SOMAIYA
VIDYAVIHAR

K J Somaiya College of Science & Commerce
Autonomous (Affiliated to University of Mumbai)

Somaiya
T R U S T

Feedback report Student's Satisfaction Index 2018-2019

1) Blank Student's Satisfaction Index Feedback form

Rate the following aspects on the scale of 1 to 5

1. Below Average 2. Average 3. Good 4.Very Good 5. Excellent

	Questions	Score				
A]	**Examination System**					
1	Fairness in the examination system	1	2	3	4	5
2	Nature of the assessment	1	2	3	4	5
3	Declaration of results in time	1	2	3	4	5
4	Classification of procedures for examination (Notice, Hall ticket etc.)	1	2	3	4	5
B]	**Gymkhana**					
1	Punctuality/availability of gymkhana staff	1	2	3	4	5
2	Quality of services offered	1	2	3	4	5
3	Attitude of trainer/staff towards student	1	2	3	4	5
4	Availability of sports material	1	2	3	4	5
C]	**Laboratory**					
1	General facilities in the lab	1	2	3	4	5
2	Availability of Equipment/apparatus	1	2	3	4	5
3	Safety measures in the lab	1	2	3	4	5
4	Assistance from non-teaching staff	1	2	3	4	5
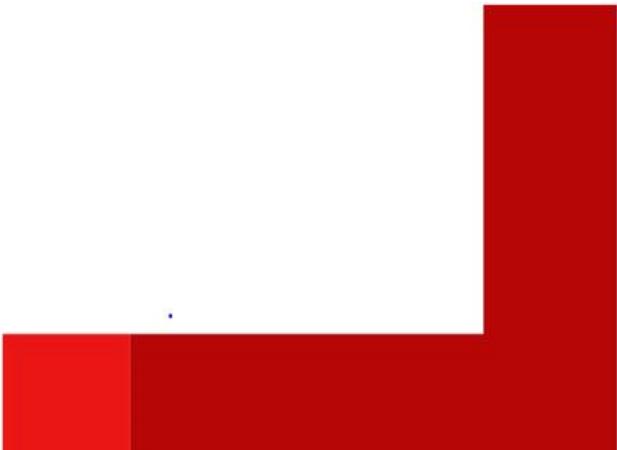
| 5 | Helpfulness and politeness of staff involved | 1 | 2 | 3 | 4 | 5 |
| 6 | Display of SOP for each apparatus | 1 | 2 | 3 | 4 | 5 |

D] Library

1	Reading room facilities	1	2	3	4	5
2	Availability of the books you require	1	2	3	4	5
3	Availability of the reference books	1	2	3	4	5
4	Guidance by the librarian /Ass. Librarian	1	2	3	4	5
5	Helpfulness and politeness of staff involved	1	2	3	4	5
6	Availability of internet facility	1	2	3	4	5
7	Availability of news papers	1	2	3	4	5

E] Office

1) Availability of the staff at the counter for : *

1	Railway concession	1	2	3	4	5
2	Bonafide certificate	1	2	3	4	5
3	Roll call /Marks sheet distribution	1	2	3	4	5
4	Eligibility/Enrolment	1	2	3	4	5
5	Scholarship/Reserved category information	1	2	3	4	5
6	Availability of Cashier	1	2	3	4	5
7	ID Generation	1	2	3	4	5
8	General enquiry	1	2	3	4	5

2) Time taken to get the document *
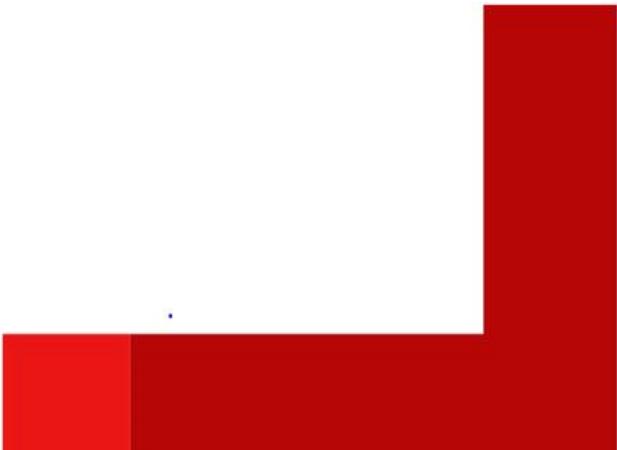
9	Railway concession	1	2	3	4	5
10	Bonafide certificate	1	2	3	4	5
11	Roll call /Marks sheet distribution	1	2	3	4	5
12	Eligibility/Enrolment	1	2	3	4	5
13	Scholarship/Reserved category information	1	2	3	4	5

3) Infrastructure of the college: *

1	Class rooms conditions	1	2	3	4	5
2	Classroom furniture & fixture	1	2	3	4	5
3	Availability of Drinking water	1	2	3	4	5
4	Water supply and cleanliness of toilets	1	2	3	4	5
5	Availability of WIFI in classroom	1	2	3	4	5
6	Availability of Ambient environment in classroom	1	2	3	4	5

F] Teaching Faculty

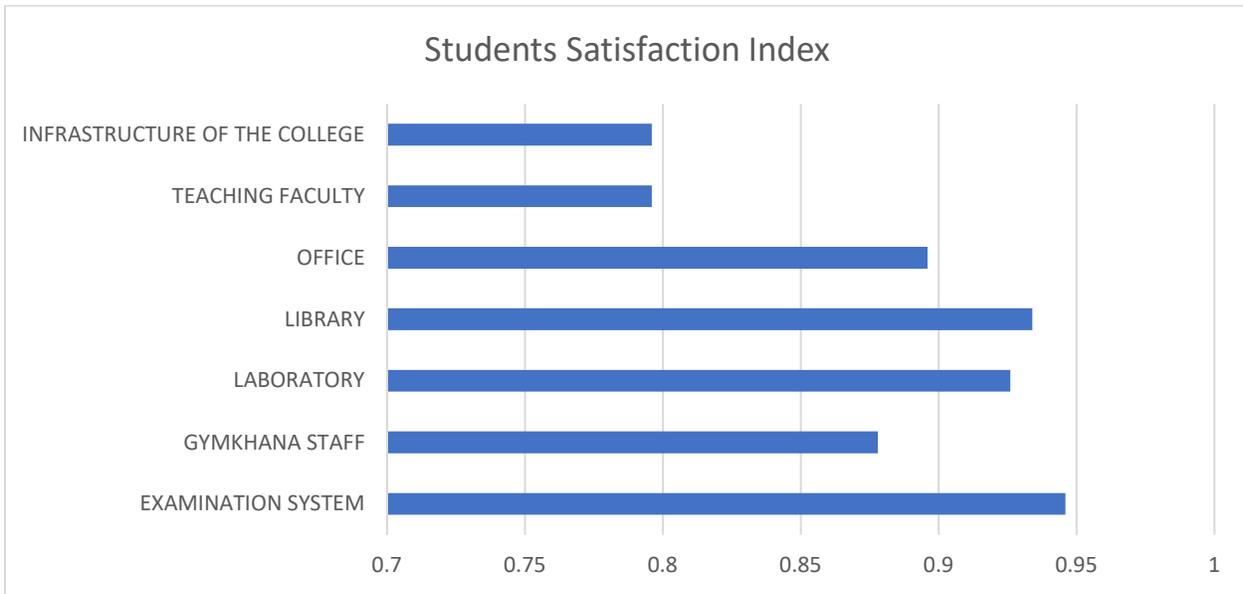|						
1	The quality of teaching by faculty and bringing academic excellence	1	2	3	4	5
2	The lecturer's willingness to provide additional assistance when needed.	1	2	3	4	5
3	The lecturer follows the course outline well.	1	2	3	4	5
4	The lecturer's knowledge on the subject matter.	1	2	3	4	5
5	Action taken by faculties during difficult situation	1	2	3	4	5
6	Quality of Mentoring of the teacher	1	2	3	4	5
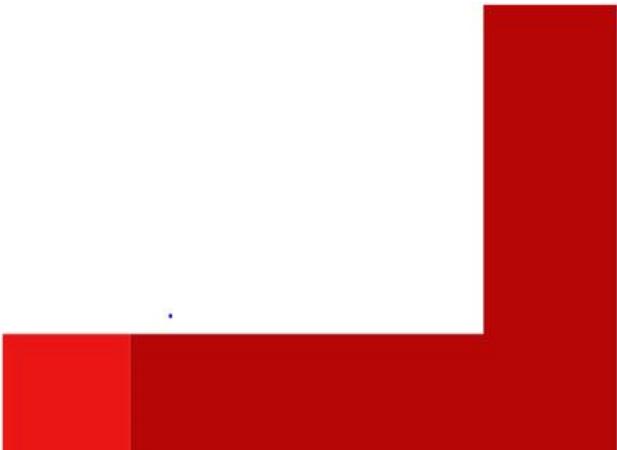
Student's Satisfaction Index 2018-19

Sample size: UG- 275, PG- 91

	EXAMINATION SYSTEM	GYMKHANA STAFF	LABORATORY	LIBRARY	OFFICE	TEACHING FACULTY	INFRASTRUCTURE OF THE COLLEGE
SSI 2018-2019	0.946	0.878	0.926	0.934	0.896	0.796	0.796
Overall Students Satisfaction Index							**0.868**

Students Satisfaction Index

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Feedback - 2018-19 UNDER GRADUATE
Student's Satisfaction Index 2018-19

		Question	Score
Examination	Q1	Fairness in the examination system	4.80
	Q2	Nature of the assessment	4.76
	Q3	Declaration of results in time	4.78
	Q4	Classification of procedures for examination (Notice, Hall ticket etc.)	4.78
		Average Score	**4.78**

Gymkhana	Q1	Punctuality/availability of gymkhana staff	4.76
	Q2	Quality of services offered	4.78
	Q3	Attitude of trainer/staff towards student	4.70
	Q4	Availability of sports material	4.80
		Average Score	**4.76**

Laboratory	Q1	General facilities in the lab	4.91
	Q2	Availability of Equipment/apparatus	4.67
	Q3	Safety measures in the lab	4.80
	Q4	Assistance from non-teaching staff	4.87
	Q5	Helpfulness and politeness of staff involved	4.82
	Q6	Display of SOP for each apparatus	4.76
		Average Score	**4.80**

Library	Q1	Reading room facilities	4.85
	Q2	Availability of the books you require	4.91
	Q3	Availability of the reference books	4.91
	Q4	Guidance by the librarian /Ass. Librarian	4.75
	Q5	Helpfulness and politeness of staff involved	4.67
	Q6	Availability of internet facility	3.24

	Q7	Availability of news papers		4.69
			Average Score	**4.57**

Office	Q1	Availability of the staff at the counter for Railway concession		3.47
	Q2	Availability of the staff at the counter for Bonafide certificate		4.36
	Q3	Availability of the staff at the counter for Roll call /Marks sheet distribution		4.51
	Q4	Availability of the staff at the counter for Eligibility/Enrolment		4.64
	Q5	Availability of the staff at the counter for Scholarship/Reserved category information		4.51
	Q6	Availability of the staff at the counter for Availability of Cashier		4.47
	Q7	Availability of the staff at the counter for ID Generation		4.71
	Q8	Availability of the staff at the counter for General enquiry		4.42
	Q9	Time taken to get the document Railway concession		2.98
	Q10	Time taken to get the document Bonafide certificate		4.44
	Q11	Time taken to get the document Roll call /Marks sheet distribution		4.53
	Q12	Time taken to get the document Eligibility/Enrolment		4.58
	Q13	Time taken to get the document Scholarship/Reserved category information		4.40
			Average Score	**4.30**

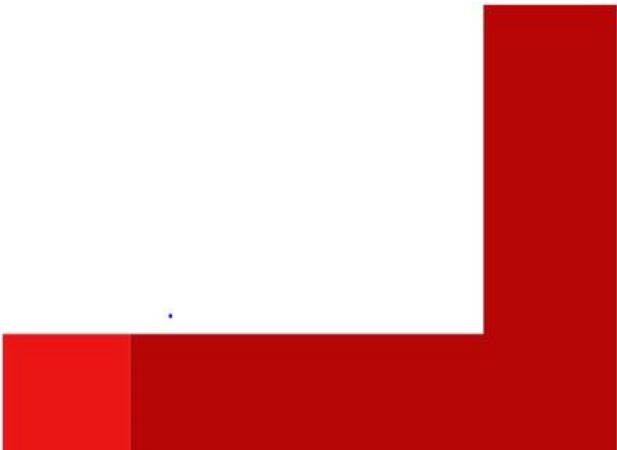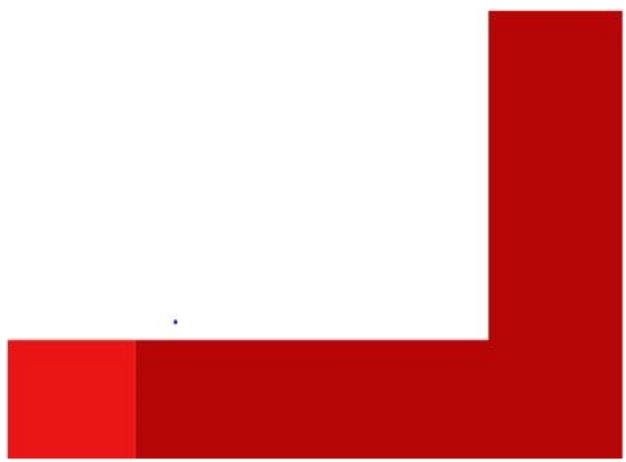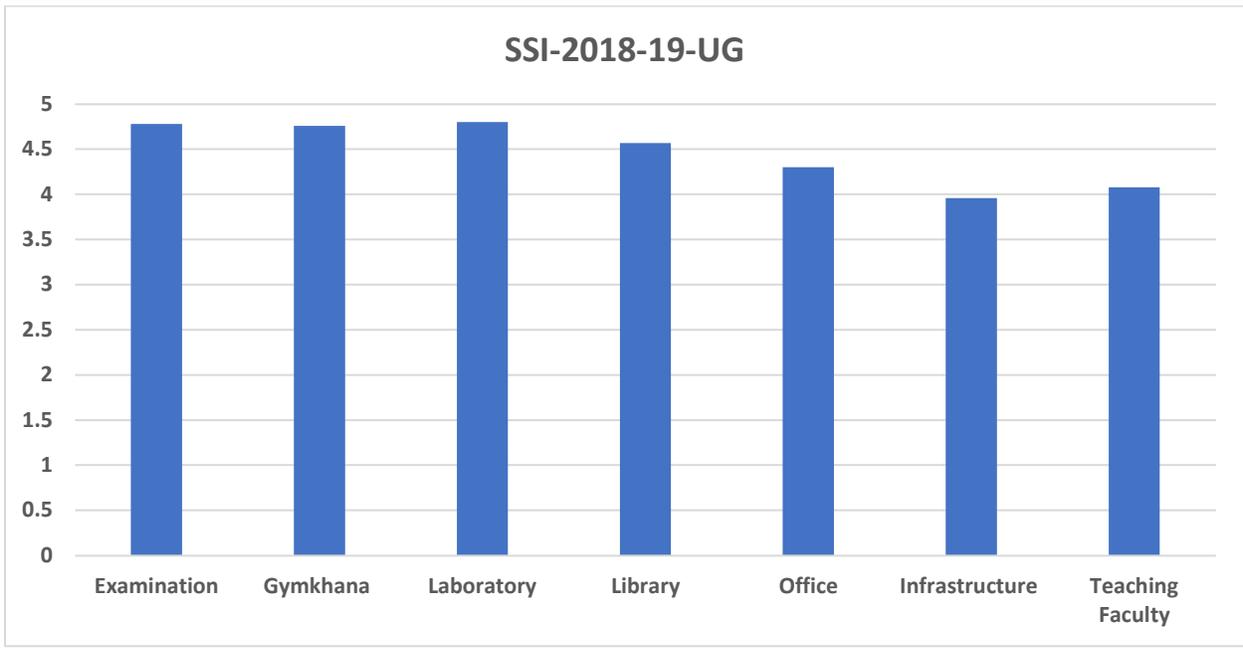|			
Infrastructure	Q1	Class rooms conditions	4.23
	Q2	Classroom furniture & fixture	4.18
	Q3	Availability of Drinking water	4.67

	Q4	Water supply and cleanliness of toilets	4.61
	Q5	Availability of WIFI in classroom	1.72
	Q6	Availability of Ambient environment in classroom	4.34
		Average Score	**3.96**

Teaching Faculty	Q1	The quality of teaching by faculty and bringing academic excellence	4.91
	Q2	The lecturer's willingness to provide additional assistance when needed.	4.93
	Q3	The lecturer follows the course outline well.	4.91
	Q4	The lecturer's knowledge on the subject matter.	4.95
	Q5	Action taken by faculties during difficult situation	4.82
	Q6	Quality of Mentoring of the teacher	4.85
		Average Score	**4.08**

The various aspects are rated on the scale of 1 to 5

1. Below average 2. Average 3. Good 4. Very good 5. Excellent

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SSI-2018-19-UG

Bar chart showing ratings (scale 0 to 5) for: Examination ≈4.78, Gymkhana ≈4.75, Laboratory ≈4.8, Library ≈4.55, Office ≈4.3, Infrastructure ≈3.95, Teaching Faculty ≈4.05

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V I D Y A V I H A R

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Somaiya
T R U S T

Feedback - 2018-19 POST GRADUATE
Student's Satisfaction Index 2018-19

		Question	Score
Examination	Q1	Fairness in the examination system	4.83
	Q2	Nature of the assessment	4.72
	Q3	Declaration of results in time	4.72
	Q4	Classification of procedures for examination (Notice, Hall ticket etc.)	4.67
		Average Score	**4.73**

		Question	Score
Gymkhana	Q1	Punctuality/availability of gymkhana staff	4.83
	Q2	Quality of services offered	3.22
	Q3	Attitude of trainer/staff towards student	4.61
	Q4	Availability of sports material	4.89
		Average Score	**4.39**

		Question	Score
Laboratory	Q1	General facilities in the lab	4.78
	Q2	Availability of Equipment/apparatus	4.56
	Q3	Safety measures in the lab	4.50
	Q4	Assistance from non-teaching staff	4.50
	Q5	Helpfulness and politeness of staff involved	4.89
	Q6	Display of SOP for each apparatus	4.56
		Average Score	**4.63**

		Question	Score
Library	Q1	Reading room facilities	4.83
	Q2	Availability of the books you require	4.73
	Q3	Availability of the reference books	4.73
	Q4	Guidance by the librarian /Ass. Librarian	4.90
	Q5	Helpfulness and politeness of staff involved	4.80
	Q6	Availability of internet facility	3.85

	Q7	Availability of news papers	4.90
		Average Score	**4.67**

Office	Q1	Availability of the staff at the counter for Railway concession	4.23
	Q2	Availability of the staff at the counter for Bonafide certificate	4.56
	Q3	Availability of the staff at the counter for Roll call /Marks sheet distribution	4.55
	Q4	Availability of the staff at the counter for Eligibility/Enrolment	4.55
	Q5	Availability of the staff at the counter for Scholarship/Reserved category information	4.72
	Q6	Availability of the staff at the counter for Availability of Cashier	4.45
	Q7	Availability of the staff at the counter for ID Generation	4.83
	Q8	Availability of the staff at the counter for General enquiry	4.34
	Q9	Time taken to get the document Railway concession	3.73
	Q10	Time taken to get the document Bonafide certificate	4.50
	Q11	Time taken to get the document Roll call /Marks sheet distribution	4.55
	Q12	Time taken to get the document Eligibility/Enrolment	4.61
	Q13	Time taken to get the document Scholarship/Reserved category information	4.61
		Average Score	**4.48**

Infrastructure	Q1	Class rooms conditions	4.34
	Q2	Classroom furniture & fixture	4.12
	Q3	Availability of Drinking water	4.50

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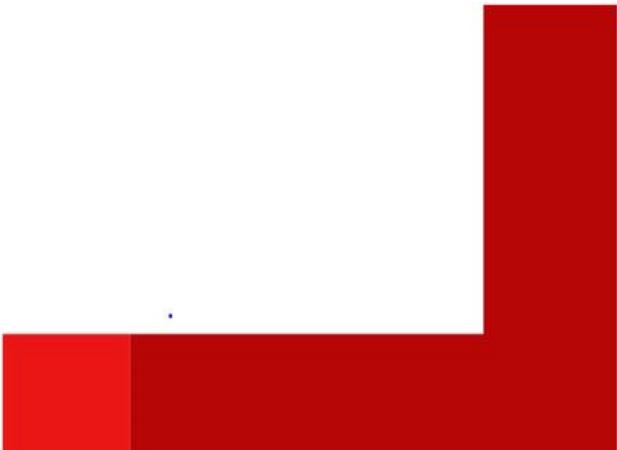T R U S T

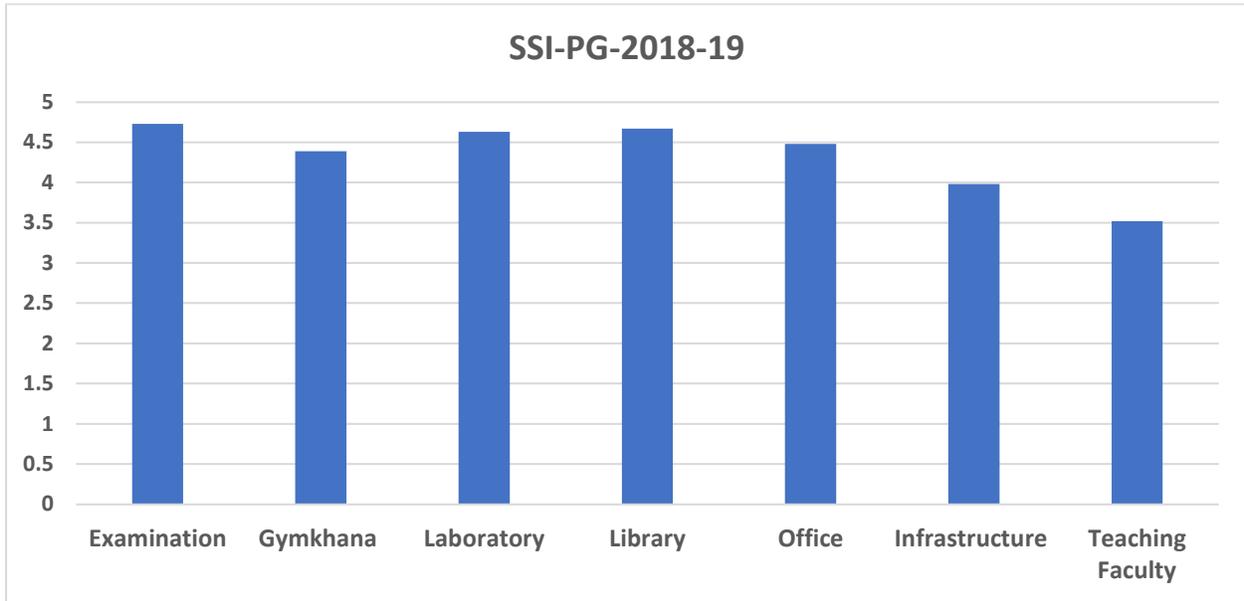|			
	Q4	Water supply and cleanliness of toilets	4.56
	Q5	Availability of WIFI in classroom	2.30
	Q6	Availability of Ambient environment in classroom	4.06
		Average Score	**3.98**

Teaching Faculty	Q1	The quality of teaching by faculty and bringing academic excellence	3.54
	Q2	The lecturer's willingness to provide additional assistance when needed.	3.61
	Q3	The lecturer follows the course outline well.	3.38
	Q4	The lecturer's knowledge on the subject matter.	3.65
	Q5	Action taken by faculties during difficult situation	3.37
	Q6	Quality of Mentoring of the teacher	3.60
		Average Score	**3.52**

The various aspects are rated on the scale of 1 to 5

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SSI-PG-2018-19

Dr. Vanita Kulkarni

Feedback Committee Convenor

Dr. Pradnya Prabhu

Principal