



**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 : 2021-2022**

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 2021-2022. 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:

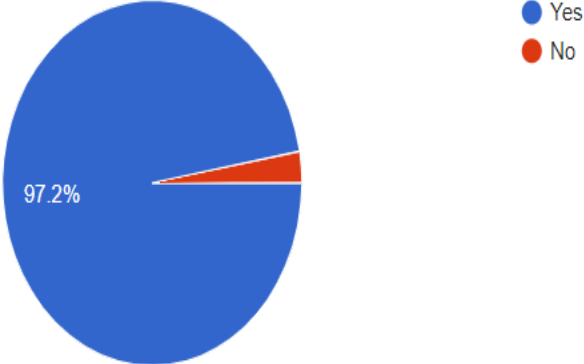
<b>Questions</b>
1. How much of the syllabus was covered in the class?
2. How well did the teachers prepare for the classes?
3. How well were the teachers able to communicate?
4. The teacher's approach to teaching is .....
5. Fairness of the internal evaluation process by the teachers....
6. Was your 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.

A) Please confirm this is the first and only time you answer this survey.

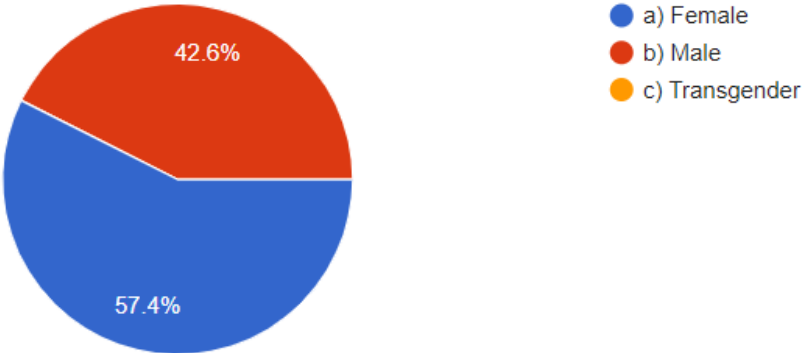


357 responses



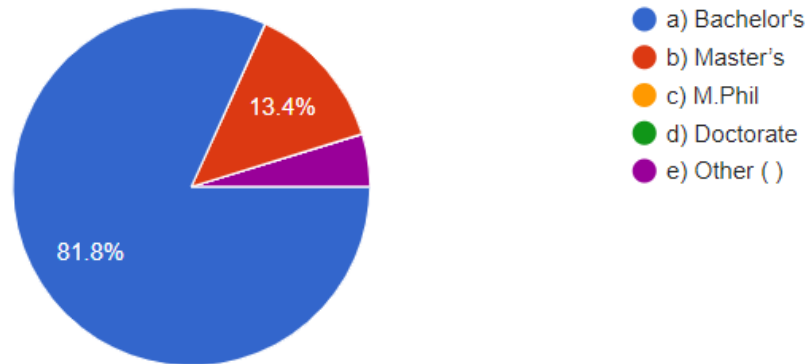
H) Gender :

357 responses



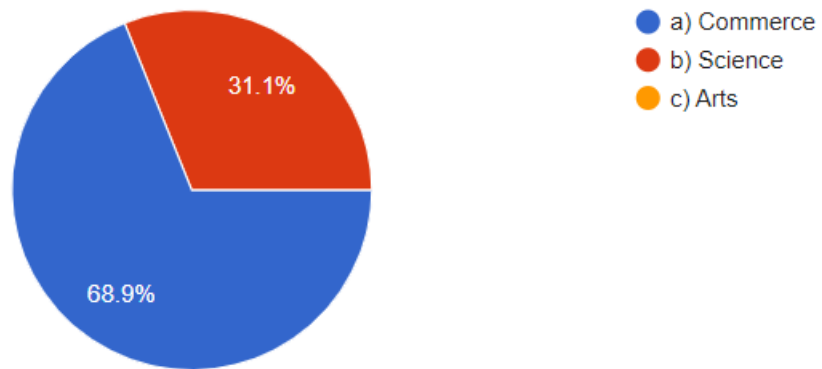
I) What degree program are you pursuing now?

357 responses



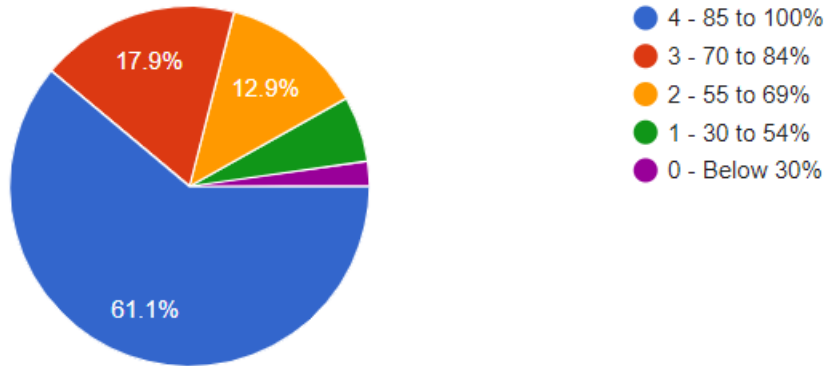
K) What subject area are you currently pursuing?

357 responses



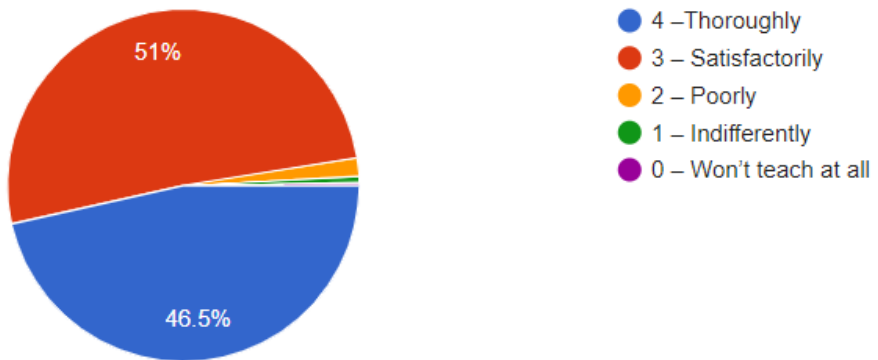
### 1. How much of the syllabus was covered in the class?

357 responses



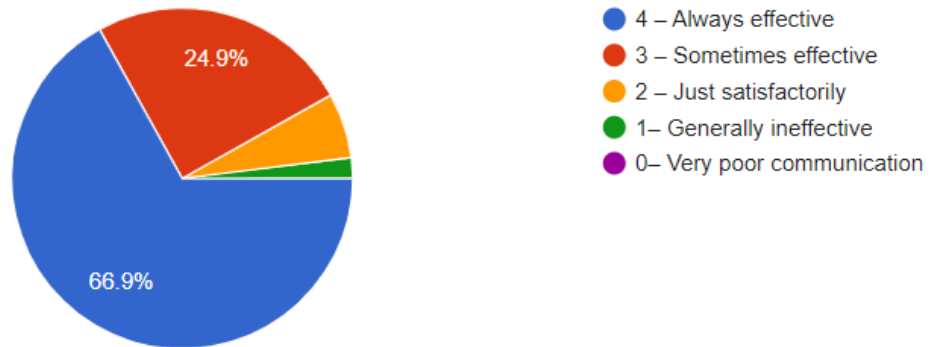
### 2. How well did the teachers prepare for the classes?

357 responses



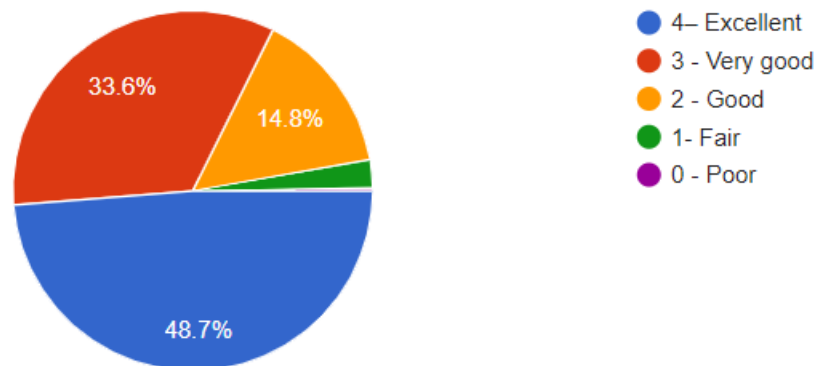
### 3. How well were the teachers able to communicate?

357 responses



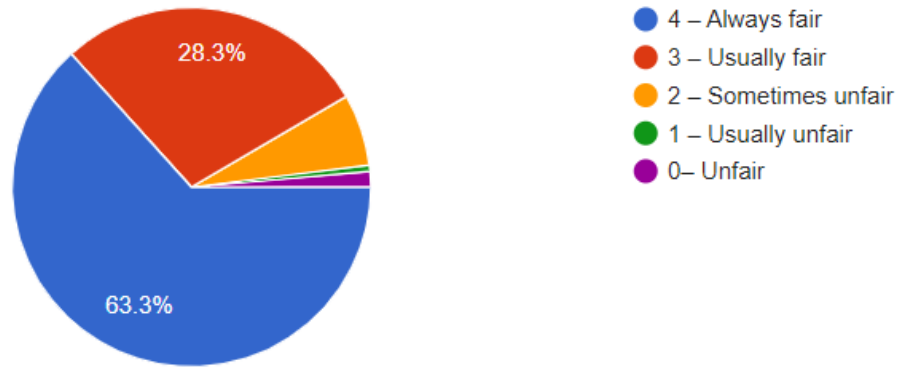
### 4. The teacher's approach to teaching can best be described as

357 responses



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

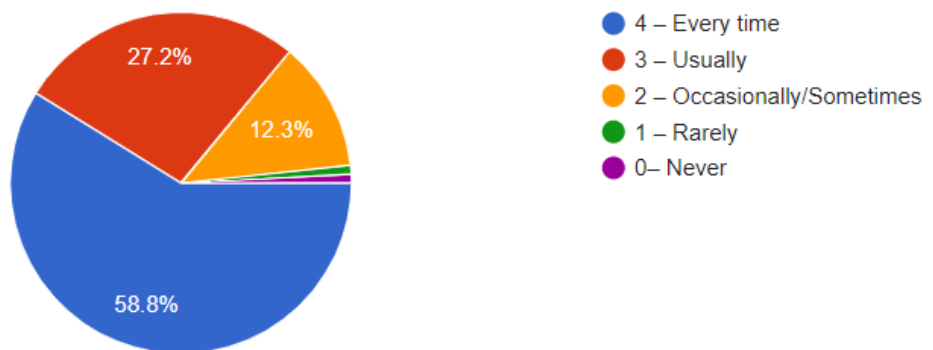
357 responses



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### 6. Was your performance in assignments discussed with you?

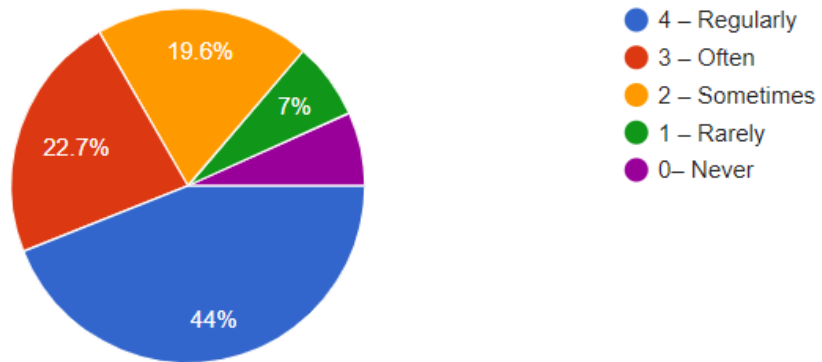
357 responses





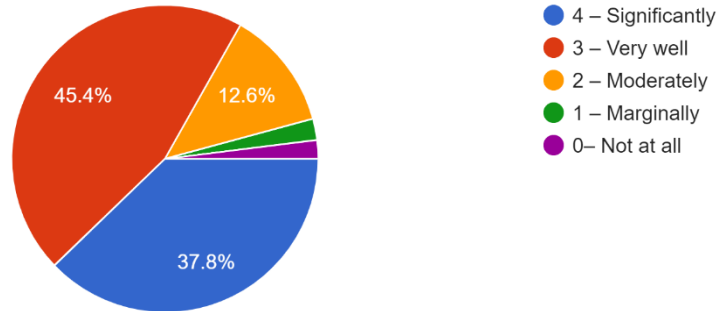
7. The institute takes active interest in promoting internship, student exchange, Field visit study Tours, training programs and other opportunities for students.

357 responses



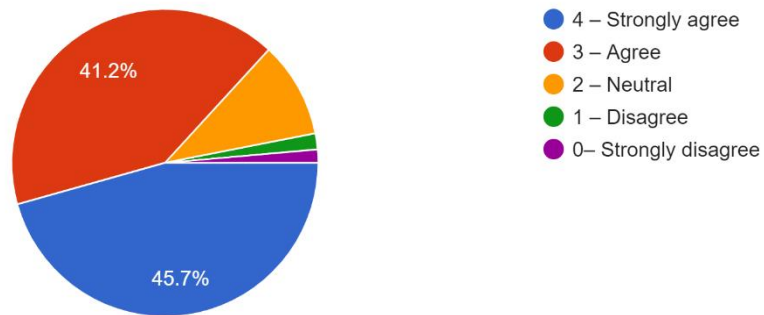
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

357 responses



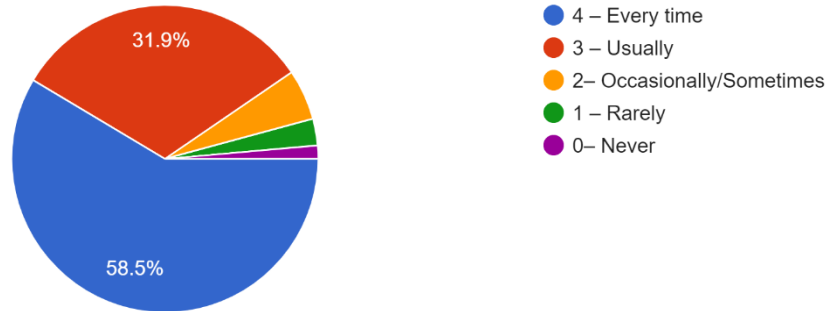
9. The institution provides multiple opportunities to learn and grow

357 responses



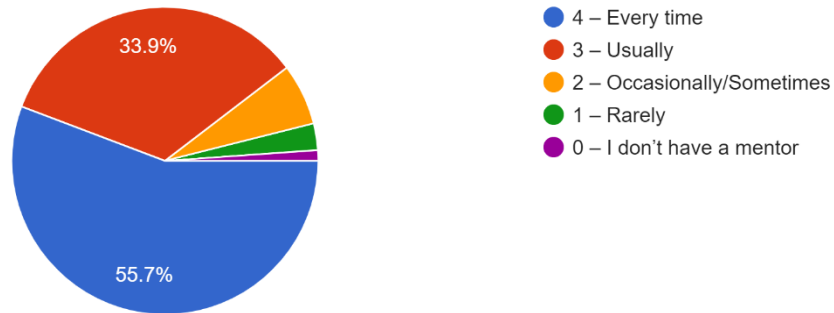
10. Teachers inform you about your expected competencies, course outcomes and Programme outcomes.

357 responses



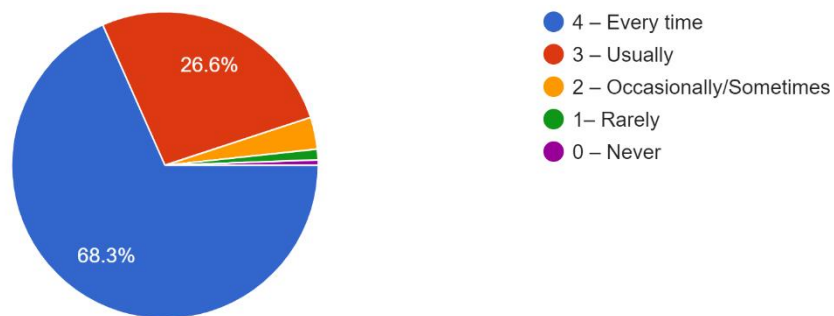
11. Your mentor does a necessary follow-up with an assigned task to you.

357 responses



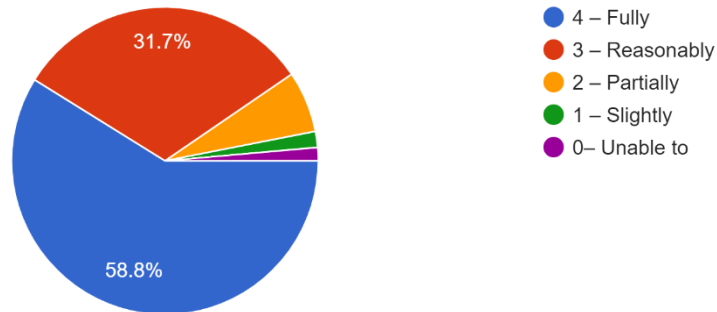
12. The teachers illustrate the concepts through examples and applications.

357 responses



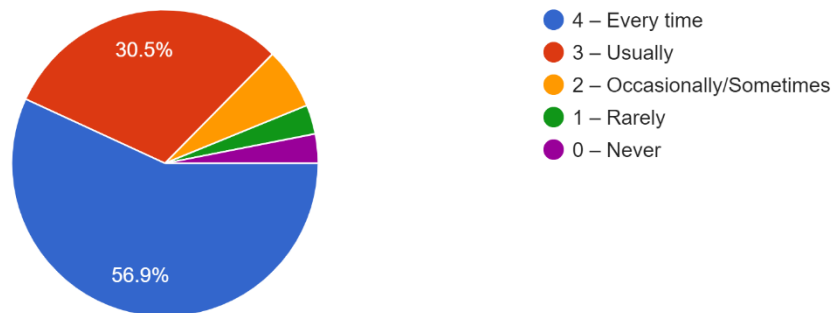
13. The teachers identify your strengths and encourage you with providing right level of challenges.

357 responses



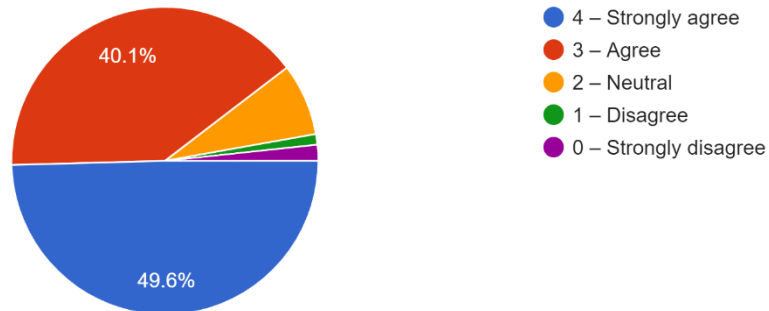
14. Teachers are able to identify your weaknesses and help you to overcome them.

357 responses



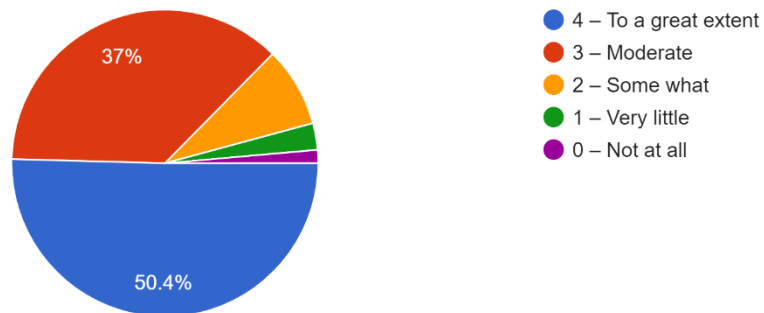
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

357 responses



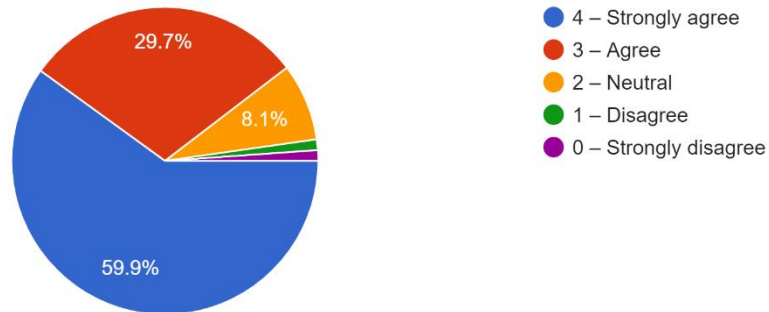
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

357 responses



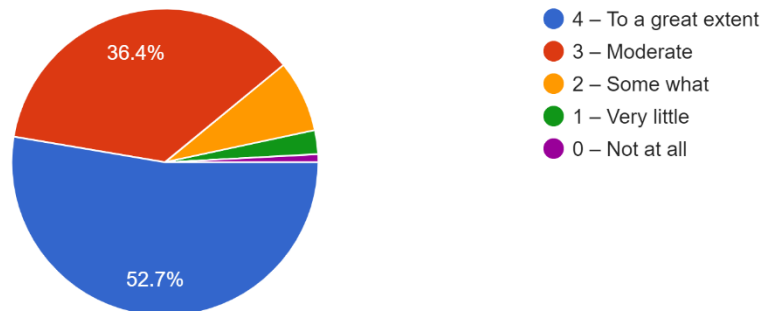
17. Teachers encourage you to participate in extracurricular activities.

357 responses



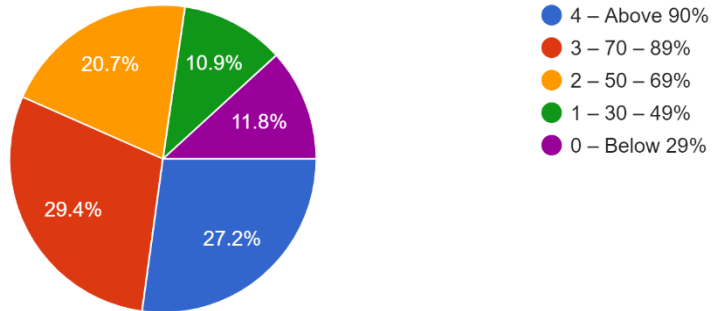
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and Employability skills to make you ready for the world of work.

357 responses



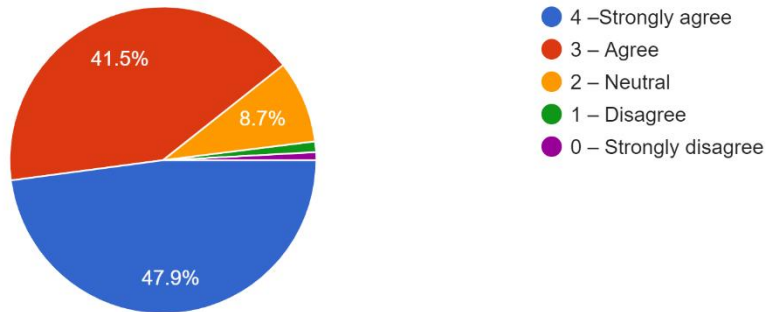
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?

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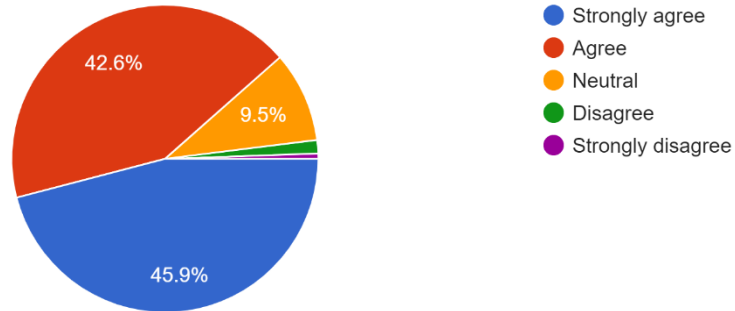
20. The overall quality of teaching-learning process in your institute is very good.

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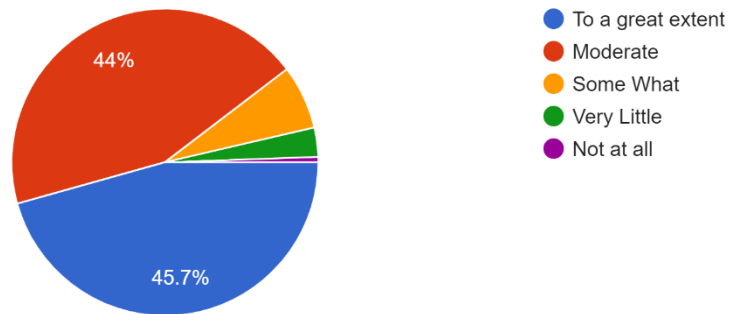
22. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process through feedback and similar systems.

357 responses



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

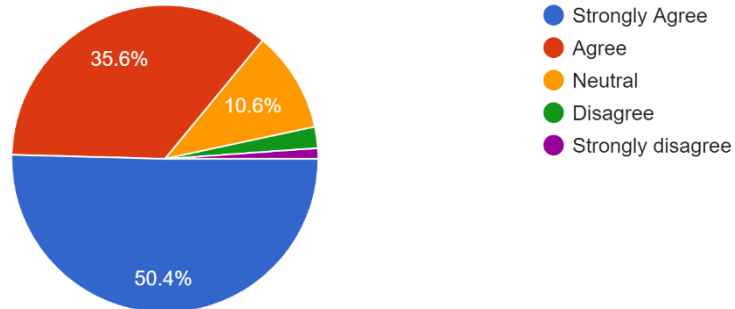
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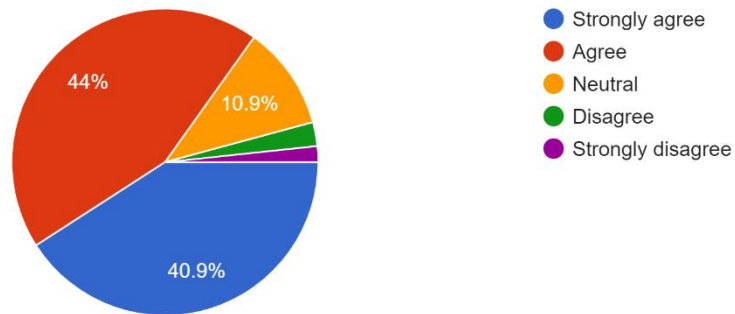
24. The institution provides multiple opportunities to learn and grow. (Like Gymkhana, Cultural, NSS, NCC, WDC & other training programmes)

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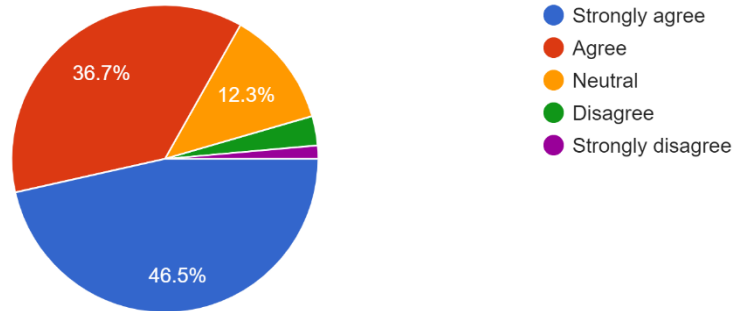
25. The facilities available in institute are sufficient for academics and research work.

357 responses



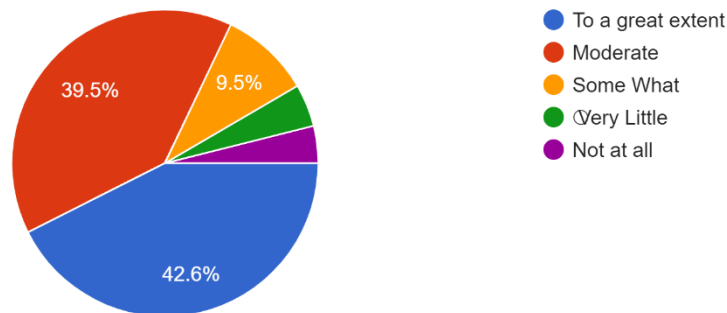
26. The institute has well-furnished support facilities - Laboratory, Library, Gymkhana, Computer rooms, Classrooms etc.

357 responses



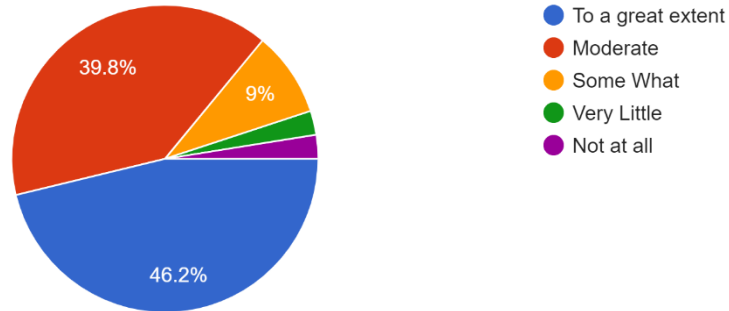
27. The institute has implemented capability enhancement and development schemes such as soft skill development, Remedial coaching, Language La...itation, Personal Counselling and Mentoring etc.

357 responses



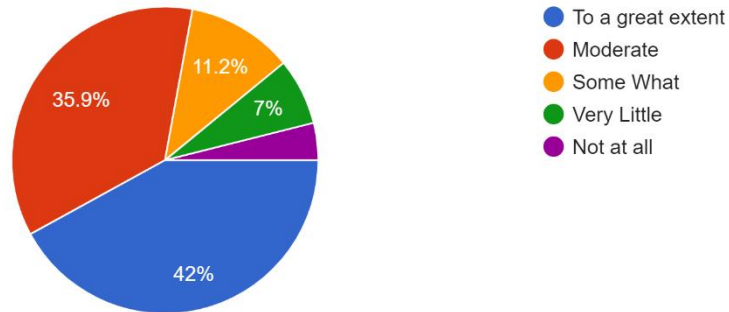
28. Students are benefited by guidance for competitive examination and career counselling offered by the institution

357 responses



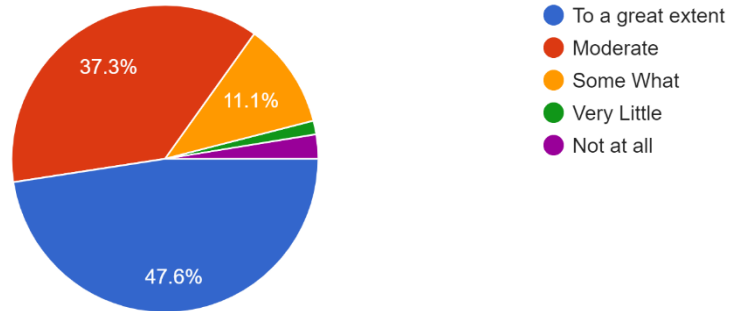
29. The institute takes efforts for campus placement.

357 responses



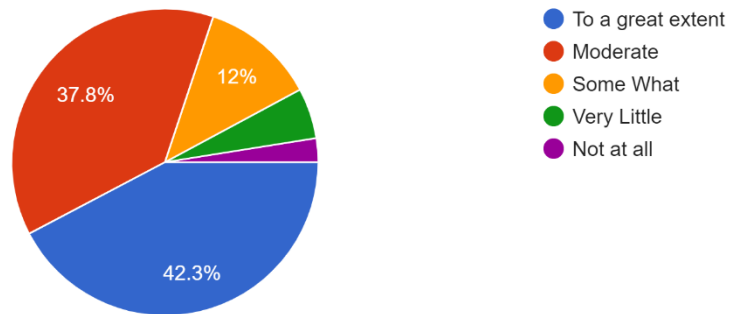
30. The institute has Student Council & representation of students on academic & administrative bodies/ committees of the institution

351 responses



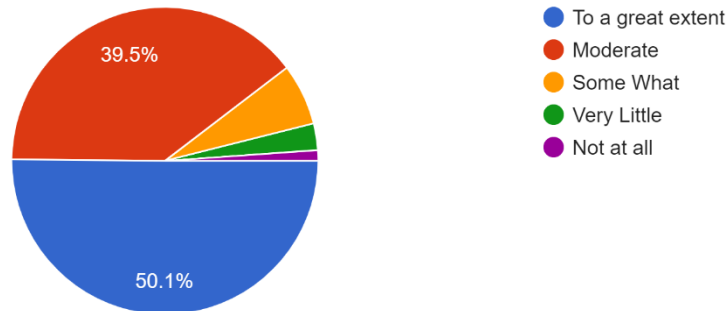
31. Welfare schemes for students like scholarships, fellowships, etc. are available.

357 responses



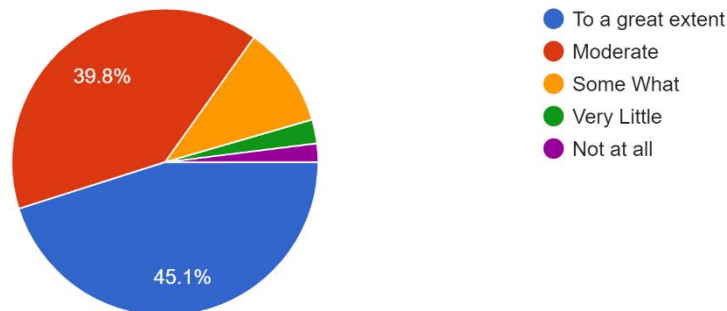
32. The institute promotes Gender Equity, Environmental Consciousness and Sustainability/  
Alternate Energy initiatives

357 responses



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

357 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) Make teaching a two way interaction
- 2) Develop the infrastructure
- 3) We need to visit natural places.
- 4) Provide great placements after graduation
- 5) Industrial visits should be increased
- 6) Use better graphics and visual media to engage student well.