

CSIBER STUDENT SATISFACTION SURVEY

REPORT 2022- 2023
(An IQAC Initiative)

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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.

Students are one of the important components stakeholders and therefore Institute always gives importance to student's satisfaction. CSIBER conducts Students Satisfaction Survey once in a year. This survey collects 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, 90 students who have already passed out have 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 33%, MBA Env 6.7 %, MCA 14.4%, MSW 3.3 %, M Sc (Env & safety) 7.8% , M Sc (QE) 5 %, M Com and M Phil 12.5 % MSc (computer science and cyber security) 15.6 %.
2. 95 % of students are pursuing their Master's degree program while 5 % are pursuing M Phil program.
3. 57.7 % students are from professional degrees, 28.4 % from Science stream, 7.7 % from commerce, while 6.2 % are from other streams.
4. 47.8 % male students have responded to the survey while 52.2 % female students have responded to the survey.
5. 50 % of respondents agree more than 85% of syllabus was covered in class, 44.4 % said that the syllabus covered in class was between 70 to 84 % while others said it was less than 70 %.
6. 36.7 % respondents said that teachers were thoroughly prepared for their classes while 60 % of students said that teachers were satisfactorily prepared for their classes.
7. 64.4 % respondents said that the communication of teachers was always effective while 28.9 % said they were sometimes effective.
8. 34.4 % respondents feel that teacher's approach to teaching is excellent while as per 47.8 %, teacher's approach to teaching is very good and 13.3 % said it is good and 1 % fair.
9. Fairness of the internal evaluation is always fair according to 41.1 % respondents and is usually fair according to 42.2 % respondents and according to 13.3 % it is sometimes fair.
10. 33.3 % respondents said that performance in assignments is discussed with them every time, 38.9 % feel it is done usually, 18.9 % said sometimes while 1 % said rarely.
11. 28.9 % respondents feel that institute regularly takes interest in promoting internship, student exchange, field visit and 26.7 % feel that this often happens that the institute takes interest in promoting internship, student exchange, and field visit and 24.4 % feel

that this happens sometimes, 1 % rarely and 0 % never - for the institute shows interest in promoting internship, student exchange programmes.

12. Teaching and mentoring process facilitates significant cognitive, social and emotional growth significantly as per 27.8 %, very well manner as per 45.6 % respondents, moderately according to 21.1 % and marginally as per 1.1 % respondents and not at all as per 4.4% students.
13. 23.3 % respondents strongly agree that the institute provides multiple opportunities to learn and grow, 47.8 % respondents agree with the same, 23.3 % are neutral about it while 4.4 % respondents disagree with the statement.
14. According to 30 % respondents, teachers every time inform students about their expected competencies, course outcomes and progress outcomes while 51.1 % feel that this usually happens and 14.4 % feels that it happens sometimes.
15. 44.4 % of students think that the Mentors do the necessary follow-up with an assigned task always while 33.3 % think that the mentors usually do the necessary follow-up with an assigned task, 17.8 % think that the mentors sometimes do the necessary follow-up with the assigned task to students while 4.4 % think it happens rarely.
16. 53.3 % students think that teachers illustrates the concepts through examples and applications every time, while 31.1 % students think that it happens usually, 13.3 % think it happens sometimes while 2.2 % thinks it happens rarely.
17. As per 35.6 % respondents, teachers are able to identify strengths and encourage students fully, as per 38.9 % respondent's it is reasonably and as per 17.8 % respondents, teachers are partially able to identify strengths and encourage while 4.4 % thinks it happens slightly while 3.3% students feel teachers are unable to do so.
18. As per 35.6 % respondents, teachers are able to identify their weaknesses and help them to overcome every time, as per 38.9 % respondent's teachers are usually able to identify their weakness and help them to overcome and as per 17.8 % respondents, teachers sometimes able to identify the weakness and provide help to overcome it while 4.4 % thinks it happens slightly while 3.3% students feel teachers are unable to do so.
19. 27.8 %, 45.6 %, 22.2 %, 2.2 % and 2.2% strongly agree, agree, neutral, disagree and strongly disagree respectively that the institution makes effort to engage students in the

monitoring, review and continuous quality improvement of the teaching learning process.

20. 30 % respondents agree to great extent, 48.9 % had a moderate reaction, 13.3 % say somewhat, 6.7 % very little and 1.1 % 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. 34.4 % strongly agree to the fact that teachers encourage participation in extra-activities, 44.4 % agree with this statement, 17.3 % are neutral about it and 2.2 % disagrees with it and 1.1 % strongly disagree with the statement.
22. 36.7 % 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. 53.3 % feel that efforts are taken in moderately, 6.7 % say somewhat while 3.3 % each say very little and not at all.
23. According to 55.6 % respondents, teachers use above 90% ICT tools such as LCD projector, multimedia, etc. while teaching and as per 33.3 %, teachers use only 70-90 % ICT tools while teaching and 7.8 % said it is between 50-69 %, 2.2 % say it is between 30-50 % and 1.1 % say it is below 30%.
24. 37.8 % respondents strongly agree to the statement that the overall quality of teaching learning process in the institute is very good and 46.7 % agree to this statement, and 12.2 % are neutral and 3.3 % 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 to increase field based activities.

A number of soft skill and employability based workshops would be conducted for the students.

The institute will make an effort to increase the scope of co-curricular and extra-curricular activities.

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:-

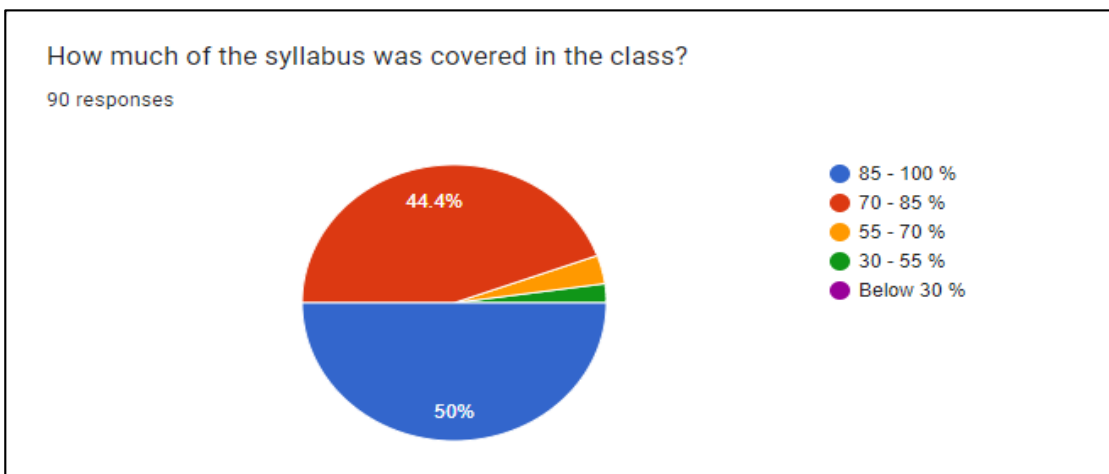
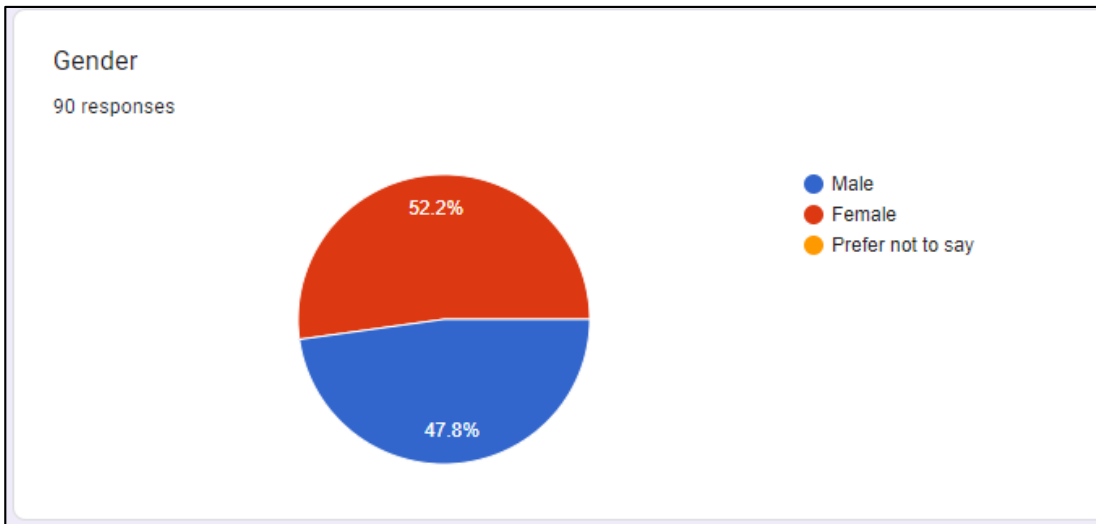
1. College has decided to give more concentration on practical based education.
2. Case study method will be incorporated in class room teaching.
3. More industrial visits planned.
4. Guest lectures from industrial experts.
5. More Field Based Activity

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

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

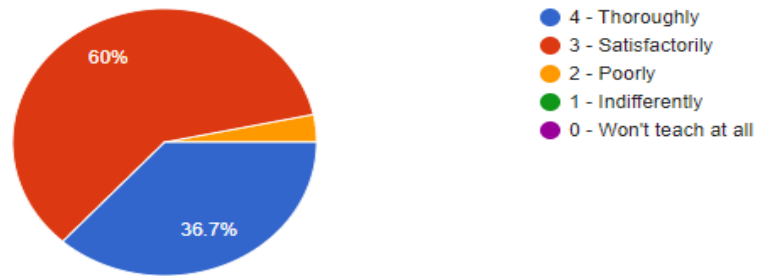
Personal Growth of students and more participation: - Different clubs were formed like HR club, Finance club, Marketing Club, ED Club, Movie Club, Music Club, Environment Club to ensure the participation of all the students in all co and extra-curricular activities

Appendix



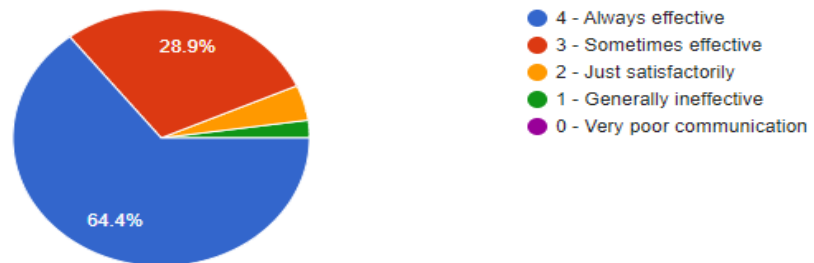
How well did the teachers prepare for the classes?

90 responses



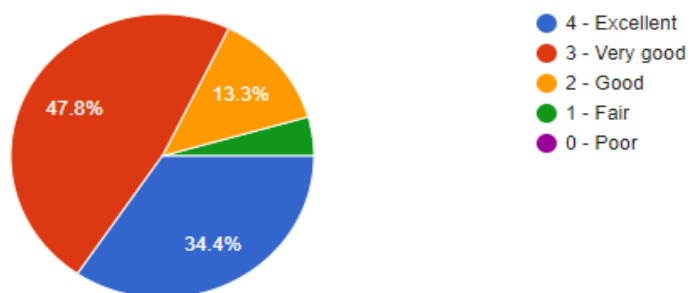
How well were the teachers able to communicate?

90 responses



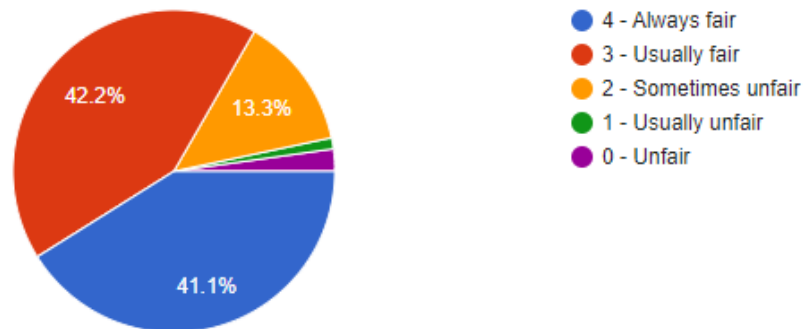
The teacher's approach to teaching can best be described as

90 responses



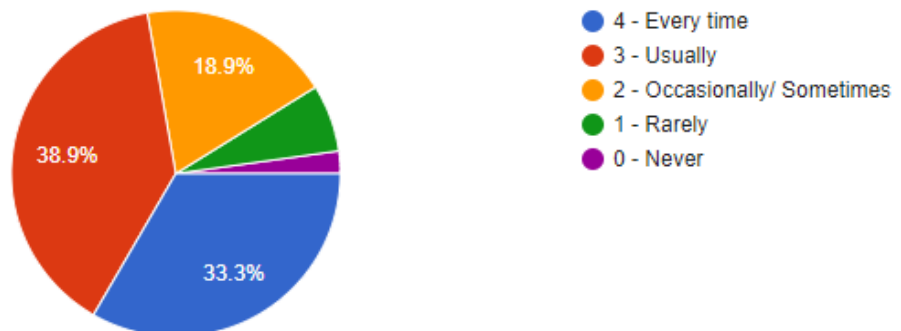
Fairness of the internal evaluation by the teachers

90 responses



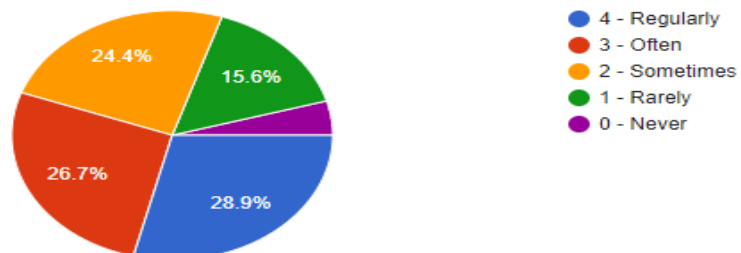
Was your performance in assignments discussed with you?

90 responses



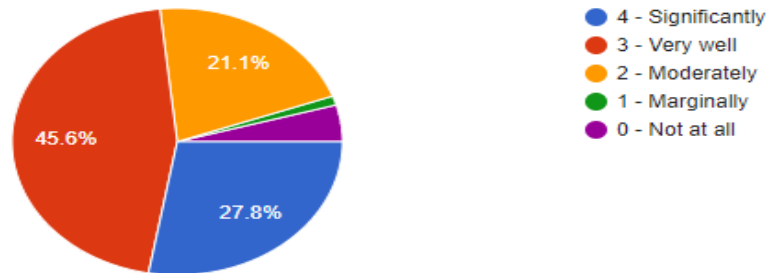
The institute takes active interest in promoting internship, student exchange, field visit opportunities for students

90 responses



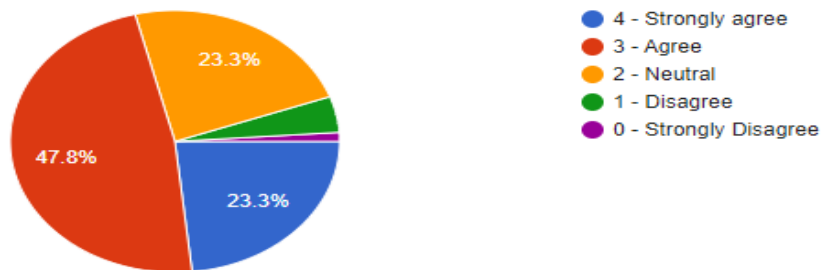
The teaching and mentoring process in your institution facilitates your cognitive, social and emotional growth

90 responses



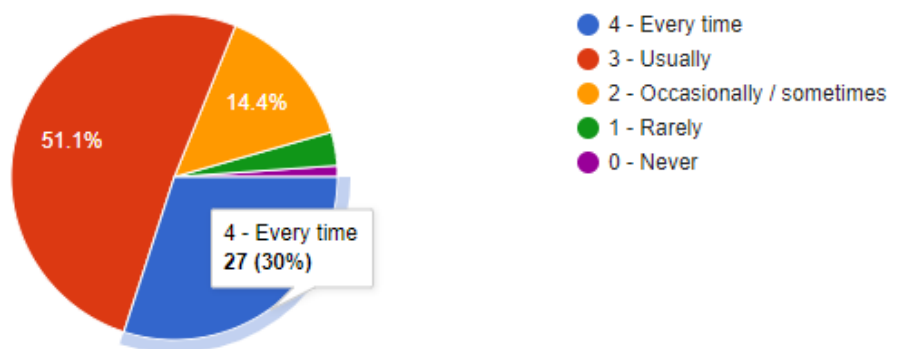
The institution provides multiple opportunities to learn and grow.

90 responses



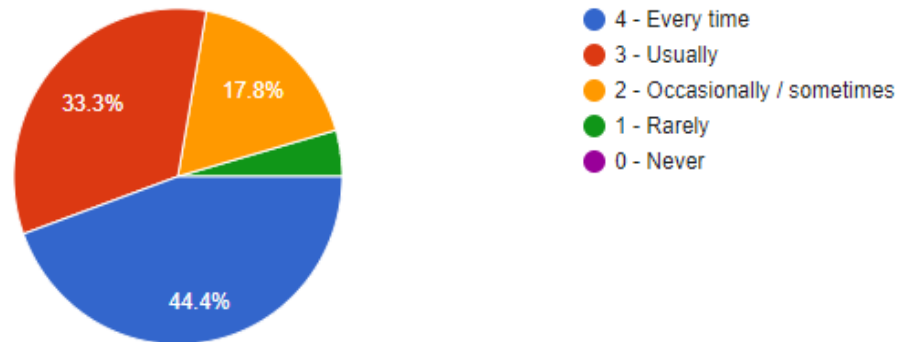
Teacher inform you but your expected competencies, course outcomes and program outcomes

90 responses



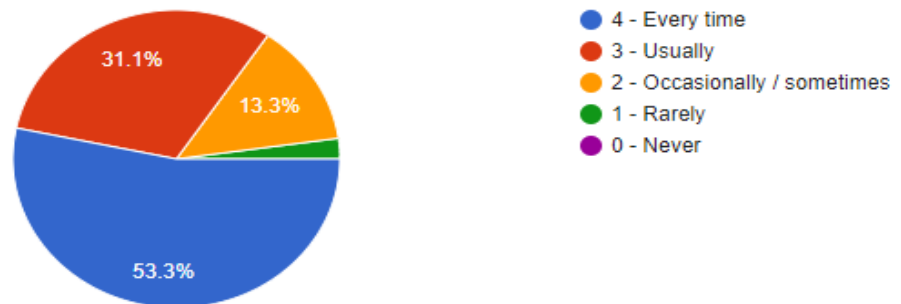
Your mentor does a necessary follow up with an assigned task to you

90 responses



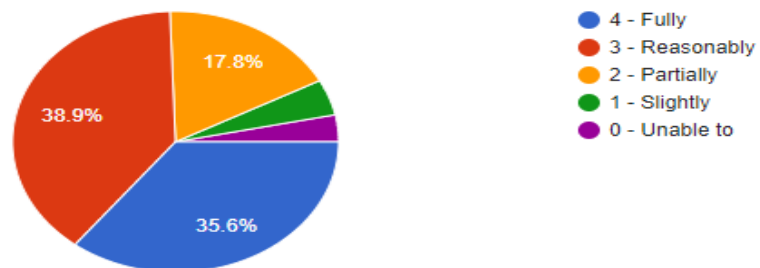
The teachers illustrate the concepts through examples and applications

90 responses



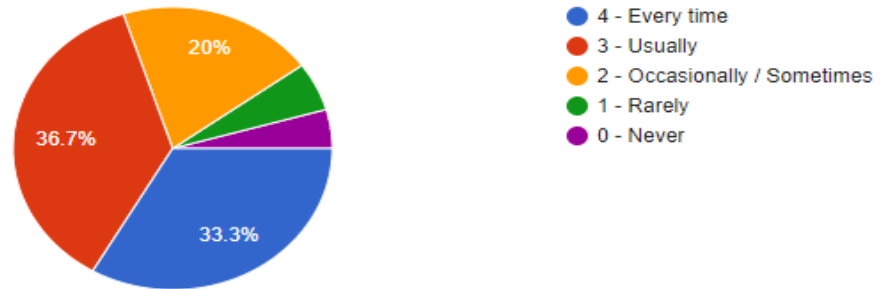
The teachers identify your strengths and encourage you with providing right level of challenges

90 responses



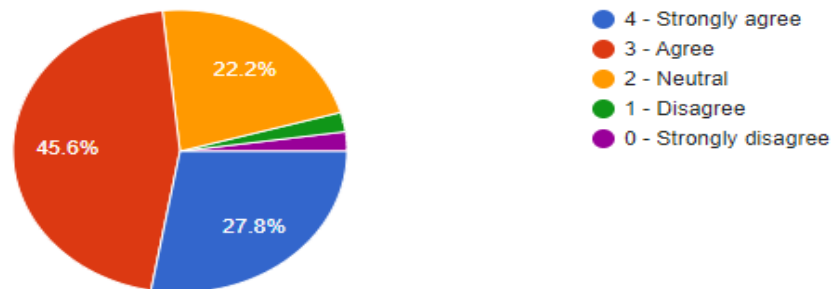
Teachers are able to identify your weaknesses and help you to overcome

90 responses



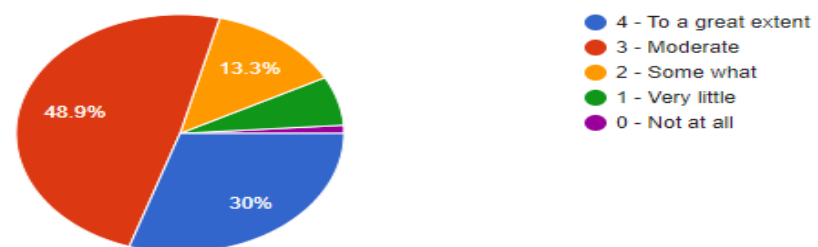
The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process

90 responses



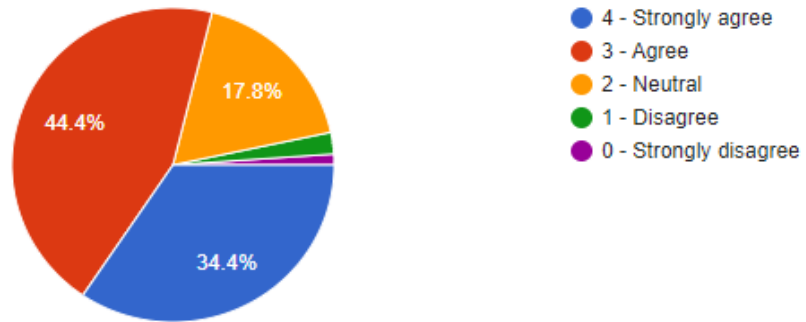
The institution/teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

90 responses



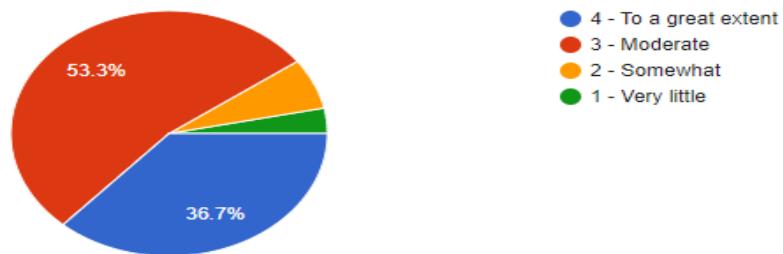
Teachers encourage you to participate in extracurricular activities

90 responses



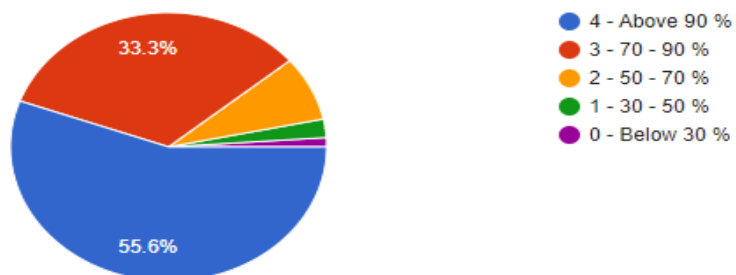
Efforts are made by the institute / teachers to inculcate soft skills, life skills, and employability skills to make you ready for the world of work

90 responses



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

90 responses



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

90 responses

