



॥विद्या विनयेन शोभते॥

Janardan Bhagat Shikshan Prasarak Sanstha's

## **Changu Kana Thakur**

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

Re-accredited A<sup>+</sup> Grade by NAAC (Third Cycle-CGPA-3.61)

'College with Potential for Excellence' Status Awarded by UGC

'Best College Award' by University of Mumbai

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### **Internal Quality Assurance Cell (IQAC)**

*Students Satisfaction Survey (SSS)*

*on*

*Overall Institutional Performance*

## **Report**

**Academic Year 2022-2023**

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## Report of

### Students Satisfaction Survey (SSS) on Overall Institutional Performance

Our learners response is significant for the overall development of our institute. Learner's genuine feedback on our institute is helpful for framing strategies in future. If the learners give the appropriate feedback, then institute can understand its strengths and opportunities. 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 about 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.

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 the IQAC and College Development Committee meetings, approved and communicated to the authority for follow of action. We have designed different kind of feedbacks viz. Students Satisfaction Survey on Overall Institutional Performance, Feedback on teaching and learning process, Feedback on curriculum, Students feedback on Teacher and Parents feedback.

In the academic year 2022-2023, for Students Satisfaction Survey (SSS) on Overall Institutional Performance, 25 questions were asked to learners to give their responses.

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.

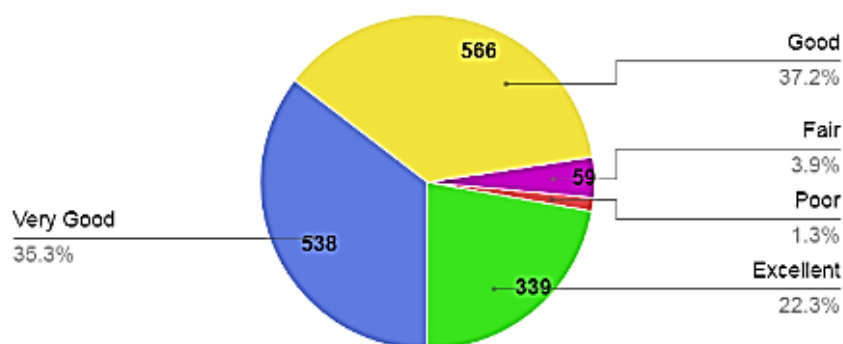
The numbers of responses received in academic year 2022-23 were as follows:

Sr. No.	Stream	Number of responses	Percentage of responses to total number of students
01	Arts	212	4.89 %
02	Commerce	687	15.87 %
03	Science	623	14.39 %
<b>Total Responses (Out of 4327 Learners)</b>		<b>1522</b>	<b>35.17 %</b>

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

While analysing the feedback 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 below 80%, then the performance is said to be **below satisfactory**. If the percentage figure is from 80% to 85%, then the performance is said to be **satisfactory** and if the figure is from 85% to 90%, we call it as a **very good** performance and if the figure is more than 90%, then the performance is said to be an **excellent**.

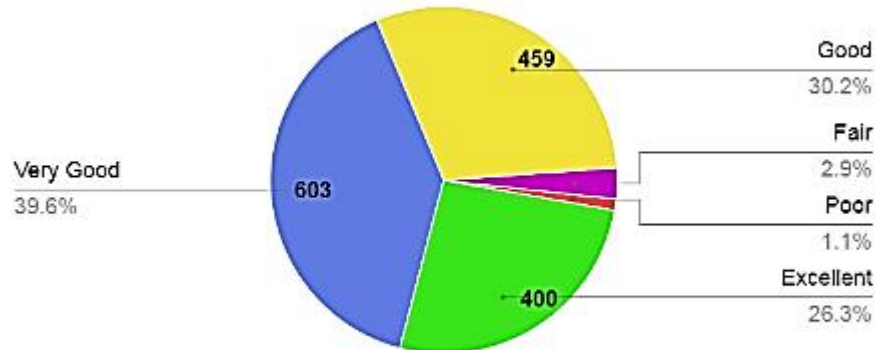
**1. Infrastructure and laboratory facility of the institution.**



Excellent	Very Good	Good	Fair	Poor	Total
339	538	566	59	20	1522

In the assessment of the institution's infrastructure and laboratory facilities, a total of 1522 respondents provided feedback. Out of 1522, 94.8 % participants rated these facilities as excellent and 5.2 % respondents wants more infrastructure.

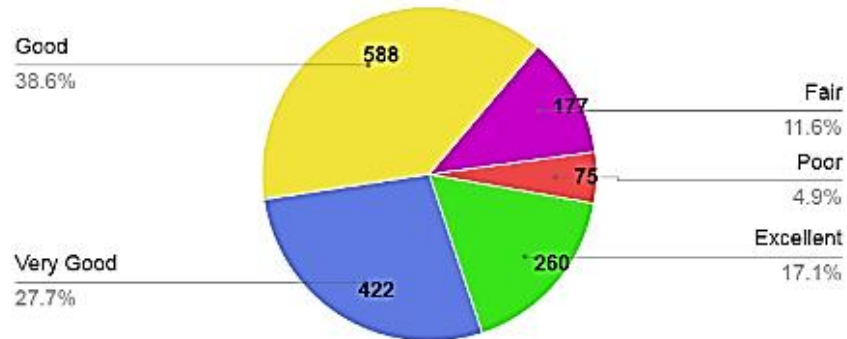
**2. Discipline and educational environment in the institution.**



Excellent	Very Good	Good	Fair	Poor	Total
400	603	459	44	16	1522

In response to discipline and the educational environment within the institution, 1522 respondents offered their opinions. Out of that, 95.8 % participants said the discipline and educational environment within the institution is excellent, while only 4.2 % respondents had opposite concern.

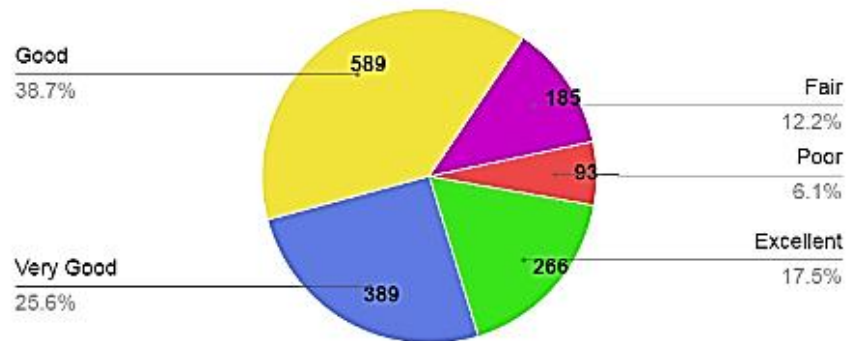
### 3. Admission Procedure and co-operation of office staff of the institution



Excellent	Very Good	Good	Fair	Poor	Total
260	422	588	177	75	1522

Regarding the admission procedure and cooperation of office staff at the institution, feedback was obtained from 1522 respondents and 83.4 % participants marked it as excellent. This is improved compare to last year when only 72.2 % respondents said it was excellent. Administrative staff is now expected to keep them on this improvement trajectory.

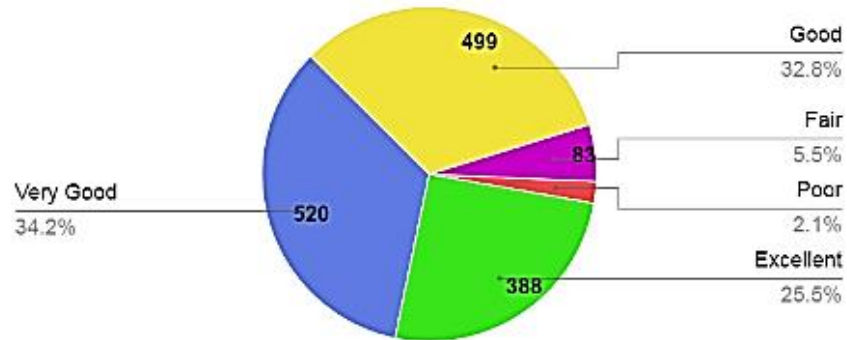
#### 4. Internet facility provided in the library



Excellent	Very Good	Good	Fair	Poor	Total
266	389	589	185	93	1522

As regards to the internet facility offered in the library, feedback was collected from and 81.8% respondents appraised the internet facility excellently, while 18.2 % participants expressed improvement to be done in this area. Here also our respondents said that the internet facility is slightly improved by 1.8 % compared to last year when it was 80%.

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

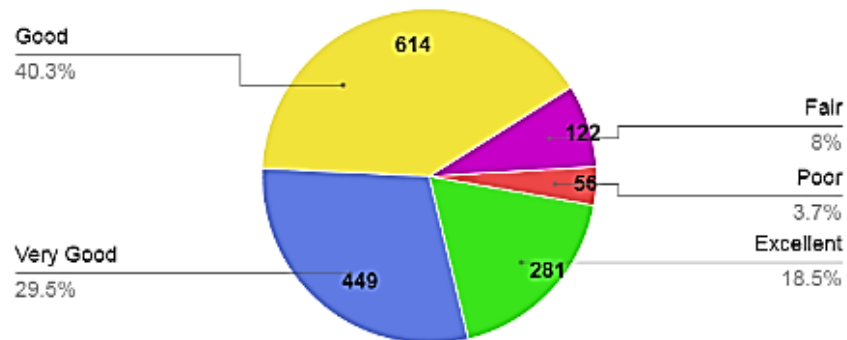


Excellent	Very Good	Good	Fair	Poor	Total
388	520	499	83	32	1522

As far as the availability of books and reading materials in the library is concerned, input was received from 1522 respondents which is 92.5%. It means 92.5 % participants are quite satisfied with the availability of books and reading material available in the library. 7.5 % participants are less satisfied with availability of books and reading materials in the library.



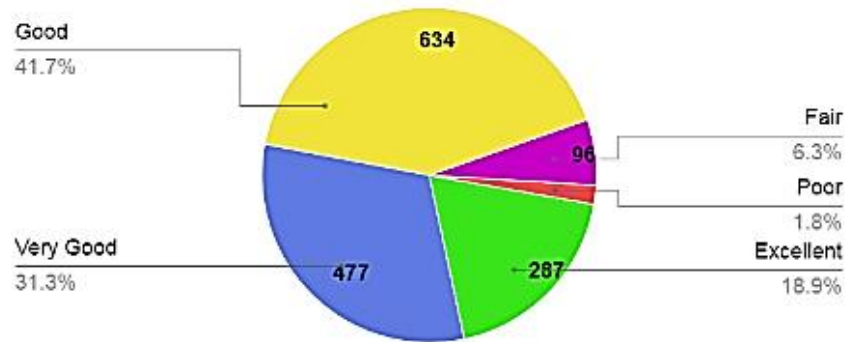
## 6. Co-operation of Library staff of the institution.



Excellent	Very Good	Good	Fair	Poor	Total
281	449	614	122	56	1522

Regarding the cooperation of library staff at the institution, input was collected from a total of 1522 respondents out of 4327 students. 88.3 % participants had excellent experience; however, 11.7 % respondents are less satisfied.

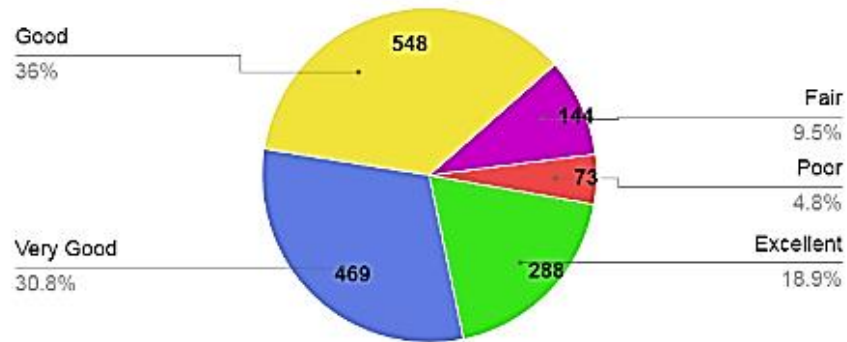
**7. Availability of educational resources and Information and Communication Technology (ICT) facilities in the institution.**



Excellent	Very Good	Good	Fair	Poor	Total
287	477	634	96	28	1522

In terms of the availability of educational resources and Information and Communication Technology (ICT) facilities at the institution are concerned, 1522 respondents gave their feedback. 91.9 % Participants rated the availability of educational resources and Information and Communication Technology (ICT) facilities at the institution are excellent while less satisfaction is reported by 8.1 % respondents.

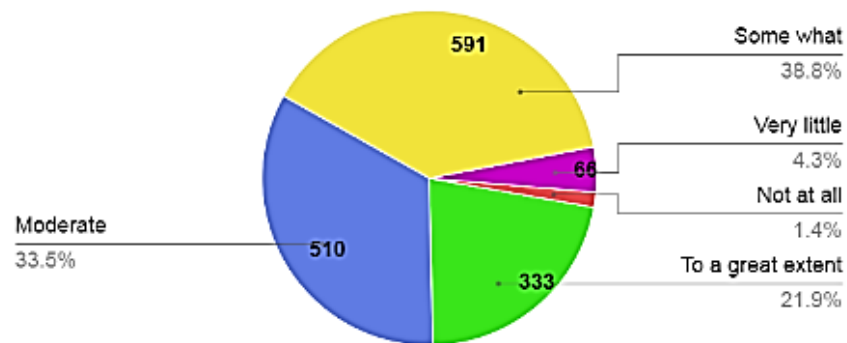
**8. Use of ICT tools such as LCD projector, Multimedia etc. by teacher while teaching.**



Excellent	Very Good	Good	Fair	Poor	Total
288	469	548	144	73	1522

In terms of the utilization of ICT tools like LCD projectors and multimedia by teachers during teaching, feedback was collected from 1522 respondents and 85.7 % participants said that the teachers are using the ICT tools for teaching while 14.3 % students said that teachers are not using ICT tools for teaching.

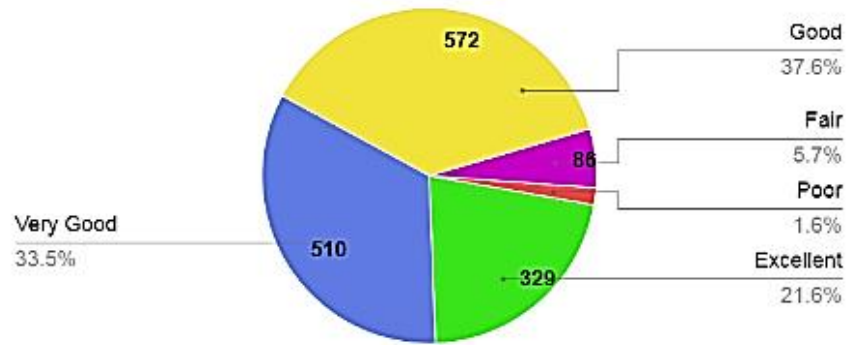
**9. Use of student centric methods in teaching such as participative, experiential learning, problem solving methodologies for enhancing learning experience.**



Excellent	Very Good	Good	Fair	Poor	Total
333	510	591	66	22	1522

Regarding the use of student-centric teaching methods like participative learning, experiential learning, and problem-solving methodology for enhancing the learning experience, feedback was gathered from 1522 respondents. Excellent response recorded by 98.5 % learners, while only 1.4 % learners said that these methods are not at all used by the teachers.

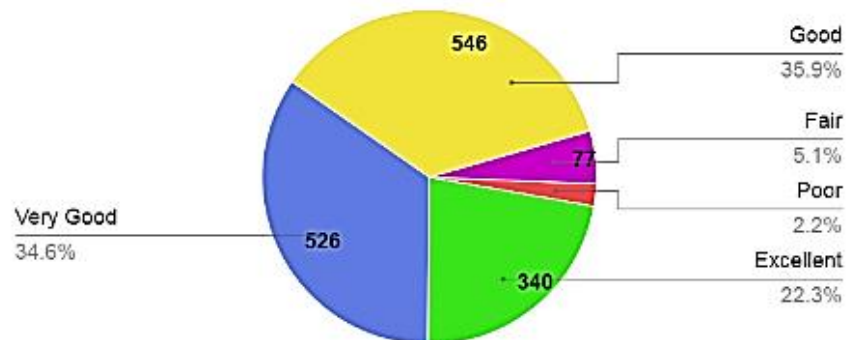
**10. The mentoring process of the college to identify strengths of the students and face challenges by the students.**



Excellent	Very Good	Good	Fair	Poor	Total
329	510	572	86	25	1522

In terms of the mentoring process at the college for recognizing students' strengths and aiding them in overcoming challenges, feedback was gathered from 1522 respondents. 92.7 % participants rated the process work excellently in the college, however, 7.3 % expressed concerns over mentoring process.

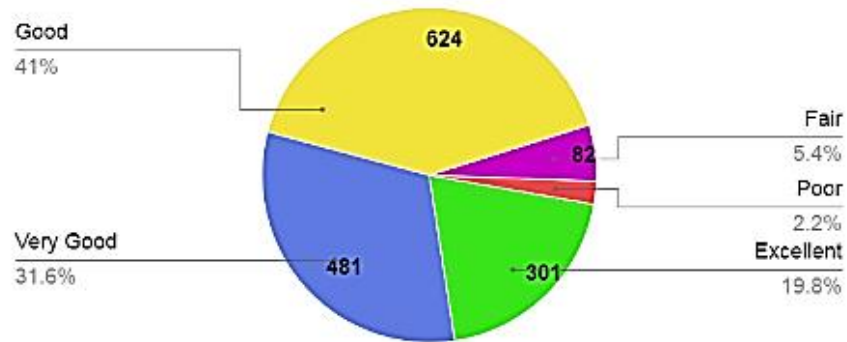
**11. Opportunities provided by the institution to learn and grow.**



Excellent	Very Good	Good	Fair	Poor	Total
340	526	546	77	33	1522

The opportunities provided by the institution for learning and personal growth were assessed by 1522 respondents and 92.8 % participants viewed these opportunities as excellent in the college. 7.2 % participants expected to increase these opportunities by the institute.

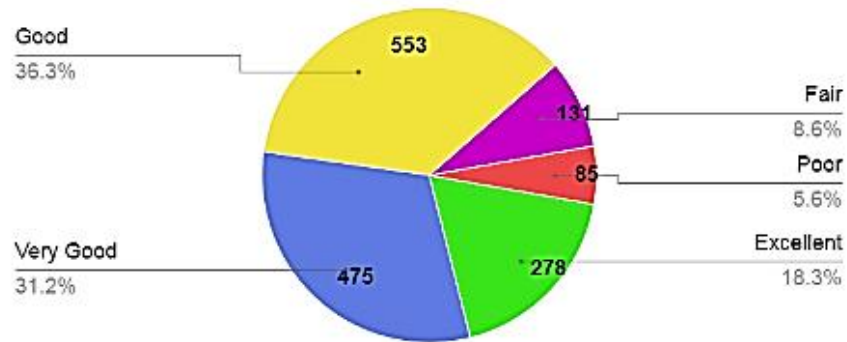
**12. Opportunities provided by the institution to facilitate cognitive, social and emotional growth.**



Excellent	Very Good	Good	Fair	Poor	Total
301	481	624	82	34	1522

The institution's offerings to support cognitive, social, and emotional growth were evaluated by 1522 respondents where 92.4 % participants perceived these opportunities positively. 7.6 % participants expressed to have more opportunities for cognitive, social, and emotional growth.

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

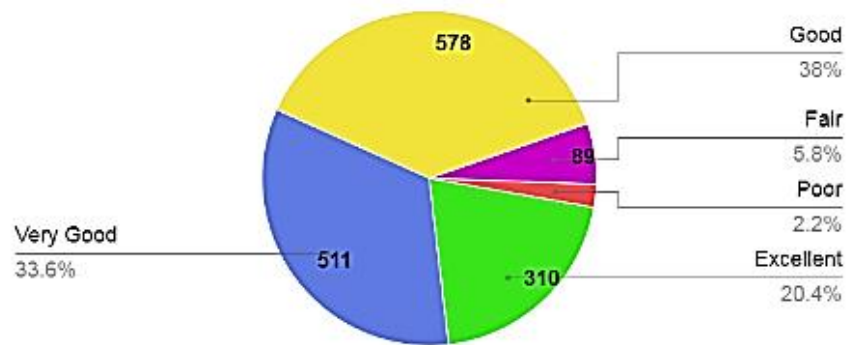


Excellent	Very Good	Good	Fair	Poor	Total
278	475	553	131	85	1522

The institution's commitment to fostering internship, student exchange, field visit, and study tour opportunities were assessed by 1522 respondents. 85.8 % participants viewed these efforts are excellent, however, 14.2 % participant raise concerns.



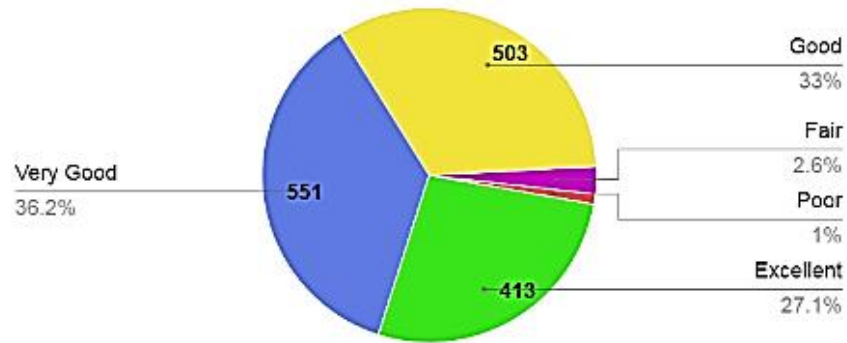
**14. Efforts made by the institution to inculcate soft skills, life skills and employability skills to make you ready for world of work.**



Excellent	Very Good	Good	Fair	Poor	Total
310	511	578	89	34	1522

The institution's endeavours to develop soft skills, life skills, and employability skills for readiness in the professional world were evaluated and 92 % participants perceived these efforts are excellent. Whereas 8 % expressed concerns in efforts in inculcating such skills.

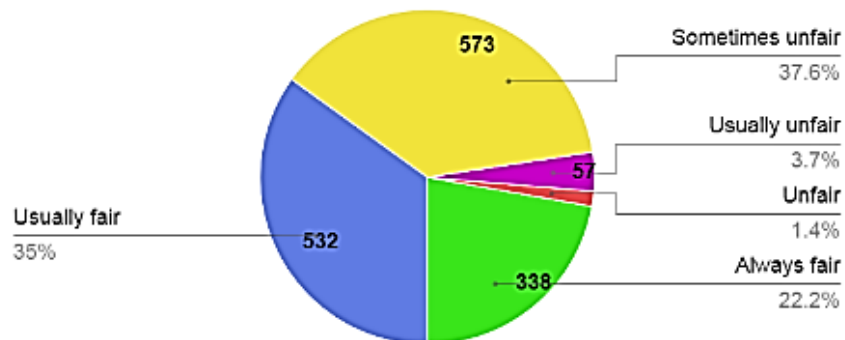
**15. The overall quality of teaching-learning process in your institution**



Excellent	Very Good	Good	Fair	Poor	Total
413	551	503	40	15	1522

The overall quality of the teaching-learning process at the institution was evaluated by 1522 respondents and 96.3 % participants experienced this process excellently. Where 3.7 % participant expressed concerns in the teaching-learning process.

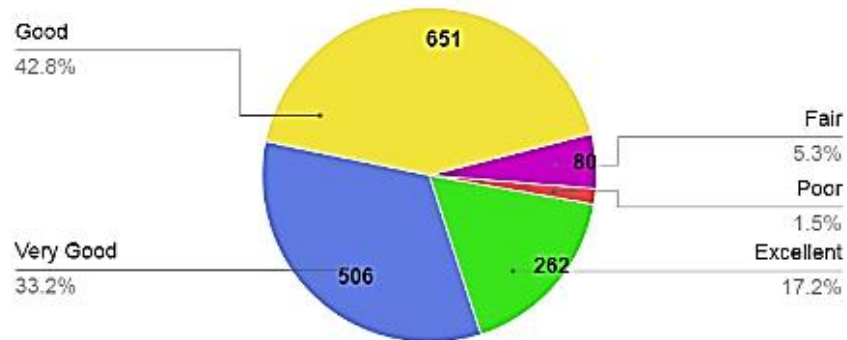
**16. Fairness in assessment, evaluation and examination system.**



Excellent	Very Good	Good	Fair	Poor	Total
338	532	573	57	22	1522

The fairness of the assessment, evaluation, and examination system was evaluated by the respondents and 94.8 % participants perceived these process as fair, only 5.2 % expressed the concern on fair process.

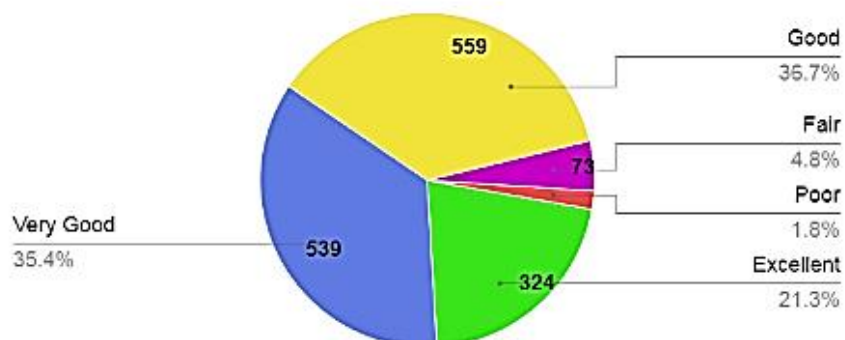
### 17. Students Grievance redressal mechanism of the institution



Excellent	Very Good	Good	Fair	Poor	Total
262	506	651	80	23	1522

The effectiveness of the institution's student grievance redressal mechanism was assessed and 93.2 % participants said this mechanism is working in excellent manner, while 6.8 % students said it is not functioning as per expectations.

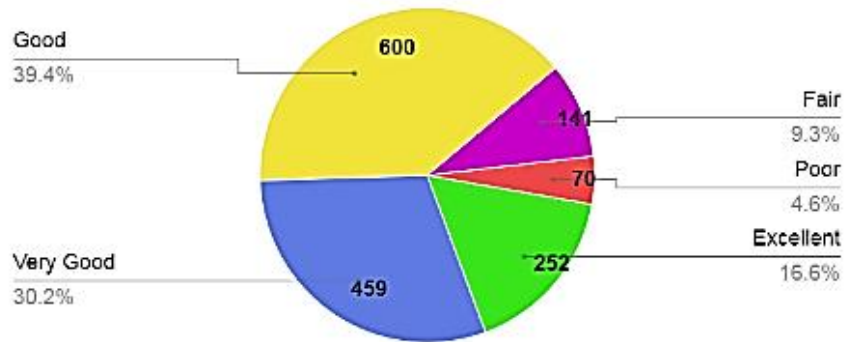
**18. Encouragement to the students to participate in extra-curricular, co-curricular and research activities**



Excellent	Very Good	Good	Fair	Poor	Total
324	539	559	73	27	1522

The institution's encouragement to students to engage in extra-curricular, co-curricular, and research activities was evaluated by 1522 respondents. 93.4 % participants said that there is an excellent encouragement by the institute for participation in extra-curricular, co-curricular and research activities. While 6.6 % students are less satisfied.

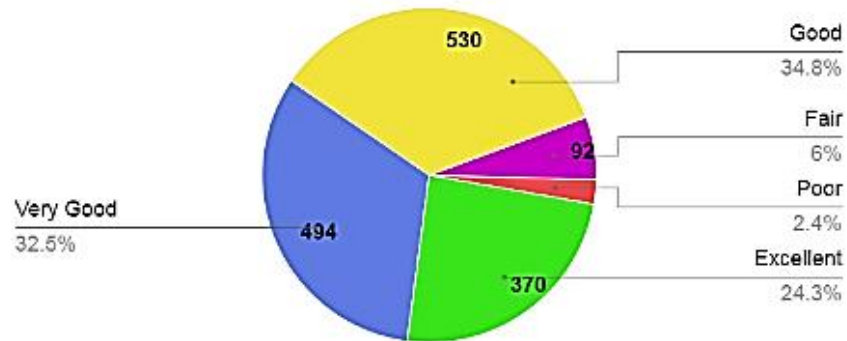
### 19. Functioning of the placement cell of the institution



Excellent	Very Good	Good	Fair	Poor	Total
252	459	600	141	70	1522

The effectiveness of the institution's placement cell was assessed by 1522 respondents. 86.2 % participants viewed that the cell is working nicely. Remaining 13.8 % learners have more expectations from this cell.

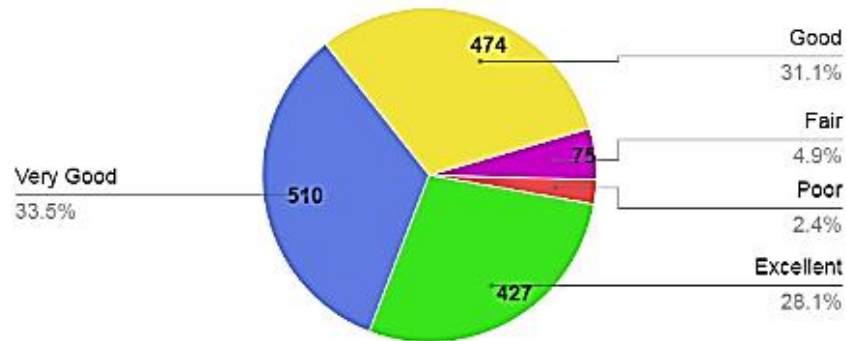
## 20. Career guidance and personal counselling



Excellent	Very Good	Good	Fair	Poor	Total
370	494	530	92	36	1522

The quality of career guidance and personal counselling provided by the institution is excellent as evaluated by 91.6 % respondents. Rest of the participants wants to improve these services.

**21. Cleanliness and proper maintenance of toilets/washrooms.**

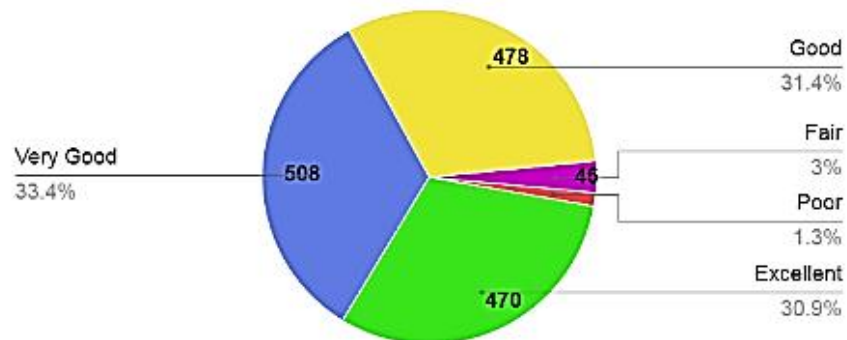


Excellent	Very Good	Good	Fair	Poor	Total
427	510	474	75	36	1522

The cleanliness and maintenance of toilets/washrooms at the institution were evaluated by 1522 respondents and 92.7 % respondents viewed these aspects positively, in terms of cleanliness and maintenance. 7.7 % respondents wants washrooms and toilets to be maintained properly.



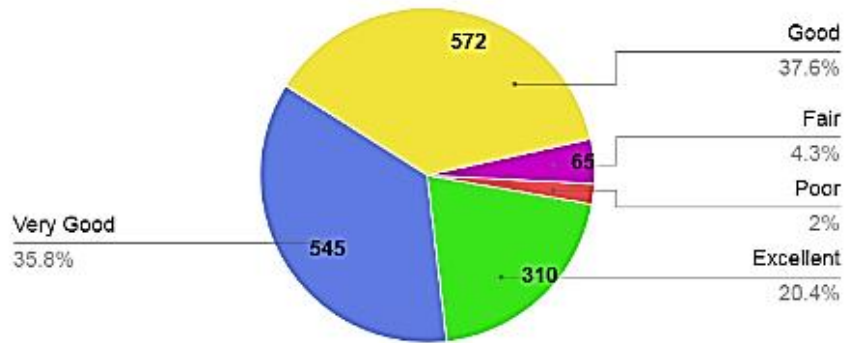
## 22. Cleanliness and neatness of the classrooms/laboratories



Excellent	Very Good	Good	Fair	Poor	Total
470	508	478	46	20	1522

The feedback on cleanliness and neatness of classrooms and laboratories in the institution was given by 1522 respondents with great rating at 95.7 %. While 4.3 % rated it less.

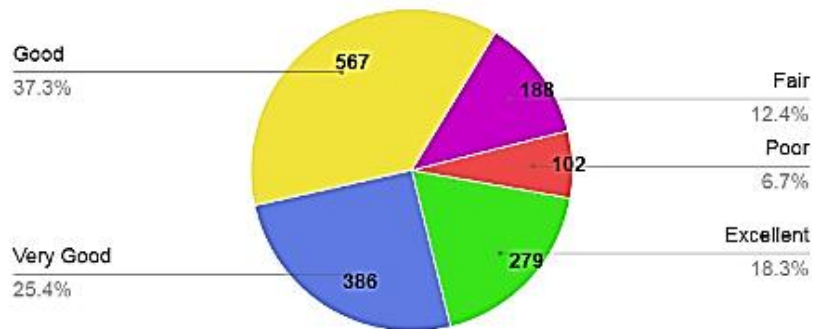
### 23. Facilities available to the physically challenged students



Excellent	Very Good	Good	Fair	Poor	Total
310	545	572	65	30	1522

The facilities provided for physically challenged students within the institution were evaluated by 1522 respondents. 93.8 % participants viewed these facilities are available, while 6.8 % viewed these facilities are lacking.

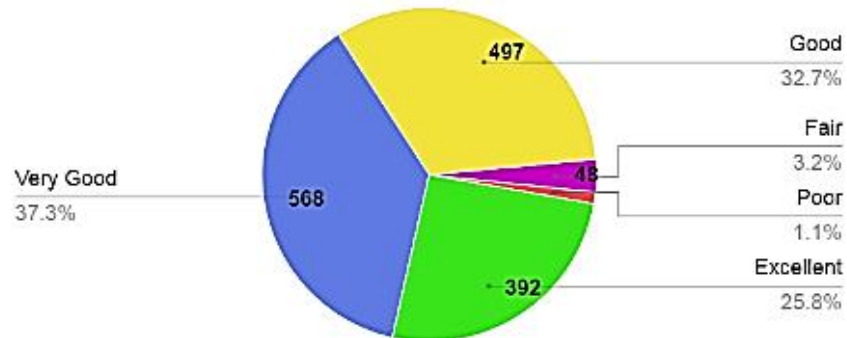
## 24. Canteen facility of the institution



Excellent	Very Good	Good	Fair	Poor	Total
279	386	567	188	6.7	1522

The quality of the canteen facility at the institution was responded by 1522 learners where 81 % participants said it is excellent. While 19 % learners are not satisfied with canteen facility. Last year 88.6 % learners were happy with the canteen facility and this year this percentage is reduced to 81 % which indicate the performance of the canteen is slightly declined.

**25. Overall rating of the institution.**



Excellent	Very Good	Good	Fair	Poor	Total
392	568	497	48	17	1522

The overall rating of the institution was assessed by 1522 respondents with 95.8 % learners said it is excellent. Only 4.2 % learners wants improvement in overall functioning of the institute.

**Conclusions:** - In concluding remarks, we can categorise our discussion in the following three areas;

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

1. Infrastructure and laboratory facility institution (94.8%)
2. Discipline and educational environment in the institution (95.8%)
3. Availability of the books and reading materials in the library (92.5%)
4. Availability of educational resources and information and communication technology facilities of the institution (91.9%)
5. Use of student centric methods in teaching such as participative, experiential learning, problem solving methodologies for enhancing learning experience (92.8%)
6. The mentoring process of the college to identify strengths of the students and face challenges (92.7%)
7. Opportunities provided by the institution to learn and grow (92.4%)
8. Opportunities provided by the institution to facilitate cognitive, social and emotional growth (94.2%)
9. Efforts made by the institution to inculcate soft skills, life skills and employability skills to make students ready for the world of work (92%)
10. The overall quality of teaching-learning process of the institution (96.3%)
11. Fairness in assessment, evaluation and examination system (94.8%)
12. Encouragement to the students to participate in extra-curricular, co-curricular and research activities (95.2%)
13. Career guidance and personal counselling (93.4%)
14. Students Grievance redressal mechanism of the institution (93.2%)
15. Cleanliness and proper maintenance of toilets/ washrooms (92.7%)
16. Cleanliness and neatness of the classrooms/ laboratories (95.7%)
17. Facilities available to the physically challenged students (93.8%)
18. Overall rating of the institution (95.8%)

These are the areas where we have done excellently but have to maintain and upgrade to the changing educational environment since National Education Policy - 2020 is implemented.

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

1. Support of Library staff of the institution (88.3%)
2. Functioning of the placement cell of the institution (86.2 %)

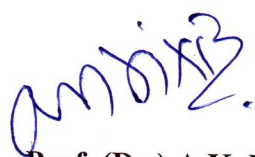
3. Use of ICT tools such as LCD projector, Multimedia etc. by teacher while teaching (85.7%)
4. Institutions interest in promoting internship, student exchange, field visit, study tour opportunities. (85.7%)

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

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

1. Admission procedure and co-operation of office staff of the institution (83.4 %). There is an improvement in this area compare to last year (72.2 %).
2. Internet Facility provided in the library (81.8 %)
3. Canteen facility of the institution (81 %). Last year more learners were (88.8 %) satisfied with canteen this year the satisfaction index is declined.

National Education Policy - 2020 is implemented in the autonomous colleges which require the change in the mind-set of all the stakeholders to make it successful and a harbinger of the developed India. Accordingly we have to train our teaching and non-teaching staff and other stakeholders to accommodate them with the changed situation. 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. All these improvements must be in commensurate with the National Education Policy - 2020.



**Prof. (Dr.) A.K. Dixit**  
Chairperson  
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**Prof. (Dr.) B.D. Aghav**  
IQAC Coordinator  
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**Prof. (Dr.) S.K. Patil**  
Principal  
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