

Mohan Nagar, Ghaziabad

Students' Satisfaction/ Feedback Survey Report: 2021-22

PART (A): TEACHING-LEARNING AND EVALUATION

Students' Satisfaction Survey (SSS) through online mode was conducted among the students of MBA & MCA programmes of the Institute in last week of June, 2022 for the session 2021-22. 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 (240 students) & MCA (58 students). The summary of the results of the survey will be presented in the next IQAC meeting and also displayed on the institute website.

Number of students whose responses have been received for the survey (Sample Size): 298

PART – A

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

Yes	100 %
No	0 %

2. Gender:

Female	16 %
Male	84 %
Transgender	00 %

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

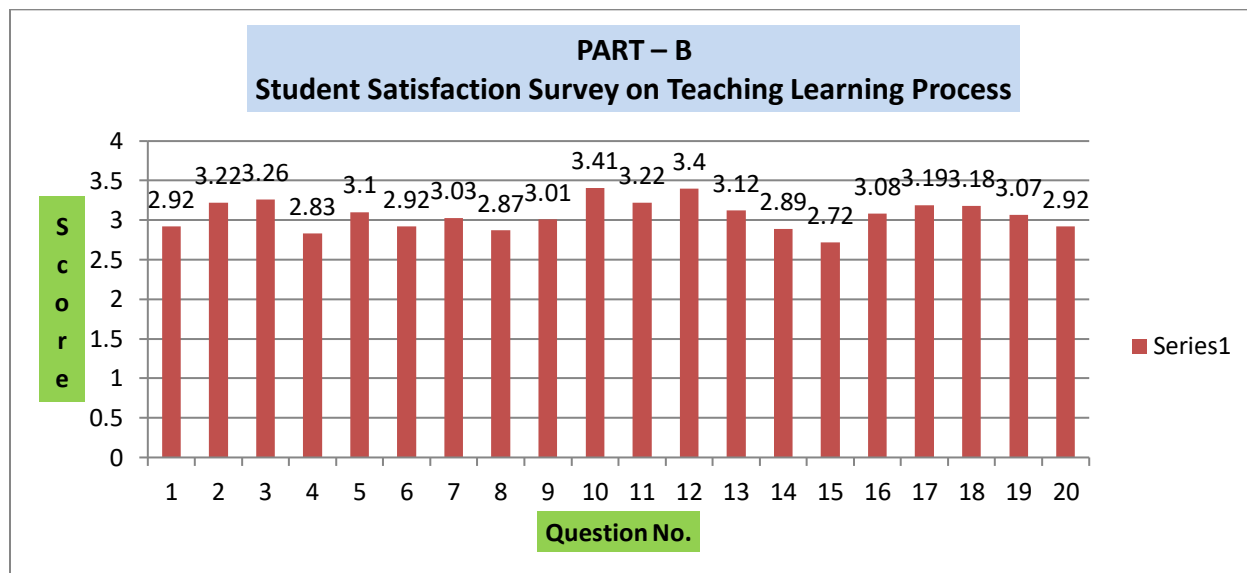
MBA	81 %
MCA	19 %

PART - B

SN	QUESTIONNAIRE	Score
1	How much of the syllabus was covered in the class?	2.92
2	How well did the teachers prepare for the classes?	3.22
3	How well were the teachers able to communicate?	3.26
4	The teacher's approach to teaching can best be described as	2.83
5	Fairness of the internal evaluation process by the teachers.	3.10
6	Was your performance in assignments discussed with you?	2.92
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	3.03
8	The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.	2.87
9	The institution provides multiple opportunities to learn and grow.	3.01
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	3.41
11	Your mentor does a necessary follow-up with an assigned task to you.	3.22
12	The teachers illustrate the concepts through examples and applications.	3.40
13	The teachers identify your strengths and encourage you with providing right level of challenges.	3.12
14	Teachers are able to identify your weaknesses and help you to overcome them.	2.89
15	The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.	2.72
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.	3.19
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?	3.07
20	The overall quality of teaching-learning process in your institute is very good.	2.92
	OVERALL AVERAGE SCORE	3.07
21	Give three observation / suggestions to improve the overall teaching – learning experience in your institution.(Some Notable Suggestions)	

Key suggestions received:

- Online classes should be more interactive
- Duration of Value added certifications courses should be increased.
- Videos of lectures by faculty and other reputed experts should be shared

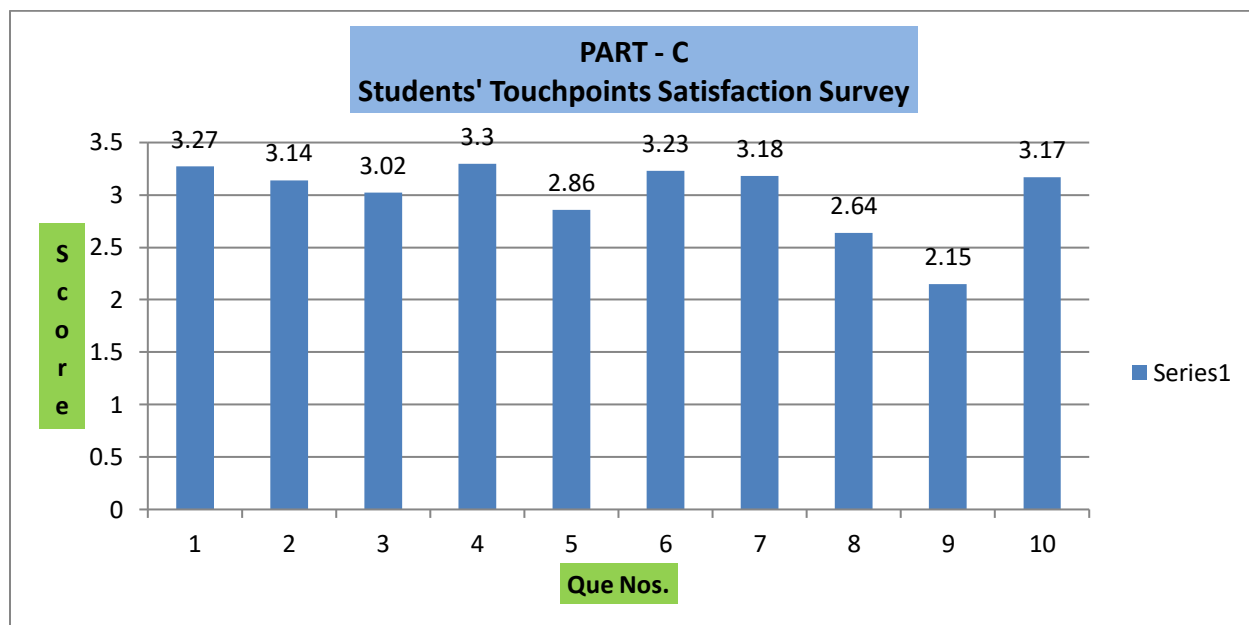


PART – C

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)	3.27
2	Registrar office	3.14
3	Library	3.02
4	Accounts Department	3.30
5	Corporate Resource Centre (CRC)	2.86
6	Class room facilities & related infrastructure	3.23
7	ICT Facilities	3.18
8	Sports & Gym facilities	2.64
9	Canteen	2.15
10	Other Facilities & Cleanliness	3.17
OVERALL AVERAGE SCORE		2.99



Finding & Analysis:

- Aprox 80 % students participated in online survey.
- The average satisfaction score with respect to Teaching –learning & Evaluation process (Part-B) is 3.07 in a scale of 0 – 4 which is improved by 0.05 than the score on similar parameter last year (2020-21). It might be opening up of offline classes post covid.
- 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 increased by 0.03 (Score: 2.99) as compared to the last year's score 2.96 in a scale of 0 – 4.
- Due to pandemic institute opted for hybrid mode largely offline. Institute ensured uninterrupted academic delivery to the students. Most of the institutional activities

including Seminars, Conferences, FDPs, Summits, Guest lecturers have been organized in again in offline mode.

Actions taken on last year's plan:

- Due to Covid, Institute followed instructions provide by the University time to time in beginning of the session 2021-22.
- The session got delayed due to pandemic.
- Online certification courses by the faculty and students.
- Organised online FDPs on research for learners.
- Regular sanitization in campus.
- Green and Energy audit was conducted for the institute.
- Tutorial classes for slow and advanced learners.

Action Plans for Continual Improvement:

- Institute has Business Incubation of MSME, however funds to support start-up projects of students may be allocated.
- Having good industry connect, Institute has better opportunities of mobilization of funds through consultancy services and funded projects.
- Limited scope of addition in syllabus regarding contemporary topics, however Institute has supplemented this limitation through regular guest lectures and events on contemporary issues.
- There is a scope of placements in diversified portfolios and better companies.
- Though Institute has been getting project funding from EDI, DST for Entrepreneurship Awareness and Development programme, however there is scope for strengthening it for the benefit of participants.
- Institute has received grants for Conferences and FDPs from AICTE and DST in past, however more funding sources for funding institute initiatives may be explored.
- The existing publication of Institute Journal "Synergy" may be indexed to attract better research papers.
- Institute has adequate infrastructure facilities for indoor sports however tie-up with external body may be explored for outdoor sport events.