

## Student Satisfaction Survey 2023-2024

Total responses : 859

Questions	7 (Excellent)	6(Very Good)	5(Good)	4(Average)	3(Below Average)	2(Poor)	1(Very Poor)
Availability of extra-curricular activities in college.	12.80%	21.70%	35.00%	18.20%	6.60%	3.00%	2.70%
Amenities and assistance available for extra-curricular activities at the college.	6.60%	19.00%	37.00%	21.00%	10%	3.50%	3.00%
Sports facility in college.	9.10%	17.30%	32.80%	23.30%	8.10%	5.20%	4.10%
Canteen facility in college(Food quality).	12.50%	18.90%	32.10%	21.10%	7.30%	5.20%	2.90%
Canteen facility in college(Rates of the food items).	11.60%	18.50%	32.70%	23.40%	7.90%	2.30%	3.50%
Canteen facility in college (Attitude and service received).	16.50%	22.90%	32.50%	18.40%	4.30%	2.20%	3.10%
Cleanliness and maintenance in the classrooms.	11.40%	15.70%	28.30%	22.70%	9.20%	6.80%	5.90%
Cleanliness and maintenance of Toilets/washrooms.	5.70%	7.60%	16.90%	20.80%	13.00%	13.60%	22.40%
Availability of clean drinking water in college.	9.50%	13.40%	31.70%	25.00%	7.90%	7.00%	5.50%
Timely redressal of grievances/problems of students.	6.80%	13.20%	33.90%	25.40%	7.70%	6.50%	6.60%
Functioning of the Placement Cell	8.70%	13.50%	35.70%	28.60%	5.80%	3.60%	4.00%
Library facility in college(Availability of prescribed books/reading materials.)	19.40%	25.80%	35.70%	13.60%	2.80%	1.60%	0.90%
Library facility in college(Way of cataloguing and arrangement of books in the library).	19.60%	23.70%	39.00%	13.20%	2.90%	0.90%	0.70%



## Student Satisfaction Survey 2023-2024

Library facility in college(Availability and accessibility of online educational resources in college.).	15.70%	19.60%	39.00%	19.60%	3.80%	1.00%	1.30%
Library facility in college(Attitude of Library staff).	15.90%	19.10%	33.50%	20.80%	5.60%	2.80%	2.20%
College Website	11.10%	16.30%	34.80%	22.20%	7.60%	4.20%	3.80%
Fairness and feedback mechanism in the Internal Continuous Assessment (ICA)	9.20%	15.00%	40.40%	26.40%	5.00%	2.70%	1.30%
Mentoring system	14.10%	21.90%	37.60%	17.80%	4.30%	2.10%	2.20%

*Neeta Mehta*

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





**Kelkar Education Trust's  
V.G.Vaze College of Arts, Science and Commerce (Autonomous)**

**Feedback Committee Meeting 2023-24**

The Feedback Committee meeting was held on 26th April 2024 at 11:45 AM.

**Members Present:**

- Prof. (Dr.) Preeta Nilesh - Principal
- CA Anil Naik - Vice Principal
- Dr. Neeta Mehta - Coordinator, IQAC
- Ms. Shirisha Gupte - Dean, HR

Dr. Neeta Mehta presented the feedback received from various stakeholders.

For the Academic Year (AY) 2022-23, the following three types of feedback were collected and analysed:

**A. Student Satisfaction Survey**

**B. Faculty Feedback on Infrastructural and Other Facilities**

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

**A) Student Satisfaction Survey (2023-24)**

**Responses Received:**

- Total: 859 (66.4% female students, 33.6% male students)

**Evaluation Standards:**

- Areas of Satisfaction: When 60% or more students rated the facility as "Good," "Very Good," or "Excellent."
- Areas of Concern/Development: When 40% or more rated it as "Average," "Below Average," "Poor," or "Very Poor."

**Areas of Satisfaction**

- Availability of extra-curricular activities in the college.
- Amenities and support for extra-curricular activities.
- Sports facilities in the college.
- Canteen services, including food quality, pricing, staff attitude, and service efficiency.
- Library resources, cataloging, and access to online educational materials, along with library staff's approach ability.
- Mentoring system.
- College website.
- Fairness and feedback mechanism in the Continuous Internal Assessment (CIA).



### **Areas of Concern/Development**

- Cleanliness and maintenance of classrooms and washrooms.
- Availability of clean drinking water.
- Timely redressal of student grievances.
- Functioning of the Placement Cell.

It was resolved that Housekeeping would be briefed about cleanliness and maintenance of classrooms and washrooms.. The Feedback Committee suggested to service drinking water taps on all floors and install signs indicating water sources. The Committee recommended communicating Placement Cell related feedback to Ms. Niti Shirke, Convenor of the Placement Cell, to identify and address precise nature of dissatisfaction.

**Student Satisfaction Indicators:** 53.7% of students would recommend the college positively. 39% would speak about the college superlatively and proudly.

### **B) Faculty Feedback (2023-24)**

#### **Responses Received:**

- Total: 72 faculty members.

#### **Feedback was sought based on three criteria:**

1. Teaching, Learning, Evaluation, Research
2. Governance
3. Infrastructure

#### **Evaluation Standards:**

- Areas of Concern: If more than 50% of the faculty reported "Disagree" or "Strongly Disagree" to a positive statement about the facility
- Areas of Contentment: If more than 60% reported "Agree" or "Strongly Agree" to a positive statement about the facility

#### **1) Teaching, Learning, Evaluation, Research**

##### **Areas of Concern:**

- Wi-Fi facility in the college.
- Duty leave for faculty to attend seminars, workshops, or conferences.

The Principal noted that Wi-Fi issues were being addressed and clarified miscommunication regarding duty leave policies.

##### **Areas of Contentment:**

- Encouragement to faculty to upgrade their knowledge and skills.
- Effective communication of meetings and events related to teaching and learning.



- Support for faculty pursuing higher degrees (M.Phil., Ph.D., etc.) and organizing seminars/workshops.

## 2) Governance

### Areas of Concern:

- Remuneration for Self-Financed Course (SFC)/ad-hoc staff.
- Non-recognition of higher qualifications with financial increments (for SFC/ad-hoc staff).

It was decided to convey this feedback to the Management during CDC and CEC meetings.

### Areas of Contentment:

- Yearly organization of Management-Staff get-togethers.
- Accessibility of administrative staff.
- Prompt resolution of administrative concerns.
- IQAC's promotion of quality initiatives.

## 3) Infrastructure

### Area of Concern:

- Cleanliness and maintenance of toilets/washrooms.

It was resolved that Housekeeping will be briefed to maintain cleanliness. A logbook will be introduced to monitor daily cleaning activities, with timestamps and signatures from nearby department faculty.

### Areas of Contentment:

- Clean and well-maintained staff room.
- Availability of clean drinking water.
- Quality and pricing of food items in the canteen.
- Library resources and accessibility of online educational materials.

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

**Total Responses:** 2,529

**Total Teachers Appraised:** 99

**Evaluation Standards:** Areas of concerns/development was selected if more than 40% of students have rated the particular criterion as Average, Below Average, Poor and Very Poor.

**Key Findings:** Only 9 out of 99 faculty members received below-average ratings.

It was resolved that these 9 teachers will be counseled by Principal and Coordinator, IQAC.



## Curriculum Evaluation

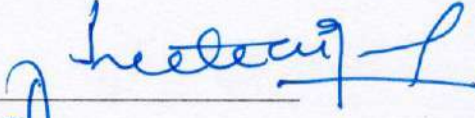
Curriculum evaluation was conducted, focusing on the NEP-based curriculum for FY students, involving students, alumni, peer teachers, and industry experts.

Responses Received from 1104 students, 112 Peer Teachers, 60 Alumni and 17 Industry Experts.

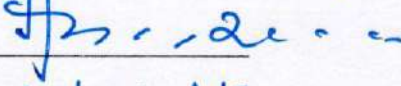
It was resolved that feedback should be shared with respective departments for review and discussion in BOS meetings.

### Approval of Minutes:

Prof. (Dr.) Preeta Nilesh - Principal



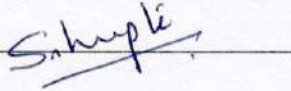
CA Anil Naik - Vice Principal



Dr. Neeta Mehta - Coordinator, IQAC



Ms. Shirisha Gupte - Dean, HR



# Student Satisfaction Survey

## KET'S V.G.VAZE COLLEGE OF ARTS, SCIENCE & COMMERCE(Autonomous) MITHAGAR ROAD, MULUND(E), MUMBAI- 400081

859 responses

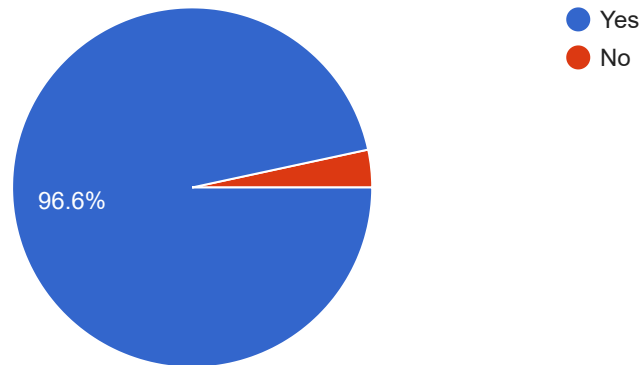
Student Satisfaction Survey

Guidelines for Students

Please confirm this is the first and only time you answer this survey.

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859 responses



## Name of Student

848 responses

Divya Pawar

Aniketh singh

Srushti Thete

Riddhi

Dhwani Rooprai

Harish Bhojraj Paneru

Uravella Dongre

Sherebanu Murtaza Tambawala

Drishti Nargund

Janiwa

Aditi Karnik

Sanya Nair

Jui Kale

Vedanti Bhoi

Ananya Nair

Kartiki Prashant Lotankar

Devashree Kene

Priyanka khade

Aayushi

Sanika Rajan Kudtarkar

Aayushi Prashant Mhatre



Akshata Bojja

Shaizeen Dingankar

Eunice Edison

Reeya yadav

Bhakti Rupesh Ghatye

Aaditya Bansode

Namita Ghole

Sanica Lahoti

Vaishnavi Satish Bhojane

Priyanka Prakash Monde

Jinnelle Pinto

Sharanya Debroy

Sanjana Surendra Vishwakarma

Aditi

Sanika Vijay Bandre

Durva telang

Swara Thakare

Vedant Vijay Barde

Srushti Shirsat

Aryan Hemant Gangarkar

Kavesh Acharya

Hetal Kamlakar Vaity

Sumedh Naiknaware

Ajay

Riya Pawar

Dwij Gaikwad

Sanika Mundhe

Sahil Salunke

Sanika Deepak Kadam

Aditi sawant

Vishakha Attarde

Bhakti Hariya

Renisa Khaire

Ajinkya kokare

Diksha Kanekar

VISHAKHA RAVINDRA KHAMKAR

Jyotsna bhosale

Rashmi Shriram Chaurasiya

Nimisha Brid

Vicky kesharwani

Aakash Vishwanath Tamse

Aditi Sontakke

Ishika Sopan Kesarkar

Easha Raikundalia

Siddhant vilas chavan

Chaitali Pramod Kadam



Janvi

Vrushali Diware

Sujal Suryakant Lengare

Bhumika Vivek Choughule

Shubham Santosh Aswale

Isha Malve

Sakshi jadhav

Rutuja kadam

Tia Thomas

Gayatri dandage

Aarchi Jakhariya

Priya desai

Ananya lambe

Ashish Shyam

Akash Kumar

Manas Vaibhav Kshirsagar

Shreya jadhav

Avril Dibu

KAVERI WAGH

Samruddhi Parab

Kinjal Uttekar

Harshali Narvekar

Komal Bhaskar Chavan

Yogeshwar Yadav

Tanaya Chambawane

Pritesh vedak

Akshaya Natarajan

Vidish Shelar

Divesha Madhukar Karande

Ritik pandere

Manjiri Jitendra Nakti

Vaibhav Dattatray Bhosale

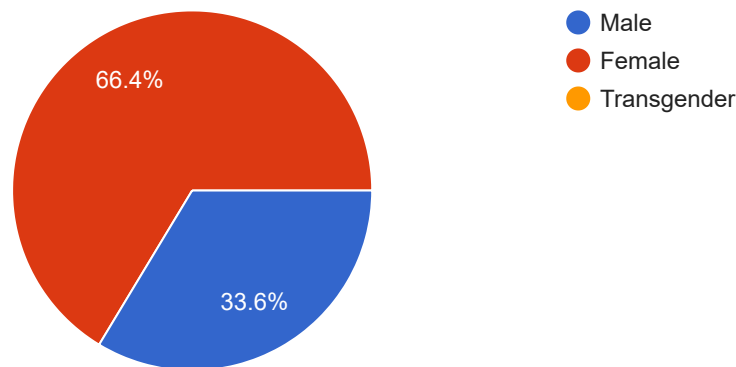
Archit Durve

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### Gender :

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859 responses





### Roll Number

859 responses

24

16

20

22

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29

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058

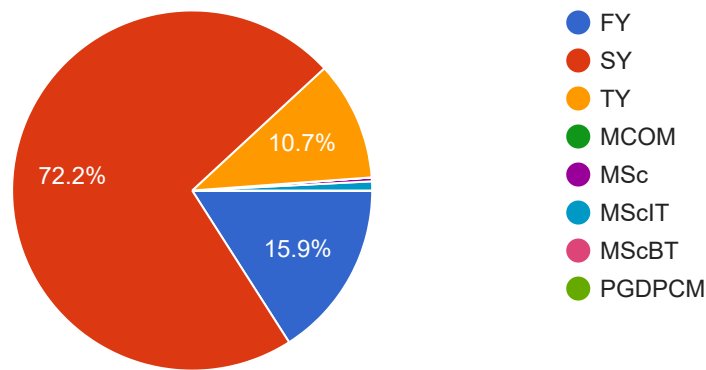
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### Class :

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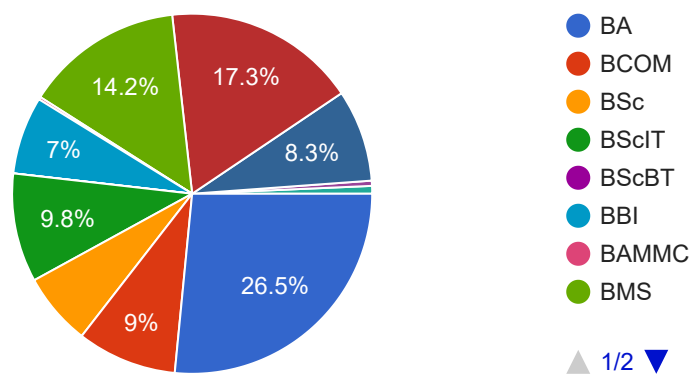
859 responses



### Programme:

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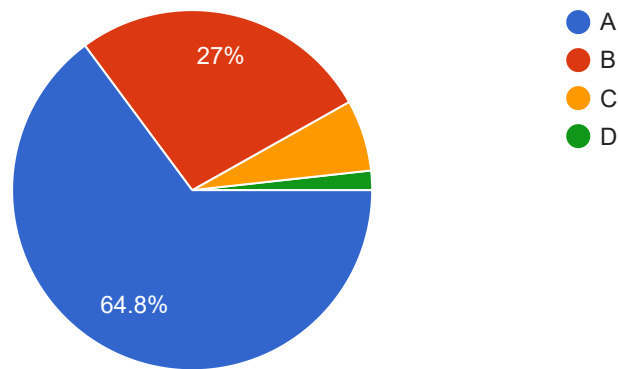


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### Division

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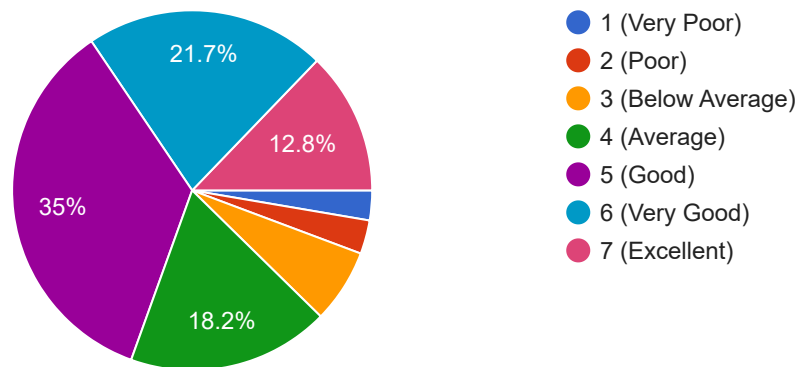
859 responses



### 1)Availability of extra-curricular activities in college.

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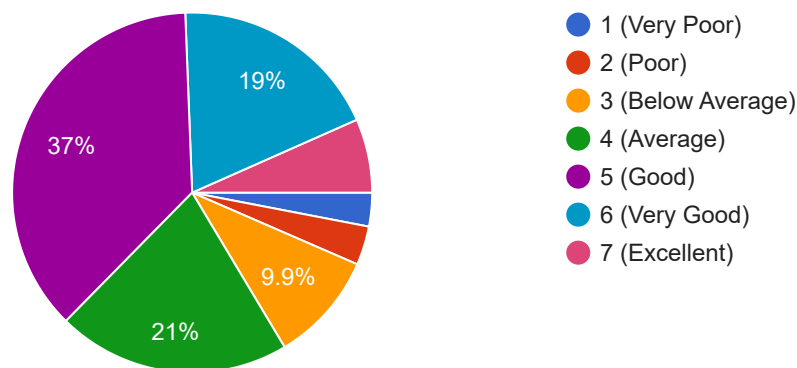
859 responses



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

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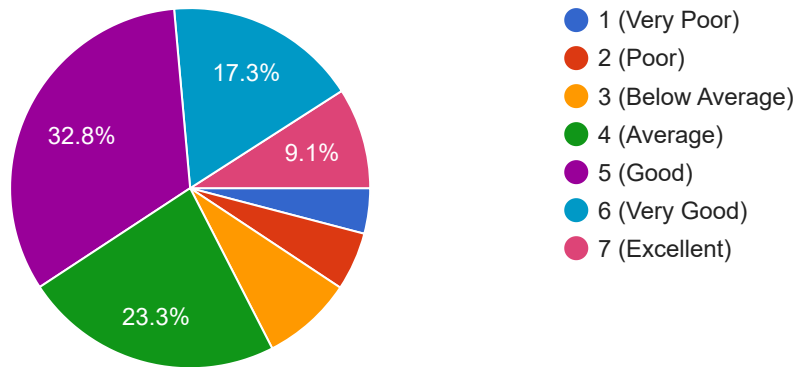
859 responses



### 3)Sports facility in college.

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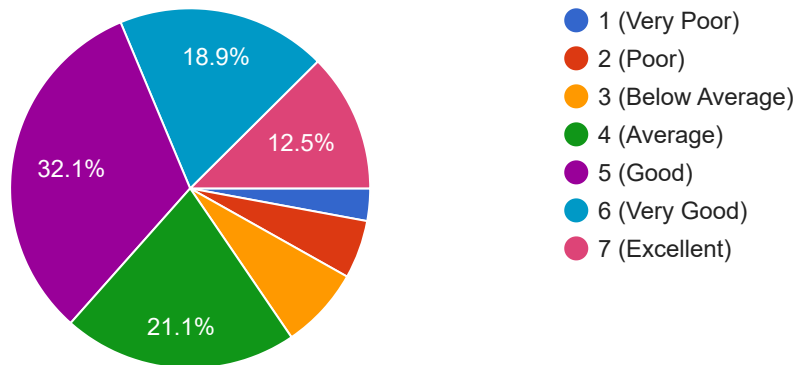
859 responses



### 4)Canteen facility in college(Food quality).

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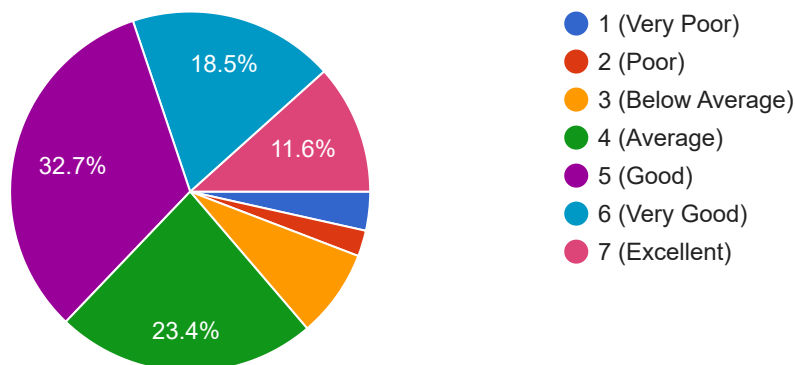
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### 5)Canteen facility in college(Rates of the food items).

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859 responses

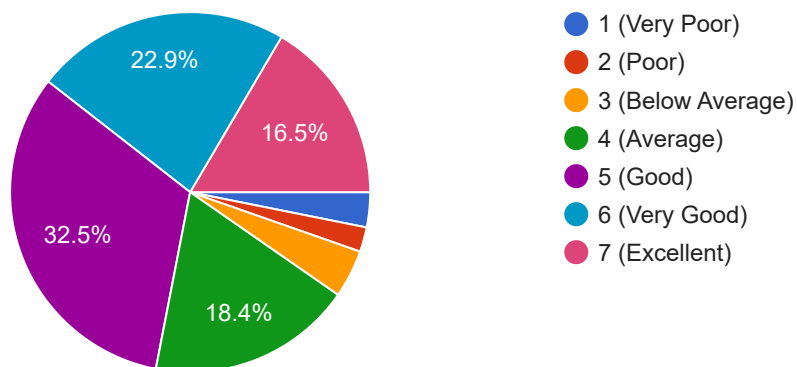




### 6)Canteen facility in college(Attitude and service received).

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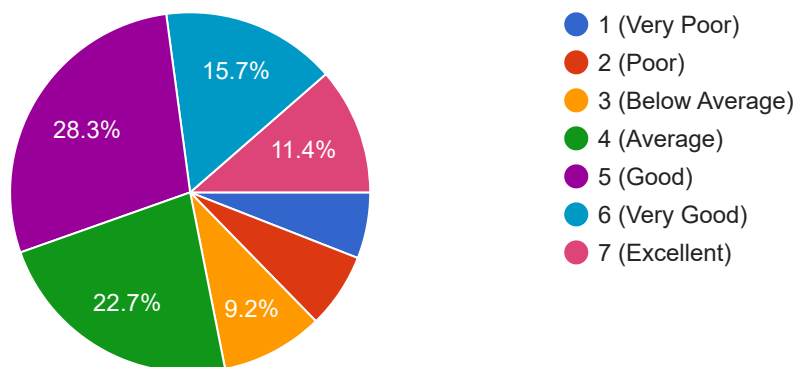
859 responses



### 7)Cleanliness and maintenance in the classrooms.

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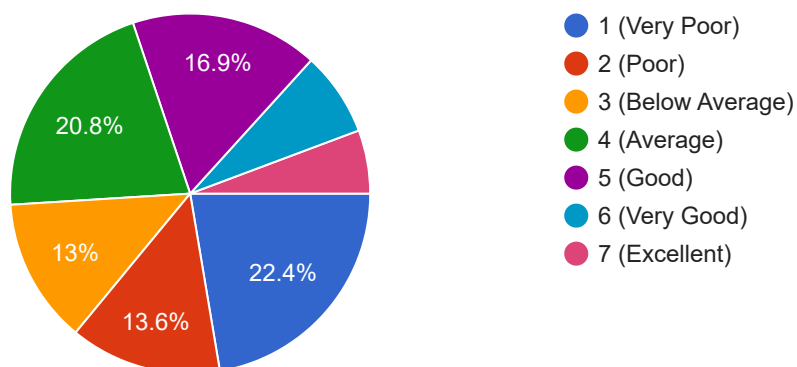
859 responses



### 8)Cleanliness and maintenance of Toilets/washrooms.

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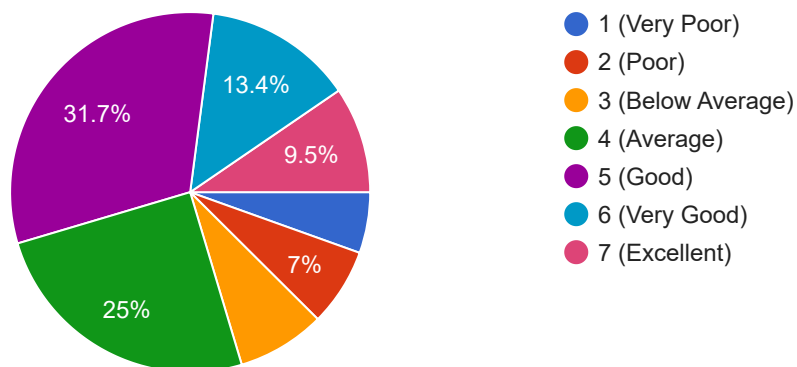
859 responses



### 9)Drinking Water.

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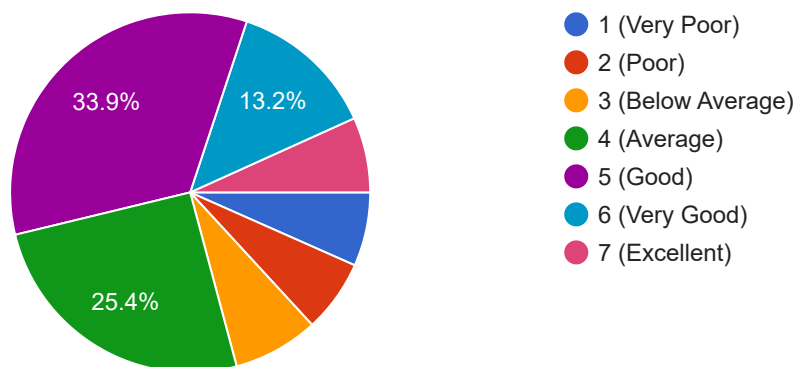
859 responses



### 10)Timely redressal of grievances/problems of students.

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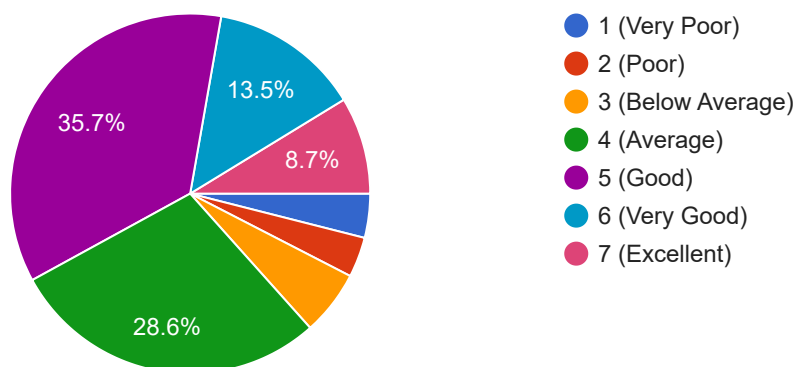
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### 11)Functioning of the Placement Cell.

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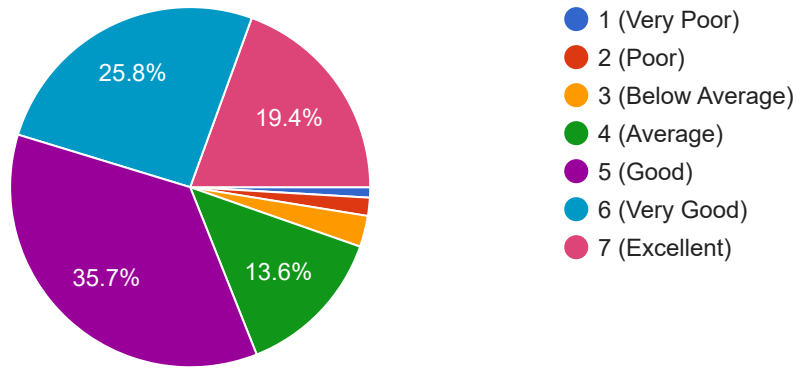
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12)Library facility in college(Availability of prescribed books/reading materials.).

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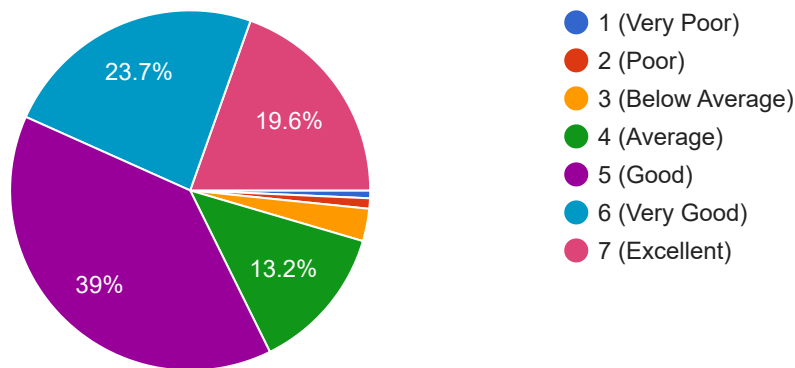
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13)Library facility in college(Way of cataloguing and arrangement of books in the library).

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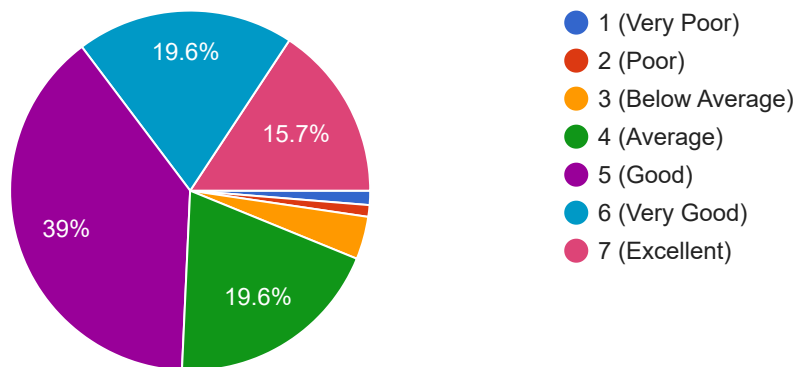
859 responses



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

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859 responses

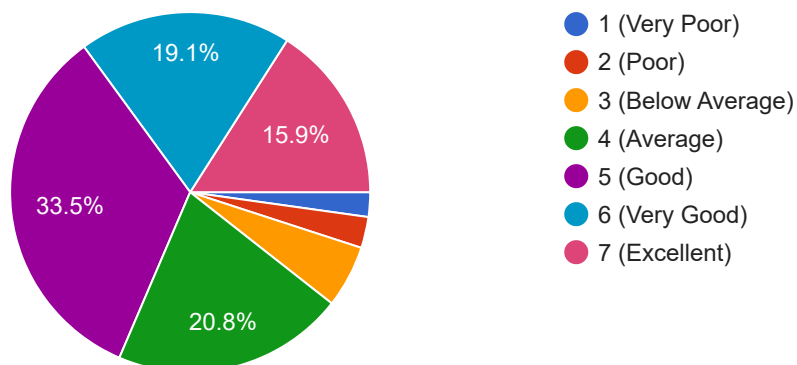




### 15)Library facility in college(Attitude of Library staff).

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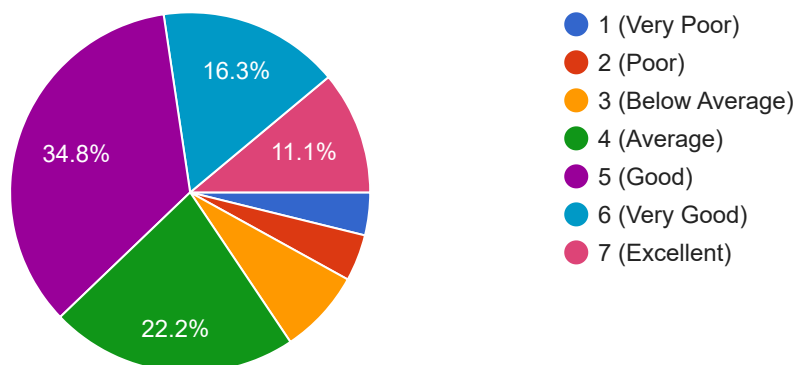
859 responses



### 16)College Website.

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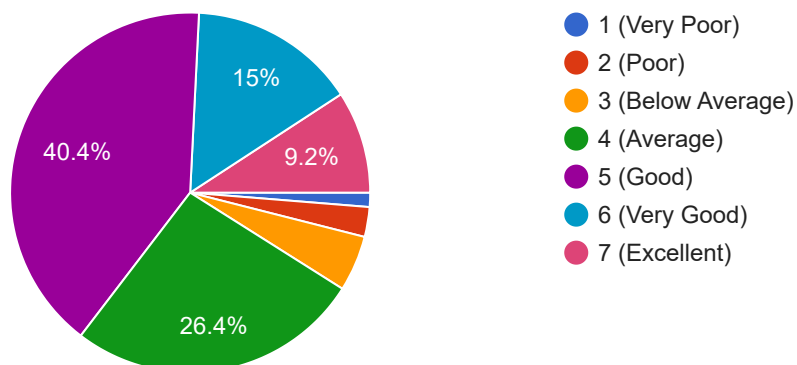
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### 17)Fairness and feedback mechanism in the Internal Continuous Assessment (ICA).

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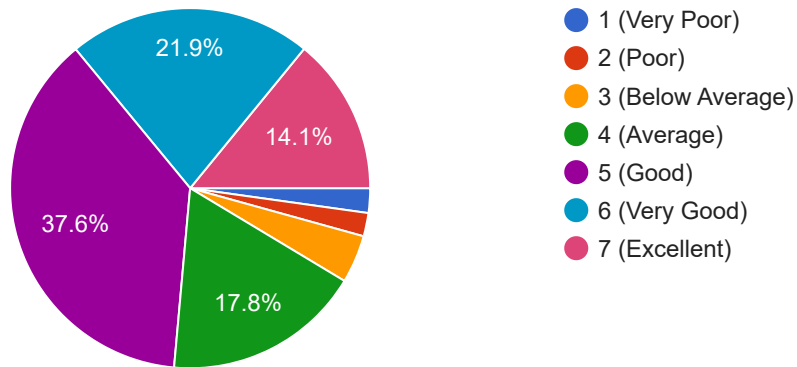
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### 18)Mentoring system.

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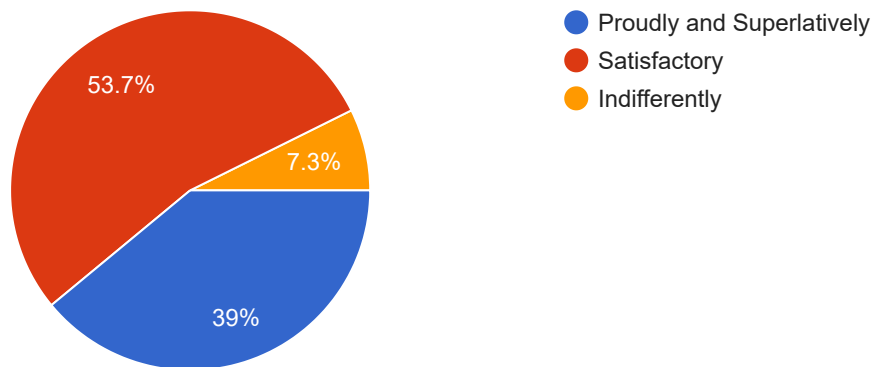
859 responses



### After leaving how will you talk about the college?

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859 responses



### Three things most appreciated about the college?

859 responses

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Dimensions

Teachers

Nothing

Faculty

Library

-

Nothing

Faculty

.

Events

Good

Good

Canteen

Nil

Teaching staff

Everything

Staff

Fest

The faculty , the senses of community,

Different committees

Good commerce faculty, Timely exams

The fest

Professors

Canteen facility, Library ,Classrooms

The faculty

Dinesh sir, the only appreciable thing about this college.

Classroom, library and canteen

Education level Dimensions and good quality crowd

Great professors, good canteen and great extra-curricular activities

Veethee and dimensions, also the events and ofc everything

Events, opportunities, teaching

Classroom, canteen, overall cleanliness

1) cultural fest

2) clean classrooms and premises

Nothing experienced good as for now

Teachers from few departments are really good

1. Talented teachers

2. Very lively and happening college

3. Staffs are kind

Teachers are polite

My college was excellent environment

Dimensions, Staff

1. Some professor's are really helpful and cooperative.

2. The facility of reading rooms for students'.

3. Conducting exams in an efficient manner.

1. Method of doing things systematically in a professional way, like exams are on time, internals are on time



2. Best library, the availability of books, access whenever needed, place to study after college.
3. The attitude of the staff, everyone speaks very nicely, the environment feels nice.

Various programs, guest session, teaching staff

Management staff, Excellent teachers and Good extra curriculum

Good teachers , Good conduct , Proper behavior

It is good overall

Cleanliness,library,faculty

Canteen, dimension and clubs

Canteen, dimension, clubs

Attendance

Holidays

Assignment

The teaching staff

Other extra curricular activities

VAZE SANSKRITI AND DIMENSIONS

Career Preparation, Promotion Opportunities, and Experience Independence

Good Teachers

Professors

Canteen

Ambians

Good teaching staff

Nice environment

Dimension

Canteen Laibrary

Infrastructure,Academics,environment

Cleaning of classroom & corridor

Drinking water

Faculty clearing every doubt of students

Teachers, fest,

Faculty , events organisations , teaching methods

Campus, events, accounts faculty

Good teaching,good co -circular ,good events

Extra curricular activities

Friendly and supportive teachers

Study abroad program

Teaching styles of teachers

Facility

Faculty

Environment

Events

Status

Events

Education

Teachers

Dimensions, exams, teaching staff

Way of teaching teachers, opportunities to realize self development, college environment

Extra curricular activities are good

Faculty is good

Canteen is good

good teaching staff

various extra curricular activities

Library, teachers, placement cell

Good library facility

Better cleanliness maintenance of classrooms and washrooms

Events are fun but teaching is not up to the mark

Library books are daily available

Fests

Availability of counsellor is good

College environment,academic studies and college festivals

Dimensions, teaching style, extracurricular activities

Cleanliness of rooms

Faculty staff

Garden

Good teaching staff, library facility

Overall college is best the study and other activity is best .

Teachers are good

Quality of education

Teaching methods of professors

Exams management

Faculty, Cooperation, other facilities

Sports

Canteen

Education

Teaching, auditorium, library

Ambience, Canteen , Proximity

Professor are good

Teaching method is excellent

Nss unit

Fest, faculty and way of co-operating

Teacher classroom

Faculty,staff, and campus

Less pressure on students for only focusing on academics, good teaching staff, mood of improving in various aspects

Professors., friends,

Freedom,

Sports.

Dimensions, Best teachers and ambience

Environment

Dimensions,

Good campus

Events, Good Teaching , Good College Environment

Teachers, subject materials, timings

Super proudful and helpful

727 more responses are hidden



### Three things that need attention for improvement of the college?

859 responses

Nothing

Nothing

-

.

No

Cleanliness

Washrooms

None

Infrastructure

Washroom

Washroom

None

Cleanliness of washrooms

Nil

Sports

Toilet cleanliness

Cleanliness

Washroom cleanliness

none

Cleanliness of washroom

Toilets

Canteen food

Cleanliness,

washrooms

Very good

No need

Interior

nothing

Cleanliness of washroom

Washrooms

Benches

No need

Washroom cleanliness

Washrooms

Washroom

Cleanliness of washroom , availability of auditorium

1. Cleanliness

2. The teachers that are appointed for respective subjects should have proper command on the subject

Cleanliness of the washrooms, Seating arrangement in the canteen

Cleanliness of washrooms and classrooms

Other co curricular activities

Washrooms and water drinking facility

Maintenance of Washroom,

Washrooms (girls)

The validity of the facts claimed by a certain student. I think if thats tested a lot of further problems can be avoided

Nothing in particular

Cleanliness of Toilets

Extra curricular activities

And good provision for sports

Washrooms, classrooms, provision for a lift for students

No audition for dance

Management, infrastructure, cleanliness

1) Improvement in teaching staff

2) offline credit score facility

Infrastructure , teacher's attitude towards students, canteen facility

Some teachers are very pressurising in terms of assignments, and complete portion just before a week of externals and take online lectures , washroom are very dirty and doesn't function properly specially attention should be given to this .

Washrooms in our college is horrible. Only washrooms need attention for improvement

Website , exam cell ,

1. Attendance concession for students pursuing professional courses like CA, CS, CMA, etc.
2. Maintenance of washrooms & classrooms for students' use.
3. Not mixing monetary investment with internal assessment projects.

1. Please be more flexible, with the presentations, it would be nice to have presentations of all subjects scheduled in a week, like we have scheduled timetable for class test, everyday 2 subjects, similar should be for presentations and submissions.
2. Please arrange classrooms on the 1st or 2nd floor, instead of on the last terrace floor.
3. Canteen food rates are great but quality needs to improve

Class room arrangement, lift facility, girls defence activities.

Permission for events, Cordination from teachers towards grievances from students and Cleanliness of washrooms and classes

Proper faculty , proper notice , Cleanliness , regular lectures should be conducted

Canteen food celebrations of festival and chances for participation in activities

Canteen facility

Don't thik so

Timetable of FYBA students, washroom cleanliness, punctuality of teachers,

Timetable of FYBA students, washroom cleanliness, teacher's punctuality

Teaching staff  
Sports facilities  
Study material

Washrooms for girls  
Classes

Increase Parking, Increase Motivation, and Go Green

Washrooms and Coordination between teachers and CR's about lectures

Cleanliness  
lights and mirror in washroom

Need good classroom  
Need good canteen food  
Clean college toilet

Bathroom fans lights

Appearance,canteen benches

Canteen food quality  
Cleaning of toilets

Classroom cleanliness

Everything is alright

Toilets, Classroom maintenance

No recommendations

Clean washrooms

Lecture schedules

Teachers should make their lectures interactive and exciting

Canteen cleanliness, washroom cleanliness, AC

Network connection

Towards washroom hygiene and classrooms cleanliness

washroom in 3rd floor may more better

Washroom and class room

Should provide drinking water at every floors of the college

Very slow work on the improvement of classrooms lights,fans and white board

Washroom hygiene, classroom hygiene

Washrooms

Restrooms

Washroom hygiene needs attention

1.Canteen food quality

2.clean toilets

More books related to course should be available in library, proper timetable should be made for lectures

Library

Cleanliness of toilet

Proper timetable of lecture

Extracurricular, focus on improving students personal and practical skills

Support the committee for the events.

Windows are broken in some classes

4th floor is too much dirty on the back seats

Coloring of classroom needs to do along with plaster at some places

Behaviour of library staff

Behaviour of canteen staff

Maintenance of toilet and washroom

Improvement to be done in the exam timetable. It gets hectic for students to revise entire syllabus in just half a day especially for the students who come to college from far away places. Atleast one day holiday should be given between each exam. Except that everything's great.

Zoology department is very carless teachers don't pay attention to the students please improve that



Focusing on extra teaching for those haven't understood.

Avoid cleaning girls restroom during break and dimensions security system (to give entry preference first to kelkar students)

647 more responses are hidden

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