



CCYM's Hashu Advani College of Special Education  
Mumbai



## STUDENT SATISFACTION SURVEY

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 2018.

There were a total 11 students in the second year in early 2018. All 11 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 – Always 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

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# Annexure No. 1

## The template- Google form for SSS

[https://docs.google.com/forms/d/e/1FAIpQLScu5gSmRY1Xi5anieY-AT4dlHh5OjTQFe50SeSyucz-rTsRAg/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLScu5gSmRY1Xi5anieY-AT4dlHh5OjTQFe50SeSyucz-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/1exr8\_Sy-eA\_WkGI-TKaFg8HqDh00ZpQKkQPG0\_Z/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

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## Annexure # 2

### Students Data- 2018

#	Name of the Student	Email ID	Contact #
1	Grinal A. Dias	<a href="mailto:grindias@gmail.com">grindias@gmail.com</a>	7709191497
2	Chitra Dilip Sharma	<a href="mailto:chitrasharma91@gmail.com">chitrasharma91@gmail.com</a>	8369430634
3	Sangeeta Ganesh Kumbhar	<a href="mailto:sangeeta2585@gmail.com">sangeeta2585@gmail.com</a>	9224596469
4	Lalita shobharam yadav	<a href="mailto:yadavlalita25@gmail.com">yadavlalita25@gmail.com</a>	8369417166
5	sahiba mohammed usman shaikh	<a href="mailto:saybashaikh95@gmail.com">saybashaikh95@gmail.com</a>	9967632246
6	Amita Harish Shetty	<a href="mailto:amita.h.shetty@gmail.com">amita.h.shetty@gmail.com</a>	9819876640
7	Sayyed shabana Ramzan ali	<a href="mailto:Id:sayyedsaba908@gmail.com">Id:sayyedsaba908@gmail.com</a>	9819106979
8	Behlim Tanzila Mohammed Afzal	<a href="mailto:tanzilaafzal25@gmail.com">tanzilaafzal25@gmail.com</a>	9833360215
9	Kavita Ugamshi Maru	<a href="mailto:maru.kavita@gmail.com">maru.kavita@gmail.com</a>	9833040590
10	Khan Shaheen Bano Razzak	<a href="mailto:khanshaheen574@gmail.com">khanshaheen574@gmail.com</a>	8097464078
11	Snehal kashinath kulkarni	<a href="mailto:snehal.87kulkarni@gmail.com">snehal.87kulkarni@gmail.com</a>	For call- 9653254175 For WA- 8691882375

## Annexure # 4

### Analysis of Parameters (5 point rating scale)

The Student satisfaction Survey has been conducted. All 11 students from the batch 2018 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 11, 10 students responded that between 85-100% of the syllabus was covered whereas 1 student responded that 70-84% of the syllabus was covered in class. Figure no. 1 is self explanatory for this analysis.

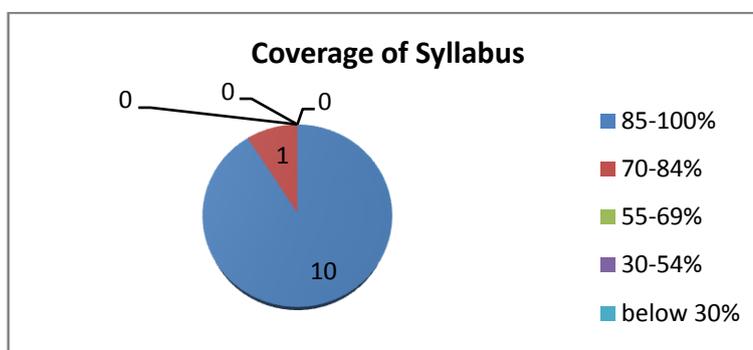
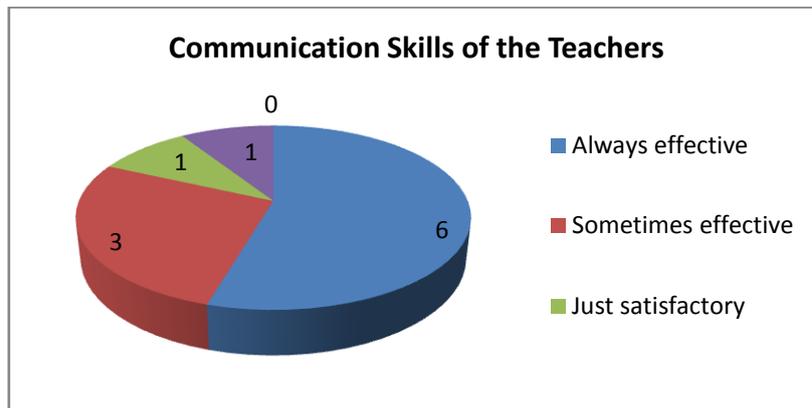


Figure-1

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

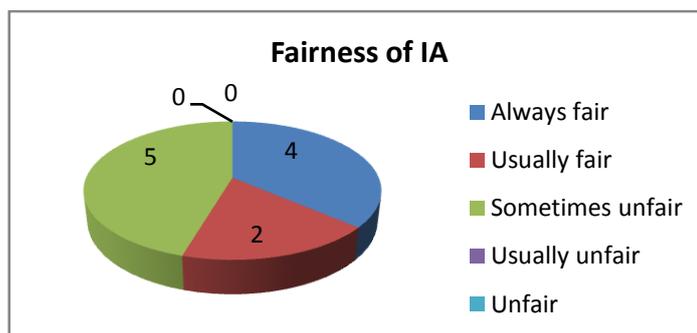
With an objective to always have an effective and transparent communication with students, it was asked that how well were the teachers able to communicate? 6 out of 11 students were responded that communication of teachers has always been effective where as 3 students reported that it was sometimes satisfactory. Figure no. 2 is self explanatory for this analysis.



**Figure-2**

### **Analysis of Question-5- Fairness of IA**

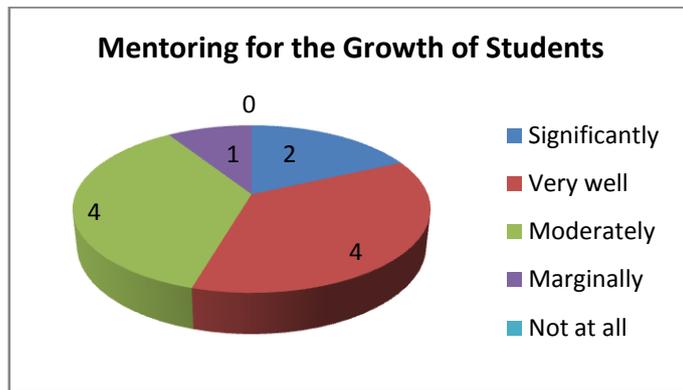
College has always put its effort to maintain a fair Internal Assessment policy for students. In response to it, 4 out of 11 students reported that college has always been fair towards their IA process whereas 2 students responded that teachers were usually fair towards the IA process for students. 5 students responded that it was sometimes unfair of IA practices. Figure no. 3 is self explanatory for this analysis.



**Figure-3**

### **Analysis of Question-8- About Mentoring**

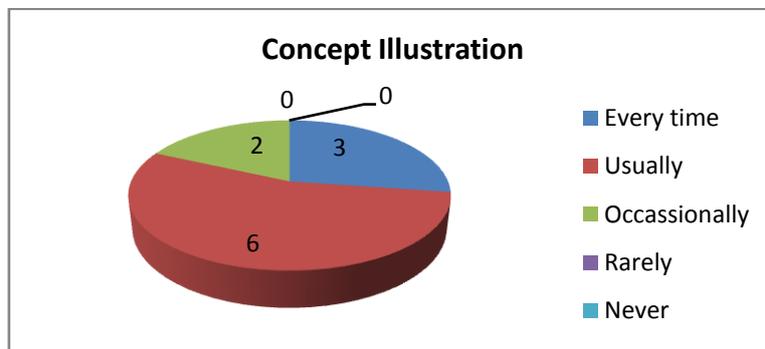
In response to the question about the teaching and mentoring process to facilitate in cognitive, social and emotional growth, 2 students reported as significantly whereas 4 students felt that mentoring system was very well provided for the growth of students. 4 students responded that mentoring process 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, 3 students responded as every time whereas 6 students reported that usually teachers illustrate the concept during lectures and other academic activities. 2 students responded as occasionally the concepts were illustrated during lectures. 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, 2 out of 11 students felt that student centric methods were used to great extent whereas 5 students found it at moderate level. 4 students felt that it was somewhat done with the students. Figure no. 6 is self explanatory for this analysis.

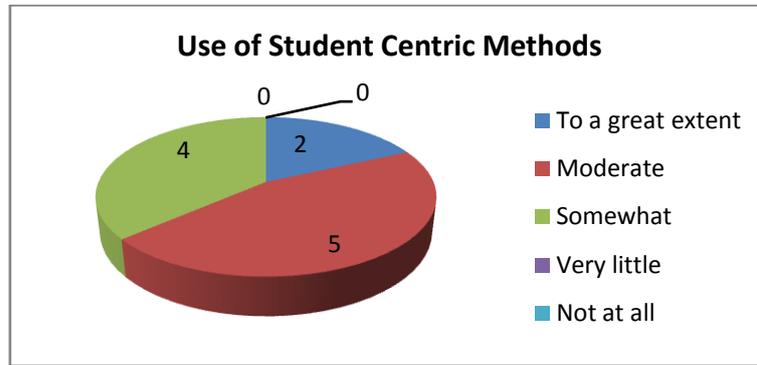


Figure- 6

### 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, 4 out of 11 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. 2 students reported that ICT was used around 50-69%. Figure no. 7 is self explanatory for this analysis.

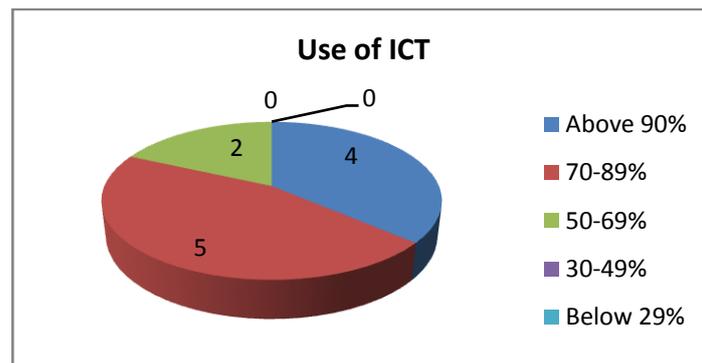


Figure-7

### Conclusion

The data was collected from 11 students through online survey. Conclusion were drawn from the data received that although the responses are not very much deviated from the set benchmark under the respective parameters yet there is a high need to relook on certain parameters such as communication between teachers and students, IA policies, mentoring process teaching methodologies and uses of technologies to enhances quality services for the students at institute level.

**Annexure # 5**  
**Year wise comparison of the responses**

<b>Ques. #</b>	<b>Parameters</b>	<b>Set benchmark</b>	<b>Scores 2016-17</b>	<b>Scores- 2017-18</b>
1	Coverage of syllabus	95% - 4	<b>(4) 85-100%</b> - 13/15 responded	<b>(4) 85-100%</b> - 10/11 responded
3	Communication skills of the teachers	(4) Always Effective	<b>(4) Always effective-</b> 14/15 responded	<b>(4) Always effective-</b> 6/11 responded
				<b>(3) Sometimes effective-</b> 3/11 responded
5	Fairness of IA	(3) Usually fair	<b>(4) Always fair-</b> 13/15 responded	<b>(4) Always fair-</b> 4/11 responded
			<b>(3) usually fair-</b> 2/15 responded	<b>(2) Sometimes unfair-</b> 5/11 responded
8	Mentoring	(3) very well	<b>(4) Significantly-</b> 7/15 responded	<b>(4) Significantly-</b> 2/11 responded
				<b>(3) very well-</b> 4/11 responded
				<b>(2) Moderately-</b> 4/11 responded
12	Concept illustration	(3) usually good	<b>(4) Everytime-</b> 12/15 responded	<b>(4) Everytime-</b> 3/11 responded
			<b>(3) usually good-</b> 3/15 responded	<b>(3) usually good-</b> 6/11 responded
16	Student centric activities	(4) Great extent	<b>(4) Great extent -</b> 13/15 responded	<b>(4) Great extent -</b> 2/11 responded
				<b>(3) Moderate-</b> 5/11 responded
				<b>(2) Somewhat-</b> 4/11 responded
19	use of ICT tools	(4) 90%	<b>(4) above 90%-</b> 10/15 responded	<b>(4) above 90%-</b> 4/11 responded
			<b>(3) 70-89%-</b> 5/15 responded	<b>(3) 70-89%-</b> 5/11 responded

## **Annexure # 6**

### **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. There are students from a variety of backgrounds with varying skills and abilities. So just like the way we are taught differentiation that needs to be included, here too same needs to be used to maximise student capacity.
2. A paper on behavioural management in class needs to be included. A huge chunk of how to build relationships with students and how to understand their behaviour is missing. It is super important for student teachers to understand the difference between punishment and natural consequence. A great lesson plan is useless if a teacher does not know how to manage behaviours.
3. Provide learning material, notes in other languages Apart from English. (Eg. Hindi, Marathi)
4. Overall teaching learning process was good but according to me students want other curricular activities for enjoying the study to avoid mental stress.
5. I would like to highlight q.13 that as being in field of Special Education, teachers should encourage students on their performance with suitable comments. More hand holding needed by some students.
6. More exposure in practice about assistive technology and it's usage should be given.
7. Remedial techniques for teen agers and adults should be discussed and given practical approach.
8. Learner should be asked to use the technology (plenty of open source tools for note taking, time management, etc can be considered for such practice purpose) to get an understanding about how to deliver the same to others.
9. Proper classroom infrastructure is essential.
10. According to me everything was great but institute should make an outside tour in different institution

## **Annexure # 7**

### **Points marked for action**

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

1. IA policies to be relooked and restructured considering the need to make it fairer.

2. Mentoring system will be improved with more quality interaction with the students.  
Follow-up will be taken care of if needed.
3. IT exposure to students in more formal ways
4. Upgradation of classroom

**IQAC COORDINATOR**