

STUDENT SATISFACTION SURVEY REPORT 2023-24

Naipunnya School of Management, Cherthala (NSMC), a project of the Archdiocese of Ernakulam-Angamaly, was established in 2003 under the visionary leadership of His Excellency Mar Thomas Chakkith. Naipunnya affiliated to the University of Kerala in 2005. In 2023, the college is accredited by NAAC with an A grade.

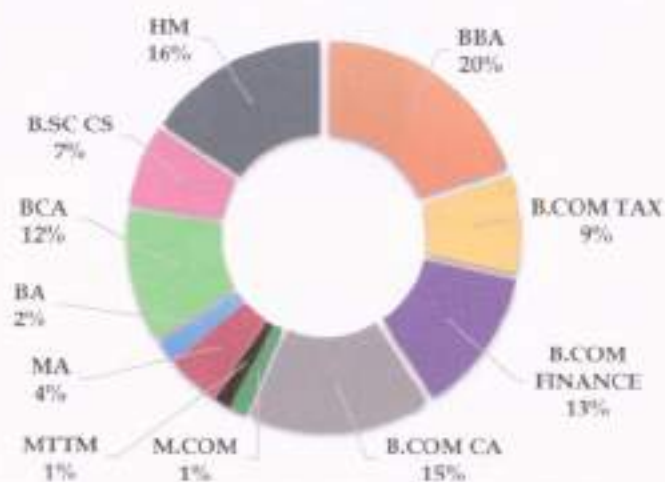
Student Satisfaction Survey (SSS) is one of the mandatory criteria assigned by National Assessment and Accreditation Council (NAAC). It is also a pre qualifier for Assessment and Accreditation of the institution. NAAC has undertaken to conduct a Student Satisfaction Survey from 2017 onwards, result of which must include in the accreditation process. The Student Satisfaction Survey (SSS) is conducted every year to know about the students' perceptions of teaching, learning, and evaluation, which will help to upgrade the quality of the process followed in our institution. Students of the college can attend the SSS through the institution's website. The link for SSS is displayed on the Student Satisfaction Survey page of the IQAC section. SSS was designed as per the guidelines given by NAAC. The survey responses from 574 students were electronically tabulated for analysis and for continual improvement to processes and systems.

Guidelines for Students

Naipunnya School of Management is conducting a Student Satisfaction Survey regarding Teaching - Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed. All questions should be compulsorily attempted.

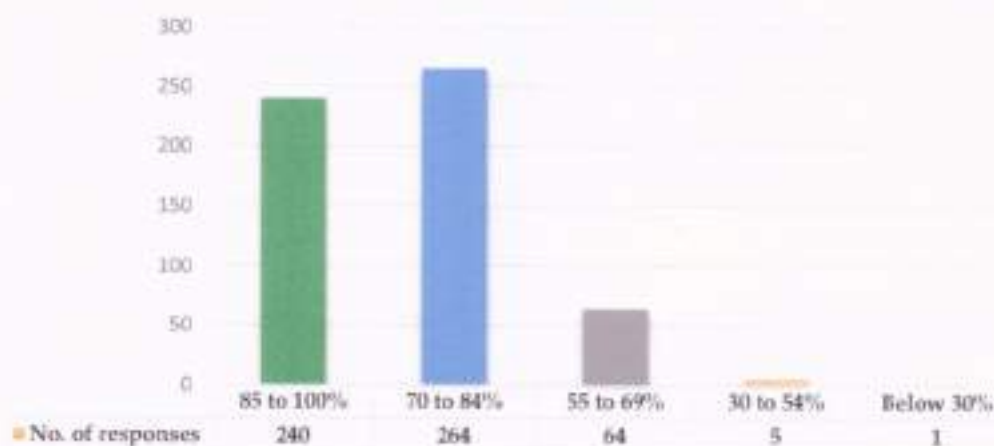


Programme wise student participation in SSS



DATA ANALYSIS

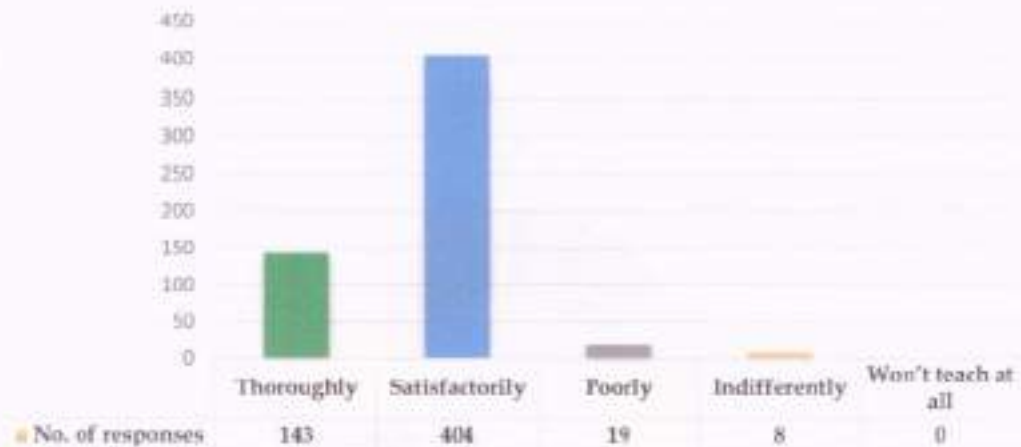
1. SYLLABUS COVERED



The above figure represents the student's response to the coverage of the syllabus in the class. As a result of the SSS survey, 41.81% of respondents say that 85 to 100% of the syllabus is covered every time, and 45.99% say that 70-84% of the syllabus is covered. 11.15% say that 55-69% of the syllabus is covered, and only 0.17% mention that below 30% of the syllabus is covered.

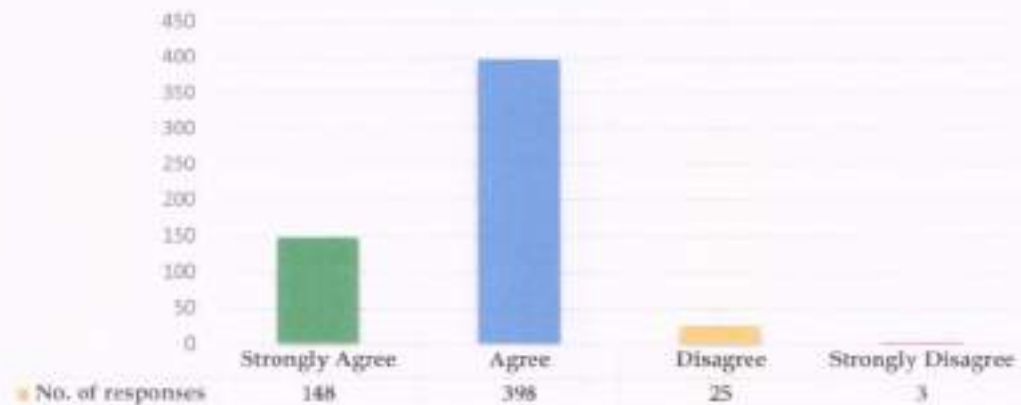


2. TEACHER'S PREPAREDNESS FOR CLASS



The above figure represents the student's reaction to the teacher's preparedness for class. As a result of the SSS survey, 24.91% of respondents say that teachers are thoroughly prepared for class, 70.38% say that teacher's preparedness is satisfactory, 3.31 say it is poor, and 1.39% say it is indifferent. None of the respondents chose the option 'won't teach at all'.

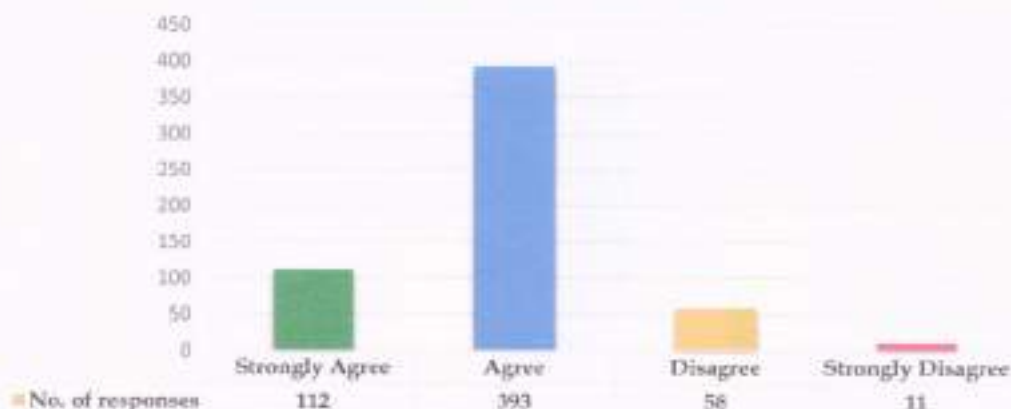
3. TRANSPARENCY OF INTERNAL ASSESSMENT PROCEDURE



The above figure represents the student's response to the transparency of the internal assessment procedure. As a result of the SSS survey, 25.78% of respondents strongly agree with the transparency of the internal assessment procedure, and 69.34% of respondents also agree. 4.36% disagree with the internal assessment procedure's transparency, and 0.52% strongly disagree with it.

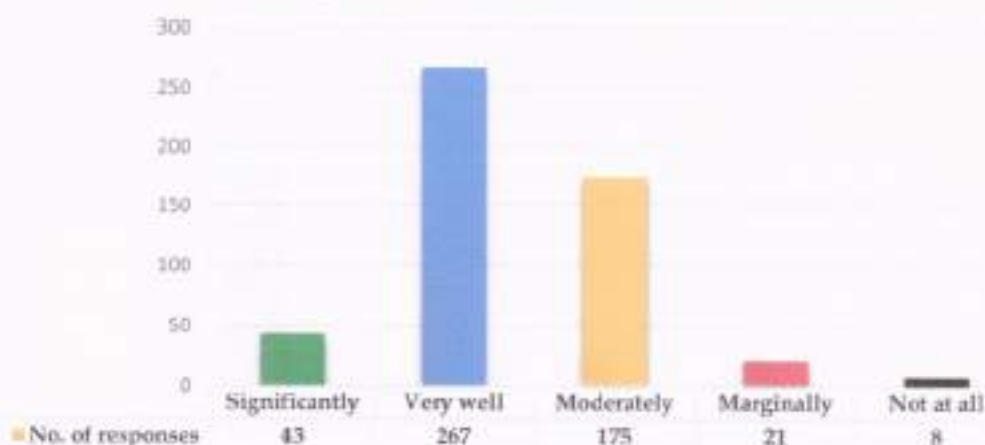


4. NUMBER OF INTERNSHIPS, STUDENT EXCHANGE PROGRAMMES AND FIELD VISITS



The above figure represents the student's response to the number of internships, student exchange programs, and field visits organized by the college. As a result of the SSS survey, 19.51% of students strongly agree because they are satisfied with the number of above-mentioned programs. 68.47% of respondents also agreed. 10.10% and 1.92% are not satisfied with the number of programs, so they choose the options 'Disagree' and 'Strongly disagree', respectively.

5. COGNITIVE, SOCIAL AND EMOTIONAL GROWTH



The above figure represents the student's response to the role of the teaching and mentoring process in cognitive, social, and emotional growth. As a result of the SSS survey, 7.49% of respondents marked it as significant, and 46.52% think that the teaching and mentoring process is very well contributing to their cognitive, social, and emotional growth. At the same time, 30.49% and 3.66% choose the options



'Moderately' and 'Marginally'. Only 1.39% think that teachers and mentors are not at all helping them in their cognitive, social, and emotional growth.



The above figure represents the student's response to the mentor's follow-up support with an assigned task to you. As a result of the SSS survey, 24.04% of students say that they get their mentor's follow-up support every time a task is assigned. 52.26% of respondents recorded that they usually get follow-up support from mentors. 18.99% and 4.70% choose the 'Occasionally' and 'Rarely' options, respectively. None of the students say that they don't have a mentor.

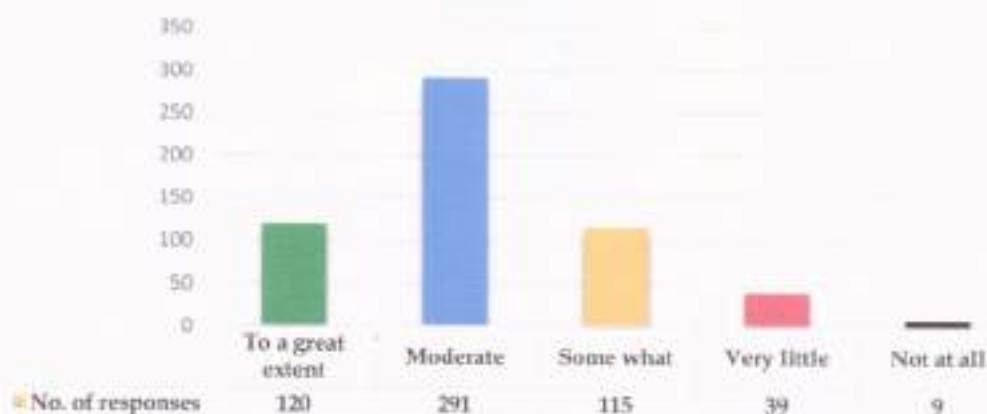


The response of the students to the institution's efforts to involve them in the observation, evaluation, and ongoing enhancement of the quality of the teaching and



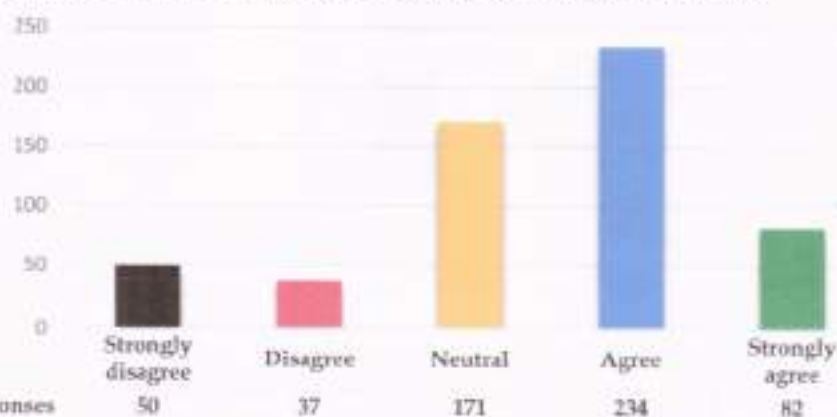
learning process is depicted in the above picture. According to the results of the SSS survey, the institution works very hard to monitor, review, and continuously enhance the quality of the teaching and learning process, as strongly agreed by 25.96% of respondents. 41.64% of respondents selected 'agree,' indicating that they concur with the assertion. 18.99% of respondents select 'neutral,' while 5.57% select 'disagree.' 7.84% of those surveyed strongly disagree.

8. ENHANCEMENT OF STUDENTS LEARNING EXPERIENCE



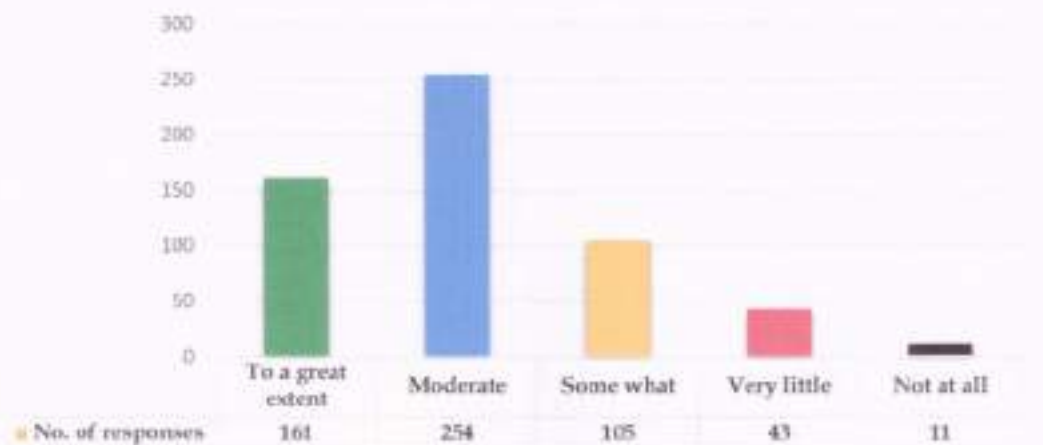
The above figure represents the student's response to the institution's efforts to enhance their learning experience. As a result of the SSS survey, 20.91% of respondents say that institutions enhance students learning experiences to a great extent. 50.70% believe that it is moderate. 20.03% and 6.79% choose the options 'Somewhat' and 'Very little', respectively. 1.57% think that there are no methods at all.

9. ENCOURAGEMENT TO PARTICIPATE IN EXTRACURRICULAR ACTIVITIES



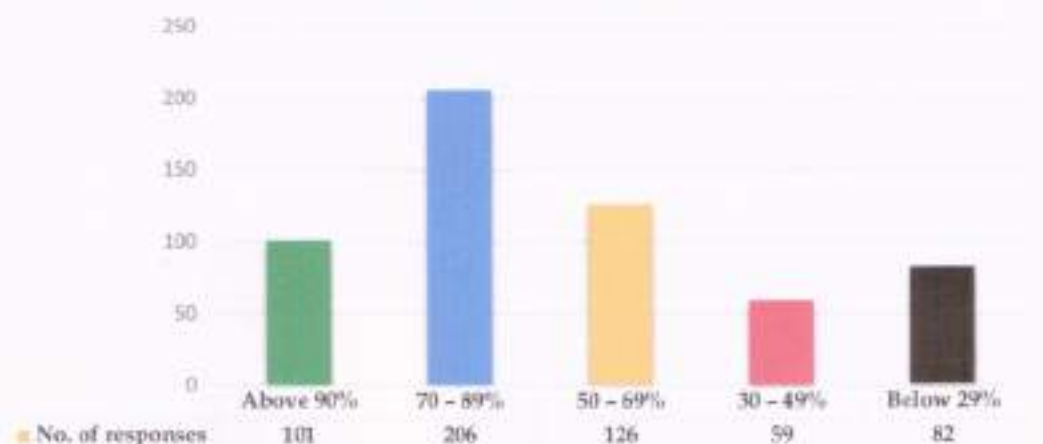
The above figure represents the student's response to the teacher's encouragement to participate in extracurricular activities. As a result of the SSS survey, 14.29% strongly agrees with statement, they think that teachers widely encourage students to participate in extracurricular activities. 40.77% agree with it. 29.79% responses were neutral. 6.45% and 8.71% are choose the option Disagree and strongly disagree respectively.

10. SKILL TRAINING PROGRAMMES



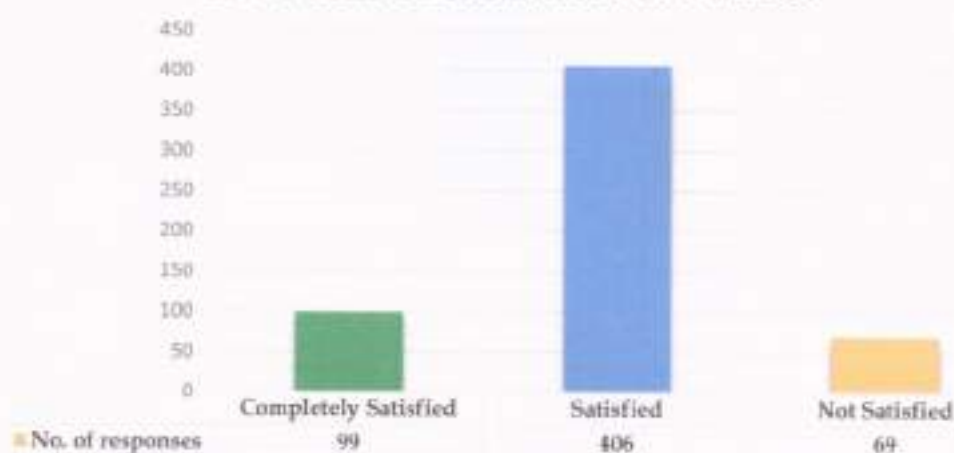
The above figure represents the student's response to the statement, 'College is providing soft skill, life skill, and employability skill training programs to make you ready for the industry'. As a result of the SSS survey, 28.05% of respondents think that the institution provides skill training to a great extent, and 44.25% think that the efforts are moderate. 18.29% and 7.49% responses were 'Somewhat' and 'Very little' respectively. Only 1.92% believe that no efforts were made for skill training programs.

11. USE OF ICT TOOLS



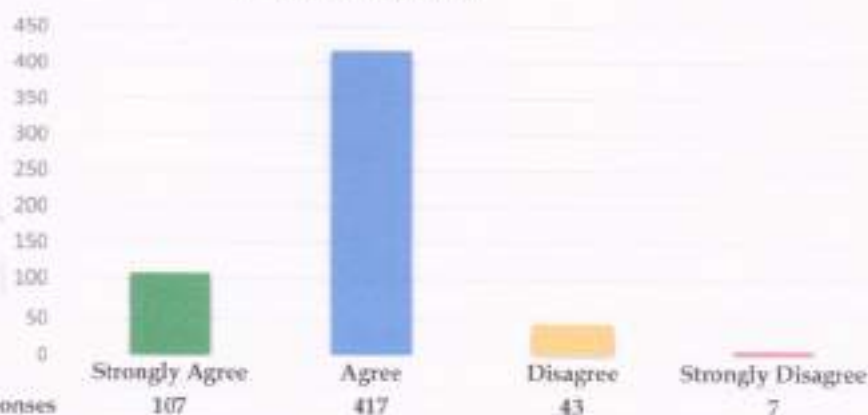
The above figure represents the student's response to the teacher's use of ICT tools such as an LCD projector, multimedia, etc. while teaching. As a result of the SSS survey, 17.60% of students say that above 90% of teachers use ICT tools in teaching, and 35.89% say that 70-89% use ICT tools. 21.95% believe that 50-60% of teachers use these tools in teaching. 10.28% and 14.29% think that the percentage is between 30-49% and below 29%.

12. NUMBER OF EXTENSION ACTIVITIES



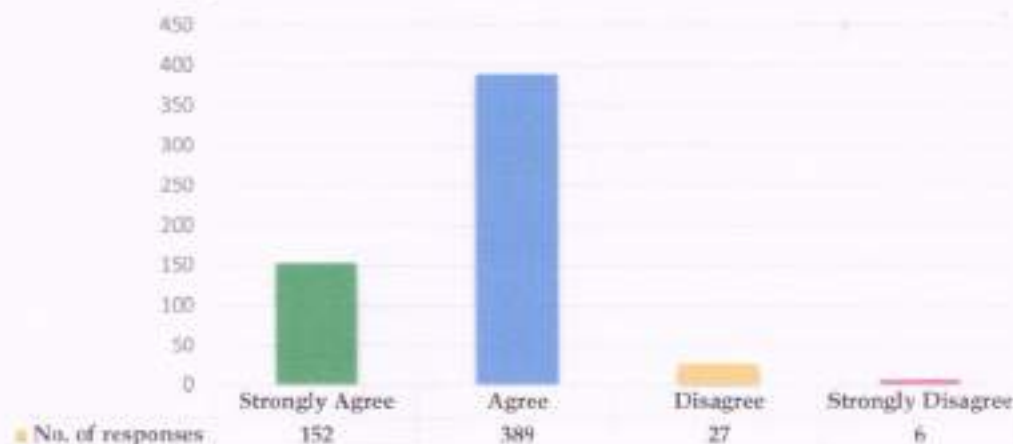
The above figure represents the student's response to the number of extension activities organized by the college. As a result of the SSS survey, 17.25% believe that the number of extension activities is enough, so they marked it as completely satisfied. 70.73% are satisfied with the number, and only 12.02% are not satisfied with the number.

13. WORKSHOPS AND SKILL DEVELOPMENT PROGRAMMES



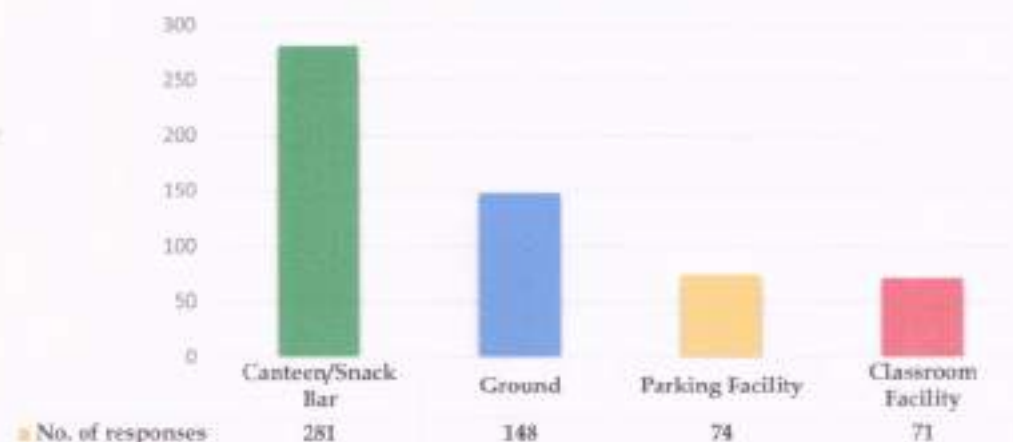
The above figure represents the student's response to the number of workshops and skill development organized are organized by college. As a result of the SSS survey, 18.64% respondents are satisfied with the number so they marked as strongly agree, 72.65% marked as 'agree' and 7.49% marked as 'disagree', Only 1.22% marked as 'strongly disagree'.

14. QUALITY OF TEACHING-LEARNING PROCESS

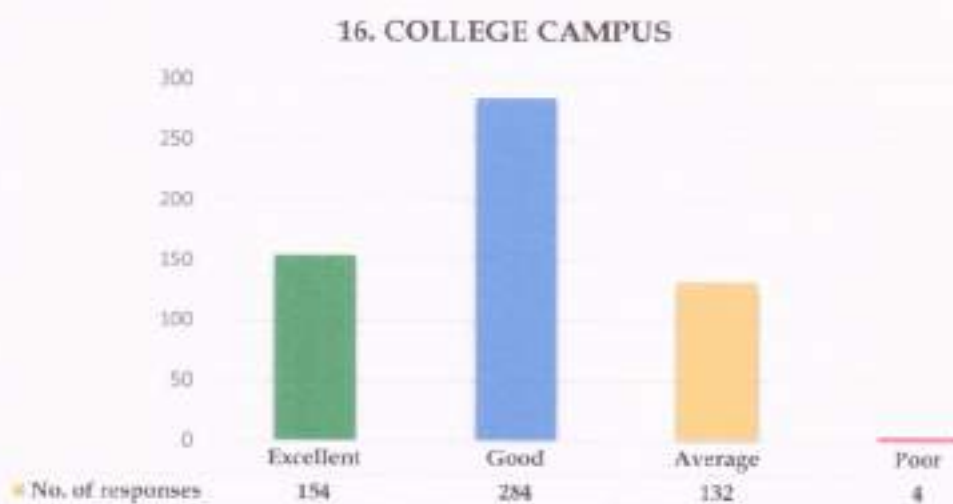


The above figure represents the student's response to the overall quality of the teaching-learning process in your institute. As a result of the SSS survey, 26.48% say that the quality is good, so they marked it as 'strongly agree', 67.77% marked it as 'agree', and 4.70% marked it as 'disagree'. Only 1.05% marked as 'strongly disagree'.

15. AREA OF IMPROVEMENT



The above figure represents the student's response to the opinion that an area of the college needs to improve immediately. As a result of the SSS survey, 48.95% say that the canteen or snack bar needs to improve, and 25.78% say that playing ground facilities need to improve. 12.89% and 12.37% believe that parking facilities and classroom facilities need to improve, respectively.



The above figure represents the student's response to rating the college campus. As a result of the SSS survey, 26.83% say that the college campus is excellent, 49.48% say it is good, and 23.00% say that it is average. Only 0.70% of opinion was that it was poor.

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