

# 2015-2016

Internal Quality Assurance Cell

H.R. College of Commerce & Economics

# STUDENT SATISFACTION SURVEY REPORT



## INTRODUCTION

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.

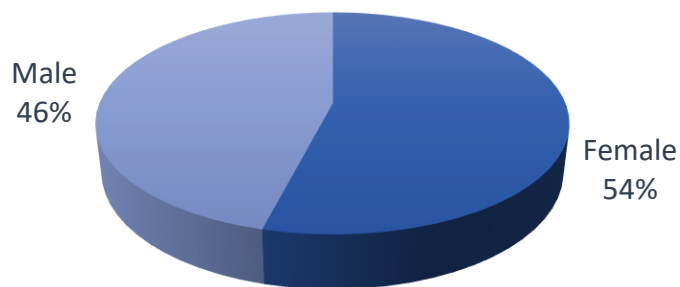
## DATA COLLECTION AND ANALYSIS

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

## I. Student Profile

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CHART 1: GENDERWISE CLASSIFICATION OF THE STUDENT RESPONDENTS

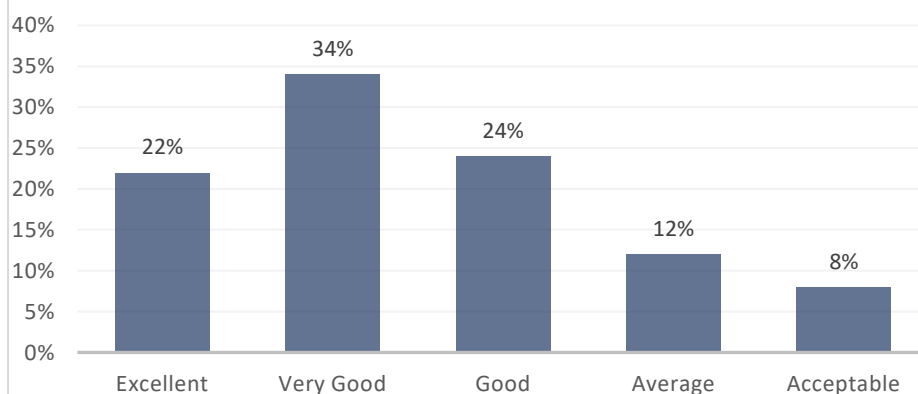


The chart given above depicts the gender wise classification of students who have responded to the survey. The distribution clearly shows an equitable balance between both genders. This is in line with H.R. college's aim to have a diverse student body.

## II. ACADEMICS

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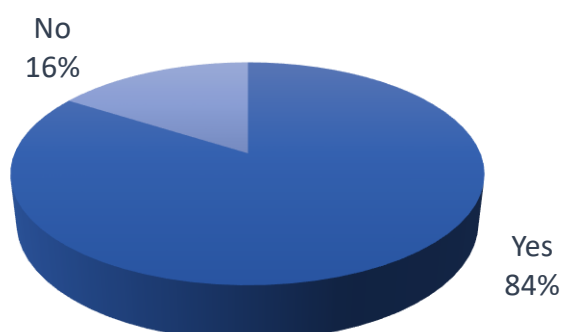
CHART 2: DEGREE OF SATISFACTION WITH RESPECT TO THE TIMELY COMPLETION AND COVERAGE OF SYLLABUS



The chart given above represents the 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 80% of the respondents (22% 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 20% (12% average rating and 8% acceptable rating) respondents believed there was scope of improvement in this avenue.

The faculty at H.R. College is dedicated towards ensuring provision of quality education to its students. The faculty undergo periodic training programs to ensure they stay up to date with new developments in their respective subjects. The faculty also endeavour to complete the syllabus well in advance to provide students with adequate time for revision.

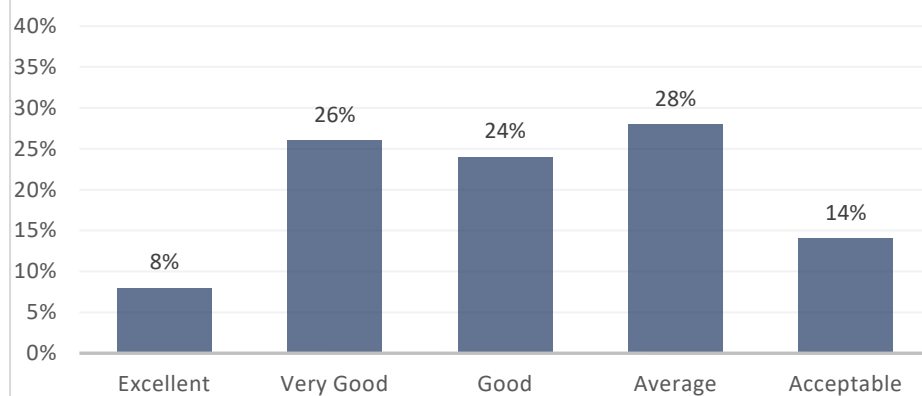
CHART 3: ARE YOU SATISFIED BY THE FACULTY'S ABILITY TO EXPLAIN CONCEPTS AND RESOLVE DOUBTS



The chart given above depicts the satisfaction level of respondents with respect to faculty's ability to effectively explain concepts and resolve doubts. 84% of the respondents responded in agreement of the faculty's ability to explain concepts and resolve doubts, whereas 16% believed there was scope for improvement.

H.R. College employs some of the most reputed and experienced faculties. The college also has one of the best faculty development programs which aids the faculty in honing their skills. 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.

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



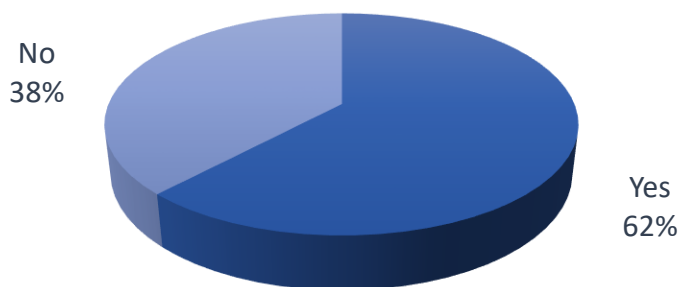
The chart given above displays the sentiment of student body towards the curriculum's ability to meet the current industry requirements. 8% of the respondents believed that the curriculum was effective in meeting the requirements of industry and there were no gaps. 26% of respondents believed that the curriculum was satisfactorily able to meet these requirements. 24% believed that the curriculum was fairly good in this aspect. 28% students rated the curriculum average in its ability to meet expectations of industry. 14% believed there was scope of improvement and provided the curriculum an acceptable rating.

H.R. College strives to ensure its curriculum is relevant and meets the industry requirements. Various seminars, guest lectures and conferences are organized at frequently intervals, presided over by eminent personalities, providing the students an opportunity to interact with industry leaders. Over the years the college has also introduced various certification courses to bridge the gap between the syllabus and dynamic requirements of the industry.

### III. GROWTH OPPORTUNITIES

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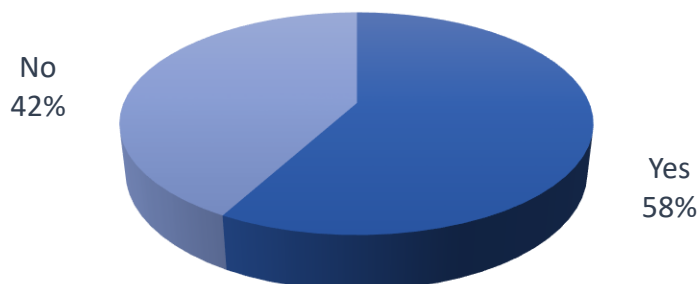
CHART 5: DO YOU FEEL THE COLLEGE GIVES YOU ADEQUATE OPPORTUNITIES FOR INDUSTRIAL VISITS



The chart given above depicts the satisfaction level of students with respect to conduct of industrial visits by college. Around 62% respondents believed the college provided adequate opportunities for industrial visits, while 38% 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 ensures that all the students get practical experience and exposure to the varied subjects they study by organizing industrial visits to financial & other organizations like Indian Express, SEBI, BSE, NISM and so on. It also hosts various corporate workshops, guest lectures, panel discussions and training programs for the benefit of students.

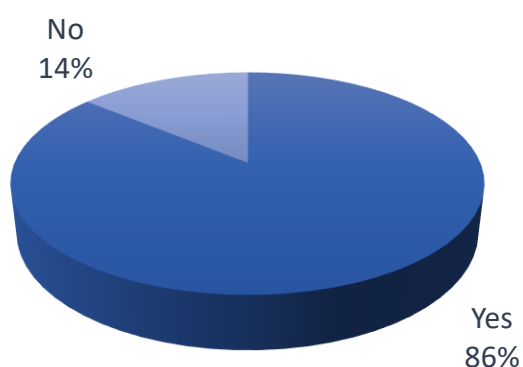
CHART 6: ARE YOU SATISFIED BY THE INTERNSHIP OPPORTUNITIES OFFERED BY THE COLLEGE



The chart given above depicts the satisfaction level of students with respect to internship opportunities provided by the college. Around 58% of the respondents were satisfied with the internship opportunities provided by the college. 42% 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. Multiple companies come on campus with offers for internships with diverse profiles across different fields. Some of the prominent companies that visit the campus with internship offers are KPMG, Deloitte, EY, PWC ASAPP Media and Kotak Mahindra bank.

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

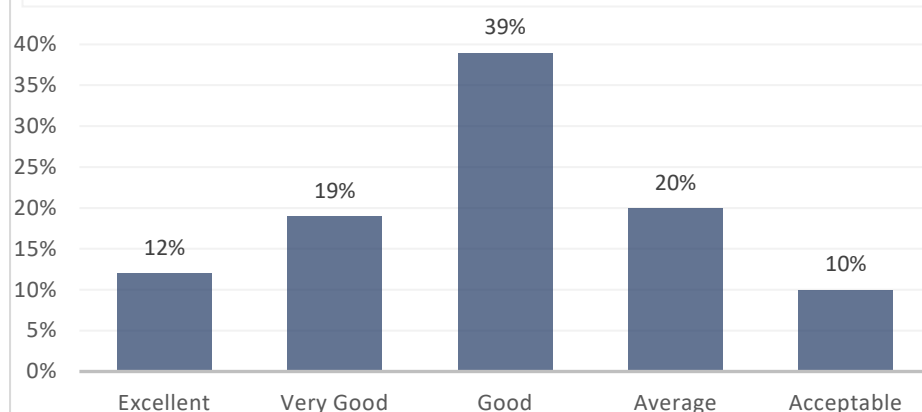


The chart given above depicts the satisfaction level of students with respect to placement opportunities offered by H.R. College post completion of the degree. Around 86% of respondents were satisfied with the placement opportunities provided by the college.

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.

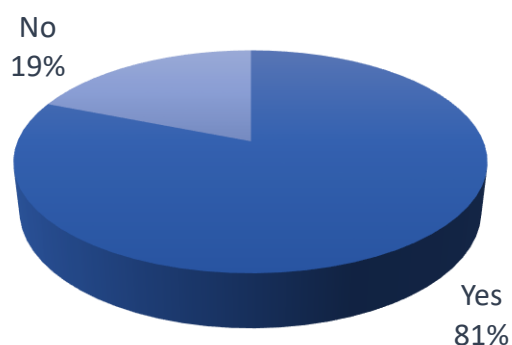
#### IV. FACILITIES AND AMENITIES

CHART 8: HOW WOULD YOU RATE THE INFRASTRUCTURE AND FACILITIES OF THE COLLEGE



The chart given above depicts the student body sentiment towards the infrastructure and facilities of the college. 12% rated the infrastructure and facilities of the college excellent, 19% rated it very good and 39% rated it good. 20% of the respondents rated the facilities and infrastructure to be average while 10% rate it acceptable showcasing room for improvement.

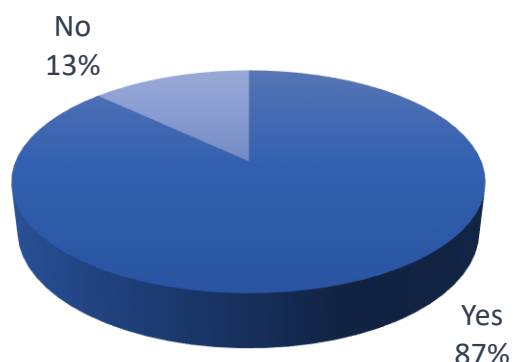
CHART 9: ARE ADEQUATE INTERNET AND COMPUTER FACILITIES PROVIDED BY THE COLLEGE



The chart given above depicts sentiment of student body towards digital resources provided by the college such as internet access and computers. 81% 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.



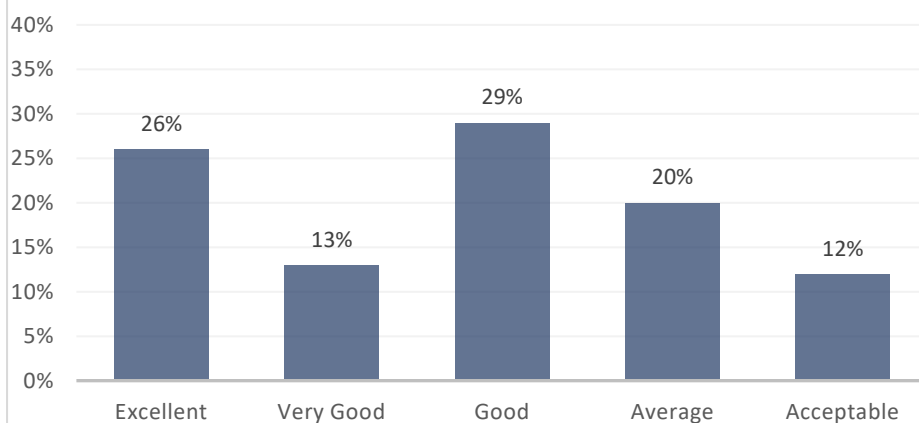
CHART 10: ARE RESOURCES AND BOOKS IN THE LIBRARY RELEVANT AND EASILY ACCESSIBLE



The chart given above depicts sentiment of student body towards adequate resources being available in the college library. 87% of the students are satisfied with the resources available in the library.

H.R. College 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.

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 depicts the student body sentiment towards the opportunities for holistic development offered by college through participation in events, clubs and forums. 26% of the respondents rated the college excellent and believed it provided

adequate opportunities for holistic development. 13% rated the college very good in this aspect, followed by 29% rating the college good, they believed the college fared satisfactorily in this criteria. 20% respondents rated the college average in this aspect while 12% rated it acceptable showcasing room for improvement.

H.R. College believes in holistic development of students and strives to provide opportunities to students to hone their skills in different areas via committee participation, events, seminars and fests. The college has various committees' students can participate in, to name a few, Public speaking and debating society, Placement cell, Research cell, The entrepreneurship and incubation cell and many more.

## V. SUGGESTIONS

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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 feedback provided by the respondents covered various aspects such as curriculum enhancements, project ideas and amenities and resources available to the students. 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 etc.

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

  
**I/C Principal**  
**H.R. COLLEGE OF COMMERCE & ECONOMICS**  
123, Dinshaw Wachha Road,  
Churchgate, MUMBAI - 400 020.

### **H.R. College of Commerce & Economics**

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**H R College of Commerce & Economics**

**Students Feedback:-2015-16**

Name of the Student (optional) : *Roshni Ahuja*

Gender : Male / Female: ✓

Please read the following questions and

✓ the appropriate column

	Yes	No
1. ARE YOU SATISFIED BY THE FACULTY'S ABILITY TO EXPLAIN CONCEPTS AND RESOLVE DOUBTS	✓	
2 DO YOU FEEL THE COLLEGE GIVES YOU ADEQUATE OPPORTUNITIES FOR INDUSTRIAL VISITS	✓	
3. ARE YOU SATISFIED BY THE INTERNSHIP OPPORTUNITIES OFFERED BY THE COLLEGE	✓	
4 DOES THE COLLEGE OFFER ADEQUATE OPPORTUNITIES AND AID WITH RESPECT TO PLACEMENTS	✓	
5 ARE ADEQUATE INTERNET AND COMPUTER FACILITIES PROVIDED BY THE COLLEGE	✓	
6 ARE RESOURCES AND BOOKS IN THE LIBRARY RELEVANT AND EASILY ACCESSIBLE	✓	

Rate the following questions in the form of the 5 point scale down

Parameters - A. Excellent B. Very Good C. Good D. Average E. Acceptable

✓ the appropriate column

	A	B	C	D	E
1. DEGREE OF SATISFACTION WITH RESPECT TO THE TIMELY COMPLETION AND COVERAGE OF SYLLABUS	✓				
2. TO WHAT EXTENT DOES THE CURRENT CURRICULUM MATCH INDUSTRY REQUIREMENTS		✓			
3. : HOW WOULD YOU RATE THE INFRASTRUCTURE AND FACILITIES OF THE COLLEGE		✓			
4 HOW WOULD YOU RATE OPPORTUNITIES FOR HOLISTIC DEVELOPMENT THROUGH PARTICIPATION IN EVENTS, CLUBS AND FORUMS OFFERED BY THE COLLEGE	✓				