



SOMAIYA
VIDYAVIHAR

K J Somaiya College of Arts & Commerce



K. J. SOMAIYA COLLEGE OF ARTS AND COMMERCE VIDYAVIHAR, MUMBAI

**(Re-accredited by NAAC with Grade 'A' with CGPA 3.33)
(College with Potential for Excellence)
(Autonomous)**

Report on Commerce Students' Feedback Analysis: 2022 - 23

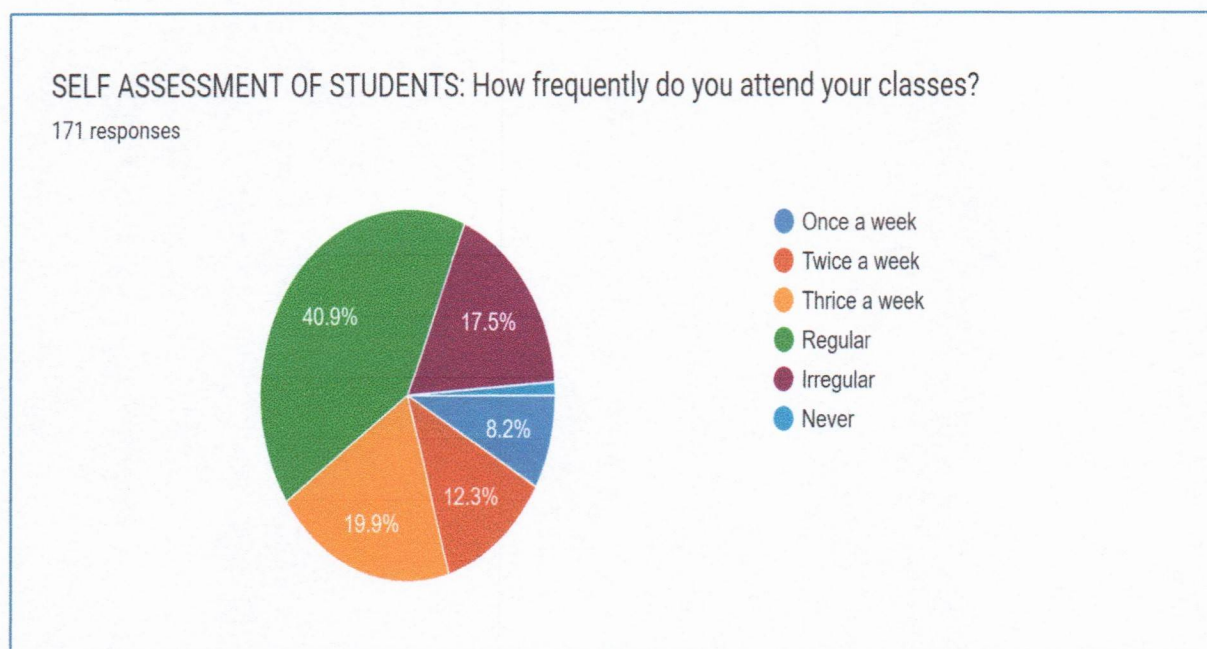
K. J. Somaiya College of Arts and Commerce, an autonomous institution affiliated to Mumbai University, offers courses like B.A., B.Com. at under Graduation level and M. Com. M. A., at Post-Graduation level. Since last year onwards Google form links are shared with the students and requested them to fill it up. The data generated in the spread sheet is used in making the report and is presented below. College has taken feedback from students, parents & recruiters for the academic year 2022 - 23. The Internal Quality Assurance Cell (IQAC) of the College has continuously been working on quality improvement and the betterment of student learning experiences of the college. In order to analyse the lagging areas of the college and scope for further improvement, feedback from various stakeholders have been received for the academic year 2022 - 23. This report focuses on the following aspects of the college:

- 1) Self-Assessment of students
- 2) Students participation in extra-curricular activity / Guest lecture / Library visit in the college
- 3) College administration
- 4) College library
- 5) Teacher's feedback
- 6) Feedback on curriculum
- 7) Feedback on college infrastructure
- 8) Feedback on Campus placement of the college



Self-Assessment of Students:

Under the self-assessment of students' criterion, 171 students (randomly from FYBCOM, SYBCOM, TYBCOM & MCOM classes) gave their feedback. Around 41% of students maintained that they attend classes regularly and 20 % the students said that they attend classes thrice a week. Out of the remaining students 20%, they said that they attend classes twice a week and once a week. Around 17.5% of the students said that they are irregular for the classes and few responded that he/she never attended the classes.

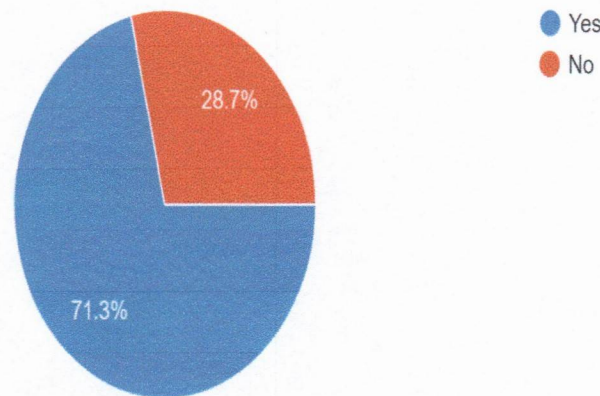


In total Commerce stream around 171 students who gave feedback, out of which 71% expressed that they participate in the extra-curricular activities, guest lectures, and visit the library regularly.



Do you participate in extra-curricular activity / Guest lecture / regularly visit Library in the college?

171 responses

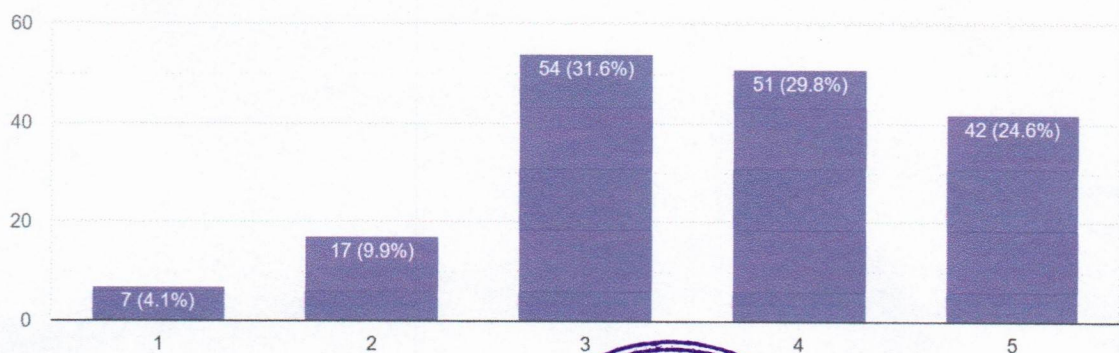


College Administration:

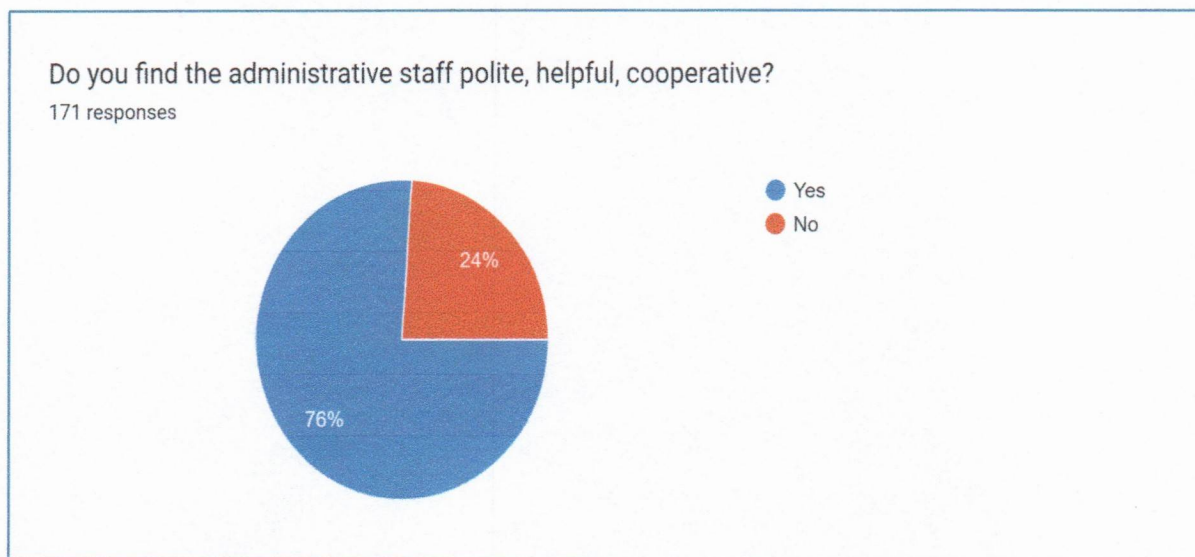
Feedback is taken on college administration from the students and we have received total 171 students' feedback from Commerce classes of the college. It can be noted that maximum students have rated college administration as excellent in the scale of 3 & 5. The no of students who rated 1 & 2 are very less in number. This indicates that our students get more excellent service from our college administration.

COLLEGE ADMINISTRATION: Overall (1 Average - 5 Excellent)

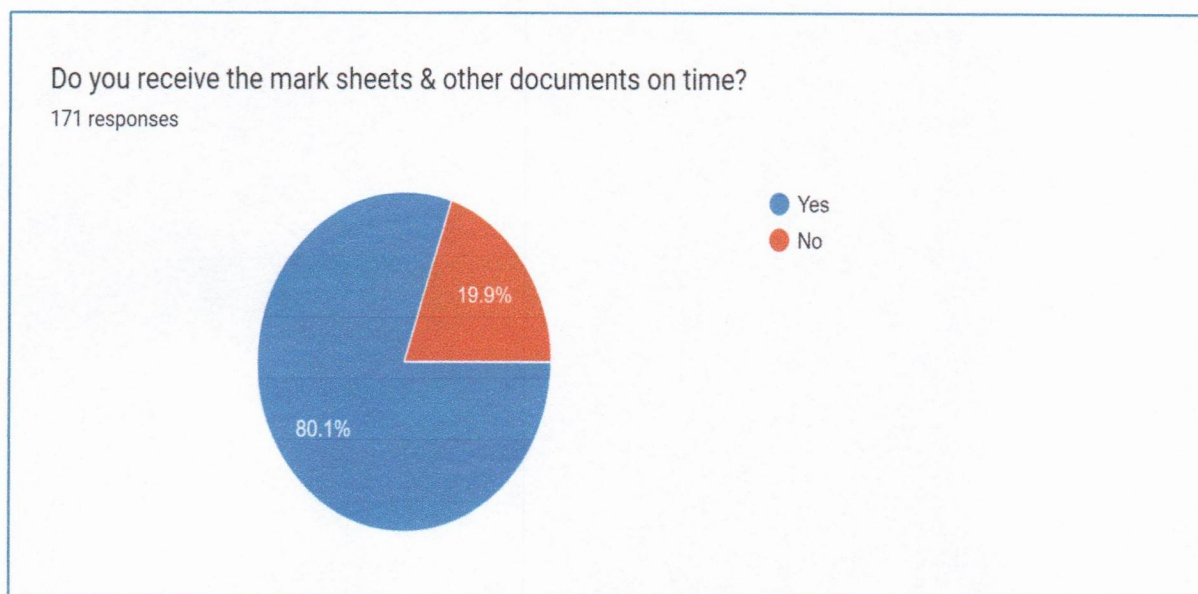
171 responses



It can be seen that more than 76 % students out of 171 find the college administrative staff: polite, helpful, and cooperative.



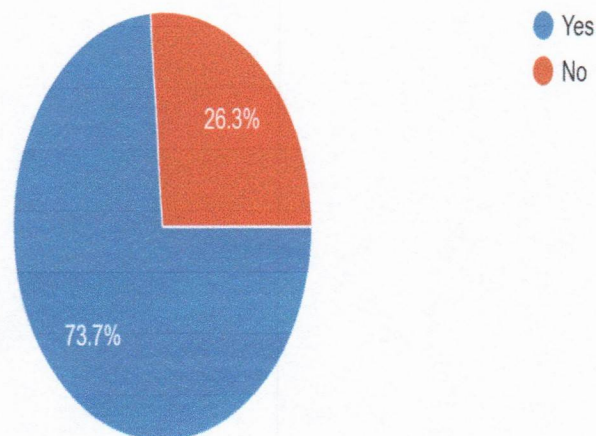
It can be seen that around 80% of students maintained that they receive the mark-sheets and other documents well in time, the remaining students said that they do not receive mark-sheets and other documents on time.



For the fourth question in the college administration criterion, which was about the students' grievances and their redressal by officers. It can be seen that around 74% students maintained that their queries and grievances, when raised before college officers, were efficiently resolved by the college authorities. However, remaining students maintained that their queries and grievances were not resolved by the college officers.

Do you think your grievances are redressed by officers?

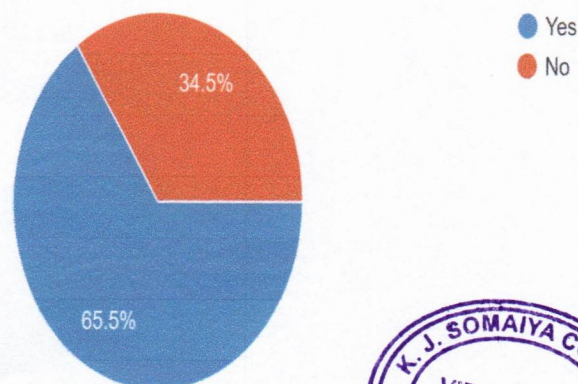
171 responses



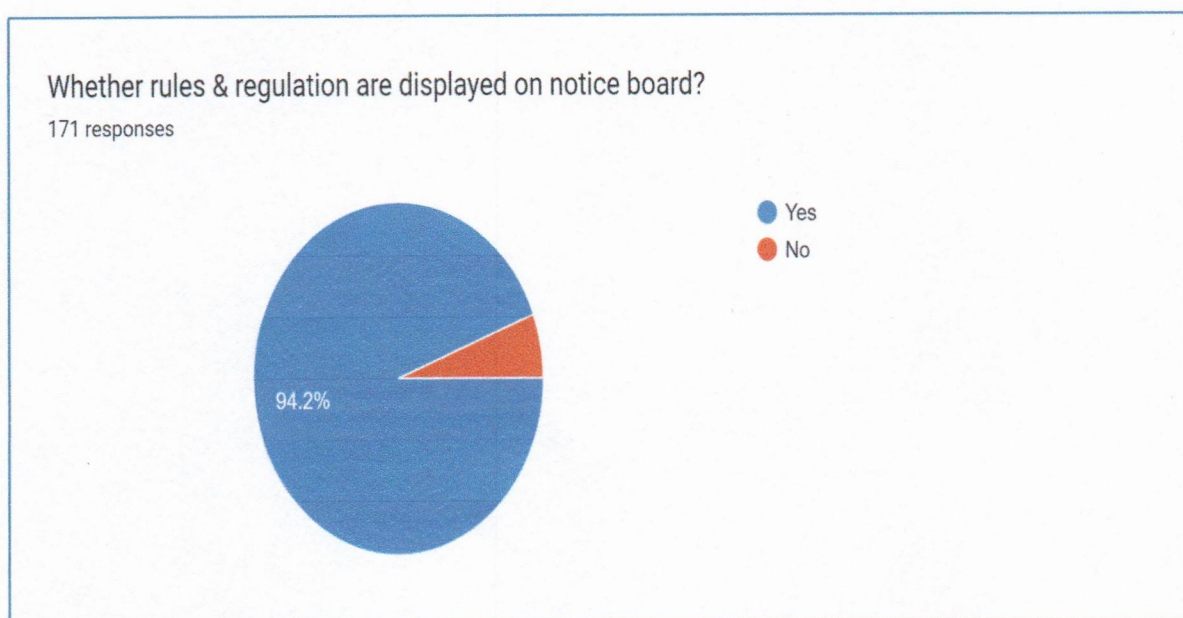
The fifth question in the college administration criterion was about whether the students avail scholarships, free-ships, refunds, and other concessions on time. We can note that about 66 % of students maintained that they got scholarships, free-ships, refunds, and other concessions on time; other students maintained that also got it on time but occasionally.

Do you avail scholarship, free ship, refunds, concession on time?

171 responses



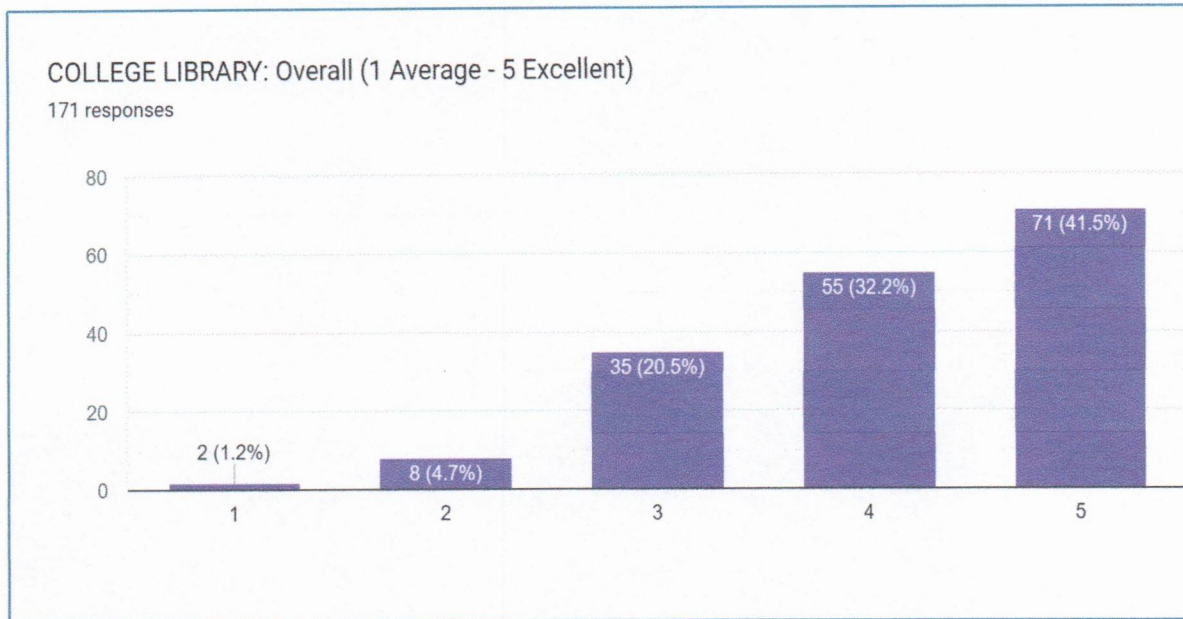
The last question in the college administration criterion was about whether notices, time-tables, and other notifications are displayed on the notice boards of the college. We can note that around 94% of students maintained that the notices, time-tables, and other notifications are displayed on the notice boards of the college. Also, around 6% of students said the same but sometimes find it difficult to get it.



College Library:

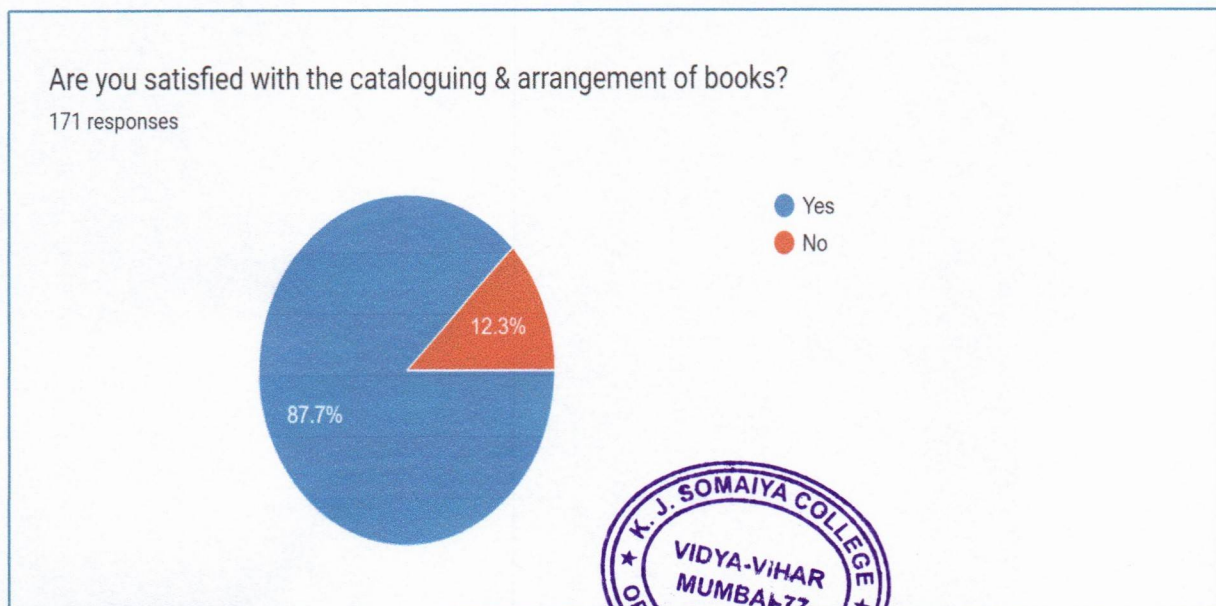
Library plays a crucial role in the growth and development of the college. It resonates with the quality of students and other academic practices of the college. Feedback was taken on college library from the students and we have received total 171 students' feedback from Commerce classes of the college.





It can be noted that maximum students have rated college library as excellent in the scale of 3 & 5; followed by 1 & 2. Few students rated as average.

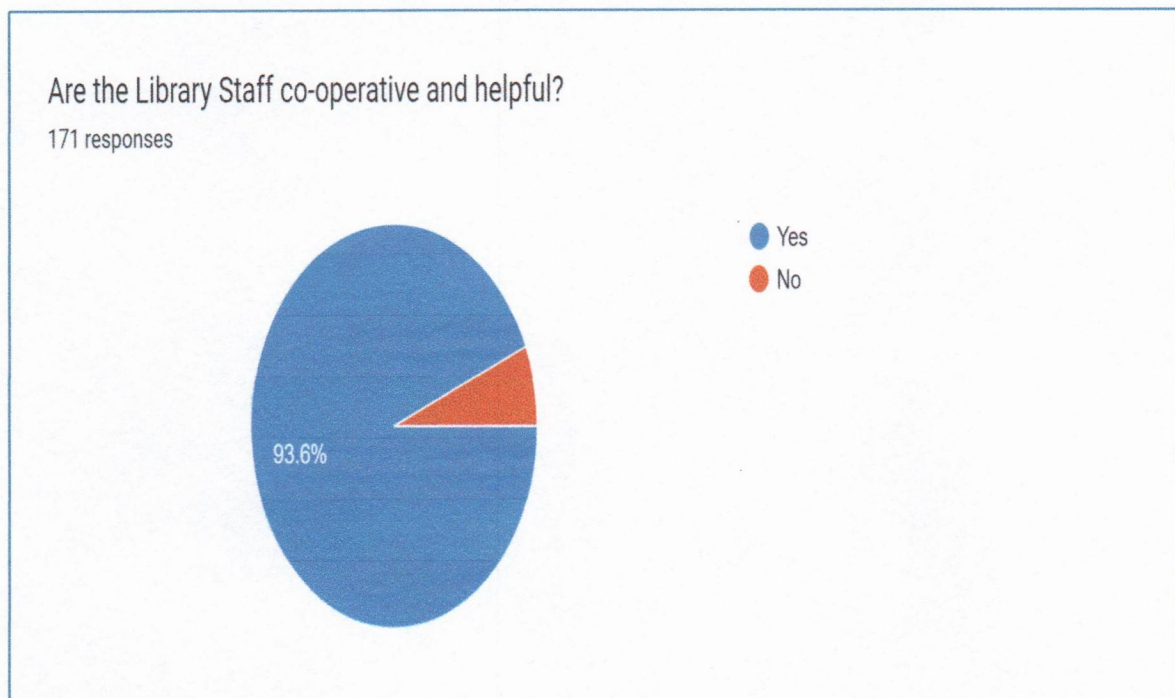
The second question from the college library criterion was about whether the students were satisfied with the cataloging and arrangements of the books in the college library.



We can note that more than 88% of students expressed their complete satisfaction and remaining of students also were found to be satisfied with the cataloging and

arrangements of the books in the college library but may be with some amount of delay.

The third question from College Library criterion about the Library staff of the college. It can be seen that around 94% of students find the college library staff members were helpful and cooperative. Approximately 6% of students responded with dilemma that they also find the library staff members were helpful and cooperative, whereas very low percentage of students maintained that the library staff members of the college were unhelpful and uncooperative.

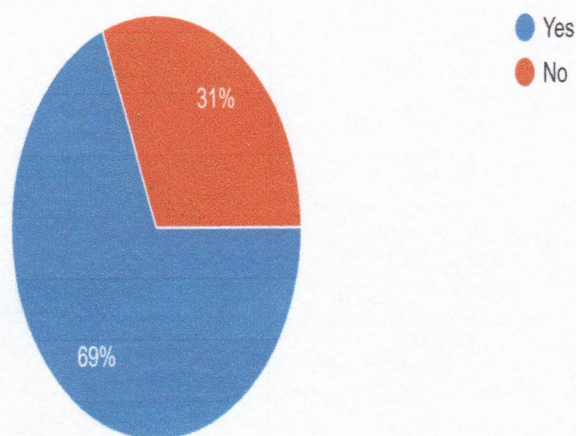


The fourth question from the College library criterion was whether the students have access to PCs with the Internet as and when they require it for their study purposes. We can note that around 69% of students maintained that they were able to access PCs with proper Internet connection, remaining of students also said that they could get with delay in access to PCs with Internet.



Are you able to access PC with internet when you require?

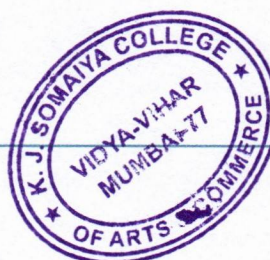
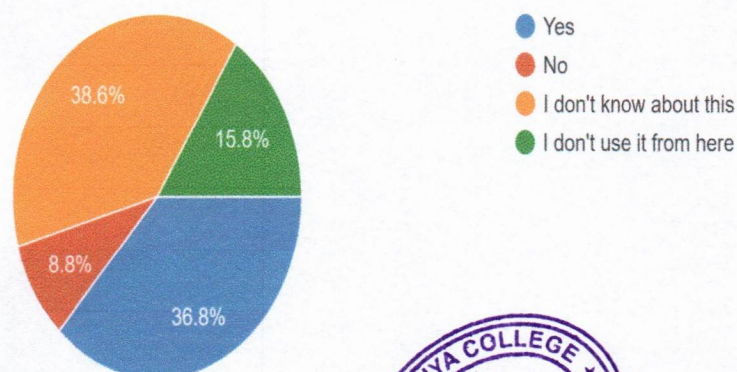
171 responses



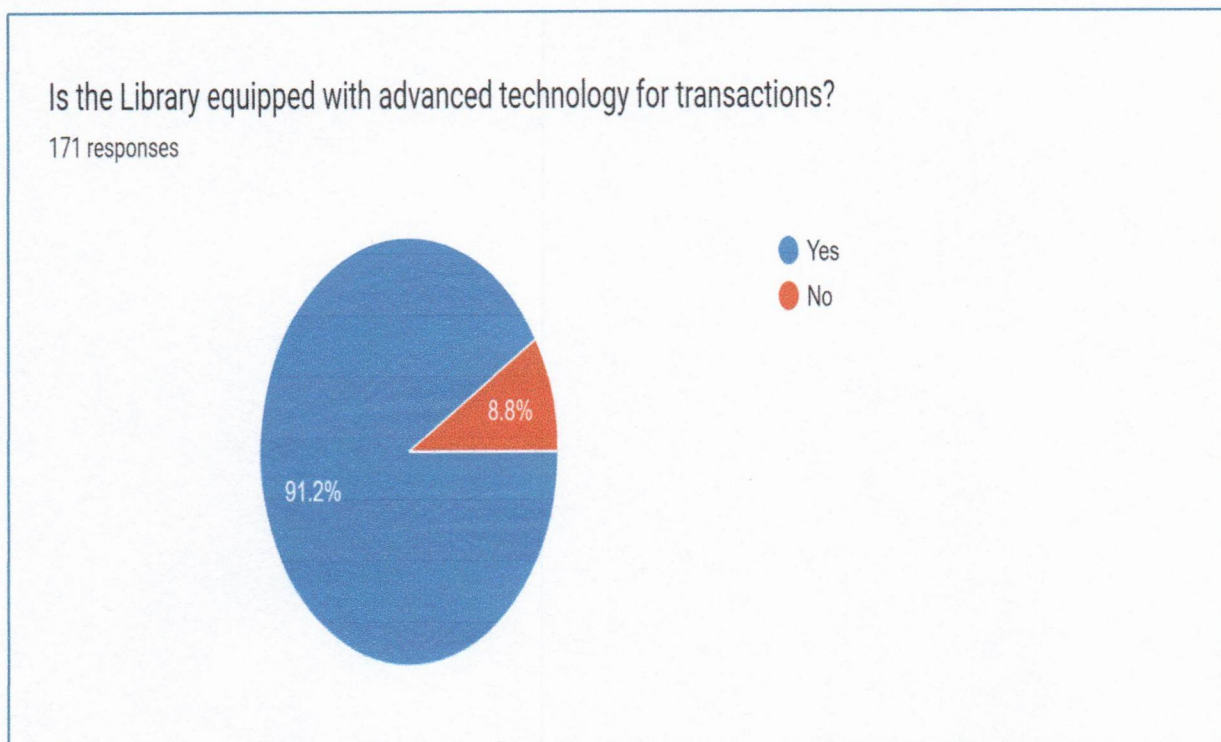
The fifth question from the College library criterion was whether the students got any assistance for Online Library Resources from the college staff members. Around 171 students gave their feedback for this question. About 36% students affirm that they get assistance for online educational resources whereas only 8% say they do not get help. And 39% students are not awareness about it. This may be due to lack of interaction between the students and the library committee. Also 16% do not use it.

Do you get any assistance for online educational resources?

171 responses



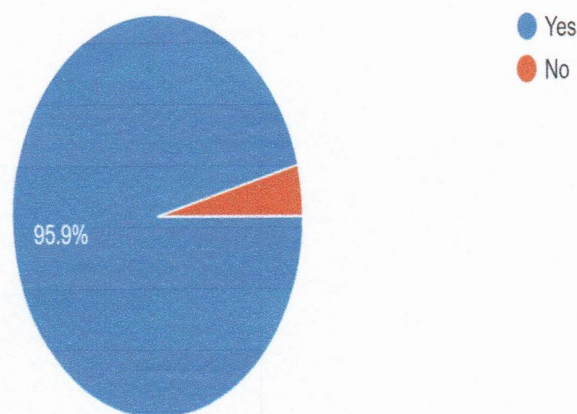
For the sixth question under the College library criterion, around 171 students gave their responses stating that whether the college library is equipped with advanced technology and software for library transactions. It can be said that around 91% of students have maintained that the college library has all the necessary state-of-art technology needed for transactions. At the same time, around 9% of students said that the college library does not have the necessary state-of-art technology.



The data of the library rules and timings of working for the students from the feedback states that about 96 % of the students find the library rules & timings student-friendly, whereas remaining 4 % do not feel the same.

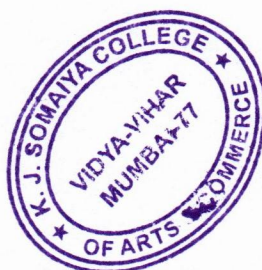
Are the Library Rules & timings student friendly?

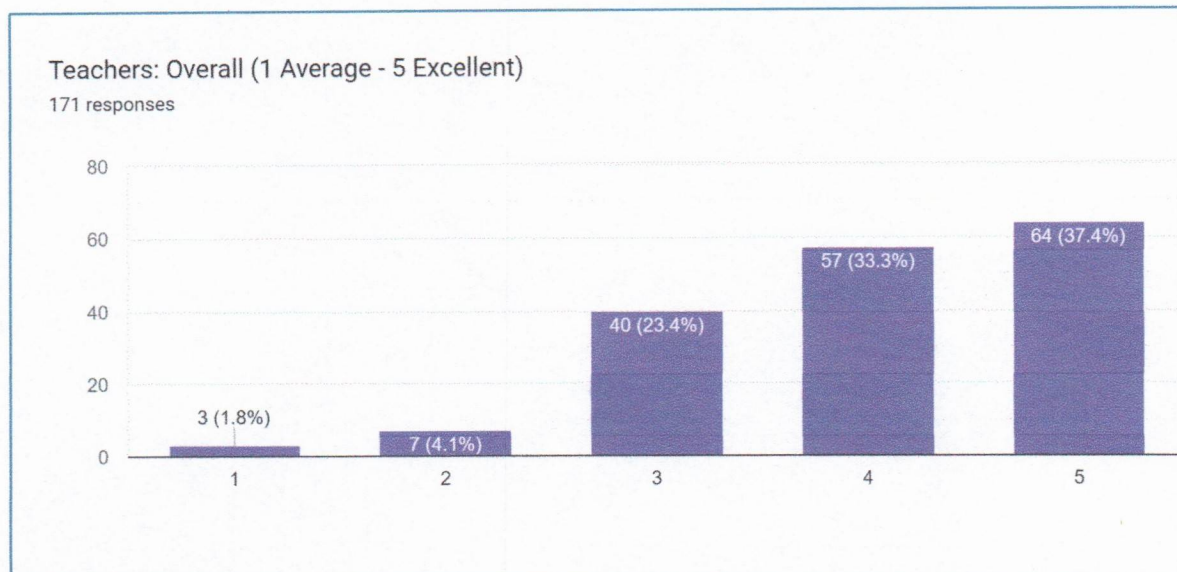
171 responses



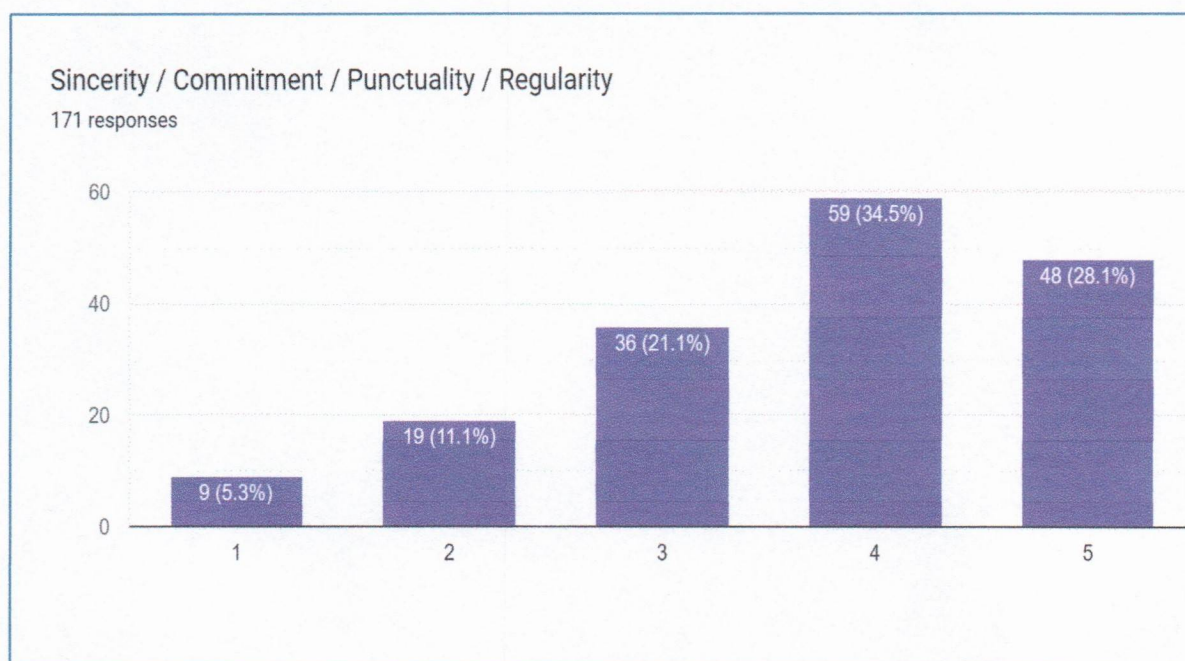
Teachers Feedback (Overall):

Teaching and teachers play a massive role in the development of a college and the teachers, single-handedly, can elevate the bench-marking of any institution to a higher level. By keeping in mind this monumental role played by teachers in the institutional development of the college, feedback is taken to understand this component and improvise the quality of teaching-learning processes at the college. It can be understood that the students of our college have rated teachers in the higher scale of Excellency in terms of teachers' efforts and followed by 'very good' & good rating. There are very less score given by the students as 'average.'





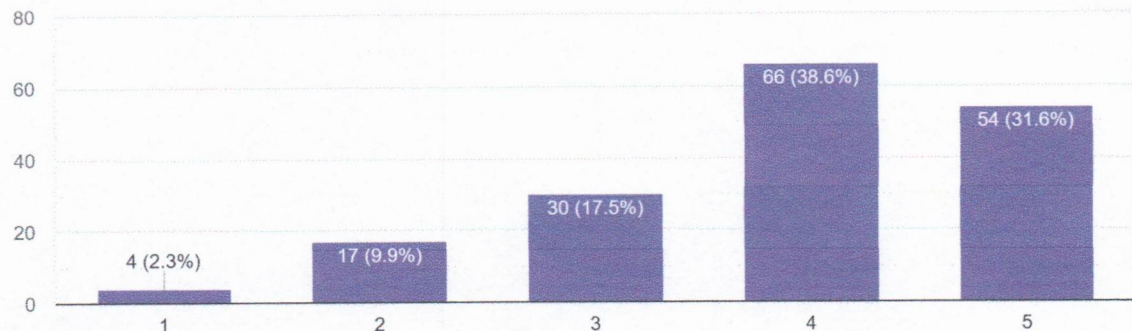
For the second question about the teachers' sincerity, commitment, punctuality or regularity in conducting lectures and other curricular or co-curricular assignments. It can also be understood that more ratings in terms of Excellency between 3 & 5 for our college teachers for sincerity / commitment / punctuality / and regularity. Followed by scale 1 & 2 as average.



The third question from the Teachers (overall) criterion was whether the teachers' use teaching aids (PPT/ICT and so on) in their lectures. Furthermore, it can be understood that the excellent scale of 3 & 5 have been selected by maximum no of students to rate teachers for using the teaching aids and resources. But very less no of students have rated 'average.'

Use of teaching aids (PPT / models / charts / maps / modern teaching aids / hand outs / suitable references / web-resources etc.) by the teacher.

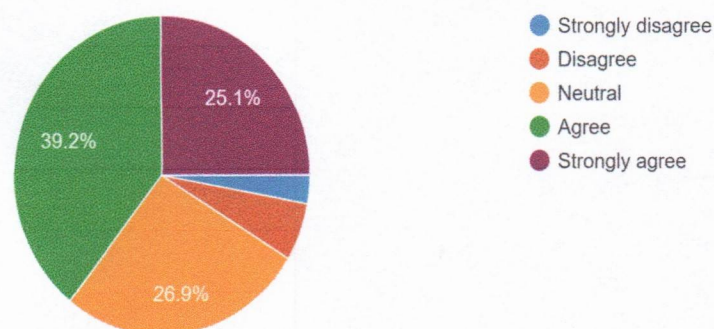
171 responses



The fourth point from the Teachers (overall) criterion was whether the teachers prepare and provide notes and other study material to the students. Around 171 students gave their feedback for this question and the analysis is given below.

Teacher's efforts to prepare notes, provide study material to help students prepare well in the course.

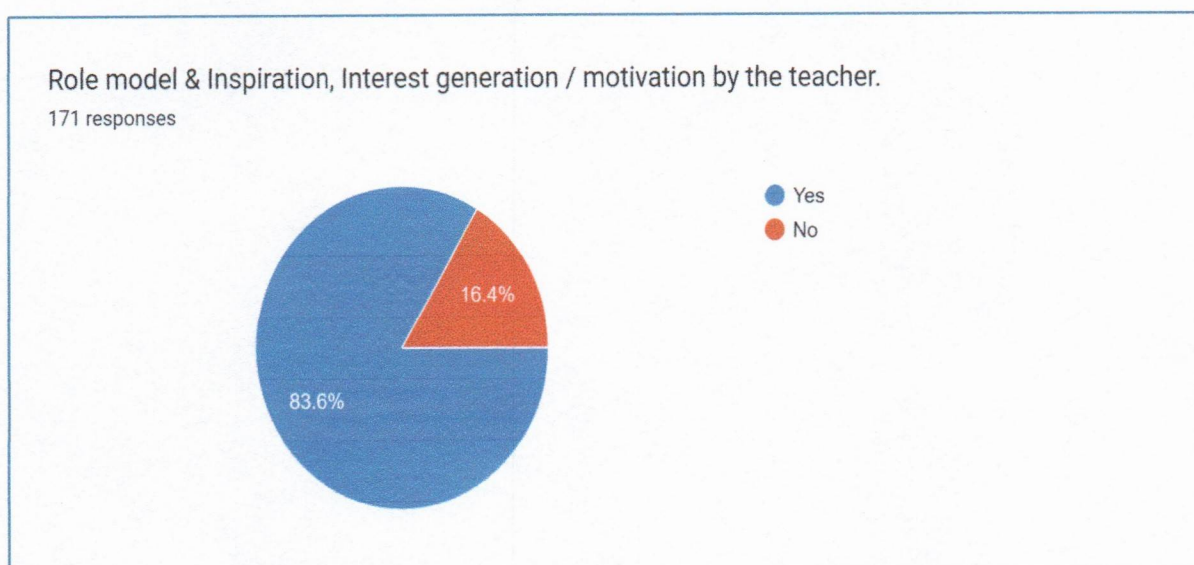
171 responses



Around 39% of students maintained that they agree with the statement; 25% of students said that they strongly agree with it; 27% of students maintained their neutrality on the statement. Whereas very less no. of students said that they disagree or strongly disagree with the statement.

The fifth point under Teachers (overall) criterion was whether teachers inspire, motivate or guide students in their academic and other endeavour.

We can note that more than 84% of students admit that our college teachers inspire, motivate or guide them in their academic and other endeavour, whereas remaining students said that they did not find teachers' in the role of motivators or guides in their academic and other endeavour.

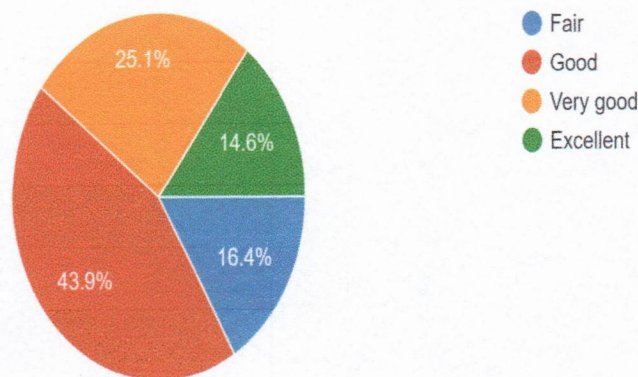


Course Curriculum:

Curriculum plays massive role in the academic and all-round development of students and it's an important indicator of educational high standing of any academic institution. We can note that around 15% of students maintained that course curriculum was excellent, 44% of students said that it was good, 25% of students said it was very good and remaining students said that it was fair.

COURSE CURRICULUM: (Overall)

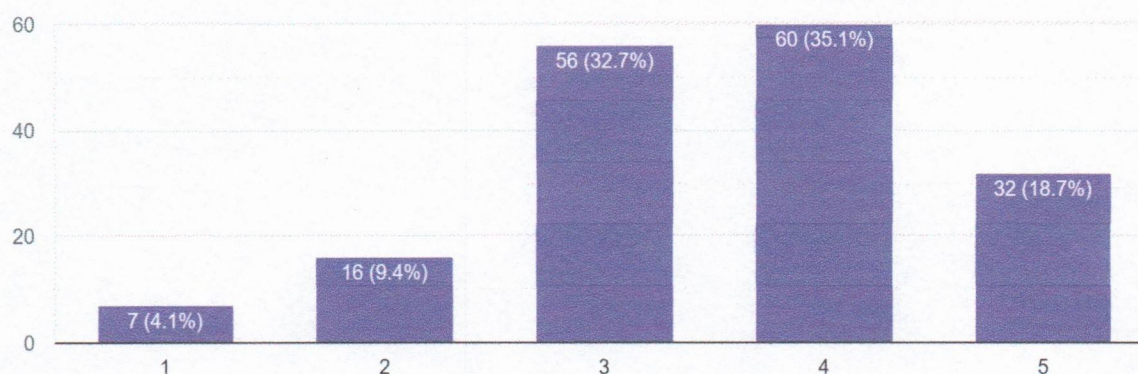
171 responses



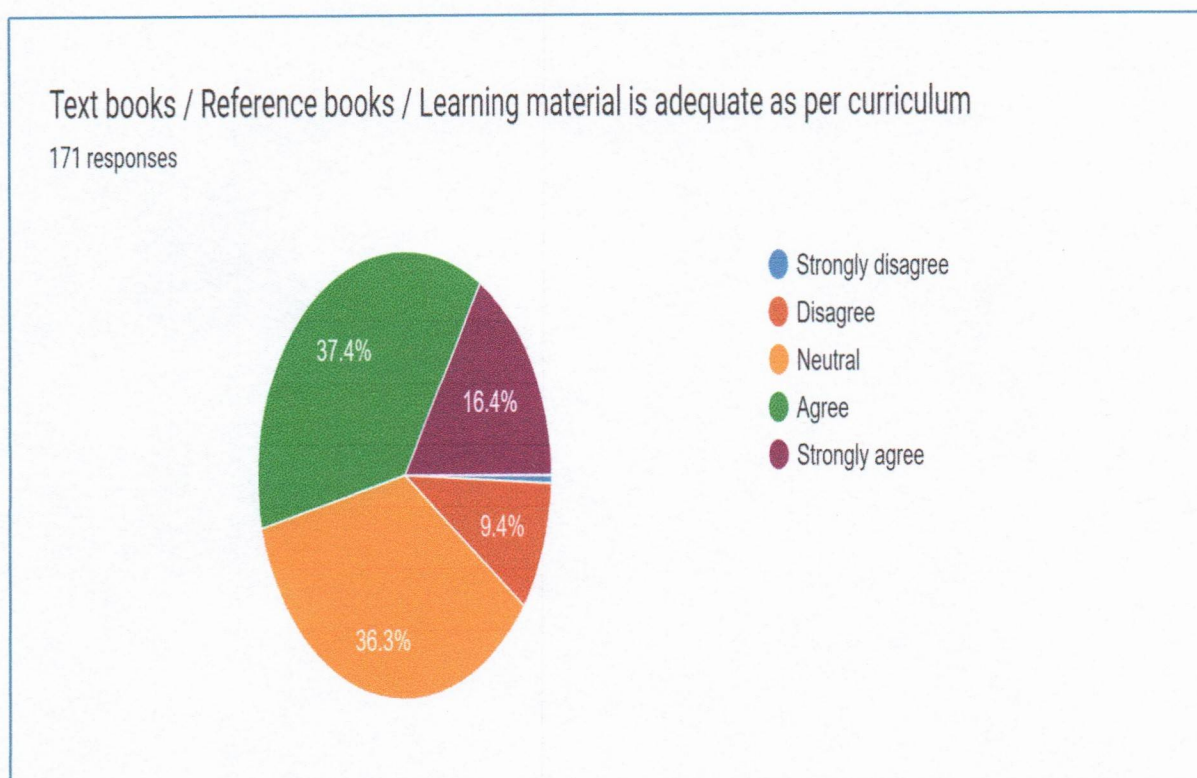
The second question in the course curriculum category was the employ-ability skills in the curriculum. It can be seen through the linear-scale chart given below that maximum students said that the feedback employ-ability skills component was present in the highest category of scale from 3 to 5, whereas countable few number of students selected the scale 2 & below.

Components of employability skills in curriculum

171 responses

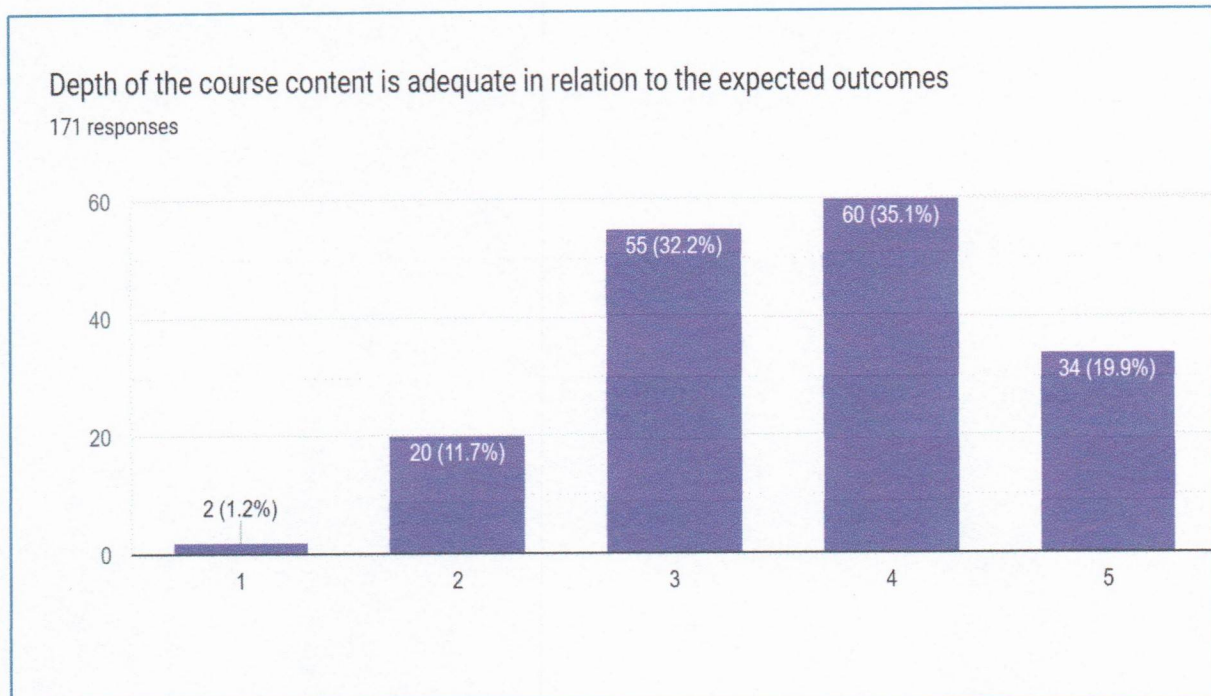


The adequacy of Textbooks / Reference books and learning material was the third point in this category. Around 37% of students said that they “agree,” 16% of students said that they “strongly agree,” about 36% of students were neutral and remaining students disagree or strongly disagree” with the statement.

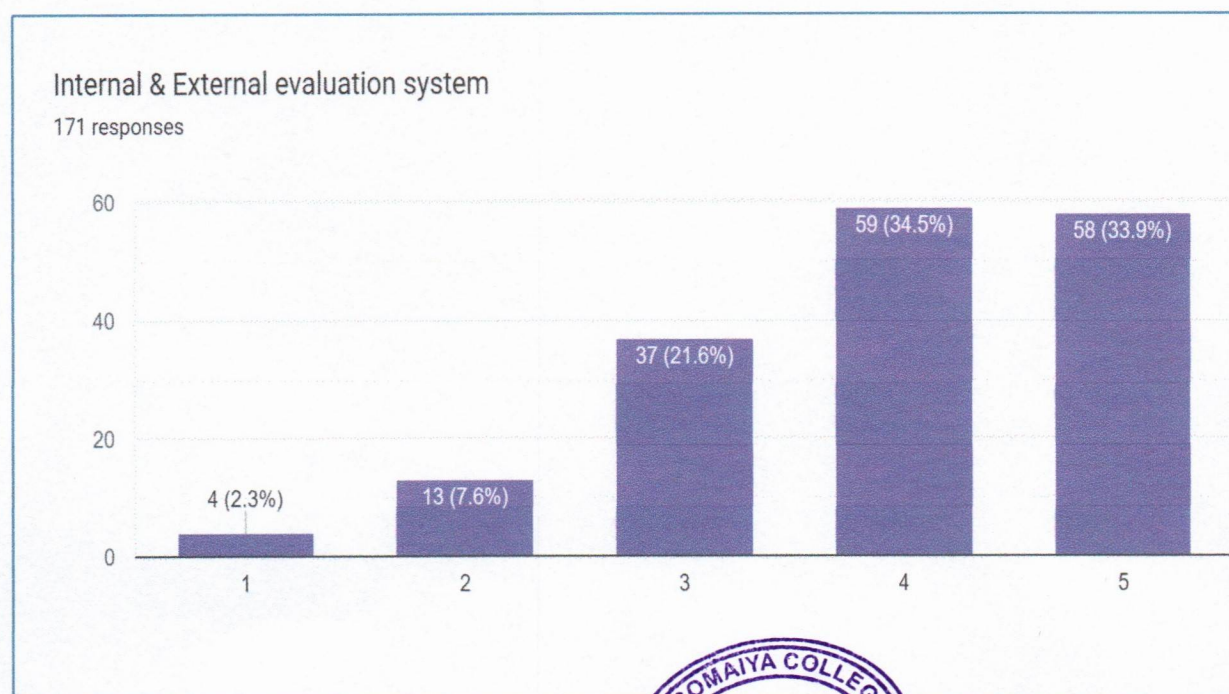


For “Depth of the course content is adequate in relation to the expected outcomes,” maximum no of students gave their feedback as excellent in the scale between 3 to 5 and very easily traceable no of students selected good & average.





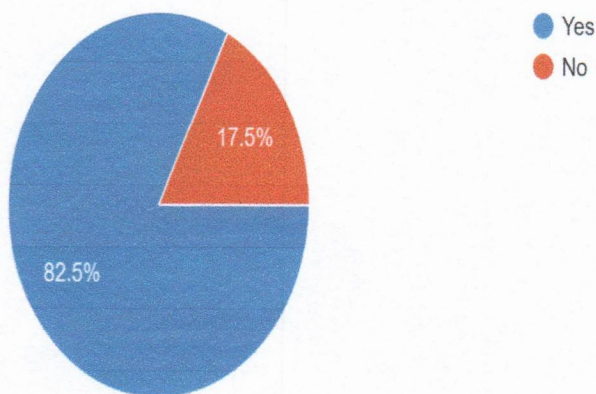
“For Internal & External evaluation system,” more than 171 students gave their feedback as excellent between 3 & 5. And very few students gave their feedback as good & average.



For Electives offered are relevant to the specialisation streams and to the domain knowledge advancements, we find that 83% of students maintained “yes,” while others maintained “no”.

Electives offered are relevant to the specialisation streams and to the domain knowledge advancements

171 responses

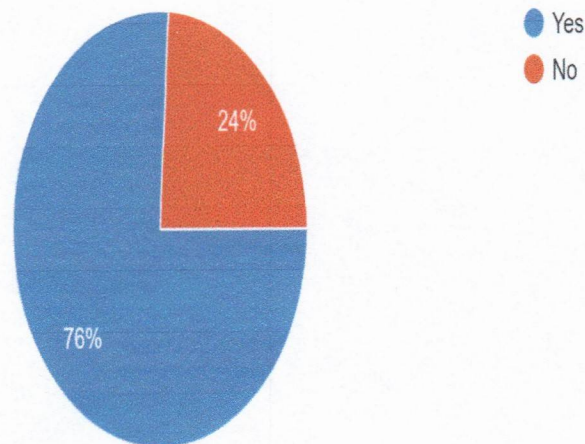


“Is the ratio of no of lectures and volume of course content adequate?” more than 76% of students maintained “yes,” and remaining students maintained “no”.



Is the ratio of no of lectures and volume of course content adequate ?

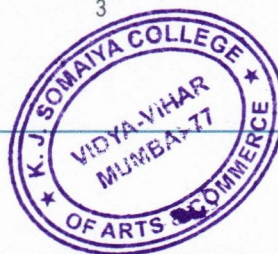
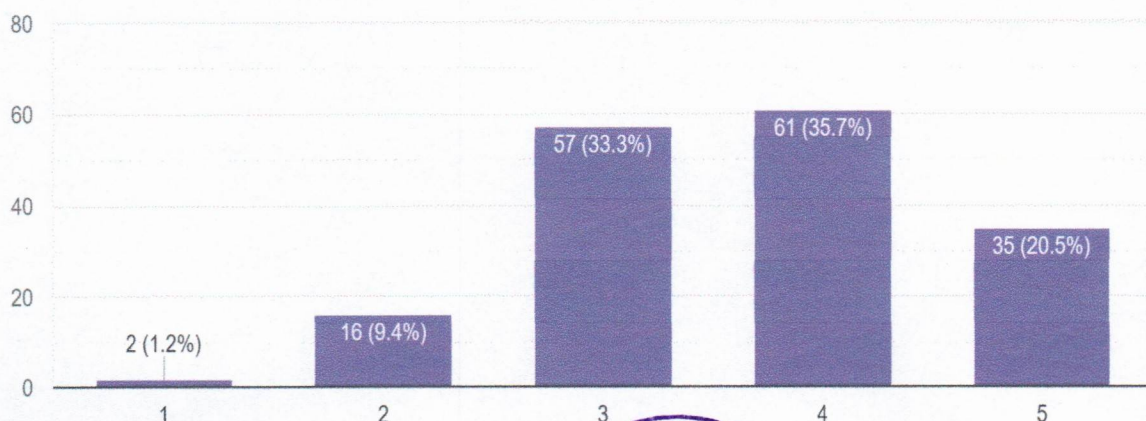
171 responses



For Value education content in the curriculum, more percentage no of students gave their feedback as excellent between 3 & 5 and very less students gave their feedback as good & average for the value education content in the curriculum.

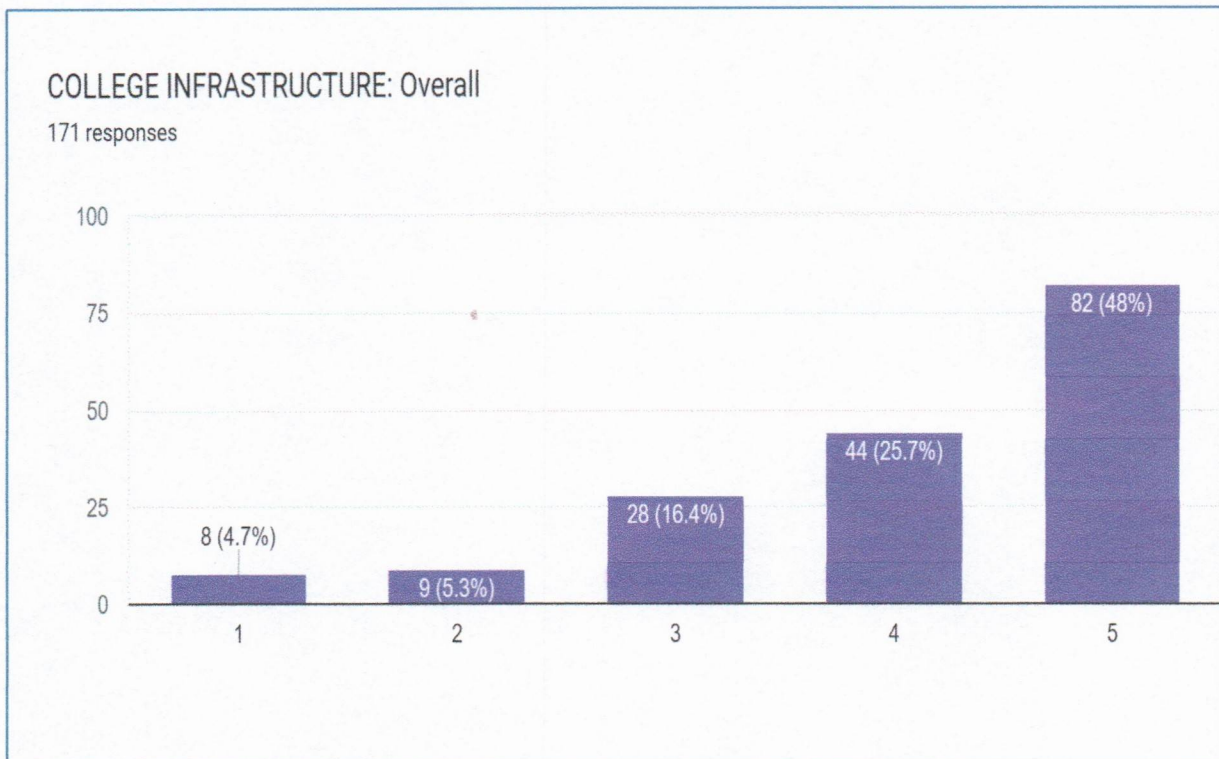
Value education content in the curriculum:

171 responses



College infrastructure:

The last component from the feedback section is about the college infrastructure and the first point was about the overall infrastructure. As per the below chart, we can note that more number of students maintained that the college infrastructure was excellent and followed by less students saying good to average.

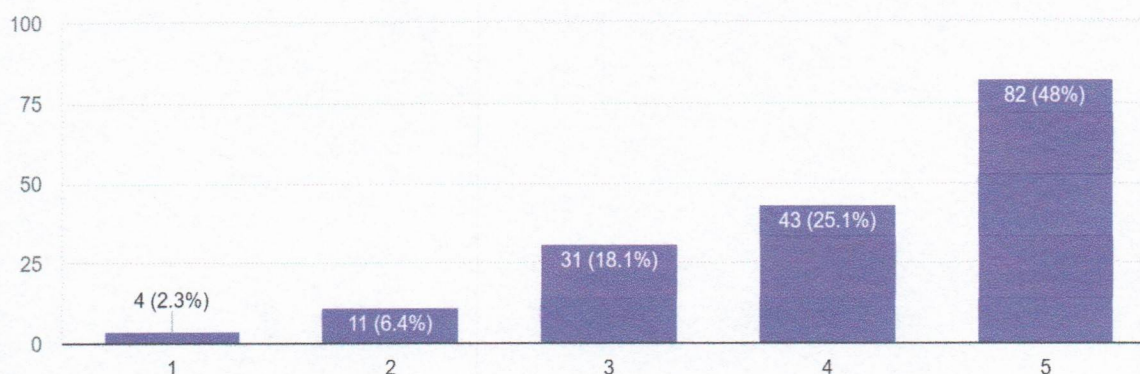


We can note that more no of students maintained that Cleanliness & safety in washrooms / classrooms / passages / LCR / Campus / Canteen / Sports Room / Dept., of the college was excellent and followed by less students saying very good to average.



Cleanliness & safety in washrooms / classrooms / passages / LCR / Campus / Canteen / Sports Room / Dept. / Cells:

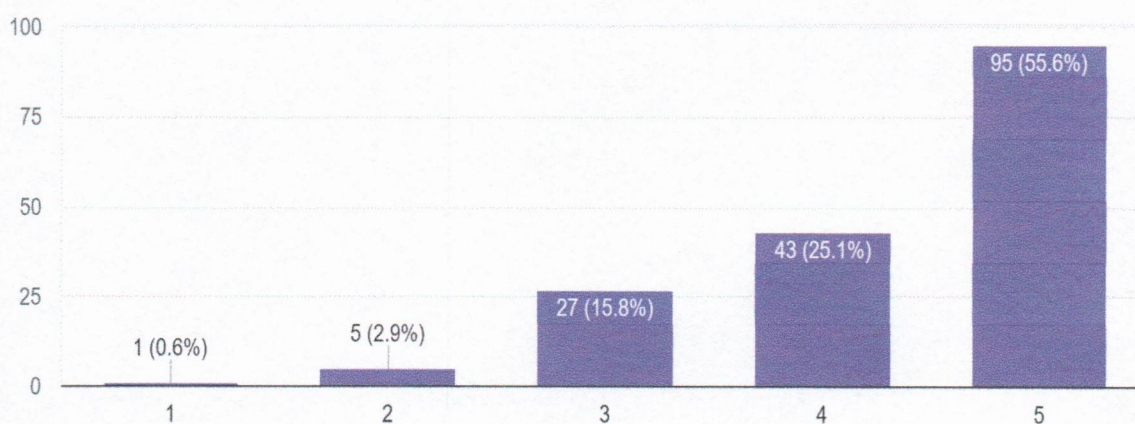
171 responses



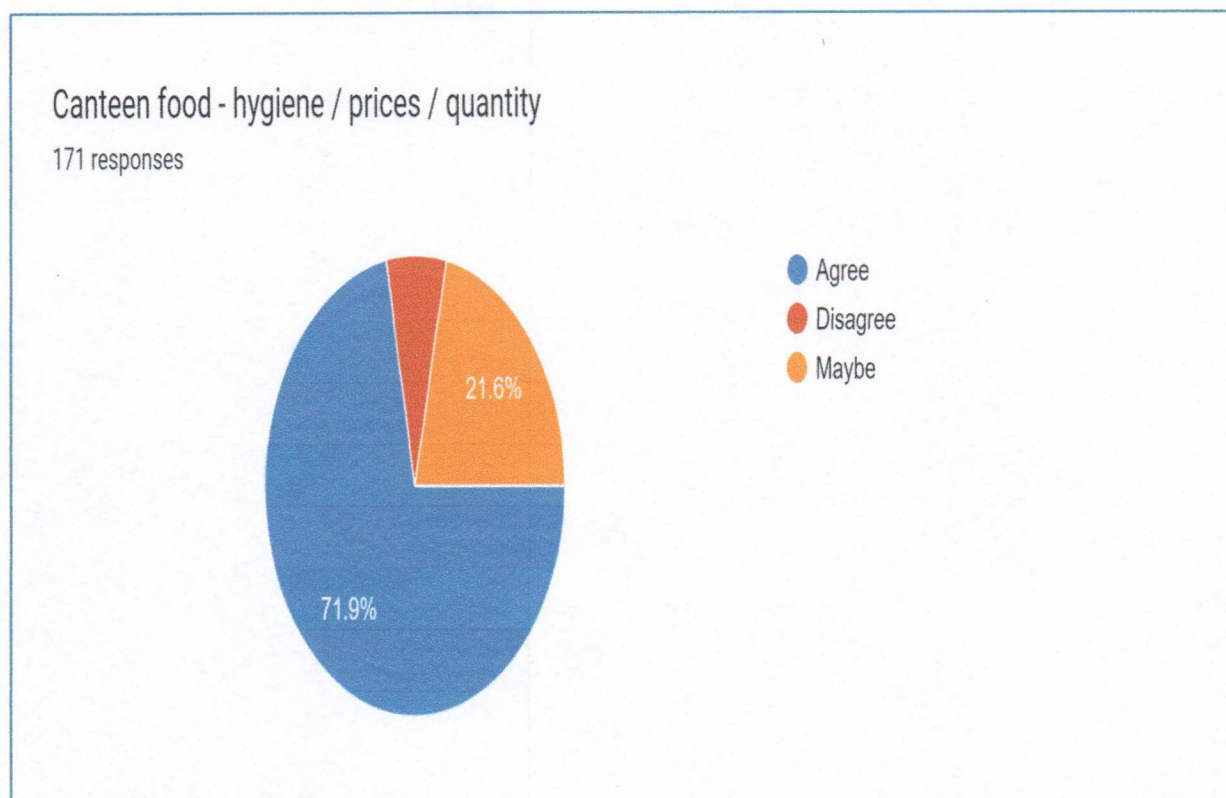
For well-equipped Conference Room / Auditorium / Classrooms / Labs, we can note that more no of students maintained that it was excellent or very good and followed by less students saying good to average.

Well-equipped Conference Room / Auditorium / Classrooms / Labs etc:

171 responses

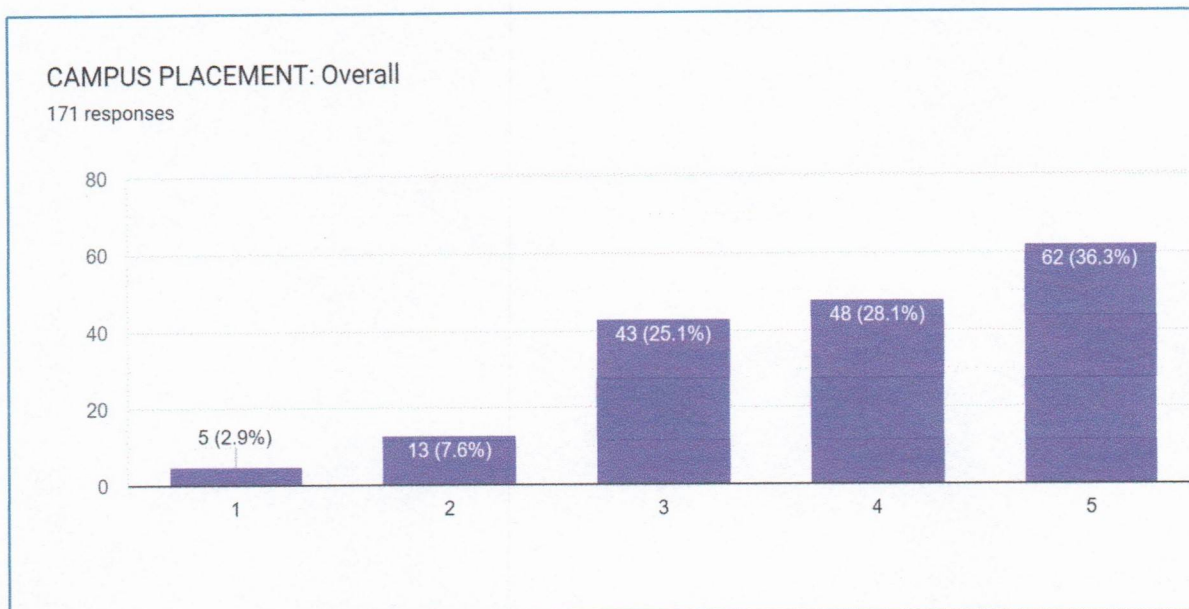


For Canteen food - hygiene / prices / quantity, around 72% of students maintained “agree,” 22 % of students maintained “no”.

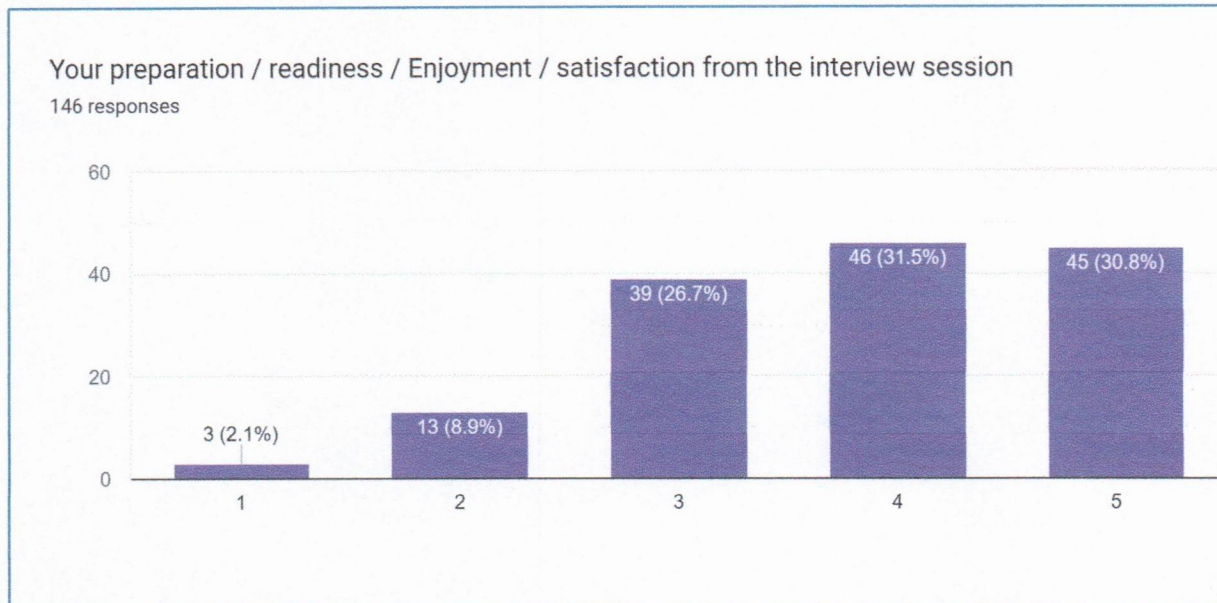


Campus Placement:

College Placement cell plays a massive role in the growth and development of an academic institution. Our college has a dedicated campus cell which looking after students’ placements in all the good companies in a very systematic and methodical manner.



For the question on “Your preparation / readiness / Enjoyment / satisfaction from the interview session”, we can note that more no of students maintained that it was excellent and followed by less students saying very good to average.



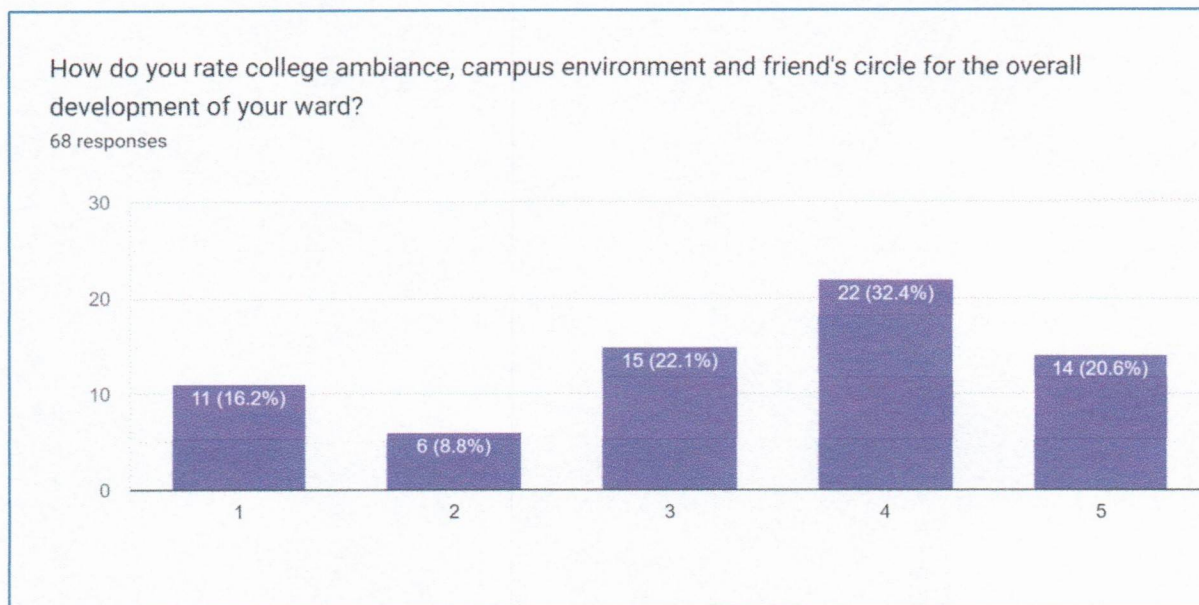
The last question was about students’ views, experiences and relevant information of NSS, NCC, Sports, Cultural Forum and other various associations of the college.

The parents' and recruiters' feedback was also collected together for Arts & Commerce class students.

The Parents' Feedback:

About 68 parents of students randomly from FY/SY/TY (BA/BCOM) responded to the questionnaire and the analysis is given as below:

When the question regarding college ambience, campus environment and friend's circle was asked, the parents responded varied in the scale from excellent to average. But majorly responses are in the scale between 3 to 5 accounting for 51%.

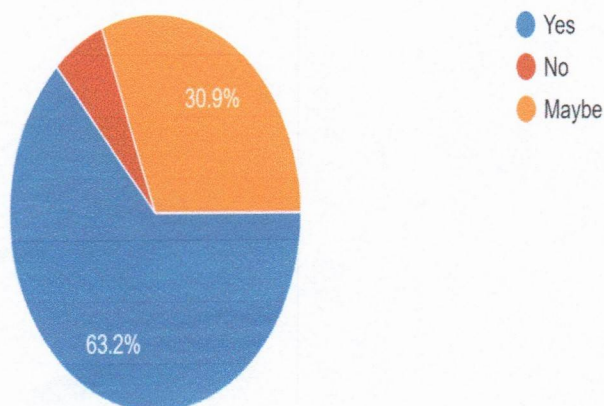


The majority of parents found the curriculum design is relevant for their ward in career development, research / professionalism.



Do you find the curriculum design relevant for your ward in career development, research / professionalism?

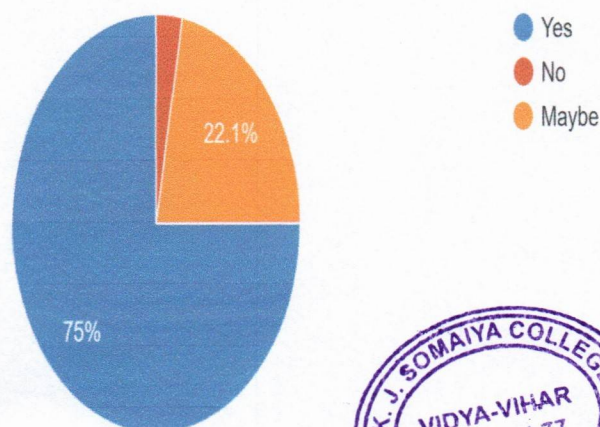
68 responses



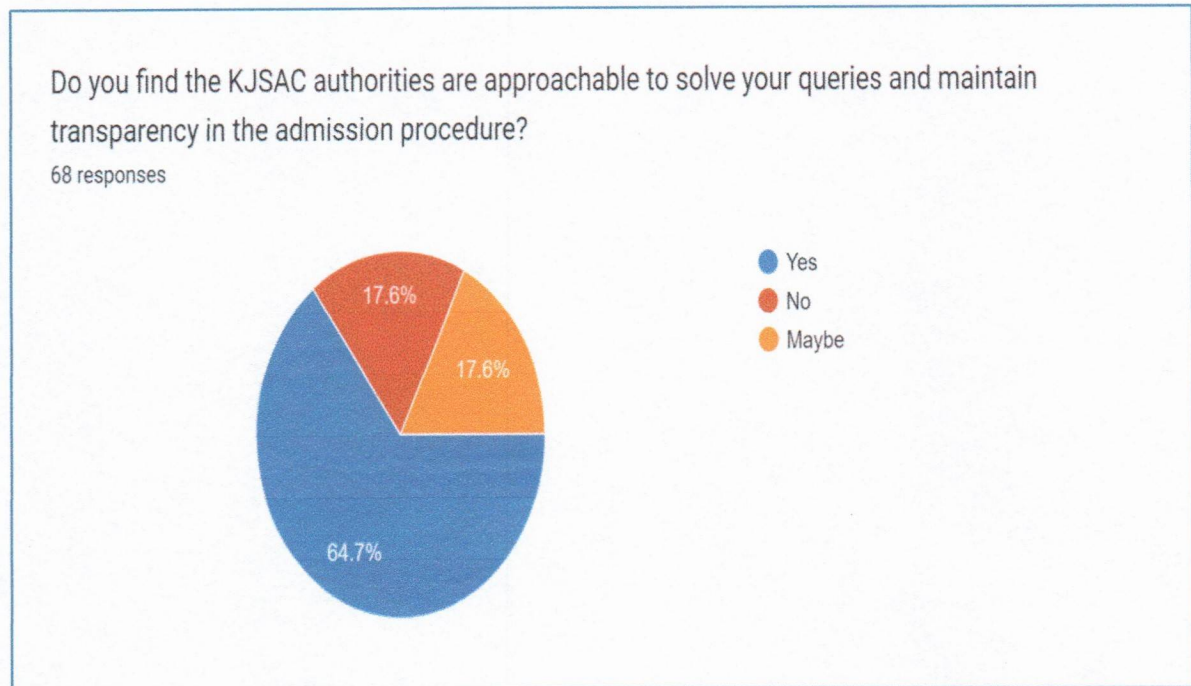
When parents were asked about the their child's personality development, around 75% responded yes. It means they believe that our college helps their ward in personality development to greater extent.

Do you think the college has / will help your child's personality development?

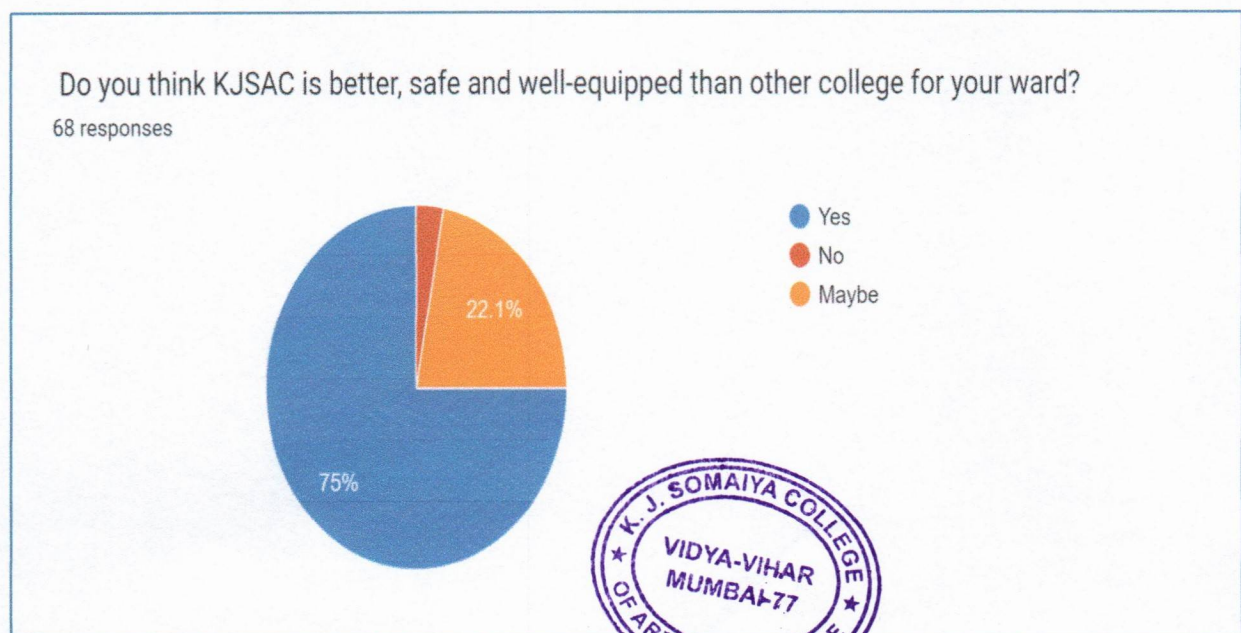
68 responses



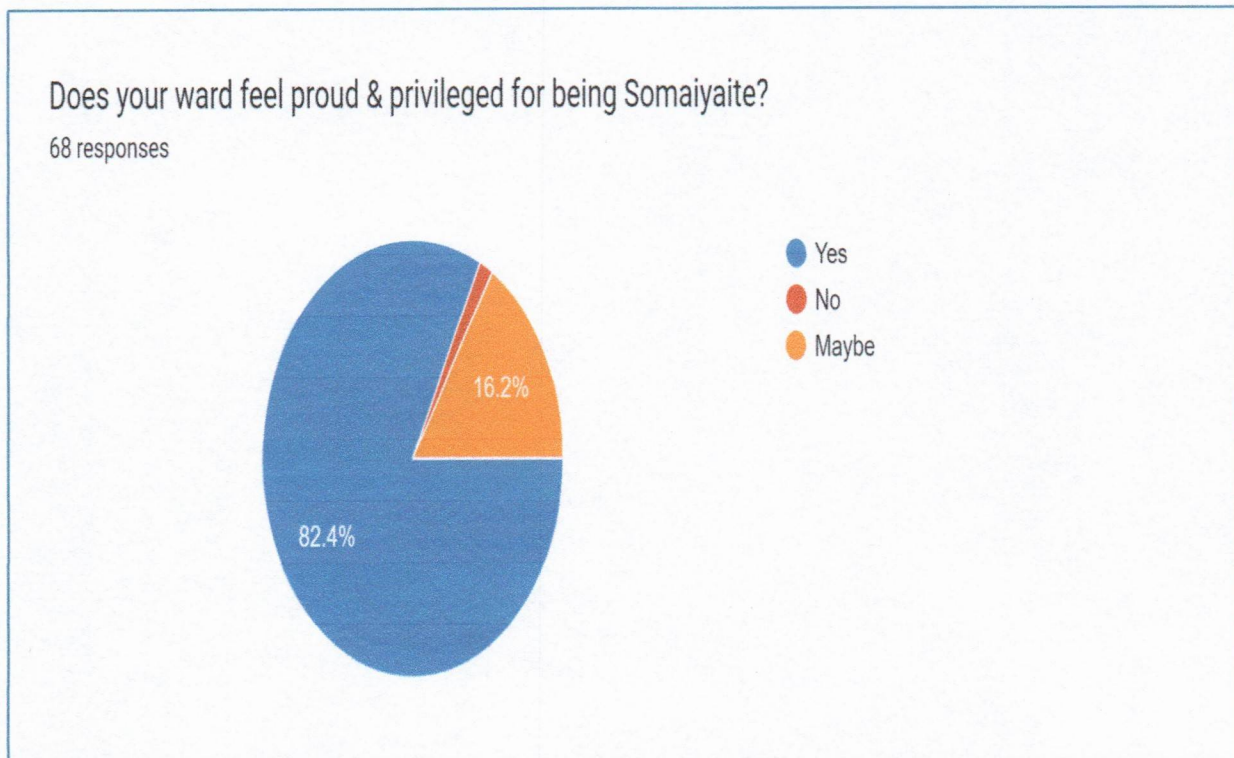
Around 65% of the parents who responded say that our college authorities are approachable and solve your queries and maintain transparency in the admission procedure.



Around 75% of the parents who responded say that our college & the campus is better, safe & well-equipped than other colleges.



It's a matter of pleasure & pride to see that around 82% of the respondents say that their ward feel proud & privileged for being Somaiyaite.



The suggestions and opinions expressed by the parents and same as the students which have been stated in the end of this report.

The Recruiters' Feedback:

The recruiters feedback was collected offline using paper & pen method during the "Job Fair" held on 18th April 2023 in our college campus. There were 18 companies who visited the campus for placement and out of which 13 of the recruiters responded. Most of them have come for the first time to our college and few said that they are associated with our placement cell for 5years. Based on these responses following analysis is presented.

The question no. 1 was about helpfulness and cooperation from staff members during placement process. For which the average ratings come to 2, which means the performance of our staff and volunteers are very good in providing assistance.

For the next question the maximum number of recruiters state that the college curriculum gives weight-age to employ-ability / entrepreneurship / skill development /practically viable.

Further the high number of respondents express that the curriculum is relevant for development of human resource in the work place.

The infrastructure & facilities provided during the placement session were adequate and for this more positive responses have being stated.

For the question number 5 regarding the students' punctuality, confidence and competency, more than the half of the respondents have expressed positive responses.

In case of the students' communication skills and etiquette the impression on the recruiters was more appreciable.

Regarding the professionalism in resume writing / dressing & grooming was also at par, which is stated by more number of respondents.

When the recruiters were asked about their willingness to get associated with the placement of KJSAC in future, they said they are highly enthusiastic.

The following points have been raised by the recruiters in certain areas, which needs to be addressed & improved for further course of time.

1. Students needs to be trained to communicate well and maintain etiquette.
2. Mock interviews needs to be conducted well in advanced, so that the students get to know about the preparation required before facing the panel. And their confidence level would increase by the training.
3. Students needs to trained about expressing their profile & future plans effectively and also understand the willingness to do all sorts of work.
4. The classrooms needs to be clean before the interview sessions begin.

The general summary of the students views and experiences as follows:

1. Students were of the opinion that NSS, NCC, CF, SCPA, DFF and other associations helped them to engage in co-curricular and extra-curricular activities, which helped them to learn various things, showcase their hidden talent and have a holistic development of their personality.
2. Students maintained that these platforms helped them for self-development and learning.
3. Students believed that these platforms provided them with an opportunity to engage in creative things which ultimately resulted into their personal growth and development.
4. Students maintained that these NSS and NCC nurtured in them the values such as social service, altruism, discipline, self-defence and so on.
5. In totality, Students maintained that NSS, NCC, Sports, Cultural Forum and other various associations of the college helped students to have an overall development of their personality, learn about team work and leadership.
6. DLLE & EDC are liked by the students for being a platform to learn business approaches practically. Sports and games helping them in character building along with mental and physical growth. Because of pandemic students could not attend sport activities.

Suggestions:

The last component in the comprehensive feedback from was suggestions from the students.

The general summary of the students' suggestions is given below:

1. The co-education between girls and boys is essential. It needs to be encouraged by allowing both of them to sit in Library.
2. The students needs to be given autonomy in organising the events.
3. The inter-disciplinary combination of subjects be allowed. And inter-departmental activities be organised.
4. Display of timely results of exam should take place.
5. College timing needs to be revised for students coming from long distances.
6. There are shortage of teachers in PG classes and lack of infrastructures (projector, laptop, AC etc) is major concern.