**Student Satisfaction Survey**
Analysis and Action Taken Report
2021-2022

The Student Satisfaction Survey (SSS) provides a valuable platform for stakeholders to record their observations and to throw light on the areas of improvement. By identifying and addressing drawbacks, the survey serves as a catalyst for improving the overall quality of education.

1. ANALYSIS

1: How much of the syllabus was covered in the class?

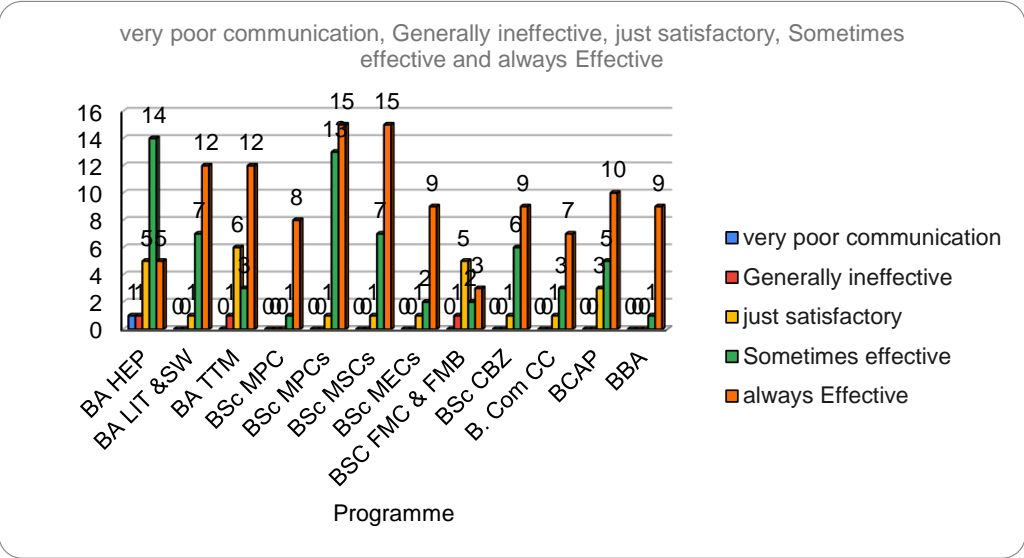| Programme	30 to 54%	55 to 69%	70 to 84%	85 to 100%
BA HEP	1	3	9	13
BA LIT &SW	0	1	7	12
BA TTM	0	1	5	16
BSc MPC	0	0	0	9
BSc MPCs	0	1	6	22
BSc MSCs	0	0	1	22
BSc MECs	0	0	2	10
BSC FMC & FMB	0	0	4	7
BSc CBZ	0	0	6	10
B. Com CC	0	0	3	8
BCAP	1	3	4	10
BBA	0	0	2	8
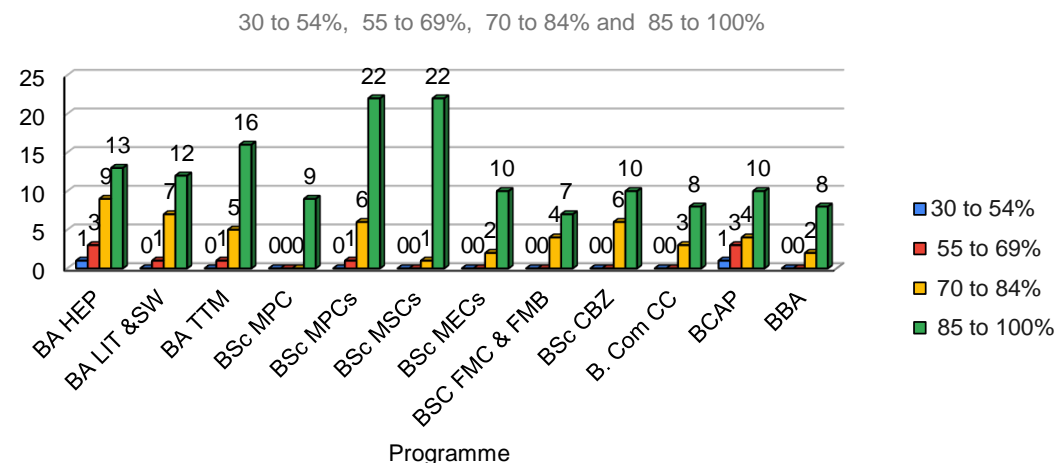
2. How well did the teachers prepare for the classes?

| Programme	Won't teach at all	Indifferently	Poorly	Satisfactorily	Thoroughly
BA HEP	0	1	5	11	9
BA LIT &SW	0	0	0	12	8
BA TTM	0	3	2	7	10
BSc MPC	0	0	0	3	6
BSc MPCs	0	0	1	15	13
BSc MSCs	0	0	0	9	14
BSc MECs	0	0	0	5	7
BSC FMC & FMB	0	0	1	5	5
BSc CBZ	0	0	1	5	10
B. Com CC	0	0	0	6	5
BCAP	0	0	1	6	11
BBA	0	0	0	2	8
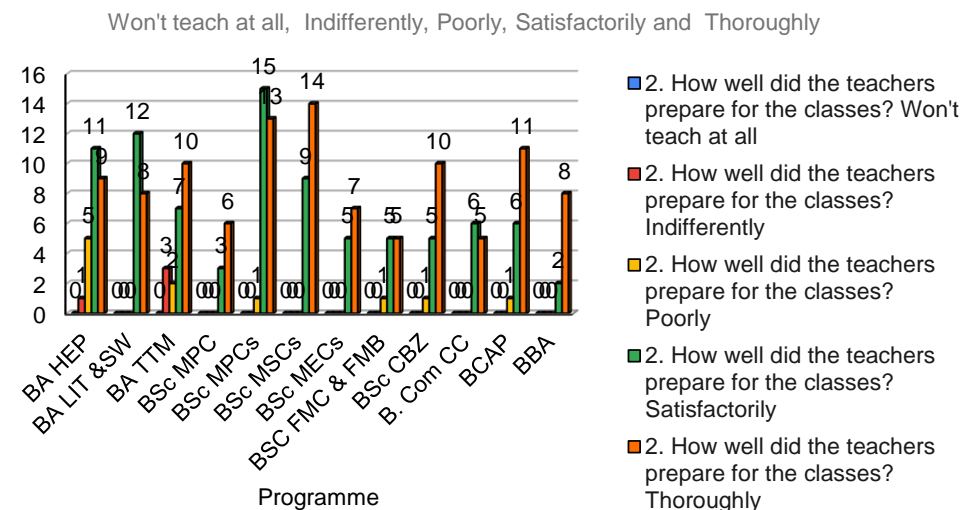
3: How well were teachers able to communicate?

Programme	very poor communication	Generally ineffective	just satisfactory	Sometimes effective	always Effective
BA HEP	1	1	5	14	5
BA LIT &SW	0	0	1	7	12
BA TTM	0	1	6	3	12
BSc MPC	0	0	0	1	8
BSc MPCs	0	0	1	13	15
BSc MSCs	0	0	1	7	15
BSc MECs	0	0	1	2	9
BSC FMC & FMB	0	1	5	2	3
BSc CBZ	0	0	1	6	9
B. Com CC	0	0	1	3	7
BCAP	0	0	3	5	10
BBA	0	0	0	1	9

very poor communication, Generally ineffective, just satisfactory, Sometimes effective and always Effective

4: The teacher's approach to the teaching can be best described as

Programme	Poor	Fair	Good	Very good	Excellent
BA HEP	1	6	10	5	4
BA LIT &SW	0	1	2	11	6
BA TTM	0	0	4	8	10
BSc MPC	0	0	1	3	5
BSc MPCs	0	0	3	12	14
BSc MSCs	0	0	2	11	10
BSc MECs	0	0	2	5	5
BSC FMC & FMB	0	1	5	1	4
BSc CBZ	0	0	1	9	6
B. Com CC	0	0	2	4	5
BCAP	0	0	4	4	10
BBA	0	0	0	3	7
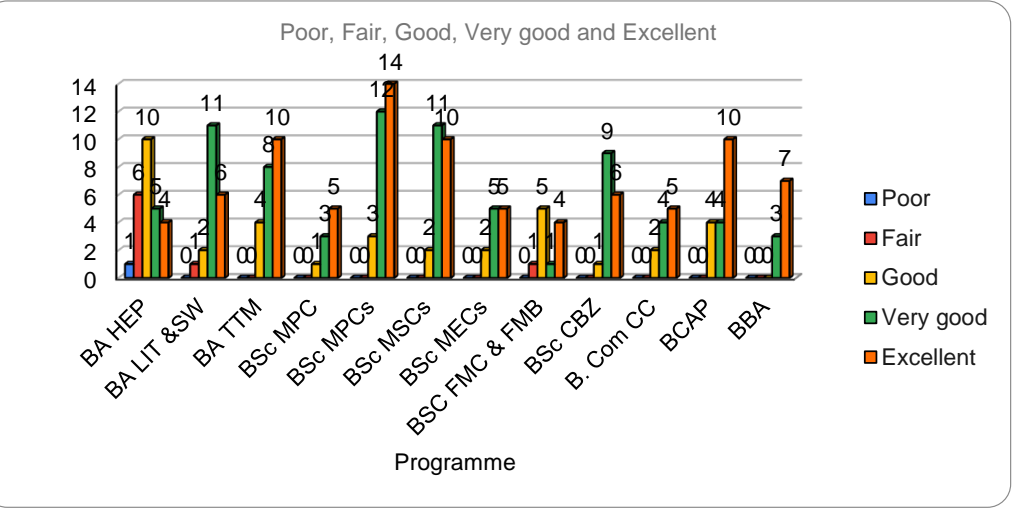
Poor, Fair, Good, Very good and Excellent

5: Fairness of the internal evaluation process by teachers

Programme	Unfair	Usually unfair	Sometimes unfair	Usually fair	Always fair
BA HEP	1	2	3	10	10
BA LIT &SW	0	0	0	7	13
BA TTM	1	0	7	3	11
BSc MPC	0	0	0	4	5
BSc MPCs	0	1	2	12	14
BSc MSCs	1	0	0	6	16
BSc MECs	0	0	0	5	7
BSC FMC & FMB	0	0	1	5	5
BSc CBZ	0	0	1	7	8
B. Com CC	0	0	1	3	7
BCAP	0	1	3	6	8
BBA	0	0	0	3	7
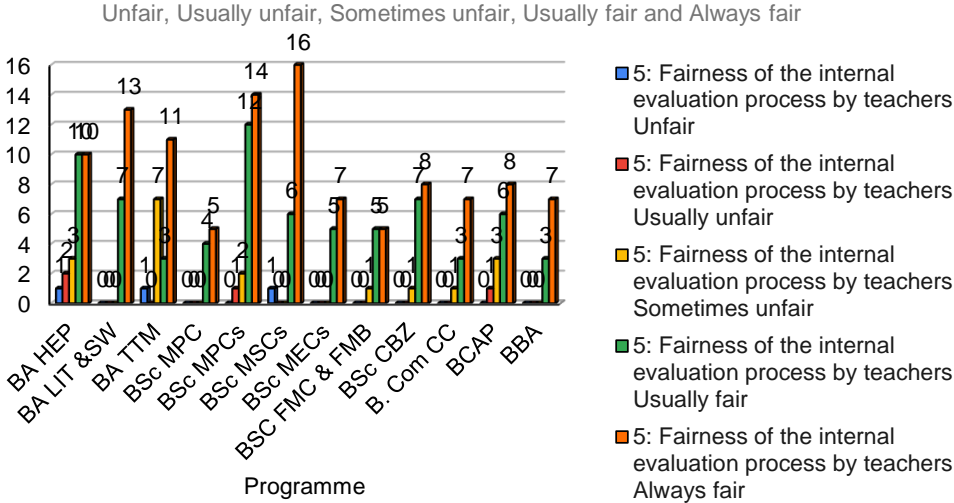
Unfair, Usually unfair, Sometimes unfair, Usually fair and Always fair

**6: Was your performance in assignments discussed with you?**

Programme	Never	Rarely	Occasionally/ Sometimes	Usually	Every time
BA HEP	1	4	9	8	4
BA LIT &SW	1	0	1	7	11
BA TTM	1	4	3	7	7
BSc MPC	0	0	1	2	6
BSc MPCs	0	2	2	11	14
BSc MSCs	1	0	1	8	13
BSc MECs	0	0	2	3	7
BSC FMC & FMB	0	0	1	7	3
BSc CBZ	1	1	1	6	7
B. Com CC	0	2	1	3	5
BCAP	1	0	2	4	11
BBA	0	0	0	3	7
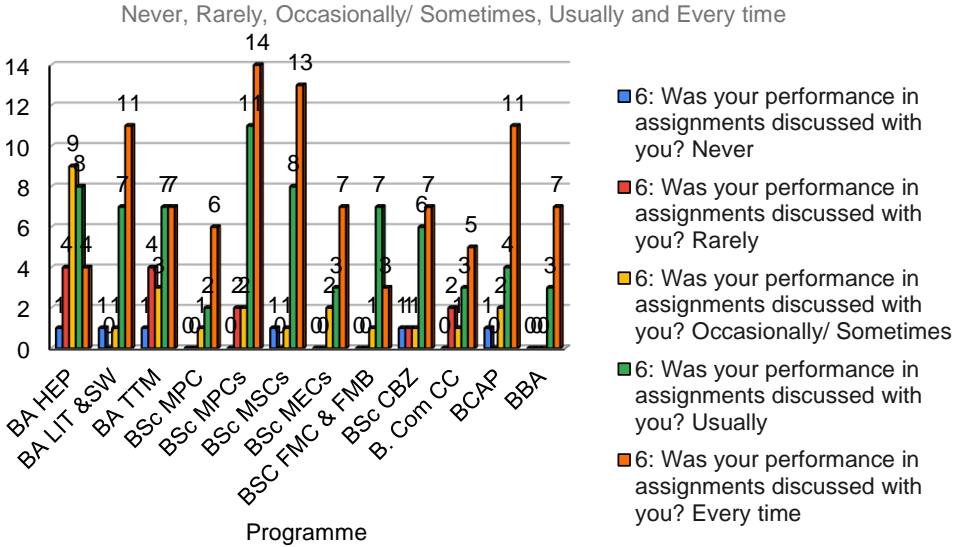
Never, Rarely, Occasionally/ Sometimes, Usually and Every time

7: The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

Programme	Never	Rarely	Sometimes	Often	Regularly
BA HEP	2	4	5	8	7
BA LIT &SW	0	0	2	7	11
BA TTM	3	1	7	6	5
BSc MPC	0	0	0	4	5
BSc MPCs	0	4	4	6	15
BSc MSCs	1	0	3	5	14
BSc MECs	0	0	2	1	9
BSC FMC & FMB	4	0	2	3	2
BSc CBZ	1	2	4	5	4
B. Com CC	0	1	1	5	4
BCAP	0	1	2	2	13
BBA	0	0	4	1	5
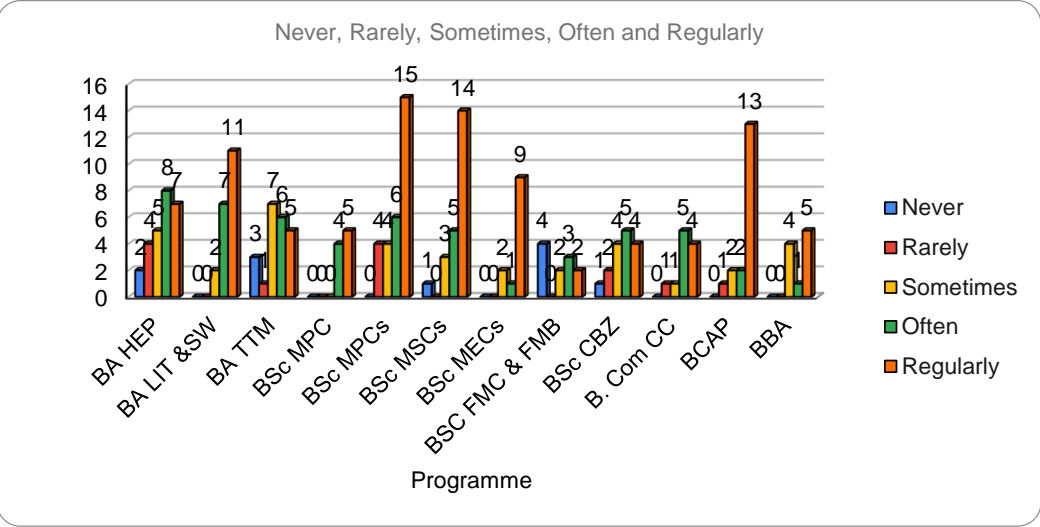
Never, Rarely, Sometimes, Often and Regularly

8: The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

Programme	Not at all	Marginally	Moderately	Very well	Significantly
BA HEP	0	6	8	6	6
BA LIT &SW	0	2	2	11	5
BA TTM	2	0	4	8	8
BSc MPC	0	0	1	4	4
BSc MPCs	0	0	5	13	11
BSc MSCs	0	0	2	11	10
BSc MECs	0	0	1	7	4
BSC FMC & FMB	4	0	2	2	3
BSc CBZ	1	3	5	5	2
B. Com CC	0	0	0	5	6
BCAP	1	1	1	10	5
BBA	0	0	2	5	3
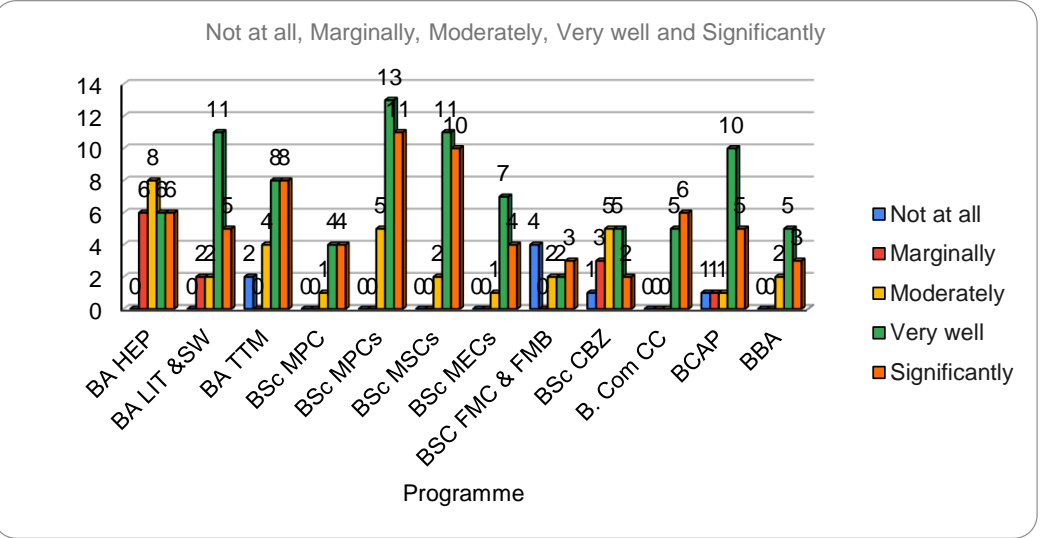
Not at all, Marginally, Moderately, Very well and Significantly

9: The institution provides multiple opportunities to learn and grow.

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	1	2	8	11	4
BA LIT &SW	0	0	1	9	10
BA TTM	0	0	3	8	11
BSc MPC	0	0	0	5	4
BSc MPCs	1	0	2	11	15
BSc MSCs	0	0	1	13	9
BSc MECs	0	0	0	5	7
BSC FMC & FMB	0	2	2	2	5
BSc CBZ	1	0	1	10	4
B. Com CC	0	0	0	7	4
BCAP	0	0	3	3	12
BBA	0	0	1	6	3
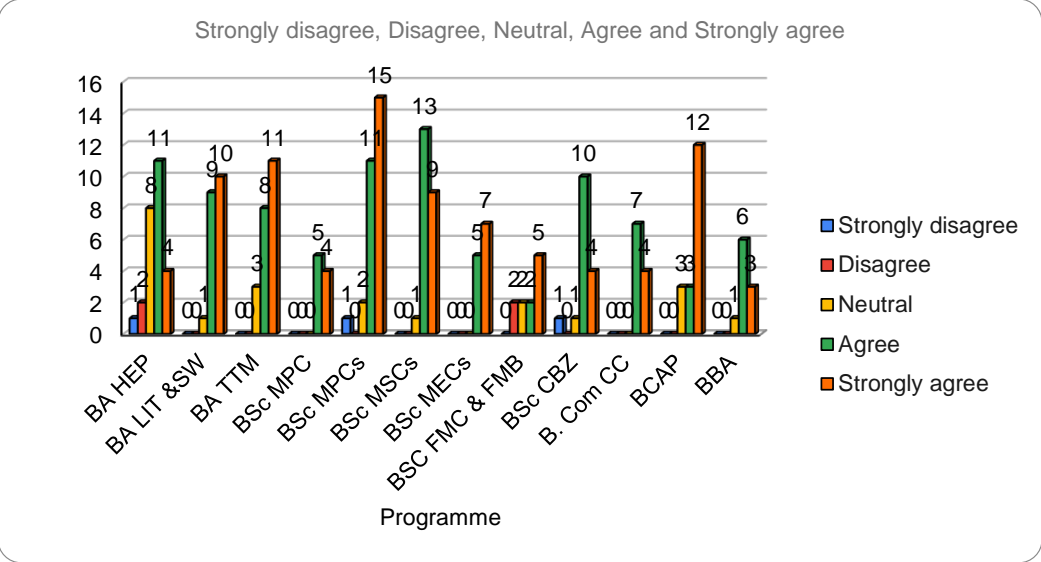
Strongly disagree, Disagree, Neutral, Agree and Strongly agree

10: Teachers inform you about your expected competencies, course outcomes and programme outcomes.

| Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	1	2	8	11	4
BA LIT &SW	0	1	2	4	13
BA TTM	0	0	4	9	9
BSc MPC	0	0	0	4	5
BSc MPCs	0	0	0	14	15
BSc MSCs	0	0	0	5	18
BSc MECs	0	0	0	4	8
BSC FMC & FMB	0	3	0	5	3
BSc CBZ	0	2	0	7	7
B. Com CC	0	0	0	6	5
BCAP	1	0	2	2	13
BBA	0	0	0	2	8
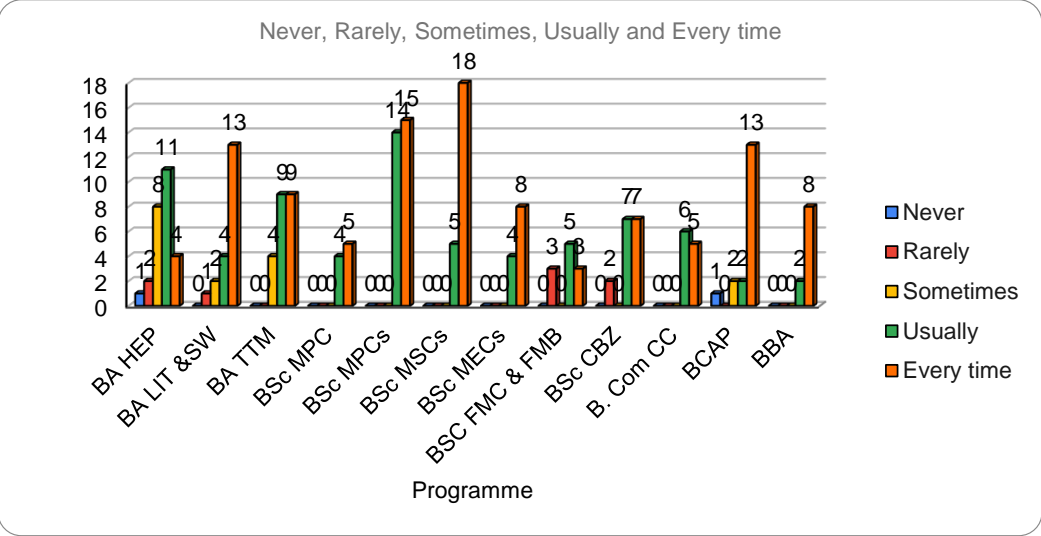
Never, Rarely, Sometimes, Usually and Every time

11: Your mentor does a necessary follow-up with an assigned task to you.

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	0	5	9	7	5
BA LIT &SW	0	0	0	5	15
BA TTM	1	1	1	7	12
BSc MPC	0	0	0	4	5
BSc MPCs	0	1	2	10	16
BSc MSCs	0	0	0	5	18
BSc MECs	0	0	1	3	8
BSC FMC & FMB	1	1	1	5	3
BSc CBZ	1	4	4	4	3
B. Com CC	0	0	0	5	6
BCAP	0	1	2	4	11
BBA	0	0	2	3	5
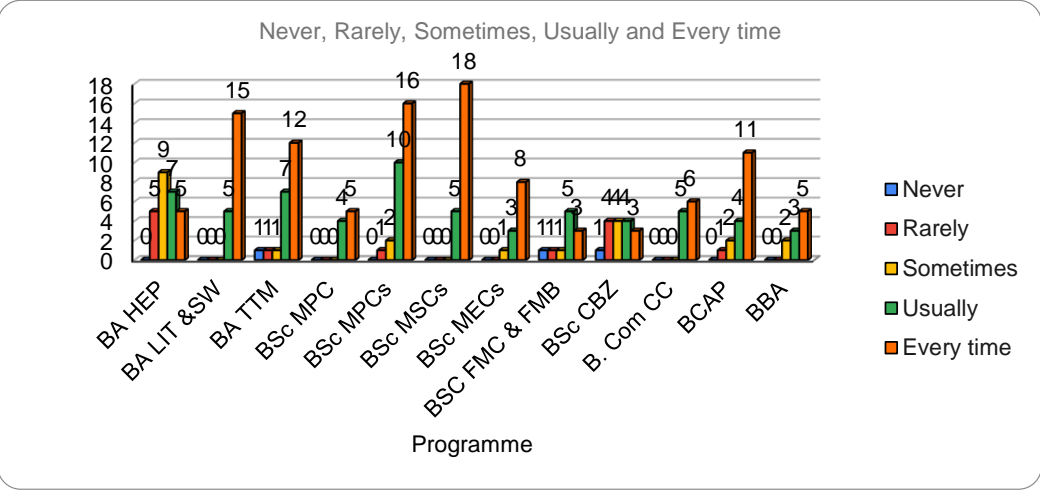
Never, Rarely, Sometimes, Usually and Every time

**12: The teachers illustrate the concepts through examples and applications.**

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	1	3	5	10	7
BA LIT &SW	0	0	1	7	12
BA TTM	0	1	2	5	14
BSc MPC	0	0	0	5	4
BSc MPCs	0	0	2	11	16
BSc MSCs	0	0	1	6	16
BSc MECs	0	0	0	4	8
BSC FMC & FMB	0	1	1	3	6
BSc CBZ	0	0	1	7	8
B. Com CC	0	0	0	7	4
BCAP	0	1	2	1	14
BBA	0	0	0	2	8
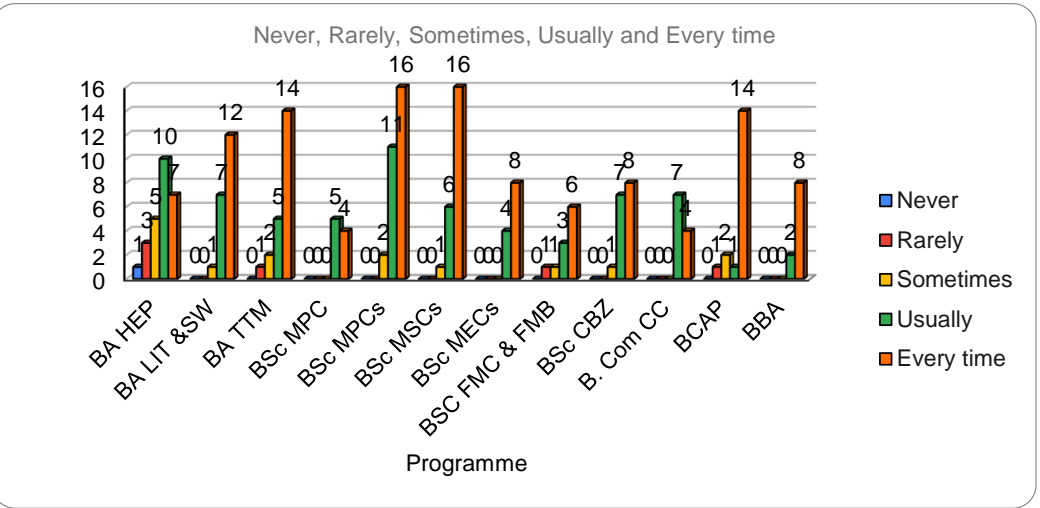
Never, Rarely, Sometimes, Usually and Every time

13: The teachers identify your strengths and encourage you with providing right level of challenges.

Programme	Unable to	Slightly	Partially	Reasonably	Fully
BA HEP	3	2	5	11	5
BA LIT &SW	0	3	2	3	12
BA TTM	0	0	5	6	11
BSc MPC	0	0	0	3	6
BSc MPCs	0	2	3	12	12
BSc MSCs	0	0	1	8	14
BSc MECs	0	0	0	5	7
BSC FMC & FMB	2	1	1	3	4
BSc CBZ	0	1	3	5	7
B. Com CC	0	0	1	6	4
BCAP	1	1	2	0	14
BBA	0	0	0	2	8
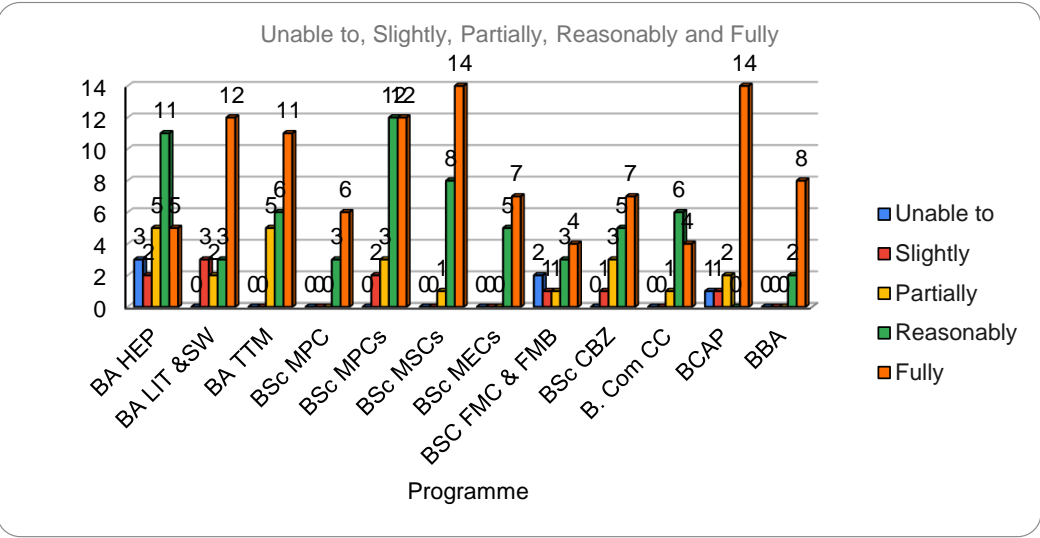
Unable to, Slightly, Partially, Reasonably and Fully

14: Teachers are able to identify your weaknesses and help you to overcome them.

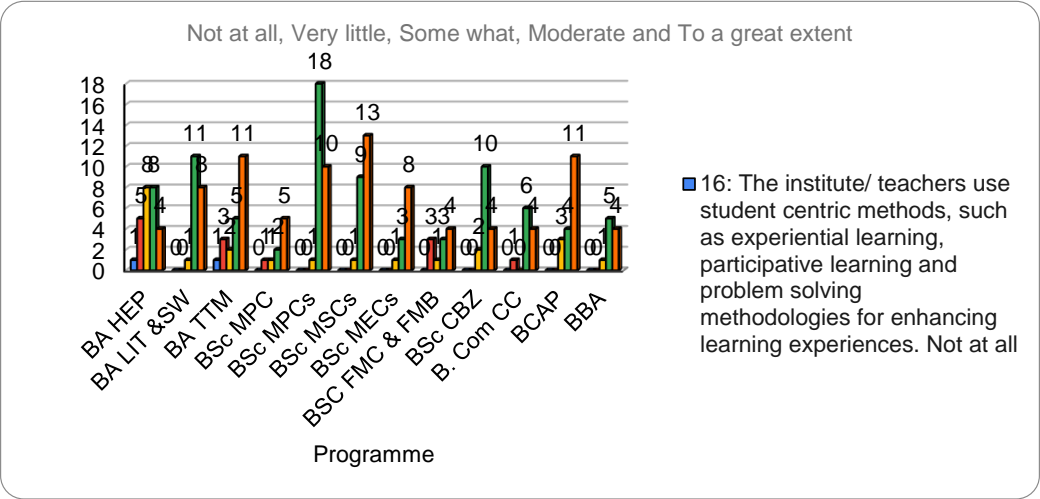| Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	2	3	5	10	6
BA LIT &SW	0	3	1	4	12
BA TTM	0	1	5	4	11
BSc MPC	0	0	1	5	3
BSc MPCs	0	1	2	12	14
BSc MSCs	0	1	2	9	11
BSc MECs	0	0	1	5	6
BSC FMC & FMB	3	1	1	2	4
BSc CBZ	0	1	3	3	9
B. Com CC	0	0	1	5	5
BCAP	1	0	1	6	10
BBA	0	0	1	2	7
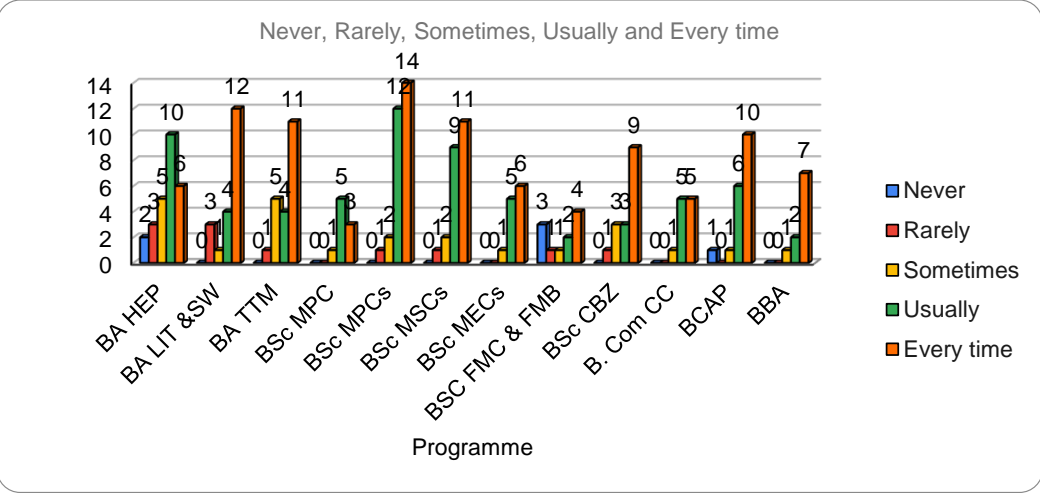
Never, Rarely, Sometimes, Usually and Every time

15: The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	1	3	9	8	5
BA LIT &SW	0	0	1	11	8
BA TTM	0	1	2	9	10
BSc MPC	0	0	0	6	3
BSc MPCs	1	0	3	14	11
BSc MSCs	0	0	1	12	10
BSc MECs	0	0	1	6	5
BSC FMC & FMB	0	1	3	3	3
BSc CBZ	0	0	4	9	3
B. Com CC	0	0	0	8	3
BCAP	0	0	3	3	12
BBA	0	0	1	4	5
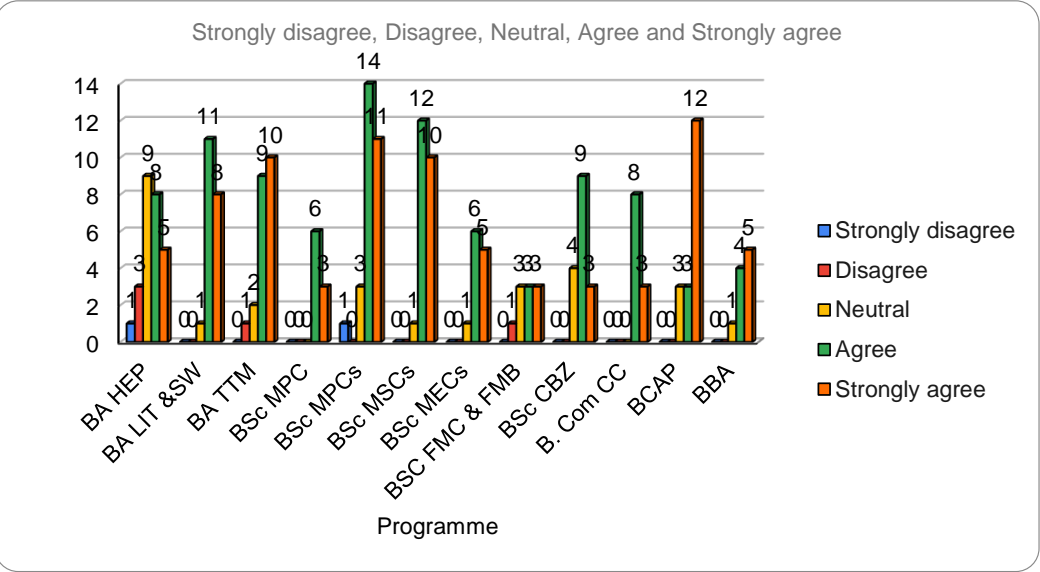
Strongly disagree, Disagree, Neutral, Agree and Strongly agree

16: The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

Programme	Not at all	Very little	Some what	Moderate	To a great extent
BA HEP	1	5	8	8	4
BA LIT &SW	0	0	1	11	8
BA TTM	1	3	2	5	11
BSc MPC	0	1	1	2	5
BSc MPCs	0	0	1	18	10
BSc MSCs	0	0	1	9	13
BSc MECs	0	0	1	3	8
BSC FMC & FMB	0	3	1	3	4
BSc CBZ	0	0	2	10	4
B. Com CC	0	1	0	6	4
BCAP	0	0	3	4	11
BBA	0	0	1	5	4

Not at all, Very little, Some what, Moderate and To a great extent

16: The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. Not at all

17: Teachers encourage you to participate in extracurricular activities.

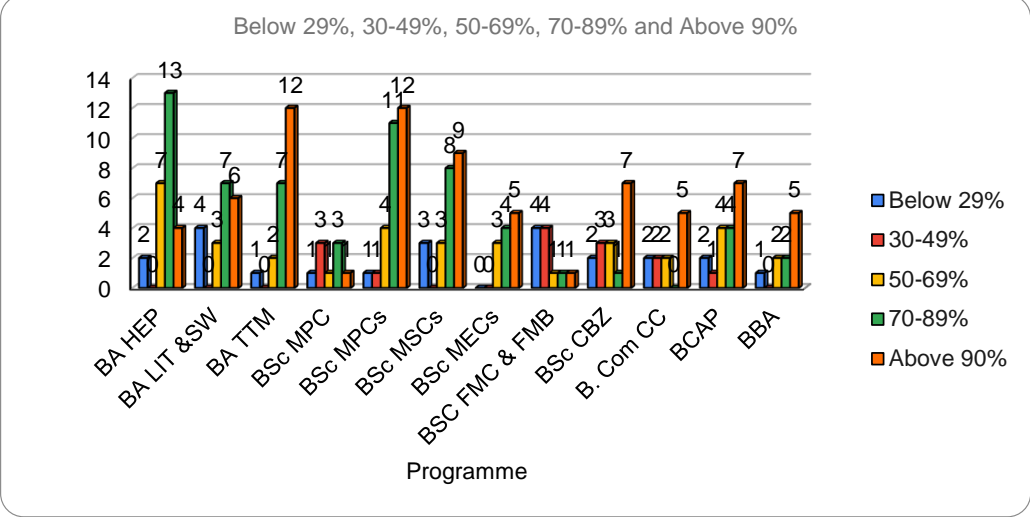| Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	1	2	10	4	9
BA LIT &SW	1	0	0	18	11
BA TTM	0	0	3	10	9
BSc MPC	0	0	0	7	2
BSc MPCs	0	1	2	12	14
BSc MSCs	0	0	1	10	12
BSc MECs	0	0	1	7	4
BSC FMC & FMB	1	1	2	4	3
BSc CBZ	0	0	1	6	9
B. Com CC	0	0	2	4	6
BCAP	0	0	3	2	13
BBA	0	0	1	2	7
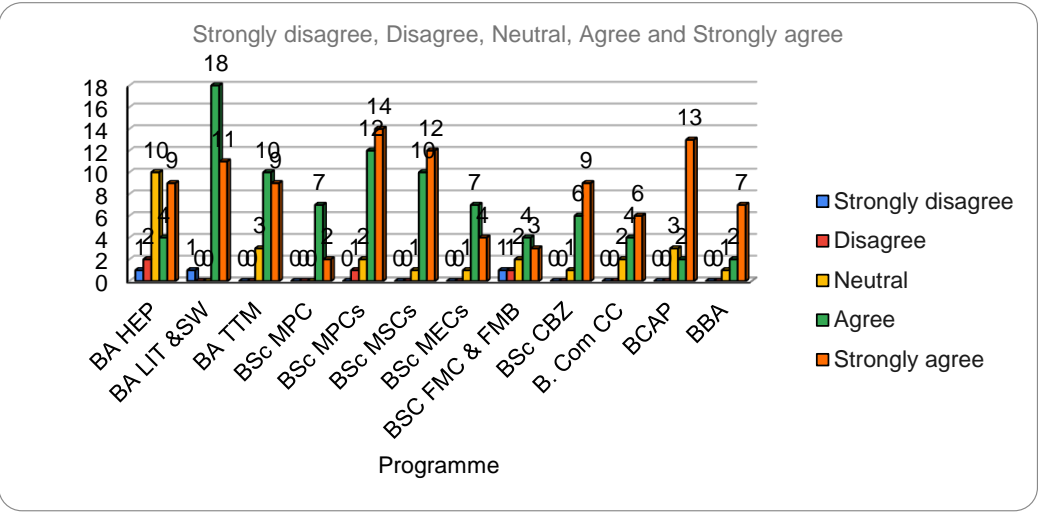
18: Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. ?

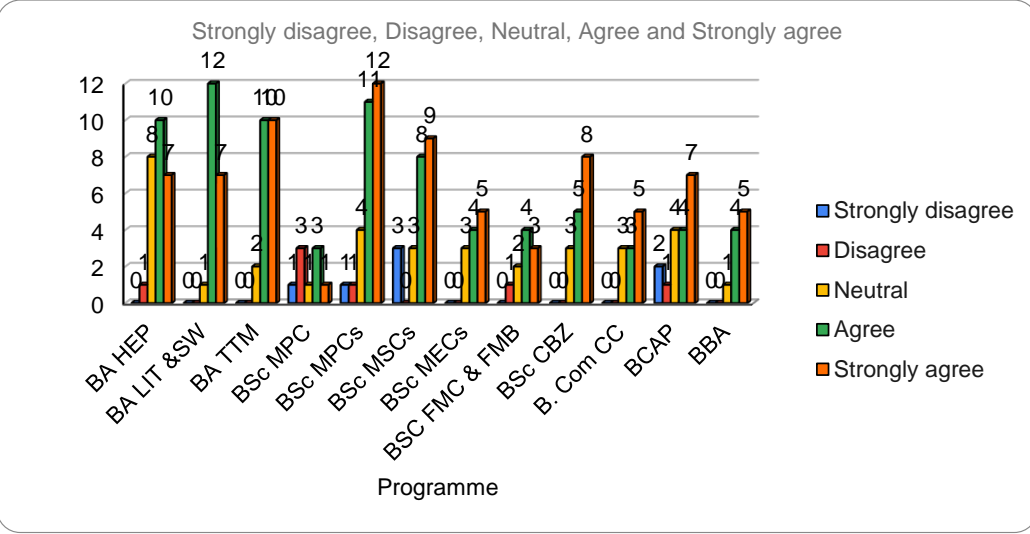| Programme	Not at all	Very little	Some what	Moderate	To a great extent
BA HEP	1	2	8	11	4
BA LIT &SW	0	1	0	8	10
BA TTM	0	2	2	5	13
BSc MPC	0	0	1	5	3
BSc MPCs	0	0	0	14	15
BSc MSCs	0	1	1	9	12
BSc MECs	0	0	0	4	8
BSC FMC & FMB	2	1	1	3	4
BSc CBZ	0	0	2	4	10
B. Com CC	0	0	0	7	4
BCAP	0	2	1	3	12
BBA	0	0	1	4	5
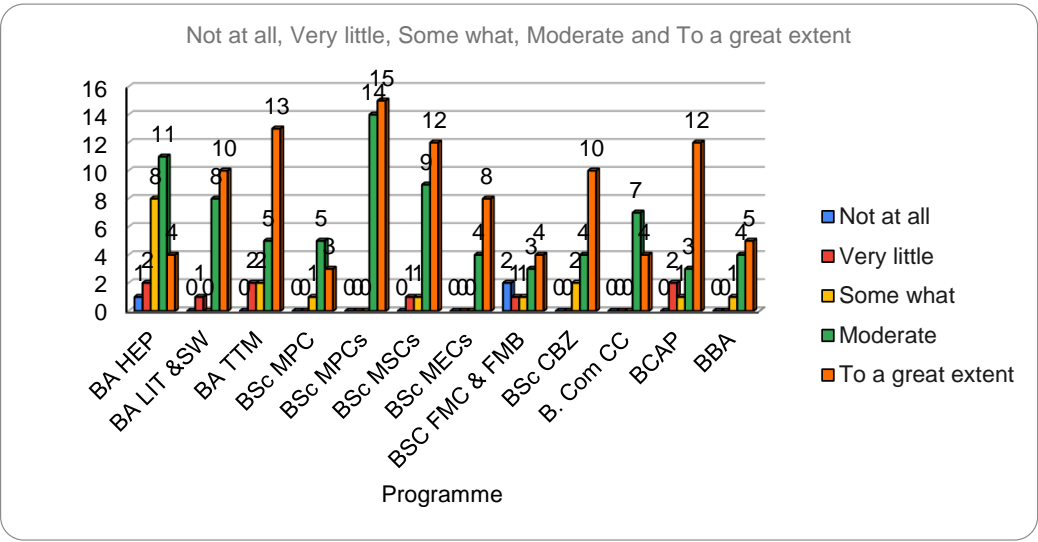
19: What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?

Programme	Below 29%	30-49%	50-69%	70-89%	Above 90%
BA HEP	2	0	7	13	4
BA LIT &SW	4	0	3	7	6
BA TTM	1	0	2	7	12
BSc MPC	1	3	1	3	1
BSc MPCs	1	1	4	11	12
BSc MSCs	3	0	3	8	9
BSc MECs	0	0	3	4	5
BSC FMC & FMB	4	4	1	1	1
BSc CBZ	2	3	3	1	7
B. Com CC	2	2	2	0	5
BCAP	2	1	4	4	7
BBA	1	0	2	2	5

Below 29%, 30-49%, 50-69%, 70-89% and Above 90%

20: The overall quality of teaching-learning process in your institute is very goo

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	0	1	8	10	7
BA LIT &SW	0	0	1	12	7
BA TTM	0	0	2	10	10
BSc MPC	1	3	1	3	1
BSc MPCs	1	1	4	11	12
BSc MSCs	3	0	3	8	9
BSc MECs	0	0	3	4	5
BSC FMC & FMB	0	1	2	4	3
BSc CBZ	0	0	3	5	8
B. Com CC	0	0	3	3	5
BCAP	2	1	4	4	7
BBA	0	0	1	4	5

Strongly disagree, Disagree, Neutral, Agree and Strongly agree

Student's satisfaction survey has been conducted by IQAC. The survey was based on the syllabus coverage, teachers preparation for classes, teachers ability to communication, teachers approach to teachings, internal evaluation fairness, teachers discussion about performance of the student, teachers mentoring for growth of the student and opportunities available in the institution for learning, teachers information about course and programme outcomes, method of illustration by the teachers, about concept, identification of student weakness and suggestion given by the teacher to overcome, teachers encouragement to participate in extra curriculum activities, effort made to inculcation of soft skill, life skills by the institution and teacher. ICT tools used by the teacher, and overall quality of teaching and learning process.

In the current landscape of higher education, competition has intensified, making college student satisfaction a crucial factor in determining quality. A high level of student satisfaction not only contributes to attracting and retaining high-achieving students, but it also enhances the reputation of the department and the college as a whole.

Feedback Analysis and Action Taken Report:

Strengths:

- Students are satisfied with the updated syllabus.
- Students expressed that the teachers prepare the lessons and disseminated to the students through the classroom
- The approach of the teaching and learning process are highly appreciated by the students.
- CA papers are valued on time and distributed to the students in the classroom for further improvement.
- Students opined that the teachers are willing to support them for the extracurricular activities.
- Students appreciated the exclusive seminar for inter-collegiate students' community.
- Students praised the teachers for having given the opportunity to take seminars by using PPT Slides.
- The cultural events provided a platform for the students to exhibit their talents.
- Students said that the staff members are encouraging them to participate in the seminars, workshops and other events organized by other colleges and universities.
- Mentoring by the faculty given to the students on a periodical basis are appreciated well.
- Significant use of ICT enabled tools for the purpose of teaching and learning by the faculty.

Weakness

- **Field trip has not been arranged due to pandemic.**
- Periodical educational tour has not been organized due to pandemic.
- Every classroom should have the projector for better learning.
- The library needs to keep enough subject books.
- Staff members need to use ICT enabled tools for the purpose of teaching and learning.

Action Taken Report:

- Based on the student satisfaction survey through statistical tools the following action has been initiated by the departments.
- It was informed to the teachers to complete the syllabus and give revision before the semester end exams so that students get more time for preperation.
- With regard to the teacher's preparation for the classes, teachers are asked to prepare thoroughly for their subjects before going to the class.
- In connection with teacher's ability to communicate, teachers are requested to encode the message with appropriate words in simple language.
- Faculty have undergone 'Faculty Development Programs to enhance their teaching skills and pedogogies.
- Faculty were advised to be impartial and transperent in internal evaluation.
- Faculty are requested to take care of the students for their alround development by mentoring them closely.
- Most of the students have strongly agreed about the opportunities provided by the institution to learn and grow in every aspect to face the future courageously.
- The faculty instructed to make efforts to inculcate soft skills, life skills and employability skills inorder to prepare the students for the placements.

Analysis and Action Taken Report
2021-2022

The Student Satisfaction Survey (SSS) provides a valuable platform for stakeholders to record their observations and to throw light on the areas of improvement. By identifying and addressing drawbacks, the survey serves as a catalyst for improving the overall quality of education.

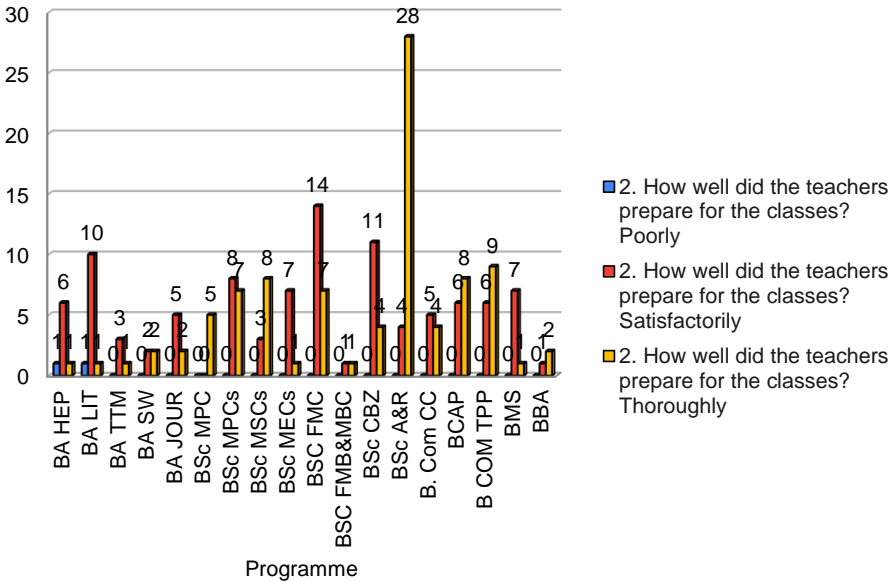**1: How much of the syllabus was covered in the class?**

Programme	30 to 54%	55 to 69%	70 to 84%	85 to 100%
BA HEP	0	1	6	1
BA LIT	0	1	9	2
BA TTM	0	0	3	1
BA SW	0	0	3	1
BA JOUR	0	1	4	2
BSc MPC	0	0	1	4
BSc MPCs	0	0	8	7
BSc MSCs	0	0	2	9
BSc MECs	1	1	2	4
BSC FMC	0	1	12	8
BSC FMB&MBC	0	1	1	0
BSc CBZ	0	2	10	3
BSc A&R	0	0	2	30
B. Com CC	0	0	5	4
BCAP	0	0	3	11
B COM TPP	0	0	2	13
BMS	0	0	4	4
BBA	0	0	2	1
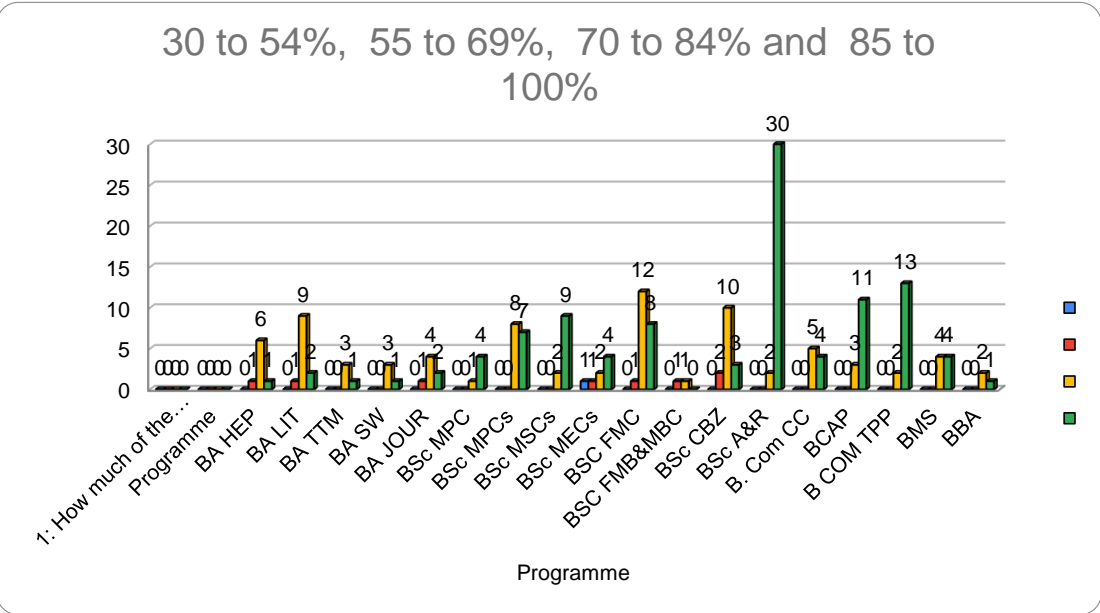
2. How well did the teachers prepare for the classes?

Programme	Won't teach at all	Indifferently	Poorly	Satisfactorily	Thoroughly
BA HEP	0	0	1	6	1
BA LIT	0	0	1	10	1
BA TTM	0	0	0	3	1
BA SW	0	0	0	2	2
BA JOUR	0	0	0	5	2
BSc MPC	0	0	0	0	5
BSc MPCs	0	0	0	8	7
BSc MSCs	0	0	0	3	8
BSc MECs	0	0	0	7	1
BSC FMC	0	0	0	14	7
BSC FMB&MBC	0	0	0	1	1
BSc CBZ	0	0	0	11	4
BSc A&R	0	0	0	4	28
B. Com CC	0	0	0	5	4
BCAP	0	0	0	6	8
B COM TPP	0	0	0	6	9
BMS	0	0	0	7	1
BBA	0	0	0	1	2

Poorly, Satisfactorily and Thoroughly

Legend:
- 2. How well did the teachers prepare for the classes? Poorly
- 2. How well did the teachers prepare for the classes? Satisfactorily
- 2. How well did the teachers prepare for the classes? Thoroughly

3: How well were teachers able to communicate?

Programme	very poor communication	Generally ineffective	just satisfactory	Sometimes effective	always Effective
BA HEP	0	0	2	3	4
BA LIT	0	0	2	3	4
BA TTM	0	1	0		3
BA SW	0	0	0	2	2
BA JOUR	0	0	2	3	4
BSc MPC	0	0	0	1	4
BSc MPCs	0	0	2	4	9
BSc MSCs	0	0		3	4
BSc MECs	0	0	1	5	2
BSC FMC	0	0	2	10	9
BSC FMB&MBC	0	0	0	1	1
BSc CBZ	0	0	3	5	7
BSc A&R	0	0	0	3	29
B. Com CC	0	1	1	3	4
BCAP	0	0	0	3	4
B COM TPP	0	0	2	1	12
BMS	0	0	2	3	4
BBA	0	0	0	2	1
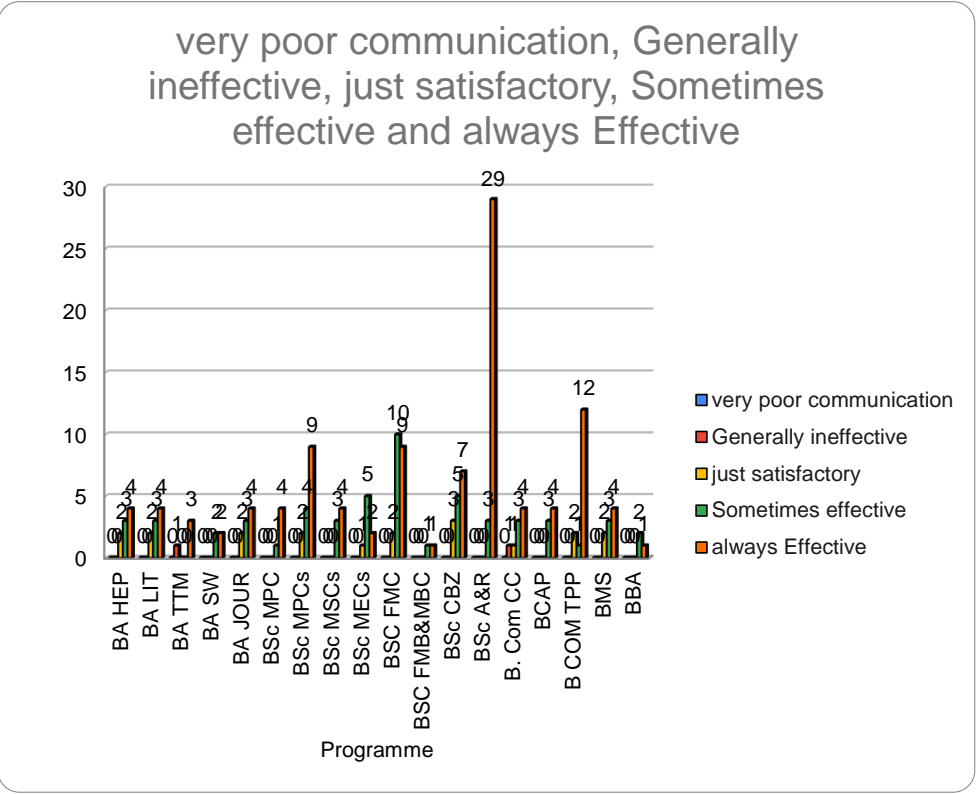
very poor communication, Generally ineffective, just satisfactory, Sometimes effective and always Effective

4: The teacher's approach to the teaching can be best described as

Programme	Poor	Fair	Good	Very good	Excellent
BA HEP	0	0	2	3	4
BA LIT	0	1	2	3	4
BA TTM	0	0	1	2	1
BA SW	0	0	1	2	1
BA JOUR	0	0	2	3	4
BSc MPC	0	0	1		4
BSc MPCs	0	0	2	3	4
BSc MSCs	0	0	2	3	4
BSc MECs	0	0	2	3	
BSC FMC	0	1	2	3	4
BSC FMB&MBC	0	0	1	0	1
BSc CBZ	0	0	2	3	4
BSc A&R	0	0	2	3	4
B. Com CC	0	0	2	3	4
BCAP	0	0	2	3	4
B COM TPP	0	0	2	3	4
BMS	0	0	2	3	4
BBA	0	0	1	1	1
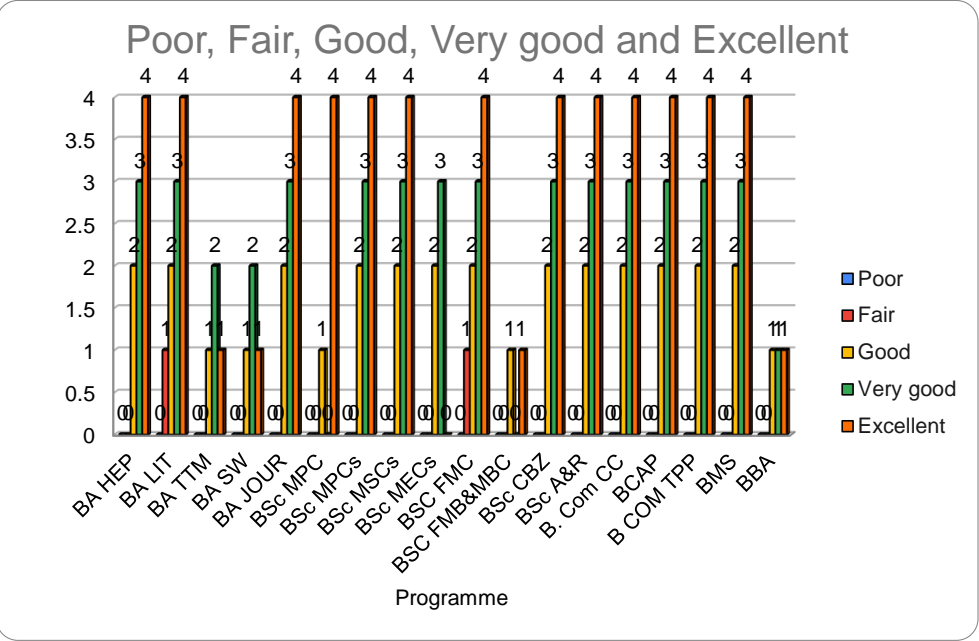
Poor, Fair, Good, Very good and Excellent

5: Fairness of the internal evaluation process by teachers

Programme	Unfair	Usually unfair	Sometimes unfair	Usually fair	Always fair
BA HEP	0	0	2	3	4
BA LIT	0	0	0	3	4
BA TTM	0	0	0	2	2
BA SW	0	0	1	1	2
BA JOUR	0	0	2	3	4
BSc MPC	0	0	0	0	5
BSc MPCs	0	0	2	3	4
BSc MSCs	0	0	0	3	4
BSc MECs	0	0	2	3	4
BSC FMC	0	0	2	3	4
BSC FMB&MBC	0	0	0	1	1
BSc CBZ	0	0	2	3	4
BSc A&R	0	0	2	3	27
B. Com CC	0	0	2	3	4
BCAP	0	0	0	3	4
B COM TPP	0	0	0	3	4
BMS	0	0	2	3	0
BBA	0	0	0	3	0
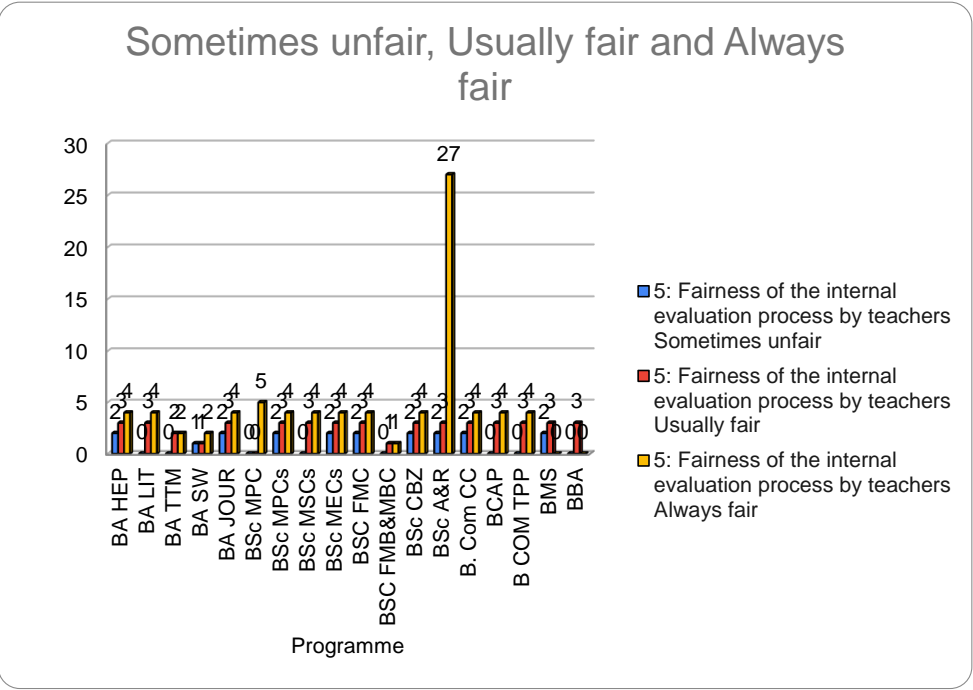
Sometimes unfair, Usually fair and Always fair

**6: Was your performance in assignments discussed with you?**

Programme	Never	Rarely	Occasionally/ Sometimes	Usually	Every time
BA HEP	2	1	0	1	4
BA LIT	3	1	0	5	3
BA TTM	0	0	1	1	2
BA SW	0	0	1	2	1
BA JOUR	0	0	2	1	4
BSc MPC	0	0	1	0	4
BSc MPCs	0	0	3	6	6
BSc MSCs	0	1	0	4	6
BSc MECs	0	2	4	1	1
BSC FMC	0	2	6	6	7
BSC FMB&MBC	0	0	1	0	1
BSc CBZ	4	0	2	6	3
BSc A&R	0	0	2	0	30
B. Com CC	0	0	2	3	4
BCAP	0	1	1	4	8
B COM TPP	0	0	0	3	12
BMS	0	1	2	4	1
BBA	0	0	0	3	0
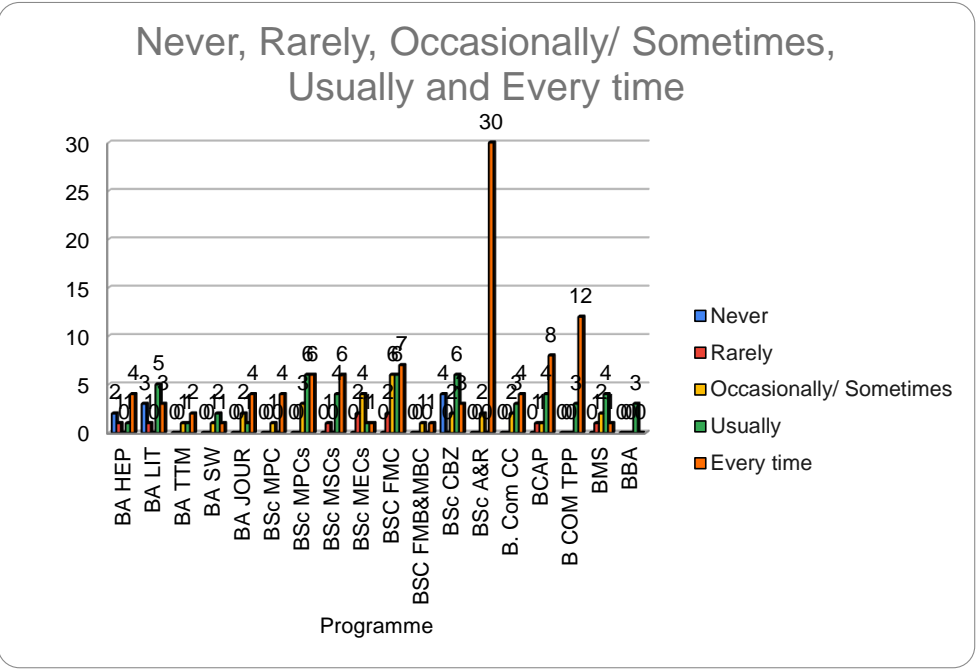
Never, Rarely, Occasionally/ Sometimes, Usually and Every time

7: The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

Programme	Never	Rarely	Sometimes	Often	Regularly
BA HEP	1	0	2	2	3
BA LIT	0	0	1	5	6
BA TTM	0	2	1	0	1
BA SW	0	0	1	1	2
BA JOUR	0	0	3	1	3
BSc MPC	0	0	0	1	4
BSc MPCs	0	0	1	8	6
BSc MSCs	0	2	3	1	5
BSc MECs	0	0	3	3	2
BSC FMC	3	1	2	9	6
BSC FMB&MBC	0	1	0	0	1
BSc CBZ	4	1	4	4	2
BSc A&R	1	1	2	0	28
B. Com CC	0	0	1	2	6
BCAP	0	0	2	6	6
B COM TPP	0	0	0	2	13
BMS	0	0	1	5	2
BBA	0	0	0	3	0
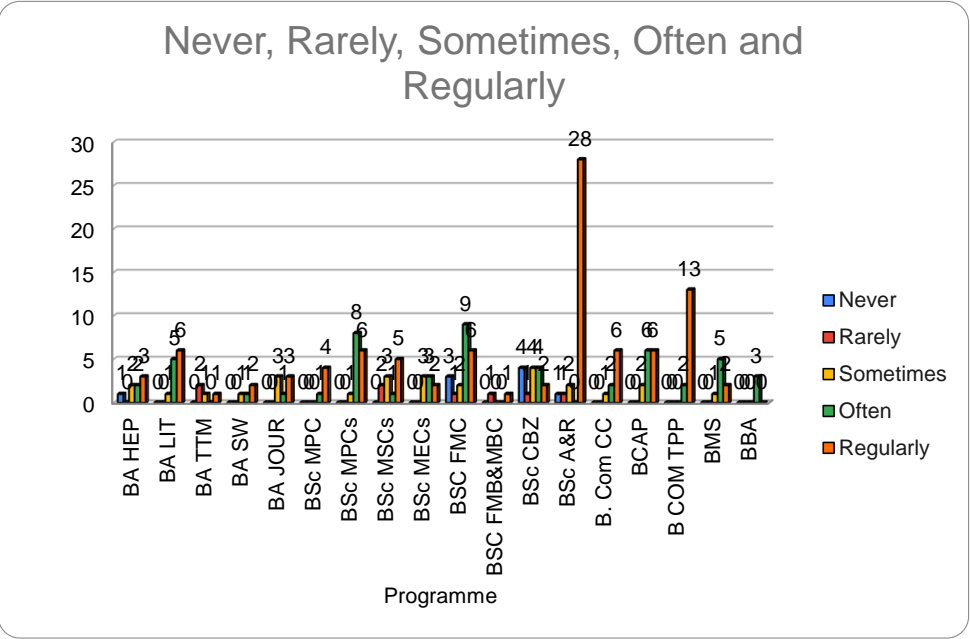
Never, Rarely, Sometimes, Often and Regularly

8: The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

Programme	Not at all	Marginally	Moderately	Very well	Significantly
BA HEP	2	1	0	2	3
BA LIT	0	1	1	5	5
BA TTM	0	0	1	0	3
BA SW	0	0	2	1	1
BA JOUR	0	0	1	4	2
BSc MPC	0	0	0	4	1
BSc MPCs	0	0	3	7	5
BSc MSCs	0	0	3	6	2
BSc MECs	0	0	3	4	1
BSC FMC	2	0	8	9	2
BSC FMB&MBC	0	0	1	0	1
BSc CBZ	0	2	2	9	2
BSc A&R	0	0	2	3	27
B. Com CC	0	1	2	4	2
BCAP	0	0	1	9	4
B COM TPP	0	0	0	7	8
BMS	0	0	1	6	1
BBA	0	0	3	0	0
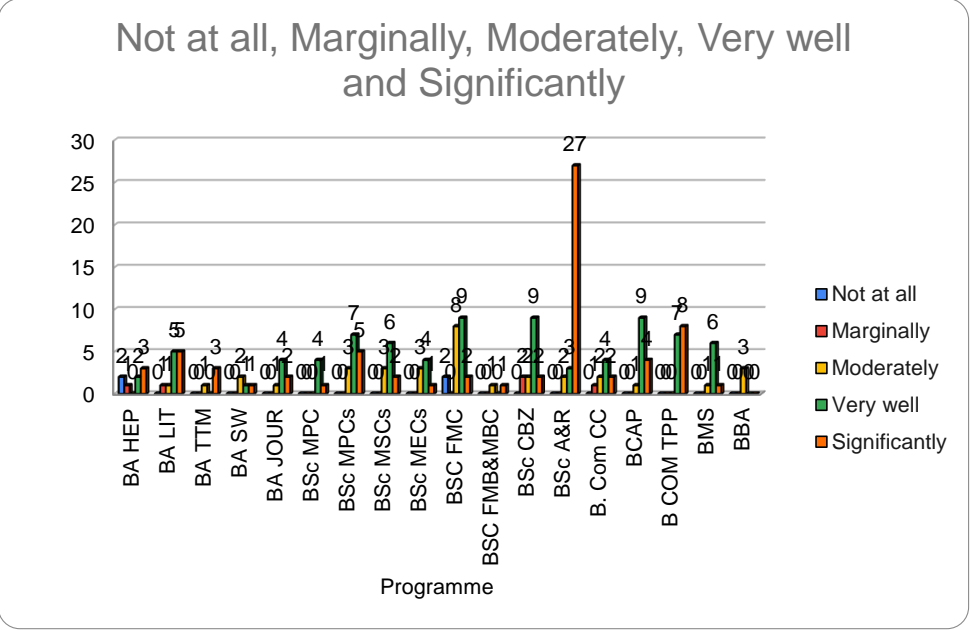
Not at all, Marginally, Moderately, Very well and Significantly

9: The institution provides multiple opportunities to learn and grow.

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	1	0	2	2	3
BA LIT	0	1	3	5	3
BA TTM	0	1	0	1	2
BA SW	0	0	1	2	1
BA JOUR	0	0	2	2	3
BSc MPC	0	0	0	1	4
BSc MPCs	0	0	0	9	6
BSc MSCs	0	0	2	3	6
BSc MECs	0	1	3	3	`1
BSC FMC	0	1	8	8	4
BSC FMB&MBC	0	0	0	1	1
BSc CBZ	0-	0	3	5	7
BSc A&R	0	1	5	3	23
B. Com CC	0	0	3	3	3
BCAP	0	0	0	8	6
B COM TPP	0	0	0	6	9
BMS	0	0	1	6	1
BBA	0	0	1	2	0
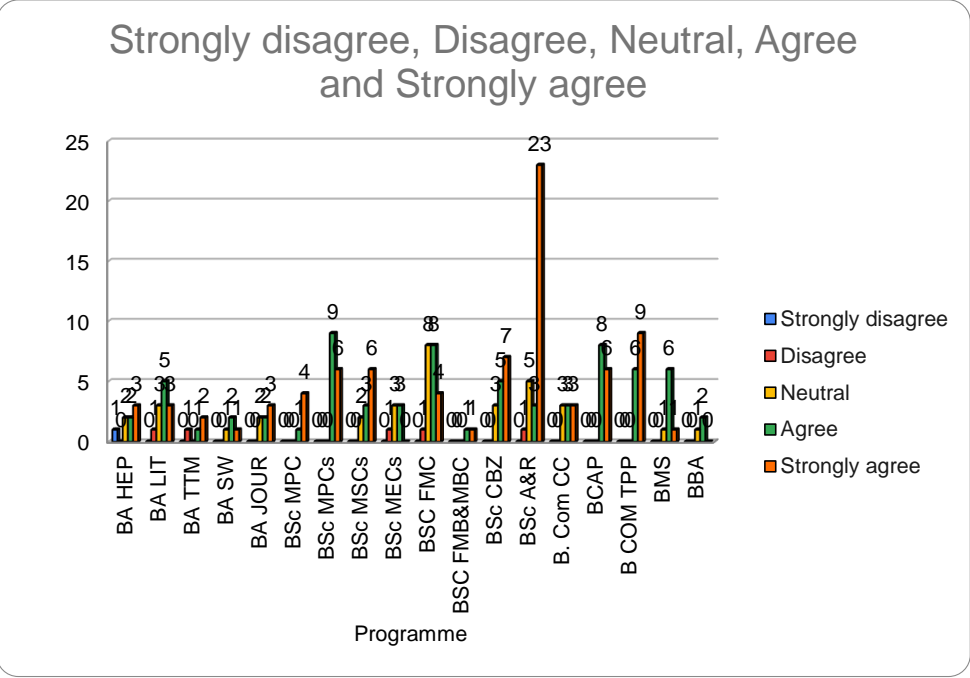
Strongly disagree, Disagree, Neutral, Agree and Strongly agree

10: Teachers inform you about your expected competencies, course outcomes and programme outcomes.

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	1	0	1	2	4
BA LIT	0	1	3	5	3
BA TTM	0	0	1	2	1
BA SW	0	0	1	1	2
BA JOUR	0	0	0	3	4
BSc MPC	0	0	1	0	4
BSc MPCs	0	0	0	6	9
BSc MSCs	0	0	3	4	4
BSc MECs	0	1	1	4	2
BSC FMC	1	1	7	2	10
BSC FMB&MBC	0	0	0	1	1
BSc CBZ	1	3	1	6	4
BSc A&R	0	0	3	4	25
B. Com CC	0	0	2	5	2
BCAP	0	0	2	4	8
B COM TPP	0	0	0	6	9
BMS	0	0	1	2	5
BBA	0	0	0	3	0
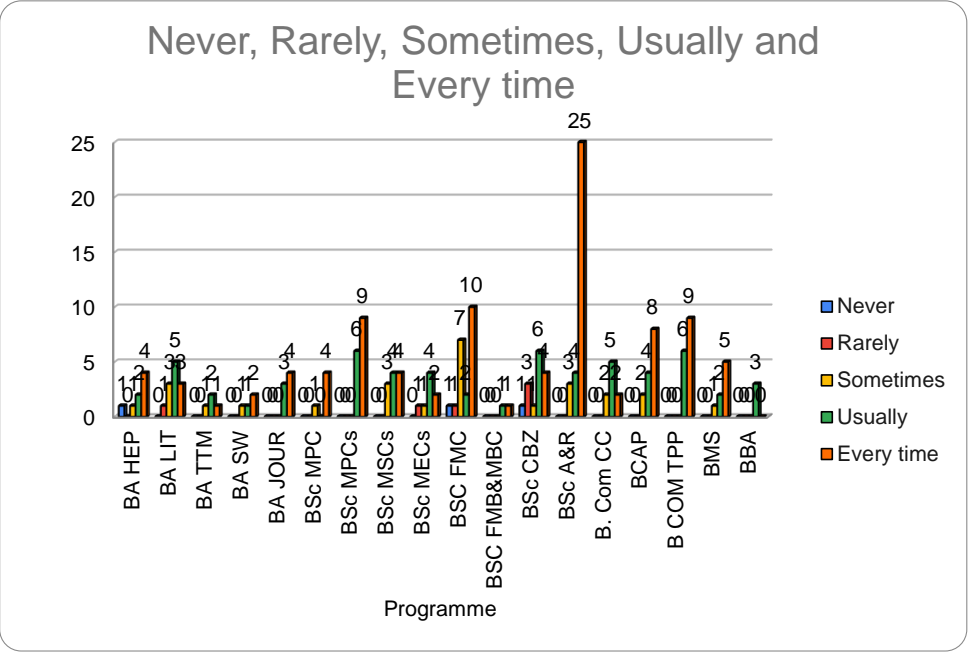
Never, Rarely, Sometimes, Usually and Every time

11: Your mentor does a necessary follow-up with an assigned task to you.

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	1	1	0-	2	4
BA LIT	0	1	0-	5	6
BA TTM	0	0	1	0	3
BA SW	0	0	1	1	2
BA JOUR	0	0	0	5	2
BSc MPC	0	0	0	0	5
BSc MPCs	0	0	1	5	9
BSc MSCs	0	0	1	3	7
BSc MECs	0	0	0	5	3
BSC FMC	0	1	2	9	9
BSC FMB&MBC	0	0	0	1	1
BSc CBZ	2	3	1	4	5
BSc A&R	0	1	0	2	29
B. Com CC	0	0	`1	2	6
BCAP	0	0	1	8	5
B COM TPP	0	0	0	6	9
BMS	0	0	1	3	4
BBA	0	0	0	2	1
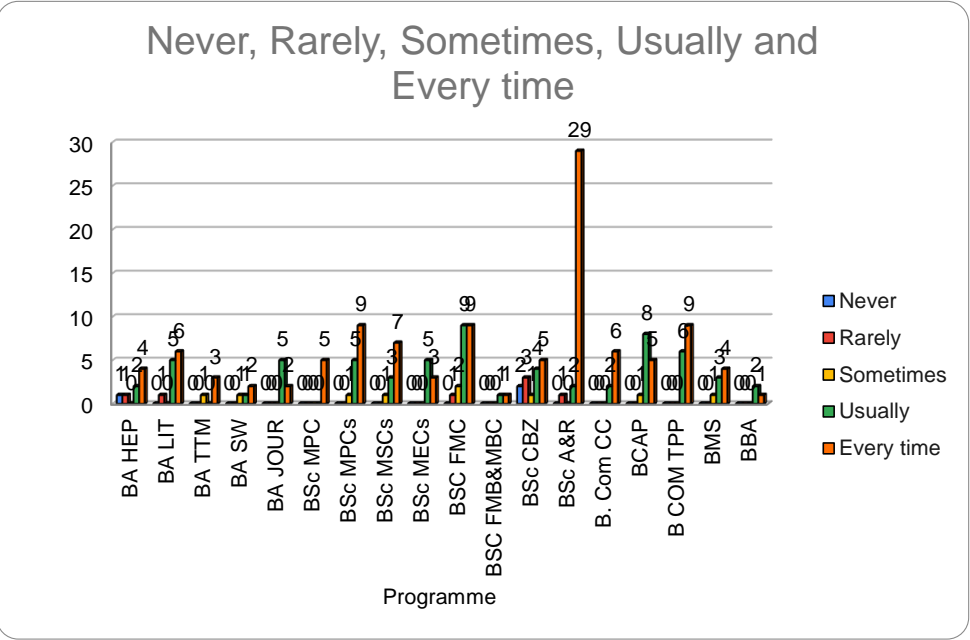
Never, Rarely, Sometimes, Usually and Every time

12: The teachers illustrate the concepts through examples and applications.

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	0	2	1	1	4
BA LIT	0	0	1	5	6
BA TTM	0	0	1	1	2
BA SW	0	0	1	1	2
BA JOUR	0	0	1	2	4
BSc MPC	0	0	0	0	5
BSc MPCs	0	0	1	7	7
BSc MSCs	0	0	0	5	6
BSc MECs	0	0	2	4	2
BSC FMC	0	0	1	10	10
BSC FMB&MBC	0	0	0	1	1
BSc CBZ	0	1	1	7	6
BSc A&R	0	1	0	4	27
B. Com CC	0	0	1	5	3
BCAP	0	0	0	6	8
B COM TPP	0	0	0	5	10
BMS	0	0	0	3	5
BBA	0	0	0	3	0
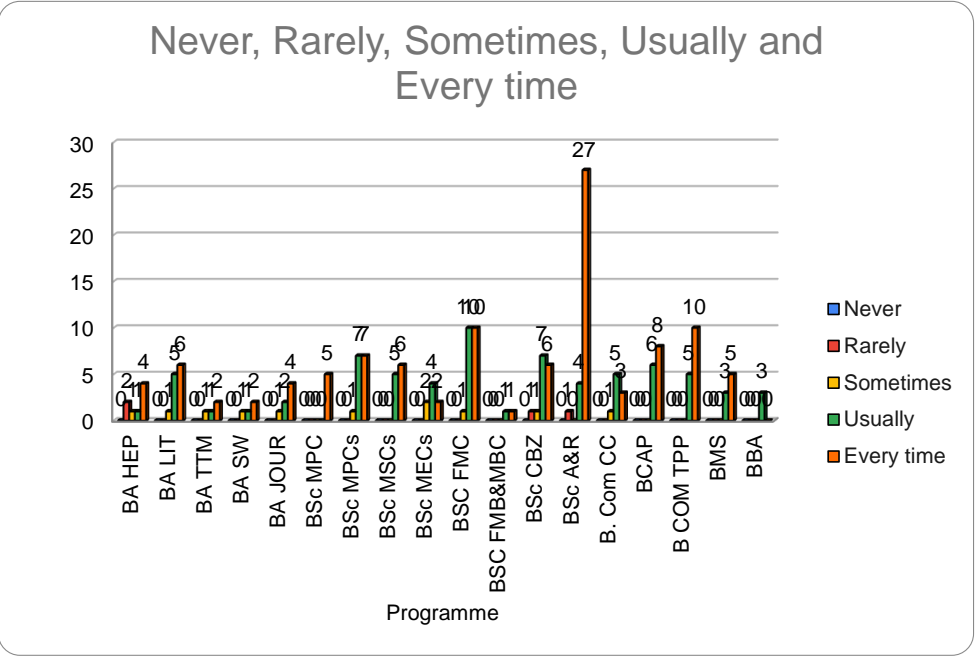
Never, Rarely, Sometimes, Usually and Every time

13: The teachers identify your strengths and encourage you with providing right level of challenges.

Programme	Unable to	Slightly	Partially	Reasonably	Fully
BA HEP	1	1	1	3	2
BA LIT	1	3	1	5	2
BA TTM	0	1	0	1	2
BA SW	0	0	1	2	1
BA JOUR	1	1	0	2	3
BSc MPC	0	0	1	0	4
BSc MPCs	0	0	1	9	5
BSc MSCs	0	2	1	3	5
BSc MECs	0	1	1	5	1
BSC FMC	0	1	8	6	6
BSC FMB&MBC	0	1	0	0	1
BSc CBZ	0	2	1	9	3
BSc A&R	1	0	1	2	28
B. Com CC	0	1	1	3	4
BCAP	0	0	1	10	3
B COM TPP	0	0	0	5	10
BMS	0	0	1	6	1
BBA	0	0	1	2	0
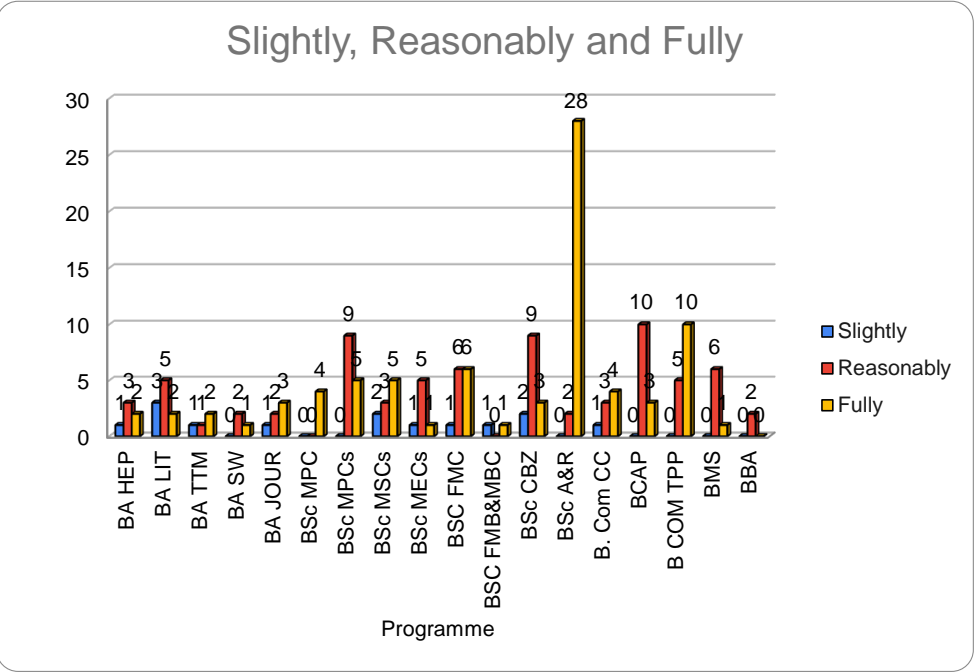
Slightly, Reasonably and Fully

14: Teachers are able to identify your weaknesses and help you to overcome them.

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	1	2	2	1	2
BA LIT	2	2	0	4	4
BA TTM	0	1	2	0	1
BA SW	0	0	2	0	2
BA JOUR	1	1	1	2	2
BSc MPC	1	0	0	0	4
BSc MPCs	0	0	2	8	5
BSc MSCs	1	2	2	3	3
BSc MECs	1	0	4	2	1
BSC FMC	1	3	6	3	4
BSC FMB&MBC	0	0	1	0	1
BSc CBZ	2	0	4	6	3
BSc A&R	0	2	1	3	26
B. Com CC	0	0	1	4	4
BCAP	1	1	4	5	3
B COM TPP	0	0	0	7	8
BMS	0	0	0	7	1
BBA	0	0	1	2	0
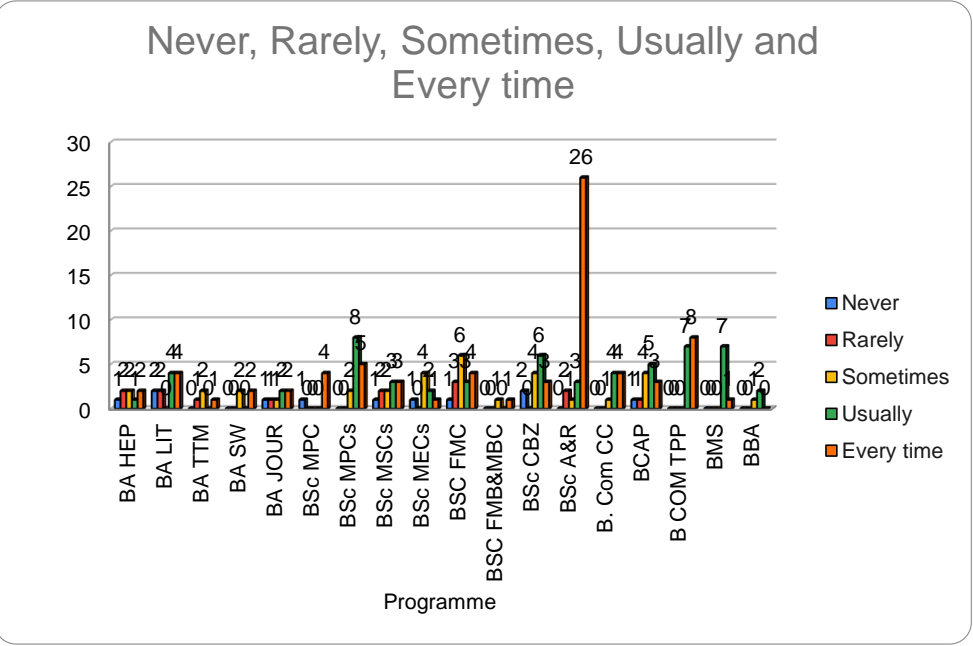
Never, Rarely, Sometimes, Usually and Every time

15: The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	1	0	2	3	2
BA LIT	0	0	3	6	3
BA TTM	0	0	1	1	2
BA SW	0	0	2	1	1
BA JOUR	0	0	2	1	4
BSc MPC	0	0	0	1	4
BSc MPCs	0	0	0	10	5
BSc MSCs	0	0	4	2	5
BSc MECs	1	0	2	5	0
BSC FMC	0	0	11	6	4
BSC FMB&MBC	0	0	0	1	1
BSc CBZ	0	4	1	6	4
BSc A&R	2	0	2	4	24
B. Com CC	0	0	2	4	3
BCAP	0	0	1	8	5
B COM TPP	0	0	0	8	7
BMS	0	0	1	5	2
BBA	0	0	0	3	0
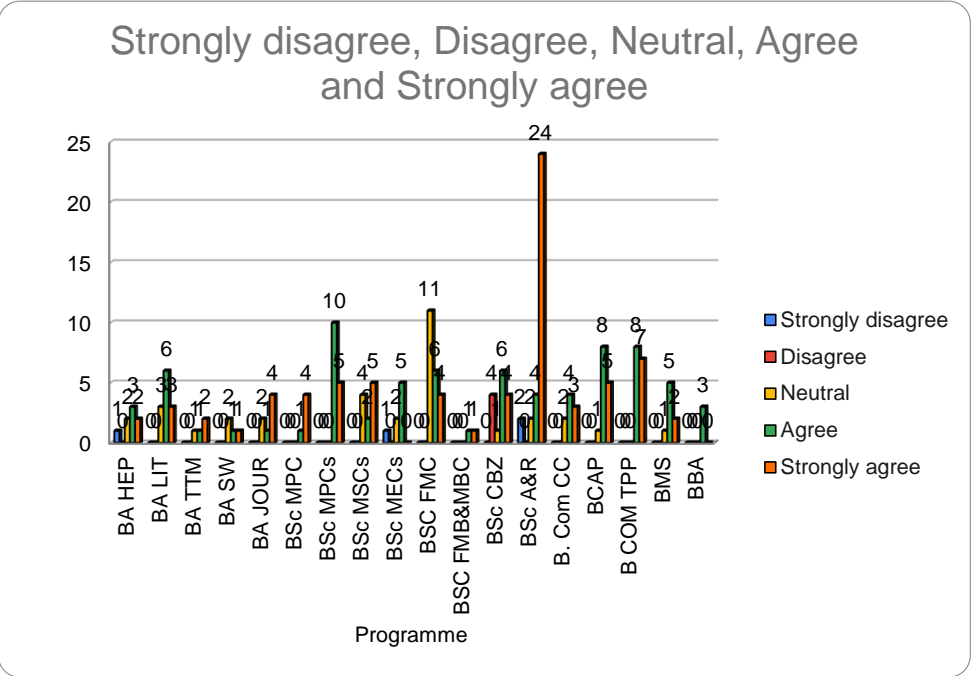
Strongly disagree, Disagree, Neutral, Agree and Strongly agree

**16: The institute/ teachers use student centric methods, such as experiential learning,
participative learning and problem solving methodologies for enhancing learning experiences.**

Programme	Not at all	Very little	Some what	Moderate	To a great extent
BA HEP	1	0	2	0	4
BA LIT	0	0	3	7	2
BA TTM	0	0	2	1	1
BA SW	0	0	1	2	1
BA JOUR	0	2	1	2	2
BSc MPC	0	0	0	1	2
BSc MPCs	0	1	2	6	6
BSc MSCs	0	0	3	2	6
BSc MECs	1	0	2	3	2
BSC FMC	0	2	4	13	2
BSC FMB&MBC	0	0	0	1	1
BSc CBZ	4	0	0	8	3
BSc A&R	1	0	1	4	26
B. Com CC	0	0	1	6	2
BCAP	0	1	1	7	5
B COM TPP	0	0	0	7	8
BMS	0	0	1	5	2
BBA	0	1	0	2	0
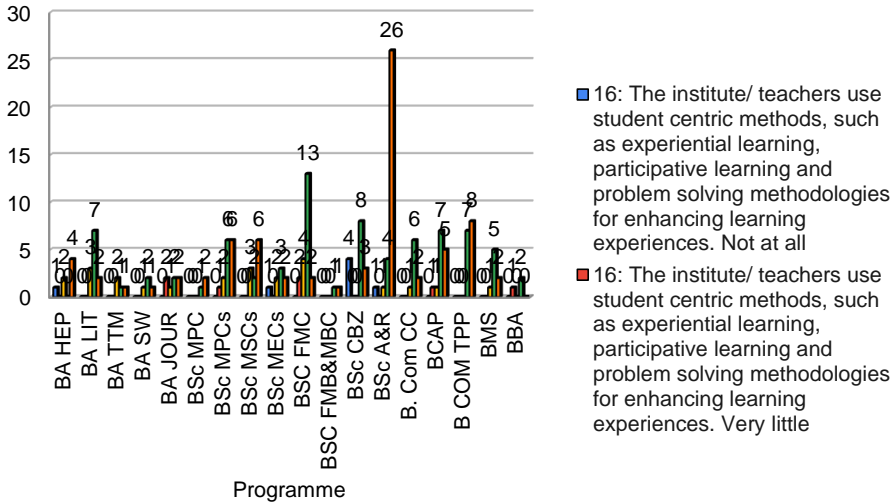
17: Teachers encourage you to participate in extracurricular activities.

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	1	0	2	3	2
BA LIT	0	0	0	8	4
BA TTM	0	0	0	1	3
BA SW	0	0	1	1	2
BA JOUR	1	0	1	3	2
BSc MPC	0	0	1	0	4
BSc MPCs	0	0	1	8	6
BSc MSCs	0	0	2	5	4
BSc MECs	0	0	4	3	1
BSC FMC	0	0	3	14	4
BSC FMB&MBC	0	0	0	1	1
BSc CBZ	0	1	0	10	4
BSc A&R	1	0	0	2	29
B. Com CC	0	1	0	6	2
BCAP	0	0	0	7	7
B COM TPP	0	0	0	5	10
BMS	0	0	1	3	4
BBA	0	0	1	2	0
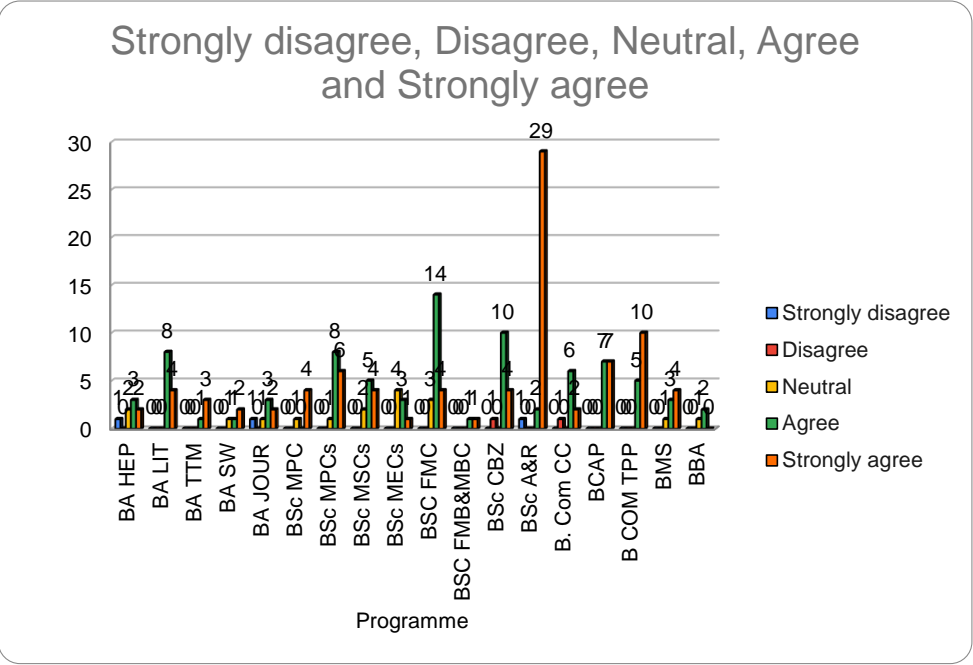
Strongly disagree, Disagree, Neutral, Agree and Strongly agree

18: Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. ?

Programme	Not at all	Very little	Some what	Moderate	To a great extent
BA HEP	1	0	3	3	1
BA LIT	0	0	3	5	4
BA TTM	0	0	2	0	2
BA SW	0	0	1	2	1
BA JOUR	1	0	0	5	1
BSc MPC	0	0	0	1	4
BSc MPCs	0	0	2	6	7
BSc MSCs	0	0	3	2	6
BSc MECs	1	0	2	4	1
BSC FMC	0	2	1	14	4
BSC FMB&MBC	0	0	1	0	1
BSc CBZ	0	0	2	9	4
BSc A&R	1	1	0	1	29
B. Com CC	0	0	1	5	3
BCAP	0	1	1	6	6
B COM TPP	0	0	1	6	8
BMS	0	0	1	5	2
BBA	0	0	0	3	0

Not at all, Very little, Some what and Moderate
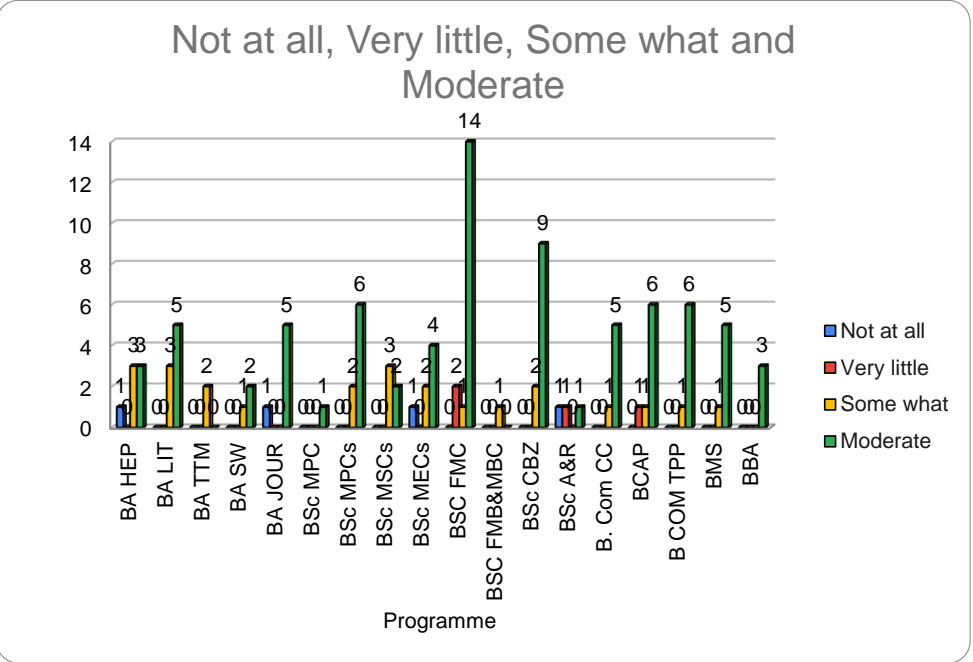
19: What percentage of teachers use ICT tools such as LCD projector, Multin

Programme	Below 29%	30-49%	50-69%	70-89%	Above 90%
BA HEP	1	1	2	3	1
BA LIT	0	2	0	3	3
BA TTM	0	1	2	0	1
BA SW	0	0	2	1	1
BA JOUR	2	0	2	1	2
BSc MPC	0	0	1	0	4
BSc MPCs	0	1	3	6	5
BSc MSCs	0	4	0	1	6
BSc MECs	1	0	1	3	3
BSC FMC	8	3	2	5	3
BSC FMB&MBC	0	0	1	0	1
BSc CBZ	1	4	4	6	0
BSc A&R	1	0	1	1	29
B. Com CC	1	1	5	0	2
BCAP	0	2	2	5	5
B COM TPP	0	2	1	4	8
BMS	0	3	0	4	1
BBA	1	0	0	2	0

Below 29%, 30-49%, 50-69%, 70-89% and Above 90%
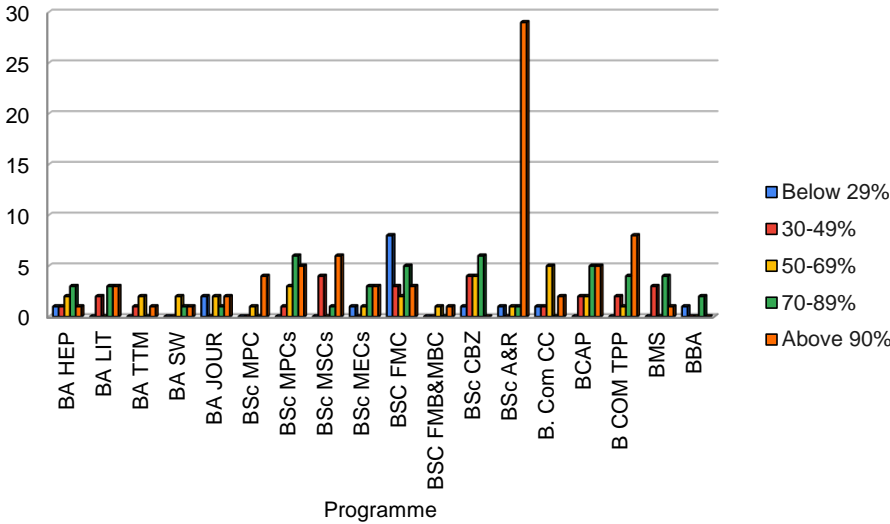
20: The overall quality of teaching-learning process in your institute is

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	0	1	2	2	3
BA LIT	0	0	1	9	2
BA TTM	0	0	1	1	2
BA SW	0	0	1	2	1
BA JOUR	0	0	2	2	3
BSc MPC	0	1	0	0	4
BSc MPCs	0	0	2	8	5
BSc MSCs	0	0	1	5	5
BSc MECs	1	0	2	4	2
BSC FMC	0	1	5	11	4
BSC FMB&MBC	0	0	1	0	1
BSc CBZ	0	0	3	10	2
BSc A&R	0	1	0	3	27
B. Com CC	0	1	1	4	3
BCAP	0	0	1	8	5
B COM TPP	0	0	1	5	9
BMS	0	0	1	5	2
BBA	0	0	0	3	0

Strongly disagree, Disagree, Neutral, Agree and Strongly agree

Student's satisfaction survey has been conducted by IQAC. The survey was based on the syllabus coverage, teachers preparation for classes, teachers ability to communication, teachers approach to teachings, internal evaluation fairness, teachers discussion about performance of the student, teachers mentoring for growth of the student and opportunities available in the institution for learning, teachers information about course and programme outcomes, method of illustration by the teachers, about concept, identification of student weakness and suggestion given by the teacher to overcome, teachers encouragement to participate in extra curriculum activities, effort made to inculcation of soft skill, life skills by the institution and teacher. ICT tools used by the teacher, and overall quality of teaching and learning process.

In the current landscape of higher education, competition has intensified, making college student satisfaction a crucial factor in determining quality. A high level of student satisfaction not only contributes to attracting and retaining high-achieving students, but it also enhances the reputation of the department and the college as a whole.

Feedback Analysis and Action Taken Report:
Strengths:
· Students are satisfied with the updated syllabus.
· Students expressed that the teachers prepare the lessons and disseminated to the students through the classroom
· The approach of the teaching and learning process are highly appreciated by the students.
· CA papers are valued on time and distributed to the students in the classroom for further improvement.
· Students opined that the teachers are willing to support them for the extracurricular activities.
· Students appreciated the exclusive seminar for inter-collegiate students' community.
· Students praised the teachers for having given the opportunity to take seminars by using PPT Slides.
· The cultural events provided a platform for the students to exhibit their talents.
· Students said that the staff members are encouraging them to participate in the seminars, workshops and other events organized by other colleges and universities.
· Mentoring by the faculty given to the students on a periodical basis are appreciated well.
. Significant use of ICT enabled tools for the purpose of teaching and learning by the faculty.

Weakness
• **Field trip has not been arranged due to pandemic.**
• Periodical educational tour has not been organized due to pandemic.
• Every classroom should have the projector for better learning.
• The library needs to keep enough subject books.
• Staff members need to use ICT enabled tools for the purpose of teaching and learning.

Action Taken Report:
· Based on the student satisfaction survey through statistical tools the following action has been initiated by the departments.
· It was informed to the teachers to complete the syllabus and give revision before the semester end exams so that students get more time for preperation.
· With regard to the teacher's preparation for the classes, teachers are asked to prepare thoroughly for their subjects before going to the class.
· In connection with teacher's ability to communicate, teachers are requested to encode the message with appropriate words in simple language.
· Faculty have undergone 'Faculty Development Programs to enhance their teaching skills and pedogogies.
· Faculty were advised to be impartial and transparent in internal evaluation.
· Faculty are requested to take care of the students for their alround development by mentoring them closely.
· Most of the students have strongly agreed about the opportunities provided by the institution to learn and grow in every aspect to face the future courageously.
· The faculty instructed to make efforts to inculcate soft skills, life skills and employability skills inorder to prepare the students for the placements.

Student Satisfaction Survey
Analysis and Action Taken Report
2021-2022

Student Satisfactory Survey (SSS) enables a platform to record the observations of the stakeholders and the lapses are also brought to the limelight. Hence it serves as a launch pad to move towards quality by setting right the flaws.

At the end of the academic year, the IQAC of the college frame a questionnaire by considering all the aspects of the program of study and it is uploaded in the college website. A time period is allotted and the same will be informed to the students. The data collected is analysed and interpreted to draw action for further enhancement of the quality.

The survey explored five main areas including Curriculum, Teaching and Learning, Infrastructure, Skills and support systems. Findings are listed under the above headings.

The survey explored five main areas including Curriculum, Teaching and Learning, Infrastructure, Skills and support systems. Findings are listed under the above headings.

1: How much of the syllabus was covered in the class?

Programme	30 to 54%	55 to 69%	70 to 84%	85 to 100%
BA HEP	0	1	14	4
BA LIT	0	1	9	9
BA TTM	0	2	0	4
BA SW	0	1	6	2
BA JOUR	0	0	1	3
BSc MPC	1	3	9	8
BSc MPCs	2	4	17	17
BSc MSCs	0	1	2	9
BSc MECs	0	0	6	6
BSC FMC	0	2	2	0
BSc CBZ	0	0	15	22
BCOM GEN	1	1	10	8
BCAP	0	4	11	7
B COM TPP	0	0	7	2
BMS	0	0	4	6
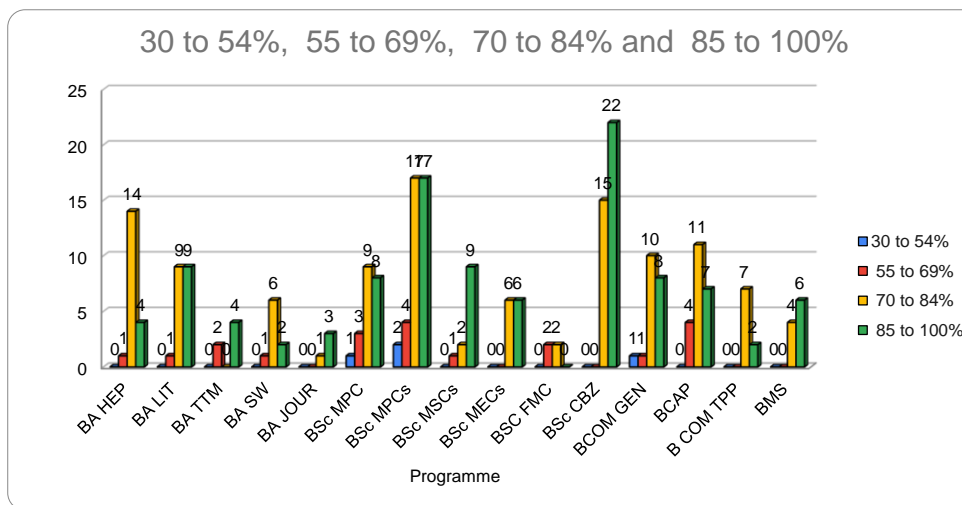
30 to 54%, 55 to 69%, 70 to 84% and 85 to 100%

2. How well did the teachers prepare for the classes?

Programme	Won't teach at all	Indifferently	Poorly	Satisfactorily	Thoroughly
BA HEP	0	0	5	10	4
BA LIT	0	0	0	12	7
BA TTM	0	0	0	3	3
BA SW	0	0	1	7	1
BA JOUR	0	0	0	3	1
BSc MPC	1	0	2	11	7
BSc MPCs	1	1	3	29	6
BSc MSCs	0	0	0	7	5
BSc MECs	0	0	1	7	4
BSc FMC	0	0	1	3	
BSc CBZ	0	0	0	26	11
BCOM GEN	1	0	0	15	4
BCAP	0	0	0	21	1
B COM TPP	0	0	0	5	4
BMS	0	0	0	6	4
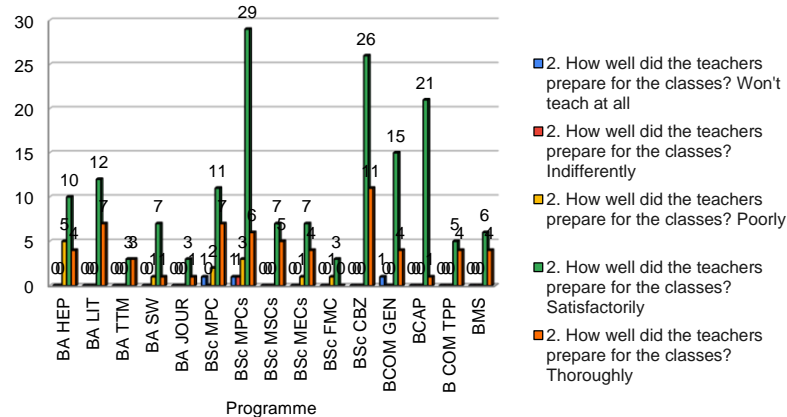
3: How well were teachers able to communicate?

Programme	very poor communication	Generally ineffective	just satisfactory	Sometimes effective	always Effective
BA HEP	0	0	3	8	8
BA LIT	0	1	3	2	13
BA TTM	0	0	0	3	3
BA SW	0	1	1	7	0
BA JOUR	0	0	2	0	2
BSc MPC	1	1	6	6	7
BSc MPCs	1	0	13	16	10
BSc MSCs	1	0	1	3	7
BSc MECs	0	0	2	3	7
BSC FMC	0	1	2	1	0
BSc CBZ	0	1	8	12	16
BCOM GEN	0	1	2	8	9
BCAP	0	0	5	6	11
B COM TPP	0	0	0	4	5
BMS	0	0	0	2	8
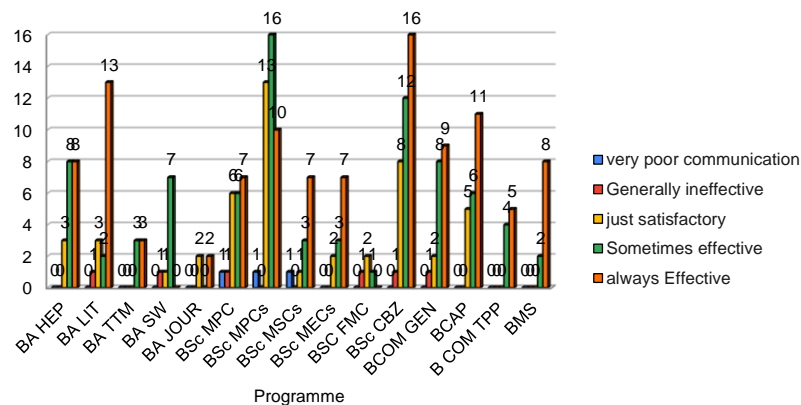
4: The teacher's approach to the teaching can be best described as

Programme	Poor	Fair	Good	Very good	Excellent
BA HEP	0	0	11	4	4
BA LIT	0	0	4	8	7
BA TTM	0	0	1	4	1
BA SW	0	2	4	2	1
BA JOUR	0	0	2	0	2
BSc MPC	0	1	9	6	5
BSc MPCs	1	3	15	14	6
BSc MSCs	1	0	4	3	4
BSc MECs	0	1	1	6	4
BSC FMC	0	1	3	0	0
BSc CBZ	0	1	14	15	7
BCOM GEN	0	1	3	11	5
BCOM COMP	0	0	10	10	2
B COM TPP	0	0	1	6	2
BMS	0	0	0	9	1

Poor, Fair, Good, Very good and Excellent
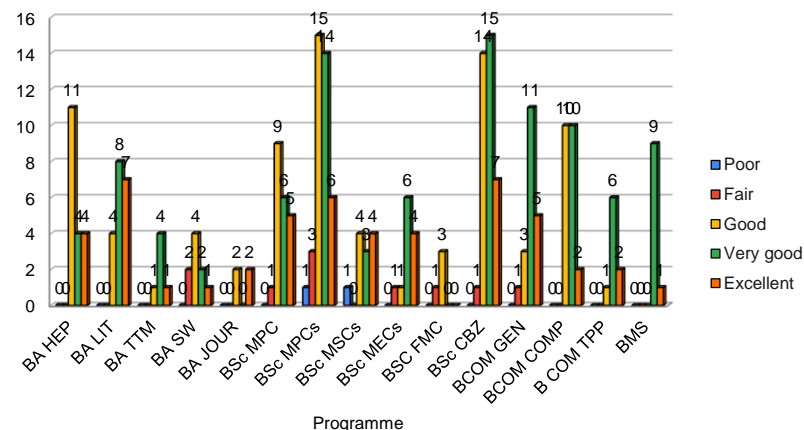
5: Fairness of the internal evaluation process by teachers

| Programme	Unfair	Usually unfair	Sometimes unfair	Usually fair	Always fair
BA HEP	1	0	3	10	5
BA LIT	0	0	2	5	12
BA TTM	0	0	1	3	2
BA SW	0	0	4	2	3
BA JOUR	0	0	0	4	0
BSc MPC		1	7	6	7
BSc MPCs	2	2	8	19	9
BSc MSCs	1	0	2	3	6
BSc MECs	0	0	2	6	4
BSC FMC	0	0	2	2	
BSc CBZ	0	3	4	18	12
BCOM GEN	0	1	4	5	10
BCOM COMP	0	0	3	11	8
B COM TPP	0	0	0	6	3
BMS	0	0	2	3	5

Unfair, Usually unfair, Sometimes unfair, Usually fair and Always fair
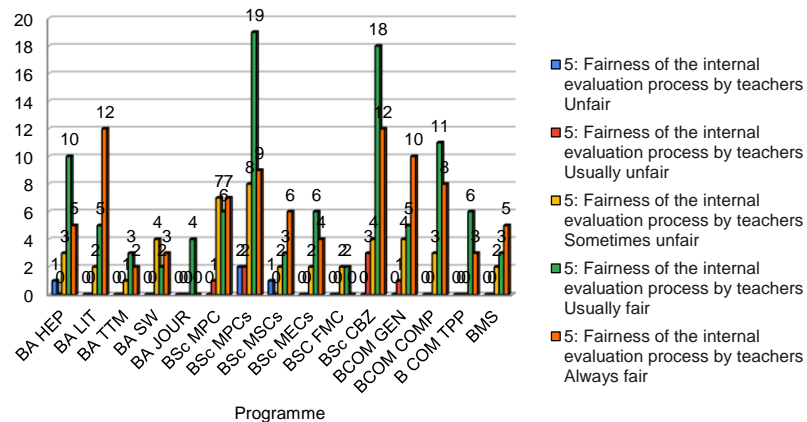
6: Was your performance in assignments discussed with you?

Programme	Never	Rarely	Occasionally/ Sometimes	Usually	Every time
BA HEP	0	3	4	8	4
BA LIT	0	0	1	6	12
BA TTM	0	0	0	4	2
BA SW	0	1	3	3	2
BA JOUR	0	0	0	3	0
BSc MPC	3	1	5	4	8
BSc MPCs	3	3	4	25	5
BSc MSCs	1	0	0	5	6
BSc MECs	0	1	1	7	3
BSC FMC	0	1	0	3	0
BSc CBZ	3	3	4	16	11
BCOM GEN	0	1	2	6	11
BCOM COMP	1	1	3	10	7
B COM TPP	0	0	1	4	4
BCOM BMS	0	0	1	5	4

Never, Rarely, Occasionally/ Sometimes, Usually and Every time
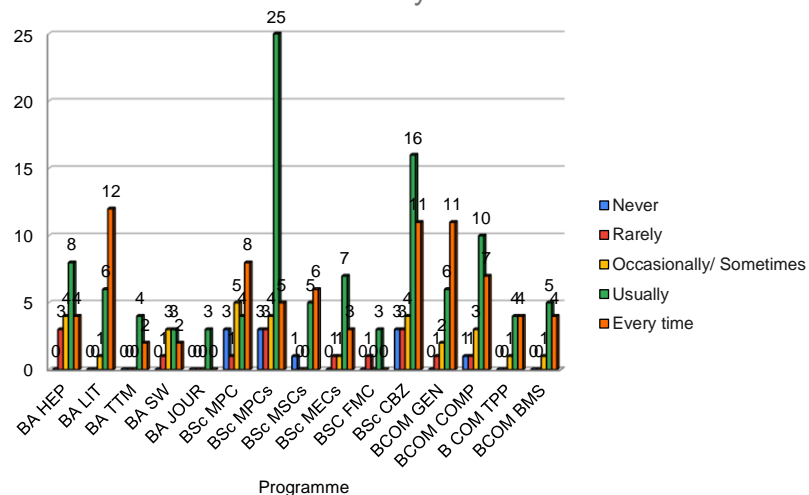
7: The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

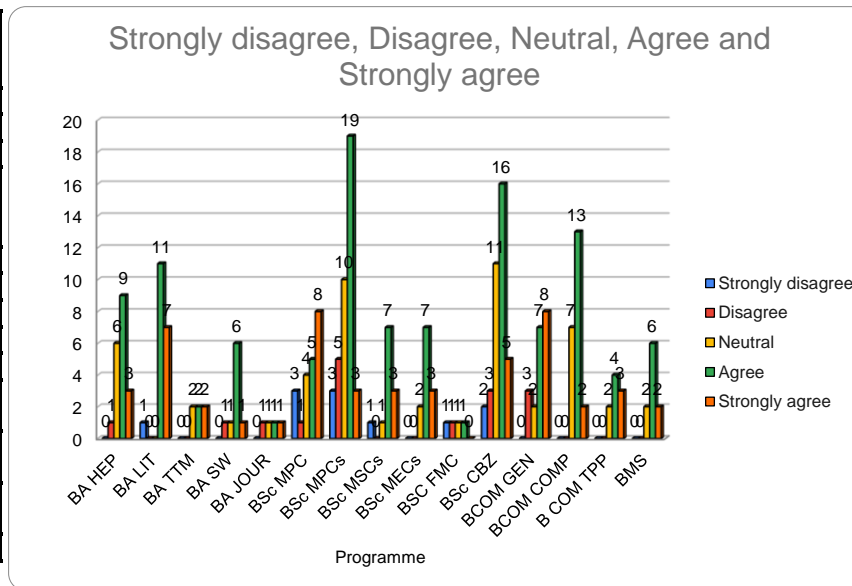| Programme	Never	Rarely	Sometimes	Often	Regularly
BA HEP	1	1	7	4	6
BA LIT	3	0	1	5	10
BA TTM	1	1	0	2	2
BA SW	0	2	3	2	2
BA JOUR	0	0	1	2	1
BSc MPC	3	0	5	5	8
BSc MPCs	7	3	10	13	7
BSc MSCs	1	2	0	2	7
BSc MECs	2	0	2	4	4
BSC FMC	3	1	0	0	0
BSc CBZ	8	6	7	14	2
BCOM GEN	1	2	4	3	10
BCOM COMP	0	2	6	8	6
B COM TPP	0	0	2	3	4
BCOM BMS	2	3	2	1	2

Never, Rarely, Sometimes, Often and Regularly
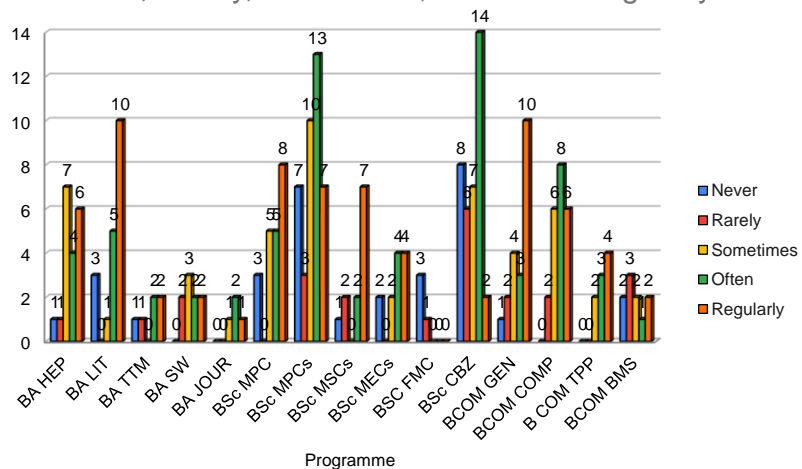
8: The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

Programme	Not at all	Marginally	Moderately	Very well	Significantly
BA HEP	0	0	6	11	2
BA LIT	1	0	1	9	8
BA TTM	0	0	2	2	2
BA SW	2	0	4	2	1
BA JOUR	0	1	1	1	1
BSc MPC	3	0	3	8	7
BSc MPCs	4	1	14	17	4
BSc MSCs	1	0	0	3	8
BSc MECs	0	0	3	6	3
BSC FMC	0	2	2	0	0
BSc CBZ	1	3	11	17	5
BCOM GEN	1	2	3	6	8
BCOM COMP	0	1	6	12	3
B COM TPP	0	0	2	4	3
BMS	0	0	2	4	4
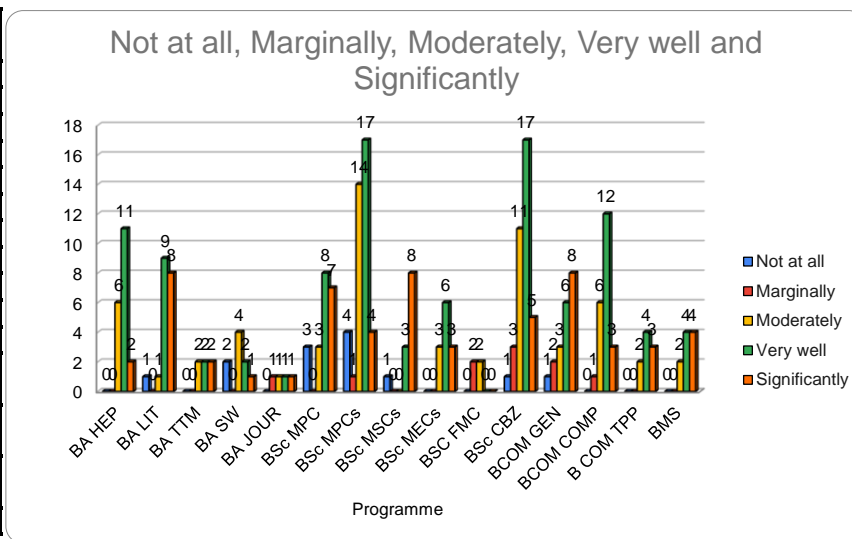
Not at all, Marginally, Moderately, Very well and Significantly

9: The institution provides multiple opportunities to learn and grow.

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	0	1	6	9	3
BA LIT	1	0	0	11	7
BA TTM	0	0	2	2	2
BA SW	0	1	1	6	1
BA JOUR	0	1	1	1	1
BSc MPC	3	1	4	5	8
BSc MPCs	3	5	10	19	3
BSc MSCs	1	0	1	7	3
BSc MECs	0	0	2	7	3
BSC FMC	1	1	1	1	0
BSc CBZ	2	3	11	16	5
BCOM GEN	0	3	2	7	8
BCOM COMP	0	0	7	13	2
B COM TPP	0	0	2	4	3
BMS	0	0	2	6	2

Strongly disagree, Disagree, Neutral, Agree and Strongly agree

10: Teachers inform you about your expected competencies, course outcomes and programme outcomes.

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	0	0	2	11	6
BA LIT	0	1	1	9	8
BA TTM	0	0	1	2	3
BA SW	0	0	1	6	2
BA JOUR	0	0	1	3	0
BSc MPC	3	1	3	7	7
BSc MPCs	2	2	12	19	5
BSc MSCs	1	0	1	7	3
BSc MECs	0	0	3	6	3
BSC FMC	2	0	2	0	0
BSc CBZ	2	2	13	13	7
BCOM GEN	1	2	6	5	6
BCOM COMP	0	1	5	11	5
B COM TPP	0	0	1	4	4
BMS	0	0	0	6	4
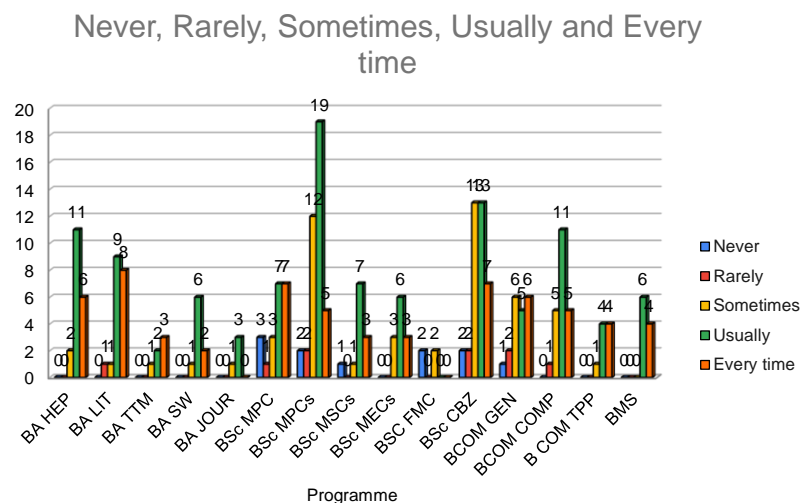
Never, Rarely, Sometimes, Usually and Every time

11: Your mentor does a necessary follow-up with an assigned task to you.

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	0	0	4	7	8
BA LIT	0	0	0	7	12
BA TTM	0	0	2	1	3
BA SW	0	2	1	2	4
BA JOUR	0	0	1	3	0
BSc MPC	3	1	3	7	7
BSc MPCs	0	2	7	24	7
BSc MSCs	0	1	0	5	6
BSc MECs	0	0	2	4	6
BSC FMC	0	1	2	1	0
BSc CBZ	0	2	5	18	12
BCOM GEN	0	1	2	8	9
BCOM COMP	0	2	3	10	7
B COM TPP	0	0	1	5	3
BMS	0	0	1	2	7
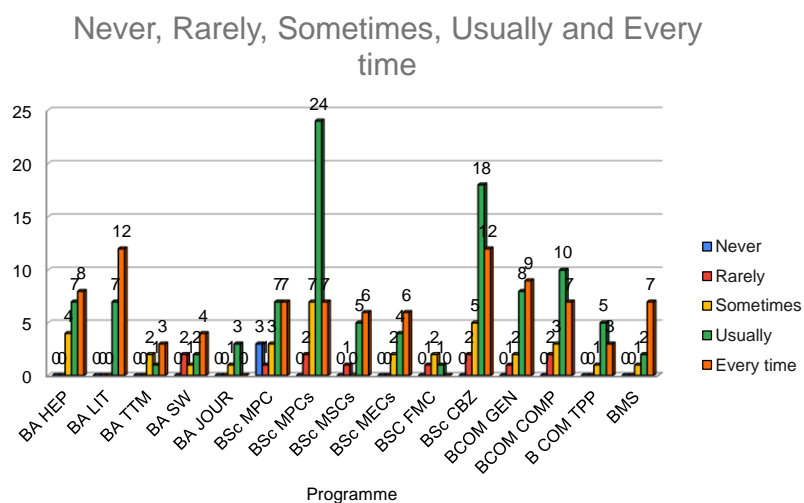
Never, Rarely, Sometimes, Usually and Every time

12: The teachers illustrate the concepts through examples and applications.

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	0	0	6	8	5
BA LIT	0	0	0	8	11
BA TTM	0	0	1	3	2
BA SW	1	0	2	3	3
BA JOUR	0	0	2	2	0
BSc MPC	0	1	7	8	5
BSc MPCs	1	1	11	19	8
BSc MSCs	0	1	0	6	5
BSc MECs	0	1	1	3	7
BSC FMC	0	1	2	1	0
BSc CBZ	0	1	6	20	10
BCOM GEN	0	2	2	8	8
BCOM COMP	0	0	4	9	9
B COM TPP	0	0	0	6	3
BMS	0	0	0	5	5
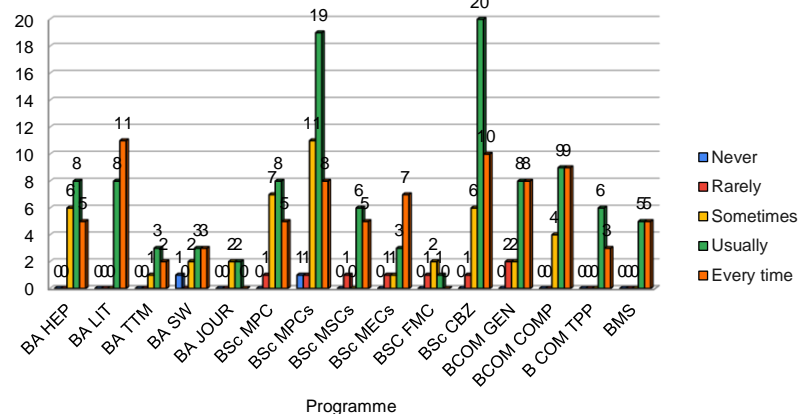
13: The teachers identify your strengths and encourage you with providing right level of challenges.

Programme	Unable to	Slightly	Partially	Reasonably	Fully
BA HEP	0	0	4	12	3
BA LIT	0	0	1	3	15
BA TTM	0	0	1	2	3
BA SW	0	2	0	5	2
BA JOUR	0	1	0	1	2
BSc MPC	3	0	3	8	7
BSc MPCs	3	4	10	15	8
BSc MSCs	1	0	1	7	3
BSc MECs	0	0	3	5	4
BSC FMC	2	1	0	1	0
BSc CBZ	2	2	7	16	10
BCOM GEN	1	1	3	10	5
BCOM COMP	0	0	4	14	4
B COM TPP	0	0	0	6	3
BMS	0	1	1	8	1
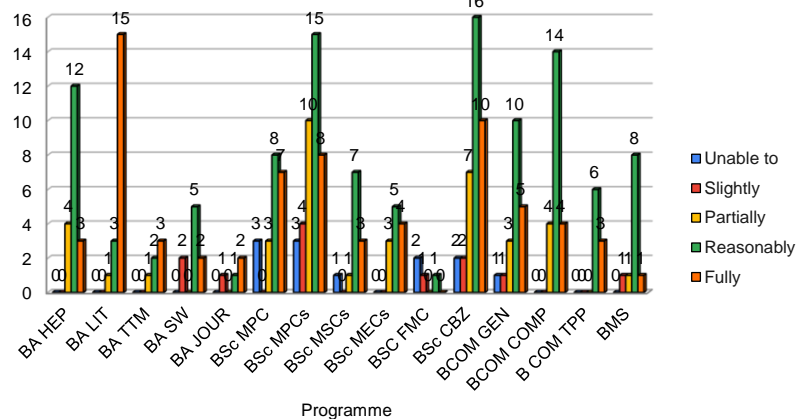
14: Teachers are able to identify your weaknesses and help you to overcome them.

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	0	1	7	8	3
BA LIT	0	0	1	10	8
BA TTM	1	0	0	2	3
BA SW	1	2	1	2	3
BA JOUR	0	1	0	1	2
BSc MPC	3	0	3	6	9
BSc MPCs	4	6	12	17	1
BSc MSCs	1	1	0	6	4
BSc MECs	0	0	3	3	6
BSC FMC	2	0	2	0	0
BSc CBZ	4	1	9	16	7
BCOM GEN	0	4	3	7	6
BCOM COMP	0	0	3	12	7
B COM TPP	0	0	2	4	3
BMS	0	1	1	6	2

Never, Rarely, Sometimes, Usually and Every time
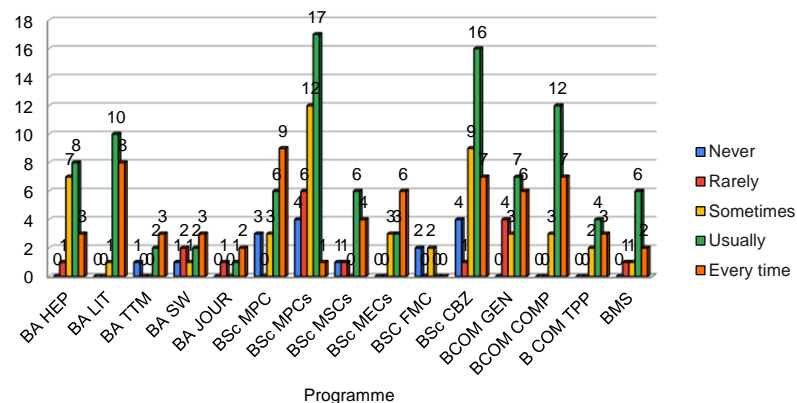
15: The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

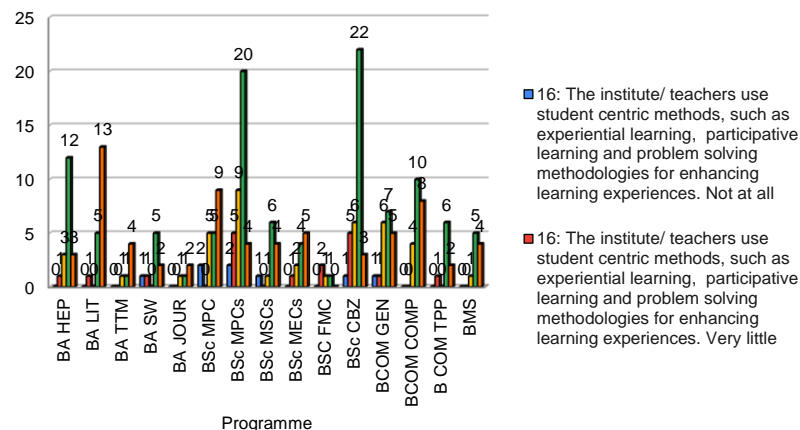| Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	1	2	2	12	2
BA LIT	0	0	1	5	13
BA TTM	0	1	1	2	2
BA SW	0	1	2	5	1
BA JOUR	0	0	0	2	2
BSc MPC	3	0	3	7	8
BSc MPCs	3	2	14	18	3
BSc MSCs	1	0	0	7	4
BSc MECs	0	1	2	5	4
BSC FMC	1	1	2	0	0
BSc CBZ	1	5	7	18	6
BCOM GEN	2	2	2	9	5
BCOM COMP	0	1	5	13	3
B COM TPP	0	0	2	5	2
BMS	0	0	1	4	5

Strongly disagree, Disagree, Neutral, Agree and Strongly agree
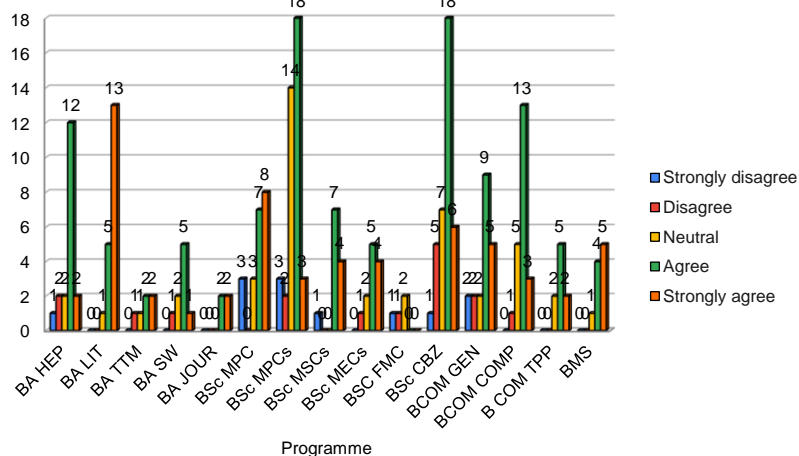
16: The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

Programme	Not at all	Very little	Some what	Moderate	To a great extent
BA HEP	0	1	3	12	3
BA LIT	0	1	0	5	13
BA TTM	0	0	1	1	4
BA SW	1	1	0	5	2
BA JOUR	0	0	1	1	2
BSc MPC	2	0	5	5	9
BSc MPCs	2	5	9	20	4
BSc MSCs	1	0	1	6	4
BSc MECs	0	1	2	4	5
BSC FMC	0	2	1	1	0
BSc CBZ	1	5	6	22	3
BCOM GEN	1	1	6	7	5
BCOM COMP	0	0	4	10	8
B COM TPP	0	1	0	6	2
BMS	0	0	1	5	4

Not at all, Very little, Some what, Moderate and To a great extent

**17: Teachers encourage you to participate in extracurricular activities.**

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	0	0	4	12	3
BA LIT	0	1	0	8	10
BA TTM	0	0	0	2	4
BA SW	0	1	0	6	2
BA JOUR	0	0	1	1	2
BSc MPC	1	0	6	7	7
BSc MPCs	2	4	10	19	5
BSc MSCs	1	0	1	7	3
BSc MECs	0	1	2	3	6
BSC FMC	0	1	2	1	0
BSc CBZ	0	3	14	16	4
BCOM GEN	2	0	2	10	6
BCOM COMP	0	0	3	18	1
B COM TPP	0	0	0	7	2
BMS	0	0	0	6	4

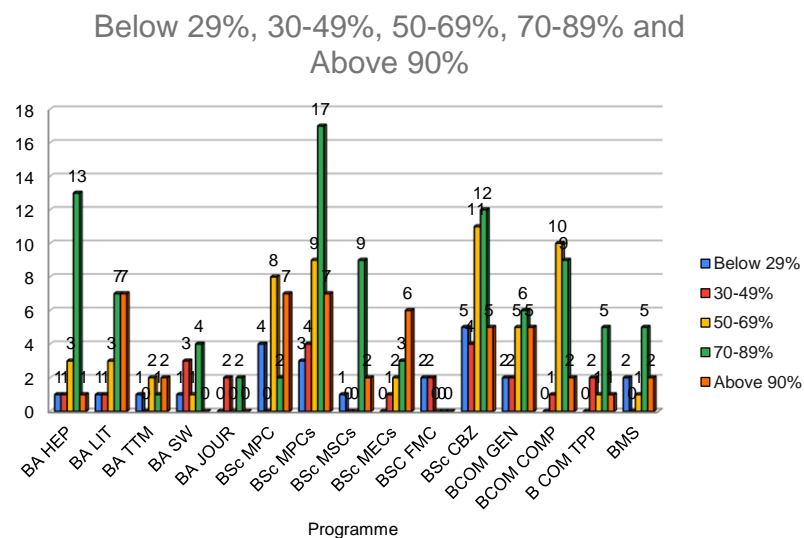Strongly disagree, Disagree, Neutral, Agree and Strongly agree
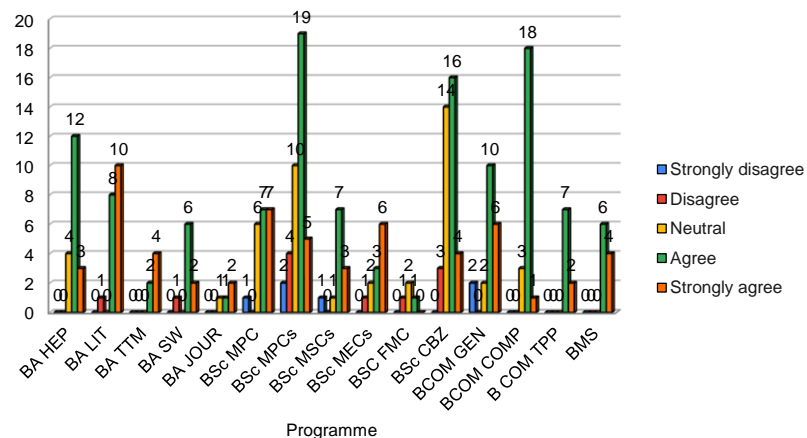
18: Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. ?

Programme	Not at all	Very little	Some what	Moderate	To a great extent
BA HEP	0	0	5	12	2
BA LIT	0	0	0	10	9
BA TTM	0	0	0	3	3
BA SW	0	1	2	3	3
BA JOUR	0	0	0	3	1
BSc MPC	1	2	8	3	7
BSc MPCs	2	5	9	21	3
BSc MSCs	1	0	2	6	3
BSc MECs	0	1	4	2	5
BSC FMC	0	1	2	1	0
BSc CBZ	1	4	8	21	3
BCOM GEN	2	1	3	7	7
BCOM COMP	0	0	6	12	4
B COM TPP	0	0	0	6	3
BMS	0	0	2	5	3

Not at all, Very little, Some what, Moderate and To a great extent
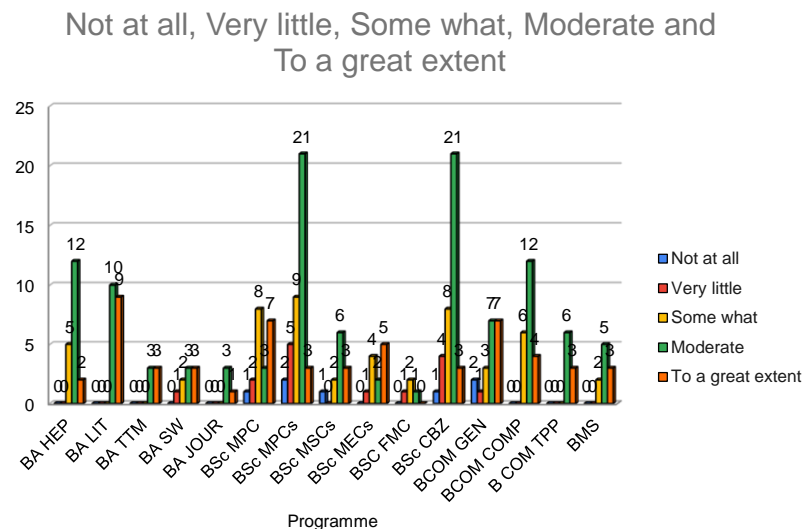
19: What percentage of teachers use ICT tools such as LCD projector

Programme	Below 29%	30-49%	50-69%	70-89%	Above 90%
BA HEP	1	1	3	13	1
BA LIT	1	1	3	7	7
BA TTM	1	0	2	1	2
BA SW	1	3	1	4	0
BA JOUR	0	2	0	2	0
BSc MPC	4	0	8	2	7
BSc MPCs	3	4	9	17	7
BSc MSCs	1	0	0	9	2
BSc MECs	0	1	2	3	6
BSC FMC	2	2	0	0	0
BSc CBZ	5	4	11	12	5
BCOM GEN	2	2	5	6	5
BCOM COMP	0	1	10	9	2
B COM TPP	0	2	1	5	1
BMS	2	0	1	5	2

Below 29%, 30-49%, 50-69%, 70-89% and Above 90%

20: The overall quality of teaching-learning process in your insti

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	0	0	8	7	4
BA LIT	0	0	1	8	10
BA TTM	0	0	0	2	4
BA SW	0	1	1	7	0
BA JOUR	0	0	2	1	1
BSc MPC	2	2	2	7	8
BSc MPCs	4	2	15	16	3
BSc MSCs	1	0	1	8	2
BSc MECs	0	1	3	4	4
BSC FMC	0	3	1	0	0
BSc CBZ	0	1	13	19	4
BCOM GEN	1	0	4	9	6
BCOM COMP	0	0	5	15	2
B COM TPP	0	0	2	4	3
BMS	0	0	2	6	2

Strongly disagree, Disagree, Neutral, Agree and Strongly agree

Student's satisfaction survey has been conducted by IQAC. The survey was based on the syllabus coverage, teachers preparation for classes, teachers ability to communication, teachers approach to teachings, internal evaluation fairness, teachers discussion about performance of the student, teachers mentoring for growth of the student and opportunities available in the institution for learning, teachers information about course and programme outcomes, method of illustration by the teachers, about concept, identification of student weakness and suggestion given by the teacher to overcome, teachers encouragement to participate in extra curriculum activities, effort made to inculcation of soft skill, life skills by the institution and teacher. ICT tools used by the teacher, and overall quality of teaching and learning process.

Higher education has become an increasingly competitive market, college student satisfaction has become an important component of quality. High student satisfaction helps in attracting and retaining high achievers who in turn increases the reputation of the department and the college.

Feedback Analysis and Action Taken Report:

Strengths:

- Students are satisfied with the updated syllabus.
- Students expressed that the teachers prepare the lessons and disseminated to the students through the classroom
- The approach of the teaching and learning process are highly appreciated by the students.
- CA papers are valued on time and distributed to the students in the classroom for further improvement.
- Students opined that the teachers are willing to support them for the extracurricular activities.
- Students appreciated the exclusive seminar for inter-collegiate students' community.
- Students praised the teachers for having given the opportunity to take seminars by using PPT Slides.
- The cultural events provided a platform for the students to exhibit their talents.
- Students said that the staff members are encouraging them to participate in the seminars, workshops and other events organized by other colleges and universities.
- Mentoring by the faculty given to the students on a periodical basis are appreciated well.

Weakness

- **Field trip has not been arranged due to pandemic.**

- Periodical educational tour has not been organized due to pandemic.

- Every classroom should have the projector for better learning.

- The library needs to keep enough subject books.

- Staff members need to use ICT enabled tools for the purpose of teaching and learning.

Action Taken Report:

- Based on the student satisfaction survey through statistical tools the following action has been initiated by the departments.
- It was informed to the teachers to complete the syllabus and give revision before the semester end exams so that students get more time for preperation.
- With regard to the teacher's preparation for the classes, teachers are asked to prepare thoroughly for their subjects before going to the class.
- In connection with teacher's ability to communicate, teachers are requested to encode the message with appropriate words in simple language.
- Faculty have undergone 'Faculty Development Programs to enhance their teaching skills and pedogogies.
- Faculty were advised to be impartial and transperent in internal evaluation.
- Faculty are requested to take care of the students for their alround development by mentoring them closely.
- Most of the students have strongly agreed about the opportunities provided by
- The faculty instructed to make efforts to inculcate soft skills, life skills and en

2. Action Taken Report

Student Satisfactory Survey (SSS) enables a platform to record the observations of the stakeholders and the lapses are also brought to the limelight. Hence it serves as a launch pad to move towards quality by setting right the flaws.

At the end of the academic year, the IQAC of the college framed a questionnaire based on the one recommended by NAAC which was uploaded in the college website. The students were asked to answer the questionnaire within a fixed time.

Feedback by the Students

The online feedback was marked on a five-point scale. 626 responses were received from students of the Arts, Science, Commerce and Management programmes. Statistical tools were used for analysis of the data.

90% of students agreed that the syllabus was interesting in varying degrees. On the question of whether the present course is beneficial for students' life, the rating was 89%. The rating about the question 'whether the course is completed according to the planning in the class', the rating was 79%. On the question of whether various activities were conducted while completing the present syllabus, the rating was 86%. Regarding the question of whether there were sufficient reference books related to courses available in the library, the rating was 87%. Regarding the question of whether the syllabus has the strength to make the students good citizens, the rating was 88%.

Positive response to the question on comprehensibility of the present syllabus was 85%. The aspect whether the syllabus can make for all-round development, the rating was 83%. On the question of whether the syllabus would be beneficial for building their career, the rating was 86%. On the question of whether internal evaluation was completed within the time span, the rating was 79%. On whether the various tools/audio-visual aids were used while completing the syllabus, the rating was 84%. The students' responses on the availability of reference books in college was 82% positive. 79% students said the syllabus fulfilled their expectations.

Most of the students believed the syllabus was interesting with a good link between the chapters. A few of the students felt that more reference books could be made available. Overall, the syllabus was able to meet the expectations of the students.

The second part of the feedback was on teachers.

690 responses were received from the students of the Arts, Science, Commerce and Management programmes.

More than 80% of students felt that teachers were regular to class. 78% of students said that the teacher's preparation for the class was very good. 67% of students said that their knowledge of the subject was very good, 23% that it was good while 10% of students responded that it was average.

62% of students responded that the teacher's presentation and communication skills were very good, 28% said good while 10% of students responded that it was average.

70% of students said that the teacher's knowledge of usage of ICT was very good, 20% responded with good while 10% of students rated it as average.

59% of students said the teacher's time allotment for interaction was very good, 20% said it was good and 21% average.

61% of students said that the process of internal assessment by the teacher was very good while 20% that it was good and 19% that it was average.

On the availability of the teacher outside the class, 68% of students rated it as very good, 20% as good and 12% as average.

63% of students said that guidance and mentoring by the teachers in the college was very good while 20% of them responded that was good and 17% that it was average.

The overall effectiveness of teachers in the college was rated as very good by 66% of students. 20% of them said it was good while 14% rated it as average.

Major Observations and Action Taken Report

The feedback collected was communicated to the teachers and the suggestions were discussed in the IQAC meeting. The following action was taken:

- Teachers were advised to elaborate on concepts for better understanding.

- Teachers were advised to use the various technology-based methods of teaching that they were trained in and ICT tools like Google Meet, Zoom, Microsoft Teams, etc. and various other apps to make classes interesting and participative.

- Recommended that more reference books be bought.

- Teachers were reminded to be regular and punctual to classes, prepare thoroughly, avoid partiality or bias of any kind and to manage time well.

- Teachers were advised to improve presentation and communication skills in classes and teach only in English so that all the students understand the subject.

- Communication via WhatsApp, Email, Google Classroom, and other resource sharing platforms was to be used more extensively.

- The process of internal assessment of the student could be further improved and feedback given on their answers.

- Guidance and mentoring are to be taken very seriously, especially in the context of the pandemic.

- Considering the requirements of online teaching and meetings of the college, the internet bandwidth was found to be insufficient to cater to the college requirements and hence a TATA Telecom ISP (Internet Service Provider) lease line was hired for providing a 24×7 non-stop connectivity (bandwidth 100MBPS) in the college. Besides that, a Firewall has also been installed. This ensures that the available IT infrastructure is utilized to its maximum efficiency. Technical staff have also been allocated to resolve connectivity related issues.