## STUDENT SATISFACTION SURVEY Report 2020

Taking appropriate feedback is an art and science. One of the parts of it is: making feedback givers understand what is expected from them and how the feedback can be managed to bring about change. This time for the first time we held a workshop for the students and told them how feedback does not mean 'goodie-goodie' responses. We actually insisted that they help us better by giving improvement points. Students did respond well to this. Now, more than ever before - CCYM's HACSE intends to be a feedback governed system where feedback management is systematic and is an essential component of academic decision making. Understanding the fact that who could give the apt feedback but the student themselves, IQAC of the college leaves no stone unturned to find out what our 'clients' feel about us.

Among the various ways to direct or indirect feedback, the SSS is the most significant one. Here is the brief report of our SSS in 2020.

There were a total 23 students in the second year in early 2020. All 23 responded to our survey. The outcome, the analysis and the action points drawn by the team HACSE are presented here.

Our IQAC has selected 7 benchmarks for ensuring quality for 3 to 4 batches with reference to 20 quantitative parameters set by NAAC. We are committed to achieve high score on all 20 parameters. However, these 7 would be focused more in phase 1. Here are the **parameters and the set benchmark** level we target to achieve.

1. Question- 01 Coverage of syllabus                       - above 85%
2. Question- 03 Communication skills of the teachers    - always effective
3. Question- 05 Fairness of IA                              - usually fair   (and above)
4. Question- 08 Mentoring                                  - very well   (and above)
5. Question- 12 Concept illustration                       - usually good  (and above)
6. Question- 16 Student centric activities                 - great extent
7. Question- 19 use of ICT tools                          - 90%

**Dr Asmita Huddar**
**Principal HACSE**

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# Annexure No. 1

## The template- Google form for SSS

https://docs.google.com/forms/d/e/1FAlpQLScu5gSmRY1Xi5anieY-AT4dlHh5OjTQFe50SeSyucz-rTsRAg/viewform?usp=sf_link

### CCYM's Hashu Advani College of Special Education, Mumbai

Student Satisfaction Survey 2020
Dear students,
Please give genuine and complete answers to help us improve.
Thanks

A) Please confirm this is the first and only time you answer this survey *
○ Yes
○ No

B) Age: *
Short answer text

College Name: *
Short answer text

Gender *
○ Female
○ Male
○ Transgender

E) What degree program are you pursuing now? *
○ B.Ed Special Education - Hearing Impairment
○ B.Ed Special Education- Learning Disability

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Section 2 of 2

### Section title (optional)

Instructions to fill the questionnaire
● All questions should be compulsorily attempted.
● Each question has five responses, choose the most appropriate one.
● The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)

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 program 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. *

Long answer text

# Annexure # 2

## Students Data- 2020

| # | Name of the Student | Email ID | Contact # |
|---|---|---|---|
| 1 | Ansari Rubina Matiurrehman | arubina1820hacse@gmail.com | 9167172007 |
| 2 | Shraddha Shyam Shirke | shraddhashirke04@gmail.com | 7208692009 |
| 3 | Shaikh Tahreem Mohammed Noman | tahreemshaikh951@gmail.com | 8450900639 |
| 4 | Jaiswar Pradeep Shyam | jaiswarpradeep22@gmail.com | 9987670134 |
| 5 | Sayyed Aayesha Farooq | aayesha1820hacse@gmail.com | 9987546983 |
| 6 | Rashmi Satish Gaudo | gadrashmi@Yahoo.com | 9820402919 |
| 7 | Shaikh Shabnam Bano Mohram Ali | shabshaikh3412@gmail.com | 8104899211 |
| 8 | Bharati Krishnabihari Singh | bharati1820hacse@gmail.com | 8369925693 |
| 9 | Kajal Krishana Naik | kajal1820hacse@gmail.com | 7045291004 |
| 10 | Khushbu Ashok Shah | khushbu1820hacse@gmail.com | 8652320818 |
| 11 | Smita Mangesh Aher | ahers5506@gmail.com | 9773895284 |
| 12 | Simran Tarun Advani | simrantadvani@gmail.com | 9769783857 |
| 13 | Sweta Dilip Chatterjee | swets2785@gmail.com | 9819697933 |
| 14 | Nehal Vishal Gajara | epicstar25@gmail.com | 98198 35703 |
| 15 | Vinita Vishwanath khedkar | vins1234@gmail.com | 7666818250 |
| 16 | Mohit Ramprasad Gupta | mohitguptamg111@gmail.com | 7208448368 |
| 17 | Jasmine Shailesh Shah | jasmineshah486@gmail.com | 9820046895 |
| 18 | Rubina Begum Mohd. Usman Shaikh | rubinask2406@gmail.com | 9321225088 / 7045522033 |
| 19 | Rachel Lucy Francisco Fernandes | rachelfernandes19@gmail.com | 8104731682 |
| 20 | Shizanne Shannon D'mello | dshizanne@gmail.com | (+91)8286320792 |
| 21 | Shiwali Jaiswal | shiwali4nov@gmail.com | 9407868949 |
| 22 | Ruta Anand Karve | 25rutu@gmail.com | 8007227170 |
| 23 | Diptee Bansode | diptee.bansode7@gmail.com | 8424950151 |

# Annexure # 4

## Analysis of Parameters (5 point rating scale)

The Student satisfaction Survey was conducted towards the end of the 4th sem. All 23 students from the batch 2020 have responded to it. Total 20 questions as prescribed in NAAC guidelines were asked with a little modifications in section of demographic details. No change in main content of the tool was made. The questionnaire has been converted in to Google form and responses were collected through online mode. Following are the analysis of few parameters based on the responses received.

## Analysis of Few Parameters: (complete analysis is attached. Presented here is the report of 7 parameters selected as benchmark in phase 1)

### Analysis of Question-1- About the Coverage of Syllabus

The college always has a target of the coverage of minimum of 95% of the syllabus. Question number -1 was with regard to the coverage of syllabus according to the students. The analysis of the responses reflects that out of 23, 21 students responded that between 85-100% of the syllabus was covered whereas 2 students responded that 70-84% of the syllabus was covered in class. Figure no. 1 is self explanatory for this analysis.
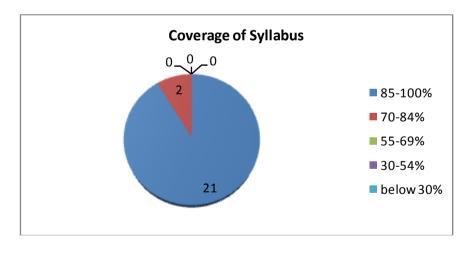


**Figure-1**

### Analysis of Question-3- Communication skills of Teachers

With an objective to always have an effective and transparent communication with students, it was asked that how well were the teachers able to communicate? 19 out of 23 students were responded that communication of teachers has always been effective where as 4 students reported that it was sometimes effective. Figure no. 2 is self explanatory for this analysis.
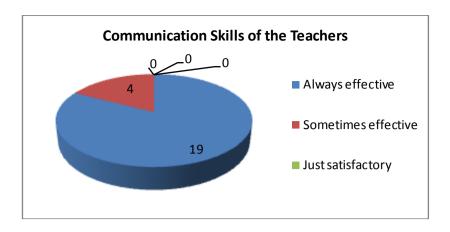
**Figure-2**

## Analysis of Question-5- Fairness of IA

College has always put its effort to maintain a fair Internal Assessment policy for students. In response to it, 19 out of 23 students reported that college has always been fair towards their IA process whereas 4 students responded that teachers were usually fair towards the IA process for students. Figure no. 3 is self explanatory for this analysis.
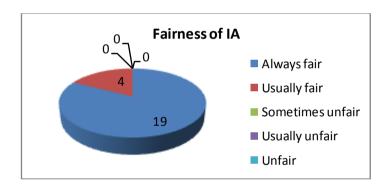


**Figure-3**

## Analysis of Question-8- About Mentoring

In response to the question about the teaching and mentoring process to facilitate in cognitive, social and emotional growth, 10 students reported as significantly whereas 12 students felt that mentoring system was very well provided for the growth of students. 1 student responded that mentoring process was moderately done. Figure no. 4 is self explanatory for this analysis.
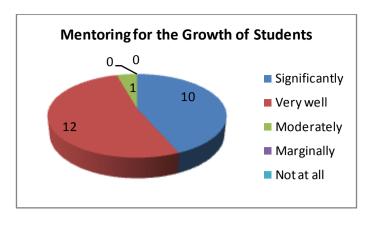
**Figure- 4**

## Analysis of Question-12- About Concept Illustration

In response to the question asked that whether teachers illustrate the concepts through examples and applications, 15 students responded as every time whereas 8 students reported that usually teachers illustrate the concept during lectures and other academic activities. Figure no. 5 is self explanatory for this analysis.
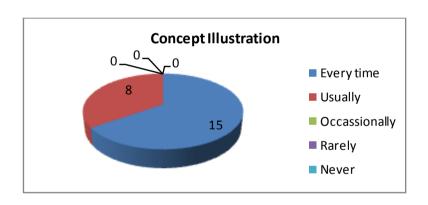


**Figure-5**

## Analysis of Question-16- About the Use of Student Centric Methods

In response to the question asked that whether the institute/teachers use student centric methods for enhancing learning experiences, 14 out of 23 students felt that student centric methods were used to great extent whereas 8 students found it at moderate level. 1 student felt that it was somewhat done. Figure no. 6 is self explanatory for this analysis.
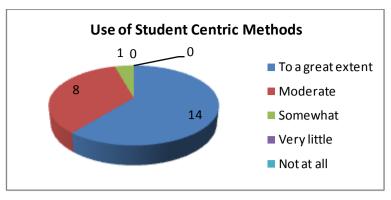
**Use of Student Centric Methods**

Legend:
- To a great extent
- Moderate
- Somewhat
- Very little
- Not at all

**Figure- 6**

## Analysis of Question-19- About the Use of ICT Tool

In response to the question asked that what percentage of teachers use ICT tools such as LCD projector, multimedia etc. While teaching, 21 out of 23 students responded as the uses of ICT were above 90 % whereas 2 students reported that the use of ICT were between 70-89% during teaching. Figure no. 7 is self explanatory for this analysis.
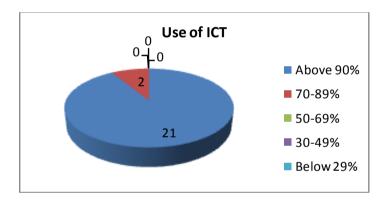


**Use of ICT**

Legend:
- Above 90%
- 70-89%
- 50-69%
- 30-49%
- Below 29%

**Figure-7**

## Conclusion

The data was collected from 23 students through online survey. Conclusion were drawn from the data received that the set benchmarks have been well achieved. Among 7 parameters, the benchmark of few parameters such as – coverage of syllabus, communication skills and use of ICT are very well achieved whereas in few parameters such as fairness in IA, concept illustration, mentoring, the achieved scores are much higher than the set benchmark. The analysis also reflect that the parameter like student centric activities is an area where more focus need to be given.

# Annexure # 5
# Year wise comparison of the responses

| # | Parameters | Set benchmark | * Number of students : 2016-17 n=15 | *Number of students: 2017-18 n=11 | *Number of students: 2018-19 n=9 | *Number of students: 2019-20 n=23 |
|---|---|---|---|---|---|---|
| 1 | Coverage of syllabus | Above 85% - | 13 | 10 | 9 | 21 |
| 3 | Communication skills of the teachers | Always Effective | 14 | 6 | 5 | 19 |
| 5 | Fairness of IA | (3) Usually fair | 15 | 4 | 8 | 23 |
| 8 | Mentoring | (3) very well | 13 | 6 | 6 | 22 |
| 12 | Concept illustration | (3) usually good | 15 | 9 | 7 | 23 |
| 16 | Student centric activities | (4) Great extent | 13 | 2 | 5 | 14 |
| 19 | use of ICT tools | (4) 90% | 10 | 4 | 6 | 21 |

# Annexure # 6

## Analysis of Qualitative data 2020

In response to the question asked that give three observation/ suggestions to improve overall teaching-leaning experiences in institution, majority of the students expressed their happiness and appreciated the efforts and practices HACSE has been taking up for the betterment of students.

Following is the summary of responses as observations and suggestions by students to question number 21.

1. Teachers are always helpful, college has a great learning environment and the most important thing is the principal who is a great inspiration, supports everyone, ready to do anything for students' better future.

2. Question banks to be given after each lesson that will help while making notes.

3. For HI course more exposure to speech therapy sessions in real time needed.

4. Giving immediate feedback and follow up on assignments so students have a better idea.

5. Recruit more faculties with LD specialization, so that LD students get to enrich their knowledge from faculty with Masters Degree in LD.

6. After evaluating and giving marks for the Notional Tasks, if faculty could share the best work (best practices) with all students it would be a nice learning experience and an opportunity to improve for others who could not score well in that particular task.

7. We have experienced "Flipped classroom' for few sessions. If more sessions are planned with flipped classroom method of delivery, student-teachers will take ownership of their learning and all can learn more from each other.

8. We had 2 life skills workshops but more life skill workshops needed.

9. My observation: less use of board while teaching.

10. Overall communication and behaviour is good.

11. The teachers are doing their best and always updated with the latest knowledge and always helpful for the overall development of their students.

12. More time should be spent on teaching informal assessment to student teachers.

13. कॉलेज में खेल-कूद होना चाहिए।

14. The learning and teaching are very good in college. I am glad to be a part of this college.

15. Library hours should exceed and more time should be given to keep the book with us.

16. Sometimes students take the softness of the college for granted so college can be stricter in their program.

17. Exposure towards diverse learners was very well seen.

18. Equal opportunities were given to every child to explore their ideas.

19. Attitude of all teachers are equal with every student. So they clarify all doubts of each student.

20. There has no barrier for any religion. They all due respect to every student's religion.

21. Gives equal opportunity to every student to show their skills in front of classmates and faculty so the fear goes off.

22. Need to have rigid lecture periods.

23. There should be good management of library, there should be no particular time to access library.

24. Everyone should be equal in some situations more attention is given to those who converse well in English and people who can't talk in English felt left out.

25. Notes are available in Marathi and Hindi language.

26. Created opportunities for student leadership and development such as the Student Council.

27. Could increase in-class based tasks for collaboration, which would also allow students to raise doubts with a teacher at hand.

28. It would be better if we could get exposure of working with child with LD. So that we could have hang of it like students in HI stream have gotten.

29. It would be better if we could get case study and lesson plan of student with LD. So that we can have idea of what is expected.

30. I think lot of brainstorming sessions, making IEP in the class was necessary. Only providing format and theory to students isn't enough.

**Annexure # 7**

**Points marked for action 2020**

Based on the responses received from the students, the following suggestions have been considered for action in coming years.

1.  Question bank will be provided to students related to various units taught.

2.  Exposure of practicum related tasks for HI and LD will be relooked into with focus on points raised.

3.  Answer papers / submissions of all would be shared with all for more learning.

4.  Flipped classroom practices will be increased in practice.

5.  Schedule of library hours will be relooked into.

6.  IEP skill development would be re-palnned.

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