



CCYM's Hashu Advani College of Special Education
Mumbai



STUDENT SATISFACTION SURVEY Report 2019

Feedback is the best positive reinforcement for any educational institute. Encouraging and satisfying feedback from the beneficiary is clearly a pat on the back which is needed by any team. But critical feedback indicating directions of change is encouraging as well. Without both these types of feedback the journey towards quality would be like chasing the wild geese – tiring without achieving much. With this backdrop, 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 2019.

There were a total 09 students in the second year in early 2019. All 09 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%

All the best to all of us in the journey towards sustained quality assurance.

Handwritten signature and date: 28/01

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Annexure No. 1

The template- Google form for SSS

https://docs.google.com/forms/d/e/1FAIpQLScu5gSmRY1Xi5anieY-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/1eXr8_Sy-eA_WKGI-TKaFg8HqDh00ZpQKktQPG0_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- 2019

#	Name of the Student	Email ID	Contact #
1	Anshita Subhash Jirange	jirangeanshita@gmail.com	7506677037
2	Dolly Ramasre Gupta	guptadolly508@gmail.com	9082268602
3	Sakshi Velankar	velankarsakshi559@gmail.com	9167939123
4	Poonam Vitthal Deokar	poonamdeokar1373@gmail.com	91 9096472124
5	.Nishu Ashok Yadav	.yadavnishu@outlook.in	9320255562
6	Zainab bi Jafar rodde	zainabrodde325@gmail.com	9594102379
7	Sabeela Bijli	sabeelabijli@gmail.com	9811004620
8	Aayushi Bhavesh Shah	shahaayushi53@gmail.com	9833759416
9	Aparna Vivek Vyavaharkar	aparnavyavaharkar@gmail.com	9821327649

Annexure # 4

Analysis of Parameters (5 point rating scale)

The Student satisfaction Survey has been conducted. All 09 students from the batch 2019 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 5, 9 students responded that between 85-100% of the syllabus was covered whereas 4 students responded that 70-84% of the syllabus was covered in class. Figure no. 1 is self explanatory for this analysis.

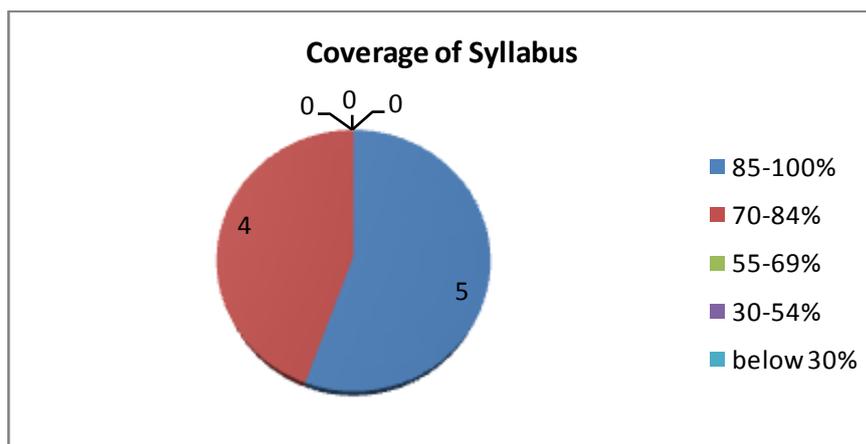


Figure-1

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? 5 out of 9 students were responded that communication of teachers has always been effective where as 3 students reported that it was sometimes effective. 1 student reported that it was just satisfactory. Figure no. 2 is self explanatory for this analysis.

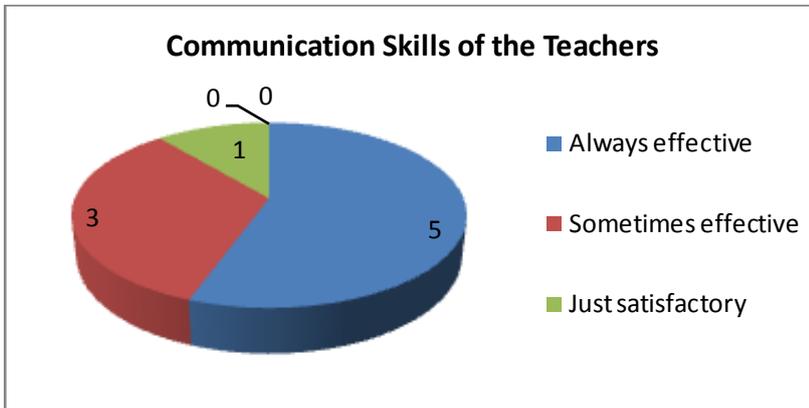


Figure-2

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, 7 out of 9 students reported that college has always been fair towards their IA process whereas 1 student responded that teachers were usually fair towards the IA process for students. 1 student responded that it was sometimes unfair of IA practices. Figure no. 3 is self explanatory for this analysis.

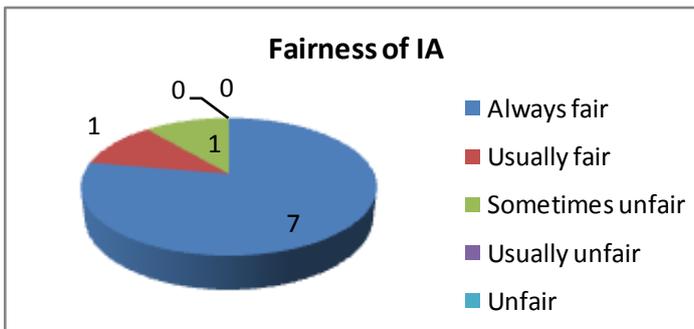


Figure-3

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. 3 students responded that mentoring process was moderately done. Figure no. 4 is self explanatory for this analysis.

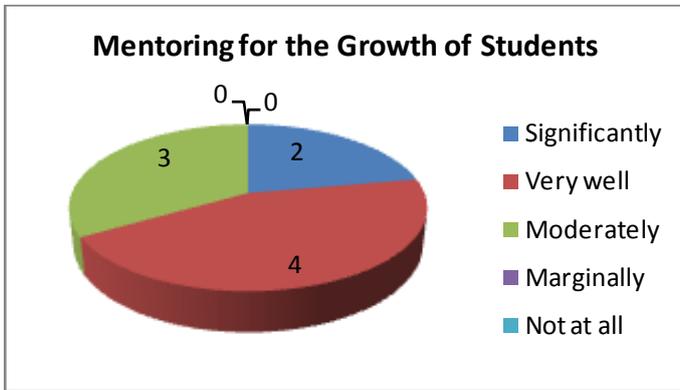


Figure- 4

Analysis of Question-12- About Concept Illustration

In response to the question asked that whether teachers illustrate the concepts through examples and applications, 5 students responded as every time whereas 2 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.

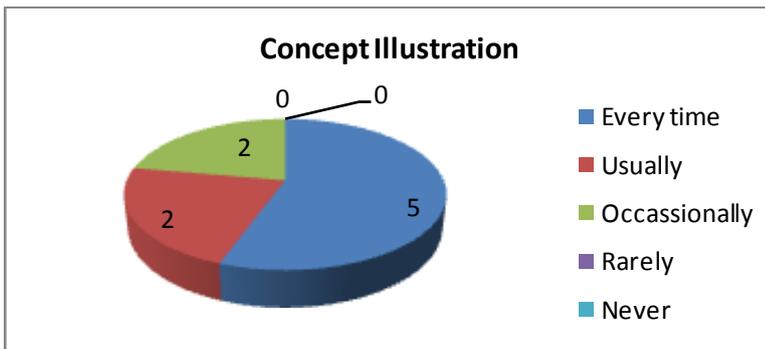


Figure-5

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, 5 out of 09 students felt that student centric methods were used to great extent whereas 1 student found it at moderate level. 2 students felt that it was somewhat done where as 1 student felt that it was very little done with the students. Figure no. 6 is self explanatory for this analysis.

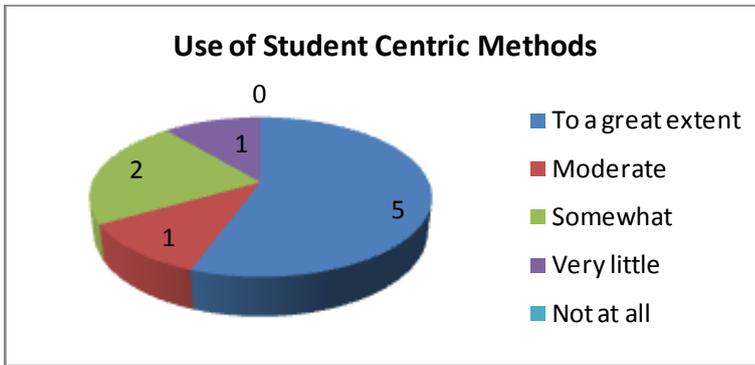


Figure- 6

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, 6 out of 09 students responded as the uses of ICT were above 90 % whereas 2 students reported that the use of ICT were between 70-89% during teaching. 1 student reported that ICT was used around 50-69%. Figure no. 7 is self explanatory for this analysis.

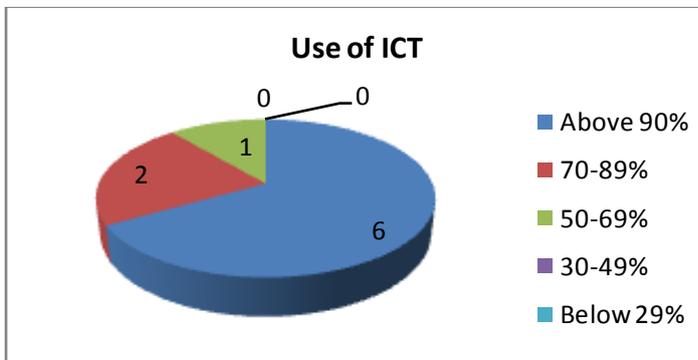


Figure-7

Conclusion

The data was collected from 09 students through online survey. Conclusion were drawn from the data received. Although the responses are not too deviated from the set benchmark under the respective parameters yet there is a need to relook into certain parameters such as communication skills of the teachers and students, mentoring process teaching methodologies to enhances quality services for the students at institute level. Based on the previous action points which were taken care of, it was observed that more students were satisfied with the IA process.

Annexure # 5

Year wise comparison of the responses

#	Parameters	Set benchmark	Scores 2016-17 n = 15	Scores- 2017-18 n = 11	Scores- 2018-19 n = 9
1	Coverage of syllabus	(4) 95% -	(4) 85-100% - 13	(4) 85-100% - 10	(4) 85-100% - 5
					(3) 70-84% - 4
3	Communication skills of the teachers	(4) Always Effective	(4) Always effective- 14	(4) Always effective- 6	(4) Always effective- 5
				(3) Sometimes effective- 3	(3) Sometimes effective- 3
5	Fairness of IA	(3) Usually fair	(4) Always fair-13	(4) Always fair-4	(4) Always fair- 7
			(3) usually fair- 2	(2) Sometimes unfair- 5	(3) Usually fair- 1
8	Mentoring	(3) very well	(4) Significantly- 7	(4) Significantly- 2	(4) Significantly- 2
			(3) very well- 6	(3) very well- 4	(3) very well- 4
				(2) Moderately- 4	(2) Moderately- 3
12	Concept illustration	(3) usually good	(4) Everytime-12	(4) Everytime-3	(4) Everytime-5
			(3) usually good- 3	(3) usually good- 6	(3) usually good- 2
16	Student centric activities	(4) Great extent	(4) Great extent - 13	(4) Great extent - 2	(4) Great extent - 5
				(3) Moderate- 5	(3) Moderate- 1
				(2) Somewhat- 4	(2) Somewhat- 2/
19	use of ICT tools	(4) 90%	(4) above 90% - 10	(4) above 90% - 4	(4) above 90% - 6
			(3) 70-89% - 5	(3) 70-89% - 5	(3) 70-89% - 2

Annexure # 6

Analysis of Qualitative data 2019 (Item # 21)

In response to asking three observation/ suggestions to improve overall teaching- leaning experiences in institution, majority of the **students expressed their happiness and appreciated** the efforts and practices HACSE has been taking up keeping the students at the centre stage. These responses about being satisfied are not mentioned here since the focus is on the improvement points.

Following are a few short listed points for improvements suggested by students.

1. More focus on practice teaching may be given in B Ed LD program.
2. Counselling sessions for students may be arranged.
3. Need exposure practical assessment of children with LD. (Or else at least practically show how to Asses using DTLD).
4. I loved exploring all types of disability in Mumbai that was the best part. But I would suggest that the college can take students to other parts of Maharashtra to explore more so that students can have idea about condition of other city or village.
5. Please facilitate students for Online learning

Annexure # 7

Points marked for action 2019

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

1. Counselling services are already existent but will be communicated well to students and it would reflect the time table.
2. Scopes to increase the exposure in detailed understanding about the practicum will be relooked.
3. Educational visits across the Maharashtra state will be discussed and possibilities will be explored. One educational tour per batch is practiced in the college. Hence, this point would not be marked for high priority.
4. Exposure to DTLD would be reviewed.
5. Online learning opportunities for students and alumni will be created.
6. College will maintain the practice of directing the students for self reflection which has already been in practice since many years.
7. Practice of feedback system will also be maintained as before and will be upgraded time to time.

IQAC COORDINATOR