



**SNDT Arts and Commerce College for Women, Karve
Road, Pune 411038**

Feedback Systems

- Students Feedback
- College Facility Feedback
- Student Satisfaction Survey





SNDT Arts and Commerce College for Women, Pune 38

Students' Feedback

Academic Year

2015-16

SNDT Arts and Commerce College for Women, Pune: Students' Feedback (2015-16)

The web-based on-line feedback of the students of the College was collected in the month of February 2016. The students were asked to fill-in the feedback form for both, the teaching quality and the facilities in the College.

All the students of every faculty in the College participated in the survey enthusiastically. The response of the students was more than 98% of all the students. Nine hundred and twenty-eight students registered their feedback. Percentage-participation of the students from different faculties studying in different years is given in the following table.

Sr. No.	BA	BAF	BCA	BCOM	BVA	Total
1	13.41%	2.73%	5.08%	27.68%	0.60%	49.51%
2	6.91%	2.64%	1.71%	22.82%	0.44%	34.53%
3	4.34%	0.00%	1.27%	9.62%	0.62%	15.86%
4	0.00%	0.00%	0.00%	0.00%	0.10%	0.10%
Total	24.66%	5.37%	8.06%	60.12%	1.76%	100.00%

Feed-Back of the Students about teaching:

The feedback about teacher-quality was collected for following five parameters:

1. communication,
2. regularity,
3. syllabus completion,
4. input beyond syllabus, and
5. Availability to the students.

The overall percentage of responses of the students, for all the teaching staff members collectively, is presented in the following table.

I	Table: Communication Skill		Table: Communication Skill		
	Response	Percent	N	Valid	10085
	Unsatisfactory	0.45		Missing	36
	Satisfactory	8.03		Mean	3.27
	Good	55.76		Std Dev	0.62
	Very Good	35.4		Minimum	1

SNDT Arts and Commerce College for Women, Pune: Students' Feedback (2015-16)

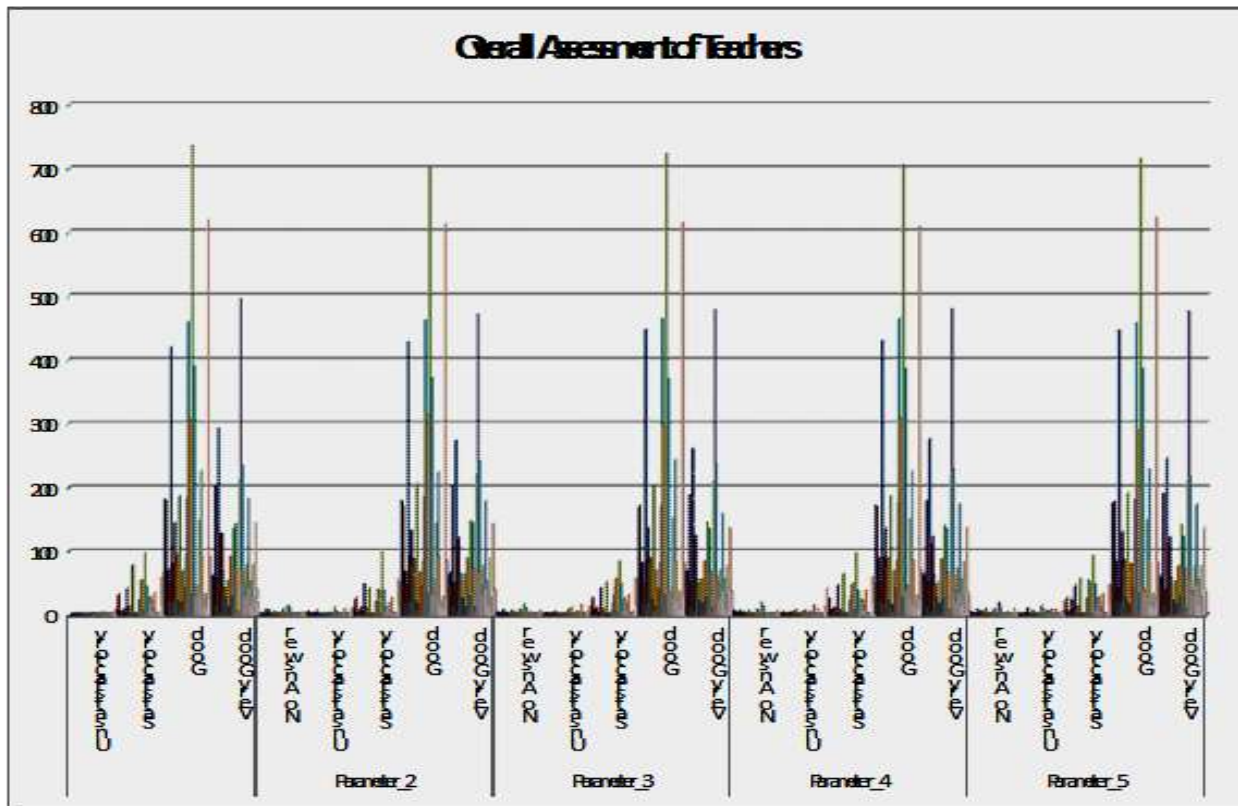
	No Answer	0.36		Maximum	4
	Total	100			
II	Table: Regularity			Table: Regularity	
	Response	Percent		N	Valid
	No Answer	1.35			Missing
	Unsatisfactory	0.97		Mean	3.24
	Satisfactory	6.8		Std Dev	0.72
	Good	55.19		Minimum	0
	Very Good	35.65		Maximum	4
	Total	100			

III	Table: Syllabus Completion			Table: Syllabus Completion	
	Response	Percent		N	Valid
	No Answer	1.35			Missing
	Unsatisfactory	1.09		Mean	3.21
	Satisfactory	7.54		Std Dev	0.74
	Good	55.59		Minimum	0
	Very Good	34.43		Maximum	4
	Total	100			
IV	Table: Input Beyond			Table: Input Beyond	
	Response	Percent		N	Valid
	No Answer	1.36			Missing
	Unsatisfactory	1.62		Mean	3.19
	Satisfactory	7.68		Std Dev	0.75
	Good	55.1		Minimum	0
	Very Good	34.24		Maximum	4
	Total	100			
V	Table: Availability			Table: Availability	
	Response	Percent		N	Valid
	No Answer	1.7			Missing
	Unsatisfactory	1.41		Mean	3.18
	Satisfactory	7.88		Std Dev	0.77
	Good	55.37		Minimum	0
	Very Good	33.63		Maximum	4
	Total	100			

SNDT Arts and Commerce College for Women, Pune: Students' Feedback (2015-16)

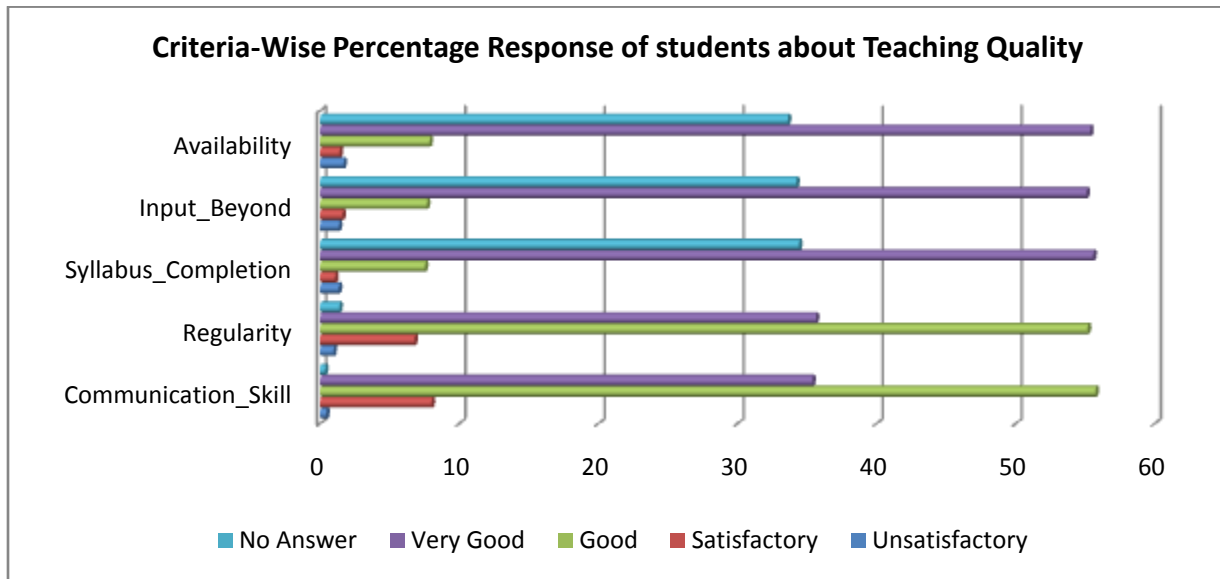
The mean satisfaction score about the teaching quality is: **“Satisfactory”**

The overall feedback about the teacher-quality of all the students is depicted in the following graph:



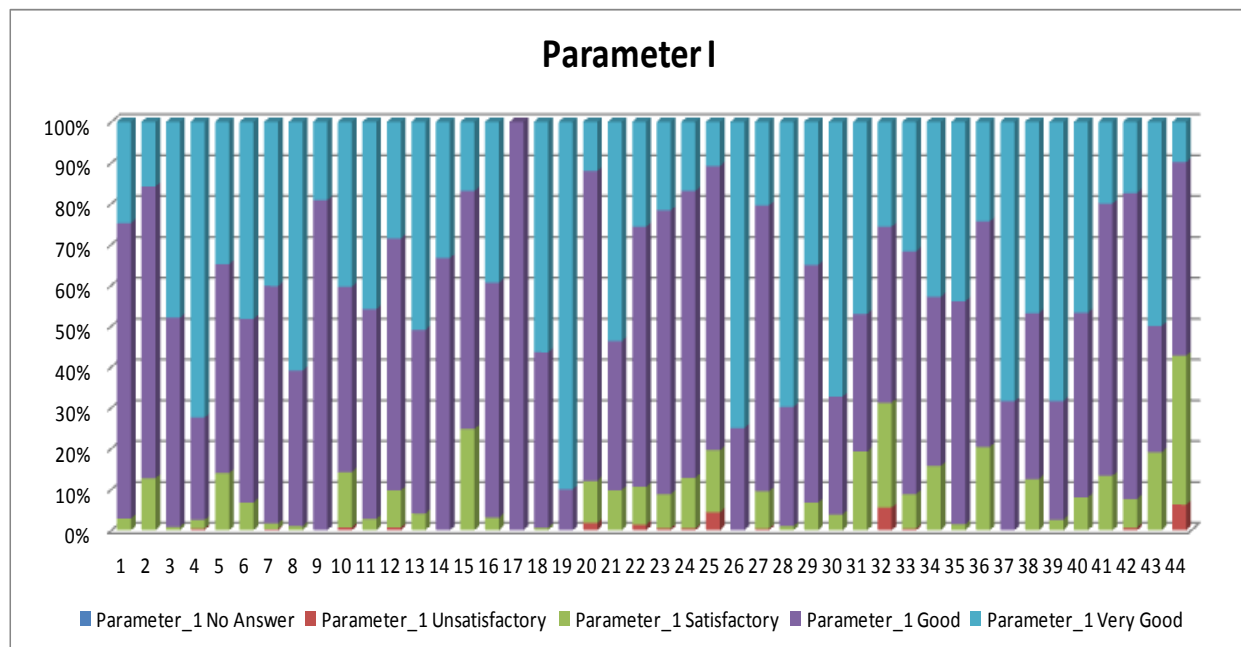
The overall percentage of feedback of the students about different parameters is shown in the following graphs:

SNDT Arts and Commerce College for Women, Pune: Students' Feedback (2015-16)



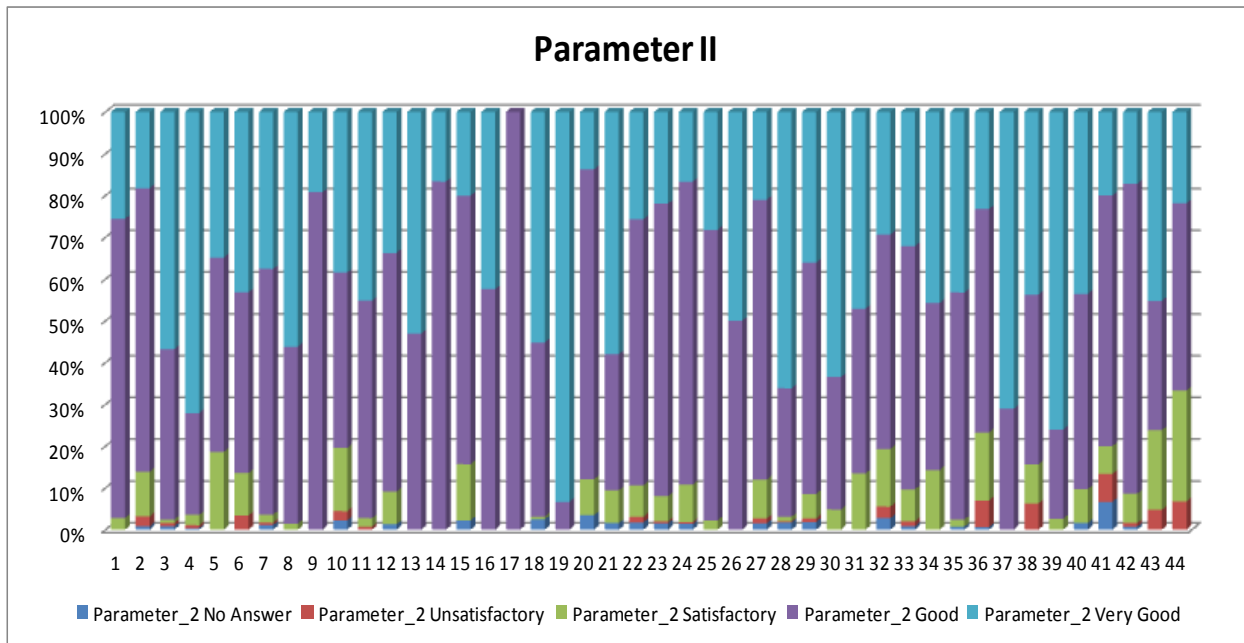
The feedback of the students about different parameters for 44 teachers is shown in the following graphs:

1. Parameter I: Communication

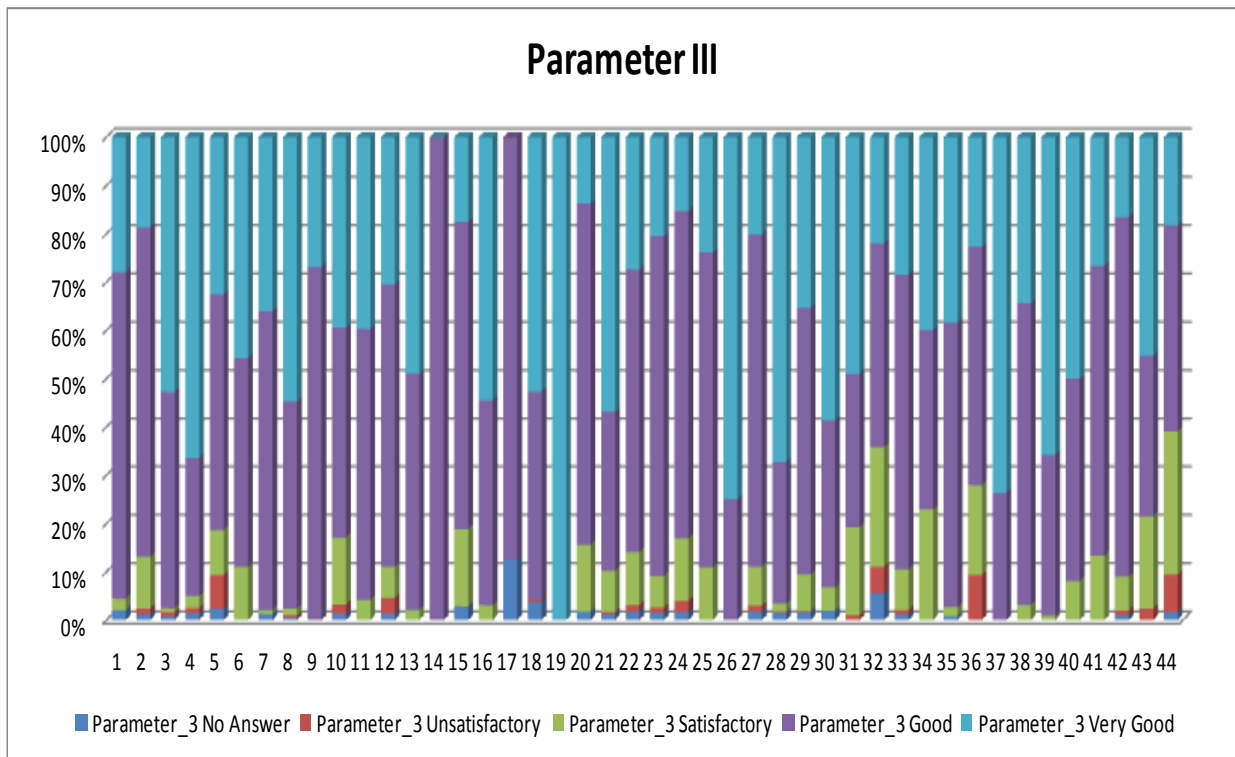


2. Parameter II: Regularity

SNDT Arts and Commerce College for Women, Pune: Students' Feedback (2015-16)

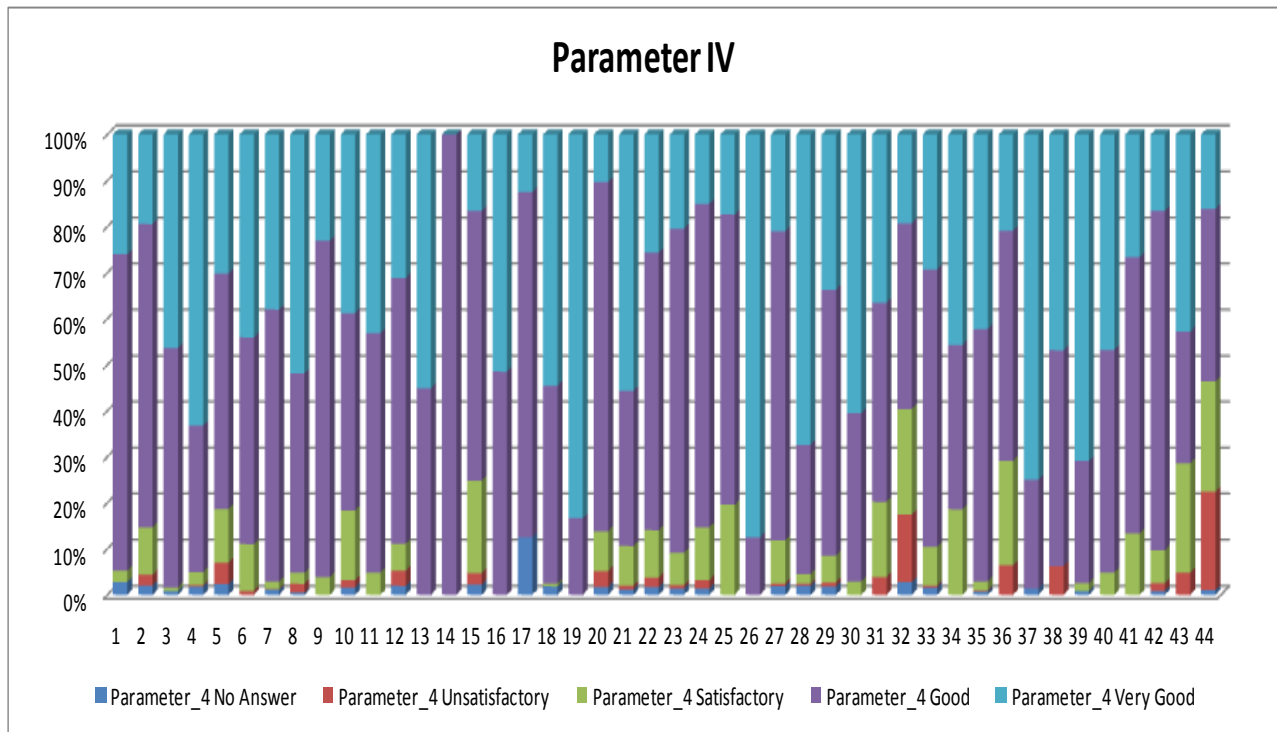


3. Parameter III: Syllabus Completion

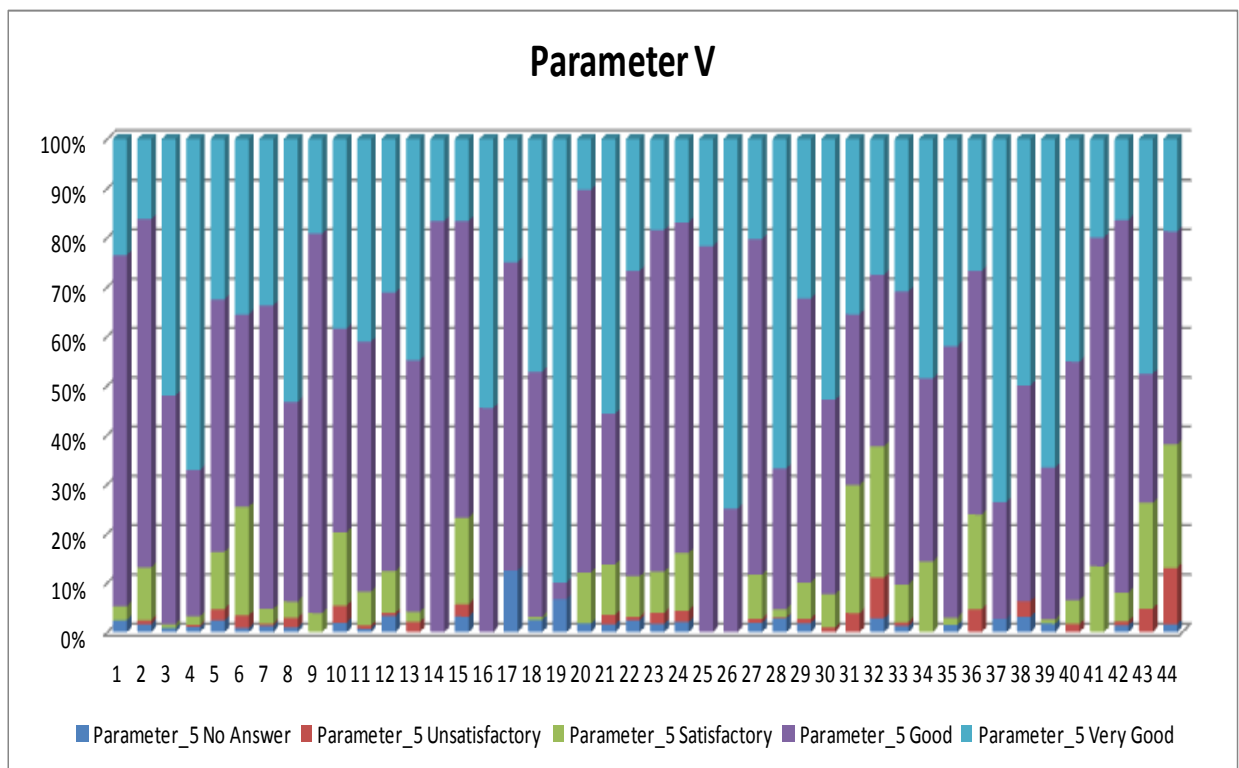


4. Parameter IV: Input Beyond Syllabus

SNDT Arts and Commerce College for Women, Pune: Students' Feedback (2015-16)



5. Availability to Students



SNDT Arts and Commerce College for Women, Pune: Students' Feedback (2015-16)

Feed-Back of the Students about the College:

Total Number of Students: 928

Faculty-Wise distribution of students' participation is shown in the following table.

Faculty	Year				Total
	I	II	III	IV	
BA	161	84	44	0	289
BAF	28	25	0	0	53
BCA	45	15	14	0	74
BCOM	242	170	85	0	497
BVA	5	4	5	1	15
Total	481	298	148	1	928

The responses of the students about various facilities and the functioning of the College are shown in the following tables and the graph.

- Overall Rating Given by the students:

Sr. No.	Response	Frequency	Percent
1	Unsatisfactory	21	2.26
2	Satisfactory	138	14.87
3	Good	630	67.89
4	Very Good	139	14.98
	Total	928	100

The mean satisfaction of the students for the facilities and functioning falls in “**Good**” category. The responses of the students about individual criterion are given below.

	Functioning	Infrastructure	Cleanliness

SNDT Arts and Commerce College for Women, Pune: Students' Feedback (2015-16)

Year	Unsatisfactory	Satisfactory	Good	Very Good	Unsatisfactory	Satisfactory	Good	Very Good	Unsatisfactory	Satisfactory	Good	Very Good
	Discipline				Extra_Curricular				Co_Curricular			
Year	Unsatisfactory	Satisfactory	Good	Very Good	Unsatisfactory	Satisfactory	Good	Very Good	Unsatisfactory	Satisfactory	Good	Very Good
Year I	41	87	312	41	12	69	338	62	66	65	290	60
Year II	42	80	161	15	14	80	174	30	70	64	144	20
Year III	23	35	77	13	6	38	92	12	30	28	74	16
Year IV	0	0	1	0	0	0	1	0	0	0	1	0
Total	106	202	551	69	32	187	605	104	166	157	509	96
Year I	20	65	321	75	17	47	340	77	16	61	325	79
Year II	26	76	165	31	29	47	178	44	18	50	193	37
Year III	9	35	90	14	13	28	86	21	11	26	92	19
Year IV	0	0	1	0	0	0	1	0	0	0	1	0
Total	55	176	577	120	59	122	605	142	45	137	611	135

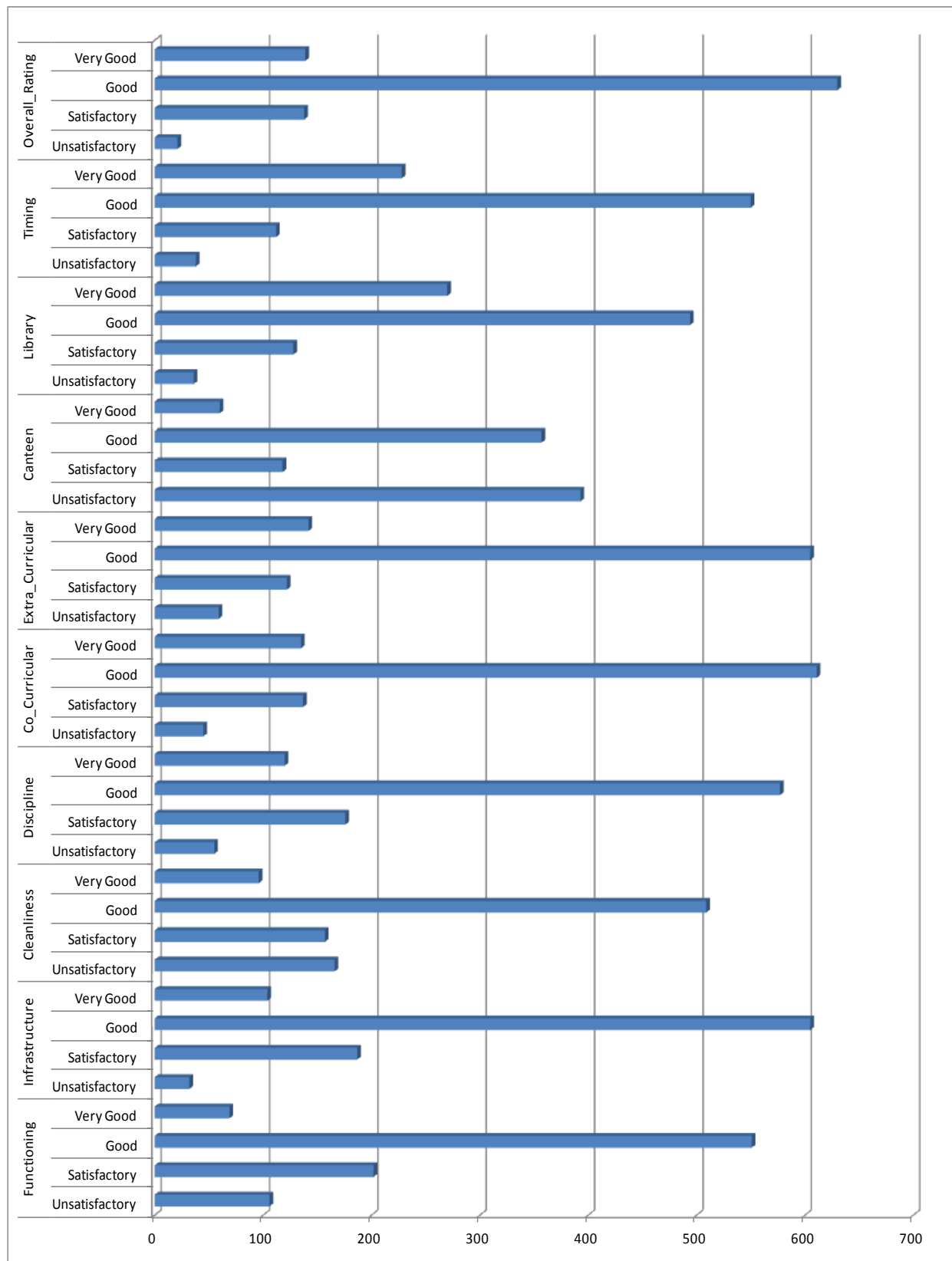
Year	Canteen				Library				Timing			
	Unsatisfactory	Satisfactory	Good	Very Good	Unsatisfactory	Satisfactory	Good	Very Good	Unsatisfactory	Satisfactory	Good	Very Good
Year I	167	59	217	38	15	50	271	145	14	45	303	119
Year II	160	39	87	12	15	53	143	87	18	46	160	74
Year III	65	20	53	10	6	25	80	37	6	21	86	35
Year IV	1	0	0	0	0	0	0	1	0	0	1	0
Total	393	118	357	60	36	128	494	270	38	112	550	228

SNDT Arts and Commerce College for Women, Pune: Students' Feedback (2015-16)

	Overall_Rating			
Year	Unsatisfactory	Satisfactory	Good	Very Good
Year I	9	46	343	83
Year II	6	57	197	38
Year III	6	35	89	18
Year IV	0	0	1	0
Total	21	138	630	139

The combined responses of the students about various facilities and the functioning of the College are shown in the following graph.

SNDT Arts and Commerce College for Women, Pune: Students' Feedback (2015-16)





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Feedback Report of the Students (2016-17)

I. Feedback about Teaching:

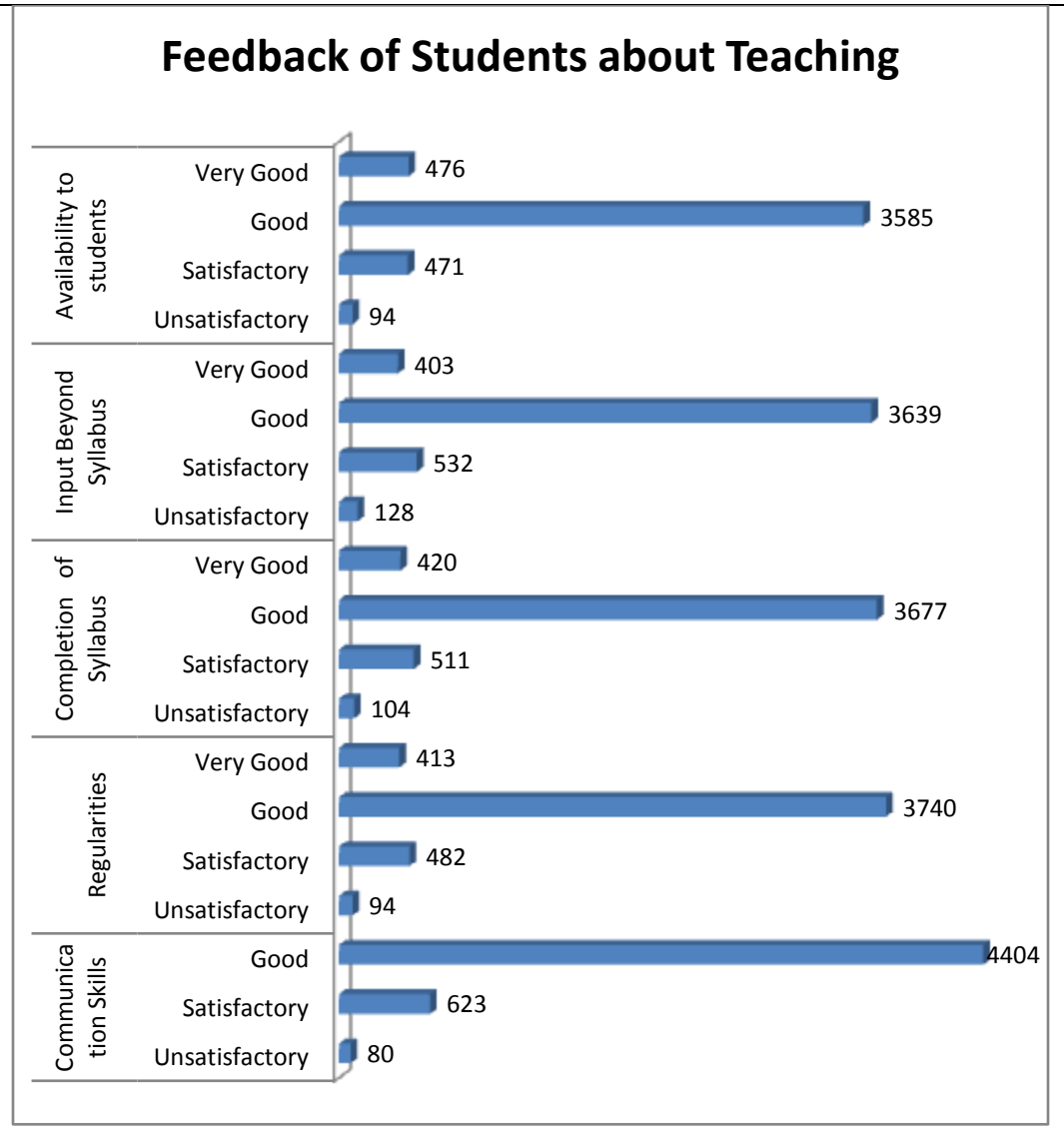
Quality	Feedback	Teacher Number																			
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Communication Skills	Unsatisfactory	0	4	0	0	2	0	1	1	0	5	3	0	0	2	0	1	0	2	0	0
	Satisfactory	5	32	4	2	21	10	17	3	0	5	28	2	0	30	13	8	1	19	16	25
	Good	8	129	4	17	234	38	93	51	2	200	167	28	7	127	86	58	33	123	14	54
Regularities	Unsatisfactory	0	3	3	0	7	1	0	0	0	5	7	0	0	5	4	1	2	3	0	1
	Satisfactory	6	25	3	3	15	11	14	3	1	6	15	2	1	32	14	4	2	17	16	22
	Good	6	122	2	10	213	32	83	34	1	172	149	24	1	110	71	50	22	115	12	48
	Very Good	1	11	0	0	14	4	10	2	0	11	23	4	0	9	5	11	1	7	2	8
Completion of Syllabus	Unsatisfactory	0	2	4	0	4	0	1	0	0	5	6	0	0	7	4	2	1	2	0	1
	Satisfactory	7	25	3	2	17	10	12	2	1	3	19	0	1	32	8	4	3	17	14	28
	Good	6	127	1	11	205	36	88	32	1	171	151	30	0	115	77	47	23	113	16	42
Input Beyond Syllabus	Very Good	0	11	0	0	23	2	5	5	0	14	18	0	1	2	4	13	1	10	0	8
	Unsatisfactory	0	4	4	0	5	2	3	0	0	3	5	0	0	4	4	0	1	4	0	2
	Satisfactory	6	24	1	2	21	7	14	2	0	2	21	0	0	35	11	6	2	22	14	25
	Good	6	124	3	11	205	35	81	37	1	166	150	24	1	109	72	49	24	107	16	48
Availability to students	Very Good	0	11	0	0	17	3	8	0	1	18	18	6	1	9	7	11	1	9	0	4
	Unsatisfactory	0	3	0	0	6	1	0	0	0	0	6	0	0	3	4	0	1	2	2	7
	Satisfactory	7	26	6	2	15	10	12	2	0	5	17	2	0	35	9	4	2	20	10	25
	Good	5	118	2	11	199	31	85	32	1	169	150	22	1	112	72	49	23	103	14	42
Very Good	Very Good	1	12	0	0	22	5	9	5	1	16	22	4	1	6	8	14	1	12	4	5

Quality	Feedback	Teacher Number																			
		21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
Communication Skills	Unsatisfactory	0	2	0	5	0	1	2	2	0	1	0	3	0	0	0	1	0	1	0	0
	Satisfactory	22	6	5	0	8	8	29	0	3	2	3	3	14	3	7	11	3	15	31	5
	Good	45	31	35	61	52	67	268	32	11	33	56	101	12	64	22	78	25	119	75	8
Regularities	Unsatisfactory	6	0	0	0	2	0	5	0	5	0	3	2	0	0	0	0	0	2	0	0
	Satisfactory	15	7	4	0	9	6	21	1	1	1	1	0	5	3	4	10	1	11	18	4
	Good	34	28	21	51	45	48	224	19	8	25	51	89	15	62	21	66	16	108	77	7
	Very Good	12	4	3	3	3	9	31	2	0	4	3	6	5	2	4	10	11	11	11	2
Completion of Syllabus	Unsatisfactory	3	0	0	2	4	1	3	0	4	0	2	1	3	1	1	1	0	3	0	0
	Satisfactory	12	6	6	3	7	7	26	1	3	1	2	2	6	1	5	10	3	12	26	5
	Good	37	26	18	45	40	51	217	16	7	28	49	87	16	60	18	66	20	102	65	8
	Very Good	14	5	4	4	7	5	30	4	0	1	6	5	1	4	5	10	5	15	15	0
Input Beyond Syllabus	Unsatisfactory	7	0	0	0	5	1	4	0	1	0	3	0	3	1	3	0	0	2	16	0
	Satisfactory	14	4	6	1	10	7	27	2	2	1	1	1	6	1	2	12	9	14	23	5
	Good	37	28	18	48	42	47	212	17	10	28	49	87	16	62	23	67	14	104	50	8
	Very Good	8	5	3	5	2	8	36	3	0	1	6	7	0	3	1	9	4	13	17	0
Availability to students	Unsatisfactory	7	0	0	0	4	0	5	0	2	0	3	0	0	0	1	0	0	1	6	0
	Satisfactory	8	4	4	1	7	9	19	1	3	1	1	1	2	0	2	16	2	17	18	6
	Good	39	24	21	49	43	44	216	18	9	26	49	83	22	60	19	61	21	105	71	5
	Very Good	12	9	2	2	3	10	29	3	0	3	4	7	2	6	7	10	3	9	11	2

Quality	Feedback	Teacher Number																							
		41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64
Communication Skills	Unsatisfactory	0	0	0	0	1	0	16	1	1	0	0	5	1	0	1	5	0	0	4	2	0	0	1	3
	Satisfactory	9	8	0	0	9	5	20	3	4	9	1	9	0	9	16	22	0	31	9	4	0	4	25	7
	Good	10	150	12	1	88	58	334	44	66	26	31	166	14	28	130	172	8	42	93	64	5	33	70	91
Regularities	Unsatisfactory	0	3	0	0	0	0	3	2	0	0	1	2	0	1	0	4	0	6	1	1	0	0	3	0
	Satisfactory	8	7	2	0	5	5	12	4	2	6	0	6	0	4	10	14	0	26	10	6	0	1	16	4
	Good	9	139	10	0	74	41	287	27	49	23	24	141	3	24	122	153	8	32	68	45	4	26	56	83
	Very Good	2	9	0	1	6	5	37	4	7	6	7	10	1	8	7	10	0	7	5	5	1	0	12	4
Completion of Syllabus	Unsatisfactory	0	3	1	0	0	0	4	1	0	0	1	0	0	0	5	1	0	8	0	1	0	0	11	0
	Satisfactory	10	7	2	0	4	6	12	4	3	4	1	8	0	5	14	18	0	24	7	2	0	2	19	7
	Good	9	137	9	1	74	40	277	27	48	24	25	139	2	24	112	149	5	35	72	45	5	23	50	77
	Very Good	0	9	0	0	8	5	43	5	6	7	5	9	1	8	8	14	3	4	5	8	0	2	7	6
Input Beyond Syllabus	Unsatisfactory	0	2	0	0	0	0	5	1	0	0	1	3	0	1	5	3	0	9	0	0	0	0	10	1
	Satisfactory	8	11	2	0	8	5	8	4	2	10	2	6	0	8	12	20	0	26	6	4	0	2	19	6
	Good	11	132	10	0	71	42	279	27	49	20	16	135	2	26	117	149	6	31	75	46	5	23	56	75
	Very Good	0	10	0	1	6	4	43	5	5	4	13	11	1	1	5	10	2	5	4	6	0	2	2	8
Availability to students	Unsatisfactory	2	1	1	0	2	0	1	0	0	0	0	0	0	0	6	3	0	5	1	1	0	0	6	1
	Satisfactory	6	6	2	0	4	5	9	4	3	4	1	7	0	2	10	13	1	31	7	2	0	3	17	3
	Good	9	121	9	0	68	42	265	24	46	25	23	132	2	30	105	154	5	34	67	41	4	21	57	75
	Very Good	2	26	0	1	8	4	46	9	3	6	8	12	1	5	15	8	2	2	6	12	1	3	7	7

Table and Graph Showing Feedback of the Students about Teaching:

Quality	Feedback	Frequency
Communication Skills	Unsatisfactory	80
	Satisfactory	623
	Good	4404
Regularities	Unsatisfactory	94
	Satisfactory	482
	Good	3740
	Very Good	413
Completion of Syllabus	Unsatisfactory	104
	Satisfactory	511
	Very Good	420
Input Beyond Syllabus	Unsatisfactory	128
	Satisfactory	532
	Very Good	403
Availability to students	Unsatisfactory	94
	Satisfactory	471
	Good	3585
	Very Good	476

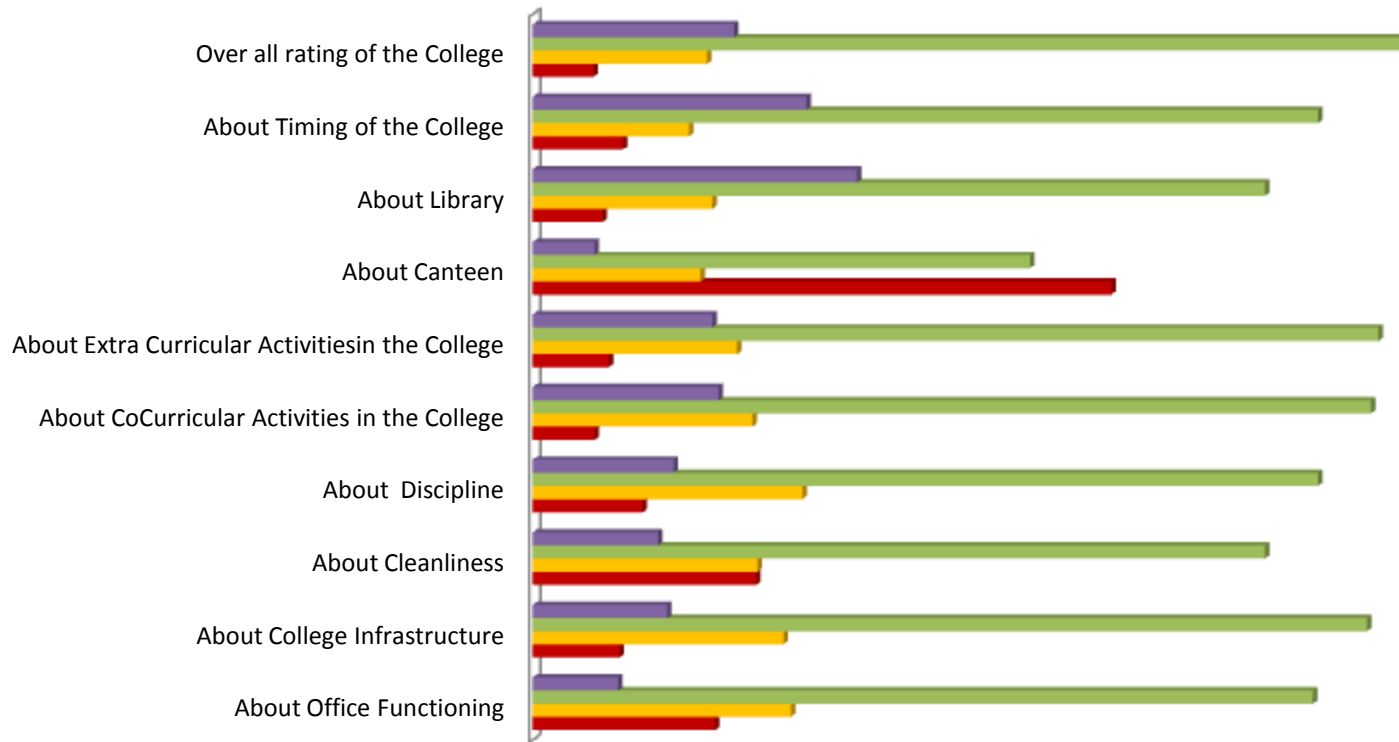


II. Feedback about the Facilities in the College:

Feedback	About Office Functioning	About College Infrastructure	About Cleanliness	About Discipline	Activities in the College	Activities in the College	About Canteen	About Library	About Timing of the College	Overall rating of the College
Unsatisfactory	13.95	6.63	17.11	8.41	4.75	5.84	44.31	5.34	6.92	4.65
Satisfactory	19.78	19.19	17.21	20.67	16.82	15.63	12.86	13.75	11.97	13.35
Good	59.74	63.9	56.08	60.14	64.19	64.79	38.08	56.08	60.14	66.57
very good	6.53	10.29	9.59	10.78	14.24	13.75	4.75	24.83	20.97	15.43

Feedback of Students about College

very good Good Satisfactory Unsatisfactory





SNDT Arts and Commerce College for Women, Karve Road, Pune- 411038

Summary Students' Feedback Report (2017-18)

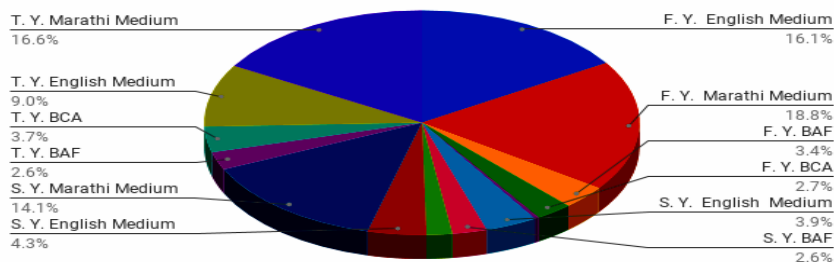
In the academic year 2017-18, the College introduced revised students' feedback surveys to incorporate the new Students' Satisfaction Survey format laid down by the revised NAAC assessment guidelines. It was decided to implement the survey administration system through the email correspondence of the Departments to their students. Two Google forms were prepared. The first form was developed for collecting responses of the students as per the Key Indicator of criterion 2.7.1; and, second for recording the teaching-learning experience of the students in the College. It was decided that the feedback would be collected in two phases; once before the term end and again at the time of admissions in the next academic year in the month of June 2018. The following sections brief the analysis of the responses collected in the first phase of this on-line survey. The questionnaires of both the feedback forms are annexed at the end of this survey report.

1. Student Satisfaction Survey (SSS-Key Indicator Criterion 2.7.1)

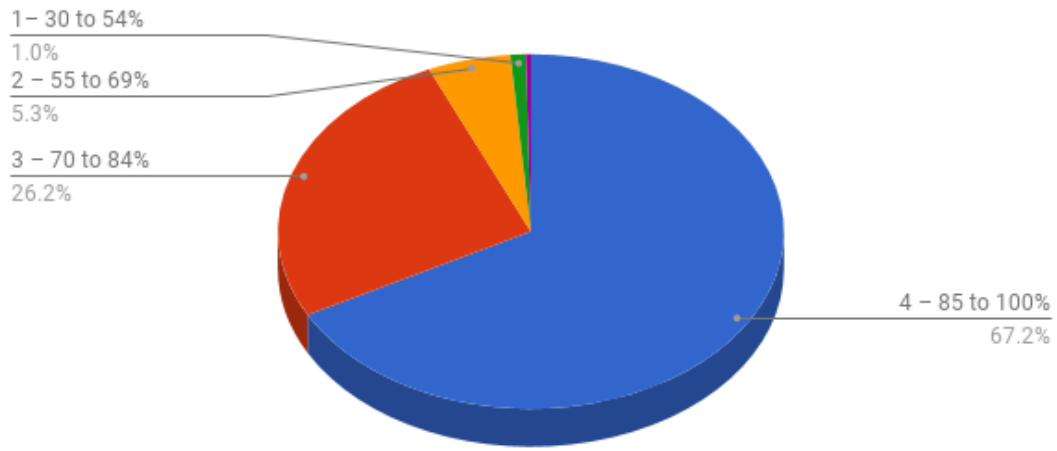
In the first phase, this form was emailed to more than 1250 students of the College; and, six hundred and twenty two of them responded by completely filling the form. Their responses to different questions are graphically presented below:

Class-Wise Responses Received:

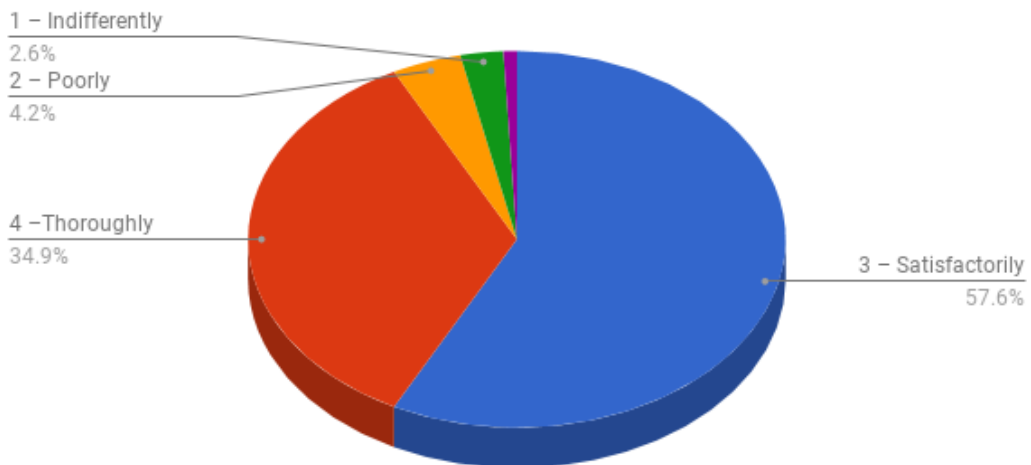
Count of 1. Class and Division



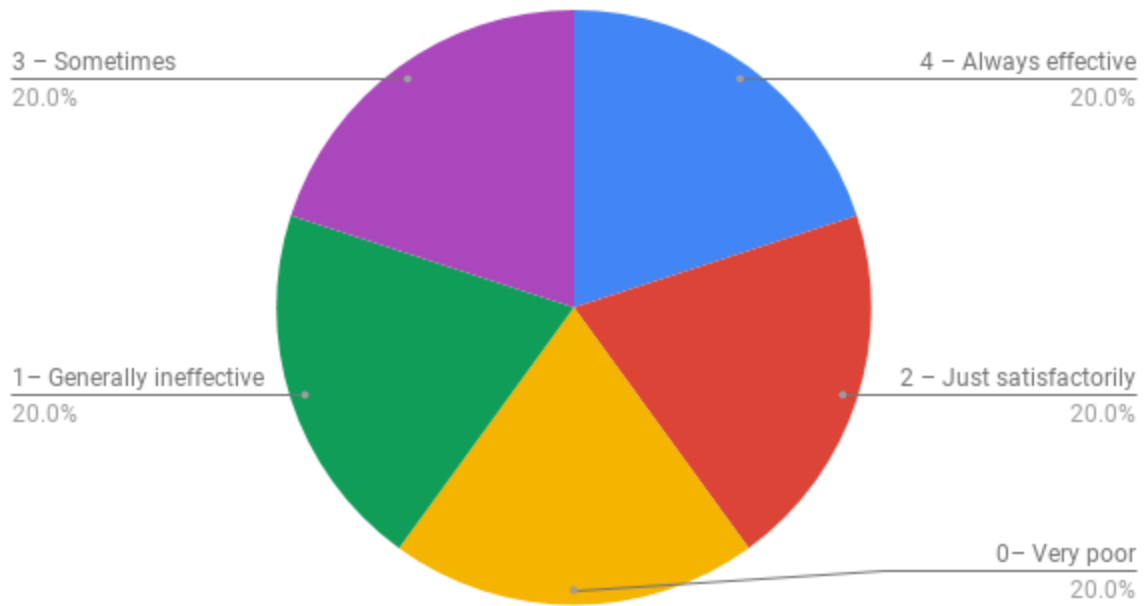
Count of 2. How much of the syllabus was covered in the class?



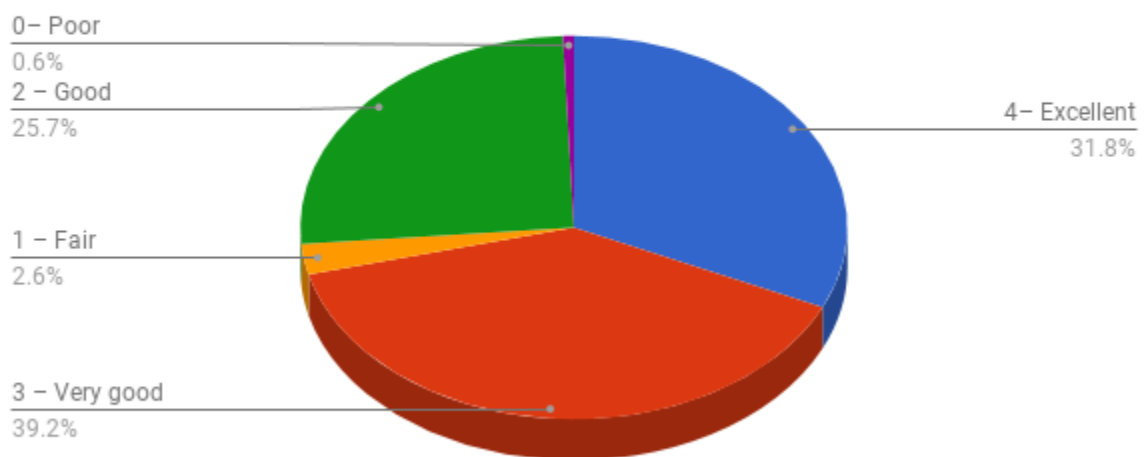
Count of 3. How well did the teachers prepare for the classes?



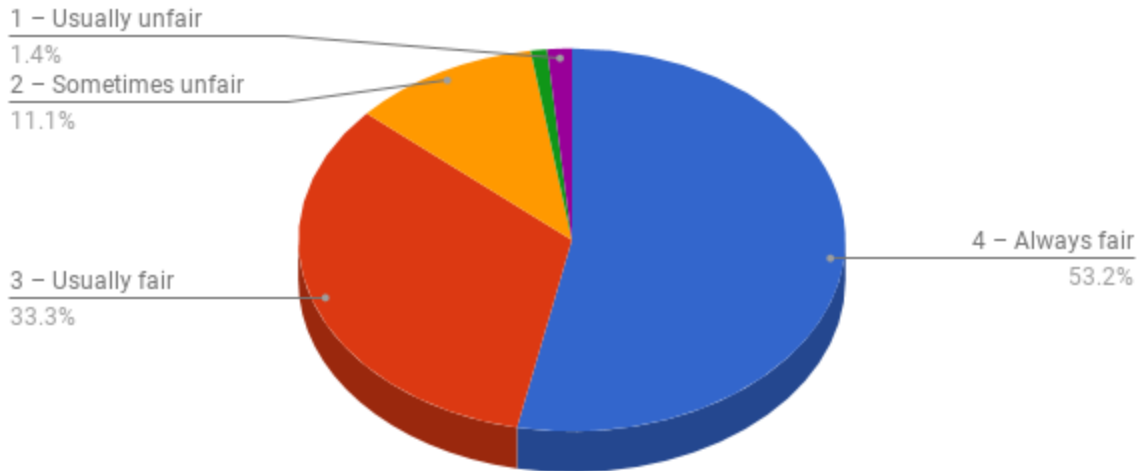
Count of 4. How well were the teachers able to communicate?



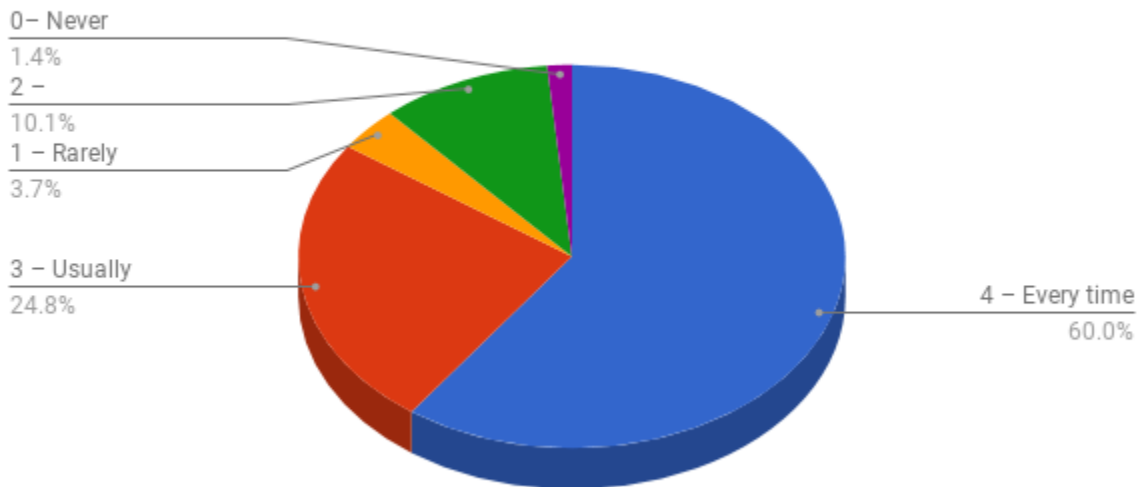
Count of 5. The teacher's approach to teaching can best be described as



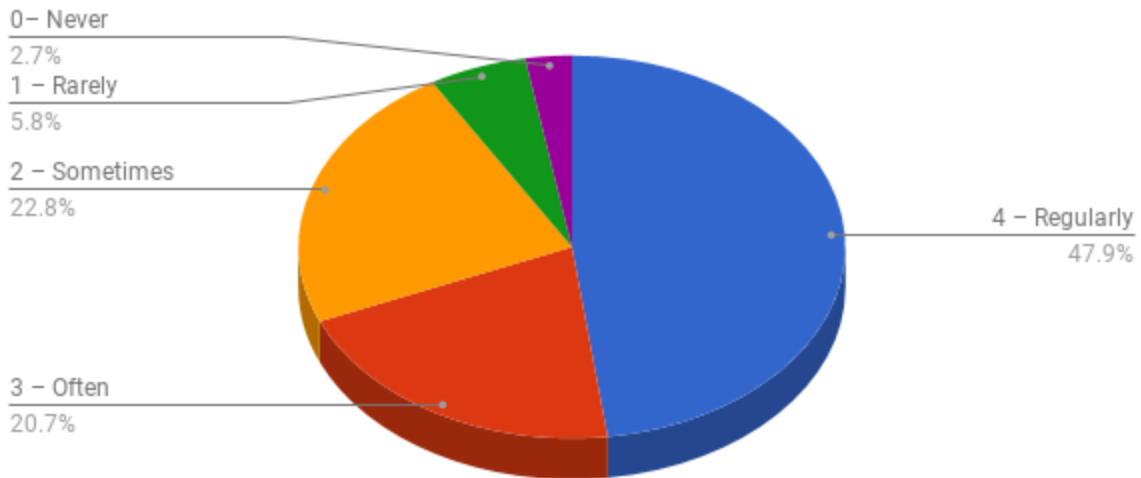
Count of 6. Fairness of the internal evaluation process by the teachers.



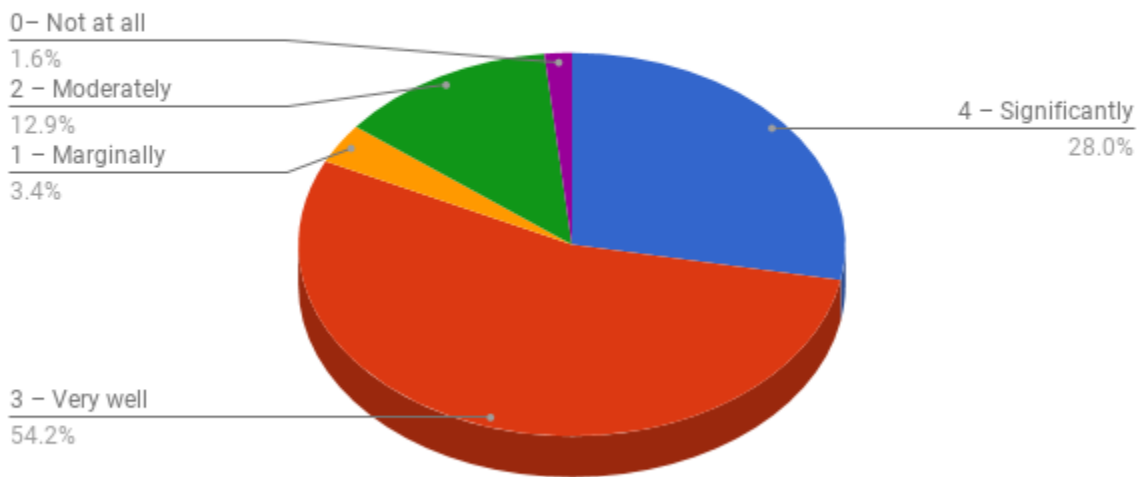
Count of 7. Was your performance in assignments discussed with you?



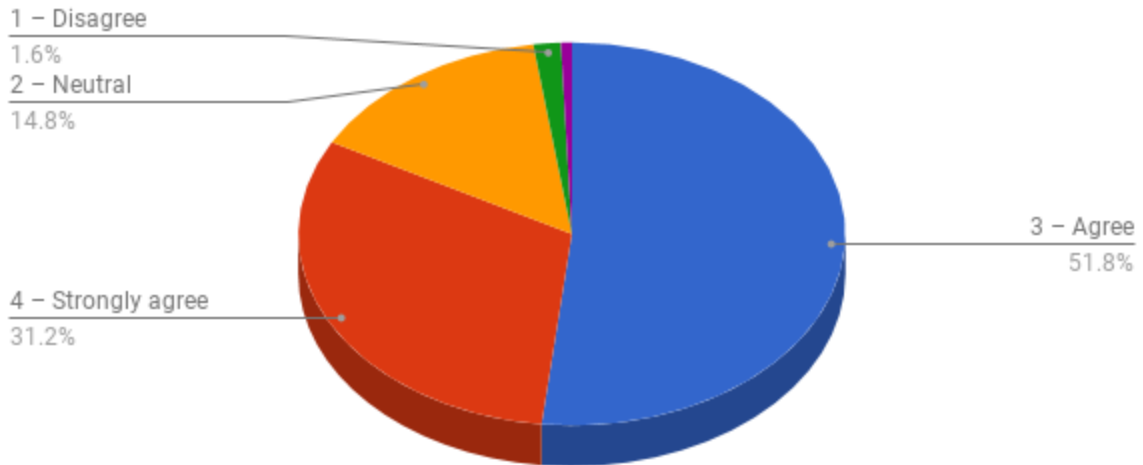
Count of 8. The institute takes active interest in promoting internship, student exchange, field visit opportunities for



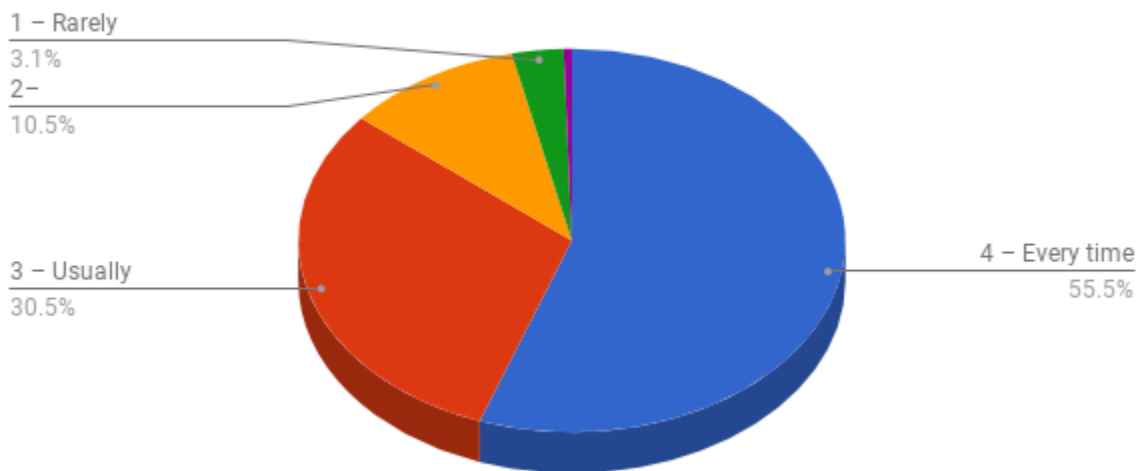
Count of 9. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional



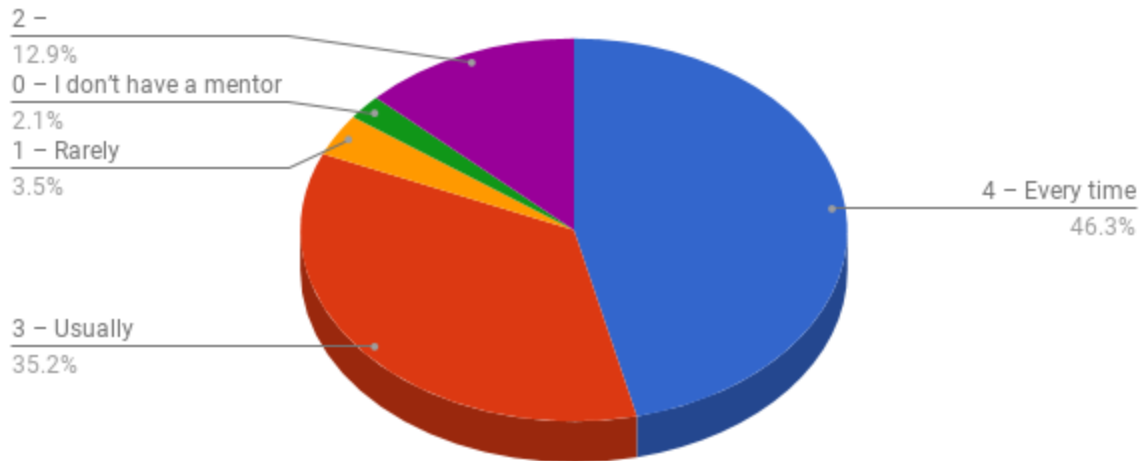
Count of 10. The institution provides multiple opportunities to learn and grow.



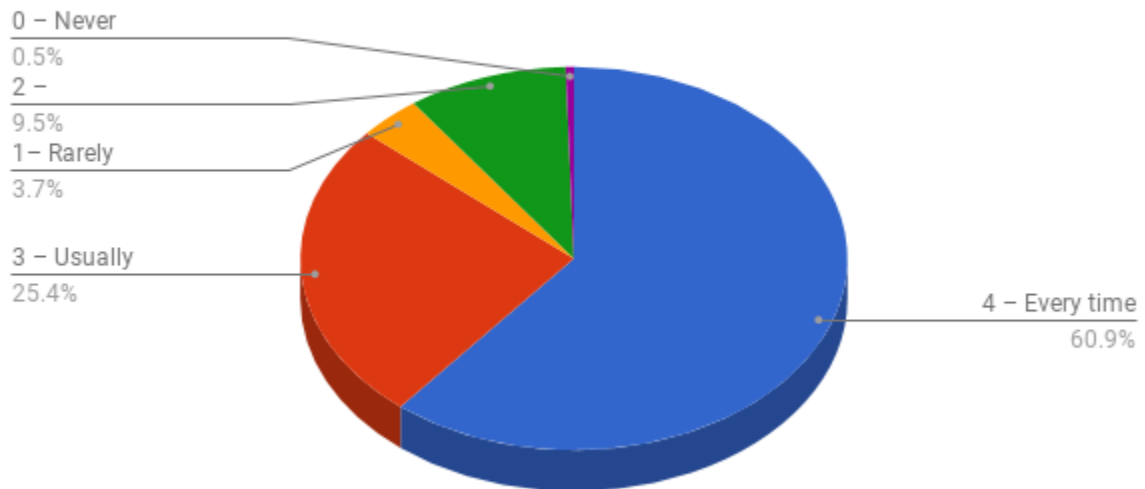
Count of 11. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



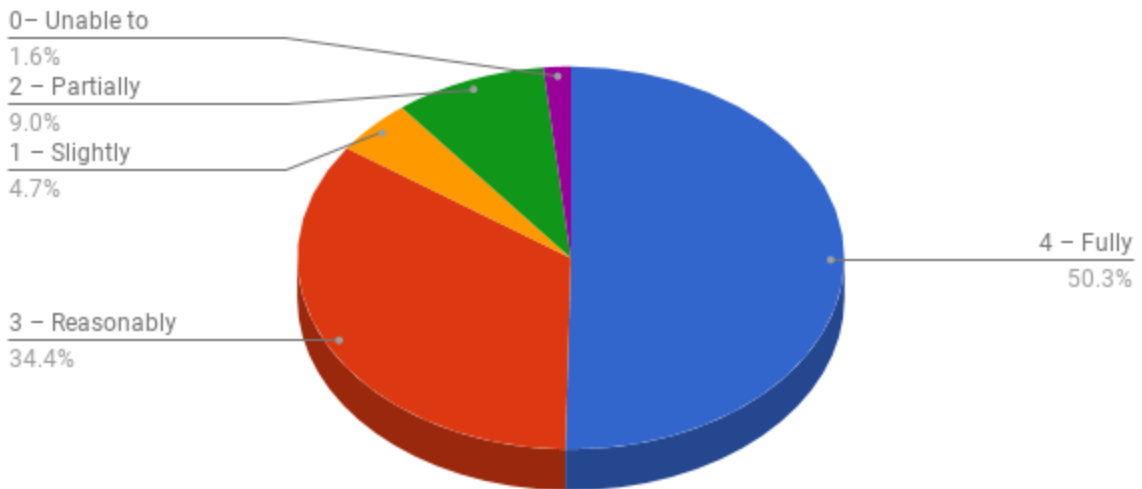
Count of 12. Your mentor does a necessary follow-up with an assigned task to you.



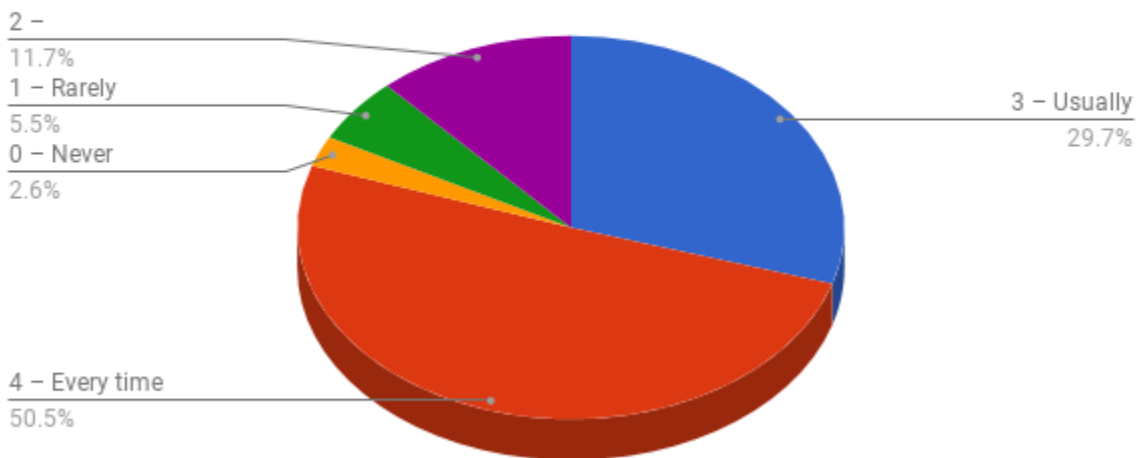
Count of 13. The teachers illustrate the concepts through examples and applications.



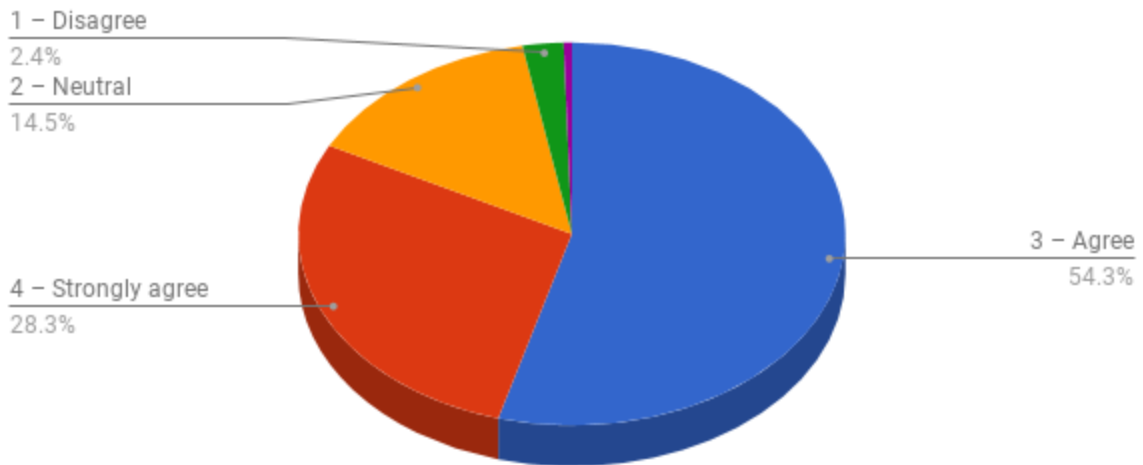
Count of 14. The teachers identify your strengths and encourage you with providing right level of challenges.



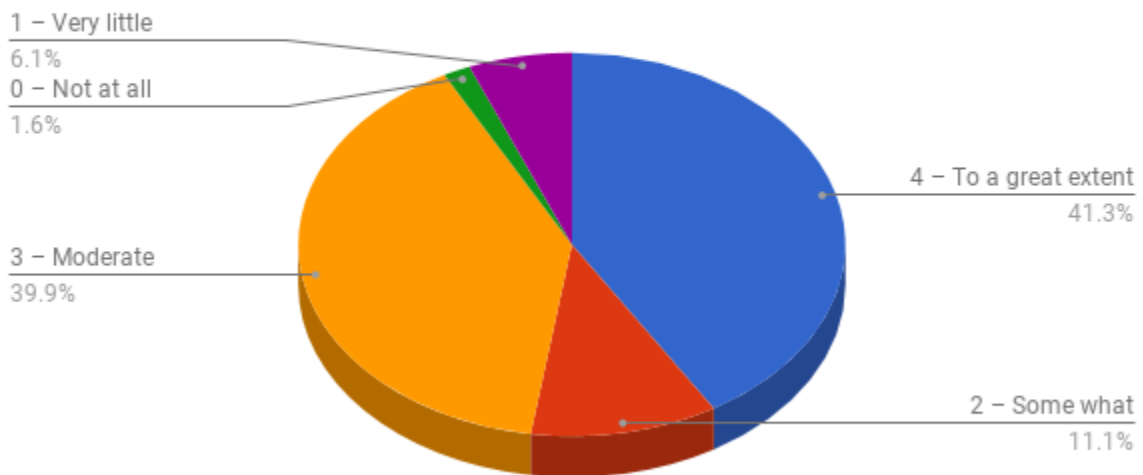
Count of 15. Teachers are able to identify your weaknesses and help you to overcome them.



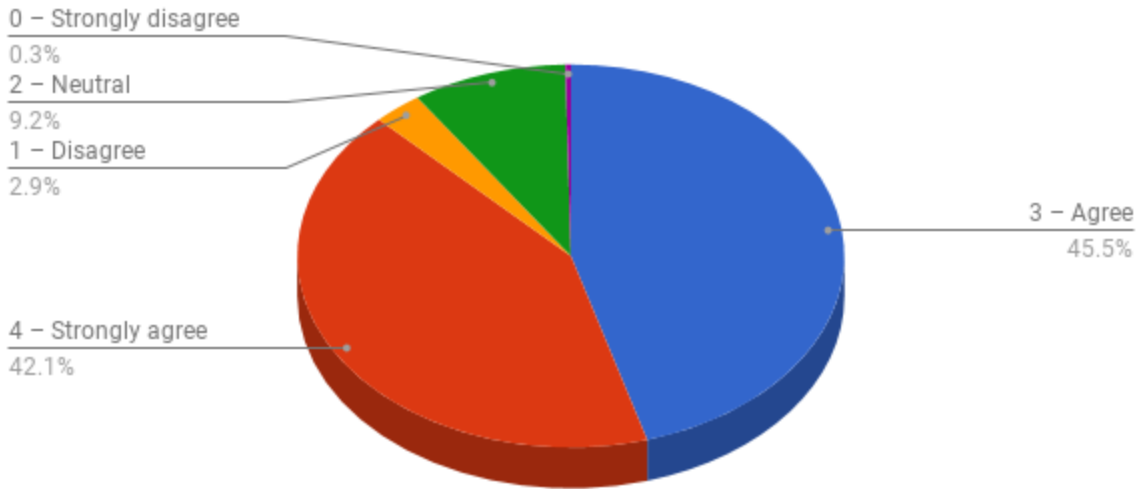
Count of 16. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of



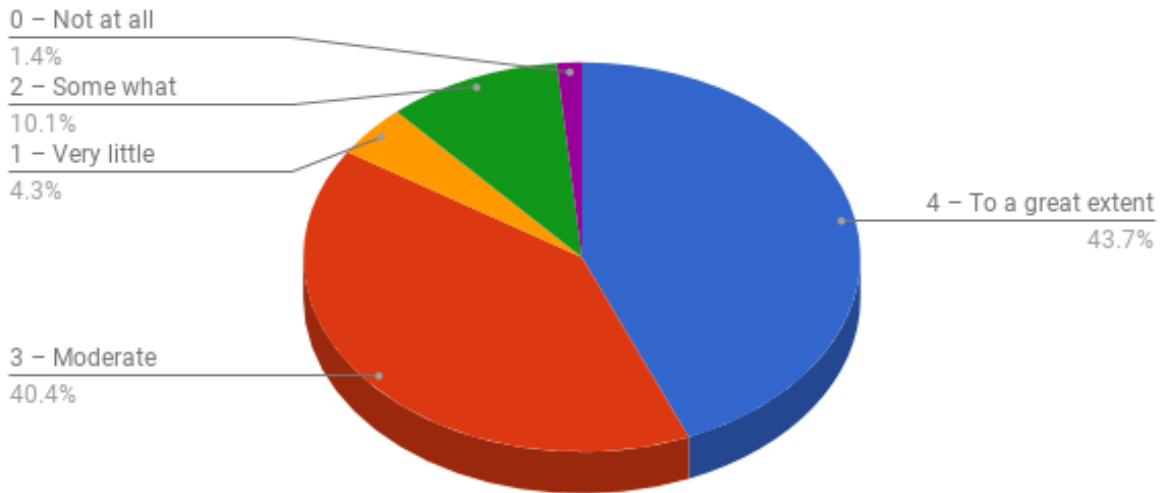
Count of 17. The institute/ teachers use student centric methods, such as experiential learning, participative learning



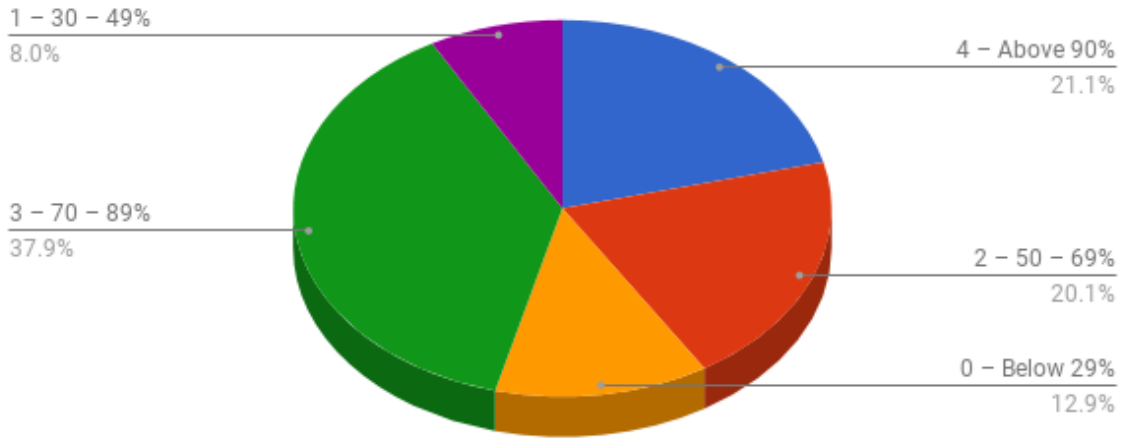
Count of 18. Teachers encourage you to participate in extracurricular activities.



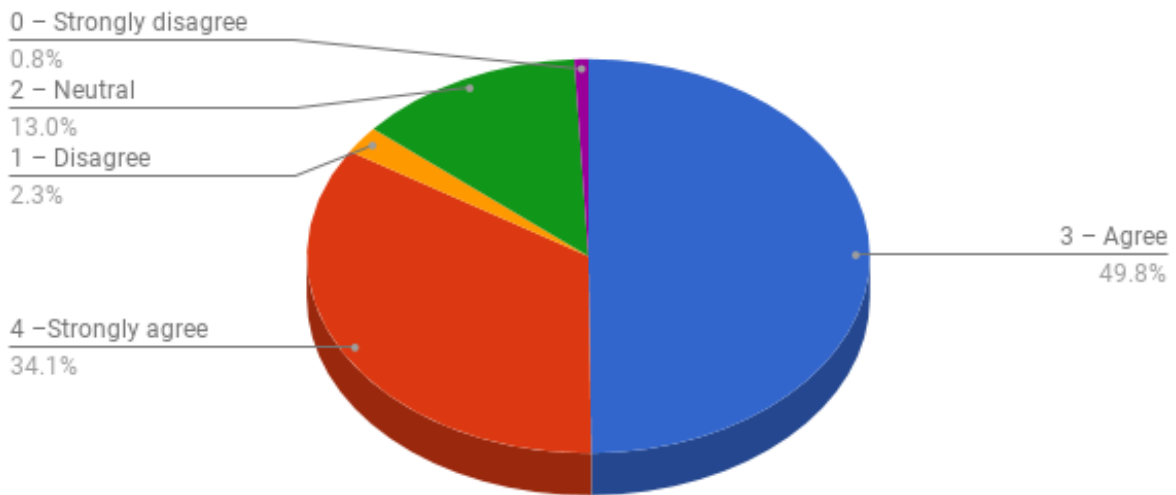
Count of 19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make



Count of 20. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.



Count of 21. The overall quality of teaching-learning process in your institute is very good.

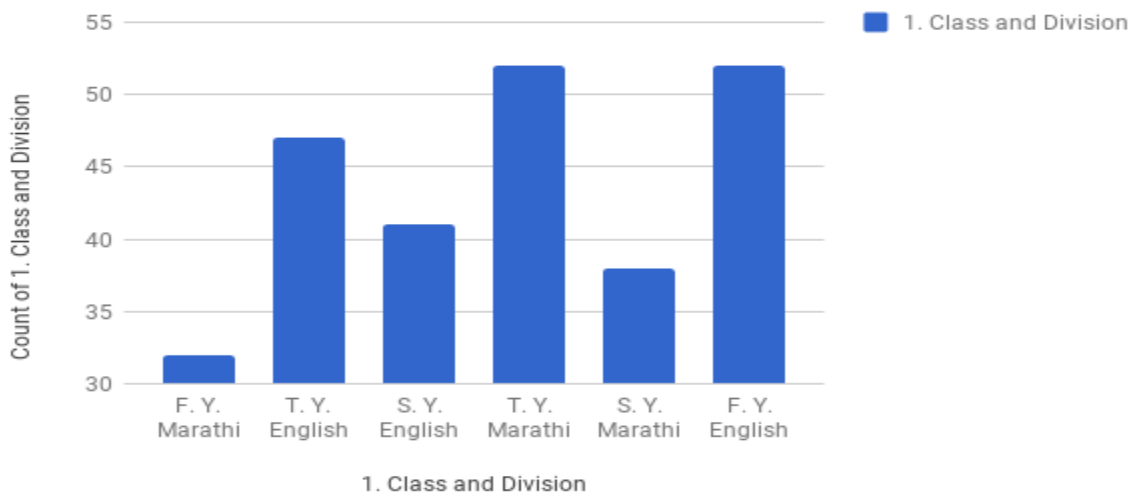


2. Student Satisfaction Survey (Teaching-Learning Experience)

Summary of responses of the students in Commerce Department

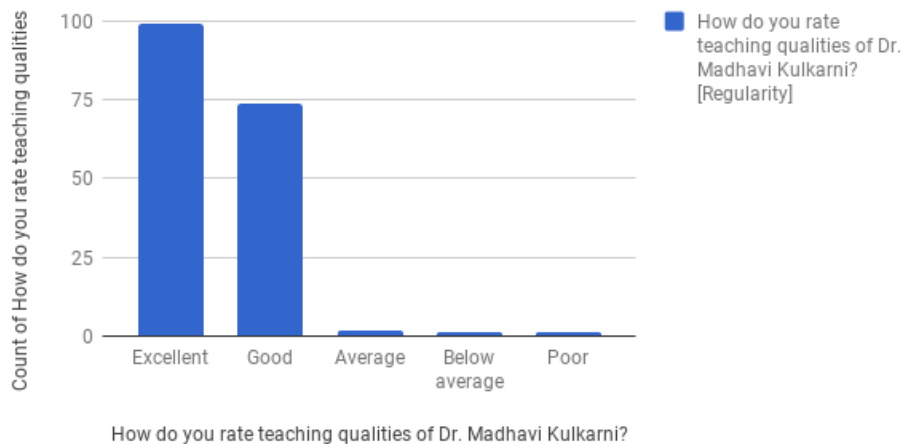
This questionnaire has two sections. Section one asks for the experience of the students about the teaching quality of their teachers; and, section two collects the responses about the administration and other facilities available to them. The questionnaire was mailed to five hundred and forty-one students of Commerce Department; out of them two hundred and sixty-six students responded by filling up the questionnaire completely. The following section briefs their feedback to different questions.

Count of 1. Class and Division

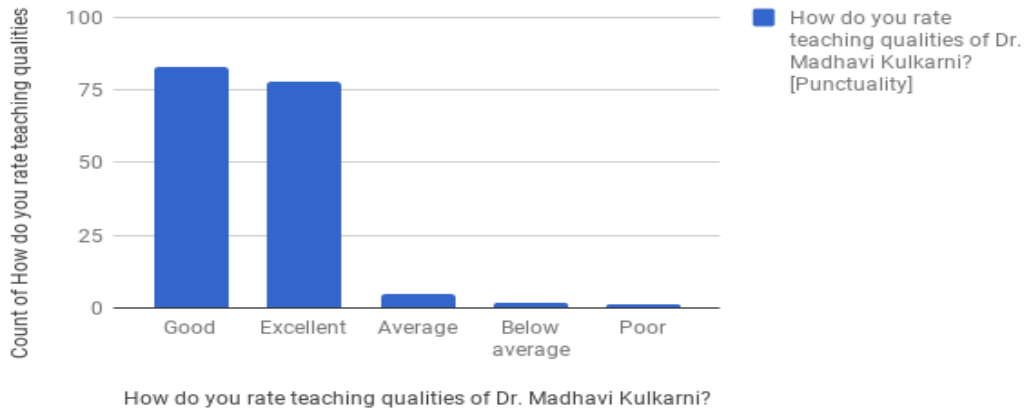


Sample Responses of students about Teacher-Quality are given below:

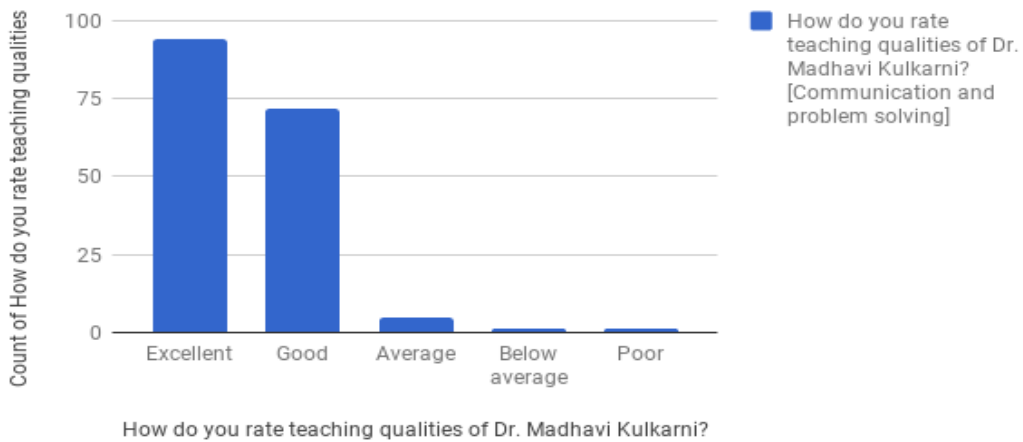
Count of How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Regularity]



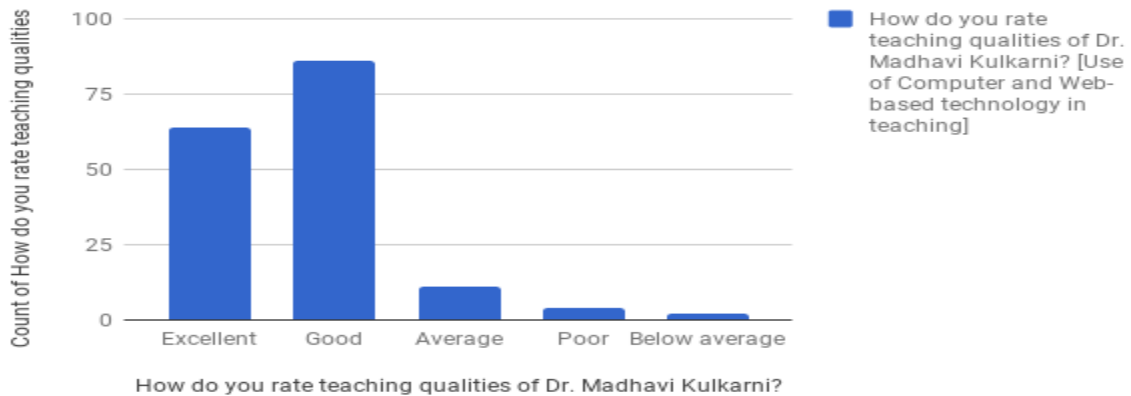
Count of How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Punctuality]



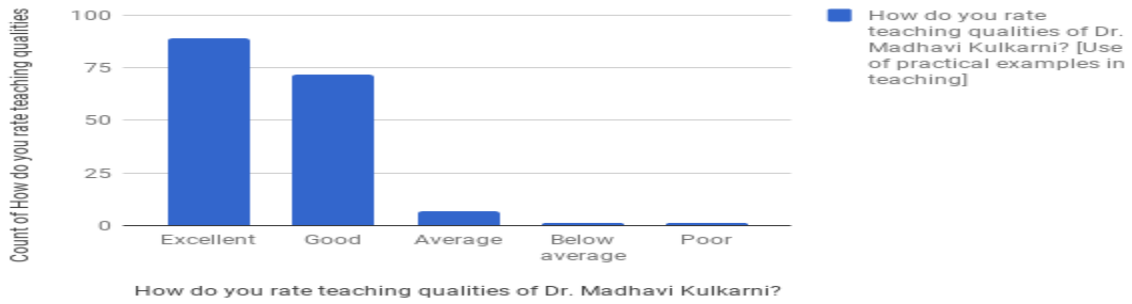
Count of How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Communication and problem solving]



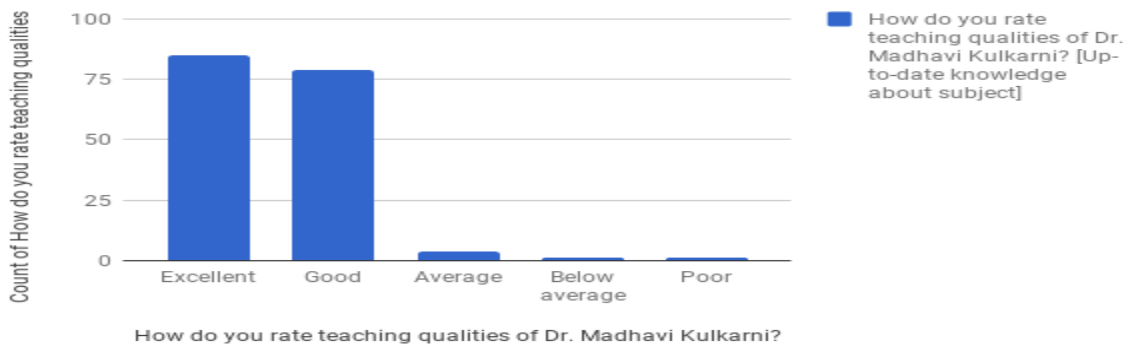
Count of How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Use of Computer and Web-based technology in teaching]



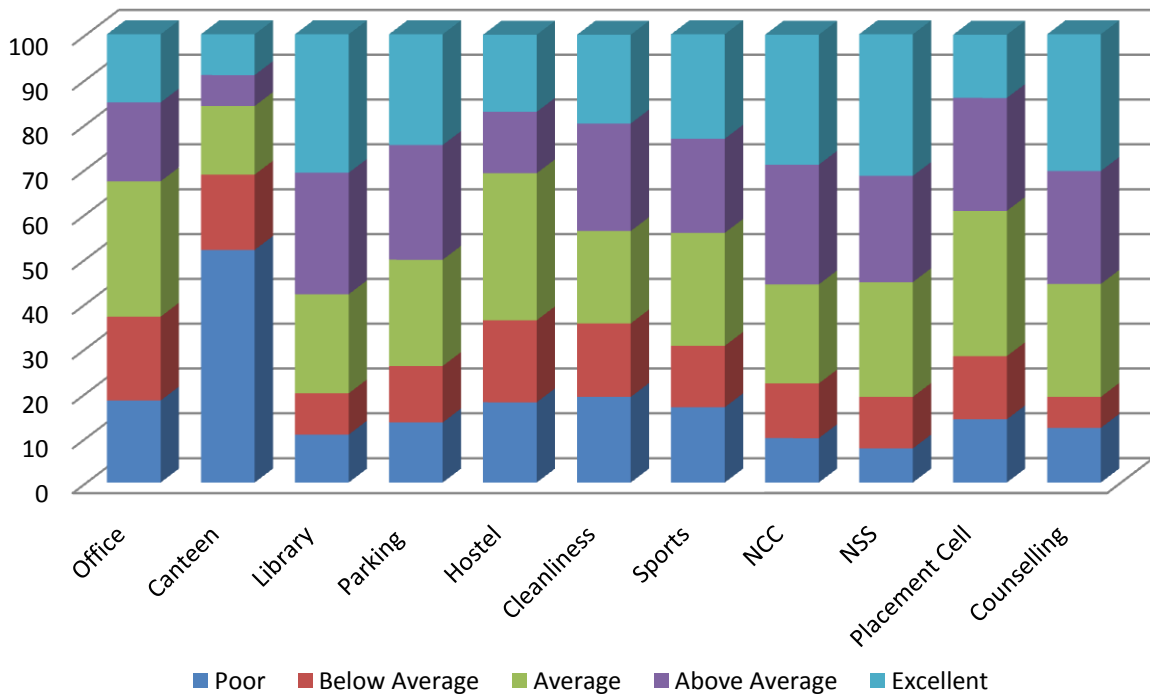
Count of How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Use of practical examples in teaching]



Count of How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Up-to-date knowledge about subject]



Satisfaction of Students about Office and Other Facilities



Student Satisfaction Survey on Teaching Learning Process

1. How much of the syllabus was covered in the class?
4 – 85 to 100% 3 – 70 to 84% 2 – 55 to 69% 1– 30 to 54% 0 –Below 30%
2. How well did the teachers prepare for the classes?
4 –Thoroughly 3 – Satisfactorily 2 – Poorly 1 – Indifferently 0 – Won't teach at all
3. How well were the teachers able to communicate?
4 – Always effective 3 – Sometimes effective 2 – Just satisfactorily 1– Generally ineffective 0– Very poor communication
4. The teacher's approach to teaching can best be described as
4– Excellent 3 – Very good 2 – Good 1 – Fair 0– Poor
5. Fairness of the internal evaluation process by the teachers.
4 – Always fair 3 – Usually fair 2 – Sometimes unfair 1 – Usually unfair 0– Unfair
6. Was your performance in assignments discussed with you?
4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0– Never
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
4 – Regularly 3 – Often 2 – Sometimes 1 – Rarely 0– Never
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.
4 – Significantly 3 – Very well 2 – Moderately 1 – Marginally 0– Not at all
9. The institution provides multiple opportunities to learn and grow.
4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0– Strongly disagree
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
4 – Every time 3 – Usually 2– Occasionally/Sometimes 1 – Rarely 0– Never
11. Your mentor does a necessary follow-up with an assigned task to you.
4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – I don't have a mentor
12. The teachers illustrate the concepts through examples and applications.
4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1– Rarely 0 – Never
13. The teachers identify your strengths and encourage you with providing right level of challenges.
4 – Fully 3 – Reasonably 2 – Partially 1 – Slightly 0– Unable to
14. Teachers are able to identify your weaknesses and help you to overcome them.
4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – Never
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree

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

4 – To a great extent 3 – Moderate 2 – Somewhat 1 – Very little 0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree

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.

4 – To a great extent 3 – Moderate 2 – Somewhat 1 – Very little 0 – Not at all

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

4 – Above 90% 3 – 70 – 89% 2 – 50 – 69% 1 – 30 – 49% 0 – Below 29%

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

4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

a) b) c)

Annexure 2

Student Satisfaction Survey on Teaching Quality, Office and Other Facilities

Email Address

Class and Division

Rate Teaching Qualities of teachers as:

Excellent/ Above Average/ Average/ Below Average/ Poor

How do you rate teaching qualities of Dr. Anand G. Jumle? [Regularity]

How do you rate teaching qualities of Dr. Anand G. Jumle? [Punctuality]

How do you rate teaching qualities of Dr. Anand G. Jumle? [Communication and problem solving]

How do you rate teaching qualities of Dr. Anand G. Jumle? [Use of Computer and Web-based technology in teaching]

How do you rate teaching qualities of Dr. Anand G. Jumle? [Use of practical examples in teaching]

How do you rate teaching qualities of Dr. Anand G. Jumle? [Up-to-date knowledge about subject]

How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Regularity]

How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Punctuality]

How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Communication and problem solving]

How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Use of Computer and Web-based technology in teaching]

How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Use of practical examples in teaching]

How do you rate teaching qualities of Dr. Madhavi Kulkarni? [Up-to-date knowledge about subject]

How do you rate teaching qualities of Mrs. Vasanti Joshi? [Regularity]

How do you rate teaching qualities of Mrs. Vasanti Joshi? [Punctuality]

How do you rate teaching qualities of Mrs. Vasanti Joshi? [Communication and problem solving]

How do you rate teaching qualities of Mrs. Vasanti Joshi? [Use of Computer and Web-based technology in teaching]

How do you rate teaching qualities of Mrs. Vasanti Joshi? [Use of practical examples in teaching]

How do you rate teaching qualities of Mrs. Vasanti Joshi? [Up-to-date knowledge about subject]

How do you rate teaching qualities of Dr. Smita Deshpande? [Regularity]

How do you rate teaching qualities of Dr. Smita Deshpande? [Punctuality]

How do you rate teaching qualities of Dr. Smita Deshpande? [Communication and problem solving]

How do you rate teaching qualities of Dr. Smita Deshpande? [Use of Computer and Web-based technology in teaching]

How do you rate teaching qualities of Dr. Smita Deshpande? [Use of practical examples in teaching]

How do you rate teaching qualities of Dr. Smita Deshpande? [Up-to-date knowledge about subject]

How do you rate teaching qualities of Mr. Ashok Kokate? [Regularity]

How do you rate teaching qualities of Mr. Ashok Kokate? [Punctuality]

How do you rate teaching qualities of Mr. Ashok Kokate? [Communication and problem solving]

How do you rate teaching qualities of Mr. Ashok Kokate? [Use of Computer and Web-based technology in teaching]

How do you rate teaching qualities of Mr. Ashok Kokate? [Use of practical examples in teaching]

How do you rate teaching qualities of Mr. Ashok Kokate? [Up-to-date knowledge about subject]

How do you rate teaching qualities of Mrs. Khokrale? [Regularity]

How do you rate teaching qualities of Mrs. Khokrale? [Punctuality]

How do you rate teaching qualities of Mrs. Khokrale? [Communication and problem solving]

How do you rate teaching qualities of Mrs. Khokrale? [Use of Computer and Web-based technology in teaching]

How do you rate teaching qualities of Mrs. Khokrale? [Use of practical examples in teaching]

How do you rate teaching qualities of Mrs. Khokrale? [Up-to-date knowledge about subject]

How do you rate teaching qualities of Mrs. Gokhale? [Regularity]

How do you rate teaching qualities of Mrs. Gokhale? [Punctuality]

How do you rate teaching qualities of Mrs. Gokhale? [Communication and problem solving]

How do you rate teaching qualities of Mrs. Gokhale? [Use of Computer and Web-based technology in teaching]

How do you rate teaching qualities of Mrs. Gokhale? [Use of practical examples in teaching]

How do you rate teaching qualities of Mrs. Gokhale? [Up-to-date knowledge about subject]

How do you rate teaching qualities of Advocate Kachi? [Regularity]

How do you rate teaching qualities of Advocate Kachi? [Punctuality]

How do you rate teaching qualities of Advocate Kachi? [Communication and problem solving]

How do you rate teaching qualities of Advocate Kachi? [Use of Computer and Web-based technology in teaching]

How do you rate teaching qualities of Advocate Kachi? [Use of practical examples in teaching]

How do you rate teaching qualities of Advocate Kachi? [Up-to-date knowledge about subject]

How do you rate teaching qualities of Mr. Vallabh Mudrale? [Regularity]

How do you rate teaching qualities of Mr. Vallabh Mudrale? [Punctuality]

How do you rate teaching qualities of Mr. Vallabh Mudrale? [Communication and problem solving]

How do you rate teaching qualities of Mr. Vallabh Mudrale? [Use of Computer and Web-based technology in teaching]

How do you rate teaching qualities of Mr. Vallabh Mudrale? [Use of practical examples in teaching]

How do you rate teaching qualities of Mr. Vallabh Mudrale? [Up-to-date knowledge about subject]

Section II: How will you grade the Office Services and Other Facilities Offered to you?

Excellent/ Above Average/ Average/ Below Average/ Poor

Office and Administration

Canteen

Library

Parking and Visitor's Shed

Hostel

Cleanliness in the College

Sports and Gymnasium

NCC Department

NSS Department

Placement Cell

Career Counselling and Mentoring



SNDT Arts and Commerce College for Women, Pune.
Students' Feedback about Teaching quality
2018-19

The on-line Students' feedback about Teaching Quality in the College was collected in the month of February 2019. The students were asked to fill-in the Survey form .

The students of every faculty in the College participated in the survey. The response of the students was more than 34% of all the students. Four hundred and forty four students registered their feedback.

Table1: Percentage-participation of the students from different faculties studying in different years is given in the following table.

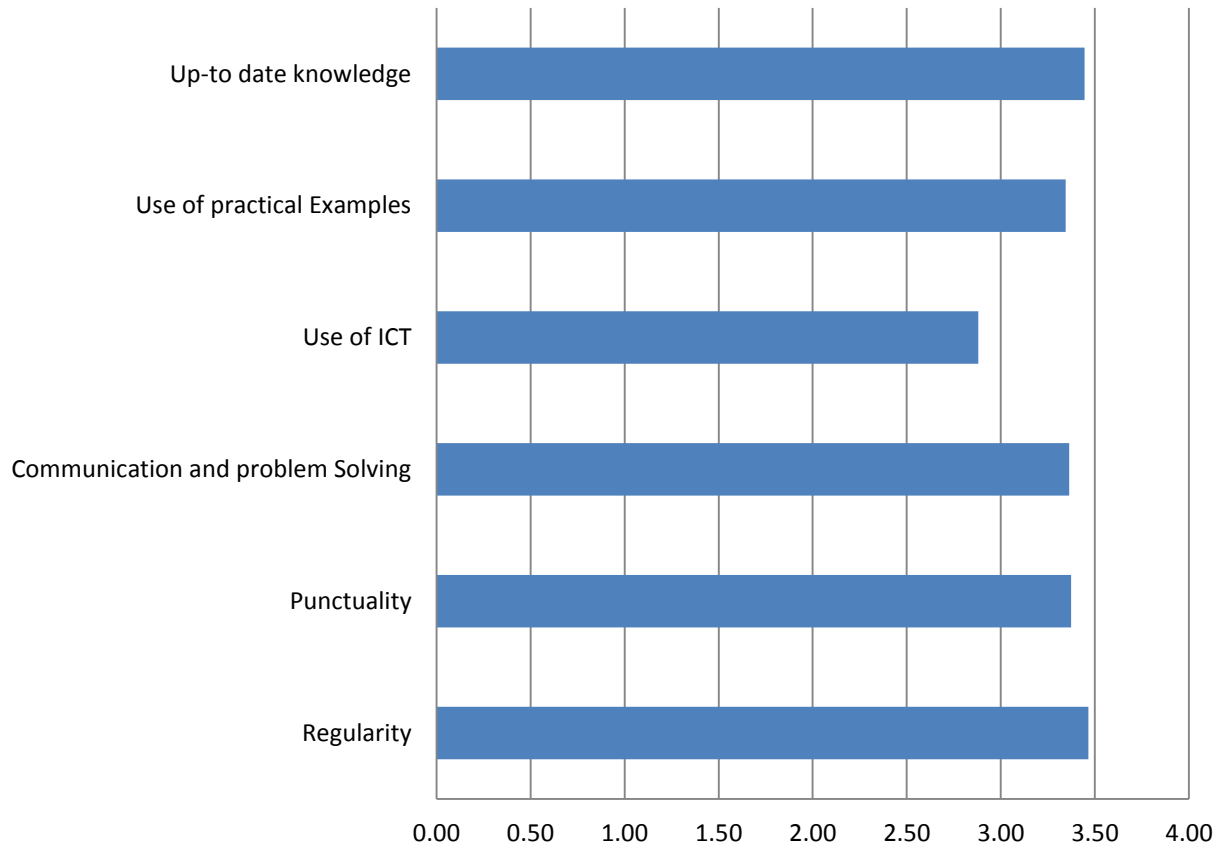
Part.	BA	BAF	BCA	BCOM	BVA	Total
I	11.94% (53)	4.95% (22)	3.83% (17)	13.74% (61)	1.58% (07)	36.04% (160)
II	13.06% (58)	3.15% (14)	3.83% (17)	11.94% (53)	2.70% (12)	34.68% (154)
III	11.04% (49)	1.80% (8)	3.38% (15)	11.26% (50)	1.13% (05)	28.61% (127)
IV	-	-	-	0.00%	0.68% (03)	0.68% (03)
Total	36.04% (160)	9.91% (44)	11.04% (49)	36.94% (164)	6.08% (27)	100.00% (444)

(*) Figures in brackets indicate actual number of students responded.



SNDT Arts and Commerce College for Women, Pune.
Students' Feedback about Teaching quality
2018-19

Students' Feedback about Teaching Quality in the Institution



	Regularity	Punctuality	Communication and problem Solving	Use of ICT	Use of practical Examples	Up-to date knowledge
■ Average	3.46	3.37	3.36	2.88	3.34	3.45



SNDT Arts and Commerce College for Women, Karve Road, Pune- 411038

Summary Students' Feedback Report- 2019-20

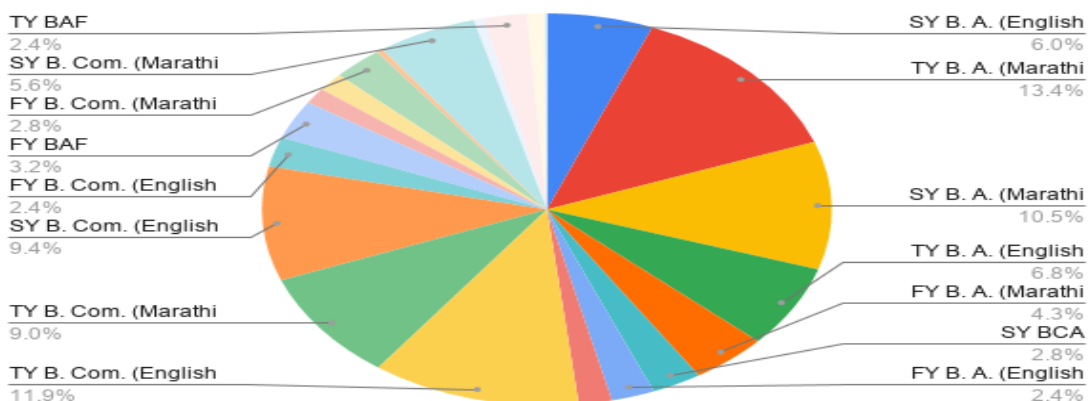
The college implemented the survey administration system through the email and Google classrooms of the Departments to their students. Two Google forms were prepared. The first form was developed for collecting responses of the students as per the Key Indicator of criterion 2.7.1; and, second for recording the teaching-quality and other facilities in the College. The following sections brief the analysis of the responses collected on-line survey. The questionnaires of both the feedback forms are annexed at the end of this survey report.

1. Student Satisfaction Survey (SSS)

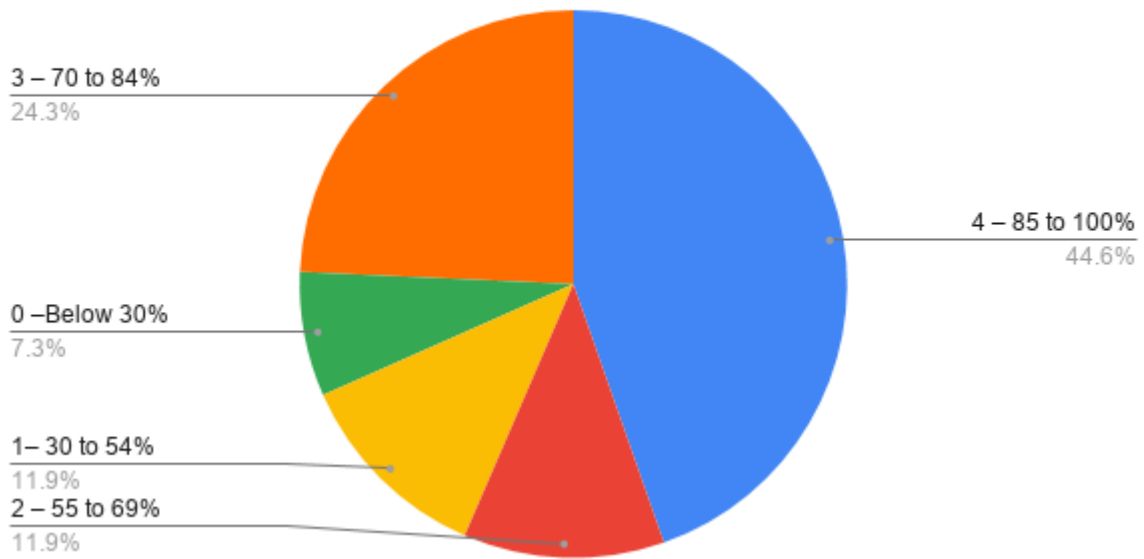
This form was to all the 1288 students of the college. Five Hundred and thirty one among them completely responded to the survey. Their responses to different questions are graphically given below.

Class-wise responses received:

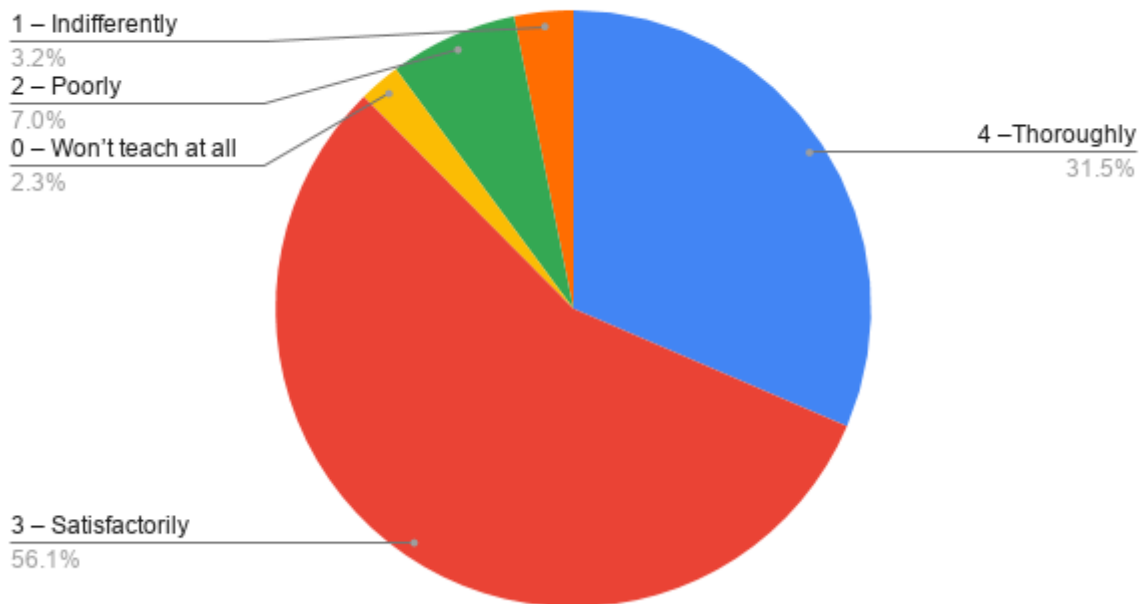
Count of 1. Class and Division



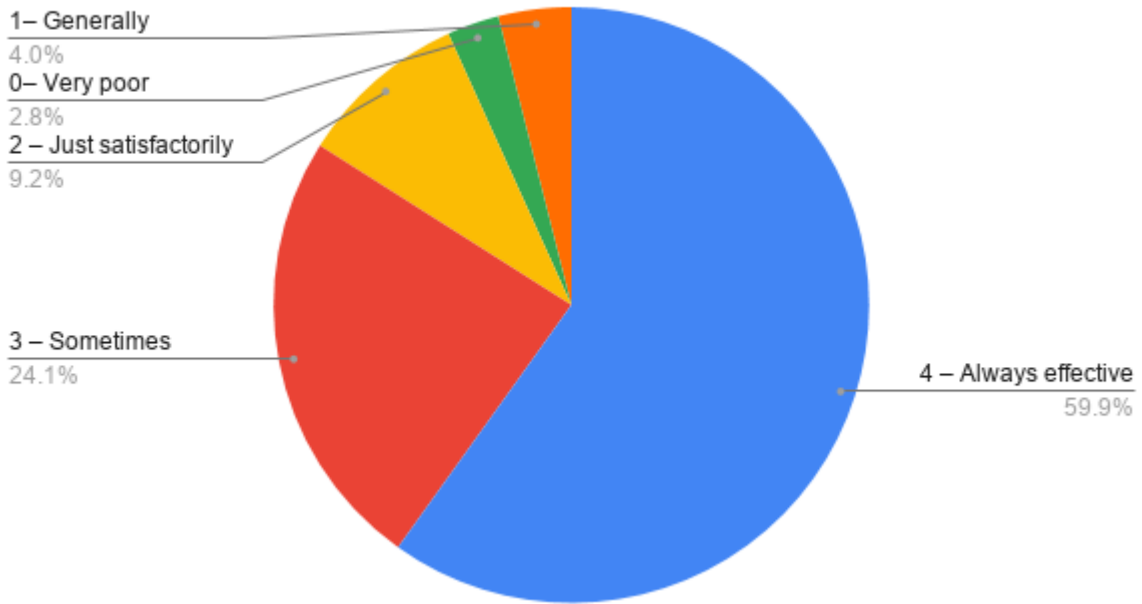
Count of 2. How much of the syllabus was covered in the class?



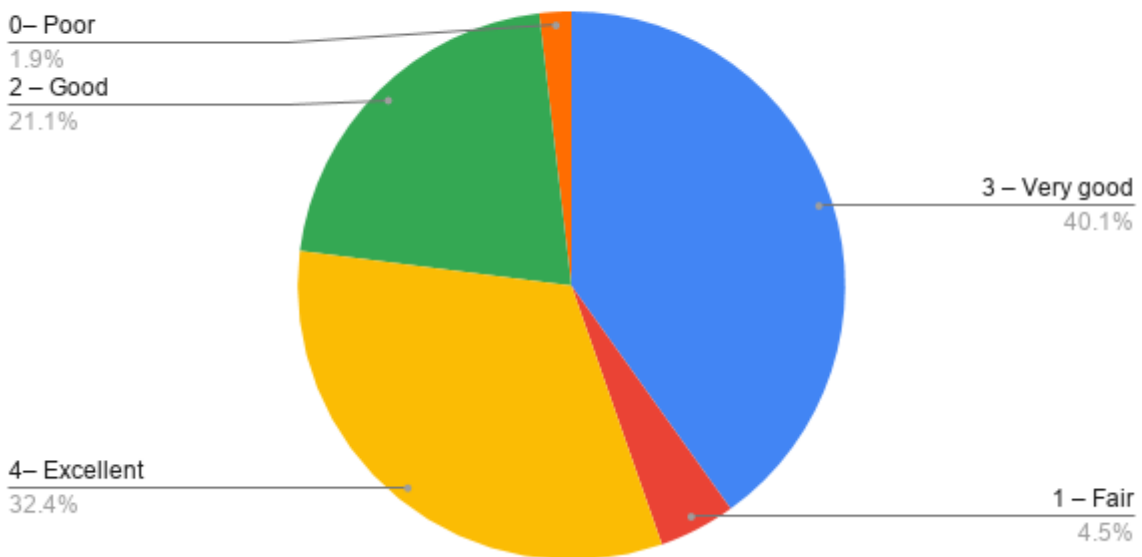
Count of 3. How well did the teachers prepare for the classes?



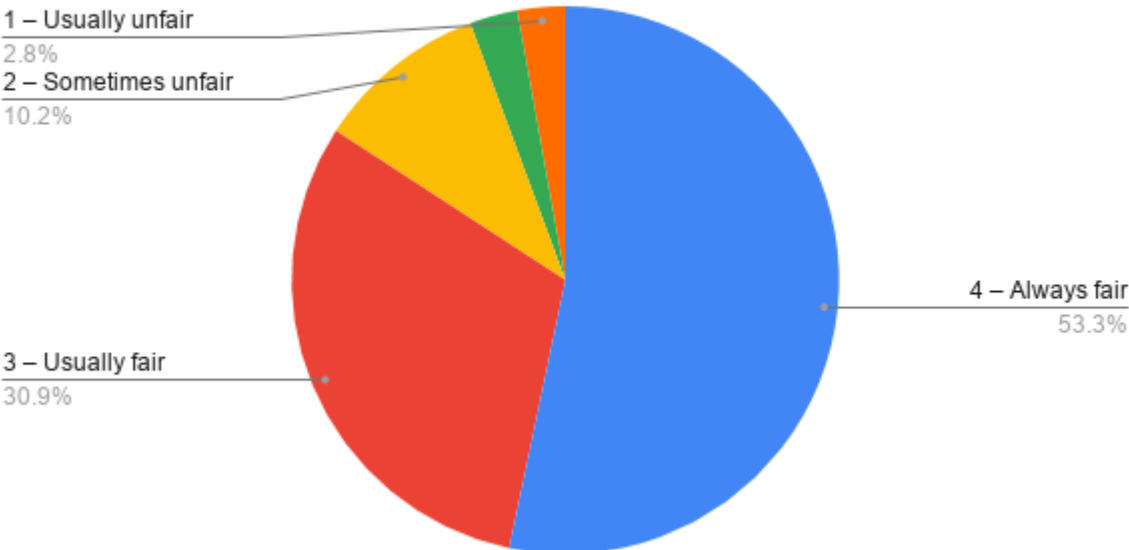
Count of 4. How well were the teachers able to communicate?



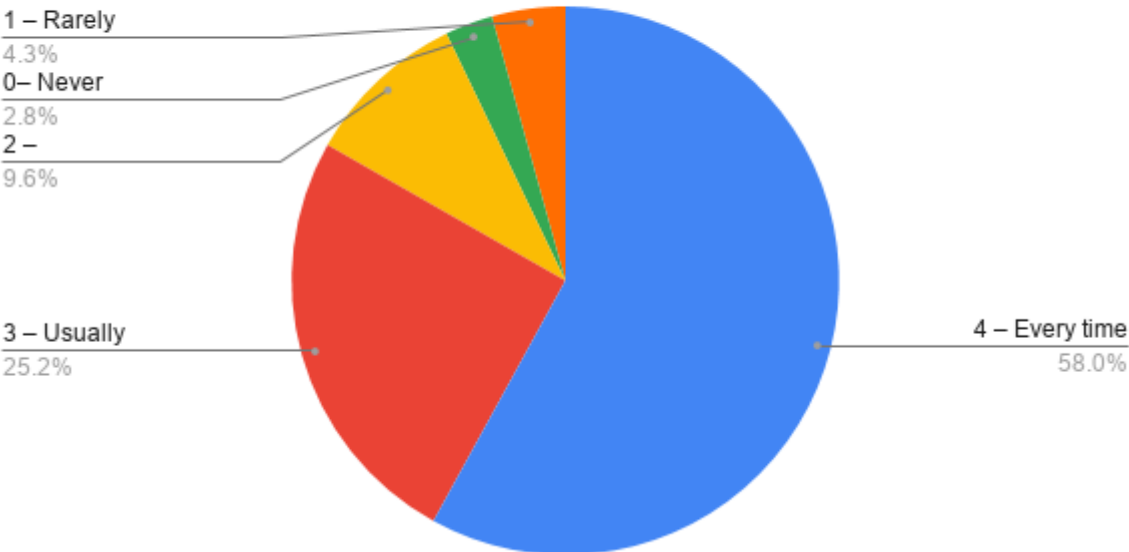
Count of 5. The teacher's approach to teaching can best be described as



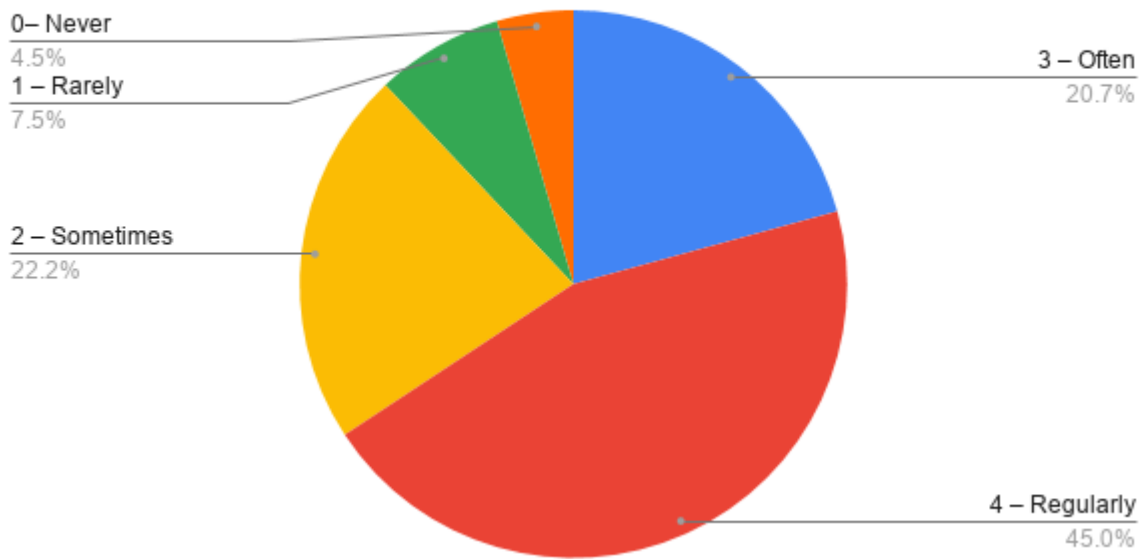
Count of 6. Fairness of the internal evaluation process by the teachers.



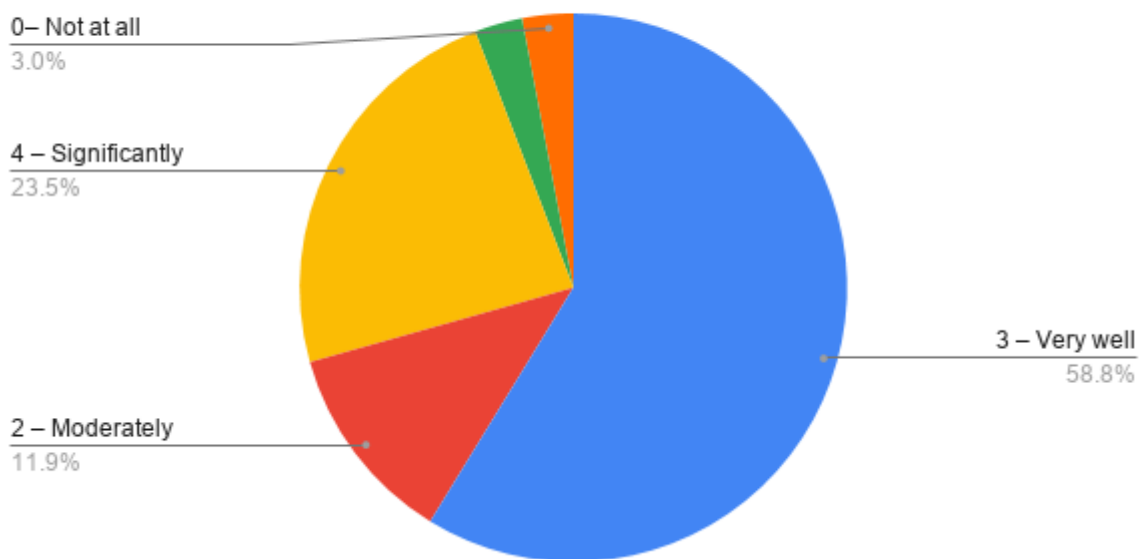
Count of 7. Was your performance in assignments discussed with you?



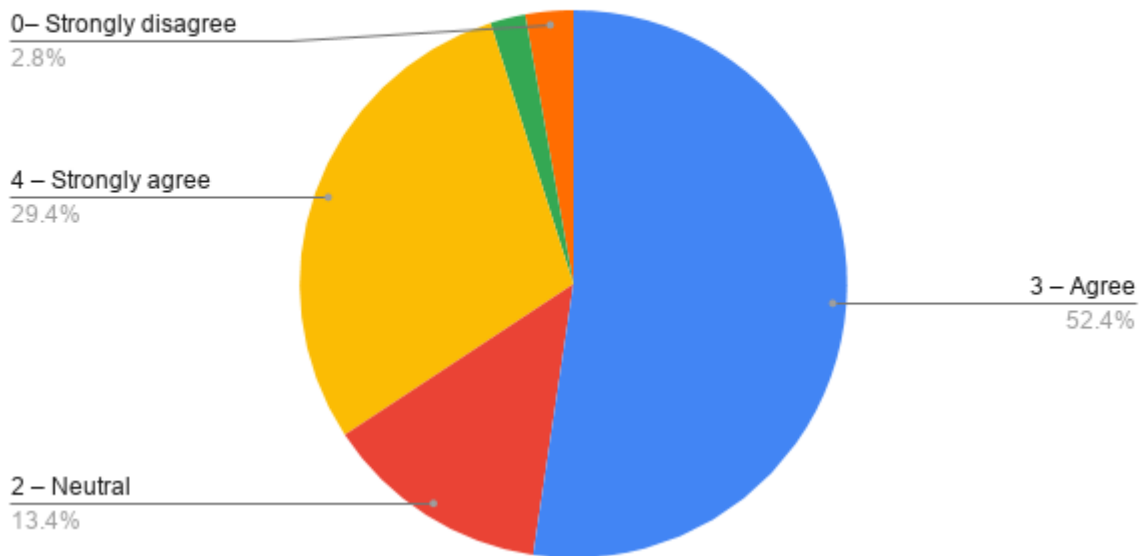
Count of 8. The institute takes active interest in promoting internship, student exchange, field visit opportunities for



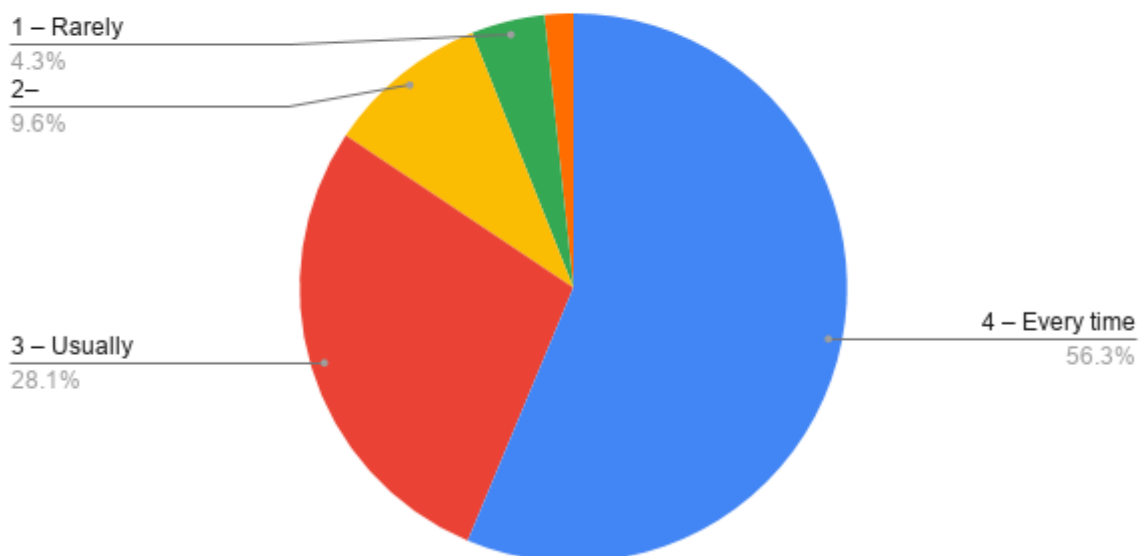
Count of 9. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional



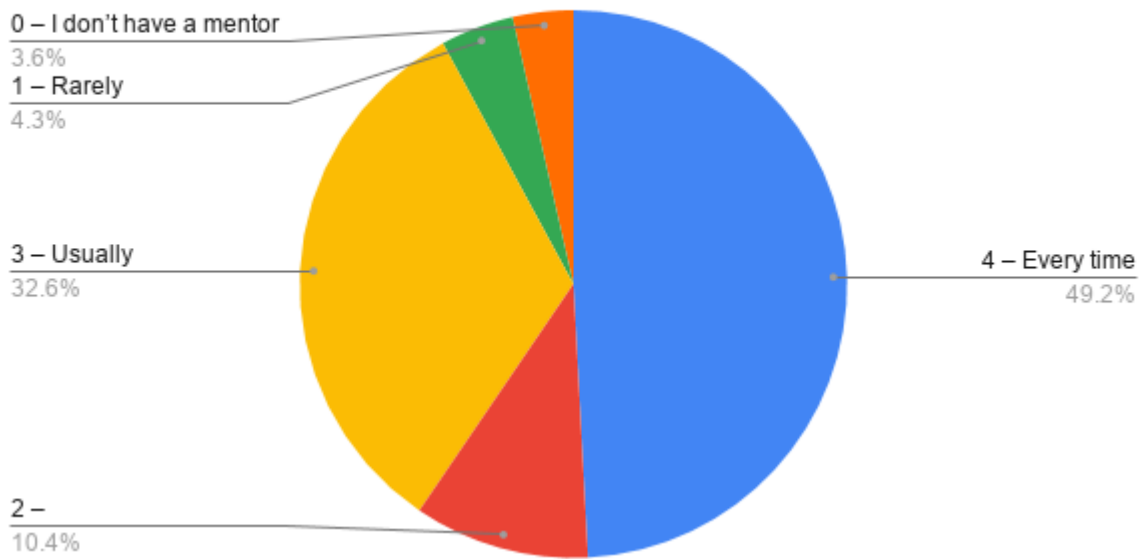
Count of 10. The institution provides multiple opportunities to learn and grow.



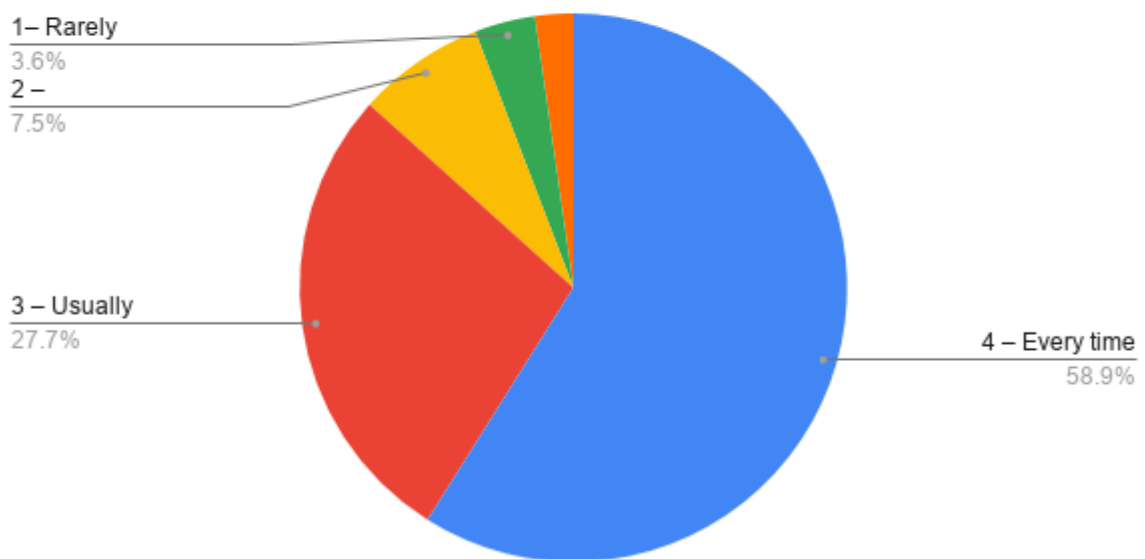
Count of 11. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



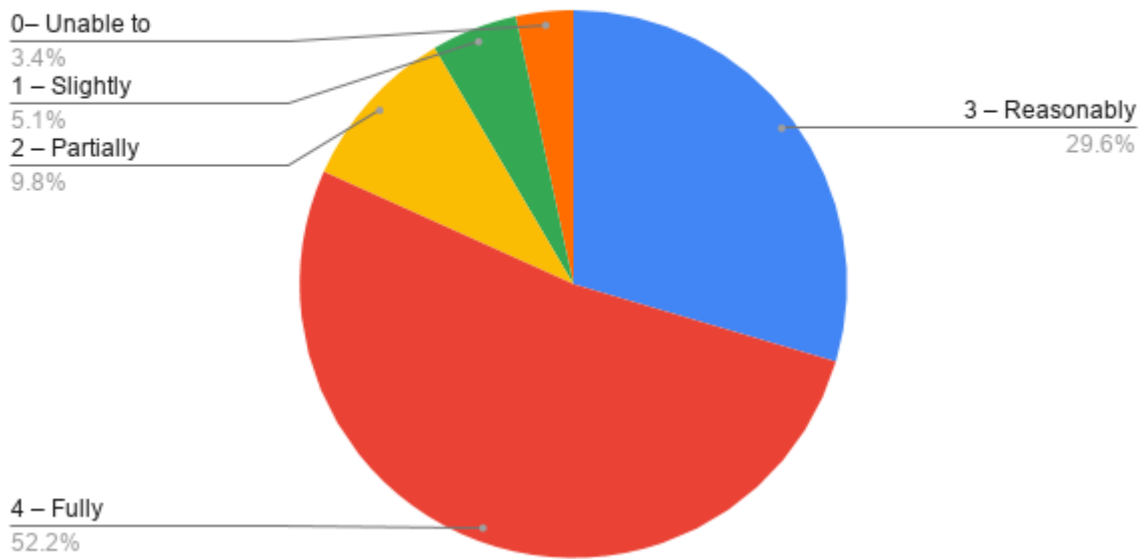
Count of 12. Your mentor does a necessary follow-up with an assigned task to you.



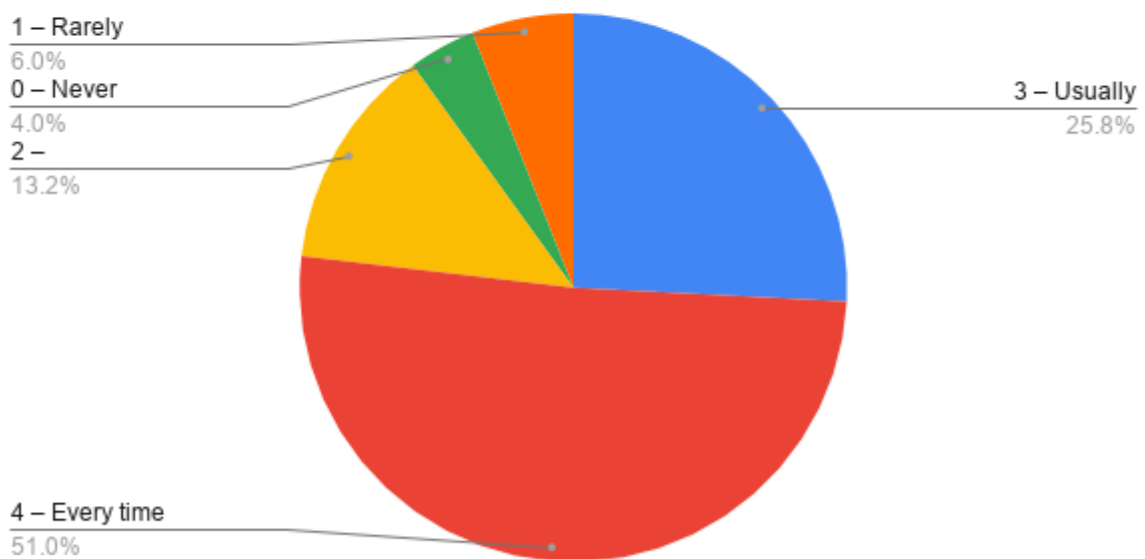
Count of 13. The teachers illustrate the concepts through examples and applications.



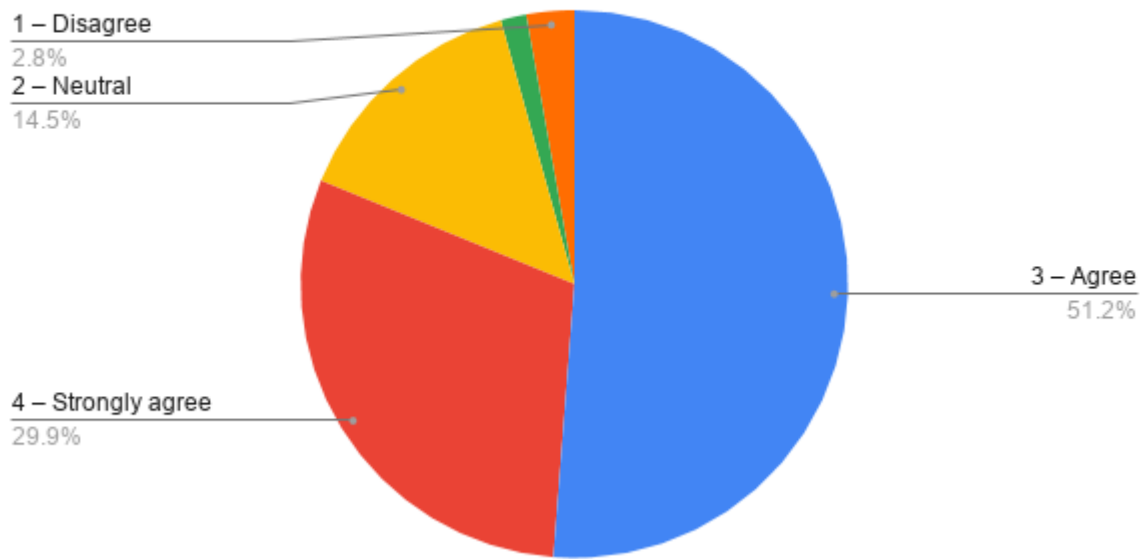
Count of 14. The teachers identify your strengths and encourage you with providing right level of challenges.



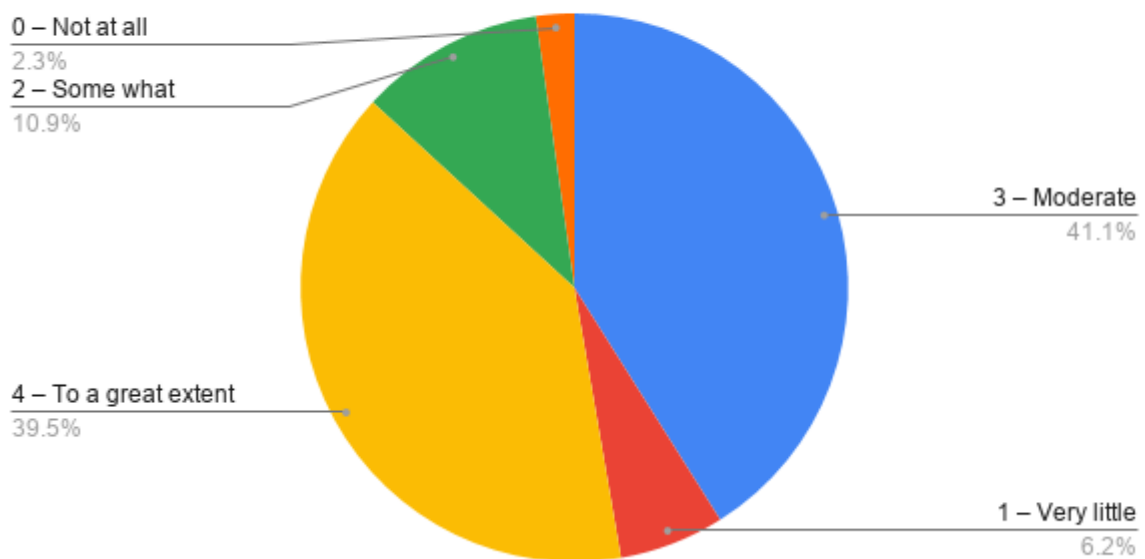
Count of 15. Teachers are able to identify your weaknesses and help you to overcome them.



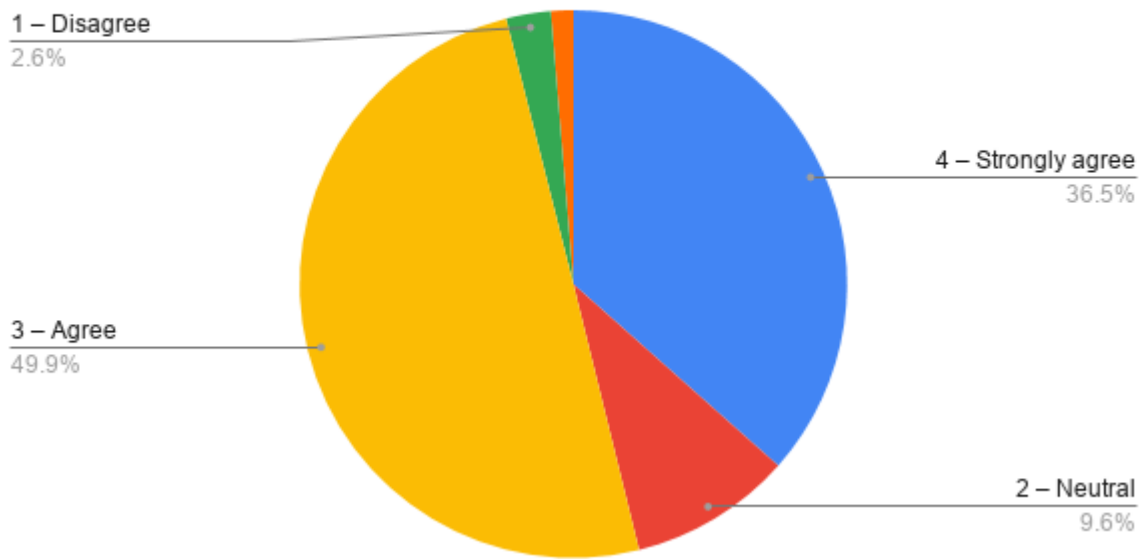
Count of 16. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of



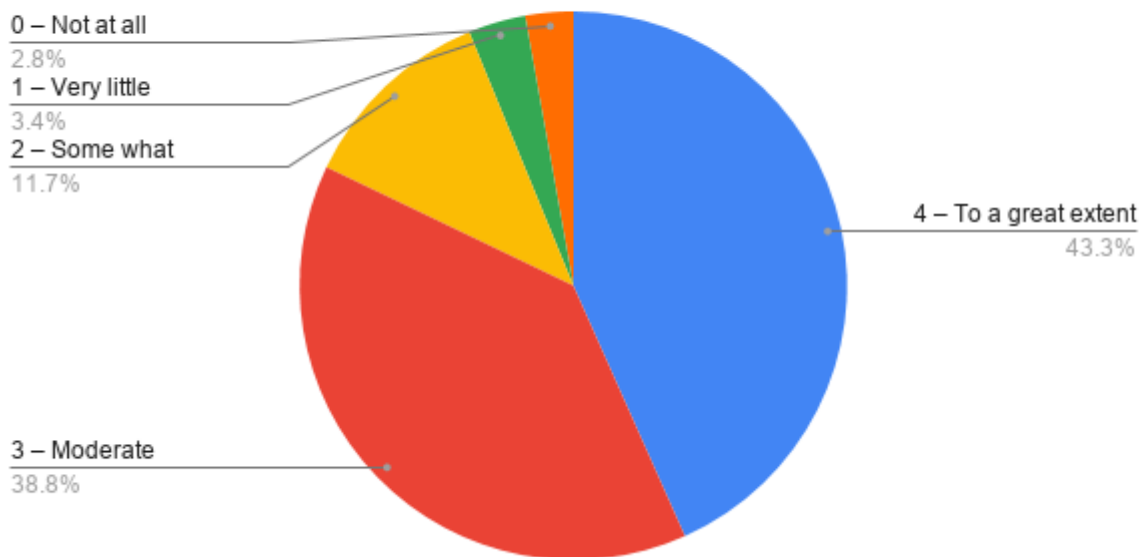
Count of 17. The institute/ teachers use student centric methods, such as experiential learning, participative learning



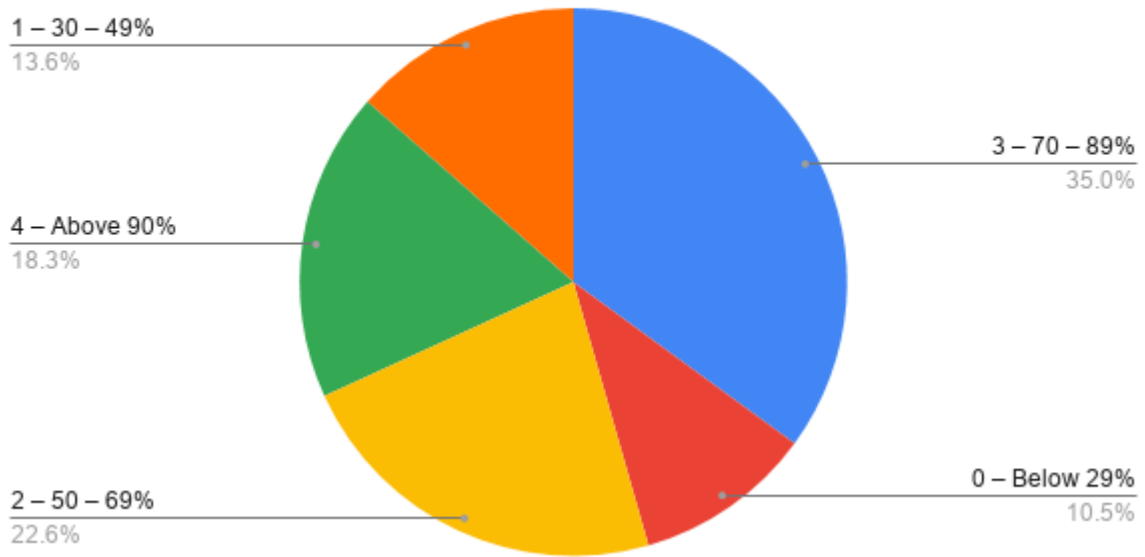
Count of 18. Teachers encourage you to participate in extracurricular activities.



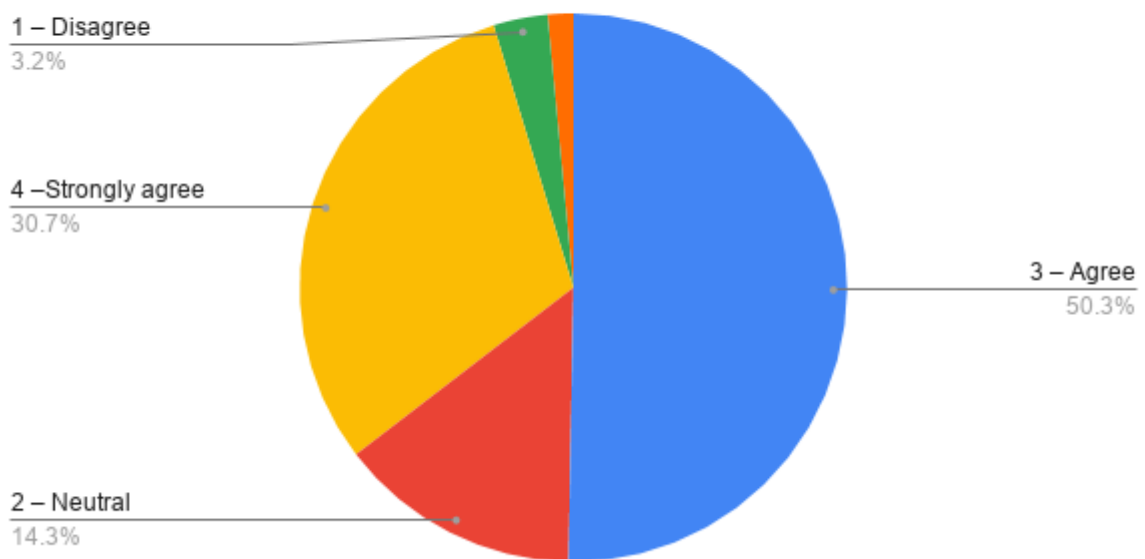
Count of 19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make



Count of 20. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.



Count of 21. The overall quality of teaching-learning process in your institute is very good.



2. Students' Feedback about Teaching Quality in the institution

The web-based on-line feedback of the students of the College was collected in the month of February 2020. The students were asked to fill-in the feedback form for both, the teaching quality and the facilities in the College.

Most of the students of every faculty in the College participated in the survey enthusiastically. 67% of all the students enrolled for the feedback. Eight Hundred and Sixty One students registered their feedback.

Table1: Percentage-participation of the students from different faculties studying in Different years are given in the table below

Year	B.A.	B.Com.	BAF	BVA	BCA	Total
I	119 (13.82%)	183 (21.25%)	27 (3.14%)	11 (1.27%)	6 (0.69%)	346 (40.19%)
II	95 (11.03%)	129 (14.98%)	18 (2.09%)	2 (0.23%)	10 (1.16%)	254 (29.50%)
III	101 (11.73%)	82 (9.52%)	19 (2.20%)	13 (1.50%)	28 (3.25%)	243 (28.22%)
IV	0	0	0	18 (2.09%)	0	18 (2.09%)
Total	315 (36.59%)	394 (45.76%)	64 (7.43%)	44 (5.11%)	44 (5.11%)	861 (100%)

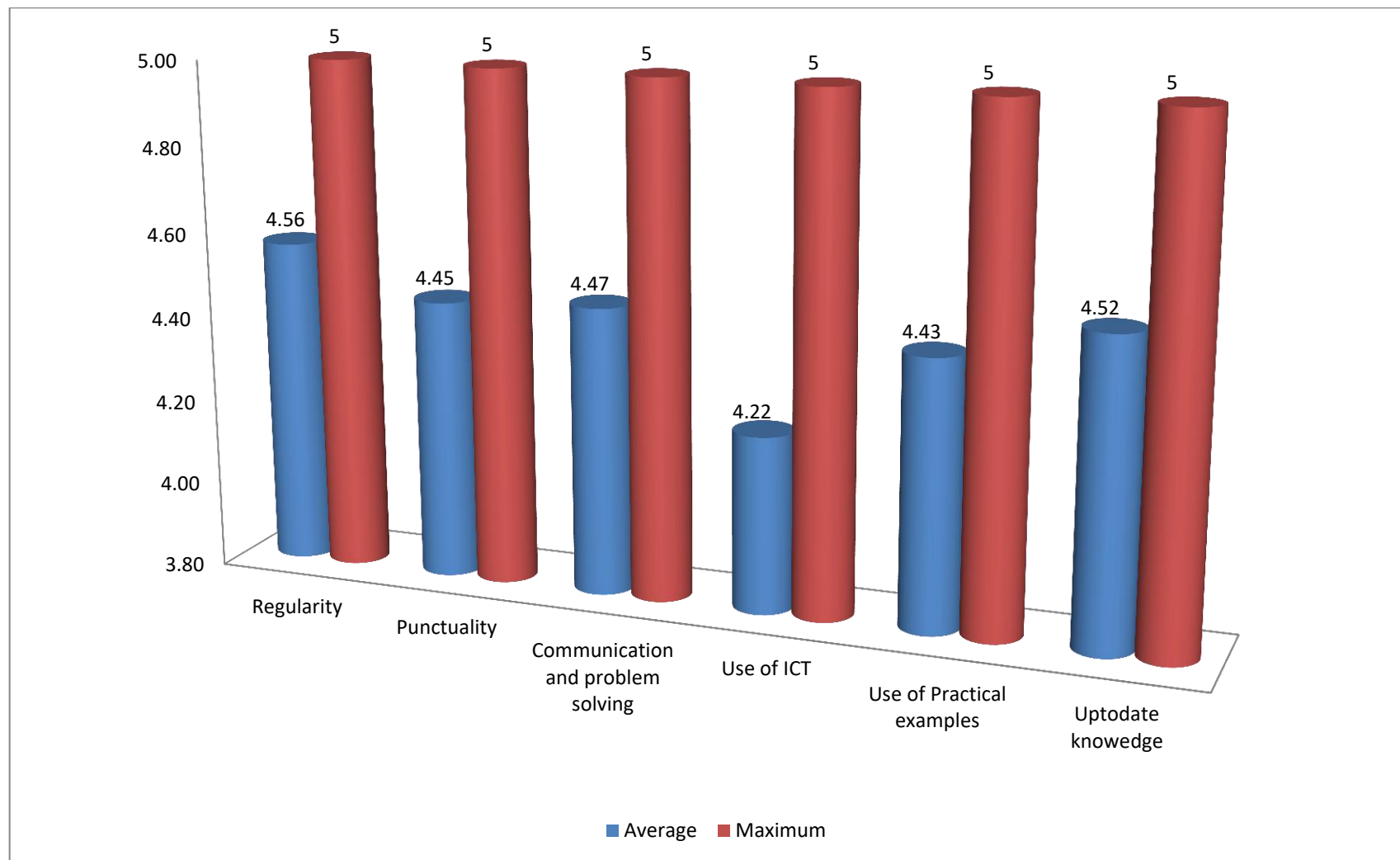
Feed-Back of the Students about teaching:

The feedback about teacher-quality was collected for following five parameters:

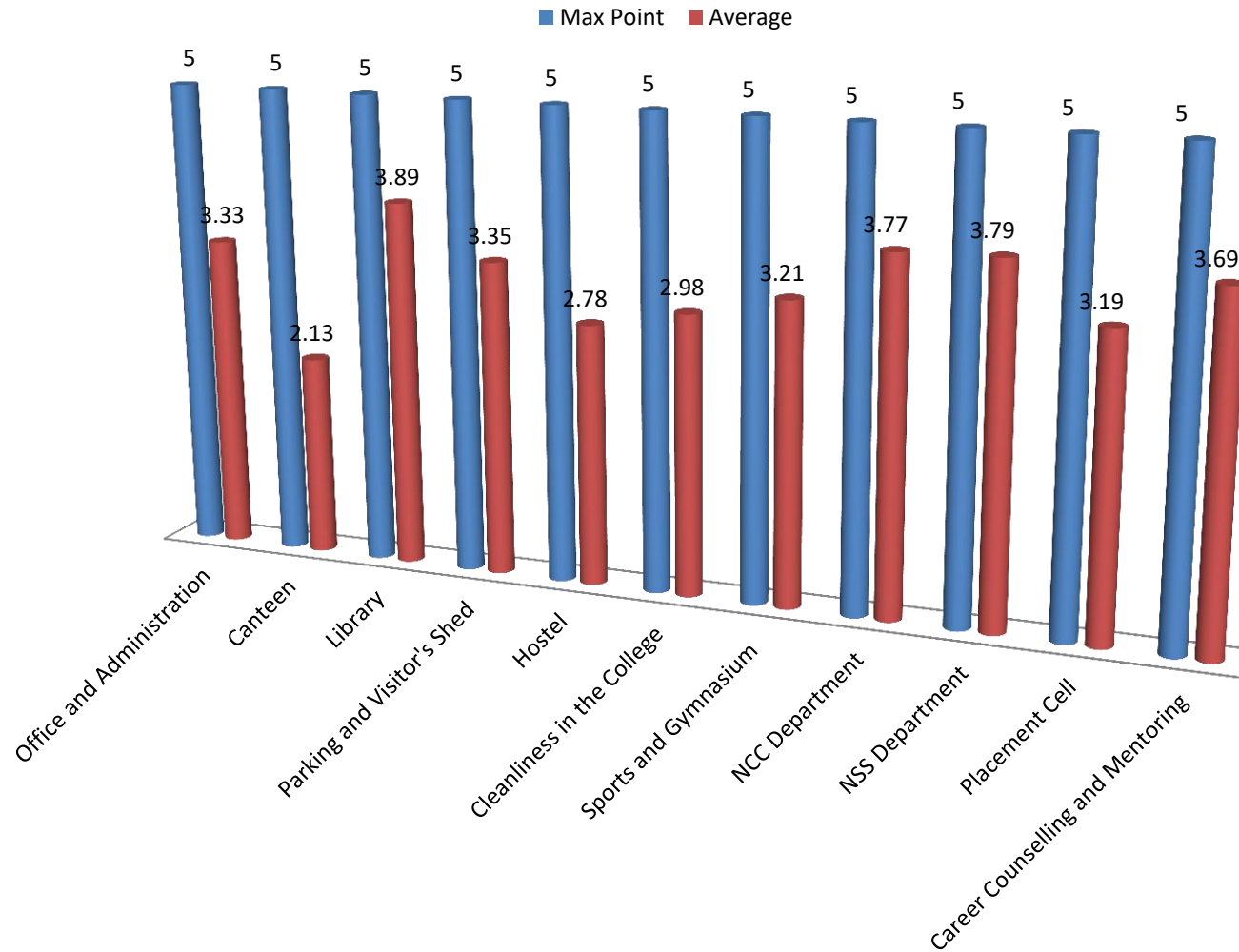
1. Regularity
2. Punctuality
3. Communication and Problem solving
4. Use of ICT
5. Use of Practical Examples
6. Up-to-date knowledge

On the above mentioned parameters maximum number of students has given the response "Excellent" and "Good" category for teaching quality.

Students' Feedback about Teaching Quality in the Institution 2019-20



Students' Feedback About Various Facilities in the College



Annexures

SNDT Arts and Commerce College for Women, Karve Road, Pune,38.

STUDENT SATISFACTION SURVEY 2019-20

* Required

I. Email address *

2. 1. Class and Division *

Mark only one oval.

- FY BCA
- SY BCA
- TY BCA
- FY B. A. (Marathi Medium)
- FY B. A. (English Medium)
- SY B. A. (Marathi Medium)
- SY B. A. (English Medium)
- TY B. A. (Marathi Medium)
- TY B. A. (English Medium)
- FY B. Com. (Marathi Medium)
- FY B. Com. (English Medium)
- SY B. Com. (Marathi Medium)
- SY B. Com. (English Medium)
- TY B. Com. (Marathi Medium)
- TY B. Com. (English Medium)
- FY BAF
- SY BAF
- TY BAF
- FY BVA
- SY BVA
- TY BVA
- LY BVA

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

Mark only one oval.

- 4 – 85 to 100%
- 3 – 70 to 84%
- 2 – 55 to 69%
- 1 – 30 to 54%
- 0 – Below 30%

4. 3. How well did the teachers prepare for the classes? *

Mark only one oval.

- 4 – Thoroughly
- 3 – Satisfactorily
- 2 – Poorly
- 1 – Indifferently
- 0 – Won't teach at all

5. 4. How well were the teachers able to communicate? *

Mark only one oval.

- 4 – Always effective
- 3 – Sometimes effective
- 2 – Just satisfactorily
- 1 – Generally ineffective
- 0 – Very poor communication

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

Mark only one oval.

- 4 – Excellent
- 3 – Very good
- 2 – Good
- 1 – Fair
- 0 – Poor

7. 6. Fairness of the internal evaluation process by the teachers. *

Mark only one oval.

- 4 – Always fair
 3 – Usually fair
 2 – Sometimes unfair
 1 – Usually unfair
 0 – Unfair

8. 7. Was your performance in assignments discussed with you? *

Mark only one oval.

- 4 – Every time
 3 – Usually
 2 – Occasionally/Sometimes
 1 – Rarely
 0 – Never

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

Mark only one oval.

- 4 – Regularly
 3 – Often
 2 – Sometimes
 1 – Rarely
 0 – Never

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

Mark only one oval.

- 4 – Significantly
 3 – Very well
 2 – Moderately
 1 – Marginally
 0 – Not at all

I I. 10. The institution provides multiple opportunities to learn and grow. *

Mark only one oval.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

I2. 11. Teachers inform you about your expected competencies, course outcomes and programme outcomes. *

Mark only one oval.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

I3. 12. Your mentor does a necessary follow-up with an assigned task to you. *

Mark only one oval.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

I4. 13. The teachers illustrate the concepts through examples and applications. *

Mark only one oval.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

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

*

Mark only one oval.

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0– Unable to

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

Mark only one oval.

- 4 – Every time
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17. 16. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. *

Mark only one oval.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

18. 17. 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.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

19. 18. Teachers encourage you to participate in extracurricular activities. *

Mark only one oval.

- 4 – Strongly agree
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- 1 – Disagree
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20. 19. 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.

- 4 – To a great extent
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21. 20. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching. *

Mark only one oval.

- 4 – Above 90%
- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%

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

Mark only one oval.

- 4 –Strongly agree
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23. Your Suggestion and Observation 1:

24. Your Suggestion and Observation 2:

25. Your Suggestion and Observation 3:

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