

**Internal Quality Assurance Cell  
St. Joseph's College (Autonomous), Tiruchirappalli-2**

**STUDENT SATISFACTION SURVEY - POST GRADUATE- 2019-20**

Student satisfaction survey for the academic year 2019-20 was conducted during March and April 2020 through online mode. All the outgoing postgraduate students were given the link of the questionnaire prepared by IQAC of the college on different categories.

**Questionnaire:**

| <b>I. CREDIT SYSTEM RELEVANCE OF SYLLABUS UNDER CHOICE BASED</b> |                  |              |      |           |       |
|--|------------------|--------------|------|-----------|-------|
|  | Not Satisfactory | Satisfactory | Good | Excellent | Total |
| <b>Core</b>  |                  |              |      |           |       |
| <b>Core Electives</b>  |                  |              |      |           |       |
| <b>IDCs</b>  |                  |              |      |           |       |
| <b>Self Paced Learning</b>                                       |                  |              |      |           |       |
| <b>Comprehensive Study</b>                                       |                  |              |      |           |       |
| <b>Online Learning</b>   |                  |              |      |           |       |
| <b>Project</b>   |                  |              |      |           |       |
| <b>II. USEFULNESS OF THE PG COURSE</b>                           |                  |              |      |           |       |
| <b>The course has an updated syllabus</b>                        |                  |              |      |           |       |
| <b>Relevance of the course to Secure job</b>                     |                  |              |      |           |       |
| <b>Relevance of the course to go forward in research</b>         |                  |              |      |           |       |
| <b>Dissertation / Project</b>                                    |                  |              |      |           |       |
| <b>Viva-Voce</b>   |                  |              |      |           |       |
| <b>III. TEACHERS</b>   |                  |              |      |           |       |
| <b>Quality of Teaching</b>                                       |                  |              |      |           |       |
| <b>Teaching methodology in general</b>                           |                  |              |      |           |       |
| <b>Treatment by teachers of other department</b>                 |                  |              |      |           |       |
| <b>Level of help received from department association</b>        |                  |              |      |           |       |
| <b>Communicative ability of the Teachers</b>                     |                  |              |      |           |       |

| <b>IV. TEACHING METHODS</b>  |  |  |  |  |  |
|--|--|--|--|--|--|
| Quality of questions in the CIA test                                     |  |  |  |  |  |
| Answer papers are valued correctly/ objectively                          |  |  |  |  |  |
| Semester Question Paper Covering the entire portion Unit wise            |  |  |  |  |  |
| Quality of the Semester Question Paper                                   |  |  |  |  |  |
| Valuation of the Semester Examination Paper                              |  |  |  |  |  |
| <b>V. SERVICES RENDERED BY NON-TEACHING STAFF</b>                        |  |  |  |  |  |
| Usefulness of non-teaching staff   |  |  |  |  |  |
| Attitude of non-teaching staff towards students                          |  |  |  |  |  |
| Acceptance level at the college office counter by non-teaching staff     |  |  |  |  |  |
| Acceptance level of non-teaching staff in the department (if applicable) |  |  |  |  |  |
| <b>VI. EXTENSION SERVICE (SHEPHERD)</b>                                  |  |  |  |  |  |
| Usefulness of extension programme  |  |  |  |  |  |
| Attitude of the extension staff towards students                         |  |  |  |  |  |
| <b>VII. INFRASTRUCTURE FACILITIES ON THE CAMPUS</b>                      |  |  |  |  |  |
| Laboratory facilities made available (if applicable)                     |  |  |  |  |  |
| Library facilities made available  |  |  |  |  |  |
| Canteen facilities made available  |  |  |  |  |  |
| Classroom made available   |  |  |  |  |  |
| ICT such as Wi-Fi, Smart class made available                            |  |  |  |  |  |
| Maintenance of the campus, class room <i>etc.</i>                        |  |  |  |  |  |
| Availability and maintenance of the Rest Rooms in the campus             |  |  |  |  |  |
| <b>VIII. EXTRA CURRICULAR ACTIVITIES</b>                                 |  |  |  |  |  |
| Sports facilities made available   |  |  |  |  |  |
| Accessibility of Sports facilities                                       |  |  |  |  |  |

|   |  |  |  |  |  |
|---|--|--|--|--|--|
| Functioning of non-scholastic activities (NCC, NSS, AICUF, Fine Arts, YRC/RRC, Consumer Forum, Democracy Forum, Women's Forum, Enviro club, etc.) |  |  |  |  |  |
| <b>IX. BEYOND CLASS ROOM ACTIVITIES</b>   |  |  |  |  |  |
| Department : Debates / talks / seminars / discussions, etc.   |  |  |  |  |  |
| Functioning of department association   |  |  |  |  |  |
| Conduct of department festival  |  |  |  |  |  |
| About student support service in the college  |  |  |  |  |  |
| Department Alumni Association   |  |  |  |  |  |
| <b>X. OVERALL EXPERIENCE AT St. JOSEPH'S COLLEGE</b>  |  |  |  |  |  |
| Overall Experience  |  |  |  |  |  |

## Participants List

Number of students participated in the survey: 392

| S.No | Department             | Number of students participated |
|------|------------------------|---------------------------------|
| 1    | Biochemistry           | 11                              |
| 2    | Biotechnology          | 16                              |
| 3    | Botany                 | 22                              |
| 4    | Chemistry              | 37                              |
| 5    | Commerce               | 20                              |
| 6    | Commerce CA            | 17                              |
| 7    | Computer Science       | 29                              |
| 8    | Economics              | 2                               |
| 9    | Electronics            | 8                               |
| 10   | English                | 47                              |
| 11   | HRM                    | 41                              |
| 12   | History                | 9                               |
| 13   | Information Technology | 27                              |
| 14   | Maths                  | 52                              |
| 15   | Physics                | 53                              |
| 16   | Tamil                  | 1                               |

## Result of the Survey

| <b>II. CREDIT SYSTEM RELEVANCE OF SYLLABUS UNDER CHOICE BASED</b>    |                  |              |      |           |       |
|--|------------------|--------------|------|-----------|-------|
|  | Not Satisfactory | Satisfactory | Good | Excellent | Total |
| <b>Core</b>  | 18               | 143          | 150  | 81        | 392   |
| <b>Core Electives</b>  | 15               | 139          | 173  | 65        |       |
| <b>IDCs</b>  | 38               | 154          | 118  | 82        |       |
| <b>Self Paced Learning</b>   | 55               | 148          | 118  | 71        |       |
| <b>Comprehensive Study</b>   | 42               | 160          | 130  | 60        |       |
| <b>Online Learning</b>   | 48               | 139          | 126  | 79        |       |
| <b>Project</b>   | 38               | 131          | 144  | 79        |       |
| <b>II. USEFULNESS OF THE PG COURSE</b>                               |                  |              |      |           |       |
| <b>The course has an updated syllabus</b>                            | 39               | 159          | 129  | 65        |       |
| <b>Relevance of the course to Secure job</b>                         | 52               | 134          | 129  | 77        |       |
| <b>Relevance of the course to go forward in research</b>             | 34               | 136          | 146  | 76        |       |
| <b>Dissertation / Project</b>  | 41               | 142          | 146  | 63        |       |
| <b>Viva-Voce</b>   | 34               | 132          | 162  | 64        |       |
| <b>III. TEACHERS</b>   |                  |              |      |           |       |
| <b>Quality of Teaching</b>   | 39               | 106          | 154  | 93        |       |
| <b>Teaching methodology in general</b>                               | 44               | 96           | 176  | 76        |       |
| <b>Treatment by teachers of other department</b>                     | 31               | 102          | 180  | 79        |       |
| <b>Level of help received from department association</b>            | 42               | 98           | 173  | 79        |       |
| <b>Communicative ability of the Teachers</b>                         | 30               | 109          | 159  | 94        |       |
| <b>IV. TEACHING METHODS</b>  |                  |              |      |           |       |
| <b>Quality of questions in the CIA test</b>                          | 40               | 96           | 174  | 82        |       |
| <b>Answer papers are valued correctly/ objectively</b>               | 47               | 106          | 149  | 90        |       |
| <b>Semester Question Paper Covering the entire portion Unit wise</b> | 28               | 85           | 171  | 108       |       |
| <b>Quality of the Semester Question Paper</b>                        | 23               | 80           | 179  | 110       |       |

|   |     |     |     |     |  |
|---|-----|-----|-----|-----|--|
| Valuation of the Semester Examination Paper   | 42  | 96  | 167 | 87  |  |
| <b>V. SERVICES RENDERED BY NON-TEACHING STAFF</b>   |     |     |     |     |  |
| Usefulness of non-teaching staff  | 27  | 91  | 156 | 118 |  |
| Attitude of non-teaching staff towards students   | 40  | 90  | 168 | 94  |  |
| Acceptance level at the college office counter by non-teaching staff  | 49  | 98  | 167 | 78  |  |
| Acceptance level of non-teaching staff in the department (if applicable)  | 40  | 93  | 169 | 90  |  |
| <b>VI. EXTENSION SERVICE (SHEPHERD)</b>   |     |     |     |     |  |
| Usefulness of extension programme   | 36  | 109 | 151 | 96  |  |
| Attitude of the extension staff towards students  | 41  | 104 | 158 | 89  |  |
| <b>VII. INFRASTRUCTURE FACILITIES ON THE CAMPUS</b>   |     |     |     |     |  |
| Laboratory facilities made available (if applicable)  | 38  | 105 | 133 | 116 |  |
| Library facilities made available   | 16  | 68  | 125 | 183 |  |
| Canteen facilities made available   | 109 | 102 | 120 | 61  |  |
| Classroom made available  | 38  | 98  | 156 | 100 |  |
| ICT such as Wi-Fi, Smart class made available   | 55  | 113 | 133 | 91  |  |
| Maintenance of the campus, class room <i>etc.</i>   | 25  | 98  | 139 | 130 |  |
| Availability and maintenance of the Rest Rooms in the campus  | 68  | 119 | 127 | 78  |  |
| <b>VIII. EXTRA CURRICULAR ACTIVITIES</b>  |     |     |     |     |  |
| Sports facilities made available  | 49  | 120 | 151 | 72  |  |
| Accessibility of Sports facilities  | 52  | 119 | 150 | 71  |  |
| Functioning of non-scholastic activities (NCC, NSS, AICUF, Fine Arts, YRC/RRC, Consumer Forum, Democracy Forum, Women's Forum, Enviro club, <i>etc.</i> ) | 23  | 121 | 146 | 102 |  |
| <b>IX. BEYOND CLASS ROOM ACTIVITIES</b>   |     |     |     |     |  |
| Department : Debates / talks / seminars / discussions, <i>etc.</i>  | 38  | 94  | 157 | 103 |  |
| Functioning of department   | 40  | 83  | 161 | 108 |  |

|  |    |     |     |     |  |
|--|----|-----|-----|-----|--|
| association  |    |     |     |     |  |
| Conduct of department festival                       | 52 | 98  | 139 | 103 |  |
| About student support service in the college         | 36 | 106 | 134 | 116 |  |
| Department Alumni Association                        | 43 | 119 | 139 | 91  |  |
| <b>X. OVERALL EXPERIENCE AT St. JOSEPH'S COLLEGE</b> |    |     |     |     |  |
| Overall Experience                                   | 12 | 74  | 154 | 152 |  |

## Report of the Survey

### I. CREDIT SYSTEM RELEVANCE OF SYLLABUS UNDER CHOICE BASED

#### Core Courses

21% of the students expressed that core courses are excellent, 38% as Good, 36% as Satisfactory and 5 % not satisfactory.

#### Core Electives

17% of the students expressed that core electives are excellent, 44% as Good, 35% as Satisfactory and 4 % not satisfactory.

#### IDC

21% of the students expressed that IDC are excellent, 30% as Good, 39% as Satisfactory and 10 % not satisfactory.

#### Self Paced Learning

18% of the students expressed that self paced learning courses are excellent, 30% as Good, 38% as Satisfactory and 14 % not satisfactory.

#### Comprehensive Study

15% of the students expressed that comprehensive study methodology is excellent, 33% as Good, 41% as Satisfactory and 11 % not satisfactory.

#### Online Learning

20% of the students expressed that online course option and credit transfer method is excellent, 32% as Good, 36% as Satisfactory and 12 % not satisfactory.

#### Project

20% of the students expressed that project work option in the programme is excellent, 37% as Good, 33% as Satisfactory and 10 % not satisfactory.

## **II. USEFULNESS OF THE PG COURSE**

### **The course has an updated syllabus**

17% of the students expressed that syllabus updating is excellent, 33% as Good, 40% as Satisfactory and 10 % not satisfactory.

### **Relevance of the course to secure job**

20% of the students expressed that relevance of the course to secure job is excellent, 33% as Good, 34% as Satisfactory and 13 % not satisfactory.

### **Relevance of the course to go forward in research**

19% of the students expressed that relevance of the course to pursue research is excellent, 37% as Good, 35% as Satisfactory and 9 % not satisfactory.

### **Dissertation / Project**

16% of the students expressed that project work is useful in doing research, 38% as Good, 36% as Satisfactory and 10 % not satisfactory.

### **Viva-Voce**

16% of the students expressed that viva – voce examination is excellent, 41% as Good, 34% as Satisfactory and 9 % not satisfactory.

## **III. TEACHERS**

### **Quality of Teaching**

24% of the students expressed that quality of teaching is excellent, 39% as Good, 27% as Satisfactory and 10 % not satisfactory.

### **Teaching methodology in general**

19% of the students expressed that teaching methodology is excellent, 46% as Good, 24% as Satisfactory and 11 % not satisfactory.

### **Treatment by teachers of other department**

20% of the students expressed that treatment of teachers is excellent, 46% as Good, 26% as Satisfactory and 8 % not satisfactory.

### **Level of help received from department association**

20% of the students expressed that help rendered by department association is excellent, 44% as Good, 25% as Satisfactory and 11 % not satisfactory.

### **Communicative ability of the Teachers**

24% of the students expressed that communication ability of teachers is excellent, 41% as Good, 28% as Satisfactory and 7 % not satisfactory.

#### **IV. TEACHING METHODS**

##### **Quality of questions in the CIA test**

21% of the students expressed that quality of CIA questions is excellent, 45% as Good, 24% as Satisfactory and 10 % not satisfactory.

##### **Answer papers are valued correctly/ objectively**

23% of the students expressed that valuation of answer scripts is excellent, 38% as Good, 27% as Satisfactory and 12 % not satisfactory.

##### **Semester Question Paper Covering the entire portion Unit wise**

28% of the students expressed that unitization of questions is excellent 44% as Good, 21% as Satisfactory and 7 % not satisfactory.

##### **Quality of the Semester Question Paper**

28% of the students expressed that quality of semester questions is excellent, 46% as Good, 20% as Satisfactory and 6 % not satisfactory.

##### **Valuation of the Semester Examination Paper**

22% of the students expressed that semester valuation is excellent, 43% as Good, 24% as Satisfactory and 11 % not satisfactory.

#### **V. SERVICES RENDERED BY NON-TEACHING STAFF**

##### **Usefulness of non-teaching staff**

30% of the students expressed that usefulness of non teaching staff is excellent,, 40% as Good, 23% as Satisfactory and 7% not satisfactory.

##### **Attitude of non-teaching staff towards students**

24% of the students expressed that attitude of non teaching staff is excellent, 43% as Good, 23% as Satisfactory and 10 % not satisfactory.

##### **Acceptance level at the college office counter by non-teaching staff**

20% of the students expressed that acceptance level of office staff is excellent, 43% as Good, 25% as Satisfactory and 12 % not satisfactory.

##### **Acceptance level of non-teaching staff in the department (if applicable)**

23% of the students expressed that acceptance level of department non teaching staff is excellent, 43% as Good, 24% as Satisfactory and 10 % not satisfactory.

#### **VI. EXTENSION SERVICE (SHEPHERD)**

##### **Usefulness of extension programme**

24% of the students expressed that extension programme is excellent, 39% as Good, 28% as Satisfactory and 9 % not satisfactory.



**Attitude of the extension staff towards students**

23% of the students expressed that attitude of extension staff is excellent, 40% as Good, 27% as Satisfactory and 10 % not satisfactory.

**VII. INFRASTRUCTURE FACILITIES ON THE CAMPUS**

**Laboratory facilities made available (if applicable)**

30% of the students expressed that lab facilities are excellent, 34% as Good, 27% as Satisfactory and 9 % not satisfactory.

**Library facilities made available**

47% of the students expressed that library facilities are excellent, 32% as Good, 17% as Satisfactory and 4 % not satisfactory.

**Canteen facilities made available**

16% of the students expressed that canteen facility is excellent, 31% as Good, 26% as Satisfactory and 27 % not satisfactory.

**Classroom made available**

26% of the students expressed that class room facilities are excellent, 40% as Good, 25% as Satisfactory and 9 % not satisfactory.

**ICT such as Wi-Fi, Smart class made available**

23% of the students expressed that ICT facilities are excellent, 34% as Good, 29% as Satisfactory and 14 % not satisfactory.

**Maintenance of the campus, class room etc.**

33% of the students expressed that maintenance of campus is excellent, 36% as Good, 25% as Satisfactory and 6 % not satisfactory.

**Availability and maintenance of the Rest Rooms in the campus**

20% of the students expressed that availability and maintenance of rest rooms are excellent, 33% as Good, 30% as Satisfactory and 17 % not satisfactory.

**VIII. EXTRA CURRICULAR ACTIVITIES**

**Sports facilities made available**

18% of the students expressed that sports facilities are excellent, 39% as Good, 31% as Satisfactory and 12 % not satisfactory.

**Accessibility of Sports facilities**

18% of the students expressed that accessibility of sports facilities are excellent, 39% as Good, 30% as Satisfactory and 13 % not satisfactory.

**Functioning of non-scholastic activities (NCC, NSS, AICUF, Fine Arts, YRC/RRC, Consumer Forum, Democracy Forum, Women's Forum, Enviro club, etc.)**

26% of the students expressed that non scholastic activities are excellent, 37% as Good, 31% as Satisfactory and 6 % not satisfactory.

**IX. BEYOND CLASS ROOM ACTIVITIES**

**Department : Debates / talks / seminars / discussions, etc.**

26% of the students expressed that activities of department is excellent, 40% as Good, 24% as Satisfactory and 10 % not satisfactory.

**Functioning of department association**

28% of the students expressed that functioning of department association is excellent, 41% as Good, 21% as Satisfactory and 10 % not satisfactory.

**Conduct of department festival**

26% of the students expressed that conduct of department festival is excellent, 36% as Good, 25% as Satisfactory and 13 % not satisfactory.

**About student support service in the college**

30% of the students expressed that student support service is excellent, 34% as Good, 27% as Satisfactory and 9 % not satisfactory.

**Department Alumni Association**

23% of the students expressed that department alumni association is excellent, 36% as Good, 30% as Satisfactory and 11 % not satisfactory.

**X. OVERALL EXPERIENCE AT St. JOSEPH'S COLLEGE**

39% of the students has expressed excellent about their overall experience at St. Joseph's College, 39% as Good, 19% as Satisfactory and 3 % not satisfactory.



**Principal  
PRINCIPAL  
St. JOSEPH'S COLLEGE  
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