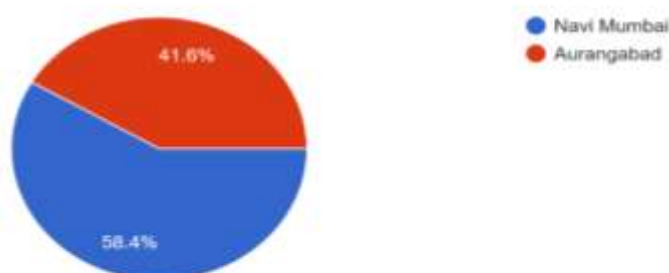**2.7.1 – Student Satisfaction Survey (SSS) on overall institutional performance for the Year 2019-2020 (1st July 2019 to 31st Oct 2020)**

An online student satisfaction survey (SSS) was conducted for the metric 2.7.1 for AQAR 2019-20 (1st July 2019 to 31st Oct 2020) by IQAC of MGMIHS for the students of all the 8 constituent units of both the campuses (Navi Mumbai and Aurangabad). Students from various programs of UG/PG and Ph.D. of different disciplines participated. Students were requested to provide their sincere feedback which must be focused on the Teaching—Learning and Evaluation process.
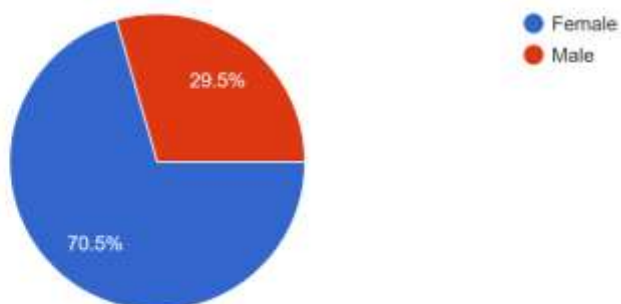
At MGMIHS a total of 3868 students are on roll at both Navi Mumbai campus (2366) and Aurangabad campus (1502). We received 1682 (44%) responses [983 responses from Navi Mumbai and 699 responses from Aurangabad campus].

Campus
1,682 responses

- Navi Mumbai
- Aurangabad

41.6%

58.4%

At MGMIHS of the total of 3868 students on roll, 2492 are female and 1376 are male. In the SSS for AQAR 2019-20, 70.5% respondents were female (1186) and 29.5% (496) were male.
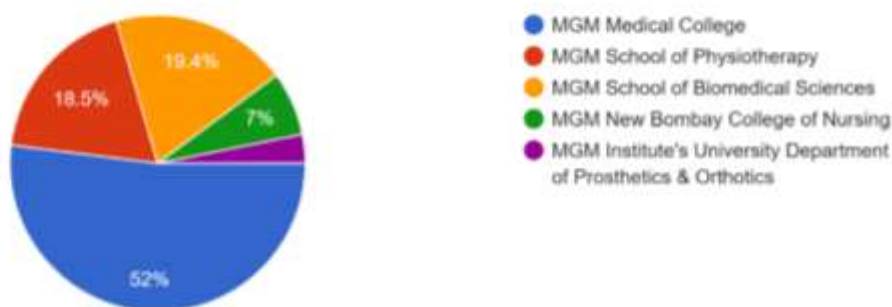
Gender
1,682 responses

- Female
- Male

29.5%

70.5%

We received the following responses from various institutes

- 874 (52%)responses from MGM Medical college, Navi Mumbai & Aurangabad.
- 311 (18.5%)responses from MGM School of Physiotherapy, Navi Mumbai & Aurangabad.
- 327 (19.4%)responses from MGM School of Biomedical Sciences, Navi Mumbai & Aurangabad.
- 117 (7%)responses from MGM New Bombay College of Nursing, Navi Mumbai.
- 53(3.1%) responses from MGM Institute's University Department of Prosthetics & Orthotics, Navi Mumbai.
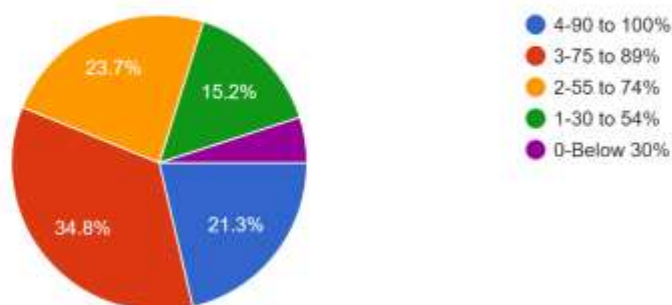
Institute
1,682 responses

The following questions related to Teaching—Learning and Evaluation process were a part of the survey. The responses of the students were analysed as follows.

Q.1   How much of the curricula and syllabi are covered in the Discipline in which you are studying?

In the survey 56% of Students mentioned that the 75-100% of syllabus was covered. 24 % said more than 55-74% was covered. 5 % of Students mentioned that < 30% of syllabus was covered.

1. How much of the curricula and syllabi are covered in the Discipline in which you are studying?
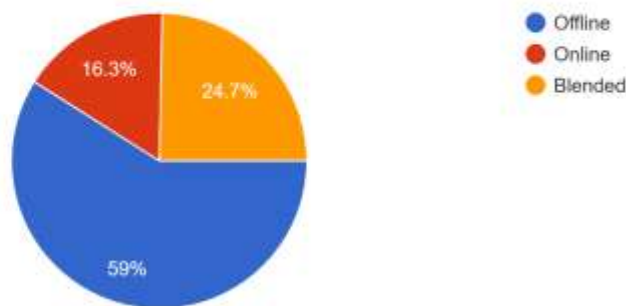1,682 responses

Q.2   Which mode of Teaching- Learning do you prefer?

The response informs that the 59% students prefer offline 16.3 preferred online. and 24 % blended

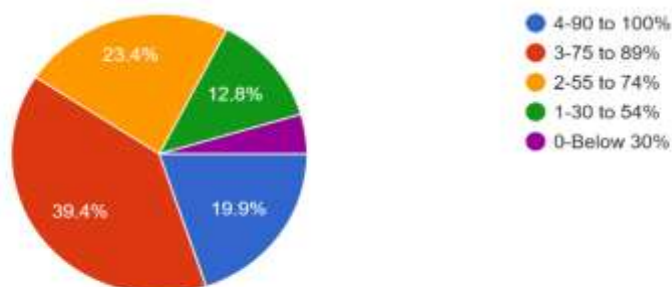2. Which mode of Teaching- Learning do you prefer?
1,682 responses

- Offline
- Online
- Blended

16.3%   24.7%

59%

Q. 3   What percentage of teachers is effectively communicating domain knowledge using IT skills and Soft Skills in the Teaching Learning Process?

60% (59.3) of students felt 75 to 100 % teachers were effectively communicating 4 % of students who felt that < 30 % of teachers could communicate effectively.

3. What percentage of teachers is effectively communicating domain knowledge using IT skills and Soft Skills in the Teaching Learning Process?
1,682 responses

- 4-90 to 100%
- 3-75 to 89%
- 2-55 to 74%
- 1-30 to 54%
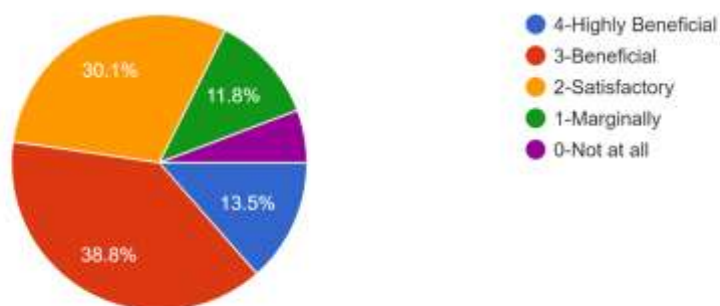- 0-Below 30%

23.4%   12.8%

39.4%   19.9%

Q.4   To what extent is the mentoring processing your institution beneficial to you for cognitive, social and emotional growth?

82.4% of respondents felt that the mentoring is beneficial to their overall, cognitive, social and emotional growth. 17% students felt that the mentoring was not that helpful.

4. To what extent is the mentoring processing your institution beneficial to you for cognitive, social and emotional growth?
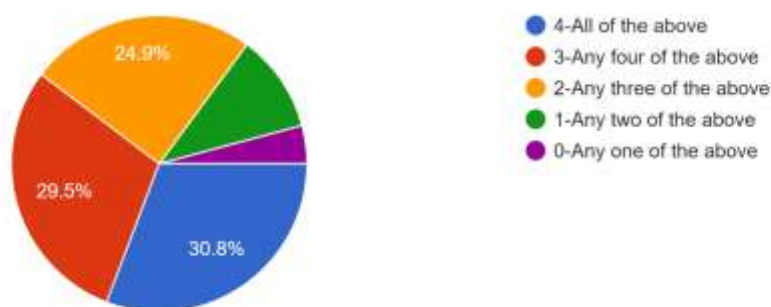1,682 responses

- 4-Highly Beneficial
- 3-Beneficial
- 2-Satisfactory
- 1-Marginally
- 0-Not at all

Q.5   Does the institution provide the opportunities for experiential learning, including problem-based learning, case-based learning, evidence-based learning, competency building, seminars, group discussions, to enhance knowledge and skills in your discipline?

85.2 % students responded that they got exposed to at least 3 of these methods which helped to enhance their knowledge and skills. 15% students responded that they got exposure to only 1 or 2 of these experiences.

5. Does the institution provide the opportunities for experiential learning, including problem-based learning, case-based learning, evidence-based lear... enhance knowledge and skills in your discipline?
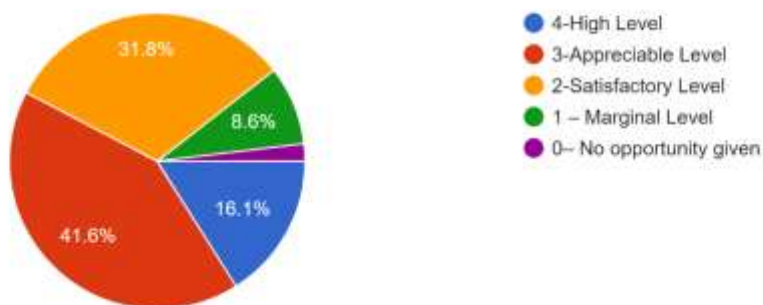1,682 responses

- 4-All of the above
- 3-Any four of the above
- 2-Any three of the above
- 1-Any two of the above
- 0-Any one of the above

Q. 6   What level of monitoring and evaluation is available in your institution for assessing the effectiveness and interactivity of the classroom proceedings/learning sessions?

58 % of students expressed that learning sessions were interactive and that institution took measures to monitor and evaluate the sessions to make them more interactive. Only 10.5 % felt that there was little or no interaction.

6. What level of monitoring and evaluation is available in your institution for assessing the effectiveness and interactivity of the classroom proceedings/learning sessions?
1,682 responses

- 4-High Level
- 3-Appreciable Level
- 2-Satisfactory Level
- 1 – Marginal Level
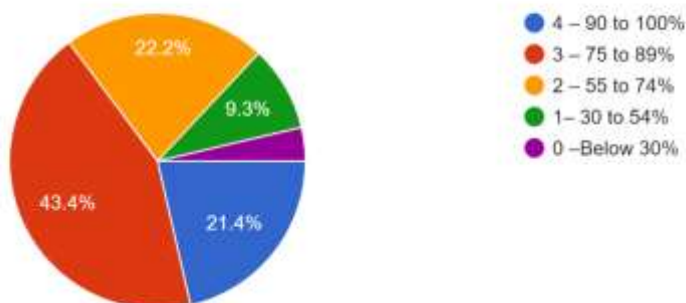- 0– No opportunity given

31.8%
8.6%
16.1%
41.6%

Q.7   Do the teachers build-up the expected curricular competencies, programme outcomes and course outcomes in you?

65 % of the students felt that they received very good support to achieve the curricular competencies. 13 % felt that teachers need to help students build expected curricular competencies.

7. Do the teachers build-up the expected curricular competencies, programme outcomes and course outcomes in you?
1,682 responses

- 4 – 90 to 100%
- 3 – 75 to 89%
- 2 – 55 to 74%
- 1– 30 to 54%
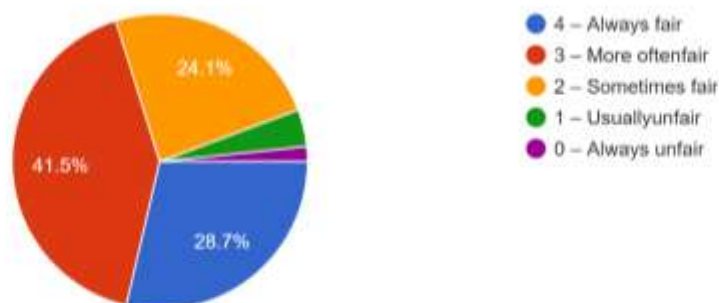- 0 –Below 30%

22.2%
9.3%
43.4%
21.4%

Q.8   What is your assessment about the fairness of the internal evaluation process adopted by the teachers?

70 % of the students were satisfied with the internal assessment process adopted by the teachers. Only 5.7 % of the students expressed discontent with the assessment process.

8. What is your assessment about the fairness of the internal evaluation process adopted by the teachers?
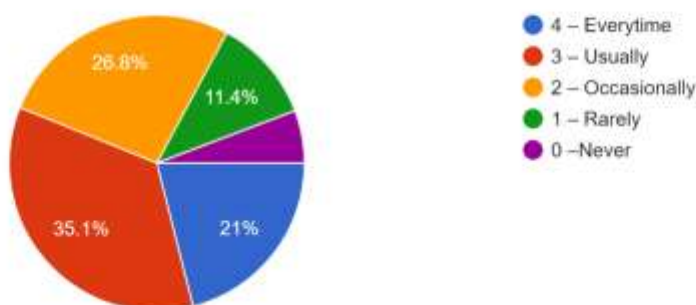1,682 responses

- ● 4 – Always fair
- ● 3 – More oftenfair
- ● 2 – Sometimes fair
- ● 1 – Usuallyunfair
- ● 0 – Always unfair

41.5% 24.1% 28.7%

Q.9   Do your teachers enable you to identify your strengths and weaknesses and help you to develop your strengths and overcome your weaknesses by providing timely counselling and care?

As per the survey 56.1 % of the students felt that the students were often supported by the teachers who empowered them.17.2 % of students felt they needed the support of teachers.

9. Do your teachers enable you to identify your strengths and weaknesses and help you to develop your strengths and overcome your weaknesses by providing timely counseling and care?
1,682 responses

- ● 4 – Everytime
- ● 3 – Usually
- ● 2 – Occasionally
- ● 1 – Rarely
- ● 0 –Never

26.8% 11.4% 35.1% 21%

Q.10   Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

Most of students are happy with the teaching, learning and evaluation process at MGMIHS. They have appreciated the efforts of the institute and teachers in conducting online and blended mode of teaching during the lockdown for completing the curriculum. Most students expressed that they would prefer the offline mode of teaching.

The suggestions for improvement of the teaching learning and evaluation process from students which we need to consider for future are as follows

- 3D models can be used for demonstration.
- Should use or draw diagrams for better understanding.
- More counselling with guidance to enhance the skills of students.
- Request to give clear instructions regarding reference books, provide question banks and tips for learning.
- More discussion with the teachers on difficult topics. Teachers must make the topic simple.
- Some teachers are monotonous.
- Online classes don't work kindly conduct offline sessions in batches.
- Request group and self-learning assignments.
- More guest lectures.
- Quiz competition should be organised in various subjects for a case based approach
- Resource material that will help the student must be provided to avoid anxiety to the student.
- Provide research opportunities outside for knowledge and experience.
- Suggest weekly test.
- Suggestions from students must be asked frequently and opinion students must be given a Priority this is what makes the college special.
- Due to connectivity issues they have attendance issues.
- Students suffering or suffered from COVID must be given attendance.

Action Taken
The findings of the above survey are forwarded to all the academic council members for perusal and further appropriate action .

Dr. Rita M Khadkikar
University IQAC Coordinator
MGMIHS, Navi Mumbai

Co-ordinator
IQAC Cell
MGMIHS
Kamothe, Navi Mumbai - 410209

Dr. Shashank D Dalvi
Vice Chancellor
MGMIHS, Navi Mumbai

Dr. Shashank D. Dalvi
Vice Chancellor
MGM Institute of Health Sciences
Navi Mumbai - 410209