Internal Quality Assurance Cell

2016-2017

STUDENT SATISFACTION SURVEY REPORT

Hassaram Rijhumal College of Commerce and Economics, commonly known as H.R. College, is located in Churchgate, Mumbai. It is run by the Hyderabad National Collegiate Board and is affiliated to the University of Mumbai.

At H.R. College our goal is to pursue global standards of excellence in teaching learning, extension activities and research endeavours through capacity building quality initiatives. The college has an enrolment of more than 6000 students across its junior college and degree college where it offers B.Com, B.M.S., B.A.F., B.F.M., B.B.I., B.M.M., B.Voc at undergraduate level and M.Com in banking and insurance, business management and advanced accounting at post graduate level. It also offers Ph.D. courses in business economics and business policy and administration.

The Internal Quality Assurance Cell (IQAC) at H.R. College is composed of various faculty members and representatives of the management, industry and student body. The primary aim of IQAC is to promote quality in institutional functioning. The goal is to adopt measures that improve quality through institutionalization of best practices. It plays the role of a significant administrative body that is responsible for ensuring the maintenance of quality in different areas, with the aim to improve the academic and administrative performance of the college.

In order to obtain feedback from the student body and accurately identify and analyse areas of improvement, IQAC conducts an annual 'Student Satisfaction Survey' gauging the level of satisfaction of the student body with respect to the facilities and functioning of the college. The outcome of the survey serves as a base for future planning.

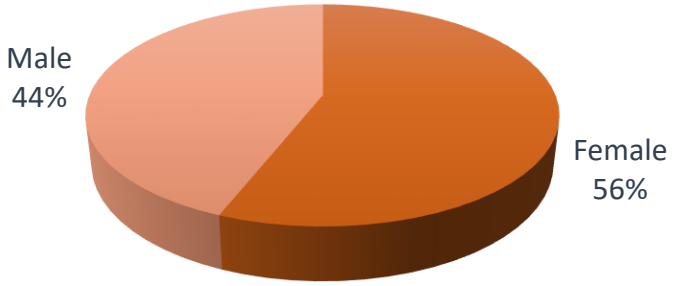
Data Collection and Analysis

The survey is prepared and conducted by Internal Quality assurance Cell (IQAC) with the support of heads and coordinators of all departments. Feedback forms were distributed to the student population through various modes including online forms and printed forms distributed and collected after college hours. There were 639 respondents to the survey conducted. The students were asked to include any additional suggestions that they would like implemented.

The responses obtained were compiled in a spread sheet, analysed and logical conclusions were drawn thereupon. The results of the survey help the college understand the short term as well as long term needs of students, identify deviations if any and initiate remedial action where required.

I. Student Profile

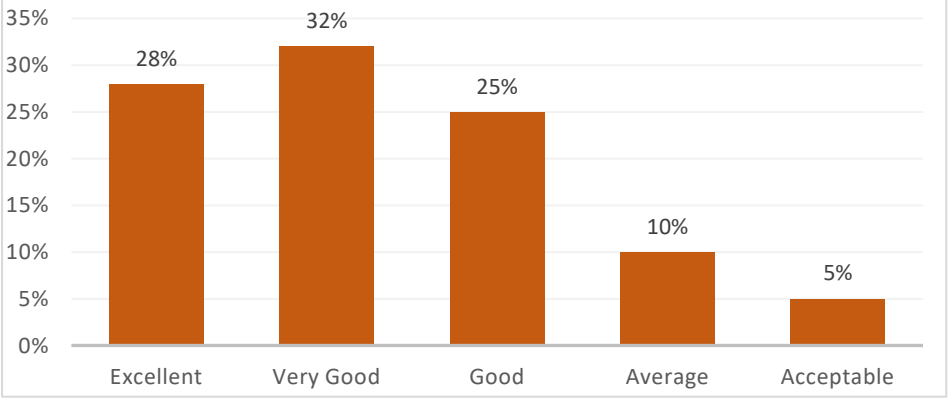
CHART 1: GENDERWISE CLASSIFICATION OF THE STUDENT RESPONDENTS



The chart given above depicts the gender wise classification of students who have responded to the survey. The distribution clearly depicts an equitable balance between both genders. This is in line with H.R. college's aim to have a diverse student body.

II. ACADEMICS

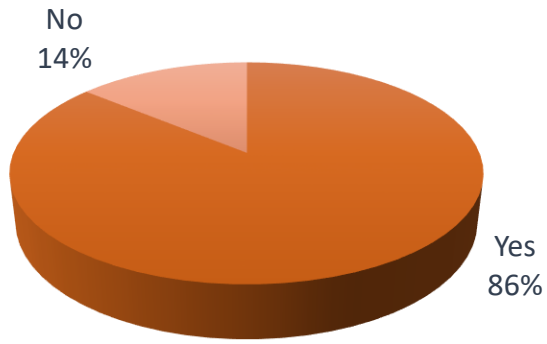
CHART 2: DEGREE OF SATISFACTION WITH RESPECT TO THE TIMELY COMPLETION AND COVERAGE OF SYLLABUS



The chart given above represents degree of satisfaction of respondents with respect to timely completion and comprehensive coverage of the syllabus by the faculty. The response received shows that around 85% of the respondents (28% excellent rating, 32% very good rating and 25 % good rating) were satisfied with the coverage of syllabus by faculty and believed they were able to meet the timelines for syllabus completion effectively. While 15% (10% average rating and 5% acceptable rating) respondents believed there was scope of improvement in this avenue.

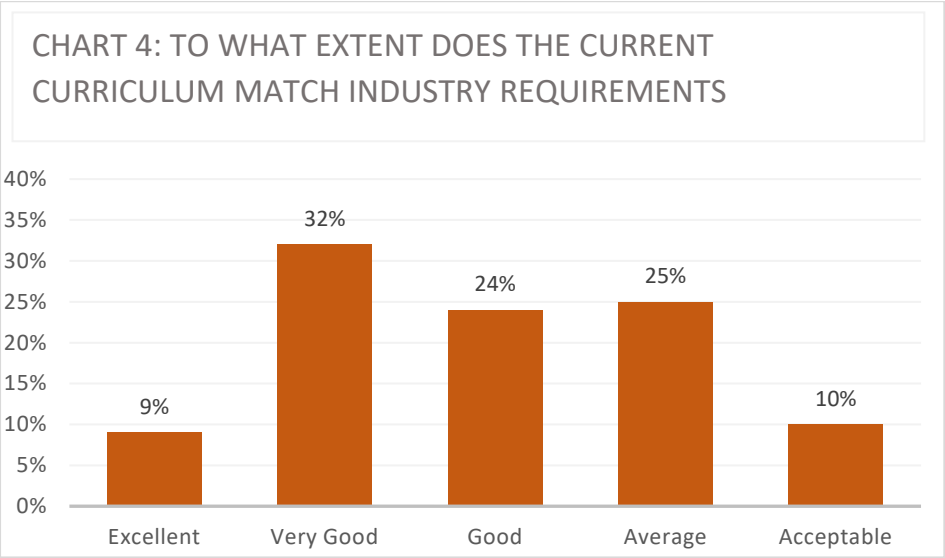
H.R. College has a vision to create world class centres of excellence that influence the future by providing quality education. The faculty endeavour to complete the syllabus well in advance providing students with adequate time for revision.

CHART 3: ARE YOU SATISFIED BY THE FACULTY'S ABILITY TO EXPLAIN CONCEPTS AND RESOLVE DOUBTS



The chart given above depicts the satisfaction level of respondents with respect to faculty's ability to effectively explain concepts and resolve doubts. 86% of the respondents responded in agreement of the faculty's ability to explain concepts and resolve doubts, whereas 14% believed there was scope for improvement.

H.R. College employees some of the most reputed and qualified faculties. The college's stellar faculty development programs provide faculties opportunity to constantly upgrade their skills and add to their knowledge reservoir. The college promotes experiential learning and implements innovative learning techniques to deliver a holistic learning experience for its students. The teachers are available during as well as after lectures to help students with their queries and doubts.

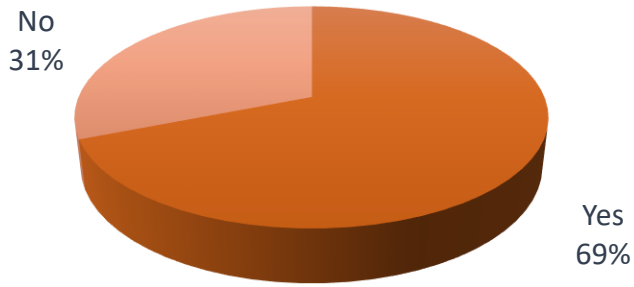


The chart given above displays the sentiment of the student body towards the curriculum's ability to meet the current industry requirements. 9% of the respondents believed that the curriculum was effective in meeting the requirements of industry and there were no gaps. 32% of respondents believed that the curriculum was satisfactorily able to meet these requirements. 24% believed that the curriculum was fairly good in this aspect. 25% students rated the curriculum average in its ability to meet expectations of industry. 10% believed there was scope of improvement and provided the curriculum an acceptable rating.

H.R. College prides itself on the success of its alumni in the industry. To uphold the standard of education and ensure that its students are well-equipped to take advantage of the opportunities offered in their professional lives, the college endeavours to supplement classroom teaching with various seminars, guest lectures from eminent personalities and industry leaders and holds conferences to further aid interaction.

III. GROWTH OPPORTUNITIES

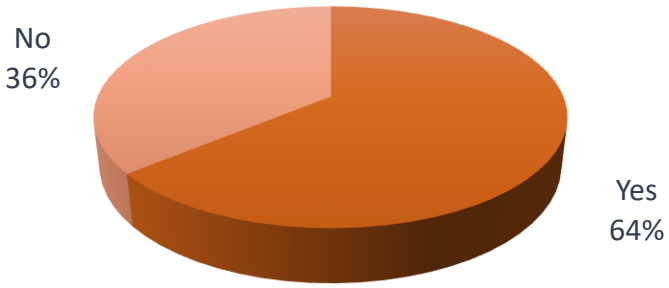
CHART 5: DO YOU FEEL THE COLLEGE GIVES YOU ADEQUATE OPPORTUNITIES FOR INDUSTRIAL VISITS



The chart given above depicts the satisfaction level of students with respect to conduct of industrial visits by college. Around 69% respondents believed the college provided adequate opportunities for industrial visits, while 31% believed there was a scope of improvement in the area and college should conduct more industrial visits.

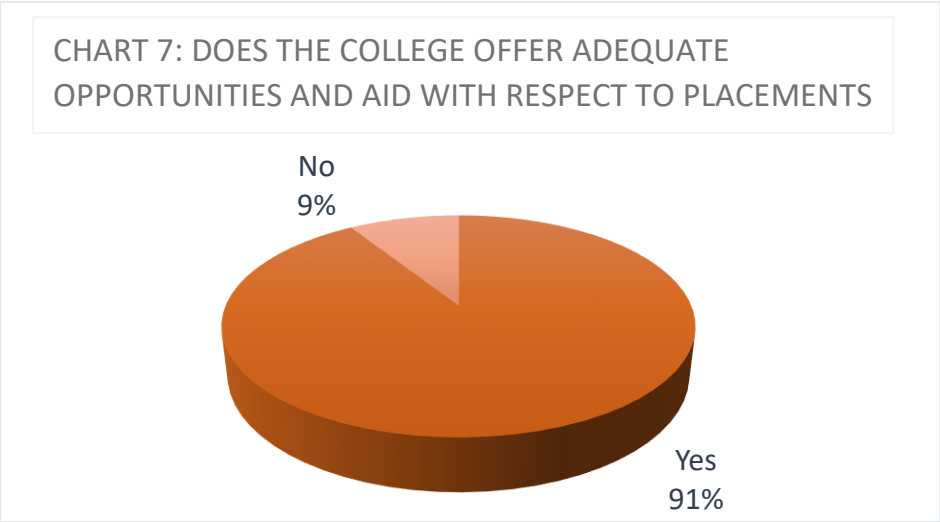
The Commerce and Management Society (CAMS) of H.R. College focuses on extending training and development opportunities to student. It hosts various corporate workshops, guest lectures, panel discussions and training programs for the benefit of students.

CHART 6: ARE YOU SATISFIED BY THE INTERNSHIP OPPORTUNITIES OFFERED BY THE COLLEGE



The chart given above depicts the satisfaction level of students with respect to internship opportunities provided by the college. Around 64% of the respondents were satisfied with the internship opportunities provided by the college. 36% of respondents felt that the college needed to organise more internship drives.

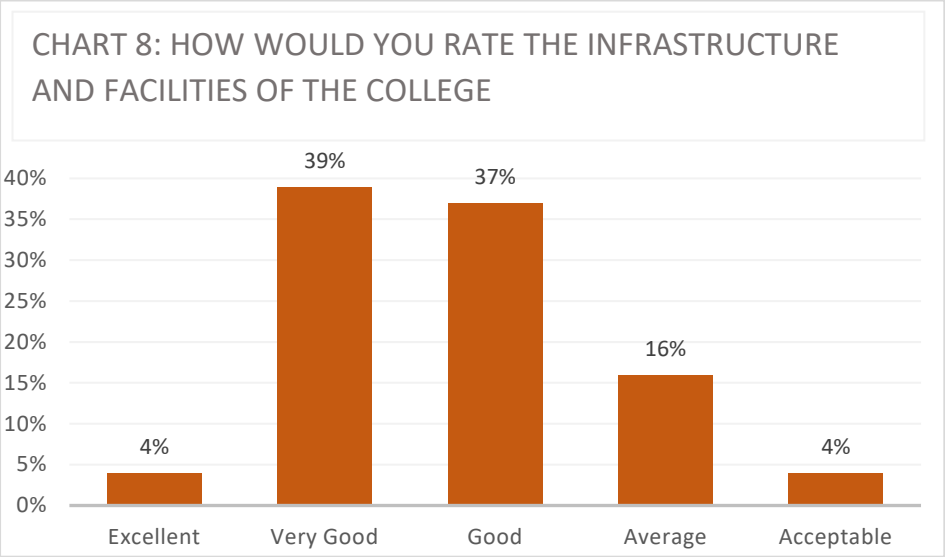
The college strongly encourages the students to pursue at least one corporate internship as well as one NGO internship in the three years of their undergraduate programme. The Placement Cell of H.R. College aids students in seeking internships in fields preferred by them. Some of the prominent companies that visit the campus with internship offers are KPMG, Deloitte, EY, PWC ASAPP Media and Kotak Mahindra bank.



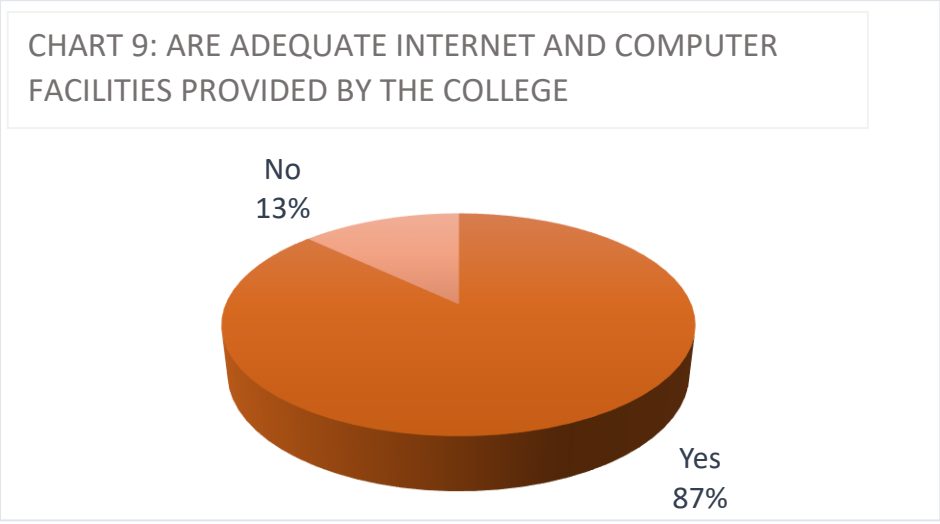
The chart given above depicts the satisfaction level of students with respect to placement opportunities offered by H.R. College post completion of the degree. Around 91% of respondents were satisfied with the placement opportunities provided by the college.

The Placement Cell of H.R. College represents the college in the industry, it grooms students to be industry ready & assist students to get lucrative job opportunities in the field of their choice. HR pulse workshop is conducted by the placement cell for third year students providing them a platform to hone their interviewing skills.

IV. FACILITIES AND AMENITIES

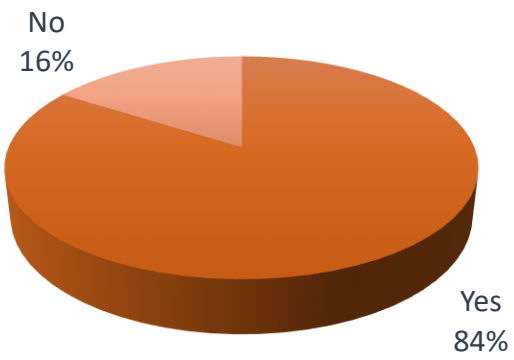


The chart given above depicts the student body sentiment towards the infrastructure and facilities of the college. 4% rated the infrastructure and facilities of the college "excellent", 39% rated it "very good" and 37% rated it "good". 16% of the respondents rated the facilities and infrastructure to be "average" while 4% rate it "acceptable" showcasing room for improvement.



The chart given above depicts sentiment of student body towards digital resources provided by the college such as access to internet and computers. 87% of the respondents have displayed that they find the resources to be sufficient. The college hosts a computer lab with over 20 computers. Moreover, the college also provides Wi-Fi access across the campus.

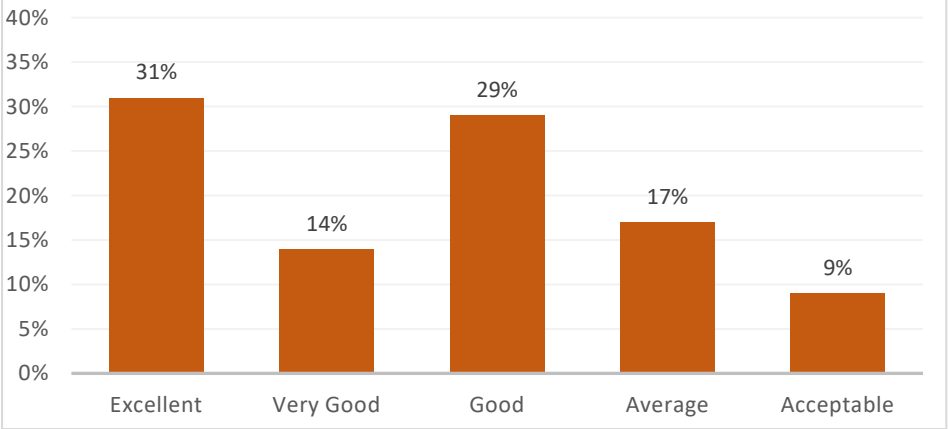
CHART 10: ARE RESOURCES AND BOOKS IN THE LIBRARY RELEVANT AND EASILY ACCESSIBLE



The chart given above depicts sentiment of student body towards adequate resources being available in the college library. 84% of the students are satisfied with the resources available in the library.

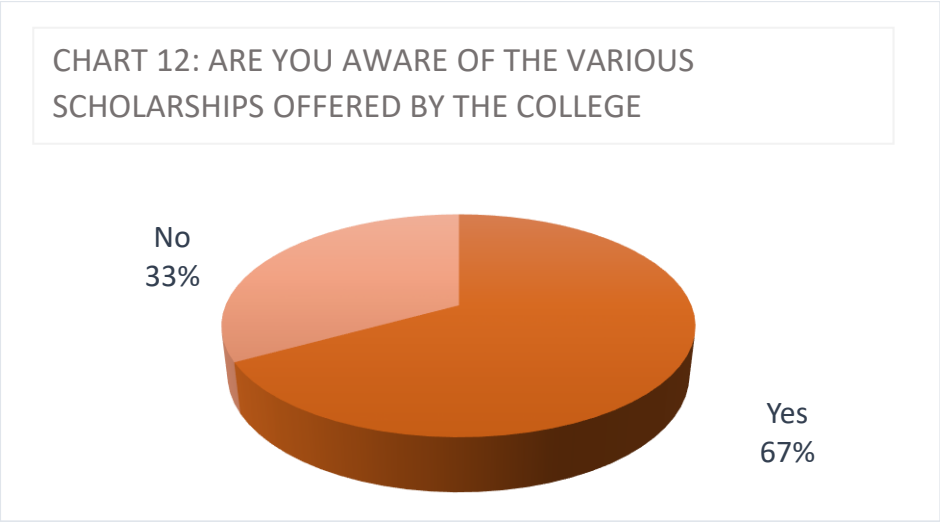
The college annually updates its resource and database. Several reference books and research journals are added to the existing collection each year. H.R. College also has a digital library and resource centre that stores a digital repository of various e-databases, e-books, e-journals and multimedia learning resources. It is also equipped with research software and digital repository of institutional reports to aid students with their research assignments.

CHART 11: HOW WOULD YOU RATE OPPORTUNITIES FOR HOLISTIC DEVELOPMENT THROUGH PARTICIPATION IN EVENTS, CLUBS AND FORUMS OFFERED BY THE COLLEGE



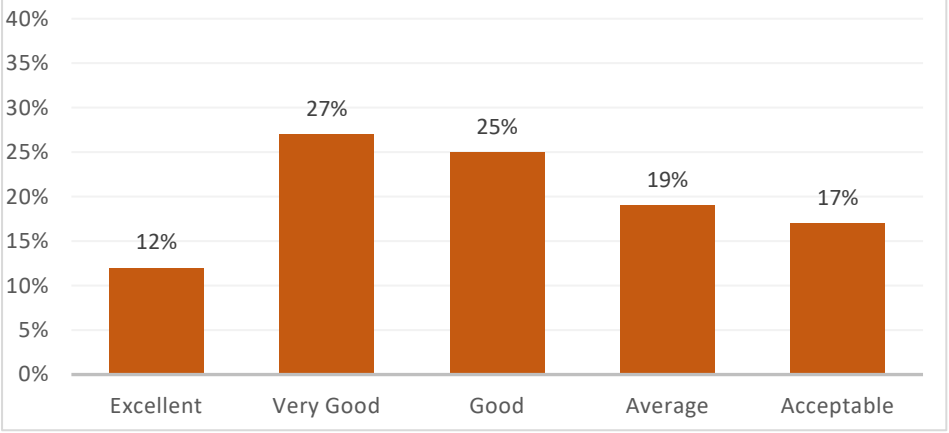
The chart given above clearly displays the extensive range of extra-curricular activities and development opportunities offered to students at H.R. College. 31% of the respondents rated the college excellent and believed it provided adequate opportunities for holistic development. 14% rated the college very good in this aspect, followed by 29% rating the college good, they believed the college faired satisfactorily in this criteria. 17% respondents rated the college average in this aspect while 9% rated it acceptable showcasing room for improvement.

H.R. College believes that academic curriculum needs to be supplemented with extracurricular learning to develop well rounded students. Student participation in events, seminars and fests is highly encouraged. The college has various clubs students can join, such as, Public speaking and debating society, Placement cell, Research cell etc.



The above chart represents the degree of awareness among the students about various scholarships offered by the college and its collaboration with other universities. As evident from the chart above only 67% of the respondents were familiar with these opportunities. The college's current communication system needs to be made more robust or supplemented with alternate methods.

CHART 13: HOW WOULD YOU RATE THE ACADEMIC GUIDANCE AND PERSONAL COUNSELLING SERVICES OFFERED BY THE COLLEGE



The above chart depicts the student body sentiment in respect of counselling and guidance facilities offered by the college. Around 64% of the respondents (comprising of 12% rated excellent, 27% rated very good, 25% rated good) were satisfied with the quality of these services offered by college however 36% of the respondents (comprising of 19% rated average and 17% rated acceptable) found these services had a scope of improvement.

The college works towards ensuring that the students have appropriate academic guidance as well as a need based personal counselling facility. The college has committees like Special Cell that work towards providing required academic assistance to students who need extra attention and help. The cell ensures that students are provided appropriate assistance and guidance on exam and academic performance related matters. The Special Cell also conducts remedial lectures after class hours with teachers who help students in particular subjects. Its activities include counselling assistance to students as an important part of the association's work.

V. SUGGESTIONS

The survey included a section where the students could add additional comments or suggestions that they would like the college to consider and implement. The suggestions provided by the students have been taken under the advisement of the college. Steps have been taken by the administration to implement the same.

VI. CONCLUSIONS AND FINDINGS

The survey responses and feedback provided by the respondents covered various aspects such as curriculum enhancements, project ideas and amenities and resources available to the students. The college has analysed this data to gain insights into the mindset of the student body and understand their needs and concerns and identify areas of improvement.

On the academic front the students have displayed their satisfaction with the curriculum provided by the college and the expertise of the faculty. The students were content with the coverage and timely completion of the syllabus, few respondents felt that there was an opportunity to bridge the gap between the current syllabus and the requirements of the industry.

The students appeared to be content with the growth opportunities provided by college in form of internships, placements and industrial visits however few students expressed they would like for more industrial visits to be conducted.

There appears to be adequate contentment among students with regards to the facilities and amenities provided by the college.

The college is happy to note that on an overall basis the student body displays a positive sentiment towards the college.

The IQAC sincerely thanks all the members of the management, principal and heads of the departments and staff coordinators for their cooperation in conduct of the survey. IQAC also extends a sincere thanks to all students for their active participation in survey and their valuable feedback.