॥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

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Internal Quality Assurance Cell (IQAC)

Students Satisfaction Survey (SSS)
On
Overall Institutional Performance

Report
Academic Year 2023-2024

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

Feedback from stakeholders is crucial for the development of any educational institute.. It helps the institute identify its strengths and weaknesses and take corrective measures. Student satisfaction survey on overall institutional performance is a key tool to understand the learners' perspectives. 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) has made it mandatory for educational institutions

We have adopted online feedback collection through website from 2021-22.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. The feedback report is prepared manually, discussed in IQAC committee, approved and communicated to the authority for action. 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 2023-2024, 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
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	104	13.9%
02	Commerce	691	45.1%
03	Science	558	41%
Total Responses (Out of 4127 Learners)		**1353**	**32.78%**

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

Summarized Report
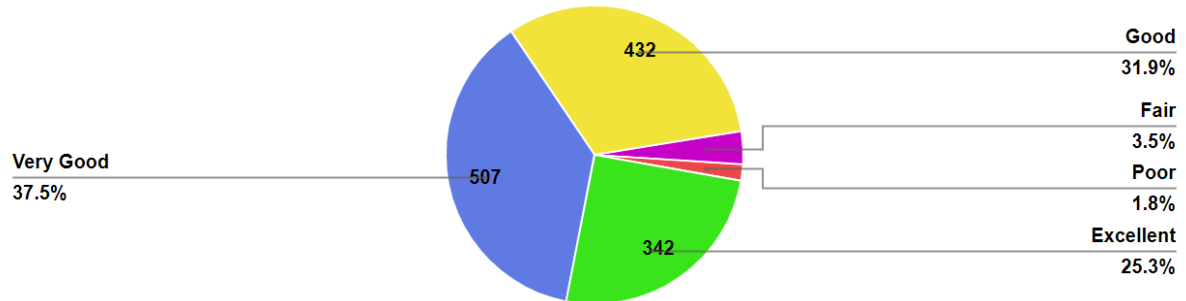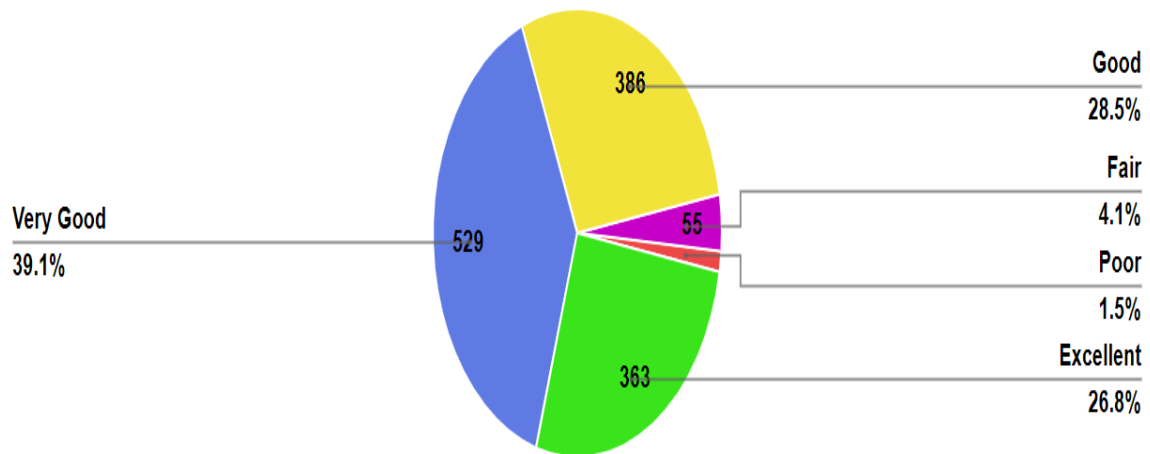

Excellent	Very Good	Good	Fair	Poor	Total
342	507	432	48	24	1353

Q1. Infrastructure and laboratory facility of the institution
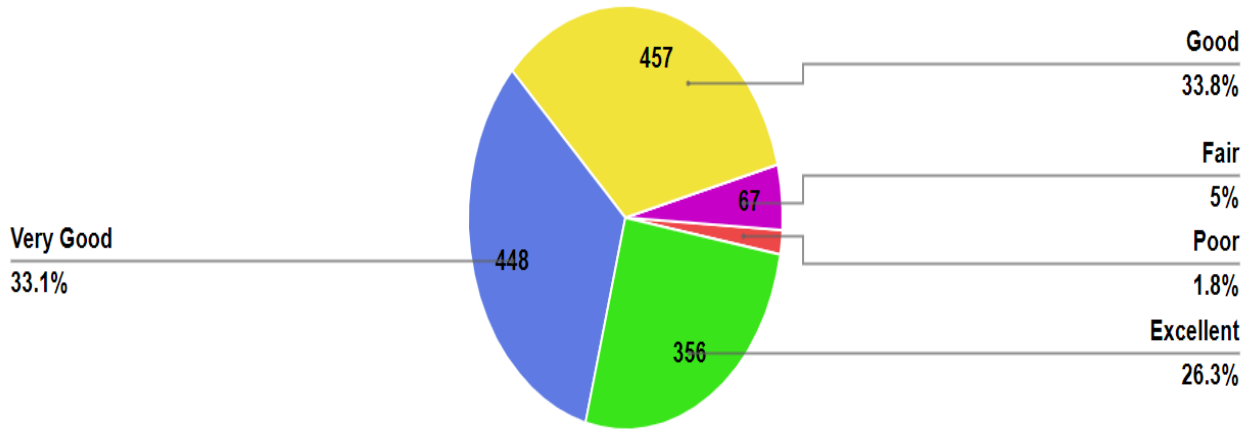
Excellent	Very Good	Good	Fair	Poor	Total
356	448	457	67	25	1353

In the assessment of the institution's infrastructure and laboratory facilities, a total of 1353 respondents provided feedback. The participants rated these facilities positively, 93.2% respondents expressed moderate satisfaction, with 67 indicating fair and 25 indicating poor ratings.

Q2. Discipline and educational environment in the institution

Excellent	Very Good	Good	Fair	Poor	Total
363	529	386	55	20	1353

In relation to discipline and the educational environment within the institution, 1353 respondents offered their opinions. 94.4% participants evaluated these aspects positively, 5.6% respondents had concern oppositely.

Q3. Admission Procedure and co-operation of office staff of the institution
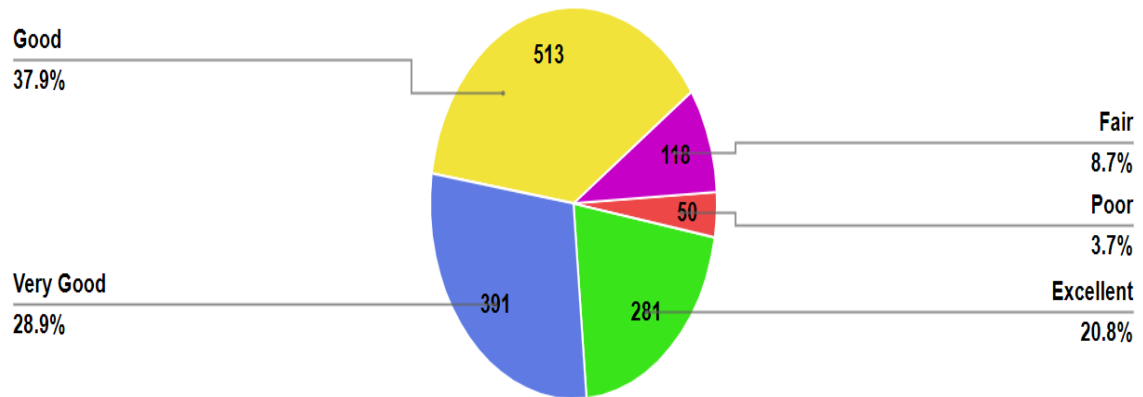
Excellent	Very Good	Good	Fair	Poor	Total
281	391	513	118	50	1353

Regarding the admission procedure and cooperation of office staff at the institution, feedback was gathered from 1353 respondents.87.6% Participants had positive experiences, However, 12.4% participants concerns oppositely

Q4. Internet facility provided in the library
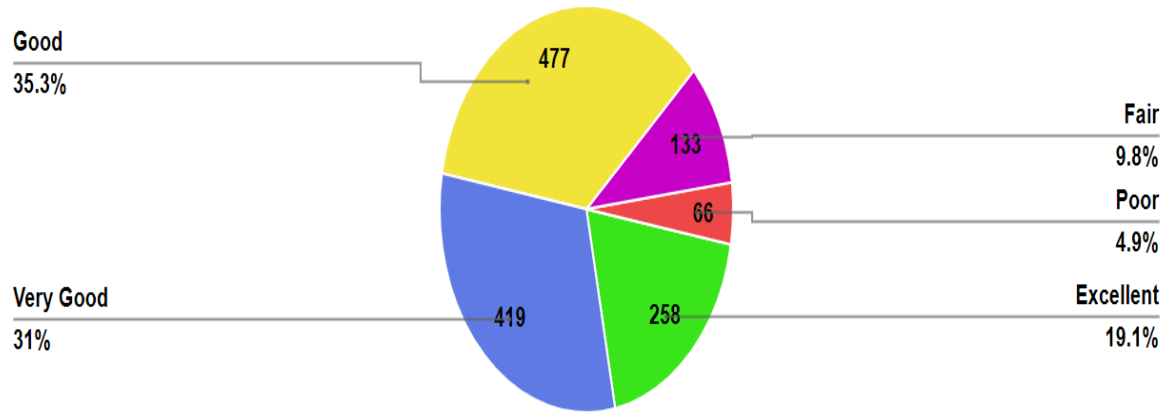
Excellent	Very Good	Good	Fair	Poor	Total
258	419	477	133	66	1353

In relation to the internet facility offered in the library, feedback was collected from a total of 1353 respondents. 85.4% Participants evaluated the internet facility positively, conversely 14.6% participant expressed concerns,

Q5. Availability of the books and reading materials in the library
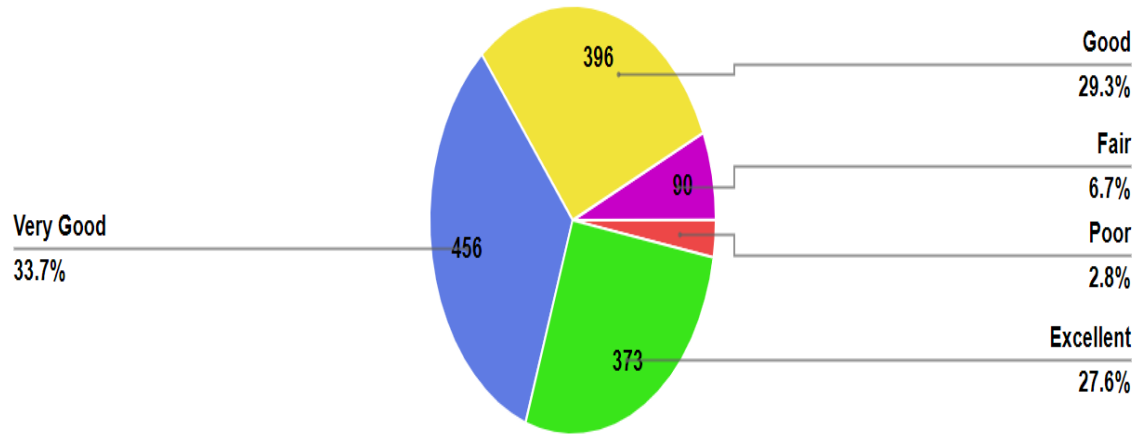
Excellent	Very Good	Good	Fair	Poor	Total
373	456	396	90	38	1353

In terms of the availability of books and reading materials in the library, input was received from 1353 respondents. 90.6% Participants rated the availability positively, conversely 9.4% participants expressed concerns,

Q6. Co-operation of Library staff of the institution

Good
38.1%

516

Fair
8.9%

121

Poor
6.3%

85

Very Good
28.7%

388

243
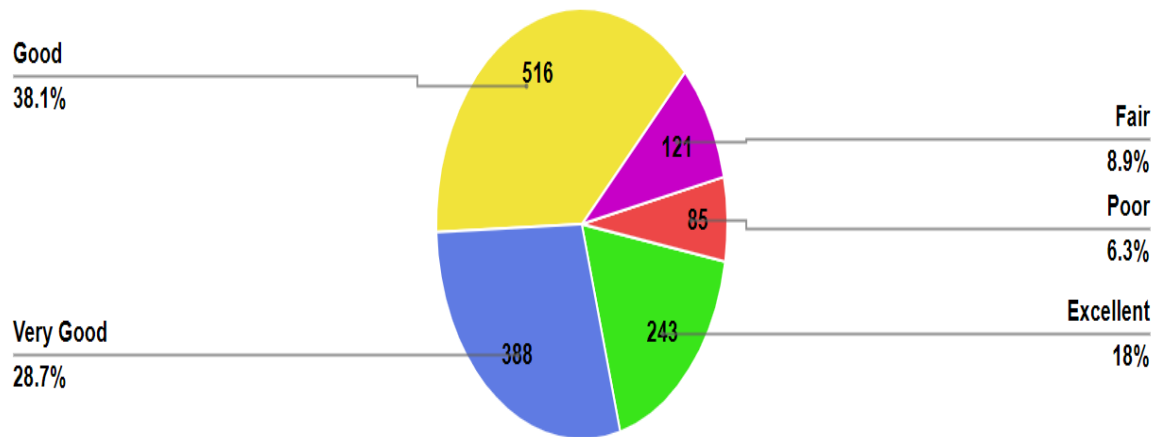
Excellent
18%

Excellent	Very Good	Good	Fair	Poor	Total
243	388	516	121	85	1353

Regarding the cooperation of library staff at the institution, input was gathered from a total of 1353 respondents. 84.8% Participants had positive experiences, However, 15.2% respondents are on opposite view.

Q7. Availability of educational resources and Information and Communication Technology (ICT) facilities in the institution
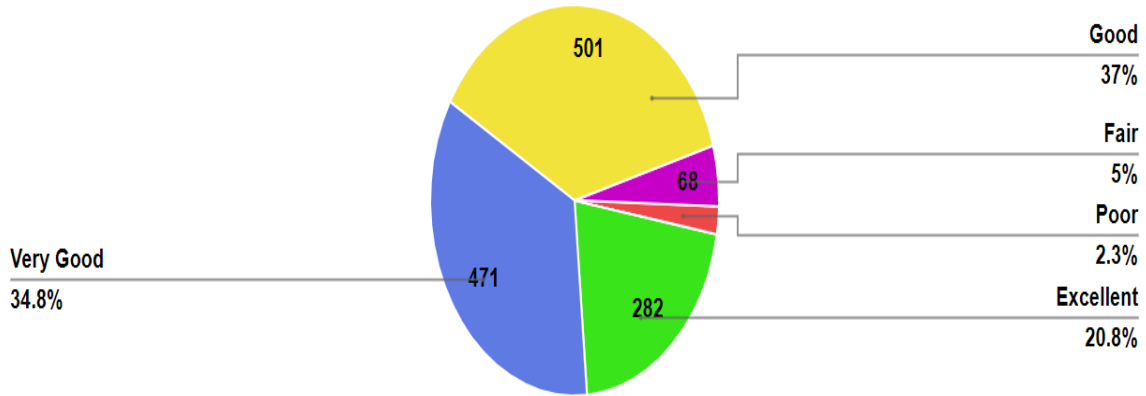
Excellent	Very Good	Good	Fair	Poor	Total
282	471	501	68	31	1353

In terms of the availability of educational resources and Information and Communication Technology (ICT) facilities at the institution, feedback was collected from 1353 respondents. 92.6% Participants rated the availability positively

Q8. Use of ICT tools such as LCD projector, Multimedia etc. by teacher while teaching

Good
33.9%

458

Very Good
34.1%

461

106

284

Fair
7.8%

Poor
3.3%
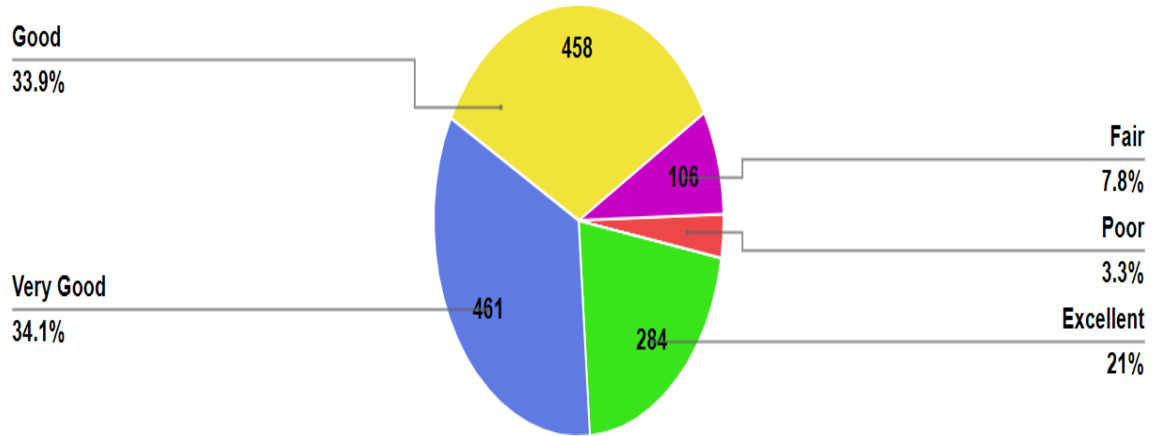
Excellent
21%

Excellent	Very Good	Good	Fair	Poor	Total
284	461	458	106	44	1353

In terms of the utilization of ICT tools like LCD projectors and multimedia by teachers during instruction, feedback was collected from 1353 respondents. 89% participants evaluated the usage positively,

Q9. Use of student centric methods in teaching such as participative, experiential learning, problem solving methodologies for enhancing learning experience
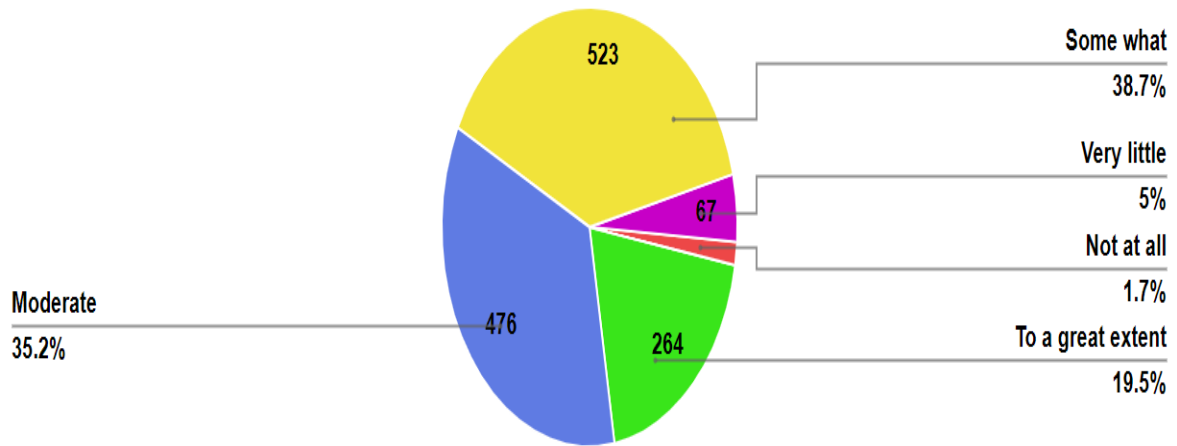
Excellent	Very Good	Good	Fair	Poor	Total
264	476	523	67	23	1353

Regarding the implementation of student-centric teaching methods like participative learning, experiential learning, and problem-solving approaches to enhance the learning experience, feedback was gathered from 1353 respondents. 93.4% participants viewed these methods positively.

Q10. The mentoring process of the college to identify strengths of the students and face challenges by the students

Good 36.4%
Fair 6.2%
Poor 2.5%
Excellent 20.3%
Very Good 34.6%
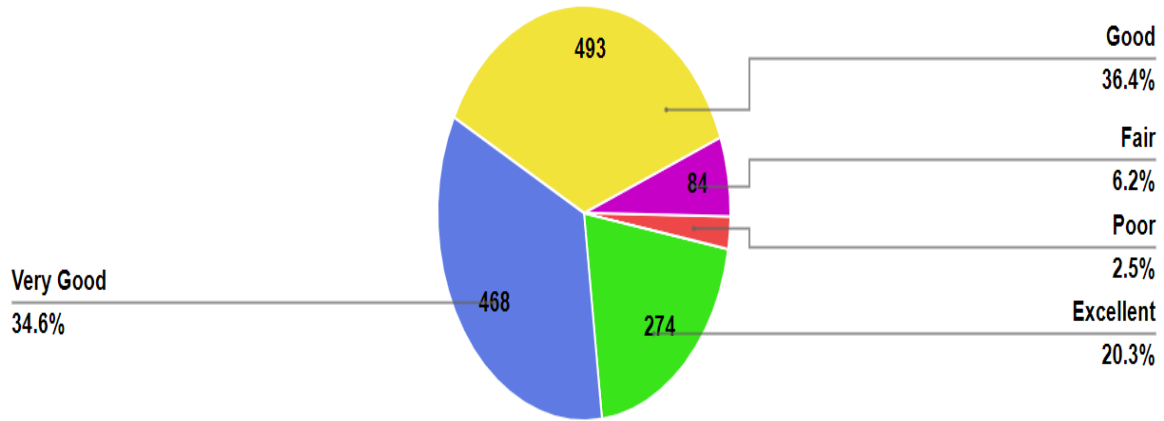
Excellent	Very Good	Good	Fair	Poor	Total
274	468	493	84	34	1353

In terms of the mentoring process at the college aimed at recognizing students' strengths and aiding them in overcoming challenges, feedback was gathered from 1353 respondents 91.3% participants rated the process positively, however, 8.7% expressed concerns
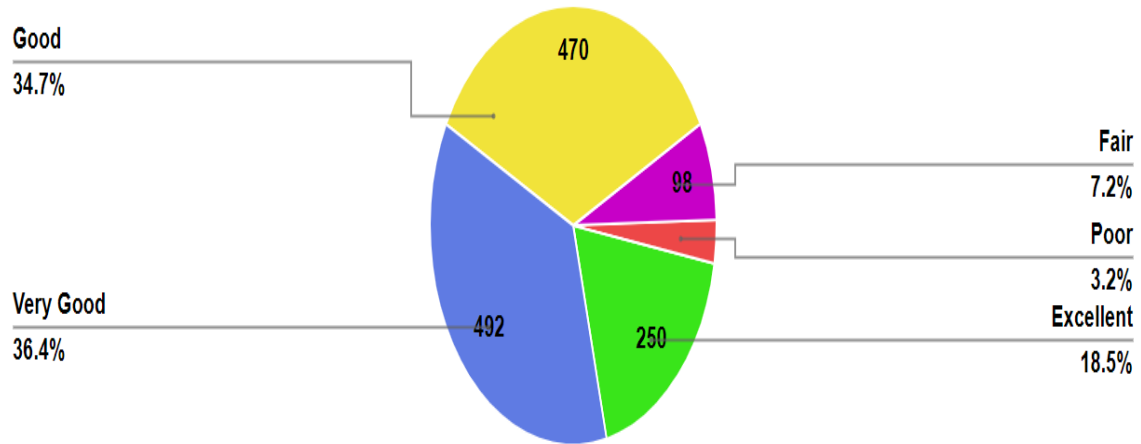
Q11. Opportunities provided by the institution to learn and grow
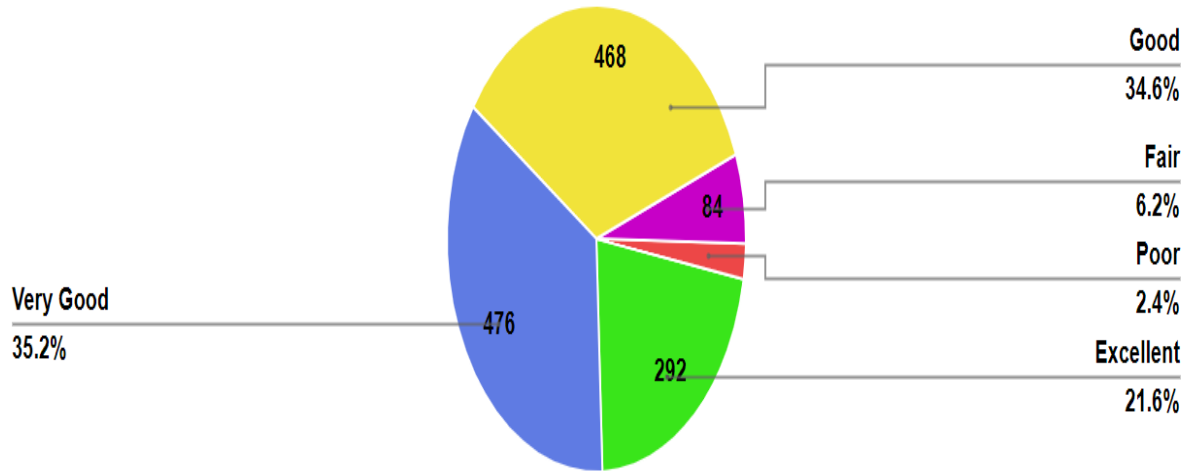
Excellent	Very Good	Good	Fair	Poor	Total
292	476	468	84	33	1353

The institution's opportunities for learning and personal growth were assessed by 1353 respondents. 91.4% participants viewed these opportunities positively. 8.6% participants expressed concerns poor opportunities for learning and growth.

Q12. Opportunities provided by the institution to facilitate cognitive, social and emotional growth

Good 34.7%				Fair 7.2%

Excellent	Very Good	Good	Fair	Poor	Total
250	492	470	98	43	1353

The institution's offerings to support cognitive, social, and emotional growth were evaluated by 1353 respondents. 89.6% participants perceived these opportunities positively. 10.4% participants concerns poor opportunities for cognitive, social, and emotional growth.

Q13. Institutions interest in promoting internship, student exchange, field visit, study tour opportunities
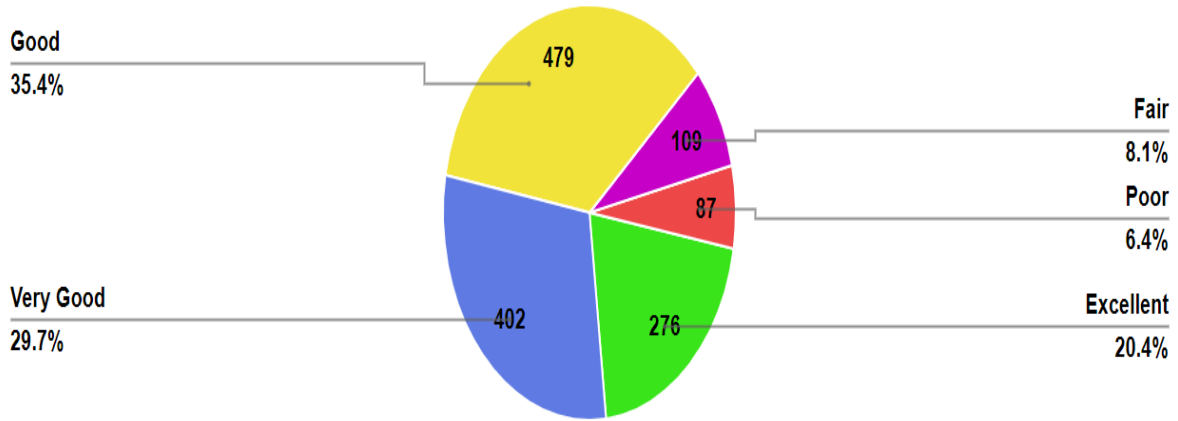
Excellent	Very Good	Good	Fair	Poor	Total
276	402	479	109	87	1353

The institution's commitment to fostering internship, student exchange, field visit, and study tour opportunities was assessed by 1522 respondents. 85.8% participants viewed these efforts positively, however, 14.2% participant concerns, with poor efforts in promoting such opportunities.

Q14. Efforts made by the institution to inculcate soft skills, life skills and employability skills to make you ready for world of work
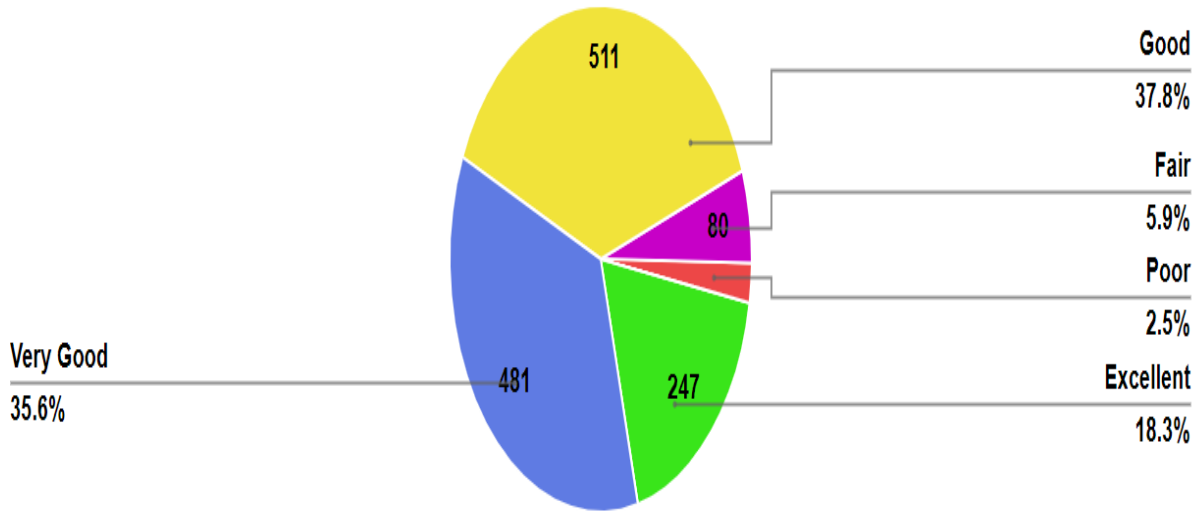
Excellent	Very Good	Good	Fair	Poor	Total
247	481	511	80	34	1353

The institution's endeavours to develop soft skills, life skills, and employability skills for readiness in the professional world were evaluated by 1353 respondents. 91.7% participants perceived these efforts positively. 8.3% expressed concerns in efforts in inculcating such skills.

Q15. The overall quality of teaching-learning process in your institution
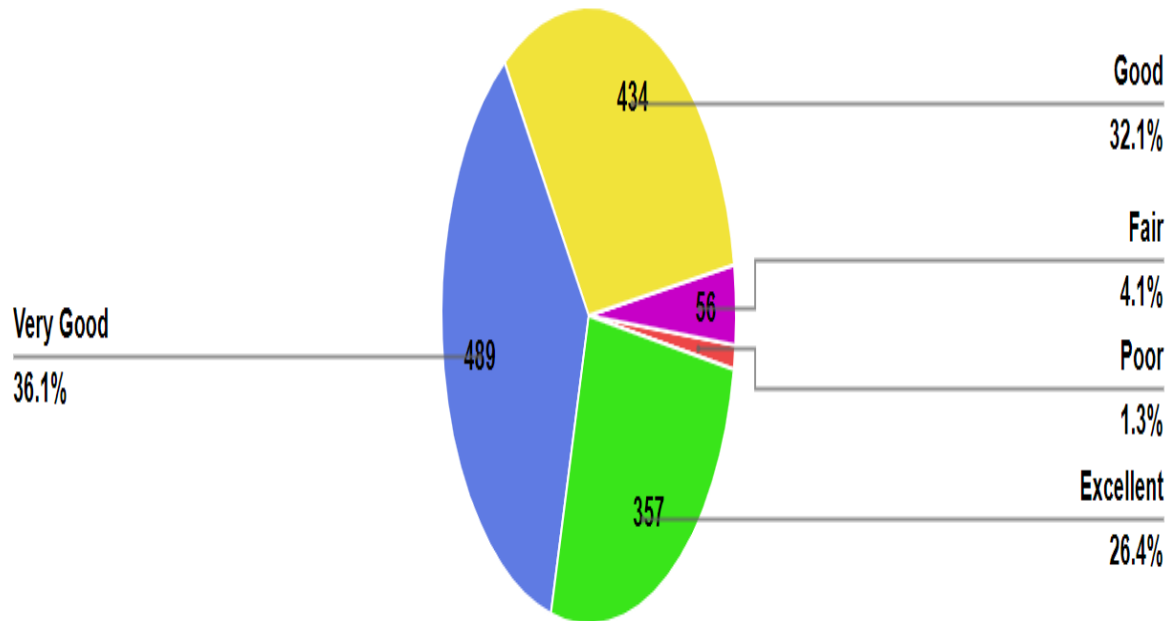
Excellent	Very Good	Good	Fair	Poor	Total
357	489	434	56	17	1353

The overall quality of the teaching-learning process at the institution was evaluated by 1353 respondents. 94.6% participants viewed this process positively. Where 5.4% participant expressed concerns in the teaching-learning process.

Q16. Fairness in assessment, evaluation and examination system
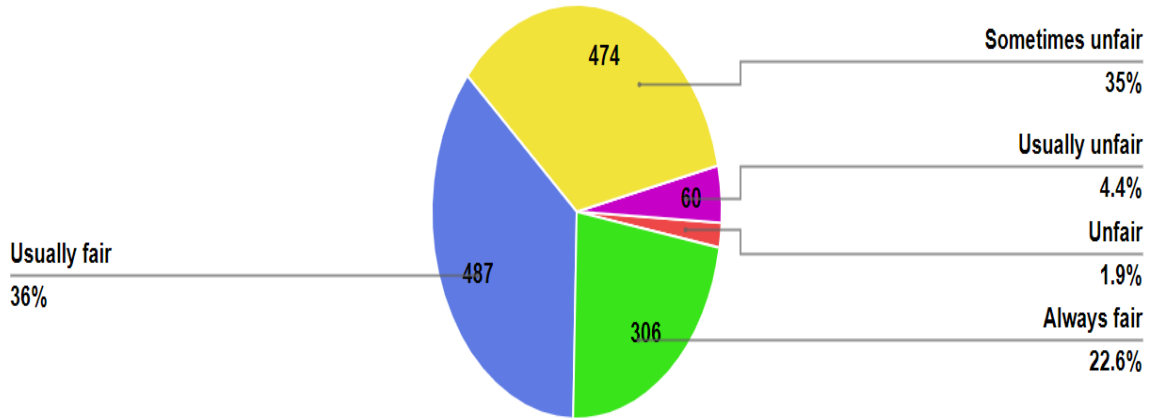
Excellent	Very Good	Good	Fair	Poor	Total
306	487	474	60	26	1353

The fairness of the assessment, evaluation, and examination system was evaluated by 1353 respondents. 93.6% participants perceived these processes positively, 6.4% expressed concerns, in the assessment and examination system.

Q17. Students Grievance redressal mechanism of the institution
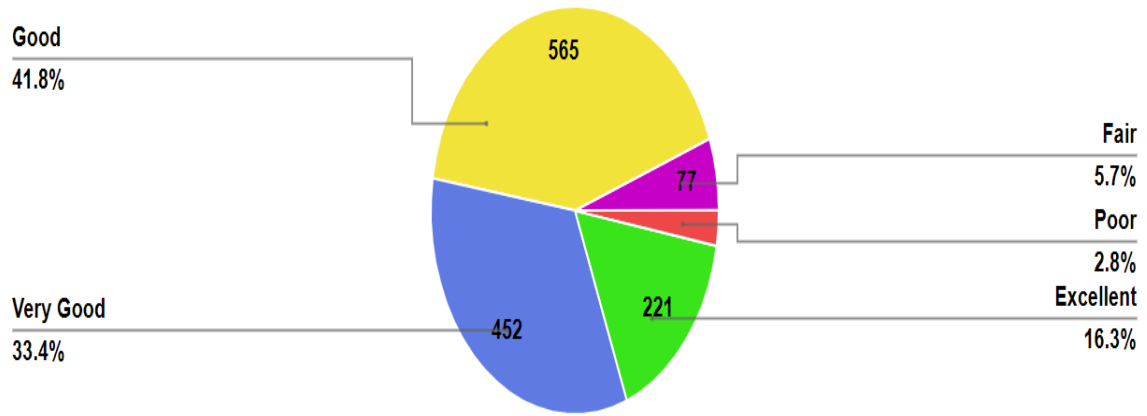
Excellent	Very Good	Good	Fair	Poor	Total
221	452	565	77	38	1353

The effectiveness of the institution's student grievance redressal mechanism was assessed by 1353 respondents. 91.5% participants viewed this mechanism positively,

Q18. Encouragement to the students to participate in extra-curricular, co-curricular and research activities
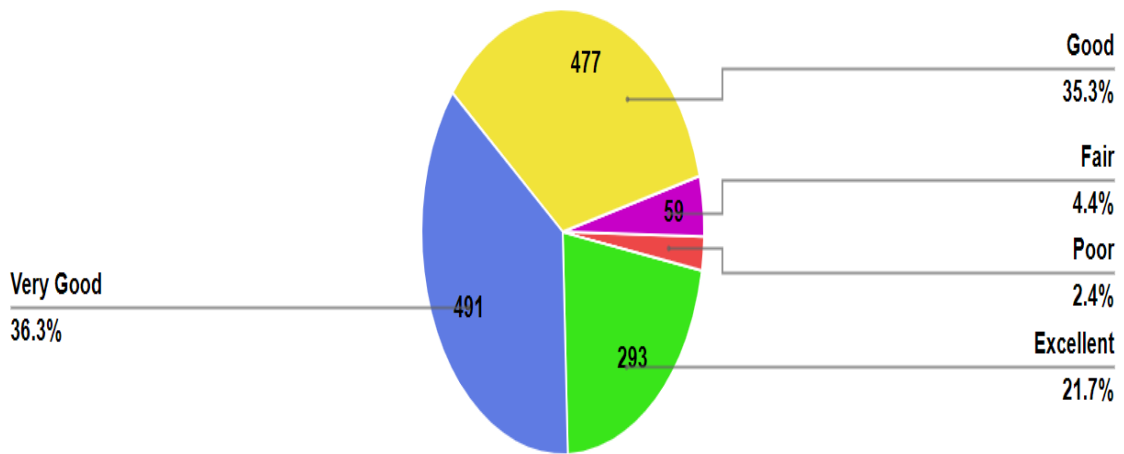
Excellent	Very Good	Good	Fair	Poor	Total
293	491	477	59	33	1353

The institution's encouragement of students to engage in extra-curricular, co-curricular, and research activities was evaluated by 1353 respondents. 93.3% participants viewed this encouragement positively.
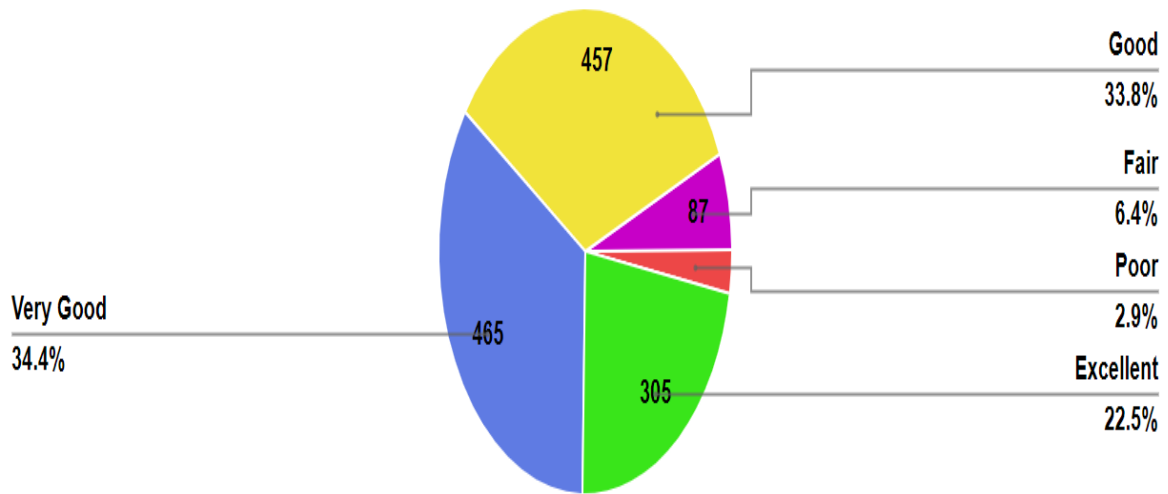
Q19. Functioning of the placement cell of the institution
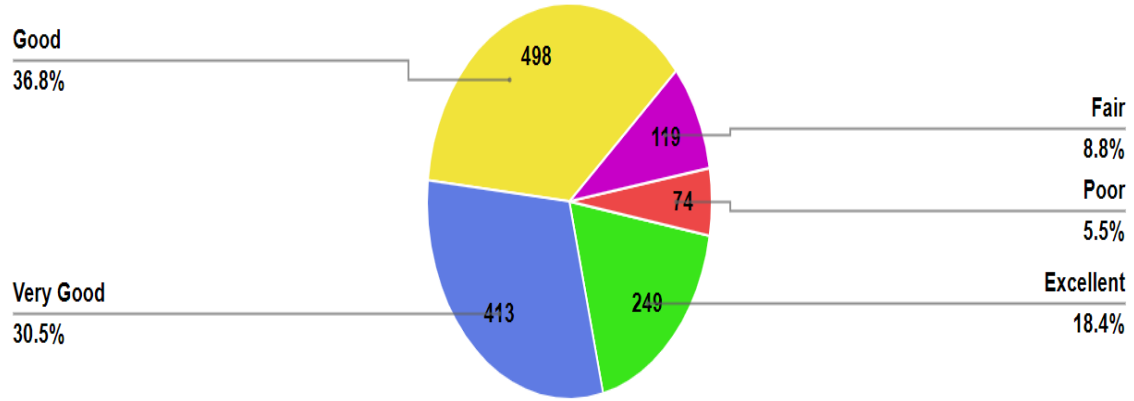
Excellent	Very Good	Good	Fair	Poor	Total
249	413	498	119	74	1353

The effectiveness of the institution's placement cell was assessed by 1353 respondents. 85.7% participants viewed the functioning positively,

Q20. Career guidance and personal counselling

Excellent	Very Good	Good	Fair	Poor	Total
305	465	457	87	39	1353

The quality of career guidance and personal counselling provided by the institution was evaluated by 1353 respondents. 90.7% participants viewed these services positively for the career guidance and personal counselling services.

Q21. Cleanliness and proper maintenance of toilets/washrooms
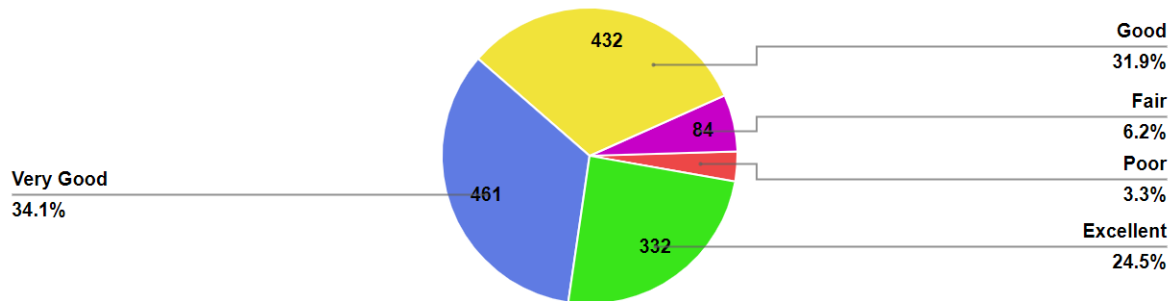
Excellent	Very Good	Good	Fair	Poor	Total
332	461	432	84	44	1353

The cleanliness and maintenance of toilets/washrooms at the institution were evaluated by 1353 respondents. 90.5% respondents viewed these aspects positively, in terms of cleanliness and maintenance.

Q22. Cleanliness and neatness of the classrooms/laboratories
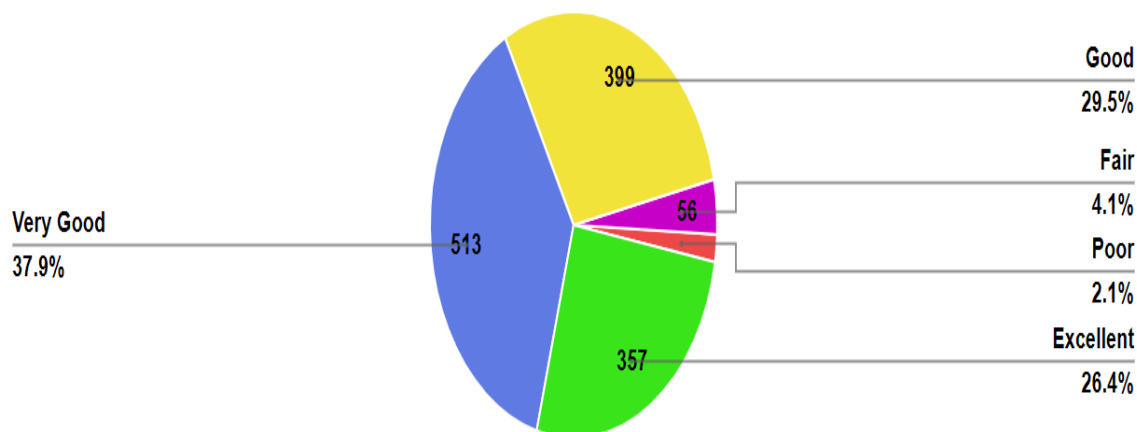
Excellent	Very Good	Good	Fair	Poor	Total
357	513	399	56	28	1353

The cleanliness and neatness of classrooms and laboratories in the institution were evaluated by 1353 respondents. 93.8% respondent replied these areas positively, in terms of cleanliness and neatness.

Q23. Facilities available to the physically challenged students
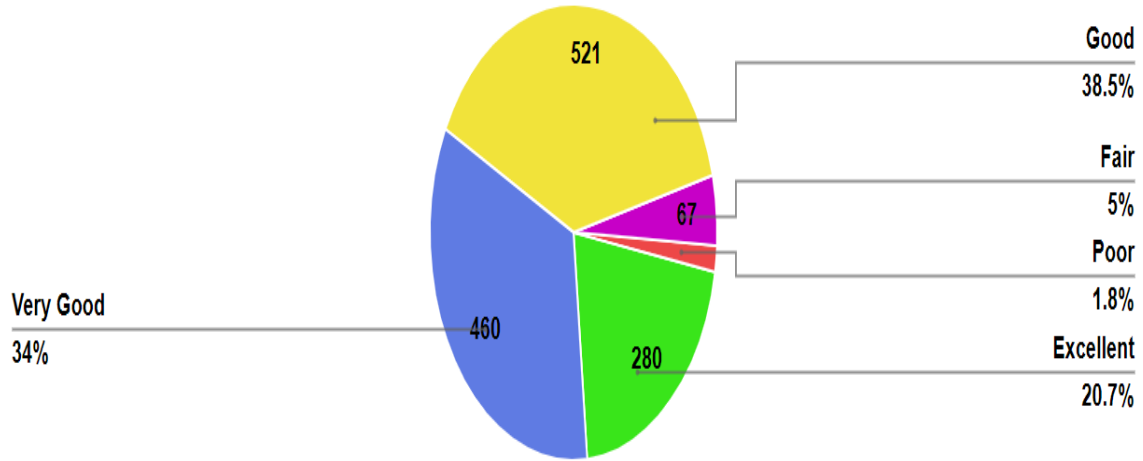
Excellent	Very Good	Good	Fair	Poor	Total
280	460	521	67	25	1353

The facilities provided for physically challenged students within the institution were evaluated by 1353 respondents. 93.2% participants viewed these facilities positively, in the facilities for physically challenged students.
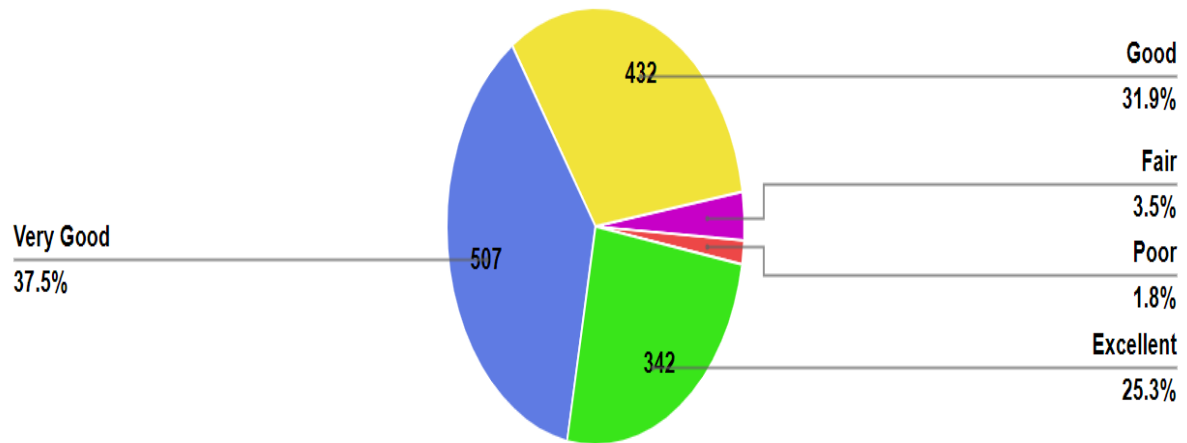
Q24. Canteen facility of the institution
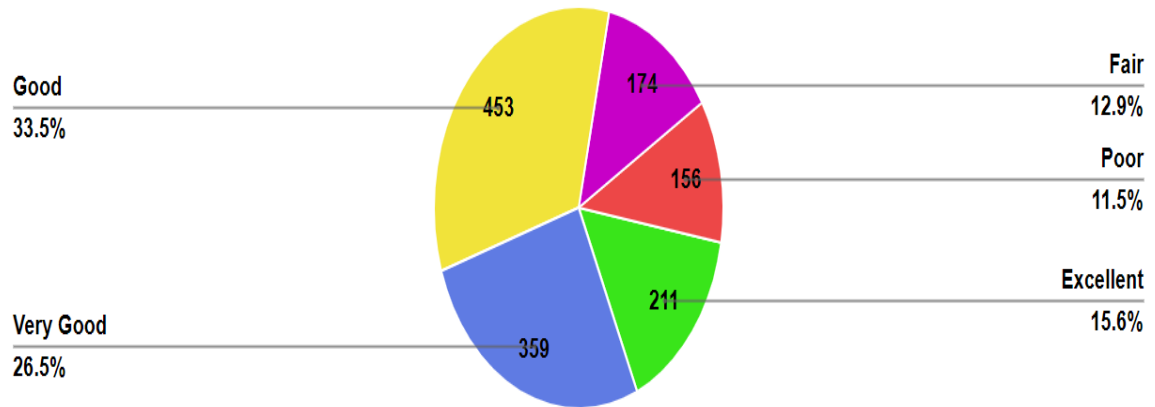
Excellent	Very Good	Good	Fair	Poor	Total
211	359	453	174	156	1353

The quality of the canteen facility at the institution was evaluated by 1353 respondents. 75.6% participants viewed this facility positively in the canteen facility.

Q25. Overall rating of the institution

Excellent	Very Good	Good	Fair	Poor	Total
342	507	432	48	24	1353

The overall rating of the institution was assessed by 1353 respondents. 94.7% participants evaluated the institution with Excellency.

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. Discipline and educational environment in the institution (94.4%)

2. Availability of the books and reading materials in the library (90.6%)

3. Availability of educational resources and information and communication technology facilities of the institution (92.6%)

4. Use of student centric methods in teaching such as participative, experiential learning, problem solving methodologies for enhancing learning experience (93.4%)

5. The mentoring process of the college to identify strengths of the students and face challenges (91.3%)

6. Opportunities provided by the institution to learn and grow (91.4%)

7. Efforts made by the institution to inculcate soft skills, life skills and employability skills to make students ready for the world of work (91.7%)

8. The overall quality of teaching-learning process of the institution (94.6%)

9. Fairness in assessment, evaluation and examination system (93.5%)

10. Student's grievance redressal mechanism of the institution. (91.5%)

11. Encouragement to the students to participate in extra-curricular, co-curricular and research activities (93.3%)

12. Career guidance and personal counselling (90.7%)

13. Cleanliness and proper maintenance of toilets/ washrooms (90.5%)

14. Cleanliness and neatness of the classrooms/ laboratories (93.8%)

15. Facilities available to the physically challenged students (93.2%)

16. Overall rating of the institution (94.7%)

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. Admission procedure and co-operation of office staff of the institution (87.6%)

2. Internet Facility provided in the library (85.4%). In report of academic year 2022-23, this segment got 81% rating which shows improvement this year.

3. Support of Library staff of the institution (84.8%), earlier this was 88.3% which showed declined feedback.

4. Functioning of the placement cell of the institution (85.7%) in the last academic year this feedback was 86.2%. which now showing declined value.
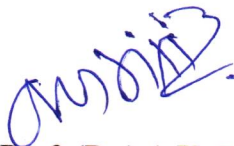
5. Use of ICT tools such as LCD projector, Multimedia etc. by teacher while teaching (89%). This use has been increased as compare to last year's feedback which was 85.7%

6. Opportunities provided by the institution to facilitate cognitive social and emotional growth (89.6%). This segment was from A category to B this year. It was shown 94.21% in the academic year 2022-23

7. Institutions interest in promoting internship, student exchange, field visit, study tour opportunities. (85.5%)

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

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

1. Canteen facility of the institution (75.6%).

It is suggested that improvements be made to the canteen facilities to enhance the overall student experience. This may include expanding the menu options, ensuring better food quality, maintaining cleanliness, and improving seating arrangements. Additionally, better management of wait times and affordability could further contribute to a more satisfactory dining experience for students and staff.

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