STUDENTS'   SATISFACTION REPORT (2020-2021)

The   college collects the responses from the students on their level of satisfaction about the college. Accordingly , a set of questions were distributed to all the 3rd semester and 5th semester students online. The questionnaire were distributed to all the students but the feedback could be collected from 100 students only.

The responses collected   were analysed and interpreted as follows:-

1) **Opinion about being a member of Women's college**

All the students unanimously agreed that they were very happy being a member of the Women's college fraternity.

2) **Percentage in the Recent High school Leaving certificate Examination**

The responses were collected from the students regarding their percentage in the recent High School Leaving Certificate Examination. The analysed data revealed that 27 out of 100 scored 60% and above; 59 % of the students scored 40% to 60 %; while 14 students scored below 40 %.

3) **Chosen Field of study**

99 out 100 students agreed that they were happy with their chosen field of study.

4) **Online pursuits**

Due to Covid19 pandemic the institution had resorted to online pursuit. The responses of the students regarding online classes were collected.

The collected responses revealed the following:-

90 out of 100 responded that the college is well-equipped for online classes ; 4 out of 100 responded that the college is not well -equipped while   6 out of 100 responded that the internet connections of the college needs to be improved**.**

5) Online classes and the level of satisfaction of the students

The responses of the students regarding their level of satisfaction on online teaching were collected . The collected responses revealed the following:-

24 out of 100 respondents responded that they were very satisfied . They revealed that   physical interaction is the best, however online classes were also good taking the pandemic situation into consideration. 70 out 100 responded that they were satisfied and only 6 out of 100 responded that it needs improvement.

6) Study Materials

25 out of 100 respondents responded that they were very satisfied; and 75 of them responded that they were satisfied with the study materials provided by the teachers before and after the online class explanation. Therefore, it could be concluded that all the students were satisfied with the study materials .

7) Preparedness of teachers

Responses of the students on the preparedness of the teachers for online classes were collected. 96 out of 100 students responded that the teachers were well prepared for online classes.

8) Clarity in Teaching

The analysed data on teaching whether it is clear and understandable collected revealed that 27 out of 100 responded that it was very clear; 70 out 100 responded that it was clear and only 3 out of 100 responded that it needs improvement.

9) Completion of Syllabus

All the students unanimously agreed that the syllabus was completed well before time.

10) **Comprehension of topics**

99 out of 100 students agreed that the topics that were given for assignments were helpful and insightful.

11) **Problems faced while submitting Assignments and tests**

26 % of the respondents responded that they faced problems while submitting their assignments and tests online. 74% revealed that they did not face any problem. However, they concluded that the problems faced were mainly due to network issues.

12) **Co-operation of Teachers while collecting Assignments and Tests**

57 out of 100 respondents responded that the teachers were very co-operative;41 % revealed that the teachers were cooperative and only 2 out of 100 responded that the teachers were indifferent while collecting assignments and tests online.

13) **Awareness of teachers to students learning difficulties**

A large group of 91 % responded that the teachers were aware and responsive to students- learning difficulties.

14) **Problems faced by Students while writing Online external Examination**

22 out of 100 students responded that they faced problems while writing online external examination. The responses revealed that the problems were mainly due to network issues. They were also confused with the question papers and mail ids. However, 78 out of 100 revealed that they did not face any problems.

15) **Library**

88 out of 100 respondents responded that the books kept in the college library were sufficient and relevant. 69 out of 100 students revealed that the library working hours were very suitable for them and only 31 responded that it was not suitable.

16) Cleanliness of classrooms

24 % of the students responded that the classrooms were very clean and tidy; 62 out of 100 responded that it was clean while 14 out of 100 revealed that it needs attention.

17) College Canteen

10 out of 100 students responded that they were very satisfied with the college Canteen services; 40 out of 100 revealed that the canteen services were satisfactory ; 20 out of 100 responded that they found the food items to be expensive; and 30 out of 100 did not respond.

18) Washrooms

14 out of 100 respondents responded that the washrooms were very clean; 67 % of the respondents revealed that it was clean; 13 out of 100 did not respond.

19) Treatment received from personnel

All the students unanimously responded that the were all well treated by the Principal; teaching and non teaching staff of the college.

20) The suggestions provided were the following:-

- All the teachers and students must be punctual for online classes;
- The students should be encouraged to ask questions;
- The management should improve campus mail service with smart parcel lockers;
- The college should include moral value education; life skills training;
- The institution should arrange and provide guidance on programmes / courses offered after completion of graduation programmes.