

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

Student Satisfaction Survey is conducted every year to understand the students' perception about Teaching – Learning and Evaluation at our institute. We strongly agree this will help to upgrade the quality of the process followed at our institute. The Google link of the structured questionnaire is posted in students' what's app group and they are encouraged to answer the same. This year the Student Satisfaction Survey on Teaching Learning and Evaluation Process at the institute was conducted from 27/07/2023 – 06/08/2023 for a period of 11 days. Out of 234 students at the institute, 149 students have answered and submitted their responses in the given time. The questionnaire is divided into two parts. Part One consists of 04 personal/general questions, i.e. age, institute name, gender and class of the student. Part Two consists of 21 questions related to teaching-learning and evaluation. Of this, twenty questions are objective type with five options each and one question provides opportunity for the students to give their observations / suggestions in a descriptive way to improve the overall teaching – learning experience at our institute. The questionnaire covers a wide array of skills involved in the teaching process which vary from teaching skills of the teacher, use of ICT, effectiveness of communication, encouragement given to students to participate in various competitions and programs, use of participative and problem-solving methodologies etc. Our institute is continuously striving to make the learning experience a better and evolved one each year. The analysis of the survey is as follows:

## Section A:

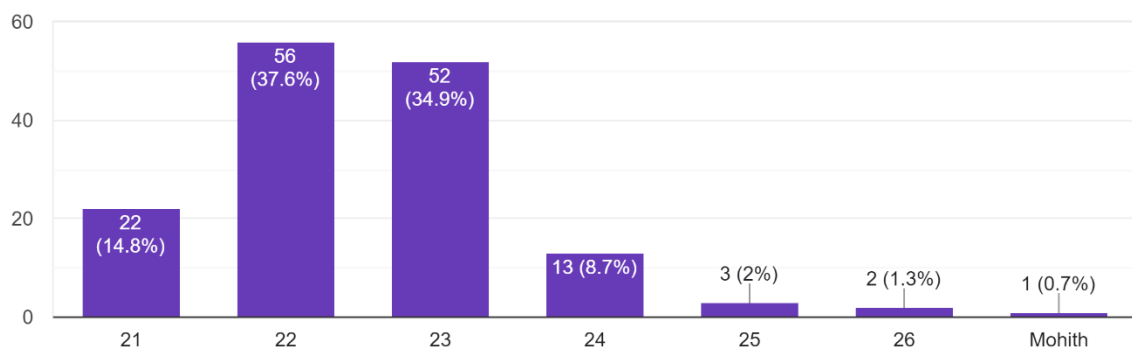
### A. Table Showing Age of Respondents:

Age of Respondents	Number of Responses	Percentage
21 years	22	14.8
22 years	56	37.6
23 years	52	34.9
24 years	13	8.7
25 years	03	2.0
26 years	02	1.3
Others	01	0.7
<b>Total</b>	<b>149</b>	<b>100</b>

### A. Graph Showing Age of Respondents:

#### A) Age

149 responses



#### Analysis:

Out of the 149 respondents, 22 are 21 years old, 56 are 22 years old, 52 are 23 years old and 13 students are 24 years and 06 respondents are of the age 25 years and above respectively.

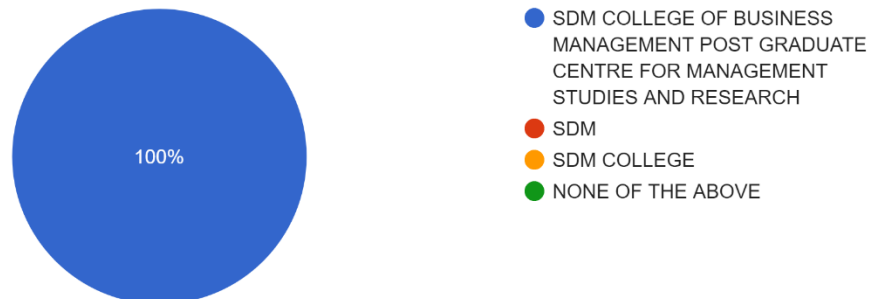
**B. Table Showing Name of the Institute where respondents are students:**

Name of the Institute	Number of Responses	Percentage
SDM College of Business Management Post Graduate Centre for Management Studies & Research, Mangalore	149	100
SDM	0	0
SDM College	0	0
None of the Above	0	0
<b>TOTAL</b>	<b>149</b>	<b>100</b>

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

B) Institute Name

149 responses



**Analysis:**

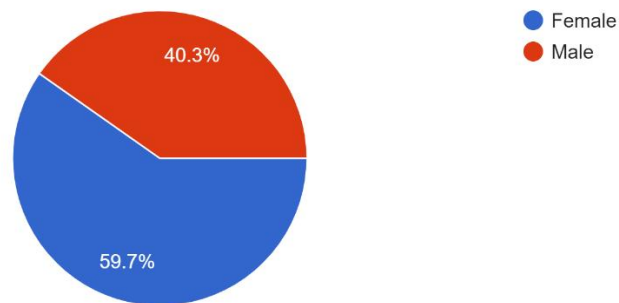
All students have clearly stated the name of the institute. It is clear that all students are from the same institute.

**C. Table Showing Gender of Respondents:**

<b>Gender of Respondents</b>	<b>Number of Responses</b>	<b>Percentage</b>
Female	89	59.7
Male	60	40.3
<b>Total</b>	<b>149</b>	<b>100</b>

**C. Graph Showing Gender of Respondents:**

C) Gender  
149 responses



**Analysis:**

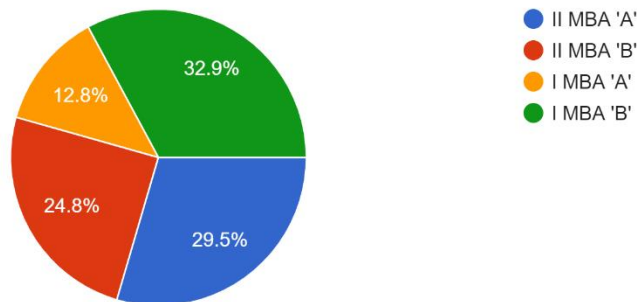
Out of the 149 respondents, 60 are male and 89 are female students. It can be safely interpreted that a good combination of both male and female students has answered the questionnaire.

**D. Table Showing Class & Section of Respondents:**

<b>Class &amp; Section</b>	<b>Number of Responses</b>	<b>Percentage</b>
I MBA 'A'	19	12.8
I MBA 'B'	49	32.9
II MBA 'A'	44	29.5
II MBA 'B'	37	24.8
<b>TOTAL</b>	<b>149</b>	<b>100</b>

**D. Graph Showing Class & Section of Respondents:**

D) Please select your Class & Section  
149 responses



**Analysis:**

From the above table and graph, it may be observed that 19 respondents are from I MBA 'A' section, 49 respondents are from I MBA 'B' section, 44 respondents are from II MBA 'A' section and 37 respondents are from II MBA 'B' section. It can be safely deduced that representative feedback from all four sections is received.

## SECTION B:

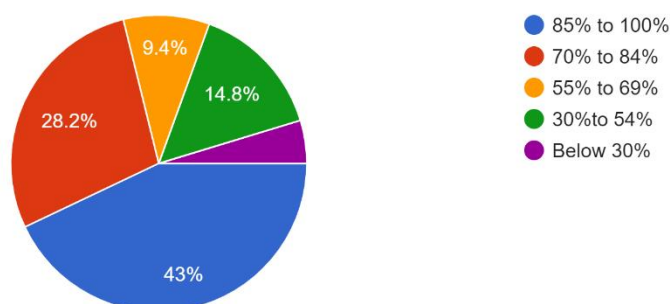
### 1. Table showing opinion of respondents on percentage of syllabus completed by teachers:

Percentage of syllabus completed	Number of Responses	Percentage
85% - 100%	64	43.0
70% - 84%	42	28.2
55% - 69%	14	9.4
30% - 54%	22	14.8
Below 30%	7	4.7
<b>TOTAL</b>	<b>149</b>	<b>100</b>

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

1. Percentage of syllabus completed by teachers

149 responses



**Analysis & Interpretation:** The above table and graph show that 64 respondents opine that, teachers complete eighty percent to hundred percent of the syllabus, while 42 respondents opine that, teachers complete seventy to eighty four percent of the syllabus. 14 respondents have opined that, teachers complete fifty-five to sixty nine percent of the syllabus. From the above analysis it is clear that majority of the students opine that teachers complete more than seventy percentage of the syllabus.

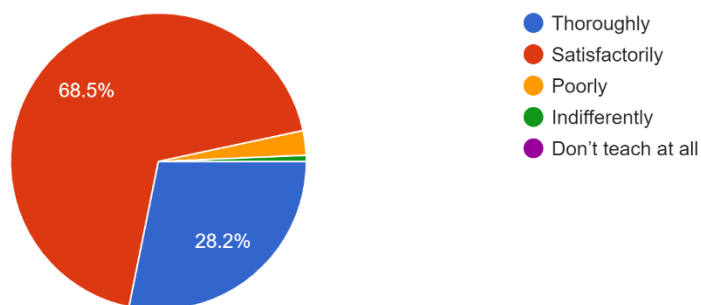
2. Table showing the opinion of respondents on preparation of teachers for the classes:

Teachers' preparation for classes	Responses	Percentage
Thoroughly	42	28.2
Satisfactorily	102	68.5
Poorly	04	2.7
Indifferently	01	0.7
Don't teach at all	0	0
<b>TOTAL</b>	<b>149</b>	<b>100</b>

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

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

149 responses



**Analysis & Interpretation:** The above table and graph show that 42 respondents opine that, teachers prepare for the classes thoroughly, while 102 respondents opine that, teachers prepare for the classes satisfactorily. 05 respondents have opined otherwise. From the above analysis it is clear that majority of the students opine that, teachers prepare well for the classes.

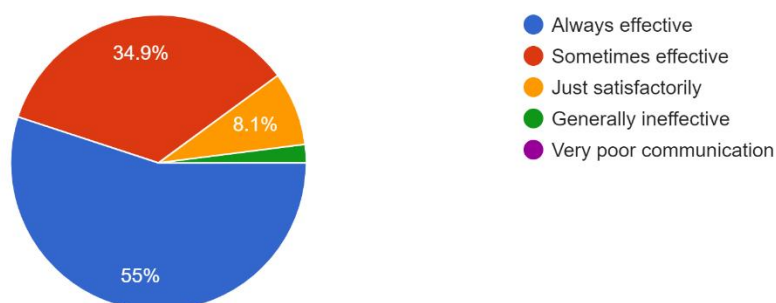
**3. Table showing the response about effectiveness of communication by teachers:**

<b>Effectiveness of communication by teachers</b>	<b>Number of Responses</b>	<b>Percentage</b>
Always Effective	82	55.0
Sometimes Effective	52	34.9
Just Satisfactorily	12	8.1
Generally Ineffective	03	2.0
Very Poor Communication	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

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

3. How well were the teachers able to communicate?

149 responses



**Analysis & Interpretation:** The above table and graph show that 82 respondents opine that, teachers always communicate effectively, while 52 respondents opine that, teachers communicate effectively sometimes. 12 respondents opined that, teachers communicate satisfactorily while 03 respondents opine that teachers communicate ineffectively. From the above analysis it is clear that majority of the students opine that, teachers communicate effectively in classes.

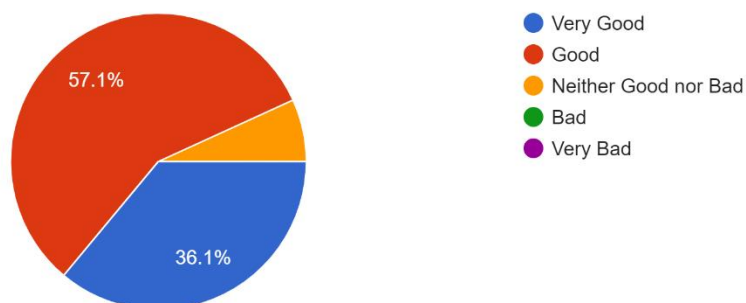


#### 4. Table showing respondents opinion about teachers approach to teaching:

Teachers Approach To Teaching	Number of Responses	Percentage
Very Good	53	36.1
Good	84	57.1
Neither Good nor Bad	10	6.8
Bad	0	0
Very Bad	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

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

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



**Analysis & Interpretation:** The above table and graph show that 53 respondents opine that, teachers approach to teaching is very good, while 84 respondents opine that, teachers approach to teaching is good. 10 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 good.

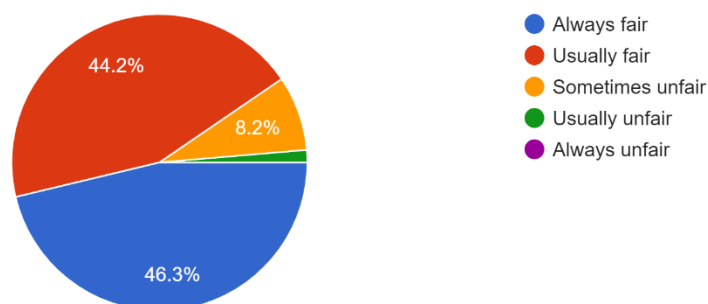
**5. Table showing respondents opinion on fairness in internal evaluation process by teachers:**

<b>Fairness in internal evaluation process by teachers</b>	<b>Number of Responses</b>	<b>Percentage</b>
Always Fair	68	46.3
Usually Fair	65	44.2
Sometimes Unfair	12	8.2
Usually Unfair	2	1.4
Always Unfair	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

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

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

147 responses



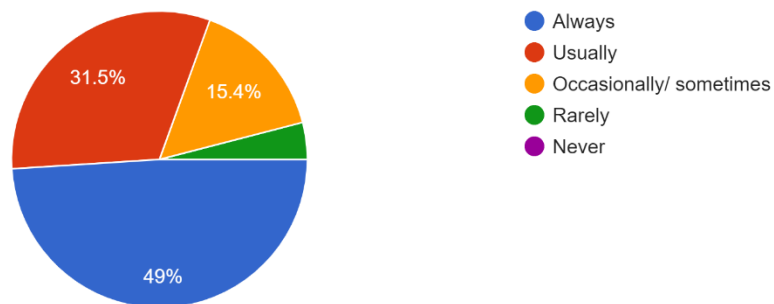
**Analysis & Interpretation:** The above table and graph show that 68 respondents opine that, teachers approach to internal evaluation process is always fair, while 65 respondents opine that, teachers approach to internal evaluation process is usually fair. 12 respondents opined that it is sometimes 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:**

<b>Performance in presentations is discussed by teachers</b>	<b>Number of Responses</b>	<b>Percentage</b>
Always	73	49.0
Usually	47	31.5
Occasionally/Sometimes	23	15.4
Rarely	06	4.0
Never	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

**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  
149 responses



**Analysis & Interpretation:** The above table and graph show that 73 respondents opine that, teachers always discuss the presentation performance of students, while 47 respondents opine that, teachers usually discuss the presentation performance of students. 23 respondents opined that it is discussed occasionally and 06 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.

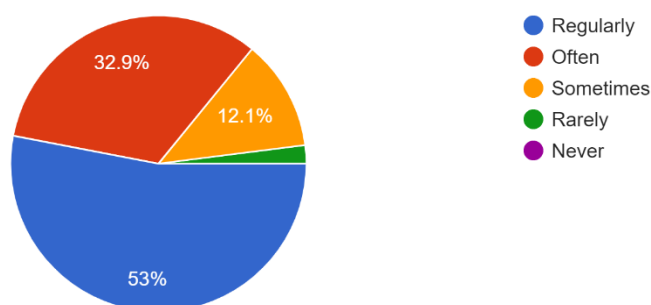
**7. Table showing respondents opinion whether institute takes active interest in promoting internship/such other activities for students:**

<b>Institute takes interest in promoting activities for students</b>	<b>Number of Responses</b>	<b>Percentage</b>
Regularly	79	53.0
Often	49	32.9
Sometimes	18	12.1
Rarely	03	2.0
Never	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

**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.

149 responses



**Analysis & Interpretation:** The above table and graph show that 79 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. 18 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.

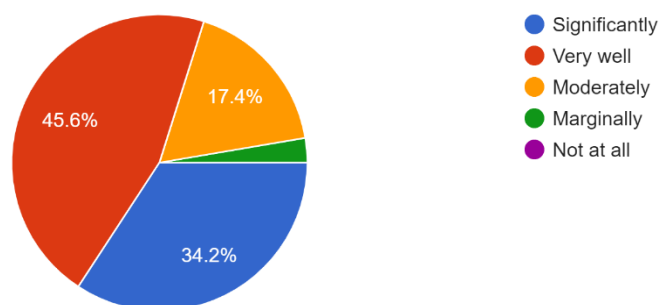
**8. Table showing respondents opinion whether teaching and mentoring process facilitates cognitive, social & emotional growth:**

<b>Teaching &amp; Mentoring facilitates cognitive, social &amp; emotional growth</b>	<b>Number of Responses</b>	<b>Percentage</b>
Significantly	51	34.2
Very Well	68	45.6
Moderately	26	17.4
Marginally	4	2.7
Not At All	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

**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.

149 responses



**Analysis & Interpretation:** The above table and graph show that 51 respondents opine that, teaching & mentoring process at the institute significantly facilitates cognitive, social & emotional growth among students, while 68 respondents opine that, teaching & mentoring process at the institute facilitates cognitive, social & emotional growth among students very well. 26 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.

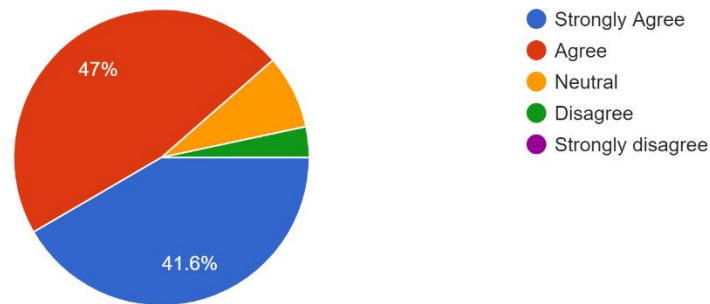
**9. Table showing respondents opinion whether the institution provides multiple opportunities to learn & grow:**

<b>Provision of Opportunities to learn &amp; grow</b>	<b>Number of Responses</b>	<b>Percentage</b>
Strongly Agree	62	41.6
Agree	70	47.0
Neutral	12	8.1
Disagree	05	3.4
Strongly Disagree	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

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

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

149 responses



**Analysis & Interpretation:** The above table and graph show that 62 respondents strongly agree that, institute provides multiple opportunities to learn & grow, while 70 respondents agree that, institute provides multiple opportunities to learn & grow. 12 respondents are neutral on the matter and 05 respondents disagree. From the above analysis it is clear that majority of the students agree that, institute provides multiple opportunities to learn & grow.

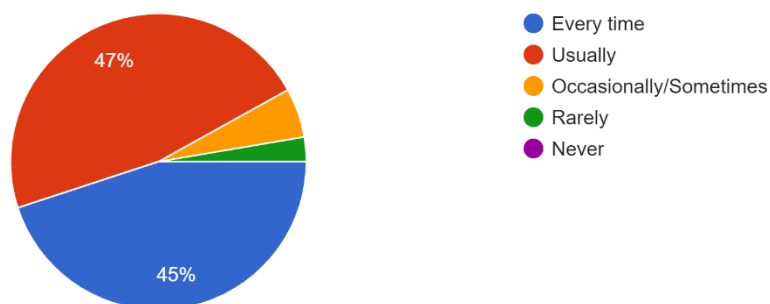
**10. Table showing respondents opinion whether the teachers inform the respondents about their expected competencies, course outcomes and Programme outcomes:**

Information by teachers	Number of Responses	Percentage
Every time	67	45.0
Usually	70	47.0
Occasionally/Sometimes	08	5.4
Rarely	04	2.7
Never	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

**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.

149 responses



**Analysis & Interpretation:** The above table and graph show that 67 respondents agree that teachers inform students about their expected competencies, course outcomes & programme outcomes everytime, while 70 respondents agree that teachers inform students about their expected competencies, course outcomes & programme outcomes usually. 08 respondents agree that agree that teachers occasionally inform students about their expected competencies, course outcomes & programme outcomes. 04 respondents have answered that it is rarely 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.

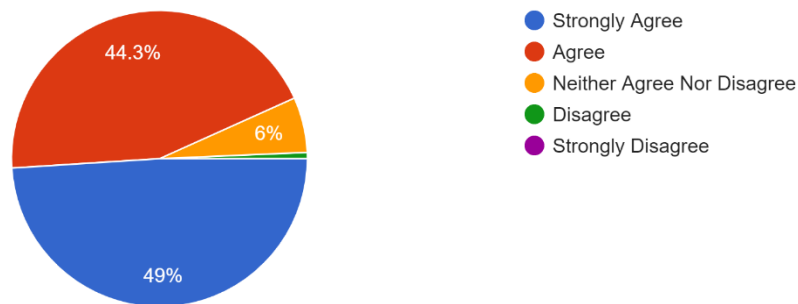
**11. Table showing respondents opinion whether the institute/Teachers offer assistance to improve speaking & leadership skills through gavel & soft skills classes:**

<b>Institute offers assistance to improve</b>	<b>Number of Responses</b>	<b>Percentage</b>
Strongly Agree	71	58.2
Agree	45	36.9
Neither Agree nor Disagree	05	4.1
Disagree	01	0.8
Strongly Disagree	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

**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.

149 responses



**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.



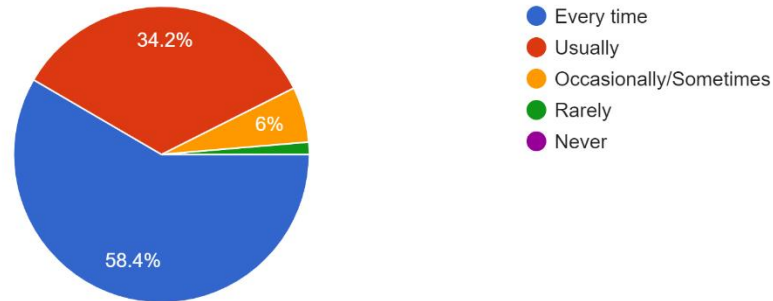
**12. Table showing respondents opinion whether teachers use examples to explain concepts:**

Use of examples by teachers	Number of Responses	Percentage
Every time	87	58.4
Usually	51	34.2
Occasionally/Sometimes	09	6.0
Rarely	02	1.3
Never	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

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

12. The teachers use examples to explain concepts.

149 responses



**Analysis & Interpretation:** The above table and graph show that 87 respondents agree that, teachers use examples to explain concepts every time, while 51 respondents agree that, teachers usually use examples to explain concepts. 09 respondents agree that, teachers occasionally use examples to explain concepts. 02 respondents opine 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.

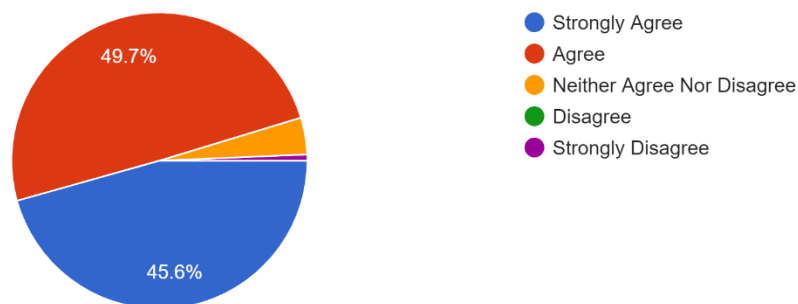
**13. Table showing respondents opinion whether the institute/teachers provide opportunities for extra-curricular activities and help in development of students:**

<b>Institute provides opportunities for extra-curricular activities</b>	<b>Number of Responses</b>	<b>Percentage</b>
Strongly Agree	68	45.6
Agree	74	49.7
Neither Agree nor Disagree	06	4.0
Disagree	0	0
Strongly Disagree	01	0.7
<b>Total</b>	<b>149</b>	<b>100</b>

**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.

149 responses



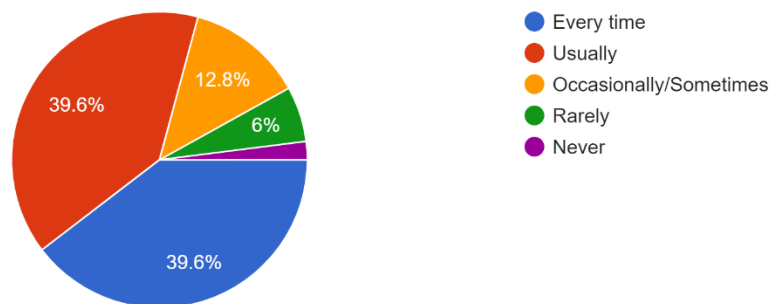
**Analysis & Interpretation:** The above table and graph show that 68 respondents strongly agree that, institute/teachers provide opportunities for extra-curricular activities and help in development of students, while 74 respondents agree that, institute/teachers provide opportunities for extra-curricular activities and help in development of students. 06 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:**

<b>Teachers able to identify and help weaknesses</b>	<b>Number of Responses</b>	<b>Percentage</b>
Every time	59	39.6
Usually	59	39.6
Occasionally/Sometimes	19	12.8
Rarely	09	6.0
Never	03	0.8
<b>Total</b>	<b>149</b>	<b>100</b>

**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.  
149 responses



**Analysis & Interpretation:** The above table and graph show that 59 respondents opine that, teachers are able to identify students weakness every time and help them overcome it, while 59 respondents opine that, teachers are usually able to identify students weakness and help them overcome it, 19 respondents opine that, teachers are occasionally able to identify students weakness and help them overcome it, 09 respondents opine that, teachers are rarely able to identify students weakness and help them overcome it, while 03 respondents opine 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.

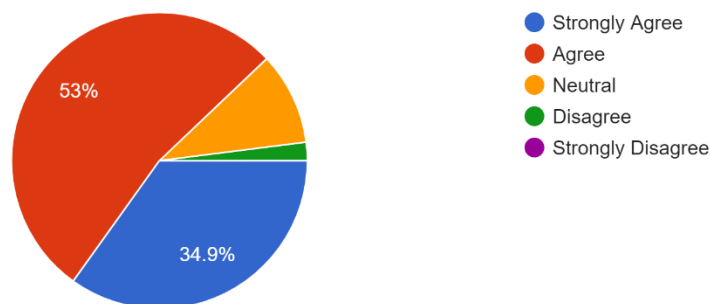
**15. Table Showing respondents opinion whether the institution makes effort for monitoring, review and continuous quality improvement of the teaching learning process.**

<b>Institution makes efforts for improvement</b>	<b>Number of Responses</b>	<b>Percentage</b>
Strongly Agree	52	34.9
Agree	79	53.0
Neutral	15	10.1
Disagree	03	2.0
Strongly Disagree	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

**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.

149 responses



**Analysis & Interpretation:** The above table and graph show that 52 respondents strongly agree that, institution makes efforts for monitoring, review and continuous quality improvement of the teaching learning process, while 79 respondents agree that, institution makes efforts for monitoring, review and continuous quality improvement of the teaching learning process. 15 respondents are neutral on it. 03 respondents disagree. 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.

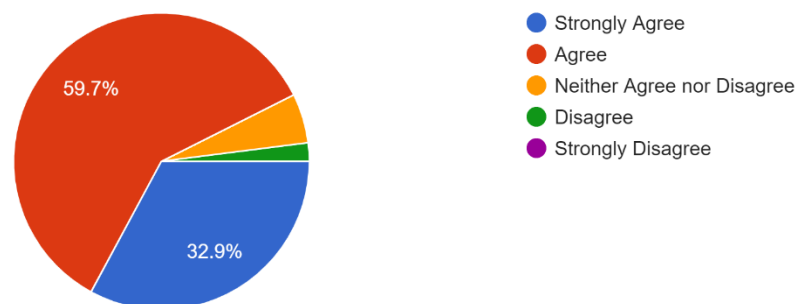
**16. Table showing whether the institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.**

Institute/Teachers use student Centric methods	Number of Responses	Percentage
Strongly Agree	49	32.9
Agree	89	59.7
Neither Agree nor Disagree	08	5.4
Disagree	03	02
Strongly Disagree	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

**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.

149 responses



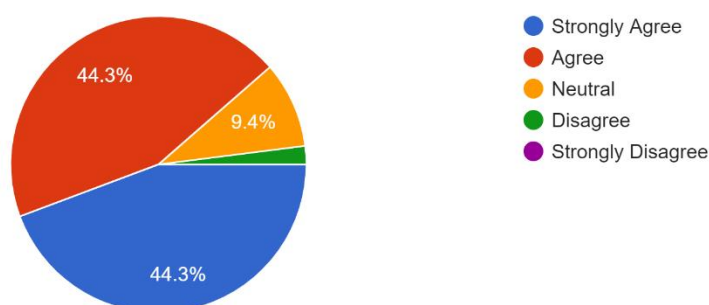
**Analysis & Interpretation:** The above table and graph show that 49 respondents strongly agree that institute/teachers use student centric methodologies for enhancing learning experiences, while 89 respondents agree that institute/teachers use student centric methodologies for enhancing learning experiences. 08 respondents are neutral while 03 respondents disagree 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	66	44.3
Agree	66	44.3
Neutral	14	9.4
Disagree	03	2.0
Strongly Disagree	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

**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.  
149 responses



**Analysis & Interpretation:** The above table and graph show that 66 respondents strongly agree that teachers encourage students to participate in activities and competitions, while 66 respondents agree on it. 14 respondents are neutral on the matter while 03 respondents disagree. From the above analysis it is clear that majority of the students opine that, teachers encourage students to participate in activities and competitions.

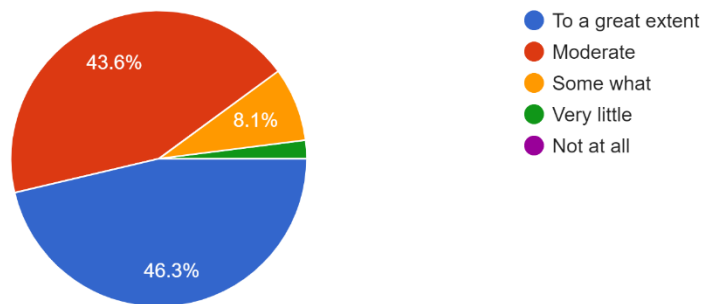
**18. Table showing respondents opinion on whether efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make students ready for the world of work.**

<b>Institute/teachers make efforts to inculcate skills to make students ready for the world of work.</b>	<b>Number of Reponses</b>	<b>Percentage</b>
To a great extent	69	46.3
Moderate	65	43.6
Some what	12	8.1
Very little	03	2.0
Not at all	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

**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.

149 responses



**Analysis & Interpretation:** The above table and graph show that 69 respondents strongly agree that teachers make efforts to inculcate various employability skills among students to a great extent. 65 respondents agree that teachers make moderate efforts to inculcate various employability skills among students. 12 respondents agree that teachers make some-what efforts to inculcate various employability skills among students and 03 respondents say that teachers make little efforts. From the above analysis it is clear that teachers/institute makes efforts to make students ready for the world of work.

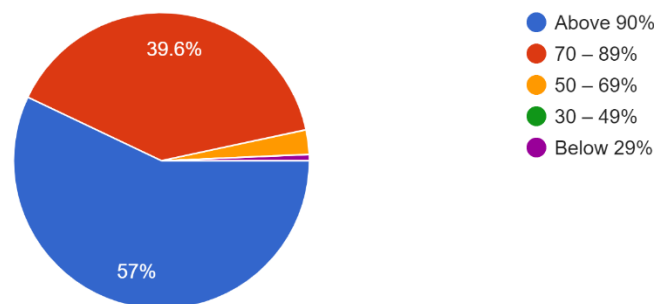
**19. Table showing the opinion of respondents about the percentage of teachers who use ICT tools while teaching:**

Percentage of teachers use ICT tools	Number of Reponses	Percentage
Above 90%	85	57.0
70 – 89%	59	39.6
50 – 69%	04	2.7
30 – 49%	01	0.7
Below 29%	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

**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.

149 responses



**Analysis & Interpretation:** The above table and graph show that 85 respondents strongly agree that above 90% of the teachers at the institute use ICT tools while teaching. 59 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.

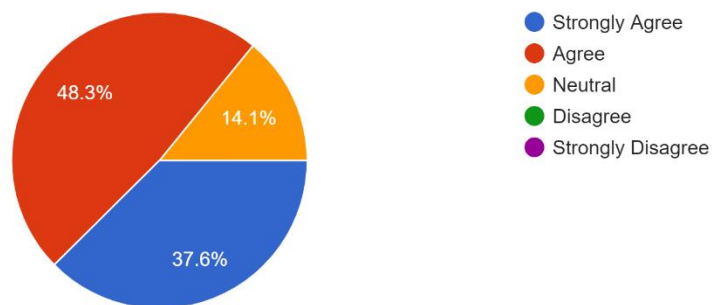


**20. Table showing opinion of respondents whether the overall quality of teaching-learning process in the institute is very good:**

<b>Overall Quality of Teaching Learning Process is good</b>	<b>Number of Reponses</b>	<b>Percentage</b>
Strongly Agree	56	37.6
Agree	72	48.3
Neutral	21	14.1
Disagree	0	0
Strongly Disagree	0	0
<b>Total</b>	<b>149</b>	<b>100</b>

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

20. The overall quality of teaching-learning process in your institute is very good.  
149 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. 72 respondents agree that the overall quality of teaching learning process at the institute is good. 21 respondents are neutral on the fact 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.

**21. Give one observation / suggestion to improve the overall teaching – learning experience in your institution.**

As this is an open question, many students have said that they are happy with the institutes teaching learning performance/process. They have also said that they have learnt new things in the two years spent at the institute as a student. Some valuable suggestions were also given, which will be incorporated as soon as possible.