



Accredited 'A' Grade by NAAC

**H.R. COLLEGE**  
of Commerce & Economics

Internal Quality Assurance Cell

# Student Satisfaction Survey Report

2020 - 2021

H.R. COLLEGE OF COMMERCE AND ECONOMICS  
Accredited 'A' Grade by NAAC



# About Us

H.R. College of Commerce and Economics, is the lead college of HSNC state cluster University, located in Churchgate, Mumbai.

Through capacity building quality initiatives, our goal at H.R. College is to pursue global standards of excellence in teaching learning, extension activities, and research endeavours. The institution takes a firm stance on feedback, and the system is overseen by IQAC members. IQAC's primary goal is to promote quality in institutional operations. The goal is to implement measures that improve quality by institutionalising best practises. When deficiencies or potential improvements to individual components are identified by stakeholders and need to be addressed quickly, the feedback system enables real-time improvements and teaching learning innovation, as well as overall institutional performance. Evaluation is used to plan future revisions and other organisational performance improvements. Feedback forms are made available for this purpose on the college's website.

Planned meetings of student representatives with students, teachers, and placement coordinators are part of our system of continuous curricular evaluation. Students evaluate the teaching content and style, conformity to the lesson plan in special group sessions, and the overall facilities provided by the institution. Following that, grey areas are identified and conveyed via feedback.

The students make suggestions for the ways to improve the institution's overall facility management. The institution continues to follow an open-door policy, for which direct contact with the institution's head is available via [principalconnect@hrcollege.edu](mailto:principalconnect@hrcollege.edu), where students can connect via email and discuss their concerns as well as future facility enhancements.



# Data Collection and Analysis

Due to the pandemic situation the feedback was collected entirely through the website and the students were encouraged to fill the feedback to help us facilitate them better. However due to the prevailing pandemic situation institution could manage to get 783 responses. Students were asked to include any additional suggestions they would like to see implemented.

The responses were analysed, and logical conclusions were drawn. The survey results assist the college in understanding the short and long term needs of students, identifying deviations if any, and initiating corrective action where necessary.

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## H.R. College of Commerce & Economics

Churchgate.

### FEEDBACK DETAIL USER REPORT

ACADEMIC SESSION: 2020 | 2020 - 2021

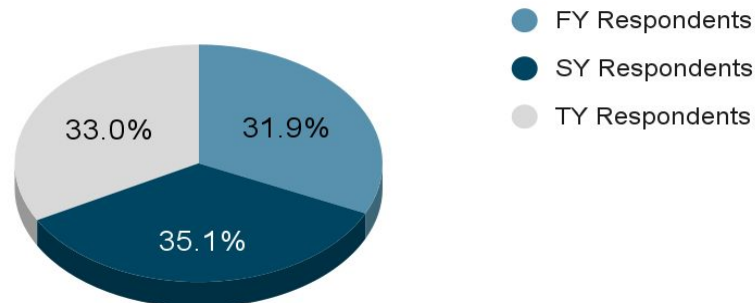
### FEEDBACK FOR: STUDENTS SATISFACTION FEEDBACK FORM

Name	SUNITA JETHANI		
Course		Unique No	
Roll No			

Sr No.	Question
1	Class? Answer: First year ✓
2	Program you are pursuing ? Answer: MCOM ✓
3	Enrolment in any certificate program offered by institution Answer: YES ✓
4	Have you participated in any workshop/seminar /program /fest organized by college? Answer: YES ✓
5	Are you member of any club/association in the college? Answer: YES ✓
6	Are you aware or have used the placement /internship opportunities Answer: YES ✓
7	Are the heads of the institution approachable? Answer: YES ✓
8	How is the student teacher relationship in college? Answer: Excellent ✓
9	Teachers preparation for the class Answer: Satisfactorily ✓
10	Teachers ability to communicate Answer: Always Effective ✓
11	Teachers approach to teaching (as per student) Answer: Excellent ✓
12	Teachers encouragement to participate in extracurricular activities. Answer: Strongly Agree ✓
13	Accessibility of library resources Answer: Good ✓
14	Rate the admission process in the college Answer: Good ✓
15	Rate the efficiency of the administrative functioning Answer: Very Good ✓
16	Rate the functioning of grievance redressal mechanisms in college Answer: Good ✓
17	Percentage of course syllabus covered in class Answer: More than 80% ✓
18	Fairness of the internal evaluation process. Answer: Always Fair ✓
19	Multiple opportunities provided by the college to learn and grow Answer: Strongly Agree ✓
20	Student rating over the placements, internship, student exchange, field visit and other extra curricular and co-curricular initiatives of institution Answer: Regular ✓

# Student Profile - Academic Year

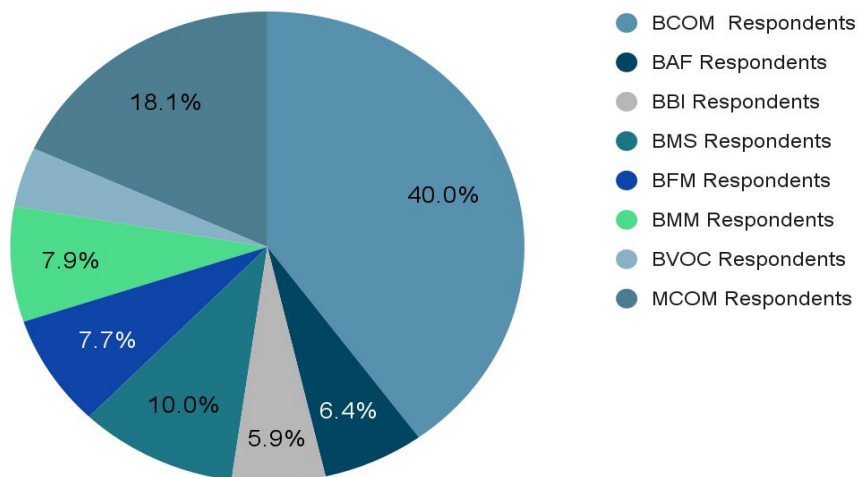
Chart 1 Student Profile- Academic Year



The graph above depicts the academic year wise distribution of students who responded to the survey. 33% third year, 32% first year and 35% second year students participated in the survey.

# Student Profile - Course of the Learner

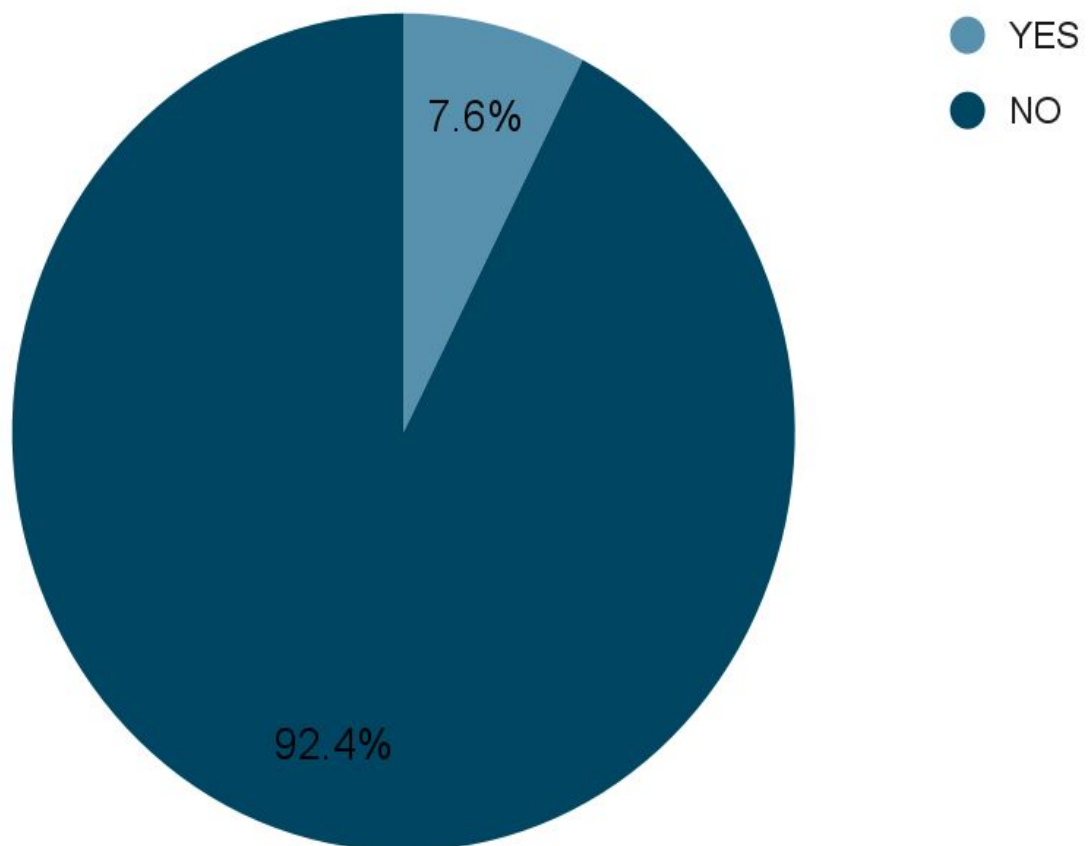
Chart 2- Student Profile - Course of the Learner



The graph above depicts the program-specific categorization of students who responded to the survey. 40 percent were studying Bcom, 6 percent BAF, 6 percent BBI, 10 percent BMS, 8 percent BFM, 8 percent BMM, 4 percent Bvoc, and 18 percent MCOM students

## Student Enrolment in any certificate program offered by institution

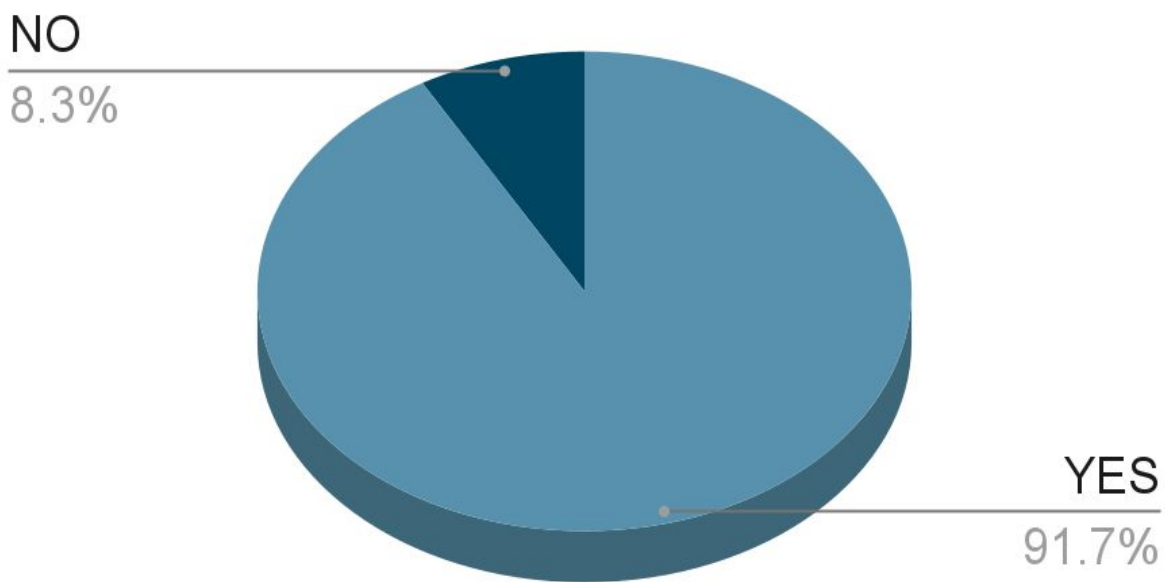
Chart 3- Student Enrolment in any certificate program offered by institution



Approximately 60 students i.e. 7.6% students have responded that they have enrolled in certificate courses offered by H.R. College.

## Student participation in any workshop / seminar / program / fest organized by college

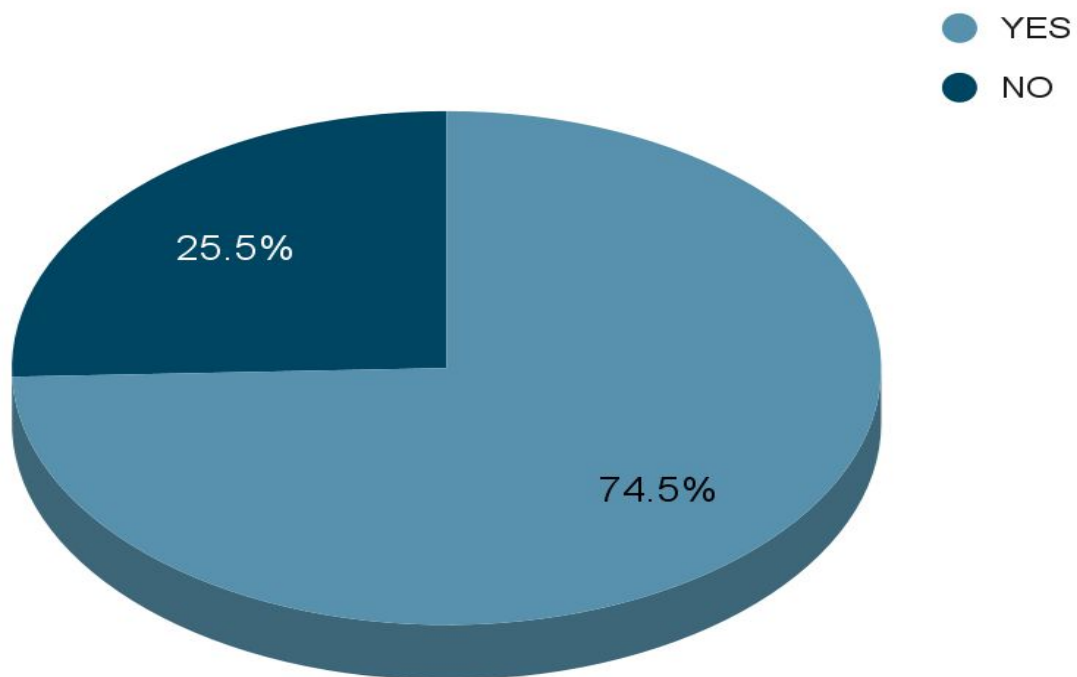
Chart 4 - participation in any workshop / seminar



Almost 92% students have responded that they have taken part in college workshops, programs, seminars and fests.

## Students being members of any club / association in the college

Chart 5- Students being members of any club / association in the college

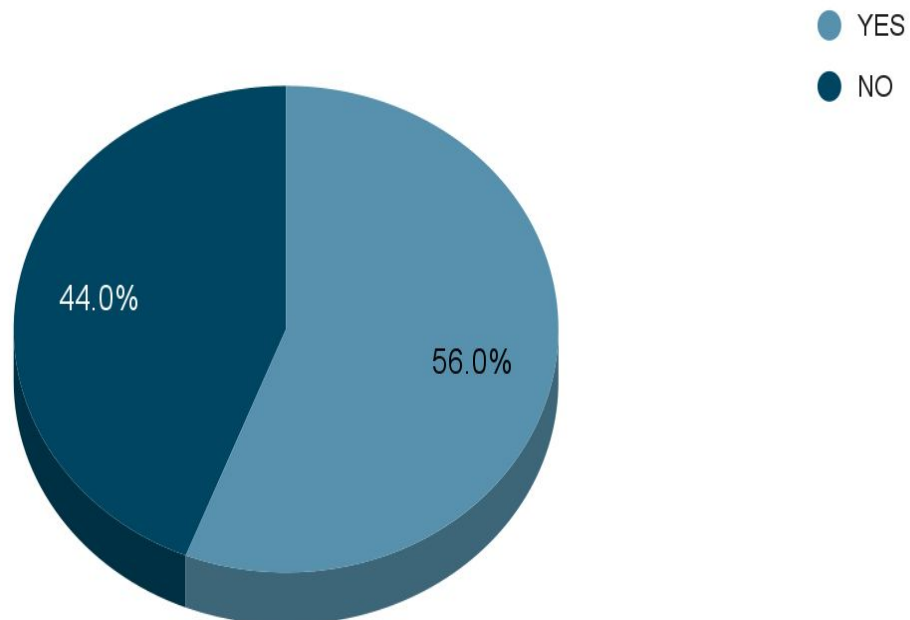


75% of the students belong to the associations of the college this can also be due to the fact that all the colleges association and committee were encouraging students to participate in the student satisfaction survey.



## Students being aware or have used the placement / internship opportunities

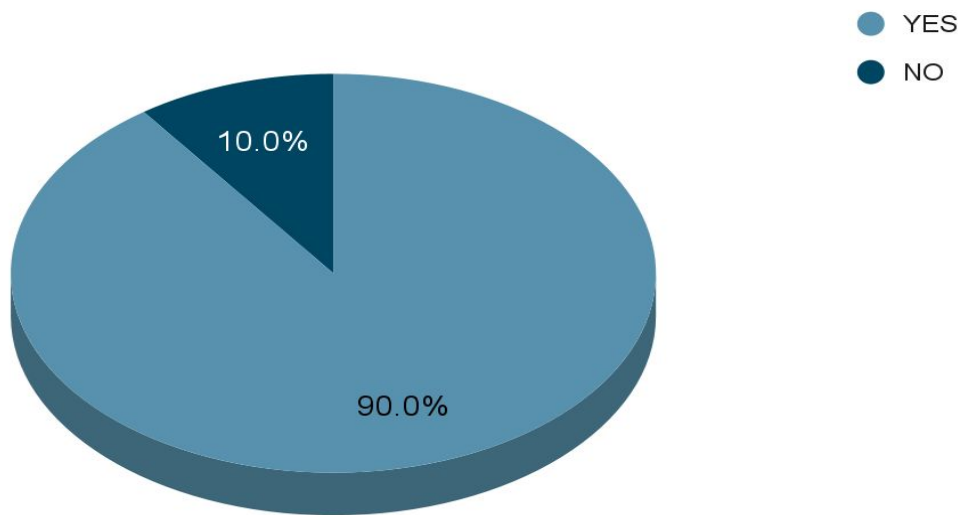
Chart 6 -Students being aware or have used the placement / internship opportunities



The Placement Cell aspires to prepare students for the workforce by assisting them in finding diverse and appropriate job opportunities. The opportunities provided are both quantitative and qualitative in order to properly match the students' skills. 56% of the students participating in the survey were aware of the internship in the placement opportunities provided by the college.

# Approachability of the heads of the institution

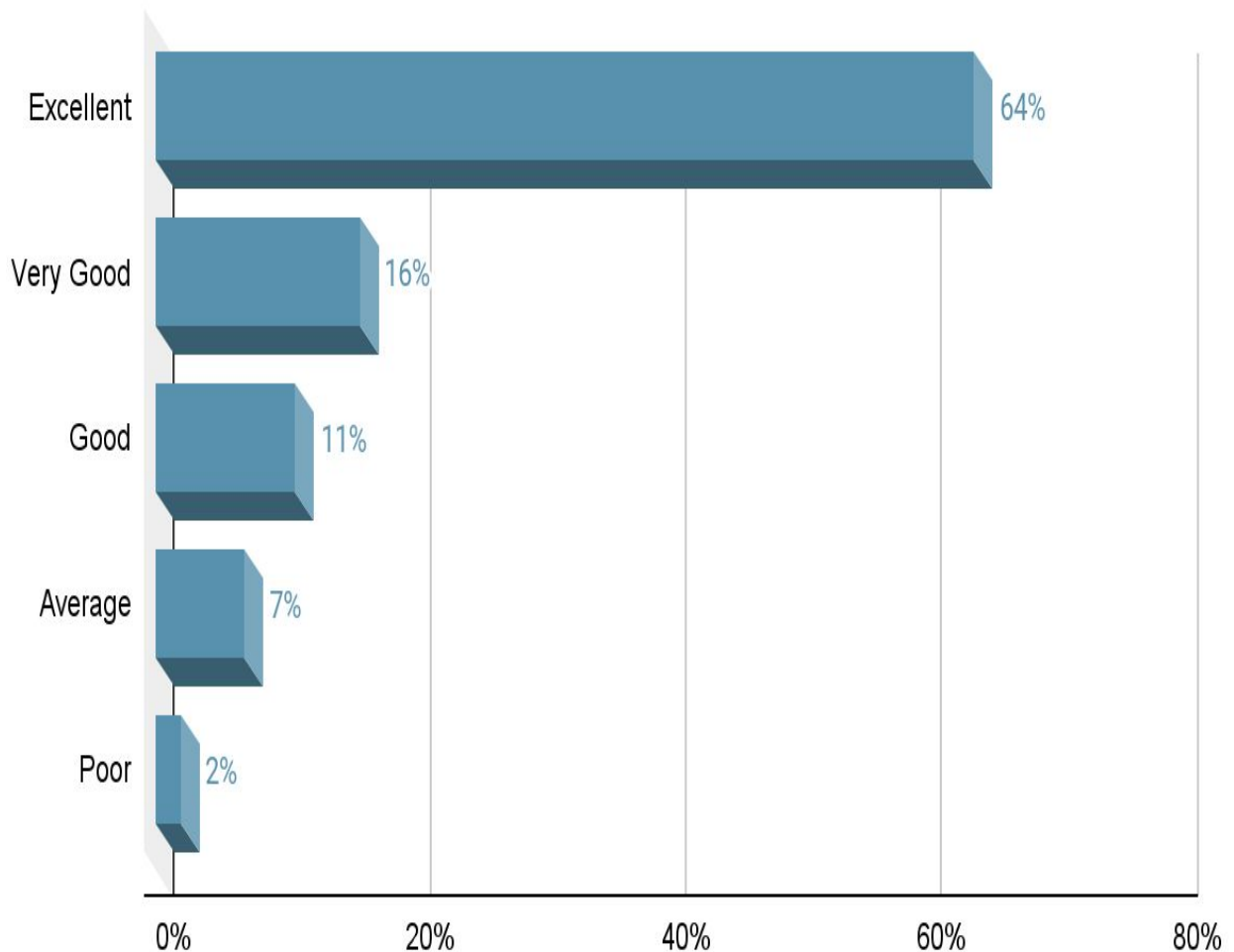
Chart 7 Approachability of the heads of the institution



The institution maintains an open-door policy, with direct engagement with the institution's head available at [principalconnect@hrcollege.edu](mailto:principalconnect@hrcollege.edu). Any student can send an email with their concerns. Students have been made aware of the same during the orientation itself.

# Student Teacher relationship in college

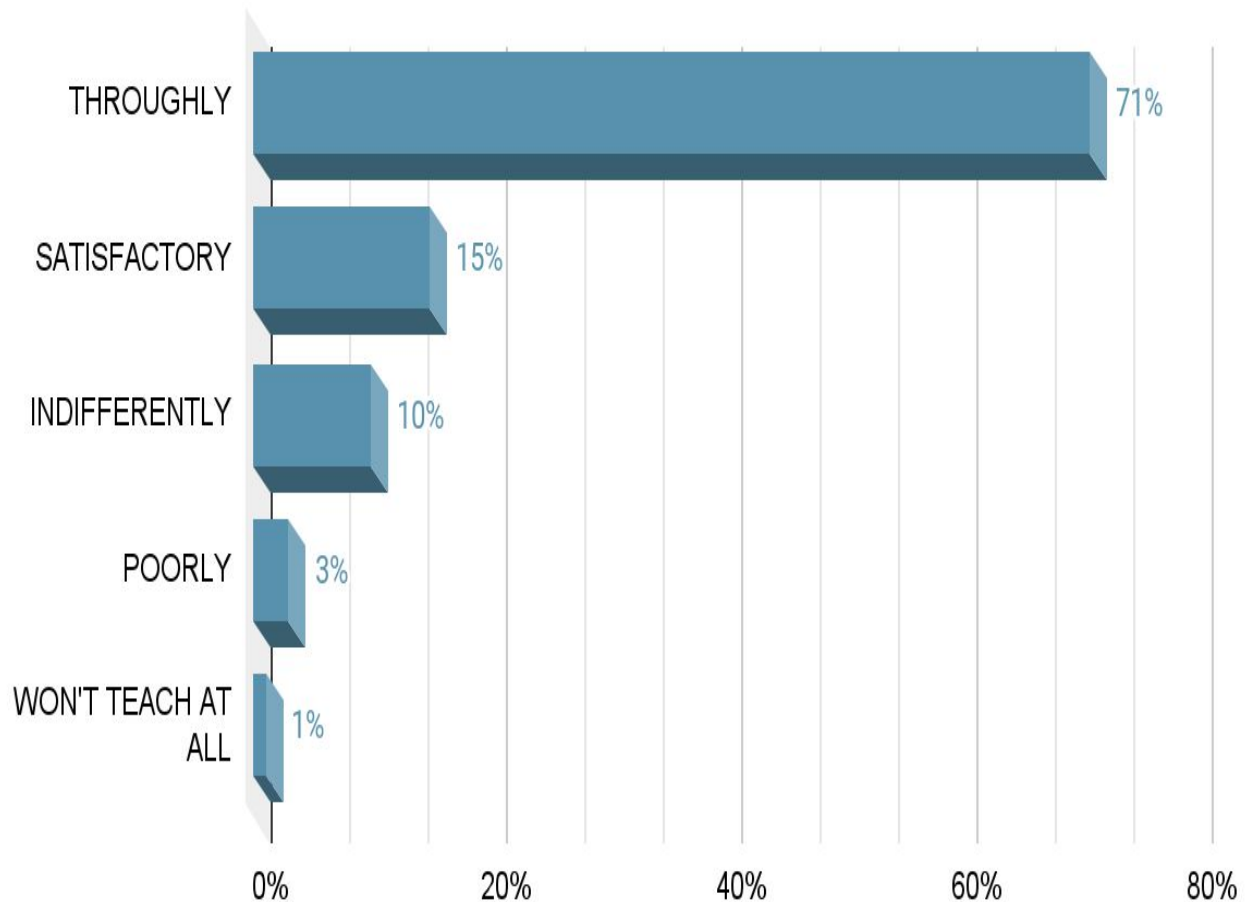
Chart 8- Student Teacher relationship in college



- 64% of the students indicated excellent student teacher relationship in the college.

# Teachers preparation for the class

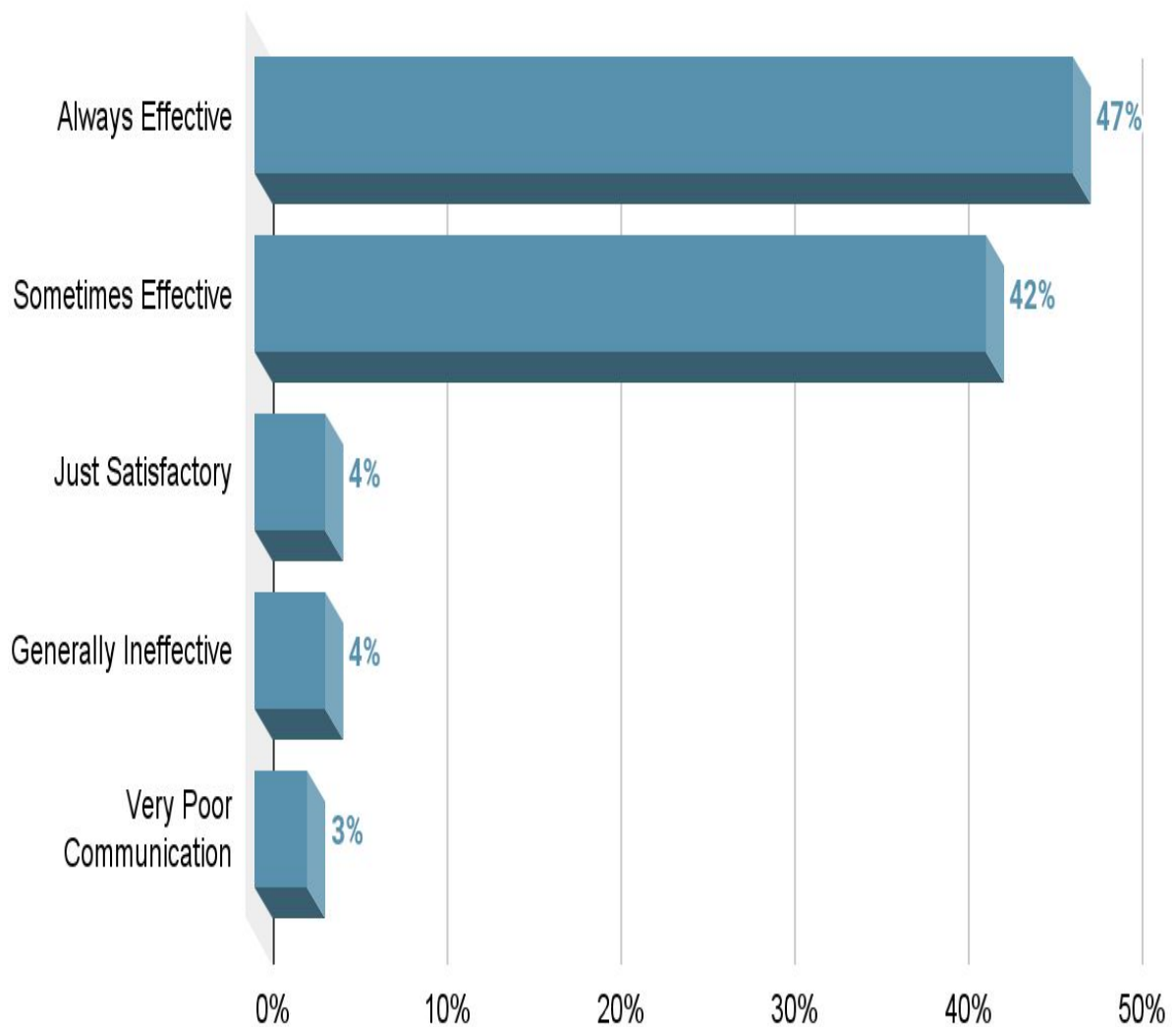
Chart 9 Teachers preparation for the class



71% students have said that all teachers seem thoroughly prepared when they teach any topic to the class which shows effective commitment from the teaching staff.

# Teachers ability to communicate

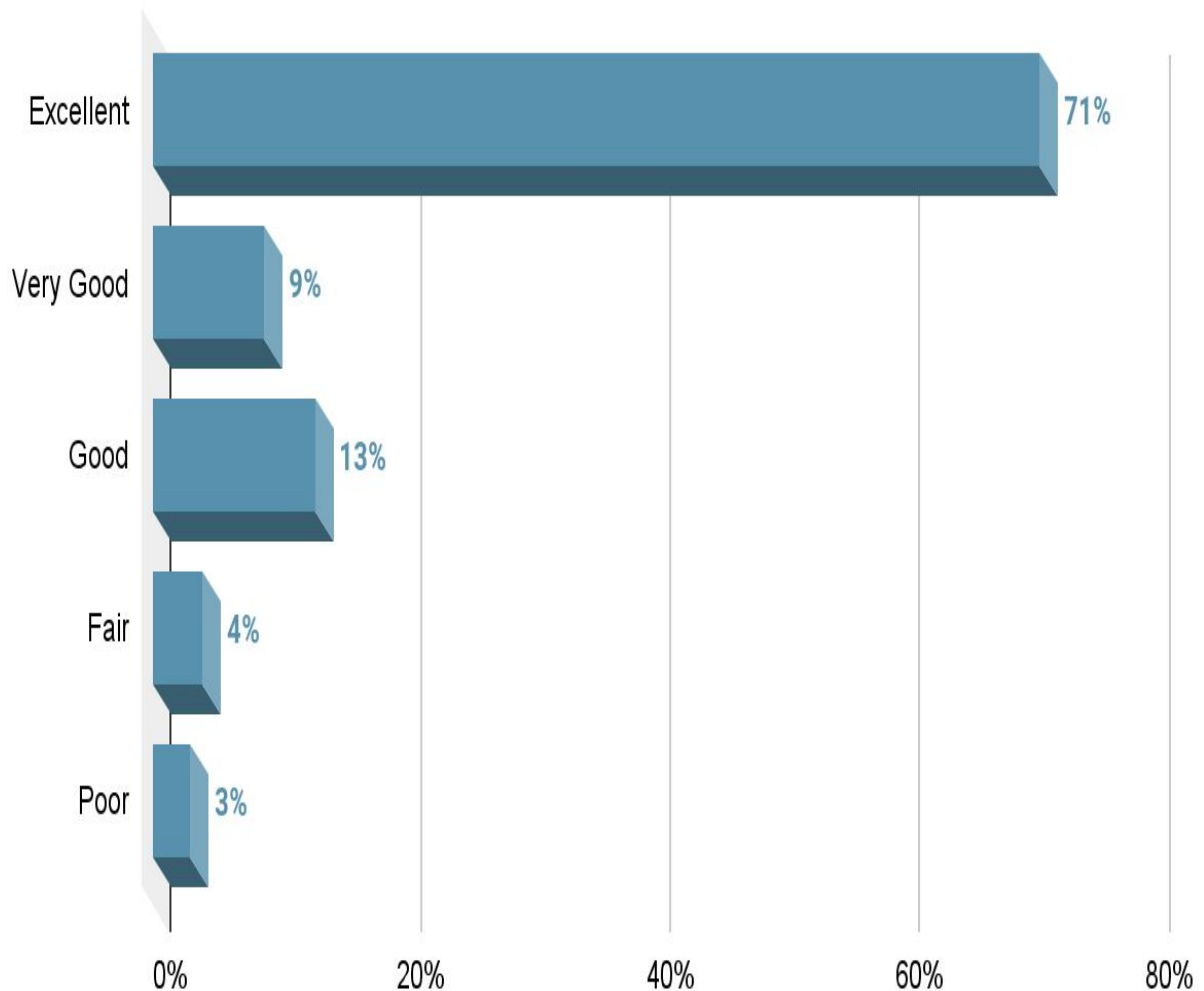
Chart 10-Teachers ability to communicate



The chart above depicts respondents' level of satisfaction with faculty's ability to converse, explain concepts, and resolve doubts. A majority of 47 percent of respondents agreed with the faculty's ability to explain ideas is always effective and resolve doubts, while some students without proper network connectivity and devices have been unable to adapt to online training. Students also mentioned that online learning and lack of technical support at home could be the cause of the same.

## Teachers approach to teaching (as per student)

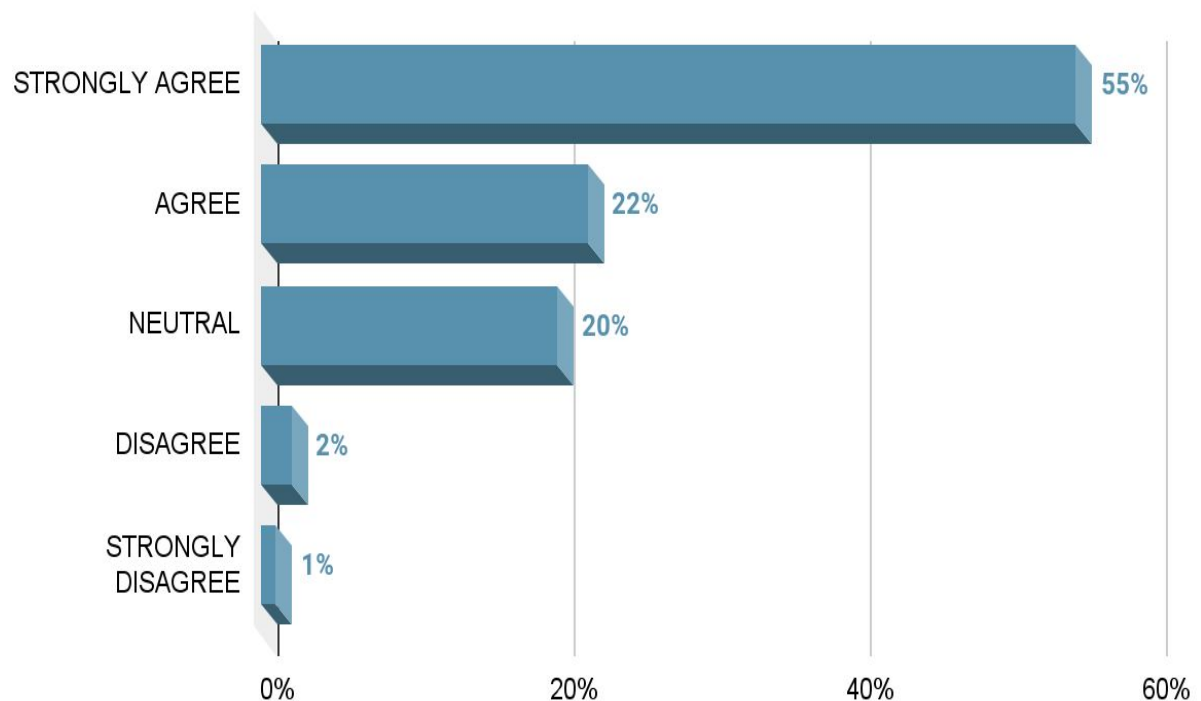
Chart 11- Teachers approach to teaching (as per student)



Approximately 71% of the students have responded that the teachers approach to teaching is Excellent,

# Teachers encouragement to participate in extracurricular activities.

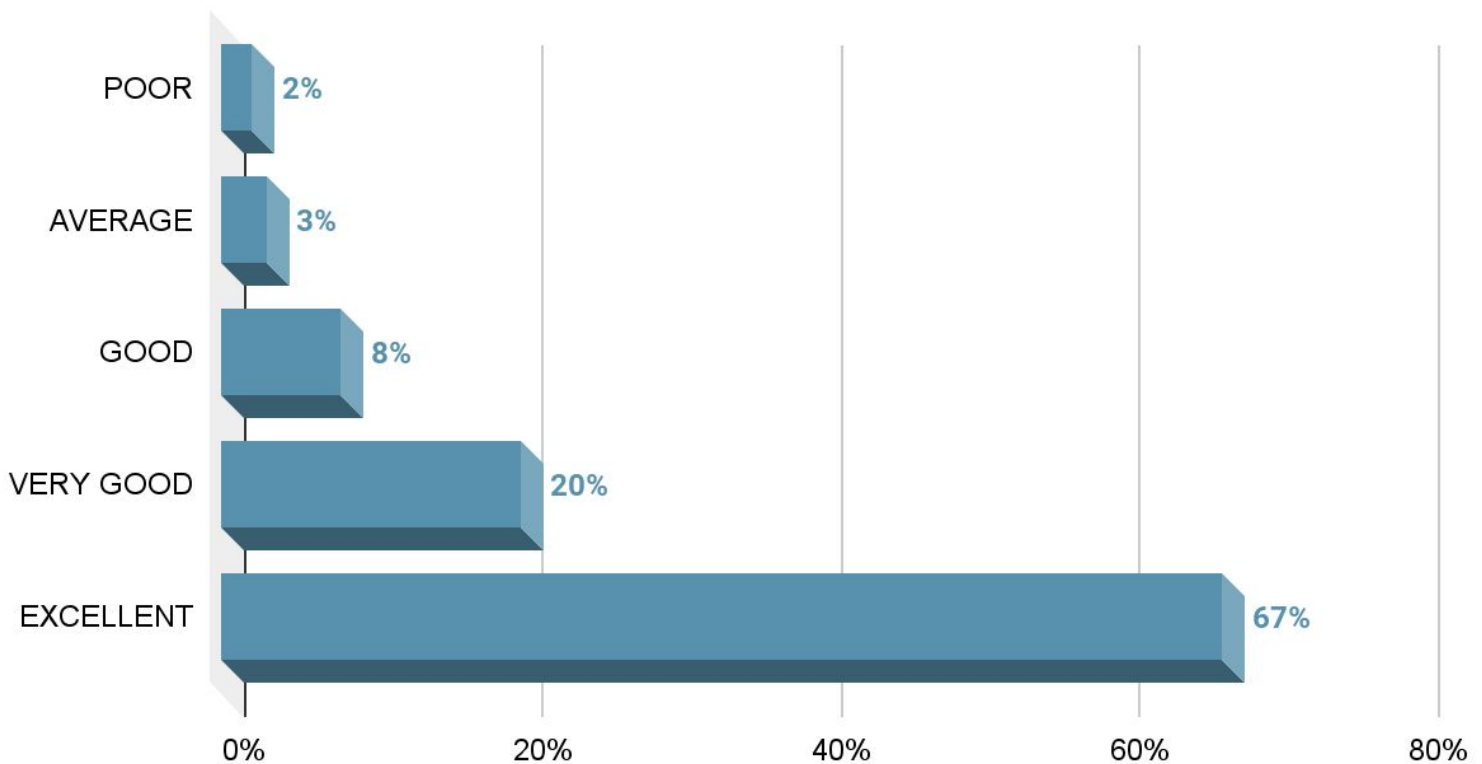
Chart 12 Teachers encouragement to participate in extracurricular activities.



Over 77% respondents believe that teachers at H.R. College encourage students to participate in extracurricular activities. Development of student centric teaching and learning model and reversing the pyramid to take students at the top of the pyramid has been a successful strategy of H.R. college. The institution organizes various workshops, programs, seminars etc. that provide opportunities to the students to conceptualize, plan and implement their ideas in sync with the changing dynamics of the world of commerce and economics.

# Accessibility of library resources

Chart 13 Accessibility of library resources

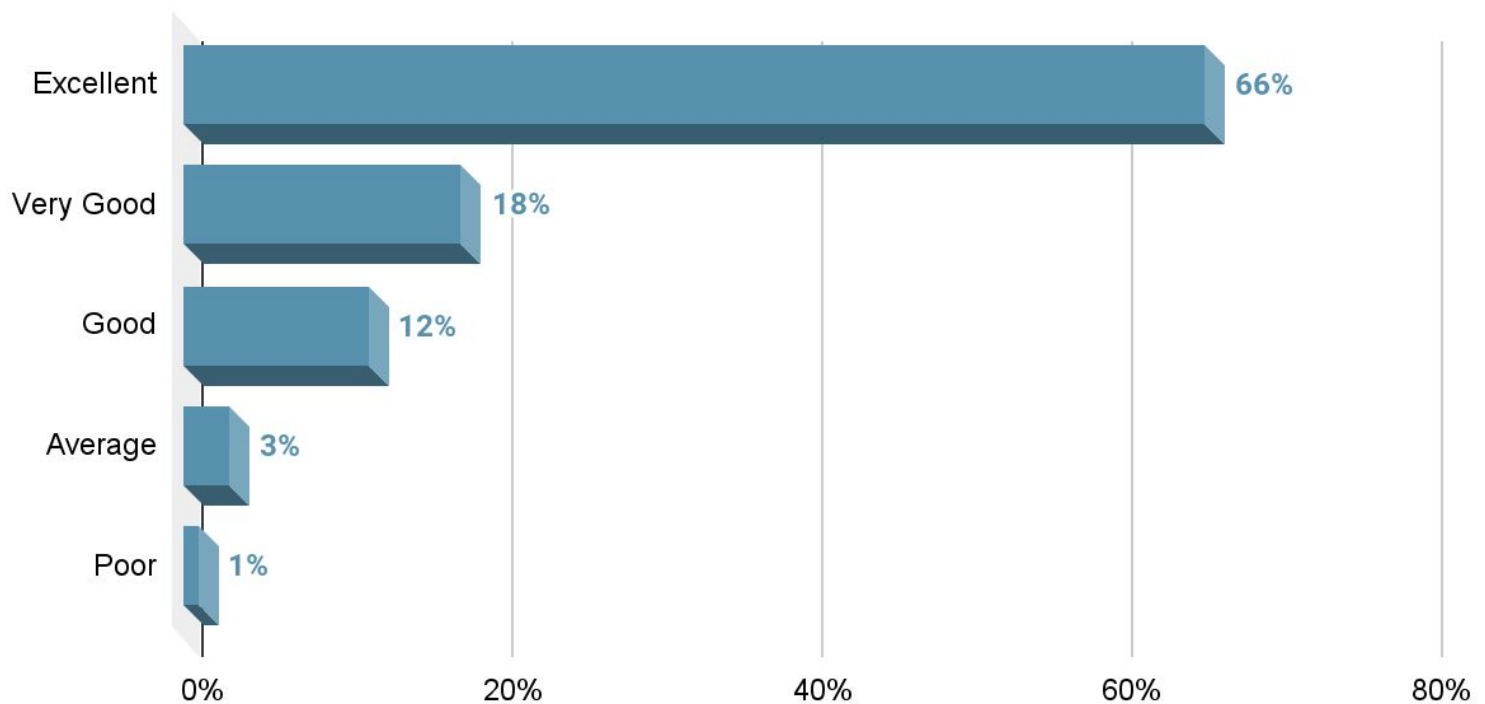


The college upgrades its library resources on a yearly basis. The graph shows that 67% of students have an excellent reviews on accessibility of library resources.



# Admission process in the college

Chart 14- Admission process in the college

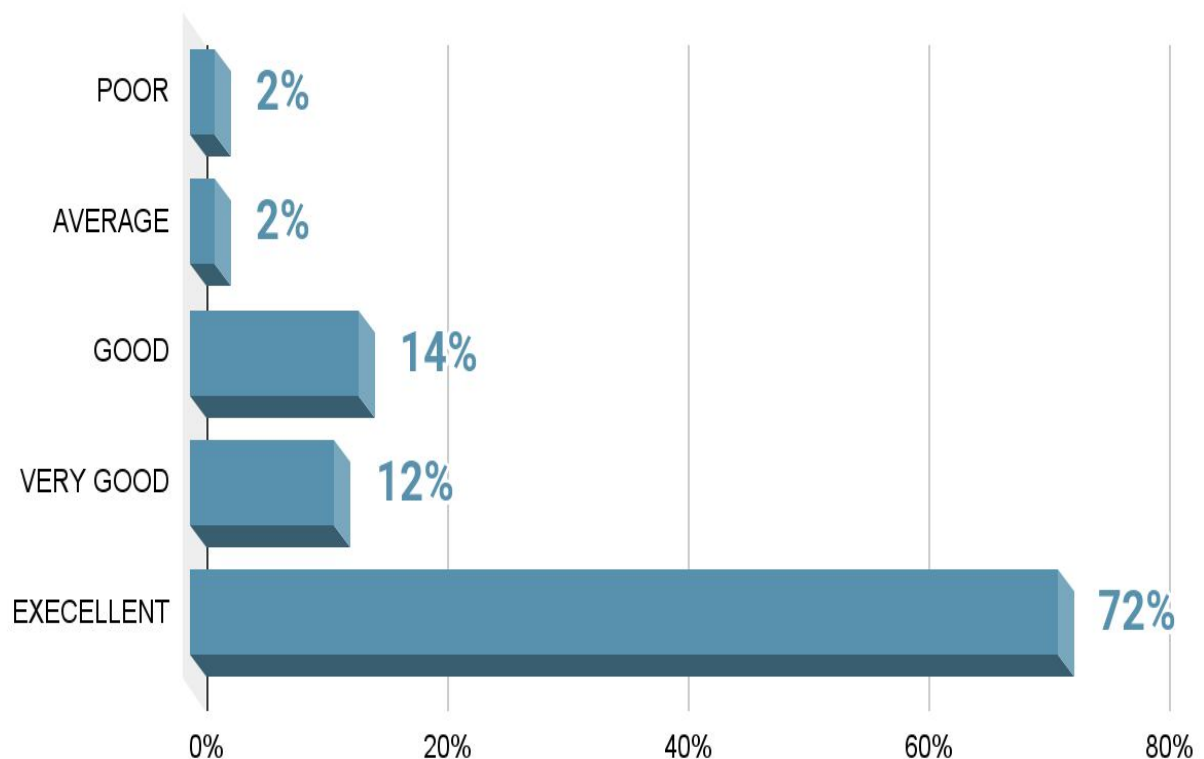


A majority of 66% students believe that the college has an excellent and smooth flowing admission process.

The college intends to make the admissions process as simple as possible. The Sports Council, in collaboration with the Students' Council, manages and oversees the internal and external admissions process for over 6,000 students.

# Efficiency of the administrative functioning

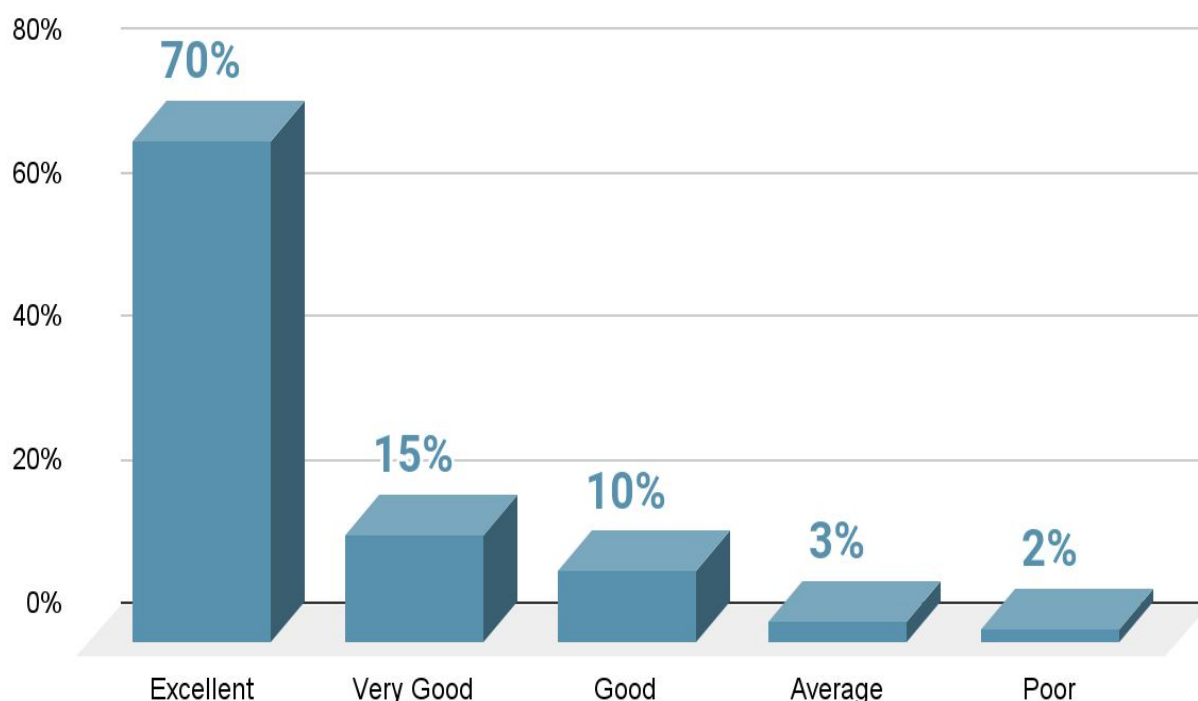
Chart 15 Efficiency of the administrative functioning



The graph above depicts the student body's opinion of the college's administrative efficiency. When asked the students regarding how efficient do they find the administrative functioning of the college, Around 72 percent of respondents were satisfied with the college administration's performance, 12% mentioned it was very good, almost 14% marked good.

# Functioning of grievance redressal mechanisms in college

Chart 16- Functioning of grievance redressal mechanisms in college



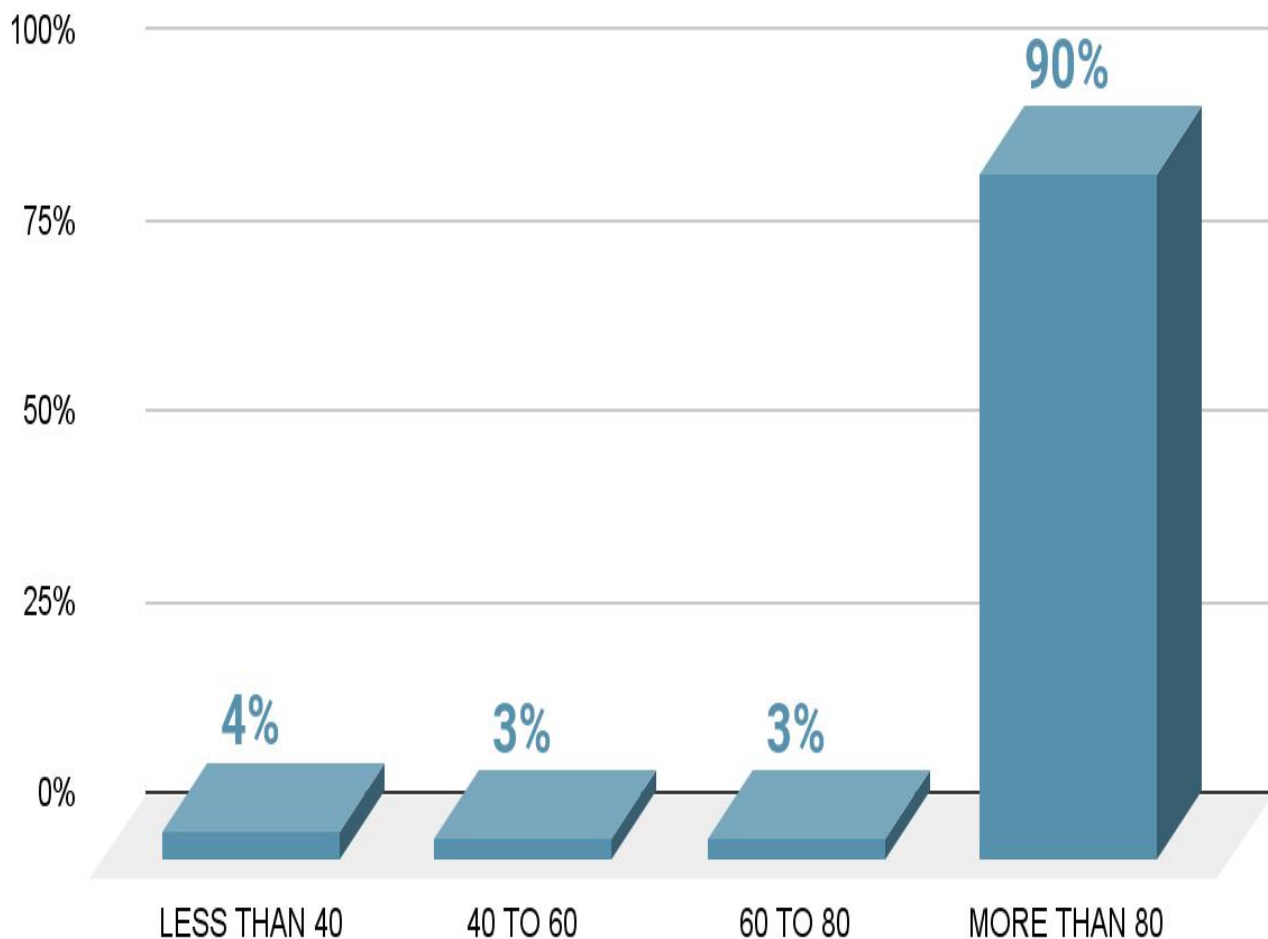
70% of the respondents have expressed that the grievance redressal mechanism of the college is excellent.

To address student grievances, the college has the College Grievance Redressed Cell (CGRC).

The committee is led by Principal Dr. Pooja Ramchandani, with Dr. Geeta Nair as member secretary. The committee's information is available on the college website, along with a form that can be used to file a complaint/grievance.

## Percentage of course syllabus covered in class

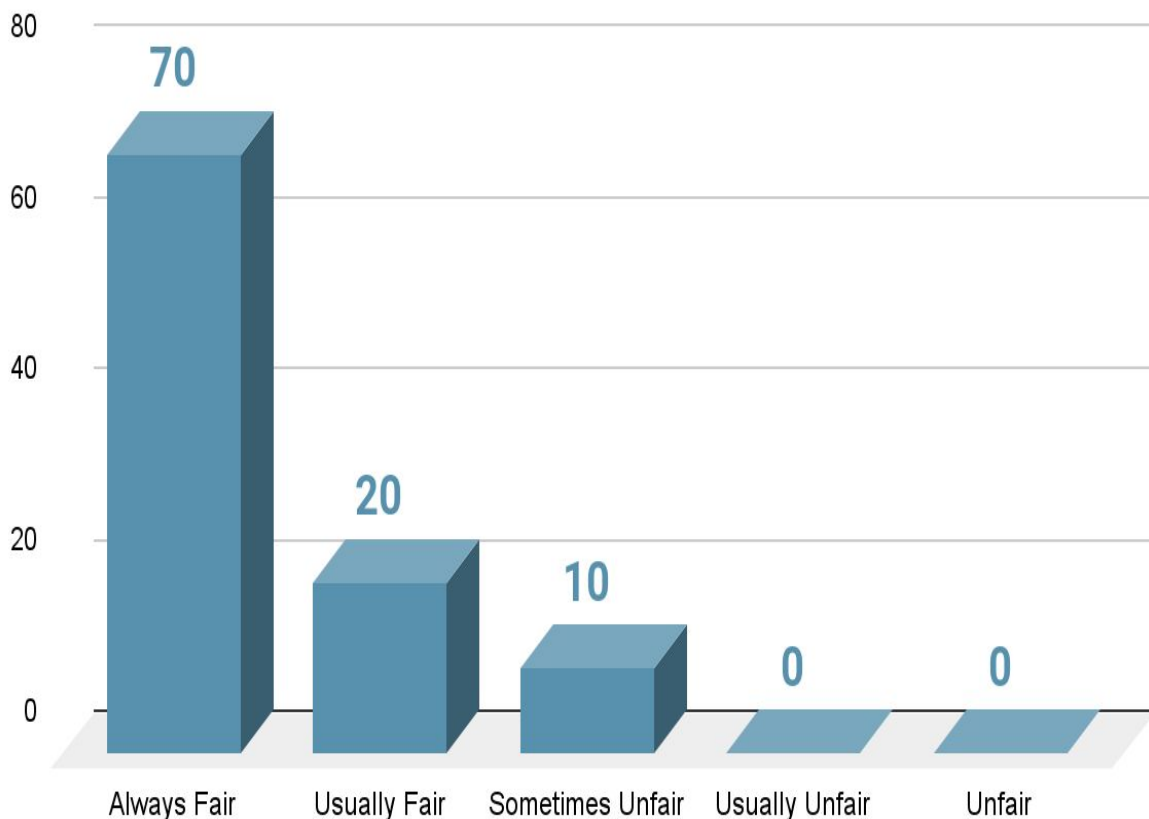
Chart 17 Percentage of course syllabus covered in class



Teachers ensure timely completion of more than 80% of the syllabus as per 90% of the respondents who have filled the questionnaire. Other 10% also agrees with the timely completion of syllabus. Due to the pandemic the academic year 2020-2021 has begun later than usual, however all teachers have ensured that the portion is completed as per the schedule prescribed by the university

# Fairness of the internal evaluation process.

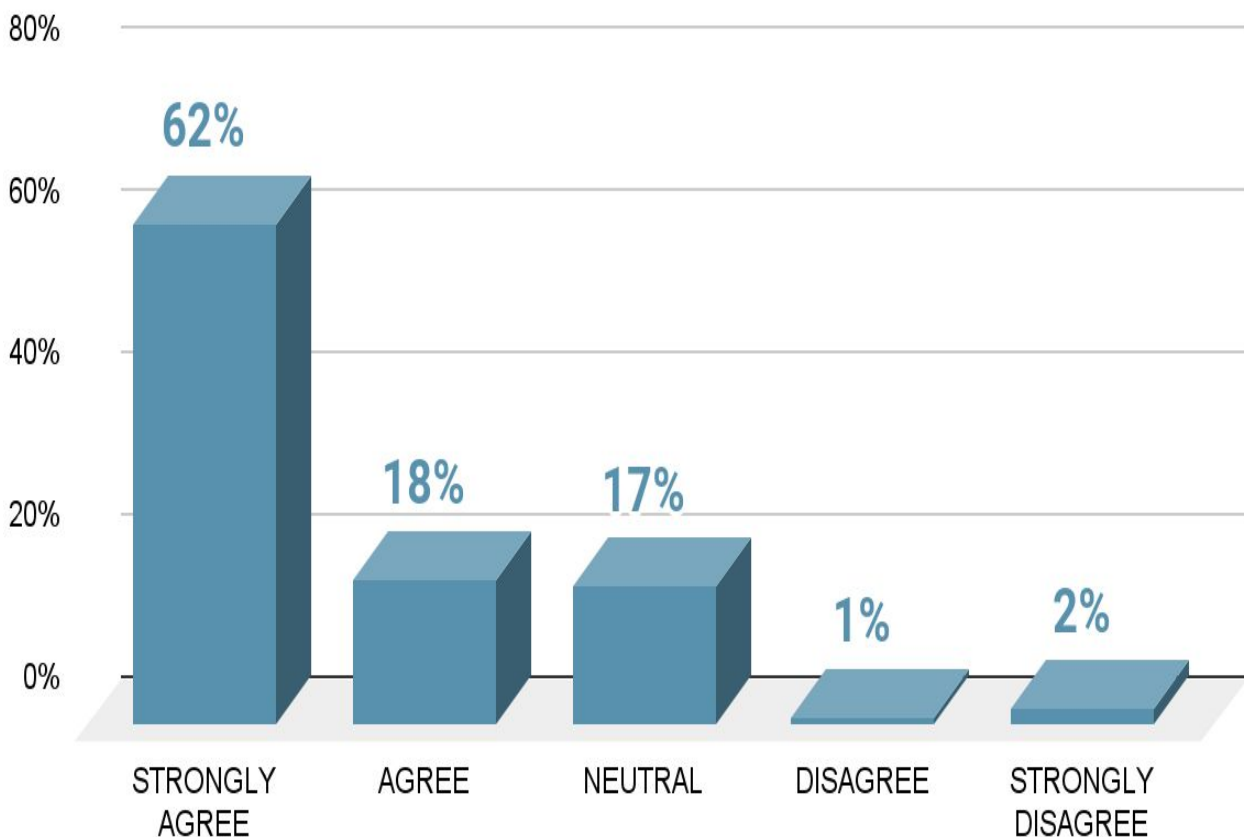
Chart 18- Fairness of the internal evaluation process.



Over 70% of students have responded that the internal evaluation process is always fair and effective, There are standard rules and guidelines regarding selection of evaluators, moderators and also for re-evaluation and college has strictly followed all the guidelines in that regard. However at the institutional level, it is ensured that fair evaluation happens and results are declared on time and for that college has regularly organized various orientation programs to revise the guidelines for the teachers as per the need of the situation

## Multiple opportunities provided by the college to learn and grow

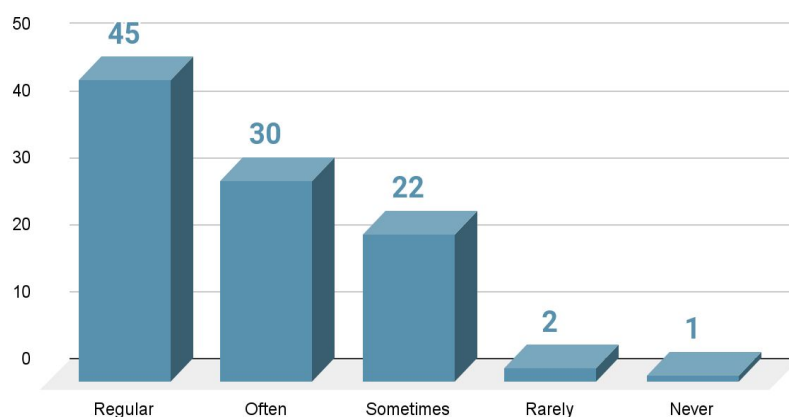
Chart 19 Multiple opportunities provided by the college to learn and grow



The college provides various opportunities to learn and grow to both slow and fast learners. The college has a special cell that identifies students with slow learners across all three years of B.Com degree and encourages them to seek guidance from subject experts in the subjects they found difficult to cope with. For Advanced learners the college has a Research Cell headed by Dr. Geeta Nair which is responsible for informing students about intercollegiate research opportunities and encouraging students to publish original work in leading journals and presenting at conferences. In this way both slow and fast learners have multiple opportunities to grow at H.R.College

# Student rating over the placements, internship, student exchange, field visit and other extra curricular and co-curricular initiatives of institution

Chart 20- Student rating over the placements, internship, student exchange, field visit and other extra curricular and co-curricular



Due to COVID 19 Pandemic students feel they have been missing on the experience of live industrial visits and field visits. However college has ensured to provide opportunities for virtual e-industrial Visits namely E - Industrial visit to Jain Farm Fresh Foods Ltd. on September 11, 2020 and MAPRO on January 19, 2021 for exposure and live learning which students have enjoyed.

## SUGGESTIONS

Students' suggestions included, among other things, increased information and communication about certificate programmes and scholarships, improved internship drives and collaborations with more corporates, increased industrial visits and field trips, and so on.

## CONCLUSIONS AND FINDINGS

On the academic front, students were pleased with the college's research assistance and opportunities. The students found the faculty to be approachable and helpful. The students appeared to be satisfied with the opportunities for growth provided by college in the form of internships, placements, and industrial visits; however, a few students expressed a desire for increasing the number of internship opportunities for the first and second year students.

Students were pleased with the college's online administrative efficiency and user friendly means to ensure a smooth admissions process. The students found the college's grievance redressal system to be efficient and effective. The email was especially set up to redress all kind of grievances and was made available on website. Teachers of the admission committee and the staff were also available 24/7 to address the queries raised. The college is pleased to note that the student body as a whole has a positive attitude toward the college.

The IQAC acknowledges the response of all participants for their assistance in carrying out the survey. IQAC also expresses heartfelt gratitude to all students for their engaged participation in the survey and valuable feedback.



# **Action Taken Report**

Considering the situation and enthusiasm on more students participation in social activities new students association named Garuda was added during the year. The activities under Mental health and awareness were increased. Professional skilling association was also formed to organise more professional skill development programs.

The Principal Dr.Pooja Ramchandani has signed a number of new MOU's; thus facilitating the growth of students as well as the staff.The purpose of signing these Mou's is to promote research, collaborations extension activities, placements, social initiatives and to promote industry-academia alliances.

Entrepreneurship incubation and innovation centre established during the year oriented students on developing the idea into reality through distinguished entrepreneurs and alumni.

The feedback report was discussed with the heads of the departments and to the faculty so that they can take forward the valuable suggestions to improve and innovate the teaching learning processes considering the present level of students satisfaction.

Pooja S.



Internal Quality Assurance Cell

# **Student Satisfaction Survey Report**

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