

Case Study

The university's department took help of MintStat to conduct Course feedback and Instructor feedback to improve upon its overall effectiveness

MintStat

Overview

The university's department offers various courses in Business Management. The department puts lot of emphasis on Student perception and satisfaction.

Business Situation

The university's department is one of the leading Business Schools in India. It aims to constantly improve upon its course contents and course delivery. It aims to become first choice among prospective bright students and sought after by Industry.

Business Challenge

Becoming best institute has its own challenges. There was no way to understand what are its strengths and weaknesses. The institute must know which important factors that differentiate it from other institute are.

1. Quality of Instructors?
2. Relevance of Course content?
3. Industry employable pass-outs?
4. Infrastructure of the department?

MintStat Solution

MintStat proposed to launch online survey amongst student at the end of each semester. The survey asked students to rate each faculty and course content. It also requested student to provide free text comment for improvement of the overall course. The duplication of survey response avoided. The survey responses are kept independent of student name to avoid any partiality. Multiple follow-ups are sent to respondent who did not respond to the survey to get complete picture. Once all the responses are obtained, each survey question is evaluated and strategy is formulated to improve upon weak areas and continue with strong areas.

Benefits

1. The university's department is able to find out its strengths.
2. The university's department is able to find out its weaknesses.
3. Student feel empowered and understood that their opinion matters.
4. Faculty knows that their work is being monitored 360°, so they remain vigilant all the time.
5. Course content can be altered based on student feedback.