
Shikshan Maharshi Dr. D.Y.Patil Shikshan Sanstha's
Dr. D.Y.Patil Centre for Management and
Research Chikhali Pune.

CRITERION-II

2.7 REPORT OF

STUDENTS SATISFACTION SURVEY

2023-24

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Objectives

The survey has been conducted to understand student's satisfaction level, for the academic year 23-24, 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 and MCA Students 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 540 active students from I and II year all semesters of MBA (2 years' program) and MCA (2 years' program).

| Questions | Results |
|---|---|
| A) Please confirm this is the first and only time you answer this survey. | YES: 540 No: 00 |
| B) Age: | Average:23.10 yrs. |
| C) Institute Name | Dr. D.Y.Patil Centre for Management and Research Chikhali Pune. |
| D) Gender | Male: 350 Female: 190 Transgender: 00 |
| E) What degree / program you are pursuing/ pursued | Masters: MBA Master: MCA |
| F) Which specialization you opted in your degree / program | Marketing: 41 Finance: 122 Human Resources: 40 Information Technology: 95 Operations and Supply Chain Management :68 MCA:174 |
| G) Please Select your Batch | 2022-24:250 2023-25: 290 |




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Survey Results

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)



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**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?

| | Number Of Students | Percentage |
|---------------|-----------------------|------------|
| 4– 85 to 100% | 259 | 48 |
| 3– 70 to 84% | 178 | 33 |
| 2– 55 to 69% | 81 | 15 |
| 1–30 to 54% | 16 | 03 |
| 0–Below30% | 06 | 01 |
| Total | 540 | 100 |

Figure 1 SYLLABUS COVERED

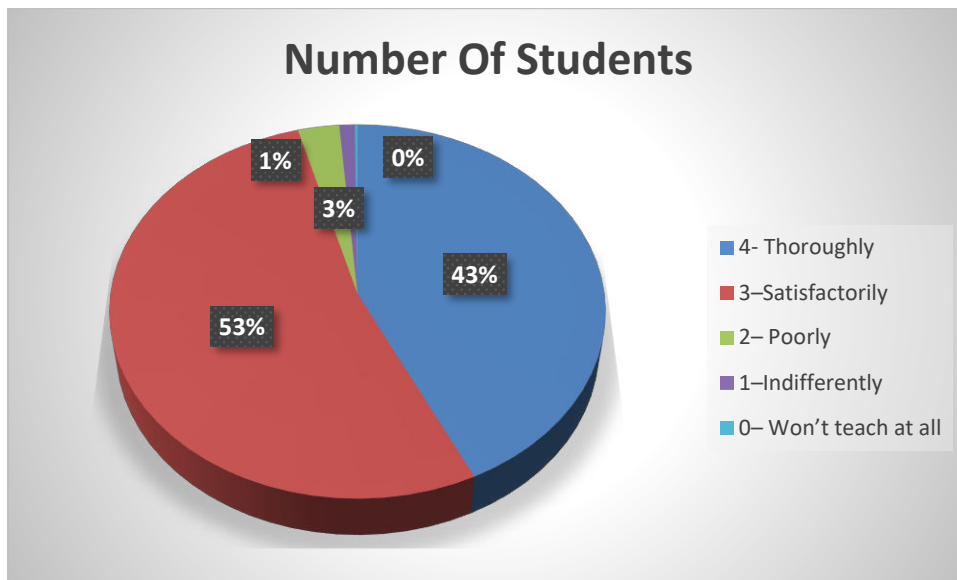
Interpretation:

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 | 232 | 43 |
| 3-Satisfactorily | 286 | 53 |
| 2- Poorly | 16 | 03 |
| 1-Indifferently | 06 | 01 |
| 0- Won't teach at all | 01 | 00 |
| Total | 540 | 100 |

Figure 2 Teachers Preparedness for Class



Interpretation:

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



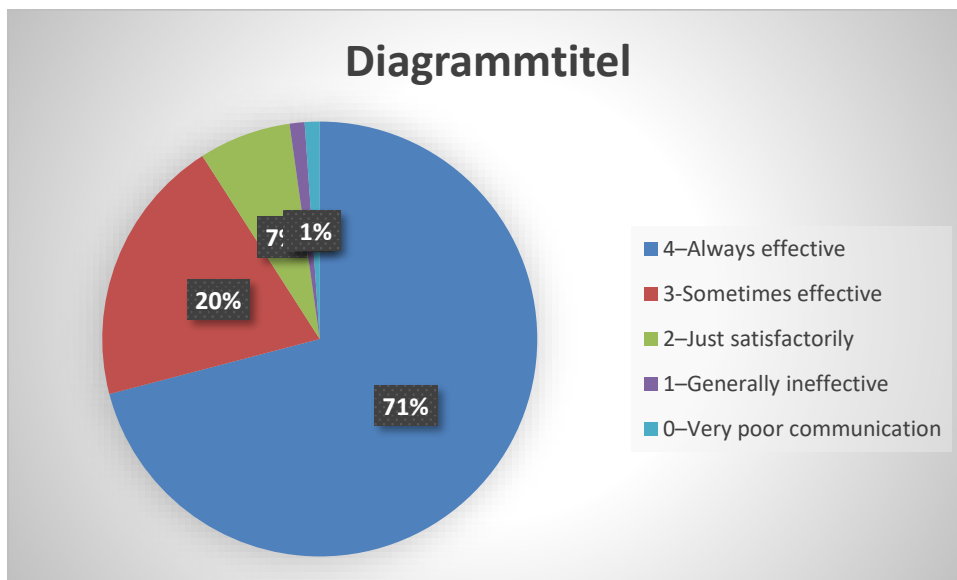
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3. How well were the teachers able to communicate?

| Scale | Number Of Students | Percentage |
|---------------------------|--------------------|------------|
| 4-Always effective | 383 | 71 |
| 3-Sometimes effective | 108 | 20 |
| 2-Just satisfactorily | 37 | 07 |
| 1-Generally ineffective | 06 | 01 |
| 0-Very poor communication | 06 | 01 |
| Total | 540 | 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



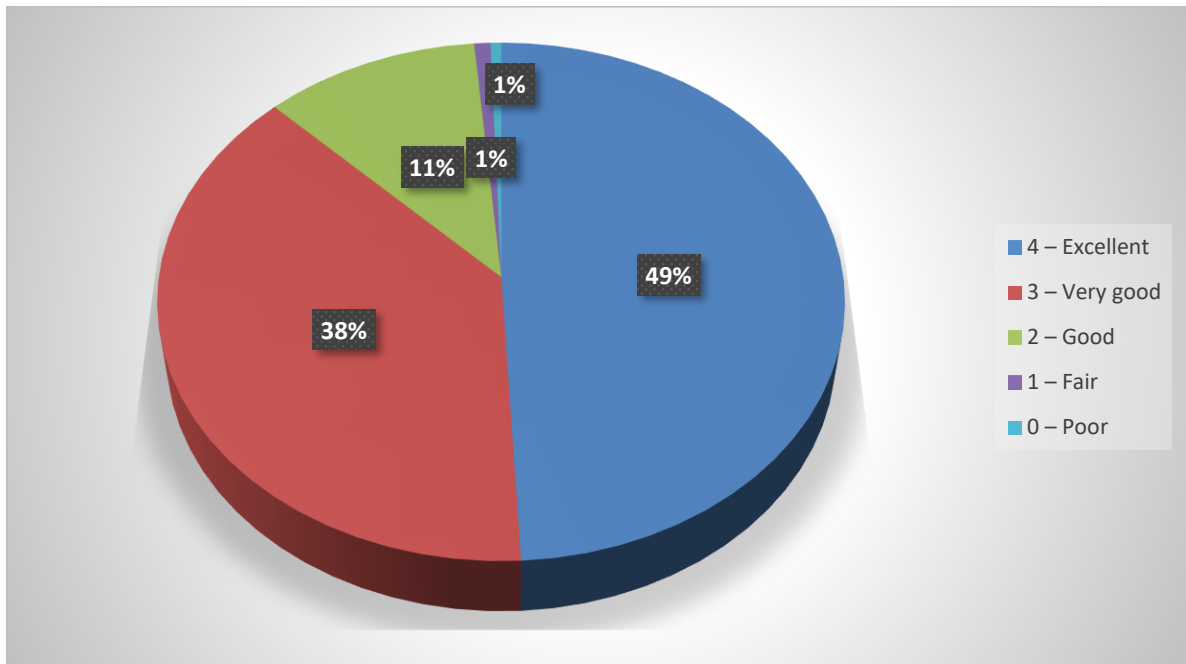

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4. The teacher's approach to teaching can best be described as

| Scale | Number Of Students | Percentage |
|---------------|--------------------|------------|
| 4 – Excellent | 265 | 49 |
| 3 – Very good | 205 | 38 |
| 2 – Good | 59 | 11 |
| 1– Fair | 06 | 01 |
| 0 – Poor | 05 | 01 |
| Total | 540 | 100 |

Figure 4 Teacher's approach to Teaching



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

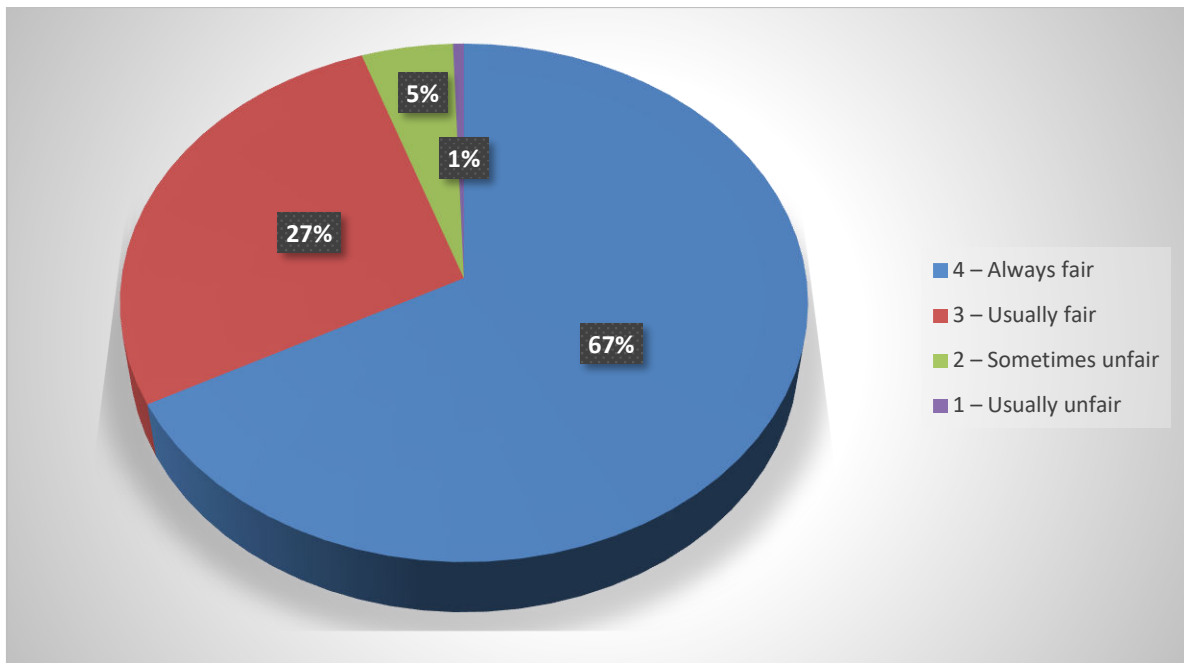


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5. Fairness of the internal evaluation process by the teachers.

| Scale | Number Of Students | Percentage |
|----------------------|--------------------|------------|
| 4 – Always fair | 362 | 67 |
| 3 – Usually fair | 146 | 27 |
| 2 – Sometimes unfair | 27 | 05 |
| 1 – Usually unfair | 05 | 01 |
| Total | 540 | 100 |

Figure 5 Internal Evaluation Process by Teachers



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

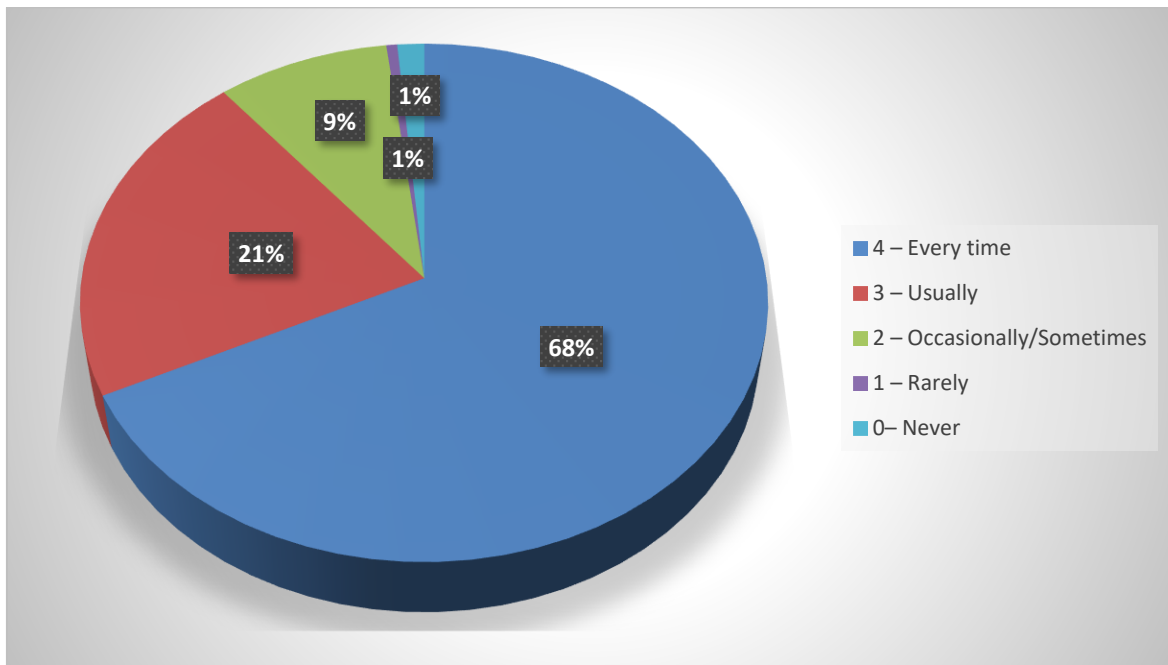


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6. Was your performance in assignments discussed with you?

| Scale | Number Of Students | Percentage |
|--------------------------|--------------------|------------|
| 4 – Every time | 367 | 68 |
| 3 – Usually | 113 | 21 |
| 2–Occasionally/Sometimes | 49 | 09 |
| 1 –Rarely | 06 | 01 |
| 0–Never | 05 | 01 |
| Total | 540 | 100 |

Figure 6 Discussion on Performance in Assignment



Interpretation:

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

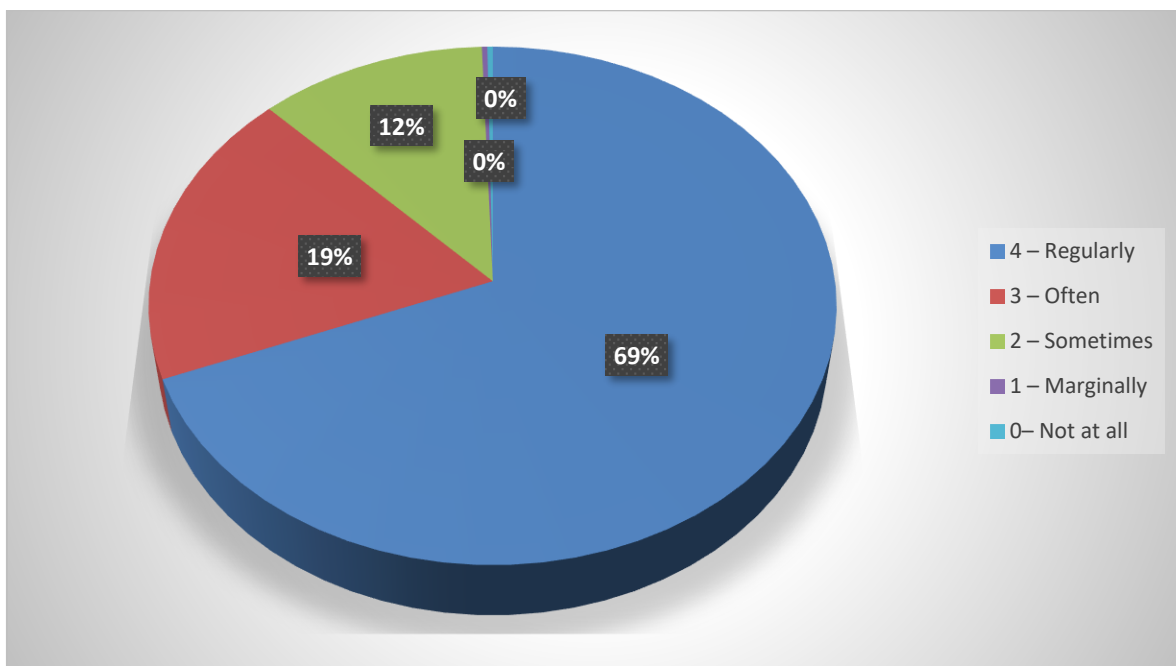


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7. The institute takes active interest in promoting internship, student exchange field visit opportunities for students.

| Scale | Number Of Students | Percentage |
|--------------|--------------------|------------|
| 4- Regularly | 373 | 69 |
| 3- Often | 103 | 19 |
| 2- Sometimes | 64 | 12 |
| 1 -Rarely | 00 | 00 |
| 0- Never | 010 | 00 |
| Total | 540 | 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.



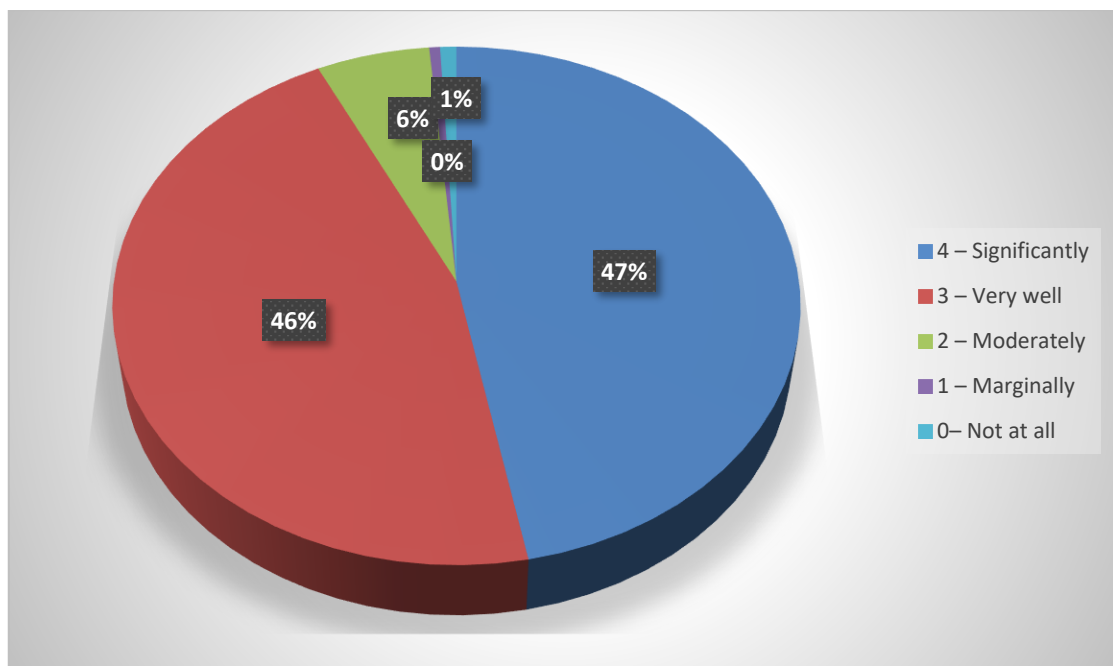
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8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

| Scale | Number Of Students | Percentage |
|-------------------|--------------------|------------|
| 4 – Significantly | 253 | 47 |
| 3 – Very well | 248 | 46 |
| 2 – Moderately | 32 | 06 |
| 1 – Marginally | 01 | 00 |
| 0–Not at all | 06 | 01 |
| Total | 540 | 100 |

Figure 8 Mentoring process in your institution



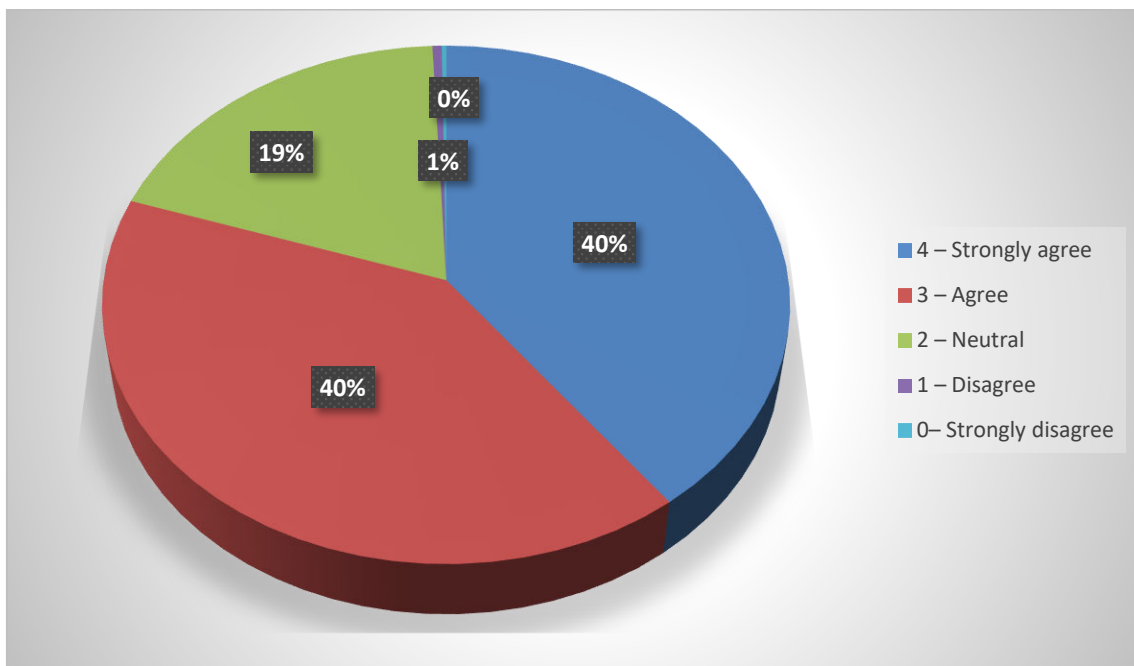
Interpretation:

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 | 216 | 40 |
| 3–Agree | 216 | 40 |
| 2–Neutral | 102 | 19 |
| 1–Disagree | 05 | 01 |
| 0–Strongly disagree | 01 | 00 |
| Total | 540 | 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.



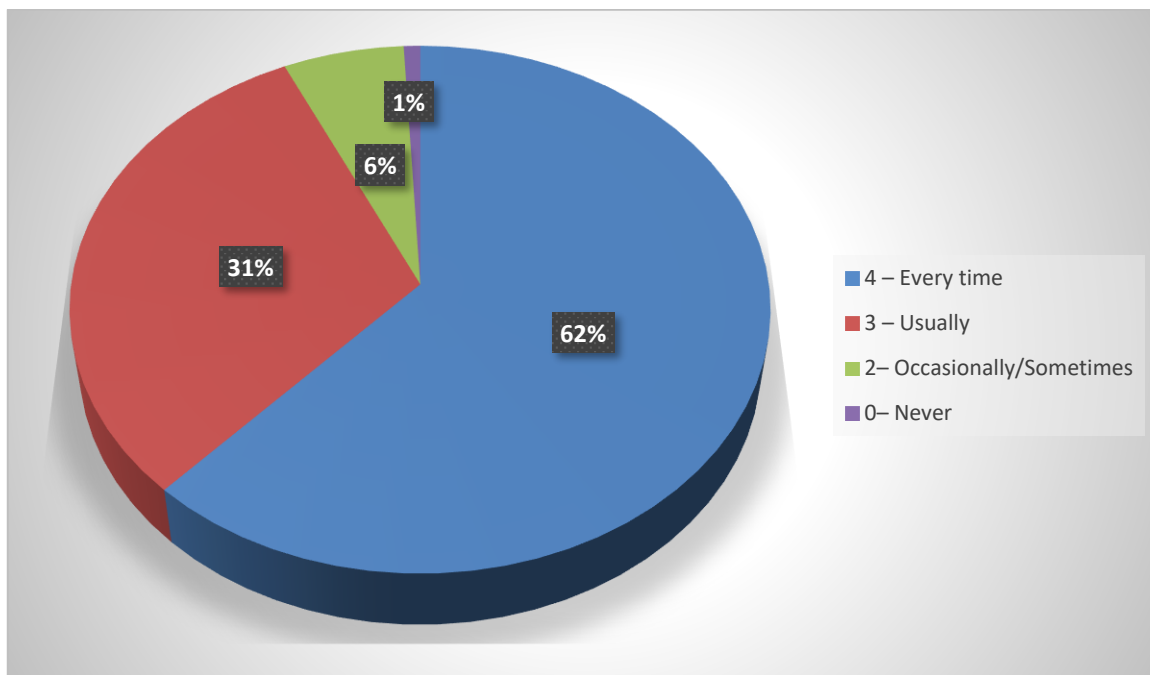
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10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

| Scale | Number Of Students | Percentage |
|----------------------------|--------------------|------------|
| 4 – Every time | 335 | 62 |
| 3 – Usually | 167 | 31 |
| 2 – Occasionally/Sometimes | 32 | 06 |
| 1 – Rarely | 06 | 01 |
| Total | 540 | 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 program outcomes.



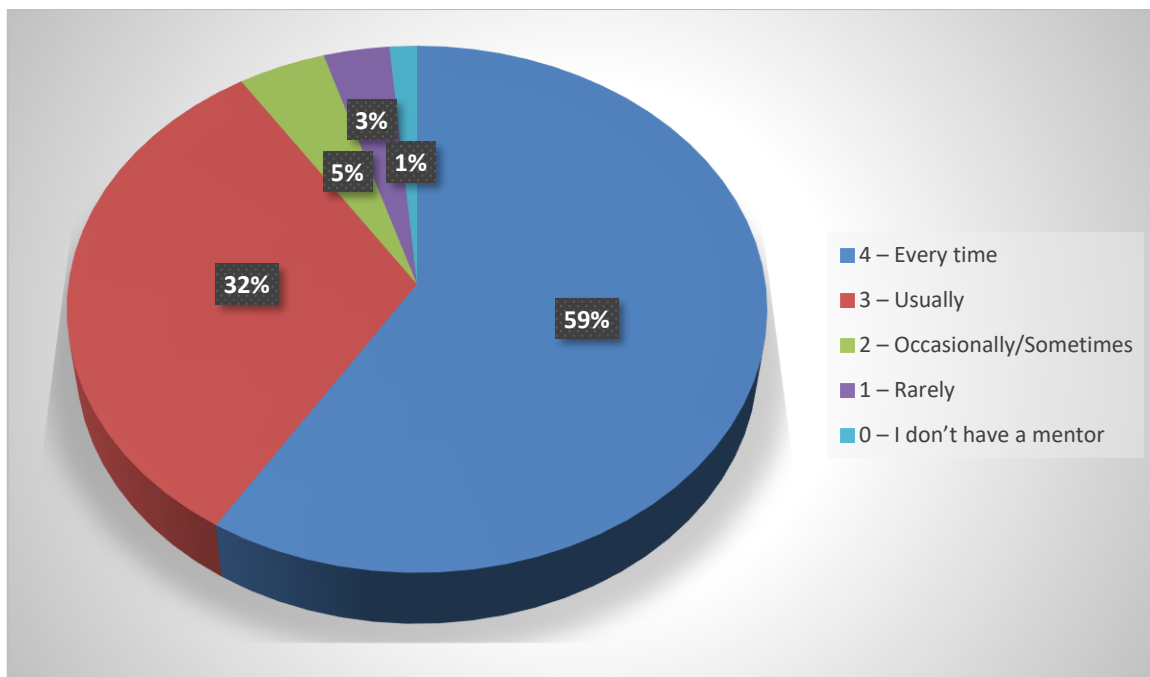
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11. Mentor does a necessary follow-up with an assigned task to you.

| Scale | Number Of Students | Percentage |
|--------------------------|--------------------|------------|
| 4- Every time | 319 | 59 |
| 3 - Usually | 173 | 32 |
| 2-Occasionally/Sometimes | 27 | 05 |
| 1 -Rarely | 16 | 03 |
| 0 -I don't have a mentor | 05 | 01 |
| Total | 540 | 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.



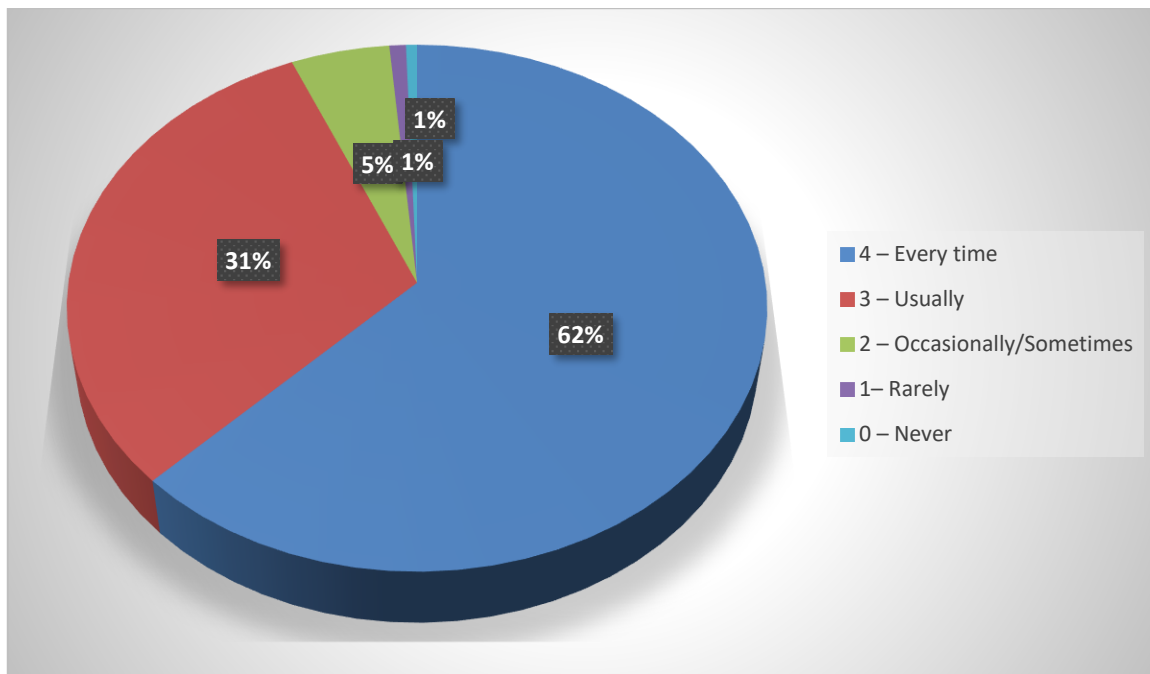
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12. The teachers illustrate the concepts through examples and applications.

| Scale | Number Of Students | Percentage |
|----------------------------|--------------------|------------|
| 4 – Every time | 335 | 62 |
| 3 – Usually | 167 | 31 |
| 2 – Occasionally/Sometimes | 27 | 05 |
| 1 – Rarely | 06 | 01 |
| 0 – Never | 05 | 01 |
| Total | 540 | 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.



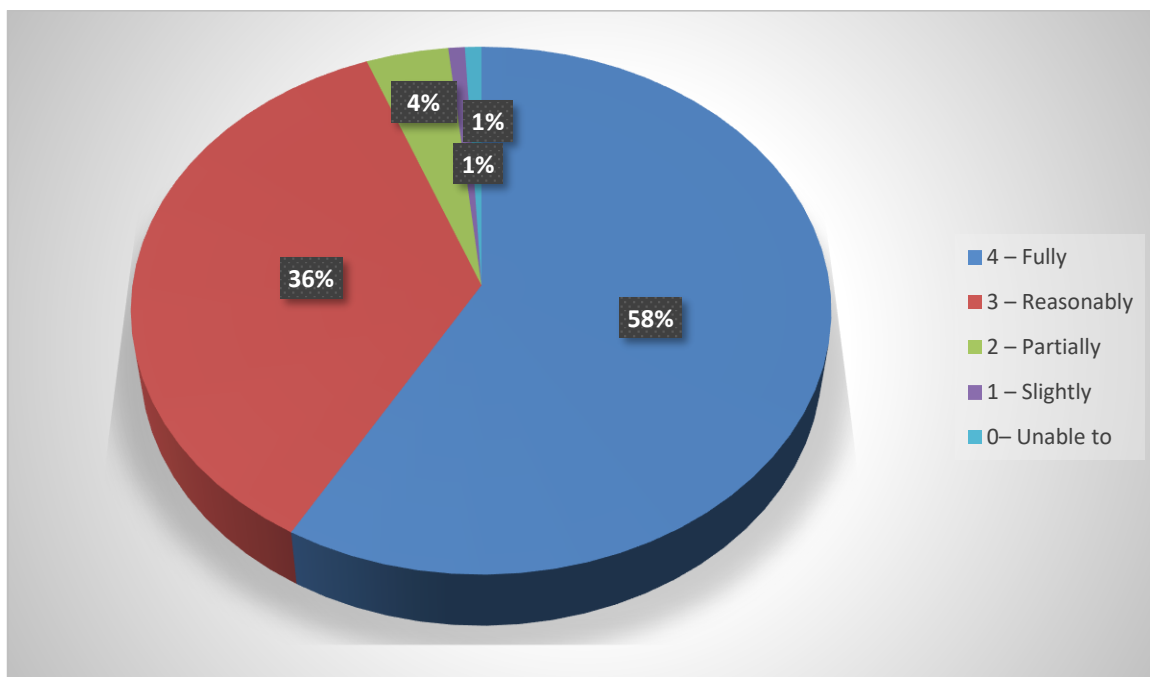
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13. The teachers identify your strengths and encourage you with providing right level of challenges.

| Scale | Number Of Students | Percentage |
|----------------|--------------------|------------|
| 4 – Fully | 312 | 58 |
| 3 – Reasonably | 194 | 36 |
| 2 – Partially | 22 | 04 |
| 1 – Slightly | 02 | 01 |
| 0 – Unable to | 00 | 01 |
| Total | 540 | 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.



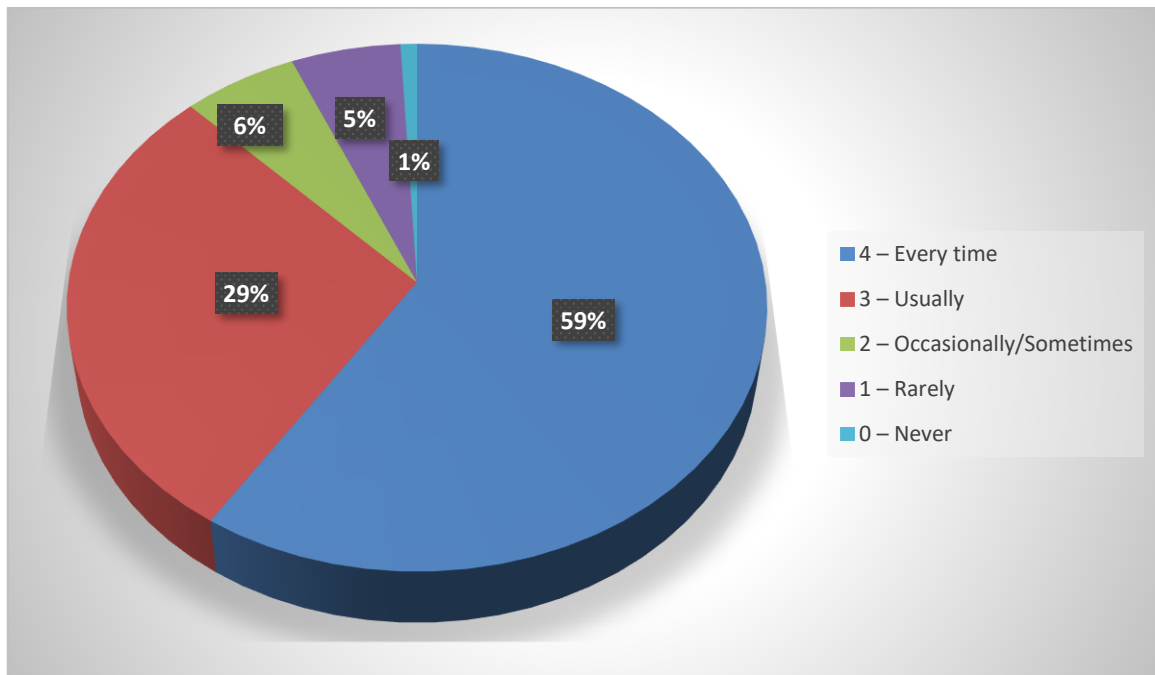
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14. Teachers are able to identify your weaknesses and help you to overcome them.

| Scale | Number Of Students | Percentage |
|----------------------------|--------------------|------------|
| 4 – Every time | 319 | 59 |
| 3 – Usually | 157 | 29 |
| 2 – Occasionally/Sometimes | 32 | 06 |
| 1 – Rarely | 27 | 05 |
| 0 – Never | 05 | 01 |
| Total | 540 | 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.



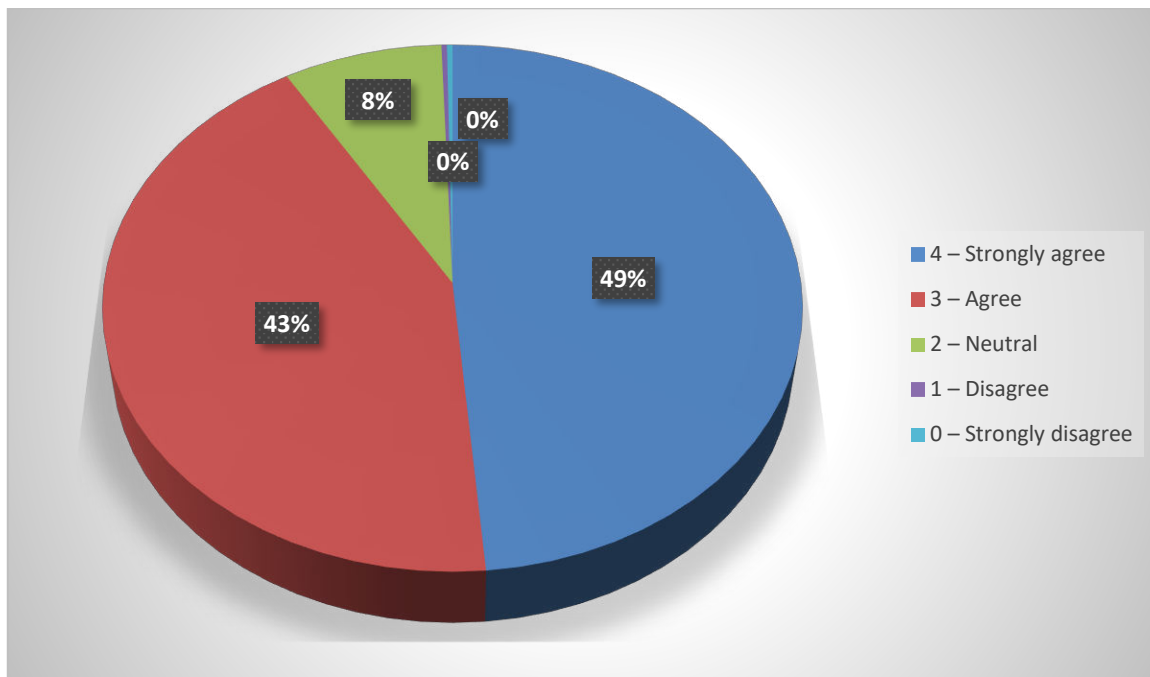
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15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

| Scale | Number Of Students | Percentage |
|-----------------------|--------------------|------------|
| 4 – Strongly agree | 265 | 49 |
| 3 – Agree | 232 | 43 |
| 2 – Neutral | 43 | 08 |
| 1 – Disagree | 00 | 00 |
| 0 – Strongly disagree | 00 | 00 |
| Total | 540 | 100 |

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



Interpretation:

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



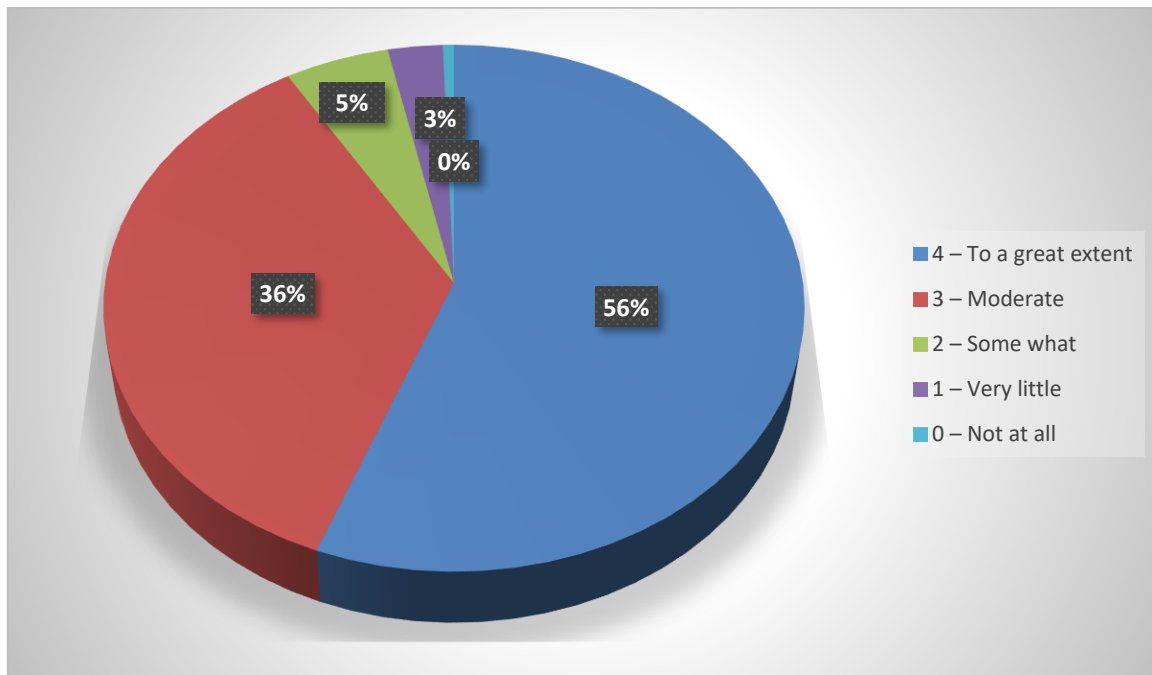
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16. The institute/teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.

| Scale | Number Of Students | Percentage |
|-------------------------------|--------------------|------------|
| 4 – To a great extent | 302 | 56 |
| 3– Moderate | 194 | 36 |
| 2 – Some what 1 – Very little | 27 | 05 |
| 0– Not at all | 16 | 03 |
| 4 – To a great extent | 01 | 00 |
| Total | 540 | 100 |

Figure16 Use student centric methods



Interpretation:

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



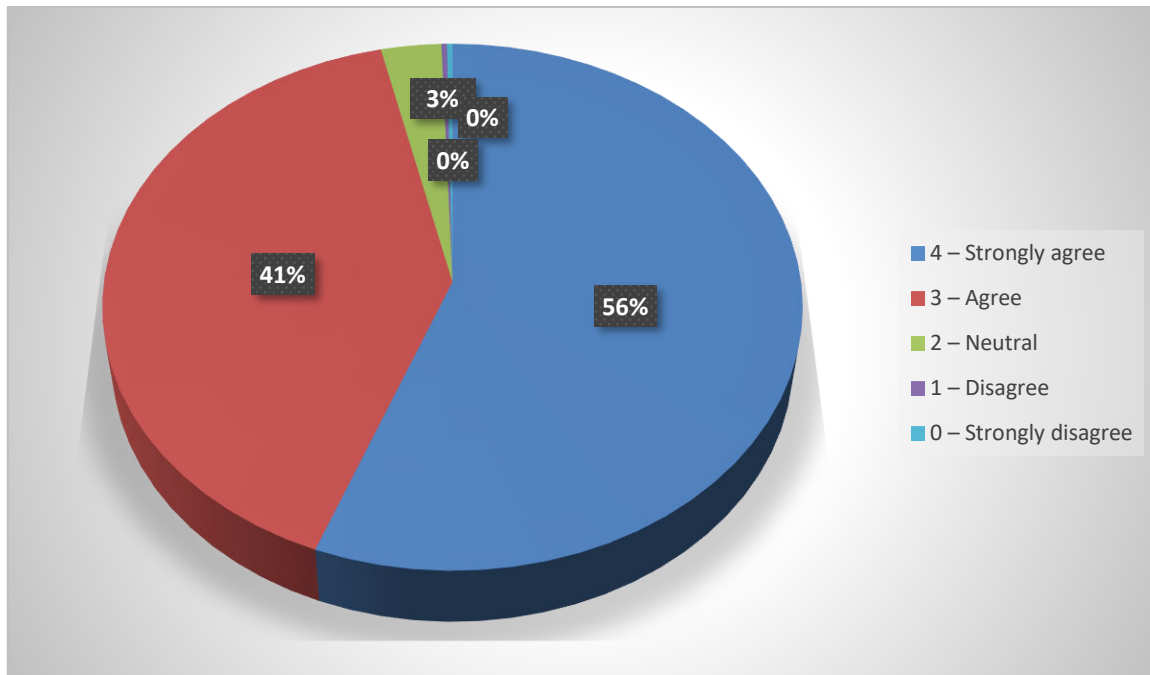
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17. Teachers encourage you to participate in extracurricular activities.

| Scale | Number Of Students | Percentage |
|---------------------|--------------------|------------|
| 4– Strongly agree | 302 | 56 |
| 3–Agree | 221 | 41 |
| 2–Neutral | 16 | 03 |
| 1–Disagree | 01 | 00 |
| 0–Strongly disagree | 00 | 00 |
| Total | 540 | 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 angles.



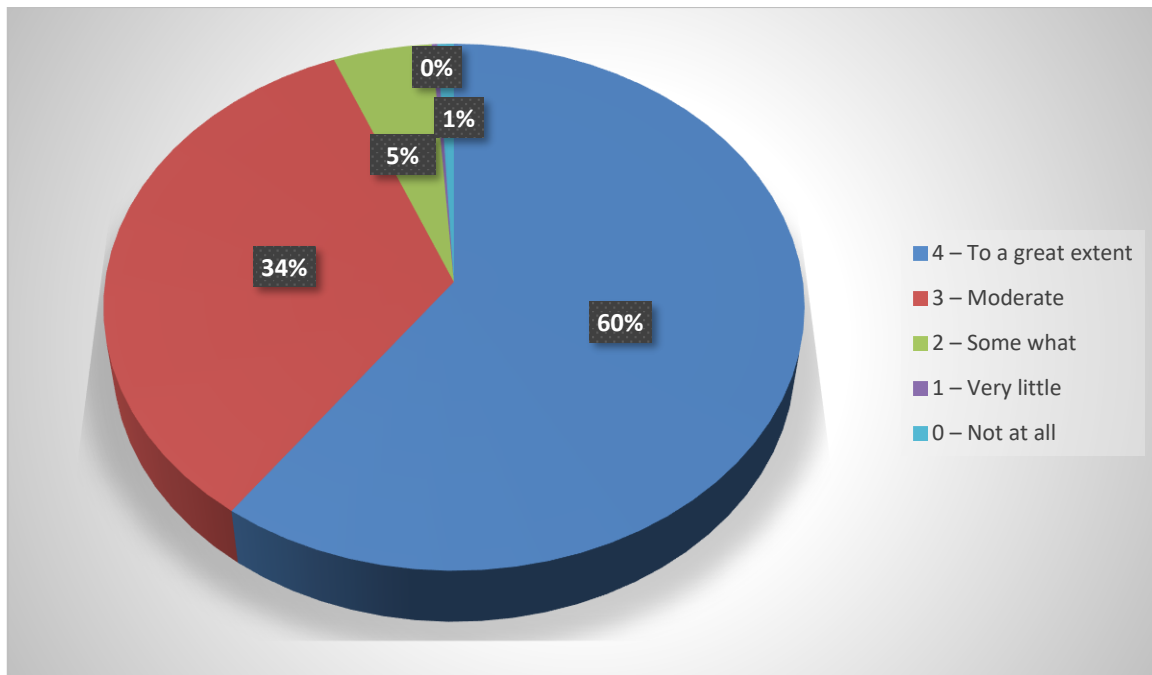
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18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

| Scale | Number Of Students | Percentage |
|-----------------------|--------------------|------------|
| 4 – To a great extent | 324 | 60 |
| 3 – Moderate | 184 | 34 |
| 2 – Some what | 27 | 05 |
| 1 – Very little | 00 | 00 |
| 0 – Not at all | 05 | 01 |
| Total | 540 | 100 |

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



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



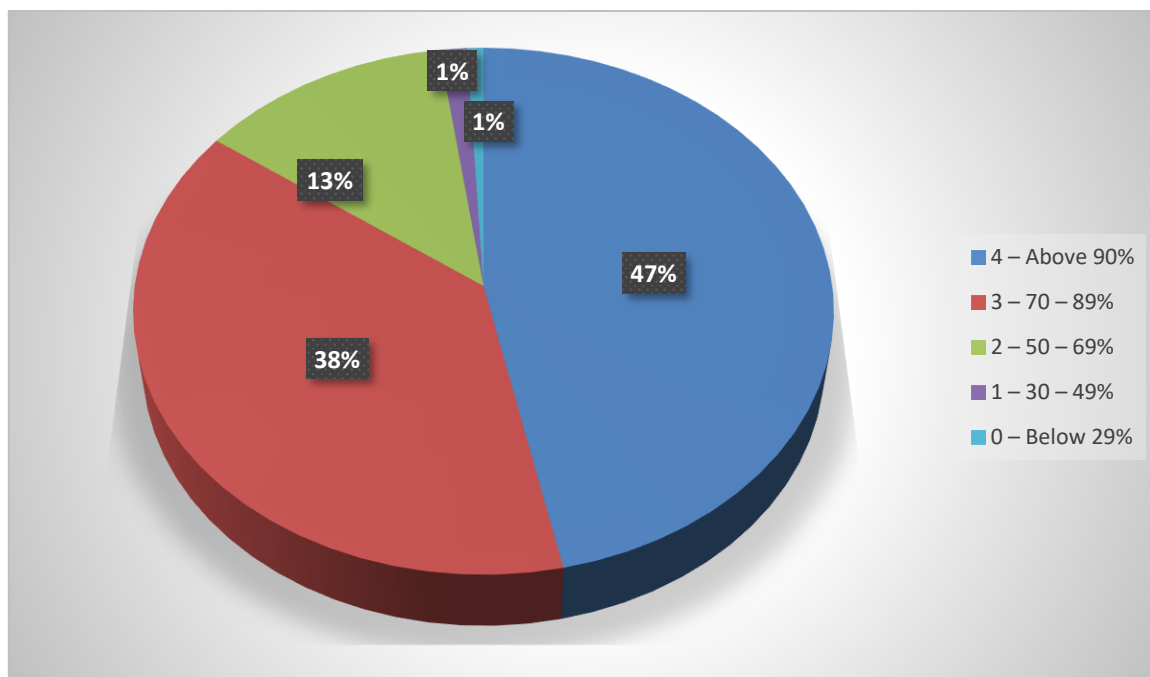
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19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

| Scale | Number Of Students | Percentage |
|---------------|--------------------|------------|
| 4 – Above 90% | 254 | 47 |
| 3 – 70 – 89% | 205 | 38 |
| 2 – 50 – 69% | 70 | 13 |
| 1 – 30 – 49% | 06 | 01 |
| 0 – Below 29% | 05 | 01 |
| Total | 540 | 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



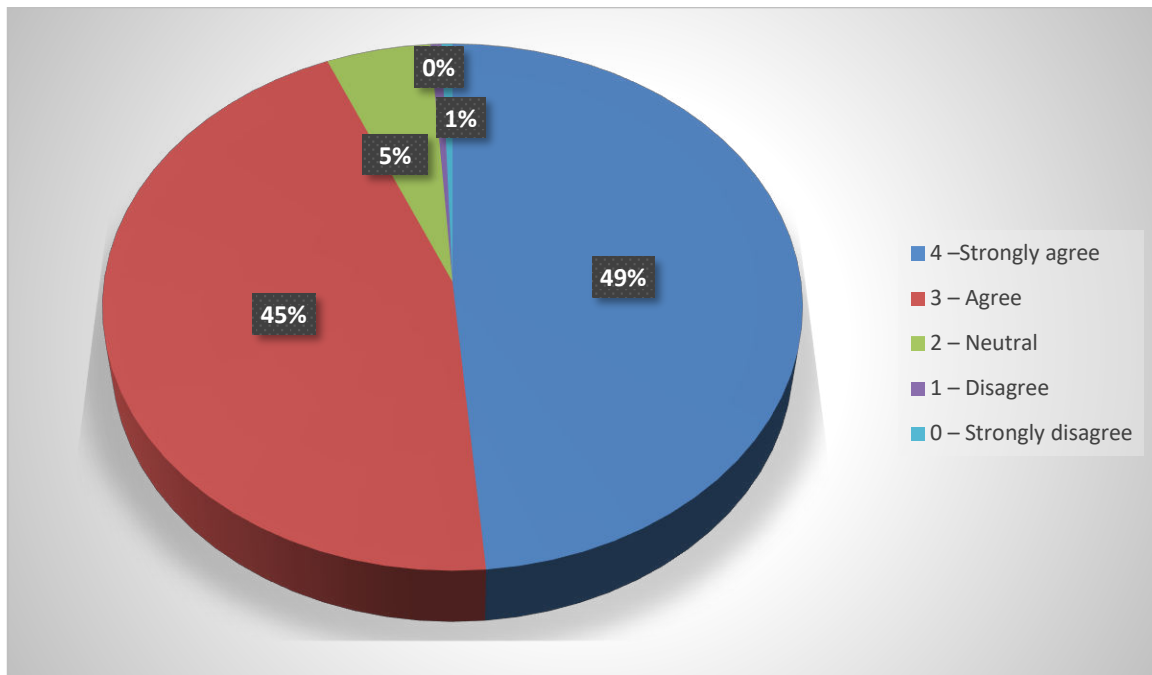
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20. The overall quality of teaching-learning process in your institute is very good.

| Scale | Number Of Students | Percentage |
|-----------------------|--------------------|------------|
| 4 – Strongly agree | 264 | 49 |
| 3 – Agree | 242 | 45 |
| 2 – Neutral | 28 | 05 |
| 1 – Disagree | 01 | 00 |
| 0 – Strongly disagree | 05 | 01 |
| Total | 540 | 100 |

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



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.

- | 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 suggestions

| 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.



A handwritten signature in blue ink, appearing to read "Dr. D. Y. Patil".

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