



NAGPUR SHIKSHAN MANDAL'S

SHRI BINZANI CITY COLLEGE

(S. B. CITY COLLEGE)

RE-ACCREDITED BY NAAC 'B++' (CGPA 2.87)

Near Sakkardara, Umrer Road, Nagpur - 440 024

Tel. : (O) 0712-2745099

• E-mail ID : sbct_1@yahoo.co.in • Website : www.binzanicitycollege.in

- **President**
A. K. GANDHI | 2426883, 6619800
- **Secretary**
DR. HARISH RATHI | 9730037001
- **Principal**
DR. SUJIT G. METRE
9822714241

STUDENTS' FEEDBACK ANALYSIS - (2019 – 20)

The IQAC gathers Feedback from the various stakeholders involved in the Teaching-Learning process. Two questionnaires in the form of Google Forms were shared with the students. One, dealt with the administrative, infrastructure and security issues in and around the Campus and the other dealt with the Teaching-Learning process. The central stakeholder, the students, were encouraged to fill the Feedback Forms in the best possible way.

Link of Questionnaire 1: <https://forms.gle/VGG8yfN14ebxf1V7A> (administrative, infrastructure and security issues)

Link of Questionnaire 2: <https://forms.gle/wui7PxnYgM3wavo87> (Teaching-Learning process)

ANALYSIS:

A) Administrative, infrastructure and security issues

College News:

The first questionnaire dealing with the administrative, infrastructural and security issues had 35 questions. **183** students of UG and PG submitted the Feedback form. Around **90%** of students confirmed that they received information regarding the College during the Student Induction Program and **89%** of students from the College Prospectus. **96.5%** students are desirable of new Certificate courses and around **52%** students want changes in the syllabus. **90.8%** of students get regular information of the various extension activities through their teachers and Whats App notices. Around **77.5%** of students confirm that the College is Plastic free and **81.9%** students are aware of the eco-friendly activities like Tree Plantation conducted in the College.

College Activities:

89.6% students confirmed that the College organizes regular programs on Gender Sensitization, Human Rights, AIDS awareness, Cleanliness Drive, Blood Donation Camps, Medical Camps, and **73.3%** students are aware of the programs of Traffic Rules, Drug Addiction and Self Defense conducted in the College. On an average around **65%** students opined that the College conducts Student Exchange and Faculty Exchange Programs.

Principal and Administrative Staff:

Questions regarding the accessibility of Principal and Administrative Staff were also included in the questionnaire. **92.5%** students confirmed the presence of the Principal in the College and around **87.9%** said that the Principal is accessible while **91.9%** said that the Principal solves the problems faced by the students in a time-bound manner. **87.3%** students said that the office employees behaved properly with them and **73.3%** students said that their work related to scholarship and admission was completed in time.

Library:

Regarding Library and its infrastructure, around **83.2%** students confirmed that they could issue Text books and Reference books easily. **86.5%** could access the books through the Catalogue. **84.3%** were satisfied with the Reading Room facility and around **90.8%** said that the Library Staff behaved properly with them.

Sports:

94.8% students gave the feedback that the College play ground is available to them whenever they want to make use of it while **88.4%** said that they get guidance from the Sports teacher regularly. **78.7%** students confirmed that First Aid facility is also available in the College.

Facility and Infrastructure:

87.9% students say that the Washrooms are cleaned regularly and **83.8%** students say that they get potable water. Around **78.6%** are happy with the Canteen facility while **52.9%** say that the food is healthy. **93.6%** students say that there is sufficient furniture and fans in the classrooms. And **88.4%** say that the classrooms are cleaned regularly.

Security:

Around **83.2%** students say that they feel secure in the College premises.

Suggestions by the Students:

Around **69.39%** students were happy and satisfied with the College and had no suggestions. Few appreciated the Teachers and the Activities conducted throughout the year.

There were a few suggestions of the Students which were taken into cognizance by the authorities. Suggestions pertaining to conduction of Annual Gathering, maintenance of silence in the Library, Cleanliness in the canteen and classrooms, and potable drinking water were taken care of. Few students suggested that the College should provide education like Foreign Universities. Some others wanted more Parent – Teacher interaction and strict action to be taken against students inviting outside students in the College. This would go a long way in maintaining discipline and a good environment in the College.

B) Teaching – Learning Process:

The second questionnaire centered round the **Teaching – Learning process**. Around **788** responses were recorded in the Feedback Form. Each student was asked to fill separate forms for all subjects. Accordingly, the students evaluated the teachers teaching those subjects. Questions regarding the teachers, their command over language, the frequency with which they taught and conducted tests, the relevance and transparency in the TL process were covered in the Feedback.

The options of 'Best' and 'Good' were combined to consider for Feedback.

More than **91.5%** of the students were of the opinion that the Teachers had command over the subject they taught. Around **87%** of students gave the feedback that the teachers conducted the classes regularly, had very good control over the TL process and are skilled in explaining complex concepts in an easy way. More than **88%** of the students rated the teachers as good mentors, encouraging them from time to time. The teachers were accessible and counseled the students to deal with the personal, academic and career related issues. More than **83%** students said that the Teachers helped the students in the academic difficulties by taking extra classes and even encouraged them in extra-curricular reading.

According to **81%** of students, teachers made use of current events, examples and stories to teach them. **85%** of the students said that the teachers motivated them for entering into Higher Learning and **83%** of students said that the teachers made use of discussions, questionnaires and tutorials in the TL process. **83.6%** students said that Class tests were conducted at the end of each unit and the answer sheets were properly evaluated and discussed with them.

Conclusion:

1. More number of Student Exchange and Teacher Exchange Programs must be conducted.
2. Syllabus needs to be updated from time to time. This was duly discussed and conveyed to the Teachers who are members of BoS or are Co-opted members.
3. An effective medium of communication of the various activities to the students should be implemented.
4. Office -related work of the students like Exam Forms, Scholarships should be dealt with on priority basis.
5. Strict check should be conducted to maintain cleanliness in canteen and junk food should be banned from the Canteen.
6. Strict action must be taken against outside students coming in the College. Guards should be asked to verify the I Card of the Students before they enter.

Action Taken Report:

The details of both the Feedback data was analyzed. The following things are decided:

1. The College will enter into more MoUs to facilitate the Student Exchange and Teacher Exchange Programs. The students of the two colleges will be able to use the resources like Library, Sports Ground, Gym, English Language Lab etc. for overall development.

2. It was decided that the notice of all the extra-curricular activities organized in the College would be conveyed to the students through a more dynamic method. The notice would be displayed on the Website to reach to larger audience. The notice would also be sent to the Whats App groups of the students multiple times to ensure their participation.

3. The Administrative staff of the College was sensitized to give priority to students' requirements regarding Exam forms, Scholarship etc. The IQAC is planning to conduct a Short Term Training Program for the Administrative Staff soon to update their technical knowledge and communication skills.

4. Taking into consideration the Students demand, the College has conveyed to the Canteen Incharge to ban Junk Food from the Canteen and provide potable water.

5. More number of guards have been appointed to check the entry into the College premises. Register is maintained at the entry point. I-cards of the students are strictly checked. The second entry point is closed for security purposes.

Overall, the above analysis helps us to conclude that the ultimate stakeholder of any TL process, the students, are satisfied with the TL process.



Dr Sujit Metre
Principal





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TEACHERS' FEEDBACK ANALYSIS 2019-20:

The IQAC sought the Feedback of the Teachers for the academic session 2019 – 20 as the Teacher is one of the important stakeholders of the Teaching-Learning process.

Link of the Teachers' Feedback Form: <https://forms.gle/1wcmi1SXp8NACfaf6>

The following teachers submitted their responses:

Dr Sadanand Dhakite	Mrs Sangita G. Somwanshi
Dr. Rajesh Alone	Ms Amrapali Dipak Modak
Dr. A. M. Shende	Dr. Pallavi Rajankar
Dr. Narendra Vasant Raghatate	Dr. Alka Sanjay Kolhe
Dr. Pranjali Kane	Dr Sudha jangid
Dr Sandip Tundurwar	Dr. Vaishali Sushrut Panhekar
Dr. Narendra Ishwar Gharat	Dr. Archana WamanraoAnturkar
Dr. Sanjay R Choudhari	Dr Priyanka Dubey Pandit
Dr. Rajendra Naikwade	Mr Lovekumar C Harami
Dr. Swati Bhoyar	Dr Rayan T Mahajan
Mr Ritesh Agrawal	Mr Kishor Namdeo Naitam
Mrs Priti sahu	Mr Bhaskar Subhashrao Waghale
Mrs. Mona Chandak	Ms Farha parveen mohd yusuf
Ms Punam W. Bangde	Mrs Rajashree meshram
Mrs Harsha Wasudeo Borghare	Dr. Damayanti Ramrao Mate

Around 30% were Permanent Teachers, 30% Adhoc Faculty, 26.7% were CHBs approved by the University and 13.3% were Contributory teachers.

ANALYSIS:

1. Around 86.7% Teachers said that they experience job satisfaction and 13.3% said that they experience job satisfaction partly.
2. 90% teachers receive recognition for their achievements by the College and 6.7% partly receive recognition.
3. 96.7% teachers feel safe in the College.
4. 93.3% teachers have never forwarded any complaint regarding safety or unavailability of resources or wrong behaviour to the authorities. Out of the remaining, 10% teachers' complaint were addressed by the authorities.

5. Teachers gave suggestions regarding classroom and departmental infrastructure.

- a. Projectors, Video screen & Whiteboards

- b. Classroom should be little bit modern..
- c. Classrooms should have proper fan, light facilities, new furniture
- d. More number of Classrooms are required
- e. Ambience should be improved
- f. Internet facility
- g. Rack for keeping books and sanitizer stand
- h. Separate cubicle for each department
- I. Running track for ground and latest equipment in gymnasium

6. Teachers gave suggestions regarding Water, Washrooms and Sanitation:

- a. Separate entrance for Ladies Staff Washroom and Girls Washrooms
- b. Hygiene should be maintained and washrooms should be cleaned twice a day.
- c. Washroom is required in the Library block
- d. Arrangement of Soaps and Sanitizers near the Washrooms
- e. Dedicated Washroom for Divyangjan
- f. Fresh drinking water in the staffroom and another on the first floor

7. Parking and other facilities:

- a. Covered parking for two wheelers
- b. Plant trees for shed in parking
- c. Dedicated Parking space for four wheelers

8. Area of Library infrastructure:

- a. Separate reading room for teachers.
- b. Books for vocational studies should be made available.
- c. Reading room should have more computers with internet facility for teachers and students.

9. Sports and Health department:

- a. Primary health care should be made available.
- b. Gymnasium should be developed, basketball should be made and track should be developed.
- c. Students and Teachers should be encouraged to use gymnasium regularly.

- 10. 86.7% Teachers get enough opportunities to express themselves regarding college activities.
- 11. 26 teachers said that they get financial assistance for conducting programs, 15 teachers for attending seminars, conferences, 17 for departmental development, 20 for industrial visits, 17 for Study Tours.
- 12. 43.3% teachers know about the Welfare schemes provided by the College, while
- 13. 70% Teachers do not experience problem in getting their Duty Leaves sanctioned to attend Faculty Development Programs, Refresher, Orientation, STTP, Conferences, and 13.3% partly experience problems.

14. Teachers said they have easy access to the following:

	No of teachers
Service Book	– 14
Salary Register	– 14
DCPS/GPS	– 10
Form 16 records	– 13

15. Around 25 teachers said there is coordination and transparency in the working of the College Development Committee, 27 in the IQAC and 28 in the College Council.

16. Teachers receive cooperation from the following stakeholders:

- a. Management – 23
- b. Principal – 30
- c. Head of Department – 26
- d. Co-teachers – 29
- e. Administrative Staff – 29
- f. Supporting Staff – 30
- g. Parents – 22
- h. Alumni – 21



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ALUMNI FEEDBACK ANALYSIS 2019-20:

The College runs under the aegis of Nagpur Shikshan Mandal. It is a 90 year old Institution with thousands of Alumni placed at good places. The College has a registered Alumni Association. The College has collected the Feedback of the Alumni. Around **58** Alumni registered their Feedback in the academic year 2019-20. Around **69%** alumni did their PG from the Institute, **29.3%** did their UG and **1.7%** Ph.D. **41.4%** of the Alumni who have given their feedback have registered in the Association while **58.6%** are yet to register formally. Majority of the Alumni shared their most memorable incident of College life.

Link of the Alumni Feedback Form: <https://forms.gle/khjVn6rQkXJH8ZEg8>

Following are the findings:

- 69%** of the Alumni responded that they got a chance to participate in extension, extra-curricular and co-curricular activities organized in the college during their tenure.
- 100%** of the Alumni said that the teaching staff extended co-operation to them during the period of their study in the college and **96.6%** said that the Non-teaching staff also cooperated with them.
- The following number of Alumni shared the opinion that during their tenure they got the following facilities:

Facilities	No. of Students	Percentage
a. Potable Water	– 52	89.65%
b. Washrooms	– 52	89.65%
c. Common Rooms	– 37	63.79%
d. Canteen	– 25	43%
e. Library	– 27	46.55%
f. Playground	– 26	44.82%
g. Parking	– 24	41.37%
h. Classrooms	- 23	39.65%

4. **70.7%** Alumni received guidance from Career Counseling and Placement Cell of the College for advancement in their career and Higher Education. **48.3%** were satisfied with the opportunities they received from the Cell while **13.8%** were partly satisfied.

5. **63.8%** Alumni were satisfied by the guidance they received from Career Counseling and Placement Cell of the College for advancement in career and Higher Education while **22.4%** were partly satisfied.

6. **43%** Alumni shared that they received Awards, accolades, appreciation for their performance in their jobs.

7. **82.8%** Alumni are interested in delivering Guest lecture, Special talks, Motivational Sessions or conduct Placement related activities for the present students of the College.

8. Suggestions given by Alumni:

- a. The college should be Wifi enabled.
- b. Development of Library and playground.
- c. New Certificate Courses catering to professional development should be introduced. Professional training courses should be introduced.
- d. More Guest lectures by Experts from various fields should be arranged in the College.
- e. Teachers should give more information to the students about employment along with subject-knowledge. They should also inform students regarding various types of scholarships etc. There is a need to aware students regarding their career goals and required training. More number of Companies should be called for Placements.
- f. Rules for cash counter must be set.
- g. The Research center is good. More conference and research related activities should be conducted
- h. Lack of rooms for M.Com classes in the morning batch.
- I. Every student should get the opportunity to express himself or herself. It will help to develop their personality
- j. Permanent faculty for B.Com and BBA
- k. College Canteen should be updated
- l. More number of sessions on Personality Development and Communication Skills should be organized. Guidance should be given to students to prepare themselves for joining Forces.
- m. Exam related notifications should be mailed or texted to the students.
- n. More number of washrooms should be there. Washrooms should be cleaned regularly.

ACTION TAKEN REPORT:

1. The College Campus has been Wifi enabled since two years to provide internet access in every corner of the Institution.
2. Canteen has been updated by housing it in a building instead of the makeshift arrangement.
3. More number of text books and reference books have been included in the Library. A reading room has also been allotted for Research purposes.
4. The playground has been maintained properly with members from Society benefiting by it.
5. Separate parking arrangement has been made for Cycles, Two Wheelers and Four Wheelers.
6. Classrooms have enough infrastructural material to make the rooms comfortable.
7. Certificate Course in 'Corporate Readiness', 'Tally' and 'Web Designing and E-Commerce' were conducted in the College.
8. Guest Lectures are regularly conducted in the College. Lectures were organized on the occasions
9. The duration of Cash Counter was increased to accommodate majority of the students. Initially the counter used to operate for three hours. It was increased to four hours.
10. Regarding lack of classroom for M.Com class: The College had allotted four rooms to the adjacent S MM College of Science which is a sister concern as their building was under construction. This was for a brief period of time.
11. The College endeavours to develop the personality of the students by giving them opportunities to express themselves through participation in Inter-Collegiate Competitions and Intra-Collegiate Competitions. They also get a chance to perform during the 7-day NSS Residential Camp, Bhartiya Chhatra Sansad, other extra-curricular activities, Versatile Debate Club, Marathi Abhyas Mandal, English Literary Association activities, Study Tours, Industrial Visits and University 'Yuvarang'.
12. The proposal to address the issue of permanent faculty for non-aided courses like B.Com and BCCA was put in front of the Management.
13. The proposal for more girls washrooms (including for Divyangjan) was put in front of the Management.



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PARENTS FEEDBACK ANALYSIS 2019-20:

The College has a Parents – Teachers Association. Parents' Feedback is solicited as the College believes that the Parents are equally involved in the Teaching Learning process. The Association meets annually and the interaction of the Parents, Teachers and the Students helps the College to appraise itself. This year the Pandemic has forced the Incharge Teachers to prepare a Questionnaire and ask for the Feedback virtually through Google Form.

Link for Parents' Feedback: <https://forms.gle/yzgtzcVqS3zQspNL6>

ANALYSIS:

The College received around **215** Responses. Around **62.8%** were UG students and **37.2%** were PG students. The result is calculated by combining the two options of 'strongly agree' and 'agree' to the questions asked. These are the observations:

1. In this regard, around **89%** of Parents have agreed that their ward has become more knowledgeable after completion of the course, **89.7%** agree that their wards know the latest developments in their chosen fields, **89.3%** feel that their ward has become more practical in solving issues and **89.3%** recorded that their wards have become more creative after completion of the course.

2. **88.8%** of Parents agree that their wards have become self learners and are in the process of understanding their capabilities.

3. **87%** Parents have observed that their wards mingle with their Peer group and are able to communicate with others in a better way. Their actions are more ethical after completion of the year and the wards are also concerned about their contribution to society.

4. **96.3%** of the Parents think that their wards are safe in the College.

5. **93%** Parents are satisfied with the College as a Learning Center for their ward.

6. **67.4%** Parents think that the College provides adequate infrastructural facilities while **27.9%** partly agree with it.

7. Questions were asked about whether the Parents have received complaints from their wards regarding the following:

	No. of Parents' response	Percentage
a. Teachers	40	18.60%
b. Administrative Staff	58	26.97%
c. Security Guards	40	18.6%
d. Library	36	16.74%
e. Infrastructure	30	13.95%

f. Canteen	49	22.79%
g. Curricular Activities	25	11.62%
h. Co-curricular / Extra-curricular activities	43	20%

Comparatively, the Parents received more comments from their wards about Administrative Staff, Canteen and the Co-curricular and Extra-curricular activities.

Action Taken Report:

The above observations were considered by the Principal, Vice Principal and the Incharges of the Parents-Teachers Association. Accordingly, the Administrative Staff were notified and counseled to interact with the students in a more cordial way. The administrative staff was told that the Students’ problems regarding their admission, Fees deposit, scholarship, Exam forms and other requirements should be dealt as top priority.

The Teaching Staff was also informed about the grievances of the students regarding academic issues. The Class Mentors were asked to look into the matter.

The Security Guards were asked to check the I Cards of all the students regularly and maintain a register of the same. They were also counseled to interact with the students politely.

The issue of Canteen cleanliness, availability of clean drinking water and hygienic food was taken up seriously. The Canteen manager was informed of the same.

The College regularly holds Co-curricular and Extra Curricular activities. It was observed that the students of all the faculties were not informed of the programs. It was decided that a more comprehensive and inclusive approach would be adopted by all the HoDs and concerned Incharges of the Cells and Committees to notify the students about the programs.

Dr Sujit Metre
Principal

