



Student Satisfaction Survey Report
Batch (2020-21)

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Student Satisfaction Survey

IIHMR University, Jaipur (herein after refers to as The University) endeavors for continuous improvement and accords highest value to the experience and satisfaction of its stakeholders. Students are one of the most important stakeholders in an educational institution and therefore feedback system has been made a regular feature of the University.

Satisfaction of the students is assessed through:

- Online student satisfaction survey regarding teaching learning process
- Exit interviews conducted for MBA passing out students

This satisfaction survey was conducted with the outgoing students of Batch 2019-2021 to gain an insight into various parameters of their experience at the University, related to both educational and culture-related environment. The University values feedback and treats it with high respect and further attempts to take measures for sustaining the positives and improving the shortfalls.


1. Methodology

An online survey was conducted for all the outgoing students of Batch 2019-2021 to gauge overall student satisfaction with the quality of education, campus facilities and availability of resources at the University. A total of 263 students were informed to take the survey and provide the required responses. The questionnaire had both quantitative and open-ended questions.

The survey collected rating of key services on a five-point scale:

1. Strongly Agree
2. Agree
3. Can't say
4. Disagree
5. Strongly Disagree

The survey included questions related to their perception and assessment related to academic learning environment, curriculum and pedagogy, connect with industry, infrastructure, culture and overall impression about the MBA program running in the University.


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2. Findings

The satisfaction tool was administered to all the outgoing students of MBA- Health and Hospital Management, Pharmaceutical Management, and Rural Management. The analysis has been done for those students who have completed all the questions. Out of the 263 students who attempted the survey, around 59% completed the tool which is 155 in number.

2.1 Overall Impression

The overall impression of the University is good as 56% of the students reported that the program is worth the value of investment. And more than half 58.06% reported to be recommending the university to other potential candidates.

Students were also asked about the particularities and below text elaborates on the specific ratings.

2.2 Learning Environment, Ecology and Facilities

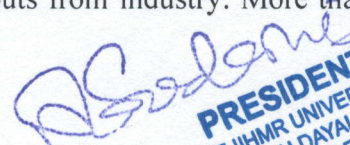
Under learning environment, agreement was sought on statements regarding provision of excellent research environment, conducive culture, infrastructure, clean washrooms, well-equipped library, access to internet, software packages and proficiency of academic staff.

More than 73.54% of the students agreed that the University provides excellent academic research environment to them. Around 82.58% of the students found the culture conducive to learning. About 80% reported infrastructure and classroom space is appropriate for teaching. A **whopping 82.58% reported that access to internet and IT support is outstanding**, and 81.29% **reported their agreement that library is well- equipped**, followed by 73.54% who reported academic staff is proficient and very helpful. Almost 78.06% reported that all required software for analysis, writing and presentation were provided by library and IT department.

About 79.35% of the students agreed that washroom and circulation area are clean and properly maintained in comparison to 11.61% students who had some concerns about cleanliness.

2.3 Teaching Curriculum-Content and Relevance

Students were also asked about their satisfaction with the content and relevance of teaching curriculum, syllabus and reading material. About 70.96% agreed that curriculum is relevant and covers current and latest concepts in respective healthcare, hospital, pharmaceutical and rural area and reading material is comprehensive and it includes inputs from industry. More than 81.29% agrees on the completion of syllabus well in time.


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2.4 Teaching pedagogy

Feedback of the students was also taken on pedagogy. **Almost 79.35% of the students agreed that faculty of the University regularly inspires them for ethical conduct**, followed by 75.48% of the students who agreed that faculty **encourages student engagement and around 71.61% agreed that appropriate teaching methods** are used for covering the content. More than 68.38% of the students reported that mentoring process at the University helps them in developing professional skills so that they turn up as competent professionals.

2.5 Evaluation and examination pattern

As far as evaluation and examination pattern in concerned, it appeared that compared to above parameters, students had greater concerns on these. About **69.03% of the students agreed that evaluation process is fair** and a little more than half 77.41% reported that results are declared in time.

2.6 Industry connect and exposure

About 62.58% of the students agreed that summer training and internship provides adequate insight of industry. Around 63.22% students are in agreement that the program provides ample opportunities to interact with field practitioners and experts. About 19.35% disagreed that the program provides them ample opportunities to meet experts. Similarly, around 16.77% did not agree that the electives/ sectoral specialization courses offered are compatible with industry requirements.

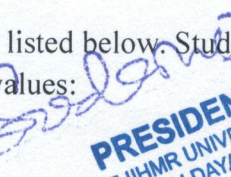
2.7 Placements

About 66.45% of the students agreed that the MBA programs offered by the University prepares them as per the requirements of industry/ sectors. However, only 52.25% of the students considered that the courses offered at the University are better than those offered by other institutes and around 24.51% students do not agree on the same. A further low was found with respect to students rating on functioning of placement cell. Only 49.03% of the students found functioning of the placement cell to be satisfactory.

In addition to the above ratings, students were also asked about their perceptions on other aspects of the image and functioning of the University. These were inferred from open-ended responses.

2.8 Values that the university should retain

A few students filled this portion and the values which were stated are listed below. Students reported that University should seek and maintain the following core values:


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- Preference of qualitative teaching over quantitative teaching.
- Vast repository of knowledge.
- Nurturing of relationship with students and alumni.
- Retaining senior or old faculties.
- Diligence, sincerity, integrity, and honesty amongst the personnel of the University.
- Culture of Positivity.
- Strong learning culture and betterment of academic performance.
- Teaching methodology and interactive nature of faculty.
- Promotion of Equality.
- Prompt and timely resolution of student's grievance.
- Well-equipped library and IT resources to provide necessary support.

2.9 Aspects which will be cherished

Students reported the following to be most cherished

- Faculty
- Experienced Teachers
- Conducive environment for learning and enjoying
- Classroom teaching

2.10 Aspects which needs improvement

Students reported the following which needs improvement

- Canteen
- Appropriate Batch Size
- Assessment system
- Placement Procedure
- Quality of module- by updating the current scenario of the companies

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2.11 Suggestions for improvement on specific aspects

Suggestions were provided by students on different aspects as elaborated below:

Batch size

Students were of the view that batch size should be as per the current healthcare industry's status of capacity to inculcate the number of students who graduate so that each student is assured of a bright future and desired career. Some of the students also included desired strength of students in each section and size of 40 was reported as ideal as it ensures individual attention.

Teaching

Students suggested to invite experts from the industry and introduce more industry-oriented courses. It was suggested that teaching should be more inclined towards practicality of the industry and not just the modules and curriculum, integration of more doctors as faculty for hospital and health stream was also suggested. Value of experienced teachers were also highlighted, and they were reported as main asset of the University and should be involved in teaching important modules.

Assignments

Students reported assignments as useful and relevant to industry experience. They are practical and encourage classroom discussion. However, it was also desired that students should be involved in live projects.

Assessments

Assessments were reported as fair and relevant. However, a few students suggested to bring in more transparency and stricter assessment.

Placements

Placements holds an important place for the students. Students felt that more counselling sessions should be organized prior to placements and placement cell needs improvement. Placements brochures should be updated well in time and organizations which offer quality packages should only be invited and allowed for interviewing students. Further, more organizations for placing students should be invited was also suggested.

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Administration

Students expressed mixed opinion on the administration. While some were satisfied with the current system, some suggested change as per the changing times. Students also expressed that the administration should be such that only good competitive students gets admission to the course.

Infrastructure

Infrastructure of the University was reported as excellent by most of the students. Students found it perfect with good infrastructure and ample of greenery space providing a peaceful environment. It needs no improvement but needs to be maintained. Also hostel maintenance is very much required.

Overall growth as future practitioner

Most of the students reported their decision to study at the University and their experience in the campus as a life-turning event. It boosted their confidence and helped them to know their qualities and become qualified professionals.

2.12 Actions taken

79.35% of students reported that washrooms and circulation area is clean and properly maintained. Secondly, since only 63.22% of the students agreed that course includes industry inputs, and around 19.35% reported that course did not provide ample opportunities to interact with experts, efforts have been made during this year to invite more of industry experts through initiatives namely Know Your Alumni and Master Class Episodes. One day in a week has been allocated specifically for practical exposure including visits to the sites or lectures by industry experts.

The concerns with evaluation and examination have been found to be most painful in relation to all parameters. About 20% did not perceive evaluation as fair and 12.25% disagreed that results are declared in time. These two pain points have been taken seriously by the University and measures have been already in place to have objective criteria of assessment and also results to be declared within specified time period.

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