

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



CRITERION II
2.7 REPORT OF
STUDENT SATISFACTION SURVEY
2020-2021




Director
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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 2020-21, 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 264 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: 71 % No: 29 %
B) Age:	Average : 24.08 years
C) Institute Name	PCETs, S. B. Patil Institute of Management.
D) Gender	Male: 188 Female: 76 Transgender: 00
E) What degree / program you are pursuing/ pursued.	Masters : MBA
F) Which specialization you opted in your degree / program	Marketing : 89 Finance : 106 Human Resources : 44 Operations : 09 Any other : 16
G) Please Select your Academic Year	2020-21: 166 2019-20: 98




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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)



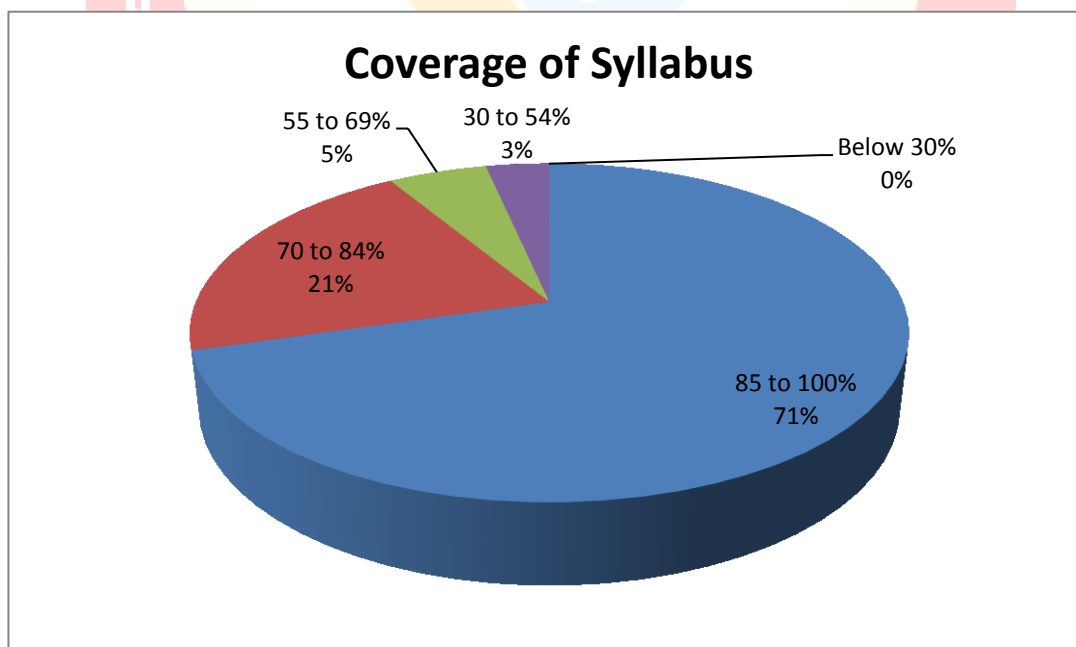

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NAAC Criterion II –Teaching- Learning and Evaluation: Student Satisfaction Survey on Teaching Learning Process

(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%	186	70
70 to 84%	55	21
55 to 69%	14	5
30 to 54%	9	3
Below 30%	0	0
Total	264	100



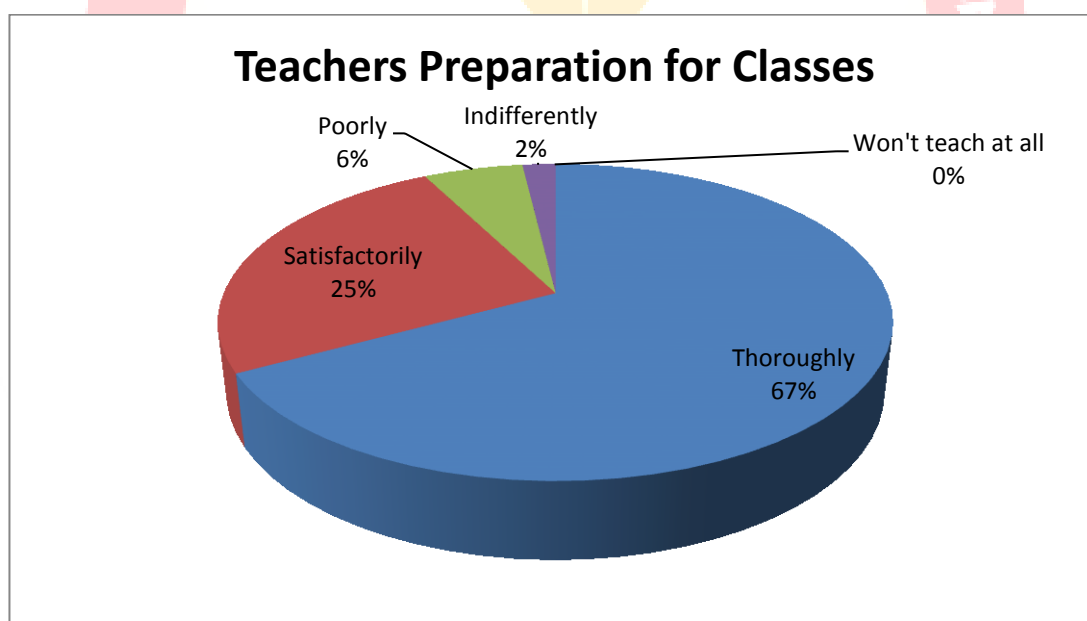
Interpretation: Complete Syllabus coverage was always given priority at institute by all faculty members.




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

Scale	Number of Students	Percentage
Thoroughly	177	67
Satisfactorily	67	25
Poorly	15	6
Indifferently	5	2
Won't teach at all	0	0
Total	264	100



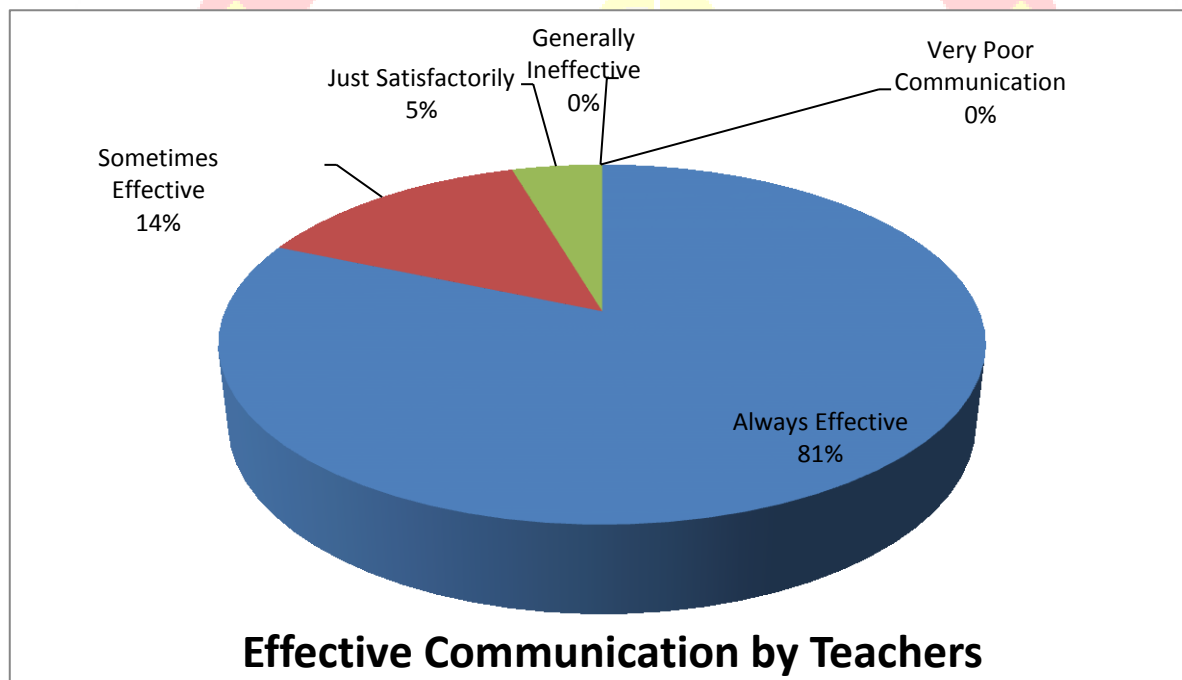
Interpretation: Almost all the Teachers at institute thoroughly and satisfactorily prepare for their classes for all courses.




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3. How well were the teachers able to communicate?

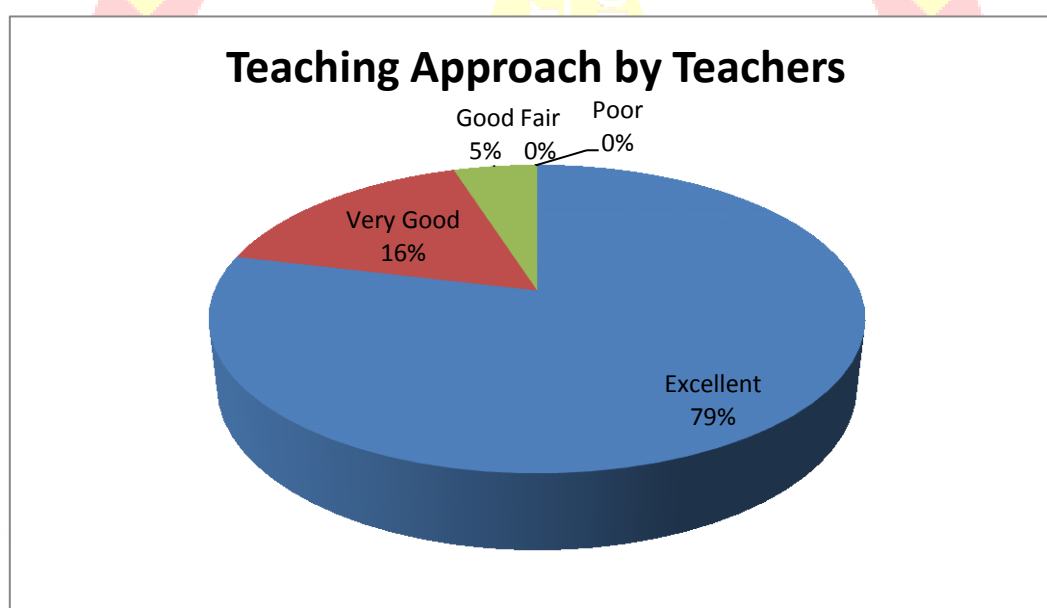
Scale	Number of Students	Percentage
Always Effective	215	81
Sometimes Effective	37	14
Just Satisfactorily	12	5
Generally Ineffective	0	0
Very Poor Communication	0	0
Total	264	100



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	208	79
Very Good	43	16
Good	13	5
Fair	0	0
Poor	0	0
Total	264	100



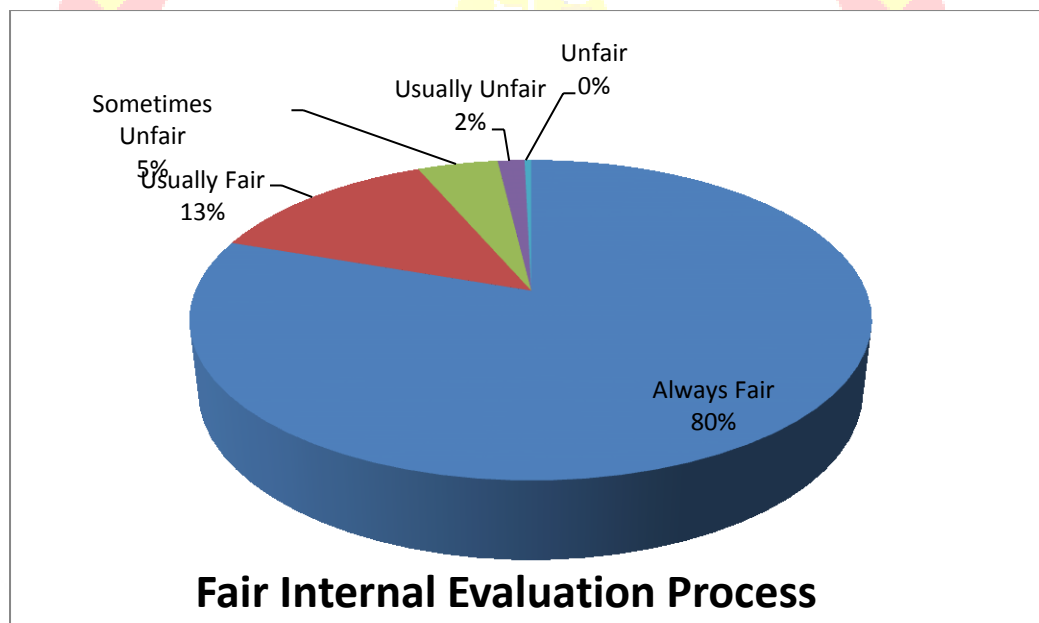
Interpretation: Approach of teaching by Teachers has always been excellent and very good.




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

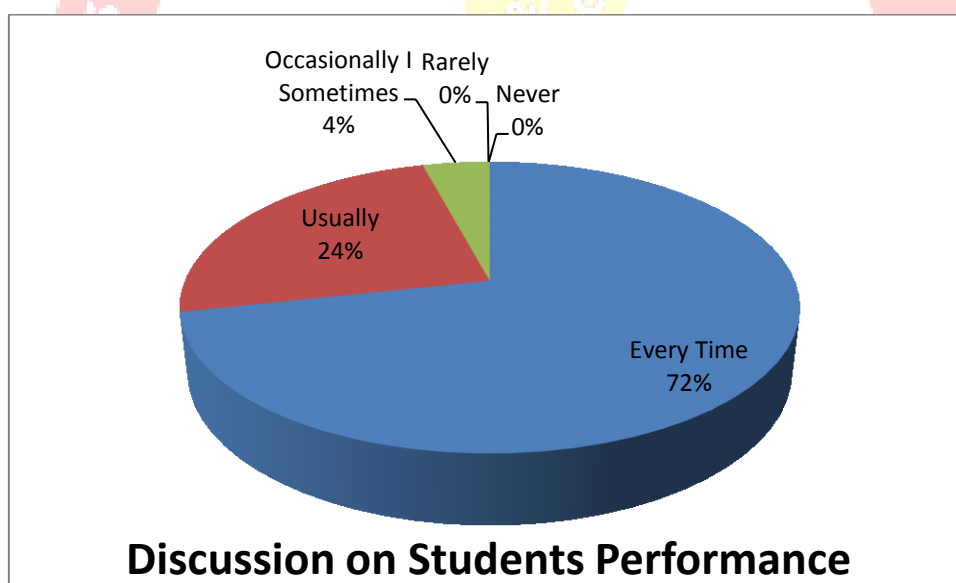
Scale	Number of Students	Percentage
Always Fair	212	80
Usually Fair	35	13
Sometimes Unfair	12	5
Usually Unfair	4	2
Unfair	1	0
Total	264	100



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	189	72
Usually	64	24
Occasionally / Sometimes	11	4
Rarely	0	0
Never	0	0
Total	264	100



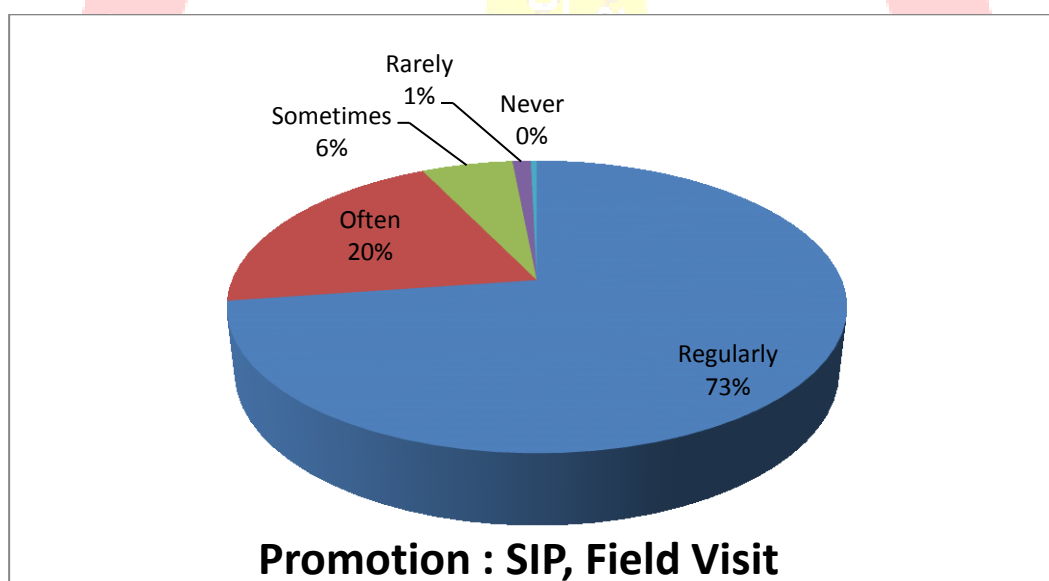
Interpretation: Feedback and discussion regarding students' performance is carried on by teachers on regular basis.



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

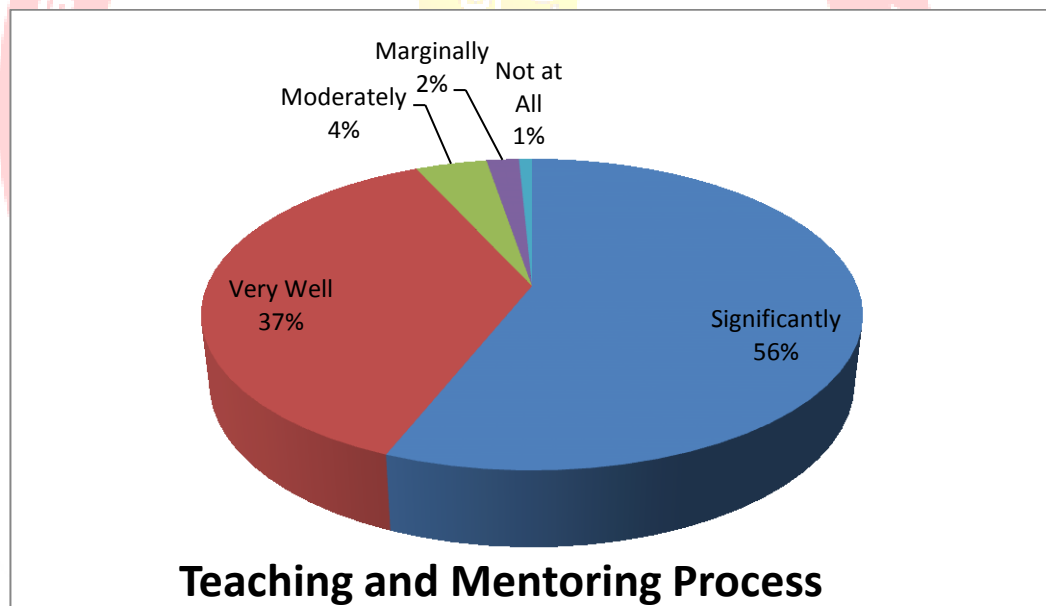
Scale	Number of Students	Percentage
Regularly	192	73
Often	53	20
Sometimes	15	6
Rarely	3	1
Never	1	0
Total	264	100



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.

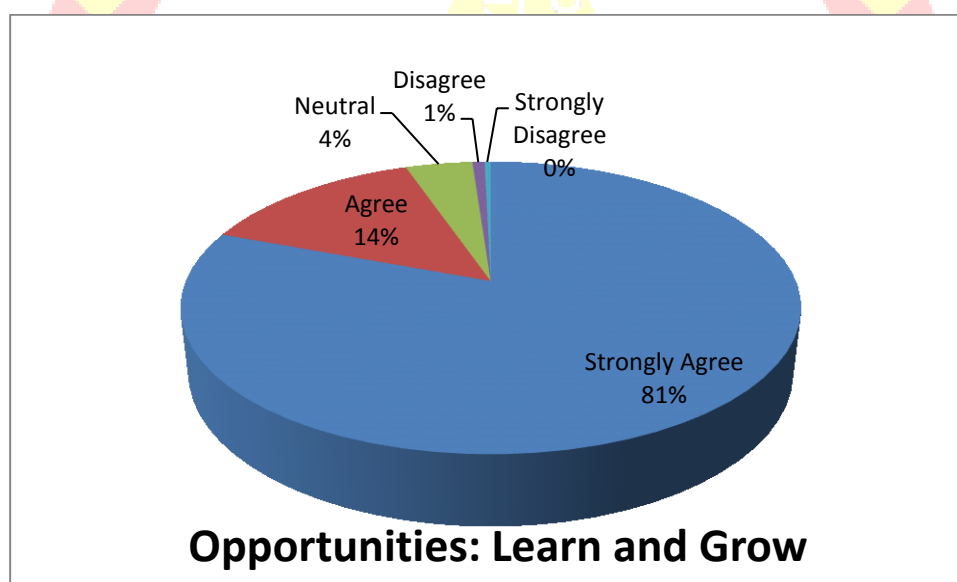
Scale	Number of Students	Percentage
Significantly	148	56
Very Well	98	37
Moderately	11	4
Marginally	5	2
Not at All	2	1
Total	264	100



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	213	81
Agree	37	14
Neutral	11	4
Disagree	2	1
Strongly Disagree	1	0
Total	264	100



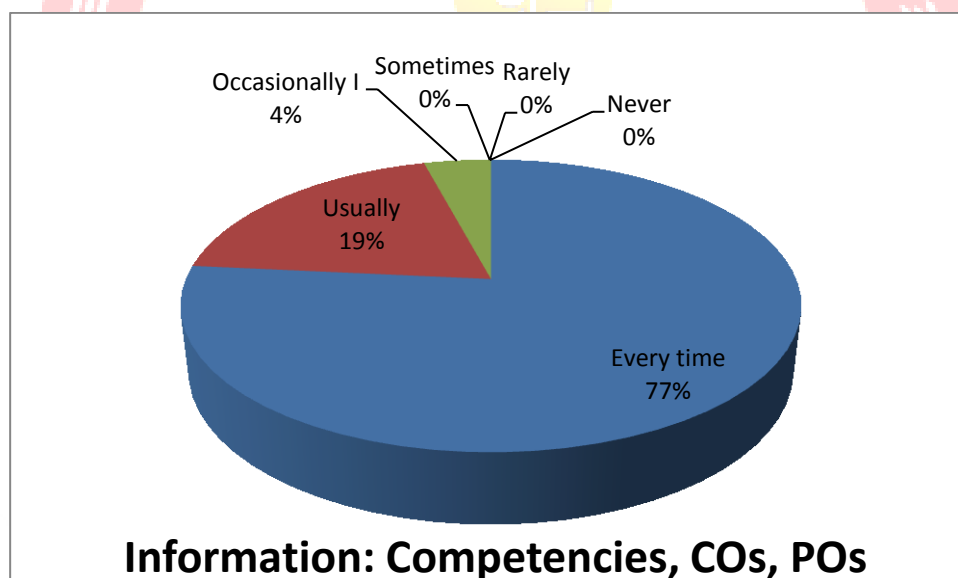
Interpretation: Institute provides various platforms in the form of curricular, co-curricular and extra-curricular activities to enhance learning and growth of students.



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

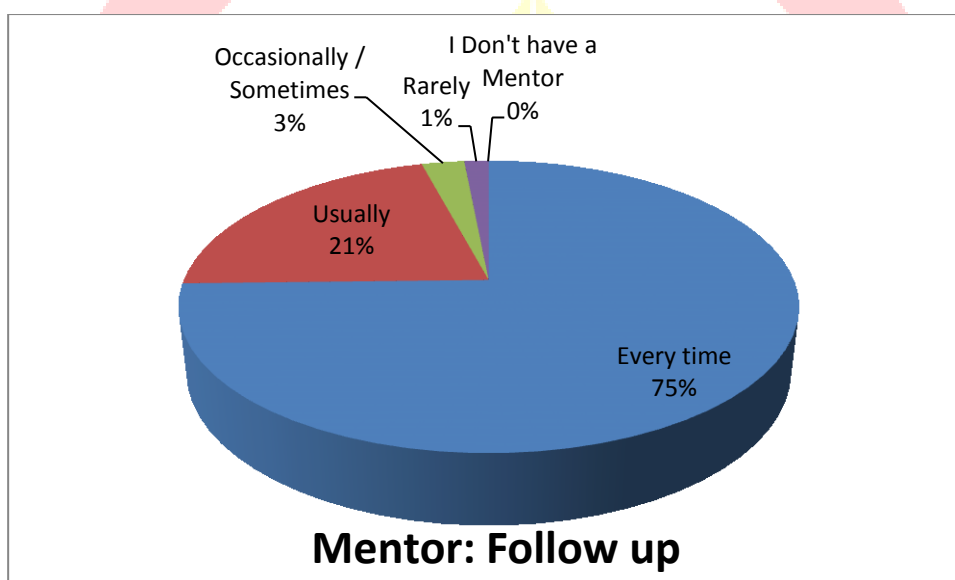
Scale	Number of Students	Percentage
Every time	202	77
Usually	51	19
Occasionally / Sometimes	11	4
Rarely	0	0
Never	0	0
Total	264	100



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.

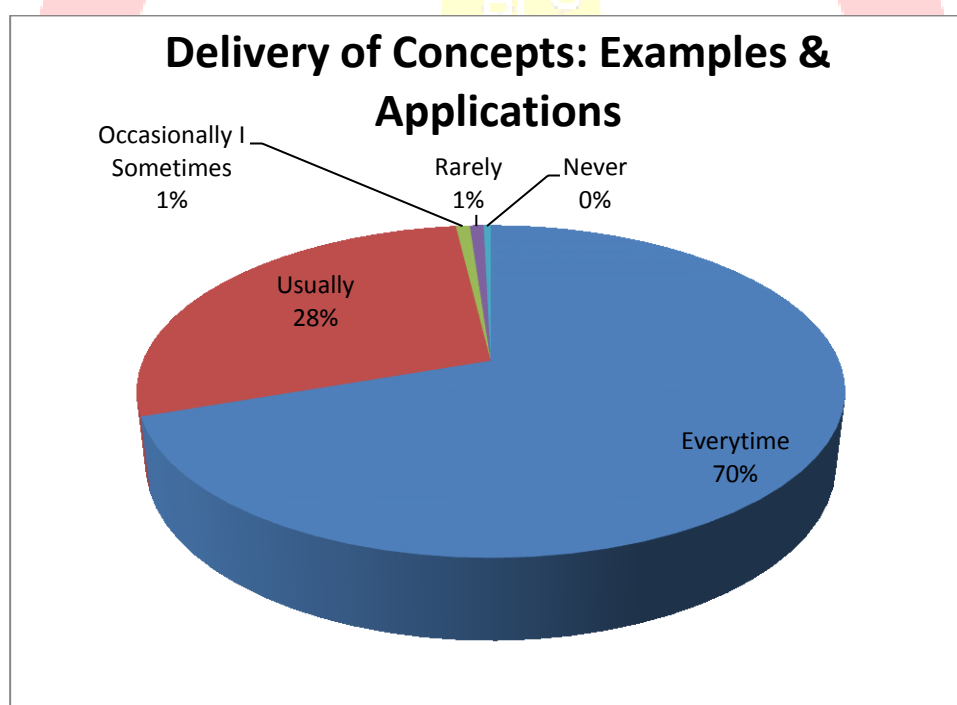
Scale	Number of Students	Percentage
Every time	197	75
Usually	56	21
Occasionally / Sometimes	7	3
Rarely	4	2
I Don't have a Mentor	0	0
Total	264	100



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.

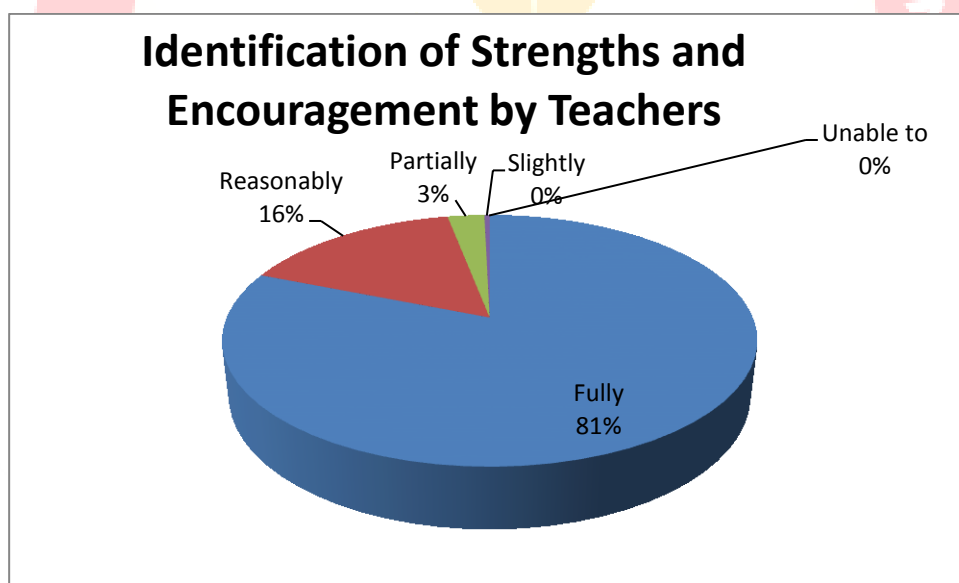
Scale	Number of Students	Percentage
Everytime	184	70
Usually	75	28
Occasionally / Sometimes	2	1
Rarely	2	1
Never	1	0
Total	264	100



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.

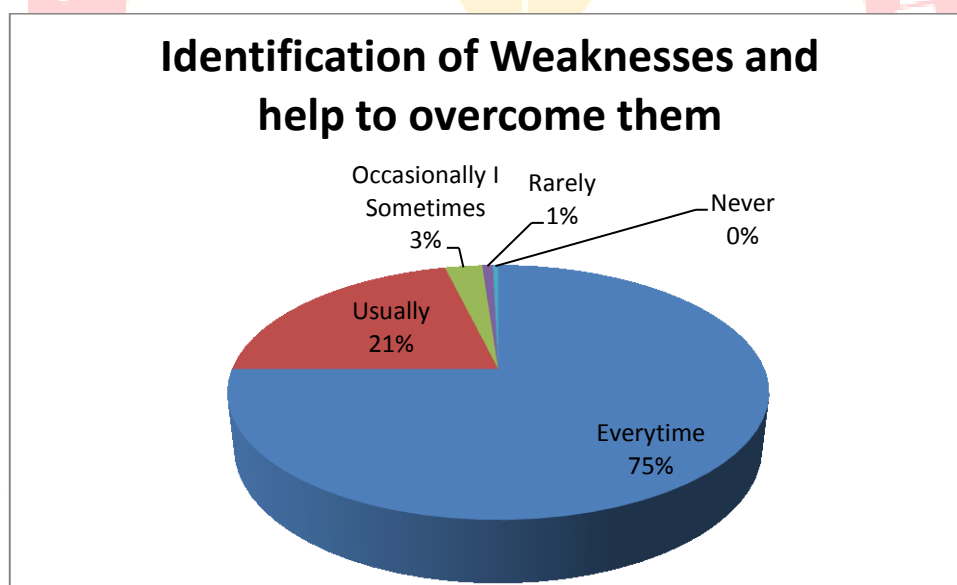
Scale	Number of Students	Percentage
Fully	214	81
Reasonably	42	16
Partially	7	3
Slightly	1	0
Unable to	0	0
Total	264	100



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
Everytime	198	75
Usually	56	21
Occasionally / Sometimes	7	3
Rarely	2	1
Never	1	0
Total	264	100



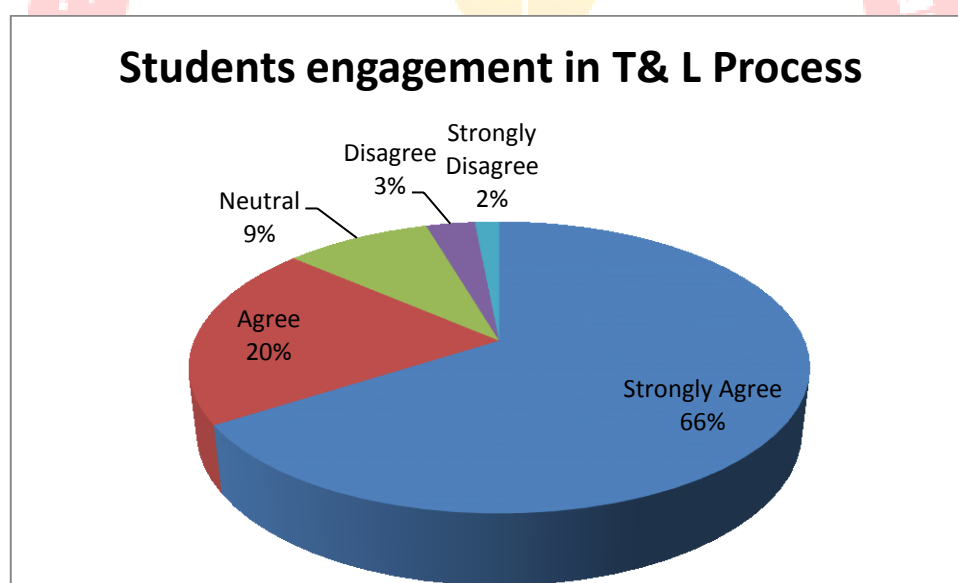
Interpretation: All the Teachers make sure that all students are paid attentions, especially the ones with some drawback and they are personally counseled and guided to improve in concerned areas.




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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.

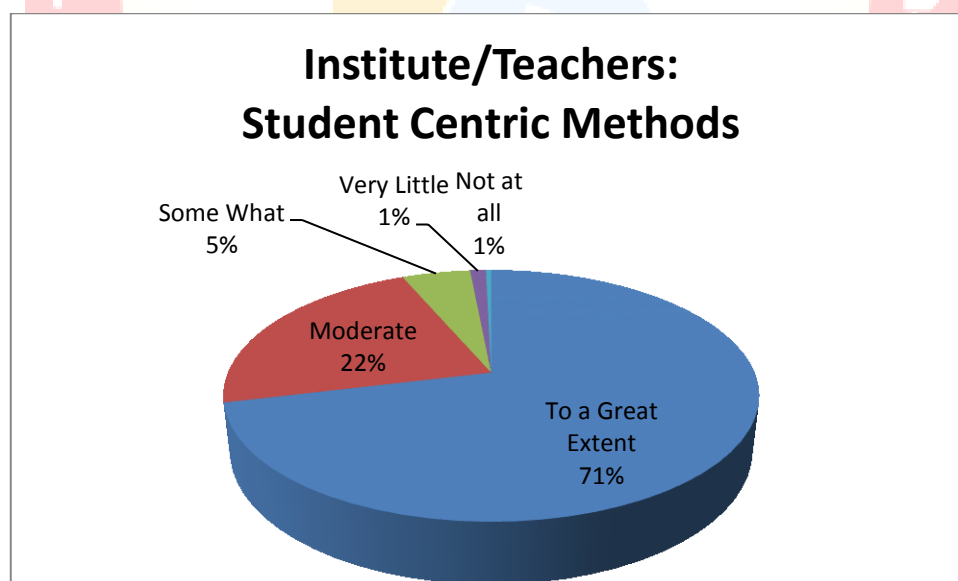
Scale	Number of Students	Percentage
Strongly Agree	174	66
Agree	54	20
Neutral	24	9
Disagree	8	3
Strongly Disagree	4	2
Total	264	100



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

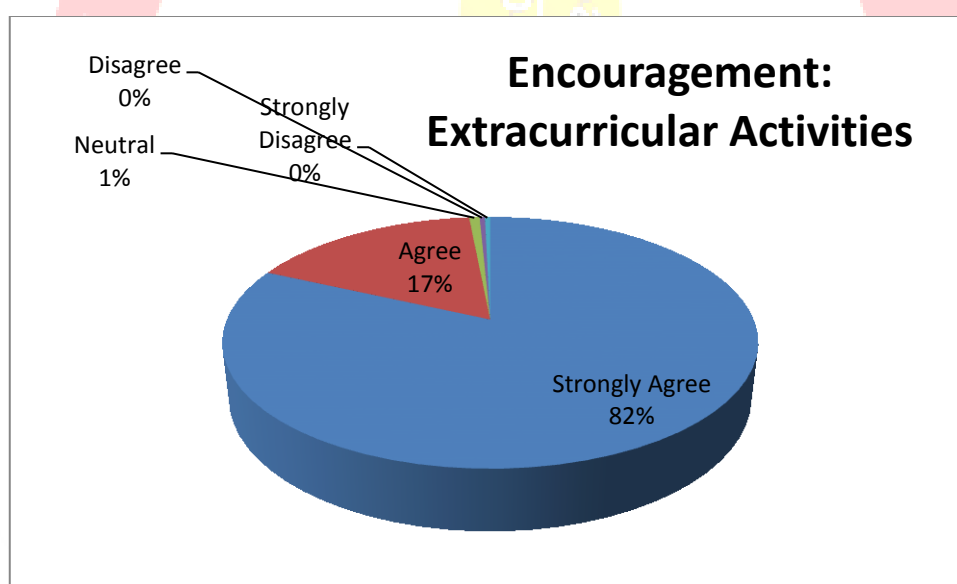
Scale	Number of Students	Percentage
To a Great Extent	188	71
Moderate	59	22
Some What	13	5
Very Little	3	1
Not at all	1	0
Total	264	100



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	216	82
Agree	44	17
Neutral	2	1
Disagree	1	0
Strongly Disagree	1	0
Total	264	100



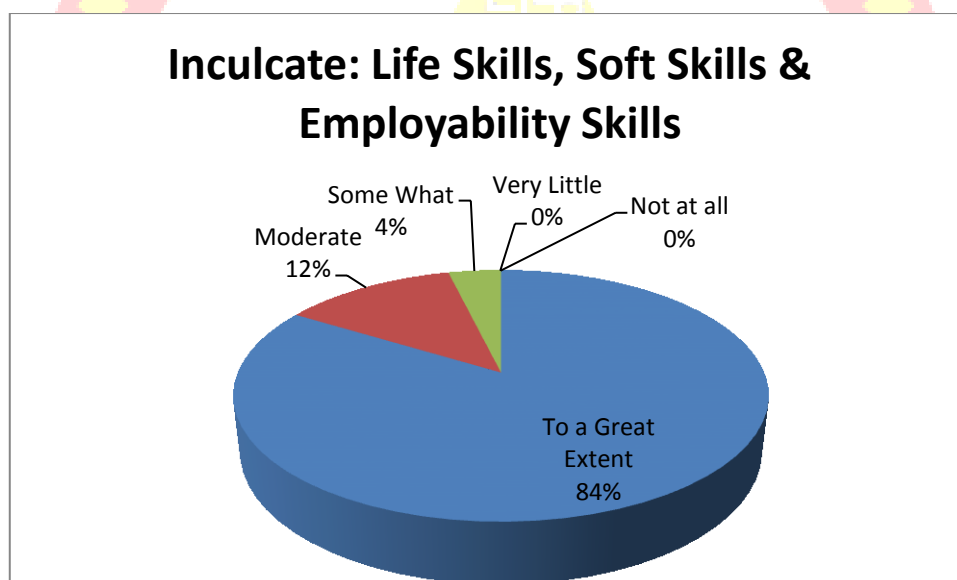
Interpretation: All the Teachers always motivate students to participate in extracurricular activities, so to groom them in 360 angle.




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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	221	84
Moderate	33	13
Some What	10	4
Very Little	0	0
Not at all	0	0
Total	264	100



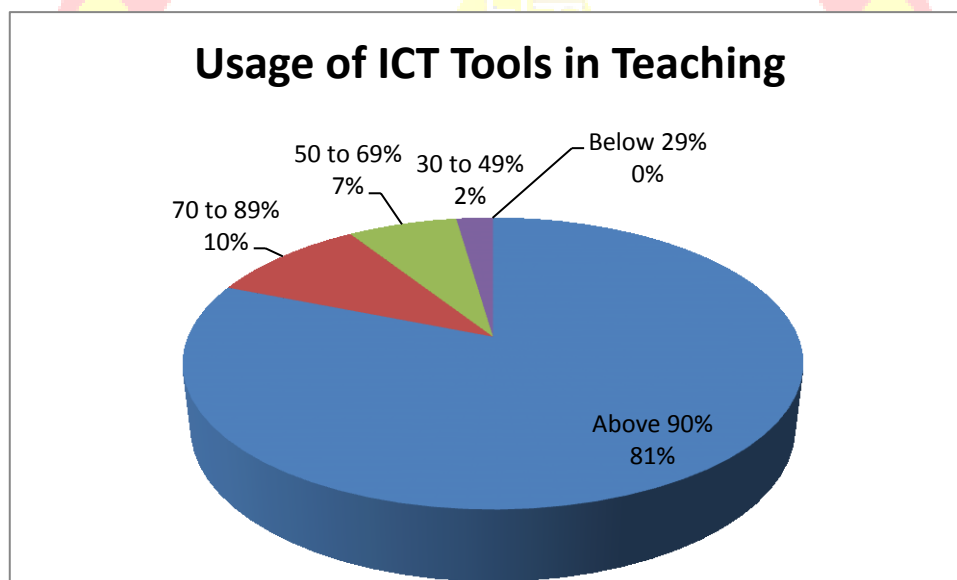
Interpretation: Conduction of Certification programs, Personality enhancement programs, Placement grooming activities, CSR activities are organized on regular basis to inculcate soft skills, life skills and employability skills to make them ready to face the challenges at workplace.




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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%	214	81
70 to 89%	26	10
50 to 69%	18	7
30 to 49%	6	2
Below 29%	0	0
Total	264	100



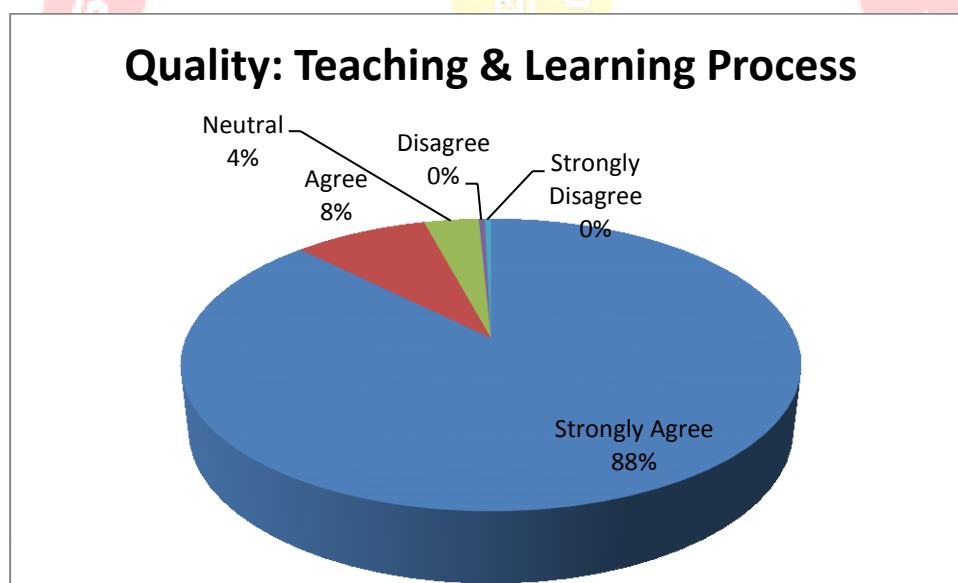
Interpretation: Almost all teachers make effective use of various forms of ICT tools in their teaching and learning process.




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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	231	88
Agree	22	8
Neutral	9	3
Disagree	1	0
Strongly Disagree	1	0
Total	264	100



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.
 - We can relate with examples so teachers should continue with this teaching.
 - Share the plan and give handouts to students before class, so students can do some self-study and have more detailed conversations in class.
 - Whenever they teach us always give examples of day to day life so it was easy to understand any concept
 - All good.
 - Institute provides everything to the students; they are the best at their work.
 - Teachers encourage us to participate in extracurricular activities regularly.
 - Overall its good.
 - Daily small tasks which can enhance the domain knowledge.
 - More details should be added to help students prepare for industry working.
 - Certain activities can be conducted which will help to cover the topics.
 - Use application methods than theories.
 - Examples must be with latest trends.
 - Very well teaching
 - Very well group of teachers.
 - College is giving best theoretical knowledgeable but should increase giving practical knowledge by Case studies and by taking visit to companies.
 - My observation is - All teachers are good, helpful and supportive every time no need to any suggestion.
 - Doesn't need any change.
 - Satisfied no suggestions.
 - I think all teachers are teaching excellent, they always give real-life examples, so it is easy to understand particular concepts.
 - Teachers can use more examples to teach.
 - To acknowledge students view even if their example is bit different.
 - Need more visiting faculty.
 - College is taking a lot of efforts for students. Institution has considered all the aspects of teaching learning process in current scenario and done great job.
 - I am extremely satisfied with the institution in all aspects.
 - Already college is doing excellent job, so i genuinely don't have any suggestions.
 - Faculty is so supportive and always encourages to good.
 - Every topic explains briefly.
 - Request to respond student's message and call.
 - Excellent.
 - All the faculty members are supportive and helpful from beginning.
 - The Teaching method is very effective & easily understandable.
 - Overall learning experience is good.
 - All teachers give their 100% in Teaching.
 - Nothing from my side.
 - All teachers and faculties are excellent.
 - All good.
 - Encourage students to participate in discussions
 - Teaching skills of every teacher is excellent.



- Always use projector while teaching.
- Offline teaching is best.
- Satisfactory.
- Happy to get an opportunity to study in this institute.
- Great placement opportunities are provided.
- Induction program was a platform where we all collect together, and boost our confidence also enjoyed a lot.
- Assignments/case studies mostly related to real time issues.
- One on one Counseling Project should be conducted if possible to take a view of students Problems.
- Live Examples should be given.
- Understanding the students.
- Treat each and every student equally.
- 10 mins must be there for discussion on what we learnt in 50 mins (summary from students).
- Very good approach of teaching by the staff.
- All staffs are very intelligent.
- All good.
- I think all teachers are teaching excellent, they always give real-life examples, so it is easy to understand particular concepts.
- Sometimes unable to see anything on projector or black board because of seating arrangement.
- Great problem solving skills.
- More certification courses.
- All good.
- Helped me in developing knowledge in my domain, taking parts in various training and events.
- Always encourage to learn and grow.
- Excellent.
- All the teachers make sure that is concept is clear & makes learning easy.
- All teachers are supportive.
- Playground should be available to student without time restrictions.
- Kindly provide e-library.
- Teaching skills of every teacher is excellent.
- Little bit more attention should be given on weak students.
- Excellent.
- Continue with online/ offline model to accommodate students.
- Overall teaching was very cooperative and interesting.
- Institute, teachers was helped me a lot to develop myself.
- Excellent campus, as well as great inters and intra college events helps in improvement of student personalities.
- Examination updates regularly get from college.
- Weekly GD's related to Finance domain.
- Proper guidance for internships should be in place to help clear doubts with concerned authorities.
- Give placement opportunity to everyone.
- Good structure of the institute.
- Faculty members are very supportive.




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- I think all teachers are teaching excellent, they always give real-life examples, so it is easy to understand particular concepts.
- Can increase more practical courses.
- Always welcomed by teacher if asking doubts.
- More Case study practices.
- Good.
- Always ready to help
- Excellent.
- All the trainings and certifications helped me getting a good placement.
- All teaching process is good.
- Thank you all the professors of SBPIM.
- All good.



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