

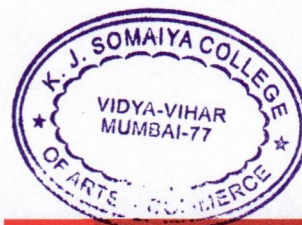
Report on Commerce Students' Feedback Analysis: 2020 - 21

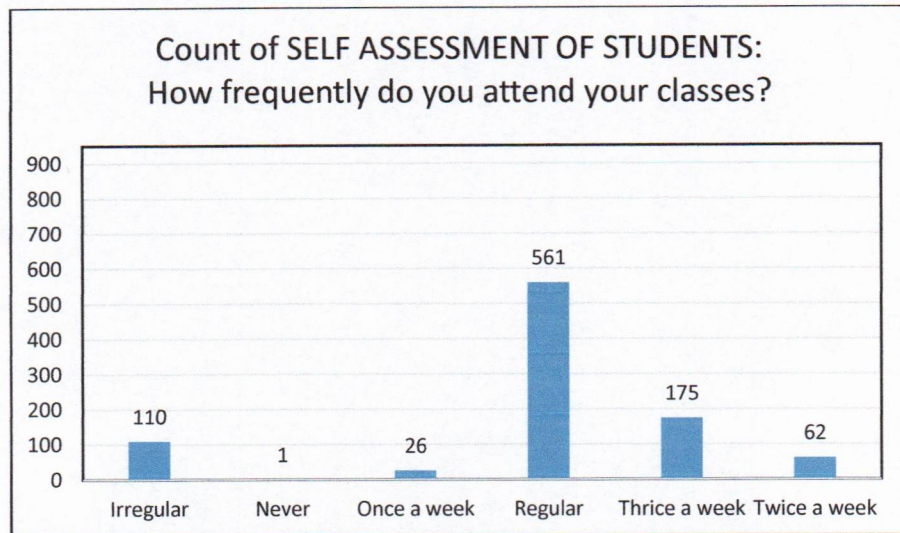
K. J. Somaia College of Arts and Commerce, an autonomous institution affiliated to Mumbai University, offers courses like B.A., B.Com. at under Graduation level and M. Com. M. A., at Post-Graduation level. Since last year onwards Google form links are shared with the students and requested them to fill it up. The data generated in the spread sheet is used in making the report and is presented below. College has taken Feedback from all stakeholders for the academic year 2020 - 21. 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 2020 - 21. 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.

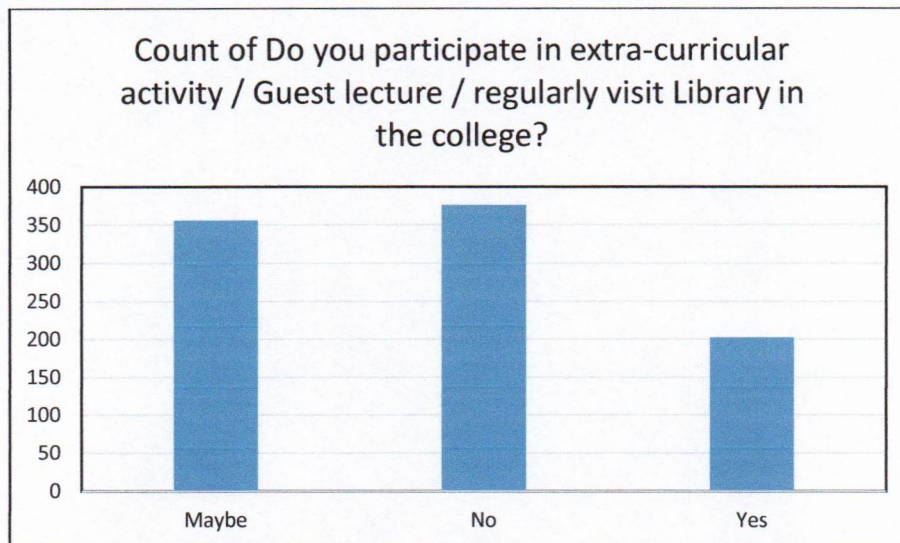
Self-Assessment of Students:

Under the self-assessment of students' criterion, 936 students (randomly from FY, SY and TY – BCOM & MCOM) gave their feedback. Around 561 of students maintained that they attend classes regularly and 175 students said that they attend classes thrice a week. Out of the remaining 200 of students, 62 students said that they attend classes twice a week and 26 students said that they attend college once a week. Around 110 of students said that they are irregular for the classes and only 1 responded that he/she never attended the classes.



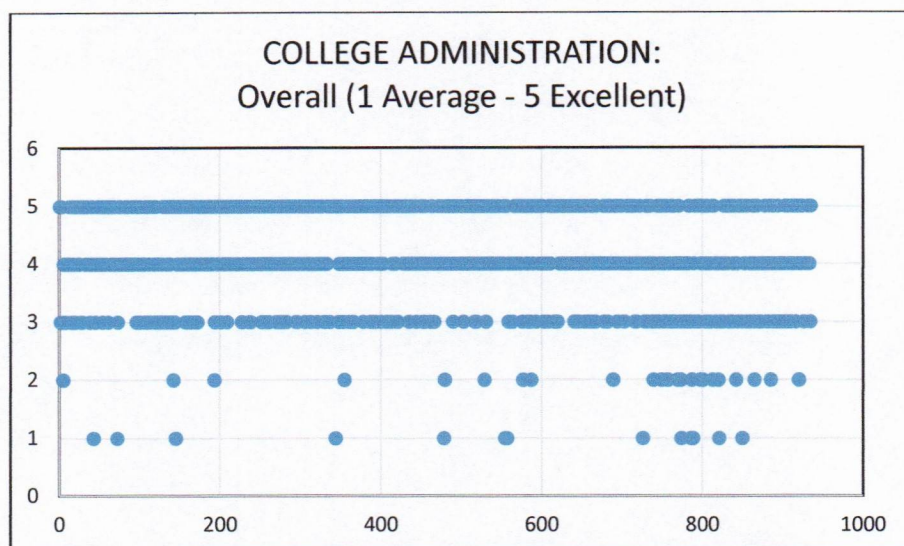


In total Commerce stream around 936 students who gave feedback, out of which 21 % expressed that they participate in the extra-curricular activities, guest lectures, and visit the library regularly.



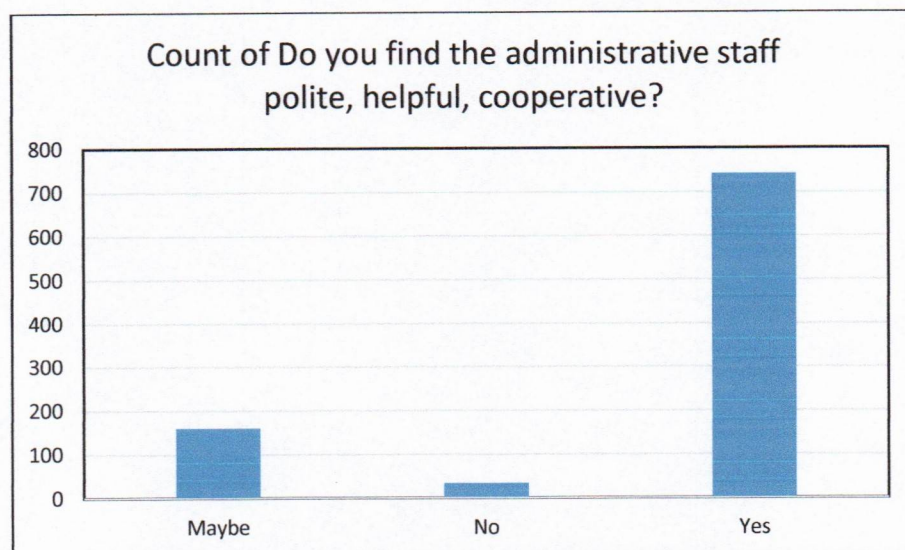
College Administration:

Feedback is taken on college administration from the students and we have received total 936 students' feedback from BCOM & MCOM classes of the college. From the below bar graph, it can be noted that maximum students have rated college administration as excellent in the scale of 4 & 5 followed by 3. 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.

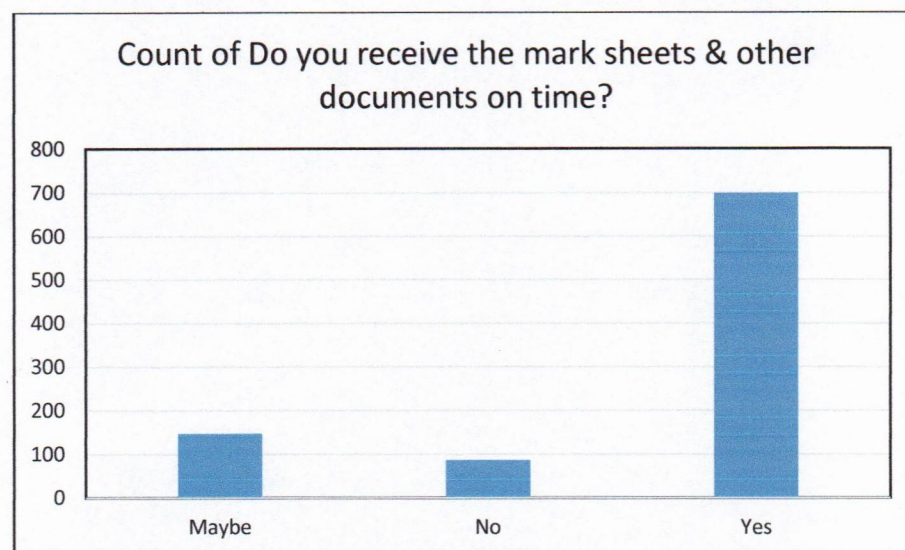


From the below chart, it can be seen that more than 700 (75 %) students out of 936 find the college administrative staff: polite, helpful, and cooperative. And less than 100 students responded that they find the administrative staff less polite, helpful, and cooperative, whereas around 150 students state that they may or may not find it upto the mark.





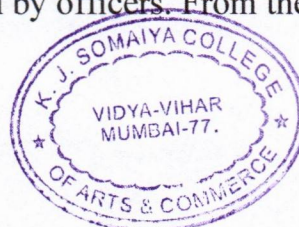
From the following chart, it can be seen that around 75 % of students maintained that they receive the mark-sheets and other documents well in time, around 11 % students also said that they also get the mark-sheets and documents on time but with some difficulties and the remaining 16 % of students said 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. From the below bar graph, it can

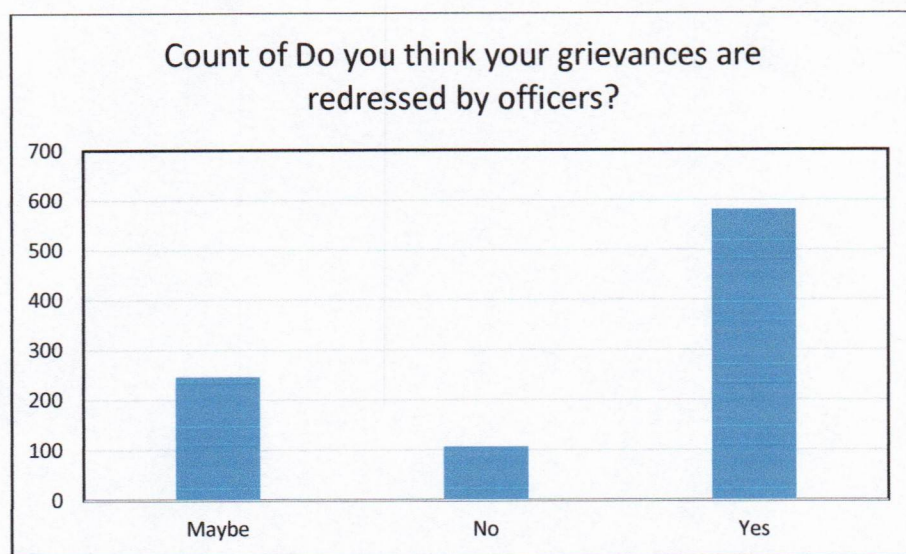
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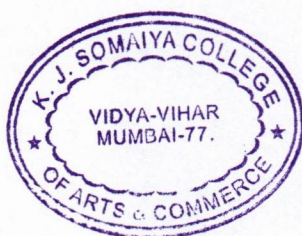


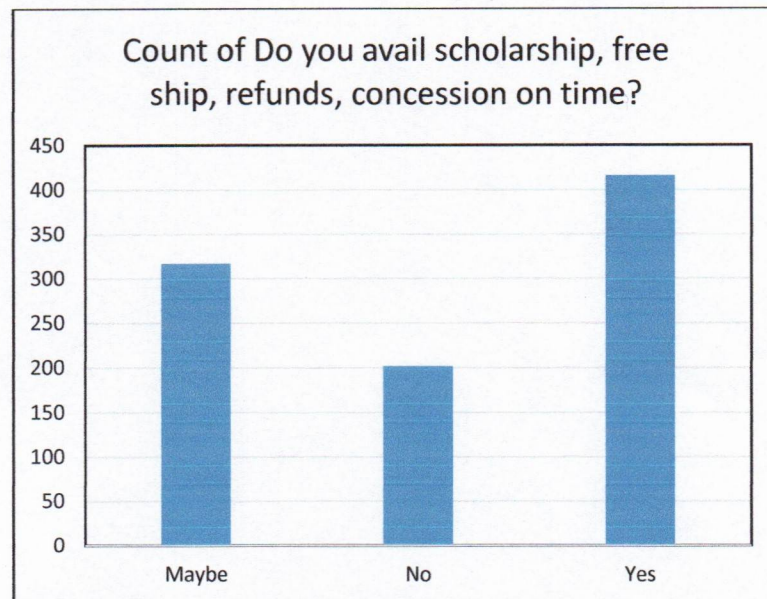
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be seen that around 600 (64 %) students maintained that their queries and grievances, when raised before college officers, were efficiently resolved by the college authorities. Approximately, 27 % of students responded that their queries and grievances, when raised before college authorities, were resolved but with delay. However, 11 % of students maintained that their queries and grievances were not resolved by the college officers.

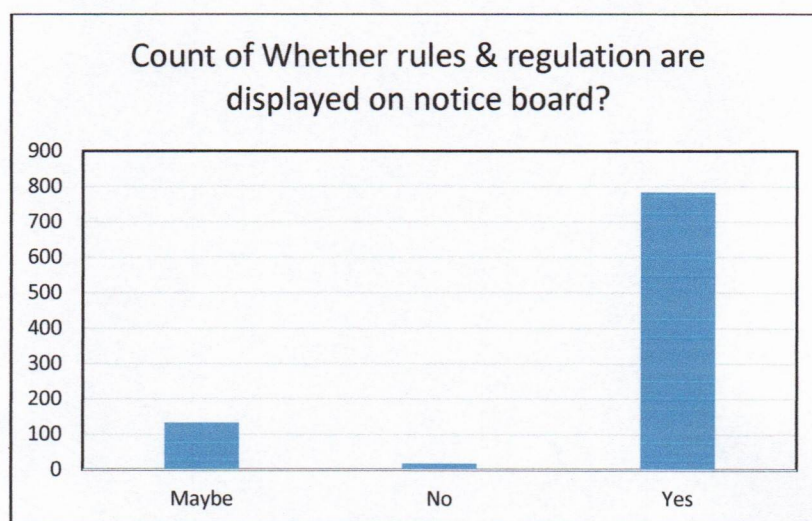


The fifth question in the college administration criterion was about whether the students avail scholarships, free-ships, refunds, and other concessions on time. From the following chart, we can note that about 43 % of students maintained that they got scholarships, free-ships, refunds, and other concessions on time; other 32 % students maintained that also got it on time but occasionally. Remaining 21 % of students said that they did not receive it on time.



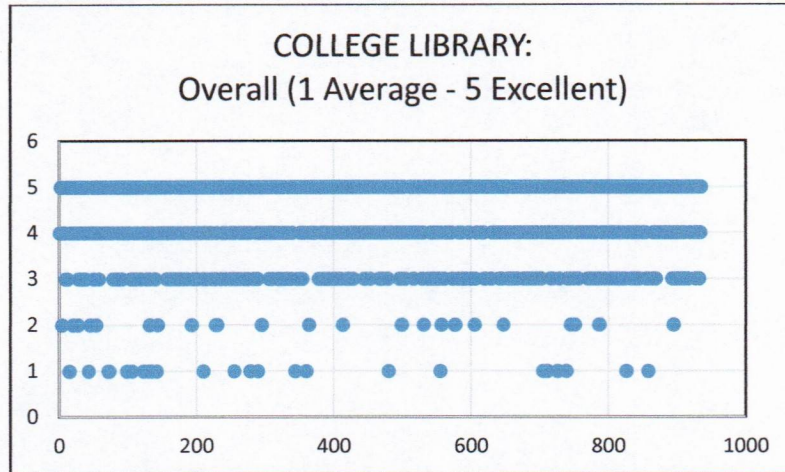


The last question in the college administration criterion was about whether notices, time-tables, and other notifications are displayed on the notice boards of the college. As per the bar graph given below, we can note that around 85 % of students maintained that the notices, time-tables, and other notifications are displayed on the notice boards of the college. Also, around 11 % of students said the same but sometimes find it difficult to get it. However very negligible no of students said that the notices, time-tables, and other notifications are not displayed on the notice boards of the college.

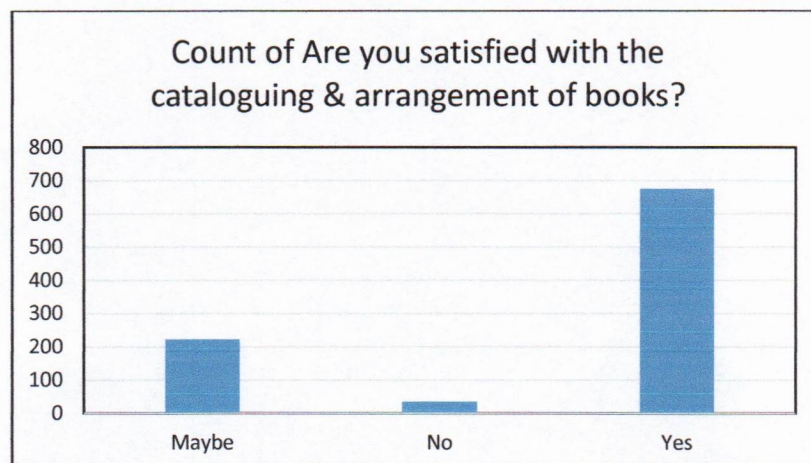


College Library:

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 936 students' feedback from BCOM & MCOM classes of the college.

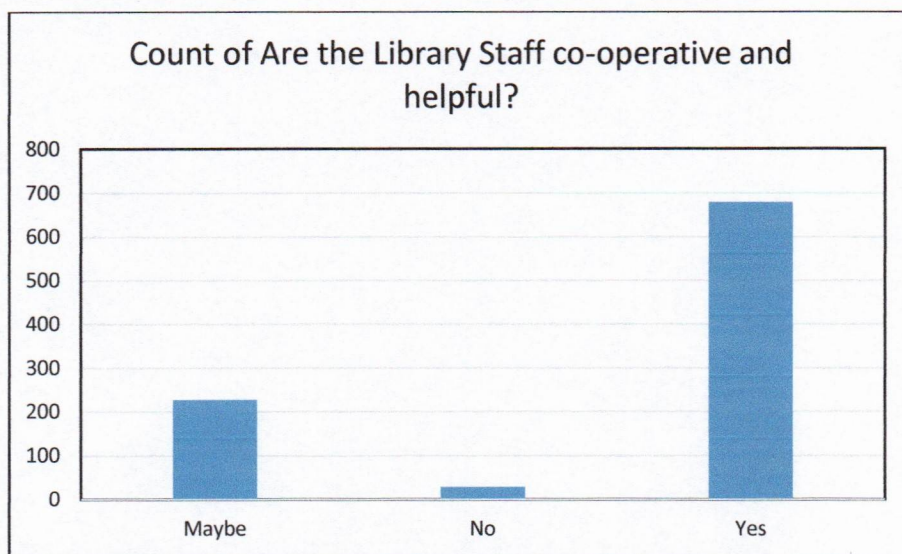


From the above chart, it can be noted that maximum students have rated college library as excellent in the scale of 4 & 5; followed by 3 and very few students rated as very good or average. The second question from the college library criterion was about whether the students were satisfied with the cataloguing and arrangements of the books in the college library.



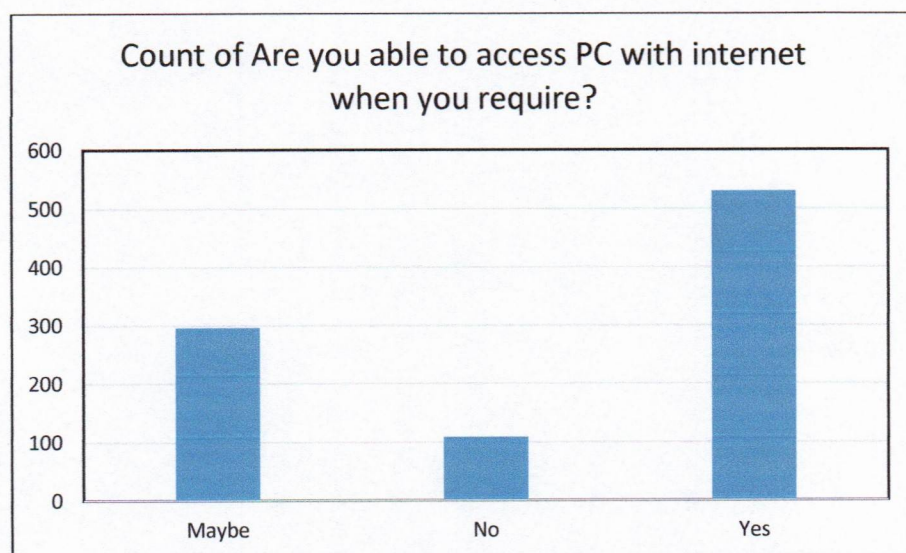
From the previous chart, we can note that more than 69 % of students expressed their complete satisfaction and 21 % of students also were found to be satisfied with the cataloguing and arrangements of the books in the college library but may be with some amount of delay. And the percentage of students who were not happy with the cataloguing and arrangements of the books in the college library constituted was less than 5 %.

The third question from College Library criterion about the Library staff of the college. From the below chart, it can be seen that around 75 % of students find the college library staff members were helpful and cooperative. Approximately 21 % 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.



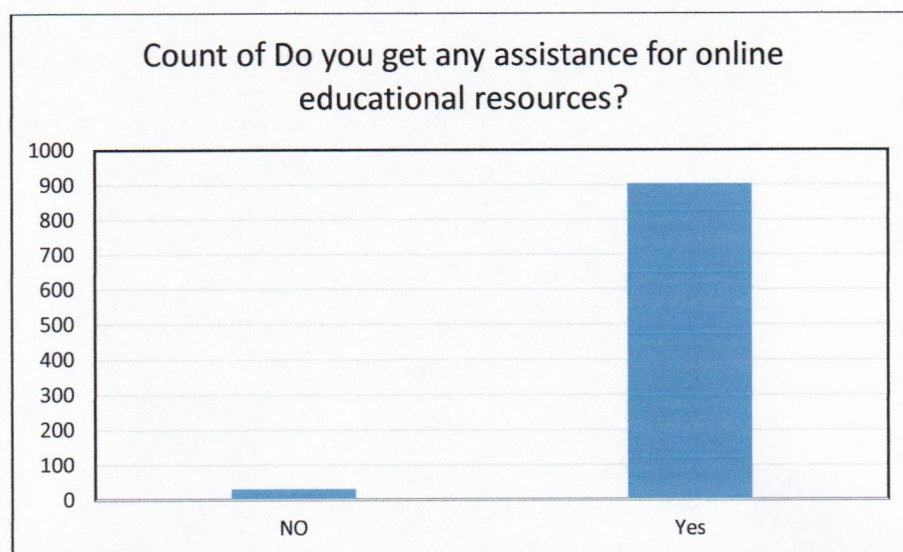
The fourth question from the College library criterion was whether the students have access to PCs with the Internet as and when they require it for their study purposes.





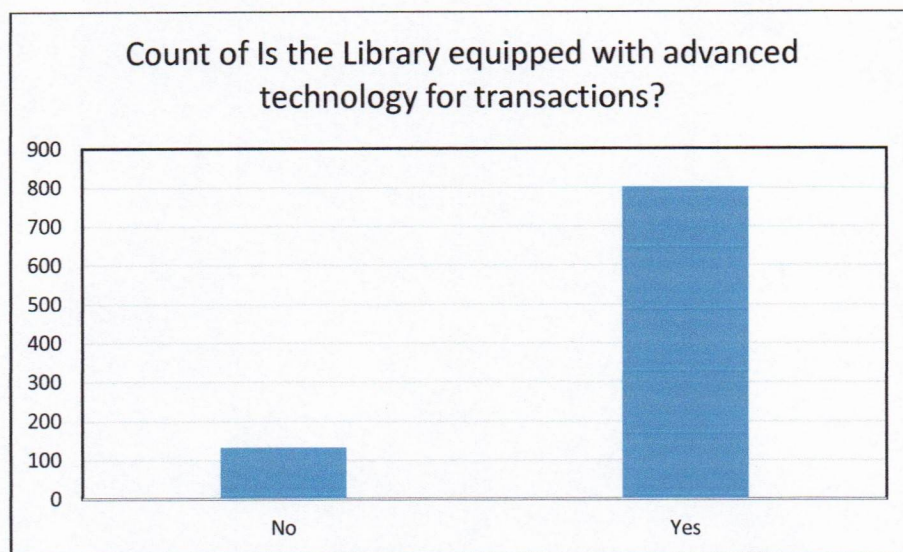
As per the previous chart, we can note that around 53 % of students maintained that they were able to access PCs with proper Internet connection, 32 % of students also said that they could get with delay in access to PCs with Internet and 11 % of students said that could not get access PCs with proper Internet in the college Library.

The fourth question from the College library criterion was whether the students got any assistance for Online Library Resources from the college staff members. Around 936 students gave their feedback for this question.



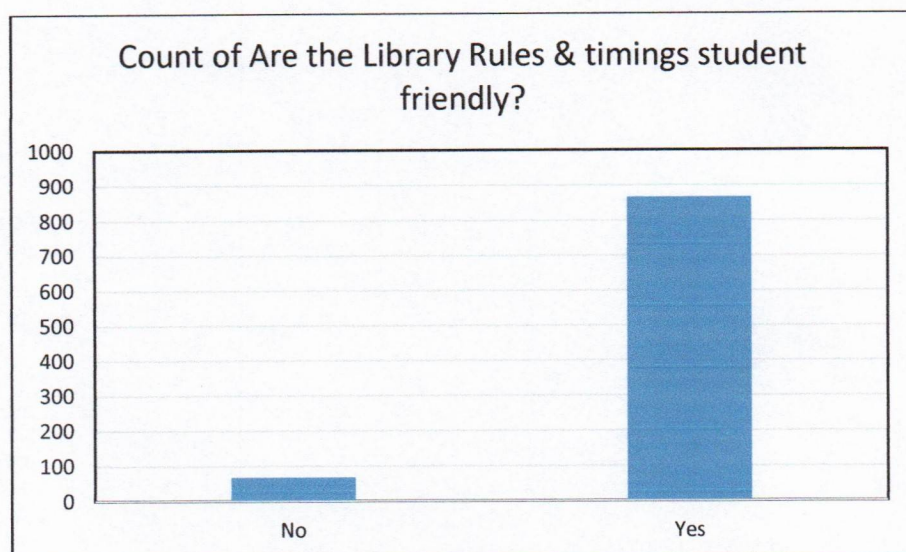
As per the above chart, we can note that around 96 % of students maintained that they students got assistance while only 14 % of students said that they did not get any assistance from the staff members.

For the fifth question under the College library criterion, around 936 students gave their responses stating that whether the college library is equipped with advanced technology and software for library transactions.



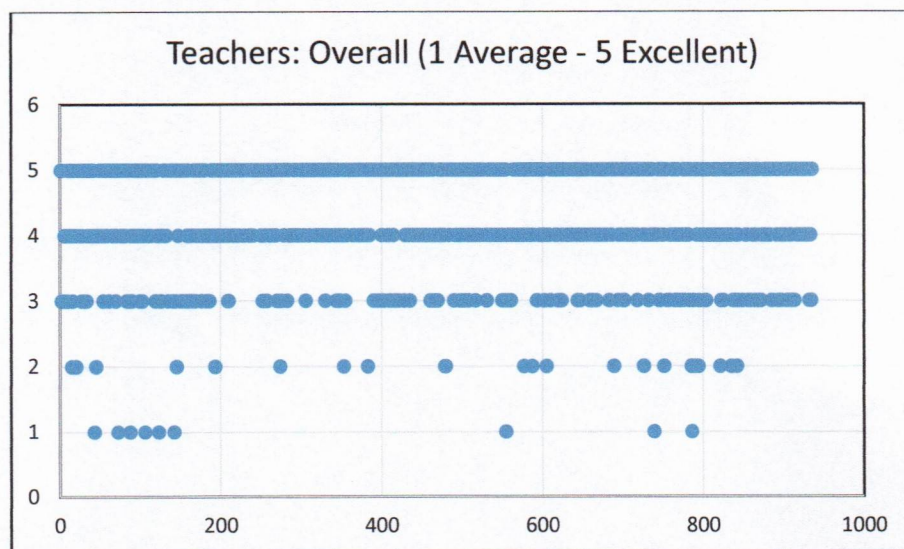
By referring to the previous chart, it can be said that around 85 % of students have maintained that the college library has all the necessary state-of-art technology needed for transactions. At the same time, around 15 % of students said that the college library does not have the necessary state-of-art technology. The chart below gives us the data of the library rules and timings of working for the students. About 91 % of the students find the library rules & timings student-friendly, whereas remaining 9 % do not feel the same.



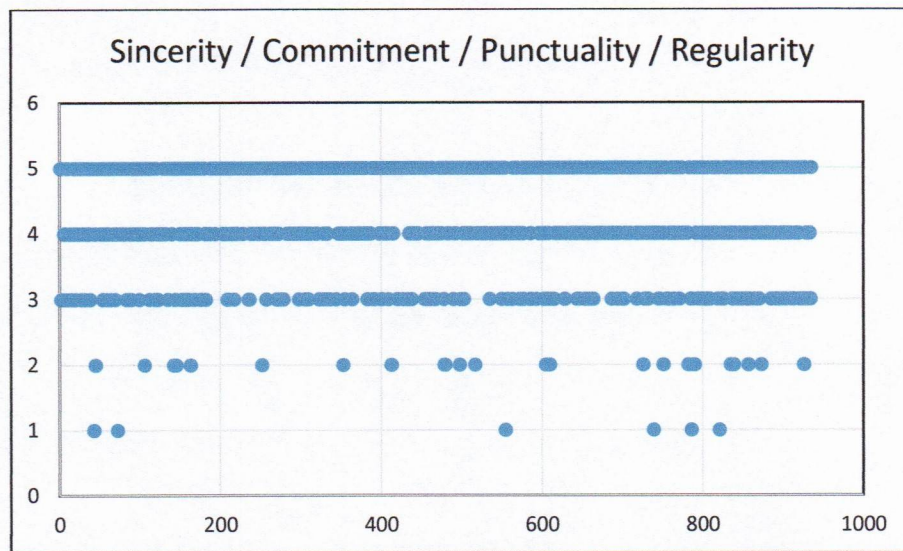


Teachers Feedback (Overall):

Teaching and teachers play a massive role in the development of a college and the teachers, single-handedly, can elevate the benchmarking 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.

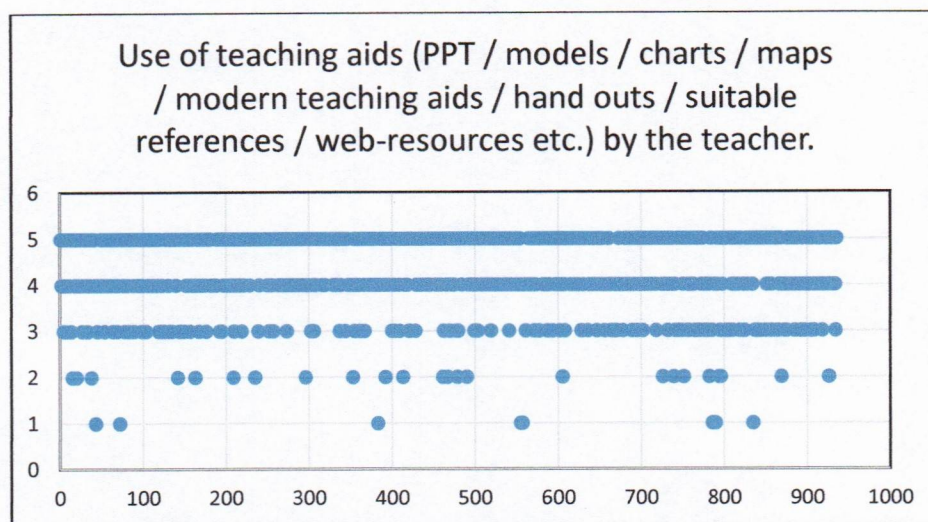


From the previous linear-scale chart, it can be understood that the students of our college have rated teachers in the higher scale of Excellency in terms of teachers' efforts and followed by 'very good' rating. There are very less score given by the students under the category of 'good' and very less countable number 9 of students rated as 'average.' For the second question about the teachers' sincerity, commitment, punctuality or regularity in conducting lectures and other curricular or co-curricular assignments.



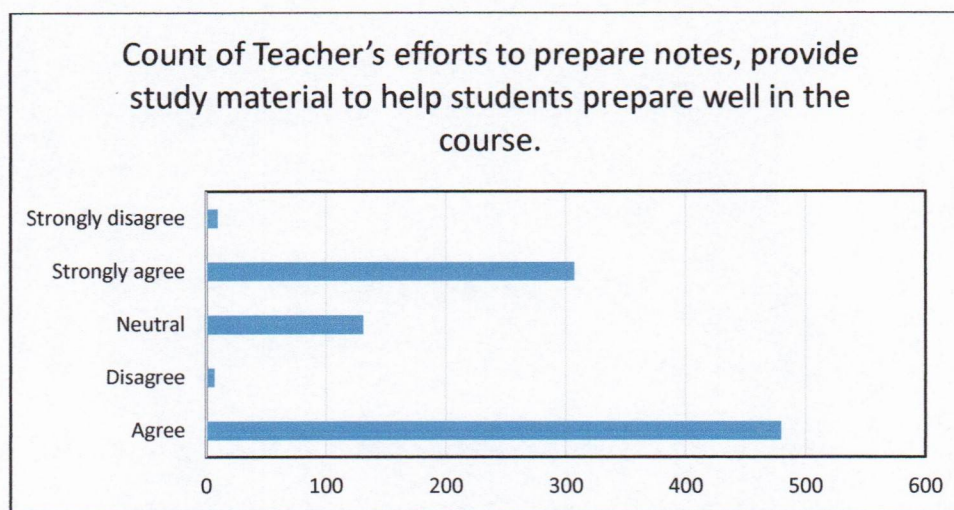
From the above linear-scale chart, it can be understood that more ratings in terms of Excellency between 4 & 5 for our college teachers for sincerity / commitment / punctuality / and regularity. Followed by scale 3 as 'very good'. And very less no of students have rated 'good' & only 6 students have rated 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.





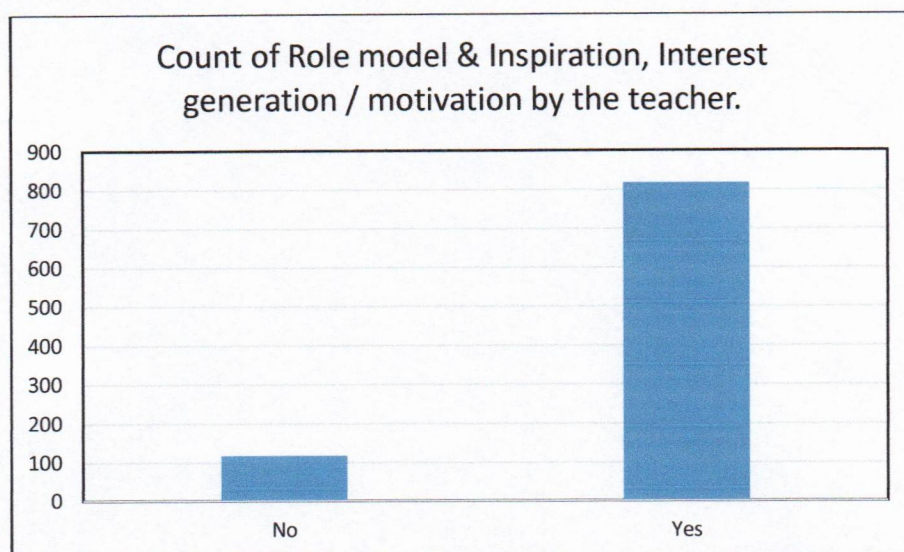
From the above chart, it can be understood that the excellent scale of 4 & 5 have been selected by maximum no of students to rate teachers for using the teaching aids and resources. And then scale 3 by some of the students. But very less no of students have rated 'good' and very scare no of students rated as 'average.'

The fourth point from the Teachers (overall) criterion was whether the teachers prepare and provide notes and other study material to the students. Around 936 students gave their feedback for this question and the analysis is given in the following chart.



Around 53 % of students maintained that they agree with the statement; 32 % of students said that they strongly agree with it; 13 % of students maintained their neutrality on the statement. Whereas very less no of students said that they disagree

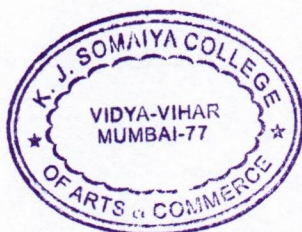
or strongly disagree with the statement. The fifth point under Teachers (overall) criterion was whether teachers inspire, motivate or guide students in their academic and other endeavours.

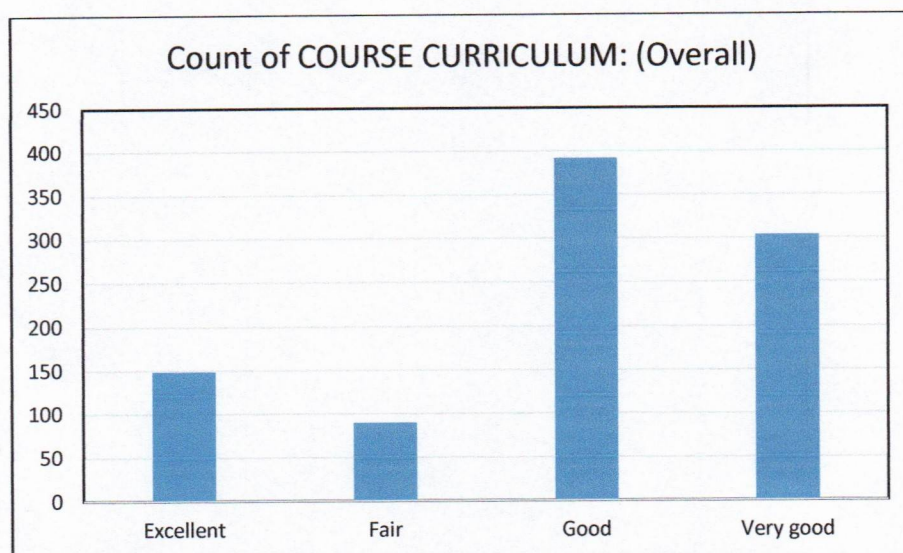


As per the above graph, we can note that more than 85 % of students admit that our college teachers inspire, motivate or guide them in their academic and other endeavours, whereas 15 % of students said that they did not find teachers' in the role of motivators or guides in their academic and other endeavours.

Course Curriculum:

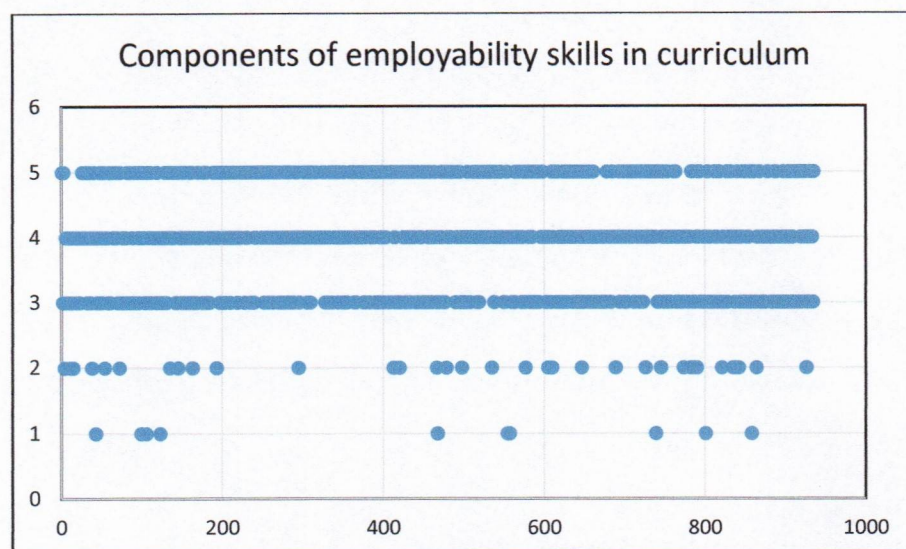
Curriculum plays massive role in the academic and all-round development of students and it's an important indicator of educational high standing of any academic institution.



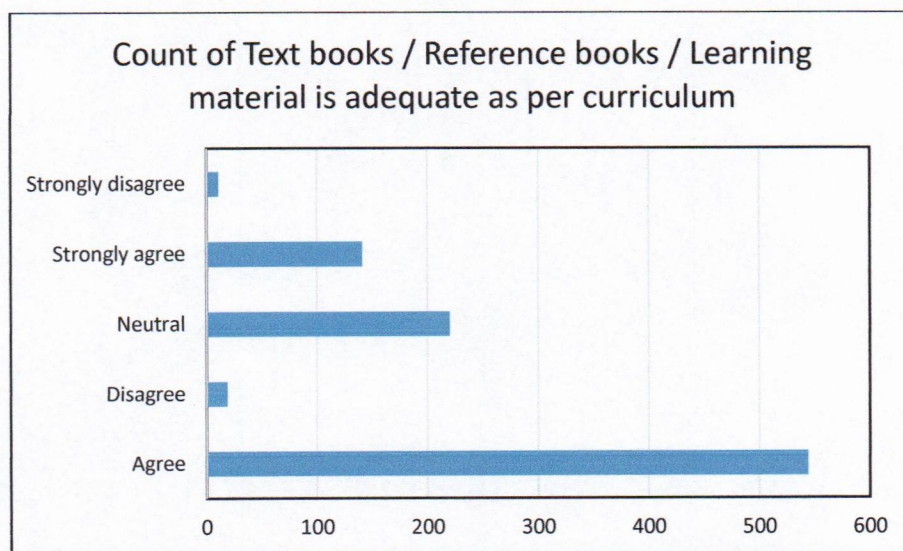


As per the above bar graph, we can note that around 16 % of students maintained that course curriculum was excellent, 43 % of students said that it was good, 32 % of students said it was very good and 11 % of students said that it was fair.

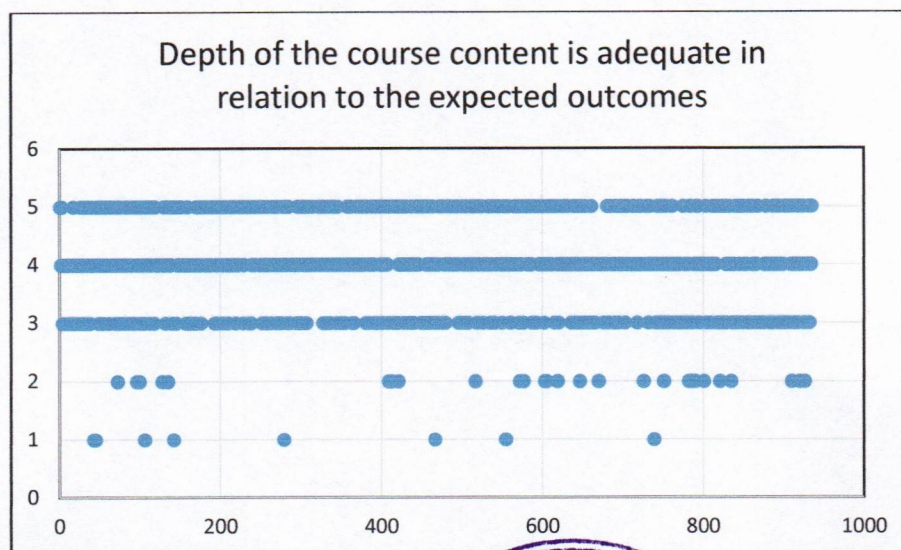
The second question in the course curriculum category was the employability skills in the curriculum. It can be seen through the linear-scale chart given below that maximum students said that the feedback employability skills component was present in the highest category of scale from 3 to 5, whereas countable few no of students selected the scale 2 & below.



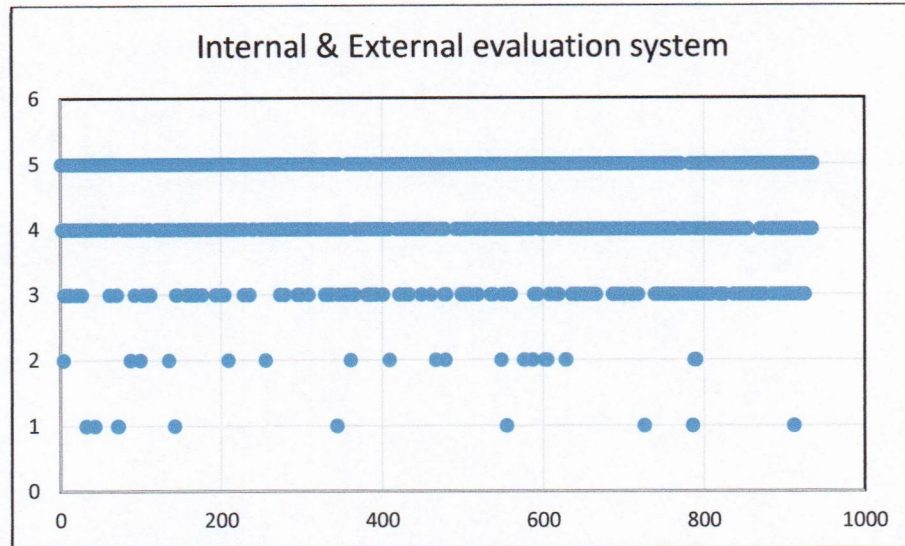
The adequacy of Textbooks / Reference books and learning material was the third point in this category. Around 59 % of students said that they “agree,” 16 % of students said that they “strongly agree,” about 25 % of students were neutral and negligible percentage of students disagree or strongly disagree” with the statement.



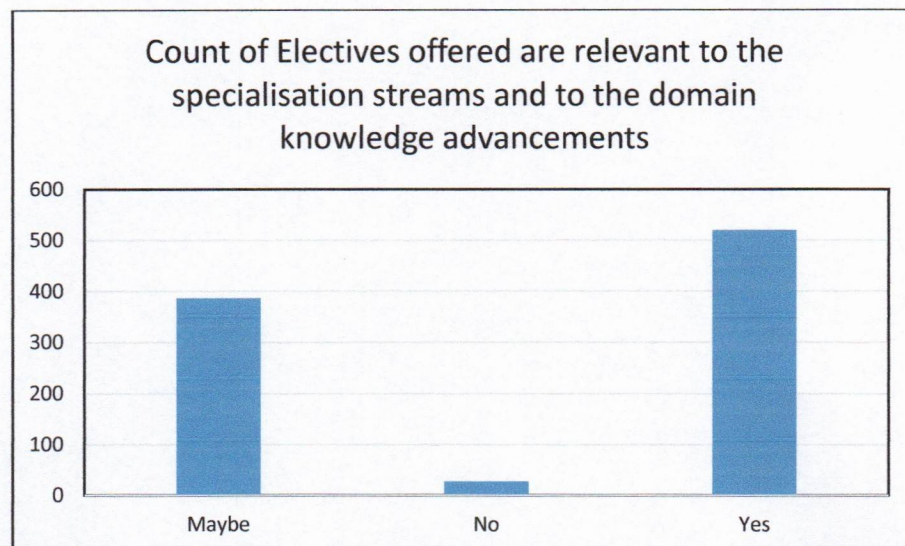
For “Depth of the course content is adequate in relation to the expected outcomes,” maximum no of students gave their feedback as excellent in the scale between 3 to 5 and very easily traceable no of students selected good & average.



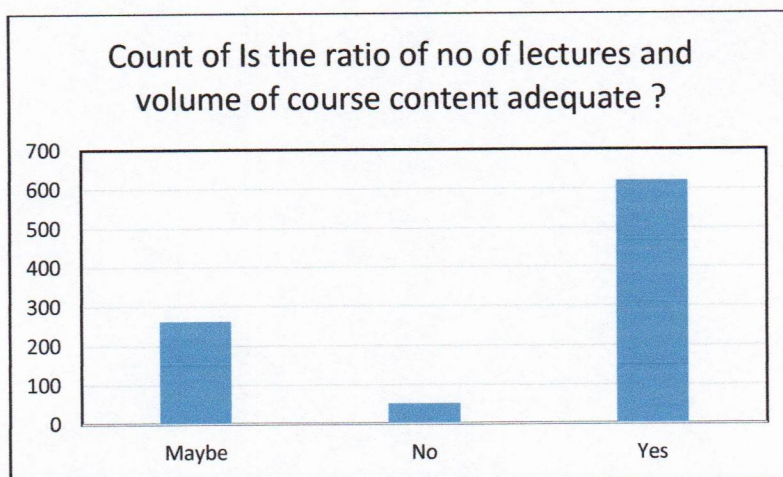
“For Internal & External evaluation system,” more than 900 students gave their feedback as excellent between 4 & 5. And very few students gave their feedback as good & average.



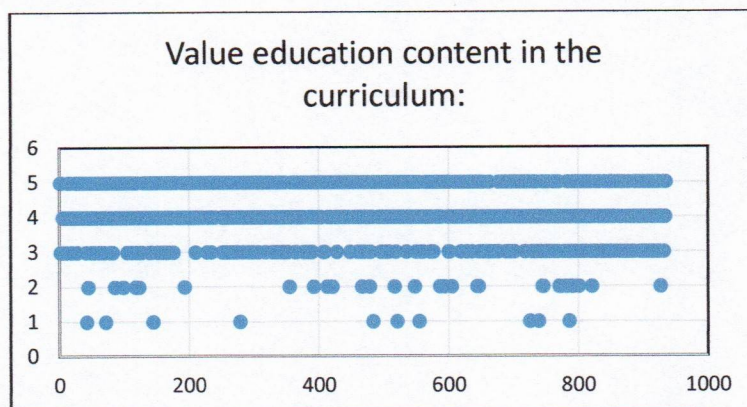
By referring the bar graph below, for Electives offered are relevant to the specialisation streams and to the domain knowledge advancements, we find that 53 % of students maintained “yes,” while 43 % of students maintained “maybe” and untraceable percentage of students maintained “no”.



The following bar graph refers to question on “Is the ratio of no of lectures and volume of course content adequate?” more than 64 % of students maintained “yes,” 27 % of students maintained “maybe” and less than 5 % of students maintained “no”.

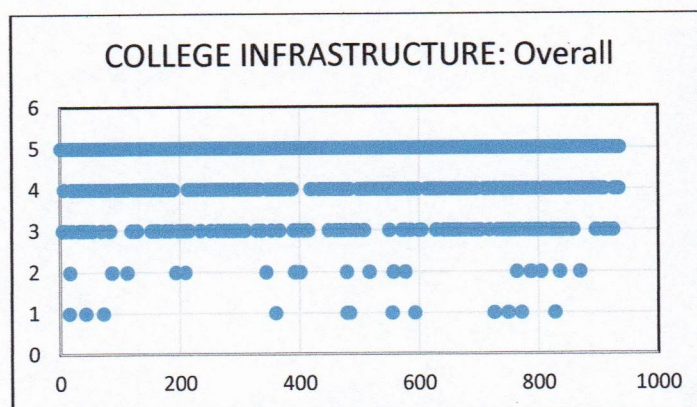


For Value education content in the curriculum, more percentage no of students gave their feedback as excellent between 3 & 5 and very less students gave their feedback as good & average for the value education content in the curriculum.

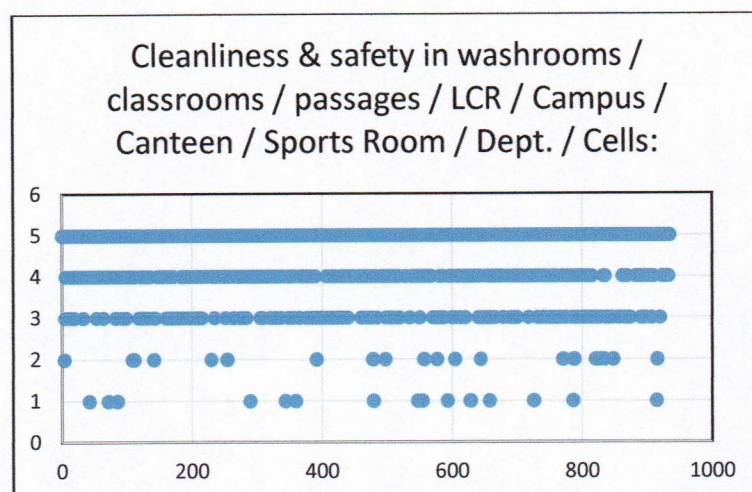


College infrastructure:

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 no of students maintained that the college infrastructure was excellent and followed by less students saying very good to average.

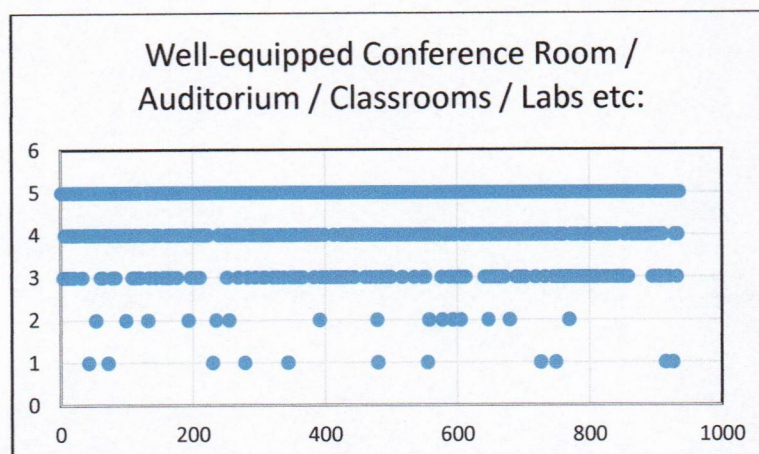


As per the below linear-scale chart, we can note that more no of students maintained that Cleanliness & safety in washrooms / classrooms / passages / LCR / Campus / Canteen / Sports Room / Depts., of the college was excellent and followed by less students saying very good to average.

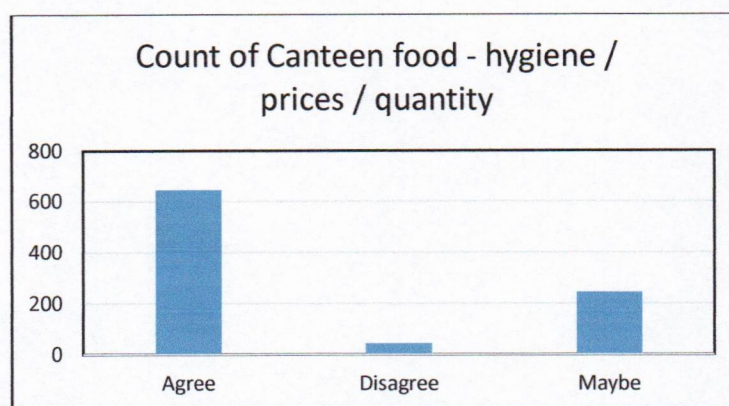


For Well-equipped Conference Room / Auditorium / Classrooms / Labs, we can note that more no of students maintained that it was excellent and followed by less students saying very good to average.





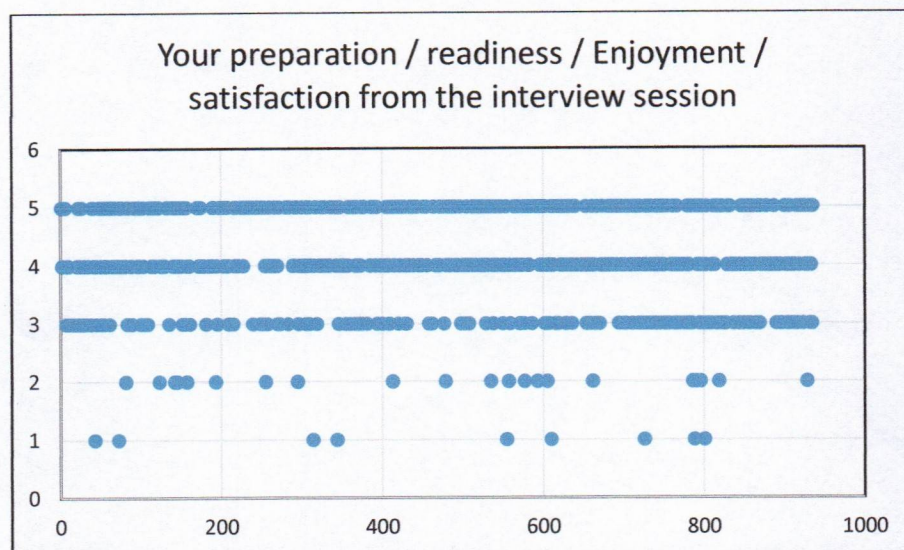
For Canteen food - hygiene / prices / quantity, around 65 % of students maintained “agree,” 21 % of students maintained “maybe” & very few say “no”.



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 general summary of the students views and experiences as follows:

1. Students were of the opinion that NSS, NCC, Cultural Forum 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, learnt 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.

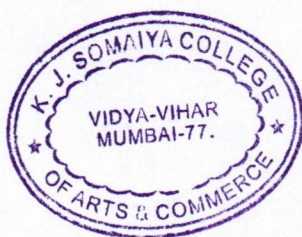
Suggestions:

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

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

1. When there is an online course, take a note whether the TY students are getting the information they need and they understand the concepts properly.
2. Teachers should be much regular for lectures and the timetable provided must be followed. Both hard & soft copy of notes be provided.
3. A proper student redressal mechanism should be developed, so that students can discuss their problems and their needs are catered timely.
4. Please make ladies washroom clean and please make a combined section in library for students.
5. Water availability in wash rooms and hygiene in washrooms need to be well taken care of.
6. Make education more experiential by making lectures more challenging and engaging, providing better assignments and testing methods, getting industry experts as visiting faculty regularly, arranging field visits, motivating students write research papers, improving infrastructure and amenities (toiletries, better library services, whiteboards, and improved desks)
7. The classroom infrastructure should be upgraded with glass doors and proper benches.
8. Library facilities need to be upgraded by creating a proper ambience for knowledge acquisition and learning along with ample amount of textbooks related to syllabi of Autonomous College.

9. Office staff needs to be proactive in helping students' queries and issues in a cordial manner.
10. Evaluation pattern should contain use of online exam method for internal examinations with increase in time duration.
11. To develop & improve parent – teachers interaction sessions in the college frequently.

*I/C Principal***K. J. Somaia College of Arts & Commerce]**
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