

Institute of Technology & Science

Mohan Nagar, Ghaziabad

Students' Satisfaction/ Feedback Survey Report: 2018-19

PART (A): TEACHING-LEARNING AND EVALUATION

Students' Satisfaction Survey (SSS) was conducted among the students of PGDM, MBA & MCA programmes of the Institute on 20th April, 2019. 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 **296** students. The summary of the results of the survey is presented in the IQAC meeting and also displayed on the institute website.

Number of students whose responses have been received for the survey (Sample Size): 328

PART – A

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

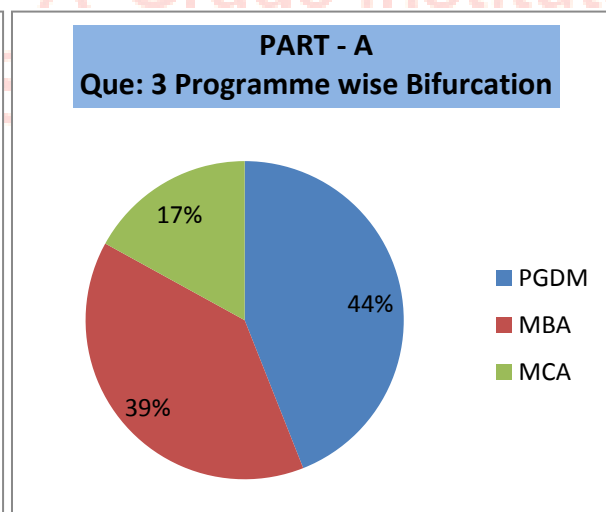
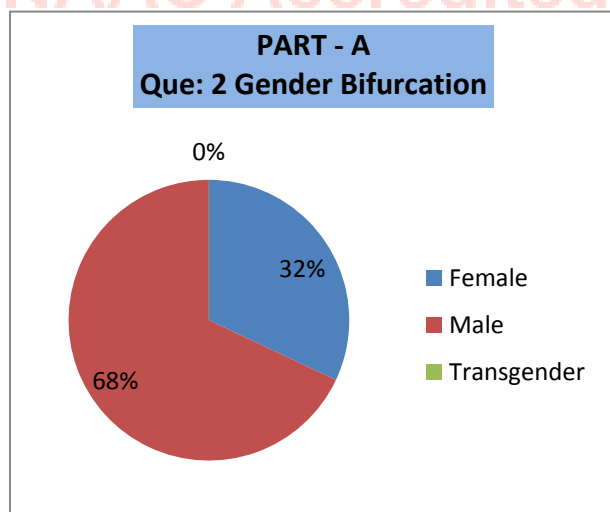
Yes	100 %
No	0 %

2. Gender:

Female	32 %
Male	68 %
Transgender	00 %

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

PGDM	44 %
MBA	39 %
MCA	17 %

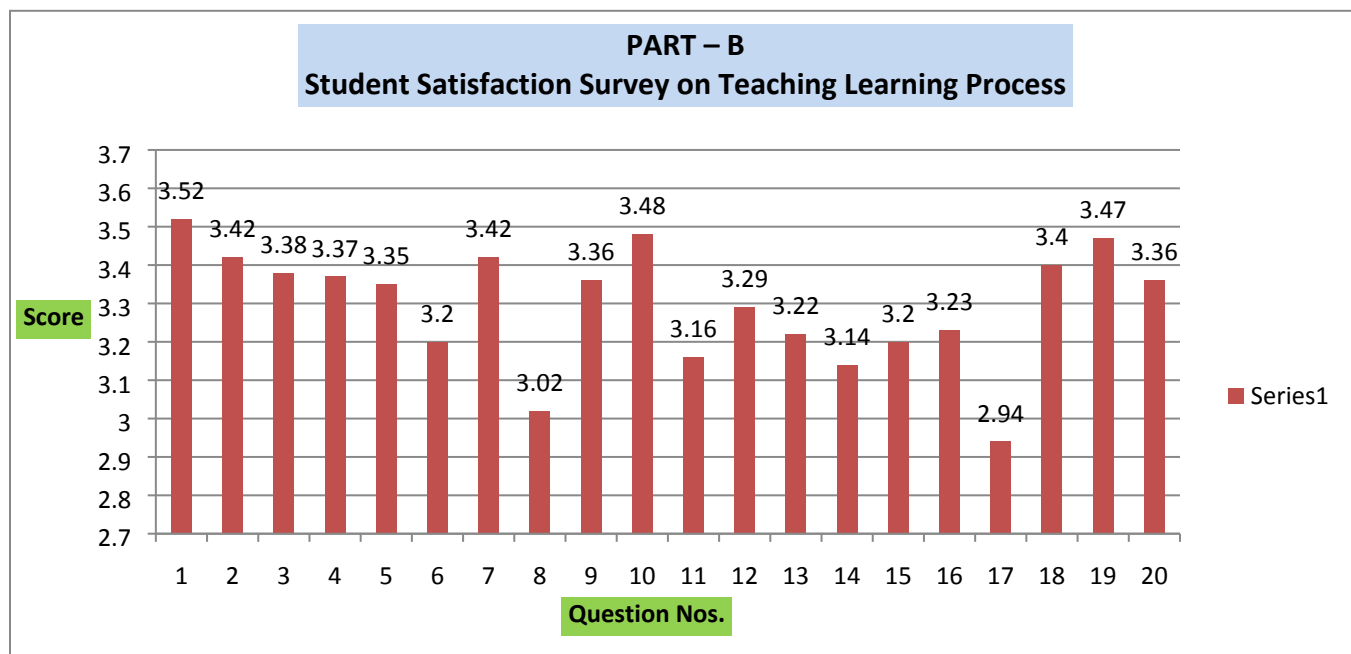


PART - B

SN	QUESTIONNAIRE	Score
1	How much of the syllabus was covered in the class?	3.52
2	How well did the teachers prepare for the classes?	3.42
3	How well were the teachers able to communicate?	3.38
4	The teacher's approach to teaching can best be described as	3.37
5	Fairness of the internal evaluation process by the teachers.	3.35
6	Was your performance in assignments discussed with you?	3.20
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.42
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	3.02
9	The institution provides multiple opportunities to learn and grow.	3.36
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.	3.16
12	The teachers illustrate the concepts through examples and applications.	3.29
13	The teachers identify your strengths and encourage you with providing right level of challenges.	3.22
14	Teachers are able to identify your weaknesses and help you to overcome them.	3.14
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	3.20
16	The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem-solving methodologies for enhancing learning experiences.	3.23
17	Teachers encourage you to participate in extracurricular activities.	2.94
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.	3.40
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?	3.47
20	The overall quality of teaching-learning process in your institute is very good.	3.36
OVERALL AVERAGE SCORE		3.29
21	Give three observation / suggestions to improve the overall teaching – learning experience in your institution.(Some Notable Suggestions)	

Key suggestions received:

- More opportunities should be provided to undertake entrepreneurial projects.
- International exposure through student exchange programme should be included.
- Simulation game based teaching may be included in few courses.
- More opportunities for participation in outside institute activities should be given.

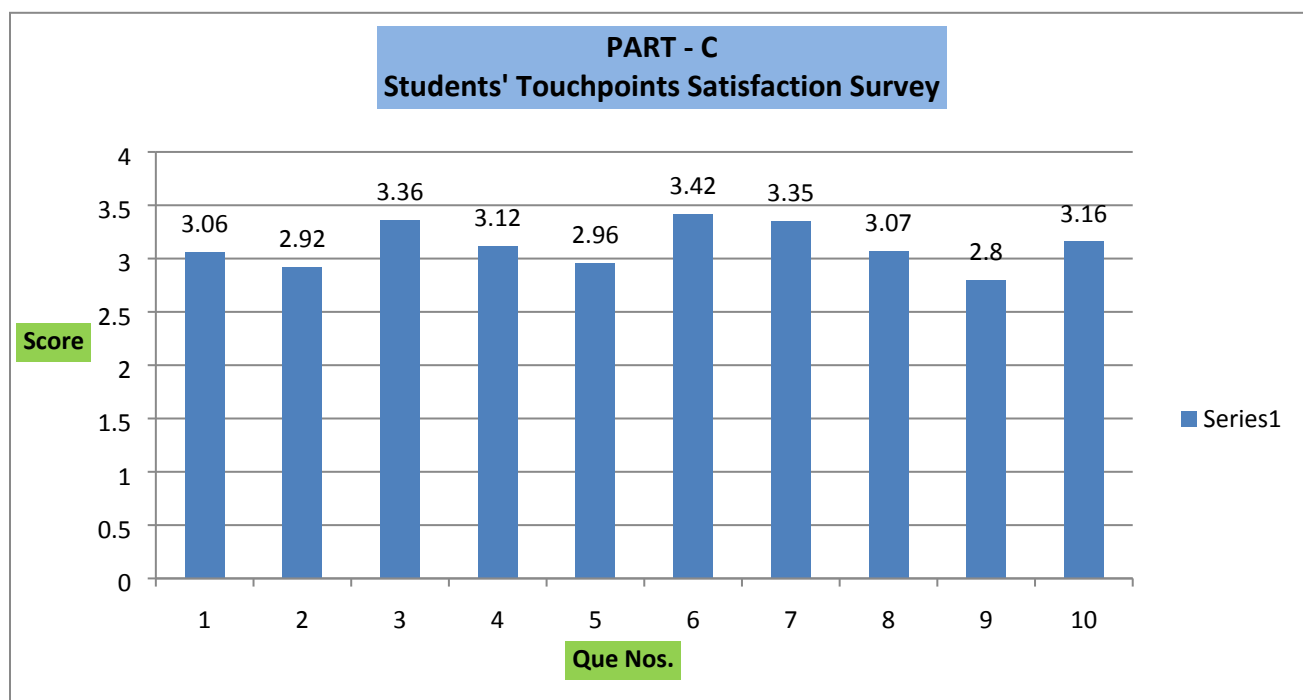


PART – C

Students' Touchpoints 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)	3.06
2	Registrar office	2.92
3	Library	3.36
4	Accounts Department	3.12
5	Corporate Resource Centre (CRC)	2.96
6	Class room facilities & related infrastructure	3.42
7	ICT	3.35
8	Sports & Gym facilities	3.07
9	Canteen	2.80
10	Other Facilities & Cleanliness	3.16
OVERALL AVERAGE SCORE		3.12



Finding & Analysis:

- 72% students participated in survey.
- The average satisfaction score with respect to Teaching –learning & Evaluation process (Part-A) is 3.29 in a scale of 0 – 4.
- In all the questions, except one, the average score is more than 3 out of 4, which is a positive indicator towards quality improvement efforts, undertaken last year.
- Comparatively low score (2.94) on encouragement for participation in extracurricular activities demands attention.
- The average satisfaction score with respect to Students' touch points (Part-B) is 3.12 in a scale of 0 – 4.
- Registrar office, CRC and Canteen have comparatively low score (less than 3), needs action plan for improvement in satisfaction to the students.

Action Plans for Continual Improvement:

- Participation of students in intra and inter institute extracurricular activities is to be encouraged through students' run functional clubs under the mentorship of faculty.
- Record of such participation of students is to be maintained and reviewed by the faculty mentor.
- Need based Staff Development Programmes (SDPs) on Behavioural issues, Basic Etiquettes, Basic Communication, Email Etiquettes and Interpersonal skills are to be conducted by in-house faculty experts.
- Periodic audit of canteen services on Food quality, Hygiene and Cleanliness is to be ensured by competent authority.
- Students are to be exposed with Simulation exercised. Services of outside agency may be taken initially.
- More Industry tie ups are to be done for skill building among students.
- Tie ups for students exchange programme are to be strengthened.

Conclusion:

The findings of the survey will certainly be useful for building better academic environment in the institute. The areas of improvement, as identified required to be given adequate priority and attention in the year to come. Specific action plans with timeline are required to be chalked out, discussed and implemented. With the implementation of the improvement actions identified in this survey, we will be expecting even better results in 2019-20.

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(Dr V N Bajpai)

10th April, 2019