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Chikhali Pune.

CRITERION-II
2.7 REPORT OF
STUDENTS SATISFACTION SURVEY
2021-22



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Objectives

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 220 active students from I and II year all semesters of MBA (2 years program).



Survey Results

Questions	Results
A) Please confirm this is the first and only time you answer this survey.	YES:-220 No:-00
B) Age:	Average :-26.51yrs
C) Institute Name	Dr. D.Y.Patil Centre for Management and Research Chikhali Pune.
D) Gender	Male: 178 Female: 42 Transgender: 00
E) What degree / program you are pursuing/ pursued	Masters : MBA
F) Which specialization you opted in your degree / program	Marketing : 42 Finance : 80 Human Resources : 32 Information Technology :24 Operations and Supply Chain Management :42
G) Please Select your Batch	2020-22:95 2021-23:125



Guidelines for Students

NAAC (National Assessment and accreditation council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

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)



**National Assessment and Accreditation Council
(NAAC) Student Satisfaction Survey
Key Indicator-2.7.1**

Under Criterion II of Teaching –Learning and Evaluation



Criterion II –

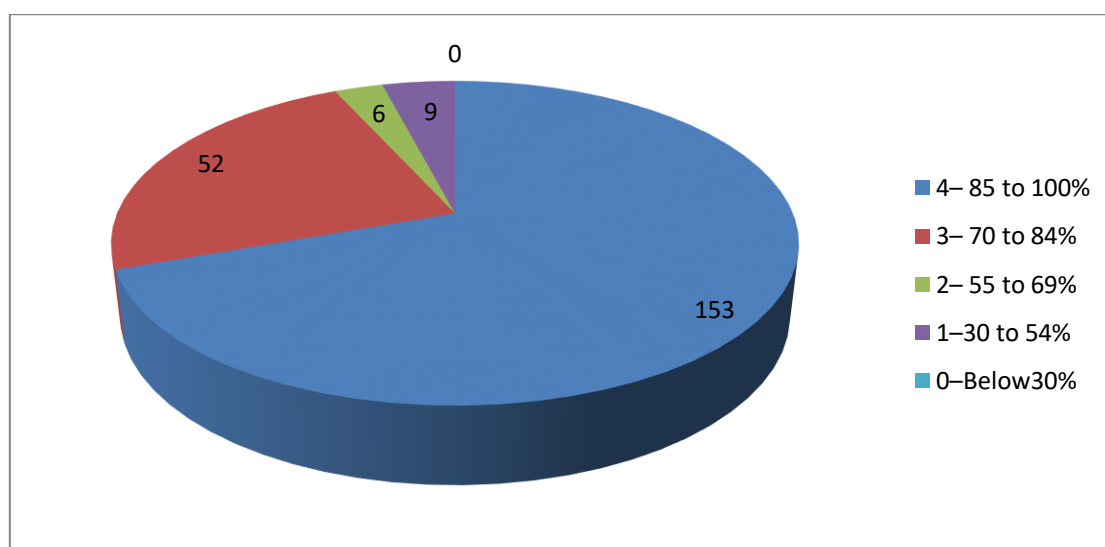
Teaching–Learning and Evaluation Student Satisfaction Survey on Teaching Learning Process

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
4– 85 to 100%	153	70
3– 70 to 84%	52	23
2– 55 to 69%	06	03
1–30 to 54%	09	04
0–Below30%	00	00
Total	220	100

Figure 1 SYLLABUS COVERED



Interpretation :-

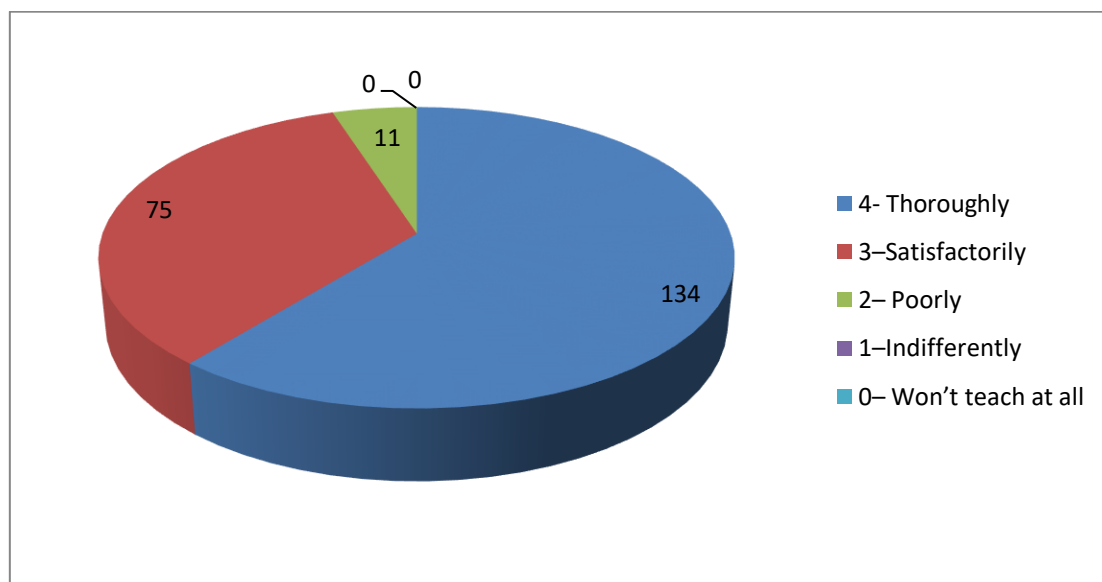
Complete Syllabus Coverage was always given priority at institute by all Faculty members



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

Scale	Number Of Students	Percentage
4- Thoroughly	134	61
3-Satisfactorily	75	34
2- Poorly	11	05
1-Indifferently	00	00
0- Won't teach at all	00	00
Total	220	100

Figure 2 Teachers Preparedness for Class



Interpretation :-

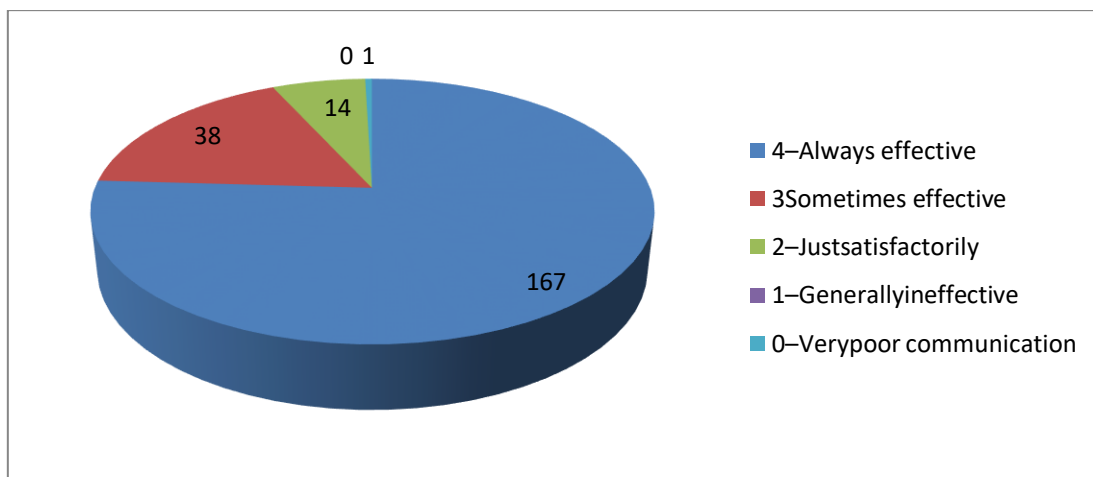
Almost all the Teachers at institute thoroughly and satisfactorily prepare for their classes for all courses.



3. How well were the teachers able to communicate?

Scale	Number Of Students	Percentage
4–Always effective	167	76
3–Sometimes effective	38	17
2–Just satisfactorily	14	06
1–Generally ineffective	00	00
0–Very poor communication	01	01
Total	220	100

Figure 3 Communication Of Teachers



Interpretation:

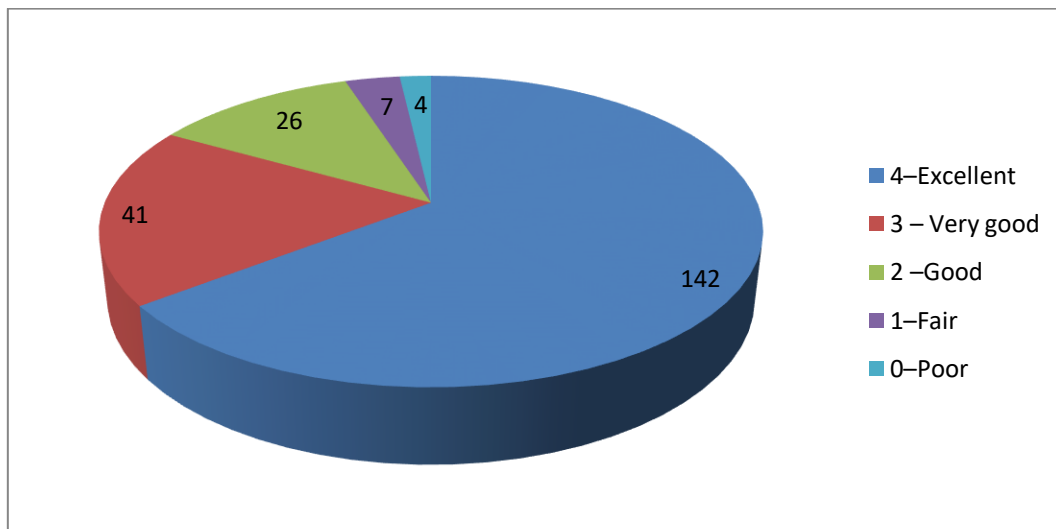
Teachers were able to communicate very effectively during their classes and in all other events, via interactions, assignments and exercises



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

Scale	Number Of Students	Percentage
4-Excellent	142	65
3 – Very good	41	19
2 –Good	26	11
1-Fair	07	03
0-Poor	04	02
Total	220	100

Figure 4 Teachers approach to Teaching



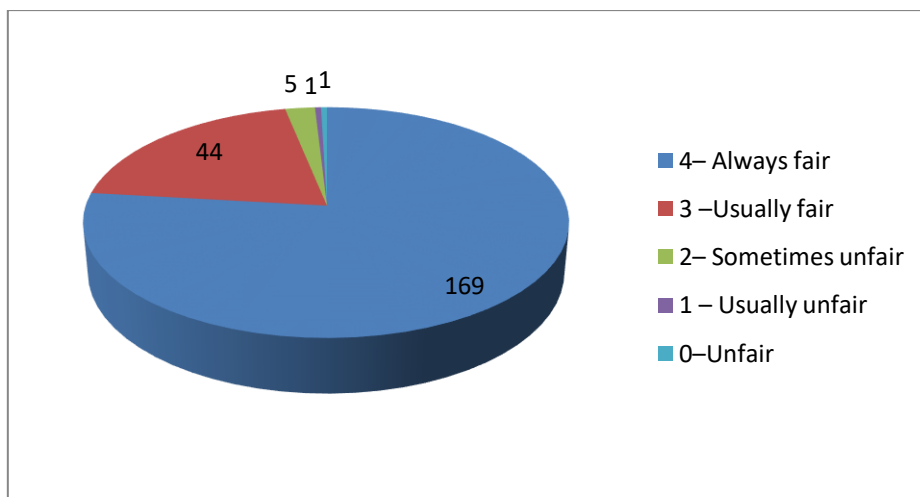
Interpretation: Approach of teaching by Teachers has always been excellent and very good.



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

Scale	Number Of Students	Percentage
4– Always fair	169	76
3 –Usually fair	44	20
2– Sometimes unfair	05	02
1 – Usually unfair	01	01
0–Unfair	01	01
Total	220	100

Figure 5 Internal Evaluation Process by Teachers



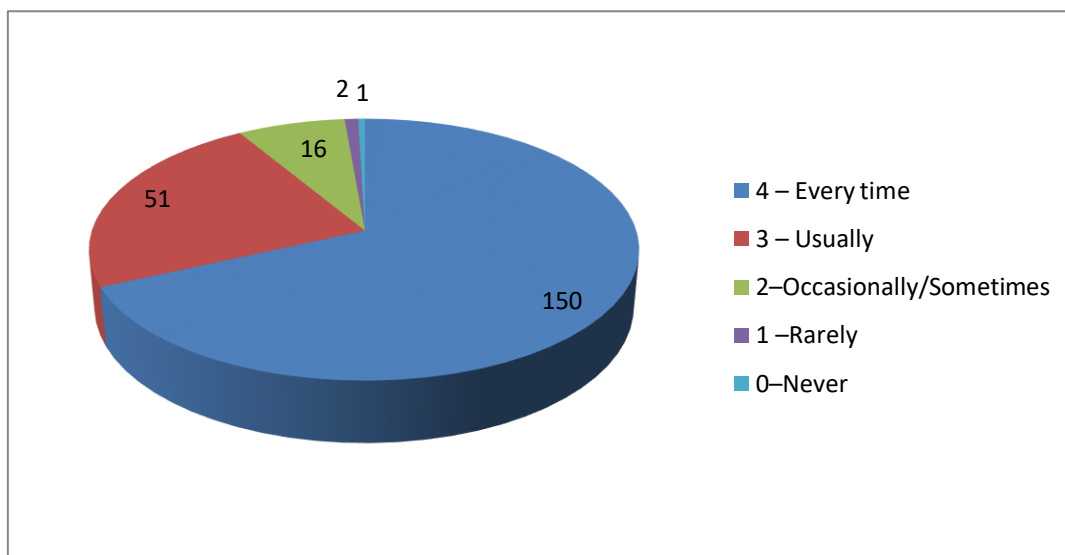
Interpretation: Internal evaluation process is always unbiased and fair by Teachers.



6. Was your performance in assignments discussed with you?

Scale	Number Of Students	Percentage
4 – Every time	150	68
3 – Usually	51	23
2–Occasionally/Sometimes	16	07
1 –Rarely	02	01
0–Never	01	01
Total	220	100

Figure 6 Discussion on Performance in Assignment



Interpretation:

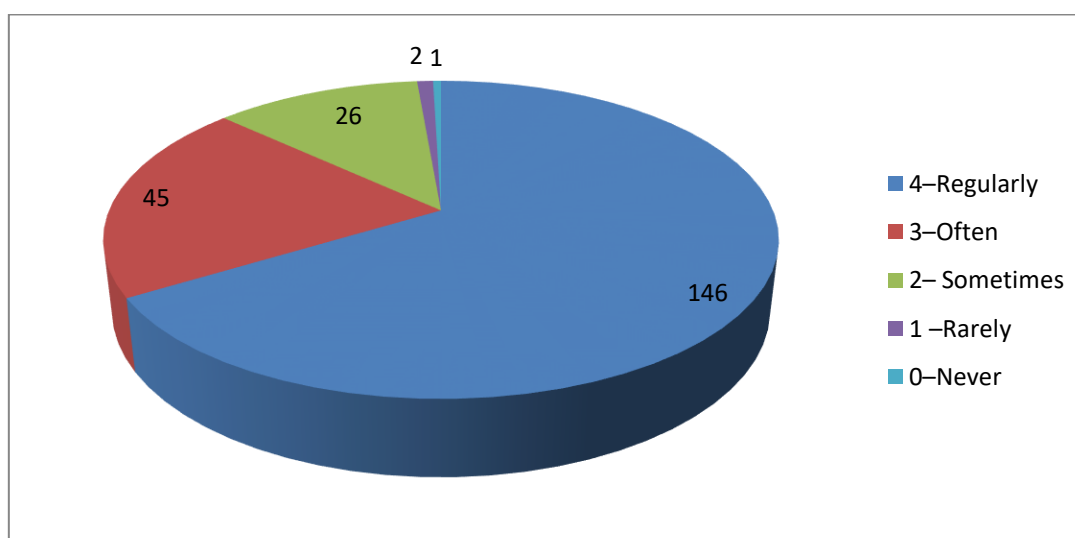
Feedback and discussion regarding students' performance is carried on by teachers on regular basis.



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

Scale	Number Of Students	Percentage
4-Regularly	146	66
3-Often	45	20
2- Sometimes	26	12
1 -Rarely	02	01
0-Never	01	01
Total	220	100

Figure 7 Interest in promoting internship, student exchange field visit opportunities for students.



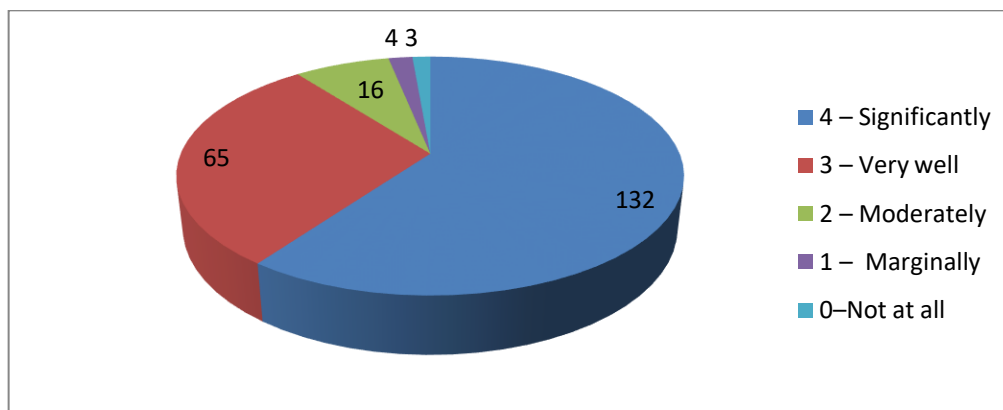
Interpretation: Best efforts are made by institute to promote SIP and field visit for students.



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

Scale	Number Of Students	Percentage
4 – Significantly	132	60
3 – Very well	65	30
2 – Moderately	16	07
1 – Marginally	04	02
0–Not at all	03	01
Total	220	100

Figure 8 Mentoring process in your institution



Interpretation:

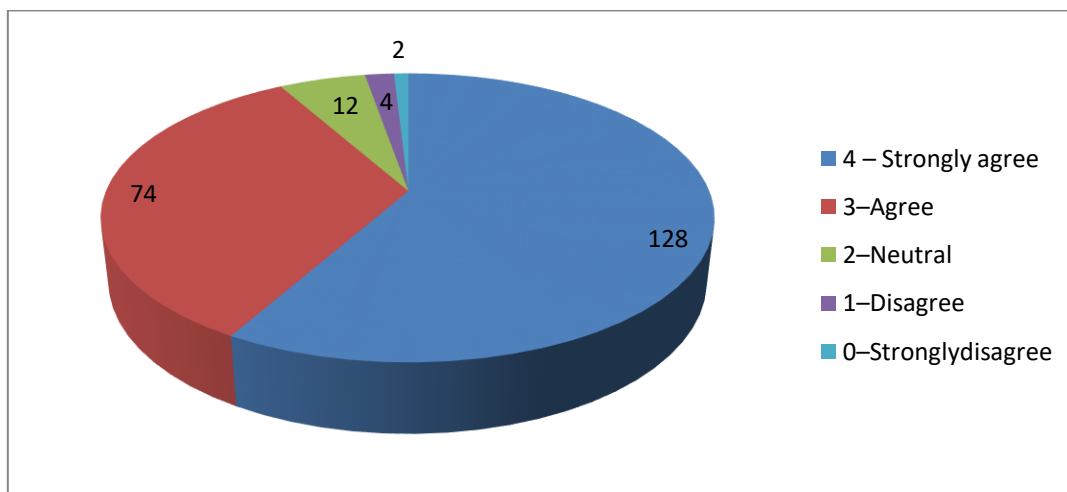
Various activities and programs are organized to foster cognitive, social and emotional growth among students through Mentoring, teaching and learning process.



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

Scale	Number Of Students	Percentage
4 – Strongly agree	128	58
3–Agree	74	34
2–Neutral	12	05
1–Disagree	04	02
0–Strongly disagree	02	01
Total	220	100

Figure 9 multiple opportunities to learn and grow



Interpretation:

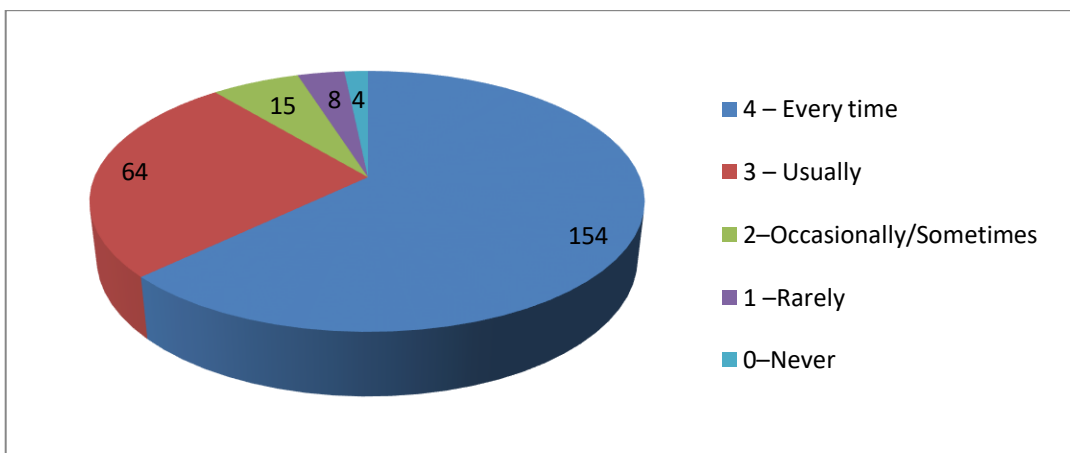
Institute provides various platforms in the form of curricular, co curricular and extra-curricular activities to enhance learning and growth of students.



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

Scale	Number Of Students	Percentage
4 – Every time	154	70
3 – Usually	64	29
2–Occasionally/Sometimes	15	06
1 –Rarely	08	04
0–Never	04	01
Total	220	100

Figure 10 Teachers inform you about your expected competencies



Interpretation:

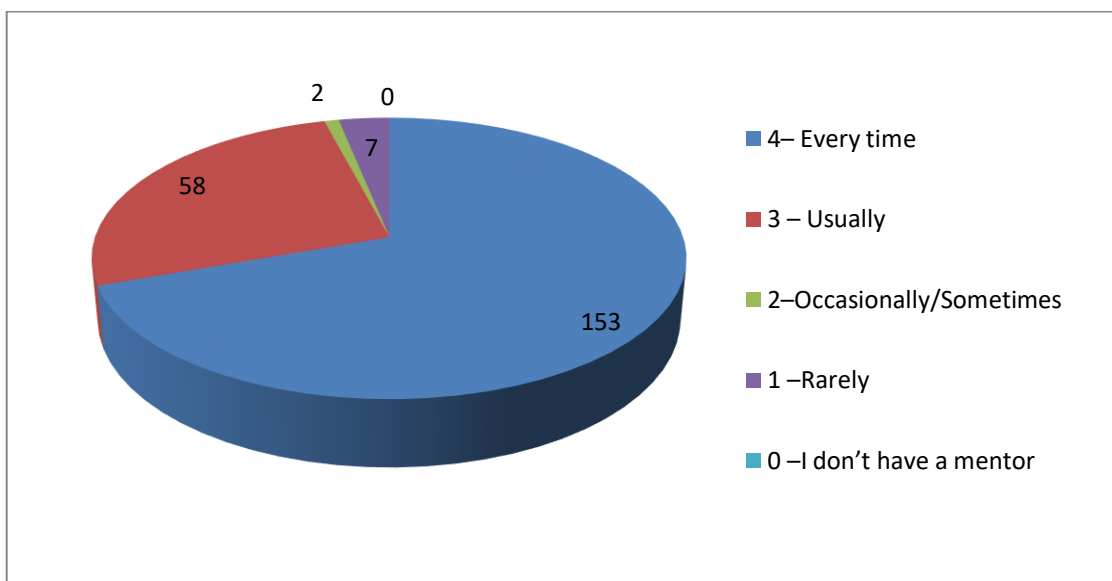
Teachers communicate to students through various platforms like counseling, orientation, class sessions, mentoring regarding expected competencies, course outcomes and programme outcomes.



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

Scale	Number Of Students	Percentage
4– Every time	153	70
3 – Usually	58	26
2–Occasionally/Sometimes	02	01
1 –Rarely	07	03
0 –I don't have a mentor	00	00
Total	220	100

Figure 11 follow-up with an assigned task



Interpretation:

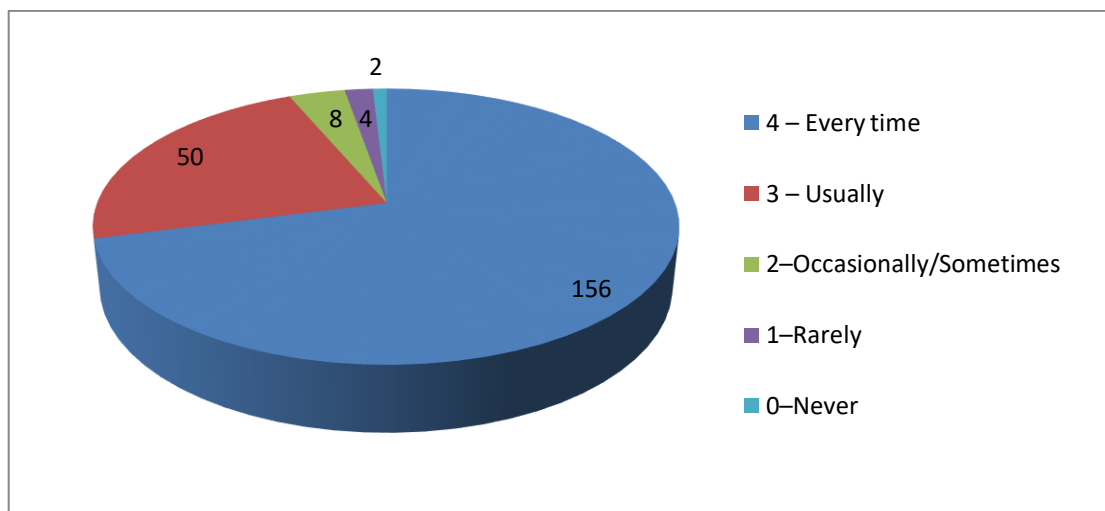
Mentors always make a point to communicate with students regarding their assignment and performance and take follow up on regular basis.



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

Scale	Number Of Students	Percentage
4 – Every time	156	70
3 – Usually	50	22
2–Occasionally/Sometimes	08	04
1–Rarely	04	03
0–Never	02	01
Total	220	100

Figure 12 The teachers illustrate the concepts through examples and applications



Interpretation:

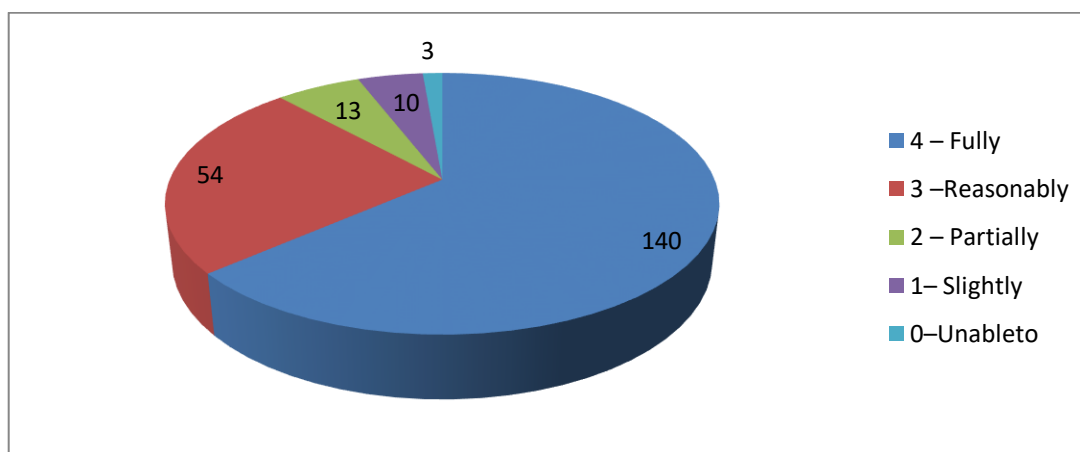
All the teachers take all measures to deliver concept by quoting live and current practical examples with its application in various scenario.



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

Scale	Number Of Students	Percentage
4 – Fully	140	64
3 –Reasonably	54	35
2 – Partially	13	06
1– Slightly	10	04
0–Un able to	03	01
Total	220	100

Figure 13 Identify your strengths



Interpretation:

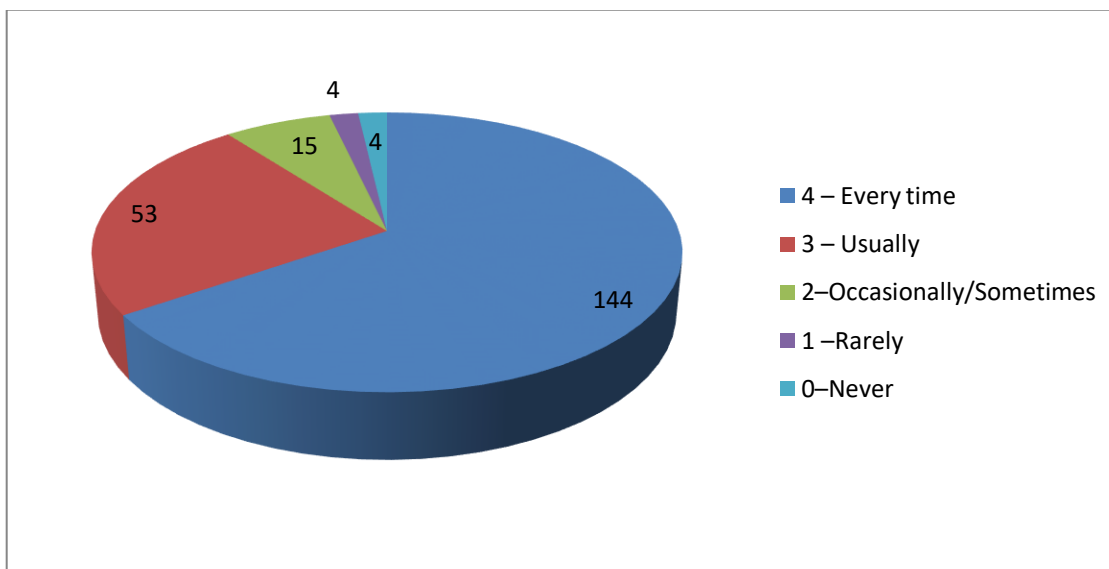
All the teachers take initiative in identifying strengths of students and encourage them personally to enhance their skill sets.



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

Scale	Number Of Students	Percentage
4 – Every time	144	65
3 – Usually	53	24
2–Occasionally/Sometimes	15	07
1 –Rarely	04	02
0–Never	04	02
Total	220	100

Figure 14 identify your weaknesses



Interpretation:

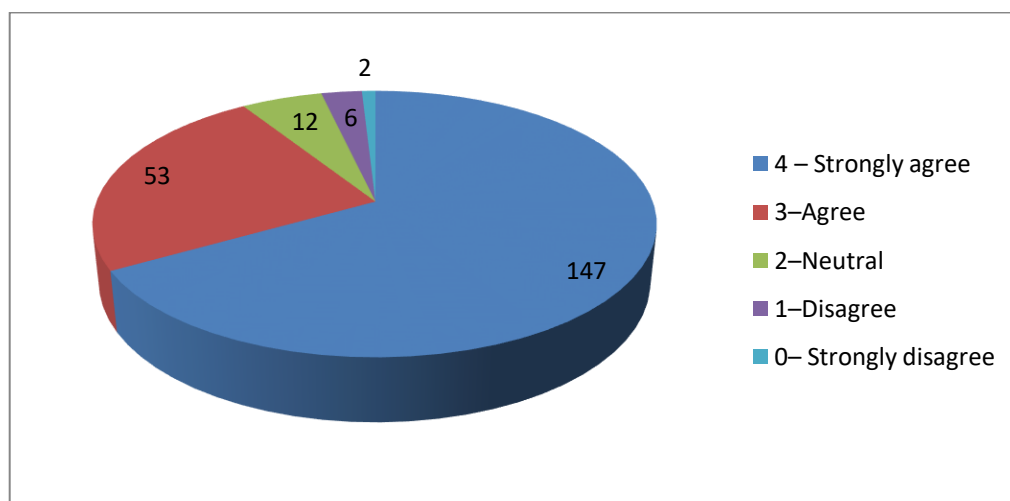
All the Teachers make sure that all students are paid attentions, especially the ones with some drawback and they are personally counseled and guided to improve in concerned areas.



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
4 – Strongly agree	147	67
3–Agree	53	24
2–Neutral	12	05
1–Disagree	06	03
0– Strongly disagree	02	01
Total	220	100

Figure 15 Efforts to engage students in the monitoring, review and continuous quality improvement



Interpretation:

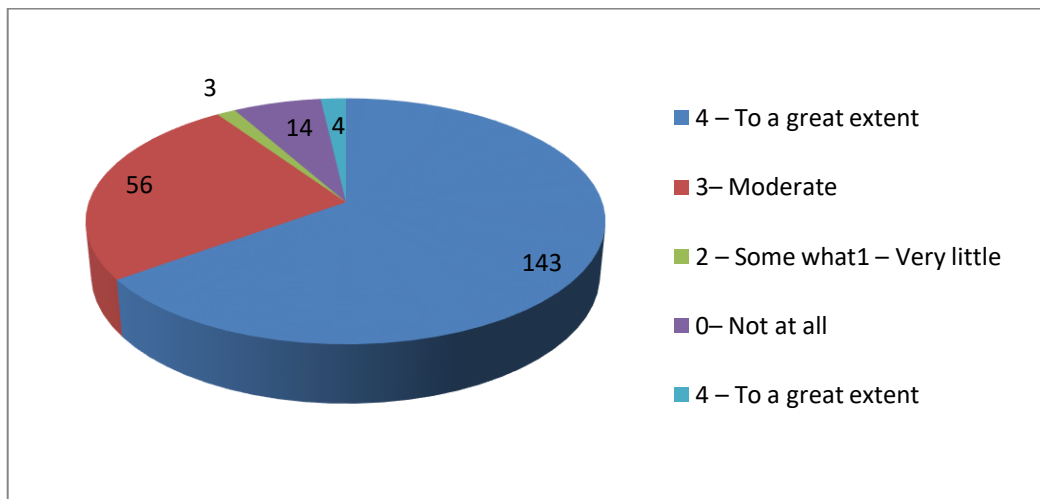
Students involvement is given importance in conduction of various events and activities related to quality enhancement for teaching learning process.



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

Scale	Number Of Students	Percentage
4 – To a great extent	143	65
3– Moderate	56	25
2 – Some what1 – Very little	03	02
0– Not at all	14	06
4 – To a great extent	04	02
Total	220	220

Figure16 Use student centric methods



Interpretation:

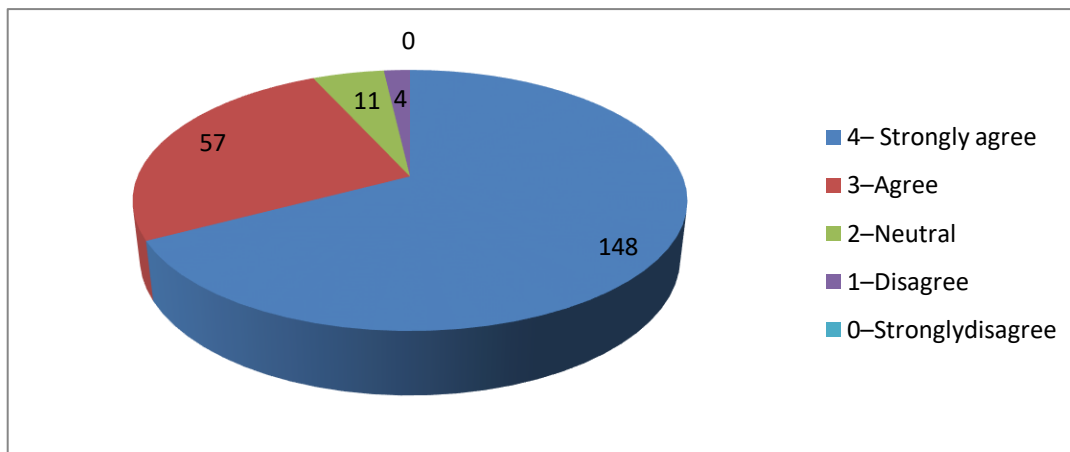
Various activities held by Student Council like cultural fest, sports, management events are organized to experience students various forms of learning like experiential learning, participative learning and problem solving methodology.



17. Teachers encourage you to participate in extracurricular activities.

Scale	Number Of Students	Percentage
4– Strongly agree	148	67
3–Agree	57	26
2–Neutral	11	05
1–Disagree	04	02
0–Strongly disagree	00	00
Total	220	100

Figure 17 Teachers encourage you to participate in extracurricular activities



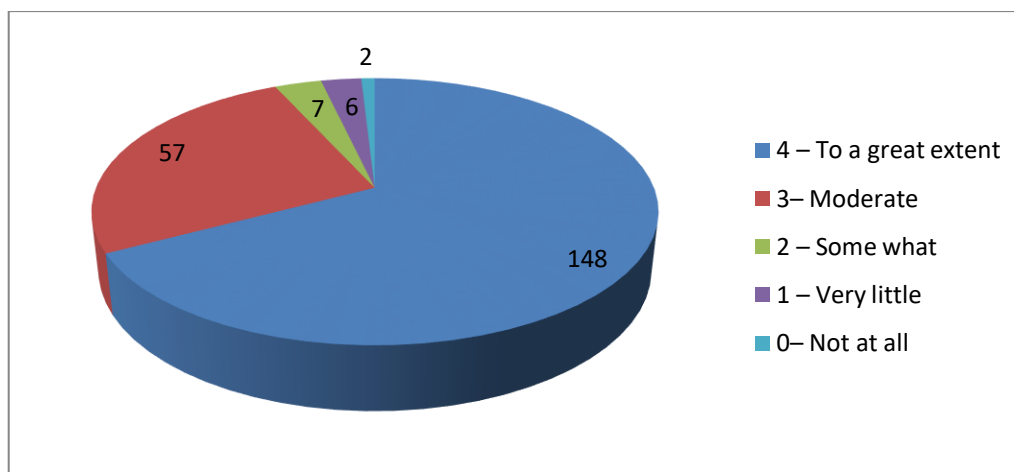
Interpretation:

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



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
4 – To a great extent	148	67
3– Moderate	57	26
2 – Some what	07	03
1 – Very little	06	2
0– Not at all	02	1
Total	220	100



Interpretation:

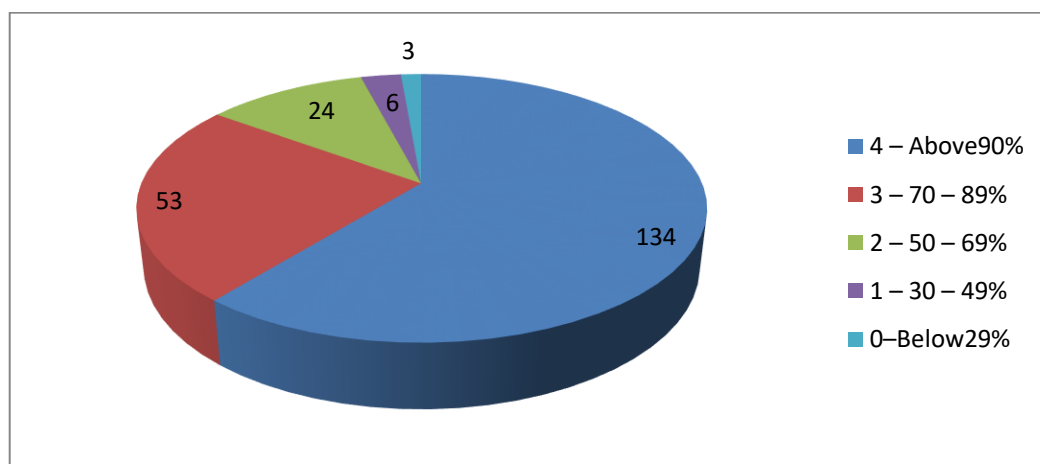
Conduction of Certification programs, Personality enhancement programs, Placement grooming activities, CSR activities are organized on regular basis to inculcate soft skills, life skills and employability skills to make them ready to face the challenges at workplace



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

Scale	Number Of Students	Percentage
4 – Above90%	134	61
3 – 70 – 89%	53	24
2 – 50 – 69%	24	11
1 – 30 – 49%	06	02
0–Below29%	03	02
Total	220	100

Figure 19 Teachers use ICT tools



Interpretation:

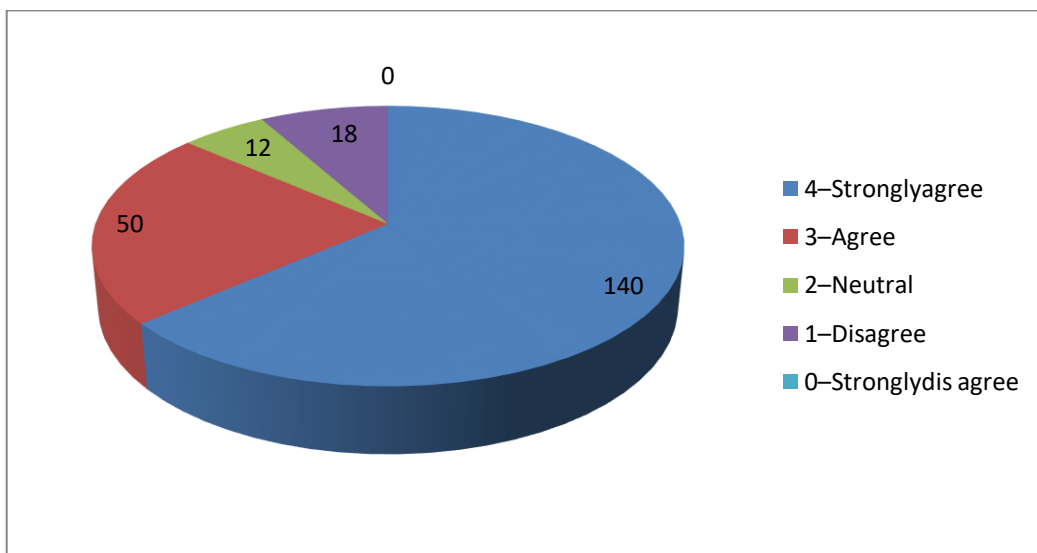
Almost all teachers make effective use of various forms of ICT tools in their teaching and learning process



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

Scale	Number Of Students	Percentage
4–Strongly agree	140	64
3–Agree	50	23
2–Neutral	12	05
1–Disagree	18	08
0–Stronglydis agree	00	00
Total	220	100

Figure 20 Teaching-learning process in your institute is very good



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.

- ☐ 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
- ☐ 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

☐ Make connections to real world stories that help to understand concepts well.

