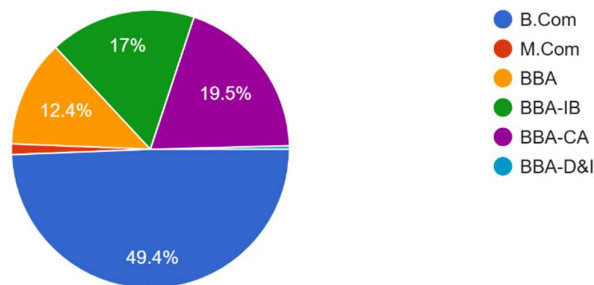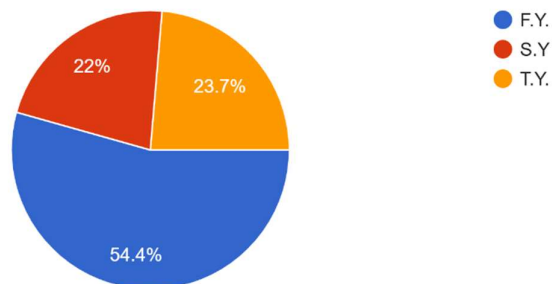# MES Garware College of Commerce (Autonomous), Pune

Report of Analysis of Feedback

Students Satisfaction Survey (2023 - 24)
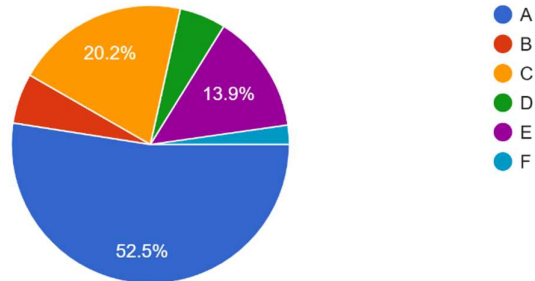
Responses – 241

Course :
241 responses

Interpretation:- Out of 241 responses, we have received 49.4% from B.Com. , 12.4% from BBA students , 17% from BBA-IB, 19.5 % from BBA-CA.

Year of the Program :
241 responses

Interpretation:- Out of 241 responses 54.4% responses received from First year students. 22% from second year and 23.7% of respondents are from third-year students.

Division:

223 responses

Interpretation:- Out of 223 responses, we have received 52.5% from students of Division A, 5.8% from students of Division B, 20.2 % from students of Division C, 5.4% from students of Division D, 13.9% from students of Division E and the remaining from students of Division F.
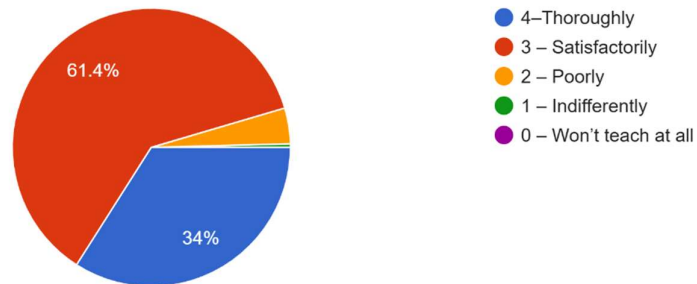
1. How much of the syllabus was covered in the class?

241 responses
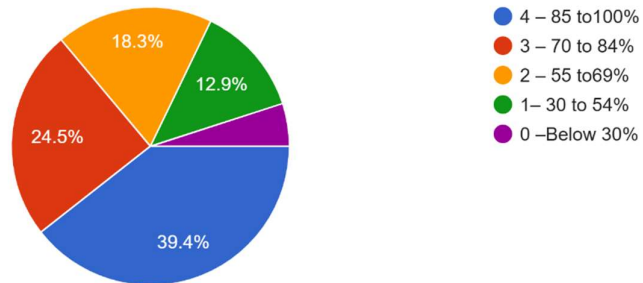
Interpretation:- The students were asked a question about how much of the syllabus was covered in the class. The majority of the students said 85% to 100% of the syllabus was covered.

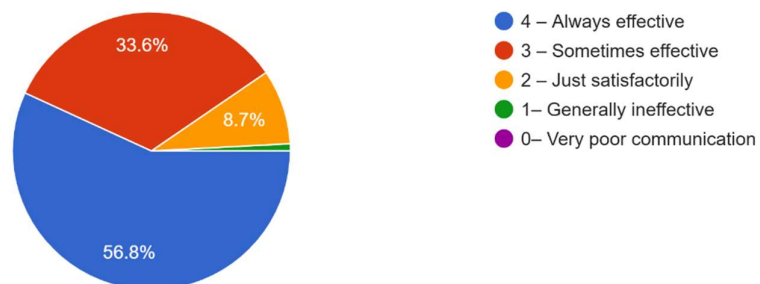## 2. How well did the teachers prepare for the classes?
241 responses

Legend:
- 4–Thoroughly
- 3 – Satisfactorily
- 2 – Poorly
- 1 – Indifferently
- 0 – Won't teach at all

61.4%
34%

Interpretation:- The question was asked to the students about the teacher's preparation for the classes. The students are partially satisfied with preparation of teachers. It shows that the teachers prepare for the classes satisfactorily.

3. How well were the teachers able to communicate?
241 responses

Legend:
- 4 – Always effective
- 3 – Sometimes effective
- 2 – Just satisfactorily
- 1– Generally ineffective
- 0– Very poor communication

33.6%
8.7%
56.8%

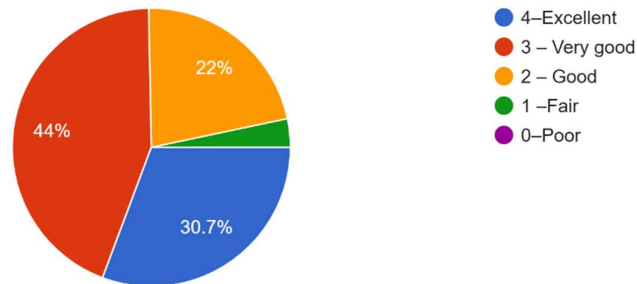**Interpretation:-** The question was asked to the students about the teacher's communication skills. It shows that the teachers are always effective in the communication with the students.

4. The teacher's approach to teaching can best be described as
241 responses

- 4–Excellent
- 3 – Very good
- 2 – Good
- 1 –Fair
- 0–Poor

Interpretation:- The question was asked to the students about the teacher's approach to teaching effectively. The majority of the students said it was excellent or very good.

5. Fairness of the internal evaluation process by the teachers.
241 responses

- 4 – Always fair
- 3 – Usually fair
- 2 – Sometimes unfair
- 1 – Usually unfair
- 0– Unfair
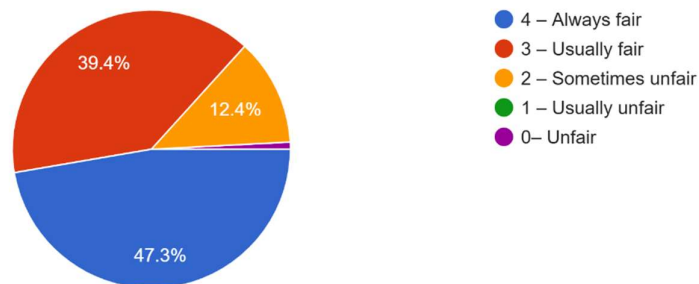
Interpretation:- The question was asked to the students about the evaluation process by the teachers. The majority of the students said that it *was always fair.* It shows that the students were satisfied with the internal evaluation process by the teachers.

6. Was your performance in internal examination/Practicals discussed with you by the teachers?
241 responses

- ● 4 – Always
- ● 3 – Usually
- ● 2 – Occasionally/Sometimes
- ● 1 – Rarely
- ● 0– Never

24.1%

29.5%

34%
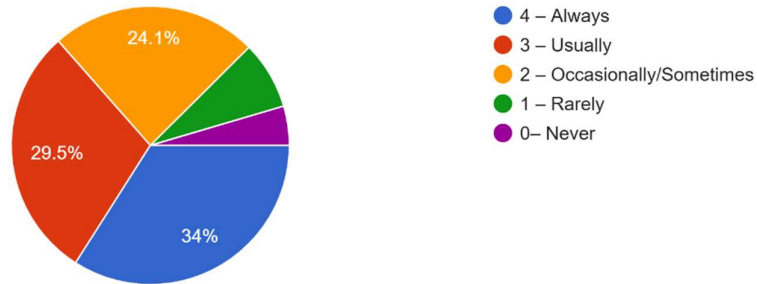
Interpretation:- The question was asked to the students about the student-teacher discussion regarding his/her internal exam performance. 34% of students said that it was always done by the teachers, whereas 29.5% said teachers usually discussed it.

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for the students.
241 responses

- ● 4 – Regularly
- ● 3 – Often
- ● 2 – Sometimes
- ● 1 – Rarely
- ● 0– Never

24.9%

26.1%

39.8%
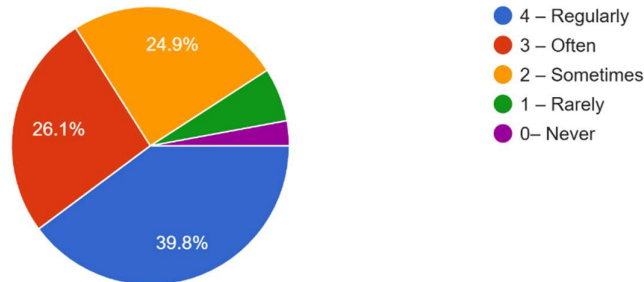
Interpretation:- The question was asked to the students about the institute's active interest in promoting internships, student exchange, and field visit opportunities for the students. The majority of the students said that the institute always promoted the same on a regular basis.

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

241 responses

- 4 – Significantly
- 3 – Very well
- 2 – Moderately
- 1 – Marginally
- 0– Not at all

18.7%
46.5%
28.6%
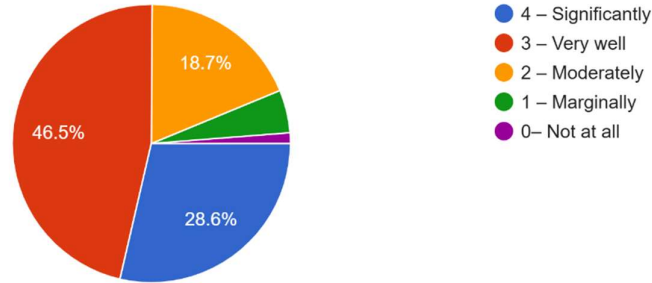
Interpretation:- The question was asked to the students about how the teaching and mentoring process in your institution facilitates your cognitive, social and emotional growth. The majority of the students said that it went very well.

9. The institution provides multiple opportunities to learn and grow.

241 responses

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0– Strongly disagree

43.6%
16.6%
36.1%
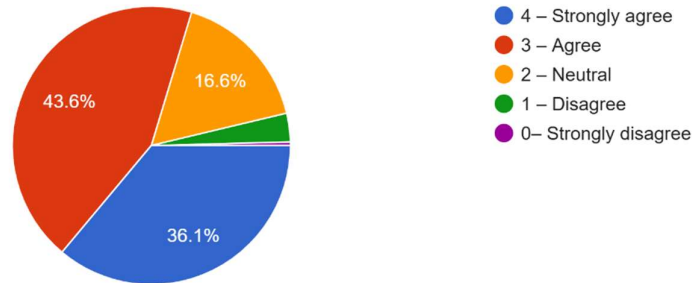
**Interpretation:-** 36.1% of students strongly agreed and 43.6% of students agreed that the institute provides multiple opportunities to learn and grow in order to make their careers successful.

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

241 responses

- 4 – Every time
- 3 – Usually
- 2– Occasionally/Sometimes
- 1 – Rarely
- 0– Never

34.9%
12.9%
46.5%
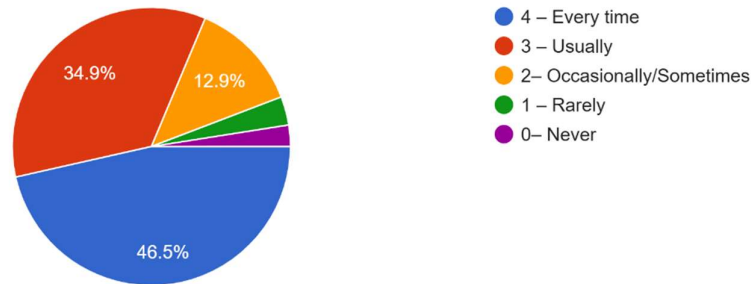
Interpretation:- The question was asked to the students about the teacher- students discussion regarding student's expected competencies, course outcome, program outcome, etc. Most of the students said that it was informed every time and in some cases, it is usually informed .

11. The teachers illustrate the concepts through examples and applications.

241 responses

- 4 – Everytime
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1– Rarely
- 0 – Never

34.4%
8.3%
53.9%
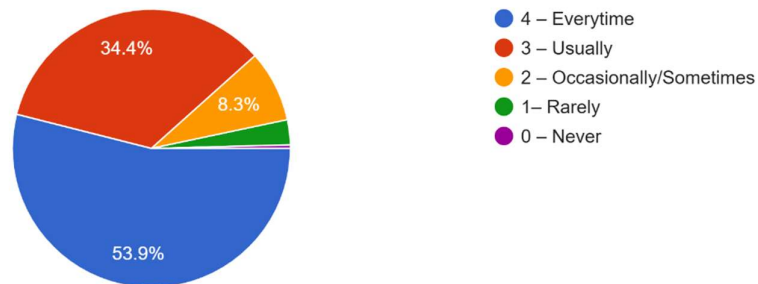
Interpretation:- The question was asked to the students about teachers using an illustration or any other real life application based example. The majority of the students said that every time the examples were given by the teachers.

12. The teachers identify your strengths and encourage you by providing right kind of opportunities
241 responses
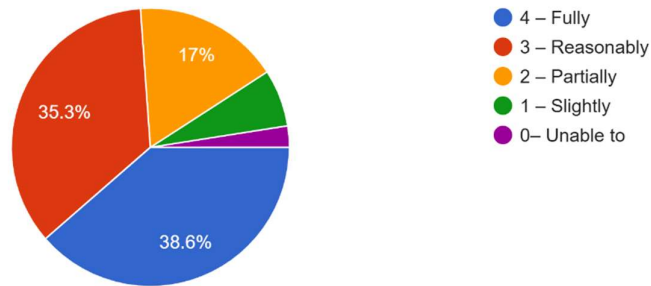
- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0 – Unable to

17%

35.3%

38.6%

Interpretation:- The question was asked to the students about whether teachers identify their strengths & encourage them by providing the right kind of opportunities. 38.6 percent of students said that the teachers were encouraging them fully every time. Whereas, 35.3 percent of students said that encouragement was given by the teachers reasonably.

13. The teachers identify your strengths and encourage you with providing right level of challenges.
241 responses
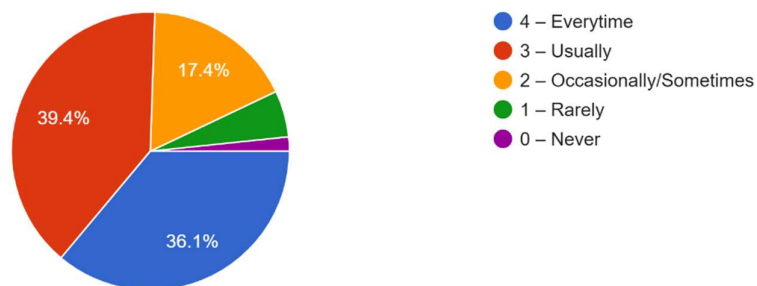
- 4 – Everytime
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

17.4%

39.4%

36.1%

Interpretation:- The question was asked to the students about whether teachers identify their strengths and encourage them by providing the right level of challenge. 36.1 percent of students said that it was done by the teachers every time, whereas 39.4 percent of students said the same was done usually.

14. Teachers are able to identify your weaknesses and help you to overcome them.
241 responses
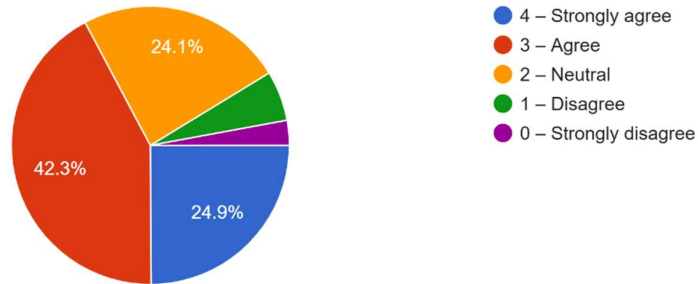
- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

Interpretation:- The question was asked to the students about whether teachers identify their weaknesses and encourage them to overcome them. Most of the students agreed that it was done by the teachers. It shows that the students were satisfied with the practices.

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
238 responses

- 4. Strongly agree
- 3. Agree
- 2. Neutral
- 1. Disagree
- 0. Strongly disagree
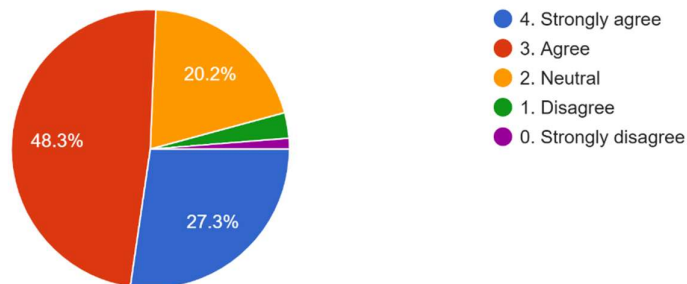
Interpretation:- The question was asked to the students about whether teachers use students centric methods of teaching or not. 48.3% of students agreed and 27.3% of students strongly agreed that teachers have student-centric approach.

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

241 responses

- ● 4. To a great extent
- ● 3. Moderate
- ● 2. Somewhat
- ● 1. Very little
- ● 0. Not at all
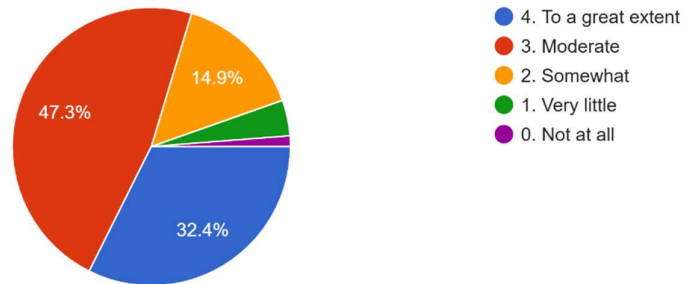
Interpretation: - The question was asked to the students about centric methods, such as experiential learning, participative learning and probl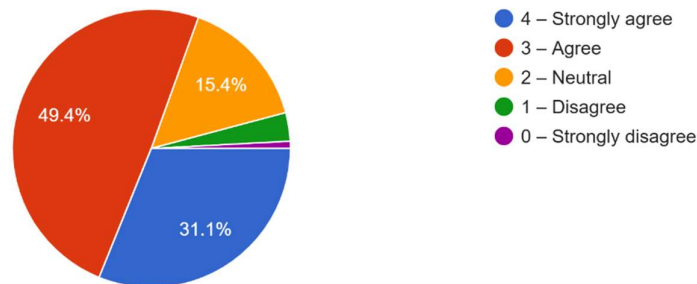em-solving methodologies for enhancing learning experiences. . It shows that the teachers encourage the students to get acquainted with experiential learning, and participative learning.

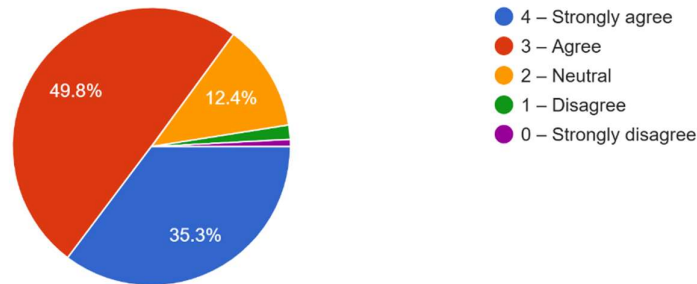17. Teachers encourage you to participate in extracurricular activities.

241 responses

- ● 4 – Strongly agree
- ● 3 – Agree
- ● 2 – Neutral
- ● 1 – Disagree
- ● 0 – Strongly disagree

Interpretation: - The question was asked to the students about whether teachers encourage students to participate in extracurricular activities. It shows that the teachers encourage the students to participate in extracurricular activities.

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

241 responses

- ● 4 – Strongly agree
- ● 3 – Agree
- ● 2 – Neutral
- ● 1 – Disagree
- ● 0 – Strongly disagree

49.8%   12.4%

35.3%

Interpretation: - The question was asked to the students about whether institute/teachers made the efforts to inculcate soft skills, life skills and employability skills to make students ready for the world to work. It shows that students agree with the efforts taken by the institute/teachers to inculcate soft skills, life skills and employability skills to make them ready for the world to work.

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

241 responses

- ● 4 – Above 90%
- ● 3 – 70 – 89%
- ● 2 – 50 – 69%
- ● 1 – 30 – 49%
- ● 0 – Below 29%

17%

38.2%

36.5%
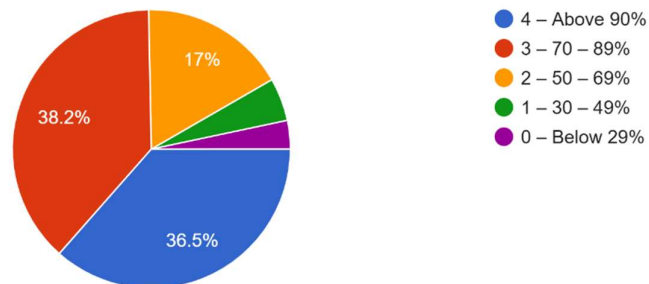
Interpretation: - The question was asked to the students about whether teachers were using ICT tools for teaching or not. 38.2% of students said that it was used by the teachers, 70–89 %. It shows that the teachers were using ICT tools for teaching.

20. The overall quality of teaching-learning process in your institute is very good.
241 responses

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

48.1% 16.2% 32.8%
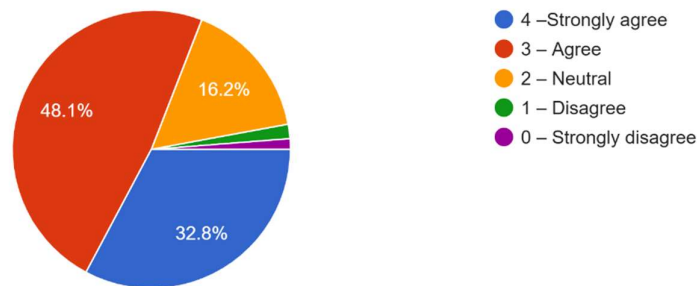
Interpretation: - The question was asked to the students about the overall quality of teaching- learning in this institute. The majority of the students agreed with the quality of teaching- learning in the institute.

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

- Enhance Feedback Mechanisms: Implement regular and anonymous feedback systems for students
- Taking revisions and clear the doubts to all students until they don't understand
- Incorporate Active Learning Strategies Utilize Technology in education
- Work of placement cell can be increased for BBA-CA students.
- Proper planning and execution of exams and evaluation tests need to be improved drastically the year isn't planned in advance and we are told decisions very late and inconsistently and the method of teaching isnt good enough ,
- Hindi is completely irrelevant to the course as a subject and the content is not applicable anywhere in today's day and date it's a waste of a years time on something that isn't applicable at all, feedback isn't taken seriously either on any of the issues when bought up either, I would request this to be taken seriously.
- 1) just they should be informing us when the lectures are cancelled, so that we could use that time or take according decision.
- 2) There should be canteen facility for at least morning batch
- Maximum usage of ICT tools while teaching, which will help the students to understand concepts both while paying attention to the teacher and reading information on projector.
- Fair internal marks , observed that some students have much marks given then they have ever, not attended a single lecture.
- I hope this message finds you well. As many students, including those from outside Maharashtra, may not be well-versed in Marathi, I kindly request that lectures be conducted in English or Hindi.

- Teacher's should take special classes for the students with backlog as they failed to teach and hence students too fail to score better so they should take extra classes for students who really wish to learn that subject and score better and not just scold them for not scoring good
- Providing question banks

MAHARASHTRA EDUCATION SOCIETY'S

GARWARE COLLEGE OF COMMERCE (AUTONOMOUS)

Empowering generations since 1967...

NAAC Re-Accredited 'A' Grade (CGPA 3.45)   Best College Award by Savitribai Phule Pune University

Dr. Kishor S. Desarda Principal	Karve Road, Deccan Gymkhana, Pune - 411004, (India) Phone : Office 020-41038300	Principal : 020-41038301
	E-mail: Office : office.gcc@mespune.in Principal : ksd.gcc@mespune.in	Website : www.gcc.mespune.in
	[Univ. I.D. No.: PU/PN/C/018/(1967)] ● AISHE Code : C - 41864 ● U-DISE Code : 27251401523 ● Jr. College Code : 11.11.002	

Ref. No. :   Date :

Date: 21.12.24

Notice

All Criteria Heads, Team IQAC, and Feedback Committee Team members are expected to join the meeting with Hon. Principal on 24th December at 12.30 PM in the Meeting Room, Main Commerce Building.

Agenda of the meeting

1. Read the feedback analysis of the received data.

2 Write and finalise the Action Taken Report based

Smt. Padma Nene
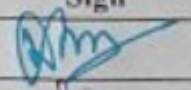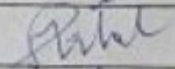Head – Feedback Committee

Dr. Kishor Desarda
Principal
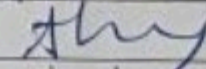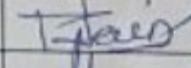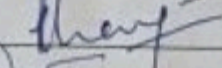
MES Garware College of Commerce, Pune. (Autonomous)
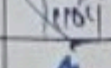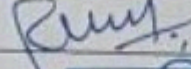## IQAC Meeting

Topic: Student Satisfaction Surve Action taken Report

Day & Date: 24-Dec-2024

Time: 12:30 pm

Venue: Meeting Room.

Sr. No.	Name	Sign
1	Dr. Kishor Desarda	
2	Dr. Smita Wadaskar	
3	Prof. Dr. S. N. Patole	Patole
4	Prof. Dr. Asha Khilau	
5	Priyanka Jain	Jain
6	Dr. Sushmila Nande	
7	Dr. Sandeep Pitrud	
8	JAHAGIRDAR A. D.	
9	Dr. Umesh Bibave	
10	Ghonjadepahil Sudam	
11		
12		
13		
14		
15		
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17		
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20		

A meeting of all criteria heads of IQAC was held on 24th December 2024 at 12 noon.

1. To discuss feedback from stakeholders and about generating action taken report.

Following are the various actions/plans discussed by the IQAC in response to feedback was given by the students through SSS.
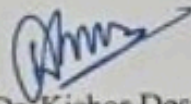
Following are the suggestions given by our students and staff through student satisfaction and Teachers feedback survey 2023-24	Action taken / plan of action	Name of the department
• Proper planning and execution of exams and evaluation tests need to be improved drastically the year isn't planned in advance and we are told decisions very late and inconsistently and the method of teaching isn't good enough, • Fair internal marks, observed that some students have much marks given than they have ever, not attended a single lecture. • Teachers should take special classes for the students with the backlog as they failed to teach and hence students too fail to score better • Taking revisions and clearing the doubts of all students until they don't understand • Providing question banks	➢ For communication with students, the college puts all notices on the official website. Also Telegram group is created for all the exams, and scholarship notices. ➢ College declares yearly exam calendar to students for prior knowledge about tentative exam dates. ➢ Every year all internal marks are displayed in the classroom. Even the mark sheets are uploaded on respective Google Classrooms. ➢ Faculty members of the college take revision lectures after completion of the syllabus. After notification of remedial lectures, faculties conduct remedial lectures for backlog students. ➢ They even conduct tests in between lectures. This test checks the knowledge and conceptual understanding of students. ➢ After completion of the syllabus faculties upload Question bank on respective Google Classroom	Exam Department
• Enhance Feedback Mechanisms: Implement regular and anonymous feedback systems for students • Hindi is completely irrelevant to the course as a subject and	➢ College collects feedback after each event for example Guest lectures, Induction programme, Study tours etc. ➢ The college has implemented the	➢ Commerce Department

the content is not applicable anywhere in today's day and date it's a waste of a years time on something that isn't applicable at all, feedback isn't taken seriously either on any of the issues when bought up either, I would request this to be taken seriously. • There should be canteen facility for at least morning batch • As many students, including those from outside Maharashtra, may not be well-versed in Marathi, I kindly request that lectures be conducted in English or Hindi.	revised directives of the state government regarding NEP 2020, where languages are a part of the credit structure and hence compulsory. ➢ The content of the Hindi curriculum was designed by a subject expert and approved in the languages BOS. However, IQAC shall notify the student's concerns to college authorities. ➢ The college has a spacious canteen on the campus for students. Students can visit the college anytime during working hours of college. However, IQAC shall notify the students concerns to college authorities. ➢ As the College is an English medium College, Faculty members teach in the English language, but sometimes due to the majority of students being from Maharashtra or from a rural area, the local language is used to explain the topic in-depth. However, IQAC shall notify the student's concerns to college authorities and faculty members.	
• Incorporate Active Learning Strategies and Utilize Technology in education • Maximum usage of ICT tools while teaching, which will help the students to understand concepts both while paying attention to the teacher and reading information on the projector.	➢ We the MES Garware College of Commerce are committed to providing quality education, a good infrastructure, and well-equipped IT tools. ➢ The projector is installed in almost all the classrooms. Every year college tries to add more ICT tools. ➢ Our faculties are using it to deliver quality content to students. ➢ The college has already MOU with IIT-Bombay to incorporate active knowledge in the Technology sector.	IT committee
• Work of placement cell can be increased for BBA-CA students.	➢ Each year placement cell organises a Placement fair. Cell always invites IT companies for the best interest of students. ➢ Off-campus Drives conducted for BBA CA students in the year 2023-24. 1) Cognizant Technologies 2) TCS 3) Data Entrega - Data Warehouse automation, Azure SQL, Python. 4) Super Editor 5) Saraswat Bank	Placement Department

	6) Srujan Studios 7)Prefix Solutions 8) Orbittal 9) Appzen	
• Funds raising initiative taken by the College should be well routed through Industry interface meetings and it needs to be channelized through a dedicated committee • I would like GCC to be positioned as a resource hub for the industry for various assignments and Live projects. This would result into Internships and create employment opportunities for the students who are willing. Being Autonomous, we have huge scope to align ourselves towards Industry requirement in all disciplines	➤ IQAC will forward this message to College authorities and Placement Cell to consider this suggestion for more effective connectivity between the college and the industries	College Administration

Prof. Dr. Smita Wadaskar
IQAC Coordinator

Dr. Kishor Desarda
Principal