

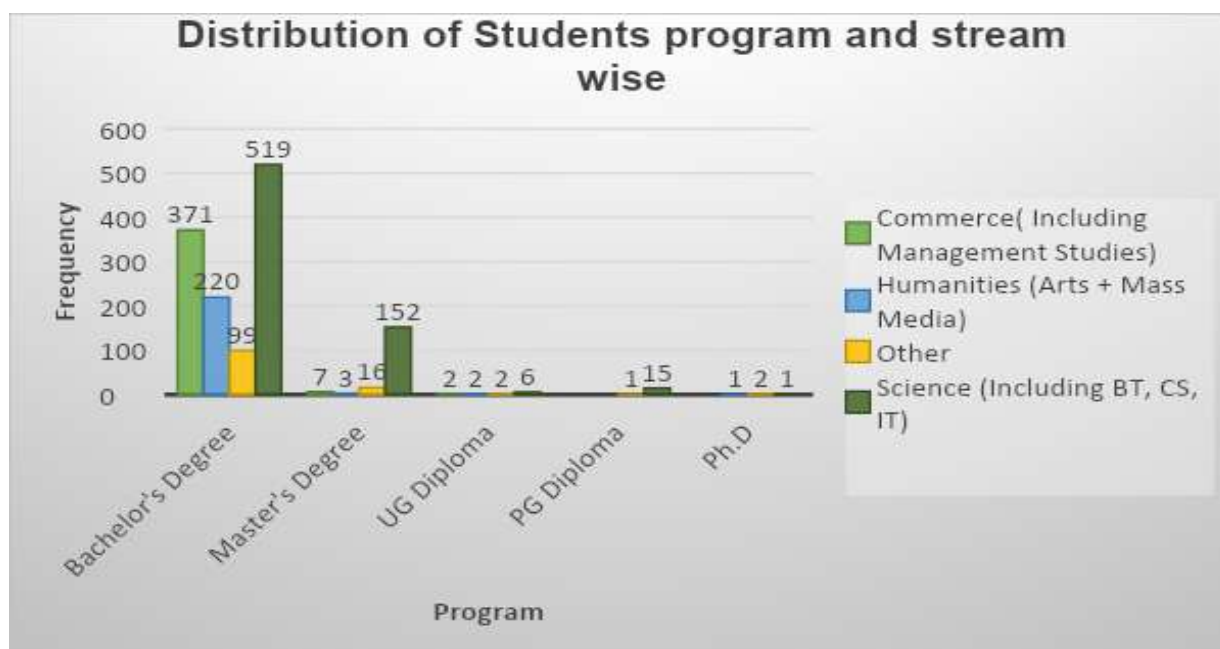
# SIES College of Arts, Science and Commerce (Autonomous)

Sion (W), Mumbai – 400 022

## Student Satisfaction Survey 2020-21

10.05.2021

1. **Objectives:** To check the level of satisfaction of the students about Teaching Learning, Learning Resources, Infrastructure, Co Curricular and Extra Curricular activities.
2. **Number of respondents:** 1,419 (Approximately 30% students)
3. **Dates:** 15/04/2021 – 17/04/2021
4. **Methodology:** Structured feedback form(Google form) was shared with students of all streams, selected randomly. The form contained structured questions about curriculum, teaching-learning, evaluation, co-curricular activities, and infrastructure. The last question was open ended inviting suggestions from students.



Out of 1419 students, 1209 students are from bachelor's degree, 178 students are from master's degree, 12 students are from UG diploma, 16 students are from PG diploma, and 4 are from Ph.D.

Out of 1419 students, 1086 students say that they will recommend this institute to others, 76.53%. Out of 1086 students, 1006 students say their overall experience in college is good and excellent, which is 92.63%. Out of 1419 students, 333 students say that they may recommend this institute to others.



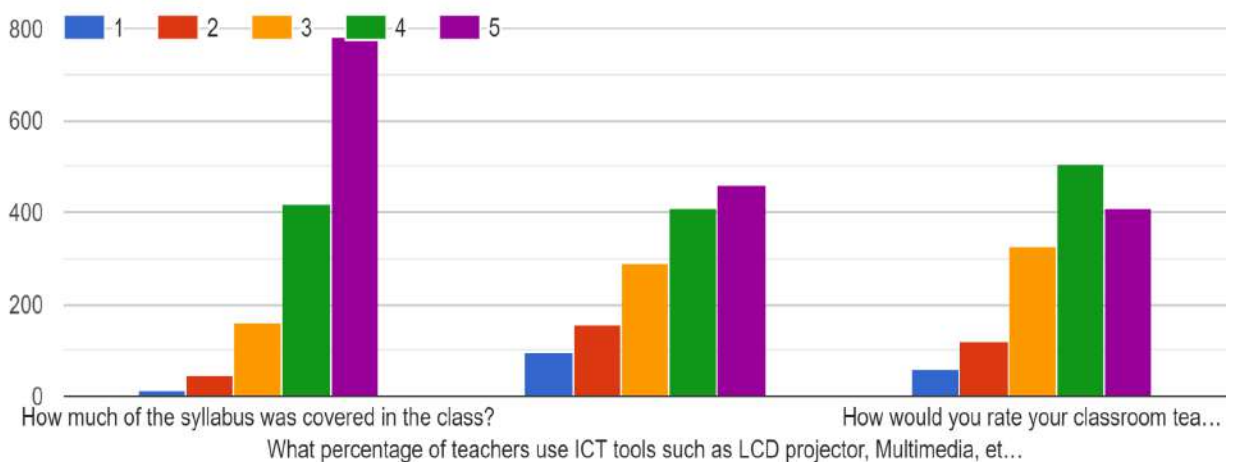
The Questions and analysis of responses is shown below graphically:

Each question is rated on a scale of 1 to 5. 1 being lowest rated and 5 being highest rated

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

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

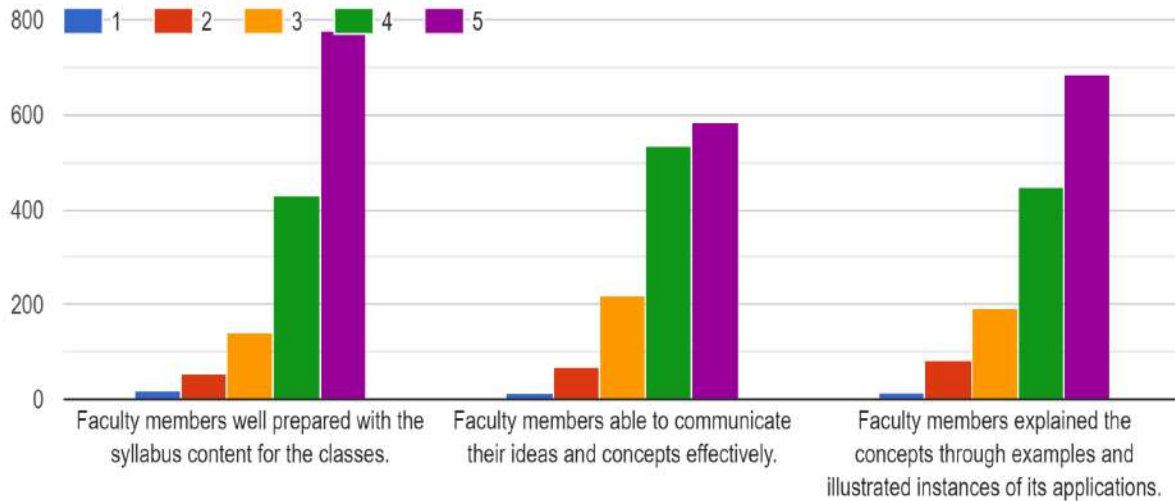
3. How would you rate your classroom teaching-learning experience in stimulating your interest in the subject/s?



4. Faculty members well prepared with the syllabus content for the classes.

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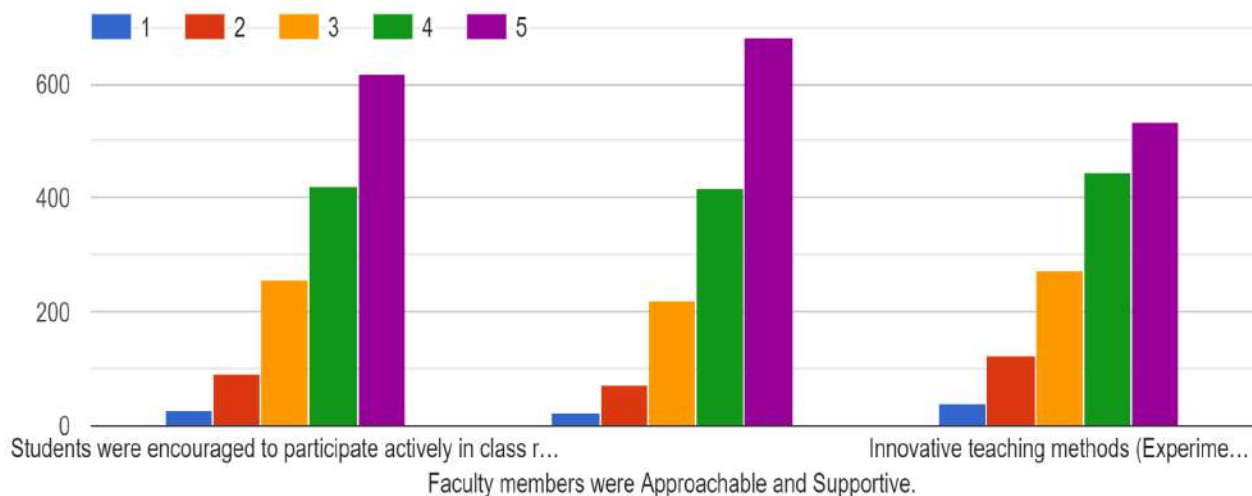
6. Faculty members explained the concepts through examples and illustrated instances of its applications.



7. Students were encouraged to participate actively in class room discussions.

8. Faculty members were Approachable and Supportive.

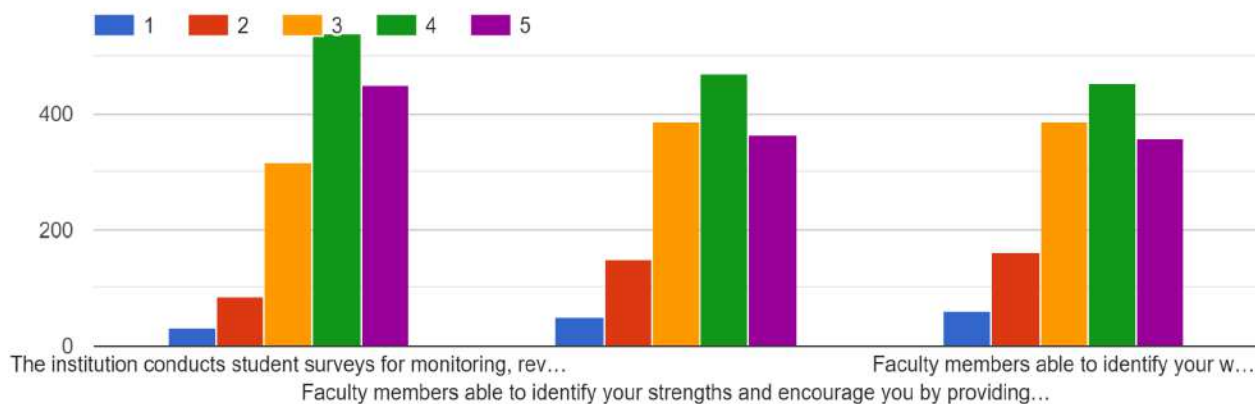
9. Innovative teaching methods (Experimental learning, participative learning, presentations, role play etc.) were used in classrooms.



10.The institution conducts student surveys for monitoring, reviewing quality improvement of the teaching learning processes.

11. Faculty members able to identify your strengths and encourage you by providing resourceful opportunities.

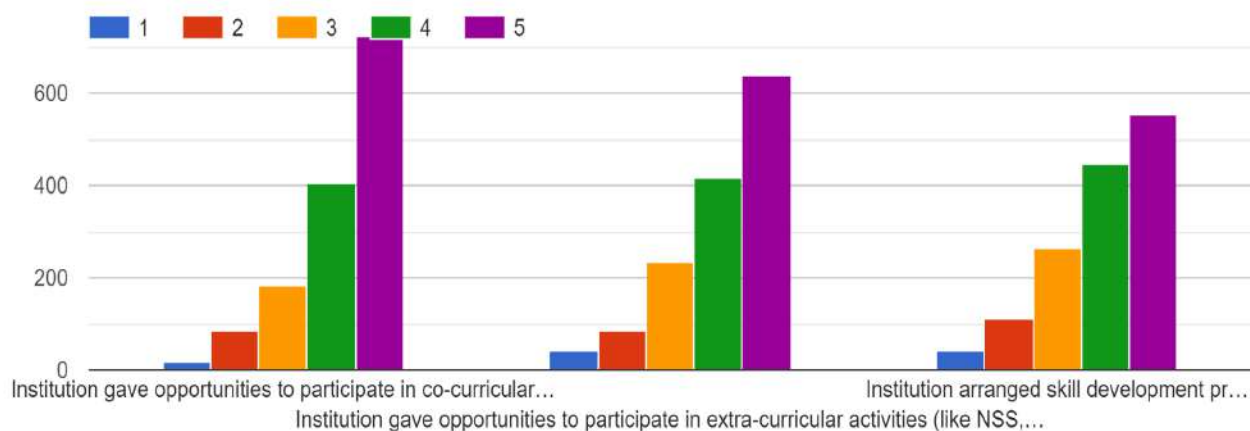
12. Faculty members able to identify your weaknesses and help you to overcome them by giving you scope for improvement.



13. Institution gave opportunities to participate in co-curricular activities (like seminars, workshops, guest lectures, add on courses, literary fest, etc.)

14. Institution gave opportunities to participate in extra-curricular activities (like NSS, NCC, Cultural events, Sports, etc.)

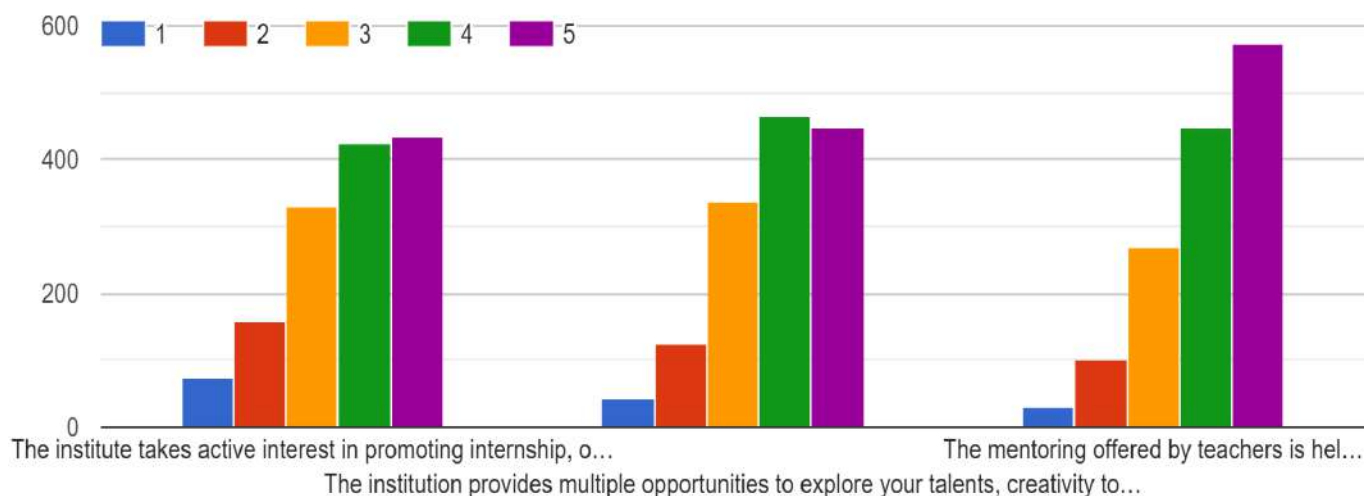
15. Institution arranged skill development programs (like soft skills, life skills, career counselling and employability skills).



16. The institute takes active interest in promoting internship, online add on courses, value added courses opportunities for students.

17. The institution provides multiple opportunities to explore your talents, creativity to learn and grow.

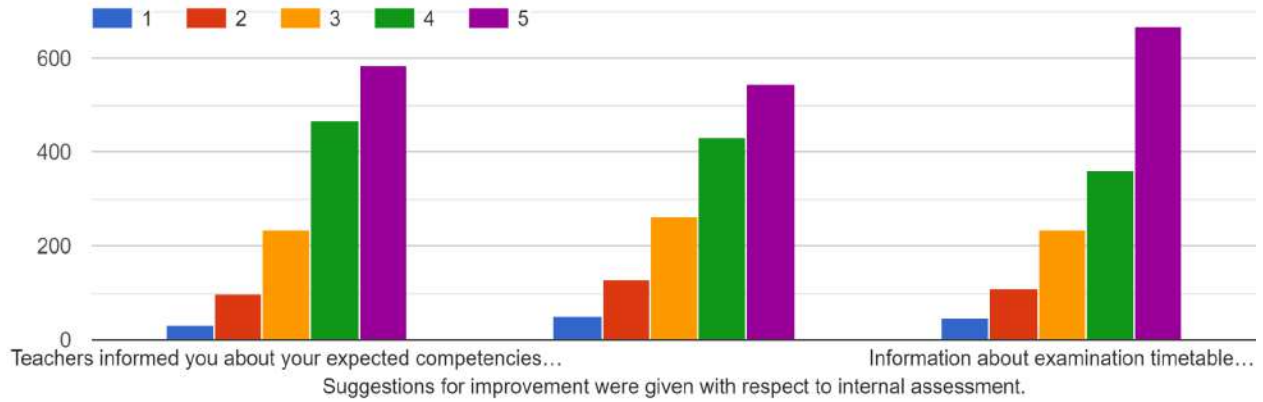
18. The mentoring offered by teachers is helpful in your overall development.



19. Teachers informed you about your expected competencies and course objectives and outcomes as per the syllabus.

20. Suggestions for improvement were given with respect to internal assessment.

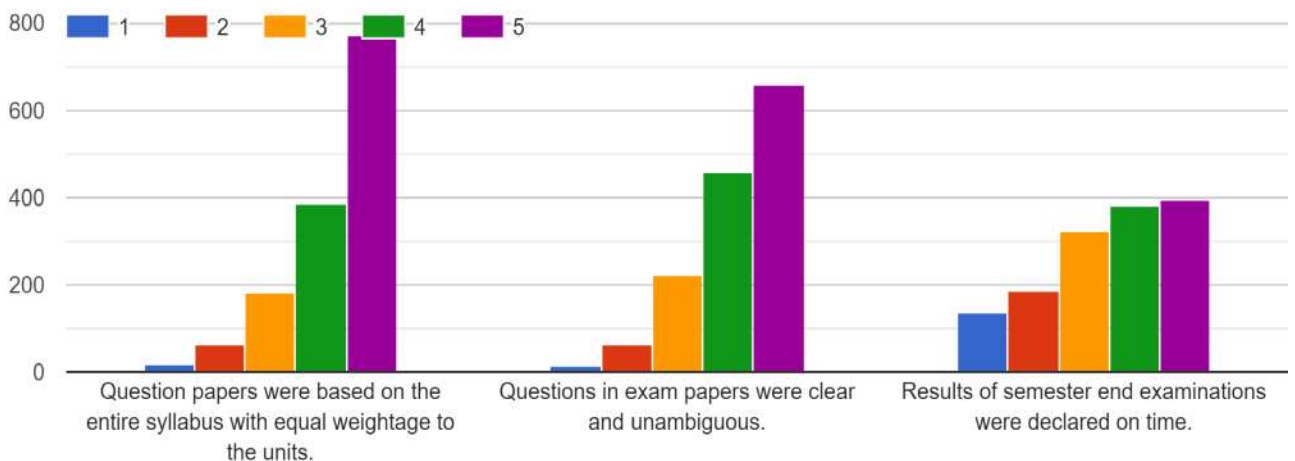
21. Information about examination timetable was given in advance.



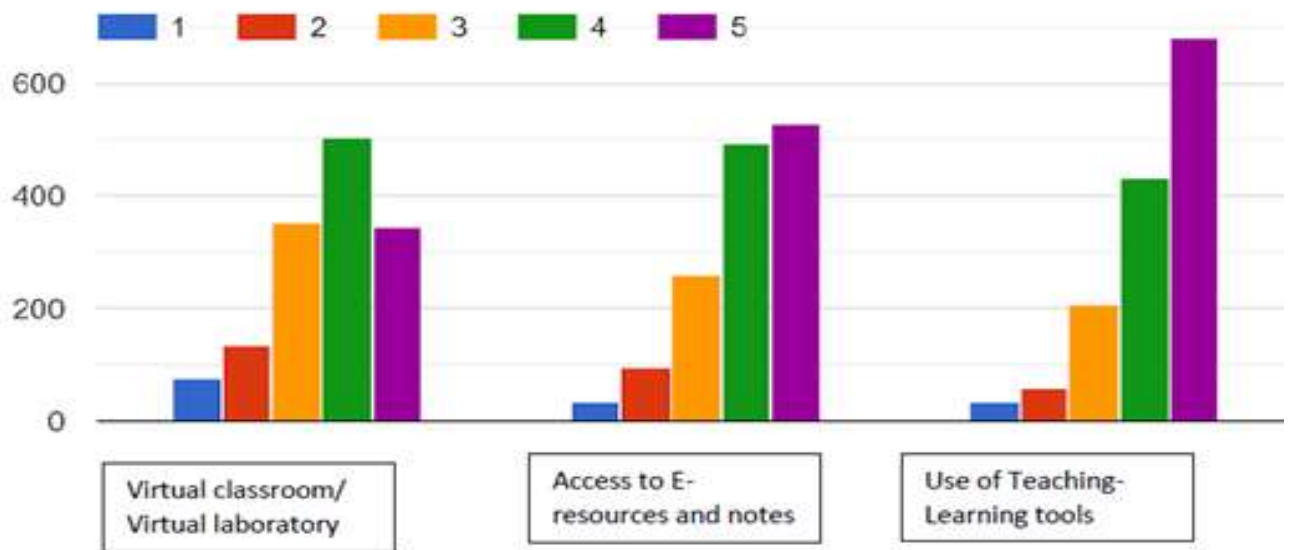
22. Question papers were based on the entire syllabus with equal weightage to the units.

23. Questions in exam papers were clear and unambiguous.

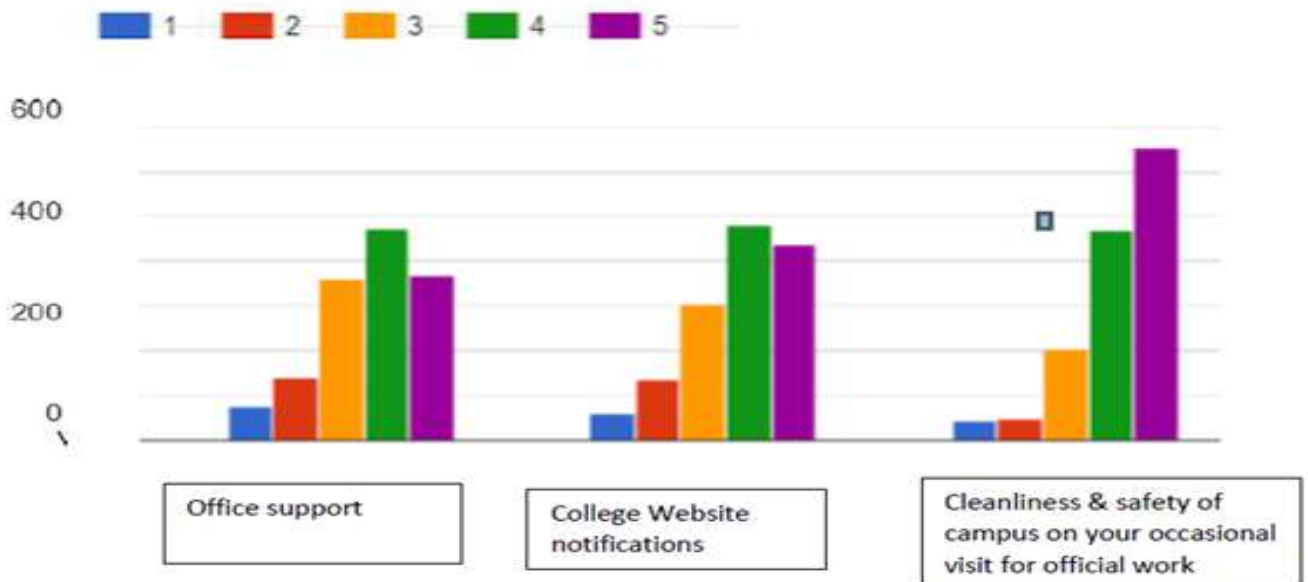
24. Results of semester end examinations were declared on time.



25.A. Mark each of the following based on your experience:



25.B. Mark each of the following based on your experience:



The following analysis of responses is classified into two parts. In the first part positive points and negative points.

**Positive points: Out of 1419 students, 1086 students say that they will recommend the college to others. This recommendation may be because of the following points.**

Positive Points	Out of 1086	Percentage
How much of the syllabus was covered in the class? (Above 70%)	967	89.04%
How would you rate your classroom teaching-learning experience in stimulating your interest in the subject/s? (Above 70%)	787	72.47%
Faculty members are well prepared with the syllabus content for the classes. (Most often)	979	90.14%
Faculty members are able to communicate their ideas and concepts effectively.	930	85.64%
Faculty members explained the concepts through examples and illustrated instances of its applications.	933	85.91%
Students were encouraged to participate actively in class room discussions.	869	80.02%
Faculty members were Approachable and Supportive.	918	84.53%
Experiential learning, participative learning, presentations, role play etc.) were used in classrooms.	834	76.80%
The institution conducts student surveys for monitoring, reviewing quality improvement of the teaching learning processes.	836	76.98%
Institution gave opportunities to participate in co-curricular activities (like seminars, workshops, guest lectures, add on courses, literary fest, etc.)	931	85.73%
Institution gave opportunities to participate in extracurricular activities (like NSS, NCC, Cultural events, Sports, etc.)	861	79.28%
Institution arranged skill development programs (like soft skills, life skills, career counselling and employability skills).	841	77.44%
The institution provides multiple opportunities to explore your talents, creativity to learn and grow.	777	71.55%
The mentoring offered by teachers is helpful in your overall development.	867	79.83%
Teachers informed you about your expected competencies and course objectives and outcomes as per the syllabus.	881	81.12%



Suggestions for improvement were given with respect to internal assessment.	824	75.87%
Information about the examination timetable was given in advance.	855	78.73%
Question papers were based on the entire syllabus with equal weightage to the units.	949	87.39%
Questions in exam papers were clear and unambiguous.	928	85.45%
Virtual classroom/Virtual laboratory.	735	67.68%
Access to E-resources and notes by teachers.	867	79.83%
Teaching-Learning tools (PPT, Quiz, Microsoft Apps such as Whiteboard, Chat, Posts, Assignments, Class notebook, etc.	921	84.81
Cleanliness & safety of campus on your occasional visit for official work.	931	85.73%

### Analysis for PG and Ph.D.

Out of 198 PG and Ph.D. students, 150 students say that they will recommend this institute to others and 48 students say that they will recommend this institute to others.

Overall feedback of PG and Ph.D. students is the same as for UG students.

**Negative points:** A small fraction of students respond somewhat negatively to the question :

“ Will you recommend this college to others?”

Questions	Number of respondents with negative response
How much of the syllabus was covered in the class?	166
What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching	143
How would you rate your classroom teaching-learning experience in stimulating your interest in the subject/s?	147
Faculty members well prepared with the syllabus content for the classes.	176
Faculty members able to communicate their ideas and concepts effectively.	170

Faculty members explained the concepts through examples and illustrated instances of its applications.	168
Students were encouraged to participate actively in class room discussions.	160
Faculty members were Approachable and Supportive.	166
Experimental learning, participative learning, presentations, role play etc.) were used in classrooms.	152
The institution conducts student surveys for monitoring, reviewing quality improvement of the teaching learning processes.	146
Faculty members able to identify your strengths and encourage you by providing resourceful opportunities.	142
Faculty members are able to identify your weaknesses and help you to overcome them by giving you scope for improvement.	132
Institution gave opportunities to participate in co-curricular activities (like seminars, workshops, guest lectures, add on courses, literary fest, etc.)	155
Institution gave opportunities to participate in extra-curricular activities (like NSS, NCC, Cultural events, Sports, etc.)	128
Institution arranged skill development programs (like soft skills, life skills, career counseling and employability skills).	134
The institute takes active interest in promoting internship, online add on courses, value added courses opportunities for students.	118
The institution provides multiple opportunities to explore your talents, creativity to learn and grow.	119
The mentoring offered by teachers is helpful in your overall development.	146
Teachers informed you about your expected competencies and course objectives and outcomes as per the syllabus.	149
Suggestions for improvement were given with respect to internal assessment.	152
Information about examination timetable was given in advance.	156
Question papers were based on the entire syllabus with equal weightage to the units.	172
Questions in exam papers were clear and unambiguous.	169
Results of semester end examinations were declared on time.	151
Virtual classroom/Virtual laboratory	119

Access to E-resources and notes by teachers	159
Teaching-Learning tools (PPT, Quiz, Microsoft Apps such as Whiteboard, Chat, Posts, Assignments, Class note book, etc.	169
Office support	124
College Website notifications	136
Cleanliness & safety of campus on your occasional visit for official work	156

### Action Taken Report:

This report is based on the responses of the students who have responded somewhat negatively to the question “ will you recommend this college to others?”

Sr. No.	Feedback	Action taken
1.	Less percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	Ms Teams Platform, Institutional email IDs made available to all teachers and students for TL delivery online. Online workshop organized by IQAC to train teachers for online TLE.
2.	Less suggestions for improvement were given with respect to internal assessment.	Teachers were instructed to keep students informed about their performance, continuously.
3.	Delay in results of semester end examinations.	This has happened due to pandemic and lockdown situation. However, steps are being taken to improvise and reduce the time taken to declare results.
4.	Office support is less according to students.	Office staff are oriented on this point.
5.	College Website notifications are not on time.	Lockdown situation during academic year 2020-21 has caused delay in website updates sometimes. However, regular monitoring is leading to an improvement



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