

  
**A Student Satisfaction Survey 2023**  
**Conducted by MUSOM**

### Context

Student satisfaction survey was carried out by MUSOM to measure how MUSOM students were satisfied with the MUSOM learning environment. Google-based survey form presented 20 questions and only 42 responses were received (See google based survey collected from students).

### Discussion and Analysis

Responses to question no 1 reveal that the majority of the respondents (61.9%) were satisfied with their overall learning experience at the Mid-West University School of Management. Likewise, 57% of respondents agreed that the school provides trained and qualified faculty members to conduct classes. When asked about schools providing value-added courses linked with industry and entrepreneurial and life skills, 33.3% of respondents had an opinion that the school provides such skills to students to some extent, suggesting an area where schools should focus more on developing such skills among students. Concerning coverage of the syllabus in the class, 50% of students expressed that only 70-90 % syllabus was covered by the teachers, indicating that, there is a need to cover the entire syllabus in time by practicing proper time management techniques to fill this gap. Concerning the use of ICT tools such as LCD, projector, Multimedia, and smart-tech while teaching, 50% of the students said that above 90% of faculty members used ICT to make class delivery effective, indicating that faculty members were using ICT tools in delivering classes.

about school providing internships, field visits, study tours, training programs, and other opportunities, revealed that 33.3% of students have opined that school do such activities more often and 31% of them had an opinion that school do such activities sometimes. This result indicates that MUSOM needs to conduct such activities more systematically.

Likewise, 43% of students expressed their satisfaction regarding the teaching pedagogy adopted by the school. They opined that school focus on student-centric approaches such as problem-solving, presentation, project work, case, and experimental learning are used as essential components in teaching pedagogy.

When asked about the quality of education at MUSOM, 76% of students were satisfied and agreed that MUSOM is providing quality education aimed at leadership development in a province like Karnali.

Concerning organizing extra-curricular activities, 81% of students expressed that MUSOM provided opportunities for sports, business fest, and training programs. About 69% of students agreed that MUSOM provided support for workshops for UGRP and GRP Writing, which is one of the requirements for completing the MBA and BBA programs.

In infrastructure development, 81% of students agreed that the school has a well-furnished library, business incubation center, IT lab, and a good classroom having aesthetic aspects. Similarly, 28.6% of students said that the school has started various skills development schemes like communication skills, IT skills, remedial coaching, Yoga, personal counseling, and Mentoring to a moderate level, indicating scope for improvement.

In the student support aspect, only 42.9% of students had a positive perception towards guidance and counseling provided by the school for career development, this result indicates that schools should expand their scope of activities to ensure that students continuously keep getting career-oriented guidance and counseling.

In the areas of soft skill development, 35.7% of students were not happy, they said schools provide such skills to a lesser extent, thus marking an area where school need to focus.

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In job placement, 38% of students still believe that the School is not doing anything for their placement after completing their studies. This indicates that MUSOM needs to develop a good partnership with various local and national level industries to give students employment. Concerning scholarships, the majority of students (85%) agreed that the school is timely providing scholarships to students as per the scholarship policy of the institution.

As a part of corporate social responsibility, MUSOM is promoting a green environment and sustainability of energy activities. This statement received agreement from 47% of students. Likewise, 38.1% of students said that to a moderate level, MUSOM conducts community services and concurrent activities

### Findings of the survey

Based on the opinion of students towards various aspects of MUSOM, following findings are identified.

- Improvement and increment in the ECA
- Faster internet is required
- Attendance of faculty members should be monitored and their time of coming should be assured.
- Regular career counselling is required
- Providing placement after graduation is required
- Increase CSR activities
- More training for faculty members
- Sports and canteen facilities should be developed
- International study tour is desired by the students

### Recommendations

MUSOM student satisfaction survey should be more elaborative. For this this survey should be carried out in advance in the year 2024.



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