

PIMPRI CHINCHWAD EDUCATION TRUST'S
S. B. PATIL INSTITUTE OF MANAGEMENT



CRITERION II
2.7 REPORT OF
STUDENT SATISFACTION SURVEY
2019-2020




Director
Pimpri, Chinchwad Education Trust's
S. B. Patil Institute of Management
Sector No. 26, Nigdi,
Pradhikaran, Pune - 411 044.

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Objective:

The survey has been conducted to understand student's satisfaction level, for the academic year 2019-20, particularly in respect of teaching- learning and evaluation process.

Survey Methodology:

In order to understand student's satisfaction level, responses were collected on Likert Scale from the students of MBA (2 years program) I and II year all specialization studying in the institution. The institution has followed questionnaire with twenty one questions designed by the NAAC, specifically for this purpose consisting twenty (20) objective questions, gauged/ measured on a scale of 4 to 0 from most positive to most negative and one (1) open ended question for providing valuable suggestions/observations.

For the genuine collection of responses, ICT tool of 'Google Form' has been implemented.

Participants:

The student satisfaction survey conducted for understanding their satisfaction level covered a total of 218 active students from I and II year all semesters of MBA (2 years program).




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Survey Results

Questions	Result
A) Please confirm this is the first and only time you answer this survey.	Yes: 68 % No: 32 %
B) Age:	Average : 24.38 years
C) Institute Name	PCETs, S. B. Patil Institute of Management.
D) Gender	Male: 132 Female: 86 Transgender: 00
E) What degree / program you are pursuing/ pursued.	Masters : MBA
F) Which specialization you opted in your degree / program	Marketing : 84 Finance : 78 Human Resources : 39 Information Technology : 01 International business : 00 Any other : 16
G) Please Select your Batch	2019-21: 149 2018-20: 69




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Email, Guidelines and Instructions to fill the Questionnaire:

Dear All

Hope you all are safe and in good health.

Kindly spare your valuable time in helping us to know and understand your satisfaction of SBPIM curricular, co-curricular and student's development activities to further enhance the year by year.

As a routine annual activity as per NAAC (National Assessment and accreditation council) committee, we would like to conduct a Student Satisfaction Survey regarding Teaching- Learning and Evaluation, which will help to upgrade the quality in higher education.

You are expected to respond to all the questions given in the following format with your sincere effort and thought. Your identity will not be revealed.

Take care and Thanks a Lot. SBPIM

Instructions to fill the Questionnaire:

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)



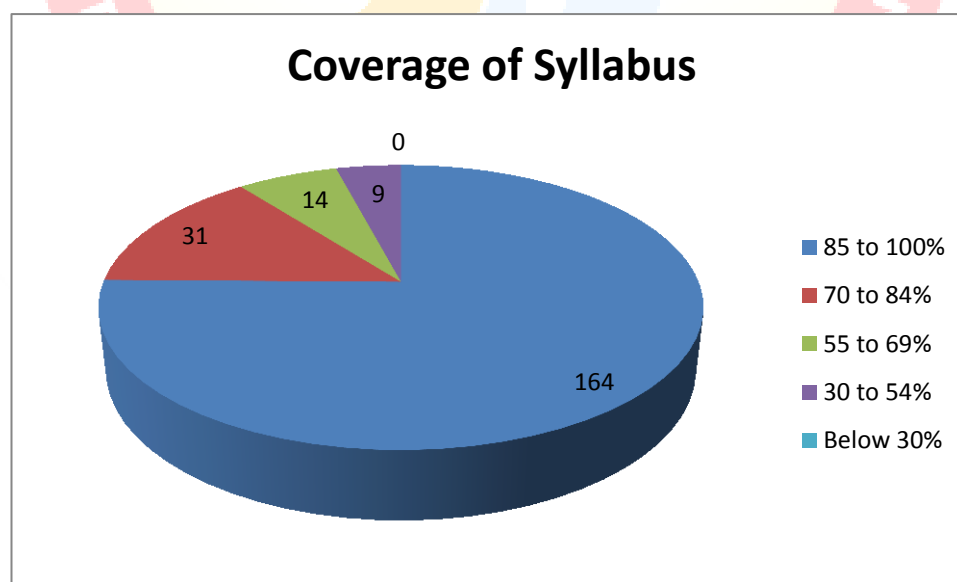

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NAAC Criterion II –Teaching- Learning and Evaluation: Student Satisfaction Survey on Teaching Learning Process

(Following are questions for online student satisfaction survey regarding teaching learning process.)

1. How much of the Syllabus was covered in the Class?

Scale	Number of Students	Percentage (%)
85 to 100%	164	75
70 to 84%	31	14
55 to 69%	14	6
30 to 54%	9	4
Below 30%	0	0
Total	218	100



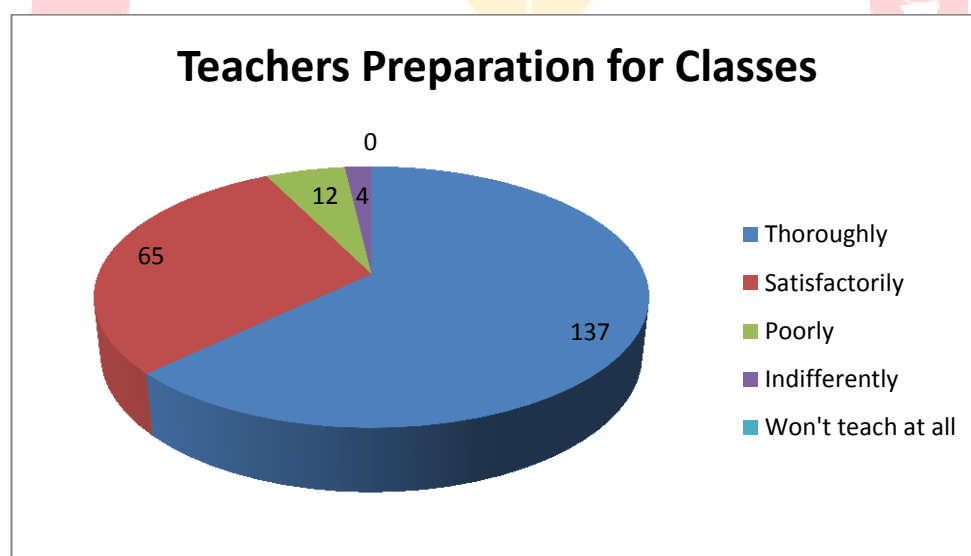
Interpretation: Complete Syllabus coverage was always given priority at institute by all faculty members.




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2. How well did the teachers prepare for the classes?

Scale	Number of Students	Percentage
Thoroughly	137	63
Satisfactorily	65	30
Poorly	12	6
Indifferently	4	2
Won't teach at all	0	0
Total	218	100



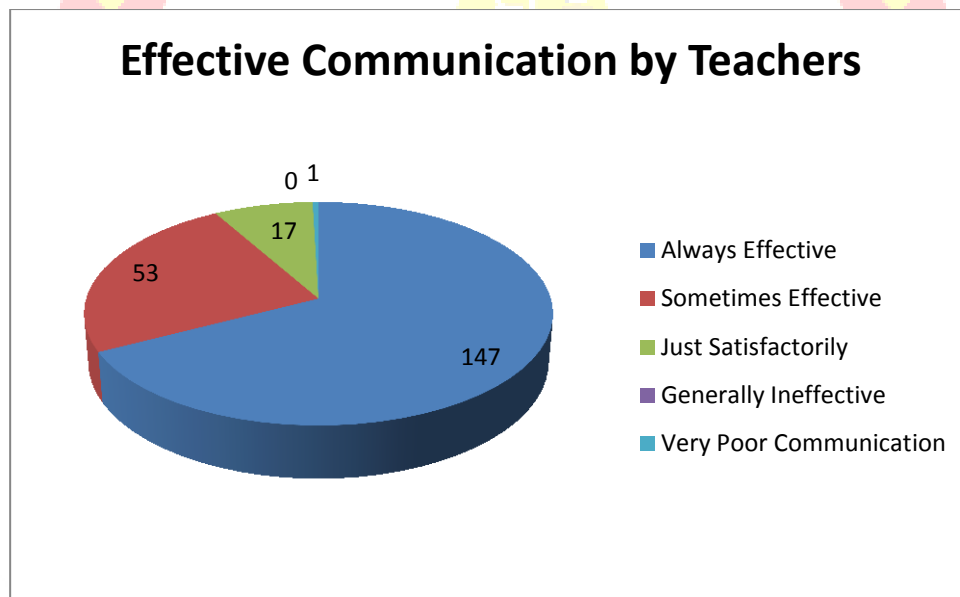
Interpretation: Almost all the Teachers at institute thoroughly and satisfactorily prepare for their classes for all courses.




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3. How well were the teachers able to communicate?

Scale	Number of Students	Percentage
Always Effective	147	67
Sometimes Effective	53	24
Just Satisfactorily	17	8
Generally Ineffective	0	0
Very Poor Communication	1	0
Total	218	100



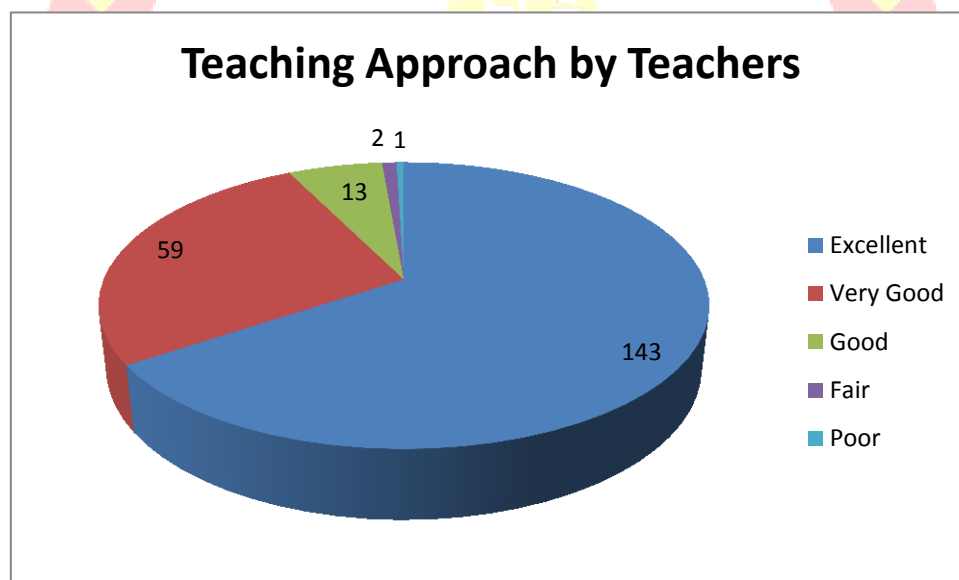
Interpretation: Teachers were able to communicate very effectively during their classes and in all other events, via interactions, assignments and exercises.




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4. The teacher's approach to teaching can best be described as:

Scale	Number of Students	Percentage
Excellent	143	66
Very Good	59	27
Good	13	6
Fair	2	1
Poor	1	0
Total	218	100



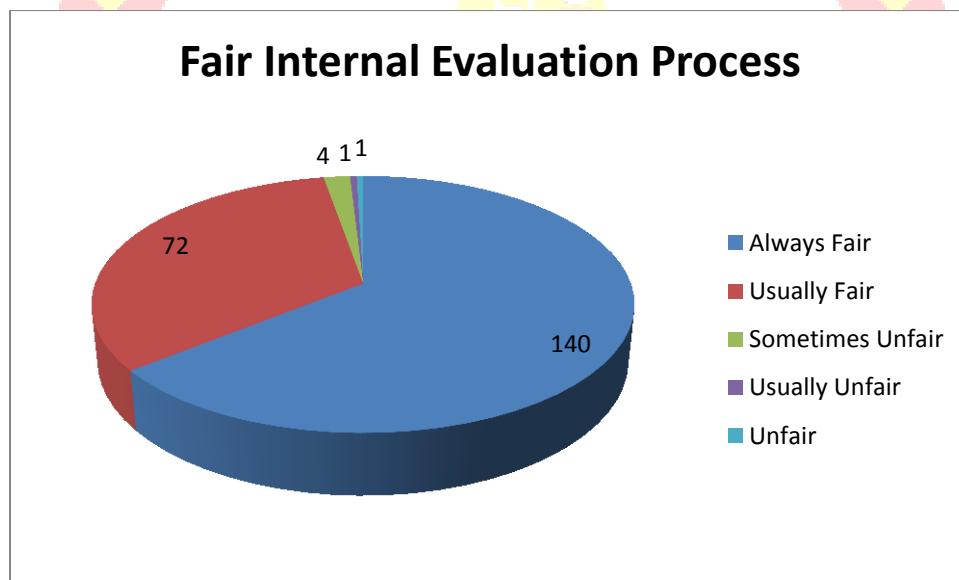
Interpretation: Approach of teaching by Teachers has always been excellent and very good.



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5. Fairness of the internal evaluation process by the teachers.

Scale	Number of Students	Percentage
Always Fair	140	64
Usually Fair	72	33
Sometimes Unfair	4	2
Usually Unfair	1	0
Unfair	1	0
Total	218	100



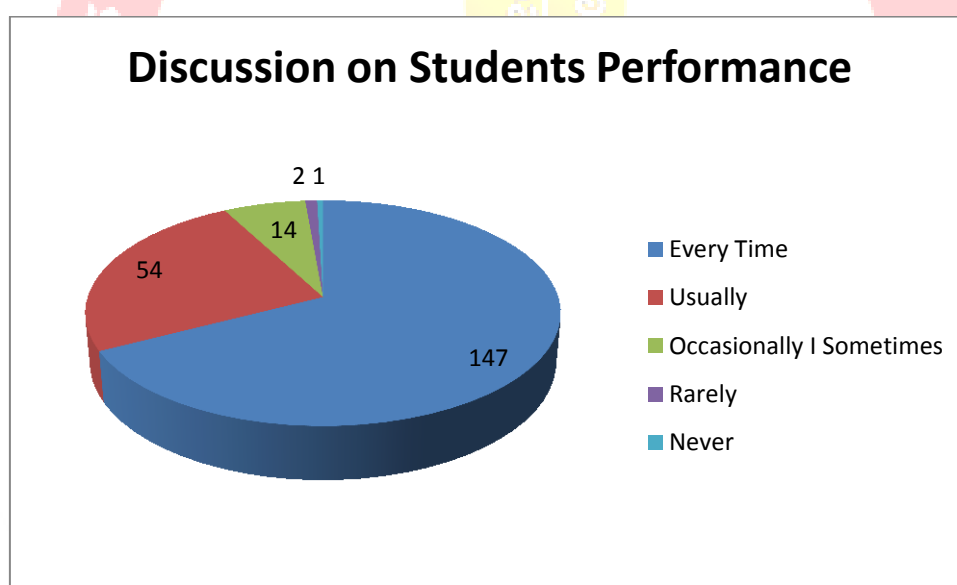
Interpretation: Internal evaluation process is always unbiased and fair by Teachers.




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6. Was your performance in assignments discussed with you?

Scale	Number of Students	Percentage
Every Time	147	67
Usually	54	25
Occasionally / Sometimes	14	6
Rarely	2	1
Never	1	0
Total	218	100



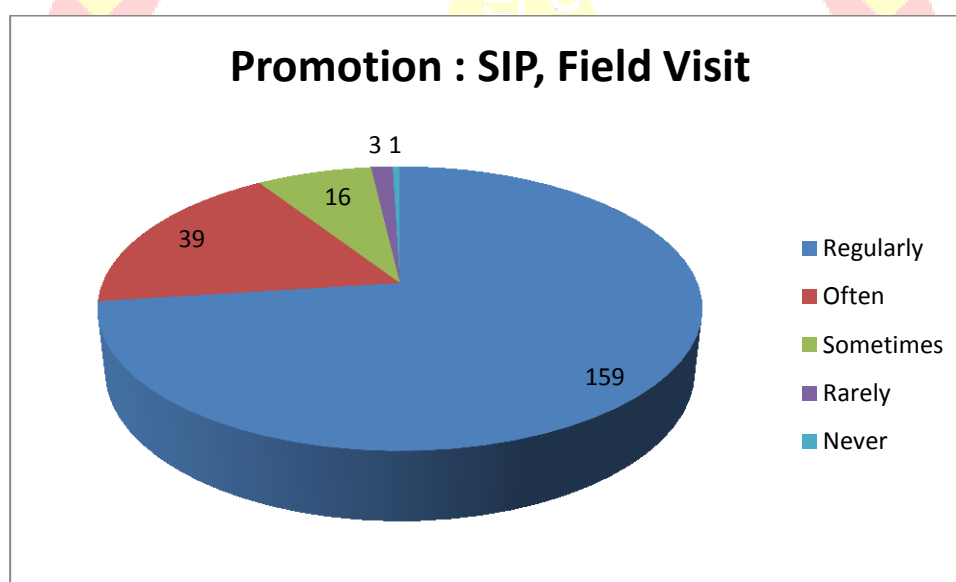
Interpretation: Feedback and discussion regarding students' performance is carried on by teachers on regular basis.




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7. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.

Scale	Number of Students	Percentage
Regularly	159	73
Often	39	18
Sometimes	16	7
Rarely	3	1
Never	1	0
Total	218	100



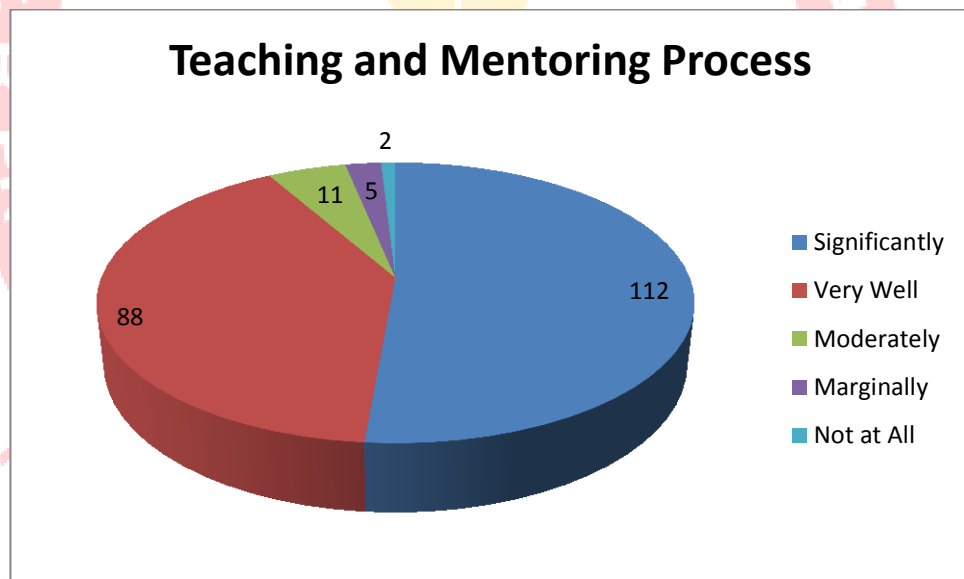
Interpretation: Best efforts are made by institute to promote SIP and field visit for students.



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8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

Scale	Number of Students	Percentage
Significantly	112	51
Very Well	88	40
Moderately	11	5
Marginally	5	2
Not at All	2	1
Total	218	100



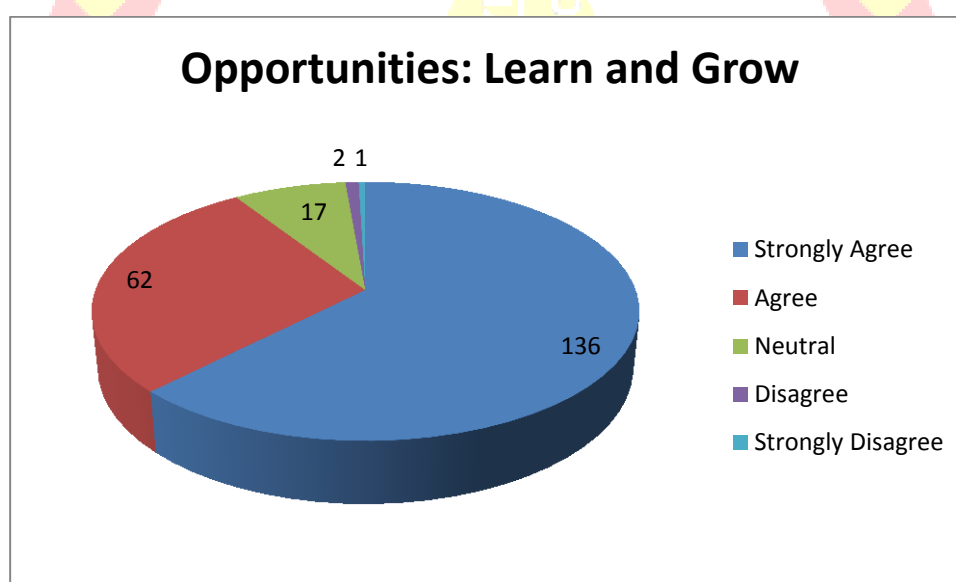
Interpretation: Various activities and programs are organized to foster cognitive, social and emotional growth among students through Mentoring, teaching and learning process.




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9. The institution provides multiple opportunities to learn and grow.

Scale	Number of Students	Percentage
Strongly Agree	136	62
Agree	62	28
Neutral	17	8
Disagree	2	1
Strongly Disagree	1	0
Total	218	100



Interpretation: Institute provides various platforms in the form of curricular, co-curricular and extra-curricular activities to enhance learning and growth of students.

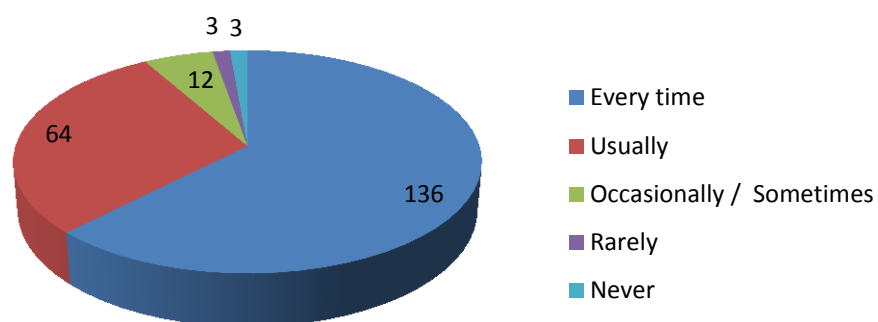



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10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

Scale	Number of Students	Percentage
Every time	136	62
Usually	64	29
Occasionally / Sometimes	12	6
Rarely	3	1
Never	3	1
Total	218	100

Information: Competencies, COs, POs



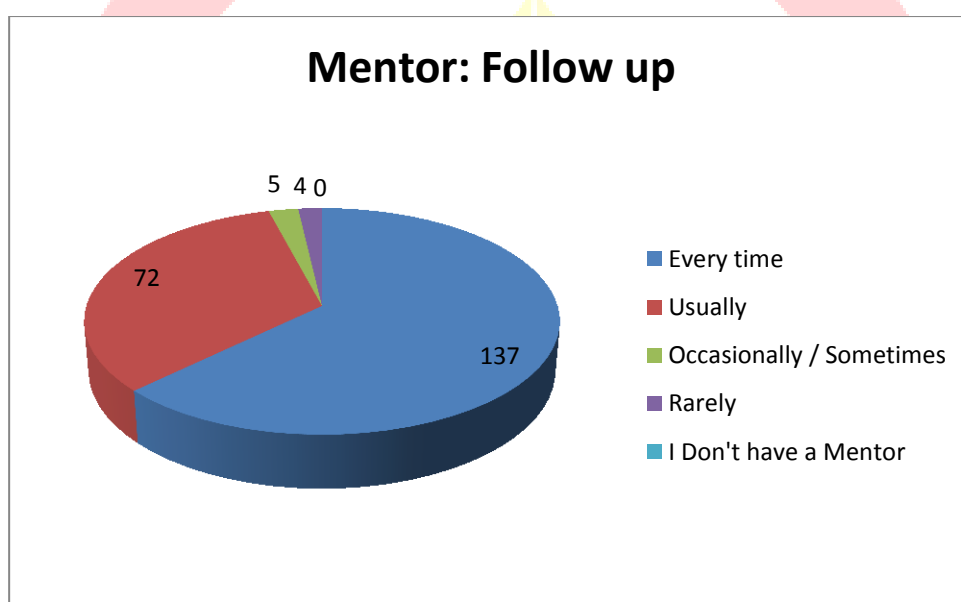
Interpretation: Teachers communicate to students through various platforms like counseling, orientation, class sessions, mentoring regarding expected competencies, course outcomes and programme outcomes.



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11. Your mentor does a necessary follow-up with an assigned task to you.

Scale	Number of Students	Percentage
Every time	137	63
Usually	72	33
Occasionally / Sometimes	5	2
Rarely	4	2
I Don't have a Mentor	0	0
Total	218	100



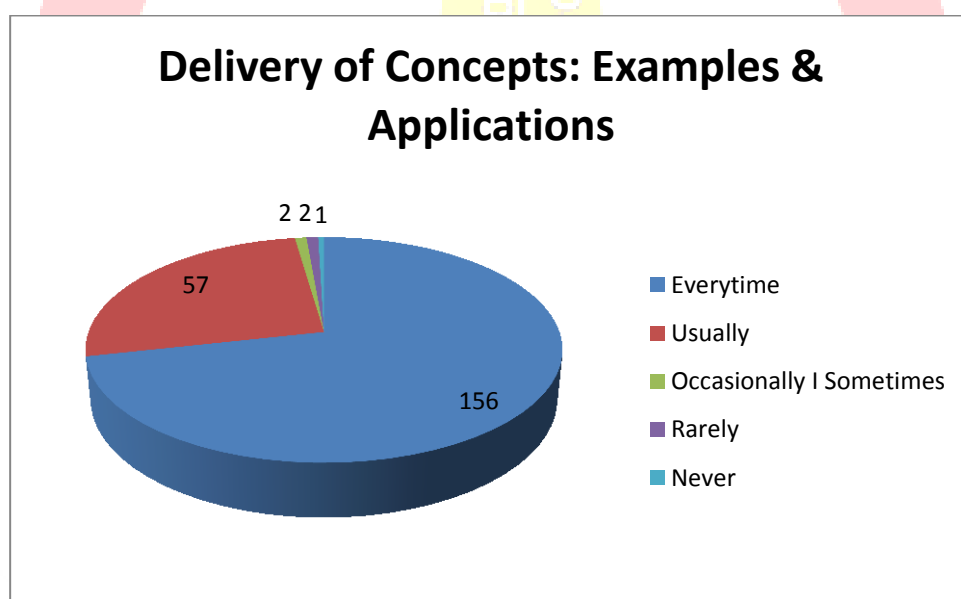
Interpretation: Mentors always make a point to communicate with students regarding their assignment and performance and take follow up on regular basis.




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12. The teachers illustrate the concepts through examples and applications.

Scale	Number of Students	Percentage
Everytime	156	72
Usually	57	26
Occasionally / Sometimes	2	1
Rarely	2	1
Never	1	0
Total	218	100



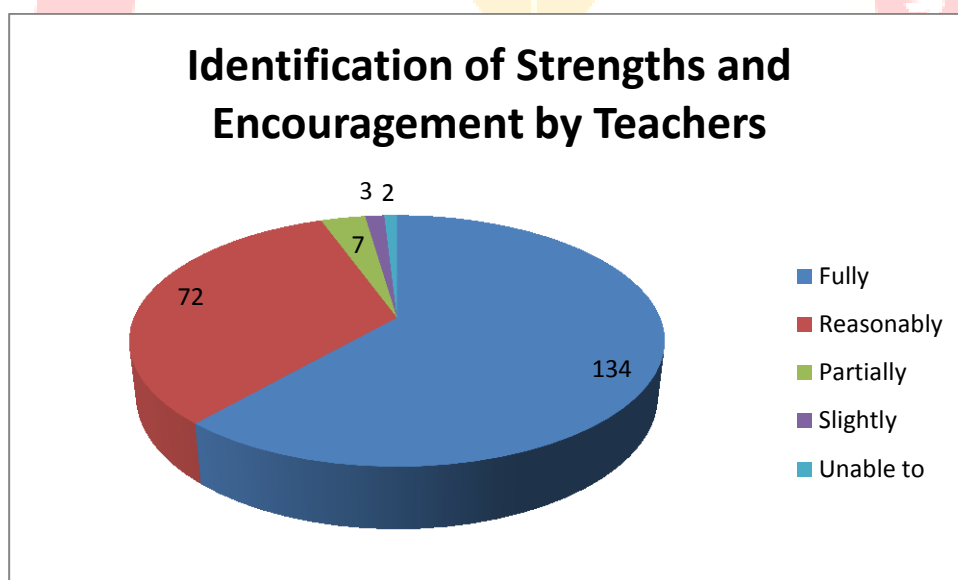
Interpretation: All the teachers take all measures to deliver concept by quoting live and current practical examples with its application in various scenario.




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13. The teachers identify your strengths and encourage you with providing right level of challenges.

Scale	Number of Students	Percentage
Fully	134	61
Reasonably	72	33
Partially	7	3
Slightly	3	1
Unable to	2	1
Total	218	100



Interpretation: All the teachers take initiative in identifying strengths of students and encourage them personally to enhance their skill sets.

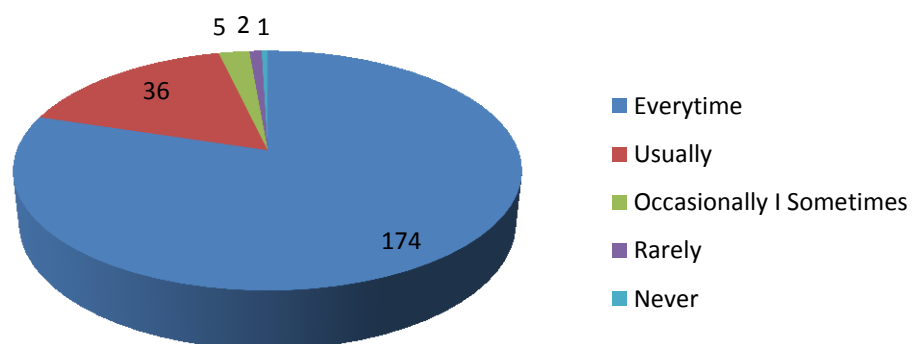



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14. Teachers are able to identify your weaknesses and help you to overcome them.

Scale	Number of Students	Percentage
Everytime	174	80
Usually	36	17
Occasionally / Sometimes	5	2
Rarely	2	1
Never	1	0
Total	218	100

Identification of Weaknesses and help to overcome them



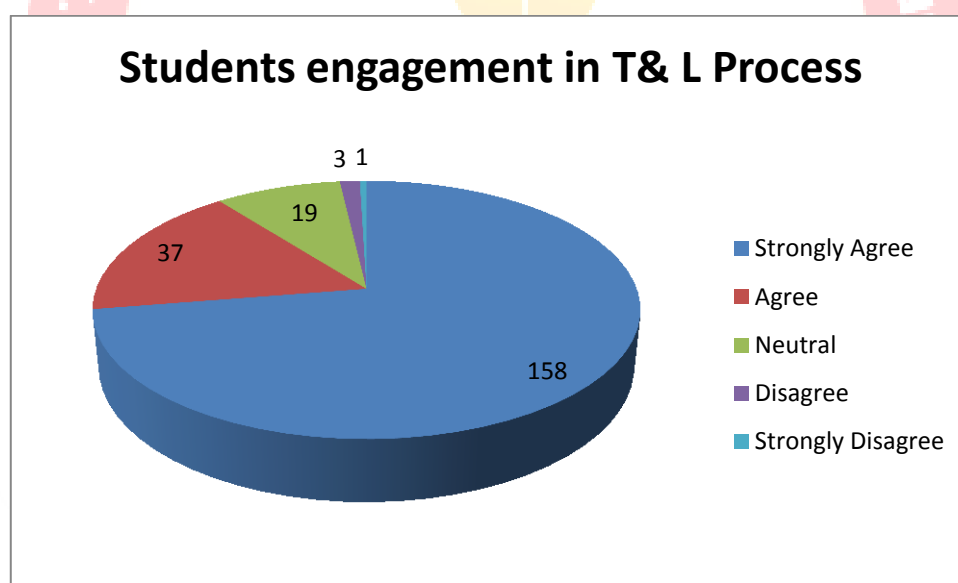
Interpretation: All the Teachers make sure that all students are paid attentions, especially the ones with some drawback and they are personally counseled and guided to improve in concerned areas.



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15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Scale	Number of Students	Percentage
Strongly Agree	158	72
Agree	37	17
Neutral	19	9
Disagree	3	1
Strongly Disagree	1	0
Total	218	100



Interpretation: Students involvement is given importance in conduction of various events and activities related to quality enhancement for teaching learning process.

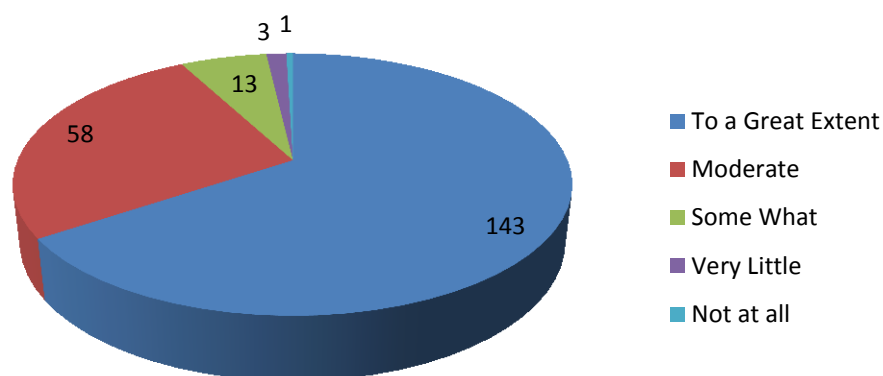



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16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning

Scale	Number of Students	Percentage
To a Great Extent	143	66
Moderate	58	27
Some What	13	6
Very Little	3	1
Not at all	1	0
Total	218	100

Institute/Teachers: Student Centric Methods



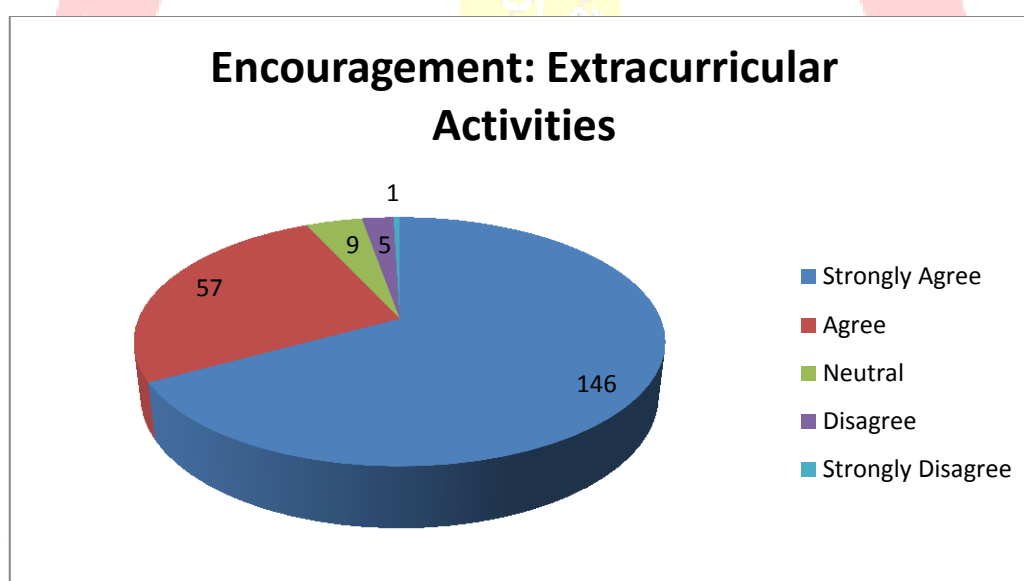
Interpretation: Various activities held by Student Council like cultural fest, sports, management events are organized to experience students various forms of learning like experiential learning, participative learning and problem solving methodology.



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17. Teachers encourage you to participate in extracurricular activities.

Scale	Number of Students	Percentage
Strongly Agree	146	67
Agree	57	26
Neutral	9	4
Disagree	5	2
Strongly Disagree	1	0
Total	218	100



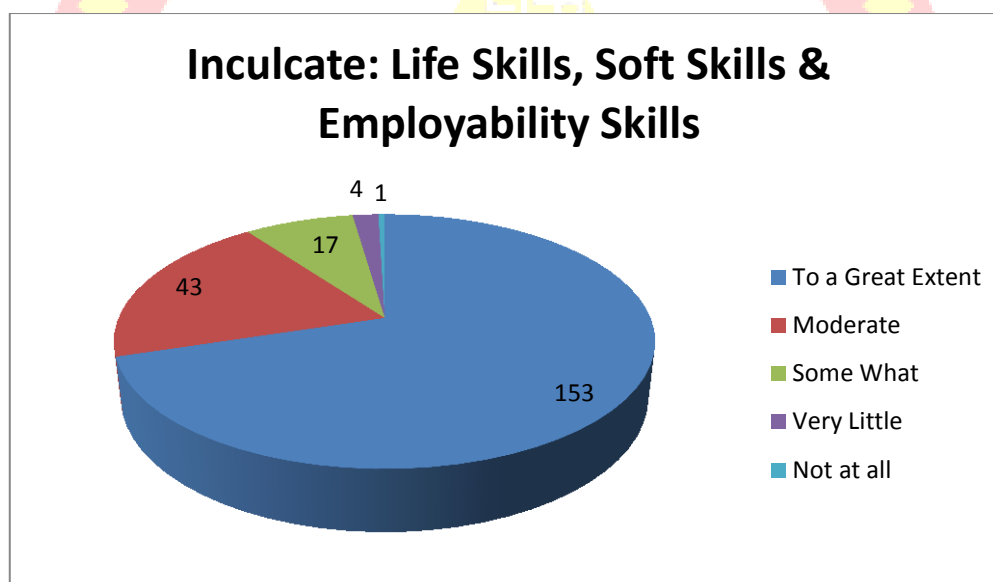
Interpretation: All the Teachers always motivate students to participate in extracurricular activities, so to groom them in 360 angle.




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18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

Scale	Number of Students	Percentage
To a Great Extent	153	70
Moderate	43	20
Some What	17	8
Very Little	4	2
Not at all	1	0
Total	218	100



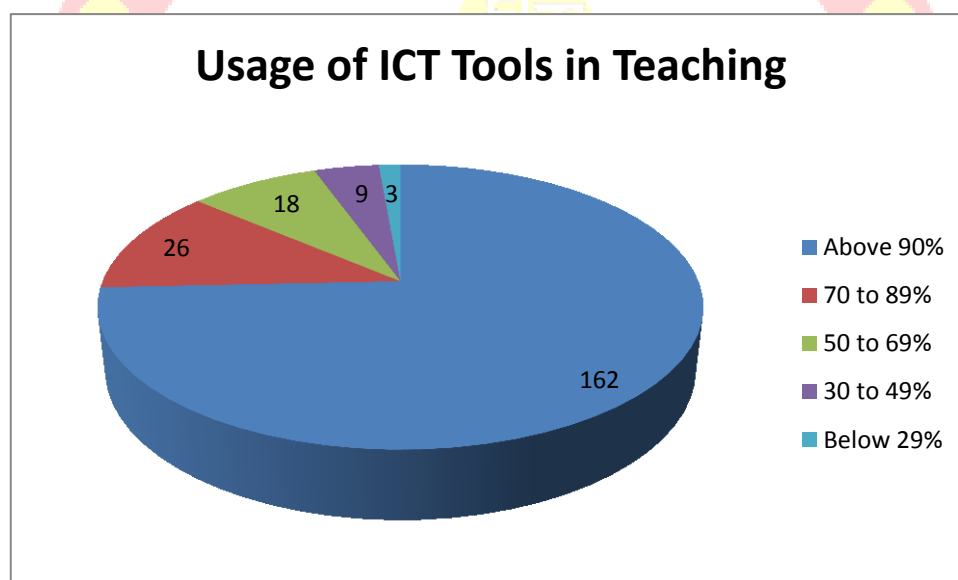
Interpretation: Conduction of Certification programs, Personality enhancement programs, Placement grooming activities, CSR activities are organized on regular basis to inculcate soft skills, life skills and employability skills to make them ready to face the challenges at workplace.




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19. What percentage of teachers use ICT tools such as LCD projector ,
Multimedia ,etc. while teaching.

Scale	Number of Students	Percentage
Above 90%	162	74
70 to 89%	26	12
50 to 69%	18	8
30 to 49%	9	4
Below 29%	3	1
Total	218	100



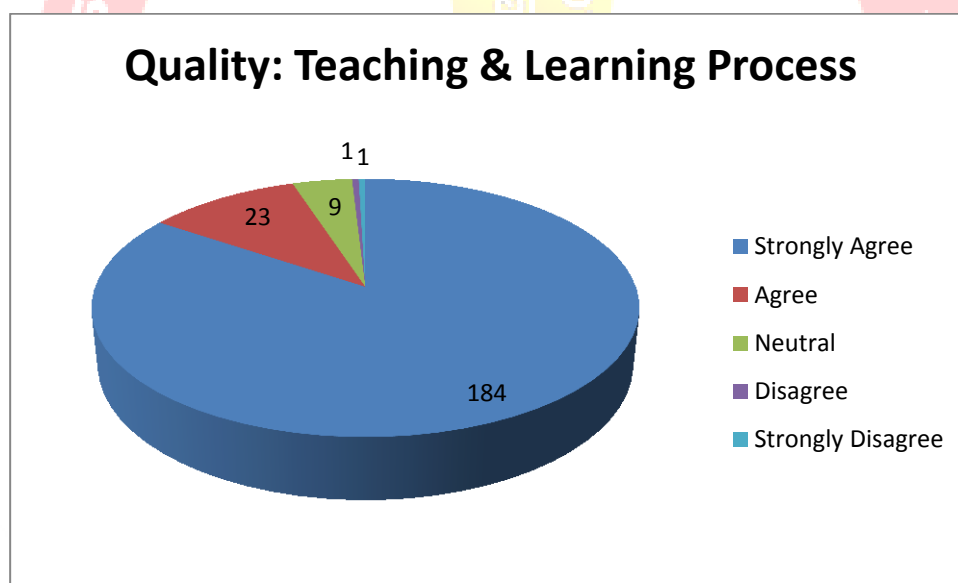
Interpretation: Almost all teachers make effective use of various forms of ICT tools in their teaching and learning process.




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20. The overall quality of teaching-learning process in your institute is very good.

Scale	Number of Students	Percentage
Strongly Agree	184	84
Agree	23	11
Neutral	9	4
Disagree	1	0
Strongly Disagree	1	0
Total	218	100.00



Interpretation: Overall quality of teaching-learning process at institute is very good.



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21. Give three observation / suggestions to improve the overall teaching -learning experience in your institution.

- The students of the college have given the following observations / suggestions.

- Teachers give their 100% while teaching.
- Best faculties with best experience
- Need to make a friendly relation with students to know more about their expectations.
- It's a best experience
- Good Staff
- Everything is Excellent. No suggestions needed.
- Soft copy of notes on time so that we have enough time to read all notes
- This institute is perfect.
- Good teaching
- Good college
- Set clear expectations with each assignment.
- No need to suggest because teaching faculty is already well educated and we'll prepared and we'll qualified.
- Should more encourage for industrial visits and field work
- Already improved
- Good Experience
- after completion of every lesson provide notes
- Faculty is very supportive they help each to solve any doubt and problem either it is academic or extra curriculum.
- The all materials that CLG provide is already good
- Great experience for learning taken by the institute during a pandemic by taking initiative to use maximum online tools and platforms for helping us students by conducting lectures and other activities smoothly.
- Teachers are very helpful and always give good suggestion.
- Can include more practical life scenarios
- No suggestion, everything is perfect
- As our faculty is already going very nicely with all of their field, also organize more games and activities during academic is one of my suggestion
- No suggestions.
- Regular online seminars
- NA because teachers are cooperative
- None
- Should focus on practical approach more than theoretical approach.
- Teacher-Student interaction
- Institute is always supportive in terms of syllabus also personal growth
- It's always been pleasure to have a Faculty like our institute. Very Happy to learn here.
- The method of teaching of teacher is best. Every teacher is best
- Use better graphics and visual media to engage students well
- Current they are working good for student and also for institute
- Getting things done in a simple manner
- Really teaching is very good, but i think they can make better by giving practical applications of the theoretical concept in syllabus. (For ex. Like Anish sirs teaching)
- Very good teaching
- Make connections to real world stories that help to understand concepts well.



- More problems & examples should be included for practical based learning.
- As Mentorship program is a very good program it helps many students, request to monitor and execute the activities on continuous basis so to enhance its effectiveness.
- To take clarification after teaching.
- I learned a lot here
- Best Teaching Techniques
- I think there is no need of improvement
- Very good teaching
- Good staff
- Having a Watchful Eye on Students Who Are Lagging Behind
- They have good communication skills and good temperament with students so no need for suggestions
- Placement opportunities should increase
- No suggestion
- all teachers are excellent
- For organizing activity on skill improvement programs, inputs from students and faculty should be taken.
- There is no suggestions
- Teachers cover all syllabuses in time & give good notes to prepare for examination.
- I think we have lots of things out of that just 80% resources we are using so please take a note that you used more than it
- Regular updates on the new things in the job market.
- Need more practical approach towards subjects than only theoretical.
- Should conduct more guest lecture to enhance our knowledge.
- Use active learning techniques like debates discussing new ideas both during and after the lectures
- Events are organized and everyone is given a chance to show case their talent through this.
- Faculty members are always supportive and helpful towards Students.
- Try to reach every student and ask for their doubts
- But we want field trip.
- Teaching with examples which makes students understand easily
- Extracurricular activities are good
- Two way interactions are already followed by teachers and that is really effective.
- The focus should be more on activity based learning rather than syllabus oriented learning. Although the teachers takes an extra effort for the same but more activities should be designed & conducted based on subject.
- No changes, Everyone is perfect everything is perfect
- Give advice to improve skill of solving case late with in time.
- Cooperative always
- All the staff is well organized
- Excellent
- Look for continuing education opportunities
- All faculty members are friendly with students which is important. Thank u all faculty members we are too lucky to get u as our teachers.
- Internship opportunity should increase
- SBPIM is like a family friendly teachers and also non-teaching staff
- No more suggestion from my side



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- CLG is good
- All the Faculties are so supportive and helpful in nature
- Very helpful
- One of the best institutions, where each and every faculty helps and encourages to learn new things and also guides in every aspect to take a right decision. I'm glad to be a part of this institution. Thank You!
- Should conduct training programs on soft skills, employability skills, etc. to improve our skills.
- Help students in managing their time during the test or exams.
- Actually institute is well versed about their responsibility and hence whatever they are giving us is totally satisfactory.
- Faculty members are well versed with the thorough knowledge of subject.
- Encourage active and practical learning.
- Otherwise all is ok
- Providing notes with a detailed concept with examples
- Faculty Helps to overcome weaknesses
- Classroom environment is cohesive
- The duration of Internship should be increased.
- Teachers should try their best to co-relate academic concepts with current market. There should be a program for students to learn about the investment in stocks and financial management.
- Students can be encouraged to speak more on stage.
- No comments, all good.
- Quantity of the written assignment should be lesser.
- Case study methodology should be intensified further
- SBPIM is like a family friendly teachers and also non-teaching staff
- Faculty members are well versed with the thorough knowledge of subject.




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