

# **CSIBER STUDENT SATISFACTION SURVEY**

## **REPORT 2020-2021**

**(An IQAC Initiative)**

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# CSIBER Student Satisfaction Survey

**Report 2020-21  
(An IQAC Initiative)**

## **1.0 Introduction:-**

Chhatrapati Shahu 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, 151 pass out students responded to the questionnaire.

#### **4.0 Findings and Implications:-**

- 1) This report shows that the respondents are from different departments. 30.5% are from MBA department, 16% are from MSW department, 15.21% from MCA department, 16.6 % are from M.Com, 16 % from environment, 13.2% are from M.Sc Environment and safety and remaining are from other departments. It is in proportion to the intake of the respective departments.
- 2) 67% of girls and 33% boys have responded to this Survey.
- 3) 60.3% of respondents said, 85-100% syllabus has been covered while 29.8% respondents feel that 70%-84% of syllabus has been covered.
- 4) 22.5% students feel that teachers thoroughly prepare for the class. 69.5% students are satisfied with the preparation of the teachers for the class.
- 5) 53% of respondents said communication skills of teacher are always effective while 31.8% feel the their communication is effective sometimes.
- 6) 27.2% respondents feel that teacher's approach to teaching is excellent while as per 43.7%, teacher's approach to teaching is very good.
- 7) Fairness of the internal evaluation is always fair according to 42.4% respondents is always fair and is usually fair according to 41.1% respondents.
- 8) 41.7% respondents think that all teachers provide feedback of performance in assignments while 33.1% think feedback of performance in assignment is usually done.

- 9) 40.4% respondents feel that institute regularly takes interest in promoting internship, student exchange, field visit and 26.5% feel that this often happens that the institute takes interest in promoting internship, student exchange, and field visit.
- 10) Teaching and monitoring process facilitates significant cognitive, social and emotional growth as per 21.9% and Teaching and monitoring process facilitates cognitive, social and emotional growth in a very well manner as per 50.3% respondents.
- 11) 28.5% respondents strongly agree that the institute provides multiple opportunities to learn and grow and 47.7% respondents agree with the same.
- 12) According to 45.7% respondents teachers usually inform students about their expected competencies, course outcomes and progress outcomes while 36.4% feel that this happens every time.
- 13) 45.7% of students think that the Mentors do the necessary follow-up with an assigned task always while 40.4% think that the mentors usually do the necessary follow-up with an assigned task to you.
- 14) 44.4% students think that teachers illustrates the concepts through examples and applications every time, while 39.1% students think that the teachers usually illustrates the concept through examples and application.
- 15) 31.8% of the students think that the teachers fully identify their strengths and encourage them with providing the right level of challenges and 35.1% feel that this happens reasonably.
- 16) As per 43.4% respondents, Teachers are able to identify their weaknesses and help them to overcome every time and as per 34% respondents teachers are usually able to identify their weakness and help them to overcome .
- 17) 30.5% and 42.4% strongly agree and agree respectively that the

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

- 18) 35.1% respondents agree to extent and 44% 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.
- 19) 34.4% strongly agree to the fact that teachers encourage participate in extra-activities while 44.4% agree to this statement.
- 20) 39.7% feel that efforts are made to extent by the institute to inculcate soft skills, life skills, and employability skills to make them ready for the world of work. And 43.7% feel that efforts are taken in moderate.
- 21) According to 51.7% respondents, above 90% teachers use ICT tools such as LCD projector, multimedia,etc. while teaching and as per 32.5% respondents only 70-89% teachers Use ICT tools.
- 22) 33.8% respondents strongly agree to the statement that the overall quality of teaching learning process in the institute is very good and 52.3% agree to this statement.

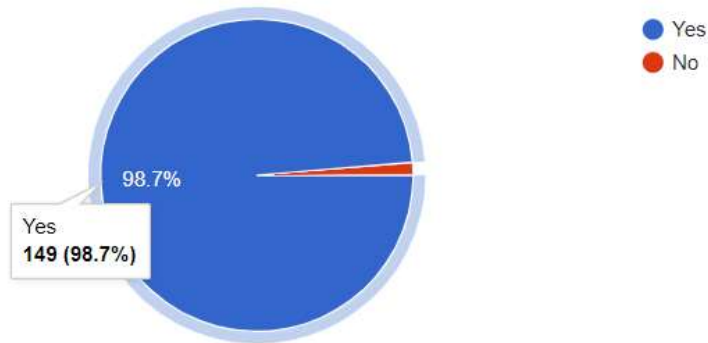
## **5.0 Action Plan for continual improvement**

Present satisfaction level among the students are 80.08 (39.33 very satisfactory+40.75 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%.

Survey Findings	Action Plans Formed
Practical based education should be increased and more field based activity	<ul style="list-style-type: none"> <li>• College has decided to give more concentration on practical based education.</li> <li>• Due to pandemic situation</li> </ul>
Syllabus up gradation	Curriculum restructuring is in process
English Communication	<p>All points were discussed in the IQAC meeting and as per that new software was purchased.</p> <p>Different plans were introduced mainly to focus on Oral Communication.</p> <p>Value based education on oral communication is implemented</p>
Sports and Cultural Activities	New cultural committee has been formed and they have prepared annual plan.

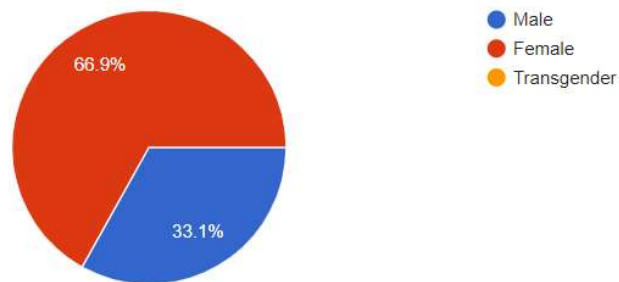
Please confirm this is the first and only time you answer this survey

151 responses



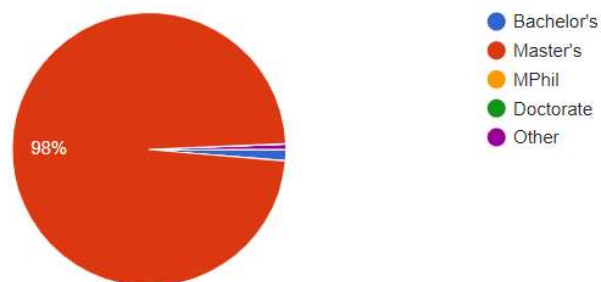
Gender

151 responses



What degree program are you pursuing now?

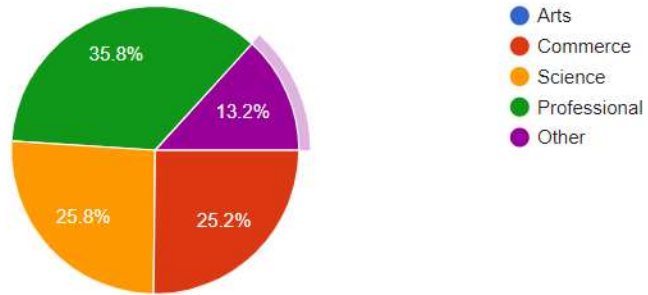
151 responses





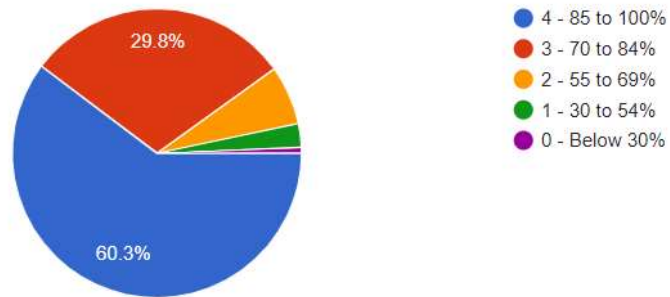
What subject area you currently pursuing?

151 responses



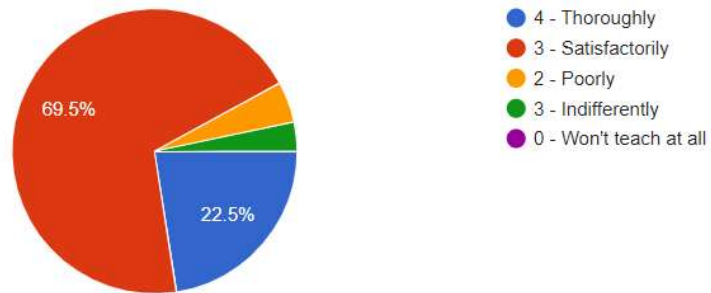
1. How much of the syllabus was covered in the class>

151 responses



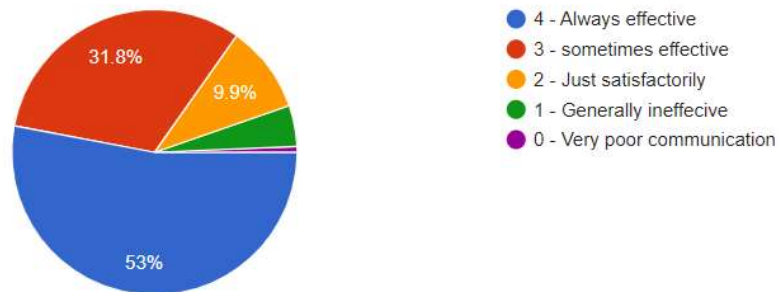
## 2. How well did the teachers prepare for the classes?

151 responses



## 3. How well were the teachers able to communicate?

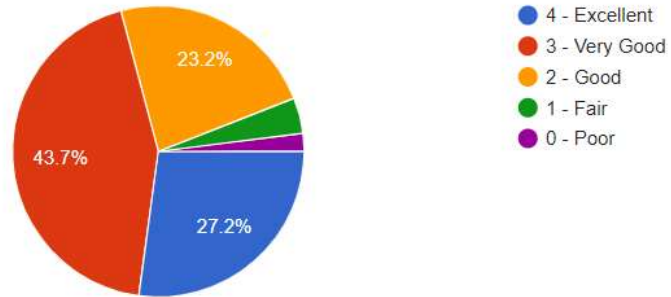
151 responses



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

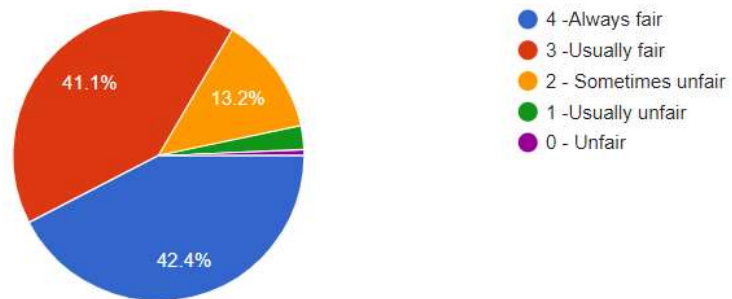
151 responses



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5. Fairness of the internal evaluation process by the teachers

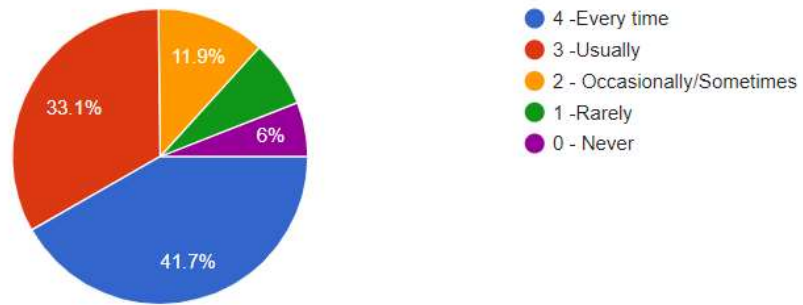
151 responses



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. Was your performance in assignments discussed with you?

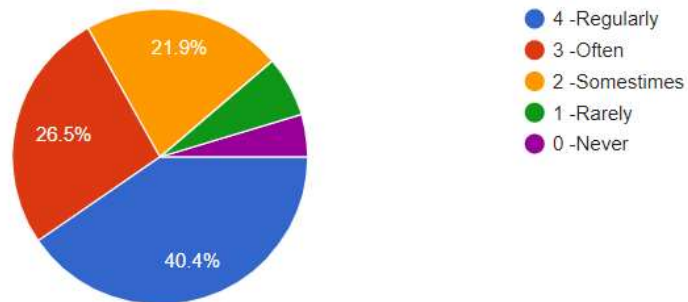
51 responses



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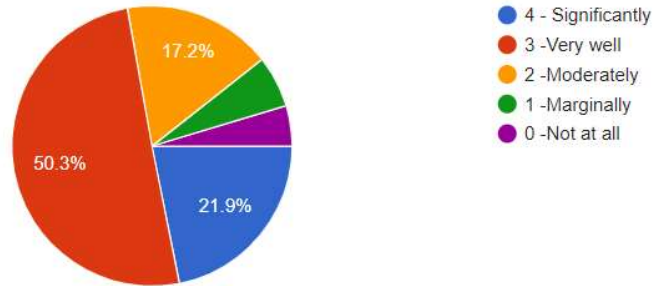
. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students

51 responses



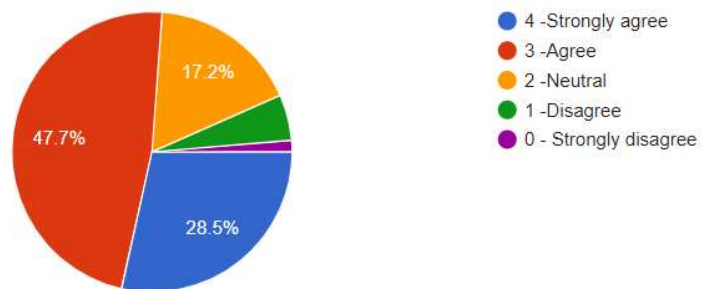
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth

151 responses



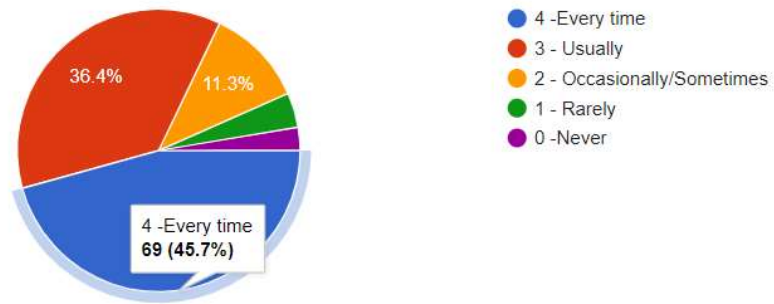
9. The institution provides multiple opportunities to learn and grow.

151 responses



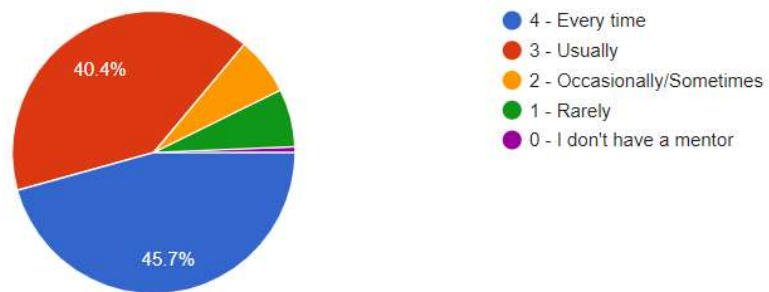
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes

151 responses



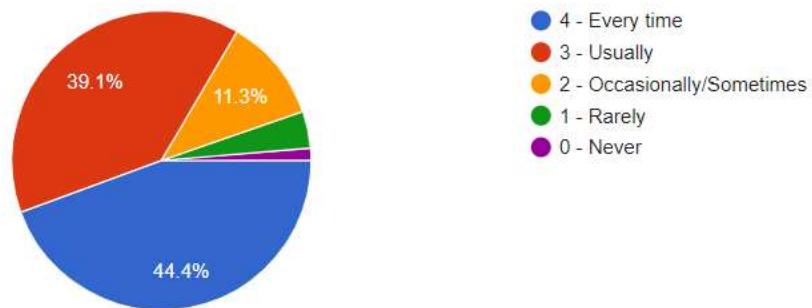
11. Your mentor does a necessary follow-up with an assigned task to you

151 responses



## 2. The teachers illustrate the concepts through examples and applications

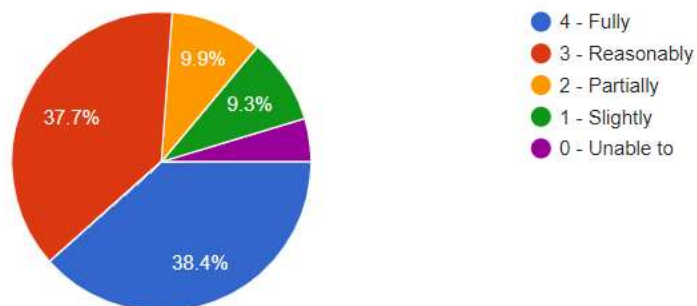
51 responses



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

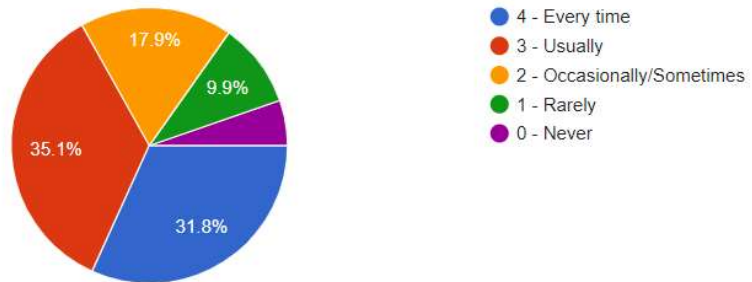
51 responses



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

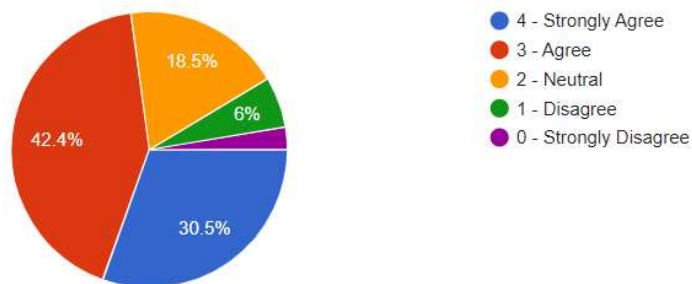


151 responses



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

151 responses

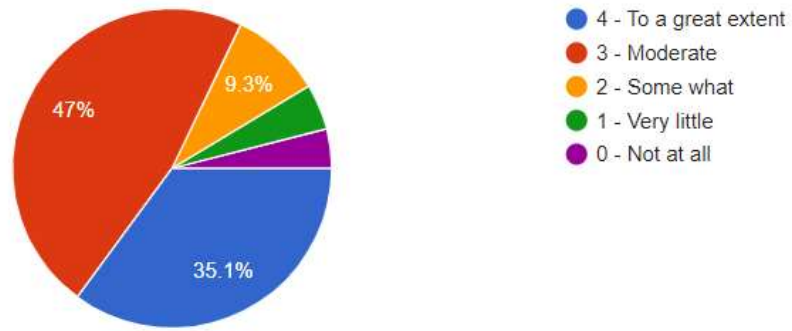




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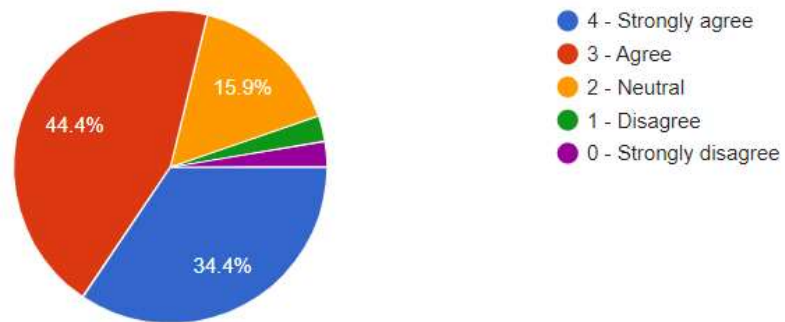
16. The institute/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

151 responses



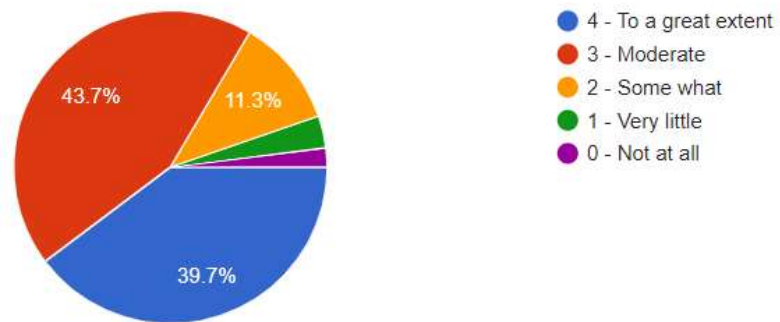
17. Teachers encourage you to participate in extracurricular activities

151 responses



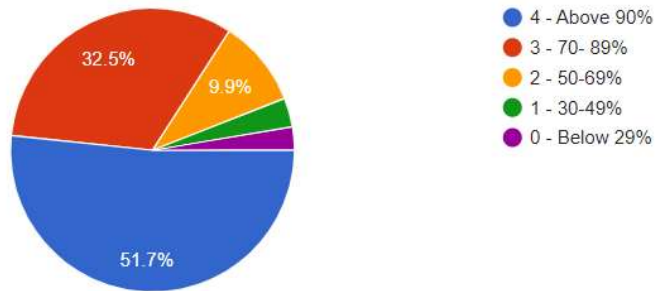
18. Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skillsto make you ready for the world of work

151 responses



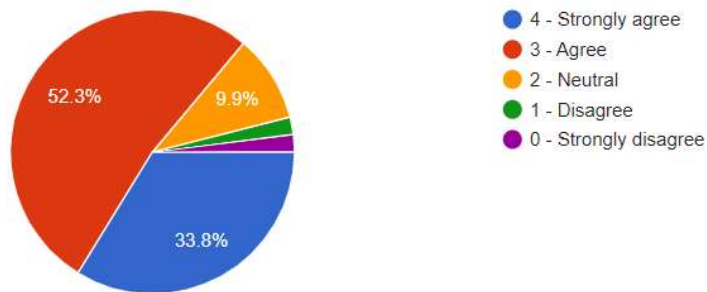
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia etc. while teaching

151 responses



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

151 responses



21. Give three observation / suggestions to improve the overall teaching - learning experience in your institution

No suggestions

Good

No any suggestions

Excellent

Try to invite campuses for us. As early as possible.

More case study, practical training and better communication.

Teacher should change the teaching method constantly .

no use of vernacular language

more interactive classes

Give practical knowledge, arrange workshops, choose qualified and experienced teachers, teachers must have some real life work experience by which they can train students according to market needs.

Atleast analytical teachers must have analytical skills

It's a great college, a lot to learn, a lot of companies come to campus

Aarrange some different some activities which helps student to understand concept better.

Give some practical experience or example.

The teaching was very good but Use better graphics and visual media to engage students well

No suggestions...

1.Train students to speak English more fluently

2.Take more field visits

3.Should give breif notes of study material

Best teaching & supporting staff

Arrange monthly workshop to explore latest technology that will help to know real world practices in IT

1.While teaching softwares please teach practicals in the way of usable in any analysis rather than only basics

Csibers teaching-learning system is very good.very well so no others suggestions to improve the overall teaching or learning system.

Very good experience....

Encourage students to learn more about new concept

Everything is good

The teachers should stick to syllabus and explain the concepts with ppts and not only audio.

There should be separate body for taking proper feedback from students.

Provide industry visit to students.

All are good

Everything is very well and no any other suggestions

Try to invite campus for us as early as possible.

Very good teaching

Interacting with all of us

Sometimes personally interact with students

Try to reach every student and ask for their doubts.

Take more Field visits to learn more.

The overall observation is many things are learnt in institute like workshop and extra activities.

No suggestions. Having good learning experience.

No Suggestions

I am having good experience..!

3. Professional behaviours Developing professional skills and practice, participating in professional development, supporting colleagues and the broader role of liaising and communicating with parents also have a part to play in effective teaching. We found some evidence to show this has an impact on student outcomes.

Very well

Needs an improvement

Give proper information about Placements.

Teaching quality was really good, syllabus was really good.

The learning experience was so good

1. The learning experience with my institute is good.. There is no such kind of changes needed in the way that our teachers teach /guide us.

2. Now every institutes runs on online platform so there is only one suggestion from my side that is..Institute have to arrange some extraordinary cocurriculum activities so that student gets more interactive with the teacher and institute..

All teaching staff is good ..

Best teachers best college for MBA

1) Teachers help in every way to follow up and complete the internal assignments

2) Though Assignments are good , conducting a quiz instead of more assignments helps students from a knowledge point of view

Need to do follow ups of student's projects.

Practical should be compulsory.

Add some frameworks in syllabus

Practicals must be necessary, help students to do SIP in reputed organization where they can learn how corporate works

Keep internal evaluation fairly.

As a Business analytics student I suggest that along with the programming languages like R and Python, Advance Excel and Power BI tools should include in the curriculum as most industries are using those tools.

Personal interactions

Innovative work

It's good institution

Have to give practical knowledge about course not only bookish knowledge

No suggestions

In our institution all faculty members are good in teaching.

All were excellent

Try to invite campuses for us.

As early as possible.

Very good

Teaching & learning experience very good

Please Think about placement. Try to invites early as possible.

No any sugession.All things such give all .

All teachers are cooperative

Teaching is very good

Very friendly and positive atmosphere in campus.

Good activities

1. The learning experience with the institute is very good. I think there are no changes needed in the teaching method.

2. There's only one suggestion that institute should arrange some extra curriculum activities So that student gets more interactive with the teachers and institute too.

Overall good experience as per my observation

In our institute the staff was excellent working for their student so I don't want to gave any suggestions to them

I don't like the way of online teaching. Sometimes there were internet issues, cannot grasp concepts. It's not the proper way of learning. Offline mode is still preferable.

Should improve campus placements.

Should focus on providing internships in companies.

No campus for msc students

There is very happy and healthy environment in CSIBER which gives pleasure to learn.

1. Use better graphics and visual media to engage students well. ...
2. Try to reach every student and ask for their doubts. ...
3. Make teaching a two way interaction.

Notes should be provided on time so that students can prepare themselves.

Try to invite campuses for us

Marketing Senior Faculty not good. please change. and also more focus on placement Cell.

- 1) online lectures are not beneficial in student life only few student are understand the lecture
- 2) collects feedback each and every student regarding every lecture

More opportunities for passing out student.

Example based learning

More students engagement programs

More emphasis on practical knowledge than theoretical should be given.

Teaching is good

My overall experience with CSIBER is good

More practical experience should be given to students.

Very good experience in CSIBER Institution.

Some teachers are not properly help to the students for their Curie's regarding the some personal problems

Learning with students in personalised way to meet their needs

The focus should be on developing skillset of the students rather than assignments or mugging up things .

3. Industry requirements should be taught to students . Teachers are only relied on syllabus and have no practical knowledge in that field. Good Internships, short term jobs should be promoted through institute. It'll be more helpful for the students to gain more practical knowledge.

Nothing

- 1) More Industrial level examples rather than book examples.
- 2) Inculcating group assignments ,sessions or games more to increase soft skills, interpersonal and intrapersonal skills among teammates.
- 3) Enhancing brain power and strength through some cognitive games , coding games, sessions, etc.

1- Try to invite campus

1) Students should be provided with thorough notes during online classes.

1. Encourage active and practical learning