SDM COLLEGE OF BUSINESS MANAGEMENT POST GRADUATE CENTRE FOR MANAGEMENT STUDIES AND RESEARCH, MANGALURU.

We at the institute strongly believe that students are in a better position to provide appropriate feedback for teaching improvement if the evaluation of teaching quality also addresses their learning experiences. Our institute is continuously striving to make the learning experience a better and evolved one each year. Student Satisfaction Survey on Teaching Learning and Evaluation Process at the institute was conducted from 01/10/2022 – 10/10/2022 for a period of 10 days. At the time of this survey students of I MBA were available in campus and the II MBA students had just completed their IV semester examinations on 29th September, hence had completed their course at the institute. Google Form Link to the survey was forwarded to all students of I & II MBA, out of which 122 students have answered and submitted the same in the given time. The questionnaire is divided into two parts. Part One consists of 04 personal/general questions. Part Two consists of 20 multiple choice questions related to teaching-learning and Evaluation. Last question is open ended for receiving suggestions to improve the existing system. The analysis of the survey is as follows:
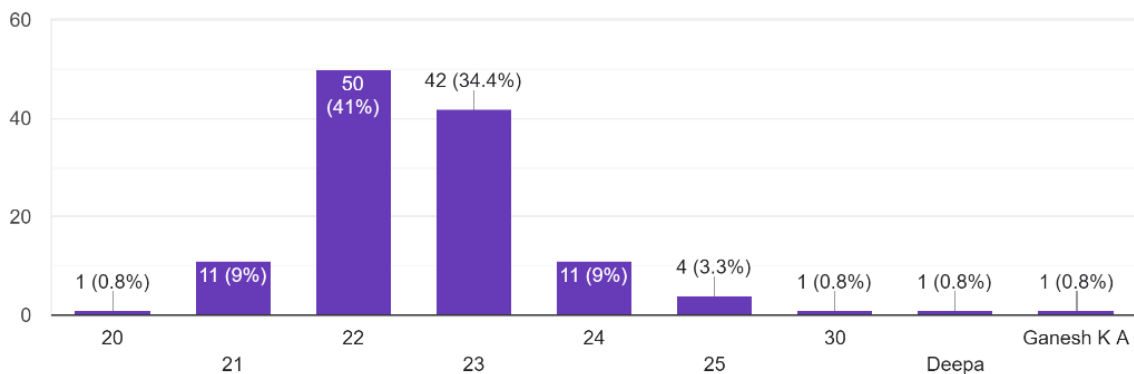
Section A:

A. Table Showing Age of Respondents:

Age of Respondents	Number of Responses	Percentage
21 years	11	9.01
22 years	50	40.98
23 years	42	34.43
24 years	11	9.01
25 years	04	3.27
Others	04	3.27
Total	**122**	**100**

A. Graph Showing Age of Respondents:

A) Age
122 responses

Analysis:

Out of the 122 respondents, 11 are 21 years old, 50 are 22 years old, 42 are 23 years old and 11 students are 24 years and 02 respondents are of the age 20 years and 30 years respectively. Two students have answered this question wrongly. It is clear that majority of the students are 22years old.
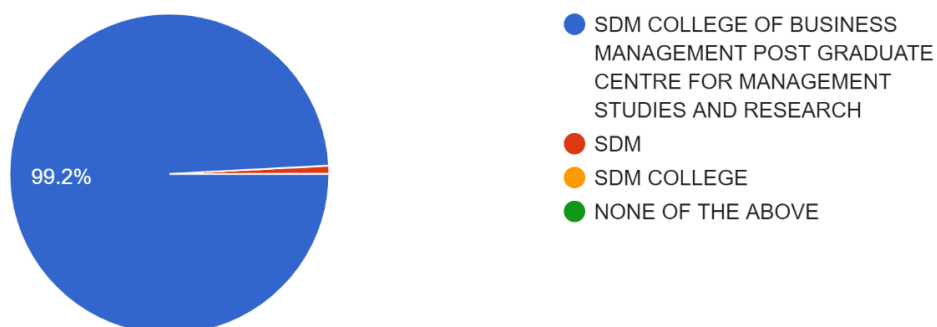
B. Table Showing Name of the Institute where respondents are students:

Name of the Institute	Number of Responses	Percentage
SDM College of Business Management Post Graduate Centre for Management Studies & Research, Mangalore	121	99.2
SDM	01	0.8
SDM College	0	0
None of the Above	0	0
TOTAL	**122**	**100**

B. Graph Showing Name of the Institute where respondents are students:

B) Institute Name

122 responses

99.2%

- SDM COLLEGE OF BUSINESS MANAGEMENT POST GRADUATE CENTRE FOR MANAGEMENT STUDIES AND RESEARCH
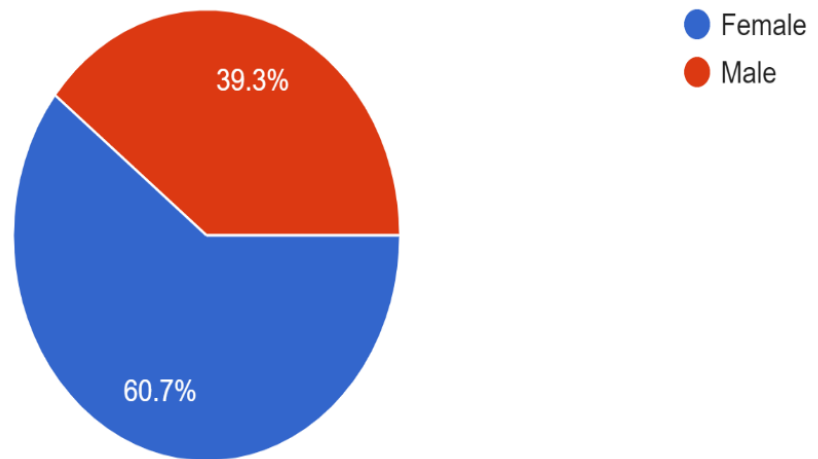- SDM
- SDM COLLEGE
- NONE OF THE ABOVE

Analysis:

Out of the 122 respondents, 121 have clearly stated the name of the institute. One student has just mentioned SDM as the name of the institute. It is clear that all students are from the same institute.

C. Table Showing Gender of Respondents:

Gender of Respondents	Number of Responses	Percentage
Female	74	60.7
Male	48	39.3
Total	**122**	**100**

C. Graph Showing Gender of Respondents:

C) Gender
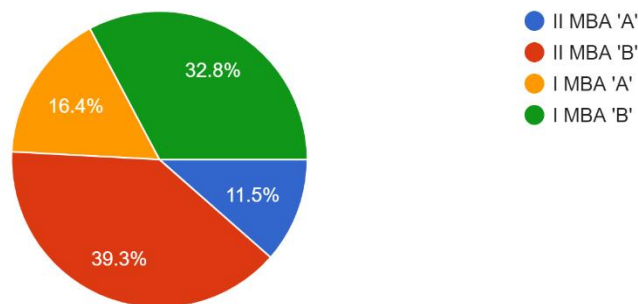122 responses

Analysis:

Out of the 122 respondents, 48 are male and 74 are female students. It can be safely interpreted that a good combination of both male and female students have answered the questionnaire.

D. Table Showing Class & Section of Respondents:

Class & Section	Number of Responses	Percentage
I MBA 'A'	20	16.4
I MBA 'B'	40	32.8
II MBA 'A'	14	11.5
II MBA 'B'	48	39.3
TOTAL	**122**	**100**

D. Graph Showing Class & Section of Respondents:

D) Please select your Class & Section
122 responses

Analysis:

From the above table and graph, it may be observed that 20 respondents are from I MBA 'A' section, 40 respondents are from I MBA 'B' section, 14 respondents are from II MBA 'A' section and 48 respondents are from II MBA 'B' section. It can be safely deduced that representative feedback from all four classes is received.
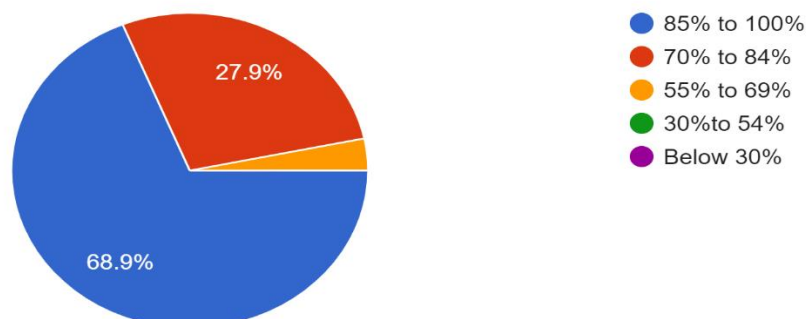
SECTION B:

1. **Table showing opinion of respondents on percentage of syllabus completed by teachers:**

Percentage of syllabus completed	Number of Responses	Percentage
85% - 100%	84	68.9
70% - 84%	34	27.9
55% - 69%	04	3.3
30% - 54%	0	0
Below 30%	0	0
TOTAL	**122**	**100**

1. **Graph showing opinion of respondents on percentage of syllabus completed by teachers:**

1. Percentage of syllabus completed by teachers
122 responses

Analysis & Interpretation: The above table and graph show that 84 respondents opine that, teachers complete 85% - 100% of the syllabus, while 34 respondents opine that, teachers complete 70% - 84% of the syllabus. 04 respondents have opined that, teachers complete 55% - 69% of the syllabus. From the above analysis it is clear that majority of the students opine that 85-100% of the syllabus is completed by teachers.
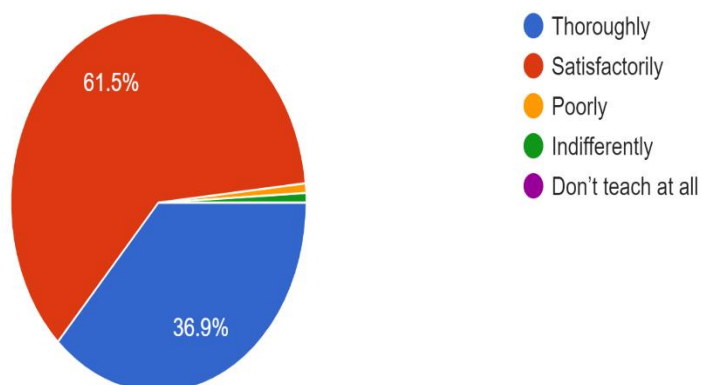
2. **Table showing the opinion of respondents on preparation of teachers for the classes:**

Teachers' preparation for classes	Responses	Percentage
Thoroughly	45	36.9
Satisfactorily	75	61.5
Poorly	01	0.8
Indifferently	01	0.8
Don't teach at all	0	0
TOTAL	**122**	**100**

2. **Graph showing the opinion of respondents on preparation of teachers for the classes:**

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

Analysis & Interpretation: The above table and graph show that 45 respondents opine that, teachers prepare for the classes thoroughly, while 75 respondents opine that, teachers prepare for the classes satisfactorily. 01 respondents each have opined that, teachers prepare poorly & indifferently. From the above analysis it is clear that majority of the students opine that, teachers prepare well for the classes.
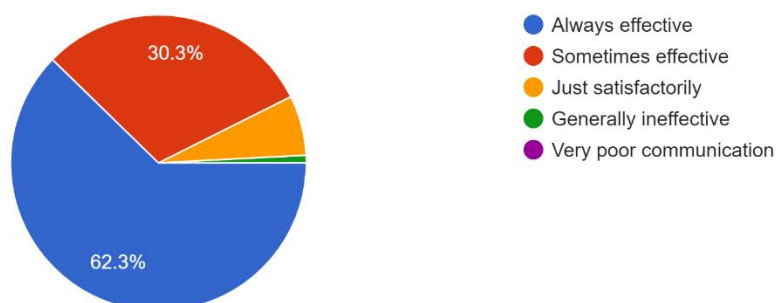
3. **Table showing the response about effectiveness of communication by teachers:**

Effectiveness of communication by teachers	Number of Responses	Percentage
Always Effective	76	62.3
Sometimes Effective	37	30.3
Just Satisfactorily	08	6.6
Generally Ineffective	0	0
Very Poor Communication	01	0.8
Total	**122**	**100**

3. **Graph showing the response about effectiveness of communication by teachers:**

3. How well were the teachers able to communicate?
122 responses

Analysis & Interpretation: The above table and graph show that 76 respondents opine that, teachers always communicate effectively, while 37 respondents opine that, teachers communicate effectively sometimes. 08 respondents opined that, teachers communicate satisfactorily while 01 respondent opines that teachers communicate very poorly. From the above analysis it is clear that majority of the students opine that, teachers communicate in classes effectively.
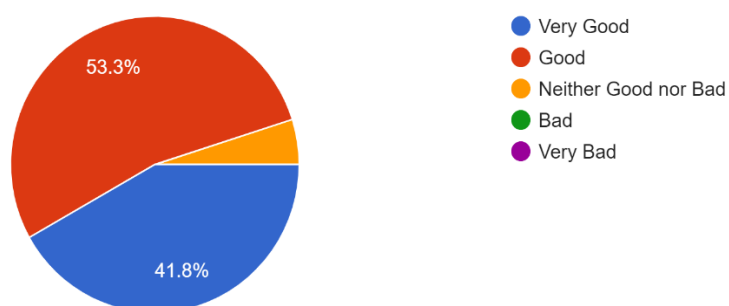
4. Table showing respondents opinion about teachers approach to teaching:

Teachers Approach To Teaching	Number of Responses	Percentage
Very Good	51	41.8
Good	65	53.3
Neither Good nor Bad	06	4.9
Bad	0	0
Very Bad	0	0
Total	**122**	**100**

4. Graph showing respondents opinion about teachers approach to teaching:

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

Analysis & Interpretation: The above table and graph show that 51 respondents opine that, teachers approach to teaching is very good, while 65 respondents opine that, teachers approach to teaching is good. 06 respondents opined that it is neither good nor bad. From the above analysis it is clear that majority of the students opine that, teachers approach to teaching is very good.
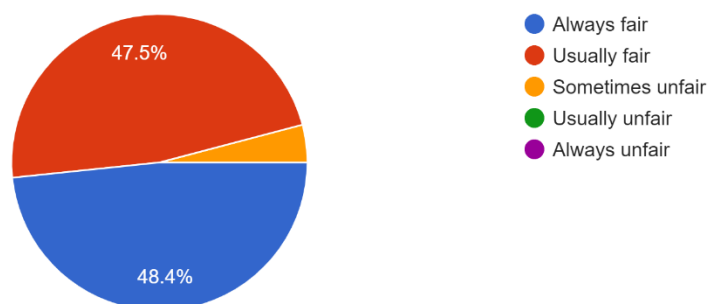
5. **Table showing respondents opinion on fairness in internal evaluation process by teachers:**

Fairness in internal evaluation process by teachers	Number of Responses	Percentage
Always Fair	59	48.4
Usually Fair	58	47.5
Sometimes Unfair	05	4.1
Usually Unfair	0	0
Always Unfair	0	0
Total	**122**	**100**

5. **Graph showing respondents opinion on fairness in internal evaluation process by teachers:**

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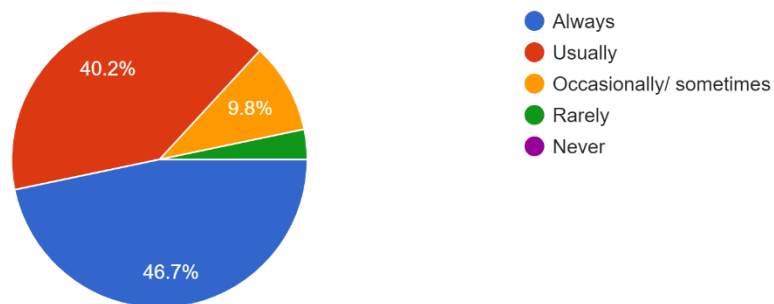122 responses

Analysis & Interpretation: The above table and graph show that 59 respondents opine that, teachers approach to internal evaluation process is always fair, while 58 respondents opine that, teachers approach to internal evaluation process is usually fair. 05 respondents opined that it is sometimes unfair. From the above analysis it is clear that majority of the students opine that, teachers approach to internal evaluation process is fair.

6. **Table showing respondents opinion whether performance in presentations is discussed with respondents by the teachers:**

Performance in presentations is discussed by teachers	Number of Responses	Percentage
Always	57	46.7
Usually	49	40.2
Occasionally/Sometimes	12	9.8
Rarely	04	3.3
Never	0	0
Total	**122**	**100**

6. **Graph showing respondents opinion whether performance in presentations is discussed with respondents by the teachers:**

6. Your performance in presentations is discussed with you by the teachers
122 responses

Analysis & Interpretation: The above table and graph show that 57 respondents opine that, teachers always discuss the presentation performance of students, while 49 respondents opine that, teachers usually discuss the presentation performance of students. 12 respondents opined that it is discussed occasionally and 04 respondents opined that it is rarely discussed. From the above analysis it is clear that majority of the students opine that, teachers discuss the presentation performance of students.
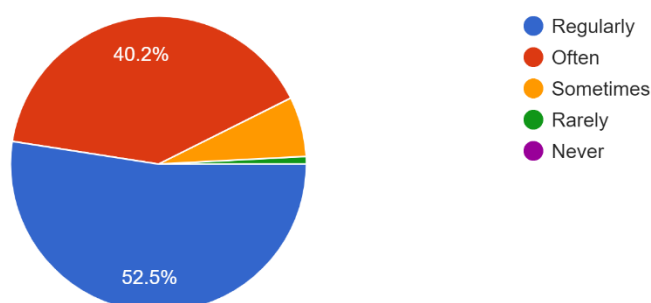
7. Table showing respondents opinion whether institute takes active interest in promoting internship/such other activities for students:

Institute takes interest in promoting activities for students	Number of Responses	Percentage
Regularly	64	52.5
Often	49	40.2
Sometimes	08	6.6
Rarely	01	0.8
Never	0	0
Total	**122**	**100**

7. Graph showing respondents opinion whether institute takes active interest in promoting internship/such other activities for students:

7. The institute takes active interest in promoting internship, factory visit opportunities/such other activities for students.

122 responses

Analysis & Interpretation: The above table and graph show that 64 respondents opine that, institute regularly takes active interest in promoting internship & factory visit opportunities, while 49 respondents opine that, institute often takes active interest in promoting internship & factory visit opportunities. 08 respondents opine that institute sometimes takes active interest in promoting internship & factory visit opportunities. From the above analysis it is clear that majority of the students opine that, institute regularly takes active interest in promoting internship, factory visit opportunities & such other activities for students.
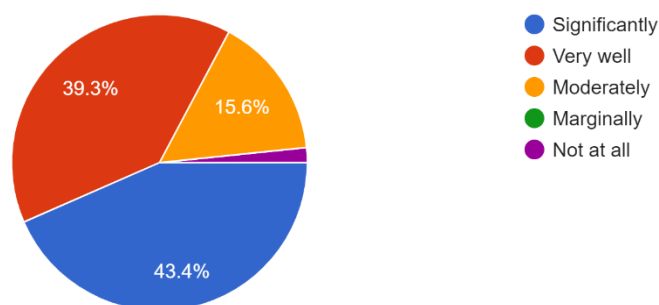
8. Table showing respondents opinion whether teaching and mentoring process facilitates cognitive, social & emotional growth:

Teaching & Mentoring facilitates cognitive, social & emotional growth	Number of Responses	Percentage
Significantly	53	43.4
Very Well	48	39.3
Moderately	19	15.6
Marginally	0	0
Not At All	02	1.6
Total	**122**	**100**

8. Graph showing respondents opinion whether teaching and mentoring process facilitates cognitive, social & emotional growth:

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

122 responses

- Significantly
- Very well
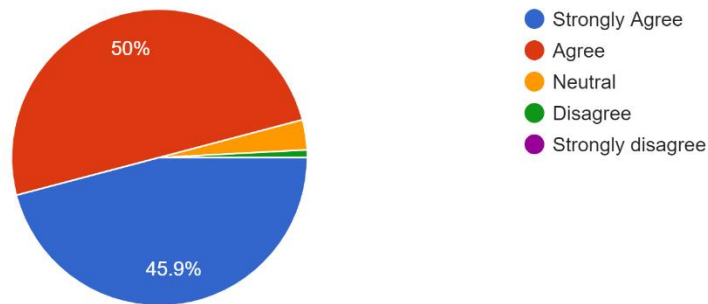- Moderately
- Marginally
- Not at all

Analysis & Interpretation: The above table and graph show that 53 respondents opine that, teaching & mentoring process at the institute significantly facilitates cognitive, social & emotional growth among students, while 48 respondents opine that, teaching & mentoring process at the institute facilitates cognitive, social & emotional growth among students very well. 19 respondents opine that, teaching & mentoring process at the institute moderately facilitates cognitive, social & emotional growth among students. From the above analysis it is clear that majority of the students opine that, teaching & mentoring process at the institute significantly facilitates cognitive, social & emotional growth among students.

9. Table showing respondents opinion whether the institution provides multiple opportunities to learn & grow:

Provision of Opportunities to learn & grow	Number of Responses	Percentage
Strongly Agree	56	45.9
Agree	61	50
Neutral	04	3.3
Disagree	01	0.8
Strongly Disagree	0	0
Total	**122**	**100**

9.Graph showing respondents opinion whether the institution provides multiple opportunities to learn & grow:

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

Analysis & Interpretation: The above table and graph show that 56 respondents strongly agree that, institute provides multiple opportunities to learn & grow, while 61 respondents agree that, institute provides multiple opportunities to learn & grow. 04 respondents are neutral on the matter and 01 respondent disagrees. From the above analysis it is clear that majority of the students agree that, institute provides multiple opportunities to learn & grow.
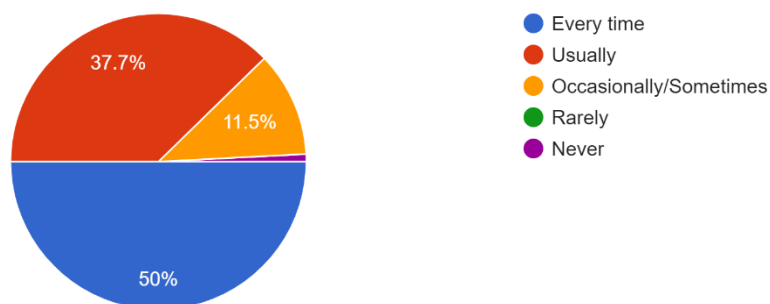
10. Table showing respondents opinion whether the teachers inform the respondents about their expected competencies, course outcomes and Programme outcomes:

Information by teachers	Number of Responses	Percentage
Every time	61	50
Usually	46	37.7
Occasionally/Sometimes	14	11.5
Rarely	0	0
Never	01	0.8
Total	**122**	**100**

10. Graph showing respondents opinion whether the teachers inform the respondents about their expected competencies, course outcomes and Programme outcomes:

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

- Every time
- Usually
- Occasionally/Sometimes
- Rarely
- Never

37.7%
11.5%
50%

Analysis & Interpretation: The above table and graph show that 61 respondents agree that teachers inform students about their expected competencies, course outcomes & programme outcomes everytime, while 46 respondents agree that teachers inform students about their expected competencies, course outcomes & programme outcomes usually. 14 respondents agree that agree that teachers occasionally inform students about their expected competencies, course outcomes & programme outcomes. 01 respondent has answered that it is never informed. From the above analysis it is clear that majority of the students agree that teachers inform students about their expected competencies, course outcomes & programme outcomes.
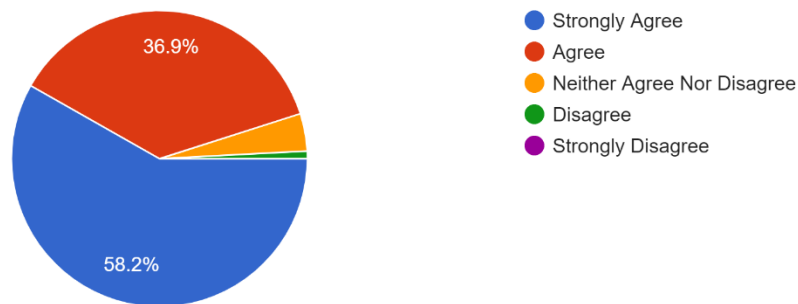
11. Table showing respondents opinion whether the institute/Teachers offer assistance to improve speaking & leadership skills through gavel & soft skills classes:

Institute offers assistance to improve	Number of Responses	Percentage
Strongly Agree	71	58.2
Agree	45	36.9
Neither Agree nor Disagree	05	4.1
Disagree	01	0.8
Strongly Disagree	0	0
Total	**122**	**100**

11. Graph showing respondents opinion whether the institute/Teachers offer assistance to improve speaking & leadership skills through gavel & soft skills classes:

11. Your institute/teachers offer assistance to improve speaking and leadership skills through Gavel and Soft Skills classes.

122 responses

- Strongly Agree
- Agree
- Neither Agree Nor Disagree
- Disagree
- Strongly Disagree

Analysis & Interpretation: The above table and graph show that 71 respondents strongly agree that, teachers offer assistance to improve speaking and leadership skills through Gavel & soft skills classes, while 45 respondents agree that, teachers offer assistance to improve speaking and leadership skills through Gavel & Soft Skills classes. 05 respondents are neutral on this and 01 respondent disagrees. From the above analysis it is clear that majority of the students agree that, teachers offer assistance to improve speaking and leadership skills through Gavel & soft skills classes.
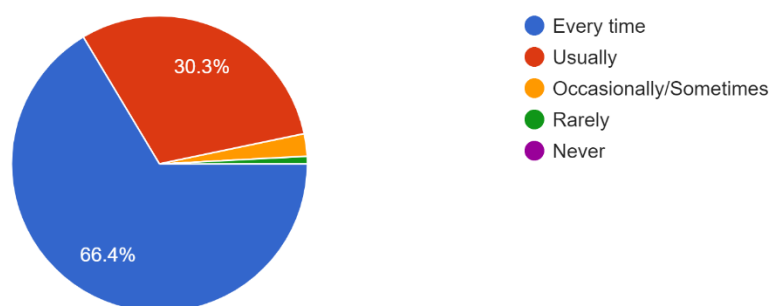
12. Table showing respondents opinion whether teachers use examples to explain concepts:

Use of examples by teachers	Number of Responses	Percentage
Every time	81	66.4
Usually	37	30.3
Occasionally/Sometimes	03	2.5
Rarely	01	0.8
Never	0	0
Total	**122**	**100**

12.Graph showing respondents opinion whether teachers use examples to explain concepts:

12. The teachers use examples to explain concepts.
122 responses

- Every time
- Usually
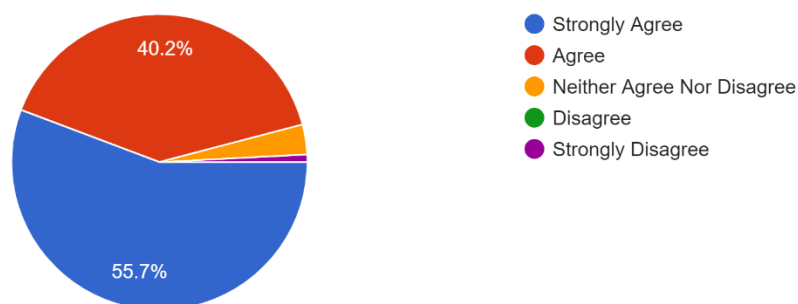- Occasionally/Sometimes
- Rarely
- Never

Analysis & Interpretation: The above table and graph show that 81 respondents agree that, teachers use examples to explain concepts every time, while 37 respondents agree that, teachers usually use examples to explain concepts. 03 respondents agree that, teachers occasionally use examples to explain concepts. 01 respondents agrees that examples are used rarely. From the above analysis it is clear that majority of the students agree that, teachers use examples to explain concepts.

13. Table showing respondents opinion whether the institute/teachers provide opportunities for extra-curricular activities and help in development of students:

Institute provides opportunities for extra-curricular activities	Number of Responses	Percentage
Strongly Agree	68	55.7
Agree	49	40.2
Neither Agree nor Disagree	04	3.3
Disagree	0	0
Strongly Disagree	01	0.8
Total	**122**	**100**

13.Graph showing respondents opinion whether the institute/teachers provide opportunities for extra-curricular activities and help in development of students:

13. The institute/teachers provide opportunities for extra curricular activities and help in development of students.
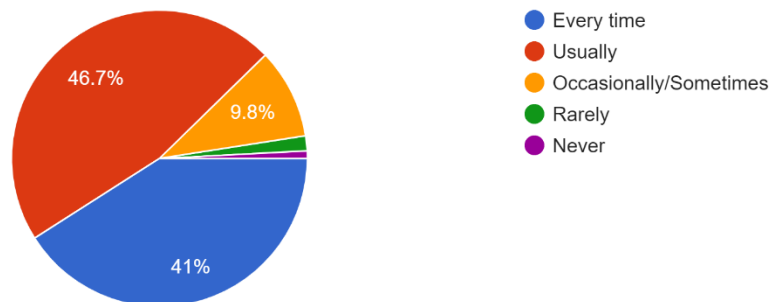
122 responses

Analysis & Interpretation: The above table and graph show that 68 respondents strongly agree that, institute/teachers provide opportunities for extra-curricular activities and help in development of students, while 49 respondents agree that, institute/teachers provide opportunities for extra-curricular activities and help in development of students. 04 respondents neither agree nor disagree while 01 respondent strongly disagrees. From the above analysis it is clear that majority of the students agree that, institute/teachers provide opportunities for extra-curricular activities and help in development of students.

14. Table showing respondents opinion whether teachers are able to identify students' weakness and help to overcome them:

Teachers able to identify and help weaknesses	Number of Responses	Percentage
Every time	50	41
Usually	57	46.7
Occasionally/Sometimes	12	9.8
Rarely	02	1.6
Never	01	0.8
Total	**122**	**100**

14.Graph showing respondents opinion whether teachers are able to identify students' weakness and help to overcome them:

14. Teachers are able to identify students weakness and help to overcome them.
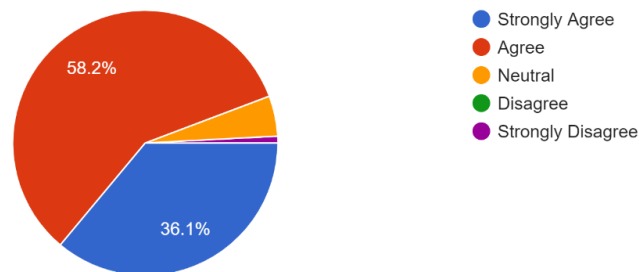122 responses

Analysis & Interpretation: The above table and graph show that 50 respondents opine that, teachers are able to identify students weakness every time and help them overcome it, while 57 respondents opine that, teachers are usually able to identify students weakness and help them overcome it, 12 respondents opine that, teachers are occasionally able to identify students weakness and help them overcome it, 02 respondents opine that, teachers are rarely able to identify students weakness and help them overcome it, while 01 respondent opines that, teachers are never able to identify students weakness and help them overcome it. From the above analysis it is clear that majority of the students opine that, teachers are able to identify students' weakness and help them overcome it.

15. **Table Showing respondents opinion whether the institution makes effort for monitoring, review and continuous quality improvement of the teaching learning process.**

Institution makes efforts for improvement	Number of Responses	Percentage
Strongly Agree	44	36.1
Agree	71	58.2
Neutral	06	4.9
Disagree	0	0
Strongly Disagree	01	0.8
Total	**122**	**100**

15. Graph Showing respondents opinion whether the institution makes effort for monitoring, review and continuous quality improvement of the teaching learning process.

15. The institution makes effort for monitoring, review and continuous quality improvement of the teaching learning process.
122 responses

Analysis & Interpretation: The above table and graph show that 44 respondents strongly agree that, institution makes efforts for monitoring, review and continuous quality improvement of the teaching learning process, while 58 respondents agree that, institution makes efforts for monitoring, review and continuous quality improvement of the teaching learning process. 06 respondents are neutral on it. 01 respondent strongly disagrees. From the above analysis it is clear that majority of the students opine that, institution makes effort for continuous quality improvement in teaching learning process.
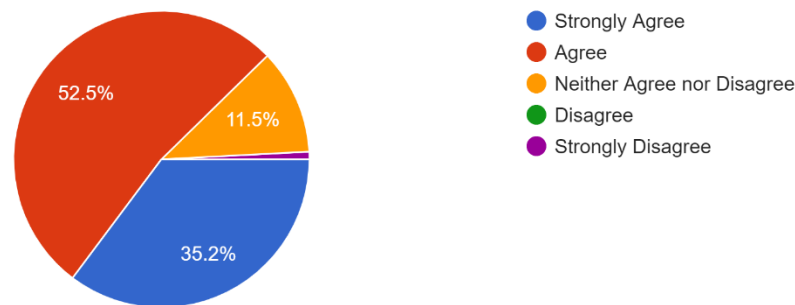
16. Table showing whether the institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.

Institute/Teachers use student Centric methods	Number of Responses	Percentage
Strongly Agree	43	35.2
Agree	64	52.5
Neither Agree nor Disagree	14	11.5
Disagree	0	0
Strongly Disagree	01	0.8
Total	**122**	**100**

16. Graph showing whether the institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.

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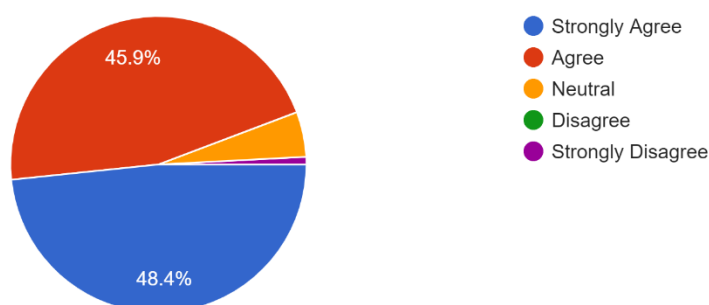122 responses

Analysis & Interpretation: The above table and graph show that 43 respondents strongly agree that institute/teachers use student centric methodologies for enhancing learning experiences, while 64 respondents agree that institute/teachers use student centric methodologies for enhancing learning experiences. 14 respondents are neutral while 01 respondent strongly disagrees on this. From the above analysis it is clear that majority of the students opine that, teachers use student centric methods for enhancing teaching learning experiences.

17. Table showing respondents opinion on whether teachers encourage respondents to participate in activities and competitions:

Teacher encourages students to participate in activities & competitions	Number of Reponses	Percentage
Strongly Agree	59	48.4
Agree	56	45.9
Neutral	06	4.9
Disagree	0	0
Strongly Disagree	01	0.8
Total	**122**	**100**

17.   Graph showing respondents opinion on whether teachers encourage respondents to participate in activities and competitions:

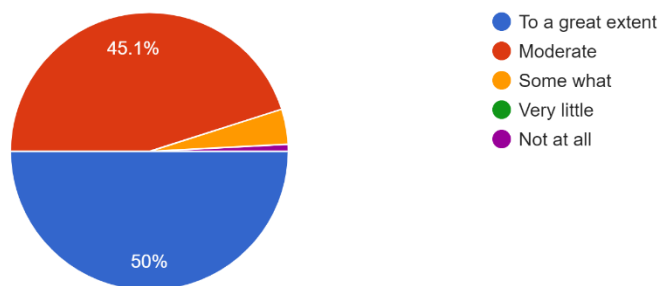17. Teachers encourage you to participate in activities and competitions.

122 responses

Analysis & Interpretation: The above table and graph show that 59 respondents strongly agree that teachers encourage students to participate in activities and competitions, while 56 respondents agree on it. 06 respondents are neutral on the matter while 01 respondent strongly disagrees. From the above analysis it is clear that majority of the students opine that, teachers encourage students to participate in activities and competitions.

18. Table showing respondents opinion on whether efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make students ready for the world of work.

Institute/teachers make efforts to inculcate skills to make students ready for the world of work.	Number of Reponses	Percentage
To a great extent	61	50.0
Moderate	55	45.1
Some what	05	4.1
Very little	0	0
Not at all	01	0.8
Total	**122**	**100**

18.   Graph showing respondents opinion on whether efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make students ready for the world of work.

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.
122 responses

Analysis & Interpretation: The above table and graph show that 61 respondents strongly agree that teachers make efforts to inculcate various employability skills among students to a great extent. 55 respondents agree that teachers make moderate efforts to inculcate various employability skills among students. 05 respondents agree that teachers make some-what efforts to inculcate various employability skills among students and 01 respondent says that teachers do not make any efforts. From the above analysis it is clear that teachers/institute makes efforts to make students ready for the world of work.
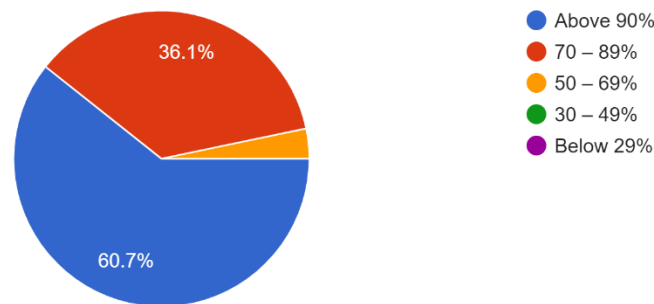
19. Table showing the opinion of respondents about the percentage of teachers who use ICT tools while teaching:

Percentage of teachers use ICT tools	Number of Reponses	Percentage
Above 90%	74	60.7
70 – 89%	44	36.1
50 – 69%	04	3.3
30 – 49%	0	0
Below 29%	0	0
Total	**122**	**100**

19.   Graph showing the opinion of respondents about the percentage of teachers who use ICT tools while teaching:

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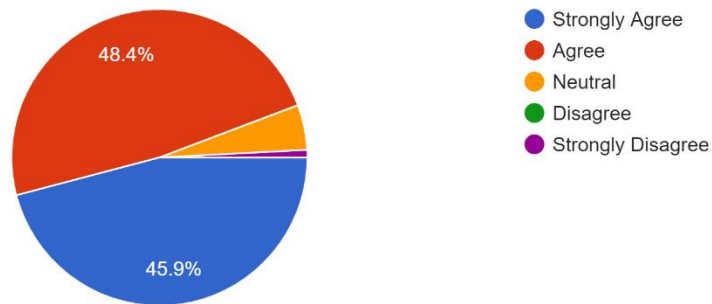122 responses

Analysis & Interpretation: The above table and graph show that 74 respondents strongly agree that above 90% of the teachers at the institute use ICT tools while teaching. 44 respondents opine that between 70 to 89% of the teachers at the institute use ICT tools while teaching. 04 respondents are of the opinion that between 50-69% of the teachers use ICT tools. From the above analysis it is clear that the teachers at the institute make use of ICT tools while teaching.

20. Table showing opinion of respondents whether the overall quality of teaching-learning process in the institute is very good:

Overall Quality of Teaching Learning Process is good	Number of Reponses	Percentage
Strongly Agree	56	45.9
Agree	59	48.4
Neutral	06	4.9
Disagree	0	0
Strongly Disagree	01	0.8
Total	**122**	**100**

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

Analysis & Interpretation: The above table and graph show that 56 respondents strongly agree that the overall quality of teaching learning process at the institute is good. 59 respondents agree that the overall quality of teaching learning process at the institute is good. 06 respondents are neutral on the fact that the overall quality of teaching learning process at the institute is good. One student strongly disagrees that the overall quality of teaching learning process at the institute is good. From the above analysis it is clear that students agree that the overall quality of teaching learning process at the institute is good.