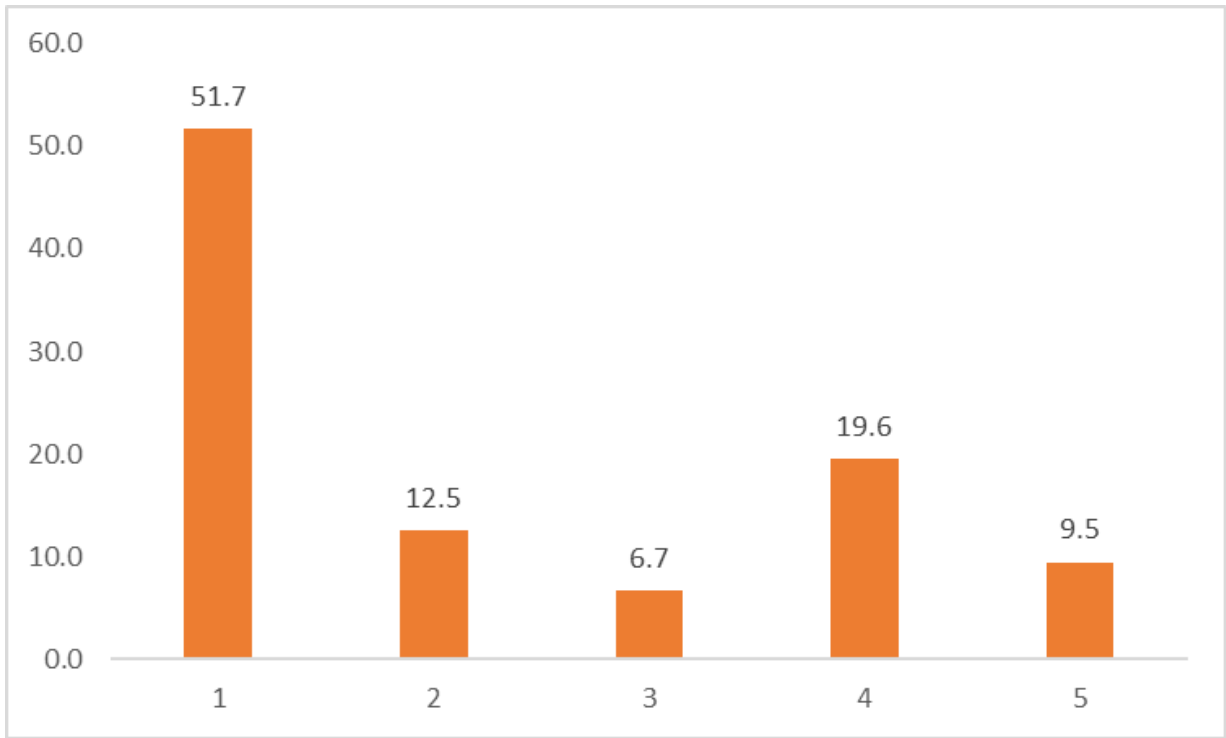**Completing my internship, practicum, or clinical requirements**
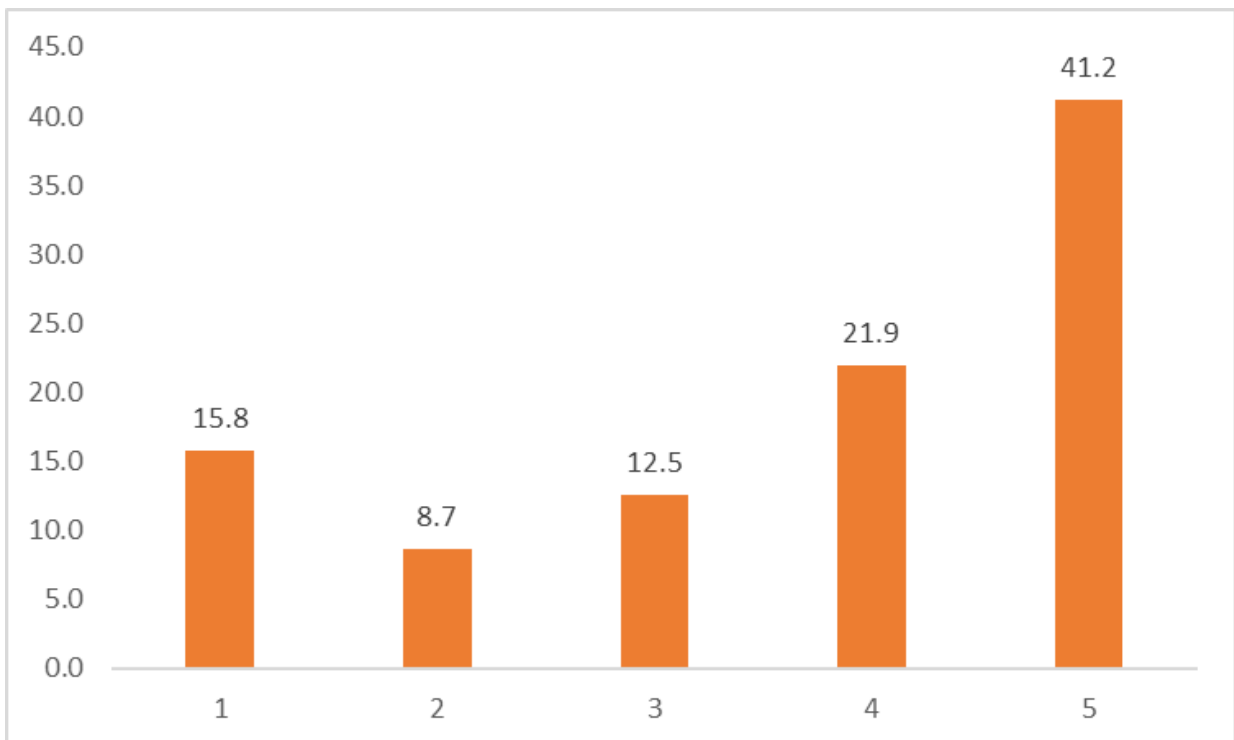
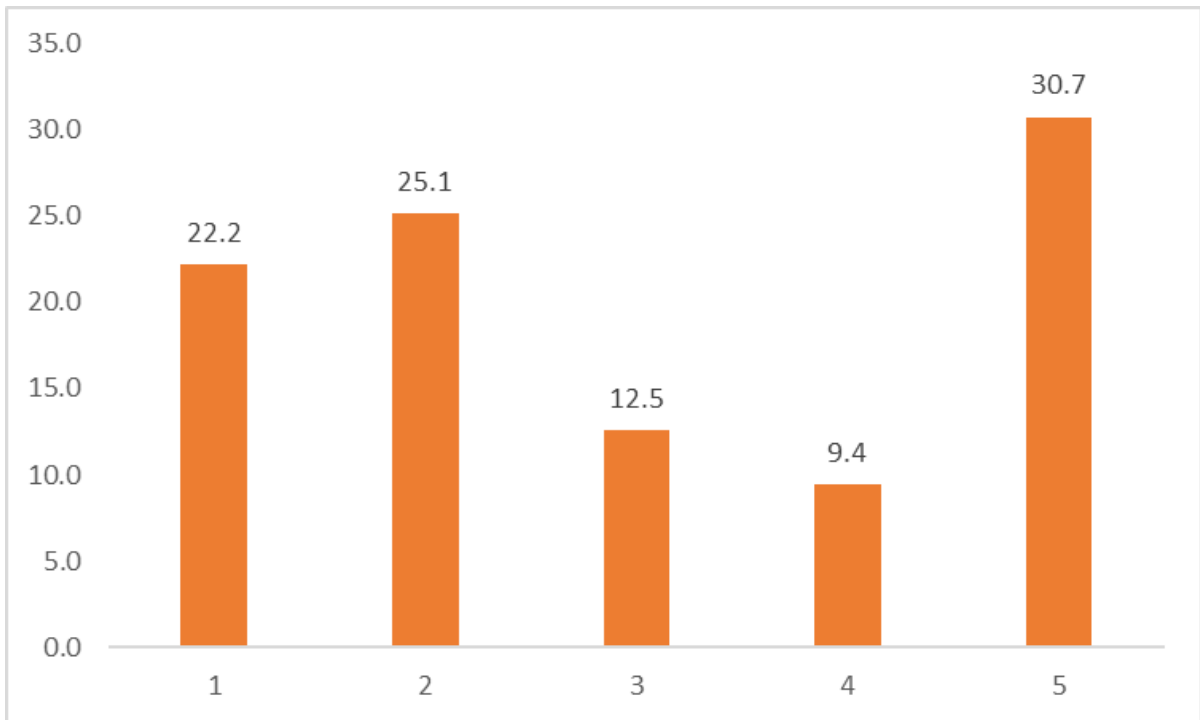**Missing out an extracurricular/ co-curricular/on-campus activities**
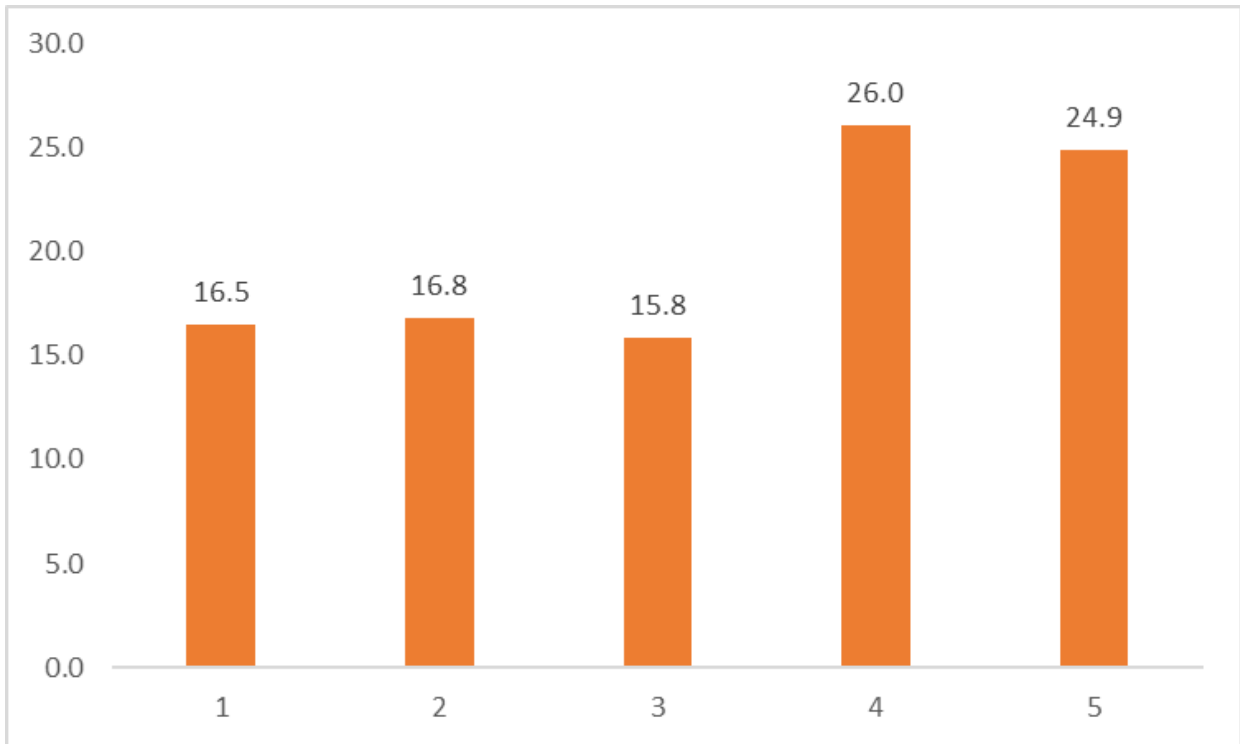
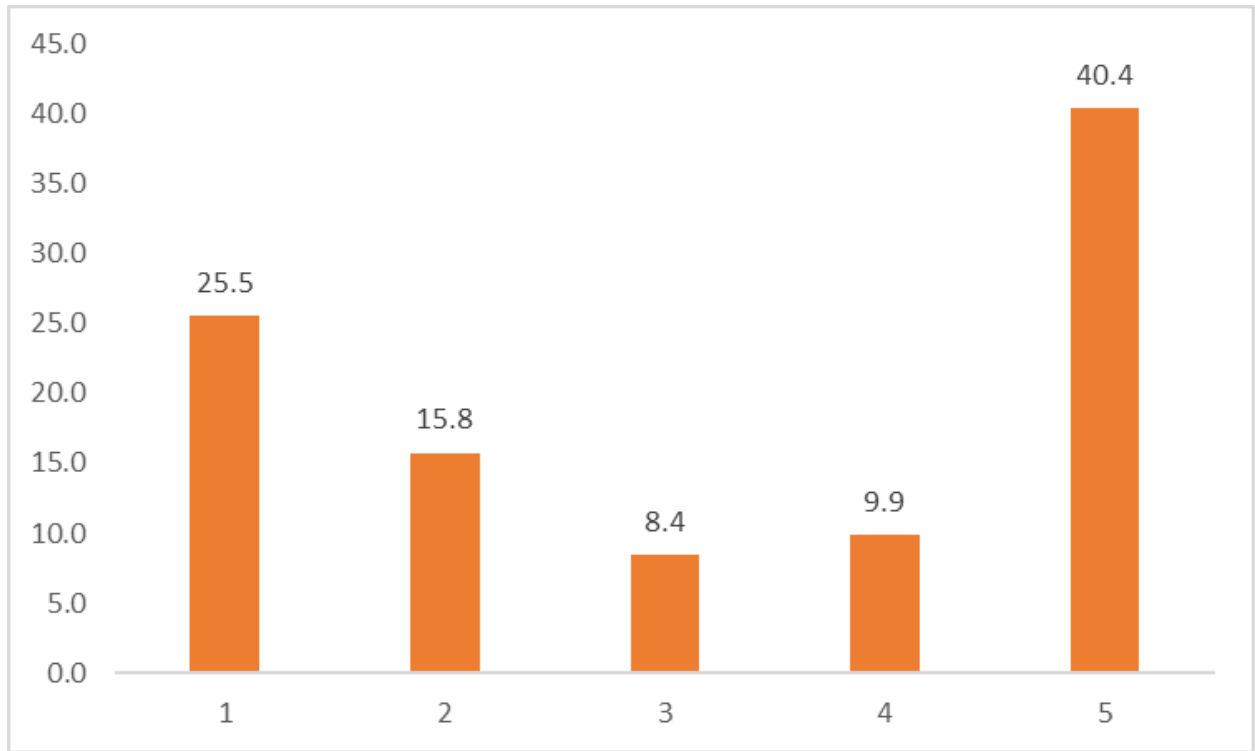**Not being able to interact with classmates and teachers**

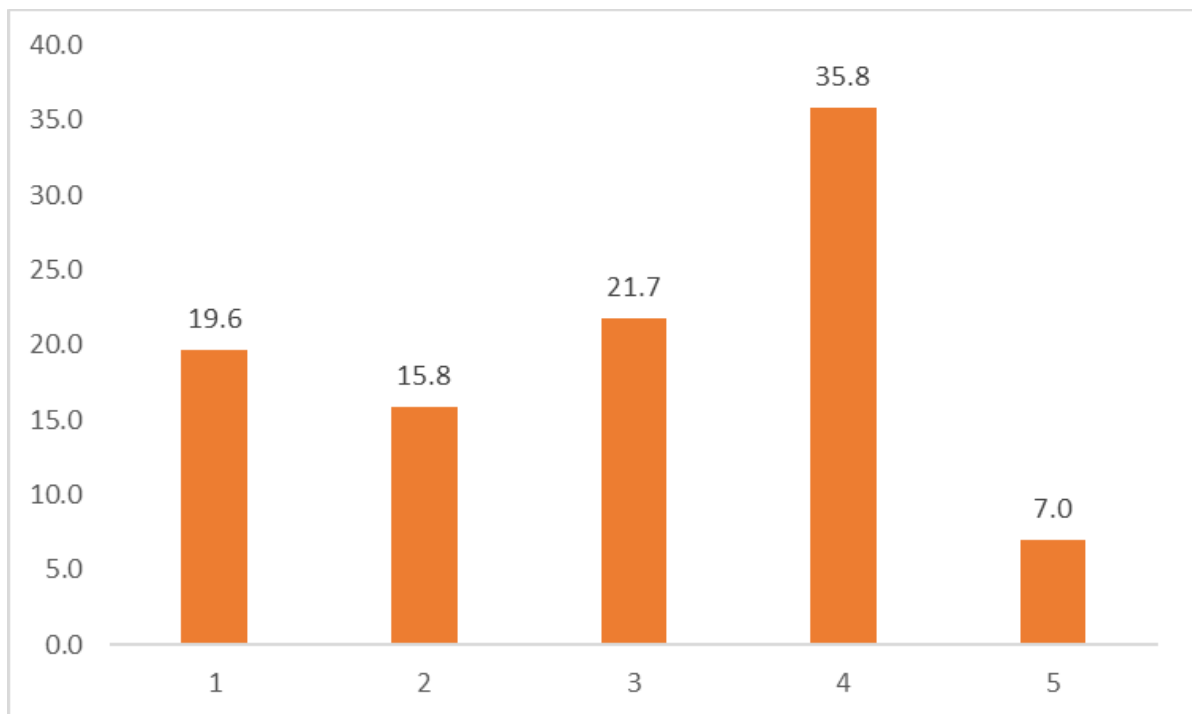**My access to a reliable digital device(e.g. Desktop, laptop, mobile device)**

My access to library resources

My own discomfort or lack of familiarity with required technologies or applications

My access to reliable internet service

Teacher's discomfort or lack of familiarity with required technologies or applications

ACTION TAKEN REPORTS ON SUGGESTIONS RECEIVED

Sl No	Suggestions / Feedback	Action(s) Taken
1	More components can be given for assessing the student performance and allocation of internal marks	Customized assessment provisions given to students based on nature of subject
2	Online courses relevant to a course can be a part of internal component marks	Implemented

Compiled by
IQAC CO-ORDINATOR

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