

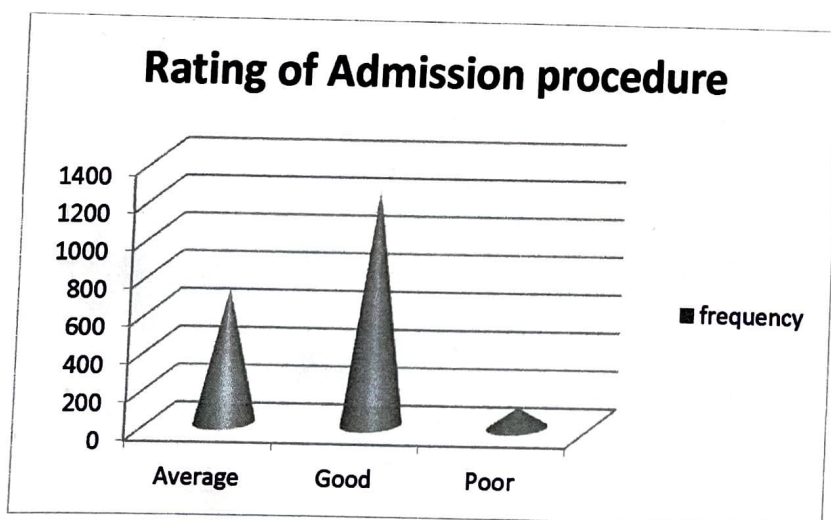
**DOMBIVLI SHIKSHAN PRASARAK MANDAL'S
K.V. PENDHARKAR COLLEGE OF ARTS, SCIENCE & COMMERCE,
(AUTONOMOUS)
DOMBIVLI (EAST)**

Students' Satisfaction Survey 2021-22

In all 2050 responses were received from the students of all undergraduate and post-graduate courses. The survey was mainly conducted regarding admission procedures, teaching learning and examination system. Feedback was also received pertaining to infrastructural facilities and extra-curricular and co-curricular activities. Owing to COVID -19 pandemic, the lectures in the first semester were conducted online. So the questions regarding online teaching- learning were also included in the feedback questionnaire. The later part of the questionnaire covers the questions relevant to onsite teaching-learning.

1. Rate the Admission procedure of the college.

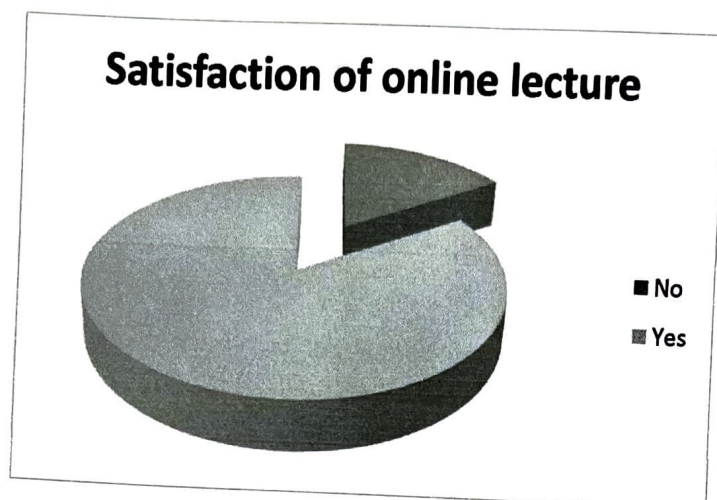
Rating of admission procedure	frequency	Relative frequency
Average	706	34%
Good	1239	60%
Poor	105	5%
Total	2050	



For the present academic year, the admission procedure was carried out in offline mode. The above data shows that the procedure was conducted in an effective manner.

2. Were you satisfied with the number of online lectures scheduled per day (during the first term)?

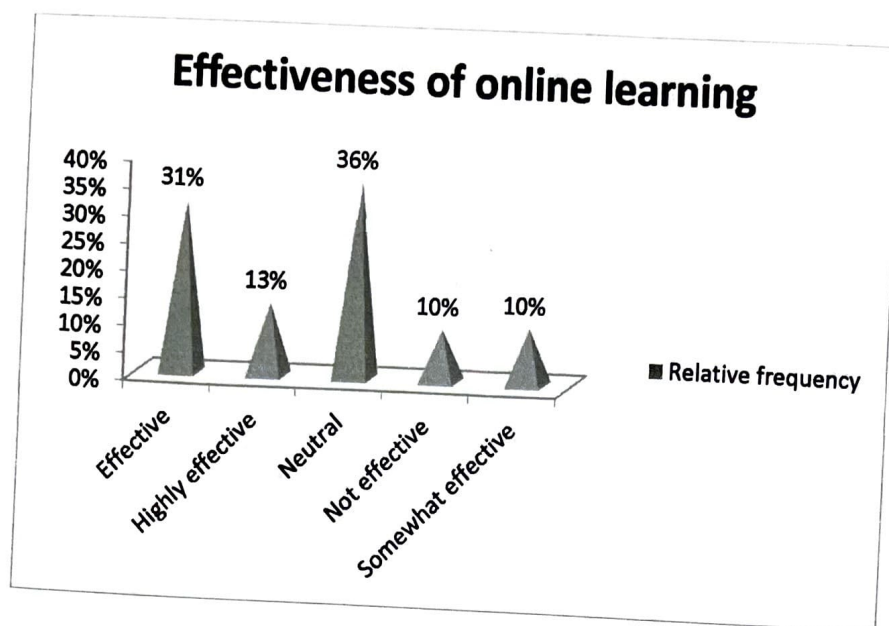
Satisfaction of online lecture	Frequency	Relative Frequency
No	320	16%
Yes	1730	84%
Grand Total	2050	



Due to a surge of COVID- 19 cases during the commencement of this academic year, the lectures were conducted through online mode during the first semester. The College Time Table Committee deliberately designed the daily lecture schedule in such a manner that, students would not feel fatigued attending online lectures. The data above reveals that the students were satisfied with the schedule of daily lectures conducted online.

3. How effective has been online learning for you?

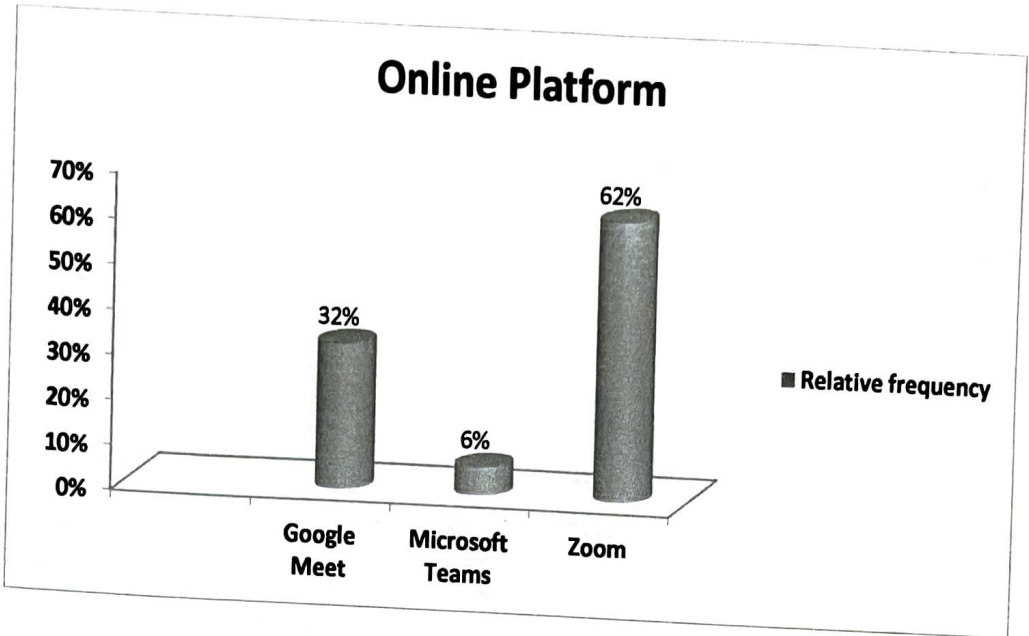
Effectiveness of online learning	Frequency	Relative Frequency
Effective	640	31%
Highly effective	270	13%
Neutral	732	36%
Not effective	196	10%
Somewhat effective	212	10%
Grand Total	2050	



Teachers in the college endeavoured hard to make online teaching effective. They used innovative methods like powerpoint presentations, online quizzes, video clips to avoid monotony in teaching and making online teaching interesting and fruitful. The data depicted above suggests that the online learning was either effective/ highly effective for the students or they were neutral towards it.

4. Which platform is better for online education in terms of Clarity, Buffering, Noise, Features?

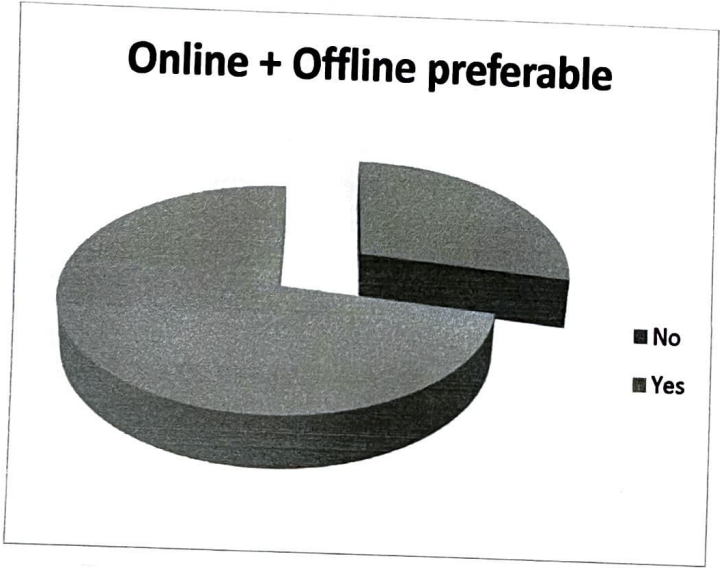
Online Platform	Relative frequency	Frequency
Google Meet	32%	657
Microsoft Teams	6%	126
Zoom	62%	1267
Grand Total		2050



The data reveals that, Zoom is the most preferred platform for online lectures. A majority of the teachers in our institution were using this platform and the students found it convenient and user-friendly.

5. In future would you prefer blended (Online + Offline) learning?

Online + Offline preferable	Relative frequency	Frequency
No	28%	571
Yes	72%	1479
Grand Total		2050

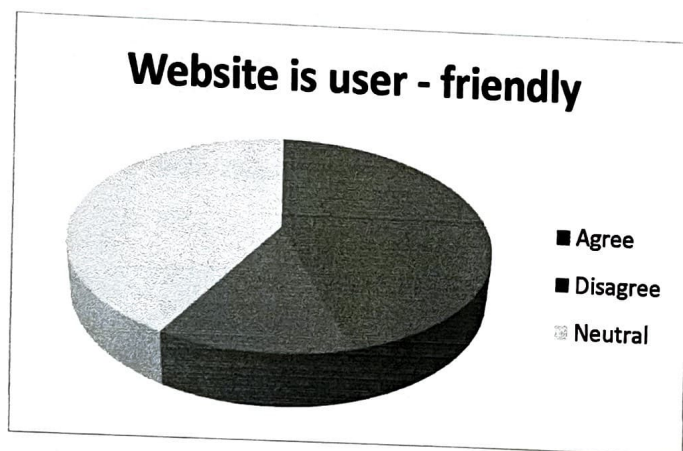


The feedback received on this question clearly indicates that, the students are willing for blended learning that will harness the benefits of both online and offline methods of teaching.

So even after the threat of pandemic has reduced considerably and the college has switched back to regular onsite teaching, the institution plans to continue with online teaching too, as a supplement to offline mode of teaching.

6. Is the website of the college user friendly?

Website use is friendly	Frequency	Relative frequency
Agree	930	45%
Disagree	255	12%
Neutral	865	42%
Grand Total	2050	



The college has a well-developed website to reach out to its present and potential students. The website has been designed thoughtfully so that all the stakeholders could use it effectively. When the students were asked about user- friendliness of the college website, nearly half of the students responded that they found the college website user friendly.

7. Does the college website offer adequate information about the college and the courses that it offers?

College website adequate	Frequency	Relative frequency	
No	457	22%	
Yes	1593	78%	

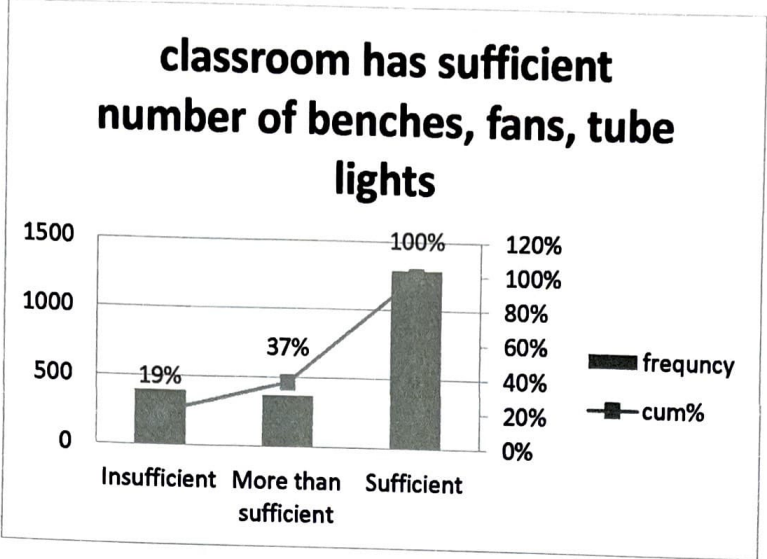


The chart given above shows that the students find adequate information on the college website. Detailed information about the institution and the courses it runs is available on the website.

8. Give your response to the following set of questions.

Q.8 (i)

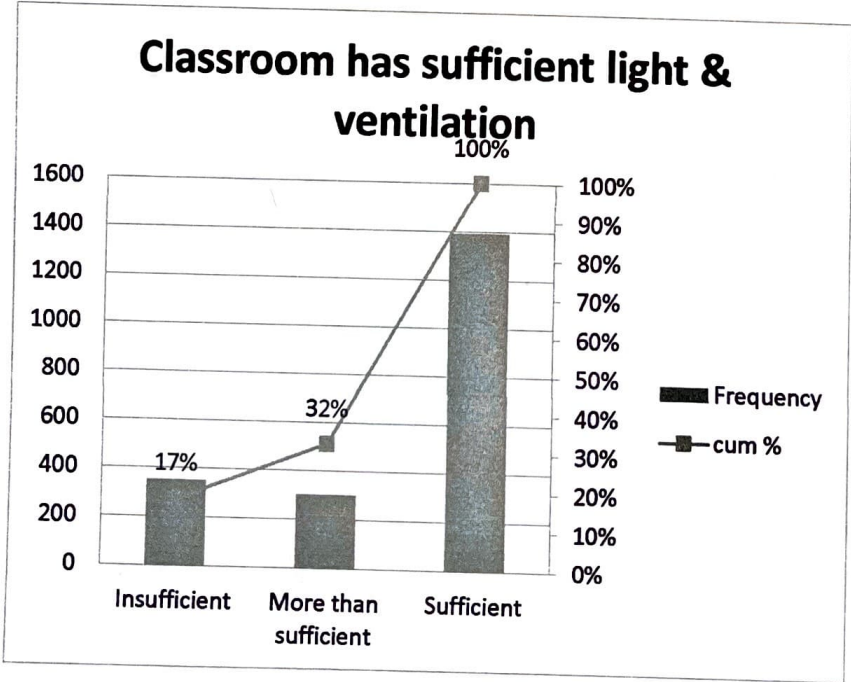
classroom has sufficient number of benches, fans, tube lights	frequency	cum frequency	cum%
Insufficient	395	395	19%
More than sufficient	366	761	37%
Sufficient	1289	2050	100%
Grand Total	2050		



The data shown in the table above suggests that a majority of the classrooms in the college campus have sufficient number of benches, fans and tube lights.

(ii)

Classroom has sufficient light & ventilation	Frequency	Cum frq	cum %
Insufficient	353	353	17%
More than sufficient	304	657	32%
Sufficient	1393	2050	100%
Grand Total	2050		



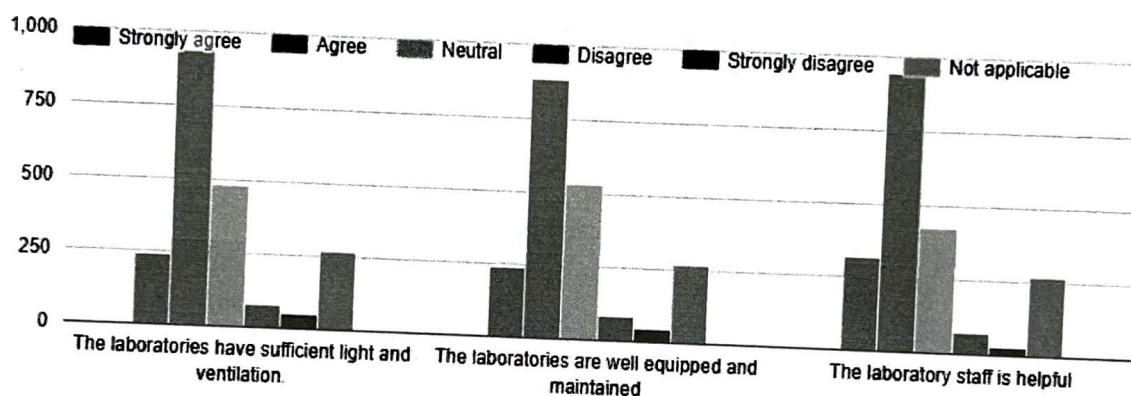
Apart from this, when asked about sufficient light and ventilation, a majority of the students say that classrooms have sufficient light and ventilation.

9. Mark your opinions on the following set of statements:

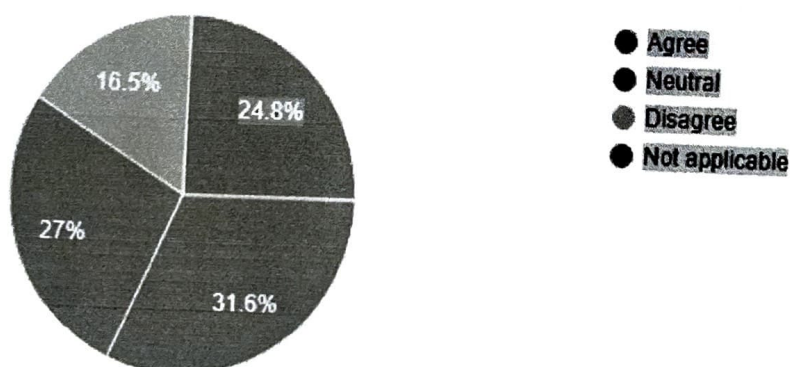
- The laboratories have sufficient light and ventilation.
- The laboratories are well equipped and maintained.
- The laboratory staff is helpful.

An attempt was made to seek the opinions of the students regarding laboratories in the college. For this, the question based on the Likert scale was designed.

As the graph clearly indicates, a majority of the students agree that laboratories have sufficient light and ventilation; they are well equipped and maintained properly. The students also report that, the laboratory staff is helpful towards them. The college takes utmost care and maintains the infrastructural facilities in the laboratories.

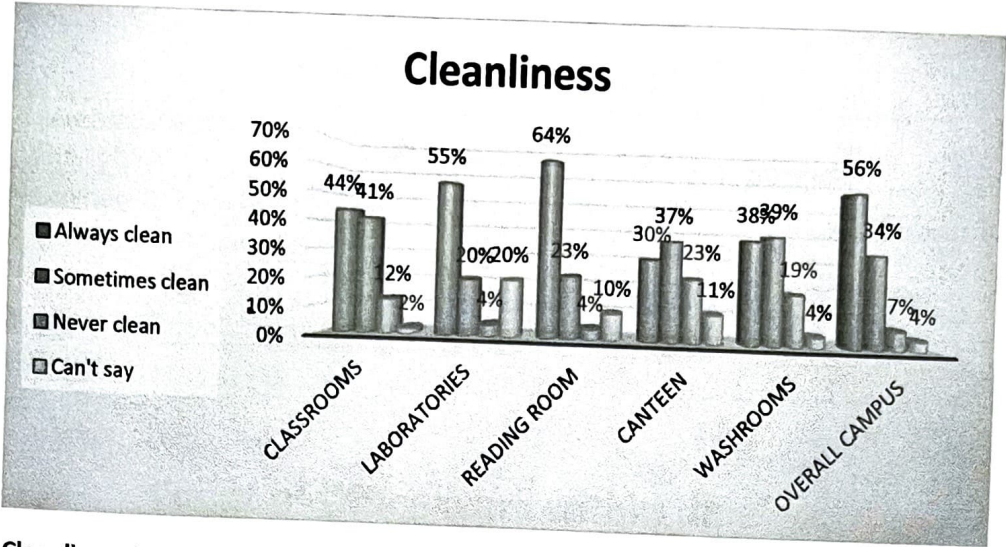


10. Are the facilities in girls' common room satisfactory?



About 32% of the girl- students feel that the facilities in the gilrs' common room are satisfactory.

11. Give your opinion on the cleanliness of:



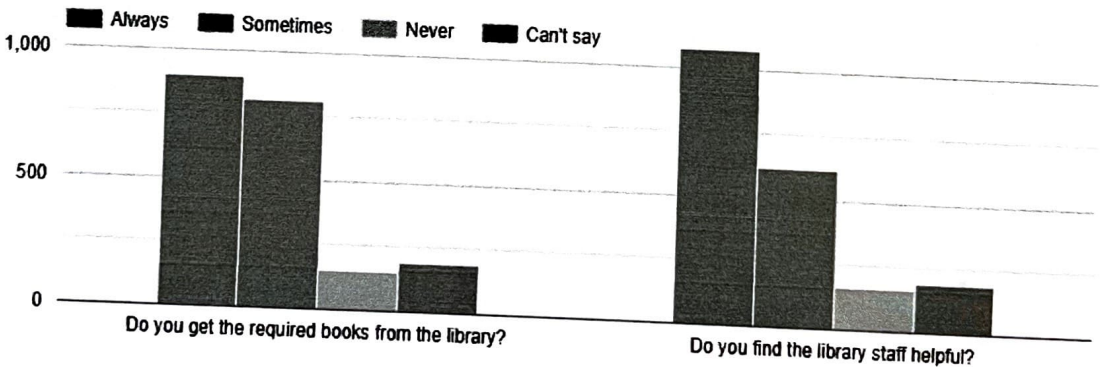
Cleanliness is the most important aspect of health and hygiene. Hence the college administration takes into account cleanliness in the classrooms, laboratories, reading room, canteen, washrooms and overall campus.

The above graph suggests that most of the areas in the campus are always clean. The canteen and the washrooms are comparatively less clean. Conscious efforts would be made to maintain cleanliness in these areas of the campus, as well.

12. Give your response on the following set of questions:

Do you get the required books from the library?

Do you find the library staff helpful?

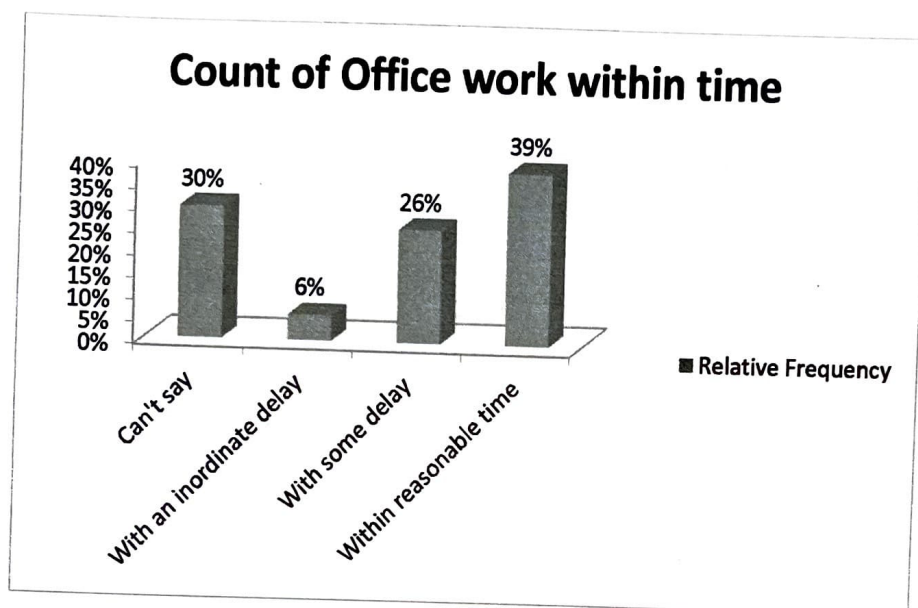


Library or Learning Resource Centre of any institution is considered to be its significant component as it satisfies academic needs of the students and faculty in terms of providing various resources in the form of books and other material. Hence students' feedback about the library is worth - considering so that the library facilities could be further enhanced for the betterment.

Here, as per the feedback received, students get required books from the library. Also the feedback suggests that the library staff is helpful towards the students.

13. Do you get various documents (e.g. bona fide certificate, railway bus concession forms etc.) from college office within reasonable period of time?

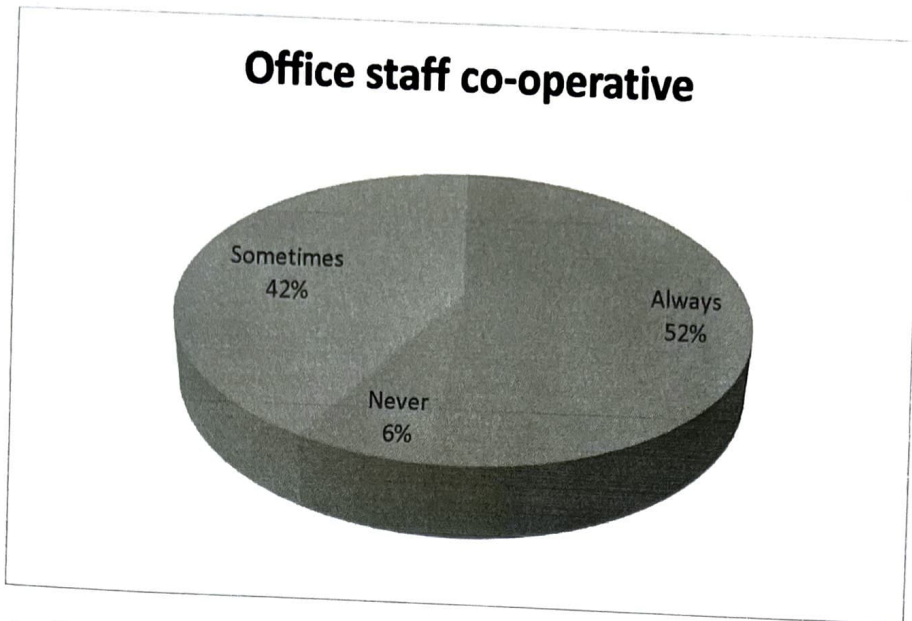
Receiving documents from office	Relative Frequency	Frequency
Can't say	30%	611
With an inordinate delay	6%	118
With some delay	26%	525
Within reasonable time	39%	796
Grand Total		2050



The graph depicts that students receive the documents from college office within reasonable time. The office staff is prompt in offering their services like issuing the documents of various types (Bona fide certificate, railway/ bus concession forms etc.) as and when demanded by the students.

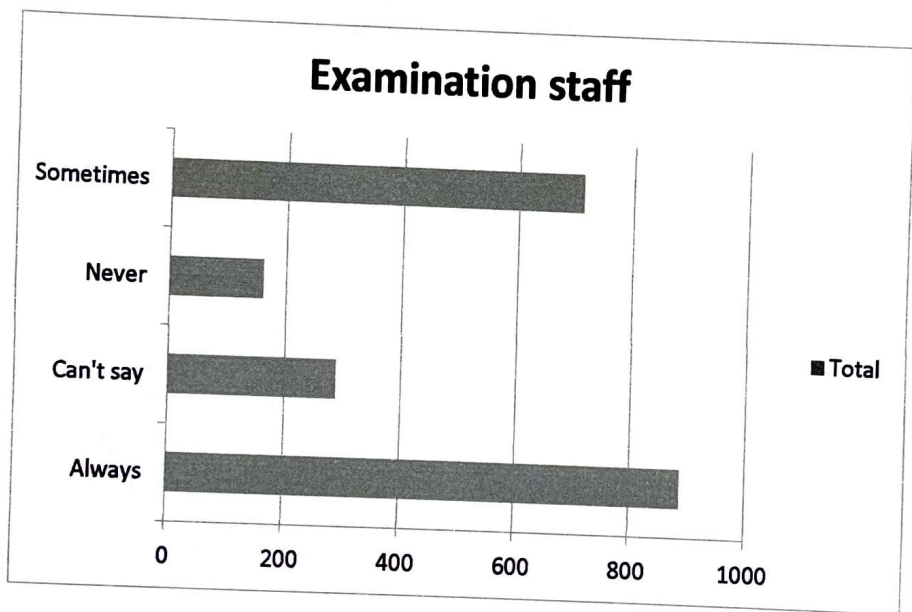
14. Do you find the office staff co-operative?

Office staff co-operative	Relative Frequency	Frequency
Always	52%	1056
Never	6%	132
Sometimes	42%	862
Grand Total		2050



An attempt was made to understand whether the office staff was co-operative and helpful towards students. The graph clearly indicates that the office staff is always willing to help the students.

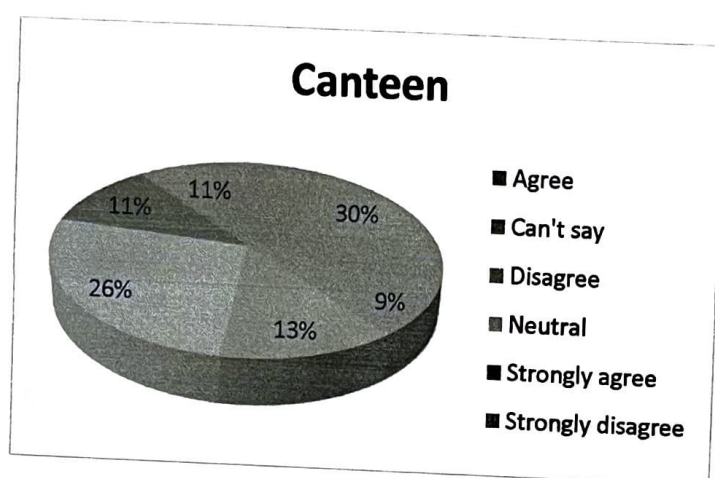
15. Do you find the staff at the examination window helpful?



The graph given above shows that the staff at the examination counter is helpful to the students in solving their queries and problems regarding examination forms, mark - sheets etc.

16. Give your response on the following aspects of the canteen:

Canteen	Infrastructure	Food	Price of Food	Combined total	Combined Mean	Relative frequency
Agree	551	554	763	1868	622.6667	30%
Can't say	139	187	197	523	174.3333	9%
Disagree	316	318	157	791	263.6667	13%
Neutral	556	573	494	1623	541	26%
Strongly agree	193	184	310	687	229	11%
Strongly disagree	295	234	129	658	219.3333	11%
Grand Total	2050	2050	2050		2050	

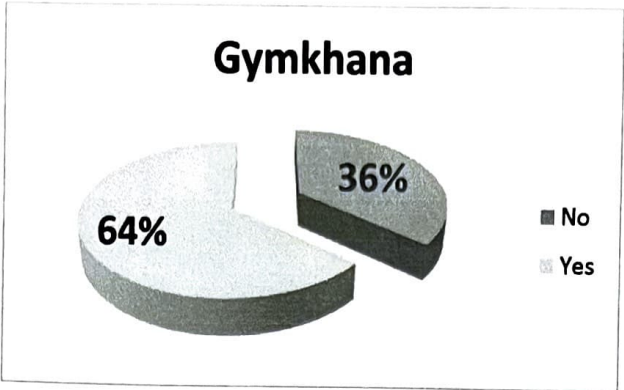


The feedback was sought from the students regarding different aspects of the canteen facility. The questions were asked about infrastructure of the canteen, food quality and price of food items.

Overall feedback about the canteen indicates that students are either satisfactory or neutral about the canteen facility offered by the college. This reveals there is some room for improvement in this facility.

17. Do you find the facilities in college gymkhana satisfactory?

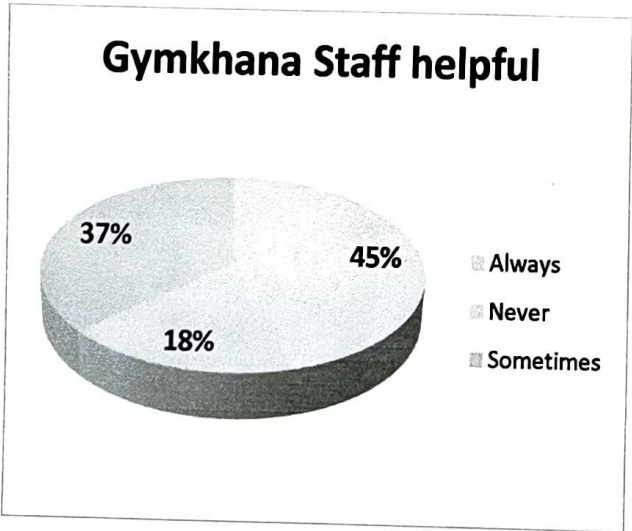
Gymkhana Satisfactory	Frequency	Relative Frequency
No	405	36%
Yes	727	64%
Grand Total	1132	



This feedback about Gymkhana facility was sought from the students who are interested in sports and are using Gymkhana. The response suggests that, 64% of the students are satisfied with the sports facilities offered by Gymkhana of the college.

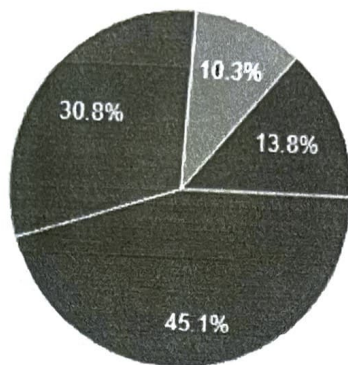
18. Do you find the gymkhana staff helpful?

Gymkhana staff helpful	Relative Frequency	Frequency
Always	45%	510
Never	18%	200
Sometimes	37%	415
Grand Total		1125



About 45% of the students are of the opinion that the Gymkhana staff is helpful.

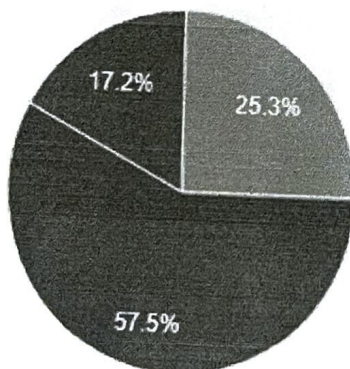
19. According to you extra curricular or co-curricular activities in the college activities are:



- Of various types and good quality
- Limited and repetitive
- Poor quality
- Can't say

The extra- curricular and co-curricular activities hold great importance in the academic life of students as they contribute to the overall development of their personality. So the feedback was sought regarding extra-curricular and co-curricular activities held in the college. The pie chart given above suggests that, the activities conducted on the campus are of various types and good quality.

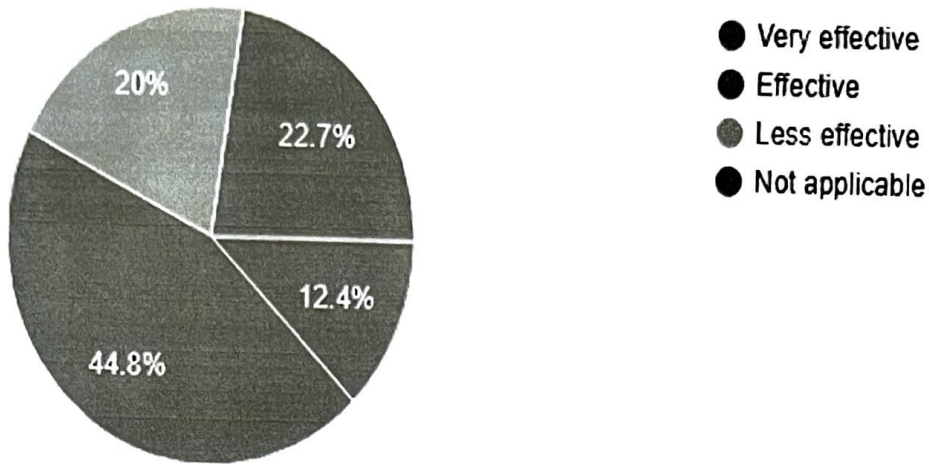
20. Do you think the resources and infrastructural facilities needed for these activities are available on the campus?



- Yes
- No
- Can't say

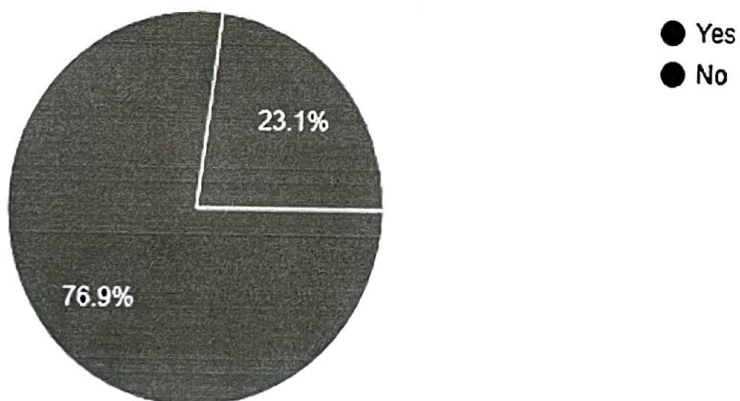
To conduct different extra-curricular and co-curricular activities in the campus, it is necessary to have adequate infrastructure in terms of space, equipment, funds etc. As the responses reveal, required infrastructural facilities and resources are available in the campus.

21. Do you think the Placement Cell of the college is functioning effectively?



The placement cell has been established in the college to facilitate students' recruitments in various organizations after they graduate from the college. As the feedback suggests, the Placement Cell has been functioning very effectively. The Placement Cell has been routinely conducting different activities such as career fest, workshops etc. to make students aware regarding various job opportunities.

22. Would you recommend others to seek admission to this college?



This question was asked with the intention to understand students' overall impression about the college and whether they would recommend others to seek admission to this institution. The pie

chart given here clearly suggests that more than 75% of the students would recommend others to take admission to this college.

23. Offer your comments / suggestions on the following: Admission/ Exams/ Teaching-Learning/Infrastructure/ Other

A separate sheet that compiles the note-worthy comments and suggestions is attached.



B.T. Shirsath

IQAC Coordinator

Co-ordinator

I.Q.A.C. Committee

DSPM'S K. V. Pendharkar College

Dombivli


19/12/2020
I/C Principal
DSPM'S K. V. Pendharkar College
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Dr. K. R. Jagdeo

I/C Principal