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, at the institute strongly believe that this is an important tool for measuring the effectiveness of education and identifying areas for improvement. By gathering feedback from students about their experiences in the classroom, participation in various activities and involvement of teachers in curriculum delivery can gain valuable insights into what is working well and what needs to be changed. This information can then be used to make informed decisions about curriculum development, teaching methods, and resource allocation. 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 17/09/2023 – 24/09/2023 for a period of 08 days. 107 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:
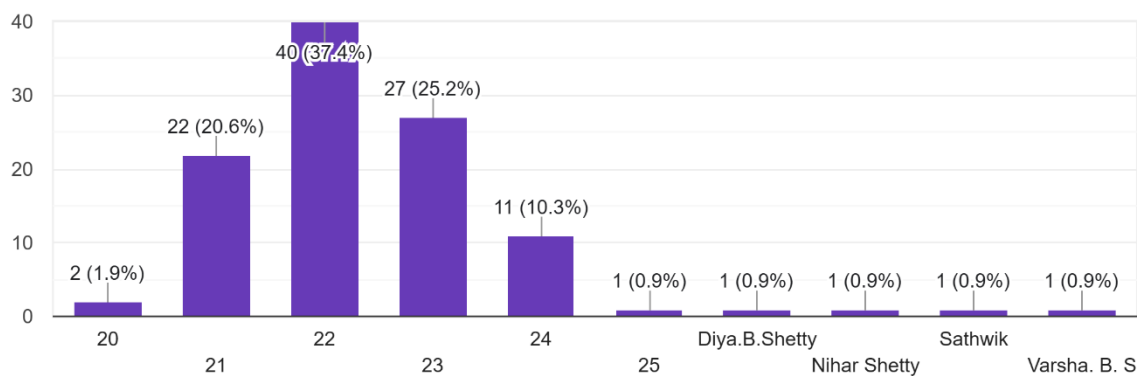
Section A:

A. Table Showing Age of Respondents:

Age of Respondents	Number of Responses	Percentage
20 years	02	1.9
21 years	22	20.6
22 years	40	37.4
23 years	27	25.2
24 years	11	10.3
25 years	01	0.9
Others	04	3.6
Total	**107**	**100**

A.   Graph Showing Age of Respondents:

A) AGE OF STUDENT
107 responses

Analysis:

Out of the 107 respondents, 22 are 21 years old, 40 are 22 years old, 27 are 23 years old and 11 students are 24 years and 06 respondents are of the age 25 years and above respectively.
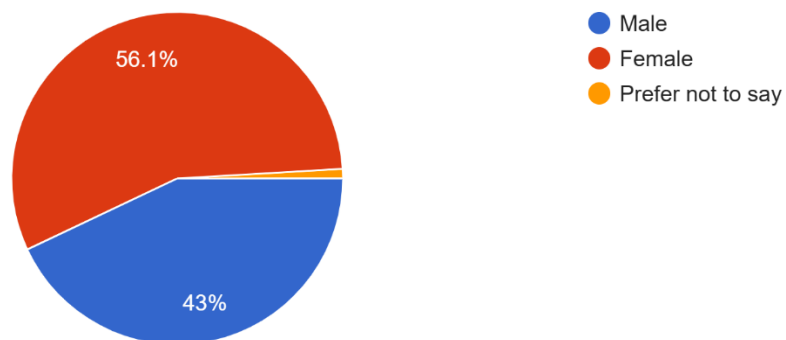
B. Table Showing gender of respondents:

Gender of student	Number of Responses	Percentage
Male	46	43
Female	60	56.1
Prefer not to say	01	0.9
TOTAL	**107**	**100**

B. Graph Showing gender of respondents:

B) GENDER OF STUDENT

107 responses

Analysis:

Out of the 107 respondents, 46 are male and 60 are female students. One student has preferred not to identify as either. It can be safely interpreted that a good combination of both male and female students has answered the questionnaire.
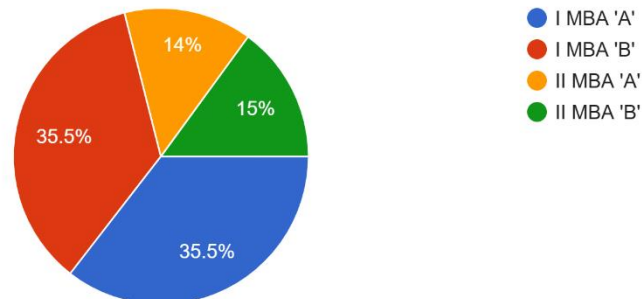
C. Table Showing Class & Section of Respondents:

Class & Section	Number of Responses	Percentage
I MBA 'A'	38	35.5
I MBA 'B'	38	35.5
II MBA 'A'	15	14
II MBA 'B'	16	15
TOTAL	**107**	**100**

C. Graph Showing Class & Section of Respondents:

C) CLASS & SECTION

107 responses

Analysis:

From the above table and graph, it may be observed that 38 respondents are from I MBA 'A' section & 38 respondents are from I MBA 'B' section. While 15 respondents are from II MBA 'A' section and 16 respondents are from II MBA 'B' section. It can be safely deduced that representative feedback from all four sections is received.
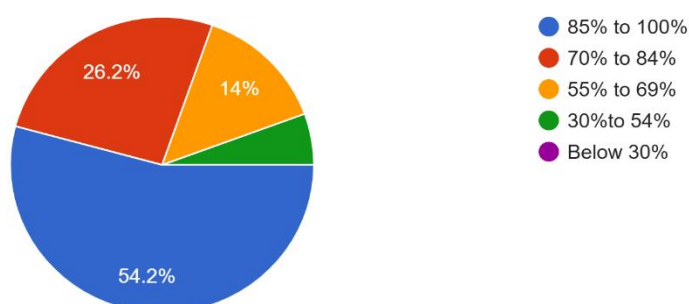
SECTION B:

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

Percentage of syllabus completed	Number of Responses	Percentage
85% - 100%	58	54.2
70% - 84%	28	26.2
55% - 69%	15	14
30% - 54%	06	5.6
Below 30%	0	0
TOTAL	**107**	**100**

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

1. Percentage of syllabus completed by teachers
107 responses

Analysis & Interpretation: The above table and graph show that 58 respondents opine that, teachers complete eighty percent to hundred percent of the syllabus, while 28 respondents opine that, teachers complete seventy to eighty four percent of the syllabus. 15 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 teacher complete more than seventy percentage of the syllabus.
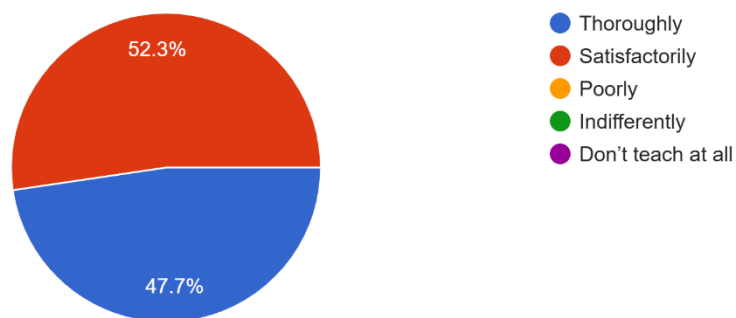
2. **Table showing the opinion of respondents on preparation of teachers for the classes:**

Teachers' preparation for classes	Responses	Percentage
Thoroughly	51	47.7
Satisfactorily	56	52.3
Poorly	0	0
Indifferently	0	0
Don't teach at all	0	0
TOTAL	**107**	**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?
107 responses

Analysis & Interpretation: The above table and graph show that 51 respondents opine that, teachers prepare for the classes thoroughly, while 56 respondents opine that, teachers prepare for the classes satisfactorily. From the above analysis it is clear that majority of the students opine that, teachers prepare well for the classes.
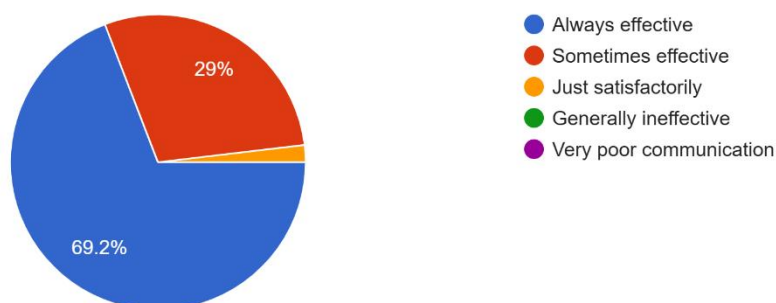
3. Table showing the response about effectiveness of communication by teachers:

Effectiveness of communication by teachers	Number of Responses	Percentage
Always Effective	74	69.2
Sometimes Effective	31	29
Just Satisfactorily	02	1.9
Generally Ineffective	0	0
Very Poor Communication	0	0
Total	**107**	**100**

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

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

- Always effective
- Sometimes effective
- Just satisfactorily
- Generally ineffective
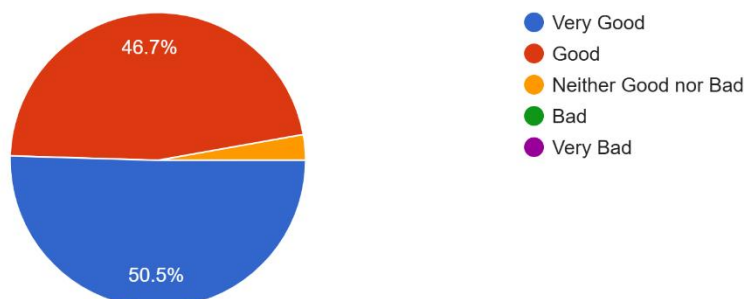- Very poor communication

29%

69.2%

Analysis & Interpretation: The above table and graph show that 74 respondents opine that, teachers always communicate effectively, while 31 respondents opine that, teachers communicate effectively sometimes. 02 respondents opined teachers communicate satisfactorily. 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	54	50.5
Good	50	46.7
Neither Good nor Bad	03	2.8
Bad	0	0
Very Bad	0	0
Total	**107**	**100**

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

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

Analysis & Interpretation: The above table and graph show that 54 respondents opine that, teachers approach to teaching is very good, while 50 respondents opine that, teachers approach to teaching is good. 03 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.
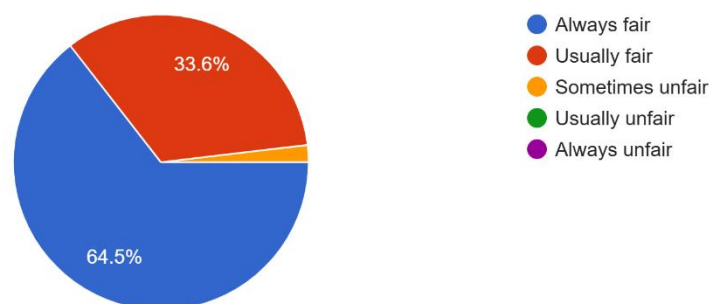
5. **Table showing respondents opinion on fairness in internal evaluation process by teachers:**

Fairness in internal evaluation process by teachers	Number of Responses	Percentage
Always Fair	69	64.5
Usually Fair	36	33.6
Sometimes Unfair	02	1.9
Usually Unfair	0	0
Always Unfair	0	0
Total	**107**	**100**

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

5. How would you rate the fairness of the internal evaluation process by the teachers?
107 responses

Legend:
- Always fair
- Usually fair
- Sometimes unfair
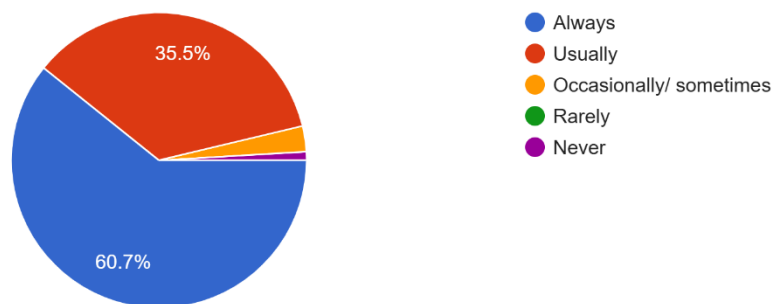- Usually unfair
- Always unfair

33.6%
64.5%

Analysis & Interpretation: The above table and graph show that 69 respondents opine that, teachers approach to internal evaluation process is always fair, while 36 respondents opine that, teachers approach to internal evaluation process is usually fair. 02 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	65	60.7
Usually	38	35.5
Occasionally/Sometimes	03	2.8
Rarely	0	0
Never	01	0.9
Total	**107**	**100**

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

6. How often is your performance in presentations discussed with you by the teachers?
107 responses

Analysis & Interpretation: The above table and graph show that 65 respondents opine that, teachers always discuss the presentation performance of students, while 38 respondents opine that, teachers usually discuss the presentation performance of students. From the above analysis it is clear that majority of the students opine that, teachers discuss the presentation performance of students.
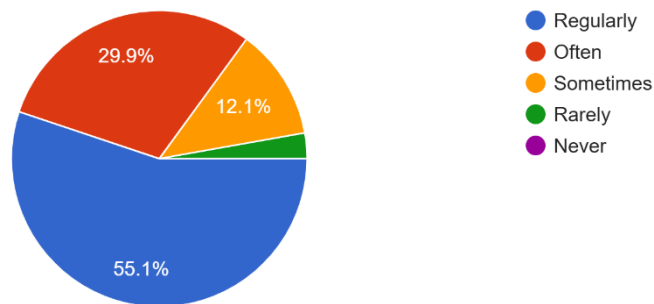
7. Table showing respondents opinion whether institute takes active interest in promoting internship/such other activities for students:

Institute takes interest in promoting activities for students	Number of Responses	Percentage
Regularly	59	55.1
Often	32	29.9
Sometimes	13	12.1
Rarely	03	2.8
Never	0	0
Total	**107**	**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.

107 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.
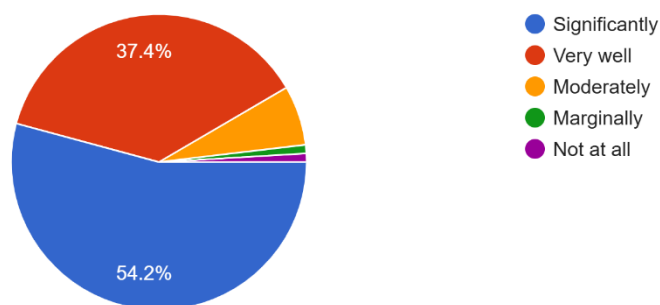
8. **Table showing respondents opinion whether teaching and mentoring process facilitates cognitive, social & emotional growth:**

Teaching & Mentoring facilitates cognitive, social & emotional growth	Number of Responses	Percentage
Significantly	58	54.2
Very Well	40	37.4
Moderately	07	6.5
Marginally	01	0.9
Not At All	01	0.9
Total	**107**	**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.
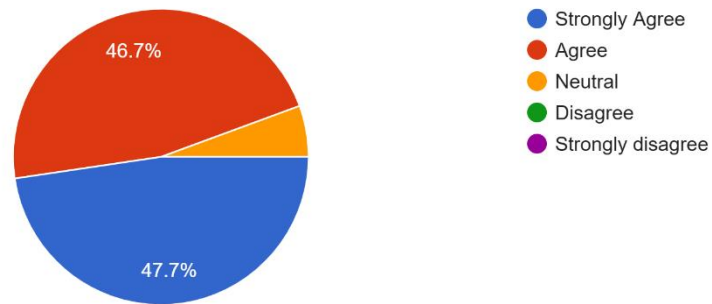107 responses

Analysis & Interpretation: The above table and graph show that 58 respondents opine that, teaching & mentoring process at the institute significantly facilitates cognitive, social & emotional growth among students, while 40 respondents opine that, teaching & mentoring process at the institute facilitates cognitive, social & emotional growth among students very well. 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	51	47.7
Agree	50	46.7
Neutral	06	5.6
Disagree	0	0
Strongly Disagree	0	0
Total	**107**	**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
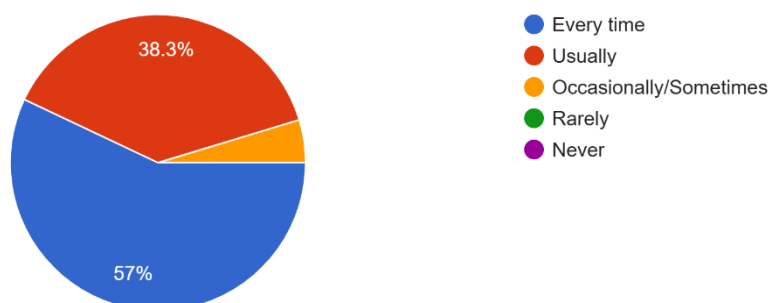107 responses

Analysis & Interpretation: The above table and graph show that 51 respondents strongly agree that, institute provides multiple opportunities to learn & grow, while 50 respondents agree that, institute provides multiple opportunities to learn & grow and 06 respondents are neutral on the matter. 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	57
Usually	41	38.3
Occasionally/Sometimes	05	4.7
Rarely	0	0
Never	0	0
Total	**107**	**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.
107 responses

Analysis & Interpretation: The above table and graph show that 61 respondents agree that teachers inform students about their expected competencies, course outcomes & programme outcomes every time, while 41 respondents agree that teachers inform students about their expected competencies, course outcomes & programme outcomes usually. 05 respondents agree that agree that teachers occasionally inform students about their expected competencies, course outcomes & programme outcomes. 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.
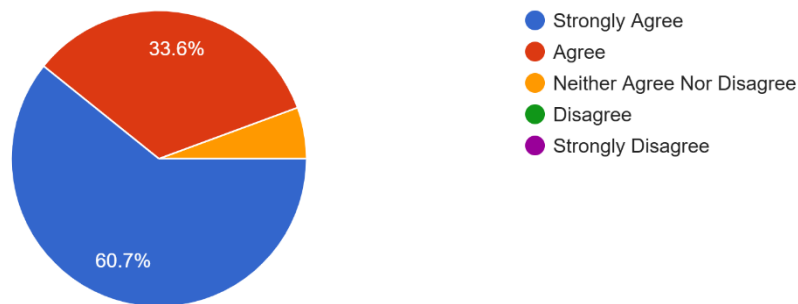
11. Table showing respondents opinion whether the institute/Teachers offer assistance to improve speaking & leadership skills through gavel & soft skills classes:

Institute offers assistance to improve	Number of Responses	Percentage
Strongly Agree	65	60.7
Agree	36	33.6
Neither Agree nor Disagree	06	5.6
Disagree	0	0
Strongly Disagree	0	0
Total	**107**	**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.

107 responses

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

Analysis & Interpretation: The above table and graph show that 65 respondents strongly agree that, teachers offer assistance to improve speaking and leadership skills through Gavel & soft skills classes, while 36 respondents agree that, teachers offer assistance to improve speaking and leadership skills through Gavel & Soft Skills classes. 06 respondents are neutral on this. 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.
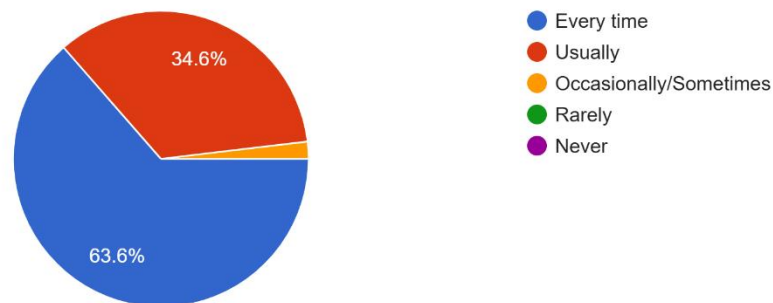
12. Table showing respondents opinion whether teachers use examples to explain concepts:

Use of examples by teachers	Number of Responses	Percentage
Every time	68	63.6
Usually	37	34.6
Occasionally/Sometimes	02	1.9
Rarely	0	0
Never	0	0
Total	**107**	**100**

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

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

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

63.6%
34.6%

Analysis & Interpretation: The above table and graph show that 68 respondents agree that, teachers use examples to explain concepts every time, while 37 respondents agree that, teachers usually use examples to explain concepts. 02 respondents agree that, teachers occasionally use examples to explain concepts. From the above analysis it is clear that majority of the students agree that, teachers use examples to explain concepts.
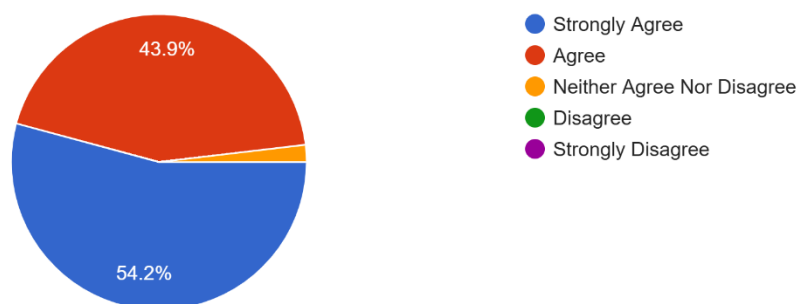
13. Table showing respondents opinion whether the institute/teachers provide opportunities for extra-curricular activities and help in development of students:

Institute provides opportunities for extra-curricular activities	Number of Responses	Percentage
Strongly Agree	58	54.2
Agree	47	43.9
Neither Agree nor Disagree	02	1.9
Disagree	0	0
Strongly Disagree	0	0
Total	**107**	**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.
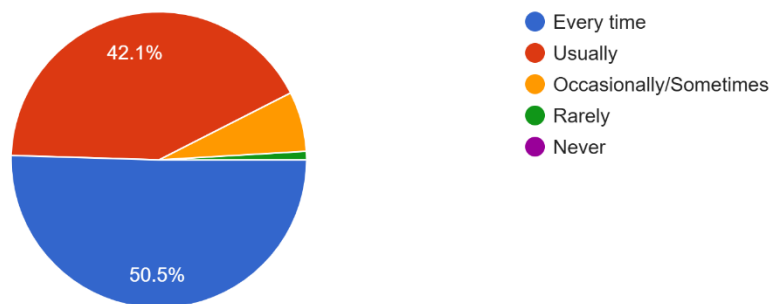107 responses

Analysis & Interpretation: The above table and graph show that 58 respondents strongly agree that, institute/teachers provide opportunities for extra-curricular activities and help in development of students, while 47 respondents agree that, institute/teachers provide opportunities for extra-curricular activities and help in development of students. 02 respondents neither agree nor disagree. 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	54	50.5
Usually	45	42.1
Occasionally/Sometimes	07	6.5
Rarely	01	0.9
Never	0	0
Total	**107**	**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.
107 responses

Analysis & Interpretation: The above table and graph show that 54 respondents opine that, teachers are able to identify students weakness every time and help them overcome it, while 45 respondents opine that, teachers are usually able to identify students weakness and help them overcome it, 07 respondents opine that, teachers are occasionally able to identify students weakness and help them overcome it, 01 respondent opines that, teachers are rarely 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.
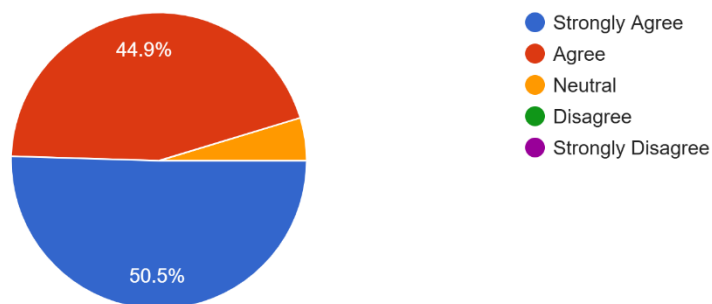
15. Table Showing respondents opinion whether the institution makes effort for monitoring, review and continuous quality improvement of the teaching learning process.

Institution makes efforts for improvement	Number of Responses	Percentage
Strongly Agree	54	50.5
Agree	48	44.9
Neutral	05	4.7
Disagree	0	0
Strongly Disagree	0	0
Total	**107**	**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.

107 responses

Analysis & Interpretation: The above table and graph show that 54 respondents strongly agree that, institution makes efforts for monitoring, review and continuous quality improvement of the teaching learning process, while 48 respondents agree that, institution makes efforts for monitoring, review and continuous quality improvement of the teaching learning process. 05 respondents are neutral on it. 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.
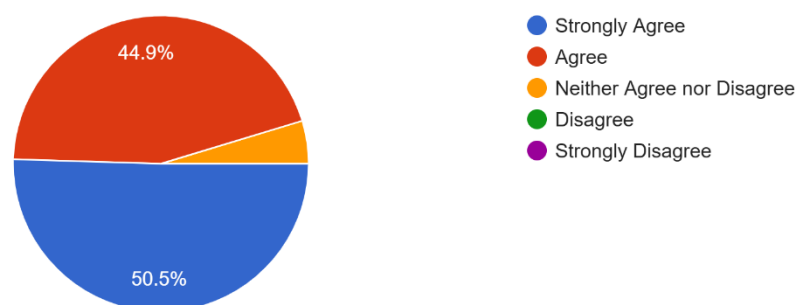
16. Table showing whether the institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.

Institute/Teachers use student Centric methods	Number of Responses	Percentage
Strongly Agree	54	50.5
Agree	48	44.9
Neither Agree nor Disagree	05	4.7
Disagree	0	0
Strongly Disagree	0	0
Total	**107**	**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.
107 responses

Analysis & Interpretation: The above table and graph show that 54 respondents strongly agree that institute/teachers use student centric methodologies for enhancing learning experiences, while 48 respondents agree that institute/teachers use student centric methodologies for enhancing learning experiences. 08 respondents are neutral while 05 respondents are neutral 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.
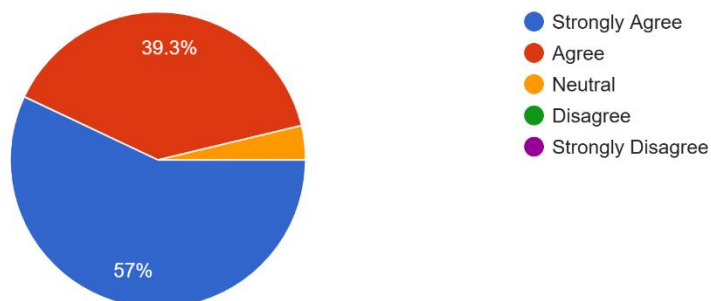
17. Table showing respondents opinion on whether teachers encourage respondents to participate in activities and competitions:

Teacher encourages students to participate in activities & competitions	Number of Reponses	Percentage
Strongly Agree	61	57.0
Agree	42	39.3
Neutral	04	3.7
Disagree	0	0
Strongly Disagree	0	0
Total	**107**	**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.
107 responses

Analysis & Interpretation: The above table and graph show that 61 respondents strongly agree that teachers encourage students to participate in activities and competitions, while 42 respondents agree on it. 04 respondents are neutral on the matter. From the above analysis it is clear that majority of the students opine that, teachers encourage students to participate in activities and competitions.
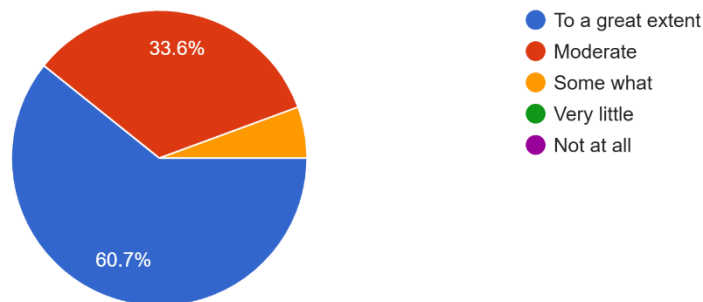
18. Table showing respondents opinion on whether efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make students ready for the world of work.

Institute/teachers make efforts to inculcate skills to make students ready for the world of work.	Number of Reponses	Percentage
To a great extent	65	60.7
Moderate	36	33.6
Some what	06	5.6
Very little	0	0
Not at all	0	0
Total	**107**	**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.

107 responses

- To a great extent
- Moderate
- Some what
- Very little
- Not at all

33.6%

60.7%

Analysis & Interpretation: The above table and graph show that 65 respondents strongly agree that teachers make efforts to inculcate various employability skills among students to a great extent. 36 respondents agree that teachers make moderate efforts to inculcate various employability skills among students. 06 respondents agree that teachers make some-what efforts to inculcate various employability skills among students. From the above analysis it is clear that teachers/institute makes efforts to make students ready for the world of work.
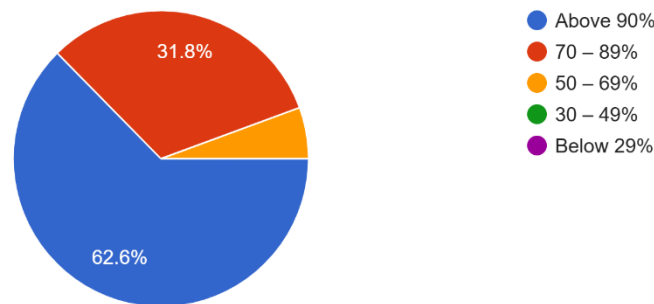
19. Table showing the opinion of respondents about the percentage of teachers who use ICT tools while teaching:

Percentage of teachers use ICT tools	Number of Reponses	Percentage
Above 90%	65	62.6
70 – 89%	36	31.8
50 – 69%	06	5.6
30 – 49%	0	0
Below 29%	0	0
Total	**107**	**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.
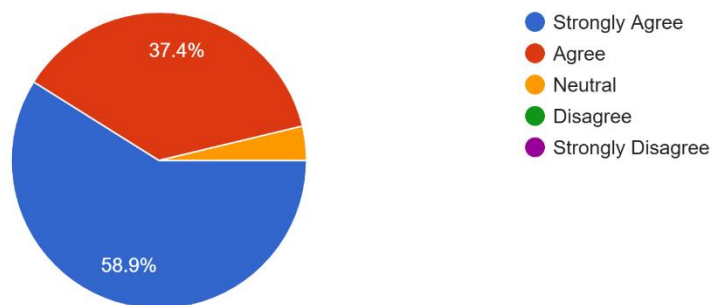107 responses

Analysis & Interpretation: The above table and graph show that 65 respondents strongly agree that above 90% of the teachers at the institute use ICT tools while teaching. 36 respondents opine that between 70 to 89% of the teachers at the institute use ICT tools while teaching. 06 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	63	58.9
Agree	40	37.4
Neutral	04	3.7
Disagree	0	0
Strongly Disagree	0	0
Total	**107**	**100**

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.
107 responses

Analysis & Interpretation: The above table and graph show that 63 respondents strongly agree that the overall quality of teaching learning process at the institute is good. 40 respondents agree that the overall quality of teaching learning process at the institute is good. 04 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-end question, many students have appreciated the facilities provided at the institute. They have expressed their satisfaction with such facilities and also said that they are happy with the institutes teaching learning performance/process. They have also said that they have leant new things in the two years spent at the institute as a student. Some valuable suggestions are also given, which the institute will surely try to incorporate as and when possible.