



Swami Sahajanand College of Commerce & Management

(Affiliated to Maharaja Krishnakumarsinhji Bhavnagar University)

(Only self-finance institution recognized under UGC 2(f), Accredited Grade 'B' by NAAC & ISO 9001:2015 Certified)

Plot No. 639, ISCON Mega City, Nr. M. K. Bhavnagar University Karyalay, Bhavnagar-364002

: Feedback Analysis: 2019–20:

Feedback is the mechanism of taking output and using it as tool for identification of further development. It is valuable information that will be used to make important decisions. 360 degree Feedback is the best at assisting people understand how others perceive them behaving at work.

Here in this institute, IQAC Department organized feedback collection, analysis and action taken with the stakeholders feedback system. This feedback is taken from the students of various courses, alumni, parents, employees and employers. Students are given instruction on the feedback form through structured questionnaire to evaluate courses by teaching-learning, research, programme outcome, infrastructure facilities, students support system by giving 5 options : (1) Strongly Agree (2) Agree (3) Not Sure (4) Disagree (5) Strongly Disagree. To assess subject knowledge, communication skills, accessibility of teacher, ability of teacher to connect the subject with the real aspect of life and modern theoretical developments.

From the following stakeholders, questionnaire filled up and feedback were obtained for the academic year 2019-20.

- 1. From UG and PG Students**
- 2. From Alumni of various courses**
- 3. From Parents of various courses**
- 4. From Teachers of various courses**
- 5. From the Employer**

Feedback From UG – PG Students:

From the students of the various courses, feedback were taken and following analysis arised :

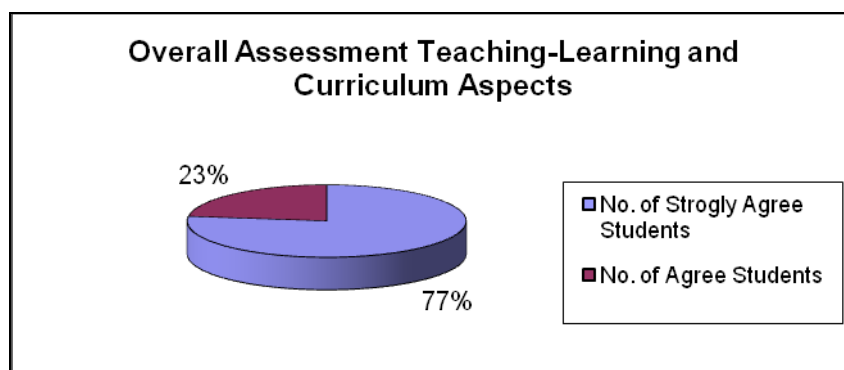
♦ Overall assessment of the Teaching-Learning and Curriculum aspects:

Here from the each student of the various courses, Feedback taken regarding teaching-learning and curriculum aspects. Analyzed as under:

1. The teachers are punctual and regular in taking lectures, practical's and entire syllabus is completed in time?

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1590
No. of Agree Students	0474



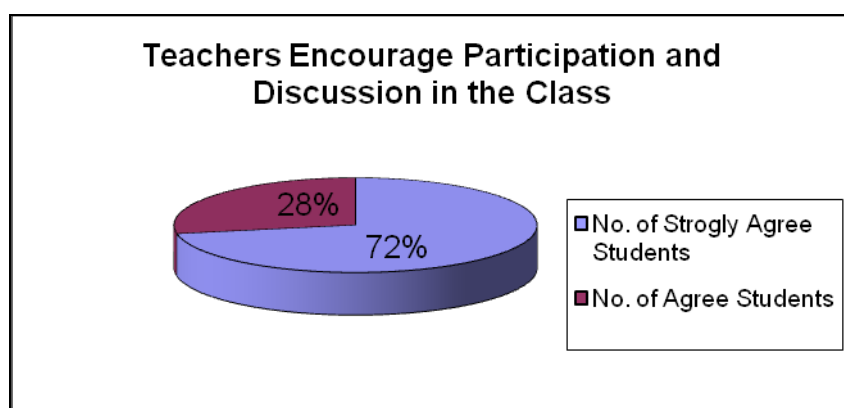
Analysis:

From the Total students of each semester of various courses, feedback taken from total 2064 students. Out of which 1590 students are Strongly Agree about curriculum activities that teacher's punctuality, regularity, completion of syllabus in time and overall teaching, learning and curriculum of the courses. 77% of the students have responded as they are Extremely Satisfied. Students have suggested about teaching and mentoring process in the institution. Students are satisfied with the presentation skills of teachers for explaining concepts through examples and applications. From the above analysis, it can be analyzed that majority of the students are able to get the expected depth of the course content.

2. The teachers encourage participation and discussion in the class:*

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc. -IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1487
No. of Agree Students	0577



Analysis:

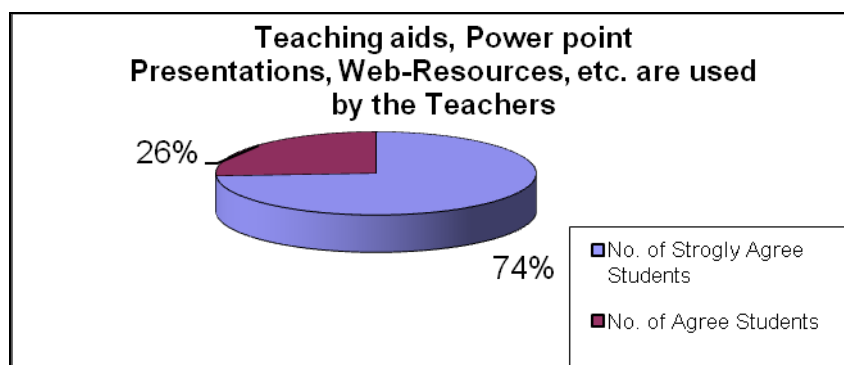
From the Total 2064 students, 1487 students are Strongly agreed about the teacher's role regarding encouragement to participate in the classroom discussion. 72% of the students have responded as they are Extremely Satisfied. From the above analysis, it can be inferred that majority of the students are satisfied towards the efforts to engage them in the monitoring, review and continuous quality improvement of the teaching-learning process.

3. Modern teaching aids, power point presentations, web-resources, etc. are used by the teachers while teaching:*

Here from the each semester students from the various courses, Feedback taken regarding modern teaching aids, Power point presentations, web-resources etc. are used by the teachers while teachers. Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196

M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1527
No. of Agree Students	0537



Analysis:

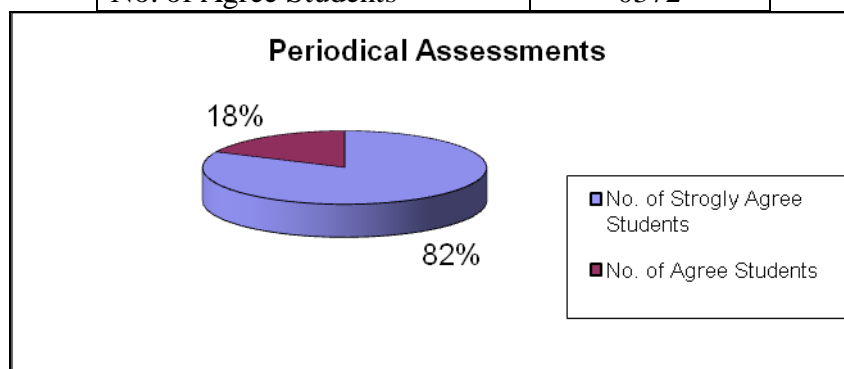
From the Total 2064 students, 1527 students are Strongly Agree about modern teaching methodology Power point presentation; web-resources etc. are used by the teachers for effective teaching. 74% of the students have responded as they are Extremely Satisfied for teaching aids used by teachers. From the above analysis, it can be inferred that majority of the students are delighted the quality of faculties provided to them and teaching method of the teachers.

4. Periodical assessments are conducted as per schedule:

Here institute have designed detailed academic planner for Curricular, Co-Curricular and Extra Activities for the students from the various courses, Feedback taken regarding overall satisfaction about their periodical assessments.

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1692
No. of Agree Students	0372



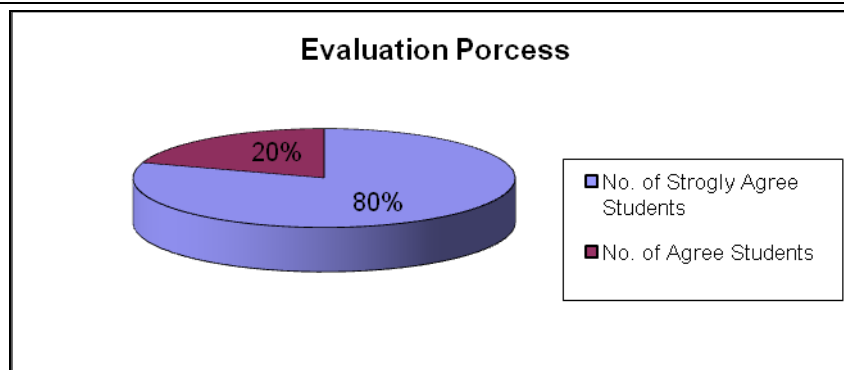
Analysis:

From the Total 2064 students, 1692 students are Strongly Agreed about the periodical assessments is conducted as per schedule. 82% of the students have responded as they are Extremely Satisfied. From the above analysis, it can be inferred that majority of the students are delighted about the periodical assessment after completion of the unit or topic of the syllabus.

5. The evaluation process is fair and unbiased:

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1651
No. of Agree Students	0413



Analysis:

From the Total 2064 students, 1651 students are Strongly Agreed about the evaluation process is fair and unbiased. 80% of the students have responded as they are Extremely Satisfied about the evaluation process. From the above analysis, it can be inferred that majority of the students are satisfied about the evaluation process that is very fair and unbiased.

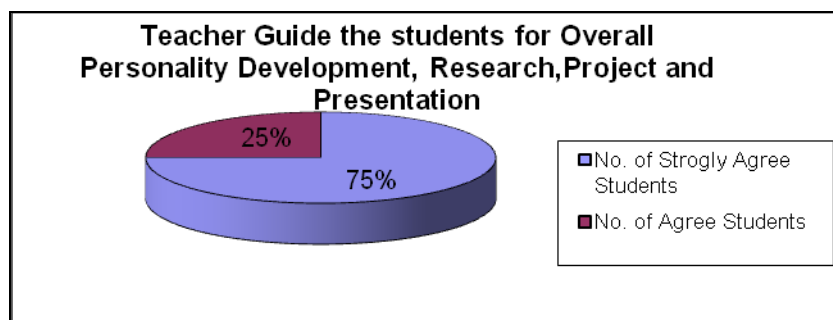
♦ **Overall assessment of Research, Innovation and Extension :**

Here from the each student of the various courses, Feedback taken regarding research, projects, overall personality development. Analyzed as under :

6. Does the teacher guide the students for overall personality development, research, project and presentation?

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1548
No. of Agree Students	0516



Analysis:

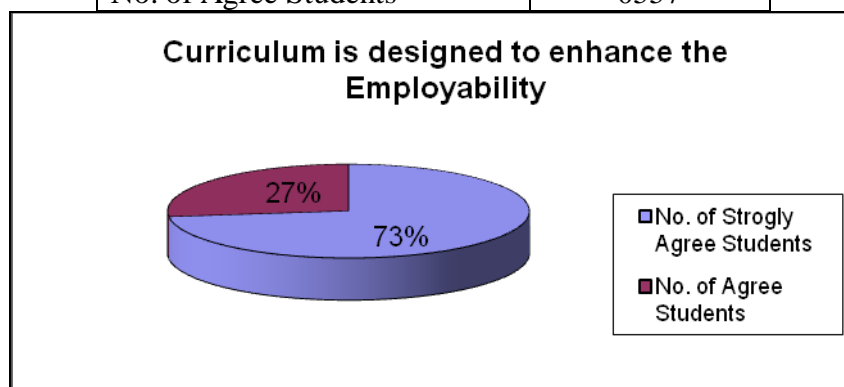
From the Total 2064 students, 1548 students are Strongly Agreed about the teacher guidance for overall personality development of the student and research, project and presentation preparation as well. 75% of the students have responded as they are Extremely Satisfied about the guidance provided by the teacher regarding to prepare the presentation

and project. From the above analysis, it can be inferred that majority of the students are delighted about the guidance of the teachers and overall personality development.

7. The curriculum is designed so as to enhance our employability.

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1507
No. of Agree Students	0557



Analysis:

From the Total 2064 students, 1507 students are Strongly Agreed about the curriculum designed to enhance the employability. 73% of the students have responded as they are Extremely Satisfied about the curriculum is designed to support them for getting better job. From the above analysis, it can be inferred that majority of the students are highly satisfied about the curriculum design.

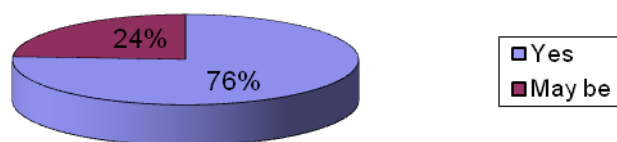
♦ Infrastructure and Learning Resources :

8. Is there proper library, computer facility in the college?

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1568
No. of Agree Students	0496

Proper Library and Computer Facility



Analysis:

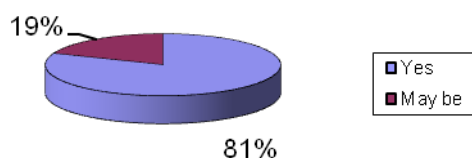
From the Total 2064 students, 496 students have very positive responded about the proper library and computer facility provided at the institution. 76% of the students have responded as they are Extremely Satisfied about the very rich library with the books, magazines and news papers etc. and also computer facility is provided. From the above analysis, it can be inferred that majority of the students are very delighted about the proper library and computer facility of the institution.

9. Are prescribed books and internet facility available in library?

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1672
No. of Agree Students	0392

Prescribed Books and Internet Facility



Analysis:

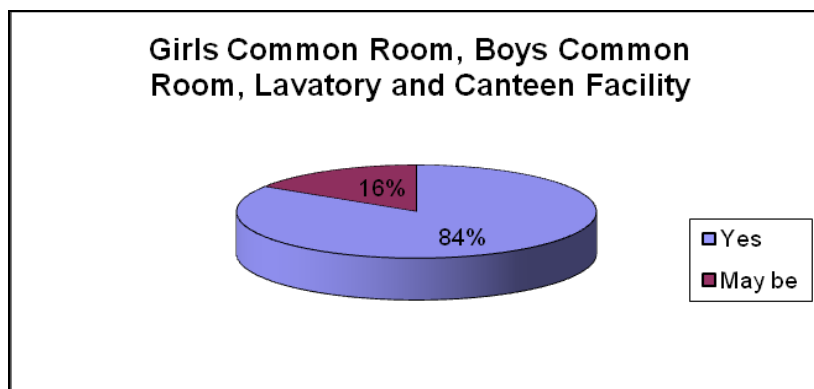
From the Total 2064 students, 1672 students are very positive about the prescribed books and internet facility available at the institution. 81% of the students have responded as they are Extremely Satisfied about library with the prescribed books and also internet facility is provided. From the above analysis, it can be inferred that majority of the students are very delighted about the availability of prescribed books and internet facility of the institution.

10. Does the college have separate girls common room, boys common room, lavatory and canteen?

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188

B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1734
No. of Agree Students	0330



Analysis:

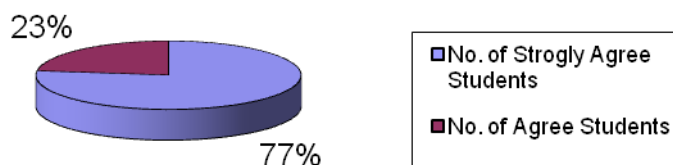
From the Total 2064 students, 1734 students are Strongly Agreed about the girls common room, boys common room, lavatory and canteen facility available at the institution. 84% of the students have responded as they are Extremely Satisfied about girls common room, boys common room, lavatory and canteen facilities are provided. From the above analysis, it can be inferred that majority of the students are very delighted about girls common room, boys common room, lavatory and canteen facilities of the institution.

11. The buildings / classrooms are accessible to disabled persons.

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1589
No. of Agree Students	0475

The Building / Classrooms are accessible for Disabled Persons



Analysis:

From the Total 2064 students, 1589 students are Strongly Agreed about the building / classrooms are accessible to disabled persons. There is special ramp available at underground for the building for disabled persons and from the underground, lift facility is available at the institution. 77% of the students have responded as they are aware and very happy that the institution available with such kind of facilities like ramp available for disabled person at the underground level and lift facility available from the underground. From the above analysis, it can be inferred that majority of the students are very delighted for underground ramp for disabled person and lift facility available at the institution.

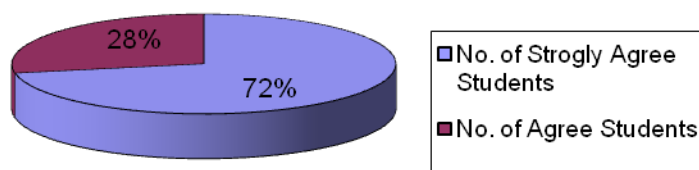
♦ Student Support and Progression :

12. The functioning of the placement cell in the college is satisfactory:*

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1486
No. of Agree Students	0578

Student Support and Progression



Analysis:

From the Total 2064 students, 1486 students are strongly agreed about the strongly functioning of the placement cell at the institution. 72% of the students have responded as they are Extremely Satisfied about the working of placement cell. From the above analysis, it

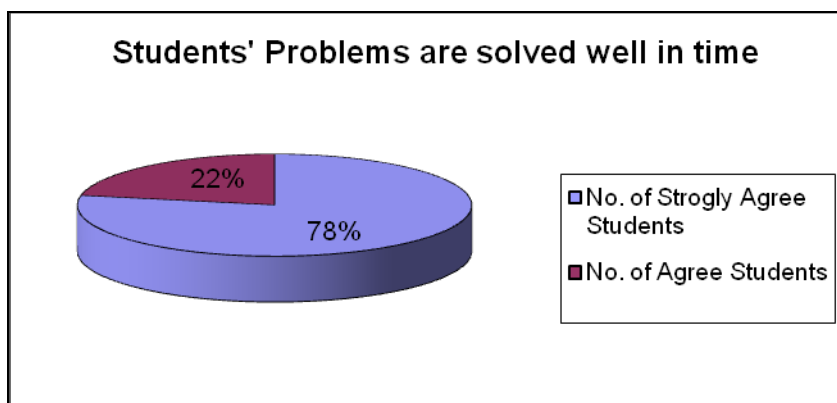
can be inferred that majority of the students are very delighted about the placement cell and they have secured very good job provided through the institution.

♦ **Governance, Leadership and Management aspects :**

13. Our grievances are redressed / problems are solved well in time:*

Following students responded for this question:

Course	Total Responses
B.Com.	1225
B.B.A.	0188
B.C.A.	0109
B.A.	0235
B.Com. (Honours)	0025
M.Com.	0196
M.H.R.D.	0039
M.Sc.-IT	0035
M.S.W.	0005
M.A. (Sociology)	0001
PGDGST & TALLY	0002
PGDJ&MMC	0004
Total	2064
No. of Strongly Agree Students	1610
No. of Agree Students	0454



Analysis:

From the Total 2250 students, 1778 students are strongly agreed about the such problems of students solved well in time by the management at the institution. 79% of the students are Extremely Satisfied that the problems of students are properly solved well in time by the management. From the above analysis, it can be inferred that majority of the students are very happy about the students' problems solutions given well in time by the management.

From above analysis, it is observed that students of Swami Sahajanand College of Commerce and Management are very delightful about all curriculum, co-curriculum and extra activities conducted during the year in college premises. Students expressed their views and happiness about infrastructure, students support systems at premises and feels overall growth.

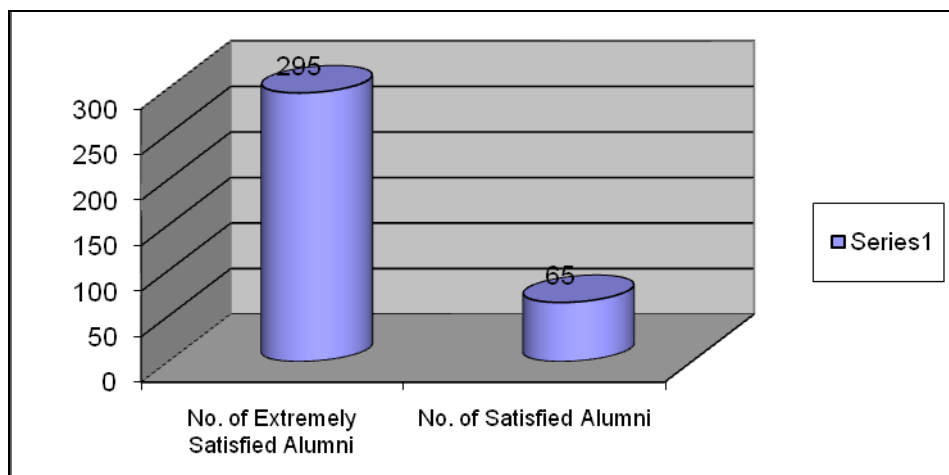
Feedback from Alumni:

Here in this institute, Feedback system available from Alumni. About knowledge imparted, various co-curricular and extra activities and overall development of the students.

◆ About the Curriculum :

Here from various courses, following respondents answered about the core knowledge they have obtained from the course.

Course	Total Responses
B.Com.	140
B.B.A.	048
B.C.A.	030
B.A.	027
M.Com.	055
M.H.R.D.	023
M.Sc.-IT	025
M.S.W.	012
Total	360
No. of Extremely Satisfied Alumni	295
No. of Satisfied Alumni	065



Analysis:

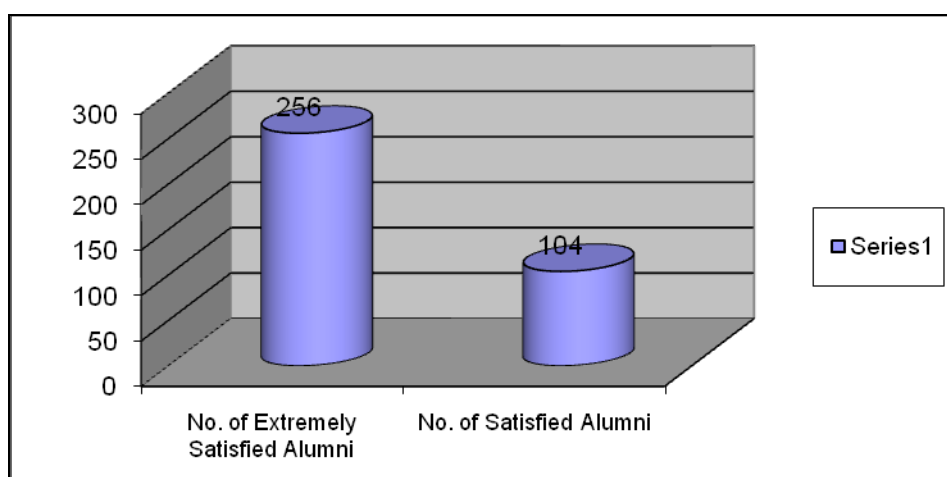
From the Total 360 Alumni, 295 Alumni are Extremely Satisfied about the Quality of instruction by faculty, subject knowledge, communication skills, ability of teacher regarding carrier guidance and in-depth knowledge of the course of the institution. 84 Alumni are satisfied with the core value of the course.

82% of the Alumni Extremely Satisfied and 18% of the Alumni satisfied with the concerned course. From the above analysis, we infer that majority of the Alumni were able to get the expected depth of the knowledge.

♦ **Co-Curricular Activities :**

Here from various courses, following respondents answered about the various co-curricular activities like Seminar, Presentation, Industrial Visit during academic year for their development. For this following students have responded.

Course	Total Responses
B.Com.	140
B.B.A.	048
B.C.A.	030
B.A.	027
M.Com.	055
M.H.R.D.	023
M.Sc.-IT	025
M.S.W.	012
Total	360
No. of Extremely Satisfied Alumni	256
No. of Satisfied Alumni	104



Analysis:

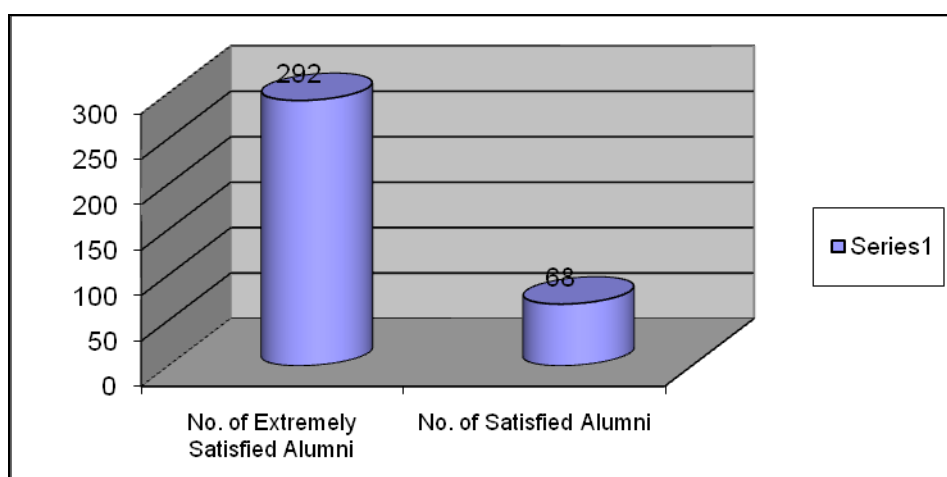
From the Total 360 Alumni, 256 Alumni are Extremely Satisfied about the various co-curricular activities and 104 Alumni are Satisfied regarding various activities in the institution.

71% of the Alumni are Extremely Satisfied to the greatest extent with the co-curricular activities and 29% of the Alumni are Satisfied to the good extent with the co-curricular activities. From the above analysis, we infer that majority of the Alumni were able to get the opportunities of overall development by various co-curricular activities.

♦ **Extra Curricular Activities :**

Here from various courses, following respondents answered about the various extra curricular activities conducted during academic year for their development. For this following students have responded.

Course	Total Responses
B.Com.	140
B.B.A.	048
B.C.A.	030
B.A.	027
M.Com.	055
M.H.R.D.	023
M.Sc.-IT	025
M.S.W.	012
Total	360
No. of Extremely Satisfied Alumni	292
No. of Satisfied Alumni	068



Analysis:

From the Total 360 Alumni, 292 Alumni are Extremely Satisfied about the various extra curricular activities and 68 Alumni are Satisfied regarding various activities in the institution.

81% of the Alumni are Extremely Satisfied to the greatest extent with the extra curricular activities and 19% of the Alumni are Satisfied to the good extent with the extra curricular activities. From the above analysis, we infer that majority of the Alumni were able to get the opportunities of overall development by various extra curricular activities.

From above analysis, it is observed that Alumni feels their overall growth in Swami Sahajanand College of Commerce and Management.

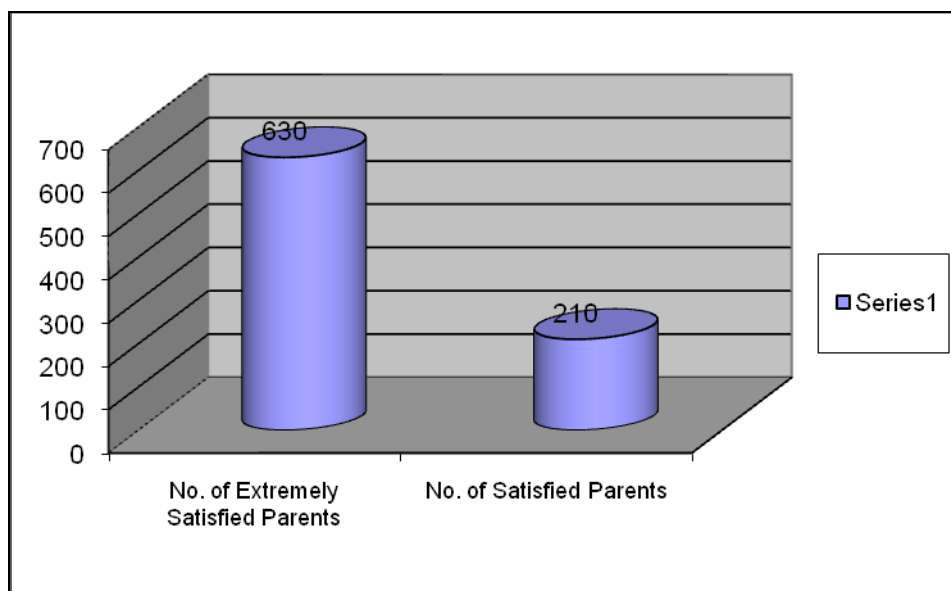
Feedback from Parents:

Here in this institute, Feedback system available from Parents also. About curriculum, co-curriculum and extra activities for the overall development of their child.

♦ About Curriculum :

Here from parents of the students of various courses, following respondents answered about the curriculum, teaching-learning activities of the institute.

Course	Total Responses
B.Com.	397
B.B.A.	124
B.C.A.	069
B.A.	039
B.Com. (Honours)	019
M.Com.	133
M.H.R.D.	030
M.Sc.-IT	021
M.S.W.	008
Total	840
No. of Extremely Satisfied Parents	630
No. of Satisfied Parents	210



Analysis:

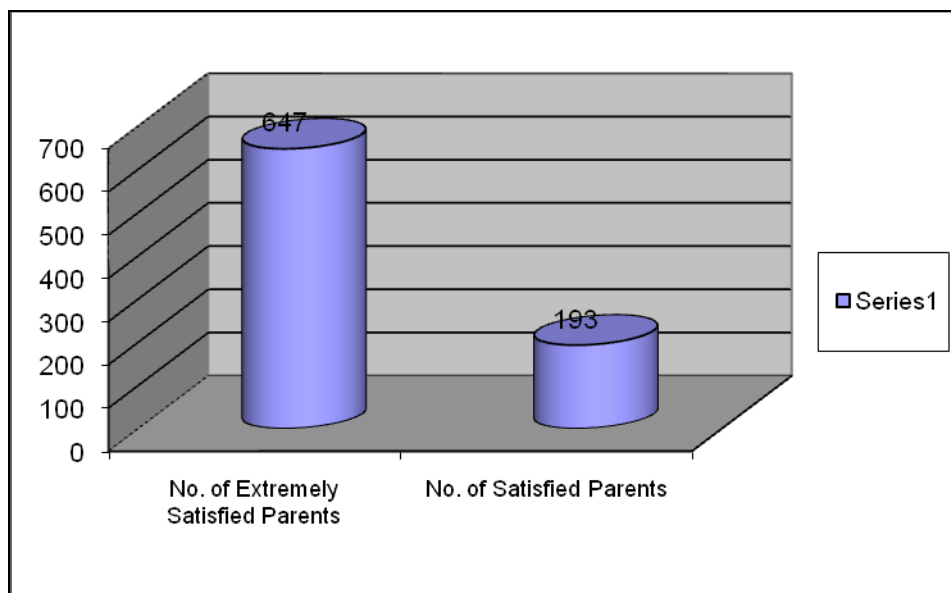
From the Total 840 Parents, 630 Parents are Extremely Satisfied about the Quality of instruction by faculty, teaching-learning aspects of the institute, carrier guidance and in-depth knowledge of the course of the institution. 210 Parents are satisfied with the core value of the courses.

75% of the Parents Extremely Satisfied and 25% of the Parents Satisfied with the concerned course. From the above analysis, we infer that majority of the Parents were glad about the knowledge growth of their child.

♦ About Co-curricular Activities :

Here from parents of the students of various courses, following respondents answered about the co-curriculum activities of the institute.

Course	Total Responses
B.Com.	397
B.B.A.	124
B.C.A.	069
B.A.	039
B.Com. (Honours)	019
M.Com.	133
M.H.R.D.	030
M.Sc.-IT	021
M.S.W.	008
Total	840
No. of Extremely Satisfied Parents	647
No. of Satisfied Parents	193



Analysis:

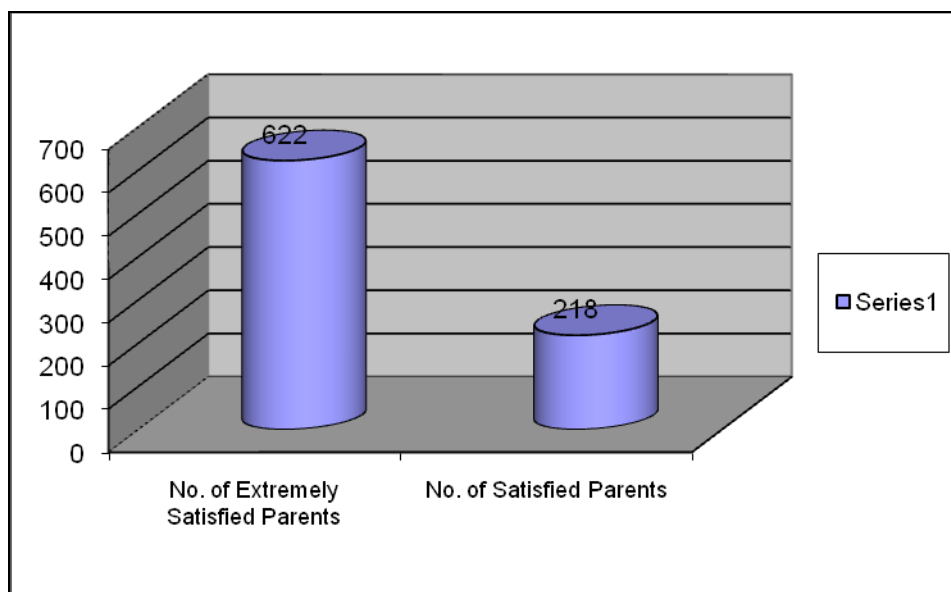
From the Total 840 Parents, 647 Parents are Extremely Satisfied about the co-curricular aspects of the institute like Presentation, Seminar, Workshop, Industrial Visits arranged by the institution. 193 Parents are satisfied with the co-curricular activities of the courses.

77% of the Parents Extremely Satisfied and 23% of the Parents Satisfied with the concerned activities. From the above analysis, we infer that majority of the Parents were glad about the knowledge growth of their child.

♦ **About Extra Curricular Activities :**

Here from parents of the students of various courses, following respondents answered about the extra activities of the institute.

Course	Total Responses
B.Com.	397
B.B.A.	124
B.C.A.	069
B.A.	039
B.Com. (Honours)	019
M.Com.	133
M.H.R.D.	030
M.Sc.-IT	021
M.S.W.	008
Total	840
No. of Extremely Satisfied Parents	622
No. of Satisfied Parents	218



Analysis:

From the Total 840 Parents, 622 Parents are Extremely Satisfied about the extra activities of the institute like Essay writing, Salad Making, Rakhi Making, Navratri, Drama, Youth Festival Participation competitions arranged by the institution. 218 Parents are satisfied with the extra activities of the institution.

74% of the Parents Extremely Satisfied and 26% of the Parents Satisfied with the concerned activities. From the above analysis, we infer that majority of the Parents were glad about the 360 degree growth of their child.

From above analysis, it is observed that Parents feels overall growth of their child in Swami Sahajanand College of Commerce and Management.

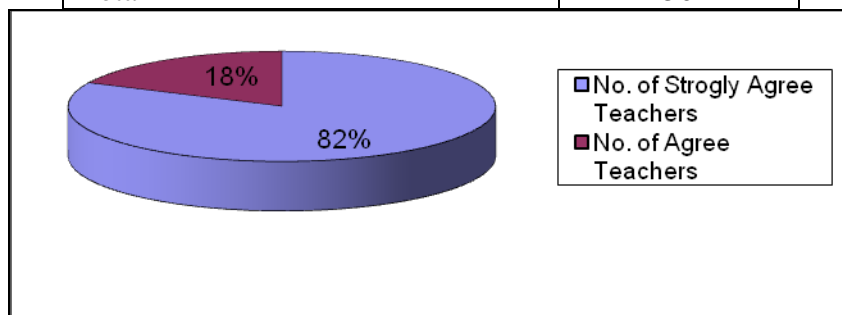
Feedback from Teachers:

Here in this institute, Feedback system available from teachers also. About curriculum, overall development and the administration of the institute.

♦ About Curriculum :

Here from various departments total 50 teaching staff have given feedback about syllabus, examination work, relevant material books and journals.

Particulars	Total Responses
No. of Extremely Satisfied Teachers	41
No. of Satisfied Teachers	09
Total	50



Analysis:

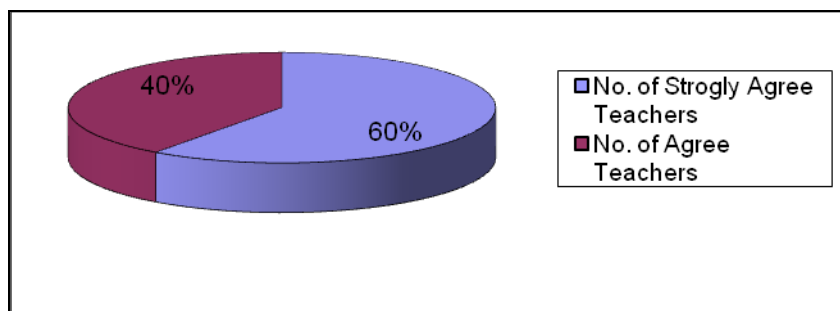
From the Total 50 teaching staff members, 41 are extremely satisfied about the syllabus, objective of the course, reference books available in the library. 09 teachers are satisfied with all curriculum matters. Teaching staff members are satisfied with the all type of internal and external examination work.

81% of the teachers Extremely Satisfied and 19% of the Teachers Satisfied with the concerned course. From the above analysis, we infer that majority of the teachers were glad about the academic syllabi.

♦ **About Overall Development :**

The data consist of teachers from various courses, following respondents answered about the research work, guidance lecture, training sessions and FDP undertaken by the institute.

Particulars	Total Responses
No. of Extremely Satisfied Teachers	30
No. of Satisfied Teachers	20
Total	50



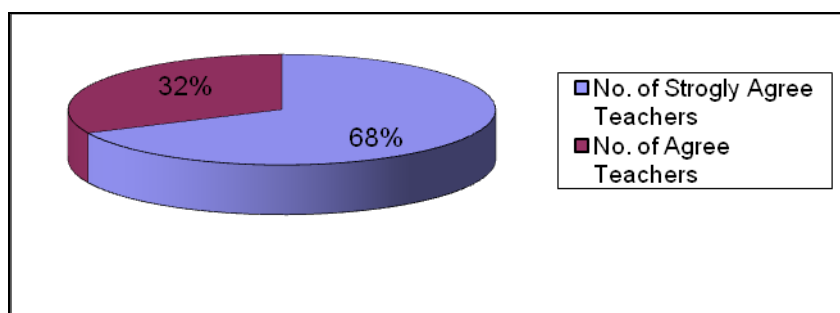
Analysis:

From the Total 50 teachers 30 teachers are highly satisfied with the all the types of research facilities, training session, guidance lectures & other development activities from the institute. 60% have felt about their growth in the field and 40% satisfied with the research exposure.

About Administration :

Teachers of the various courses have given feedback about administrative of the college, infrastructure & ICT facilities.

Particulars	Total Responses
No. of Extremely Satisfied Teachers	34
No. of Satisfied Teachers	16
Total	50



Analysis:

Majority staff the teaching fraternity are extremely satisfied with the infrastructure facilities, work culture and administrative procedure. 68% staff is extremely satisfied with all supporting activities for good job culture.

Feedback From Employer:

From the last year employers have taken feedback from students who are present for the interview and students who are placed in their institute.

♦ Analysis :

Here from the trustees, Feedback taken regarding teaching-learning process, creativity and innovation, soft skills, dedication and commitment of the teaching and non-teaching staff members as well as curriculum and overall development of the students and staff :

Employers	Total Responses
Total Employers	14

Analysis :

Employers are satisfied about teaching-learning process, creativity and innovation, soft skills, dedication, commitment and involvement of the students in various curriculum, co-curriculum and extra activities of the institute.

Employers also consider classroom performance, learning methodology and the enthusiasm of the students about overall growth.