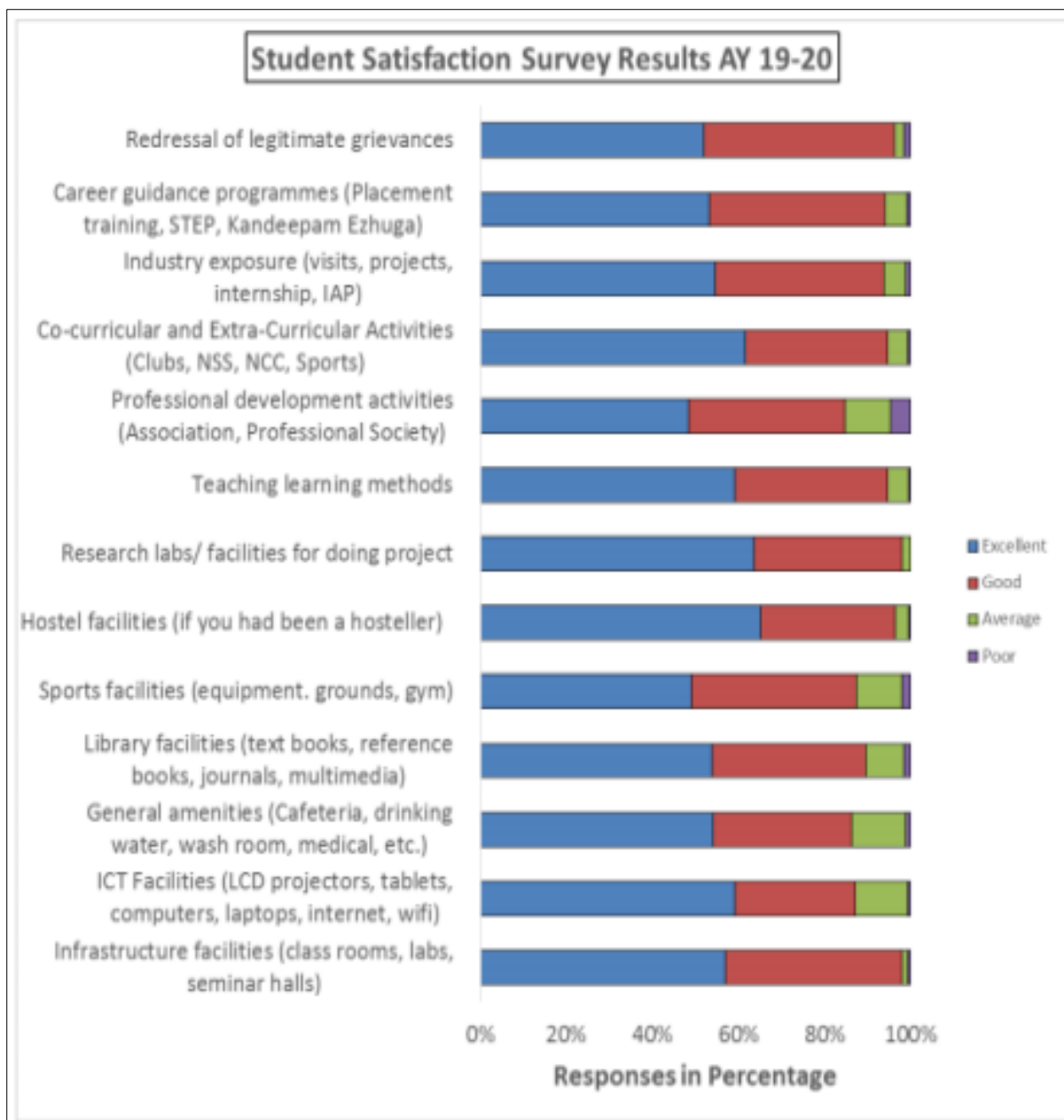


Student Satisfaction Survey

The SSS consists of TWO parts. The part 1 has the following general parameters against which the students rate them as Excellent, Good, Average and Poor. The inputs are captured along with the program exit survey.

1. Infrastructure facilities (class rooms, labs, seminar halls)
2. ICT Facilities (LCD projectors, tablets, computers, laptops, internet, Wi-Fi)
3. General amenities (Cafeteria, drinking water, wash room, medical, etc.)
4. Library facilities (text books, reference books, journals, multimedia)
5. Sports facilities (equipment, grounds, gym)
6. Hostel facilities (if you had been a hosteller)
7. Research labs/ facilities for doing project
8. Teaching learning methods
9. Professional development activities (Association, Professional Society)
10. Co-curricular and Extra-Curricular Activities (Clubs, NSS, NCC, Sports)
11. Industry exposure (visits, projects, internship, IAP)
12. Career guidance programmes (Placement training, STEP, Kandeepam Ezhuga)
13. Redressal of legitimate grievances

745 responses from students were considered for the analysis. The analysis of the survey responses categorized with colour codes for excellent, good, average and poor is shown in the figure below. Percentage of responses for each criteria with rating at the levels is considered for analysis and reporting. All the 13 criteria had more than 85% of students rating them as good and excellent. 95% of the students rated the teaching learning methods as good and excellent. Infrastructure was the most highly rated at 98% saying that infrastructure is good and excellent.



Part 2 is specifically for teaching learning and assessments in courses. Every semester all the students express their satisfaction with respect to the course and faculty through a feedback response system made available through a mobile app. The questions which are asked in the feedback are listed below.

Feedback questions.

1. Communicates using verbal and non-verbal means which facilitates learning.
2. Leads by example for being punctual, sincere, committed and hence motivates the class to do so.
3. Exhibits command over the course and entire class maintaining a conducive learning atmosphere at all times.

4. Makes proper use of teaching aids (PPT, videos, forms, models, software, equipment etc.) facilitating learning.
5. Uses various active learning methods (Videos with embedded quizzes, flipped class room, think pair share, question based discussions, group discussions, case studies, seminars, mini projects, problem solving, experimentation etc.) enabling higher order thinking
6. Encourages interactions (questions, doubts, views, experiences) during sessions providing ample opportunities for collaborative and cooperative learning.
7. States clearly the learning outcomes (for each video lesson/session/exercise/experiment/activity) explaining the expectations from the course.
8. Provides a clear overview (contents, tasks, assessments) and connects with previous sessions/courses enabling constructivism.
9. Supplies resource material (details of books and websites, notes, question bank, handouts, worksheets/workbooks, manuals, journals, reading articles, etc.) facilitating compilation of learning material.
10. Explains the assessments (number, weightage, level, methods, types etc.) in advance directing the learning.
11. Tests the learning through various assessment components (tests, assignments, quizzes, experiments, reports, seminars, case studies, etc.) at appropriate level required for the course.
12. Awards marks in an unbiased manner with clear justifications.
13. Provides feedback (in in-video quizzes & tests, assignments, etc., about some of the best answers and common errors and areas for improvement) based on assessments.
14. Takes initiatives to improve the capacity of weak and bright students.
15. Demonstrates optimistic attitude towards students (connected, approachable, unbiased, etc.,).

Each question is rated out of 4 by every student. With 4 being the highest and 0 being the lowest. The summary for each of the feedback form is averaged out of 4 based on the all the questions and all the student responses. The final averaged score out of 4 is considered as the faculty feedback for the course handled by the faculty. The following table gives the faculty feedback score consolidation during the academic year 2019-20 for the entire

institute.

Academic Year	Total Number of Faculty feedback forms during ODD semester	Total Number of Faculty feedback forms during EVEN semester	Average Feedback score during ODD Semester	Average Feedback score during EVEN Semester
2019-20	30158	25663	3.71/4.00	3.66/4.00