



IMS
GHAZIABAD
UNIVERSITY COURSES CAMPUS
Status of 12(B) by UGC

INSTITUTE OF MANAGEMENT STUDIES GHAZIABAD
(University Courses Campus)



National Assessment and Accreditation Council (NAAC)

Criteria 2 – Teaching- Learning and Evaluation

Key Indicator- 2.7 Student Satisfaction Survey Key Indicator- 2.7.1

Academic Session 2023-24


Director
Institute of Management Studies
Adhyatmik Nagar Campus,
Ghaziabad-201015

Dr. Arun Kumar Singh

Table of Contents

Sl. No.	Content	Page No.
1	Student Satisfaction Survey	3
	1.1 Questionnaire	5-10
	1.2 Action Taken Report (SSS 2023-24)	11-12
	1.3 Summary of the survey (Program Wise- Students Participation)	13
2	Analysis and Discussion of the Student Satisfaction Survey 2023-24	14
	2.1 Students Satisfaction Survey-Report Analysis	14-23
	2.2 Interpretation & Discussion	25
3	Annexure I (20% of the total responses)	26



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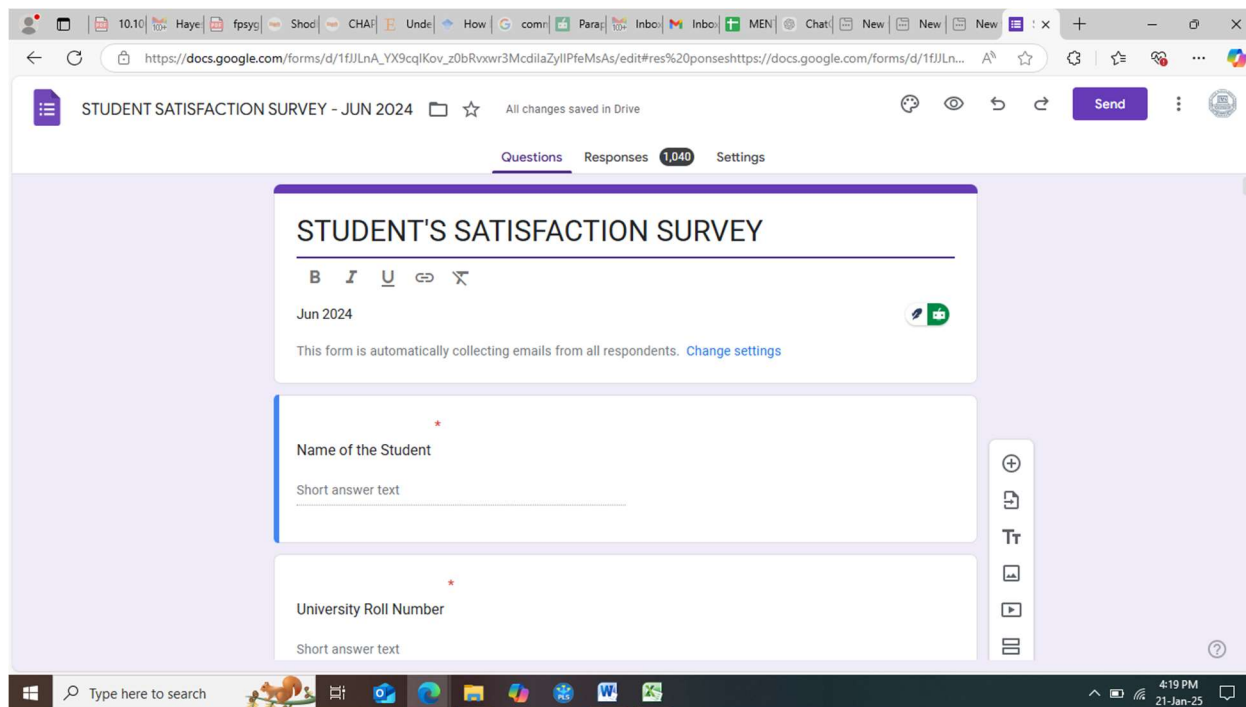
1. Student Satisfaction Survey (SSS)

Student Satisfaction Survey (SSS) is conducted every year to monitor and analyze the students' perception about Teaching-learning and institution performance, infrastructural, and welfare. This survey helps to upgrade the quality of the teaching-learning process. This survey includes the questionnaire recommended by NAAC comprising of twenty objective type questions varying from specific teaching skills of the teacher to his overall approach to the educational process mostly concerned with teacher communication, teaching methodology, mentor response, ICT- based education, Industrial visits, Internship, etc. The overall approach of the teacher and institution with respect to providing the right environment, motivation, interpersonal relationships, feedback, etc. forms the second major component of the questionnaire.

The Questionnaire is based on the Likert scale (on a scale of 0 to 4), with the most positive response being rated as 4 and the most negative response being rated as 0. This removes the binary forced approach and provides a more comfortable wider range for students to register their opinion. The score emerging out of the survey is part of the second criterion on Teaching-Learning and Evaluation, out of the seven NAAC criteria.

For the survey, students were randomly selected by the system. The total responses received were 1040 in number. Out of this entire set, a subset of around 600 students was chosen randomly by the system anonymously to maintain objectivity in the entire process. The questionnaire has been sent to the randomly selected students' email IDs in Google Forms through the link:

[STUDENT'S SATISFACTION SURVEY-JUNE 2024-Google Forms](#)



1.1 Questionnaire

Guidelines for Students

Institute of Management Studies (University Courses Campus) is conducting a Student Satisfaction Survey regarding Teaching–Learning and Evaluation, A student Feedback is crucial in helping us improve our educational experience. To better understand your needs and opinions, we kindly request that you participate in our Student Satisfaction Survey.

Responses will remain anonymous, and honesty is greatly appreciated. Please ensure to submit your feedback before the deadline.

Instructions to fill the questionnaire

- ✓ All questions should be compulsorily attempted.
- ✓ Each question has five responses, choose the most appropriate one

Demographic Details asked were:

Name of the Student, University Roll Number, Gender, Category, State of Domicile, Nationality, Program Name, Batch , Section, UID and Contact no were asked.

- 1. How much of the syllabus was covered in the class?**
 - a. 0 - Below 30%
 - b. 1 - 30 to 54%
 - c. 2 - 55 to 69%
 - d. 3 - 70 to 84%
 - e. 4 - 85 to 100%

- 2. How well did the teachers prepare for the classes?**
 - a) 0-Very Indifferent
 - b) 1 - Indifferent
 - c) 2 - Poorly
 - d) 3- Satisfactorily
 - e) 4- Thoroughly

- 3. How well were the teachers able to communicate?**
 - a) 0 - Very poor communication
 - b) 1 - Generally ineffective
 - c) 2 - Just satisfactorily
 - d) 3 - Sometimes effective
 - e) 4 - Always effective

- 4. The teacher's approach to teaching can best be described as**
 - a) 0 - Poor
 - b) 1 - Fair
 - c) 2 - Good
 - d) 3 - Very good
 - e) 4 – Excellent

- 5. Fairness of the internal evaluation process by the teachers.**
 - a) 0 - Unfair
 - b) 1 - Usually unfair
 - c) 2 - Sometimes unfair
 - d) 3 - Usually fair
 - e) 4 - Always fair

- 6. Was your performance in assignments discussed with you?**

- a) 0 - Never
- b) 1 - Rarely
- c) 2 - Occasionally/Sometimes
- d) 3 - Usually
- e) 4 - Every time

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

- a) 0 - Never
- b) 1 - Rarely
- c) 2 - Sometimes
- d) 3 - Often
- e) 4 – Regularly

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

- a) 0 - Not at all
- b) 1 - Marginally
- c) 2 - Moderately
- d) 3 - Very well
- e) 4 – Significantly

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

- a) 0 - Strongly disagree
- b) 1 - Disagree
- c) 2 - Neutral
- d) 3 - Agree
- e) 4 - Strongly agree

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

- a) 0 - Never
- b) 1 - Rarely
- c) 2 - Occasionally/Sometimes
- d) 3 - Usually
- e) 4 - Every time

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

- a) 0 - I don't have a mentor

- b) 1 - Rarely
- c) 2 - Occasionally/Sometimes
- d) 3 - Usually
- e) 4 - Every time

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

- a) 0 - Never
- b) 1 - Rarely
- c) 2 - Occasionally/Sometimes
- d) 3 - Usually
- e) 4 - Every time

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

- a) 0 - Unable to
- b) 1 - Slightly
- c) 2 - Partially
- d) 3 - Reasonably
- e) 4 – Fully

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

- a) 0 - Never
- b) 1 - Rarely
- c) 2 - Occasionally/Sometimes
- d) 3 - Usually
- e) 4 - Every time

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

- a) 0 - Strongly disagree
- b) 1 - Disagree
- c) 2 - Neutral
- d) 3 - Agree
- e) 4 - Strongly agree

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

- a) 0 - Not at all
- b) 1 - Very little

- c) 2 - Some what
- d) 3 - Moderate
- e) 4 - To a great extent

17. Teachers encourage you to participate in extracurricular activities.

- a) 0 - Strongly disagree
- b) 1 - Disagree
- c) 2 - Neutral
- d) 3 - Agree
- e) 4 - Strongly agree

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.

- a) 0 - Not at all
- b) 1 - Very little
- c) 2 - Some what
- d) 3 - Moderate
- e) 4 - To a great extent

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

- a) 0 - Below 29%
- b) 1 - 30-49%
- c) 2 - 50-69%
- d) 3 - 70-89%
- e) 4 - Above 90%

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

- a) 0 - Strongly disagree
- b) 1 - Disagree
- c) 2 - Neutral
- d) 3 - Agree
- e) 4 - Strongly Agree

1.2 Action Taken Report (2023-24)

Sl.No.	Feedback response	Action Taken
1	Promoting internship, student exchange, field visit	Internships offers has been increased. For e.g. Bajaj Capital, Haldiram, Hayer, Oxen partners, Magic Pin, E&Y, Hinduja Housing Finance, Corohealth infotech, Mycronand etc. to name a few.
2	Necessary follow-up by the Mentors for an assigned work.	Mentor reporting and ratification process has been revised for better impact
3	Identify the weaknesses of the students and helping to overcome them	A. A detailed Student's Progression Sheet has been incorporated. B. Through mentoring process weaknesses are identified and necessary remedial action has been taken.
4	Identify the strengths of the students and encourage with providing right level of challenges.	Through formal (Student's Progression Sheet) and informal assessment procedure (mentoring process, counseling) strength of the students is identified. According to the strength and capability of the students, they have been provided assistance related to competitive exams & placement readiness. They are also given the opportunity to conduct buddy Mentoring as well.

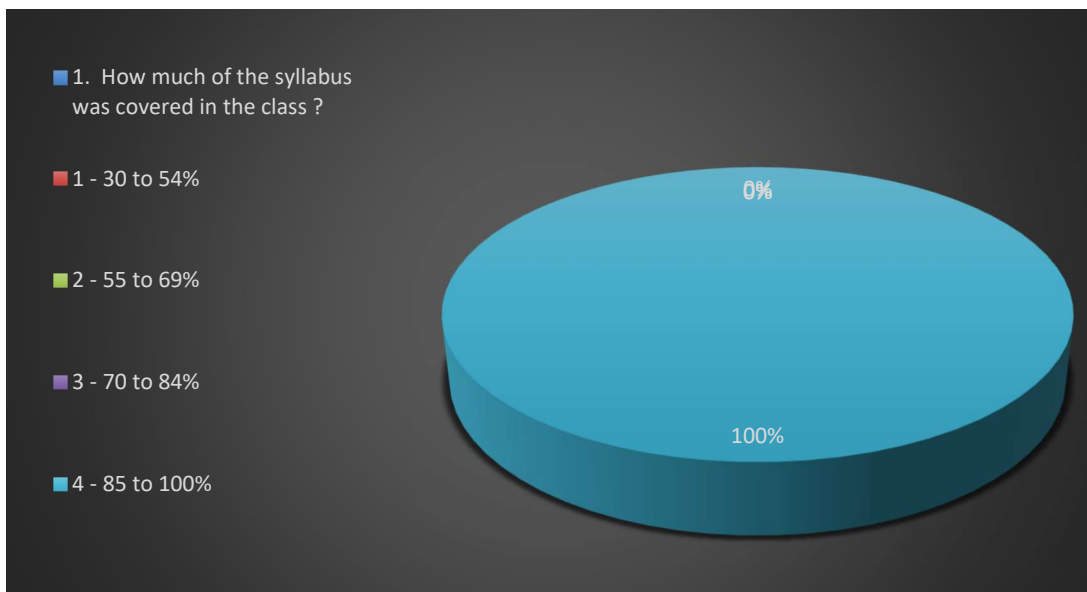
1.3 DEPARTMENT WISE-STUDENTS PARTICIPATION (20% Students)

Sl. No.	DEPARTMENT NAME	PROGRAM NAME	NO. OF STUDENTS PARTICIPATED
1	Department of Management	Bachelor of Business Administration	898
		Master of International Business	101
2	Department of Computer Science	Bachelor of Computer Application	539
3	Department of Journalism and Mass Communication	Bachelor of Journalism & Mass Communication	102
4	Department of Bio-Sciences	Bachelor of Science-Biotechnology	147
		Bachelor of Science-Microbiology	134
		Master of Science-Biotechnology	46
TOTAL NO. OF STUDENTS RANDOMLY SELECTED FOR ONLINE SURVEY			1967

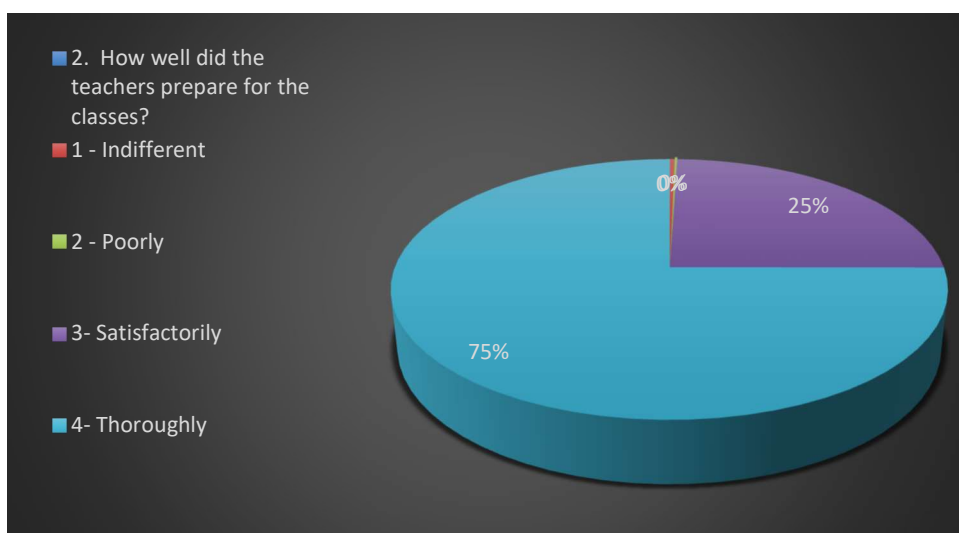
2. ANALYSIS & DISCUSSION

2.1 Students Satisfaction Survey-Report Analysis

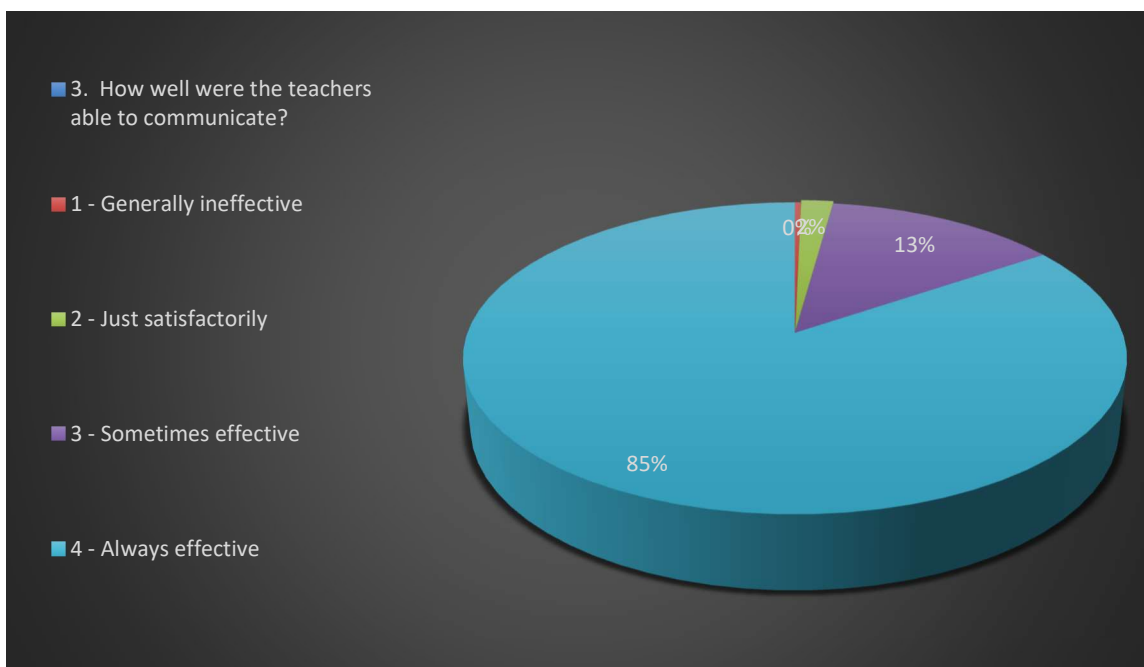
1. How much of the syllabus was covered in the class?



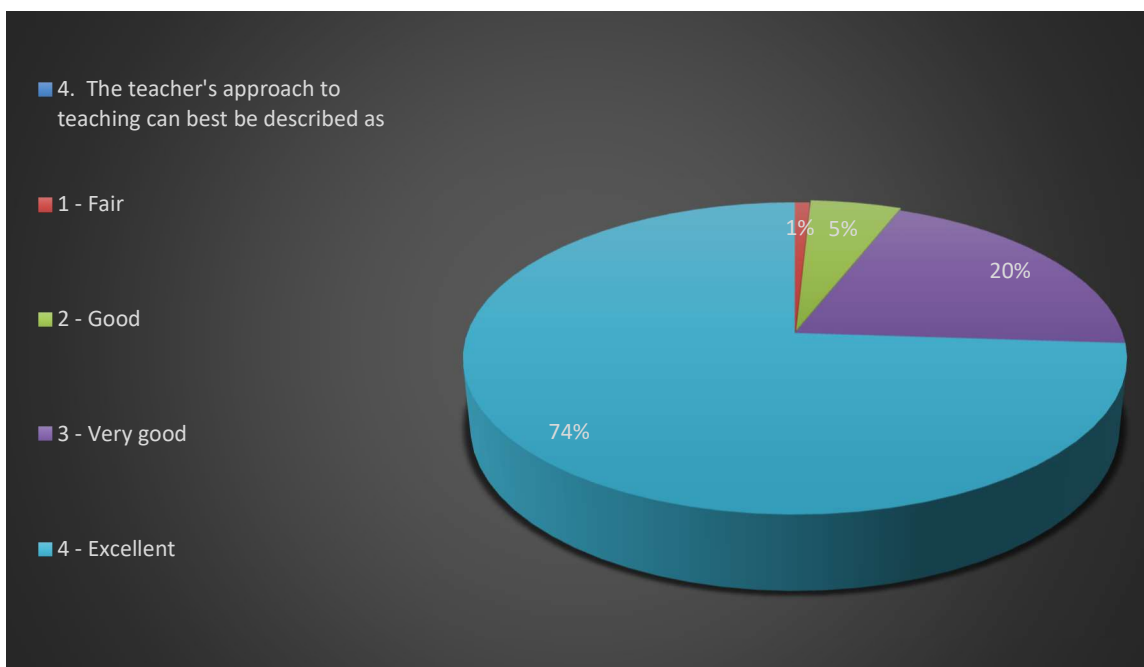
2. How well did the teachers prepare for the classes?



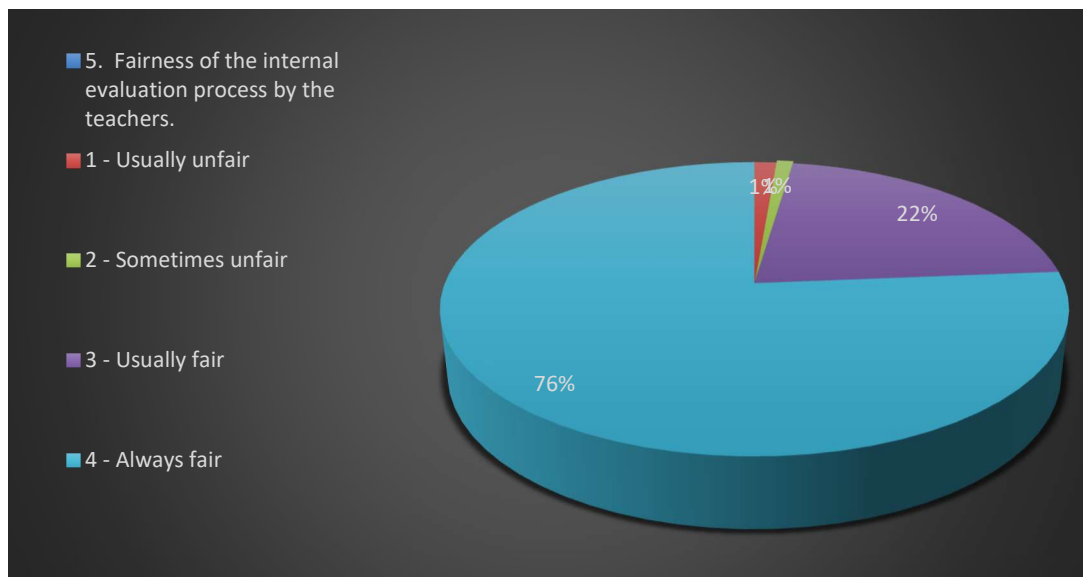
3. How well were the teachers able to communicate?



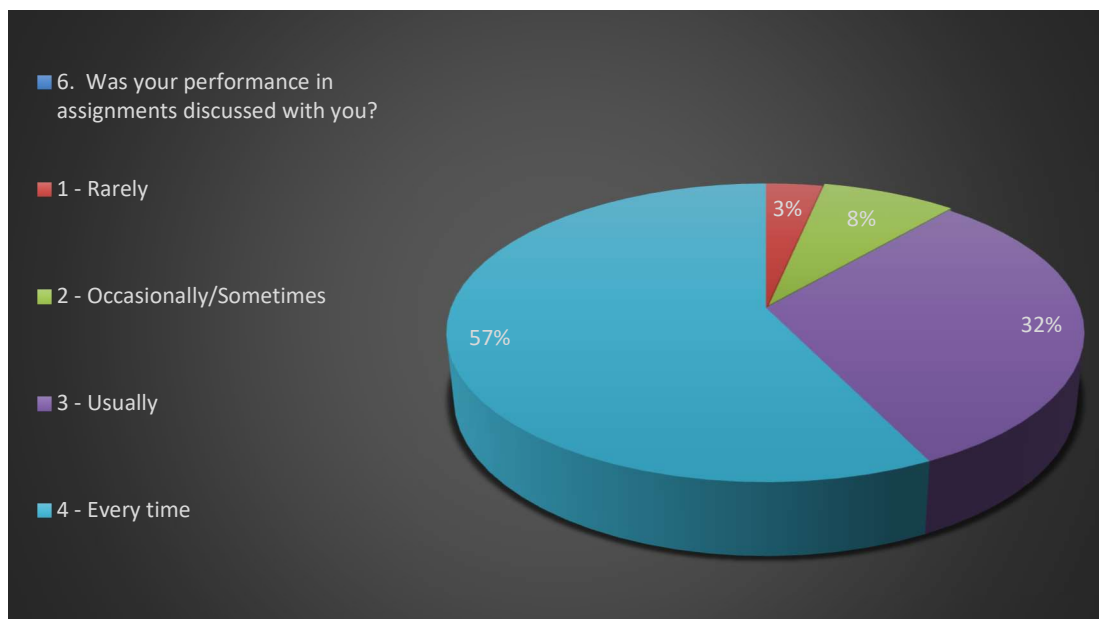
4. The teacher's approach to teaching can best be described as



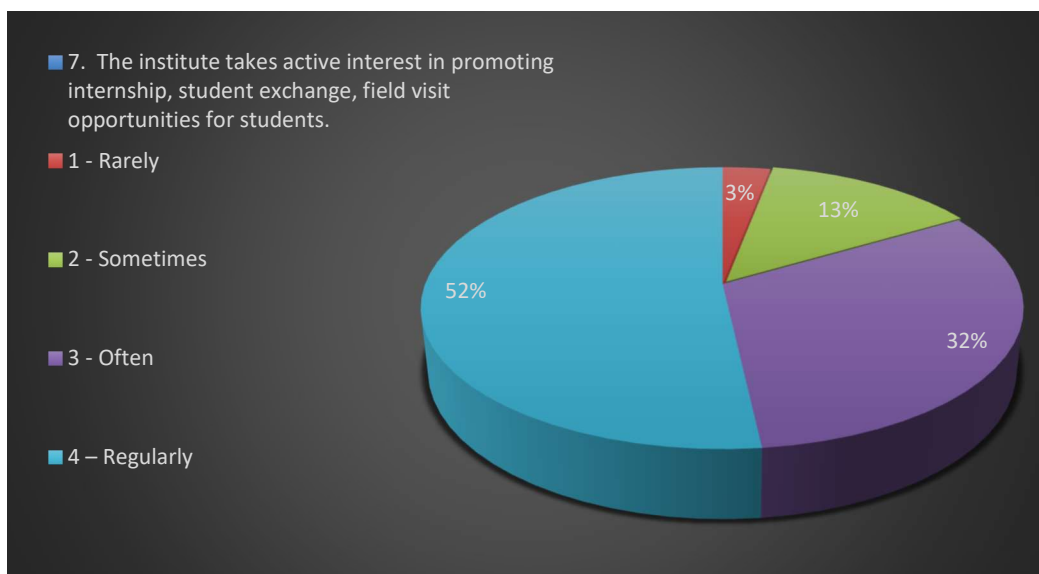
5. Fairness of the internal evaluation process by the teachers.



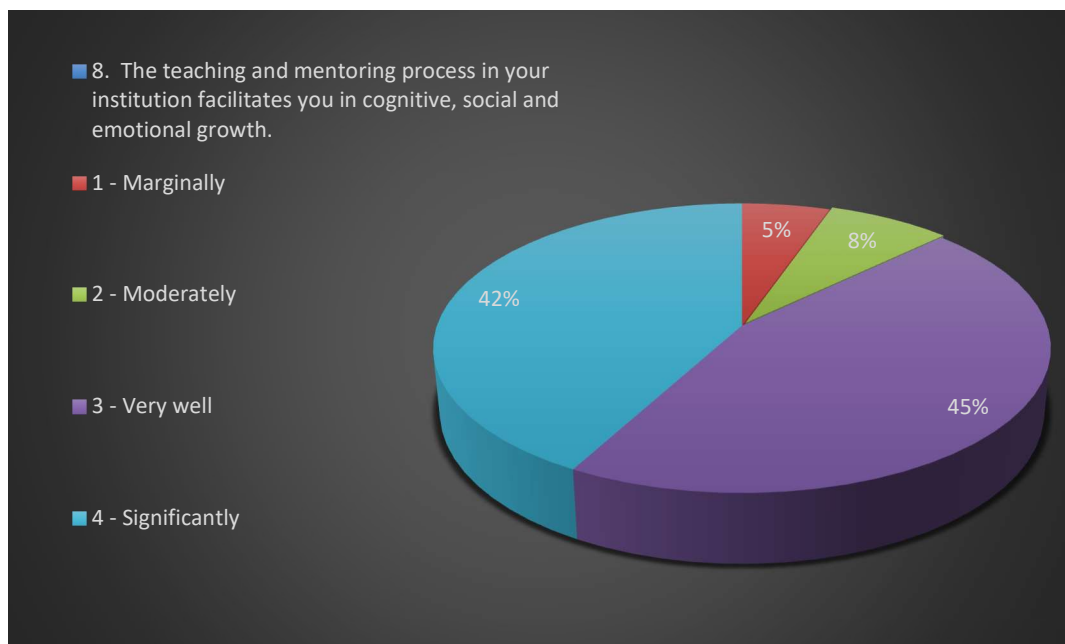
6. Was your performance in assignments discussed with you?



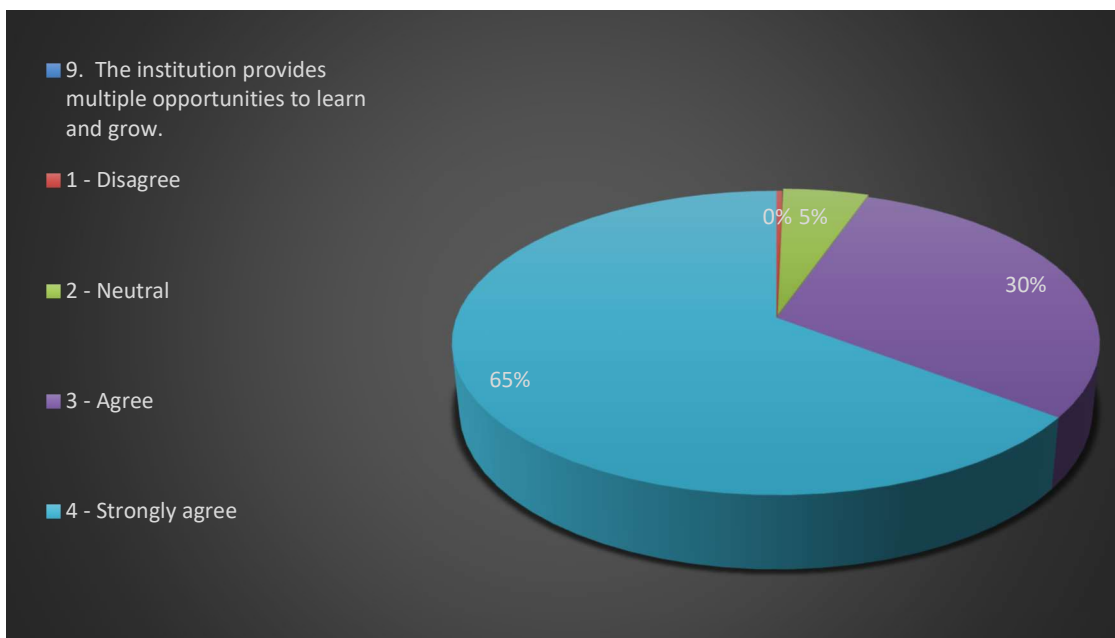
7. The institute takes active interest in promoting internship, student exchange, and field visit.



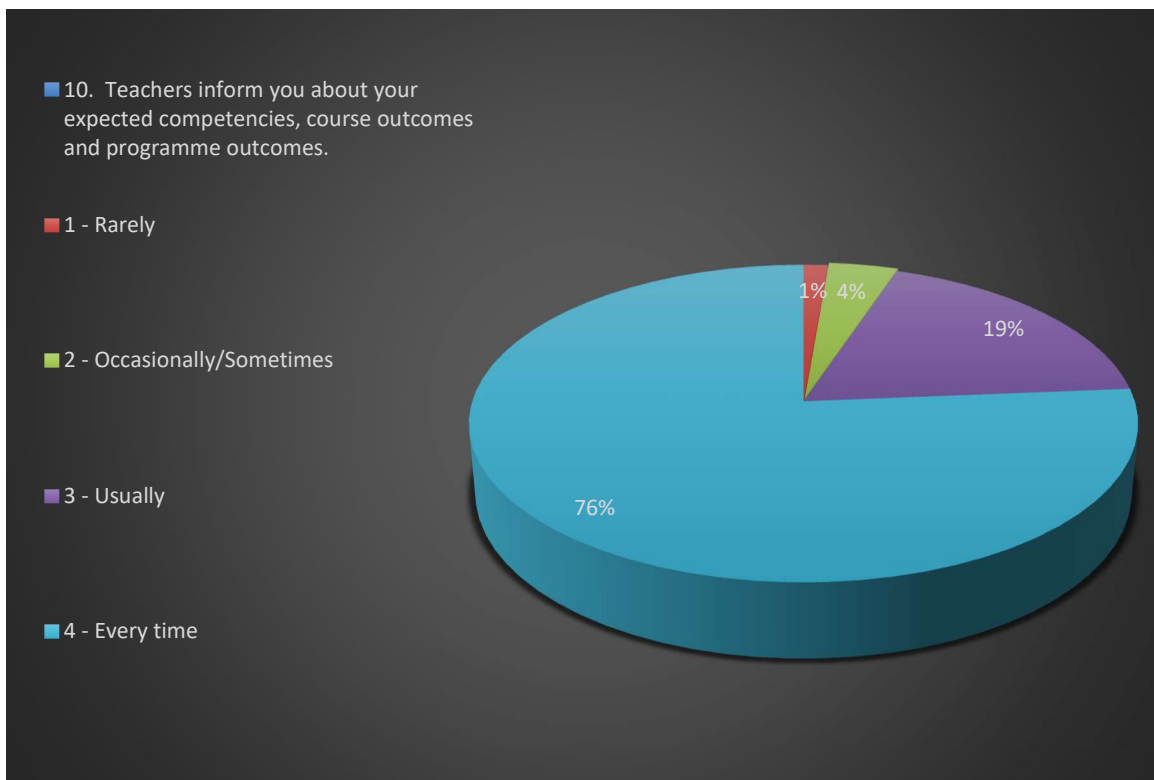
8. The teaching and mentoring process in your institution facilitates you in cognitive, social and economic growth.



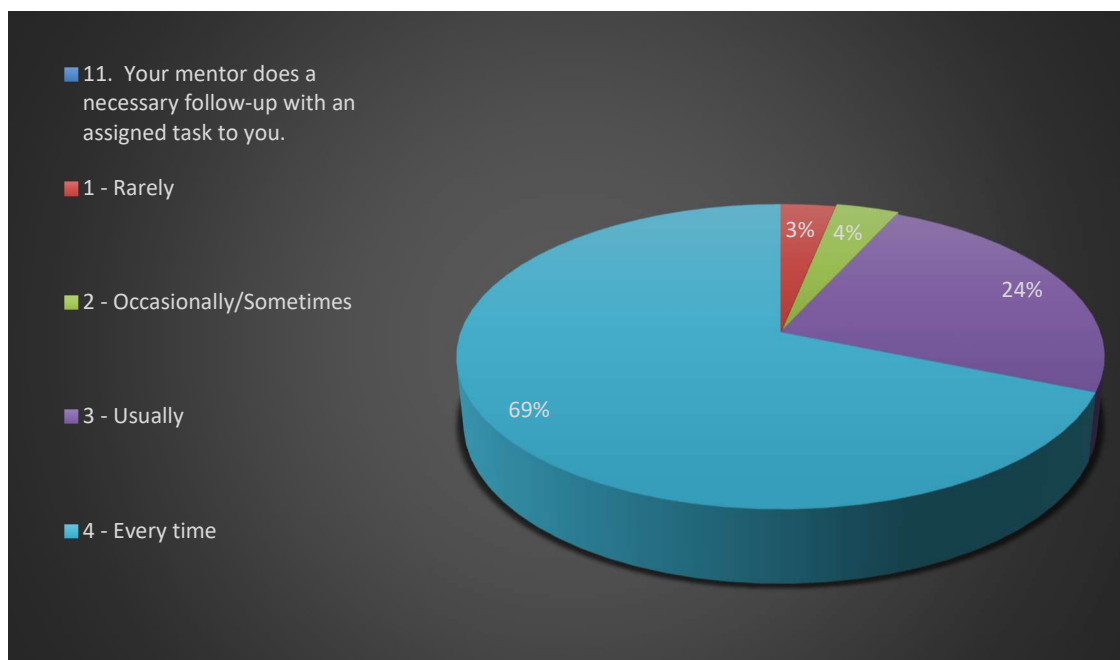
9. The institution provides multiple opportunities to learn and grow.



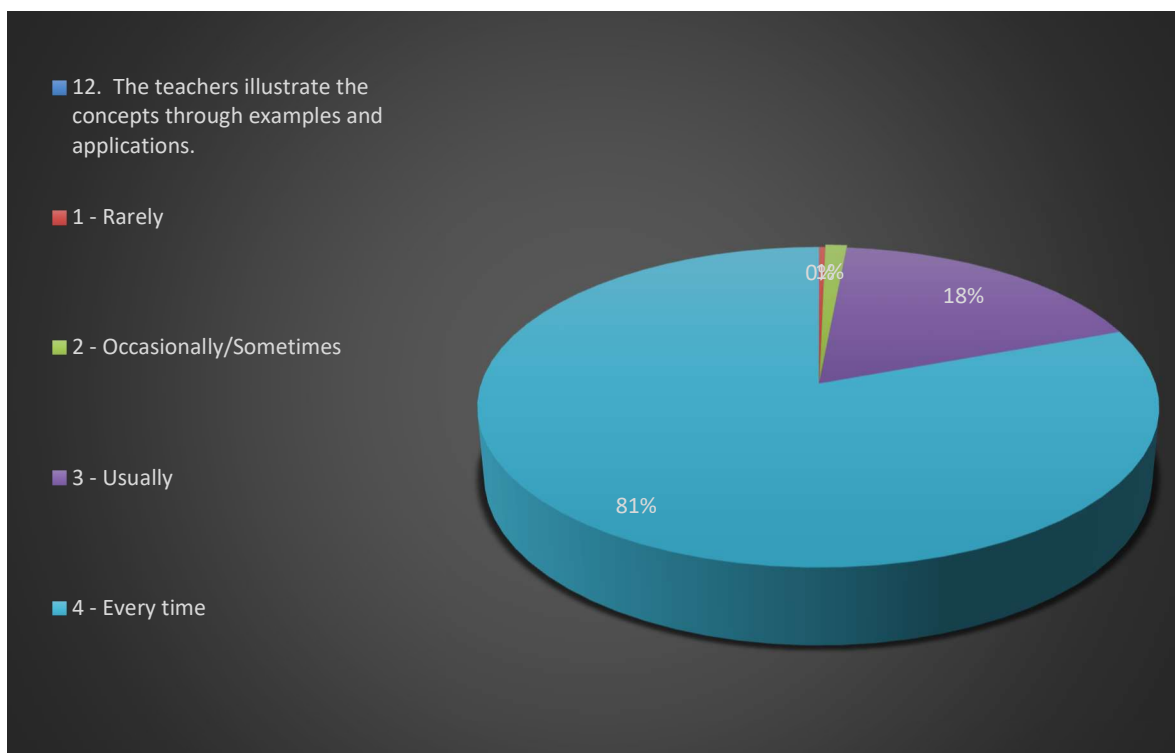
10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.



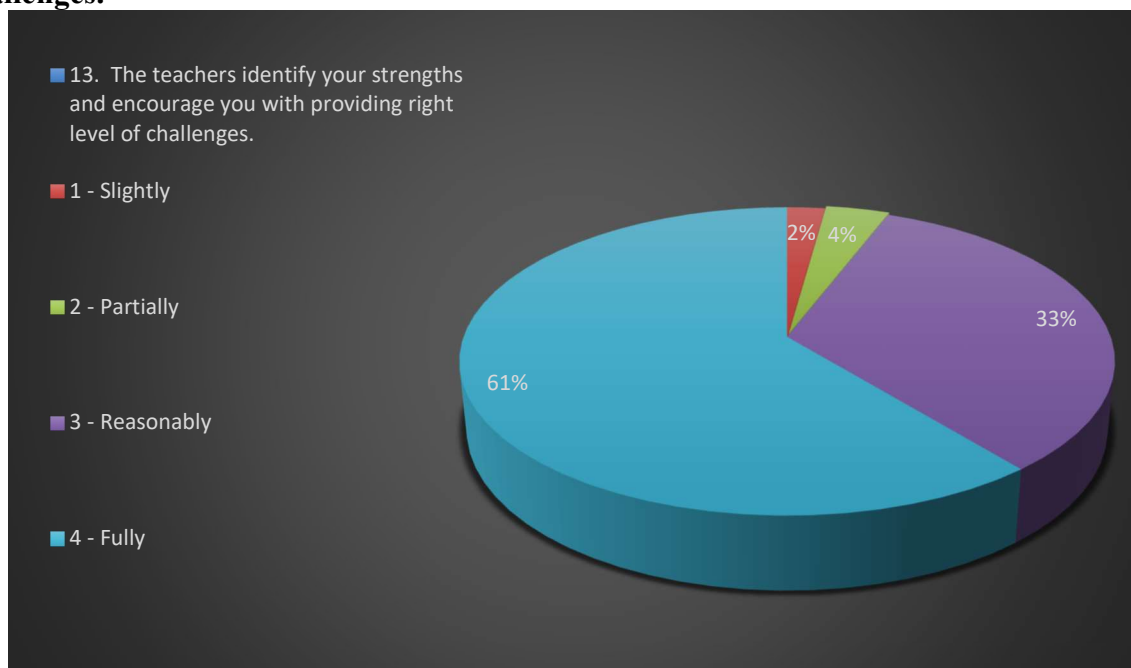
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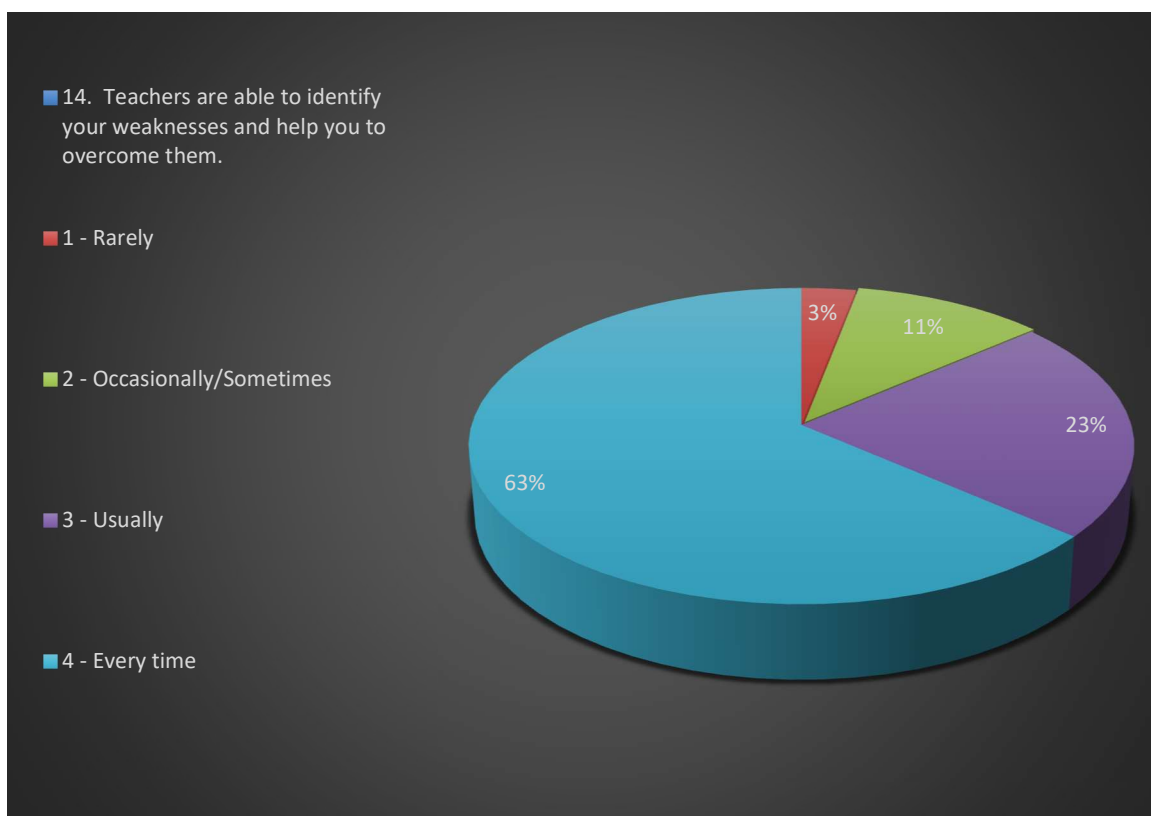
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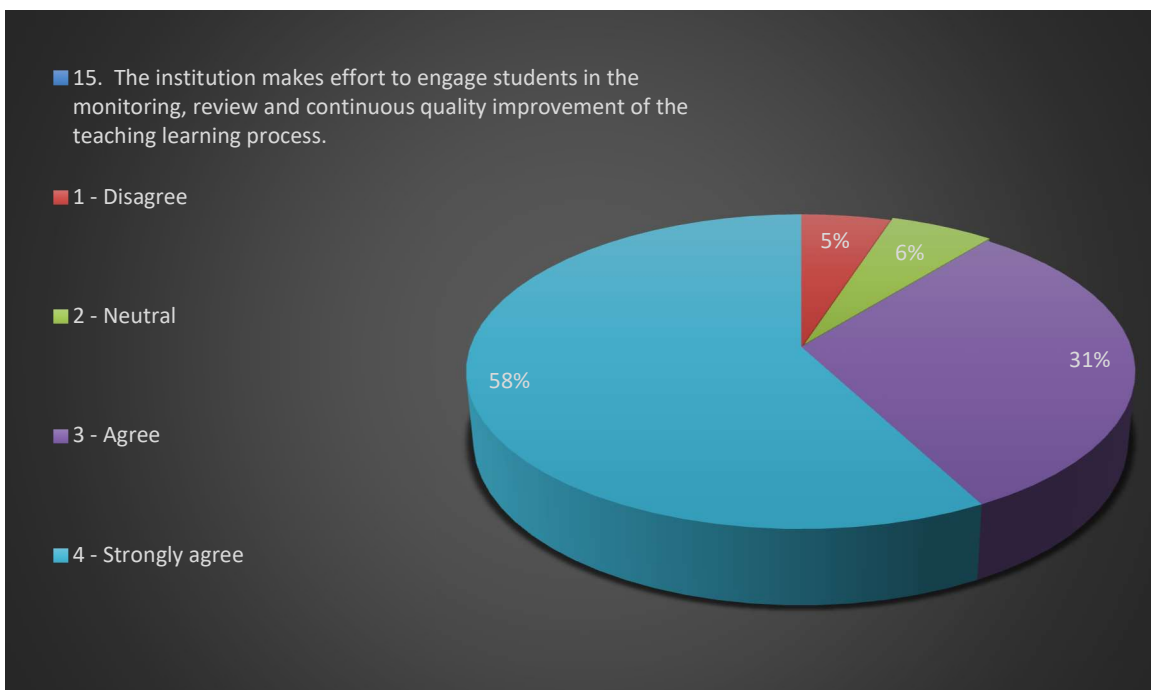
13. The teachers identify your strengths and encourage you with providing right level of challenges.



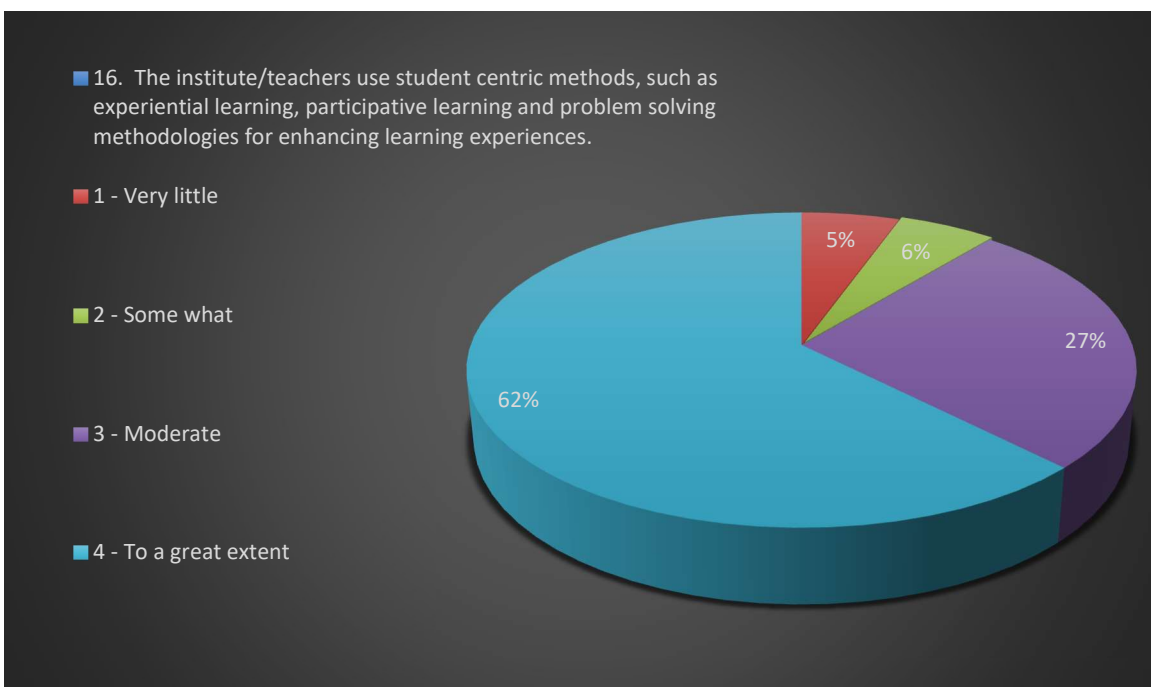
14. Teachers are able to identify your weaknesses and help you to overcome them.



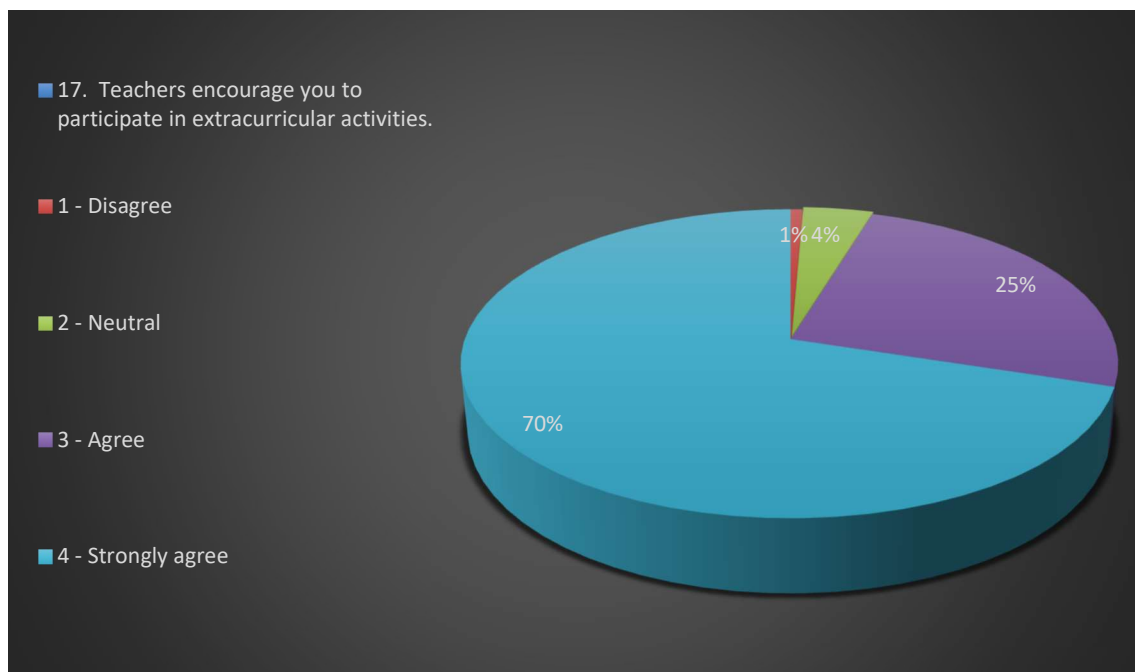
15. The institution makes efforts to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.



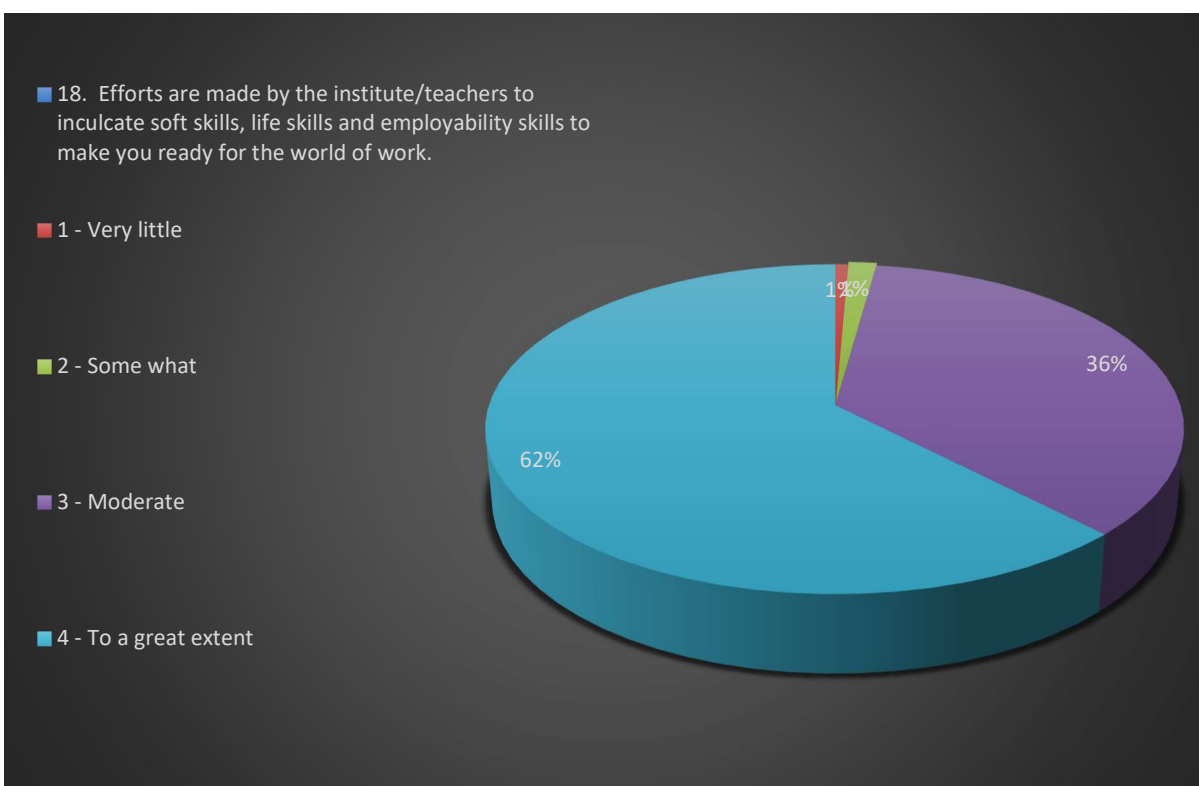
16. The institute/teachers use student's centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.



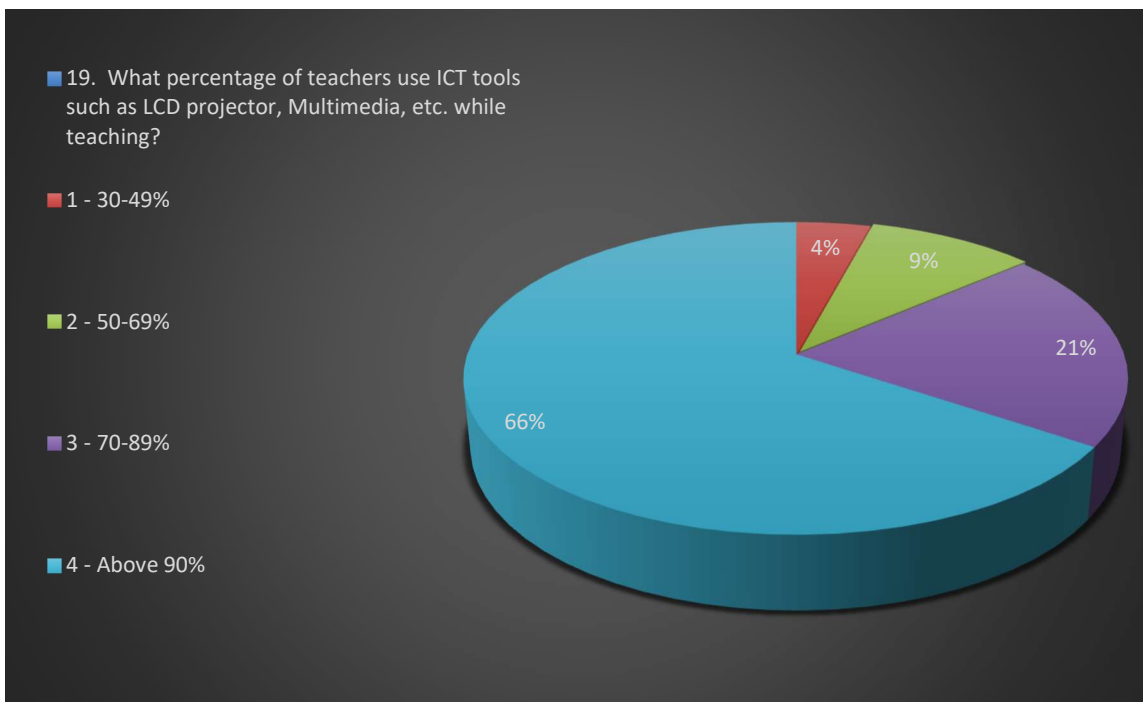
17. Teachers encourage you to participate in extracurricular activities.



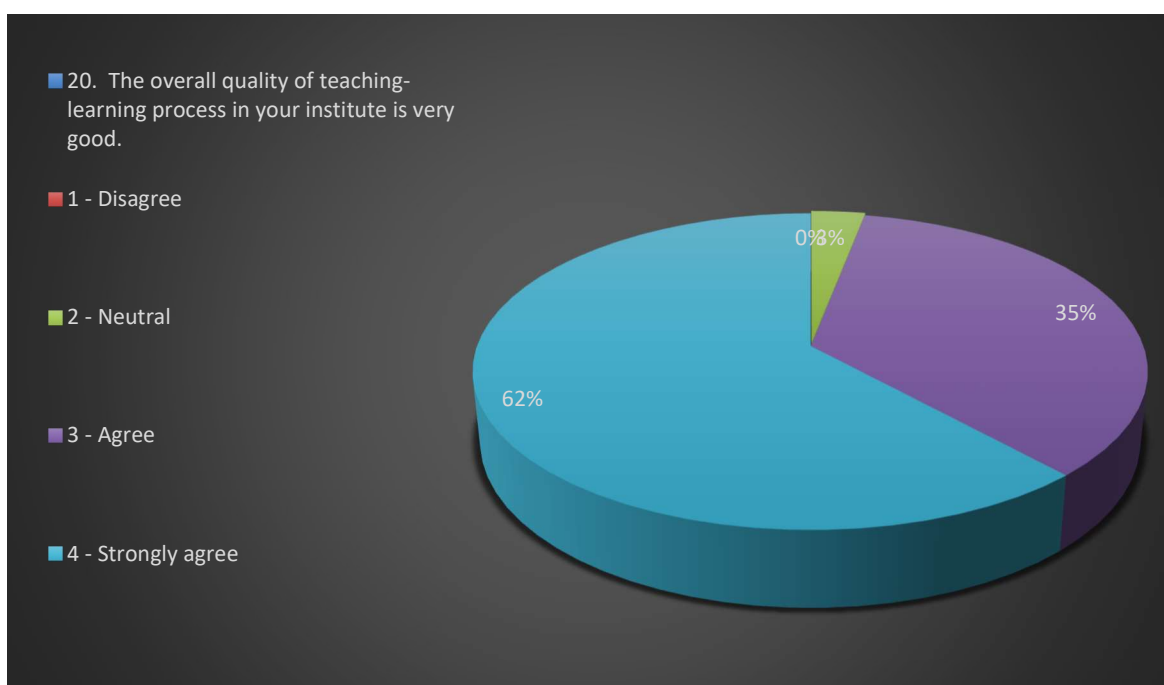
18. Efforts are made by the institute/teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.



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



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



2.2 Interpretation & Discussion

The survey analysis and evaluation indicate that teachers are well-prepared for their classes, as demonstrated by their lecture delivery style, communication skills, emphasis on experiential and participative learning, and use of problem-solving methodologies.

To ensure continuous quality improvement in the teaching-learning process, the institute has proactively integrated ICT tools in education, encouraged participation in extracurricular activities, and focused on enhancing soft skills, life skills, and employability skills. However, despite significant progress in areas such as internships, student exchange programs, and field visits, further efforts are required to support students' cognitive, social, and emotional development.

3.ANNEXURE

(Response sheet of 20% of the total responses received during the SSS survey 2023-2024)

<https://docs.google.com/spreadsheets/d/1VWaJDn9t6oGBfc8tb0xXJWbI6fBkP1pUSKxWEyRydeA/edit?gid=0#gid=0>



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