



QUESTIONS

RESPONSES 53

CSIBER STUDENT SATISFACTION SURVEY

REPORT 2019- 2020

(An IQAC Initiative)

INDEX

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CSIBER Student Satisfaction Survey

Report 2019-20
(An IQAC Initiative)

1.0 ^{QUESTIONS} Introduction:-

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ChhatrapatiShahu Institute of Business Education & Research (CSIBER) is a Post Graduate Institute imparting education in the field of Management, Computer Studies, Social Work, Environment Management and Quantitative Economics.

The institute considers students are one of the important stakeholders and therefore Institute always gives priority to student's satisfaction. CSIBER conducts Students Satisfaction Survey once in a year. This survey is mainly focused to collect feedback from pass-out students. Institute collects feedback from present students by using a separate questionnaire once in a semester.

2.0 Objectives:-

- i. To measure the satisfaction level of students with Institute
- ii. To identify the gaps for improvement.

3.0.Methodology

The Institute has adopted the questionnaire which was framed by NAAC as per their guidelines to understand the effectiveness of teaching learning process. This questionnaire is divided into three parts. First part is mainly focused on demographic information, second part contains 20 questions which are based on teaching- learning process and last part is focused on open ended questions.

The questionnaire was distributed among students through Google Form, 217 pass out students responded to the questionnaire. More than 45% response was received.

4.0 Findings and Implications:-

- 1) This report shows that the respondents are from different departments. 43.3% are from

MBA department, 21.7% are from MSW department, 19.4% from MCA department and remaining are from other departments. It is in proportion to the intake of the respective departments.

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|---|--------------------------------|----|
| 2) 57.6% of girls and 41.9% boys | have responded to this Survey. | |
| 3) 30.9% of respondents said, 85-100% syllabus has been covered while 29.5% respondents feel that 70%-84% of syllabus has been covered. Due the pandemic situation , faculties could not complete the syllabus, after that by using google meet, they have conducted online classes | | |
| 4) 24.9% students feel that teachers thoroughly prepare for the class. 66.8% students are satisfied with the preparation of the teachers for the class. | | |
| 5) 60.4% of respondents said communication skills of teacher are always effective while 23% feel the their communication is effective sometimes. | | |
| 6) 34.1% respondents feel that teacher's approach to teaching is excellent while as per 37.8%, teacher's approach to teaching is very good and 24.9% good. | | |
| 7) Fairness of the internal evaluation is always fair according to 41% respondents and is usually fair according to 37.3% respondents and according to 18% it is sometimes fair. | | |
| 8) 40.6% respondents think that all teachers provide feedback of performance in assignments while 33.6% think feedback of performance in assignment is usually done, while 13.8% feel that teachers sometimes provides feedback, 8.8% believes that teachers rarely provide feedback. | | |
| 9) 51.6% respondents feel that institute regularly takes interest in promoting internship, student exchange, field visit and 22.1% feel that this often happens that the institute takes interest in promoting internship, student exchange, and field visit and 17.1% feel that this is moderately happens that the institute shows interest in promoting internship, student exchange programmes. | | |
| 10) Teaching and mentoring process facilitates significant cognitive, social and emotional growth as per 29% and Teaching and mentoring process facilitates cognitive, social and emotional growth in a very well manner as per 48.8% respondents and 17.1 % feels that teaching and mentoring process facilitates, cognitive, social and emotional | | |

growth in a moderate way.

- 11) 35% respondents strongly agree that the institute provides multiple opportunities to learn and grow and 48.4% respondents agree with the same.
- 12) According to 44.2% respondents, teachers every time inform students about their expected competencies, course outcomes and progress outcomes while 36.4% feel that this usually happens and 13.4% feels that it happens sometimes.
- 13) 41.9% of students think that the Mentors do the necessary follow-up with an assigned task always while 38.2 % think that the mentors usually do the necessary follow-up with an assigned task to you, only 12.4% think that the mentors sometimes do the necessary follow-up with the assigned task to students.
- 14) 55.8% students think that teachers illustrates the concepts through examples and applications every time, while 33.2% students think that the teachers 42.4% of the students think that the teachers fully identify their strengths and encourage them with providing the right level of challenges and 35.5% feel that this happens reasonably and 14.3 % feel that this happens partially.
- 15) As per 36.9% respondents, Teachers are able to identify their weaknesses and help them to overcome every time and as per 39.2% respondents teachers are usually able to identify their weakness and help them to overcome and as per 14.7% respondents, teachers sometimes able to identify the weakness and provide help to overcome it.
- 16) 31.8%,47.5% and 16.7% strongly agree , agree and netural respectively that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
- 17) 36.4% respondents agree to extent and 45.2% had a moderate reaction to the statement the Institute/ teachers use student centric methods, such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences.
- 18) 40.1 strongly agree to the fact that teachers encourage participate in extra-activities while 45.2% agree to this statement.
- 19) 42.9% feel that efforts are made to great extent by the institute to inculcate soft

skills, life skills, and employability skills to make them ready for the world of work. And 40.1% feel that efforts are taken in moderate.

20) According to 56.7 respondents, teachers use above 90% ICT tools such as LCD projector, multimedia, etc. while teaching and as per 33.2% , teachers use only 70.89 % ICT tools while teaching.

21) 46.1% respondents strongly agree to the statement that the overall quality of teaching learning process in the institute is very good and 41.1% agree to this statement.

5.0 Action Plan for continual improvement

Corona virus pandemic has significantly disrupted education sectors. Average 75-80% syllabus only covered before this situations. We have shifted from face-to-face lecture to online lectures immediately and completed the syllabus. The end of academic year 2019-2020, also coincides with a key assessment period and many exams have been postponed or cancelled. Institute were not able to conduct more cultural and other activities as per the academic calendar. The lack of face-to - face instruction means that students may find it harder to ask questions and participate in academic debate with their peers. A lack of physical infrastructure, such as access to the Library, is also likely to trigger academic difficulties. These all matters reflected in their behavior.

At present also there is an uncertainty when institute will re-open.

Present satisfaction level among the students are 87.2 (46.1% very satisfactory + 41.1% Satisfactory). IQAC committee discussed the issue and prepared action plan to improve the satisfaction level among the students related to teaching and learning process. The goal is to improve the satisfaction level from 85 to 95%.

Findings and Action Plans

Practical based education should be increased:-

- College has decided to give more concentration on practical based education.
- College to Corporate programme introduced and implemented.

- More industrial visits planned.
- Guest lectures from industrial experts.
- More Field Based Activity

More Field Based Activity: QUESTIONS Field Based Activity made compulsory as a part of internal RESPONSES 53
assignment for each and every subjects.

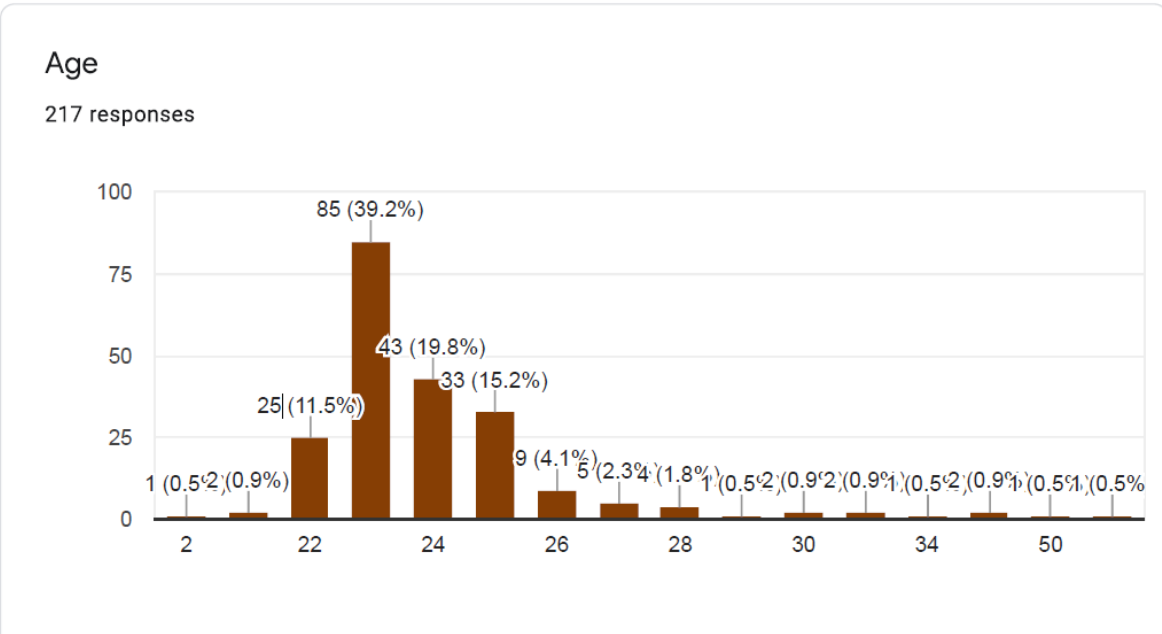
Sports and Cultural Activities:- New cultural committee has been formed and they have prepared annual plan

Personal Growth of students and more participation:- Different clubs were formed like HR club, Finance club, Marketing Club, ED Club, Movie Club, Music Club, Environment Club to ensure the participation of all the students in all co and extra-curricular activities

6.0 APPENDIX :-

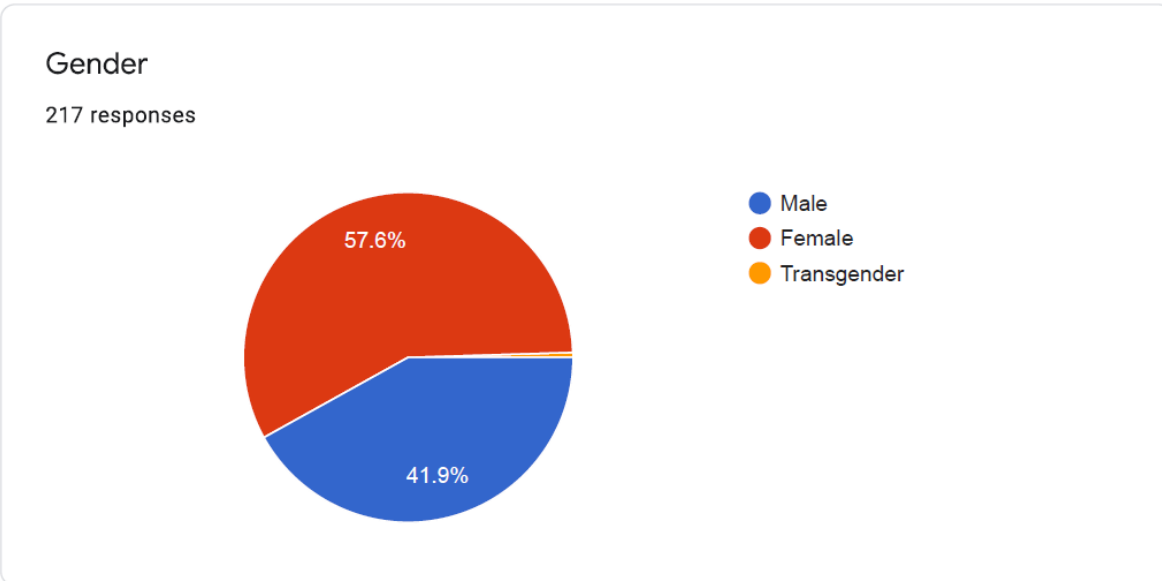
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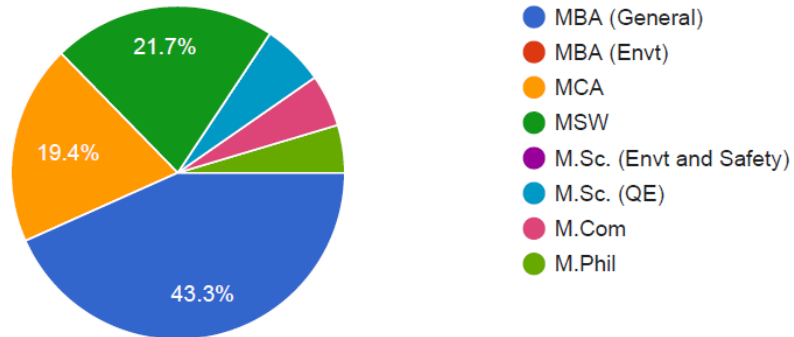
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Department Name

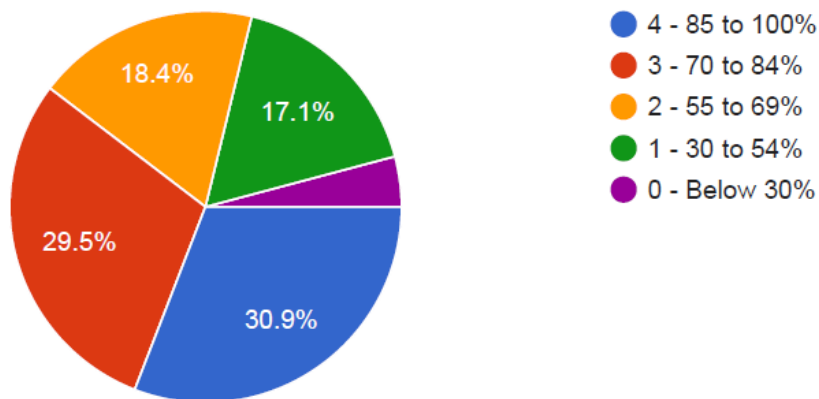
217 responses



Criterion II - Teaching - Learning Evaluation

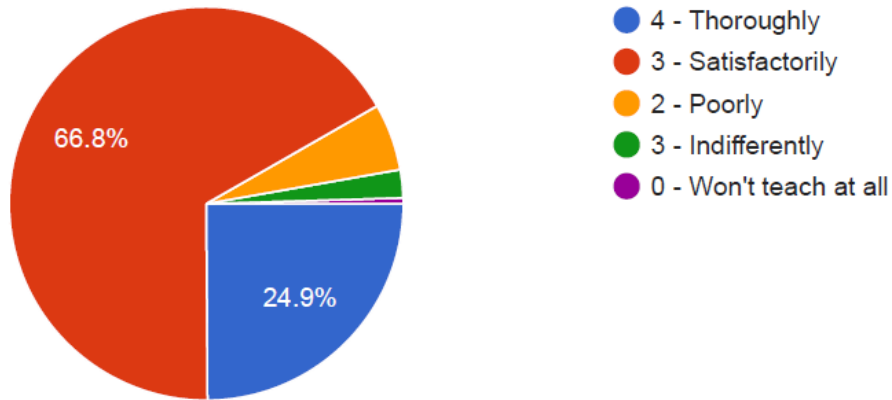
1. How much of the syllabus was covered in the class>

217 responses



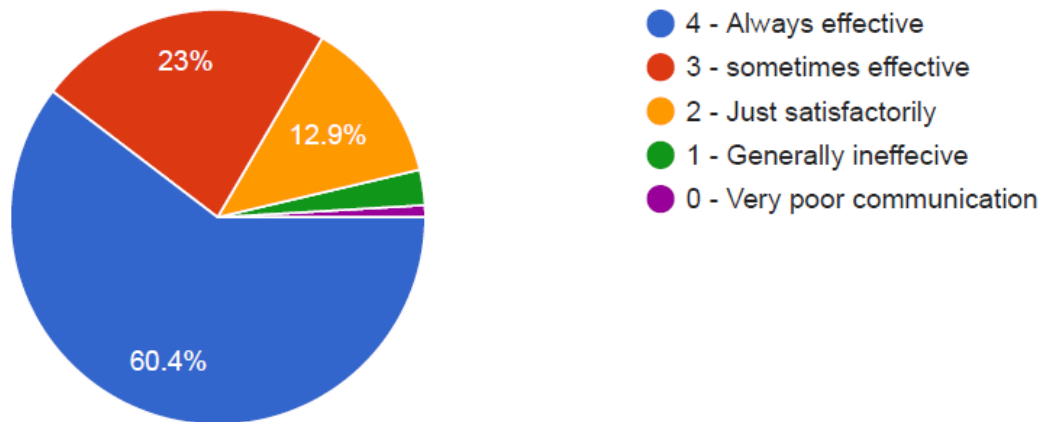
2. How well did the teachers prepare for the classes?

217 responses



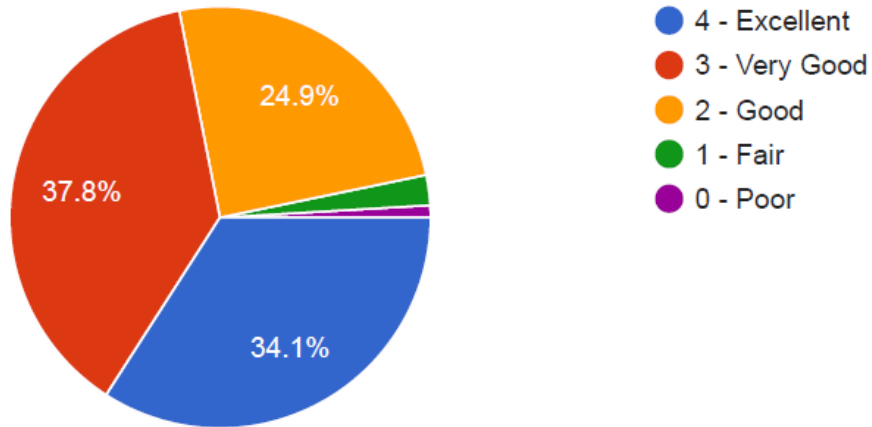
3. How well were the teachers able to communicate?

217 responses



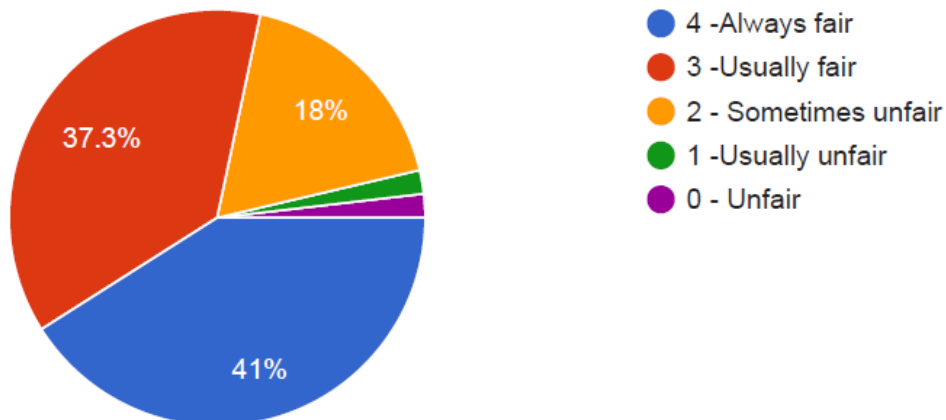
4. The teacher's approach to teaching can best be described as

217 responses



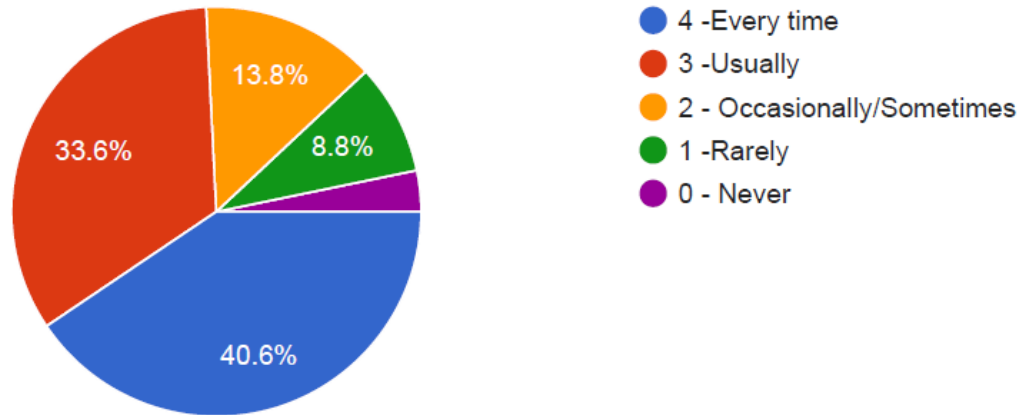
5. Fairness of the internal evaluation process by the teachers

217 responses



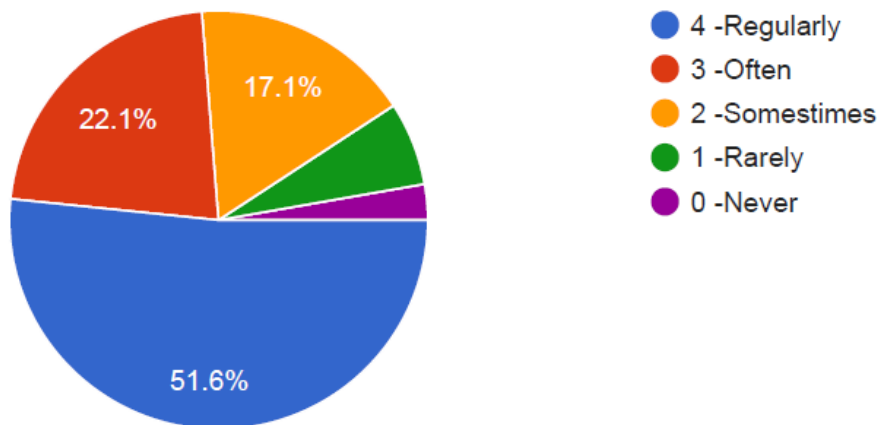
6. Was your performance in assignments discussed with you?

217 responses



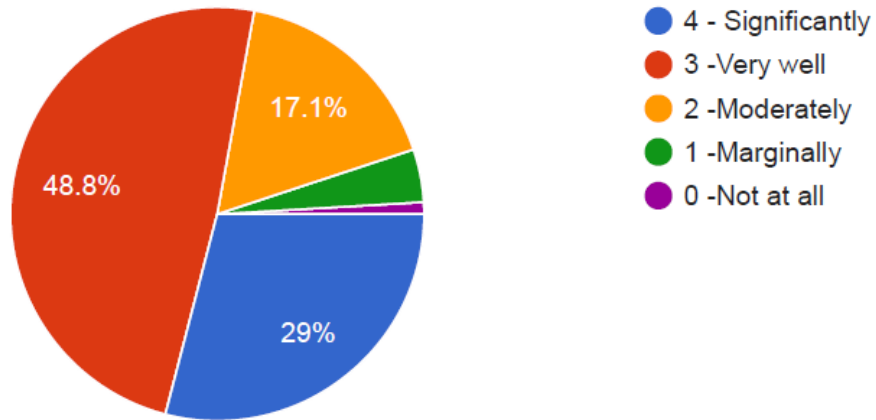
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students

217 responses



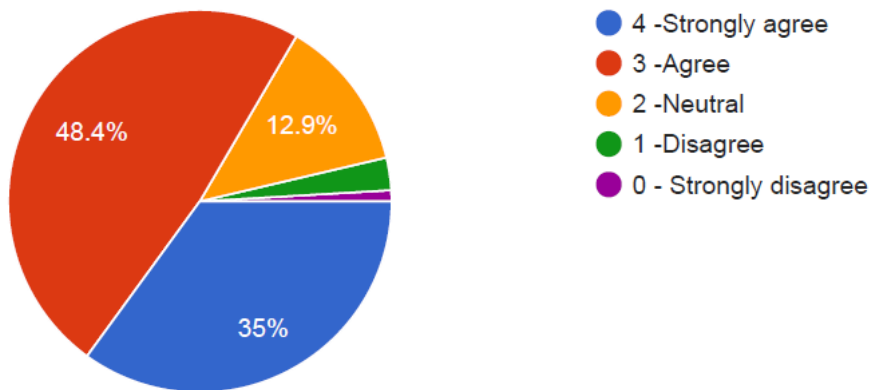
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth

217 responses



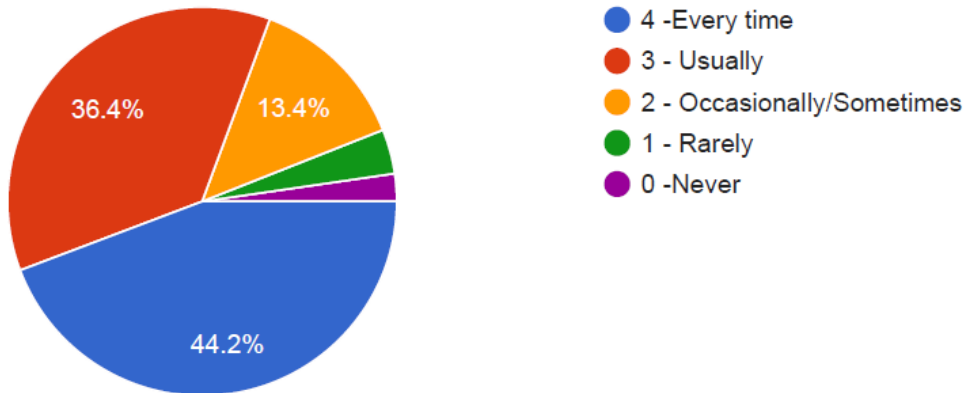
9. The institution provides multiple opportunities to learn and grow.

217 responses



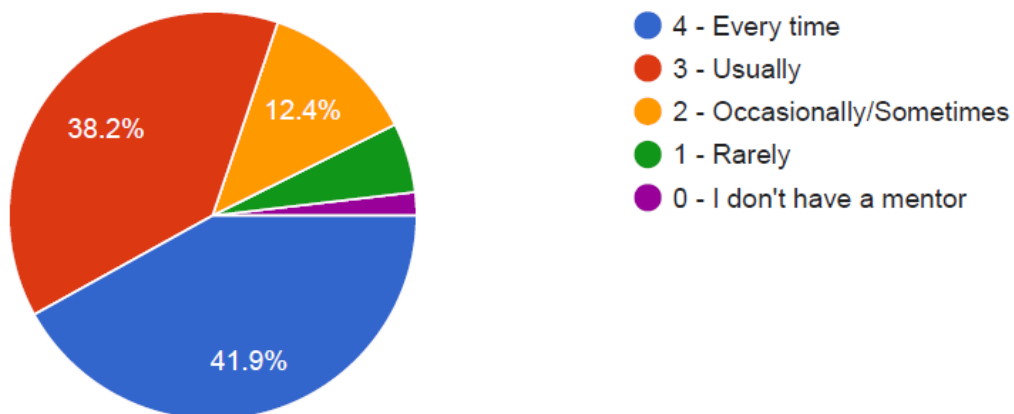
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes

217 responses



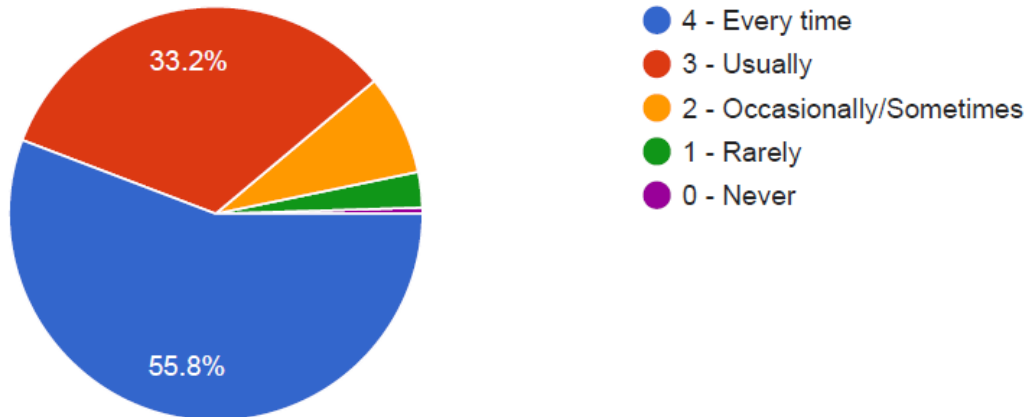
11. Your mentor does a necessary follow-up with an assigned task to you

217 responses



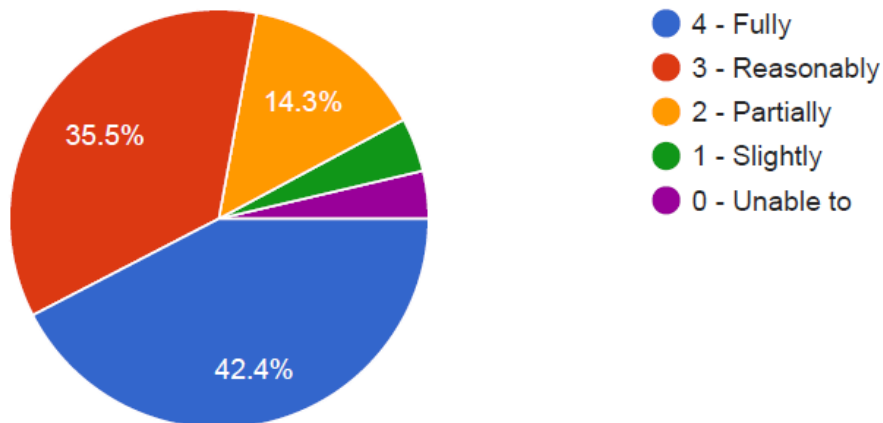
12. The teachers illustrate the concepts through examples and applications

217 responses



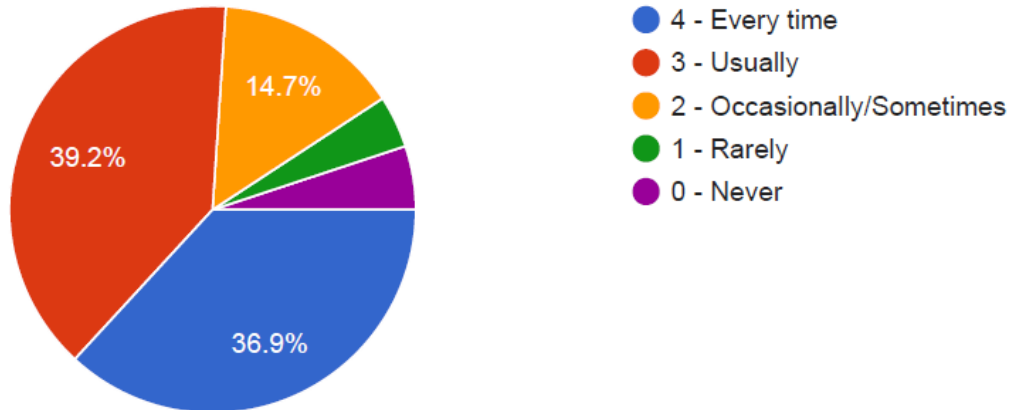
13. The teachers identify your strengths and encourage you with providing right level of challenges

217 responses



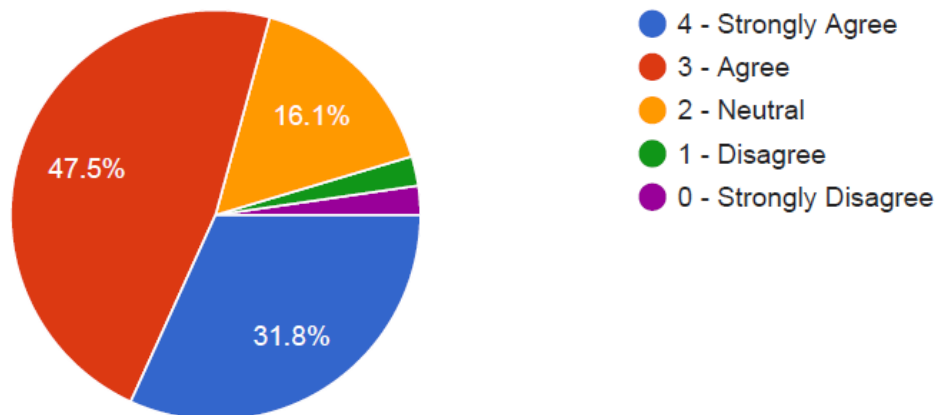
14. Teachers are able to identify your weaknesses and help you to overcome them

217 responses



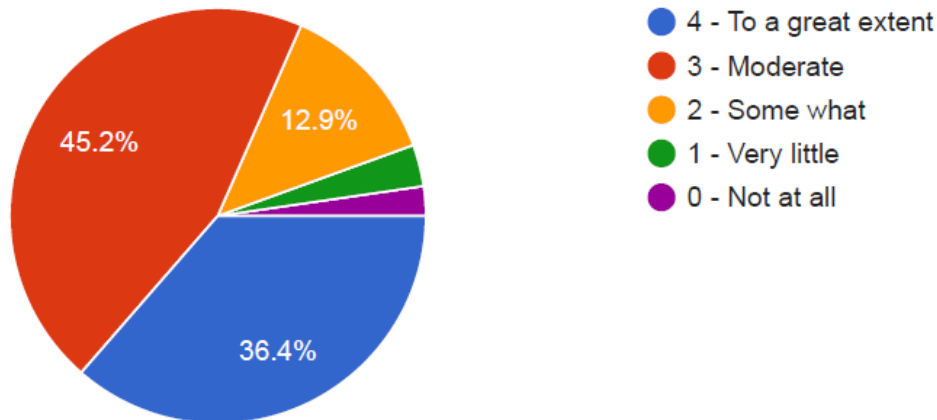
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process

217 responses



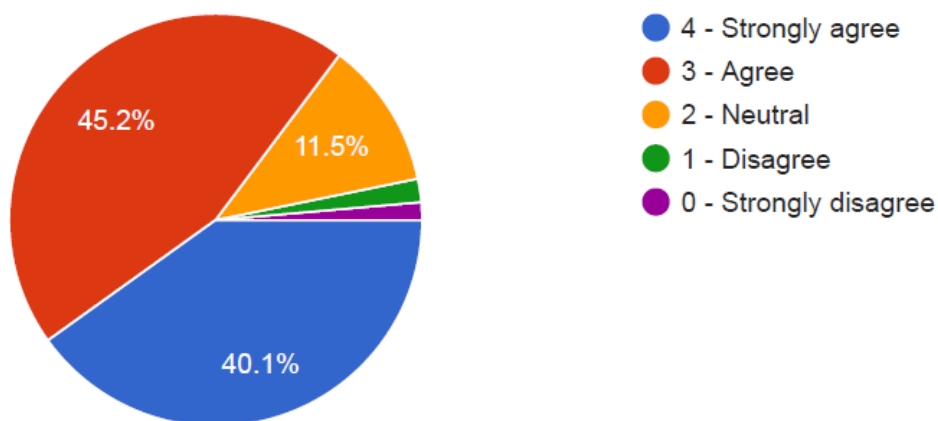
16. The institute/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

217 responses



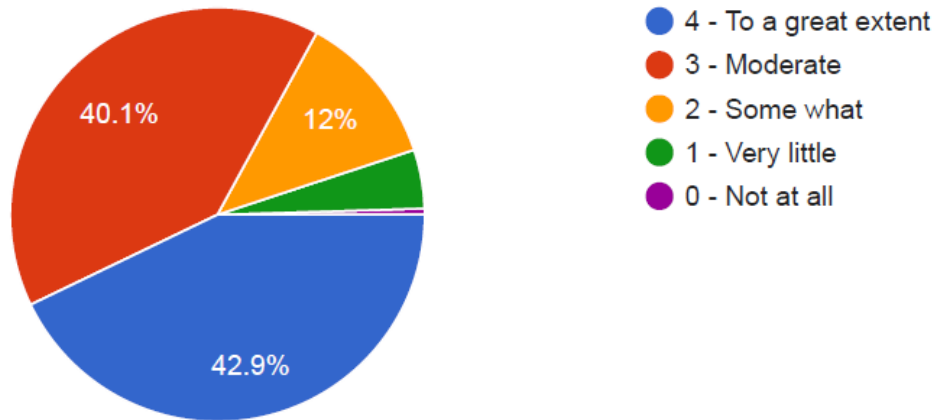
17. Teachers encourage you to participate in extracurricular activities

217 responses



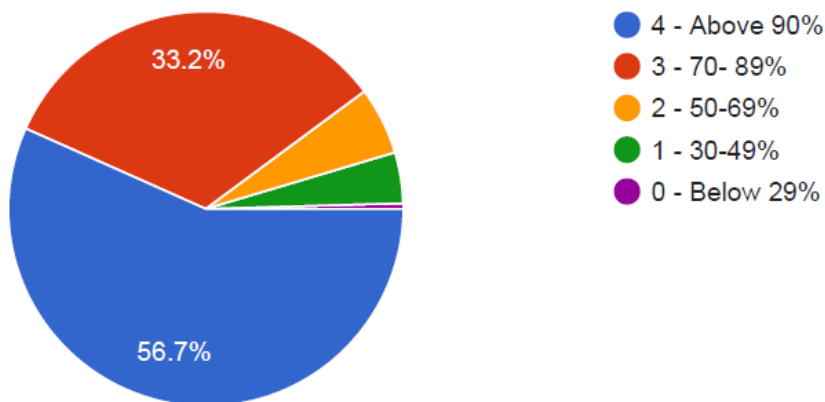
18. Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skillsto make you ready for the world of work

217 responses



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

217 responses



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

217 responses

