



CCYM's Hashu Advani College of Special Education
Mumbai



STUDENT SATISFACTION SURVEY Report 2022-2023

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 2022-2023.

There were a total 12 students in 2022-2023. All 12 students 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/1FAIpQLSeq-s_04mL-8DHyi2jHPINHcfpgBMenZGd3vKbm-ZxmKgLkA/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- 2022-2023

#	Name of the Student	Email ID	Contact #
1	Priti Dipak Mehta	priti2023.hacse@gmail.com	9819463001
2	Suchita Ashok Phalle	suchita2023.hacse@gmail.com	8425839371
3	Poonam Nitin Bidikar	poonam2023.hacse@gmail.com	9833028599
4	Aniket Bhagwan Doke	aniket2023.hacse@gmail.com	9970733446
5	Rupali Sapan Patel	rupal2023.hacse@gmail.com	9820368513
6	Devansh Tarun Palan	devansh2023.hacse@gmail.com	7738639445
7	Bindu Jacob	bindu2023.hacse@gmail.com	9746468580/009 71505263489
8	Alina Shamsheer Ansari	alina2023.hacse@gmail.com	7738286076
9	Anjali Shrivastava	anjalishri2023.hacse@gmail.com	9161007089
10	Anjali Deepak Rane	anjali2023.hacse@gmail.com	8692805166
11	Darshana Trivedi	Darshana2023.hacse@gmail.com	00971506853242
12	Amina Irshad Dawe	amina2023.hacse@gmail.com	9820967612

Annexure # 4

Analysis of Parameters (5 points rating scale)

The student satisfaction Survey has been conducted. All the 12 students from the batch 2021-2023 have responded to it. Total 20 questions as prescribed in NAAC guidelines were asked with a little modification 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 all the students responded that the syllabus was covered 85-100% in all the semesters. Figure no. 1 is self- explanatory for this analysis.

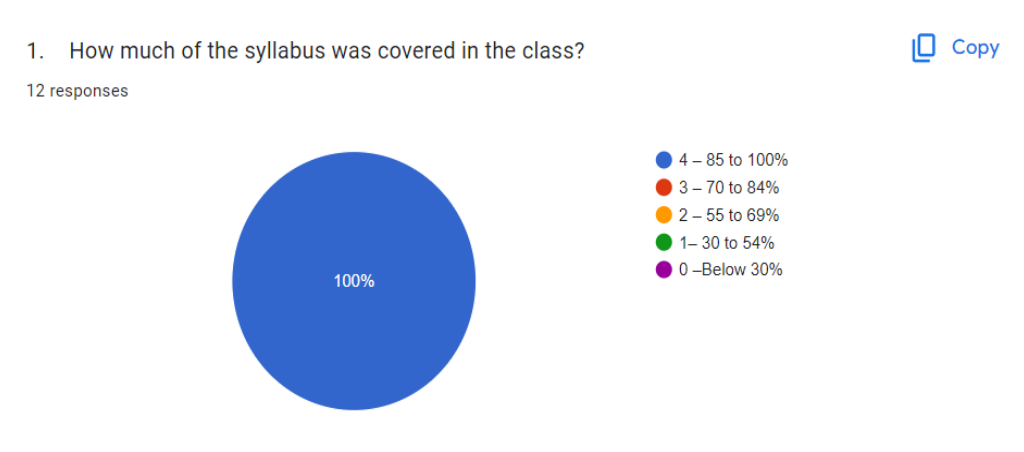


Figure-1

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? All students were responded that communication of teachers has always been effective Figure no. 2 is self-explanatory for this analysis.

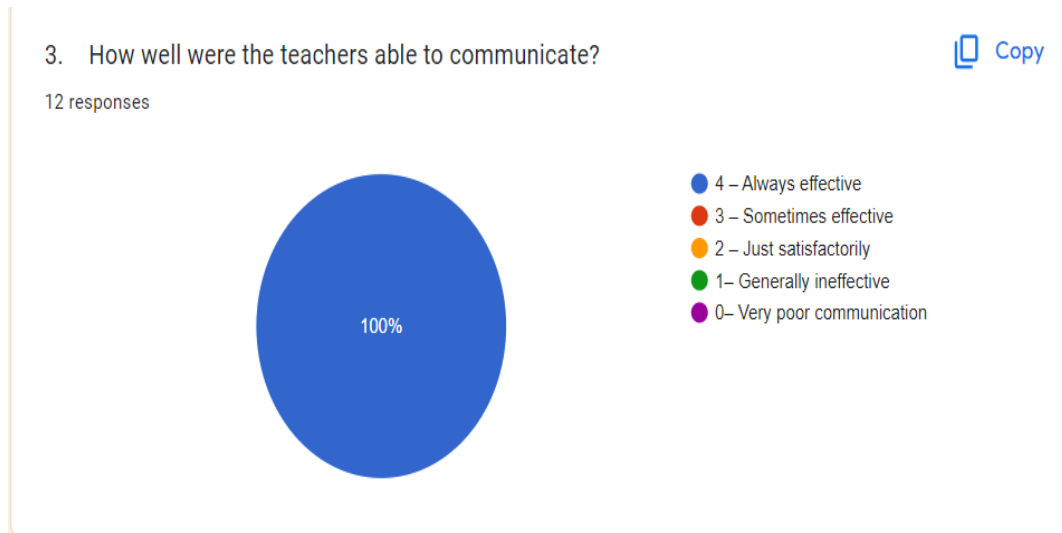


Figure-2

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, all the students reported that college has always been fair towards their IA process. Figure no. 3 is self-explanatory for this analysis.

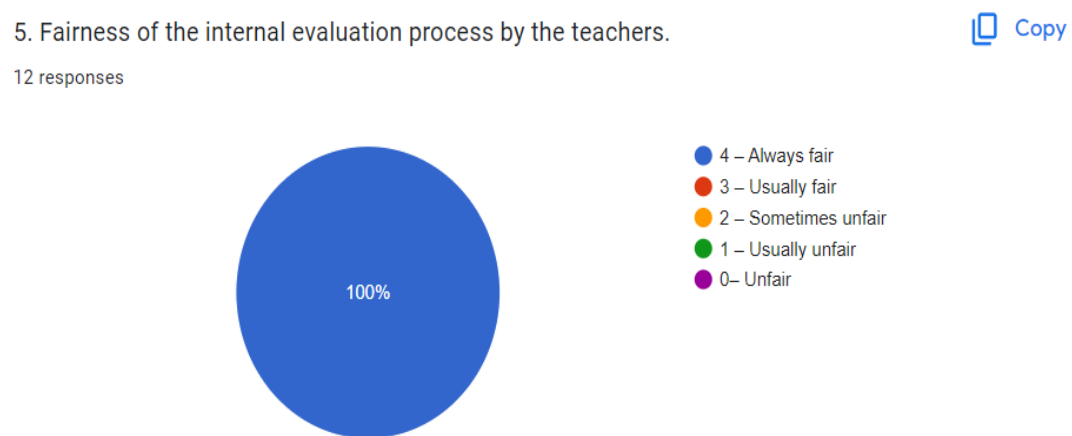


Figure-3

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, 83.3% students reported as significantly whereas 16.7% students felt that mentoring system was very well provided for the growth of students. Figure no. 4 is self-explanatory for this analysis.

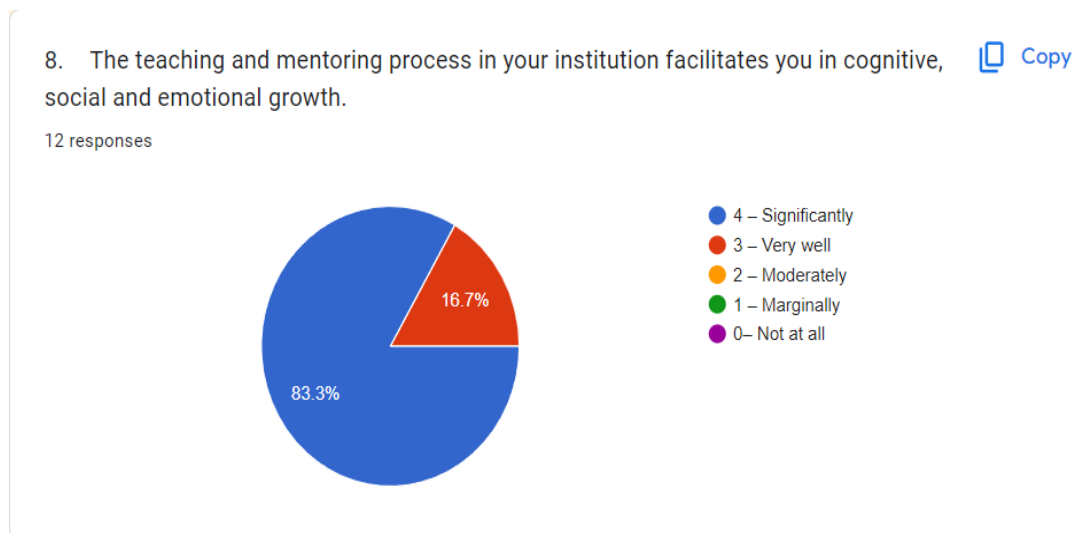


Figure- 4

Analysis of Question-12- About Concept Illustration

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

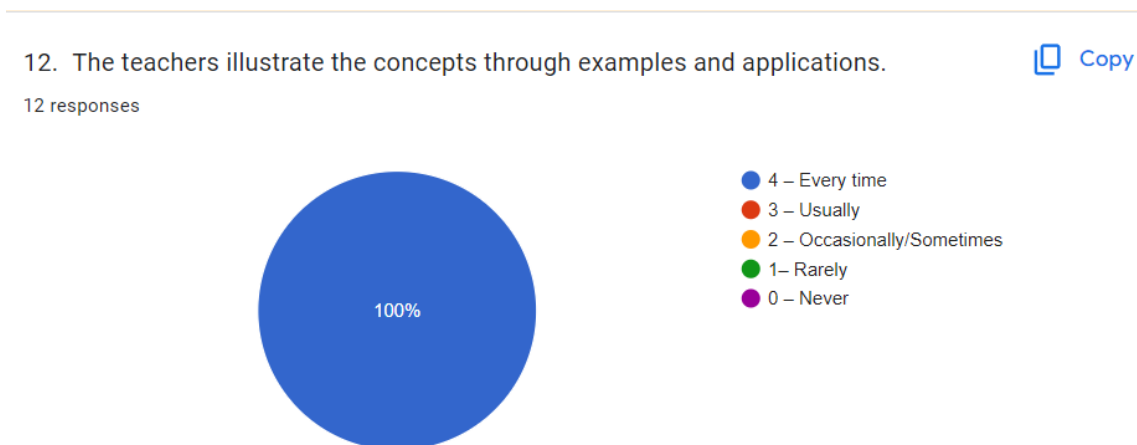


Figure-5

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, 91.7% students felt that student centric methods were used to great extent whereas 8.3% 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.

12 responses

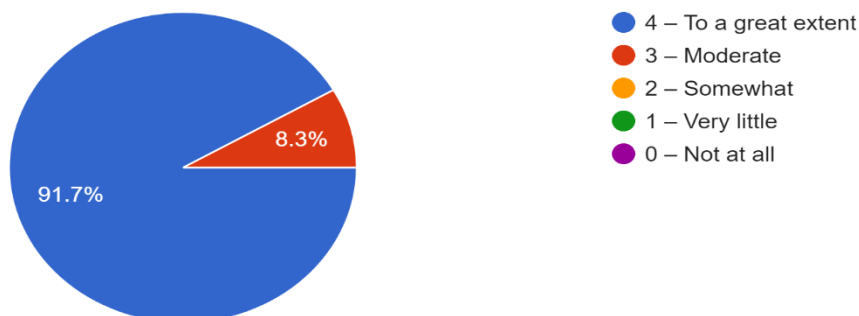


Figure- 6

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, all the students responded as the uses of ICT were above 90 . 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.

12 responses

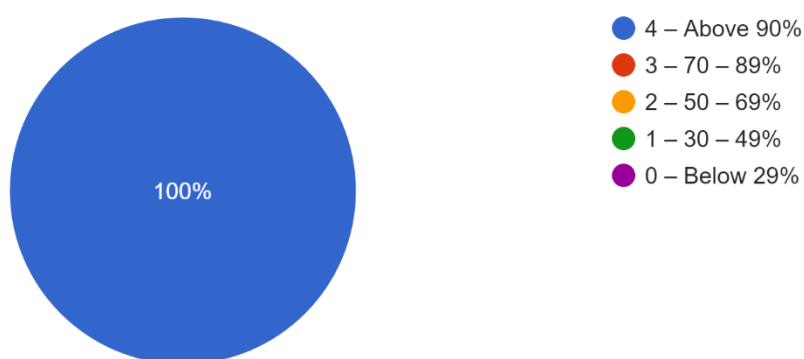


Figure-7

Annexure # 5

Analysis of Qualitative data 2022-2023

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. Due to the delay in the admission process (post covid) our batch lost more than 6 months but, there was no reduction in the portion/syllabus of our course.
2. In spite of this huge time constrain, all the portion for all 4 semesters was completed by our teachers.
3. We completed every assignment, every test, and all the internships.
4. All the lecturers of HACSE were extremely cooperative, helpful and supportive towards us. A couple of students in my batch couldn't follow English to a great extent and so, our lecturers conducted lectures in English, Hindi n Marathi.
5. Teachers always checked whether all the students have understood the topic and always cleared the doubts if we had any.
6. According to me, HACSE has a wonderful team of lecturers led by an truly awesome Principal madam.
7. According to me the duration for the Sem 4 was a little less or the course itself should have been for 2 years
8. Can be more organised.
9. List of holidays to be provided at the starting of the year.
10. Please give notional task at the beginning of every semester Please give holiday list at the beginning of the year.
11. All the teachers teach very well and are very supportive.
12. I feel the overall teaching learning process in my institution is outstanding, I do not need to give any suggestions when it comes to teaching /learning.
13. Suggest to take units and modules in order instead of teaching it in random according to teachers' availability. Suggest to give bit more explanation of learning particular topic before teaching, its practical use while we are teachers etc.
14. Suggest to give detailed rubrics for all notional tasks and practical to improve the quality of assignments.
15. Overall, it is a very well planned and maintained institution when it comes to teaching learning.
16. Overall learning experience was amazing with the best faculty in the institution. With the level of satisfaction, minor loopholes can be ignored as they didn't cause any hindrances in the teaching learning process.
17. The learning objectives are fulfilled by the teachers and that's what matters.
18. The institute/teachers work at their best.
19. All the internships, notational tasks helped me so much to learn.
20. My learning experience is very good. I really thankful to our college and every teacher.
21. Got excellent support from faculty & got opportunity for extra curriculum activity

Annexure # 6

Points marked for action 2022- 2023

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

1. Annual planer will be provided to students much in advance.
2. Rubric for all the notional tasks and assignments will be provided to students.
3. Students will be well oriented about the notional tasks and assignments.
4. Methodology will be relooked to make it student friendly.



IQAC COORDINATOR