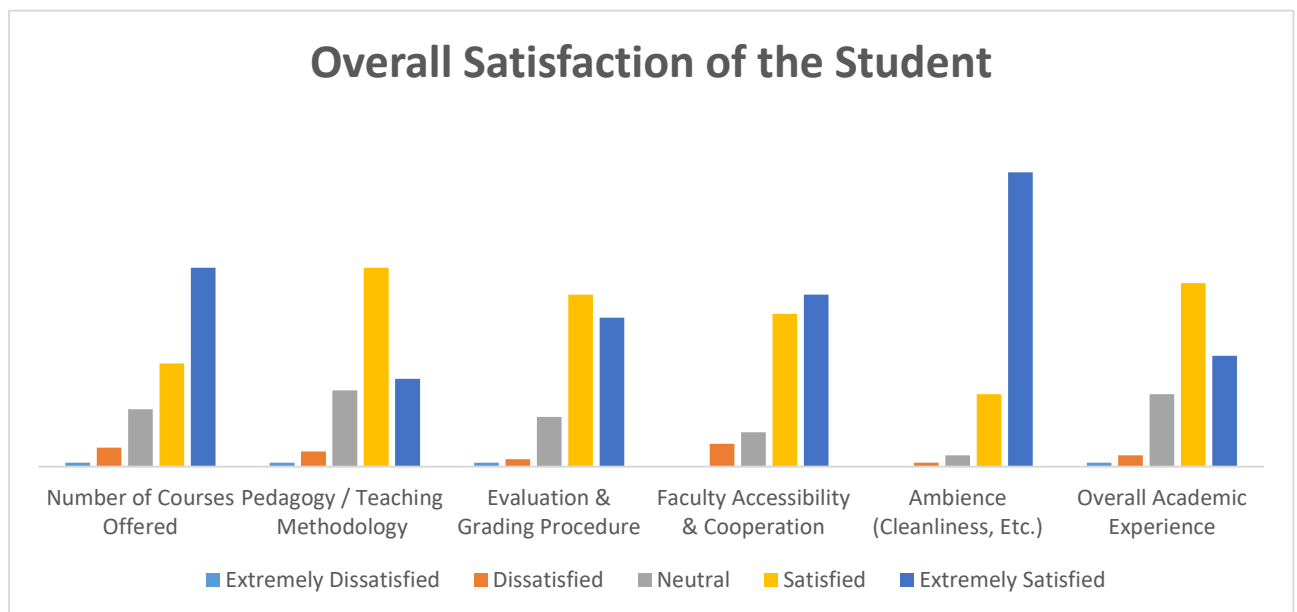


## Student Satisfaction Survey Report (2020-21)

Students of PGDM - General Management, PGDM – Marketing, PGDM – Banking Insurance and Financial Services, PGDM – International Business, and PGDM – Human Resource Management have participated in the survey with representation covering gender, and nativity of the student.

### a) Overall Satisfaction of the Student

ITEM	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
Number of Courses Offered	1%	5%	15%	27%	52%
Pedagogy / Teaching Methodology	1%	4%	20%	52%	23%
Evaluation & Grading Procedure	1%	2%	13%	45%	39%
Faculty Accessibility & Cooperation	0%	6%	9%	40%	45%
Ambience (Cleanliness, Etc.)	0%	1%	3%	19%	77%
Overall Academic Experience	1%	3%	19%	48%	29%

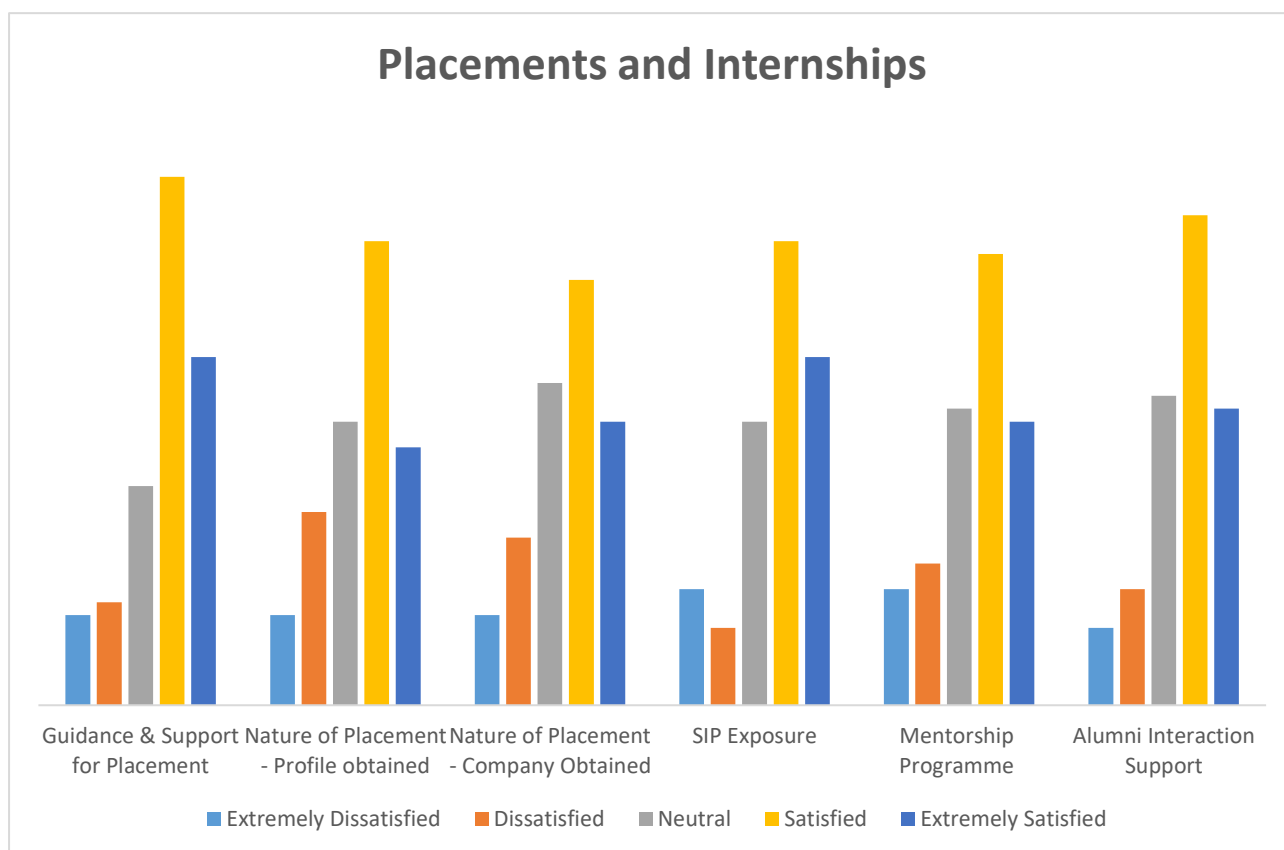


Observations: - Above 90 per cent of the students are satisfied with the overall academic experience including courses offered, pedagogy followed, grading procedure, faculty accessibility and ambience. Ninety four per cent of the students are satisfied with the Pedagogy and Teaching

methodology and number of courses offered as a part of PGDM. Less than 5 per cent of the students opined that more diverse teaching-learning methods should be adopted.

**b) Placements and Internships**

ITEM	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
Guidance & Support for Placement	7%	8%	17%	41%	27%
Nature of Placement - Profile obtained	7%	15%	22%	36%	20%
Nature of Placement - Company Obtained	7%	13%	25%	33%	22%
SIP Exposure	9%	6%	22%	36%	27%
Mentorship Programme	9%	11%	23%	35%	22%
Alumni Interaction Support	6%	9%	24%	38%	23%

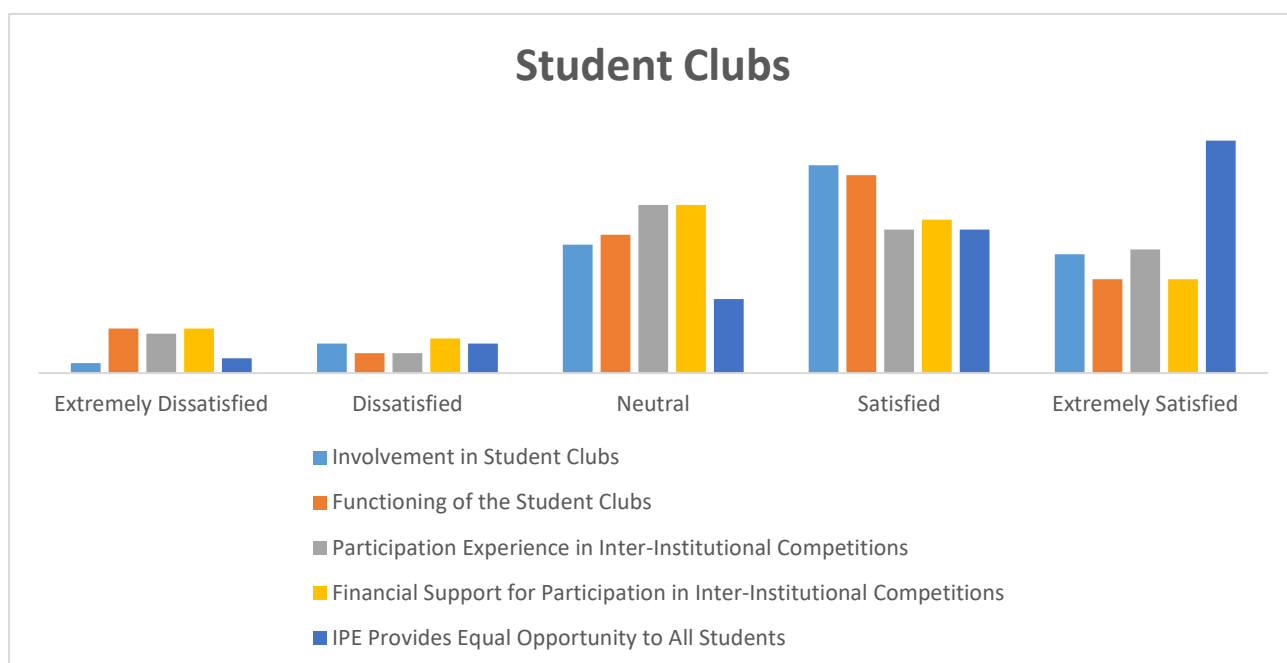


Observations: - Above 85 per cent of the students are satisfied with the Placement activities including guidance and support extended to the students, nature of placement profiles obtained, and nature of placement companies. Majority of the students are also satisfied with SIP exposure provided, mentorship extended to mentees, and also with alumni interaction support extended,

though minority have expressed concern. Respective HoDs are directed to continuously follow up and ensure legitimate requirements of students are met.

**c) Student Clubs**

ITEM	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
Involvement in Student Clubs	2%	6%	26%	42%	24%
Functioning of the Student Clubs	9%	4%	28%	40%	19%
Participation Experience in Inter-Institutional Competitions	8%	4%	34%	29%	25%
Financial Support for Participation in Inter-Institutional Competitions	9%	7%	34%	31%	19%
IPE provides equal opportunity to all students	3%	6%	15%	29%	47%

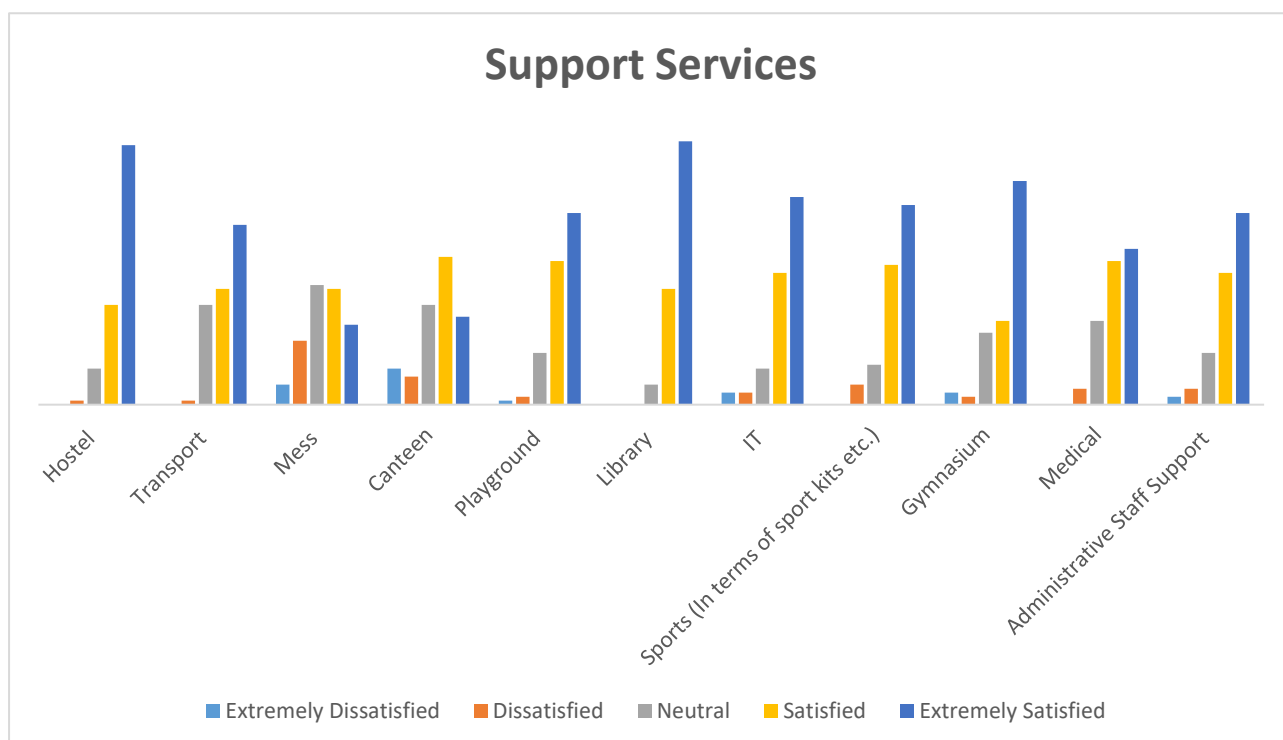


Observations: - Majority of the students are satisfied with the support extended by the Institute for their overall development. A minority of the respondents disagreed with the encouragement provided to involve in co-and extra-curricular activities.

**d) Support Services**

ITEM	Extremely Dissatisfied	Dissatisfied	Neutral	Satisfied	Extremely Satisfied
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Hostel	0%	1%	9%	25%	65%
Transport	0%	1%	25%	29%	45%
Mess	5%	16%	30%	29%	20%
Canteen	9%	7%	25%	37%	22%
Playground	1%	2%	13%	36%	48%
Library	0%	0%	5%	29%	66%
IT	3%	3%	9%	33%	52%
Sports (In terms of sport kits etc.)	0%	5%	10%	35%	50%
Gymnasium	3%	2%	18%	21%	56%
Medical	0%	4%	21%	36%	39%
Administrative Staff Support	2%	4%	13%	33%	48%



**Observations:** - Majority of the students are satisfied with the facilities extended to the students including hostel, transport, mess, canteen, playground, library, IT, sports, gymnasium, and medical. Above 95% of the students are satisfied and appreciative of the support extended by administrative staff at the Institute. Minority students are still expecting better facilities. Feedback received has been shared with the respective HoDs for necessary action.

## **Action Taken Report**

1. HoDs of various Schools are advised to monitor the teaching learning process for any possible improvement further. Faculty with a Feedback score of 3.5 and below were counselled on the areas of improvement. They were also encouraged to attend FDPs in the relevant area as part of capacity building. Faculty with a feedback score of 4.5 and above were appreciated for the good feedback and were requested to continue the same.
2. HoDs of concerned Divisions are advised to continuously monitor the activity and encourage the students to appreciate the efforts of the Divisions by involving them in the Divisional activities.
3. HoDs are being advised to encourage students to participate in inter-collegiate, intra-collegiate, regional and national level curricular, co-curricular and extra-curricular activities, which will also help in brand building of the Institute.
4. HoDs are advised to continue maintaining the quality of facilities extended and if there is any scope for further improvement, it may be considered on priority.