

# Institute of Technology & Science

## Mohan Nagar, Ghaziabad

### Students' Satisfaction/ Feedback Survey Report: 2019-20

#### PART (A): TEACHING-LEARNING AND EVALUATION

Students' Satisfaction Survey (SSS) was conducted among the students of PGDM, MBA & MCA programmes of the Institute on 11<sup>th</sup> February, 2020. 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 311 students. The summary of the results of the survey will be presented in the next IQAC meeting to be held in the month of May-June, 2020 and also displayed on the institute website.

Number of students whose responses have been received for the survey (Sample Size): 311

#### PART – A

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

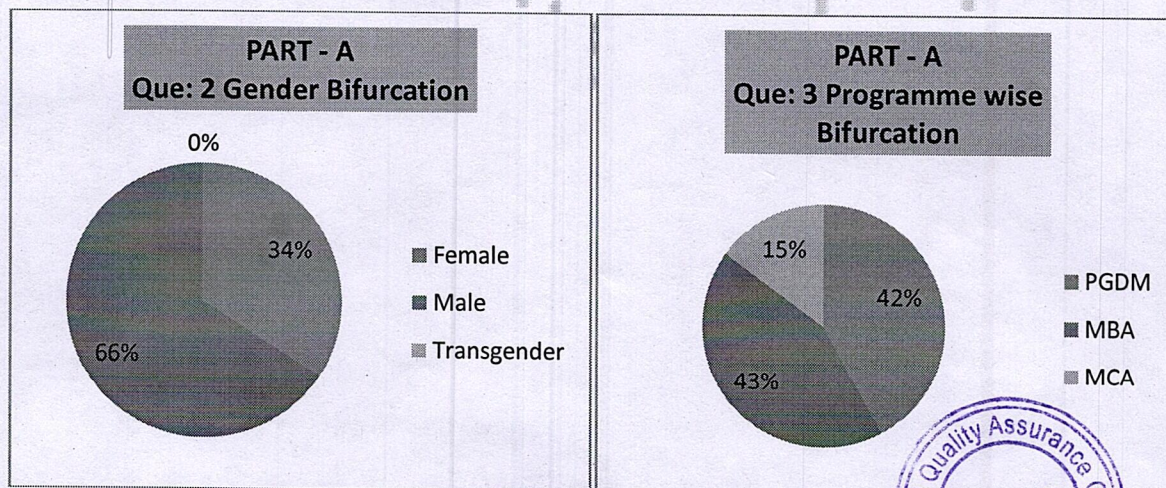
Yes	100 %
No	0 %

2. Gender:

Female	34 %
Male	66 %
Transgender	00 %

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

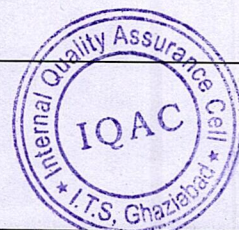
PGDM	42 %
MBA	43 %
MCA	15 %





## PART - B

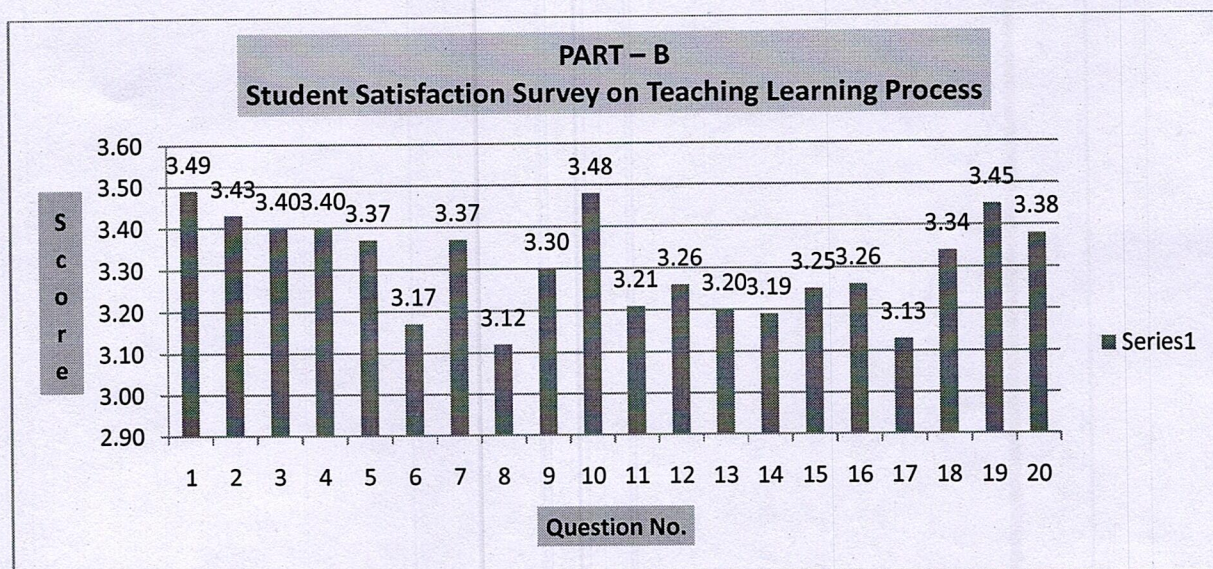
SN	QUESTIONNAIRE	Score
1	How much of the syllabus was covered in the class?	3.49
2	How well did the teachers prepare for the classes?	3.43
3	How well were the teachers able to communicate?	3.40
4	The teacher's approach to teaching can best be described as	3.40
5	Fairness of the internal evaluation process by the teachers.	3.37
6	Was your performance in assignments discussed with you?	3.17
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.37
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	3.12
9	The institution provides multiple opportunities to learn and grow.	3.30
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.48
11	Your mentor does a necessary follow-up with an assigned task to you.	3.21
12	The teachers illustrate the concepts through examples and applications.	3.26
13	The teachers identify your strengths and encourage you with providing right level of challenges.	3.20
14	Teachers are able to identify your weaknesses and help you to overcome them.	3.19
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.25
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	3.26
17	Teachers encourage you to participate in extracurricular activities.	3.13
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.	3.34
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?	3.45
20	The overall quality of teaching-learning process in your institute is very good.	3.38
	<b>OVERALL AVERAGE SCORE</b>	<b>3.31</b>
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.

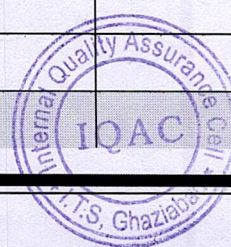


### PART – C

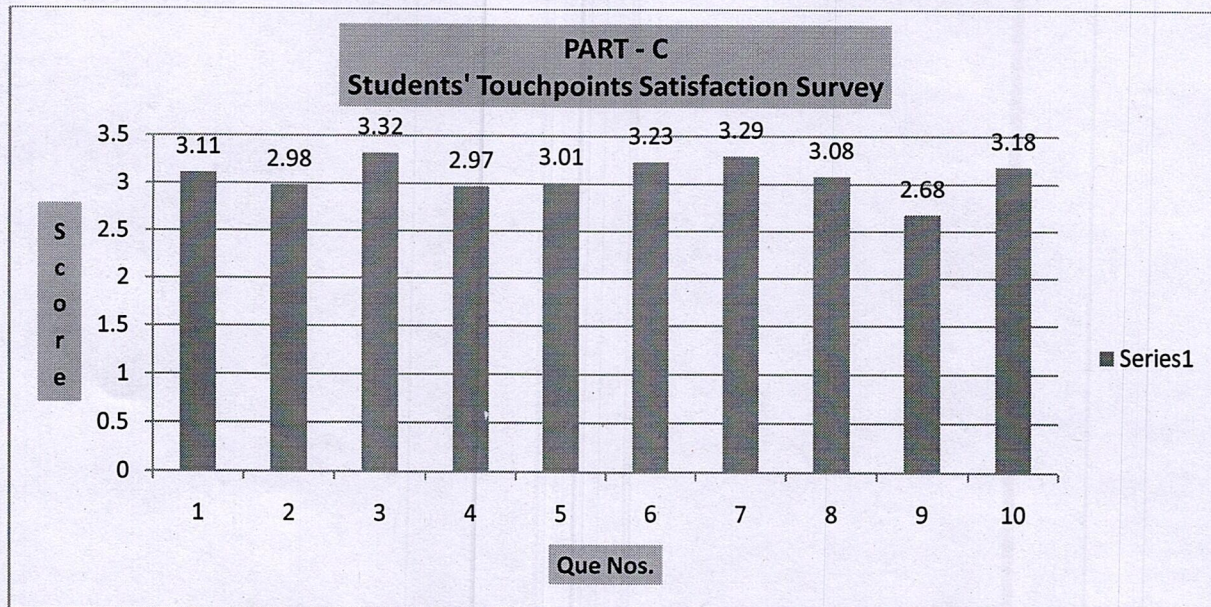
#### Students' Touch-points Satisfaction Survey

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)	3.11
2	Registrar office	2.98
3	Library	3.32
4	Accounts Department	2.97
5	Corporate Resource Centre (CRC)	3.01
6	Class room facilities & related infrastructure	3.23
7	ICT Facilities	3.29
8	Sports & Gym facilities	3.08
9	Canteen	2.68
10	Other Facilities & Cleanliness	3.18
<b>OVERALL AVERAGE SCORE</b>		<b>3.085</b>

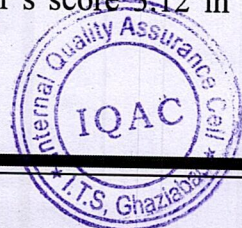






### Finding & Analysis:

- Aprox 66 % students participated in survey.
- The average satisfaction score with respect to Teaching –learning & Evaluation process (Part-A) is 3.31 in a scale of 0 – 4 which is slightly higher by 02.02 than the score on similar parameter last year (2018-19).
- In all the questions, the average score is more than 3 out of 4, which is a positive indicator towards quality improvement efforts, undertaken last year.
- Significant improvement in the score on encouragement for participation in extracurricular activities (3.13) over last year score on the same parameter (2.94) reflects enhanced encouragement and participation of students in extra- curricular activities.
- The average satisfaction score with respect to Students' touch points (Part-B) is decrease by 0.035 (Score: 3.085) as compared to the last year's score 3.12 in a scale of 0 – 4.

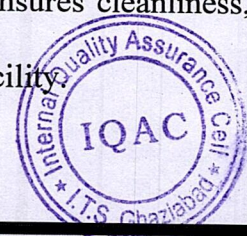




- The major change in the score lies in Class room facilities & related infrastructure is to be taken seriously. The required improvement related to wi-fi strength in peak hours and remote operated LCD screen, laptop charging points and audio-video facilities may be reviewed.
- Services at Registrar office seems to be bit improved with joining of new Registrar Mr R.C Sharma.
- Sports & Gym facilities and Canteen have comparatively low score needs action plan for improvement in satisfaction to the students. Though with the changed vendor Bikano at canteen the quality of food stuff has improved significantly but the price of few products are slightly at higher side.
- The inclusion of a vending machine near reception area supplements to such need of students at reasonable price.

#### **Actions taken on last year's plan:**

- Value added activities are being organized with enhanced student's participation by each of the functional clubs under the mentorship of faculty in the year 2019-20.
- All such events and participation of students are being recorded and uploaded on institute website and other social media platforms regularly.
- Faculty conducted significant number of inhouse Staff Development programme as well as at other institutions on Behavioural issues, Basic Etiquettes, Basic Communication etc.
- Administrative officer keeps vigil on canteen operations and ensures cleanliness, hygienic conditions in the canteen. ISO audit also covers this facility.
- Sessions on simulation exercises have been conducted.





- No much progress is achieved to strengthen students exchange programme. Efforts are going on with positive frame of mind.

### **Action Plans for Continual Improvement:**

- Faculty and students are to be encouraged for Value added online certification courses
- Specific Online certification courses should also be promoted among students by course faculty along with the academic delivery of the course for additional learning.
- To promote research, Faculty Development programme (FDP) on Research methods to be organized.
- International tie-ups and tie-ups with professional bodies are to be reviewed.
- The action plan for broader alumni engagement for the benefit of students is to be developed.
- To supplement academic learning guest lectures from experts from industry and IIMs/ IITs are to be enhanced.
- More Industry tie ups are to be done for skill building among students.
- Students participation in outside activities like conference, cultural fests, SIP competitions, Sports events is to be enhanced.
- Tie ups for students exchange programme are to be strengthened.

### **Conclusion:**

There is slight improvement in some of the areas particularly related to Teaching & Learning. Students touch-points survey is not showing any significant improvement. The areas of improvement, as identified will be given adequate priority and attention in the days to come. Specific action plans are to be developed in line with the suggestions arising out of various other forums including IQAC, Board Meeting and other stakeholders.

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(Dr V N Bajpai) 16<sup>th</sup> February, 2020

