

HR COLLEGE OF COMMERCE AND ECONOMICS

STUDENTS SATISFACTION SURVEY

REPORTS 2022-2023

ABOUT US

Students are the important Assets in the system of Education. The quality and standard of the educational system depend on the satisfaction of the students. H.R. College of Commerce and Economics Institute ought to measure the student's satisfaction level by conducting a survey every year and necessary steps are been initiated further by addressing the problems and limitations effectively. Policy, planning, financing, and governance all revolve around maximizing the learning and satisfaction of students. The objective of the survey was to understand the level of satisfaction of the students, to solicit views and preferences of students, to guide teachers in teaching learning and to guide the institutions to address the challenges emanating from student's preferences, and to make students an important stakeholder in framing the education policy. It collects in-depth information on a student's satisfaction with the teaching-learning environment of the college.

The feedback is conducted through the website and the weblink is shared with students. Each question in the questionnaire is aimed at collecting factual opinions of students on curriculum, completion of syllabus, preparedness of the teachers, reaction of the students regarding pedagogy, attitude of teachers, transparency and fairness in internal evaluations, placement possibilities, curricular and extracurricular activities, overall impression and suggestions about the college. Each question in the survey has one or the other educational goal. This simple but important exercise helps to improve the relevance of teaching and learning. This survey corresponds to institute level feedback on infrastructure and learning experience. The implementation of the survey was possible with the help and support of the college principals, teacher coordinators, and University authorities. The IQAC and College Authority give utmost importance to the findings of this survey because this way students come to believe that even they have a say in policy making. This approach of participative policy-making is satisfying for students. It is always impossible to please everyone but often we try to strive towards keeping most of them happy, most of the time.

SUMMARY OF RESULTS

A total of 1296 students spanning all disciplines across the 3 years of undergraduate and 2 years of postgraduate participated in the feedback survey. Their responses were duly recorded and analyzed. The results of the student feedback are encouraging, at the same time, raising pertinent issues for the college administration to ponder upon.

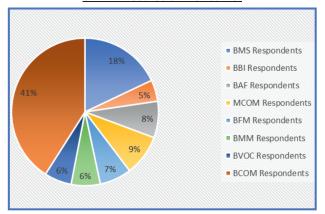
A majority 89% of the students felt that there is an excellent student teacher relationship in the college. 85% agreed that the faculty's ability to explain ideas and resolve doubts is always effective whereas 91% students stated that the teacher's approach to teaching is excellent. 94% students agreed that as students of H.R. College, Mumbai they were provided with ample opportunities to grow on both, the personal and academic front.

85% of students were extremely satisfied with the library facilities. Around 78% students responded that college has a very smooth and excellent admission process. Over 83% said that the college has an excellent Grievance Redressal Cell. 81% students are satisfied with the administrative functioning of the college whereas majorly 94% students have agreed that course syllabus is completely covered in the class. 83% students have stated that the college have regular placements, field visits, student exchange and internship. Majority of 94% of students have agreed that the internal process of the college is always fair and effective.

RESULTS

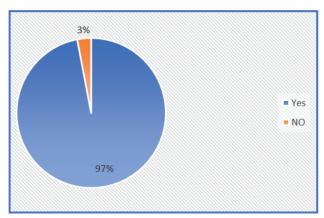
1296 undergraduate and post graduatestudents from different discipline participated in the feedback session. The response obtained for specific questions are shown in the graph. Out of 1296 students who have responded for the survey 28 % are Third Year, Maximum 30% from Second Year, 29% from First and 13 % from Mcom.

CHART 1: Course of The Learner



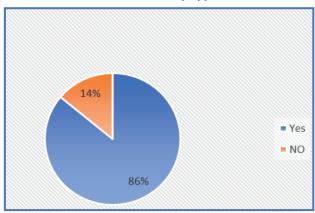
Out of the total responses 41 % are from BCom since in the Institute maximum students' intake is in this course, 18% from BMS, 5 % BBI, 8 % BAF, 9 % MCom. 7 % BFM, 6% BVoc and 6 % BAMMC

CHART 2: Students Participation in any Workshop/ Seminar/ Projects/ Fest Organized By College



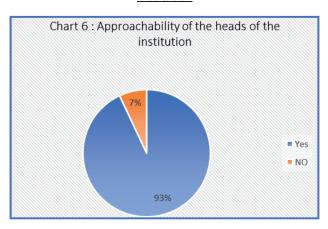
It is observed that 97% have agreed that students participate in workshops, seminars or fest organized by the college, as institute always encourages students to participate in extra curricular activities for their overall development.

CHART 3: Students Being Aware or have Used T he Placement/ Internship opportunities



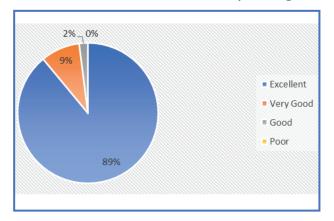
It is observed that 86% students are aware of institute's placement cell and use internship opportunities as well and 14% of students plan for higher education.

CHART 4: Approachability of the Heads of the Institution



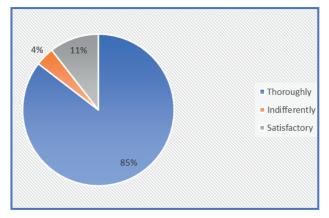
93 % of students agree that heads of the institutes are approachable and they can freely express them queries.

CHART 5: Students Teacher Relationship in College



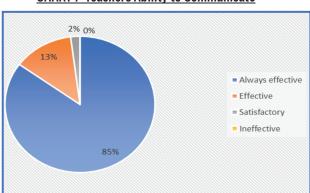
It is observed that the maximum number of students is 89% of them feel that the student-teacher relationship is excellent as teachers are friendly and approachable, whereas 9% of students feel very good and the remaining 2% feels it's good.

CHART 6: Teachers Preparation for The Class



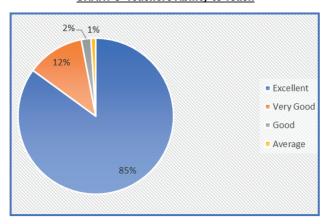
85% of students feel that teachers thoroughly prepare for them lectures with case studies and other forms being part of the class whereas 11% are satisfied with the kind of preparation of teachers for the lectures and 4% feel that teachers follow the same method without much preparation.

CHART 7: Teachers Ability to Communicate



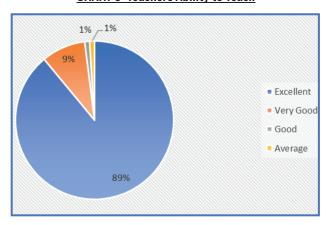
85% of the students feel that all teachers communicate always effectively be it course content or any other information. There is very much clarity in the communication of teachers whereas 13% of the teachers communicate effectively and 2% are satisfied with the kind of communication teachers have with them.

CHART 8: Teachers Ability to Teach



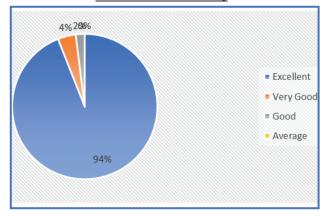
Maximum number of students i.e. 85% agrees that teachers ability to teach is excellent as there are more experts and specialized people in the institute. 12% of students feel its very good and 2% states its good and 1% feels its 1%

CHART 9: Teachers Ability to Teach



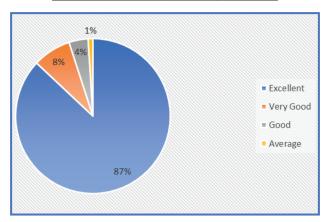
89% of students feel all teachers have different and very effective approach in their teaching which is interesting and clear whereas 9% feel it's very good 1% feel its good 1% feel its average.

CHART 10: Teachers Encouragement to Participate
in Extracurricular Activity



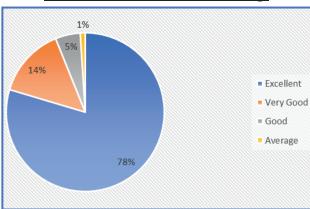
It is observed that 94% students feel that teachers encourage them for extra curricular activities other than studies as well helping them for their overall development.

CHART 11: Accessibility of Library Resources



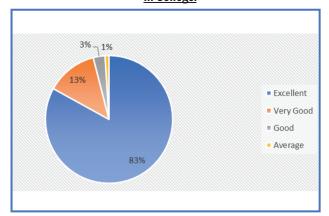
87% of students agree that the access they have to library resources are excellent with hardcopy and also eBooks are available to them with a good environment in the library to study. 8% feel it's very good, 4% feel it's good and 1% feel its average.

CHART 12: Admission Process in the College



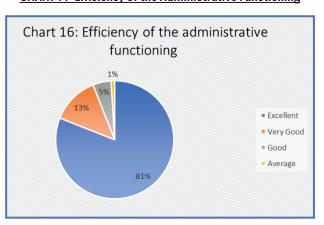
78% of students agree that the admission process in the college is very smooth and less time-consuming making it an excellent procedure. Whereas 14% feel it's very good, 5% feel it's good and 1% feel it's average.

CHART 13: Functioning of Grievance Redressal Mechanism in College.



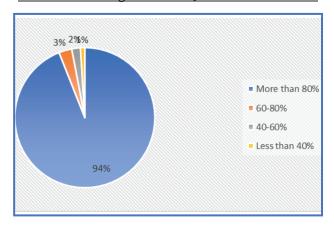
The grievance redress process in the institute is excellent as 83% of the students agree to the same. 13% stated that it's very good, 3% stated it was a good process and only 1% stated it was an average process.

CHART 14: Efficiency of the Administrative Functioning



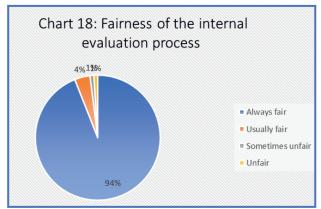
It is observed that 81% of students feel that the administrative function of the college is excellent with good supportive staff. 13% state that it's very good whereas 5% state good and only 1% feel it's average.

CHART 15: Percentage of Course Syllabus Covered in Class



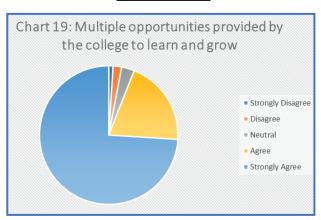
94% of the students strongly agree that more than 80% of the syllabus is covered in every semester for every subject whereas very few students feel otherwise.

CHART 16: Fairness of the Internal Evaluation Process



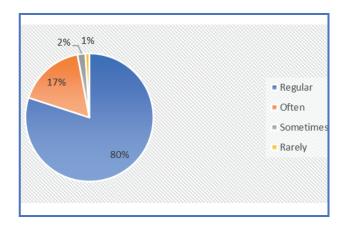
94% of students agree that internal evaluation process is always fair in the institute for all departments.

CHART 17: Multiple Opportunities Provided by the College to Learn and Grow



Maximum students feel that the institute provides multiple opportunities for every student to learn and grow, thus helping them to grow overall as an individual.

CHART 18: Students Rating Over the Placements, Internship, Students Exchange, Field Visit and Other Extracurricular Activities.



80% students agrees that institute regularly is working and conducting activities related to internships, placement, student exchange, field visits and other extra curricular activities thus helping to not only gain knowledge of their elected courses but also giving them exposure in a practical environment related to their respective field.

ACTION TAKEN

A Students Satisfaction Survey was conducted through the website and the report helped in further propelling the quality initiatives -

| Sr. no. | Issues addressed by students | Action Taken |
|---------|--|---|
| 1. | More Co-Curricular activities that should include the latest trends in technology are required | Special Workshops with hands-on sessions are done periodically to address this. |
| 2. | Technology updates are needed | Teachers have become more adaptable to online lectures and use various tools and techniques for conducting lectures. |
| 3. | Need more awareness about job- related scenarios and improving employability | The placement Training scheme improved year after year with current trends in the industry and in consultation with experts to provide a holistic development of students' employability at par with the current scenario. |
| 4. | Need more quality time in Alumini Interaction. | The number of Alumni Meets has increased and it has been converted into a periodical activity within a year rather than a bi-annual or annual activity. All the courses are individually encouraged to connect with their department alumni to conduct a series of lectures or sessions in their respective field |
| 5. | 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. | The college has a Training and Placement Cell that organizes pre-employment training programs for interested students. • The skill enhancement topics, such as skill enhancement and soft skill development, are incorporated into the University's curriculum. Additionally, the college sponsors extracurricular activities. • Occasionally, the departments will host guest lectures and workshops on life and employability skills. |
| 6. | To conduct various Innovation, Incubation and Entrepreneurship related Activities | The institution's Entrepreneurship and Incubation Cell has organized Maharashtra Startup Yatra, an initiative of Maharashtra's Innovation Society: a platform for bringing innovative ideas to reality to pitch startup ideas with rewards in cash prizes, pre-incubation mentoring, and incubators. Few webinars on start up by experts sharing their life journey thus encouraging students to think innovatively. |

