



LALA LAJPATRAI COLLEGE OF COMMERCE & ECONOMICS

Accredited 'A' Grade by NAAC

Lala Lajpatrai Marg, Mahalaxmi, Mumbai – 400034. Tel. No. 23548240/ 23548241 Fax: 23532896

E-mail: lcolcom@mtnl.in | principal.llc@gmail.com | website: www.lalacollege.edu.in

“Report on Feedback for A.Y. 2019-2020”

The College seeks feedback from various stakeholders using two types of questionnaires as suggested by NAAC as under:

- (a) Questionnaire 1: Syllabus and Course Content.
- (b) Questionnaire 2: Teachers' Quality.

Until the year 2018-19, the feedback used to be taken manually. However, the process used to be time-consuming and used to involve the use of lots of paper. Therefore, from the year 2019-2020, the College started the system of seeking online feedback using Google Form. The feedback link is activated in the month of March/April every year for a period of 15 days. IQAC prepares a notice for all stakeholders and calls upon them to give feedback on Syllabus and Course Contents and Teachers' Quality. Orientation sessions are organised for the students giving details of the role and importance of feedback and action taken by the College on the responses of the stakeholders.

Feedback on 'Syllabus and Course Content' is sought from the students and various other stakeholders such as alumni, teachers, parents and employers. The link is available on the College website for a period of 15 days. The students and alumni fill up the questionnaire and get them filled up from their parents and employer, where the students or alumni are employed.

Feedback on 'Teachers Quality' is sought only from the students. The students are given clear instructions to evaluate teachers who teach in their class. The feedback so collected is cross-checked with the demographic data of the students available with the college office to establish the authenticity of the registered students.

The output of the Feedback is generated online in Excel and analysed by IQAC with the help of the teachers and the office staff. The reports so generated are shared with the Head of the Department, Principal and the Management. The report on 'Syllabus and Course Contents' is sent to the respective Board of Studies, University of Mumbai for further action.



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Action Taken on Feedback on Syllabus and Course Content

Various stakeholders evaluate the Syllabus and Course Contents of the each Programme on the basis of the following 15 parameters:

1. Depth of the course content
2. Extent of coverage of course
3. Relevance of course content
4. Project work, if any.
5. Clarity of course
6. Updating of course
7. Learning value
8. Availability of references
9. Availability of teachers
10. National significance
11. Social orientation
12. Self-development
13. Practical applicability
14. Vocationalisation
15. Overall rating

Likert's Scale is used for the quantifying the qualitative responses. The scale so used is as under with marks assigned to each response:

- | | |
|--------------|------------|
| 1. Excellent | = 5 marks, |
| 2. Good | = 4 marks, |
| 3. Average | = 3 marks, |
| 4. Poor | = 0 mark |

The output of the Feedback is generated online in Excel and analysed by IQAC with the help of teachers and the office staff. The reports so generated are shared with the Head of the Department, Principal and the Management. The report on 'Syllabus and Course Contents' is sent to the respective Board of Studies, University of Mumbai for further action.



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1. Bachelor of Commerce (B.Com.)

Sr. No.	Stakeholder	Feedback Received	Average Rating
1.	Students	850	51.43
2.	Teachers	18	57.78
3.	Employer	12	60.83
4.	Parents	205	56.75
5.	Alumni	100	56.29
	TOTAL	1185	56.62

2. Bachelor of Management Studies (BMS)

Sr. No.	Stakeholder	Feedback Received	Average Rating
1.	Students	500	54.71
2.	Teachers	06	63.00
3.	Employer	10	61.00
4.	Parents	72	61.09
5.	Alumni	35	62.71
	TOTAL	623	60.50

3. Bachelor of Science in Informational & Technology (B.Sc.I.T.)

Sr. No.	Stakeholder	Feedback Received	Average Rating
1.	Students	137	54.49
2.	Teachers	26	67.25
3.	Employer	04	67.63
4.	Parents	26	62.73
5.	Alumni	30	61.27
	TOTAL	223	62.67



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4. Bachelor of Commerce in Accounting & Finance (BAF)

Sr. No.	Stakeholder	Feedback Received	Average Rating
1.	Students	180	52.4
2.	Teachers	05	67.8
3.	Employer	11	66.82
4.	Parents	25	62.48
5.	Alumni	30	62.03
	TOTAL	251	62.31

5. Bachelor of Commerce in Banking & Insurance (BBI)

Sr. No.	Stakeholder	Feedback Received	Average Rating
1.	Students	110	57.66
2.	Teachers	05	60.40
3.	Employer	12	61.92
4.	Parents	30	61.40
5.	Alumni	30	63.97
	TOTAL	187	61.07

6. Bachelor of Arts in Multimedia & Mass Communication (BAMMC)

Sr. No.	Stakeholder	Feedback Received	Average Rating
1.	Students	180	55.88
2.	Teachers	04	63.05
3.	Employer	11	61.45
4.	Parents	36	60.00
5.	Alumni	30	60.23
	TOTAL	261	60.12



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7. Bachelor of Commerce in Financial Markets (BFM)

Sr. No.	Stakeholder	Feedback Received	Average Rating
1.	Students	120	54.59
2.	Teachers	05	65.60
3.	Employer	11	66.82
4.	Parents	27	62.07
5.	Alumni	29	61.21
	TOTAL	192	62.06

8. Master of Commerce in Accounting & Finance

Sr. No.	Stakeholder	Feedback Received	Average Rating
1.	Students	90	56.82
2.	Teachers	04	65.50
3.	Employer	08	65.75
4.	Parents	30	55.93
5.	Alumni	30	60.30
	TOTAL	162	60.86

9. Master of Commerce in Management

Sr. No.	Stakeholder	Feedback Received	Average Rating
1.	Students	97	56.57
2.	Teachers	04	62.00
3.	Employer	13	65.69
4.	Parents	30	57.97
5.	Alumni	30	57.70
	TOTAL	174	59.99



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The detailed report of 'Feedback on Syllabus and Course Contents' is shared with the concerned teacher so that they can share such feedback in the Syllabus Revision Workshops organized by the Board of Studies (BoS) of the University of Mumbai.

A copy of the analysed feedback on syllabus and course contents is also sent to the Chairperson, Board of Studies, for consideration and upgradation of the syllabus and course content in future.

Action Taken on Feedback on Teachers' Quality

(1) Name of the Teacher: Dr. NEELAM YASHPAL ARORA		Department: DEPARTMENT OF COMMERCE (PRINCIPAL)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	200	75.56

(2) Name of the Teacher: Ms. VIDYA VIJAY BHIDE		Department: DEPARTMENT OF STATISTICS	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	187	77.39

(3) Name of the Teacher: Dr. MOHANA BANDKAR		Department: DEPARTMENT OF ECONOMICS	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	200	74.86

(4) Name of the Teacher: Dr. PURNIMA GANESH HASAL		Department: DEPARTMENT OF COMMERCE	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	185	76.60



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(5) Name of the Teacher: Dr. MAHALAKSHMI KUMAR		Department: DEPARTMENT OF ACCOUNTANCY	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	200	78.36

(6) Name of the Teacher: Dr. MUNMY CHHETRY BARUAH		Department: DEPARTMENT OF ENGLISH	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	193	76.37

(7) Name of the Teacher: Dr. SURYAKANT LASUNE		Department: DEPARTMENT OF COMMERCE	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	182	76.08

(8) Name of the Teacher: Dr. VINAYKUMAR PANDIT		Department: DEPARTMENT OF MATHEMATICS	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	185	76.06

(9) Name of the Teacher: Dr. ARUN POOJARI		Department: Bachelor of Management Studies (BMS)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	120	78.57

(10) Name of the Teacher: Dr. MINUM SAKSENA		Department: B.Com. (Accounting & Finance) (BAF)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	118	73.72



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(11) Name of the Teacher: Dr. VAIDEHI KAMATH		Department: B.Com. (Banking and Insurance) (BBI)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	110	76.69

(12) Name of the Teacher: Ms. NIDHI SINGH		Department: B.Sc. (Information Technology) (B.Sc.IT)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	90	69.04

(13) Name of the Teacher: Dr. SANGEETA MAKKAD		Department: Bachelor of Arts (Multimedia and Mass Communication) (BAMMC)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	100	73.58

(14) Name of the Teacher: Mr. DARSHAN PAGDHARE		Department: DEPARTMENT OF ACCOUNTANCY	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	195	72.53

(15) Name of the Teacher: Ms. KRANTI UKEY		Department:	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	190	73.51

(16) Name of the Teacher: Ms. SUNEHRA LULANIYA		Department: B.Sc. (Information Technology) (B.Sc.IT)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	112	67.48



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(17) Name of the Teacher: Mr. NIMESH PUNJANI		Department: DEPARTMENT OF STATISTICS	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	197	77.79

(18) Name of the Teacher: Dr. DIVYA NIGAM		Department: DEPARTMENT OF ECONOMICS	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	200	78.88

(19) Name of the Teacher: Dr. RAHUL SHETTY		Department: DEPARTMENT OF COMMERCE	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	188	76.25

(20) Name of the Teacher: C.A PRITI PARIKH		Department: Bachelor of Management Studies (BMS)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	120	73.70

(21) Name of the Teacher: Ms. JAYSHRI PARAB		Department: B.Sc. (Information Technology) (B.Sc.IT)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	100	69.75

(22) Name of the Teacher: Ms. MONA T. PANDYA		Department: Bachelor of Management Studies (BMS)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	100	75.79



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(23) Name of the Teacher: Ms.. FAMIDA SHEIKH		Department: Bachelor of Management Studies (BMS)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	110	71.97

(24) Name of the Teacher: Dr. ASHOK MAHADIK		Department: DEPARTMENT OF ACCOUNTANCY	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	193	79.49

(25) Name of the Teacher: Ms. VISHAKHA WALIA		Department: DEPARTMENT OF MATHEMATICS	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	190	72.84

(26) Name of the Teacher: Mr. MOHAMMED SIDDIQUE SHAIKH		Department: B.Com. (Accounting & Finance) (BAF)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	115	72.58

(27) Name of the Teacher: Ms. AKSHYA BAGWE		Department: B.Com. (Financial Management) (BFMg)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	104	74.95

(28) Name of the Teacher: Ms. LOVEENA ATWAL		Department: B.Com. (Banking and Insurance) (BBI)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	120	71.19



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(29) Name of the Teacher: Dr. RAJESH MANKANI		Department: B.Com. (Financial Management) (BFMg)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	115	70.38

(30) Name of the Teacher: Dr. SANGEETA V MEHTA		Department: B.Com. (Banking and Insurance) (BBI)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	110	76.6

(31) Name of the Teacher: Mr. MUNAWAR B. PATANKAR		Department: Bachelor of Arts (Multimedia and Mass Communication) (BAMMC)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	100	76.23

(32) Name of the Teacher: Mr. HIMANSHU VAIDYA		Department: Bachelor of Arts (Multimedia and Mass Communication) (BAMMC)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	110	70.33

(33) Name of the Teacher: Ms. MILONI SHAH		Department: Bachelor of Management Studies (BMS)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	100	76.61

(34) Name of the Teacher: Mr. CHETAN MARU		Department: COMMERCE, ENVIRONMENTAL STUDIES	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	190	74.19



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(35) Name of the Teacher: Ms. JYOTI SINGH		Department: DEPARTMENT OF ECONOMICS	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	108	76.32

(36) Name of the Teacher: Ms. DELAVEEN TARAPORE		Department: Bachelor of Arts (Multimedia and Mass Communication) (BAMMC)	
Sr. No.	Stakeholder	Total Responses	Total Score (%)
1.	Students	100	75.5

The report of the Feedback on Teachers' Quality is kept confidential and is directly shared with the Head of the Department and the Principal. The Head of the Department counsels the teachers on one-to-one basis and informs them about their strengths and weaknesses as reported by the students, so that the concerned teacher can capitalize on their strengths and improve upon their weaknesses. Thereafter, the report of the Feedback on Teachers' Quality is submitted to the Management through the Principal. The Management considers such reports over the period of time for promotion of teachers to the higher cadre.



N. aum

Principal **PRINCIPAL**
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Lala Lajpat Rai Marg,
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