

## Report on Commerce Students' Feedback Analysis: 2021 - 22

**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 all stakeholders for the academic year 2021 - 22. 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 2021 - 22. 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, 203 students (randomly from FY, SY and TY – BCOM & MCOM) gave their feedback. Around 56 % of students maintained that they attend classes regularly and 17 % the students said that they



attend classes thrice a week. Out of the remaining students, they said that they attend classes twice a week and once a week. Around 17 % of the students said that they are irregular for the classes and few responded that he/she never attended the classes. This irregularity could be due to lockdown when college started in mid of October – 2021 and lectures were held online mode.

In total Commerce stream around 203 students who gave feedback, out of which 75 % 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 203 students' feedback from BCOM & MCOM classes of the college. 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.

It can be seen that more than 75 % students out of 203 find the college administrative staff: polite, helpful, and cooperative.

It can be seen that around 92 % of students maintained that they receive the mark-sheets and other documents well in time, the remaining 8 % 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. It can be seen that around 82 % students maintained that their queries and grievances, when raised before college officers, were efficiently resolved by the college authorities. However, 18 % 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. We can note that about 66 % of students maintained that they got scholarships, free-ships, refunds, and other concessions on time; other 34 % students maintained that also got it on time but occasionally.

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 97 % of students maintained that the notices, time-tables, and other notifications are displayed on the notice boards of the college. Also, around 3 % 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 203 students' feedback from BCOM & MCOM classes of the college.





**SOMAIYA**  
**VIDYAVIHAR**

K J Somaiya College of Arts & Commerce



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.

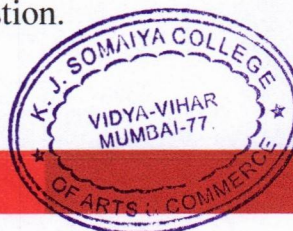
We can note that more than 91 % of students expressed their complete satisfaction and 9 % of students also were found to be satisfied with the cataloguing and arrangements of the books in the college library but may be with some amount of delay.

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 76 % of students maintained that they were able to access PCs with proper Internet connection, 24 % of students also said that they could get with delay in access to PCs with Internet.

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 203 students gave their feedback for this question.





We can note that around 34% of students maintained that they students got assistance. But unfortunately 50% of students said that they are unaware of such things. This may be due to lack of interaction between the students and the library due to pandemic situation.

For the fifth question under the College library criterion, around 203 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 87 % of students have maintained that the college library has all the necessary state-of-art technology needed for transactions. At the same time, around 13 % 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 95 % of the students find the library rules & timings student-friendly, whereas remaining 5 % 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.

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.

It can also 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.

Furthermore, 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 203 students gave their feedback for this question and the analysis is given below.

Around 55 % of students maintained that they agree with the statement; 28 % of students said that they strongly agree with it; 15 % 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.





We can note that more than 90 % of students admit that our college teachers inspire, motivate or guide them in their academic and other endeavours, whereas 10 % 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.

We can note that around 17 % of students maintained that course curriculum was excellent, 42 % of students said that it was good, 33 % of students said it was very good and 9 % 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," 13 % 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 203 students gave their feedback as excellent between 4 & 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 93 % of students maintained “yes,” while 7 % of students maintained “no”.

“Is the ratio of no of lectures and volume of course content adequate?” more than 90 % of students maintained “yes,” and less than 10 % 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.

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 67 % of students maintained “agree,” 30 % of students maintained “no”.

### **Campus Placement:**

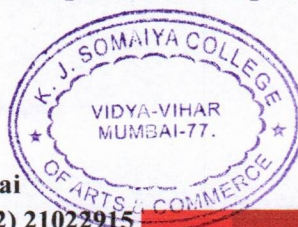
College Placement cell plays a massive role in the growth and development of an academic institution. Our college has a dedicated campus cell which looking after students’ placements in all the good companies in a very systematic and methodical manner.

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 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.





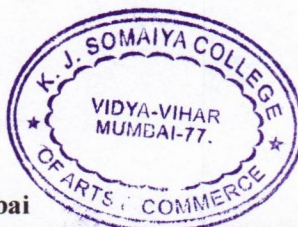
3. Students believed that these platforms provided them with an opportunity to engage in creative things which ultimately resulted into their personal growth and development.
4. Students maintained that these NSS and NCC nurtured in them the values such as social service, altruism, discipline, self-defence 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. Because of pandemic students could not attend sport activities.

**Suggestions:**

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

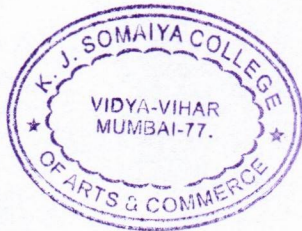
**The general summary of the students' suggestions is given below:**

1. 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.
12. जर आपल्या कॉलेज मार्फत एक मोबाईल गेमिंग टूर्नामेंट ( BGMI ) आयोजित केली गेली तर निश्चितच एक कॉलेज या शब्दाशी मुलांचा तुटलेला संबंध परत रुजवण्यासाठी एक चांगला प्रयत्न राहील



*I/C Principal*  
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## Report on Arts Students' Feedback Analysis: 2021 - 22

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- 7) Feedback on college infrastructure
- 8) Feedback on Campus placement of the college.

### Self-Assessment of Students:

Under the self-assessment of students' criterion, 149 students (randomly from FY, SY and TY – BA & MA) gave their feedback. Around 83% of students maintained that they attend classes regularly and 9% the students said that they attend classes thrice a week. Out of the remaining students, they said that they attend classes twice a week and once a week. Around 6% of the students said that they are irregular for the classes and few responded that he/she never attended the classes. This irregularity could be due to lockdown when college started in mid of October – 2021 and lectures were held online mode.





In total Arts stream around 149 students who gave feedback, out of which 60% expressed that they participate in the extra-curricular activities, guest lectures, and visit the library regularly.

### **College Administration:**

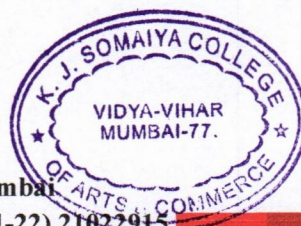
Feedback is taken on college administration from the students and we have received total 149 students' feedback from BA & MA classes of the college. It can be noted that maximum students have rated college administration as excellent in the scale of 4 & 5 followed by 3. The no of students who rated 1 & 2 are very less in number. This indicates that our students get more excellent service from our college administration.

It can be seen that more than 86% students out of 149 find the college administrative staff: polite, helpful, and cooperative.

It can be seen that around 84 % of students maintained that they receive the mark-sheets and other documents well in time, 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. It can be seen that around 70% students maintained that their queries and grievances, when raised before college officers, were efficiently resolved by the college authorities. However, 30% 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. We can note that about 60 % of students maintained that they got scholarships, free-ships, refunds, and other concessions on time; other 40% students maintained that also got it on time but occasionally.





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 96% of students maintained that the notices, time-tables, and other notifications are displayed on the notice boards of the college. Also, around 4% 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 149 students' feedback from BA & MA classes of the college.

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.

We can note that more than 93% of students expressed their complete satisfaction and 7% 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.

The third question from College Library criterion about the Library staff of the college. It can be seen that around 91% of students find the college library staff members were helpful and cooperative. Approximately 9% 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 73% of students maintained that they were able to access





PCs with proper Internet connection, 27% of students also said that they could get with delay in access to PCs with Internet.

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 149 students gave their feedback for this question.

We can note that around 24% of students maintained that they students got assistance. But unfortunately 52% of students said that they are unaware of such things. This may be due to lack of interaction between the students and the library due to pandemic situation. Rest of them either do not use it or disagree.

For the fifth question under the College library criterion, around 149 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 79% of students have maintained that the college library has all the necessary state-of-art technology needed for transactions. At the same time, around 21% 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 90% of the students find the library rules & timings student-friendly, whereas remaining 10% 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.

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 1 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.

It can also 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 4 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.

Furthermore, 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.'

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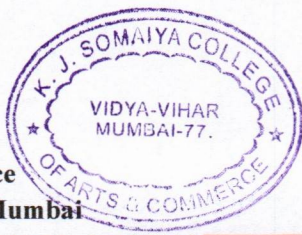
Around 50% of students maintained that they agree with the statement; 24% of students said that they strongly agree with it; 19% of students maintained their neutrality on the statement. Whereas very less no of students said that they disagree or strongly disagree with the statement.

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

We can note that more than 89% of students admit that our college teachers inspire, motivate or guide them in their academic and other endeavours, whereas 11% 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.





We can note that around 11% of students maintained that course curriculum was excellent, 43% of students said that it was good, 29% of students said it was very good and 17% 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.

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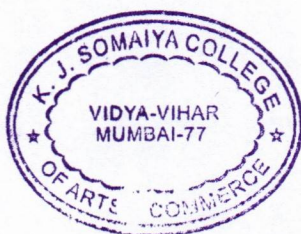
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For Value education content in the curriculum, more percentage no of students gave their feedback as excellent between 3 & 5 and very less students gave their feedback as good & average for the value education content in the curriculum.





### College infrastructure:

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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 57% of students maintained “agree,” 38% of students maintained “no”.

### Campus Placement:

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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.

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

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2. Students maintained that these platforms helped them for self-development and learning.
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**Suggestions:**


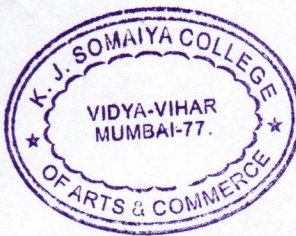
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**The general summary of the students' suggestions is given below:**

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.
12. जर आपल्या कॉलेज मार्फत एक मोबाईल गेमिंग टूर्नामेंट ( BGMI ) आयोजित केली गेली तर निश्चितच एक कॉलेज या शब्दाशी मुलांचा तुटलेला संबंध परत रुजवण्यासाठी एक चांगला प्रयत्न राहील

**I/C Principal****K. J. Somaiya College of Arts & Commerce,**  
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