



**Anjuman-I-Islam's
Institute of Hospitality Management
NAAC Accredited B+**

(Affiliated to the University of Mumbai)

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Tel.: +91 22 2265 2272 / 2270 2997 Website : www.anjumanihm.com

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Report on Student satisfaction Survey 2023-24

Responses 193

Sr. No.	Questions	Rank-4 %	Rank-3 %	Rank-2 %	Rank-1 %	Rank-0 %
1	How much of the syllabus was covered in the class?	43.5	25.9	13	14.5	3.1
2	How well did the teachers prepare for the classes?	44	51.3	4.1	0.5	0
3	The teacher's approach to teaching can best be described as	46.6	29	23.3	1	0
4	Fairness of the internal evaluation process by the teachers.	64.8	29.5	5.2	0	0.5
5	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	36.8	49.2	10.4	1.6	2.1
6	The institution provides multiple opportunities to learn and grow.	44	49.7	5.7	0.5	0
7	Your mentor does a necessary follow-up with an assigned task to you.	60.1	30.1	7.8	1.6	0.5
8	The teachers illustrate the concepts through examples and applications.	66.8	26.4	2.1	3.1	1.6
9	The teachers identify your strengths and encourage you with providing right level of challenges.	65.8	23.8	7.3	2.1	1
10	Teachers are able to identify your weaknesses and help you to overcome them.	57	27	7.8	5.2	2.6
11	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.	49.7	39.4	4.1	5.7	1
12	Teachers encourage you to participate in extracurricular activities.	52.3	43.5	3.6	0.5	0
13	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.	38.9	38.3	15	4.7	3.1
14	The overall quality of teaching-learning process in your institute is very good.	50.8	43.5	4.1	0.5	1

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The survey presents a detailed evaluation of teaching practices and institutional support based on student feedback, using a five-tier ranking system (Rank-4 to Rank-0). Here is a deeper analysis of each question, focusing on strengths, weaknesses, and areas for potential improvement:

1. Syllabus Coverage

- **Strengths:** 43.5% of students rated syllabus coverage highly (Rank-4), suggesting that a significant portion of students felt the syllabus was well covered.
- **Weaknesses:** However, 17.6% of students rated it poorly (Rank-2, Rank-1, or Rank-0), which indicates that a sizable group of students felt the syllabus was not covered adequately.
- **Analysis:** This is a mixed result. While many students were satisfied, the relatively high percentage of negative responses suggests potential issues such as insufficient class time or rushed syllabus completion.

2. Teacher Preparation

- **Strengths:** An overwhelming 95.3% of students rated teacher preparation positively (Rank-4 or Rank-3), with only 4.6% of students giving lower scores.
- **Weaknesses:** Very few negative responses, indicating this is not a significant issue.
- **Analysis:** Teacher preparation is one of the strongest areas in the survey, suggesting that instructors generally come to class well-prepared and organized.

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3. Teaching Approach

- **Strengths:** 75.6% of students rated the teaching approach highly, with very few students (1%) rating it negatively.
- **Weaknesses:** A smaller proportion (23.3%) gave a moderate rating (Rank-2).
- **Analysis:** The teaching approach is generally effective, but some students feel it could be improved. It may indicate a need for more innovative or varied teaching methods to engage all students.

4. Fairness in Internal Evaluation


- **Strengths:** A very high percentage (94.3%) rated fairness in evaluations highly, showing confidence in the objectivity and transparency of the grading process.
- **Weaknesses:** Very minimal dissatisfaction (only 0.5% in Rank-0).
- **Analysis:** This aspect is a significant strength, indicating that students trust the fairness of internal assessments.

5. Facilitation of Cognitive, Social, and Emotional Growth

- **Strengths:** Over 85% of students believe the teaching and mentoring process contributes to their overall growth.
- **Weaknesses:** A small minority (3.7%) felt that this area was lacking.
- **Analysis:** While most students are satisfied, the emotional and social growth aspect could be improved for a small group of students. This could be addressed through personalized mentoring or additional extracurricular support.

6. Opportunities to Learn and Grow

- **Strengths:** 93.7% rated this positively, suggesting the institution offers ample opportunities for academic and personal growth.
- **Weaknesses:** Very few negative responses (0.5%).


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- **Analysis:** Students feel well-supported in their learning journey, making this another strong point. However, continuous improvement of these opportunities could keep engagement high.

7. Mentor Follow-Up

- **Strengths:** 90.2% rated mentor follow-up highly, indicating that mentors are active in supporting and tracking student progress.
- **Weaknesses:** A small portion (2.1%) rated this aspect negatively.
- **Analysis:** Most students feel that their mentors provide good follow-up, but for a few, mentor engagement could be improved, perhaps through more frequent check-ins or tailored guidance.

8. Illustration of Concepts

- **Strengths:** 93.2% rated the explanation of concepts highly, showing that teachers are generally effective at using examples and applications to clarify lessons.
- **Weaknesses:** 4.7% of students gave moderate or negative feedback.
- **Analysis:** This is a strong point, though improving how concepts are explained (perhaps through more real-world examples or interactive teaching) could address the small group of less satisfied students.

9. Encouragement Based on Strengths

- **Strengths:** 89.6% of students feel that teachers recognize their strengths and challenge them appropriately.
- **Weaknesses:** A small percentage (10.4%) rated this lower, indicating that not all students feel equally supported.
- **Analysis:** This suggests that most students feel encouraged, but some may need more personalized feedback and guidance to maximize their potential.

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10. Addressing Weaknesses

- **Strengths:** 84% feel that teachers help them overcome weaknesses, indicating that teachers are generally good at identifying areas where students need improvement.
- **Weaknesses:** 15.6% of students gave moderate to low ratings, suggesting that some students feel their weaknesses are not adequately addressed.
- **Analysis:** While this is still a relatively strong area, teachers could provide more targeted interventions or offer additional support to those struggling.

11. Student-Centric Methods

- **Strengths:** 89.1% of students feel that teachers use student-centric methods, such as participative learning and problem-solving, to enhance the learning experience.
- **Weaknesses:** Around 6.7% of students rated this aspect negatively.
- **Analysis:** While the use of student-centric methods is generally appreciated, expanding or diversifying these methods might help engage more students, especially those with different learning styles.

12. Encouragement in Extracurricular Activities

- **Strengths:** 95.8% of students feel encouraged to participate in extracurricular activities.
- **Weaknesses:** Almost no dissatisfaction.
- **Analysis:** This is a key strength, showing that the institution values a well-rounded education and supports student involvement outside of the classroom.

13. Use of ICT Tools

- **Strengths:** 77.2% of students rated the use of ICT tools positively.
- **Weaknesses:** A notable portion (22.8%) feel that ICT tools are not used effectively or consistently enough.


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- **Analysis:** While most students are satisfied, the integration of technology into the classroom could be improved. Increasing the use of digital tools and ensuring all teachers utilize them effectively could enhance the learning experience.

14. Overall Quality of Teaching

- **Strengths:** 94.3% rated the overall teaching-learning process as very good.
- **Weaknesses:** A small percentage (1.5%) gave moderate or negative ratings.
- **Analysis:** The overall teaching quality is highly regarded by the majority of students, reinforcing the institution's strengths in delivering a high-quality education. However, continuous improvement efforts should be pursued to maintain and further enhance teaching effectiveness.

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Feedback of the committee report

Meeting of feedback committee was held 24th April 2024 at 2.30pm

Following members were present for the meeting

1. Dr Rukshana Billimoria –Principal
2. Mr. Manojkumar Barbhai- IQAC-Coordinator
3. Dr. Stephan Almedia- HOD

Mr. Manoj Barbhia presented feedback on SSS of the received for the year 20233-24

The general insight of the report given below for the

General Insights:

- **Strengths:** The institution excels in teacher preparation, fairness of evaluations, mentor follow-up, encouragement in extra curriculars, and overall teaching quality.
- **Areas for Improvement:** Some students have concerns about syllabus coverage, the use of ICT tools, and how well teachers address individual weaknesses. These areas could benefit from targeted improvements.
- **Actionable Suggestions:**
 - **Syllabus Coverage:** Ensure timely coverage of the syllabus, possibly by revisiting course timelines or addressing any content gaps.
 - **Technology Use:** Provide training for teachers on integrating ICT tools into their lessons to create more dynamic and interactive classrooms.
 - **Individualized Support:** Offer more personalized feedback and support to students who struggle, perhaps through tutoring or small-group sessions.

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Overall, the survey reflects a highly positive learning environment, with a few areas that could benefit from focused attention to improve the student experience even further.

Committee held the discussion on above points and resolved that,

1. **Syllabus Planning & Monitoring:** Ensure syllabus coverage is mapped out with regular progress checks and make-up classes if needed.
2. **Mid-Semester Feedback:** Collect feedback midway through the term to address syllabus coverage issues early.
3. **ICT Training for Teachers:** Provide training sessions to improve the use of multimedia and digital tools in teaching.
4. **Standardize ICT Usage:** Ensure all teachers consistently use ICT tools and provide necessary resources.
5. **Personalized Support:** Offer more individualized feedback, tutoring, and mentoring sessions for students needing extra help.
6. **Early Identification:** Implement diagnostic tests early in the term to identify students struggling and provide support.
7. **Student-Centric Methods:** Expand participative and experiential learning to engage students with different learning styles.
8. **Peer Learning Programs:** Encourage peer learning groups where students help each other based on their strengths and weaknesses.
9. **Professional Development:** Provide continuous training for teachers on innovative and engaging teaching methods.
10. **Mental Health & Soft Skills Support:** Strengthen emotional and social support through counseling, soft skills training, and leadership programs.

These steps aim to enhance syllabus coverage, technology use, personalized support, and overall student growth.

Sr. No	Name of the Committee member	Signature
1	Dr Rukshana Billimoria –Principal	
2	Mr. Manojkumar Barbhai- IQAC-Coordinator	
3	Dr. Stephan Almedia- HOD	

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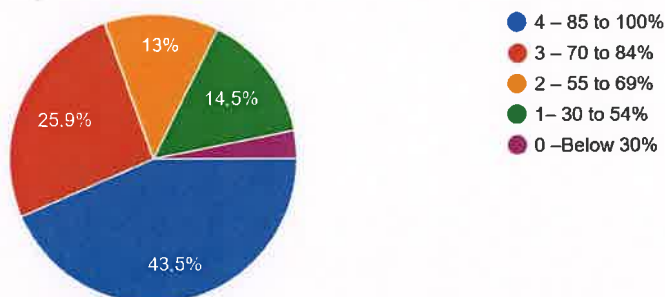
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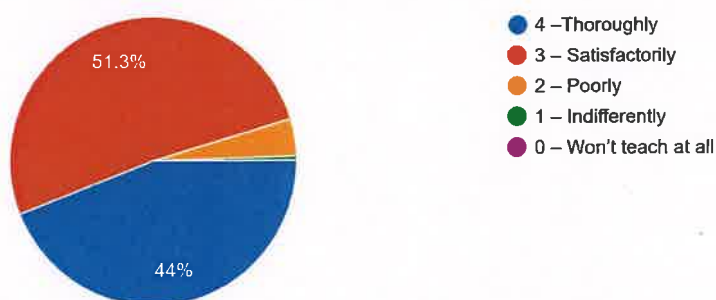
1. How much of the syllabus was covered in the class?

193 responses



2. How well did the teachers prepare for the classes?

193 responses




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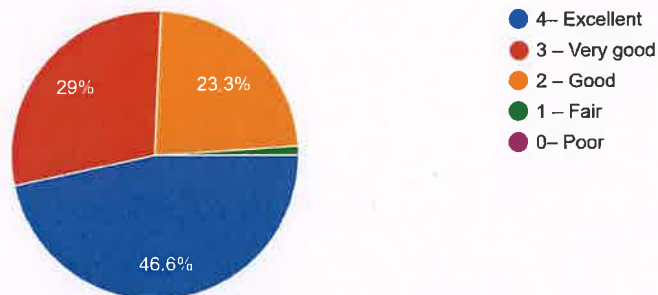
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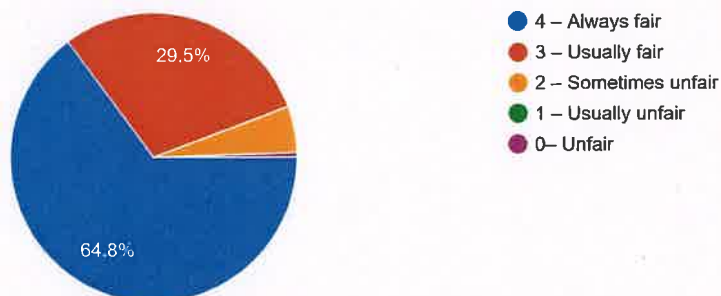
3. The teacher's approach to teaching can best be described as

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4. Fairness of the internal evaluation process by the teachers.

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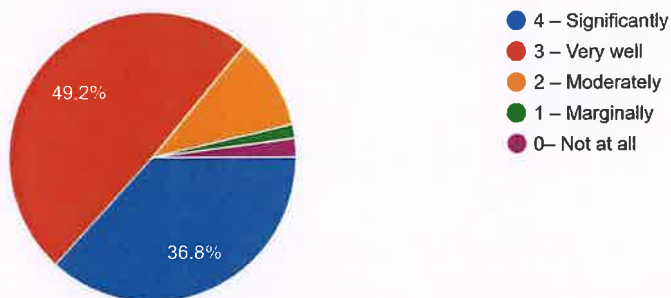
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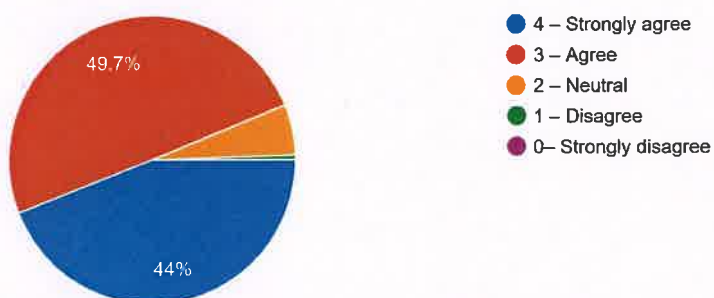
5. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

193 responses



6. The institution provides multiple opportunities to learn and grow.

193 responses



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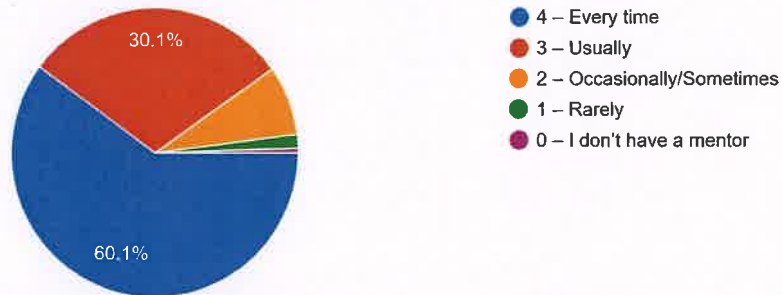
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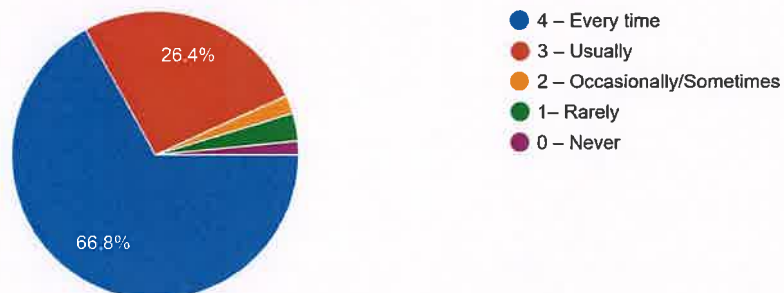
7. Your mentor does a necessary follow-up with an assigned task to you.

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8. The teachers illustrate the concepts through examples and applications.

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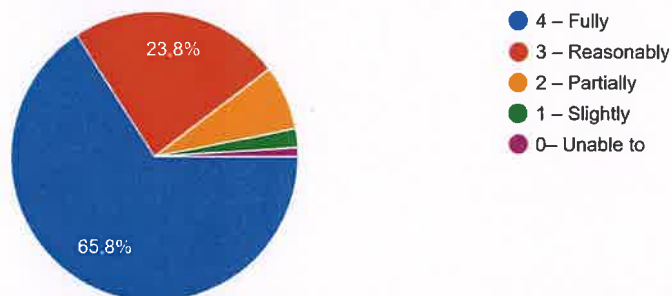
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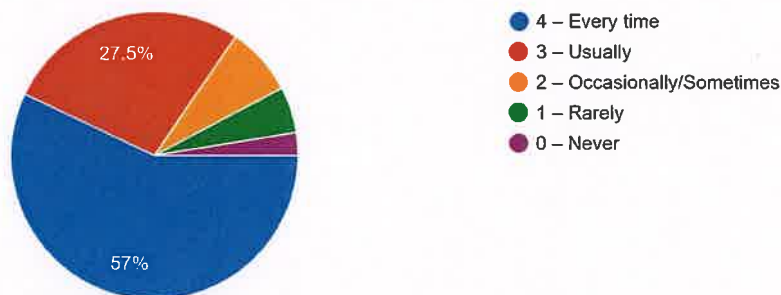
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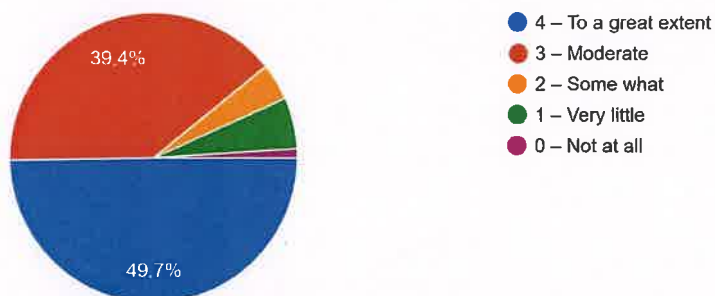
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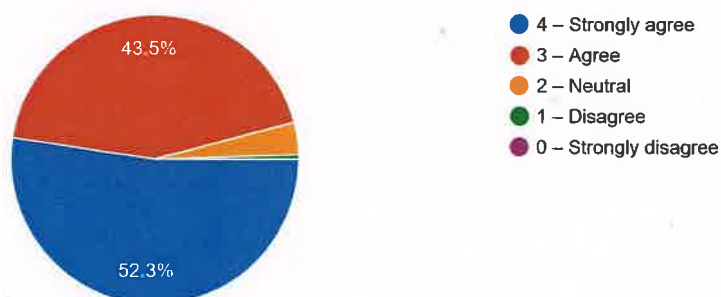
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12. Teachers encourage you to participate in extracurricular activities.

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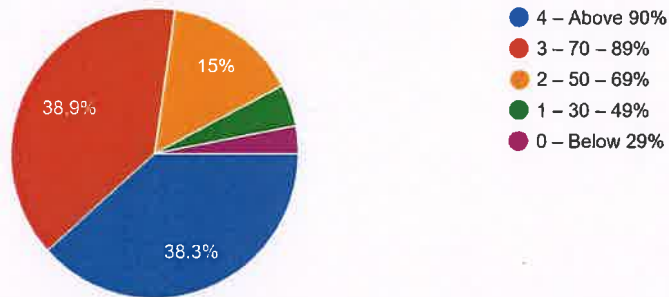
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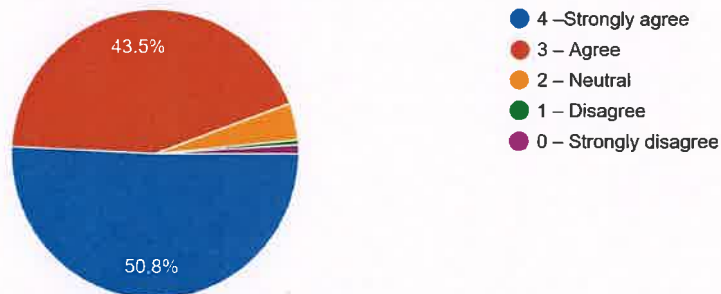
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