

Institute of Technology & Science

Mohan Nagar, Ghaziabad

Students' Satisfaction/ Feedback Survey Report: 2020-21

PART (A): TEACHING-LEARNING AND EVALUATION

Students' Satisfaction Survey (SSS) through online mode was conducted among the students of PGDM, MBA & MCA programmes of the Institute in last week of June, 2021 for the session 2020-21. The questionnaire has been framed based on NAAC guidelines. Students have rated the question in a **scale of 0 to 4**. The result of this survey is based on the response of **224** students of MBA (192 students) & MCA (32 students). The summary of the results of the survey will be presented in the next IQAC meeting to be held in the month of July, 2021 and also displayed on the institute website.

Number of students whose responses have been received for the survey (Sample Size): 286

PART - A

1. Please confirm, this is the first and only time you answer this survey.

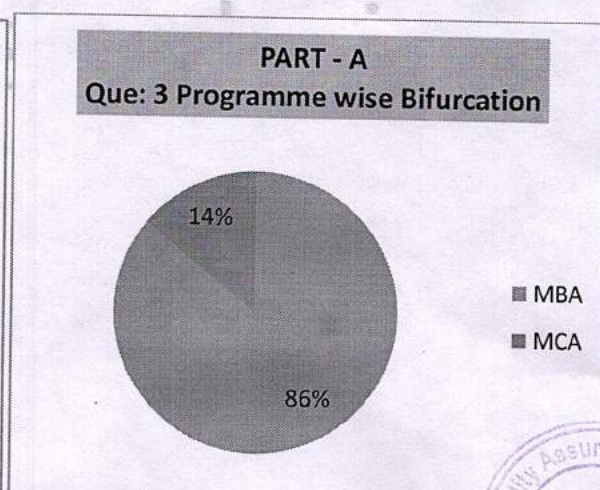
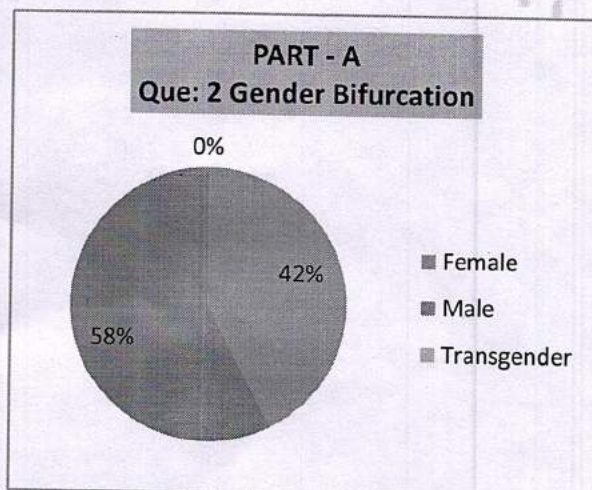
Yes	100 %
No	0 %

2. Gender:

Female	42 %
Male	58 %
Transgender	00 %

3. What degree /diploma program are you pursuing now?

MBA	86 %
MCA	14 %



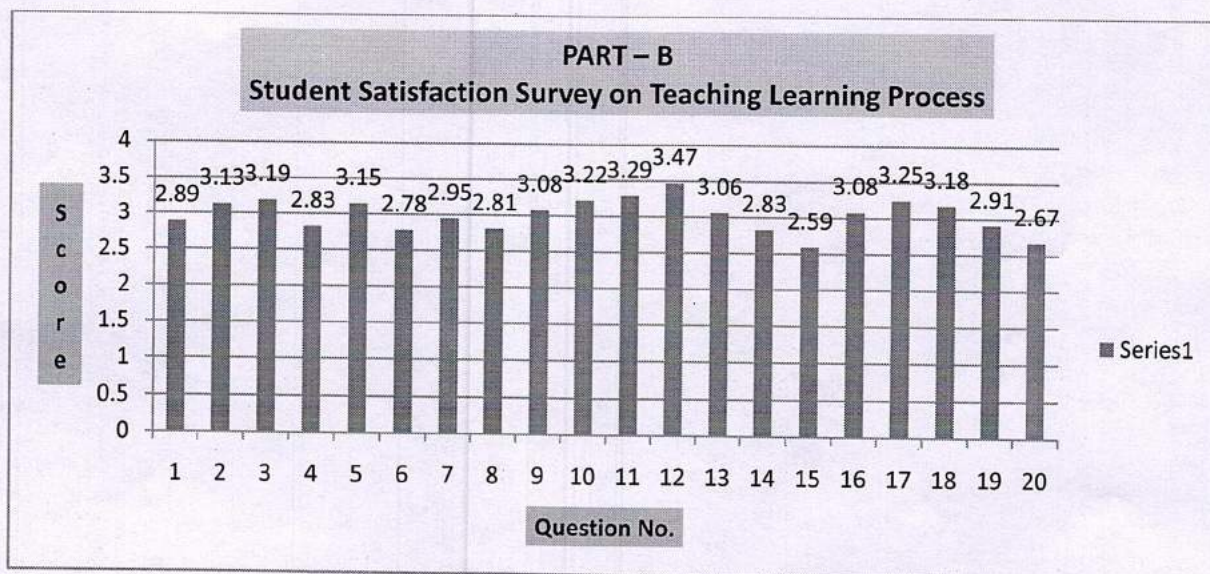
PART - B

SN	QUESTIONNAIRE	Score
1	How much of the syllabus was covered in the class?	2.89
2	How well did the teachers prepare for the classes?	3.13
3	How well were the teachers able to communicate?	3.19
4	The teacher's approach to teaching can best be described as	2.83
5	Fairness of the internal evaluation process by the teachers.	3.15
6	Was your performance in assignments discussed with you?	2.78
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	2.95
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	2.81
9	The institution provides multiple opportunities to learn and grow.	3.08
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.22
11	Your mentor does a necessary follow-up with an assigned task to you.	3.29
12	The teachers illustrate the concepts through examples and applications.	3.47
13	The teachers identify your strengths and encourage you with providing right level of challenges.	3.06
14	Teachers are able to identify your weaknesses and help you to overcome them.	2.83
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	2.59
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	3.08
17	Teachers encourage you to participate in extracurricular activities.	3.25
18	Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	3.18
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?	2.91
20	The overall quality of teaching-learning process in your institute is very good.	2.67
	OVERALL AVERAGE SCORE	3.02
21	Give three observation / suggestions to improve the overall teaching – learning experience in your institution.(Some Notable Suggestions)	



Key suggestions received:

- More Workshop and practical exposure.
- More Value added certifications courses should be included.
- Academic and not academic tours
- More opportunities for participation in co-curricular activities inhouse and outside should be given.

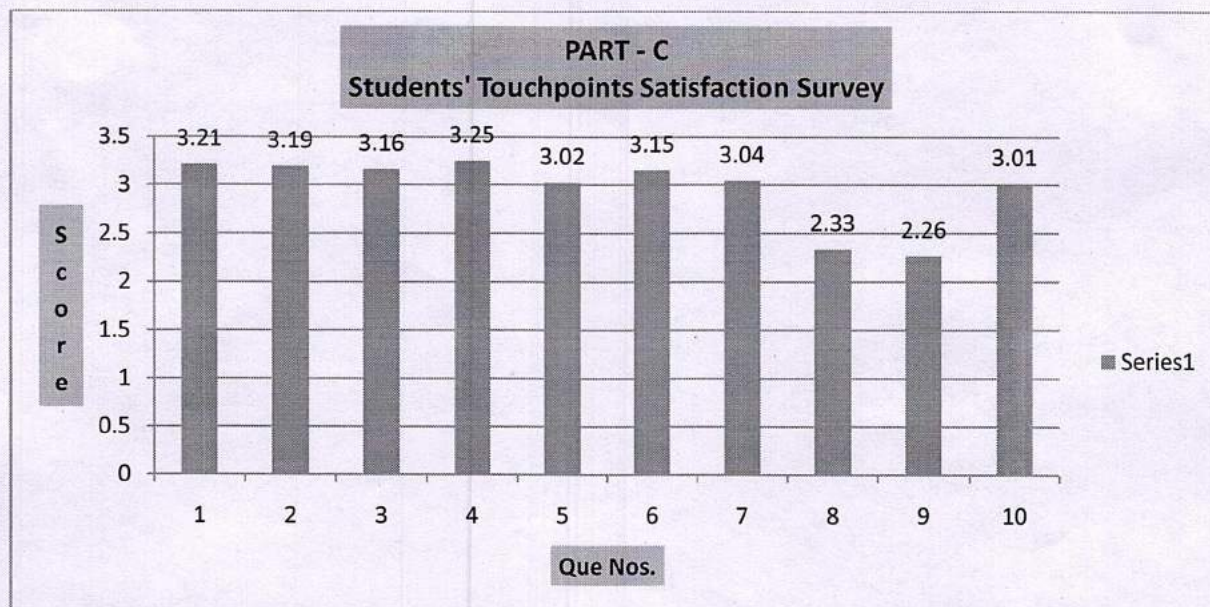


PART – C

Students' Touch-points Satisfaction Survey

Please rate your satisfaction with the following touch points based on your experience during day to day interactions.

SN	Students' touch points	Average score
1	Academic Programme Office (APO)	3.21
2	Registrar office	3.19
3	Library	3.16
4	Accounts Department	3.25
5	Corporate Resource Centre (CRC)	3.02
6	Class room facilities & related infrastructure	3.15
7	ICT Facilities	3.04
8	Sports & Gym facilities	2.33
9	Canteen	2.26
10	Other Facilities & Cleanliness	3.01
OVERALL AVERAGE SCORE		2.96



Finding & Analysis:

- Aprox 81 % students participated in online survey.
- The average satisfaction score with respect to Teaching –learning & Evaluation process (Part-B) is 3.02 in a scale of 0 – 4 which is slightly lower by 0.29 than the score on similar parameter last year (2019-20). This may be largely because of sudden shift from offline mode of teaching to Online mode due to Covid pandemic.
- Slight decline in the scores of questions requiring face to face interaction with students has been observed.
- The average satisfaction score with respect to Students' touch points (Part-C) is decrease by 0.125 (Score: 2.96) as compared to the last year's score 3.085 in a scale of 0 – 4.



- Due to pandemic very few classes have been conducted in offline mode. It was largely online. Institute ensured uninterrupted academic delivery to the students on licensed zoom platform.
- Most of the institutional activities including Seminars, Conferences, FDPs, Summits, Guest lecturers have been organized in online mode.

Actions taken on last year's plan:

- Due to Covid, Institute followed instructions provide by the University time to time.
- Conducted curricular and co-curricular activities online without compromising on quality.
- Online certification courses by the faculty and students.
- Organised online FDPs on research for learners.
- Regular sanitization in campus
- Need based online sessions for the students by faculty and external experts.


Action Plans for Continual Improvement:

- Faculty and students are to be encouraged for Value added online certification courses
- To promote activities of Institutions Innovation Council.
- The action plan for broader alumni engagement for the benefit of students is to be developed.
- Focus on leveraging technology for enhanced learning.
- Hybrid classes in the time of uncertainty.
- To make Business Incubation centre of MSME more functional.



Conclusion:

Due to Covid pandemic, 2020-21 was the year of uncertainties. The academic institutions including ours were not free from its impact. Institute adopted online mode of teaching and learning very quickly and tried hard to deliver best possible learning experience to the students without interruption. To supplement learning, many activities including Seminars, conferences, FDPS, Guest lectures, Summits etc have been organized virtually throughout the year.


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(Dr V N Bajpai) 30th June, 2021



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