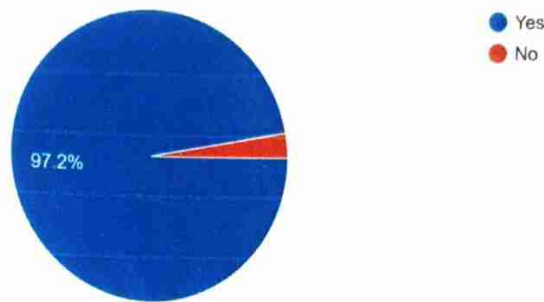


**CLARA'S COLLEGE OF COMMERCE**  
**STUDENT SATISFACTION SURVEY (SSS)**  
**FEEDBACK ANALYSIS**  
**AY: 2023-24**

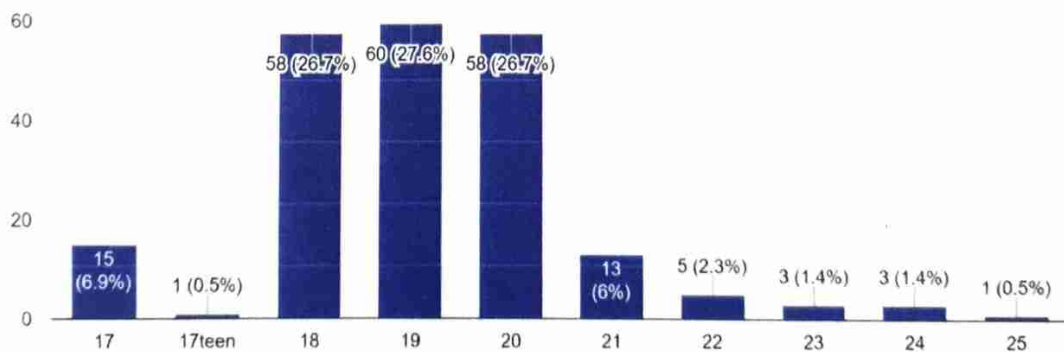
An online survey aimed at assessing student satisfaction was conducted, focusing on multiple aspects of the teaching and learning process. The survey examined student feedback using percentages to pinpoint areas for development and raise the institution's level of educational quality. Respondents included students from diverse programs offered within the institution, ensuring a comprehensive representation of the student body's perspectives and experiences.

Please confirm this is the first and only time you answer this survey:  
 363 Responses



**Interpretation:** Out of total responses, there is repetition of feedback around 2.8 %

Age:  
 363 responses

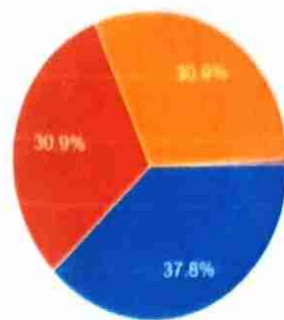


**Interpretation:** The respondents are from all classes,es including First year, second year and third year from all programs



You are Studying in:

363 responses

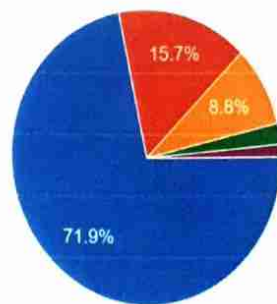


- First Year
- Second Year
- Third Year
- M. Com - Part I
- M. Com - Part II

**Interpretation:** 30.9% respondents are from the first year, 30.9% respondents are from second year students, 37.8% respondents from third year students and M. Com 0.4%.

Syllabus covered in the class

363 Responses



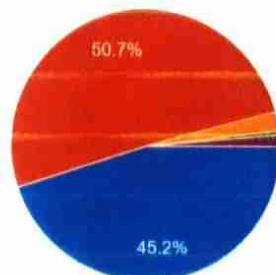
- 85 - 100%
- 70% - 84%
- 55 - 69%
- 30 - 54%
- Below 30%

**Interpretation:**

Under the teaching learning aspect, the first question arises about the extent of syllabus completion. 71.9% respondents agreed that the syllabus is covered between 85 to 100%. 15.7% respondents stated that the range of completion of syllabus is 70 to 84% and 8.8% respondents stated that only 55 to 69% syllabus is completed. 2.3% respondents are stating that only 30% to 54% syllabus completed and 1.4% only below 30% syllabus is completed

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

363 Responses



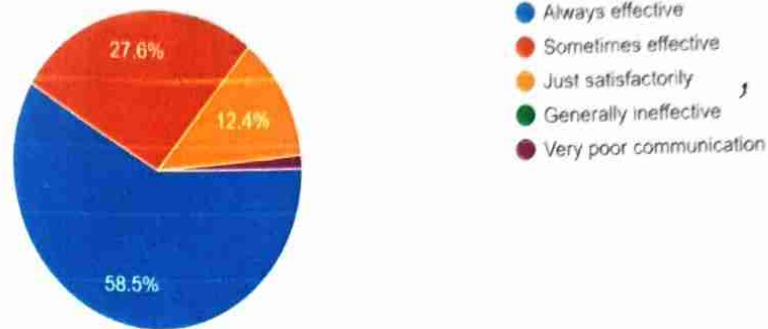
- Thoroughly
- Satisfactorily
- Poorly
- Indifferently
- Won't teach at all

**Interpretation:**

As for teachers' preparation, 50.7% of respondents are satisfied with teacher content preparation. About 45.2 % respondents reported that teachers are thoroughly prepared for lectures. 1.04% respondents are not satisfied with the content delivered by the faculty.

3. How well were the teachers able to deliver the content ?

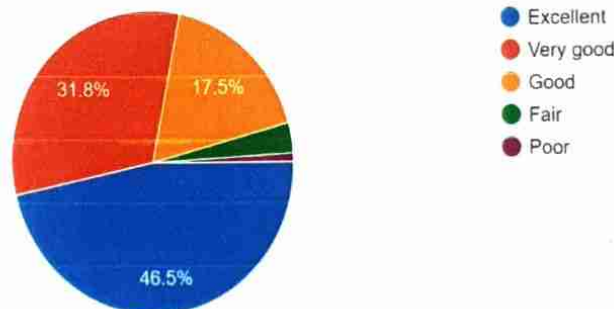
363 responses



**Interpretation:** Delivering content is one of the key aspects of the teaching -learning process. Nearly 58.5% of students are in favor of the idea that the delivery of content by teachers is effective. 27.6% of respondents say that delivery is sometimes effective, and around 1.4% respondents are least satisfied.

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

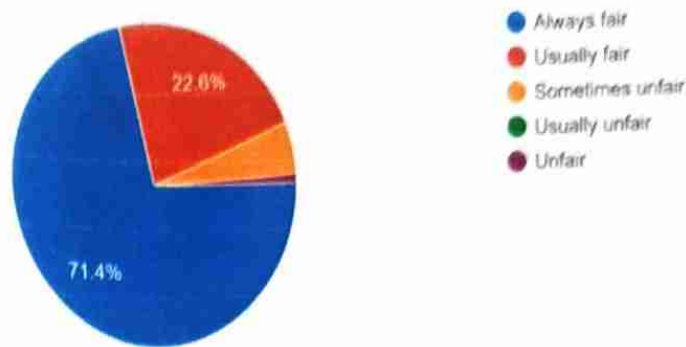
363 responses



**Interpretation:**

Teachers' approach to teaching is very important. The teaching and learning can be excellent with the teachers' attitudes towards students. The above diagram shows that almost 46.5% % respondents said teachers' approach to teaching is excellent. About 31.8% of students are of the opinion that teachers' approaches to teaching is very good, while 17.5% of students reported that the teaching approach of teachers is good.

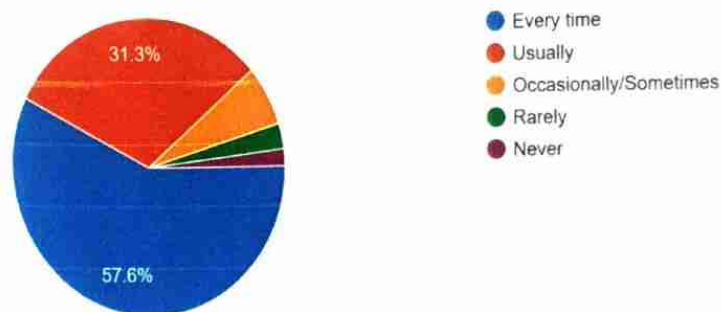
5. Fairness of the internal evaluation process by the teachers:  
363 responses



**Interpretation:**

Internal evaluation is the part of the overall evaluation of students. Class tests, projects, assignments and viva are the modes of Internal evaluation. About 71.4% respondents agreed that the internal evaluation process is always fair and 22.8% respondents agreed that the internal evaluation process is usually fair.

6. Was your performance in assignments discussed with you?  
363 responses

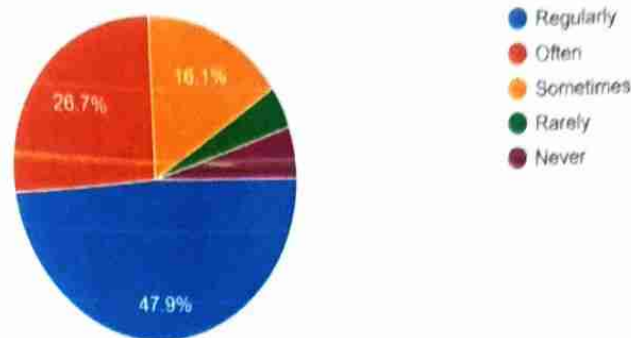


**Interpretation:**

Assignments are part of a curricular activity. Teachers assign assignments to students to achieve course outcomes. From the above, 11.5% of respondents agreed that performance in assignments is occasionally discussed with students to make them understand their performance, role, and learning level. Approximately 31.3% of students stated that a student's performance is usually discussed, and 57.6% of respondents said it should be discussed with them every time.

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

363 responses

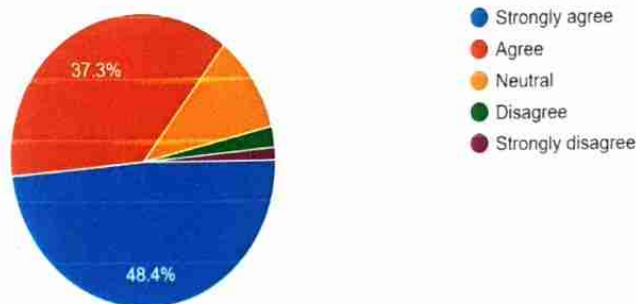


**Interpretation:**

Internships, student exchange programs, and field visits are different modes of teaching. Institute organised such events for the students as per the urge of the program and requirement of syllabus. the syllabus. Out of total respondents, almost 47.9% agreed that the institute takes active interest in promoting internships, student exchanges, and field visit for the overall development of the students. However, 4.1% respondents said the institute rarely organised such events. 5.1% respondents said the institute does not organise such events for them.

8. The institution provides multiple opportunities to learn and grow:

363 responses

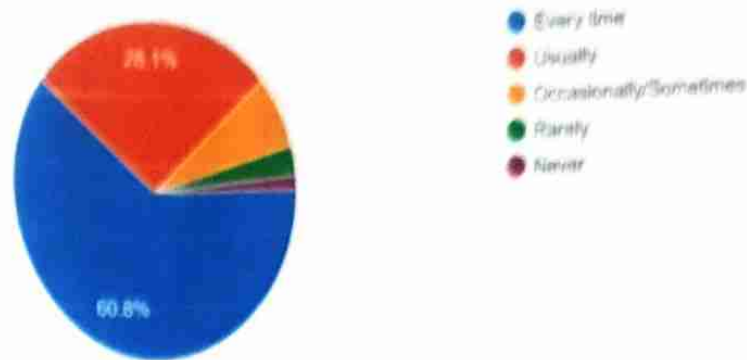


**Interpretation:**

Overall, the growth and development of students is the prime objective of program objectives and course objectives. To accomplish this objective, the institution provides multiple opportunities to students by organising several curricular and co-curricular activities. The above diagram shows that the institute organises workshops, seminars, guest lectures, and competitions where the students can take part and learn and grow themselves. About 48.4% of students agreed that the college provides various opportunities for students to learn and grow. However, as per 1.4% of respondents, institutes do not provide an opportunity to them.

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

363 responses

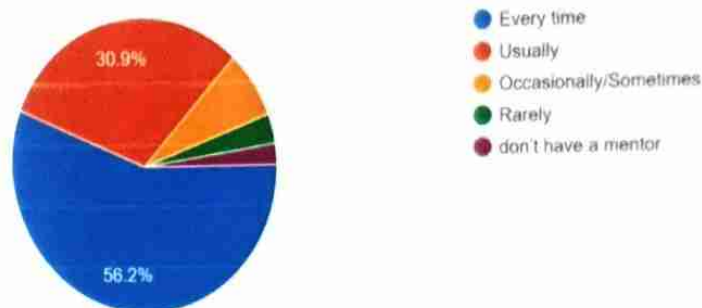


**Interpretation:**

The class teacher has been assigned to every class along with the subject teachers. During the orientation of students in their first lecture, the subject teacher discusses the course objectives and outcomes. In the annual orientation of the student's program, outcomes were discussed with parents and students. From the above, nearly 60.8% of respondents said the course and program outcomes are discussed with them every time, and nearly 1.4% of respondents responded that program and course outcomes are rarely discussed with them.

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

363 responses

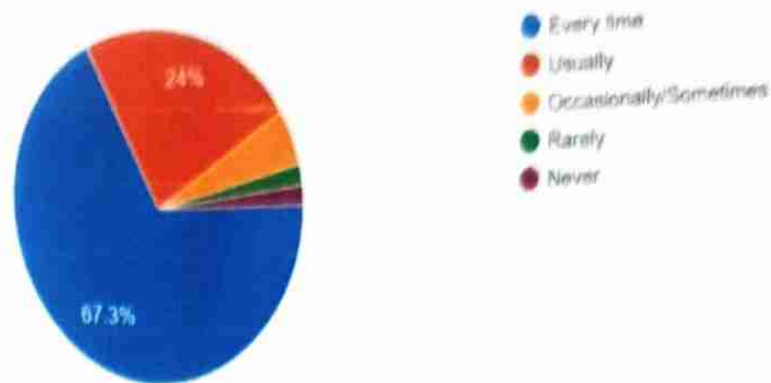


**Interpretation:**

A mentor is assigned to each class where students can discuss their issues related to academics or any others. The teacher tries to identify the issues and resolve them. As per the above, 56.2% of respondents mentioned that they do follow up on an assigned task, and as per 7.4% respondents, 'mentors sometimes do follow up on assigned work.

11. The teachers illustrate the concepts through examples and applications:

363 responses

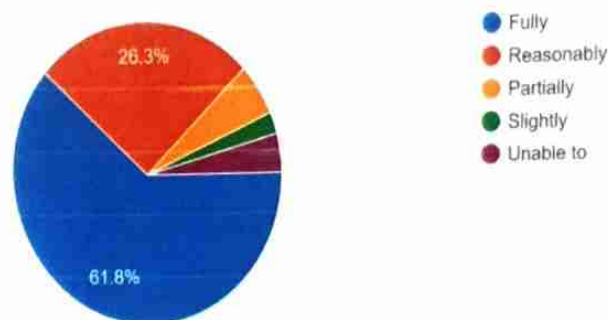


**Interpretation:**

Teaching learning process can be effective only when the teaching methodology is effective. Teaching can be effective only if the concept is clear and the technique is effective. As per 67.3% respondent's said teachers always illustrate the concepts through examples, case study and applications and as per 1.8% respondents' statements, teachers' explanations are not up to mark.

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

363 responses



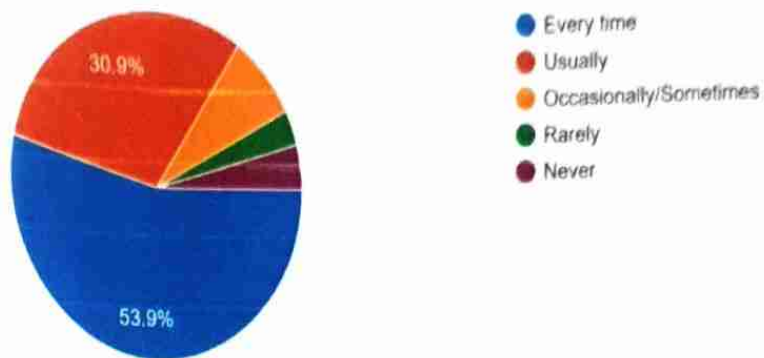
**Interpretation:**

Identification of a student's strengths and weaknesses is very important. Students get motivated with teachers' involvement. As per the above feedback of 61.8% of respondents' teachers fully encourage the student to identify their strengths and weaknesses and encourage them in the right direction and 22.26% respondents stated that teachers reasonably do it. And as per 4.1% respondents' teachers are unable to do it.



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

363 responses

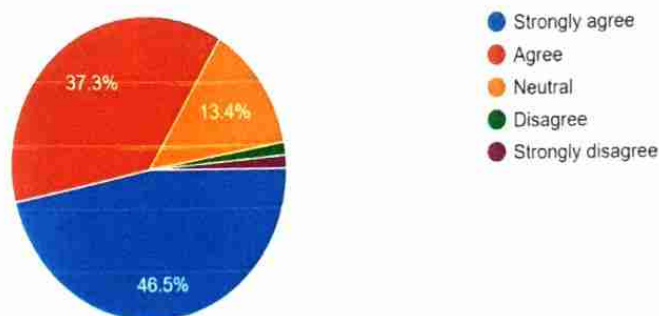


**Interpretation:**

Out of total responses, 53.9% respondents stated that teachers identify the weaknesses and try to remove those weaknesses by considering the strength of students. Whereas, as per 3.2% respondents, teachers rarely get into students' strengths and weaknesses.

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

363 responses

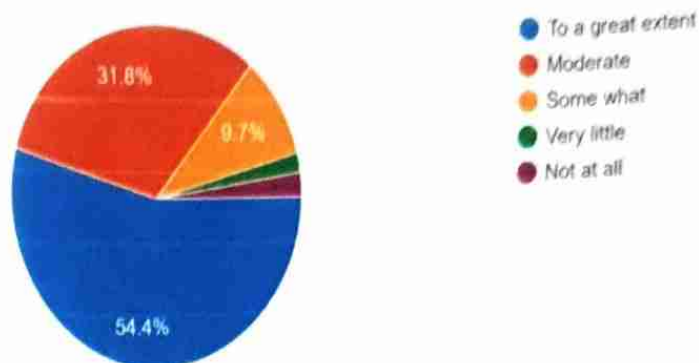


**Interpretation:**

The primary objective of the institute is to ensure the growth and development of the students. The institute has made a clear vision. To achieve the purpose of the students' progress in teaching learning process, the institute always asks the teacher to make the students engage in academic and non-academic activities and identify their strengths and weaknesses. Accordingly, teachers used to give guidance to the students. The above diagram shows, nearly 46.5% respondents say the institute always makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process. Remaining 1.4% of students did not agree with this.

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

363 responses

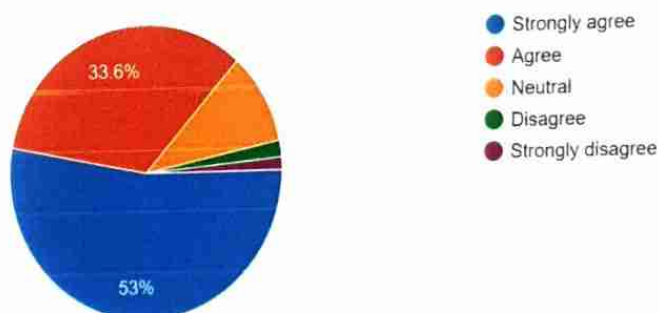


**Interpretation:**

The primary aim of the institute is student centric. The institute makes efforts to enhance the learning experiences of students by providing them with different platforms. Institute / teacher makes students participate in activities. Competitions, workshops, seminars, and conferences are organized by college as well as other institutes. From the above, as per 64.41% respondents institute always encourages students to participate in different activities. As per 31.8% respondents institutes take moderate efforts to make the learning student centric while 1.8% respondents are of the opinion that institutes take very little effort to make the teaching -learning process more student centric. 1.4% of students responded that colleges do not emphasize a student centric approach.

16. Teachers encourage you to participate in extracurricular activities:

363 responses

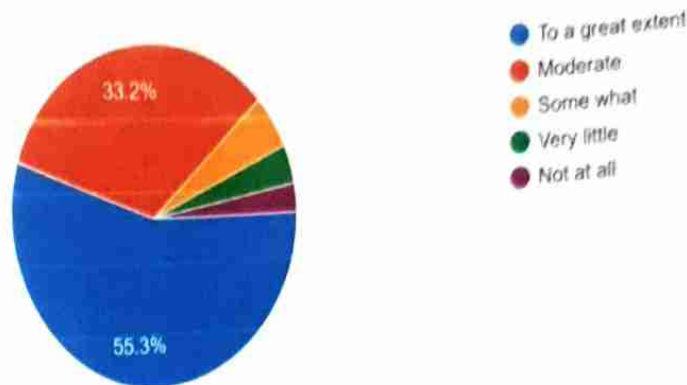


**Interpretation:**

The college is actively involved in extracurricular activities. The college itself conducts several activities internally as well as externally under different committees such as cultural, NSS, research, sports and WDC etc. Students participate in competitions organised by different colleges and also our college participates in Youth fest and Avishkar convention organised by University of Mumbai. As per the feedback 53% respondents reported that teachers do encourage students to take part in extracurricular activities. 10.1% of respondents have a neutral opinion on it. Nearly, 1.4% respondents are disagreed that teachers encourage them to participate in extracurricular activities

17. 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:

363 responses

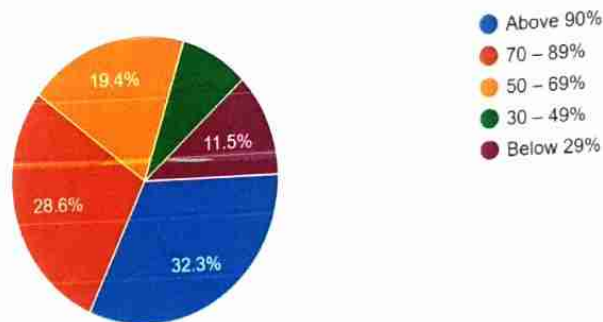


**Interpretation:**

The institute always thinks about the overall development and growth of the students. 55.3% students responded that the institute and teachers to a great extent inculcate soft skills, life skills and employability. Nearly 33.2% students stated that moderate inculcation was done by teachers on soft skills and life skills. About 5.1% respondents say to some extent teachers try to do this. 2.8% respondents said that teachers hardly teach them soft skills, life skills and employability skills to make them face the world.

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

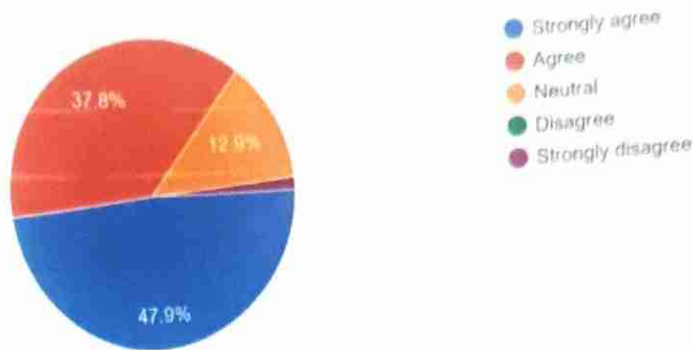
363 responses



**Interpretation:**

Use of ICT is one of the effective tools in teaching the learning process. Out of total respondents, as per 32.3% respondents more than 90% teachers use ICT tools, 28.6% respondents said that 70-89% teachers use ICT. 19.4% respondents stated 50 to 69% teachers use ICT or Multimedia. Whereas, 11.5% students reported that less than 29% teachers use ICT technology.

19. The overall quality of teaching-learning process in your institute is very good:  
363 responses



#### Interpretation:

The quality of teaching and learning process in any institute must be very good. About 85.7% students reported that the quality of teaching and learning process is Excellent whereas 12.9% respondents were Neutral with this opinion.

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

1. Use better graphics and visual media to engage students well. Better graphics and colour arouse the interest and desire to learn among students.
2. Teachers are very helpful. They give their best to students. Teachers understand the problems of the students. Students have good teaching experience. College has very good manners and discipline.
3. Real life example to be given.
4. Encourage students to participate in NSS and Cultural activities
5. Do not simply give lectures or teach and ask students for their doubts and others questions.
6. Maintain strict rules for students.



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Principal

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