



CCYM's Hashu Advani College of Special Education
Mumbai



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 2017.

There were a total 16 students in the second year in early 2017. 15 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. Coverage of syllabus - 95%
2. Communication skills of the teachers - Effective
3. Fairness of IA - Usually fair
4. Mentoring - very well
5. Concept illustration - usually good
6. Student centric activities - Great extent
7. use of ICT tools - 90%

Dr Asmita Huddar
Principal HACSE

INDEX

#	Documents attached	Annexure
1	The template	Annexure # 1
2	Student data	Annexure #
3	Sample response	Annexure #
4	Analysis of a few parameters	Annexure #
5	Analysis of qualitative points	Annexure #
6	Points marked for action	Annexure #

Annexure No. 1

The template- Google form for SSS

https://docs.google.com/forms/d/e/1FAIpQLScu5gSmRY1X5anieY-AT4dIHh5OjTQFe50SeSyucz-rTsRAg/viewform?usp=sf_link

Section 1 of 2

CCYM's Hashu Advani College of Special Education,
Mumbai

Student Satisfaction Survey 2017
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/1evr8_Sy-eA_MKGi-TKaFg8HqDh00ZpQXik#QPG0_2/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- 2017

S.No.	Name of the Student	Email ID	Contact No.
1	Sweta Shingarpure	swetashin1234@gmail.com	9987649555/ 9768811992
2	Ashwini Arun Tambe	ashwini.3090@gmail.com	8828489423
3	Anagha arun chawan	anaghachawan5@gmail.com	8082066157
4	Ranju Ramavadh Yadav	ranjuyadav7188@gmail.com	7718040821
5	Ashwini Dasharath Ganjave	ash.ganjave@gmail.com	9773907393
6	Sadhana Jaiprakash Rai	raisadhana83@gmail.com	7355728569
7	Ansari Tahseema Mohd Ismail	tahseema.ansari@gmail.com	9326282466
8	Smita surendra patil	smita11389@gmail.com	8108042273
9	Amruta salunkhe	amasalunkhe@gmail.com	9870667002
10	Mr. Ajinkya Rajendra Kamble	ajinkyakamble100@gmail.com	8689874625
11	Vandana Baljit Pal	vandana.pal2594@gmail.com	9702964979 /8779051660
12	Trupti prakash kale	truptikale219@gmail.com	8850680132
13	Dinesh Ashok Ubale	dineshubale5221@gmail.com	9921146684
14	Pranoti Arun Durve	durvepranoti@gmail.com	9768581163
15	Pallavi Amol Devlekar	Pallavidevlekar20@gmail.com	9967600787
16	Kavita Salvi	kavitasalvi7410@gmail.com	9665507461

Annexure # 4

Analysis of Parameters (5 point rating scale)

The Student satisfaction Survey has been conducted. 15 students from the batch 2017 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 man 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 15, 13 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.

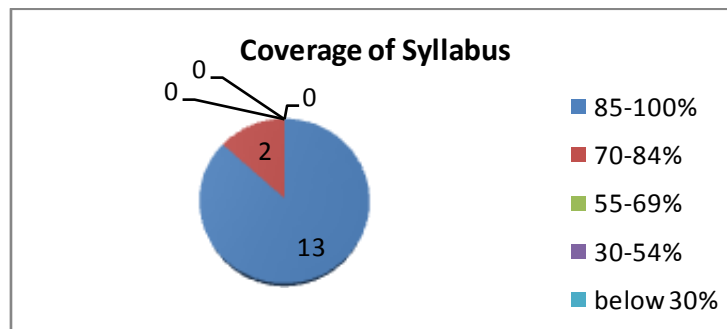


Figure-1

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? 14 out of 15 students were responded that communication of teachers has always been effective. Figure no. 2 is self explanatory for this analysis.

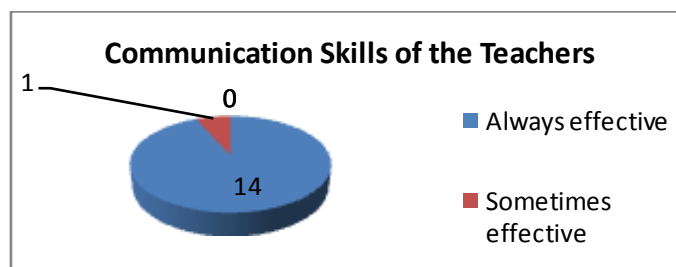


Figure-2

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, 13 students reported that college has always been fair towards their IA process whereas 2 students responded that teachers were usually fair towards the IA process for students. Figure no. 3 is self explanatory for this analysis.

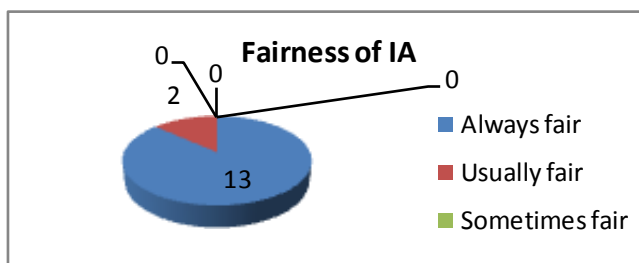


Figure-3

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, 7 students reported as significantly whereas 6 students felt that mentoring system was very well provided for the growth of students. Figure no. 4 is self explanatory for this analysis.

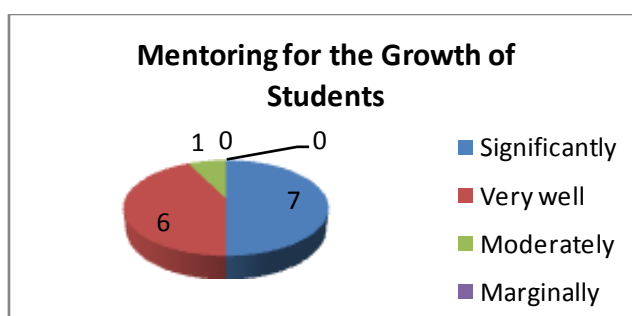


Figure- 4

Analysis of Question-12- About Concept Illustration

In response to the question asked that whether teachers illustrate the concepts through examples and applications, 12 students responded as every time whereas 3 students reported that usually teachers illustrate the concept during lectures and other academic activities. Figure no. 5 is self explanatory for this analysis.

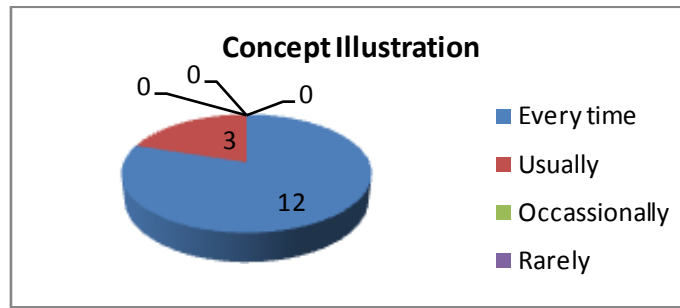


Figure-5

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, 13 out of 15 students felt that students centric methods were used to great extent whereas 2 students found it at moderate level. Figure no. 6 is self explanatory for this analysis.

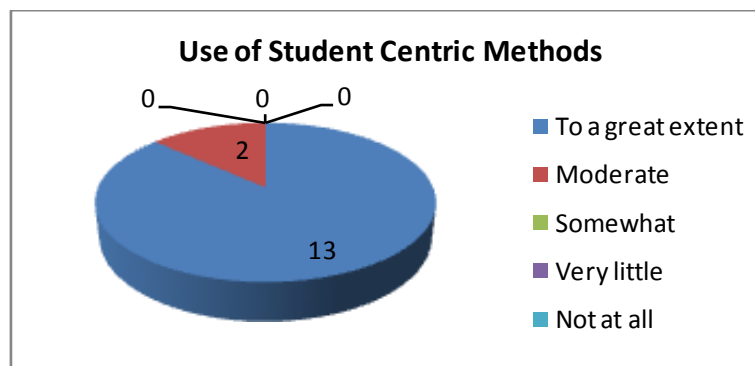


Figure- 6

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, 10 out of 15 students responded as the uses of ICT were above 90 % whereas 5 students reported that the use of ICT were between 70-89% during teaching. Figure no. 7 is self explanatory for this analysis.

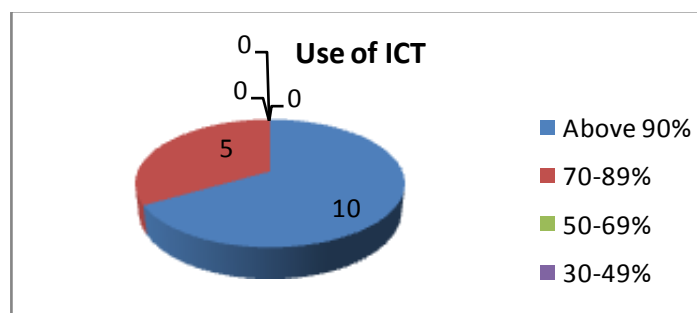


Figure-7

Conclusion

The data was collected from 15 students through online survey. Conclusion were drawn that the students are very much satisfied with the kind of services institute is providing to students through its curriculum transition and with regard to the healthy relation between students and teacher.

Annexure # 5

Analysis of Qualitative data

In response to the question asked that give three observation/ suggestions to improve overall teaching-learning 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 are the points for improvements suggested by students under the question number 21.

1. Arrangements for the heat control in classrooms during summer season.
2. Start Master Degree in Hearing Impairment through distance mode.
3. Start Bachelor Degree in Learning Disabilities through distance mode.
4. Field engagement should be planned in more organized way.
5. Mentors should do overall assessment of a student and provide support based on student's overall challenges.
6. During field engagement, there should not be much gap between the classroom observation and practice teaching.

Annexure # 6

Points marked for action

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

1. The schedule of field engagement will be planned much in advance considering each student gets varied level of practical exposure.
2. Mentoring system will be improved with more quality interaction with the students. Follow-up will be taken care of if needed.