

## **FEEDBACK FROM STAKEHOLDERS AND STUDENT SATISFACTION SURVEY 2021-22**

The Internal Quality Assurance Cell (IQAC) of the College constituted a committee (viz. 'Feedback Committee'), comprising four members, which included two Feedback Coordinators, for monitoring collection and analysis of feedback received from stakeholders, Four stakeholders were identified for collecting the feedback viz. Students, Teachers, Alumni and Employers. For the year 2021-22, the Committee decided to collect the feedback from the students and conduct a survey about student satisfaction for every semester and from other stakeholders on an annual basis. Accordingly, semester-wise feedback on Curriculum /syllabi framed as well as Curriculum Implementation and Evaluation was taken from students of all the Undergraduate and Postgraduate courses by using the ERP 'Mograsis'. All the feedback forms and the survey of student satisfaction were made available on the login id of each student in the ERP 'Mograsis'.

Feedback from Teachers was taken on curriculum designed under autonomy and on implementation of curriculum and evaluation. The link for the form is given below:  
<https://forms.office.com/r/tCS4Meb4FK>

Feedback on Curriculum and also other aspects was taken from Employers using two separate forms having links <https://forms.gle/WxkEnfX4eYwsLmu18> and  
<http://moderncollegepune.edu.in/feedback-from-employer/>

Feedback on Curriculum and also other aspects was taken from Alumni on the following link  
<http://moderncollegepune.edu.in/feedback-from-alumni/>

Also, during the year 2021-22, feedback was obtained through ERP Mograsis, from the first batch (2020-21 batch) which completed its post-graduation under autonomy. Thus, feedback from alumni of autonomous courses was also collected apart from collecting feedback from alumni of affiliated courses.

Each feedback form has been designed using a five-point scale. In case of attributes, the rating is based on 'Excellent', 'Very Good', 'Good', 'Average' and 'Unsatisfactory'. In case of statements, the level of agreement with the statement is considered based on 'Strongly Agree', 'Agree', 'Neither Agree nor Disagree' (or Not sure), 'Disagree' and 'Strongly Disagree'. In

case of satisfaction, the five options were ‘Very Satisfied’, ‘Satisfied’, ‘Satisfied only to some extent’, ‘Neither Satisfied nor dissatisfied (or Neutral)’ and ‘Not satisfied’.

The feedback collected was analysed by the members of the Committee and discussed in the meeting. Following benchmarks were decided

**Benchmark:** On the designed five-point scale, a code of 1 is the highest rating and 5 is the lowest. Acceptable range of responses is as follows:

For attributes, Excellent, Very Good and Good

For Statements, Strongly agree, Agree and Not sure/ Neither agree nor disagree.

For level of satisfaction, Very Satisfied, Satisfied and Satisfied only to some extent.

The analysis of responses to all the feedback forms revealed that the feedback and student satisfaction is within the acceptable range, with a scope for further improvement.

A detailed analysis of the feedback from all stake holders is given below:

**Note:** The Feedback from Students is obtained semester-wise, thus, feedback for the **first term** relates to **Sem I, Sem III and Sem V of Undergraduate and Sem I and Sem III of Post Graduate** courses and feedback for the **second term** relates to **Sem II, Sem IV and Sem VI of Undergraduate and Sem II and Sem IV of Post Graduate** courses.

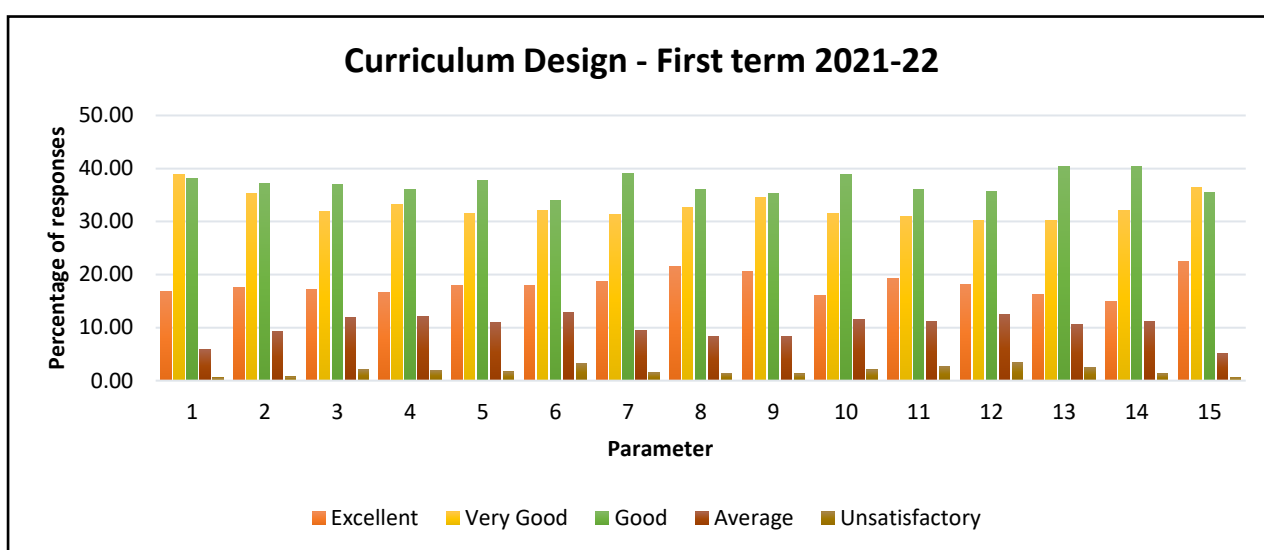
#### **A) FEEDBACK FROM STUDENTS (CURRICULUM DESIGN)**

This feedback is taken for following 15 parameters given below on a five-point scale for following attributes viz. ‘Excellent’, ‘Very Good’, ‘Good’, ‘Average’ and ‘Unsatisfactory’:

<b>Sr.No.</b>	<b>Parameter</b>
i)	Relevance of the courses studied
ii)	Enhancement of knowledge by studying the courses
iii)	Enhancement of your skills and your capabilities by studying the courses
iv)	Adequacy of Time allotted for completion of each unit in the syllabi
v)	Balance of theory and problems/practicals in the courses studied
vi)	Counseling/Guidance provided for selection of electives
vii)	Utility of the courses studied in enhancing your employability

viii)	Utility of Experiential Learning included in syllabi of each course
ix)	Provision of /Availability of reading material for all the courses
x)	Adequacy of Electives/Optional Subjects offered by the Framework
xi)	Quality of class material provided to you for all the courses
xii)	Opportunities of interactive learning provided by the syllabi
xiii)	Enhancement of Teaching Learning Process
xiv)	Opportunities for Research provided by the curriculum
xv)	Your Overall rating of the courses studied by you

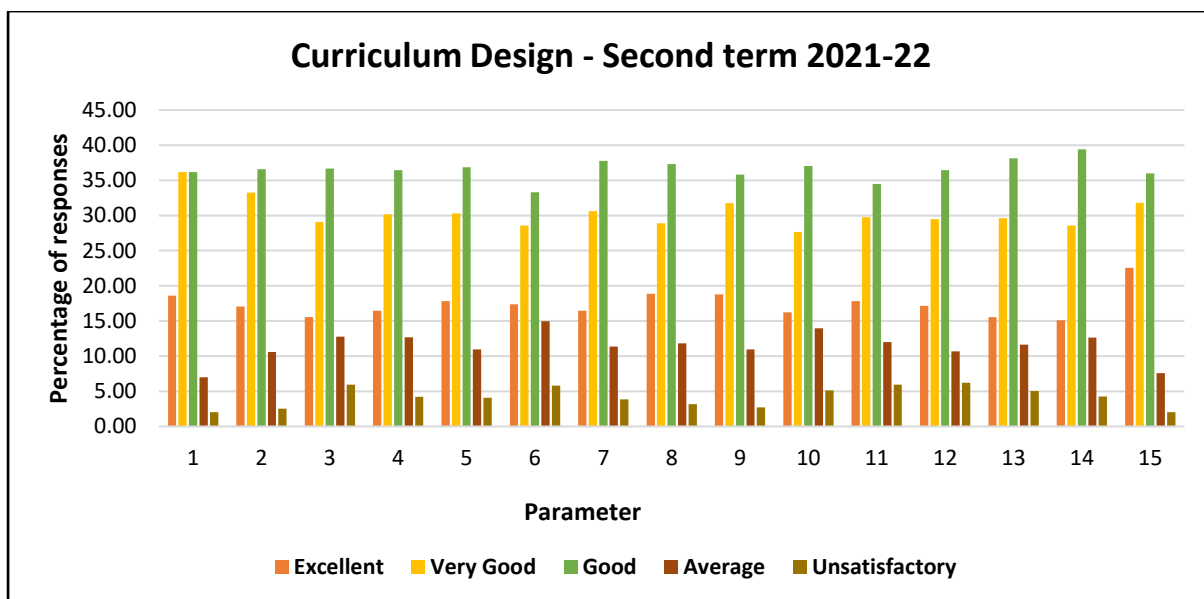
### First Term of 2021-22



Maximum respondents have rated all the 15 parameters as ‘Good’, followed closely by the rating ‘Very Good’ and some students have rated the curriculum design as ‘Excellent’, in which maximum responses are for the parameter ‘Relevance of courses studied’. Parameters like enhancement of knowledge, skills, capabilities, employability, teaching-learning process and opportunities for research provided by curriculum have received high rating. The range of ‘Unsatisfactory’ response lies between 0.56% and 3.41%

### Second Term of 2021-22

A similar trend is observed for the second term as well, in case of favourable responses, (all parameters got highest response for ‘good’) though the range of ‘Unsatisfactory’ responses has increased. This is shown in the graph.



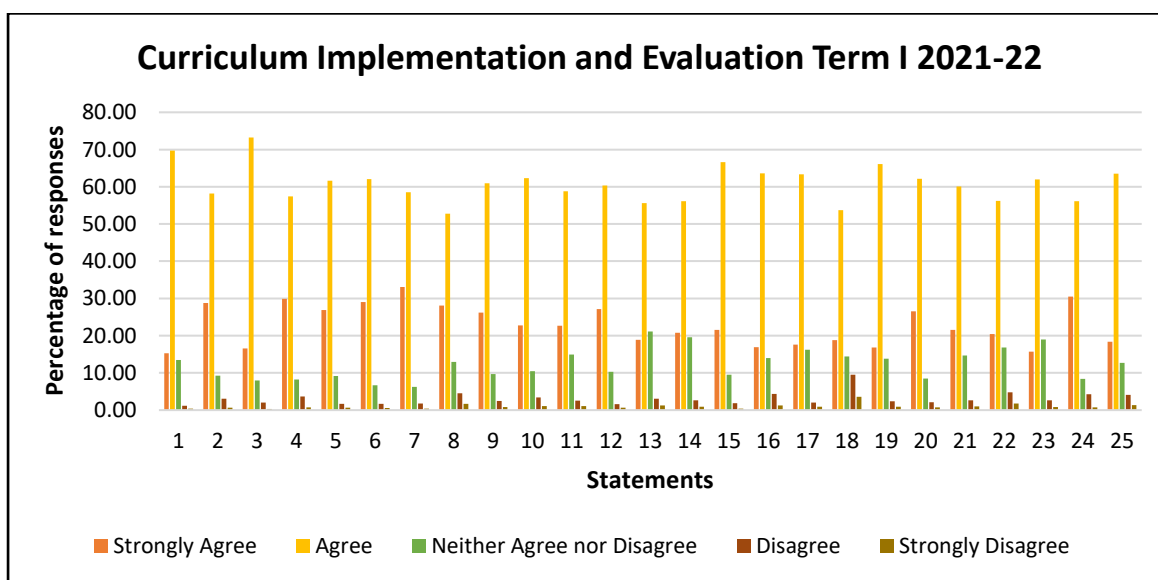
**B) FEEDBACK FROM STUDENTS: (CURRICULUM IMPLEMENTATION AND EVALUATION)**

For this feedback, the students were asked to mention their level of agreement for 25 statements given below on a five-point scale viz. ‘Strongly Agree’, ‘Agree’, ‘Neither Agree nor Disagree’ (or not sure), ‘Disagree’ and ‘Strongly Disagree’.

Sr. No.	Statements
i)	The Course Outcomes are clearly defined.
ii)	Learning Objectives are well defined.
iii)	The entire syllabus is completed by the teachers in time.
iv)	The teachers are punctual and regular in taking lectures and practicals.
v)	Modern teaching aids, power point presentations, web-resources, etc. are used by most of the teachers while teaching.
vi)	The teachers provide the students opportunities to learn and grow.
vii)	The teachers come well prepared for the class.
viii)	The teachers encourage participation and discussion in class.
ix)	The teachers encourage learning beyond the syllabus, by arranging guest lectures, field visits etc.
x)	The teachers keep the students updated about the latest developments in the subject/ area of knowledge.
xi)	The teaching and mentoring process of the college is excellent

xii)	The teachers are available and accessible in the Department after lecture timings.
xiii)	Attendance record of the students is maintained by the teachers.
xiv)	Online educational resources are available and accessible in the library.
xv)	The prescribed books/reading materials are available in the library.
xvi)	Periodical assessments are conducted as per schedule.
xvii)	Time interval between two assessments/evaluations is adequate.
xviii)	Regular and timely feedback is given on our performance.
xix)	The evaluation process is fair and unbiased.
xx)	The results of all assessments/examinations are declared in time.
xxi)	Grievances related to examinations are promptly handled.
xxii)	Continuous efforts are taken by the college to improve the quality of teaching and learning.
xxiii)	The college takes interest in strengthening its ties with industries, professional bodies etc. for experiential learning
xxiv)	The college promotes student exchange, internship etc. programmes for providing new opportunities to students.
xxv)	Student –Centric methods of teaching are used

### First Term of 2021-22

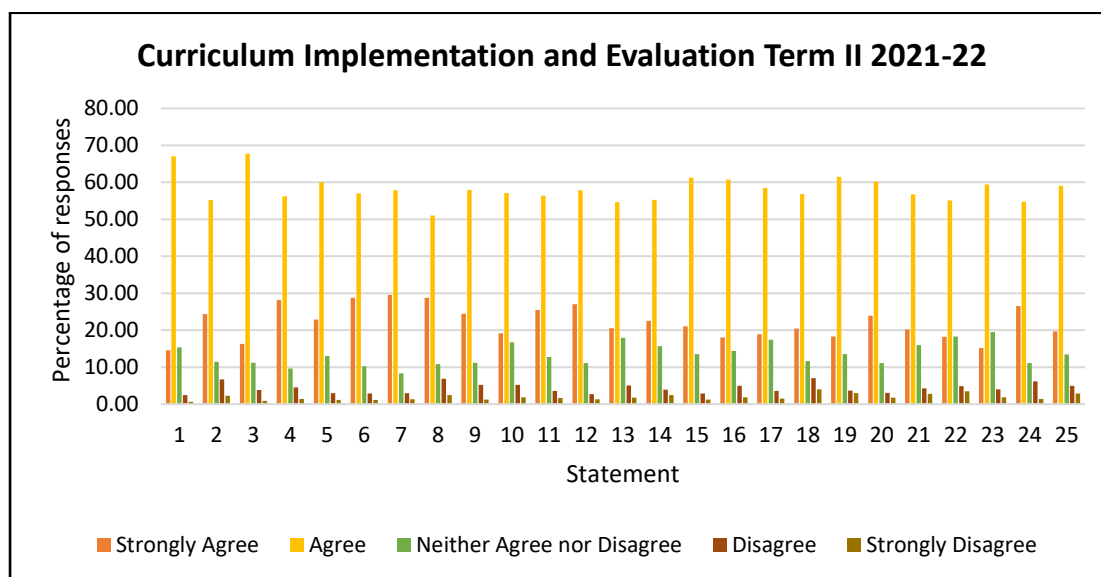


It is observed that maximum responses for all the statements are for response option 'Agree'. Large number of students have 'Strongly agreed' to the statement 'The teachers encourage participation and discussion in class', followed by the statement 'The teachers are punctual and

regular in taking lectures and practicals’. The range of response ‘Strongly Disagree’ lies between 0.36% and 3.59%.

A similar trend is observed for the second term as well, though the range of responses for strongly disagree increased. The aggregate of responses for ‘strongly agree’ and ‘agree’ is more than 80% for all the statements.

### Second Term of 2021-22



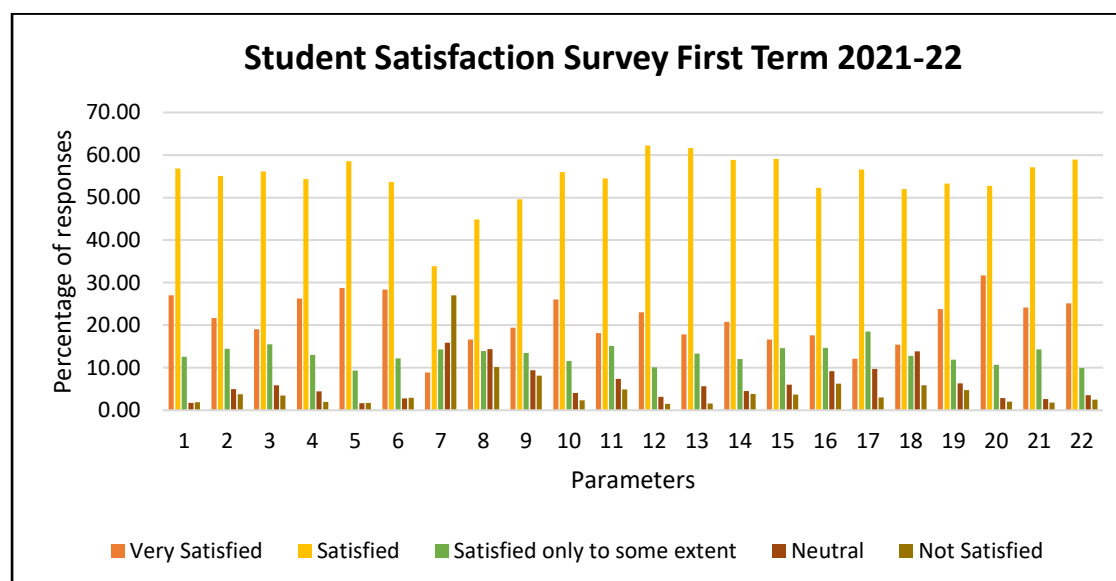
### C) STUDENT SATISFACTION SURVEY

The level of satisfaction of the students with respect to 22 parameters listed below was known from responses on a five-point scale viz. ‘Very Satisfied’, ‘Satisfied’, ‘Satisfied only to some extent’, ‘Neither Satisfied nor dissatisfied (or Neutral)’ and ‘Not satisfied’.

Sr.No.	Parameters
i)	Admission Procedure
ii)	Counseling and guidance provided at the time of admission
iii)	Infrastructure and lab facilities
iv)	Library facility
v)	Academic Discipline (i.e. timely conduct of lectures, practicals and related activities) observed by the college
vi)	Online Educational Resources provided by the College
vii)	Canteen facility
viii)	Sports and Gymkhana

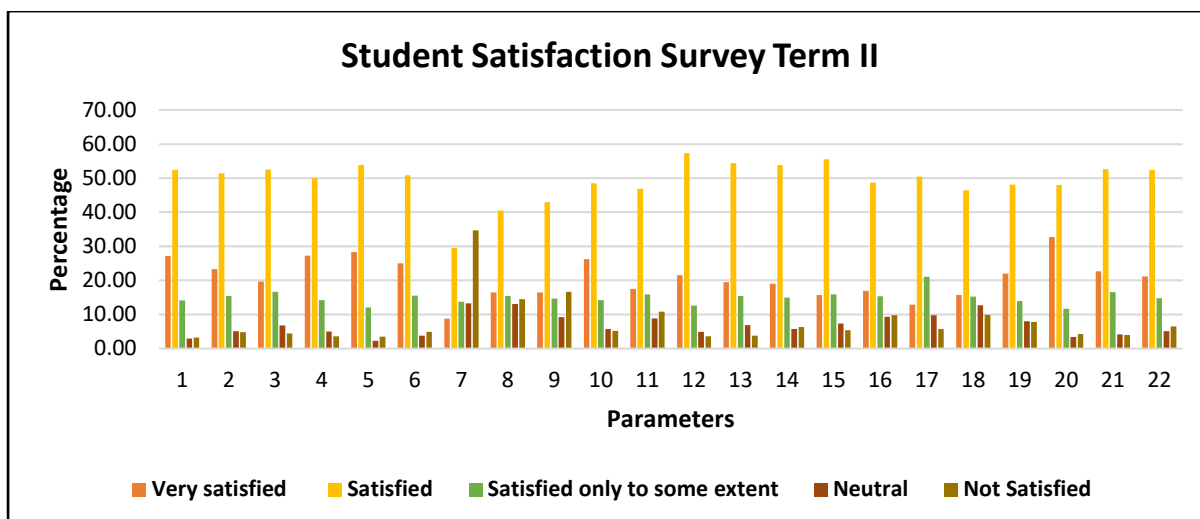
ix)	Cultural activities
x)	Work Culture
xi)	Use of Information and communication technology in the college
xii)	Examination system adopted by the college
xiii)	Frequency of Internal Evaluation conducted for each course
xiv)	Inclusion of Interdisciplinary Courses in the Programme
xv)	Range of Electives/ Number of Optional Subjects offered
xvi)	Add-On Courses provided by the Framework
xvii)	Internship/Practical Training included in the framework
xviii)	Grievance Redressal
xix)	Functioning of Placement Cell
xx)	Career Counseling Lectures conducted for your Programme
xxi)	Student –Teacher Relationship in your Department
xxii)	Overall Expectation fulfillment

### First Term of 2021-22



It is observed that for all the parameters, highest responses are for option 'satisfied'. 27% of the students are not satisfied about the canteen facilities. 10% and 8% of the students are also not satisfied about gymkhana facility and cultural activities respectively, possibly because of restrictions due to COVID -19 pandemic third wave.

### Second Term of 2021-22



Above chart reveals that maximum percentage of respondents are ‘Satisfied’ in respect of all the 22 parameters, in fact for some parameters, they have opted for ‘Very satisfied’ option, the responses being in the range of 9% and 33%. However, in respect of Canteen facility almost 35% of the respondents are ‘Not satisfied’. The feedback committee has taken note of this. Also, for Gymkhana facility and Cultural activities 14.5 % and 16.6 % of respondents opted ‘Not satisfied’ option. For rest of the parameters, approximately from 3% to 11% of the responses indicate ‘Not satisfied’. Regarding the parameters of academic discipline, online educational resources provided by the college and student teacher relationship in the department, large number of students are ‘very satisfied.’

#### D) FEEDBACK FROM TEACHERS

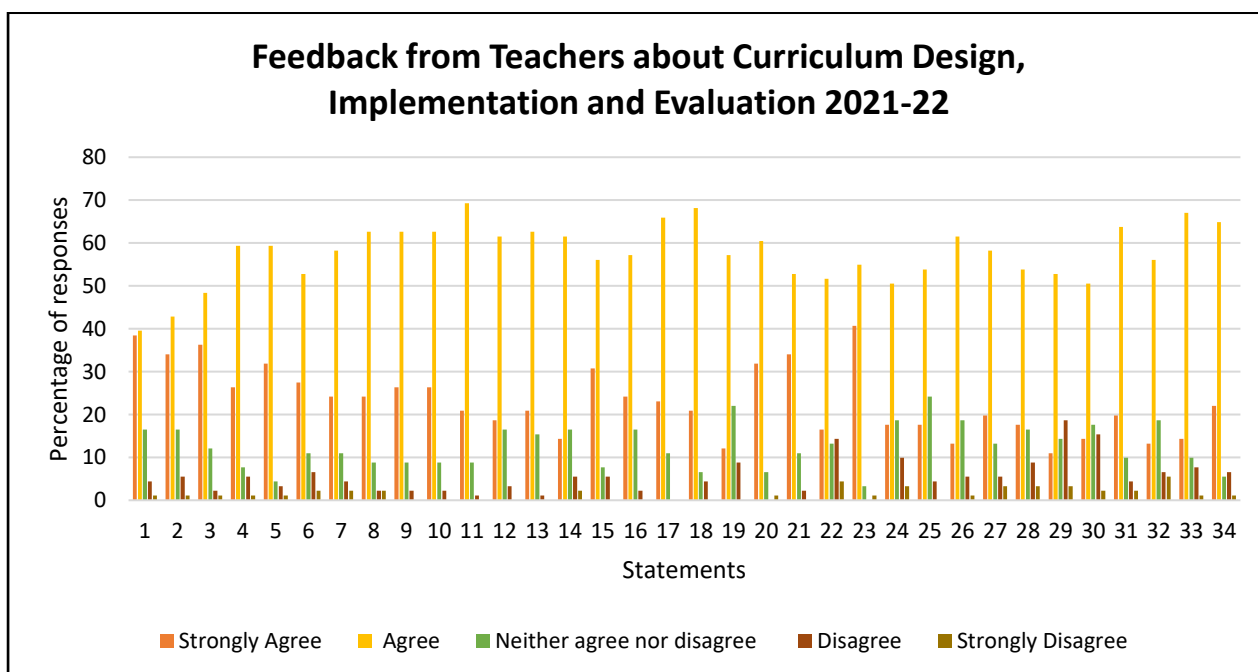
Feedback from teachers is taken once in an academic year on Curriculum Design (15 statements) and Curriculum Implementation and Evaluation (19 statements). The responses of teachers are taken in the form of level of agreement to the given statements, on a five-point scale viz. ‘Strongly Agree’, ‘Agree’, ‘Neither Agree nor Disagree’ (or Not sure), ‘Disagree’ and ‘Strongly Disagree’. The statements are given below:

Sr. No.	Statement
1	I was given an opportunity to contribute my ideas on Curriculum Design and Development.
2	My opinions were heard and considered at the time of framing of the syllabi of courses taught by me.
3	The Syllabi of all subjects were adequately discussed in the meeting(s) of the Board of Studies.



4	The courses/syllabi taught by me have a good balance between theory and application.
5	The Course Objectives are well defined and clear.
6	The books/journals etc. prescribed/listed as reference materials are relevant, updated and cover the entire syllabi.
7	The curriculum is designed so as to enhance the employability of the students.
8	The courses prescribed facilitate knowledge enhancement and skill development.
9	Inclusion of Experiential Learning in the syllabi of each course is a welcome step for bridging the gap between theory and practice
10	The Courses prescribed are relevant
11	The syllabi of each course contain a good combination of topics ranging from 'difficult' to 'easy', so as to cater the learning needs of all types of students.
12	The curriculum provides opportunities for conducting research
13	There is a need to include Interdisciplinary courses in the Framework of the Graduation Programme
14	The Framework of the Programme covers adequate number of Add on Courses
15	The entire process of Curriculum design has been transparent
16	The Orientation lectures on Autonomy were very useful for smooth transition
17	The Course Outcomes and Learning Objectives are clearly defined.
18	Sufficient Number of Lectures and/or practicals have been allotted for each Unit in the syllabi taught by me.
19	It is possible for me to complete the syllabi of all courses taught by me within the prescribed time.
20	The course/syllabi of the subjects taught by me increased my interest, knowledge and perspective in the subject area.
21	The college has given me full freedom to adopt new techniques/strategies of teaching such as group discussions, seminar presentations and learners' participations.
22	The prescribed books are available in the Library in sufficient numbers
23	The Head of the Institution/ Head of the Department is accessible for solving any problems/ providing guidance on syllabi implementation.
24	ICT facilities in the college are adequate and satisfactory

25	Although autonomous courses and affiliated courses were conducted simultaneously, I did not experience any clash between the two
26	Online educational resources are available and accessible in the library.
27	The Examination system adopted by the College is fair and unbiased
28	All difficulties faced in conduct of examinations are solved promptly
29	The frequency of CIE under the autonomy is adequate and there is sufficient time gap between conduct of two consecutive assessments
30	Tests and examinations are conducted well in time with proper coverage of all units in the syllabus.
31	Continuous efforts are taken by the college to improve the quality of teaching and learning.
32	The Grievance Redressal mechanism of the Examination Section is satisfactory
33	The environment in the College is conducive to teaching and research.
34	The College provides adequate opportunities and support to faculty members for upgrading their skills and qualifications.



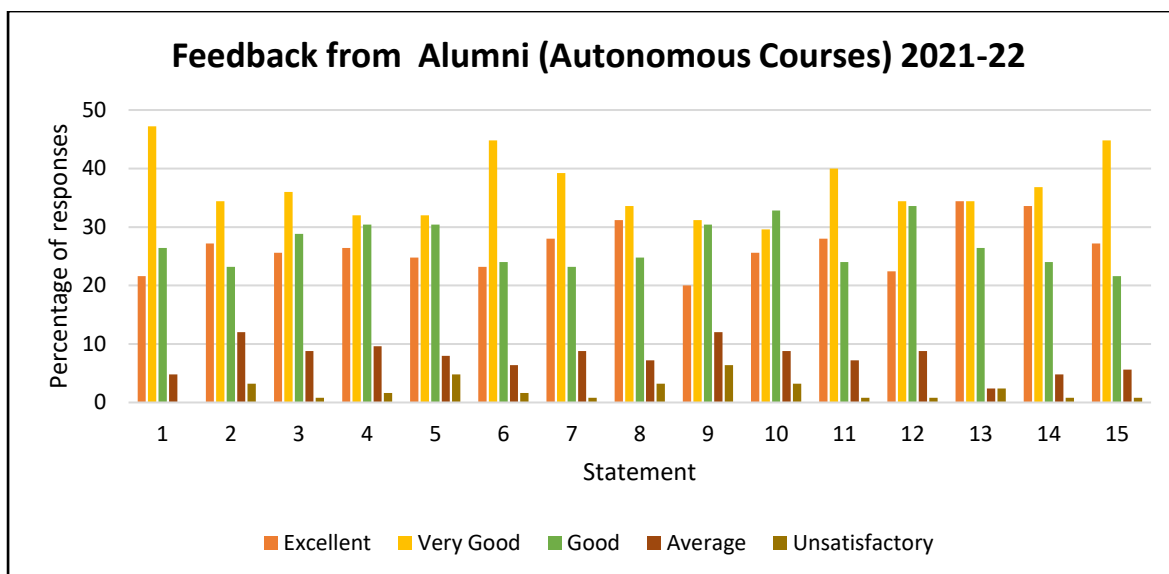
The analysis revealed that for all the statements, highest responses are received for the option ‘agree’. For seven statements, the respondents have strongly agreed. The response ‘disagree’ is significantly received for two statements viz. ‘The prescribed books are available in the

library in sufficient numbers’ and ‘The frequency of CIE under the autonomy is adequate and there is sufficient time gap between conduct of two consecutive assessments. For all the statements, response received for the option ‘strongly disagree’ is in the range of 0% to 5%.

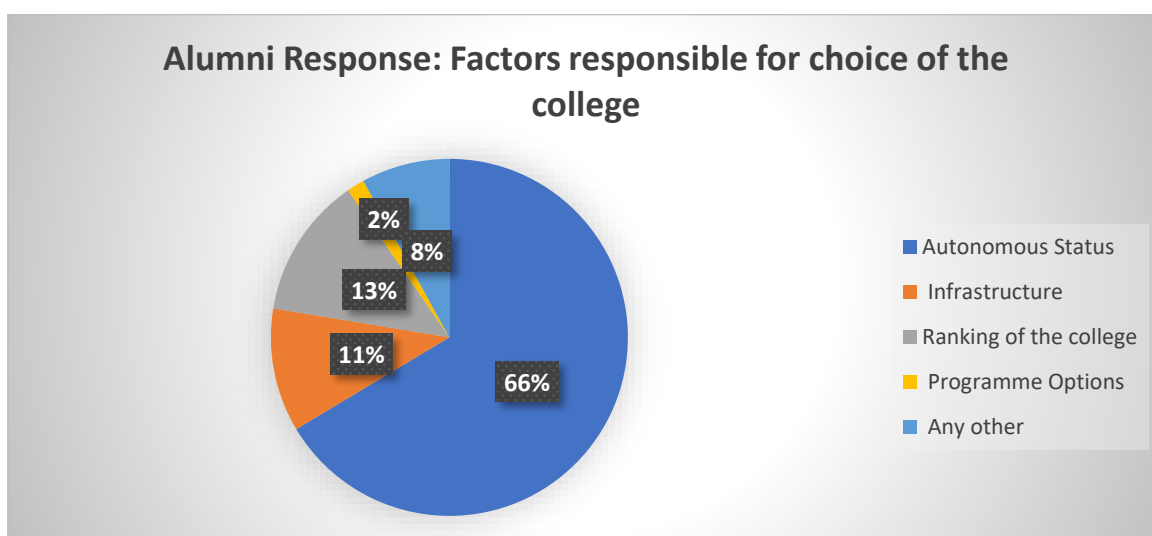
**E) i) FEEDBACK FROM ALUMNI OF AUTONOMOUS COURSES**

Feedback was obtained from the first batch of students who completed their post-graduation under autonomy on 15 parameters on a five-point scale, with a rating of ‘Excellent’, ‘Very Good’, ‘Good’, ‘Average’ and ‘Unsatisfactory’

Sr.No.	Statements
1	Depth of knowledge gained by studying the courses
2	Relevance of the courses studied
3	Practical experience gained from project work
4	Applicability of the courses studied in real life situations
5	Value addition by ‘Experiential Learning’ included in syllabi of each course
6	Appropriateness of the courses/syllabi for your placement/higher education
7	Your overall rating of the courses studied by you
8	Development of skills and soft skills during your tenure in the college
9	Your overall personality development during your student life in the college
10	Infrastructure and Lab facilities
11	Library and Educational resources provided to you
12	Transparency of the Evaluations and Examination System adopted by the college
13	Grievance Redressal Mechanism
14	Quality of Faculty Members
15	Your Overall rating of the College



It is observed that Maximum number of alumni have marked either “Excellent” or “Very Good” or “Good” for most of the statements. Alumni responses obtained suggests that 90% of alumni find the courses studied in the college highly relevant and applicable to real life situations and adds value by promoting experiential learning. Most of the alumni are happy with the course structures and believe that it gives them opportunity to develop their personalities. Most of the alumni are also happy with the library facilities, quality of faculty members, transparency in evaluation and grievance redressal. Not more than 10% alumni rated “Average” or “Unsatisfactory” for questions asked. However, highest score for “unsatisfactory” is 5% for “Infrastructure and Lab facilities”



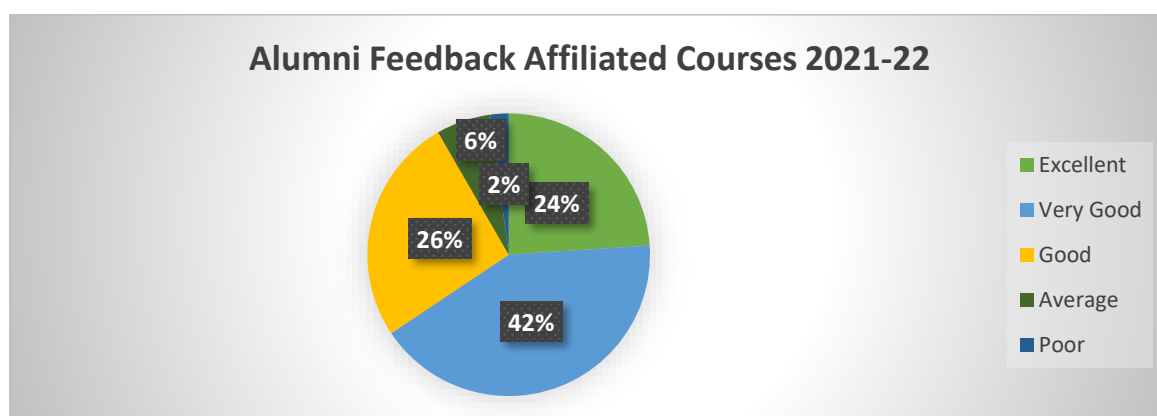
While taking admission, 66% of the alumni find “Autonomous status” of college being the major influential factor in making choice; whereas 11% alumni have given the credit to

infrastructure and 13% to ranking of college. Very few have given the credit to programme options available and 8% chose “any other” option.

### E) ii) FEEDBACK FROM ALUMNI: AFFILIATED COURSES

Feedback from Alumni was also obtained from the students who belong to the affiliated courses, using the link <http://moderncollegepune.edu.in/feedback-from-alumni/> for the form hosted on the college website. The analysis for the question ‘How do you rate the courses that you have learnt in the college in relation to your current job / occupation?’ is as follows:

42% of the respondents have rated the courses studied in relation to the current job as ‘very good’, 24% have rated it as ‘excellent’, 26% have rated it as ‘good’, 6% for ‘average’ and 2% for ‘poor’. Thus, 92% of the responses are favourable.

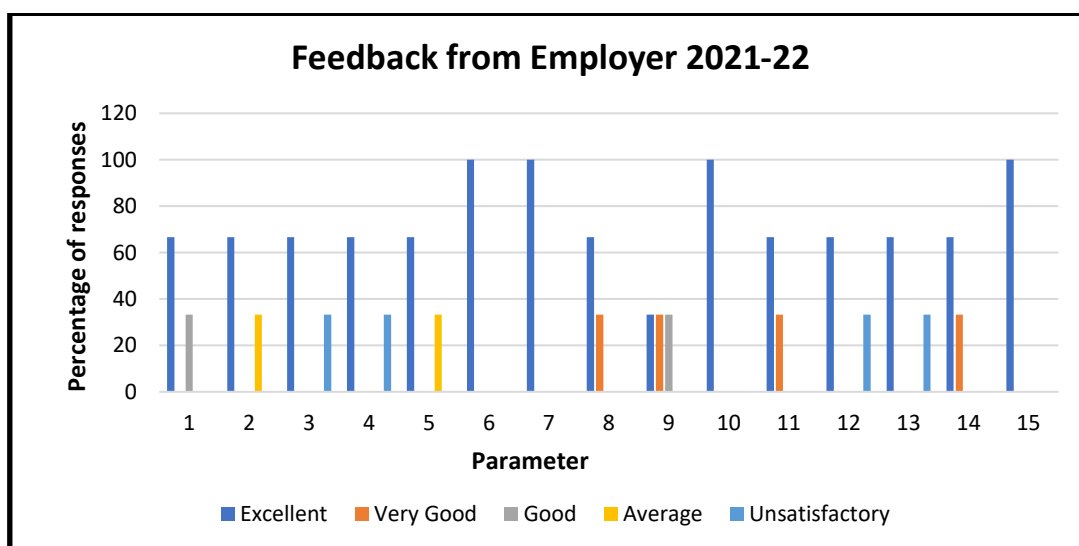


### F) FEEDBACK FROM EMPLOYER

Feedback from employers has been obtained about the curriculum as well as performance of the employee and the knowledge, skills and values demonstrated by the employee who is an alumnus of the college. The analysis of the form for feedback from the employers taken on the link <https://forms.office.com/r/tCS4Meb4FK> reveals that for all the parameters, highest percentage of responses is received for option ‘Excellent’.

Sr.No.	Statement
1	Academic knowledge learnt from the courses studied
2	Relevance of the courses studied
3	Practical Application of courses studied

4	Adequacy of the courses studied with respect to the job requirements
5	Grasping of latest developments in the field of knowledge
6	Communication skills
7	Soft Skills
8	Planning and Organisation skills
9	Managerial and Leadership Qualities
10	Initiative, Creativity and willingness to learn/adopt new ideas
11	Adaptability
12	Ability to use workplace equipment
13	Team Spirit and relationships with peers
14	Ability to contribute to the goals of your organisation
15	Loyalty and respect for values in life



*It must be noted that the first batch of Undergraduate programme completed their graduation in the academic year 2021-22, hence feedback from employer for the courses framed under autonomy will be obtained only when such students are placed.*

## CONCLUSION

As mentioned earlier, **the analysis of responses to all the feedback forms received from all the stakeholders revealed that the feedback from all stakeholders and student satisfaction is within the acceptable range** (as per the benchmark already mentioned), **with a scope for further improvement.**

## **ACTION TAKEN**

The issue of feedback from stakeholders, more particularly from the students was discussed in the meetings of the Internal Quality Assurance Cell (IQAC).

The analysis of the feedback was discussed in a meeting conducted by the Coordinator IQAC with both the Feedback Coordinators. The results of the analysis were communicated to the concerned authorities. The aspect of dissatisfaction of the students with respect to the canteen facilities was also discussed.

Apart from structured feedback, feedback in informal manner is received from parents during the parents meet, which is communicated to the respective authorities, as the case may be. Informal feedback is also received from the employers by the placement cell and the same is communicated to the respective authorities, for further action. Efforts are made, as far as possible to ensure that suggestions of employers about curriculum are taken note of.

The analysis of Structured Feedback from Students and Teachers was placed before the meeting of the IQAC for consideration. The members of IQAC appreciated the feedback and it was placed before the Governing Body Meeting.

Submitted to the Chairman IQAC Principal Dr. Zunjarrao Sir and Coordinator IQAC  
and Vice Principal Dr. Sardesai Madam

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