



**SSR Memorial Trust's
Institute of Management & Research, Silvassa**

Empower Yourself @ IMR

Sayli – Silvassa, SSR College Campus, UT of DNH & DD – 396 230
(India)

*Permanently Affiliated to Savitribai Phule Pune University, Pune
Approved by AICTE, New Delhi & DTE, Maharashtra*

**STUDENT SATISFACTION
SURVEY (SSS) REPORT**

AY: 2021-22

Abstract

Survey of AY 2021-22 had the student participants of batch 2020-22 and 2021-23. Thus, for batch 2020-22 the survey is recorded for Semester III & IV, while for batch 2021-23 the survey is recorded for semester I & II.



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The Student Satisfaction Survey (SSS) is conducted at every semester-end. The mode of survey is “Google Forms”. All the students are encouraged to take up this survey and response confidentiality is strictly adhered with.

SSS Analysis AY 2019-20 | Term I

Semester – 1 | Batch: 2021-23|

The SSS was floated among students on 6th April 2022. The response rate of this survey was 87%. SSS Analysis is as follows:

Table 1: SSS Analysis of Teaching - Learning

Parameters	Dissatisfied	Average	Satisfied
<i>Preparedness for the lecture</i>	1%	6%	93%
<i>Subject content delivered</i>	1%	7%	93%
<i>E Content Support</i>	0%	6%	93%
<i>Coverage of syllabus</i>	1%	8%	91%
<i>Clearing the doubts / queries up to your expectations</i>	0%	9%	91%
<i>Professional attitude</i>	0%	7%	92%
<i>Effectiveness of communication in the class room</i>	0%	8%	92%
<i>Level of motivation created</i>	0%	10%	89%
<i>Practical exposure to the subject</i>	0%	9%	91%

Table 2: SSS Analysis of Institutional Services & Activities

Parameters	Dissatisfied	Average	Satisfied
<i>Library Services</i>	1%	6%	93%
<i>Admin Office Responsiveness & Support</i>	1%	7%	93%
<i>House-keeping</i>	0%	6%	93%
<i>Infrastructure & Amenities</i>	1%	8%	91%
<i>Overall Evaluation Pattern</i>	0%	9%	91%
<i>Overall rating of the Institute</i>	0%	7%	92%

The survey also attempted to gather student inputs on any other parts/ areas from Institutional improvement perspective. Few inputs received from the students were on the following aspects:

- *More practical exposure.*
- *Industrial visit, reference material should be provided*

Apart from the improvement areas suggested above, there were also *appreciations for the Institute and Faculty efforts.*

Semester – 3 | Batch: 2020-22|

The SSS was floated among students on 2nd March 2022. The response rate of this survey was 76%. SSS Analysis is as follows:

Table 3: SSS Analysis of Teaching - Learning

Parameters	Dissatisfied	Average	Satisfied
<i>Preparedness for the lecture</i>	1%	6%	93%
<i>Subject content delivered</i>	1%	7%	93%
<i>E Content Support</i>	0%	6%	93%
<i>Coverage of syllabus</i>	1%	8%	91%
<i>Clearing the doubts / queries up to your expectations</i>	0%	9%	91%
<i>Professional attitude</i>	0%	7%	92%
<i>Effectiveness of communication in the class room</i>	0%	8%	92%
<i>Level of motivation created</i>	0%	10%	89%
<i>Practical exposure to the subject</i>	0%	9%	91%

Table 4: SSS Analysis of Institutional Services & Activities

Parameters	Dissatisfied	Average	Satisfied
<i>Library Services</i>	0%	0%	100%
<i>Admin Office Responsiveness & Support</i>	0%	5%	95%
<i>House-keeping</i>	0%	5%	95%
<i>Infrastructure & Amenities</i>	2%	10%	88%
<i>Overall Evaluation Pattern</i>	0%	12%	88%
<i>Overall rating of the Institute</i>	0%	21%	79%

The survey also attempted to gather student inputs on any other parts/ areas from Institutional improvement perspective. Few inputs received from the students were on the following aspects:

- *More practical exposure and examples.*
- *Support students to improve their drafting skills.*

- *Additional Student Development initiatives.*

SSS Analysis for AY 2021-22 | Term II

Semester – 2 | Batch: 2021-23|

The SSS was floated among students on 6th August 2022. The response rate of this survey was 74%. SSS Analysis is as follows:

Table 4: SSS Analysis of Teaching - Learning

Parameters	Dissatisfied	Average	Satisfied
<i>Preparedness for the lecture</i>	1%	6%	93%
<i>Subject content delivered</i>	1%	7%	93%
<i>E Content Support</i>	0%	6%	93%
<i>Coverage of syllabus</i>	1%	8%	91%
<i>Clearing the doubts / queries up to your expectations</i>	0%	9%	91%
<i>Professional attitude</i>	0%	7%	92%
<i>Effectiveness of communication in the class room</i>	0%	8%	92%
<i>Level of motivation created</i>	0%	10%	89%
<i>Practical exposure to the subject</i>	0%	9%	91%

Table 5: SSS Analysis of Institutional Services & Activities

Parameters	Dissatisfied	Average	Satisfied
<i>Library Services</i>	0%	4%	96%
<i>Admin Office Responsiveness & Support</i>	4%	4%	93%
<i>House-keeping</i>	7%	7%	86%
<i>Infrastructure & Amenities</i>	0%	7%	93%
<i>Overall Evaluation Pattern</i>	0%	11%	89%
<i>Overall rating of the Institute</i>	0%	21%	79%

The survey also attempted to gather student inputs on any other parts/ areas from Institutional improvement perspective. Few inputs received from the students were on the following aspects:

- *“Assembly, there should be "Word of the Day" in which the students will come up with the new word with it's meaning and how they can use that word in the sentence, which will help for general knowledge.”*

Syllabus should be updated with the current trend, more practical things should be included rather than theoretical Apart from the improvement areas suggested above, there were also *appreciations for the Institute and Faculty efforts.*

Semester – 4 [Batch: 2020-22]

The SSS was floated among students on 23rd July 2022. The response rate of this survey was 89%. SSS Analysis is as follows:

Table 6: SSS Analysis of Teaching - Learning

Parameters	Dissatisfied	Average	Satisfied
<i>Preparedness for the lecture</i>	0%	12%	88%
<i>Subject content delivered</i>	1%	14%	85%
<i>E Content Support</i>	0%	12%	88%
<i>Coverage of syllabus</i>	1%	12%	87%
<i>Clearing the doubts / queries up to your expectations</i>	1%	12%	87%
<i>Professional attitude</i>	1%	10%	88%
<i>Effectiveness of communication in the class room</i>	1%	13%	86%
<i>Level of motivation created</i>	1%	16%	83%
<i>Practical exposure to the subject</i>	1%	16%	84%


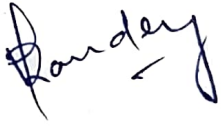
Table 4: SSS Analysis of Institutional Services & Activities

Parameters	Dissatisfied	Average	Satisfied
<i>Library Services</i>	0%	9%	91%
<i>Admin Office Responsiveness & Support</i>	4%	10%	85%
<i>House-keeping</i>	0%	6%	94%
<i>Infrastructure & Amenities</i>	4%	17%	79%
<i>Overall Evaluation Pattern</i>	2%	12%	86%
<i>Overall rating of the Institute</i>	2%	11%	87%

The survey also attempted to gather student inputs on any other parts/ areas from Institutional improvement perspective. Few inputs received from the students were on the following aspects:

- *“Teaching style and development and linkage with outside world scenarios like what exactly companies need a MBA student have skills development Support students to improve their drafting skills.”*
- *“Institute should tie up with an institution that conducts course which helps students in the future.”*

- *"It was a wonderful Experience here at SSR IMR everything was perfect the teachers were supportive and caring. Thank you!"*
- *"Overall great experience. Improved lot, Thank you!"*

	
IQAC Coordinator	Director, SSR IMR

