STUDENT SATISFACTION SURVEY Report 2023-2024

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 2023-2024.

There were a total 22 students in the year 2022-2024. All 22 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://forms.gle/5Eyr6RsyPiQAVvuX9

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

ns/d/1exr8_Sy-eA_tKGJ-TKaFgb8HqDh0OZpQKlkfQPG0_2l/edit

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- 2022-2024 Batch

#	Name of the Student	Email ID	Contact #
1	Chinmayakrishna Shastry	chinmayakrishna2023.hacse@gmail.com	7738417650
2	Qurratulain A Kapasi	qurratulain2023.hacse@gmail.com	9819230051
3	Akshata Hemant Tandel	akshataredkar2023.hacse@gmail.com	8433534830
4	Seena Sreedharan	seena2023.hacse@gmail.com	9819760770
5	Pooja Yadav	pooja2023.hace@gmail.com	8268117079
6	Reshma Sangekar	reshma2023.hacse@gmail.com	8369898527
7	Smita Vivek Jaigadkar	class2023.hacse@gmail.com	9920781545
8	Fizza Khan	fizza2023.hacse@gmail.com	8850859637
9	Pranita Golambade	pranita2023.hacse@gmail.com	9769368133
10	Ridhima Dighe	Ridhimadighe2023.hacse@gmail.com	9422023056
11	Naziya Khan	naziya2023.hacse@gmail.com	9819828353
12	Suchi Joshi	suchijoshi2023.hacse@gmail.com	9769685717
13	Wynne Almeida	Wynne2023.hacse@gmail.com	9167446496
14	Tejaswee Kamble	tejaswee2023.hacse@gmail.com	9372326899
14	Pooja kadam	poojapk2023.hacse@gmail.com	7039760887
16	Rajitha Chatala	rajitha2023.hacse@gmail.com	7021158699
17	Harshita Shailesh Patel	harshitapatel258@gmail.com	9819405723
18	Vishweta Patil	vishweta@hacse.com	8805464051
19	Kiran Chittal	kiran2023.hacse@gmail.com	6304503073
20	Mamta Jain	mamta2023.hacse@gmail.com	9920592479
21	Kritika Jain	kritika2023.hacse@gmail.com	9819391966
22	Suraj Shinde	surajshinde2023.hacse@gmail.com	7738266215

Annexure # 4

Analysis of Parameters (5 point rating scale)

The Student satisfaction Survey has been conducted. All 22 students from the batch 2022-2024 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 95.7% students responded that between 85-100% of the syllabus was covered whereas 4.3% students responded that 70-84% of the syllabus was covered in class. Figure no. 1 is self-explanatory for this analysis.
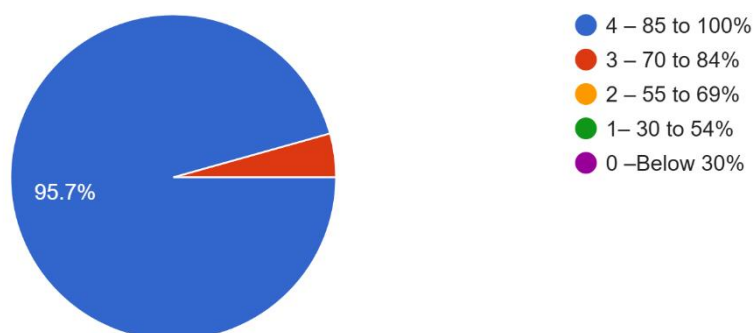

Figure-1

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? 95.7% students were responded that communication of teachers has always been effective where as 4.3% students reported that it was sometimes effective. Figure no. 2 is self-explanatory for this analysis.

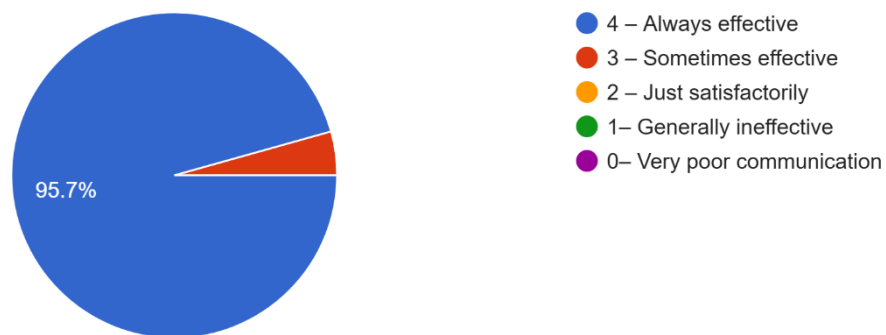### 3. How well were the teachers able to communicate?
23 responses

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, 87% students reported that college has always been fair towards their IA process whereas 13% students responded that teachers were usually fair towards the IA process for students. Figure no. 3 is self-explanatory for this analysis.

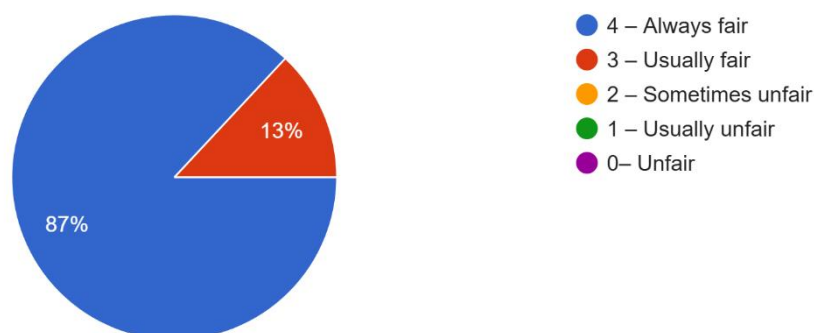### 5. Fairness of the internal evaluation process by the teachers.
23 responses

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, 87% students reported as significantly whereas 13% 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.
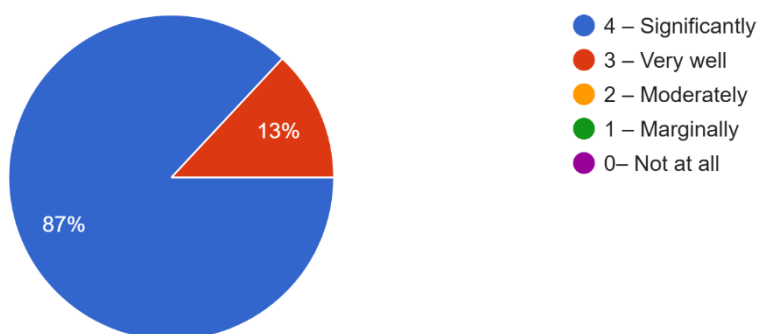23 responses

● 4 – Significantly
● 3 – Very well
● 2 – Moderately
● 1 – Marginally
● 0– Not at all

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, 95.7% students responded as every time whereas 4.3% students reported that usually teachers illustrate the concept during lectures and other academic activities. Figure no. 5 is self-explanatory for this analysis.

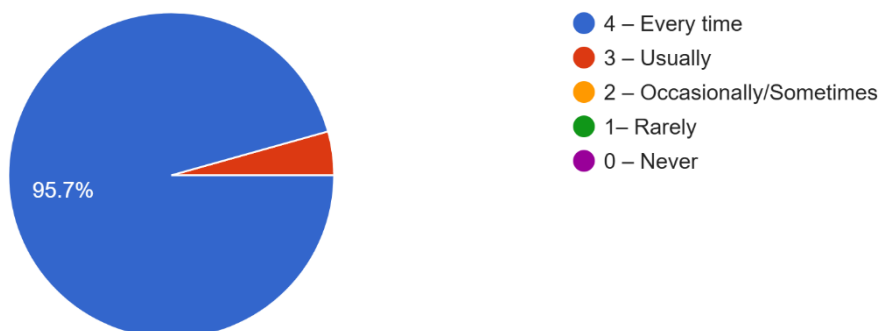12. The teachers illustrate the concepts through examples and applications.
23 responses

● 4 – Every time
● 3 – Usually
● 2 – Occasionally/Sometimes
● 1– Rarely
● 0 – Never

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, 95.7% students felt that student centric methods were used to great extent whereas 4.3% 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.
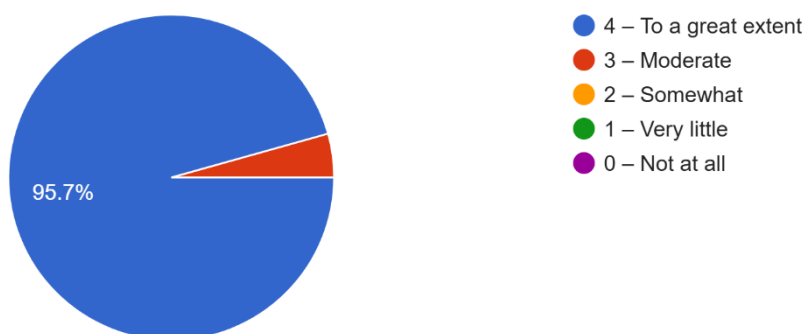23 responses

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, 91.3% students responded as the uses of ICT were above 90 % whereas 8.7% 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.
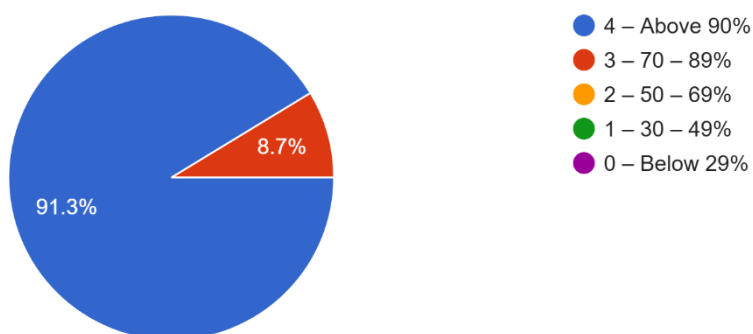23 responses

Figure-7

Annexure # 5

Analysis of Qualitative data 2023-24

In response to the question asked that give three observation/ suggestions to improve overall teaching-leaning 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. Demo lessons or any other session on practical lesson taking can begin in semester 2.
2. LD program should have in Marathi language.
1) Workshop regarding the career opportunities for special educators needs to be conducted.
2) Demo session on writing notional tasks to be conducted.
3. Number of school observations and exposure in practical need to be increased.
4. Semester 4 Internship should be started early.
5. College provides with fantastic opportunity and transform you as a person as well. It's a great college for students looking to do B.Ed. With a superb supporting and wonderful staff.
6. It was a really good experience to be a part of HACSE. They are already doing very good.
7. Good education system.
8. More feedback about our assignments.
9. Mentoring can be conducted more frequently.
10. Guest lectures could be conducted more efficiently.
11. Overall, the faculty of HACSE is very supportive, if we have any doubts, they take time to explain us what is needed and expected, and rules and regulations are clear
12. HACSE college takes initiatives for conducting many students' centric events and encourage them for entrepreneurship. I learned enormously from teachers like presentation skills, communication skills and so many new things. The teaching learning process of our institution is already very much satisfactory and effective.
13. Feedback of IA and NT should be given before final exams.
14. While classroom teachings done by the students, feedback should be given on individual basis for improvement in teaching skills.
15. The academic calendar should be provided which includes internship dates, internal exam dates, tentative exam dates as it will be helpful for students.
16. Teachers take keen interest in helping each student grow and develop up to their full potential.
17. Teachers are approachable and patiently reteach a topic whenever asked to.
18. Teachers ensure all students are attentive and participate in class.
19. More of pre-Lesson plan practice.
20. All the training which was provided through that I learnt many things The fear came out to experience the stage

21. Excellent Support from Teachers for Learning, even after college completion is given Kind and Understanding Professors May Increase Percentage of Online Teaching

22. Revision lectures should be organised before Semester exam.

23. Prompt responses from teachers for doubt resolution.

24. Good examples are given while teaching

25. Whenever students go to school for observation, I think it is very important to have a professor with them.

26. Certain things should be actually shown in class like how to prepare an IEP of the student, DTLD, DTRD test be shown.

27. I really like research was taught to us but it more beneficial if more article were taken up and discussed.

28. Excellent professor and teaching staff, always teachers are helping to the students, encourage and motivate us, I have completed my B.ed because of my professor motivation... thanks HACSE...

Annexure # 6
Points marked for action 2023-24

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.

5. Sessions based on the exam preparations need to be scheduled in more numbers.

6. Academic calendar will be prepared and shared with the students well in advance.

IQAC COORDINATOR