



**S.P. Mandali's
R.A. Podar College of Commerce & Economics (Autonomous)**

Student Satisfaction Index Report

2020-21

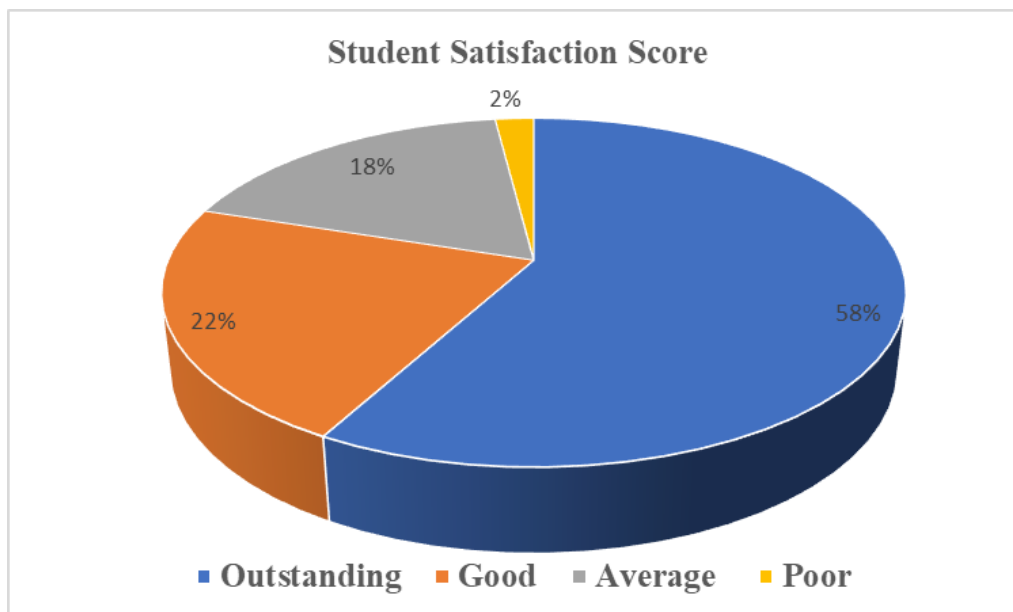
The SSI is developed to measure the satisfaction of students in terms of different aspects such as image of the college, expectations, perceived quality, perceived value, and loyalty.

Framework and methodology:

The SSI is conducted through a questionnaire based survey through google forms and responded anonymously by students of both B.Com and B.M.S. programme. The index is based on a 10 point score (Minimum-0 and Maximum-9)

Year	2020-21
Median Score	8.1
SD	1.4
Max Score	10
Min Score	2

Satisfaction score distribution for 2020-21



The mean percentile score of the individual parameters for 2020-21

Particulars	Mean Percentile Score
Quality of online teaching	89%
Quality of online classroom platform : MS Teams	85%
Overall quality of the orientation programme provided when you were a new student	90%
Overall quality of your organised extra curricular experiences (student forums, involved in organising cultural or social activities)	87%
Extent to which faculty included diversity/multicultural/international resources in their class presentation, assignments or discussion	80%
Opportunity to discuss with faculty outside of online classroom hours	82%
If (used online Counsellor service) once or more, how satisfied are you?	88%
If (used online College documents like bonafide certificate, transcripts, LOR service) once or more, how satisfied are you?	76%

Report prepared by IQAC, RAPCCE (Autonomous)
