

# **CSIBER STUDENT SATISFACTION SURVEY**

**REPORT 2021- 2022**  
**(An IQAC Initiative)**

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# **CSIBER STUDENT SATISFACTION SURVEY**

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## **1.0 Introduction**

Chhatrapati Shahu Institute of Business Education & Research (CSIBER) is an autonomous institute running Post Graduate programs 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 final semester students. Institute collects feedback from present students by using a separate questionnaire once in a semester.

## **2.0 Objectives: -**

1. To measure the satisfaction level of students with Institute.
2. 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, 63 pass out students responded to the questionnaire. More than 10.5 % response was received.

#### 4.0 Findings and Implications: -

1. This report has been compiled from the responses of the following programs:-  
MBA 47%, MBA Env 1.6 %, MCA 25.4%, MSW 7.9 %, M Sc (Env & safety), M Sc (QE), M Com and M Phil 17.5 %
2. 54% male students have responded to the survey while 46 % female students have responded to the survey.
3. 81% of students are pursuing their Master's degree program while 17.5 % are pursuing M Phil program.
4. 46% students are from professional degrees, 14.3 % from Science stream, 23% from commerce, while 15.9% are from other streams.
5. 73% of respondents agree more than 85% of syllabus was covered in class, 23.8 % said that the syllabus covered in class was between 70 to 84 %while others said it was less than 70 %.
6. 46 % respondents said that teachers were thoroughly prepared for their classes while 46 % of students said that teachers were satisfactorily prepared for their classes.
7. 76.2% respondents said that teachers were always effective while 19 % said they were sometimes effective.
8. 55.6 % respondents feel that teacher's approach to teaching is excellent while as per 34.9%, teacher's approach to teaching is very good and 6.3 % good and 3.2 % fair.
9. 60.4% of respondents said communication skills of teacher are always effective while 23% feel the their communication is effective sometimes.
- 10.34.1% 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.

11. Fairness of the internal evaluation is always fair according to 58.7 % respondents and is usually fair according to 31.7% respondents and according to 9.5 % it is sometimes fair.
12. 47.6 % respondents said that performance in assignments is discussed with them every time, 34.9% feel it is done usually, 15.9 % said sometimes while 1.6 % said rarely.
13. 60.3 % respondents feel that institute regularly takes interest in promoting internship, student exchange, field visit and 20.6 % feel that this often happens that the institute takes interest in promoting internship, student exchange, and field visit and 12.7 % feel that this happens sometimes, 4.8% rarely and 1.6 % never - for the institute shows interest in promoting internship, student exchange programmes.
14. Teaching and mentoring process facilitates significant cognitive, social and emotional growth significantly as per 49.2 %, very well manner as per 36.5 % respondents, moderately according to 12.7 % and marginally as per 1.6 % respondents. 54% respondents strongly agree that the institute provides multiple opportunities to learn and grow, 28 % respondents agree with the same, 15 % are neutral about it while 1.6 % respondents disagree with the statement.
15. According to 58.7 % respondents, teachers every time inform students about their expected competencies, course outcomes and progress outcomes while 28.6 % feel that this usually happens and 11.1 % feels that it happens sometimes.
16. 60.3 % of students think that the Mentors do the necessary follow-up with an assigned task always while 31.7 % think that the mentors usually do the necessary follow-up with an assigned task to you, only 3.2 % think that the

mentors sometimes do the necessary follow-up with the assigned task to students while 4.8 % think it happens rarely.

17.65.1 % students think that teachers illustrates the concepts through examples and applications every time, while 28.6 % students think that it happens usually, 4.8% think it happens sometimes while 1.6 % thinks it happens rarely.

18.As per 58.7 % respondents, Teachers are able to identify their weaknesses and help them to overcome every time, as per 22. 2% respondent's teachers are usually able to identify their weakness and help them to overcome and as per 17.5 % respondents, teachers sometimes able to identify the weakness and provide help to overcome it while 1.6 % thinks it happens slightly.

19.52.4 %, 33.3 %, 9.5 % and 4.8 % strongly agree, agree, neutral and disagree respectively that the institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

20.55.6 % respondents agree to great extent and 28.6 % had a moderate reaction, 7.9 % moderate and 7.9% disagree with the statement the Institute/ teachers use student centric methods, such as experimental learning, participative learning and problem solving methodologies for enhancing learning experiences.

21.61.9 % strongly agree to the fact that teachers encourage participate in extra-activities while 22.2 % agree to this statement, 14.3 % are neutral about it and 1.6 % disagrees with it.

22.50.8 % 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 36.5 % feel that efforts are taken in moderately, 9.5 % say somewhat while 1.6 % each say very little and not at all.

23. According to 73 % respondents, teachers use above 90% ICT tools such as LCD projector, multimedia ,etc. while teaching and as per 22.2 % , teachers use only 70-89 % ICT tools while teaching and 4.8 % said it is between 50 – 69 %.

24. 65.1 % respondents strongly agree to the statement that the overall quality of teaching learning process in the institute is very good and 28.6 % agree to this statement, and 3.2 % each are neutral and disagree with the statement.

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

Based on the findings of the survey it has been decided to make efforts to improve the overall quality of the teaching learning process. The institute will focus on the following aspects for the same:

It has been decided that workshops would be conducted for the faculty members so that they increase their participative learning and active learning strategies. To reduce the gap between industry and academia various guest lectures, seminars conclaves will be organised. As a part of knowledge sharing activities conferences and seminars will be organised and students will be encouraged to present their papers in these conferences. This will add value to the students learning in the form of research based internships and live projects. To enhance the use of ICT tools a learning management system will be adopted in the institute.

## **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:-** Field Based Activity made compulsory as a part of internal assignment for each and every subjects.

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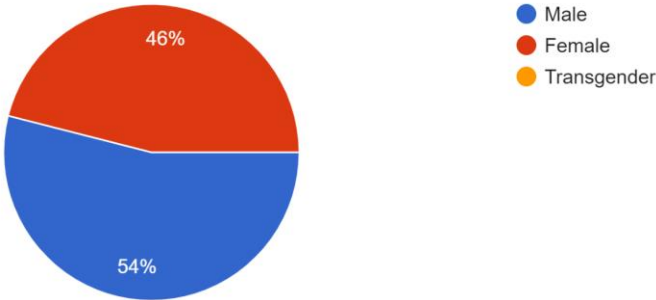
**Sports and Cultural Activities:-** New cultural committee has been formed and they have prepared annual plan

**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

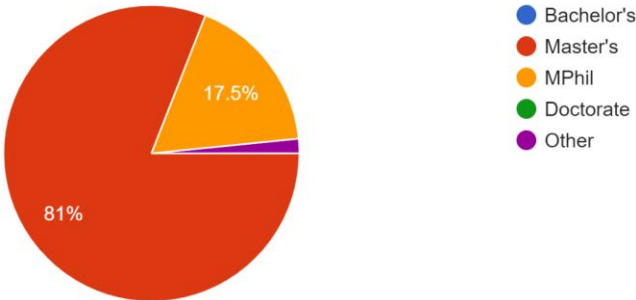


# Appendix

Gender  
63 responses

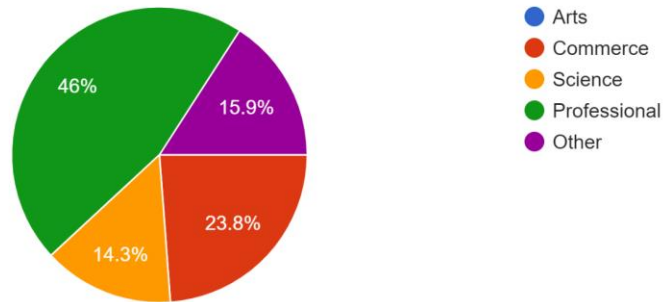


What degree program are you pursuing now?  
63 responses



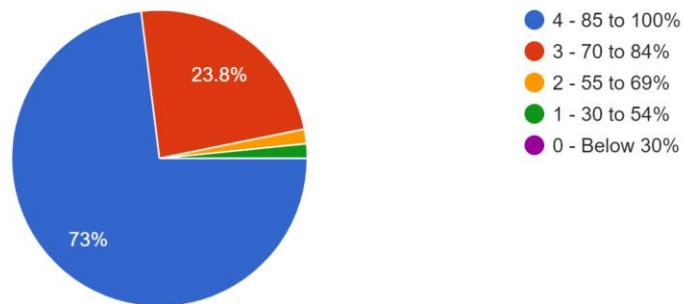
### What subject area you currently pursuing?

63 responses



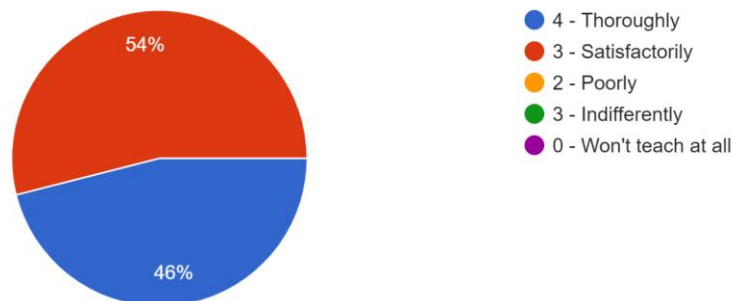
### 1. How much of the syllabus was covered in the class>

63 responses



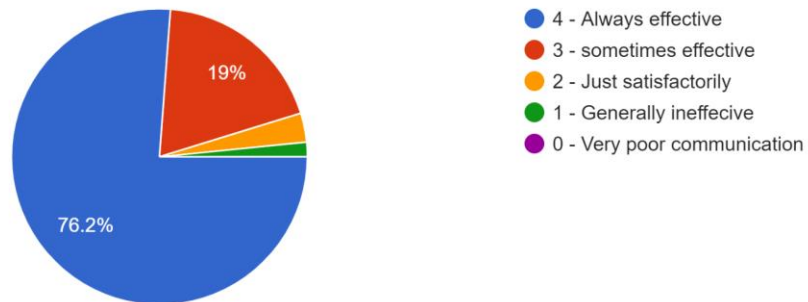
### 2. How well did the teachers prepare for the classes?

63 responses



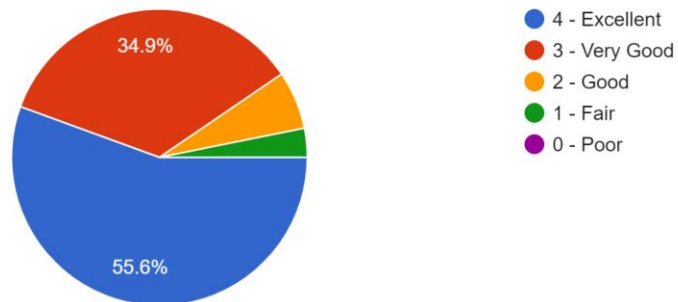
### 3. How well were the teachers able to communicate?

63 responses



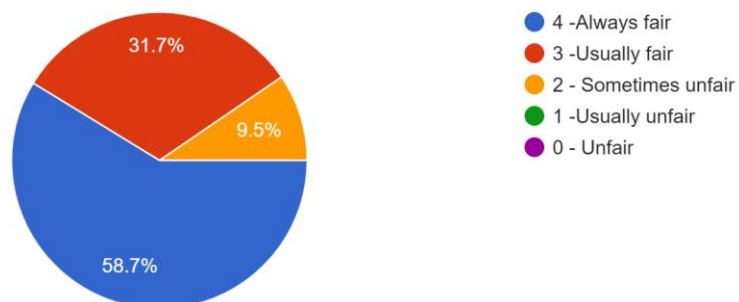
### 4. The teacher's approach to teaching can best be described as

63 responses



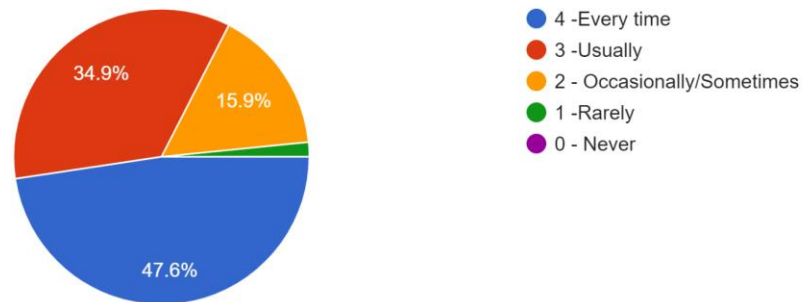
### 5. Fairness of the internal evaluation process by the teachers

63 responses



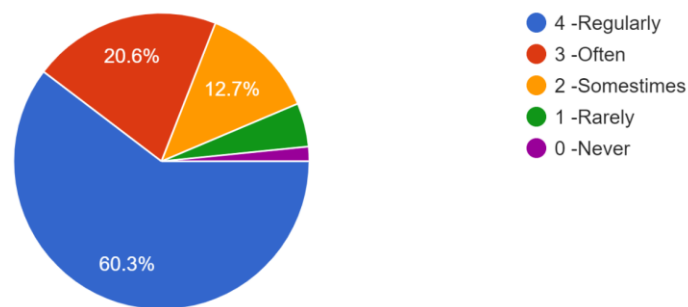
6. Was your performance in assignments discussed with you?

63 responses



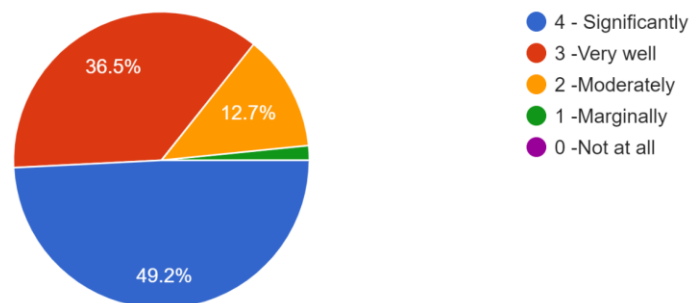
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students

63 responses



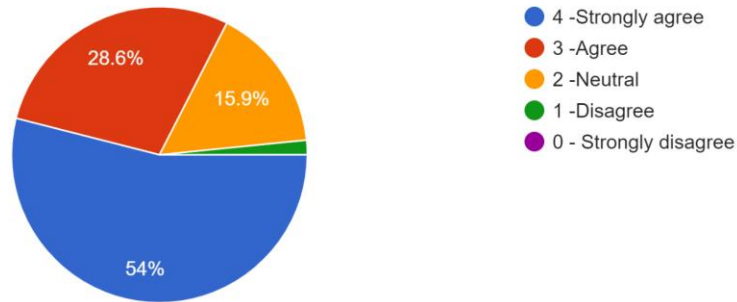
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth

63 responses



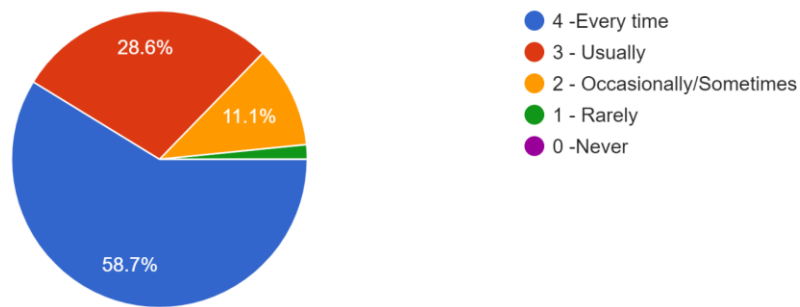
9. The institution provides multiple opportunities to learn and grow.

63 responses



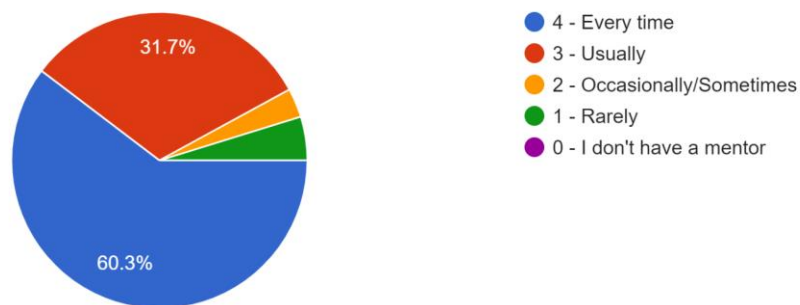
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes

63 responses



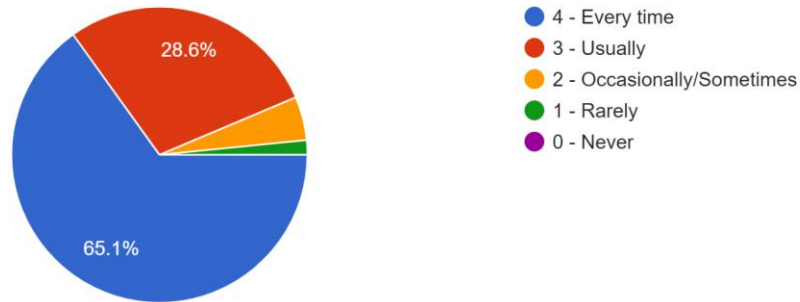
11. Your mentor does a necessary follow-up with an assigned task to you

63 responses



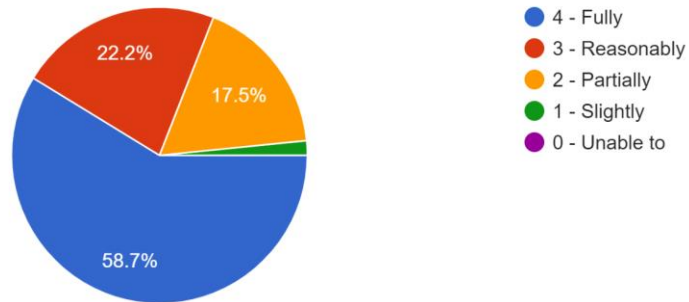
12. The teachers illustrate the concepts through examples and applications

63 responses



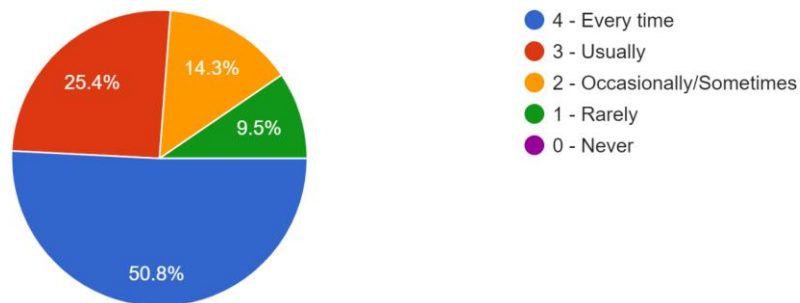
13. The teachers identify your strengths and encourage you with providing right level of challenges

63 responses



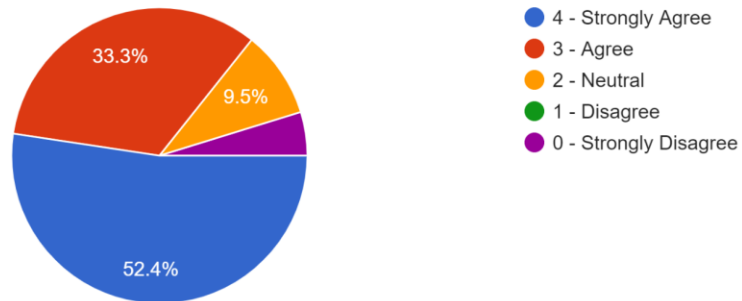
14. Teachers are able to identify your weaknesses and help you to overcome them

63 responses



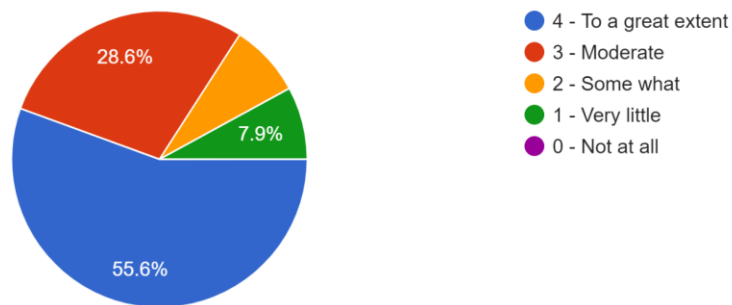
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process

63 responses



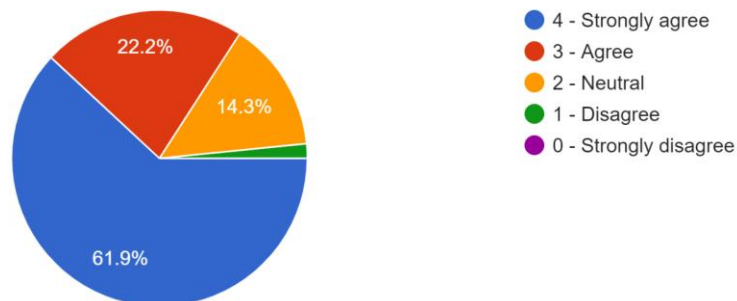
16. The institute/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

63 responses



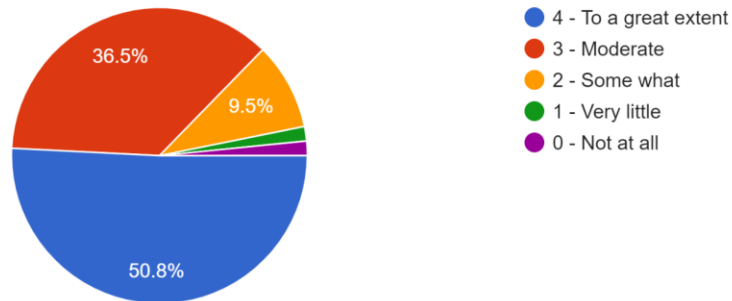
17. Teachers encourage you to participate in extracurricular activities

63 responses



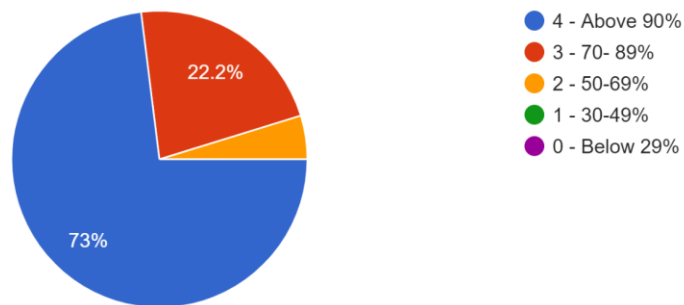
18. Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skillsto make you ready for the world of work

63 responses



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

63 responses



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

63 responses

