



SREE NARAYANA GURU COLLEGE OF COMMERCE

(LINGUISTIC MINORITY INSTITUTION)

RE-ACCREDITED BY NAAC (GRADE-'B'-CGPA 2.45) [2019-2024]

AFFILIATED TO UNIVERSITY OF MUMBAI & RECOGNISED BY UGC-u/s 2(f)&12B

MANAGED BY SREE NARAYANA MANDIRA SAMITI (REGD.)

P. L. LOKHANDE MARG, CHEMBUR, MUMBAI - 400 089. 9326063380 / 9326083775 sngcollege86@yahoo.co.in / sngcollegeprincipal@gmail.com

1.4. Institution obtains feedback on the academic performance and ambience of the institution from various stakeholders, such as Students, Teachers, Employers, Alumni etc. and action taken report on the feedback is made available on institutional website

Feedback Analysis Report

2023-24

2022-23

2021-22

2020-21

2019-20



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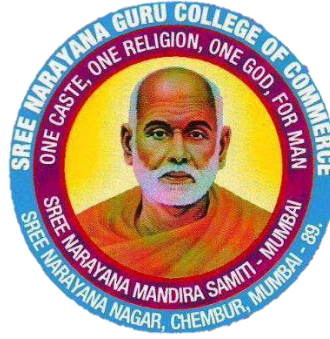
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1.4. Institution obtains feedback on the academic performance and ambience of the institution from various stakeholders, such as Students, Teachers, Employers, Alumni etc. and action taken report on the feedback is made available on institutional website

Feedback Analysis Report 2023-24



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.

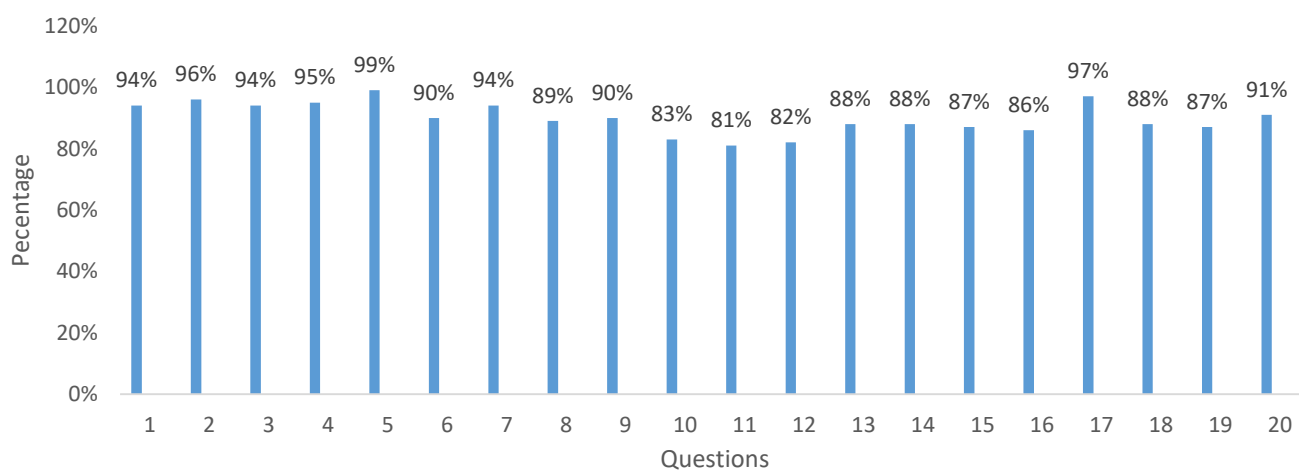
Following Departments are analyzed

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



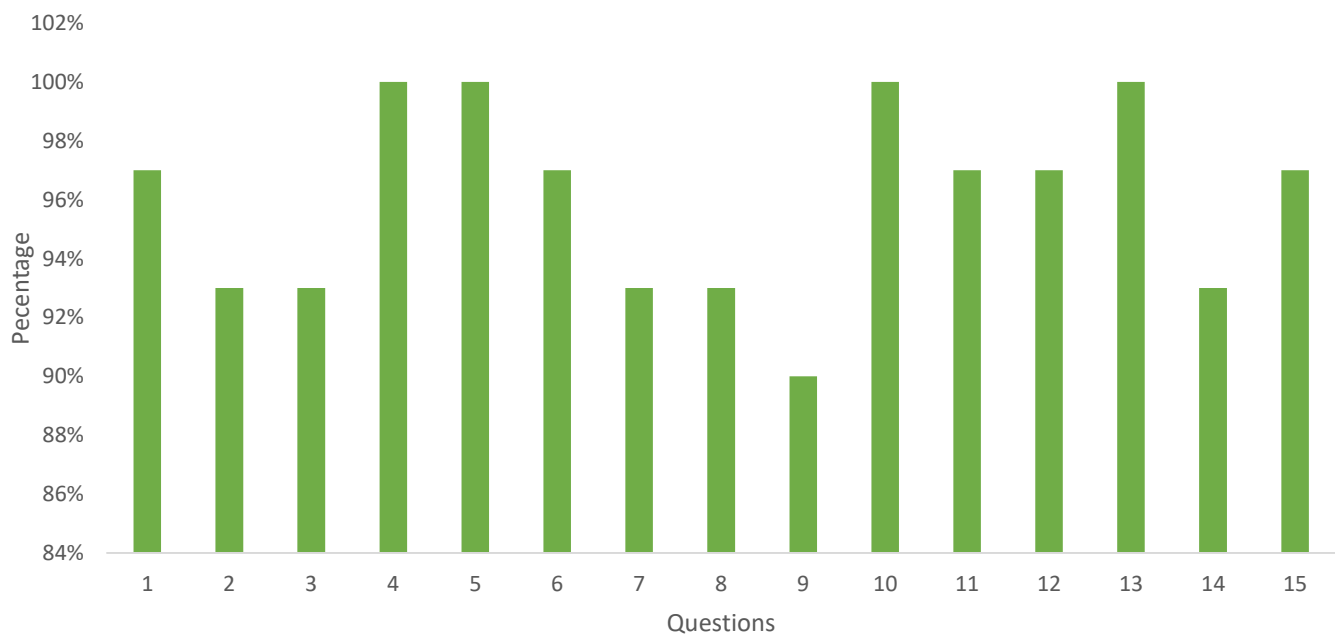
Teachers Feedback for Curriculum

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



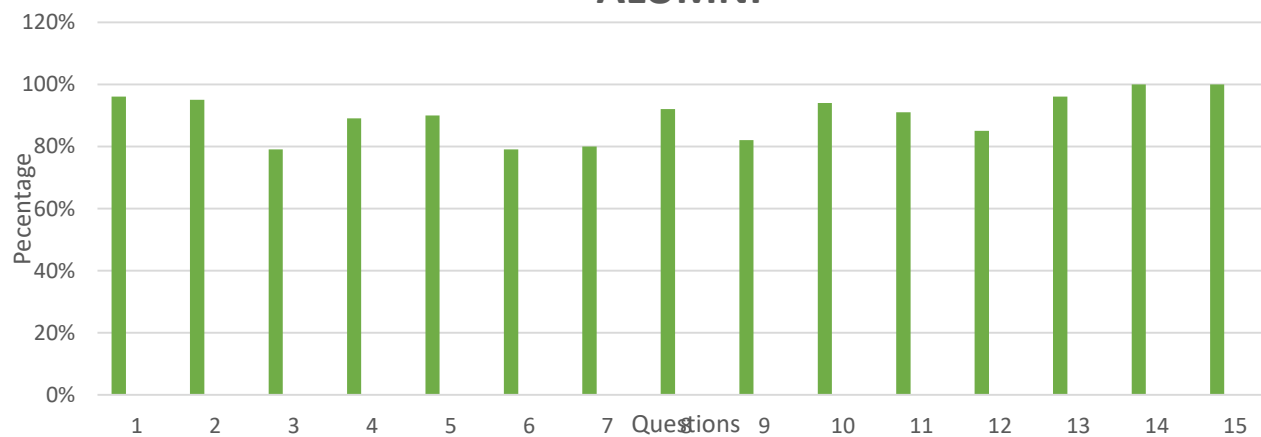
Alumni Feedback for Curriculum

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

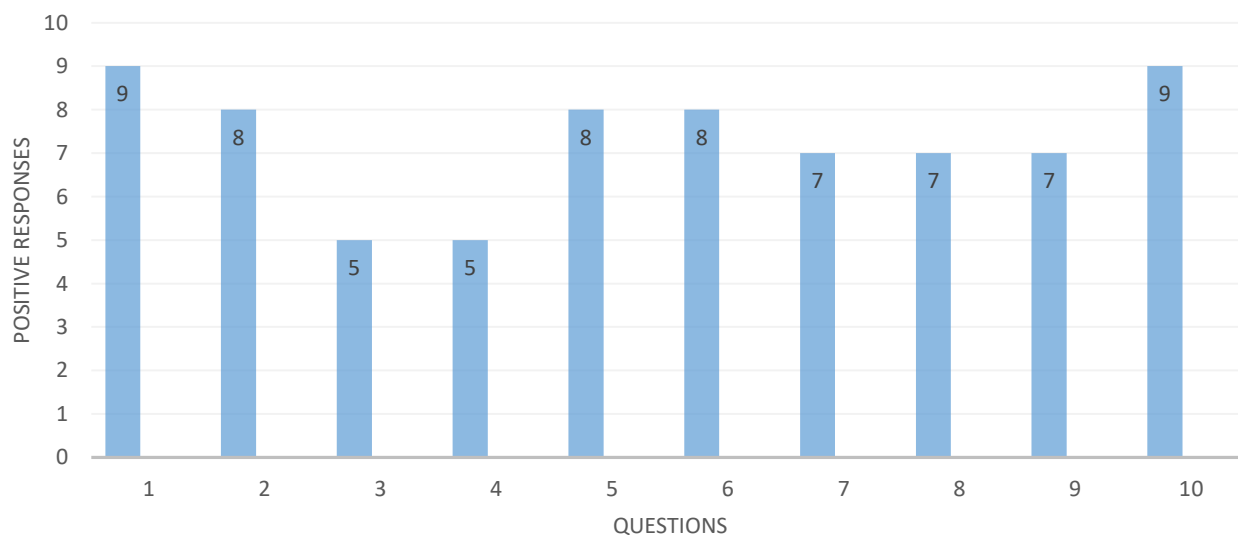


Employer Feedback for Curriculum

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%



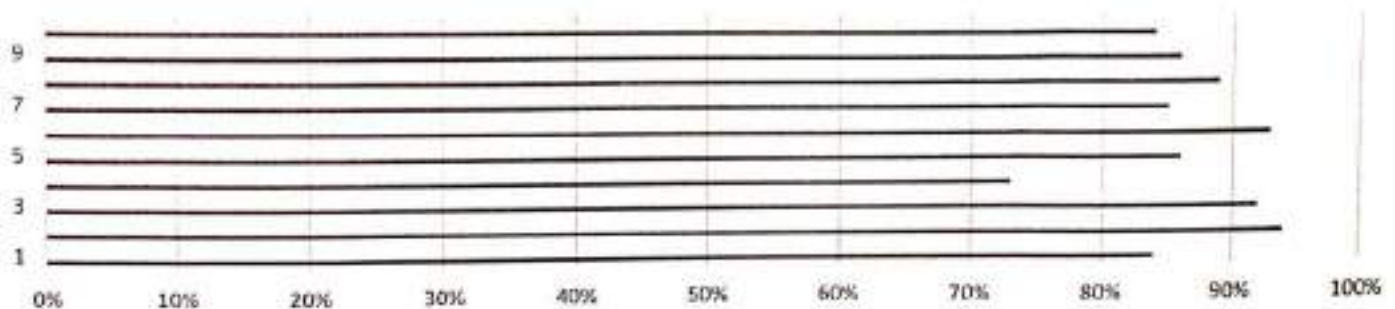
Parents Feedback for Curriculum

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 parents' 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. Sarandaj

Incharge, Feedback Committee

[Signature]

IQAC Coordinator

[Signature]

Principal-Principal

Sree Narayana Guru
College of Commerce
P. L. Lokhande Marg,
Chembur, Mumbai 400 600.





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Academic year 2022-23

Stakeholders Feedback Analysis

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Students Feedback

Assessment Method:

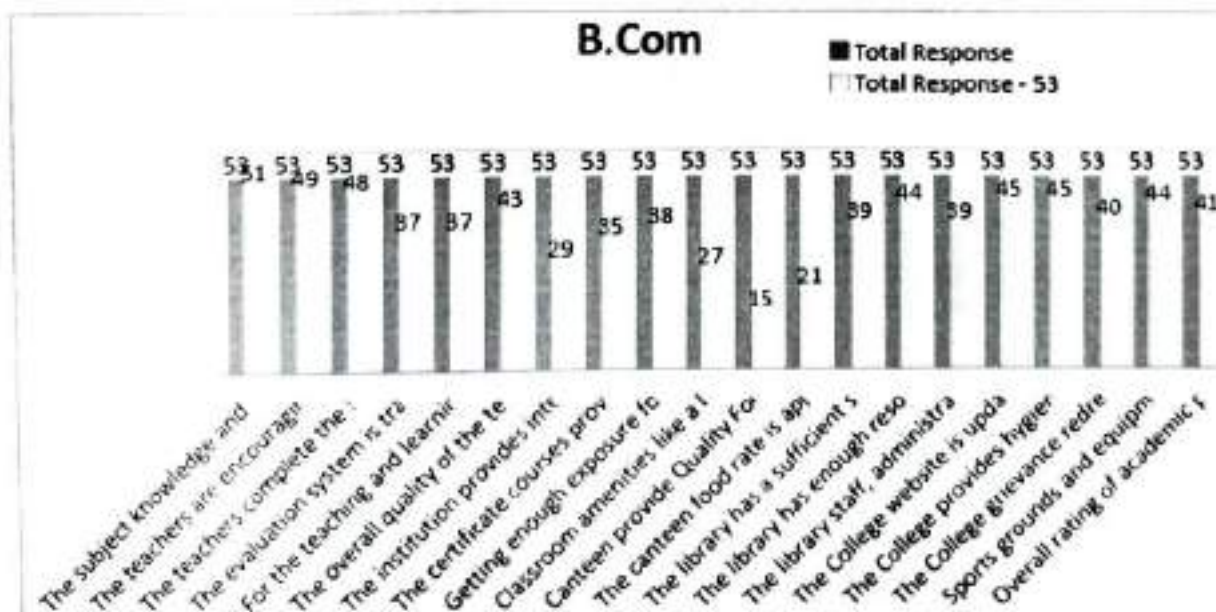
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B.A.F.	Bachelor of Accounting & Finance
B.B.I	Bachelor of Banking and Insurance
B.A.M.M.C.	B.A. in Multimedia and Mass Communication
B.Sc.DS	B.Sc. (Data Science)
B.Sc.IT.	B.Sc. (Information Technology)
B.F.M.	B.Com. (Financial Management)
M.Com.	Masters of Commerce (Accountancy, Business Management and Banking & Finance)

B.COM

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	53	51	96%
2	The teachers are encouraging, supportive and approachable	53	49	92%
3	The teachers complete the syllabus well in time.	53	48	91%
4	The evaluation system is transparent.	53	37	70%
5	For the teaching and learning processes, adequate ICT tools are used.	53	37	70%
6	The overall quality of the teaching-learning process is very good	53	43	81%
7	The institution provides internship and placement assistance.	53	29	55%
8	The certificate courses provided by the institution are useful for employability skills and personality development	53	35	66%
9	Getting enough exposure for extracurricular activities and sports activities	53	38	72%
10	Classroom amenities like a board, bench, fan, light, and projector are adequate.	53	27	51%
11	Canteen provides Quality Food, and follows hygiene.	53	15	28%
12	The canteen food rate is appropriate.	53	21	40%
13	The library has a sufficient study area and proper study environment	53	39	74%
14	The library has enough resource material	53	44	83%
15	The library staff, administrative staff, and canteen staff are approachable.	53	39	74%
16	The College website is updated and provides all the information.	53	45	85%
17	The College provides hygiene Drinking water and cleanliness are maintained.	53	45	85%
18	The College grievance redressal committee is active.	53	40	75%
19	Sports grounds and equipment are well maintained for sports activities.	53	44	83%
20	Overall rating of academic performance and ambience of the institution	53	41	77%

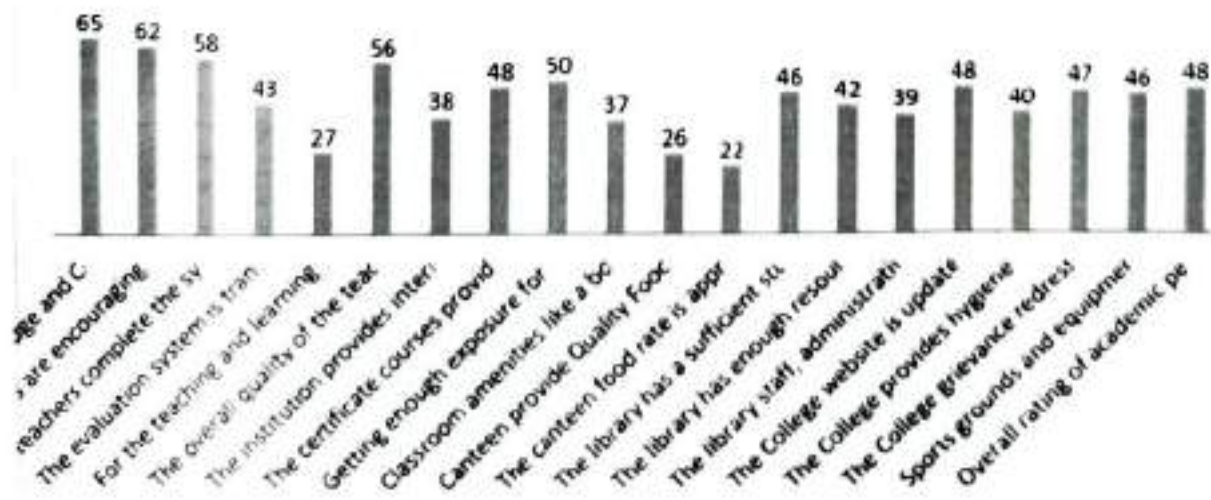


BMS

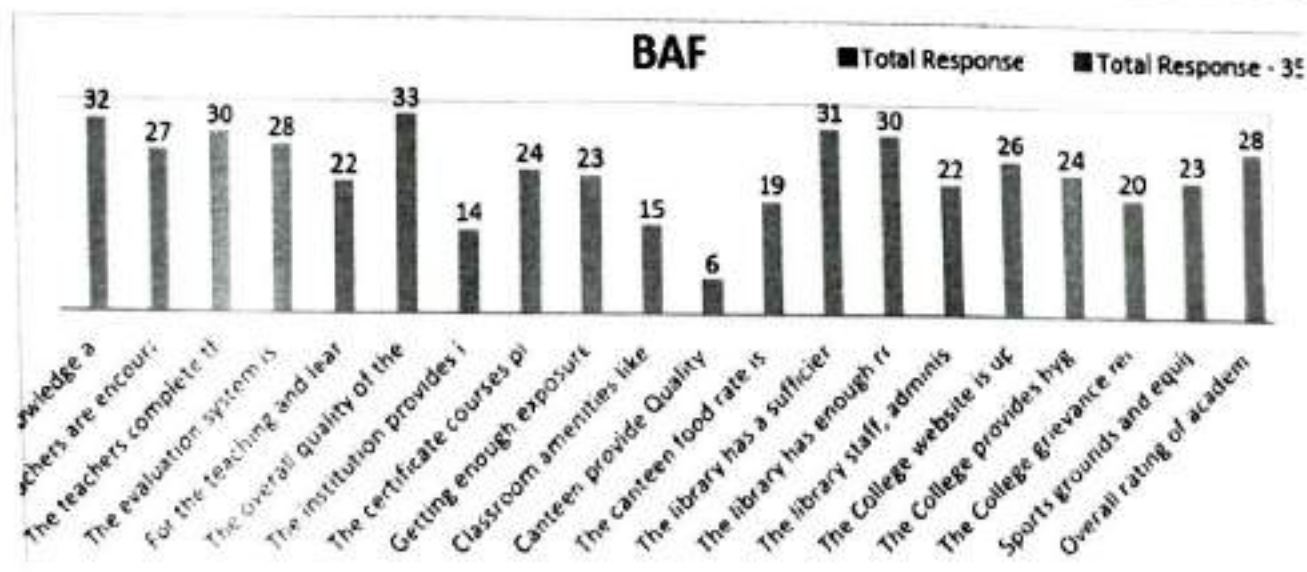
Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	68	63	93%
2	The teachers are encouraging, supportive and approachable	68	62	91%
3	The teachers complete the syllabus well in time.	68	58	85%
4	The evaluation system is transparent.	68	43	63%
5	For the teaching and learning processes, adequate ICT tools are used.	68	27	40%
6	The overall quality of the teaching-learning process is very good	68	56	82%
7	The institution provides internship and placement assistance.	68	38	56%
8	The certificate courses provided by the institution are useful for employability skills and personality development	68	48	71%
9	Getting enough exposure for extracurricular activities and sports activities	68	50	74%
10	Classroom amenities like a board, bench, fan, light, and projector are adequate.	68	37	54%
11	Canteen provides Quality Food, and follows hygiene.	68	26	38%
12	The canteen food rate is appropriate.	68	22	32%
13	The library has a sufficient study area and proper study environment	68	46	68%
14	The library has enough resource material	68	42	62%
15	The library staff, administrative staff, and canteen staff are approachable.	68	39	57%
16	The College website is updated and provides all the information.	68	48	71%
17	The College provides hygiene Drinking water and cleanliness are maintained.	68	40	59%
18	The College grievance redressal committee is active.	68	47	69%
19	Sports grounds and equipment are well maintained for sports activities.	68	46	68%
20	Overall rating of academic performance and ambience of the institution	68	48	71%

BMS

■ Total Response ■ Total Response - 68



Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	35	32	91%
2	The teachers are encouraging, supportive and approachable	35	27	77%
3	The teachers complete the syllabus well in time.	35	30	86%
4	The evaluation system is transparent.	35	28	80%
5	For the teaching and learning processes, adequate ICT tools are used.	35	22	63%
6	The overall quality of the teaching-learning process is very good	35	33	94%
7	The institution provides internship and placement assistance.	35	14	40%
8	The certificate courses provided by the institution are useful for employability skills and personality development	35	24	69%
9	Getting enough exposure for extracurricular activities and sports activities	35	23	66%
10	Classroom amenities like a board, bench, fan, light, and projector are adequate.	35	15	43%
11	Canteen provides Quality Food, and follows hygiene.	35	6	17%
12	The canteen food rate is appropriate.	35	19	54%
13	The library has a sufficient study area and proper study environment	35	31	89%
14	The library has enough resource material	35	30	86%
15	The library staff, administrative staff, and canteen staff are approachable.	35	22	63%
16	The College website is updated and provides all the information.	35	26	74%
17	The College provides hygiene Drinking water and cleanliness are maintained.	35	24	69%
18	The College grievance redressal committee is active.	35	20	57%
19	Sports grounds and equipment are well maintained for sports activities.	35	23	66%
20	Overall rating of academic performance and ambience of the institution	35	28	80%

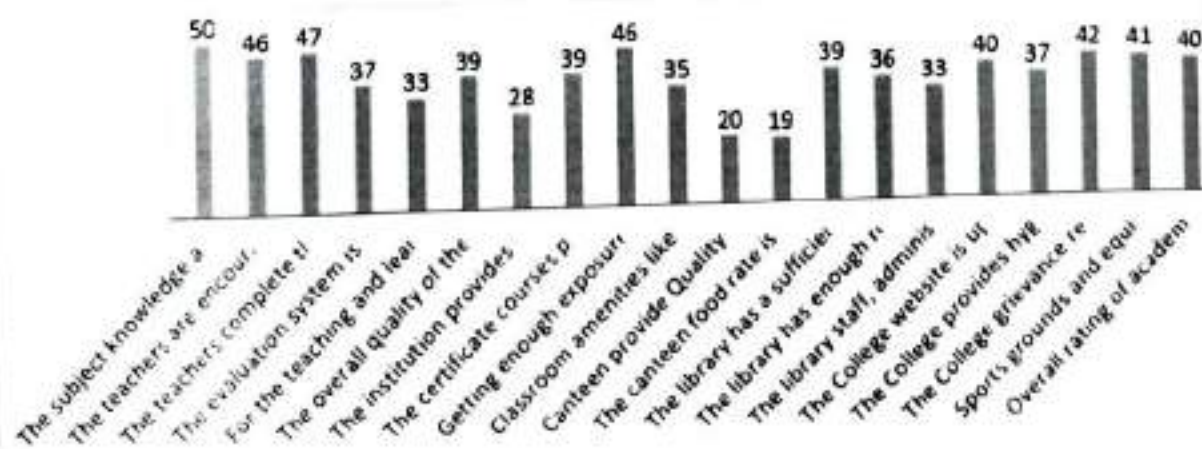


BBI

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	50	50	100%
2	The teachers are encouraging, supportive and approachable	50	46	92%
3	The teachers complete the syllabus well in time.	50	47	94%
4	The evaluation system is transparent.	50	37	74%
5	For the teaching and learning processes, adequate ICT tools are used.	50	33	66%
6	The overall quality of the teaching-learning process is very good	50	39	78%
7	The institution provides internship and placement assistance.	50	28	56%
8	The certificate courses provided by the institution are useful for employability skills and personality development	50	39	78%
9	Getting enough exposure for extracurricular activities and sports activities	50	46	92%
10	Classroom amenities like a board, bench, fan, light, and projector are adequate.	50	35	70%
11	Canteen provides Quality Food, and follows hygiene.	50	20	40%
12	The canteen food rate is appropriate.	50	19	38%
13	The library has a sufficient study area and proper study environment	50	39	78%
14	The library has enough resource material	50	36	72%
15	The library staff, administrative staff, and canteen staff are approachable.	50	33	66%
16	The College website is updated and provides all the information.	50	40	80%
17	The College provides hygiene Drinking water and cleanliness are maintained.	50	37	74%
18	The College grievance redressal committee is active.	50	42	84%
19	Sports grounds and equipment are well maintained for sports activities.	50	41	82%
20	Overall rating of academic performance and ambience of the institution	50	40	80%

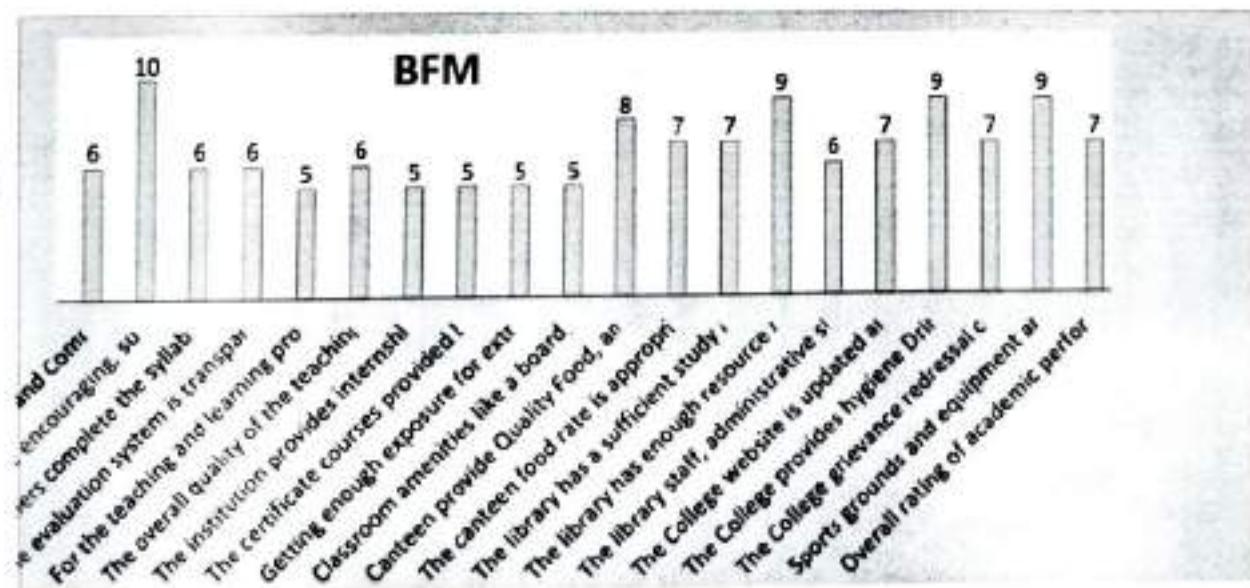
BBI

■ Total Response
■ Total Response - 50



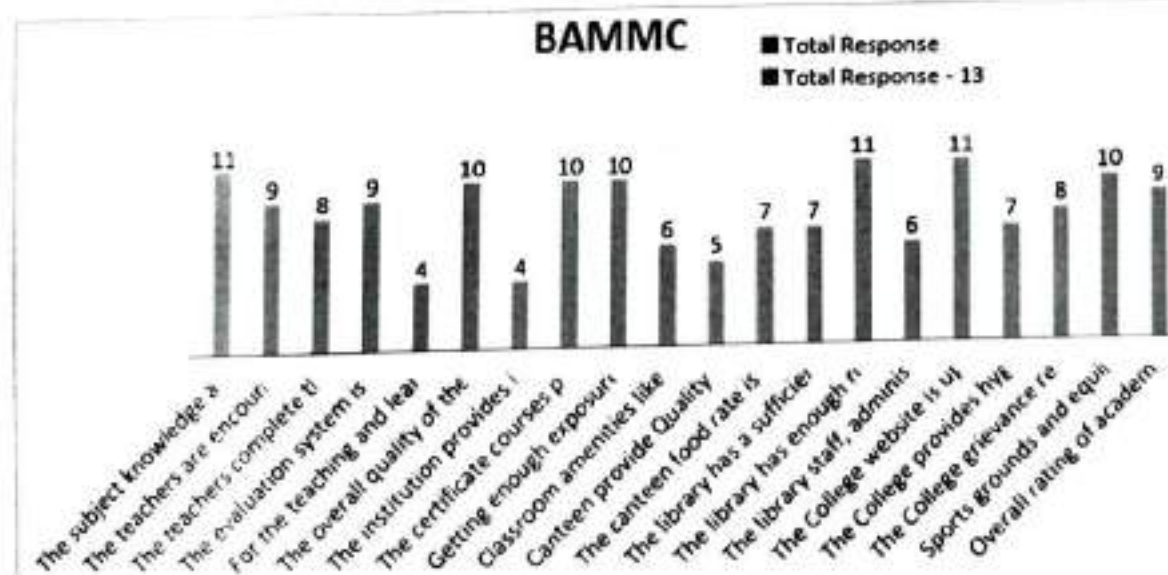
BFM

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	10	6	60%
2	The teachers are encouraging, supportive and approachable	10	10	100%
3	The teachers complete the syllabus well in time.	10	6	60%
4	The evaluation system is transparent.	10	6	60%
5	For the teaching and learning processes, adequate ICT tools are used.	10	5	50%
6	The overall quality of the teaching-learning process is very good	10	6	60%
7	The institution provides internship and placement assistance.	10	5	50%
8	The certificate courses provided by the institution are useful for employability skills and personality development	10	5	50%
9	Getting enough exposure for extracurricular activities and sports activities	10	5	50%
10	Classroom amenities like a board, bench, fan, light, and projector are adequate.	10	5	50%
11	Canteen provides Quality Food, and follows hygiene.	10	8	80%
12	The canteen food rate is appropriate.	10	7	70%
13	The library has a sufficient study area and proper study environment	10	7	70%
14	The library has enough resource material	10	9	90%
15	The library staff, administrative staff, and canteen staff are approachable.	10	6	60%
16	The College website is updated and provides all the information.	10	7	70%
17	The College provides hygiene Drinking water and cleanliness are maintained.	10	9	90%
18	The College grievance redressal committee is active.	10	7	70%
19	Sports grounds and equipment are well maintained for sports activities.	10	9	90%
20	Overall rating of academic performance and ambience of the institution	10	7	70%



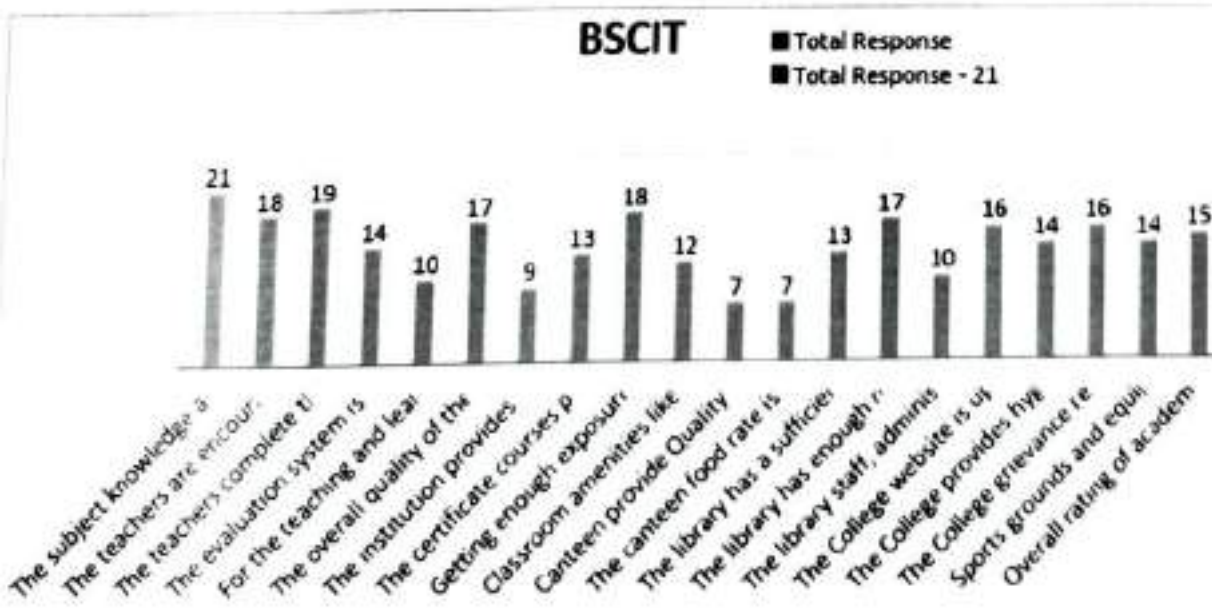
BAMMC

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	13	11	85%
2	The teachers are encouraging, supportive and approachable	13	9	69%
3	The teachers complete the syllabus well in time.	13	8	62%
4	The evaluation system is transparent.	13	9	69%
5	For the teaching and learning processes, adequate ICT tools are used.	13	4	31%
6	The overall quality of the teaching-learning process is very good	13	10	77%
7	The institution provides internship and placement assistance	13	4	31%
8	The certificate courses provided by the institution are useful for employability skills and personality development	13	10	77%
9	Getting enough exposure for extracurricular activities and sports activities	13	10	77%
10	Classroom amenities like a board, bench, fan, light, and projector are adequate.	13	6	46%
11	Canteen provide Quality Food, and follow hygiene.	13	5	38%
12	The canteen food rate is appropriate.	13	7	54%
13	The library has a sufficient study area and proper study environment	13	7	54%
14	The library has enough resource material	13	11	85%
15	The library staff, administrative staff, and canteen staff are approachable.	13	6	46%
16	The College website is updated and provides all the information.	13	11	85%
17	The College provides hygiene Drinking water and cleanliness are maintained.	13	7	54%
18	The College grievance redressal committee is active.	13	8	62%
19	Sports grounds and equipment are well maintained for sports activities.	13	10	77%
20	Overall rating of academic performance and ambience of the institution	13	9	69%



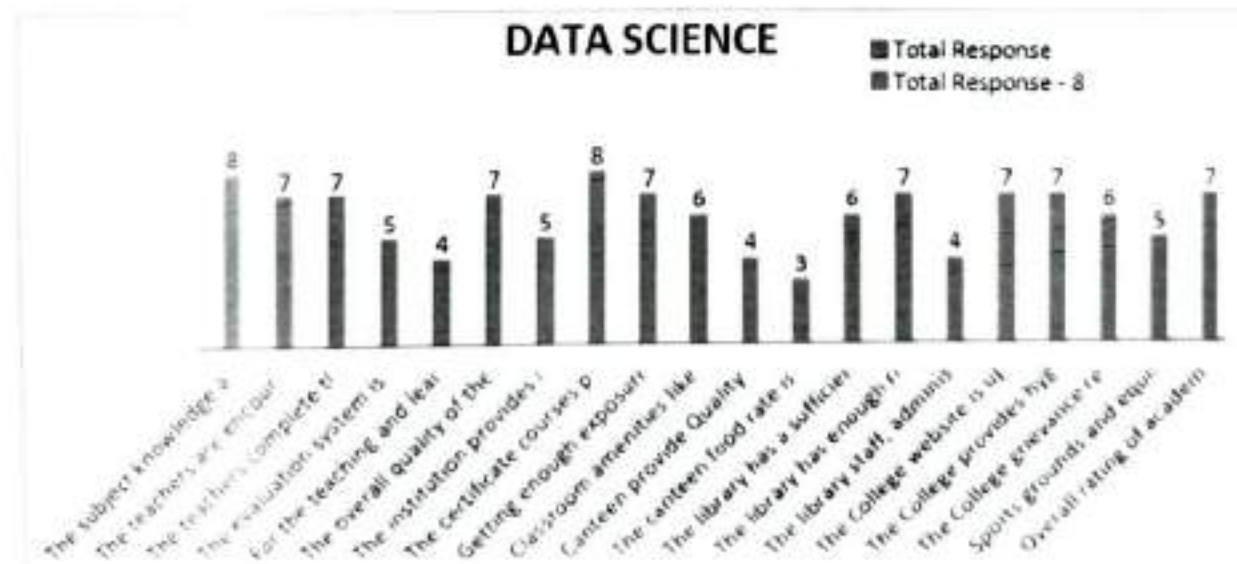
BSCIT

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	21	21	100%
2	The teachers are encouraging, supportive and approachable	21	18	86%
3	The teachers complete the syllabus well in time.	21	19	90%
4	The evaluation system is transparent.	21	14	67%
5	For the teaching and learning processes, adequate ICT tools are used.	21	10	48%
6	The overall quality of the teaching-learning process is very good	21	17	81%
7	The institution provides internship and placement assistance.	21	9	43%
8	The certificate courses provided by the institution are useful for employability skills and personality development	21	13	62%
9	Getting enough exposure for extracurricular activities and sports activities	21	18	86%
10	Classroom amenities like a board, bench, fan, light, and projector are adequate.	21	12	57%
11	Canteen provide Quality Food, and follow hygiene.	21	7	33%
12	The canteen food rate is appropriate.	21	7	33%
13	The library has a sufficient study area and proper study environment	21	13	62%
14	The library has enough resource material	21	17	81%
15	The library staff, administrative staff, and canteen staff are approachable	21	10	48%
16	The College website is updated and provides all the information.	21	16	76%
17	The College provides hygiene Drinking water and cleanliness are maintained.	21	14	67%
18	The College grievance redressal committee is active.	21	16	76%
19	Sports grounds and equipment are well maintained for sports activities.	21	14	67%
20	Overall rating of academic performance and ambience of the institution	21	15	71%



Data Science

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	8	8	100%
2	The teachers are encouraging, supportive and approachable	8	7	88%
3	The teachers complete the syllabus well in time.	8	7	88%
4	The evaluation system is transparent.	8	5	63%
5	For the teaching and learning processes, adequate ICT tools are used.	8	4	50%
6	The overall quality of the teaching-learning process is very good	8	7	88%
7	The institution provides internship and placement assistance.	8	5	63%
8	The certificate courses provided by the institution are useful for employability skills and personality development	8	8	100%
9	Getting enough exposure for extracurricular activities and sports activities	8	7	88%
10	Classroom amenities like a board, bench, fan, light, and projector are adequate.	8	6	75%
11	Canteen provide Quality Food, and follow hygiene.	8	4	50%
12	The canteen food rate is appropriate.	8	3	38%
13	The library has a sufficient study area and proper study environment	8	6	75%
14	The library has enough resource material	8	7	88%
15	The library staff, administrative staff, and canteen staff are approachable.	8	4	50%
16	The College website is updated and provides all the information.	8	7	88%
17	The College provides hygiene Drinking water and cleanliness are maintained.	8	7	88%
18	The College grievance redressal committee is active.	8	6	75%
19	Sports grounds and equipment are well maintained for sports activities.	8	5	63%
20	Overall rating of academic performance and ambience of the institution	8	7	88%

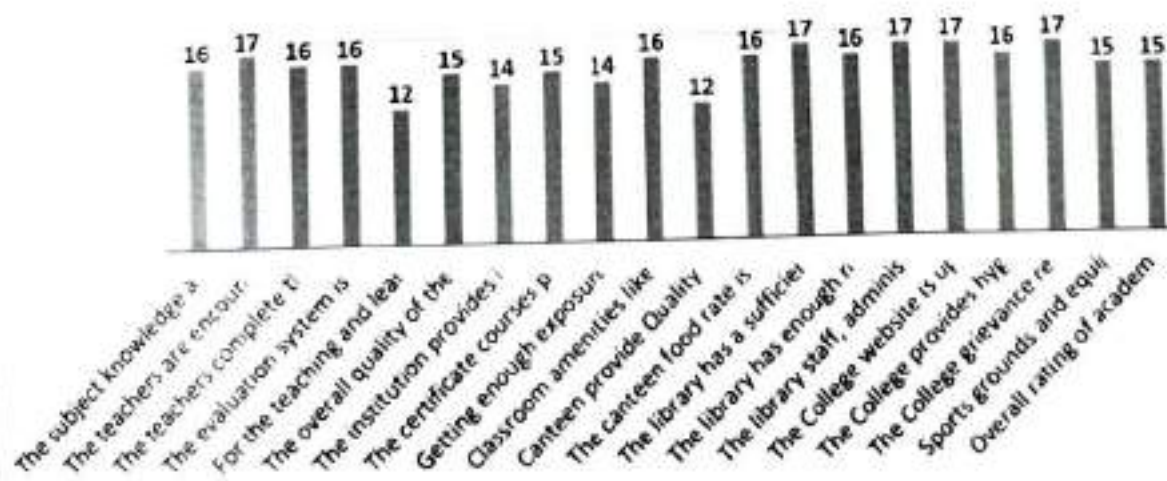


Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	17	16	94%
2	The teachers are encouraging, supportive and approachable	17	17	100%
3	The teachers complete the syllabus well in time.	17	16	94%
4	The evaluation system is transparent.	17	16	94%
5	For the teaching and learning processes, adequate ICT tools are used.	17	12	71%
6	The overall quality of the teaching-learning process is very good	17	15	88%
7	The institution provides internship and placement assistance.	17	14	82%
8	The certificate courses provided by the institution are useful for employability skills and personality development	17	15	88%
9	Getting enough exposure for extracurricular activities and sports activities	17	14	82%
10	Classroom amenities like a board, bench, fan, light, and projector are adequate.	17	16	94%
11	Canteen provide Quality Food, and follow hygiene.	17	12	71%
12	The canteen food rate is appropriate.	17	16	94%
13	The library has a sufficient study area and proper study environment	17	17	100%
14	The library has enough resource material	17	16	94%
15	The library staff, administrative staff, and canteen staff are approachable.	17	17	100%
16	The College website is updated and provides all the information.	17	17	100%
17	The College provides hygiene Drinking water and cleanliness are maintained.	17	16	94%
18	The College grievance redressal committee is active.	17	17	100%
19	Sports grounds and equipment are well maintained for sports activities.	17	15	88%
20	Overall rating of academic performance and ambience of the institution	17	15	88%

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■ Total Response

■ Total Response - 17



Teachers Feedback for Curriculum

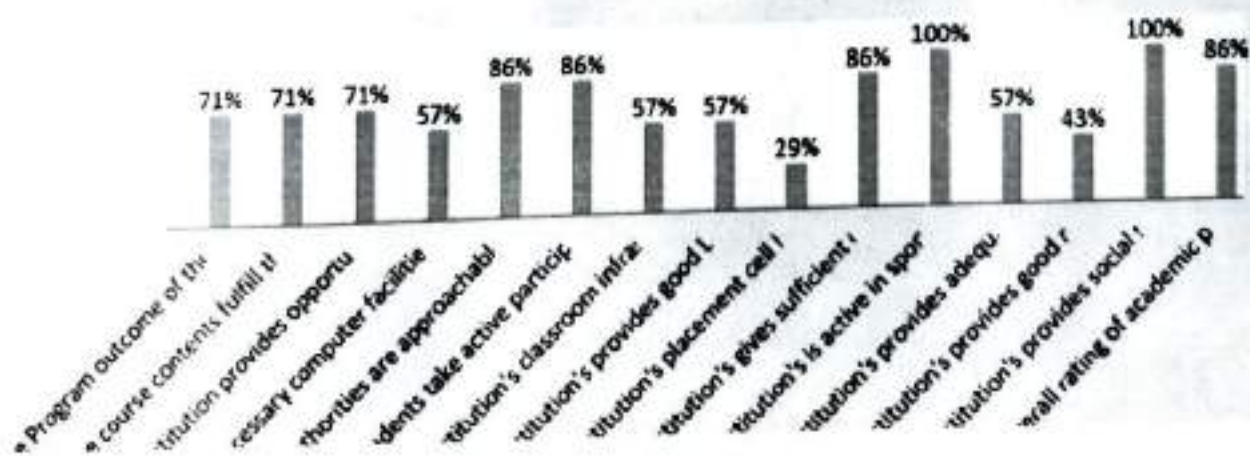
Assessment Method:

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.

Accountancy

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The Program outcome of the syllabus is well defined.	7	5	71%
2	The course contents fulfill the needs of the students.	7	5	71%
3	Institution provides opportunities for continuous development of staff	7	5	71%
4	Necessary computer facilities are made available for ICT teaching & learning process	7	4	57%
5	Authorities are approachable and accessible.	7	6	86%
6	Students take active participation in the teaching learning process	7	6	86%
7	Institution's classroom infrastructure is good for effective delivery of the course	7	4	57%
8	Institution's provides good Library and computer lab for students	7	4	57%
9	Institution's placement cell is active and it is useful to students	7	2	29%
10	Institution's gives sufficient certification courses for making students ready for jobs	7	6	86%
11	Institution's is active in sports and cultural activities	7	7	100%
12	Institution's provides adequate facilities like staffroom, drinking water, hygienic toilet and a clean environment	7	4	57%
13	Institution's provides good monetary and non-monetary incentives	7	3	43%
14	Institution's provide social security schemes like PF, Medical Insurance, Gratuity etc.	7	7	100%
15	Overall rating of academic performance and ambience of the institution	7	6	86%

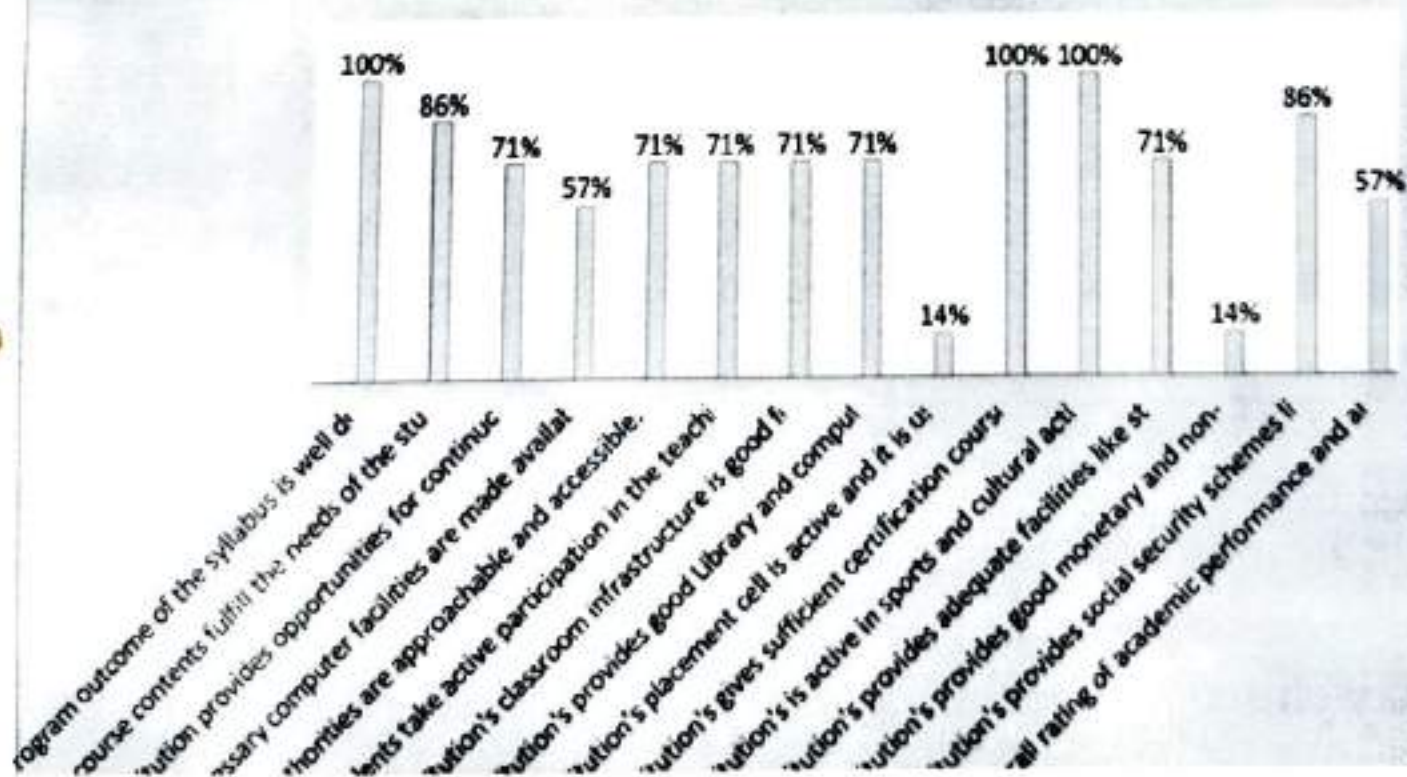
Accountancy



Commerce & Management

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The Program outcome of the syllabus is well defined.	7	7	100%
2	The course contents fulfill the needs of the students.	7	6	86%
3	Institution provides opportunities for continuous development of staff	7	5	71%
4	Necessary computer facilities are made available for ICT teaching & learning process	7	4	57%
5	Authorities are approachable and accessible.	7	5	71%
6	Students take active participation in the teaching learning process	7	5	71%
7	Institution's classroom infrastructure is good for effective delivery of the course	7	5	71%
8	Institution's provides good Library and computer lab for students	7	5	71%
9	Institution's placement cell is active and it is useful to students	7	1	14%
10	Institution's gives sufficient certification courses for making students ready for jobs	7	7	100%
11	Institution's is active in sports and cultural activities	7	7	100%
12	Institution's provides adequate facilities like staffroom, drinking water, hygienic toilet and a clean environment	7	5	71%
13	Institution's provides good monetary and non-monetary incentives	7	1	14%
14	Institution's provides social security schemes like PF, Medical Insurance, Gratuity etc.	7	6	86%
15	Overall rating of academic performance and ambience of the institution	7	4	57%

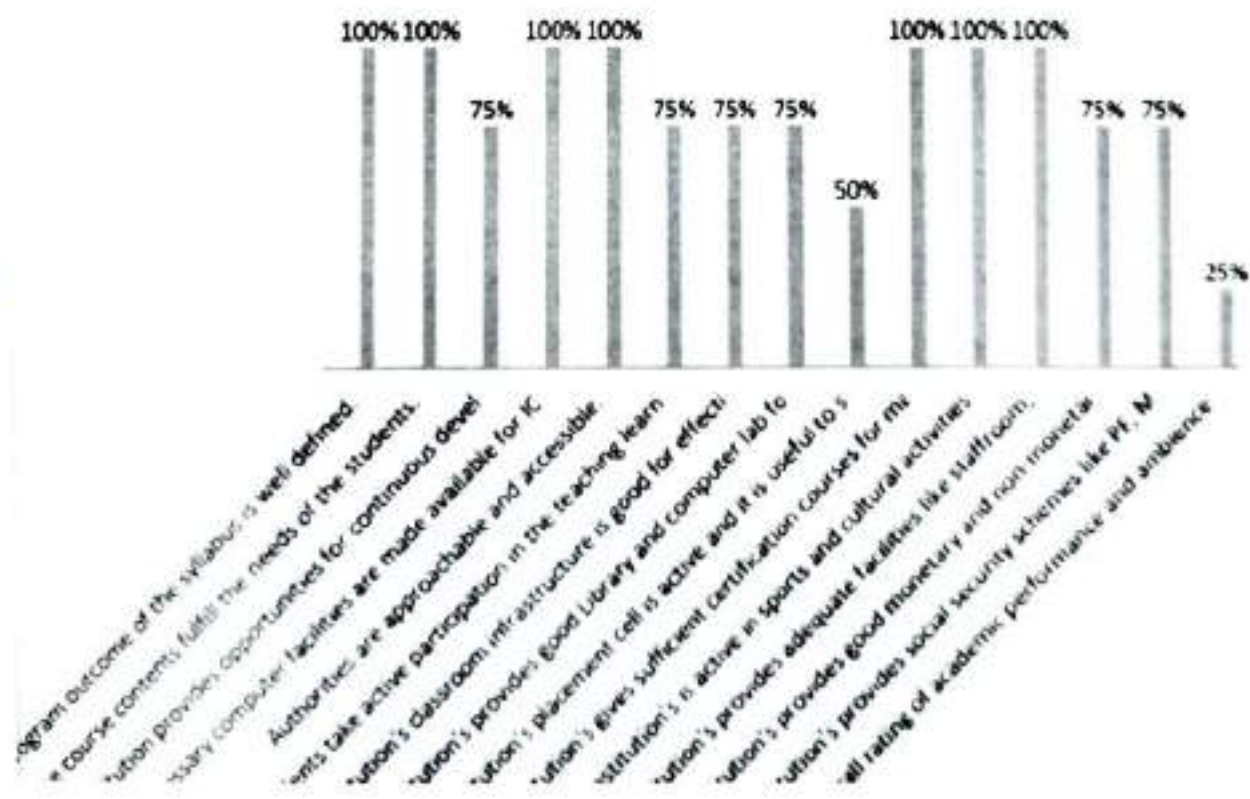
Commerce & Management



Information Technology

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The Program outcome of the syllabus is well defined.	4	4	100%
2	The course contents fulfill the needs of the students.	4	4	100%
3	Institution provides opportunities for continuous development of staff	4	3	75%
4	Necessary computer facilities are made available for ICT teaching & learning process	4	4	100%
5	Authorities are approachable and accessible	4	4	100%
6	Students take active participation in the teaching learning process	4	3	75%
7	Institution's classroom infrastructure is good for effective delivery of the course	4	3	75%
8	Institution's provides good Library and computer lab for students	4	3	75%
9	Institution's placement cell is active and it is useful to students	4	2	50%
10	Institution's gives sufficient certification courses for making students ready for jobs	4	4	100%
11	Institution's is active in sports and cultural activities	4	4	100%
12	Institution's provides adequate facilities like staffroom, drinking water, hygienic toilet and a clean environment	4	4	100%
13	Institution's provides good monetary and non-monetary incentives	4	3	75%
14	Institution's provides social security schemes like PF, Medical Insurance, Gratuity etc.	4	3	75%
15	Overall rating of academic performance and ambience of the institution	4	1	25%

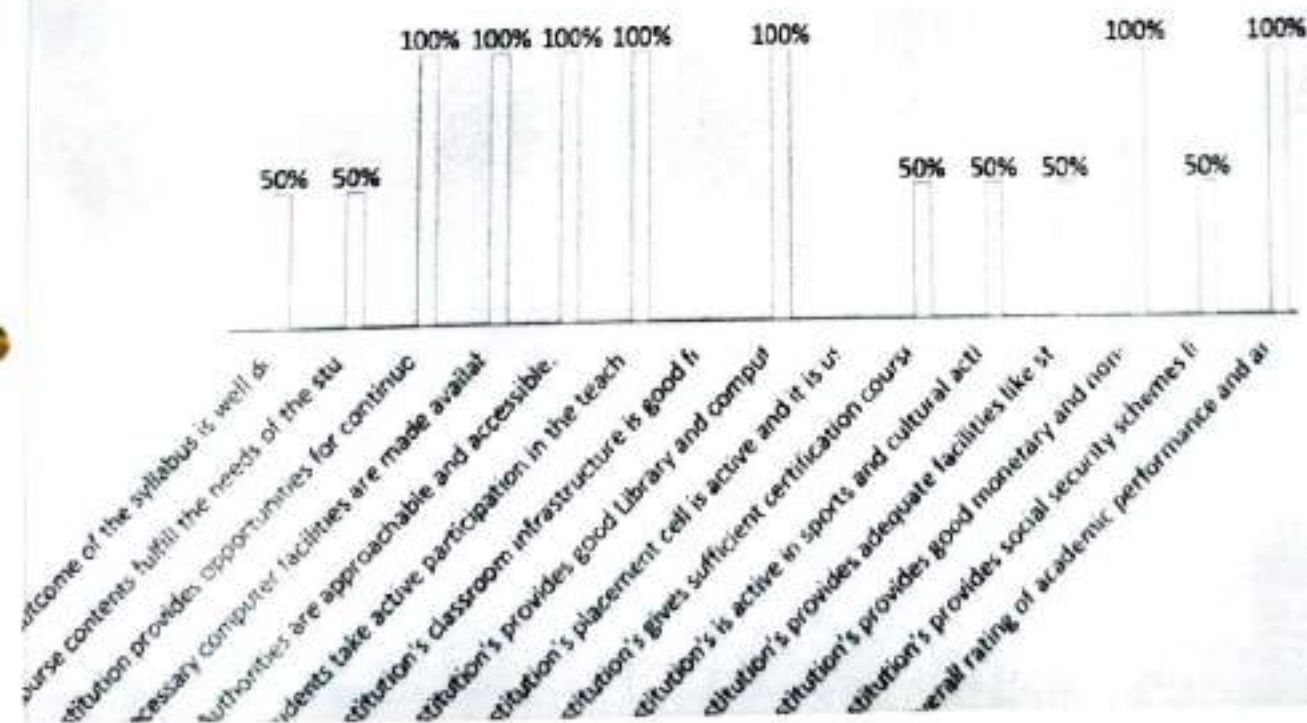
Information Technology



Mathematics and Statistics

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The Program outcome of the syllabus is well defined	2	1	50%
2	The course contents fulfill the needs of the students.	2	1	50%
3	Institution provides opportunities for continuous development of staff	2	2	100%
4	Necessary computer facilities are made available for ICT teaching & learning process	2	2	100%
5	Authorities are approachable and accessible.	2	2	100%
6	Students take active participation in the teaching learning process	2	2	100%
7	Institution's classroom infrastructure is good for effective delivery of the course	2	0	0%
8	Institution's provides good Library and computer lab for students	2	2	100%
9	Institution's placement cell is active and it is useful to students	2	0	0%
10	Institution's gives sufficient certification courses for making students ready for jobs	2	1	50%
11	Institution's is active in sports and cultural activities	2	1	50%
12	Institution's provides adequate facilities like staffroom, drinking water, hygienic toilet and a clean environment	2	1	50%
13	Institution's provides good monetary and non-monetary incentives	2	2	100%
14	Institution's provides social security schemes like PF, Medical Insurance, Gratuity etc.	2	1	50%
15	Overall rating of academic performance and ambience of the institution	2	2	100%

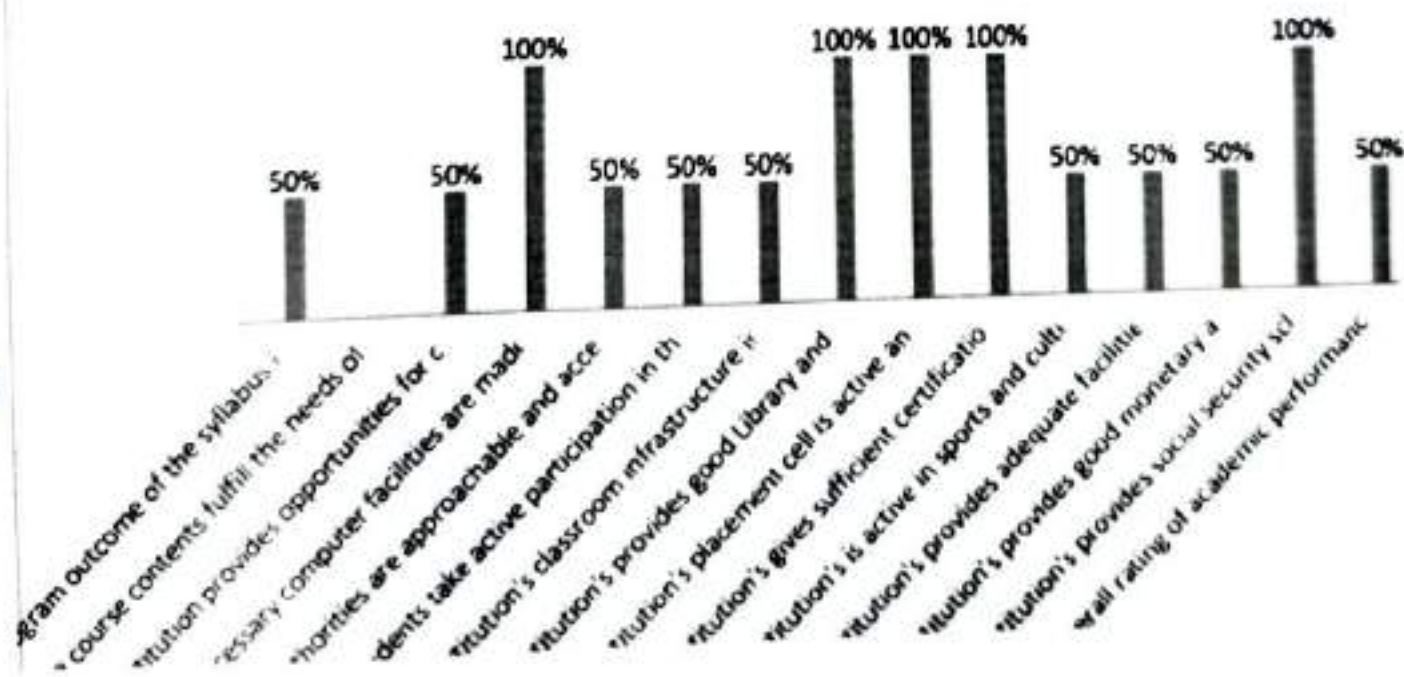
Mathematics and Statistics



Communication

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The Program outcome of the syllabus is well defined.	2	1	50%
2	The course contents fulfill the needs of the students	2	0	0%
3	Institution provides opportunities for continuous development of staff	2	1	50%
4	Necessary computer facilities are made available for ICT teaching & learning process	2	2	100%
5	Authorities are approachable and accessible.	2	1	50%
6	Students take active participation in the teaching learning process	2	1	50%
7	Institution's classroom infrastructure is good for effective delivery of the course	2	1	50%
8	Institution's provides good Library and computer lab for students	2	2	100%
9	Institution's placement cell is active and it is useful to students	2	2	100%
10	Institution's gives sufficient certification courses for making students ready for jobs	2	2	100%
11	Institution's is active in sports and cultural activities	2	1	50%
12	Institution's provides adequate facilities like staffroom, drinking water, hygienic toilet and a clean environment	2	1	50%
13	Institution's provides good monetary and non-monetary incentives	2	1	50%
14	Institution's provides social security schemes like PF, Medical Insurance, Gratuity etc.	2	2	100%
15	Overall rating of academic performance and ambience of the institution	2	1	50%

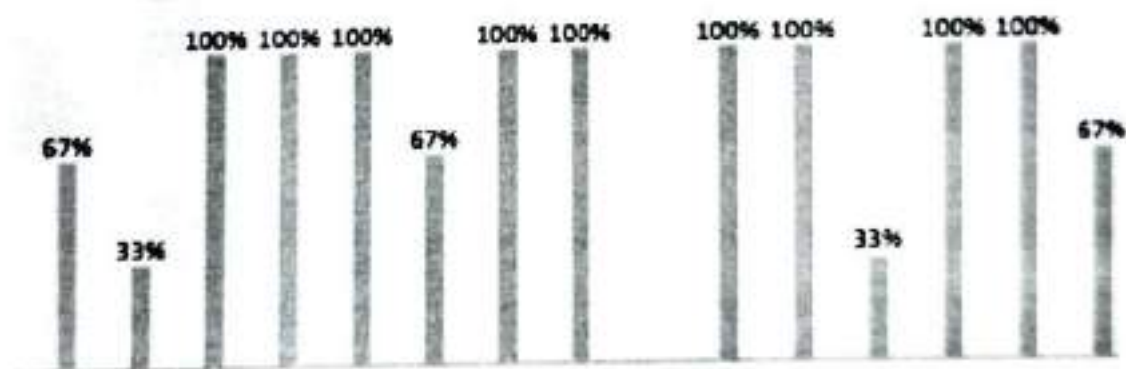
Communication



Economics

Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The Program outcome of the syllabus is well defined.	3	2	67%
2	The course contents fulfill the needs of the students.	3	1	33%
3	Institution provides opportunities for continuous development of staff	3	3	100%
4	Necessary computer facilities are made available for ICT teaching & learning process.	3	3	100%
5	Authorities are approachable and accessible.	3	3	100%
6	Students take active participation in the teaching learning process	3	2	67%
7	Institution's classroom infrastructure is good for effective delivery of the course	3	3	100%
8	Institution's provides good Library and computer lab for students	3	3	100%
9	Institution's placement cell is active and it is useful to students	3	0	0%
10	Institution's gives sufficient certification courses for making students ready for jobs	3	3	100%
11	Institution's is active in sports and cultural activities	3	3	100%
12	Institution's provides adequate facilities like staffroom, drinking water, hygienic toilet and a clean environment	3	1	33%
13	Institution's provides good monetary and non-monetary incentives	3	3	100%
14	Institution's provides social security schemes like PF, Medical Insurance, Gratuity etc.	3	3	100%
15	Overall rating of academic performance and ambience of the institution	3	2	67%

Economics



1. Program outcome of the syllabus is well defined.
 2. Course contents fulfill the needs of the students.
 3. Institution provides opportunities for continuous development of staff.
 4. Necessary computer facilities are made available for ICT teaching & learning process.
 5. Authorities are approachable and accessible.
 6. Students take active participation in the teaching learning process.
 7. Institution's classroom infrastructure is good for effective delivery of the course.
 8. Institution's provides good Library and computer lab for students.
 9. Institution's placement cell is active and it is useful to students.
 10. Institution's gives sufficient certification courses for making students ready for jobs.
 11. Institution's is active in sports and cultural activities.
 12. Institution's provides adequate facilities like staffroom, drinking water, hygienic toilet and a clean environment.
 13. Institution's provides good monetary and non-monetary incentives.
 14. Institution's provides social security schemes like PF, Medical Insurance, Gratuity etc.
 15. Overall rating of academic performance and ambience of the institution.

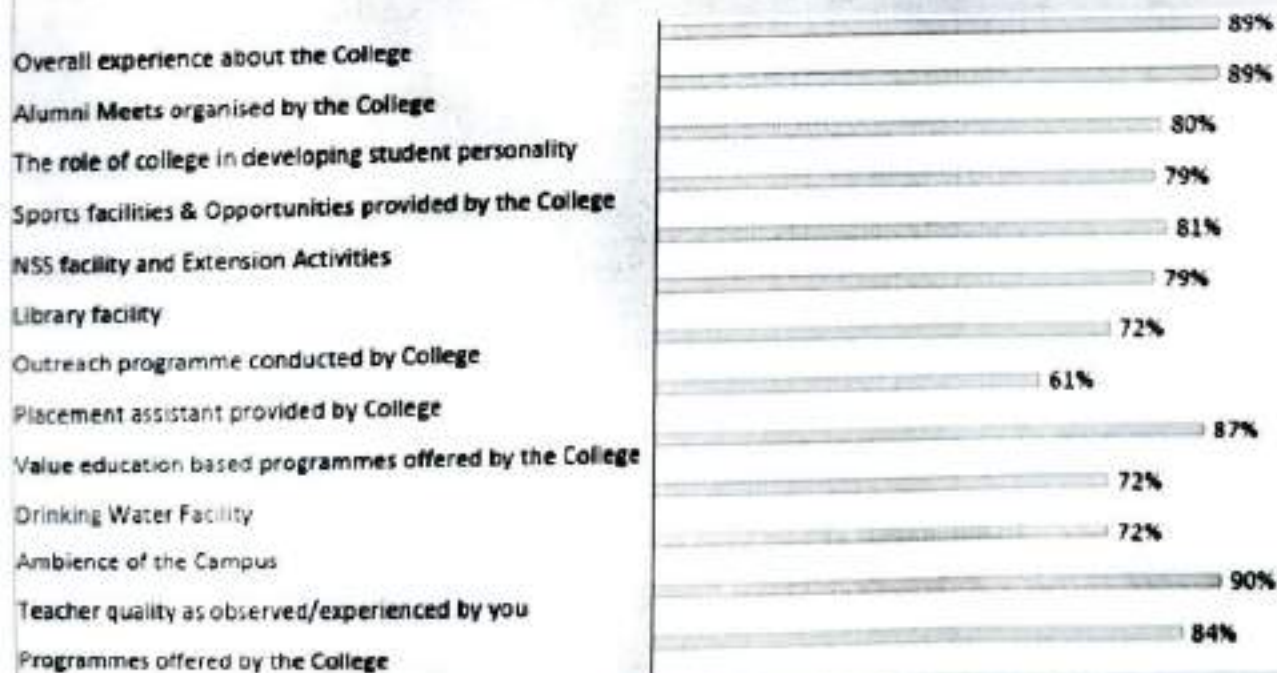
Alumni Feedback for Curriculum

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	108	91	84%
2	Teacher quality as observed/experienced by you	108	97	90%
3	Ambiance of the Campus	108	78	72%
4	Drinking Water Facility	108	78	72%
5	Value education based programmes offered by the College	108	94	87%
6	Placement assistant provided by College	108	66	61%
7	Outreach programme conducted by the College	108	78	72%
8	Library facility	108	85	79%
9	NCC facility	108	88	81%
10	Sports facilities & Opportunities provided by the College	108	85	79%
11	The role of college in developing student personality	108	86	80%
12	Alumni Meets organised by the College	108	96	89%
13	Overall experience about the College	108	96	89%

ALUMNI FEEDBACK



Employer Feedback for Curriculum

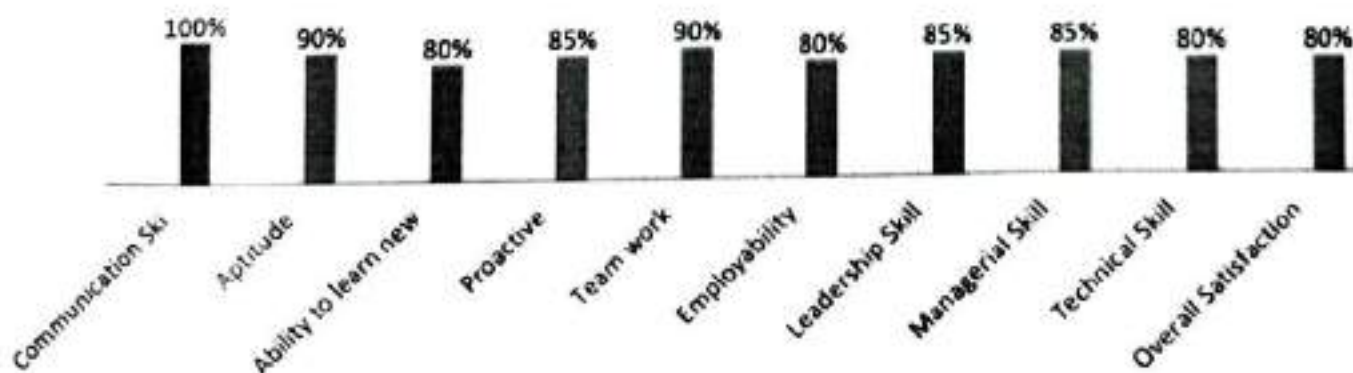
Assessment Method:

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	20	20	100%
2	Aptitude	20	18	90%
3	Ability to learn new things	20	16	80%
4	Proactive	20	17	85%
5	Team work	20	18	90%
6	Employability	20	16	80%
7	Leadership Skill	20	17	85%
8	Managerial Skill	20	17	85%
9	Technical Skill	20	16	80%
10	Overall Satisfaction of the candidates	20	16	80%

EMPLOYER

Total Response
 No of Positive Response
 How would you rate the students of SNGC on the following parameters?

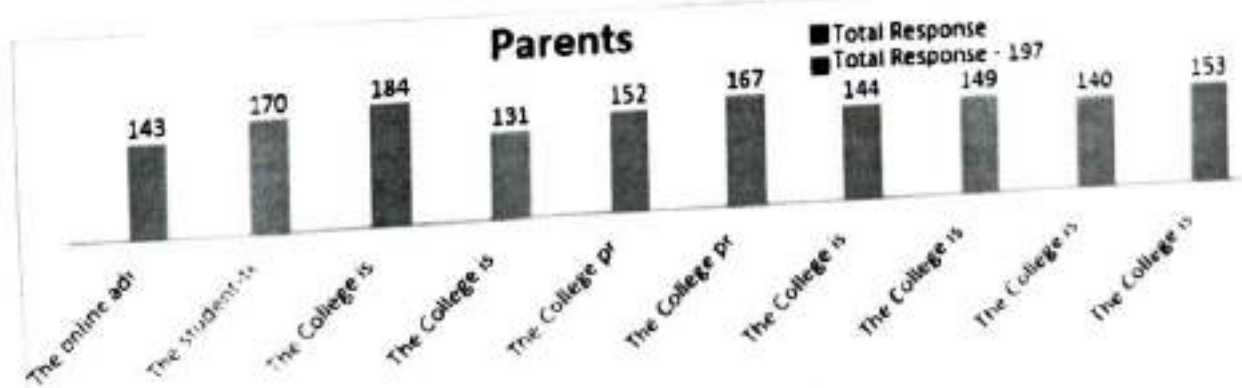


Parents Feedback for Curriculum

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 parents' 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.	197	143	73%
2	The student-teacher interaction is active.	197	170	86%
3	The College is active in sports, cultural, NSS, and extracurricular programs.	197	184	93%
4	The College is providing enough flexibility for payment.	197	131	66%
5	The College programme for personal development and extra-curriculars is adequate.	197	152	77%
6	The College programme for seminars, conferences, workshops, and certification course is adequate.	197	167	85%
7	The College is conducting enough parent-teacher meetings.	197	144	73%
8	The College is active in Counselling and mentoring activities for students	197	149	76%
9	The College is proving career guidance lecture frequently and assisting for Placement	197	140	71%
10	The College is having a good library and computer lab facility	197	153	78%



[Signature]
Feedback Committee In-charge

[Signature]
IQAC-Coordinator

[Signature]
Principal

Feedback Report (2022-2023)

The internal quality assurance cell makes it a practice to mandatorily collect feedback from various stakeholders, including students, teachers, parents, employees, and alumni, in order to improve the overall quality of education and campus experience. The feedback received has been carefully analyzed, and appropriate actions have been taken to address the concerns raised by each stakeholder group.

Students: - Students' feedback emphasized the need for improvements in canteen cleanliness, classroom infrastructure, and assistance with placement and internships. In response, the college has extended the canteen facility, appointed a new contractor to ensure high-quality food at affordable rates, and increased the area of the canteen. Regular inspections of classrooms have been scheduled to maintain optimal infrastructure. The college has also organized a job fair, pursued MoUs with prominent companies, and proactively sent students' resumes to appropriate industries to enhance placement and internship opportunities.

Teachers: - Teachers provided feedback regarding the need for improved ICT facilities and better monetary aspects. To address these concerns, the college has procured laptops, installed projectors in every classroom, and equipped select classrooms with smart boards to enhance ICT teaching and learning. The management has also decided to increase salaries to ensure fair compensation for the faculty and staff.

Parents: - Parents expressed the need for installment facilities and flexibility in payment options, as well as more career guidance lectures and placement assistance. The college has implemented norms for installment facilities based on students' circumstances and family backgrounds. Comprehensive career lectures have been organized to provide information on various career options, and placement support services have been established to assist students in navigating the job market successfully.

Employer: - Employer expressed the need to enhance the technical and employability skills of its students. These include offering a diverse range of certification courses that align with industry needs, providing every student with the opportunity to enroll in these courses, and covering a wide range of relevant subjects. By offering certifications highly sought after in the industry, the college aims to bridge the gap between academic learning and practical application, ensuring that students acquire in-demand skills and remain competitive in their chosen fields. These initiatives demonstrate the college's commitment to producing well-prepared graduates who possess the necessary competencies to succeed in the industry.

Alumni: - Alumni highlighted the importance of good placement opportunities and exposure to outreach programs. The college has organized job fairs, pursued MoUs with companies, and actively promoted students' resumes to enhance placement prospects. Additionally, the college has encouraged students' participation in outreach programs such as Distance Learning and Lifelong Education (DLLE) and National Service Scheme (NSS), and has organized annual industry visits for real-world exposure. The feedback analysis also brought attention to the need for improvements in drinking water facilities and campus ambience. The college has installed drinking water facilities on all floors and is committed to maintaining cleanliness and providing a visually appealing campus through landscaping and maintenance of green spaces.

Overall, the Sree Narayana Guru College of Commerce has taken significant actions based on stakeholder feedback to improve various aspects of the institution. By addressing concerns related to infrastructure, placement, career guidance, financial flexibility, and campus facilities, the college aims to provide a better educational experience for all stakeholders involved.


Feedback Committee In-charge


IQAC-Coordinator


Principal



SREE NARAYANA GURU COLLEGE OF COMMERCE

(LINGUISTIC MINORITY INSTITUTION)

RE-ACCREDITED BY NAAC (GRADE-'B'-CGPA 2.45) [2019-2024]

AFFILIATED TO UNIVERSITY OF MUMBAI & RECOGNISED BY UGC-u/s 2(f)&12B

MANAGED BY SREE NARAYANA MANDIRA SAMITI (REGD.)

P. L. LOKHANDE MARG, CHEMBUR, MUMBAI - 400 089. 9326063380 / 9326083775 sngcollege86@yahoo.co.in / sngcollegeprincipal@gmail.com

1.4. Institution obtains feedback on the academic performance and ambience of the institution from various stakeholders, such as Students, Teachers, Employers, Alumni etc. and action taken report on the feedback is made available on institutional website

Feedback Analysis Report 2021-22

SREE NARAYANA GURU COLLEGE OF COMMERCE

Feedback Report (2021-2022)

The internal quality assurance cell makes it a practice to mandatorily collect feedback from stakeholders, including students, teachers, parents, employers, and alumni. This is done by the Feedback Committee. They collect and analyses feedback and make recommendations to appropriate bodies in order to initiate action for improvement. It was previously collected manually, but with technological advancements, it is now available both online and offline.

During the year 2021–2022, due to the pandemic situation and temporary closure of educational institutions, lectures were taken in online mode, later shifting to hybrid mode. The feedback on the syllabus from various stakeholders was collected through a Google form and manually. The main objectives of collecting the feedback were to know the opinion of the stakeholders on the current methodology of teaching and about the syllabus and how we can improve it.

1. Students :-

- a. Most of the students are satisfied with the syllabus content.
- b. Students were having difficulty understanding the online lecture; some students were experiencing network issues and were unable to access the internet in order to attend online lectures.
- c. Students feel their studies are closely monitored through the mentoring group, which gives them timely guidance in all aspects.

2. Teachers

- a. Most of the teachers are satisfied with the relevance of the syllabus to the objectives of the course.
- b. Many teachers are in favour of certification courses because a core aspect of education is developing employability skills for students, which are incorporated into various certification courses in addition to the regular subjects.
- c. In the technology era, many teachers agreed that teaching activities should be more technology-based.

3. Employers

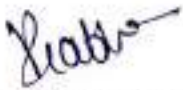
- a. Most of the employer showed their satisfaction with the relevance of the syllabus with the current work requirement.
- b. Employers reported that the students at work have strong management skill and leadership skills.
- c. More training is needed to improve communication skills.

4. Alumni

- a. Alumni suggested that the students should provide more exposure to practical learning and the importance of field visits.
- b. Alumni are satisfied about the availability of infrastructure on College campuses.

5. Parents

- a. Parents are satisfied with the courses content and about the extra certification course for student's overall development.
- b. Parents suggested to keep more specialized lecture to improve the knowledge.



Mrs. Prabha Jasmine Nadar
Chairperson, Feedback Committee



Principal





SREE NARAYANA GURU COLLEGE OF COMMERCE

(LINGUISTIC MINORITY INSTITUTION)

RE-ACCREDITED BY NAAC (GRADE-'B'-CGPA 2.45) [2019-2024]

AFFILIATED TO UNIVERSITY OF MUMBAI & RECOGNISED BY UGC-u/s 2(f)&12B

MANAGED BY SREE NARAYANA MANDIRA SAMITI (REGD.)

P. L. LOKHANDE MARG, CHEMBUR, MUMBAI - 400 089. 9326063380 / 9326083775 sngcollege86@yahoo.co.in / sngcollegeprincipal@gmail.com

1.4. Institution obtains feedback on the academic performance and ambience of the institution from various stakeholders, such as Students, Teachers, Employers, Alumni etc. and action taken report on the feedback is made available on institutional website

Feedback Analysis Report 2020-21

SREE NARAYANA GURU COLLEGE OF COMMERCE

FEEDBACK REPORT (2020-21)

During Academic Year 2020-21, due to temporary closure of educational institutions, the lectures were taken in online mode, however, the feedback on syllabus and its transaction was collected through Google form from the following stakeholders and the following observations have been found. The main objective of collecting the feedback was to know the opinion of the stakeholders on current methodology of teaching and about the syllabus and how we can improve it.

1. Students:

- Most of the students were satisfied with the contents of the syllabus.
- Students were having common complaints, due to network instability or poor connection, they miss some parts of the online lectures.
- Most of the students want the practical aspects of learning should be added.

2. Teachers:

- Most of the teachers were of the opinion that current syllabus is having relevance with the objective of the courses.
- Few of the teachers were having opinion that some courses should be introduced which can have the scope of inculcating employable skills among the students.
- Teachers were of the opinion that the time limit (90 teaching days) are justifiable for completion of the syllabus.

3. Employers:

- Most of the employers showed their satisfaction with the relevance of the syllabus with the current job requirements.
- However, they suggested to introduce some flexible courses containing practical learnings.

4. Alumni:

- Alumni were of the opinion of providing certain courses where students should learn about other elements apart from their core subjects.

5. Parents:

- Most of the parents are not educated and during parents meeting it was found that they are satisfied with the contents of syllabus.
- Most of the parents were eager to know about the job opportunities about their children.



Mrs. Naveena Suresh

Chairperson, Feedback Committee





SREE NARAYANA GURU COLLEGE OF COMMERCE

(LINGUISTIC MINORITY INSTITUTION)

RE-ACCREDITED BY NAAC (GRADE-'B'-CGPA 2.45) [2019-2024]

AFFILIATED TO UNIVERSITY OF MUMBAI & RECOGNISED BY UGC-u/s 2(f)&12B

MANAGED BY SREE NARAYANA MANDIRA SAMITI (REGD.)

P. L. LOKHANDE MARG, CHEMBUR, MUMBAI - 400 089. 9326063380 / 9326083775 sngcollege86@yahoo.co.in / sngcollegeprincipal@gmail.com

1.4. Institution obtains feedback on the academic performance and ambience of the institution from various stakeholders, such as Students, Teachers, Employers, Alumni etc. and action taken report on the feedback is made available on institutional website

Feedback Analysis Report 2019-20

Sree Narayana Guru College of Commerce

Feedback Report (2019-2020)

The feedback from students is collected Online through Google form which contains structured questions as suggested by NAAC related to faculties, learning process, infrastructure, facilities and syllabus. The link of the same is provided to the students through email and shared in WhatsApp groups. The questions are framed by using 5 points scale.

The collected feedback is analysed by the committee by calculating the overall feedback by converting the total points into average percentage. The same is discussed with the Principal and the appropriate action is taken in the problem areas.

The feedback on syllabus is taken into account and faculties discuss the same in the workshops related to syllabus conducted by University. The feedback on faculties' quality of teaching is discussed in the departmental meetings and in the staff meetings. The necessary suggestions and instructions are given by Program Coordinators and Principal for further improvement.

The summary of feedback and action taken upon it is discussed in IQAC meetings and in CDC meetings. During the year 2019-20 the Third cycle of NAAC Re-accreditation happened, where in which under SSS (Students Satisfaction Survey), the students have given 3.80 ratings out of 4.

The feedback from faculties is taken on the syllabus contents and if required the courses are introduced by seeking approval from CDC. The feedback from employers is also taken Offline from the companies' representatives who visit the College during campus interview.

The Placement committee focuses on the areas where the students need to be groomed and the necessary guidance sessions are arranged by inviting the experts to facilitate the students to gain confidence for appearing the various interviews and competitive examinations.

The feedback from the parents is collected during the Parents Meeting.

The feedback from Alumni is collected during the Alumni meeting and the records of the same are kept with Alumni Committee



Feedback Committee - In charge