2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance

Insights

Student Feedback Analysis from the 20th Convocation Ceremony at Symbiosis International (Deemed) University

Quality Management and Benchmarking (QMB) at Symbiosis International (Deemed University) / SIU conducted a study to understand the feedback of all respondents for the 20th Convocation Ceremony of the SIU held on 9th December 2023 at Lavale Hill Top Campus.

Study Snapshot

All Graduating Students
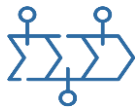
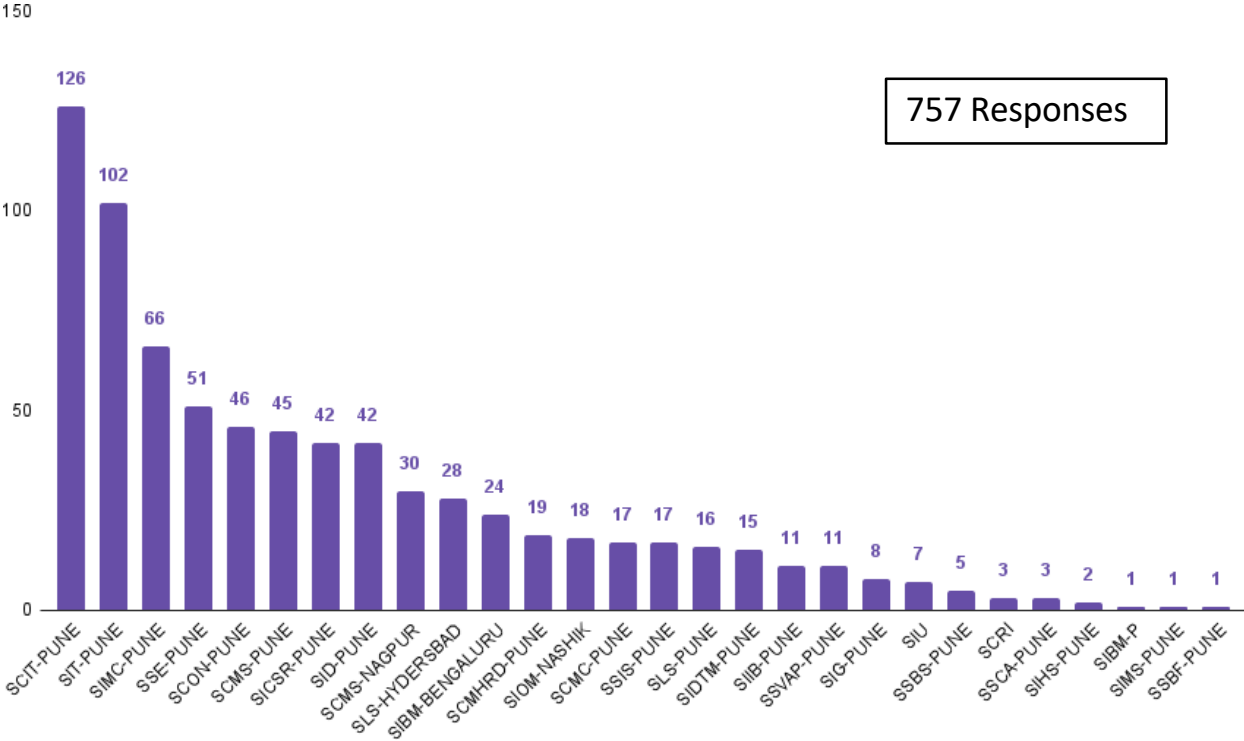7th to 31st December 2023

757 Responses

Using Google Workspace tools

All comments and suggestions are presented in their original form

This report is created by Quality Management and Benchmarking, SIU. All queries can be directed to director_qmb@siu.edu.in

Response Profile

757 Responses

CONTENTS

Employment Status

🔵	Employed
🔴	Enrolled or going for Higher Studies
🟡	Joined Family Business
🟢	Started own venture (Start-up)
🟠	Waiting for joining

13.5%

14.3%

68.2%
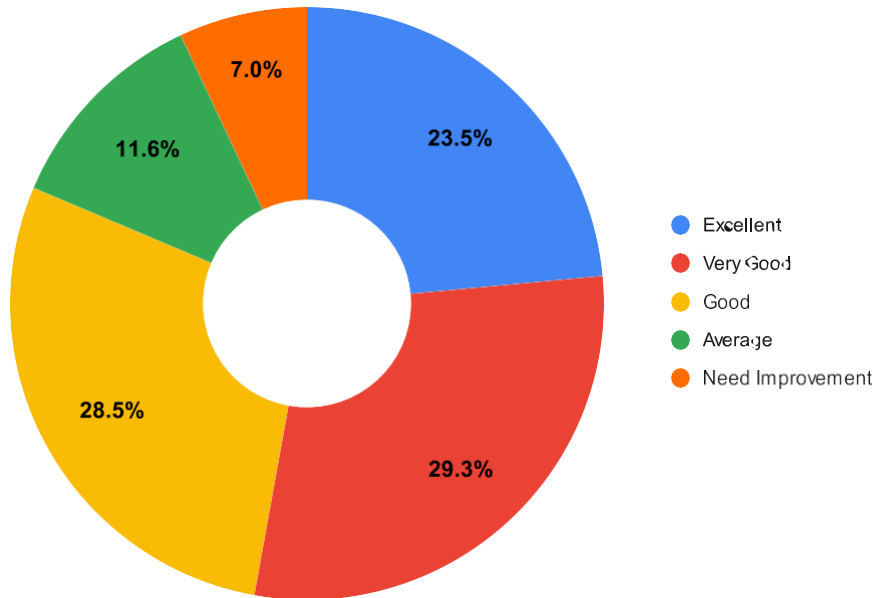
- 68.2% of respondents are currently employed, highlighting a successful transition to the workforce.

- 14.3% of students are enrolled or planning higher studies, demonstrating a commitment to further education.

- Variation in the quality of education and career services among constituents is observed.

- Improved tracking of employment outcomes is needed to enhance programs and services.

The overall quality of the academic program

Legend:
- Excellent
- Very Good
- Good
- Average
- Need Improvement

Chart values: 7.0%, 11.6%, 23.5%, 28.5%, 29.3%

- A combined total of 82% of students provided positive ratings, encompassing 'Excellent,' 'Very Good,' and 'Good.' This indicates that the majority of the student body perceives the overall quality of the academic program positively.

- The distribution of responses reveals a relatively balanced perception among 'Excellent,' 'Very Good,' and 'Good,' with slightly higher scores in the 'Very Good' category.

- There is a small percentage of respondents who are not satisfied with the program. These individuals may have concerns about the quality of instruction or the program's overall value.

- Constituents could conduct surveys or focus groups to learn more about these concerns and then develop plans to address them.

- Effectively communication to students any enhancements or changes made to the academic program. Transparency in program improvements fosters a sense of involvement and understanding.

Relevance of coursework toward career goals

Legend:
- Excellent — 25.2%
- Very Good — 31.6%
- Good — 28.9%
- Average — 10.6%
- Need Improvement — 3.7%
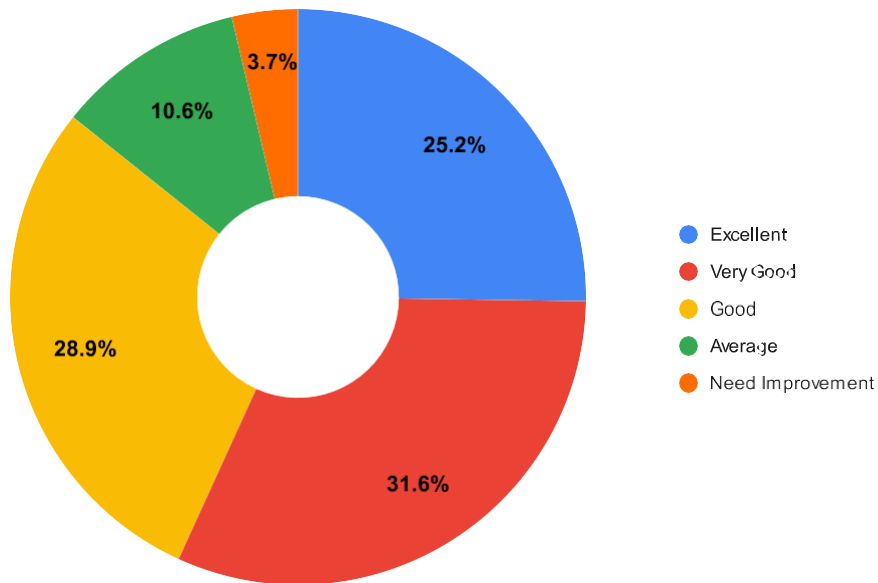
- A combined total of 85.71% of students provided positive ratings, encompassing 'Excellent,' 'Very Good,' and 'Good.' This suggests that the majority of the student body perceives the coursework as relevant to their career goals. However, 14% found the coursework to be average or poor.

- For the minority of respondents who are less satisfied, it is important to understand their specific concerns. This could be achieved through surveys, focus groups, or individual meetings. Once the concerns are understood, steps can be taken to address them, such as offering more electives or career-focused courses, improving the quality of teaching, or providing more support services for respondents who are struggling.

- **Excellent** — 23.4%
- **Very Good** — 29.8%
- **Good** — 31.0%
- **Average** — 9.9%
- **Need Improvement** — 6.0%
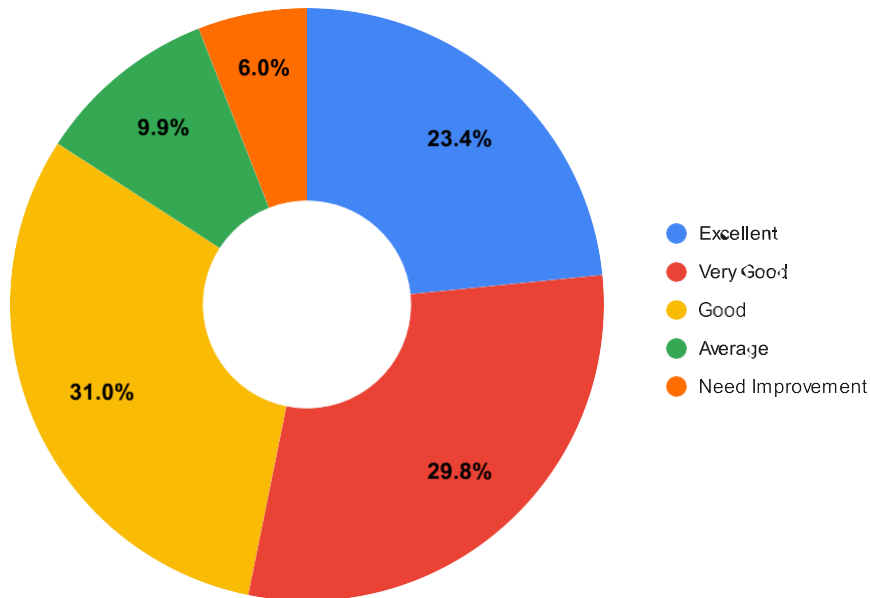
- A combined total of 84% of students provided positive ratings—combining 'Excellent,' 'Very Good,' and 'Good.' This indicates that the majority of the student body perceives the effectiveness of teaching methods positively.

- The distribution of responses shows a relatively balanced perception among 'Excellent,' 'Very Good,' and 'Good,' with slightly higher scores in the 'Good' category.

- For the minority of respondents who are not satisfied with the teaching methods, it is important to understand their specific concerns.

- Establish regular feedback loops between students and faculty to gather insights on the effectiveness of teaching methods, and use constructive feedback to make improvements and adjustments.

Faculty Quality

Legend:
- Excellent — 25.0%
- Very Good — 31.7%
- Good — 27.5%
- Average — 9.6%
- Need Improvement — 6.2%
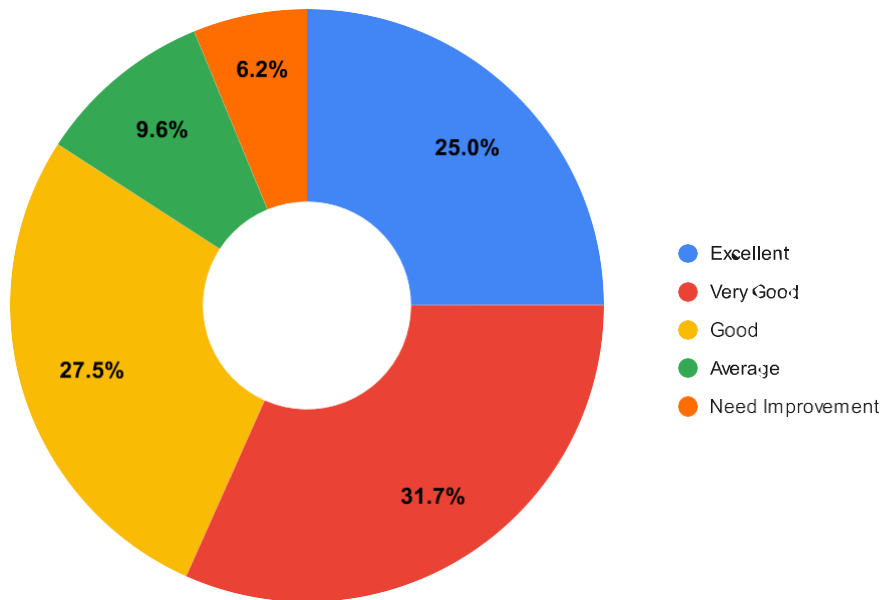
- The majority of respondents rated the faculty quality as either excellent or very good, indicating high satisfaction.

- The institution can investigate the reasons behind some respondents rating their instructors as good, average, or needing improvement. This can be achieved through surveys, focus groups, or individual meetings. Once concerns are identified, steps can be taken to address them, including providing additional training and support to faculty.

- Encouraging faculty to share best practices and teaching methods with each other could enhance the overall quality of teaching across the institution.

Availability of academic resources

- Excellent — 27.5%
- Very Good — 30.1%
- Good — 28.1%
- Average — 9.0%
- Need Improvement — 5.3%
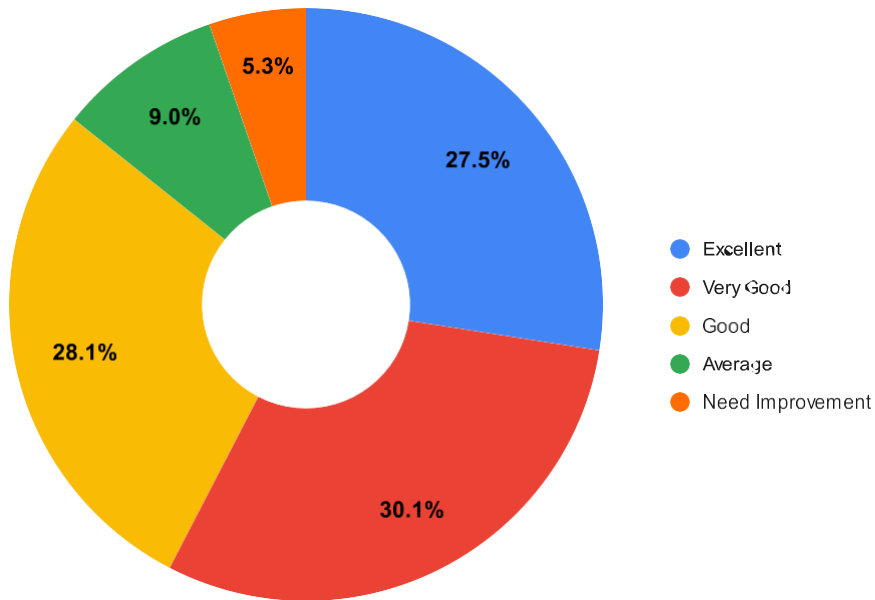
- A significant portion of the respondents perceived the availability of academic resources positively. This suggests that the majority of respondents have access to adequate resources for their academic pursuits.

- However, a notable minority found the resources to be either good or in need of improvement.

- This highlights the need for further efforts to ensure equitable access to quality academic resources for all respondents.

- Collaboration and resource-sharing among constituents and communities may optimize resource allocation and accessibility.

Opportunities for internships and hands-on learning
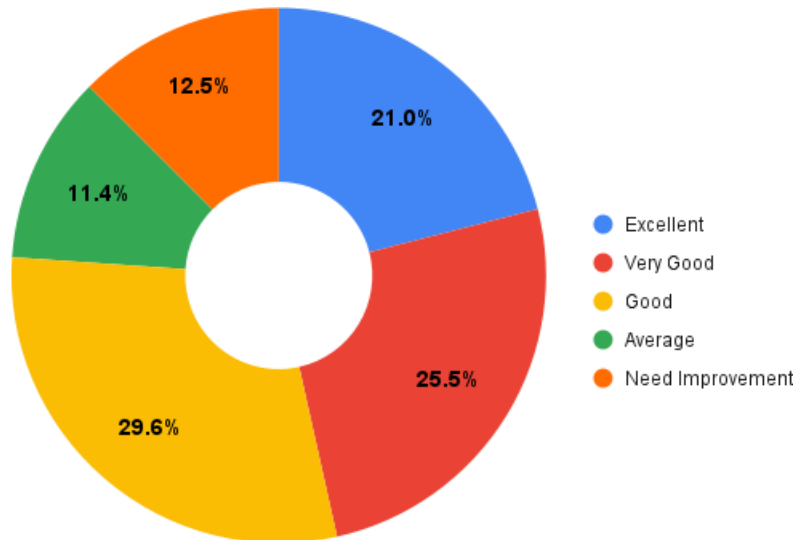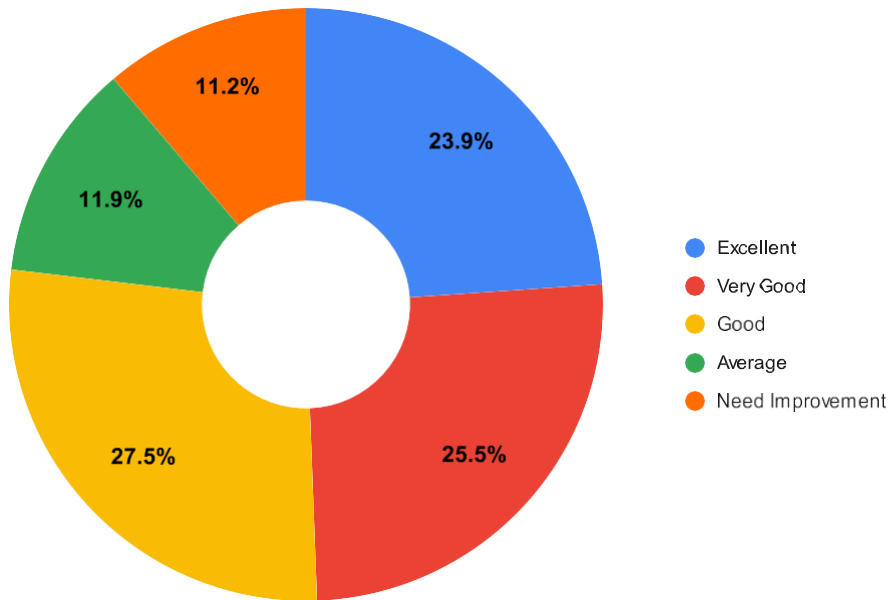

- Overall, the majority of internship and hands-on learning opportunities (76%) are rated as good or above. The number of opportunities rated 'Good' or higher is more than three times the number of opportunities rated 'Needs Improvement' or lower. This suggests that many high-quality opportunities are available for respondents and recent graduates. However, a significant number of opportunities (24%) are rated as average or below average.

- To enhance the internship experience, it is recommended to partner with employers in developing more high-quality opportunities. This could involve working collaboratively with employers to identify their needs and subsequently creating internship programs that align with those needs. Additionally, collecting feedback from both respondents and employers on internship programs can serve as valuable input for future improvements in program quality.
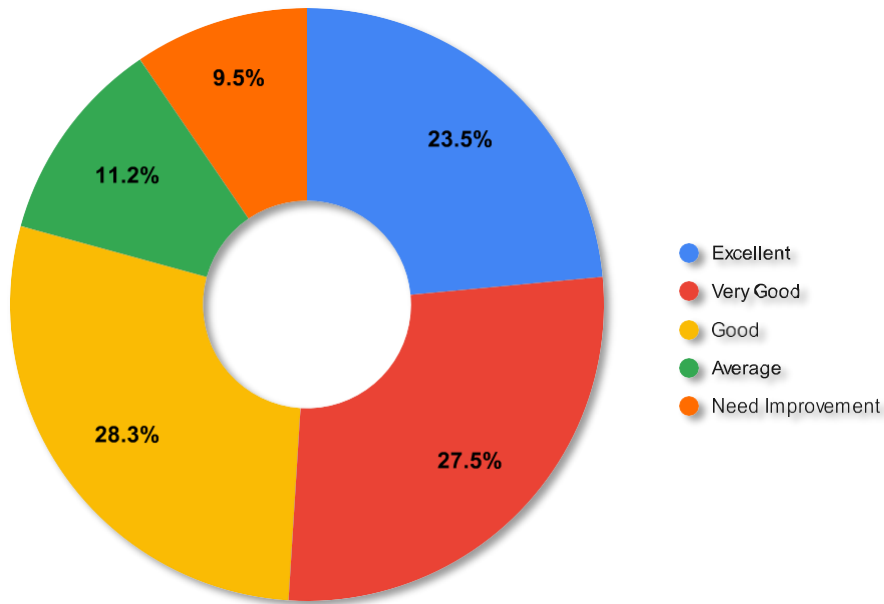
Availability of student support services
(e.g., Mentoring, Career Counselling, Financial aid)

Legend:
- Excellent
- Very Good
- Good
- Average
- Need Improvement

Pie chart values: 23.9%, 25.5%, 27.5%, 11.9%, 11.2%

- The largest group of respondents (27.5%) rates the availability of student support services as good. This suggests that there are positive aspects in the current system, but there is also room for improvement.

- The percentage of respondents who rate the availability of student support services as needing improvement (11.2%) is relatively small.

- This suggests that the majority of respondents are at least somewhat satisfied with the services being offered.

- Constituents can conduct a survey of respondents to gather more feedback on their experiences with student support services. This will help identify specific areas where improvement is most needed.

Quality and effectiveness of student support services

Legend:
- Excellent
- Very Good
- Good
- Average
- Need Improvement

Chart values: 23.5%, 27.5%, 28.3%, 11.2%, 9.5%

- The majority of services (80%) are rated as either excellent, very good, or good, suggesting that the university provides high-quality overall student support.

- However, there is room for improvement, with 12% of services rated as average or in need of improvement.

- The university should focus on identifying and addressing specific areas lacking in these services.

- It is suggested to ensure that all staff members providing student support services receive adequate training.

- This includes training on effective communication with respondents, culturally competent care, and addressing respondents' mental health needs.

Accessibility to student services with diverse needs

Legend:
- Excellent — 23.5%
- Very Good — 29.3%
- Good — 28.5%
- Average — 11.6%
- Need Improvement — 7.0%
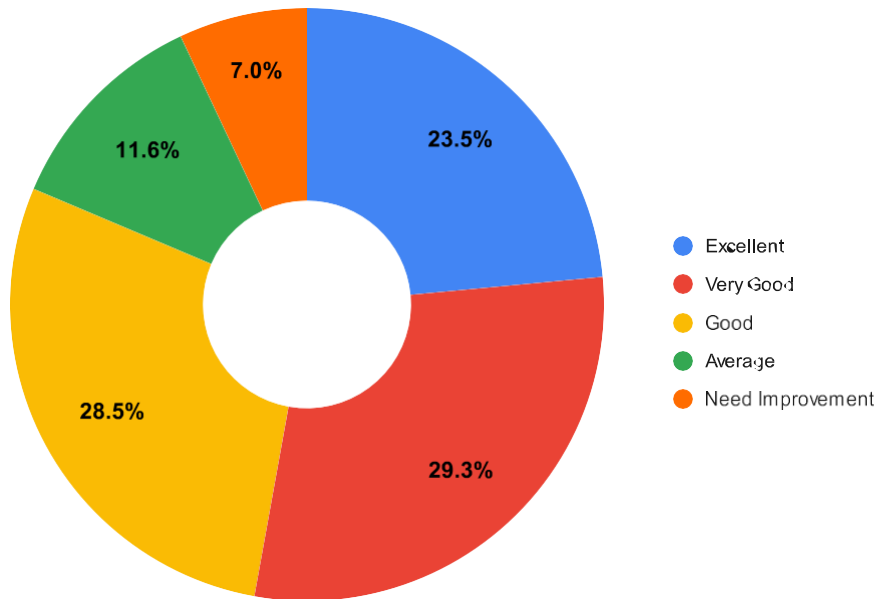
- The majority of respondents with diverse needs are satisfied with the services being offered;

- however, it is important to note some variation in the quality of services. For instance, the percentage of respondents who rate the services as excellent (23.5%) is lower than those who rate it as good (28.5%). This suggests that there is room for improvement in certain areas.
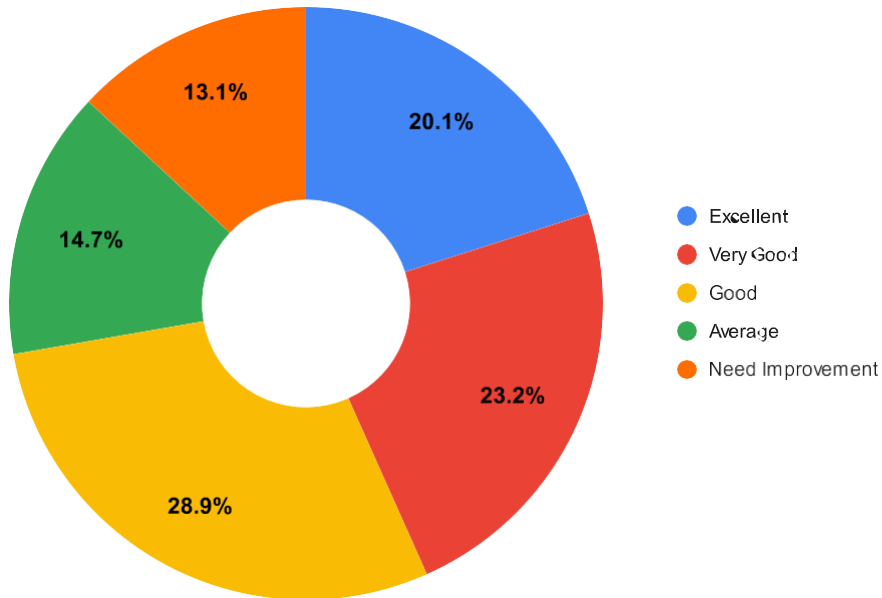
Industry Linkages – Internship and Placement Opportunities

🔵	Excellent
🔴	Very Good
🟡	Good
🟢	Average
🟠	Need Improvement
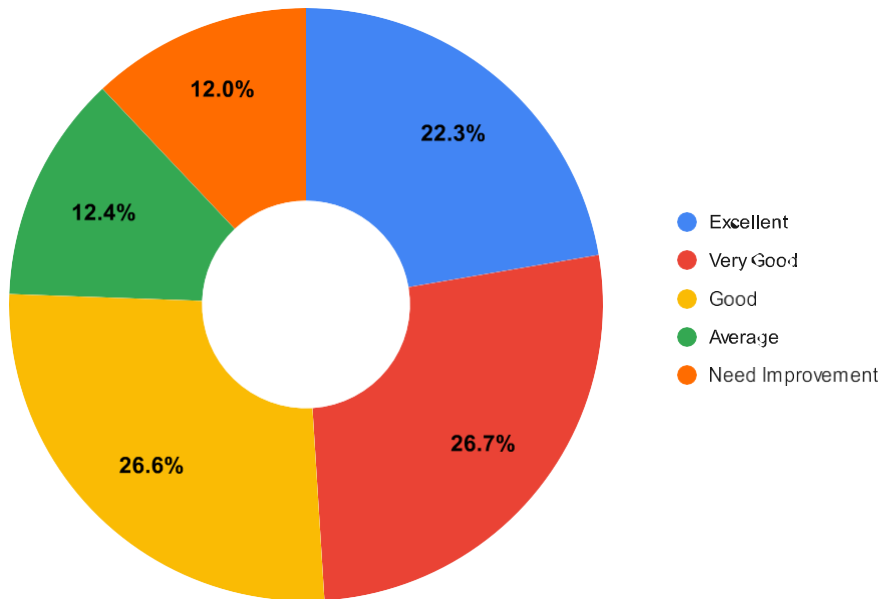
- Seventy-six percent of respondents indicated satisfaction with the quality of internship and placement opportunities, a positive finding suggesting that the majority find opportunities meeting their needs.

- A relatively small 12.0% indicate room for improvement, implying overall satisfaction with the offered opportunities.

Legend:
- Excellent
- Very Good
- Good
- Average
- Need Improvement

Pie chart values: 20.1%, 23.2%, 28.9%, 14.7%, 13.1%

- 72.1% of respondents rated the service as Good or above, indicating a generally positive sentiment toward the consulting and support provided for higher studies and competitive examinations.

- However, 27.8% of respondents rated the service as average or in need of improvement, suggesting specific areas that require attention.

- Conducting surveys or focus groups with respondents who rated the service as 'Needs Improvement' can help identify the exact issues that need addressing.

Overall satisfaction with campus resources and facilities

Legend:
- Excellent — 24.1%
- Very Good — 27.4%
- Good — 28.6%
- Average — 11.1%
- Need Improvement — 8.7%
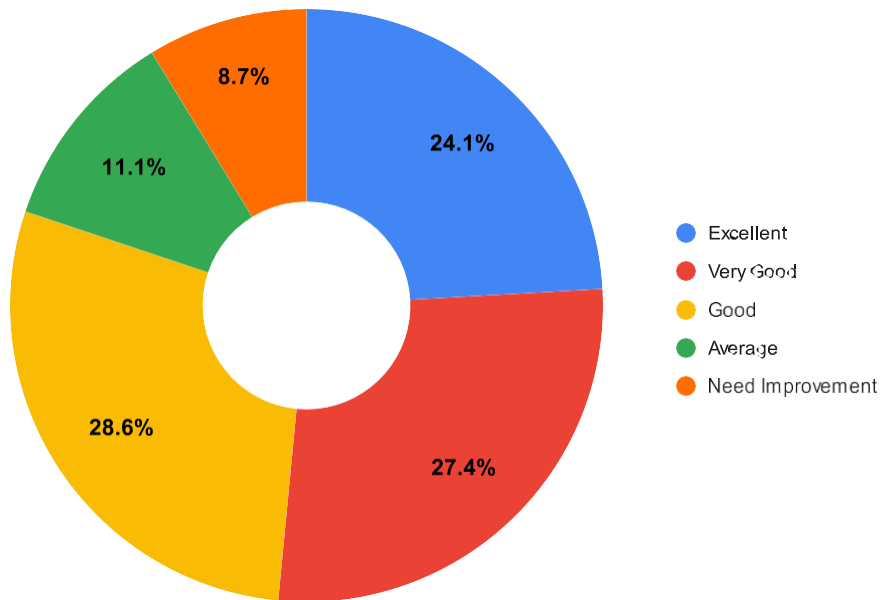
- Eighty percent of respondents express satisfaction with campus resources and facilities. The distribution of ratings is well-balanced, with the largest percentage rating their satisfaction as 'Good' (28.5%), 'Very Good' (27.4%), or 'Excellent' (24.1%). This indicates a variety of opinions, without significant negativity.

- A minority of respondents rated their satisfaction as 'Needs Improvement' (8.7%) or 'Average' (11.1%), suggesting room for improvement in some areas.
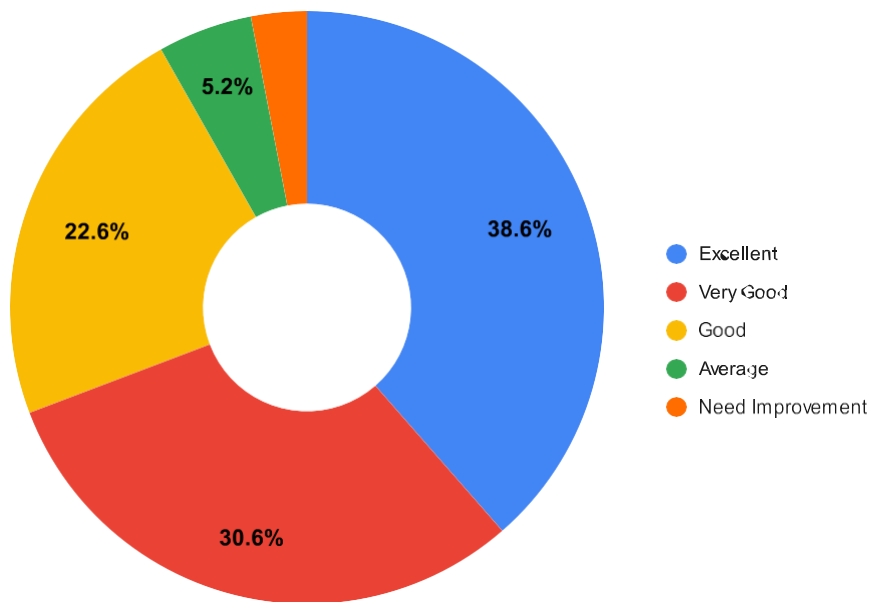
Extracurricular activities and student involvement

Legend:
- Excellent — 25.8%
- Very Good — 28.7%
- Good — 28.3%
- Average — 10.4%
- Need Improvement — 6.9%
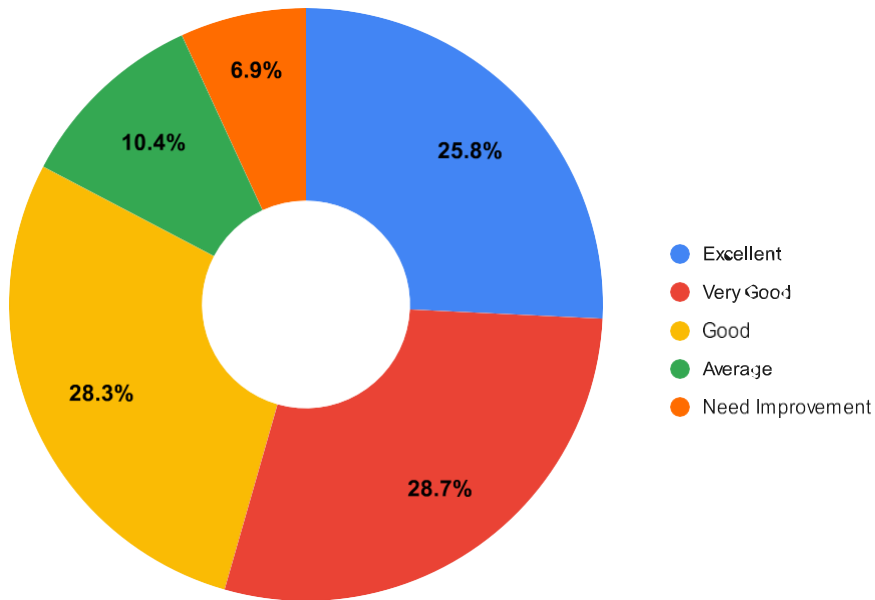
- Overall, the majority of respondents express satisfaction with extracurricular activities and student involvement, rating their experience as either 'Very Good' or 'Excellent.' This positive finding suggests that respondents are generally finding value in these activities.

- Continue to provide and promote high-quality activities and programs that receive 'Very Good' and 'Excellent' ratings from the majority of respondents. This will help ensure increased satisfaction with their extracurricular experience.

Overall safety and security on campus

Pie chart legend:
- Excellent
- Very Good
- Good
- Average
- Need Improvement

Chart values: 38.6%, 30.6%, 22.6%, 5.2%

- 38.6% of respondents rated the overall safety and security on campus as 'Excellent,' indicating high satisfaction. Encourage student involvement in safety initiatives through student-led committees or organizations to empower them and contribute to the development of campus safety.

- While the majority provided positive feedback, consider addressing areas for improvement by assessing specific concerns and implementing targeted measures to enhance safety in those areas.
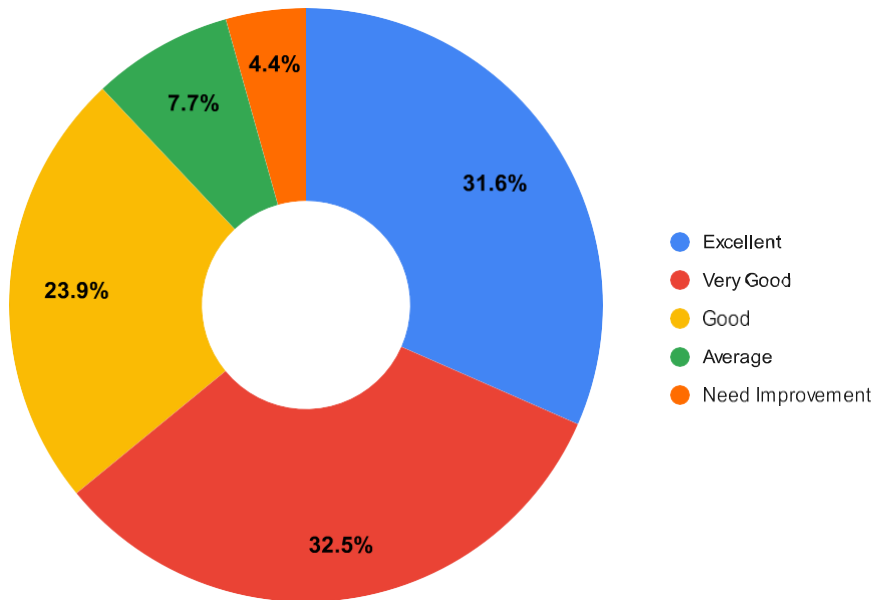
Diversity and inclusivity of the campus community

Legend:
- ● Excellent — 33.3%
- ● Very Good — 33.0%
- ● Good — 23.8%
- ● Average — 5.4%
- ● Need Improvement — 4.5%
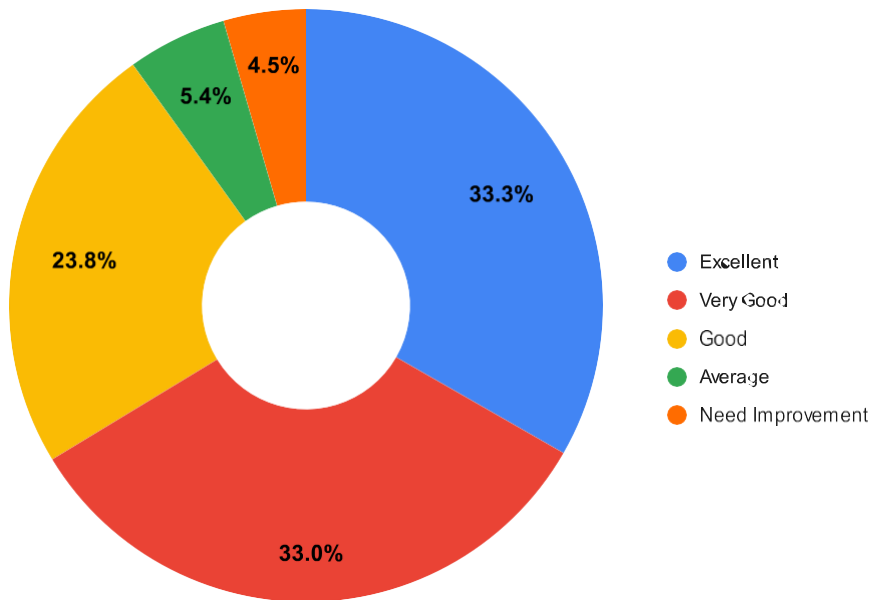
- A notable percentage of respondents (66.27%) provided positive ratings, categorizing the institution as either "Excellent" or "Very Good." This suggests that a majority of the campus community perceives the institution as having high levels of diversity and inclusivity.

- About 23.8% rated the diversity and inclusivity as "Good," indicating that a substantial number of respondents find the campus community to be acceptable but with potential areas for improvement.

- To continuously assess the perception of diversity and inclusivity on campus, establish regular feedback mechanisms such as surveys or forums. Utilize this feedback to identify areas for improvement.
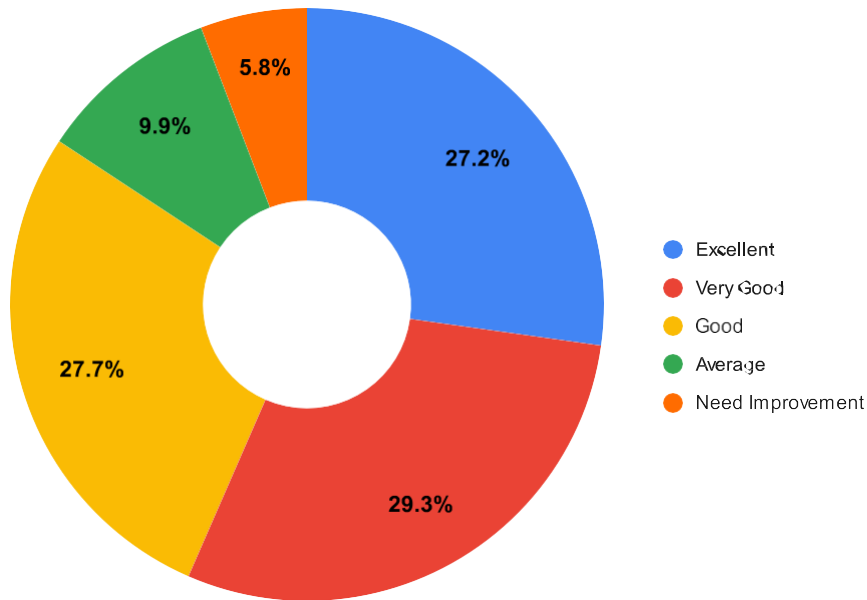
- A significant portion of respondents (64%) provided positive ratings, either 'Excellent' or 'Very Good,' indicating that a majority perceive a strong sense of belonging and community.

- The 'Need Improvement' category received a relatively low percentage (4.4%), but it suggests that a minority believe there are issues requiring attention in this regard.

- Regularly assess the effectiveness of programs and initiatives aimed at enhancing the sense of belonging. Utilize feedback and data to make necessary adjustments and improvements.

Opportunities for personal and professional growth

- A combined total of 56.53% of respondents provided positive ratings, either 'Excellent' or 'Very Good,' indicating that a majority perceive good opportunities for personal and professional growth.

- The distribution between 'Excellent,' 'Very Good,' and 'Good' suggests a relatively balanced perception of the availability of growth opportunities, with slightly higher scores in the 'Very Good' category.

- The 'Average' rating, at 9.9%, indicates that a smaller percentage of respondents feel there is room for improvement in terms of opportunities for personal and professional growth.

- Establish feedback mechanisms to gather input from respondents about the effectiveness of current opportunities and identify areas for improvement.
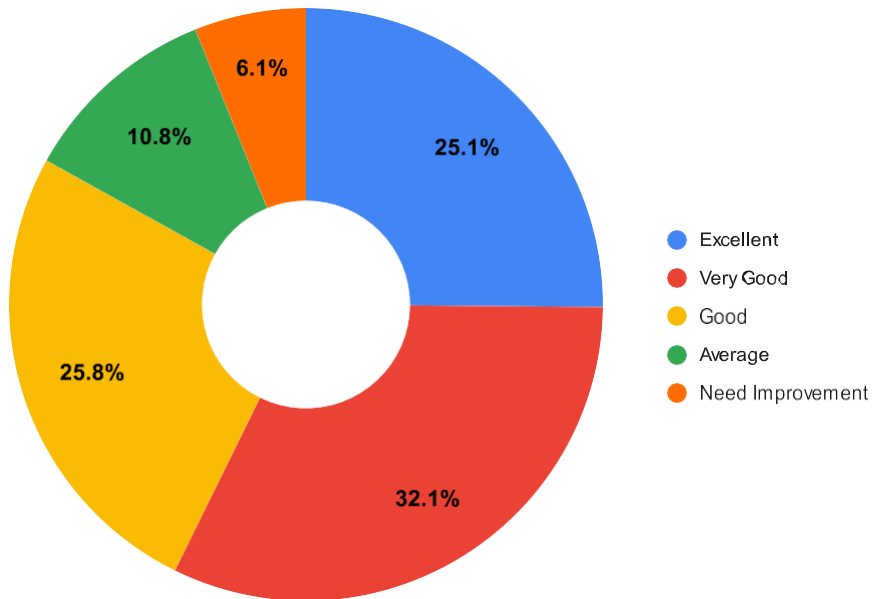
Legend:
- Excellent — 25.1%
- Very Good — 29.1%
- Good — 27.7%
- Average — 11.1%
- Need Improvement — 7.0%
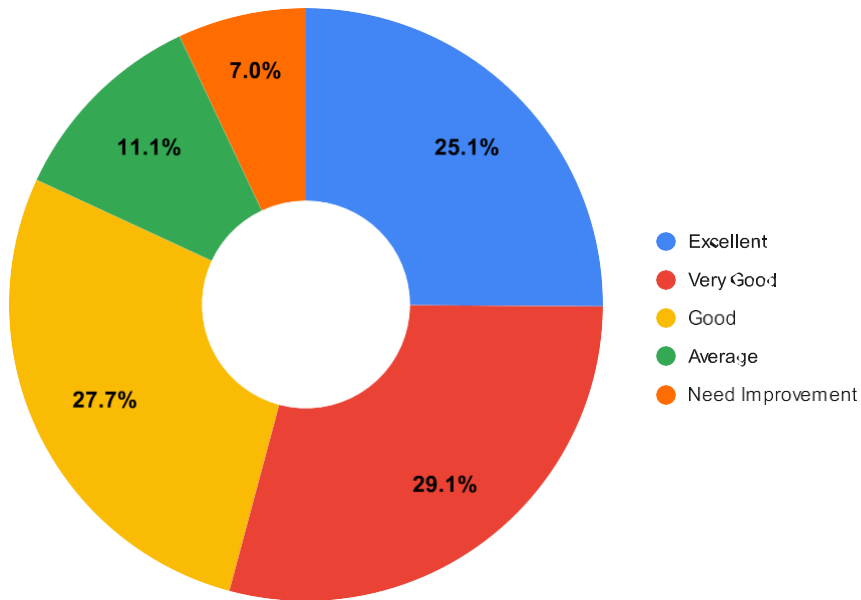
- Positive ratings from a majority of respondents (82%), combining 'Excellent,' 'Very Good,' and 'Good,' indicate that a significant portion feels adequately prepared by the curriculum for their job roles. The 'Average' rating, at 11.09%, suggests that a smaller percentage of respondents feel the curriculum provides only an average level of preparation for their job roles.

- Regularly reviewing and updating the curriculum to align with industry trends and requirements is crucial. Consult with industry professionals and alumni to gather insights on current job expectations.

- Enhancing career counseling services to guide students in aligning their academic paths with their career goals, including personalized guidance on course selection and career planning, is recommended.

The courses offered in the Institute have relevance to societal needs and employment potential

Legend:
- Excellent
- Very Good
- Good
- Average
- Need Improvement

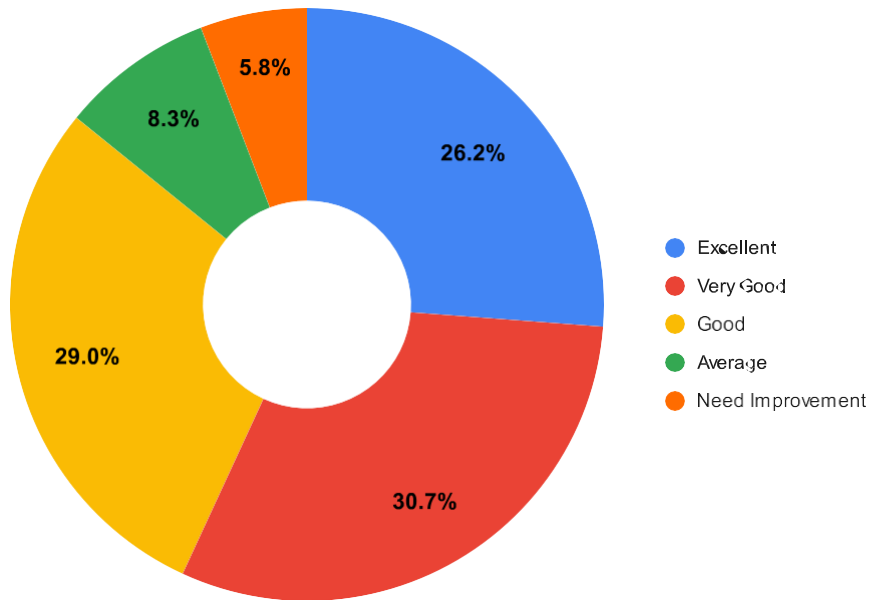Pie chart values: 25.1%, 32.1%, 25.8%, 10.8%, 6.1%

- A combined total of 83.11% of respondents provided positive ratings, encompassing 'Excellent,' 'Very Good,' and 'Good.' This suggests that the majority of the student body perceives the courses as relevant to societal needs and employment potential.

- The 'Need Improvement' category received a moderate percentage (6.07%), indicating that a segment of students believes that improvements are needed in the relevance of courses to societal needs and employment potential.

- Encourage and support faculty and students in conducting research that addresses current societal needs. This can involve collaborative projects with a direct impact on the community.
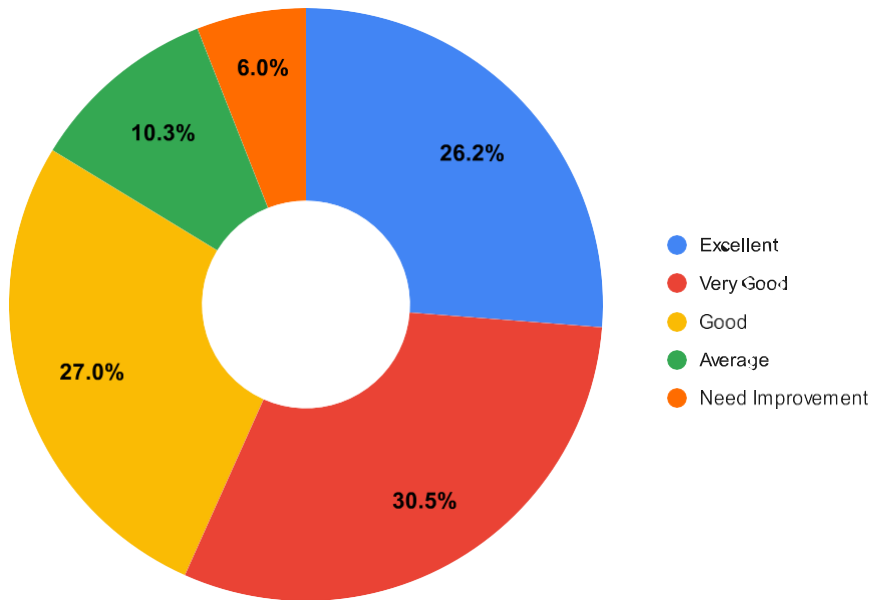
- Excellent — 26.2%
- Very Good — 30.7%
- Good — 29.0%
- Average — 8.3%
- Need Improvement — 5.8%

- A combined total of 85.87% of students provided positive ratings, encompassing "Excellent," "Very Good," and "Good." This suggests that the majority of the student body perceives the curriculum as well-designed and supportive of their learning experience.

- The "Average" rating, at 8.32%, implies that a smaller percentage of respondents feel that the curriculum is only average in terms of its design and impact on the learning experience.

- It is recommended to encourage faculty to incorporate innovative teaching methods, such as project-based learning, case studies, and interactive discussions, to enhance the overall learning experience.
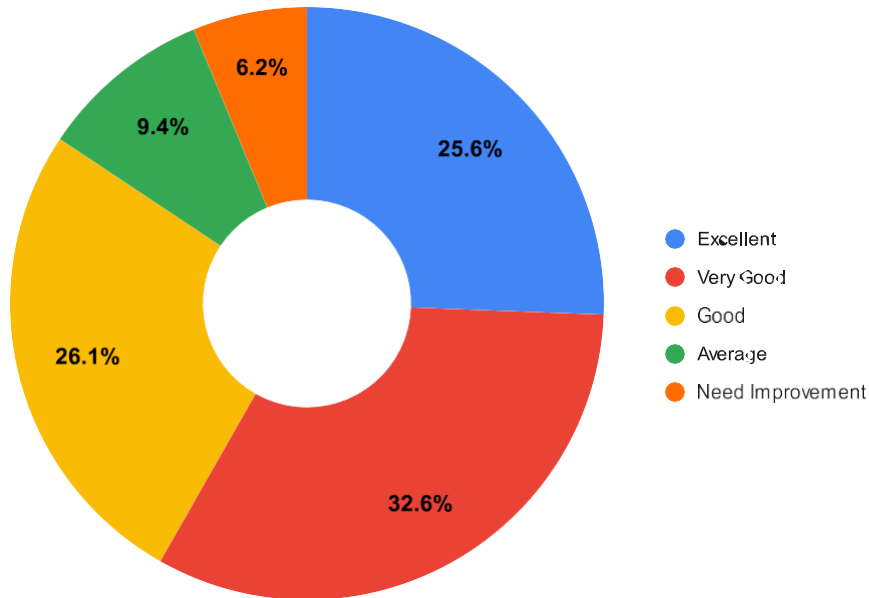
- A combined total of 84% of students provided positive ratings, encompassing "Excellent," "Very Good," and "Good." This indicates that the majority of the student body perceives the institute as encouraging contributions from alumni in curriculum and student development.

- The "Average" rating, at 10.30%, suggests that a smaller percentage of respondents feel that the institute's encouragement of alumni contributions is only average.

- To further support student development, develop mentorship programs connecting current students with alumni mentors. This facilitates the exchange of insights, career advice, and industry perspectives.

- Enhance feedback mechanisms to allow alumni to provide input on the curriculum and share their experiences with the institute. Utilize this feedback to make improvements and enhancements.

- A combined total of 84.5% of students provided positive ratings, encompassing "Excellent," "Very Good," and "Good." This indicates that the majority of the student body is satisfied with their overall university experience.

- The distribution of responses reveals a relatively balanced perception among "Excellent," "Very Good," and "Good," with slightly higher scores in the "Very Good" category.

- The "Average" rating, at 9.38%, suggests that a smaller percentage of respondents feel that their university experience is only average in terms of overall satisfaction.

- To improve communication channels between the university administration, faculty, and students, transparent and effective communication should be prioritized. This approach can address concerns, build trust, and enhance overall satisfaction.

- It is recommended to implement or enhance regular and comprehensive student feedback surveys to gather insights into various aspects of the university experience. Use this feedback to identify specific areas that may need improvement.