

STUDENT SATISFACTION SURVEY REPORT

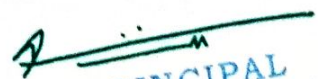
2024-25



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

Submitted to
National Assessment and Accreditation Council (NAAC)




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I. INTRODUCTION

GEMS Arts and Science College, situated in Ramapuram near Perinthalmanna in Malappuram district, Kerala, is a prominent institution affiliated with the University of Calicut. Established in 2008 by the GEMS Co-operative Society—a collective formed by educational enthusiasts and social workers—the college was founded to address the growing demand for higher education in the region. Recently the college has been accredited by NAAC with 'A' Grade with a CGPA of 3.15 in the first cycle, to be the first college in India under cooperative sector to achieve this milestone.

The college offers a range of 14 undergraduate and 6 postgraduate programs across various disciplines, including Arts, Science, Commerce, and Management.

Spanning a 10-acre campus amidst lush greenery, GEMS provides state-of-the-art facilities such as state of art laboratories, a comprehensive library, computer labs, and sports amenities. The college emphasizes holistic development through 43 active clubs like NSS, Nature Club, Film Club, and Civil Service Club, fostering a vibrant campus life.

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



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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.

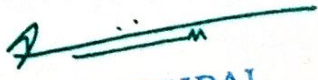
Through the SSS, GEMS College continues to prioritize student perspectives, ensuring that their experiences and suggestions play a central role in shaping the institution's educational landscape.

Process

IQAC Prepared 16 questions and was sent as google form (<https://forms.gle/WSzG9uBVCen7FY4K6>) to 650 students of the college randomly from the official email ID. 443 students replied to the Survey and the compiled suggestions were discussed in Academic Council and departmental meetings for further improvements.

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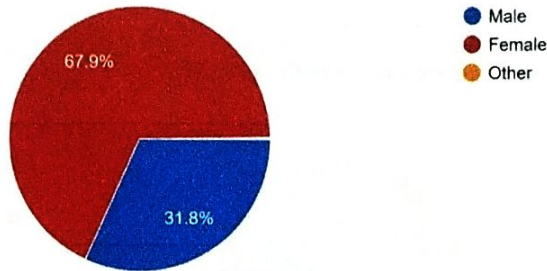

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IV. QUESTION WISE ANALYSIS

1. GENDER

Out of 443 responses received 68% were female candidates and 32% were male, which demonstrates active participation of female candidates in the survey.

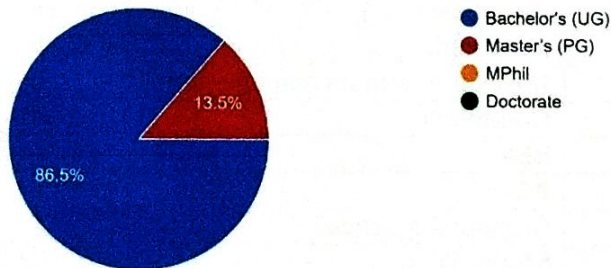
1. Gender
443 responses



2. What degree program are you pursuing now?

8% of students who responded were from Undergraduates and remaining 14% 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.

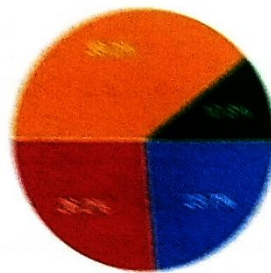
2. What degree program are you pursuing now?
443 responses



5. What subject are you currently pursuing?

Based on the subject wise survey responses, Science stream students were those with participation rate most with 33%, followed by Commerce (26%), Arts (22%) and management students with a participation percentage of 10.

5. What subject are you currently pursuing?



- Arts (English, Sociology, Multimedia, Travel and Tourism)
- Commerce (B.Com)
- Science (Microbiology, Biotechnology, Geology, Computer Science, BCA)
- Management (BSA)

4. Department

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

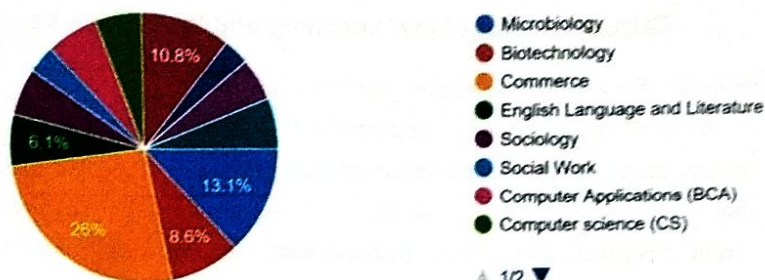
Sl No.	Department	% of response
1.	English	6
2.	Sociology	5
3.	Multimedia	5
4.	Travel and Tourism management	3
5.	Commerce	26
6.	BSA	10
7.	BCA	6
8.	Computer science	5
9.	Social Work	3
10.	Geology	6
11.	Microbiology	13
12.	Biotechnology	8

Out of 12 departments, maximum participation was shown by Commerce students (26%) as they are the biggest department of the college with 1/3rd of total students. Microbiology department (13%), BSA (10%) and Biotechnology (8%) showed the next highest participation. Least participation was shown by Travel and Tourism department along with Social Work.



4. Department

443 responses



5. Year of Study

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

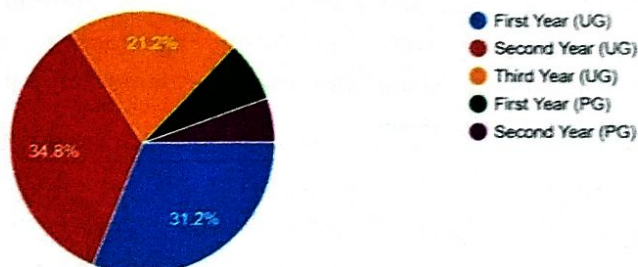
Sl No.	Year of study	UG/PG	% of response
1.	I	UG	31
2.	II	UG	34
3.	III	UG	21
4.	I	PG	7
5.	II	PG	5

In Undergraduate section, 34 % Second year, 31% first year and 21% 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 7% of first year and 5% of second year students responded. 86% of the total responses was from Undergraduate students which

5. Year of Study

443 responses



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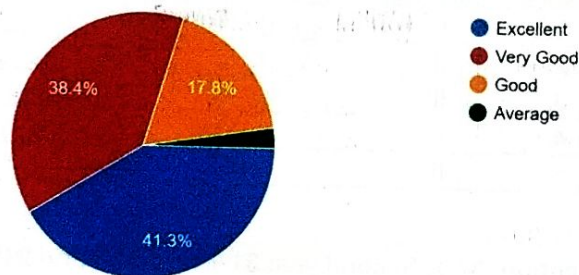
Criterion II: Teaching, Learning and Evaluation based Questions

1. How do the teachers prepare for the classes?

41% of the students responded that the teachers prepare excellently and 38% responded that the preparation of teachers are very good. Combined together 79% 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. 2.5% 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?

443 responses



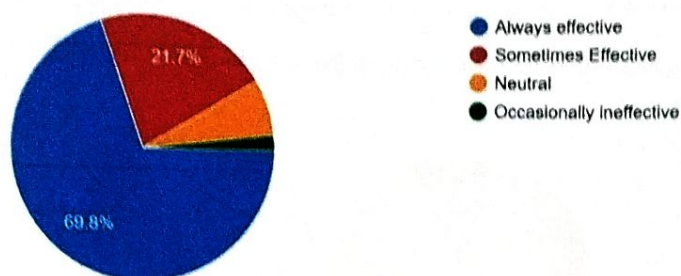
2. How effectively do teachers communicate the subject matter?

70% of the students found subject matter communication to be highly effective while 21% found it sometimes effective. 6% responded as neutral. Analysing the data it is evident that teachers communicate the subject matter very effectively, using clear explanations, relevant examples, and interactive teaching methods. Students have expressed strong satisfaction with the clarity, confidence, and engagement demonstrated by the faculty during lectures. 6% of students found it ineffective which can be overcome with remedial classes.



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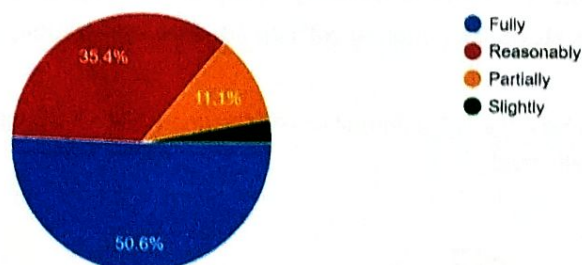
2. How effectively do teachers communicate the subject matter
443 responses



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

85% students were confident that teachers were able to identify their strengths and have encouraged them. Remaining 11% students agreed partially and 2% agreed slightly on that. The teachers offer personalized support, motivate students to reach their potential, and design tasks that match individual capabilities, fostering both confidence and academic growth.

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



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

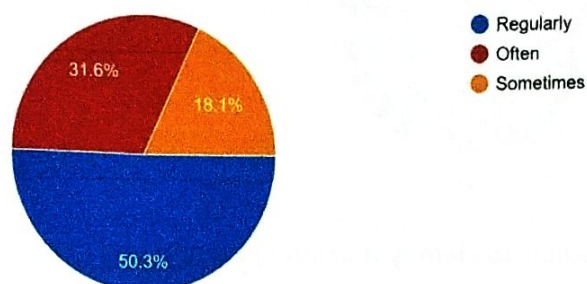
81% of students responded that regular feed backs were provided 18% of students gave a response of sometimes.

Teachers provide feedback on student performance regularly and in a timely manner. This includes both formal assessments and informal interactions, helping students understand their progress, identify areas for improvement, and stay motivated throughout the learning process.



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

443 responses

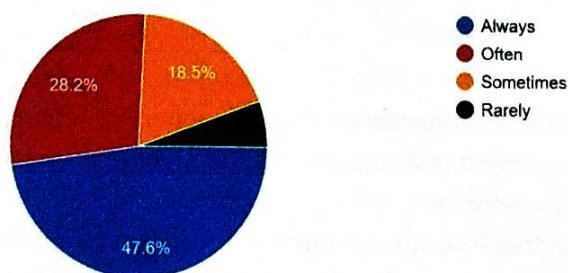


5. How well do teachers use ICT (Information and Communication Technology) tools like smart boards, online resources, etc.?

75 % of students classes were conducted using ICT enabled tools, 18% students classes were a mix of both traditional chalk and board and smart classes.5% of students classes were rarely taken using ICT facilities due to limited number of available facilities which is to be upgraded soon. Teachers make effective use of ICT tools such as smart boards, projectors, and online resources to enhance the teaching-learning process. Their integration of digital tools helps simplify complex concepts, encourages interactive learning, and keeps students engaged with up-to-date and visually supported content.

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

443 responses



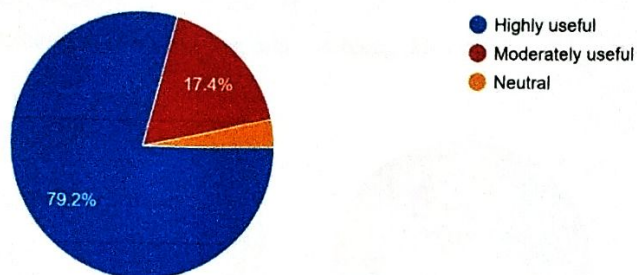
6. Are the learning materials provided (such as Notes, PPTs, Reference books & online resources) helpful for your understanding?

79% of students found learning materials provided to be very useful for understanding the curriculum.17% found it moderately useful while 3% were neutral in their response. All these resources complement classroom teaching, offer

additional clarity, and support independent study, making the learning experience more effective and comprehensive.

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

443 responses

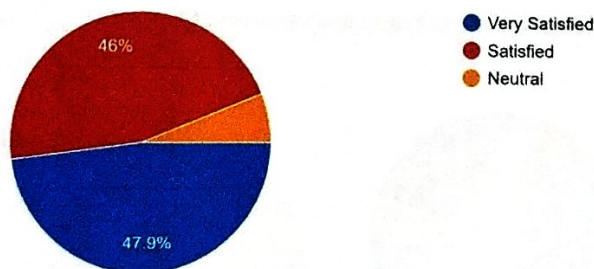


7. How satisfied are you with the overall quality of teaching in your institution?

- 93% of the students were highly satisfied with the quality of teaching at GEMS Arts and Science College. 6% students responded neutral to this. Students have expressed a high level of satisfaction with the overall quality of teaching in the institution. They appreciate the teachers' subject expertise, effective communication, use of ICT tools, timely feedback, and supportive learning environment, all of which contribute to a positive and enriching academic experience.

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

443 responses



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

- 88% of students responded that teachers did constantly motivate them to actively participate in discussions and to ask questions. 11% gave sometimes as the response. This open and interactive approach helps build confidence, enhances

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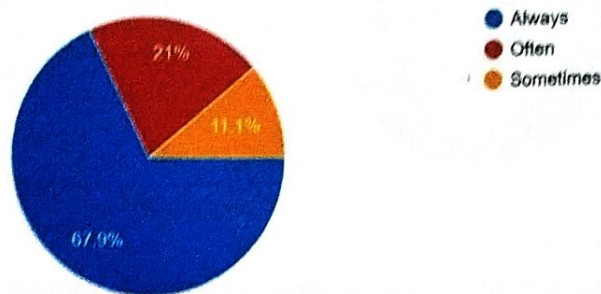


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critical thinking, and fosters a more engaging and collaborative classroom environment.

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

443 responses

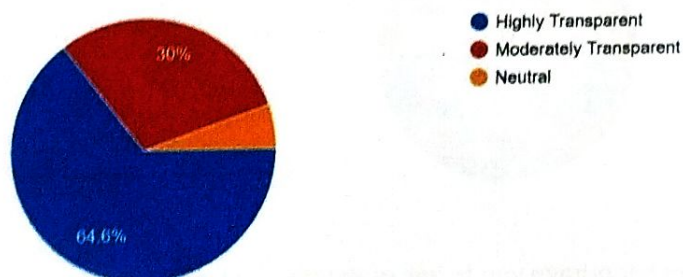


9. How fair and transparent is the internal evaluation process?

94% of students responded that the internal evaluation process is fair enough and highly transparent. The internal evaluation process is perceived as fair and transparent by students. Assessment criteria are clearly communicated, evaluations are conducted objectively, and students receive timely feedback, ensuring trust and clarity in the academic grading system.

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

443 responses



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

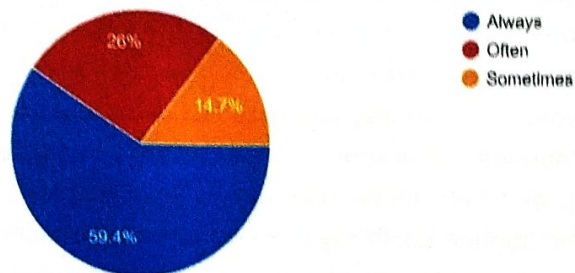
85% of the students were satisfied about the opportunities provided by the institution. This clearly depicts that institution provides ample opportunities for experiential learning through well-structured practical sessions, field work, projects, and



internships. These hands-on experiences help bridge theoretical knowledge with real-world applications. Students benefit from enhanced skills, industry exposure, and better career preparedness. Arts stream students have limited practical sessions which shall be enhanced using virtual technologies.

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

443 responses

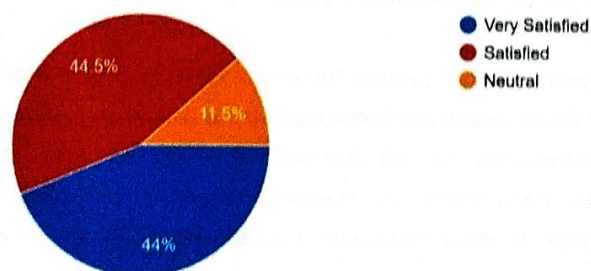


11. Are you satisfied with the availability of academic support services such as mentoring, counseling and career guidance ?

88% of students were satisfied with the academic support services provided by the institution and 11% responded as neutral. This shows that students are satisfied with the availability of academic support services such as mentoring, counseling, and career guidance. These services are accessible, student-friendly, and play an important role in addressing academic, personal, and professional development needs. They contribute significantly to student well-being and success.

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

443 responses

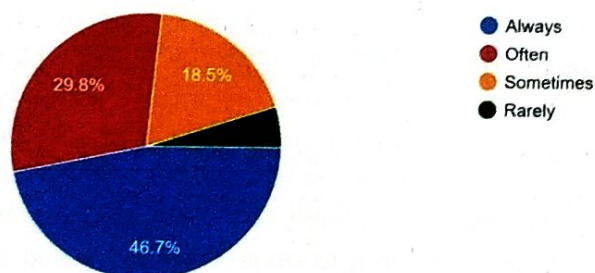


12. How often are Innovative and student centric teaching methods used in class (such as group discussions, case studies , problem solving sessions.etc.

75% of students responded to effectiveness of Student centric methods and 18% of students had experienced Student centred approach sometimes and 5% responded rare implementation of it. This response shows that student-centric teaching methods are frequently incorporated into classroom sessions. Faculty members regularly use group discussions, case studies, and problem-solving activities to promote active learning. These approaches encourage student participation, improve critical thinking, and help relate theoretical knowledge to real-world situations. Students have responded positively to these interactive techniques. Overall, such methods enhance the quality and effectiveness of the learning experience.

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

443 responses



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

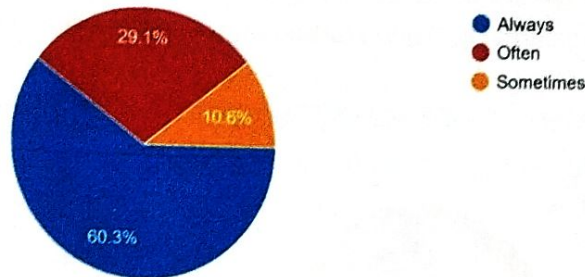
89% students were satisfied about the encouragement of research-oriented activities in the college. Since many students were from Undergraduate section 10% students responded sometimes as an answer. This shows that students are actively encouraged to participate in research-oriented activities such as seminars, workshops, paper presentations, and academic projects. The institution provides guidance and resources to support these initiatives. Faculty members motivate students to explore new ideas and engage in scholarly inquiry. Such activities help develop analytical skills, deepen subject understanding, and build academic confidence.



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

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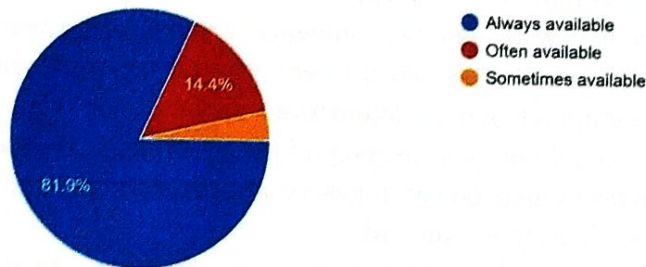


14. How well do teachers help you in clarifying doubts outside class hours ?

Teachers are highly supportive in clarifying doubts outside class hours. They are approachable and readily available through scheduled mentoring sessions, personal interactions, or digital platforms. This additional support helps students reinforce their understanding and stay academically confident. Students appreciate the teachers' dedication and responsiveness and was evident from the 95% response from them.

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

443 responses



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

Overall, 96% students rate the system excellent and good for its quality, relevance, and effectiveness. Remaining 4% found it average. Teaching, learning, and evaluation system at the institution is well-structured and student-focused. Faculty members demonstrate strong subject knowledge and employ effective teaching methods, including the use of ICT and interactive techniques. Continuous assessment and

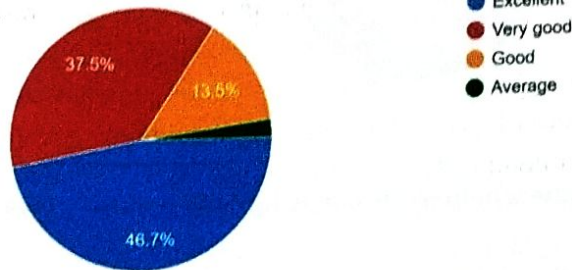
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timely feedback ensure transparency and academic growth. Support services such as mentoring and career guidance further enhance the educational experience.

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



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

251 out of 443 responded students gave suggestions and general comments which are summarised below.

Students expressed overall satisfaction with the quality of teaching, with many praising the commitment and approachability of faculty. However, several key areas for improvement were identified. Students emphasized the need for greater use of ICT tools and multimedia resources to enhance classroom engagement. Suggestions included incorporating more interactive methods such as group discussions, case studies, practical sessions, and project-based learning. There were repeated calls for structured time management, timely syllabus completion, and earlier distribution of assignments and study materials.

Some students recommended appointing teachers with stronger qualifications, including PhDs, and teaching in English for better comprehension, more career guidance, counseling sessions, and a stronger focus on extracurricular and skill-building activities.

Additional infrastructure-related feedback included improving laboratory facilities, upgrading multimedia equipment, and enhancing access to the library.

Conclusion

The student feedback clearly reflects a strong appreciation for the dedication and support provided by the faculty, indicating overall satisfaction with the teaching quality. At the same time, students have thoughtfully identified areas that require strategic enhancement to improve their academic experience. Their suggestions



emphasize the importance of incorporating modern teaching aids, improving academic planning, and fostering a more interactive and inclusive learning environment.

To address these concerns, the institution should focus on adopting ICT-driven pedagogies, ensuring timely curriculum delivery, and strengthening academic support services such as counseling and career guidance. Addressing infrastructure gaps, ensuring fair practices, and promoting teacher-student rapport will also play a crucial role in building a more student-centered educational framework. By taking these inputs seriously and implementing them progressively, the institution can further elevate its standards of teaching and learning, ensuring holistic development and satisfaction for all learners.

