

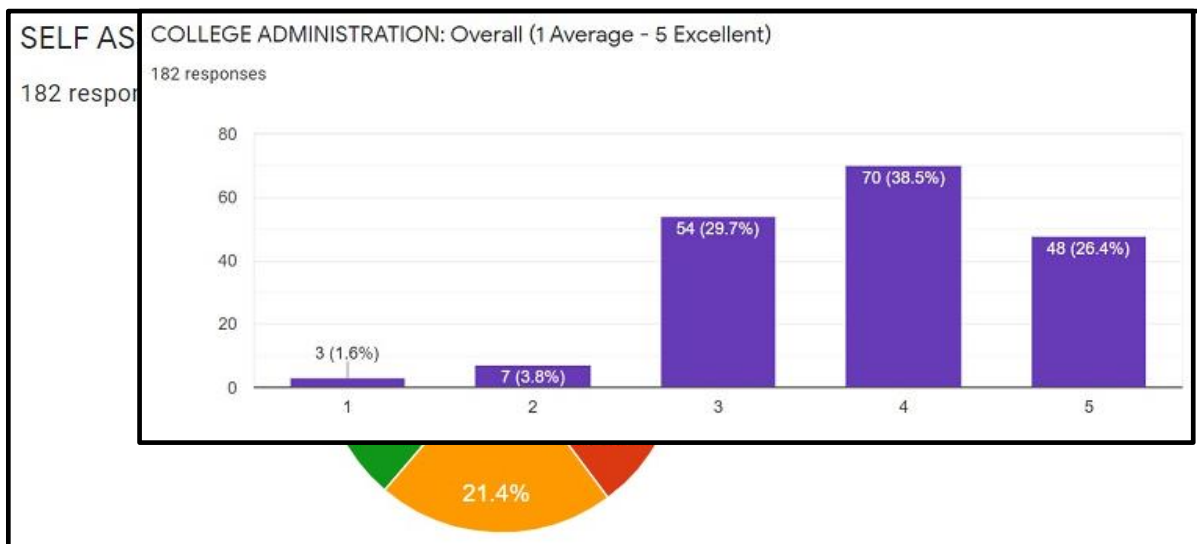
Student Feedback Analysis Report (TYBCom Students) (2019-20)

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. Presently over 1000 students are studying in TYBCom classes of our college. College has taken Feedback from all stakeholders for the academic year 2019 - 20. 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 2019 - 20. This report focuses on the following aspects of the college:

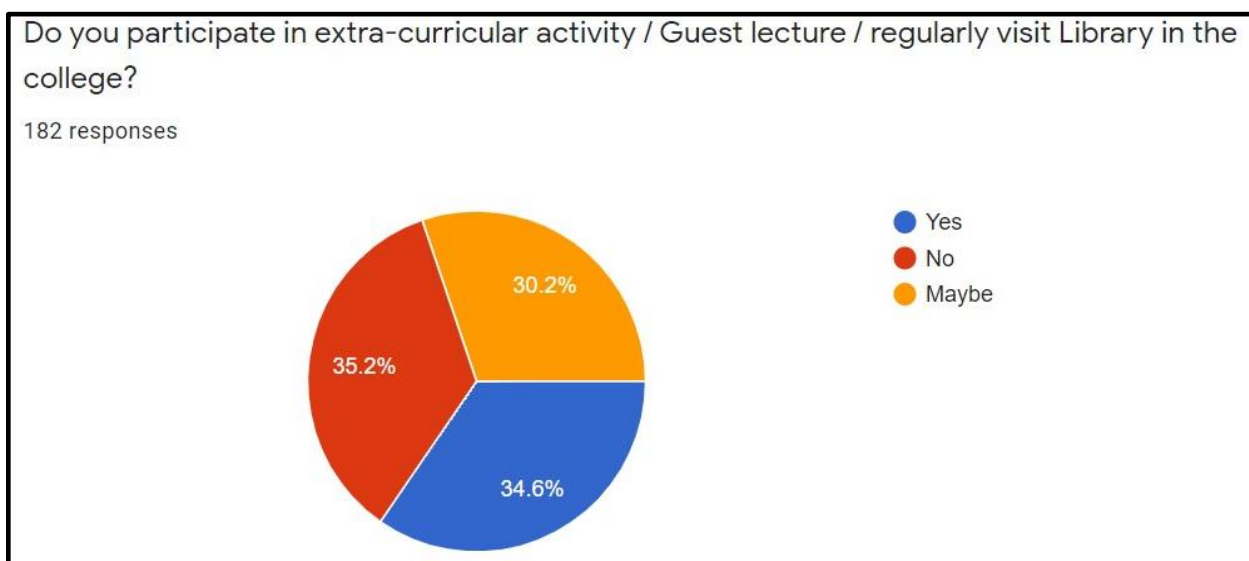
- 1) Self-Assessment of students
- 2) Students participation in extra-curricular activity / Guest lecture / Library visit in the college
- 3) College administration
- 4) College library
- 5) Teacher's feedback
- 6) Feedback on curriculum
- 7) Feedback on college infrastructure
- 8) Feedback on Campus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

Self-Assessment of Students:

Under the self-assessment of students' criterion, approximately 182 students gave their feedback. Around 41 % of students maintained that they attend classes regularly, and 21% of students said that they attend classes thrice a week. Out of the remaining 38 % of students, 10 % of students said that they attend classes twice a week, and 6 % of students said that they attend college once a week. Around 20 % of students said that they are irregular for the classes and 2% never attended the classes.



Under the self-assessment of students' criterion, approximately 182 students gave their feedback. Around 35 % of students maintained that they participate in the extra-curricular activities, guest lectures, and visit the library regularly; whereas 30% of students maintained that they sometimes participate in the extra-curricular activities, guest lectures, and visit the library. Remaining 35 % of students maintained that they do not participate in the extra-curricular activities, guest lectures, and do not visit the library, regularly.

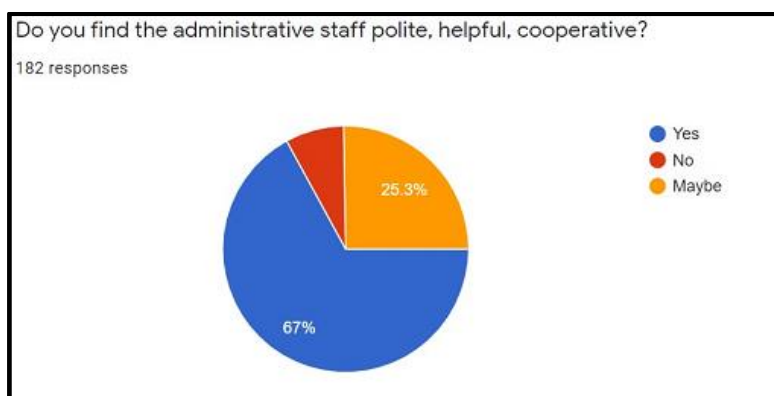


College Administration:

Feedback is taken on college administration from the students and we have received total 182 students' feedback of TYBCom classes of the college.

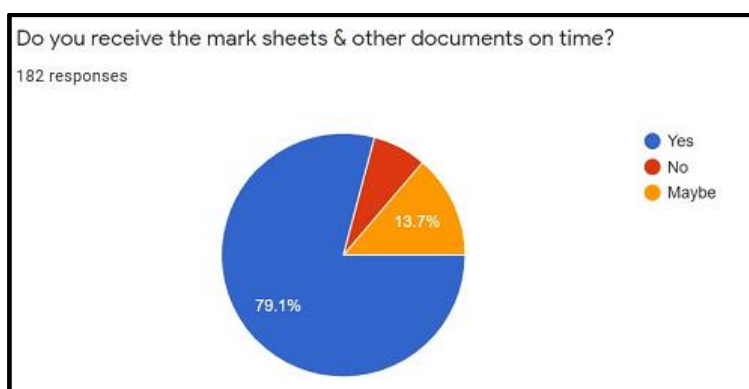
From the above bar graph, it can be noted that around 26% of students have rated college administration as excellent; around 38% of students rated as very good; around 30% students rated as good; around 4% students rated above-average, and 2% of students rated as average.

For the second question for the college administration criterion about the administrative staff of the college, we have received 182 responses from students of TYBCom classes of our college.



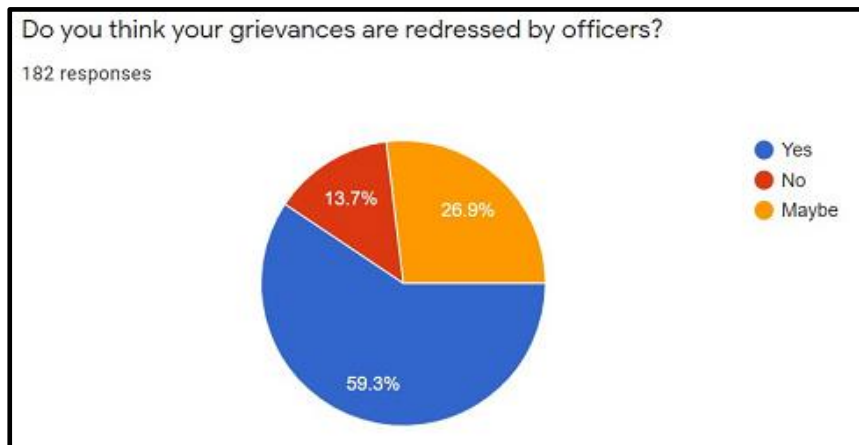
From the above pie chart, it can be seen that around 67 % of students find the college administrative staff: polite, helpful, and cooperative. Approximately, 25 % of students responded that they also find the administrative staff polite, helpful, and cooperative, whereas 8 % of students maintained that the administrative staff of the college: impolite, unhelpful, and uncooperative.

In the college administration criterion, the third question was whether the students receive the mark-sheets and other documents on time, and 182 students responded to this question.



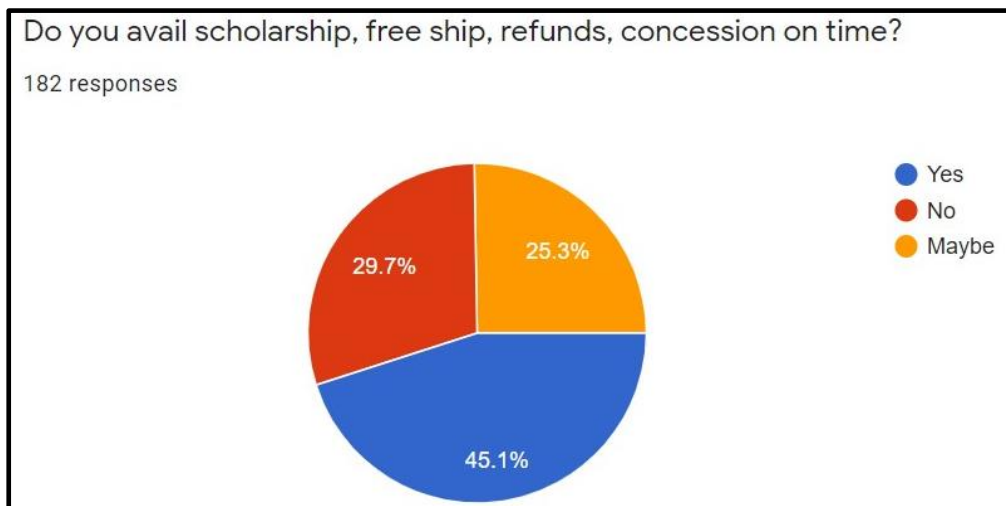
From the above pie chart, it can be seen that around 79 % of students maintained that they receive the mark-sheets and other documents well in time, around 14 % students also said that they also get the mark-sheets and documents on time, and the remaining 7 % of students said that they do receive mark-sheets 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, 182 students gave their feedback.



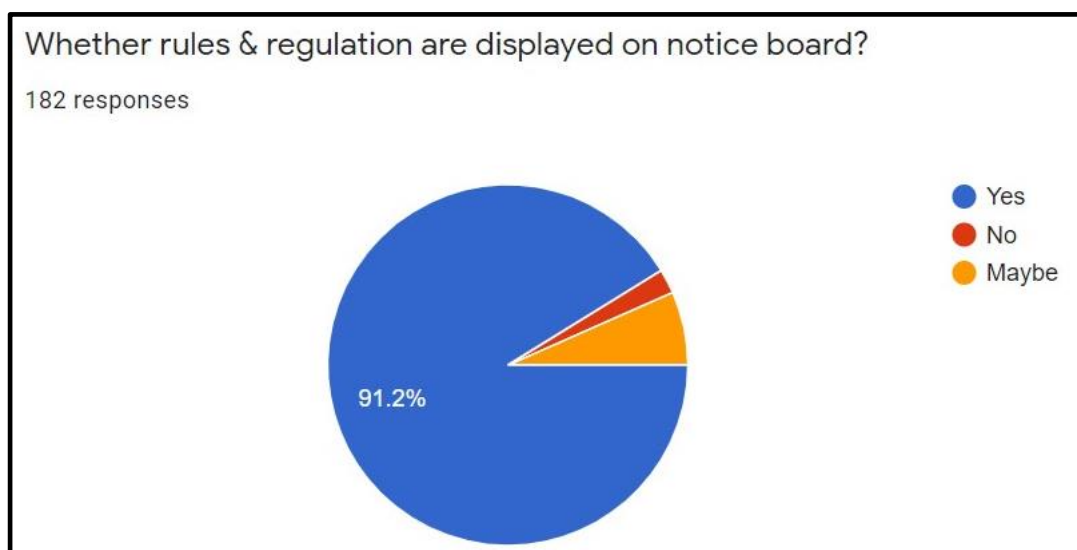
From the above pie chart, it can be seen that around 59 % of students maintained that their queries and grievances, when raised before college officers, were efficiently resolved by the college authorities. Approximately, 27 % of students responded that their queries and grievances, when raised before college authorities, were resolved, and the solution was given to them. However, 14 % 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. Approximately, 127 students have given their feedback to the question.



From the pie-chart, we can note that about 45 % of students maintained that they got scholarships, free-ships, refunds, and other concessions on time; other 25 % students maintained that also got scholarships, free-ships, refunds, and other concessions on time occasionally. Remaining 30 % of students said that they did not receive scholarships, free-ships, refunds, and other concessions on time.

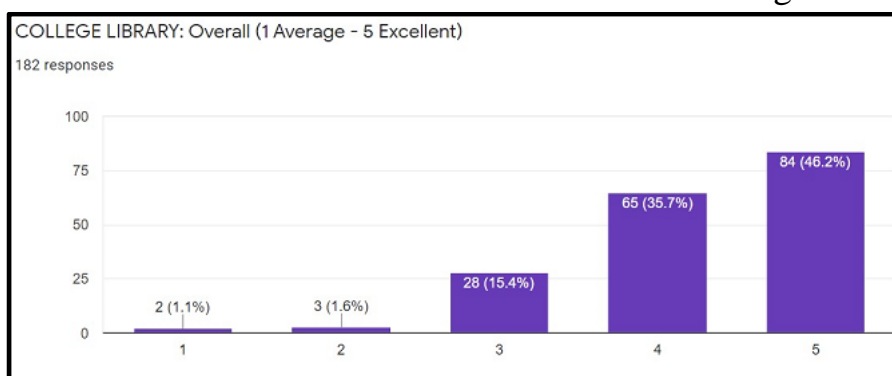
The last question in the college administration criterion was about whether notices, time-tables, and other notifications are displayed on the notice boards of the college.



As per the above pie-chart, we can note that around 91 % of students maintained that the notices, time-tables, and other notifications are displayed on the notice boards of the college. Also, around 7% of students said the same, but 2% of students said that the notices, time-tables, and other notifications are not displayed on the notice boards of the college.

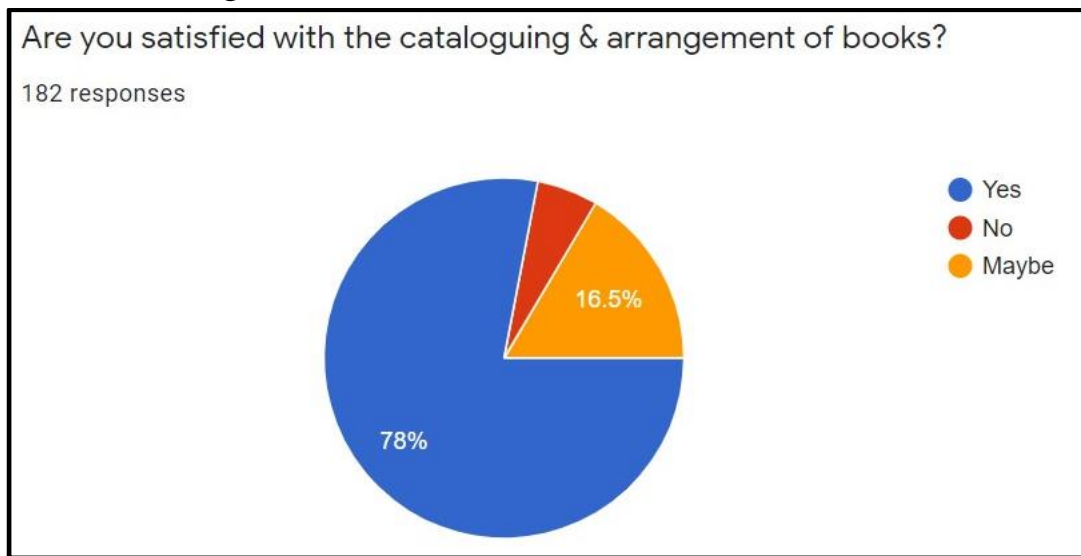
College Library:

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 is taken on college library from the students and we have received total 182 students' feedback of TYBCom classes of the college.



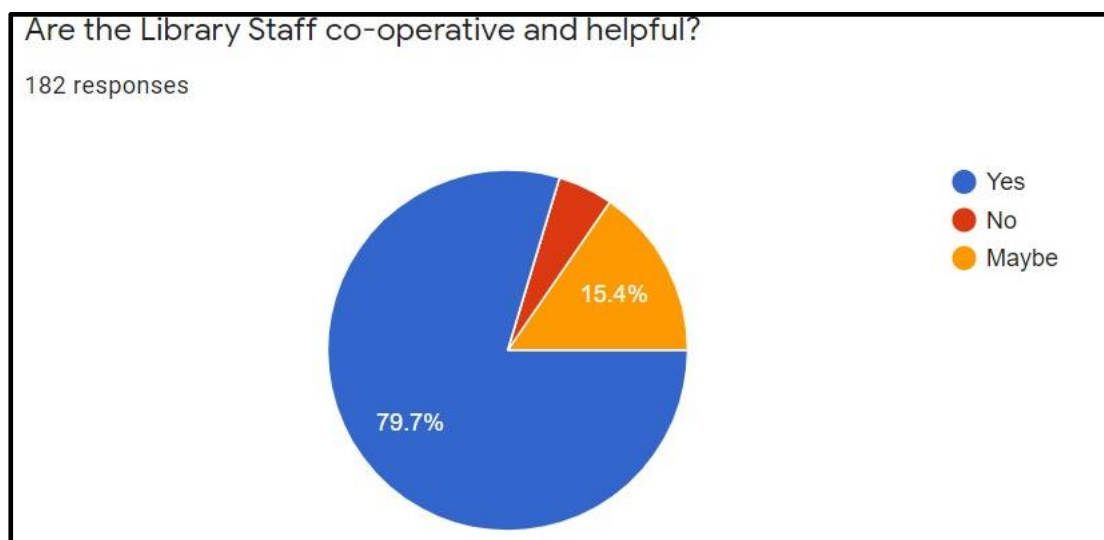
From the above bar graph, it can be noted that around 46 % of students have rated college library as excellent; around 36% of students rated as very good; about 15 % students rated as good; around 2 % students rated above-average, and 1 % of students rated as average

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. Around 182 responses were received from students of TYBCom classes of the college.



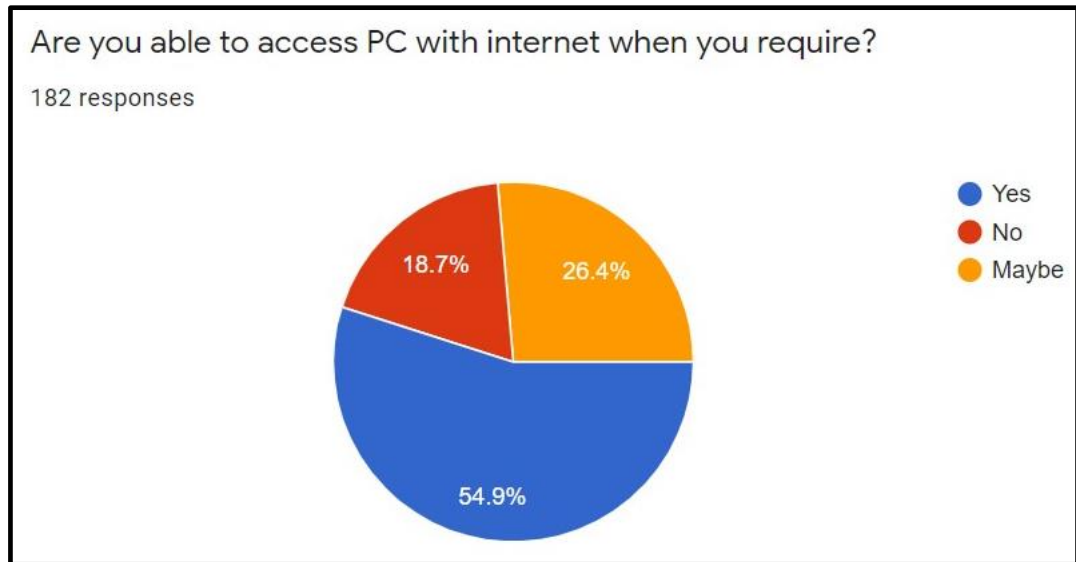
From the above pie chart, we can note that around 78 % of students expressed their complete satisfaction, and 17 % of students also were found to be satisfied with the cataloguing and arrangements of the books in the college library. Around 5 % of students maintained they were not happy with the cataloguing and arrangements of the books in the college library.

The third question from College Library criterion about the Library staff of the college, we have received 182 responses from students of TYBCom classes of our college.



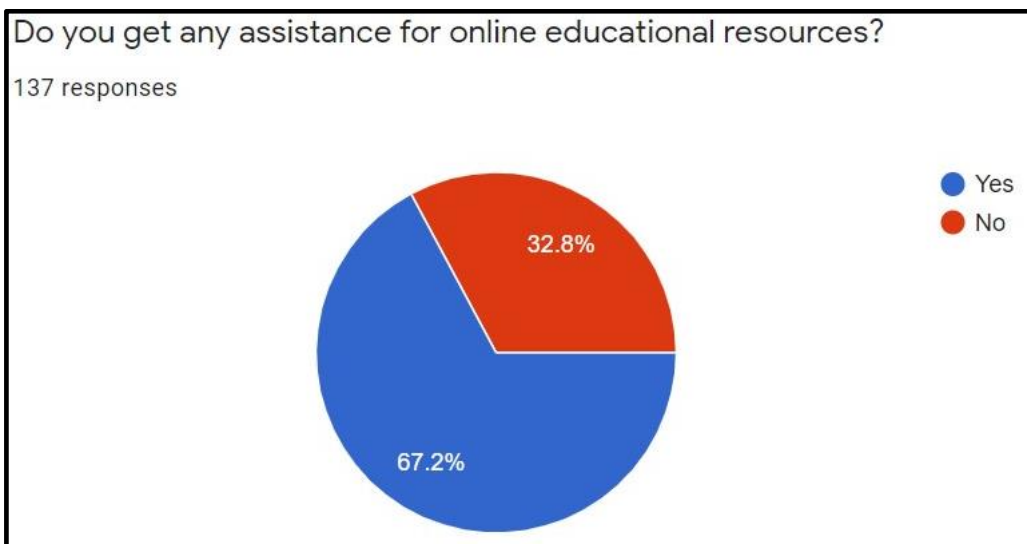
From the above pie chart, it can be seen that around 80 % of students find the college library staff members were helpful and cooperative. Approximately 15% of students responded that they also find the library staff members were helpful and cooperative, whereas 5% of students maintained that the library 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.



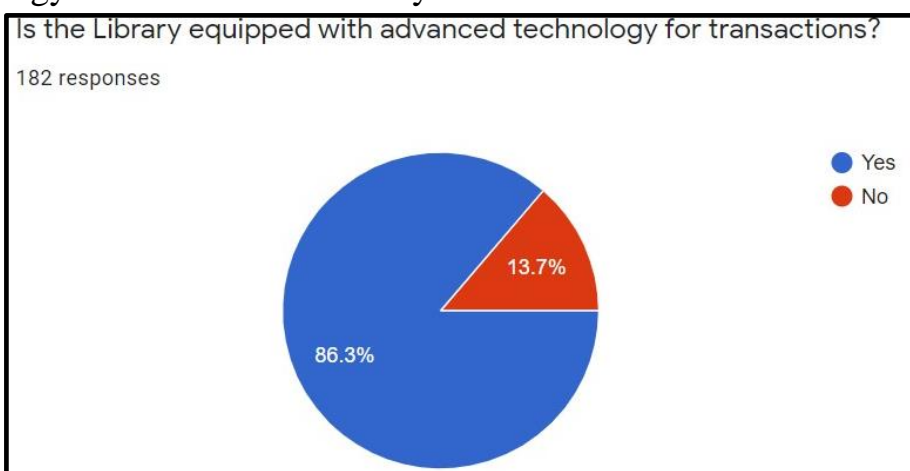
As per the above pie-chart, we can note that around 55 % of students maintained that they were able to access PCs with proper Internet connection, 26 % of students also said that they could get access to PCs with Internet and 19 % of students said that could not get access PCs with proper Internet in 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 137 students gave their feedback for this question.



As per the above pie-chart, we can note that around 67 % of students maintained that they students got assistance for Online Library resources from the college staff members and 33 % of students said that they did not get any assistance for Online Library resources from the college staff members.

For the fifth question under the College library criterion, around 182 students gave their responses stating that whether the college library is equipped with advanced technology and software for library transactions.

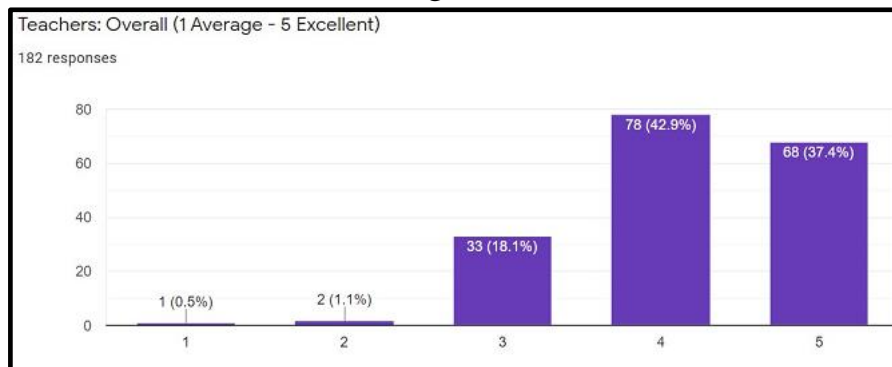


By referring to the above pie-chart, it can be said that around 86 % of students have maintained that the college library has all the necessary state-of-art technology needed for transactions. At the same time, around 14 % of students said that the college library does not have the necessary state-of-art technology.

Teachers Feedback (Overall):

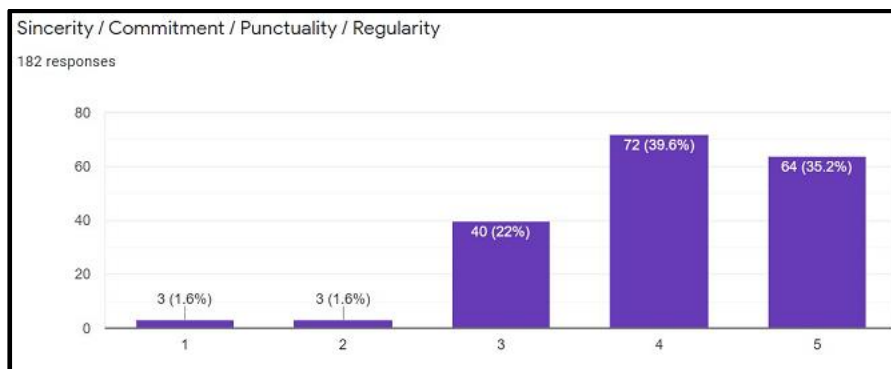
Teaching and teachers play a massive role in the development of a college, and teachers, single-handedly, can elevate the benchmarking of any institution to a higher level. By keeping in mind this monumental role played by teachers in the

institutional development of the college, feedback is taken to understand this component and improvise the quality of teaching-learning processes at the college. For this component as well, we have received a total of 127 students' feedback of TYBCom classes of the college.



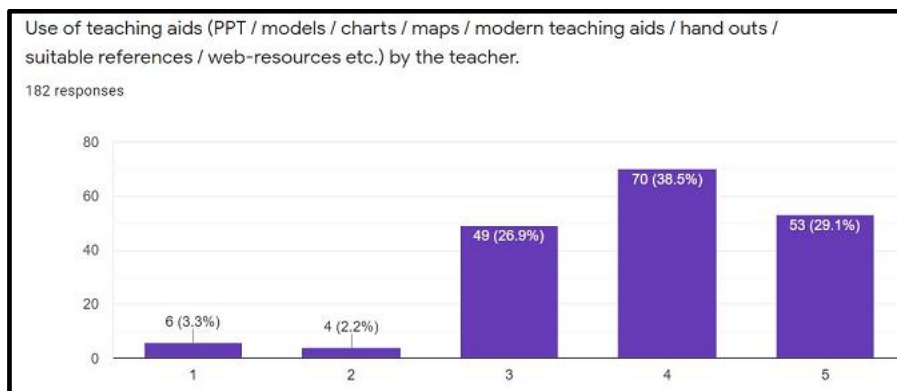
From the above pie-chart, it can be understood that around 37 % of students have rated teachers and their efforts as 'excellent'; 43 % of students have rated 'very good;' 18 % of students have rated 'good;' 1 % of students have rated as 'above-average,' and 1 % of students rated as 'average.'

For the second question about the teachers' sincerity, commitment, punctuality or regularity in conducting lectures and other curricular or co-curricular assignments, around 182 students gave their inputs from the TYBCom classes of the college.



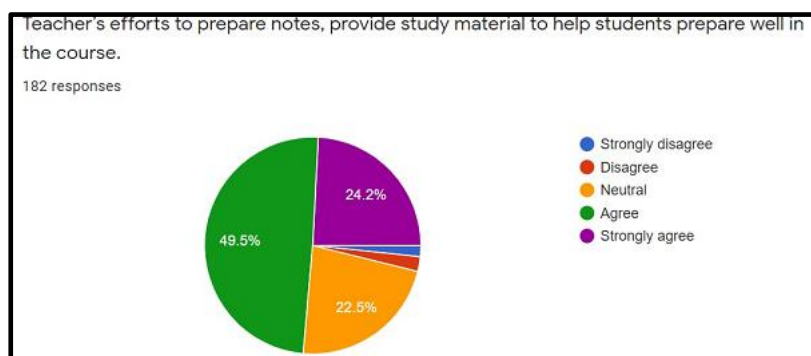
From the above pie-chart, it can be understood that around 35 % of students have rated teachers and their efforts as 'excellent'; 40 % of students have rated 'very good;' 22 % of students have rated 'good;' 1.5 % of students have rated as 'above-average,' and 1.5 % of students rated as 'average.'

The third question from the Teachers (overall) criterion was whether the teachers' use teaching aids (PPT/ICT and so on) in their lectures. Around 127 students gave their feedback for this question.



From the above pie-chart, it can be understood that around 29 % of students rated teachers use of teaching aids as ‘excellent’; 39 % of students have rated ‘very good;’ 27 % of students have rated ‘good;’ 2 % of students have rated as ‘above-average,’ and 3 % 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 127 students gave their feedback for his question.

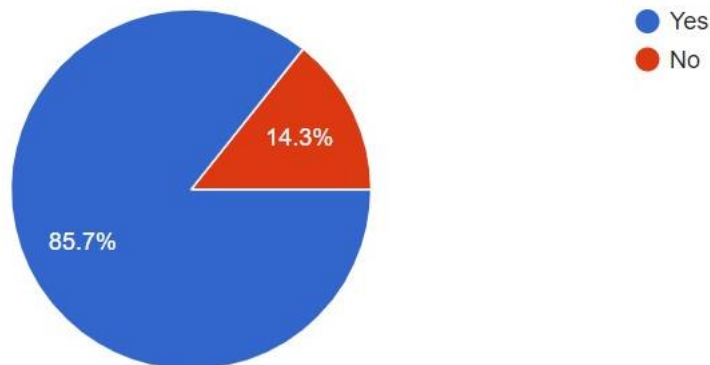


From the above pie-chart, it can be understood that around 24% of students maintained that they strongly agree with the statement; 50 % of students said that they agree with it; 22 % of students maintained their neutrality on the statement; 2.5 % of students said that they disagree with the statement, and 1.5 % of students said that they 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. Around 182 students gave their feedback to this point.

Role model & Inspiration, Interest generation / motivation by the teacher.

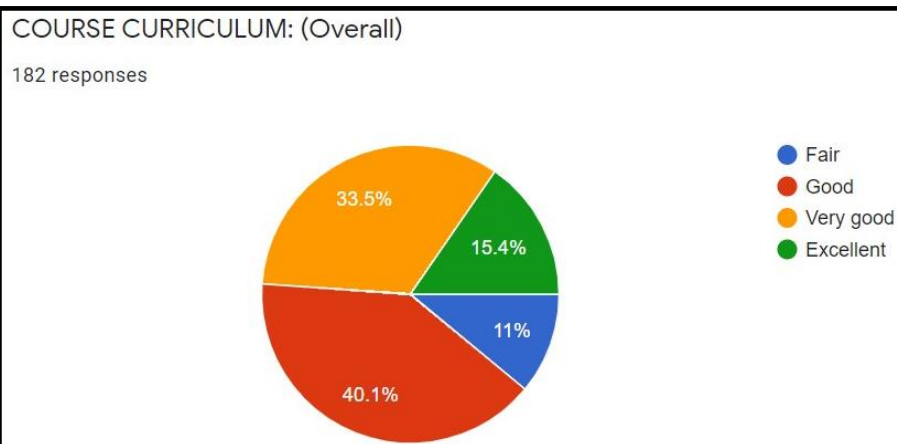
182 responses



As per the above pie-chart, we can note that around 86 % of students maintained that teachers inspire, motivate or guide students in their academic and other endeavours, whereas 14 % of students said that they did not find teachers' in the role of motivators or guides in their academic and other endeavours.

Course Curriculum:

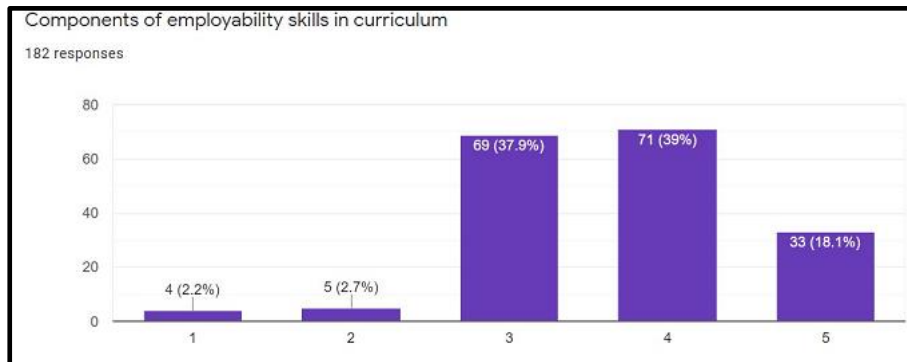
Curriculum plays massive role in the academic and all-round development of students and it's an important indicator of educational high standing of any academic institution.



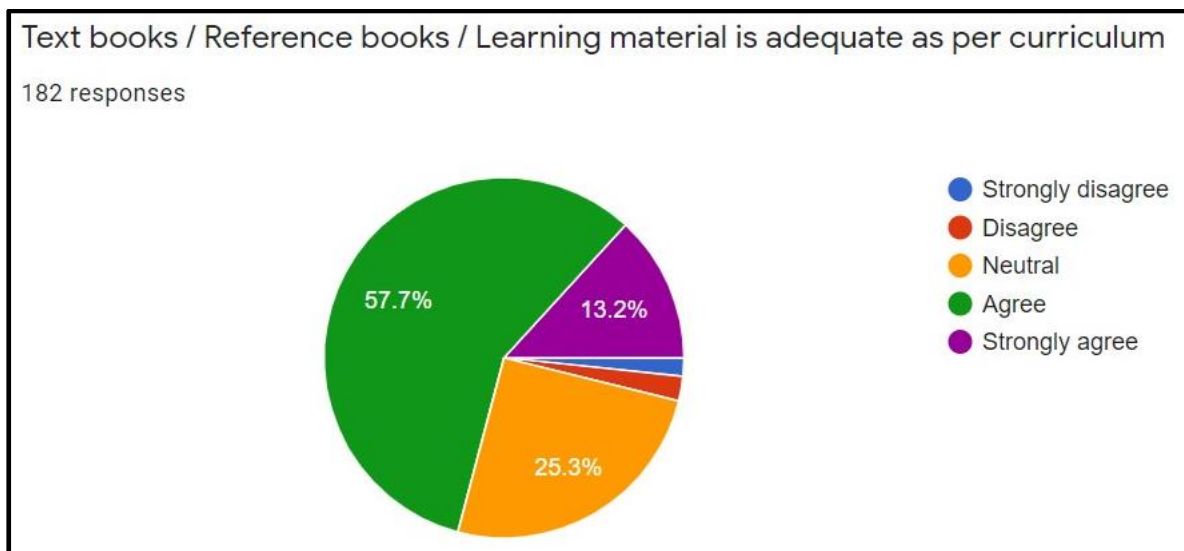
As per the above pie-chart, we can note that around 15 % of students maintained that course curriculum was excellent, 34 % of students said that it was very good, 40 % of students said it was good and 11 % of students said that it was fair.

The second question in the course curriculum category was the employability skills in the curriculum, and around 182 students gave their feedback for this component. Around 18 % of students said that the feedback employability skills component was present in the highest category, whereas 39 % of students said that the employability skills component was available in a very good proportion in the curriculum. Around 38 % of students gave their feedback as good, 3 % of students

gave their feedback as average, and the remaining 2 % of students gave their feedback as average.



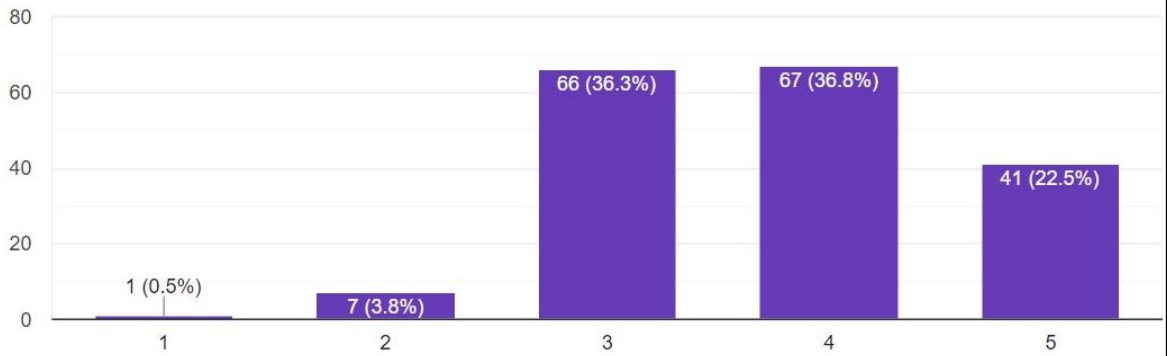
The adequacy of Textbooks/Reference books and learning material was the third point in this category. Around 182 students gave their feedback. Around 58 % of students said that they “agree,” 13 % of students said that they “strongly agree,” about 25 % of students said they are neutral about this statement and 2.5 % students said they disagree, and 1.5 % students said that they “strongly disagree” with the statement.



For “Depth of the course content is adequate in relation to the expected outcomes,” around 182 students gave their feedback and 23 % of students gave their feedback as excellent, 37 % of students gave their feedback as very good, 36 % & of students gave their feedback as good, 3 % of students gave their feedback as above-average and 1 % of students gave their feedback as average.

Depth of the course content is adequate in relation to the expected outcomes

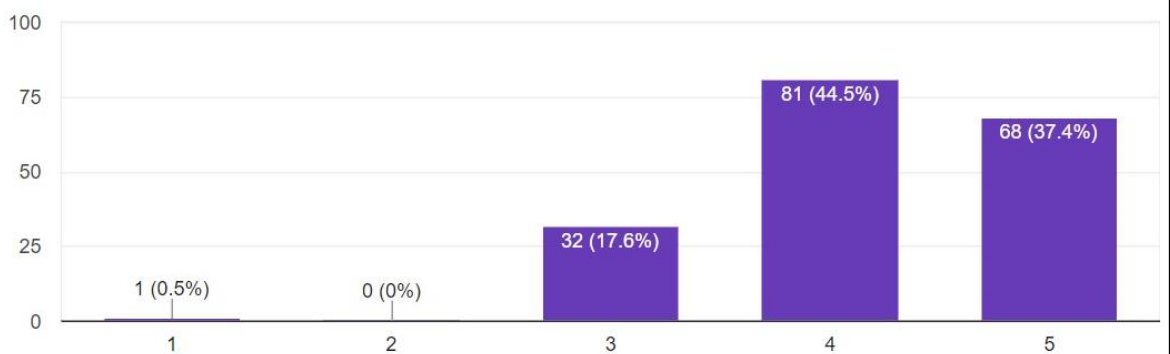
182 responses



“For Internal & External evaluation system,” around 182 students gave their feedback and 37 % of students gave their feedback as excellent, 45 % of students gave their feedback as very good, 17.5 % of students gave their feedback as good, nearly 0.5 % of students gave their feedback as above-average and 0 % of students gave their feedback as average.

Internal & External evaluation system

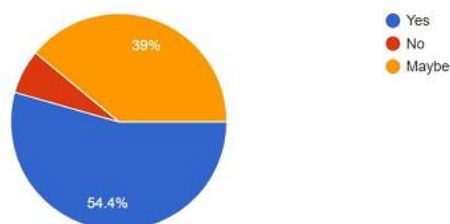
182 responses



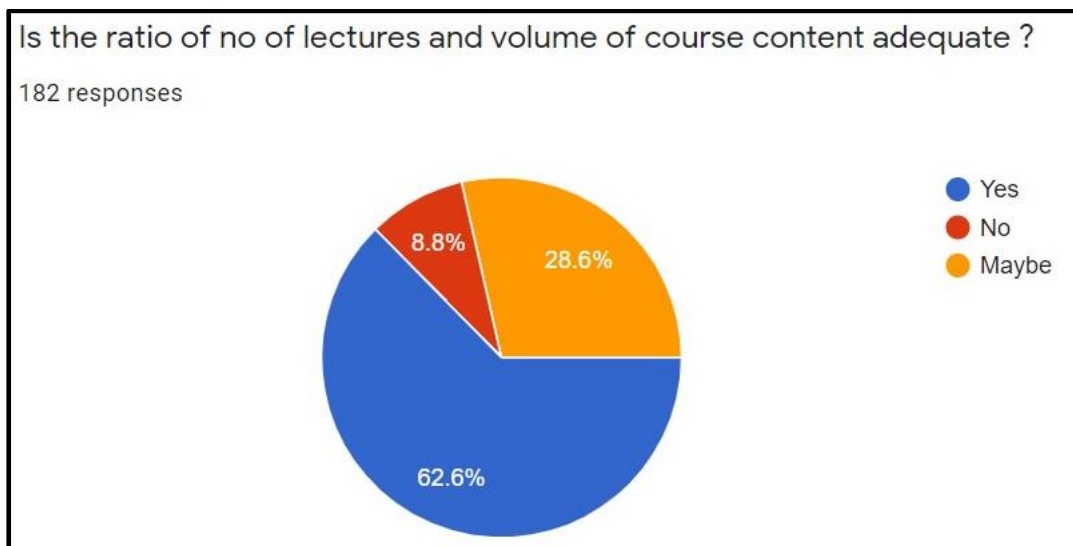
For Electives offered are relevant to the specialisation streams and to the domain knowledge advancements, around 54 % of students maintained “yes,” 39 % of students maintained “maybe” and 7 % of students maintained “no” to the Electives offered are relevant to the specialisation streams and to the domain knowledge advancements.

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

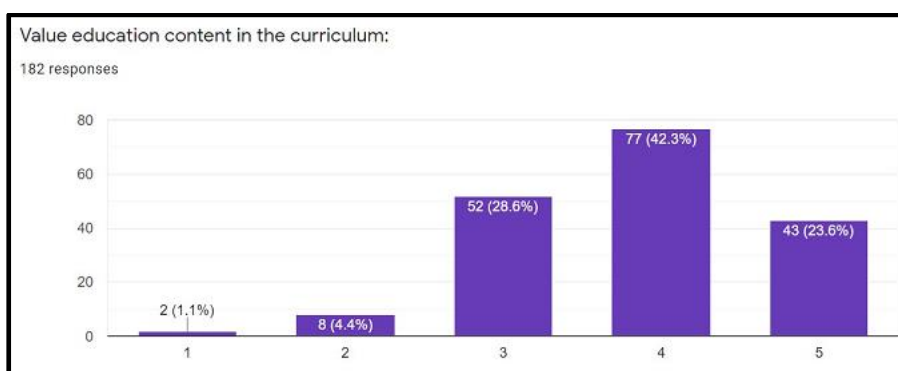
182 responses



For “Is the ratio of no of lectures and volume of course content adequate?” around 63 % of students maintained “yes,” 28 % of students maintained “maybe” and 9 % of students maintained “no” to ratio of no of lectures and volume of course content at TYBCom courses of the college.

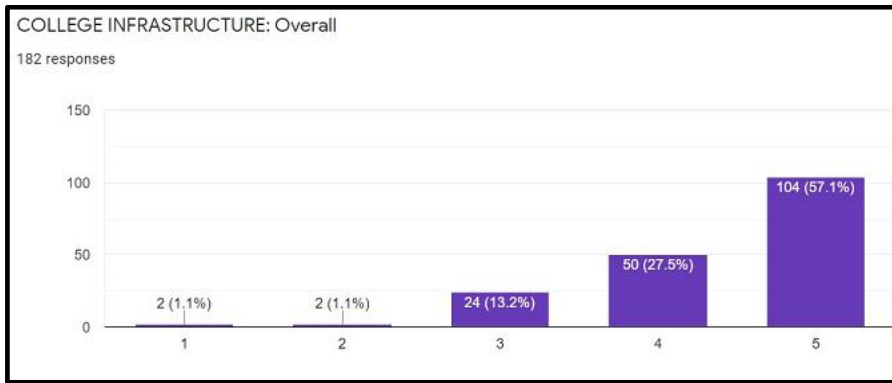


For Value education content in the curriculum, around 24 % of students gave their feedback as excellent, 42 % of students gave their feedback as very good, 29 % of students gave their feedback as good, 4 % of students gave their feedback as good, and 1 % of students gave their feedback average for the value education content in the curriculum.

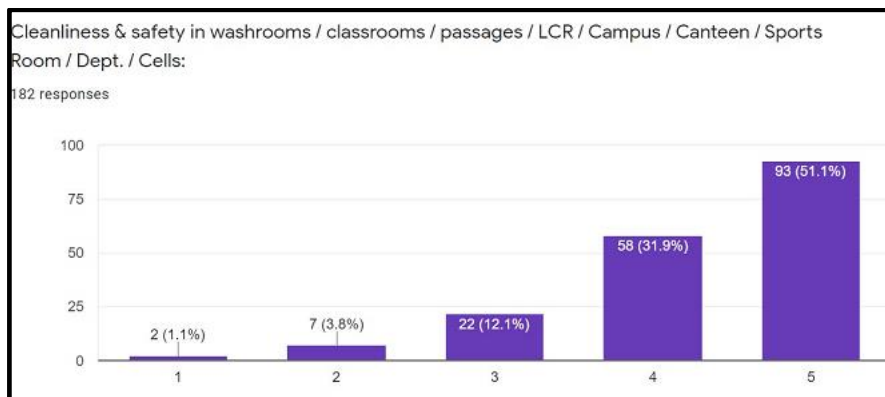


College infrastructure:

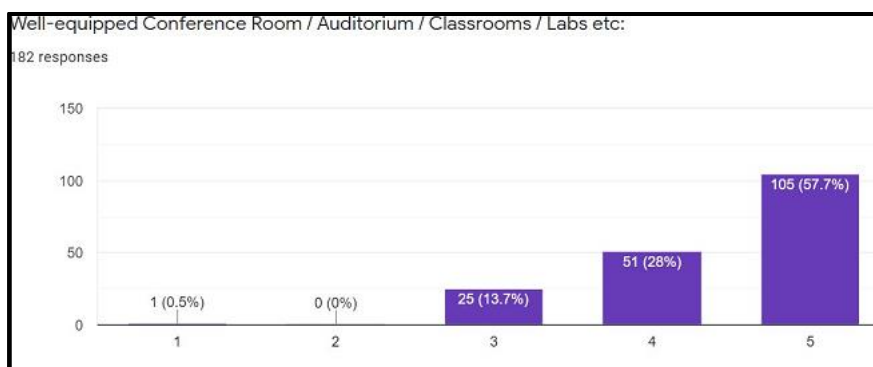
The last component from the feedback section is about the college infrastructure and the first point was about the overall infrastructure. As per the below chart, we can note that around 57 % of students maintained that the college infrastructure was excellent, 28 % of students said that it was very good, 13 % of students said it was good and 1 % of students said that it was above average and 1 % students said that average.



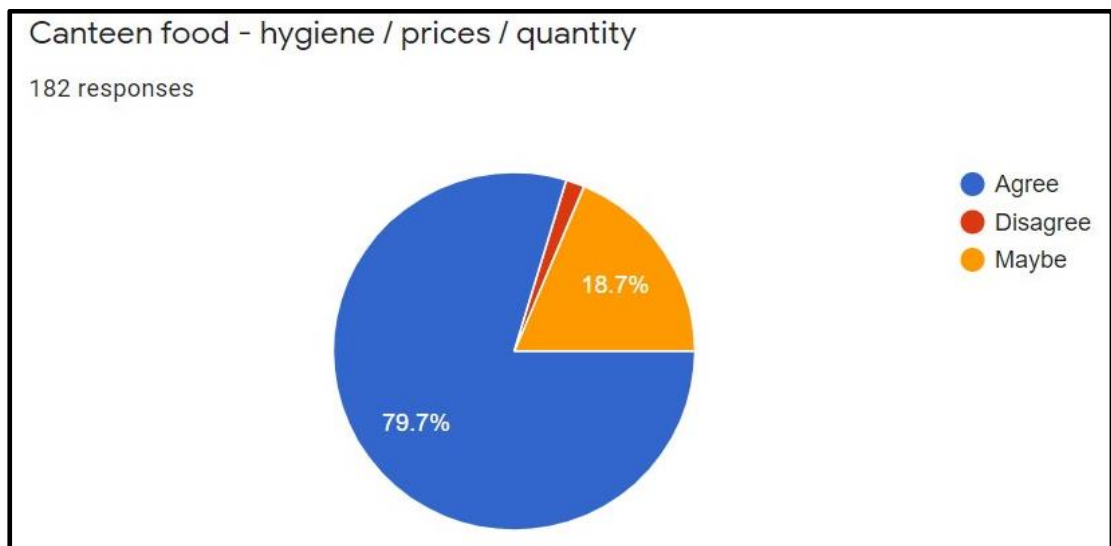
For Cleanliness & safety in washrooms / classrooms / passages / LCR / Campus / Canteen / Sports Room / Depts, as per the above bar graph, we can note that around 51 % of students maintained that the college cleanliness was excellent, 32 % of students said that it was very good, 12 % of students said it was good and 4 % of students said that it was above average and 1 % students said that average.



For Well-equipped Conference Room / Auditorium / Classrooms / Labs, 58 % of students maintained as excellent, 28 % of students said that it was very good, 13.5 % of students said it was good and 0 % of students said that it was above average and nearly 0.5 % students said that average.

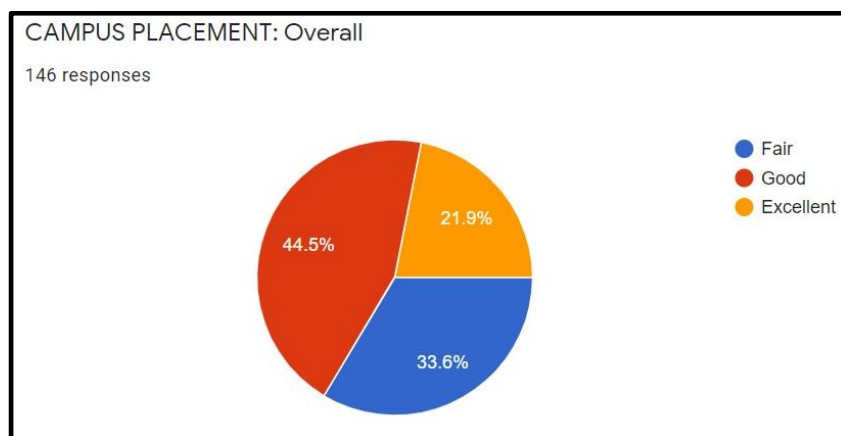


For Canteen food - hygiene / prices / quantity, around 80 % of students maintained “agree,” 19 % of students maintained “maybe” and 1 % of students maintained “no” to Canteen food - hygiene / prices / quantity.



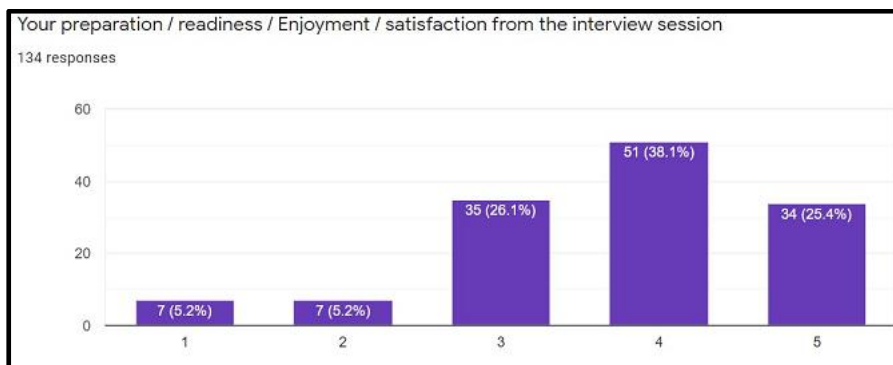
Campus Placement:

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 Campus Placement (overall), 146 students gave their feedback.



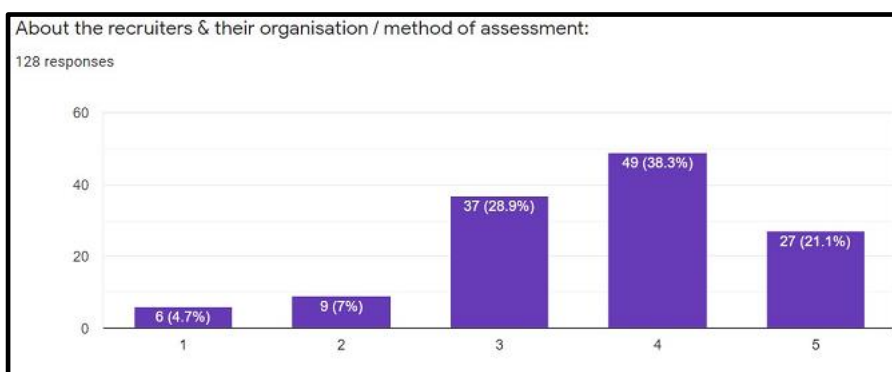
For Campus Placement cell overall and its activities, 22% of students maintained as excellent, 45 % of students maintained as good, and 34 % of students maintained as fair.

For second question in Campus placement, students’ preparation / readiness / Enjoyment / satisfaction from the interview session, around 134 students gave their feedback.



For this question, 26 % students maintained as excellent, 38 % of students maintained as very good, 26 % of students maintained as good, 5 % of students maintained as above-average and 5 % of students maintained.

For the third question i.e., about the recruiters & their organisation / method of assessment, around 81 students have given their feedback.



For this component, 21 % students maintained as excellent, 38 % of students maintained as very good, 29 % of students maintained as good, 7% of students maintained as above-average and 5 % of students maintained as 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-defense 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.

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 more regular for lectures and the timetable provided must be followed.
3. Both hard and soft copies of notes should be provided on time.
4. A proper student redressal mechanism should be developed so that the issues faced by students are addressed in a timely and effective manner.
5. Please make ladies washroom clean and please make a combined section in library for students
6. Water availability in wash rooms and hygiene in washrooms need to be well taken care of.
7. 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)
8. The classroom infrastructure should be upgraded with glass doors and proper benches.
9. Library facilities need to be upgraded by creating a proper ambience for knowledge acquisition and learning.
10. Office staff needs to be proactive in helping students queries and issues in a cordial manner.