

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



**CRITERION II**  
**2.7 REPORT OF**  
**STUDENT SATISFACTION SURVEY**  
**2023-2024**

# INDEX

Sr.No.	Particulars	Page No
01	Objective	03
02	Survey Methodology	03
03	Participants	03
04	Survey Results	04 - 27

### **Objective:**

The survey has been conducted to understand student's satisfaction level, for the academic year 2023-24, 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 322 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 : 21.90 years
C) Institute Name	PCETs, S. B. Patil Institute of Management.
D) Gender	Male:129 Female: 193 Transgender: 00
E) What degree / program you are pursuing/ pursued.	Masters : MBA
F) Which specialization you opted in your degree / program	Marketing : 29 Finance : 51 Human Resources : 30 Operations : 07 BA-03 Any other : 202
G) Please Select your Academic Year	2023-25: 120 2024-26: 202

## **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:**

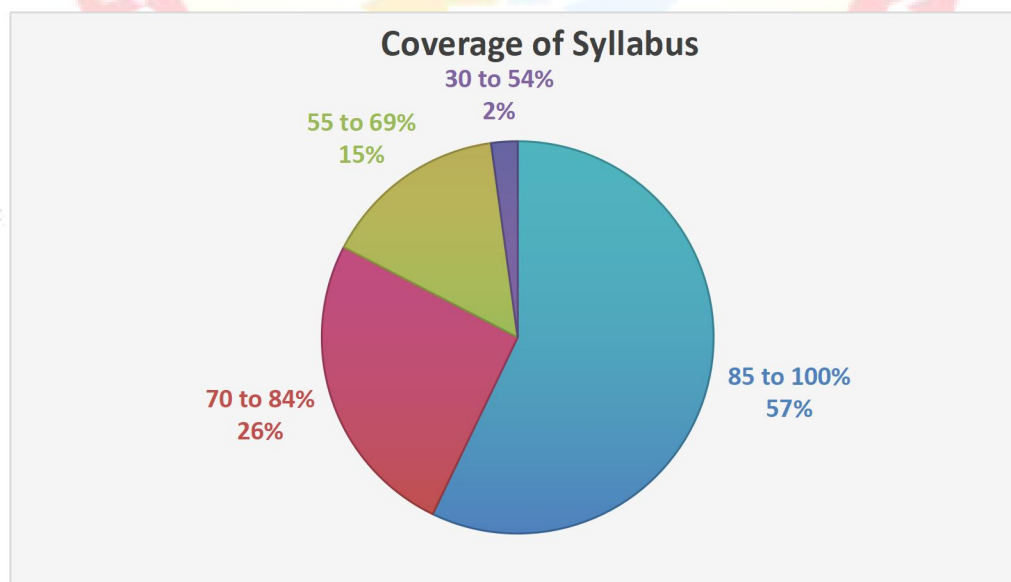
- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict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

## NAAC Criterion II–Teaching- 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?

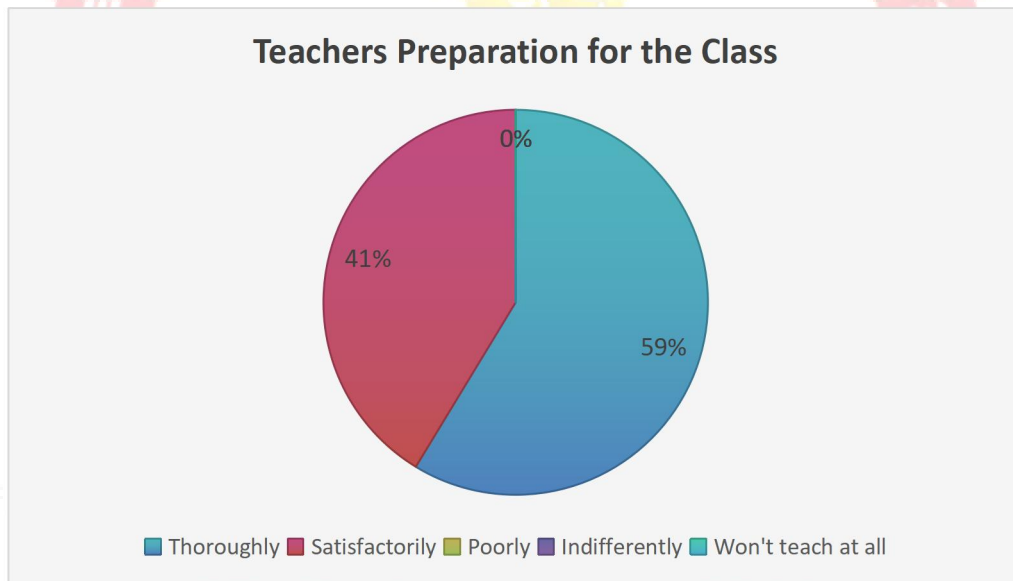
Scale	Number of Students	Percentage (%)
85 to 100%	184	57
70 to 84%	82	25
55 to 69%	49	15
30 to 54%	7	2
Below 30%	01	0
<b>Total</b>	<b>322</b>	<b>100</b>



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

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

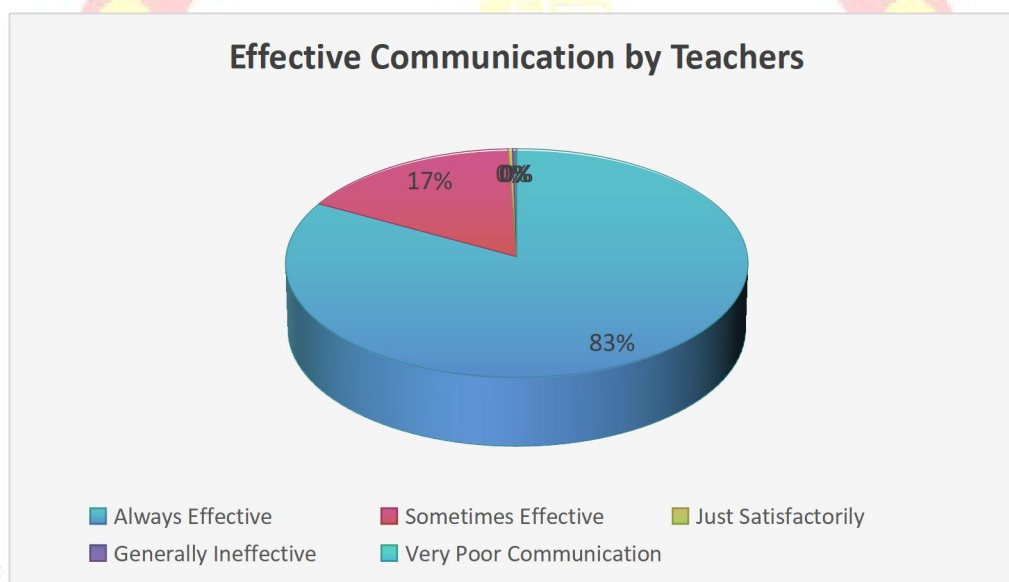
Scale	Number of Students	Percentage
Thoroughly	189	59
Satisfactorily	133	41
Poorly	0	0
Indifferently	0	0
Won't teach at all	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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

### 3. How well were the teachers able to communicate?

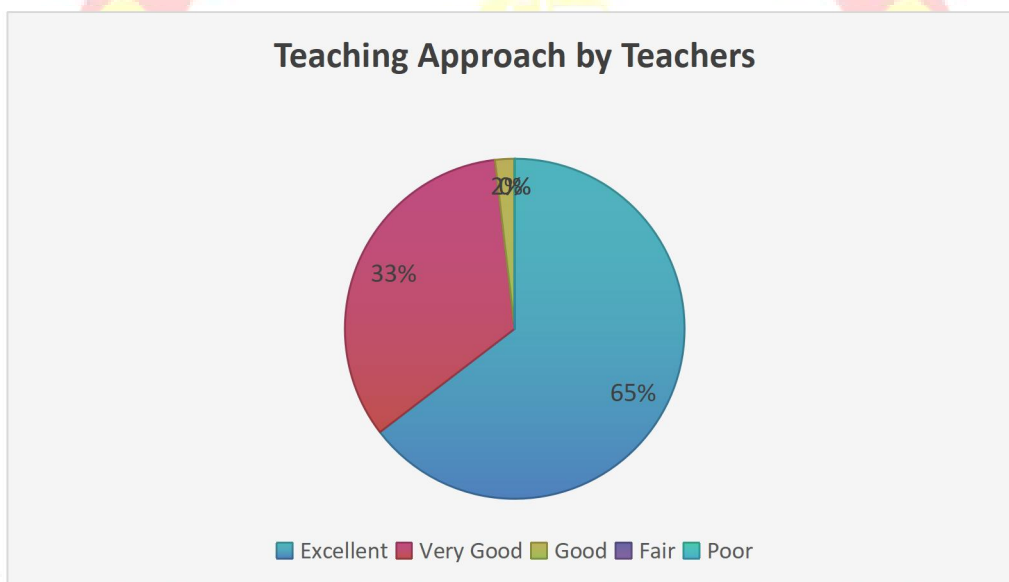
Scale	Number of Students	Percentage
Always Effective	267	83
Sometimes Effective	53	16
Just Satisfactorily	1	0
Generally Ineffective	1	0
Very Poor Communication	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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:

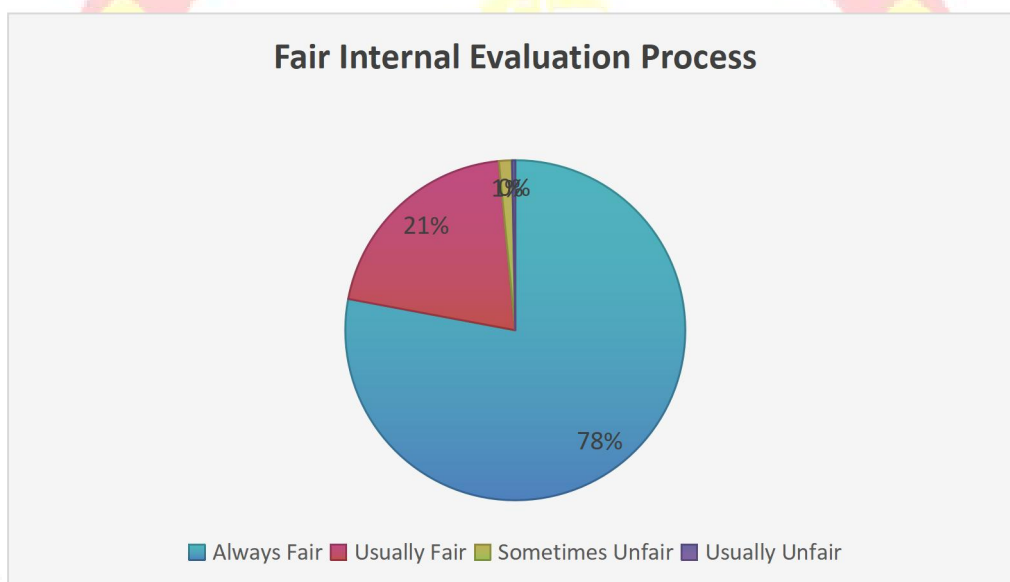
Scale	Number of Students	Percentage
Excellent	208	65
Very Good	108	34
Good	6	2
Fair	0	-
Poor	0	-
<b>Total</b>	<b>322</b>	<b>100</b>



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

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

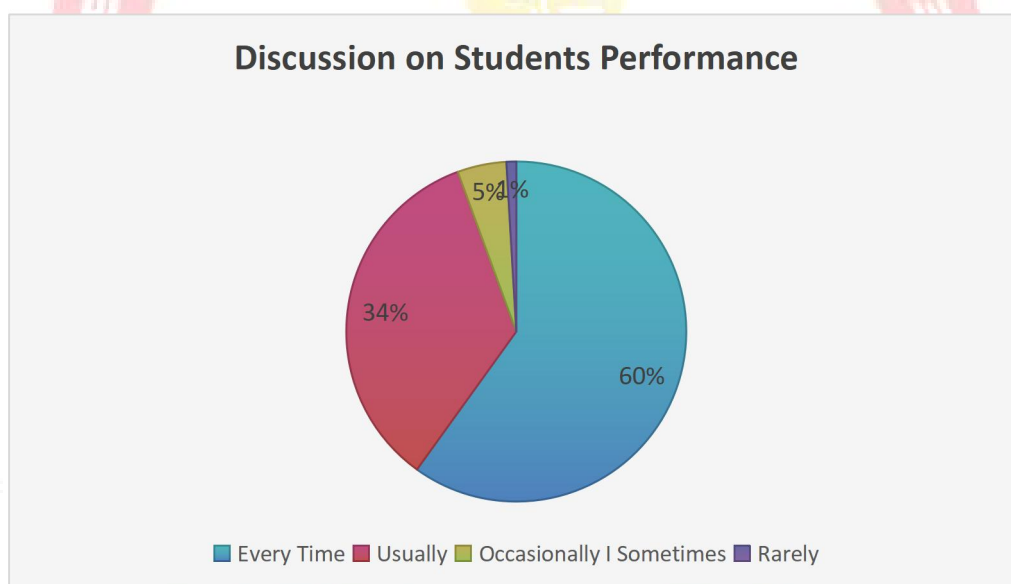
Scale	Number of Students	Percentage
Always Fair	251	78
Usually Fair	66	20
Sometimes Unfair	4	1
Usually Unfair	1	0
Unfair	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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

6. Was your performance in assignments discussed with you?

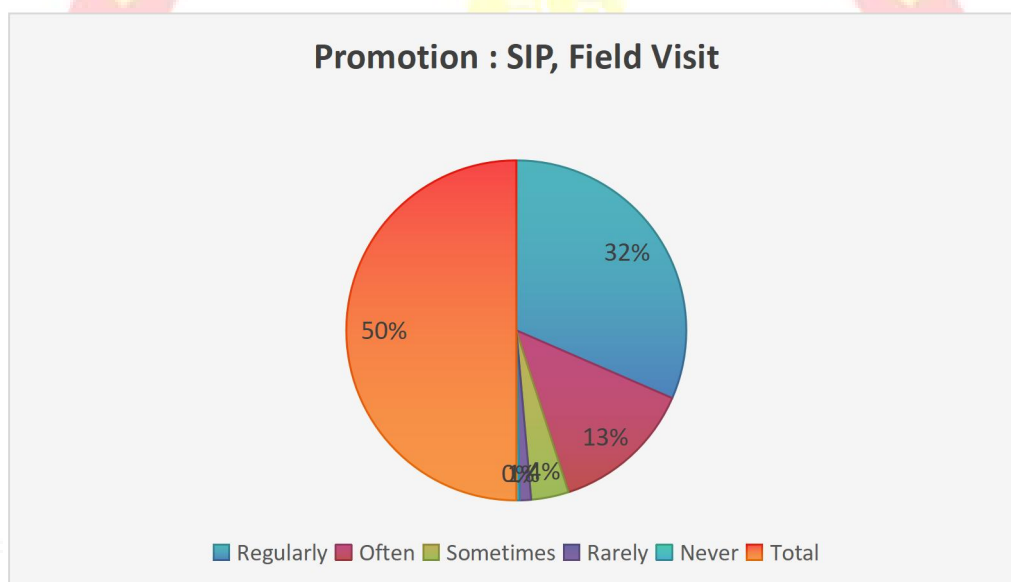
Scale	Number of Students	Percentage
Every Time	193	60
Usually	111	34
Occasionally / Sometimes	15	5
Rarely	3	1
Never	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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

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

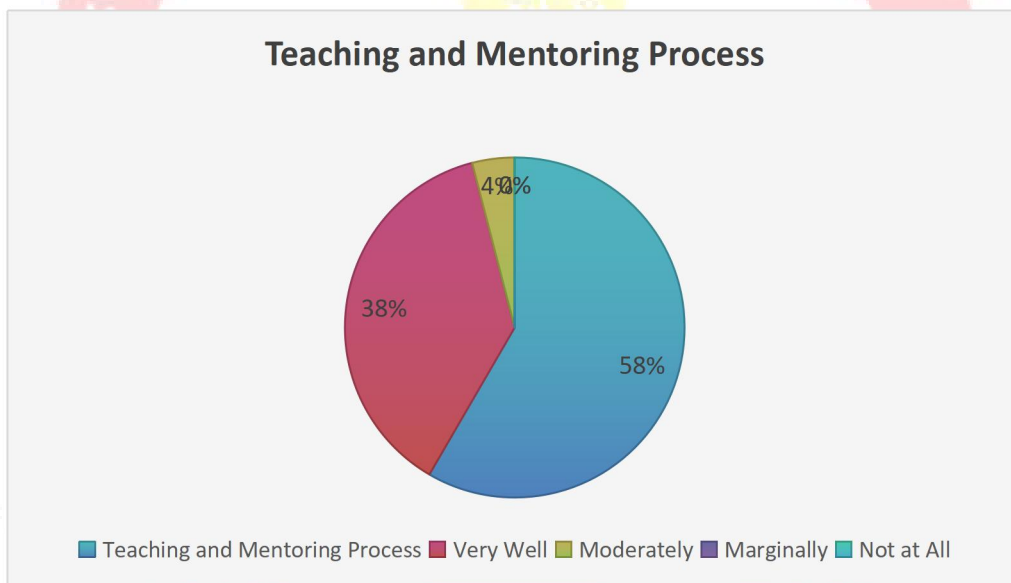
Scale	Number of Students	Percentage
Regularly	203	63
Often	87	27
Sometimes	23	7
Rarely	7	2
Never	2	1
<b>Total</b>	<b>322</b>	<b>100</b>



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.

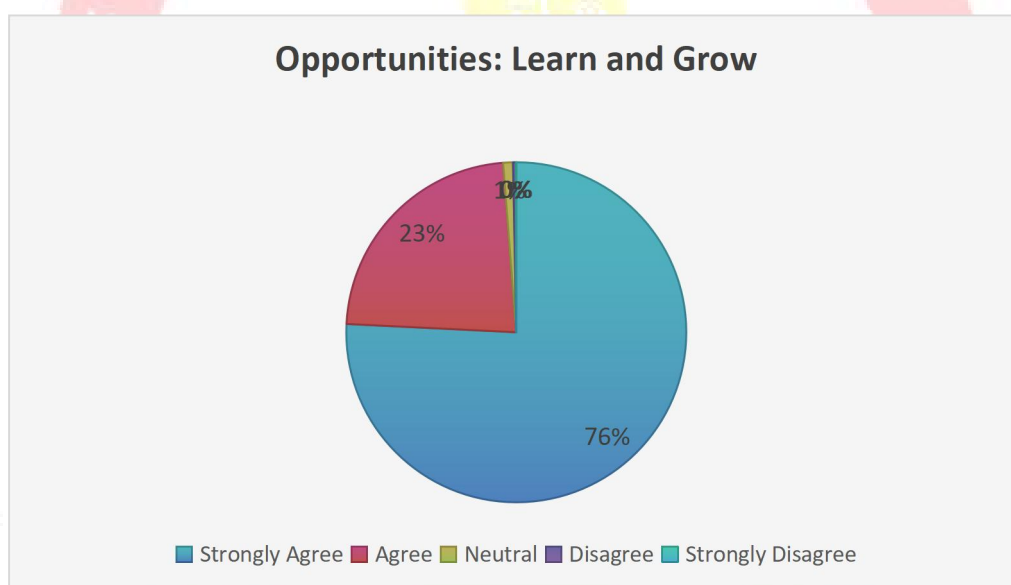
Scale	Number of Students	Percentage
Significantly	188	58
Very Well	121	38
Moderately	13	4
Marginally	0	0
Not at All	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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.

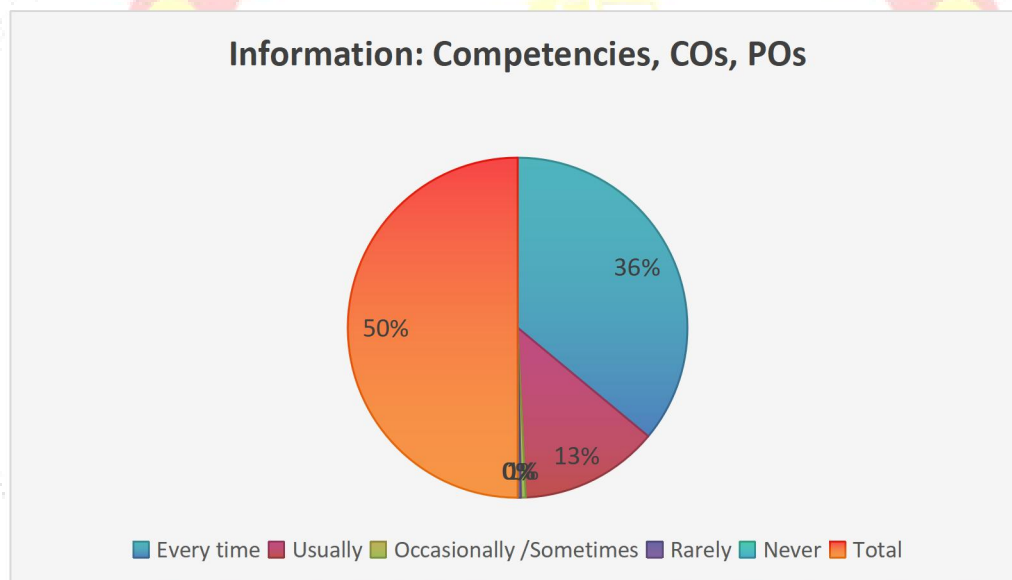
Scale	Number of Students	Percentage
Strongly Agree	244	76
Agree	74	23
Neutral	3	1
Disagree	1	0
Strongly Disagree	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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.

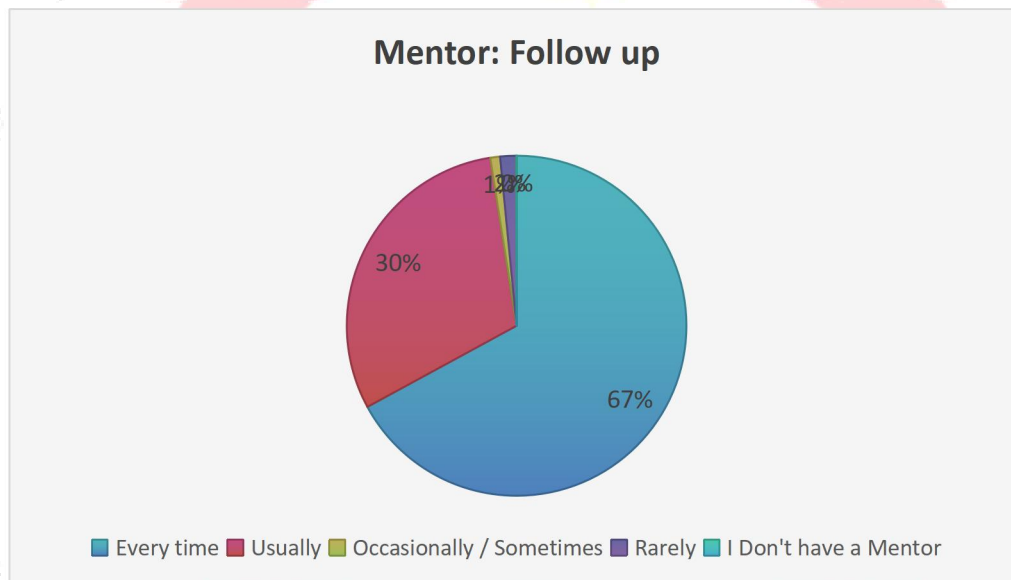
Scale	Number of Students	Percentage
Every time	232	72
Usually	85	26
Occasionally/Sometimes	3	1
Rarely	2	1
Never	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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.

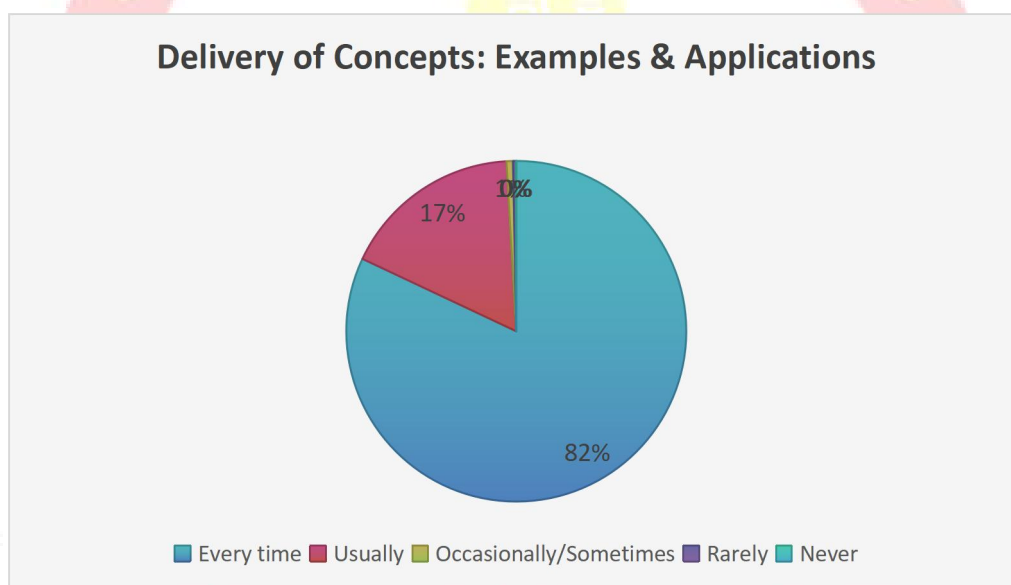
Scale	Number of Students	Percentage
Every time	216	67
Usually	98	30
Occasionally / Sometimes	3	1
Rarely	5	2
I Don't have a Mentor	0	0



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	264	82
Usually	55	17
Occasionally/Sometimes	2	1
Rarely	1	0
Never	0	0
<b>Total</b>	<b>322</b>	<b>100</b>

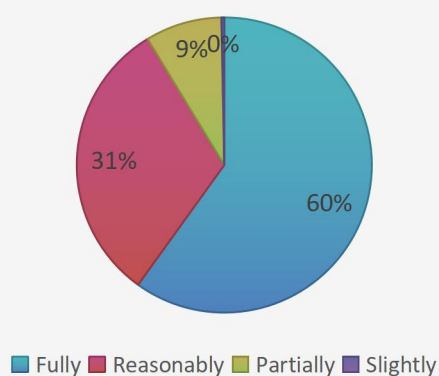


Interpretation: All the teachers take all measures to deliver concept by quoting live and current practical examples with its application in various scenario.

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

Scale	Number of Students	Percentage
Fully	193	60
Reasonably	101	31
Partially	27	8
Slightly	1	0
Unable to	0	0
<b>Total</b>	<b>322</b>	<b>100</b>

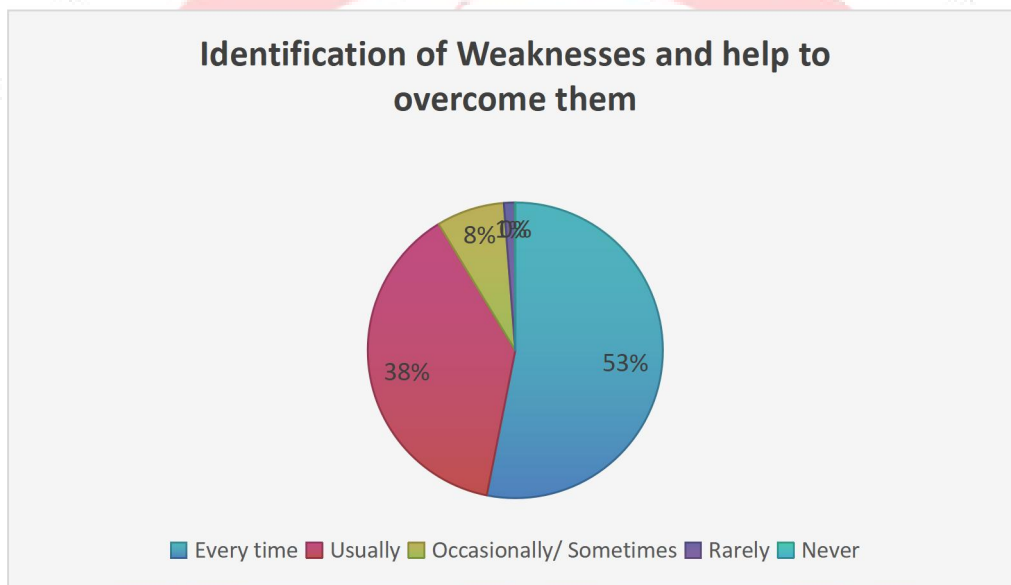
**Identification of Strengths and Encouragement by Teachers**



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.

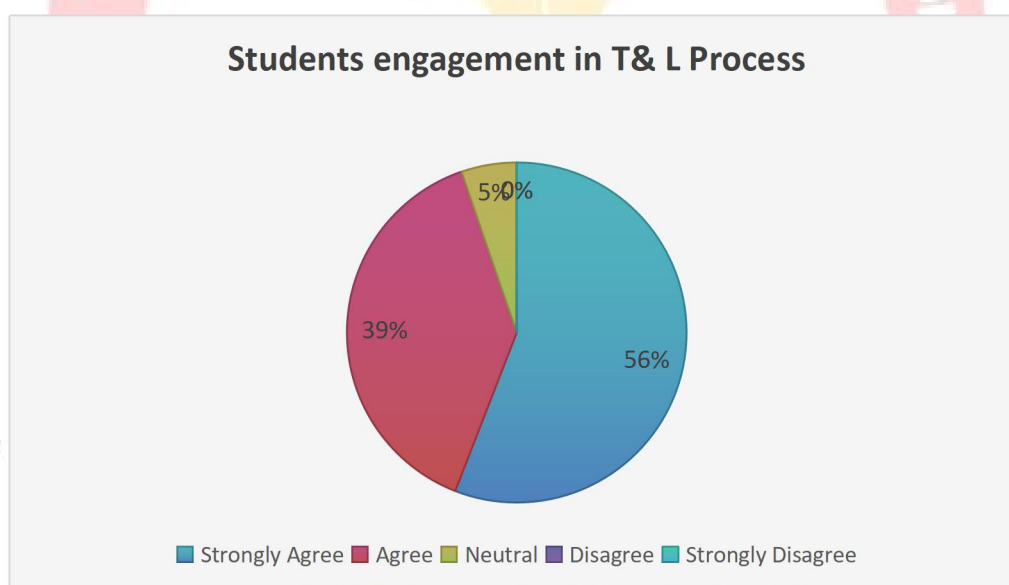
Scale	Number of Students	Percentage
Every time	171	53
Usually	123	38
Occasionally/ Sometimes	24	7
Rarely	4	1
Never	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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.

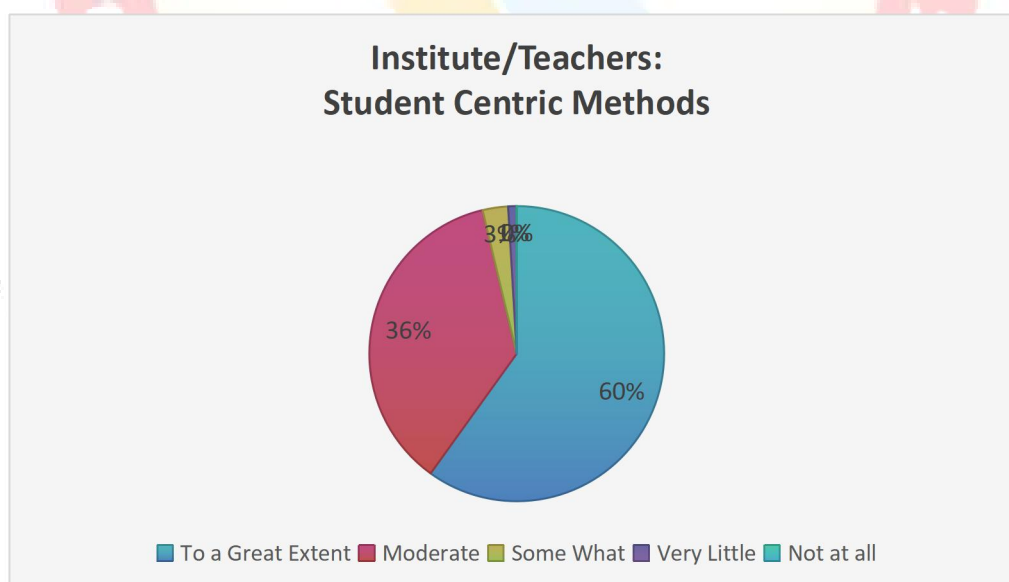
Scale	Number of Students	Percentage
Strongly Agree	180	56
Agree	125	39
Neutral	17	5
Disagree	0	0
Strongly Disagree	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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

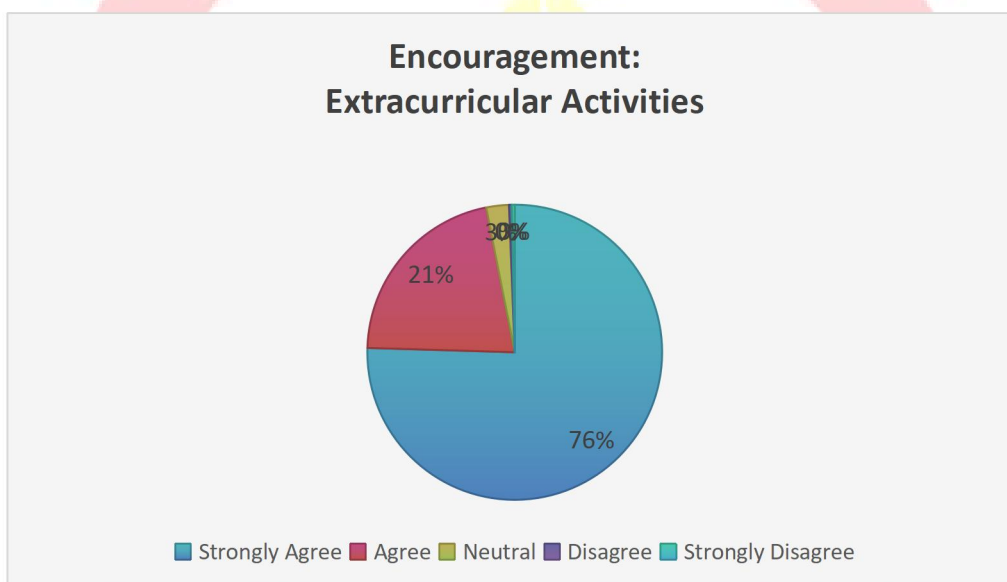
Scale	Number of Students	Percentage
To a Great Extent	193	60
Moderate	117	36
Some What	9	3
Very Little	3	1
Not at all	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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.

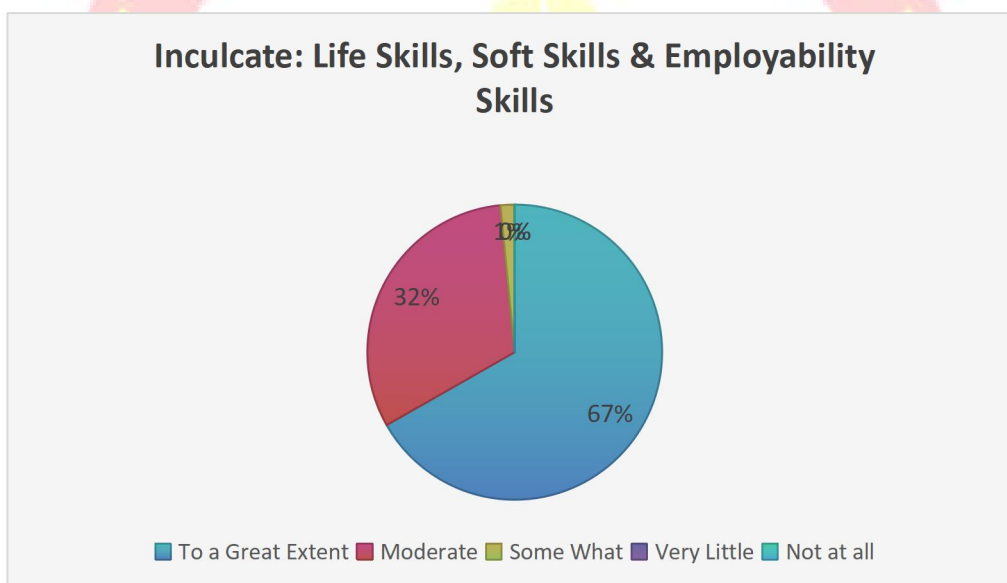
Scale	Number of Students	Percentage
Strongly Agree	243	75
Agree	69	21
Neutral	8	2
Disagree	1	0
Strongly Disagree	1	0
<b>Total</b>	<b>322</b>	<b>100</b>



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.

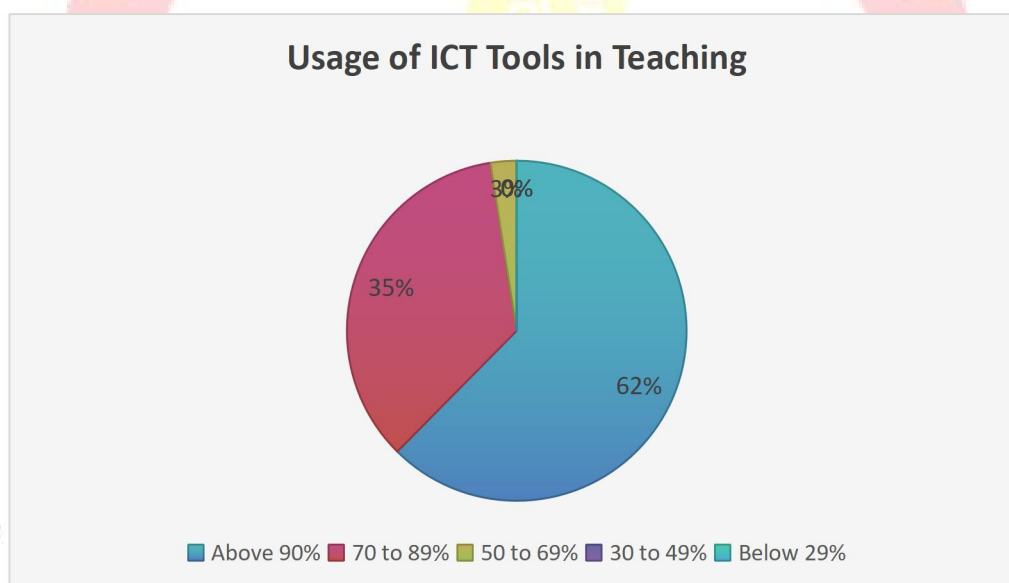
Scale	Number of Students	Percentage
To a Great Extent	215	67
Moderate	102	32
Some What	5	2
Very Little	0	0
Not at all	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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.

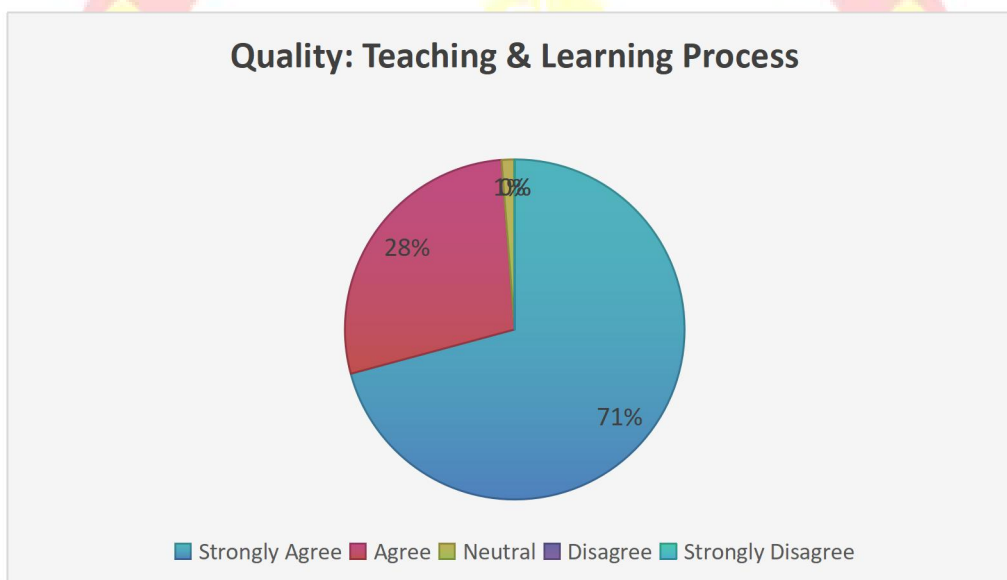
Scale	Number of Students	Percentage
Above 90%	201	62
70 to 89%	113	35
50 to 69%	8	2
30 to 49%	0	0
Below 29%	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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	228	71
Agree	90	28
Neutral	4	1
Disagree	0	0
Strongly Disagree	0	0
<b>Total</b>	<b>322</b>	<b>100</b>



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

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.

- Acknowledge the importance of student wellbeing. Encourage healthy study habits, stress management techniques, and provide resources for mental health support.
- All faculties are very well, they teaching in English and Hindi language also they should teach some Marathi Language for understanding approach
- All faculty are very good for teaching
- All the teachers are well including supporting staff and lab assistant. Teacher always preferred two way communication with students while teaching which personally help me to make habit of proactive in the class .
- Best academic teaching and learning
- Don't Pressurized the students
- Don't tell to make groups for any activity make groups and then give task
- Education is very good
- Encourage more students to use books from library
- Establish regular feedback sessions where students can discuss their learning experiences and challenges with faculty. This can help identify areas for improvement and foster a more collaborative learning environment.
- Every Saturday randomly someone has to give book review that they have completed reading.
- Everything is good
- Explain more in Hindi
- Faculty is very supportive
- Focusing on Practical learning
- Give more industrial exposure
- Good learning
- Good teaching techniques
- Guiding more about what specialization should be chosen by students in terms of the qualities.
- I think as per my observation teacher should go with teaching techniques which they following.
- In morning class someone can start with some business news.
- Incorporate more digital and interactive tools, such as simulations and case studies, to engage students and bring real-world applications into the classroom. This approach can enhance students' understanding of complex concepts through hands-on experience.
- Integrate development of essential soft skills like communication, critical thinking, teamwork, and problem-solving.
- Management has taken every possible step throughout the course to improve us.
- More examples about real world connections
- More outdoor activities
- More practical knowledge is needed to be shared via more number of industrial and MNC visits
- More reference book recommendations
- Need more of case study question for preparation of exam
- Need more real life example in every subject we are getting but required more example
- Nothing all good
- Ongoing process of teaching and learning is good
- Personalized guidance
- Please provide notes to every subject

- Please understand the problem of students
  - Please provide chapter wise notes
  - Practical lectures should be conducted simultaneously with theoretical concept.
  - Provide notes for all subjects
  - Providing Continuous Professional Development for Faculty
  - Requests to handle students strictly as their noises and activities create disturbance during lectures
  - Should conduct practical knowledge training from first year.
  - Should encourage more students for entrepreneurship.
  - Should focus more on field visits which can benefit students.
  - Smart board visibility
  - Some practical experience for the subject needed
  - Sometimes teaching becomes too fast
  - Take questions after finish chapter
  - Teach basic concepts of every course
  - Teachers are very supportive
  - Teachers are very supportive and give their 100% during classes
  - Teachers should regularly assess the improvements in the students and plan accordingly
  - Teaching is best teachers are supportive
  - Teaching methods is good
  - Teaching should be based on more practical and real life examples
  - Technical learning is most important so should focus on that.
  - The professors are very fair and have the excellent knowledge, and help us for the improvement.
  - The syllabus was covered in the class and the queries of the students are solved by the faculties. The institute provides multiple opportunities to learn new things. SB Patil Institute of Management is the excellent institute for MBA Programme.
  - The teaching method is excellent.
  - There should be more Industry visits.
  - Time management to syllabus complete
  - To be aware of strength and weakness of each student
  - To complete syllabus in time
  - To understand to that students which is are weak in some program and lack of skills
  - Upgradation of Computer Labs
  - Use of computer lab for experiential learning
  - We are in good hands
  - Whatever activities conducted related to learning it should be more serious and on time
-