INTERNAL QUALITY ASSURANCE CELL

STUDENT SATISFACTION SURVEY REPORT 2019-2020

H.R. COLLEGE OF COMMERCE AND ECONOMICS

Accredited 'A' Grade by NAAC

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 institution has a robust approach towards feedback and the system is supervised by members of IQAC. 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.

The feedback system allows real-time improvements and teaching learning innovation and overall institutional performance when any deficiencies in or potential improvements to individual components are identified by the stakeholders and need to be addressed rapidly. Evaluation is used to plan future revisions and other improvements in organisational performance. The institution adopts the formative curriculum evaluation model. For this purpose, special feedback forms are made available physically and on the website of the college.

Our approach to continuous curricular evaluation involves planned meetings of student representatives with students, teachers and placement coordinators. Students make their observations on teaching style and content, adherence to the curriculum in special group sessions and the overall facilities of the institution provided to them. Thereafter, grey areas are identified and communicated through feedback. The students also suggest the ways of further improving the overall facility management of the institution. The institution adopts the open-door policy and hence the direct connect with the head of the institution is extended through principalconnect@hrcollege.edu where people can connect and talk about their concerns and for the further enhancement of facilities.

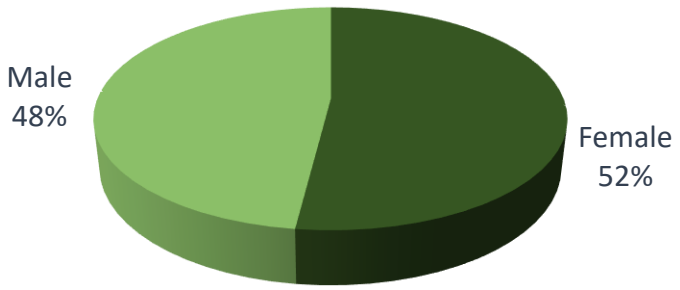
Data Collection and Analysis

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 994 respondents to the survey conducted. The students were asked to include any additional suggestions that they would like implemented.

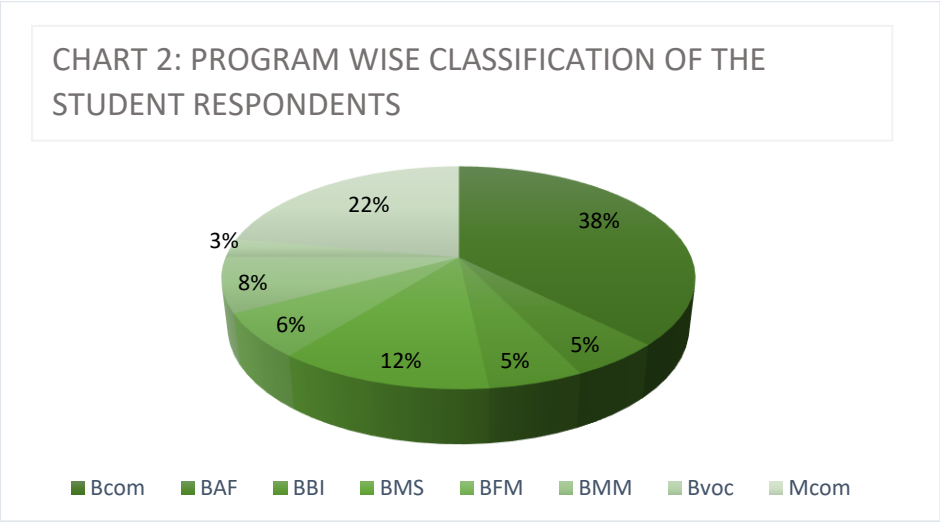
The responses obtained were compiled in a spread sheet, analysed and logical conclusions were drawn thereupon. The results of the survey help the college understand the short term as well as long term needs of students, identify deviations if any and initiate remedial action where required.

Student Profile

CHART 1: GENDER WISE CLASSIFICATION OF THE STUDENT RESPONDENTS

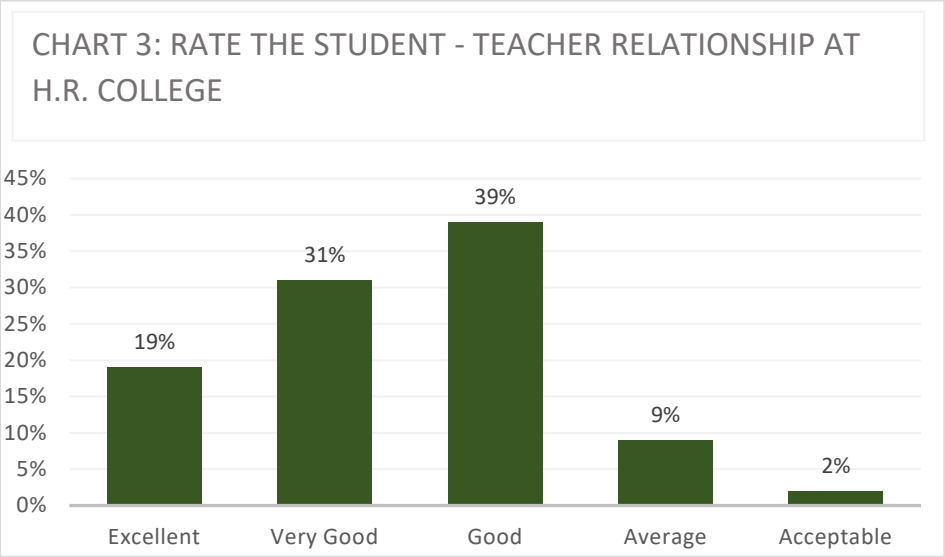


The chart given above depicts the gender wise classification of students who have responded to the survey. The distribution clearly depicts an equitable balance between both genders.



The chart given above depicts the program wise classification of students who have responded to the survey. Of the respondents, 38% were pursuing Bcom, 5% BAF, 5% BBI, 12% BMS, 6% BFM, 8% BMM, 3% Bvoc and 22% Mcom.

I. ACADEMICS



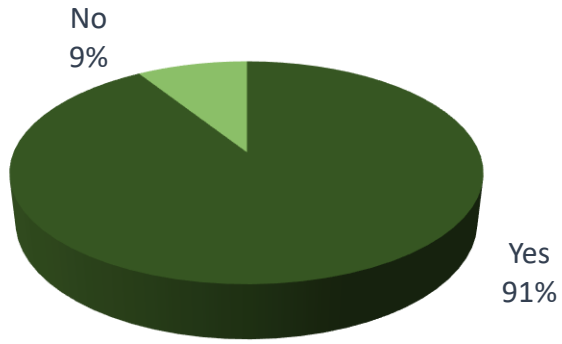
The chart given above represents student body sentiment in respect of student-faculty relationship at the college. The response received shows that around 89% of the respondents (19% excellent rating, 31% very good rating and 39% good rating) were satisfied with the relationship they shared with the faculty. While 11% (9% average rating and 2% acceptable rating) respondents believed there was scope of improvement.

The faculty at H.R. College is dedicated towards ensuring provision of quality education to its students. The faculty ensures that they facilitate not only the academic development of the student but also contribute to their overall development.

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.

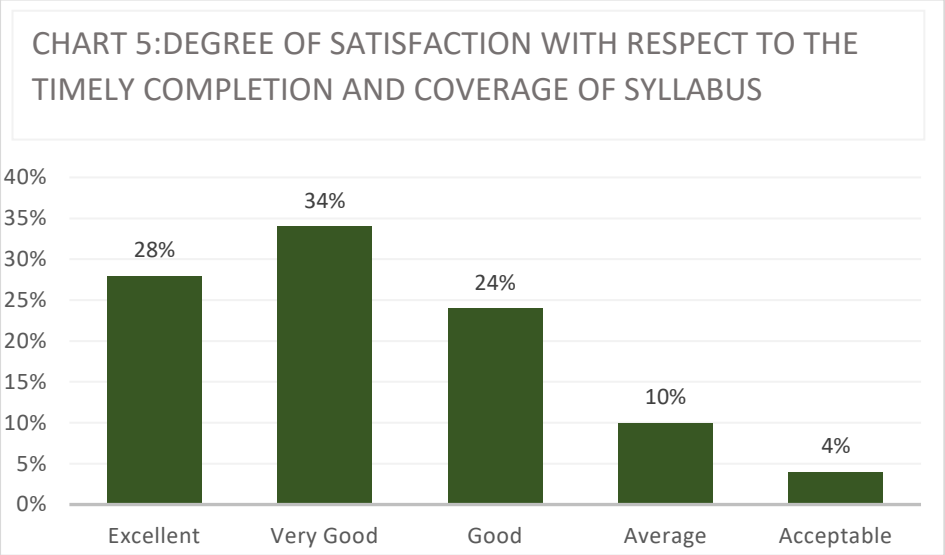
CHART 4: ARE YOU SATISFIED WITH THE FACULTY'S ABILITY TO EXPLAIN CONCEPTS AND RESOLVE DOUBTS



The chart given above depicts the satisfaction level of respondents with respect to faculty's ability to effectively explain concepts and resolve doubts. 91% of the respondents responded in agreement of the faculty's ability to explain concepts and resolve doubts, whereas 9% 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 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 86% of the respondents (28% excellent rating, 34% very good rating and 24 % 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 14% (10% average rating and 4% acceptable rating) respondents believed there was scope of improvement in this avenue.

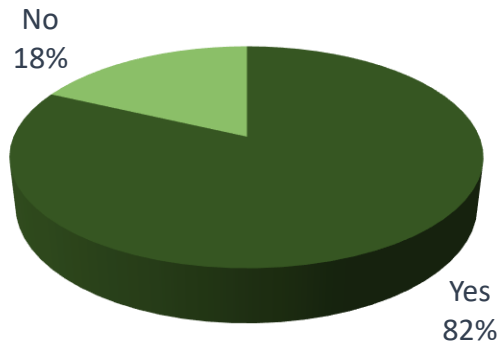
The faculty at the college ensures students to have sufficient time to revise, raise doubts and have concepts cleared before their examinations.

ENROLLMENT IN CERTIFICATE PROGRAMES OFFERED BY THE INSTITUTE

The college offers various certificate programs in partnership with other organizations. 14 students of the college have undertaken certificate courses with the college for the academic year 2019-2020.

II. GROWTH OPPORTUNITIES

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

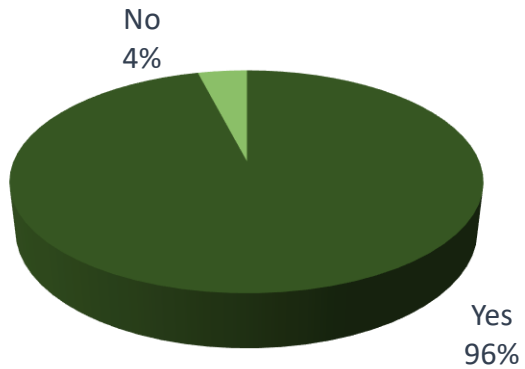


The chart given above depicts the satisfaction level of students with respect to internship opportunities provided by the college. Around 82% of the respondents were satisfied with the internship opportunities provided by the college. 18% of respondents felt that the college needed to organise more internship drives.

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.

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.

CHART 7: DOES THE COLLEGE OFFER ADEQUATE OPPORTUNITIES AND AID WITH RESPECT TO PLACEMENTS



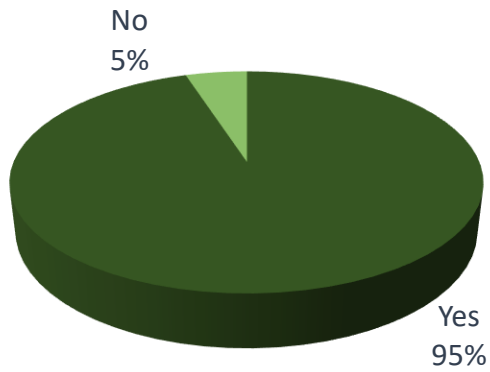
The chart given above depicts the satisfaction level of students with respect to placement opportunities offered by H.R. College post completion of the degree. Around 96% of respondents were satisfied with the placement opportunities provided by the college.

The Placement Cell of H.R. College represents the college in the corporate world, it grooms students to be industry ready & assist students to get lucrative job opportunities in the field of their choice.

A team of 30+ dedicated members work under the guidance of Dr. Navin Mukesh Punjabi, Director Placement Cell; to ensure that students get placement, internship and article ship in their preferred firm. HR pulse workshop is conducted by the placement cell for third year students providing them a platform to hone their interviewing skills.

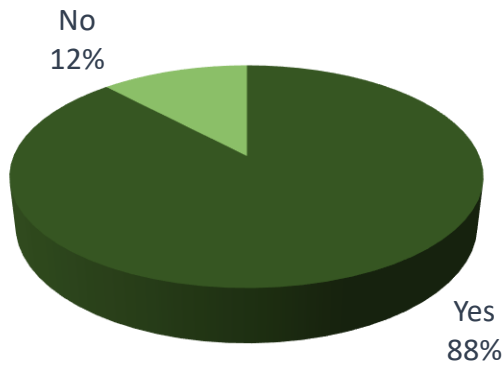
III. FACILITIES AND AMENITIES

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. 95% 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



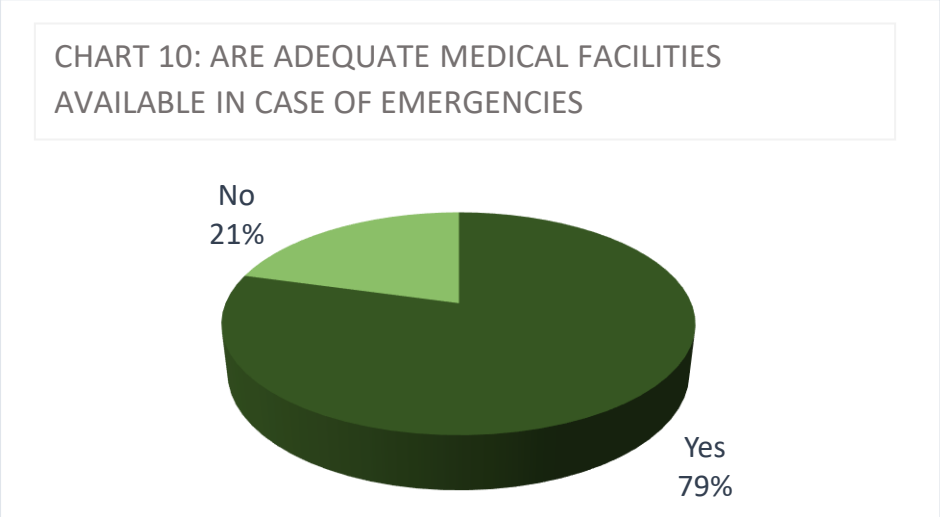
The chart given above depicts sentiment of student body towards adequate resources being available in the college library. 88% of the students are satisfied with the resources available in the library.

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.

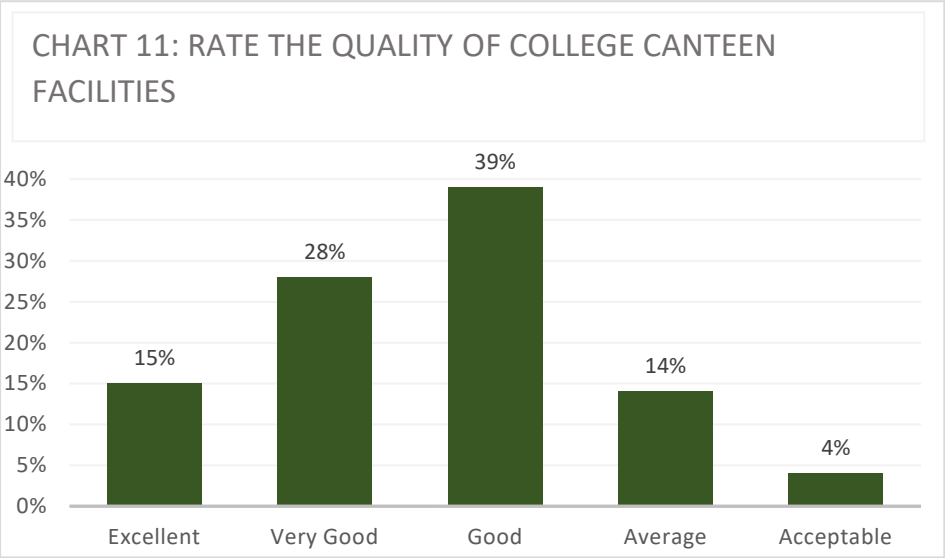
H.R. College also has a digital library and resource centre that stores a digital repository of various e-databases, e-books, e-journals and multimedia learning resources.

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.

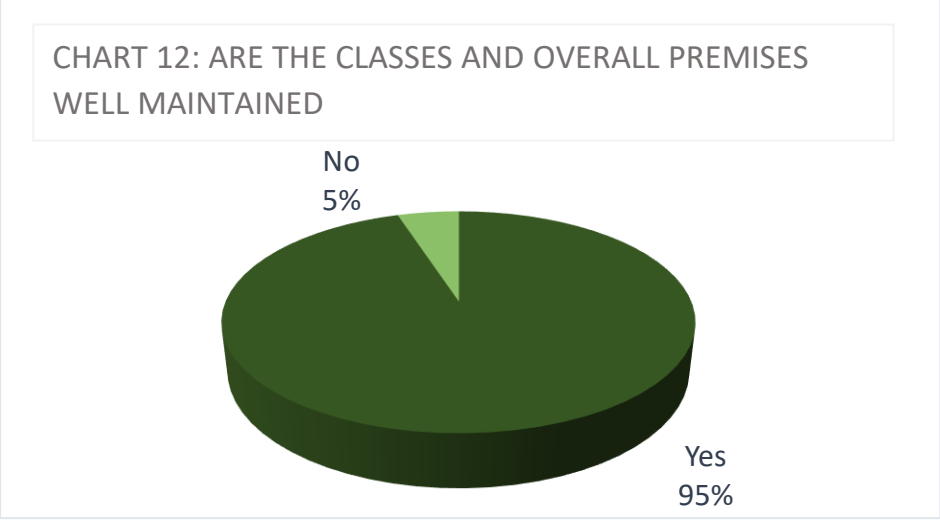
Other Facilities



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.

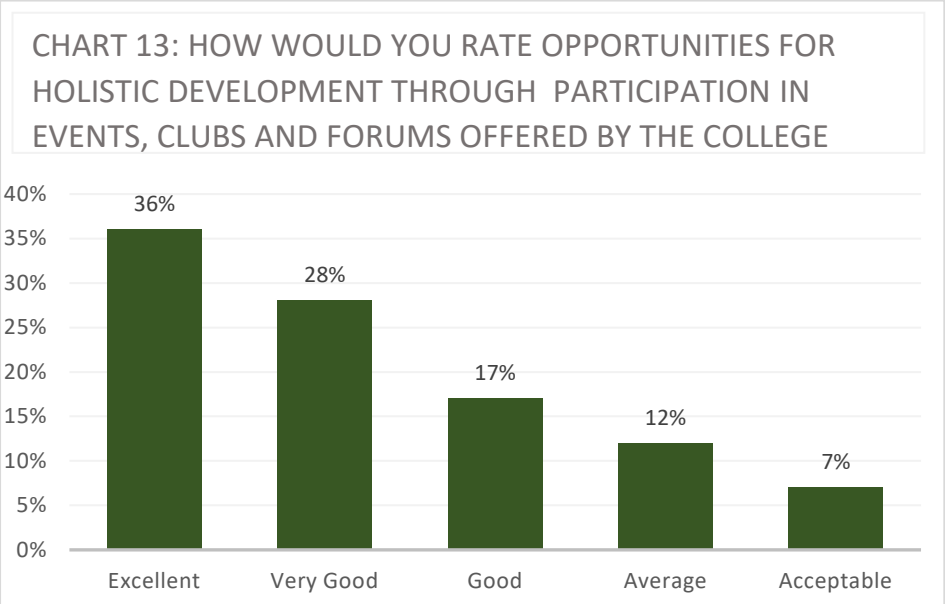


The chart given above depicts the student body sentiment towards the canteen facilities of the college. 15% rated the canteen facilities of the college excellent, 28% rated it very good and 39% rated it good. 14% of the respondents rated the facilities to be average while 4% rated it acceptable, showcasing 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 maintenance of college premises. Around 95% of student respondents found the cleanliness of premises to be adequate.

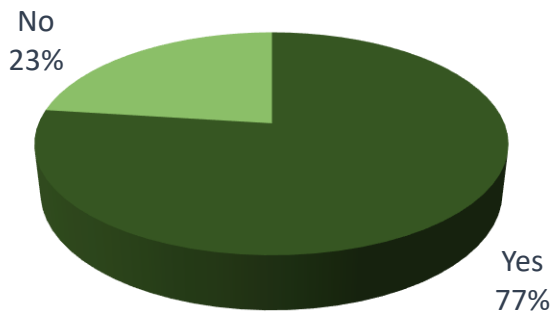
IV. STUDENT WELFARE



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. 36% of the respondents rated the college excellent and believed it provided adequate opportunities for holistic development. 28% rated the college very good in this aspect, followed by 17% rating the college good, they believed the college faired satisfactorily in this criterion. 12% respondents rated the college average in this aspect while 7% rated it acceptable showcasing room for improvement.

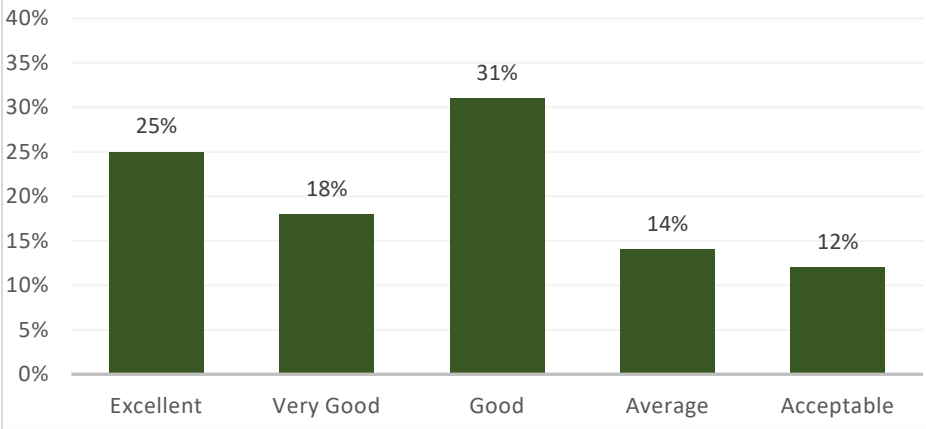
H.R. College endeavours to provide its students opportunities for holistic development. Apart from quality class room education it offers students platforms and forums to explore varied interests and learn new skills via committee participation, events, seminars and fests. The college has various committees, 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 14: 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 77% 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.

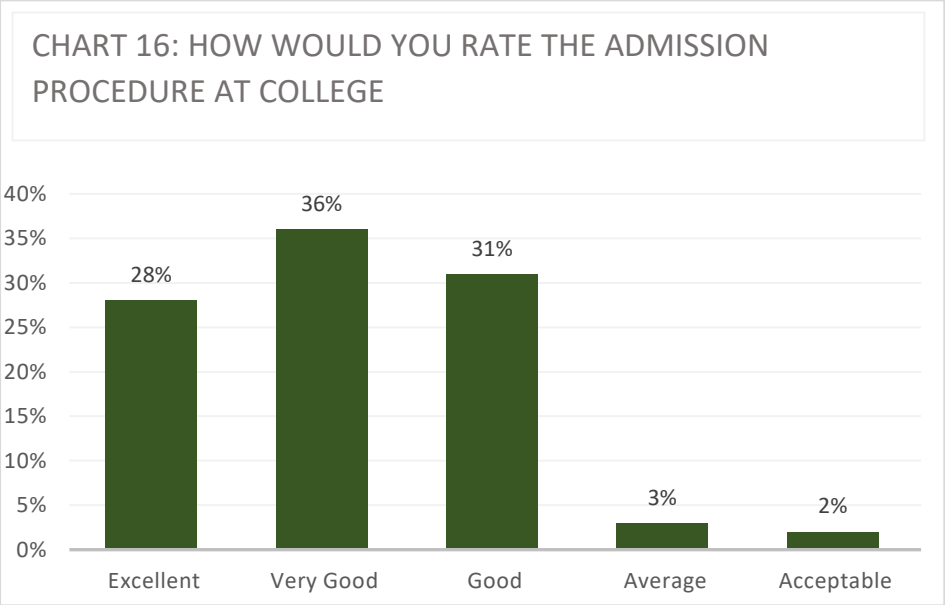
CHART 15: HOW WOULD YOU RATE THE ACADEMIC GUIDANCE AND PERSONAL COUNSELLING SERVICES OFFERED BY THE COLLEGE



The above chart depicts the student body sentiment in respect of counselling and guidance facilities offered by the college. Around 74% of the respondents (comprising of 25% rated excellent, 18% rated very good, 31% rated good) were satisfied with the quality of these services offered by college however 26% of the respondents (comprising of 14% rated average and 12% rated acceptable) found these services had a scope of improvement.

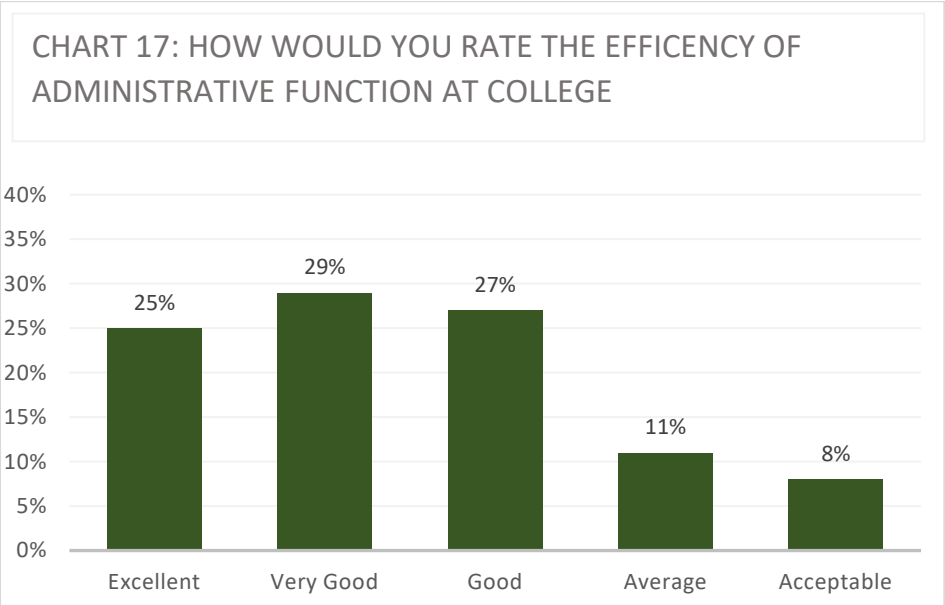
The college has committees like Special Cell that work towards providing required academic assistance to students who need extra attention and help. The cell ensures that students are provided appropriate assistance and guidance on exam and academic performance related matters. The Special Cell also 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

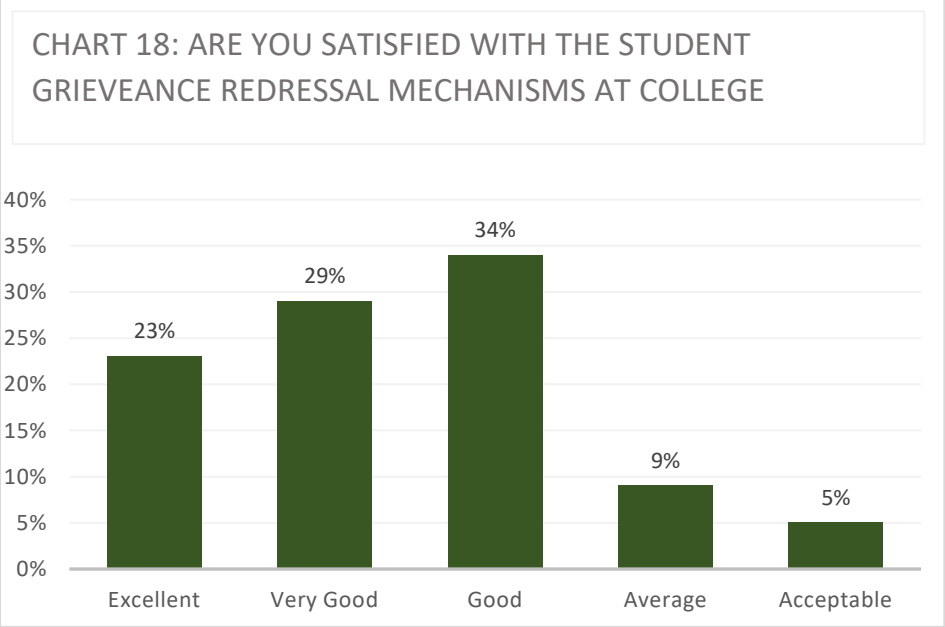


The above chart depicts student satisfaction level in respect to admission procedure. Around 95% of the respondents were satisfied with the admission procedure while 5% believed there was scope of improvement.

The college strives to ensure hassle free 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 81% of the respondents were satisfied with college administration's performance while 19% 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 86% of the respondents

(comprising of 23% rated excellent, 29% rated very good and 34% 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

H.R. College places great emphasis on continuous improvement through effective quality management measures. In line with this goal the college seeks feedback and suggestions from the students beyond the questions listed in the survey. The students are open to add additional comments or suggestions that they would like the college to consider and implement. The suggestions provided by the students included inter alia, increased information and communication with respect to certificate programs and scholarships, increased internship drives and collaborations with more companies, improved medical facilities, increased industrial visits and field trips, better canteen facilities, 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

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.

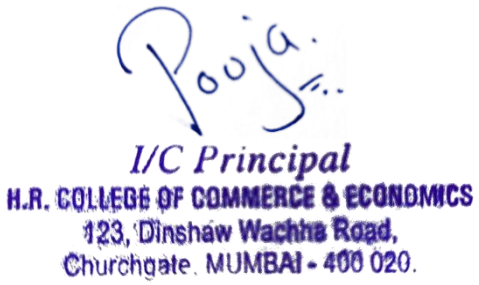
The survey responses and feedback provided by the respondents covered various aspects such as curriculum enhancements, project ideas and amenities and resources available to the students. The college has analysed this data to gain insights into the mindset of the student body and understand their needs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

On the academic front the students 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.