

Report

2023-2024

FEEDBACK COMMITTEE

SREE NARAYANA GURU COLLEGE OF COMMERCE

P.L. Lokhande Marg, Chembur (west)

COMPOSITION OF THE COMMITTEE

In Association with IQAC the following committee has been appointed

The members of the committee are as follows:

- | | |
|---------------------------|-----------|
| 1. Mr. Saranraj Natarajan | In-Charge |
| 2. Mrs. Prabha Nadar | Member |
| 3. Ms. Jaishna Kutty | Member |
| 4. Mr. Avinash Balram | Member |

Academic year 2023-24

Stakeholders Feedback Analysis

Sree Narayana Guru College of Commerce recognizes that the teaching-learning system followed by an educational institution needs continuous enhancement. To capacitate this process the institution adopts a feedback system that takes suggestions from various stakeholders viz. students, parents, alumni, teachers, and employer on various parameters about curriculum. The feedback received from them are analyzed and reviewed then implemented suggestions wherever possible, Such as to improve the teaching and learning process, to instill employability, and to develop communication skills by adding various certification courses.

Students Feedback

Assessment Method:

Description of the assessment process	Feedback is collected from students using a offline form, and various aspects such as portion completion, Academic performance and Infrastructure ambience, etc. are covered in the students' feedback forms.
Assessment Frequency	Once in a year
Assessed By	Institute
Reviewed By	Institute
Analysis Method	Questionnaires are constructed on a 5-point scale, and responses from students are collected, with responses 4 points and 5 points considered for analysis and chart representation are done accordingly.
Action Method	To pay attention to responses and suggestions made accordingly, further working on the suggestions for improvement.

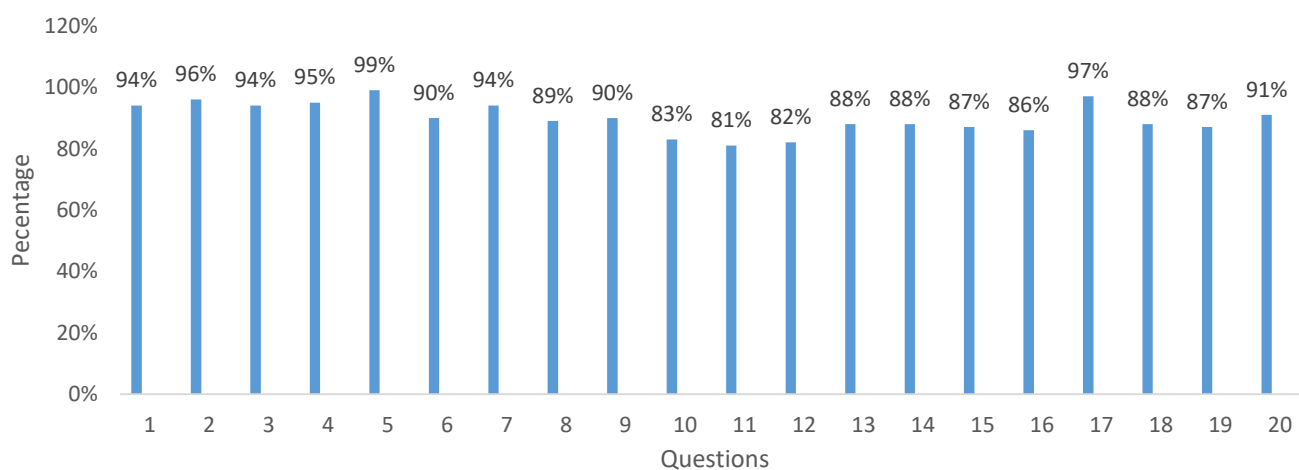
Following Departments are analyzed

B.Com.	Bachelor of Commerce (Aided)
B.M.S.	Bachelor of Management Studies
B.A.F.	Bachelor of Commerce (Accounting & Finance)
B.B.I	Bachelor of Commerce (Banking and Insurance)
B.Sc.I.T.	B.Sc. (Information Technology)
B.Sc (DS)	B.Sc. (Data Science)
BTM	Bachelor of Commerce (Transport Management)
M.Com.	Masters of Commerce (Accountancy, Business Management and Banking & Finance)
M.Sc.I.T.	M.Sc. (Information Technology)

STUDENTS FEEDBACK

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	443	416	98%
2	The teachers are encouraging, supportive and approachable	443	424	96%
3	The teachers complete the syllabus well in time.	443	417	96%
4	The evaluation system is transparent.	443	421	95%
5	For the teaching and learning processes, adequate ICT tools are used.	442	438	99%
6	The overall quality of the teaching-learning process is very good	443	400	99%
7	The institution provides internship and placement assistance.	443	415	94%
8	The certificate courses provided by the institution are useful for employability skills and personality development	443	393	89%
9	Getting enough exposure for extracurricular activities and sports activities	443	399	90%
10	Classroom amenities like a board, bench, fan, light, and projector are adequate.	443	366	83%
11	Canteen provide Quality Food, and follow hygiene.	443	358	81%
12	The canteen food rate is appropriate.	443	365	82%
13	The library has a sufficient study area and proper study environment	443	390	88%
14	The library has enough resource material	443	388	89%
15	The library staff, administrative staff, and canteen staff are approachable.	443	386	87%
16	The College website is updated and provides all the information.	443	381	86%
17	The College provides hygiene Drinking water and cleanliness are maintained.	443	428	97%
18	The College grievance redressal committee is active.	443	390	88%
19	Sports grounds and equipment are well maintained for sports activities.	443	385	87%
20	Overall rating of academic performance and ambience of the institution	443	403	91%

STUDENTS FEEDBACK



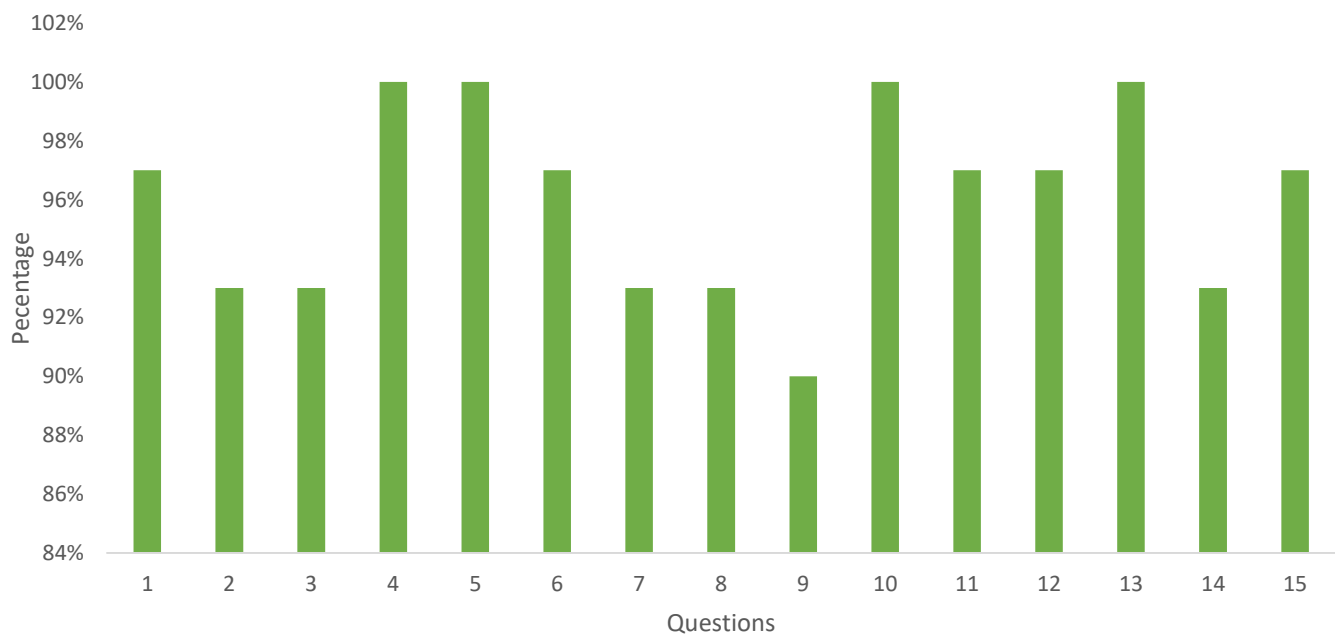
Teachers Feedback for Curriculum

Assessment Method:

Description of the assessment process	Feedback is collected offline from Teachers using a form, and various aspects such as weight age given to employability, skill development, depth of course content, Infrastructure Ambience etc. are covered in the teachers' feedback forms
Assessment Frequency	Once in a year
Assessed By	Institute
Reviewed By	Institute
Analysis Method	Questionnaires are constructed on a 5-point scale, and responses from teachers are collected, with responses 4 and 5 considered positive and the rest ignored. Analysis and chart representation are done accordingly.
Action Method	To pay attention to negative responses and suggestions made accordingly, further working on the suggestions for improvement.

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The Program outcome of the syllabus is well defined.	30	29	97%
2	The course contents fulfill the needs of the students.	30	28	93%
3	Institution provides opportunities for continuous development of staff	30	28	93%
4	Necessary computer facilities are made available for ICT teaching & learning process	30	30	100%
5	Authorities are approachable and accessible.	30	30	100%
6	Students take active participation in the teaching learning process	30	29	97%
7	Institution's classroom infrastructure is good for effective delivery of the course	30	28	93%
8	Institution's provides good Library and computer lab for students	30	28	93%
9	Institution's placement cell is active and it is useful to students	30	27	90%
10	Institution's gives sufficient certification courses for making students ready for jobs	30	30	100%
11	Institution's is active in sports and cultural activities	30	29	97%
12	Institution's provides adequate facilities like staffroom, drinking water, hygienic toilet and a clean environment	30	29	97%
13	Institution's provides good monetary and non-monetary incentives	30	30	100%
14	Institution's provides social security schemes like PF, Medical Insurance, Gratuity etc.	30	28	93%
15	Overall rating of academic performance and ambience of the institution	30	29	97%

TEACHER



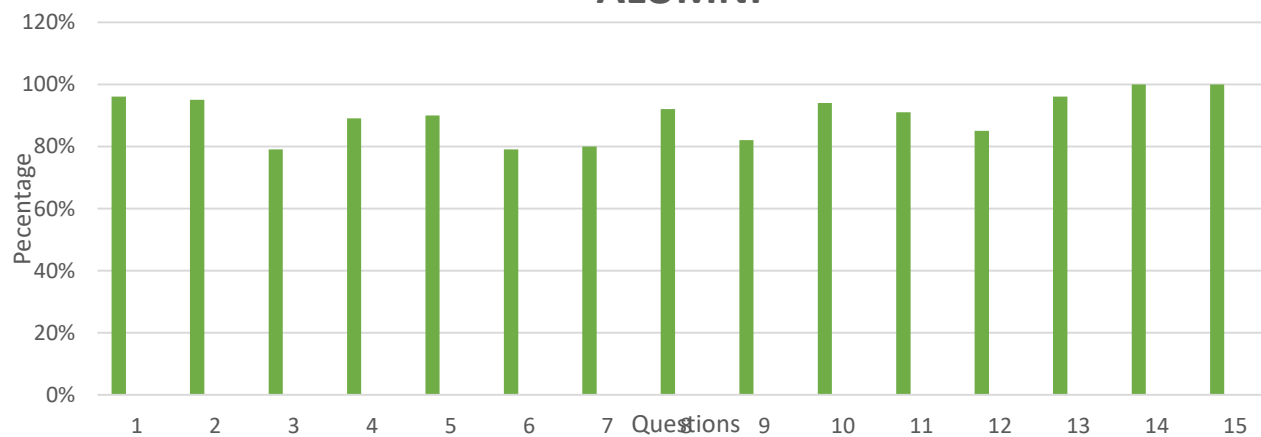
Alumni Feedback for Curriculum

Assessment Method:

Description of the assessment process	Alumni feedback was gathered offline utilizing a feedback form. The Feedback form covered various aspects such as College ambience, infrastructure, placement assistance etc.
Assessment Frequency	Once in a year
Assessed By	Institute
Reviewed By	Institute
Analysis Method	Questionnaires are constructed on a 4-point scale, and responses from students are collected, with responses 3 points and 4 points considered for analysis and chart representation are done accordingly.
Action Method	To pay attention to responses and suggestions made accordingly, further working on the suggestions for improvement.

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	Programmes offered by the College	117	112	96%
2	Teacher quality as observed/experienced by you	117	111	95%
3	Ambiance of the Campus	117	92	79%
4	Drinking Water Facility	117	104	89%
5	Value education based programmes offered by the College	117	105	90%
6	Placement assistant provided by College	117	92	79%
7	Outreach programme conducted by the College	117	94	80%
8	Library facility	117	108	92%
9	NSS / DLLE / Cultural facility	117	96	82%
10	Sports facilities & Opportunities provided by the College	117	110	94%
11	The role of college in developing student personality	117	106	91%
12	Alumni Meets organised by the College	117	100	85%
13	Overall experience about the College	117	112	96%

ALUMNI

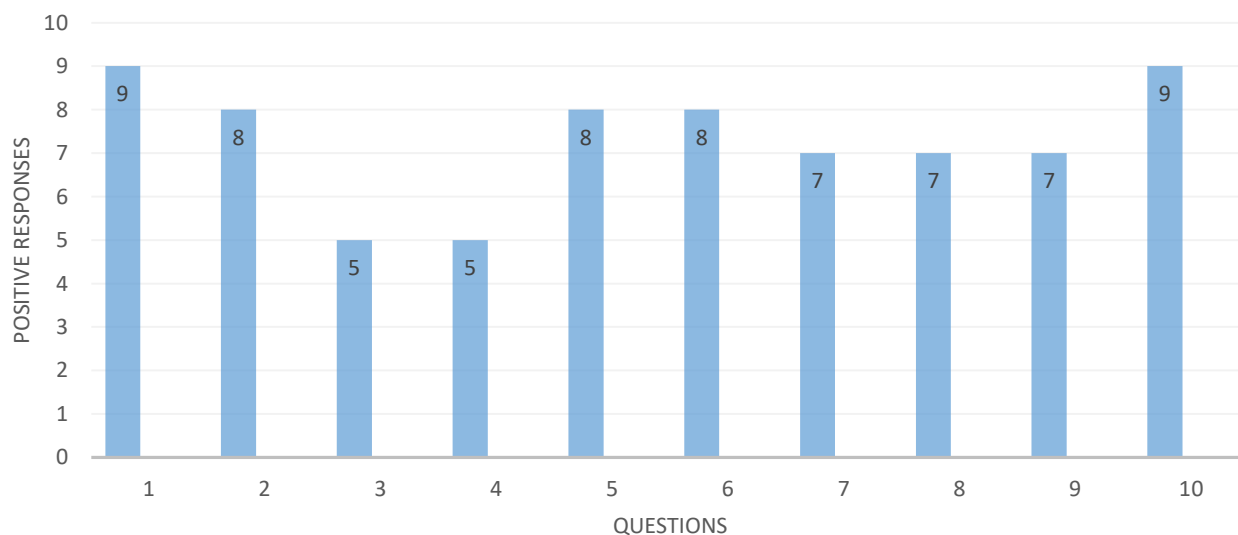


Employer Feedback for Curriculum

Assessment Method:

Description of the assessment process	Feedback is collected from Employer using a Google form, and various aspects such as weightage given to employability, skill development, Innovativeness, creativity etc. are covered in the employer' feedback forms
Assessment Frequency	Once in a year
Assessed By	Institute
Reviewed By	Institute
Analysis Method	Questionnaires are constructed on a 5-point scale, and responses from students are collected, with responses 4 points and 5 points considered for analysis and chart representation are done accordingly.
Action Method	To pay attention to responses and suggestions made accordingly, further working on the suggestions for improvement.

Sr.No	Question	Total Response	No of Positive Response	Percentage
How would you rate the students of SNGC on the following parameters?				
1	Communication Skill	13	9	69%
2	Aptitude	13	8	62%
3	Ability to learn new things	13	5	38%
4	Proactive	13	5	38%
5	Team work	13	8	62%
6	Employability	13	8	62%
7	Leadership Skill	13	7	54%
8	Managerial Skill	13	7	54%
9	Technical Skill	13	7	54%
10	Overall Satisfaction of the candidates	13	9	69%



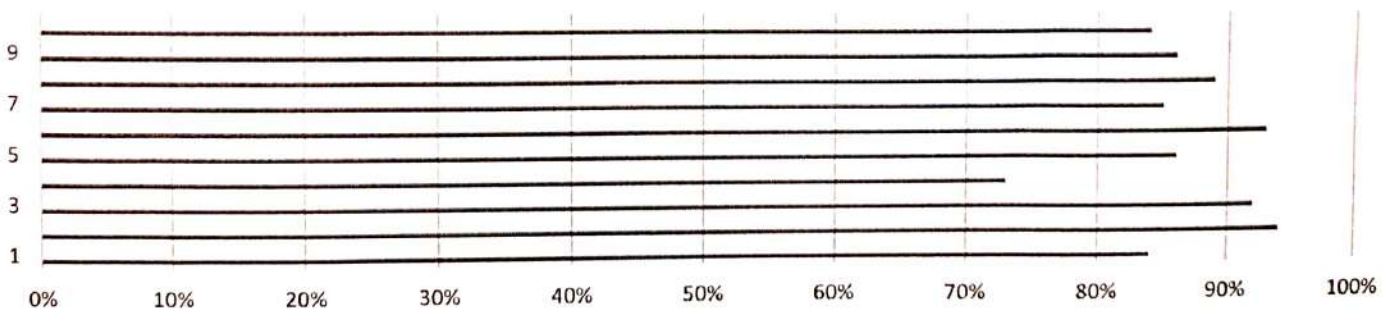
Parents Feedback for Curriculum

Assessment Method:

Description of the assessment process	Feedback is collected offline from Parents, and various aspects such as Quality of education, extracurricular activities, academic growth and Infrastructure Ambience etc. are covered in the patents' feedback forms
Assessment Frequency	Once in a year
Assessed By	Institute
Reviewed By	Institute
Analysis Method	Questionnaires are constructed on a 5-point scale, and responses from students are collected, with responses 4 points and 5 points considered for analysis and chart representation are done accordingly.
Action Method	To pay attention to responses and suggestions made accordingly, further working on the suggestions for improvement.

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The online admission process is convenient.	218	183	84%
2	The student-teacher interaction is active.	218	206	94%
3	The College is active in sports, cultural, NSS, and extracurricular programs.	218	201	92%
4	The College is providing enough flexibility for payment.	218	160	73%
5	The College programme for personal development and extra-curriculars is adequate.	218	187	86%
6	The College programme for seminars, conferences, workshops, and certification course is adequate.	218	203	93%
7	The College is conducting enough parent-teacher meetings.	218	186	85%
8	The College is active in Counselling and mentoring activities for students	218	195	89%
9	The College is proving career guidance lecture frequently and assisting for Placement	218	187	86%
10	The College is having a good library and computer lab facility	218	183	84%

Parents



N.K. Samant

Incharge, Feedback Committee

[Signature]

IQAC Coordinator

[Signature]

Principal

**Sree Narayana Guru
College of Commerce
P. L. Lokhande Marg,
Chembur, Mumbai - 400 602.**

