

Student Satisfaction Survey (SSS) 2019-20

Self-evaluation is necessary in order to improve the quality of education in the Institute. In the manual of Self Study for affiliated /Constituent colleges, published by National Assessment and Accreditation Council, it has been suggested to get feedback from the students, academic peers and alumni.

Bishop Abraham Memorial College, Thuruthicad got embedded with the inherent closed loop system which corrects itself through the feedbacks/surveys on continuous basis. Students' responses to teaching, problems faced in the conduct of classes and examinations and internal examination results are also discussed and reviewed very carefully. Side by side, the IQAC makes its own review of teaching-learning processes and their outcomes on the basis of students' feedback responses collected by department and Annual Students' Satisfaction Survey conducted by IQAC itself.

The review has helped to make suitable changes in academic plan and teaching plan, arrange special classes, modify teaching-learning practices, take steps in advance to overcome hindrances during the course of academic activities and ensure systematic teaching-learning.

Method: To assess the teachers' performance, a pre-validated and anonymous questionnaire was given to the students, and feedback was collected during the last week of February for the academic year 2019-20. All students enrolled during 2017 - 2019 participated in the survey. Participation was voluntary, the survey was conducted via a pre-structured questionnaire by IQAC, and respondents were ensured confidentiality. The questionnaire had closed ended questions and students were asked to rate the performance of their teachers on 12 parameters, on a five-point scale by putting a tick mark in front of the box provided against each parameter. The data were compiled and evaluated as counts and percentages. They were also free to give their suggestions and opinion in the space provided for remarks. [A copy of the feedback form is appended]

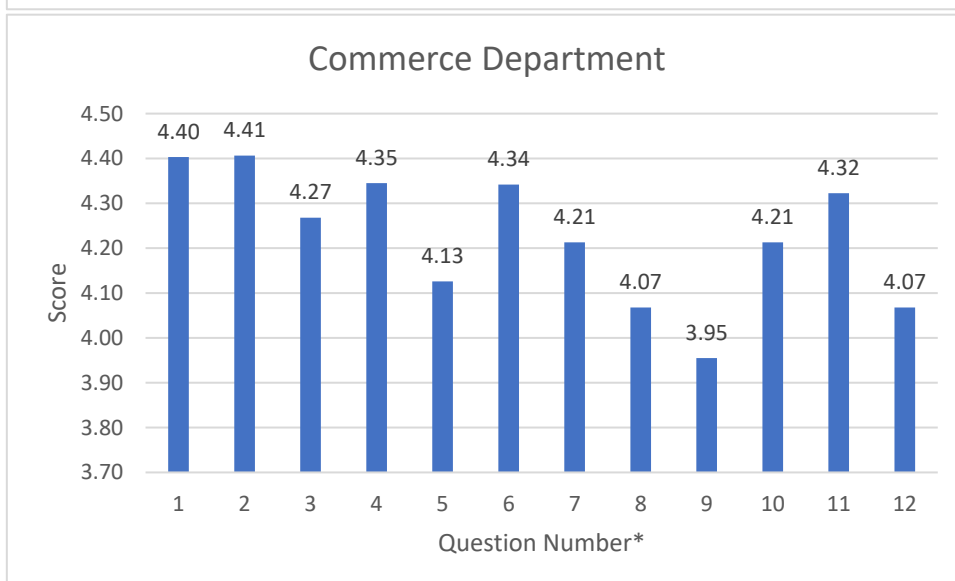
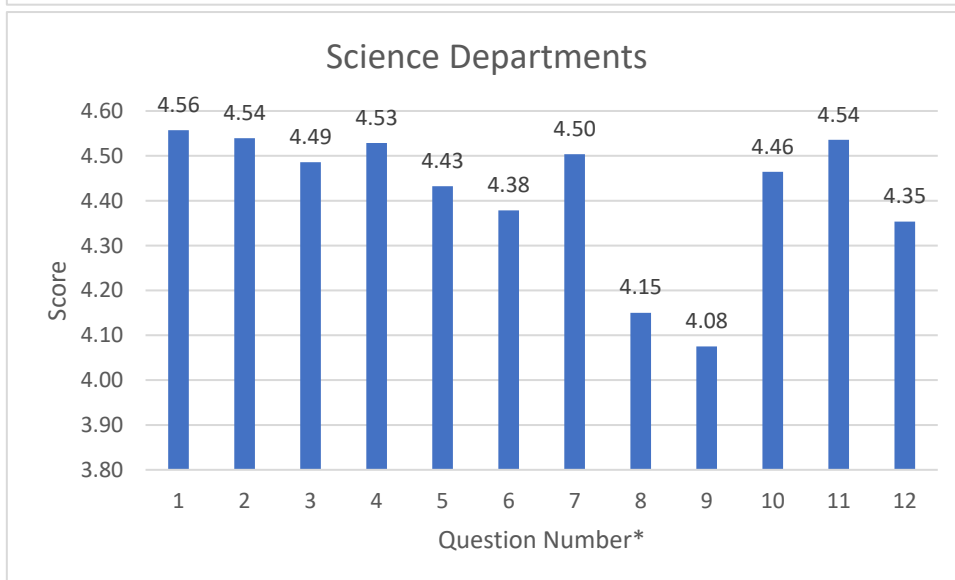
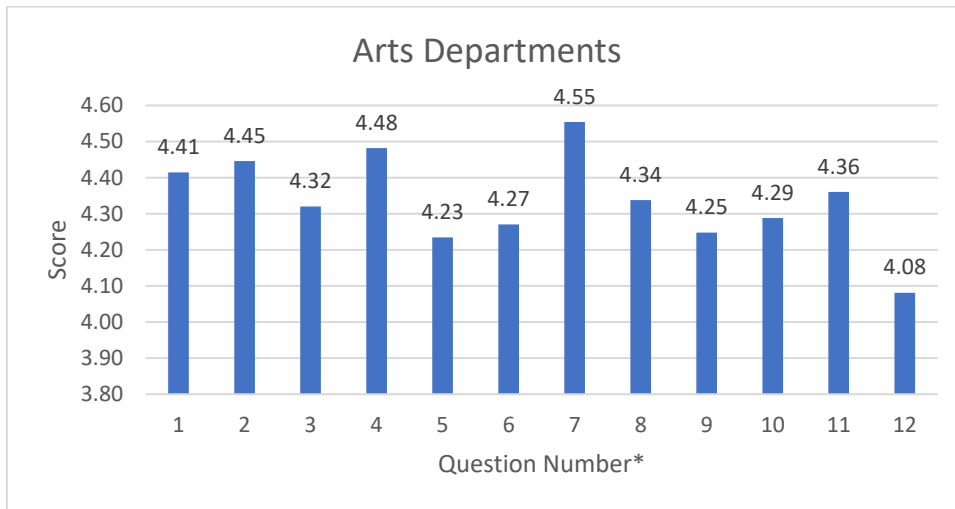
Description of ratings is as follows:

1 - Strongly Disagree, 2 – Disagree, 3 – Satisfactory, 4 – Agree, 5 - Strongly Agree

By using these rating points average score obtained for each question is calculated separately. Teaching – learning process and its supporting infrastructural requirements as well as competency of teachers are different in different disciplines. Therefore, the survey has been employed separately in three streams viz. Arts, Commerce and Science. The College continues to review, develop and implement policies and practices in key areas, such as

- (a) curriculum governance, supervision and monitoring;
- (b) the creation of an academic culture in which all students and staff are expected to deploy higher-order thinking skills
- (c) reinforcing clear expectations concerning unit content, assessments and outcomes.

Analysis of Feedback: A total of 812 students participated in the survey; 280 from Science stream, 310 from Commerce stream and 222 from Arts and Humanities stream.



*Refer Appendix – I for the questions corresponding to the Question Numbers.

APPENDIX - I

**INTERNAL QUALITY ASSURANCE CELL
BISHOP ABRAHAM MEMORIAL COLLEGE, THURUTHICAD
Student Feedback on Teachers 2019–20**

Name of Student and Class: _____ (Optional)

Instructions: - Give your feedback about the department by marking the respective cell of your rating provided against each question. Be honest in giving your opinion. Your evaluation is very valuable and will help in improving the quality of teaching. Description of ratings is as follows:

1 - Strongly Disagree 2 - Disagree 3 - Satisfactory 4 - Agree 5 - Strongly Agree

	Question	Strongly Disagree	Disagree	Satisfactory	Agree	Strongly Agree
1	The teacher provides guidance/counselling in academic and non-academic matters in/outside the class.					
2	The teacher encourages participation and discussion in class.					
3	The teacher uses modern teaching aids/gadgets, handouts, suggestion of references, ppts, web resources, etc.					
4	The teacher pays attention to academically weaker students as well.					
5	The teacher is regular and punctual in class					
6	The teacher invites opinion and questions on subject matter from students.					
7	The teacher inspires students for ethical conduct					
8	The teacher links the subject to real life experiences and creates interest in the subject.					
9	The teacher covers the entire syllabus in time.					
10	The teacher explains the topics efficiently.					
11	Periodical assessments are conducted as per schedule.					
12	The teacher uses non-traditional methods of evaluation like quiz, seminars, assignments, classroom presentations/ participation (or any other method)					

Remarks if any: