



CCYM's Hashu Advani College of Special Education
Mumbai



STUDENT SATISFACTION SURVEY Report 2021-2022

Relevance of feedback was always understood well by our college. But after the first round of the NAAC process, we started looking at it in a more structured way. 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 2021-2022.

There were a total 13 students in 2021-2022. All 13 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	- 95%
2. Question- 03	Communication skills of the teachers	- always effective
3. Question- 05	Fairness of IA	- usually fair
4. Question- 08	Mentoring	- very well
5. Question- 12	Concept illustration	- usually good
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/1FAIpQLSeOvjJO5JNcvxIL9vIwKtP1tUlo0tWmXxZpie7EL9Ou1wJ2NQ/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

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- 2021-2022

#	Name of the Student	Email ID	Contact #
1	JADHAV UTTEJ PRAKASH	uttej2022hacse@gmail.com	9930073119
2	MAYEKAR PARCHI RAMDAS	prachi2022.hacse@gmail.com	7045632723
3	MEHTA HEMISHA AJAY	hemisha2022hacse@gmail.com	8454865086
4	SHIGWAN HARSHAL SUSHIL	harshal2022hacse@gmail.com	9833095201
5	SINGH SWATI VISHWANATH	swati2022hacse@gmail.com	9158767453
6	FERNANDES JOELLE FRANCIS	joelle2022.hacse@gmail.com	9757235140
7	GHONGANE RENUKA ARVIND	renuka2022.hacse@gmail.com	9833178429
8	VORA URVASHI PANKAJ	urvashi.2022.hacse@gmail.com	9820475047
9	JOHNAS JOELLA GEORGE	joellajohnas2022.hacse@gmail.com	7678030665
10	JOY JOVIA ROSE JOY K ANTHONY	jovia2022.hacse@gmail.com	9766225340
11	RAYE AAISHAH FERHAN	aaishah2022.hacse@gmail.com	9022895333
12	VEERA SHEFALI KALPESH	shefali2022.hacse@gmail.com	8097591559
13	YADAV SHLOKA TANAJI	shlokayadav2022.hacse@gmail.com	9082829800

Annexure # 4

Analysis of Parameters (5 point rating scale)

The Student satisfaction Survey has been conducted. All 13 students from the batch 2020-2022 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 46.2% students responded that between 85-100% of the syllabus was covered whereas 38.5% students responded that 70-84% of the syllabus was covered in class. Figure no. 1 is self-explanatory for this analysis.

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

13 responses

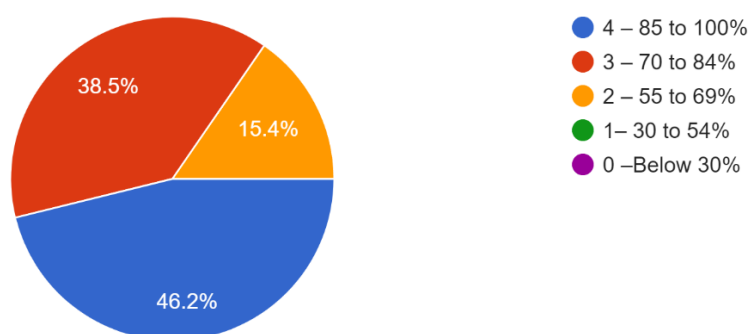


Figure-1

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? 38.5% students were responded that communication of teachers has always been effective where as 46.2% students reported that it was sometimes effective. Figure no. 2 is self-explanatory for this analysis.

3. How well were the teachers able to communicate?

13 responses

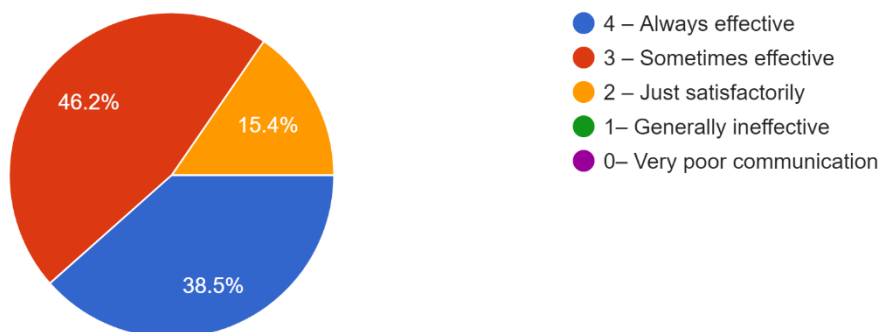


Figure-2

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, 38.5% students reported that college has always been fair towards their IA process whereas 46.2% students responded that teachers were usually fair towards the IA process for students. Figure no. 3 is self-explanatory for this analysis.

5. Fairness of the internal evaluation process by the teachers.

13 responses

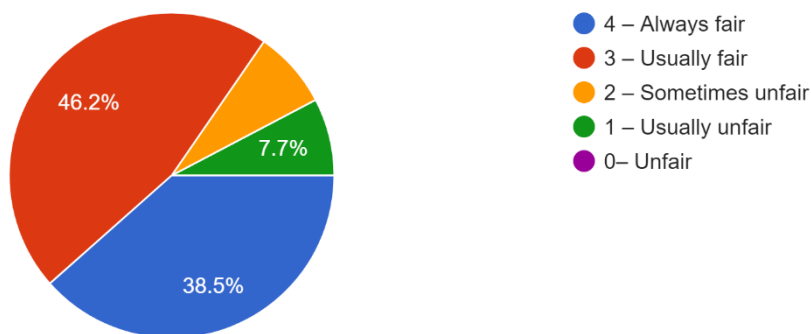


Figure-3

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, 15.4% students reported as significantly whereas 53.8% students felt that mentoring system was very well provided for the growth of students. Figure no. 4 is self-explanatory for this analysis.

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

13 responses

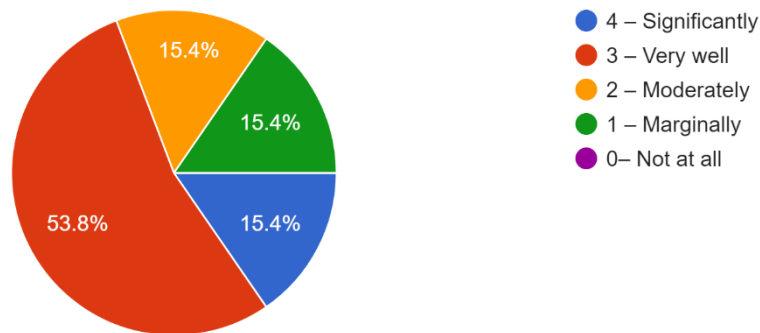


Figure- 4

Analysis of Question-12- About Concept Illustration

In response to the question asked that whether teachers illustrate the concepts through examples and applications, 30.8% students responded as every time whereas 46.2% students reported that usually teachers illustrate the concept during lectures and other academic activities. Figure no. 5 is self-explanatory for this analysis.

12. The teachers illustrate the concepts through examples and applications.

13 responses

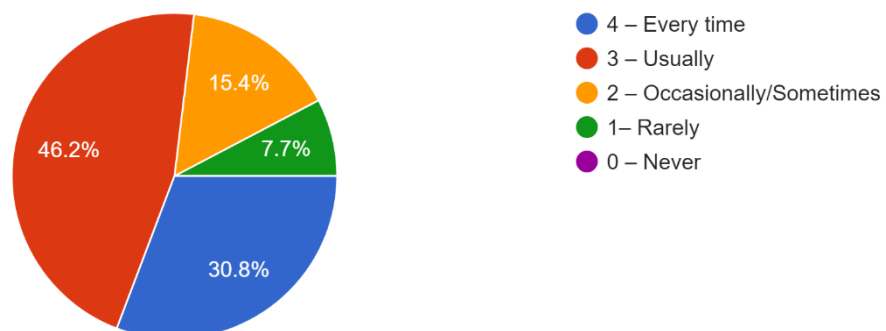


Figure-5

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, 15.4% students felt that student centric methods were used to great extent whereas 46.2% students found it at moderate level. Figure no. 6 is self-explanatory for this analysis.

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

13 responses

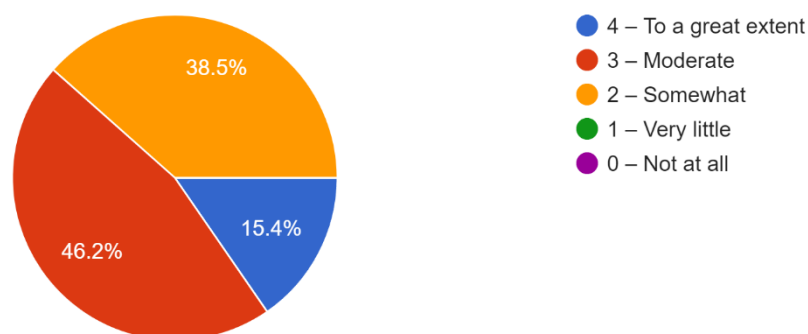


Figure- 6

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, 38.5% students responded as the uses of ICT were above 90 % whereas 46.2% students reported that the use of ICT were between 70-89% during teaching. Figure no. 7 is self-explanatory for this analysis.

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

13 responses

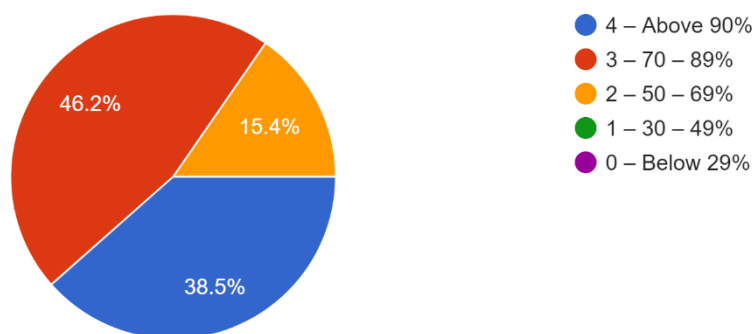


Figure-7

Annexure # 5

Analysis of Qualitative data 2022

In response to the question asked that give three observation/ suggestions to improve overall teaching-learning experiences in institution, students expressed their opinion to make the system more student friendly.

Following are the points for improvements suggested by students under the question number 21.

1. Practical demonstration of the techniques could be provided. The feedback of the marks and the assignments could be discussed before the next submission. Improvisation points must be provided so that the scope of scoring could be possible.
2. Learning experience is very good. Only one problem was that due to corona all the lectures went online. So some technical problems had to be faced but teachers handled it very well.
3. Exposure of more case studies of students, their challenges and what kind of strategies to be used, experiences with children having severe / profound impairments and experiences / learnings related to counselling of parents need to be incorporated.
4. Discussion with each student, knowing if there is anything- socially, physically or emotionally going through which is hindering the learning process need to be done.
5. Constructive feedback on the assignments need to be given to the students.
6. Students should be trained for presenting the idea and skills to represent. (Extra subject kind)
7. Communication between teachers and students need to be improved.
8. Work on mind captivating teaching methods has to be done.
9. Show enthusiasm while teaching.
10. Improvement is required in providing clarity with respect to assignments.
11. Expand the area of teaching and learning methods.
12. No suggestions for the college because they are providing everything to the students.
13. To give more of practical knowledge.
14. It's good.
15. Use different methods of teaching.
16. Provide enough material to study.
17. More application based exposure is needed.
18. Plan more activities related to topic.
19. Always give feedback for the assignment which is missing from teacher.

Annexure # 6

Points marked for action 2022

Based on the responses received from the students, the following suggestions have been considered as the action taken points.

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.
3. Students will be well oriented about the notional tasks and assignments.
4. Methodology will be relooked to make it student friendly.

IQAC COORDINATOR