

MALINI KISHORE SANGHVI COLLEGE OF
COMMERCE AND ECONOMICS
VILE PARLE (W), MUMBAI-400049

Faculty Appraisal Through Students' Feedback Report

2017-1018

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“If you value it, measure it”.

Jack Welch C.E.O. (General electric)

- **Introduction**
- **Objectives**
- **Methodology**
- **Observations**

Introduction: Student's aspirations and goals change in a fast-changing world. That system of higher education, which is ready to honour them and shape its curricular and administrative performance accordingly, will only remain relevant. Students are the most important stakeholders of higher education systems. The interest and participation of students at all levels, both in, internal quality assurance and in, external quality assurance has to play a central role. As experts put it, higher education is foremost about the enhancement and empowerment of students as participants in a process of learning. Even more so, higher education is about participation in a process of learning for transformation. Any Higher Education Institution needs to ensure that students have a voice in various decision making processes, formulating learning and teaching practices and that views of students are to be considered as the primary evidence on which the quality of teaching is evaluated.

Objectives: The student feedback is basically about institutional practices, processes and framework that take into account concern for the quality of the education they receive. Keeping above in mind following objectives were set.

- To help the teachers to modify and improve their teaching methodologies,
- To provide the students a greater role in the teaching-learning process,
- To develop a sense of greater responsibility and belonging to the institution among the students,
- To open a transparent communication channel between the student and the teacher, and
- To maintain the functioning of teaching-learning process in the best possible way.

Methodology: Now it has become the 'system' in our college to take the feedback of students. This is the seventh year of this process. Part A of the questionnaire (as given in NAAC handbook) form consists of questions related to quality of the syllabus and it's important in real life. This is more appropriate at university level survey. Further from the past years feedback results; we realized that there is not much opinion and information which can be used for progress of students and college. Hence after consulting our Vice-Principal Prof. Rajesh Dharavat and Principal Dr (Mrs.) Krushna Gandhi, part-A of questionnaire was modified to include questions related to our college. We have tried to gain some information about the perception and thought of students about the college. The population of study was all regular students studying at Malini Kishor Sanghvi College of Commerce and Economics. Since the number of students was large, it was decided to do sample survey. As the complete list of students was available for every class and every division, simple random sampling technique was used to select sample. To have a fair representation, sample size of approximately 25% of every class and every division where number of students were 120 and 30 % of every class where number of students were 60, was decided to be taken. The questionnaire form consists of two part viz. part A, as opinion about college and part B, as opinion about lecturer's teaching in the class (ANNEXURE-II). In part A, students were asked to grade the college on seven parameters, on a ten point scale. In part B, students were asked to rate teachers of their concerned course on nine parameters and also on overall rating on a ten point scale. To have an idea about the understanding of the questionnaire among students, a pilot study was done. It was observed that students had no difficulty in understanding and responding to the questionnaire.

For actual survey, students were informed about this system at beginning through adequate notice and they were encouraged to give their honest responses. In order to build confidence and to maintain confidentiality of

students identity, personal identification like name, roll number were not required to be written on the questionnaire. The person in charge of the class was given package containing questionnaire and roll number of students from whom response was to be taken. They were again informed to fill the questionnaire without fear or prejudice. Data entry was done in MS Excel (version 2007, Microsoft Corporation Ltd.) and analysis was done using statistical software Minitab (version 17). In report of each course and each teacher, box and whisker plot is plotted and average rating was given by boys, by girls and overall for every parameter. Teachers raking and highest and least average rating for each parameter is given. All teachers were given their respective 'students feedback report' and acknowledgement was taken (ANNEXURE-I).The complete report was submitted to principal.

Observations: All teachers cooperated in entire process of feedback. Student expressed happiness that they were given an opportunity to voice their views without any fear and prejudice. The feedback system has opened and strengthened a transparent communication channel between student and teachers. No major obstacle was faced.

“A number speaks for thousand words”.
&
“A graph speaks for thousand numbers”.

Analysis

- **Teachers**

Analysis of teachers: As given in National Assessment and Accreditation Council manual, following nine **attributes** and overall rating was considered for survey and analysis.

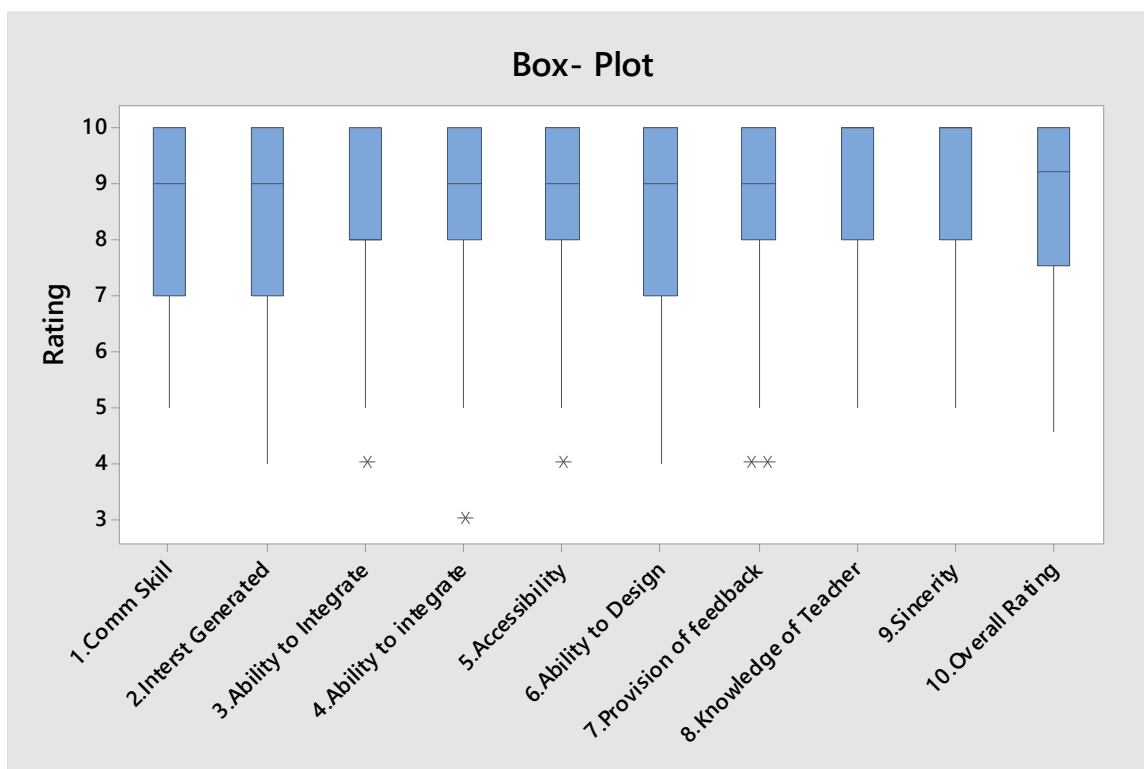
1. Communication Skills (in terms of articulation and comprehensibility).
2. Interest generated by the teacher.
3. Ability to integrate course material with environment / other issues to provide a broader perspective.
4. Ability to integrate across the courses / draw upon other courses.
5. Accessibility of the teacher in and out of the class (includes availability of the teacher to motivate outside class discussion).
6. Ability to design quizzes/exams/assignment/projects to test understanding of the course.
7. Provision of sufficient timely feedback.
8. Knowledge base of the teacher (as perceived by you).
9. Sincerity / Commitment of the teacher.
10. Overall rating.

While analyzing individual Professor:

1. Box-whisker plot is drawn
2. Average rating is given for each attribute by students
3. Average rating (**AR**) is given for each attribute by all students taken together
4. Highest(**HAR**) / Average(**AAR**) /Lowest (**LAA**) of average rating of all the teachers given by students among the 28 Professor (So that individual Professor can assess his/her rating among the best, average and not so best)
5. Position (Rank) of individual Professor of his rating among the 33 Professor in descending order i.e. 1 is highest average rating achieved and 28 is least average rating achieved

We have avoided writing any observation because we believe teachers are the best judge of the information and they will do their best to achieve the highest possible rating.

Name : Prof. Sampurnanand Varma
 Department : Mathematics & Statistics
 No. of response: 67

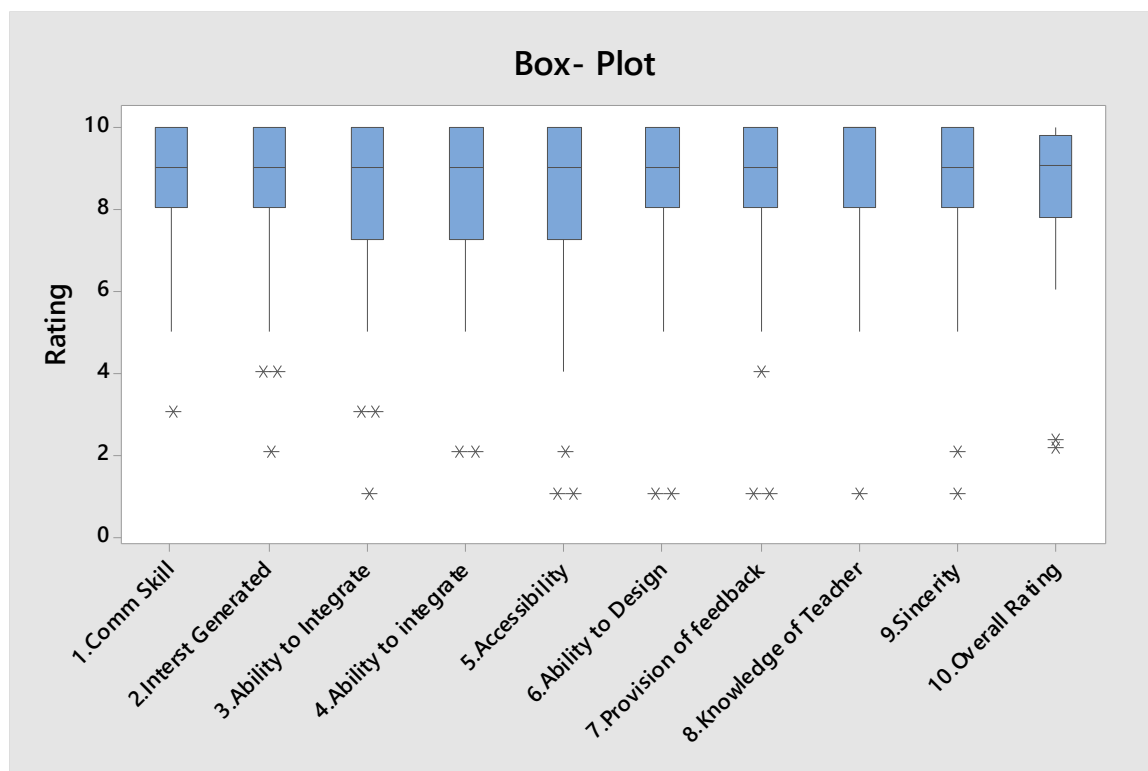


Attribute No	1	2	3	4	5	6	7	8	9	10
Average rating	8.61	8.26	8.39	8.39	8.48	8.43	8.61	8.87	8.70	8.53
HAR	9.53	9.28	9.50	9.50	9.06	9.06	9.25	9.75	9.75	9.10
AAR	8.29	8.06	7.93	7.79	7.93	7.87	7.94	8.43	8.41	8.06
LAR	6.26	5.62	5.70	6.12	5.23	5.23	5.78	6.06	6.00	5.77
Position (Rank)	8	9	7	7	5	5	6	8	9	8

Name : Prof. (Dr.) Sujata Dhopte

Department : Economics

No. of response: 68



Attribute No	1	2	3	4	5	6	7	8	9	10
Average rating	8.74	8.63	8.41	8.50	8.28	8.53	8.46	8.93	8.68	8.54
HAR	9.53	9.28	9.50	9.50	9.06	9.06	9.25	9.75	9.75	9.10
AAR	8.29	8.06	7.93	7.79	7.93	7.87	7.94	8.43	8.41	8.06
LAR	6.26	5.62	5.70	6.12	5.23	5.23	5.78	6.06	6.00	5.77
Position (Rank)	7	6	5	3	9	9	5	6	8	7

Executive summary

Average rating of parameters (Attribute) of individual of professor.

Sr. No.	Name of Prof.	Attribute No.									
		1	2	3	4	5	6	7	8	9	10
1		9.50	8.25	9.50	9.50	7.75	7.75	9.25	9.75	9.75	9.00
2		8.48	8.26	8.31	8.16	8.38	8.05	8.28	8.70	8.66	8.36
3		8.15	7.72	7.70	7.27	7.79	7.55	7.68	8.33	8.37	7.84
4		7.92	7.66	7.77	7.50	7.65	7.15	7.47	8.06	8.11	7.70
5		9.11	8.95	8.66	8.67	8.84	8.36	8.68	8.96	8.95	8.79
6		7.51	7.14	7.02	7.02	7.02	6.98	7.02	7.68	7.77	7.24
7		8.85	8.74	8.56	8.65	8.37	8.65	8.62	8.98	8.76	8.68
8		9.53	9.12	8.53	8.59	8.71	8.24	8.53	9.06	9.35	8.85
9		8.71	8.38	8.43	8.33	8.52	8.57	8.62	8.81	8.71	8.57
10		8.33	7.67	8.28	8.11	7.94	7.50	8.50	8.56	8.89	8.20
11		8.56	8.46	8.06	7.86	8.08	7.70	8.13	8.64	8.46	8.21
12		9.19	8.94	8.38	8.38	9.06	9.13	8.94	9.31	9.19	8.94
13		6.91	6.59	6.79	6.59	6.71	6.42	6.66	7.91	7.79	6.90
14		8.33	8.12	7.95	7.70	7.78	7.73	7.97	8.37	8.28	8.03
15		8.43	8.43	8.00	8.00	8.21	8.36	8.43	8.07	7.86	8.20
16		8.29	7.82	7.59	6.94	6.88	6.88	7.65	8.12	8.06	7.58
17		8.26	8.00	7.84	7.68	8.11	7.47	7.68	8.47	8.63	8.02
18		8.38	8.07	8.00	7.91	8.11	7.90	8.14	8.49	8.54	8.17
19		8.26	7.87	8.04	7.96	8.00	8.02	8.09	8.56	8.15	8.10
20		9.28	9.28	9.09	8.61	9.00	9.07	8.95	9.32	9.32	9.10
21		6.26	5.62	5.70	6.12	5.23	5.28	5.78	6.06	6.00	5.77
22		7.92	7.44	7.32	7.17	7.37	7.53	7.18	7.76	7.98	7.52
23		8.33	8.20	7.75	7.58	8.12	7.49	8.02	8.23	8.52	8.03
24		7.53	7.35	7.27	6.96	7.51	6.95	6.87	7.69	7.94	7.34
25		8.03	8.18	7.92	7.86	8.50	8.18	8.21	7.89	8.24	8.12
26		9.06	9.00	8.73	8.27	8.40	8.42	8.60	9.06	8.83	8.71
27		7.76	7.70	7.47	7.58	7.89	7.96	7.76	8.04	8.58	7.85
28		7.43	7.19	6.86	7.00	6.95	7.00	7.33	7.43	8.00	7.24

Ranking of individual Professors with respect to different parameters
(Attribute)

Sr. No.	Name of Prof.	Attribute No.									
		1	2	3	4	5	6	7	8	9	10
1		2	11	1	1	20	20	1	1	1	2
2		10	10	9	9	8	8	11	9	10	9
3		19	19	20	21	18	18	20	16	16	20
4		22	22	18	20	21	21	22	20	20	21
5		5	4	4	2	3	3	4	7	5	5
6		25	26	25	23	24	24	25	26	27	26
7		7	6	5	3	9	9	5	6	8	7
8		1	2	6	5	4	4	8	4	2	4
9		8	9	7	7	5	5	6	8	9	8
10		13	21	10	10	16	16	9	11	6	12
11		9	7	11	15	14	14	14	10	15	10
12		4	5	8	6	1	1	3	3	4	3
13		27	27	27	27	27	27	27	22	26	27
14		14	14	15	16	19	19	17	15	17	17
15		11	8	13	11	10	10	10	19	25	11
16		16	18	21	26	26	26	21	18	21	22
17		17	16	17	17	13	13	19	14	11	18
18		12	15	14	13	12	12	13	13	13	13
19		18	17	12	12	15	15	15	12	19	15
20		3	1	2	4	2	2	2	2	3	1
21		28	28	28	28	28	28	28	28	28	28
22		21	23	23	22	23	23	24	24	23	23
23		15	12	19	18	11	11	16	17	14	16
24		24	24	24	25	22	22	26	25	24	24
25		20	13	16	14	6	6	12	23	18	14
26		6	3	3	8	7	7	7	5	7	6
27		23	20	22	19	17	17	18	21	12	19
28		26	25	26	24	25	25	23	27	22	25

Rating of Visiting Professor.

Attribute No.										
Name of Prof.	1	2	3	4	5	6	7	8	9	10
<i>Highest Average Rating</i>	9.53	9.28	9.5	9.5	9.06	9.06	9.25	9.75	9.75	9.1
	9.82	9.50	9.14	8.95	8.68	9.05	9.05	9.36	9.55	9.23
	9.13	9.27	8.87	8.93	9.00	9.33	9.27	9.33	9.33	9.16
	9.30	9.10	9.10	8.70	8.80	8.80	9.20	9.50	9.40	9.10
	10.00	9.25	8.25	8.75	8.50	8.25	9.00	10.00	9.50	9.06
	9.19	9.31	9.06	8.88	8.56	9.19	8.50	9.13	9.50	9.03
	9.63	8.92	8.96	8.38	8.71	8.67	9.04	9.17	9.29	8.97
	8.62	8.85	9.00	8.92	8.69	8.46	9.08	9.23	9.38	8.91
	8.78	9.13	9.00	8.68	8.78	8.48	8.87	9.04	8.95	8.86
	8.92	8.75	8.83	8.63	8.67	8.67	8.67	9.42	8.79	8.81
	9.33	9.00	8.67	8.00	7.33	9.67	9.33	9.00	8.00	8.70
	8.79	8.45	8.45	8.17	7.72	8.41	8.41	9.21	9.32	8.55
	8.59	8.04	7.67	7.78	8.19	8.48	8.15	9.19	8.78	8.32
	7.11	7.42	7.26	6.89	7.61	7.11	7.00	7.89	7.95	7.37
	7.71	7.36	7.29	6.93	6.86	6.79	6.62	7.93	8.00	7.27
	6.71	7.29	7.17	7.23	7.21	6.88	7.25	7.58	7.96	7.24
	7.61	7.06	7.26	6.77	6.94	6.90	6.52	7.87	7.58	7.17
	6.78	6.78	7.22	7.22	6.67	6.56	7.33	7.89	7.89	7.15
	8.33	6.33	6.33	5.33	6.33	5.00	6.00	9.67	9.67	7.00
	6.18	5.36	5.18	5.64	5.91	5.73	6.55	6.64	7.00	6.02
	6.24	5.00	5.24	5.19	5.40	5.95	5.76	6.57	6.57	5.75
	6.57	5.93	5.64	5.29	4.14	6.36	5.07	6.64	5.57	5.69
<i>Lowest Average Rating</i>	6.26	5.62	5.7	6.12	5.23	5.23	5.78	6.06	6	5.77

ANNEXURE

ANNEXURE-I

Acknowledgment of teachers of receipt of feedback report:

SR. NO.	Name of teachers	Signature
1	Prof. Rajesh Dharawat	
2	Prof. Reshmi Achyuthan	
3	Prof. Amita Johnson	
4	Prof. Hemanshu Thakkar	
5	Prof. Sneha Vaidya	
6	Prof. Bharat Gupta	
7	Prof. Sampurnanand Varma	
8	Prof. Abhilasha Gupta	
9	Prof. Rajiv Karnik	
10	Prof. Dhimant Kapadia	
11	Prof. Sudha Shukla	
12	Prof. (Dr.)Sujata Dhopte	
13	Prof. Archana Singh	
14	Prof. Nilesh Rathod	
15	Prof. Nehal Maniyar	
16	Prof. Vijay Savakare	

SR. NO.	Name of teachers	Signature
17	Prof. Himanshu Jani	
18	Prof. Thomas F. Martins	
19	Prof. Neha Arun Mehta	
20	Prof. Sandipa Chatterjee	
21	Prof. Shilpa Soni	
22	Prof. Pragya Jain	
23	Prof. Jasleen Kaur Bhaad	
24	Prof. Sudhakar Vishvakarma	
25	Prof. Monika Bhoir	
26	Prof. Jinkal Chheda	
27	Prof. Jashmin Shaikh	
28	Prof. Kinjal Goswami	

ANNEXURE-II (Feedback Form)

Malini Kishor Sanghvi College of Commerce & Economics
J.V.P.D. SCHEME, MUMBAI-400049

Dear students

"Quality" is the only quality, which can take any organization to the path of growth. But for furthering the "quality", one must have mechanism to measure it, as high-profile corporate leader and C.E.O. of G.E., Jack Welch has said "If you value it, measure it". To measure the "quality" of an academic institution like ours, who else other than students, whose opinion is more important?

As part of furthering the "quality" of our college, we are conducting this opinion survey. The questionnaire form consists of two part viz. part A as opinion about institutional services and part B as opinion about lecturer's teaching. **Kindly fill the questionnaire form with utmost sincerity and your unbiased opinion.** Your cooperation will go a long way in improving the "quality" of education of the college in particular and the status of higher education in general.

Thanking you

COURSE :

SEM / year :

GENDER :

% of marks Obtained in XIIth STD:

Malini Kishor Sanghvi College of Commerce & Economics

Questionnaire – PART: A

Student Feedback on Institutional Services (OCT – 2016)

Please rate the services on the following attributes using the 10 point scale shown:

10	9	8	7	6	5	4	3	2	1
↓									↓
Very Good									Very Poor

1. Over all teaching and learning services (Quality of teachers, regularity of lectures, tutorials etc.)	
2. Library services (Prompt issue of Books, Behavior of Library staff, etc.)	
3. Administrative services (Prompt issue of railway concession forms, response from college office etc.)	
4. Physical infrastructure (e.g. overall class-room drinking water, urinal, etc.)	
5. Extracurricular activity (Sports, cultural activities)	
6. Safety and security	
7. Over all academic environment	

Malini Kishor Sanghvi College of Commerce & Economics

Questionnaire – PART: B

Student Feedback on Teachers (OCT. – 2016)

Rate the teacher on the following attributes, using the 10 point scale shown below

	10	9	8	7	6	5	4	3	2	1
	↓								↓	
	Very Good								Very Poor	

Name of the Teacher:	Subject:
Attributes	Rating
1. Communication Skills (in terms of articulation and comprehensibility)	
2. Interest generated by the teacher	
3. Ability to integrate course material with environment / other issues to provide a broader perspective	
4. Ability to integrate across the courses / draw upon other courses	
5. Accessibility of the teacher in and out of the class (includes availability of the teacher to motivate outside class discussion)	
6. Ability to design quizzes/exams/assignment/projects to test understanding of the course	
7. Provision of sufficient timely feedback	
8. Knowledge base of the teacher (as perceived by you)	
9. Sincerity / Commitment of the teacher	