



S.I.W.S.

**N.R. SWAMY COLLEGE OF COMMERCE & ECONOMICS
AND**

SMT. THIRUMALAI COLLEGE OF SCIENCE

Plot No. 337, Sewri - Wadala Estate,

Major R. Parameshwaran Marg, Wadala, Mumbai - 400 031

(Affiliated to the University of Mumbai)

ISO 9001 : 2015 Certified

Internal Quality Assurance Cell

Student Satisfaction Survey (SSS) Report

on

Overall Institutional Performance

Academic Year : 2020-2021

Student Satisfaction Survey is an important instrument of understanding the thinking process of the students. All the efforts of teachers and the institution to make learning a meaningful process is judged by its impact on the students and the contribution to their mental development.

The students' satisfaction level is decided by the kinds of experiences they undergo, the extent of the 'comfort' feeling as well as intellectual stimulation the learning situations provide. Their feedback significantly showcases the actual quality of teaching-learning process.

Student Satisfaction Survey (SSS) is a tool to identify the strengths of teaching and enables academic enrichment. Student satisfaction, thus, is a direct indicator of the effectiveness of teaching learning in the institution.

The Student Satisfaction Survey (SSS) was carried out in an online mode for the academic year 2020-2021. Thirty four questions designed by I.Q.A.C. were incorporated in the questionnaire. The online mode ensured that there is no human interference in collection and analysis of data. Feedback report was prepared manually. The report was presented to I.Q.A.C. Committee Members in the I.Q.A.C. meeting, approved and communicated to authorities for further action.

The questions are as follows:

Questions
1. How much of the syllabus was covered in the class?
2. How well did the teachers prepare for the classes?
3. How well were the teachers able to communicate?
4. The teacher's approach to teaching is
5. Fairness of the internal evaluation process by the teachers....
6. Was your performance in assignments discussed with you?
7. The institute takes active interest in promoting internship, student exchange, Field visit study Tours, training programs and other opportunities for students.
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
9. The institution provides multiple opportunities to learn and grow.
10. Teachers inform you about your expected competencies, course outcomes and Programme outcomes.
11. Your mentor does a necessary follow-up with an assigned task to you.
12. The teachers illustrate the concepts through examples and applications.
13. The teachers identify your strengths and encourage you with providing right level of challenges.
14. Teachers are able to identify your weaknesses and help you to overcome them.
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
17. Teachers encourage you to participate in extracurricular activities.
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and Employability skills to make you ready for the world of work.

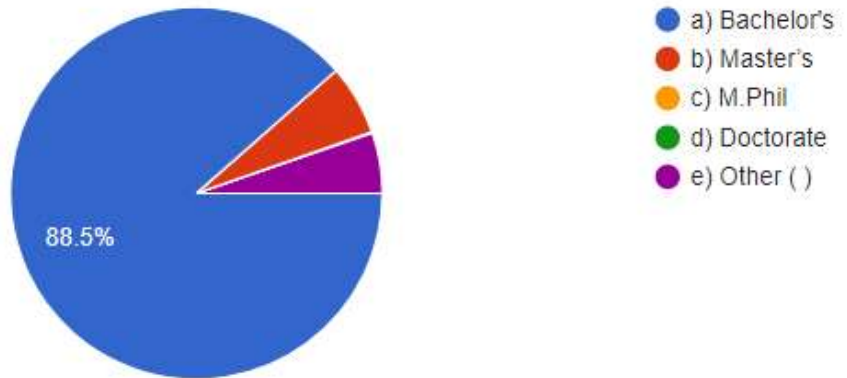
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?
20. The overall quality of teaching-learning process in your institute is very good.
21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.
22. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process through feedback and similar systems.
23. The institute provides value- added courses imparting transferable and life skills.
24. The institution provides multiple opportunities to learn and grow. (Like Gymkhana, Cultural, NSS, NCC, WDC & other training programmes)
25. The facilities available in institute are sufficient for academics and research work.
26. The institute has well-furnished support facilities - Laboratory, Library, Gymkhana, Computer rooms, Classrooms etc.
27. The institute has implemented capability enhancement and development schemes such as soft skill development, Remedial coaching, Language Lab, Bridge courses, Yoga, Meditation, Personal Counselling and Mentoring etc.
28. Students are benefited by guidance for competitive examination and career counselling offered by the institution
29. The institute takes efforts for campus placement.
30. The institute has Student Council & representation of students on academic & administrative bodies / committees of the institution
31. Welfare schemes for students like scholarships, fellowships, etc. are available.
32. The institute promotes Gender Equity, Environmental Consciousness and Sustainability / Alternate Energy initiatives
33. The institute organizes activities for Community Service and on current issues.
34. Give three observations / suggestions to improve the institution.

Total Number of Responses Received :

Sr.	Stream	Number of Responses
1)	Commerce	782
2)	Science	162
3)	Arts	24
	Total	968

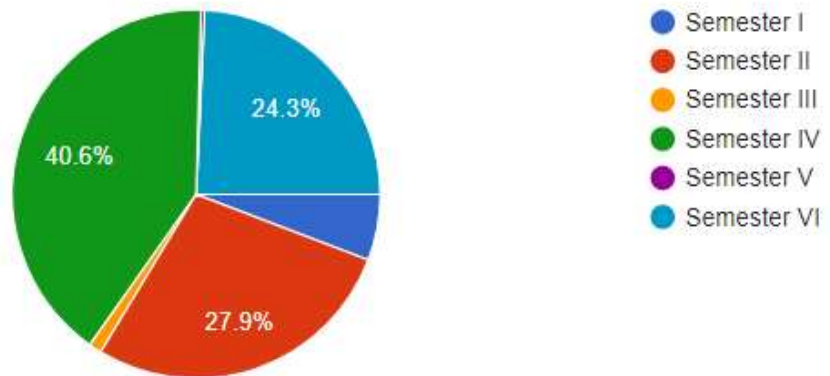
I) What degree program are you pursuing now?

968 responses



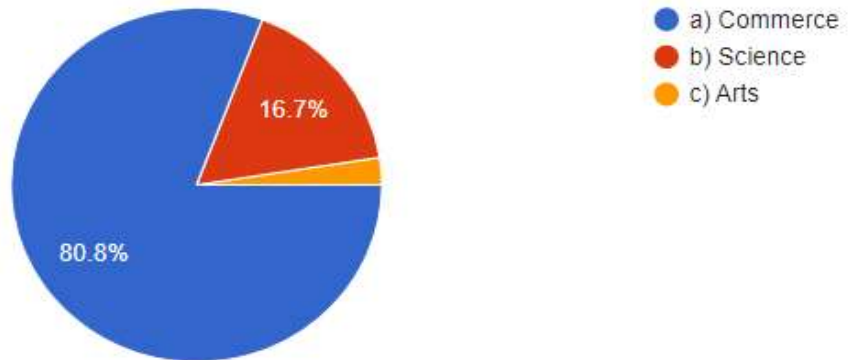
J) Which Semester are you doing now?

968 responses



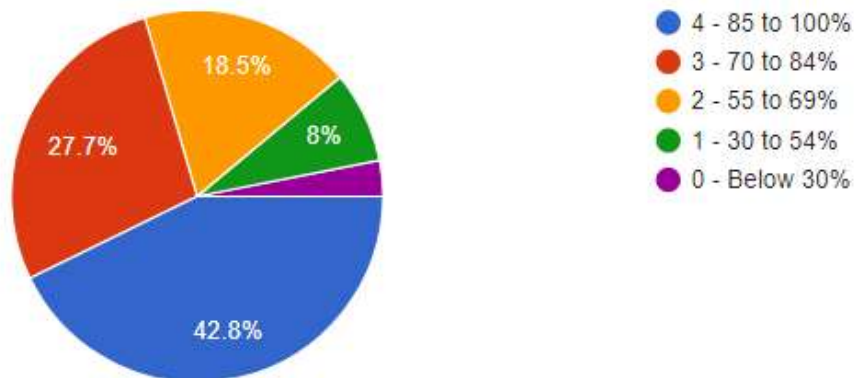
K) What subject area are you currently pursuing?

968 responses



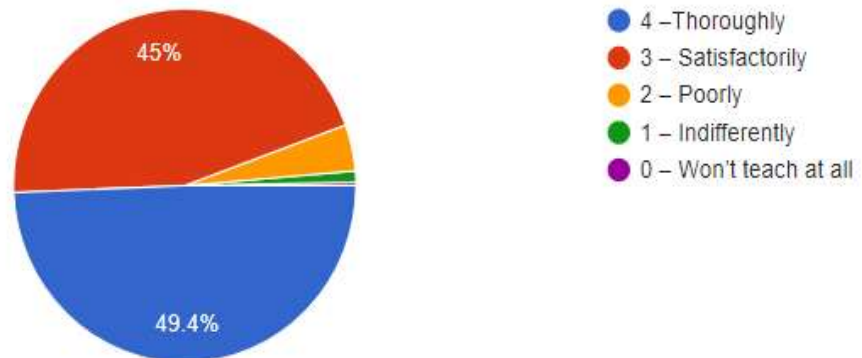
1. How much of the syllabus was covered in the class?

968 responses



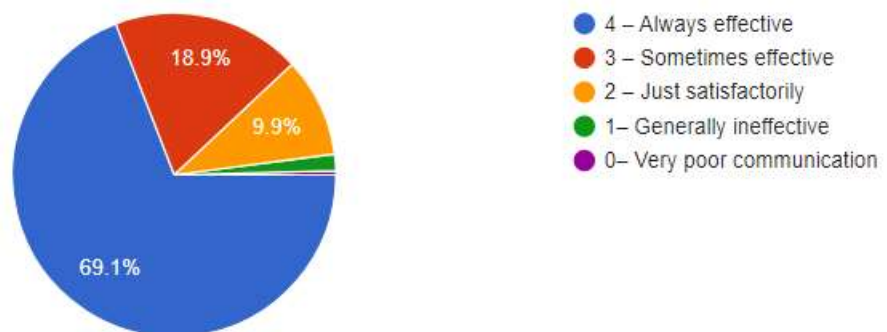
2. How well did the teachers prepare for the classes?

968 responses



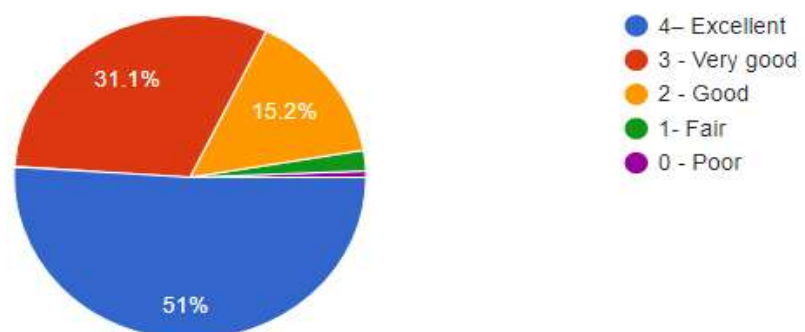
3. How well were the teachers able to communicate?

968 responses



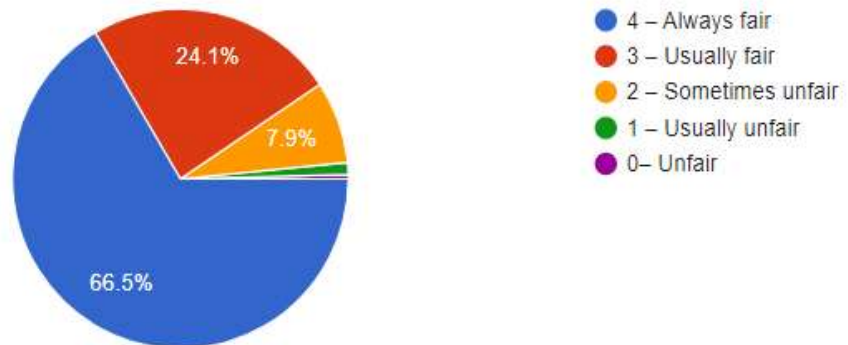
4. The teacher's approach to teaching can best be described as

968 responses



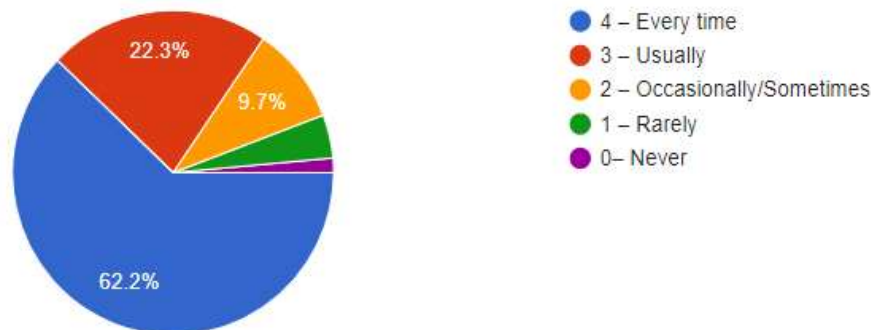
5. Fairness of the internal evaluation process by the teachers.

968 responses



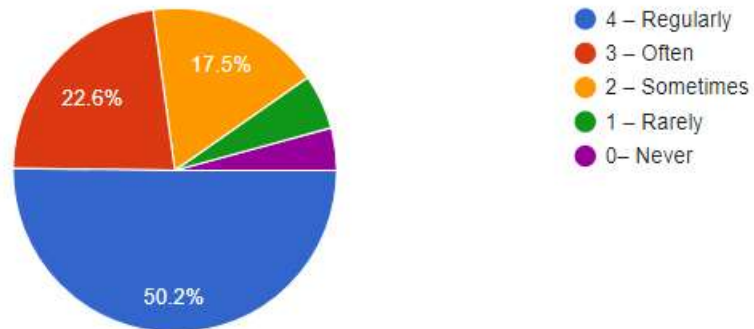
6. Was your performance in assignments discussed with you?

968 responses



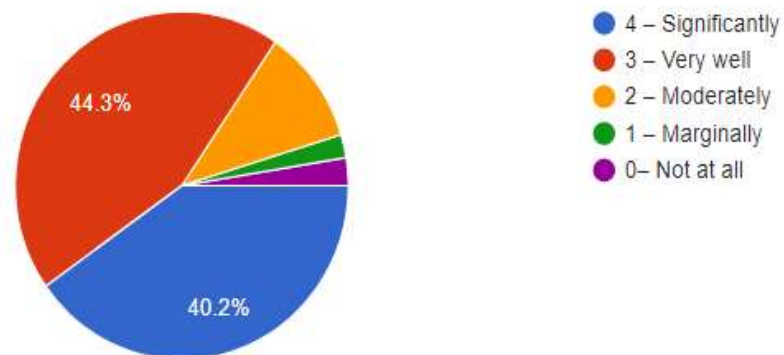
7. The institute takes active interest in promoting internship, student exchange, Field visit study Tours, training programs and other opportunities for students.

968 responses



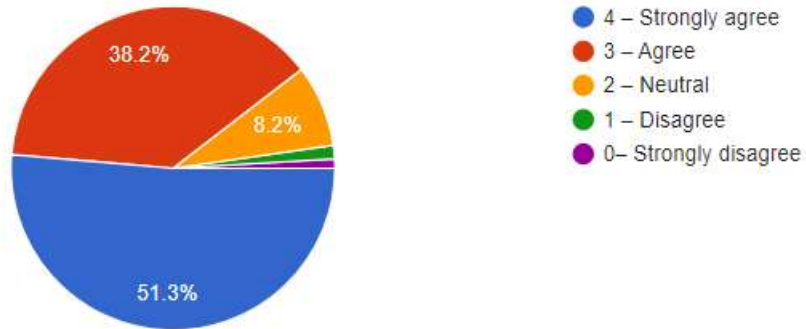
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

968 responses



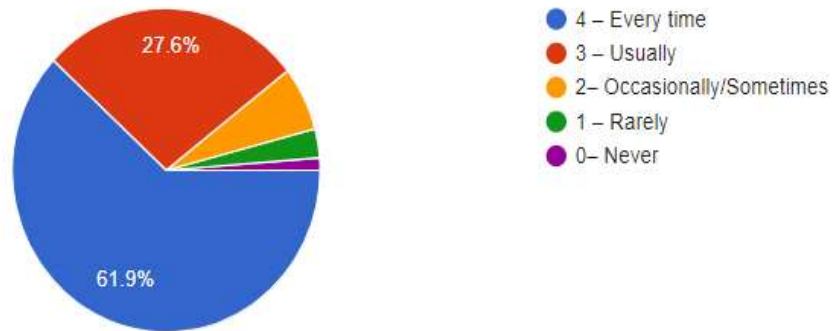
9. The institution provides multiple opportunities to learn and grow

968 responses



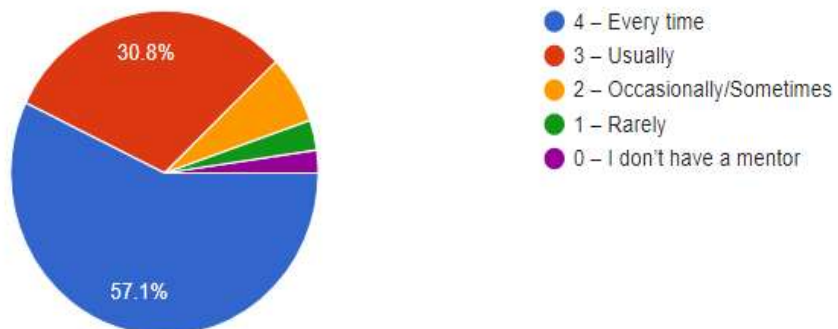
10. Teachers inform you about your expected competencies, course outcomes and Programme outcomes.

968 responses



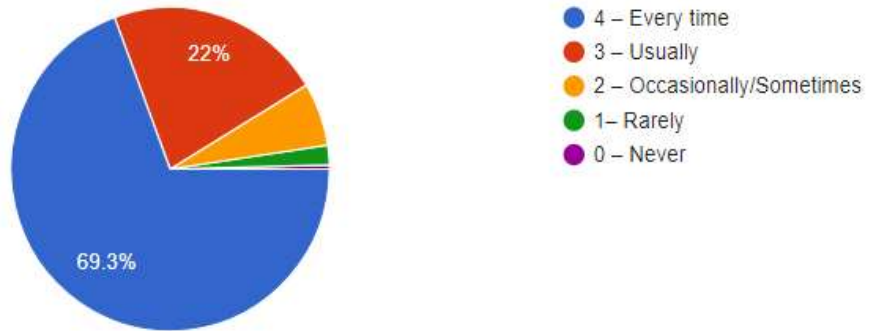
11. Your mentor does a necessary follow-up with an assigned task to you.

968 responses



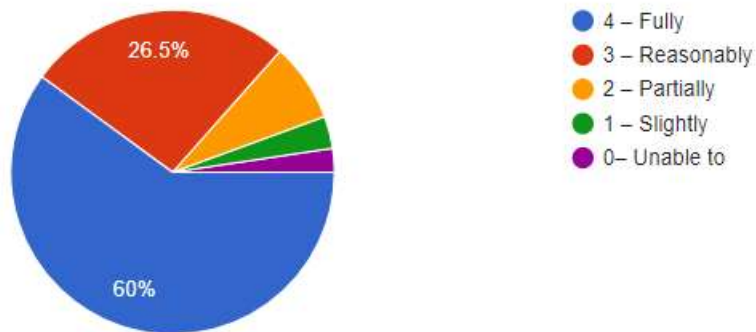
12. The teachers illustrate the concepts through examples and applications.

968 responses



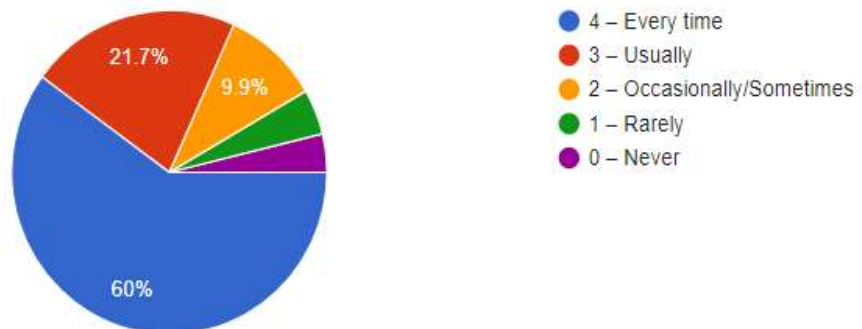
13. The teachers identify your strengths and encourage you with providing right level of challenges.

968 responses



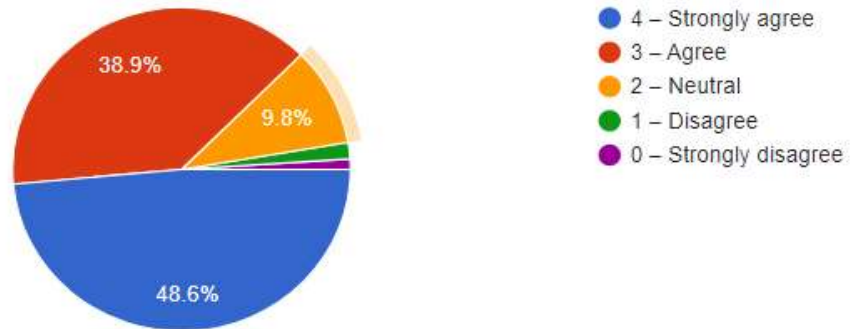
14. Teachers are able to identify your weaknesses and help you to overcome them.

968 responses



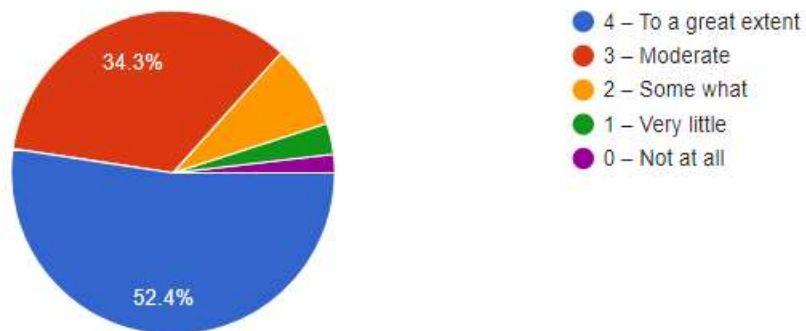
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

968 responses



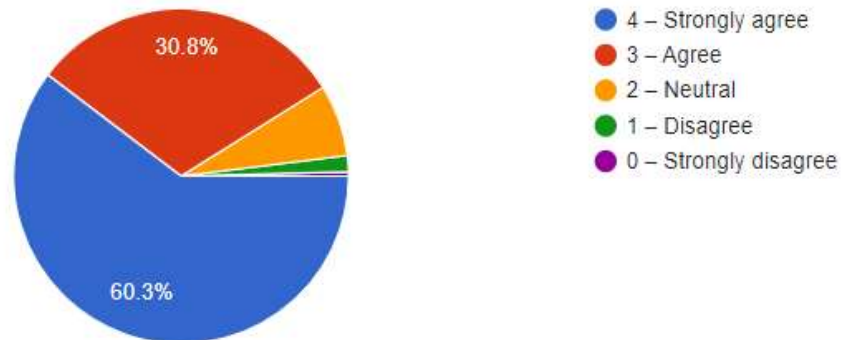
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

968 responses



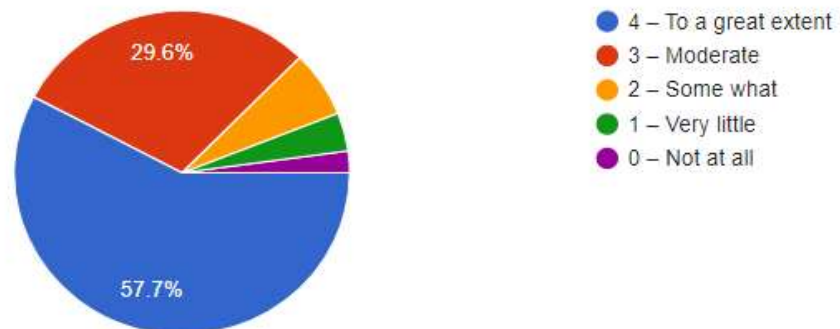
17. Teachers encourage you to participate in extracurricular activities.

968 responses



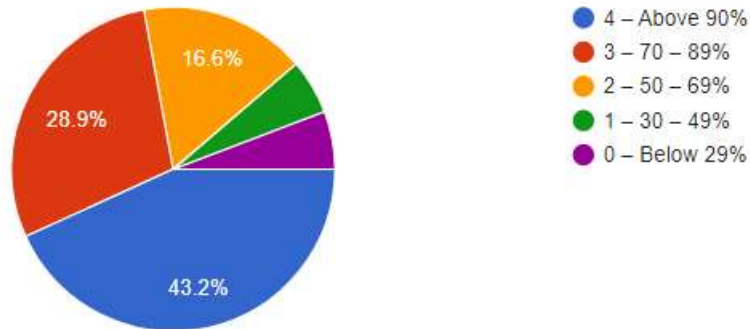
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and Employability skills to make you ready for the world of work.

968 responses



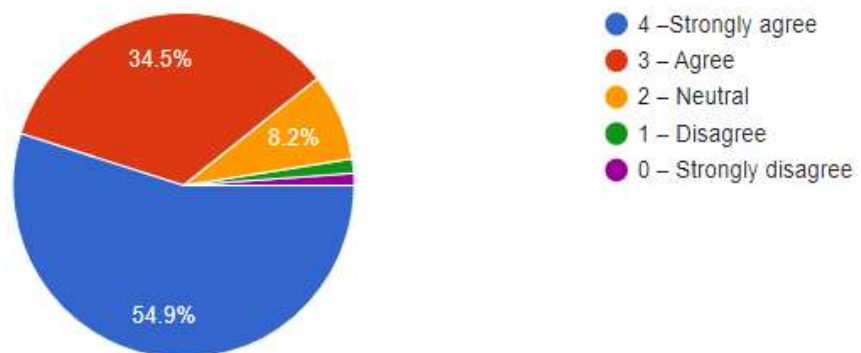
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?

968 responses



20. The overall quality of teaching-learning process in your institute is very good.

968 responses



21. Observations / suggestions given by students to improve the overall teaching – learning experience.

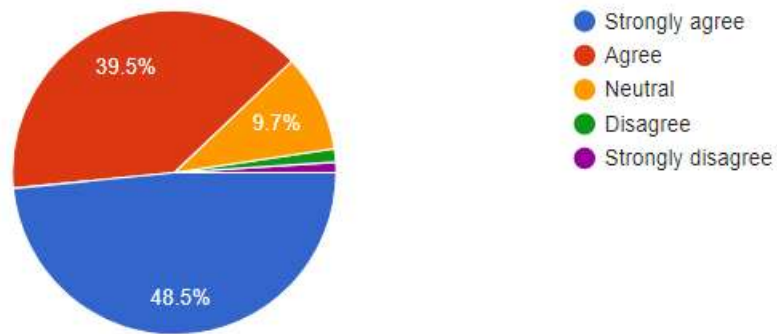
17% students provided excellent, very good or good response for overall teaching – learning experience. Some of the suggestions given by the students for improvement are:

1. Make teaching a two way interaction
2. Try to reach every student and ask for their doubts
3. Kindly give more project and real time problem to solve
4. Take offline lectures
5. Encourage them to ask questions

6. Provide collaboration and socialization opportunities
7. Time limit of online class should be extended
8. Digital learning, good explanation, giving attention to every student
9. Give more examples while teaching
10. Provide recorded video lectures and summary lectures

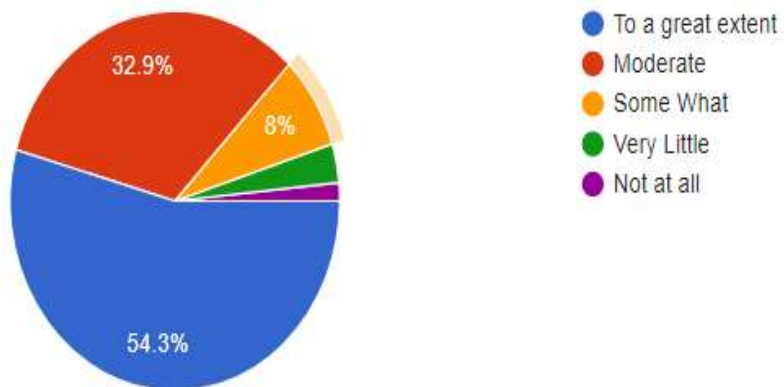
22. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process through feedback and similar systems.

968 responses



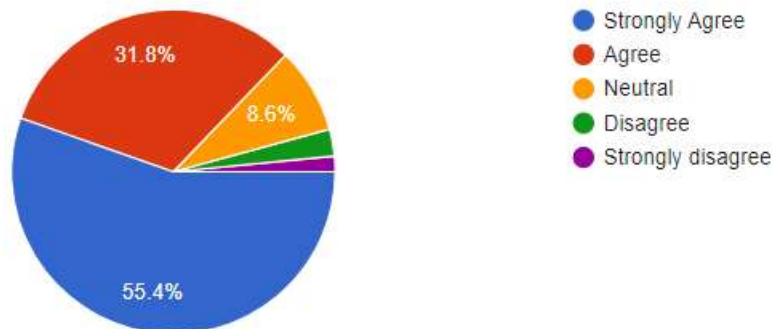
23. The institute provides value- added courses imparting transferable and life skills.

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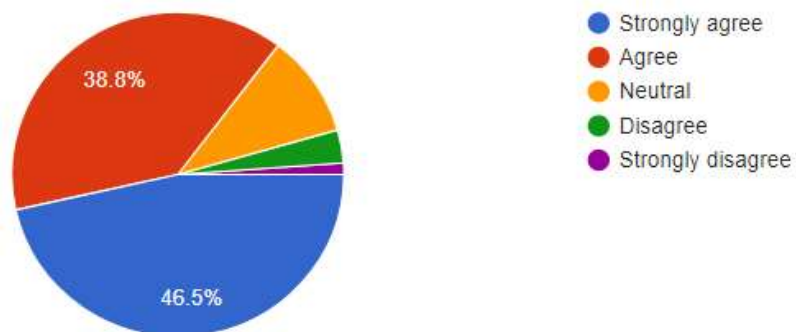
24. The institution provides multiple opportunities to learn and grow. (Like Gymkhana, Cultural, NSS, NCC, WDC & other training programmes)

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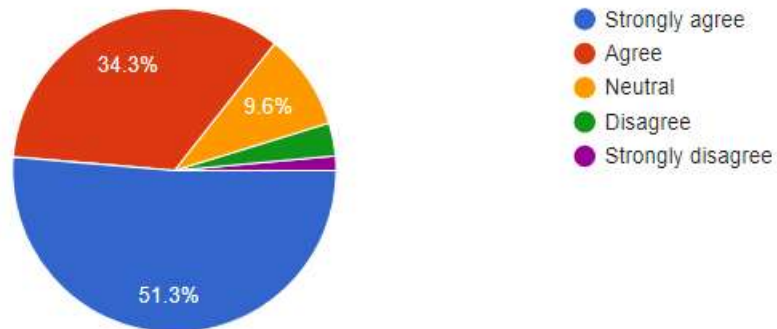
25. The facilities available in institute are sufficient for academics and research work.

968 responses



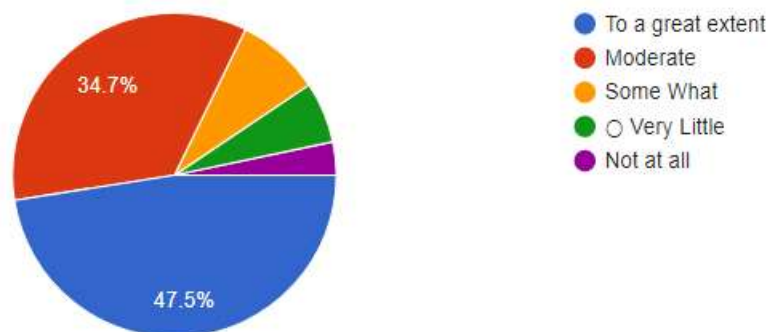
26. The institute has well-furnished support facilities - Laboratory, Library, Gymkhana, Computer rooms, Classrooms etc.

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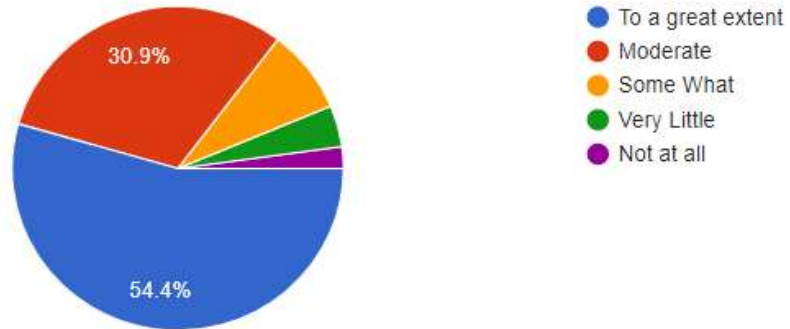
27. The institute has implemented capability enhancement and development schemes such as soft skill development, Remedial coaching, Language Lab, Bridge courses, Yoga, Meditation, Personal Counselling and Mentoring etc.

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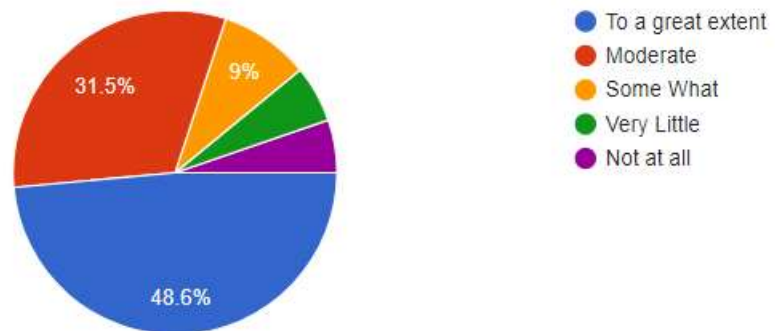
28. Students are benefited by guidance for competitive examination and career counselling offered by the institution

968 responses



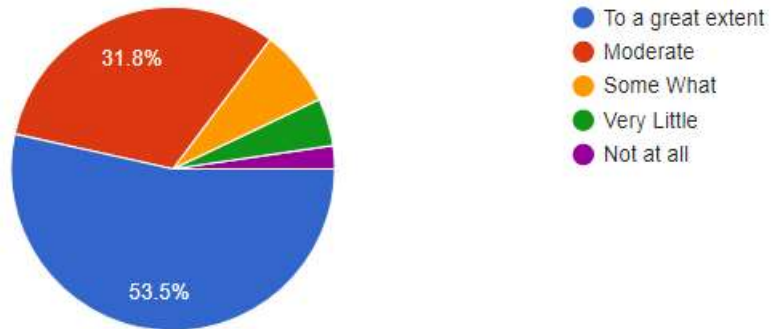
29. The institute takes efforts for campus placement.

968 responses



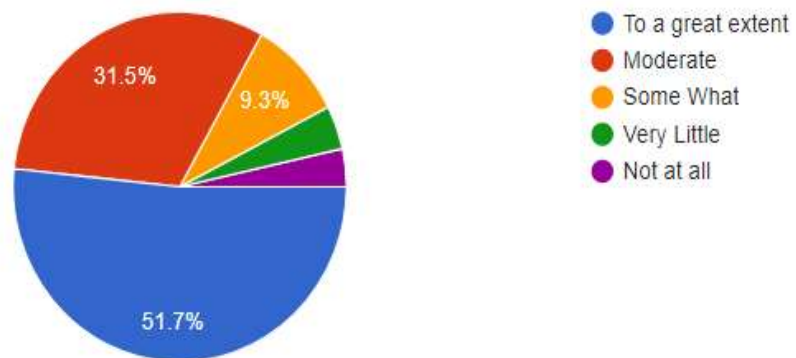
30. The institute has Student Council & representation of students on academic & administrative bodies/ committees of the institution

950 responses



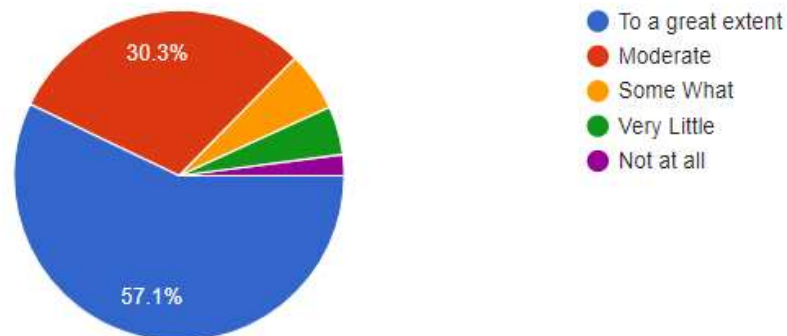
31. Welfare schemes for students like scholarships, fellowships, etc. are available.

968 responses



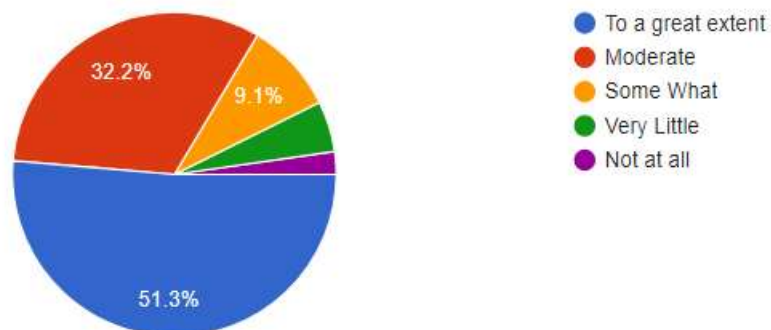
32. The institute promotes Gender Equity, Environmental Consciousness and Sustainability/ Alternate Energy initiatives

968 responses



33. The institute organizes activities for Community Service and on current issues.

968 responses



34. Give three observations / suggestions to improve the institution.

Some of the suggestions given by the students for overall improvement of the institution are:

- 1) More ICT enabled Class rooms and tools in the teaching process
- 2) Usage of pictorial graphs for visual impact and easy understanding.
- 3) More short- term courses for skill development
- 4) Career guidance and placement opportunities for employment orientation
- 5) Interns opportunities for the students to be improved
- 6) Language Laboratory for improving communication skills
- 7) Availability of more subject orientated books in the library
- 8) e-resources in the library to be increased
- 9) Better amenities in girls' common room
- 10) Basketball court and volleyball court to be renovated