



Janardan Bhagat Shikshan Prasarak Sanstha's

Changu Kana Thakur

Arts, Commerce and Science College, New Panvel (Autonomous)

Re-accredited A⁺ Grade by NAAC (Third Cycle-CGPA-3.61)
'College with Potential for Excellence' Status Awarded by UGC
'Best College Award' by University of Mumbai

Internal Quality Assurance Cell (IQAC)

Students Satisfaction Survey (SSS)
on
Overall Institutional Performance

Report

Academic Year 2019-2020

Plot No. 01, Sector 11, Khanda Colony, New Panvel (W), Dist. Raigad,
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Report of Students Satisfaction Survey (SSS) on Overall Institutional Performance

Student satisfaction survey is one of the most important instruments for the improvement of any educational institute. Due to its importance in the institutional development, National Assessment and Accreditation Council (NAAC) made it mandatory for the educational institutions.

We have adopted online feedback collection mechanism with dedicated software. Feedback collected is analysed with software and the report is prepared. The feedback report is discussed in IQAC Committee meeting, approved and communicated to the authority for action taken. We have designed the various kinds of feedbacks viz. Students Satisfaction Survey on Overall Institutional Performance, Students Satisfaction Survey on teaching and curriculum, Students feedback on Teacher and Parents feedback on Institution.

In the academic year 2019-2020, for Students Satisfaction Survey (SSS) on Overall Institutional Performance, 25 questions were asked to students to give their feedback on overall performance of the institute.

The number of responses was received as follows:

Sr. No.	Stream	Number of responses
01	Arts	78
02	Commerce	606
03	Science	411
Total responses		1095

The outcomes of these responses are as follows;

Students are satisfied with the educational environment and discipline in the institution. As far as laboratory facilities are concerned, 72% students said that it is excellent or very good. Students are seems to be satisfied for the availability of books in the library. Learners are satisfied with the availability of the educational resources and with the use of these resources by the teachers. End-users are also said that student-centric methods are used in teaching. More over students are satisfied with mentoring process.

Learners are satisfied with the opportunities provided by the institute to learn, grow and institute is helpful in social and emotional growth of the learners.

With regard to promoting internship, student exchange, field visit, study tour opportunities, our students are satisfied. Same is true for efforts made by the institution to inculcate soft skills, life skills and employability skills. Students are totally satisfied with the overall quality of the teaching-learning process in the institution.

Our end-users said that there is fairness in assessment, evaluation and examination system.

With reference to students grievance redressal mechanism of the institution learners are happy. With regard to encouragement to the students to participate in extra-curricular, co-curricular and research activities, students say that they are encouraged by the institute.

Functioning of the placement cell of the institution as per students opinion is very good or excellent. They are also satisfied with the guidance and personal counselling provided by the institute. Cleanliness and proper maintenance of toilets/washrooms is also very good or excellent as per the response of the end-users. Same is true for overall ambiance/ cleanliness of the campus. Even the students are satisfied with the facilities available to the physically challenged students. It is quite encouraging for us that students give very good or excellent to the overall rating of the institution.

Admission procedure and support of the office staff and library staff is the area of improvement with the internet facility provided in the library. As per the response of the students canteen facilities needs to be improved.

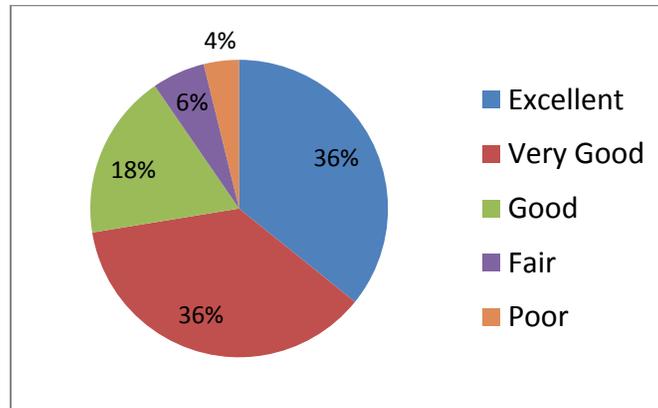
The Questionnaire for Students Satisfaction Survey (SSS) on Overall Institutional Performance is designed as follows:

Que. No.	Questions	Rating				
		Excellent	Very Good	Good	Fair	Poor
		4	3	2	1	0
01	Infrastructure and laboratory facility of the institution					
02	Discipline and educational environment in the institution					
03	Admission Procedure and support of office staff of the institution					
04	Internet facility provided in the library					
05	Availability of the books and reading materials in the library					
6	Support of Library staff of the institution					
07	Availability of educational resources and Information and Communication Technology (ICT) facilities in the institution					
08	Use of ICT tools such as LCD projector, Multimedia etc. by teacher while teaching					
09	Use of student centric methods in teaching such as participative, experiential learning, problem solving methodologies for enhancing learning experience					
10	The mentoring process of the institute to identify strengths of the students and face challenges by the students					
11	Opportunities provided by the institution to learn and grow					
12	Opportunities provided by the institution to facilitate cognitive, social and emotional growth					
13	Institutions interest in promoting internship, student exchange, field visit, study tour opportunities					

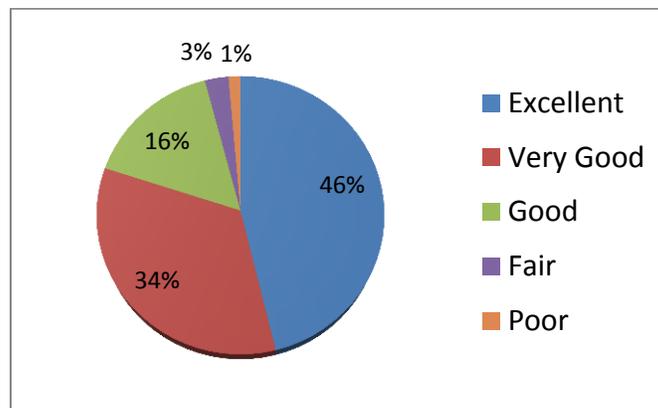
Que. No.	Questions	Rating				
		Excellent	Very Good	Good	Fair	Poor
		4	3	2	1	0
14	Efforts made by the institution to inculcate soft skills, life skills and employability skills to make you ready for world of work					
15	The overall quality of teaching-learning process in your institution					
16	Fairness in assessment, evaluation and examination system					
17	Students Grievance redressal mechanism of the institution					
18	Encouragement to the students to participate in extra-curricular, co-curricular and research activities					
19	Functioning of the placement cell of the institution					
20	Career guidance and personal counseling					
21	Cleanliness and proper maintenance of toilets/washrooms					
22	Overall ambiance/ cleanliness of the campus					
23	Facilities available to the physically challenged students					
24	Canteen facility of the institution					
25	Overall rating of the institution					

The question wise responses by the students are depicted graphically as follows:

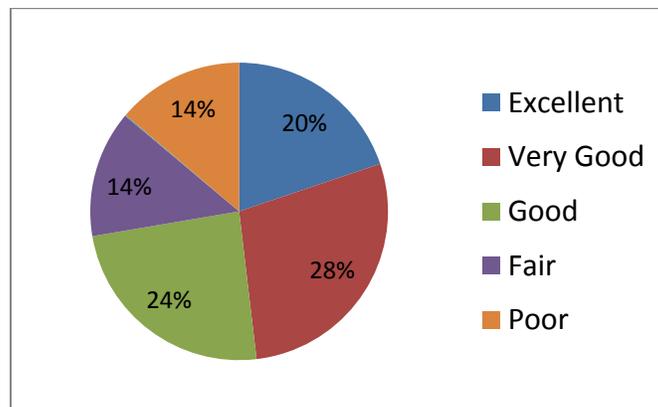
1. Infrastructure and laboratory facility of the institution



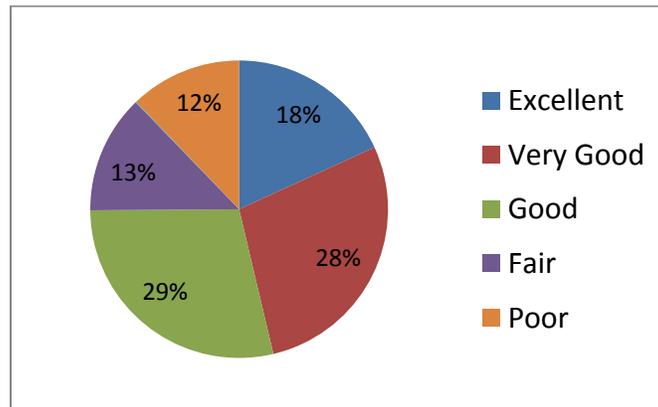
2. Discipline and educational environment in the institution



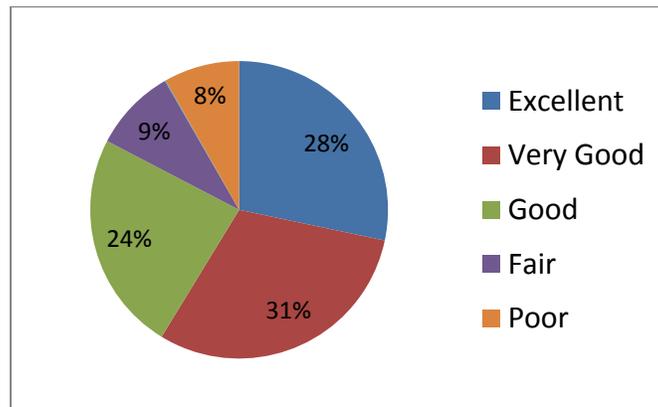
3. Admission Procedure and support of office staff of the institution



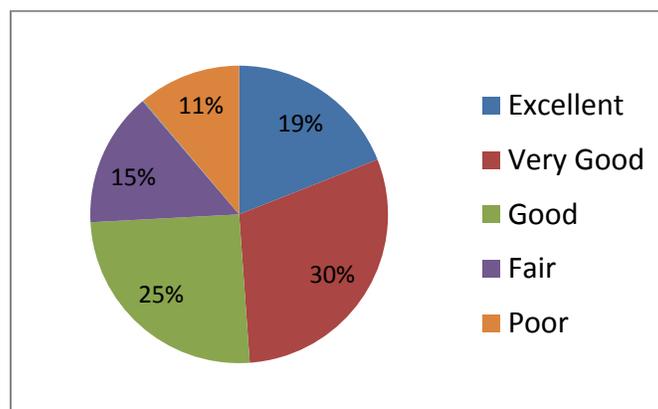
4. Internet facility provided in the library



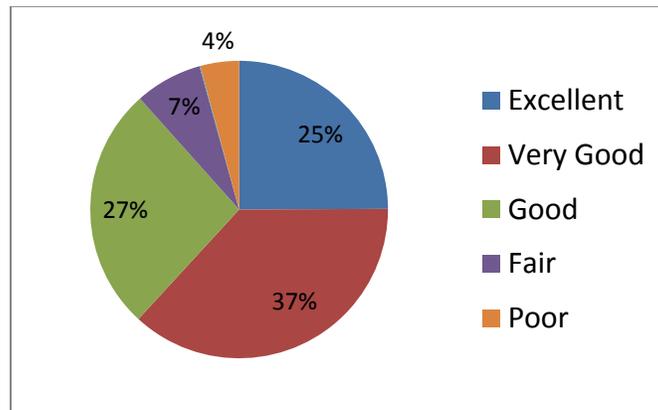
5. Availability of the books and reading materials in the library



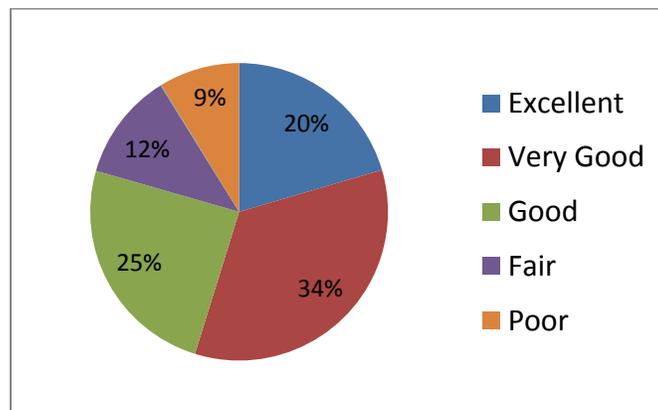
6. Support of Library staff of the institution



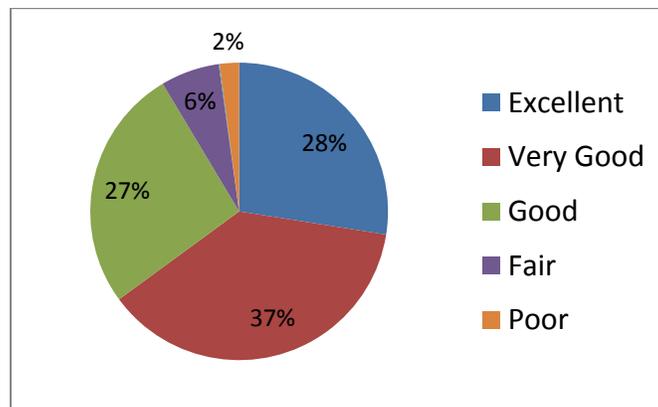
7. Availability of educational resources and Information and Communication Technology (ICT) facilities in the institution



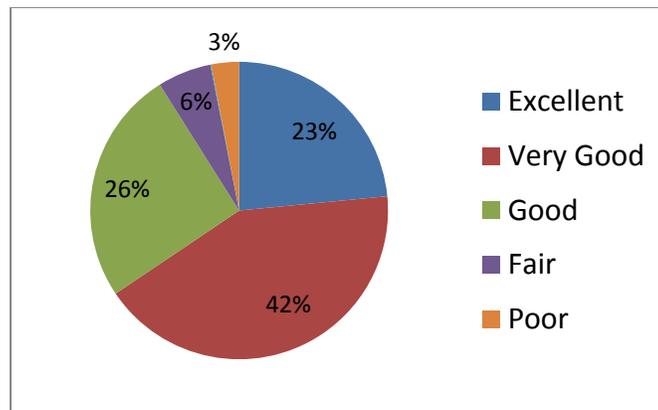
8. Use of ICT tools such as LCD projector, Multimedia etc. by teacher while teaching



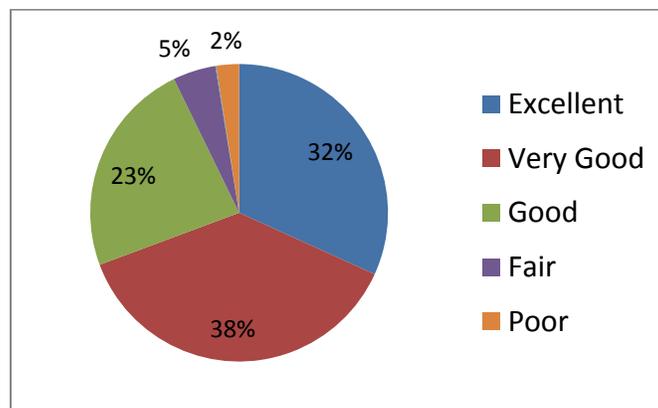
9. Use of student centric methods in teaching such as participative, experiential learning, problem solving methodologies for enhancing learning experience



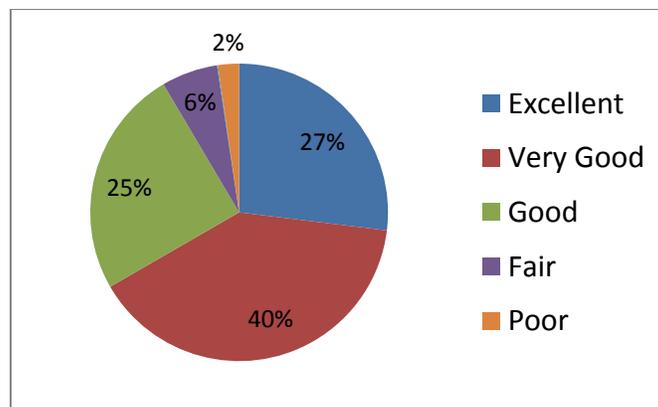
10. The mentoring process of the institute to identify strengths of the students and face challenges by the students



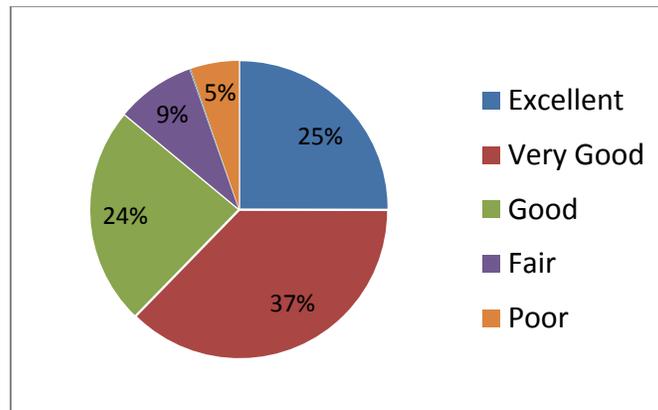
11. Opportunities provided by the institution to learn and grow



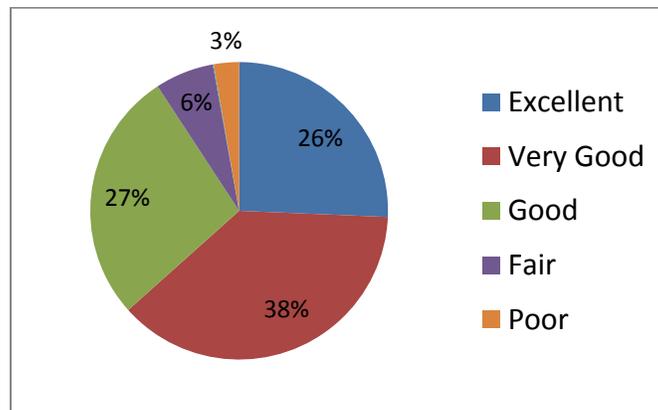
12. Opportunities provided by the institution to facilitate cognitive, social and emotional growth



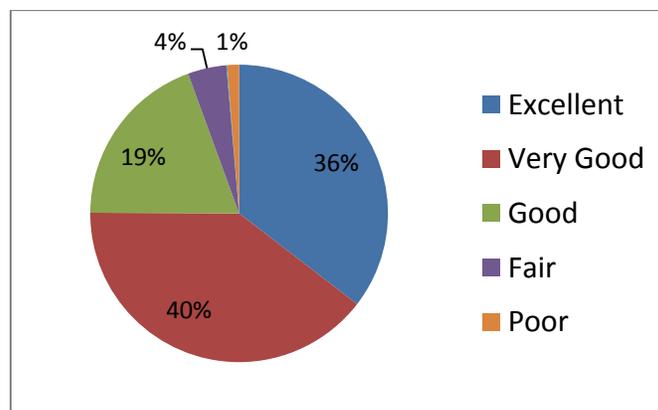
13. Institutions interest in promoting internship, student exchange, field visit, study tour opportunities



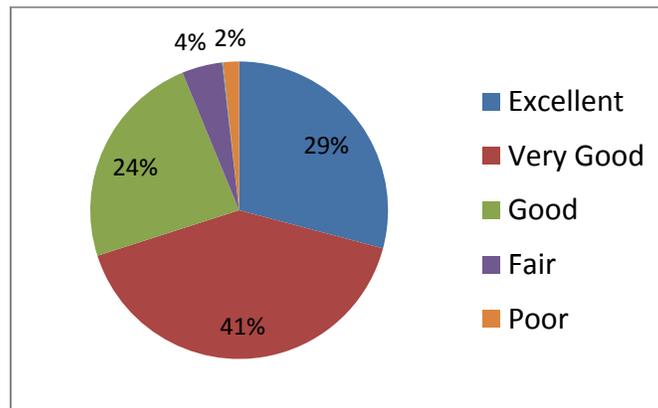
14. Efforts made by the institution to inculcate soft skills, life skills and employability skills to make you ready for world of work



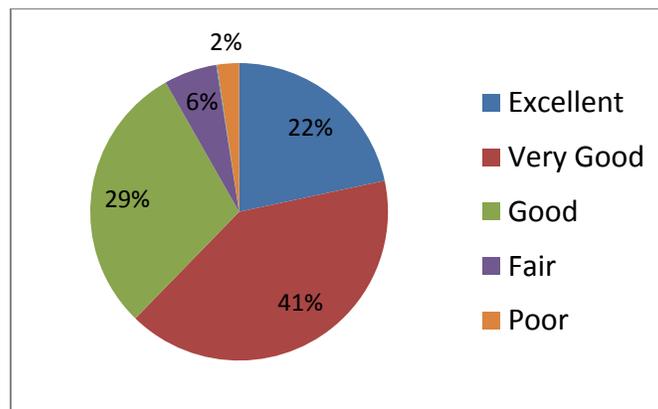
15. The overall quality of teaching-learning process in your institution



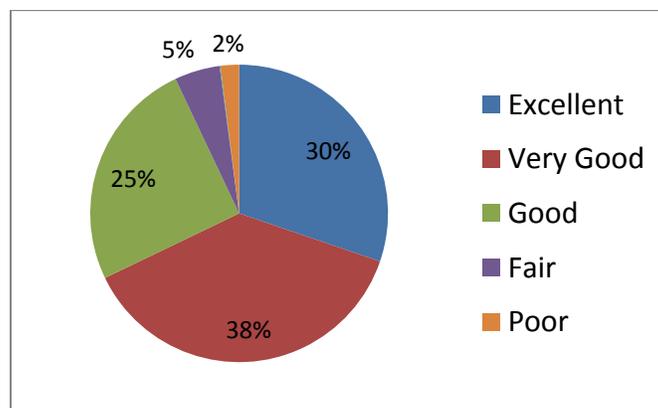
16. Fairness in assessment, evaluation and examination system



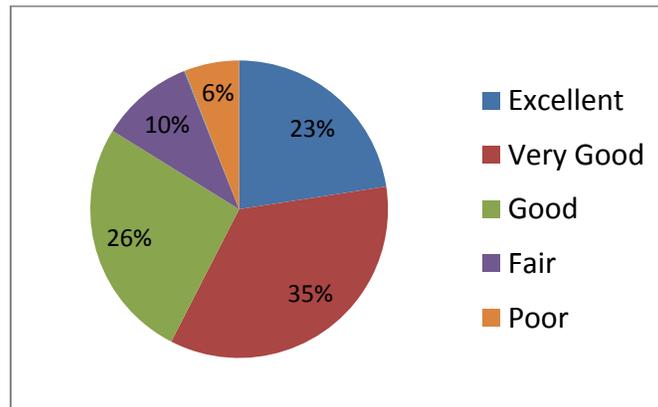
17. Students Grievance redressal mechanism of the institution



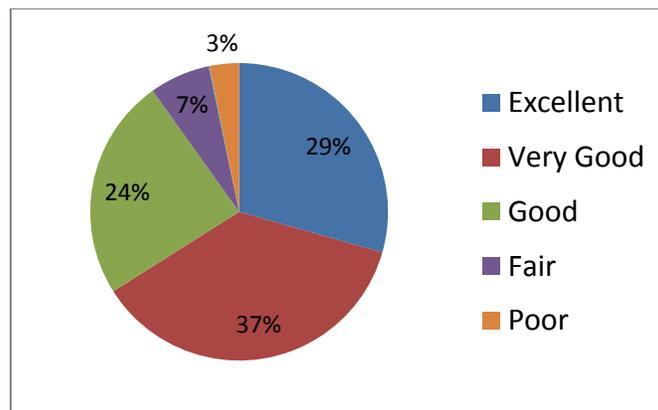
18. Encouragement to the students to participate in extra-curricular, co-curricular and research activities



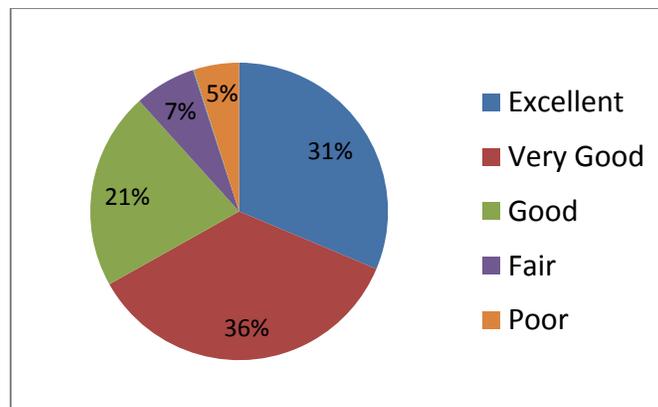
19. Functioning of the placement cell of the institution



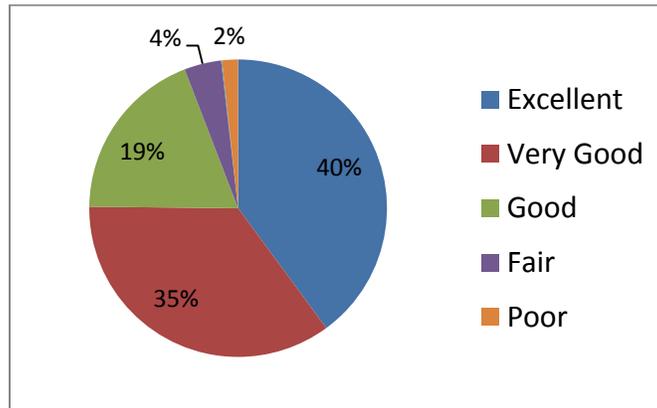
20. Career guidance and personal counselling



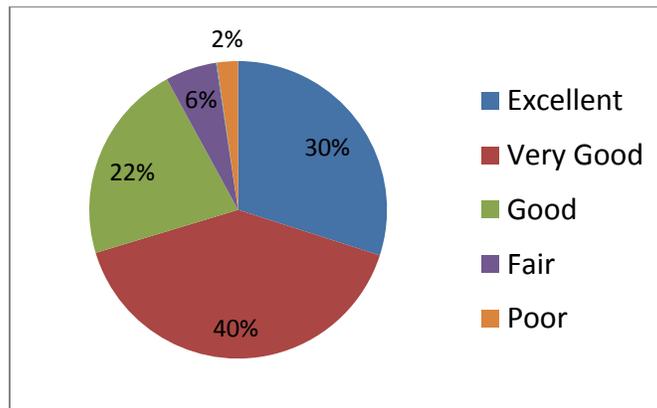
21. Cleanliness and proper maintenance of toilets/washrooms



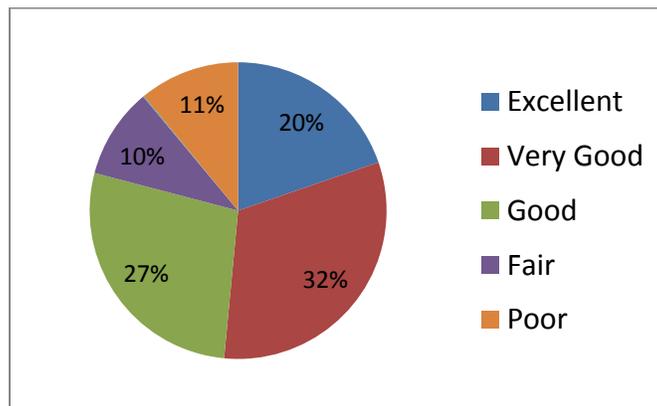
22. Overall ambiance/ cleanliness of the campus



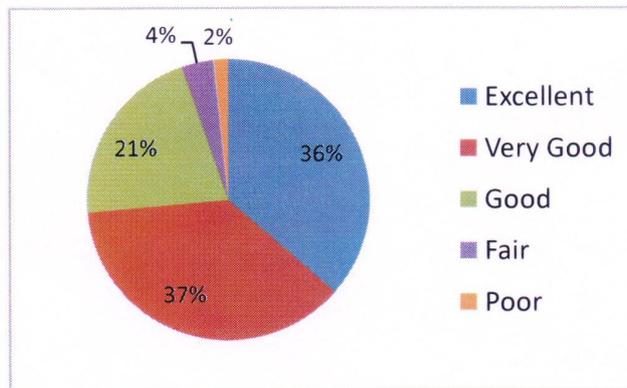
23. Facilities available to the physically challenged students



24. Canteen facility of the institution



25. Overall rating of the institution



Dr. A.K. Dixit
Chairperson
Feedback Monitoring Committee

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