



MARIS STELLA COLLEGE

(AUTONOMOUS)
A College with Potential for Excellence

Student Satisfaction Survey and Action Taken Report

2020-2021

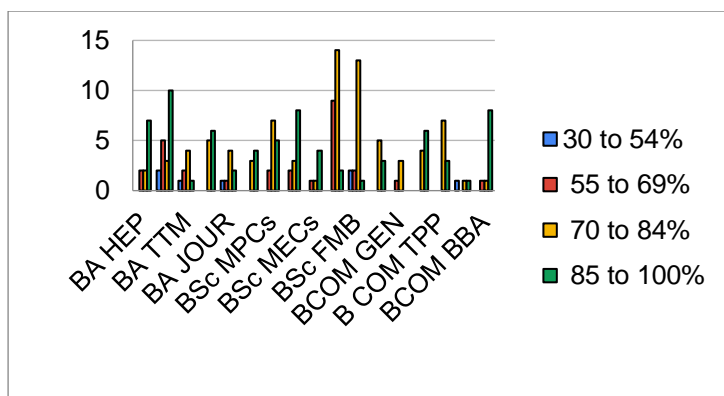
Student Satisfactory Survey (SSS) enables a platform to record the observations of the stakeholders and the lapses are also brought to the limelight. Hence it serves as a launch pad to move towards quality by setting right the flaws.

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.

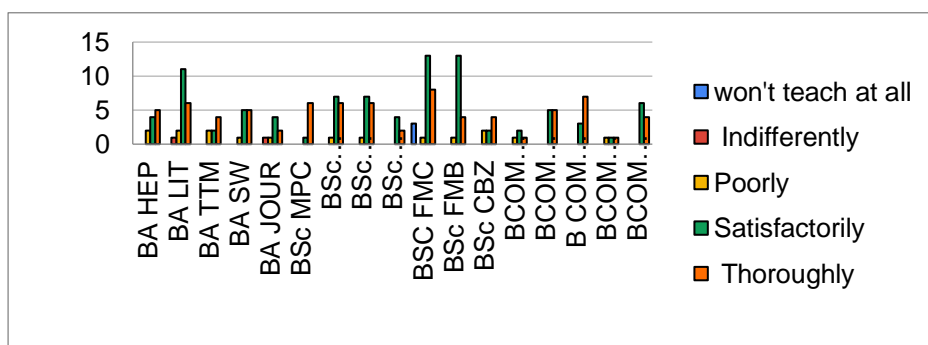
1: How much of the syllabus was covered in the class?

Programme	30 to 54%	55 to 69%	70 to 84%	85 to 100%
BA HEP	0	2	2	7
BA LIT	2	5	3	10
BA TTM	1	2	4	1
BA SW	0	0	5	6
BA JOUR	1	1	4	2
BSc MPC	0	0	3	4
BSc MPCs	0	2	7	5
BSc MSCs	0	2	3	8
BSc MECs	0	1	1	4
BSC FMC	0	9	14	2
BSc FMB	2	2	13	1
BSc CBZ	0	0	5	3
BCOM GEN	0	1	3	0
BCAP	0	0	4	6
B COM TPP	0	0	7	3
BMS	1	0	1	1
BBA	0	1	1	8



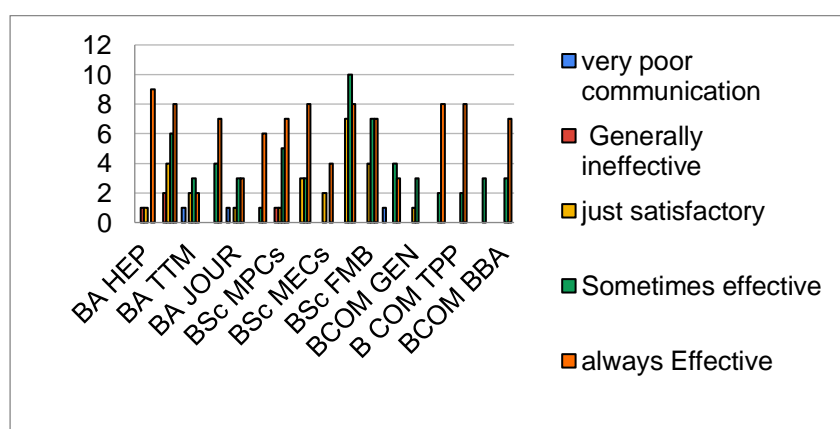
2. How well did the teachers prepare for the classes?

Programme	Won't teach at all	Indifferently	Poorly	Satisfactorily	Thoroughly
BA HEP	0	0	2	4	5
BA LIT	0	1	2	11	6
BA TTM	0	0	2	2	4
BA SW	0	0	1	5	5
BA JOUR	0	1	1	4	2
BSc MPC	0	0	0	1	6
BSc MPCs	0	0	1	7	6
BSc MSCs	0	0	1	7	6
BSc MECs	0	0	0	4	2
BSc FMC	3	0	1	13	8
BSc FMB	0	0	1	13	4
BSc CBZ	0	0	2	2	4
BCOM GEN	0	0	1	2	1
BCAP	0	0	0	5	5
B COM TPP	0	0	0	3	7
BMS	0	0	1	1	1
BBA	0	0	0	6	4



3: How well were teachers able to communicate?

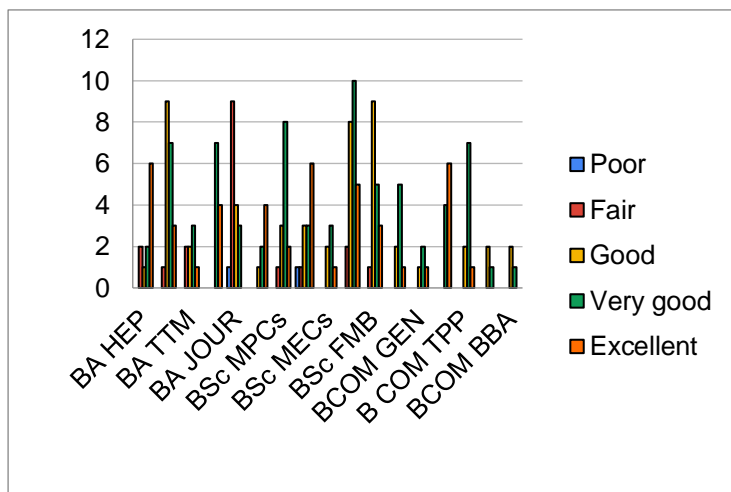
Programme	very poor communication	Generally ineffective	just satisfactory	Sometimes effective	always Effective
BA HEP	0	1	1	0	9
BA LIT	0	2	4	6	8
BA TTM	1	0	2	3	2
BA SW	0	0	0	4	7
BA JOUR	1	0	1	3	3
BSc MPC	0	0	0	1	6
BSc MPCs	0	1	1	5	7
BSc MSCs	0	0	3	3	8
BSc MECs	0	0	2	0	4
BSc FMC	0	0	7	10	8
BSc FMB	0	0	4	7	7
BSc CBZ	1	0	0	4	3
BCOM GEN	0	0	1	3	0
BCAP	0	0	0	2	8
B COM TPP	0	0	0	2	8
BMS	0	0	0	3	0
BBA	0	0	0	3	7



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

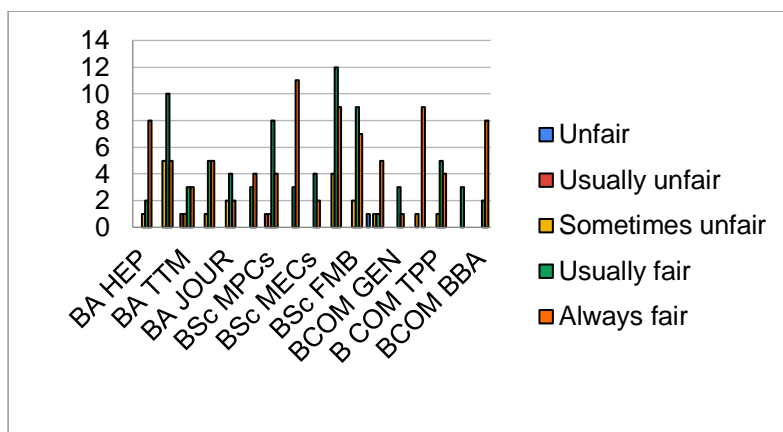
Programme	Poor	Fair	Good	Very good	Excellent
BA HEP	0	2	1	2	6
BA LIT	0	1	9	7	3
BA TTM	0	2	2	3	1
BA SW	0	0	0	7	4
BA JOUR	1	9	4	3	0
BSc MPC	0	0	1	2	4
BSc MPCs	0	1	3	8	2
BSc MSCs	1	1	3	3	6
BSc MECs	0	0	2	3	1
BSc FMC	0	2	8	10	5

BSc FMB	0	1	9	5	3
BSc CBZ	0	0	2	5	1
BCOM GEN	0	0	1	2	1
BCOM COMP	0	0	0	4	6
B COM TPP	0	0	2	7	1
BCOM BMS	0	0	2	1	0
BCOM BBA	0	0	2	1	0



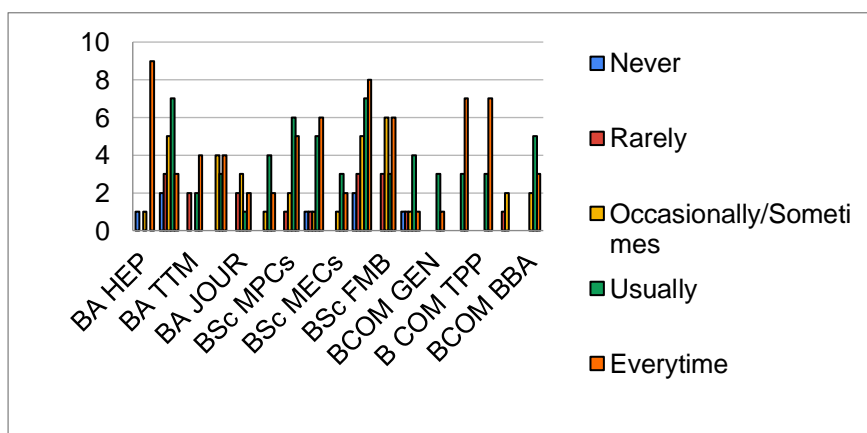
5: Fairness of the internal evaluation process by teachers

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



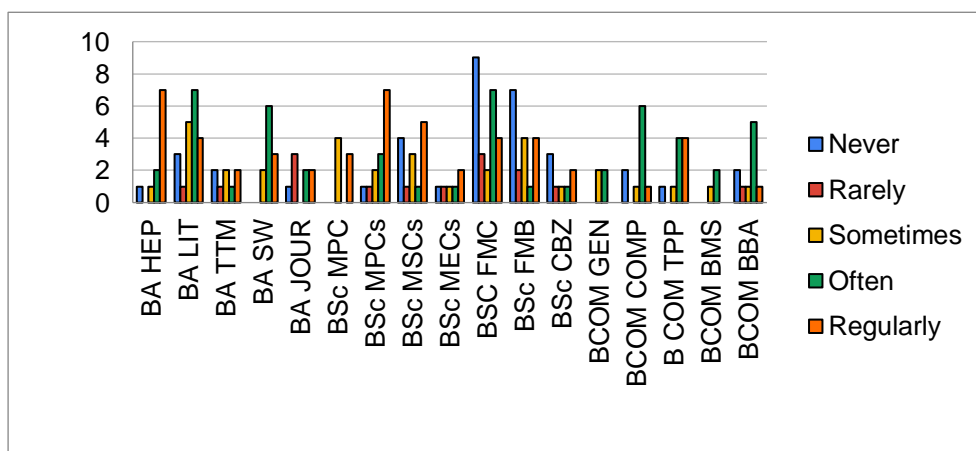
6: Was your performance in assignments discussed with you?

Programme	Never	Rarely	Occasionally/ Sometimes	Usually	Every time
BA HEP	1	0	1	0	9
BA LIT	2	3	5	7	3
BA TTM	0	2	0	2	4
BA SW	0	0	4	3	4
BA JOUR	0	2	3	1	2
BSc MPC	0	0	1	4	2
BSc MPCs	0	1	2	6	5
BSc MSCs	1	1	1	5	6
BSc MECs	0	0	1	3	2
BSC FMC	2	3	5	7	8
BSc FMB	0	3	6	3	6
BSc CBZ	1	1	1	4	1
BCOM GEN	0	0	0	3	1
BCOM COMP	0	0	0	3	7
B COM TPP	0	0	0	3	7
BCOM BMS	0	1	2	0	0
BCOM BBA	0	0	2	5	3



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

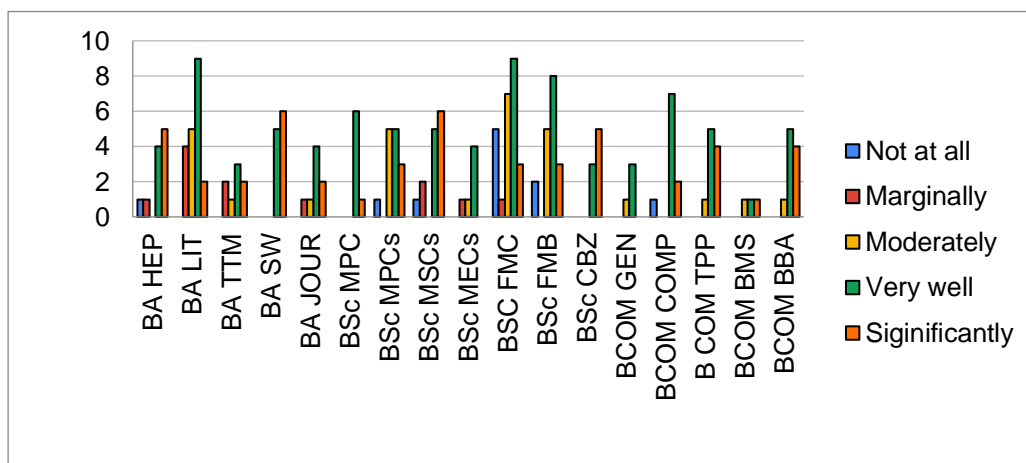
Programme	Never	Rarely	Sometimes	Often	Regularly
BA HEP	1	0	1	2	7
BA LIT	3	1	5	7	4
BA TTM	2	1	2	1	2
BA SW	0	0	2	6	3
BA JOUR	1	3	0	2	2
BSc MPC	0	0	4	0	3
BSc MPCs	1	1	2	3	7
BSc MSCs	4	1	3	1	5
BSc MECs	1	1	1	1	2
BSc FMC	9	3	2	7	4
BSc FMB	7	2	4	1	4
BSc CBZ	3	1	1	1	2
BCOM GEN	0	0	2	2	0
BCOM COMP	2	0	1	6	1
B COM TPP	1	0	1	4	4
BCOM BMS	0	0	1	2	0
BCOM BBA	2	1	1	5	1



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

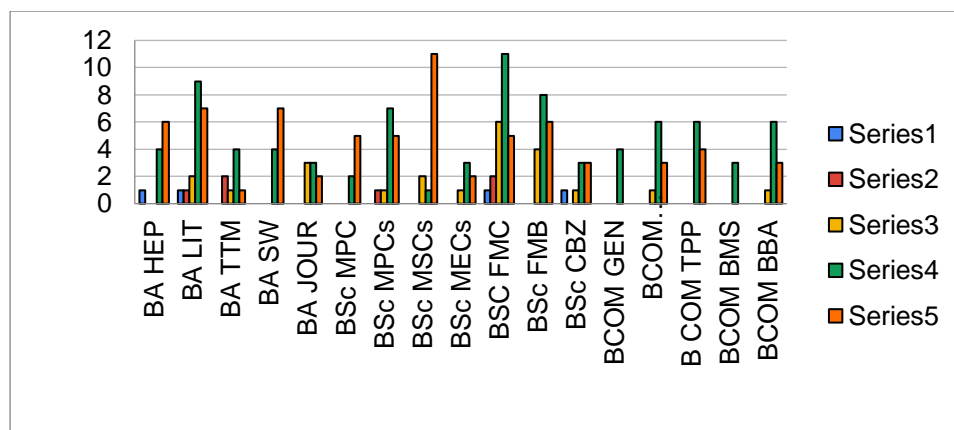
Programme	Not at all	Marginally	Moderately	Very well	Significantly
BA HEP	1	1	0	4	5
BA LIT	0	4	5	9	2
BA TTM	0	2	1	3	2
BA SW	0	0	0	5	6
BA JOUR	0	1	1	4	2
BSc MPC	0	0	0	6	1
BSc MPCs	1	0	5	5	3
BSc MSCs	1	2	0	5	6

BSc MECs	0	1	1	4	0
BSc FMC	5	1	7	9	3
BSc FMB	2	0	5	8	3
BSc CBZ	0	0	0	3	5
BCOM GEN	0	0	1	3	0
BCOM COMP	1	0	0	7	2
B COM TPP	0	0	1	5	4
BCOM BMS	0	0	1	1	1
BCOM BBA	0	0	1	5	4



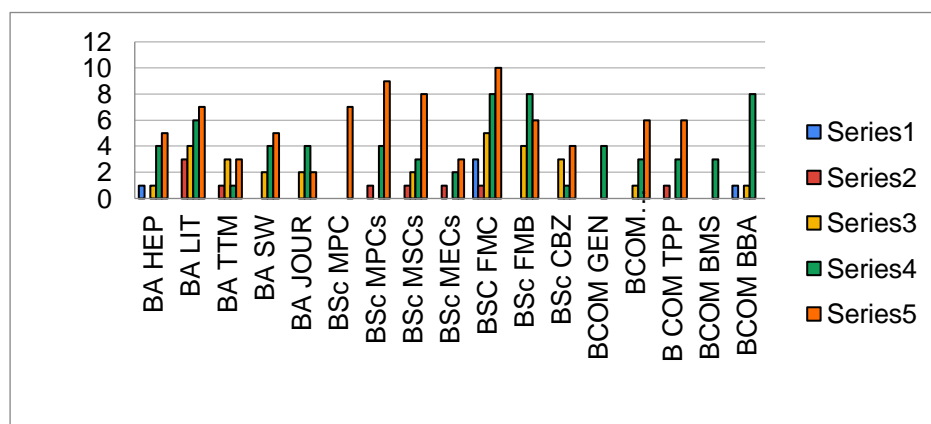
9: The institution provides multiple opportunities to learn and grow.

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



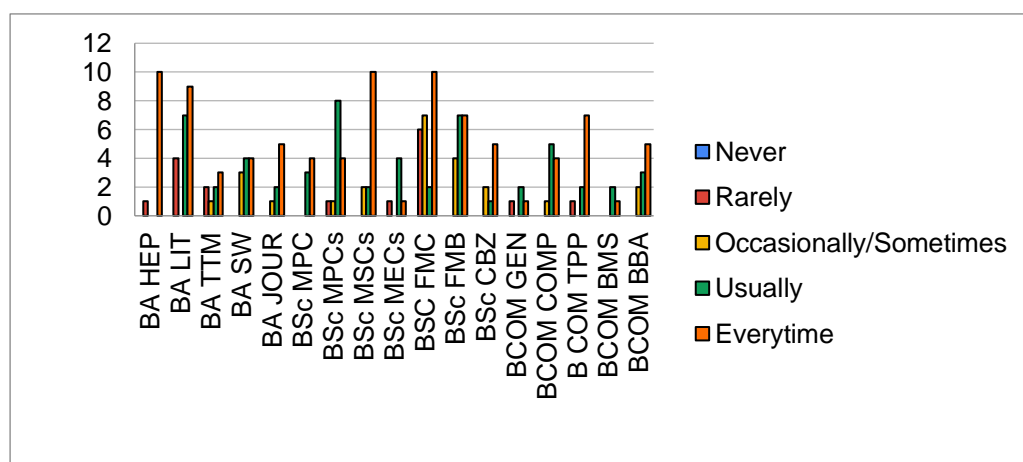
10: Teachers inform you about your expected competencies, course outcomes and programme outcomes.

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



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

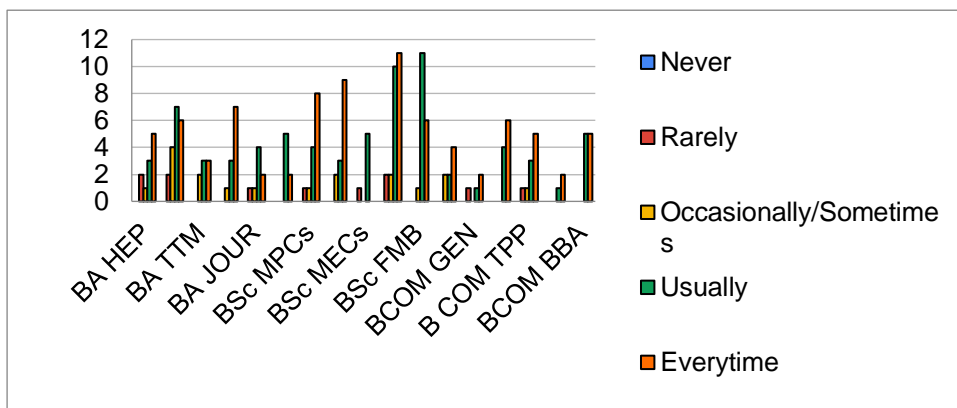
Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	0	1	0	0	10
BA LIT	0	4	0	7	9
BA TTM	0	2	1	2	3
BA SW	0	0	3	4	4
BA JOUR	0	0	1	2	5
BSc MPC	0	0	0	3	4
BSc MPCs	0	1	1	8	4
BSc MSCs	0	0	2	2	10
BSc MECs	0	1	0	4	1
BSC FMC	0	6	7	2	10
BSc FMB	0	0	4	7	7
BSc CBZ	0	0	2	1	5
BCOM GEN	0	1	0	2	1
BCOM COMP	0	0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



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

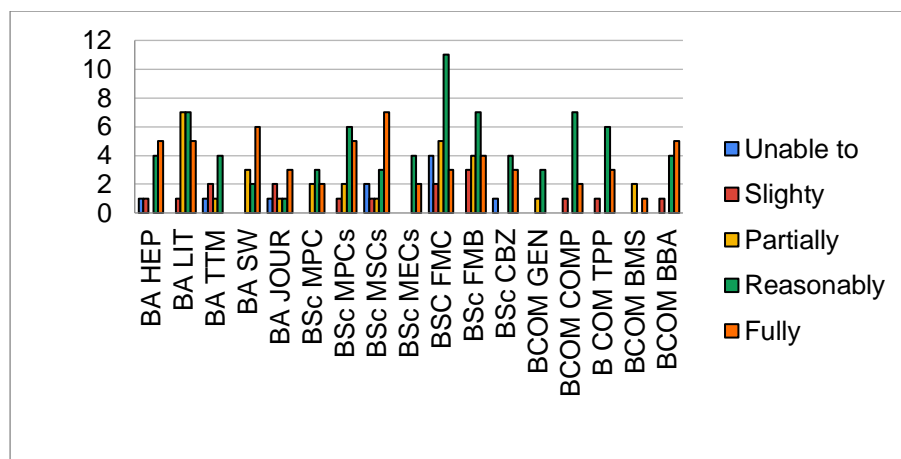
Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	0	2	1	3	5
BA LIT	0	2	4	7	6
BA TTM	0	0	2	3	3
BA SW	0	0	1	3	7
BA JOUR	0	1	1	4	2
BSc MPC	0	0	0	5	2
BSc MPCs	0	1	1	4	8
BSc MSCs	0	0	2	3	9
BSc MECs	0	1	0	5	0
BSC FMC	0	2	2	10	11
BSc FMB	0	0	1	11	6
BSc CBZ	0	0	2	2	4
BCOM GEN	0	1	0	1	2

BCOM COMP	0	0	0	4	6
B COM TPP	0	1	1	3	5
BCOM BMS	0	0	0	1	2
BCOM BBA	0	0	0	5	5



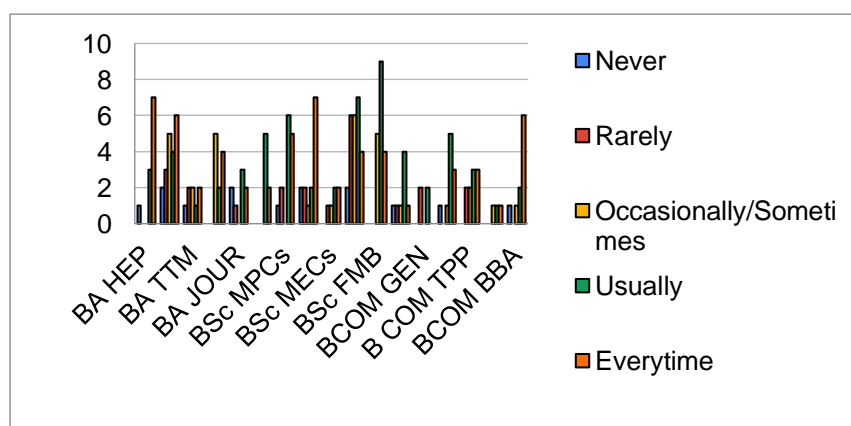
13: The teachers identify your strengths and encourage you with providing right level of challenges.

Programme	Unable to	Slightly	Partially	Reasonably	Fully
BA HEP	1	1	0	4	5
BA LIT	0	1	7	7	5
BA TTM	1	2	1	4	0
BA SW	0	0	3	2	6
BA JOUR	1	2	1	1	3
BSc MPC	0	0	2	3	2
BSc MPCs	0	1	2	6	5
BSc MSCs	2	1	1	3	7
BSc MECs	0	0	0	4	2
BSC FMC	4	2	5	11	3
BSc FMB	0	3	4	7	4
BSc CBZ	1	0	0	4	3
BCOM GEN	0	0	1	3	0
BCOM COMP	0	1	0	7	2
B COM TPP	0	1	0	6	3
BCOM BMS	0	0	2	0	1
BCOM BBA	0	1	0	4	5



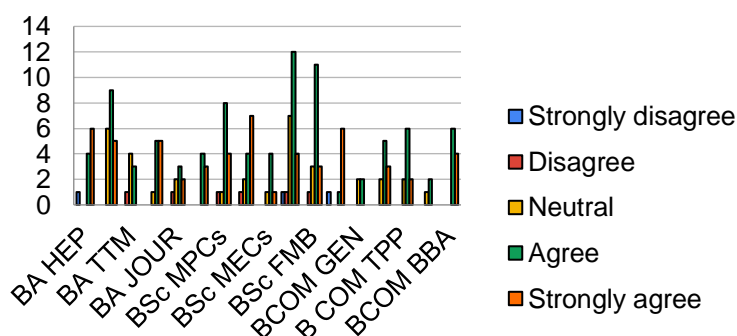
14: Teachers are able to identify your weaknesses and help you to overcome them.

Programme	Never	Rarely	Sometimes	Usually	Every time
BA HEP	1	0	0	3	7
BA LIT	2	3	5	4	6
BA TTM	1	2	2	1	2
BA SW	0	0	5	2	4
BA JOUR	2	1	0	3	2
BSc MPC	0	0	0	5	2
BSc MPCs	1	2	0	6	5
BSc MSCs	2	2	1	2	7
BSc MECs	0	1	1	2	2
BSc FMC	2	6	6	7	4
BSc FMB	0	0	5	9	4
BSc CBZ	1	1	1	4	1
BCOM GEN	0	2	0	2	0
BCOM COMP	1	0	1	5	3
B COM TPP	0	2	2	3	3
BCOM BMS	0	0	1	1	1
BCOM BBA	1	0	1	2	6



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

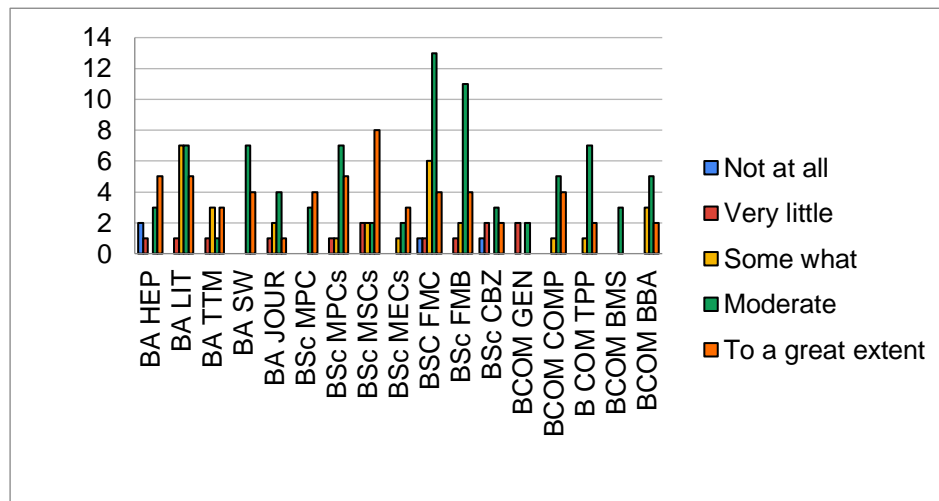
Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	1	0	0	4	6
BA LIT	0	0	6	9	5
BA TTM	0	1	4	3	0
BA SW	0	0	1	5	5
BA JOUR	0	1	2	3	2
BSc MPC	0	0	0	4	3
BSc MPCs	0	1	1	8	4
BSc MSCs	0	1	2	4	7
BSc MECs	0	0	1	4	1
BSC FMC	1	1	7	12	4
BSc FMB	0	1	3	11	3
BSc CBZ	1	0	0	1	6
BCOM GEN	0	0	2	2	0
BCOM COMP	0	0	2	5	3
B COM TPP	0	0	2	6	2
BCOM BMS	0	0	1	2	0
BCOM BBA	0	0	0	6	4



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

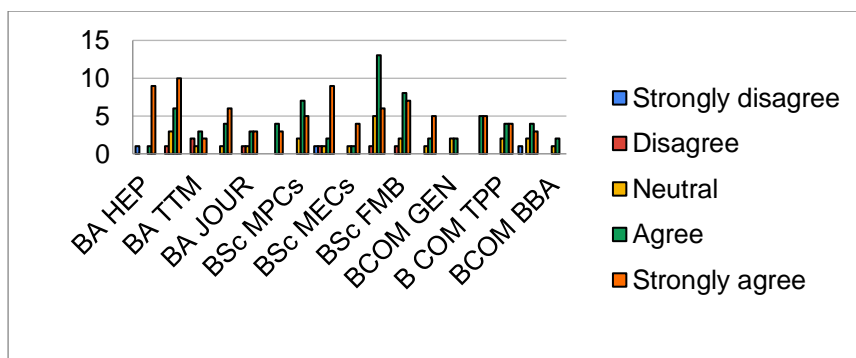
Programme	Not at all	Very little	Some what	Moderate	To a great extent
BA HEP	2	1	0	3	5
BA LIT	0	1	7	7	5
BA TTM	0	1	3	1	3
BA SW	0	0	0	7	4
BA JOUR	0	1	2	4	1
BSc MPC	0	0	0	3	4
BSc MPCs	0	1	1	7	5
BSc MSCs	0	2	2	2	8
BSc MECs	0	0	1	2	3
BSC FMC	1	1	6	13	4

BSc FMB	0	1	2	11	4
BSc CBZ	1	2	0	3	2
BCOM GEN	0	2	0	2	0
BCOM COMP	0	0	1	5	4
B COM TPP	0	0	1	7	2
BCOM BMS	0	0	0	3	0
BCOM BBA	0	0	3	5	2



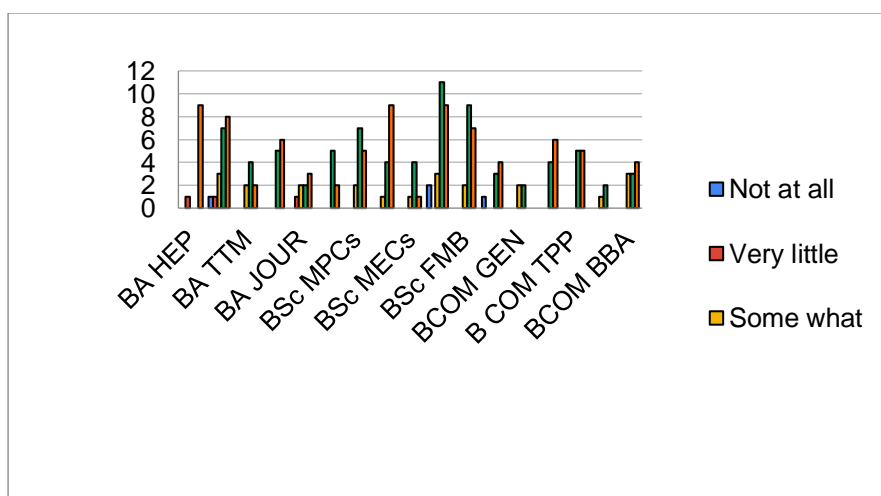
17: Teachers encourage you to participate in extracurricular activities.

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



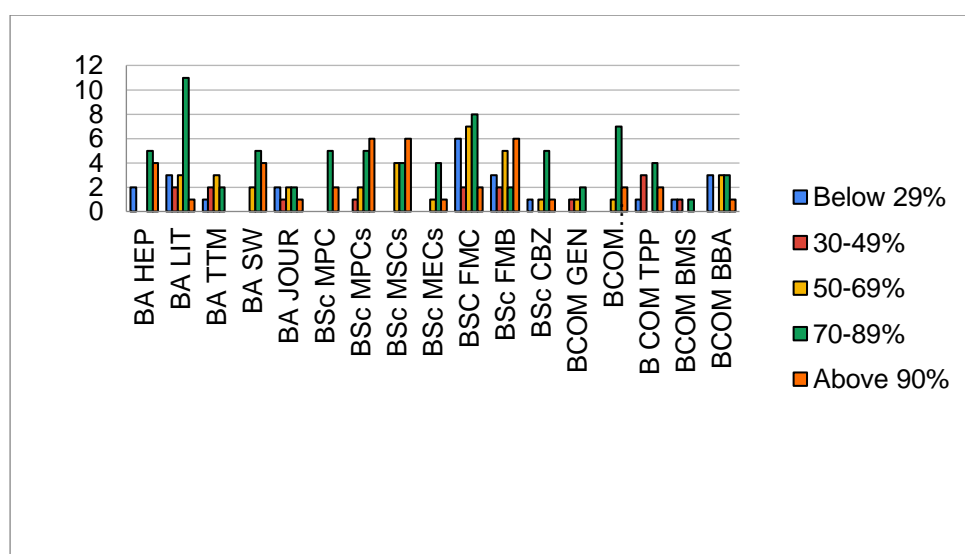
18: Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work. ?

Programme	Not at all	Very little	Some what	Moderate	To a great extent
BA HEP	0	1	0	0	9
BA LIT	1	1	3	7	8
BA TTM	0	0	2	4	2
BA SW	0	0	0	5	6
BA JOUR	0	1	2	2	3
BSc MPC	0	0	0	5	2
BSc MPCs	0	0	2	7	5
BSc MSCs	0	0	1	4	9
BSc MECs	0	0	1	4	1
BSC FMC	2	0	3	11	9
BSc FMB	0	0	2	9	7
BSc CBZ	1	0	0	3	4
BCOM GEN	0	0	2	2	0
BCOM COMP	0	0	0	4	6
B COM TPP	0	0	0	5	5
BCOM BMS	0	0	1	2	0
BCOM BBA	0	0	3	3	4



19: What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?

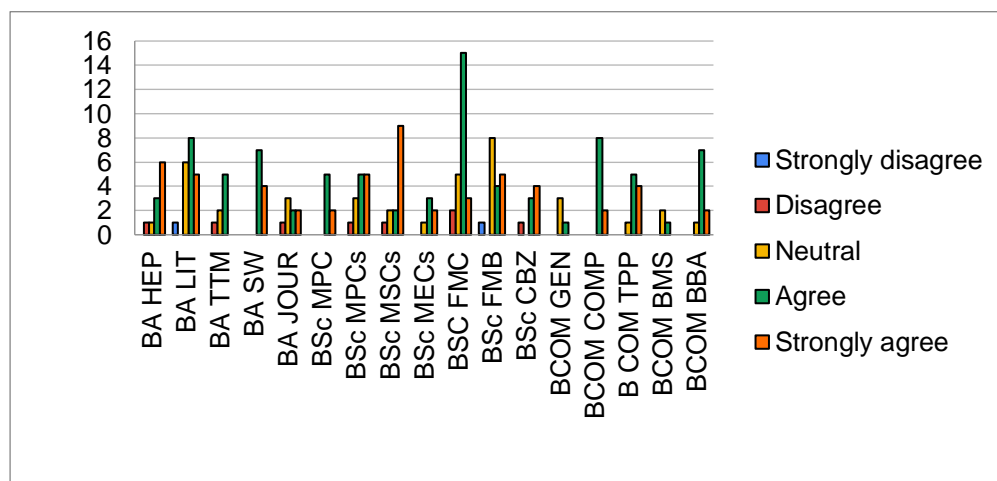
Programme	Below 29%	30-49%	50-69%	70-89%	Above 90%
BA HEP	2	0	0	5	4
BA LIT	3	2	3	11	1
BA TTM	1	2	3	2	0
BA SW	0	0	2	5	4
BA JOUR	2	1	2	2	1
BSc MPC	0	0	0	5	2
BSc MPCs	0	1	2	5	6
BSc MSCs	0	0	4	4	6
BSc MECs	0	0	1	4	1
BSc FMC	6	2	7	8	2
BSc FMB	3	2	5	2	6
BSc CBZ	1	0	1	5	1
BCOM GEN	0	1	1	2	0
BCOM COMP	0	0	1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



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

Programme	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
BA HEP	0	1	1	3	6
BA LIT	1	0	6	8	5
BA TTM	0	1	2	5	0
BA SW	0	0	0	7	4
BA JOUR	0	1	3	2	2
BSc MPC	0	0	0	5	2
BSc MPCs	0	1	3	5	5

BSc MSCs	0	1	2	2	9
BSc MECs	0	0	1	3	2
BSc FMC	0	2	5	15	3
BSc FMB	1	0	8	4	5
BSc CBZ	0	1	0	3	4
BCOM GEN	0	0	3	1	0
BCOM COMP	0	0	0	8	2
B COM TPP	0	0	1	5	4
BCOM BMS	0	0	2	1	0
BCOM BBA	0	0	1	7	2



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 lecture and online mode.
- 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.
- In the respect of syllabus coverage, it was informed to the teachers to complete the syllabus and give revision before the semester end exams.
- 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.
- Regarding the teachers approach to teaching, teachers are given 'Faculty Development Programs to enhance their teaching skills.
- Teachers were advised to be fair in internal evaluation and not to show any partiality.
- Teachers are requested to take care of the students in cognitive, social, and emotional growth 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 efforts are made by the teachers to inculcate soft skill, life skill and employability skill are very little. Hence it was decided to inculcate all the skills and prepare the students for the placements.