



Nagindas Khandwala College (Autonomous)



CRITERION 2 – TEACHING LEARNING AND EVALUATION

2.7 - Student Satisfaction Survey

2.7.1 : Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design its own questionnaire). Results and details need to be provided as a weblink.

Student Satisfaction Survey (SSS)

W. Datta
PRINCIPAL

NAGINDAS KHANDWALA COLLEGE OF COMMERCE
ARTS & MANAGEMENT STUDIES AND SHANTABEN
NAGINDAS KHANDWALA COLLEGE OF SCIENCE
(AUTONOMOUS)
MALAD (W), MUMBAI - 400 064.



NAGINDAS KHANDWALA COLLEGE (EMPOWERED AUTONOMOUS)

Student Satisfaction Survey

2022-2023

MS. S. H. A.

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ARTS & MANAGEMENT
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Student Satisfaction Survey


Nagindas Khandwala College conducted a Student Satisfaction Survey on the teaching- learning process. This survey was conducted using Google Forms. The link for the same is as follows:
<https://forms.gle/fZs9uZ5qiYryRhFc8>

The form was circulated among the students and 3,287 responses were received. The details are given in the following report. This report is divided into three parts:

- (1) The questionnaire
- (2) The report and analysis received from the Google Forms
- (3) A consolidated analysis followed by the action taken report

Female students (55.3%) responded slightly higher in number than the male students (44.6%). 91.4% were Undergraduate students while the rest were Post- Graduate students. 50.6% of the respondents were from Commerce, 19.8% of the respondents from Science and 13.3% of the respondents from Arts.

The details are given below in the following parts:


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Student Feedback on Teaching Learning Process_2022-23

* Indicates required question

Email *

A) Please confirm this is the first and only time you answer this survey. *

Mark only one oval.

☐ Yes

B) Age (in years): *

Mark only one oval.

☐ 16

☐ 17

☐ 18

☐ 19

☐ 20

☐ 21

☐ 22

☐ 23

☐ 24

☐ 25

☐ 26

☐ 27

☐ Other

MS. S. H.

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C) College Name: *

Mark only one oval.

☐ Nagindas Khandwala College

D) Gender: *

Mark only one oval.

☐ Female

☐ Male

☐ Transgender

E) What degree program are you pursuing now? *

Mark only one oval.

☐ Bachelor's (UG)

☐ Master's (PG)

☐ Doctorate (PhD)

☐ Other

F) What subject area are you currently pursuing? *

Mark only one oval.

☐ Arts

☐ Commerce

☐ Science

☐ Professional

☐ Other

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G) Program *

Mark only one oval.

- ☐ Bachelor of Commerce
- ☐ Bachelor of Commerce (Accounting & Finance)
- ☐ Bachelor of Commerce (Banking & Insurance)
- ☐ Bachelor of Commerce (Financial Markets)
- ☐ Bachelor of Management Studies
- ☐ B. Com. (Honors) in International Accounting
- ☐ Bachelor of Management Studies (E-Commerce Operations)
- ☐ Bachelor of Arts
- ☐ Bachelor of Arts (Honours) Apparel Design and Construction
- ☐ Bachelor of Arts (Multimedia & Mass Communication)
- ☐ Bachelor of Science (Computer Science)
- ☐ Bachelor of Science (Information Technology)
- ☐ B. Sc.(Honours) Computer Science – (Specialization in Artificial Intelligence & Machine Learning)
- ☐ B. Sc. (Honours) Computer Science – Specialization in Cloud Technology and Information Security (CTIS)
- ☐ B.Sc. (Honours) in Integrative Nutrition & Dietetics
- ☐ B.Sc. (Honours) in Interior Design
- ☐ B.B.A. (Honours) in Tourism and Travel Management
- ☐ B.B.A. (Honours) in Sports Management (Nomenclature Change to Hons)
- ☐ B.B.A. (Honours) in Business Administration
- ☐ B.B.A. (Honours) in Marketing Management
- ☐ B.B.A. (Honours) in Professional Accountancy and Financial Management
- ☐ B.B.A. (Honours) in Entrepreneurship
- ☐ B.B.A. (Honours) in Education Management
- ☐ B.Sc Psychology
- ☐ B.Sc Geoinformatics
- ☐ Master of Arts - Geography
- ☐ Master of Arts - Economics
- ☐ Master of Arts - Child Psychology
- ☐ Master of Arts - Industrial Psychology
- ☐ M.A. in Luxury and Fashion Brand Management

M. S. H.

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- ☐ Master of Commerce - Accountancy
- ☐ Master of Commerce - Management
- ☐ Master of Sports Management
- ☐ Master of Tourism and Travel Management (MTTM)
- ☐ Master of Science - Information Technology
- ☐ Master of Science – Geoinformatics
- ☐ M.Sc. Computer Science (M.Sc.-CS)
- ☐ M.Sc. Computer Science - Specialization in Cybersecurity
- ☐ M.Sc. Computer Science - Specialization in Artificial Intelligence
- ☐ M.Sc. in Interior Design (MID)
- ☐ M.Sc. in Integrative Nutrition & Dietetics

Feedback on Teaching - Learning

1. How much of the syllabus was covered in the class? *

Mark only one oval.

- ☐ 85 to 100%
- ☐ 70 to 84%
- ☐ 55 to 69%
- ☐ 30 to 54%
- ☐ Below 30%

2. How well did the teachers prepare for the classes? *

Mark only one oval.

- ☐ Thoroughly
- ☐ Satisfactorily
- ☐ Poorly
- ☐ Indifferently
- ☐ Won't teach at all

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3. How well were the teachers able to communicate? *

Mark only one oval.

- ☐ Always effective
- ☐ Sometimes effective
- ☐ Just satisfactorily
- ☐ Generally ineffective
- ☐ Very poor communication

4. The teacher's approach to teaching can best be described as *

Mark only one oval.

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor

5. Fairness of the internal evaluation process by the teachers. *

Mark only one oval.

- ☐ Always fair
- ☐ Usually fair
- ☐ Sometimes unfair
- ☐ Usually unfair
- ☐ Unfair

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6. Was your performance in assignments discussed with you? *

Mark only one oval.

- ☐ Every time
- ☐ Usually
- ☐ Occasionally/Sometimes
- ☐ Rarely
- ☐ Never

7. The institute takes active interest in promoting internship, student exchange, *
field visit opportunities for students.

Mark only one oval.

- ☐ Regularly
- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never

8. The teaching and mentoring process in your institution facilitates you in *
cognitive, social and emotional growth.

Mark only one oval.

- ☐ Significantly
- ☐ Very well
- ☐ Moderately
- ☐ Marginally Not
- ☐ at all


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MALAD (W), MUMBAI - 400 064[†]

9. The institution provides multiple opportunities to learn and grow. *

Mark only one oval.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes *
and programme outcomes.

Mark only one oval.

- ☐ Every time
- ☐ Usually
- ☐ Occasionally/Sometimes
- ☐ Rarely
- ☐ Never

11. Your mentor does a necessary follow-up with an assigned task to you. *

Mark only one oval.

- ☐ Every time
- ☐ Usually
- ☐ Occasionally/Sometimes
- ☐ Rarely
- ☐ I don't have a mentor

MSatta.

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12. The teachers illustrate the concepts through examples and applications. *

Mark only one oval.

- ☐ Every time
- ☐ Usually
- ☐ Occasionally/Sometimes
- ☐ Rarely
- ☐ Never

13. The teachers identify your strengths and encourage you with providing right *
level of challenges.


Mark only one oval.

- ☐ Fully
- ☐ Reasonably
- ☐ Partially
- ☐ Slightly
- ☐ Unable to

14. Teachers are able to identify your weaknesses and help you to overcome *
them.

Mark only one oval.

- ☐ Every time
- ☐ Usually
- ☐ Occasionally/Sometimes
- ☐ Rarely
- ☐ Never


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15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. *

Mark only one oval.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences. *

Mark only one oval.

- ☐ To a great extent
- ☐ Moderate
- ☐ Some what
- ☐ Very little
- ☐ Not at all

17. Teachers encourage you to participate in extracurricular activities. *

Mark only one oval.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neutral
- ☐ Disagree
- ☐ Strongly disagree

M. S. H.

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18. 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. *

Mark only one oval.

- ☐ To a great extent
☐ Moderate
☐ Some what
☐ Very little
☐ Not at all

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. *


Mark only one oval.

- ☐ Above 90%
☐ 70 – 89%
☐ 50 – 69%
☐ 30 – 49%
☐ Below 29%

20. The overall quality of teaching-learning process in your institute is very good. *

Mark only one oval.

- ☐ Strongly agree
☐ Agree
☐ Neutral
☐ Disagree
☐ Strongly disagree


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21. Give three observations / suggestions to improve the overall teaching – learning experience in your institution. (Kindly restrict your response to teaching learning process only)

*

M. Satta.

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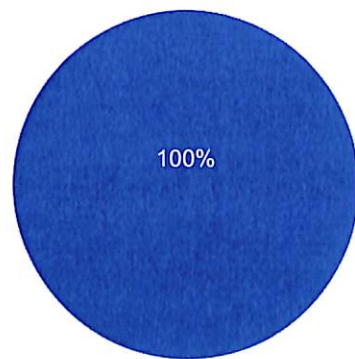
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Student Feedback on Teaching Learning Process_2022-23

3,287 responses

A) Please confirm this is the first and only time you answer this survey.

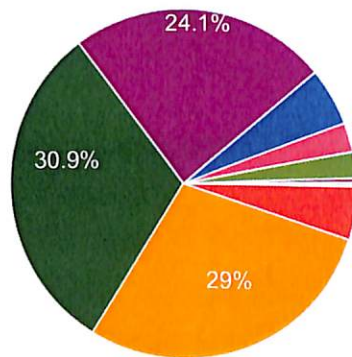
3,287 responses



Yes

B) Age (in years):

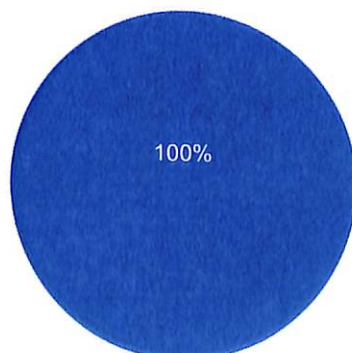
3,287 responses



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17
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1/2

C) College Name:

3,287 responses

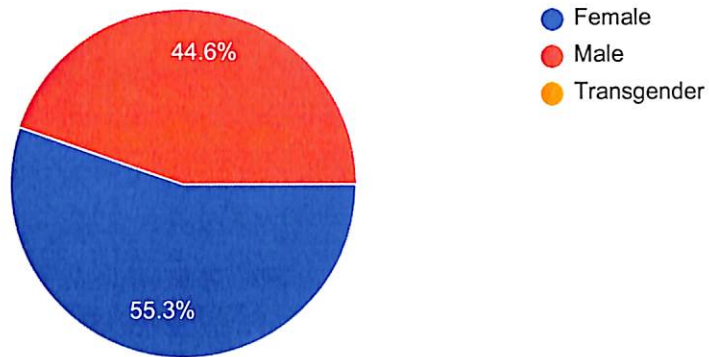


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Ms. Satta.
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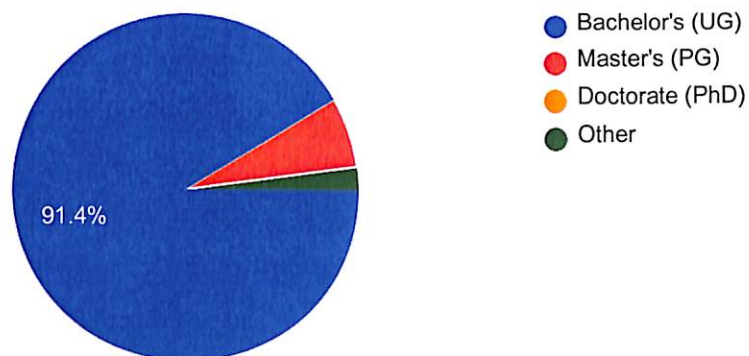
D) Gender:

3,287 responses



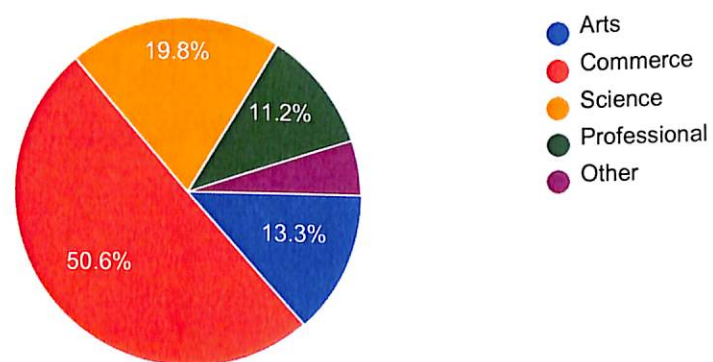
E) What degree program are you pursuing now?

3,287 responses



F) What subject area are you currently pursuing?

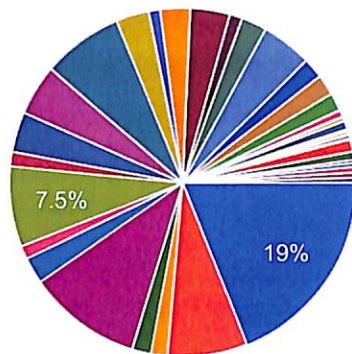
3,287 responses



M. Satta.
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G) Program

3,287 responses



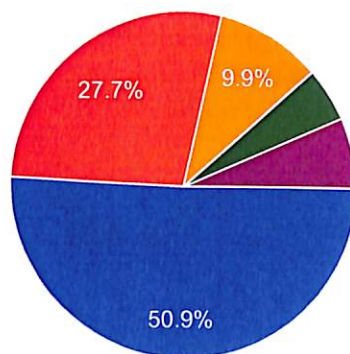
- Bachelor of Commerce
- Bachelor of Commerce (Acco...
- Bachelor of Commerce (Bank...
- Bachelor of Commerce (Fina...
- Bachelor of Management Stu...
- B. Com. (Honors) in Internatio...
- Bachelor of Management Stu...
- Bachelor of Arts

1/6 ▼

Feedback on Teaching - Learning

1. How much of the syllabus was covered in the class?

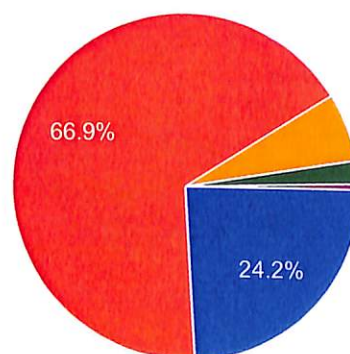
3,287 responses



- 85 to 100%
- 70 to 84%
- 55 to 69%
- 30 to 54%
- Below 30%

2. How well did the teachers prepare for the classes?

3,287 responses



- Thoroughly
- Satisfactorily
- Poorly
- Indifferently
- Won't teach at all

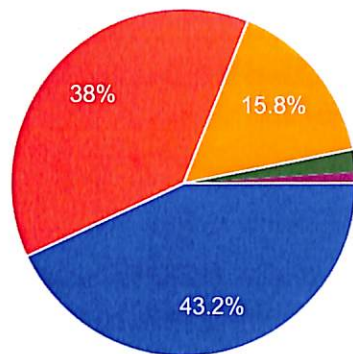
Ms. Satta.

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3. How well were the teachers able to communicate?



3,287 responses

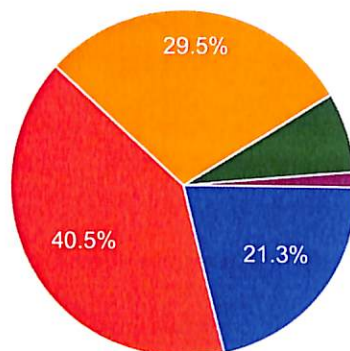


- Always effective
- Sometimes effective
- Just satisfactorily
- Generally ineffective
- Very poor communication

4. The teacher's approach to teaching can best be described as



3,287 responses

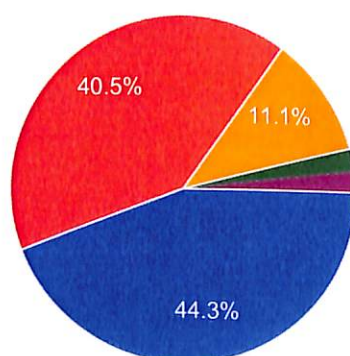


- Excellent
- Very good
- Good
- Fair
- Poor

5. Fairness of the internal evaluation process by the teachers.



3,287 responses



- Always fair
- Usually fair
- Sometimes unfair
- Usually unfair
- Unfair

M. Satta.

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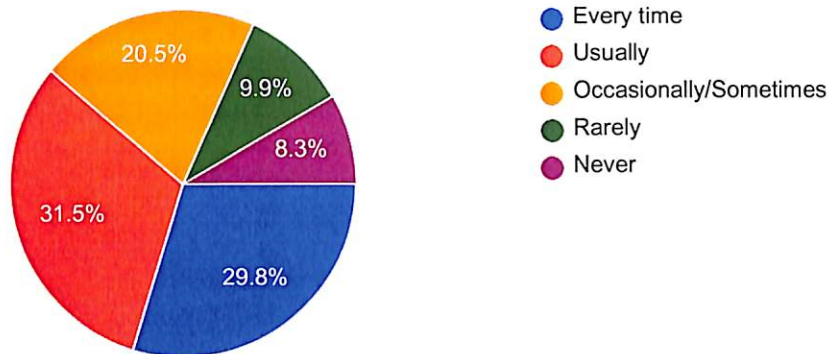
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6. Was your performance in assignments discussed with you?



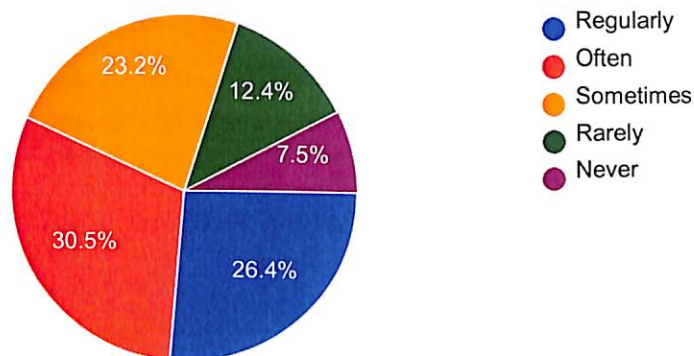
3,287 responses



7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.



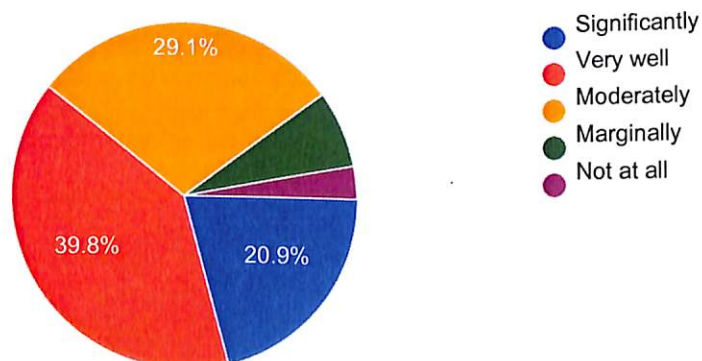
3,287 responses



8. The teaching and mentoring process in your institution facilitates your cognitive, social and emotional growth.



3,287 responses



M. S. H.
PRINCIPAL

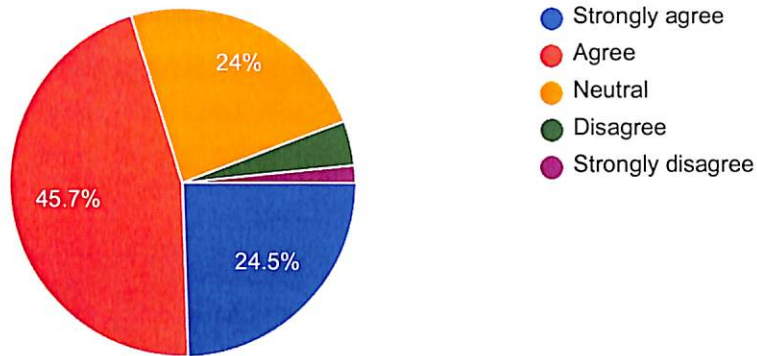
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9. The institution provides multiple opportunities to learn and grow.



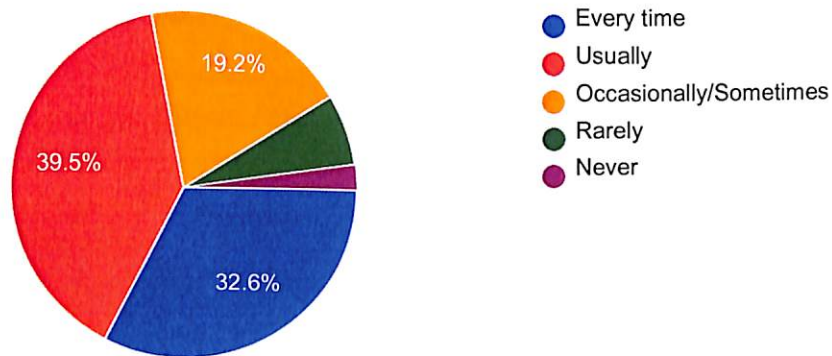
3,287 responses



10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



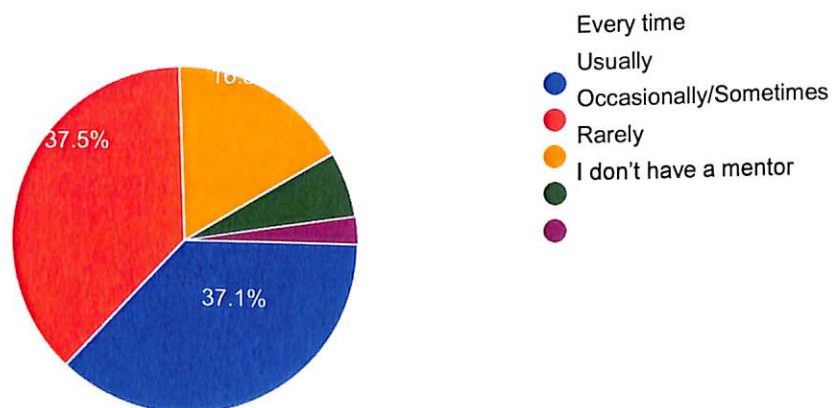
3,287 responses



11. Your mentor does a necessary follow-up with an assigned task to you.



3,287 responses



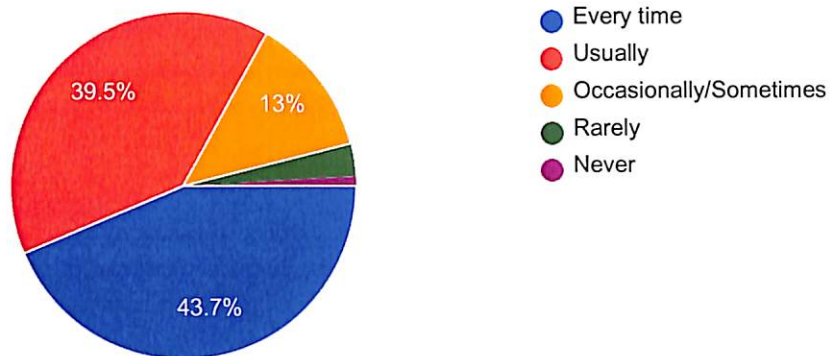
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12. The teachers illustrate the concepts through examples and applications.



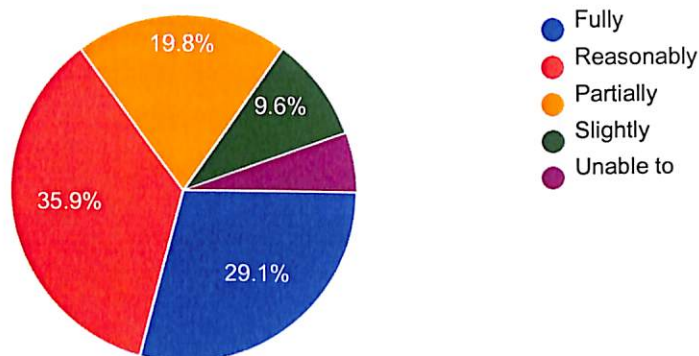
3,287 responses



13. The teachers identify your strengths and encourage you with providing right level of challenges.



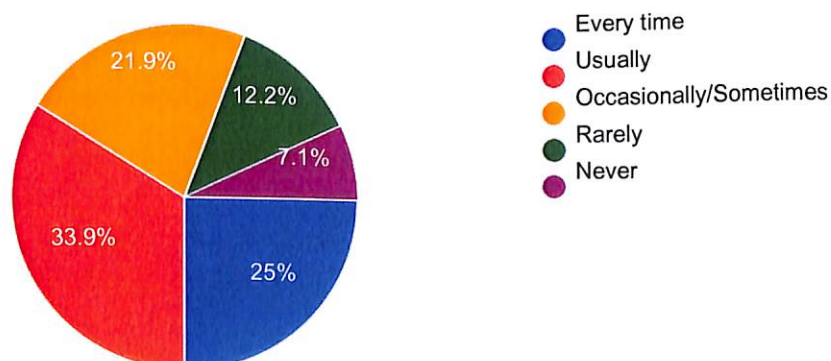
3,287 responses



14. Teachers are able to identify your weaknesses and help you to overcome them.



3,287 responses

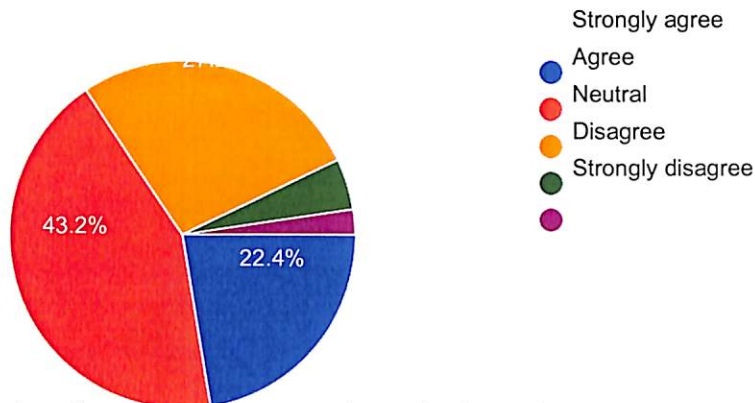


M. S. Salgaonkar
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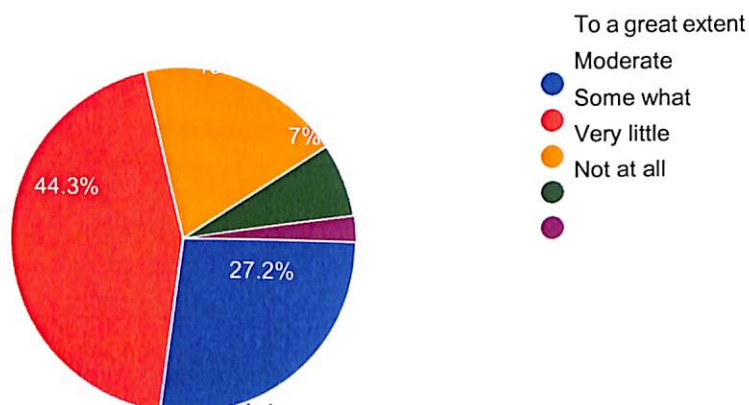
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

3,287 responses



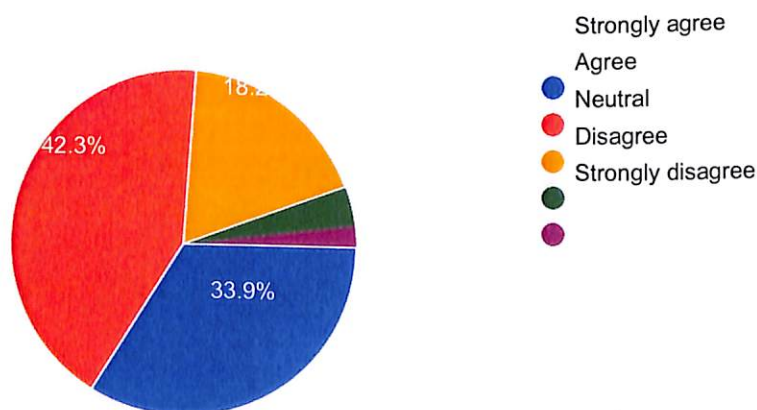
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

3,287 responses



17. Teachers encourage you to participate in extracurricular activities.

3,287 responses



M. S. Saha

PRINCIPAL

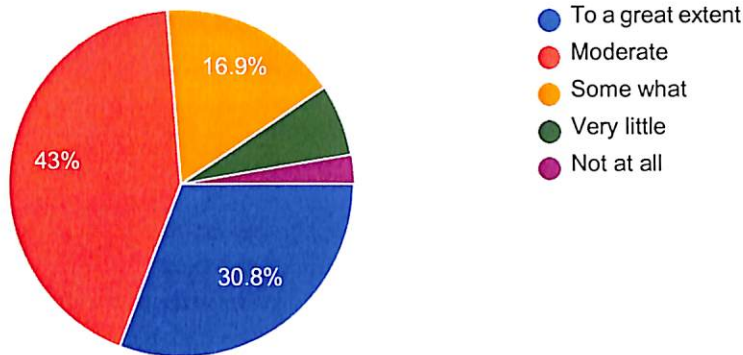
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18. Efforts are made by the institute/ teachers to inculcate soft skills, lifeskills and employability skills to make you ready for the world of work.



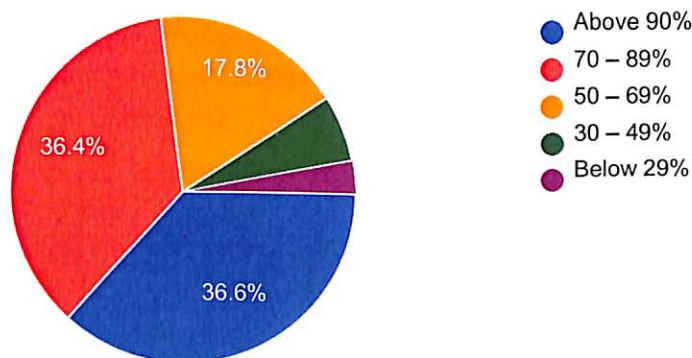
3,287 responses



19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.



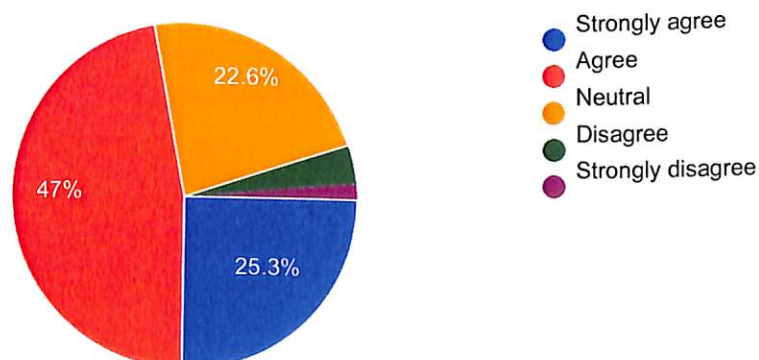
3,287 responses



20. The overall quality of teaching-learning process in your institute is very good.



3,287 responses



Ms. Ha.
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21. Give three observations / suggestions to improve the overall teaching – learning experience in your institution. (Kindly restrict your response to teaching learning process only)

M. S. H.

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Analysis Report:

3,287 students responded to this survey, where 44.6% are male and 55.3% are female. 91.4% are Undergraduate students and 6.4% are Postgraduate students. 50.6% of the respondents are from Commerce, 19.8% of the respondents from Science and 13.3% of the respondents from Arts. The visualization of the same are as follows:

Gender-wise responses are shown below in Figure 1, Figure 2 and Figure-3.

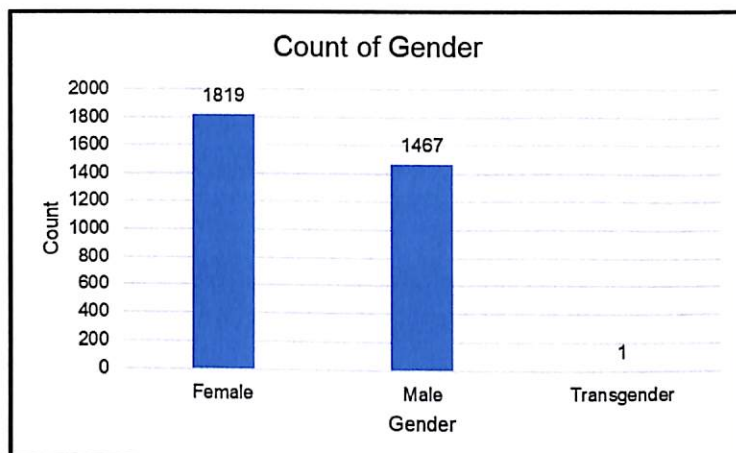


Figure 1: Gender-wise responses

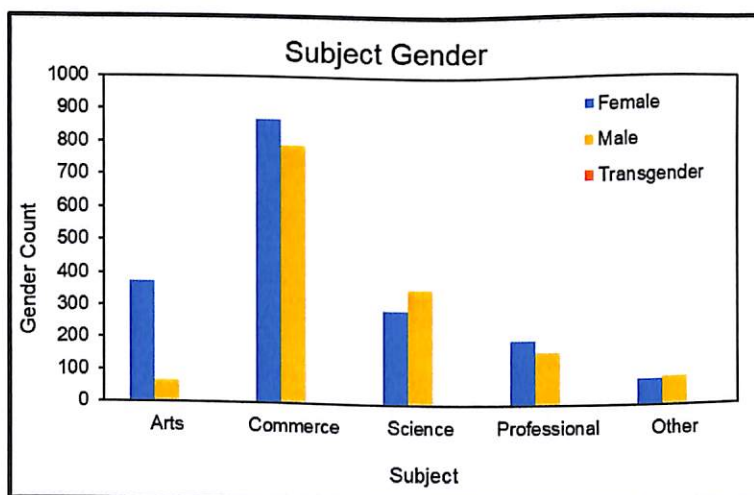


Figure 2: Subject-wise and gender-wise responses

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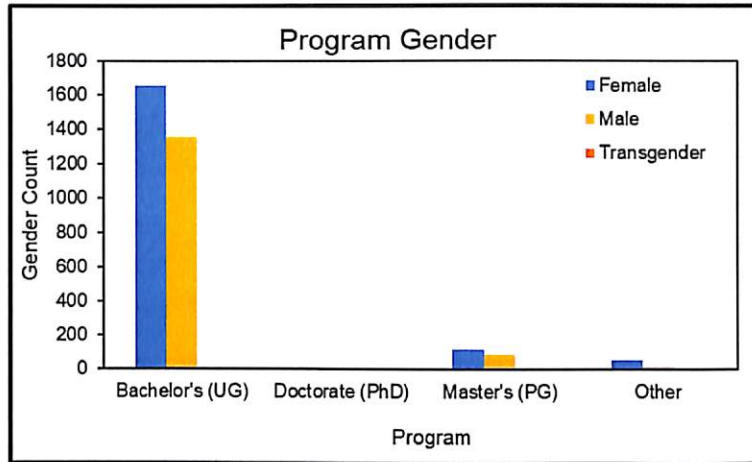
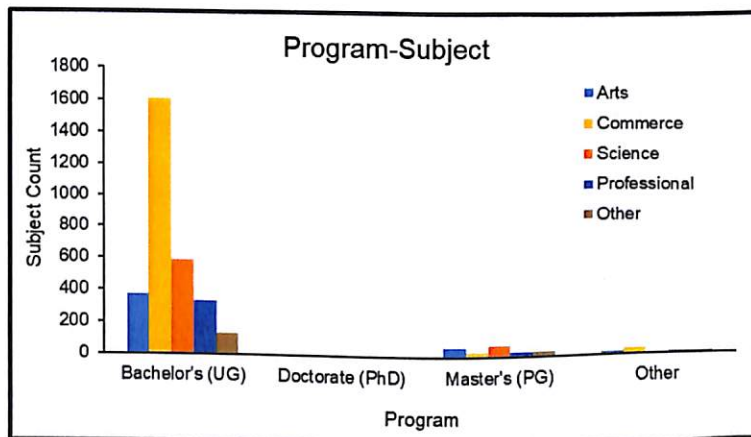


Figure 3: Program-wise and Gender-wise responses

The respondents are students from Commerce, Arts and Science domains. The details are as shown below:




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The responses are consolidated as follows:

Question	Percentage Response
1. How much of the syllabus was covered in the class?	50.9 % agreed that more than 85% of the syllabus is covered. 27.7% were of the option that more than 70% of the syllabus is covered.
2. How well did the teachers prepare for the classes?	91.1% of the respondents agreed that teachers are well prepared for the class.
3. How well were the teachers able to communicate?	More than 81.2% of the students appreciated the effectiveness of the communication by the teachers.
4. The teacher's approach to teaching can best be described as	21.3% of the respondents described the teacher's approach to teaching as excellent, 40.5% described it as very good and 29.5% described it as good.
5. Fairness of the internal evaluation process by the teachers.	More than 84.8% of the students are satisfied with the fairness of internal evaluation.
6. Was your performance in assignments discussed with you?	81.8% of the responses are in support of this.
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	More than 80.1% are agreeing to this.
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	More than 89.8% responses are in favour of this question.
9. The institution provides multiple opportunities to learn and grow.	70.2% agreed to this and 24% were neutral to this question.
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.	91.3% of the students agreed to this.


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11. Your mentor does a necessary follow-up with an assigned task to you.	91.5% of the students are in agreement with this.
12. The teachers illustrate the concepts through examples and applications.	96.2% are in agreement with this.
13. The teachers identify your strengths and encourage you with providing right level of challenges.	84.8% of the respondents agreed to this.
14. Teachers are able to identify your weaknesses and help you to overcome them.	80.8% of the respondents agreed to this.
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	More than 92.8% of the responses are in favour of this.
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	90.6% of the respondents agreed to this.
17. Teachers encourage you to participate in extracurricular activities	94.4% of the responses are in favour this question.
18. 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.	90.7% of the respondents agreed with the institution's efforts in preparing the students for the work world.
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	More than 73% responses show more than 70% use of ICT tools by teachers.
20. The overall quality of teaching-learning process in the institute is very good.	More than 94.9% of the students are agreeing to this.


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Action Taken:

Overall, the suggestions provided by the students are good and appropriate. The feedback and the analysis report were submitted to the Principal.

During a meeting with the teachers, the principal appreciated the positive feedback received from the students. Teachers were counselled to keep up their current efforts in order to maintain and improve the quality of teaching.

The suggestions given by the students have been given serious consideration. Teachers are advised to use more interactive teaching techniques along with practical examples, case studies to make the lecture more interesting and fruitful.

Infrastructural issues mentioned in the feedback, such as issues with library and canteen are corrected immediately. Student feedback also mentioned about more focus on promoting campus recruiting initiatives. Placement Cell has been directed to invite more number of recruiters in the campus and provide more internship opportunities to the students

There are few suggestions on conducting more revision sessions and practice mock tests before exams. Teachers are asked to take more unit based test and revision sessions before exams.



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