

# Report on Student Satisfaction Survey 2022-2023

Responses:580

Questions	Excellent(7)	Very-Good(6)	Good(5)	Average(4)	Below-Average(3)	Poor(2)	Very-Poor(1)
Availability of extra-curricular activities in college.	32%	20%	29%	11%	2%	6%	1%
Amenities and assistance available for extra-curricular activities at the college.	20%	23%	30%	20%	4%	1%	1%
Sports facility in college.	11.78%	24.92%	27.98%	25.37%	3.53%	4.12%	2.30%
Canteen facility in college(Food quality).	16.52%	15.18%	35.41%	20.87%	5.60%	3.60%	2.81%
Canteen facility in college(Rates of the food items).	14.83%	17.01%	35.45%	24.02%	4.34%	2.65%	1.70%
Canteen facility in college(Attitude and service received).	18.98%	24.60%	27.01%	17.42%	4.50%	5.08%	2.42%
Cleanliness and maintenance in the classrooms.	15%	26%	33%	14%	5%	3%	3%
Cleanliness and maintenance of Toilets/washrooms.	10.14%	12.99%	22.72%	24.09%	11.72%	6.35%	11.98%
Timely redressal of grievances/problems of students.	8.94%	23.05%	35.20%	22.78%	4.13%	3.23%	2.68%
Functioning of the Placement Cell	13%	18%	38%	20%	4%	5%	1%

*Iqeta Mehta*

**I.Q.A.C. CO-ORDINATOR**  
 KET'S V.G. Vaze College of  
 Arts, Science and Commerce  
 Mulund (E), Mumbai-400 081.



Questions	Excellent(7)	Very-Good(6)	Good(5)	Average(4)	Below-Average(3)	Poor(2)	Very-Poor(1)
Library facility in college(Availability of prescribed books/reading materials.)	26%	28%	29%	11%	5%	1%	1%
Library facility in college(Way of cataloguing and arrangement of books in the library).	30%	21%	34%	10%	1%	4%	0%
Library facility in college(Availability and accessibility of online educational resources in college.).	23.34%	22.79%	33.49%	16.25%	1.89%	1.69%	0.15%
Library facility in college(Attitude of Library staff).	25.41%	17.34%	33.35%	18.22%	2.56%	1.60%	1.52%
College Website	14.19%	26.27%	29.10%	22.25%	5.19%	2.05%	0.95%
Fairness and feedback mechanism in the Internal Continuous Assessment (ICA)	11.49%	25.86%	39.67%	18.25%	3.46%	0.94%	0.33%
Mentoring system	27.56%	23.32%	29.10%	16.02%	0.93%	1.97%	1.10%

*Neeta Mehra*  
**I.Q.A.C. CO-ORDINATOR**  
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 Mulund (E), Mumbai-400 081.





## **Feedback Committee Report**

**The Meeting of Feedback Committee was held on 25<sup>th</sup> April 2023 at 2.00pm.**

**The following member were present for the meeting:**

**Prof. (Dr.) Preeta Nilesh - Principal**  
**CA Anil Naik- Vice Principal**  
**Dr. Neeta Mehta - Coordinator, IQAC**  
**Prof. Dr. Ajit Kengar - Dean, Human Resource**

Dr. Neeta Mehta presented feedback received from the students and faculty.

For the AY 2022-23 the following three types of feedback were collected and analyzed:

- A. Faculty Feedback on Infrastructural and Other Facilities
- B. Student Satisfaction Survey
- C. Performance Appraisal of Teachers by Students (PATS)

### **A) Faculty Feedback on Infrastructural and Other Facilities**

61 out of 99 faculty members responded to the feedback forms sent

**The Reported Areas of Contentment with respect to Teaching, learning, evaluation and Research were:**

1. Communication regarding upcoming meetings/events in the context of teaching, learning and examination has been effective and timely.
2. Faculty members are encouraged to update their knowledge and skills, to register for M.Phil., Ph.D. and Post-Doctoral Degree/Project
3. Faculty members get duty leave to participate in seminars / workshops / symposia / conferences
4. Faculty members are encouraged to organize seminars / workshops / symposia / conferences
5. Communication regarding upcoming meetings/events in the context of teaching, learning and examination has been effective and timely.

**The Reported Areas of Contentment with respect to Governance were:**

1. The Management-Staff get-together is held every year.
2. The Principal of the college is accessible.
3. The IQAC is effective in promoting quality initiatives in the college
4. The registrar and others admin staff accessible and address the issues and concerns.

**The Reported Areas of Contentment with respect to Infrastructure & other facilities were:**

1. The rates and quality of the food items in the canteen are reasonable. Availability of clean drinking water.
2. Attitude of the canteen staff and service received was good.



3. Availability of prescribed books/reading materials in library facility is good.
4. Way of cataloging and arrangement of books in the library is effective.
5. Availability and accessibility of online educational resources in college on library facility is good.

**The Reported Areas of Development were:**

1. Infrastructure required for effective teaching -learning process
2. The remuneration / salary received for services to the college (Only for SFC/ Ad-Hoc Staff)
3. The Management acknowledges higher degrees/qualifications acquired by staff members with financial increments (Only for SFC/ Ad-Hoc Staff)
4. The staffroom is clean and well maintained.
5. Toilets & Washrooms are clean and well maintained.

**B) Student Satisfaction Survey (SSS)**

580 responses were received from students.

**The Reported Areas of Contentment were as follows:**

1. Availability of clean drinking water.
2. Amenities and assistance available for extra-curricular activities at the college
3. Availability of extra-curricular activities in college.
4. Mentoring System

**The Reported Areas of Development were as follows:**

1. College website
2. Sports facility in the college
3. Food Quality, Rates of the food items, Attitude and service received
4. Cleanliness of Classrooms, toilets and washrooms
5. Feedback mechanism in internal continuous assessment
6. Library - way of cataloging and arrangement of the books, Availability & accessibility of online educational resources and Attitude of the library staff
7. Timely redressal of grievances/problems of students.

**C) Performance Appraisal of Teachers by Students (PATS)**

3 skills are tapped using PATS

- Attitude Towards Students
- Core Teaching Skills
- Additional peripheral skills / activities.

1. 7566 PATS responses were received for teachers
2. Areas of concerns were selected if more than 40% of students have rated the skills Average or Below Average
3. Around 13 faculty members received rating of Average or Below Average by more than 40% of students. Majority of them faced the issues in the areas of additional peripheral skills

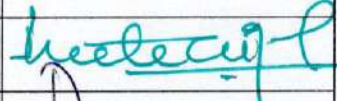
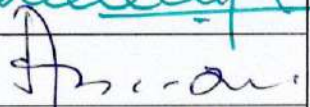
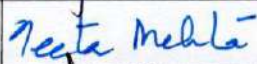
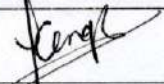




**The Committee held the discussion on various points and resolved that:**

1. Students of FY/SY/TY and new teachers are needed to be oriented about NAAC
2. Students and Teachers grievances should be collected differently
3. The number of teachers in Grievance Committee to be increased.
4. Separate format should be prepared for grievances against bathroom, library, office infrastructure, sport, office.
5. Meeting with Principal to be held once a month.
6. Infrastructure and salary related issues will be taken up in the CEC and CDC meetings
7. 13 faculty members will be counseled by Principal.

I read the minutes of the Feedback Committee meeting conducted on 25<sup>th</sup> April 2023.  
I approve the same.

Sr.no	Name of the Committee Member	Signature
1.	Prof. (Dr.) Preeta Nilesh - Principal	
2.	CA Anil Naik- Vice Principal	
3.	Dr. Neeta Mehta - Coordinator, IQAC	
4.	Prof. Dr. Ajit Kengar - Dean, Human Resource	

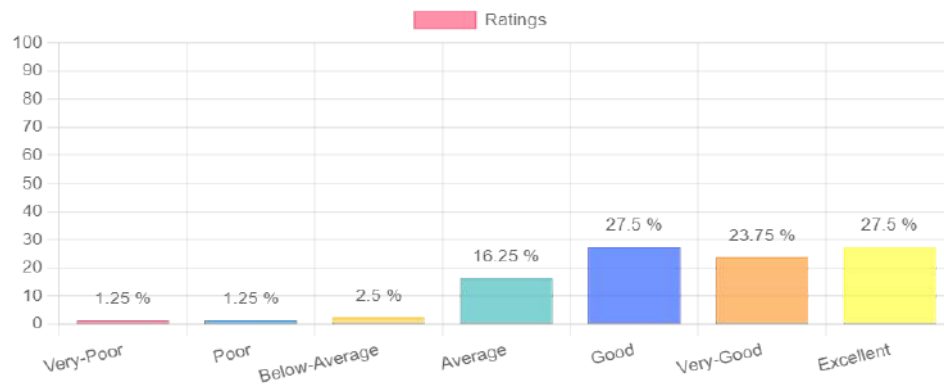


### Detail Insights

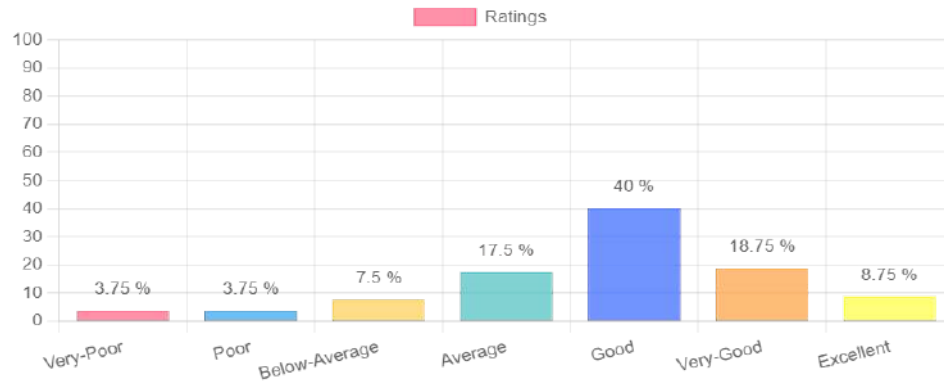
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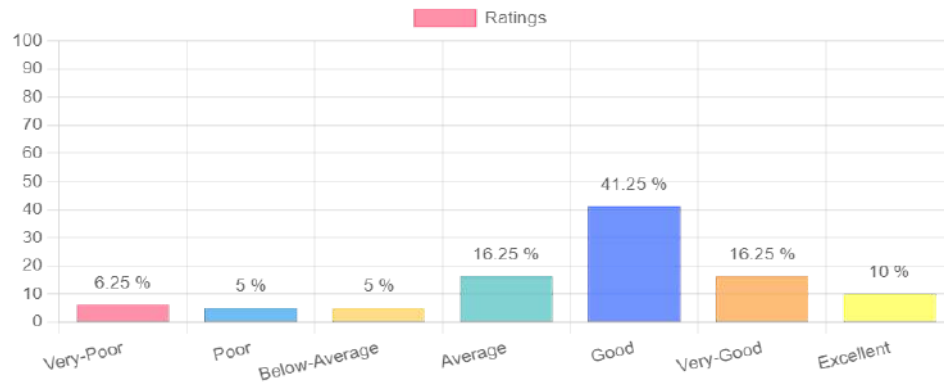
1. Availability of extra-curricular activities in college.



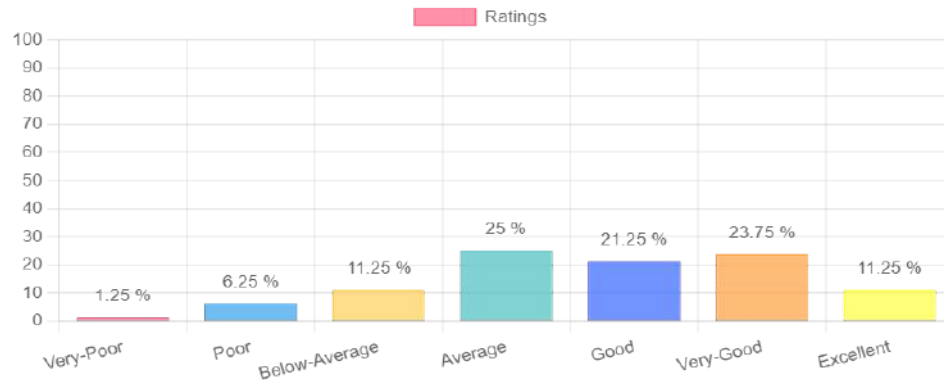
2. Amenities and assistance available for extra-curricular activities at the college.



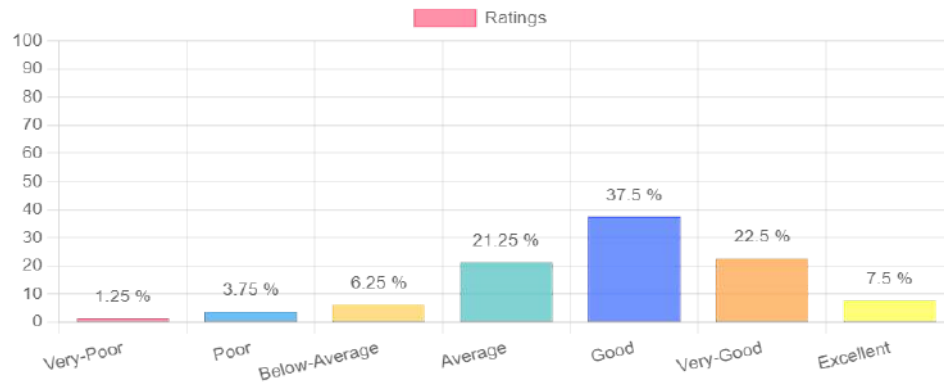
3. Sports facility in college.



4. Canteen facility in college(Food quality).

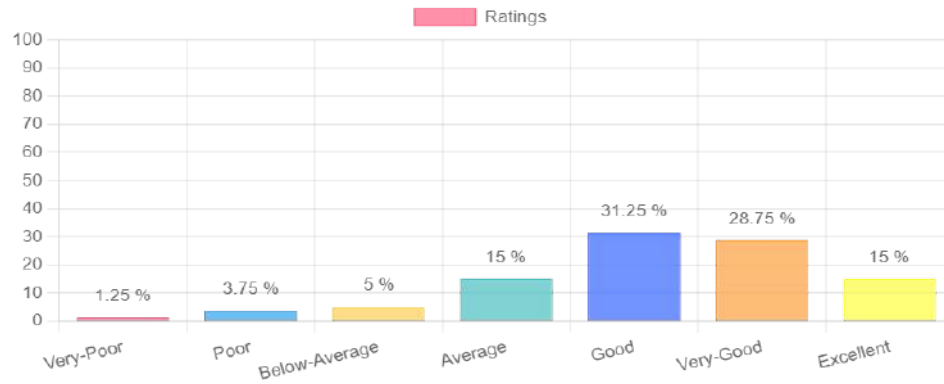


5. Canteen facility in college(Rates of the food items).

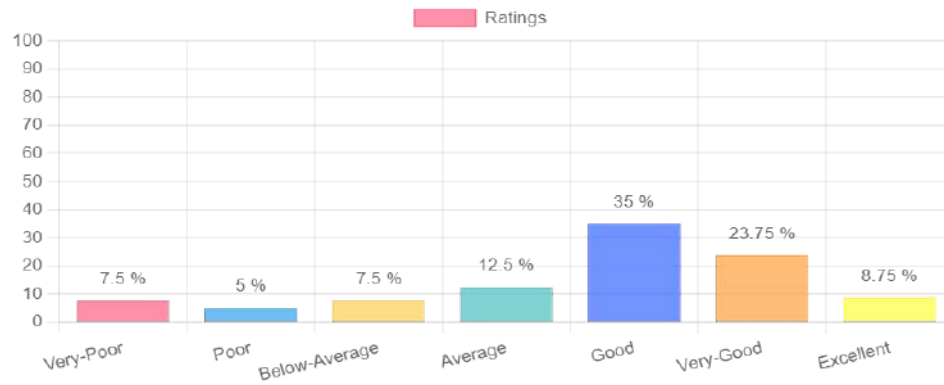


6. Canteen facility in college(Attitude and service received).

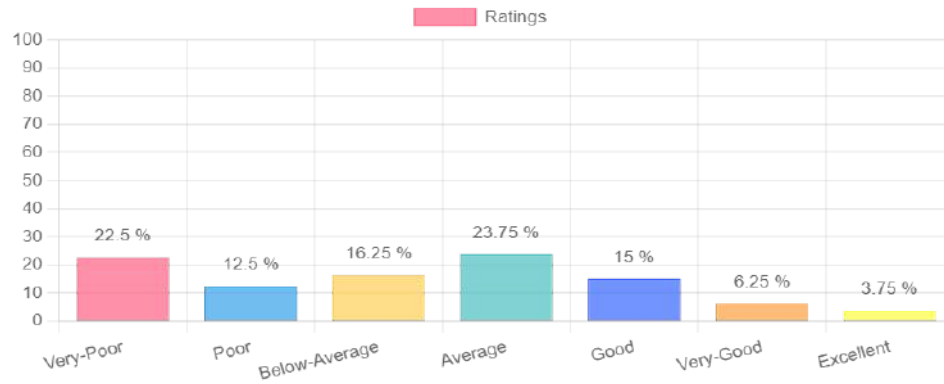




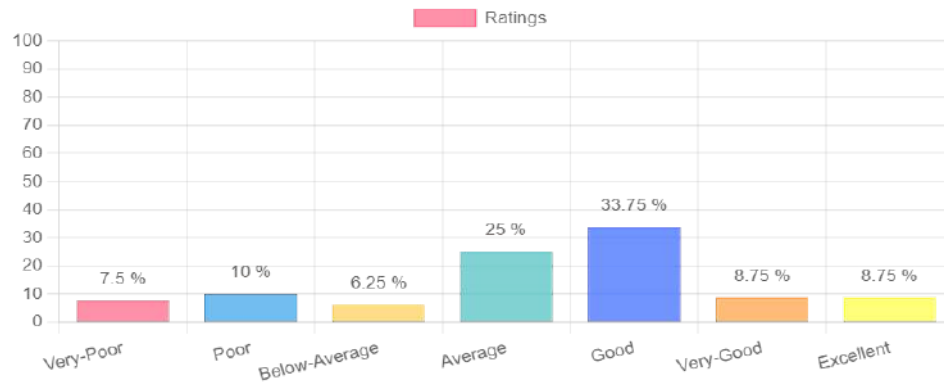
7. Cleanliness and maintenance in the classrooms.



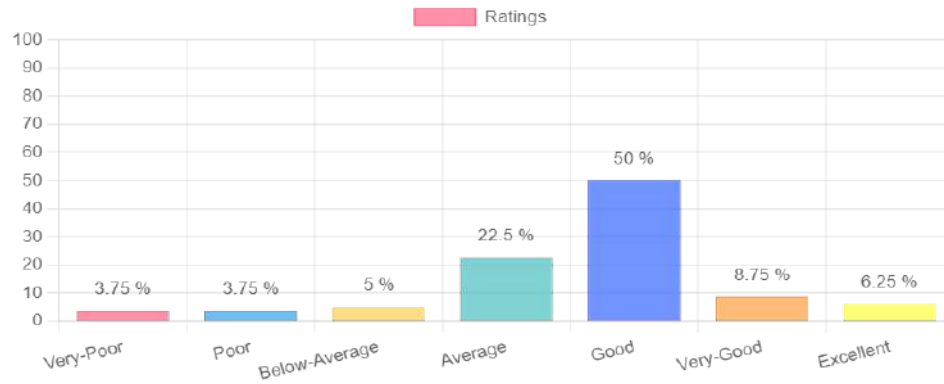
8. Cleanliness and maintenance of Toilets/washrooms.



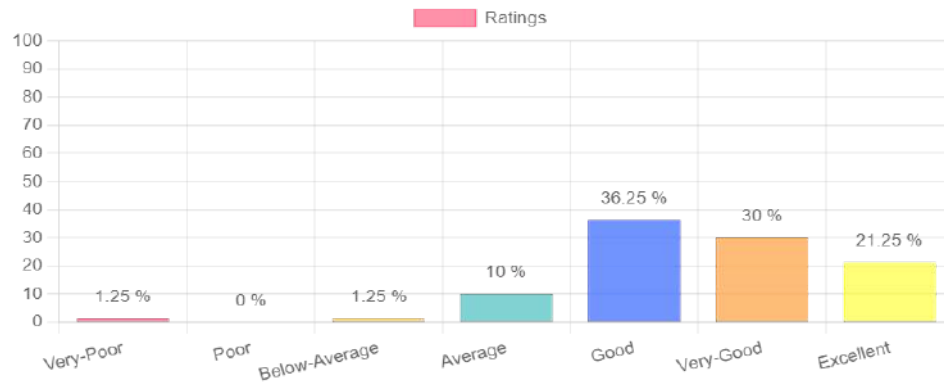
9. Functioning of the Placement Cell.



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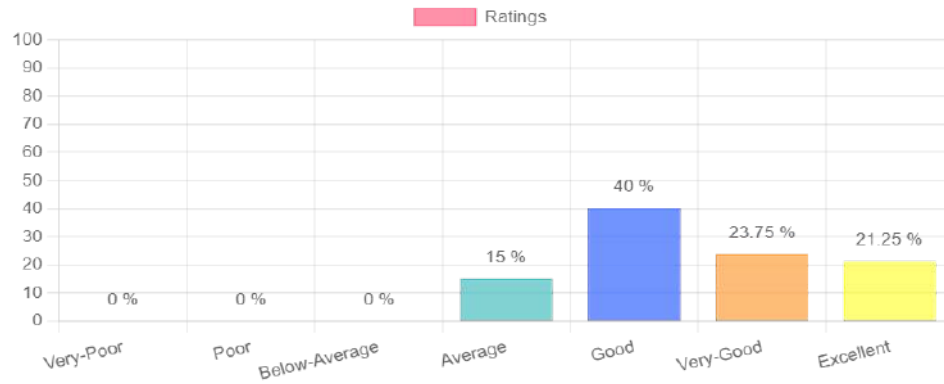


11. Library facility in college(Availability of prescribed books/reading materials.).

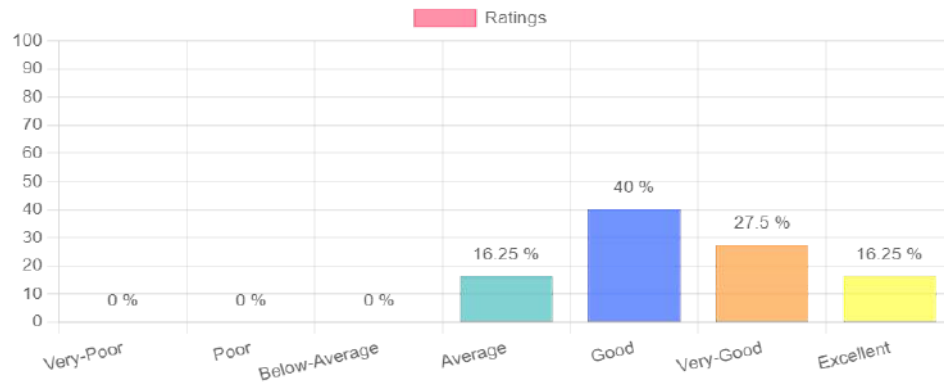


12. Library facility in college(Way of cataloguing and arrangement of books in the library).

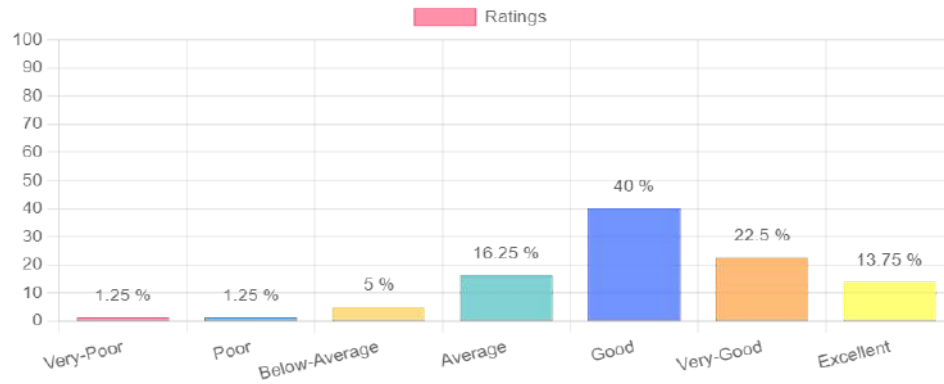




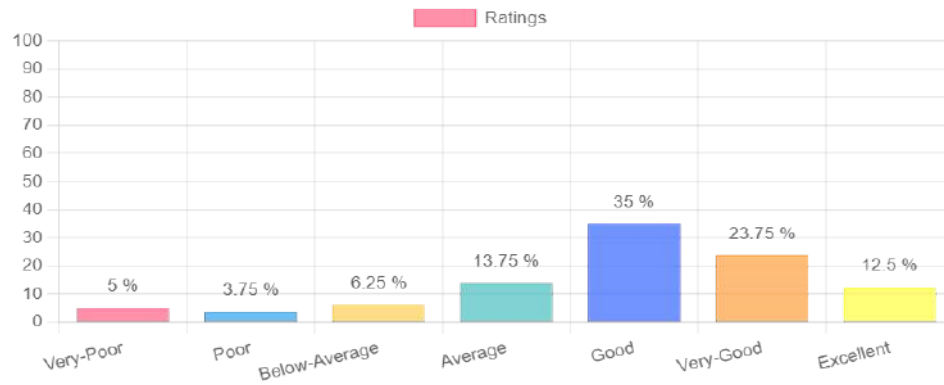
13. Library facility in college(Availability and accessibility of online educational resources in college.).



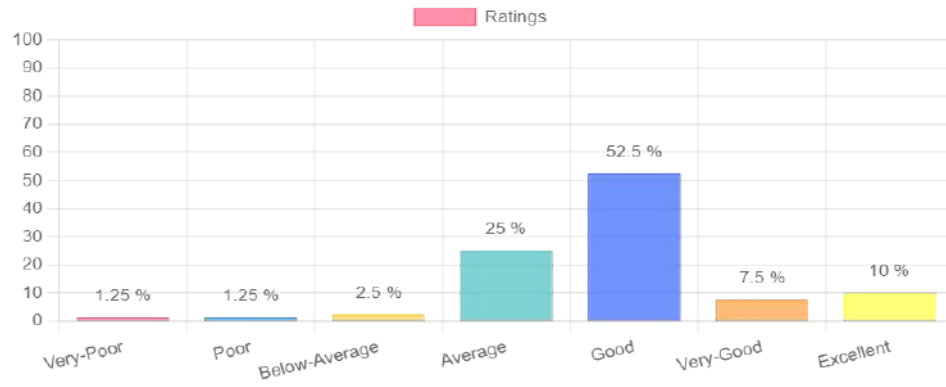
14. Library facility in college(Attitude of Library staff).



15. College Website.

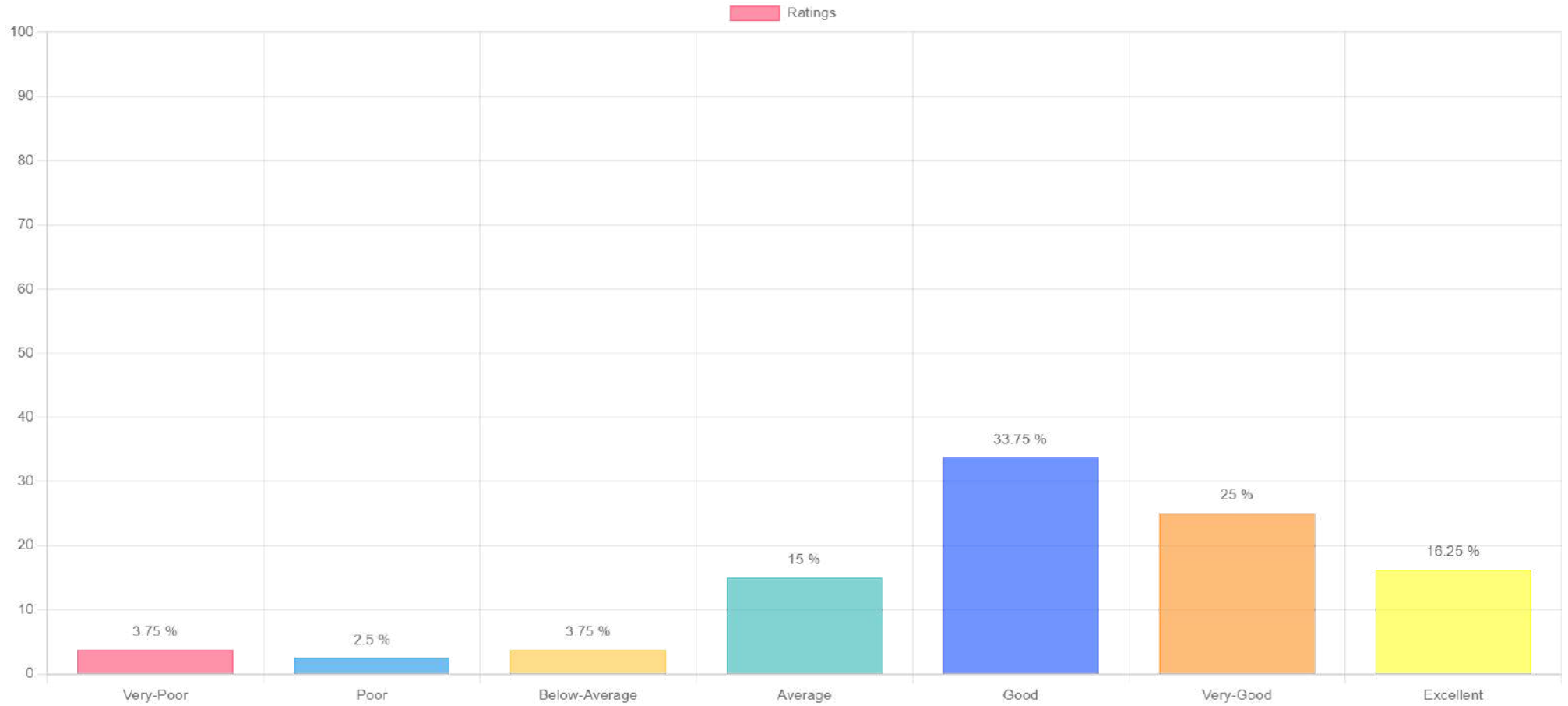


16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).



17. Mentoring system.





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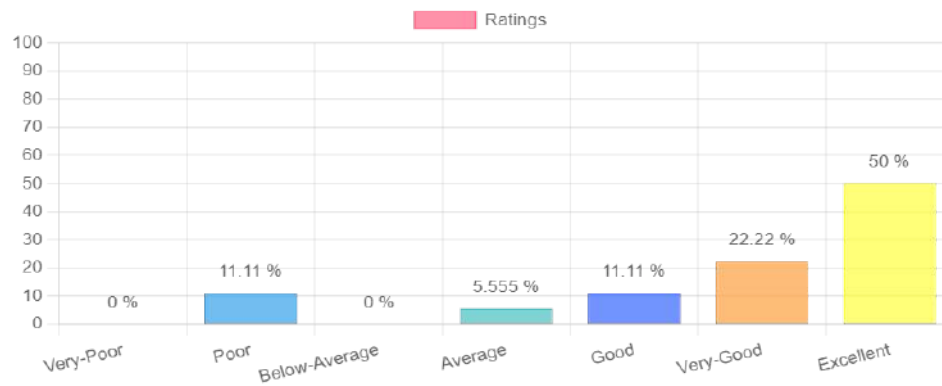
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### Detail Insights

**BSC**

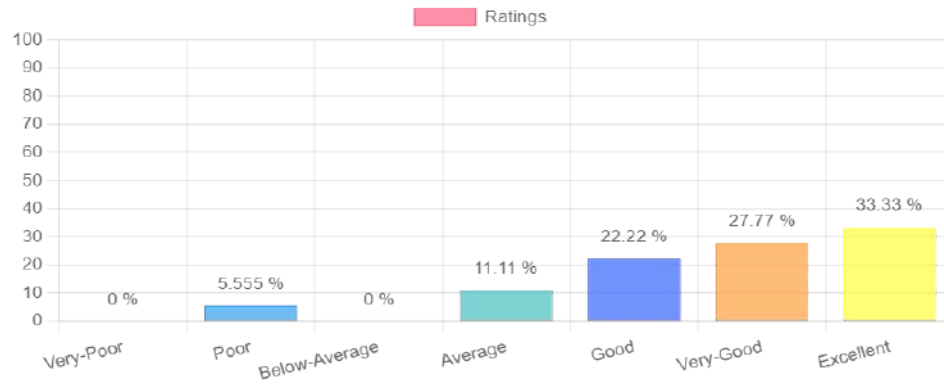
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1. Availability of extra-curricular activities in college.

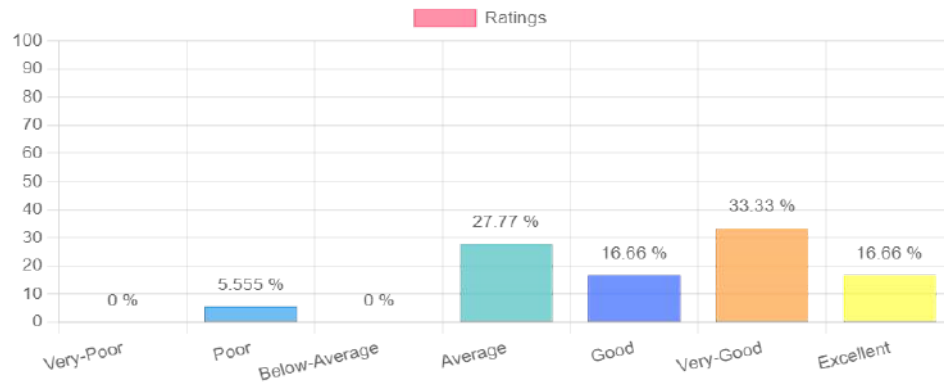


2. Amenities and assistance available for extra-curricular activities at the college.

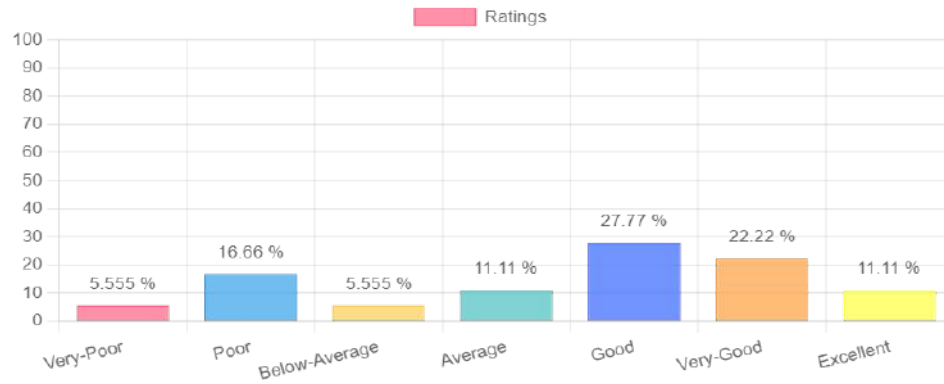




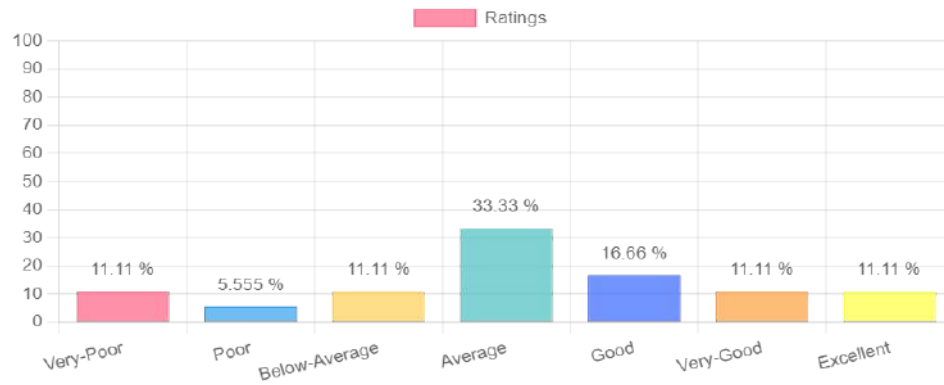
3. Sports facility in college.



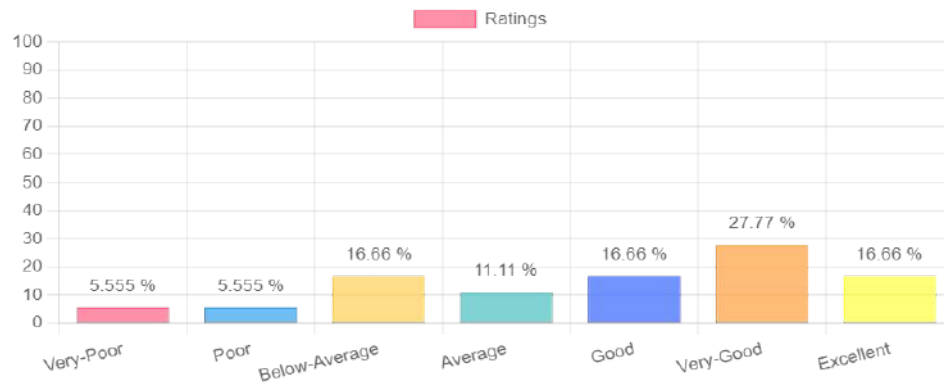
4. Canteen facility in college(Food quality).



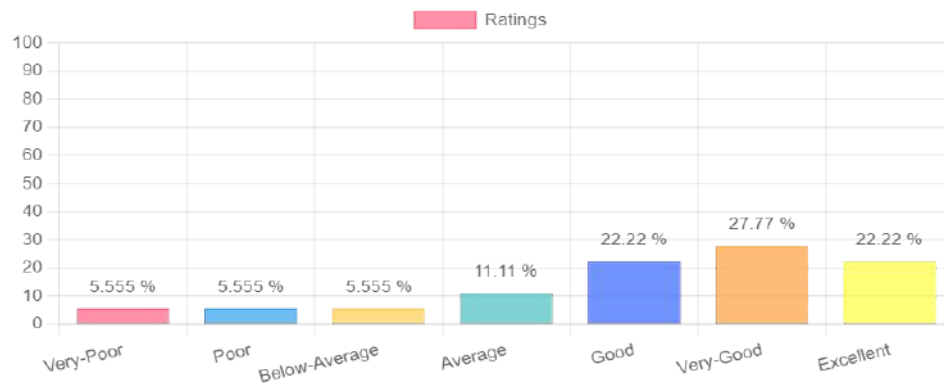
5. Canteen facility in college(Rates of the food items).



6. Canteen facility in college(Attitude and service received).

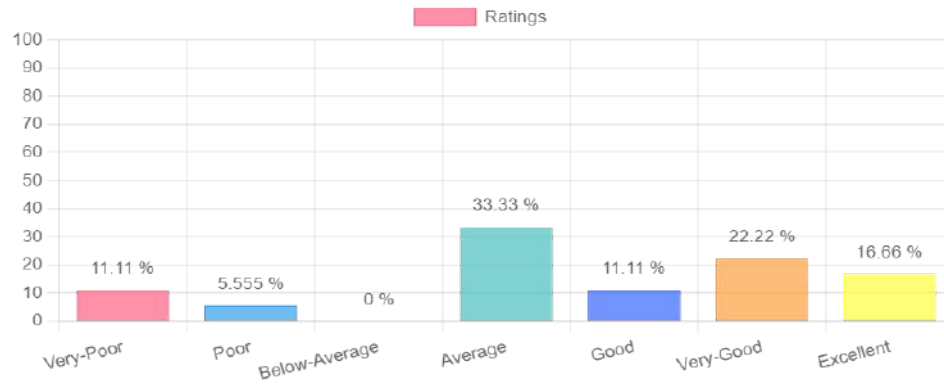


7. Cleanliness and maintenance in the classrooms.

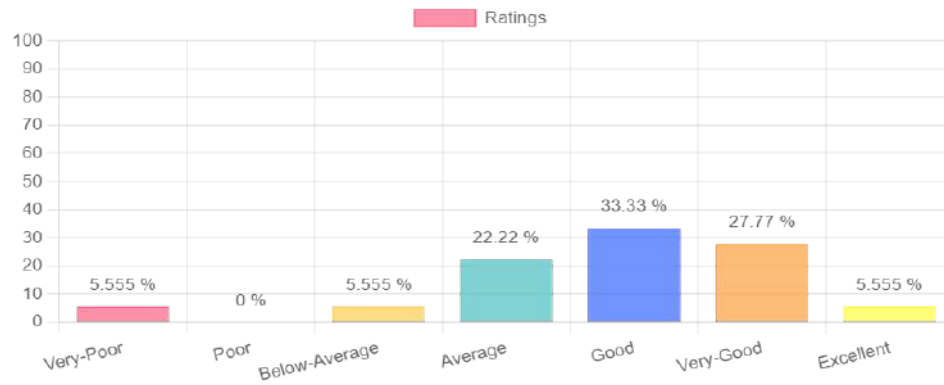


8. Cleanliness and maintenance of Toilets/washrooms.

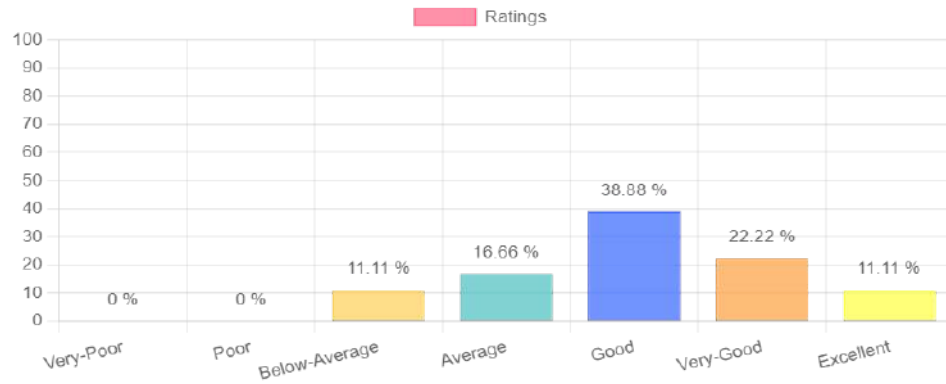




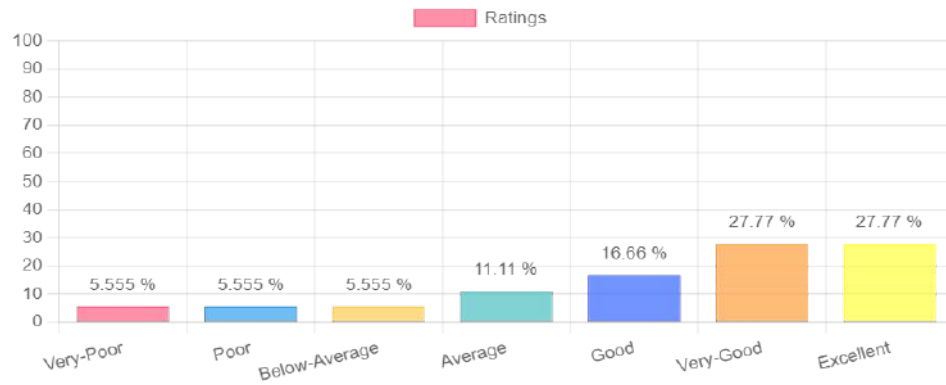
9. Functioning of the Placement Cell.



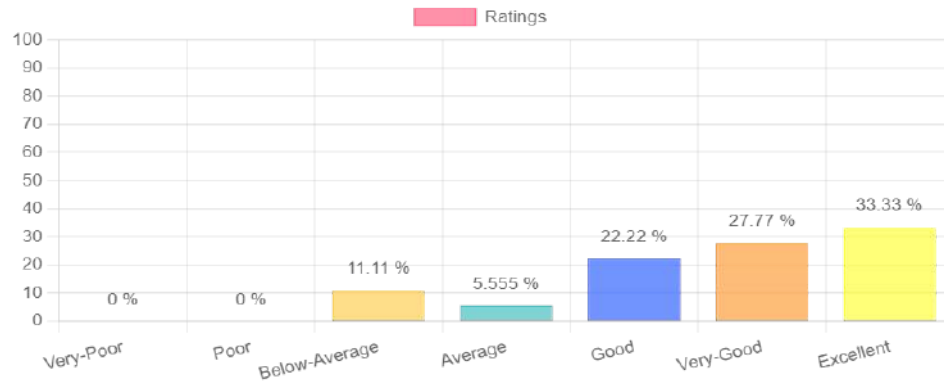
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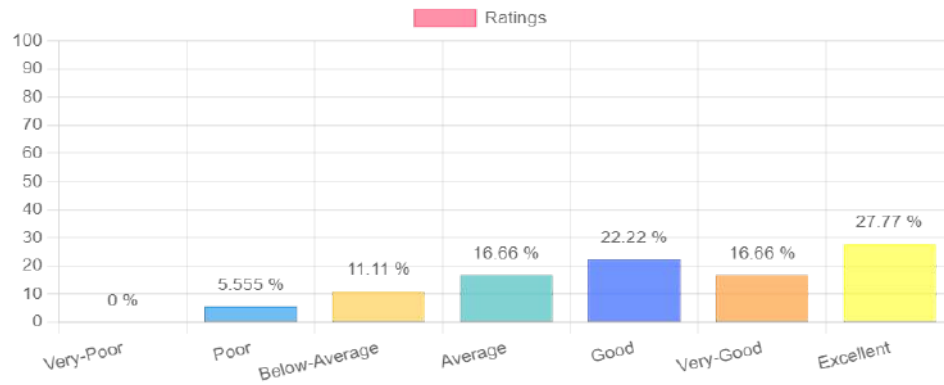
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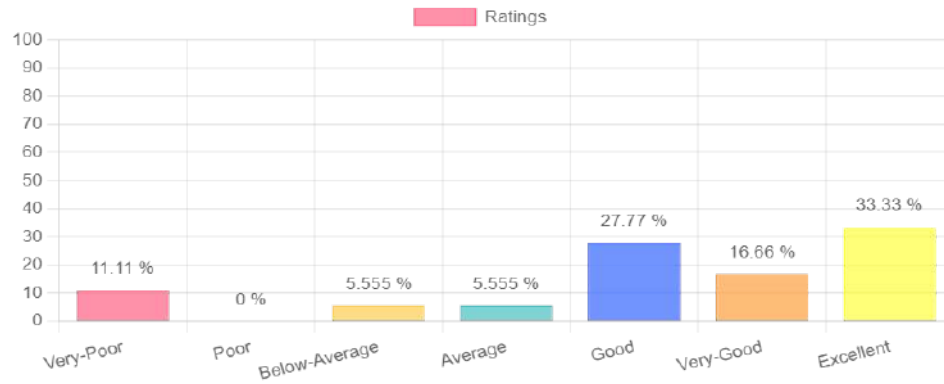
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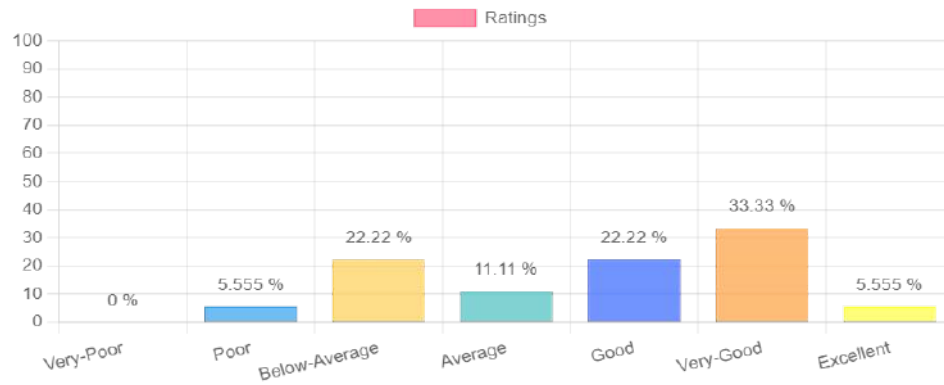
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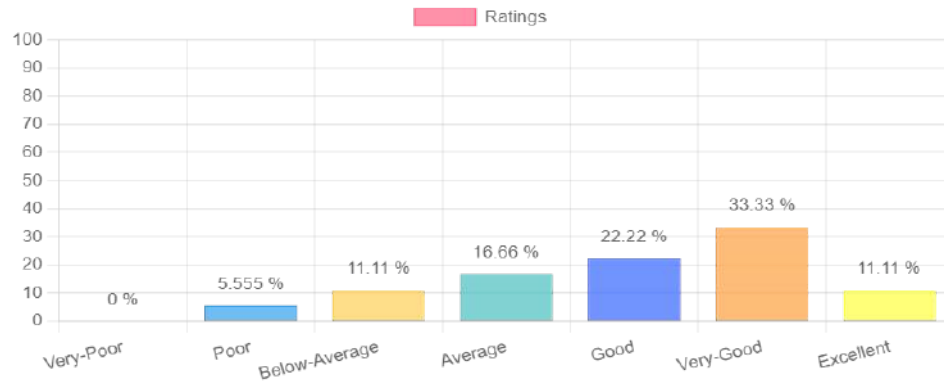


15. College Website.

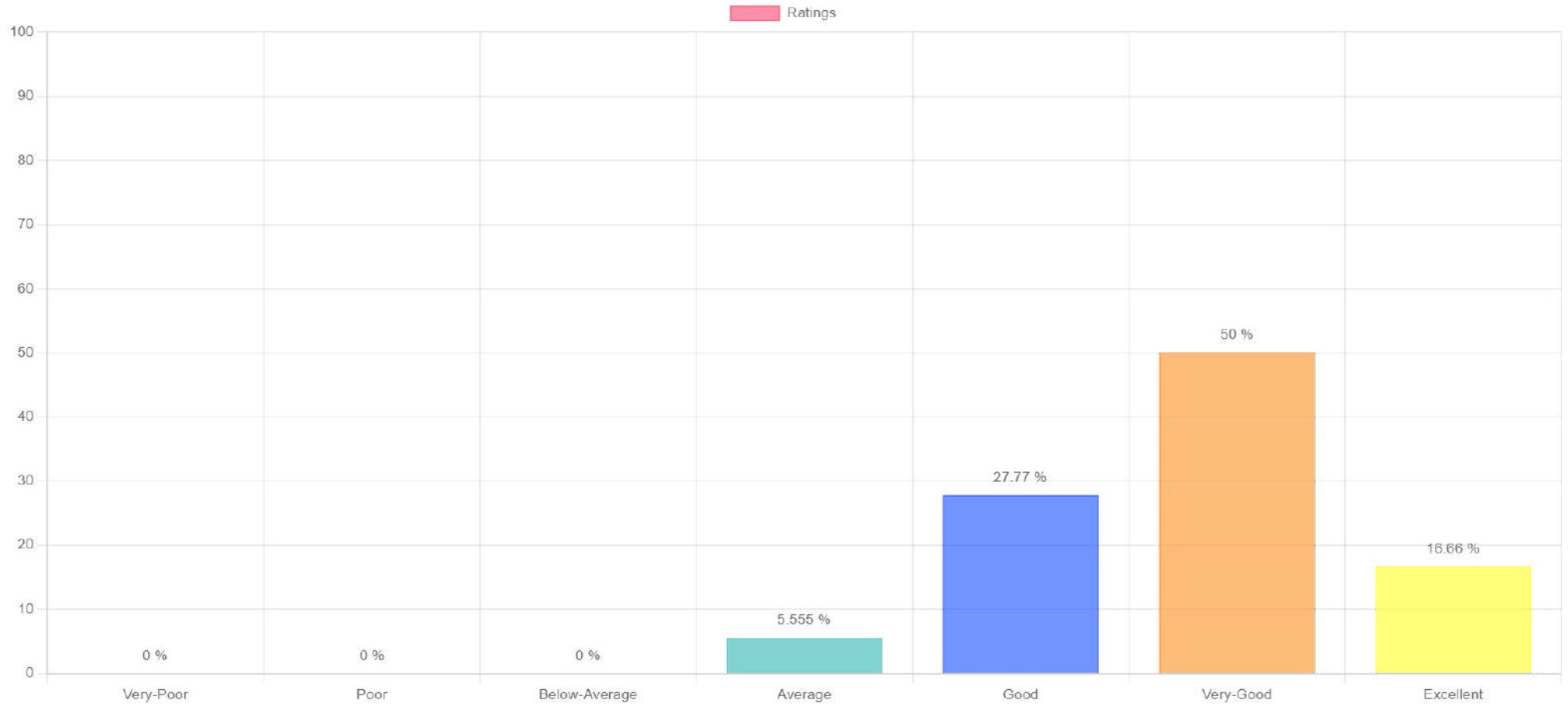


16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).





17. Mentoring system.



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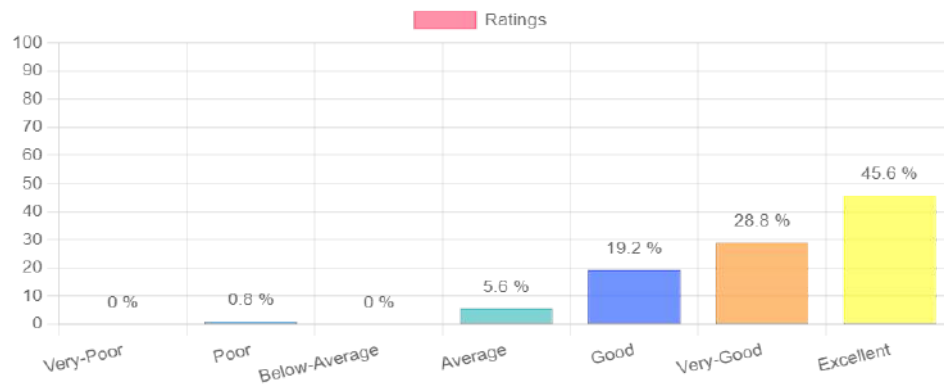
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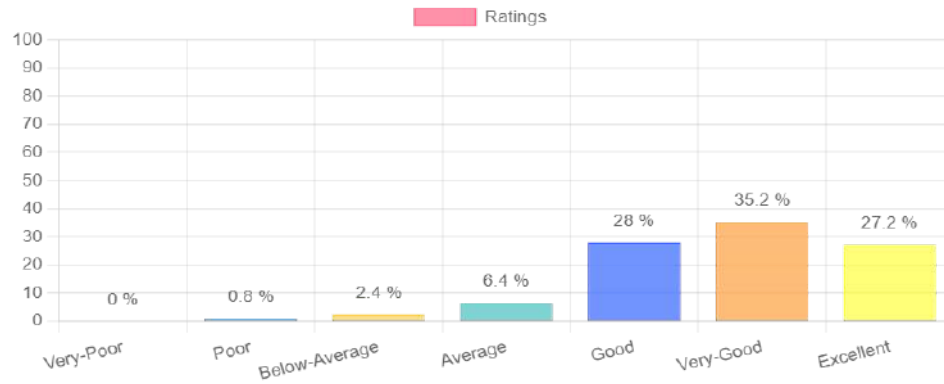
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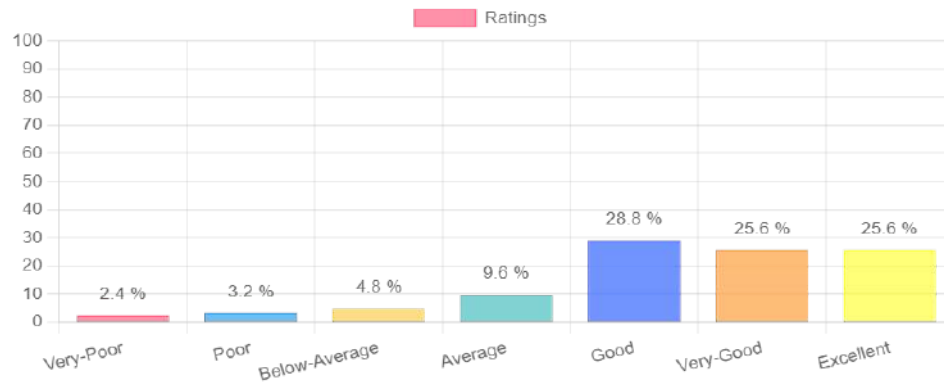
1. Availability of extra-curricular activities in college.



2. Amenities and assistance available for extra-curricular activities at the college.

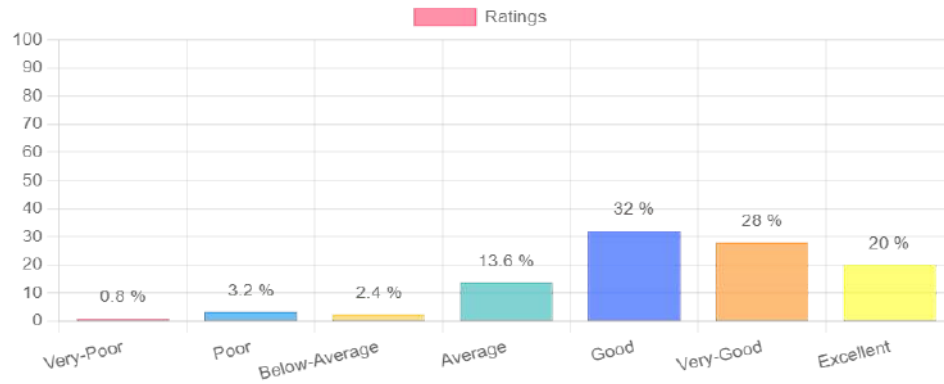


3. Sports facility in college.

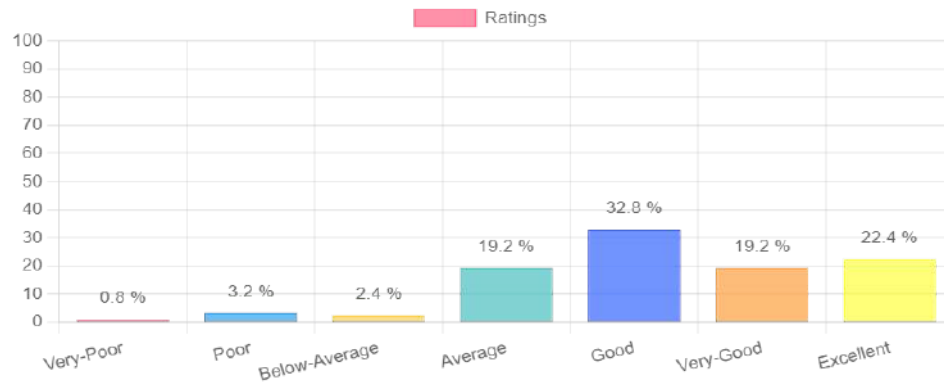


4. Canteen facility in college(Food quality).

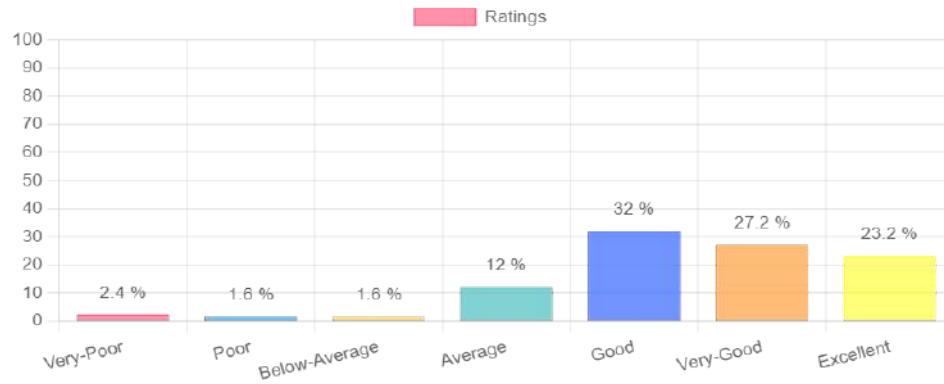




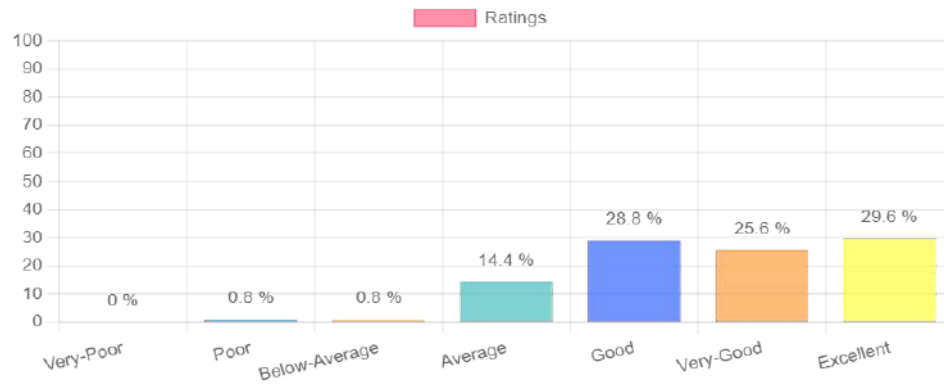
5. Canteen facility in college(Rates of the food items).



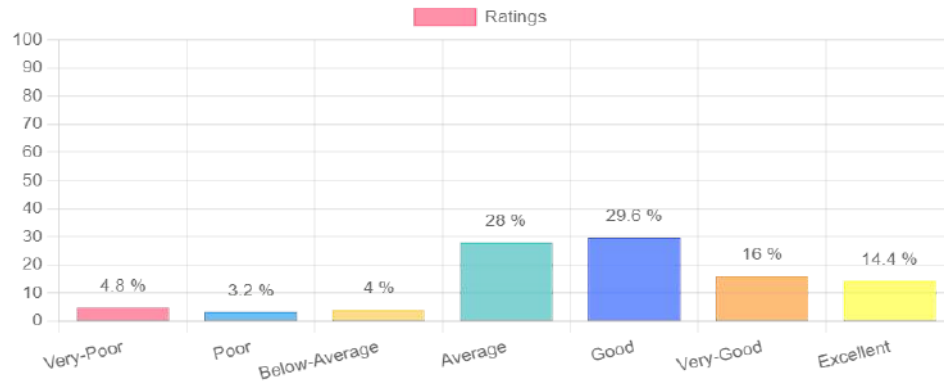
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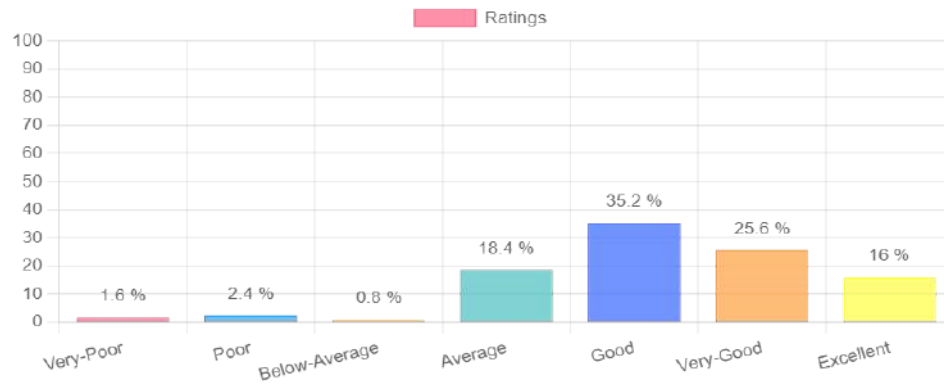
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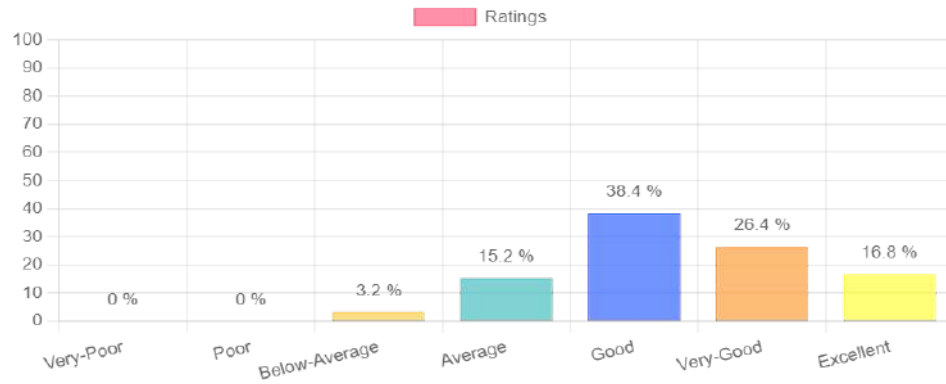
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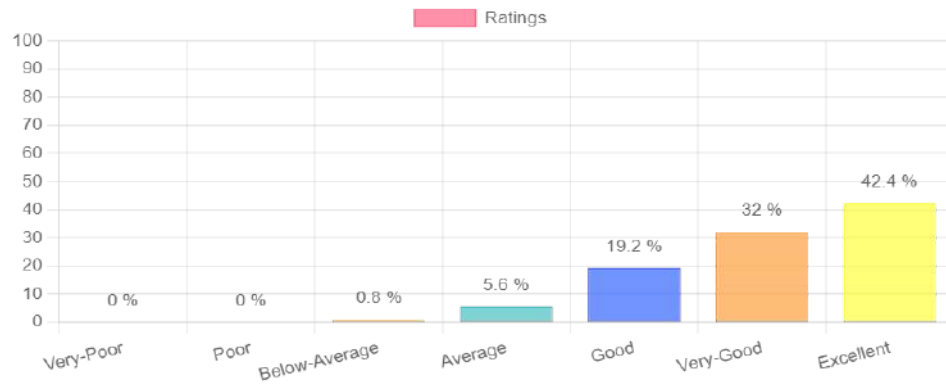
9. Functioning of the Placement Cell.



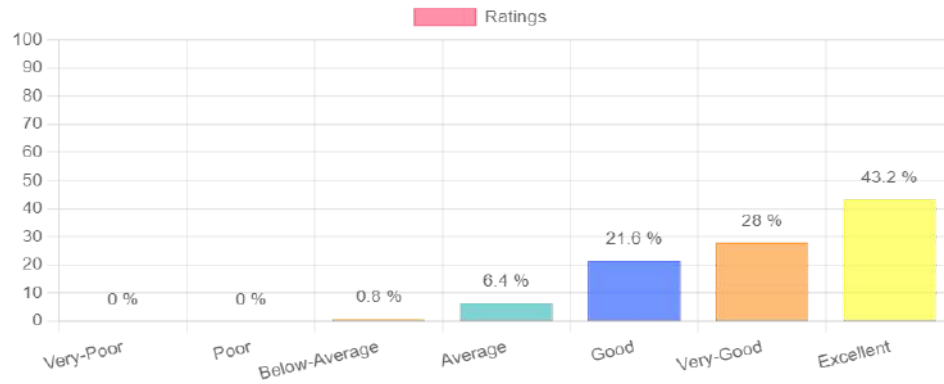
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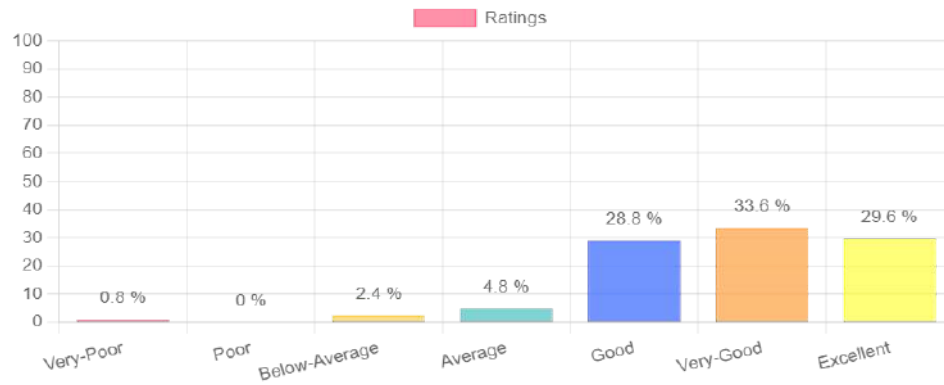
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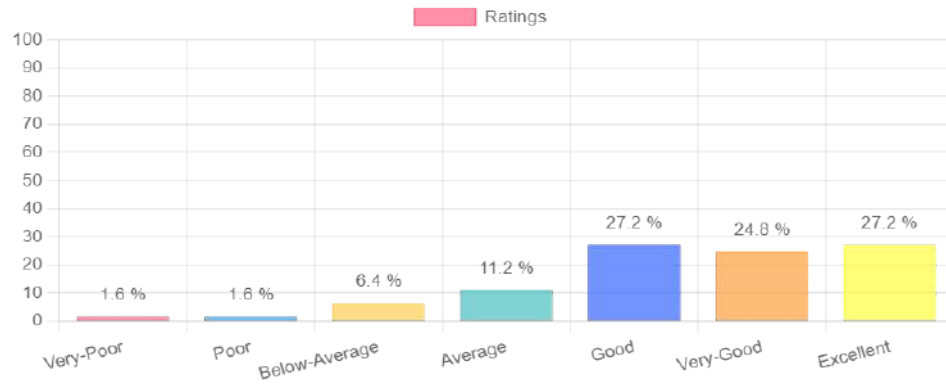
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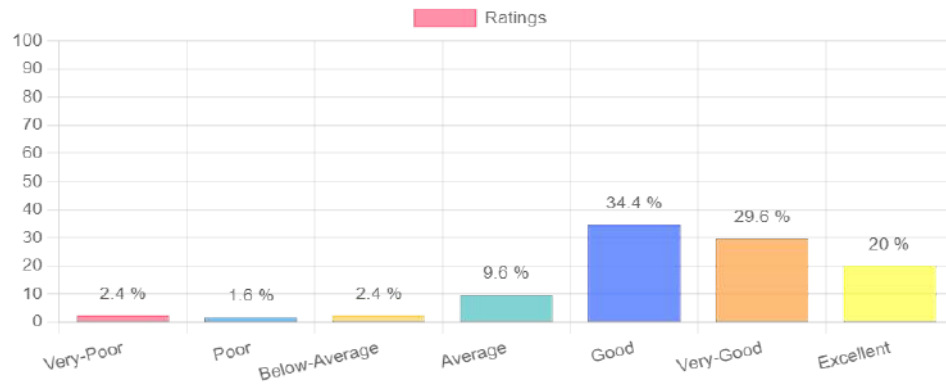
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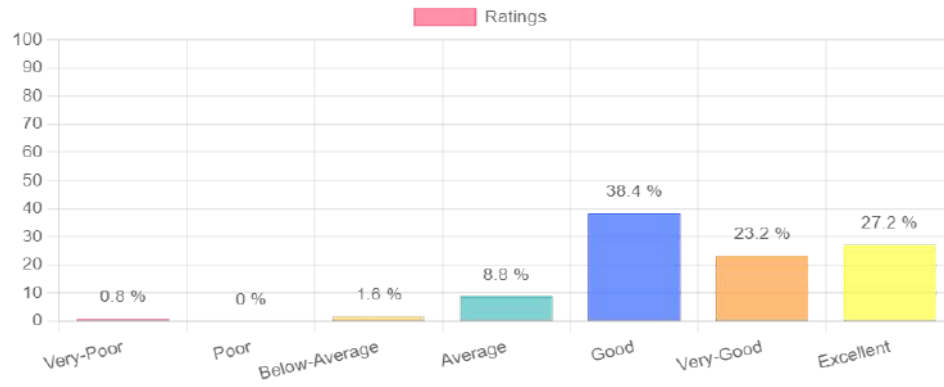


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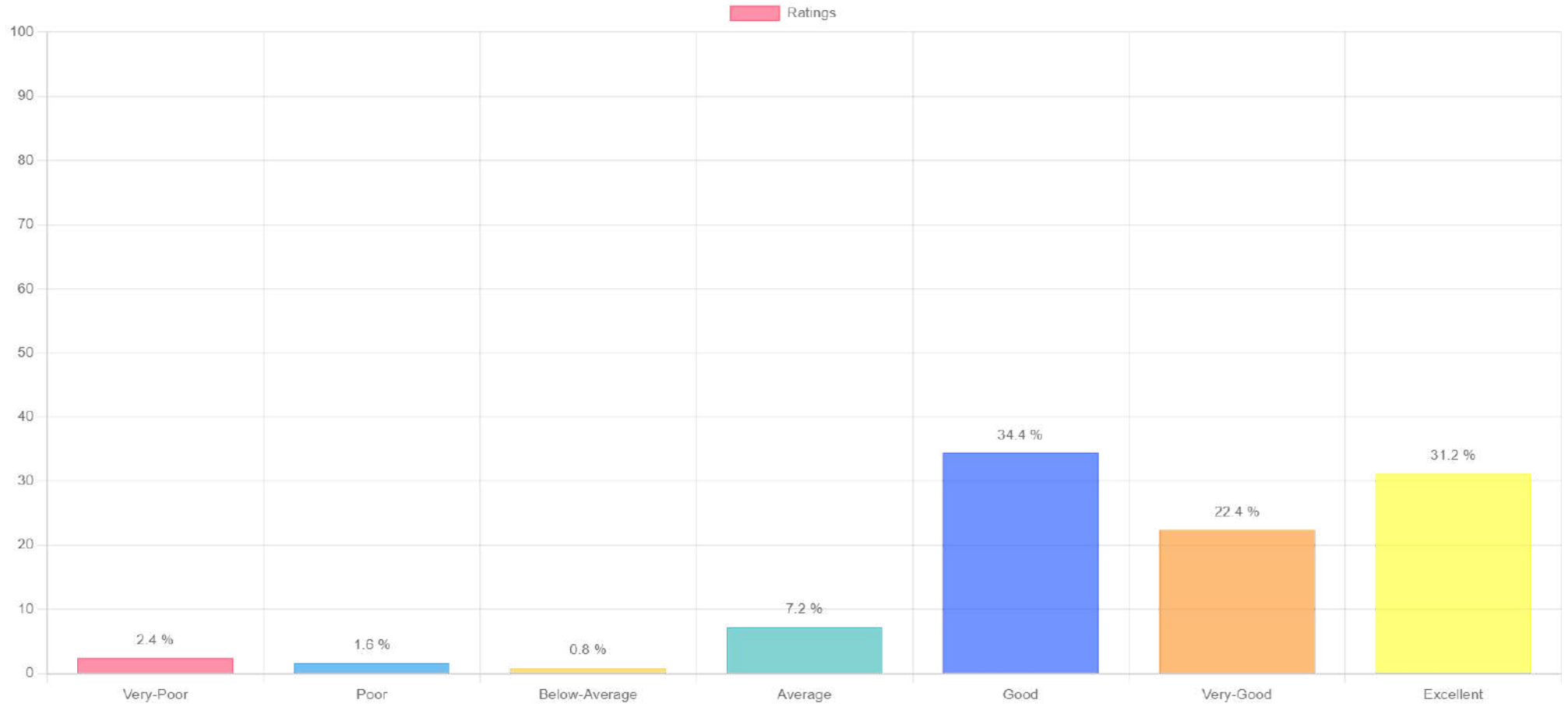


16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).





17. Mentoring system.



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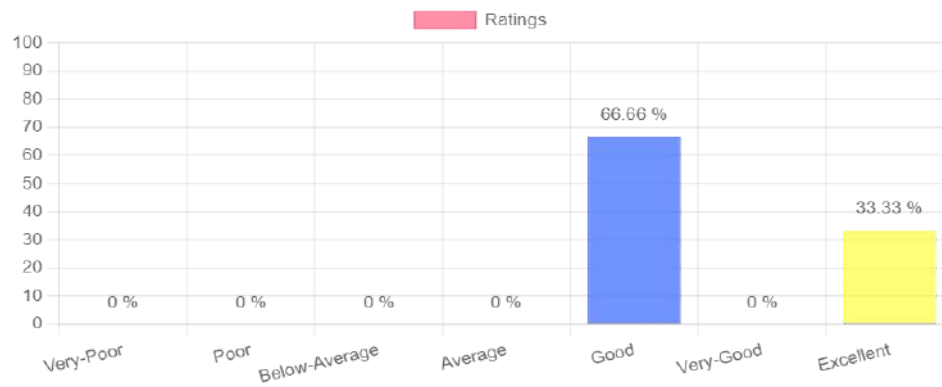
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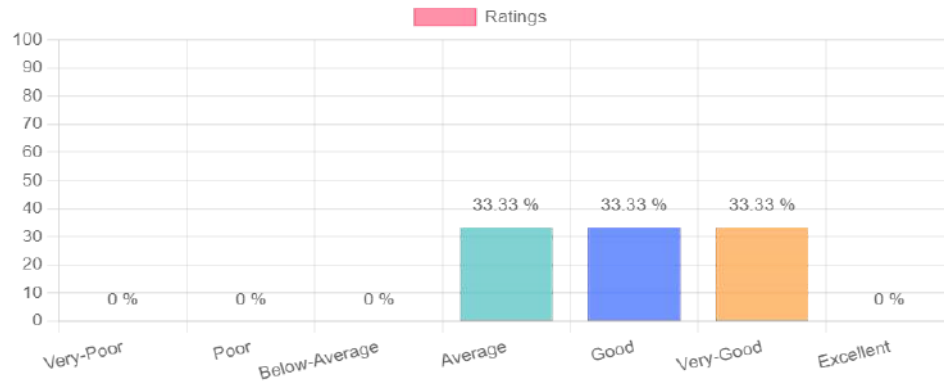
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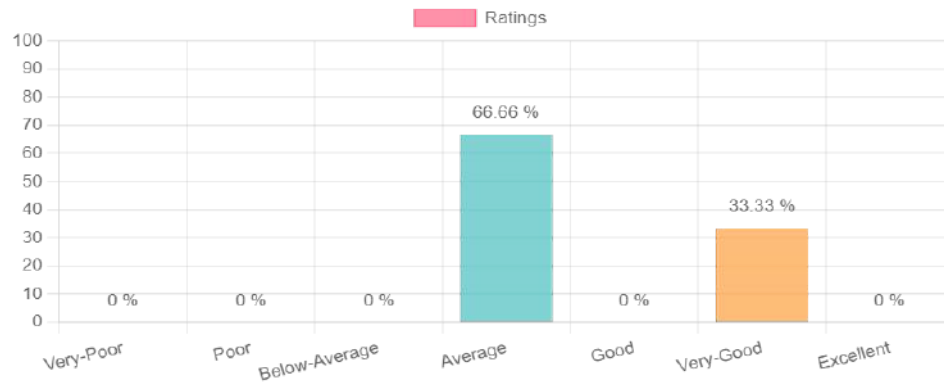
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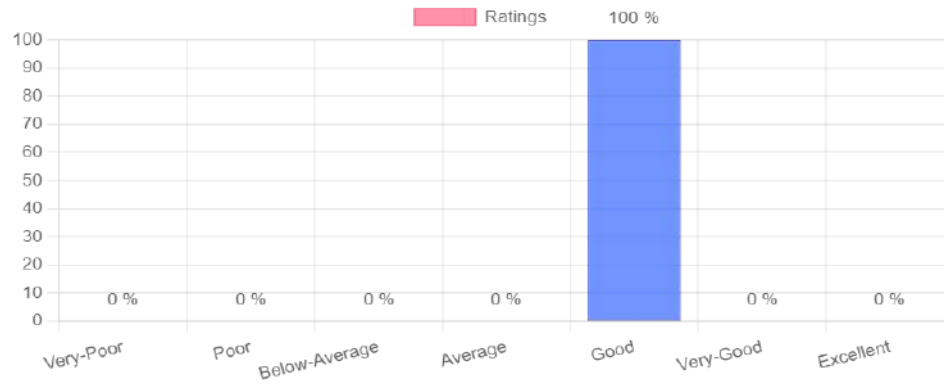
2. Amenities and assistance available for extra-curricular activities at the college.



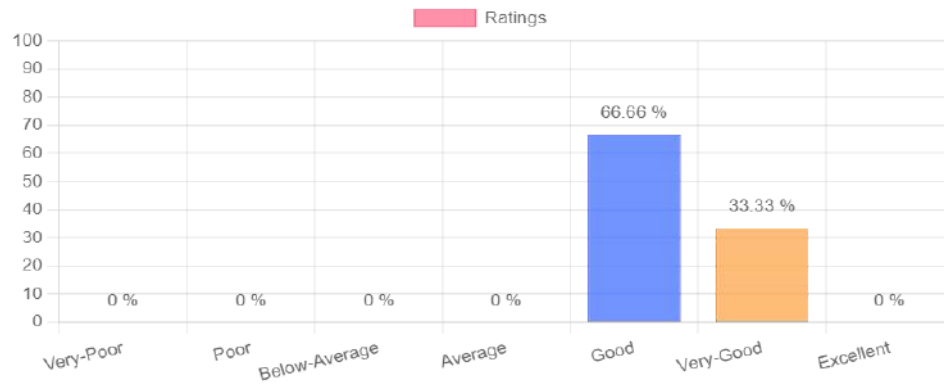
3. Sports facility in college.



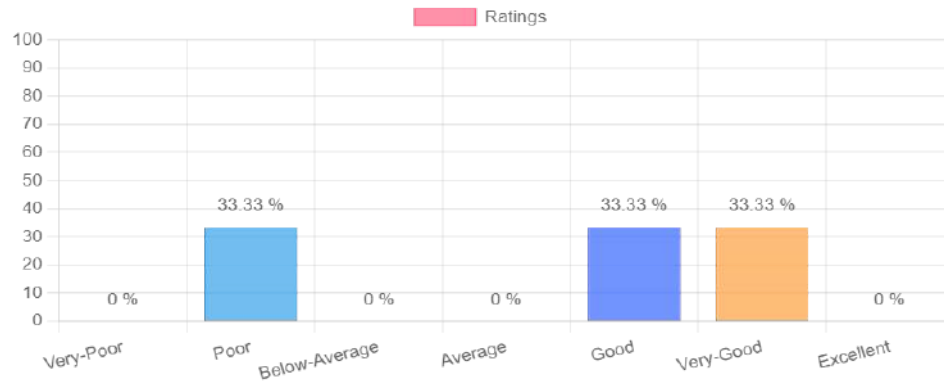
4. Canteen facility in college(Food quality).



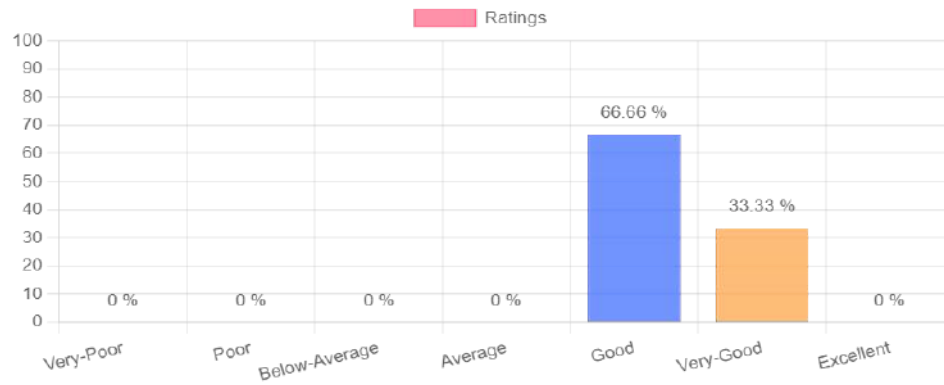
5. Canteen facility in college(Rates of the food items).



6. Canteen facility in college(Attitude and service received).

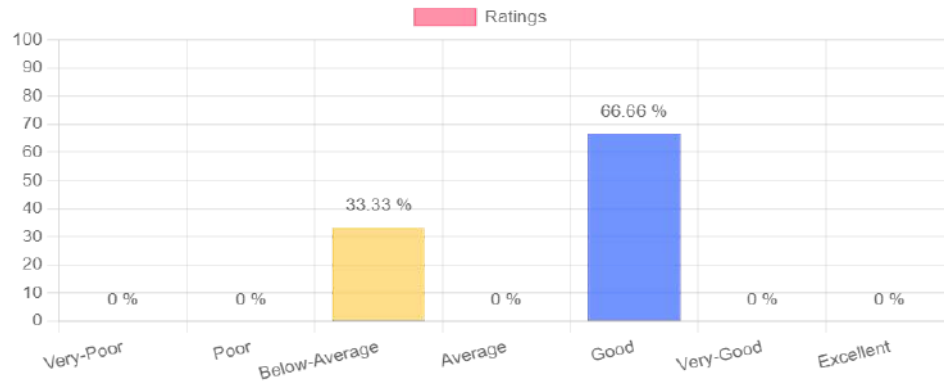


7. Cleanliness and maintenance in the classrooms.

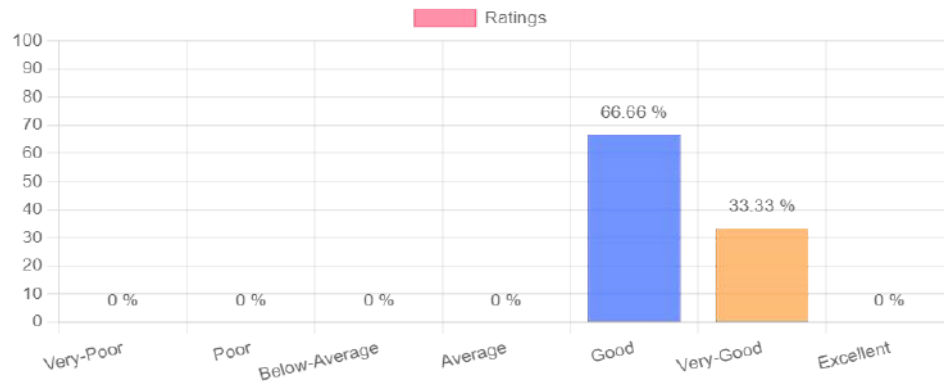


8. Cleanliness and maintenance of Toilets/washrooms.

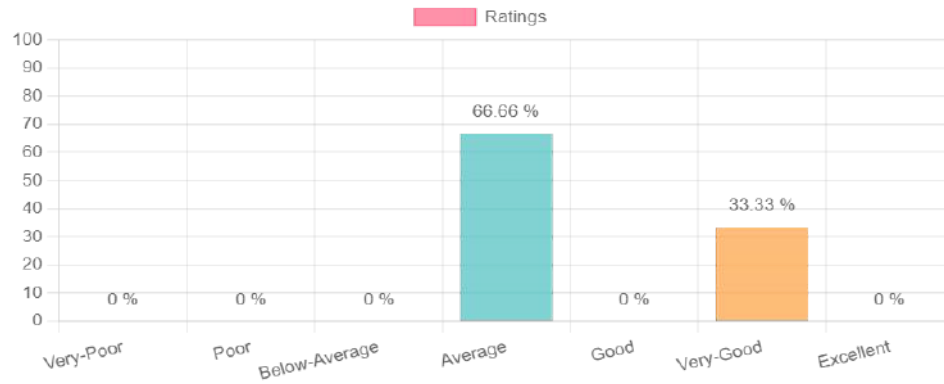




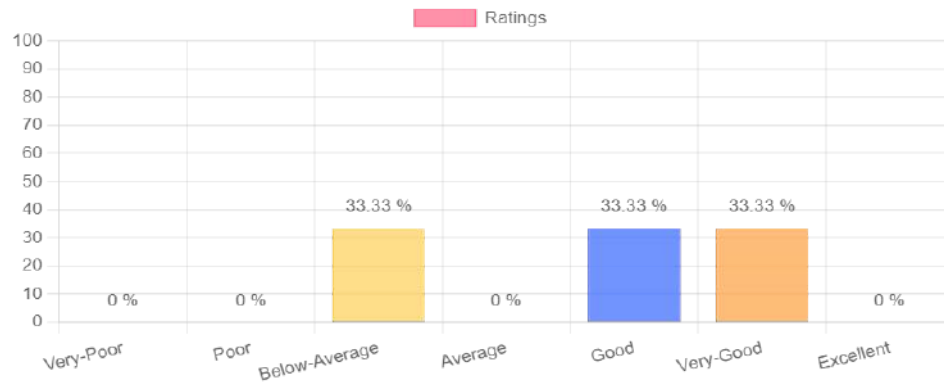
9. Functioning of the Placement Cell.



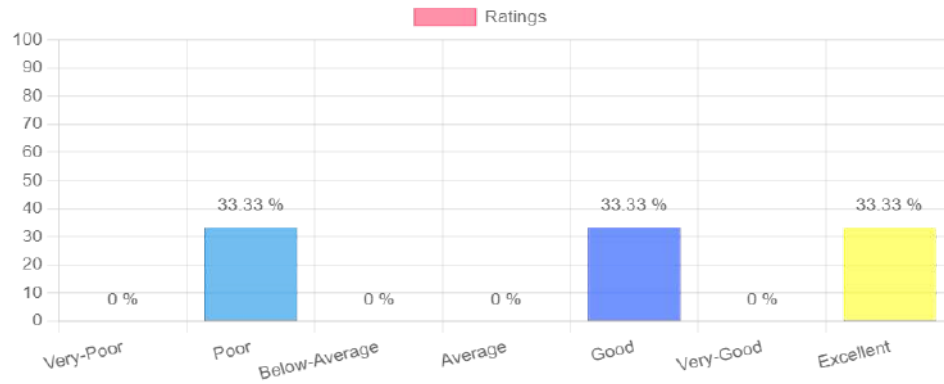
10. Functioning of the Placement Cell.



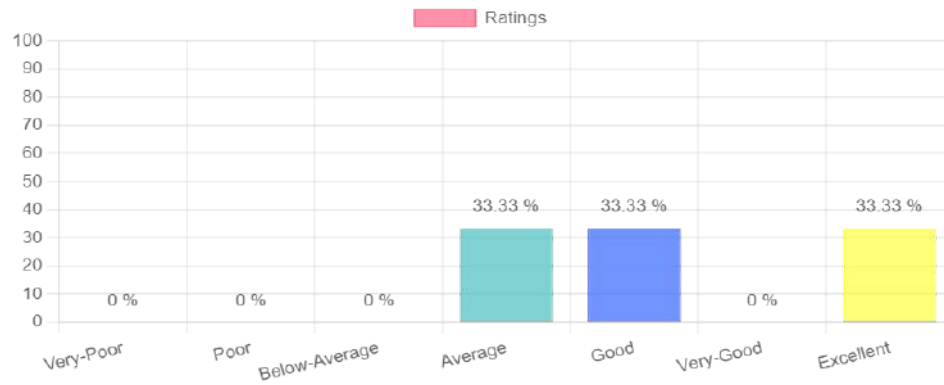
11. Library facility in college(Availability of prescribed books/reading materials.).



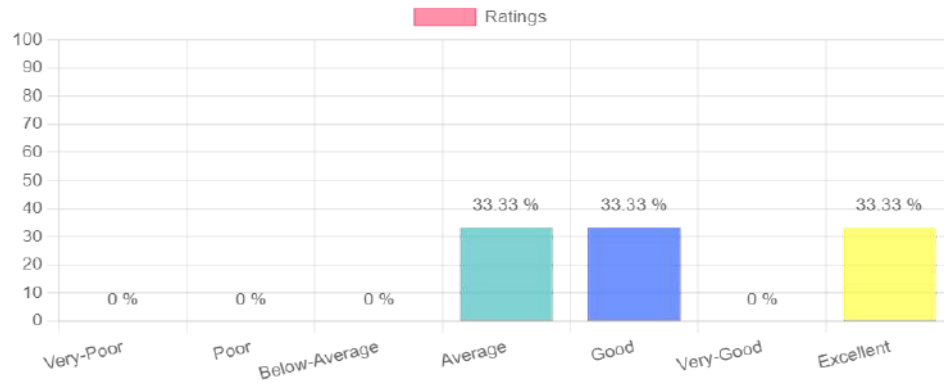
12. Library facility in college(Way of cataloguing and arrangement of books in the library).



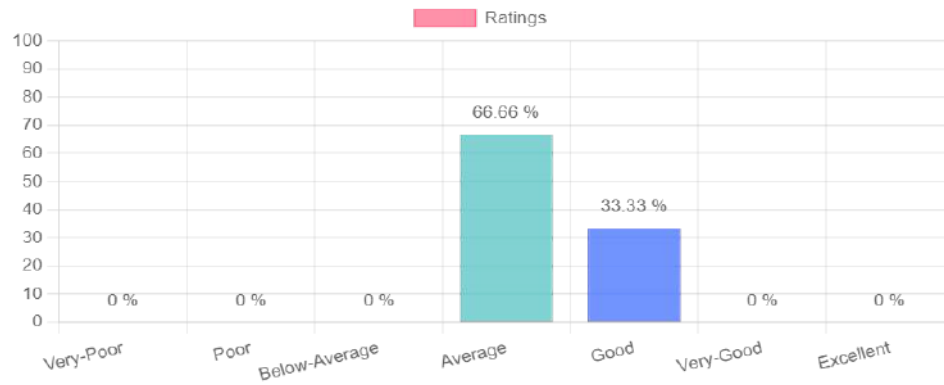
13. Library facility in college(Availability and accessibility of online educational resources in college.).



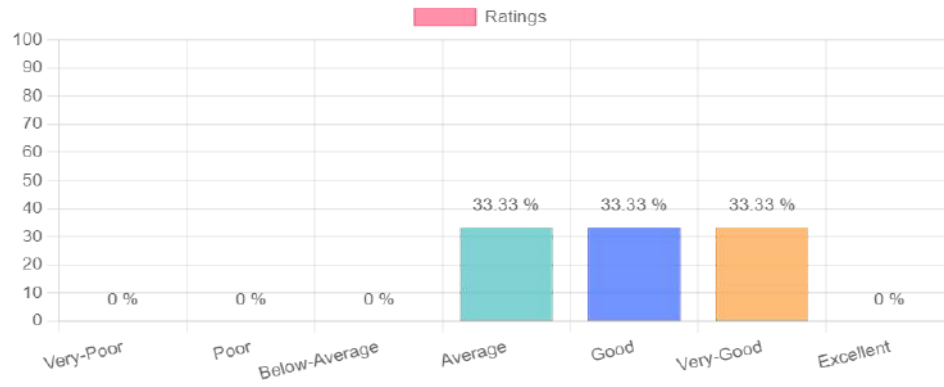
14. Library facility in college(Attitude of Library staff).



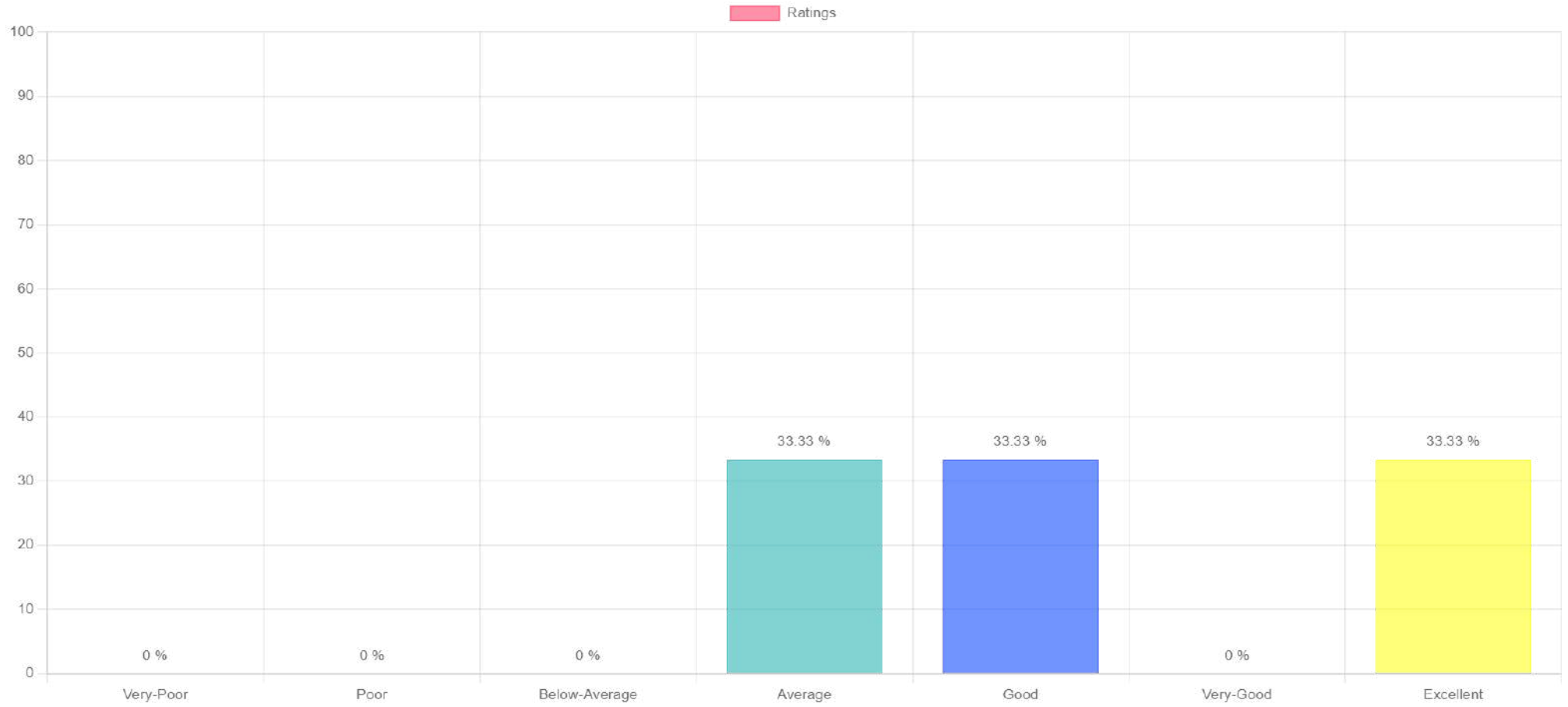
15. College Website.



16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).



17. Mentoring system.



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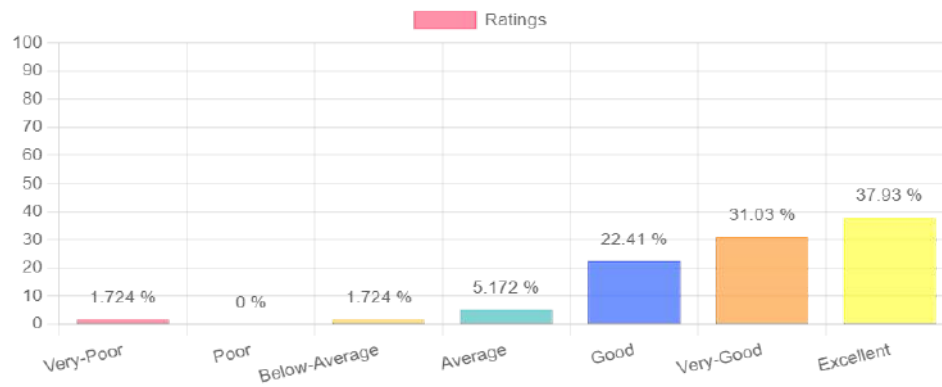
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### Detail Insights

**BAF**

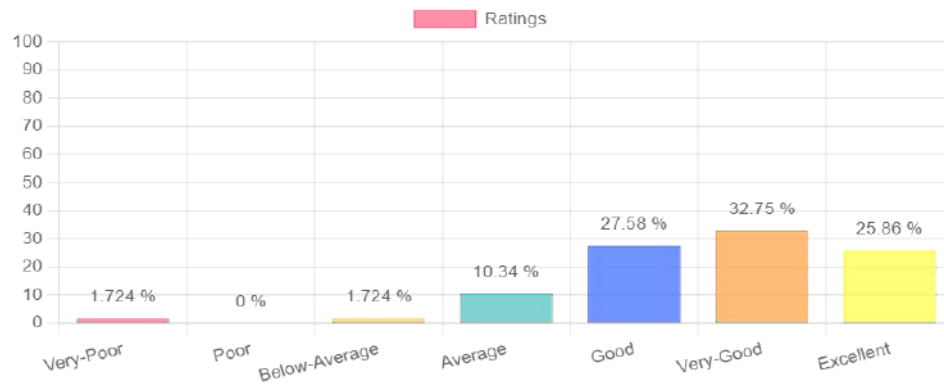
**Total Records : 58**

1. Availability of extra-curricular activities in college.

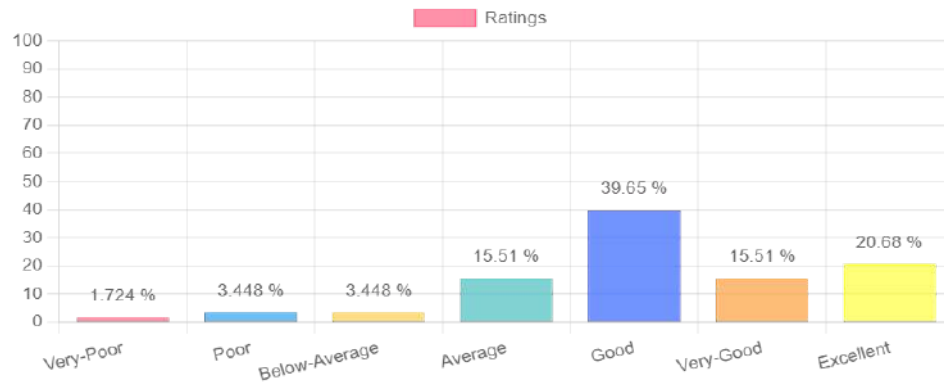


2. Amenities and assistance available for extra-curricular activities at the college.

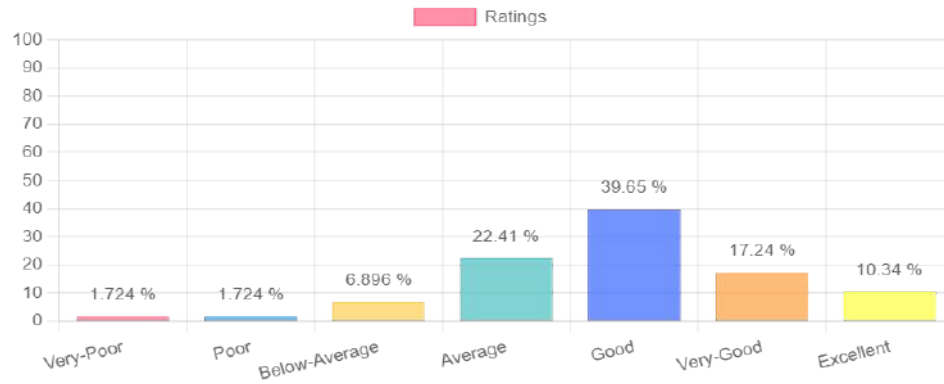




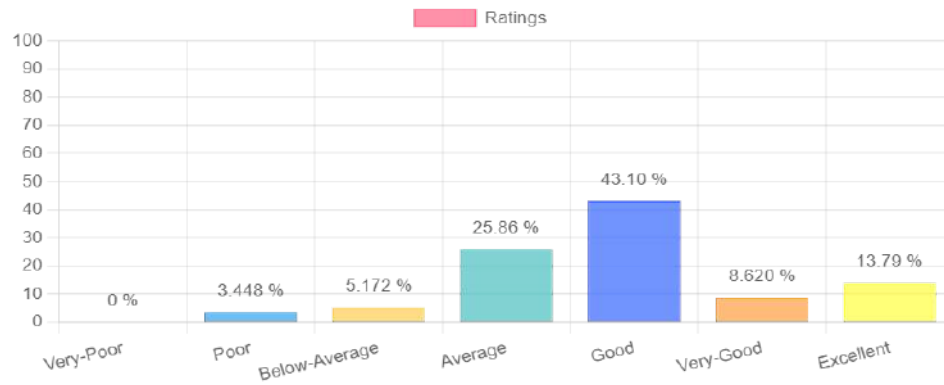
3. Sports facility in college.



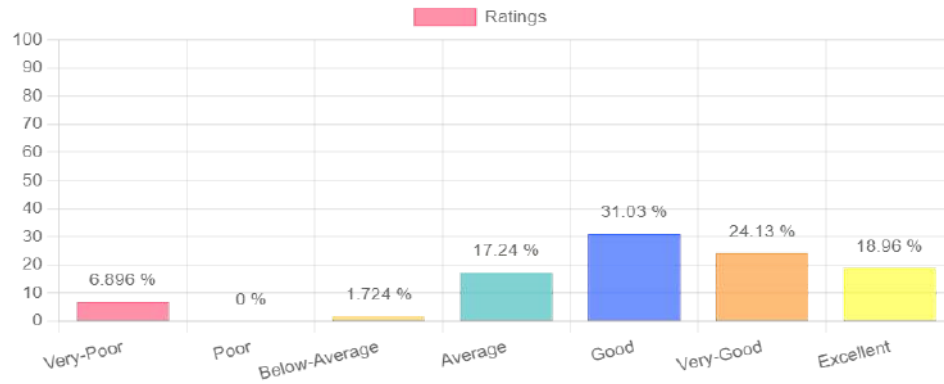
4. Canteen facility in college(Food quality).



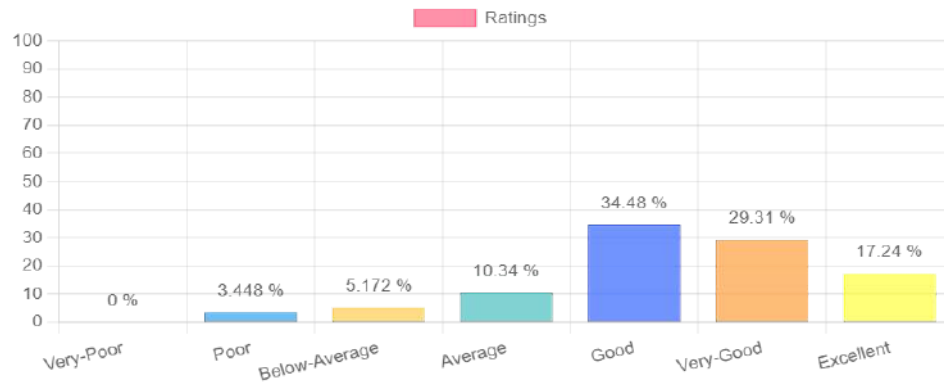
5. Canteen facility in college(Rates of the food items).



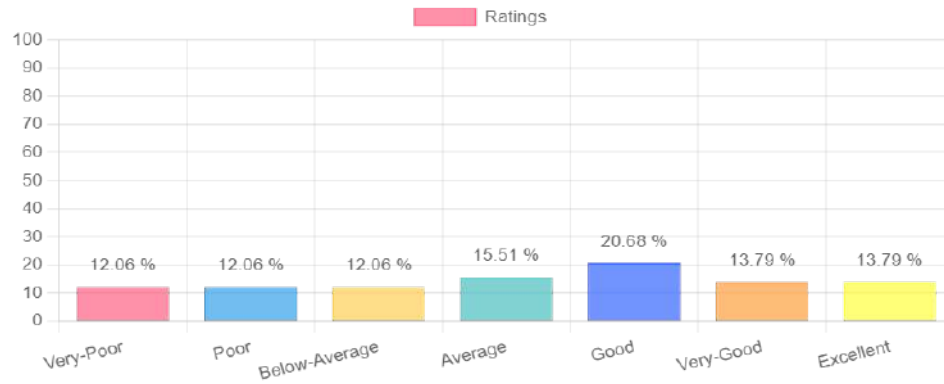
6. Canteen facility in college(Attitude and service received).



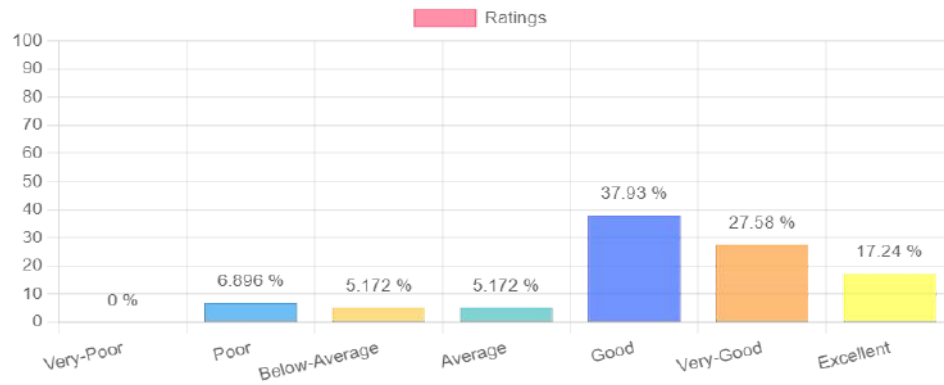
7. Cleanliness and maintenance in the classrooms.



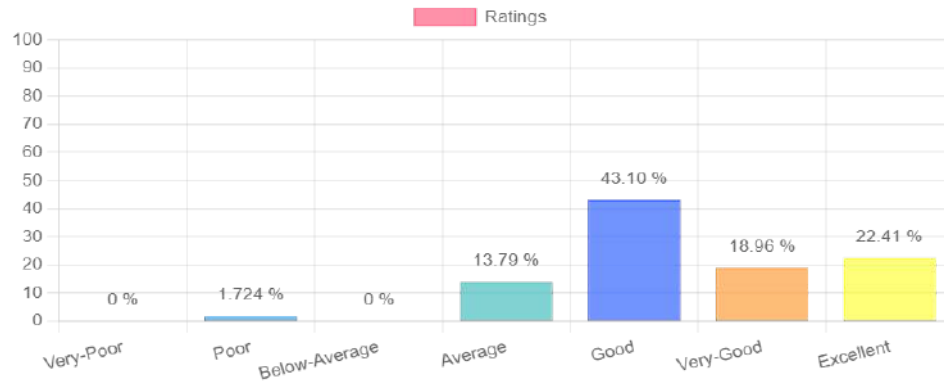
8. Cleanliness and maintenance of Toilets/washrooms.



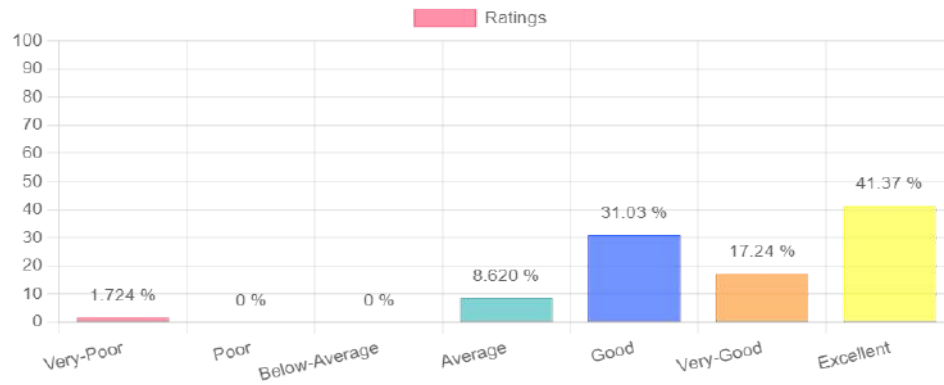
9. Functioning of the Placement Cell.



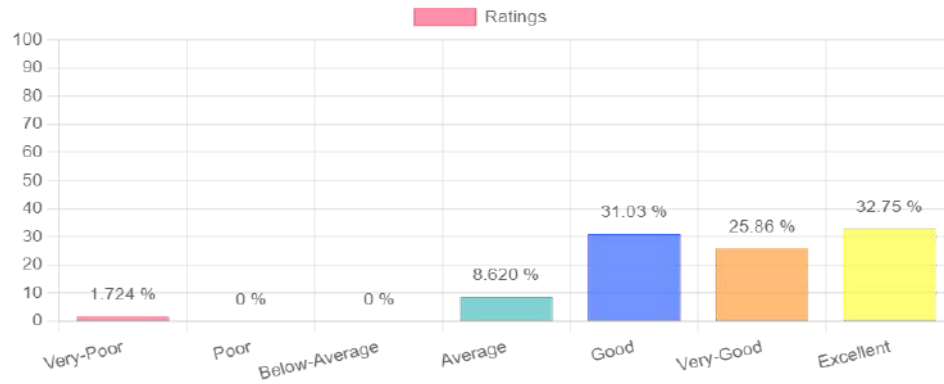
10. Functioning of the Placement Cell.



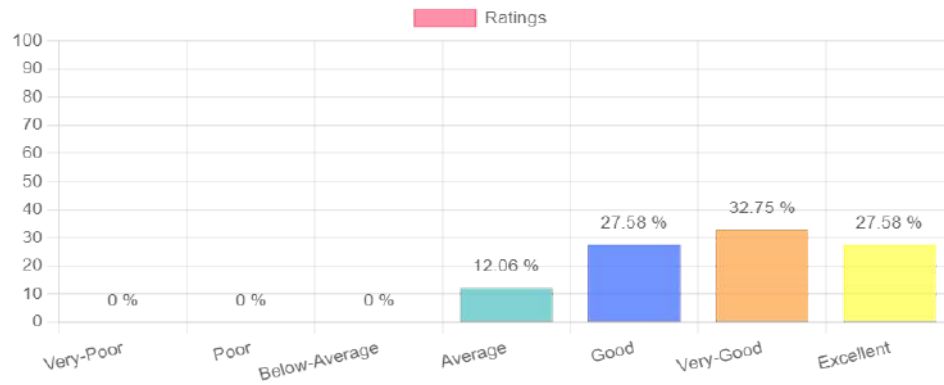
11. Library facility in college(Availability of prescribed books/reading materials.).



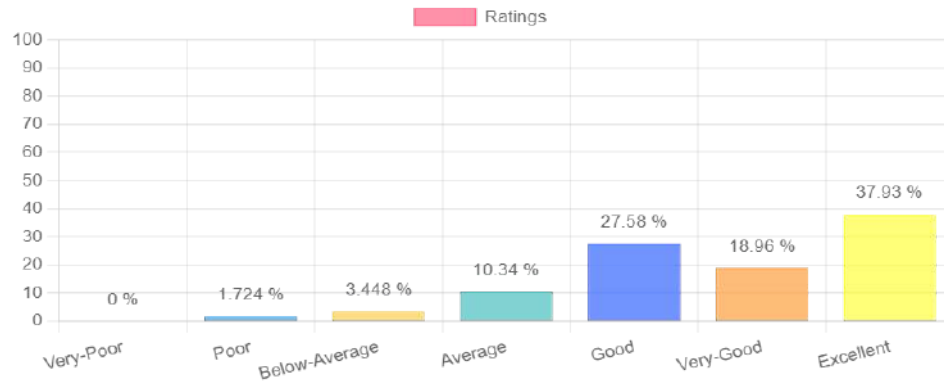
12. Library facility in college(Way of cataloguing and arrangement of books in the library).



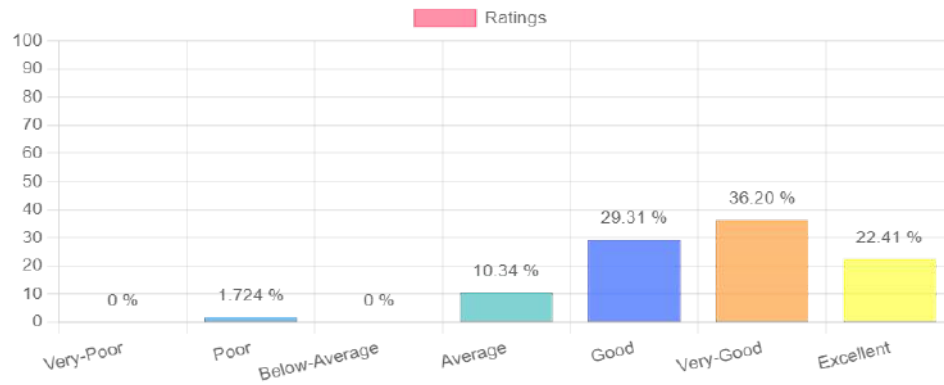
13. Library facility in college(Availability and accessibility of online educational resources in college.).



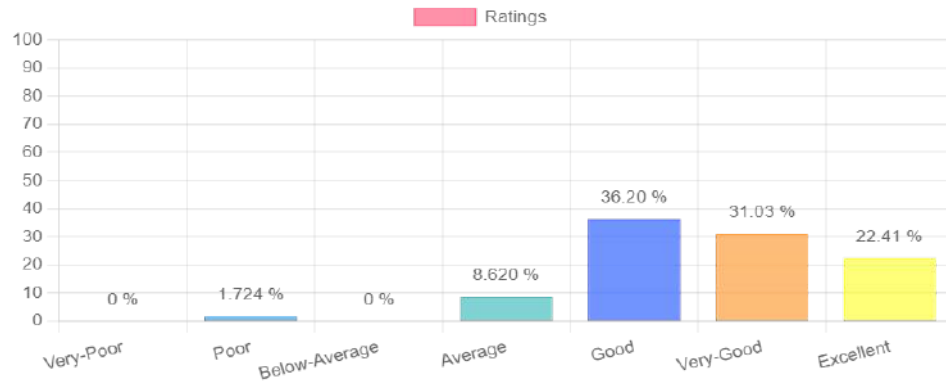
14. Library facility in college(Attitude of Library staff).



15. College Website.

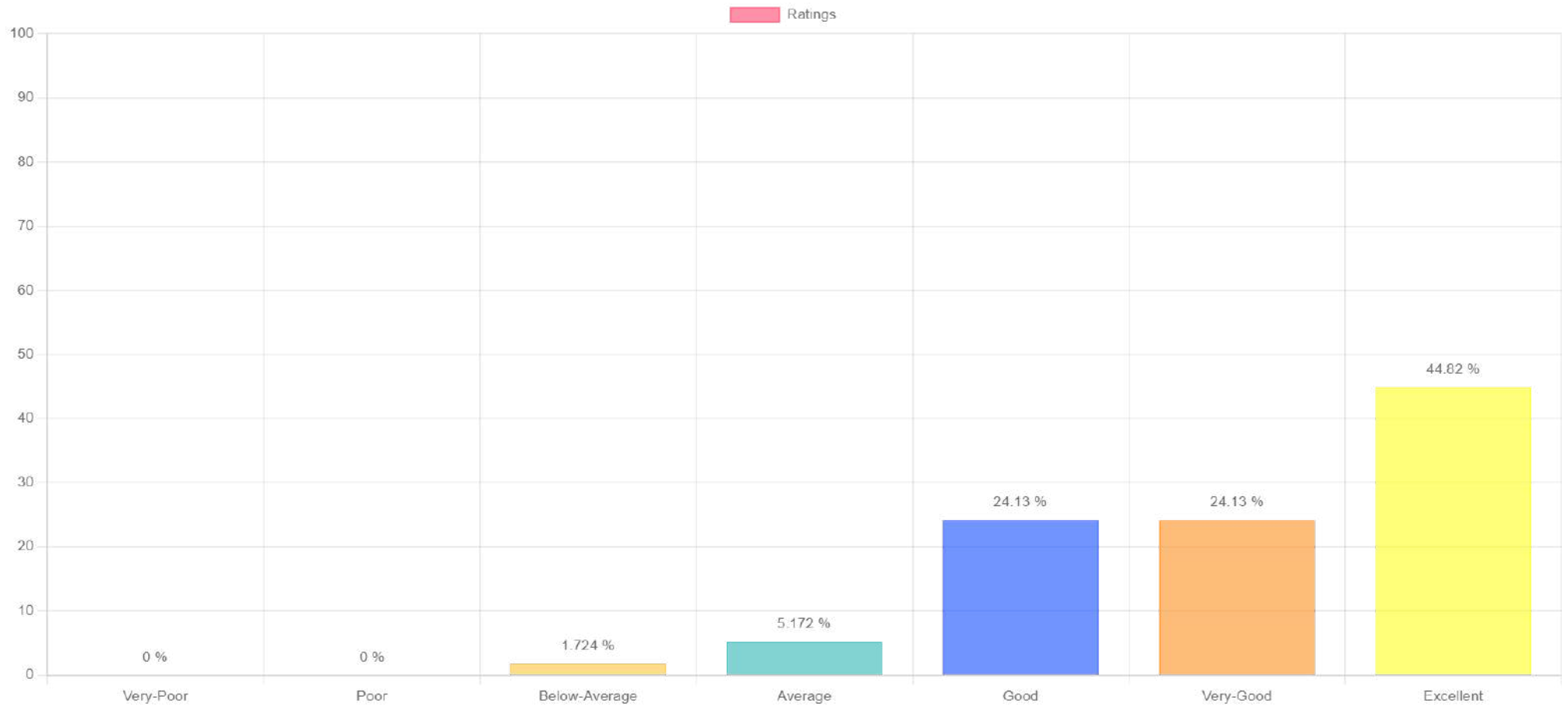


16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).



17. Mentoring system.





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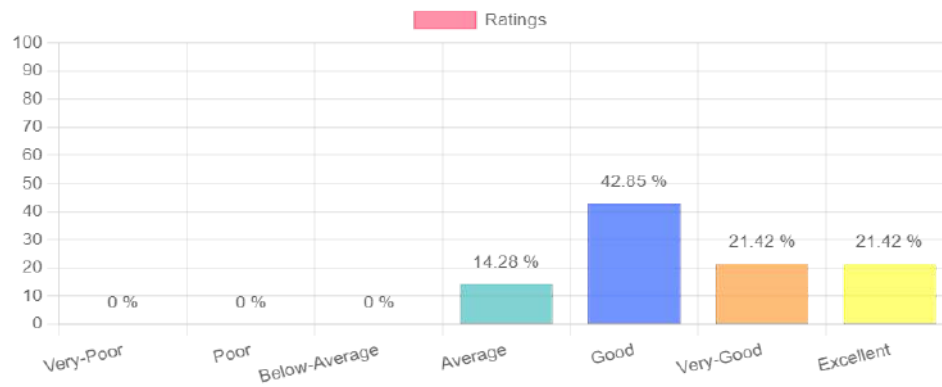
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### Detail Insights

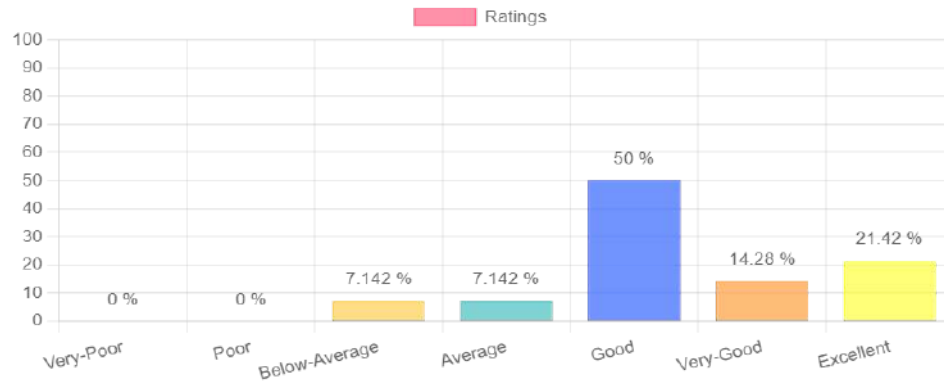
**BBI**

**Total Records : 14**

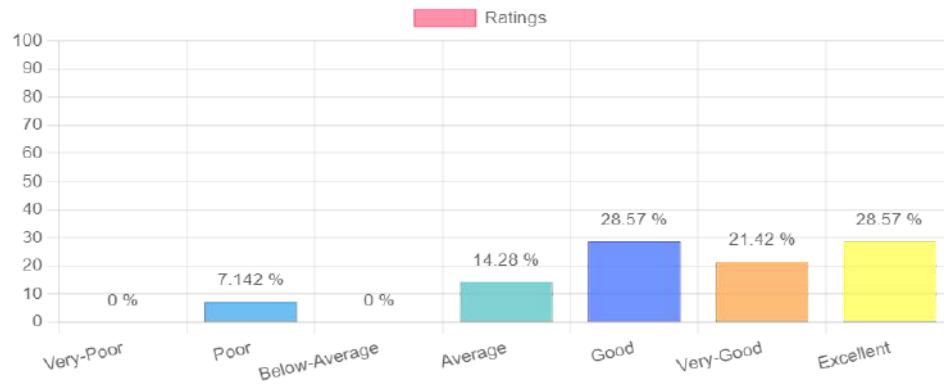
1. Availability of extra-curricular activities in college.



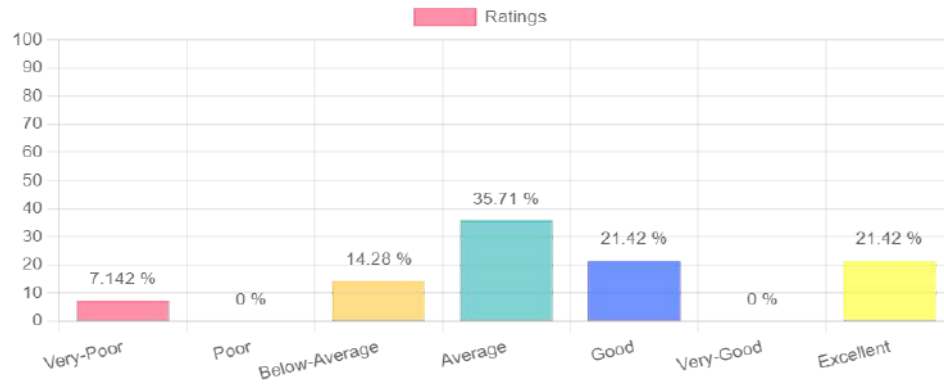
2. Amenities and assistance available for extra-curricular activities at the college.



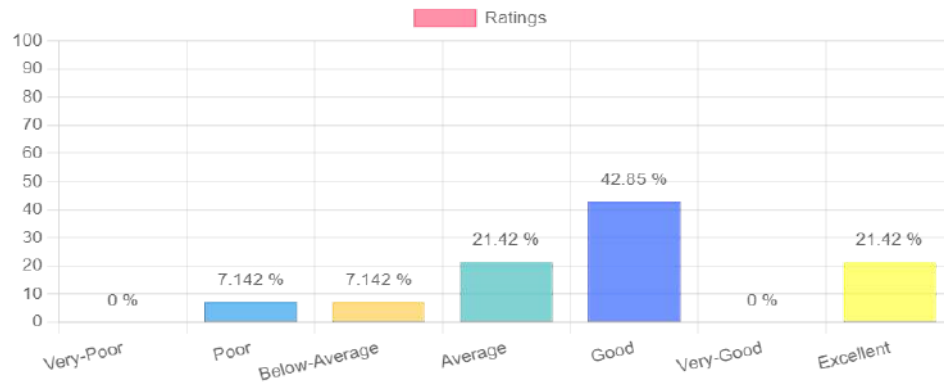
3. Sports facility in college.



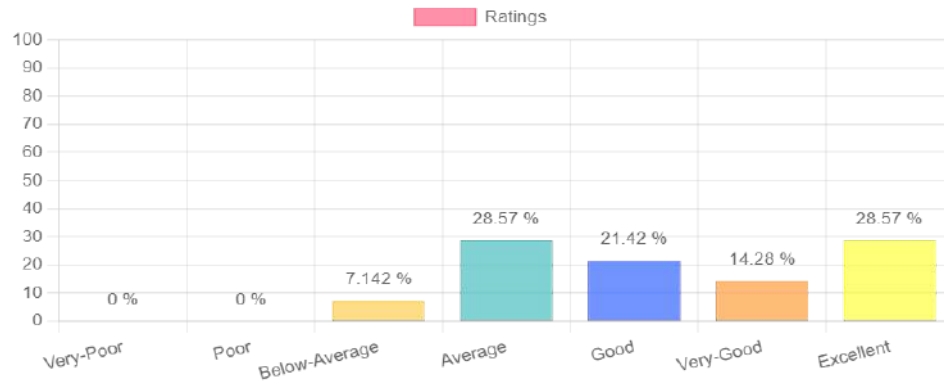
4. Canteen facility in college(Food quality).



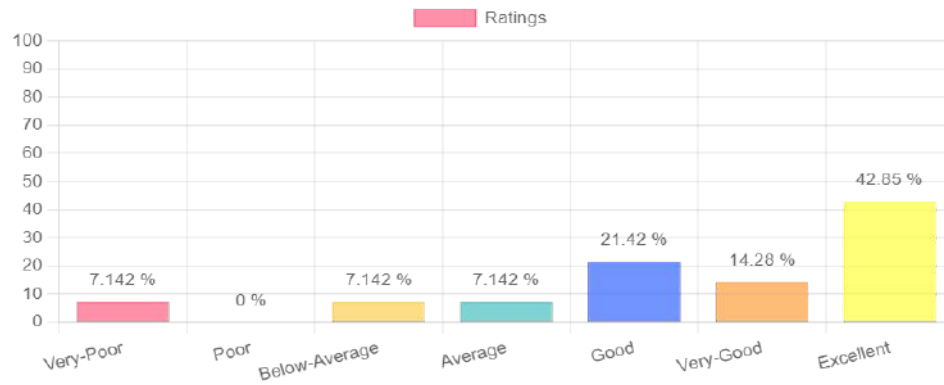
5. Canteen facility in college(Rates of the food items).



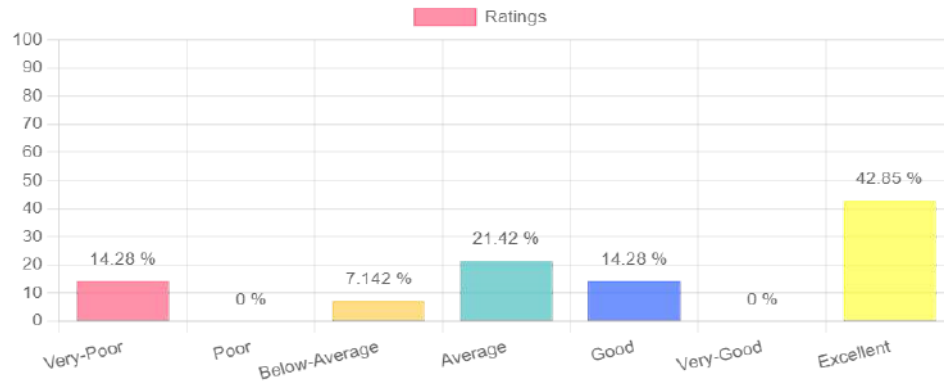
6. Canteen facility in college(Attitude and service received).



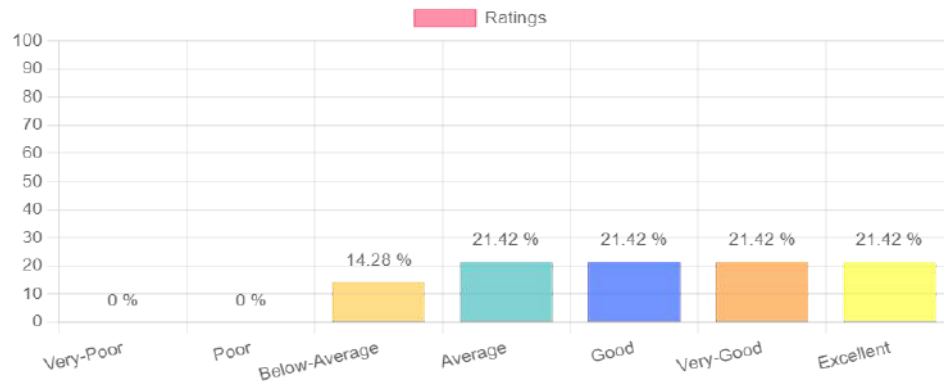
7. Cleanliness and maintenance in the classrooms.



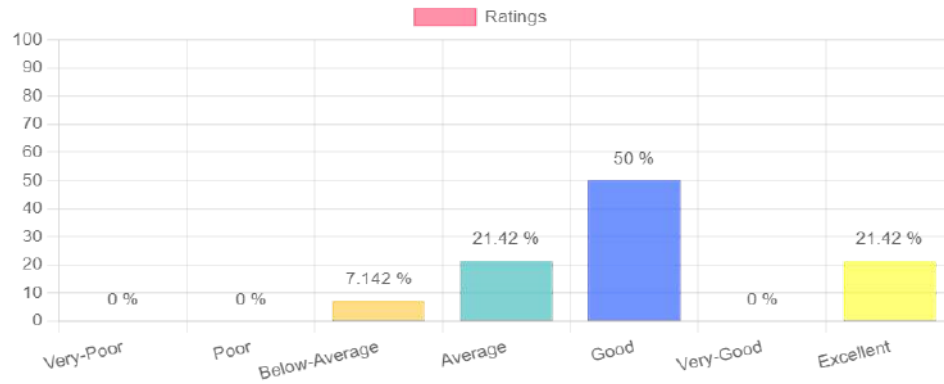
8. Cleanliness and maintenance of Toilets/washrooms.



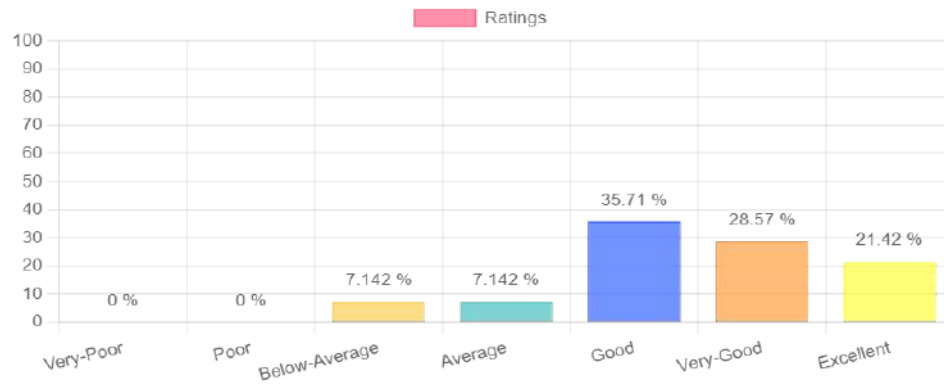
9. Functioning of the Placement Cell.



10. Functioning of the Placement Cell.

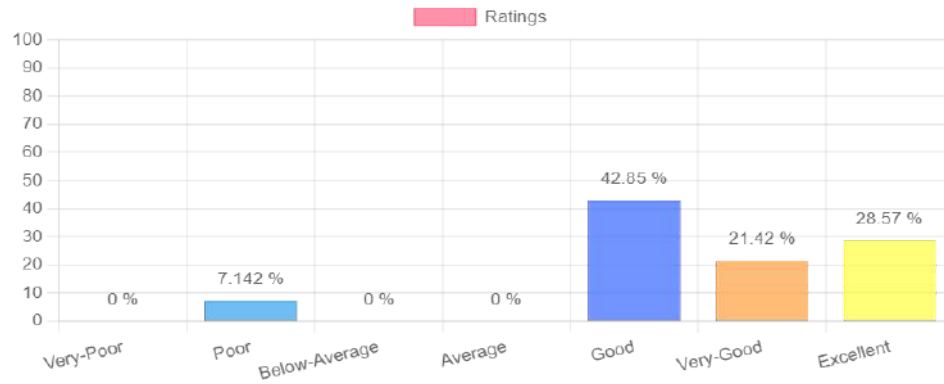


11. Library facility in college(Availability of prescribed books/reading materials.).

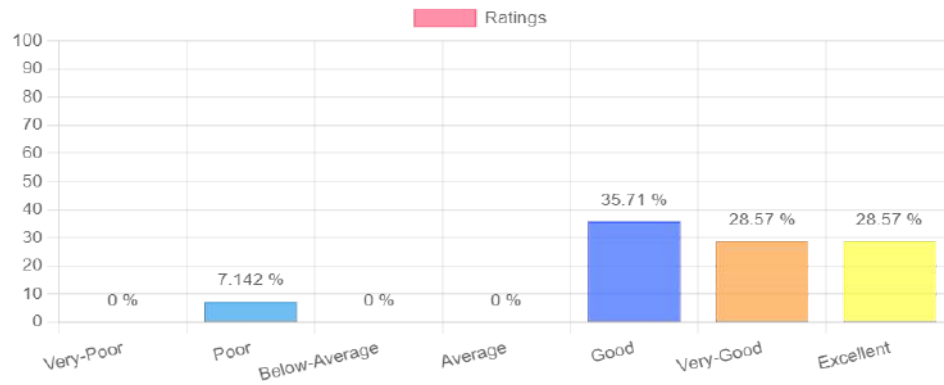


12. Library facility in college(Way of cataloguing and arrangement of books in the library).

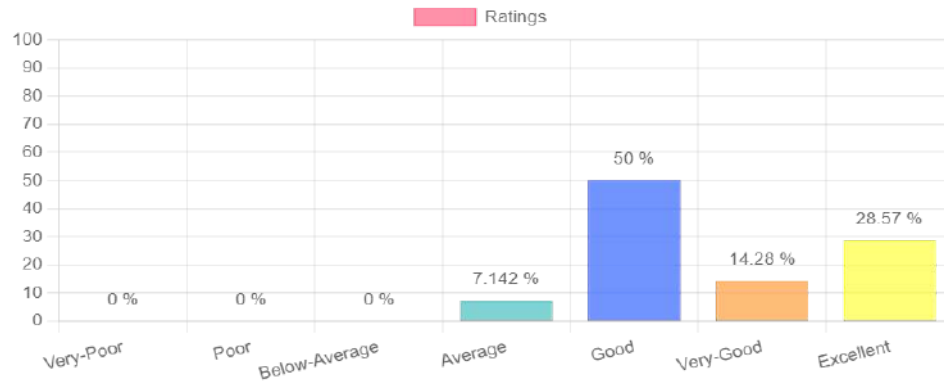




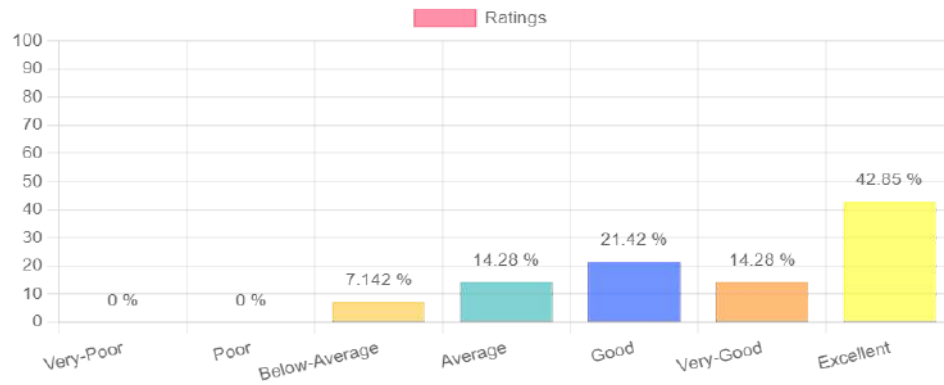
13. Library facility in college(Availability and accessibility of online educational resources in college.).



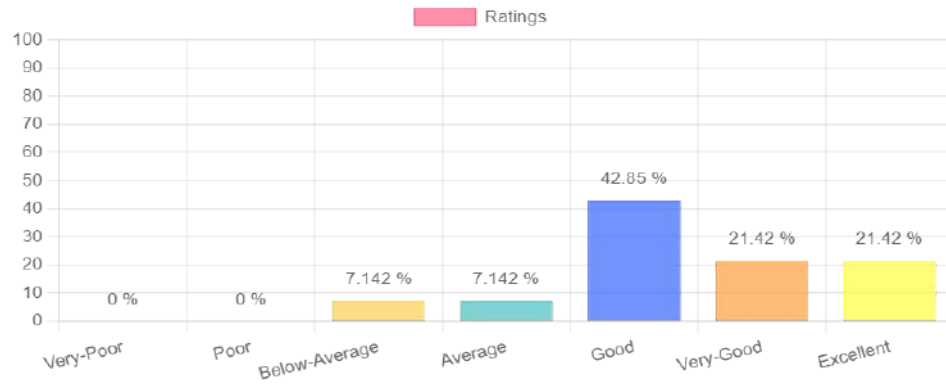
14. Library facility in college(Attitude of Library staff).



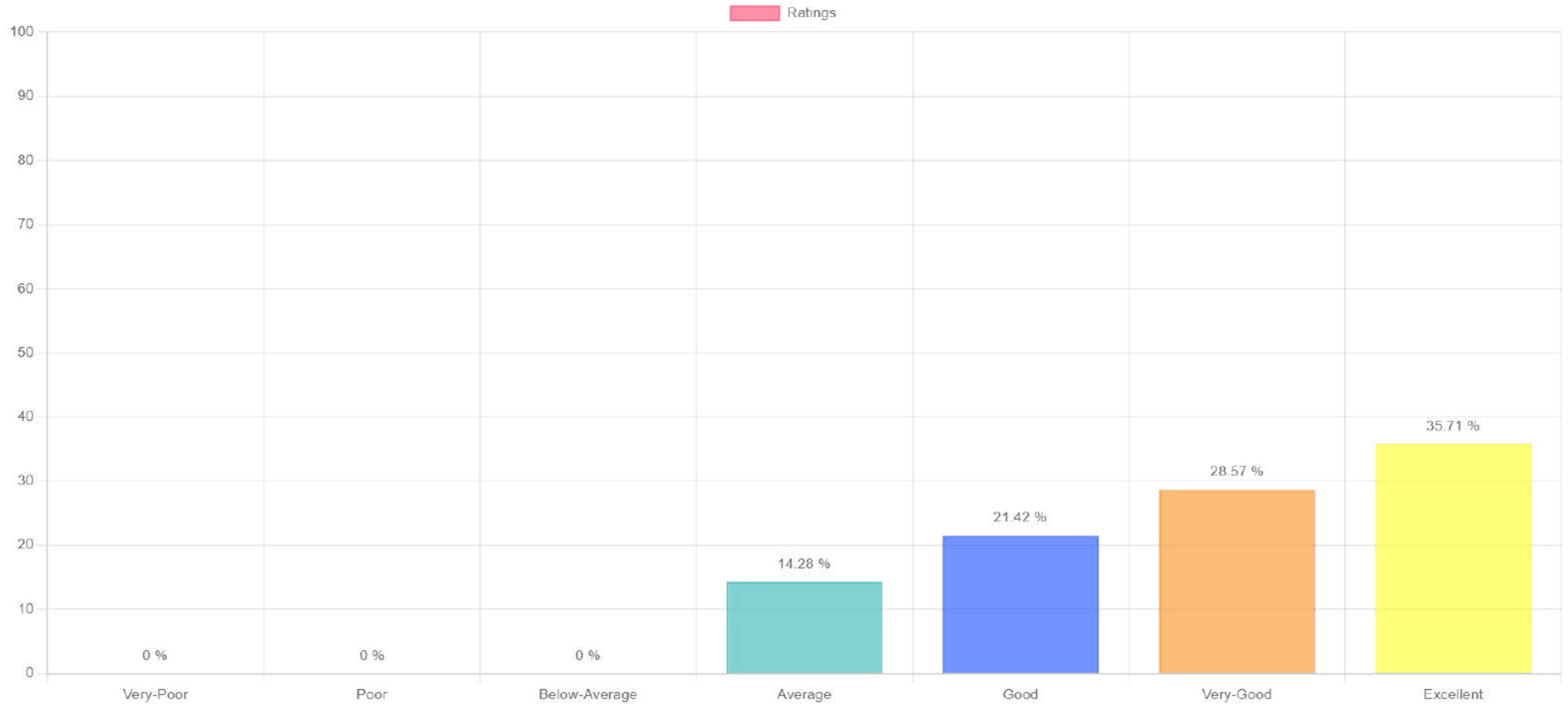
15. College Website.



16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).



17. Mentoring system.



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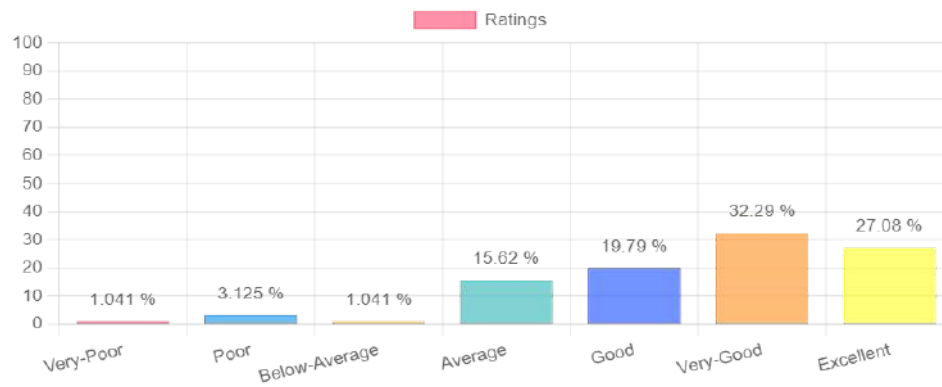
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### Detail Insights

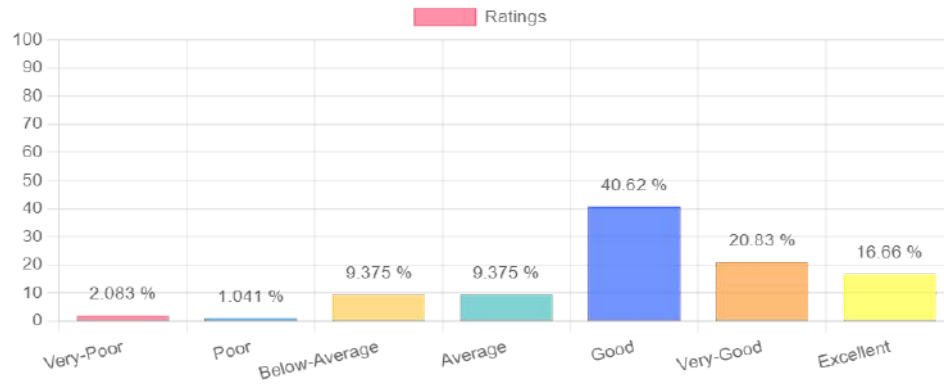
#### BMS

Total Records : 96

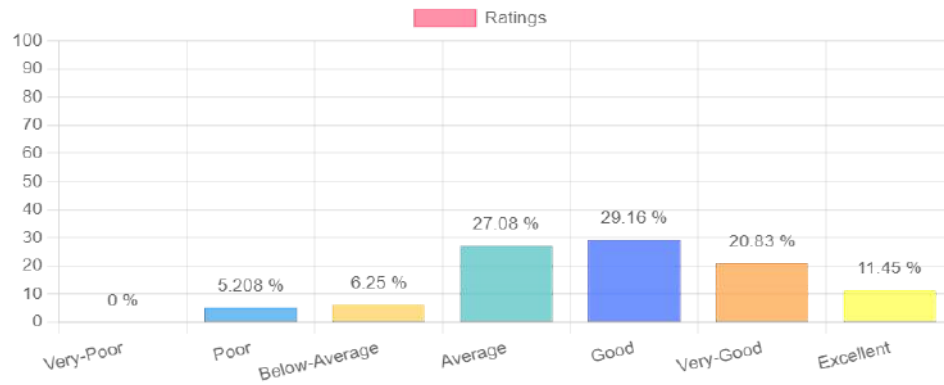
1. Availability of extra-curricular activities in college.



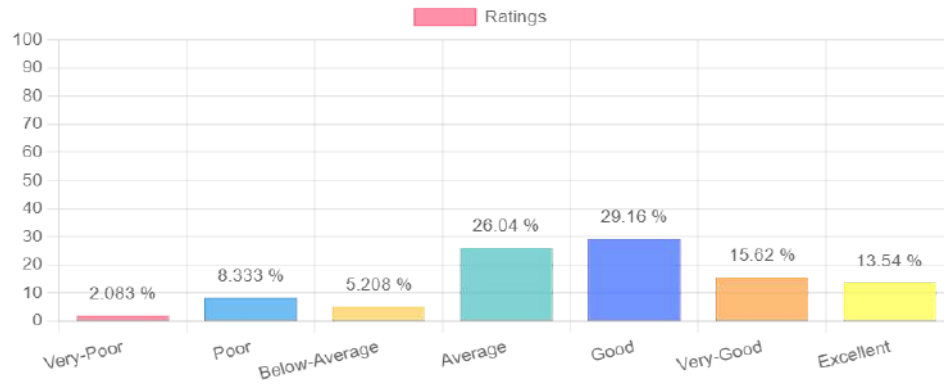
2. Amenities and assistance available for extra-curricular activities at the college.



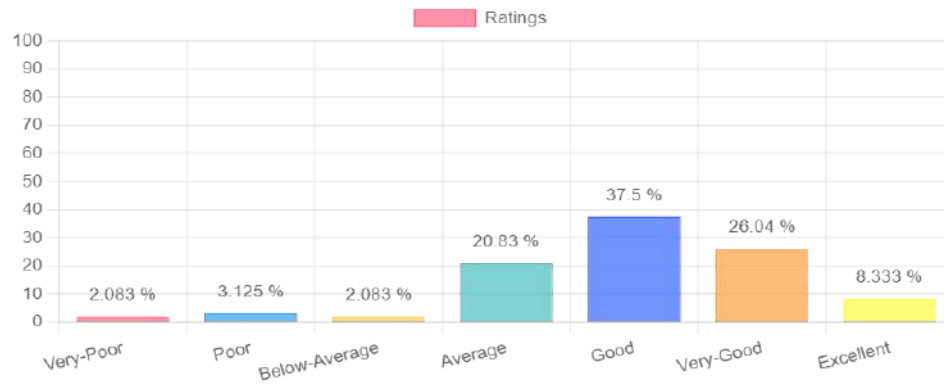
3. Sports facility in college.



4. Canteen facility in college(Food quality).

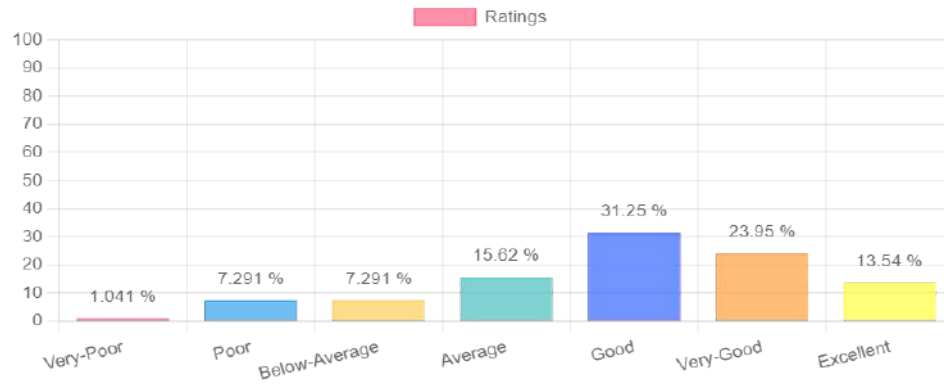


5. Canteen facility in college(Rates of the food items).

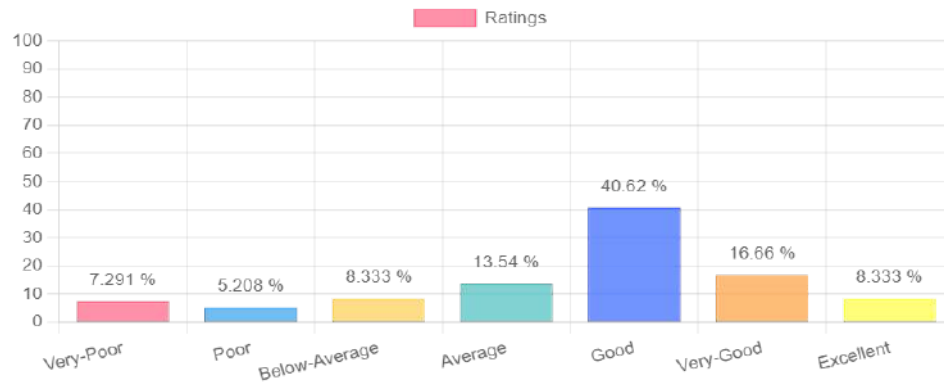


6. Canteen facility in college(Attitude and service received).

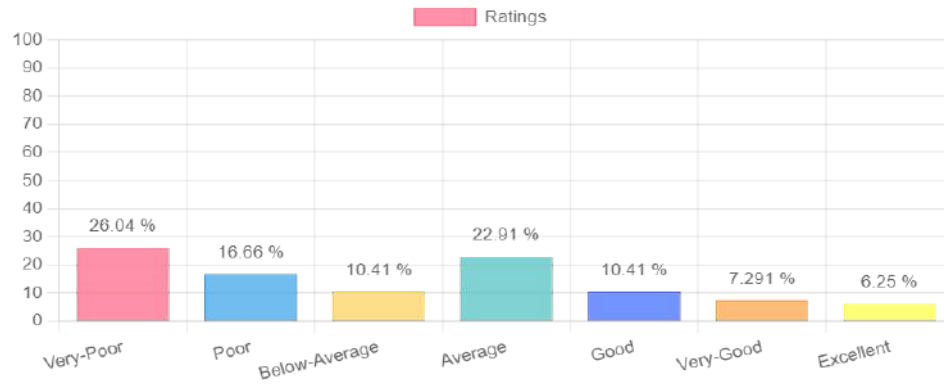




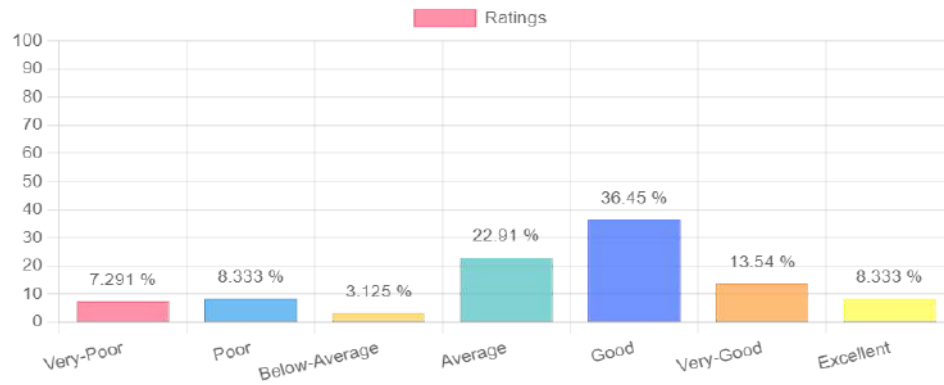
7. Cleanliness and maintenance in the classrooms.



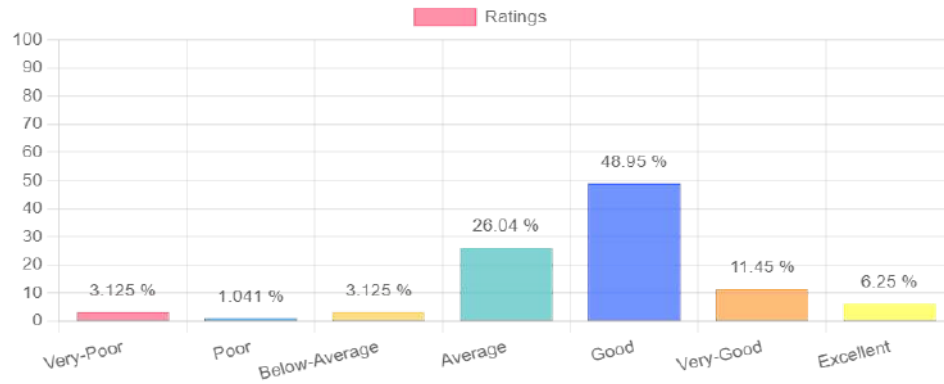
8. Cleanliness and maintenance of Toilets/washrooms.



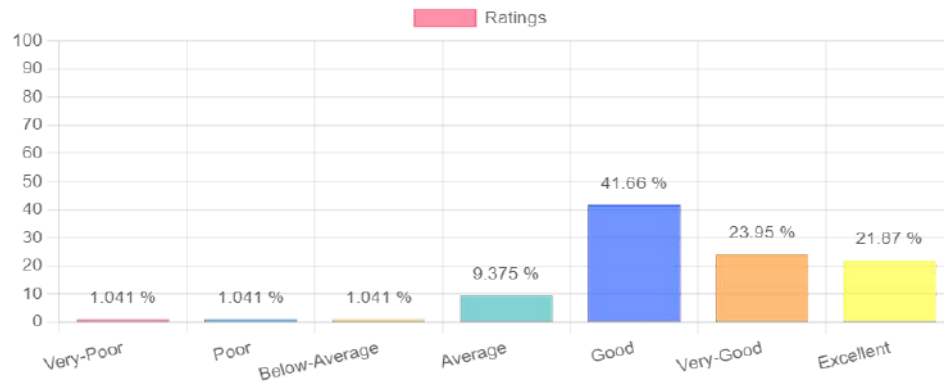
9. Functioning of the Placement Cell.



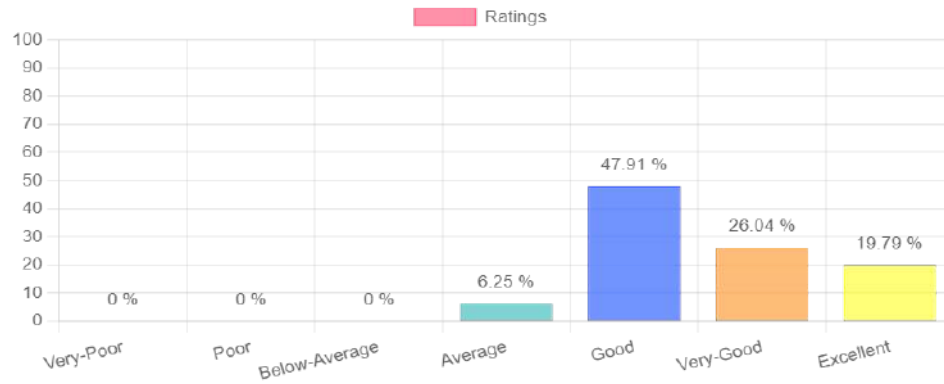
10. Functioning of the Placement Cell.



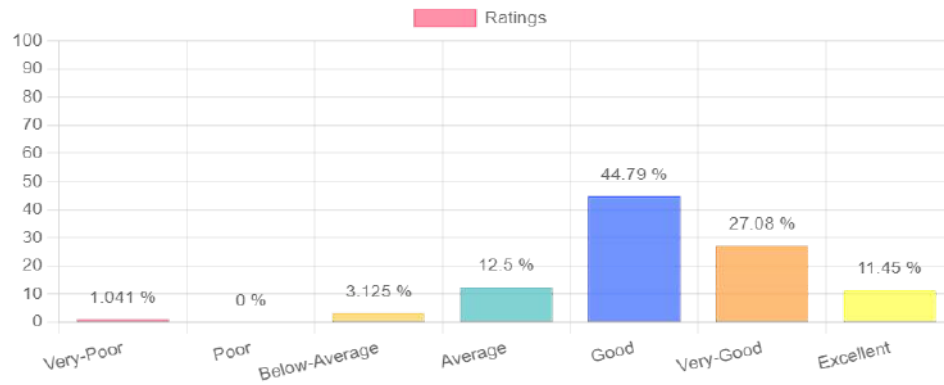
11. Library facility in college(Availability of prescribed books/reading materials.).



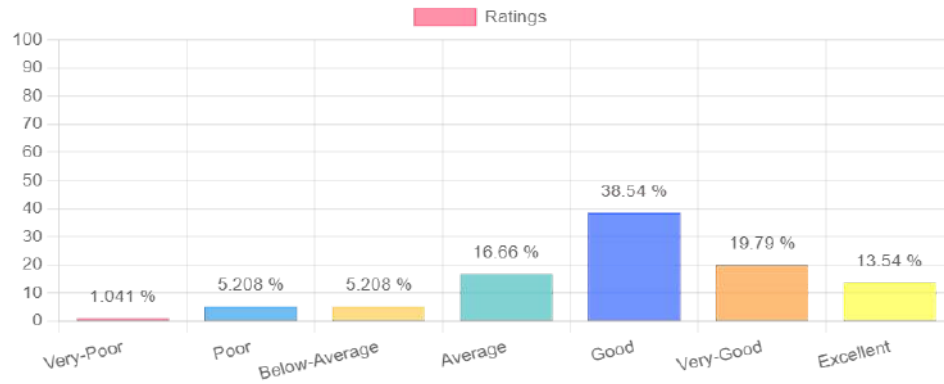
12. Library facility in college(Way of cataloguing and arrangement of books in the library).



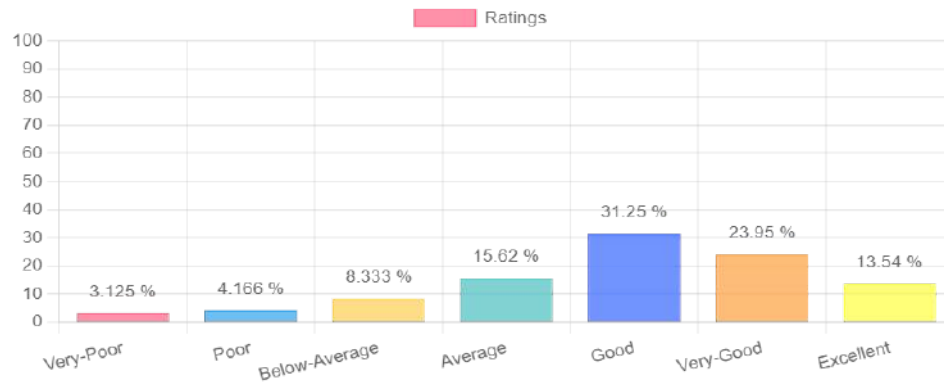
13. Library facility in college(Availability and accessibility of online educational resources in college.).



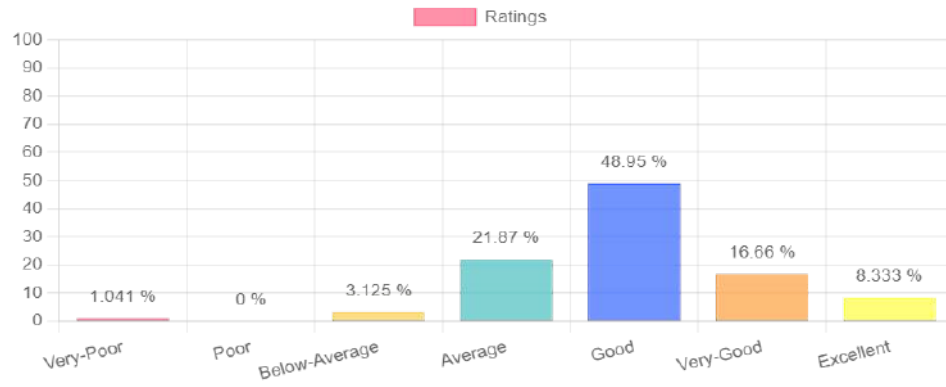
14. Library facility in college(Attitude of Library staff).



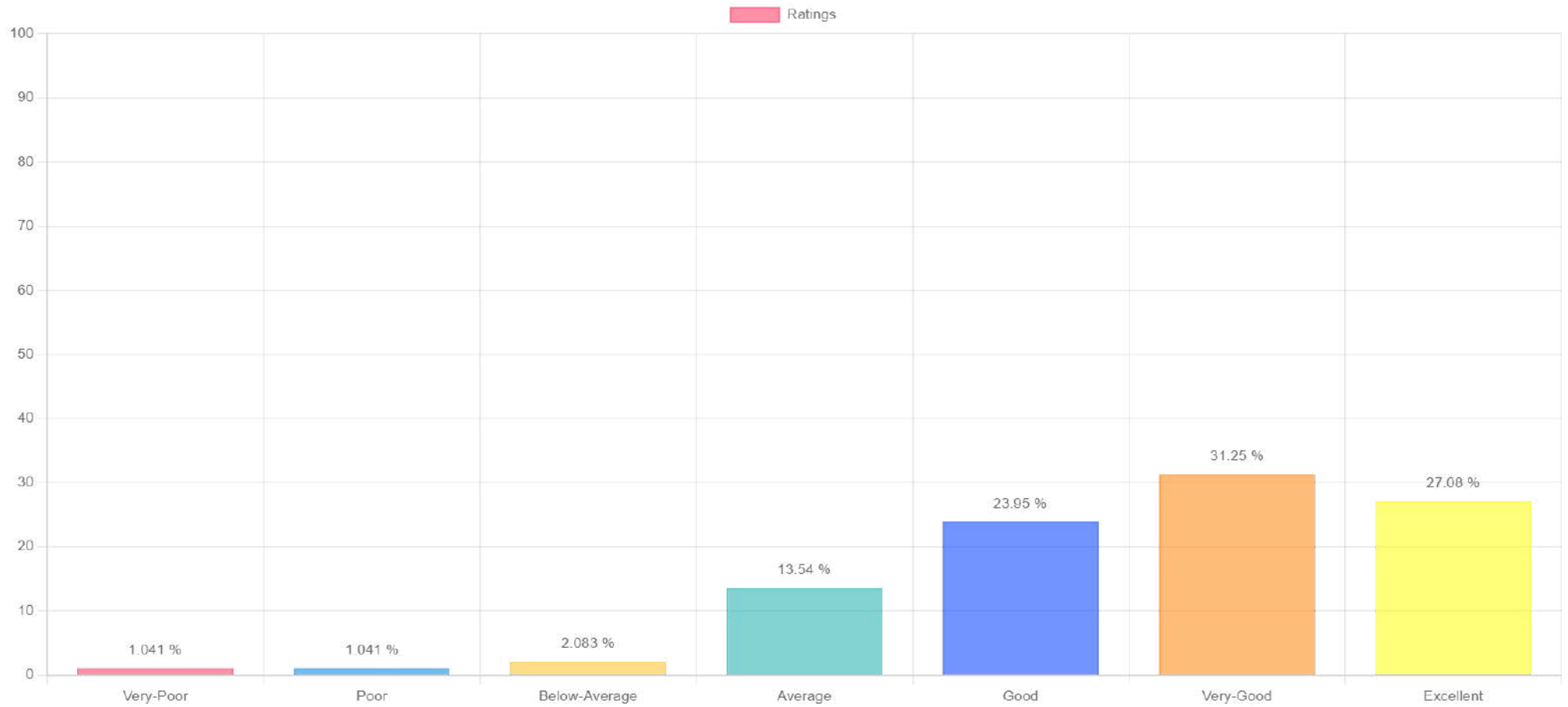
15. College Website.



16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).



17. Mentoring system.



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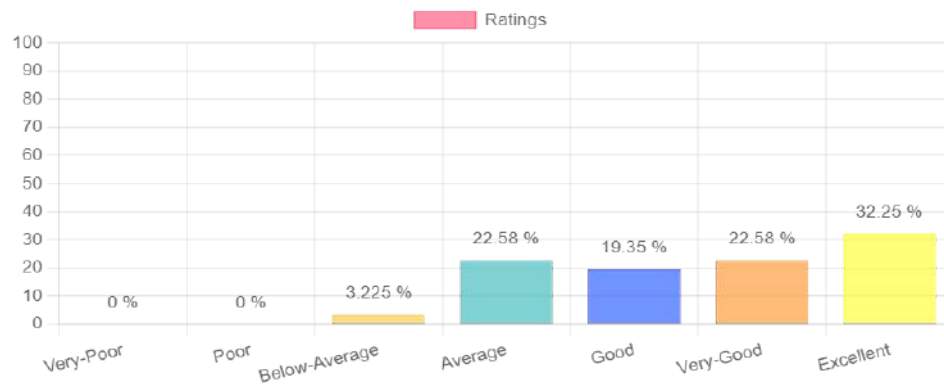


### Detail Insights

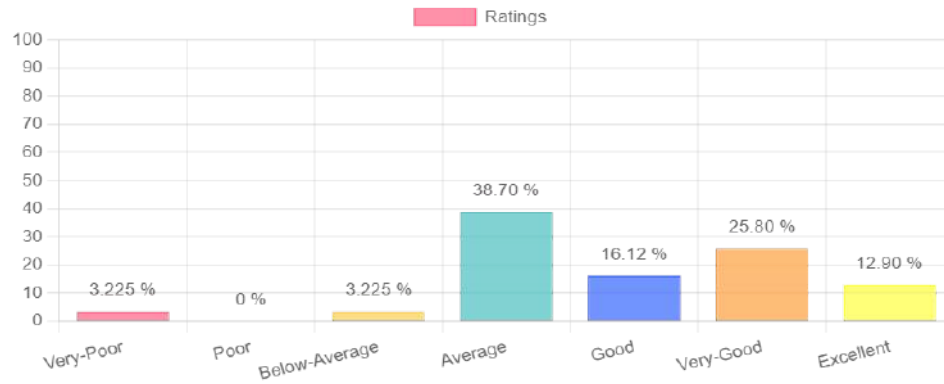
**Bsc-BT**

**Total Records : 31**

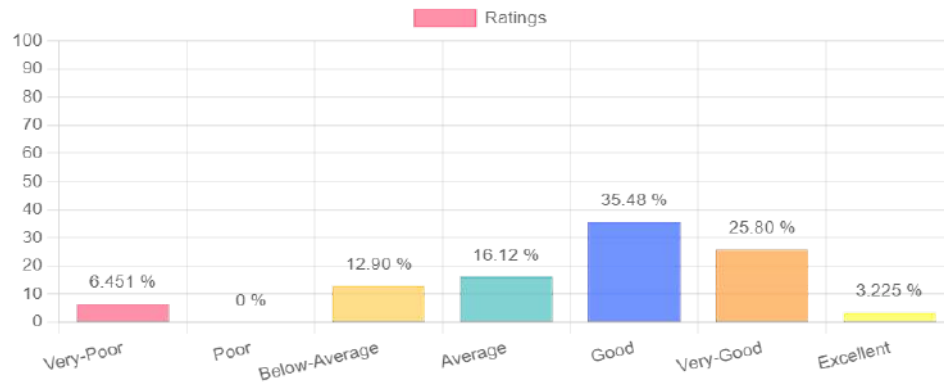
1. Availability of extra-curricular activities in college.



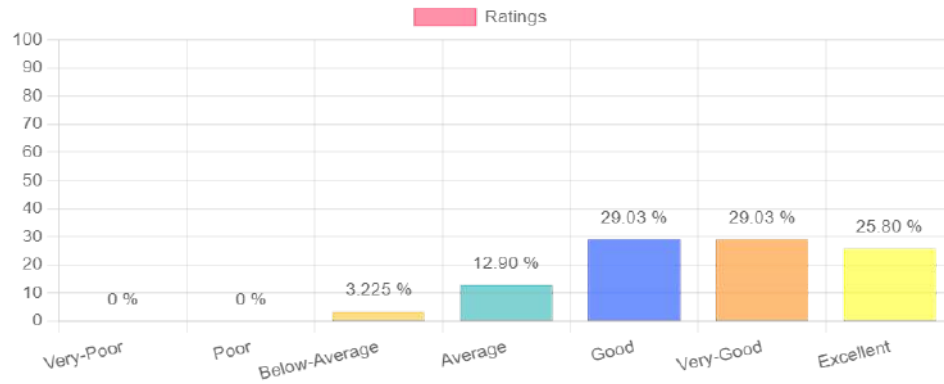
2. Amenities and assistance available for extra-curricular activities at the college.



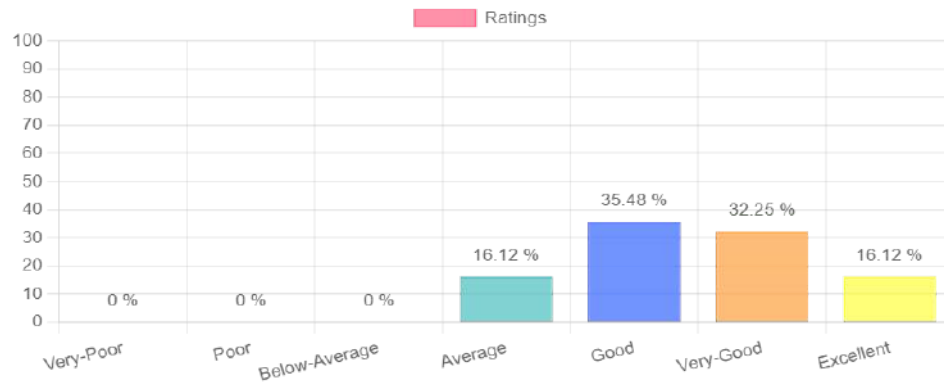
3. Sports facility in college.



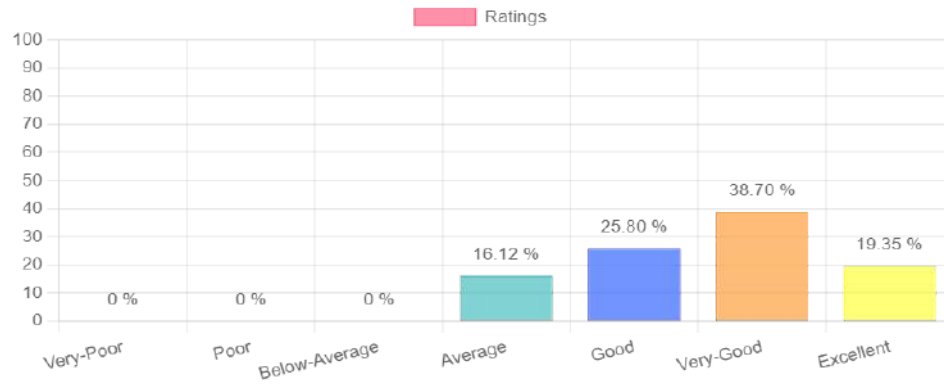
4. Canteen facility in college(Food quality).



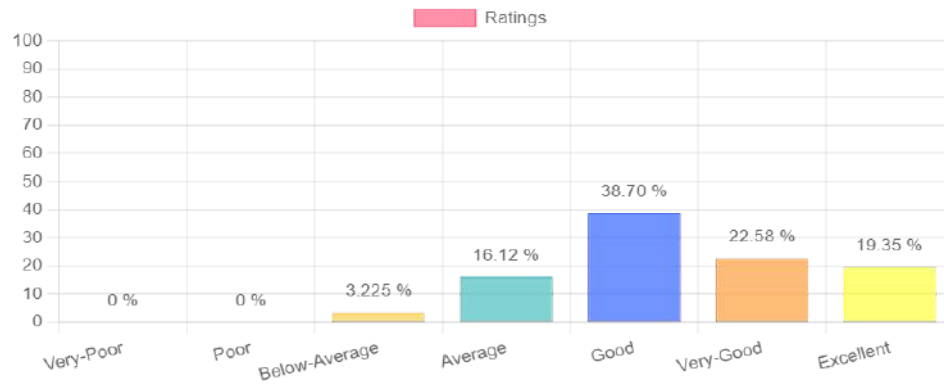
5. Canteen facility in college(Rates of the food items).



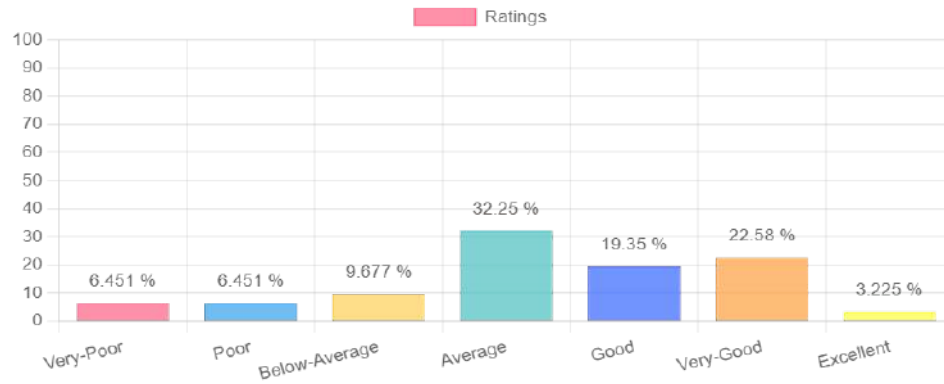
6. Canteen facility in college(Attitude and service received).



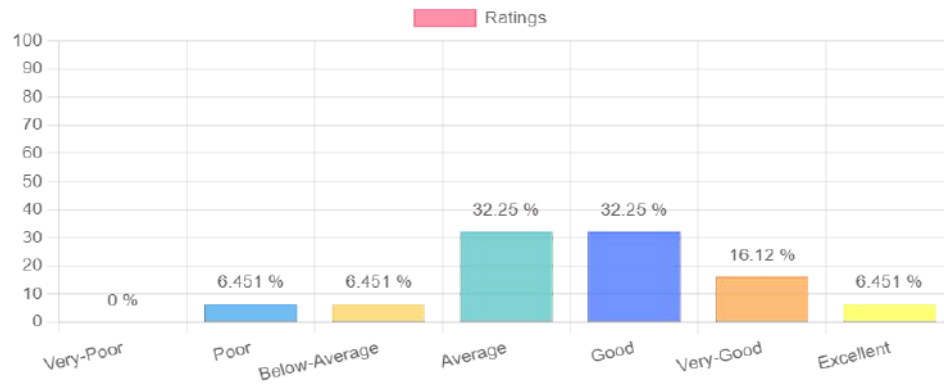
7. Cleanliness and maintenance in the classrooms.



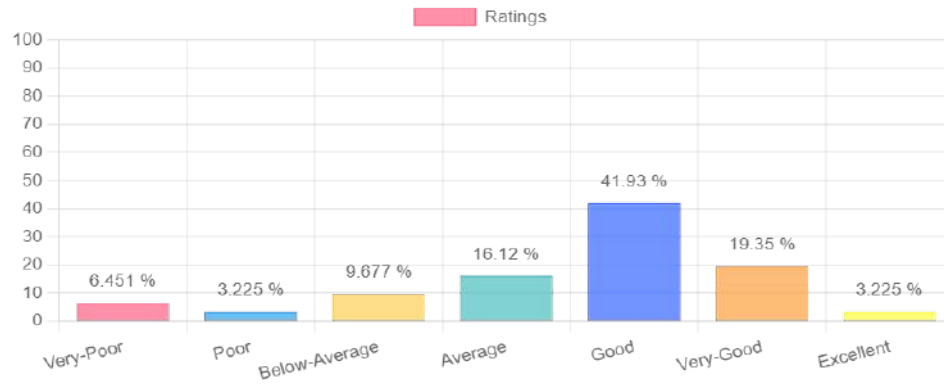
8. Cleanliness and maintenance of Toilets/washrooms.



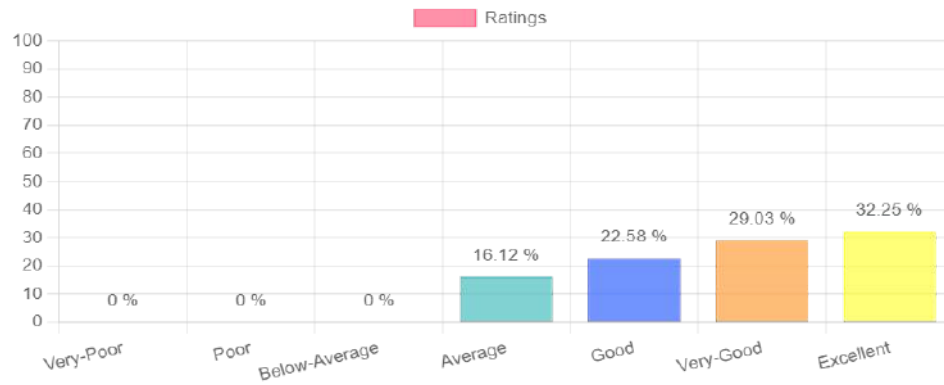
9. Functioning of the Placement Cell.



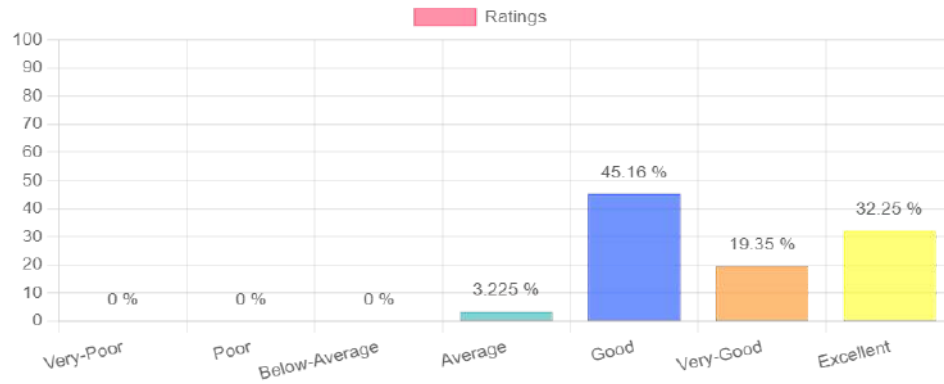
10. Functioning of the Placement Cell.



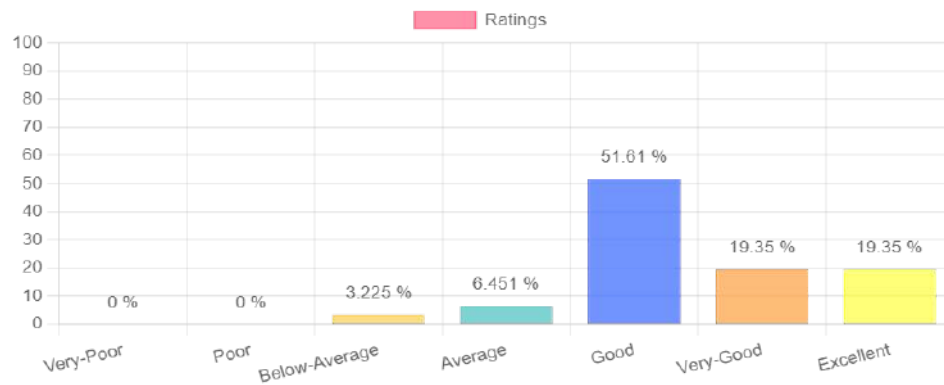
11. Library facility in college(Availability of prescribed books/reading materials.).



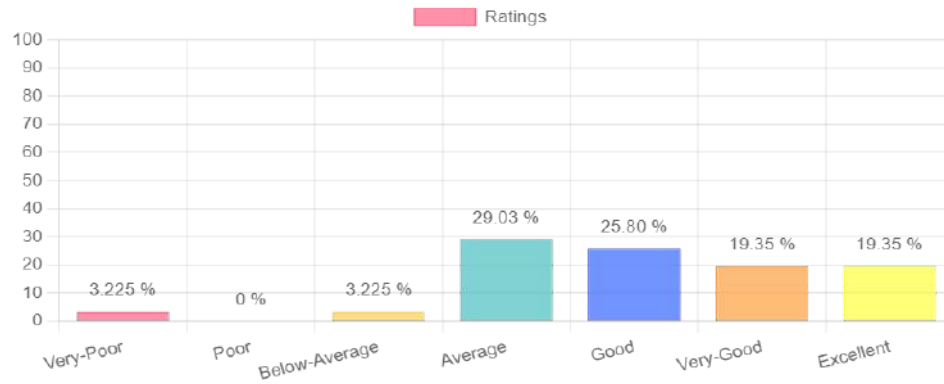
12. Library facility in college(Way of cataloguing and arrangement of books in the library).



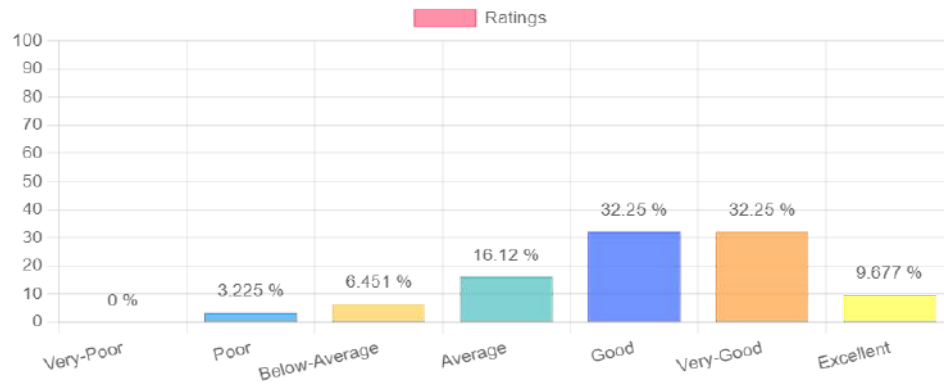
13. Library facility in college(Availability and accessibility of online educational resources in college.).



14. Library facility in college(Attitude of Library staff).

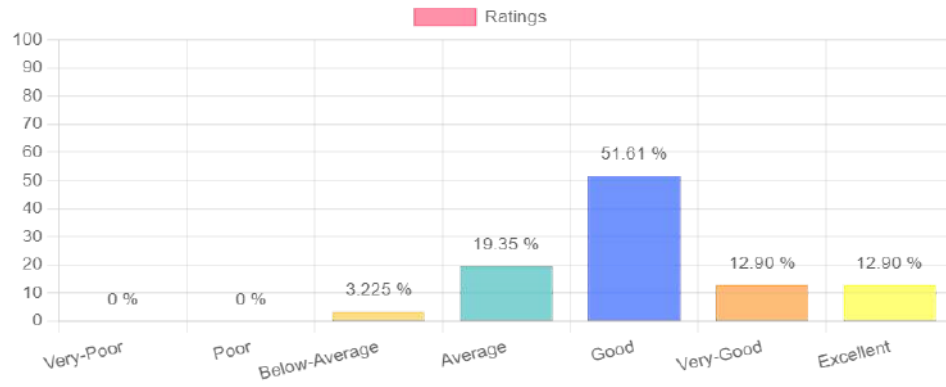


15. College Website.

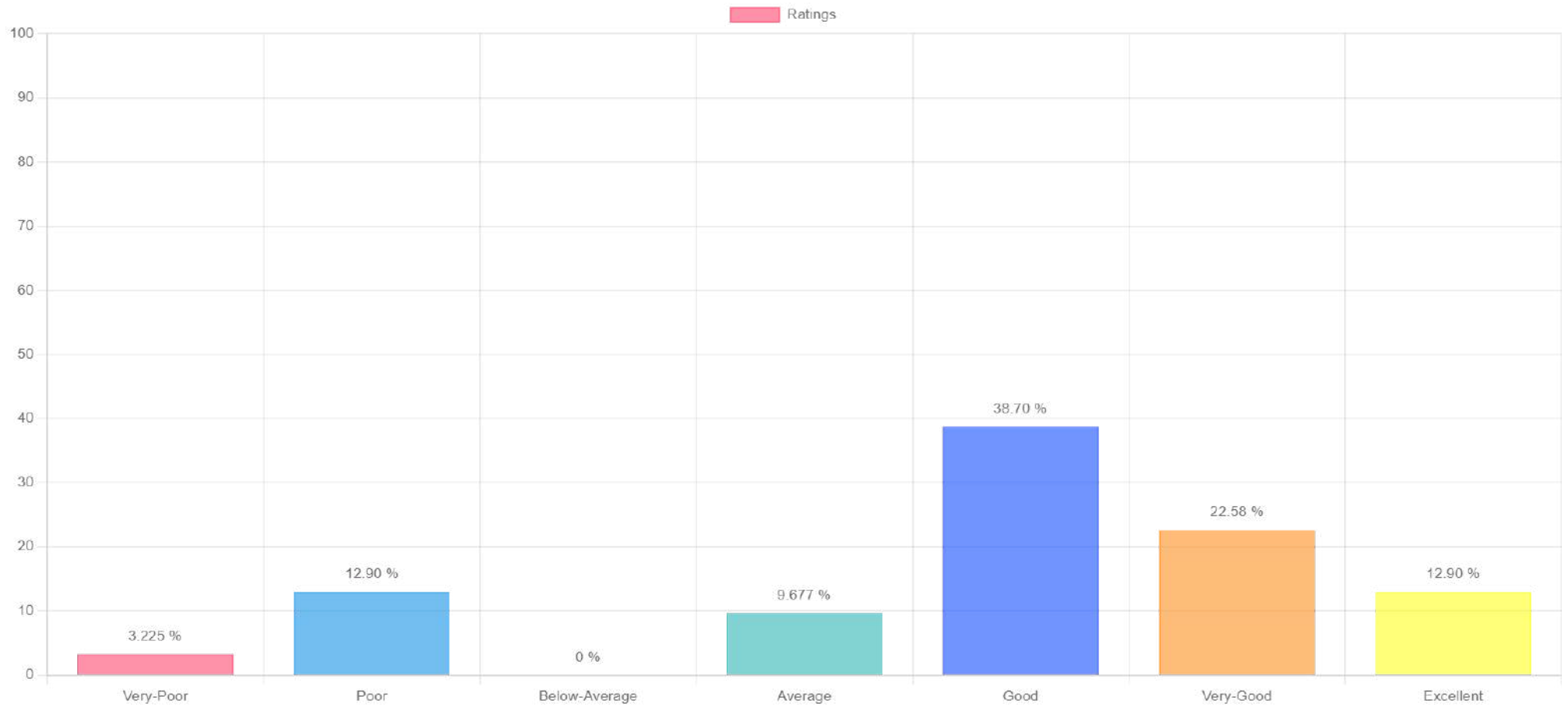


16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).





17. Mentoring system.



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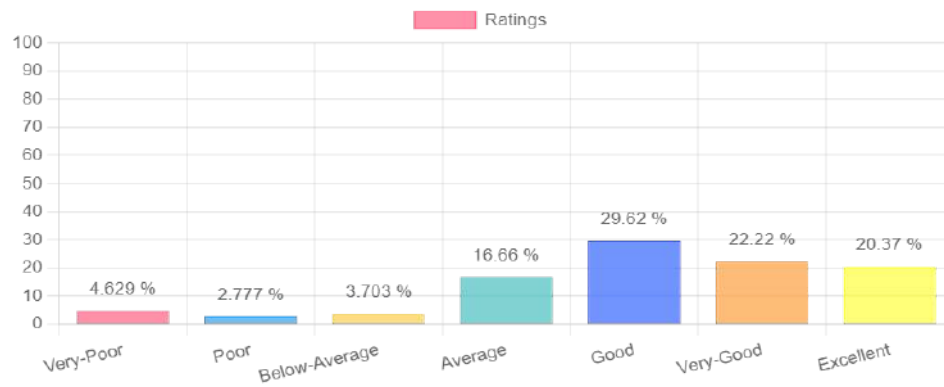
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### Detail Insights

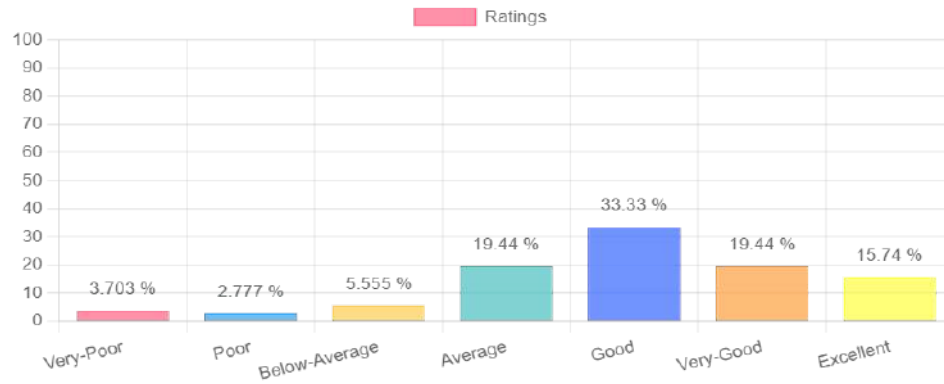
#### Bsc-IT

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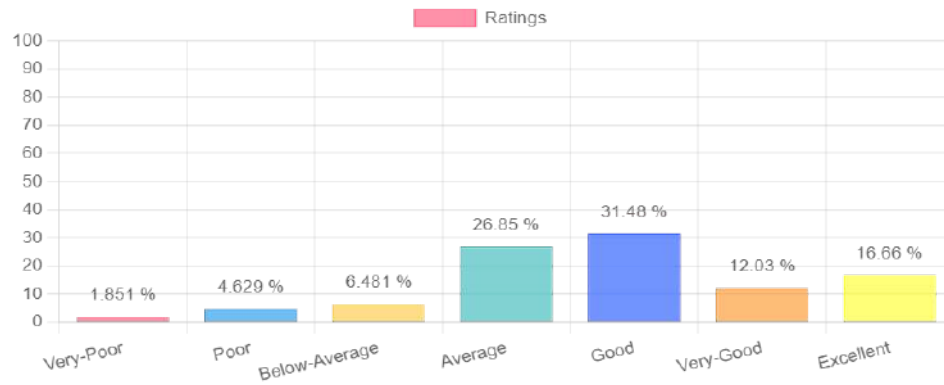
1. Availability of extra-curricular activities in college.



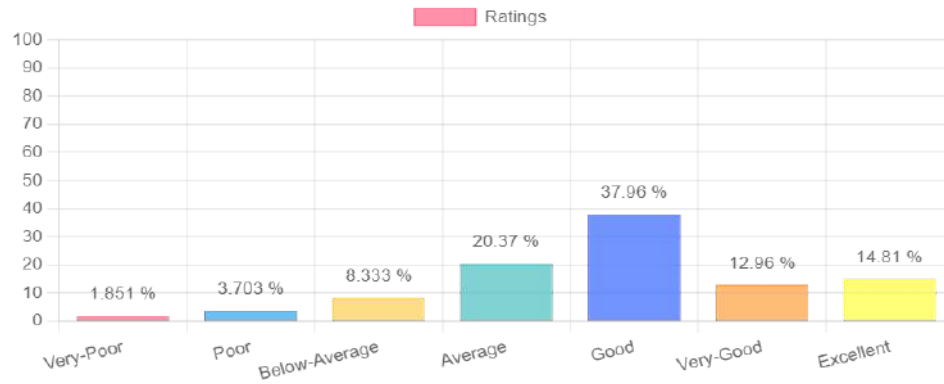
2. Amenities and assistance available for extra-curricular activities at the college.



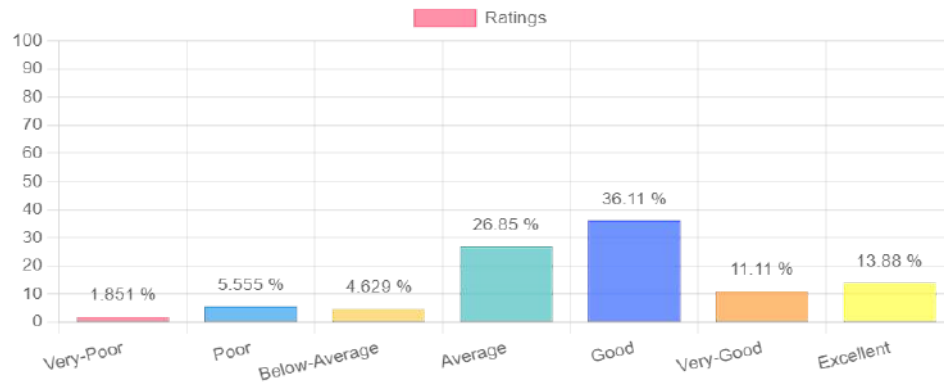
3. Sports facility in college.



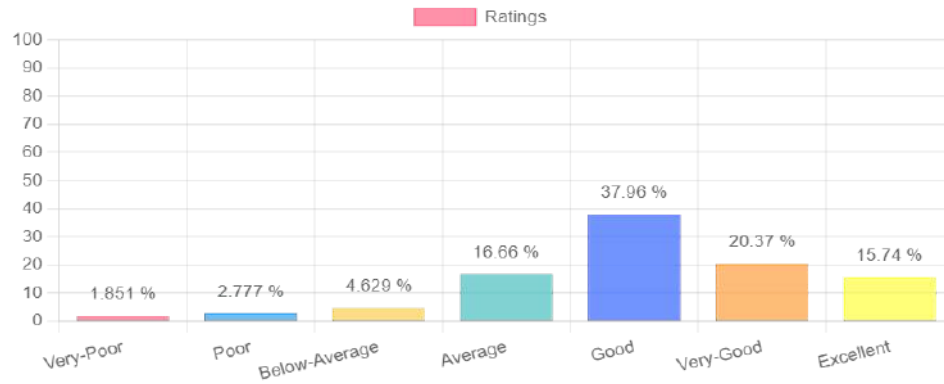
4. Canteen facility in college(Food quality).



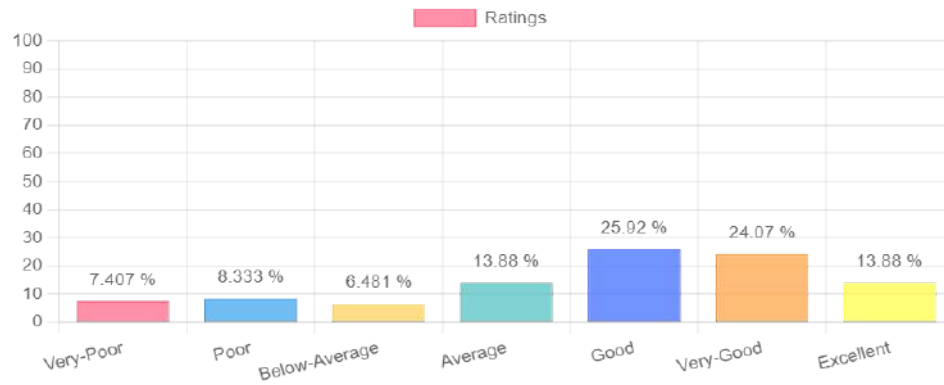
5. Canteen facility in college(Rates of the food items).



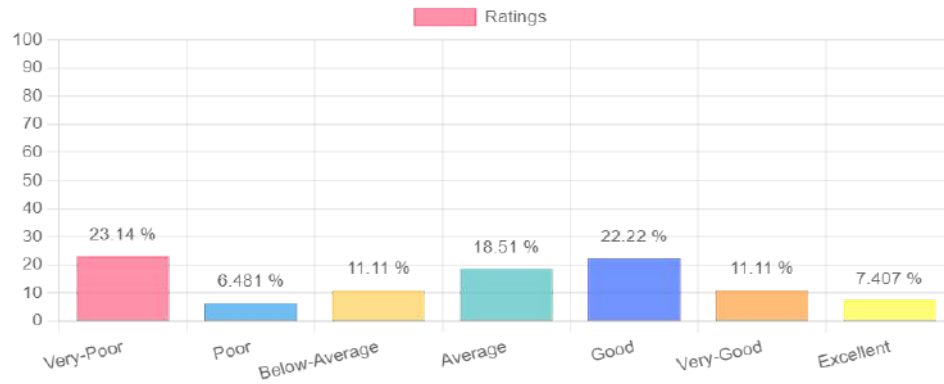
6. Canteen facility in college(Attitude and service received).



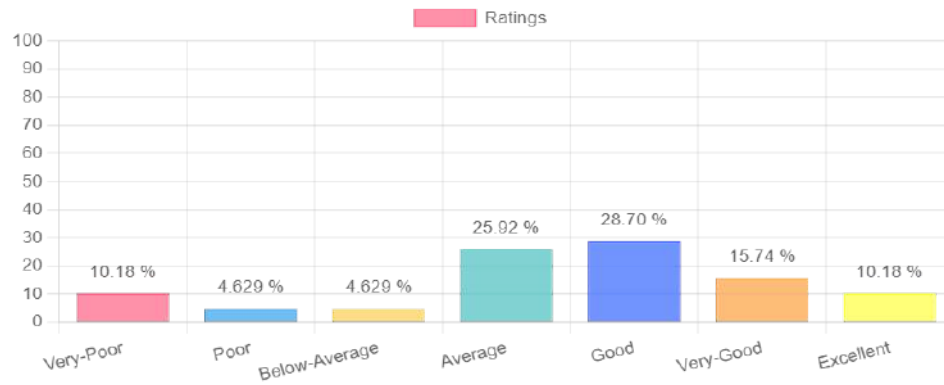
7. Cleanliness and maintenance in the classrooms.



8. Cleanliness and maintenance of Toilets/washrooms.

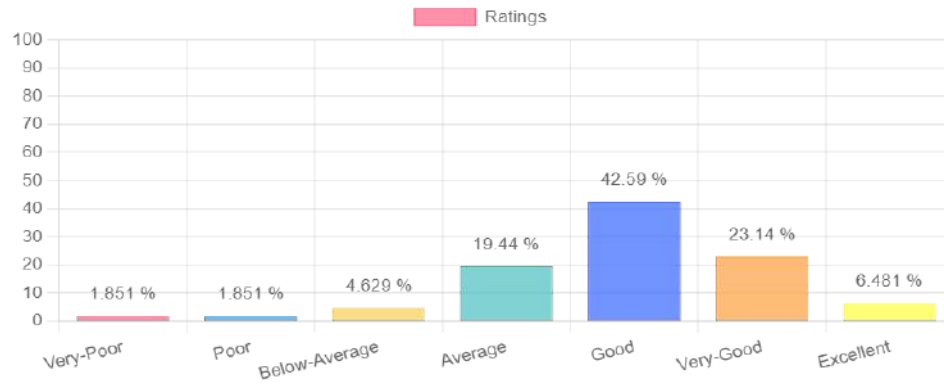


9. Functioning of the Placement Cell.

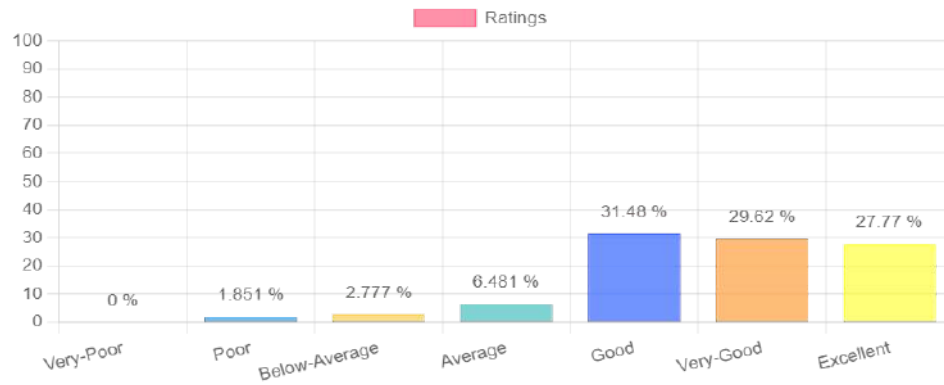


10. Functioning of the Placement Cell.

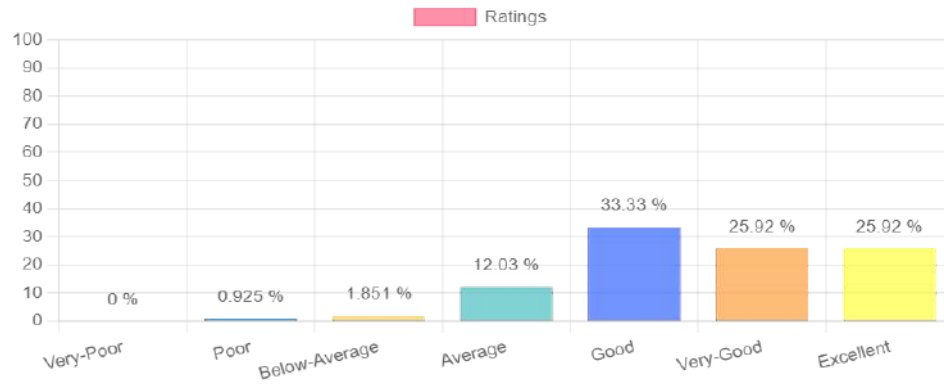




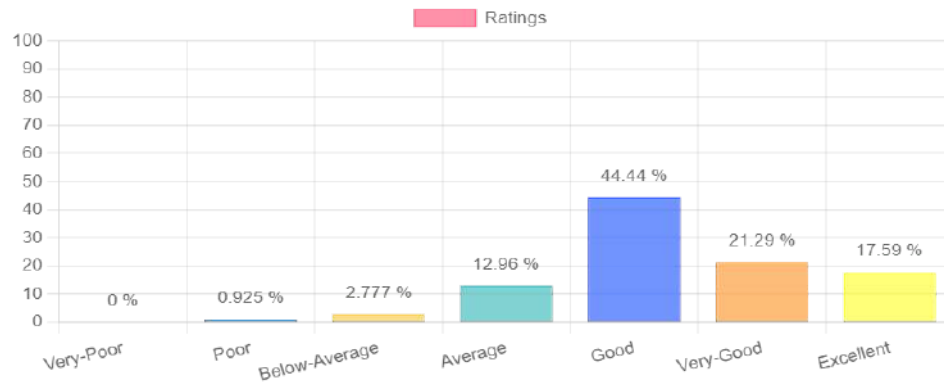
11. Library facility in college(Availability of prescribed books/reading materials.).



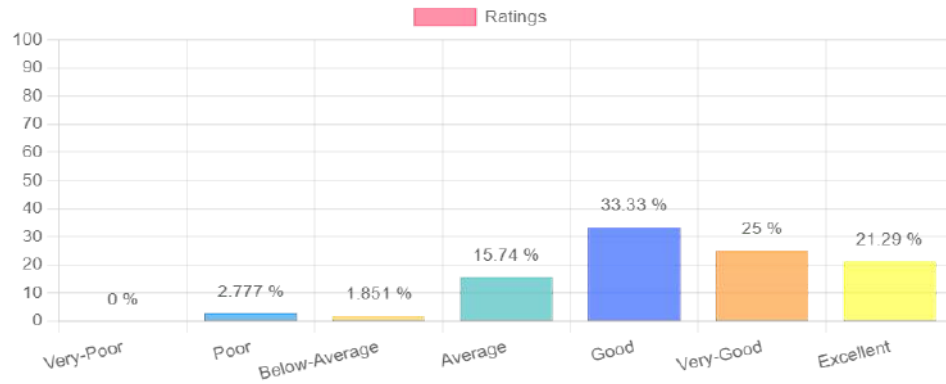
12. Library facility in college(Way of cataloguing and arrangement of books in the library).



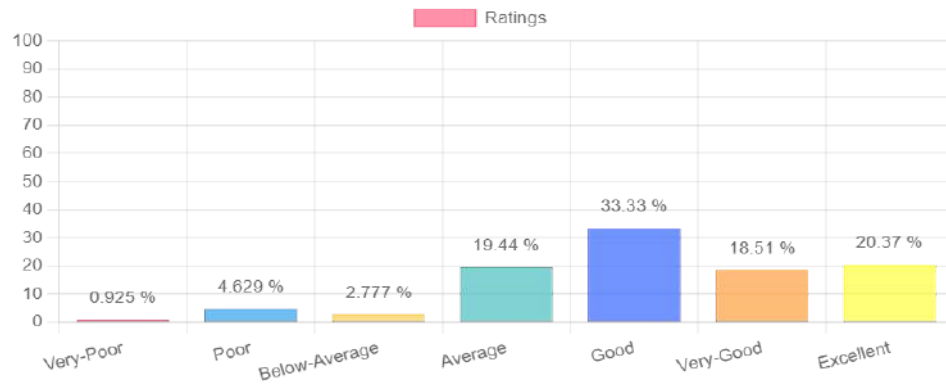
13. Library facility in college(Availability and accessibility of online educational resources in college.).



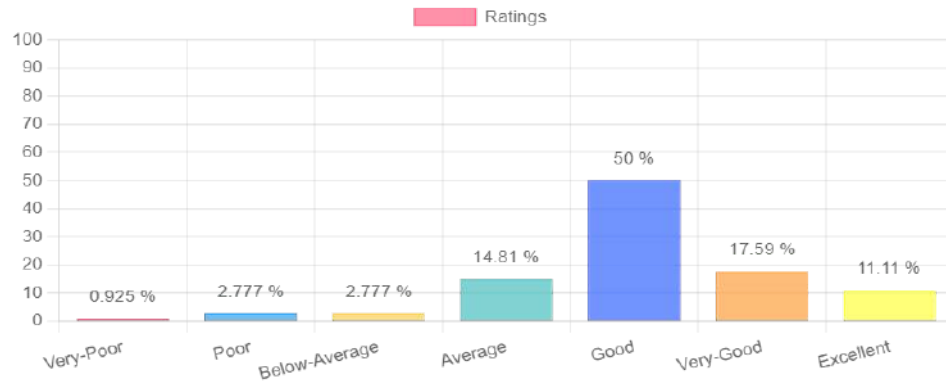
14. Library facility in college(Attitude of Library staff).



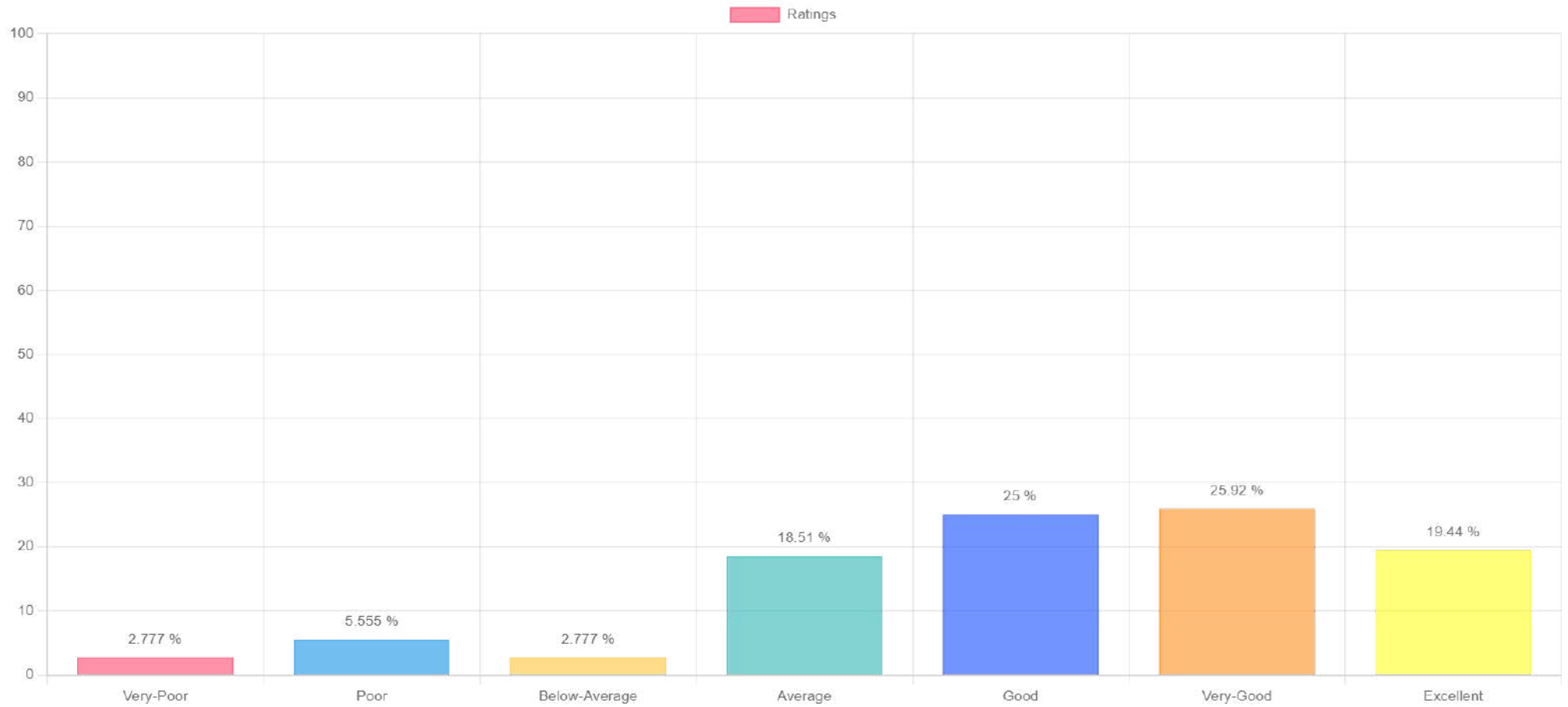
15. College Website.



16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).



17. Mentoring system.



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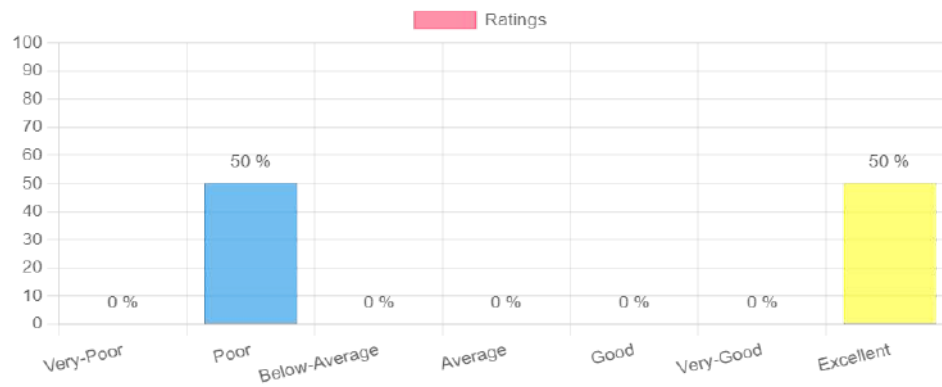
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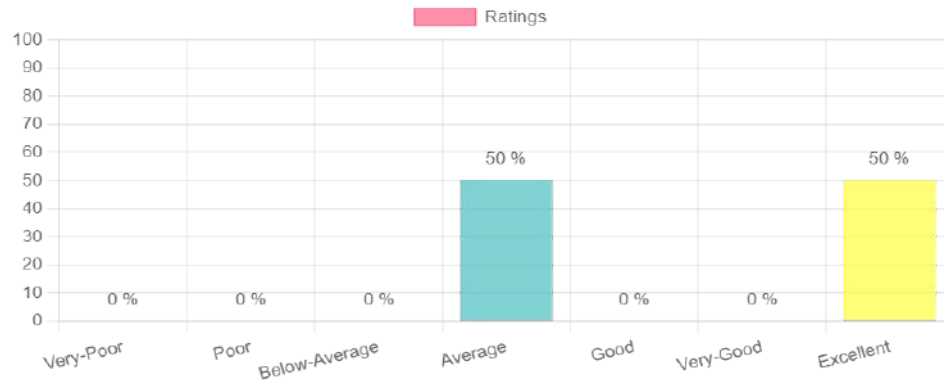
MSc\_BT

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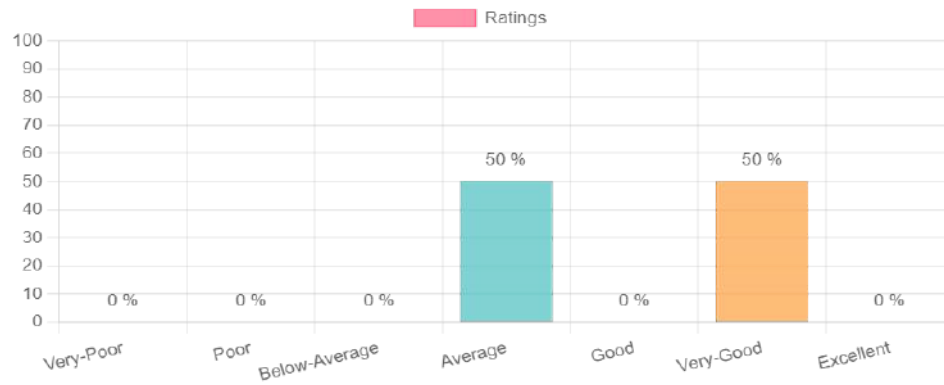
1. Availability of extra-curricular activities in college.



2. Amenities and assistance available for extra-curricular activities at the college.

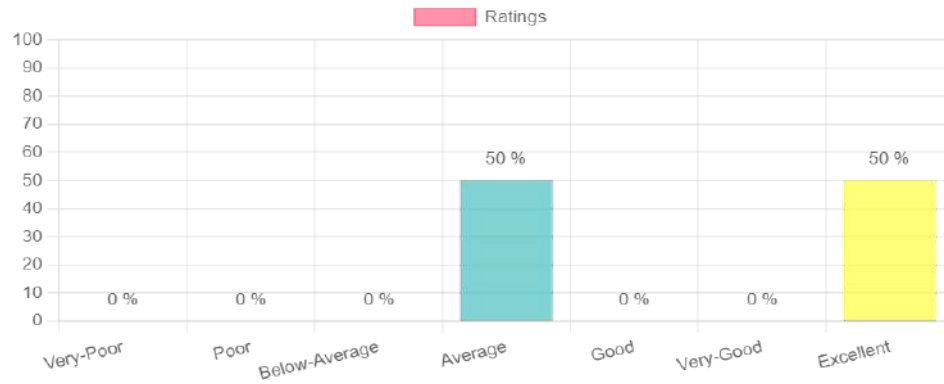


3. Sports facility in college.

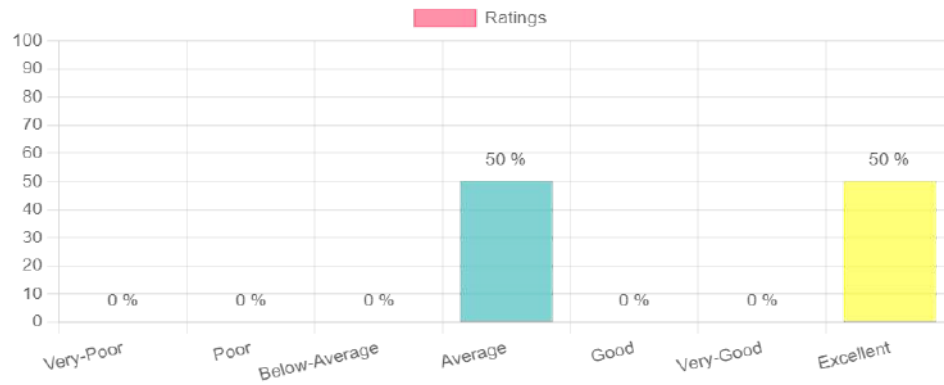


4. Canteen facility in college(Food quality).

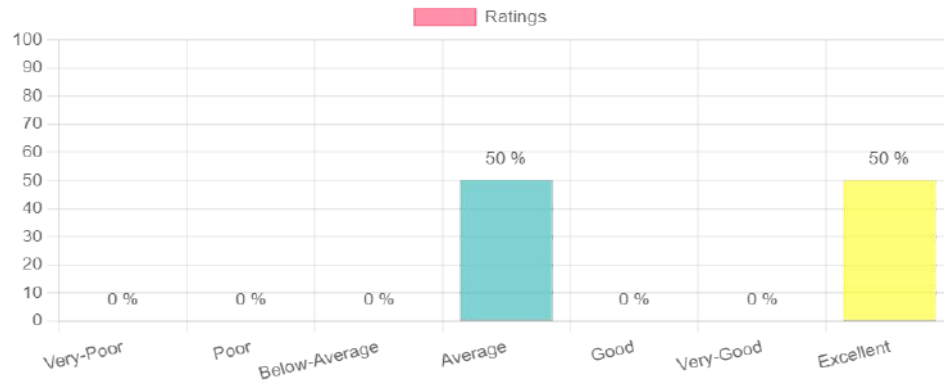




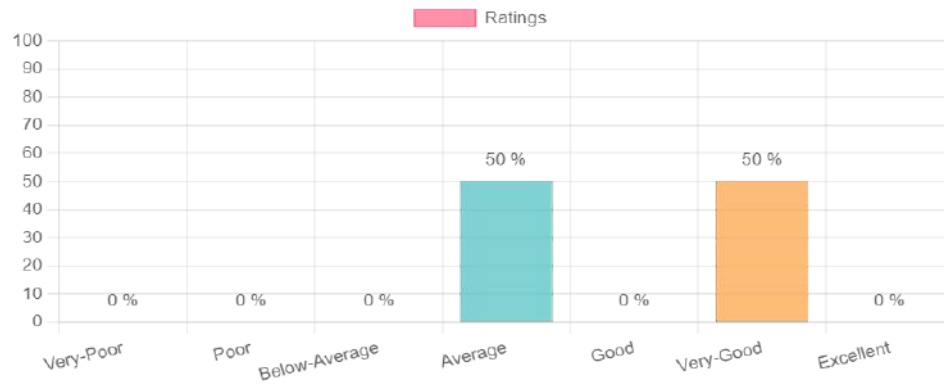
5. Canteen facility in college(Rates of the food items).



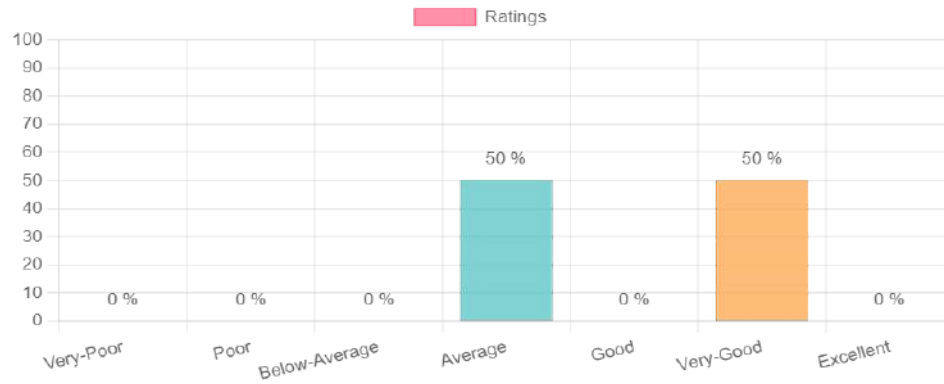
6. Canteen facility in college(Attitude and service received).



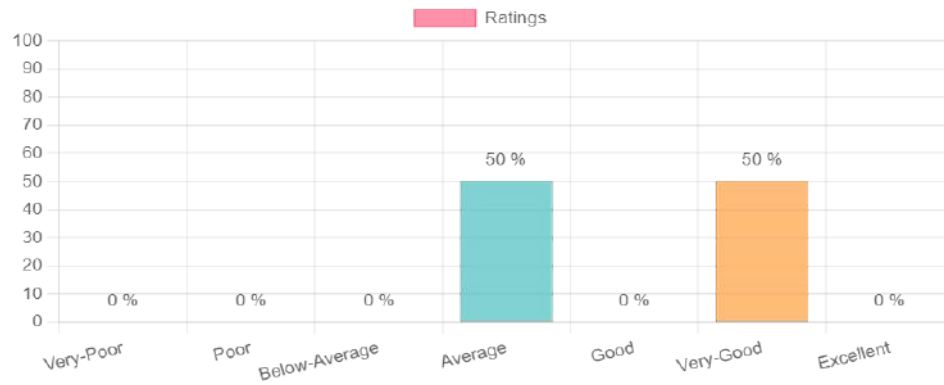
7. Cleanliness and maintenance in the classrooms.



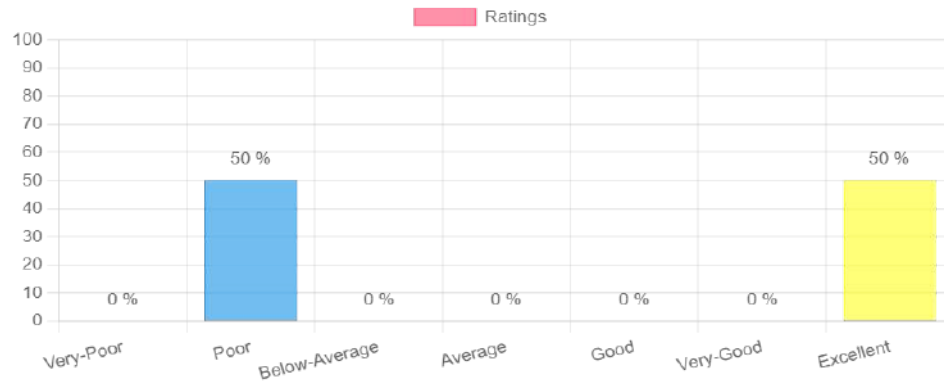
8. Cleanliness and maintenance of Toilets/washrooms.



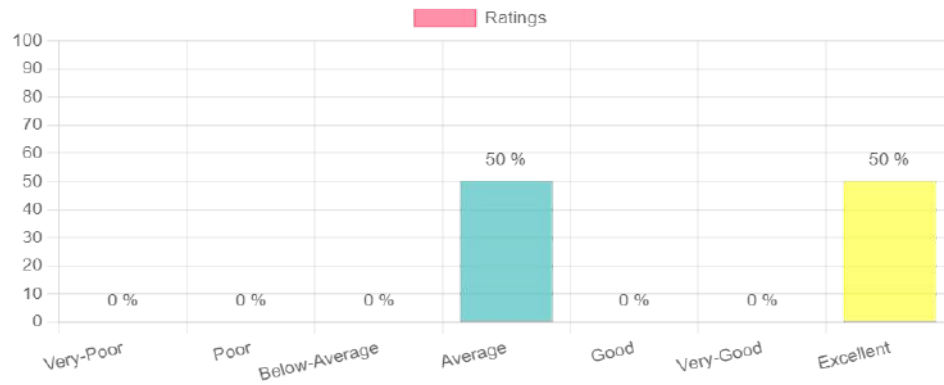
9. Functioning of the Placement Cell.



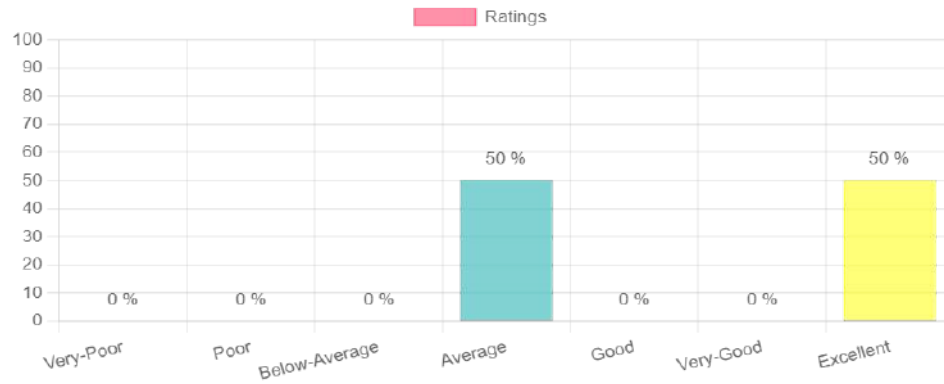
10. Functioning of the Placement Cell.



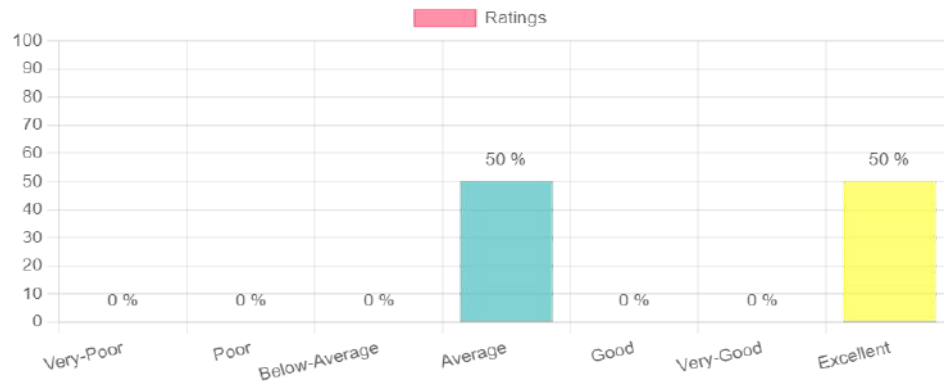
11. Library facility in college(Availability of prescribed books/reading materials.).



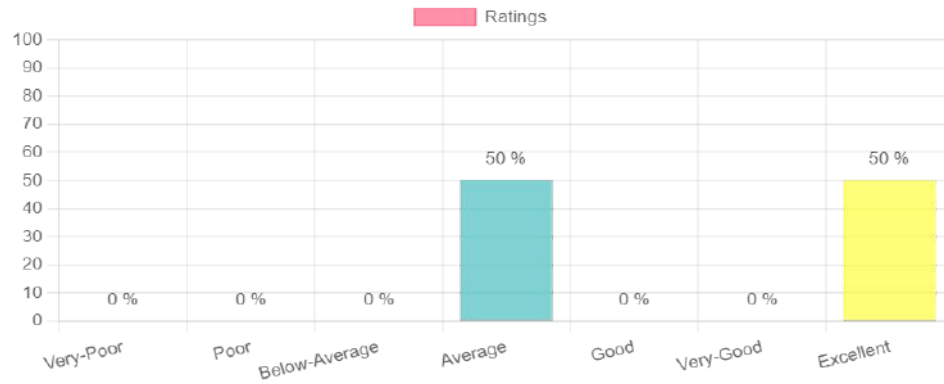
12. Library facility in college(Way of cataloguing and arrangement of books in the library).



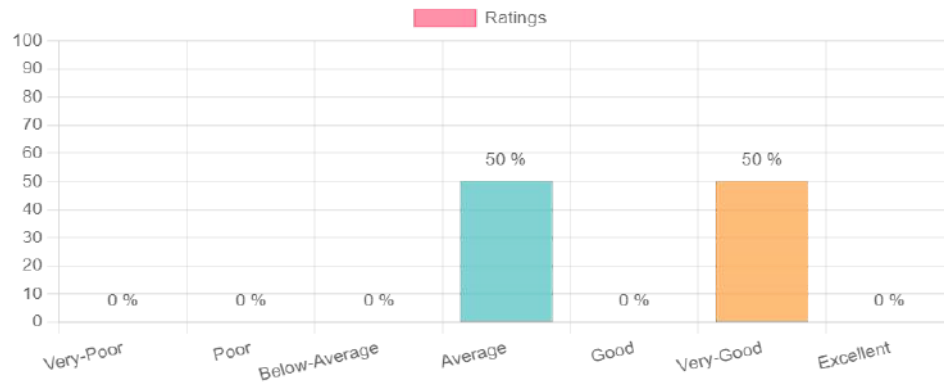
13. Library facility in college(Availability and accessibility of online educational resources in college.).



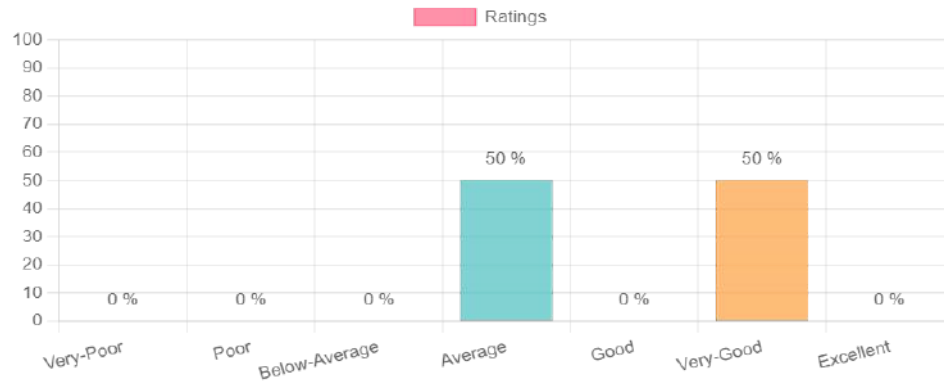
14. Library facility in college(Attitude of Library staff).



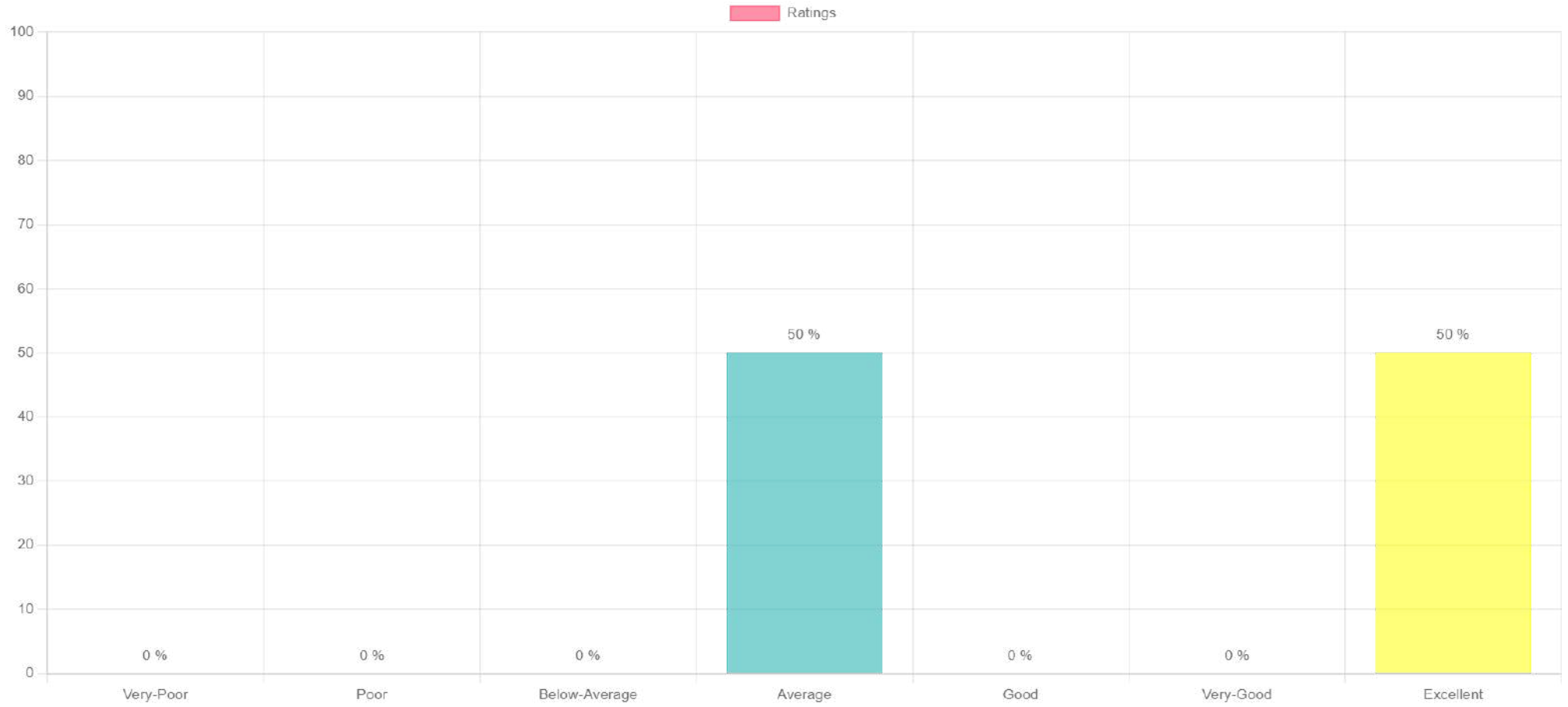
15. College Website.



16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).



17. Mentoring system.



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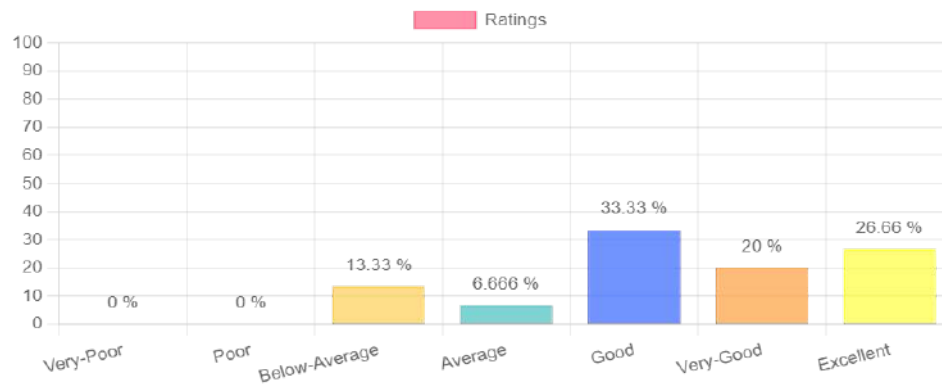
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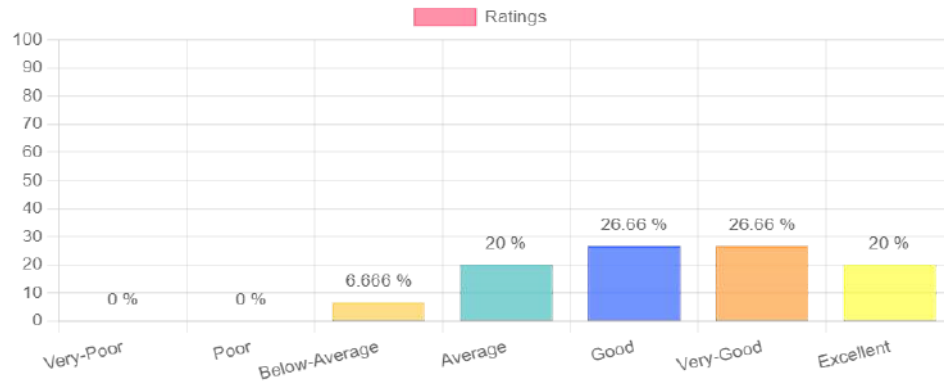
#### BVOC

Total Records : 15

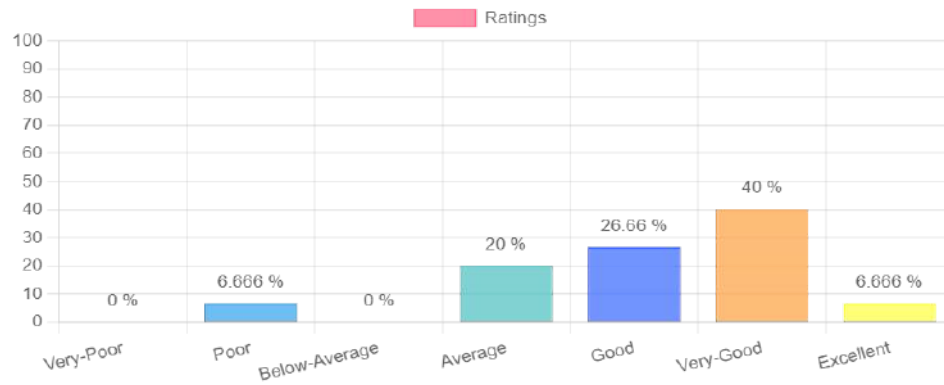
1. Availability of extra-curricular activities in college.



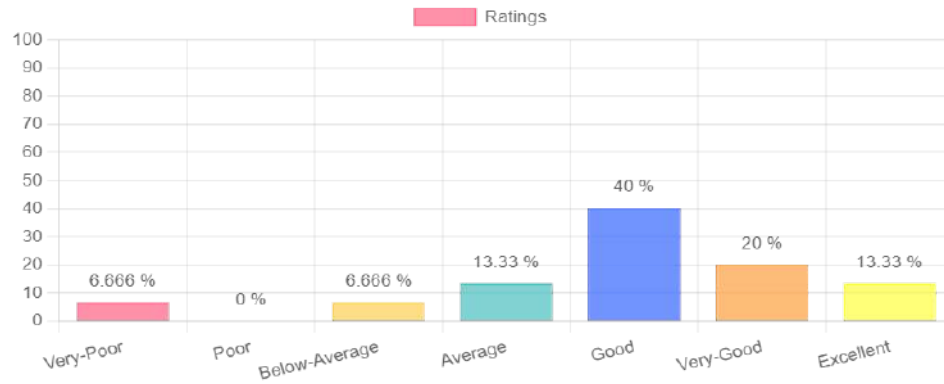
2. Amenities and assistance available for extra-curricular activities at the college.



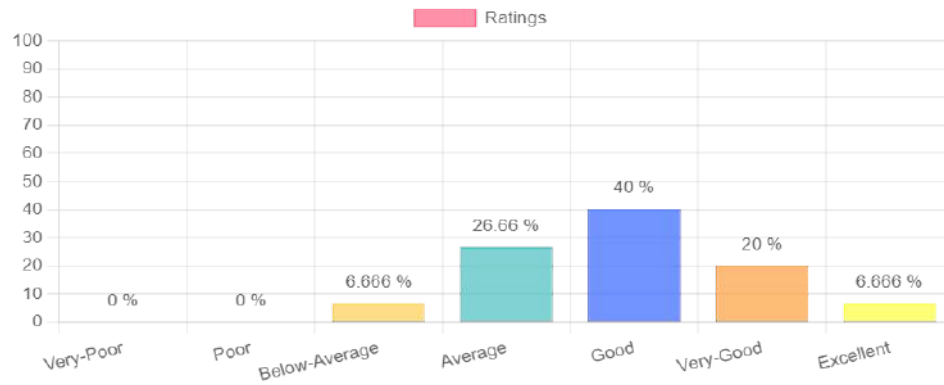
3. Sports facility in college.



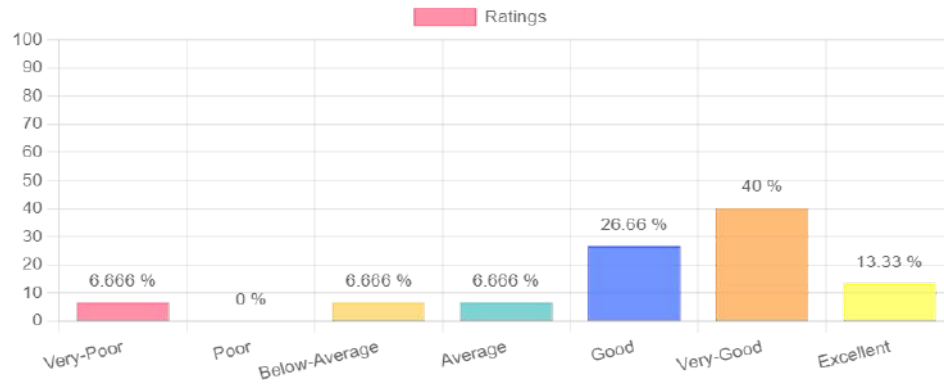
4. Canteen facility in college(Food quality).



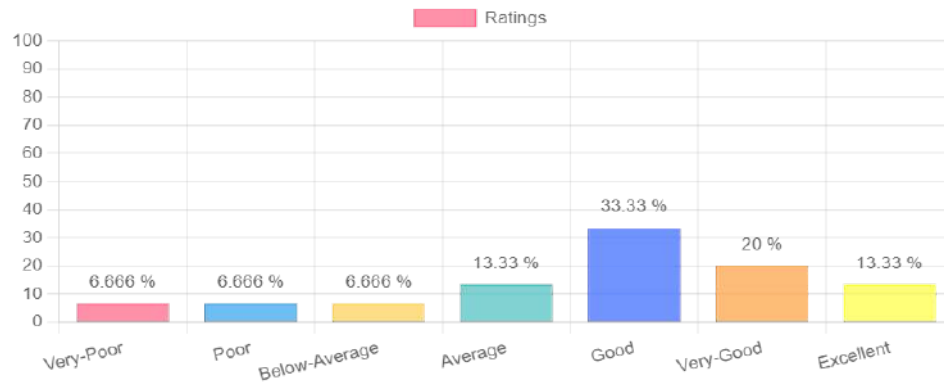
5. Canteen facility in college(Rates of the food items).



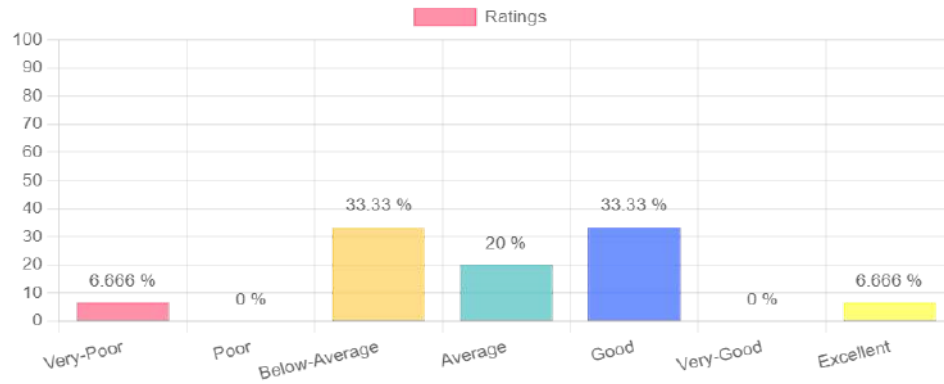
6. Canteen facility in college(Attitude and service received).



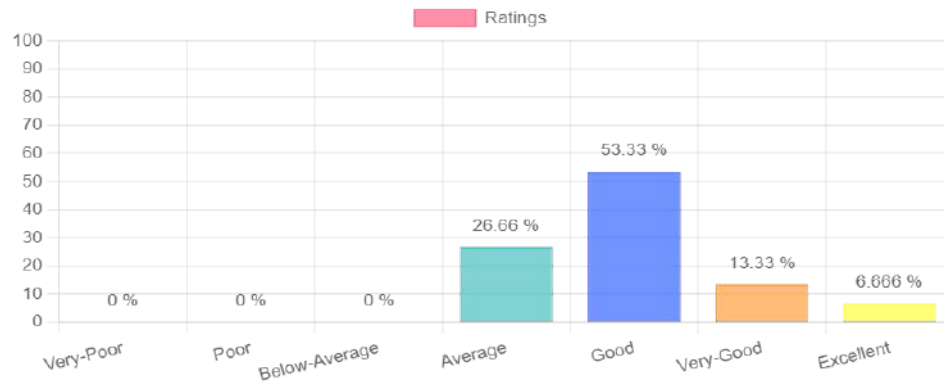
7. Cleanliness and maintenance in the classrooms.



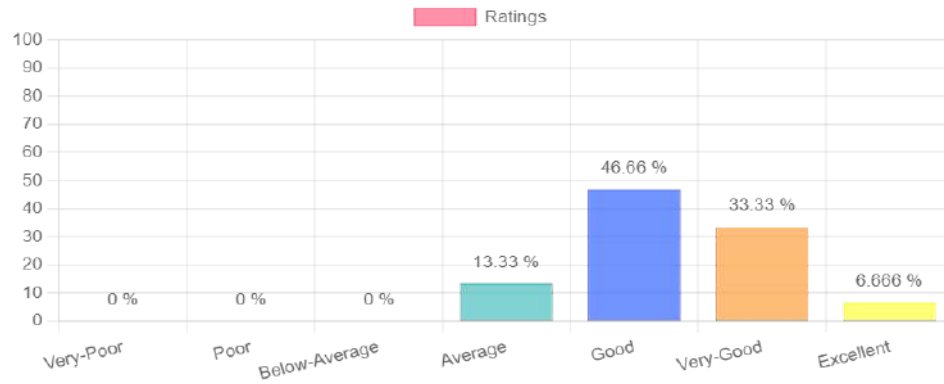
8. Cleanliness and maintenance of Toilets/washrooms.



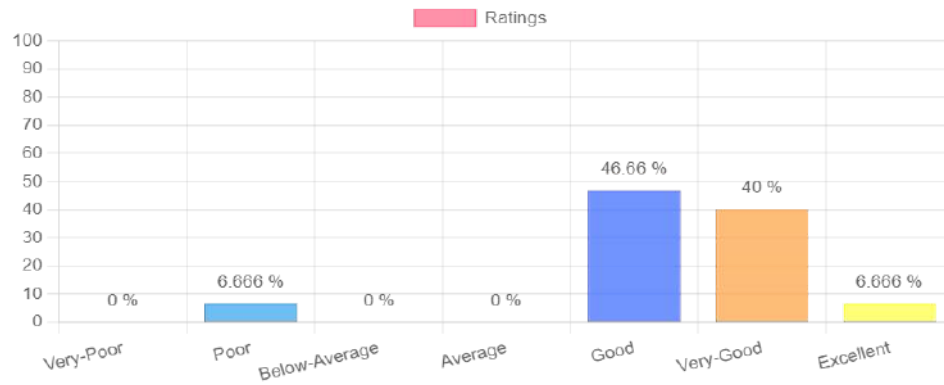
9. Functioning of the Placement Cell.



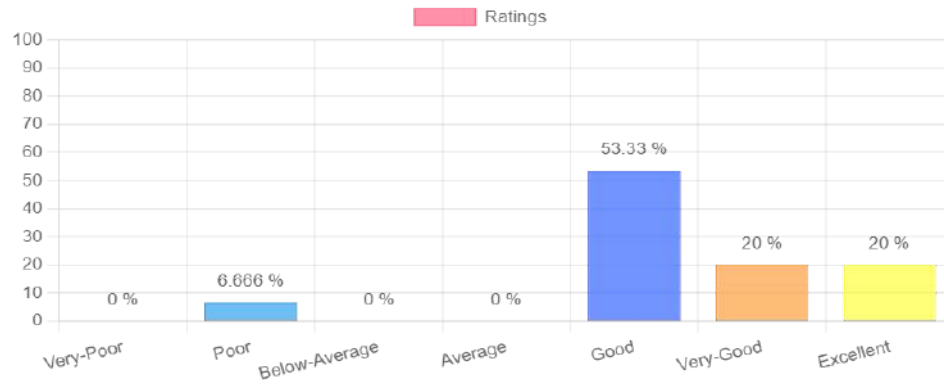
10. Functioning of the Placement Cell.



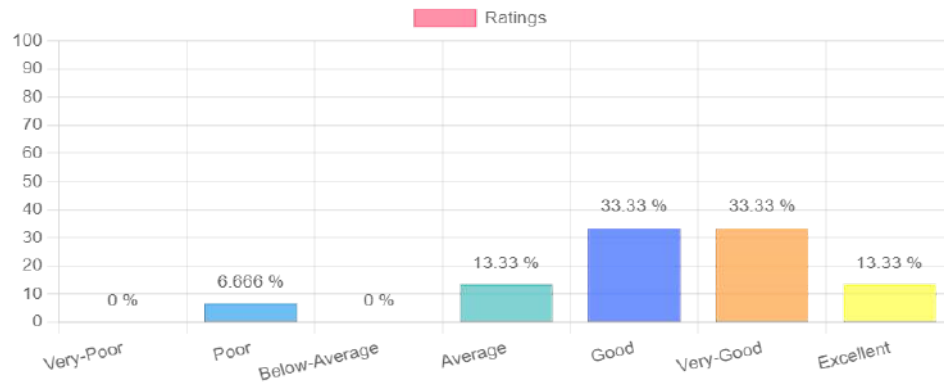
11. Library facility in college(Availability of prescribed books/reading materials.).



12. Library facility in college(Way of cataloguing and arrangement of books in the library).

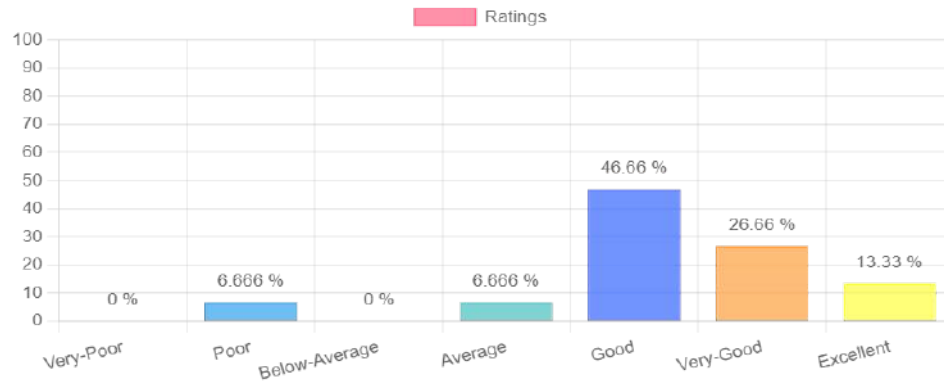


13. Library facility in college(Availability and accessibility of online educational resources in college.).

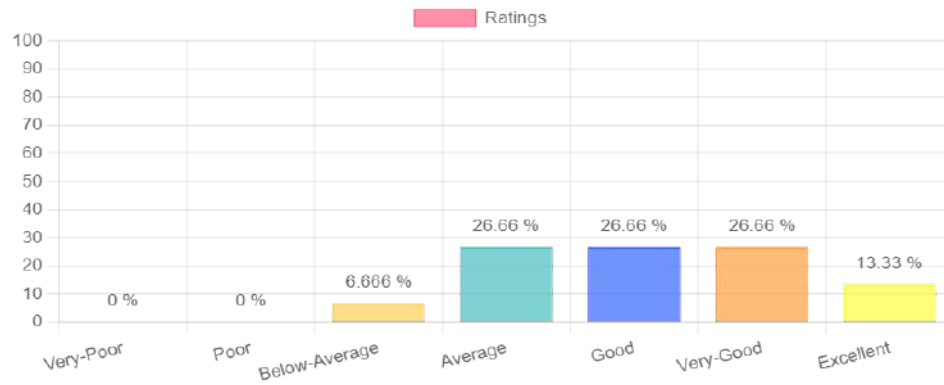


14. Library facility in college(Attitude of Library staff).

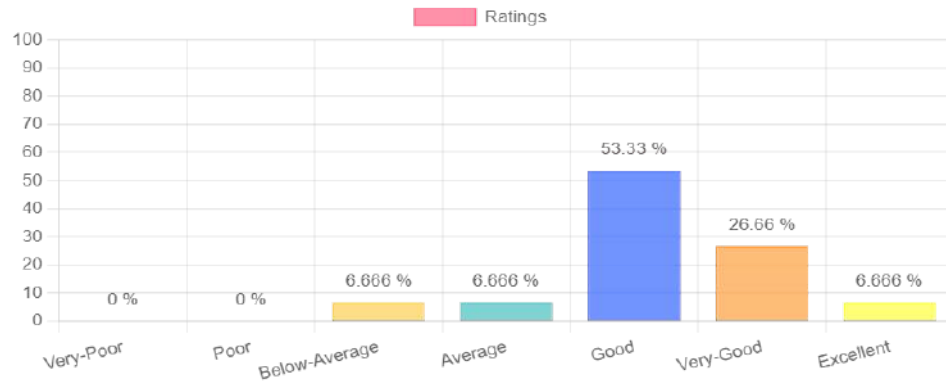




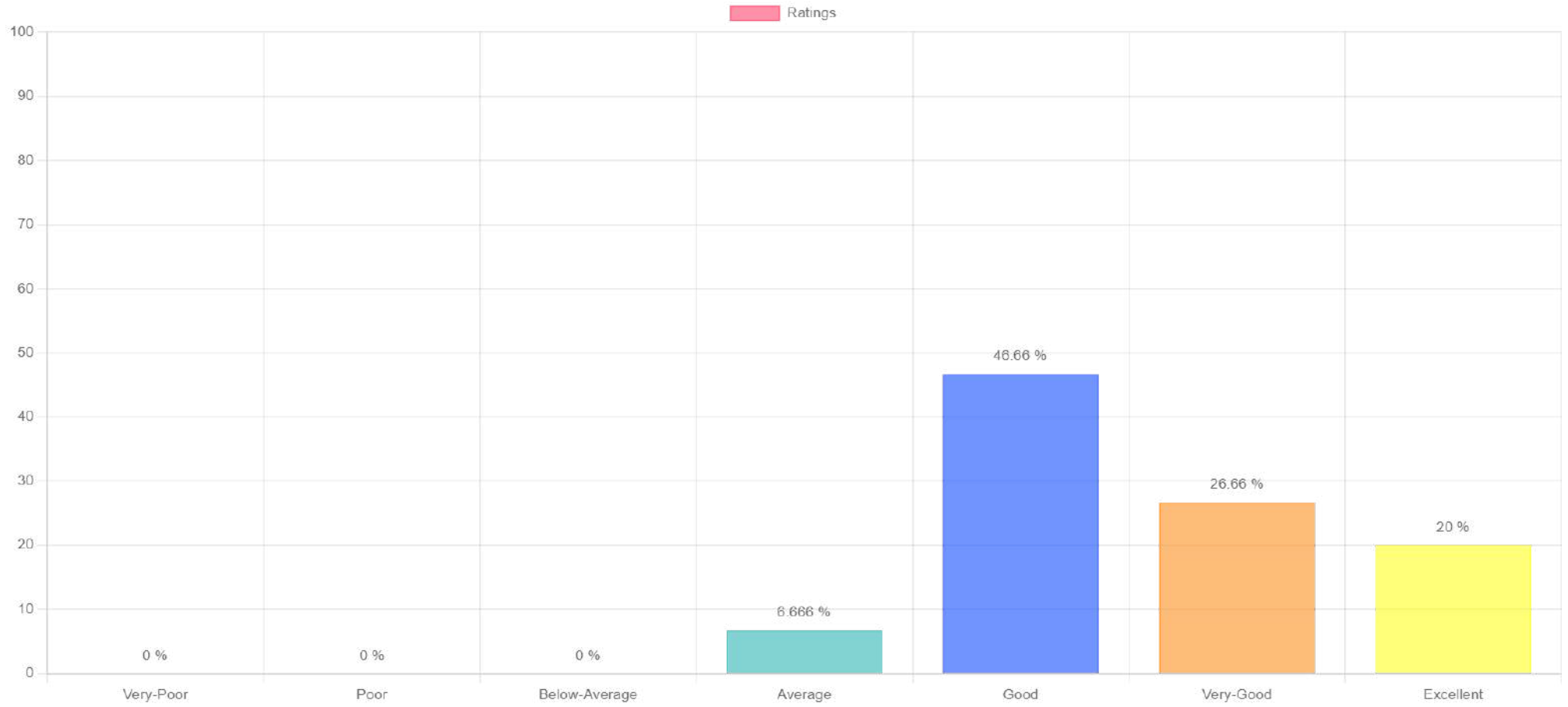
15. College Website.



16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).



17. Mentoring system.



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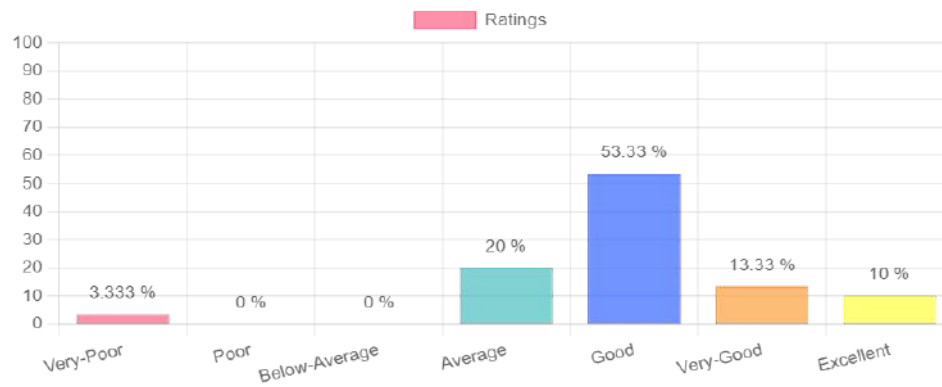
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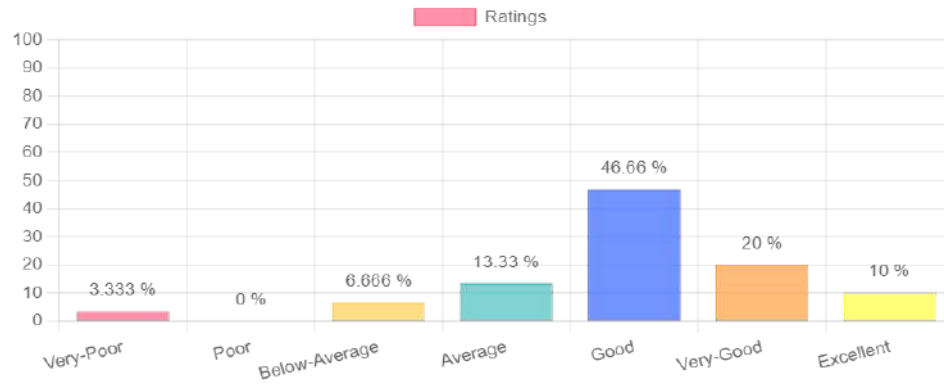
#### PGDPCM

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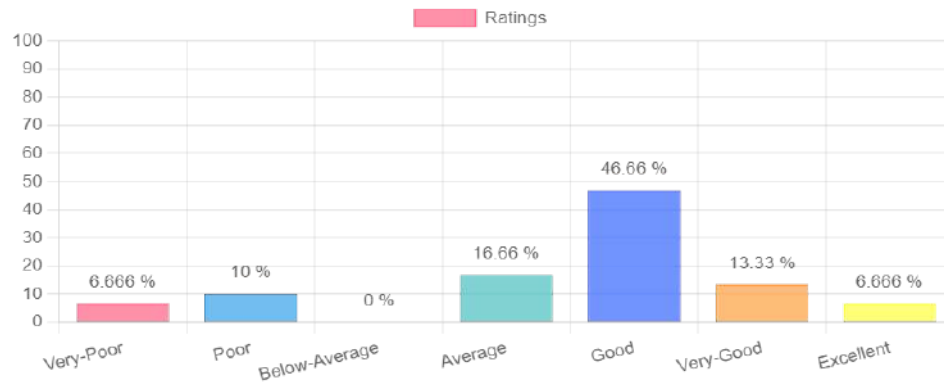
1. Availability of extra-curricular activities in college.



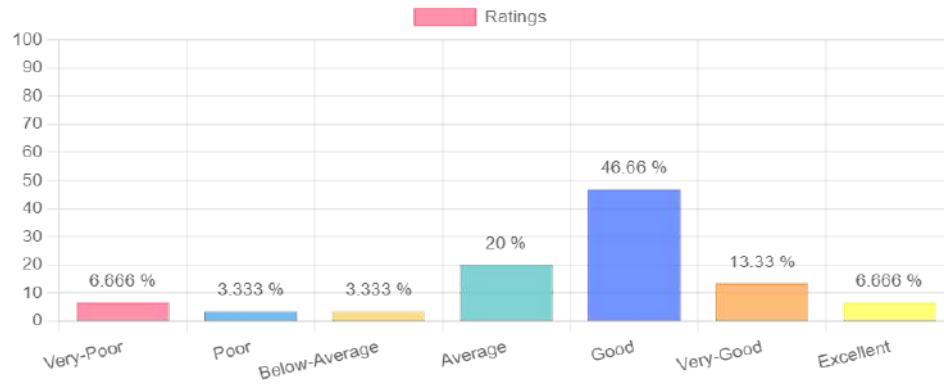
2. Amenities and assistance available for extra-curricular activities at the college.



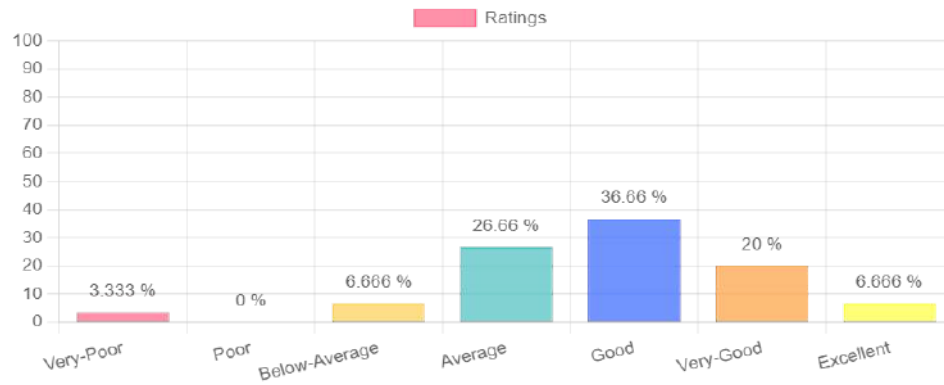
3. Sports facility in college.



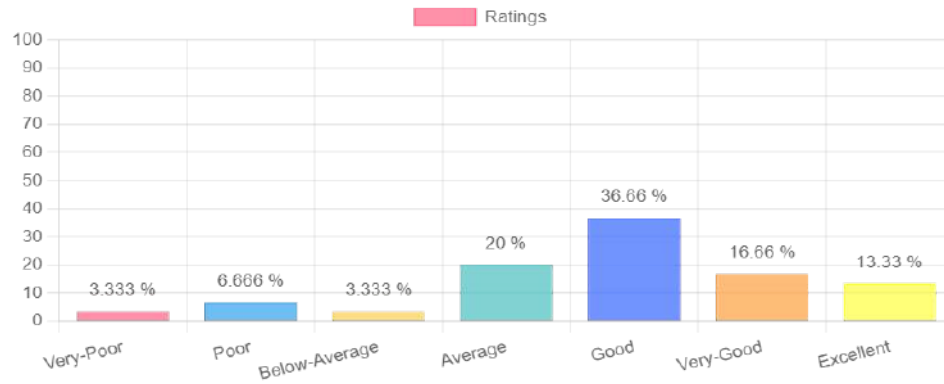
4. Canteen facility in college(Food quality).



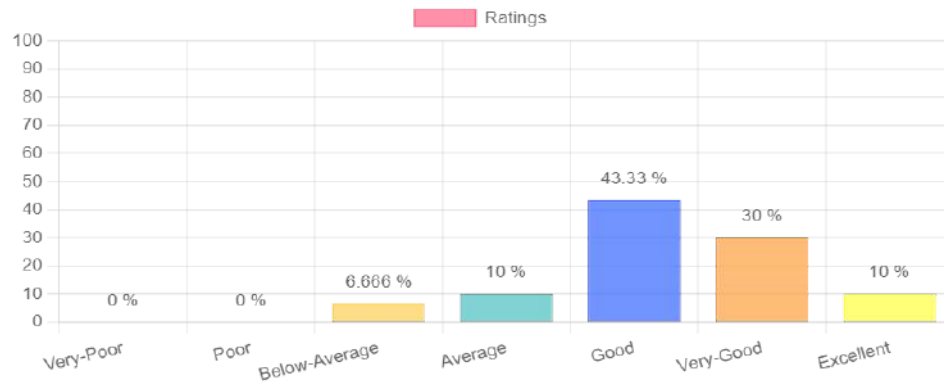
5. Canteen facility in college(Rates of the food items).



6. Canteen facility in college(Attitude and service received).

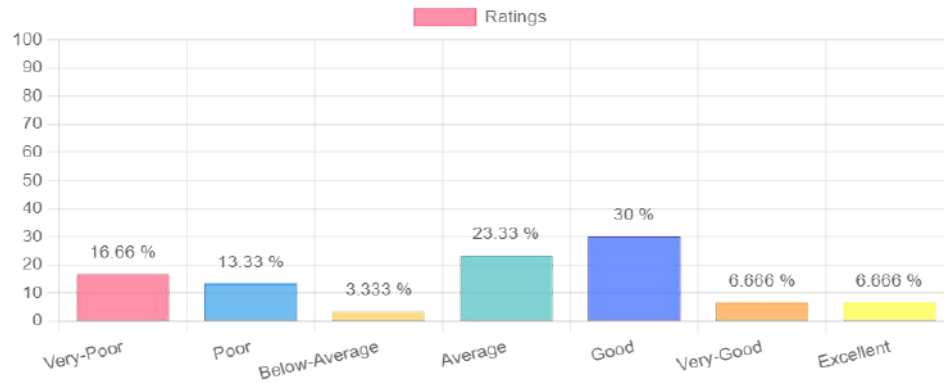


7. Cleanliness and maintenance in the classrooms.

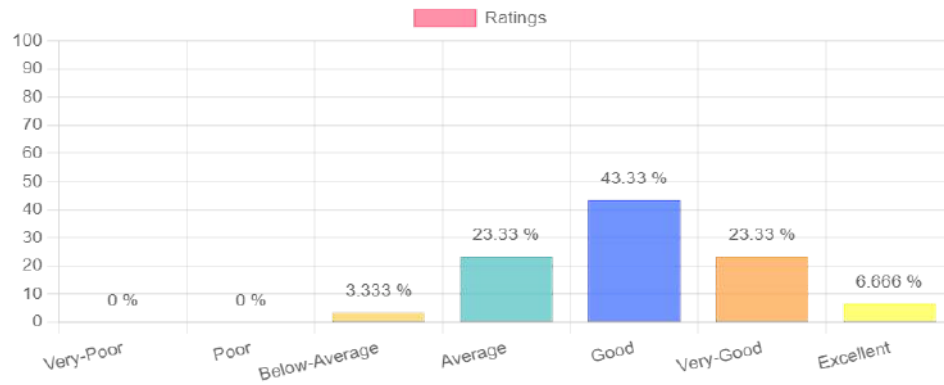


8. Cleanliness and maintenance of Toilets/washrooms.

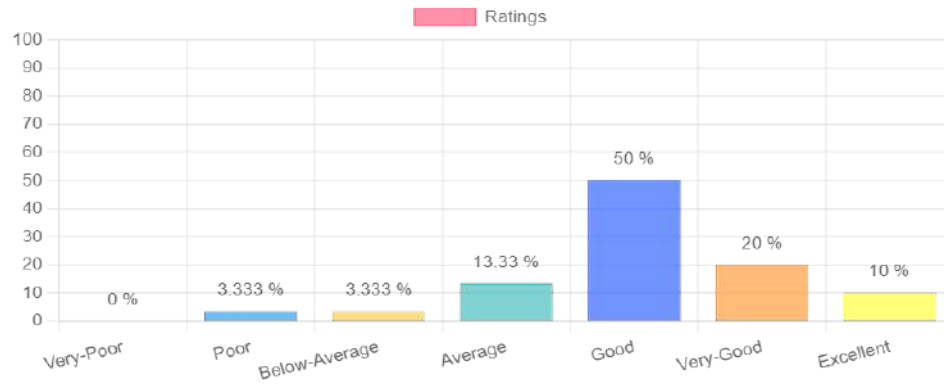




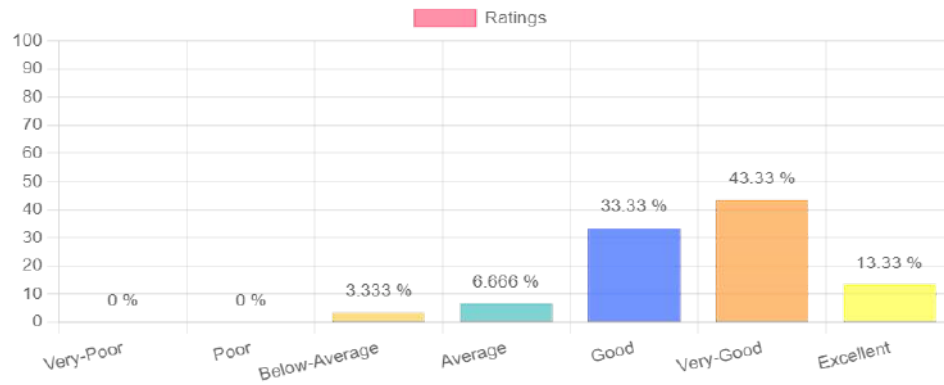
9. Functioning of the Placement Cell.



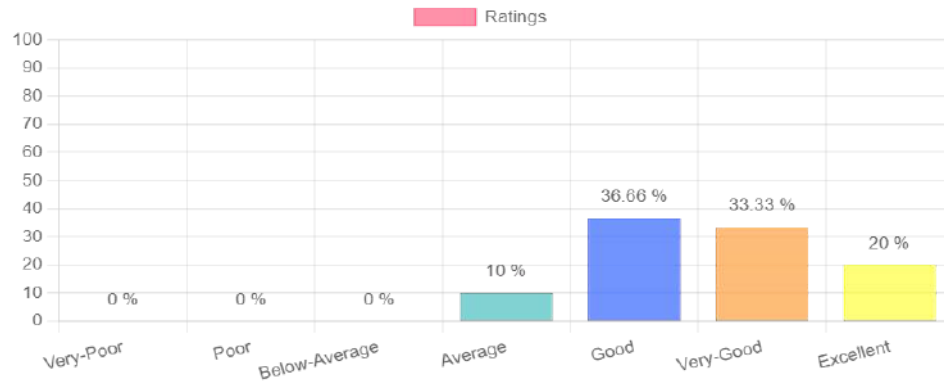
10. Functioning of the Placement Cell.



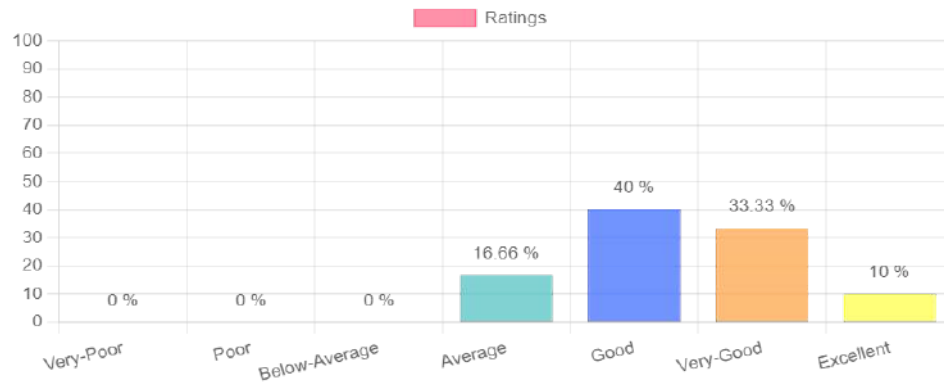
11. Library facility in college(Availability of prescribed books/reading materials.).



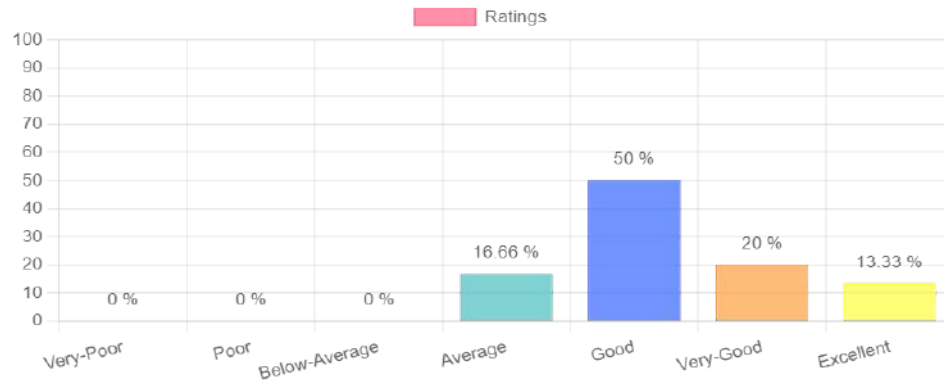
12. Library facility in college(Way of cataloguing and arrangement of books in the library).



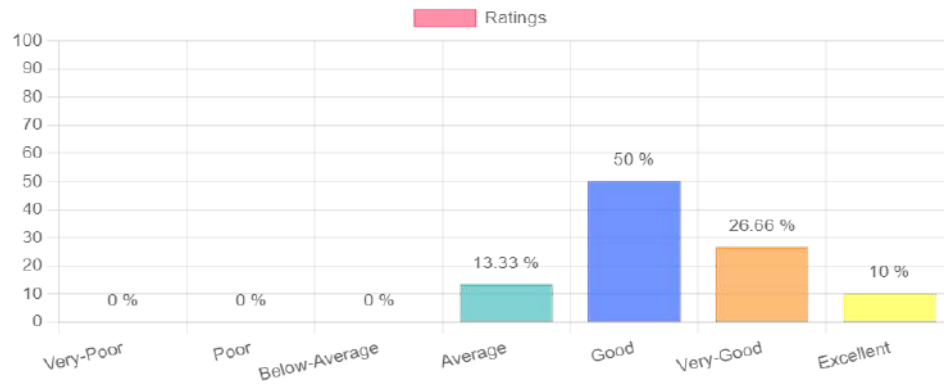
13. Library facility in college(Availability and accessibility of online educational resources in college.).



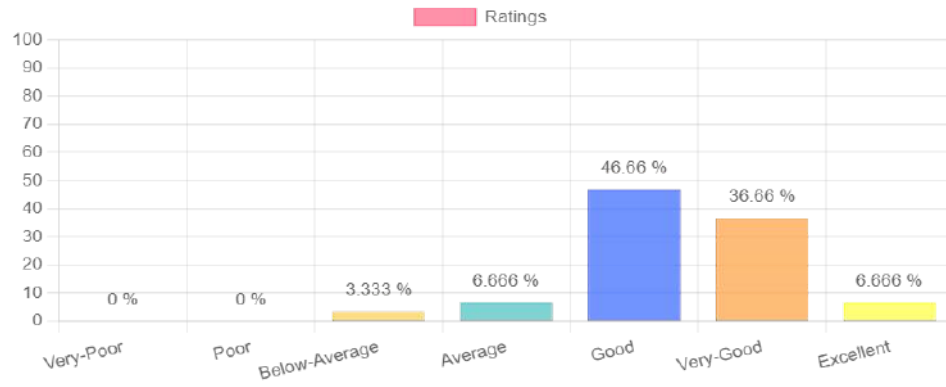
14. Library facility in college(Attitude of Library staff).



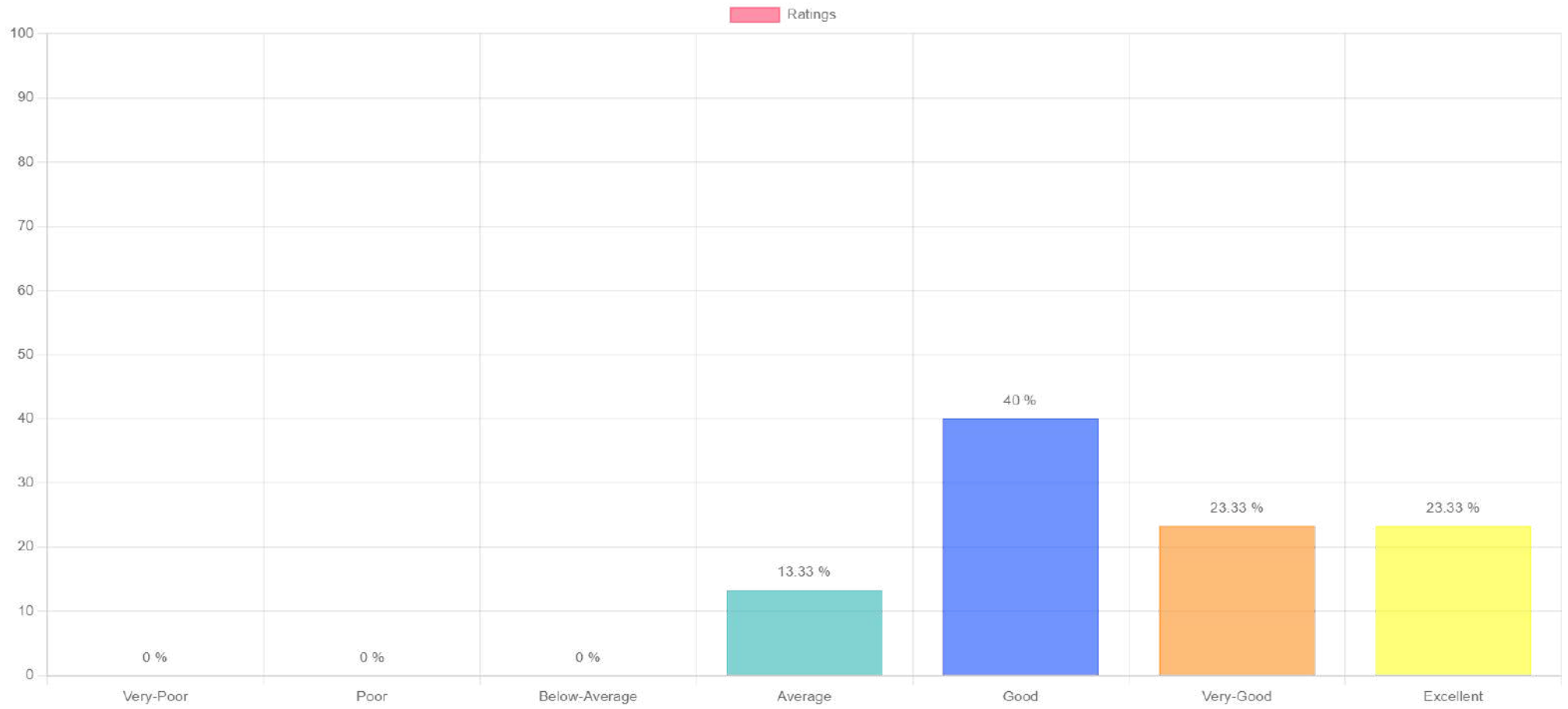
15. College Website.



16. Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).



17. Mentoring system.



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