

# STUDENT SATISFACTION SURVEY REPORT

2025-26



**Internal Quality Assurance Cell (IQAC)**  
**GEMS Arts and Science College**  
**Ramapuram, Malappuram**  
**Kerala-679321**



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**Submitted to**  
**National Assessment and Accreditation Council (NAAC)**

## CONTENTS

SL NO.	CONTENT	PAGE NO.
I.	INTRODUCTION	2
II.	INTERNAL QUALITY ASSURANCE CELL (IQAC)	3
III.	STUDENT SATISFACTION SURVEY (SSS)	3
IV.	QUESTION WISE ANALYSIS	4
V.	MAJOR STRENGTHS IDENTIFIED	15
VI.	SUGGESTIONS FOR IMPROVEMENT	15
VII.	CONCLUSION	16



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## I. INTRODUCTION

GEMS Arts and Science College (Autonomous), Ramapuram, Perinthalmanna, is one of the leading institutions of higher education in Malappuram district, Kerala. Established in 2008 under the aegis of the GEMS Co-operative Society, the institution was founded with a vision to provide quality and affordable higher education while promoting academic excellence and social responsibility.

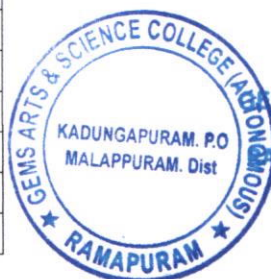
Affiliated with the University of Calicut, the college has consistently maintained high academic standards and achieved a remarkable distinction by securing an 'A' Grade accreditation from NAAC with a CGPA of 3.15 in its first cycle, becoming the first co-operative sector college in India to earn this recognition. In May 2025, the institution attained another significant milestone when it was granted Autonomous Status by the University Grants Commission (UGC).

The college currently offers 21 academic programmes, comprising 15 undergraduate and 6 postgraduate programmes, catering to students from diverse academic backgrounds. The institution is committed to providing a learner-centred environment that integrates academic rigor, skill development, and value-based education.

Located on a serene 10-acre campus, GEMS is equipped with modern infrastructure including well-furnished classrooms, advanced laboratories, a resource-rich library, computer centres, and sports facilities. The institution places equal emphasis on co-curricular and extracurricular engagement through its 43 active clubs and forums, which provide students with opportunities to develop leadership qualities, social commitment, creativity, and professional skills.

### Courses Offered

Sl No.	UG Courses
1.	BA Sociology
2.	BA English
3.	BA Multimedia
4.	BTTM
5.	BBA
6.	BCA
7.	BCom CA
8.	BCom Finance
9.	BCom Cooperation
10.	BCom Banking and Insurance
11.	BSc Microbiology
12.	BSc Biotechnology
13.	BSc Geology
14.	BSc Computer science
15.	BSc Artificial Intelligence



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PG Courses	
1.	MSW
2.	MCom Finance
3.	MA English
4.	MSc Applied Geology
5.	MSc Microbiology
6.	MSc General Biotechnology

## II. INTERNAL QUALITY ASSURANCE CELL (IQAC)

IQAC of GEMS College plays a vital role in promoting and sustaining academic excellence and institutional integrity. Established as per NAAC guidelines, from June 2021 the IQAC focuses on quality enhancement through continuous monitoring and evaluation of academic and administrative activities. It fosters a culture of innovation, accountability, and participative management by involving all stakeholders.

The IQAC regularly organizes workshops, collects feedback, and implements best practices to improve teaching-learning processes and overall institutional performance. Through its proactive initiatives, the IQAC ensures that GEMS College upholds its commitment to delivering quality education and holistic development to its students.

## III. STUDENT SATISFACTION SURVEY (SSS)

GEMS Arts and Science College in Ramapuram, Malappuram, actively participates in the **Student Satisfaction Survey (SSS)** mandated by the **National Assessment and Accreditation Council (NAAC)**. This survey is a pivotal component of NAAC's accreditation process, contributing significantly to the evaluation of an institution's quality of education and student-centric practices.

By integrating the SSS into its quality assurance mechanisms, the college ensures that student feedback directly informs institutional improvements and pedagogical strategies. The survey collects feedback directly from students on various aspects of their academic environment, including teaching quality, infrastructure, institutional support, curriculum effectiveness, and learning outcomes. Students respond anonymously to a structured questionnaire, helping NAAC gather honest insights into institutional performance.

The effectiveness of GEMS College's student-centric approach is reflected in its recent achievement of an **"A" grade** in the NAAC accreditation process, with a **CGPA of 3.15** in its first cycle. This accomplishment highlights the institution's dedication to academic excellence, robust infrastructure, and a responsive feedback system that values student input.



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Through the SSS, GEMS College continues to prioritize student perspectives, ensuring that their experiences and suggestions play a central role in shaping the institution's educational landscape.

## Process

IQAC Prepared 16 questions and was sent as google form (<https://forms.gle/91ucWmBb7o4uTViC6>) to 1250 students of the college randomly from the official email ID. 1134 students replied to the Survey and the compiled suggestions were discussed in Academic Council and departmental meetings for further improvements.

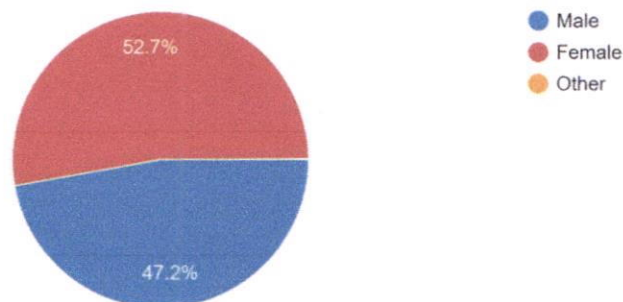
## IV. QUESTION WISE ANALYSIS

### 1. GENDER

Out of 1134 responses received 53% were female candidates and 47% were male, which demonstrates active participation of female candidates in the survey.

#### 1. Gender

1,134 responses



### 2. What degree program are you pursuing now?

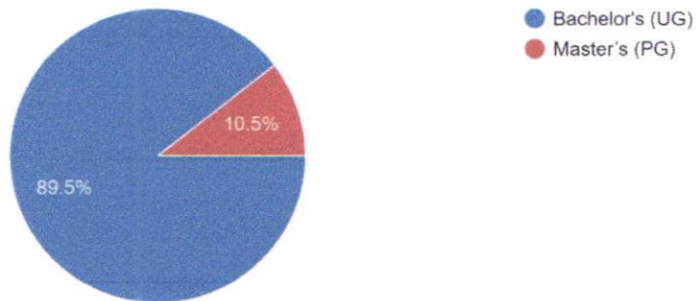
90% of students who responded were from Undergraduates and remaining 10% was from Postgraduates. Undergraduate (UG) students showed higher participation in the Student Satisfaction Survey (SSS) due to their larger population and greater engagement with day-to-day academic activities.



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2.What degree program are you pursuing now?

1,134 responses

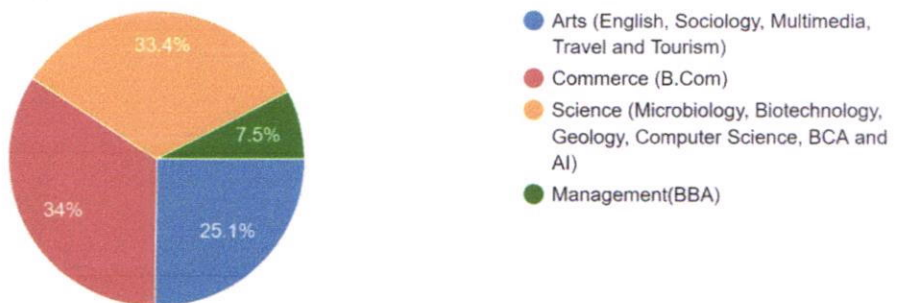


3.What subject area are you currently pursuing?

Based on subject wise survey response, Commerce stream students were those who participated the most with 34%, followed by Science (33%), Arts (25%) and management students with a participation percentage of 7.

3.What subject area are you currently pursuing?

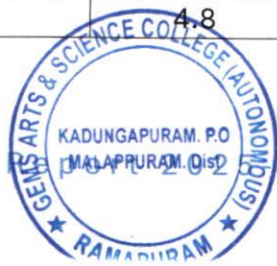
1,134 responses



4. Department

The following table shows the percentage of responses from individual departments.

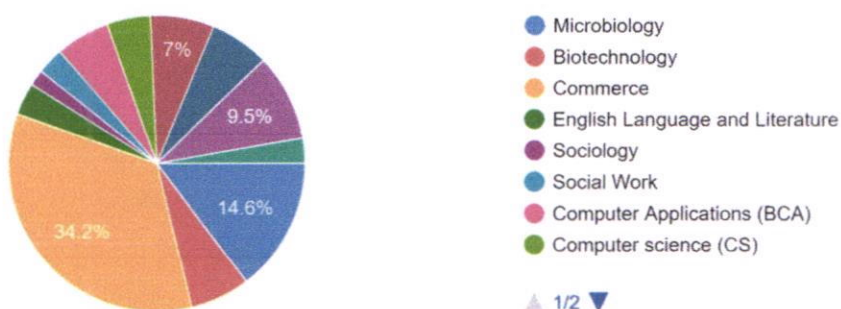
Sl No.	Department	% of response
1.	English	3.5
2.	Sociology	1.8
3.	Multimedia	9.5
4.	Travel and Tourism management	6.5
5.	Commerce	34.2
6.	BBA	7
7.	BCA	5.9
8.	Computer science	4.8



9.	Social Work	2.9
10.	Geology	2.7
11.	Microbiology	14.6
12.	Biotechnology	6.5

Out of 12 departments, maximum participation was shown by Commerce students (34%) as they are the biggest department of the college with 1/3<sup>rd</sup> of total students. Microbiology department (14%), Multimedia (9%) and BBA (8%) showed the next highest participation. Least participation was shown by Sociology department.

4.Department  
1,134 responses



#### 5. Year of Study

Year wise response was also collected which gave the following response percentages.

Sl No.	Year of study	UG/PG	% of response
1.	I	UG	38
2.	II	UG	31
3.	III	UG	22
4.	I	PG	4
5.	II	PG	5

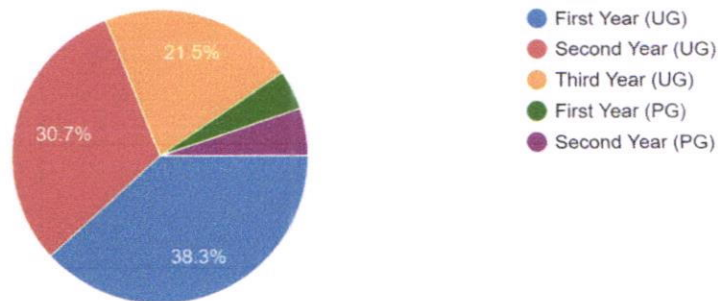
In Undergraduate section, 38 % First year,31% second year and 22% final year students responded to the survey which showed active participation by first and second year students compared to final year.

In post graduate section 4 % of first year and 5% of second year students responded.



## 5. Year of Study

1,134 responses



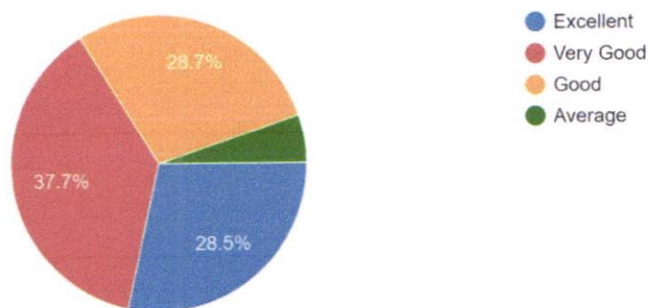
### Criterion II: Teaching, Learning and Evaluation based Questions

#### 1. How do the teachers prepare for the classes?

29% of the students responded that the teachers prepare excellently and 38% responded that the preparation of teachers are very good. Combined together 67% of the students were extremely satisfied with the class preparations. They appreciated the faculty's thorough planning, subject expertise, and consistent readiness, which significantly enhanced their learning experience. 5.2% of the students found the preparations average and remedial measures shall be implemented for overcoming it.

#### 1. How do the teachers prepare for the classes?

1,134 responses

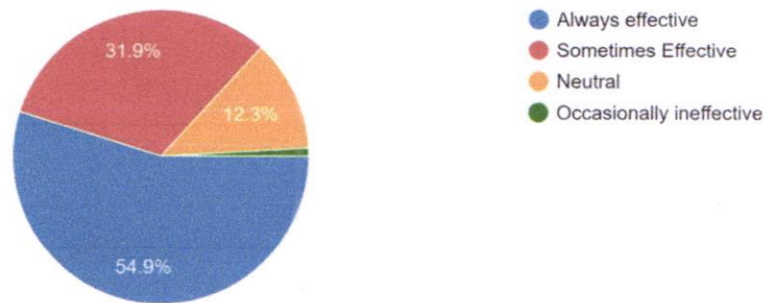


#### 2. How effectively do teachers communicate the subject matter?

More than half of the respondents (**54.9%**) stated that teachers are **Always Effective** in communicating the subject matter. This reflects the faculty's ability to explain concepts clearly and facilitate understanding among students.

2. How effectively do teachers communicate the subject matter

1,134 responses

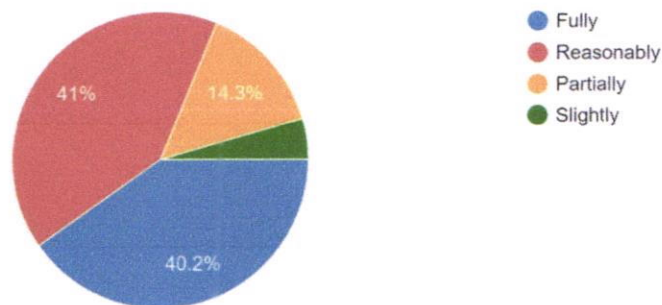


3. Are the teachers able to identify your strengths and encourage you with the right level of challenges?

A significant proportion of students reported that teachers identify their strengths **Reasonably (41%)** or **Fully (40%)**. This demonstrates the institution's commitment to personalized learning and student development.

3. Are the teachers able to identify your strengths and encourage you with the right level of challenges?

1,134 responses



4. How frequently do teachers provide feedback on your performance?

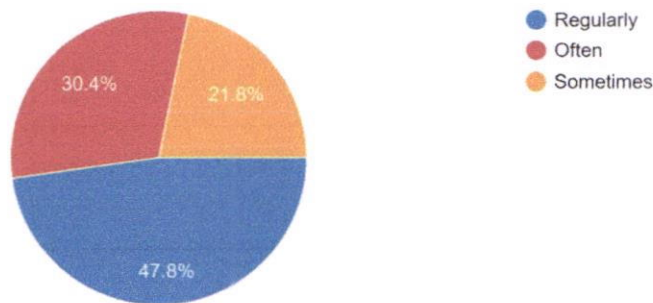
Half of the respondents (**48%**) indicated that teachers provide feedback **Regularly**, while another **30%** reported receiving feedback **Often**. This suggests a healthy feedback mechanism that supports continuous improvement.



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4. How frequently do teachers provide feedback on your performance ?

1,134 responses

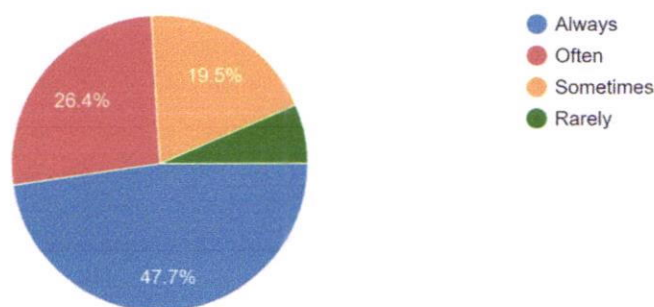


5. How well do teachers use ICT (Information and Communication Technology) tools like smart boards, online resources, etc.?

About **48%** of students stated that teachers **Always** use ICT tools effectively, while **26%** responded **Often**. This indicates a strong integration of technology in the teaching-learning process.

5. How well do teachers use ICT (Information and Communication Technology) tools like smart boards, online resources, etc.?

1,134 responses



6. Are the learning materials provided (such as Notes, PPTs, Reference books & online resources ) helpful for your understanding?

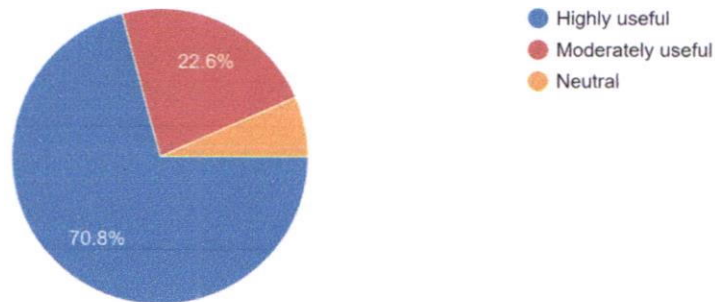
An overwhelming **71%** of students rated the learning materials as **Highly Useful**, demonstrating the effectiveness of notes, presentations, reference materials, and online resources provided by the institution.



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6. Are the learning materials provided (such as Notes, PPTs, Reference books & online resources ) helpful for your understanding?

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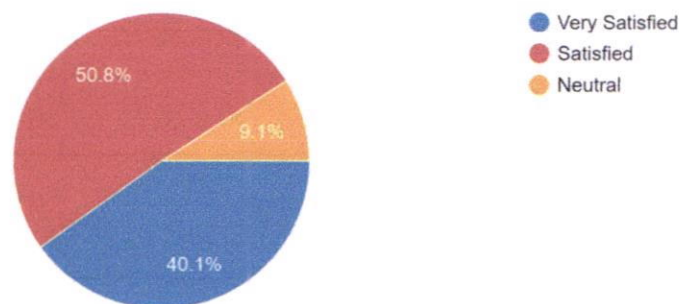


7. How satisfied are you with the overall quality of teaching in your institution?

More than half of the respondents (**51%**) expressed that they are **Satisfied**, while **40%** reported being **Very Satisfied**. This reflects a high level of confidence in the quality of teaching offered by the institution.

7.How satisfied are you with the overall quality of teaching in your institution?


1,134 responses



8. Do teachers encourage you to ask questions and participate in discussions?

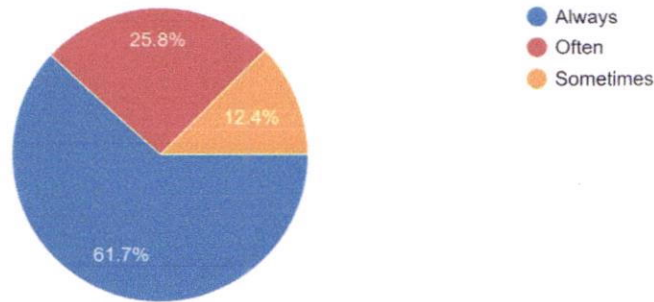
A majority (**62%**) stated that teachers **Always** encourage participation and classroom discussions. This indicates the presence of an interactive and student-friendly learning environment.



  
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8. Do teachers encourage you to ask questions and participate in discussions?

1,134 responses

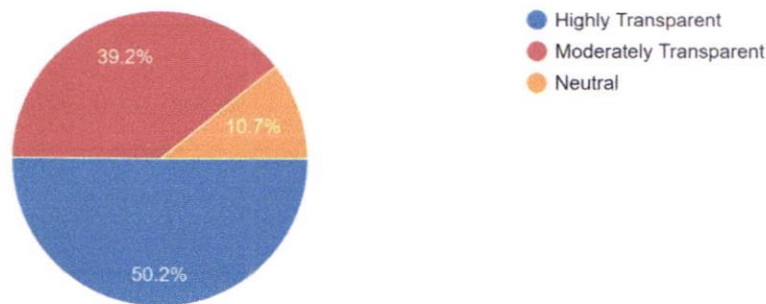


9. How fair and transparent is the internal evaluation process?

About **50%** of students considered the evaluation process **Highly Transparent**, while **39%** viewed it as **Moderately Transparent**. This demonstrates trust in the institution's assessment practices.

9. How fair and transparent is the internal evaluation process?

1,134 responses



10. How well does your Institution provide opportunities for experiential learning (Practical Sessions, Field work, Projects , Internships...etc.) ?

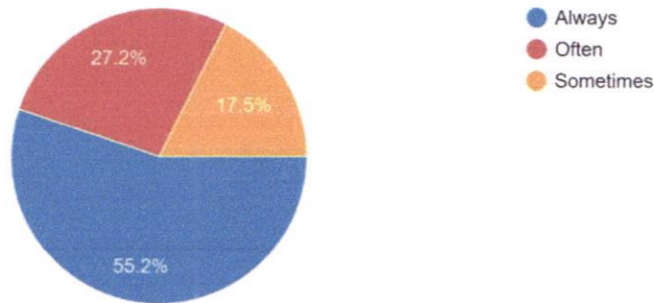
More than half of the respondents (**55%**) reported that opportunities such as projects, internships, fieldwork, and practical sessions are provided **Always**. This highlights the institution's emphasis on experiential and outcome-based learning.



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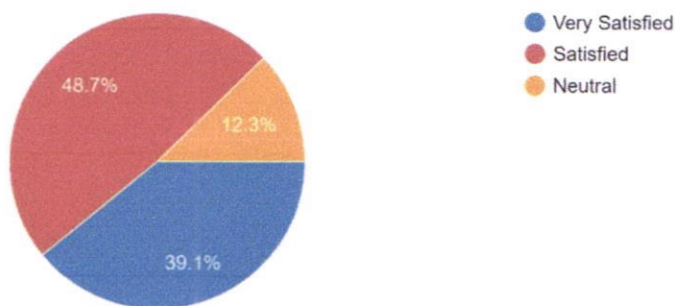


11. Are you satisfied with the availability of academic support services such as mentoring, counseling and career guidance ?

A majority (**49%**) expressed that they are **Satisfied** with mentoring, counselling, and career guidance services, while **39%** reported being **Very Satisfied**. This indicates effective student support mechanisms.

11. Are you satisfied with the availability of academic support services such as mentoring ,counseling , and career guidance ?


1,134 responses



12. How often are Innovative and student centric teaching methods used in class (such as group discussions, case studies , problem solving sessions.etc.

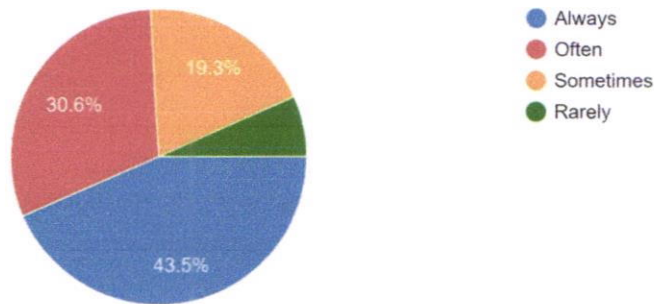
Around **44%** of students stated that innovative teaching methods are used **Always**, while **31%** reported **Often**. This reflects the institution's efforts to adopt learner-centred pedagogical practices.



  
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12. How often are Innovative and student centric teaching methods used in class (such as group discussions , case studies , problem solving sessions..etc.)?

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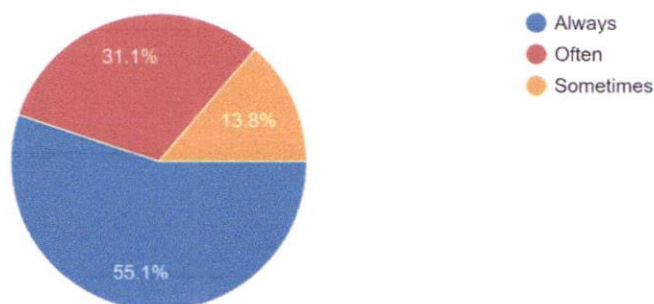


13. Are you encouraged to undertake research oriented activities (such as Seminars, Workshops, Paper presentations or Projects) ?

More than half of the respondents (**55%**) stated that they are **Always** encouraged to participate in seminars, workshops, projects, and other research-oriented activities. This shows a strong culture of academic inquiry and research.

13. Are you encouraged to undertake research oriented activities (such as Seminars, Workshops, Paper presentations or Projects) ?

1,134 responses



14. How well do teachers help you in clarifying doubts outside class hours ?

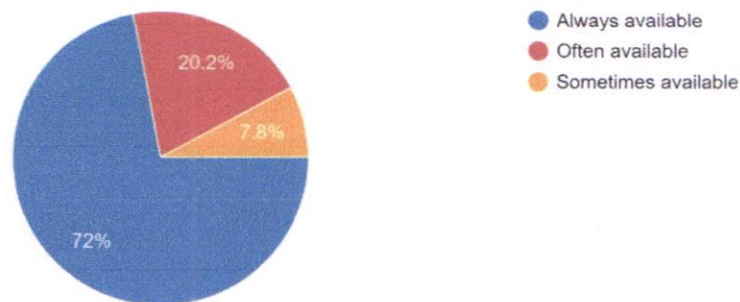
A notable **72.0%** of students reported that teachers are **Always Available** to clarify doubts beyond regular class hours. This is one of the highest-rated aspects of the survey and demonstrates faculty commitment to student learning.



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14. How well do teachers help you in clarifying doubts outside class hours ?

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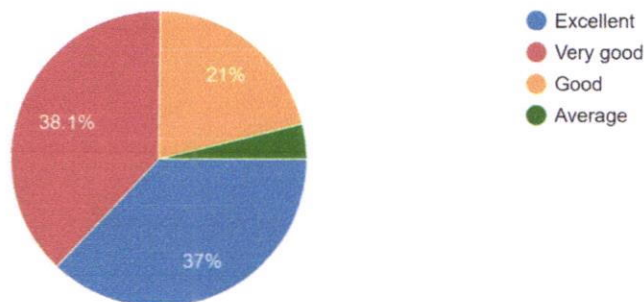


15. Overall, how would you rate the teaching, learning and evaluation system at your Institution ?

The largest group of respondents (**38.1%**) rated the system as **Very Good**, followed closely by **Excellent (37.0%)**. Only a small percentage rated it as Average, indicating overall satisfaction with the institution's academic environment.

15. Overall, how would you rate the teaching, learning and evaluation system at your Institution ?

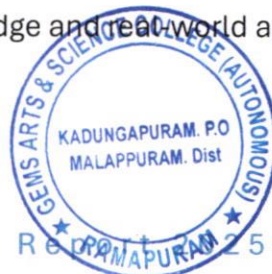
1,134 responses



16. Observation / suggestions to improve the overall teaching – learning experience in your institution.

531 out of 1134 responded students gave suggestions and general comments which are summarised below.

Among the constructive suggestions received, the most prominent theme was the need for **more practical and experiential learning opportunities**. Students recommended increasing practical sessions, project-based learning, field visits, internships, workshops, and industry-oriented activities to strengthen the connection between theoretical knowledge and real-world applications.



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Another major area highlighted was the enhancement of **interactive and student-centred teaching methods**. Students suggested incorporating more classroom discussions, group activities, case studies, and two-way interactions to make learning more engaging and participatory.

Many respondents also emphasized the importance of **technology-enabled teaching and learning resources**, including greater use of multimedia presentations, visual learning tools, digital resources, and ICT-based instructional methods.

## V. MAJOR STRENGTHS IDENTIFIED

The survey highlighted several institutional strengths:


- Well-prepared and committed faculty members.
- Effective communication and delivery of subject content.
- Student-friendly and participative classroom environment.
- Transparent evaluation and assessment practices.
- Strong mentoring and academic support systems.
- Effective use of ICT-enabled teaching methods.
- Availability of quality learning resources.
- Extensive opportunities for experiential learning.
- Promotion of research culture and innovation.
- Excellent faculty accessibility beyond classroom hours.

## VI. SUGGESTIONS FOR IMPROVEMENT

Based on student responses, the following areas may be further strengthened:

- Increase industry interaction and internship opportunities.
- Organize more workshops, seminars, and skill-development programmes.
- Enhance placement and career guidance initiatives.
- Expand the use of advanced digital learning technologies.
- Introduce additional interdisciplinary and experiential learning activities.
- Strengthen research exposure for undergraduate students.



  
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## VII. CONCLUSION

The Student Satisfaction Survey 2025–26 indicates a high level of student satisfaction with the teaching-learning and evaluation system of GEMS Arts and Science College (Autonomous). The findings demonstrate the institution's success in creating a learner-centred academic environment supported by committed faculty, effective teaching practices, transparent evaluation mechanisms, and robust student support services.

The feedback received through the survey serves as a valuable resource for institutional planning and continuous quality improvement. The suggestions and observations will be carefully considered by the IQAC and academic bodies to further enhance the quality of education and student experience in the coming years.



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