॥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 2020-2021

Plot No. 01, Sector 11, Khanda Colony, New Panvel (W), Dist. Raigad,
Maharashtra, India- 410206
Phone: (022) 27464193, 27455760, 27461569 (Fax)
URL: www.ckthakurcollege.net

Report of Students Satisfaction Survey (SSS)
on Overall Institutional Performance

Student satisfaction survey 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. 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 various kinds of feedbacks viz. Students Satisfaction Survey on Overall Institutional Performance, Feedback on teaching and learning process, Feedback on curriculum, Students feedback on Teacher.

In the academic year 2020-2021, for Students Satisfaction Survey (SSS) on Overall Institutional Performance, 25 questions were asked to learners to give their feedback.

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
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

Que. No.	Questions
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 counseling
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 2019-20 were as follows:

Sr. No.	Stream	Number of responses
01	Arts	78
02	Commerce	606
03	Science	411
Total Responses		1095

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

Sr. No.	Stream	Number of responses
01	Arts	0266
02	Commerce	1599
03	Science	1354
Total Responses (Out of 4331 Learners)		3219 (74.32 %)

There is a three times growth in the number of responses due to the innovation of taking feedback online.

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

Out of 3219 learners 60.7% learners said that laboratory facilities are excellent or very good. 34.3 % learners say it is good. Overall learners are satisfied with library facilities. 72.1% learners are satisfied with the educational environment and discipline in the institution

by giving excellent or very good. With regard to admission procedure and co-operation of office staff 18.3% learners says it is excellent, 24.9% says it is very good. If we combine first two parameters then it is less than 50% (43.2% which is less than 48% of last year) which indicates that overall learners are less satisfied. Less positive responses for internet facilities while positive responses received for books and reading materials from learners. More than 52% learners say excellent or very good for the co-operation of the library staff. For the availability of ICT resources more than 50% learners say excellent or very good whereas its use by teachers is also supported by equivalent number. End-users are also said that student-centric methods are used in teaching. More over learners are satisfied with mentoring process.

Learners say excellent or very good to the opportunities provided by the institute to learn, grow and institute is helpful in social and emotional growth of the learners. With regard to promoting internship, student exchange, field visit, study tour opportunities, our learners are quite satisfied. Same is true for efforts made by the institution to inculcate soft skills, life skills and employability skills. Near about 70% learners say excellent or very good to the overall quality of the teaching-learning process in the institution which is an encouragement to the institution. Our end-users said that there is fairness in assessment, evaluation and examination system.

Learners are satisfied with reference to student's grievance redressal mechanism of the institution. With regard to encouragement to the students to participate in extra-curricular, co-curricular and research activities, students say that they are encouraged by the institute. Functioning of the placement cell of the institution as per students' opinion is satisfactory. They are satisfied with the guidance and personal counselling provided by the institute.

Approximately 67% learners say excellent or very good to cleanliness and proper maintenance of toilets/washrooms. Same is true for overall ambiance/ cleanliness/ neatness of the campus. Even the students are satisfied with the facilities available to the physically challenged students. Canteen facility is better as per the opinion of the end-users. It is quite encouraging for us that students give very good or excellent to the overall rating of the institution which is 70.2%.

Admission procedure and support of the office staff is still a grey area and needs improvement. We have to enhance internet facility in the library. Grievance redressal mechanism of the institution also needs to be improved.
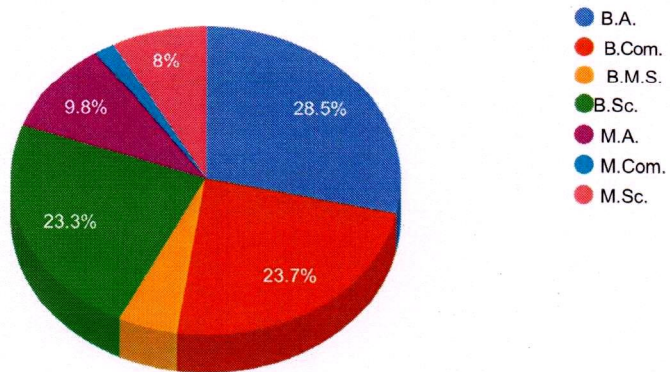
The question wise responses by the students are depicted graphically as follows:

Feedback Filled Percentage
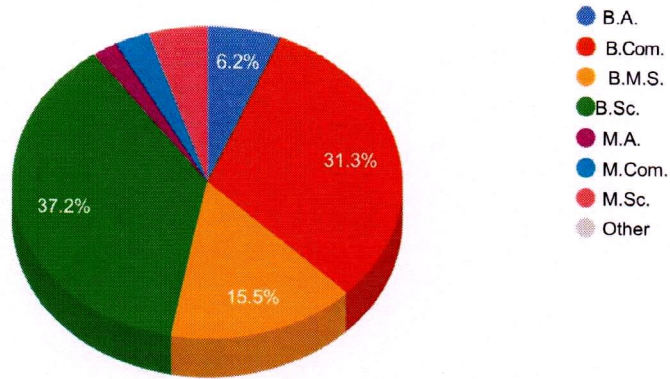
B.A.	B.Com.	B.M.S.	B.Sc.	M.A.	M.Com.	M.Sc.	Skill Development	Ph.D.	Total
198	1007	499	1196	66	93	158	2	0	3219

Feedback Not Filled Percentage

B.A.	B.Com.	B.M.S.	B.Sc.	M.A.	M.Com.	M.Sc.	Skill Development	Ph.D.	Total
317	264	55	259	109	19	89	0	0	1112

Feedback Reports

Report of SSS on Overall Institutional Performance_2020-2021

Question 1) Infrastructure and laboratory facility of the institution
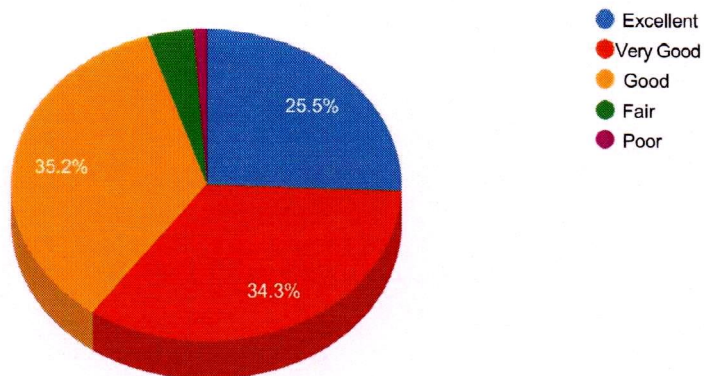
Excellent	Very Good	Good	Fair	Poor	Total
822	1103	1134	123	37	3219

Question 2) Discipline and educational environment in the institution
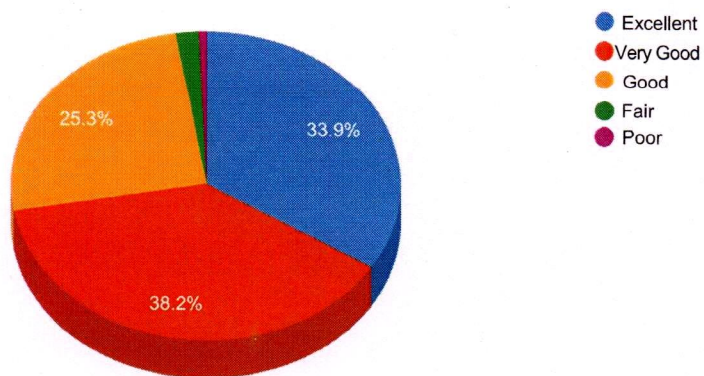
Excellent	Very Good	Good	Fair	Poor	Total
1092	1230	813	62	22	3219

Question 3) Admission Procedure and co-operation of office staff of the institution
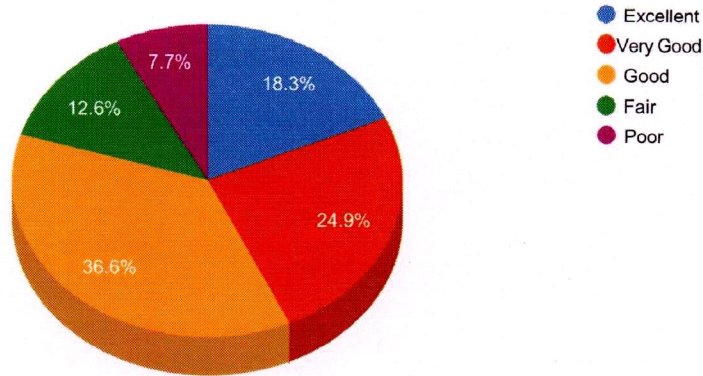
Excellent	Very Good	Good	Fair	Poor	Total
589	800	1177	404	249	3219

Question 4) Internet facility provided in the library
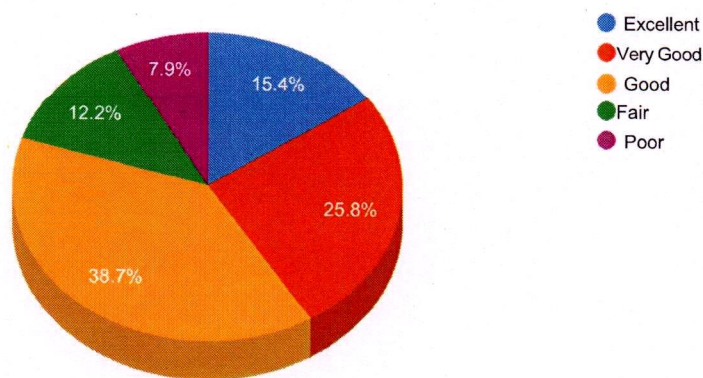
Excellent	Very Good	Good	Fair	Poor	Total
495	831	1246	394	253	3219

Question 5) Availability of the books and reading materials in the library
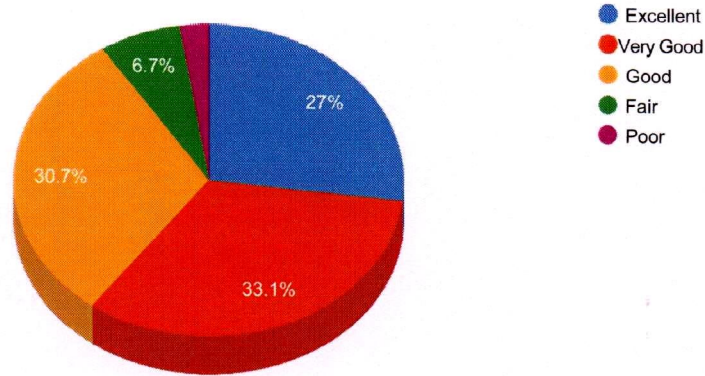
Excellent	Very Good	Good	Fair	Poor	Total
870	1064	988	217	80	3219

Question 6) Co-operation of Library staff of the institution
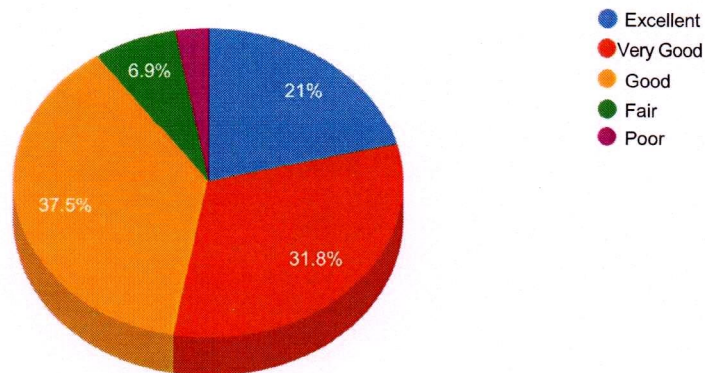
Excellent	Very Good	Good	Fair	Poor	Total
676	1023	1207	222	91	3219

Question 7) Availability of educational resources and Information and Communication Technology
(ICT) facilities in the institution
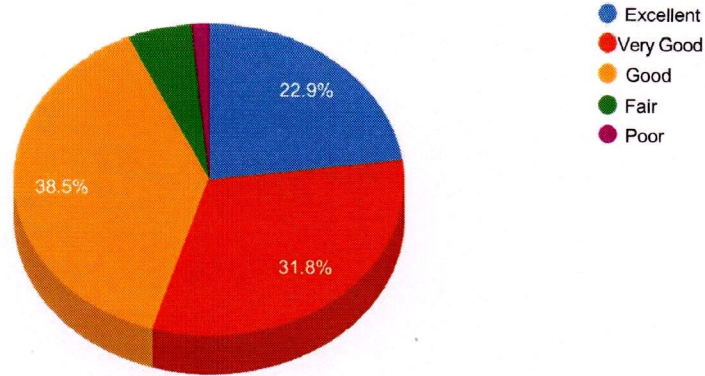
Excellent	Very Good	Good	Fair	Poor	Total
736	1023	1240	171	49	3219

Question 8) Use of ICT tools such as LCD projector, Multimedia etc. by teacher while teaching
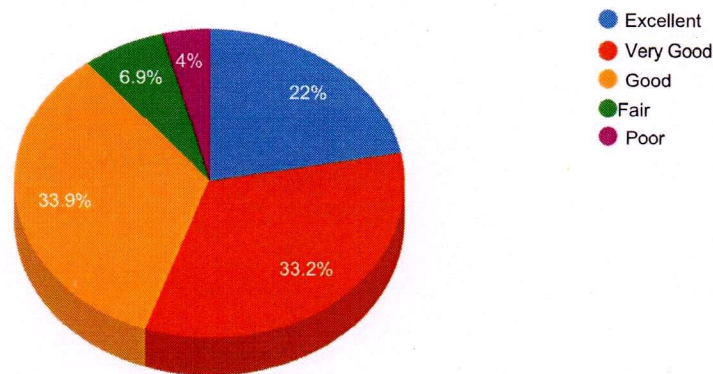
Excellent	Very Good	Good	Fair	Poor	Total
708	1070	1091	222	128	3219

Question 9) Use of student centric methods in teaching such as participative, experiential learning, problem solving methodologies forenhancing learning experience
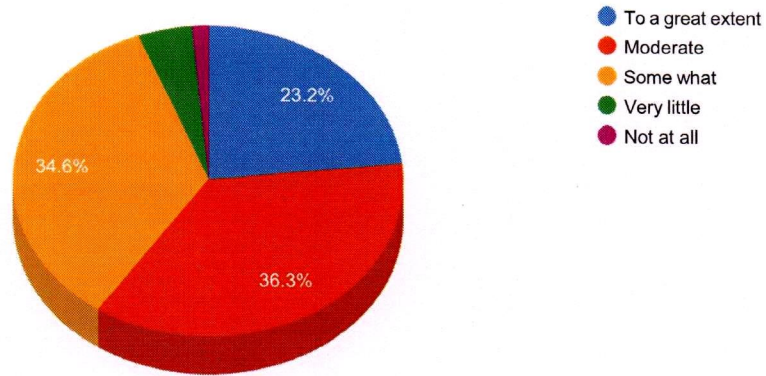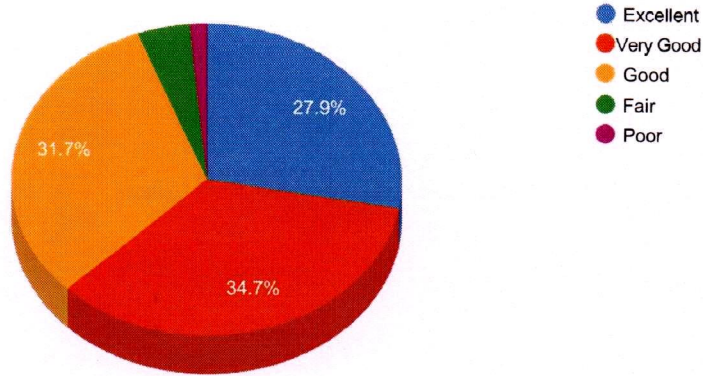

Excellent	Very Good	Good	Fair	Poor	Total
747	1167	1114	144	47	3219

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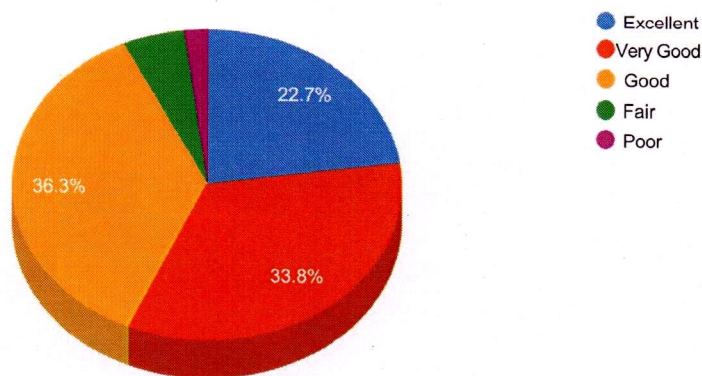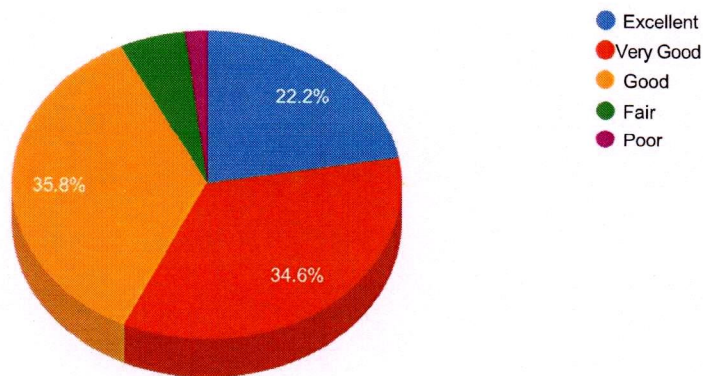

Excellent	Very Good	Good	Fair	Poor	Total
731	1088	1170	165	65	3219

Question 11) Opportunities provided by the institution to learn and grow

Excellent	Very Good	Good	Fair	Poor	Total
897	1116	1019	139	48	3219

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

Excellent	Very Good	Good	Fair	Poor	Total
716	1115	1151	176	61	3219

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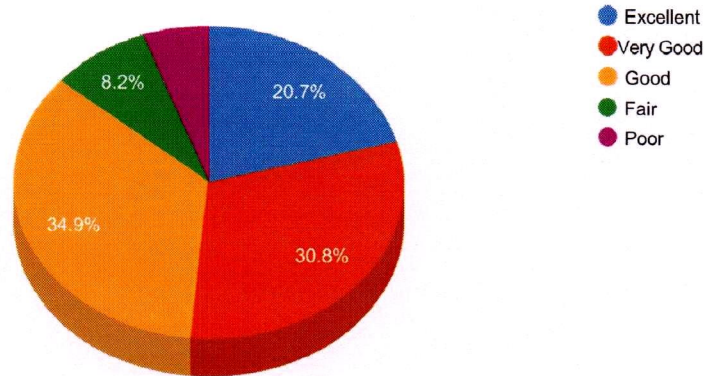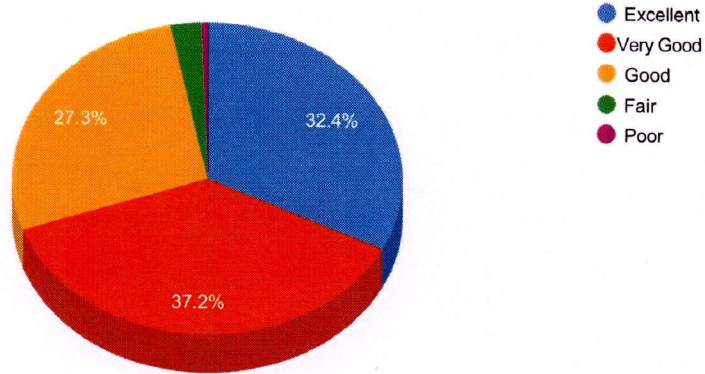

Excellent	Very Good	Good	Fair	Poor	Total
666	990	1122	264	177	3219

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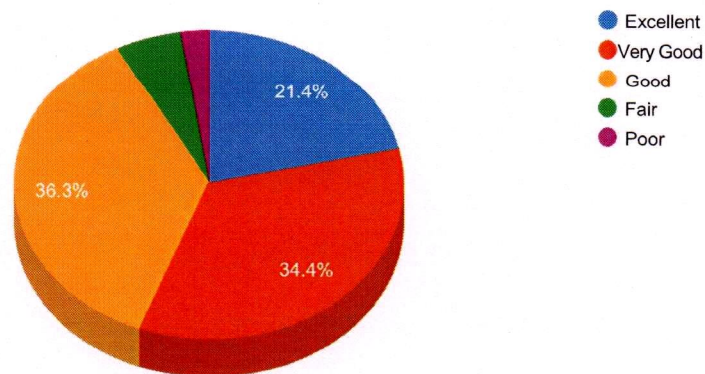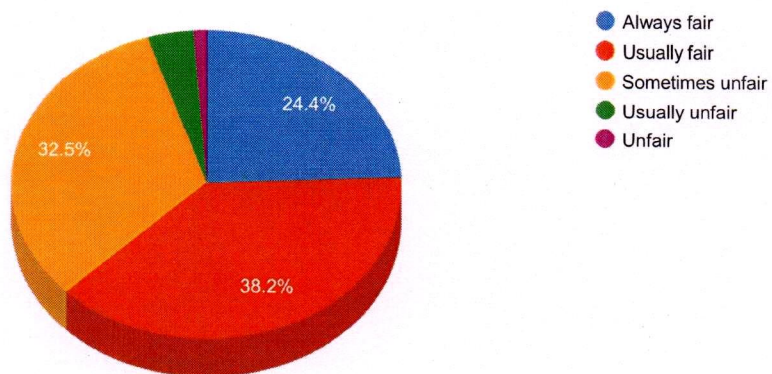

Excellent	Very Good	Good	Fair	Poor	Total
688	1106	1169	177	79	3219

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

Excellent	Very Good	Good	Fair	Poor	Total
1043	1196	880	82	18	3219

Question 16) Fairness in assessment, evaluation and examination system

Excellent	Very Good	Good	Fair	Poor	Total
784	1230	1046	122	37	3219

Question 17)   Students Grievance redressal mechanism of the institution
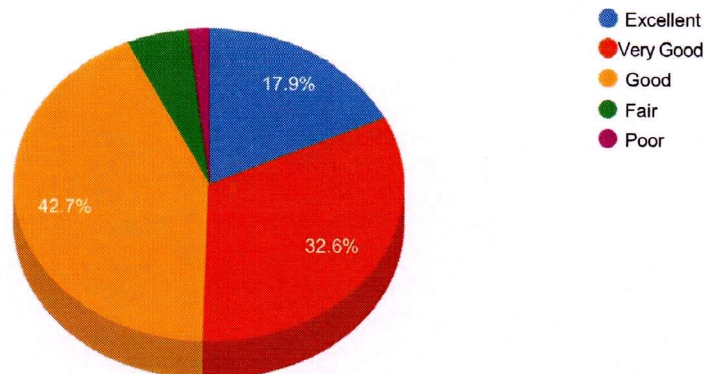
Excellent	Very Good	Good	Fair	Poor	Total
575	1049	1373	166	56	3219

Question 18)   Encouragement to the students to participate in extra-curricular, co-curricular and research activities
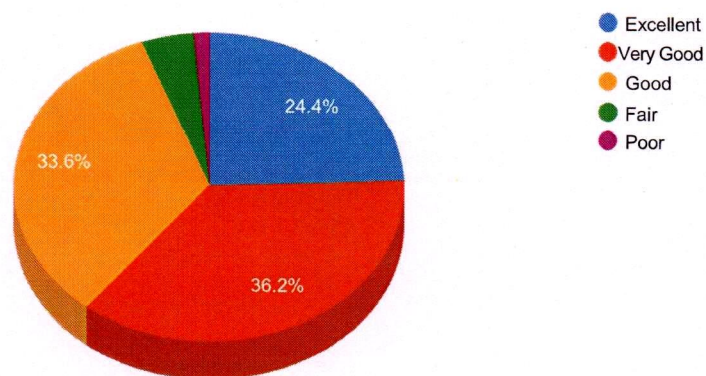
Excellent	Very Good	Good	Fair	Poor	Total
787	1165	1083	139	45	3219

Question 19) Functioning of the placement cell of the institution
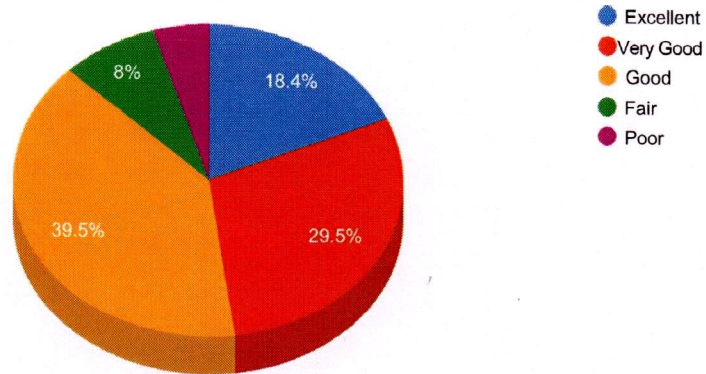
Excellent	Very Good	Good	Fair	Poor	Total
592	948	1270	258	151	3219

Question 20) Career guidance and personal counseling
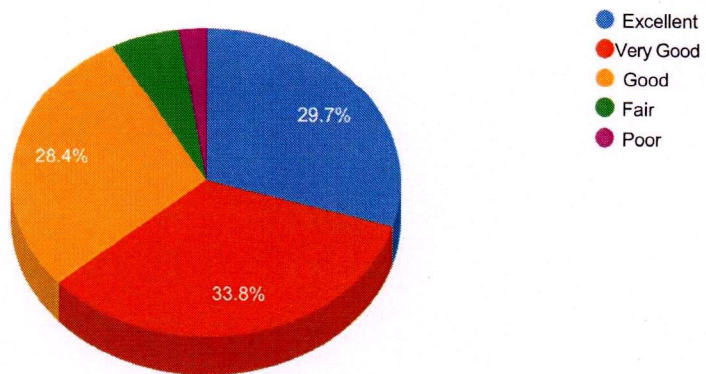
Excellent	Very Good	Good	Fair	Poor	Total
955	1088	915	184	77	3219

Report of SSS on Overall Institutional Performance_2020-2021

Question 21) Cleanliness and proper maintenance of toilets/washrooms
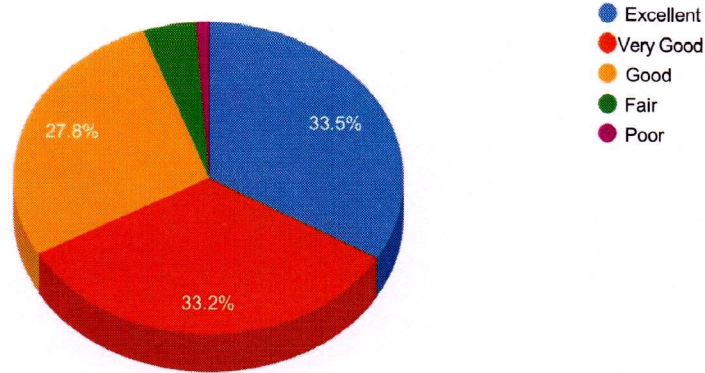
Excellent	Very Good	Good	Fair	Poor	Total
1078	1069	894	141	37	3219

Question 22) Cleanliness and neatness of the classrooms/laboratories
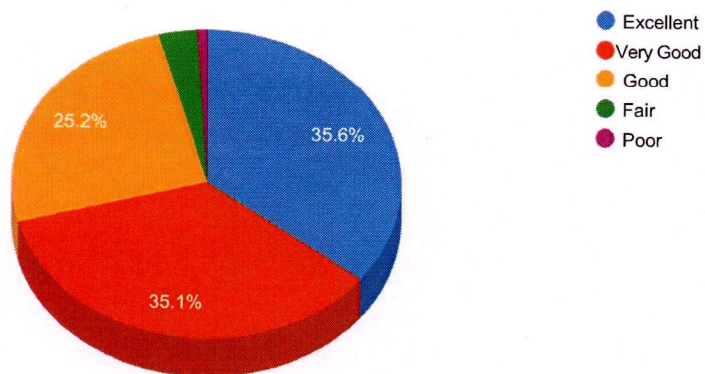
Excellent	Very Good	Good	Fair	Poor	Total
1145	1131	811	104	28	3219

Question 23)   Facilities available to the physically challenged students
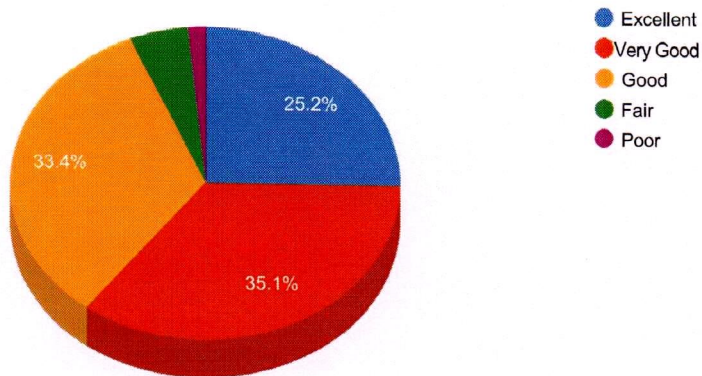
Excellent	Very Good	Good	Fair	Poor	Total
812	1129	1074	155	49	3219

Question 24)   Canteen facility of the institution
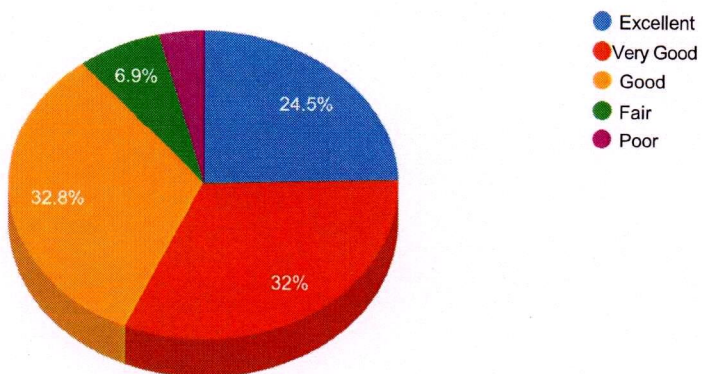
Excellent	Very Good	Good	Fair	Poor	Total
790	1029	1056	222	122	3219

Report of SSS on Overall Institutional Performance_2020-2021

Question 25) Overall rating of the institution
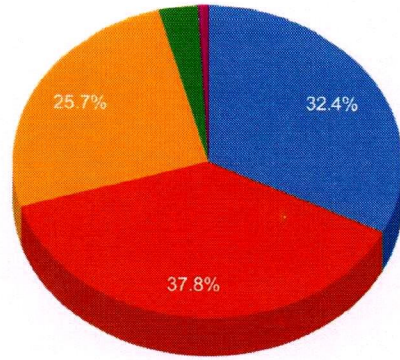
Excellent	Very Good	Good	Fair	Poor	Total
1044	1216	826	105	28	3219

Dr. A.K. Dixit
Chairperson
Feedback Monitoring Committee

Dr. B.D. Aghav
IQAC Coordinator
C.K. Thakur A.C.S College,
New Panvel (Autonomous)

Prof. (Dr.) V.D. Barhate
Principal
C.K. Thakur A.C.S College,
New Panvel (Autonomous)

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