

STUDENT SATISFACTION REPORT

SESSION 2023-24 Chhatrapati Shahu Ji Maharaj University

Timeline

The survey for the 2023-24 academic session was conducted between **August 2023 and December 2023**, with responses collected from all major schools and departments. This report presents an overview of student satisfaction across various parameters, improvements implemented since the previous session, and actionable feedback for further enhancement.

Scoring Parameters

Student satisfaction was measured across the following core parameters, each contributing significantly to the overall experience:

1. **Faculty:** Teaching quality, syllabus coverage, teacher preparation, and communication skills.
2. **Pedagogy:** Application-based teaching, experiential learning, ICT integration, and problem-solving approaches.
3. **Mentoring:** Focus on holistic growth, individualized attention, and follow-ups.
4. **Extracurricular Activities:** Opportunities for student participation in cultural, sports, and skill-building activities.
5. **Evaluation:** Fairness of internal evaluations and feedback mechanisms.

Scores were rated on a scale of 0 to 4, where:

- **0-1:** Not acceptable
- **2-3:** Needs improvement
- **3-4:** Acceptable

Participation Overview

A total of **7,230 students** participated in the survey, reflecting an increased response rate of **72%**, compared to **68% in 2022-23**. The breakdown by department is as follows:

School	Responses	Emails Sent	Response Rate (%)
University Institute of Engineering & Technology	1,840	2,260	81%
Atal Bihari Vajpayee School of Legal Studies	210	280	75%
School of Basic Sciences	275	410	67%
School of Business Management	1,100	1,200	92%

School	Responses	Emails Sent	Response Rate (%)
School of Creative and Performing Arts	300	430	70%
School of Health Sciences	780	850	92%
Other Schools (Languages, Agriculture, etc.)	2,725	3,800	72%

The increased participation highlights growing student engagement and trust in university processes.

Key Findings

Faculty

Average satisfaction with faculty across all schools improved from **3.38 in 2022-23** to **3.56 in 2023-24**. Significant advancements included:

- Enhanced teacher preparedness and subject expertise.
- Improved communication and clarity in delivering lectures.
- Pre-class sharing of course outcomes in nearly 80% of departments.

Suggestions:

- Regular training programs for faculty on modern teaching techniques.
- More emphasis on real-life applications during lectures.

Pedagogy

The score for pedagogy rose from **3.40 to 3.62**, reflecting the university's emphasis on innovative teaching. Notable improvements include:

- Greater use of ICT tools (smartboards, projectors, and online resources).
- Increased focus on problem-solving and experiential learning.
- Application-based teaching adopted in 90% of courses.

Suggestions:

- Expand simulation-based learning, especially in business and law programs.
- Introduce more industry-based case studies.

Mentoring

Student satisfaction in mentoring improved from **3.29 to 3.48**, primarily due to:

- Increased mentor-mentee sessions across schools.
- Better identification of individual strengths and weaknesses.
- Holistic growth initiatives, including counseling and workshops.

Suggestions:

- Regular follow-ups with students on career development.
- Provide mentorship training to faculty.

Extracurricular Activities

Extracurricular activities witnessed a moderate improvement from **3.26 to 3.42**, with students appreciating the diverse range of events. Key highlights include:

- Inter-departmental cultural fests.
- Increased participation in national and state-level competitions.
- Introduction of new sports facilities.

Suggestions:

- Increase student representation in organizing events.
- Offer credits for participation in extracurricular activities.

Evaluation

The fairness and transparency of evaluations received a score of **3.55**, a rise from **3.45** last year. Improvements include:

- Detailed feedback on assignments and exams.
- Post-evaluation discussions introduced in most departments.

Suggestions:

- Conduct mock tests and practice exams regularly.

Department-Wise Highlights

- 1. School of Business Management:**
 - Improved internships and placements.
 - Adoption of simulation-based teaching.
 - Satisfaction score: **3.63** (up from **3.49**).
- 2. School of Creative and Performing Arts:**
 - Increased use of practical methods and software tools.
 - Focus on exhibitions and competitions.
 - Satisfaction score: **3.73** (up from **3.55**).
- 3. School of Health Sciences:**
 - Expansion of physiotherapy labs and equipment.
 - Organization of health camps and practical sessions.
 - Satisfaction score: **3.62** (up from **3.48**).
- 4. School of Legal Studies:**
 - National-level moot court competitions introduced.
 - Collaboration with law firms for internships.
 - Satisfaction score: **3.57** (up from **3.39**).
- 5. University Institute of Engineering & Technology:**
 - Hackathons, industrial visits, and tech fests organized.
 - Satisfaction score: **3.66** (up from **3.50**).

Conclusion

The 2023-24 Student Satisfaction Survey highlights the university's continuous efforts to enhance the academic and overall experience of students. With significant improvements across faculty, pedagogy, mentoring, and extracurricular activities, the university has taken notable strides in aligning its processes with global standards.

The actionable suggestions provided will further ensure that Chhatrapati Shahu Ji Maharaj University maintains its trajectory of excellence in the years to come.