



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

**Student Satisfaction Index Report**

**2019-20**

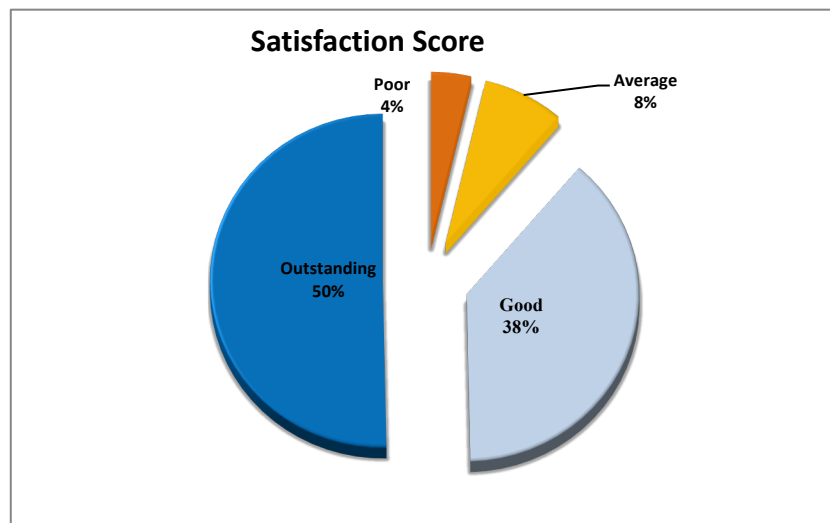
The SSI is developed to measure the satisfaction of students in terms of different aspects such as image of the college, expectations, perceived quality, perceived value, and loyalty.

**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	2019-20
Median Score	7.5
SD	1.5
Max Score	9
Min Score	2

**Satisfaction score distribution for 2019-20**



**The mean percentile score of the individual parameters for 2019-20**

<b>Particulars</b>	<b>Mean Percentile Score</b>
Overall quality of the safety and security at college	86%
Overall quality of your organised extra curricular experiences (student forums, sports, involved in organising cultural or social activities)	83%
Overall quality of the orientation programme provided when you were a new student	74%
Quality of teaching	69%
Quality of classroom/lab facilities	73%
Extent to which faculty included diversity/multicultural/international resources in their class presentation, assignments or discussion?	68%
Opportunity to meet with faculty outside of classroom	75%
If (used Students Resource Centre) once or more, how satisfied are you?	71%
If (used Counsellor service) once or more, how satisfied are you?	82%
If (used Library services) once or more, how satisfied are you?	88%
If (used Railway Concession service) once or more, how satisfied are you?	63%
If (used Bonafide certificate service) once or more, how satisfied are you?	74%
If (used College Gymkhana) once or more, how satisfied are you?	71%

**Report prepared by IQAC, RAPCCE (Autonomous)**

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