

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



CRITERION II
2.7 REPORT OF
STUDENT SATISFACTION SURVEY
2021-2022

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S. B. PATIL INSTITUTE OF MANAGEMENT, PUNE
॥ सुप्रबन्धे राष्ट्र समृद्धि ॥

Objective:

The survey has been conducted to understand student's satisfaction level, for the academic year 2021-22, 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 279 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: 98.9 % No: 1.1 % |
| B) Age: | Average : 22.03 years |
| C) Institute Name | PCETs, S. B. Patil Institute of Management. |
| D) Gender | Male: 134 Female: 145 Transgender: 00 |
| E) What degree / program you are pursuing/ pursued. | Masters : MBA |
| F) Which specialization you opted in your degree / program | Marketing : 18 Finance : 64 Human Resources : 27 Operations : 07 Any other : 163 |
| G) Please Select your Academic Year | 2020-21: 74 2019-20: 205 |

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:

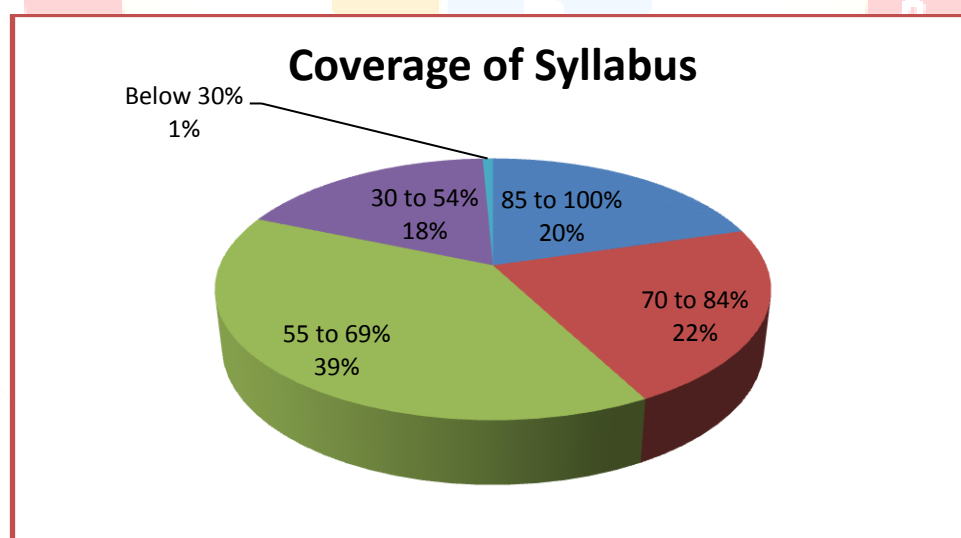
- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict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

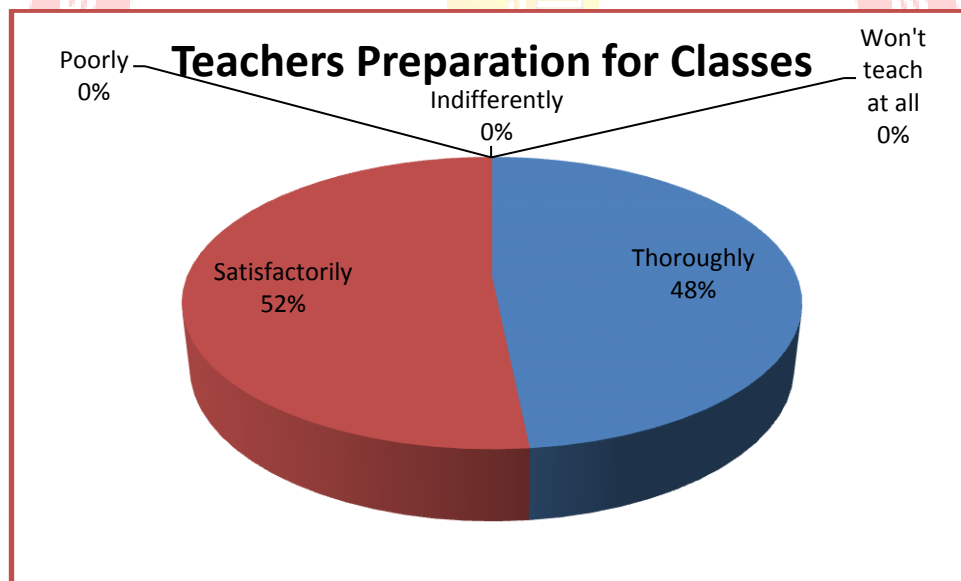
| Scale | Number of Students | Percentage (%) |
|--------------|--------------------|----------------|
| 85 to 100% | 57 | 20.4 |
| 70 to 84% | 61 | 21.9 |
| 55 to 69% | 109 | 39.1 |
| 30 to 54% | 50 | 17.9 |
| Below 30% | 2 | 0.7 |
| Total | 279 | 100 |



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

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

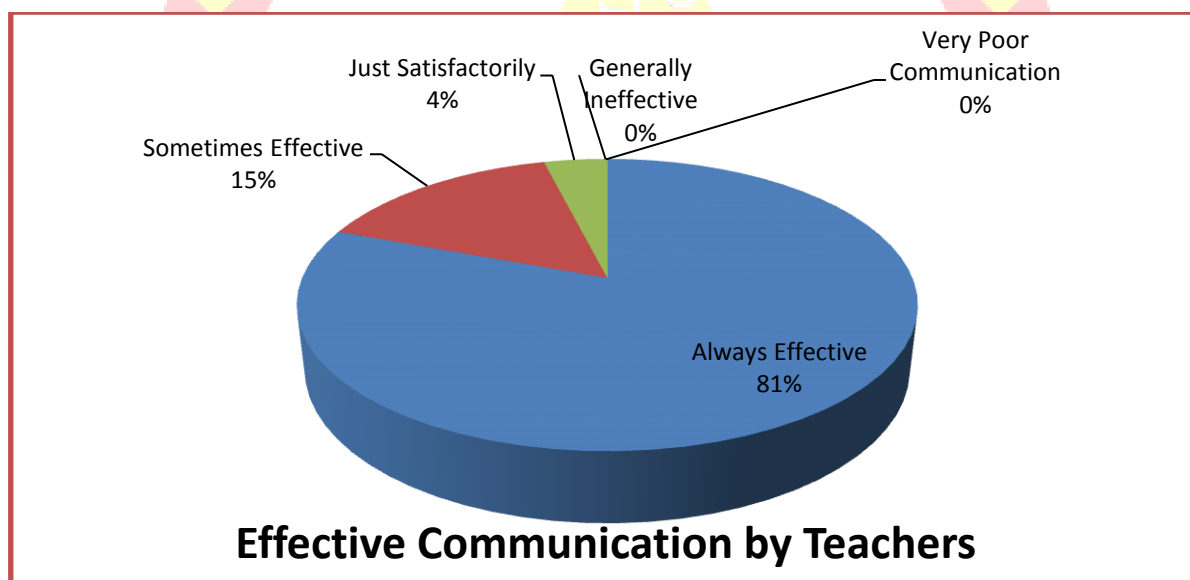
| Scale | Number of Students | Percentage |
|--------------------|--------------------|------------|
| Thoroughly | 135 | 48.4 |
| Satisfactorily | 144 | 51.6 |
| Poorly | 0 | 0 |
| Indifferently | 0 | 0 |
| Won't teach at all | 0 | 0 |
| Total | 279 | 100 |



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?

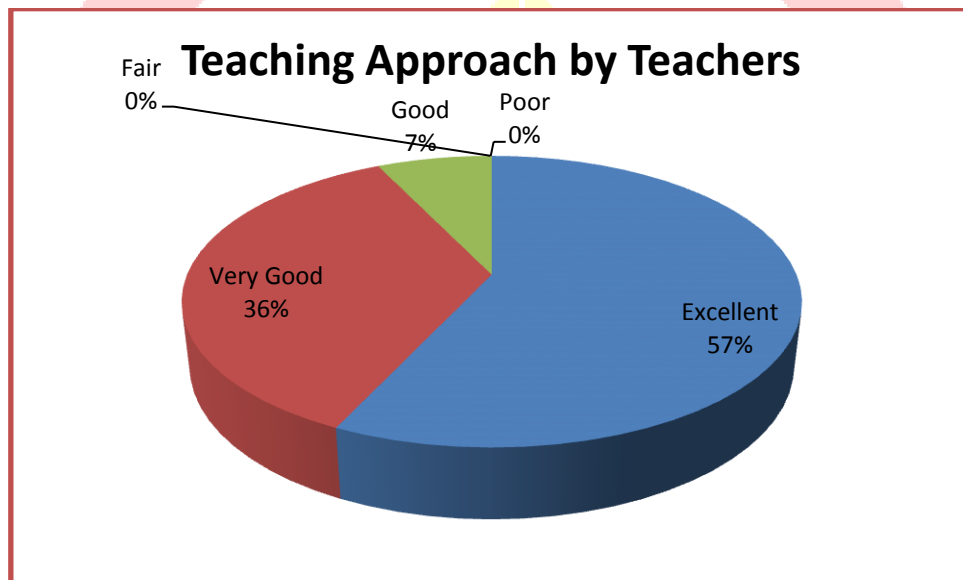
| Scale | Number of Students | Percentage |
|-------------------------|--------------------|------------|
| Always Effective | 225 | 80.6 |
| Sometimes Effective | 43 | 15.4 |
| Just Satisfactorily | 11 | 3.9 |
| Generally Ineffective | 0 | 0 |
| Very Poor Communication | 0 | 0 |
| Total | 279 | 100 |



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:

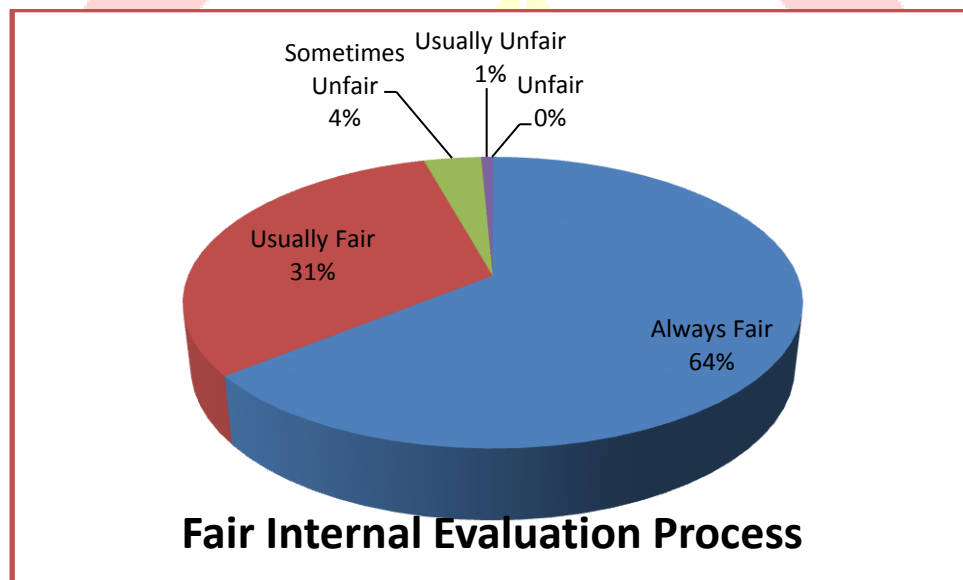
| Scale | Number of Students | Percentage |
|-----------|--------------------|------------|
| Excellent | 159 | 57 |
| Very Good | 100 | 35.8 |
| Good | 20 | 7.2 |
| Fair | 0 | 0 |
| Poor | 0 | 0 |
| Total | 279 | 100 |



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

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

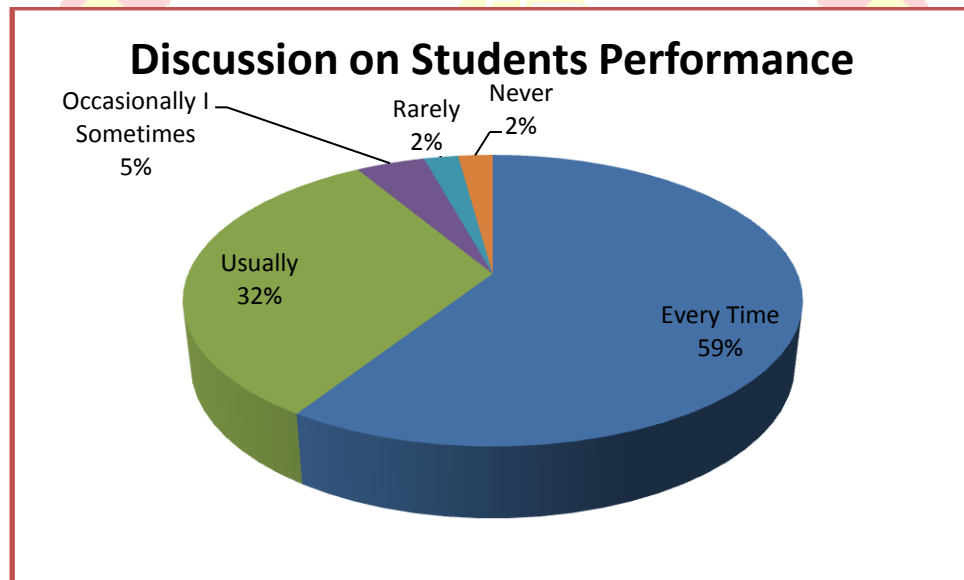
| Scale | Number of Students | Percentage |
|------------------|--------------------|------------|
| Always Fair | 179 | 64.2 |
| Usually Fair | 88 | 31.5 |
| Sometimes Unfair | 10 | 3.6 |
| Usually Unfair | 2 | 0.7 |
| Unfair | 0 | 0 |
| Total | 279 | 100 |



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

6. Was your performance in assignments discussed with you?

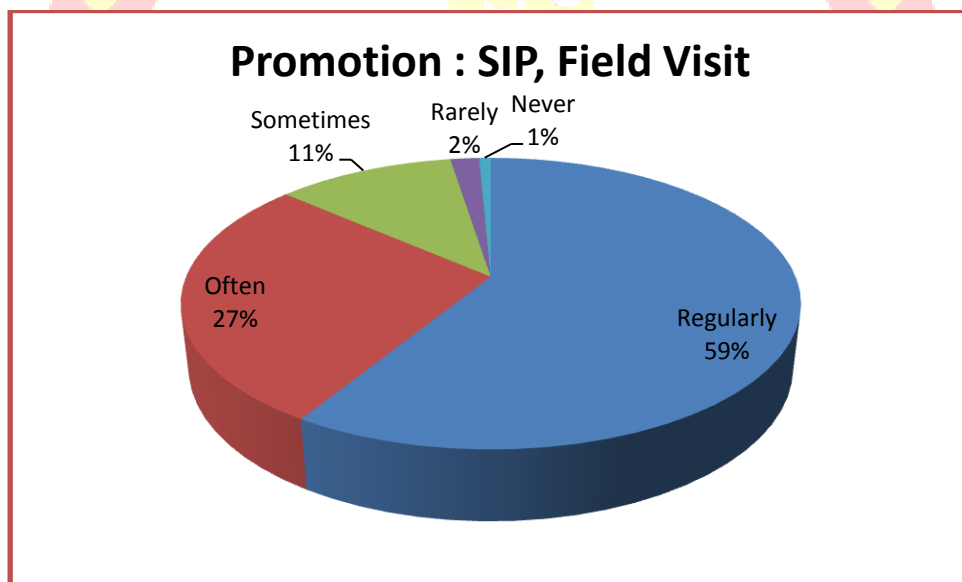
| Scale | Number of Students | Percentage |
|--------------------------|--------------------|------------|
| Every Time | 165 | 59.1 |
| Usually | 90 | 32.3 |
| Occasionally / Sometimes | 12 | 4.3 |
| Rarely | 6 | 2.2 |
| Never | 6 | 2.2 |
| Total | 279 | 100 |



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.

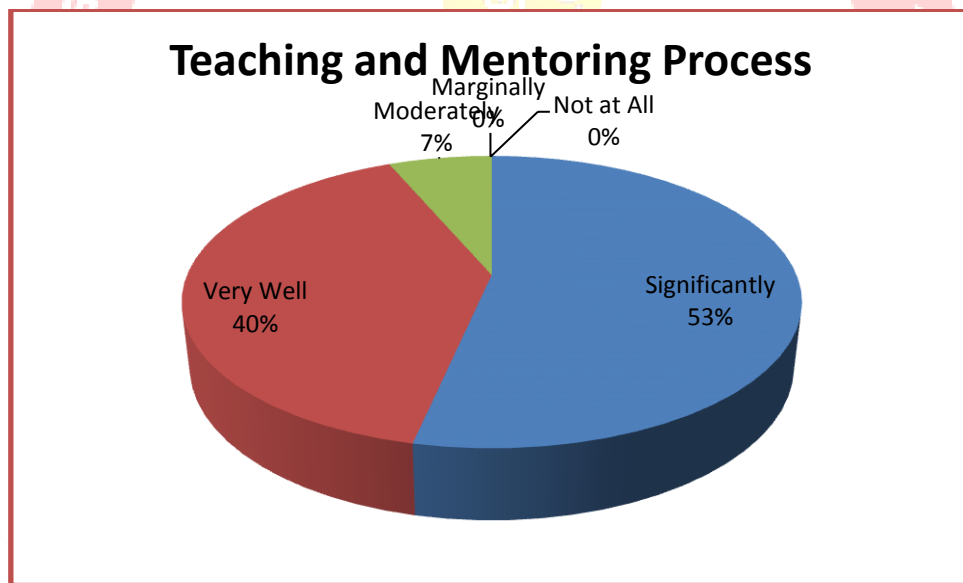
| Scale | Number of Students | Percentage |
|--------------|--------------------|------------|
| Regularly | 164 | 58.8 |
| Often | 77 | 27.6 |
| Sometimes | 31 | 11.1 |
| Rarely | 5 | 1.8 |
| Never | 2 | 0.7 |
| Total | 279 | 100 |



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.

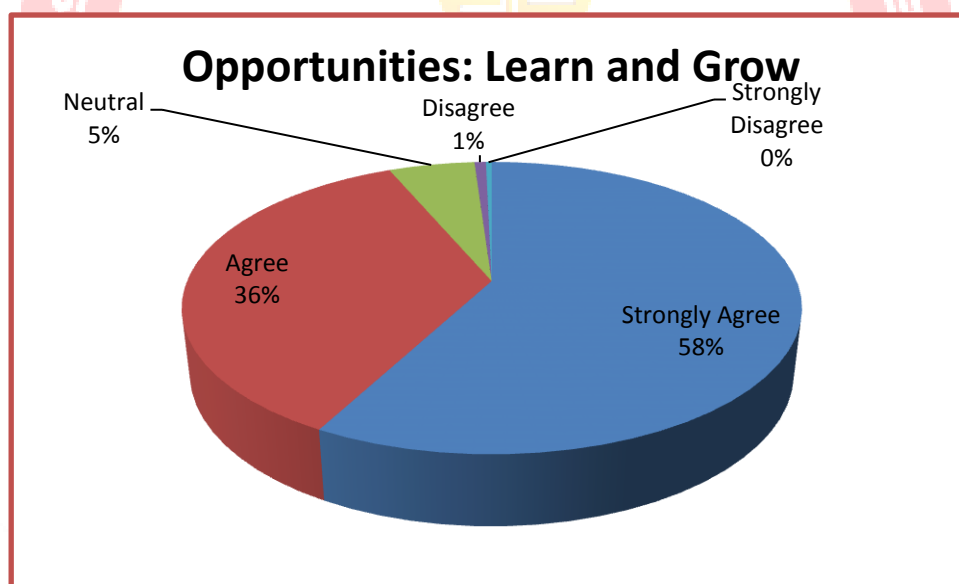
| Scale | Number of Students | Percentage |
|---------------|--------------------|------------|
| Significantly | 149 | 53.4 |
| Very Well | 112 | 40.1 |
| Moderately | 18 | 6.5 |
| Marginally | 0 | 0 |
| Not at All | 0 | 0 |
| Total | 279 | 100 |



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 | 162 | 58.1 |
| Agree | 100 | 35.8 |
| Neutral | 15 | 5.4 |
| Disagree | 2 | 0.7 |
| Strongly Disagree | 1 | 0 |
| Total | 279 | 100 |

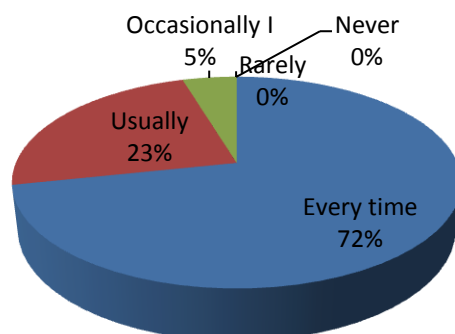


Interpretation: Institute provides various platforms in the form of curricular, co-curricular and extra-curricular activities to enhance learning and growth of students.

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

| Scale | Number of Students | Percentage |
|--------------------------|--------------------|------------|
| Every time | 200 | 71.7 |
| Usually | 66 | 23.7 |
| Occasionally / Sometimes | 13 | 4.7 |
| Rarely | 0 | 0 |
| Never | 0 | 0 |
| Total | 279 | 100 |

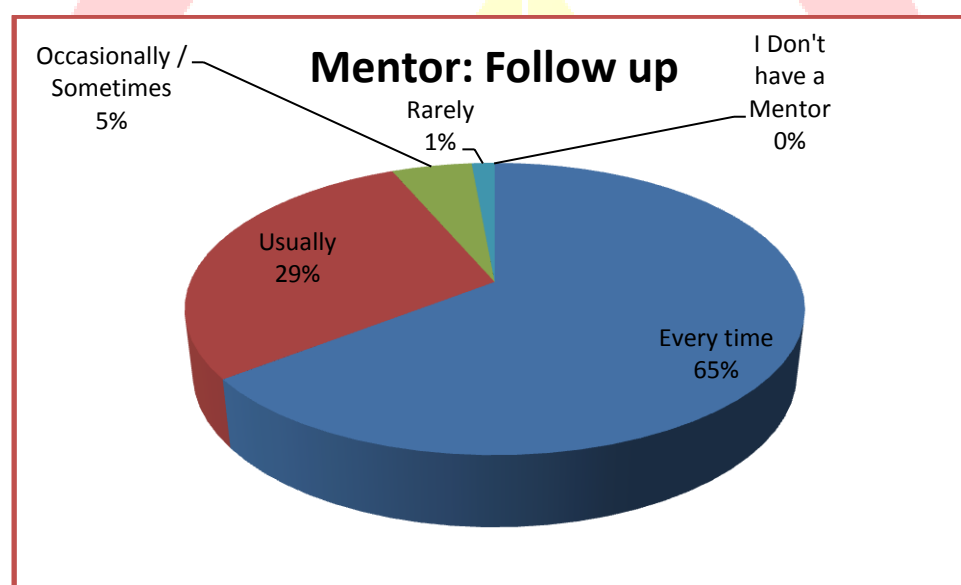
Chart Information: Competencies, COs, POs



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

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

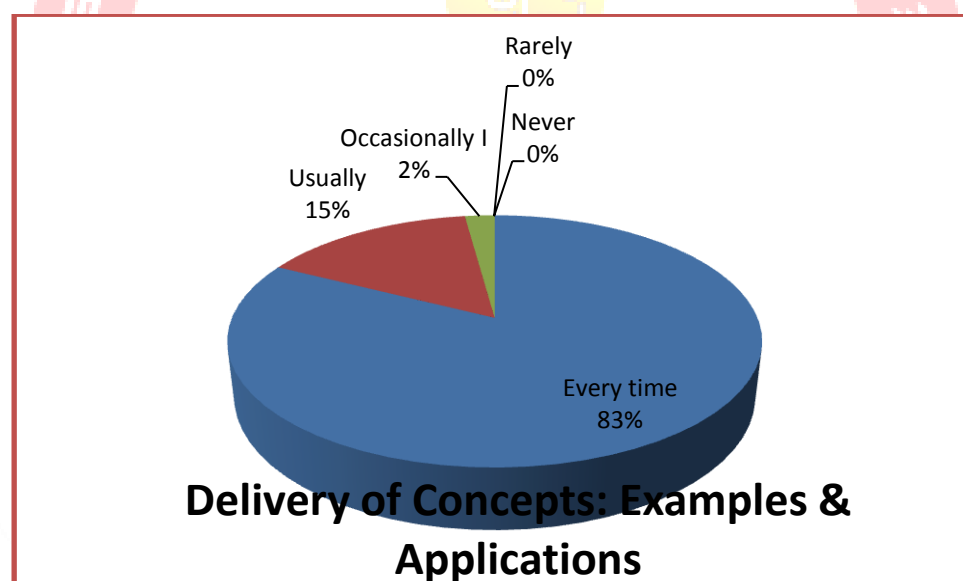
| Scale | Number of Students | Percentage |
|--------------------------|--------------------|------------|
| Every time | 180 | 64.5 |
| Usually | 81 | 29.9 |
| Occasionally / Sometimes | 14 | 5 |
| Rarely | 4 | 1.4 |
| I Don't have a Mentor | 0 | 0 |
| Total | 279 | 100 |



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.

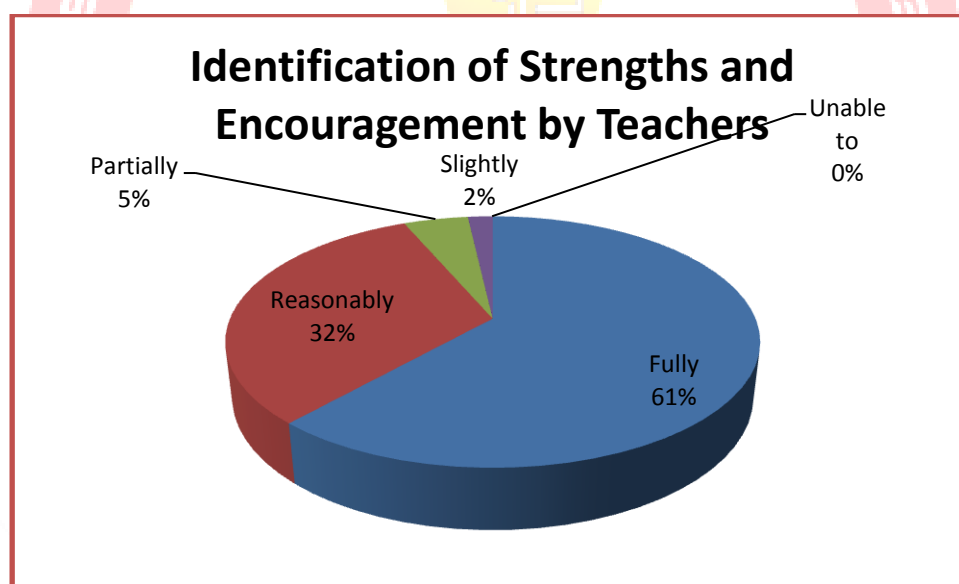
| Scale | Number of Students | Percentage |
|--------------------------|--------------------|------------|
| Every time | 230 | 82.4 |
| Usually | 43 | 15.4 |
| Occasionally / Sometimes | 6 | 2.2 |
| Rarely | 0 | 0 |
| Never | 0 | 0 |
| Total | 279 | 100 |



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.

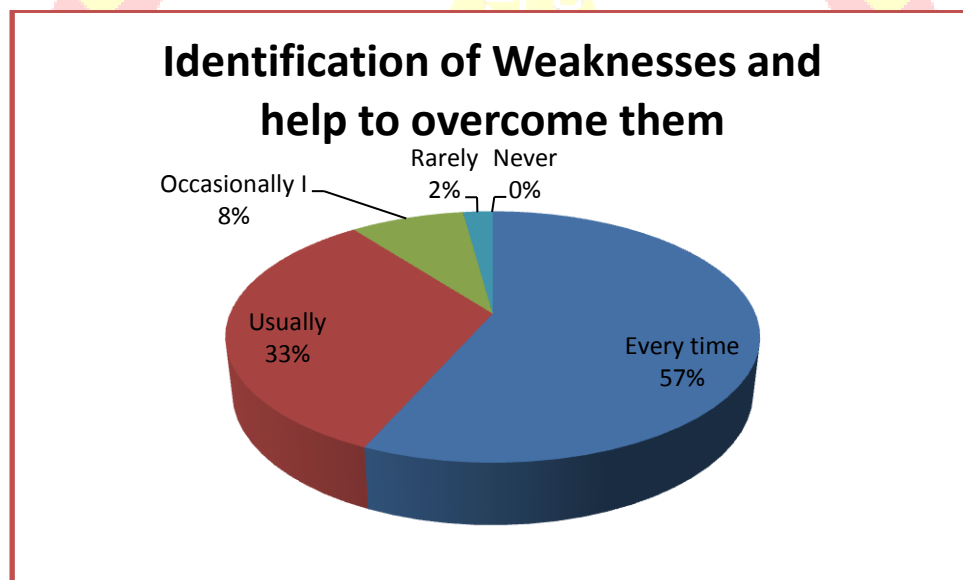
| Scale | Number of Students | Percentage |
|--------------|--------------------|------------|
| Fully | 172 | 61.6 |
| Reasonably | 89 | 31.9 |
| Partially | 13 | 4.7 |
| Slightly | 5 | 1.8 |
| Unable to | 0 | 0 |
| Total | 279 | 100 |



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.

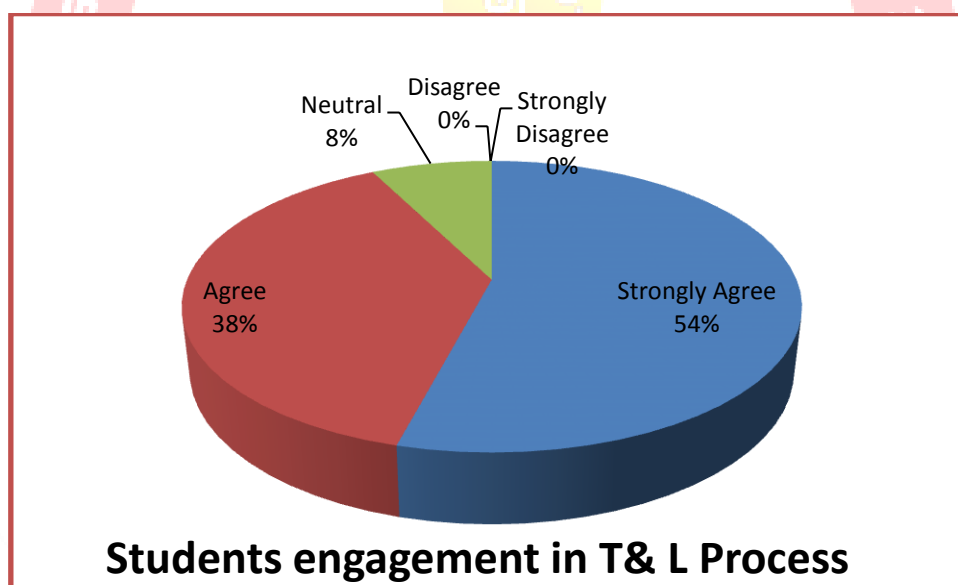
| Scale | Number of Students | Percentage |
|--------------------------|--------------------|------------|
| Every time | 158 | 56.6 |
| Usually | 92 | 33.0 |
| Occasionally / Sometimes | 23 | 8.2 |
| Rarely | 6 | 2.2 |
| Never | 0 | 0 |
| Total | 279 | 100 |



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.

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

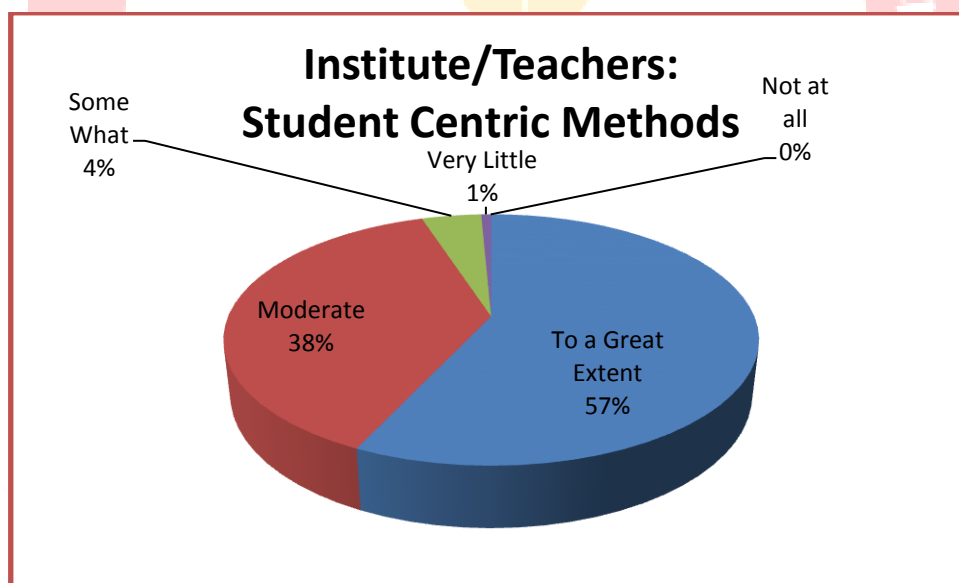
| Scale | Number of Students | Percentage |
|-------------------|--------------------|------------|
| Strongly Agree | 151 | 54.1 |
| Agree | 107 | 38.4 |
| Neutral | 21 | 7.5 |
| Disagree | 0 | 0 |
| Strongly Disagree | 0 | 0 |
| Total | 279 | 100 |



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

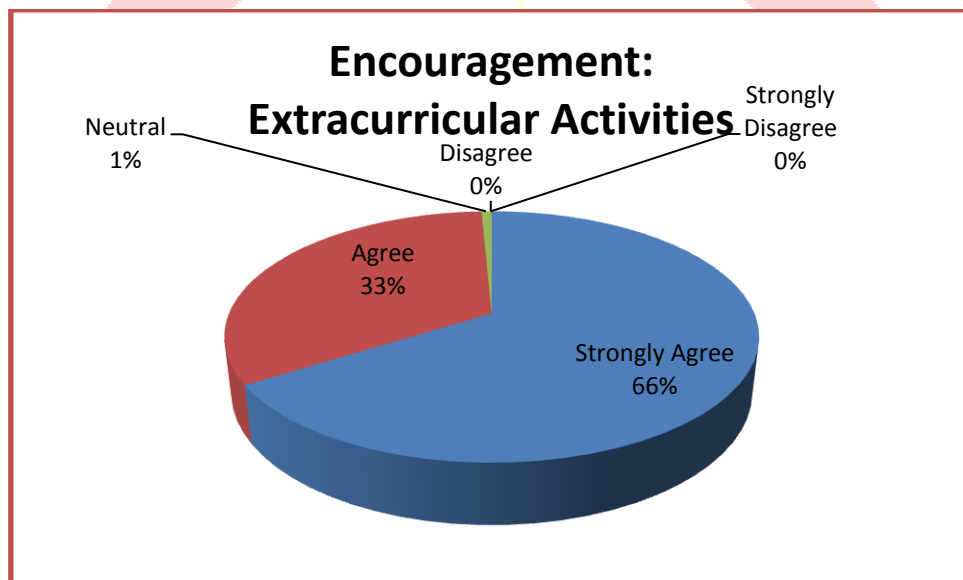
| Scale | Number of Students | Percentage |
|-------------------|--------------------|------------|
| To a Great Extent | 159 | 57 |
| Moderate | 106 | 38 |
| Some What | 12 | 4.3 |
| Very Little | 2 | 0.7 |
| Not at all | 0 | 0 |
| Total | 279 | 100 |



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.

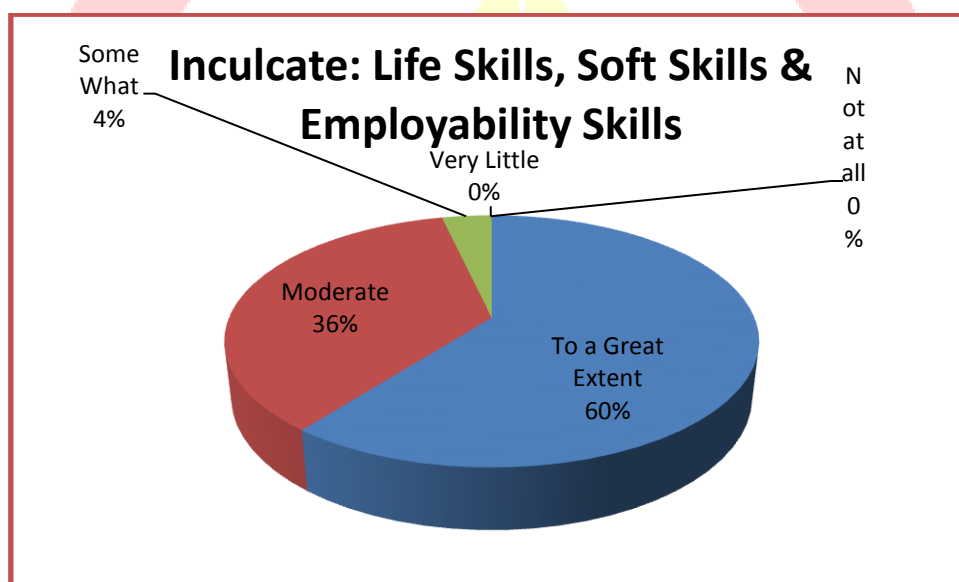
| Scale | Number of Students | Percentage |
|-------------------|--------------------|------------|
| Strongly Agree | 179 | 64.2 |
| Agree | 90 | 32.3 |
| Neutral | 2 | 3.6 |
| Disagree | 0 | 0 |
| Strongly Disagree | 0 | 0 |
| Total | 279 | 100 |



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.

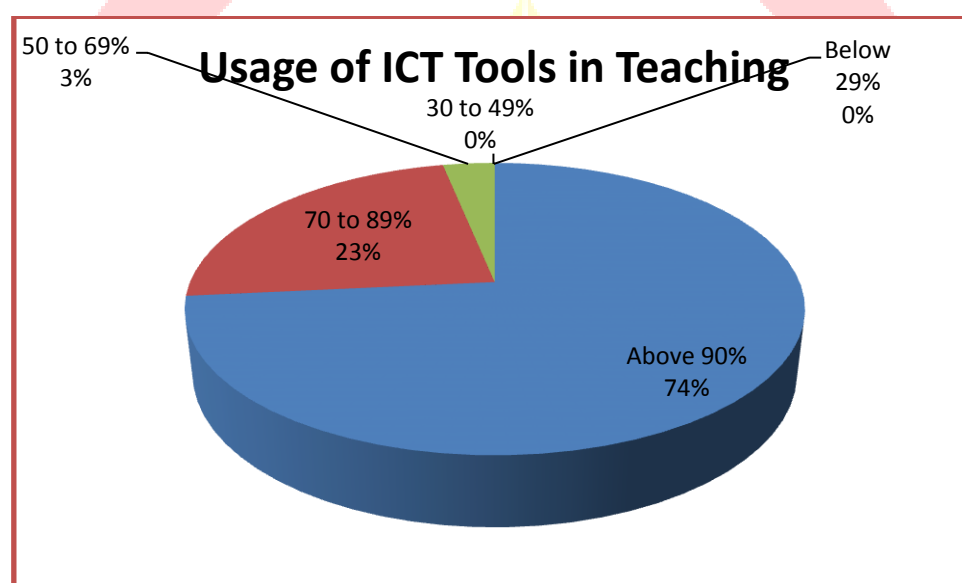
| Scale | Number of Students | Percentage |
|-------------------|--------------------|------------|
| To a Great Extent | 169 | 60.6 |
| Moderate | 100 | 35.8 |
| Some What | 10 | 3.6 |
| Very Little | 0 | 0 |
| Not at all | 0 | 0 |
| Total | 279 | 100 |



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.

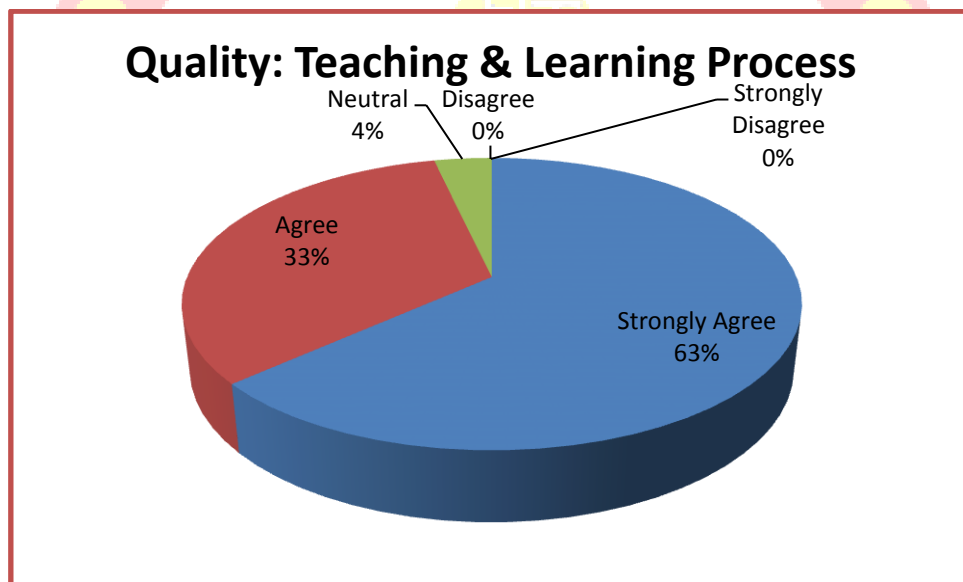
| Scale | Number of Students | Percentage |
|--------------|--------------------|------------|
| Above 90% | 205 | 73.5 |
| 70 to 89% | 65 | 23.3 |
| 50 to 69% | 9 | 3.2 |
| 30 to 49% | 0 | 0 |
| Below 29% | 0 | 0 |
| Total | 279 | 100 |



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 | 177 | 63.4 |
| Agree | 92 | 33 |
| Neutral | 10 | 3.6 |
| Disagree | 0 | 0 |
| Strongly Disagree | 0 | 0 |
| Total | 279 | 100 |



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.
 - Market knowledge
 - Live case studies
 - Teaching is good teachers are interactive
 - Teachers are using daily life examples to teach concepts
 - Easy going
 - Effectiveness in communication
 - Please Put mirror in girls washroom
 - As per our expectations the teaching from the faculty is fulfilled.
 - The teaching style like giving the real life examples is impactful to understand the concepts.
 - More focus on finance students for placement
 - Place mirror in women washroom
 - It was really good learning experience in SBPIM
 - The domain of SBPIM is the faculty members and students which makes it different from other institutions
 - Allow students to contact you after college time.
 - Teaching should not belong only to a classroom.
 - Overall teaching learning experience is excellent in our College
 - Every faculty members, teachers are teaching very well and give practical knowledge about the syllabus
 - I would like to suggest increase the Internship time tenure will be 3 to 6 month.
 - In the institute there is 1 girl washroom, so I would like to suggest that solve this problem.
 - Smart board should be used
 - Chapters should be explained in more practical manner
 - Two ways teaching should be provided by the college
 - Personal contact with the students
 - Already going well no suggestions thank you
 - Institute is mostly focused on the events
 - Placement is not that good
 - Fun activities should be organized frequently.
 - Other than industrial visit college must organize vacation trip of minimum 2-3 days for stress release & bonding between teacher and students.
 - Personal contact with the students should be improved
 - Engage students in learning process while teaching
 - Use two way method of teaching
 - Teaching experience is awesome
 - Environment is very nice
 - As a student we get too much presentation and we don't get sufficient time for preparation bcz clg time is for 8 hrs and assignment are becoming a loading for us, and we are unable to give sufficient time for self and we aren't able to focus on other activities
 - As lecturers are compulsory to us from Monday to Saturday, plz at least give holiday on Saturday
 - Teaching is good.

- Behavior of faculty is very kind and friendly.
- Good infrastructure
- Good library
- Extend lunch break for 1 hour
- Give sufficient time for preparation of assignment and presentation.
- In girls washroom there. Should be... machine of sanitary pads. There should be..lift in our building...as we came from far...and then we are not in that condition ...we can go up with stairs
- Faculty is excellent and all staff is supportive also while teaching teachers make us relate with real life examples
- Reading hall timings concern- it should be change to 7 pm. So we can seat there after 5 pm for study concern.
- Good and helping faculty
- Good services for learning
- Libeary time should be 5-7
- Provide hot water for drinking
- All faculties are excellent in thier domain
- Break time is not sufficient
- Unable to understand News paper
- Overall teaching is really good
- Outdoor activities should be there.
- Theoretical course should be teach in more practical way.
- All teachers should use projector/PPT
- "Teaching faculty is very good. Teachers are supportive.
- "Institute promotes all students for participation in extracurricular activities which will help students to learn management skills practically.
- Provide Foreign language course
- As most of the students are still confuse about their specialization, so some clear view of every specialization will be much helpful for selecting it.
- Notes for each subject should be provided as with all the open books we get confused what exactly can be asked in exams and might not skip that
- Guest speaker sessions are good.
- Teaching/explaining with practical examples are good that make us understand better.
- Sometimes accountancy is difficult to understand ... If we have some extra lectures so we can have extra time to learn
- Observation is that the teaching can be more practical depending on the syllabus.
- The suggestion is that the syllabus for the exam should be completed at least a month before the exam and later we need the practice to paper writing.
- Each and every faculty is well prepared all the time for lectures. Apart from lectures, even if we want to have discussion about any topic, they are always ready.
- Should get Sports games, like cricket, volleyball, etc
- Every doubt is being solved.
- It's amazing teaching staff
- All teaching staff are giving the attention towards every student in class
- - -
- Sports facilities are not available please make a availability of instruments

- Some teachers are not performing well
- The overall experience of learning in the institute is good.
- Teachers teach us with case studies or discussions.
- Teachers push us to participate and to manage various events. We get lots of opportunities to enhance our management and coordination skills. Learning through case studies.
- Teachers are already teaching so well. -
- More attention must be given towards example based learning If any student is absent for any medical emergency for week or weeks he or she must be asked and helped to complete the remaining work cce and studies.
- Try to focus on each student of the class
- .More Practicality methods of teaching while teaching would be better
- Attendance matter must be rechecked SGA must be closed.
- Please try to take more SGA activities it's very very important.
- Try to conduct more entrepreneurship seminars
- Personal contact with the students
- Some teachers don't go deeply into syllabus just overlook it
- Should make sessions more interactive for students
- Lecture will be 45 min
- Observation : Institute is taken proper care for delivering the best they could give to student, Guest session, Seminar, extra Activities like SGA etc
- More practical experience, like demo, and case study. ,
- Good More practical examples
- Remove sga activities
- Reduce the timings of college.
- And every Saturday should be given a holiday
- Teaching-learning process in SB Patil institute of management is excellent.
- SGA activities to enhance skills Teachers use ICT tools LCD projector while teaching.
- SGA activities can be more innovative and interesting..
- Field/practical case study exercises can be conducted
- Students Thumb attendance
- Teaching methods is very good
- Sports activities need to be conducted Reduce college time
- Learning experience with practical approach Conduction of activities that helps to understand the concept
- More visits to industry HR meet-up
- "Should give more examples while teaching real life examples
- During teaching take more activities to understand the topic Also includes the real life examples
- Reduce college time
- College should increase the sports activities
- Try to take more practical things and please if possible we want some more courses to improve our softs skills. So that it will boost our confidence. .
- Due to more presentation and assignments we are not getting time for self-study
- Provide staff for business analytics in 2nd SEM
- Stop the SGAactivity because that load of that we can't Able to handle.
- Sport session should be added launch break should be for one hour

- Assignment & presentation are given more that's why we are not getting time for self-study
- Should have sports period 3-4 times in a month
- They should provide more practical and experimental knowledge.
- Field visits would help more to learn in a better way.
- The various no. of guest lectures and seminars conducted in college are good but it would be of help we take time to reflect on them the points discussed in them rather than just getting bombarded with no of lectures.
- The schedule of college timing should be studied again and revised to less no hours
- Institute is providing all the aspects to build students a concrete background
- To reduce sga activity (2 days a week)
- Overall teaching is excellent by all the professors.
- Teachers use multimedia to teach which is very effective to study they always motivate us
- .Our Institution is very supportive.
- Faculty gave us so many activities, that helps us to improve ourself
- Every teacher has expertise in their subject.
- No communicational barrier while learning.
- Pressure to students for improving English
- Market knowledge
- Live case studies
- Teaching is good teachers are interactive
- Teachers are using daily life examples to teach concepts
- Easy going
- Please Put mirror in girls washroom -
- As per our expectations the teaching from the faculty is fulfilled.
- The teaching style like giving the real life examples is impactful to understand the concepts.
- More focus on finance students for placement Place mirror in women washroom
- It was really good learning experience in SBPIM The domain of SBPIM is the faculty members and students which makes it different from other institutions
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- Teaching should not belong only to a classroom.
- Overall teaching learning experience is excellent in our College Every faculty members, teachers are teaching very well and give practical knowledge about the syllabus
- I would like to suggest increase the Internship time tenure will be 3 to 6 month.
- In the institute there is 1 girl washroom, so I would like to suggest that solve this problem.
- Smart board should be used
- Chapters should be explained in more practical manner
- Two way teaching should be provided by the college Personal contact with the students
- Already going well no suggestions thank you
- Institute is mostly focused on the events
- Placement is not that good

- Fun activities should be organized frequently.
 - Other than industrial visit college must organize vacation trip of minimum 2-3 days for stress release & bonding between teacher and students.
 - Personal contact with the students should be improved Engage students in learning process while teaching
 - As a student we get too much presentation and we don't get sufficient time for preparation because college time is for 8 hrs and assignment are becoming a loading for us, and we are unable to give sufficient time for self and we aren't able to focus on other activities As a lecturers are compulsory to us from Monday to Saturday, plz at least give holiday on Saturday Sunday
 - Extend lunch break for 1 hour Give sufficient time for preparation of assignment and presentation.
 - In girls washroom there. Should be... machine of sanitary pads. There should be. Lift in our building...as we came from far....and then we are not in that condition ...we can go up with stairs faculty is excellent and all staff is supportive also while teaching teachers make us relate with real life examples
 - Reading hall timings concern- it should be change to 7 pm. So we can seat there after 5 pm for study
 - Library time should be 5-7 Provide hot water for drinking
 - All faculties are excellent in their domain
 - Outdoor activities should be there.
 - As most of the students are still confuse about their specialization, so some clear view of every specialization will be much helpful for selecting it. Notes for each subject should be provided as with all the open books we get confused what exactly can be asked in exams and might not skip that
 - Guest speaker sessions are good. Teaching/explaining with practical examples are good that make us understand better.
 - All teachers are very good
 - "Sometimes accountancy is difficult to understand ... If we have some extra lectures so we can have extra time to learn
 - Everything is fine
 - Observation is that the teaching can be more practical depending on the syllabus.
 - The suggestion is that the syllabus for the exam should be completed at least a month before the exam and later we need the practice to paper writing.
 - Each and every faculty is well prepared all the time for lectures. Apart from lectures, even if we want to have discussion about any topic, they are always ready.
 - Should get Sports games, like cricket, volleyball, etc
 - It's amazing teaching staff
-