

**K.J. SOMAIYA COLLEGE OF SCIENCE & COMMERCE**
Autonomous
(Affiliated to University of Mumbai)
Re-accredited "A" Grade by NAAC**Students Satisfaction Index (Academic Year : 2021-2022)****Blank Feedback Form on Students Satisfaction Index**

Rate the following aspects on the scale of 1 to 5

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

Examination System						
Q1	Fairness in the examination system	1	2	3	4	5
Q2	Nature of the assessment	1	2	3	4	5
Q3	Declaration of results in time	1	2	3	4	5
Q4	Communication from examination cell regarding Examination procedures, such as Timetable, Issue of hall tickets, results etc.	1	2	3	4	5
Gymkhana						
Q1	Punctuality/availability of gymkhana staff	1	2	3	4	5
Q2	Quality of services offered	1	2	3	4	5
Q3	Attitude of trainer/staff towards student	1	2	3	4	5
Q4	Availability of sports material	1	2	3	4	5
Laboratory						
Q1	General facilities in the lab	1	2	3	4	5
Q2	Availability of apparatus/equipments	1	2	3	4	5
Q3	Safety measures in the lab	1	2	3	4	5
Q4	Assistance from non teaching staff	1	2	3	4	5
Q5	Helpfulness and politeness of staff involved	1	2	3	4	5
Q6	Display of SOP for each apparatus	1	2	3	4	5
Library						
Q1	Reading room facilities	1	2	3	4	5
Q2	Availability of the books you require	1	2	3	4	5
Q3	Availability of the reference books	1	2	3	4	5
Q4	Guidance by the Librarian/Ass.Librarian	1	2	3	4	5
Q5	Helpfulness and politeness of staff involved	1	2	3	4	5



Q6	Availability of internet facility	1	2	3	4	5
Q7	Availability of news papers	1	2	3	4	5
Q8	Availability of e-books/ journals	1	2	3	4	5
Q9	Timings of the library	1	2	3	4	5
Q10	Usefulness of Library Website	1	2	3	4	5
Q11	Overall Library services	1	2	3	4	5
Q12	Book exhibition organized by library	1	2	3	4	5
Office I						
Q1	Availability of the staff at the counter for: Railway concession	1	2	3	4	5
Q2	Availability of the staff at the counter for: Bonafide certificate	1	2	3	4	5
Q3	Availability of the staff at the counter for: Roll call /Marksheet distribution	1	2	3	4	5
Q4	Availability of the staff at the counter for: Eligibility/Enrollment	1	2	3	4	5
Q5	Availability of the staff at the counter for: Scholarship/Reserved category information	1	2	3	4	5
Q6	Availability of Cashier	1	2	3	4	5
Q7	Availability of the staff at the counter for: ID generation	1	2	3	4	5
Q8	Availability of the staff at the counter for: General enquiry	1	2	3	4	5
Q9	Availability of the office staff at the counter for: Admission related technical assistance	1	2	3	4	5
Q10	Availability of the office staff at the counter for: Attestation by college office	1	2	3	4	5
Office II						
Q1	Time taken to get the document: Railway concession	1	2	3	4	5
Q2	Time taken to get the document: Bonafide certificate	1	2	3	4	5
Q3	Time taken to get the document: Roll call/Marksheet distribution	1	2	3	4	5
Q4	Time taken to get the document: Eligibility/Enrollment	1	2	3	4	5
Q5	Time taken to get the document: Scholarship/Reserved category information	1	2	3	4	5
Infrastructure						
Q1	Infrastructure of the college: Classrooms conditions	1	2	3	4	5
Q2	Infrastructure of the college: Classroom furniture & fixture	1	2	3	4	5
Q3	Infrastructure of the college: Availability of Drinking water	1	2	3	4	5
Q4	Infrastructure of the college: Water supply and cleanliness of toilets	1	2	3	4	5
Q5	Availability of WIFI in classroom	1	2	3	4	5
Q6	Availability of Ambient environment in classroom	1	2	3	4	5
Teaching Faculty						
Q1	The quality of teaching by faculty and bringing academic excellence	1	2	3	4	5



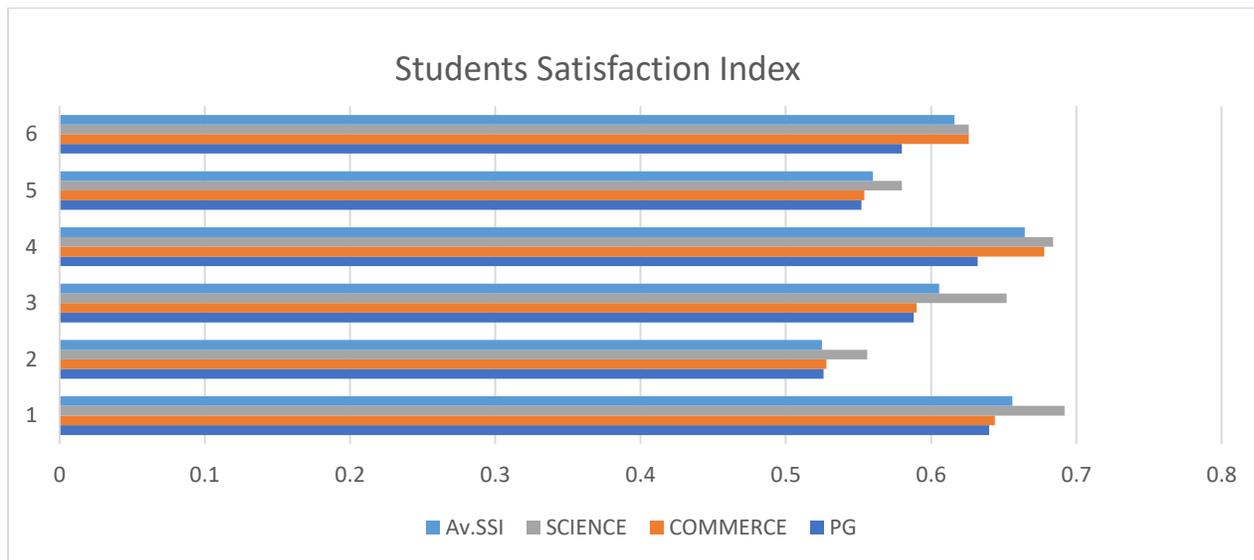
Q2	The willingness of the faculty to provide additional assistance when needed.	1	2	3	4	5
Q3	The faculty follows the course outline well..	1	2	3	4	5
Q4	The course objectives are discussed by the faculty	1	2	3	4	5
Q5	The faculty summarizes the lesson at the end of the discussion	1	2	3	4	5
Q6	Action taken by faculties during difficult situations	1	2	3	4	5
Q7	Quality of Mentoring of the teacher.	1	2	3	4	5
Q8	Availability/Interaction with counsellor on campus.	1	2	3	4	5

Analysis: Student satisfaction index

Sample size:

Post Graduate: 128, UG Commerce: 212, UG Science: 320

	EXAMINATION SYSTEM	GYMKHANA STAFF	LABORATORY	LIBRARY	OFFICE	TEACHING FACULTY
SSI 2020-2021						
PG	0.642	0.536	0.565	0.636	0.547	0.590
COMMERCE	0.647	0.548	0.593	0.672	0.561	0.630
SCIENCE	0.701	0.562	0.648	0.686	0.548	0.624
Av.SSI	0.66	0.548	0.602	0.665	0.552	0.614
Overall Students Satisfaction Index						0.606



Analysis: Student satisfaction index: Weighted Average score on the scale of 1 to 5

		Question		Score
Examination System	Post Graduate	Q1	Fairness in the examination system	3.71
		Q2	Nature of the assessment	3.71
		Q3	Declaration of results in time	3.07
		Q4	Classification of procedures for examination (Notice, Hall ticket etc.)	3.41
Average Score				3.48
Examination System	UG Commerce	Q1	Fairness in the examination system	2.28
		Q2	Nature of the assessment	2.44
		Q3	Declaration of results in time	2.20
		Q4	Classification of procedures for examination (Notice, Hall ticket etc.)	2.29
Average Score				2.30
Examination System	UG Science	Q1	Fairness in the examination system	2.29
		Q2	Nature of the assessment	2.48
		Q3	Declaration of results in time	2.25



	Q4	Classification of procedures for examination (Notice, Hall ticket etc.)	2.31
Average Score			2.33
Average Score			2.70

Gymkhana	Post Graduate	Q1	Punctuality/availability of gymkhana staff	2.86
		Q2	Quality of services offered	2.90
		Q3	Attitude of trainer/staff towards student	2.90
		Q4	Availability of sports material	2.90
Average Score				2.89
Gymkhana	UG Commerce	Q1	Punctuality/availability of gymkhana staff	2.46
		Q2	Quality of services offered	2.70
		Q3	Attitude of trainer/staff towards student	2.64
		Q4	Availability of sports material	2.78
Average Score				2.64
Gymkhana	UG Science	Q1	Punctuality/availability of gymkhana staff	2.74
		Q2	Quality of services offered	2.77
		Q3	Attitude of trainer/staff towards student	2.75
		Q4	Availability of sports material	2.68
Average Score				2.74
Average Score				2.76

Laboratory	Post Graduate	Q1	General facilities in the lab	3.18
		Q2	Availability of apparatus/equipments	3.21
		Q3	Safety measures in the lab	3.22
		Q4	Assistance from non teaching staff	3.33
		Q5	Helpfulness and politeness of staff involved	3.38
		Q6	Display of SOP for each apparatus	3.26
Average Score				3.26
Laboratory	UG Commerce	Q1	General facilities in the lab	2.48
		Q2	Availability of apparatus/equipments	2.48
		Q3	Safety measures in the lab	2.45
		Q4	Assistance from non teaching staff	2.45



		Q5	Helpfulness and politeness of staff involved	2.45
		Q6	Display of SOP for each apparatus	2.49
Average Score				2.47
Laboratory	UG Science	Q1	General facilities in the lab	3.18
		Q2	Availability of apparatus/equipments	3.08
		Q3	Safety measures in the lab	3.25
		Q4	Assistance from non teaching staff	3.17
		Q5	Helpfulness and politeness of staff involved	3.26
		Q6	Display of SOP for each apparatus	3.26
Average Score				3.2
Average Score				2.98

Library	Post Graduate	Q1	Reading room facilities	3.36
		Q2	Availability of the books you require	3.41
		Q3	Availability of the reference books	3.40
		Q4	Guidance by the Librarian/Ass.Librarian	3.42
		Q5	Helpfulness and politeness of staff involved	3.44
		Q6	Availability of internet facility	3.19
		Q7	Availability of news papers	3.39
		Q8	Availability of e-books and journals	3.34
		Q9	Timing of the library	3.35
		Q10	Usefulness of Library Website	3.36
		Q11	Overall Library services	3.45
		Q12	Book exhibition organised by library	3.38
Average Score				3.37

Library	UG Commerce	Q1	Reading room facilities	2.53
		Q2	Availability of the books you require	2.44
		Q3	Availability of the reference books	2.38
		Q4	Guidance by the Librarian/Ass.Librarian	2.44
		Q5	Helpfulness and politeness of staff involved	2.49
		Q6	Availability of internet facility	2.66
		Q7	Availability of news papers	2.63
		Q8	Availability of e-books and journals	2.52
		Q9	Timing of the library	2.56
		Q10	Usefulness of Library Website	2.51
		Q11	Overall Library services	2.48
		Q12	Book exhibition organised by library	2.51
Average Score				2.51



Library	UG Science	Q1	Reading room facilities	3.13
		Q2	Availability of the books you require	3.18
		Q3	Availability of the reference books	3.21
		Q4	Guidance by the Librarian/Ass.Librarian	3.08
		Q5	Helpfulness and politeness of staff involved	3.40
		Q6	Availability of internet facility	2.72
		Q7	Availability of news papers	3.10
		Q8	Availability of e-books and journals	3.26
		Q9	Timing of the library	2.65
		Q10	Usefulness of Library Website	3.27
		Q11	Overall Library services	3.09
		Q12	Book exhibition organised by library	3.04
Average Score				3.09
Average Score				3

Office I	Post Graduate	Q1	Availability of the staff at the counter for: Railway concession	2.93
		Q2	Availability of the staff at the counter for: Bonafide certificate	3.09
		Q3	Availability of the staff at the counter for: Roll call /Marksheet distribution	3.05
		Q4	Availability of the staff at the counter for: Eligibility/Enrollment	3.05
		Q5	Availability of the staff at the counter for: Scholarship/Reserved category information	2.91
		Q6	Availability of the staff at the counter for: Availability of Cashier	2.99
		Q7	Availability of the staff at the counter for: ID Generation	3.08
		Q8	Availability of the staff at the counter for: General enquiry	3.01
		Q9	Availability of the office staff at the counter for: Admission related technical assistance	3.04
		Q10	Availability of the office staff at the counter for: Attestation by college office	3.05
Average Score				3.02
Office I	UG Commerce	Q1	Availability of the staff at the counter for: Railway concession	2.68
		Q2	Availability of the staff at the counter for: Bonafide certificate	2.57



		Q3	Availability of the staff at the counter for: Roll call /Marksheet distribution	2.57
		Q4	Availability of the staff at the counter for: Eligibility/Enrollment	2.60
		Q5	Availability of the staff at the counter for: Scholarship/Reserved category information	2.62
		Q6	Availability of the staff at the counter for: Availability of Cashier	2.57
		Q7	Availability of the staff at the counter for: ID Generation	2.51
		Q8	Availability of the staff at the counter for: General enquiry	2.55
		Q9	Availability of the office staff at the counter for: Admission related technical assistance	2.58
		Q10	Availability of the office staff at the counter for: Attestation by college office	2.53
Average Score				2.58
Office I	UG Science	Q1	Availability of the staff at the counter for: Railway concession	2.64
		Q2	Availability of the staff at the counter for: Bonafide certificate	2.89
		Q3	Availability of the staff at the counter for: Roll call /Marksheet distribution	2.98
		Q4	Availability of the staff at the counter for: Eligibility/Enrollment	2.99
		Q5	Availability of the staff at the counter for: Scholarship/Reserved category information	2.81
		Q6	Availability of the staff at the counter for: Availability of Cashier	2.92
		Q7	Availability of the staff at the counter for: ID Generation	2.69
		Q8	Availability of the staff at the counter for: General enquiry	2.97
		Q9	Availability of the office staff at the counter for: Admission related technical assistance	2.63
		Q10	Availability of the office staff at the counter for: Attestation by college office	2.61
Average Score				2.81
Average Score				2.80

Office II	Post Graduate	Q1	Time taken to get the document: Railway concession	2.88
		Q2	Time taken to get the document: Bonafide certificate	2.98
		Q3	Time taken to get the document: Roll call/Marksheet distribution	2.93



		Q4	Time taken to get the document: Eligibility/Enrollment	2.93
		Q5	Time taken to get the document: Scholarship/Reserved category information	2.84
Average Score				2.91
Office II	UG Commerce	Q1	Time taken to get the document: Railway concession	2.73
		Q2	Time taken to get the document: Bonafide certificate	2.66
		Q3	Time taken to get the document: Roll call/Marksheet distribution	2.67
		Q4	Time taken to get the document: Eligibility/Enrollment	2.67
		Q5	Time taken to get the document: Scholarship/Reserved category information	2.64
Average Score				2.68
Office II	UG Science	Q1	Time taken to get the document: Railway concession	2.92
		Q2	Time taken to get the document: Bonafide certificate	2.83
		Q3	Time taken to get the document: Roll call/Marksheet distribution	2.93
		Q4	Time taken to get the document: Eligibility/Enrollment	2.99
		Q5	Time taken to get the document: Scholarship/Reserved category information	2.89
Average Score				2.91
Average Score				2.83

Infrastructure	Post Graduate	Q1	Infrastructure of the college: Classrooms conditions	3.39
		Q2	Infrastructure of the college: Classroom furniture & fixture	3.31
		Q3	Infrastructure of the college: Availability of Drinking water	3.58
		Q4	Infrastructure of the college: Water supply and cleanliness of toilets	3.61
		Q5	Availability of WIFI in classroom	2.80
		Q6	Availability of Ambient environment in classroom	3.44
Average Score				3.35
Infrastructure	UG Commerce	Q1	Infrastructure of the college: Classrooms conditions	2.61
		Q2	Infrastructure of the college: Classroom furniture & fixture	2.64



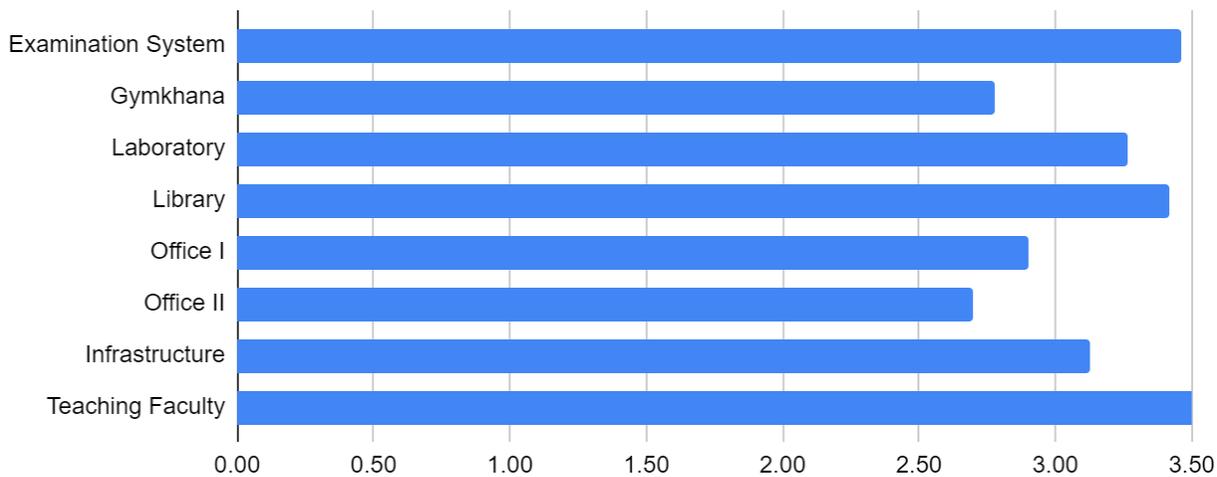
		Q3	Infrastructure of the college: Availability of Drinking water	2.41
		Q4	Infrastructure of the college: Water supply and cleanliness of toilets	2.29
		Q5	Availability of WIFI in classroom	3.08
		Q6	Availability of Ambient environment in classroom	2.50
Average Score				2.59
Infrastructure	UG Science	Q1	Infrastructure of the college : Classrooms conditions	3.17
		Q2	Infrastructure of the college : Classroom furniture & fixture	3.13
		Q3	Infrastructure of the college : Availability of Drinking water	3.64
		Q4	Infrastructure of the college : Water supply and cleanliness of toilets	3.71
		Q5	Availability of WIFI in classroom	2.23
		Q6	Availability of Ambient environment in classroom	3.27
Average Score				3.19
Average Score				3.04

Teaching Faculty	Post Graduate	Q1	The quality of teaching by faculty and bringing academic excellence	3.61
		Q2	The willingness of the faculty to provide additional assistance when needed.	3.75
		Q3	The lecturer follows the course outline well.	3.68
		Q4	The Course objectives are discussed by the faculty	3.67
		Q5	The faculty summarizes the lesson at the end of the discussion	3.65
		Q6	Action taken by faculties during difficult situation	3.68
		Q7	Quality of Mentoring of the teacher	3.70
		Q8	Availability/Interaction with counsellor on campus	3.55
Average Score				3.66
Teaching Faculty	UG Commerce	Q1	The quality of teaching by faculty and bringing academic excellence	3.39
		Q2	The willingness of the faculty to provide additional assistance when needed.	3.29
		Q3	The lecturer follows the course outline well.	3.58
		Q4	The Course objectives are discussed by the faculty	3.27
		Q5	The faculty summarizes the lesson at the end of the discussion	3.51
		Q6	Action taken by faculties during difficult situation	3.57



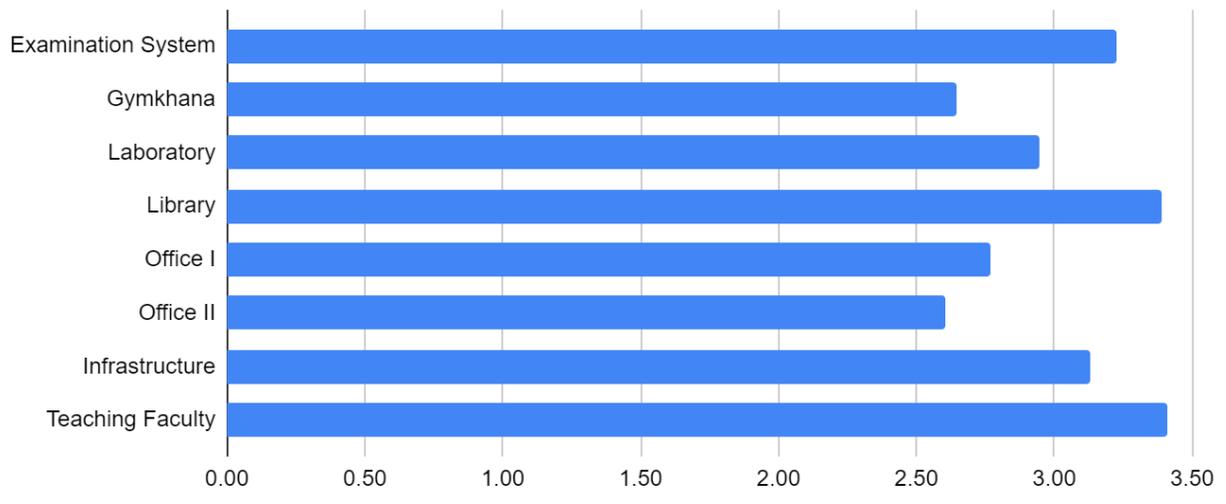
		Q7	Quality of Mentoring of the teacher	3.38
		Q8	Availability/Interaction with counsellor on campus	3.29
Average Score				3.41
Teaching Faculty	UG Science	Q1	The quality of teaching by faculty and bringing academic excellence	3.53
		Q2	The willingness of the faculty to provide additional assistance when needed.	3.70
		Q3	The lecturer follows the course outline well.	3.78
		Q4	The Course objectives are discussed by the faculty	3.79
		Q5	The faculty summarizes the lesson at the end of the discussion	3.69
		Q6	Action taken by faculties during difficult situation	3.55
		Q7	Quality of Mentoring of the teacher	3.68
		Q8	Availability/Interaction with counsellor on campus	3.30
Average Score				3.63
Average Score				3.57

UG (Science)

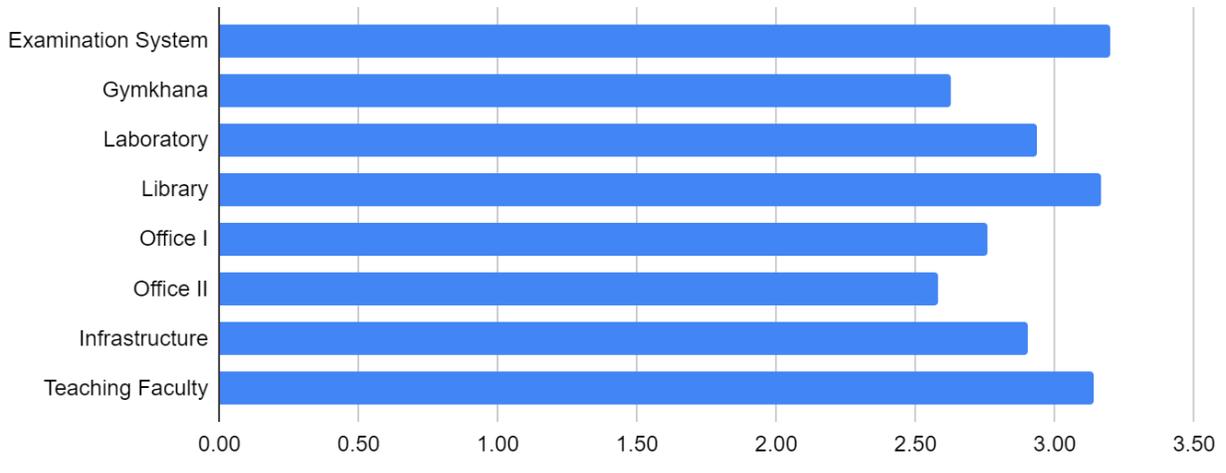




UG (Commerce)



PG (Science & Commerce)



V S Kulkarni

Dr. Vanita Kulkarni
Feedback Committee Convenor

Dr. Pradnya Prabhu
Principal

