

# CRITERIRION -II

## 2.7 - Report on Student Satisfaction Survey

2023-24

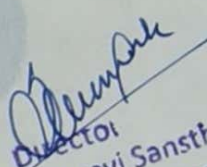


  
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## Objectives

A survey was conducted to assess student satisfaction levels for the academic years 2023-24 and 2024-25, with a primary focus on the teaching-learning experience and the evaluation process. The methodology employed was designed to thoroughly capture students' perspectives on these key aspects

## Methodology

To assess student satisfaction levels, feedback was collected using a Likert scale from MBA students in their first and second years across all specializations within the institution. The survey employed a questionnaire developed by the NAAC, specifically tailored for this purpose, comprising twenty objective questions. These questions were rated on a scale of 0 to 4, reflecting a range from the most negative to the most positive responses.

Additionally, one open-ended question was included to gather valuable suggestions and observations from participants. To ensure the authenticity of responses, the survey was administered through the 'Google Form' ICT tool.

### Participants

The student satisfaction survey conducted for understanding their satisfaction level covered a total of 299 active students from I and II year all semesters of MBA (2 years program). The student satisfaction survey conducted for understanding their satisfaction level covered a total of 299 active students from I and II year all semesters of MBA (2 year program).

### Instructions to fill the Questionnaire:

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here. (Kindly restrict your response to teaching learning process only)



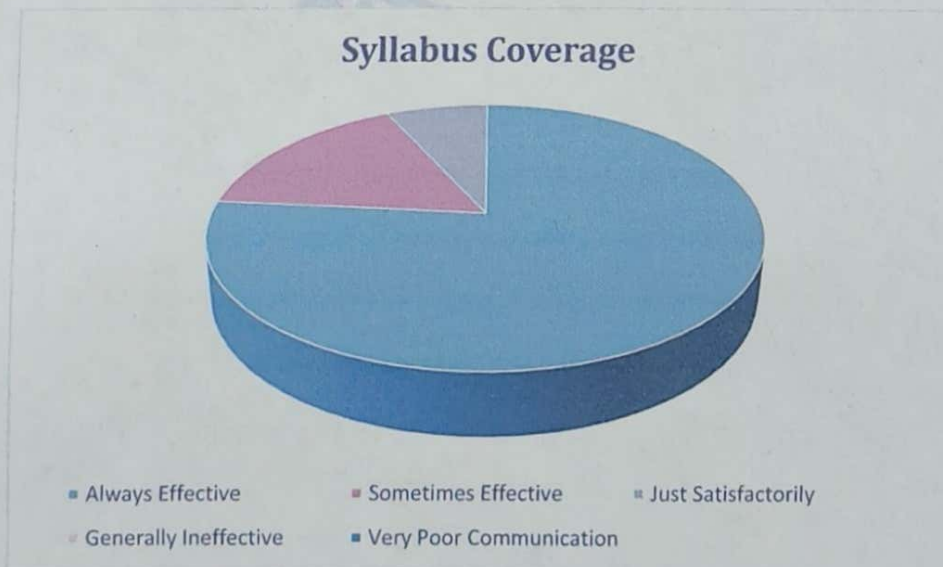
## Survey Analysis

### NAAC Criterion II- Teaching-Learning and Evaluation: Student Satisfaction Survey on Teaching Learning Process

(Following are questions for online student satisfaction survey regarding teaching learning process.)

1. How much of the Syllabus was covered in the Class?

Scale	Number of students	Percentage%
85 to 100%	142	47.5
70 to 84%	80	26.8
55 to 69%	69	23.07
30 to 54%	6	0.04
Below 30%	2	0.7

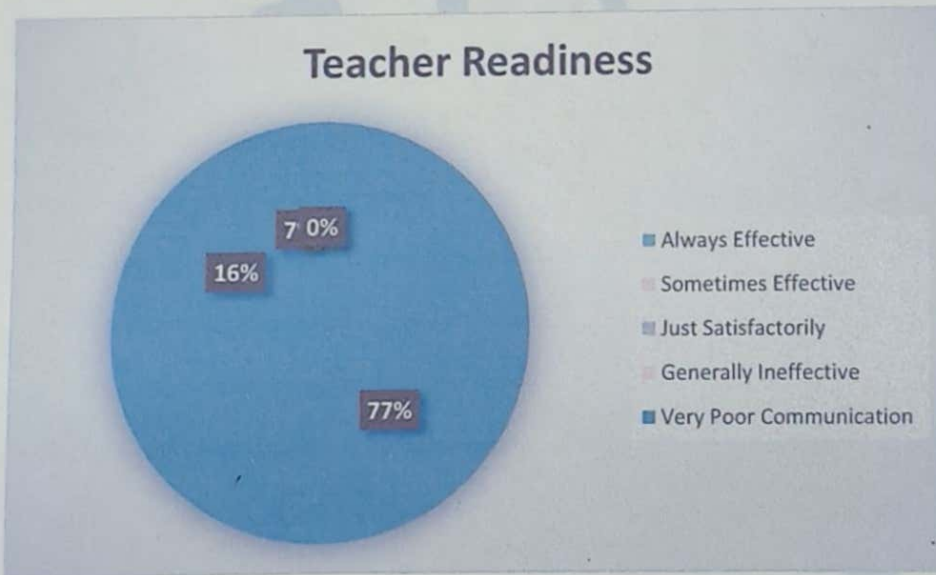


Interpretation: The syllabus was covered in class, suggesting a strong effort by faculty to ensure comprehensive coverage.



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

Scale	Number of students	Percentage%
Thoroughly	148	49.5
Satisfactorily	150	50.1
Poorly	0	0
Indifferently	1	0.03
No teaching at all	0	0

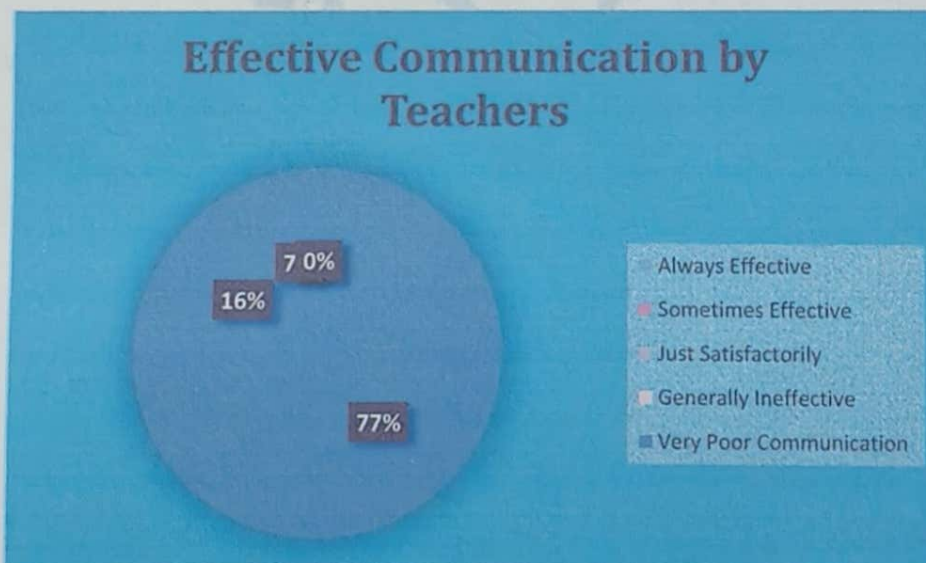


Interpretation- Analysis shows that the teaching was thorough, indicating a strong level of understanding and delivery by faculties.



3. How well were the teachers able to communicate?

Scale	Number of students	Percentage%
Always Effective	229	77
Sometimes Effective	49	17
Just Satisfactorily	21	0.07
Generally Ineffective	0	0
Very Poor Communication	0	0

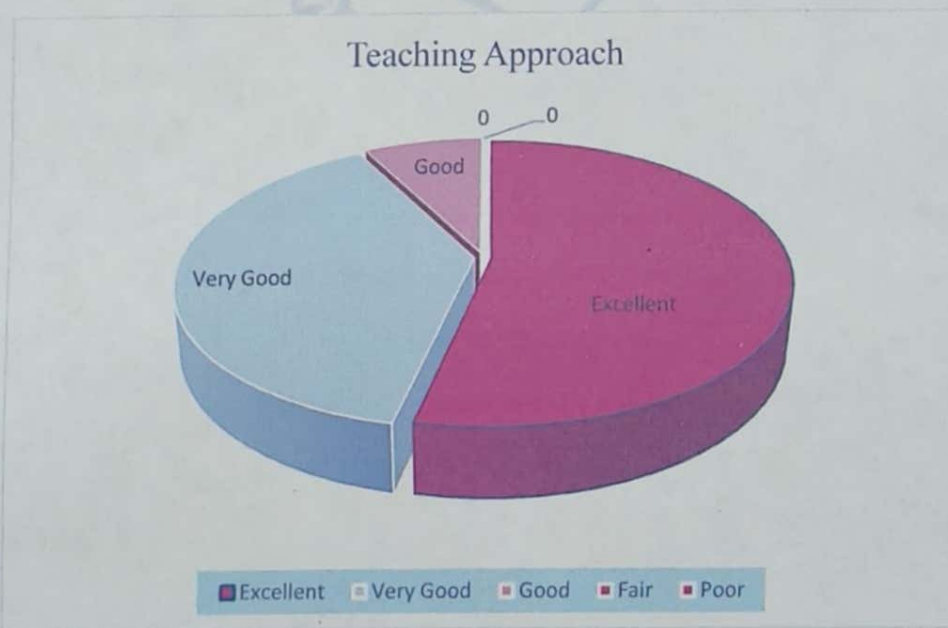


Interpretation: Teachers were able to communicate very effectively during their classes and in all other events, via interactions, assignments and exercises



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

Scale	Number of Students	Percentage
Excellent	160	53.6
Very Good	116	38.8
Good	23	7.6
Fair	0	0
Poor	0	0

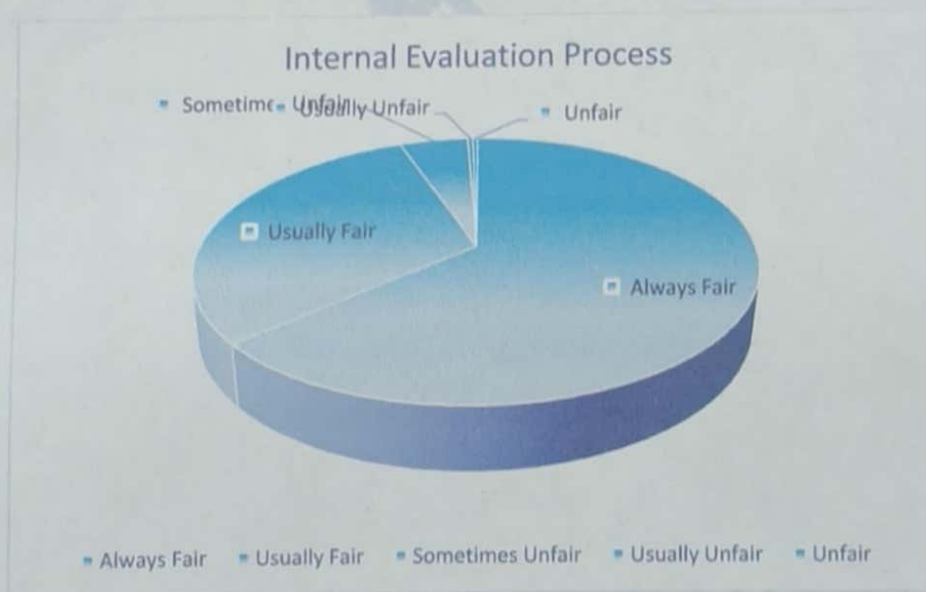


Analysis- Approach of Teachers is always excellent



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

Scale	Number of Students	Percentage
Always Fair	191	63.9
Usually Fair	92	30.8
Sometimes Unfair	14	4.7
Usually Unfair	1	0.3
Unfair	1	0.3



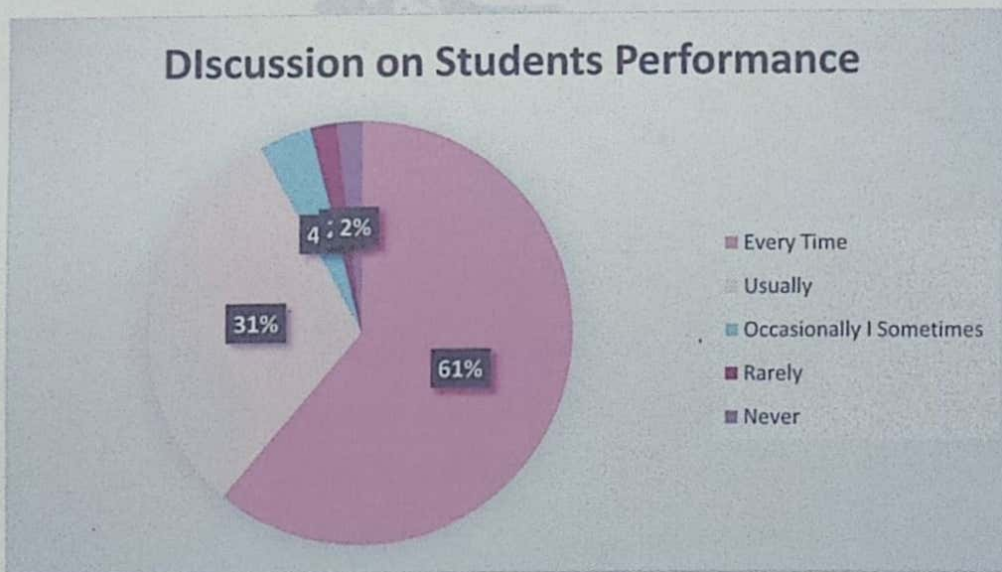
Analysis- The internal evaluation process is largely perceived as fair, with a significant majority of students expressing confidence in its fairness.





6. Was your performance in assignments discussed with you?

Scale	Number of Students	Percentage
Every Time	183	61.2
Usually	92	30.8
Occasionally / Sometimes	12	4
Rarely	6	2
Never	6	2

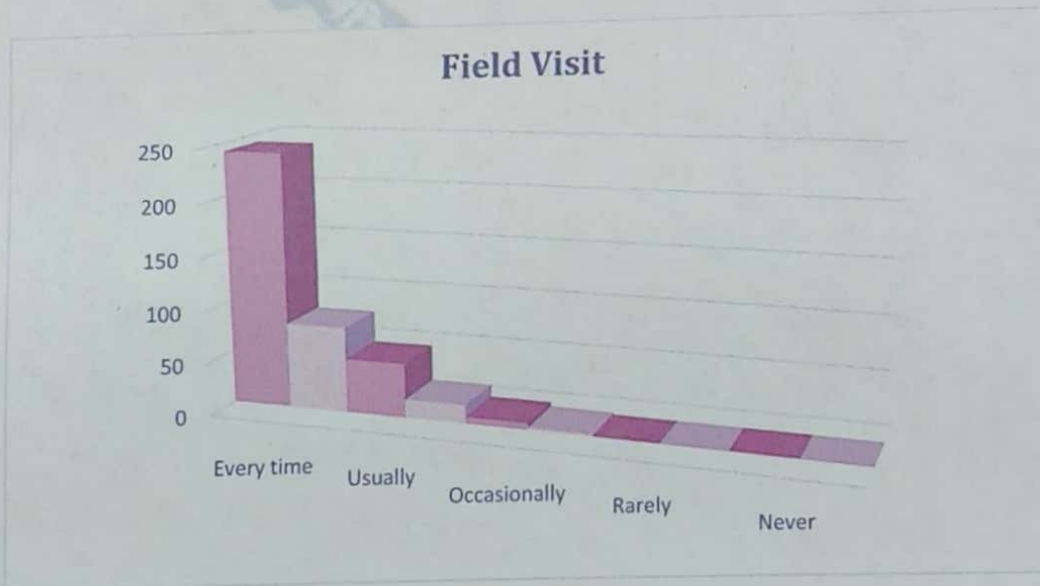


Analysis-Feedback and discussion regarding students' performance is carried on by teachers on regular basis.



7. The institute takes active interest in promoting internship, student exchange, and field visit

Scale	Number of Students	Percentage
Regularly	175	58.7
Often	83	27.7
Sometimes	34	11.3
Rarely	5	1.7
Never	2	0.6

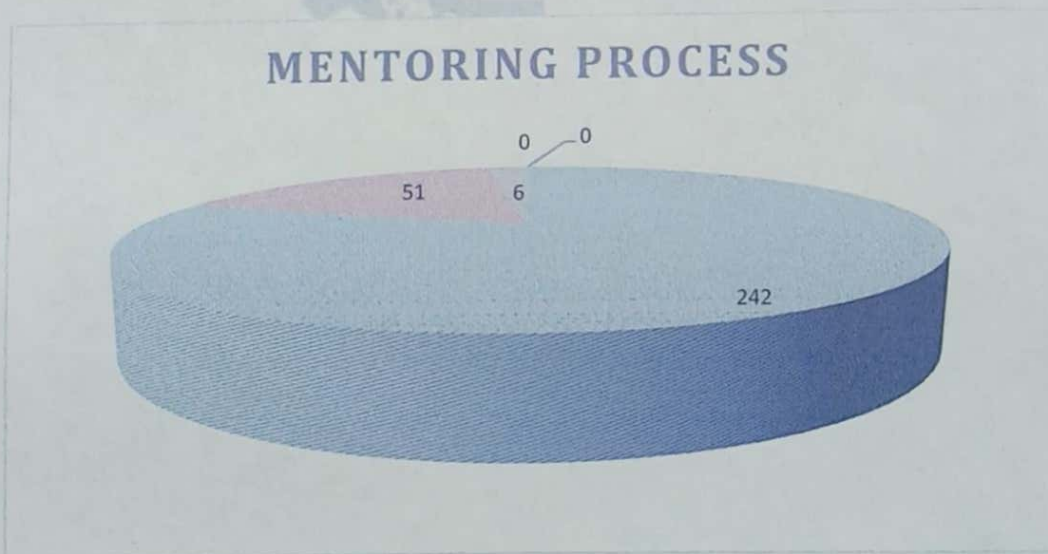


Analysis: Good efforts by Institute for Field Visit and SIP



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

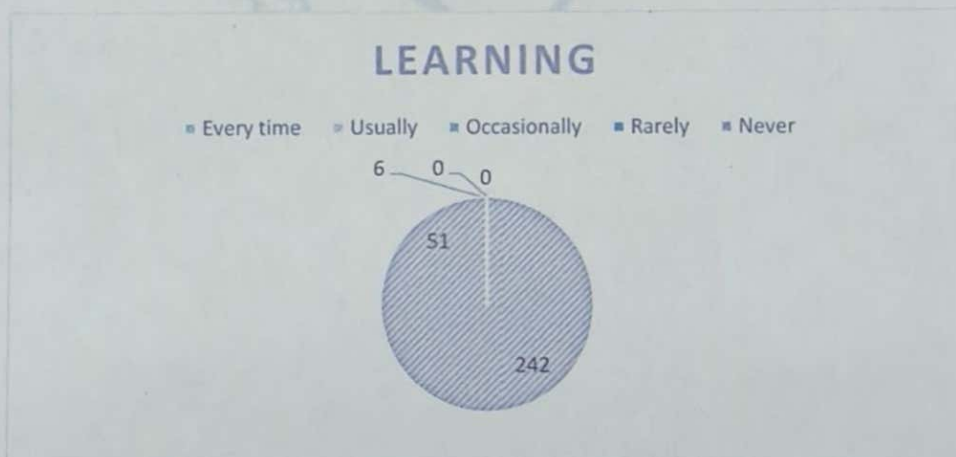
Scale	Number of Students	Percentage
Significantly	149	53.4
Very Well	114	40.1
Moderately	18	6.5
Marginally	0	0
Not at All	0	0



Analysis- The teaching and mentoring process is highly effective in facilitating students'

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

Scale	Number of Students	Percentage
Strongly Agree	174	58.1
Agree	109	35.8
Neutral	15	5.4
Disagree	1	0.7
Strongly Disagree	0	0

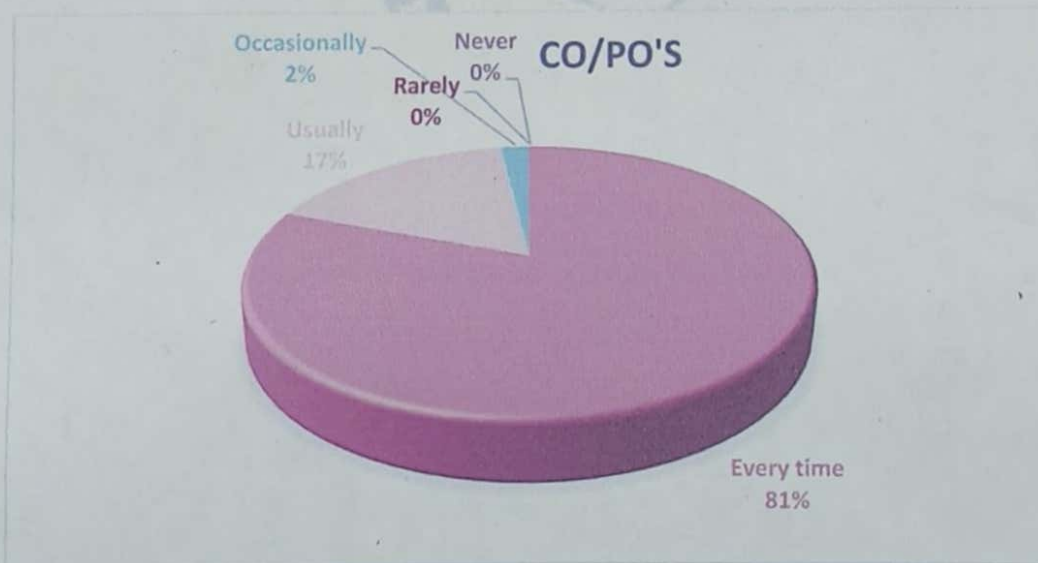


Analysis: The institute offers diverse platforms through curricular, co-curricular, and extracurricular activities to foster holistic learning and growth among students.



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

Scale	Number of Students	Percentage
Every time	217	72.5
Usually	69	23
occasionally/Sometimes	13	4.5
Rarely	0	0
Never	0	0

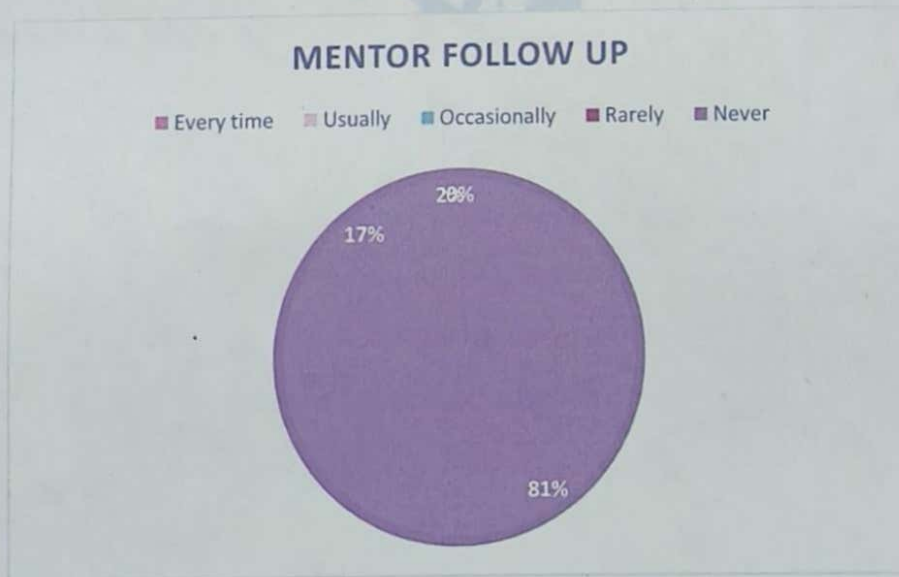


Analysis: Teachers engage with students through multiple platforms, including counseling, orientation sessions, classroom interactions, and mentoring, to convey expected competencies, course outcomes, and program outcomes.



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

Scale	Number of Students	Percentage
Every time	192	64.2
Usually	89	29.8
Occasionally / Sometimes	14	4.7
Rarely	4	1.3
I Don't have a Mentor	0	0

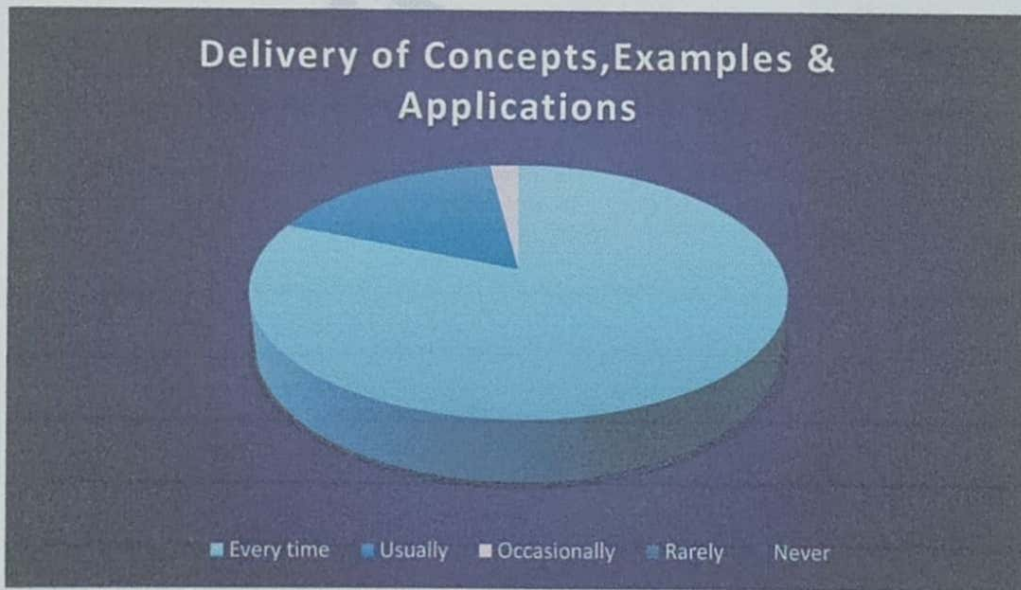


Analysis: Mentors consistently communicate with students about their assignments and performance, ensuring regular follow-ups to support their progress.



12. The teachers illustrate the concepts through examples and applications.

Scale	Number of Students	Percentage
Every time	242	80.9
Usually	51	17.1
Occasionally	6	2
Rarely	0	0
Never	0	0

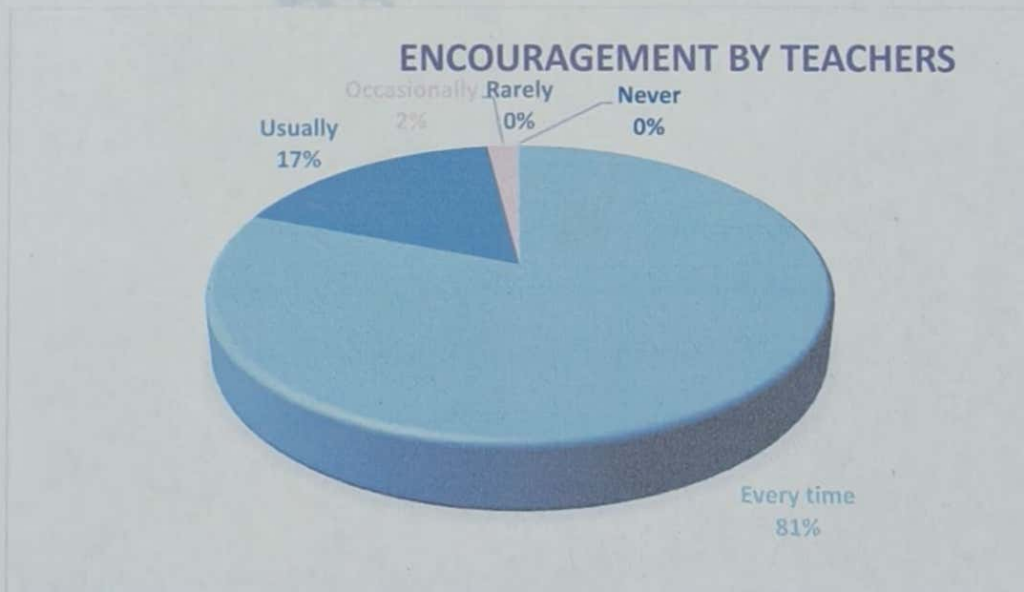


Analysis: Teachers make every effort to deliver concepts effectively by incorporating live and current practical examples, demonstrating their application across various scenarios.



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

Scale	Number of Students	Percentage
Every time	242	80.7
Usually	51	17.3
Occasionally	6	2
Rarely	0	0
Never	0	0



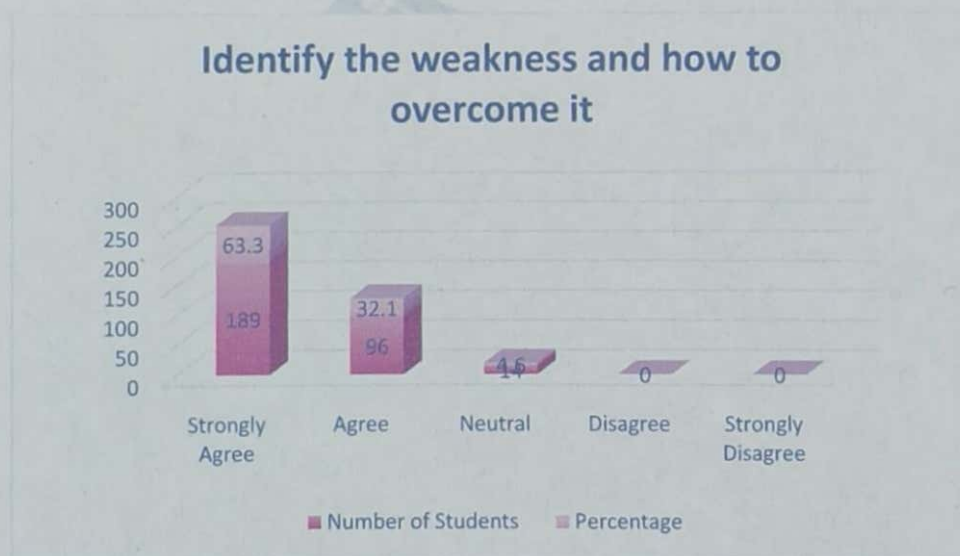
Analysis: All the teachers take initiative in identifying strengths of students and encourage them personally to enhance their skill sets.





14. Teachers are able to identify your weaknesses and help you to overcome them.

Scale	Number of Students	Percentage
Every time	171	57.2
Usually	96	32.2
Occasionally/sometimes	26	8.6
Rarely		
Never	6	2

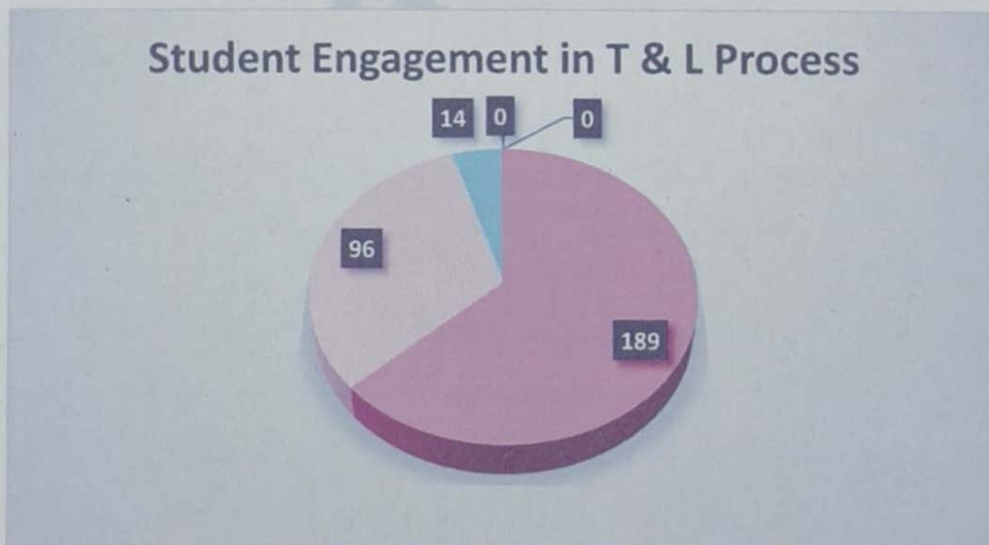


Analysis: Teachers ensure that every student receives attention, with special focus on those facing challenges, providing personalized counseling and guidance to help them improve in specific areas.



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

Scale	Number of Students	Percentage
Strongly Agree	171	57.1
Agree	113	37.8
Neutral	15	5.1
Disagree	0	0
Strongly Disagree	0	0

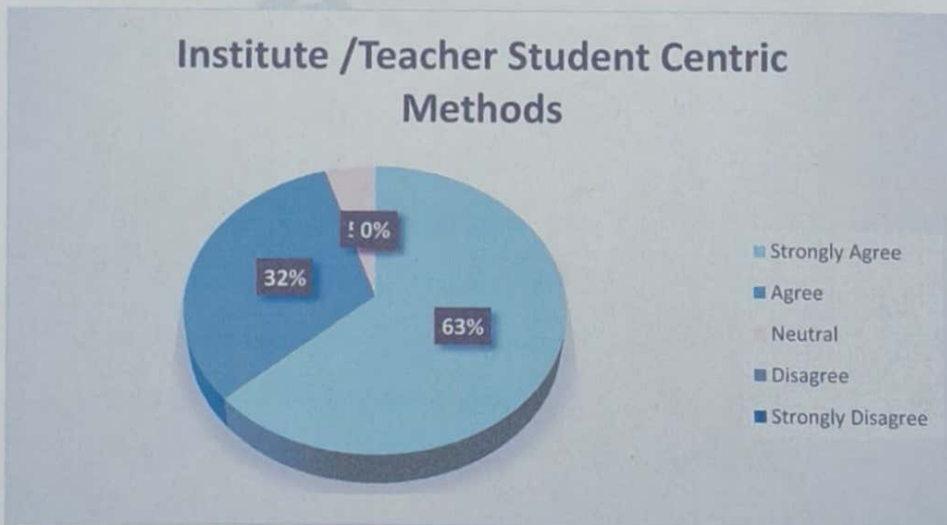


Analysis: - Student involvement is prioritized in organizing various events and activities aimed at enhancing the quality of the teaching-learning process.



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

Scale	Number of Students	Percentage
To a Great Extent	172	57.6
Moderate	115	38.5
Some What	10	3.3
Very Little	2	0.6
Not at all	0	0



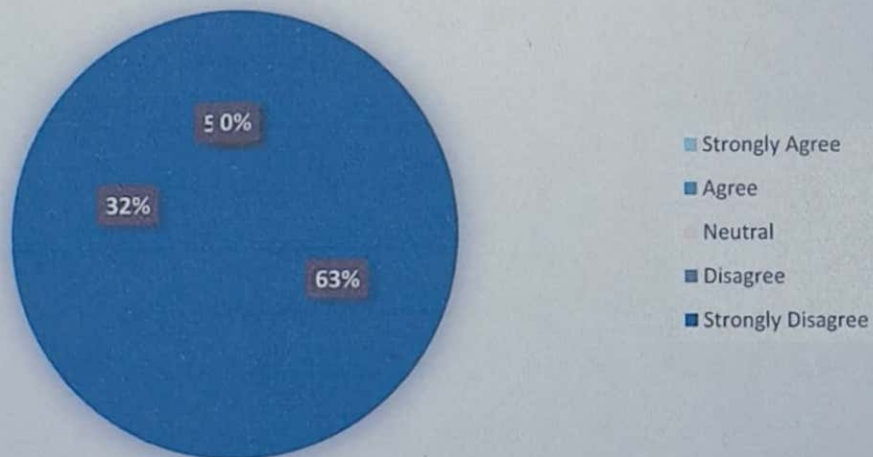
Analysis: The majority of students feel that student-centric methods are either used to a great or moderate extent, which reflects a positive trend in teaching practices.



17. Teachers encourage you to participate in extracurricular activities

Scale	Number of Students	Percentage
Strongly Agree	199	66
Agree	96	31
Neutral	4	3
Disagree	0	0
Strongly Disagree	0	0

**Encourage in Extra curricular activities.**

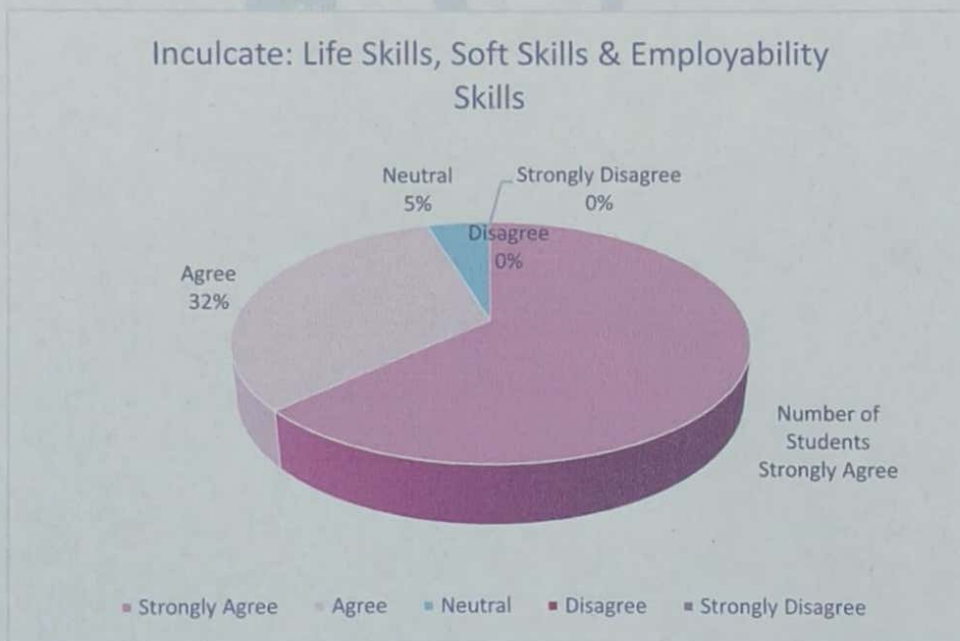


Analysis: All the Teachers always motivate students to participate in extracurricular activities, so to groom them in 360 angles.



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

Scale	Number of Students	Percentage
To a Great Extent	174	58.1
Moderate	121	40.5
Some What	4	1.4
Very Little	0	0
Not at all	0	0

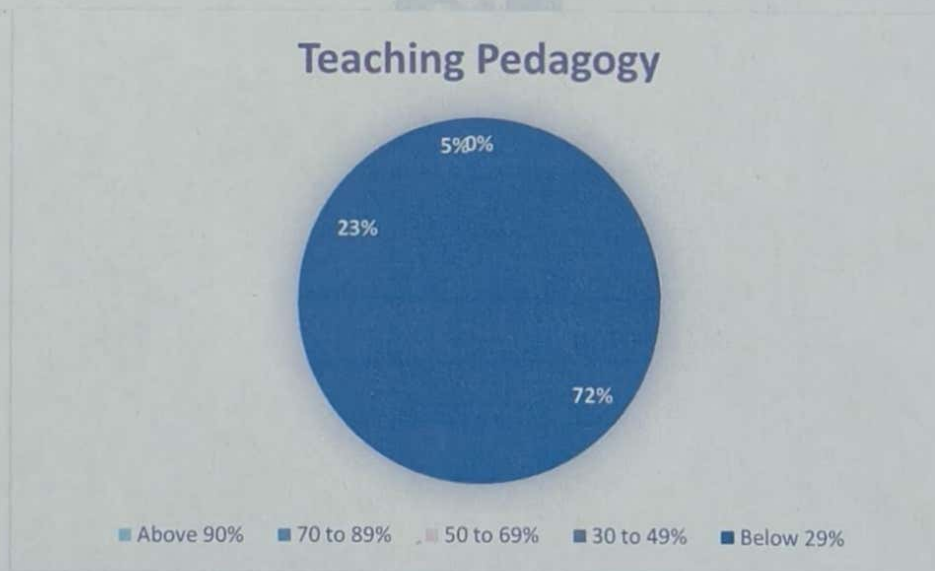


Analysis: Conduction of Certification programs, Personality enhancement programs, Placement grooming activities conducted in Institute



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

Scale	Number of Students	Percentage
Above 90%	215	71.9
70 to 89%	69	23.1
50 to 69%	15	5
30 to 49%	0	0
Below 29%	0	0

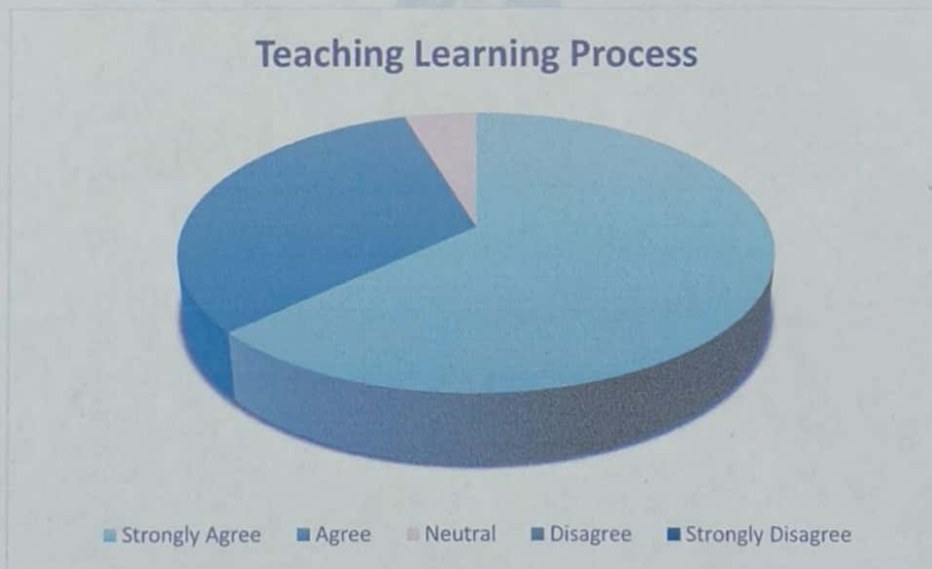


Analysis: Almost all teachers make effective use of various forms of ICT tools in their teaching and learning process



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

Scale	Number of Students	Percentage
Strongly Agree	189	63.3
Agree	96	32.1
Neutral	14	4.6
Disagree	0	0
Strongly Disagree	0	0

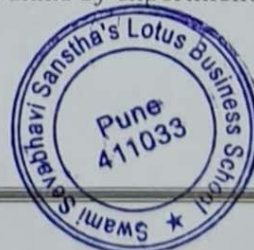


Analysis: Overall quality of teaching-learning process at institute is very good.



21. Give three observation and suggestions to improve the overall teaching -learning experience in your institution.

- Work Smart and Quickly. Provide Study Material like Notes and other things before months of exams
- Good
- Get feedback and Ask for feedback from students through surveys, questionnaires, suggestion boxes, or one-on-one meetings.
- Use real world examples
- Always Overall good efforts taking by college
- Teaching learning experience is very well. Use better graphics and visual media to engage students well.
- Teaching with good relevant examples
- Polite behaviour towards students
- Problems solving if any"
- Revision
- Provide internship opportunities.
- Tie-up with more pharma and Agri companies.
- Arrange effective field visits for pharma and Agri students."
- Very well explained and demonstrated syllabus as per current Market requirements.
- It is good.
- Teachers can take on mentorship roles guiding students in both academic projects and personal development through regular one-on-one meetings.
- Cooperate with student
- Teaching process is very well
- Don't do partiality, help students
- Online lecture mode also provides
- Great experience
- No any suggestions because all teaching and learning experience is good
- Give certificate on the given time. so that student can get confidence and motivation
- Overall good
- Good teachers
- Add New Program Like AI !
- "No suggestion because Lotus Business school excels in practical learning, advanced technology integration, and fostering collaborative development among faculty and students.
- Continue the same
- Individually tasking
- Use variety of learning
- Can improve more activities in class
- Take Regular feedback , counseling
- All teachers are help to us to develop our skills by experimental surveys of market and other activities.
- Peer monitoring program
- Encourage Research and Innovation
- Regular Assessment and Feedback





- No need to give any suggestion
- It was perfect
- Teaching is good. And overall comment is good.
- Overall Good
- Understanding Staff in the college
- Teachers having effective knowledge of teaching
- Over all good
- Practical oriented
- No Suggestions.
- Teaching-learning experience is good overall and all the facilities are supportive
- Overall it's a great institute to study
- The overall learning experience is satisfactory. They always try to inculcate new things and encourage us in every activity may it be studies or extracurricular. The college is helping and supportive from the first day of college and I can see the change that has happened in me after joining LBS.
- Give more introduction about internship & placements sector.
- Take more sessions regarding technology like AI, excel, Advance excel, power BI.
- Give more information or invite more session from diverse sector so we get more about new career paths where we should enter. "
- EXCELLENT.
- "Teachers and staff at the college are highly interactive and supportive, motivating students to excel in academic and personal growth.
- "Teachers create Good Opportunities
- Teachers make full use of resources
- Teachers give good examples"
- I want smart board in our classroom
- I want smart board in our class
- Use modern teaching tools like smart boards, e-learning platforms, and virtual simulations for a dynamic learning experience.
- More detailed explanation of concepts
- Teachers and students bonding "
- Everything is excellent
- Nothing to say just everything is fine and good.
- More emphasis should be given on practical knowledge and outside visits should also be done
- "All faculty is very supportive to students
- Everything is very well & good
- No need to improve because it's already best "
- -Excellent teaching and good communication with the students and the staff is also excellent and the understanding of the students from the staff is also very good
- Need to Organize Extra Curriculum Activities to overcome fear of stage for student



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