



# ST. MARY'S COLLEGE

SULTHAN BATTERY, WAYANAD  
KERALA, 673592

A Postgraduate Aided Arts & Science College of Malankara Orthodox Syrian Church Affiliated to the University of Calicut

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## REPORT ON ALUMNI FEEDBACK (2020-21)

An academic institution becomes more student centric only when the alumni group of students recommend that institution to their friends and relatives. They must also be ready to visit their college to see their teachers if they have a good relationship with them. They will definitely join in Alumni of college to keep their relationship with their friends. If the students have very much interest on the institute they also be aware of the programs organizing by college. Hence, it is important to analyse the feedback of Alumni. For this a structured questionnaire is designed and distributed

The study initially examines the last visit of students to the college. It shows that all of their last visit to college was not less than last year and most of their last visit was within 1 year. The result of the feedback of alumni is illustrated in table-1 given below.

TABLE-1

### FEEDBACK ANALYSIS OF ALUMNI MEMBERS

Factors	Yes (%)	No (%)	Maybe (%)	Total (%)
I wish to register in our Alumni	85.71%	2.38%	11.90%	100%
Do you wish to participate in Alumni Meet organized by the college	66.67%	4.76%	28.57%	100%
Are you aware of the programmes conducted every year in our college	54.76%	28.57%	16.67%	100%
Do you recommend our college to others	95.24%	0.00%	4.76%	100%

Source: Computed Data



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From the above table-1 the willingness to join in the college alumni group shows that 85.71% while 11.9% of them didn't wish to join and rest (2.38%) opined may or may not join. Though 85.71% of the students wish to register in Alumni, only 66.67% wished to participate in alumni programs while 4.76% are not ready to participate in alumni programs and rest (28.57%) opined may or may not wish to participate program. Awareness of the programs conducted by the college among alumni members is also examined and the result showed that 54.76% of them used to get updates of the programs organized in college. 16.67% of the alumni group opined that they used to get updates of some programs and 28.57% said they are not getting any information on the programs organizing in college. One of the most crucial factor in assessing the success of alumni group is whether they recommend their college to their friends and relatives to join. The study showed that 95.24% of the students will recommend this college to their friends and relatives to join for any course. 4.76% of them told they recommend some of the courses but not all. From this it is clear that alumni members are very much happy with the service of the college and still they are acting strongly as an influencer marketing strategy in the society by increasing the brand value of the college.



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## REPORT ON PARENTS FEEDBACK

(2020-21)

IQAC (Internal Quality Assurance Cell) knows the importance of analysing the feedback of parents of students in the service provided by the College. Thus a questionnaire is designed by IQAC team in the Google Form and collected it through by sending the link in WhatsApp.

The study is carried out by looking into the satisfaction of Parents on infrastructure facilities in College, teaching learning process, administrative services, club activities, communication of Principal, communication of teachers, attitude of teachers to students and their parents, sense of security provided in the campus, functioning of PTA and satisfaction on holistic development.

Mean Score, standard deviation and rank analysis has been applied to study the satisfaction of Parents on the services provided by the College. The results are showed in table-1 given below.



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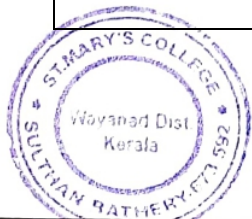
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TABLE-1

SHOWING THE MEAN SCORE AND STANDARD DEVIATION OF THE  
SATISFACTION LEVEL OF PARENTS

Factors	Standard Deviation	Mean Score	Rank
Communication with Teachers	0.6	4.18	1
Attitude of Teachersto Students	0.72	4.12	2
Infrastructure Facilities	0.66	4.04	5
Club Activities	0.93	3.74	10
Teaching Learning Process	0.67	4.05	4
Sense of Security	0.69	4.11	3

Provided in Campus			
Satisfied with Holistic Development of Student	0.73	3.93	6
Communicate with Principal	0.81	3.8	8
Administrative Services Provided	0.77	3.92	7
Functioning of PTA	0.76	3.79	9



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The first column in the above table lists out the different factors, second column indicates standard deviation, third column points out mean score given by parents on different factors and the last column highlights the rank on each factor. The higher the standard deviation indicates large variance in difference in opinion of parents. But here the values of all the standard deviation ranges close to zero, which indicates very consistent opinion. Mean score indicates overall satisfaction on each factor. Based on this mean score rank analysis is done to find out most satisfied factors and least satisfied factors. The most satisfied factor by parents is communications with the teacher for checking their queries or to clear anxiety on their student's followed by attitude of teachers to students. Last year also parents gave more satisfaction on these two parameters. Least satisfaction was on functioning of PTA and on club activities such as (SSP, WWS, NCC, NSS etc). For this IQAC communicated the feedback result to each concerned authorities to redesign their activities to serve much better.



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## REPORT ON STUDENTS FEEDBACK ON TEACHERS(2020-21)

IQAC (Internal Quality Assurance Cell) provides a platform for students in evaluating the teaching efficiency from the point of view of students. IQAC has framed a clear procedure in evaluating the efficiency of teacher. As per the procedure framed by IQAC, a questionnaire is designed in google form and send to the Head of the Departments which is send to the students through whatsapp or email. Head of the Department analyse the feedback of the students and a report is prepared and communicate it to the principal officially. The principal evaluates the performance of the Head of the Department and personally meet the teachers to give proper feedback and suggest corrective measures if needed. IQAC will also go through an overall analysis and give a report to the principal.

IQAC analysed the feedback with the help of SPSS (Statistical Packages for Social Science). Main tools used for analysis are percentage average, standard deviation, one sample t-test, Rank Analysis and Pareto Chart Analysis.

Here overall efficiency of a teacher is framed as construct (unobserved variable or latent variable). Observed variables such as knowledge of the teacher, sincerity & commitment, ability to generate interest in the subject, ability to integrate course material with other courses, accessibility & availability of teacher, ability to design test papers, friendliness of the teacher, prompt response to the queries raised by the students, teaching methodology, effectiveness of teaching, ability to understand the need and problem of teacher & their problem solving skill, and ability to motivate students are considered for the study. Questions to analyse the teaching quality according to the perception of students is designed on a five-point likert scale.



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The result showed that overall satisfaction rate for the year 2020-21 is 3.967 in a 5-point scale survey. The overall standard deviation of difference in opinion among students lies on 0.303 which lies so close to zero indicating only a small variation in the opinion of students. This is a proof to substantiate the skill and efficiency among teachers in catering their service to all students without partiality and able to give equal care to the needs of quick learners, average students and slow learners. The study also measures whether there is any significant difference in the performance of individual teachers by using one sample t-test by taking the test value as 3.967 (average score). Null hypothesis assumes that

$H_0$ : There is no significant difference in the overall performance of teachers.



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TABLE-1

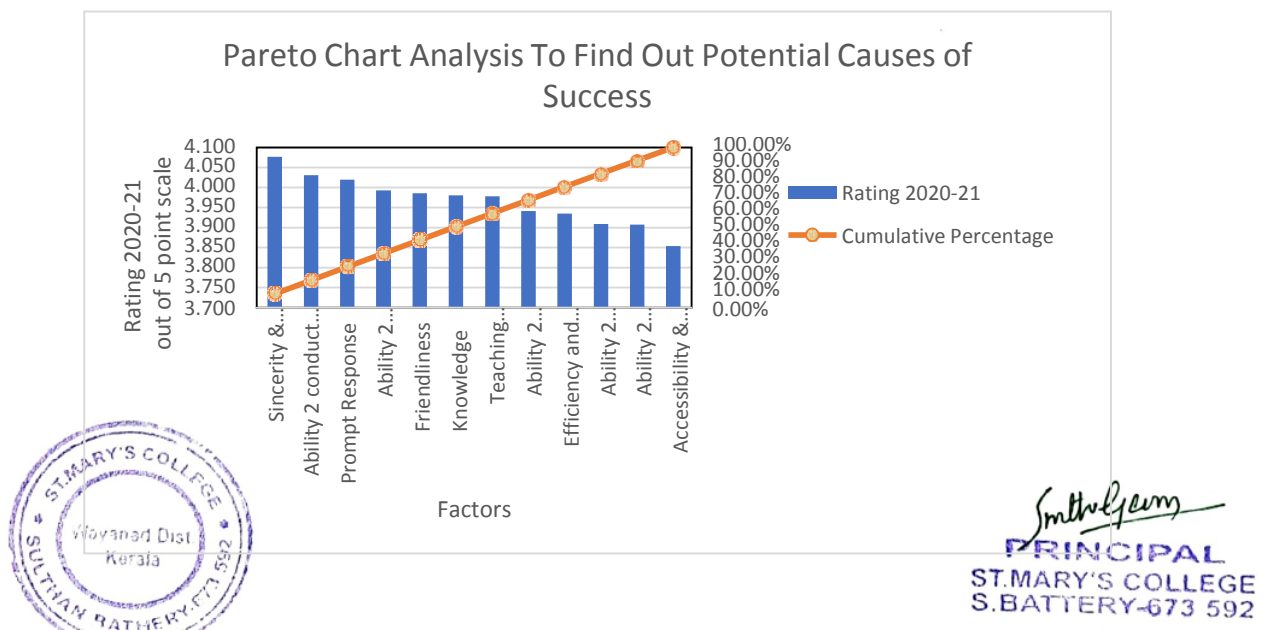
## TESTING THE PRESENCE OF SIGNIFICANT DIFFERENCE IN THE EFFICIENCY OF TEACHING AMONG TEACHERS

Parameters	Mean Score	Mean Difference	t-stats	P-Value	H0 Decision
Overall Satisfaction	3.967	-0.103	-1.911	0.06	Accepted

Source: Computed Data

The result of one sample t-test and standard deviation value highlights that all the teachers of the college are successful in claiming their major role in delivering their best to all students as p-value is above 0.05. Hence, null hypothesis is accepted by stating all teachers are equally good in catering their duty. For further improvement, Pareto Analysis is done for finding out the successful areas and scope for further improvement. The result of Pareto Chart Analysis is given below in figure-1 and rank wise list in table-2 after figure-1.

FIGURE-1







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TABLE-2

## RANK WISE ANALYSIS OF EACH FACTORS IN TESTING THE TEACHINGSKILL AND EFFICIENCY OF TEACHERS

Fact or No	Factors	Average Rating	Rank	Cumulative Frequency	Cumulative Percentage
F1	Sincerity & Commitment	4.077	1	4.077	8.56%
F2	Ability 2 conduct test	4.031	2	8.107	17.03%
F3	Prompt Response	4.019	3	12.127	25.47%
F4	Ability 2 motivate students	3.992	4	16.119	33.86%
F5	Friendliness	3.985	5	20.104	42.23%
F6	Knowledge	3.981	6	24.085	50.59%
F7	Teaching Methodology	3.978	7	28.063	58.94%
F8	Ability 2 integrate course material with other courses	3.941	8	32.004	67.22%
F9	Efficiency and effectiveness of teaching	3.935	9	35.938	75.49%
F10	Ability 2 Generate Interest	3.909	10	39.847	83.70%
F11	Ability 2 understand needs	3.908	11	43.755	91.91%
F12	Accessibility & Availability	3.854	12	47.608	100.00%
<b>Total Rating</b>		47.608			

Source: Computed Data



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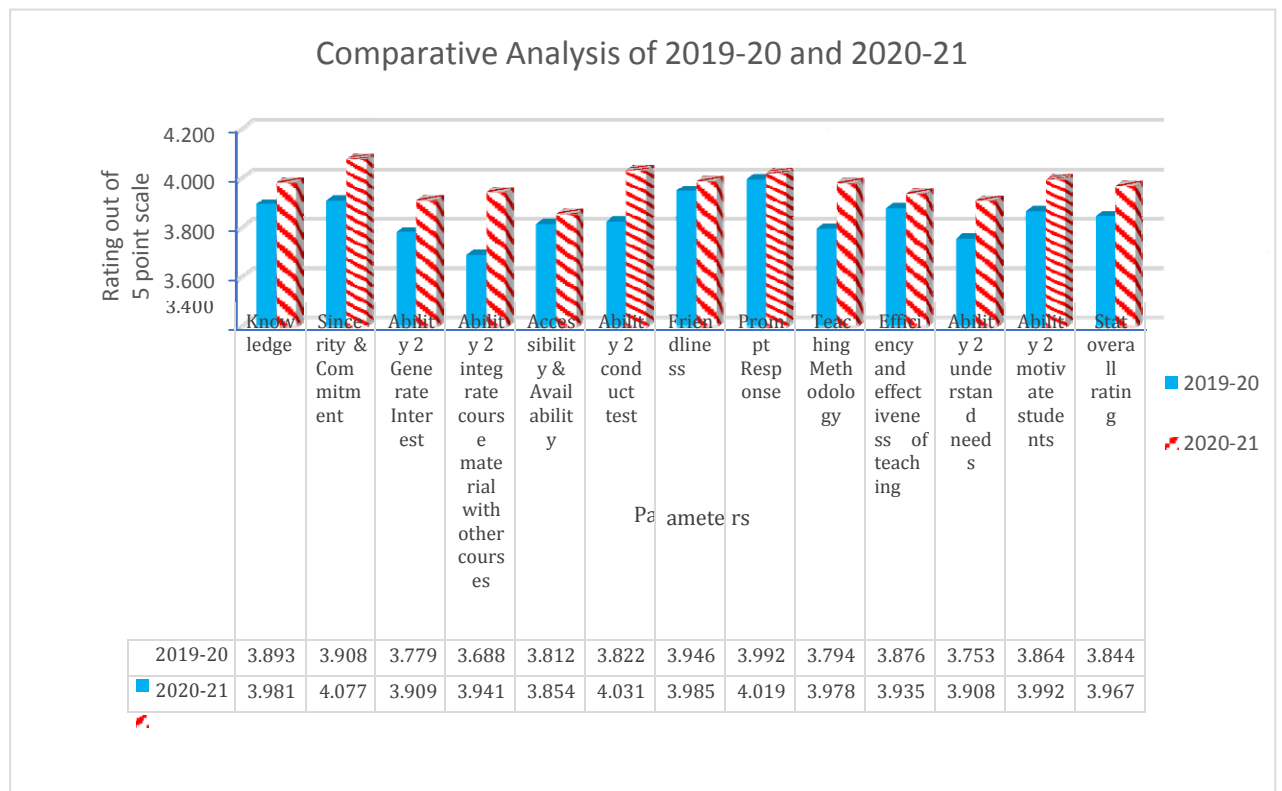
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The result shows that students are more satisfied on the sincerity and commitment shown by teachers, ability to conduct test, prompt response, their ability to motivate the students, friendliness followed by knowledge altogether contributing 50.59%. The core areas to improve for the teachers suggested by the students are to increase the accessibility and availability of teachers, ability to understand needs etc. But with this it is not advisable to judge the teaching quality of teachers. For that a comparative study is essential to track the progress of teaching quality with previous year by using a comparative graph.

Figure-2



  
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The comparative bar graph by comparing the rating given by students with previous year it is clear that in all parameters teachers have marked an improvement which is a good sign. The factor accessibility and availability of the teacher which is marked as the least contributing factor in this year by the students was ranked as 5<sup>th</sup> in the previous year 2019-20 with a rating of 3.812. But this year the rating given by the students is 3.854 (a higher weightage than previous year). Hence it is clear that teaching quality of students has marked a significant improvement in all aspects. In the previous year the least scored factor was ability to integrate course materials with other courses has marked a significant improvement jumping from 3.688 to 3.941 with 4<sup>th</sup> rank.

Thus, IQAC brings these factors to the concerned higher authorities to congratulate all teachers with regard to this achievement as a token of motivation and for their improvement in next year they have to take some corrective measures by giving tips to improve the least ranked factors this time.



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