Student Satisfaction Survey Report

Batch (2017-2019)

Student Satisfaction Survey

IIHMR 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 2017-19 to gain an insight into various parameters of their experience at IIHMR, related to both educational and culture-related environment. IIHMR University value feedback and treat it with high respect and attempt to take measures for sustaining the positives and improving the shortfalls.

1. Methodology

An online survey was conducted for all the outgoing students of 2019 to gauge overall student satisfaction with the quality of education, campus facilities and availability of resources at IIHMR University. A total of 220 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.Cant 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.

2. Findings

The satisfaction tool was administered to all the outgoing students of management- Health and Hospital, Pharmaceutical, and Rural. The analysis has been done for those students who have completed all the questions. Of the 220 students who attempted the survey, 33 percent completed the tool which is 72 in number.

2.1 Overall Impression

The overall impression of IIHMR University is good as **77 percent of the students reported that the program is worth the value of investment**. And almost three fourth (73%) 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.

Almost 85 percent of the students agreed that IIHMR U provides excellent academic research environment to them. Around 86 percent of the students found the culture conducive to learning. About 84 percent reported infrastructure and classroom space to be appropriate for teaching. A **whooping 95 percent reported support of IT as outstanding**, and **96 percent reported in agreement that library is well- equipped**. followed by 92 percent who reported academic staff to be proficient and helpful. Almost 89 percent reported that all required software for analysis, writing and presentation were provided by library and IT department.

Cleanliness of the washroom and circulation area could not score as above, about two-third agreed (62%) about cleanliness abut **another one fourth (25%) had concerns about cleanliness.**

2.3   Teaching Curriculum-Content and Relevance

Students were also asked about their satisfaction with the teaching curriculum, syllabus and reading material. About three fourth of the students (75 % each) agreed that curriculum is relevant and covers current concepts in respective healthcare/pharmaceutical and rural area and reading material is comprehensive. About 84 percent agreed that syllabus gets completed in time.

2.4   Teaching pedagogy

Feedback of the students was also taken on pedagogy. **Almost 95 percent of the students agreed that faculty of the University inspires them for ethical conduc**t, followed by 87 percent of the students who agreed that faculty **encourages student engagement and appropriate teaching methods** are used for covering the content. About three-fourth of the students reported that mentoring process at IIHMR 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 **65 percent of the students agreed that evaluation process is fair** and a little more than half (54%) reported that results are declared in time.

2.6   Industry connect and exposure

About 89 percent of the students agreed that summer training and internship provides adequate insight of industry. As far as interaction with field practitioners and experts is concerned, about 76 percent of the students agreed with it. About 13 percent disagreed that program provides them an opportunity to meet experts. Similarly, the same proportion of 13 percent also did not agree that electives/sectoral specialization offered are compatible with industry requirements.

2.7   Placements

About 78 percent of the students agreed that the MBA programs of the IIHMR University prepare them as per the requirements of Industry. However, only about 58 percent of the students considered course offered at IIHMR as better than those offered by other institutes. A further low was found with respect to students rating on functioning of placement cell. **Only 46 percent 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 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:

- *Preference of quality over quantity*
- *Nurturing of relationship with students*
- *Retaining senior or old faculties*
- *Alumni network*
- *Opportunity for Summer training*
- *Diligence and Integrity*
- *Culture of Positivity*
- *Professionalism*

2.9   Aspects which will be cherished

Students reported the following to be most cherished

- *Faculty*
- *Experienced Teachers*
- *Conducive environment for learning and enjoying*

2.10 Aspects which needs improvement

Students reported the following which needs improvement

- *Canteen*
- *Appropriate Batch Size*
- *Assessment system*

2.11 Suggestions for improvement on specific aspects

Suggestion 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 is assured a bright future and desired career. Some of the students also included desired strength of students in each sections and size of 60 was reported as ideal as it ensures individual attention.

Teaching

Students suggested to invite experts from the Industry and include a new module on Insurance as it is a blooming industry and very must related to hospital and health sector. It was suggested that teaching should be more inclined towards practicality of the industry and not just the modules and curriculum, integration of more of doctors as faculty for hospital stream was also suggested. Value of experienced teachers was also highlighted, and they were reported as main asset 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

Assessment 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.

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 IIHMR U was reported as excellent by most of the students. Students found it perfect with good infrastructure and greenery around. It needs no improvement but needs to be maintained.

Overall growth as future practitioner

Most of the students reported their decision to study at IIHMR 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

Cleanliness has been reported by relatively less percent of students (62%), measures have been taken to increase the intervals in which the washrooms are cleaned with proper handwash and regular water facility.

Secondly, since only 75 percent of the students agreed that course includes industry inputs, and around 13 percent reported that course did not provide ample opportunities to interact with experts, efforts have been made since this year to invite more of industry experts. 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 22 percent did not perceive evaluation as fair and 31 percent 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.