



CAMP EDUCATION SOCIETY'S



DR. ARVIND B. TELANG INSTITUTE OF HOTEL MANAGEMENT
(Recognized by Govt. of Maharashtra & Affiliated to Savitribai Phule Pune University)

(NAAC Accredited with 'B' Grade CGPA 2.40 (2018) & ISO 9001: 2015 Certified Institute)

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05/10/2023

AY 2022-23

Statistical Report of Online Student Satisfaction Survey (SSS) taken as per the notification Dtd. 20/05/2023 from all Students.

Prin.(Dr.)Ajaykumar M. Rai

Principal

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G/P-159, 'G' Block, M.I.D.C., Chinchwad, Pune-19



Student satisfaction survey (SSS) report

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I. Background

As per the procedure, feedback analysis was done for the responses received by the students, alumni, parents and faculty members of the institute. The results are already presented in the first part of the report. A special attempt was also made to collect the feedback of the students on teaching learning in the institute and evaluation of the infrastructure and other activities. These feedbacks received from the students will help in showcasing the quality of teaching process in the institutes, strength of the facilities and area for improvement.

Student satisfaction survey (SSS) is one of the mandatory criteria set by National Assessment of Accreditation Council (NAAC). This needs to be available on the website of the institute and also to be submitted in the Annual report towards NAAC.

The survey questionnaire includes 22 questions, which are mainly structured and using 4 or 5 point Likert scale. One open ended question is also included to gather suggestions given by the students. The questionnaire was distributed to the students in Goggle format in order to make it easily accessible to the students to record their opinions and feedback about the teaching, and learning in the institute. A total 104 students responded to this satisfaction survey.

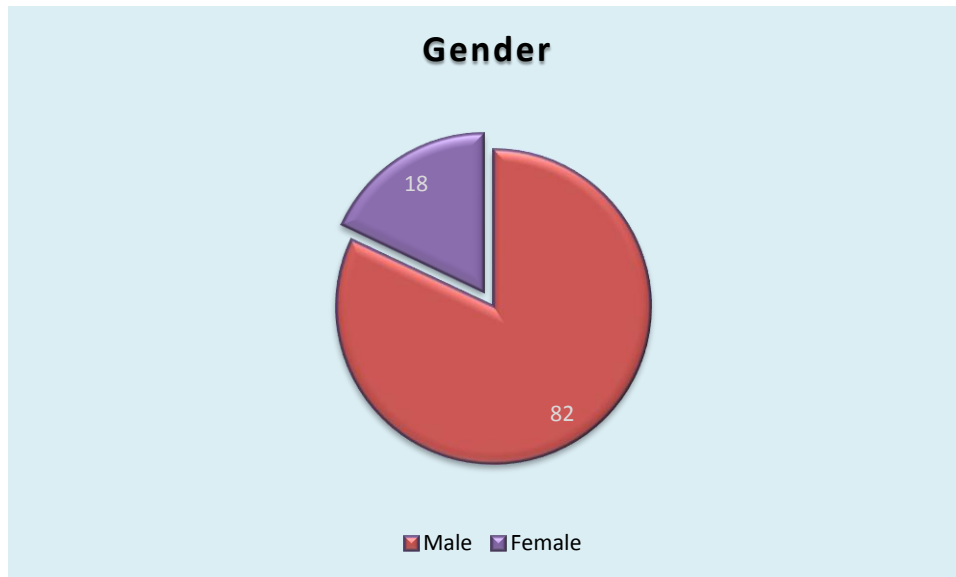
The data collected was exported in excel workbook and further exported to SPSS software version 21 for analysis purpose and graphical presentation is done in the report for all the parameters. It includes demographic profile of the students and various parameters to check their level of satisfaction during the course.

II. Analysis and Interpretation

1. Feedback received from the student

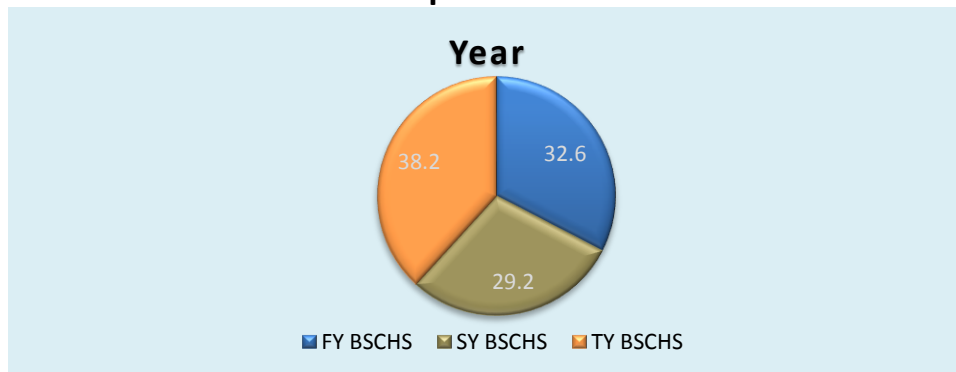
Under the profile of the students, their gender and in which year the students are studying is taken into consideration.

Graph 6.1 Gender distribution of the students



Interpretation: The above graph shows that majority of the feedback givers are male students whereas the proportion of female students is only 18%, higher than that of last year's distribution. The proportion of male students is near about 82% among the all.

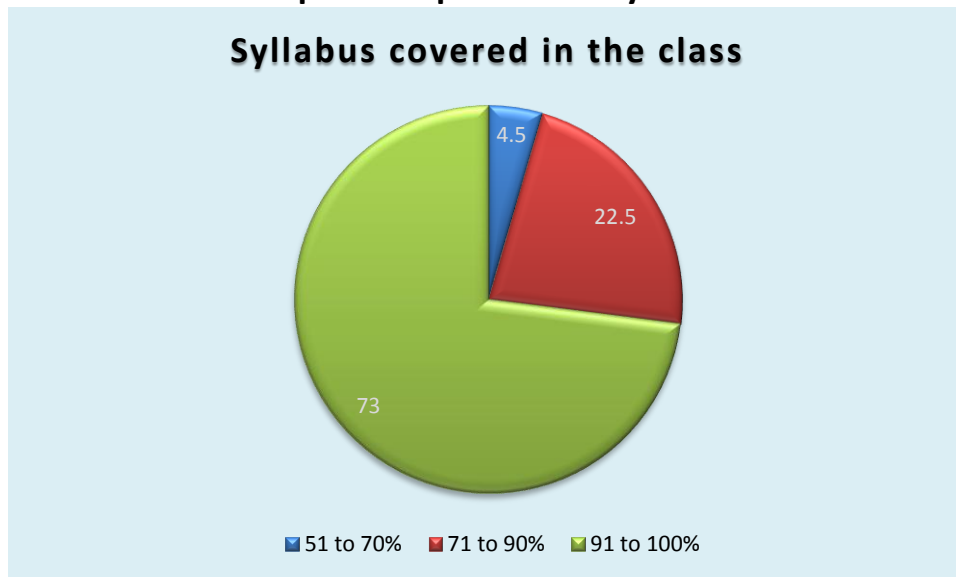
Graph 6.2 Year



Interpretation: it is also noted that nearly 33% students are of first year, whereas the proportion of 2nd year and 3rd year students is 29% and 38% respectively.

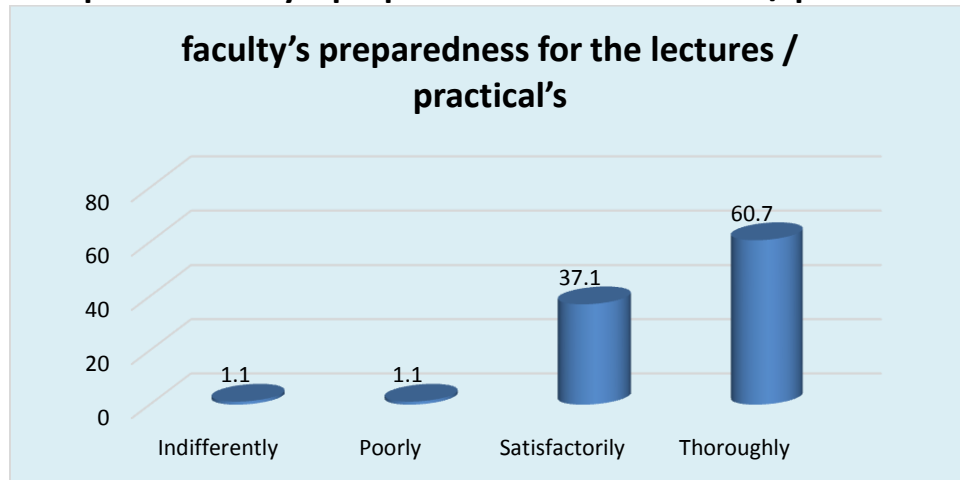
The graphs below are presented to describe the level of satisfaction reported by the students on overall experience of reaching, about the preparedness of the teachers and ability to communicate with the students while teaching, use of ICT tools. The idea behind obtaining these feedbacks is to get the opinions and level of satisfaction of the students on the actual teaching process their views about the institute, faculty and overall quality of the teaching in the institute.

Graph 6.3 Opinions on Syllabus



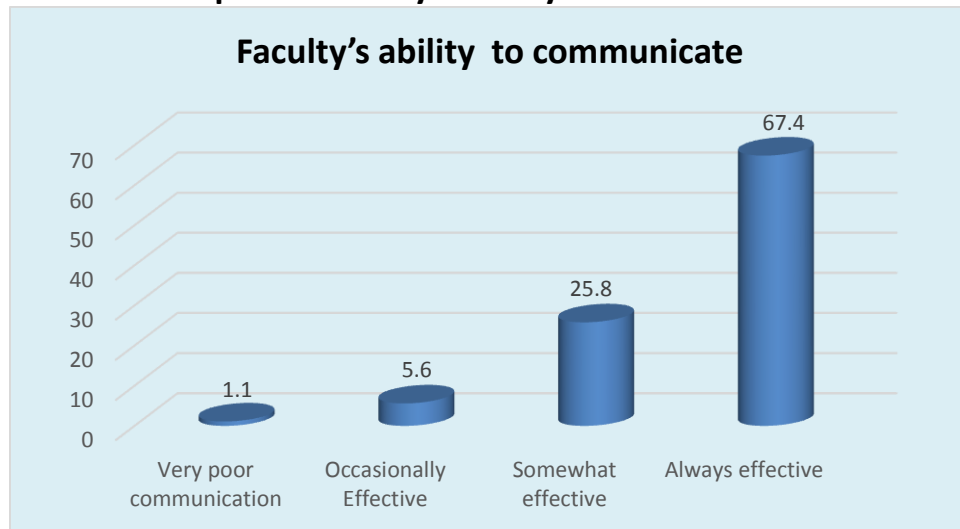
Interpretation: in response to the opinions about the syllabus covered in the class, near about 73% of the students have reported that 90-100% syllabus gets covered in the class, whereas 22% reported that more than 3/4th of the syllabus is covered in the class. *It is noteworthy that 4% of the students have reported that 30-50% of the syllabus is covered in the class which needs attention.*

Graph 6.4 Faculty's preparation for the lectures / practical's



Interpretation: Nearly 61% of the students opine that the teachers are very well prepared and teach thoroughly during the lectures and practical. The students who have reported satisfactorily about the preparedness of the teachers are more than 37%. Hence it can be inferred that majority of the students are satisfied with the preparedness of the teachers during the lectures and practical.

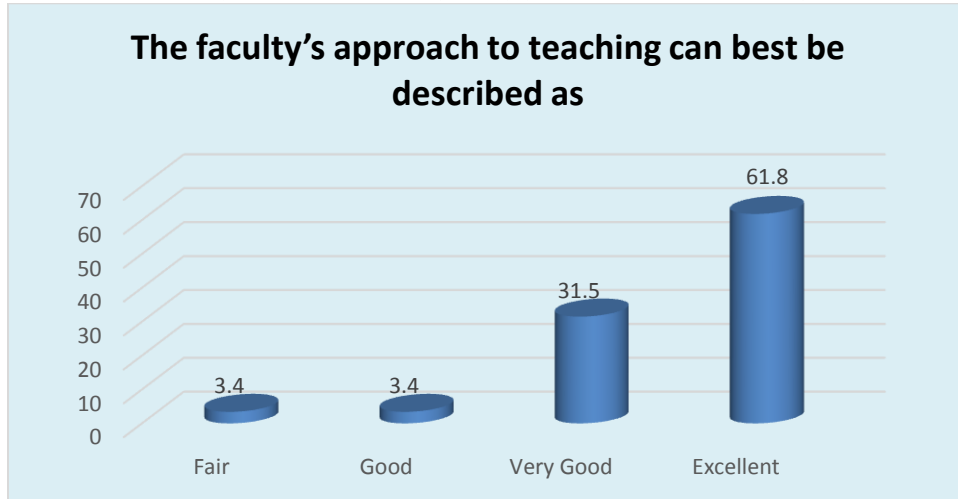
Graph 6.5 Faculty's ability to communicate



Interpretation: More than 67% of student feels the communication capacities of the teachers is always effective where it is somewhat effective as per 26% of the students. The remaining 7 % of the students have given critical remarks of the communication ability of the teachers which need attention. It is noteworthy that

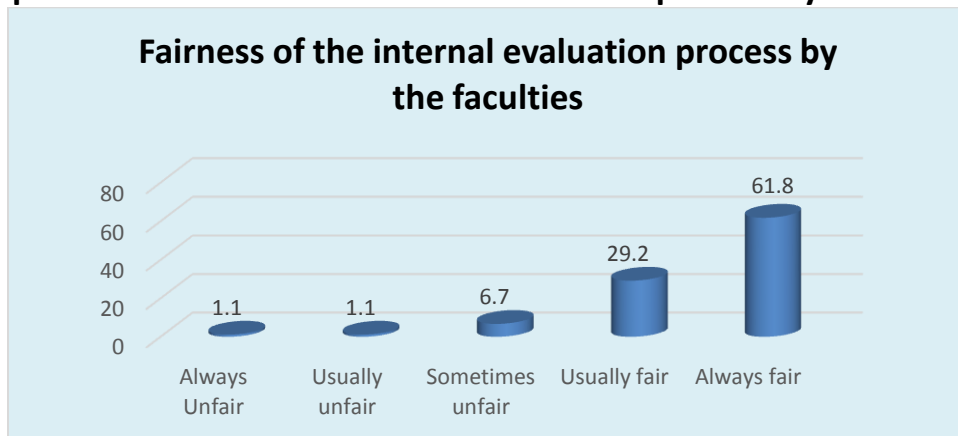
the proportion of students with positive remarks has increased than that of last year's responses which is really satisfactory.

Graph 6.6 Faculty's approach to teaching



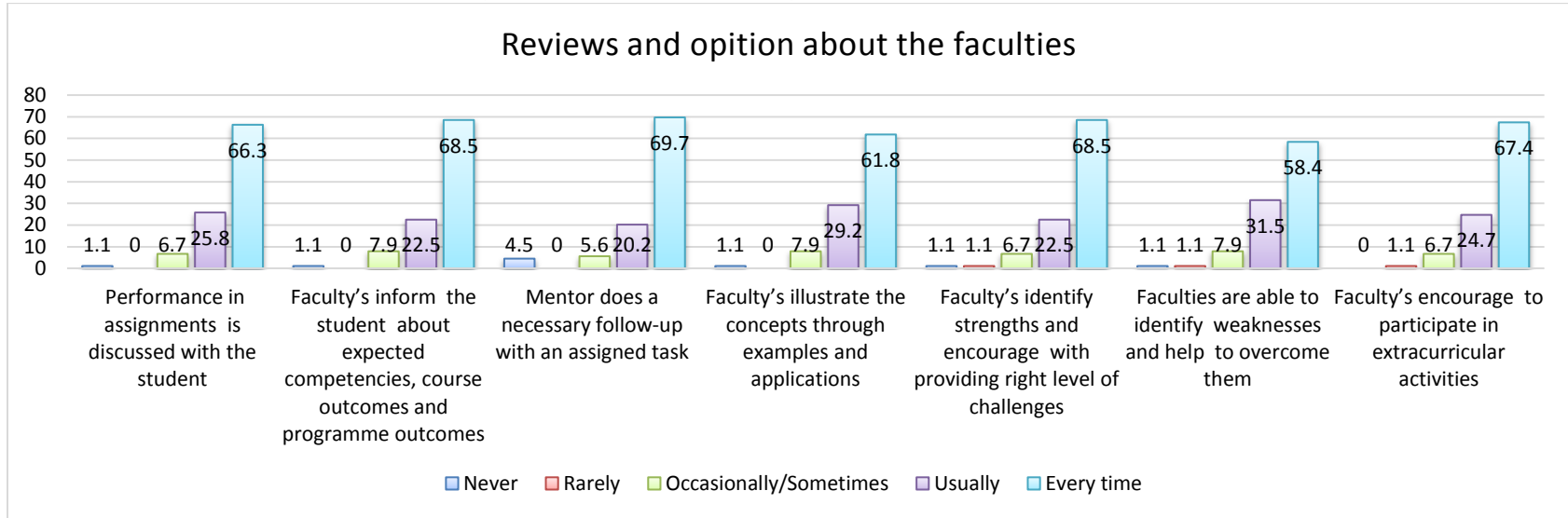
Interpretation: Regarding faculty's approach towards teaching is described positively by majority of the students which is an achievement in itself. The proportion is 62% and 31.5% for excellent and very good remarks respectively. Very negligible amount of students has evaluated the teachers negatively.

Graph 6.7 Fairness of the internal evaluation process by the faculties



Interpretation: In case of fairness of the internal evaluation process, more than 60% students feel that it's always fair, and as per 29% of them it is usually fair. However, it is important to note that nearly 9% of the students feel that the internal evaluation process is unfair, which is lesser than last year's feedback.

Graph 6.8 Reviews and opinion about the faculties

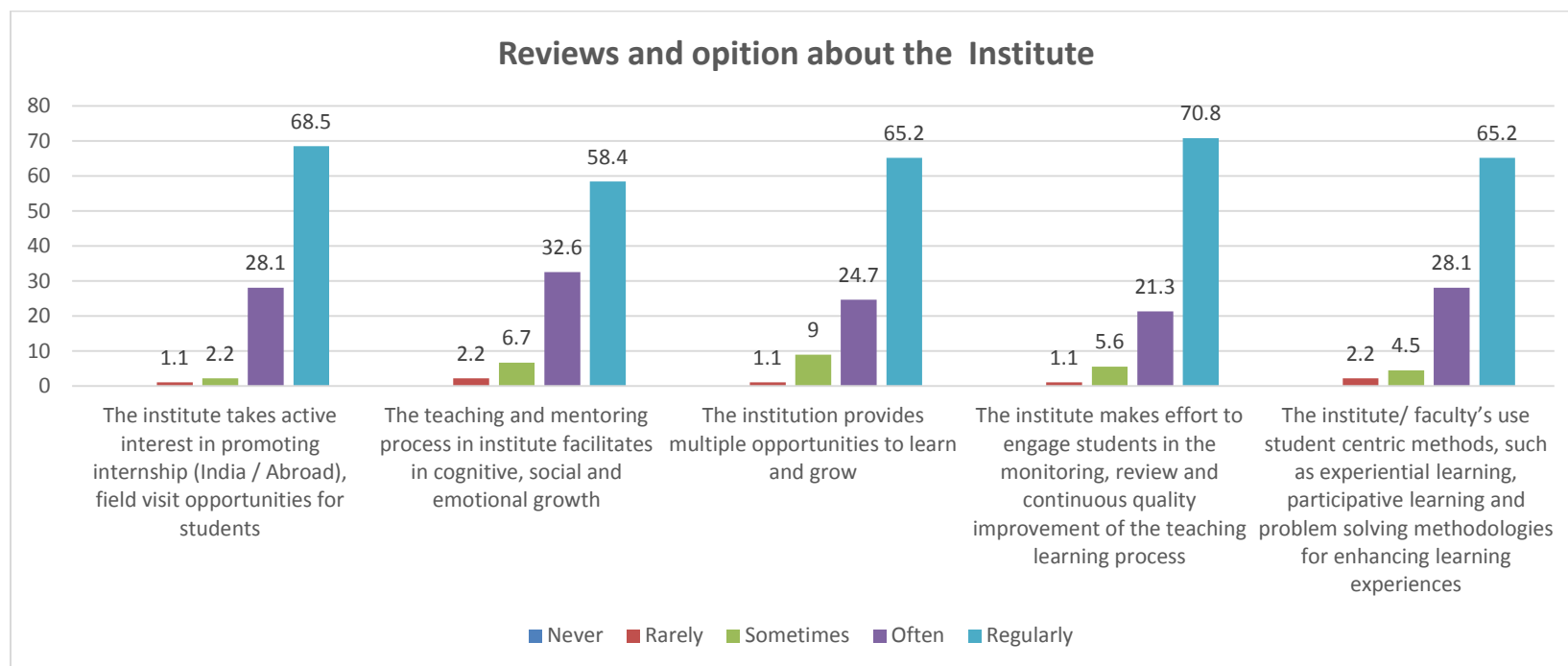


Interpretation: Total 6 parameters are included to review and opine about the faculty. The above graph is presented to show the responses and level of satisfaction about the same.

- It is noted that majority of the students have reported that the performance of their assignments is discussed with them as well as the faculties also inform the students about the course outcomes, program outcomes and expected competencies required for that.
- More than 85% of the students report that the teachers illustrates the concepts through examples and applications, whereas this proportion is 85% for the students who feel that the faculty mostly able to identify weaknesses of the students and help them to overcome those.

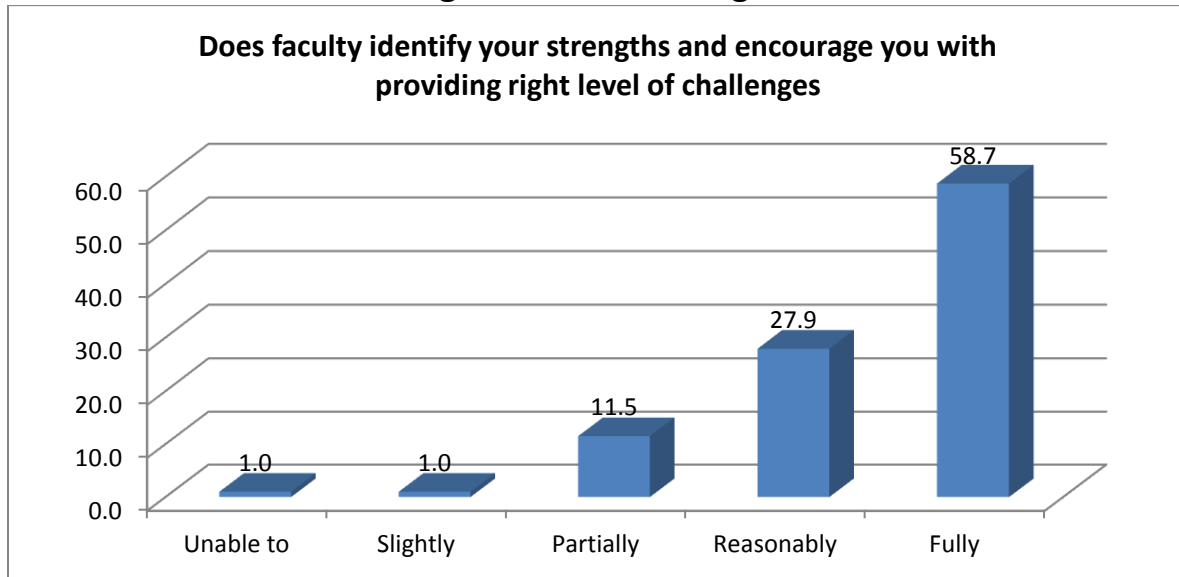
- Almost all the students have are satisfied about the techers encoraging them to particiapte in the extraculicuar activities in the college. More than 3/4th of the students report that the mentor assigned to them does the necessary follw –up with the task given to the students.

Graph 6.9 Reviews and opition about the Institute



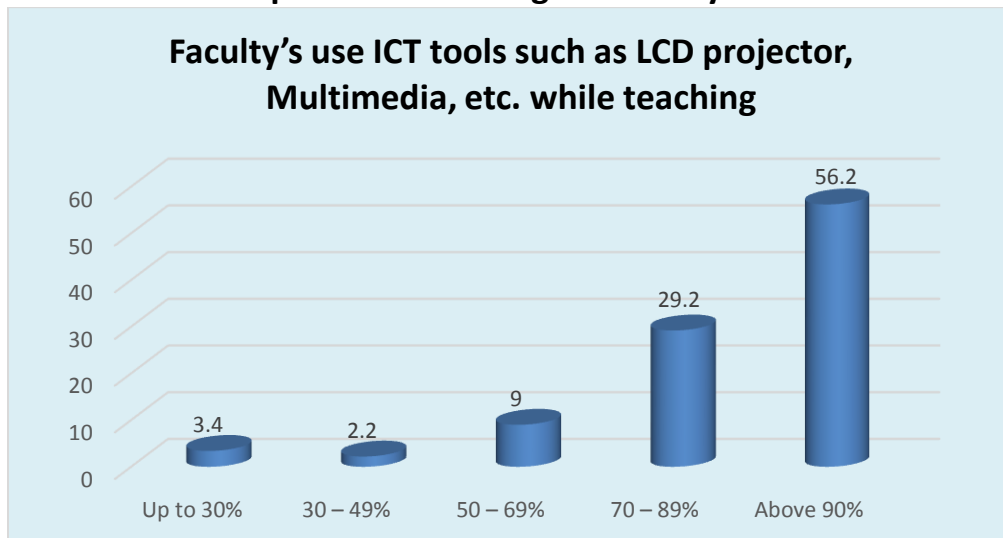
Interpretation: Regarding the opinions about the institute it is satisfactory to note that majority of the students have given very positive remarks about the institute. The students are satisfied and given good remarks about the institute providing multiple opportunities, maintaining theory and practical attendance record, as well as the role of teaching and mentoring process in overall growth of the students.

Graph 6.10 Faculty’s identify your strengths and encourage you with providing right level of challenges



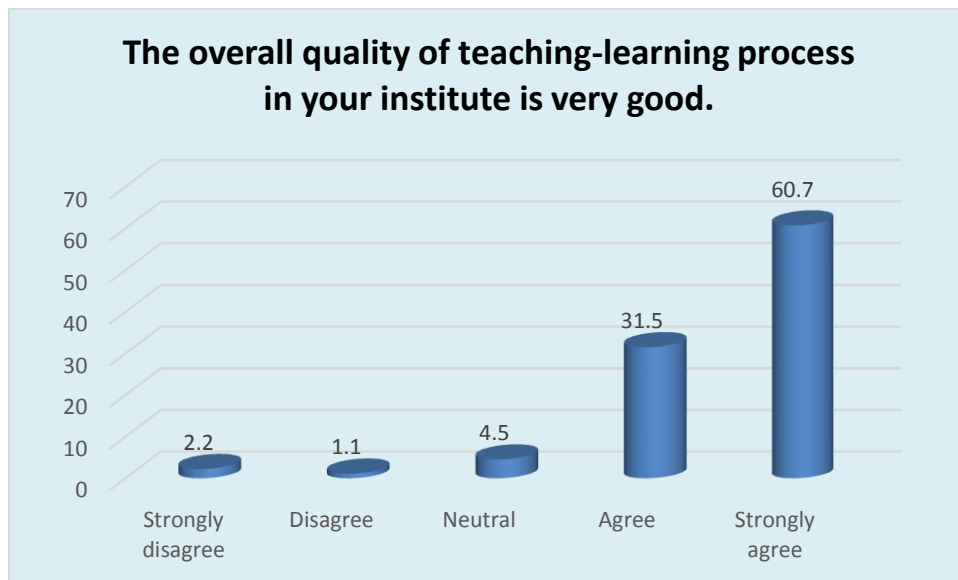
Interpretation: Nearly 60% of the students feel that the faculty members always identify strength of the students and also encourage them by providing right level of guidance. The proportion of students negatively evaluating this particular factor is very negligible.

Graph 6.11 Percentage of faculty’s use



Interpretation: It can be observed from the above graph that most of the time the teacher makes use of ICT tools such as **LCD** projector, Multimedia, etc. while teaching

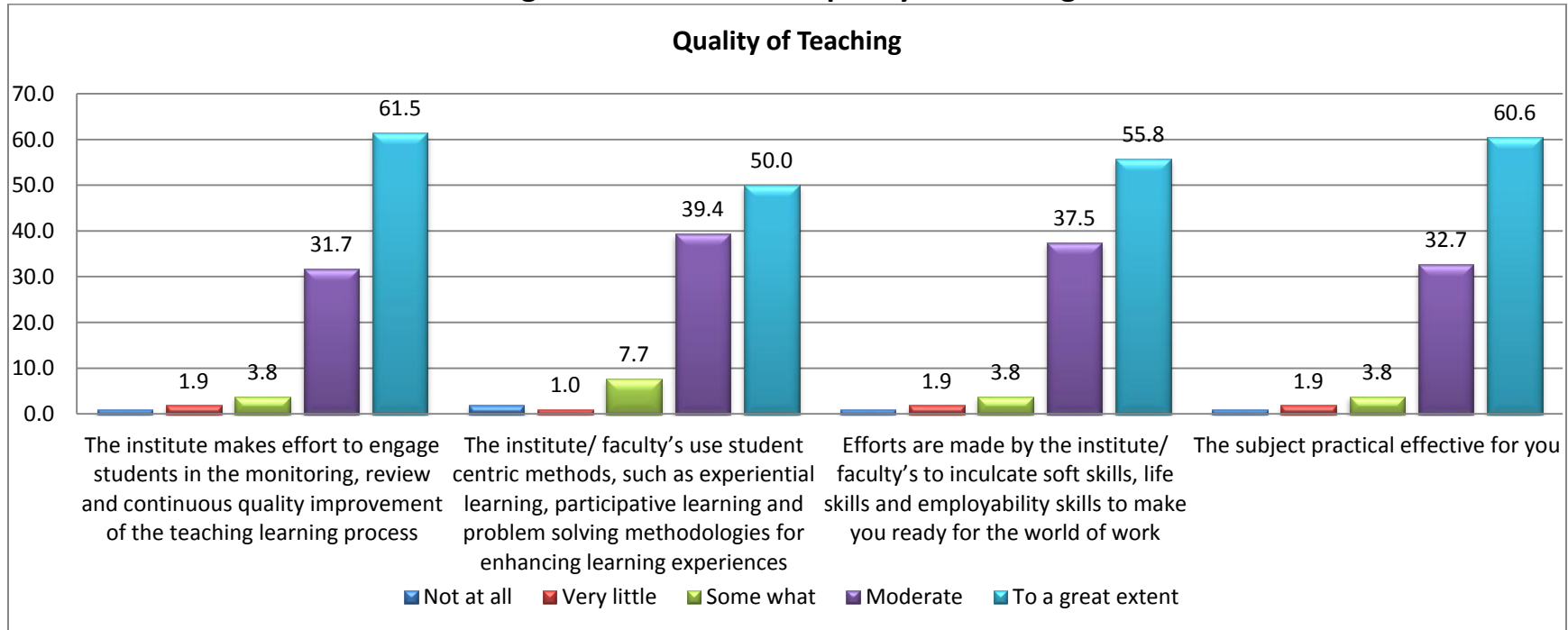
Graph 6.12 The overall quality of teaching-learning process



Interpretation: The proportion of students who have agreed upon the fact that the quality of teaching-learning process in the institute is very good is quite high. Around 11 % of them have preferred to be neutral while giving their agreement on the quality of teaching and learning process in the institute.

While evaluating the overall quality of the teaching institute majority of the students have given positive remarks and reported their satisfaction about their learning experience in the institute

Fig 13 Feedback about quality of teaching



Interpretation: The proportion of students who have agreed upon the fact that the quality of teaching-learning process in the institute is very good is quite high. Around 11 % of them have preferred to be neutral while giving their agreement on the quality of teaching and learning process in the institute.

While evaluating the overall quality of the teaching institute majority of the students have given positive remarks and reported their satisfaction about their learning experience in the institute

III. Key Observations

Following observations are made from the above analysis and interpretation of the graphs.

1. Overall performance of teachers in the class has been satisfactory (both online and offline mode)
2. Students have appreciated most of the activities conducted by the institutes and also the teaching abilities and preparedness of the teachers
3. Teachers' ability to communicate with the students has been noted by the students, however some improvement is also suggested in the communication abilities of the teachers.
4. Appreciation comment for teachers for their helpful nature and friendliness, continuous support and help in overcoming the challenges in during the course.
5. Students (for some subjects) would appreciate more course material and reading material which can give them insight to the subject/course. Balance of theory and practical are also suggested by few parents.
6. Some of the parents have suggested regular use of ICT tools.
7. No such adverse comments/ serious comments or observations were made in the faculty of institute however, individual department wise analysis can be shared with Principal and Governing Body and some improvement in the suggested areas is expected. Further improvement of the teachers is to be noted in future feedback cycles.

Annexure I

Student's Satisfaction Survey

Student Name:

Mobile Number:

Email ID:

M / F:

Aadhaar Number:

Academic Year:

Year: FY / SY / TY BScHS

Semester: I / II / III / IV / V / VI

Note: Please tick the box you consider appropriate through your satisfaction from 1 to 5 with 1 for least or 5 for most Satisfied

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

5 – 91 to 100%

4 – 71 to 90%

3 – 51 to 70%

2 – 30 to 50%

1 – Up to 30%

2) How well did the faculty's prepare for the lectures / practical's?

5 –Thoroughly

4 – Satisfactorily

3 – Poorly

2 – Indifferently

1 – Don't teach at all

3) How well were the faculty's able to communicate?

5 – Always effective

4 – Somewhat effective

3 – Occasionally Effective

2 –Ineffective

1 – Very poor communication

4) The faculty's approach to teaching can best be described as

5 – Excellent

4 – Very good

3 – Good

2 – Fair

1 – Poor

5) Fairness of the internal evaluation process by the faculties?

5 – Always fair

- 4 – Usually fair
- 3 – Sometimes unfair
- 2 – Usually unfair
- 1 – Always Unfair

6) Was your performance in assignments discussed with you?

- 5 – Every time
- 4 – Usually
- 3 – Occasionally/Sometimes
- 2 – Rarely
- 1 – Never

7) The institute takes active interest in promoting internship (India / Abroad), field visit opportunities for students.

- 5 – Regularly
- 4 – Often
- 3 – Sometimes
- 2 – Rarely
- 1 – Never

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

- 5 – Significantly
- 4 – Very well
- 3 – Moderately
- 2 – Marginally
- 1 – Not at all

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

- 5 – Regularly
- 4 – Often
- 3 – Sometimes
- 2 – Rarely
- 1 – Never

10) Does faculty's inform you about your expected competencies, course outcomes and programme outcomes?

- 5 – Every time

- 4 – Usually
- 3 – Occasionally/Sometimes
- 2 – Rarely
- 1 – Never

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

- 5 – Every time
- 4 – Usually
- 3 – Occasionally/Sometimes
- 2 – Rarely
- 1 – I don't have a mentor

12) Does faculty's illustrate the concepts through examples and applications?

- 5 – Every time
- 4 – Usually
- 3 – Occasionally/Sometimes
- 2 – Rarely
- 1 – Never

13) Does faculty's identify your strengths and encourage you with providing right level of challenges?

- 5 – Fully
- 4 – Reasonably
- 3 – Partially
- 2 – Slightly
- 1 – Unable to

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

- 5 – Every time
- 4 – Usually
- 3 – Occasionally/Sometimes
- 2 – Rarely
- 1 – Never

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

- 5 – To a great extent
- 4 – Moderate
- 3 – Some what
- 2 – Very little
- 1 – Not at all

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

5 – To a great extent

4 – Moderate

3 – Some what

2 – Very little

1 – Not at all

17) Does faculty's encourage you to participate in extracurricular activities?

5 – Every time

4 – Usually

3 – Occasionally/Sometimes

2 – Rarely

1 – Never

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

5 – To a great extent

4 – Moderate

3 – Some what

2 – Very little

1 – Not at all

19) What percentage of faculty's use ICT tools such as LCD projector, Multimedia, etc. while teaching.

5 – Above 90%

4 – 70 – 89%

3 – 50 – 69%

2 – 30 – 49%

1 – Up to 30%

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

5 –Strongly agree

4 – Agree

3 – Neutral

2 – Disagree

1 – Strongly disagree

21) The subject practical effective for you

5 – To a great extent

- 4 – Moderate
- 3 – Some what
- 2 – Very little
- 1 – Not at all

22) The institute maintains theory / practical attendance record

- 5 – Regularly
- 4 – Usually
- 3 – Occasionally/Sometimes
- 2 – Rarely
- 1 – Never

23) Give your observation / suggestions to improve the overall teaching – learning experience in your institute.



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22/12/2022

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(Principal)

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I. Background

As per the procedure, feedback analysis was done for the responses received by the students, alumni, parents and faculty members of the institute. The results are already presented in the first part of the report. A special attempt was also made to collect the feedback of the students on teaching learning in the institute and evaluation of the infrastructure and other activities. These feedbacks received from the students will help in showcasing the quality of teaching process in the institutes, strength of the facilities and area for improvement.

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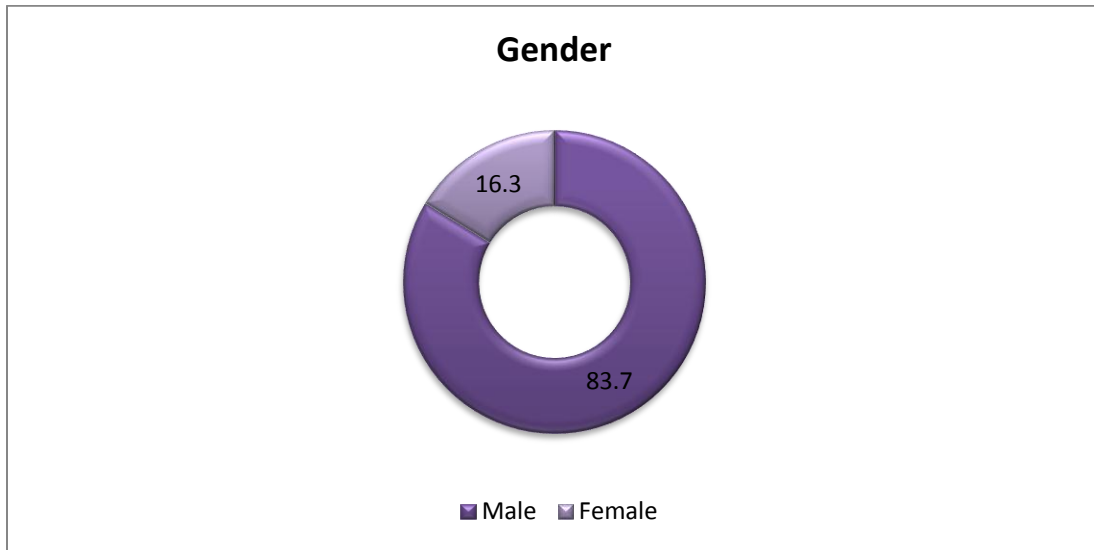
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1. Feedback received from the student

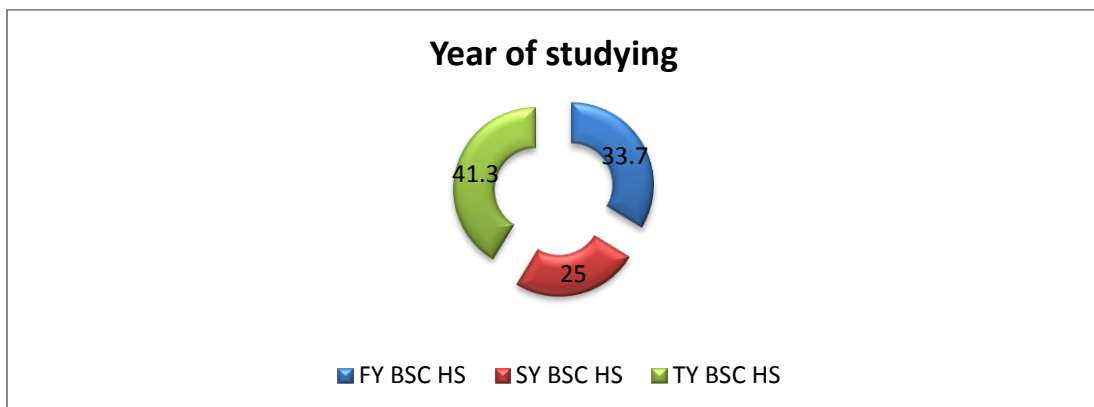
Under the profile of the students, their gender and in which year the students are studying is taken into consideration.

Fig 1 Gender distribution of the students



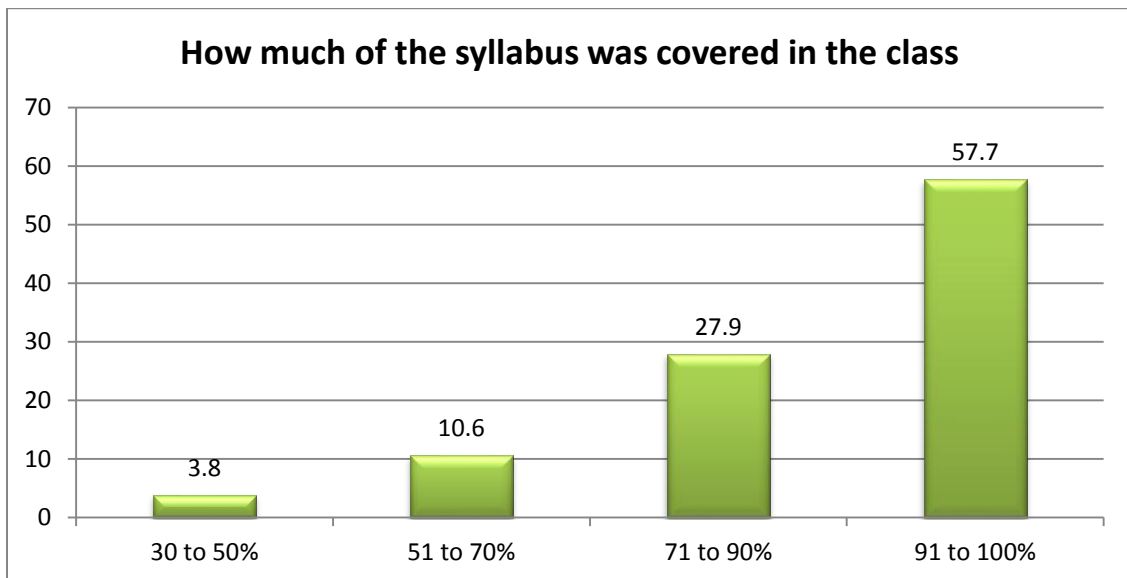
Interpretation: The above graph shows that majority of the feedback givers are male students whereas the proportion of female students is only 16%. The proportion of male students is near about 84% among the all.

Fig 2 Year of studying



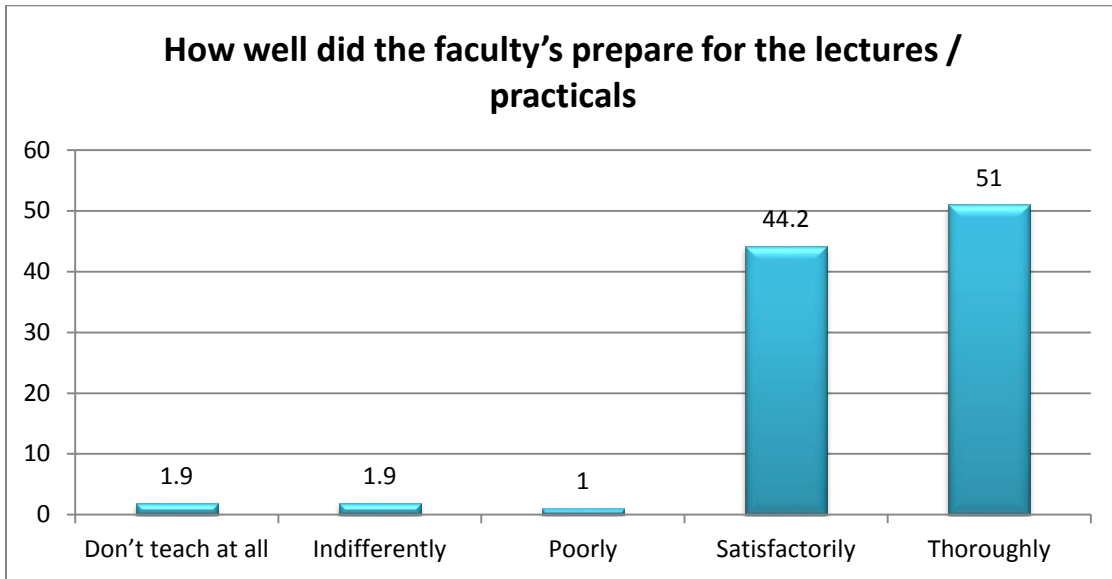
Interpretation: it is noted that nearly 34% students are of first year, whereas the proportion of 2nd year and 3rd year students is 25% and 41% respectively. The tables below are presented to describe the level of satisfaction reported by the students on overall experience of reaching, about the preparedness of the teachers and ability to communicate with the students while teaching, use of ICT tools. The idea behind obtaining these feedbacks is to get the opinions and level of satisfaction of the students on the actual teaching process their views about the institute, faculty and overall quality of the teaching in the institute.

Fig 3 Opinions about syllabus covered in the class



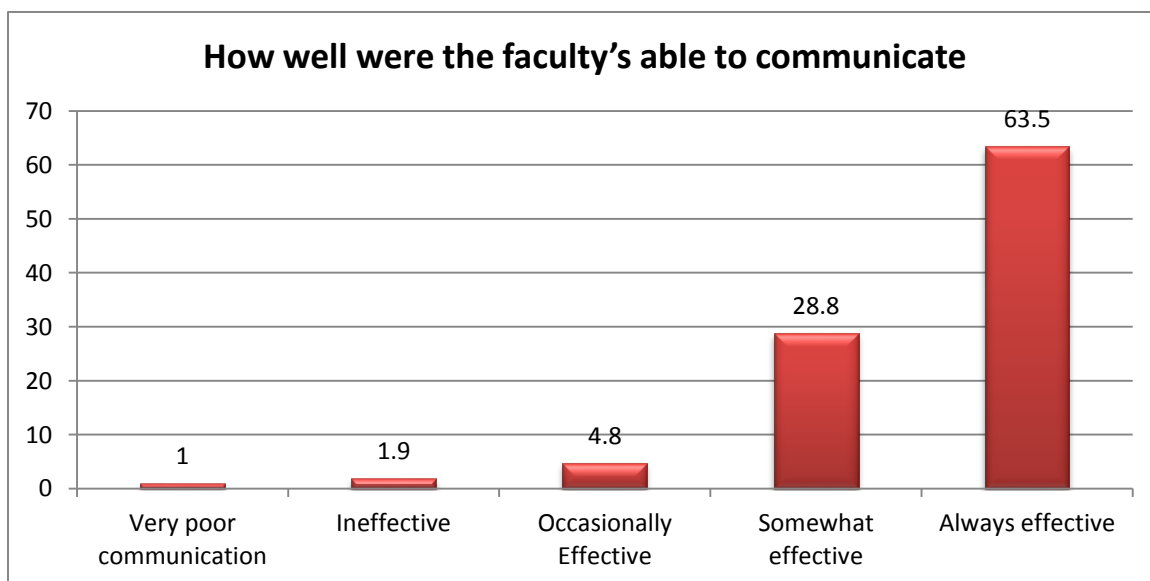
Interpretation: in response to the opinions about the syllabus covered in the class, near about 58% of the students have reported that 90-100% syllabus gets covered in the class, whereas 28% reported that more than 3/4th of the syllabus is covered in the class. *It is noteworthy that 4% of the students have reported that 30-50% of the syllabus is covered in the class which needs attention*

Fig 4 How well the faculties are prepare for lectures and practical



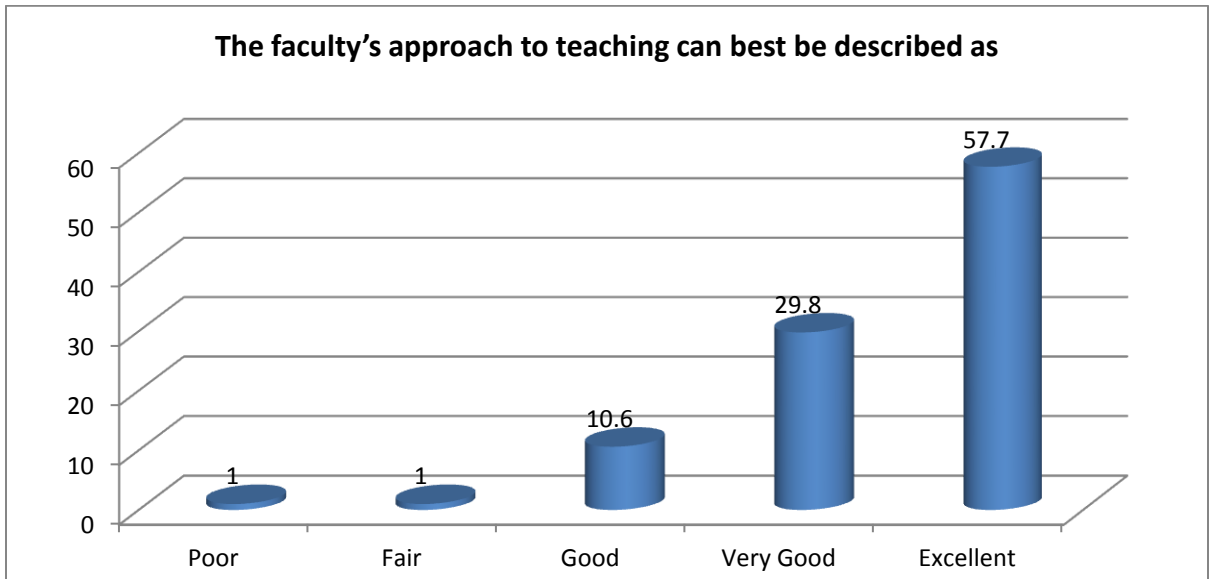
Interpretation: More than 50% of the students opine that the teachers are very well prepared and tech thoroughly during the lectures and practical. The students who have reported satisfactorily about the preparedness of the teachers are more than 44%. Hence it can be inferred that majority of the students are satisfied with the preparedness of the teachers during the lectures and practical.

Fig 5 How well the faculties able to communicate



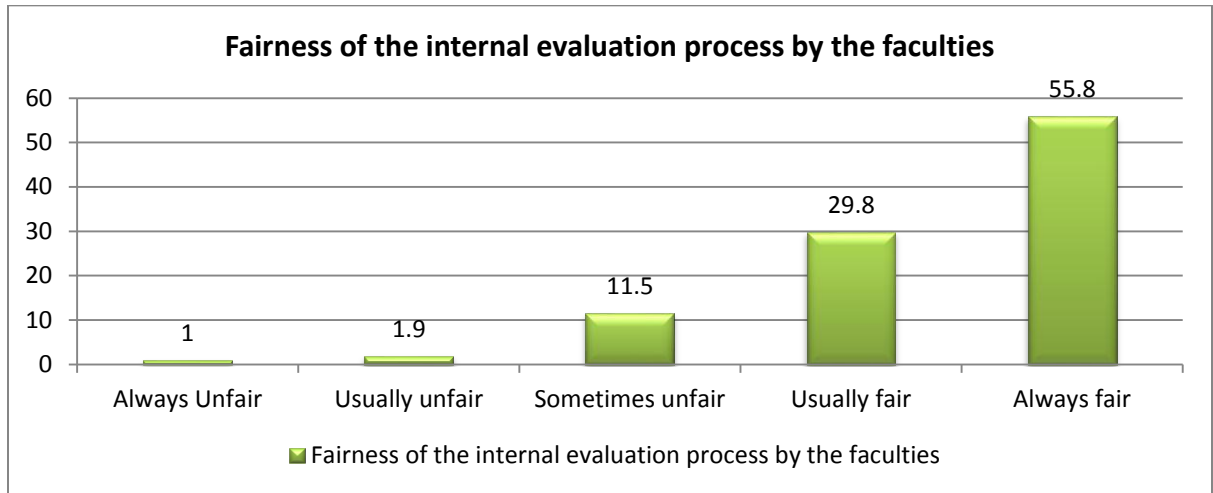
Interpretation: Nearly 64% of student feels the communication capacities of the teachers is always effective where it is somewhat effective as per 29% of the students. The remaining 8 % of the students have given critical remarks of the communication ability of the teachers which need attention.

Fig 6 Faculties' approach to teaching



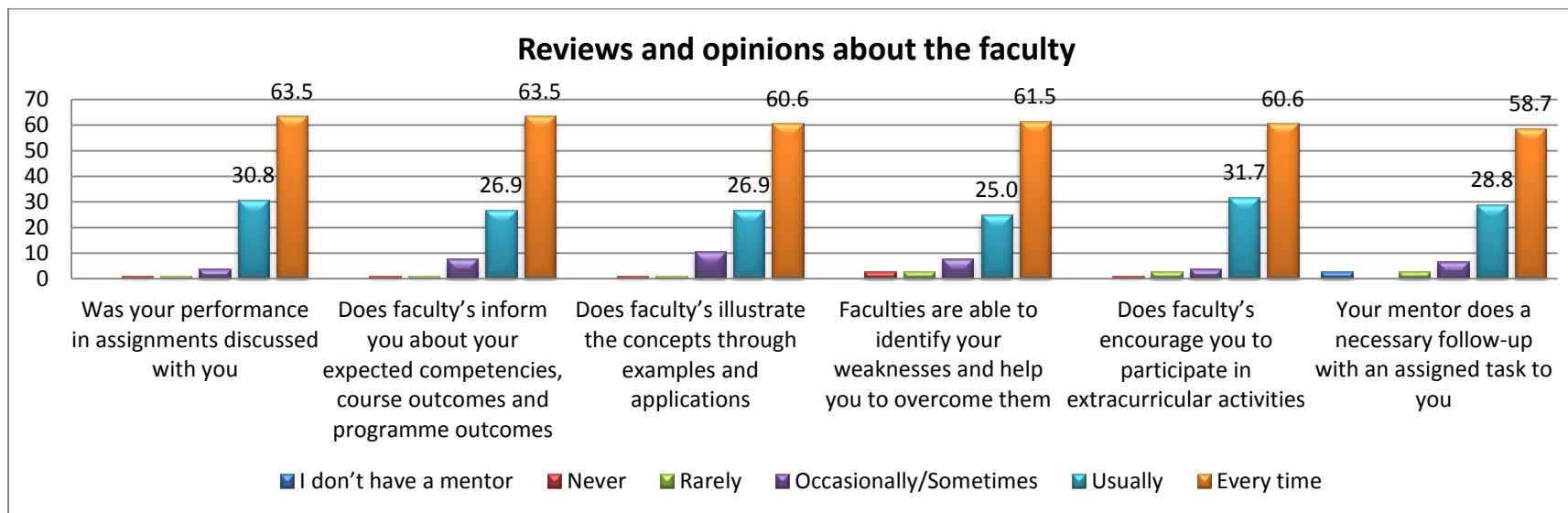
Interpretation: Regarding faculty's approach towards teaching is described positively by majority of the students which is an achievement in itself. Very negligible amount of students have evaluated the teachers negatively.

Fig 7 Fairness of internal evaluation process by the faculties



Interpretation: In case of fairness of the internal evaluation process, more than 50% students feel that it's always fair, and as per 30% of them it is usually fair. However it is important to note that nearly 13% of the students feel that the internal evaluation process is unfair.

Fig 8 Reviews and opinion about the faculties

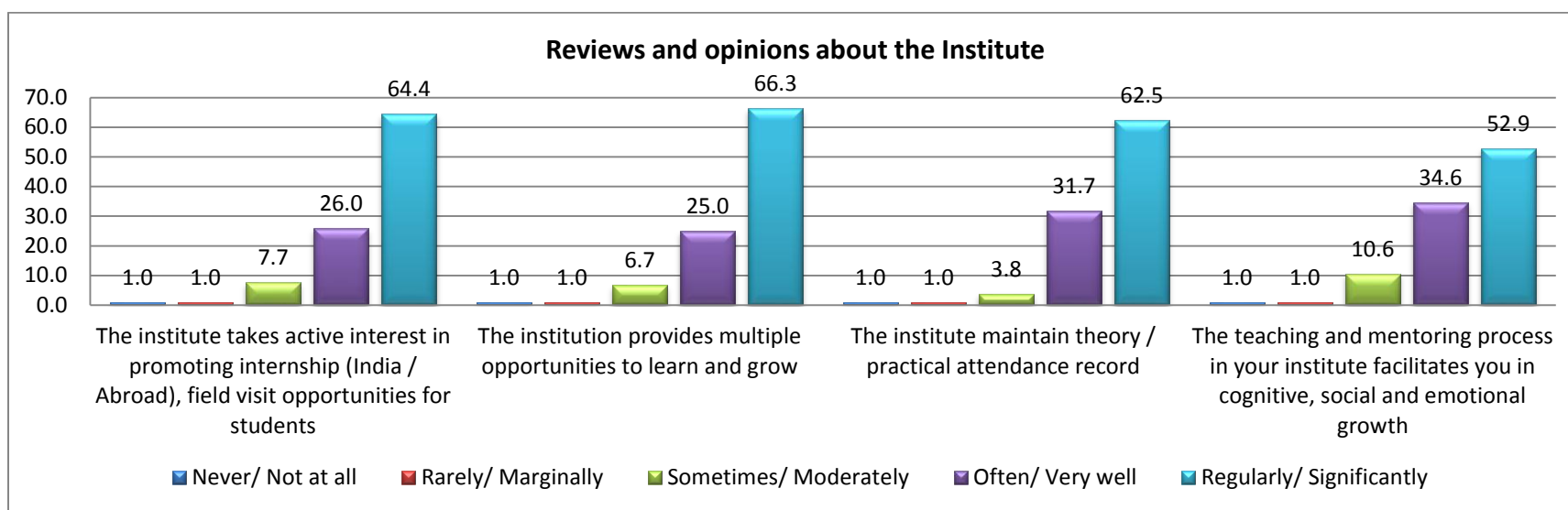


Interpretation: Total 6 parameters are included to review and opine about the faculty. The above graph is presented to show the responses and level of satisfaction about the same.

- It is noted that majority of the students have reported that the performance of their assignments is discussed with them as well as the faculties also inform the students about the course outcomes, program outcomes and expected competencies required for that.
- More than 85% of the students report that the teachers illustrate the concepts through examples and applications, whereas this proportion is 85% for the students who feel that the faculty is mostly able to identify weaknesses of the students and help them to overcome those.

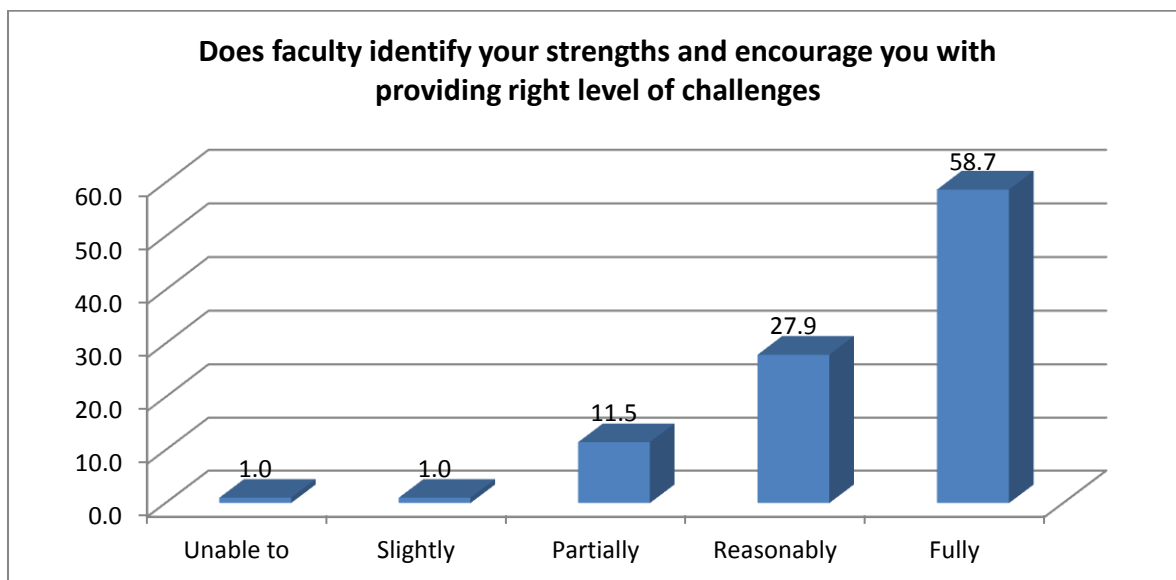
- Almost all the students have are satisfied about the techers encoraging them to particiapte in the extraculicuar activities in the college.
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Fig 9 Reviews and opition about the Institute



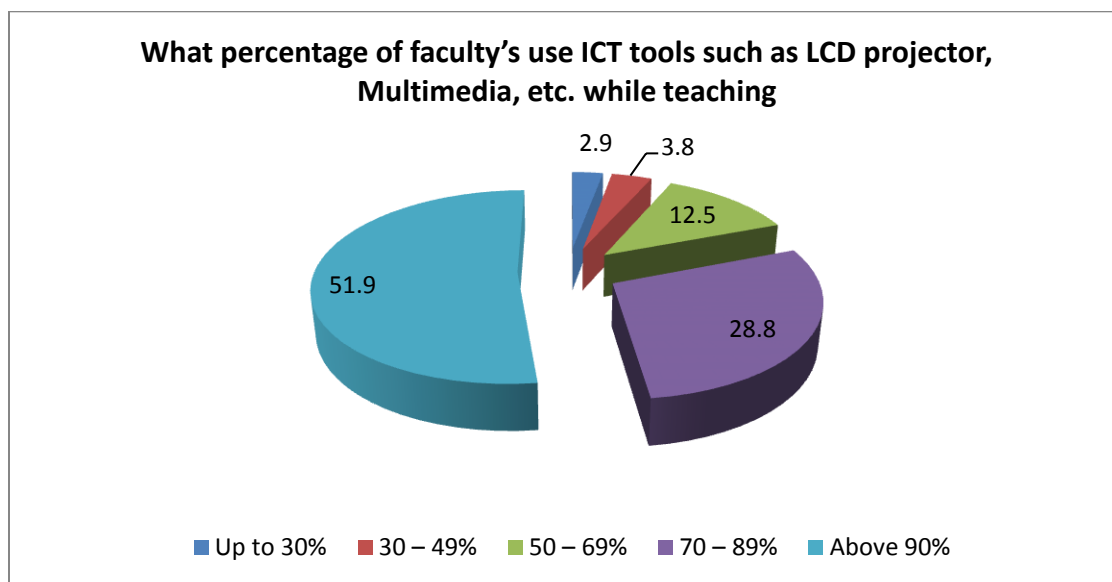
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Fig 10 Faculty’s identify your strengths and encourage you with providing right level of challenges



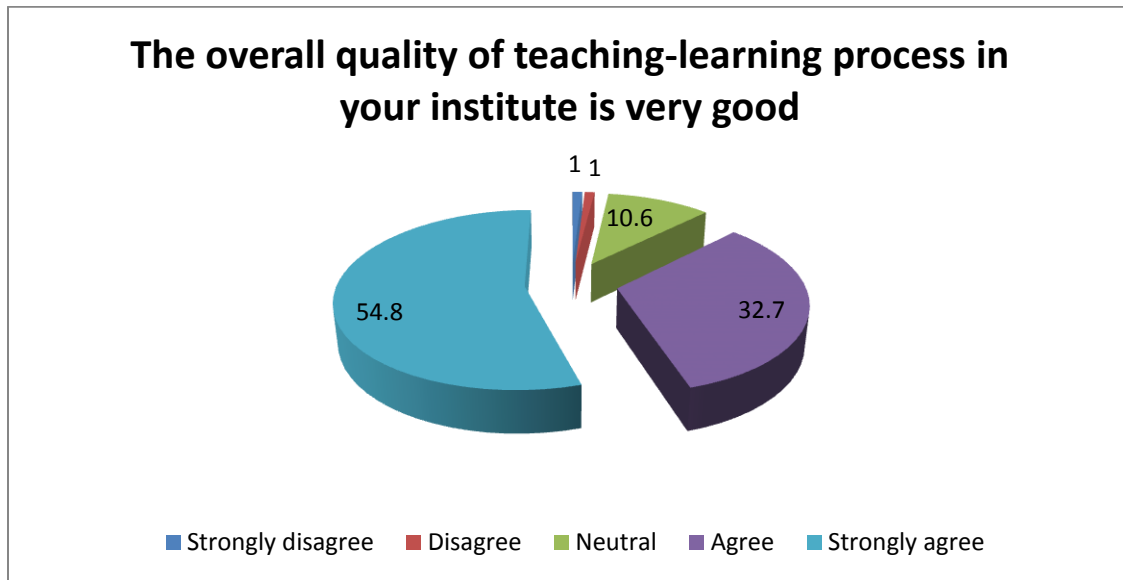
Interpretation: Nearly 60% of the students feel that the faculty members always identify strength of the students and also encourage them by providing right level of guidance. The proportion of students negatively evaluating this particular factor is very negligible.

Fig 11 Use of ICT tools by the faculty while teaching



Interpretation: It can be observed from the above graph that most of the time the teacher make use of ICT tools such as LCD projector, Multimedia, etc. while teaching

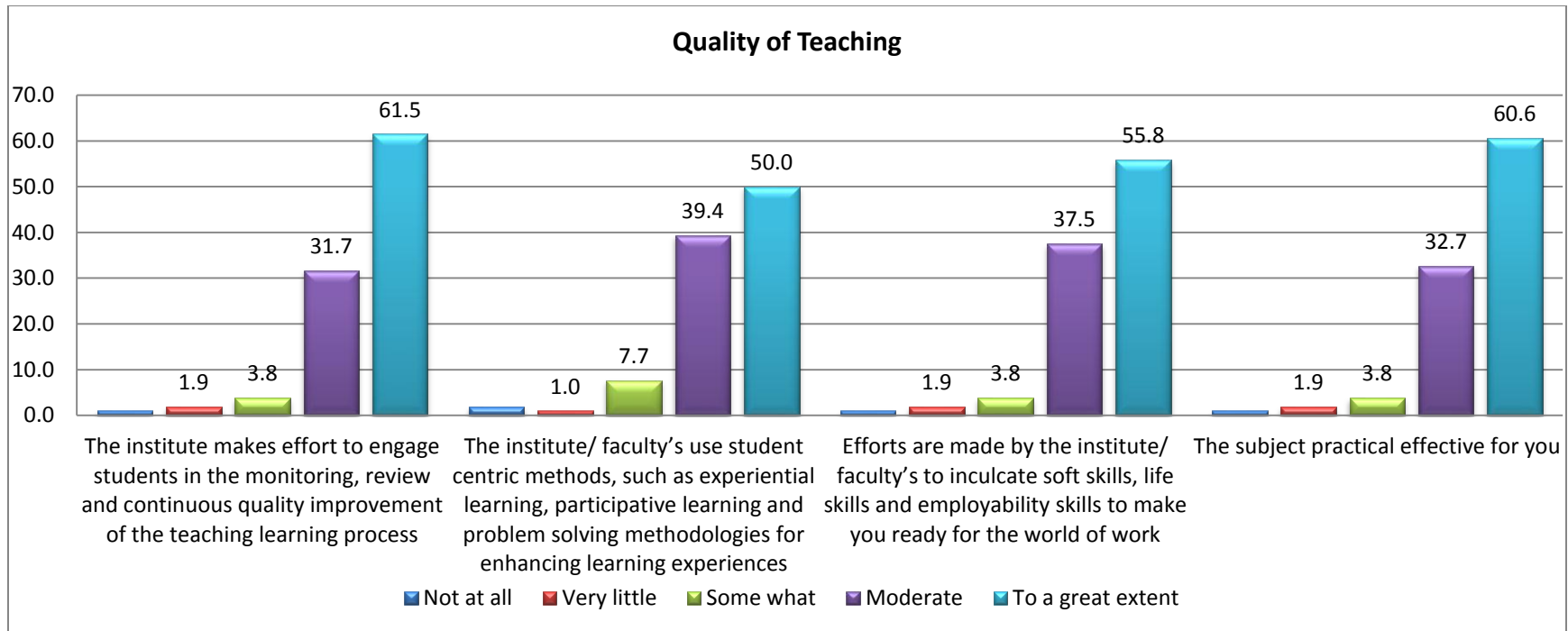
Fig 12 Level of agreement on the overall quality of teaching- learning process



Interpretation: The proportion of students who have agreed upon the fact that the quality of teaching-learning process in the institute is very good is quite high. Around 11 % of them have preferred to be neutral while giving their agreement on the quality of teaching and learning process in the institute.

While evaluating the overall quality of the teaching institute majority of the students have given positive remarks and reported their satisfaction about the their learning experience in the institute

Fig 13 Feedback about quality of teaching



III. Key Observations

Following observations are made from the above analysis and interpretation of the graphs.

1. Overall performance of teachers in the class has been satisfactory (both online and offline mode)
2. Students have appreciated most of the activities conducted by the institutes and also the teaching abilities and preparedness of the teachers
3. Teachers' ability to communicate with the students has been noted by the students, however some improvement is also suggested in the communication abilities of the teachers.
4. Appreciation comment for teachers for their helpful nature and friendliness, continuous support and help in overcoming the challenges in during the course.
5. Students (for some subjects) would appreciate more course material and reading material which can give them insight to the subject/course.
6. No such adverse comments/ serious comments or observations were made in the faculty of institute however, individual department wise analysis can be shared with Principal and Governing Body and some improvement in the suggested areas is expected. Further improvement of the teachers is to be noted in future feedback cycles.