PIMPRI CHINCHWAD EDUCATION TRUST'S

S. B. PATIL INSTITUTE OF MANAGEMENT

CRITERION II

2.7 REPORT OF

STUDENT SATISFACTION SURVEY

2022-2023

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P.E.T.'s Success
S. B. PATIL INSTITUTE OF MANAGEMENT, PUNE
॥ सुप्रबन्धे राष्ट्र समृद्धि ॥

Objective:

The survey has been conducted to understand student's satisfaction level, for the academic year 2022-23, 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 303 active students from I and II year all semesters of MBA (2 years program).

Survey Results

Questions	Result
A) Please confirm this is the first and only time you answer this survey.	Yes: 100 %
B) Age:	Average : 22.10 years
C) Institute Name	PCETs, S. B. Patil Institute of Management.
D) Gender	Male:191 Female: 112 Transgender: 00
E) What degree *I* program you are pursuing/ pursued.	Masters : MBA
F) Which specialization you opted in your degree *I* program	Marketing : 44 Finance : 68 Human Resources : 23 Operations : 17 Any other : 151
G) Please Select your Academic Year	2022-24: 118 2023-25: 185

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:

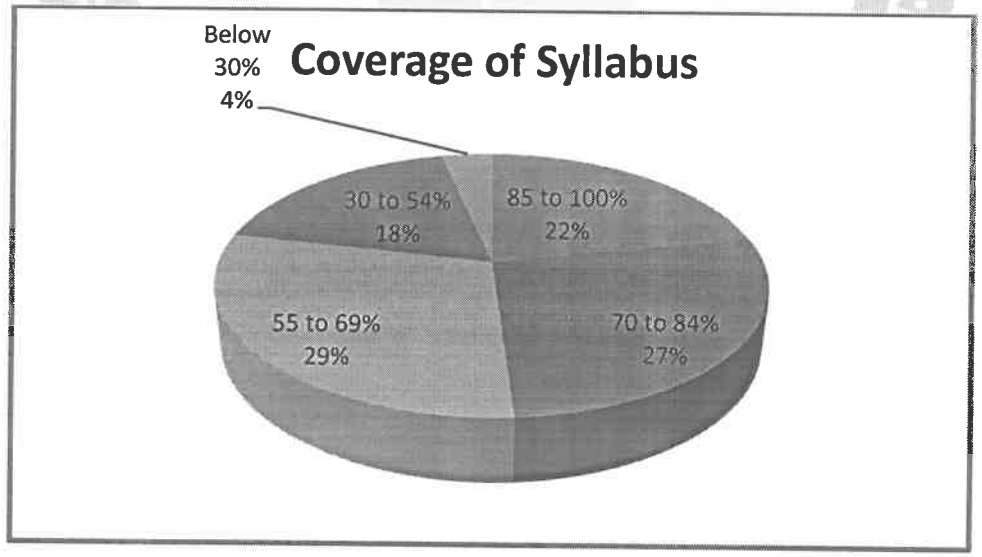
- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict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

NAAC Criterion II–Teaching-Lea rning 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?

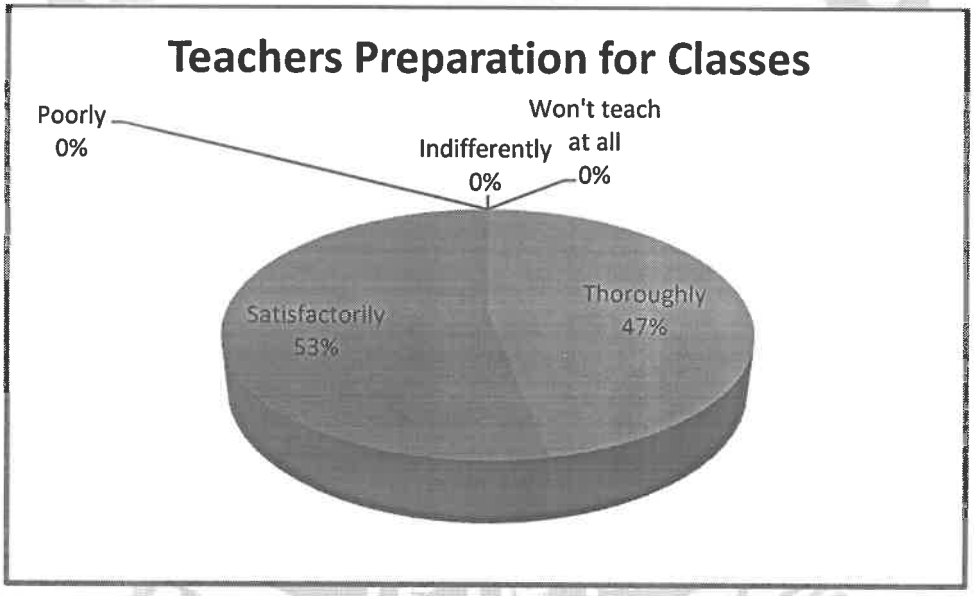
Scale	Number of Students	Percentage (%)
85 to 100%	66	20.4
70 to 84%	82	21.9
55 to 69%	89	39.1
30 to 54%	55	17.9
Below 30%	11	0.7
Total	**303**	**100**



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

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

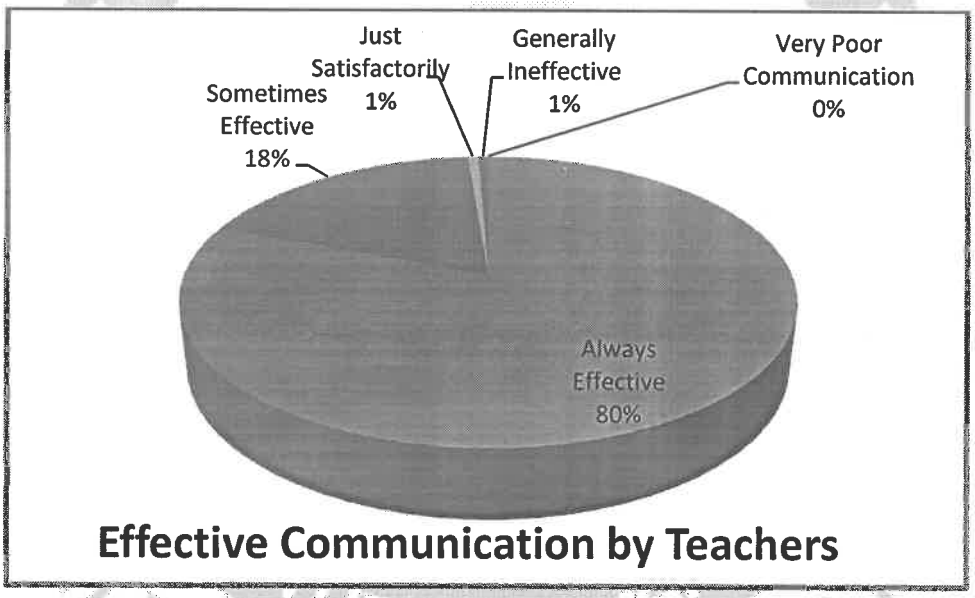
Scale	Number of Students	Percentage
Thoroughly	142	46.84
Satisfactorily	161	53.14
Poorly	0	0
Indifferently	0	0
Won't teach at all	0	0
Total	**303**	**100**



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

3. How well were the teachers able to communicate?

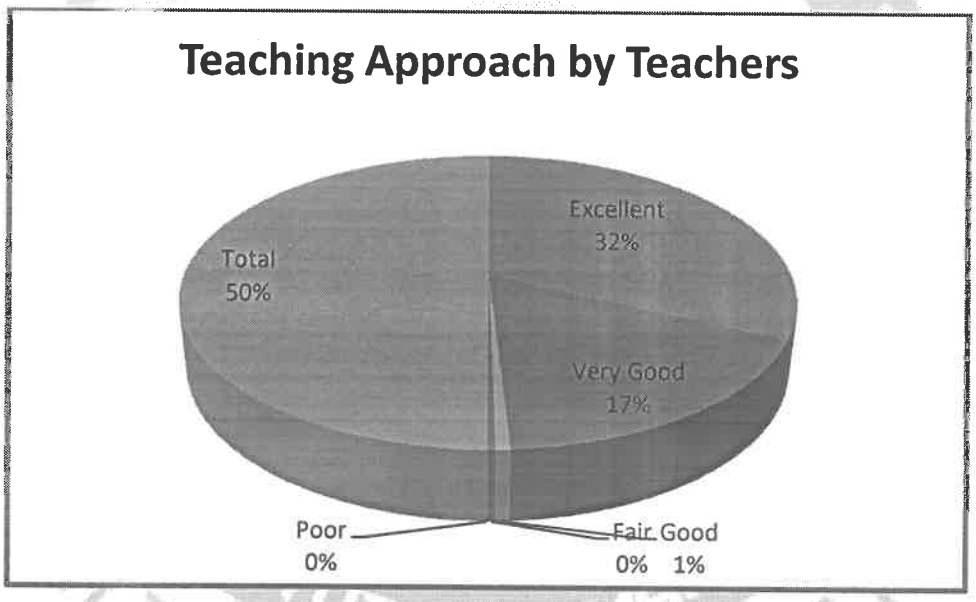
Scale	Number of Students	Percentage
Always Effective	244	80.53
Sometimes Effective	55	18.15
Just Satisfactorily	02	0.66
Generally Ineffective	02	0.66
Very Poor Communication	0	0
Total	**303**	**100**



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

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

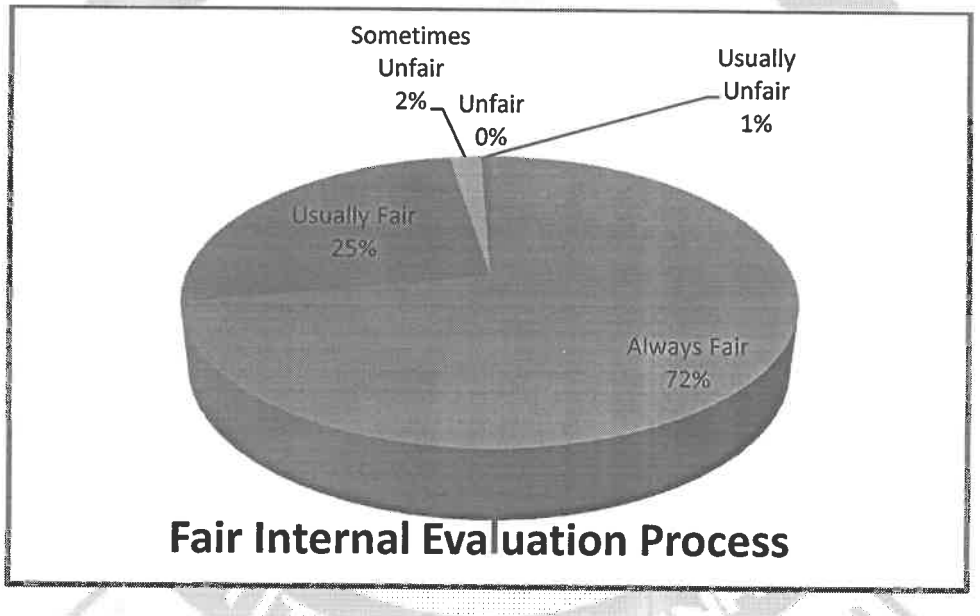
Scale	Number of Students	Percentage
Excellent	192	63.37
Very Good	105	34.65
Good	04	1.32
Fair	02	0.66
Poor	0	0
Total	**303**	**100**



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

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

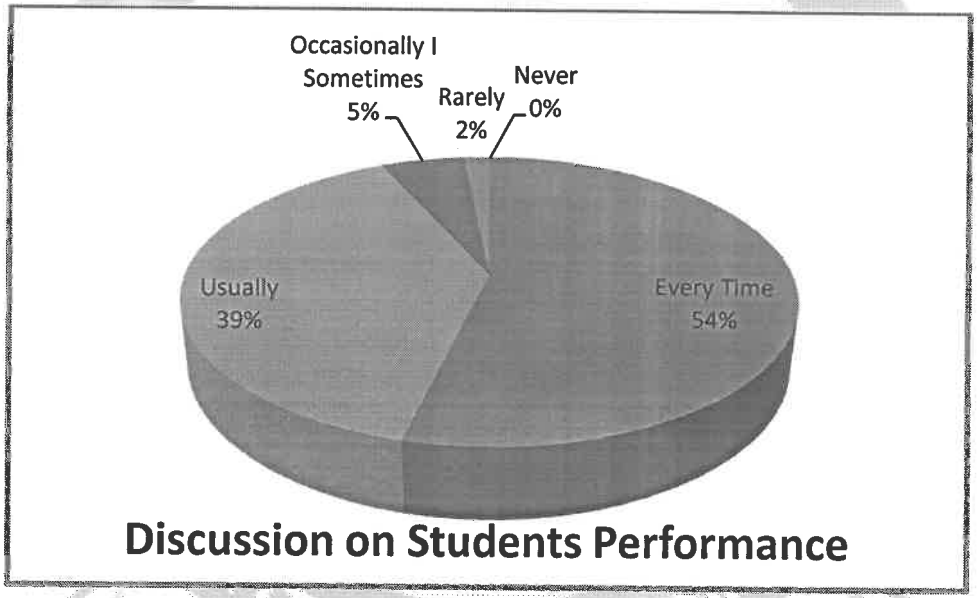
Scale	Number of Students	Percentage
Always Fair	218	71.95
Usually Fair	77	25.41
Sometimes Unfair	6	1.98
Usually Unfair	2	0.66
Unfair	0	0
Total	**303**	**100**



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

6. Was your performance in assignments discussed with you?

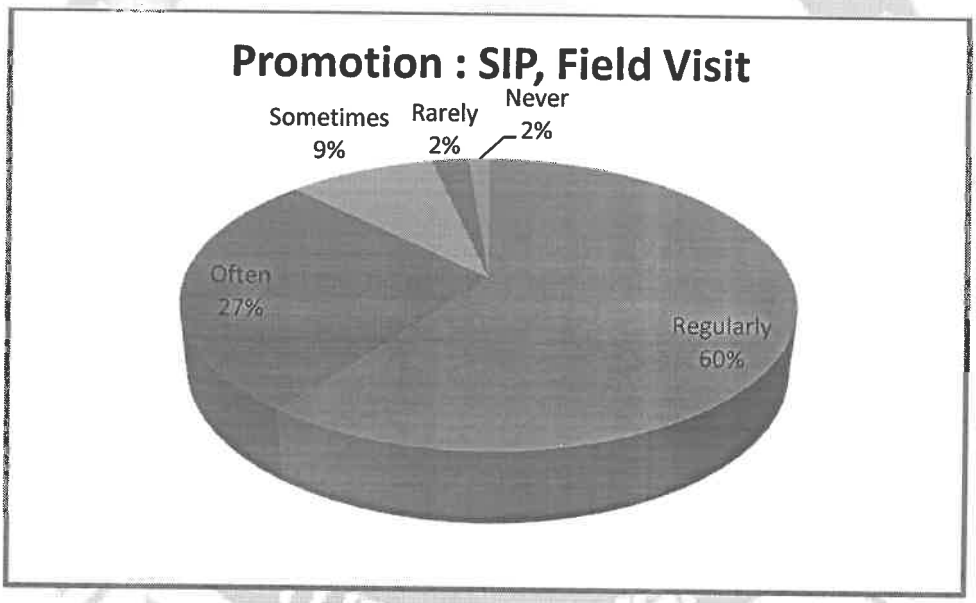
Scale	Number of Students	Percentage
Every Time	163	53.80
Usually	119	39.27
Occasionally *I* Sometimes	16	5.28
Rarely	5	1.65
Never	0	0.00
Total	**303**	**100**



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

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

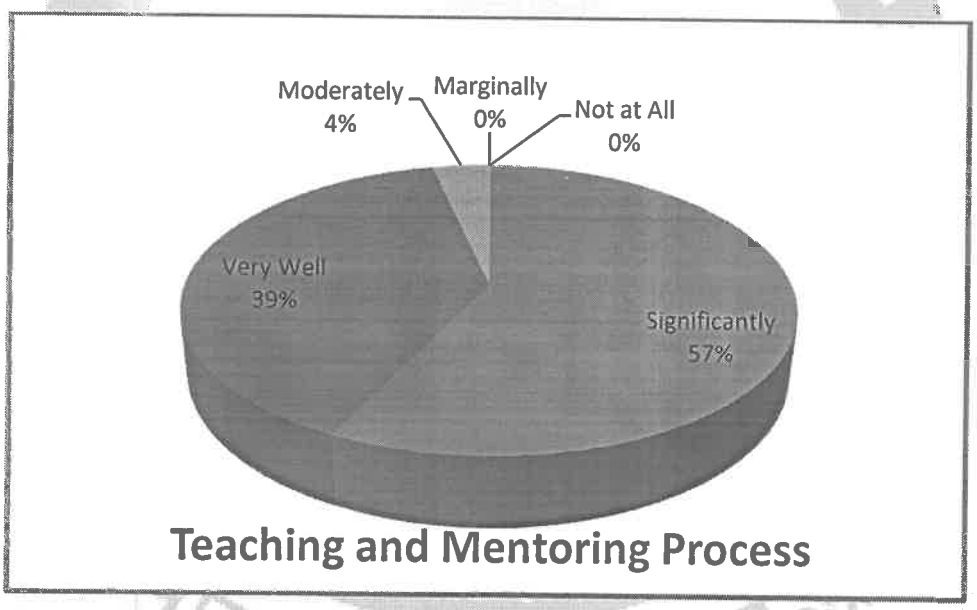
Scale	Number of Students	Percentage
Regularly	182	60.07
Often	82	27.06
Sometimes	28	9.24
Rarely	7	2.31
Never	4	1.32
Total	**303**	**100**



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

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

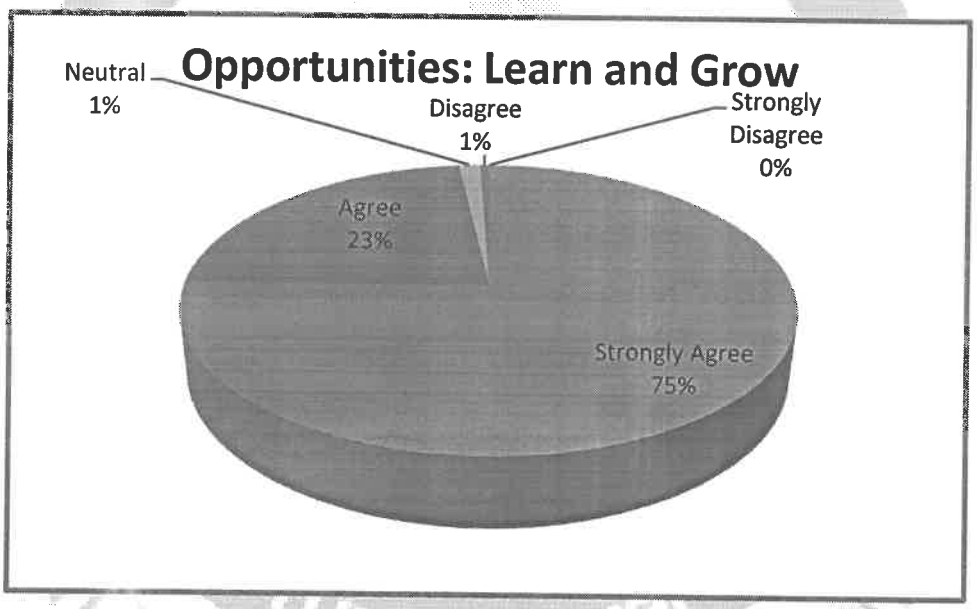
Scale	Number of Students	Percentage
Significantly	173	57.10
Very Well	119	39.27
Moderately	11	3.63
Marginally	0	0
Not at All	0	0
Total	**303**	**100**



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

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

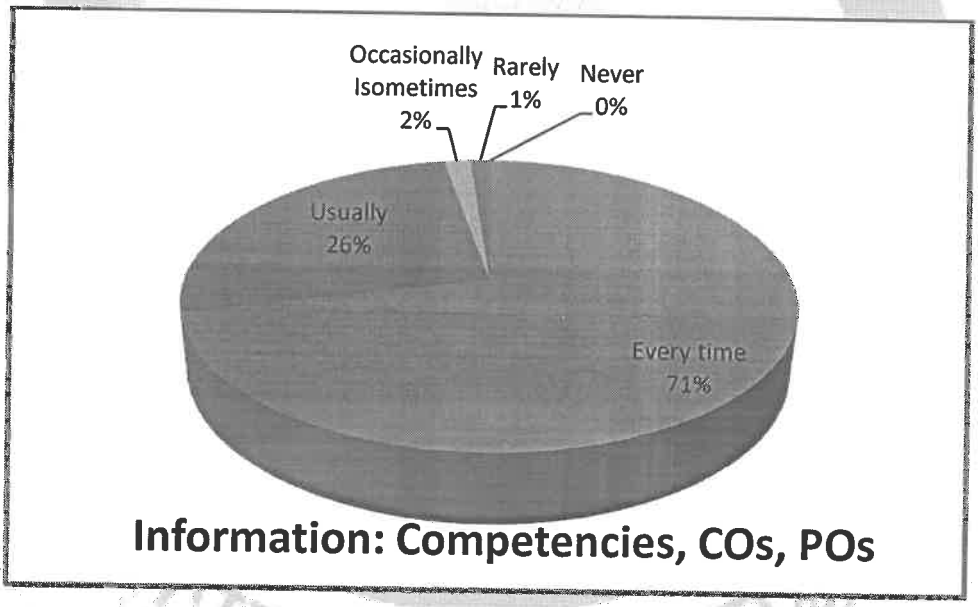
Scale	Number of Students	Percentage
Strongly Agree	227	74.92
Agree	70	23.10
Neutral	4	1.32
Disagree	2	0.66
Strongly Disagree	0	0.00
Total	**303**	**100**



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

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

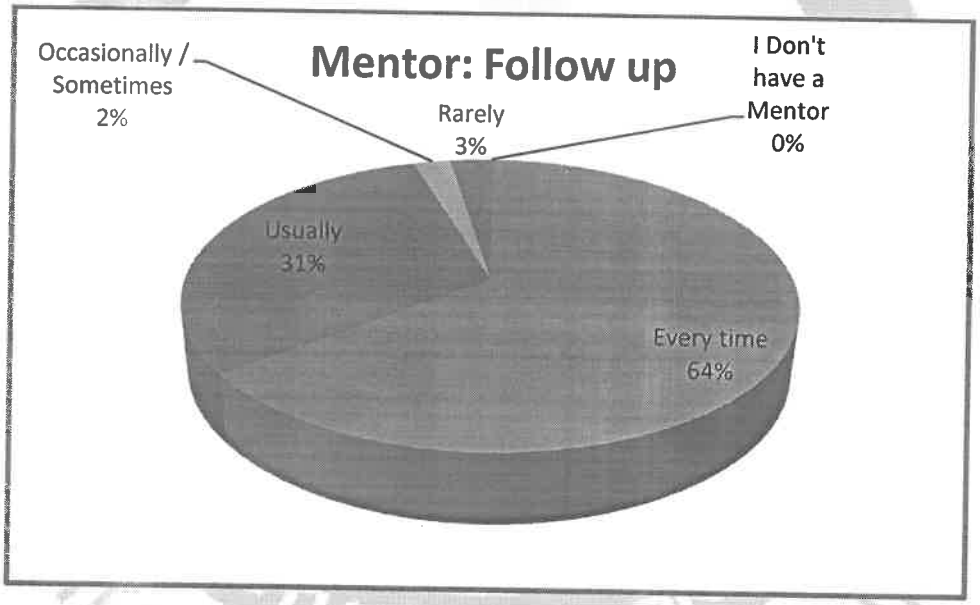
Scale	Number of Students	Percentage
Every time	215	70.96
Usually	79	26.07
Occasionally *I* Sometimes	5	1.65
Rarely	4	1.32
Never	0	0
Total	**303**	**100**



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

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

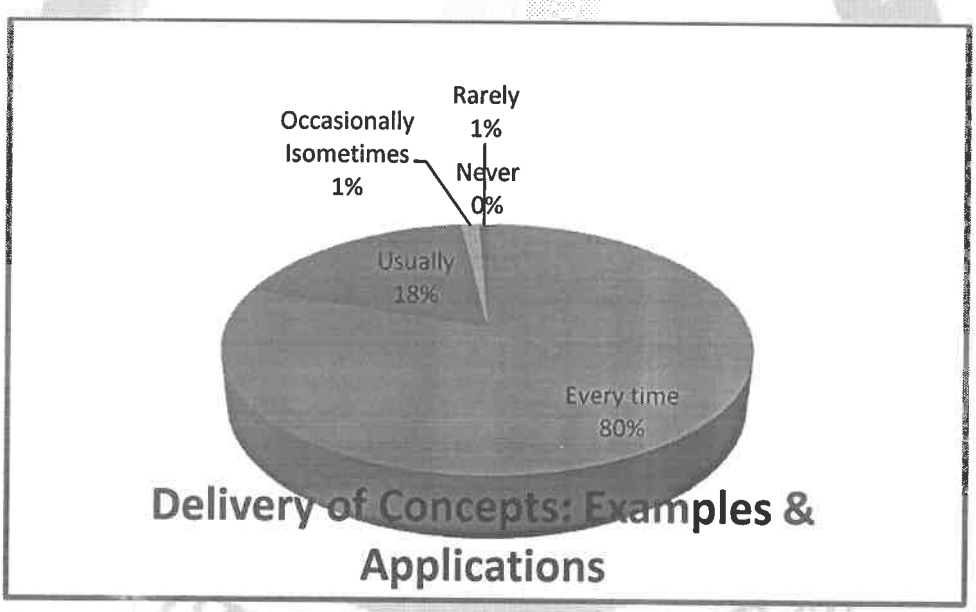
Scale	Number of Students	Percentage
Every time	195	64.36
Usually	93	30.69
Occasionally / Sometimes	7	64.36
Rarely	8	1.40
I Don't have a Mentor	0	0
Total	**303**	**100**



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

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

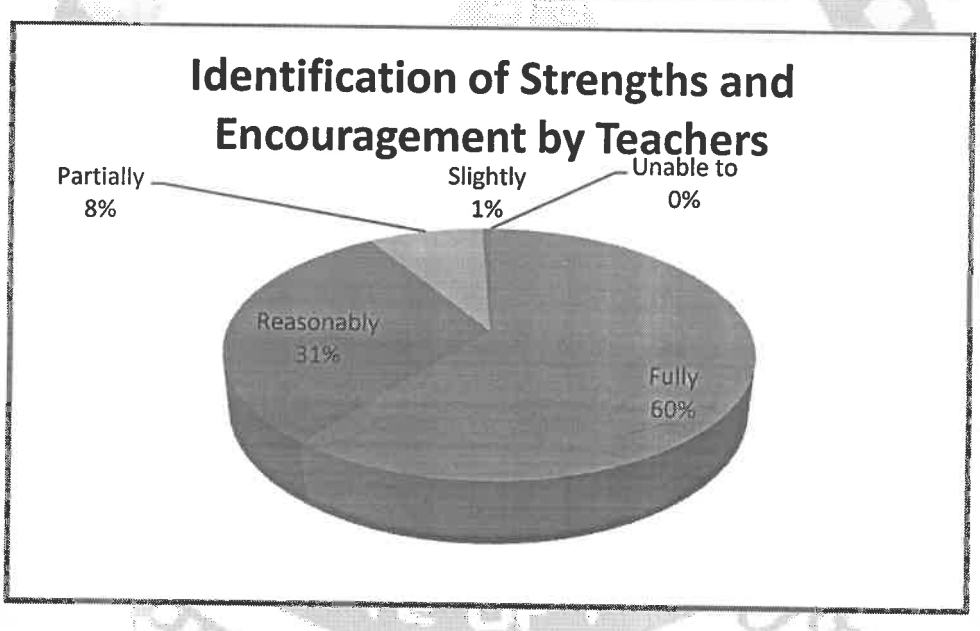
Scale	Number of Students	Percentage
Every time	242	79.87
Usually	55	18.15
Occasionally *I* Sometimes	4	1.32
Rarely	2	0.66
Never	0	0
Total	**303**	**100**



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

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

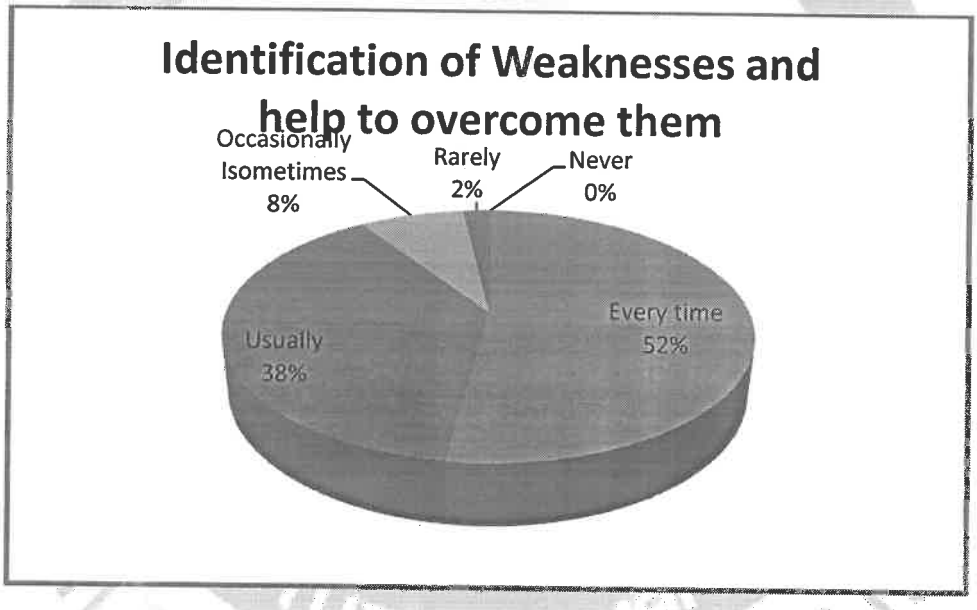
Scale	Number of Students	Percentage
Fully	183	60.40
Reasonably	93	30.69
Partially	25	8.25
Slightly	2	0.66
Unable to	0	0
Total	**303**	**100**



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

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

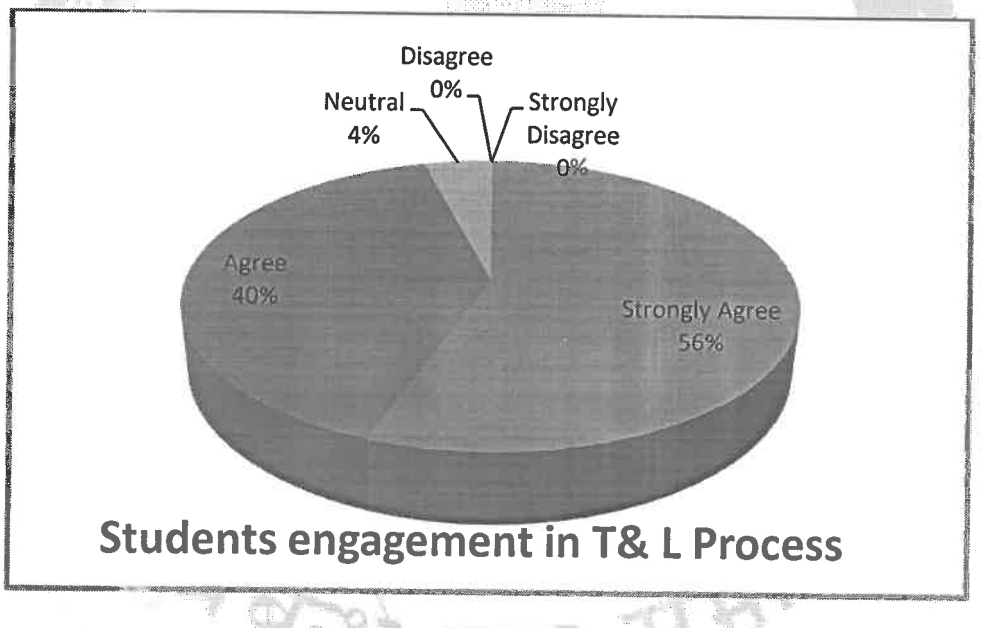
Scale	Number of Students	Percentage
Every time	158	56.6
Usually	116	33.0
Occasionally *I* Sometimes	23	8.2
Rarely	6	2.2
Never	0	0
Total	**303**	**100**



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.

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

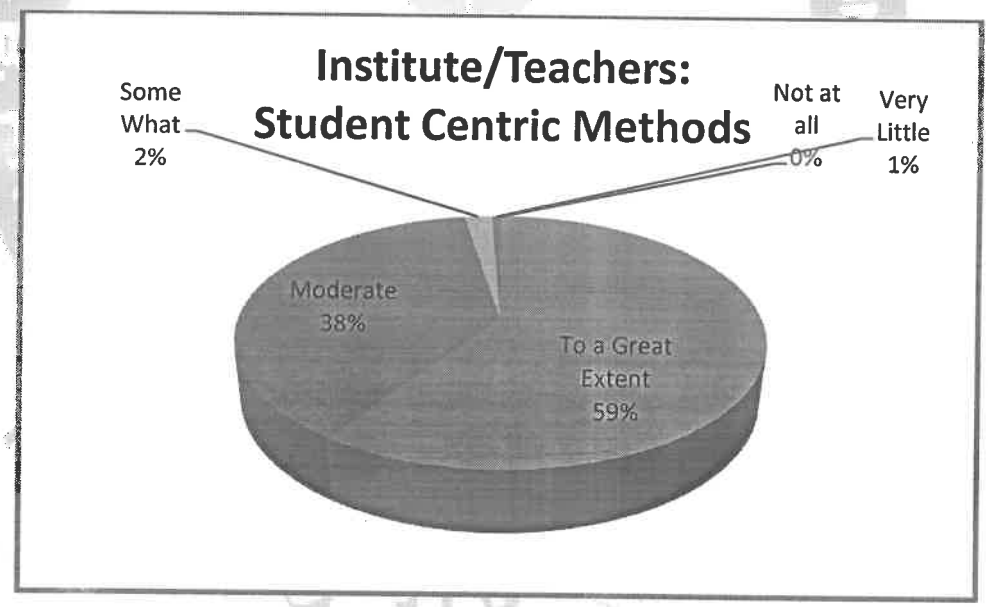
Scale	Number of Students	Percentage
Strongly Agree	168	55.45
Agree	122	40.26
Neutral	13	4.29
Disagree	0	0
Strongly Disagree	0	0
Total	**303**	**100**



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

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

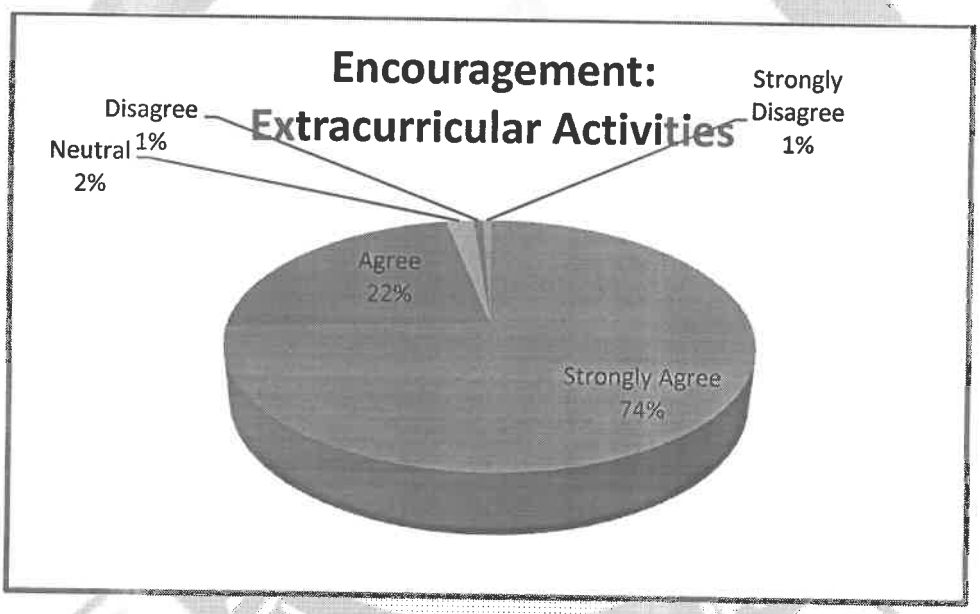
Scale	Number of Students	Percentage
To a Great Extent	180	59.41
Moderate	115	37.95
Some What	6	1.98
Very Little	2	0.66
Not at all	0	0.00
Total	**303**	**100**



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.

17. Teachers encourage you to participate in extracurricular activities.

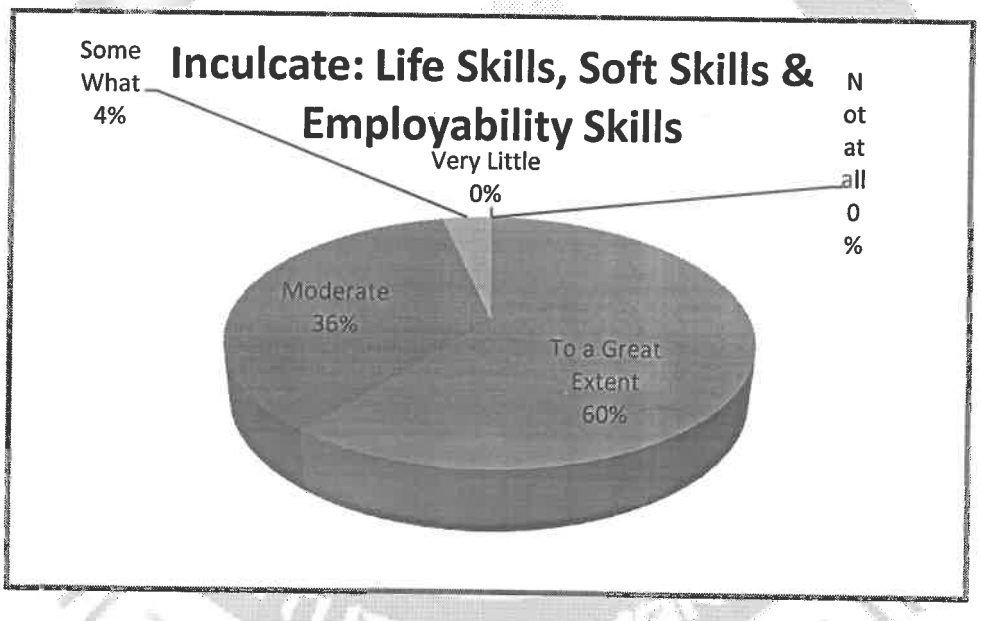
Scale	Number of Students	Percentage
Strongly Agree	225	74.26
Agree	68	22.44
Neutral	6	1.98
Disagree	2	0.66
Strongly Disagree	2	0.66
Total	**303**	**100**



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

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.

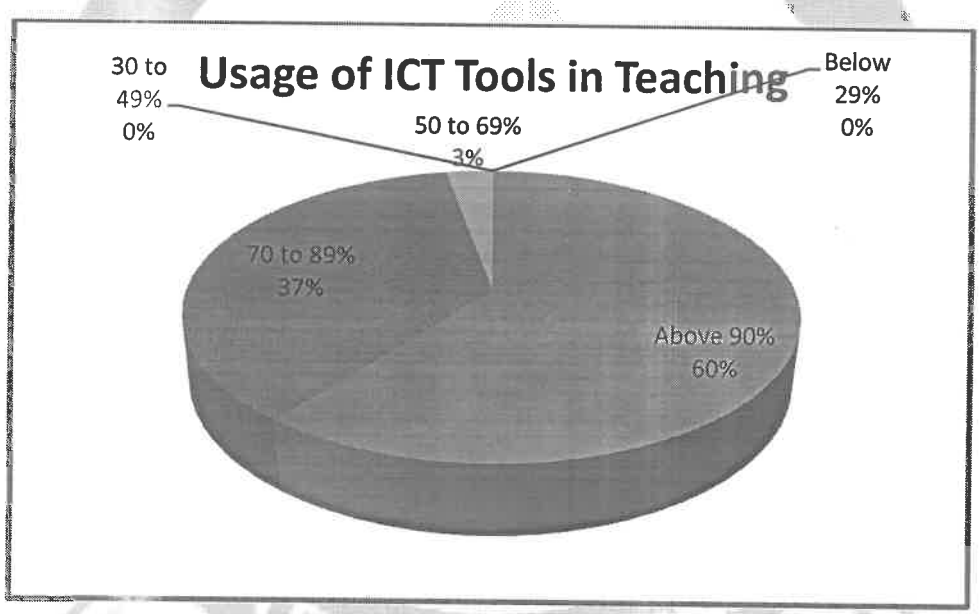
Scale	Number of Students	Percentage
To a Great Extent	206	60.6
Moderate	95	35.8
Some What	2	3.6
Very Little	0	0
Not at all	0	0
Total	**303**	**100**



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.

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

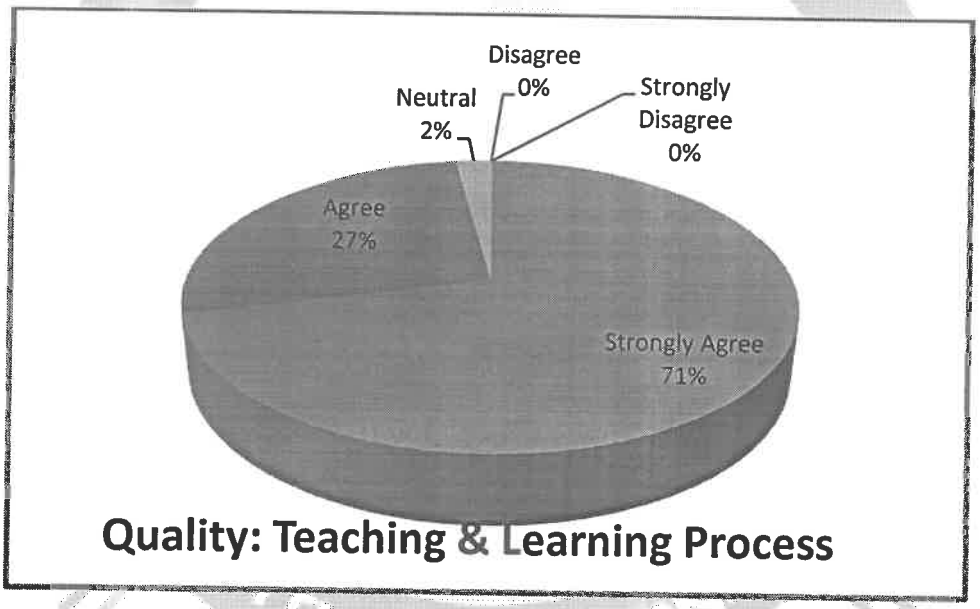
Scale	Number of Students	Percentage
Above 90%	183	60.40
70 to 89%	111	36.63
50 to 69%	9	2.97
30 to 49%	0	0
Below 29%	0	0
Total	**303**	**100**



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

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

Scale	Number of Students	Percentage
Strongly Agree	215	70.96
Agree	81	26.73
Neutral	7	2.31
Disagree	0	0
Strongly Disagree	0	0
Total	**303**	**100**



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

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

The students of the college have given the following observations *I* suggestions.

- More day to day life examples
- Try to reach every student and ask for their doubts
- Everything is perfect
- Good and supportive facility
- Please improve placement activities.
- Excellent teaching staff
- Teaching is awesome
- Course related activities should be conducted by the faculty during classes.
- Recommending additional reading materials, online resources
- Learning Experience is Very Nice.
- Practical based learning should be promoted
- The faculties are very good and Friendly about everything
- Institute provides opportunities for students to participate in different events and activities
- All the faculties are always ready to support
- Everything is organized and well managed in SBPIM.
- Everyone not able to understand English language or we tried to understand but teacher should use both language English and Hindi while teaching
- The learning experience is very good we get knowledge about the real scenario, how to apply the concept with the outside market or environment.
- Highly experienced teachers
- Teaching and the concept is clear and best
- More case studies.
- Teachers' staffs are very good for teaching, they are motivate us.
- Very good institute
- Give more real life example
- Very good learning experience
- Give practical knowledge compare than theoretical knowledge
- Adding more real life examples to understand the concept more easily
- All teachers are excellent, they involve all students.
- Teaching methodology is very helpful for us
- Provide students with a visual representation of the lessons objective
- Teaching faculty explains very well
- Everything is perfect
- Please increase number of companies for placement
- Please give at least alternate Saturday off
- Could you please give us at least 5 min break after every 1 hr.
- Suggesting use a mix of teaching methods, including interactive activities, group discussions, and multimedia resources to keep the class engaging.
- Teacher's gives us Practical examples for Better Understanding.
- Faculty is very good in teaching and they teach using real life examples which makes understanding easy.
- All the teaching staff and faculties are very much good and friendly in nature with students which helps students to develop their skills
- Overall all teachers are very good there is nothing to improve more
- Time for skill enhancements, College could bring more certification program.
- The question asked in previous year should be discussed
- Foster an inclusive and diverse classroom environment.
- Corporate mentorship is poor
- All faculties resolve the problems of students.

- I think some sessions will more interactive than happen.
- The speed of teaching should be little bit slowly so that everybody can understand better.
- Make revision of numerical after teaching them and take some practice of some examples after teaching.
- Teachers should be aware of the diverse backgrounds of their students and adapt their teaching to accommodate various learning abilities, languages, and cultural perspectives.
- Fun activities should be taken in the classroom as continuous lectures feel boring sometimes. So that students will feel motivated and will feel interesting to attend the lectures.
- Focus should be on maximum placements through institute.
- Overall a great learning experience of various things related to syllabus and out of syllabus.
- Try to give more opportunities in job interviews
- Not only academics part but we also learn from activities and extracurricular programmes
- Need to focus on soft skill development activities and should speak each student in English in entire college, it's helps students professional life or corporate life.
- Develop a platform for student from where they navigate their educational journey.
- More corporate knowledge should be provided
- Overall teaching and learning process is very good and teachers have deep knowledge about respective course .Fully satisfied.

S. B. PATIL INSTITUTE OF MANAGEMENT, PUNE
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S.B. PATIL INSTITUTE OF MANAGEMENT NIGDI, PRADHIKARAN, PUNE-44.