



**St Berchmans College**

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**AUTONOMOUS**

College with Potential for Excellence | Reaccredited by NAAC with A Grade

INTERNAL QUALITY ASSURANCE CELL  
ST BERCHMANS COLLEGE  
CHANGANASSERY

**REPORT OF  
STUDENT  
SATISFACTION  
SURVEY 2017-18**



**2017-18**

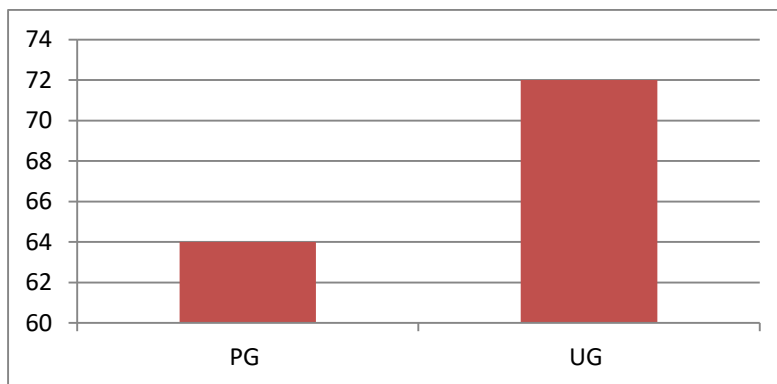
**INTERNAL QUALITY ASSURANCE CELL  
ST BERCHMANS COLLEGE CHANGANASSERY  
REPORT OF STUDENT SATISFACTION SURVEY 2017-18**

<b>PERIOD</b>	2017-18
<b>CATEGORY</b>	STUDENTS
<b>DATA USED</b>	PRIMARY DATA
<b>DATA COLLECTION TECHNIQUE</b>	QUESTIONNAIRE METHOD –GOOGLE FORM
<b>SAMPLE SIZE</b>	136
<b>ANALYSED BY</b>	DATA ANALYSIS WING –IQAC@SBC

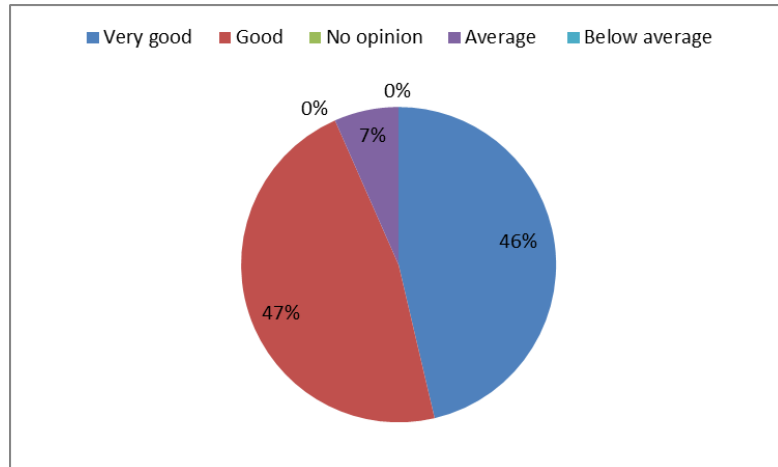
**Methodology**

In order to study the effectiveness of the teaching learning process and to get feedback from the students regarding the quality of the facilities available in the college, a total of 136 students were selected non randomly from various programmes. Their responses were collected using questionnaire method.

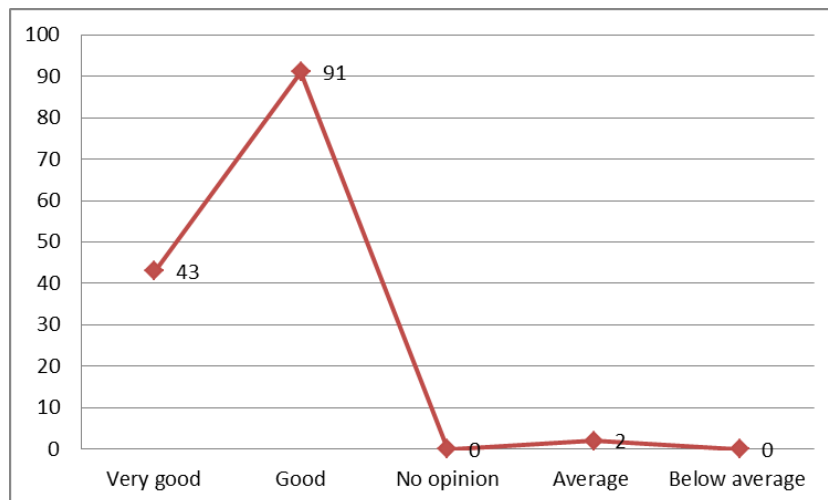
**Profile of the Respondents**



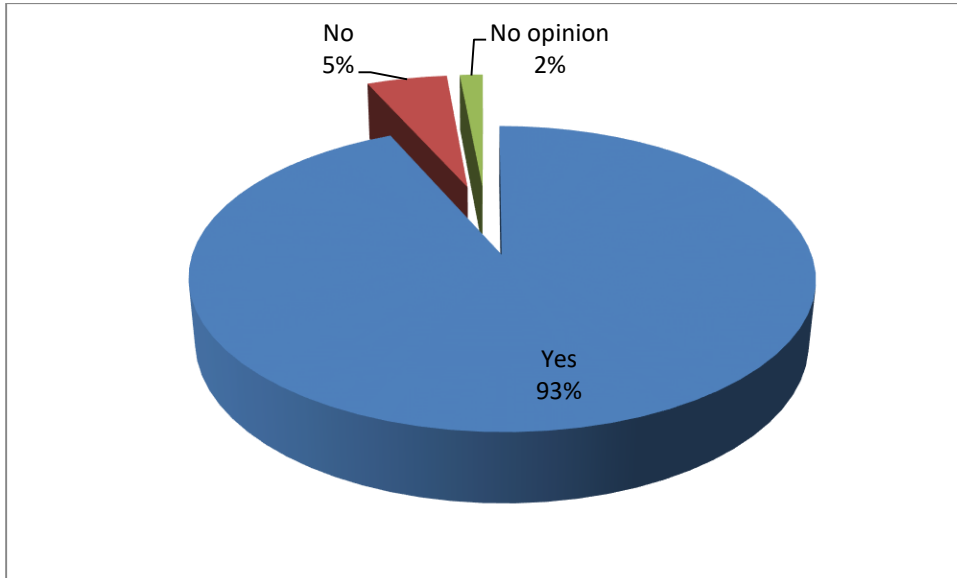
## Opinion on teaching learning process



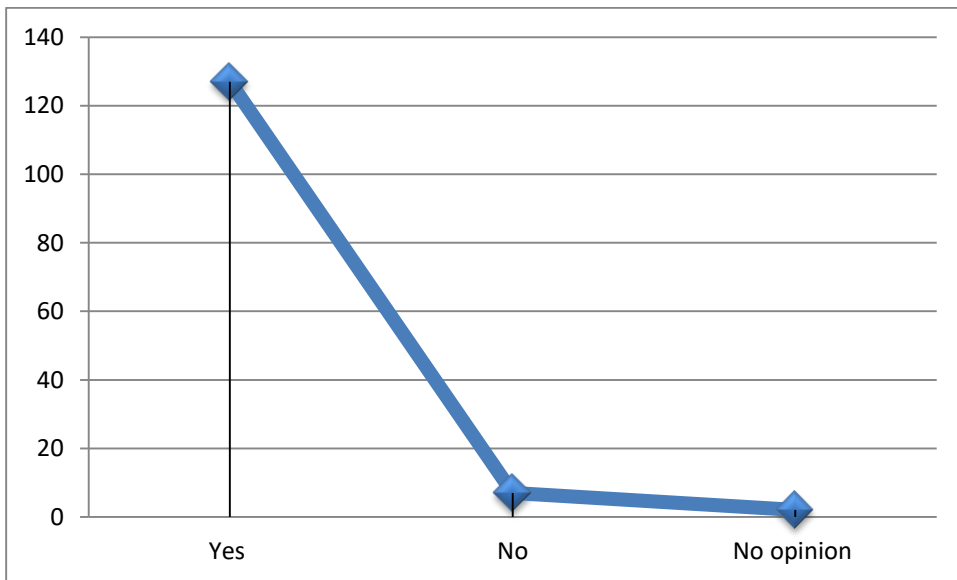
## Opinion on the quality and contents of the syllabus



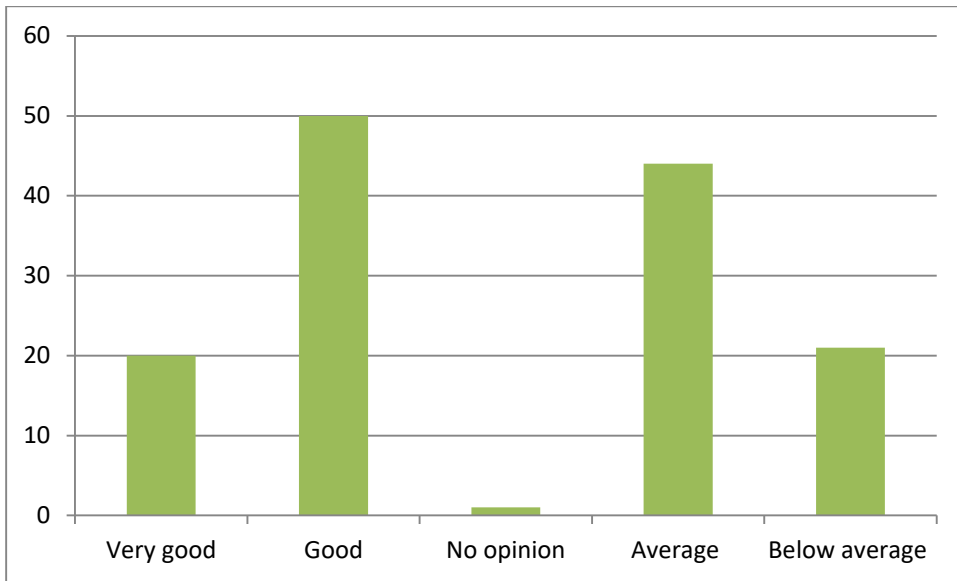
### Opinion on examinations (Whether the exams are conducted properly?)



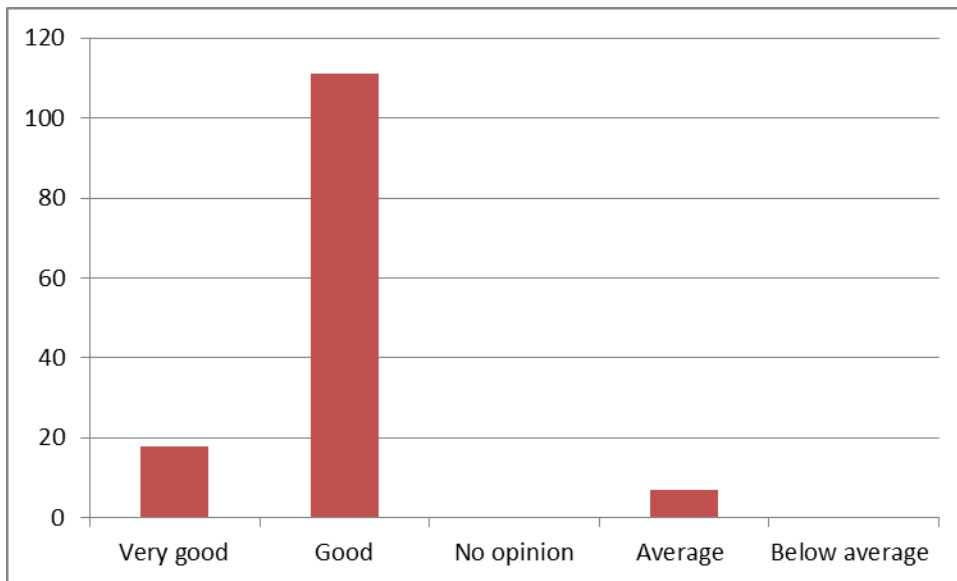
### Transparency of the examination system (The system is transparent and evaluations are conducted unbiasedly)



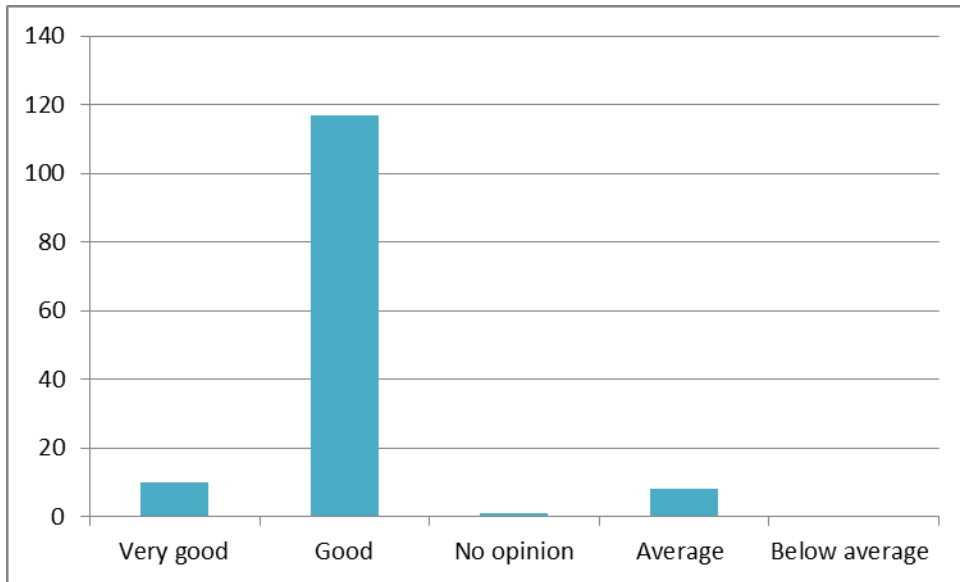
### Opinion on administration and functioning of office -



### Quality of services rendered by the office

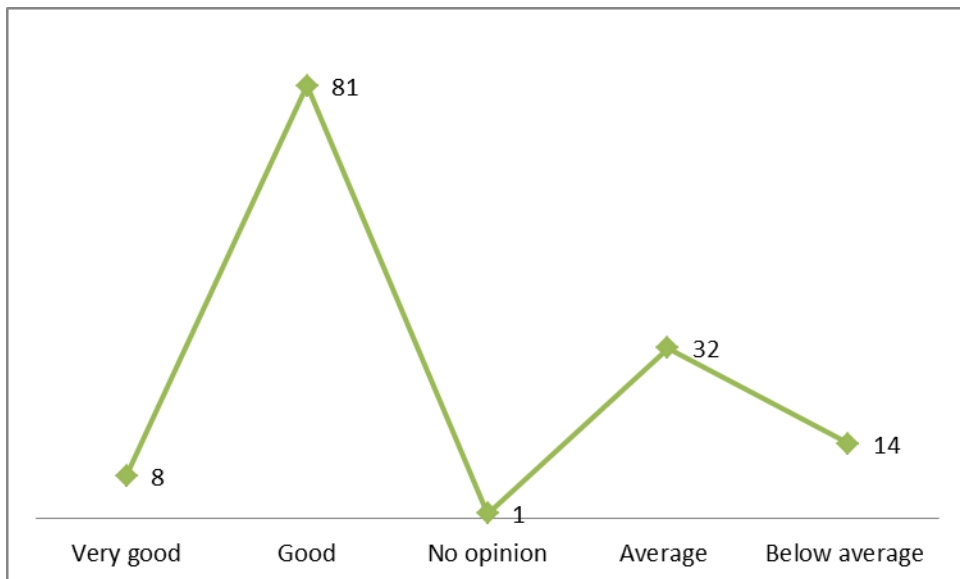


### Quality of assistance given by office staff

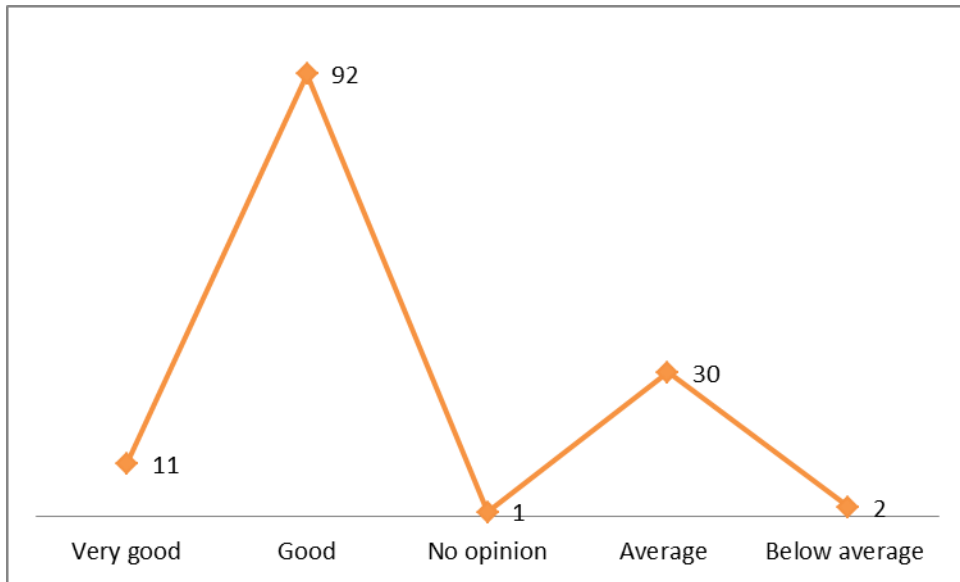


### OPINION ON INFRASTRUCTURE FACILITIES

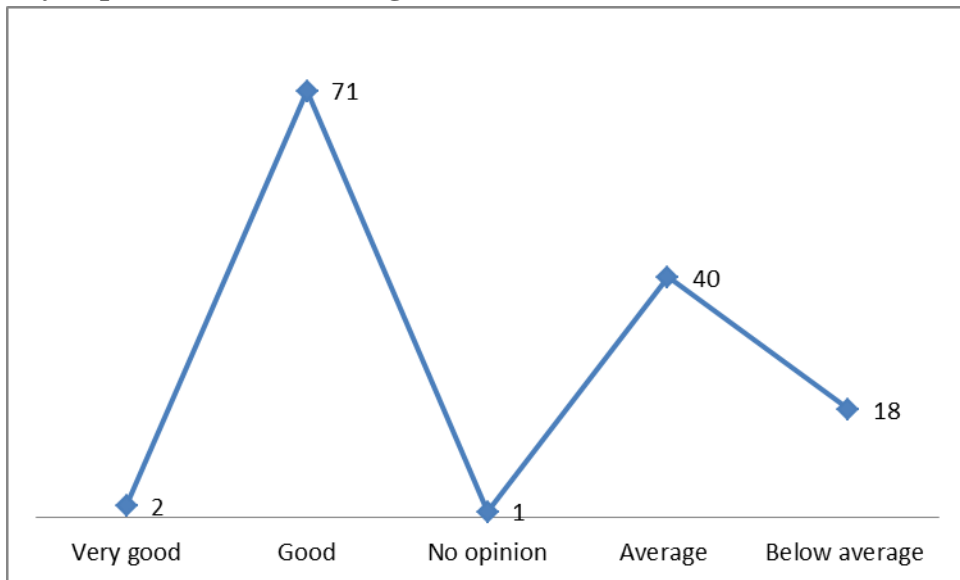
#### Library –Availability of books



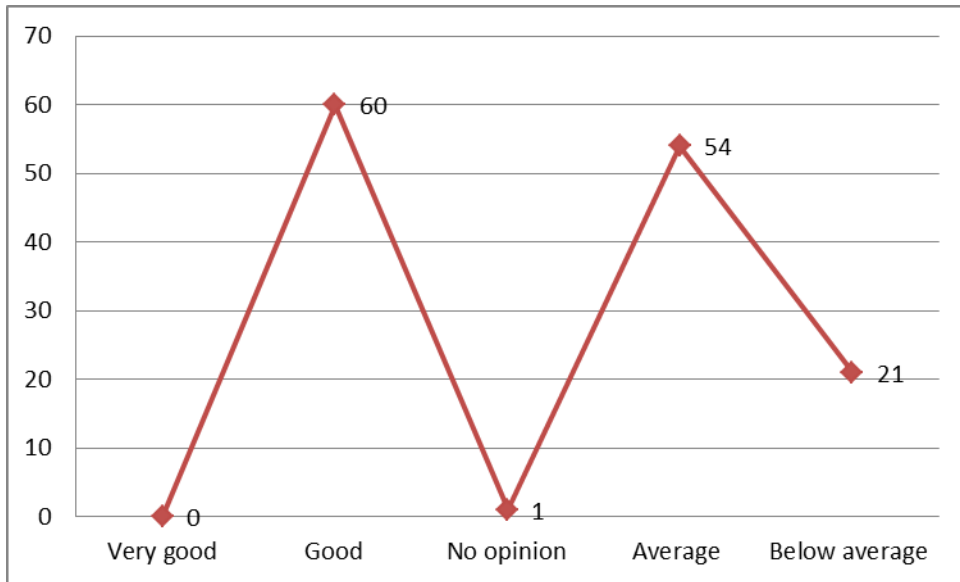
**Library – infrastructure available in the library**



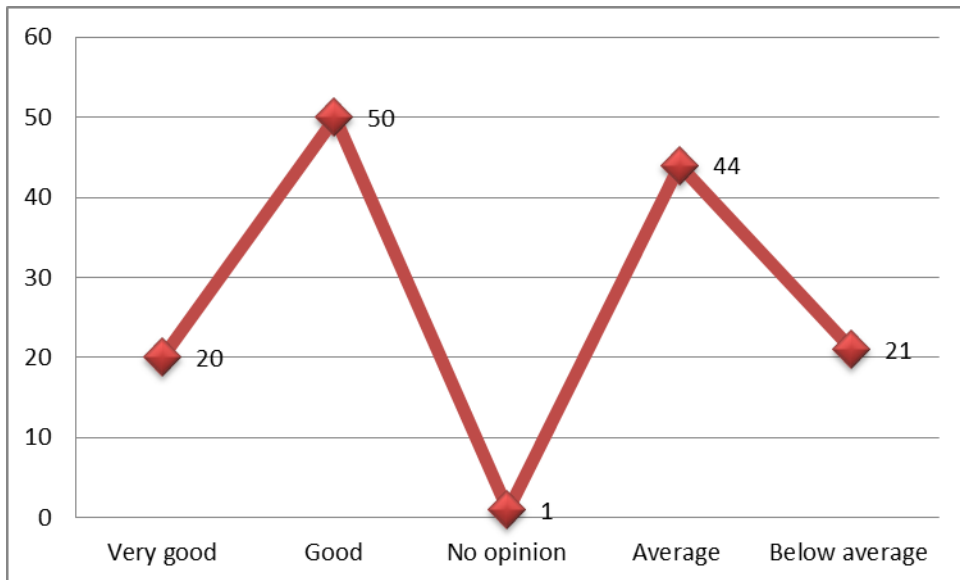
**Quality of provision for drinking water, toilet facilities, rest room etc.**



### Facilities for the promotion of curricular and extra-curricular activities



### Cleanliness and beauty of the campus



## **Findings**

- Measures must be taken to make sure that students get better quality services from the college office, library etc.
- The number of copies per books as well as total number of books in the library must be increased.
- Quality of infrastructure available in eth library must be enhanced
- Quality of drinking water must be ensured.
- Evaluation of the facilities- toilet, rest room etc must be examined
- Assessment of facilities for the promotion of extra-curricular and co-curricular activities must be done periodically
- Campus beautification must be given adequate attention.

## **Action taken**

- Instructions were given to staff members in connection with their dealings with students
- Library committee was entrusted with the task of assessing the requirements of the students in connection with facilities available in the library.
- More water filters and purifiers were installed.
- Women cell of the college was entrusted with the task of assessing the requirements of the girls students in connection with facilities available in the rest rooms.
- It was decided to renovate the toilets ,wash areas etc.



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**REPORT OF  
STUDENT  
SATISFACTION  
SURVEY 2018-19**



**2018-19**

**INTERNAL QUALITY ASSURANCE CELL  
ST BERCHMANS COLLEGE CHANGANASSERY**

**REPORT OF STUDENT SATISFACTION SURVEY 2018-19**

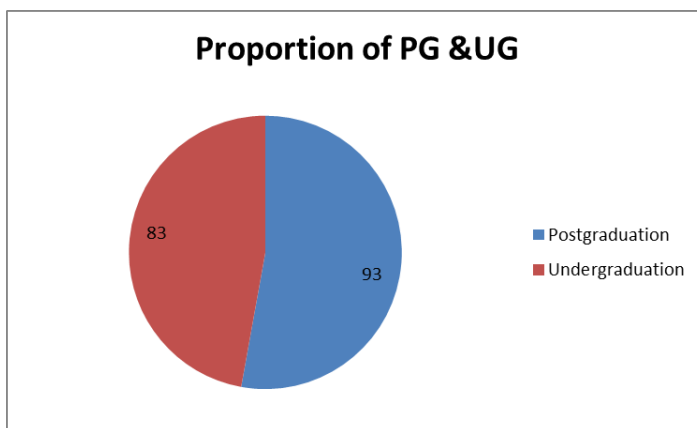
<b>PERIOD</b>	2018-19
<b>CATEGORY</b>	STUDENTS
<b>DATA USED</b>	PRIMARY DATA
<b>DATA COLLECTION TECHNIQUE</b>	QUESTIONNAIRE METHOD –GOOGLE FORM
<b>SAMPLE SIZE</b>	176
<b>ANALYSED BY</b>	DATA ANALYSIS WING –IQAC@SBC

**Methodology**

A **battery of test** consisting of a series of evaluative statements concerning **different aspects of institutional evaluation** was administered on the respondents by appealing them to rate the items in each instrument using a **Likert scale** of agreement using **Google Form** schedules. A total of 176 students from various streams participated in the survey.

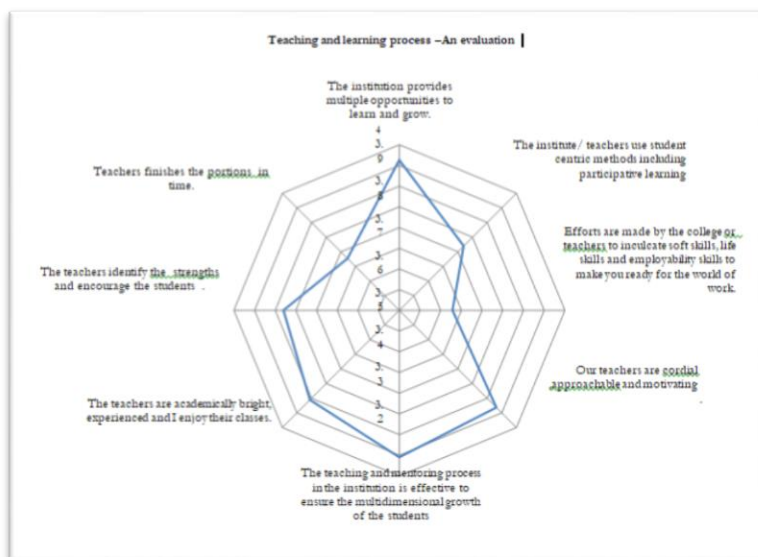
**Profile of the respondents –**

**Programme wise proportion of the respondents**

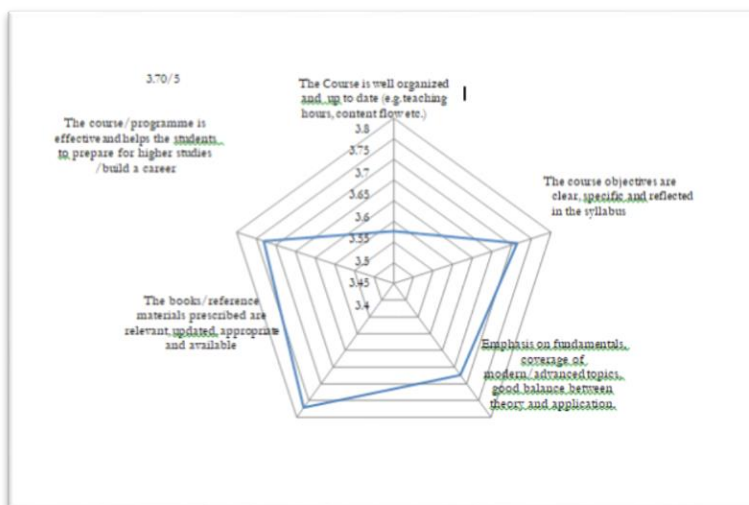


Out of the total sample, 47% were postgraduates and reaming 53% were graduates.

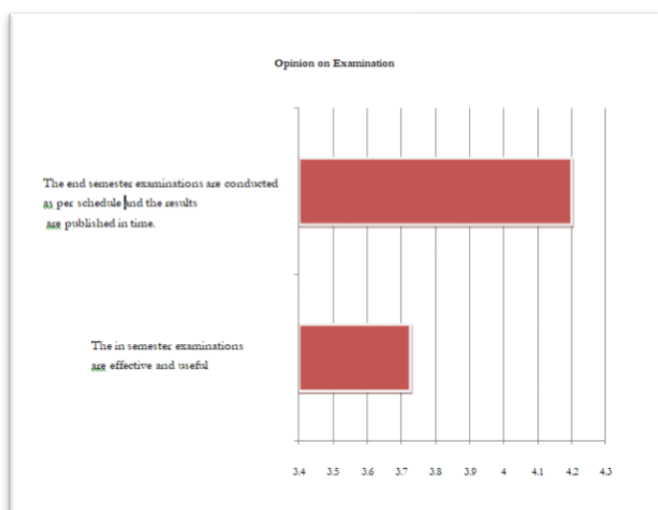
## Opinion on teaching learning process



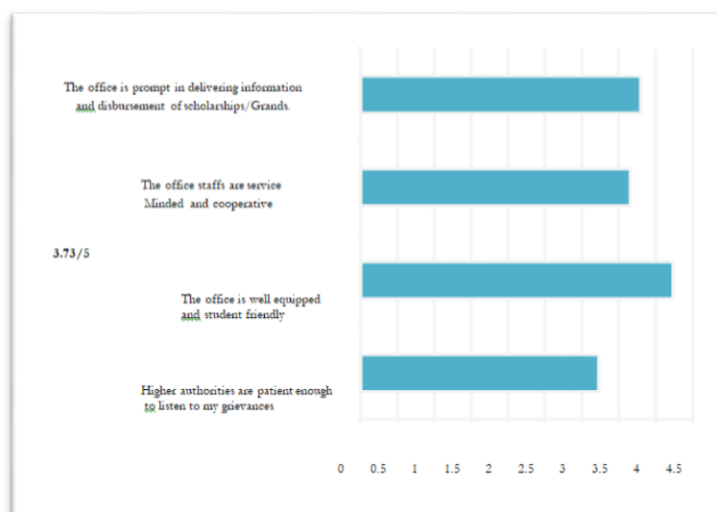
## Opinion on design and review of course/syllabus



## Opinion on examination

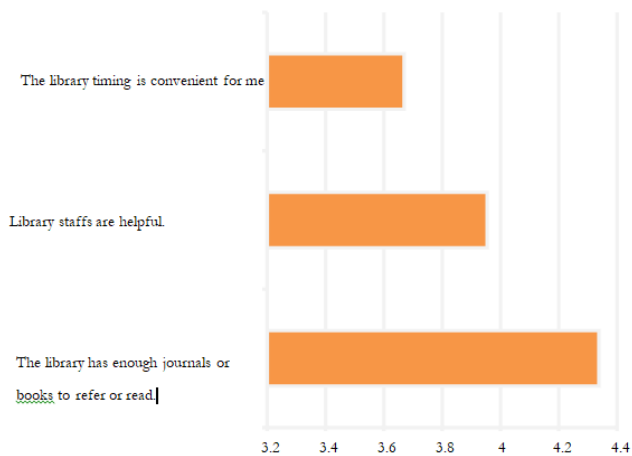


## Opinion on administration and functioning of office

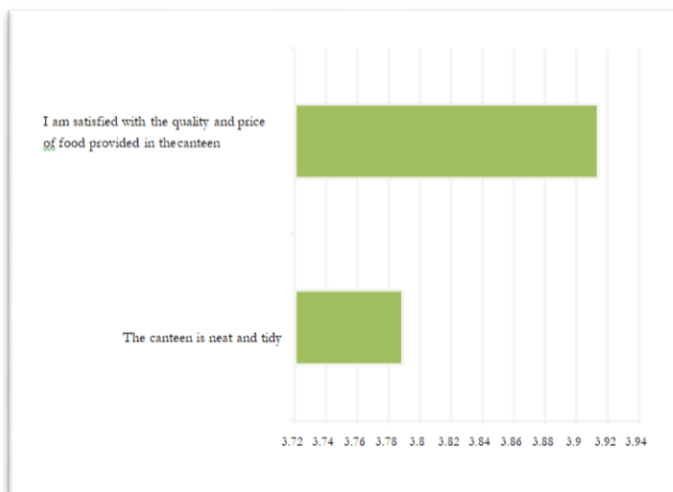


## OPINION ON INFRASTRUCTURE

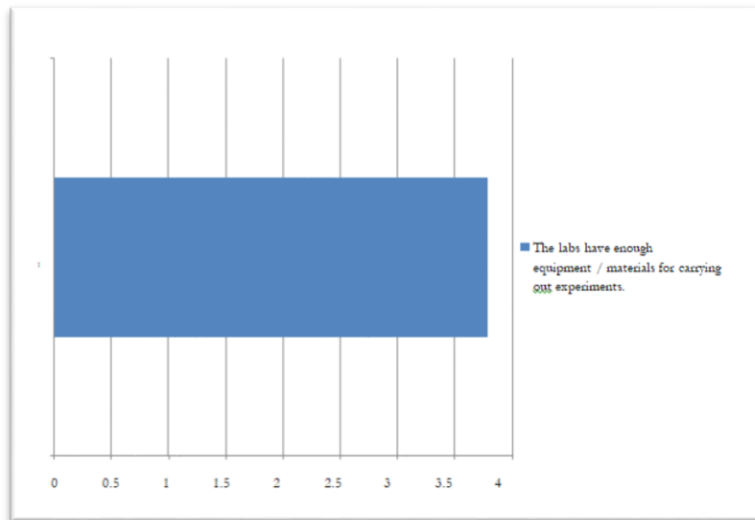
### Opinion on library



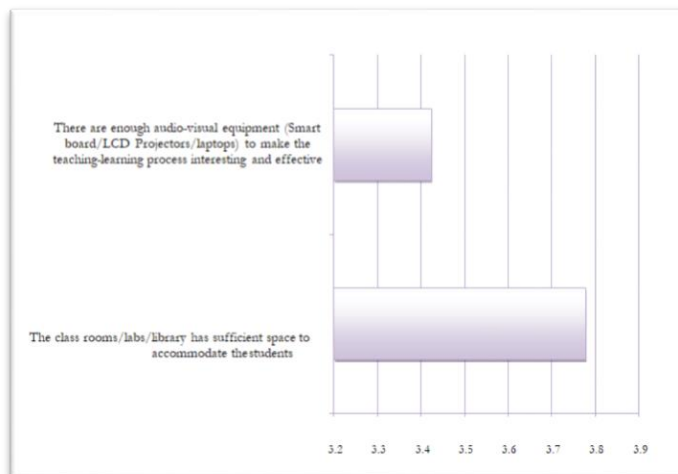
### Opinion on canteen



## Opinion on facilities available in the laboratories

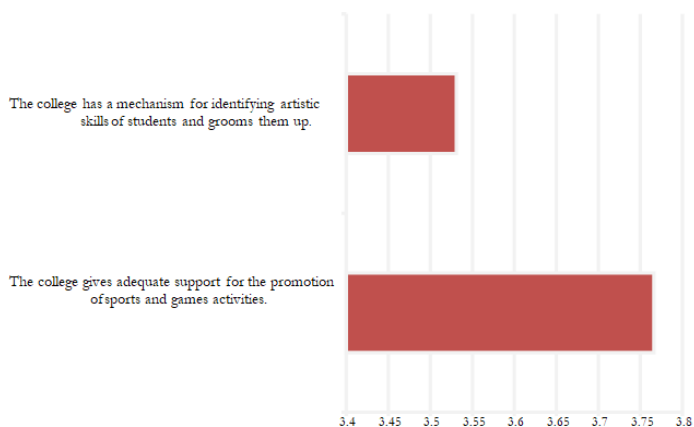


## Opinion on facilities available inside the classrooms (ICT and other facilities)

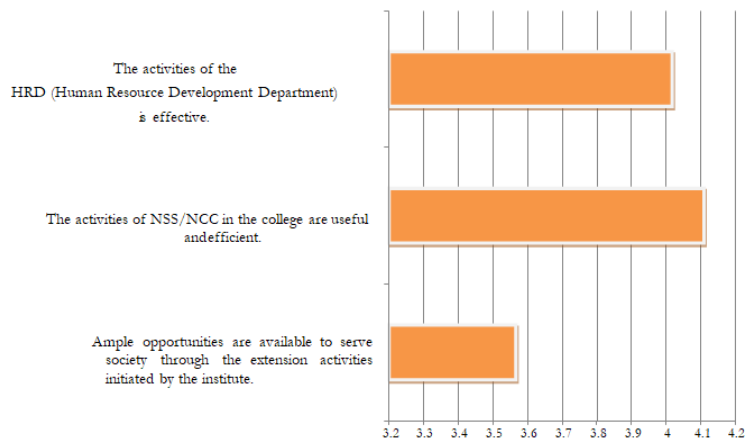


## OPINION ON CO CURRICULAR ACTIVITIES

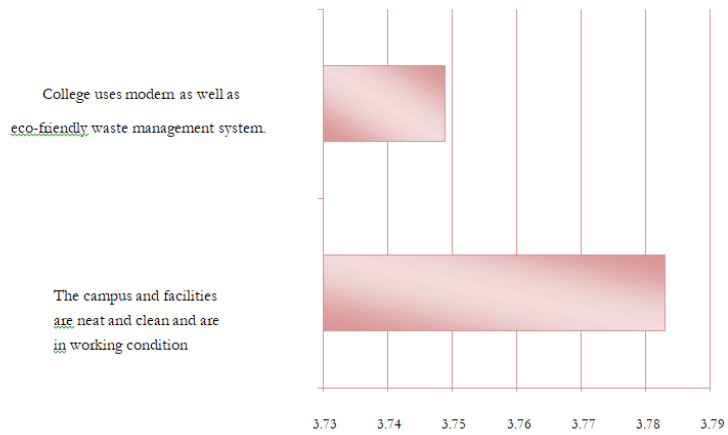
### Opinion on arts and sports



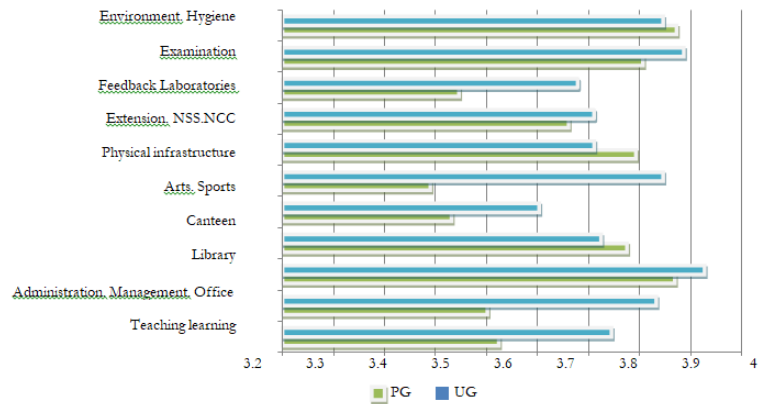
### Opinion on extension activities /NSS/NCC/ clubs etc.



## Opinion on Environment and Hygiene



## Analysis of overall score –Programme wise



## **Findings**

- Efforts are to be made by the college or teachers to inculcate soft skills, life skills and employability skills so as to enhance the employability of the students.
- A few teachers take more time to finish the topic.
- A few students are of the opinion that the courses are not well organized and up to date (e.g. teaching hours, content flow etc.)
- There are differences of opinion among the students regarding the benefits of in semester examinations.
- There are differences of opinion among the respondents about the availability of authorities.
- Majority of the respondents opined that the system that the college uses at present to manage and dispose of the waste is not scientific.
- Some are of the opinion that they are not getting sufficient time to participate actively in the extension activities of the college.
- Some respondents opined that the system at present is not so effective in identifying and enhancing the skills of the students.

## **Action Taken**

- It was decided to organize more skill development programmes at the college level.
- Review of the [progress of the classes will be done by the principal with the help of Monitor's forum.
- The sequencing and positioning of each course must be examined before the next syllabus revision, by the departments.
- Special time slots must be allotted to the students to meet the authorities.
- It was decided to take all the needy measures to dispose of wastes in an environment friendly manner.



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**REPORT OF  
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SATISFACTION  
SURVEY 2019-20**



**2019-20**

**INTERNAL QUALITY ASSURANCE CELL  
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REPORT OF STUDENT SATISFACTION SURVEY 2019-20**

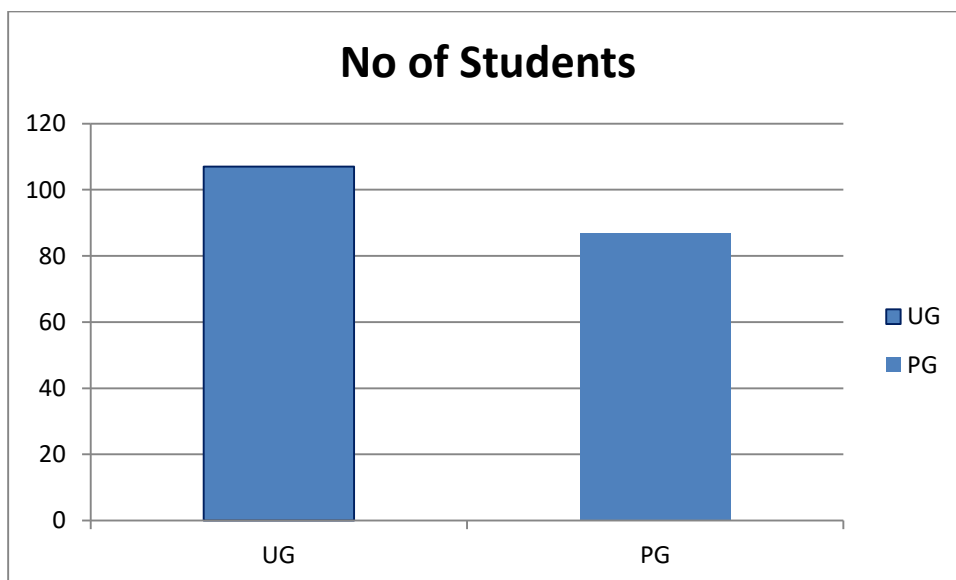
<b>PERIOD</b>	2019-20
<b>CATEGORY</b>	STUDENTS
<b>DATA USED</b>	PRIMARY DATA
<b>DAT COLLECTION TECHNIQUE</b>	QUESTIONNAIRE METHOD –GOOGLE FORM
<b>SAMPLE SIZE</b>	194
<b>ANALYSED BY</b>	DATA ANALYSIS WING –IQAC@SBC

**Methodology**

A survey was conducted among the students of the college (aided and self-financing) using Google form. Several statements relate to the curriculum, infrastructure facilities available on the campus etc were included in the questionnaire and the respondents were asked to give their option on a 5 point scale. A total of 194 students participated in the survey.

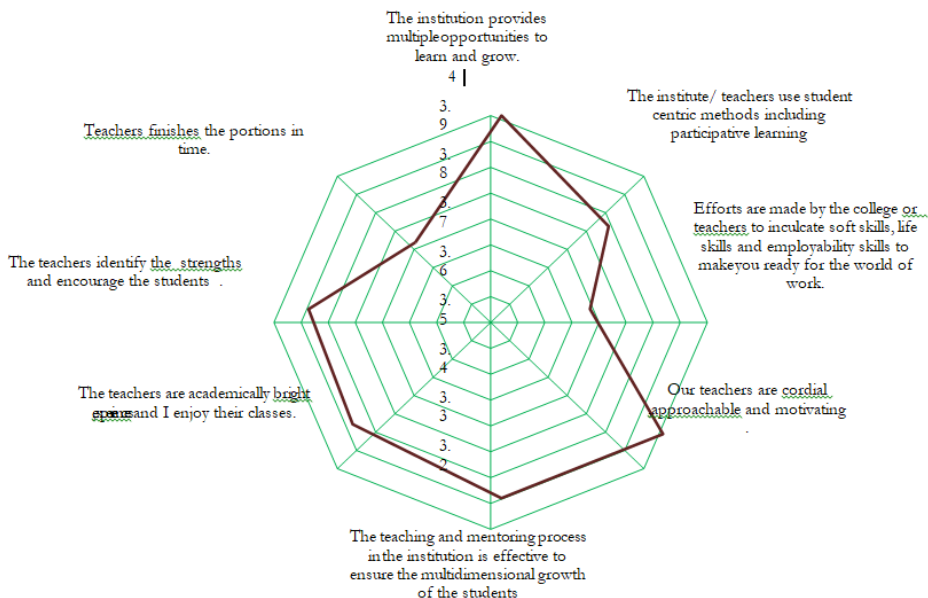
**Profile of the respondents –**

**Programme wise proportion of the respondents**

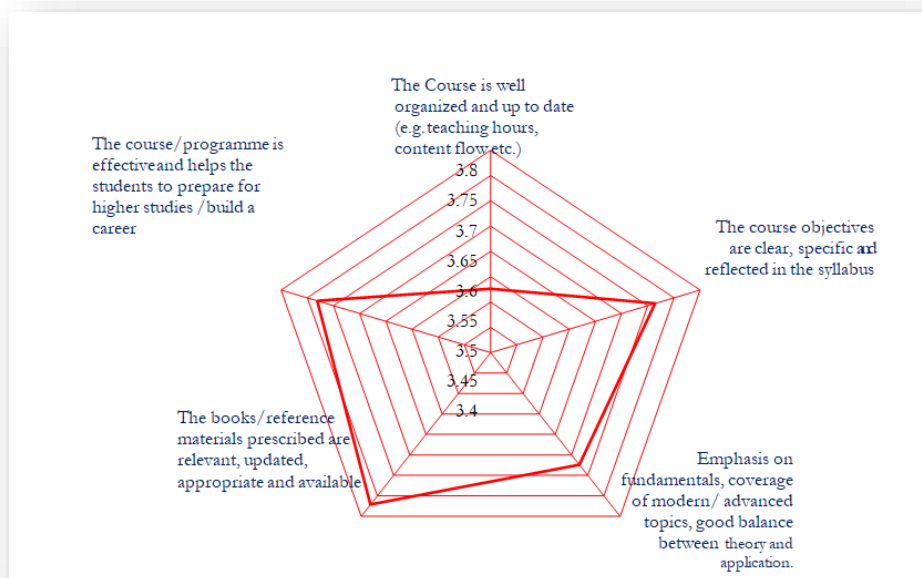


Out of the total sample, 55% were graduates and reaming 45% were postgraduates.

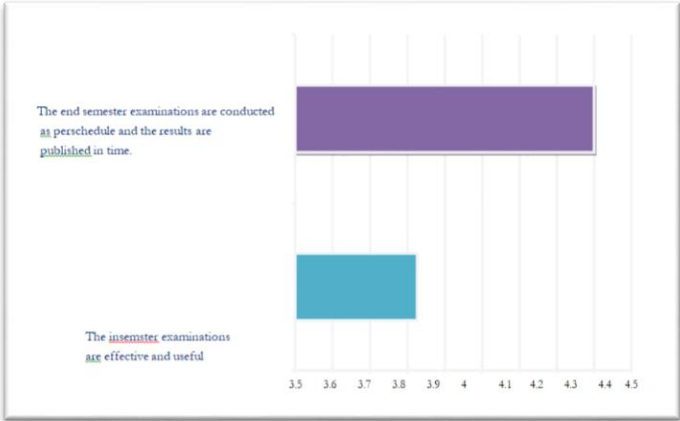
## Opinion on teaching learning process



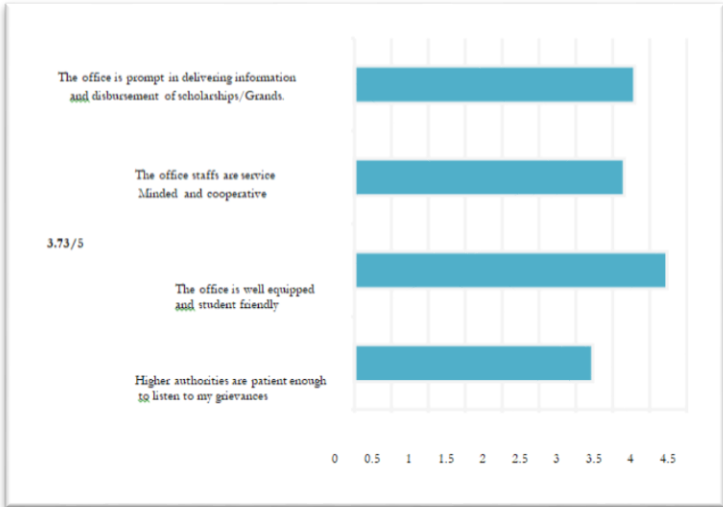
## Opinion on design and review of course/syllabus



### Opinion on examination

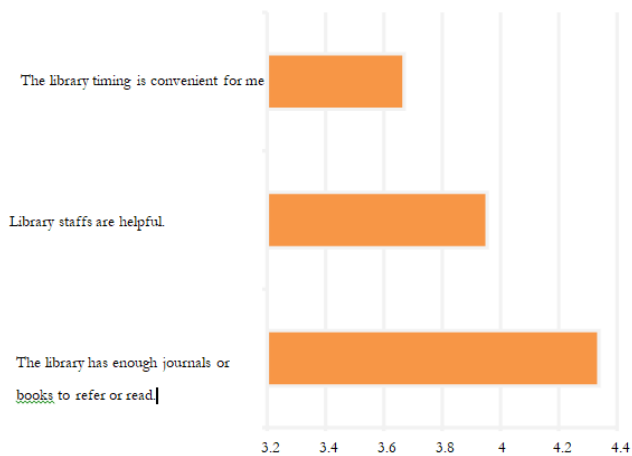


### Opinion on administration and functioning of office (do corrections from here 27 jan)

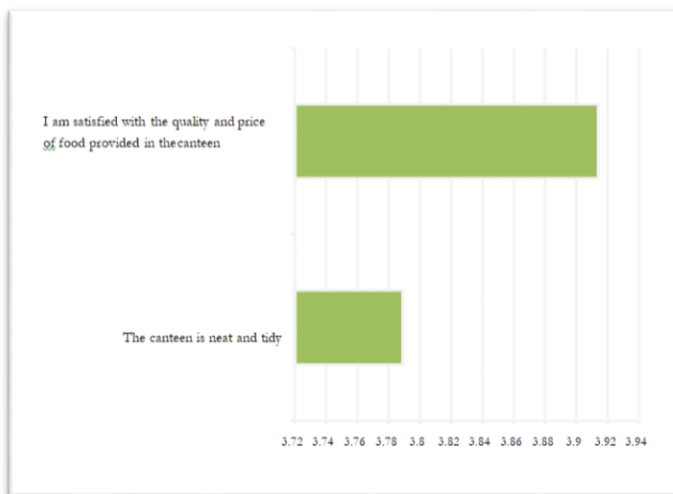


## OPINION ON INFRASTRUCTURE

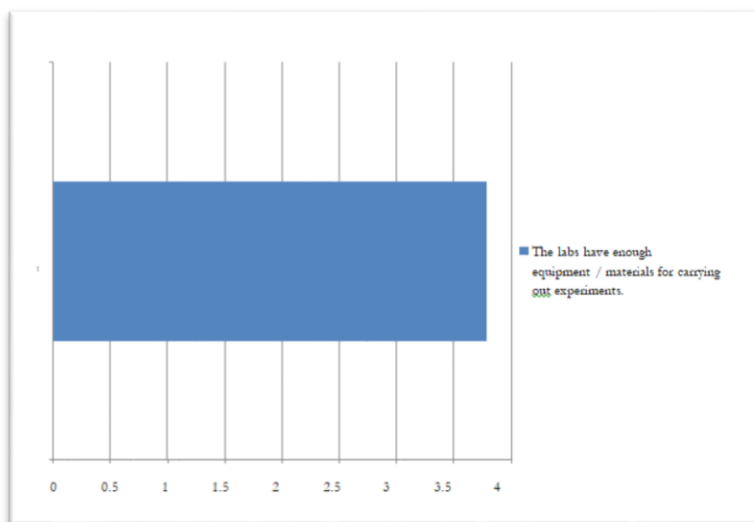
### Opinion on library



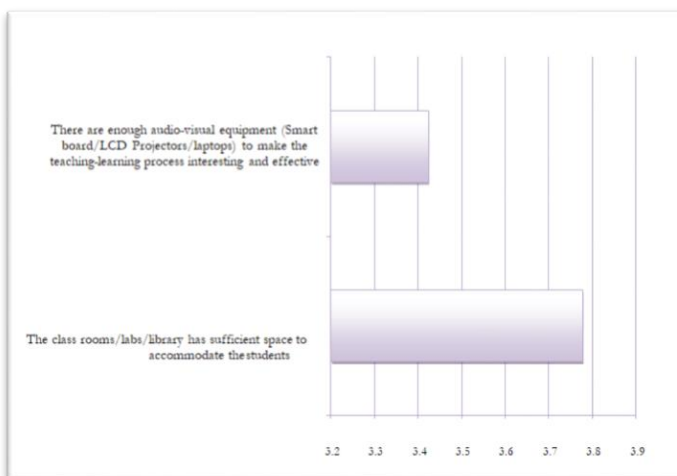
### Opinion on canteen



## Opinion on facilities available in the laboratories

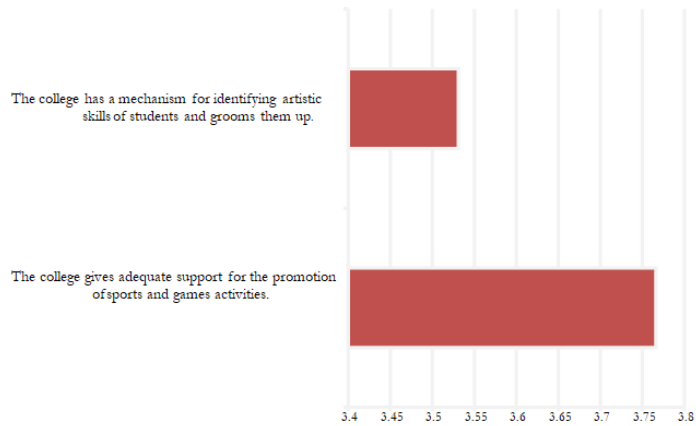


## Opinion on facilities available inside the classrooms (ICT and other facilities)

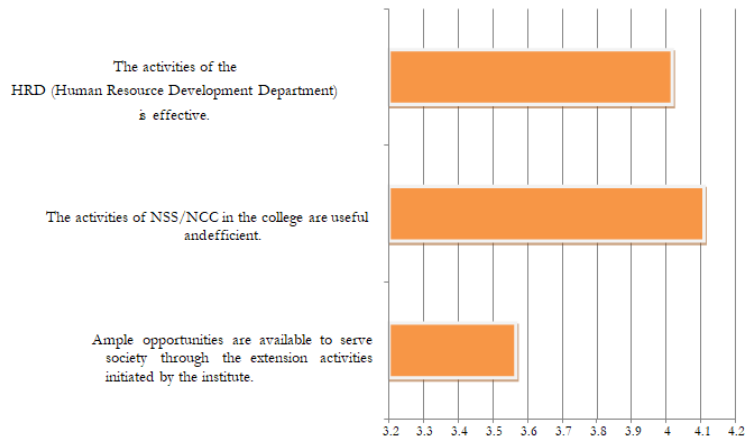


## OPINION ON CO CURRICULAR ACTIVITIES

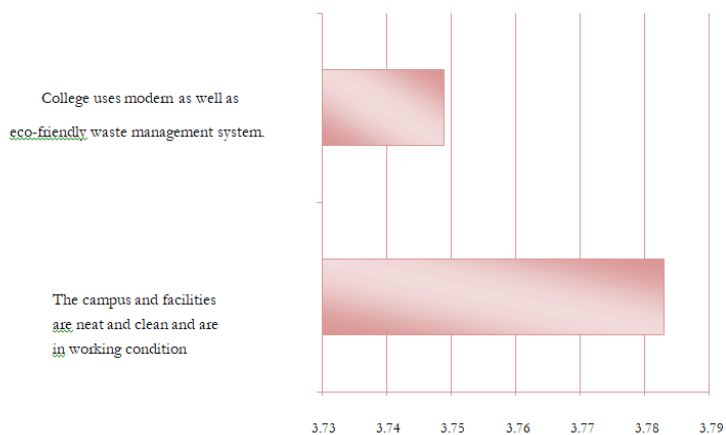
### Opinion on arts and sports



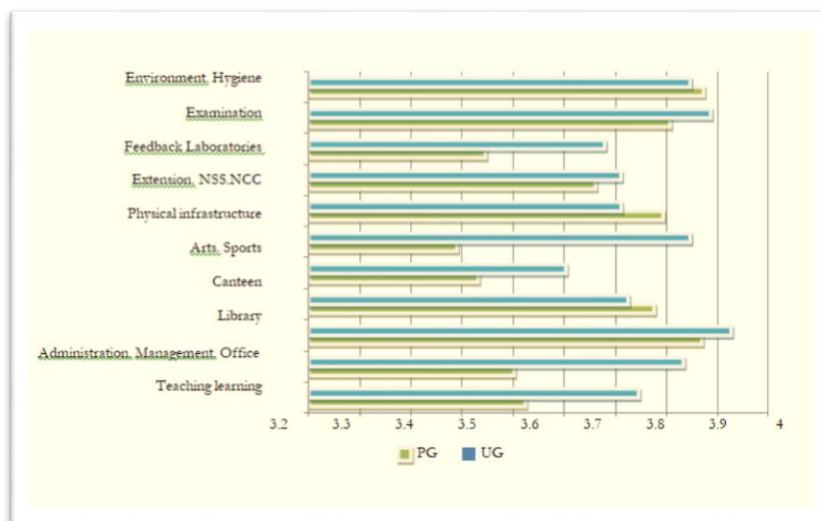
### Opinion on extension activities /NSS/NCC/ clubs etc.



## Opinion on Environment and Hygiene



## Analysis of overall score –Programme wise



## **Findings**

- Programmes that can enhance the skills of students must be organised on a regular basis.
- More programmes must be organised that can strengthen the soft skills of the students.
- A few students are of the opinion that the courses are to designed in a more systematic manner.
- Majority of the students are of the opinion that in semester examinations are beneficial.
- The waste management mechanism must be updated.
- Level of involvement of students in extension activities must be enhanced.

## **Action Taken**

- It was decided to organize more skill development programmes at the college level.
- It was decided to ensure the effective use of the language lab facility of the college to enhance the reading-writing and listening skill of the students.
- Review of the progress of the classes will be done by the principal with the help of Monitor's forum.
- The sequencing and positioning of each course was considered in the recently held UG PG curriculum revision.
- Mechanism to handle waste was modified.



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**REPORT OF  
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SATISFACTION  
SURVEY 2020-21**



**2020-21**

**INTERNAL QUALITY ASSURANCE CELL  
ST BERCHMANS COLLEGE CHANGANASSERY**

**REPORT OF STUDENT SATISFACTION SURVEY 2020-21**

<b>PERIOD</b>	2020-21
<b>CATEGORY</b>	STUDENTS
<b>DATA USED</b>	PRIMARY DATA
<b>DATA COLLECTION TECHNIQUE</b>	QUESTIONNAIRE METHOD –GOOGLE FORM
<b>SAMPLE SIZE</b>	123
<b>ANALYSED BY</b>	DATA ANALYSIS WING –IQAC@SBC

**Methodology**

A questionnaire covering different aspects of the activities of the institution was given to the respondents. A total of 123 students from various streams participated in the survey.

**Sample of the questionnaire**

Section 49 of 49

Fill More Details

Kindly give your opinion of the following using the 5 point scale where -  
1 means strongly disagree,  
2 means disagree  
3 means no opinion,  
4 means agree and  
5 means strongly agree.

1. The curriculum was well-organized and structured systematically \*

Strongly Disagree    1    2    3    4    5    Strongly agree

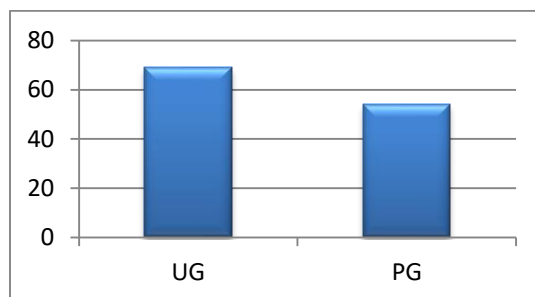
The courses helped me to gain new insights and understand new trends in my discipline. \*

Strongly Disagree    1    2    3    4    5    Strongly agree

ICT, Virtual tours, subject updating seminars, case studies etc were added to the learning experience \*

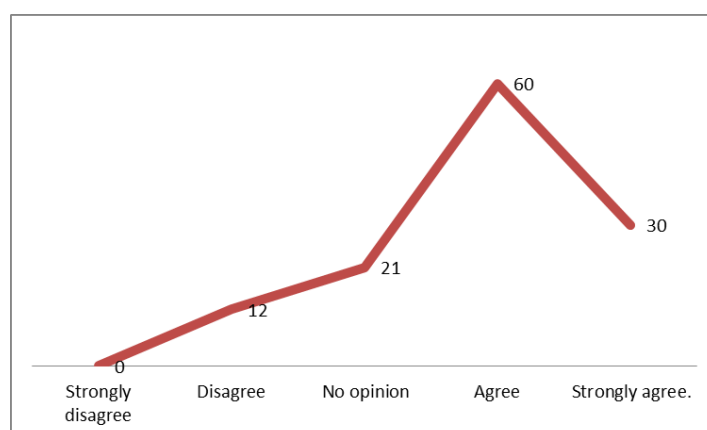
1    2    3    4    5

## Profile of the respondents

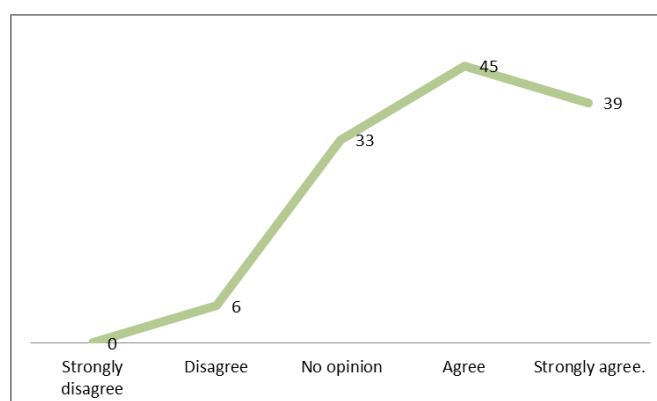


## SUMMARY OF RESPONSES

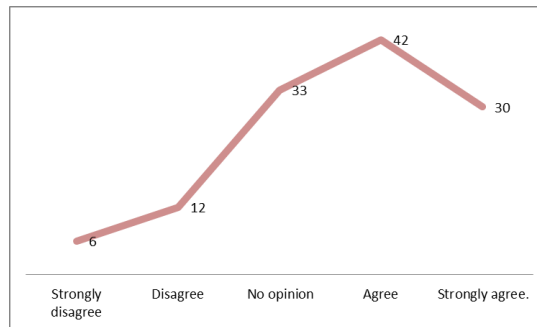
### The curriculum was well-organized and structured systematically



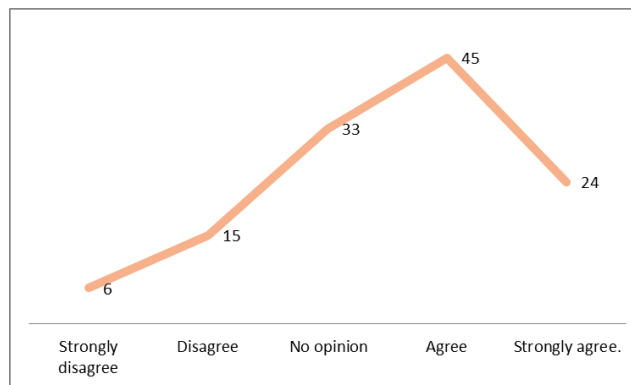
### The courses helped me to gain new insights and understand new trends in my discipline



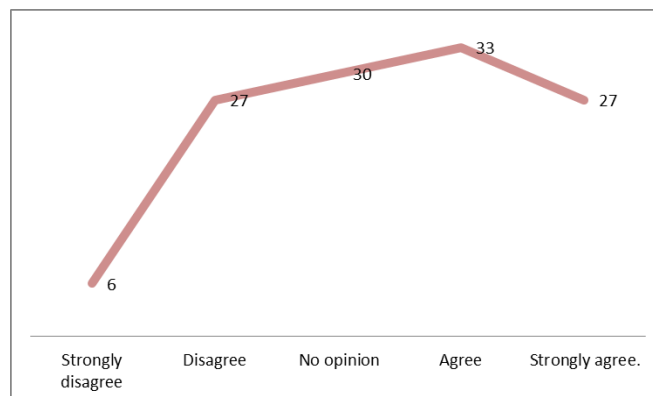
**ICT, Virtual tours, subject updating seminars, case studies etc were added to the learning experience.**



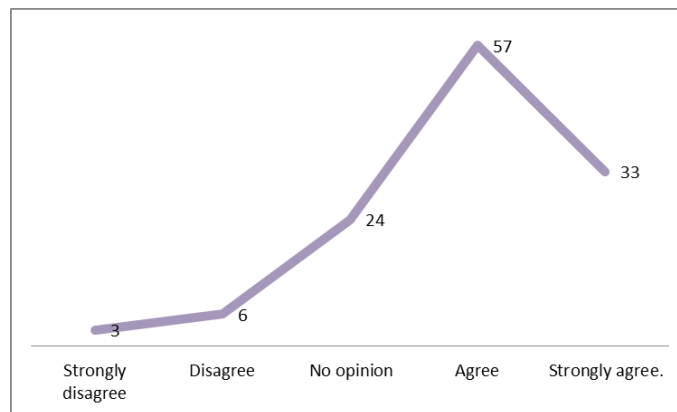
**I received pre-course material and other communications in a timely manner**



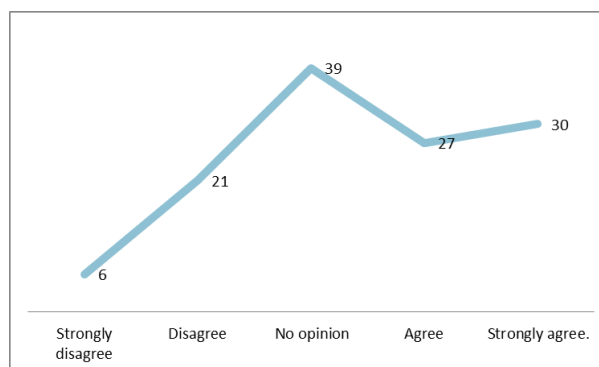
**The time allotted to study a course (subject) was sufficient on an average.**



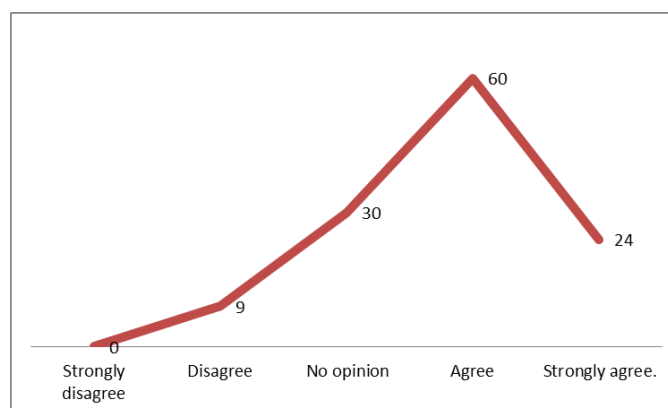
**The evaluation process and assessments provided opportunities to me to demonstrate the knowledge and skills acquired.**



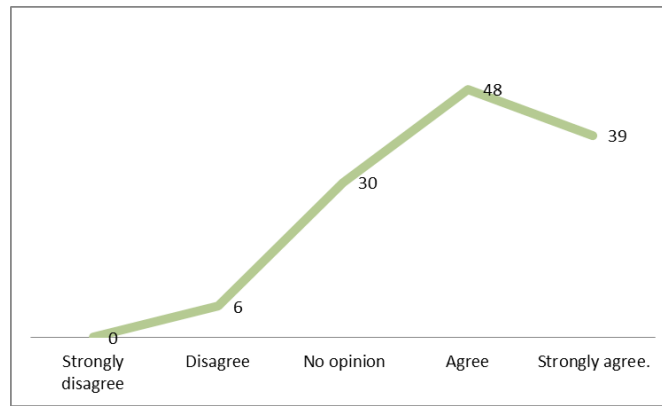
**Both curricular and co-curricular activities are properly balanced in the curriculum**



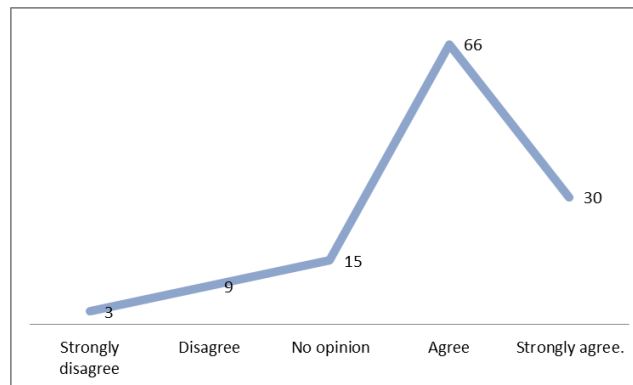
**The sequence of the courses (order of subjects in semesters) that I have studied in the programme is excellent.**



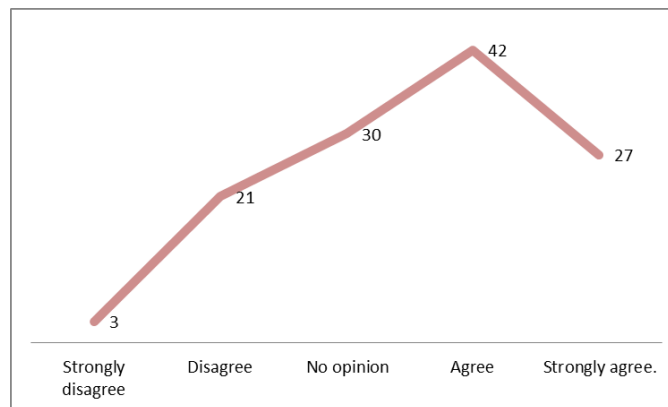
**The Electives/ Specializations offered were appropriate**



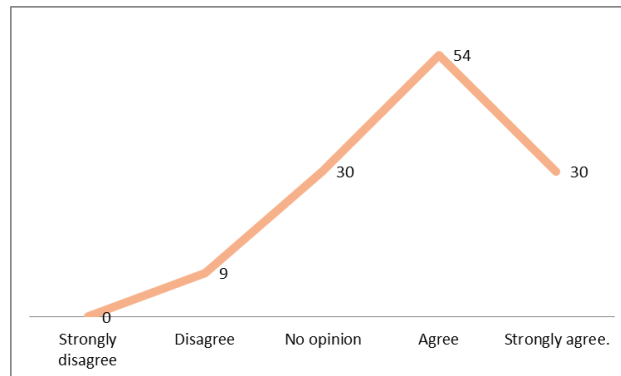
**The text books and reference books provided and suggested were adequate for the study**



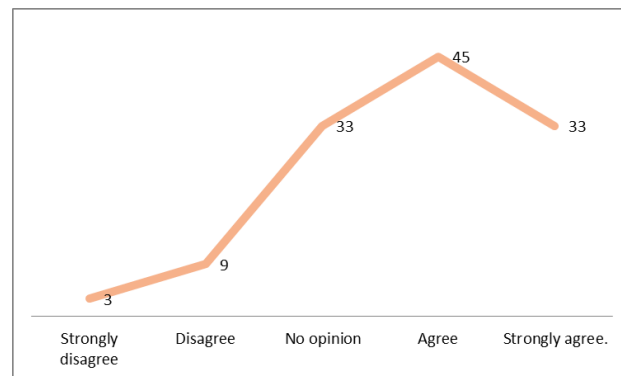
**The content of the syllabus in terms of the load on the student is appropriate**



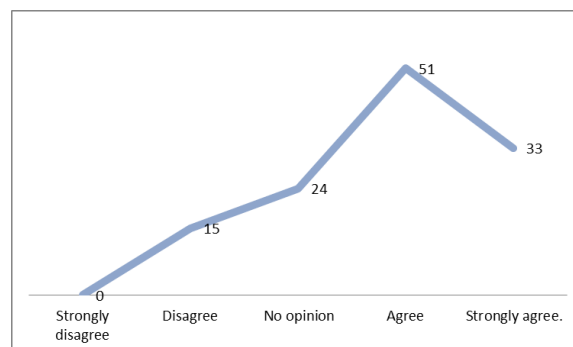
**On an average most of the teachers illustrate the concepts through examples and applications.**



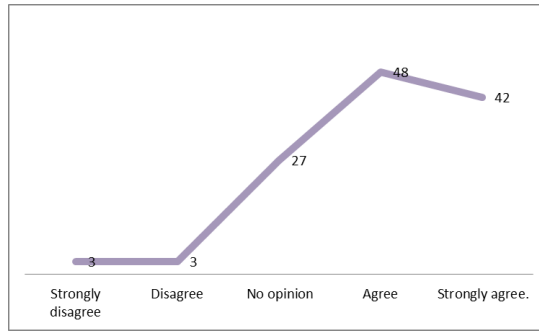
**The institution offered multiple opportunities to learn and grow.**



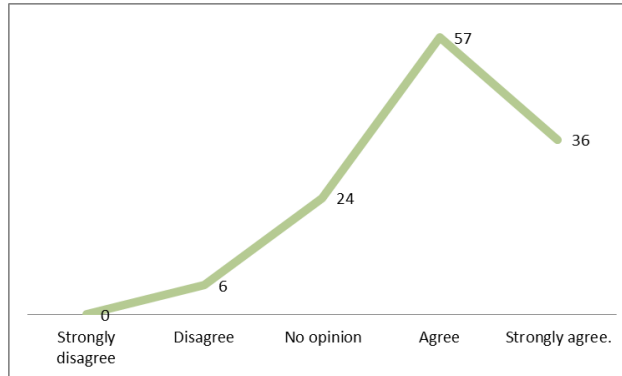
**The overall quality of teaching-learning process in the institution is very good.**



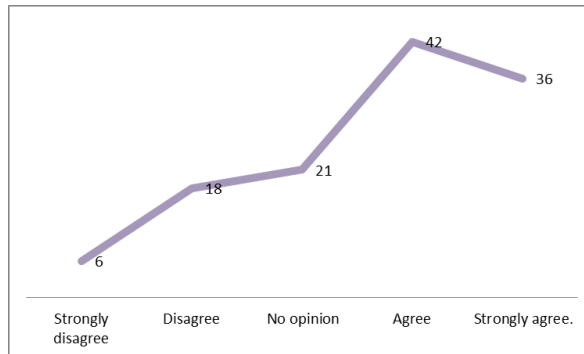
**The entire learning process helped me to attain cognitive, social and emotional growth.**



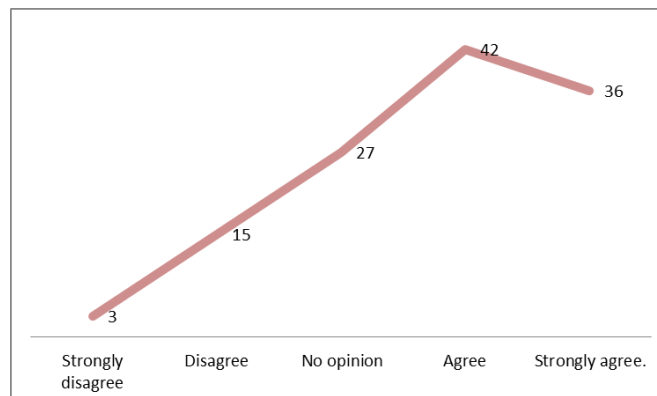
**The entire learning process supported me to be a more responsible citizen**



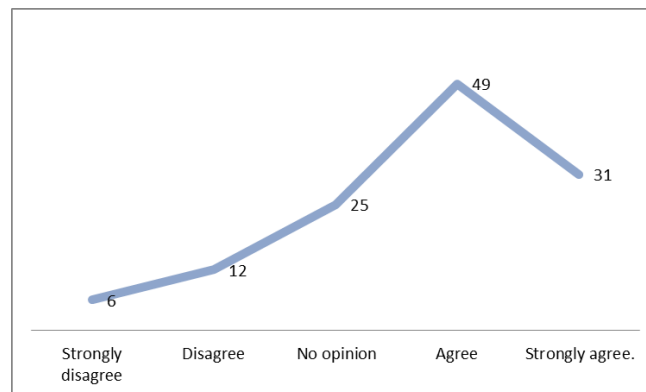
**The college took active interest in promoting internship, student exchange, field visit opportunities for students.**



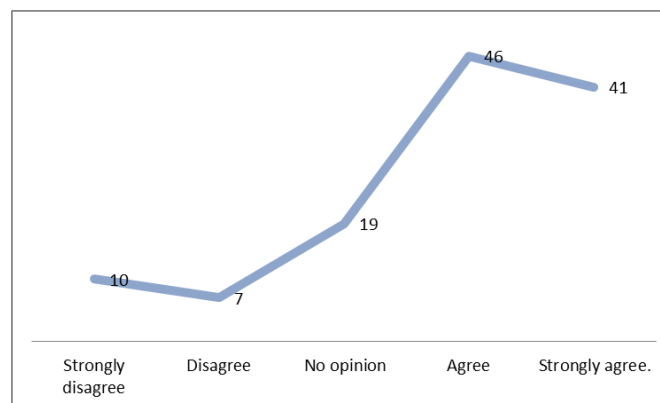
**The programme (UG/PG) increased my confidence and I felt that I have become more employable.**



**I am satisfied with the overall facilities of the college including laboratories, internet café, and library and computer labs.**



**I am satisfied with the overall facilities of the college for sports and games**



## Findings

- Timely modifications in the syllabus must be made to incorporate recent trends and relevant topics
- Virtual tours, subject updating seminars, case studies etc must be included in the curriculum.
- Ensure the prompt delivery of pre-course material and other communications in a timely manner
- Ensure sufficient time is available consistently in all semesters to cover the entire syllabus.
- Use of modern evaluation tools must be promoted as far as possible that can give opportunities to the learners to demonstrate the knowledge and skills acquired.
- Proper attention must be given to maintain proper balance between curricular and co-curricular activities
- Electives or specializations must be updated

- Ensure library has reference materials.
- Ensure syllabus of all the courses have equal volume of contents.
- Do the needful to ensure that the students have multiple opportunities to learn and grow.
- Enhance the possibilities for promoting internships, student exchange, field visits etc.

### **Action Taken**

- Instruction was given to Heads of the Departments to consider the latest changes in their discipline while modifying the curriculum.
- Teachers were asked to use the LMS of the college effectively to provide course materials, conduct examinations etc.
- The progress of the teaching learning process must be evaluated by Principal collecting feedback from members of faculty and students.
- Teachers were asked to use modern evaluation tools in the teaching learning process
- The volume of contents of courses must be assessed and compared by each department before the next syllabus revision.
- The Placement Assistance Cell (PAC@BC) of the college started offering training programmes in GD, interview Techniques, Logical reasoning and mathematical aptitude.
- Collected details of internships and field projects from departments.



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INTERNAL QUALITY ASSURANCE CELL  
ST BERCHMANS COLLEGE  
CHANGANASSERY

**REPORT OF  
STUDENT  
SATISFACTION  
SURVEY 2021-22**



**2021-22**

**INTERNAL QUALITY ASSURANCE CELL  
ST BERCHMANS COLLEGE CHANGANASSERY**

**REPORT OF STUDENT SATISFACTION SURVEY 2021-22**

<b>PERIOD</b>	2021-22
<b>CATEGORY</b>	STUDENTS
<b>DATA USED</b>	PRIMARY DATA
<b>DATA COLLECTION TECHNIQUE</b>	QUESTIONNAIRE METHOD –GOOGLE FORM
<b>SAMPLE SIZE</b>	941
<b>ANALYSED BY</b>	DATA ANALYSIS WING –IQAC@SBC

**Methodology**

A questionnaire covering different aspects of the activities of the institution was given to the respondents. A total of 941 students from various streams participated in the survey.

**Sample of the questionnaire**

Section 49 of 49

Fill More Details

Kindly give your opinion of the following using the 5 point scale where -  
1 means strongly disagree,  
2 means disagree  
3 means no opinion,  
4 means agree and  
5 means strongly agree.

1. The curriculum was well-organized and structured systematically \*

1 2 3 4 5

Strongly Disagree      Strongly agree

The courses helped me to gain new insights and understand new trends in my discipline. \*

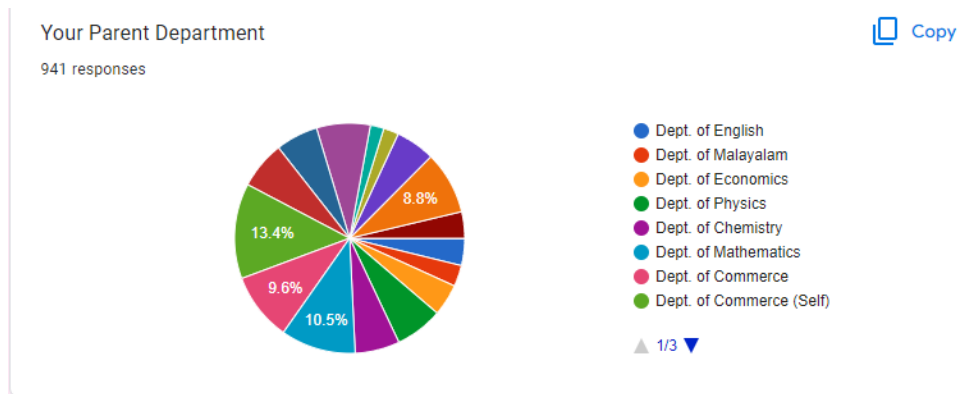
1 2 3 4 5

Strongly Disagree      Strongly agree

ICT, Virtual tours, subject updating seminars, case studies etc were added to the learning experience \*

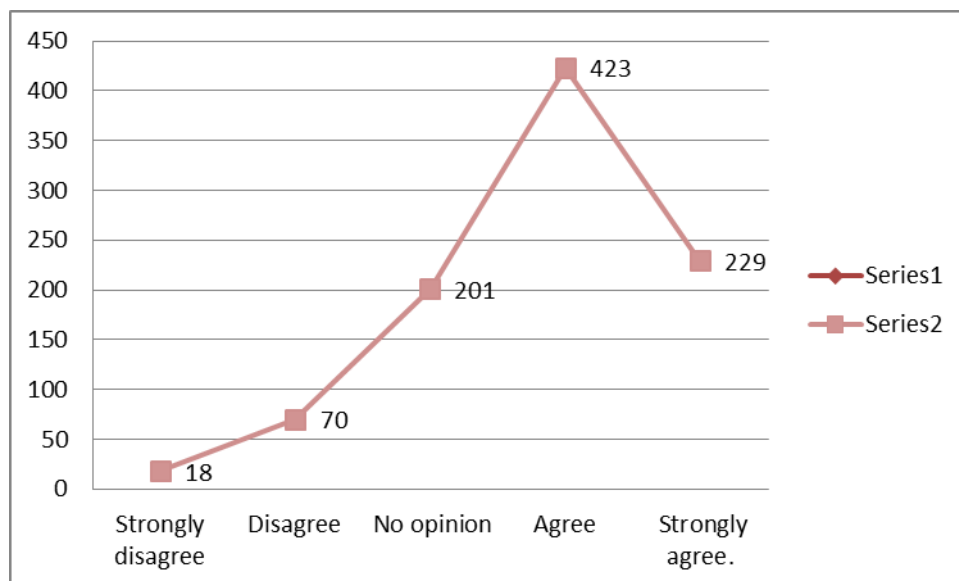
1 2 3 4 5

## Profile of the respondents

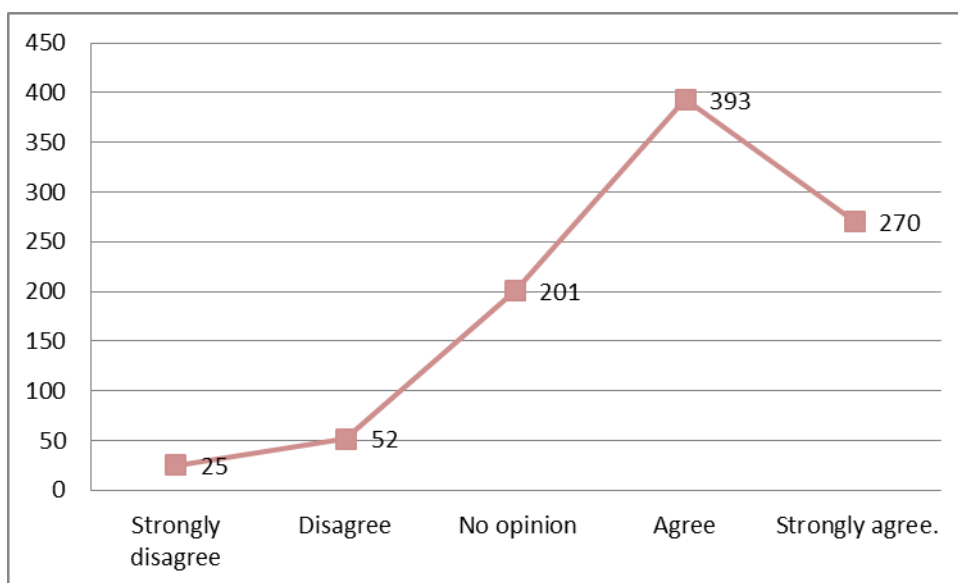


## SUMMARY OF RESPONSES

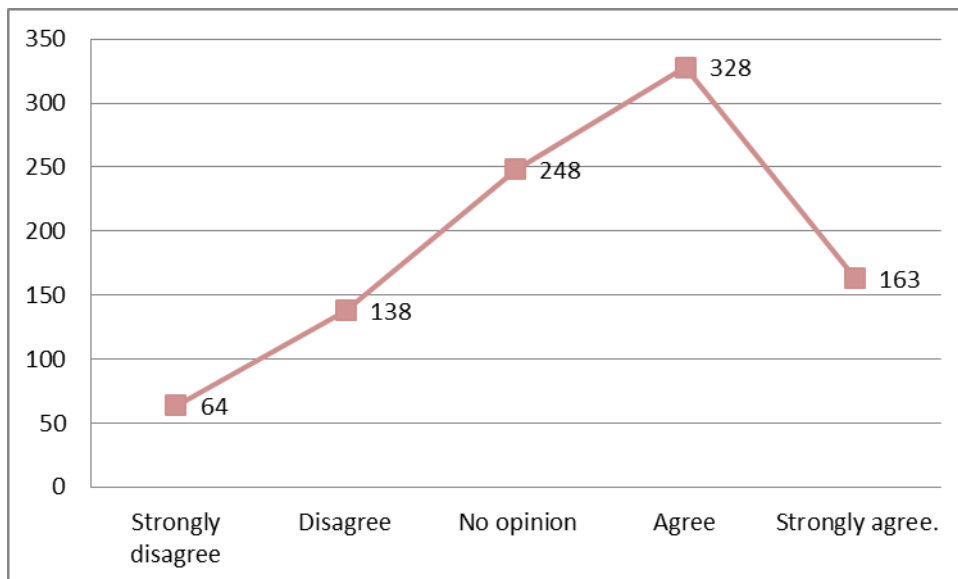
### The curriculum was well-organized and structured systematically



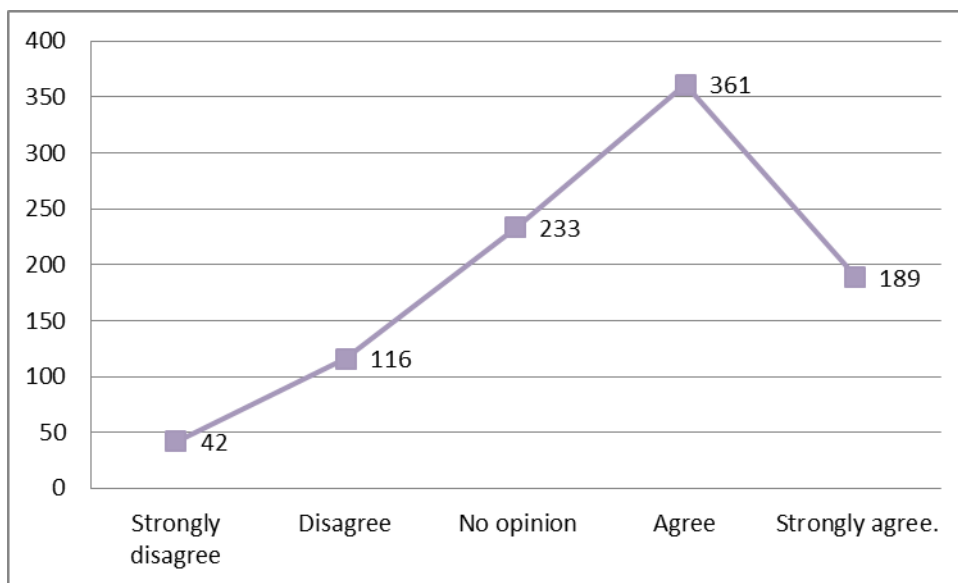
**The courses helped me to gain new insights and understand new trends in my discipline**



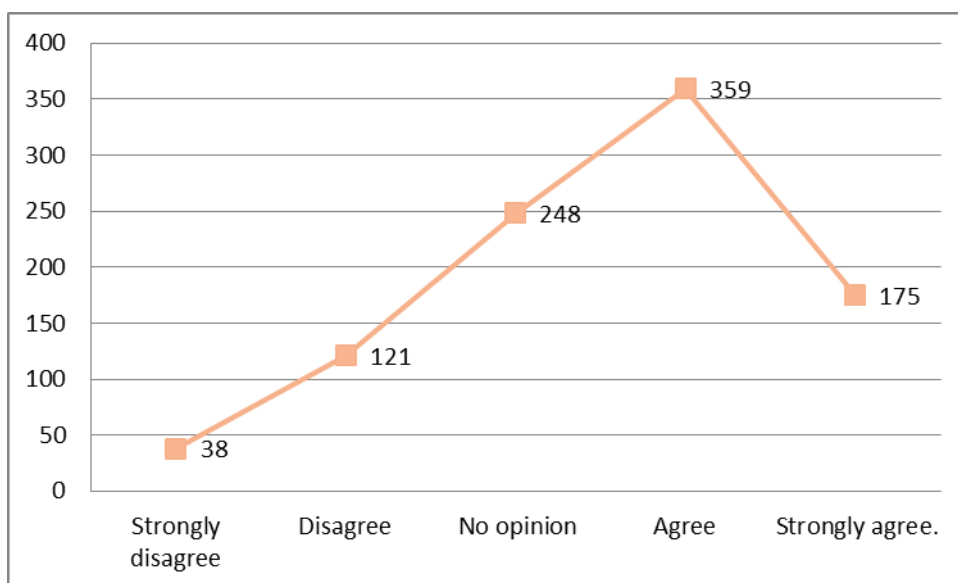
**ICT, Virtual tours, subject updating seminars, case studies etc were added to the learning experience.**



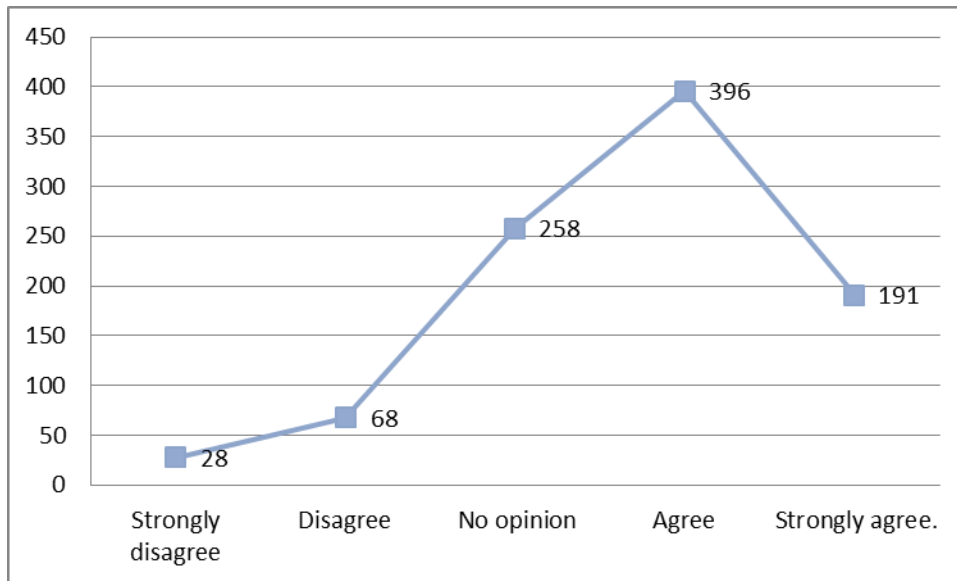
**I received pre-course material and other communications in a timely manner**



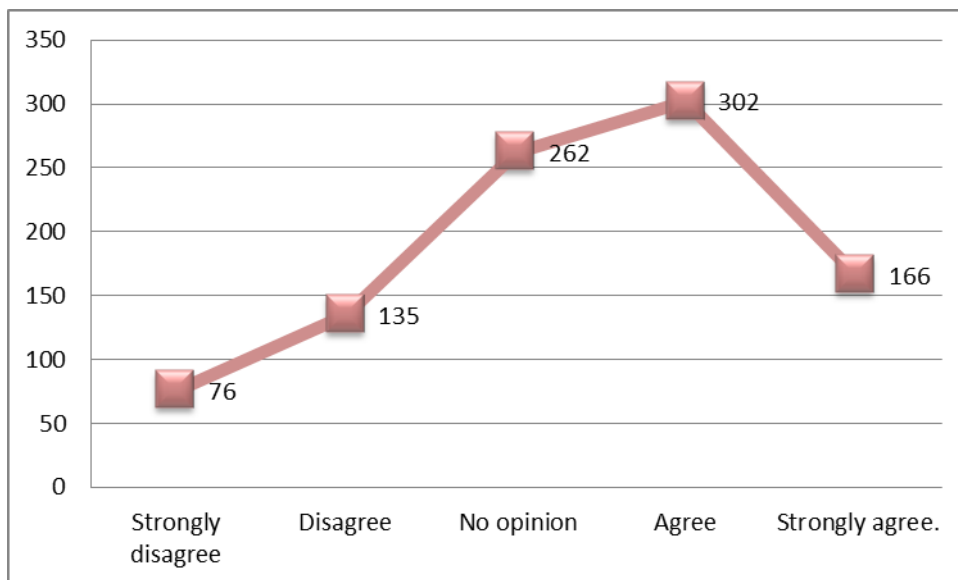
**The time allotted to study a course (subject) was sufficient on an average.**



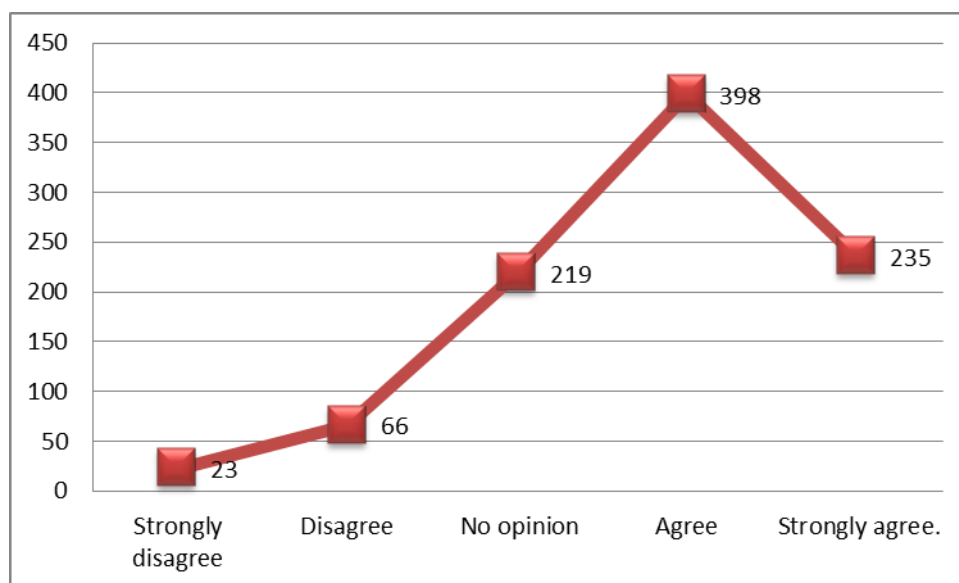
**The evaluation process and assessments provided opportunities to me to demonstrate the knowledge and skills acquired.**



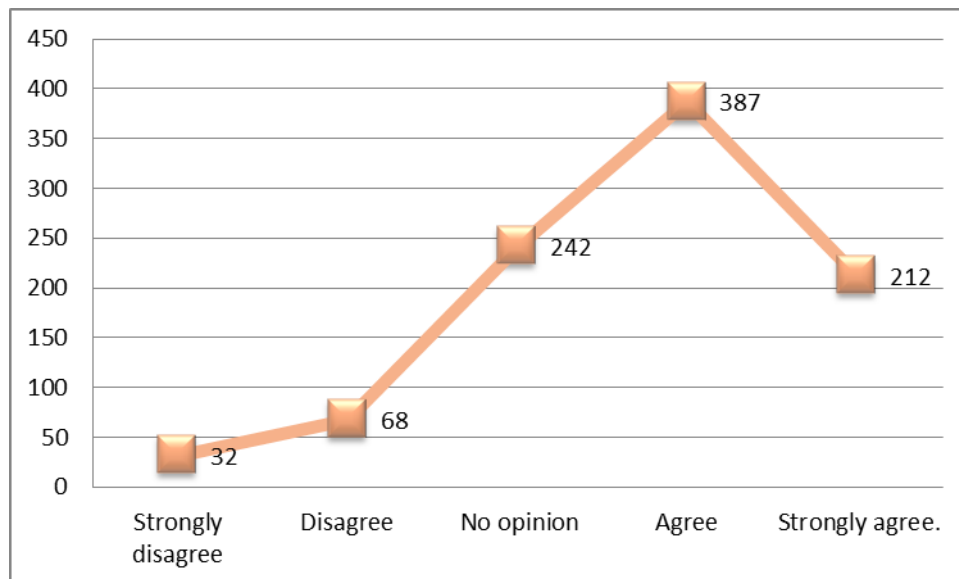
**Both curricular and co-curricular activities are properly balanced in the curriculum**



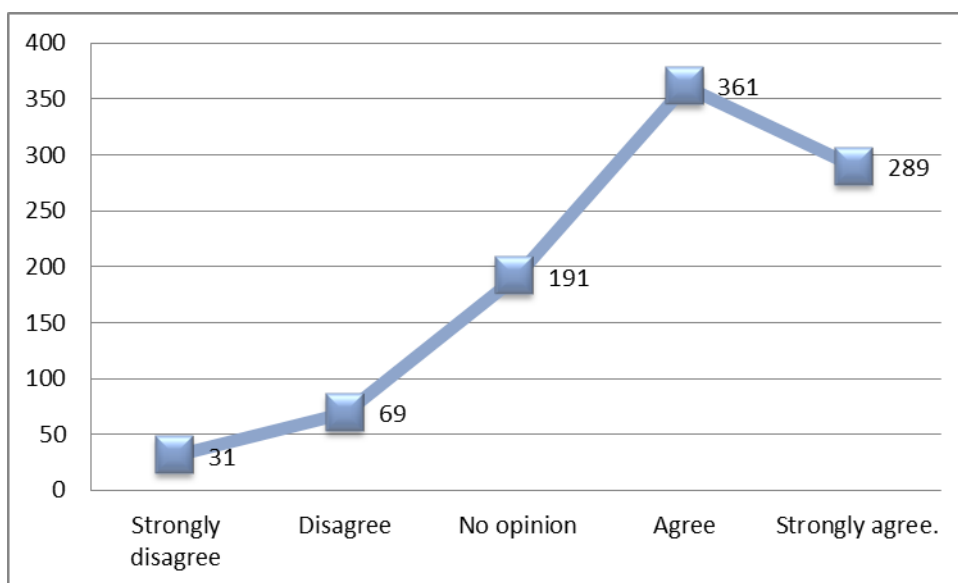
**The sequence of the courses (order of subjects in semesters) that I have studied in the programme is excellent.**



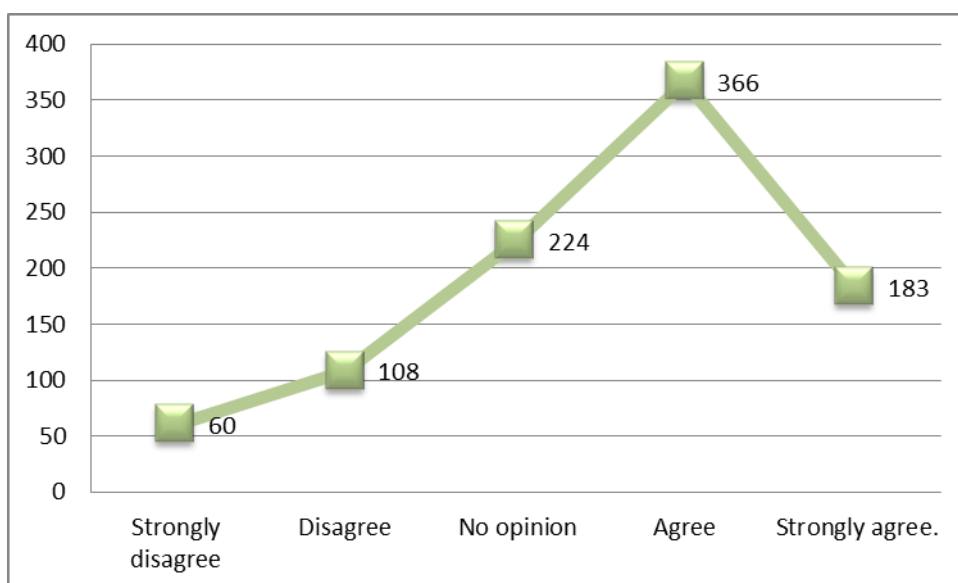
**The Electives/ Specializations offered were appropriate**



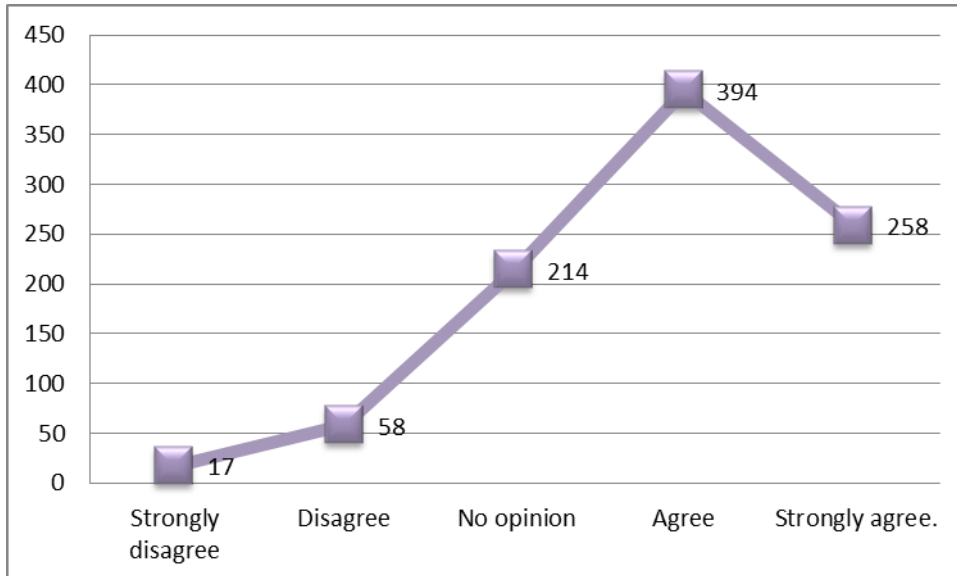
**The text books and reference books provided and suggested were adequate for the study**



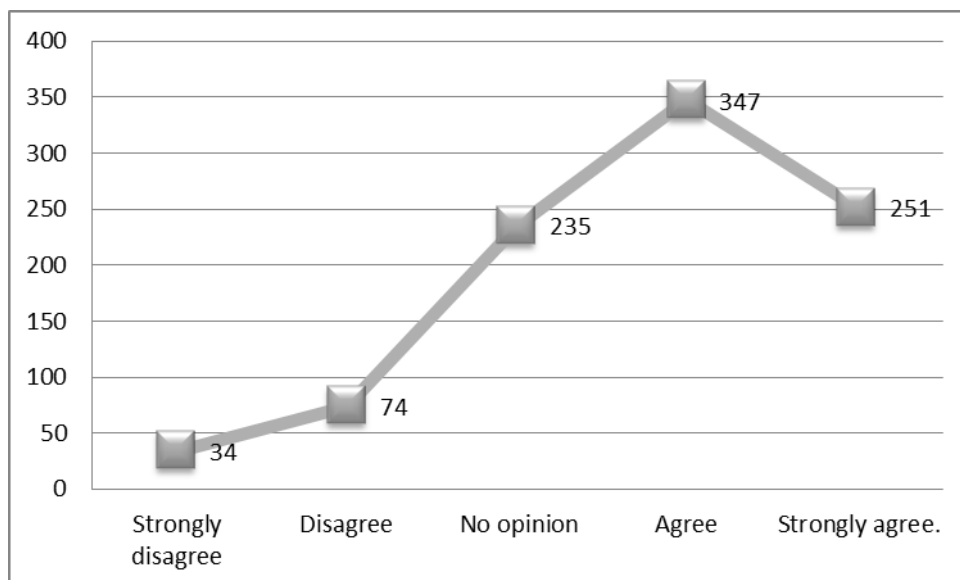
**The content of the syllabus in terms of the load on the student is appropriate**



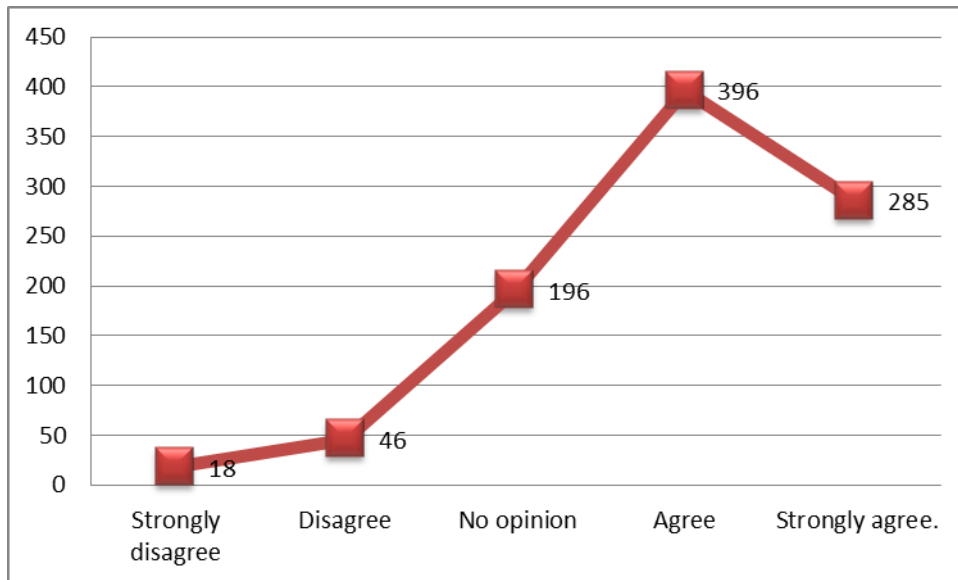
**On an average most of the teachers illustrate the concepts through examples and applications.**



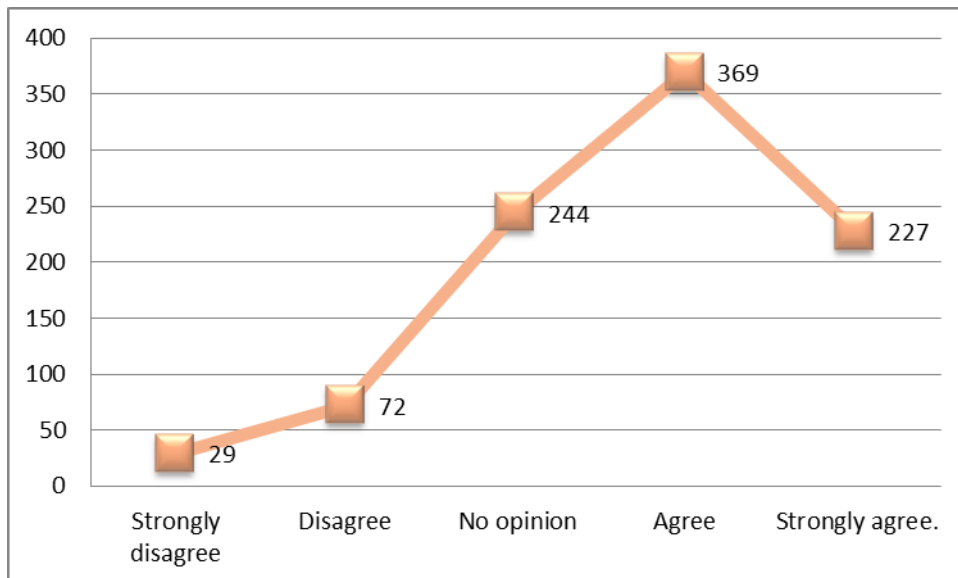
**The institution offered multiple opportunities to learn and grow.**



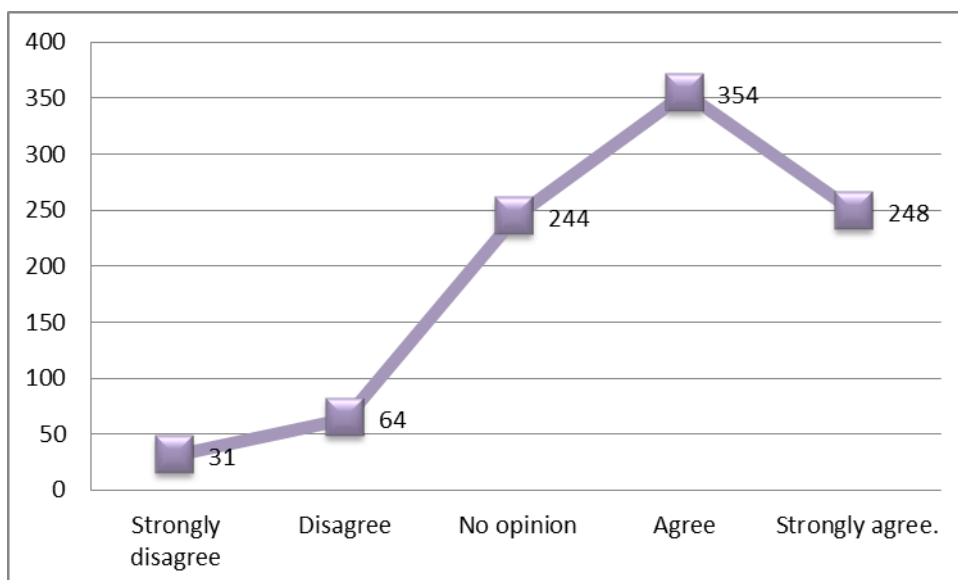
**The overall quality of teaching-learning process in the institution is very good.**



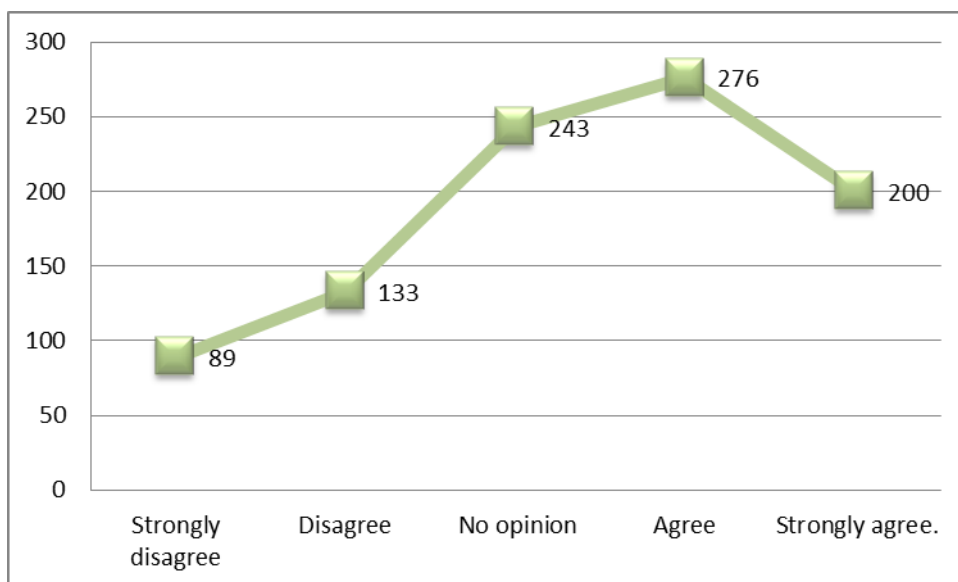
**The entire learning process helped me to attain cognitive, social and emotional growth.**



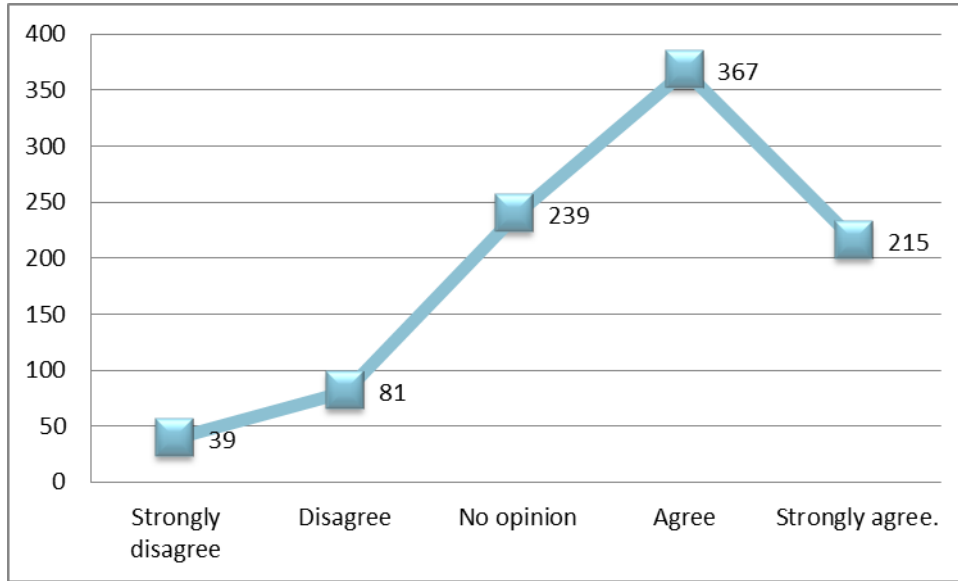
**The entire learning process supported me to be a more responsible citizen**



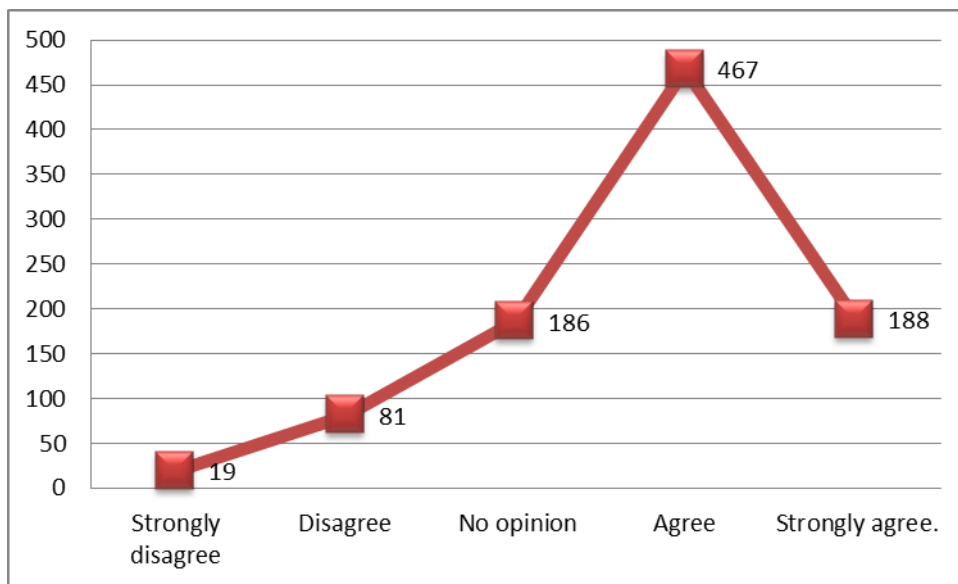
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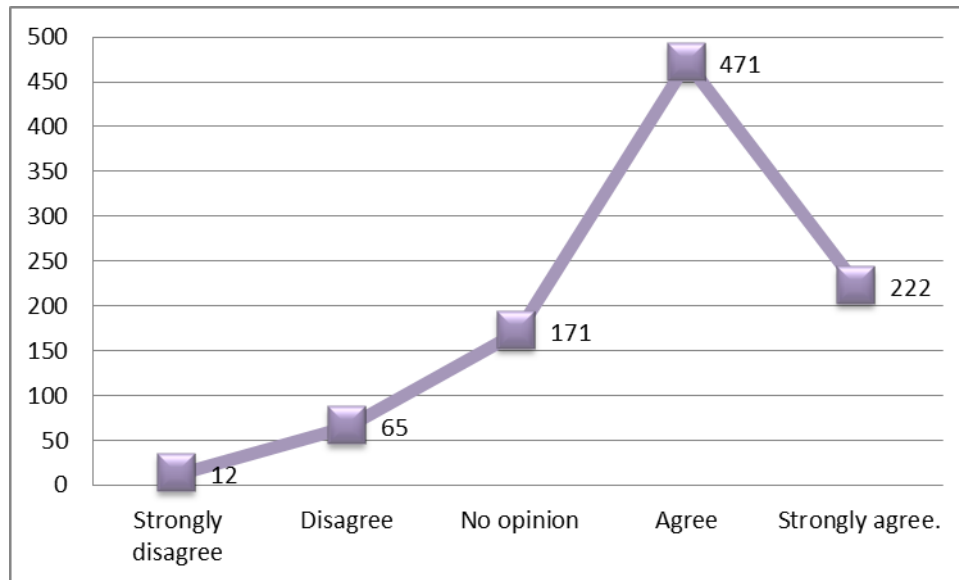
**The programme (UG/PG) increased my confidence and I felt that I have become more employable.**



**I am satisfied with the overall facilities of the college including laboratories, internet café, and library and computer labs.**



**I am satisfied with the overall facilities of the college for sports and games**



### Findings

- Latest changes in the discipline must be included in the curriculum.
- More ICT, Virtual tours, subject updating seminars, case studies etc must be included in the curriculum.
- Pre course materials and other reference materials must be circulated through Linways – the LMS of the college.
- Make sure that the students get sufficient time to learn each course satisfactorily.
- Use more modern evaluation tools that can provide opportunities to the learners to demonstrate the knowledge and skills acquired.
- There should be proper synchronization of curricular and co-curricular activities.
- Check whether there is any need to rearrange the sequencing of courses.
- Check the relevance and appropriateness of optional courses
- Take necessary efforts by departments to arrange internships, student exchange, field visit opportunities, for students.
- Conduct periodical evaluation of laboratories, internet café, and library and computer labs.
- Make sure that all the above mentioned have adequate facilities expected by the students.

### Action taken

- Heads of the Departments were directed to update the syllabus add on courses offered by their departments
- Teachers were asked to use the LMS of the college effectively to provide reference materials, conduct online examinations etc.
- Meeting of the finance committee, library committee were held and was decided to examine the sufficiency of facilities available in library, inter net café, laboratories etc.
- It was decided to invite alumni of the college who excel in various fields, to interact with the students.
- Decision was taken to offer more short term training programmes, which are relevant.
- Decision was taken to offer more facilities that ensure the academic and non-academic growth of the students.