



Student Satisfaction Survey Report-2022-23

College of Commerce, Arts & Science conducts Student Satisfaction Survey on a yearly basis to collect feedback from students about the total satisfaction in the college and its infrastructural facilities and also the teaching learning process of the college. This feedback is conducted among students of the college through direct questionnaire method. The students were permitted to remain anonymous to receive frank responses. Teacher uses total 24 questions, which provides a detail overview in the context of teaching learning system of the college.

Total students participated in the survey: 1551

Areas Covered:

The following broad areas were covered in the satisfaction survey:

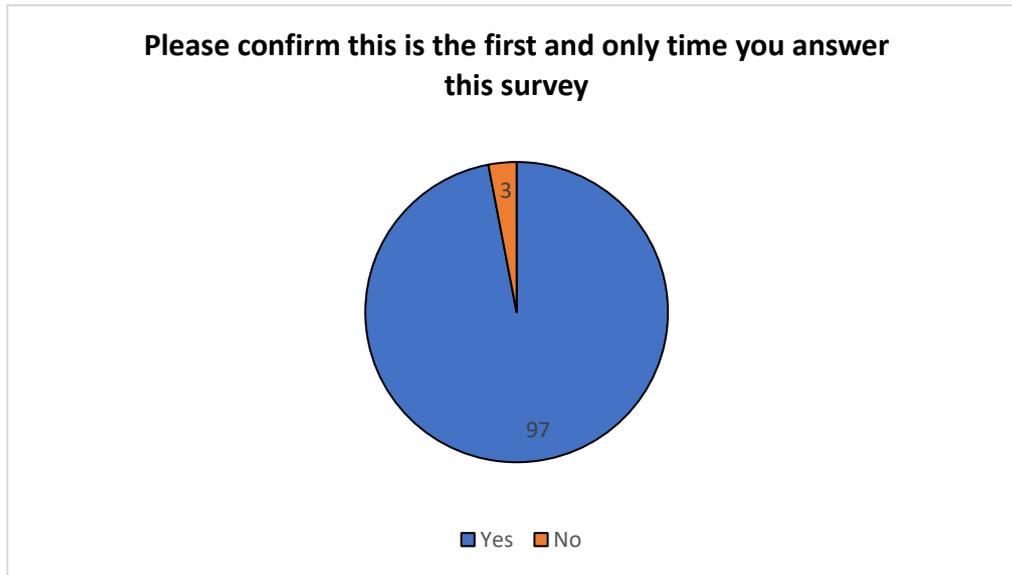
1. Evaluation of Teaching learning Process
2. Skill Competencies during the Course
3. Institutional facilities

Research Method:

A student satisfaction survey created by the IQAC team members and was circulated amongst students of all Under Graduate and Post Graduate students across all disciplines offered by the college. With combined efforts of teachers and students' the survey received 1551 responses in total. The survey was initiated via Google form. It was an anonymous survey, however, an option of providing "student name" had been provided.

The following were the instructions to fill the survey:

The form will take 5 to 10 minutes to fill. The results of the survey will be used for improving the experience of college students". Further, the form covered four major areas which foreground concerns such as Evaluation of Teaching learning Process, Skill competencies during the course and Institutional facilities. Each of these broad areas were further divided into subcategories highlighting related concerns.



97% of the respondents are submitting this survey for the first time.

Suggestions to improve the overall teaching – learning experience in our institution.

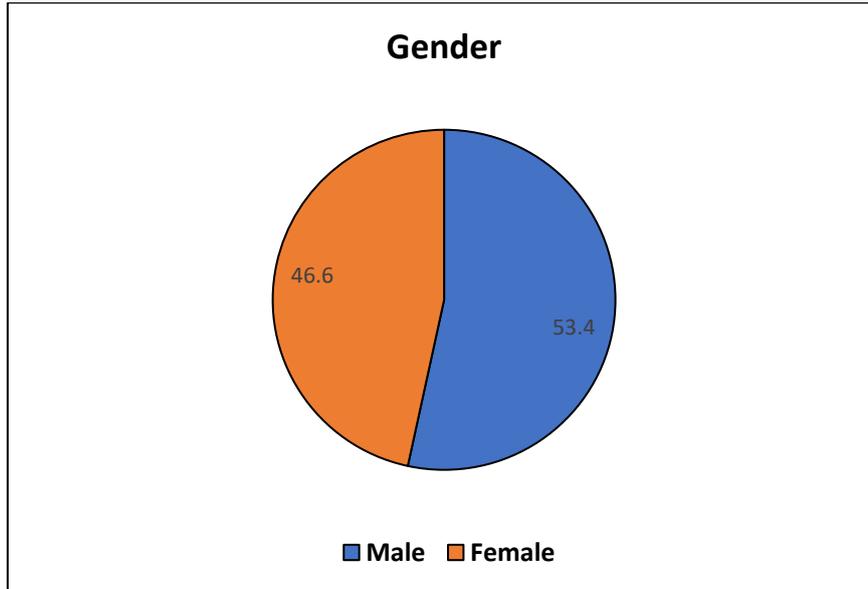
A request by students is the formulation of syllabi that bridges the gap between theory and Practical, offering opportunities for field experiences, hands-on learning, skill development, and more professionally oriented programmes like Data Analytics, programming languages, econometric analysis, etc., that shall enable them to participate in the workplace. More placement opportunities and information on future career options to aid field selection were also requested. In this respect we are trying our best to catch it up soon.

Another insight that can be recuperated from the responses is the demand for a broader teaching pedagogy in sync with global standards that is customized to the individual needs of students with greater emphasis on discussion-based, well-paced teaching. Rethinking evaluation methods, formulating assignments and projects that test creative and analytical ability is the need of the hour. Readings and other study material should be compact and made accessible to students in an organized manner. We always share pdfs and study material for Online classes.

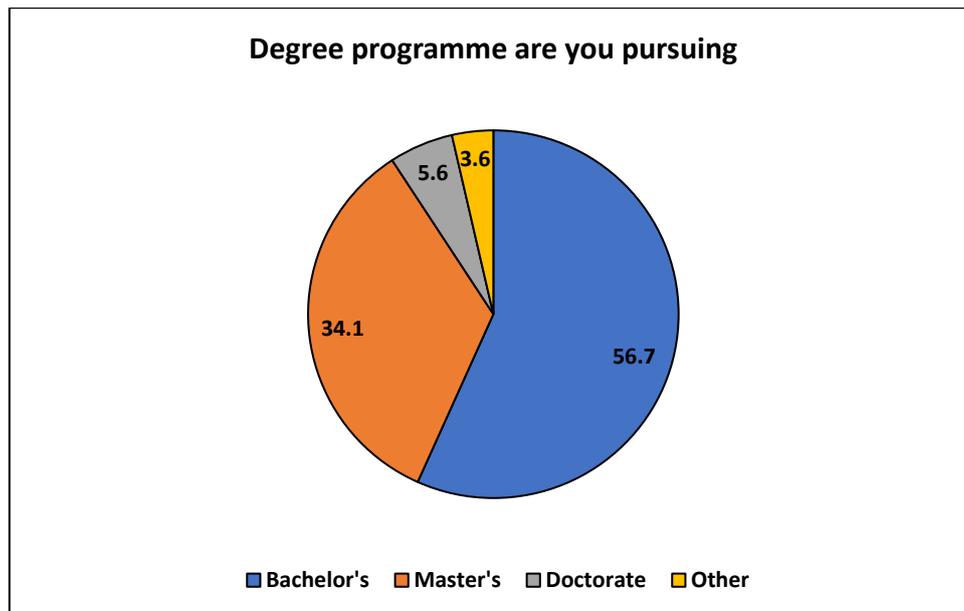
Annual review of syllabi, with constant updating of course material to match contemporary trends, subject material contextualized to the Indian framework, and a re-evaluation of paper sequencing across semesters, was also much-voiced feedback. Moreover, students would like to be considered and included as decision-makers when syllabus is revised so that their needs



are reflected in the final approved structure alongwith other stakeholders. An intersectional approach to syllabus, with incorporation of history, historiography, mythmaking in relevant disciplines should be adopted. Some students also highlighted the desire for more comprehensive and detailed engagement with certain topics and subjects, with training in writing research papers, so that they may prepare better for further specializations in the discipline.

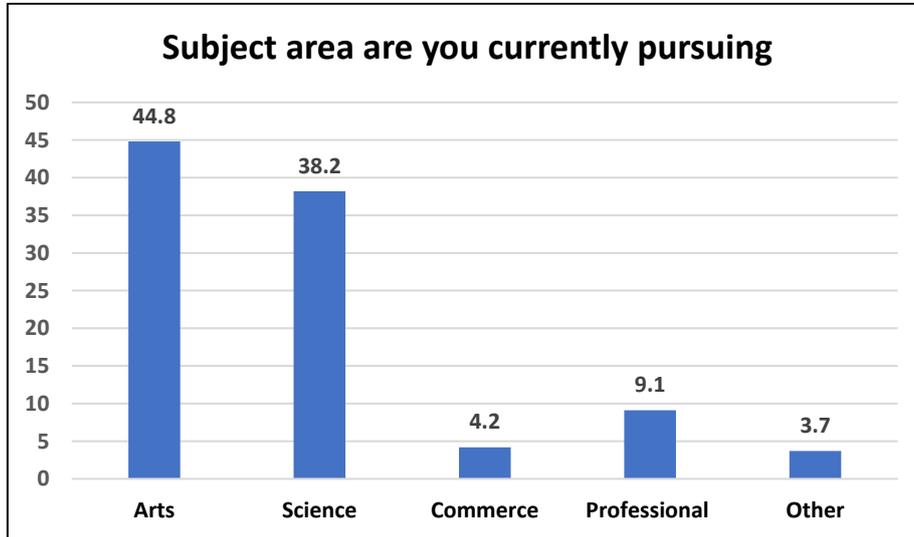


Out of the total responses 46.6% are female and 53.4% are males.





34.1% students are pursuing Masters out of 1551 responses.56.7% are pursuing graduation. Rest other students are from Ph.D. and other categories (Students from vocational and add on course).



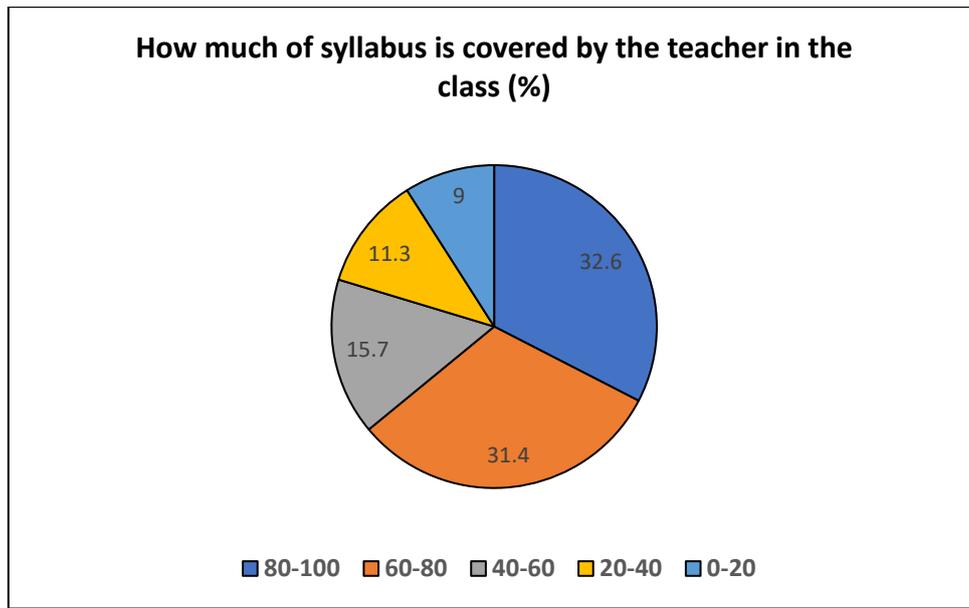
44.8% are from Arts, followed by 38.2 % of total responses are from science and rest other were from commerce, Professional courses and other.



Criterion II – Teaching–Learning and Evaluation

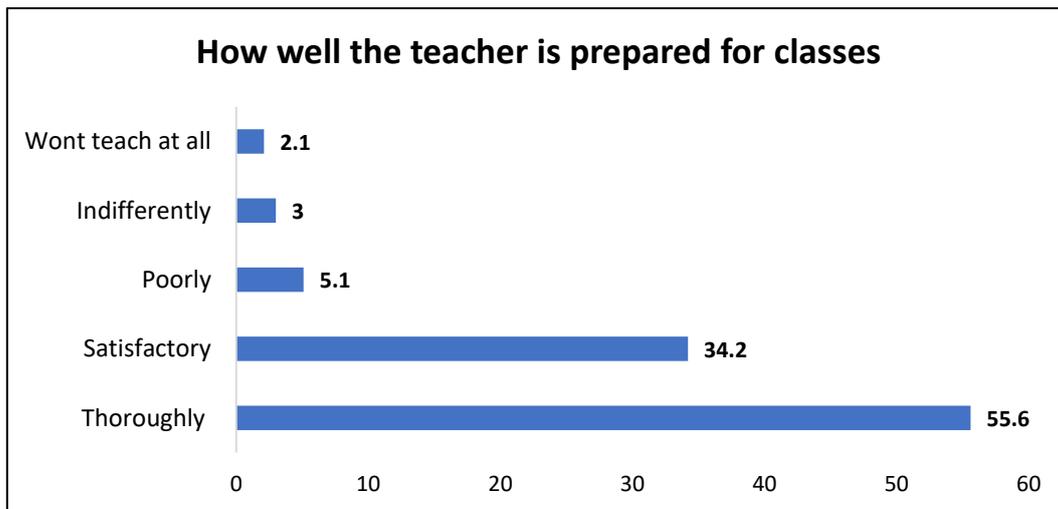
1. How much of the syllabus was covered in the class?

1,551 responses

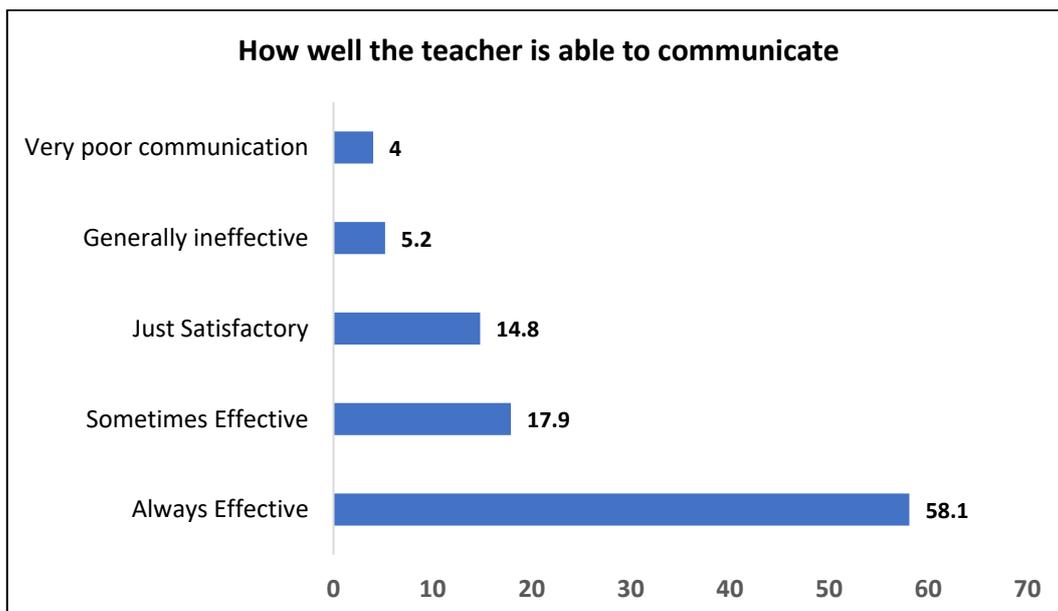


- Approximately 9% indicated that the syllabus coverage was below 20%.
- About 11.3% suggested that the coverage was between 20 to 40%.
- Around 15.7% reported that the syllabus coverage ranged from 40% to 60%.
- Roughly 31.4% indicated that the coverage fell between 60% and 80%.
- Finally, the largest portion, approximately 32.6%, stated that the syllabus coverage reached 100%.

Majority students commented that syllabus coverage is more than 90%. Positive Comment

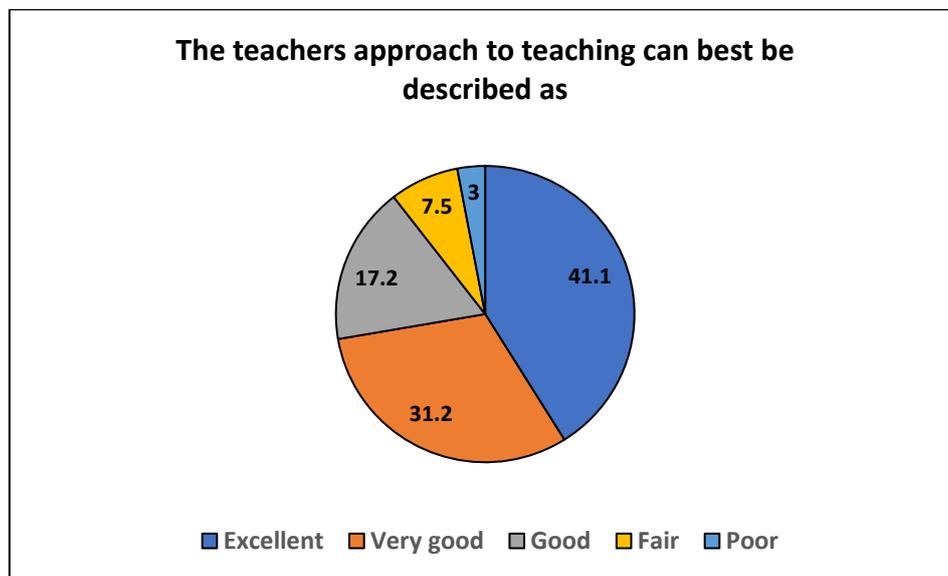


- Approximately 2.1% of respondents indicated that teachers "won't teach at all."
- Another 3 % reported that teachers prepare "indifferently."
- About 5% suggested that teachers prepare "poorly" for their classes.
- Nearly 34.2 % respondents, approximately, found that teachers prepare "satisfactorily" for their classes.
- Lastly, around 55.6% of respondents stated that teachers prepare "thoroughly" for their classes.



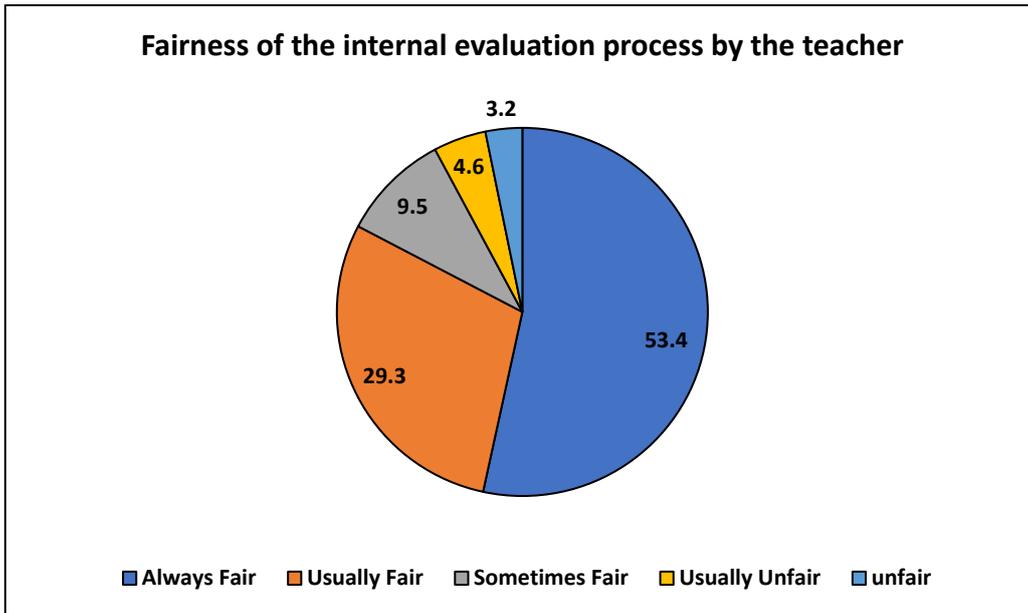


- Approximately 4% of respondents perceived teacher communication as "very poor."
- Another 5.2 % found teacher communication to be "generally ineffective."
- About 14.8% considered teacher communication to be "just satisfactory."
- A significant portion, approximately 17.9 %, felt that teacher communication was "sometimes effective."
- The largest proportion, around 58.1%, indicated that teachers were "always effective" in their communication.

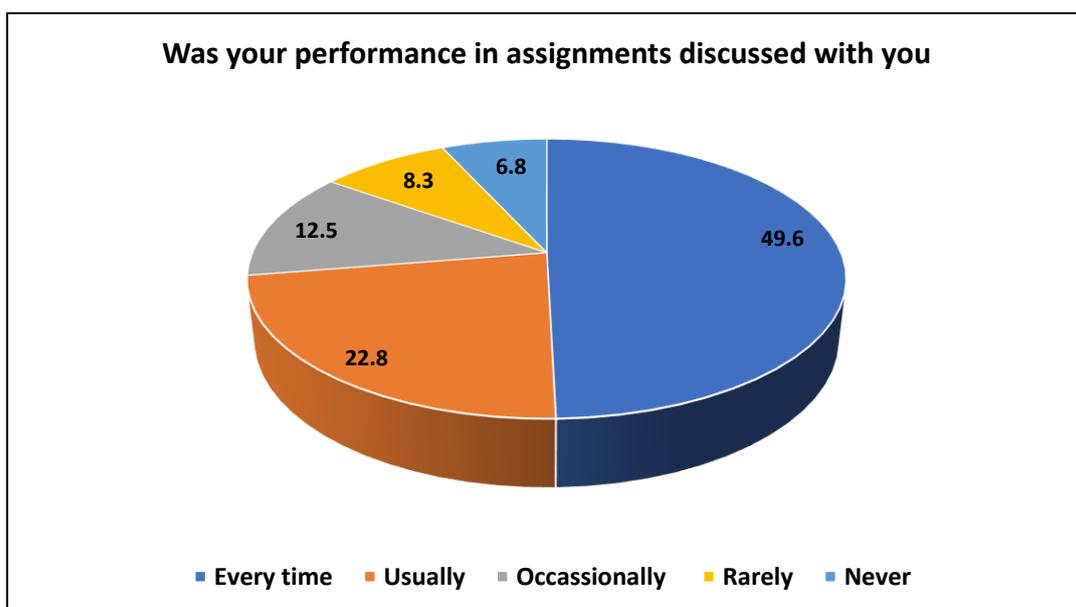


- Approximately 3% of respondents perceived teacher approach to teaching as " poor."
- Another 7.5% found teacher approach to teaching to be "Fair."
- About 17.2% considered teacher approach to teaching to be "Good."
- A significant portion, approximately 31.2%, felt that teacher approach to teaching was "Very Good."
- The largest proportion, around 41.1%, indicated that teachers were " Excellent " in their approach to teaching.

Only 46 responses consider teaching approach of teachers are poor.-Positive Comment



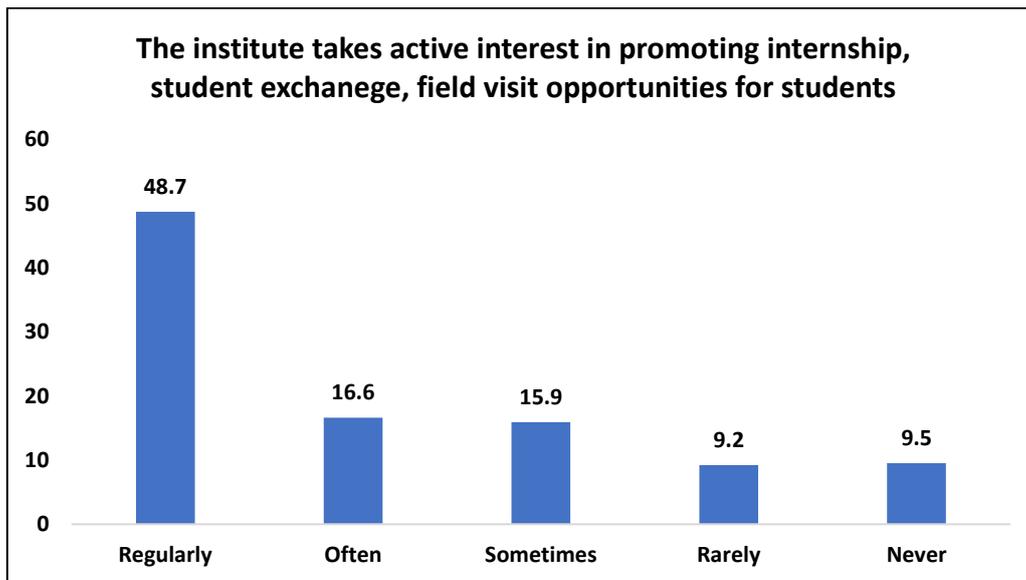
- Approximately 3.2% of respondents perceived teacher approach to internal evaluation as " Unfair."
- Another 4.6 % found teacher internal evaluation to teaching to be " Usually Unfair."
- About 9.5% considered teacher internal evaluation to be " Sometimes Unfair."
- A significant portion, approximately 29.3%, felt that teacher internal evaluation was "Usually Fair."
- The largest proportion, around 53.4%, indicated that teachers were " Always Fair " in their internal evaluation.





- Approximately 6.8 % of respondents commented that performance assignments were “Never” discussed.
- Another 8.3% found performance in assignments to be "Rarely" discussed.
- About 12.5% considered that performance in assignments is discussed “Occasionally/Sometimes”
- A significant portion, approximately 22.8%, felt that performance in assignments was "Usually." Discussed.
- The largest proportion, around 49.6%, indicated that " Every time" their performance in assignments is discussed.

This shows the quality of teachers and existence of interaction between teacher and student. This is the right step in Teaching Learning Method. This shows that teachers always try to improve the performance of students.

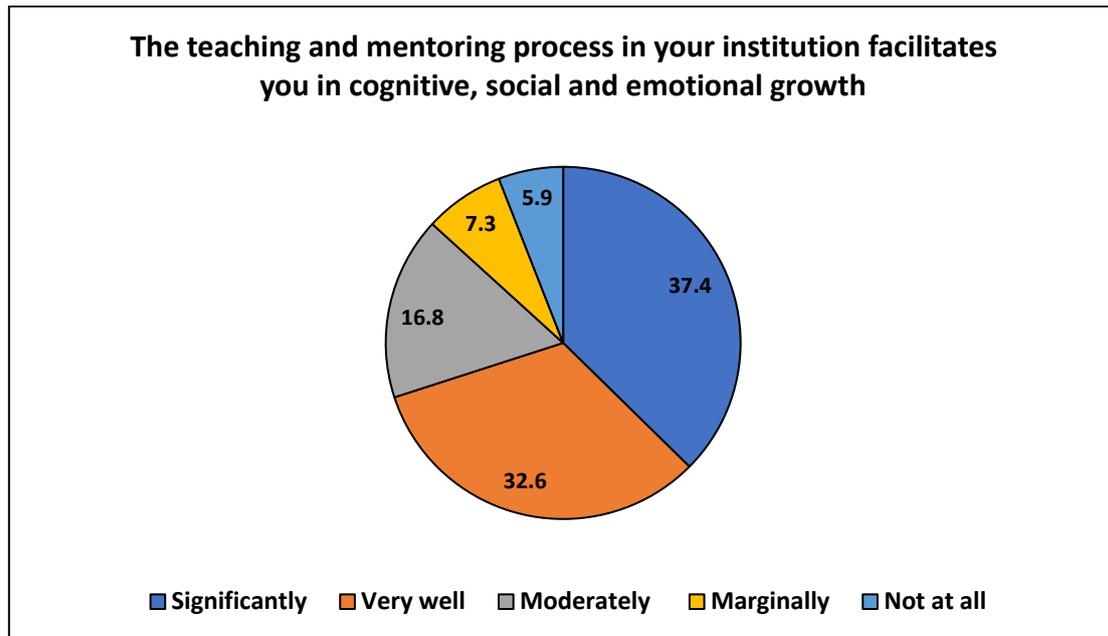


- Approximately 9.5% of respondents says that institute “Never” takes active interest in promoting internship, student exchange, field visit opportunities for students
- Another 9.2% perceived that institute “Rarely” takes active interest in promoting internship, student exchange, field visit opportunities for students.
- About 15.9% considered that institute “Occasionally/Sometimes" takes active interest in 'promoting internship, student exchange, field visit opportunities for students.
- A significant portion, approximately 16.8%, felt that institute "Often” takes active interest in promoting internship, student exchange, field visit opportunities for students



- The largest proportion, around 48.7%, indicated that the institute takes "Regular" interest in promoting internship, student exchange, field visit opportunities for students.

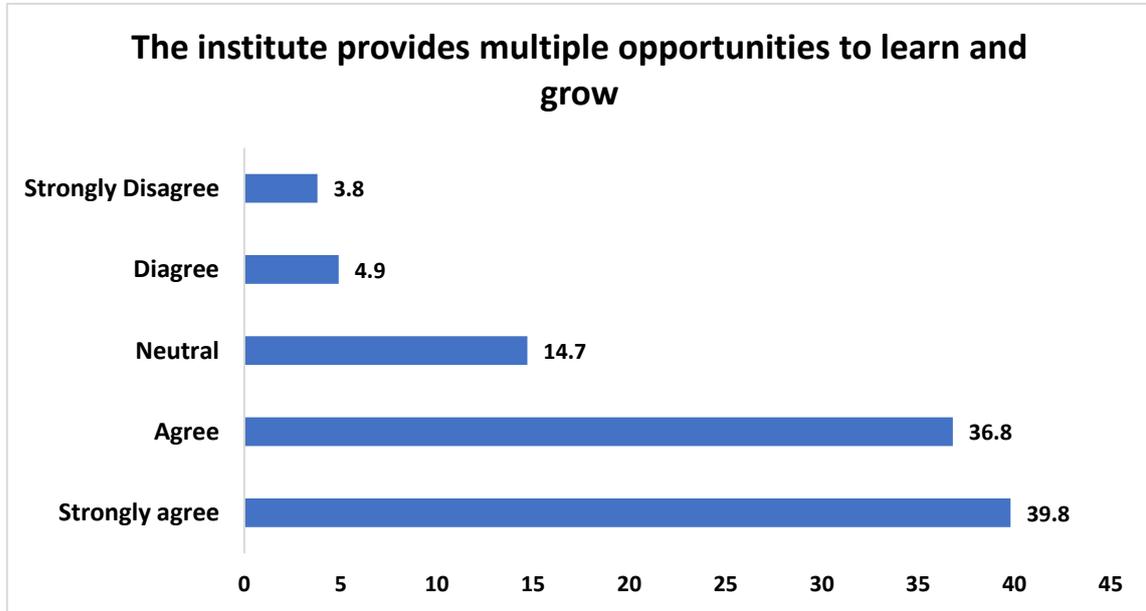
About 80% of the students are of the opinion that the institute should put more efforts to increase the internship opportunities in the college. We are working in this direction.



- Approximately 7.3% of respondents perceived that teaching and mentoring process in institution facilitates in cognitive, social, and emotional growth marginally.
- Another 5.9 % found perceived that teaching and mentoring process in institution facilitates in cognitive, social, and emotional growth not at all.
- About 16.8% considered that teaching and mentoring process in institution facilitates in cognitive, social, and emotional growth moderately.
- A significant portion, approximately 32.6 % are of the view that teaching and mentoring process in our institution facilitates in cognitive, social, and emotional growth "Very Well."
- The largest proportion, around 37.4 %, indicated that teaching and mentoring process in our institution facilitates in cognitive, social, and emotional growth "significantly".

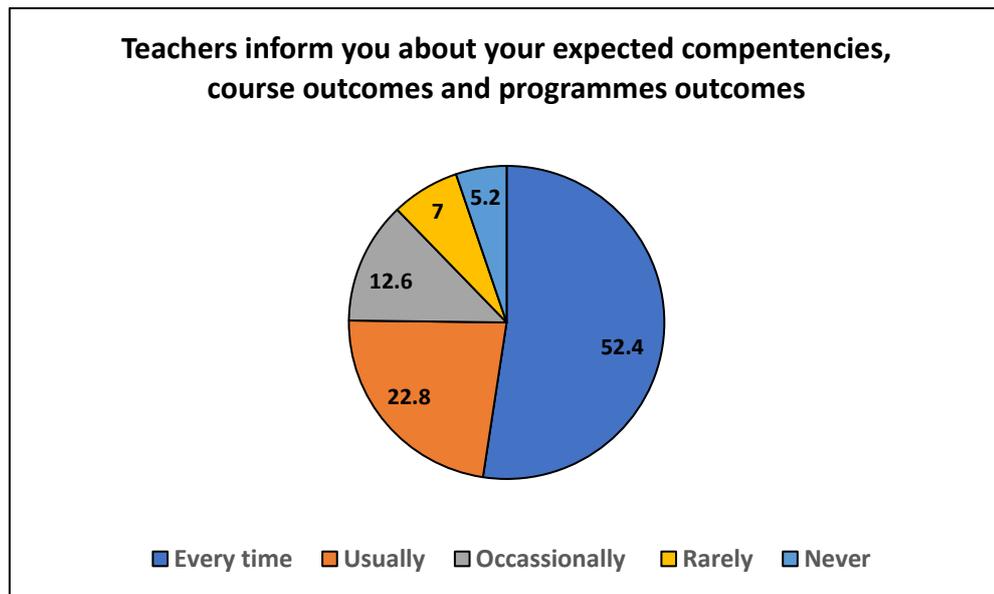


In this response it appears that teaching and mentoring process in institution facilitates in cognitive, social, and emotional growth very significantly. Only 5.9% are not satisfied this means they are not regular students.



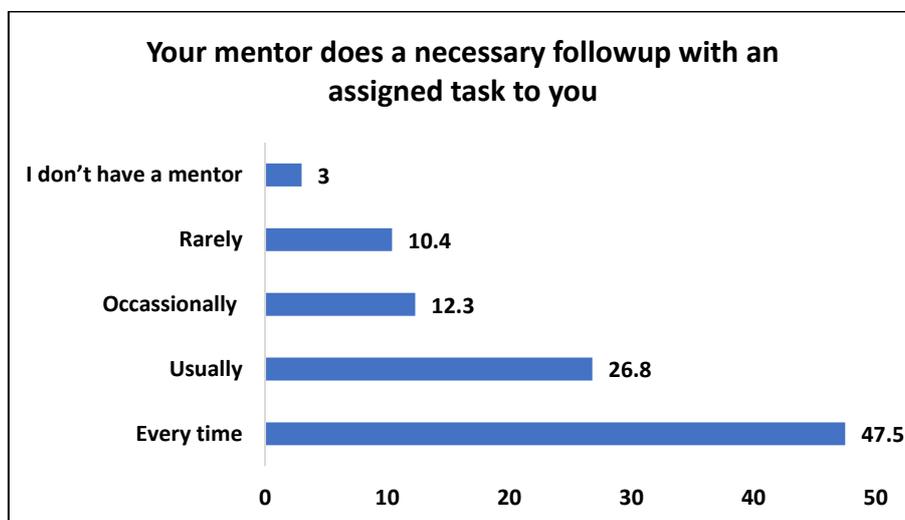
- A significant portion, approximately 36.8%, agree that institute provides multiple opportunities to learn and grow
- The largest proportion, around 39.8%, "Strongly agree" that institute provides multiple opportunities to learn and grow.

This shows that institute works for all round development of the students.



- Around 5.2% of respondents indicated that teachers "never" inform them about these aspects.
- Approximately 7% mentioned that teachers do so "rarely."
- About 12.6% reported that teachers inform them "occasionally" or "sometimes."
- Around 22.8% stated that teachers usually inform them about these aspects.
- The majority, approximately 52.4%, affirmed that teachers inform them "every time" about expected competencies, course outcomes, and program outcomes.

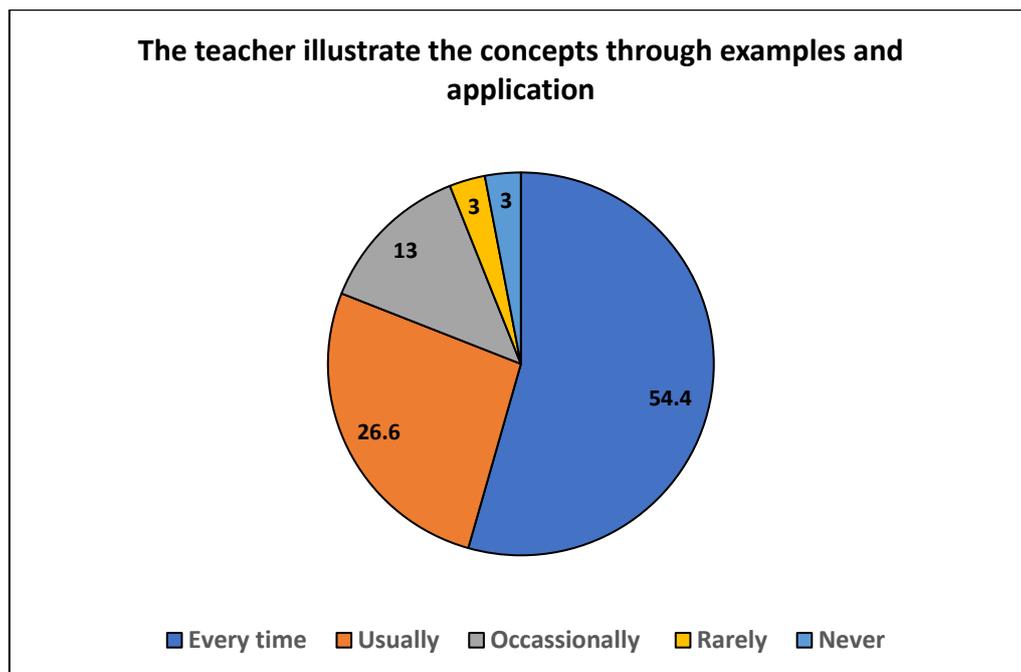
This shows that we all teachers are aware of expected competencies, course outcomes and program outcomes which is communicated to students as well.





- About 3% of respondents indicated that they "don't have a mentor."
- Approximately 10.4 % mentioned that mentors perform necessary follow-ups "rarely."
- Around 12.3% reported that mentors do so "occasionally" or "sometimes."
- Approximately 26.8% stated that mentors usually perform necessary follow-ups with assigned tasks.
- The largest portion, roughly 47.5%, affirmed that mentors follow up "every time" with assigned tasks.

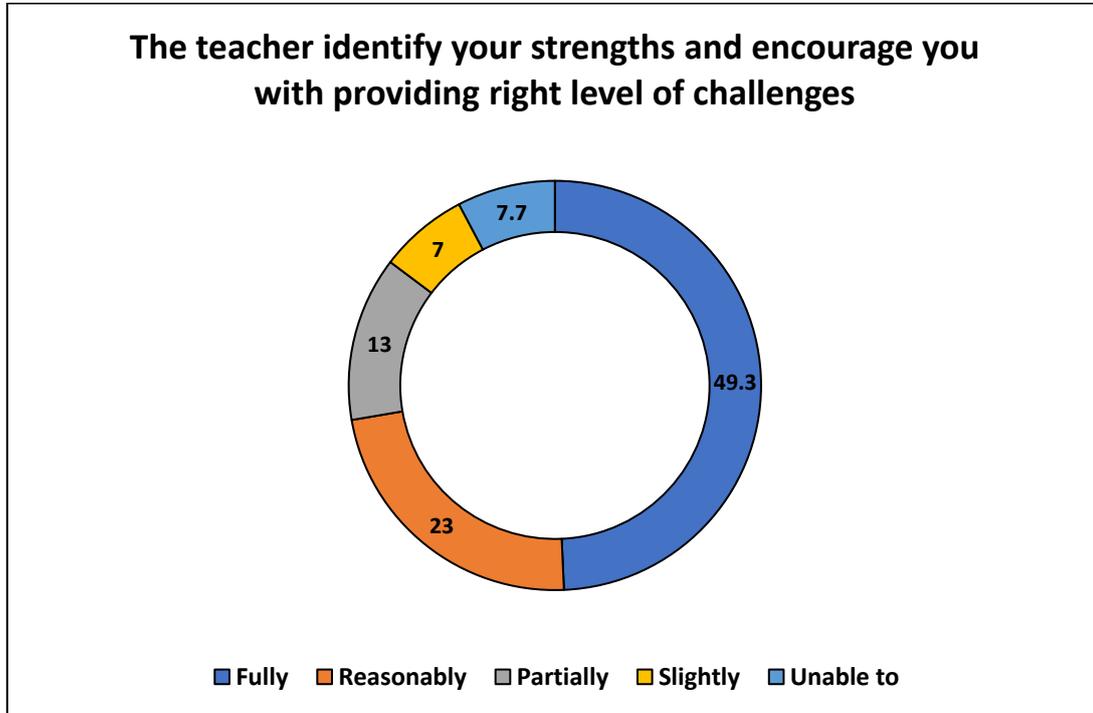
Mentors follow up every time with the assigned task to students positively. Only 3% of the respondents commented that they do not have mentor. This shows that they are not regular students.



- Approximately 3% of respondents indicated that teachers "never" illustrate concepts through examples and applications.
- About another 3% mentioned that teachers do so "rarely."
- Around 13% reported that teachers illustrate concepts "occasionally" or "sometimes" through examples and applications.
- Approximately 26.6% stated that teachers usually illustrate concepts through examples and applications.

- The largest portion, roughly 54.4%, affirmed that teachers illustrate concepts "every time" through examples and applications.

These responses show that practical approach to teaching is adopted in our institution.

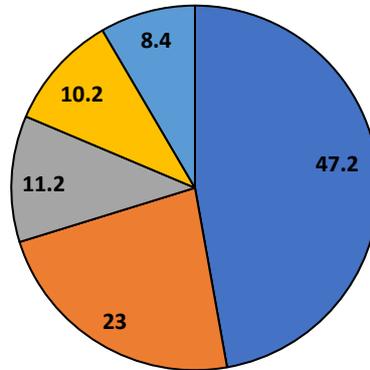


- Approximately 7.7% of respondents indicated that teachers are "unable to" identify their strengths and provide suitable challenges.
- About 7% mentioned that teachers do this "slightly."
- Around 13% reported that teachers do this "partially."
- Approximately 23% stated that teachers do this "reasonably" well.
- The largest portion, roughly 49.3%, affirmed that teachers do this "fully," meaning they effectively identify students' strengths and provide appropriate challenges accordingly.

It seems that 85% of students approach to faculty or mentors to know how to meet challenges. Only when students get connected teachers can identify their strengths. Teachers can identify their strengths and weaknesses and can help them accordingly.



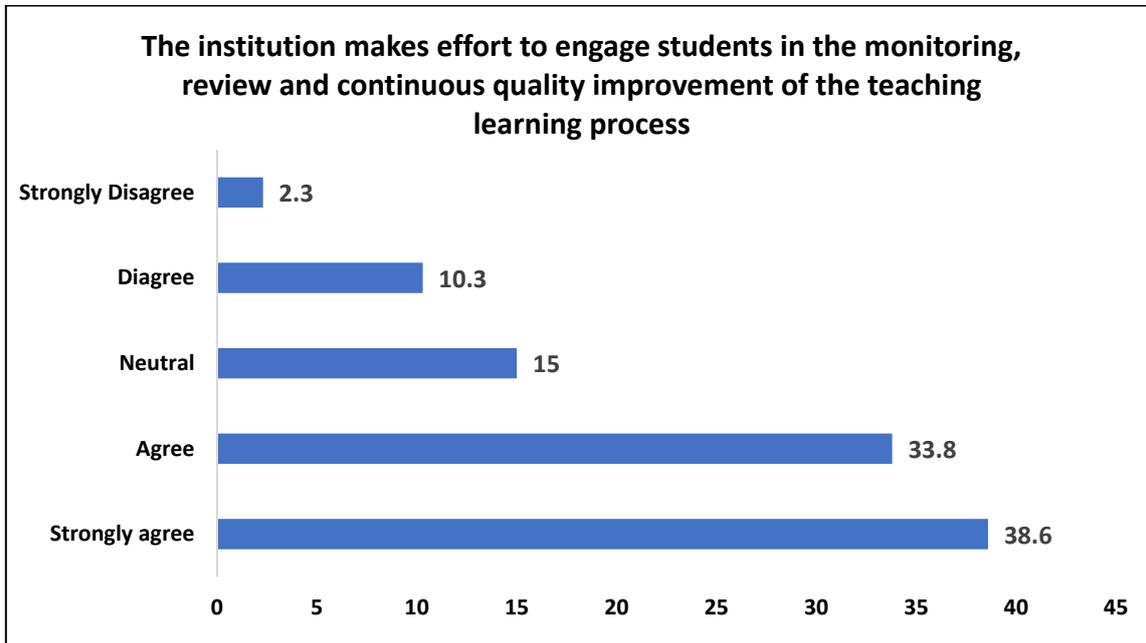
Teachers are able to identify your weakness and help you to overcome them



■ Every time ■ Usually ■ Occasionally ■ Rarely ■ Never

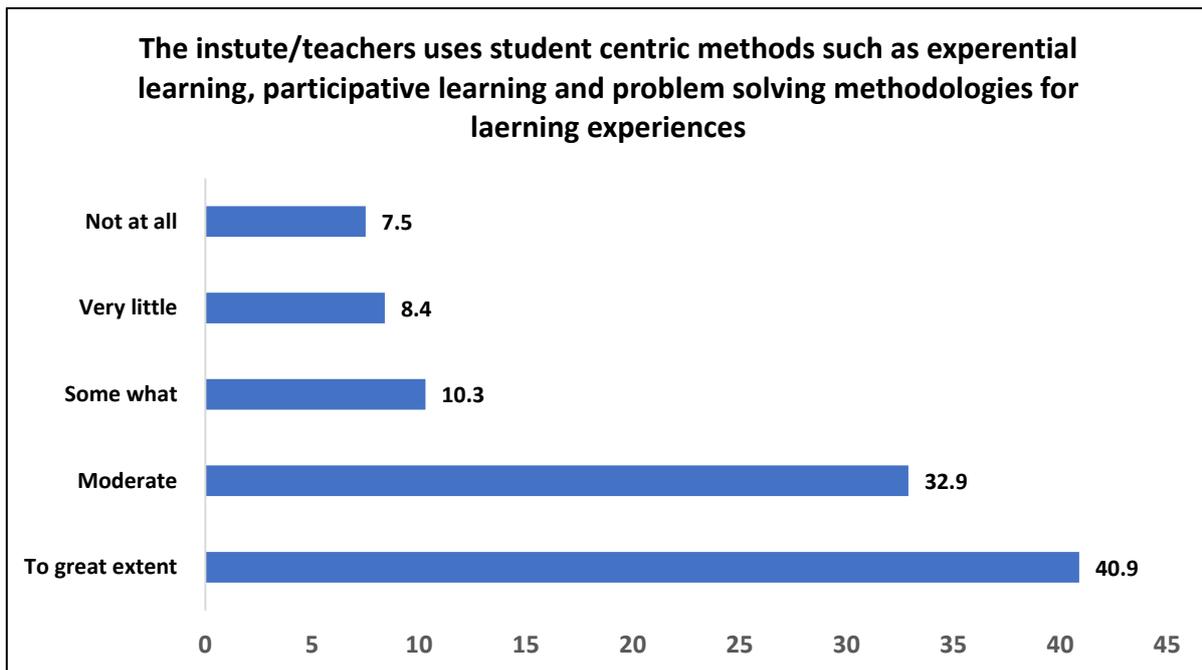
- About 8.4 % of respondents indicated that teachers "never" identify their weaknesses and help them to overcome these areas.
- Approximately 10.2% mentioned that teachers do this "rarely."
- Around 11.2% reported that teachers do this "occasionally" or "sometimes."
- Roughly 23% stated that teachers usually identify weaknesses and assist in overcoming them.
- The largest portion, approximately 47.2%, affirmed that teachers do this "every time," indicating a consistent effort in identifying weaknesses and aiding students in addressing them.

Majority of students agree that teachers identify their weaknesses and help them to overcome which shows our teachers are highly involved and interact with students regularly. An insignificant proportion of the students responded negatively about teachers' involvement and help. These may be such students who were not very regular in the class.



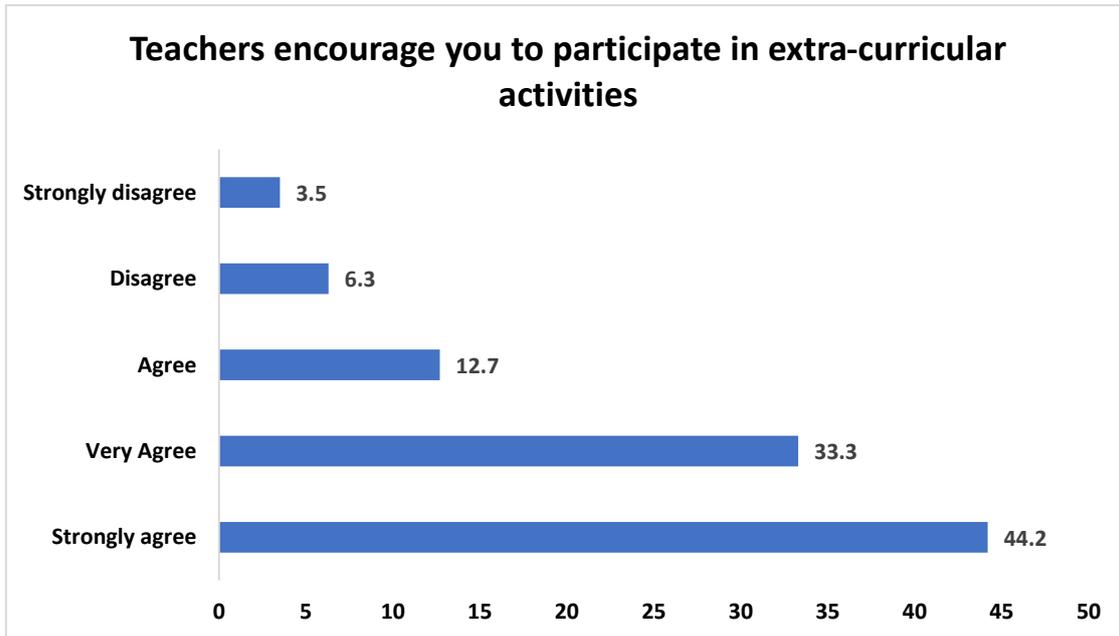
- About 2.3% of respondents "strongly disagree" that the institution engages students in this process.
- Approximately 10.3% "disagree" that the institution engages students in monitoring, review, and quality improvement.
- Around 15% maintained a "neutral" stance regarding the institution's engagement in this aspect.
- Roughly 33.8% "agree" that the institution involves students in monitoring, review, and continuous improvement.
- The largest portion, approximately 38.6%, "strongly agree" that the institution makes efforts to engage students in the monitoring, review, and continuous quality improvement of the teaching-learning process.

Majority of responses are of the view that institution is involved in students' monitoring, review, and quality improvement to improve Teaching Learning Process. This shows that we are using best practices to improve the same.



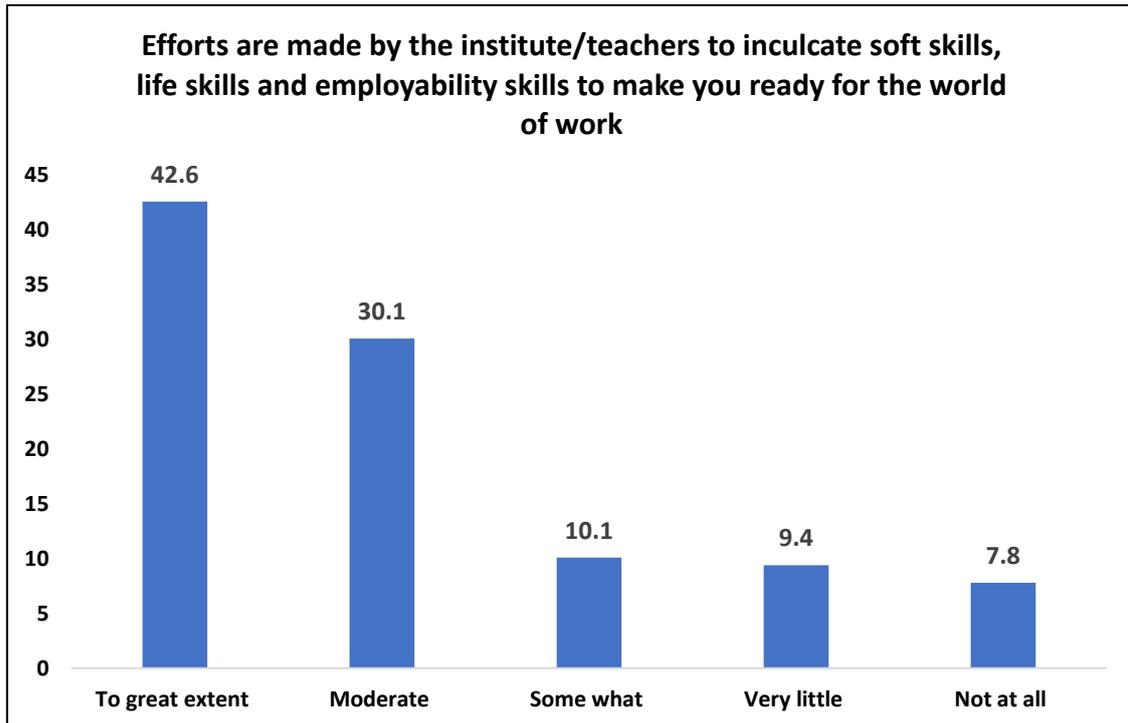
- Approximately 8.4% of respondents indicated that there is "very little" utilization of student-centric methods.
- Around 7.5% mentioned there is "very little" utilization as well.
- About 10.3% reported a perception of "somewhat" utilization of these methods.
- Roughly 32.9% stated that there is a "moderate" use of student-centric methods.
- The largest portion, approximately 40.9%, affirmed that student-centric methodologies are used "to a great extent" for enhancing learning experiences.

On the basis of analysis, we have to work more on the students' centric methods to enhance learning experiences. We are trying to augment Learner-centered teaching methods for example Active Learning, Cooperative learning, Experimental Learning, and Participative learning to shift the focus of activity from the teacher to the learners.



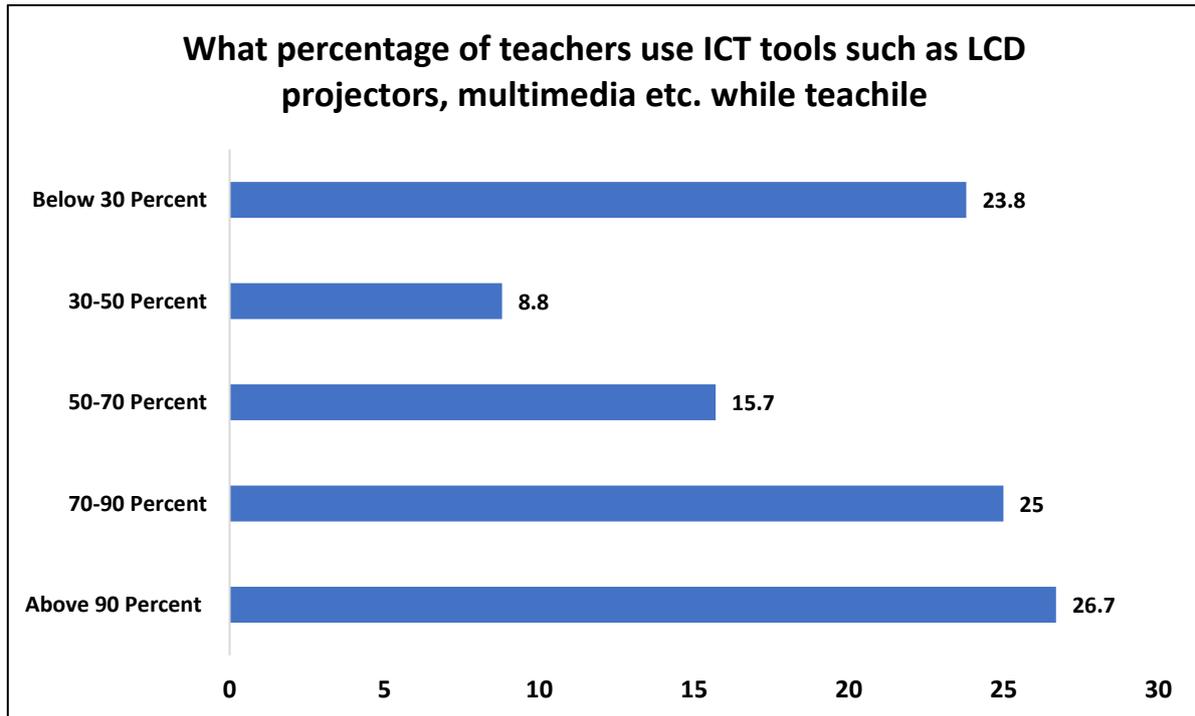
- About 12.7% expressed a neutral stance regarding teachers' encouragement to students to participate in extracurricular activities.
- A significant portion, approximately 33.3%, agreed that teachers encourage students to participate in extracurricular activities.
- The largest proportion, around 44.2%, strongly agreed that teachers actively engage and encourage students to participate in extracurricular activities.

This shows that Extra Curricular activities are a valuable investment in our institution. Students participating in extracurricular activities tend to have higher grades, better exam scores and more positive educational experiences in general. So, we are trying to work more in this respect to encourage students to participate in extracurricular activities.



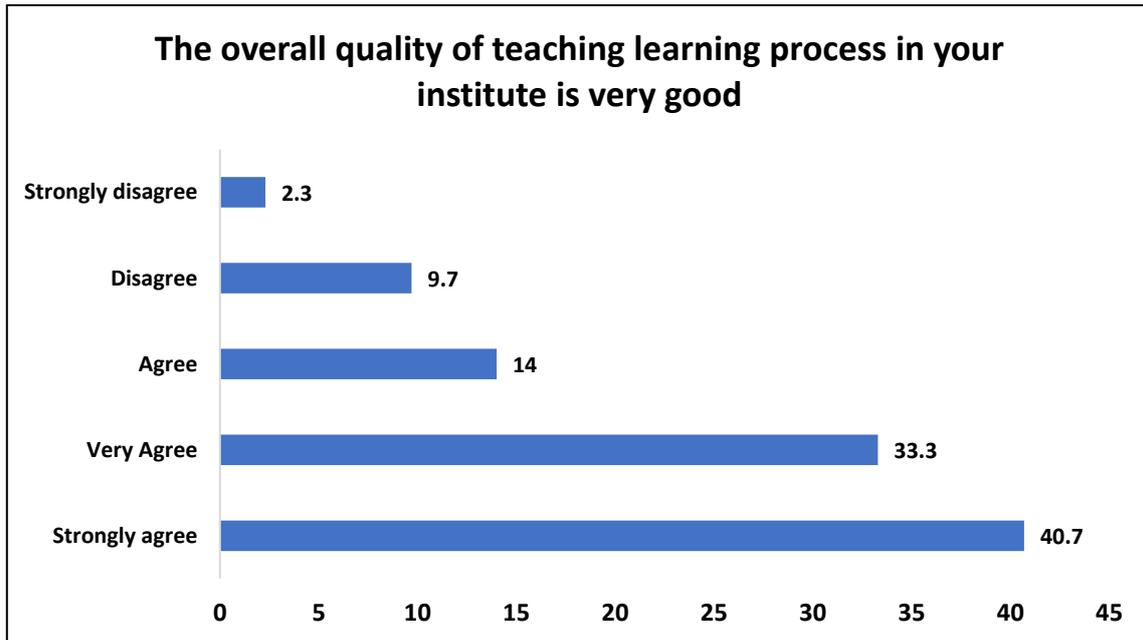
- Approximately 7.8 % of respondents perceived that efforts are not made to inculcate soft skills, life skills, and employability skills at all.
- Another 9.4 % found that teachers' efforts in this aspect are "very little."
- About 10.1% considered the efforts to be "somewhat" in inculcating these skills.
- A significant portion, approximately 30.1%, felt that the institute/teacher effort in this regard is "moderate."
- The largest proportion, around 42.6%, indicated that teachers were doing so "to a great extent" in terms of inculcating soft skills, life skills, and employability skills.

On the basis of responses, we are trying to organise more activities to inculcate soft skills, life skills and employability skills. Major proportion of responses are satisfied with the efforts of teachers.



- Approximately 23.8% of respondents indicated that the usage of ICT tools by teachers, such as LCD projectors and multimedia, was below 30%.
- About 8.8% suggested that the coverage ranged between 30% and 50%.
- Around 15.7% reported that the syllabus coverage fell within the range of 50% to 70%.
- Roughly 25% indicated that the coverage ranged between 70% and 90%.
- Finally, the largest portion, approximately 26.7%, indicated that teachers used ICT tools such as LCD projectors and multimedia at a level of 90%.

Majority of responses favour the statement that usage of ICT tools by teachers is always done whenever possible. Majority of departments are equipped with tools. And we are also working in this respect with the advent of new technology.



- Approximately 2.3% of respondents "Strongly disagree." With that teaching learning process is very good.
- Another 9.7% " Disagree." with the statement.
- About 14% responses are " Neutral." regarding the statement.
- A significant portion, approximately 33.3%, "Agree." with the statement.
- The largest proportion, around 40.7% "Strongly agree" with the statement that teaching-learning process is very good.

We are adopting methods like differentiated instruction, lecture-based instruction, technology-based learning, group learning, Inquiry based Learning and experiential learning which encourages creativity.

Summary-

LINK:

<https://docs.google.com/spreadsheets/d/13zVssapJw395pkmsnWyNeBOh7RnJGRZv1DhXoqECotI/edit?usp=sharing>



Positive Feedback Report. We can work hard on suggestions given by the student as.

Give three observations / suggestions to improve the overall teaching – learning experience in your institution.

Positive Comments	Suggestions
Students praised the quality of teachers	More amenities for field study and excursions-are suggested
Better infrastructure & campus placement	More use of ICT tools is suggested
Remedial classes for weak students is always organised at department levels	Air-Conditioned Library is suggested
Students Mentoring Sessions are welcomed.	More Communication skill development sessions are suggested
Best mentors and best management with highly informative curriculum	More creative activities to be organised.
Visual Media is used.	More Classrooms are needed.
Everything is almost fine. The teachers are doing their best.	Enhance Technology Integration: Integrate technology more effectively into the teaching-learning experience in your institution
Good infrastructure	Explore innovative tools and platforms that can facilitate interactive and engaging learning, such as virtual reality, online collaborative platforms, or educational apps. Providing access to digital resources and ensuring robust Wi-Fi connectivity can also enhance the learning experience for students.
Overall, this institute provides good environment for learning.	Encourage Active Learning: Promote active learning methodologies that go beyond traditional lectures. Incorporate more discussions, group activities, case studies, and hands-on projects that encourage critical thinking and problem-solving skills. Encourage students to actively participate in class and provide



	opportunities for them to apply their knowledge through real-world scenarios
Quality management awesome	Foster a Supportive Learning Environment: Create a supportive and inclusive learning environment where students feel comfortable and motivated to engage with their studies. Encourage open communication, provide constructive feedback, and create opportunities for students to collaborate and learn from each other. Implement mentoring or peer support programs to facilitate personal and academic growth.
Teaching skill good	The College provide best quality of knowledge and best learning methods for student's growth.
Teacher and student interaction very good.	Promote placements, trainings and field works for graduation student.
Teachers are very supportive and are friendly with students.	Using digital education, diverse learning style and curriculum enhancement.
Teaching Method is Good	Student-Cantered Learning: Focus on the needs and interests of students, tailoring lessons to their learning styles and abilities. Use of Technology: Incorporate educational technology tools and online resources to enhance engagement and facilitate learning. Effective Communication: Maintain open and clear communication with students and parents/guardians to address concerns and share progress.
Very good college experience, learnt a lot from here, Internal management is very good	More campuses hiring projects needed We need more funds and support from the government for various advancements in our college.
Excellent college	
Good environment in the college, professors are very interactive with students	



COLLEGE OF COMMERCE, ARTS & SCIENCE, PATNA

A constituent unit of Patliputra University, Patna

स्थापित 1949
NAAC Re-Accredited
With Grade - A | CGPA of 3.10/4

<p>The Education and discipline system inside the college is very good. Social, cultural and skill development program, NCC, NSS provide a new direction to this college. The principal, professors, college staff, guest faculty, and senior students present in this college play an important role in our educational life.</p>	
<p>Good education, best teacher, and best college</p>	



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College of Commerce, Arts & Science conducts Student Satisfaction Survey on a yearly basis to collect feedback from students about the total satisfaction in the college and its infrastructural facilities and also the teaching learning process of the college. This feedback is conducted among students of the college through direct questionnaire method. The students were permitted to remain anonymous to receive frank responses. Teacher uses total 24 questions, which provides a detail overview in the context of teaching learning system of the college.

Total students participated in the survey: 1243

Areas Covered:

The following broad areas were covered in the satisfaction survey:

1. Evaluation of Teaching learning Process
2. Skill Competencies during the Course
3. Institutional facilities

Research Method:

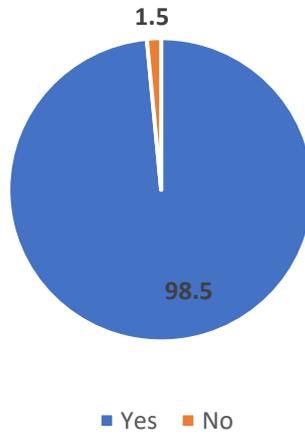
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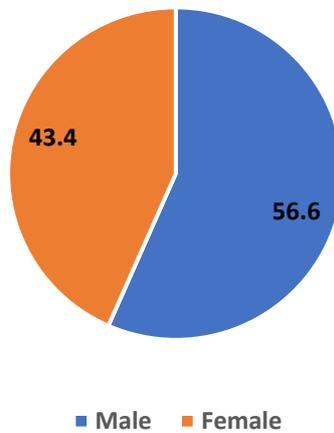


Confirm this is the first and only time you answer this survey (N=1243)

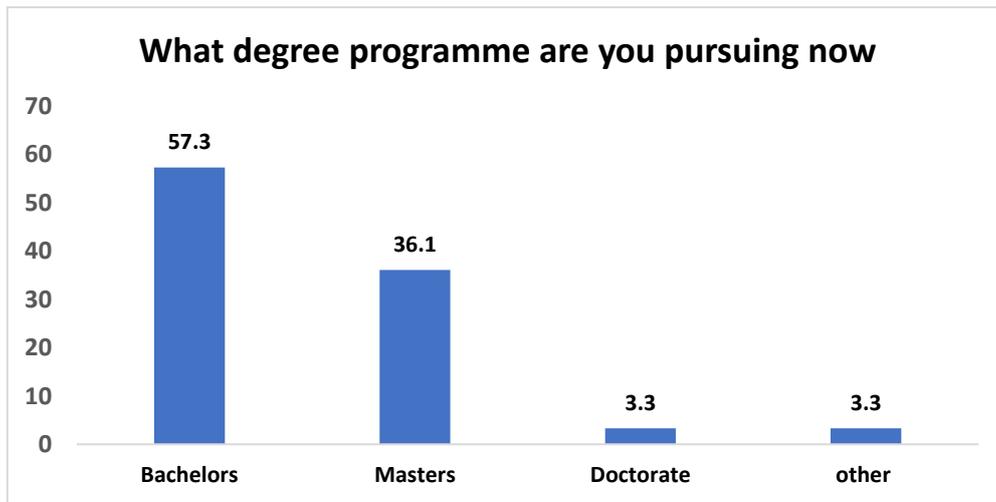


Around 98.5 Percent of student responded have submitted this survey for the first time.

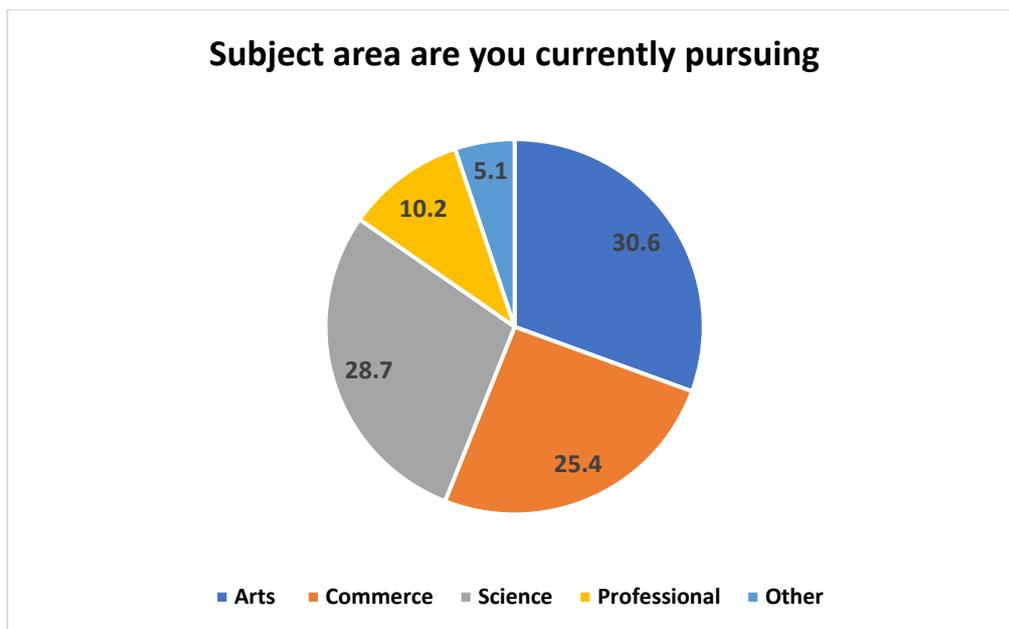
Gender (N=1243)



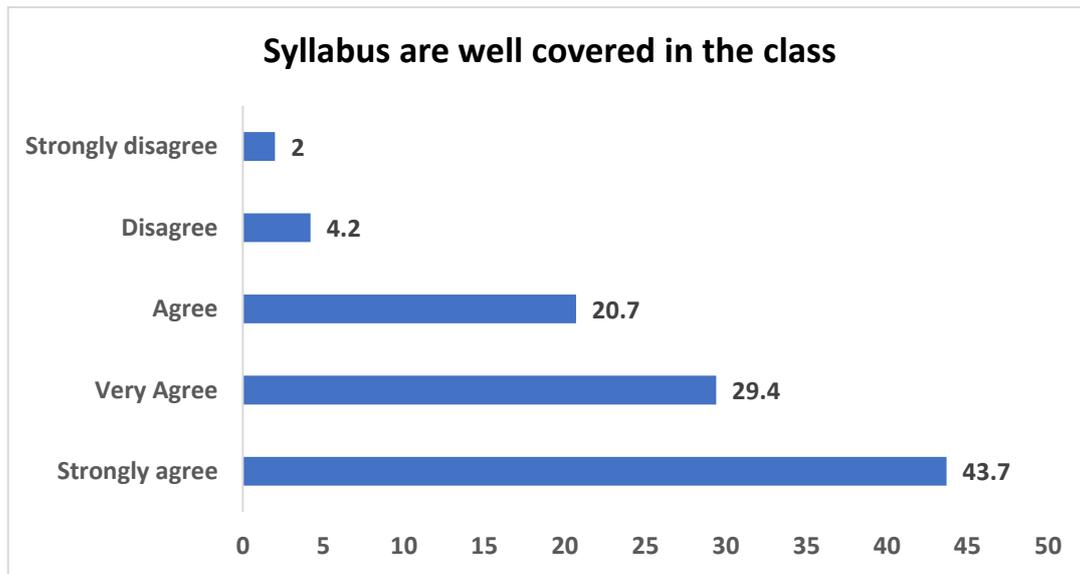
Out of total responded for the student satisfaction survey, around 56.6 Percent were females and 43.4 percent are male students.



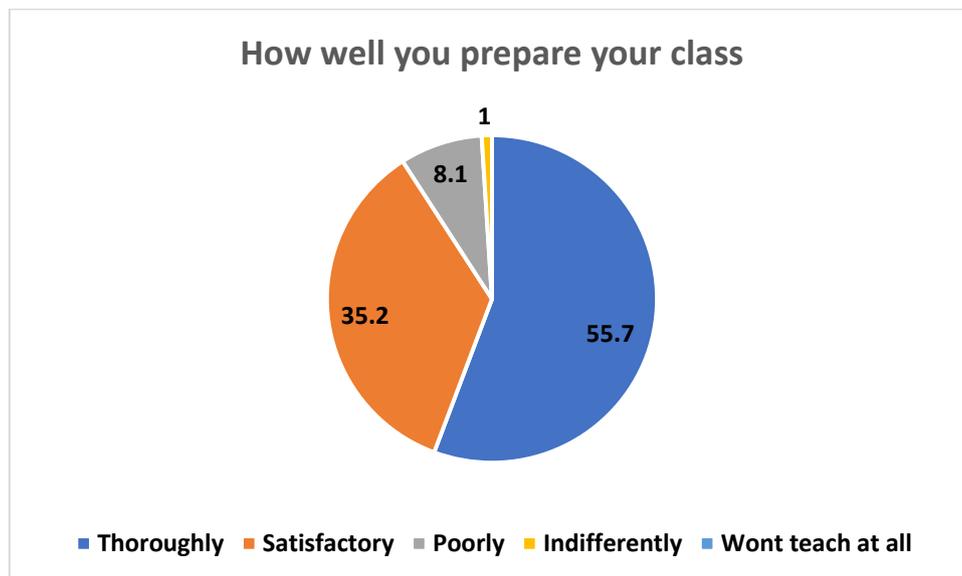
Most of the students those responded for the survey are from bachelor's programme, followed by Masters, Doctorate and other programme.



Majority of the students who participated in the student satisfactory survey belongs to Arts subjects, followed by commerce, Science, professional and others.



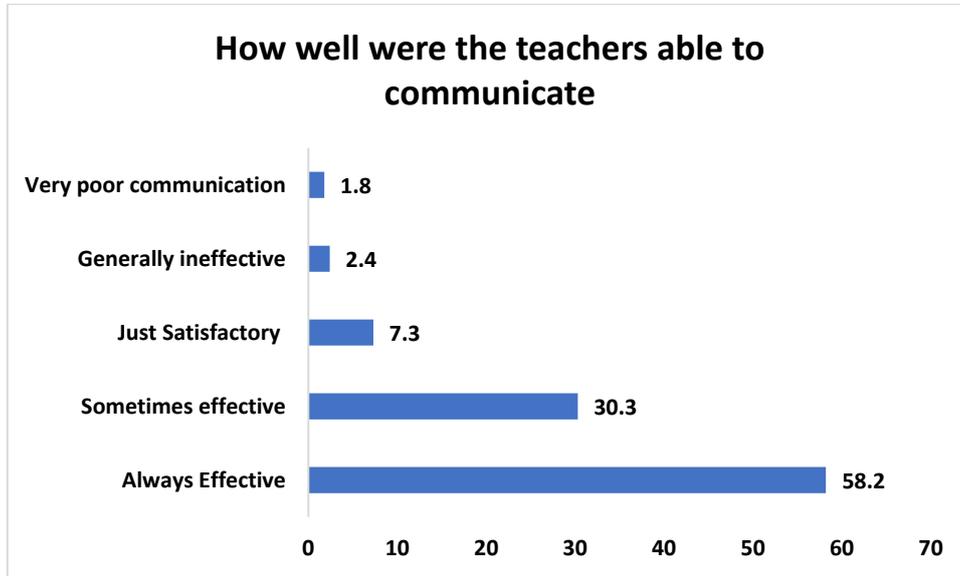
Around 43% of students were strongly agree that syllabus was covered from 85% to 100% while around 29% have expressed that syllabus was covered between 70% to 84%. But still 40% of students assume that syllabus have been covered less than that. It is a matter of concern for the institution. It may be due to the covid pandemic situation. However, the college will take note of this and the issue will be discussed in the meeting of HODs with the principal.



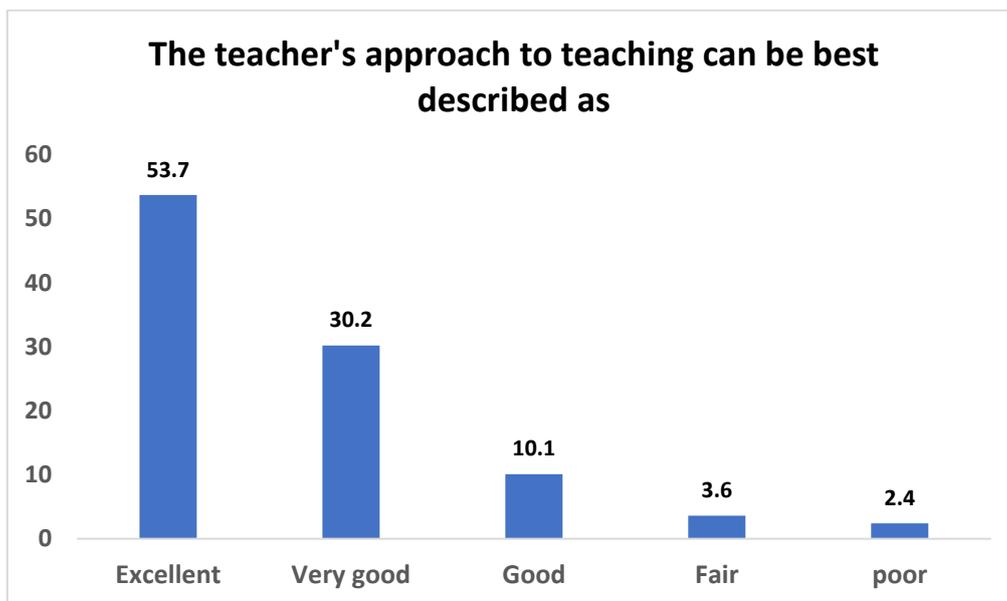
Around 90.2% of students express high satisfaction (Thoroughly and Satisfactory) with the overall preparedness of their teachers for classes. Nevertheless, the institution has encouraged



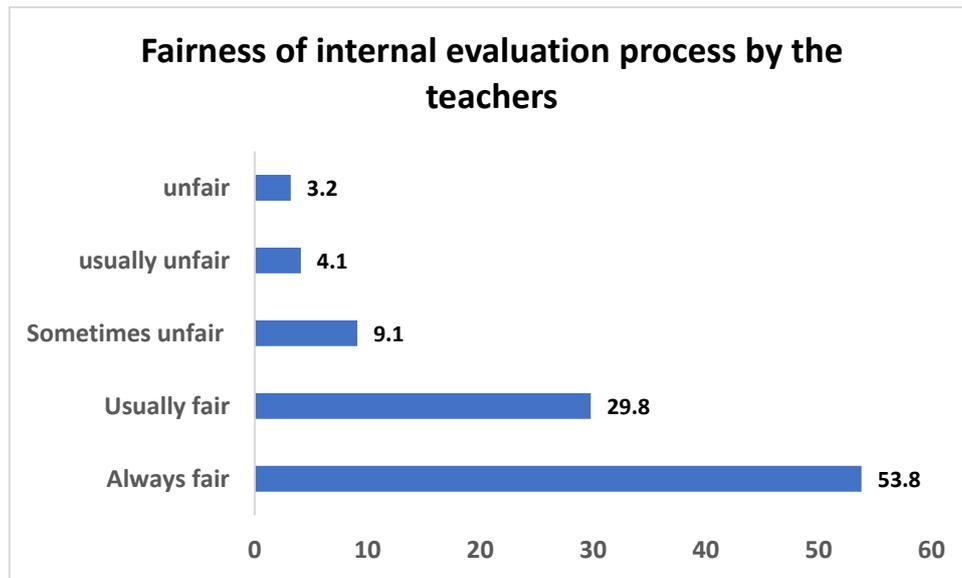
educators to foster innovation, cultivate out-of-the-box thinking in students, and consequently revamp their teaching methods.



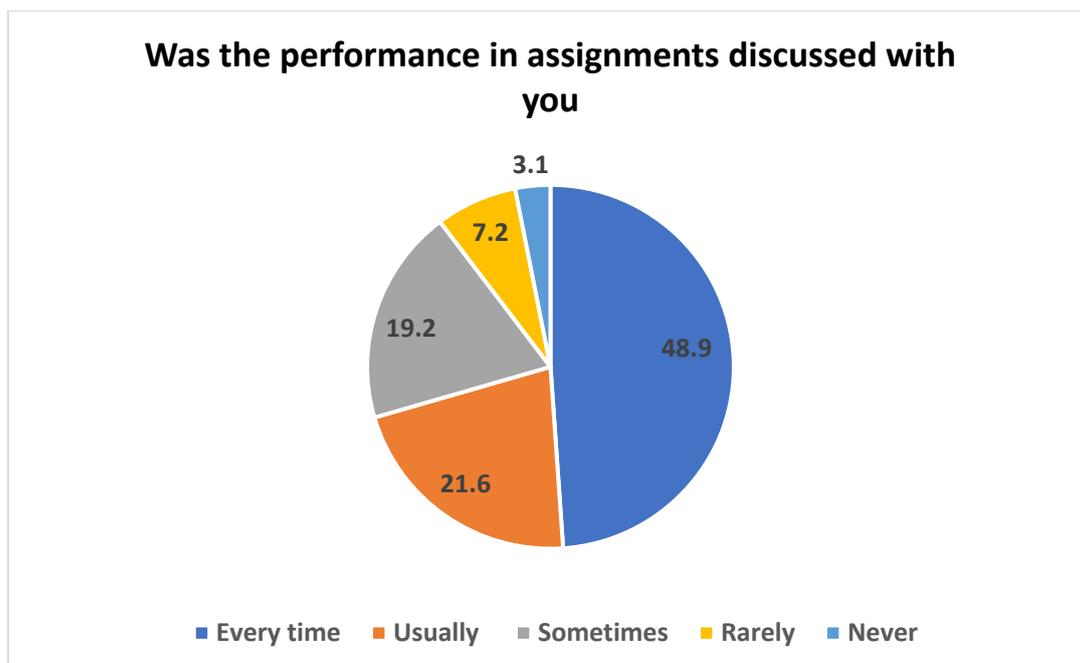
Over 58% of students have indicated that teachers consistently demonstrate effectiveness and adopt communication with students. The institution has acknowledged and commended the teachers for their efforts in this regard.



Over 53.7 % of students rated it as excellent, while more than 31% deemed it very good. The institution finds this feedback from students gratifying.



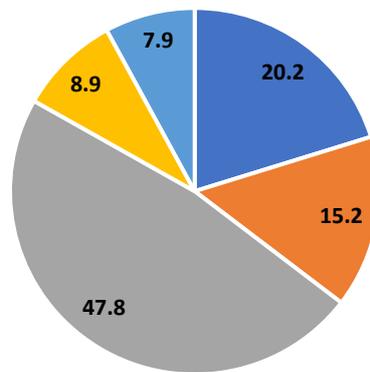
Approximately around 83.6% of students jointly share by the thought that they find the assessment process conducted by teachers to be fair. While this is generally satisfactory for the institution, the college administration is expressing concern about the remaining 16.4% of students who, albeit a small percentage, are not satisfied or less satisfied with the evaluations conducted by teachers. The Heads of Departments (HODs) have been tasked with thoroughly investigating this matter.





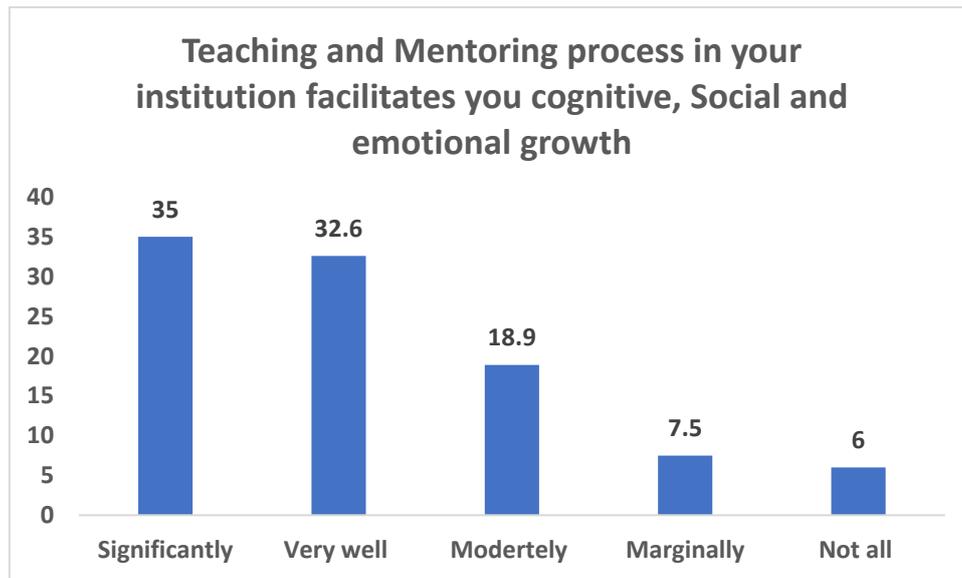
Over 70.5 % of students express high satisfaction, affirming that their assignments were thoroughly discussed. Nevertheless, a small number of students remain dissatisfied in this aspect, prompting the institution to address and discuss potential improvements during the Heads of Departments (HOD) meeting.

The institute takes active interest in promoting internship, Student exchange, field visit, opportunities for students

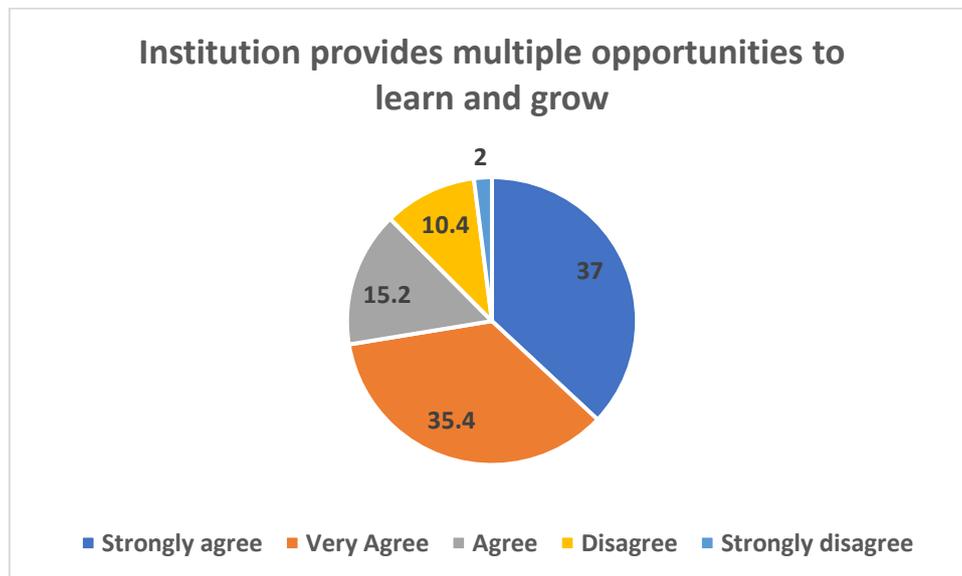


■ Regularly ■ often ■ Sometimes ■ Rarely ■ Never

Around 83% of students noted that the institute shows an interest in promoting internships, student exchanges, and field visit opportunities regularly, often and sometimes. Nevertheless, the majority of students believe that the college should intensify its efforts to enhance internship opportunities. The college is actively working towards this goal, and as part of this initiative, undergraduate commerce students are being placed in internships with Chartered Accountants or Cost Accountants.



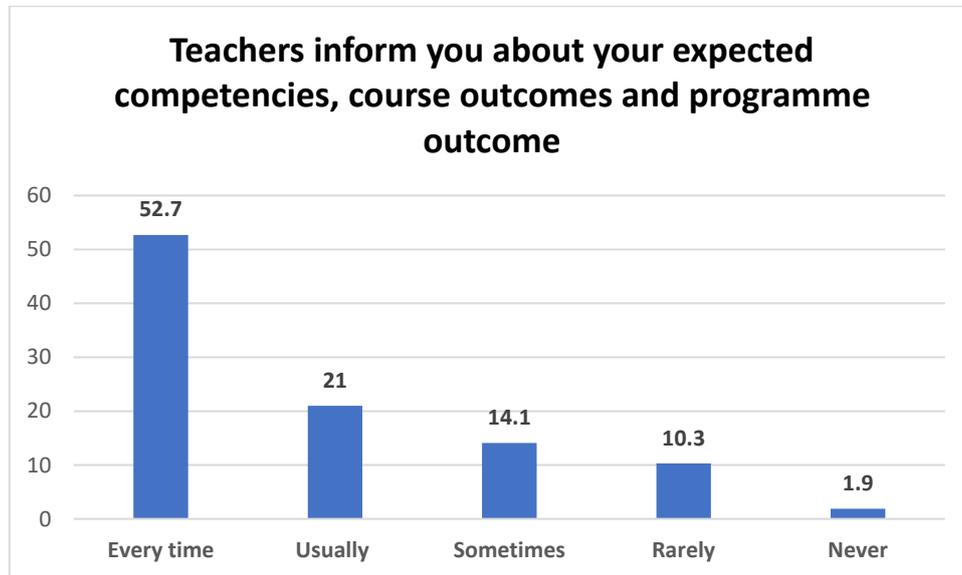
Around 68% of students acknowledge that the educational and mentoring procedures in the college play a significant role in fostering cognitive, social, and emotional development. An appreciable percentage of students believe that the teaching and mentoring processes in our institution excel at promoting cognitive, social, and emotional growth.



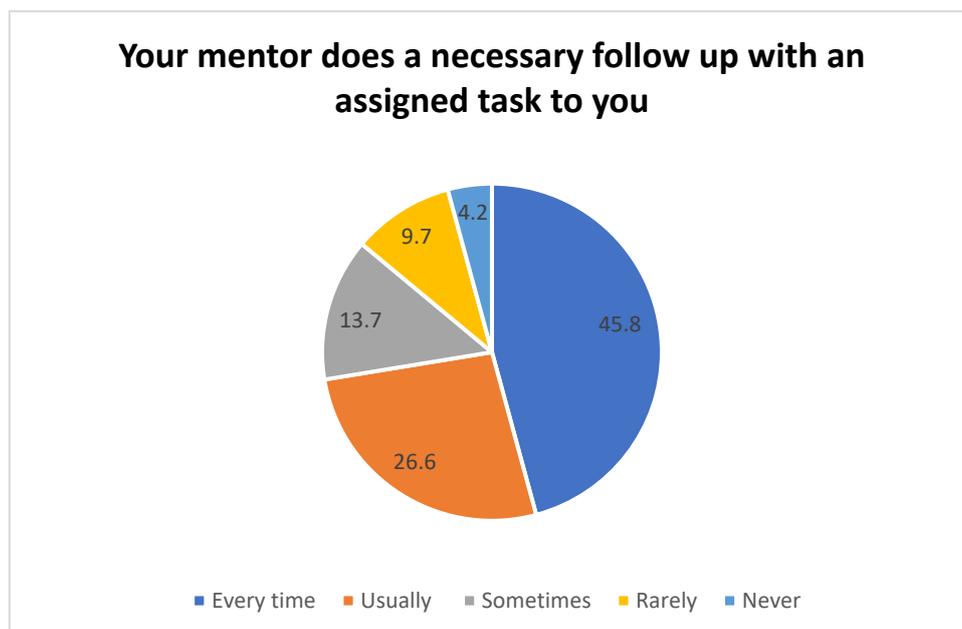
Around 37% of students express strong agreement, and another 35% agree that the college offers numerous chances for learning and personal development. In total, 75% of students



believe that the college provides multiple opportunities for learning and growth. This suggests that the institution is dedicated to fostering the comprehensive development of its students.

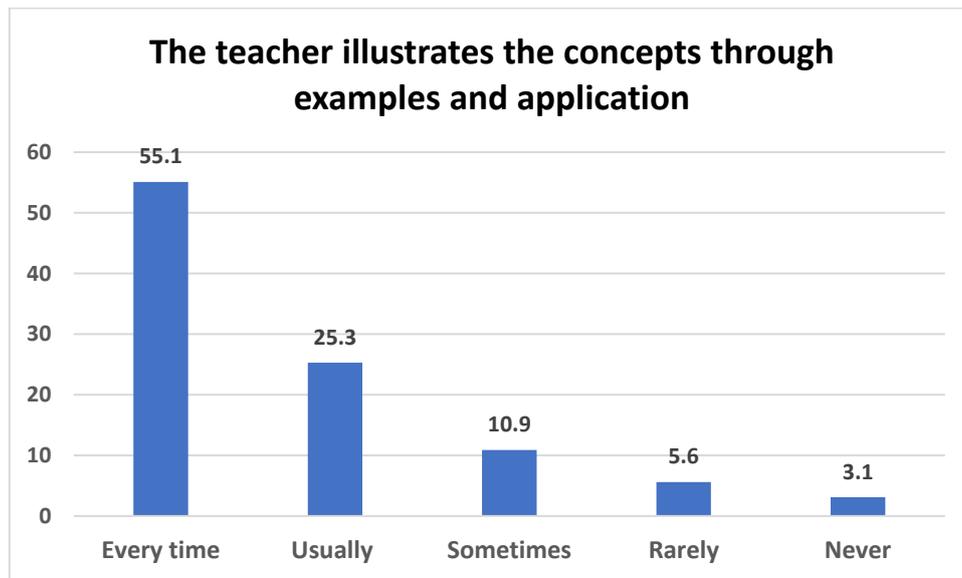


Most students (approximately 53%) confirm that teachers consistently update them about expected competencies, course outcomes, and program outcomes. Only a small percentage of respondents, mentioned that teachers never provide information regarding their competencies, course outcomes, and program outcomes.

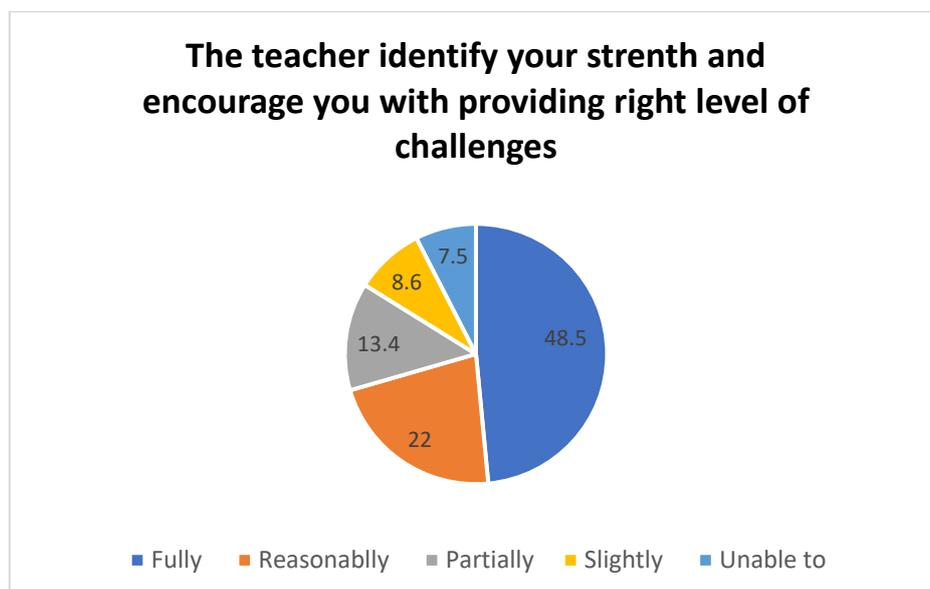




The majority of students acknowledge that mentors consistently follow up on assigned tasks in a positive manner, and only a very few of respondents report not having a mentor. Although the negative response is minimal, the college administration has taken this seriously.

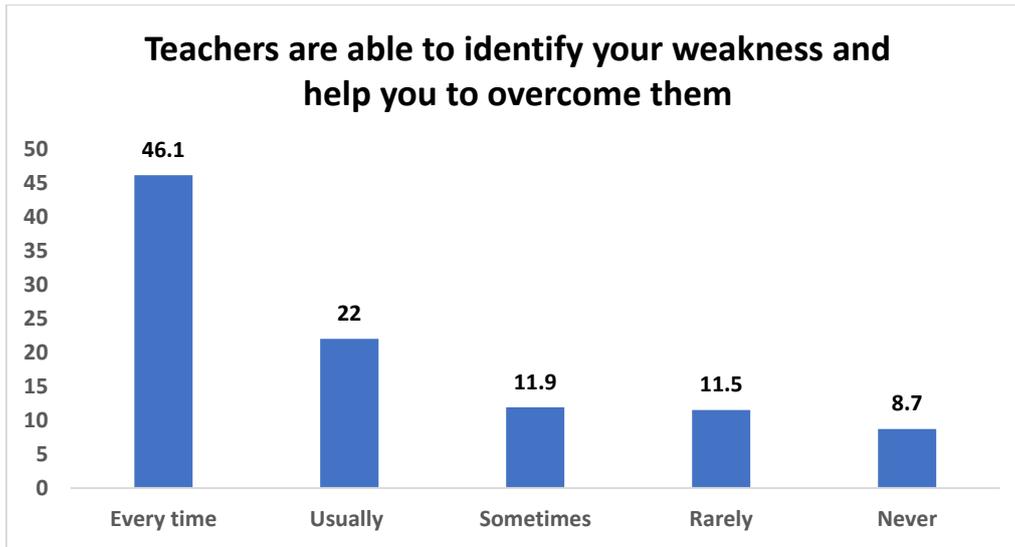


Over 55% of students express high satisfaction and agreement with the fact that teachers consistently illustrate concepts through examples and applications. The general trend in responses suggests that the college emphasizes a practical approach to teaching. However, the college administration is committed to investigating the reasons behind any dissatisfaction, even if it involves a small percentage of students.

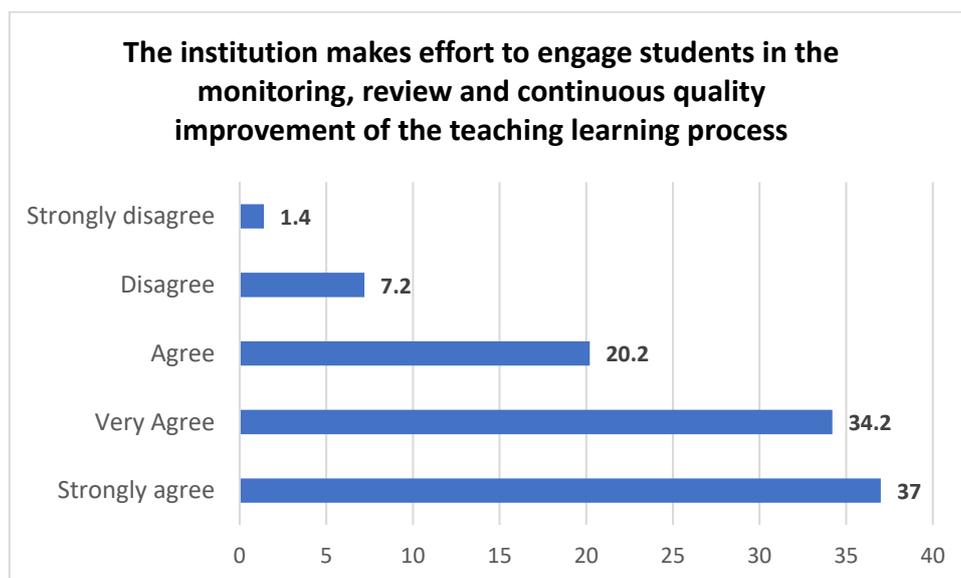




The collective student responses suggest that approximately 70% of students seek guidance from faculty or mentors on overcoming challenges. It appears that, overall, teachers possess the ability to discern students' strengths and weaknesses and are consistently prepared to offer assistance accordingly.

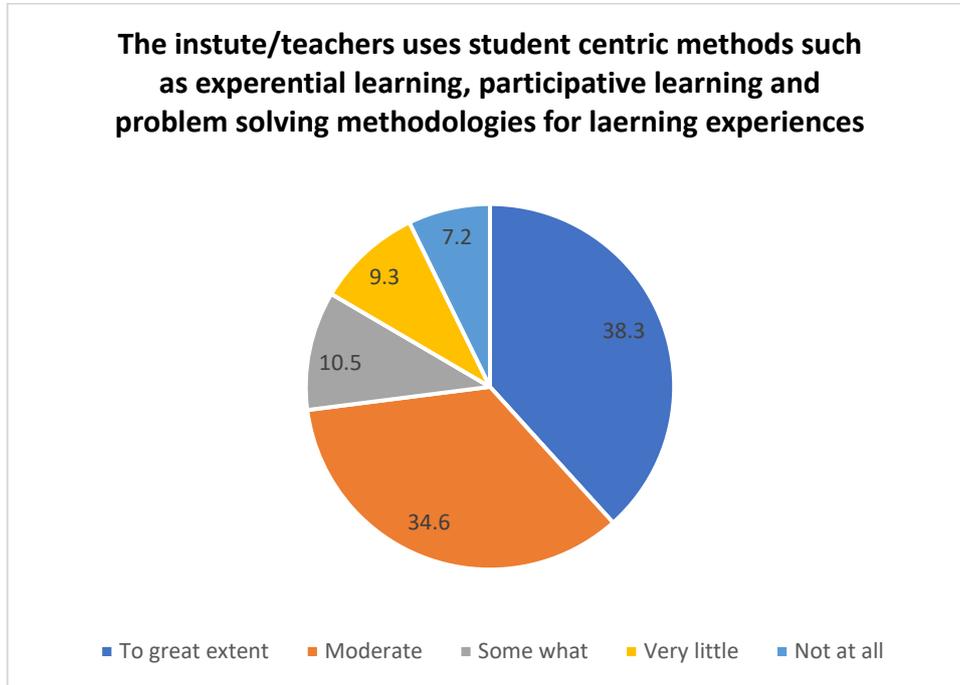


Approximately half of the students have mentioned that teachers play a helpful role in recognizing their weaknesses and assisting them in overcoming their anxieties. A small portion of the students has given a negative response, but it's likely that they are not regular students.

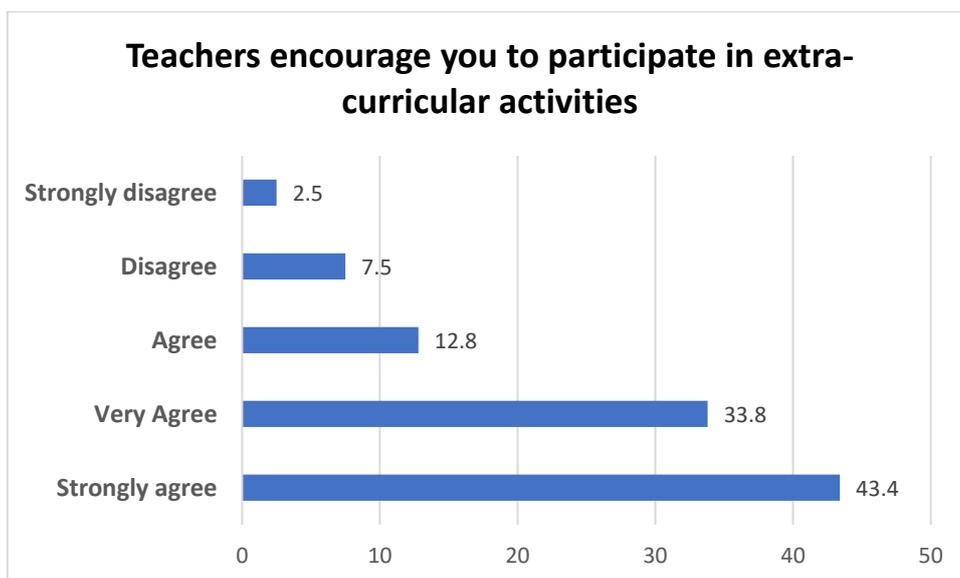




About 71% of students believe that the institution is beneficial in overseeing, evaluating, and enhancing the quality of the teaching-learning process for continuous improvement.

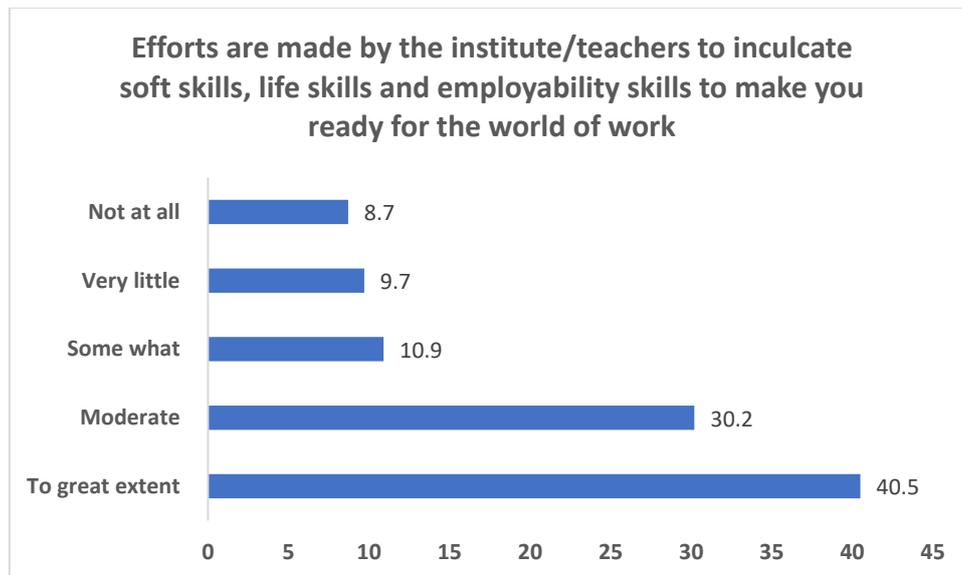


Approximately 73% of students have conveyed that the institution employs student-centric methodologies to improve the learning experiences of students. Based on this assessment, it is evident that the college should invest more effort in implementing student-centric approaches to enhance their learning experiences.

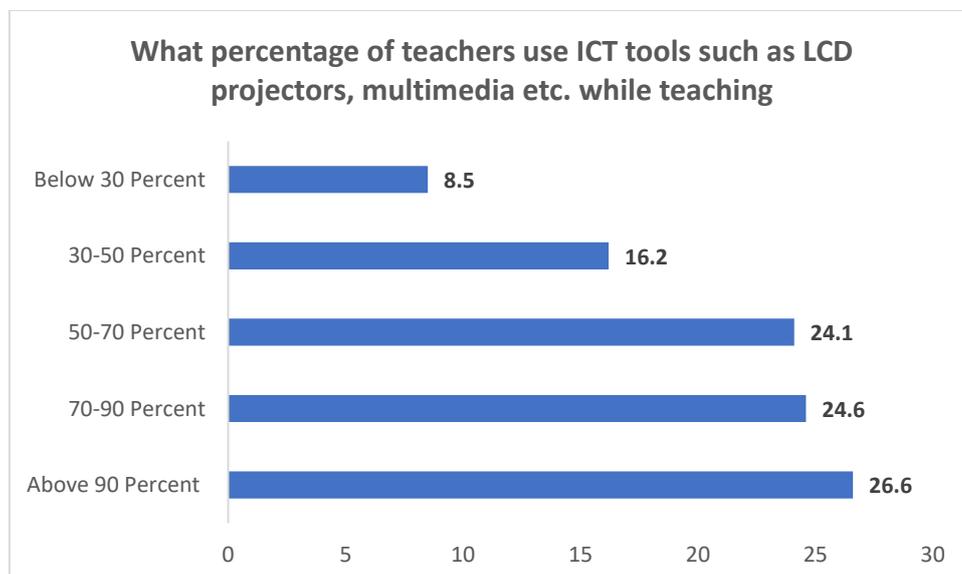




We have noted that college students who engage in extracurricular activities also excel academically. Consequently, the college is making efforts to further promote and encourage student participation in extracurricular activities.

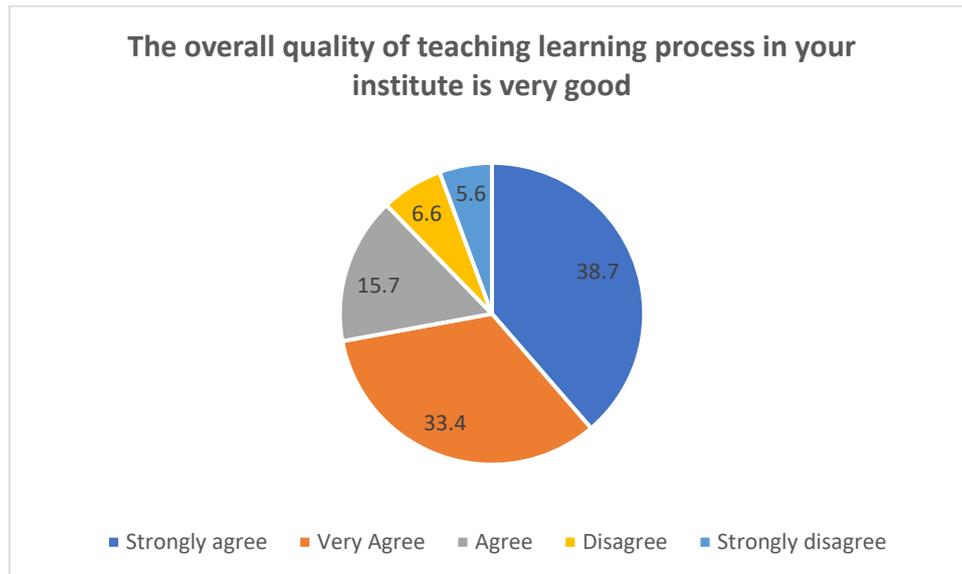


Approximately 70% of students have indicated that teachers play a significant role in instilling soft skills, life skills, and employability skills in students. The college is making efforts to arrange additional activities aimed at fostering the development of these skills.





Majority of students have responded that uses of ICT tools in teaching is always done as far as practicable. Majority of departments are equipped with these tools. However, the college is working in this direction to augment the ICT infrastructure of the institution.



Approximately 39% of students express strong agreement that the college's teaching-learning process is excellent, while around 33% agree that it is very good. The college is actively working to enhance and make the culture of peer learning more enjoyable.



Students Satisfaction Survey 2020-2021

College of Commerce, Arts & Science conducts Student Satisfaction Survey on a yearly basis to collect feedback from students about the total satisfaction in the college and its infrastructural facilities and also the teaching learning process of the college. This feedback is conducted among students of the college through direct questionnaire method. The students were permitted to remain anonymous to receive frank responses. Teacher uses total 18 questions, which provides a detail overview in the context of teaching learning system of the college.

Total students participated in the survey: 1043

Areas Covered:

The following broad areas were covered in the satisfaction survey:

1. Evaluation of Teaching learning Process
2. Skill Competencies during the Course
3. Institutional facilities

Research Method:

A student satisfaction survey created by the IQAC team members and was circulated amongst students of all Under Graduate and Post Graduate students across all disciplines offered by the college. With combined efforts of teachers and students' the survey received 1043 responses in total. The survey was initiated via Google form. It was an anonymous survey, however, an option of providing "student name" had been provided.

The following were the instructions to fill the survey:

"This survey asks you about your experiences in College of Commerce, Arts & Science, Patna between the time period of 2020-2021. As this time period was marked by the COVID crisis where we had to switch to home/online learning. Keeping this in mind please answer the questions given below. The form will take 5 to 10 minutes to fill. The results of the survey will be used for improving the experience of college students".

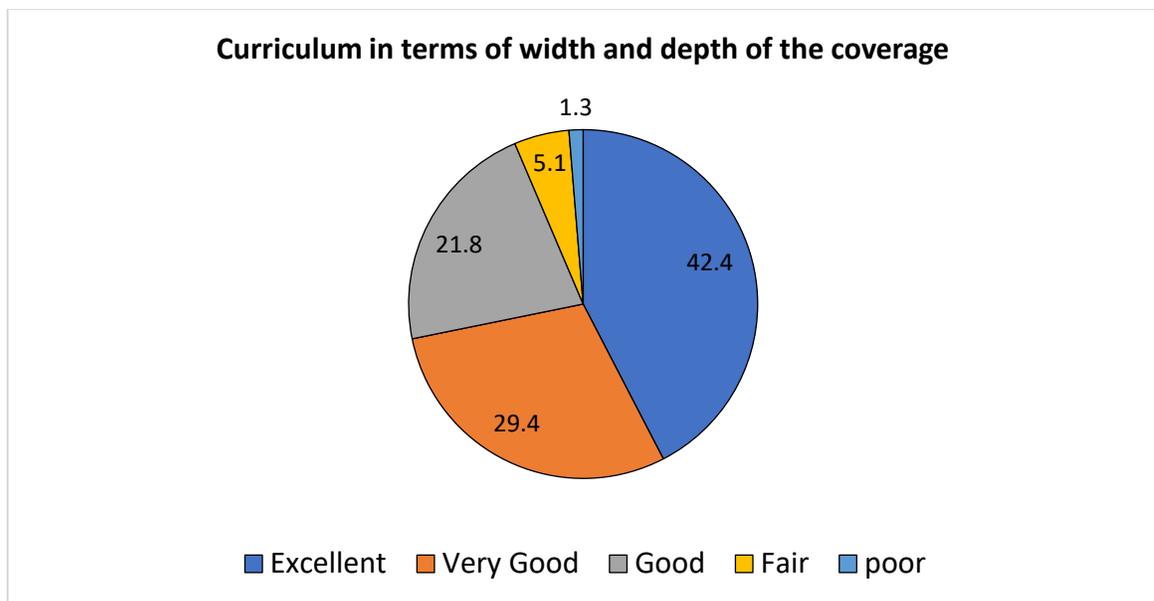


Further, the form covered four major areas which foreground concerns such as Evaluation of Teaching learning Process, Skill competencies during the course and Institutional facilities. Each of these broad areas were further divided into subcategories highlighting related concerns.

Result based on Student Feedback

1. Evaluation of Teaching and Learning Process

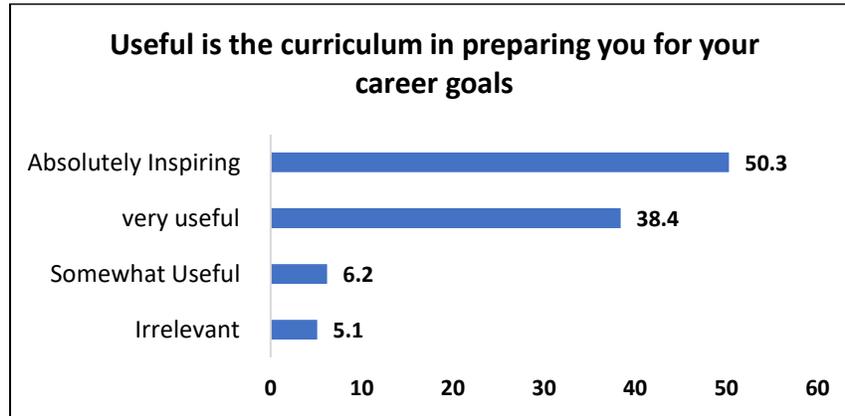
- i) **How would you rate the curriculum in terms of width and depth of coverage (n=1043)**



Of the total number of students respondents, maximum number of participants (42.4%) are mostly satisfied in the evaluation of teaching and learning process as they have reported it as excellent whereas only 1.3% of the student respondents marked this evaluation process as poor. This survey shows that the majority of the students are quite satisfied with the teaching and learning evaluation process.

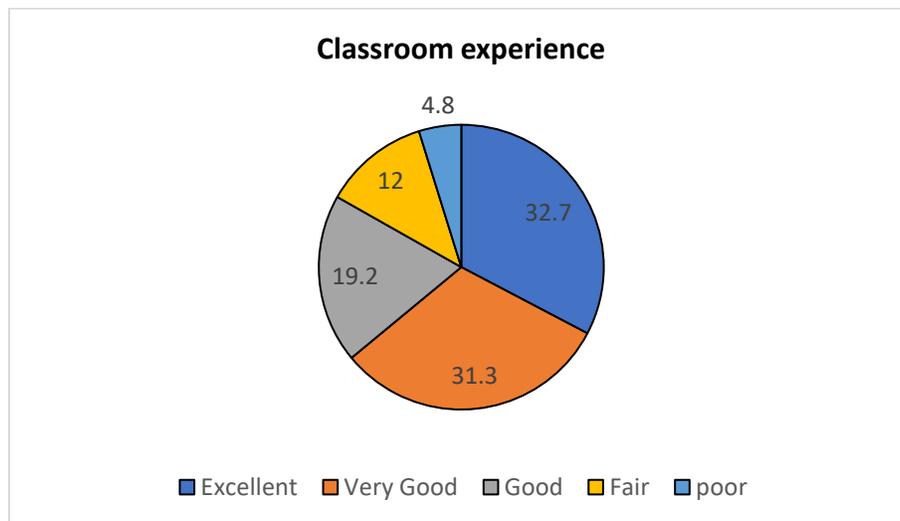


ii) **How Useful is the curriculum in preparing you for your career goals (1043)**



It is quite overwhelming to see that majority of the students, that is, around 50.3% of the student respondents are convinced with the curriculum of the college in preparing them for their career goals as they find it absolutely inspiring. Also, 38.4% of the student find it very useful. Only 5.1% of them find it irrelevant.

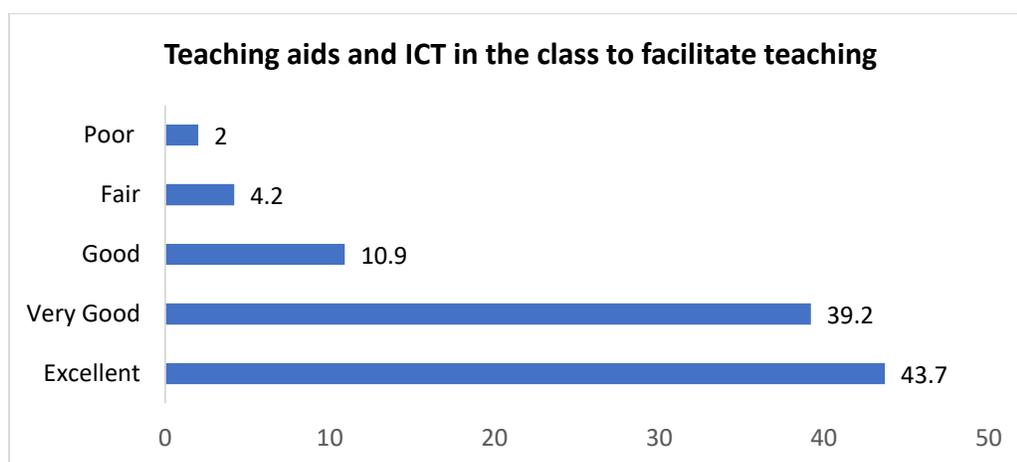
iii) **How would you rate your classroom experience**





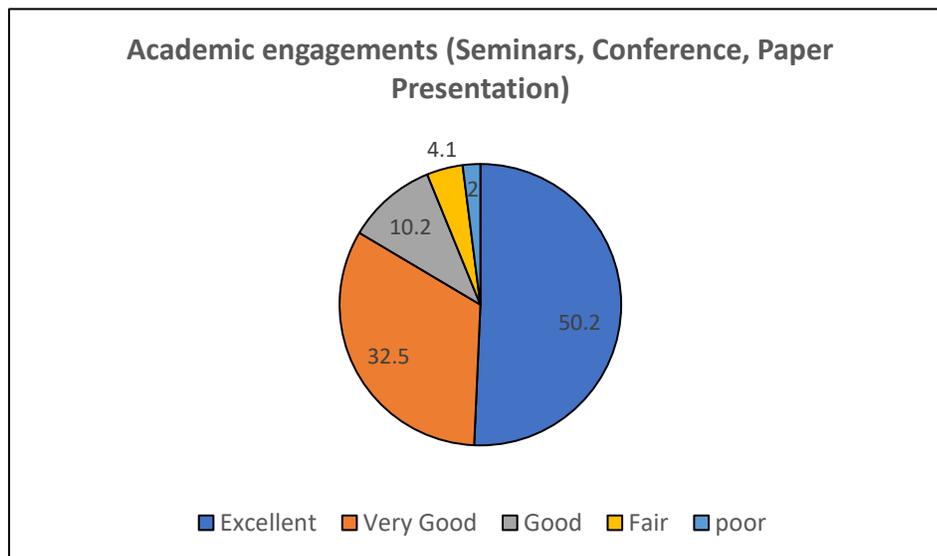
For classroom experience rating, 32.7% of the student respondents find it excellent whereas, 31.3% of them find it very good. Thus, majority of the student respondents find their classroom quite effective.

iv) How would you rate the teaching aids and ICT in the class to facilitate teaching



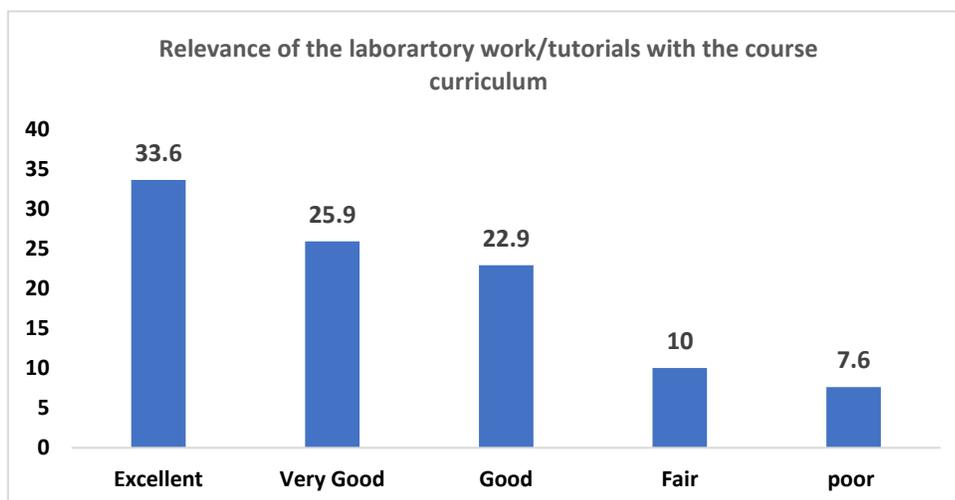
Majority of the student respondents are quite positive with the teaching aids and ICT used in the college. Over 43.7% of the student respondents find it excellent and 39.2% find it very good. Only 2% of them find it poor.

v) How would you rate the academic engagements (Seminars, Conference, Paper Presentation)



Of the total number of students respondents, half of them, that is, 50.2% of them have rated the academic engagements of the college as excellent and 32.5% rated it as very good. Only 2% of them rated the academic engagements of the college as poor. Thus, this survey depicts that the academic engagements of the college is quite positive and the students of the college are quite satisfied with it.

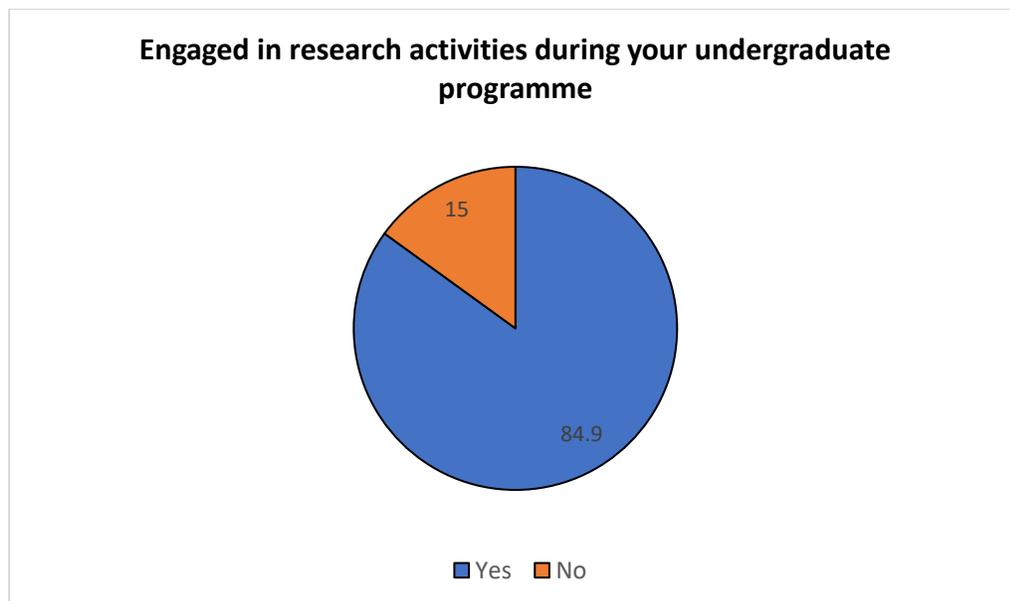
vi) **How would rate the relevance of the laboratory work/tutorials with the course curriculum**





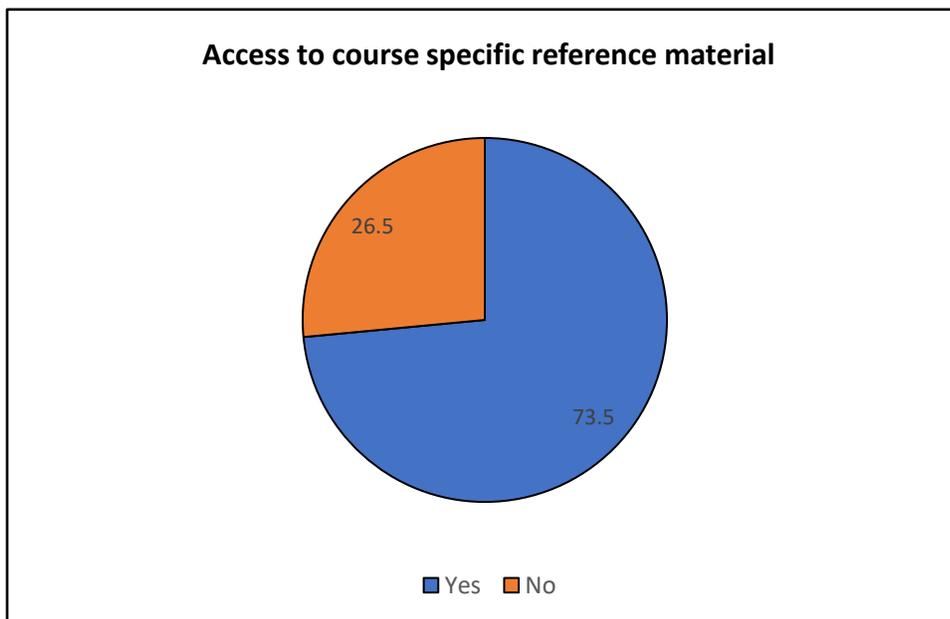
Among the relevance of laboratory work/ tutorials with the course curriculum survey, 33.6%, 25.9% and 22.9% of the student respondents find it excellent, very good and good, respectively. This survey represents that the students of the college are quite satisfied with the tutorials/ laboratory works that are performed in the college along with their curriculum.

vii) Would you like to engaged in research activities during your undergraduate Programme



It is overwhelming to look at the student survey response of the engagement in research activities during their undergraduate programme. Majority of the students of the college that is, 84.9% are quite interested in getting engaged in research activities during their undergraduate programme.

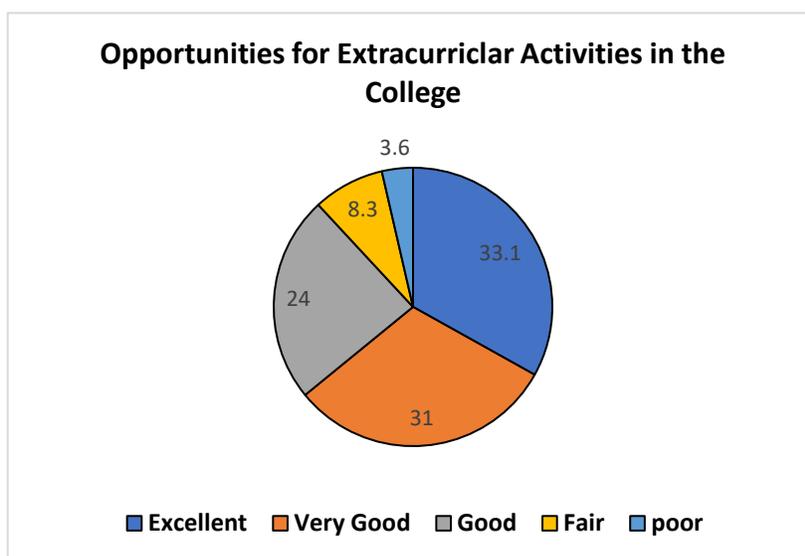
viii) Do you ready access to course specific reference material



The feedback on the access to course specific reference material is predominantly positive that is, 73.5%. Only 26.5% say that they do not have access to their course specific reference material.

Skill Competencies During the Course

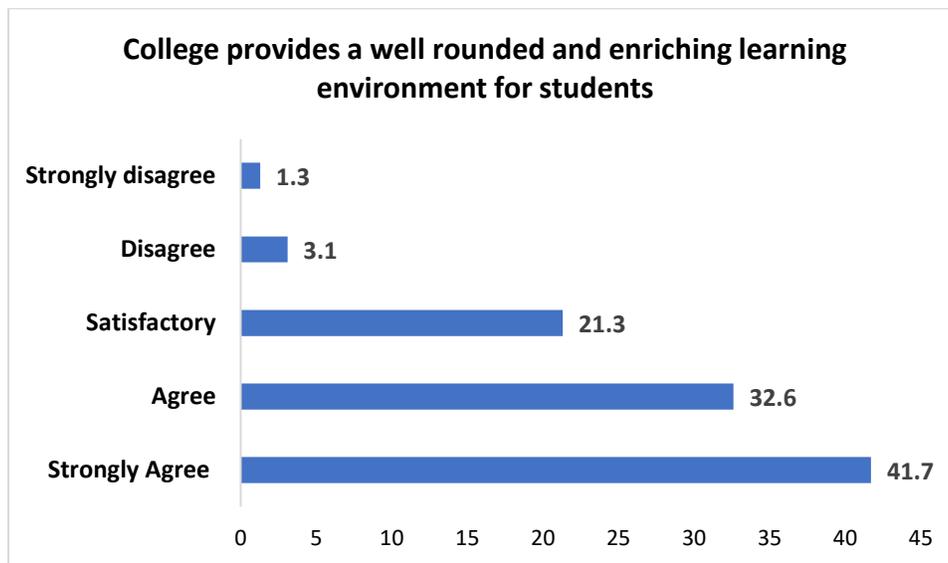
i) **How would you rate the opportunities for extracurricular activities in the college**





The feedback response for the opportunities for extracurricular activities in the college, It is almost a mixed response and that is mostly on the positive side as 33.1% and 31% of them find it excellent and very good, respectively. However, only 3.6% find it poor.

ii) Do you think college provides a well-rounded and enriching learning environment for students

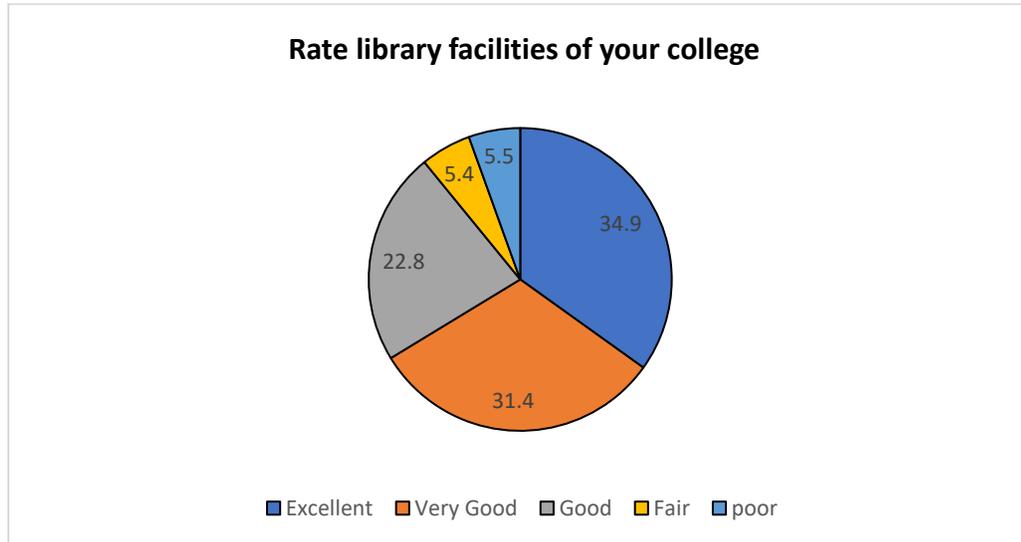


Majority of the student respondents, that is, 41.7% strongly agree that the college provides a well-rounded and enriching learning environment for students whereas, 21.3% find it satisfactory. Only 1.3% strongly disagree in this feedback/ survey.



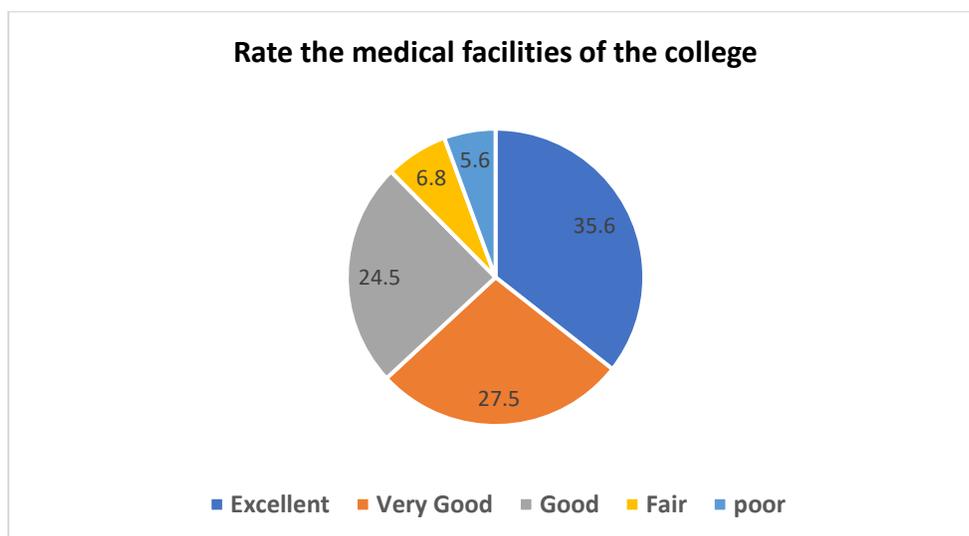
Institutional Facilities

i) **How would you rate library facilities of your college**



The library facility of the college is quite useful to the students as 34.9% and 31.4% of the student respondents rated it as excellent and very good, respectively. In this era of e-books, students are also acquainted with the regular books.

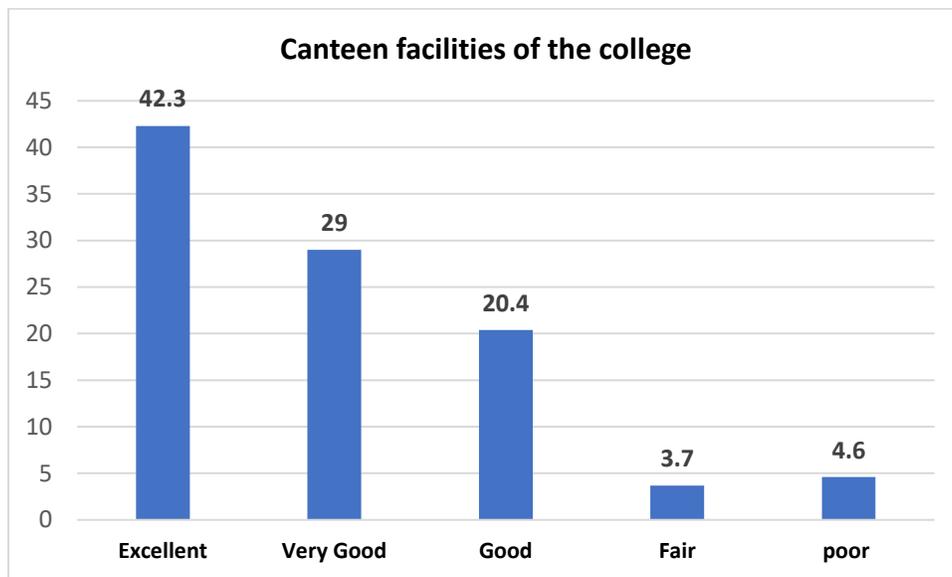
ii) **How would you Rate the medical facilities of the college**





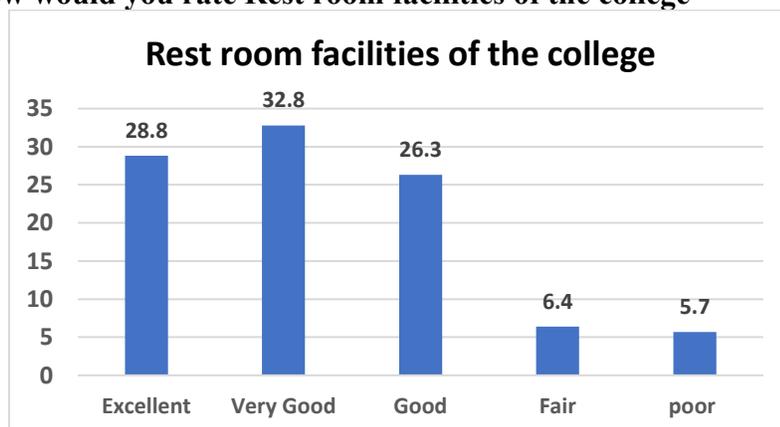
Regarding the medical facilities 35.6 percent and 27.5 percent of students responded excellent and very good facility in the college. Only 5.6 percent students respond for poor facility.

iii) How would you rate canteen facilities of the college



The student canteen is quite active and students relish the canteen service of the college. Most of students responded for excellent, very good and good facility of canteen.

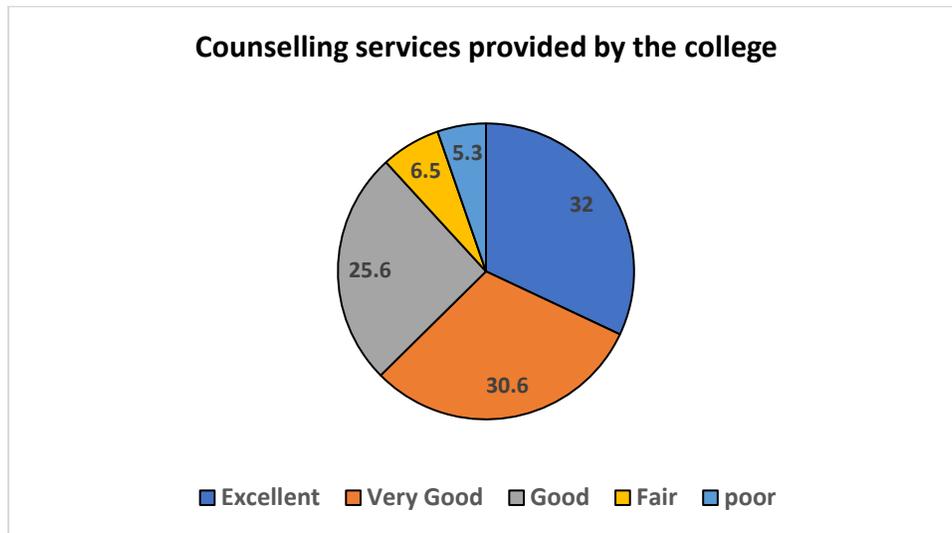
iv) How would you rate Rest room facilities of the college





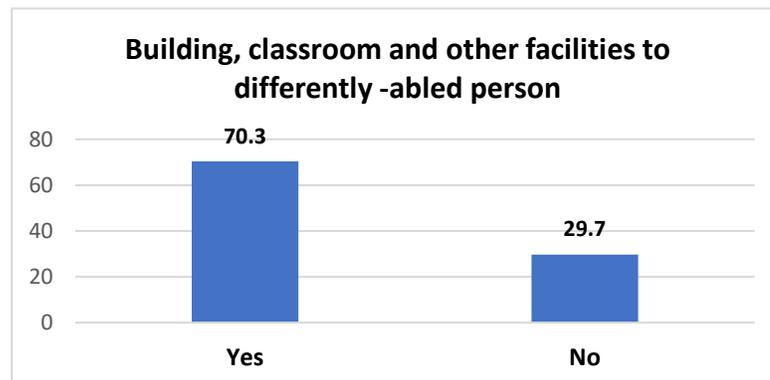
The feedback/ survey report for the rest room facilities of the college shows that the 32.8% of the student respondents mark it very good. Whereas, 28.8% and 26.3% of them rated it as excellent and good, respectively. College needs to maintain its toilet facility as it is a basic requirement.

v) How would you rate the counselling services provided by the college



The counselling service of the college is excellent and very good as rated by the student respondents. Only 5.3% of the student respondents find it poor.

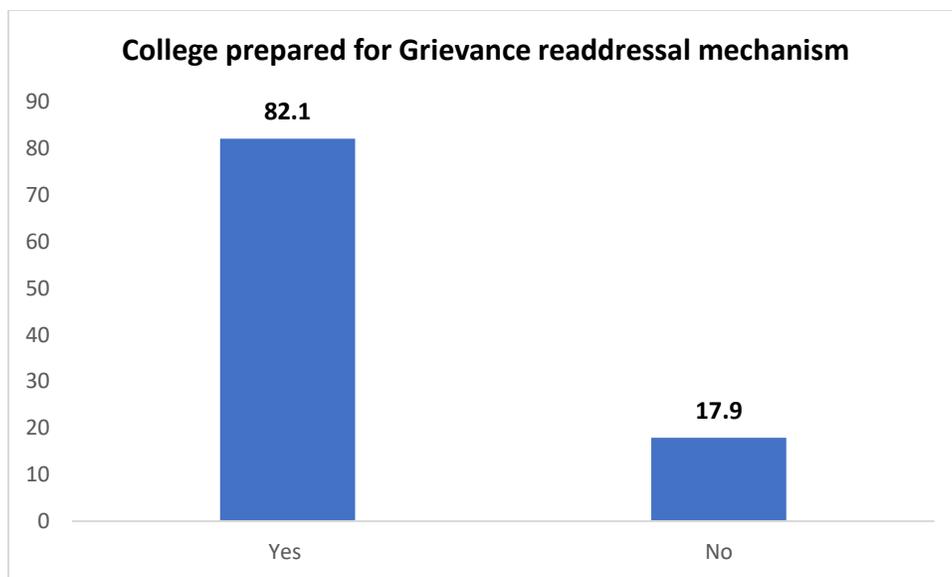
vi) Are the building, classroom and other facilities to differently -abled person





It is very good to see that 70.3% of the student respondents rated the building, classroom and other facilities to differently -abled person as positive. The college is well-equipped for the differently-abled person.

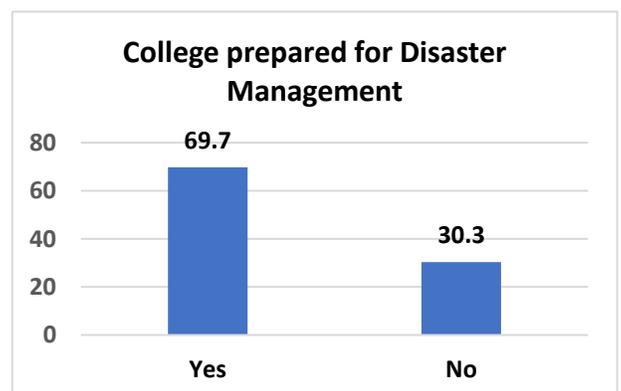
vii) How well is the college prepared for Grievance redressal mechanism of the college



Our college is well prepared for grievance readdressal mechanism. Whenever any grievance given by student to the grievance readdressal cell, proper actions are taken and Institute always address the query.

viii) How well is the college prepared for Disaster Management

Our institute is well equipped with fire extinguisher in all department, frequent training is given to NSS Volunteer regarding how to handle fire extinguisher.





Student Satisfaction Survey 2018-2019

The Higher Education sector is highly competitive. To impart quality technical education and provide competent resources to the society, stakeholder's inputs create a cutting edge in achieving this. Our college is one of the pioneer Higher Education Institution of Bihar imparting education. Your genuine input and suggestions will take it to the greater heights. Setting up a bench mark in the society in creating & preparing students for world class completion.

Survey Process:

The survey is conducted and reported by Internal Quality Assessment Cell (IQAC) with support of Heads and Coordinators of all the departments. The questioners were prepared in the form of Google form and circulated to all the departments and then to students through coordinators. The feedback was taken on teaching learning methods. Around 1200 students participated in the survey conducted in the month of March, 2019. A group Seven teachers under the leadership of IQAC Co-ordinator, analyzed the questionnaires and the responses given by the students are given below in the form of pictorial form. The responses obtained on these dimensions are compiled into a spread sheet, analyzed and logical conclusions are drawn there from. As all the values are represented in terms of percentage. The results of the survey will help the institution to understand both short term and long-term needs of the students and initiate remedial action to improve the facilities wherever it is required. The outcome of this survey will provide a base for Planning.

Instruction to the Students:

A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed. This survey is being conducted and its motto is to upgrade the quality in higher education.



Teaching Learning Process in College

S. No.	Parameters	Strongly Agree	Agree	Neutral	Disagree	Disagree Strongly
1	Preparedness and knowledge of the teacher	89%	9%	2%	0%	0%
2	Teacher uses fair and transparent internal evaluation process	90%	6%	3%	1%	0%
3	The teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences	86%	9%	3%	1%	1%
4	Teachers are responsive to students' queries	89%	7%	3%	1%	0%
5	ICT tools, LMS and learning resources are effectively used for curriculum delivery	93%	5%	2%	0%	0%
6	Teachers are able to inculcate soft skills, life skills and employability skills of students	89%	7%	1%	2%	1%
7	Teachers are able to identify weaknesses of students and help to overcome them	87%	5%	7%	1%	0%



COLLEGE OF COMMERCE, ARTS & SCIENCE, PATNA

A constituent unit of Patliputra University, Patna

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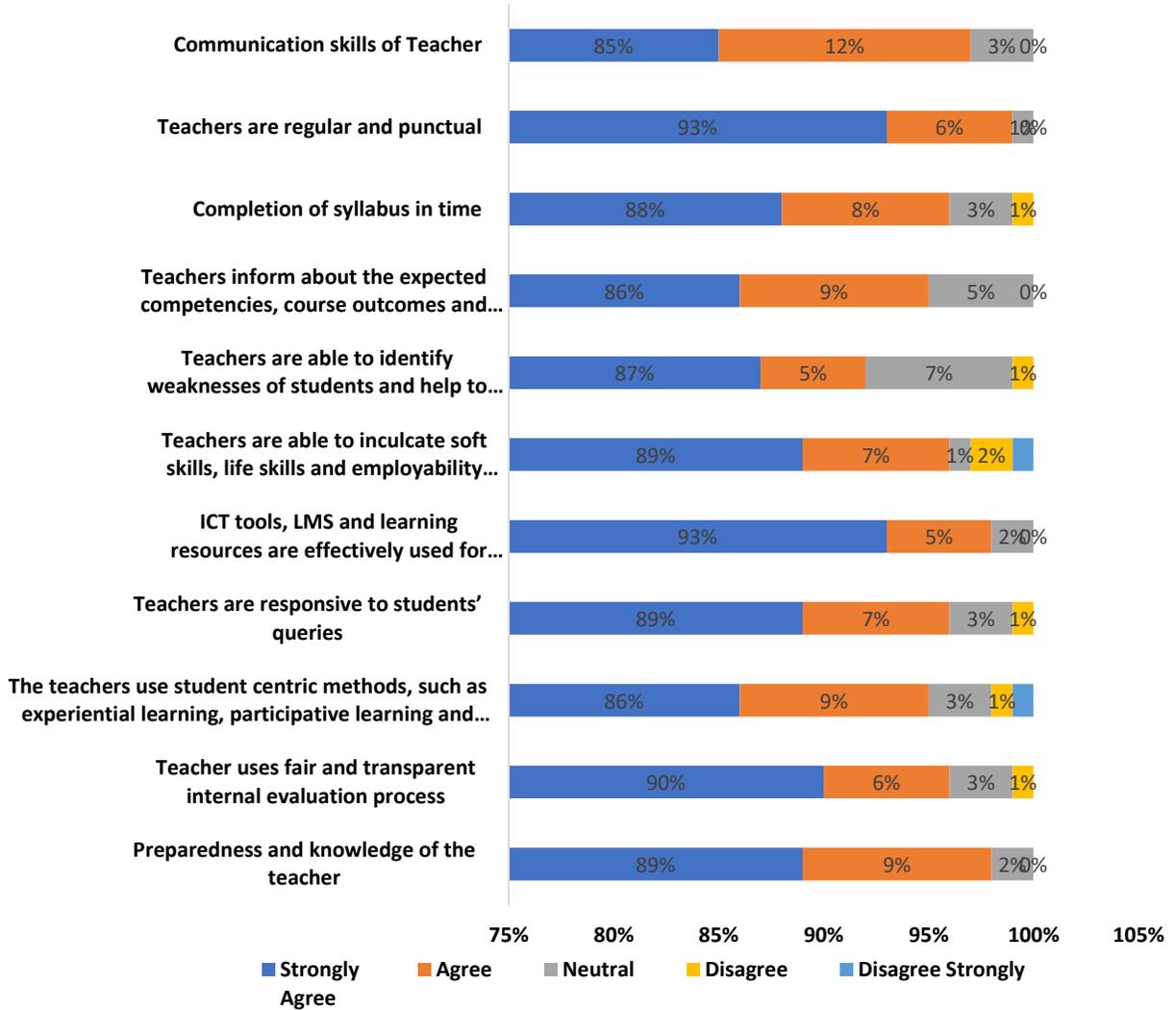
NAAC Re-Accredited

With Grade - A | CGPA of 3.10/4

8	Teachers inform about the expected competencies, course outcomes and programme outcomes	86%	9%	5%	0%	0%
9	Completion of syllabus in time	88%	8%	3%	1%	0%
10	Teachers are regular and punctual	93%	6%	1%	0%	0%
11	Communication skills of Teacher	85%	12%	3%	0%	0%



Teaching and Learning Evaluation



The students feedback shows that around 89 percent of students strongly agree that teachers prepared and are knowledgeable to take the classes. Teachers always use fair transparent internal evaluation process. Around 90 percent of students agreed in this context. Around 86 percent of student confirms that teacher uses student centric methods including experiential learning, participative learning and problem-solving methodologies for enhancing the teaching learning process. Teachers always responds to the students in their respective queries. ICT enabled tools



are used often as a resource for curriculum delivery. Around 89 percent of students reported that teachers not only complete their syllabus but also develop and inculcate soft skills, life skills and employability. Students (87 percent) also reveal that teacher easily identify the weakness of the student and try to help them in this regard. Only 1 percent students reports that syllabus is not completed by teacher rest agrees that syllabus is completed by teacher on time. Teachers are regular and punctual in their class as 93 Percent of students share their thought in this regard. Around 85 percent of students agrees that communication of teacher is good and up to date.

Recommendation from the Survey:

1. Remedial classes for students who didn't able to cope with any topic during regular class.
2. More hands-on practice session could be organized in college to enhance the student ability to learn.
3. As Bihar is hindi speaking state. So, students demanded that medium of instruction should be in hindi.



Student Satisfaction Survey Report 2019-2020

Aim:

College of Commerce, Arts & Science in Patna has been accredited with an "A" grade by NAAC is actively engaging in the assessment of student satisfaction through the Students Satisfaction Survey (SSS). Conducting such surveys is a positive step towards understanding and enhancing the overall college experience for students.

The fact that the questionnaire is based on NAAC guidelines is commendable, as it aligns the assessment with nationally recognized standards for higher education. Additionally, allowing students to remain anonymous encourages honest and candid feedback, contributing to the authenticity of the responses.

The focus on evaluating teaching and learning processes through 24 questions is comprehensive and thorough. It shows a commitment to improving the quality of education provided by the college. The involvement of the data analysis team of IQAC (Internal Quality Assurance Cell) in conducting a detailed analysis of the survey responses further emphasizes the seriousness with which the college takes the feedback received from students.

Regular surveys like the SSS can indeed be instrumental in identifying areas for improvement and ensuring the continuous enhancement of the teaching-learning system. It reflects a dedication to providing a high-quality education and a positive educational experience for students.

Overall Sample Size:

The overall sample size of 751 responses of students (UG+PG) in the college during the academic year 2019-2020.

Areas covered:

The following broad areas were covered in the Student Satisfaction Survey:

1. Academic and Teaching
2. College Library
3. College Administration



4. Extracurricular Activities (Webinar, committee programs, Society programs)

Research Methodology:

The structure and approach to the student satisfaction survey at College of Commerce, Arts & Science in Patna, as outlined are comprehensive. Here's a summary of the key points:

1. Survey Scope and Participants:

- The survey includes students from all years across all disciplines, ensuring a broad representation of the student body.
- A substantial response rate of 1043 indicates active student engagement.

2. Survey Format and Methodology:

- The use of a Google Form in a 14 multiple-choice question and 1 qualitative answer format is practical and efficient for data collection.
- The option for anonymity, coupled with the provision for students to provide their names, allows flexibility for respondents to choose their level of identification.

3. Contextualization of Time Period:

- The instructions effectively contextualize the survey within the specific month of March, 2020.
- Recognizing the impact of the COVID crisis during this time period provides a contextual backdrop for respondents to reflect on their experiences.

4. Time Commitment and Purpose:

- Clear communication about the estimated time required to complete the survey (5 to 10 minutes) sets expectations for participants.
- The stated purpose of using the survey results for improving the experience of college students is transparent and motivates students to provide meaningful feedback.



5. Survey Categories and Subcategories:

- The four major areas of focus (Academic and Teaching, College Library, College Administration, Extracurricular Activities) cover critical aspects of the college experience.
- Subcategories within each major area allow for a detailed examination of specific concerns, providing a nuanced understanding of student feedback.

6. Open-Ended Section for Suggestions:

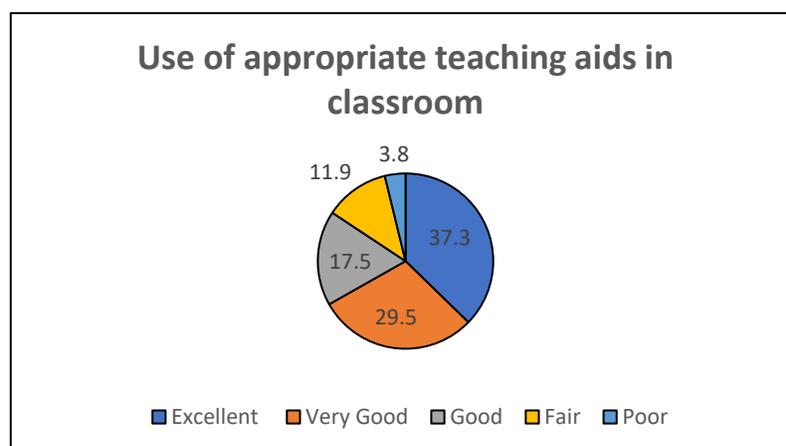
- Including an open-ended section for unique individual responses and suggestions is a valuable aspect of the survey. It encourages students to express thoughts beyond the structured questions.

The overall design and execution of the survey seem well-considered, and the inclusion of diverse input methods (multiple-choice and open-ended questions) contributes to a comprehensive assessment. The commitment to using survey results for improvement aligns with best practices for continuous enhancement in educational Institution.

Analysis:

Academic & Teaching

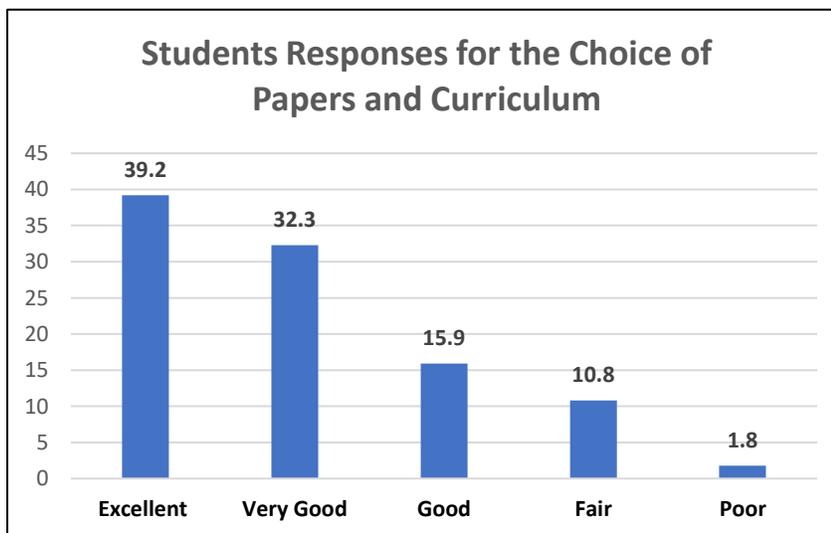
1. Use of appropriate teaching aids (presentation, demonstration, tutorials etc.) in the classroom (n=751)





The feedback on the use of appropriate teaching aids in the classroom is overwhelmingly positive, with 37.3% of respondents reporting 'Excellent,' 29.5% reporting 'Very Good,' and 17.5% reporting 'Good.' Only a small percentage, 3.8%, reported 'Poor' satisfaction in this category. This positive feedback is particularly crucial in the context of online teaching, where the use of teaching aids has become a vital medium for effective communication and bridging the gap between students and teachers. The encouraging results provide affirmation for teachers to continue employing and refining the use of teaching aids to enhance the overall teaching and learning experience.

2. Choice of papers and Curriculum (n=751)

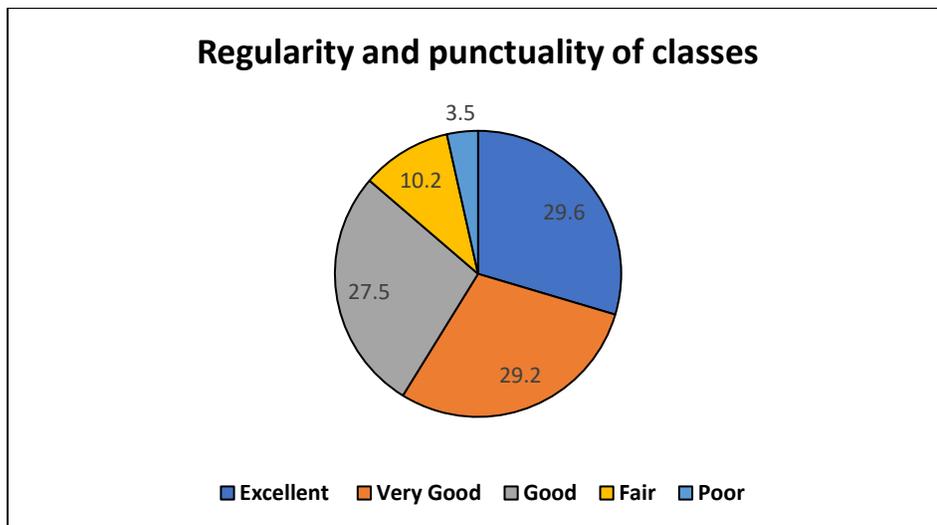


3.



The feedback on the "Choice of paper and curriculum" is generally positive. About 39.2% of respondents rated it as 'Excellent,' indicating a high level of satisfaction. A minority, 1.8%, reported it as 'Poor,' suggesting some dissatisfaction. Additionally, 32.3% of students rated the feedback as 'Very Good,' contributing to an overall positive response regarding the choice of papers and curriculum.

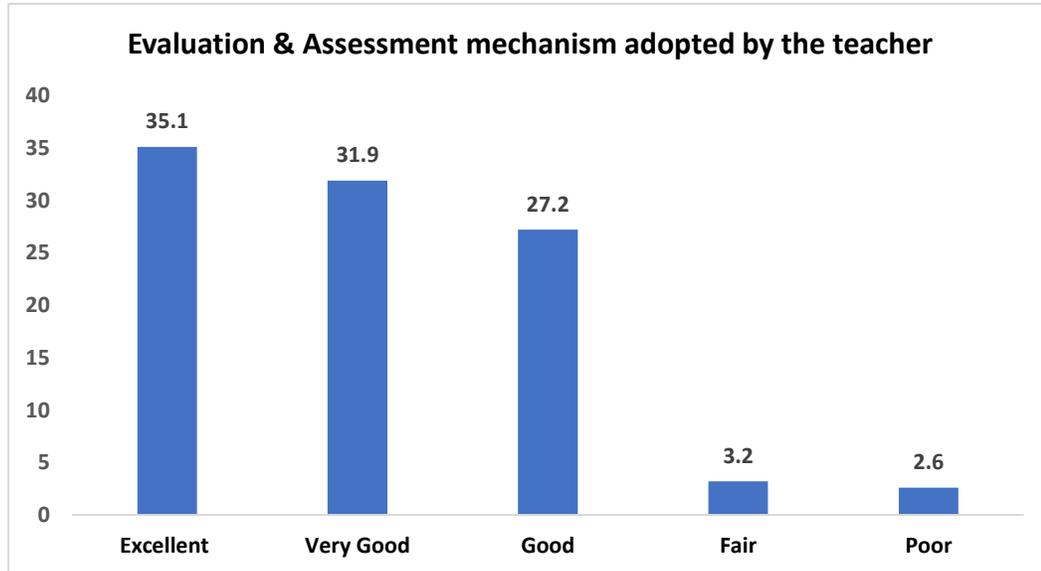
1. Regularity and Punctuality of Classes (n=751)



The responses regarding the regularity and punctuality of classes indicate a positive trend. The highest response, at 27.5%, falls under the 'Excellent' category, followed by 29.2% in the 'Very Good' category. Only a small percentage, 3%, reported 'Poor' satisfaction. This overall positive feedback is an encouraging achievement, suggesting that a significant portion of respondents is satisfied with the regularity and punctuality of classes.

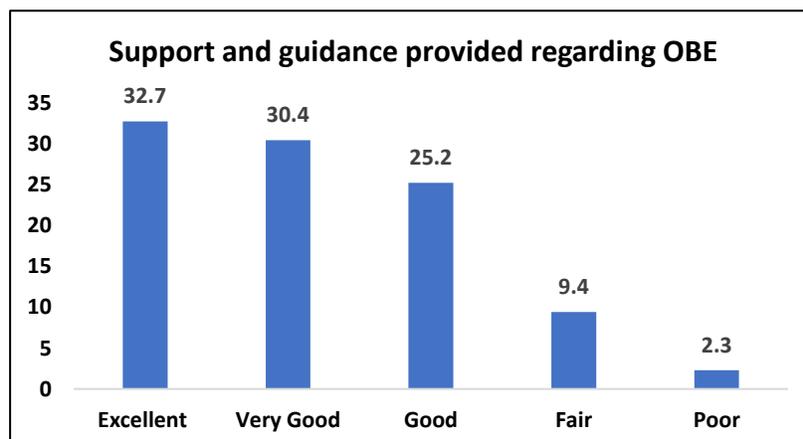


4. Evaluation and Assessment mechanism adopted by the teachers (n=751)



The feedback on the evaluation/assessment mechanism adopted by the teachers is predominantly positive. Specifically, 35.1% of respondents rated it as 'Excellent,' and an additional 31.9% reported it as 'Very Good.' A relatively low percentage, 2.6%, reported the mechanism as 'Poor.' This overall positive response suggests that a significant majority of respondents are satisfied with the evaluation and assessment methods employed by the teachers.

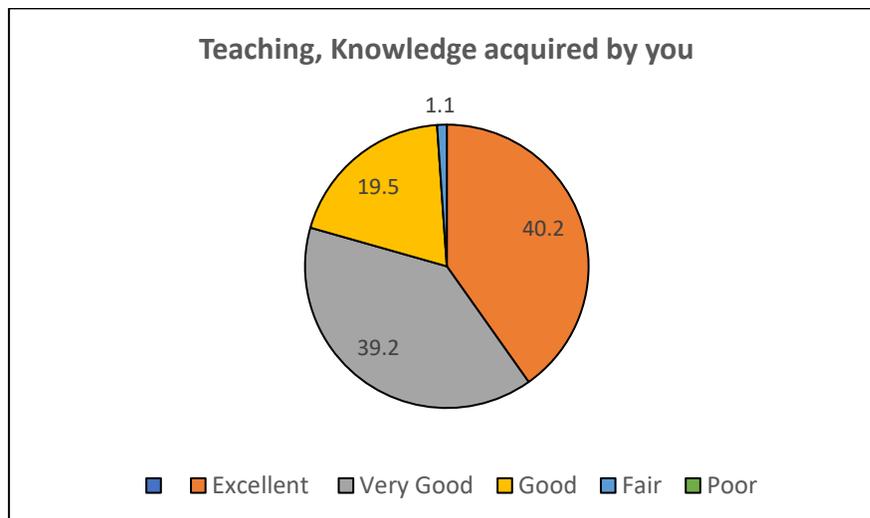
5. Support and guidance provided regarding OBE (n=751)





A big difficulty faced by the education system was the assessment mechanism to be adopted during these tough times of Covid, OBE seemed to offer another mechanism to the conventional exams, however, it also simultaneously capable of creating problems for students who were not technologically efficient. Students have majorly responded positively in regard to the support and guidance provided regarding OBE which shows the support and guidance offered to emerge out of crisis. The 'Excellent' category received maximum response with 32.7% while the 'Poor' category received minimum response with 2.3%.

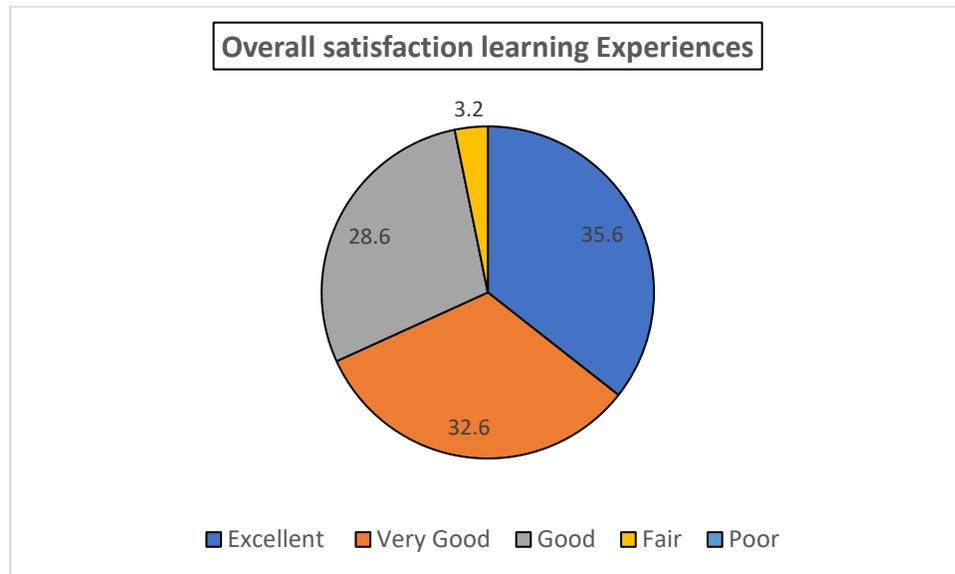
6. Based on teaching, Knowledge acquired by you (n=751)



The feedback received on the knowledge acquired is generally positive, with 40.2% of respondents reporting 'Excellent,' 39.2% reporting 'Very Good,' and only 1.1% reporting 'Poor.' This positive response from 1015 respondents is encouraging for the institution, indicating that the efforts in providing meaningful educational experiences have been effective. The majority of respondents expressing satisfaction or high satisfaction levels with the knowledge acquired is a positive reflection on the institution's educational endeavours.



7. Overall satisfaction with learning experience (n=751)

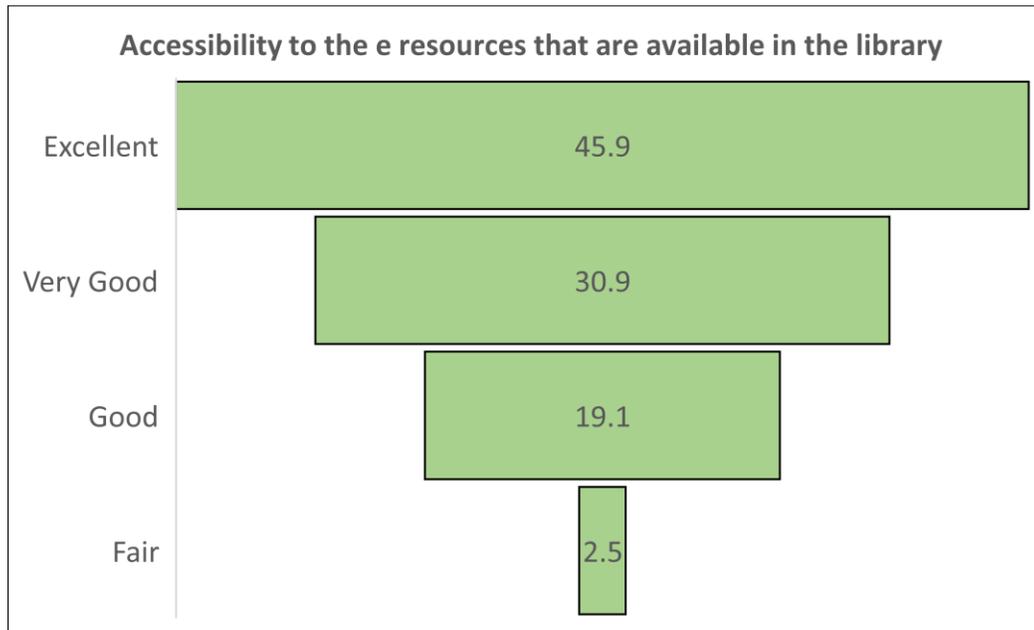


8.

Receiving a 32.6% satisfaction rating as 'Excellent' during the pandemic is commendable. While this achievement is notable, there is room for improvement in enhancing the overall quality of the learning experience. The student satisfaction survey has unveiled positive responses across various categories of academic teaching and learning, suggesting a strong foundation. To ensure continued improvement, it is advisable to maintain ongoing efforts aimed at enhancing the overall quality of education and learning experiences for students.

College Library

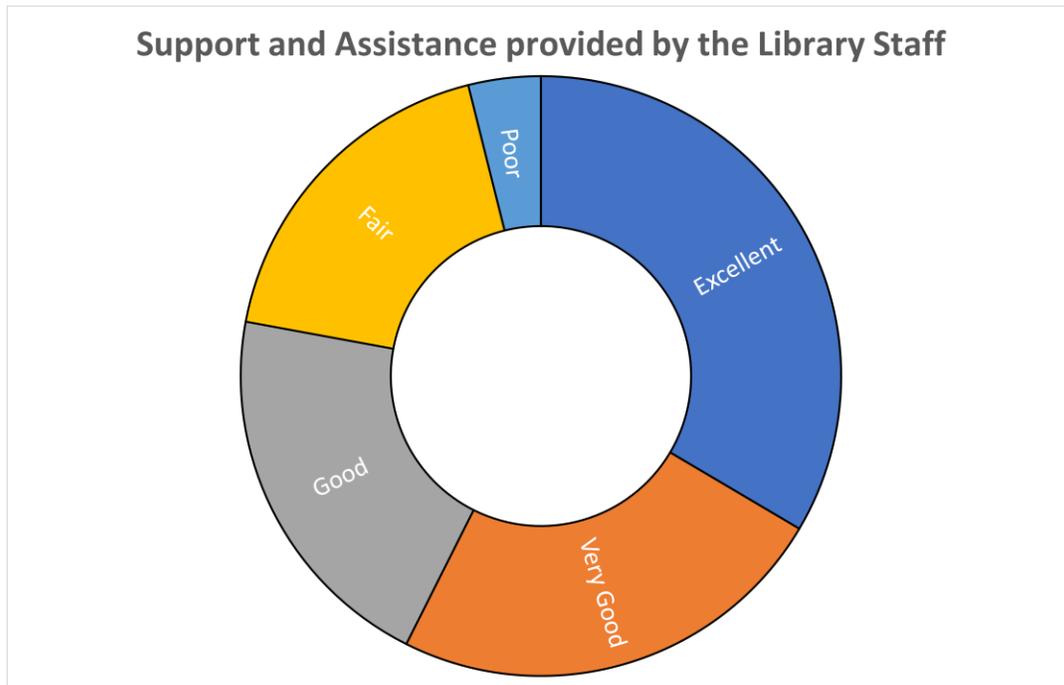
1. Accessibility to the e resources that are available in the library (n=751)



The feedback on accessibility to e-resources suggests a mixed response. While 45.9% of respondents reported excellent satisfaction and 30.9% reported very good satisfaction, there is only 2.5% who reported fair satisfaction. The identified need for increased efforts to raise awareness and improve accessibility to e-resources is crucial. This can involve initiatives such as promoting available resources, providing clear guidelines on accessing e-resources, and addressing any identified issues causing dissatisfaction. Continuous efforts to enhance awareness and accessibility will contribute to improving the overall satisfaction of users with e-resources.



2. Support and Assistance provided by the Library Staff (n=751)

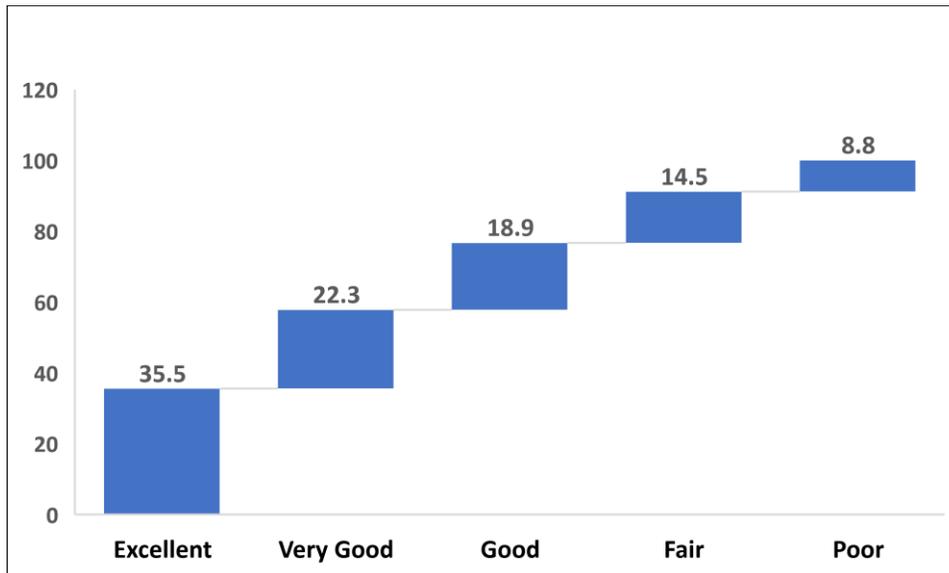


The provided feedback indicates that 33.5% of students reported satisfaction as "good," suggesting a positive response from a significant portion of the student body. However, it's worth noting that 3.9% of students reported satisfaction as "poor," indicating that there is a segment of students who may have concerns or challenges that need attention.

Addressing the issues or concerns identified by the 3.9% reporting poor satisfaction can be crucial in enhancing overall student satisfaction. This may involve seeking more detailed feedback from this group, identifying specific areas of concern, and implementing targeted improvements to address their needs. Continuous efforts to understand and respond to student feedback will contribute to an improved overall learning experience.



3. Overall Satisfaction with e-learning (n=751)

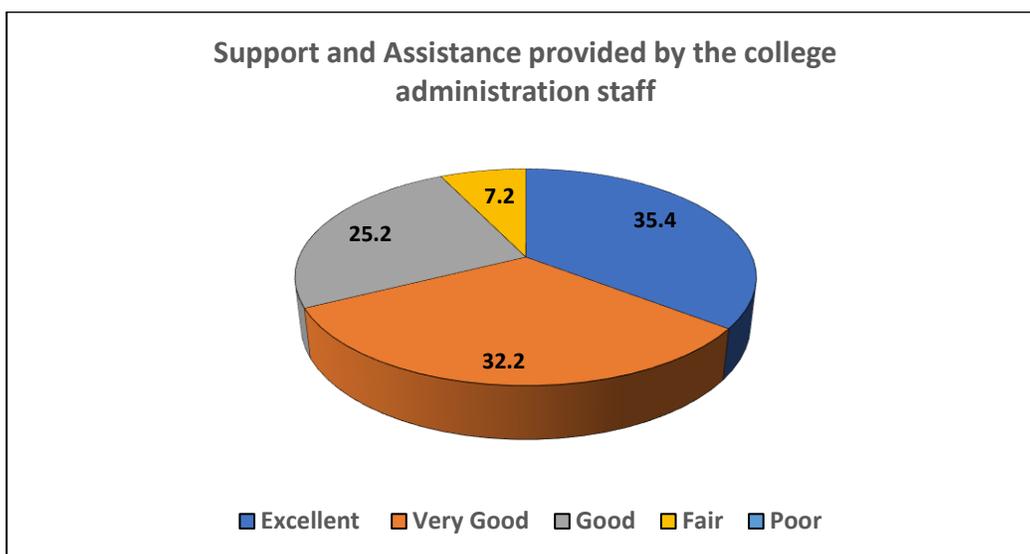


The feedback on overall satisfaction with the e-library experience indicates that 35.5% of respondents reported satisfaction as 'Excellent.' However, it's noteworthy that 8.8 % reported satisfaction as 'Poor,' suggesting there is room for improvement in this area. Identifying the specific concerns or challenges reported by the 8.8% who expressed dissatisfaction and addressing those issues can contribute to enhancing the overall e-library experience. This feedback serves as valuable input for implementing targeted improvements and ensuring a more positive experience for all users. Continuous efforts to address concerns and enhance user satisfaction will be key to improving the overall effectiveness of the e-library.



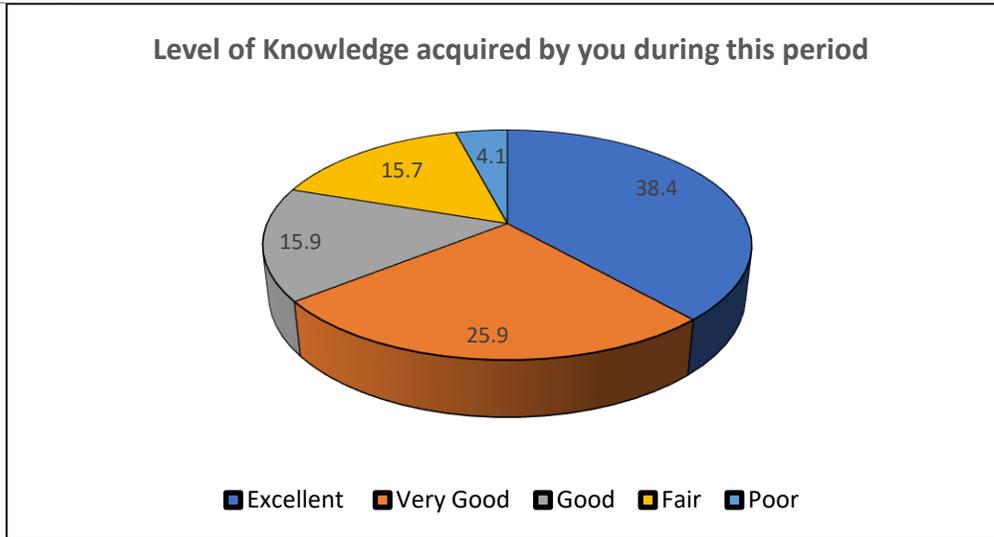
College Administration

1. Support and Assistance provided by the college administration staff (n=751)



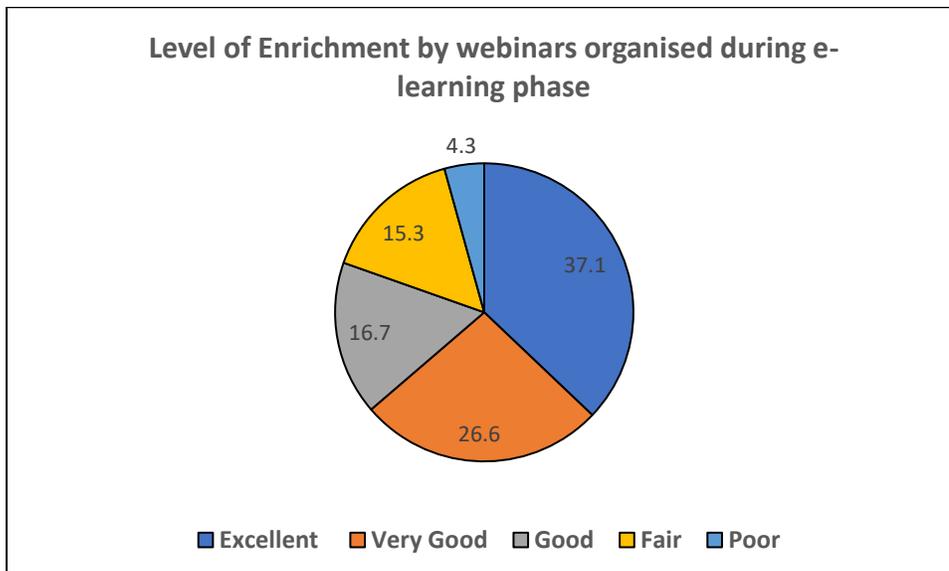
The feedback provided suggests a positive overall satisfaction with the college administration's support during pandemic times. Notably, 35.4% of the respondents reported 'Excellent' satisfaction, and a substantial 32.2% reported 'Very Good' satisfaction. While there is few expressing 'Fair' satisfaction at 7.2%, the majority of respondents indicating positive experiences highlight the continuous support offered by the college administration during challenging circumstances. This reflects well on the efforts and effectiveness of the college administration in providing support to students during the pandemic.

2. Level of knowledge acquired by you during this period (n=751)



The overall satisfaction level of students with the support and assistance provided by the college administration appears positive. With 38.4% indicating 'Excellent,' 25.9% indicating 'Very Good,' and 15.9% indicating 'Good,' the majority of responses reflect a favorable perception. Although 4.1% indicated 'Poor,' the overall distribution suggests that a significant proportion of students are satisfied with the support received from the college administration.

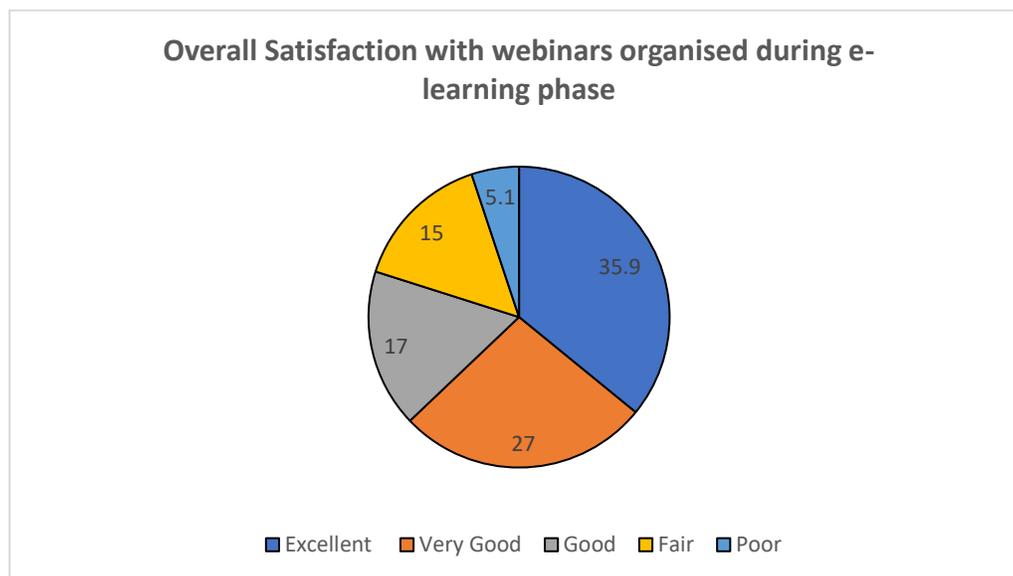
3. Level of Enrichment by webinars organised during e-learning (n=751)





The majority of 37% respondents reporting 'Excellent' and 26.6 % of 'Very Good' satisfaction with the level of enrichment by webinars organised during e- learning phase. This suggests that the alternative methods of learning implemented by the institution have been effective in providing a satisfactory learning experience for students. The feedback indicating satisfaction with the knowledge acquired reinforces the institution's approach and encourages the continuation of alternative learning methods.

9. Overall Satisfaction with webinars organised during e-learning phase (n=751)



The overall satisfaction level, with 35.9% revealing 'Excellent' satisfaction and only 5.1% indicating 'Poor,' suggests a generally positive response. The majority reporting 'Good' satisfaction reflects a favourable sentiment, indicating that a significant portion of respondents is content with the overall experience. While there is room for improvement, the overall positive response is encouraging and suggests a generally satisfactory experience for the surveyed population.



ACTION TAKEN REPORT:

The information outlines a series of proactive steps taken by the IQAC committee and the college administration in response to the student satisfaction survey conducted during the academic year 2019-2020.

1. Exploration of MOUS:

The IQAC explored the possibility of signing memorandums of understanding (MOUS) to provide students with extensive exposure, showcasing a proactive approach to enriching the educational experience.

2. Meeting with principal:

A online meeting was arranged with the Principal, Dr. Tapan Kumar Shandilya, to reflect on the survey results and gather suggestions for further improvements.

3. Detailed analysis report:

IQAC members presented a detailed analysis report during the meeting, offering insights into the survey responses and potential areas for improvement.

4. Library feedback and proposal:

The librarian participated in the meeting to discuss feedback regarding the library and its resources. The issue of students not being aware of the library's resources was addressed, and a proposal to enhance the college's "facebook" page for better engagement was suggested.

5. Curriculum and facilities improvement efforts:

In response to feedback on curriculum and facilities, the IQAC is actively working on arranging virtual talks and webinars to enhance students' skills. Renovation efforts, including the canteen, have been initiated based on student suggestions.

6. Continuous improvement commitment:

Overall, the inputs collected from the survey are being taken into consideration to improve the overall learning experience for students. The emphasis on faculty development, library engagement,

infrastructure enhancements, and virtual events indicates a comprehensive approach to meeting student needs and expectations.



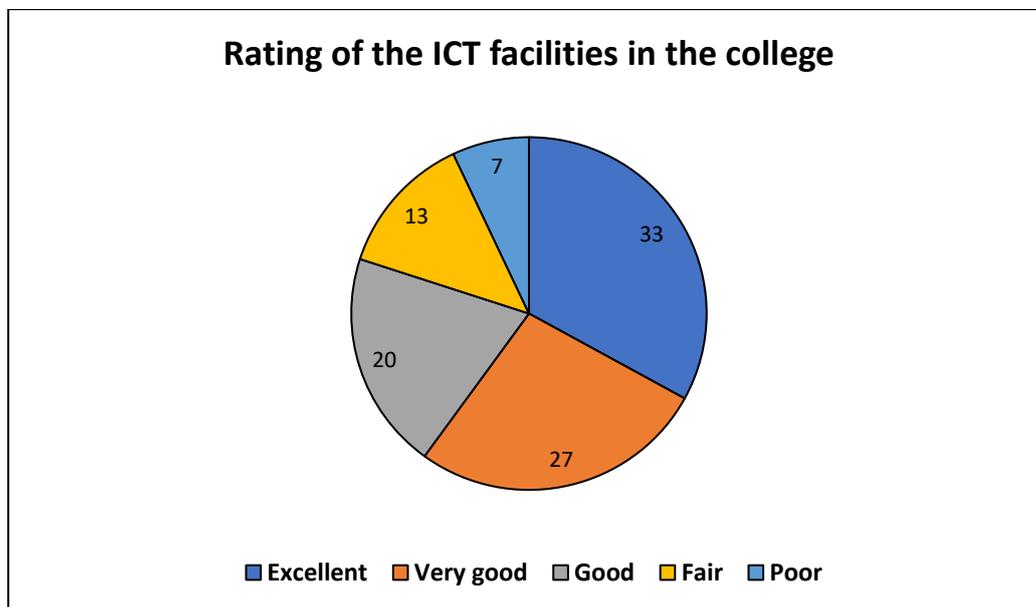
Internal Quality Assurance Cell

Analysis of the survey data collected from the teaching faculties (2022-2023)

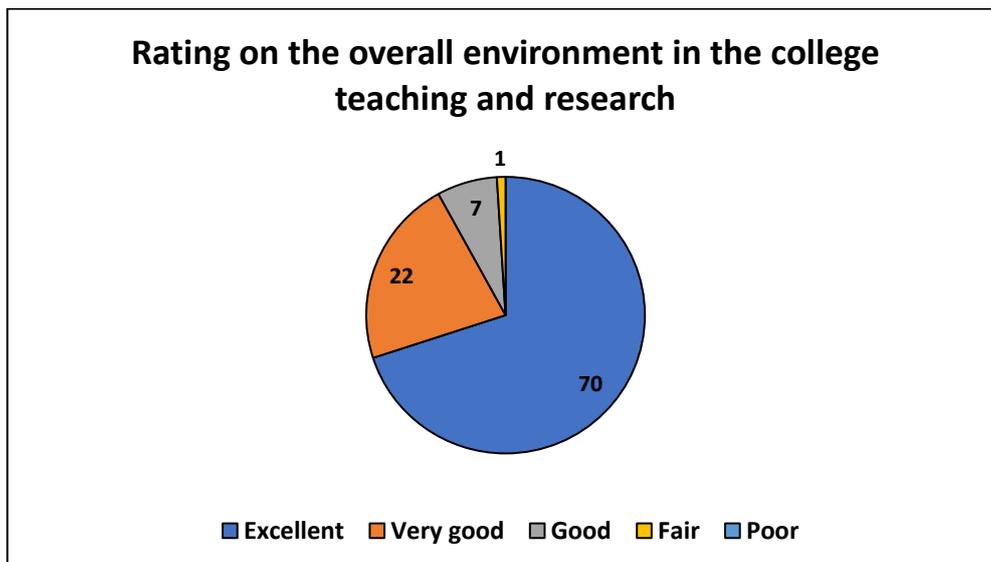
Questions have asked on various parameters from teaching faculties on various parameters.
Total 11 question were assessed. Each question is graded on five-point scale.

Total Participant of the Survey -80

Q1. What is your rating of the ICT facilities in the college?

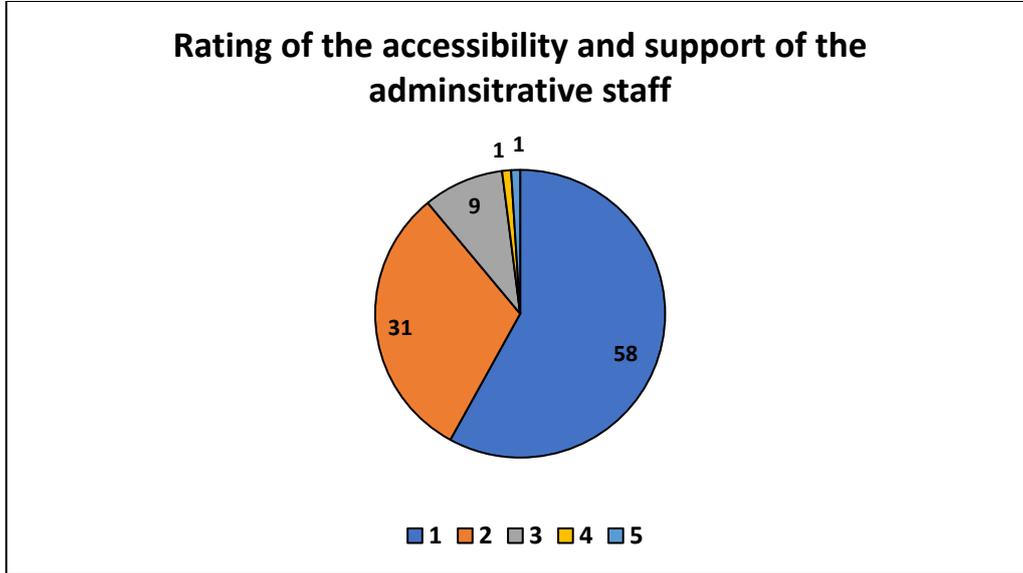


Q2. How do you rate the overall environment in the college teaching and research?

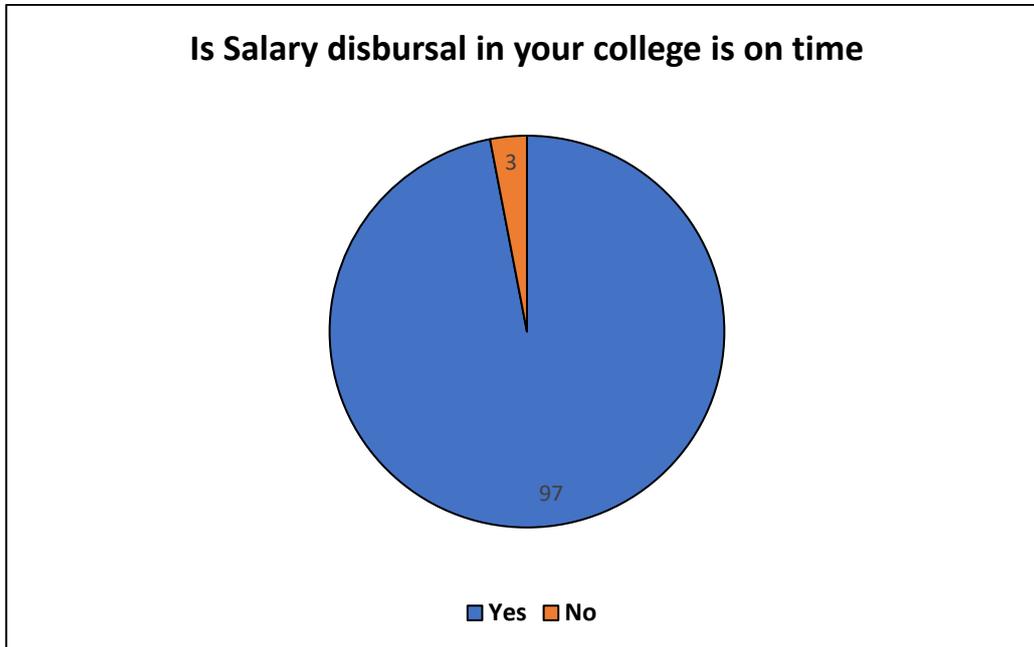




Q3. On a scale of 1 to 5, rate the accessibility and support of the administrative staff?

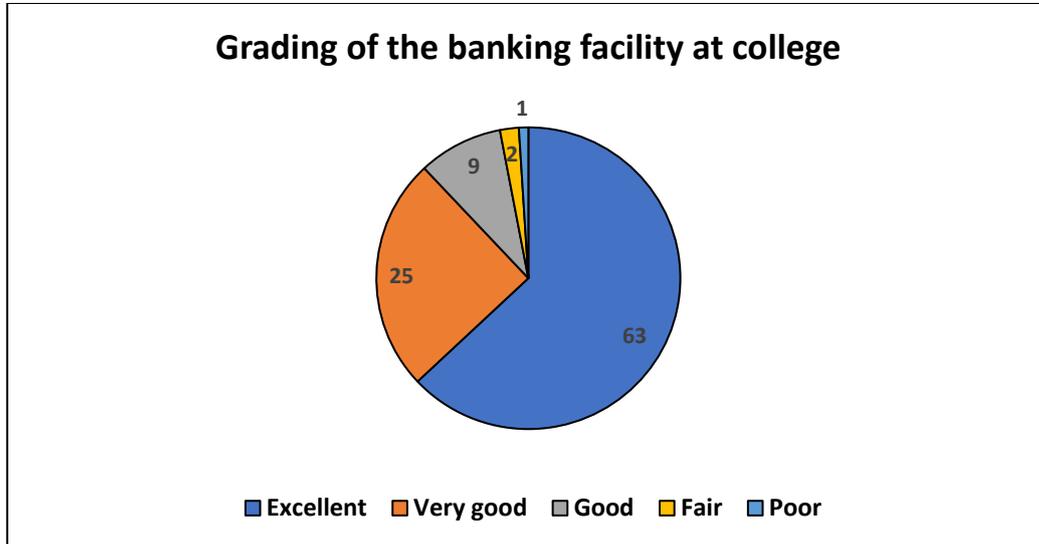


Q4. Is the salary disbursement in your college on time?

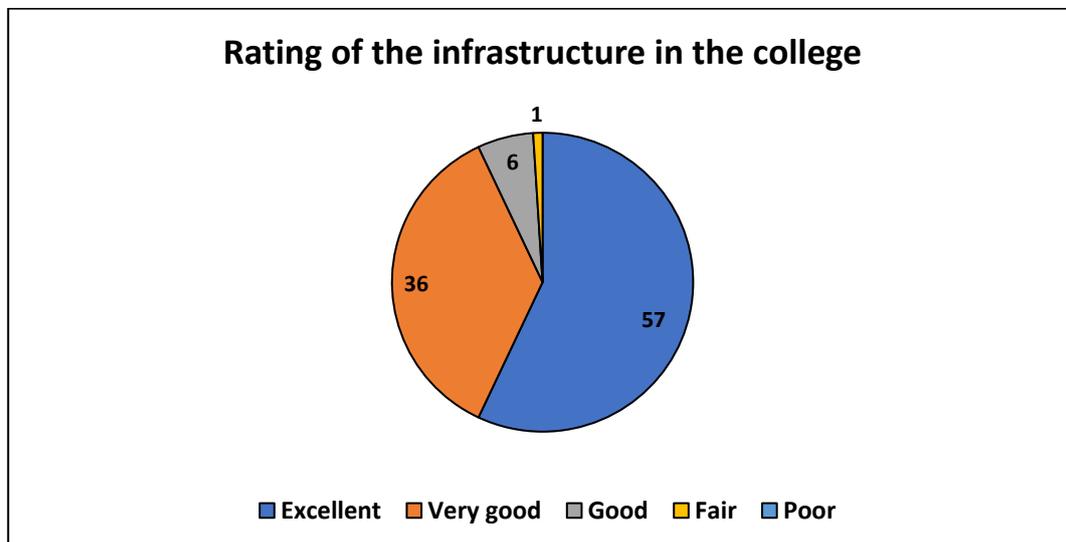




Q5. How would you grade the banking facility at college?

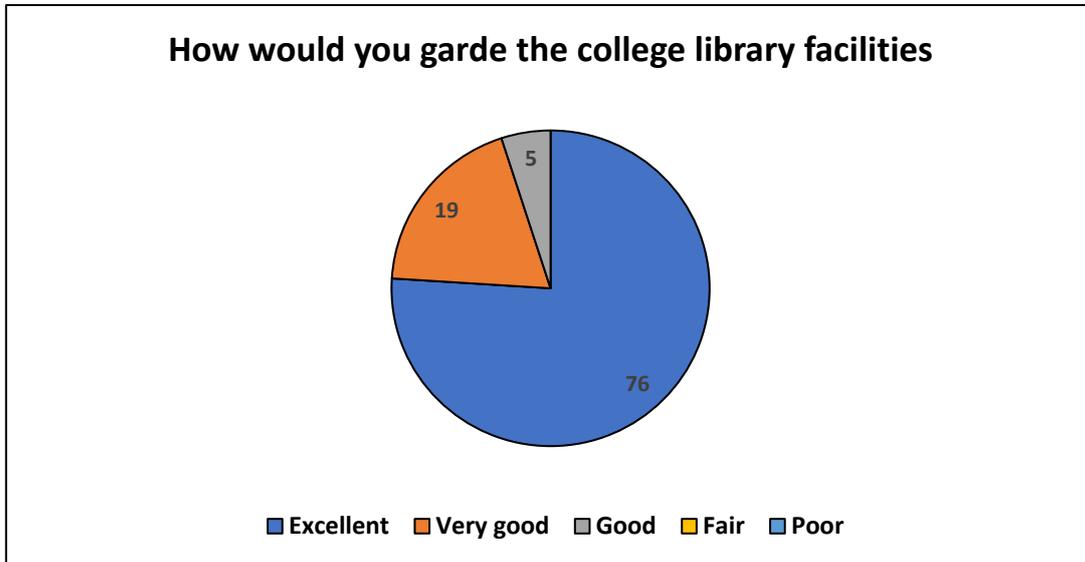


Q6. How do you rate the infrastructure in the college?

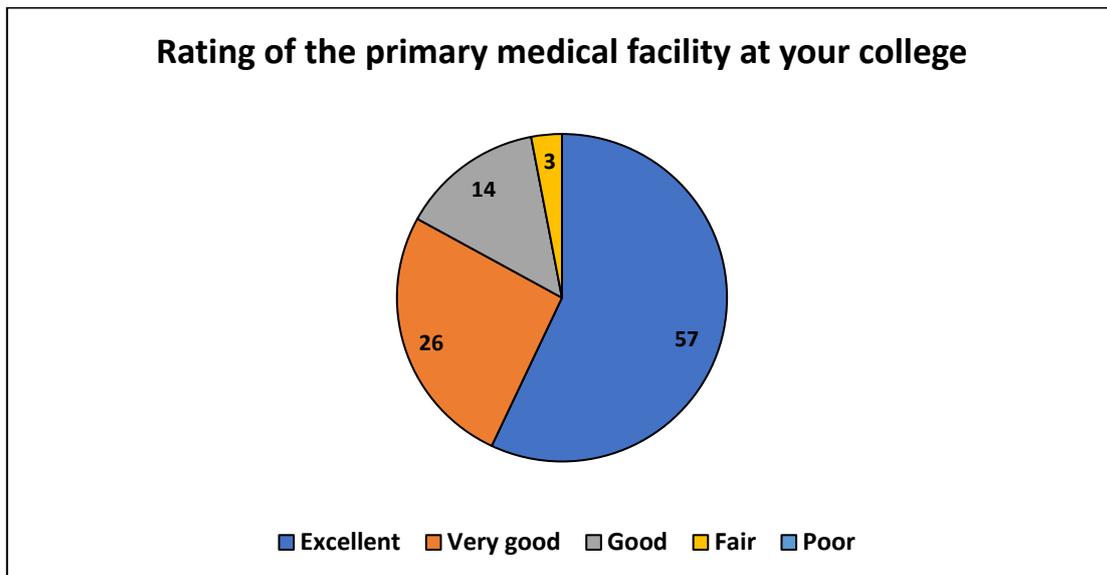




Q7. How would you grade the college library facilities?

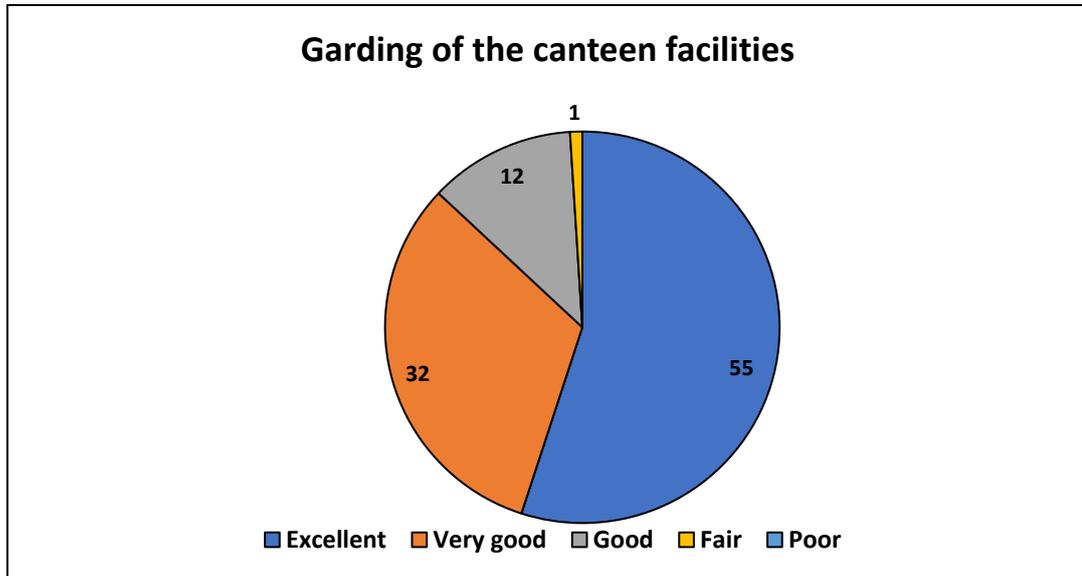


Q8. How would you rate the primary medical facility at your college?

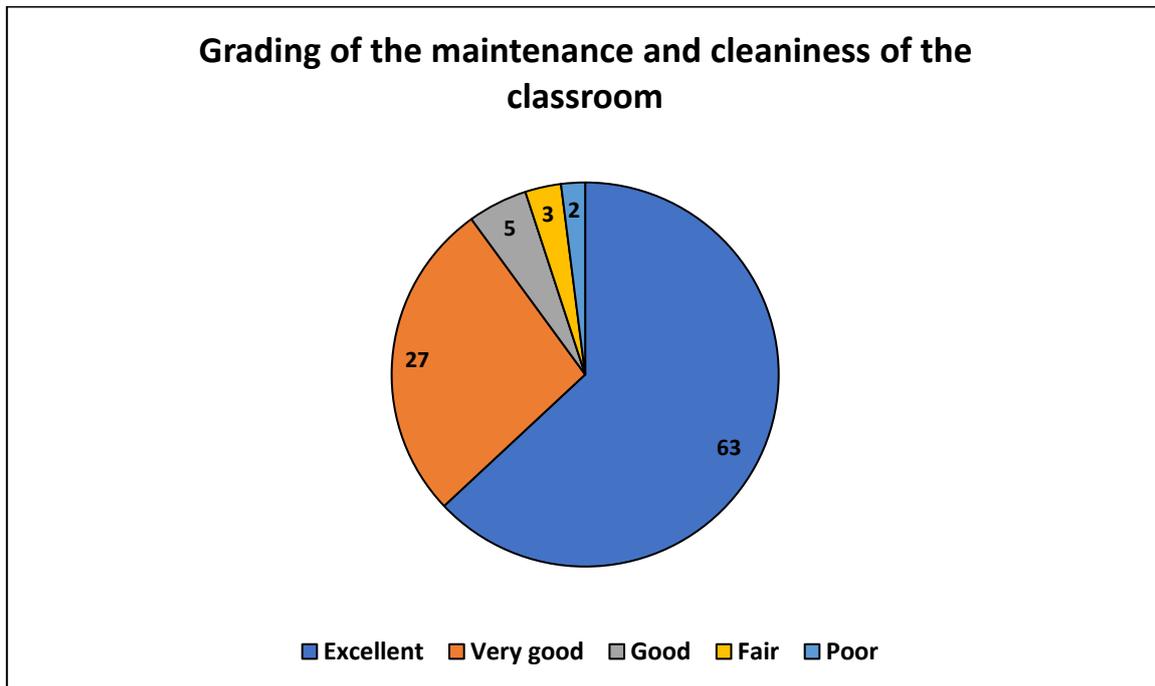




Q9. How would you grade the canteen facilities?

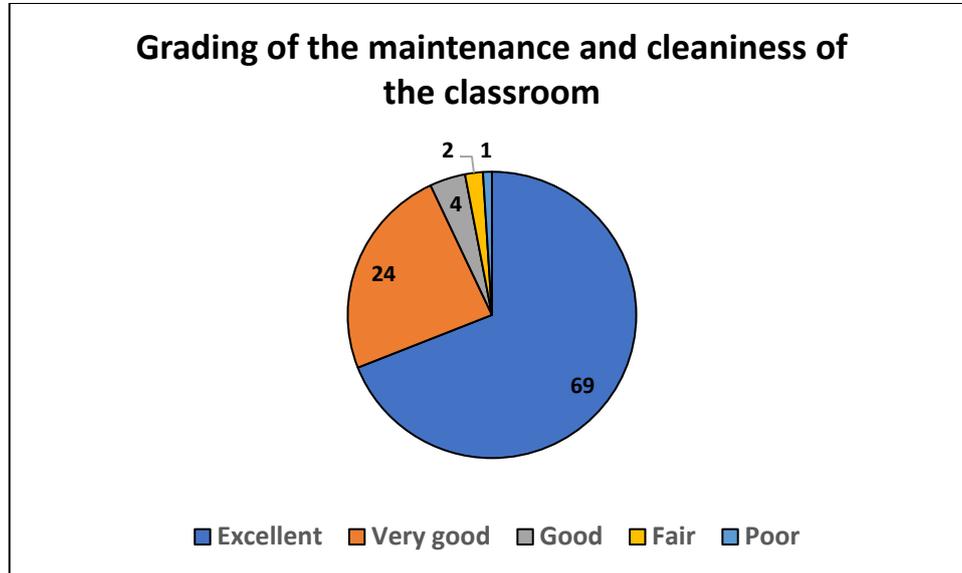


Q10. How would you grade the maintenance and cleanliness of the classrooms?





Q11. How would you grade the maintenance and cleanliness of the college premises?





Internal Quality Assurance Cell

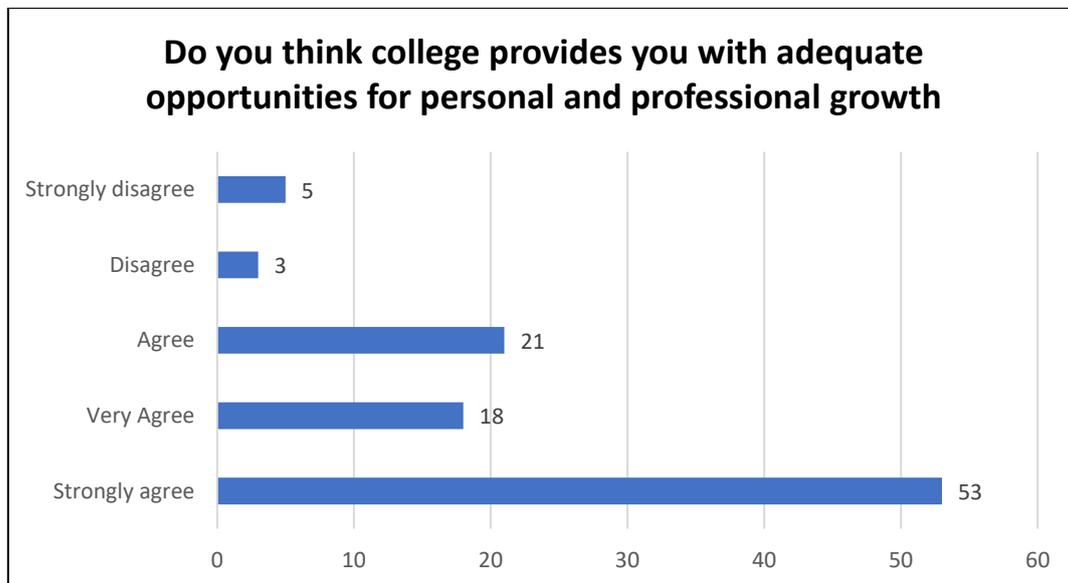
Analysis of the survey data collected from the non-teaching Staff (2022-2023)

Questions have asked on various parameters for staff members to address departmental abilities, capacity to do work, efficient organization of documents and other technical abilities.

Total 9 question were assessed. Each question is graded on five-point scale.

Total Participant of the survey: 45

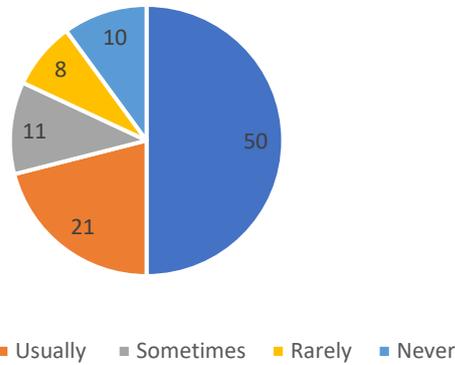
1. Do you think the college provides you with adequate opportunities for personal and professional growth?



2. Does the college organize skill enhancement workshops for the non-teaching staff?

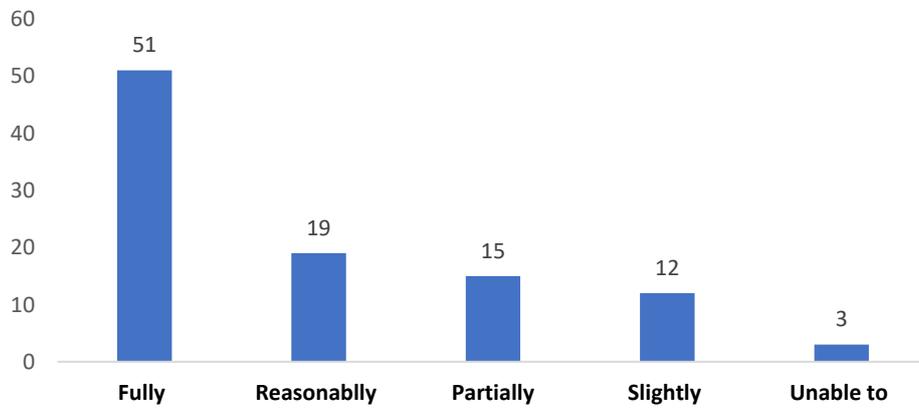


Does the college organize skill enhancement workshop for the non-teaching staff



3. Do you think the college practices a policy of transparency in its overall conduct with its non-teaching staff?

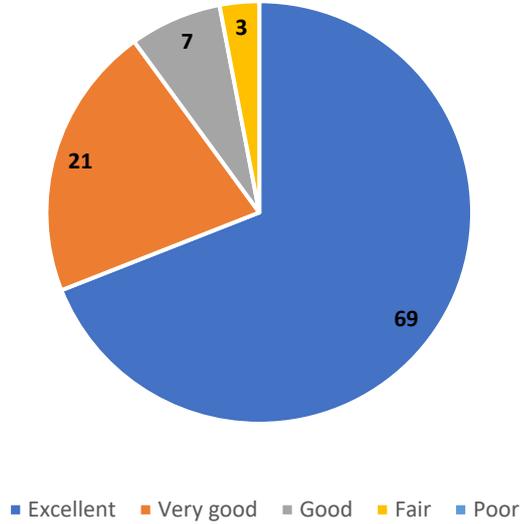
Do you think the college practices a policy of transparency in its overall conduct with its non-teaching staff



4. How do you rate the IT infrastructure in the college?

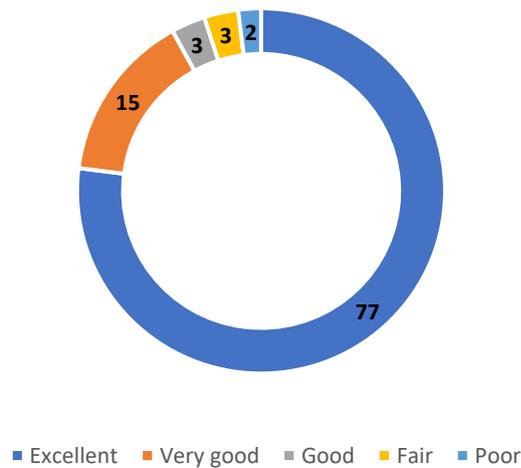


How do you rate the IT infrastructure in the college



5. How do you rate the overall environment in the college?

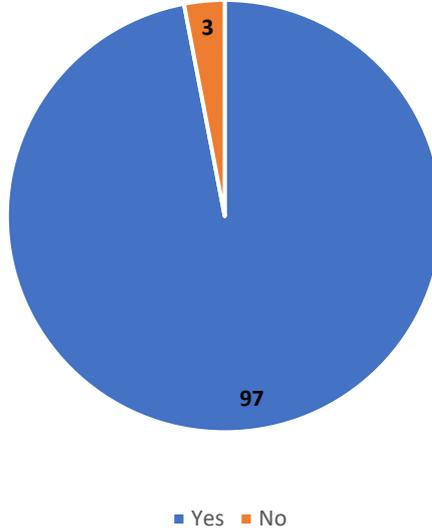
How do you rate the overall environment of the college



6. Is the salary disbursement in your college on time?

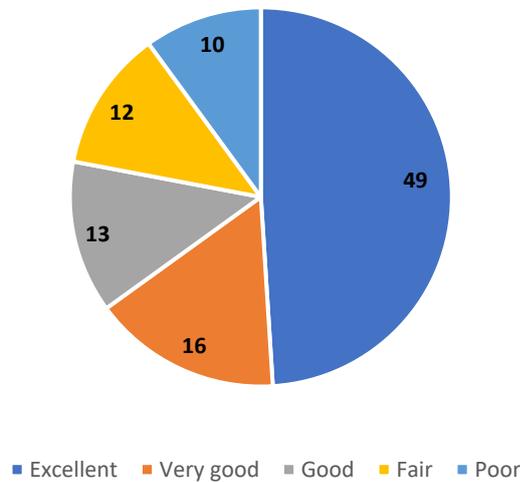


Is Salary disbursal in your college is on time



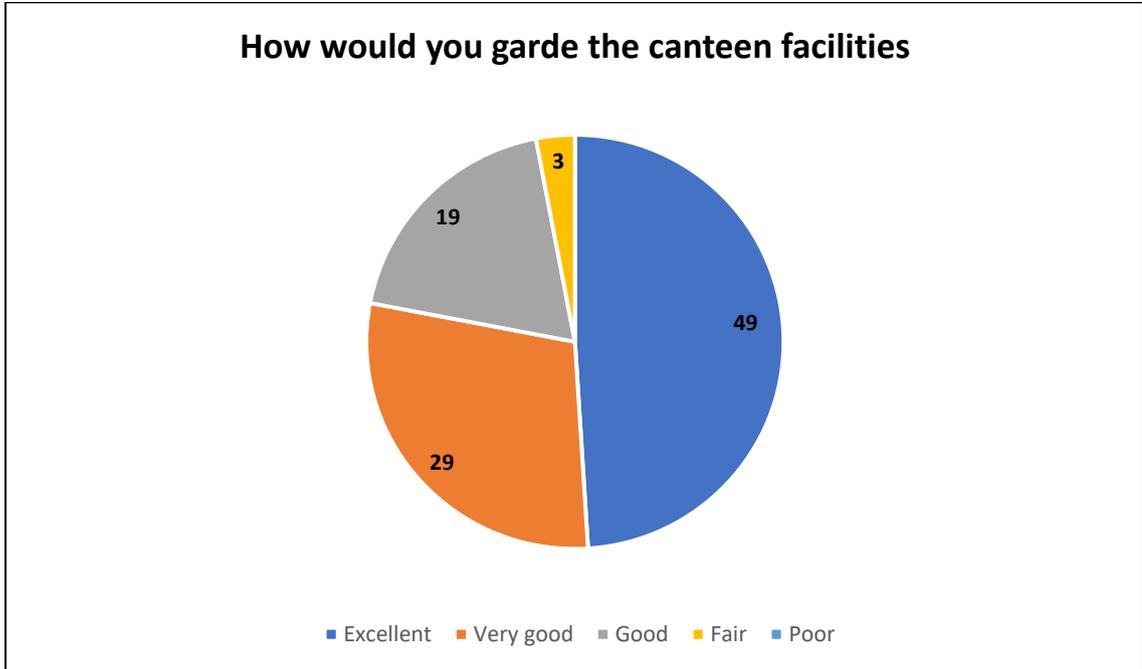
7. How would you grade the banking facility at college?

How would you grade the banking facility at college





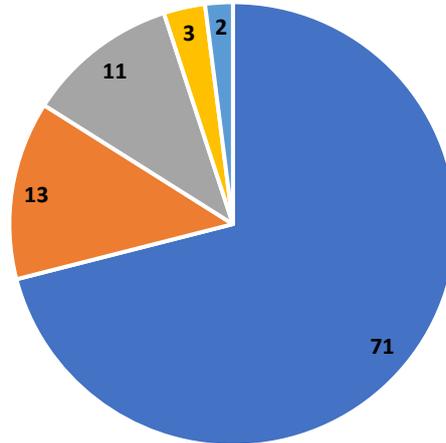
8. How would you grade the canteen facilities?



9. How do you rate the promptness with which the requests for medical reimbursement/P.F. Loan/Grievance Redressal Applications are processed?



How do you rate the promptness with which the request for medical reimbursement/P.F. Loan/Grievance Readdressal Applications are processed



■ Excellent ■ Very good ■ Good ■ Fair ■ Poor

Employer Feedback Form

Dear Employer,

Many graduates and post graduates of our college are already working in your organization. We are thankful to you for providing them employment with your prestigious Company/Organization. We shall very much appreciate and be grateful to you if you can spare some of your valuable time to fill up this feedback form. It will help us to improve the institution further and give you better employees in future.

Tick the number that best describes your level of satisfaction at each question:

1 - far from satisfied,

2 - not satisfied,

3 - satisfied,

4 - happy,

5 - very happy

How satisfied are you with the student/s work performance in each of these areas:	1	2	3	4	5
1. General communication					5
2. Developing practical solutions to work place problems					5
3. Working as part of a team					5
4. Creative in response to workplace challenges					5
5. Self-motivated and taking on appropriate level of responsibility					5
6. Their planning and organization skills					5
7. Open to new ideas and learning new techniques				4	
8. Using technology and workplace equipment					5
9. Ability to contribute to the goal of the organization					5
10. Technical knowledge/skill			3		
11. Ability to manage/leadership qualities			3		
12. Innovativeness, creativity					5

13. Relationship with seniors/peers/subordinates				4	
14. Involvement in social activities					5
15. Ability to take up extra responsibility				4	
16. Obligation to work beyond schedule if required					5

On a scale of 1 to 10 how do you rate your overall satisfaction with college students and the curriculum?

1	2	3	4	5	6	7	8	9	10
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My Rating: 9

How could our programs be improved?

Including more of Vocational and counsel on the importance of Jobs.

What specific comments do you have regarding the curriculum?

Vocational skills, Beyond subject knowledge, addition to the traditional curriculum with 21st century skills and topics.

Any other comment(s):

Would you like to recruit more students of College of Commerce, Arts & Science, Patna.?

Yes

Would you refer us to other organization(s)?

Yes

Name: Rahul Jha

Designation: Lead HR - CSR

Name of the Organisation: TATA Consultancy Services

Contact: 7977366301

Email: Rahul.navin@tcs.com

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2 - not satisfied,

3 - satisfied,

4 - happy,

5 - very happy

How satisfied are you with the student/s work performance in each of these areas:	1	2	3	4	5
1. General communication				★	
2. Developing practical solutions to work place problems				★	
3. Working as part of a team				★	
4. Creative in response to workplace challenges				★	
5. Self-motivated and taking on appropriate level of responsibility				★	
6. Their planning and organization skills				★	
7. Open to new ideas and learning new techniques				★	
8. Using technology and workplace equipment				★	
9. Ability to contribute to the goal of the organization				★	
10. Technical knowledge/skill			★		
11. Ability to manage/leadership qualities				★	
12. Innovativeness, creativity			★		

13. Relationship with seniors/peers/subordinates				★	
14. Involvement in social activities				★	
15. Ability to take up extra responsibility				★	
16. Obligation to work beyond schedule if required			★		

On a scale of 1 to 10 how do you rate your overall satisfaction with college students and the curriculum?

1	2	3	4	5	6	7	8	9	10
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How could our programs be improved?

Curriculum including Interpersonal Development programs\ need to be encouraged with regards to opportunities\alumni connect.

What specific comments do you have regarding the curriculum? - not specific.

Any other comment(s):

Would you like to recruit more students of College of Commerce, Arts & Science, Patna.?

Yes No

Would you refer us to other organization(s)?

Yes No

Name: Shubham Singh

Designation: HR

Name of the Organisation: IPRU

Contact: 9661238687

Email: Shubham.singh@icicprulife.com

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- 1 - far from satisfied,
- 2 - not satisfied,
- 3 - satisfied,
- 4 - happy,
- 5 - very happy

How satisfied are you with the student/s work performance in each of these areas:	1	2	3	4	5
1. General communication			✓		
2. Developing practical solutions to work place problems				✓	
3. Working as part of a team				✓	
4. Creative in response to workplace challenges					
5. Self-motivated and taking on appropriate level of responsibility				✓	
6. Their planning and organization skills					✓
7. Open to new ideas and learning new techniques					✓
8. Using technology and workplace equipment				✓	
9. Ability to contribute to the goal of the organization					
10. Technical knowledge/skill				✓	

11. Ability to manage/leadership qualities										<input checked="" type="checkbox"/>
12. Innovativeness, creativity										<input checked="" type="checkbox"/>
13. Relationship with seniors/peers/subordinates										<input checked="" type="checkbox"/>
14. Involvement in social activities										<input checked="" type="checkbox"/>
15. Ability to take up extra responsibility										<input checked="" type="checkbox"/>
16. Obligation to work beyond schedule if required										<input checked="" type="checkbox"/>

On a scale of 1 to 10 how do you rate your overall satisfaction with college students and the curriculum?

1	2	3	4 <input checked="" type="checkbox"/>	5	6	7	8	9	10
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How could our programs be improved?

What specific comments do you have regarding the curriculum?

Any other comment(s): Would you like to recruit more students of College of Commerce, Arts & Science, Patna.?

Yes No

Would you refer us to other organization(s)?

Yes No

Name:

Md. Danish

Designation:

State HR

Name of the Organisation:

Sratendra Microfin Pvt Ltd.

Contact:

7304549211

Email:

md.danish@sratendra.adityabirla.com

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Tick the number that best describes your level of satisfaction at each question:

1 - far from satisfied,

2 - not satisfied,

3 - satisfied,

4 - happy,

5 - very happy

How satisfied are you with the student/s work performance in each of these areas:	1	2	3	4	5
1. General communication				4	
2. Developing practical solutions to work place problems				4	
3. Working as part of a team				4	
4. Creative in response to workplace challenges				4	
5. Self-motivated and taking on appropriate level of responsibility					5
6. Their planning and organization skills				4	
7. Open to new ideas and learning new techniques				4	
8. Using technology and workplace equipment				4	
9. Ability to contribute to the goal of the organization				4	
10. Technical knowledge/skill				4	

11. Ability to manage/leadership qualities				4	
12. Innovativeness, creativity				4	
13. Relationship with seniors/peers/subordinates				4	
14. Involvement in social activities				4	
15. Ability to take up extra responsibility				4	
16. Obligation to work beyond schedule if required				4	

On a scale of 1 to 10 how do you rate your overall satisfaction with college students and the curriculum?

1	2	3	4	5	6	7	8	9	10
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How could our programs be improved?

What specific comments do you have regarding the curriculum?

Any other comment(s): Would you like to recruit more students of College of Commerce, Arts & Science, Patna.?

Yes No

Would you refer us to other organization(s)?

Yes No

Name: Anurag

Designation: Campus Recruiter

Name of the Organisation: Wipro

Contact: 7873014180

Email: anurag.kirti@wipro.com

ALUMNI FEEDBACK FORM

College of Commerce, Arts & Science, Patna Internal Quality Assurance Cell (IQAC)

Dear old student of our college

Greetings to you.

We are glad that you have spent your valuable years in pursuing your higher education in this College. It is one of the oldest and highly rated College in Bihar. We shall be thankful if you can spare some of your valuable time to fill up this alumni feedback form and give us your valuable suggestions for further improvement of this institution. Your inputs will be of great use to improve the quality of our academic programs and enhance the credibility at national level. This feedback will certainly be helpful for various purposes including decision-making for improvement.

I. Please Tick the appropriate box of your response.

Sl.no	Attributes	Excellent	Very Good	Good	Average	Poor
1.	Admission Procedure	YES				
2.	Alumni Association/Network of old Friends	YES				
3.	Canteen Facilities	YES				
4.	College ambience	YES				
5.	Environment	YES				
6.	Faculty	YES				
7.	Fee structure	YES				
8.	Hostel Facilities					
9.	How do you rate the courses which are skills oriented	YES				
10.	How do you rate the courses that you have studied for Masters					
11.	How do you rate the learning experience in terms of teaching and learning	YES				
12.	Infrastructure & Lab facilities	YES				
13.	Content learnt in relation to your current job.	YES				
14.	Library resources	YES				
15.	Course of study and its relevance to the real-life application	YES				
16.	Overall Rating of the College	YES				
17.	Overall rating of academic programs	YES				
18.	Project Guidance	YES				
19.	Quality of support material	YES				
20.	Industry visits	YES				
21.	Training & Placement	YES				
22.	Overall capability of students passing out of this college	YES				

II. FEEDBACK ABOUT COLLEGE

1. Do you feel proud to be associated with our college as an Alumni? **YES**

Yes / No

2. How do you rate development activities organized by the Department/College/Institute for your overall development? **Well Organized (Very Much)**

Very Little / Some Extent /Quite A Bit / Very Much

3. Are you willing to participate in the alumni activities for the development of the college? **YES**
Yes / No

4. Were your grievances properly handled at the Department/College?

(a) As a student **Very Little**

Very Little / Some Extent /Quite a Bit / Very Much

(b) As an alumni **Very Little**

Very Little / Some Extent /Quite a Bit / Very Much

5. Rate the adequacy of following as they were during your tenure as a student at our campus:

(a) Laboratories & Equipment:

Adequate / Not adequate / Needs Improvement

(b) Library/Seminar/Reading Room:

Adequate / Not adequate / Needs Improvement

(c) Computer Facilities:

Adequate / Not adequate / Needs Improvement

(d) Internet & Wi-Fi:

Adequate / Not adequate / Needs Improvement

(e) Sports and Cultural facilities:

Adequate / Not adequate / Needs Improvement

(f) Classrooms:

Adequate / Not adequate / Needs Improvement

III FEEDBACK ABOUT DEPARTMENT & FACULTY (Point No. 6 to 8)

6.	Have you obtained sufficient know-how (both in theory and practice) at department? Yes / No
7.	Is the education imparted was useful and relevant in your present job? Yes / No
8.	Were the administrators & teachers cooperative? Yes / No

9. Rate the following academic initiatives taken by the college to improve know-how of the students.

(a) Industry Oriented Projects: **Very Little / Some Extent /Quite a Bit / Very Much**

(b) Seminars & Workshop: **Very Little / Some Extent /Quite a Bit / Very Much**

(c) Guest Lectures: **Very Little / Some Extent /Quite a Bit / Very Much**

(d) Special Training Classes for bridging Industry/Academic gap:

Very Little / Some Extent /Quite a Bit / Very Much

IV. Please comment on the following (Point No. 10 to 15)

10. Relevance of curriculum in your Job: **Not Related.**

11. Need any change in curriculum and syllabi: **It has already been changed**

12. Improvements in teaching and learning Process: **Is very good.**

13. Your vision for the College : **It is doing very well and has a great future.**

14. Your contribution to the College

15. Any other suggestions/comments:

Name	Vineet Sharan
Year of passing	1989
PG Degree studied	BSc Phy(Hons)
E-Mail ID & Mobile No.	9586379463
Current Position	Sr. Divisional Manager. LIC Of India.
Company Name	

Please email the completed form to santoshkumar.coc@gmail.com , IQAC Coordinator.

College of Commerce, Arts & Science, Patna
Internal Quality Assurance Cell (IQAC)

Dear old student of our college

Greetings to you.

We are glad that you have spent your valuable years in pursuing your higher education in this College. It is one of the oldest and highly rated College in Bihar. We shall be thankful if you can spare some of your valuable time to fill up this alumni feedback form and give us your valuable suggestions for further improvement of this institution. Your inputs will be of great use to improve the quality of our academic programs and enhance the credibility at national level. This feedback will certainly be helpful for various purposes including decision-making for improvement.

I. Please Tick the appropriate box of your response.

Sl.no	Attributes	Excellent	Very Good	Good	Average	Poor
1.	Admission Procedure		✓			
2.	Alumni Association/Network of old Friends	✓				
3.	Canteen Facilities			✓		
4.	College ambience	✓				
5.	Environment		✓			
6.	Faculty	✓				
7.	Fee structure		✓			
8.	Hostel Facilities					✓
9.	How do you rate the courses which are skills oriented	✓				
10.	How do you rate the courses that you have studied for Masters	✓				
11.	How do you rate the learning experience in terms of teaching and learning	✓				
12.	Infrastructure & Lab facilities		✓			
13.	Content learnt in relation to your current job.		✓			
14.	Library resources			✓		
15.	Course of study and its relevance to the real-life application		✓			
16.	Overall Rating of the College		✓			
17.	Overall rating of academic programs	✓				
18.	Project Guidance		✓			
19.	Quality of support material		✓			
20.	Industry visits			✓		
21.	Training & Placement				✓	
22.	Overall capability of students passing out of this college		✓			

II. FEEDBACK ABOUT COLLEGE

1. Do you feel proud to be associated with our college as an Alumni?

Yes

2. How do you rate development activities organized by the Department/College/Institute for your overall development?

Very Little / Some Extent /Quite A Bit / Very Much

3. Are you willing to participate in the alumni activities for the development of the college?

Yes / No

4. Were your grievances properly handled at the Department/College?

(a) As a student

Very Little / Some Extent /Quite a Bit / Very Much

(b) As an alumni

Very Little / Some Extent /Quite a Bit / Very Much

5. Rate the adequacy of following as they were during your tenure as a student at our campus:

(a) Laboratories & Equipment: **Adequate / Not adequate / Needs Improvement**

(b) Library/Seminar/Reading Room: **Adequate / Not adequate / Needs Improvement**

(c) Computer Facilities: **Adequate / Not adequate / Needs Improvement**

(d) Internet & Wi-Fi: **Adequate / Not adequate / Needs Improvement**

(e) Sports and Cultural facilities: **Adequate / Not adequate / Needs Improvement**

(f) Classrooms: **Adequate / Not adequate / Needs Improvement**

III FEEDBACK ABOUT DEPARTMENT & FACULTY (Point No. 6 to 8)

6.	Have you obtained sufficient know-how (both in theory and practice) at department?	
	<u>Yes / No</u>	
7.	Is the education imparted was useful and relevant in your present job?	<u>Yes / No</u>
8.	Were the administrators & teachers cooperative?	<u>Yes / No</u>

9. Rate the following academic initiatives taken by the college to improve know-how of the students.

(a) Industry Oriented Projects: **Very Little / Some Extent /Quite a Bit / Very Much**

(b) Seminars & Workshop: **Very Little / Some Extent /Quite a Bit / Very Much**

(c) Guest Lectures: **Very Little / Some Extent /Quite a Bit / Very Much**

(d) Special Training Classes for bridging Industry/Academic gap:

Very Little / Some Extent /Quite a Bit / Very Much

IV. Please comment on the following (Point No. 10 to 15)

10. Relevance of curriculum in your Job: very Useful

11. Need any change in curriculum and syllabi: NA

12. Improvements in teaching and learning Process: Blended Learning

13. Your vision for the College ; To be Centre of Excellence

14. Your contribution to the College. Very Little yet

15. Any other suggestions/comments:

Name	Dr . Dinesh Ballabh
Year of passing	1998
PG Degree studied	M.A. (Psychology) 1994-96
E-Mail ID & Mobile No.	Dr.dineshballabh@gmail.com 9431812111
Current Position	Assistant Professor , Department of Psychology
Company Name	Ram Jaipal College , Jai Prakash University , Chapra

Please email the completed form to santoshkumar.coc@gmail.com , IQAC Coordinator.

ALUMNI FEEDBACK FORM

College of Commerce, Arts & Science, Patna Internal Quality Assurance Cell (IQAC)

Dear old student of our college

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We are glad that you have spent your valuable years in pursuing your higher education in this College. It is one of the oldest and highly rated College in Bihar. We shall be thankful if you can spare some of your valuable time to fill up this alumni feedback form and give us your valuable suggestions for further improvement of this institution. Your inputs will be of great use to improve the quality of our academic programs and enhance the credibility at national level. This feedback will certainly be helpful for various purposes including decision-making for improvement.

I. Please Tick the appropriate box of your response.

Sl.no	Attributes	Excellent	Very Good	Good	Average	Poor
1.	Admission Procedure	<input checked="" type="checkbox"/>				
2.	Alumni Association/Network of old Friends			<input checked="" type="checkbox"/>		
3.	Canteen Facilities			<input checked="" type="checkbox"/>		
4.	College ambience	<input checked="" type="checkbox"/>				
5.	Environment	<input checked="" type="checkbox"/>				
6.	Faculty	<input checked="" type="checkbox"/>				
7.	Fee structure	<input checked="" type="checkbox"/>				
8.	Hostel Facilities					
9.	How do you rate the courses which are skills oriented	<input checked="" type="checkbox"/>				
10.	How do you rate the courses that you have studied for Masters	<input checked="" type="checkbox"/>				
11.	How do you rate the learning experience in terms of teaching and learning	<input checked="" type="checkbox"/>				
12.	Infrastructure & Lab facilities	<input checked="" type="checkbox"/>				
13.	Content learnt in relation to your current job.	<input checked="" type="checkbox"/>				
14.	Library resources	<input checked="" type="checkbox"/>				
15.	Course of study and its relevance to the real-life application	<input checked="" type="checkbox"/>				
16.	Overall Rating of the College	<input checked="" type="checkbox"/>				
17.	Overall rating of academic programs	<input checked="" type="checkbox"/>				
18.	Project Guidance	<input checked="" type="checkbox"/>				
19.	Quality of support material	<input checked="" type="checkbox"/>				
20.	Industry visits		<input checked="" type="checkbox"/>			
21.	Training & Placement	<input checked="" type="checkbox"/>				
22.	Overall capability of students passing out of this college	<input checked="" type="checkbox"/>				

II. FEEDBACK ABOUT COLLEGE

1. Do you feel proud to be associated with our college as an Alumni?

Yes

2. How do you rate development activities organized by the Department/College/Institute for your overall development?

Very Much

3. Are you willing to participate in the alumni activities for the development of the college?

Yes

4. Were your grievances properly handled at the Department/College?

(a) As a student

Very Much

(b) As an alumni

Very Much

5. Rate the adequacy of following as they were during your tenure as a student at our campus:

(a) Laboratories & Equipment: **Adequate**

(b) Library/Seminar/Reading Room: **Adequate**

(c) Computer Facilities: **Adequate**

(d) Internet & Wi-Fi: **Adequate**

(e) Sports and Cultural facilities: **Adequate**

(f) Classrooms: **Adequate**

III FEEDBACK ABOUT DEPARTMENT & FACULTY (Point No. 6 to 8)

6.	Have you obtained sufficient know-how (both in theory and practice) at department? Yes	
7.	Is the education imparted was useful and relevant in your present job?	Yes
8.	Were the administrators & teachers cooperative?	Yes

9. Rate the following academic initiatives taken by the college to improve know-how of the students.

(a) Industry Oriented Projects: **Very Much**

(b) Seminars & Workshop: **Very Much**

(c) Guest Lectures: **Very Much**

(d) Special Training Classes for bridging Industry/Academic gap: **Very Much**

IV. Please comment on the following (Point No. 10 to 15)

10. Relevance of curriculum in your Job: **Adequate**

11. Need any change in curriculum and syllabi: **Yes**

12. Improvements in teaching and learning Process: **Yes**

13. Your vision for the College The college may consider to extend further job-oriented education and with special emphasis on promoting sports activities

14. Your contribution to the College: Always ready to extend services whenever required

15. Any other suggestions/comments:

Name	Divya Jyoti
Year of passing	1991
PG Degree studied	Economics
E-Mail ID & Mobile No.	divyajyoti70@gmail.com Mobile No- 8789260604
Current Position	
Company Name	Assistant Provident Fund Commissioner Employees' Provident Fund Organization Ministry of labour and Employment, Govt. of India

Please email the completed form to santoshkumar.coc@gmail.com , IQAC Coordinator.



Action Taken Report on Feedback

Academic Year 2022-23

The IQAC of College of Commerce, Arts & Science, Patna, acknowledges the valuable suggestions received regarding enhancements to improve the student learning experience and overall institutional development. This report outlines the concrete actions taken and planned in response to each point:

1. Enhancing Field Study and Excursions:

- Action: Established dedicated funds for field study and excursion activities in each department.
- Future Plans: Collaborate with relevant organizations and field institutions to create regular student exchange programs and research opportunities.

2. Integrating ICT Tools:

- Action: Developed an Institutional ICT Policy to guide the effective utilization of technology in academics.
- Future Plans: Conduct faculty training workshops on the use of digital learning platforms, virtual reality tools, and educational apps. Upgrade Wi-Fi infrastructure to ensure robust connectivity across campus.

3. Creating an Air-Conditioned Library:

- Action: Submitted a proposal for library expansion and air-conditioning to the Government of Bihar.
- Future Plans: Explore alternative funding sources such as alumni donations or corporate sponsorships for accelerated project execution.

4. Expanding Communication Skill Development:

- Action: Introduced mandatory communication skills modules within the curriculum for all disciplines.
- Future Plans: Partner with industry experts to conduct communication workshops and mock interview sessions for final year students.



5. Increasing Creative Activities:

- Action: Established a "Creativity Club" under the umbrella of the Incubation Centre of the College.
- Future Plans: Encourage student participation in inter-college and national-level creative competitions. Offer elective courses focused on creative writing, arts, and digital design.

6. Addressing Classroom Requirements:

- Action: Conducted a campus space and resource utilization study to assess.
- Future Plans: Develop a phased construction plan for additional classrooms based on available budget and space allocation. Explore temporary solutions like utilizing existing conference halls or auditoriums for larger classes.

7. Fostering Active Learning:

- Action: Decided to organize faculty training workshops on flipped classroom pedagogy, problem-based learning, and case-study methodologies.
- Future Plans: Develop a repository of active learning resources and share best practices among faculty members. Encourage peer observation and feedback to ensure consistent implementation.

8. Building a Supportive Learning Environment:

- Action: Established a student mentor program pairing senior students with freshmen for academic and personal guidance.
- Future Plans: Conduct mental health awareness workshops for students. Implement an online grievance redressal system for timely resolution of student concerns.

9. Promoting Placements, Trainings, and Fieldwork:

- Action: Strengthened ties with corporate partners and placement agencies to increase campus recruitment opportunities.
- Future Plans: Organize industry-specific skill development workshops and pre-placement training programs for students.

10. Implementing Digital Education, Diverse Learning Styles, and Curriculum Enhancement:



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- Action: Created a curriculum development committee to review and update program content based on evolving industry needs and student interests.
- Future Plans: Develop diverse learning materials catering to various learning styles. Explore online learning platforms and blended learning methodologies to enhance accessibility and flexibility.

11. Seeking Government Funding and Support:

- Action: Prepared detailed proposals for various college development projects and submitted them to relevant government agencies.
- Future Plans: Actively engage with government representatives and participate in funding schemes to secure resources for infrastructure upgrades, academic initiatives, and research projects.

Conclusion:

The IQAC Cell remains committed to continuous improvement and actively pursues the implementation of these action points. We believe that these initiatives will contribute significantly to enriching the student learning experience, enhancing employability, and fostering an environment of holistic learning.



Action Taken Report on Feedback

Academic Year 2021-22

The IQAC Cell of the College of Commerce, Arts & Science, Patna, acknowledges the valuable feedback received through the recent student satisfaction survey. We recognize the areas where we excel and also the aspects requiring improvement. This report outlines the concrete actions taken and planned in response to key findings:

1. Addressing Incomplete Syllabus Coverage:

- Action: Convene a meeting of Heads of Departments (HODs) with the Principal to discuss reasons for incomplete syllabus coverage (40%). This may include pandemic-related challenges or faculty-specific issues.
- Future Plans: Develop strategies to ensure complete syllabus coverage across all departments, potentially involving curriculum adjustments, additional classes, or faculty training.

2. Encouraging Innovative Teaching Methods:

- Action: Organize workshops for faculty on innovative teaching methods, including flipped classrooms, problem-based learning, and technology integration.
- Future Plans: Encourage peer observation and feedback among faculty to promote knowledge sharing and adoption of effective teaching practices.

3. Investigating Assessment Disparities:

- Action: Task HODs with investigating concerns of unfairness in assessments (17% dissatisfaction). This will involve gathering specific feedback from students and reviewing assessment practices.
- Future Plans: Implement adjustments to assessment procedures based on identified concerns, ensuring transparency and consistency in evaluation methods.

4. Improving Assignment Discussion:

- Action: Discuss concerns about insufficient assignment discussion (dissatisfaction from a small percentage of students) during the HOD meeting.
- Future Plans: Implement guidelines for faculty to ensure thorough feedback and discussion on assignments in all courses.



5. Enhancing Internship Opportunities:

- Action: Strengthen existing partnerships with businesses and professional organizations to increase internship and placements students.
- Future Plans: Explore possibilities for inter-college collaborations and online internship platforms to widen opportunities for all students.

6. Reinforcing Comprehensive Development Strategies:

- Action: Review and refine existing mentoring procedures to ensure consistent support for cognitive, social, and emotional growth of students.
- Future Plans: Develop additional programs and activities that foster holistic development, addressing the needs of different student groups.

7. Clarifying Learning Objectives and Expected Competencies:

- Action: Address the small percentage of students who reported not receiving information about expected competencies, course outcomes, and program outcomes.
- Future Plans: Implement mandatory orientation sessions for students at the beginning of each semester to clearly communicate learning objectives and program expectations.

**8. Addressing Concerns about Mentor **

- Action: Investigate instances reported by a few students regarding lack of consistent follow-up by mentors.
- Future Plans: Provide additional training and support to mentors to ensure proper monitoring and guidance for all students.

9. Investigating Dissatisfaction with Practical Application Examples:

- Action: Analyze feedback from students who expressed dissatisfaction with teachers' use of examples and applications (small percentage).
- Future Plans: Provide targeted support to faculty members who may require assistance in developing effective practical teaching strategies.

10. Enhancing Support for Overcoming Challenges:

- Action: Continue existing faculty training programs aimed at identifying and addressing student challenges.



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- Future Plans: Develop peer support networks among students to encourage mutual assistance and overcoming academic difficulties.

11. Promoting Continuous Improvement in Teaching-Learning:

- Action: Continue conducting periodic feedback surveys and evaluations to monitor and improve the quality of the teaching-learning process.
- Future Plans: Implement mechanisms for student involvement in quality improvement initiatives, such as focus groups and advisory committees.

12. Investing in Student-Centric Learning Approaches:

- Action: Encourage faculty to utilize student-centric teaching methods such as interactive activities, group projects, and learner-centered assessments.
- Future Plans: Develop and share resource materials



Action Taken Report on Feedback

Academic Year 2020-21

Introduction:

The IQAC Cell of the College of Commerce, Arts & Science, Patna, acknowledges the valuable feedback received through the recent student satisfaction survey. We recognize the areas where we excel and also the aspects requiring improvement. This report outlines the concrete actions taken and planned in response to key findings:

1. Curriculum Relevance and Effectiveness:

- Action: Convene a curriculum review committee to assess the width, depth, and career preparedness of existing programs. Consider feedback from alumni and industry professionals.
- Future Plans: Implement curriculum revisions based on committee recommendations, ensuring alignment with career aspirations and industry needs.

2. Enhancing Classroom Experience:

- Action: Conduct faculty training workshops on effective classroom management, student engagement strategies, and innovative teaching methods.
- Future Plans: Implement peer observation and feedback among faculty to promote knowledge sharing and continuous improvement in classroom practices.

3. Optimizing Technology Integration:

- Action: Analyze feedback on teaching aids and ICT usage to identify areas for improvement. Upgrade technology infrastructure and provide faculty with training on utilizing digital tools effectively.
- Future Plans: Explore the deployment of advanced learning technologies such as virtual reality and e-learning platforms to enhance student engagement and accessibility.

4. Expanding Academic Engagement Opportunities:

- Action: Increase the frequency and variety of seminars, conferences, and paper presentation opportunities for students. Provide support and guidance for student research initiatives.



- Future Plans: Partner with universities and research institutions to facilitate student participation in collaborative research projects.

5. Strengthening Laboratory and Tutorial Experiences:

- Action: Review the relevance and effectiveness of laboratory work and tutorials in each program. Improve alignment with course curriculum and industry standards.
- Future Plans: Explore incorporating cutting-edge technologies and real-world applications into laboratory and tutorial activities.

6. Promoting Undergraduate Research:

- Action: Develop a structured undergraduate research program offering workshops, mentorship opportunities, and research project funding.
- Future Plans: Collaborate with faculty members to integrate research experiences into regular coursework and encourage student participation in national and international research competitions.

7. Improving Access to Course Materials:

- Action: Conduct a campus-wide survey to assess student access to course-specific reference materials. Investigate reasons for any limitations and develop solutions to ensure universal access.
- Future Plans: Explore digitizing course materials and establishing an online repository for easy access by all students.

8. Enhancing Extracurricular Opportunities:

- Action: Expand and diversify extracurricular activities offered by the college, focusing on areas of student interest and career development. Provide resources and support for student-led initiatives.
- Future Plans: Strengthen partnerships with community organizations and external stakeholders to create new and valuable extracurricular opportunities for students.

9. Fostering a Well-rounded Learning Environment:

- Action: Develop and implement holistic student development programs addressing academic, social, emotional, and physical well-being. Cultivate a culture of inclusivity and support for all students.
- Future Plans: Continuously evaluate and refine student development programs based on student feedback and evolving needs.



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10. Ensuring Effective Institutional Facilities:

- Action: Conduct a comprehensive assessment of library, medical, canteen, restroom, and counseling facilities based on student feedback. Implement improvement plans based on identified needs.
- Future Plans: Maintain regular communication with students to gather feedback and ensure



Action Taken Report on Feedback

Academic Year 2019-20

The IQAC Cell of the College of Commerce, Arts & Science, Patna, acknowledges the valuable feedback received through the recent student satisfaction survey conducted during the online learning phase. We recognize the areas where we excel and also the aspects requiring improvement. This report outlines the concrete actions taken and planned in response to key findings:

Academic & Teaching:

1. Teaching Aids and Techniques:

- Action: Conduct faculty training workshops on innovative teaching methods, including effective use of presentation tools, demonstrations, and interactive activities.
- Future Plans: Encourage peer observation and feedback among faculty to promote knowledge sharing and adoption of effective teaching practices.

2. Curriculum Review and Development:

- Action: Convene a curriculum review committee to assess the relevance and effectiveness of existing programs, incorporating student feedback on paper selection.
- Future Plans: Implement curriculum revisions based on committee recommendations, ensuring alignment with student needs and industry trends.

3. Class Regularity and Punctuality:

- Action: Reinforce existing protocols for maintaining class schedule adherence and implement mechanisms for timely communication of any changes.
- Future Plans: Explore student feedback mechanisms to proactively address any concerns regarding class regularity and punctuality.

4. Evaluation and Assessment Methods:

- Action: Conduct faculty training on transparent and student-centered assessment methods, ensuring fairness and consistency in evaluation practices.
- Future Plans: Encourage faculty to provide clear grading rubrics and feedback mechanisms to enhance student understanding of assessment expectations.



5. OBE Support and Guidance:

- Action: Develop and disseminate comprehensive resources and guides to support students with online-based evaluations and assessment methods.
- Future Plans: Establish regular communication channels for addressing student concerns and providing ongoing support regarding OBE-based assessments.

6. Knowledge Acquisition and Learning Outcomes:

- Action: Analyze student feedback to identify areas where knowledge acquisition could be strengthened. Implement remedial measures and enhance teaching strategies.
- Future Plans: Develop learning outcome statements for each course to ensure clarity and alignment between teaching methods and expected student knowledge.

7. Overall Learning Experience:

- Action: Conduct focus group discussions with students to gather deeper insights into their learning experiences and identify areas for improvement.
- Future Plans: Continuously strive to enhance the quality of online and offline teaching-learning experiences based on student feedback and best practices.

College Library:

1. Accessibility of E-Resources:

- Action: Conduct awareness campaigns and workshops to educate students on accessing and utilizing available e-resources in the library.
- Future Plans: Develop user-friendly tutorials and guides for accessing e-resources and provide ongoing technical support to address accessibility issues.

2. Library Staff Support and Assistance:

- Action: Conduct training sessions for library staff to refine communication skills and enhance responsiveness to student needs.
- Future Plans: Implement feedback mechanisms for students to anonymously report and suggest improvements regarding library staff support.

3. E-Library Satisfaction:



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- Action: Investigate the specific concerns of students reporting poor satisfaction with the e-library. Address technical issues and improve user interface if necessary.
- Future Plans: Conduct regular surveys and collect user feedback to continuously monitor and improve the e-library experience.

College Administration:

1. Administrative Support:

- Action: Maintain open communication channels and provide readily accessible support mechanisms for students to address their concerns during e-learning.
- Future Plans: Implement student feedback systems to identify and address administrative support needs and potential challenges.

2. Knowledge Acquisition during E-Learning:

- Action: Analyze student feedback to understand areas where knowledge acquisition through online learning methods could be strengthened.
- Future Plans: Explore additional instructional tools and resources to optimize knowledge delivery and comprehension during online learning phases.



Action Taken Report on Feedback

Academic Year 2018-19

The IQAC of the College of Commerce, Arts & Science, Patna, is pleased to present an action taken report based on the overwhelmingly positive student feedback received regarding teaching and learning during the recent academic period. We are encouraged by the high levels of satisfaction among students and committed to building upon these strengths while addressing any areas for improvement.

Strengths Highlighted by Student Feedback:

- **Teacher Preparedness and Knowledge:** 89% of students strongly agree that teachers are well-prepared and knowledgeable in their subjects. This is a testament to the dedication and expertise of our faculty.
- **Fair and Transparent Evaluation:** 90% of students agree that teachers employ fair and transparent internal evaluation processes. This ensures that students receive accurate and consistent feedback on their performance.
- **Student-Centric Methods:** 86% of students appreciate the use of student-centric methods, including experiential learning, participative learning, and problem-solving approaches. This fosters a more engaging and active learning environment.
- **Responsive to Student Queries:** Students value the willingness of teachers to address their questions and concerns (92% agreement). This open communication promotes understanding and facilitates academic progress.
- **Effective Use of ICT Tools:** 89% of students report that teachers effectively utilize ICT tools as a resource for curriculum delivery. This enhances classroom learning and improves knowledge acquisition.
- **Soft Skills and Life Skills Development:** Teachers go beyond curriculum completion, focusing on developing soft skills, life skills, and employability (89% agreement). This equips students with essential skills for personal and professional success.
- **Weakness Identification and Support:** 87% of students acknowledge that teachers actively identify and address students' weaknesses, providing individual support and guidance. This personalized approach ensures that all students have the opportunity to thrive.
- **Syllabus Completion and Punctuality:** Teachers consistently complete the syllabus on time (99% agreement) and demonstrate exceptional punctuality and regularity in attending classes (93% agreement). This creates a predictable and reliable learning environment.



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- **Effective Communication:** 85% of students commend the communication skills of teachers, finding them clear, engaging, and informative. This promotes effective knowledge transfer and understanding.

Action Taken:

- **Commendation and Recognition:** Recognize and commend faculty members who demonstrate exemplary teaching practices based on student feedback.
- **Faculty Development Programs:** Organize ongoing faculty development programs to further enhance teaching skills, including expertise in student-centric methods, effective use of ICT tools, and development of soft skills in students.
- **Peer Observation and Feedback:** Encourage peer observation and feedback among faculty members to promote knowledge sharing and best practices in teaching.
- **Student Focus Groups:** Conduct focus group discussions with students to gain deeper insights into their learning experiences and identify areas for further improvement.
- **Continued Feedback Mechanisms:** Maintain robust student feedback systems to continually monitor and refine teaching and learning practices in response to student needs.

Future Plans:

- **Expand Use of Student-Centric Methods:** Encourage and support faculty in adopting even more innovative and engaging student-centric teaching methods across all disciplines.
- **Strengthen Support for Struggling Students:** Enhance the existing support system for students with identified weaknesses through personalized tutoring, learning assistance programs, and mentorship opportunities.
- **Invest in ICT Infrastructure:** Continuously upgrade and modernize the college's ICT infrastructure to further enhance the integration of technology into teaching and learning.
- **Promote Active Learning Environment:** Foster a culture of active learning within the college by encouraging classroom discussions, group projects, and collaborative learning activities.
- **Benchmarking and Knowledge Sharing:** Collaborate with other institutions and share best practices in teaching and learning to continuously improve academic excellence.

Conclusion:

The College of Commerce, Arts & Science, Patna, is committed to providing a high-quality educational experience for its students. We are grateful for the positive feedback received and



COLLEGE OF COMMERCE, ARTS & SCIENCE, PATNA
A constituent unit of Patliputra University, Patna

स्थापित 1949
NAAC Re-Accredited
With Grade - A | CGPA of 3.10/4

continue to strive for excellence in teaching and learning. By recognizing our strengths, taking action, and implementing future plans, we aim to foster an environment where every student can thrive and reach their full potential.



Phone : 0812-2350136 (O)
E_mail : principalcocaspatna@gmail.com
Website : www.cocaspatna.ac.in

College of Commerce, Arts & Science

Kankarbagh, Patna – 800 020

(A Constituent Unit of Patliputra University, Patna-20)

NAAC RE-ACCREDITED 'A' Grade, with CGPA 3.10

OFFICE OF THE PRINCIPAL

Ref:- A/C.159/2022

Date:- 29.06.22

To
The Registrar
Patliputra University, Patna

Subject : Request to allow college administration to allocate fund for field study and excursion of Students.

Madam

Our college takes feedback from students and other stakeholders of the institution. Majority of students from different departments have asked for increasing field study and excursion trips of students. College has not any designated allocation of the fund for the same.

Kindly allow us to allocate a designated fund for field studies and excursion trips and oblige.

Thanking you.

With Kind Regards.

Yours faithfully

Prof.(Dr.) Indrajit Prasad Roy

Principal

College of Commerce, Arts & Science

Patna- 800020



0612-2350136 (O)
principalcocaspтна@gmail.com
drtapanshandilya@yahoo.co.in
www.cocaspтна.ac.in

College of Commerce, Arts & Science

Kankarbagh, Patna – 800 020

(A Constituent Unit of Patliputra University, Patna-20)

NAAC RE-ACCREDITED 'A' Grade, with CGPA 3.10

OFFICE OF THE PRINCIPAL

Ref. CCDC/219/2021

Date: 16.09.2021

To

The CCDC

Patliputra University, Patna

Subject:- Information regarding status of Girl Toilets in the college.

Ref:- CCDC/PPU/110/21 dated 15.09.2021

Sir,

With reference to the subject mentioned above, we are herewith furnishing information related to the girl/lady toilets as under:-

- Number of girl students – 4404
- No. of girl toilets – 6 Blocks (each for two & more users)
- Maintenance of girl toilets – Good and sanitation & cleaning-washing facilities are being done. Soaps, Napkins, Sanitizer etc are available. Two vending machines are installed in campus.
- Doors of girl toilets broken or Ok- Almost Ok
- Additional funds required for sanitation & maintenance of girl toilets –

Total No. of Girl Toilets	Particulars of Expenditure	Amount (per month)	(per	Total Amount (per month as recurring)
06 Blocks	(A) Vending Machine, Napkin, Sanitary Pad & other allied management	6 x @ Rs. 35000/-		Rs. 2,10,000/-
	(B) Sanitisation, cleaning, washing & other maintenances facilities.	6x @ Rs. 20,000/-		Rs. 1,20,000/-
		Total Monthly expected Amount – Rs. 3,30,000/-		

Kindly accord the above information as needful and requested to grand @ Rs. 3,30,000/- as monthly basis in recurring form for regular maintenance facilities to girls toilets.

Arati Singh
18.9.21



Shashi
Principal

16/09/21
Principal
College of Commerce, Arts & Science
Patna-2020



Internal Quality Assurance Cell

This form is intended to collect information relating to your satisfaction towards the curriculum, teaching, learning, evaluation and infrastructure. The information provided by you will be kept confidential and will be used as important feedback for quality improvement of the programme of studies and the institution. For each items, please indicate your level of agreement with the following statements by selecting appropriate option.

***is indicated for all mandatory fields.**

Analysis of the survey data collected from the teaching faculties (2022-2023) Questions have asked on various parameters from teaching faculties on various parameters. Total 11 question were assessed. Each question is graded on five-point scale.

Q. 1. What is your rating of the ICT facilities in the college?

- Excellent
- Very good
- Good
- Fair
- Poor

Q.2. How do you rate the overall environment in the college teaching and research?

- Excellent
- Very good
- Good
- Fair
- Poor

Q3. On a scale of 1 to 5, rate the accessibility and support of the administrative staff?

- Excellent
- Very good
- Good
- Fair
- Poor

Q4. Is the salary disbursal in your college on time?

- Excellent
- Very good
- Good
- Fair
- Poor



Q5. How would you grade the banking facility at college?

- Excellent
- Very good
- Good
- Fair
- Poor

Q6. How do you rate the infrastructure in the college?

- Excellent
- Very good
- Good
- Fair
- Poor

Q7. How would you grade the college library facilities?

- Excellent
- Very good
- Good
- Fair
- Poor

Q8. How would you rate the primary medical facility at your college?

- Excellent
- Very good
- Good
- Fair
- Poor

Q9. How would you grade the canteen facilities?

- Excellent
- Very good
- Good
- Fair
- Poor

Q10. How would you grade the maintenance and cleanliness of the classrooms?

- Excellent
- Very good
- Good
- Fair
- Poor



Q11. How would you grade the maintenance and cleanliness of the college premises?

- Excellent
- Very good
- Good
- Fair
- Poor

Priza

Dr. Akanksha Priza
Assistant Professor
Department of Botany
COCAS, Patna

Employer Feedback Form

Dear Employer,

Many graduates and post graduates of our college are already working in your organization. We are thankful to you for providing them employment with your prestigious Company/Organization. We shall very much appreciate and be grateful to you if you can spare some of your valuable time to fill up this feedback form. It will help us to improve the institution further and give you better employees in future.

Tick the number that best describes your level of satisfaction at each question:

1 - far from satisfied,

2 - not satisfied,

3 - satisfied,

4 - happy,

5 - very happy

How satisfied are you with the student/s work performance in each of these areas:	1	2	3	4	5
1. General communication				4	
2. Developing practical solutions to work place problems				4	
3. Working as part of a team				4	
4. Creative in response to workplace challenges				4	
5. Self-motivated and taking on appropriate level of responsibility					5
6. Their planning and organization skills				4	
7. Open to new ideas and learning new techniques				4	
8. Using technology and workplace equipment				4	
9. Ability to contribute to the goal of the organization				4	
10. Technical knowledge/skill				4	

11. Ability to manage/leadership qualities				4	
12. Innovativeness, creativity				4	
13. Relationship with seniors/peers/subordinates				4	
14. Involvement in social activities				4	
15. Ability to take up extra responsibility				4	
16. Obligation to work beyond schedule if required				4	

On a scale of 1 to 10 how do you rate your overall satisfaction with college students and the curriculum?

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

How could our programs be improved?

What specific comments do you have regarding the curriculum?

Any other comment(s): Would you like to recruit more students of College of Commerce, Arts & Science, Patna.?

Yes No

Would you refer us to other organization(s)?

Yes No

Name: Anurag

Designation: Campus Recruiter

Name of the Organisation: Wipro

Contact: 7873014180

Email: anurag.kirti@wipro.com

ALUMNI FEEDBACK FORM

College of Commerce, Arts & Science, Patna Internal Quality Assurance Cell (IQAC)

Dear old student of our college

Greetings to you.

We are glad that you have spent your valuable years in pursuing your higher education in this College. It is one of the oldest and highly rated College in Bihar. We shall be thankful if you can spare some of your valuable time to fill up this alumni feedback form and give us your valuable suggestions for further improvement of this institution. Your inputs will be of great use to improve the quality of our academic programs and enhance the credibility at national level. This feedback will certainly be helpful for various purposes including decision-making for improvement.

I. Please Tick the appropriate box of your response.

Sl.no	Attributes	Excellent	Very Good	Good	Average	Poor
1.	Admission Procedure	<input checked="" type="checkbox"/>				
2.	Alumni Association/Network of old Friends			<input checked="" type="checkbox"/>		
3.	Canteen Facilities			<input checked="" type="checkbox"/>		
4.	College ambience	<input checked="" type="checkbox"/>				
5.	Environment	<input checked="" type="checkbox"/>				
6.	Faculty	<input checked="" type="checkbox"/>				
7.	Fee structure	<input checked="" type="checkbox"/>				
8.	Hostel Facilities					
9.	How do you rate the courses which are skills oriented	<input checked="" type="checkbox"/>				
10.	How do you rate the courses that you have studied for Masters	<input checked="" type="checkbox"/>				
11.	How do you rate the learning experience in terms of teaching and learning	<input checked="" type="checkbox"/>				
12.	Infrastructure & Lab facilities	<input checked="" type="checkbox"/>				
13.	Content learnt in relation to your current job.	<input checked="" type="checkbox"/>				
14.	Library resources	<input checked="" type="checkbox"/>				
15.	Course of study and its relevance to the real-life application	<input checked="" type="checkbox"/>				
16.	Overall Rating of the College	<input checked="" type="checkbox"/>				
17.	Overall rating of academic programs	<input checked="" type="checkbox"/>				
18.	Project Guidance	<input checked="" type="checkbox"/>				
19.	Quality of support material	<input checked="" type="checkbox"/>				
20.	Industry visits		<input checked="" type="checkbox"/>			
21.	Training & Placement	<input checked="" type="checkbox"/>				
22.	Overall capability of students passing out of this college	<input checked="" type="checkbox"/>				

II. FEEDBACK ABOUT COLLEGE

1. Do you feel proud to be associated with our college as an Alumni?

Yes

2. How do you rate development activities organized by the Department/College/Institute for your overall development?

Very Much

3. Are you willing to participate in the alumni activities for the development of the college?

Yes

4. Were your grievances properly handled at the Department/College?

(a) As a student

Very Much

(b) As an alumni

Very Much

5. Rate the adequacy of following as they were during your tenure as a student at our campus:

(a) Laboratories & Equipment: **Adequate**

(b) Library/Seminar/Reading Room: **Adequate**

(c) Computer Facilities: **Adequate**

(d) Internet & Wi-Fi: **Adequate**

(e) Sports and Cultural facilities: **Adequate**

(f) Classrooms: **Adequate**

III FEEDBACK ABOUT DEPARTMENT & FACULTY (Point No. 6 to 8)

6.	Have you obtained sufficient know-how (both in theory and practice) at department?	
	Yes	
7.	Is the education imparted was useful and relevant in your present job?	Yes
8.	Were the administrators & teachers cooperative?	Yes

9. Rate the following academic initiatives taken by the college to improve know-how of the students.

(a) Industry Oriented Projects: **Very Much**

(b) Seminars & Workshop: **Very Much**

(c) Guest Lectures: **Very Much**

(d) Special Training Classes for bridging Industry/Academic gap: **Very Much**

IV. Please comment on the following (Point No. 10 to 15)

10. Relevance of curriculum in your Job: **Adequate**

11. Need any change in curriculum and syllabi: **Yes**

12. Improvements in teaching and learning Process: **Yes**

13. Your vision for the College The college may consider to extend further job-oriented education and with special emphasis on promoting sports activities

14. Your contribution to the College: Always ready to extend services whenever required

15. Any other suggestions/comments:

Name	Divya Jyoti
Year of passing	1991
PG Degree studied	Economics
E-Mail ID & Mobile No.	divyajyoti70@gmail.com Mobile No- 8789260604
Current Position	
Company Name	Assistant Provident Fund Commissioner Employees' Provident Fund Organization Ministry of labour and Employment, Govt. of India

Please email the completed form to santoshkumar.coc@gmail.com , IQAC Coordinator.

Questions

Responses

1,618

Settings

Responses cannot be edited

National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey

Key Indicator-2.7.1

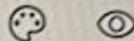
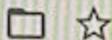
Under Criterion II of Teaching, Learning & Evaluation

Guidelines for Students

NAAC (National Assessment and Accreditation Council) is conducting a Student Satisfaction Survey regarding Teaching, Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/His identity will not be revealed.

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.



Questions Responses **1,618** Settings

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to Teaching Learning Process only)

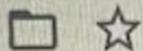
* Indicates required question

Please confirm this is the first and only time you answer this survey *

Yes

No

Satisfaction Survey-Criterion-II



Questions

Responses

1,618

Settings

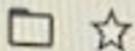
Gender *

Male

Female

Transgender

Student Satisfaction Survey-Criterion-II



Questions

Responses

1,618

Settings

What degree program are you pursuing now? *

Bachelor's

Master's

M. PHIL

Doctorate

Other

What subject area are you currently pursuing? *

- Arts
- Commerce
- Science
- Professional
- Other

Student Satisfaction Survey-Criterion-II

Questions Responses **1,618** Settings

Criterion II – Teaching–Learning and Evaluation

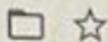
Student Satisfaction Survey on Teaching Learning Process

Following are the questions for online Student Satisfaction Survey regarding Teaching Learning Process.

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

- 4 – 85 to 100%
- 3 – 70 to 84%
- 2 – 55 to 69%
- 1 – 30 to 54%
- 0 – Below 30%

Student Satisfaction Survey-Criterion-II



Questions

Responses

1,618

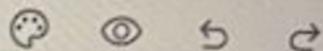
Settings

 0 - Below 30%

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

- 04 - Thoroughly
- 3 - Satisfactorily
- 2 - Poorly
- 1 - Indifferently
- 0 - Won't teach at all

Student Satisfaction Survey-Criterion-II

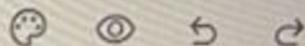


Questions Responses **1,618** Settings

3. How well were the teachers able to communicate? *

- 4 - Always effective
- 3 - Sometimes effective
- 2 - Just satisfactorily
- 1 - Generally ineffective
- 0 - Very poor communication

Student Satisfaction Survey-Criterion-II



Questions

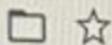
Responses **1,618**

Settings

4. The teacher's approach to teaching can best be described as *

- 04- Excellent
- 3 - Very good
- 2 - Good
- 1 - Fair
- 0- Poor

t Satisfaction Survey-Criterion-II



Questions

Responses **1,618**

Settings

5. Fairness of the internal evaluation process by the teachers.

- 04 – Always fair
- 3 – Usually fair
- 2 – Sometimes unfair
- 1 – Usually unfair
- 0 – Unfair

Student Satisfaction Survey-Criterion-II

Questions

Responses **1,618**

Settings

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

4 - Every time

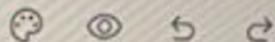
3 - Usually

2 - Occasionally/Sometimes

1 - Rarely

0 - Never

Student Satisfaction Survey-Criterion-II



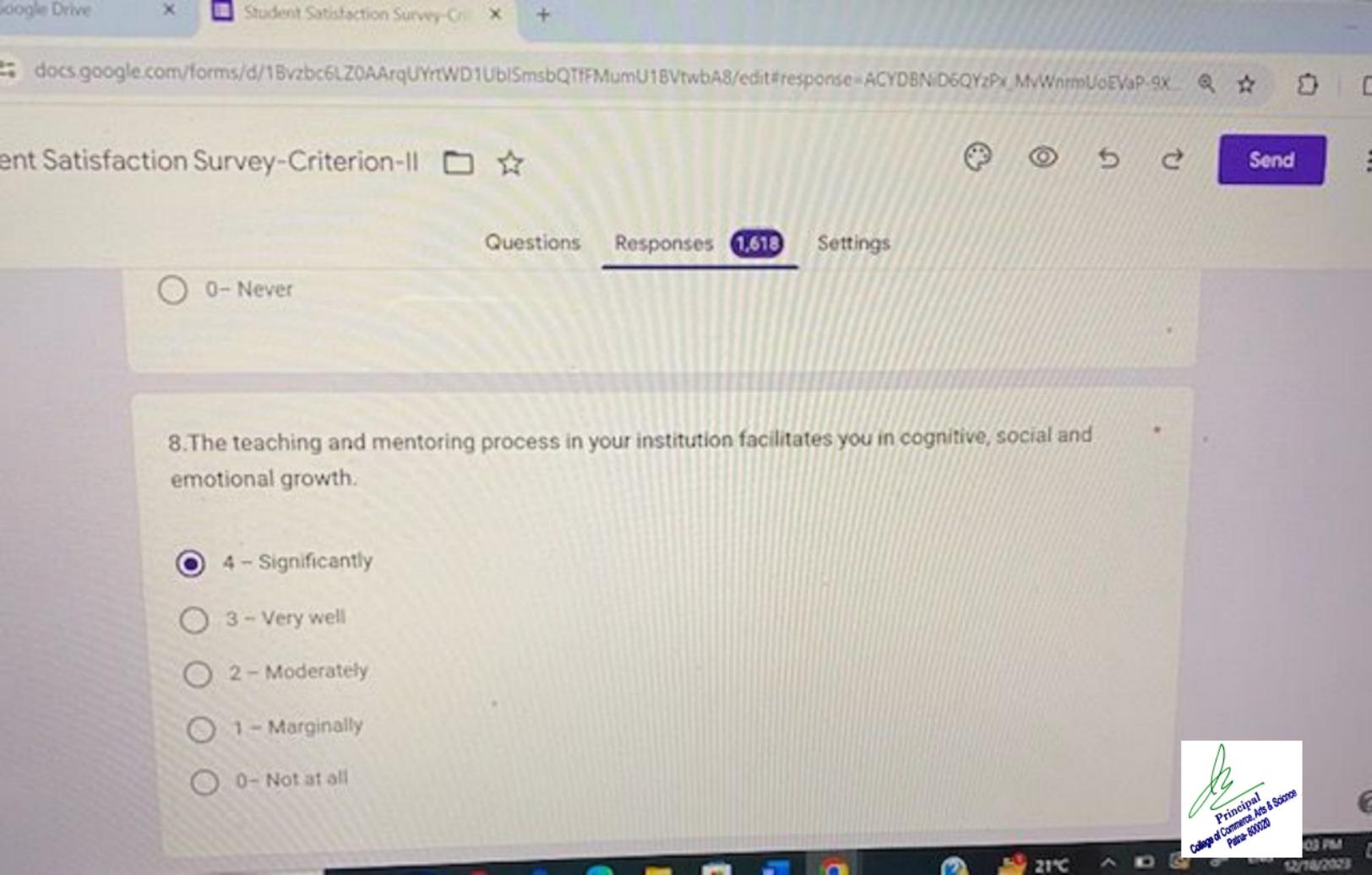
Questions

Responses **1,618**

Settings

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

- 04 - Regularly
- 3 - Often
- 2 - Sometimes
- 1 - Rarely
- 0 - Never



Send

0- Never

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

- 4 - Significantly
- 3 - Very well
- 2 - Moderately
- 1 - Marginally
- 0- Not at all

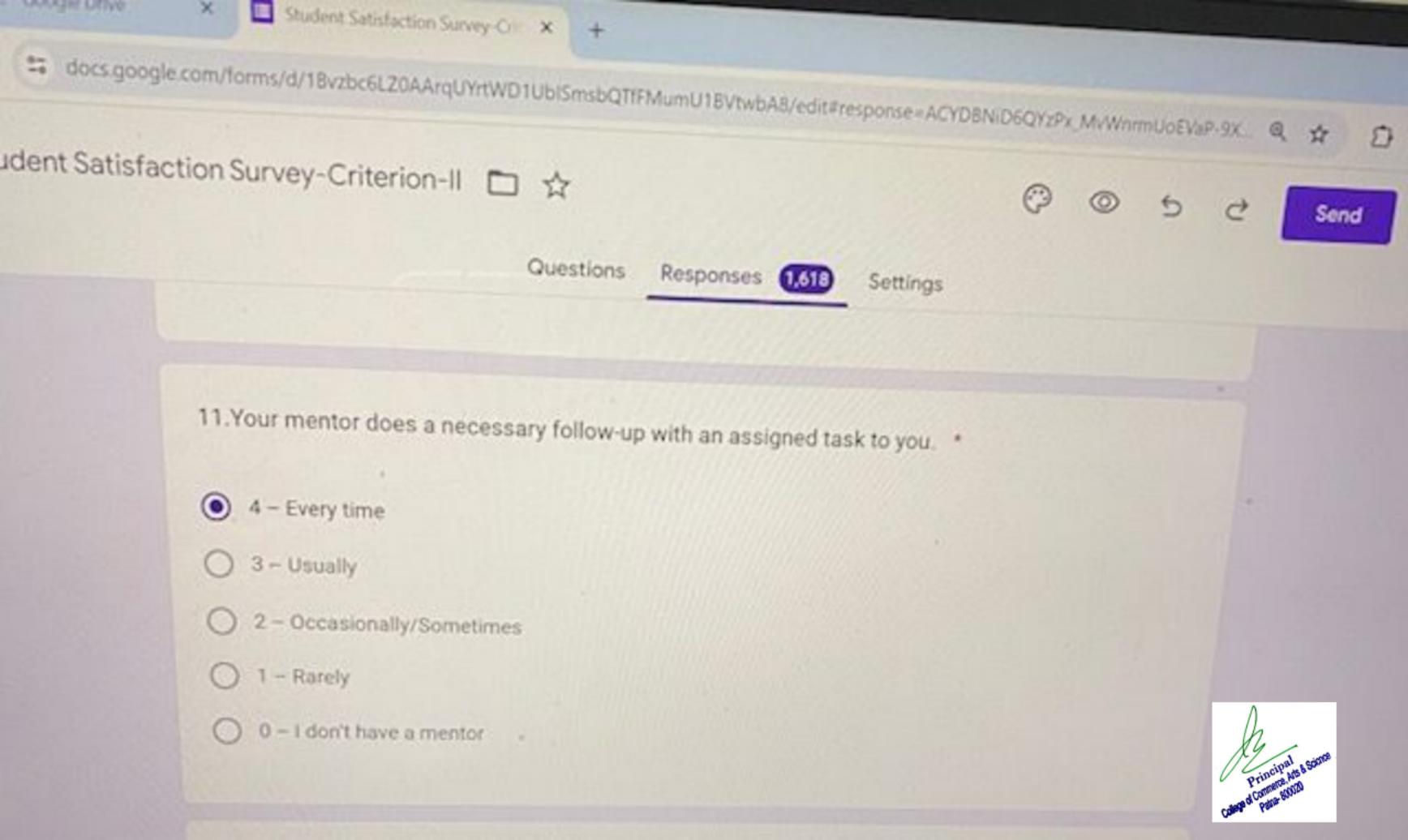
Principal
College of Commerce, Arts & Science
Patna-800020

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

- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

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

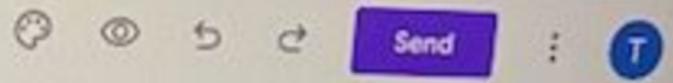
- 4 - Every time
- 3 - Usually
- 2 - Occasionally/Sometimes
- 1 - Rarely
- 0 - Never



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

- 4 - Every time
- 3 - Usually
- 2 - Occasionally/Sometimes
- 1 - Rarely
- 0 - I don't have a mentor

Student Satisfaction Survey-Criterion-II



Questions Responses **1,610** Settings

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

- 4 - Every time
- 3 - Usually
- 2 - Occasionally/Sometimes
- 1 - Rarely
- 0 - Never



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

- 4 - Fully
- 3 - Reasonably
- 2 - Partially
- 1 - Slightly
- 0 - Unable to



Student Satisfaction Survey-Criterion-II



Send



Questions

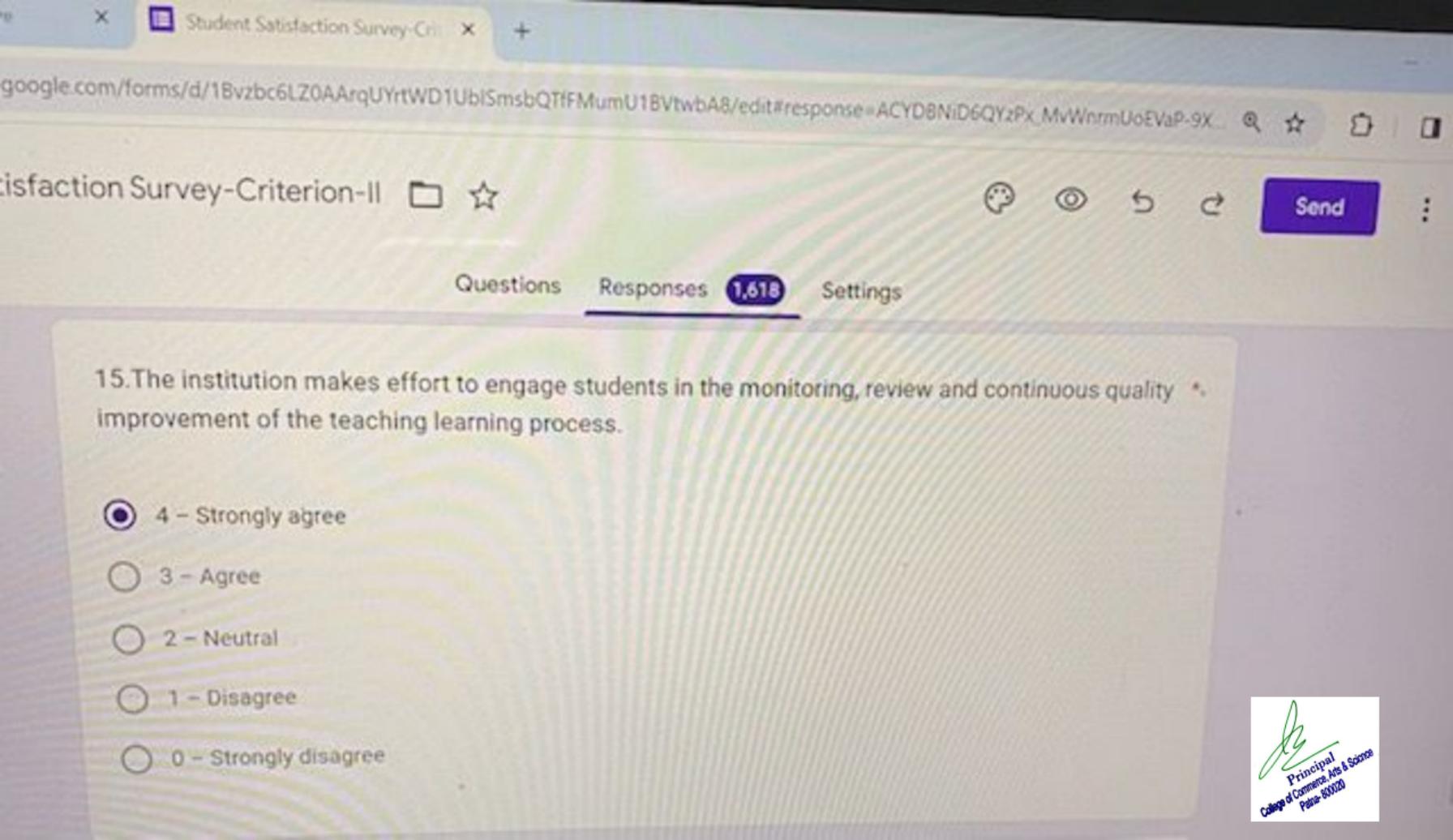
Responses **1,618**

Settings

 0 - Unable to

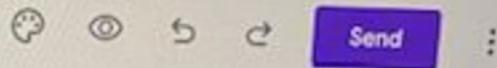
14. Teachers are able to identify your weaknesses and help you to overcome them. *

 4 - Every time 3 - Usually 2 - Occasionally/Sometimes 1 - Rarely 0 - Never



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

- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

Questions Responses **1,618** Settings

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

- 4 - To a great extent
- 3 - Moderate
- 2 - Some what
- 1 - Very little
- 0 - Not at all

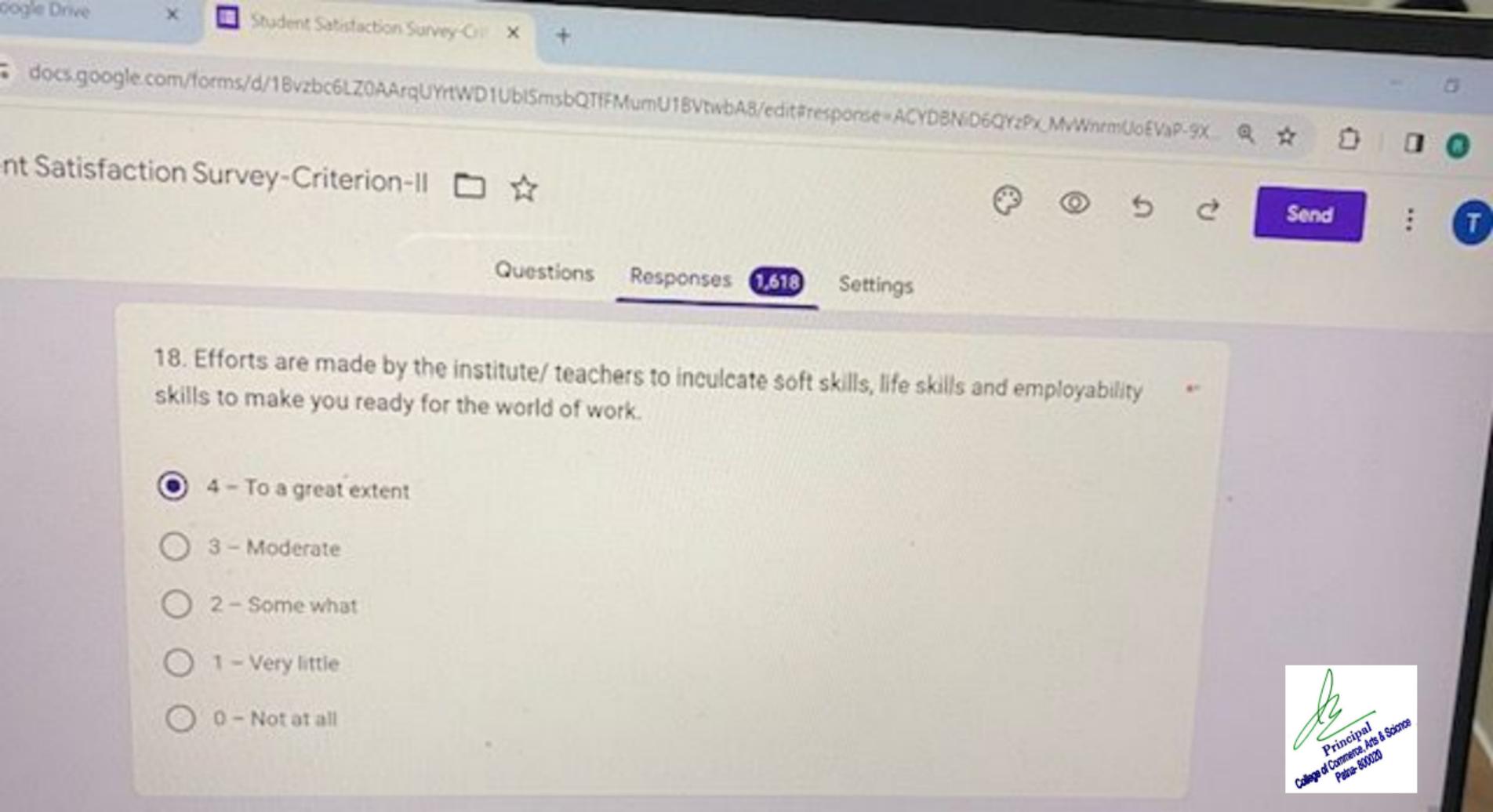


Send

Questions Responses **1,618** Settings

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

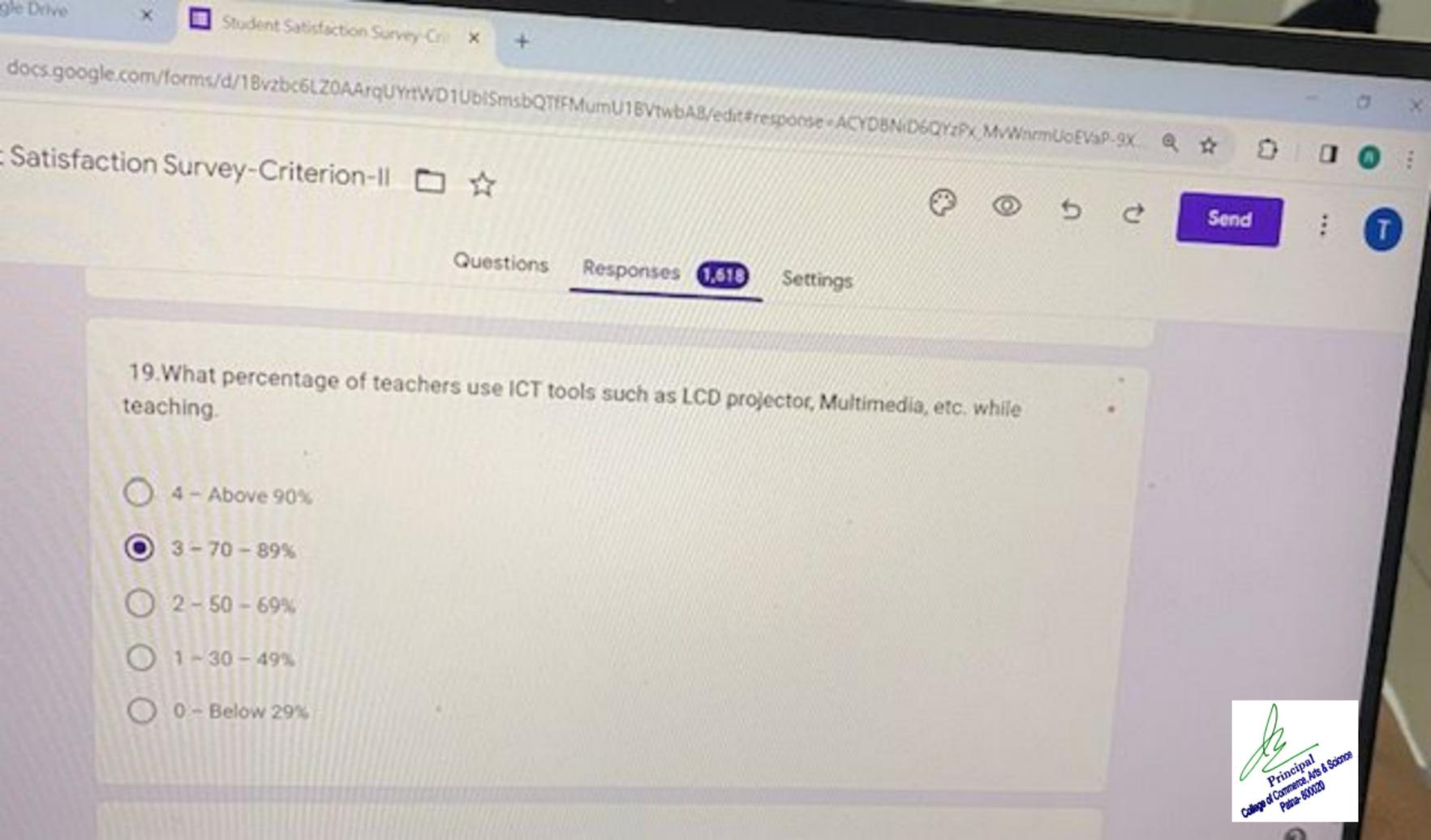
- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree



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.

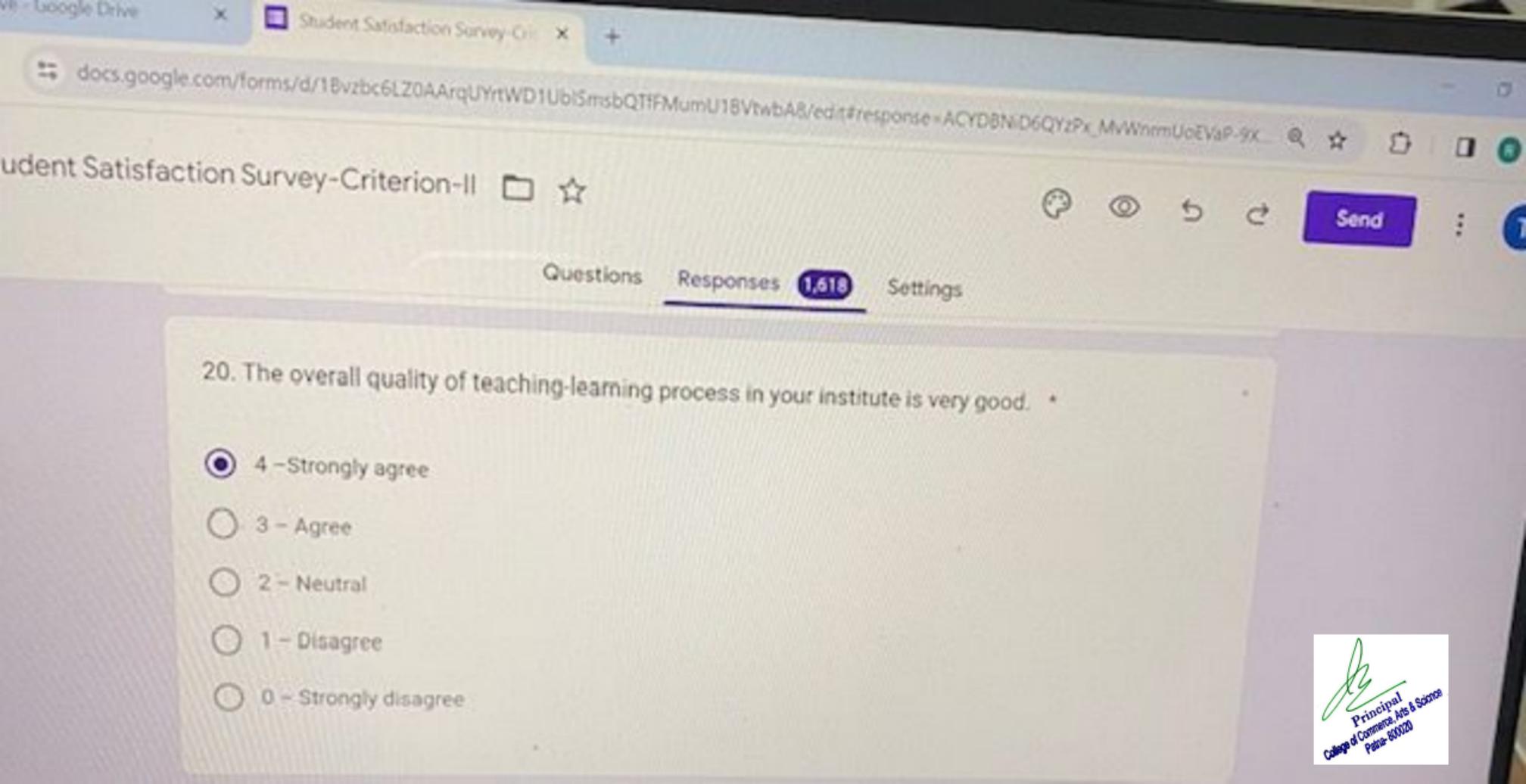
- 4 - To a great extent
- 3 - Moderate
- 2 - Some what
- 1 - Very little
- 0 - Not at all





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

- 4 - Above 90%
- 3 - 70 - 89%
- 2 - 50 - 69%
- 1 - 30 - 49%
- 0 - Below 29%



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

- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

Student Satisfaction Survey-Criterion-II



Send

Questions

Responses

1,618

Settings

- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

20. Give three observations / suggestions to improve the overall teaching – learning experience in your institution.

1. Audio visual learning to be adopted. 2. Assessment to be done regularly. 3. Efforts required to increase the participation of students

National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey
Key Indicator-2.7.1
Under Criterion II of Teaching, Learning & Evaluation

Guidelines for Students

NAAC (National Assessment and Accreditation Council) is conducting a Student Satisfaction Survey regarding Teaching, Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/His identity will not be revealed.

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- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to Teaching Learning Process only)

Please confirm this is the first and only time you answer this survey *

Yes

No

Age *

24

College Name *

COCAS

Gender *

- Male
- Female
- Transgender

What degree program are you pursuing now? *

- Bachelor's
- Master's
- M. PHIL
- Doctorate
- Other

What subject area are you currently pursuing? *

- Arts
- Commerce
- Science
- Professional
- Other

Criterion II – Teaching–Learning and Evaluation *

Student Satisfaction Survey on Teaching Learning Process

Following are the questions for online Student Satisfaction Survey regarding Teaching Learning Process.

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

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- 2 – Poorly
- 1 – Indifferently
- 0 – Won't teach at all

3. How well were the teachers able to communicate? *

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4. The teacher's approach to teaching can best be described as *

- 04 – Excellent
- 3 – Very good
- 2 – Good
- 1 – Fair
- 0 – Poor

5. Fairness of the internal evaluation process by the teachers. *

- 04 – Always fair
- 3 – Usually fair
- 2 – Sometimes unfair
- 1 – Usually unfair
- 0 – Unfair

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

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0– Never

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

- 04 – Regularly
- 3 – Often
- 2 – Sometimes
- 1 – Rarely
- 0– Never

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

- 4 – Significantly
- 3 – Very well
- 2 – Moderately
- 1 – Marginally
- 0– Not at all

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

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0– Strongly disagree

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

- 4 – Every time
- 3 – Usually
- 2– Occasionally/Sometimes
- 1 – Rarely
- 0– Never

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feedback, tutorials, class

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No

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College of commerce

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Eye contact is necessary for overall the student. Give the some example with their related to the subject. More communication should be build between the student.

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1. Teachers should encourage students to come class regularly. 2. Test should be taken of what has been taught. 3. Mentors should be appointed .

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Criterion II – Teaching–Learning and Evaluation

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College of commerce arts and science patna

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College of Commerce Arts and Science, Patna, Bihar

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1. Increase the number of teacher. 2 emphasis on teacher training. Moderniaation of classrooms

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Google Forms

National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey
Key Indicator-2.7.1
Under Criterion II of Teaching, Learning & Evaluation

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Yes

No

Age *

23

College Name *

Department of Economics in Patliputra University

Gender *

- Male
- Female
- Transgender

What degree program are you pursuing now? *

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Criterion II – Teaching–Learning and Evaluation

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All are best

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No

Age *

24

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College of commerce, arts and science

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- Male
- Female
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Criterion II – Teaching–Learning and Evaluation

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1. Audio visual learning to be adopted. 2. Assessment to be done regularly. 3. Efforts required to increase the participation of students

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No

Age *

23

College Name *

College of Commerce, Arts & Science, Patna

Gender *

- Male
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Criterion II – Teaching–Learning and Evaluation

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1. Reduce the work load from professor so they could interact more with students. 2. Increase no of professor per students 3. Provide amenities for field study and excurtions

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Teacher must be like a friend of student

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Google Forms

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Key Indicator-2.7.1
Under Criterion II of Teaching, Learning & Evaluation

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No

Age *

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College Name *

College Of Commerce Arts and Science

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Criterion II – Teaching–Learning and Evaluation

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Teaching should be more friendly

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Collage of commerce

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Change in attitude, some teachers not all teachers

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21

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College of commerce

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Criterion II – Teaching–Learning and Evaluation

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Well done

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College of commerce Arts and science Patna

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All is very good

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1. Teachers must be regular in the department. Whenever they come should engage our classes as well as do some task of extra activities

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Key Indicator-2.7.1
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Yes

No

Age *

23

College Name *

College of commerce arts and science

Gender *

- Male
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What degree program are you pursuing now? *

- Bachelor's
- Master's
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- Arts
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Criterion II – Teaching–Learning and Evaluation

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Please give basic knowledge for weak students

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Google Forms

National Assessment and Accreditation Council (NAAC)

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Key Indicator-2.7.1
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More hands on training should be done, preparation for job should be initiate and internal exam pattern should be changed

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Criterion II – Teaching–Learning and Evaluation

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1. Focusing more on practical skills rather than theoretical. 2. Encourage communication skill sessions. 3. Providing experience of field work.

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College of commerce arts and science patna

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I am 100% satisfied

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Criterion II – Teaching–Learning and Evaluation

*

Student Satisfaction Survey on Teaching Learning Process

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Very well

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Key Indicator-2.7.1
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College of commerce, arts and science

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Teachers should be a little bit hard to the students so that they would take them seriously

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Criterion II – Teaching–Learning and Evaluation

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Lab ,surveys and field work

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In my view some teachers in the university are exceptionally excellent in their field where as some are just okay.. So the teachers who do not give their 100 percent to students must work towards it. Secondly, I believe technologies must be adopted by each and every department to make study more comfortable and fun. And third, Proper classes should be run.

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College teacher very good all teacher every time present I am so happy college teacher and principal

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Good teaching experience

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College of commerce arts and science

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Please care all students

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No

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College Name *

College of Commerce , Patna

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Criterion II – Teaching–Learning and Evaluation

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1. There is lack of education system in Bihar. Half of the year is holiday and the quality of professional teacher is negligible. 2. College of commerce has not well planned classroom and about 200 students are in my course but only 4 to 5 came college because of lack of teacher efforts towards mentoring students. 3. If this is real survey I want to ask you please do something for Bihar because teacher, college, University all are throwing us in pit where we have no future, please help us we are future of Bharat.

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Very well

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B.sc.

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सभी Teachers को नियमित और जागरूक हो कर वर्ग संचालन करवाने की जरूरत है। Principal sir से निवेदन है कि काम से काम महीने में एक बार जो भी students नियमित class attend करते है उनसे वर्ग संचालन के बारे में बात करे । Syllabus की इस्थिति की जानकारी ले ।।।

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- 4 – Significantly
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9.The institution provides multiple opportunities to learn and grow. *

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20. Give three observations / suggestions to improve the overall teaching – learning experience in your institution. *

1. Classes should be Regular & Timely. 2. More focus on Practical work. 3. Teachers must keep self made notes of the topic before taking class.

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Google Forms

National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey
Key Indicator-2.7.1
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Yes

No

Age *

24

College Name *

College of commerce arts and science

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- Female
- Transgender

What degree program are you pursuing now? *

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Criterion II – Teaching–Learning and Evaluation

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Visual aid activities, field project, and interact with concealer

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No

Age *

21

College Name *

College of commerce, arts and science patna

Gender *

- Male
- Female
- Transgender

What degree program are you pursuing now? *

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Criterion II – Teaching–Learning and Evaluation

*

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1. Good guidance by teachers (specially dr. Abhay sankar)

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College Name *

College of Commerce, Arts and Science, Patna

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Criterion II – Teaching–Learning and Evaluation

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Connecting with smart classes

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College Name *

College of commerce arts and science

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The education system needs a transformation today. We are still studying via age-old method of teaching.

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Commerce college of arts and science Patna

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I have great experience.

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Yes

No

Age *

20

College Name *

College of commerce, arts and science

Gender *

- Male
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What degree program are you pursuing now? *

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Criterion II – Teaching–Learning and Evaluation

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excellent communication skills, identify students weakness, used ICT tools during teaching period.

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Yes

No

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45

College Name *

college of commerce

Gender *

- Male
- Female
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Criterion II – Teaching–Learning and Evaluation

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Better infrastructure, campus placement,

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College of commerce arts and science

Gender *

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Criterion II – Teaching–Learning and Evaluation

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Improve technical tools for study. Improve teachers communication skill. Inform students about all extra activities.

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College Name *

Commerce college

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Timing, teaching experience, ar discipline

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College Name *

College Of Commerce Arts And Science, Patna , Bihar

Gender *

- Male
- Female
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1. By conducting more internship programs 2. core subject practical exposure 3. Organising educational trips

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First I know how to wrting long anser type question in discriptive way. second enfluent question asking exprience and third haw to work on project in the field

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COLLEGE OF COMMERCE ARTS AND SCIENCE

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No improvement required.

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National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey
Key Indicator-2.7.1
Under Criterion II of Teaching, Learning & Evaluation

Guidelines for Students

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Please confirm this is the first and only time you answer this survey *

Yes

No

Age *

26

College Name *

Patliputra University

Gender *

- Male
- Female
- Transgender

What degree program are you pursuing now? *

- Bachelor's
- Master's
- M. PHIL
- Doctorate
- Other

What subject area are you currently pursuing? *

- Arts
- Commerce
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Criterion II – Teaching–Learning and Evaluation

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Student Satisfaction Survey on Teaching Learning Process

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- 3 – 70 to 84%
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- 3 – Satisfactorily
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Not delay in any process of Doctorate course. Practical knowledge must provide by institutions through short term course. Regular seminar workshop must be conducted by institution.

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College of Commerce Arts and Science

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Criterion II – Teaching–Learning and Evaluation

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The attendance of students should be more to create competitive environment for us. The subsidiary notes should be available online too. Classes can be more than 4 days for honours paper

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College of commerce

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