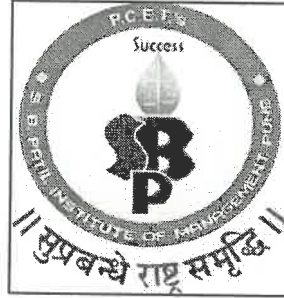


PIMPRI CHINCHWAD EDUCATION TRUST'S
S. B. PATIL INSTITUTE OF MANAGEMENT



CRITERION II
2.7 REPORT OF
STUDENT SATISFACTION SURVEY
2018-2019




Director

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 2018-19**, 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 **176** 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: 91 % No: 09
B) Age:	Average : 24.83 years
C) Institute Name	PCETs, S. B. Patil Institute of Management.
D) Gender	Male: 134 Female: 42 Transgender: 00
E) What degree / program you are pursuing/ pursued.	Masters : MBA
F) Which specialization you opted in your degree / program	Marketing : 87 Finance : 58 Human Resources : 26 Information Technology : 02 International business : 03 Any other : 0
G) Please Select your Batch	2018-20: 123 2017-19: 53




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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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Director

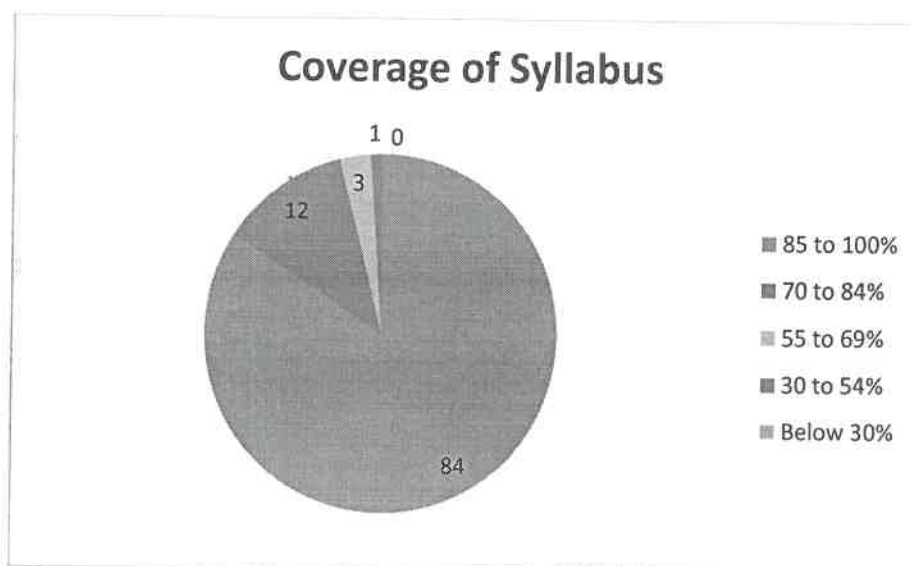
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NAAC Criterion II – Teaching–Learning and Evaluation: Student Satisfaction Survey on Teaching Learning Process

(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%	148	84
70 to 84%	21	12
55 to 69%	5	3
30 to 54%	2	1
Below 30%	0	0
Total	176	100



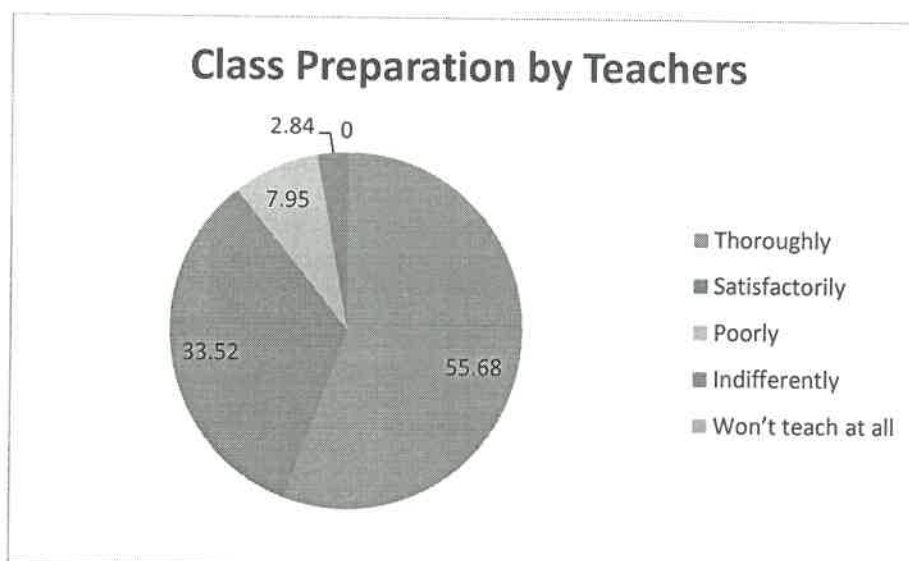
Interpretation: Complete Syllabus coverage was always given priority at institute.




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

Scale	Number of Students	Percentage
Thoroughly	98	55.68
Satisfactorily	59	33.52
Poorly	14	7.95
Indifferently	5	2.84
Won't teach at all	0	0.00
Total	176	100.00



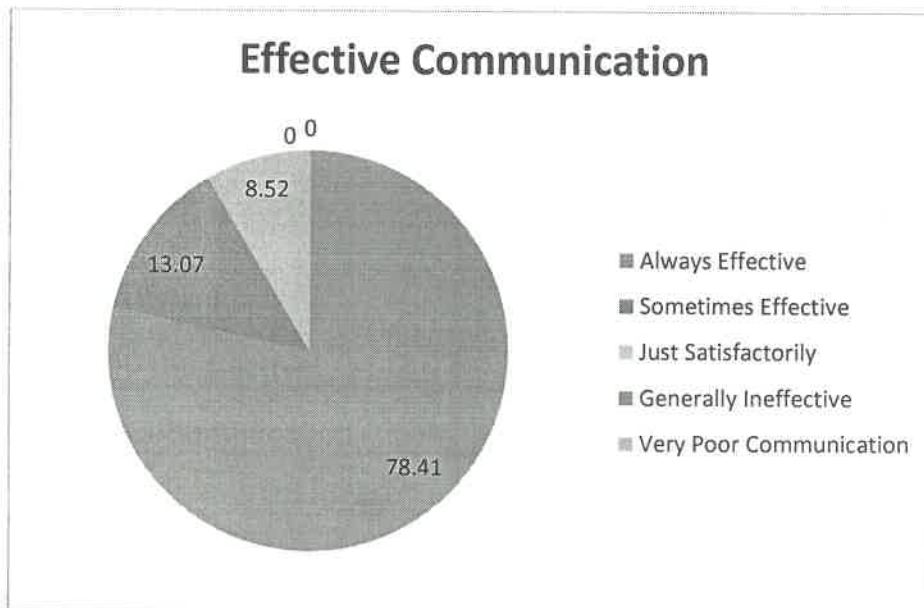
Interpretation: Almost all Teachers thoroughly and satisfactorily prepared for their classes.




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3. How well were the teachers able to communicate?

Scale	Number of Students	Percentage
Always Effective	138	78.41
Sometimes Effective	23	13.07
Just Satisfactorily	15	8.52
Generally Ineffective	0	0.00
Very Poor Communication	0	0.00
Total	176	100.00



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



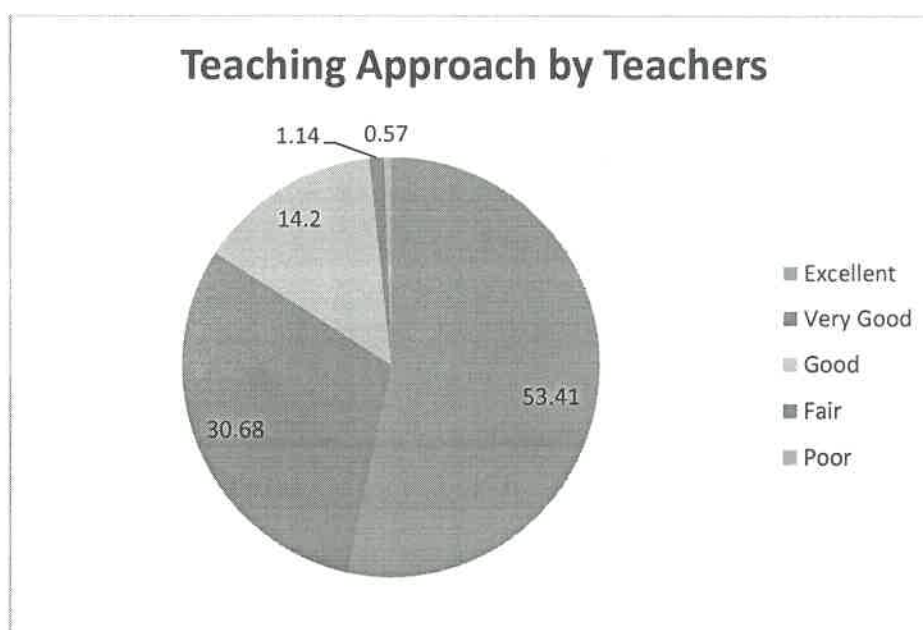
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4. The teacher's approach to teaching can best be described as:

Scale	Number of Students	Percentage
Excellent	94	53.41
Very Good	54	30.68
Good	25	14.20
Fair	2	1.14
Poor	1	0.57
Total	176	100.00



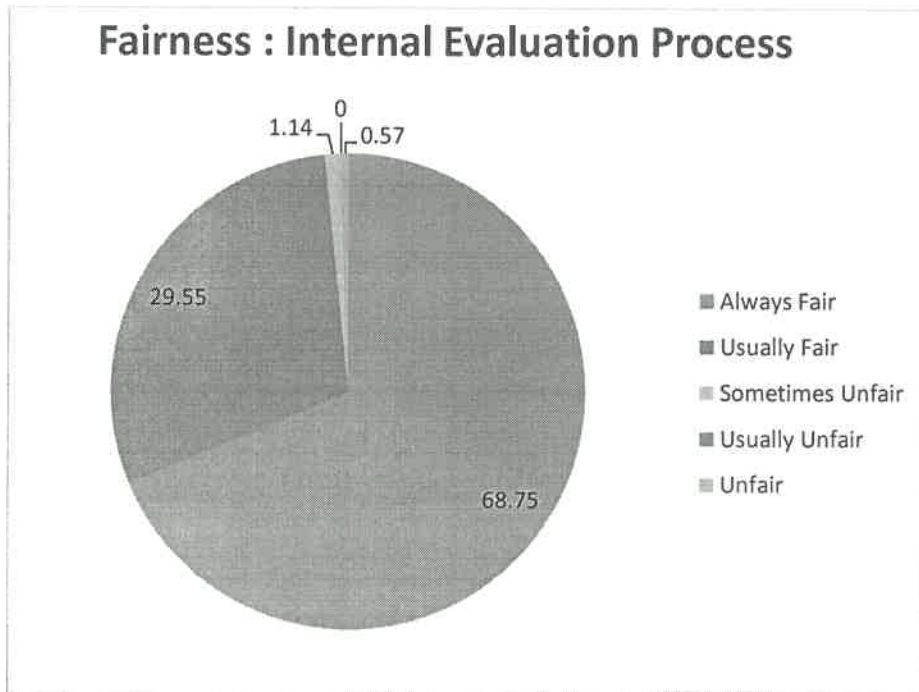
Interpretation: Approach of teaching by Teachers has always been excellent and very good.




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

Scale	Number of Students	Percentage
Always Fair	121	68.75
Usually Fair	52	29.55
Sometimes Unfair	2	1.14
Usually Unfair	0	0.00
Unfair	1	0.57
Total	176	100.00



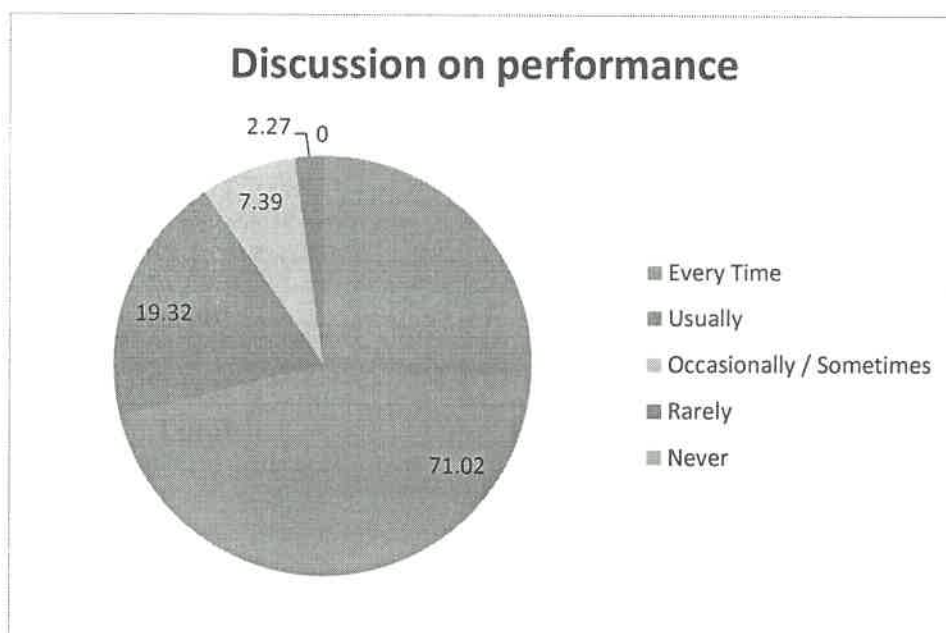
Interpretation: Internal evaluation process is always unbiased and fair by Teachers.




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6. Was your performance in assignments discussed with you?

Scale	Number of Students	Percentage
Every Time	125	71.02
Usually	34	19.32
Occasionally / Sometimes	13	7.39
Rarely	4	2.27
Never	0	0.00
Total	176	100.00



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

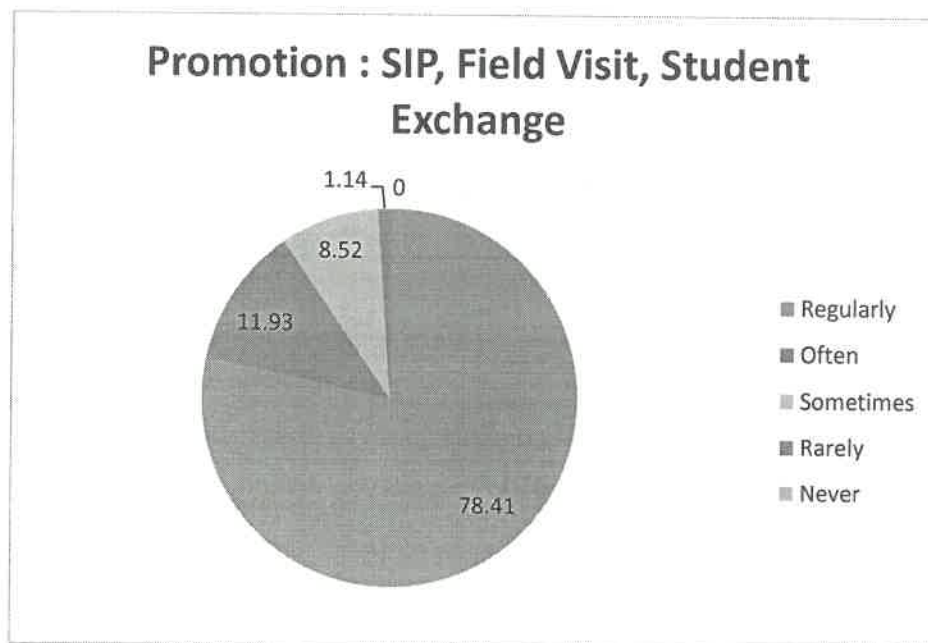


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7. The institute takes active interest in promoting internship, student exchange, and field visit opportunities for students.

Scale	Number of Students	Percentage
Regularly	138	78.41
Often	21	11.93
Sometimes	15	8.52
Rarely	2	1.14
Never	0	0.00
Total	176	100.00



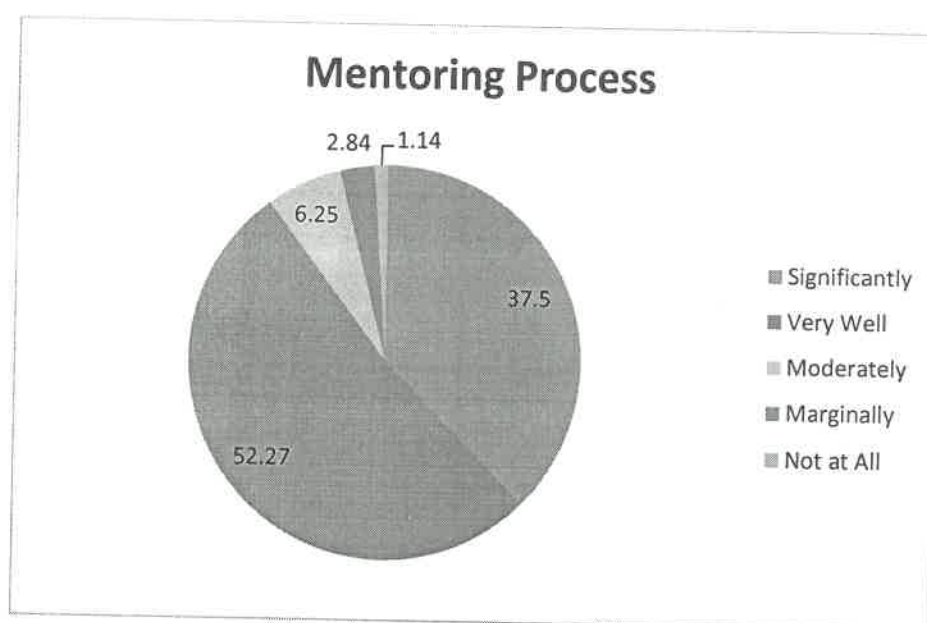
Interpretation: Best efforts are made by institute to promote SIP and field visit for students.




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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	66	37.50
Very Well	92	52.27
Moderately	11	6.25
Marginally	5	2.84
Not at All	2	1.14
Total	176	100.00



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

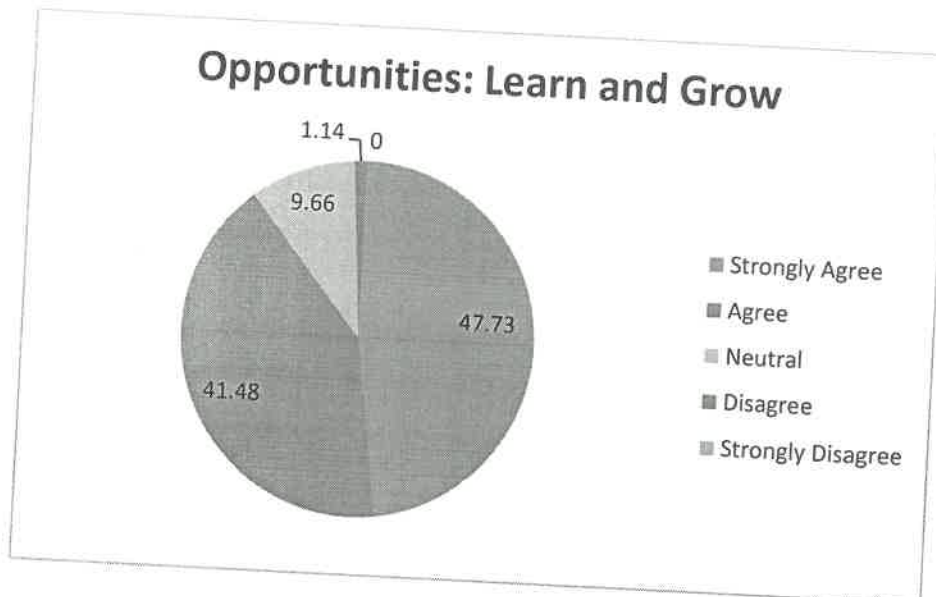


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9. The institution provides multiple opportunities to learn and grow.

Scale	Number of Students	Percentage
Strongly Agree	84	47.73
Agree	73	41.48
Neutral	17	9.66
Disagree	2	1.14
Strongly Disagree	0	0.00
Total	176	100.00



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



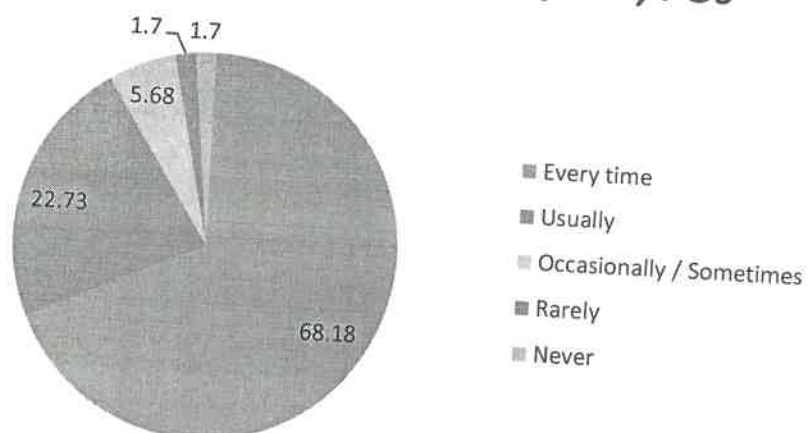

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10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

Scale	Number of Students	Percentage
Every time	120	68.18
Usually	40	22.73
Occasionally / Sometimes	10	5.68
Rarely	3	1.70
Never	3	1.70
Total	176	100.00

Information: Competencies, COs, POs



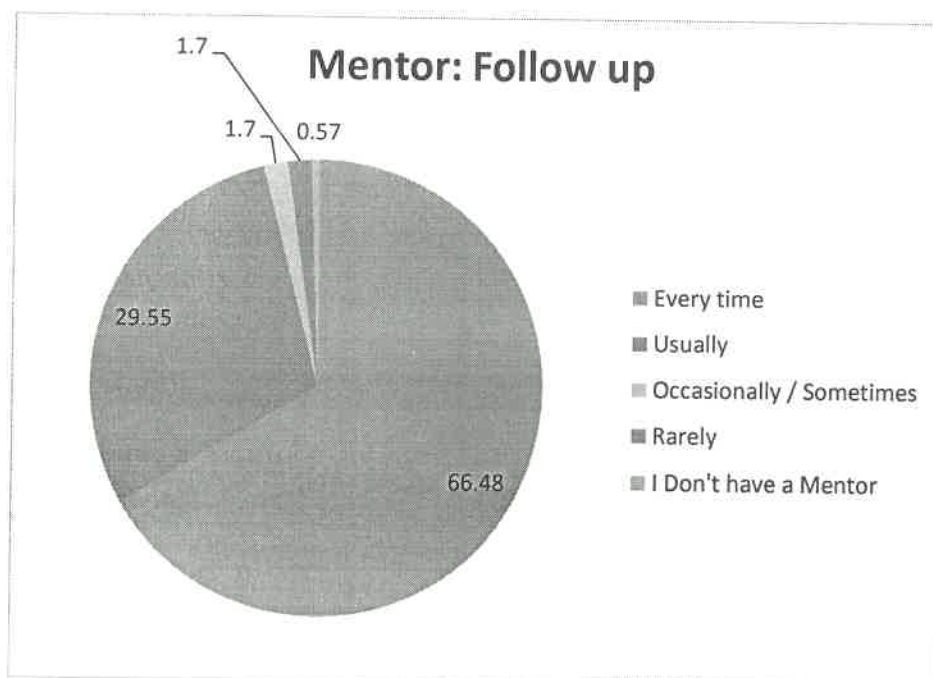
Interpretation: Teachers communicate to students through various platforms like counseling, orientation, class sessions, mentoring regarding expected competencies, course outcomes and programme outcomes.



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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	117	66.48
Usually	52	29.55
Occasionally / Sometimes	3	1.70
Rarely	3	1.70
I Don't have a Mentor	1	0.57
Total	176	100.00



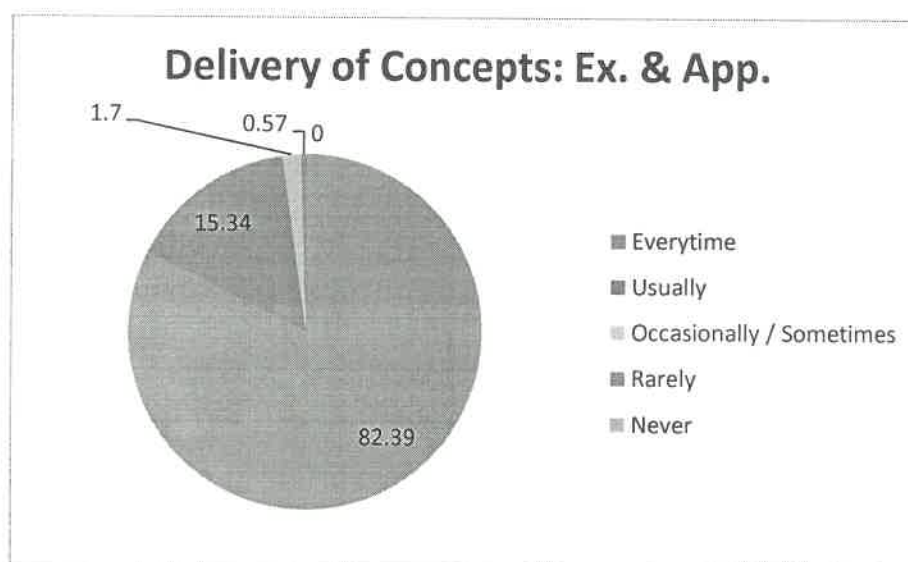
Interpretation: Mentors always make a point to communicate to students regarding their assignment and performance and take follow up on regular basis.




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

Scale	Number of Students	Percentage
Everytime	156	82.39
Usually	17	15.34
Occasionally / Sometimes	2	1.7
Rarely	1	0.57
Never	0	0
Total	176	100



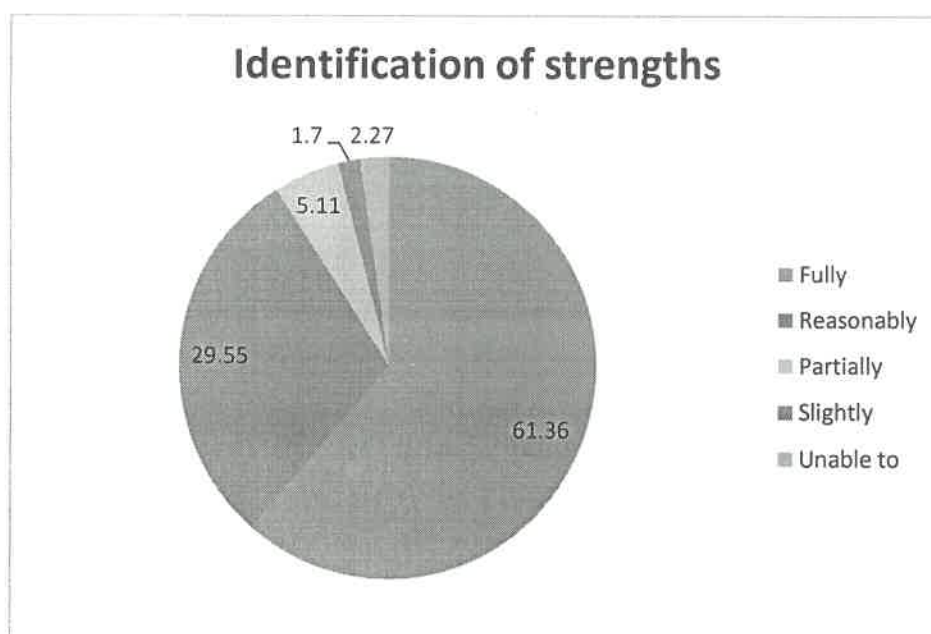
Interpretation: All the teachers take all measures to deliver concept by quoting live and current practical examples with its application in various scenario.




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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	108	61.36
Reasonably	52	29.55
Partially	9	5.11
Slightly	3	1.70
Unable to	4	2.27
Total	176	100.00



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

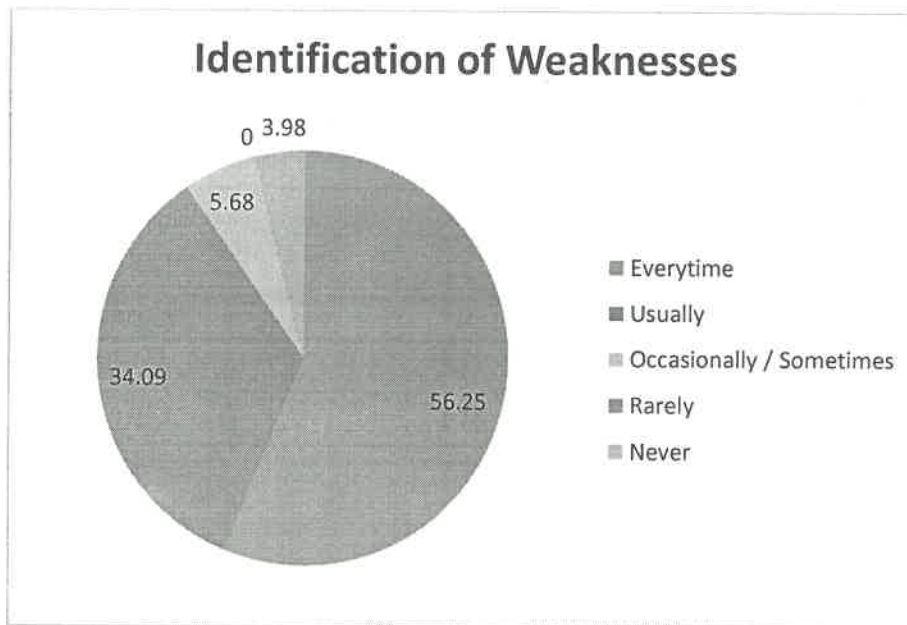



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14. Teachers are able to identify your weaknesses and help you to overcome them.

Scale	Number of Students	Percentage
Everytime	122	56.25
Usually	48	34.09
Occasionally / Sometimes	5	5.68
Rarely	0	0
Never	1	3.98
Total	176	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.

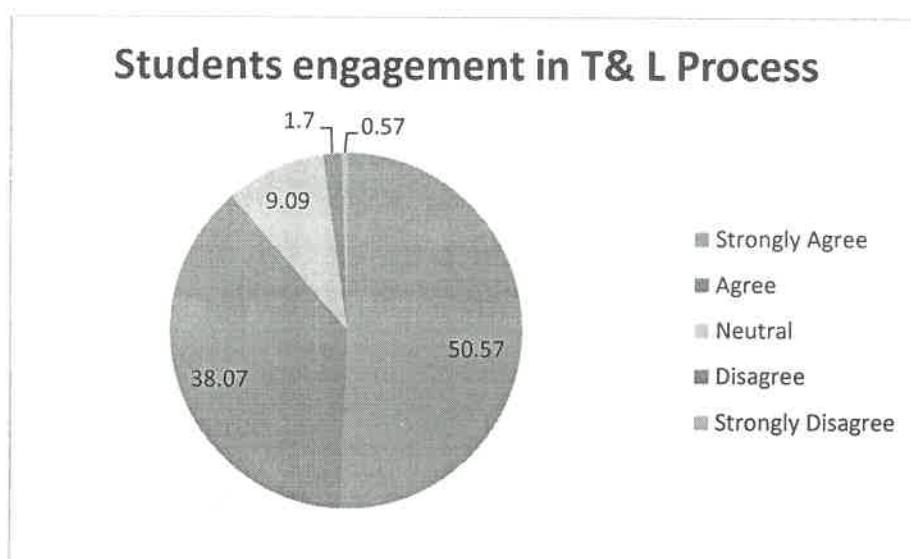



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15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Scale	Number of Students	Percentage
Strongly Agree	89	50.57
Agree	67	38.07
Neutral	16	9.09
Disagree	3	1.70
Strongly Disagree	1	0.57
Total	176	100.00



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



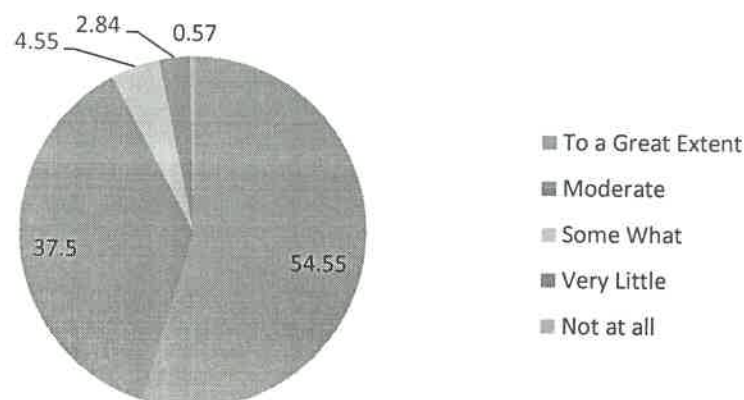
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16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning

Scale	Number of Students	Percentage
To a Great Extent	96	54.55
Moderate	66	37.50
Some What	8	4.55
Very Little	5	2.84
Not at all	1	0.57
Total	176	100.00

Institute/Teachers: Student Centric Methods



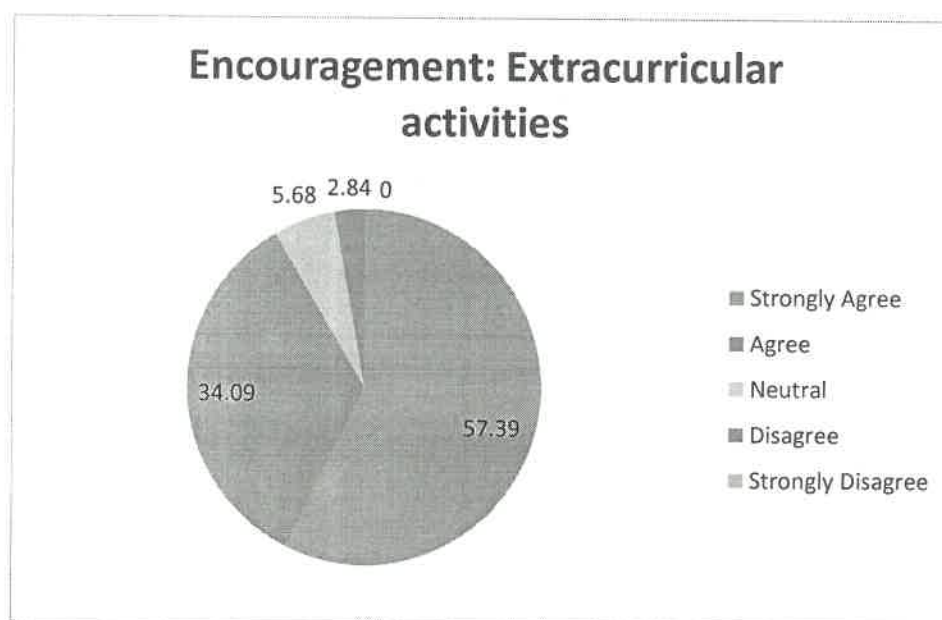
Interpretation: Various activities held by Student Council like cultural fest, sports, management events are organized to experience students various forms of learning like experiential learning, participative learning and problem solving methodology.




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17. Teachers encourage you to participate in extracurricular activities.

Scale	Number of Students	Percentage
Strongly Agree	101	57.39
Agree	60	34.09
Neutral	10	5.68
Disagree	5	2.84
Strongly Disagree	0	0.00
Total	176	100.00



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

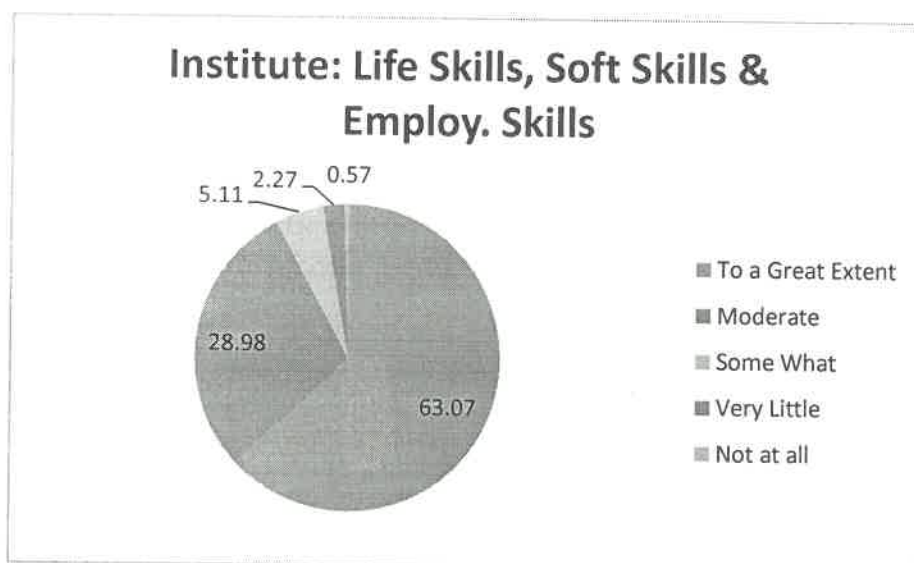



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18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

Scale	Number of Students	Percentage
To a Great Extent	111	63.07
Moderate	51	28.98
Some What	9	5.11
Very Little	4	2.27
Not at all	1	0.57
Total	176	100.00



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.

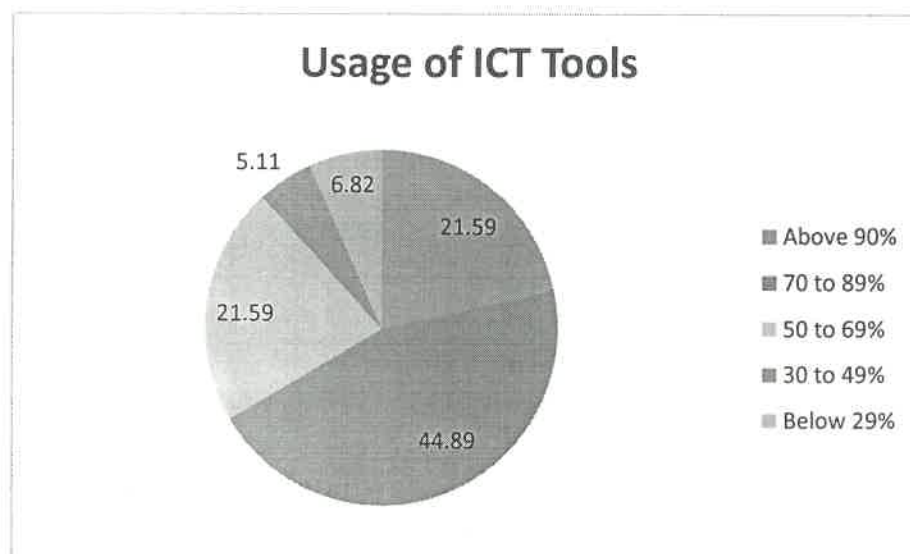


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19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

Scale	Number of Students	Percentage
Above 90%	38	21.59
70 to 89%	79	44.89
50 to 69%	38	21.59
30 to 49%	9	5.11
Below 29%	12	6.82
Total	176	100.00



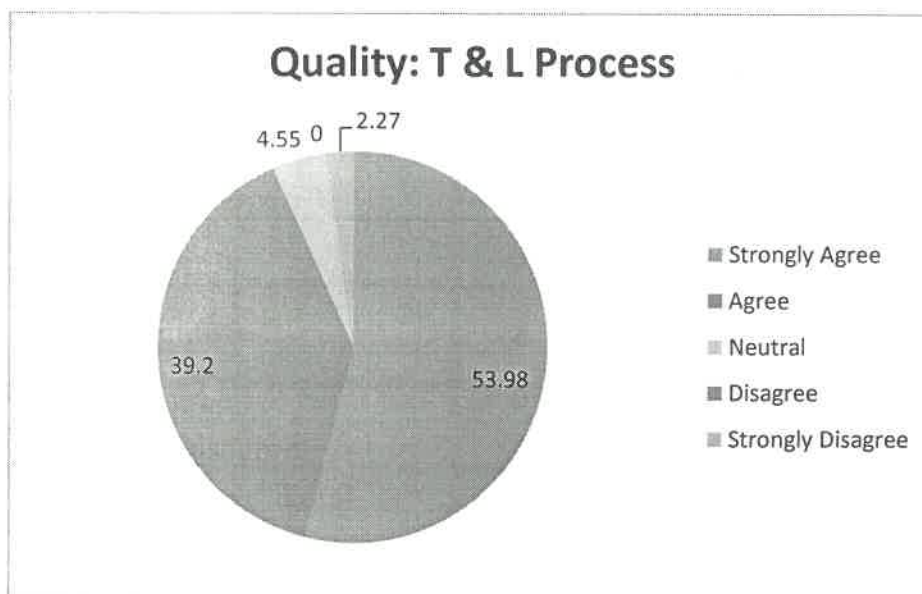
Interpretation: Almost all teachers make effective use of various forms of ICT tools in their teaching and learning process.




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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	95	53.98
Agree	69	39.20
Neutral	8	4.55
Disagree	0	0.00
Strongly Disagree	4	2.27
Total	176	100.00



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



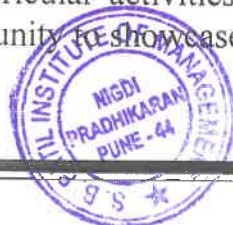
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21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution. -

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

- Industry scenarios should be discussed in the classroom according to the specialization.
- The Teachers here are very helpful to all the students.
- Arrange more management activities
- Industrial or organizational visits are less
- Having a diverse group of students culturally and academically, it's indeed a big challenge for Professors to carry everyone along, at same pace and towards same target.
- In my opinion, institution is doing a great job, taking all efforts. Results are a variable, depending on the recipient's passion.
- Is there a way to homogenize the recipient group, so that variability is minimized?
- More focus on skill development
- I observed that our faculties are really understood every students strength as well as weakness and guide us accordingly.
- I feel Positive atmosphere in college campus.
- Teachers are always ready to solve students queries and always motivate them
- The clarity of the projector is not up to the mark. Last benchers can't see the board properly... They should exchange it.
- First motto of the students to observe the institute is to see the placement records.
So if placement provided in totally will be an advantage.
- No other institute can have teachers, which we have in our Institute.
- Great use of technology
- Teaching staff and teachers are fabulous. We enjoyed lot in college teachers are more than friends and family
- Nothing much to suggest.
- All teachers are very good to teach to students.
- In-depth knowledge of specializations should be discussed with the student's scope of streams. Future opportunities and upcoming trends, and practical activities should be conducted.
- The Teaching techniques are very good.
- Should focus more on skills rather than studies
- Placement opportunities are less and are limited to certain level only
- Overall good
- Diversity of co-curricular activities at institute is phenomenal. It allows everyone an opportunity to showcase his/her non-academic faculties.




Director

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- Placements related queries should be resolved
- There is nothing as such suggestions because college conducts so many activities which are helpful for us.
- No suggestion
- The efforts for making the institution better is on top.
- If institute should provide campus recruitment for Operation and supply chain students, it will be great.
- To provide sessions on interview skills
- No suggestions as they are best.
- Share market session was not included
- Library is well organized with books and librarians are very supportive.
- Office staff is very good.
- Nice
- Good experience
- The seating capacity of small cafeteria need to be increased, if possible.
- More focus on development of interpersonal skills to be made.
- New certification courses should be enrolled
- I just want that IDEAL Program should be there and if it's possible once in a week we should have lectures because I believe that whatever the development I can see in myself which is because of IDEAL program. Sessions were really good and helps to understand the concept in practical way improves our general knowledge and helps to update with the current industries and the economy.
- It was great experience. I learn so many things which helps me in my career.
- Very good experience in learning
- Teachers encourage students to participate in extracurricular activities.
- Whenever teachers had taken lectures that time I understood.
- Good experience of 2 years
- Facilities provided for students by College are good like E-library and others.
- Overall everything is good
- Should focus more and more on Activities in classroom as it will help us in number of ways in our professional life.
- More focus on entrepreneurial activities
- Playground and canteen should be separate
- Campus is very good
- College should arrange at least one industrial visit in each and every month so students will update with respective manner.



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