



2.6.3. Student Satisfaction Survey (SSS) on overall institutional performance:

BBA Programme: 2019-22 – Overall Programme Feedback

(N = 28/32)

A satisfaction survey was carried out as Exit Survey for the BBA Programme included as a Sample.

The objectives of this survey are to assess the perception and satisfaction of students regarding their overall experience with their BBA programme.

The purpose of this survey is to obtain feedback from the students regarding academic activities, and overall campus experiences. This feedback will help in improving the academic as well as other service providers by the institute. Please be objective and honest in giving your feedback. There is no need to put your personal details.

Kindly rate each statement on the 5-point Likert scale as given below. Please mark the relevant option against each statement indicating your evaluation.

5 = Fully Satisfied 4 = Highly Satisfied 3 = Satisfied 2 = Unsatisfied 1 = Dissatisfied

Web Link: <https://forms.gle/nCHKvVVyhavP6pdBA>

Result: Student Satisfaction Survey

Sl. No.	Questionnaire	Weighted Average
1.	To what extent did the programme achieve its outcome?	3.897
2.	To what extent you have enhanced knowledge in different functional areas of Management?	3.931



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3.	How was the quality and relevance of the study materials given to you in different courses?	3.862
4.	To what extent are you satisfied with your faculty members with regard to their knowledge base?	3.931
5.	To what extent are you satisfied with the delivery of the faculties?	3.828
6.	To what extent are you satisfied with your interaction with faculty members?	3.897
7.	To what extent are you satisfied with your faculty members with regard to the interest generated in class?	3.724
8.	To what extent was the assessment objective met?	3.966
9.	To what extent was the assessment consistent across different subjects?	3.897
10.	How would you rate the faculty members' punctuality in the classes?	4.310
11.	To what extent are you satisfied with the communication skill of the faculty members?	3.862
12.	To what extent would you rate faculty's ethics and professionalism?	4.000
13.	To what extent are you satisfied with various co-curricular activities organized by the institute?	3.897
14.	To what extent did you find the curriculum up-to-date compared to other leading institutions?	3.896
15.	To what extent did you find the value-added course (communication, grooming/PDP, business etiquettes/aptitude classes) provided useful to meet your objective?	4.103
16.	How do you rate the assistance provided for higher education/competitive examination by the institution?	3.862
17.	To what extent was the teaching methodology participative?	4.034

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18.	To what extent are you satisfied with the teaching pedagogy across culture?	3.759
19.	To what extent did you feel empowered to communicate your viewpoint in class?	3.931
20.	To what extent did you find the curriculum relevant?	3.966
21.	To what extent have you got exposure to live issues in the corporate?	3.689
22.	To what extent did you feel empowered to take organizing decisions regarding extra-curricular and co-curricular activities?	3.897
23.	To what extent are you satisfied with involvement of students in different co-curricular activities?	3.759
24.	To what extent are you satisfied with workshops organized to hone your group discussion and interview skills?	4.000
25.	To what extent are you satisfied with events aimed at interaction of students with senior corporate leaders?	3.931
26.	To what extent are you satisfied to the degree of interaction you have with the Director/ Principal of the institute?	4.276
27.	To what extent are you satisfied with counselling services?	3.862
28.	To what extent are you satisfied with learning contents available in library?	4.201
29.	To what extent are you satisfied with LMS facilities provided by institute 's library?	4.310
30.	To what extent are you satisfied with physical facilities (computer laboratory, communication laboratory) provided by institution?	3.759
31.	To what extent are you satisfied with administration support provided by institution?	4.138
32.	To what extent are you satisfied with the project assistance provided by the institute?	3.897

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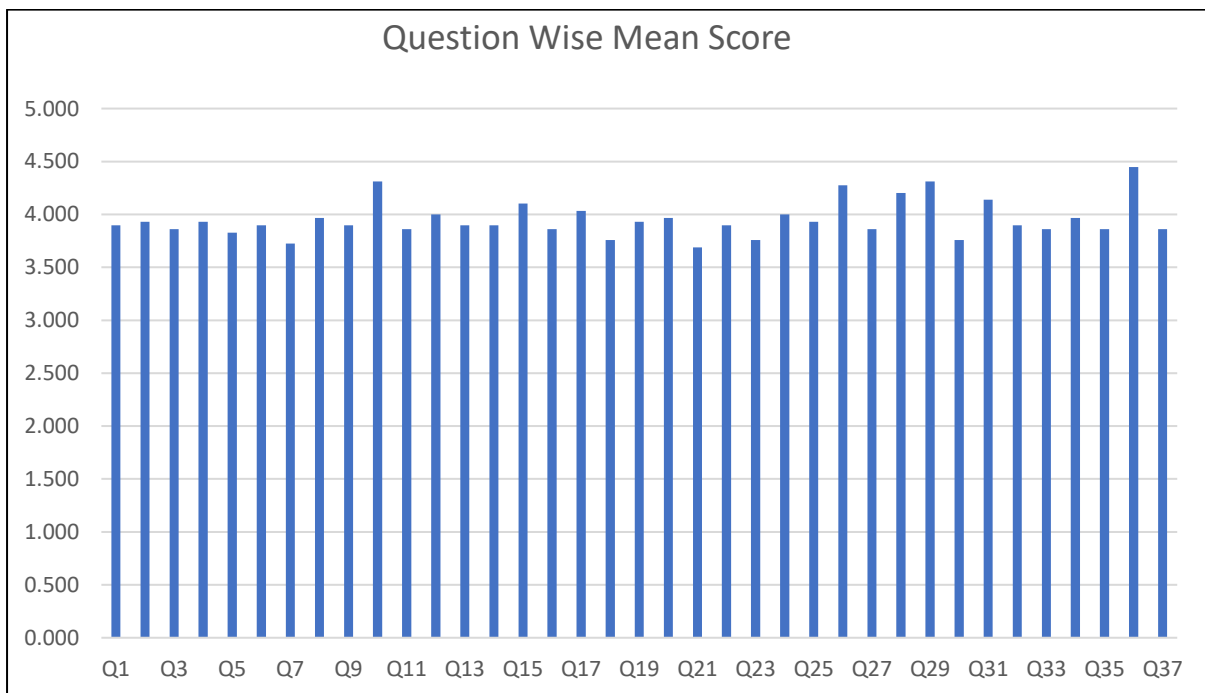
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33.	To what extent are you satisfied with sport facilities available on campus?	3.862
34.	To what extent are you satisfied with various extra-curricular activities organized by the institute?	3.966
35.	To what extent are you provided with an opportunity to interact with Alumni by the institute?	3.862
36.	To what extent are you satisfied with the hygiene conditions on campus? (Cleanliness of classroom, toilets, drinking water facility, etc.)	4.448
37.	How would you find the canteen facility at the Campus? (on Quality of food, Hygiene, etc.)	3.862

Observations & Conclusions:





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Comments:

1. The students' concern regarding exposure to the corporate sessions has been addressed by creating opportunities for them along with the senior batches to attend corporate lectures where corporate representatives share their experiences.
2. Attention is being paid to increasing the number of extra-curricular activities in the institute.

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MBA Programme: 2019-22 – Overall Programme Feedback

(N = 32/68)

A satisfaction survey was carried out as Exit Survey for the BBA Programme included as a Sample.

The objectives of this survey are to assess the perception and satisfaction of students regarding their overall experience with their MBA programme.

The purpose of this survey is to obtain feedback from the students regarding academic activities, and overall campus experiences. This feedback will help in improving the academic as well as other service providers by the institute. Please be objective and honest in giving your feedback. There is no need to put your personal details.

Kindly rate each statement on the 5-point Likert scale as given below. Please mark the relevant option against each statement indicating your evaluation.

5 = Fully Satisfied 4 = Highly Satisfied 3 = Satisfied 2 = Unsatisfied 1 = Dissatisfied

Web Link: <https://forms.gle/VaU1ABCYLjxggR8n7>

Result: Student Satisfaction Survey

Sl. No.	Questionnaire	Weighted Average
1.	To what extent did the programme achieve its outcome?	3.962

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2.	What extent your decision-making abilities in a managerial context have enhanced?	4
3.	To what extent could you hone your people management skills?	3.906
4.	To what extent could you develop a perspective on business realities?	4.063
5.	To what extent you have enhanced knowledge in different functional areas of Management?	3.846
6.	How was the quality and relevance of the study materials given to you in different courses?	3.688
7.	To what extent are you satisfied with your faculty members with regard to their knowledge base?	4.031
8.	To what extent are you satisfied with the delivery of the faculties?	3.875
9.	To what extent are you satisfied with your interaction with faculty members?	4
10.	To what extent are you satisfied with your faculty members with regard to the interest generated in class?	4
11.	To what extent was the assessment objective met?	3.875
12.	To what extent was the assessment consistent across different subjects?	3.969
13.	How would you rate the faculty members' punctuality in the classes?	4.077
14.	To what extent are you satisfied with the communication skill of the faculty members?	3.906
15.	To what extent would you rate faculty's ethics and professionalism?	4
16.	To what extent are you satisfied with various co-curricular activities organized by the institute?	3.906
17.	To what extent did you find the curriculum up-to-date compared to other leading institutions?	3.769

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18.	To what extent did you find the value-added course (communication, grooming/PDP, business etiquettes/aptitude classes) provided useful to meet your objective?	4
19.	To what extent was the teaching methodology participative?	3.906
20.	To what extent are you satisfied with the teaching pedagogy across culture?	4
21.	To what extent did you feel empowered to communicate your viewpoint in class?	3.962
22.	To what extent did you find the curriculum relevant?	3.875
23.	To what extent are you satisfied with the kind of elective courses offered?	4.031
24.	To what extent have you got exposure to live issues in the corporate?	3.781
25.	To what extent did you feel empowered to take organizing decisions regarding extra-curricular and co-curricular activities?	3.577
26.	To what extent are you satisfied with involvement of students in different co-curricular activities?	3.844
27.	To what extent do you feel ready for the corporate world?	3.875
28.	To what extent are you satisfied with workshops organized to hone your group discussion and interview skills?	3.813
29.	To what extent are you satisfied with events aimed at interaction of students with senior corporate leaders?	3.692
30.	To what extent are you satisfied to the degree of interaction you have with the Director/ Principal of the institute?	3.844
31.	To what extent are you satisfied with counselling services for placement?	3.25
32.	To what extent are the students involved in different placement activities?	3.719

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33.	To what extent are you satisfied with placement facilities at the institute?	3.308
34.	To what extent are you satisfied with support given to students for placement?	3.219
35.	To what extent are you satisfied with learning contents available in library?	3.906
36.	To what extent are you satisfied with LMS facilities provided by institute 's library?	3.538
37.	To what extent are you satisfied with physical facilities (computer laboratory, communication laboratory) provided by institution?	3.688
38.	To what extent are you satisfied with administration support provided by institution?	3.594
39.	To what extent are you satisfied with the internship assistance provided by the institute?	3.625
40.	To what extent are you satisfied with sport facilities available on campus?	3.692
41.	To what extent are you satisfied with various extra-curricular activities organized by the institute?	3.8125
42.	To what extent are you provided with an opportunity to interact with Alumni by the institute?	3.844
43.	To what extent are you satisfied with the hygiene conditions on campus? (Cleanliness of classroom, toilets, drinking water facility, etc.)	4.094
44.	How would you find the canteen facility at the Campus? (on Quality of food, Hygiene, etc.)	3.154

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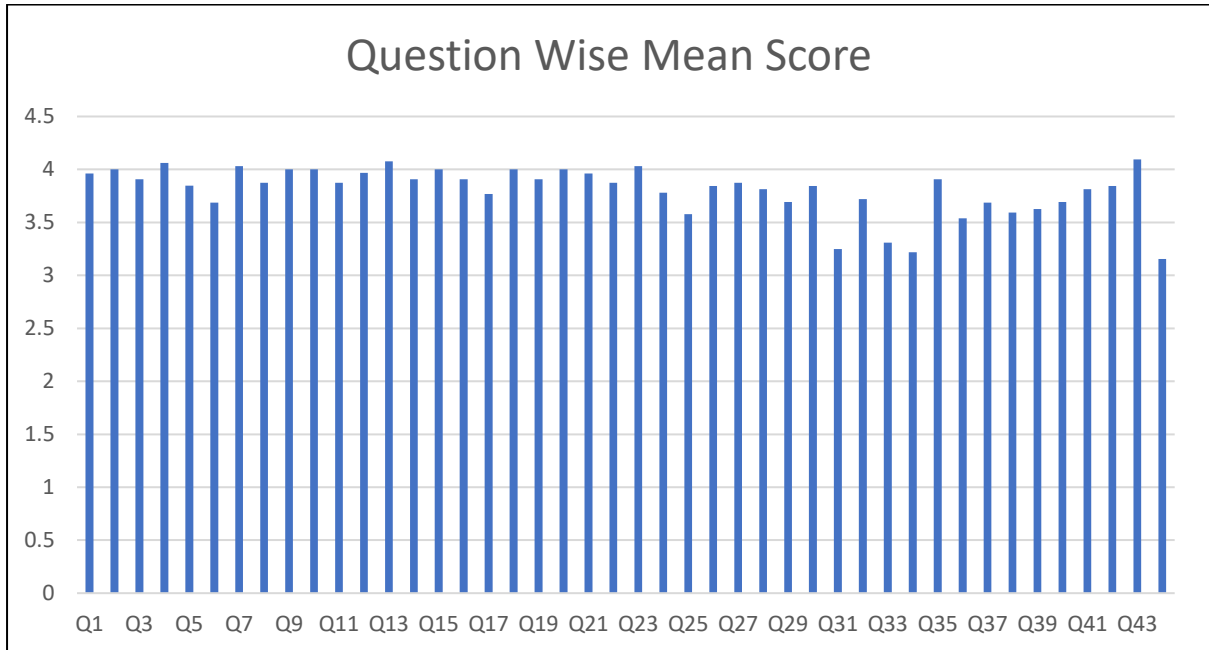
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Observations & Conclusions:



Comments:

1. It has been observed that students expressed desire about improvement in counselling services in the institute. This was placed before the management and subsequently a new students' counsellor has been appointed.
2. Regarding students' concern about placement activities, student representatives from every semester has been involved in the process as members of the placement committee which meets regularly with the management and their concerns are addressed.
3. The concern regarding canteen facilities has been addressed to by discussion with the vendor and has been sorted.