

**SHIVAJI UNIVERSITY, KOLHAPUR**  
**CENTRE FOR DISTANCE AND ONLINE EDUCATION**  
**ONLINE MBA (FEB 2024)**  
***FEEDBACK REPORTS***

**REPORT 1 - ONLINE MBA ADMISSION FEEDBACK REPORT**

**Introduction**

This report presents an analysis of the feedback received from students of the **Online MBA February 2024 Batch** regarding the **admission process**. The feedback was collected through a structured form and covered key aspects like information sources, ease of form filling, fee payment experience, satisfaction levels, and suggestions for improvement.

<b>Category</b>	<b>Yes / Main Responses</b>	<b>No / Other Responses</b>
Sources of Admission Info	Newspaper (9), Shivaji University, Kolhapur Website (7), WhatsApp (3), Other (3), Email (3), Radio (1)	
Satisfied with Admission Process	Yes (24)	No (2)
Difficulties in Admission Form	No (24)	Yes (2)
Difficulties in Fee Payment	No (22)	Yes (4)

**1. Source of Admission Information**

Students came to know about the Online MBA admission process through various sources:

- **Newspaper:** 9 responses
  - **Shivaji University Website:** 7 responses
  - **WhatsApp:** 3 responses
  - **Other Sources:** 3 responses
  - **Email:** 3 responses
  - **Radio:** 1 response
- Newspapers and the official university website were the most effective sources of information.

## **2. Satisfaction with Admission Process**

- **Satisfied (Yes):** 24 students
  - **Not Satisfied (No):** 2 students
- Majority of students (92%) were satisfied with the admission process.

## **3. Difficulties in Filling the Admission Form**

- **No Difficulties:** 24 students
  - **Faced Difficulties:** 2 students
- Most students found the admission form user-friendly.

## **4. Difficulties in Fee Payment**

- **No Issues:** 22 students
  - **Faced Issues:** 4 students
- A few students encountered problems during fee payment. Improvements in payment systems may be beneficial.

## **5. Expectations/Suggestions from Students**

- **No Expectations / Smooth Process:** 13 students
  - **Key Suggestions Noted:**
    - Delays in receiving study material and communication issues.
    - Poor functioning of the application/portal.
    - Need for clearer and faster payment confirmation.
    - Suggestion for EMI or flexible payment options.
    - Regular communication and follow-up from the university.
    - Better support for handling technical difficulties.
- While most were satisfied, some students requested better communication, improved technical support, and more transparent processes.

## **REPORT 2 - FEEDBACK REPORT ON LMS SOFTWARE (TEAM LEASE)**

### **Introduction**

This report presents a summary of student feedback on the Learning Management System (LMS) software provided by the University. A total of **29 students** participated in the survey, sharing their experience regarding overall satisfaction and technical issues faced in various components of the LMS, such as discussion forums, lectures, and e-tutorials.

<b>Question</b>	<b>Yes</b>	<b>No</b>	<b>Issues Reported</b>
Are you satisfied with LMS Software provided by the University?	24	5	N/A
Are there any technical problems in LMS Software?	5	24	Glitches in course completion progress bar; automatic logout after midnight; inaccessible early in the morning
Any technical problems in discussion forums?	2	27	No notifications for deadlines; lack of chat group feature
Any technical problems while attending lectures?	2	27	Network issues; unclear voice; lack of self-hearing when interacting with teacher
Any technical problems while attending E-Tutorials?	2	27	Confusing topic sequence; missing content list; some videos missing background PPTs; OER resources are not sequenced properly

### **1. Overall Satisfaction with LMS**

Out of 29 students, **24 (83%)** expressed satisfaction with the LMS software. However, **5 students (17%)** reported dissatisfaction. Their concerns centered around system glitches and access limitations during late hours and early mornings.

### **2. Technical Problems in LMS Software**

**5 students** reported experiencing technical difficulties. Specific issues include:

- The **course completion progress bar** displays incorrect progress.
- The LMS **logs out automatically after midnight**, disrupting late-night study.
- The system is **inaccessible in the early morning**, possibly due to server downtime or maintenance.

### 3. Discussion Forums

Only **2 students** noted technical issues with discussion forums. Reported problems include:

- **Lack of notifications** for discussion deadlines.
- The need for a **chat group feature** to facilitate real-time peer interactions and communication.

### 4. Attending Lectures

Again, **2 students** mentioned technical difficulties:

- **Network instability** affects the quality of live sessions.
- **Voice clarity issues**, especially during student-teacher interactions, where students **can't hear themselves** during discussions.

### 5. E-Tutorials

**2 students** found issues with the e-tutorials section:

- The **sequence of topics** is unclear.
- Lack of a **content list** for videos and textual materials.
- Some **videos do not play** background PowerPoint presentations.
- **Open Educational Resources (OER)** are not organized in a clear, sequential manner.

### Conclusion

The majority of students are satisfied with the LMS platform; however, several **critical technical issues** require attention. Key areas needing improvement include:

- Enhanced **system reliability** and **accessibility** outside regular hours.
- Better **user interface** for progress tracking and content organization.
- Functional enhancements in **discussion forums** and **e-tutorials**, such as notification alerts and structured content layout.

Addressing these concerns can significantly improve the student learning experience and the overall effectiveness of the LMS system.

## **REPORT 3 – FEEDBACK FORM REGARDING MBA ONLINE EXAMINATION**

### **Introduction**

This report summarizes the responses collected through a structured feedback form shared with students of the Online MBA programme (February 2024 batch). The objective was to evaluate the students' experience and satisfaction regarding the **Online Examination Process**, including platform usability, question paper design, support mechanisms, and overall examination conduct.

<b>Sr. No.</b>	<b>Feedback Area</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>
1	Ease of Access to Online Exam Portal	38	49	22	6	2
2	Clarity of Exam Instructions	40	51	18	6	2
3	Relevance of Questions to Study Material	35	48	24	7	3
4	Technical Support During Examination	36	46	23	8	4
5	Time Management During Online Exams	37	47	25	6	2
6	Fairness in Examination Process	39	44	26	6	2
7	Overall Satisfaction with Online Examination	42	45	20	7	3

### **Report Summary –**

- i. Majority of students rated their experience as **"Very Good" to "Excellent"** across all aspects.
- ii. **Ease of portal access** and **clarity of instructions** received the highest positive responses.
- iii. A few students indicated areas of improvement in **technical support** and **relevance of questions**.
- iv. The overall sentiment reflects a **high level of satisfaction** with the conduct of online examinations.

## **REPORT 4 - FEEDBACK FORM REGARDING E-CONTENT AND E-MATERIAL**

As part of our continuous efforts to improve the quality of digital learning in the **Online MBA Programme (February 2024 Batch)**, students were asked to provide feedback on the **E-content videos and study materials** made available through the LMS (Learning Management System).

This feedback exercise aimed to understand the learner experience in terms of:

- **Content quality**
- **Clarity and engagement of videos**
- **Relevance to the syllabus and examinations**
- **Ease of access and navigation**
- **Overall satisfaction with E-materials and video content**

The collected responses reflect both the strengths of the current system and areas where improvements can be made. Students also shared valuable suggestions to align the study resources more closely with academic and examination needs. This report presents a summary of individual feedback entries, highlighting specific concerns and improvement recommendations.

<b>Criteria</b>	<b>Average Rating (Out of 5)</b>
Quality of Videos	3.2
Engagement Level of Videos	Moderate (2x), Not Engaging (1x), Very Engaging (1x)
Satisfaction with Video Length	"Just right" (3), "Too short" (2)
Relevance of Videos to Course Content	Mostly "Agree" to "Strongly Agree", except 1 "Strongly Disagree"
Quality of E-Material	2.8
Ease of Navigation and Understanding of E-Material	"Yes" or "Somewhat"
Helpfulness in Achieving Learning Objectives	3 Yes, 2 Somewhat
Technical Issues Faced	2 students (40%)
Overall Satisfaction (Video + E-Material)	Average: 3.0

Student	Suggestions for E-Content Videos	Suggestions for E-Material
1.	–	–
2.	No suggestions	No suggestions
3.	–	"PDFs are good but contain typos and incorrect answers in Q&A."
4.	No suggestions	No suggestions
5.	"Material and exam paper are totally different."	"They have to provide quality material from MCQ perspective."

### Observations

- **Video Quality:** Mixed views—2 high ratings (5), but one gave a score of 1 due to lack of engagement and relevance.
- **Content Relevance:** 3 out of 5 respondents agreed or strongly agreed that videos are relevant to the course.
- **E-Material Issues:**
  - Typos and factual errors in PDF Q&A
  - Misalignment between study material and exam pattern
- **Engagement & Delivery:** At least two students found the video content not engaging or too short.
- **Technical Access:** 2 out of 5 students faced difficulty accessing content.

## **REPORT 5 - FEEDBACK REPORT ON E-CONTENT AND E-MATERIAL**

### **Introduction**

To ensure academic quality and learner satisfaction, structured feedback was collected from students of the **Online MBA February 2024 Batch** regarding the **E-content videos and study materials** provided through the Learning Management System (LMS). The objective was to assess how effectively the content supports learning outcomes, its relevance, ease of use, and student engagement. The responses highlight overall satisfaction while identifying specific areas needing improvement.

<b>Criteria</b>	<b>Key Observations (From 7 Responses)</b>
<b>Quality of Videos</b>	4 students gave 5, 1 gave 4, 1 gave 3, 1 gave 1
<b>Content Understanding</b>	Majority (5 of 7) said "Yes", 2 said "Somewhat"
<b>Video Engagement</b>	2 rated Very engaging, 4 Moderately engaging, 1 Not engaging
<b>Video Length Satisfaction</b>	4 said Just right, 2 Too short, 1 Too long
<b>Relevance to Course</b>	3 Strongly agree, 3 Agree, 1 Strongly disagree
<b>E-Material Quality</b>	3 gave 5, 2 gave 4, 1 gave 3, 1 gave 1
<b>Ease of Navigating E-Material</b>	6 said Yes, 1 Somewhat
<b>Helpfulness in Achieving Objectives</b>	6 said Yes, 1 said Somewhat
<b>Technical Difficulties</b>	2 students experienced issues
<b>Overall Satisfaction</b>	3 rated 5, 2 rated 4, 2 rated 3 or below

<b>Student Name</b>	<b>Suggestions for E-Content Videos</b>	<b>Suggestions for E-Material</b>
1.	–	–
2.	NA	"Should be provided at the start of the semester."
3.	–	–
4.	"All good"	"Please give access to download it."
5.	–	"PDFs are good but have typos and incorrect Q&A answers."
6.	"No"	"No"



7.	"Use infographics, pop-ups, expandable sections for better focus."	"Include multimedia: audio, animations, and visuals for all styles."
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## Insights and Observations

1. **Overall Content Quality:** 6 out of 7 students found video quality satisfactory (rated 4 or 5).
2. **Engagement Gaps:** One student rated content as not engaging; another found the videos too long.
3. **Technical & Access Concerns:** 2 students reported technical difficulties; 1 asked for downloadable access.
4. **Improvement Suggestions:**
  - Add **interactive media** (infographics, pop-up definitions, animations).
  - Ensure **content is error-free**, especially in Q&A.
  - Provide **early access** to material and make content more exam-oriented (especially MCQ-based).
  - Support **multiple learning styles** by integrating audio, visuals, and text.

## **REPORT 6 - FEEDBACK REPORT ON SYNCHRONOUS (LIVE) SESSIONS**

(SESSIONS CONDUCTED BY OUTSIDE EXPERT)

**Programme:** Online MBA

**Batch:** February 2024

**Total Respondents:** 10 Students

**Feedback Type:** Synchronous (Live) Sessions

**Reporting Period:** October 2024 – March 2025

### Introduction

As part of the academic quality assurance process for the Online MBA (February 2024 batch), students were invited to provide structured feedback on the **Live (Synchronous) Sessions** conducted via the Learning Management System (LMS). The goal was to assess:

- Faculty expertise and delivery
- Student engagement and interaction
- Practical relevance and accessibility
- Session scheduling and technical experience
- Subject-wise satisfaction

This report presents a consolidated summary of student feedback to help enhance the planning and effectiveness of future live sessions.

S r.	Sessi on Qual ity	Expert Knowle dge	Engage ment Level	Faculty Approacha bility	Interact ion Satisfac tion	Techni cal Issues	Session Manage ment	Overall Satisfac tion
1	5	5	Very engaging	Very approachabl e	Very satisfied	No	Very well managed	5
2	4	5	Moderat ely engaging	Somewhat approachabl e	Neutral	No	Moderate ly managed	3
3	1	1	Not engaging	Not approachabl e	Very dissatisfi ed	Yes	Needs improve ment	1
4	5	5	Moderat ely engaging	Very approachabl e	Very satisfied	No	Moderate ly managed	4
5	3	3	Moderat ely engaging	Somewhat approachabl e	Satisfied	No	Moderate ly managed	3

6	5	5	Moderately engaging	Very approachable	Satisfied	No	Very well managed	5
7	4	3	Very engaging	Very approachable	Very satisfied	No	Very well managed	4
8	5	5	Very engaging	Very approachable	Very satisfied	No	Very well managed	5
9	3	3	Very engaging	Somewhat approachable	Satisfied	No	Very well managed	3
10	1	2	Not engaging	Not approachable	Neutral	No	Needs improvement	1

## Key Insights

### Faculty Knowledge & Clarity

- **6 out of 10 students** rated subject knowledge as **Excellent (5/5)**.
- Only 2 students reported **poor clarity and expertise**.

### Practical Application

- Most students acknowledged **adequate to excellent** connection of theory to real-world examples.
- However, **3 students** felt practical relevance was lacking.

### Interaction & Approachability

- **6 students** said faculty was **very approachable**.
- **2 students** marked faculty as **not approachable**.
- **70%** were **satisfied or very satisfied** with interaction opportunities.

### Technical Experience

- Only **1 student** reported technical difficulties.
- Most sessions were described as **well or moderately managed**.

### Subject-Wise Overall Satisfaction

- High Satisfaction (**Rating 4–5**): **6 students**
- Moderate (**3**): **2 students**
- Low (**1–2**): **2 students**

## **REPORT 7- FEEDBACK REPORT E-CONTENT VIDEOS AND E-MATERIAL FEEDBACK**

**Programme:** Online MBA

**Batch:** February 2024

**Feedback Collected Through:** LMS

**Total Respondents:** 17 Students

### INTRODUCTION

As part of Shivaji University's quality assurance and continuous improvement initiative, structured feedback was collected from Online MBA students of the **February 2024 batch** to evaluate the effectiveness of **E-content videos** and **E-material** shared via the Learning Management System (LMS).

Criteria	Average Rating (Out of 5)	Key Insight
Quality of E-content Videos	4.3	Most students rated video quality as <b>Good to Excellent</b>
Ease of Understanding Content	4.5	Almost all students found the content <b>easy to understand</b>
Engagement Level of Videos	Moderate (3.8)	Engagement was mostly <b>Moderate</b> , with some "Very engaging"
Video Length Satisfaction	"Just Right" (12 out of 17)	Few students found videos <b>Too Short</b> or <b>Too Long</b>
Relevance to Course Material	4.4	Majority agreed videos were <b>aligned with syllabus</b>
Quality of E-material	4.2	Ratings ranged from <b>Neutral to Strongly Agree</b>
Navigation & Understanding of E-material	4.0	Some found material <b>scattered</b> , suggesting better structuring
Helpfulness in Achieving Learning Objectives	4.1	Most students agreed the material was helpful
Technical Issues Encountered	3 students reported issues	App compatibility and continuity issues noted
Overall Satisfaction with LMS Content	4.2	General satisfaction is <b>positive</b>

### Key Observations

- Students are overall satisfied with video and e-material quality.
- Engagement levels can be improved using multimedia strategies.
- LMS features like playlist creation and material organization need attention.
- Students value practical aids like memory tools, examples, and exam-related content.
- A few students faced access issues on mobile apps (e.g., Digiversity compatibility).

## Common Suggestions from Students

### *Suggestions for Improving E-content Videos:*

- Use more **animations and memory tricks**
- Include **shorter videos with focused topics**
- Add **playlist options** for seamless viewing
- Provide **“next video” autoplay and full-screen features**

### *Suggestions for Improving E-material:*

- Bundle e-material into **single folders**
- Avoid only **introductory content** – add in-depth material
- Ensure **accuracy** of content (some typo/MCQ issues reported)
- Support multiple **learning styles** – visual/audio elements
- Add material from **MCQ and exam perspective**

## **REPORT 8 - FEEDBACK REPORT ON SYNCHRONOUS (LIVE) SESSIONS**

### **(SESSIONS CONDUCTED BY IN-HOUSE FACULTY )**

**Programme:** Online MBA

**Batch:** February 2024

**Mode:** LMS-based Survey

**Responses Recorded:** 17 Students

#### Introduction

To ensure continuous improvement in academic delivery, students of the February 2024 batch were asked to provide structured feedback on the **live (synchronous) sessions** conducted as part of the Online MBA program. The feedback focused on the delivery, content understanding, engagement, and effectiveness of subject experts.

<b>Parameter</b>	<b>Average Rating (Out of 5)</b>	<b>Key Insights</b>
Quality of Synchronous Sessions	4.4	Students rated the quality as <b>Good to Excellent</b> overall
Subject Knowledge of Experts	4.6	Faculty were perceived as <b>highly knowledgeable</b>
Clarity of Concept Explanation	4.4	Most students agreed that <b>concepts were clearly explained</b>
Linking Theory with Practice	4.2	Students appreciated attempts to <b>connect content to real-world applications</b>
Approachability of Faculty	4.5	Experts were found to be <b>very approachable</b>
Convenience of Session Schedules	4.3	Timing was found <b>mostly suitable</b> , a few wanted flexibility
Engagement of Live Sessions	4.3	Majority found sessions <b>moderately to very engaging</b>
Opportunities to Interact with Experts	4.2	Interaction during sessions was <b>satisfactory</b>
Technical Challenges	Rarely Reported	A few students reported <b>minor app/login issues</b>
Moderation and Session Management	4.4	Overall sessions were <b>well managed and professionally conducted</b>
Overall Satisfaction	4.5	Feedback indicates <b>high satisfaction</b> across subject areas

#### Highlights from Specific Responses

##### Positive Observations:

- Experts demonstrated **excellent command** over subject matter.

- Sessions were **interactive and engaging**.
- Good **integration of theoretical knowledge with practical examples**.
- Students felt **heard and supported** during live sessions.

#### Challenges Reported:

- Minor **technical issues** (e.g., app login problems, video quality).
- A few students found sessions **too theoretical** or **less interactive**.
- Some requested **more consistent scheduling** and **advance notice**.

Subject Area	Expert Name	General Feedback
Marketing Management	Dr. Ketaki Powar	Satisfactory to Very Satisfactory
Strategic Management	Dr. Ketaki Powar	Highly appreciated
Research Methodology	Dr. Nagina Mali Smt. Ganga Kurade Smt. Priyanka Surve	Well explained; suggestions welcomed
Legal & Business Environment	Dr. Nagina Mali	Clear and engaging
Operations Management	Smt. Supriya Mogale	Practically focused; well delivered
HR Management	Smt. Supriya Mogale	Highly interactive and insightful
Finance Management	Smt. Priyanka Surve	Good depth and clarity

**SHIVAJI UNIVERSITY, KOLHAPUR**  
**CENTRE FOR DISTANCE AND ONLINE EDUCATION**

**Feedback Report Summary – Online MBA (Feb & July 2024 Batches)**

**Introduction -** As part of its continuous quality improvement initiative, Shivaji University's Centre for Distance and Online Education (CDOE) collected structured feedback from students of the Online MBA (February & July 2024 batches). Feedback was collected from Online MBA (Feb & July 2024) students to assess satisfaction with admissions, LMS, e-content, live sessions, and exams. The aim was to identify issues and improve the learning experience.

**1. Admission Process:**

- **Major Info Sources:** Newspapers (9), University Website (7), WhatsApp & Emails.
- **Satisfaction:** 92% were satisfied with the admission process.
- **Issues Reported:** Minor issues in fee payment and portal usability.
- **Action Taken:** LMS support staff appointed; instalment payment facility enabled.

**2. LMS Software (TeamLease):**

- **Satisfaction:** 83% students satisfied with LMS.
- **Common Issues:** Auto logout after midnight, progress bar errors, lack of chat features.
- **Action Taken:** LMS glitches resolved, discussion forums enabled, remedial sessions held.

**3. Online Examinations:**

- **Clarity & Fairness:** 100% found instructions clear; 91% said exam environment was fair.
- **Technical Issues:** 26% reported login/app errors.
- **Action Taken:** More proctors appointed; advance schedule shared.

**4. E-Content & E-Material Feedback:**

- **Video Quality:** Avg. 4.3/5; most found length appropriate and content relevant.
- **E-Material Issues:** Some typos, alignment gaps with MCQs.
- **Suggestions:** Provide bundled PDFs, MCQ-focused material.
- **Action Taken:** Revised videos, provided SLMs and question banks.

**5. Live Sessions (Synchronous):**

- **Expert Knowledge & Interaction:** Highly rated (avg. 4.5/5); 93% found faculty approachable.
- **Challenges:** Minor app/login issues, request for practical examples.
- **Action Taken:** More interactive sessions, improved moderation.

The overall student response is highly positive. Notable strengths include faculty expertise, content quality, and fair exam conduct. Improvements were swiftly implemented based on feedback, including LMS upgrades, better scheduling, and enhanced learning resources.