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STUDENT SATISFACTION SURVEY REPORT 2018-2019

H.R. COLLEGE OF COMMERCE AND ECONOMICS

Accredited 'A' Grade by NAAC

INTERNAL QUALITY ASSURANCE CELL

H.R. College of Commerce and Economics

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.

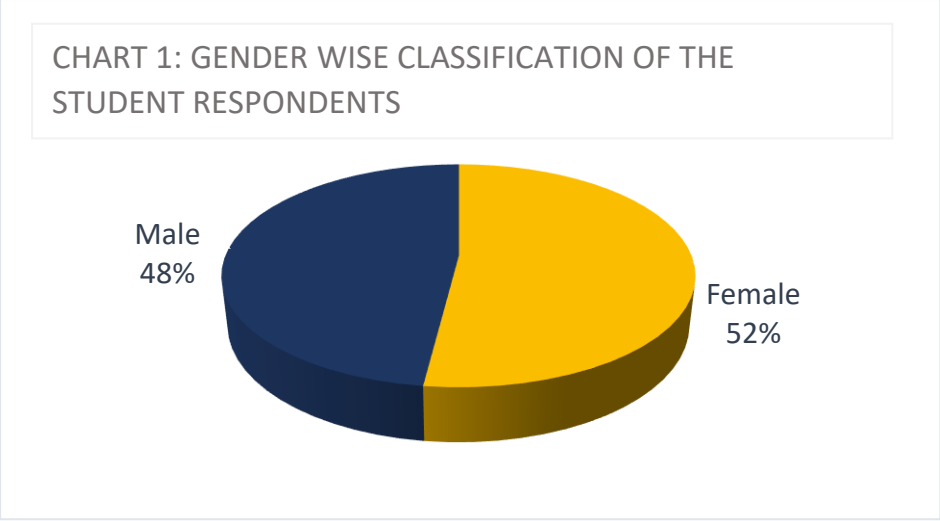
In order to obtain feedback from the student body and accurately identify and analyse areas of improvement, IQAC conducts an annual 'Student Satisfaction Survey' gauging the level of satisfaction of the student body with respect to the facilities and functioning of the college. The outcome of the survey 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 876 respondents to the survey conducted. The students were asked to include any additional suggestions that they would like implemented.

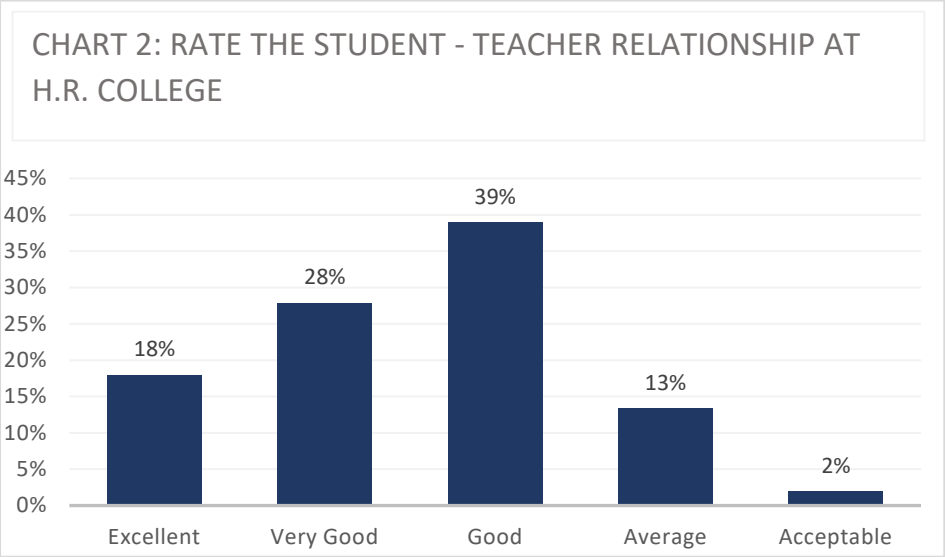
The responses obtained were compiled in a spread sheet, analysed and logical conclusions were drawn thereupon. The results of the survey help the college understand the short term as well as long term needs of students, identify deviations if any and initiate remedial action where required.

Student Profile



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.

I. ACADEMICS



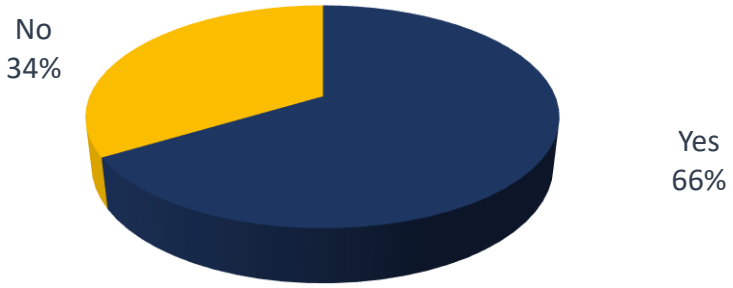
The chart given above represents student body sentiment in respect of student-faculty relationship at the college. The response received shows that around 85% of the respondents (18% excellent rating, 28% very good rating and 39% good rating) were satisfied with the relationship they shared with the faculty. While 15% (13% average rating and 2% acceptable rating) respondents believed there was scope of improvement.

The faculty ensures that they facilitate not only the academic development of the student but also contribute to their overall development. The faculty at the college ensures students to have sufficient time to revise, raise doubts and have concepts cleared before their examinations.

The teachers also endeavour to use innovative teaching styles that include going beyond the textbook to ensure that the students not only understand the study material but are also able to apply them.

The teachers also encourage students to participate in various events and competitions and join college clubs that suit their interests.

CHART 3: DOES THE COLLEGE PROVIDE ADEQUATE RESOURCES AND OPPORTUNITIES FOR RESEARCH

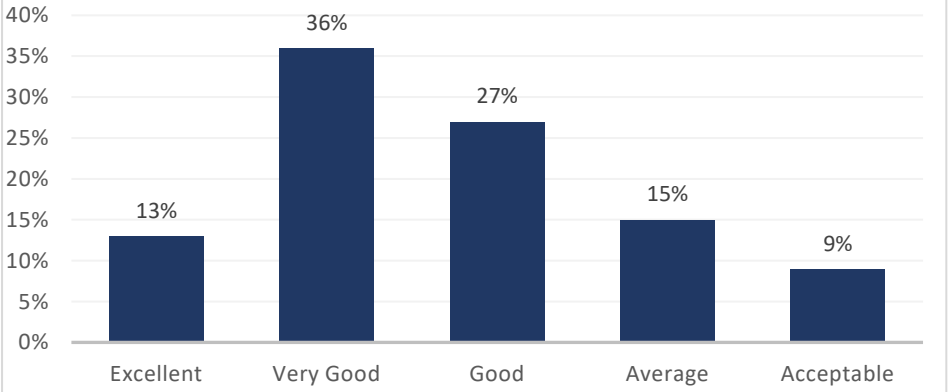


The chart given above depicts the satisfaction level of respondents with respect to research support and opportunities provided by the college. 66% of the respondents were content with the research facilities and opportunities offered by the college, whereas 12% believed there was scope for improvement.

The college focuses on encouraging research-based learning among the students. To aid this goal several resources are provided to the students. The library of the college is equipped with various periodicals, journals and books assisting students in their research endeavours.

Research Cell of H.R. College is widely credited for promoting research acumen among students. Student research has grown substantially in the form of Ph.D.'s and winning several inter-collegiate research competitions. The cell conducts various workshops and seminars on best research practices.

CHART 4: TO WHAT EXTENT DOES THE CURRENT CURRICULUM MATCH INDUSTRY REQUIREMENTS

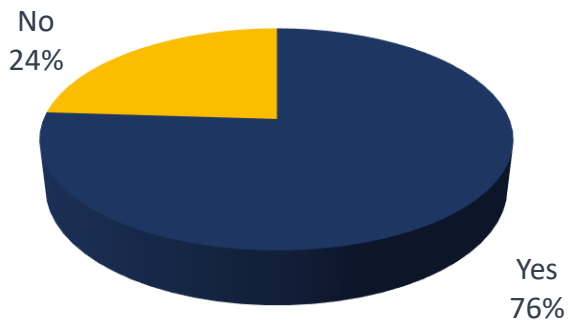


The chart given above sentiment of student body towards the curriculum's ability to meet the current industry requirements. 13% of the respondents believed that the curriculum was effective in meeting the requirements of industry and there were no gaps. 36% of respondents believed that the curriculum was satisfactorily able to meet these requirements. 27% believed that the curriculum was fairly good in this aspect. 15% students rated the curriculum average in its ability to meet expectations of industry. 9% believed there was scope of improvement and provided the curriculum an acceptable rating.

Over the years the college has witnessed several alumni ascend to industry leaders across various sectors, one of the key contributing factors to the success of the college's ability to do so is its constant efforts towards providing the students with a curriculum and experience that equips them with the skills required to perform well in their careers. The college strives to strike a balance between industry requirements and academia. Over the years the college has also introduced various certification courses to bridge the gap between the syllabus and dynamic requirements of the industry. Various seminars, guest lectures and conferences are organized at frequent intervals which are presided over by eminent personalities, providing the students an opportunity to interact with industry leaders.

II. GROWTH OPPORTUNITIES

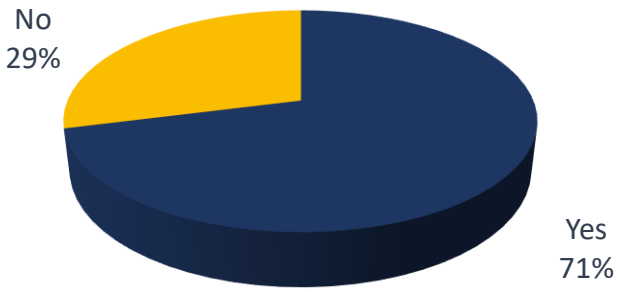
CHART 5: DO YOU FEEL THE COLLEGE GIVES YOU ADEQUATE OPPORTUNITIES FOR INDUSTRIAL VISITS



The chart given above depicts the satisfaction level of students with respect to conduct of industrial visits by college. Around 76% respondents believed the college provided adequate opportunities for industrial visits, while 24% believed there was a scope of improvement in the area and college should conduct more industrial visits.

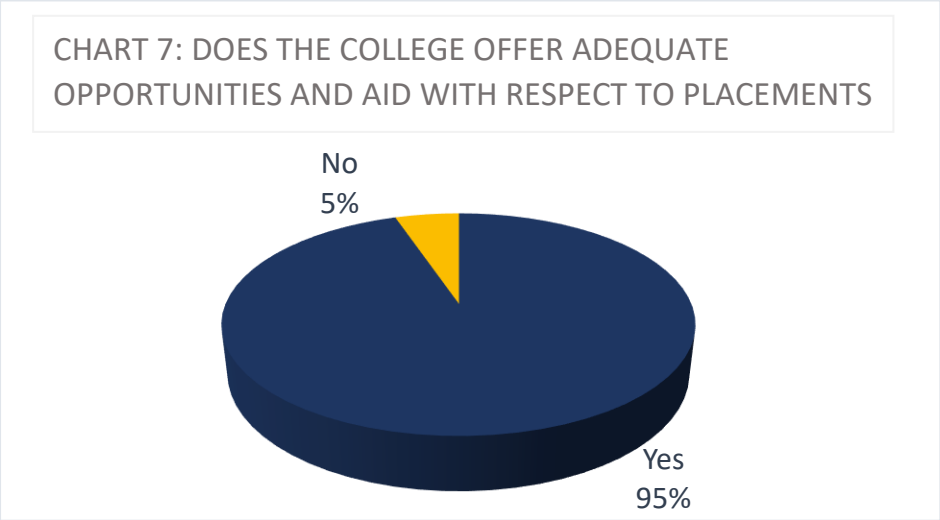
The Commerce and Management Society (CAMS) of H.R. College focuses on extending training and development opportunities to student. All programs are designed with the motive of giving students the essence of the corporate world thereby enhancing their experiential and participative learning.

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 71% of the respondents were satisfied with the internship opportunities provided by the college. 29% of respondents felt that the college needed to organise more internship drives.

H.R. College encourages students to get practical experience and exposure along with academia. The college strongly recommends 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 assists students in securing internships in various fields of their interest. Some of the prominent companies that visit the campus with internship offers are KPMG, Deloitte, EY, PWC ASAPP Media and Kotak Mahindra bank.



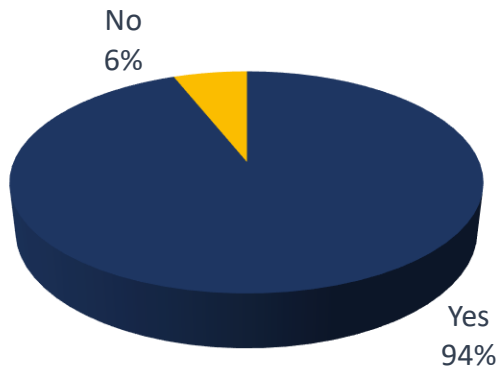
The chart given above depicts the satisfaction level of students with respect to placement opportunities offered by H.R. College post completion of the degree. Around 95% of respondents were satisfied with the placement opportunities provided by the college.

The Placement Cell goes beyond providing final placements by engaging with companies on various fronts namely, Internship Drives for first year and second year students, and Article assistance for the aspiring CAs. HR pulse workshop is conducted by the placement cell for third year students providing them a platform to hone their interviewing skills.

The placement cell of H.R. college spearheads the placement drive at the college, it is a team of 30+ dedicated members working under the guidance of Dr. Navin Mukesh Punjabi, Vice Principal & Director Placement Cell.

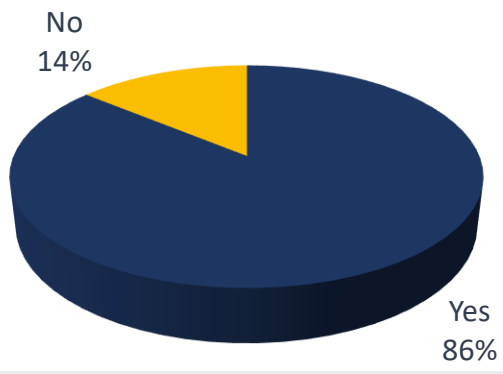
III. FACILITIES AND AMENITIES

CHART 8: ARE ADEQUATE INTERNET AND COMPUTER FACILITIES PROVIDED BY THE COLLEGE



The chart given above depicts sentiment of student body towards digital resources provided by the college such as internet access and computers. 94% 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 9: ARE RESOURCES AND BOOKS IN THE LIBRARY RELEVANT AND EASILY ACCESSIBLE



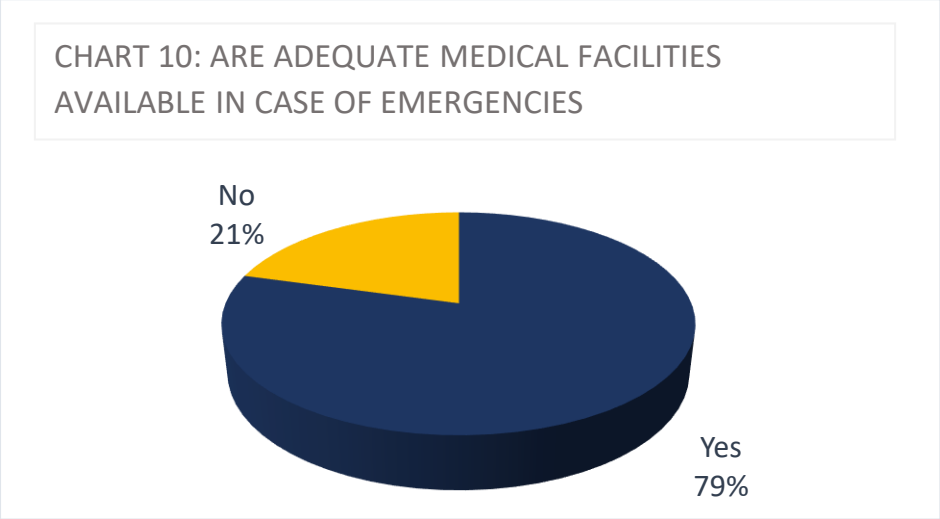
The chart given above depicts sentiment of student body towards adequate resources being available in the college library. 86% of the students are satisfied with the resources available in the library.

The Library of H.R. College is committed to providing information leading towards excellence in commerce and business education. The library carries a collection of 59000+ books, 62 periodicals, 850+ audio visual resources and access to various databases such as NLIST, JCATE, IDI, CBM.

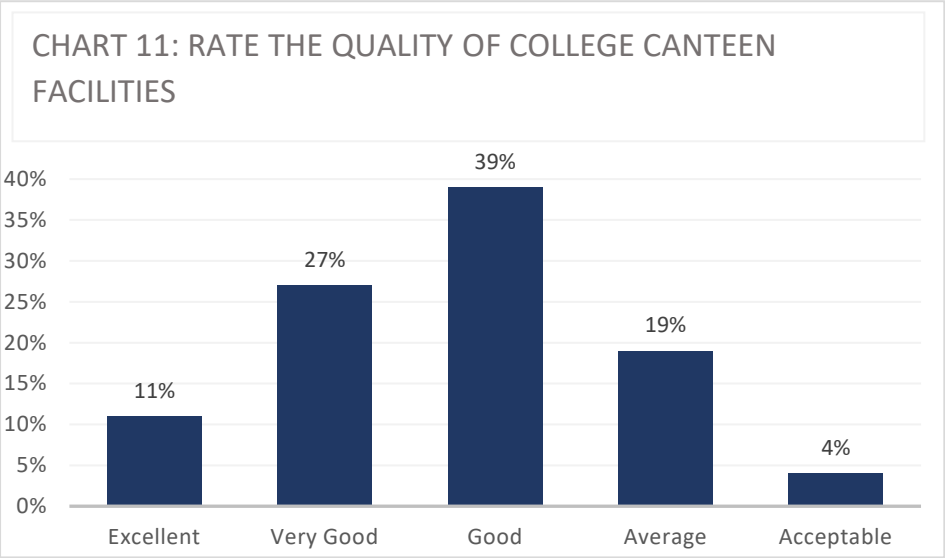
H.R. College also has a digital library and resource centre that stores a digital repository of various e-databases, e-books, e-journals and multimedia learning resources.

The library is also equipped with research software and digital repository of institutional reports to help students gather multifaceted knowledge and aid them with enhanced research-based learning. A yearly upgradation of the library resources is undertaken by the college.

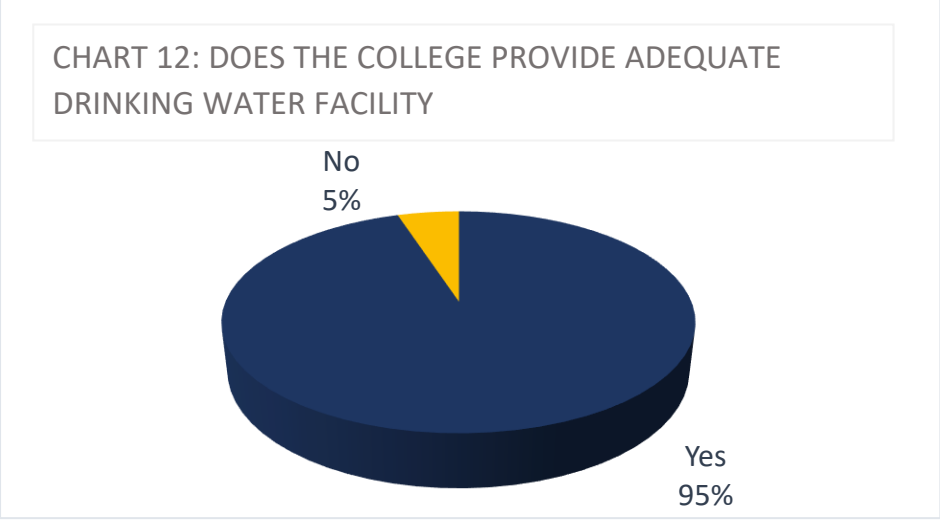
Other Facilities



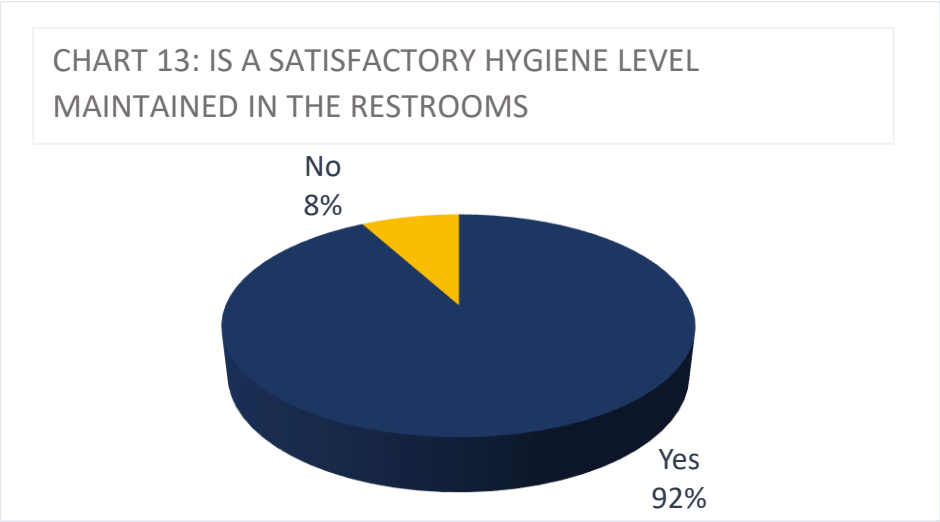
The chart depicts that 79% of the student body is confident of the medical facilities housed by the college and its preparedness in case of emergencies, whereas 21% find the facilities inadequate and wish for improvements.



The chart given above depicts the student body sentiment towards the canteen facilities of the college. 11% rated the canteen facilities of the college excellent, 27% rated it very good and 39% rated it good. 19% of the respondents rated the facilities to be average while 4% rated it acceptable, showcasing room for improvement. The students also offered various suggestions with regards to the canteen facilities which have been taken into consideration by the college.



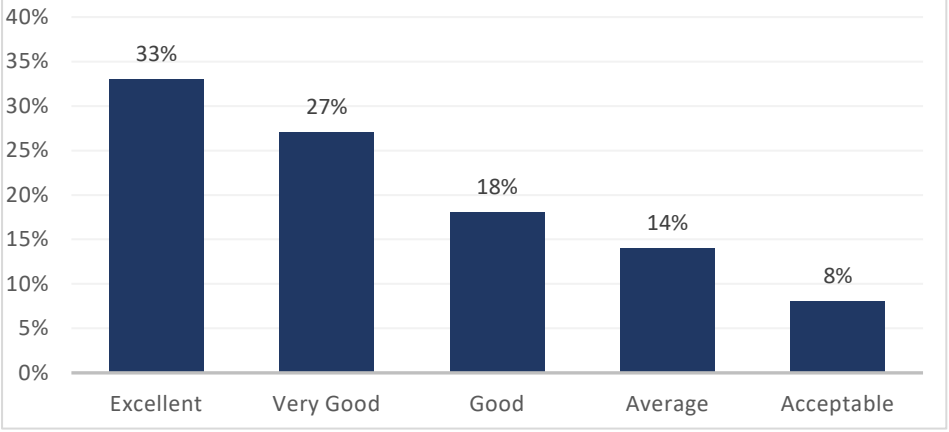
The chart above clearly depicts that the students are satisfied with the drinking water facilities provided in the college premises. Water dispensers are provided at every story of the college to provide students with easy access to clean drinking water. Around 95% of student respondents found the drinking water facility provided by college to be adequate.



The above chart depicts the respondent's satisfaction level in respect of maintenance of restroom. Around 92% were satisfied with the cleanliness of restroom however around were 8% were dissatisfied with the maintenance of restroom and called for improvement.

IV. STUDENT WELFARE

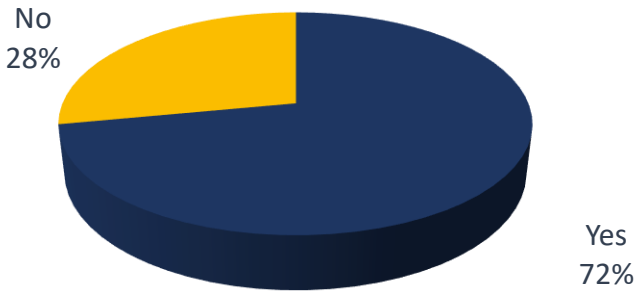
CHART 14: HOW WOULD YOU RATE OPPORTUNITIES FOR HOLISTIC DEVELOPMENT THROUGH PARTICIPATION IN EVENTS, CLUBS AND FORUMS OFFERED BY THE COLLEGE



The chart given above depicts the student body sentiment towards the opportunities for holistic development offered by college through participation in events, clubs and forums. 33% of the respondents rated the college excellent and believed it provided adequate opportunities for holistic development. 27% rated the college very good in this aspect, followed by 18% rating the college good, they believed the college faired satisfactorily in this criterion. 14% respondents rated the college average in this aspect while 8% rated it acceptable showcasing room for improvement.

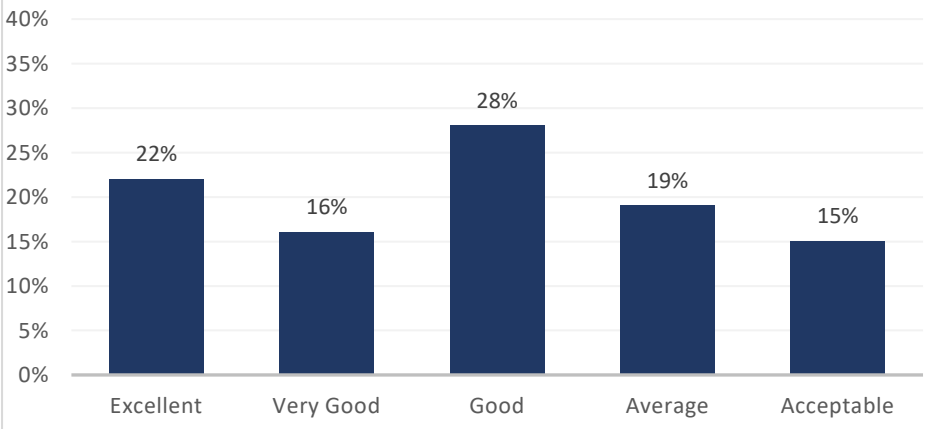
H.R. College endeavours to provide its students opportunities for holistic development. Apart from quality class room education it offers students platforms and forums to explore varied interests and learn new skills via committee participation, events, seminars and fests. The college has various committees, it has around 15 clubs at junior college level and 31 clubs at degree college level that are open for student participation. There are various clubs spanning different fields, Public speaking and debating society, Placement cell, Research cell, The entrepreneurship and incubation cell are a few of the prominent clubs lead by students at H.R. College.

CHART 15: ARE YOU AWARE OF THE VARIOUS SCHOLARSHIPS OFFERED BY THE COLLEGE



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 72% of the respondents were familiar with these opportunities. The college needs to come up with a system to disseminate this information more effectively to ensure that all students are able to take benefit of such opportunities.

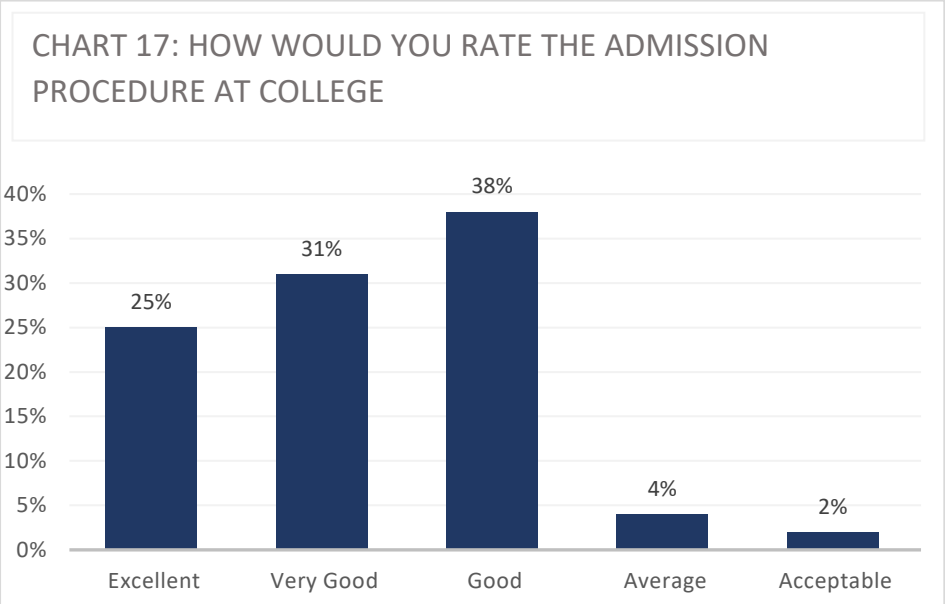
CHART 16: HOW WOULD YOU RATE THE ACADEMIC GUIDANCE AND PERSONAL COUNSELLING SERVICES OFFERED BY THE COLLEGE



The above chart depicts the student body sentiment in respect of counselling and guidance facilities offered by the college. Around 66% of the respondents (comprising of 22% rated excellent, 16% rated very good, 28% rated good) were satisfied with the quality of these services offered by college however 34% of the respondents (comprising of 19% rated average and 15% rated acceptable) found these services had a scope of improvement.

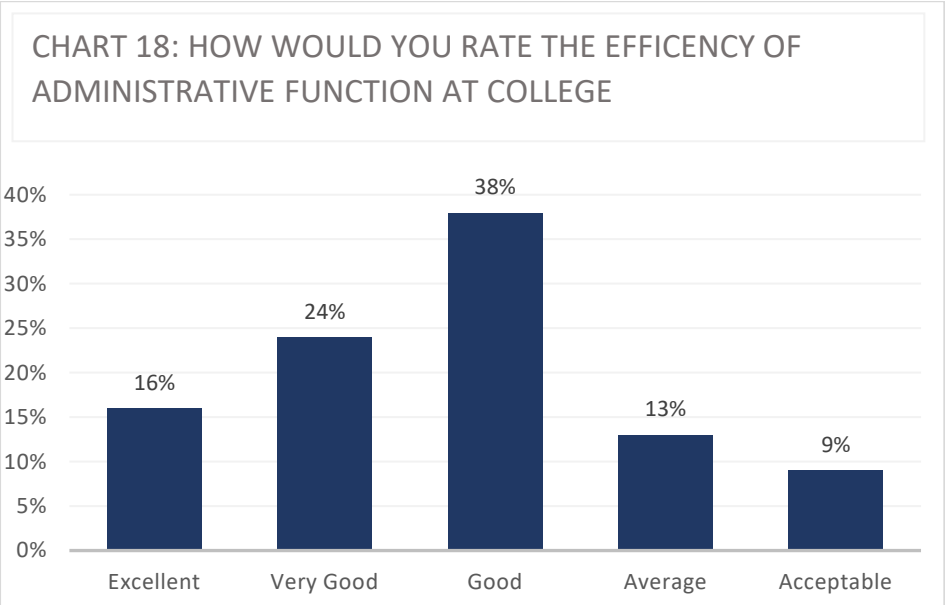
The college works towards ensuring that the students have appropriate academic guidance as well as a need based personal counselling facility. The college has committees like Special Cell that work towards providing required academic assistance to students who need extra attention and help. The cell 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. GOVERNANCE AND MANAGEMENT

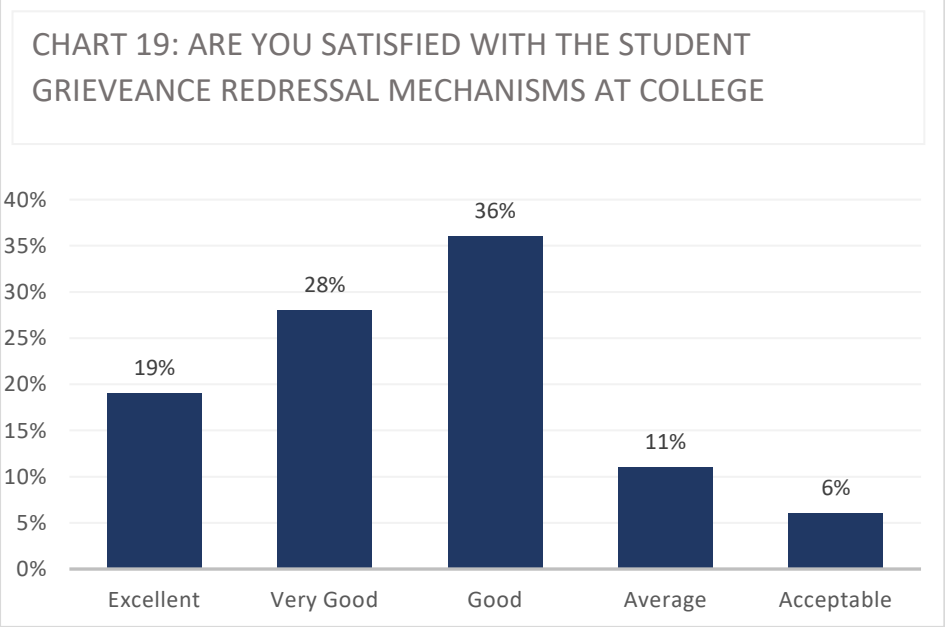


The above chart depicts student satisfaction level in respect to admission procedure. Around 94% of the respondents were satisfied with the admission procedure while 6% believed there was scope of improvement.

The college strives to ensure smooth flow of admission procedure. The Sports Council along with The Students' Council manages and conducts internal and external admission procedure for over 6,000 students. This includes the declaration of merit lists, verification of documents, assisting parents and students with their doubts and the collection of fees over a span of 3 months. All details of form, documents required, merit lists and other relevant information are hosted oh the college website.



The above chart depicts the student body sentiment in respect of the administrative efficiency of the college. Around 78% of the respondents were satisfied with college administration's performance while 22% believed the college administration required improvement. The administrative team of the college works hard to ensure smooth flow of day-to-day activities, to deliver the best possible experience to its students.



The above chart depicts the student body sentiment in respect of efficiency of the student grievance redressal mechanism at college. Around 83% of the respondents

(comprising of 19% rated excellent, 28% rated very good and 36% rated good) found the present mechanism to be efficient and effective.

As per Maharashtra Public Universities Act, 2016 Uniform Statute No. 5 of 2019, the college has formed College Grievance Redressed Cell (CGRC) to resolve Student Grievances. The committee is headed by I/C Principal Dr. Pooja Ramchandani with Dr. Geeta Nair being the member secretary of the committee and Ms Anjalli Vachhani its member. The details of the committee are present on the college website along with a form which can be used to file a complaint/ grievance.

VI. 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 included inter alia, additional seminars from eminent industry leaders, increased industrial visits and field trips, better canteen facilities, improved communication with the student body with respect to notices, awards, scholarships, better maintenance of restrooms etc.

These suggestions have been taken under the advisement of the college. Steps have been taken by the administration to implement the same.

VII. CONCLUSIONS AND FINDINGS

The Internal Quality and Assurance Cell of H.R. College conducts an annual survey to gauge the level of satisfaction among the students with respect to the college and its facilities and to obtain feedback from them on various aspects such as curriculum enhancements, project ideas and amenities and resources. 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 were satisfied with the research support and opportunities provided by the college. The students found the faculty approachable and supportive.

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 students were satisfied with the administrational efficiency of the college and its effort to ensure smooth admission process. The students found the grievance redressal system of the college to be effective and efficient.

The college is delighted 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.