

STUDENT SATISFACTION SURVEY 2022-23

Introduction

In the dynamic landscape of education, understanding the pulse of student satisfaction is crucial for the continuous improvement and enhancement of academic institutions. This report delves into the findings of a comprehensive Student Satisfaction Survey conducted at Naipunnya School of Management, Cherthala. Naipunnya School of Management, Cherthala, is committed to providing a quality education that equips students with the knowledge, skills, and confidence to excel in their chosen careers. This esteemed institution, known for its commitment to academic excellence and holistic development, undertook a systematic inquiry into the perceptions and experiences of its student body. As part of this commitment, Naipunnya prioritizes ongoing evaluation of its programs and services to ensure they align with student needs and expectations.

In line with this objective, a comprehensive student satisfaction survey was conducted among students from across various semesters and academic programs. This randomly selected sample aimed to capture a diverse range of perspectives and experiences, providing a holistic understanding of student perceptions towards Naipunnya's academic offerings, resources, and overall campus environment. The diverse sample provides a comprehensive overview of the prevailing sentiments and opinions within the student body, allowing for targeted insights into the various aspects of academic life, campus facilities, and overall satisfaction with the educational experience.

This report presents the key findings of the survey, analyzing student satisfaction levels across various aspects of their college experience. It delves into student feedback on the quality of teaching, curriculum relevance, support services, campus facilities, and career guidance, among other crucial areas.

Understanding student satisfaction is an invaluable tool for Naipunnya to identify areas of strength and areas for improvement.



This report aims to serve as a roadmap for future initiatives and continuous enhancement of the educational experience offered at Naipunnya School of Management. By actively listening to and responding to student needs, Naipunnya strives to nurture a thriving academic community where students feel empowered and equipped to achieve their full potential.

Key aspects covered in the report:

Overall satisfaction levels: An assessment of student satisfaction with their overall experience at Naipunnya.

Academic satisfaction: Insights into student perceptions of the quality of teaching, curriculum relevance, and learning resources.

Support services: An evaluation of student satisfaction with available support services including academic advising, career guidance, and counselling.

Campus environment: An analysis of student feedback on the quality of facilities, infrastructure, and the overall campus atmosphere.

Future recommendations: Based on the survey findings, recommendations for enhancing student satisfaction and fostering a more enriching academic experience at Naipunnya.

Naipunnya School of Management, situated in Cherthala, has been a beacon of quality education, nurturing students for successful careers in the business world. Recognizing the importance of aligning its offerings with the expectations and needs of its students, the institution initiated this survey as part of its commitment to continuous improvement.

This report will unfold the key findings, shedding light on areas of strength, as well as identifying opportunities for enhancement based on the candid feedback received from the student community. By exploring these insights, Naipunnya School of Management aims to foster an environment that not only meets but exceeds the expectations of its students, ensuring an enriching and fulfilling educational journeys for all.



Objectives

- To evaluate the overall satisfaction level of students at Naipunnaya School of Management by examining various aspects of academic and non-academic experiences.
- To identify specific academic services, including teaching methodologies, curriculum relevance, and faculty engagement.
- To assess the satisfaction of students regarding the campus infrastructure, amenities, and support services.
- To explore aspects related to student engagement, extracurricular activities, and the overall well-being of students, aiming to identify opportunities for fostering a more vibrant and supportive campus community.
- Overall Satisfaction: Evaluated students' perceptions of their educational experience at NSM.
- Academic Services: Analysed feedback on teaching methods, curriculum relevance, and faculty engagement.
- Campus Infrastructure and Support: Assessed satisfaction with facilities, amenities, and support services.

Methodology:

Sample: 519 students, randomly selected to ensure a representative sample across all programs and academic years.

Instrument: A 20-question Google Form survey designed to comprehensively address the four objectives.

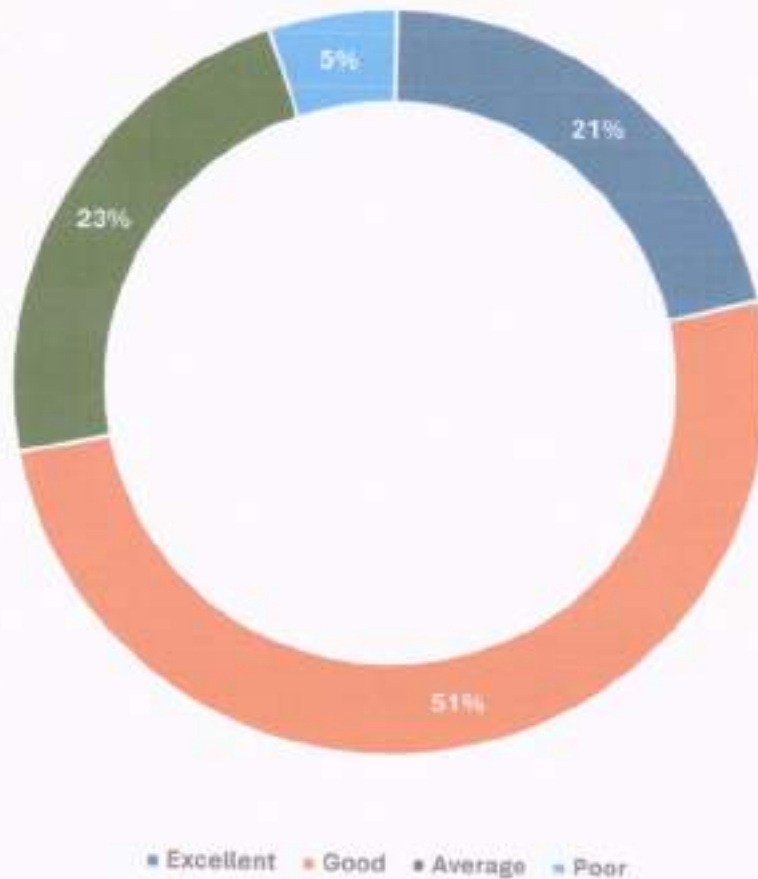
Data Analysis: Comprehensive analysis using quantitative methods, including descriptive statistics, frequency tables, cross-tabulations, and thematic analysis of open-ended responses.



ANALYSIS

1) How do you rate the college campus?

Opinion	No: of respondents	Percentage
Excellent	111	21%
Good	267	51%
Average	120	23%
Poor	21	4%



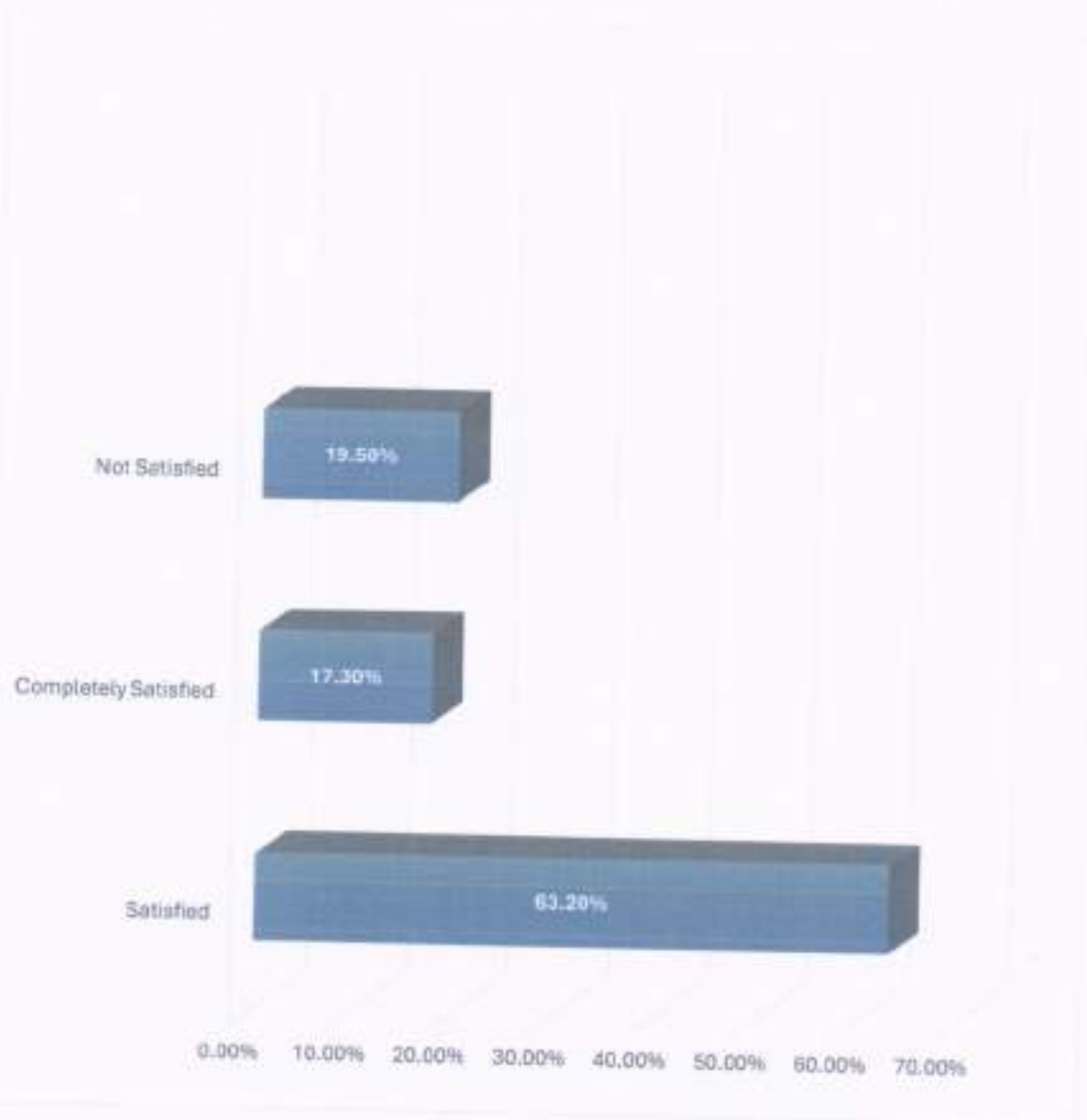
Inference:

Displays the survey results which show how students rated the college campus. Most students (51.4%) rated it as Good, while 23.1% rated it as good, 21.4% as average, and 5.1% as poor.



2) Are you satisfied with the number of extension activities organized?

Opinion	No: of respondents	Percentage
Partially Satisfied	328	63%
Completely Satisfied	90	17%
Not Satisfied	101	19.5%



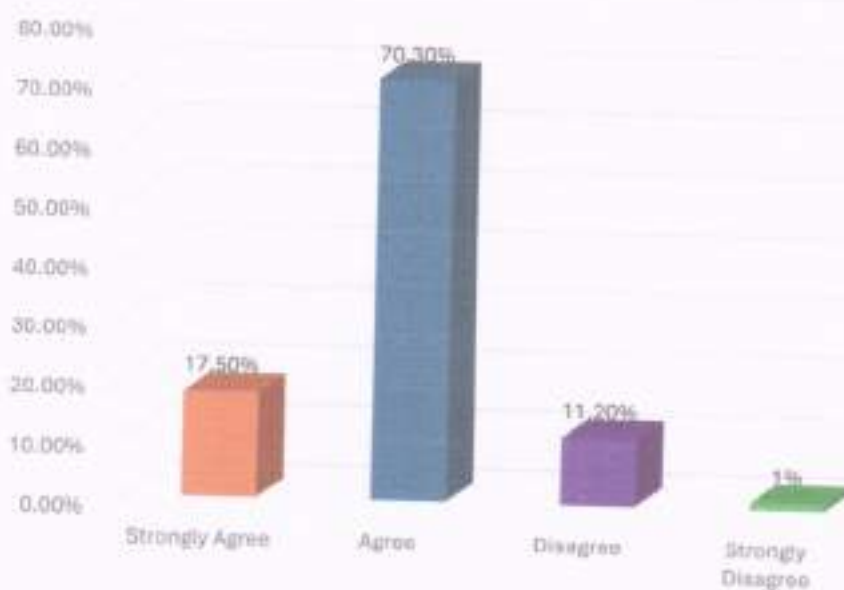
Inference:

The figure reveals that 63% of students were partially satisfied with the number of extension activities, while 17.3% were completely satisfied and 19.5% were dissatisfied.



3) Do you think that enough number of workshops and skill development organized are organized by college?

Opinion	No: of respondents	Percentage
Disagree	58	11%
Strongly Disagree	5	1%
Agree	365	70%
Strongly Agree	91	18%



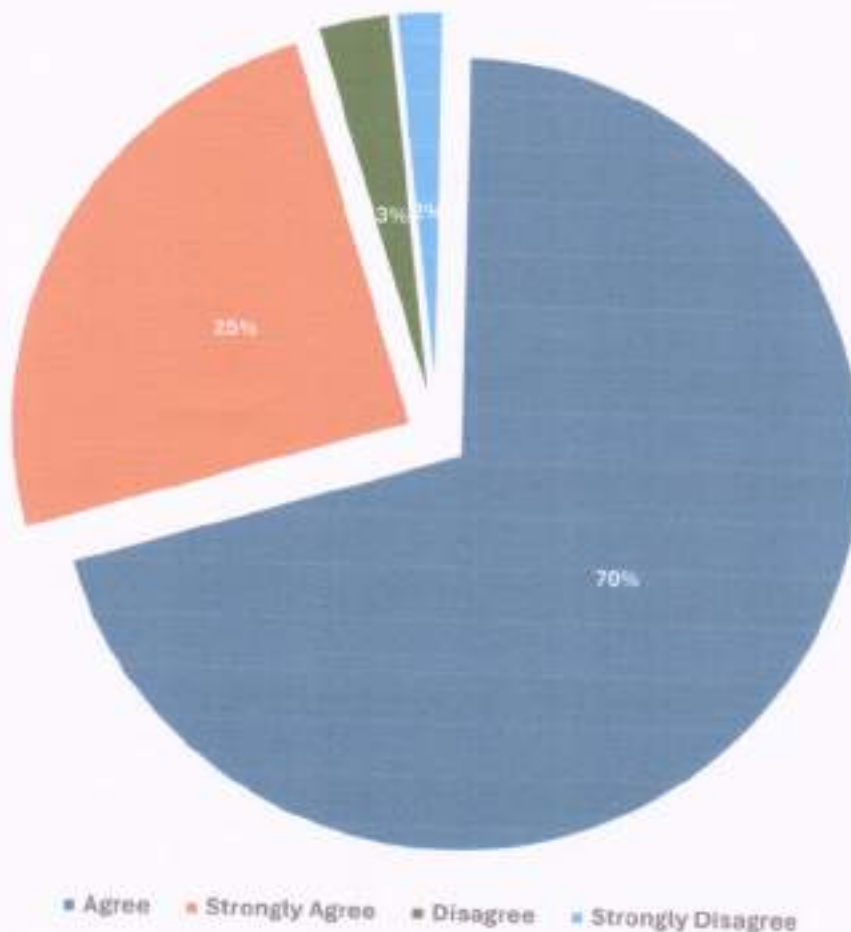
Inference:

70% of students agree that there are enough skill development programs conducted in the college, while 11.2% agree, 17.5% disagree, and 1.0% strongly disagree.



4) Do you think that college is conducting its internal assessment procedures transparently?

Opinion	No: of respondents	Percentage
Agree	368	70%
Strongly Agree	129	25%
Disagree	19	4%
Strongly Disagree	3	1%



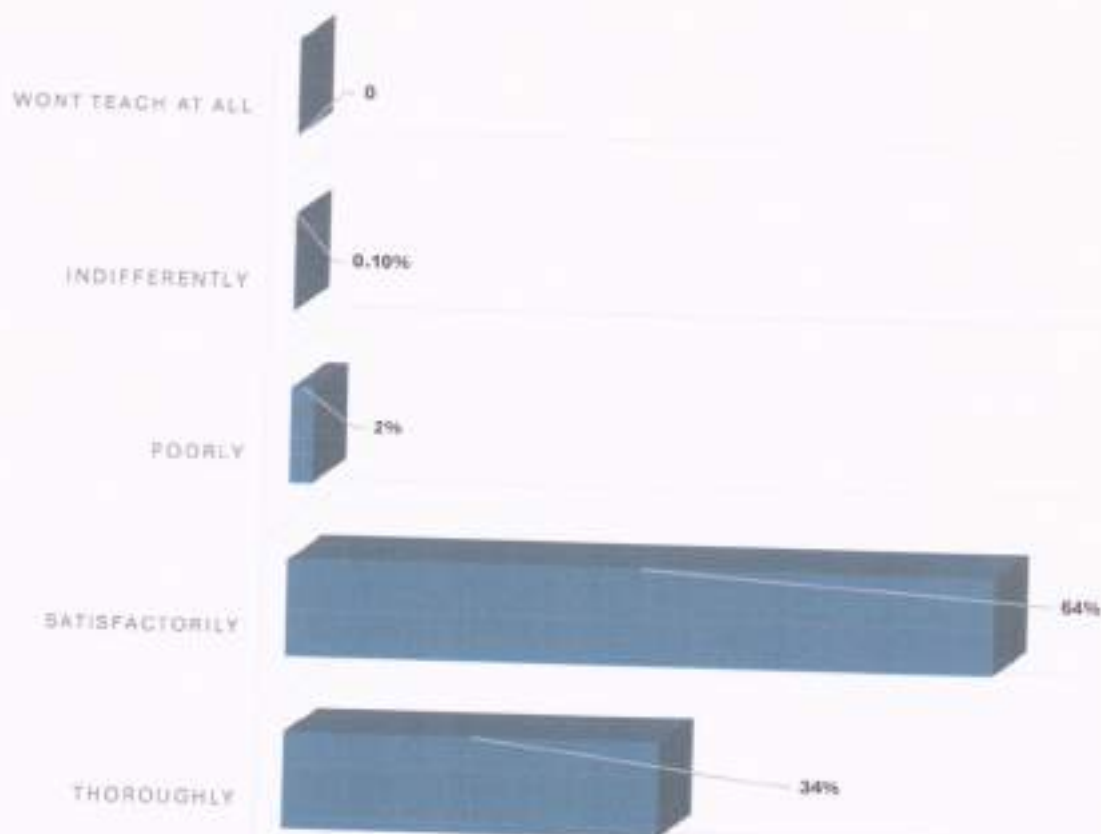
Inference:

According to the data, a significant majority of students, comprising 70% agree that the college conducts its internal assessment procedures transparently, while 25% strongly agree with the current process, 4% disagree and 1% strongly disagree with it.



5) Is the teacher preparing well for the class?

Opinion	No: of respondents	Percentage
Thoroughly	175	34%
Satisfactorily	332	64%
Poorly	10	2%
Indifferently	1	0.1%
Won't teach at all	0	0



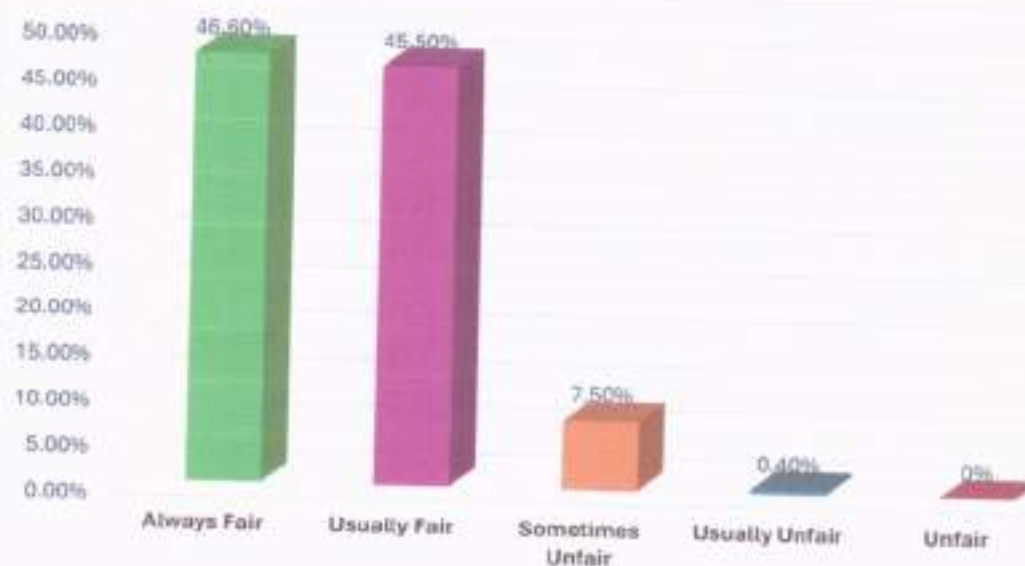
Inference:

Most students (64%) were happy with how well their teachers prepare for class. 34% agree that teachers are thoroughly prepared for the class, 2% state poorly and 0.1% comment indifferently.



6) How do you judge your teacher's honesty in internal evaluation process?

Opinion	No: of respondents	Percentage
Always fair	242	47%
Usually, fair	236	45%
Sometimes Unfair	39	8%
Usually, Unfair	2	0.3%
Unfair	0	0



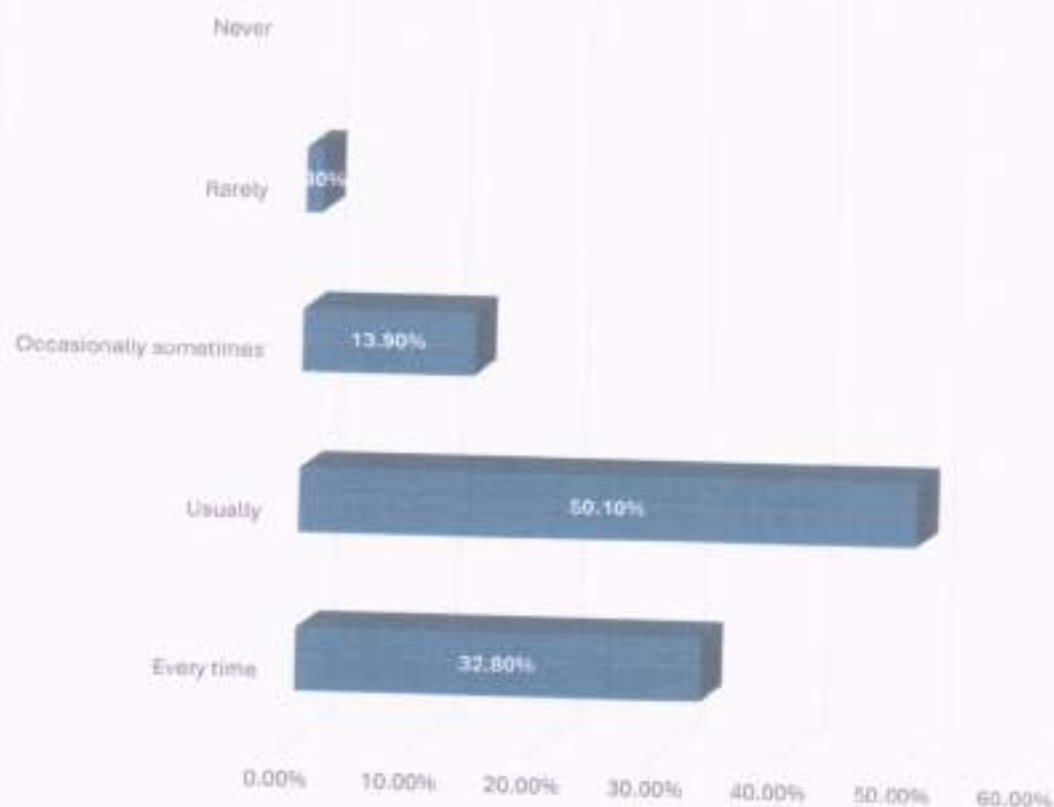
Inference:

46.6% students affirmed that their teachers' honesty in the internal evaluation process was always fair. 45% state that they usually fair, 8% state sometimes unfair and 0.3% state usually unfair.



7) How often was your performance in assignment discussed with you by your teacher?

Opinion	No: of respondents	Percentage
Usually	260	50%
Every time	170	33%
Occasionally/Sometimes	72	14%
Rarely	7	1%
Never	10	2%

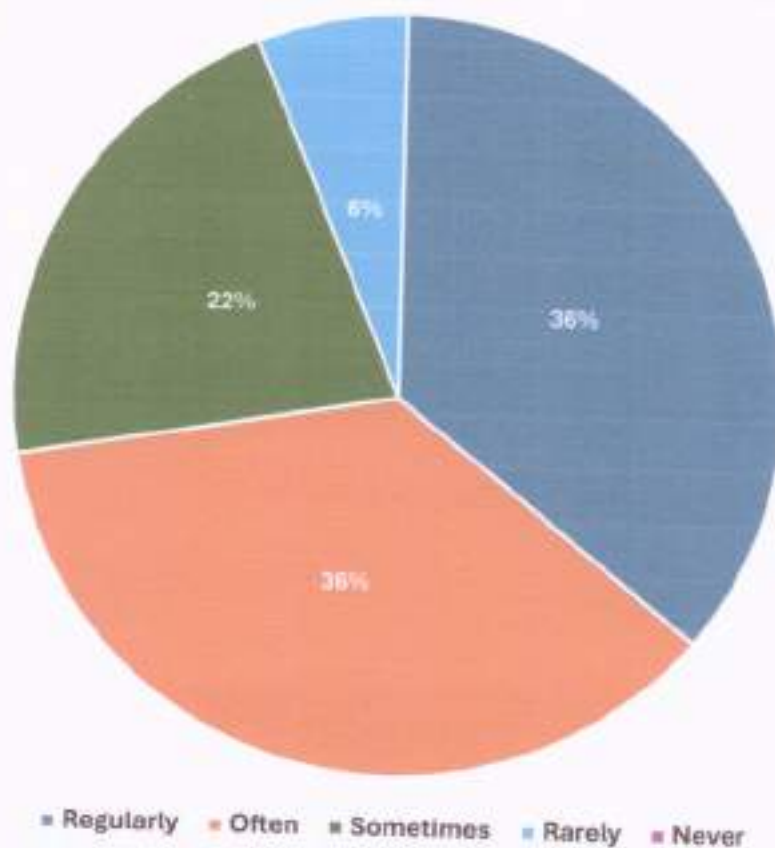


Inference:

Out of the total respondents 50% reported that their teachers usually discuss about their assignment performance. 33% state every time, 14% state occasionally/sometimes, 1% state rarely and 2% state they never discuss their performance.

8) How your college takes active support in promoting internship, student exchange program and field visit opportunities for students?

Opinion	No: of respondents	Percentage
Often	187	36%
Regularly	183	35%
Sometimes	110	21%
Rarely	32	6%
Never	7	1%



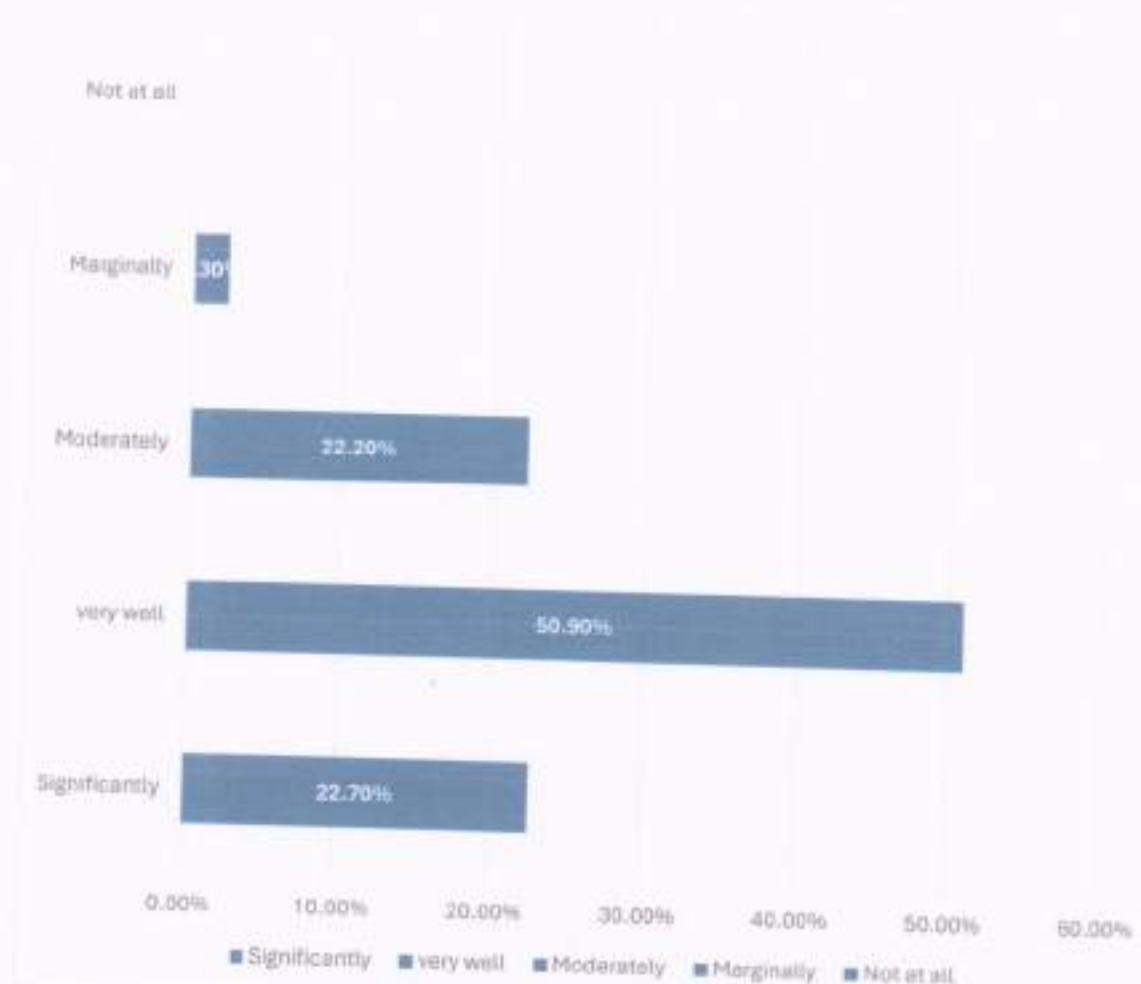
Inference:

Over a third (35.3%) of students said the college does a good job of regularly providing these opportunities. Another third (36%) said the college does this often. About one-fifth (21.2%) of students said the college provides these opportunities sometimes. Only a small fraction (7.5%) of students said the college rarely or never offers these experiences.



9) How teaching and mentoring process in your college is beneficial for your cognitive, social and emotional growth?

Opinion	No: of respondents	Percentage
Very well	264	51%
Significantly	118	23%
Moderately	115	22%
Marginally	12	2%
Not at all	10	2%



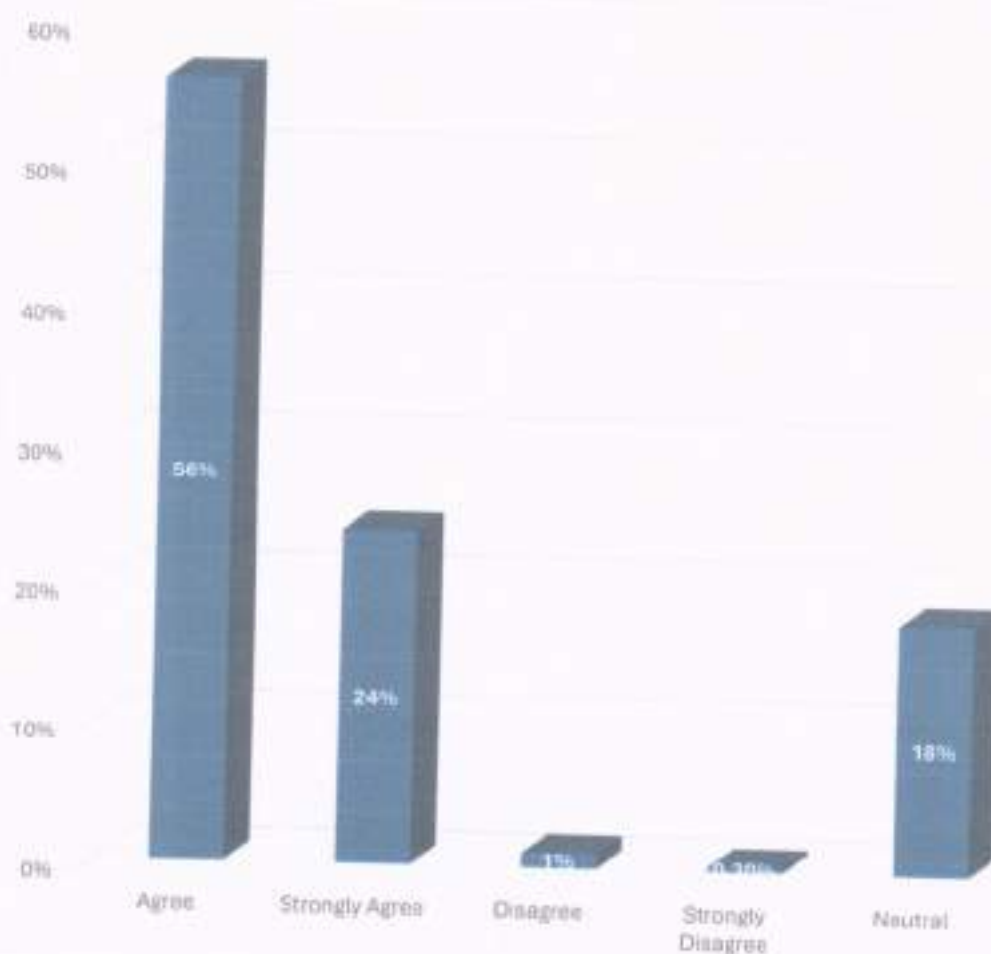
Inference:

51% felt that the teaching and mentoring process significantly or very well benefits their overall growth. 23% state significantly, 22% state moderately, 2% state moderately and another 2% state not at all.



10) The college provide ample opportunities for learning and growth?

Opinion	No: of respondents	Percentage
Agree	292	56%
Strongly Agree	126	24%
Disagree	5	1%
Strongly Disagree	2	0.3%
Neutral	94	18%



Inference:

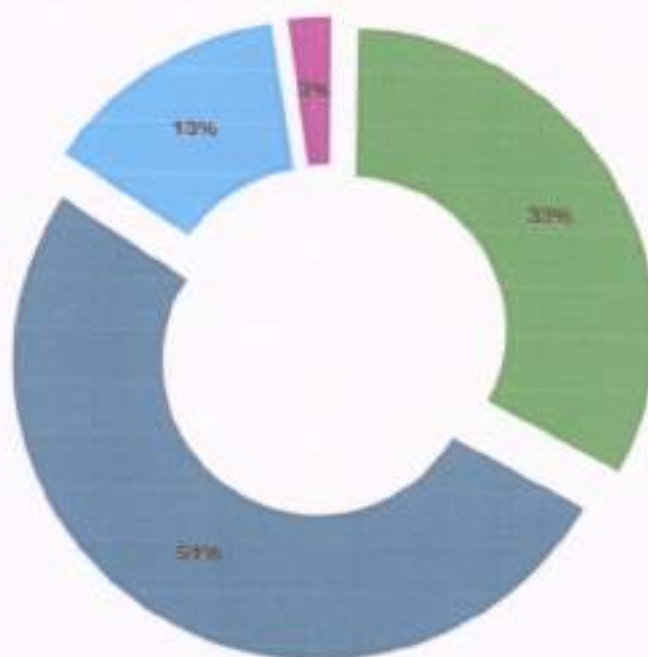
More than half of the students (57%) said their college helps them learn and grow a lot. Almost a quarter (24.3%) said it's even outstanding in this area. Around 1 in 5 students (18.1%) weren't sure, and only a few (1.04%) disagreed or strongly disagreed.



11) How often your teachers inform you about your expected competencies course outcome and program outcomes?

Opinion	No: of respondents	Percentage
Usually	264	51%
Every time	168	32%
Occasionally/Sometimes	69	13%
Rarely	13	3%
Never	5	1%

■ Everytime ■ Usually ■ Occationally sometimes ■ Rarely ■ Never



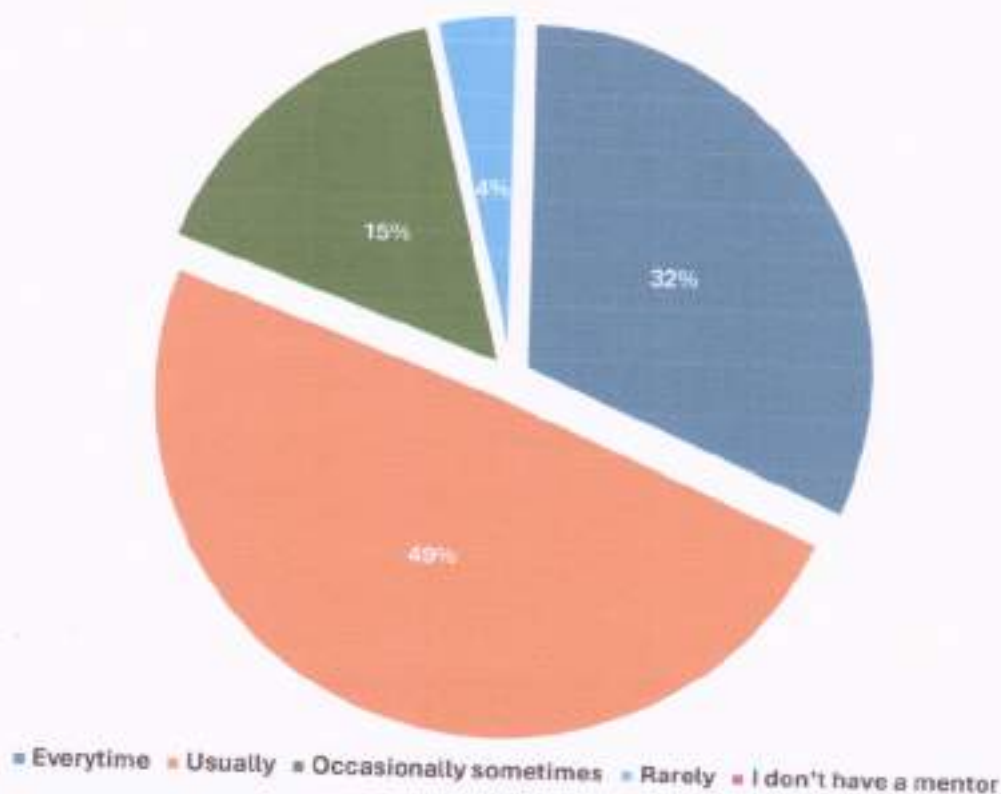
Inference:

50.9%, teachers usually provide this information. 32.4% of students said their teachers always keep them updated regarding their expected competencies, course outcome and programmes outcomes. while 2.5% said it's rare, and 1% claimed teachers never inform them about expected competencies, course outcomes, and program outcomes.



12) Does your mentor give adulate follow up with an assigned task to you?

Opinion	No: of respondents	Percentage
Usually	251	48%
Every time	162	31%
Occasionally/Sometimes	80	15%
Rarely	19	4%
I don't have a mentor	7	1%



Inference:

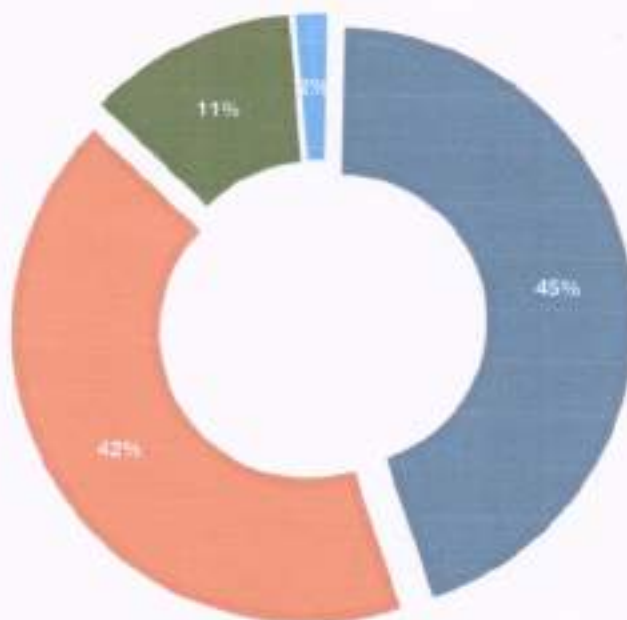
Around (49%) of students stated that their mentors typically provide them with educational follow-up for assigned tasks. Around one-third (31.2%) of students indicated that their mentors consistently offer educational guidance for assigned tasks. A smaller percentage, 15.4%, reported that their mentors occasionally or sometimes provide educative follow-up. A mere 3.7% of students mentioned that their mentors seldom offer educational guidance for assigned tasks. Only 1.3% of students reported not having a mentor.



13) Your teacher uses examples and applications to explain various concepts in the class?

Opinion	No: of respondents	Percentage
Usually	219	42%
Every time	230	44%
Occasionally/Sometimes	59	11%
Rarely	9	2%
Never	2	0.3%

■ Everytime ■ Usually ■ Occasionally sometimes ■ Rarely ■ Never



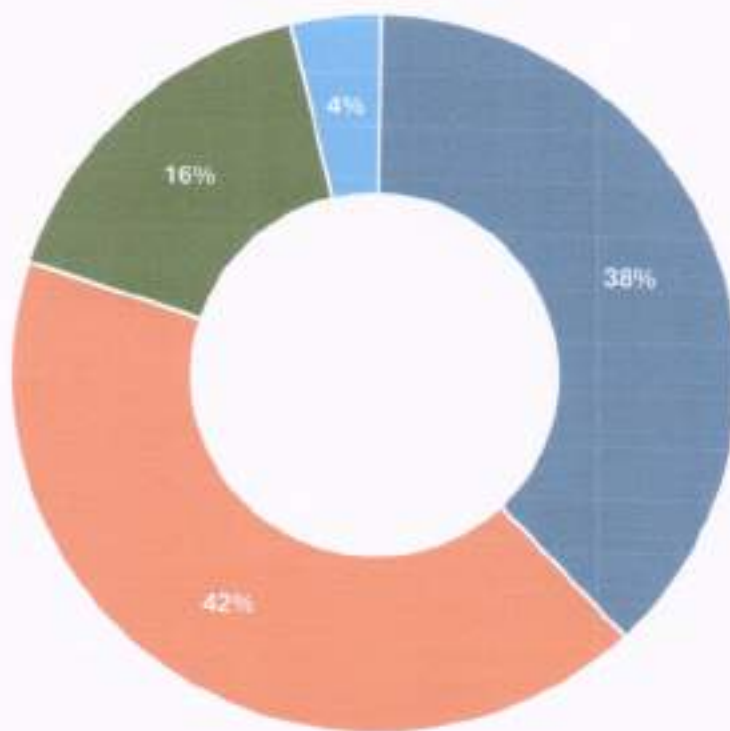
Inference:

44.3% of students said their teachers always use examples and applications to explain concepts in class.. Additionally, 42.2% agreed that their teachers typically use examples and applications to explain various concepts during class. Some students (22.4%) mentioned that teachers occasionally use examples and applications to clarify concepts. On the other hand, a very small percentage (2.1%) reported that their teachers rarely or never use examples and applications.



14) Do you think that your teacher identifies your strength and encourage you?

Opinion	No: of respondents	Percentage
Fully	190	37%
Reasonably	213	41%
Partially	82	16%
Slightly	20	4%
Unable to	14	3%



• Fully • Reasonably • Partially • Slightly • Unable to

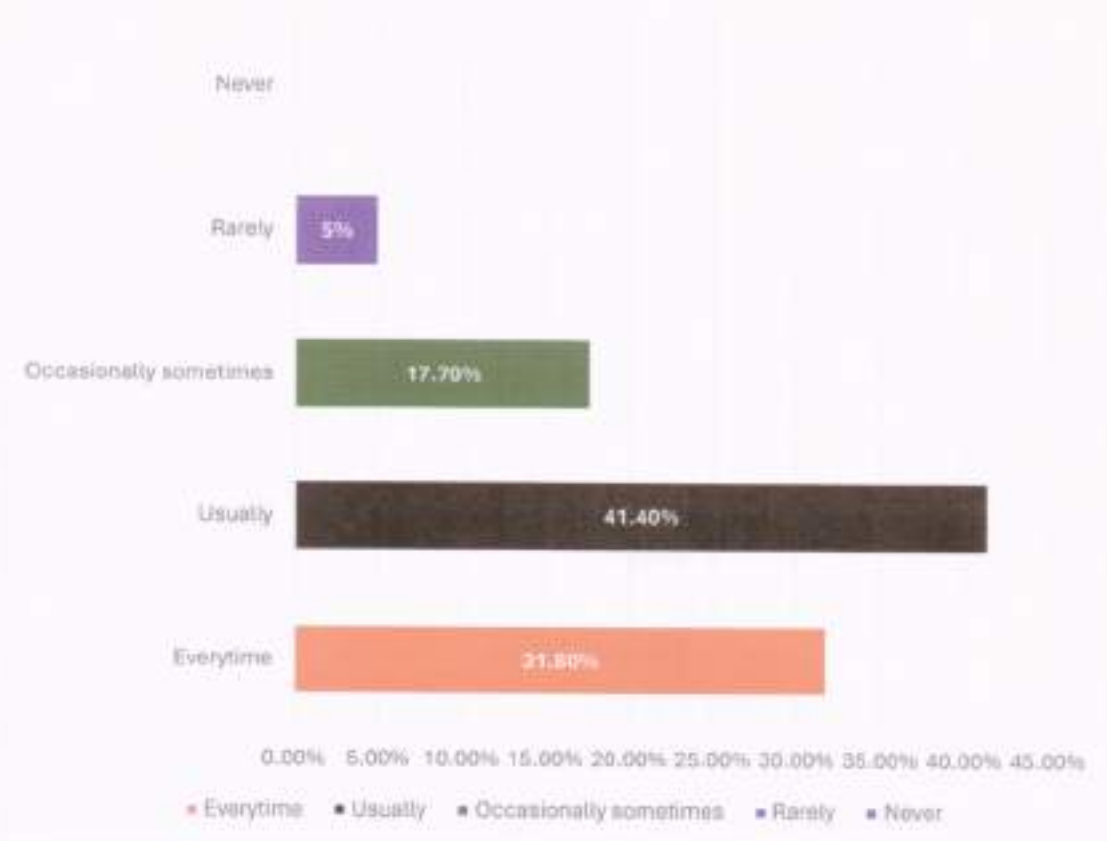
Inference:

About 41% said their teachers do this to some extent. Another 41% said their teachers do this to some extent. Meanwhile, 15.8% had a partial experience, 3.9% had a slight experience, and 2.7% were unable to respond.



15) Your teachers help to overcome your weakness after identifying it.

Opinion	No: of respondents	Percentage
Usually	215	41%
Every time	165	32%
Occasionally/Sometimes	92	18%
Rarely	26	5%
Never	21	4%



Inference:

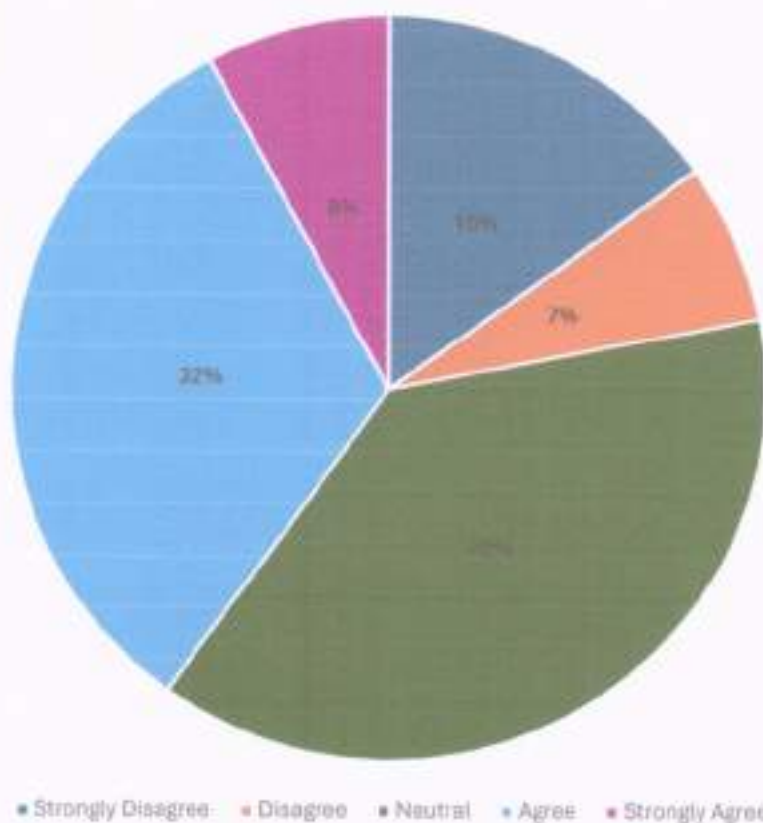
According to the survey, most students (41%) believe that their teachers regularly or often assist them in overcoming their weaknesses once identified. About 32% of students said their teachers help every time. 18% state occasionally, while a small number (5%) feel this way rarely. Additionally, 4% of students reported never receiving assistance from their teachers to address their weaknesses.



16. Your college makes a great effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Opinion	No: of respondents	Percentage
Agree	167	32%
Strongly Agree	41	8%
Neutral	197	38%
Disagree	36	7%
Strongly Disagree	78	15%

College's effort to improve Teaching Learning Process



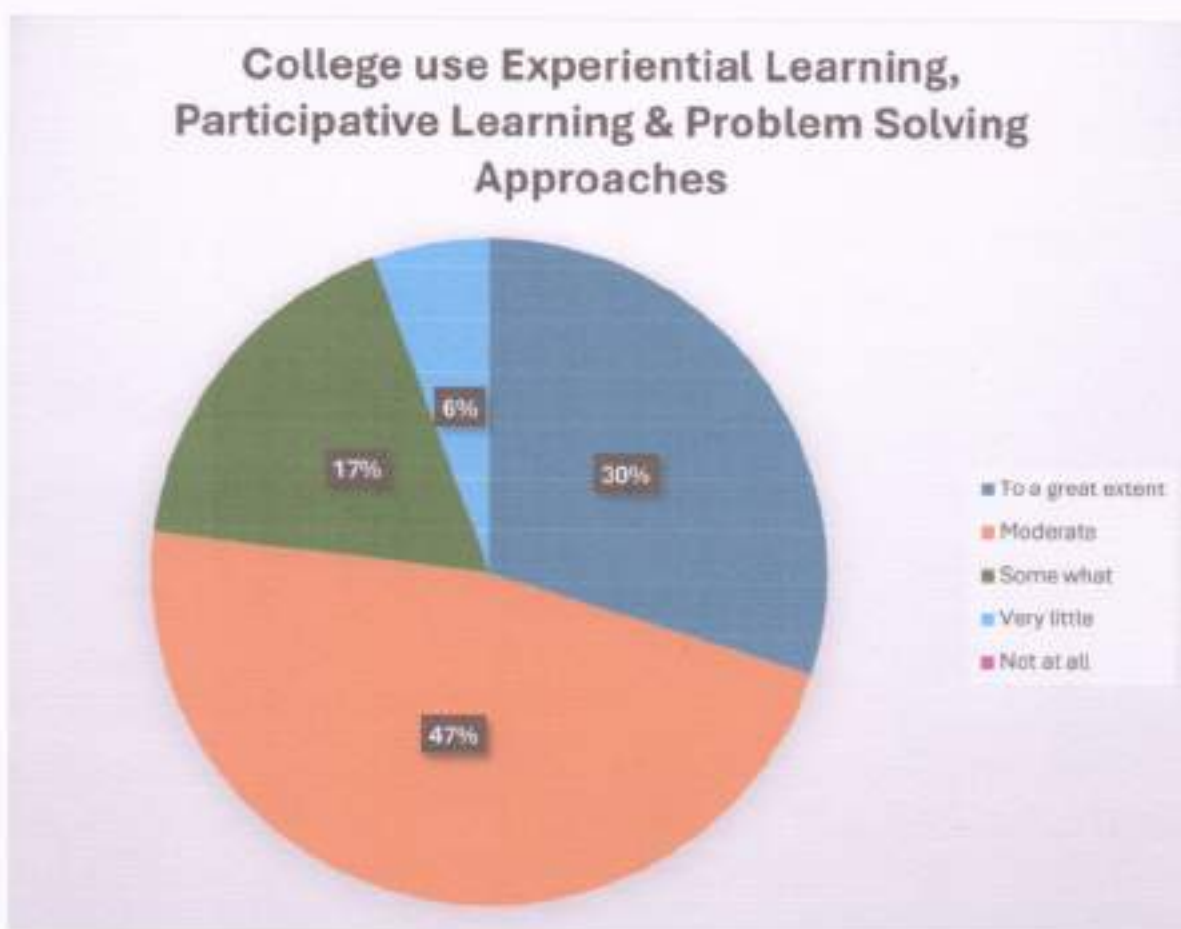
Inference:

Based on the findings, 32% students agree with the college's efforts. Based on the findings, 7.9% of students strongly agree with the statement, while 32.2% agree. A significant portion, 38%, remains neutral on the issue. On the other hand, 6.9% disagree, and 15% strongly disagree.



17. Your college use experiential learning, participated learning and problem solving methodologies for enhancing students learning experience.

Opinion	No: of respondents	Percentage
To a great extent	153	30%
Moderate	242	47%
Some what	90	17%
Very little	29	6%
Not at all	5	1%



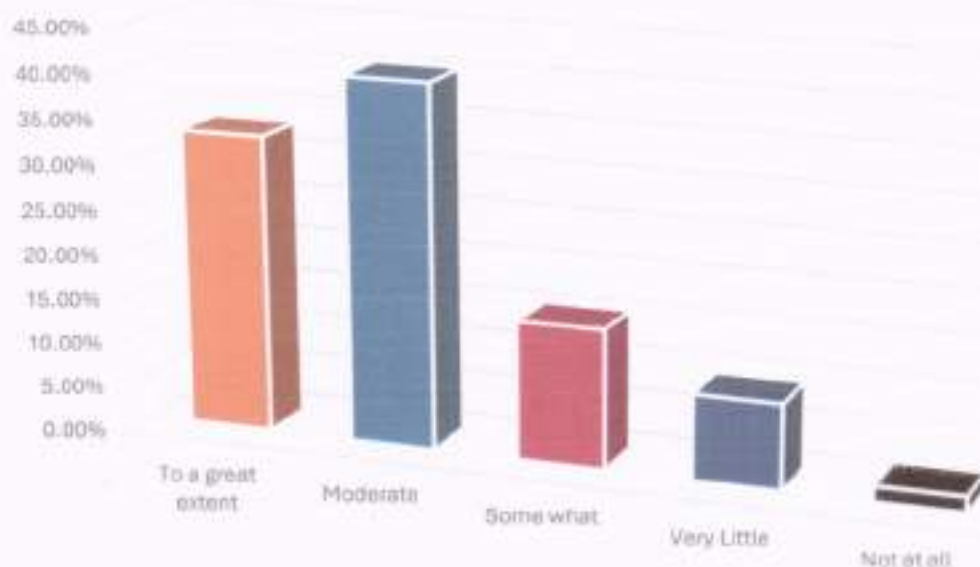
Inference:

According to the chart, 47% are agree with the approaches. a significant majority of students 29.5% reported utilizing these methodologies to a great extent, recognizing their value in enhancing their learning experience., while a smaller percentage 17.3% reported using them to a lesser extent. Only a minute fraction of students 6% claimed to use these methodologies very little or not at all.



18. College is providing soft skill, life skill and employability skill training programmes to make you ready for the industry.

Opinion	No: of respondents	Percentage
To a great extent	172	33%
Moderate	209	40%
Some what	80	15%
Very little	49	10%
Not at all	9	2%



Inference:

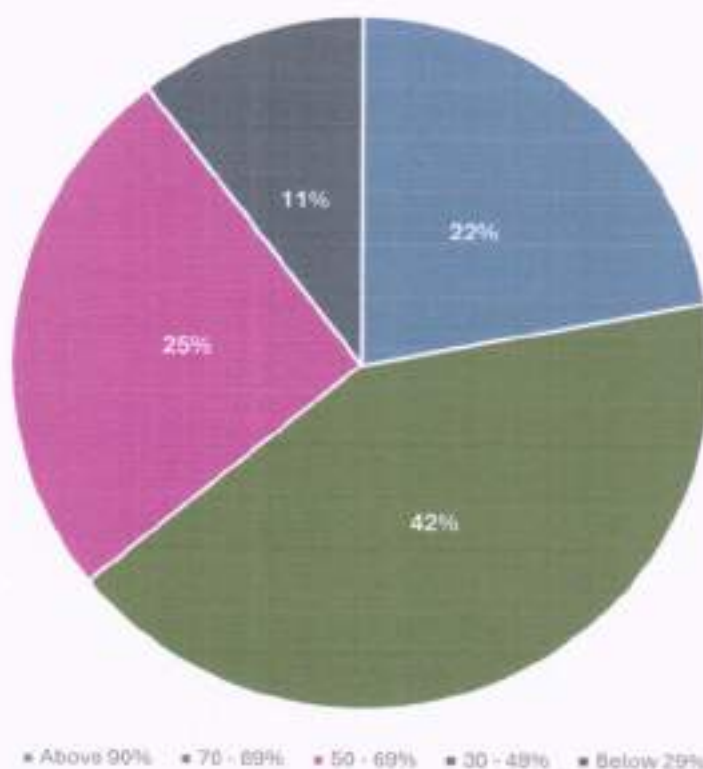
According to the survey, 40.3% responded with "Moderately" prepared. According to the survey, 33.1% of the students expressed feeling "To a great extent" prepared for the industry, while 40.3% responded with "Moderately" prepared. Additionally, 15.4% of the students felt "Somewhat" prepared, while 9.4% felt "Very little" prepared. Only 1.7% of the students responded with feeling "Not at all" prepared for the industry.



19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?

Opinion	No: of respondents	Percentage
Above 90%	100	19%
70 -89%	191	37%
50-69%	115	22%
30-49%	48	9%
Below 29%	65	13%

Usage of ICT tools by teachers



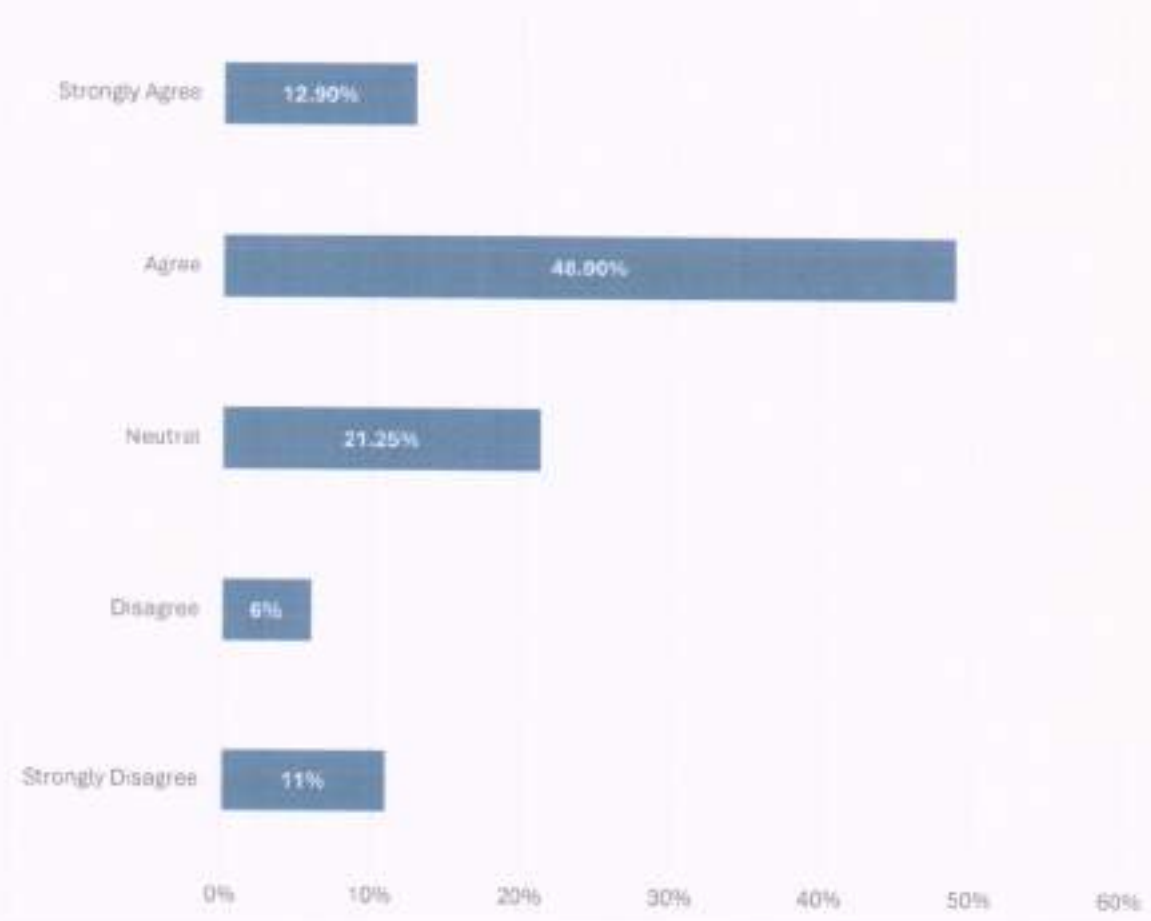
Inference:

According to the responses, 19.3% of students indicated that over 90% of their teachers incorporate ICT tools into their teaching, while 36.8% stated that 70-89% of their teachers do so. A significant minority of students (43.9% - comprising 22.2%, 9.2%, and 12.5%) reported that less than 70% of their teachers utilize ICT tools.



20. Overall quality of teaching-learning process in your institute is very good.

Opinion	No: of respondents	Percentage
Agree	254	49%
Strongly Agree	67	13%
Disagree	31	6%
Strongly Disagree	57	11%
Neutral	110	21%



Inference:

Majority of students 48.9% expressed that they agree to statement- the overall quality of the teaching and learning process is Good. 12.9% strongly agreed to the statement. It was found that a significant proportion of students, specifically 21.2%, chose to remain neutral when expressing their opinion on the given statement. A small percentage of students (11%) strongly disagree to the statement while 6% students disagreed to the statement.



FINDINGS

The report presents several key findings based on the survey conducted at Naipunnya School of Management. These include:

- Overall satisfaction levels: The majority of students rated their experience at Naipunnya as excellent or good, with only a small percentage reporting poor satisfaction levels.
- Academic satisfaction: Students generally reported positive experiences with teaching quality, curriculum relevance, and learning resources. However, there were some areas for improvement, such as providing more information on expected competencies and course outcomes.
- Support services: While most students were satisfied with available support services, there were some areas for improvement, such as providing more educational follow-up for assigned tasks and improving career guidance services.
- Campus environment: Students generally reported positive experiences with campus facilities and infrastructure, but there were some areas for improvement, such as providing more extension activities and promoting internship programs.

SUGGESTIONS

Based on the survey findings, the report provides several actionable recommendations for enhancing student satisfaction and fostering a more enriching academic experience at Naipunnya. These include:

- Providing more information on expected competencies and course outcomes to students.
- Offering more educational follow-up for assigned tasks and improving career guidance services.
- Promoting more extension activities and internship programs to provide students with more opportunities for practical learning.
- Encouraging more faculty engagement and promoting a more supportive campus community.



CONCLUSION

Overall, the report provides valuable insights into student perceptions of support services and campus life at Naipunya School of Management. While the majority of students reported positive experiences, there were some areas for improvement identified. By implementing the recommendations provided in the report, Naipunya can continue to prioritize student needs and expectations, and foster a more enriching and supportive academic community.



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