

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. Mrs. Prabha Jasmine | In-Charge |
| 2. Mrs. Mehjabeen Khan | Member |

Academic year 2022-23

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:

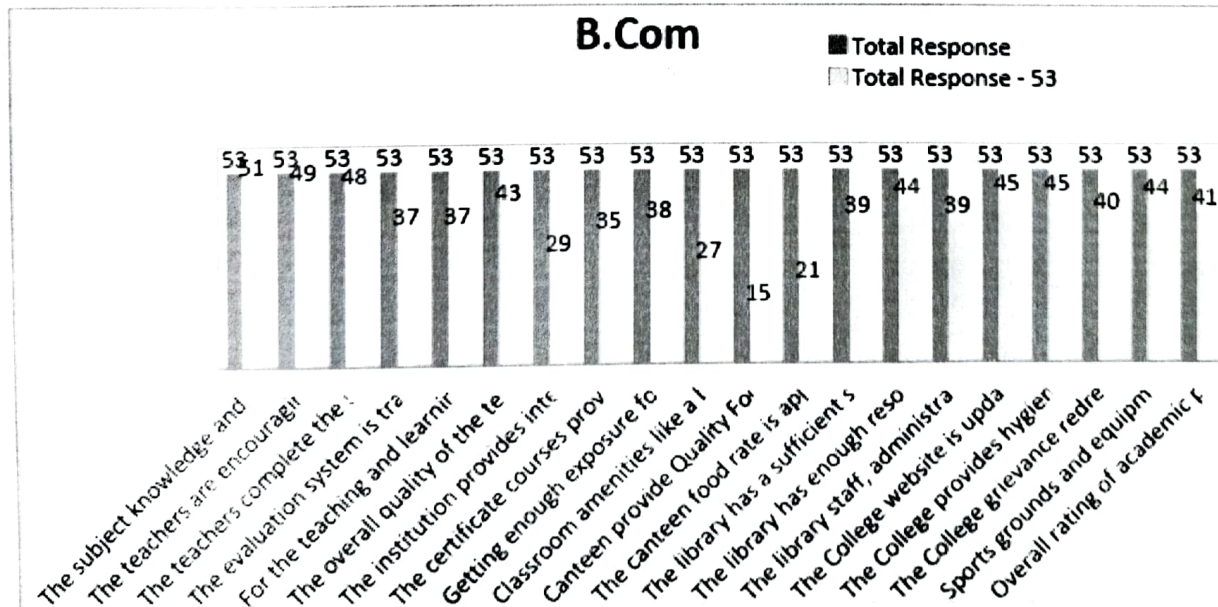
Description of the assessment process	Feedback is collected from students using a offline form, and various aspects such as portion completion, Academic performance and Infrastructure ambience, etc. are covered in the students' feedback forms.
Assessment Frequency	Once in a year
Assessed By	Institute
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 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.I.T.	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%

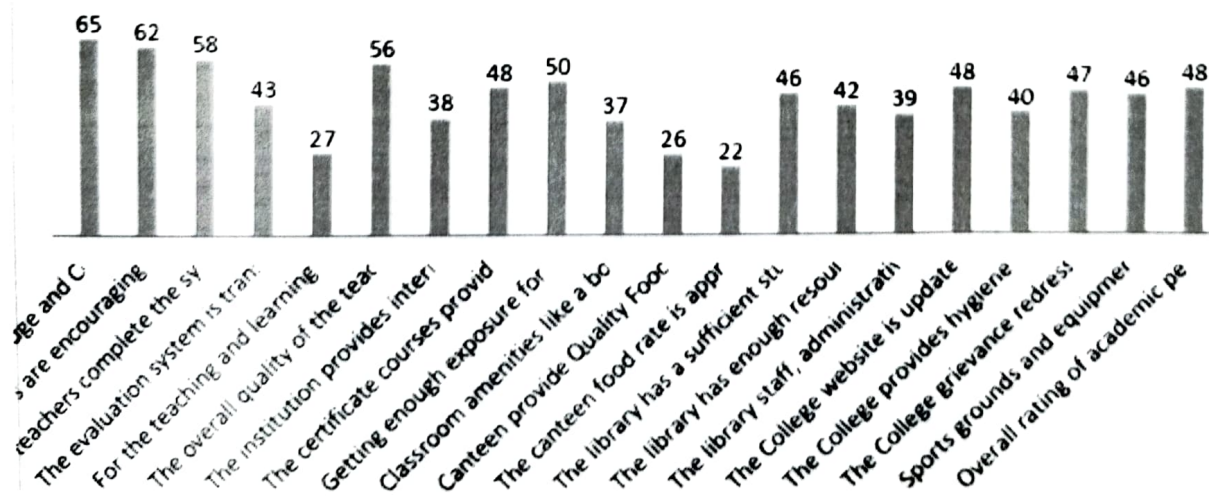


BMS

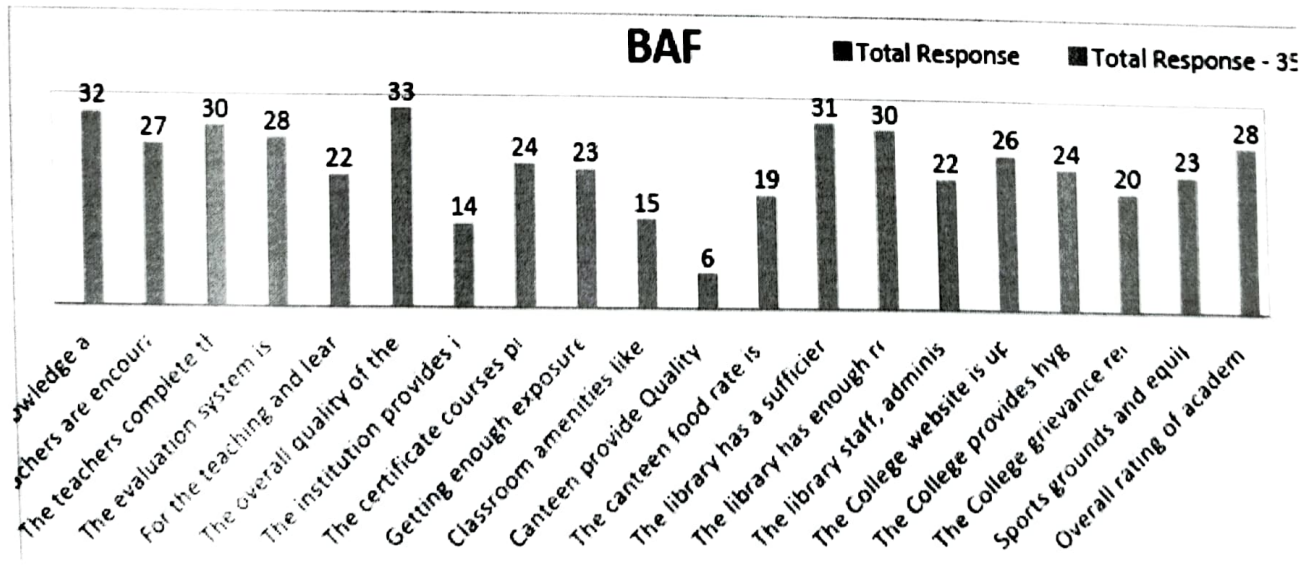
Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	68	63	93%
2	The teachers are encouraging, supportive and approachable	68	62	91%
3	The teachers complete the syllabus well in time.	68	58	85%
4	The evaluation system 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

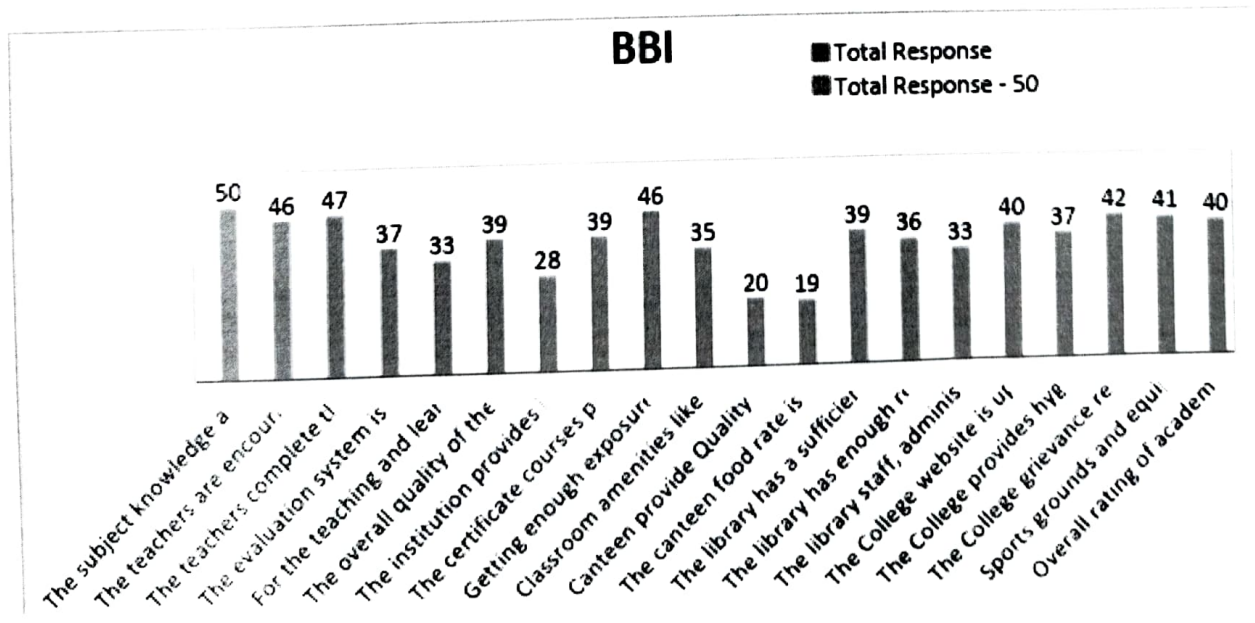


Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	35	32	91%
2	The teachers are encouraging, supportive and approachable	35	27	77%
3	The teachers complete the syllabus well in time.	35	30	86%
4	The evaluation system 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%



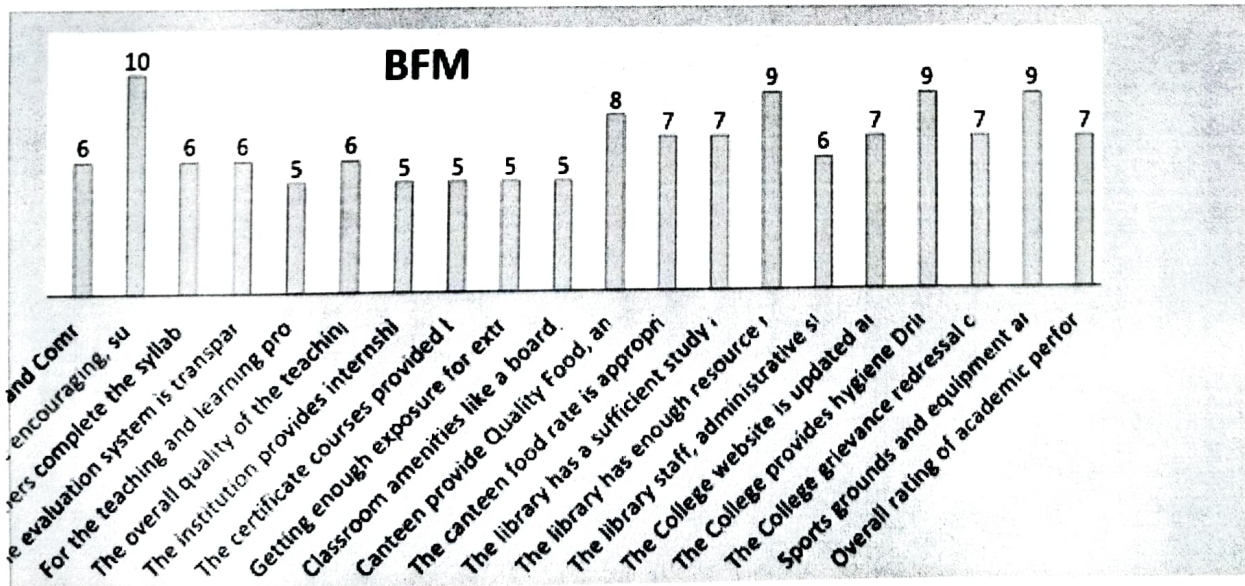
BBI

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%



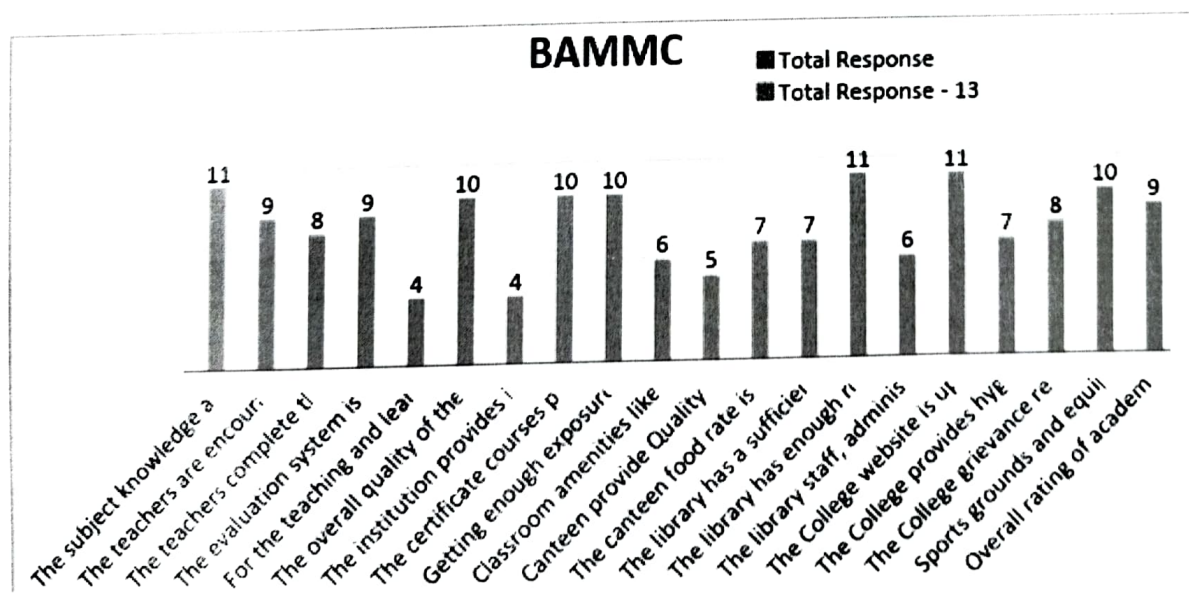
BFM

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%



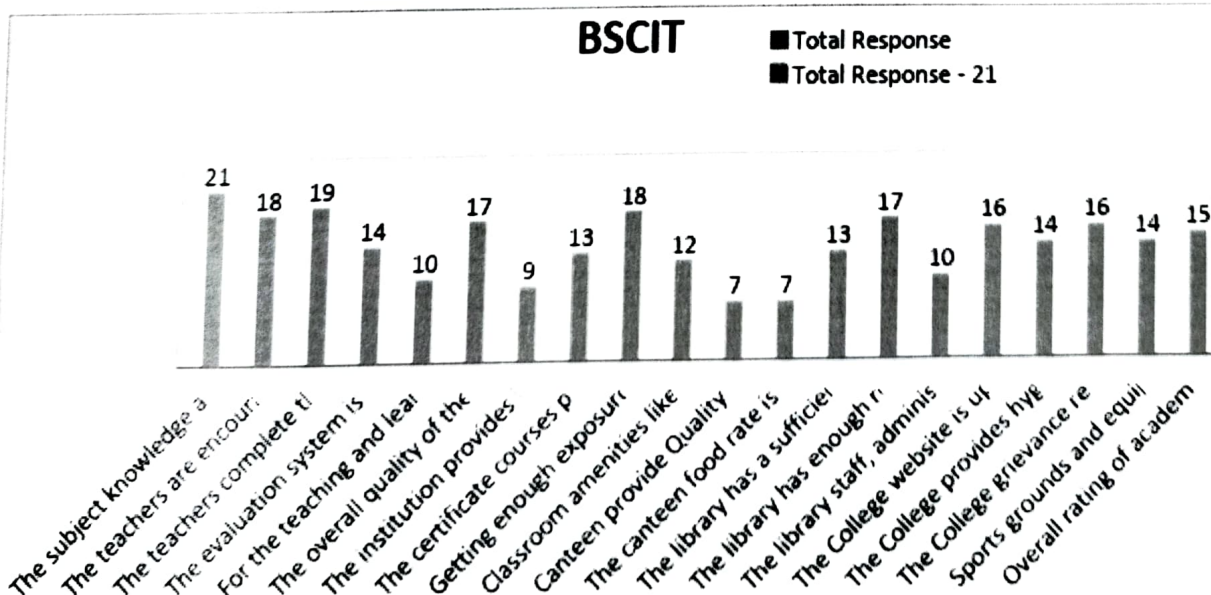
BAMMC

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%



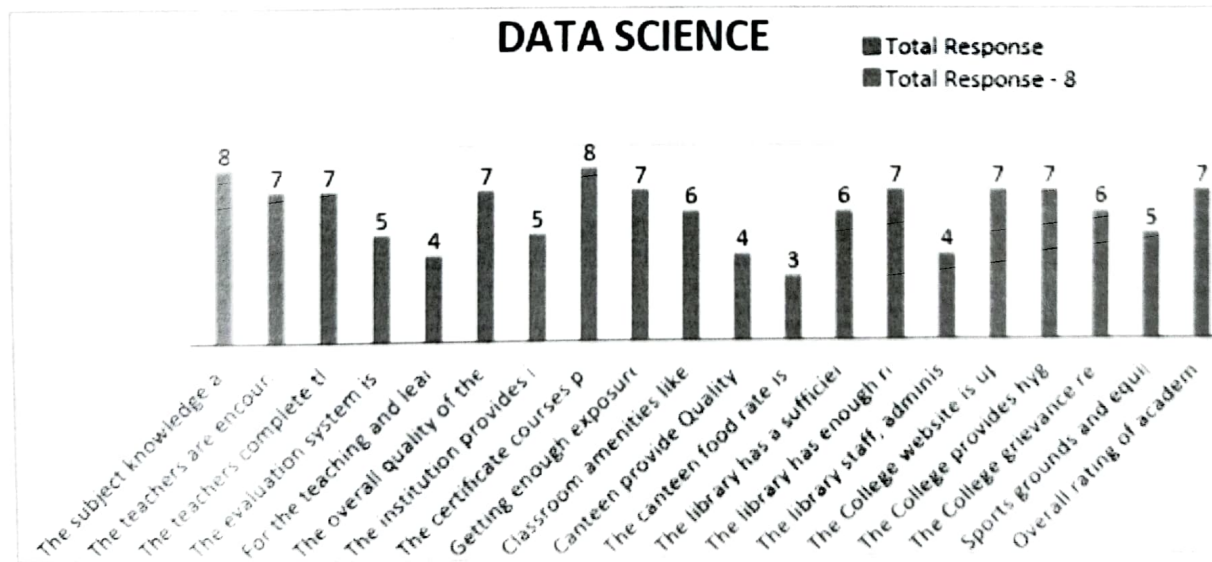
BSCIT

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

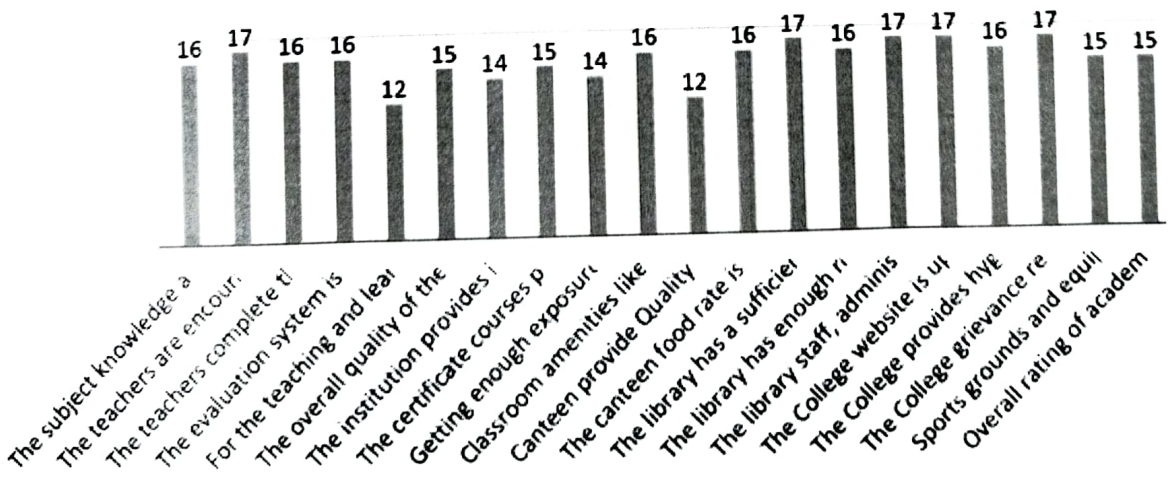
Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The subject knowledge and Communication skill of the teachers is good.	8	8	100%
2	The teachers are encouraging, supportive and approachable	8	7	88%
3	The teachers complete the syllabus well in time.	8	7	88%
4	The evaluation system is 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%

M.Com

■ Total Response
■ Total Response - 17



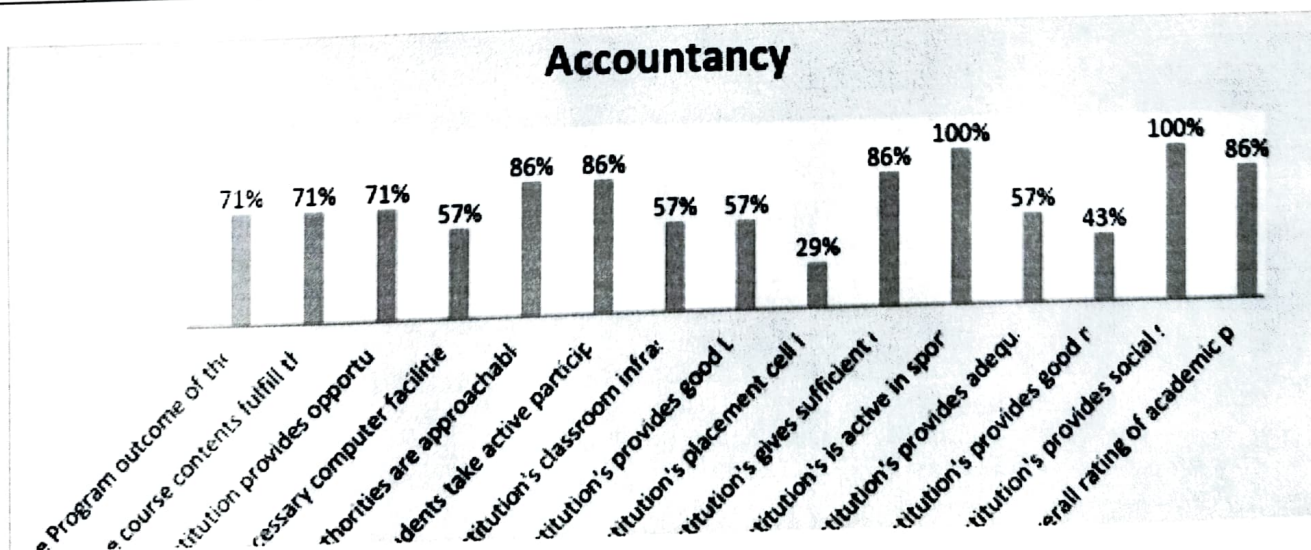
Teachers Feedback for Curriculum

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

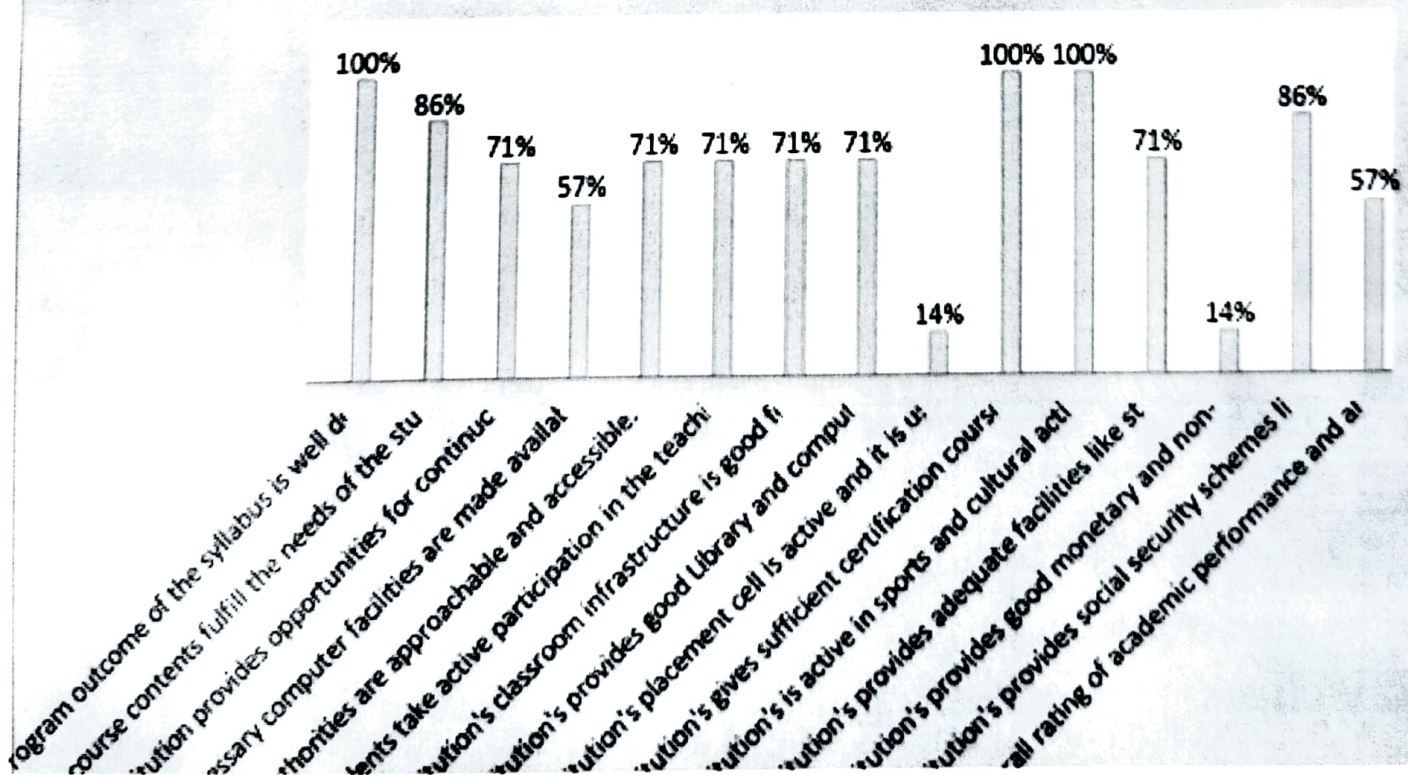
Sr.No	Question	Total Response	No of Positive Response	Percentage
1	The Program outcome of the syllabus is well defined.	7	5	71%
2	The course contents fulfill the needs of the students.	7	5	71%
3	Institution provides opportunities for continuous development of staff	7	5	71%
4	Necessary computer facilities 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%



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%

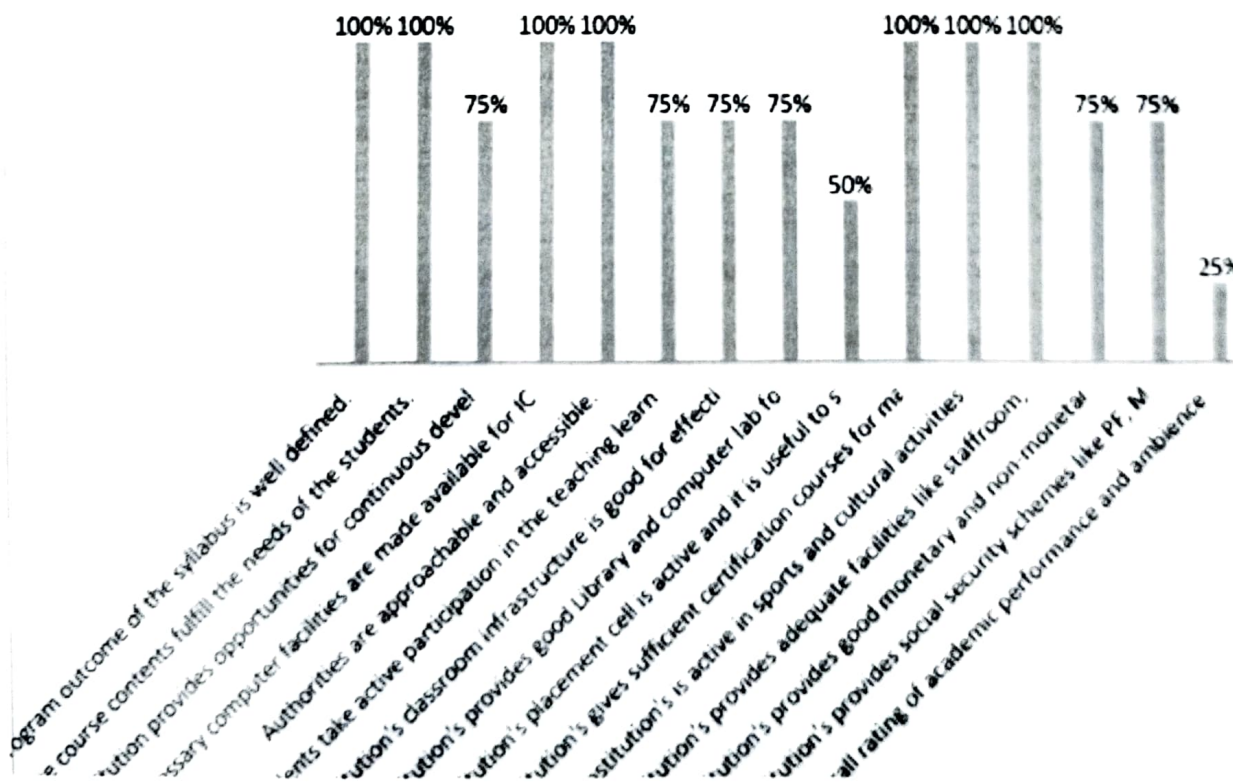
Commerce & Management



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%

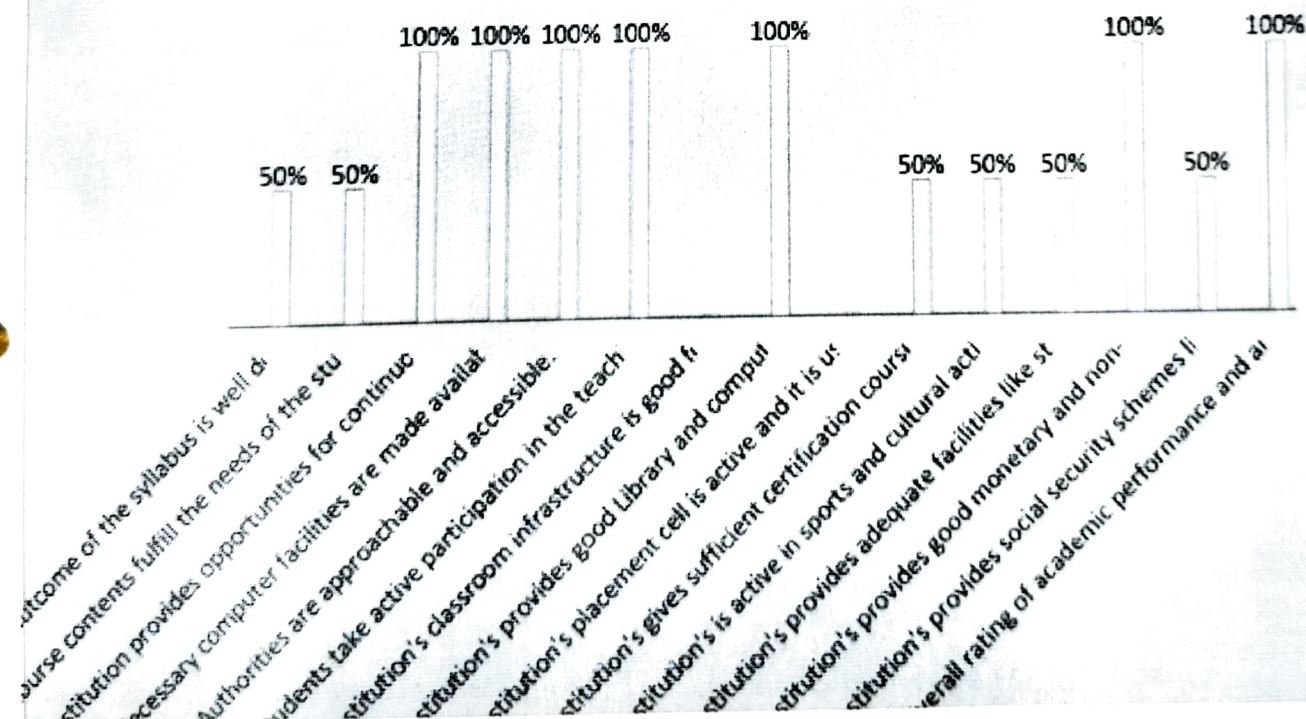
Information Technology



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%

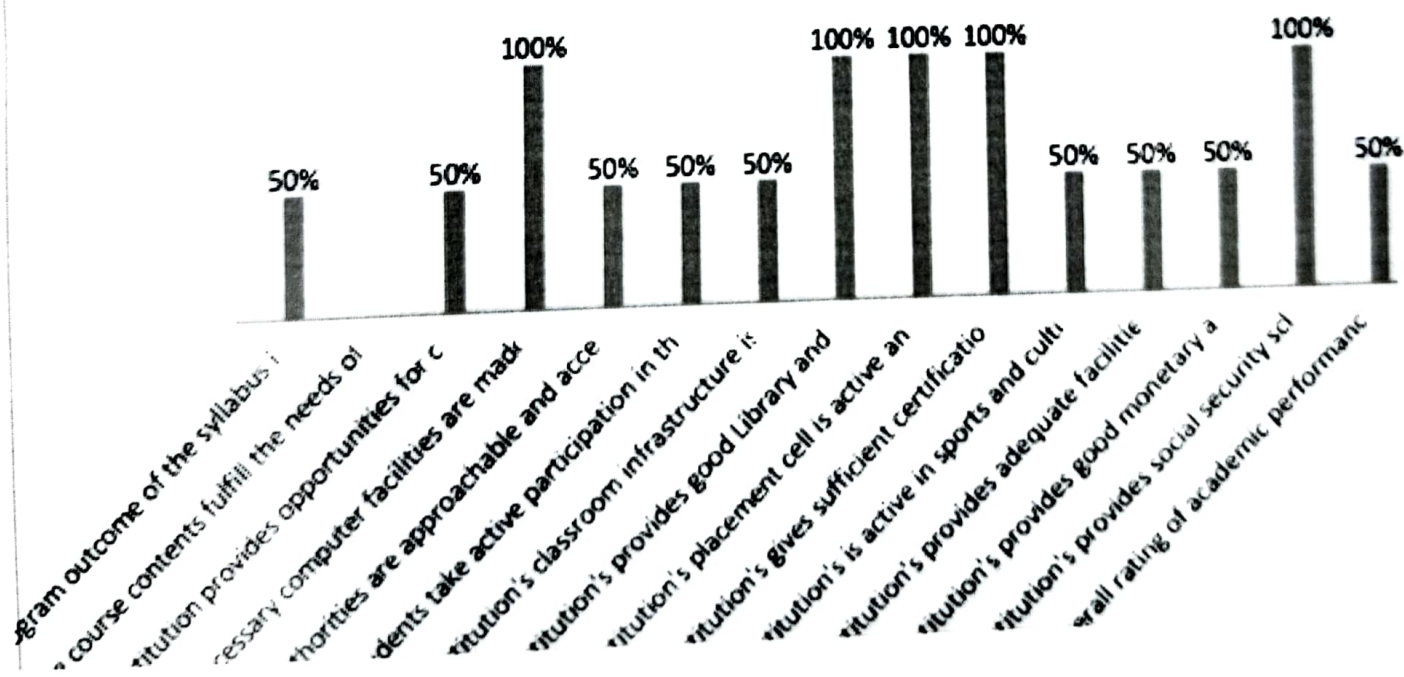
Mathematics and Statistics



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



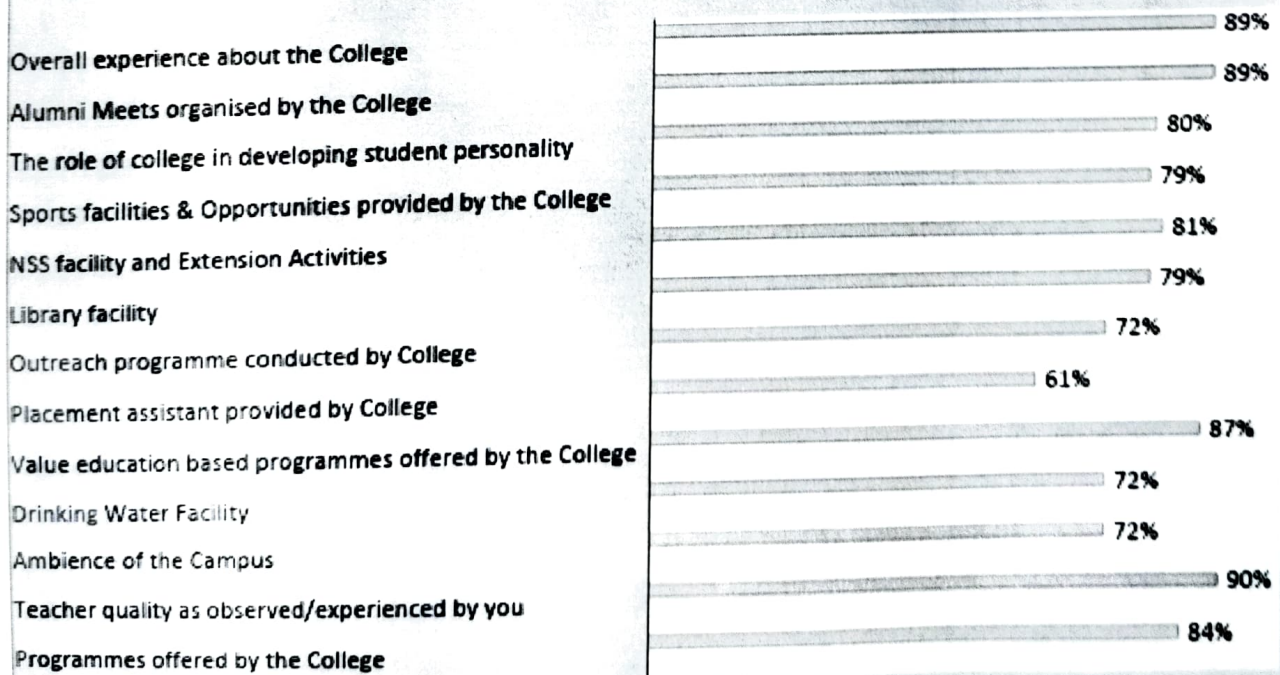
Alumni Feedback for Curriculum

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



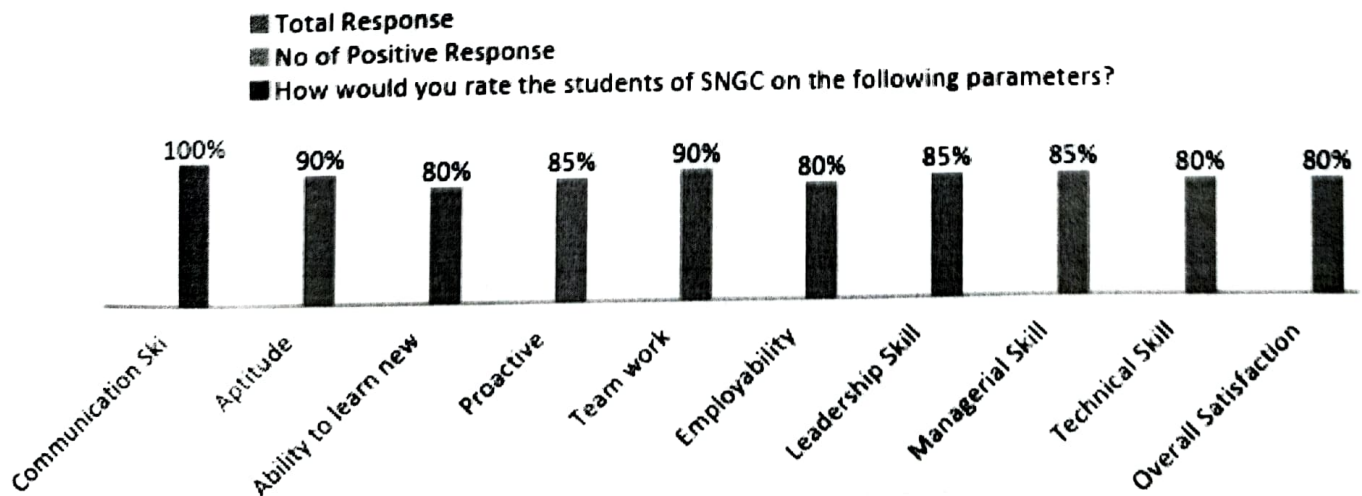
Employer Feedback for Curriculum

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

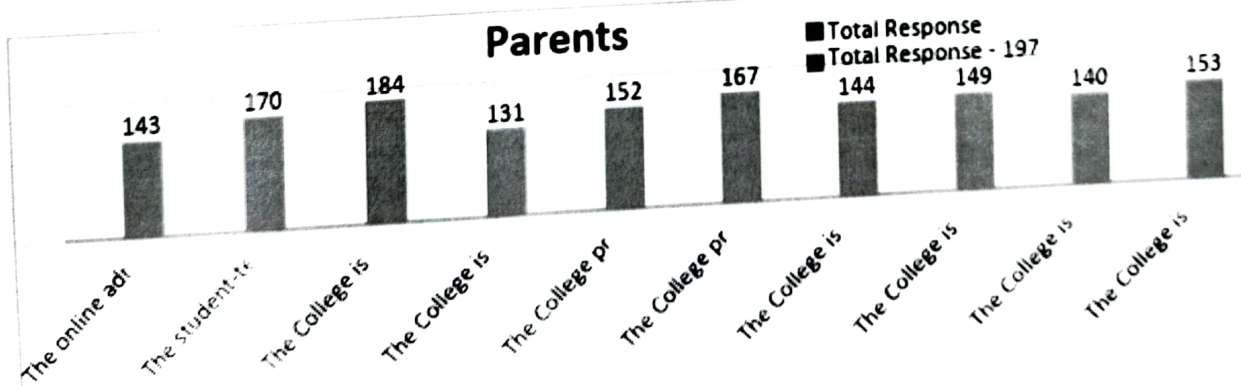


Parents Feedback for Curriculum

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

SREE NARAYANA GURU COLLEGE OF COMMERCE

Action Taken Report on Feedback (2022-2023)

The Internal Quality Assurance Cell has developed a feedback mechanism for various stakeholders (students, teachers, parents, employees, and alumni) of the College. The College is affiliated to the University of Mumbai, and the courses are introduced by the University. The College collects feedback at the end of every academic year from various stakeholders. The feedback is analyzed, and the College takes the appropriate action required for better implementation of the curriculum. The consolidated feedback analysis and action taken by various stakeholders are as follows:

Stakeholders	Feedback	Proposed Action
Students	Improve the canteen cleanliness and hygienic condition and lower the cost of food	<p>We have proposed to extend the canteen facility and increase its area. Furthermore, we have taken proactive measures by appointing a new contractor from 1st June 2023 to oversee the operations. The core focus of these actions is to guarantee the availability of high-quality food options at affordable rates.</p> <p>We conducted a rigorous evaluation process and carefully selected a competent contractor who possesses a strong track record in providing high-quality meals. This new contractor has been thoroughly briefed on our expectations for maintaining food quality, hygiene standards, and fair pricing.</p>
	Maintaining classroom infrastructure is necessary.	As part of our ongoing commitment to maintaining optimal classroom infrastructure, including essential elements like electricity, fans, lights, projectors, and benches, we have taken a significant step by appointing a dedicated individual to conduct regular inspections every Sunday. This initiative is aimed at guaranteeing that all classrooms consistently meet the required standards, creating an environment conducive to effective teaching and learning.
	More cooperation and approachability are needed from the administrative and library employees.	<p>We have implemented a two-fold approach to increase the efficiency of work and foster a more collaborative and accessible environment.</p> <ul style="list-style-type: none">• Firstly, we have appointed new staff members in both the library and administrative departments. Which is effective from 1st June 2023. These new additions bring fresh perspectives, skills, and expertise to our team, contributing to improved efficiency and effectiveness in their respective roles.• Secondly, we have recognized the importance of providing necessary training and development opportunities to our

		<p>existing administrative and library employees. Planning to provide a comprehensive training programs, which aims to enhance their skills and knowledge. By equipping our staff with the necessary tools and competencies, we aim to promote a culture of approachability and cooperation.</p>
	<p>Assistance with placement and internships needs improvement</p>	<p>Our institution's management has taken proactive measures to drive positive changes. Recognizing the significance of this aspect, we have initiated several actions that are designed to yield fruitful outcomes.</p> <ul style="list-style-type: none"> • We planned to organized a job fair for the academic year 2023 – 2024 that serves as a platform for connecting students with potential employers. This event brings together a diverse range of companies and organizations, offering students valuable networking opportunities and access to a wide array of job prospects • We have actively pursued Memorandums of Understanding (MoUs) with prominent companies. (PAR) TISS in the current year and proposed to make more MOU's for the Academic year 2023-2024. These MoUs serve as formal agreements that establish collaborative partnerships between our institution and industry leaders. Through these alliances, we create avenues for internships, training programs, and recruitment opportunities. By forging these connections, we aim to provide students with valuable industry exposure and increase their employability. • We will proactively identify and send students' resumes to appropriate industries. By showcasing the strengths, skills, and accomplishments of our students, we aim to create mutually beneficial collaborations with companies seeking qualified candidates. This approach allows us to highlight the capabilities of our students and increase their chances of securing internships and job placements.
<p>Teachers</p>	<p>Improve the ICT Facility in the classroom, which can enhance the ICT teaching and learning process</p>	<p>We have taken significant actions to equip our classrooms with the necessary tools. These actions include the procurement of five laptops in the current academic year and the installation of projectors in every classroom. Additionally, select</p>

		classrooms have been equipped with smart boards to further facilitate innovative teaching practices.
	Need a significant improvement on monetary aspect (Self-Financing)	<p>Our institution's management has made a decisive decision to address this concern. We are committed to ensuring that our faculty and staff are adequately compensated for their valuable contributions to the institution. the management has taken the decision to increase salaries by a good percentage.</p> <p>The specific percentage increase will be determined in the upcoming academic year, after careful consideration of various factors such as budgetary considerations, industry standards, and the financial sustainability of the institution. The salary increase will be carried out in a systematic and fair manner. Our management team will work closely with the relevant stakeholders, including human resources and finance departments, to ensure a smooth and timely implementation process. We understand the importance of providing our employees with financial stability and recognition for their dedication and hard work.</p>
Employers	Technical and employability skill development has to be improved	<p>Our institution has implemented several measures to enhance the capabilities of our students.</p> <ul style="list-style-type: none"> • Initiative to provide a diverse range of certification courses that align with industry needs and requirements. These courses are carefully curated to enhance technical competencies and foster employability skills among our students. By offering certifications that are highly sought after in the industry, we aim to bridge the gap between academic learning and practical application. • It has been decided that all students will be given the opportunity to enroll in certification courses during the upcoming academic year. This ensures that every student can benefit from the specialized training and develop essential skills that are valued by employers. • The certification courses will cover a wide range of relevant subjects and disciplines, enabling students to acquire in-demand skills and stay competitive in their chosen fields.
Parents	Required Installment facility and flexibility for payment options	Our institution's management has implemented specific norms to address this concern. We understand that students come from diverse backgrounds and may require support in managing their financial obligations.

- To ensure fairness and inclusivity, the admission committee has carefully considered various factors, including the students' area of location and their family backgrounds, while framing norms for the installment facility. These norms are designed to identify deserving students who may benefit from the flexibility of paying their fees in installments.
- By assessing the individual circumstances of students, we aim to provide support to those who genuinely require assistance. The installment facility is offered to students who meet the criteria set by the institution's norms, enabling them to manage their financial commitments more effectively.

More career guidance lectures and placement assistance are required.

Our institution's management has implemented specific measures to support our students in their career exploration and placement journey.

- To provide comprehensive career guidance, we have organized a series of career lectures that feature subject matter experts and industry professionals. These experts are invited to share their knowledge and insights regarding various career options available in the industry. By exposing our students to a diverse range of career paths and providing them with valuable information, we aim to help them make informed decisions about their future.
- To providing placement assistance to our students. Through dedicated placement support services, we offer guidance and resources to help students navigate the job market successfully. This includes connecting students with relevant job opportunities, facilitating internships, and conducting mock interviews and resume workshops to enhance their employability skills.

Alumni

Need to Focus on Good Placement

Our institution's management has taken proactive measures to drive positive changes. Recognizing the significance of this aspect, we have initiated several actions that are designed to yield fruitful outcomes.

- We planned to organized a job fair for the academic year 2023 – 2024 that serves as a platform for connecting students with potential employers. This event brings together a diverse range of companies and

	<p>organizations, offering students valuable networking opportunities and access to a wide array of job prospects</p> <ul style="list-style-type: none"> ● We have actively pursued Memorandums of Understanding (MoUs) with prominent companies. (PAR) TISS in the current year and proposed to make more MOU's for the Academic year 2023-2024. These MoUs serve as formal agreements that establish collaborative partnerships between our institution and industry leaders. Through these alliances, we create avenues for internships, training programs, and recruitment opportunities. By forging these connections, we aim to provide students with valuable industry exposure and increase their employability. ● We will proactively identify and send students' resumes to appropriate industries. By showcasing the strengths, skills, and accomplishments of our students, we aim to create mutually beneficial collaborations with companies seeking qualified candidates. This approach allows us to highlight the capabilities of our students and increase their chances of securing internships and job placements.
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Provide more exposure to outreach programme

Our institution has taken significant steps to provide extensive opportunities for students to engage in such initiatives. We recognize the value of outreach programs in fostering a holistic educational experience and preparing students for real-world challenges.

- Our college has actively participated in the Distance Learning and Lifelong Education (DLLE) and National Service Scheme (NSS) programs. These programs have served as platforms for our students to contribute to society, develop leadership skills, and gain a broader perspective on social issues. Through DLLE and NSS activities, our students have had the opportunity to engage in community service, conduct awareness campaigns, and participate in various social welfare programs
- Our institution organizes an annual industry visit, allowing students to gain valuable exposure to real-world industries and workplaces. We believe that such visits provide insights into industry practices,

technological advancements, and career opportunities.

- In the coming academic year, we have planned to expand the scope of these visits by ensuring that all students have the opportunity to participate.

Drinking water facilities and campus ambience need to improve

Based on valuable feedback from our alumni and in alignment with our commitment to provide a comfortable and conducive environment, we have implemented a comprehensive plan to improve the drinking water facilities on our campus. As part of this plan, drinking water facilities have been installed on all seven floors of our institution. These facilities are regularly maintained to ensure the availability of clean and safe drinking water for everyone.

- We understand the importance of maintaining a hygienic and pleasant campus ambience. In addition to the drinking water facilities, our institution's management has also prioritized initiatives to improve the overall aesthetics and ambience of the campus. This includes landscaping, maintenance of green spaces, and creating visually appealing areas for relaxation and social interaction.
- We remain committed to continually evaluating and implementing measures that contribute to a positive and inspiring atmosphere for our students and staff.

Shabir

Feedback Committee In-charge

[Signature]

IQAC-Coordinator

[Signature]

Principal

SREE NARAYANA GURU COLLEGE OF COMMERCE

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