



॥ विद्या विनयेन शोभते ॥

Janardan Bhagat Shikshan Prasarak Sanstha's

Changu Kana Thakur

Arts, Commerce and Science College, New Panvel (Autonomous)

Re-accredited A⁺ Grade by NAAC (Third Cycle-CGPA-3.61)

'College with Potential for Excellence' Status Awarded by UGC

'Best College Award' by University of Mumbai

Internal Quality Assurance Cell (IQAC)

Students Satisfaction Survey (SSS)

on

Overall Institutional Performance

Report

Academic Year 2021-2022

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Report of

Students Satisfaction Survey (SSS) on Overall Institutional Performance

Development of any educational institute depends upon genuine feedback from its stakeholders. If the learners give the appropriate feedback, then institute can understand its strengths and weaknesses. Accordingly, an institute can take corrective measures. Student satisfaction survey on overall institutional performance is an important instrument of understanding the thinking process of the learners of the institute. It is a tool to improve the overall process of teaching- learning of the college. Due to its importance in the institutional development, National Assessment and Accreditation Council (NAAC) made it mandatory for the educational institutions.

From the academic year 2020-21, we have adopted online feedback collection mechanism through website. So, there is no human interference in the entire process of collection and analysis of the data. No one can change or influence any part of the entire feedback mechanism. Feedback report is prepared manually. The feedback report is discussed in IQAC committee meeting, approved and communicated to the authority for action taken. We have designed different kinds of feedbacks viz. Students Satisfaction Survey on Overall Institutional Performance, Feedback on teaching and learning process, Feedback on curriculum, Students feedback on Teacher and parent feedback.

In the academic year 2021-2022, for Students Satisfaction Survey (SSS) on Overall Institutional Performance, 25 questions were framed and asked to learners to give their response.

| Que. No. | Questions |
|----------|---|
| 1 | Infrastructure and laboratory facility of the institution. |
| 2 | Discipline and educational environment in the institution. |
| 3 | Admission Procedure and support of office staff of the institution. |
| 4 | Internet facility provided in the library. |
| 5 | Availability of the books and reading materials in the library |
| 6 | Support of Library staff of the institution. |
| 7 | Availability of educational resources and Information and Communication Technology (ICT) facilities in the institution. |
| 8 | Use of ICT tools such as LCD projector, Multimedia etc. by teacher while teaching |

| Que. No. | Questions |
|----------|---|
| 9 | Use of student centric methods in teaching such as participative, experiential learning, problem solving methodologies for enhancing learning experience. |
| 10 | The mentoring process of the institute to identify strengths of the students and face challenges by the students. |
| 11 | Opportunities provided by the institution to learn and grow. |
| 12 | Opportunities provided by the institution to facilitate cognitive, social and emotional growth. |
| 13 | Institutions interest in promoting internship, student exchange, field visit, study tour opportunities. |
| 14 | Efforts made by the institution to inculcate soft skills, life skills and employability skills to make you ready for world of work. |
| 15 | The overall quality of teaching-learning process in your institution. |
| 16 | Fairness in assessment, evaluation and examination system. |
| 17 | Students Grievance redressal mechanism of the institution. |
| 18 | Encouragement to the students to participate in extra-curricular, co-curricular and research activities. |
| 19 | Functioning of the placement cell of the institution. |
| 20 | Career guidance and personal counselling. |
| 21 | Cleanliness and proper maintenance of toilets/washrooms. |
| 22 | Overall ambiance/ cleanliness of the campus. |
| 23 | Facilities available to the physically challenged students. |
| 24 | Canteen facility of the institution. |
| 25 | Overall rating of the institution. |

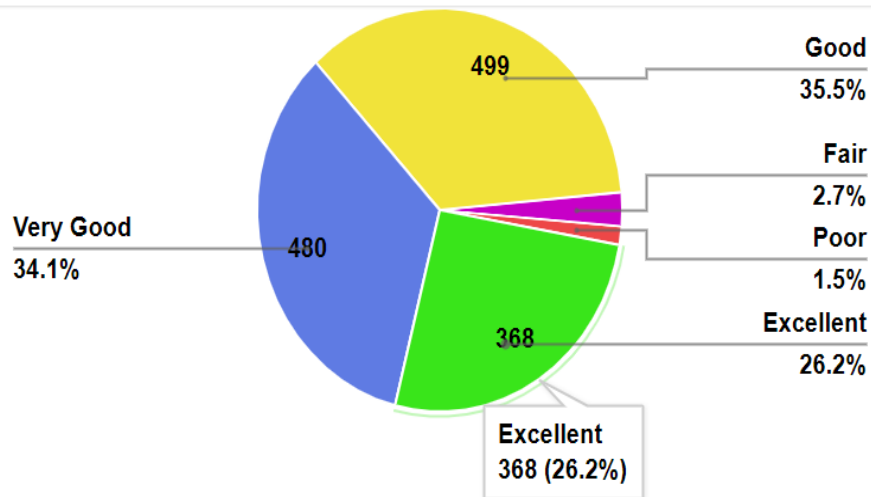
The numbers of responses received in 2021-22 (complete online process) were as follows:

| Sr. No. | Stream | Number of responses | Percentage of responses |
|---|----------|---------------------|-------------------------|
| 01 | Arts | 174 (707) | 24.61 |
| 02 | Commerce | 774 (2016) | 38.39 |
| 03 | Science | 458 (1669) | 27.44 |
| Total Responses (Out of 4392 Learners) | | 1406 (4392) | 32.01 |

The outcomes of these responses with graphical representation on Students Satisfaction Survey (SSS) on Overall Institutional Performance are as follows;

While analysing the graph we have added together the responses of **excellent, very good and good** to get a correct picture of the sense of the learners. After addition if the percentage figure is less than 80% then the performance is said to be just satisfactory and if the figure is more than 80% and Less than 90% we call it as a very good performance and if the figure is more than 90% then the performance is said to be excellent.

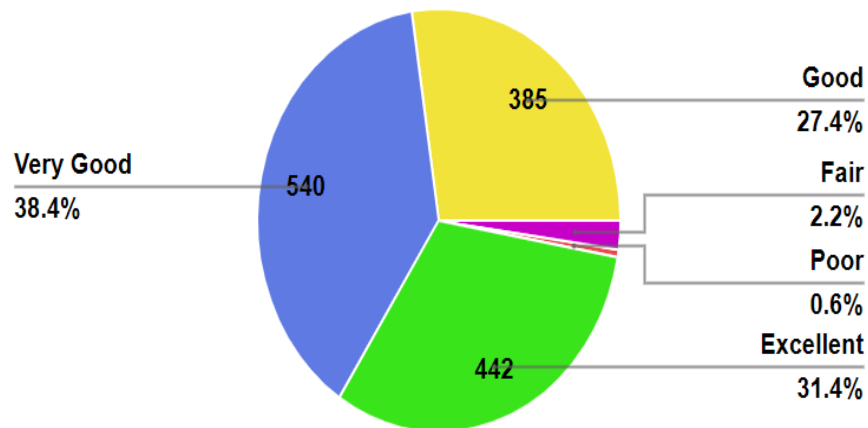
1. Infrastructure and laboratory facility of the institution.



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 368 | 480 | 499 | 38 | 21 | 1406 |

Our learners says that infrastructure and laboratory facilities of the institution are excellent (26.2%), It is very good by the view of 34.2% learners and 36.5% learners says it is good. Overall if we add together these three figures then it is 95.8%. It means, according to our learners, infrastructure and laboratory facilities of the institution are good or more than good since 95.8% learners rated this excellent or very good.

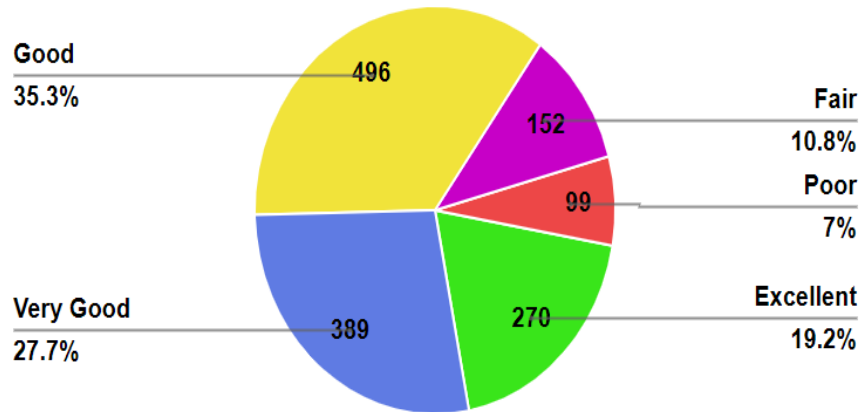
2. Discipline and educational environment in the institution.



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 442 | 540 | 385 | 31 | 8 | 1406 |

With regard to discipline and educational environment in the institution, 97.2% learners says that the educational environment and discipline in the institution is excellent or very good. This indicates that we have good discipline and excellent educational environment. This is an encouragement to us but is the responsibility to maintain it in future also.

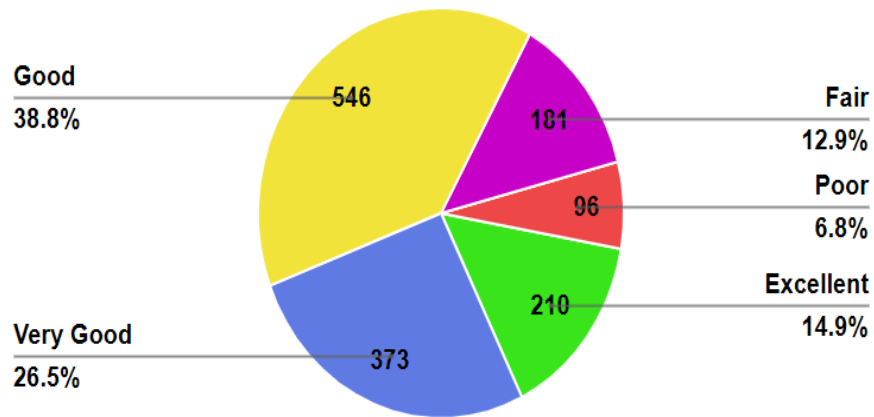
3. Admission Procedure and co-operation of office staff of the institution



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 270 | 389 | 496 | 152 | 99 | 1406 |

As far as admission procedure and co-operation of office staff of the institution is concerned 19.2% learners says it excellent, 27.7% says it is very good and 35.3% says it is good, if we add this these parameters then 72% learners says that co-operation of office staff of the institution & admission procedure good or above good, which underlines the need of the improvement in this area.

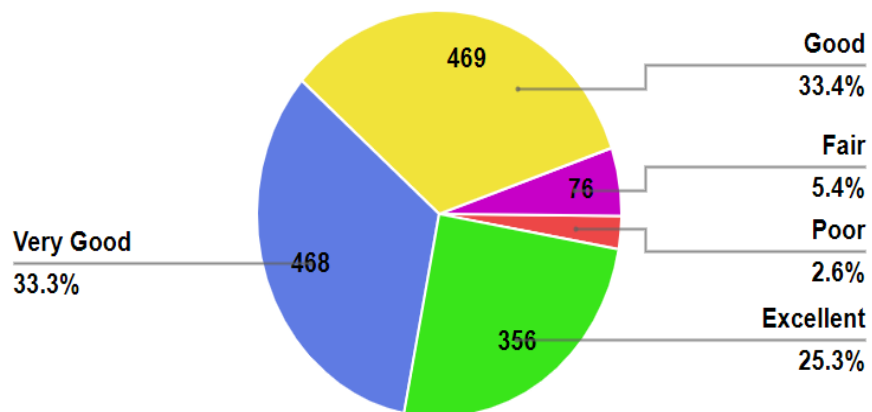
4. Internet facility provided in the library



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 210 | 373 | 546 | 181 | 96 | 1406 |

With regard to internet facility provided in the library, 14.9% learners says it is excellent, 26.5% says very good and 38.8% says it is good, if we added it will be 80.% , indicating that internet facility provided in the library is very good. This is another area where there is a possibility for improvement.

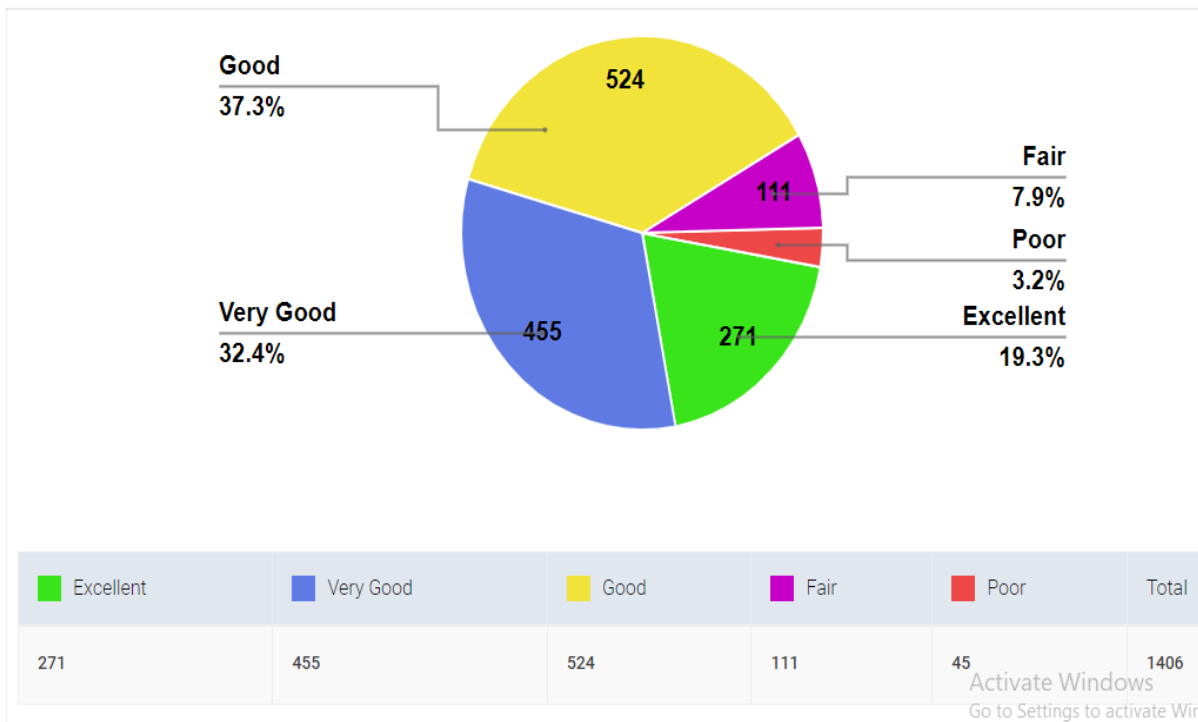
5. Availability of the books and reading materials in the library



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 356 | 468 | 469 | 76 | 37 | 1406 |

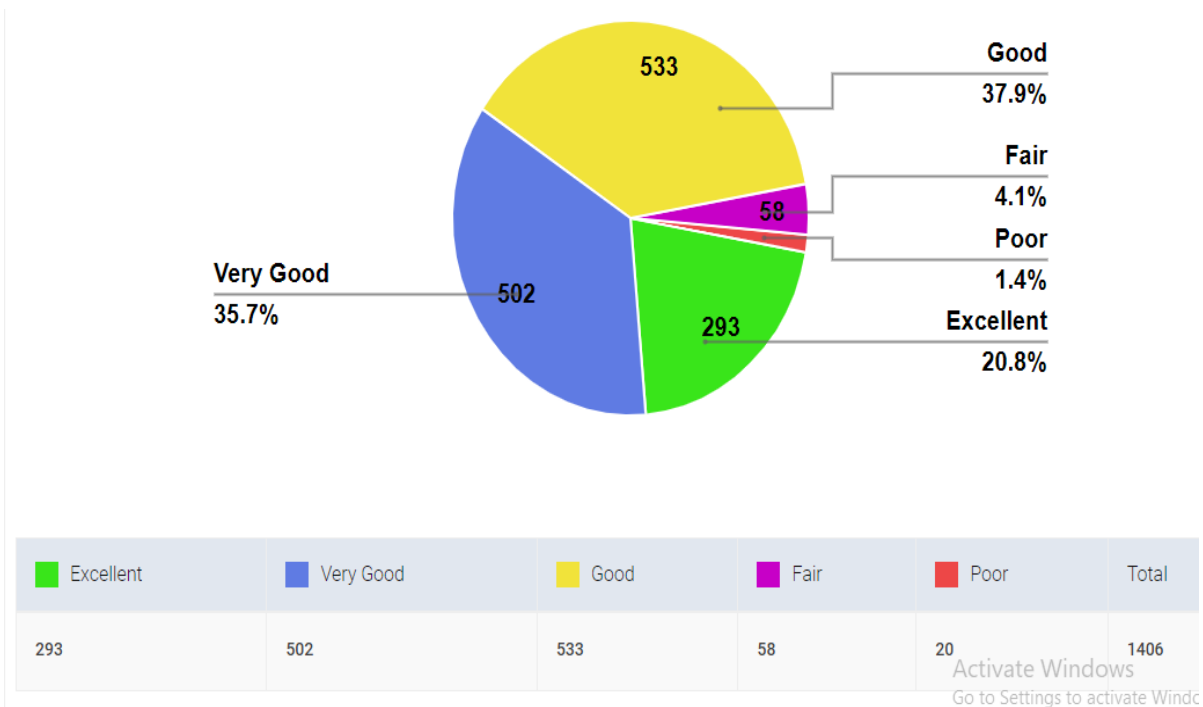
25.3% learners says that availability of the books and reading materials in the library are excellent, 33.33% says it is very good and 33.4% says it is good if we add them up, then 92% learners says it is above good.

6. Co-operation of Library staff of the institution.



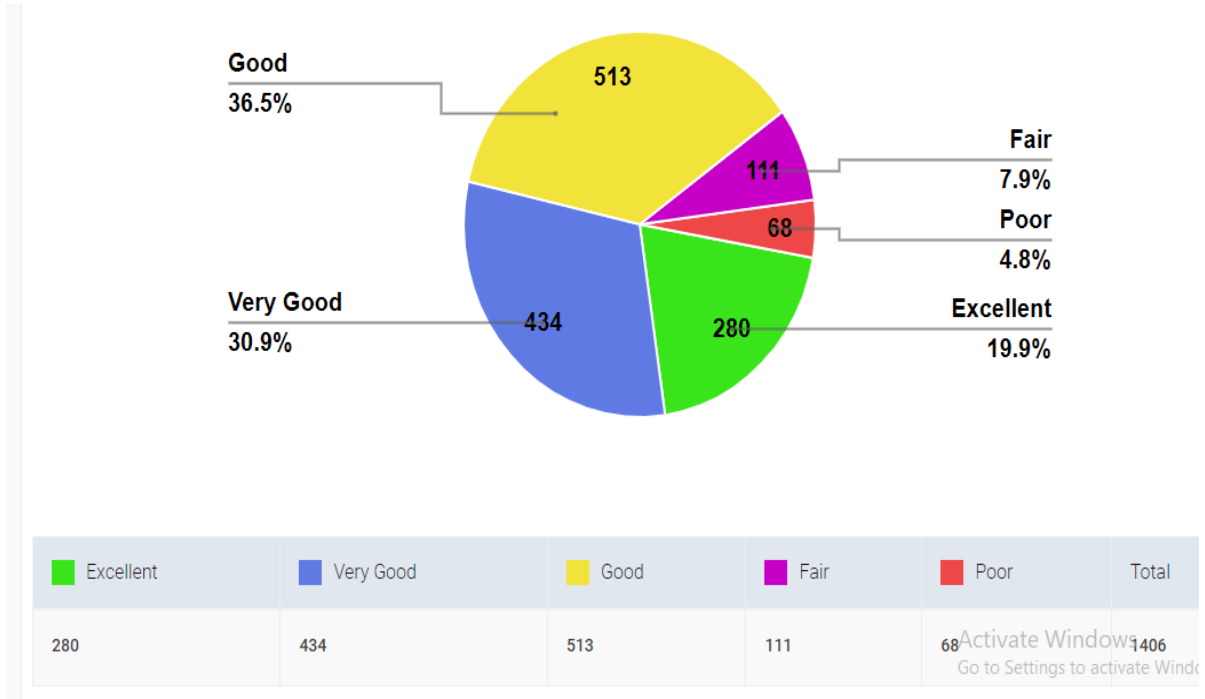
Eighty eight percent of our learners says, co-operation of library staff is good or above good. Learners say, here also improvement is the need of the time.

7. Availability of educational resources and Information and Communication Technology (ICT) facilities in the institution.



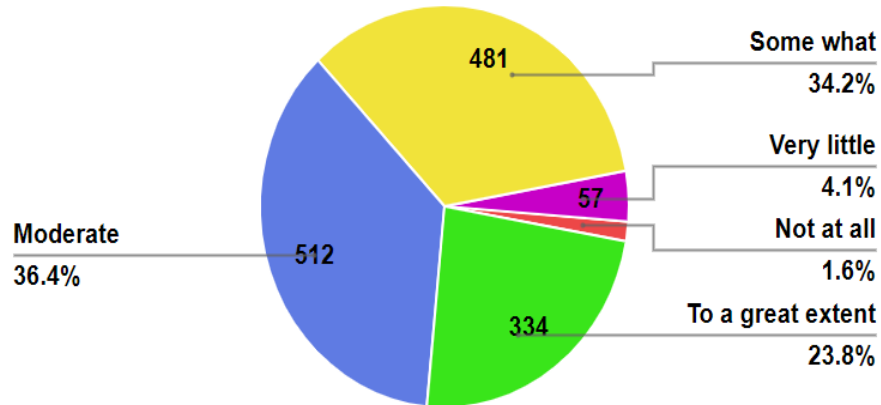
For the availability of ICT resources more than 94.4% learners say excellent or very good. Learners are somewhat satisfied, so we need to maintain and upgrade these educational resources.

8. Use of ICT tools such as LCD projector, Multimedia etc. by teacher while teaching.



As far as use of the ICT tools, our learners are moderately satisfied since only 87.3% learners says it is excellent, very good or good. It may be due the excessive use of the ICT during COVID-19 period, compare to that now its use is drastically reduced. But here, we have to increase the use of these ICT based teaching since UGC want a blended mode of teaching in future. But it should be backed by updated ICT resources.

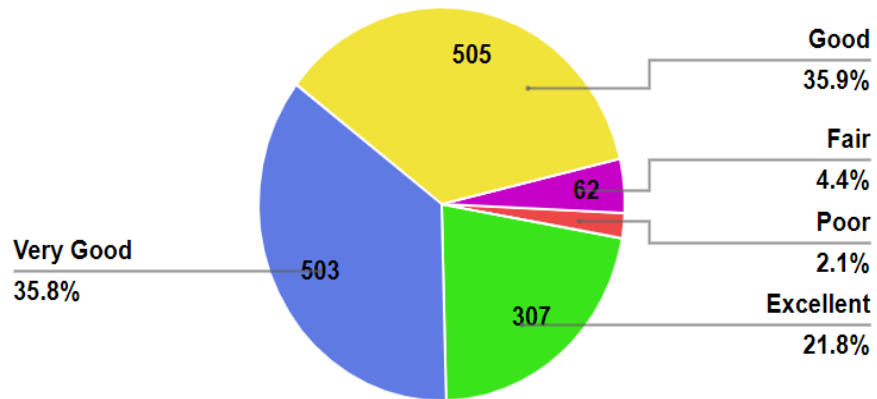
9. Use of student centric methods in teaching such as participative, experiential learning, problem solving methodologies for enhancing learning experience.



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 334 | 512 | 481 | 57 | 22 | 1406 |

94.4% learners responded that, there is an excellent use of student-centric methods like participative, experiential learning, problem solving methodologies by teachers in teaching for enhancing learning experience. This implies that students are satisfied with teaching methods and appreciates the learning experience.

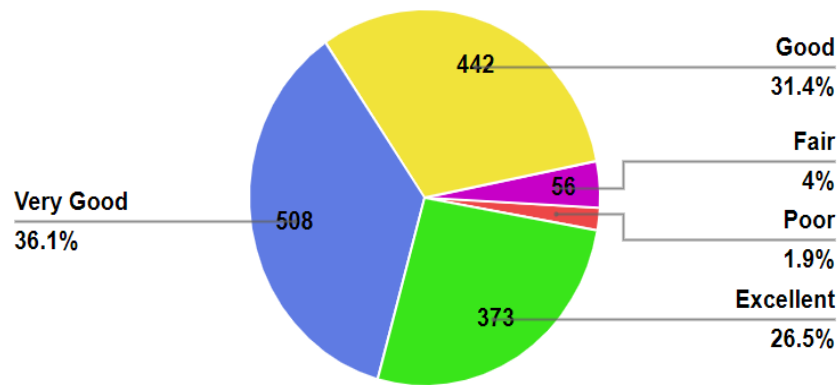
10. The mentoring process of the college to identify strengths of the students and face challenges by the students.



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 307 | 503 | 505 | 62 | 29 | 1406 |

93.5% learners said that mentoring process of the college is excellent, but it also needs to be improved to identify the strengths of our learners. We have to adopt holistic approach in the mentoring process where we require to divide entire learners into the total teaching staff of the college.

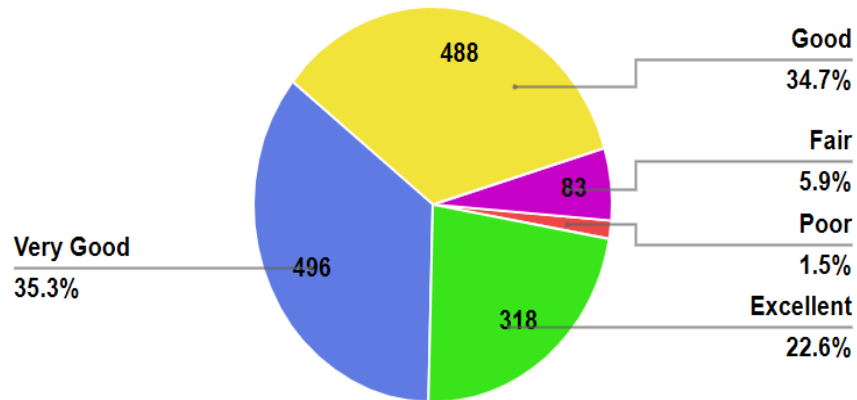
11. Opportunities provided by the institution to learn and grow.



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 373 | 508 | 442 | 56 | 27 | 1406 |

As far as the opportunities provided by the institution to learn and grow are concerned, 94% learners said that opportunities provided by the college are excellent. We have to work hard to sustain this trust of our learners.

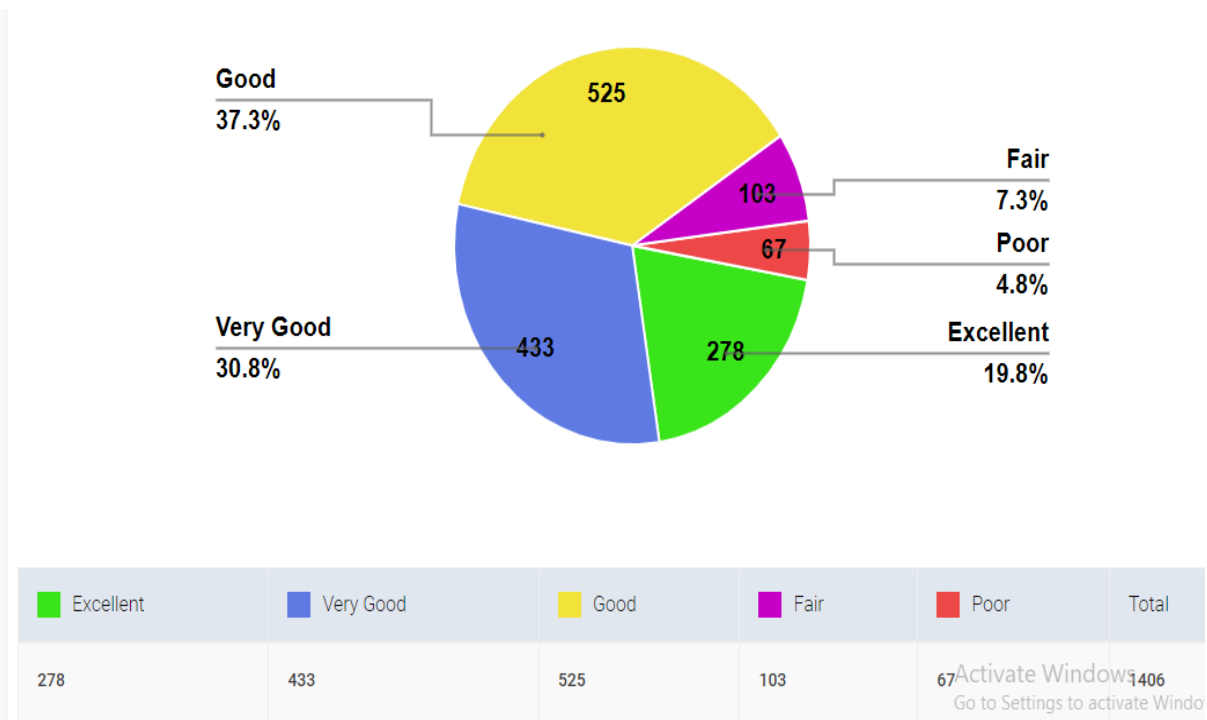
12. Opportunities provided by the institution to facilitate cognitive, social and emotional growth.



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 318 | 496 | 488 | 83 | 21 | 1406 |

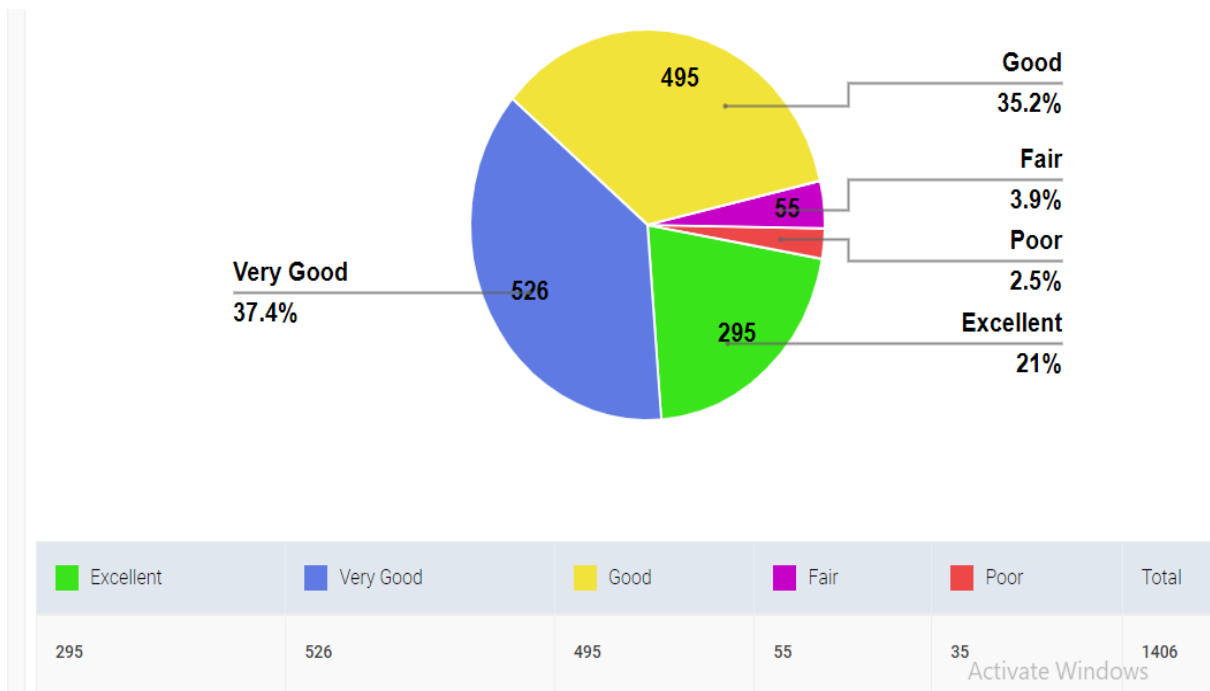
More than ninety two percent learners said that opportunities provided by the institution to facilitate cognitive, social and emotional growth of the learners are excellent. After COVID-19, it is becoming a common problem and there is a necessity of giving emotional support to our learners. Last year due to COVID-19 restrictions, it was having a limited scope. But this year we have appointed a separate counsellor for this purpose.

13. Institutions interest in promoting internship, student exchange, field visit, study tour opportunities.



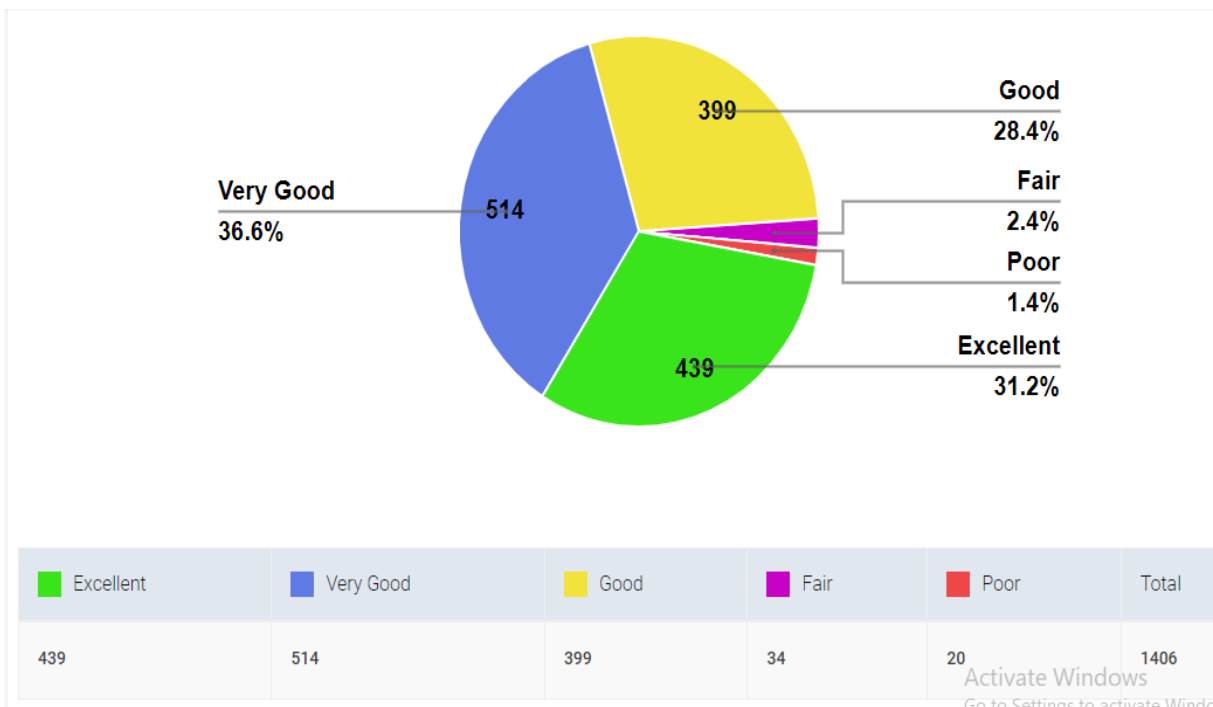
In internship, students exchange, field visit, study tour, we are rated relatively less by our students i.e. 87.9%. Here, too due to COVID-19 restrictions, it was not possible to arrange tours and students exchange programmes. But, now we can improve our self to reach to the expectations of our learners.

14. Efforts made by the institution to inculcate soft skills, life skills and employability skills to make you ready for world of work.



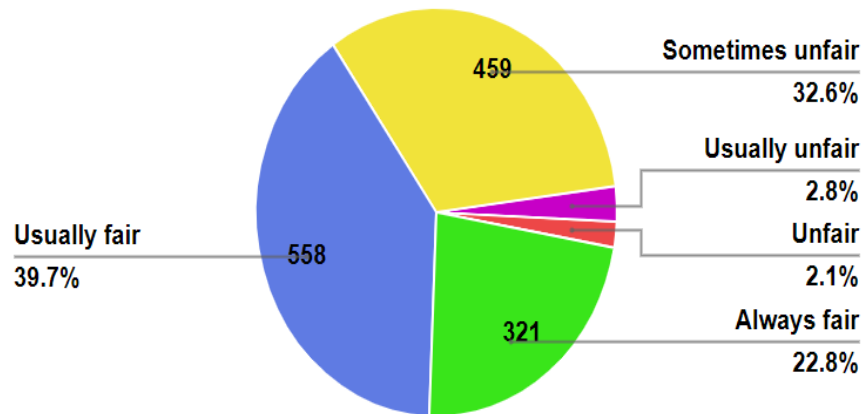
Ninety three point sixty percent students said that efforts made by the institution to inculcate soft skills, life skills and employability skills are excellent. This is an encouragement for us to continue this in future.

15. The overall quality of teaching-learning process in your institution



Teaching- learning process is at the base of any educational institute. Here, 96.2% learners are more than satisfied. This indicates that teaching learning process of our college is excellent and as per the expectation of our students and commensurate the goodwill of our institute. Yet, it is a process and process needs consistency. So consistently we have to strive for best in the teaching- learning process to sustain the trust of our stakeholders.

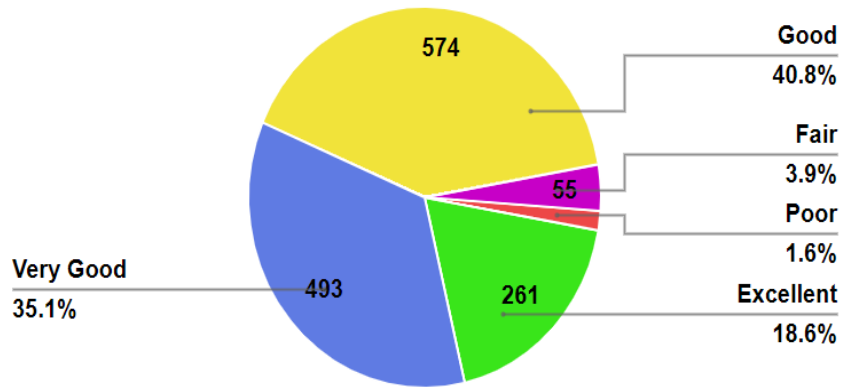
16. Fairness in assessment, evaluation and examination system.



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 321 | 558 | 459 | 39 | 29 | 1406 |

Another area which is at the base of the educational institute is the fairness in assessment, evaluation and examination system. Here too our student shows their reliability in our evaluation mechanism. 95.1% learners said that it is good or above good.

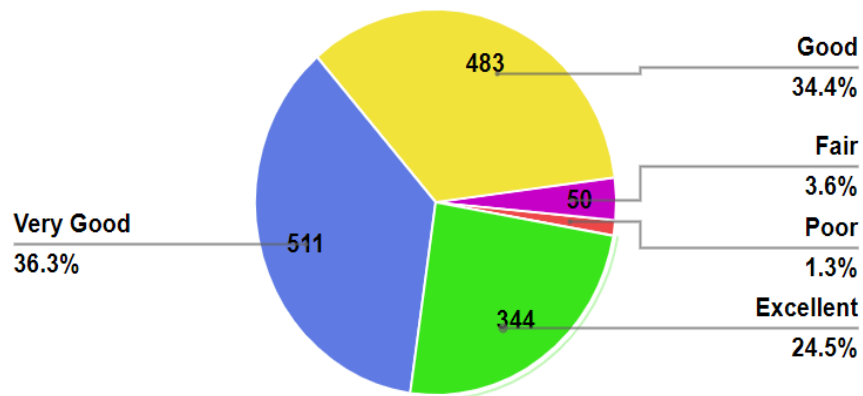
17. Students Grievance redressal mechanism of the institution



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 261 | 493 | 574 | 55 | 23 | 1406 |

As far as student’s grievances are concerned, 94.5% learners said that it is very good or excellent. This is as per our expectation, so we need to sustain and strengthen this mechanism in future.

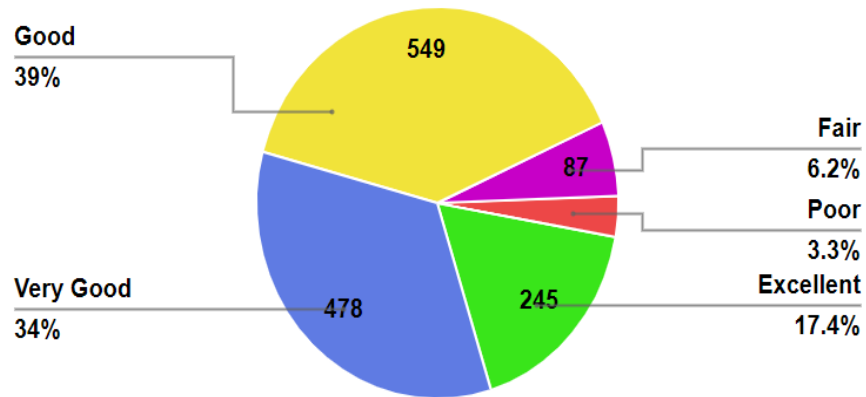
18. Encouragement to the students to participate in extra-curricular, co-curricular and research activities



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 344 | 511 | 483 | 50 | 18 | 1406 |

More than ninety five percent learners says that college encourage us to participate in extra - curricular, co-curricular and research activities. Further efforts and improvements are expected to match our self to expectations if NEP 2020.

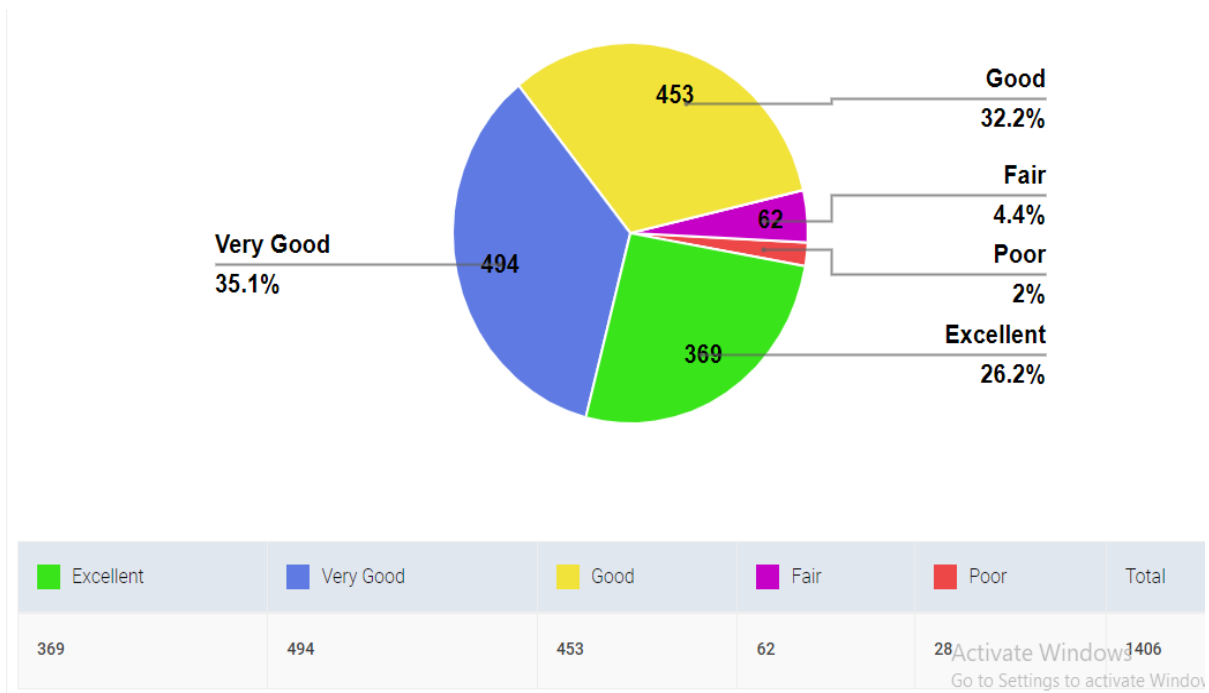
19. Functioning of the placement cell of the institution



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 245 | 478 | 549 | 87 | 47 | 1406 |

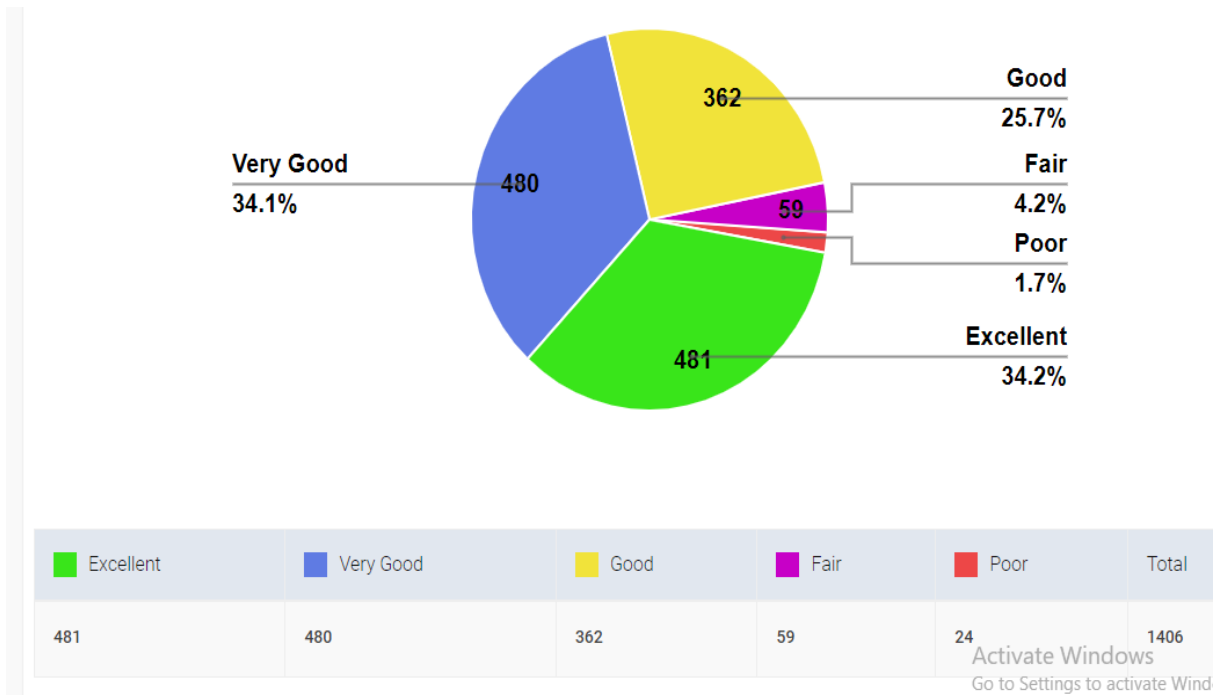
Functioning of the placement cell of the institution are moderately rated by our stakeholders. More than 90 % learners says that it is good or above good. Here, we need our sincere efforts to improve this cell to meet the expectations of our students.

20. Career guidance and personal counselling



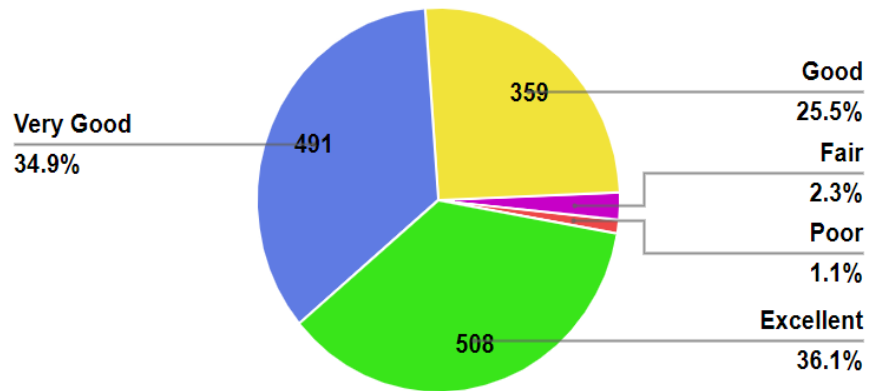
In career guidance and personal counselling 93.5% of our learners says that it is excellent or very good. Our teachers are doing their best to give counselling but yet we need some professional experts. From 2022-23, we have appointed a separate counsellor to meet the expectations of our learners.

21. Cleanliness and proper maintenance of toilets/washrooms.



For cleanliness and proper maintenance of toilets or washrooms, our learner gives 94%. This indicates they are more than satisfied for this facility.

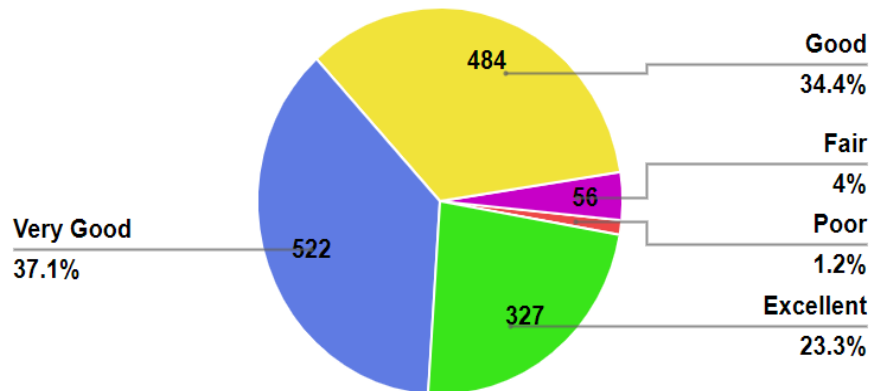
22. Cleanliness and neatness of the classrooms/laboratories



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 508 | 491 | 359 | 32 | 16 | 1406 |

Cleanliness and neatness of the classrooms or laboratories are also rated very high by our students which need to be maintained further. 96.5% students responded as excellent or very good to the cleanliness and neatness of classrooms and laboratories.

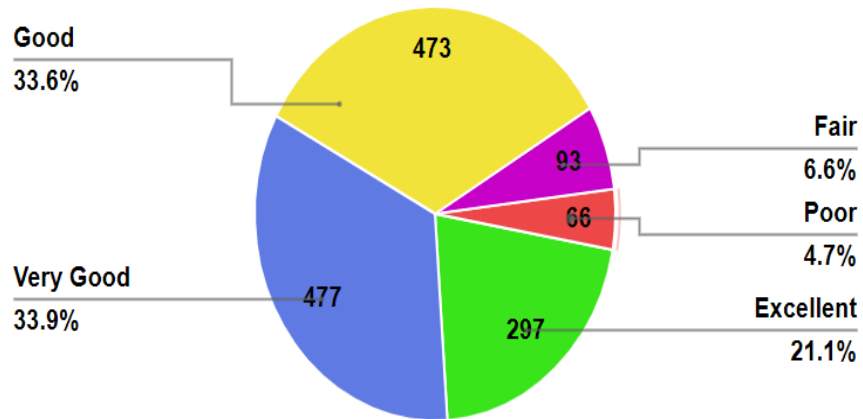
23. Facilities available to the physically challenged students



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 327 | 522 | 484 | 56 | 17 | 1406 |

More than ninety four percent learners said that facilities to the physically challenged students are excellent or very good in our campus.

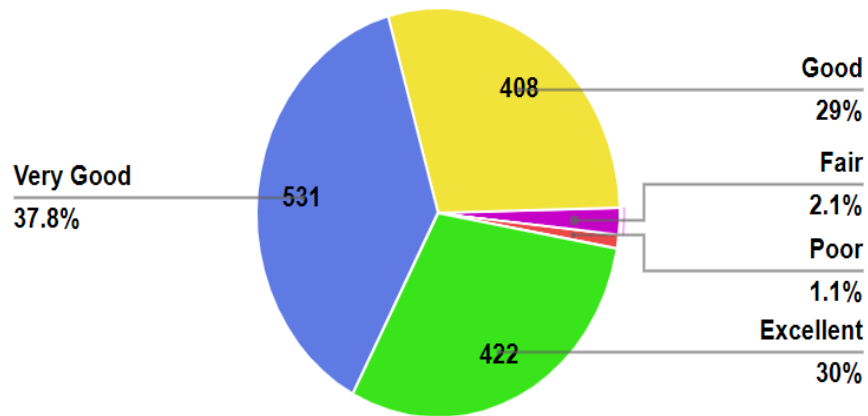
24. Canteen facility of the institution



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 297 | 477 | 473 | 93 | 66 | 1406 |

Canteen facility is moderately rated by the learners, 86.6% learners said that it is excellent or very good. Here also professionalism is needed in to the services provided by the canteen to satisfy our learners.

25. Overall rating of the institution.



| Excellent | Very Good | Good | Fair | Poor | Total |
|-----------|-----------|------|------|------|-------|
| 422 | 531 | 408 | 30 | 15 | 1406 |

Overall rating of the institution is 96.8% which indicates that our overall performance is very good or excellent. We have to work hard in the future to maintain this status and satisfy our stakeholders and their high expectations.

Conclusions: - In sum and substance we can divide our discussion in the following three areas;

A) Following areas of college where we have done excellently like;

1. Infrastructure and laboratory facility institution (95.5%)
2. Discipline and educational environment in the institution (97.2%)
3. Availability of the books and reading materials in the library (92%)
4. Availability of educational resources and information and communication technology facilities of the institution (94.4%)
5. Use of student centric methods in teaching such as participative, experiential learning, problem solving methodologies for enhancing learning experience (94.4%)
6. The mentoring process of the college to identify strengths of the students and face challenges (93.5%)
7. Opportunities provided by the institution to learn and grow (94%)
8. Opportunities provided by the institution to facilitate cognitive, social and emotional growth (92.6%)
9. Efforts made by the institution to inculcate soft skills, life skills and employability skills to make students ready for the world of work (93.60%)
10. The overall quality of teaching-learning process of the institution (96.2%)
11. Fairness in assessment, evaluation and examination system (95.1%)
12. Encouragement to the students to participate in extra-curricular, co-curricular and research activities (95.2%)
13. Career guidance and personal counselling (93.5%)
14. Students Grievance redressal mechanism of the institution (94.5%)
15. Functioning of the placement cell of the institution (90.4 %).
16. Cleanliness and proper maintenance of toilets/ washrooms (94%)
17. Cleanliness and neatness of the classrooms/ laboratories (96.5%)
18. Facilities available to the physically challenged students (94.8%)
19. Overall rating of the institution (96.8%)

These are the areas where we have done excellently but it is a challenge to maintain and upgrade it as per the eye flickering changes in the education system in India.

B) Following areas are very good and needs to be strengthened further;

1. Support of Library staff of the institution (88%)

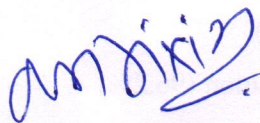
2. Use of ICT tools such as LCD projector, Multimedia etc. by teacher while teaching (87.3%)
3. Institutions interest in promoting internship, student exchange, field visit, study tour opportunities. (87.9%)
4. Canteen facility of the institution (88.6%).

All the above areas moderately rated by our students, which means we have to excel our self to meet the expectations of our stakeholders.

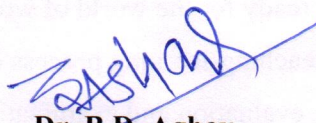
C) Following areas of the college where improvements are recommended;

1. Admission procedure and co-operation of office staff of the institution (72.2%)
2. Internet Facility provided in the library (80%)

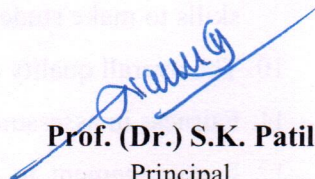
To improve the performance of the recommended areas, it is required to give extensive and continuous training of soft skills, communication skills, skills to show consideration towards our stakeholders and other technological skills. We need to improve the accessibility of internet facility to the students in the library also.



Prof. (Dr.) A.K. Dixit
Chairperson
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