



**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: 2023-24

Abstract

Survey of AY 2023-24 had the student participants of batch 2022-24 and 2023-25. Thus, for batch 2022-24 the survey is recorded for Semester III & IV, while for batch 2023-25 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 2023-24 | Term I

Semester – I | Batch: 2023-25]

The SSS was floated among students on 7th December 2023. The response rate of this survey was 67%. SSS Analysis is as follows:

Table 1: SSS Analysis of Teaching - Learning

Parameters	Dissatisfied	Average	Satisfied
<i>Preparedness for the lecture</i>	1%	8%	91%
<i>Subject content delivered</i>	2%	10%	88%
<i>E Content Support</i>	2%	12%	86%
<i>Coverage of syllabus</i>	1%	8%	90%
<i>Clearing the doubts / queries up to your expectations</i>	2%	10%	88%
<i>Professional attitude</i>	3%	11%	86%
<i>Effectiveness of communication in the class room</i>	0%	9%	91%
<i>Level of motivation created</i>	1%	8%	90%
<i>Practical exposure to the subject</i>	1%	11%	88%

Table 2: SSS Analysis of Institutional Services & Activities

Parameters	Dissatisfied	Average	Satisfied
<i>Library Services</i>	0%	15%	85%
<i>Admin Office Responsiveness & Support</i>	0%	10%	90%
<i>House-keeping</i>	0%	8%	93%
<i>Infrastructure & Amenities</i>	0%	5%	95%
<i>Overall Evaluation Pattern</i>	0%	10%	90%
<i>Overall rating of the Institute</i>	0%	3%	98%

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:

- *“Opportunities to explore international countries like DUBAI, UK, USA for SIP.”*
- *“All things are perfect for me.”*
- *“Comfort break should give a little longer time as it does not give enough time to even visit restrooms due to limited restroom and many students.”*

- “We need more time to cover the whole syllabus and clear the doubts.”

Semester – 3 [Batch: 2022-24]

The SSS was floated among students on 21st December 2023. The response rate of this survey was 68%. SSS Analysis is as follows:

Table 3: SSS Analysis of Teaching - Learning

Parameters	Dissatisfied	Average	Satisfied
<i>Preparedness for the lecture</i>	12%	8%	80%
<i>Subject content delivered</i>	13%	7%	81%
<i>E. Content Support</i>	13%	10%	77%
<i>Coverage of syllabus</i>	13%	8%	79%
<i>Clearing the doubts / queries up to your expectations</i>	15%	10%	76%
<i>Professional attitude</i>	15%	7%	79%
<i>Effectiveness of communication in the class room</i>	13%	9%	79%
<i>Level of motivation created</i>	14%	9%	78%
<i>Practical exposure to the subject</i>	13%	8%	80%

Table 4: SSS Analysis of Institutional Services & Activities

Parameters	Dissatisfied	Average	Satisfied
<i>Library Services</i>	15%	5%	80%
<i>Admin Office Responsiveness & Support</i>	18%	10%	73%
<i>House-keeping</i>	18%	0%	83%
<i>Infrastructure & Amenities</i>	18%	18%	65%
<i>Overall Evaluation Pattern</i>	18%	5%	78%
<i>Overall rating of the Institute</i>	18%	23%	60%

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:

- "MBA is journey wherein family is also playing an important role. Parents-teacher get together can be held atleast for once; make them aware a little bit. Support from parents is crucial for various reasons such as providing emotional encouragement, fostering a conducive learning environment at home and ensuring a robust support system throughout the academic pursuit. and so on. In Semester 4, where subjects are fewer, adjusting the timetable by reducing daily lectures to five and allowing an earlier (departure by 3 pm) or (eliminating the lunch break and 5 lectures till 2 pm), if feasible".
- "Teaching style is good enough...only faculties have to take care that syllabus is completed on time. Some assignment are hectic,like constitution assg. Writing 9-10 apgee only for scoring marks there is no learning from that,we are simply imitating from internet source. Assignment should be practical oriented...so it will improve our skills and knowledge...copying the assg directly from source it is just a writing practice and time taking tasks. Satisfied with PDP activities. Case study should be more encouraged. Moving toward financial spl...there no guest session for us and no visits planned ..and syllabus is not completed on timepls focus on placement of finance spl. Also"

SSS Analysis for AY 2023-24 | Term II

Semester – 2 | Batch: 2023-25|

The SSS was floated among students on 27th April 2024. The response rate of this survey was 76%. SSS Analysis is as follows:

Table 4: SSS Analysis of Teaching - Learning

Parameters	Dissatisfied	Average	Satisfied
Preparedness for the lecture	1%	14%	85%
Subject content delivered	2%	14%	84%
E Content Support	2%	14%	84%
Coverage of syllabus	2%	12%	87%
Clearing the doubts / queries up to your expectations	2%	13%	85%
Professional attitude	2%	18%	80%
Effectiveness of communication in the class room	1%	11%	88%
Level of motivation created	1%	11%	88%
Practical exposure to the subject	2%	14%	85%

Table 5: SSS Analysis of Institutional Services & Activities

Parameters	Dissatisfied	Average	Satisfied
Library Services	0%	4%	96%
Admin Office Responsiveness & Support	0%	4%	96%
House-keeping	0%	9%	91%
Infrastructure & Amenities	7%	20%	74%
Overall Evaluation Pattern	4%	9%	87%
Overall rating of the Institute	2%	7%	91%

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: (taken as it is from google forms)

- “Washroom facilities should be more convenient for girls”
- “Everything is Good.”

Semester – 4 [Batch: 2022-24]

The SSS was floated among students on 27th April 2024. The response rate of this survey was 76%. SSS Analysis is as follows:

Table 6: SSS Analysis of Teaching - Learning

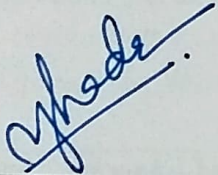
Parameters	Dissatisfied	Average	Satisfied
Preparedness for the lecture	3%	13%	84%
Subject content delivered	3%	13%	85%
E Content Support	4%	13%	84%
Coverage of syllabus	3%	13%	86%
Clearing the doubts / queries up to your expectations	3%	13%	84%
Professional attitude	5%	13%	85%
Effectiveness of communication in the class room	4%	13%	86%
Level of motivation created	4%	13%	86%
Practical exposure to the subject	4%	13%	85%

Table 4: SSS Analysis of Institutional Services & Activities

Parameters	Dissatisfied	Average	Satisfied
Library Services	2%	14%	84%
Admin Office Responsiveness & Support	5%	7%	89%
House-keeping	9%	2%	89%
Infrastructure & Amenities	14%	14%	73%
Overall Evaluation Pattern	7%	16%	77%
Overall rating of the Institute	7%	14%	80%

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:

- "Improve Infrastructure and require more practical exposure specialisation wise."
- "Overall (Housekeeping, administration & Library service was excellent)"
- "Exposure to the corporate world through visits..it should be more frequent and more relevant."
- "CCE's to be given in Excel as it being Important in future Job Roles. Investment is been done and laptops are given to students for their development with respect to future job. Be it any specialization, everyone has to majorly work on excel so students should be given given CCE's on Excel/Exams should be taken like the other subject."
- "I requested to increase PDP session bcz it is such a learning opportunity for us".

		
IQAC Coordinator		Director, SSR IMR

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