



आईएफटीएम विश्वविद्यालय, मुरादाबाद, उत्तर प्रदेश
IFTM University, Moradabad, Uttar Pradesh
NAAC ACCREDITED

STUDENT SATISFACTION SURVEY 2019-20

Sanjeev Agrawal

Registrar
IFTM University
Moradabad

The teaching-learning process is at the centre of every talk and decision taken; in an academic institute. At IFTM University, decision making is data driven and Student Satisfaction Survey provides the required key inputs. SSS 2019-20 was conducted to capture the feedback from students on the following key areas. 839 students responded to the survey.

The student responses were sought in reference to their experience, both with teachers and the University as a system on various vital parameters.

The questions pertaining to teachers, covered the following dimensions –

1. Syllabus Completion
2. Preparedness
3. Ability to Communicate
4. Approach to teaching
5. Fairness in Internal Evaluation
6. Feedback & Discussion
7. Explanation of Course and Program Outcomes
8. Follow up by Mentor
9. Teaching Method
10. Identifies Strength
11. Identifies Weakness
12. Encourage for Extracurricular Activities
13. Use ICT Tools

The questions pertaining to the University, covered the following dimensions –

1. Provides Motivation
2. Provides cognitive, social and emotional growth.
3. Opportunities to learn and grow
4. Provides participation in improving teaching-learning process
5. Provides Student Centric methods of learning
6. Provides life skills and employability skills
7. Overall Quality

Sanjiv Bora

Registrar
IFTM University
Moradabad

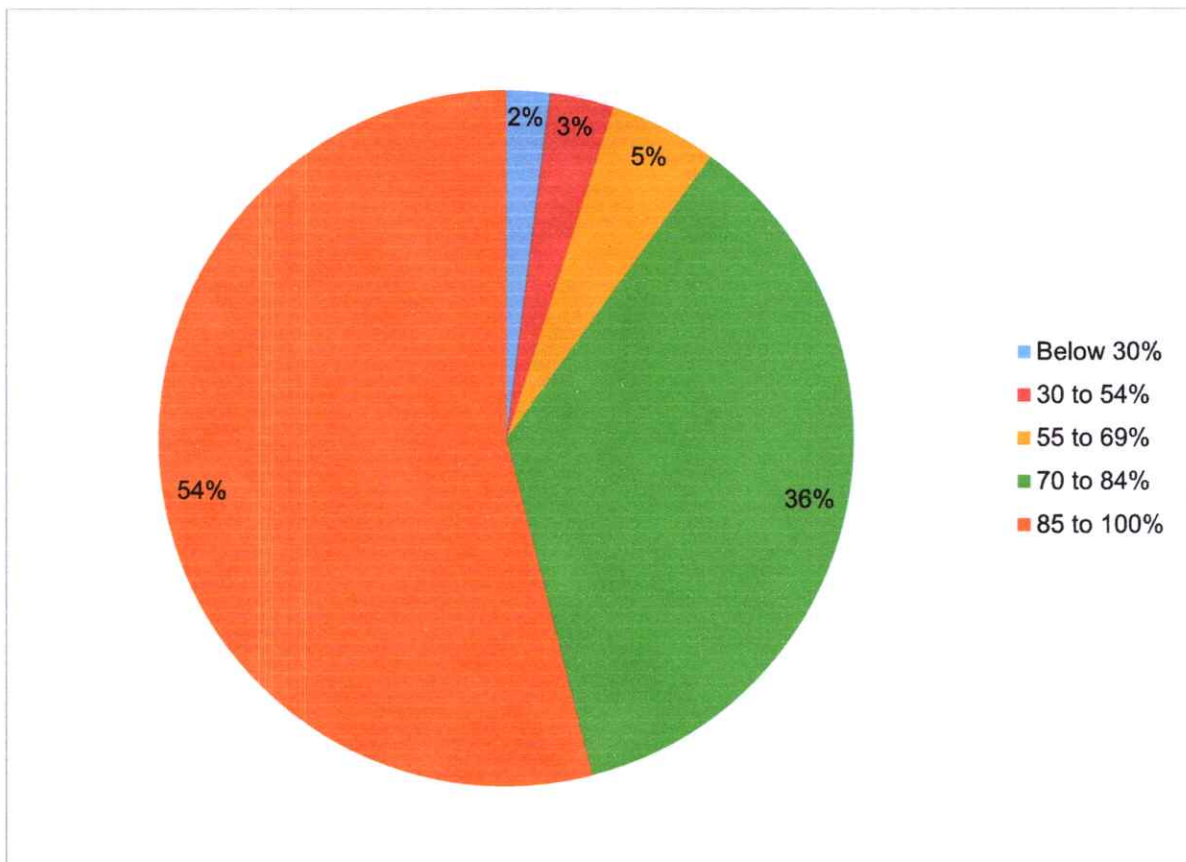
TEACHERS

Sanjiv Doraivel

Registrar
IFTM University
Moradabad

1. How much of the syllabus was covered in the class?		
Achievement	Assigned Rating	Response Count
Below 30%	0	17
30 to 54%	1	25
55 to 69%	2	42
70 to 84%	3	302
85 to 100%	4	453
Average Rating	3.369487485	839

The weighted average score for this parameter was found 3.37. The survey revealed students' satisfaction and syllabus was found well covered during the session.

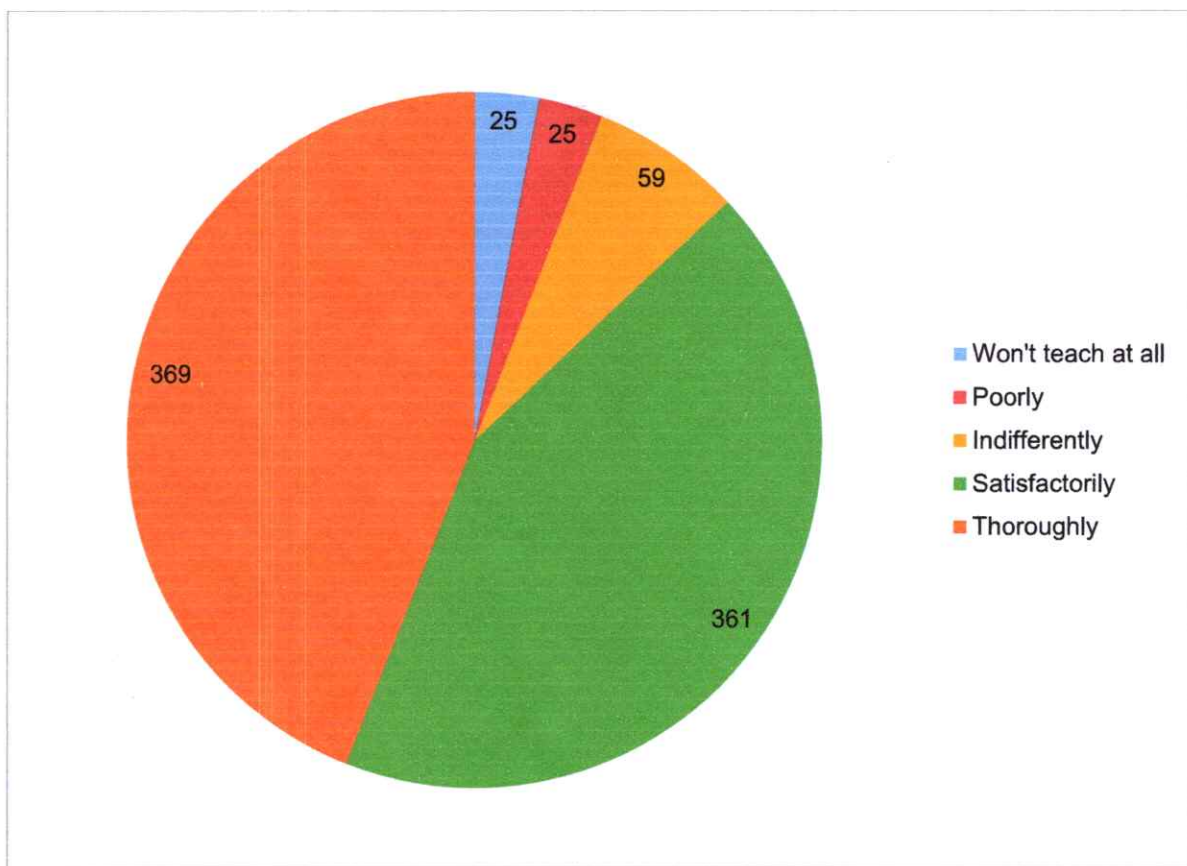


Sanjeev Dharwal

Registrar
IFTM University
Moradabad

2. How well did the teachers prepare for the classes?		
Achievement	Assigned Rating	Response Count
Won't teach at all	0	25
Poorly	1	25
Indifferently	2	59
Satisfactorily	3	361
Thoroughly	4	369
Average Rating	3.220500596	839

The weighted average found was 3.22 indicating the teachers come well prepared for the classes.

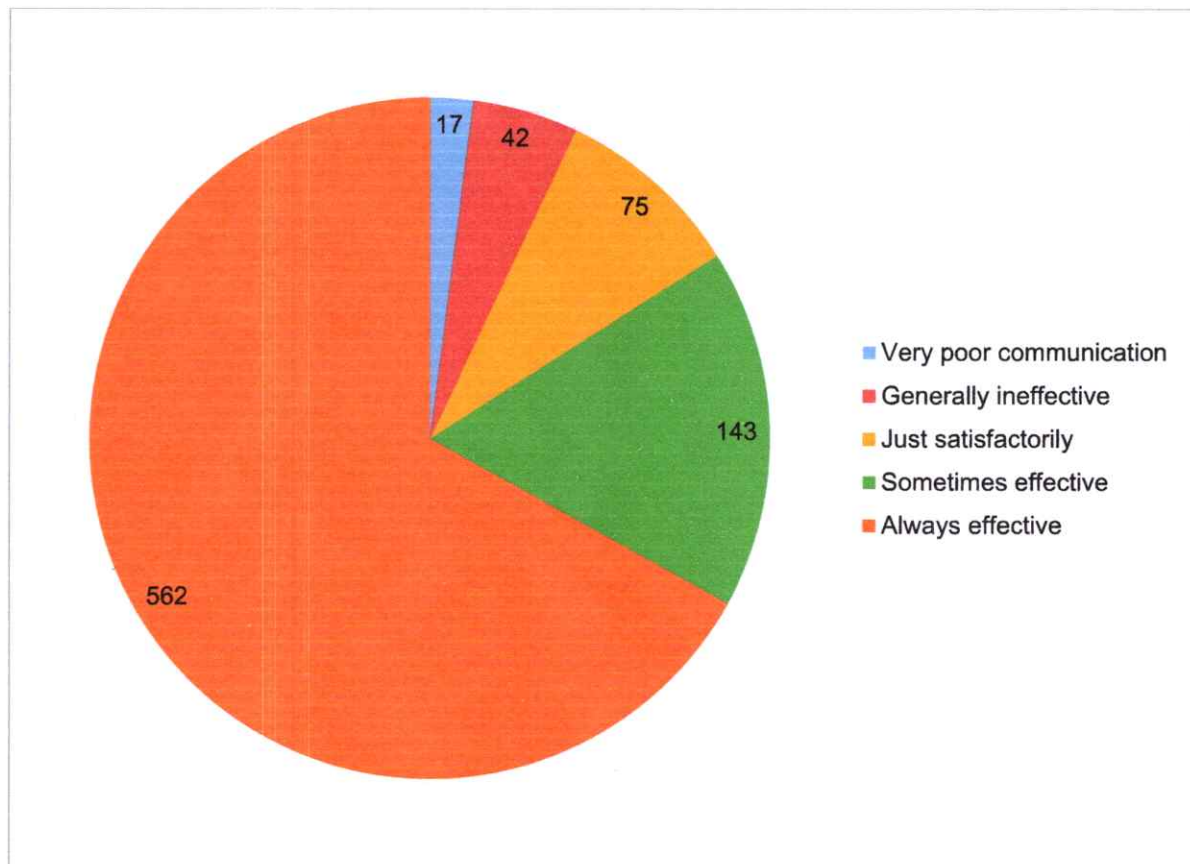


Sanjeev Arora

Registrar
IFTM University
Moradabad

3. How well were the teachers able to communicate?		
Achievement	Assigned Rating	Response Count
Very poor communication	0	17
Generally ineffective	1	42
Just satisfactorily	2	75
Sometimes effective	3	143
Always effective	4	562
Average Rating	3.41954708	839

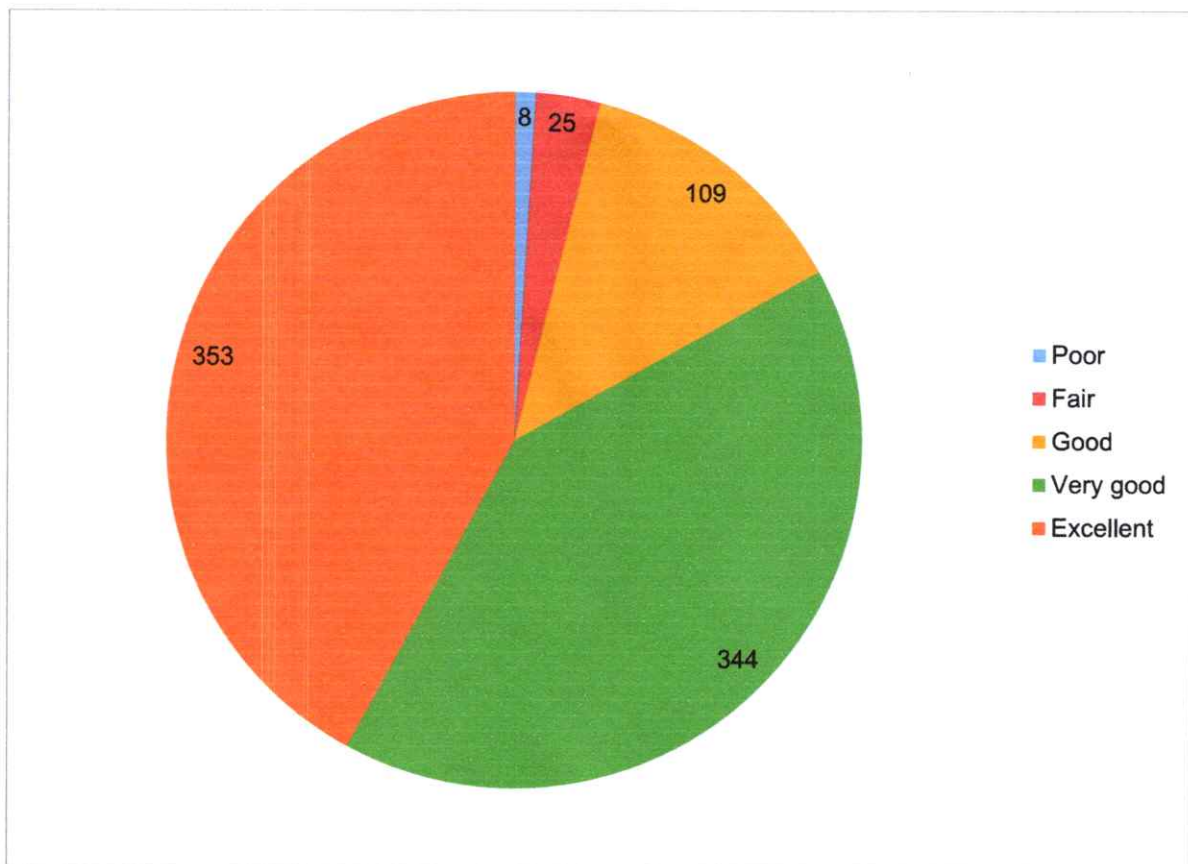
The weighted average was found 3.42, indicating the sound ability of teachers to communicate with the students and drive a healthy discussion.



Sanjeev Arora
 Registrar
 IFTM University
 Moradabad

4. The teacher's approach to teaching can best be described as		
Achievement	Assigned Rating	Response Count
Poor	0	8
Fair	1	25
Good	2	109
Very good	3	344
Excellent	4	353
Average Rating	3.202622169	839

The weighted average was found 3.20 reflecting and rating teachers' approach as very good.

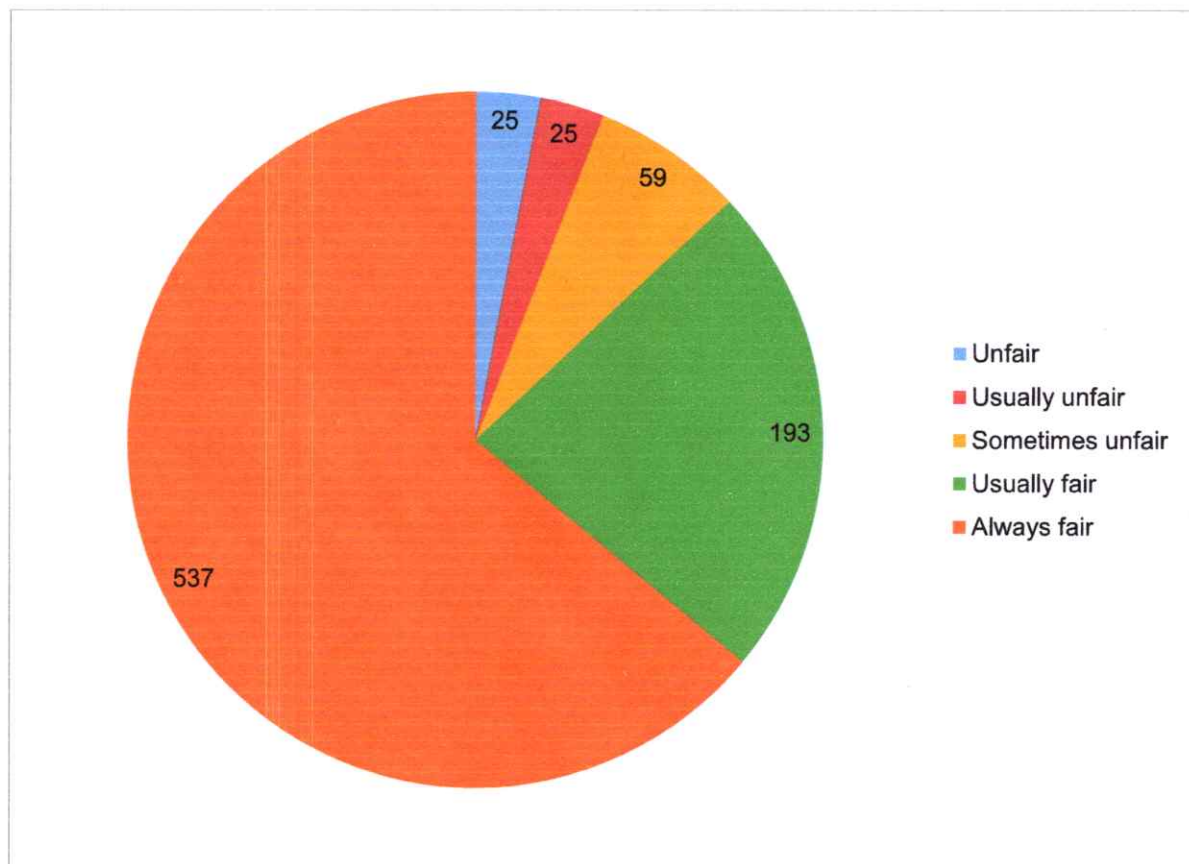


Sanjeev Arora

Registrar
IFTM University
Moradabad

5. Fairness of the internal evaluation process by the teachers:		
Achievement	Assigned Rating	Response Count
Unfair	0	25
Usually unfair	1	25
Sometimes unfair	2	59
Usually fair	3	193
Always fair	4	537
Average Rating	3.420738975	839

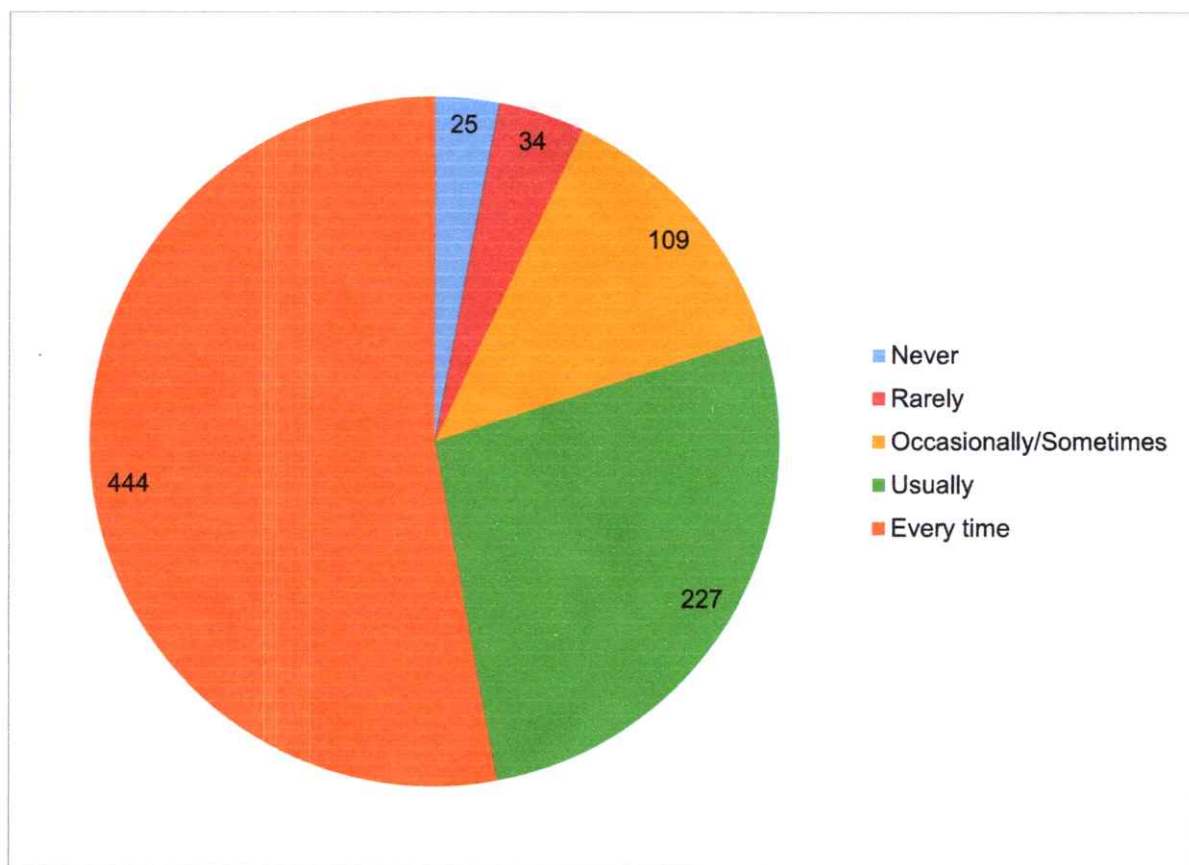
The weighted average was found 3.42 indicating a fair level of transparency in the internal evaluation process by the teachers and the department at large.



Sanjeev Dora
 Registrar
 IFTM University
 Moradabad

6. Was your performance in assignments discussed with you?		
Achievement	Assigned Rating	Response Count
Never	0	25
Rarely	1	34
Occasionally/Sometimes	2	109
Usually	3	227
Every time	4	444
Average Rating	3.228843862	839

The weighted average was found 3.23 indicating the effective feedback system in practice.

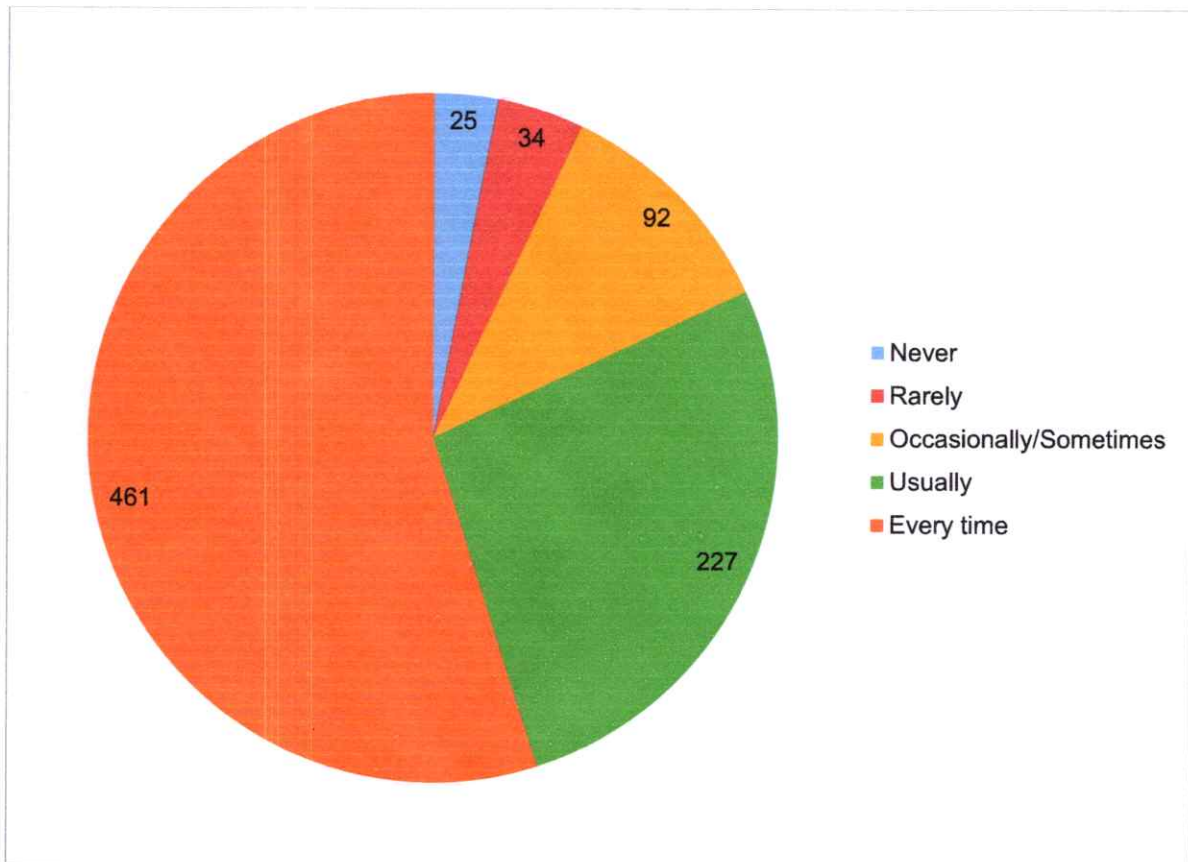


Sanjeev Prasad
 Registrar
 IFTM University
 Moradabad

7. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

Achievement	Assigned Rating	Response Count
Never	0	25
Rarely	1	34
Occasionally/Sometimes	2	92
Usually	3	227
Every time	4	461
Average Rating	3.269368296	839

The weighted average was found 3.27 indicating that the syllabus of the course and its related components are well explained in the initial classes of the semester.

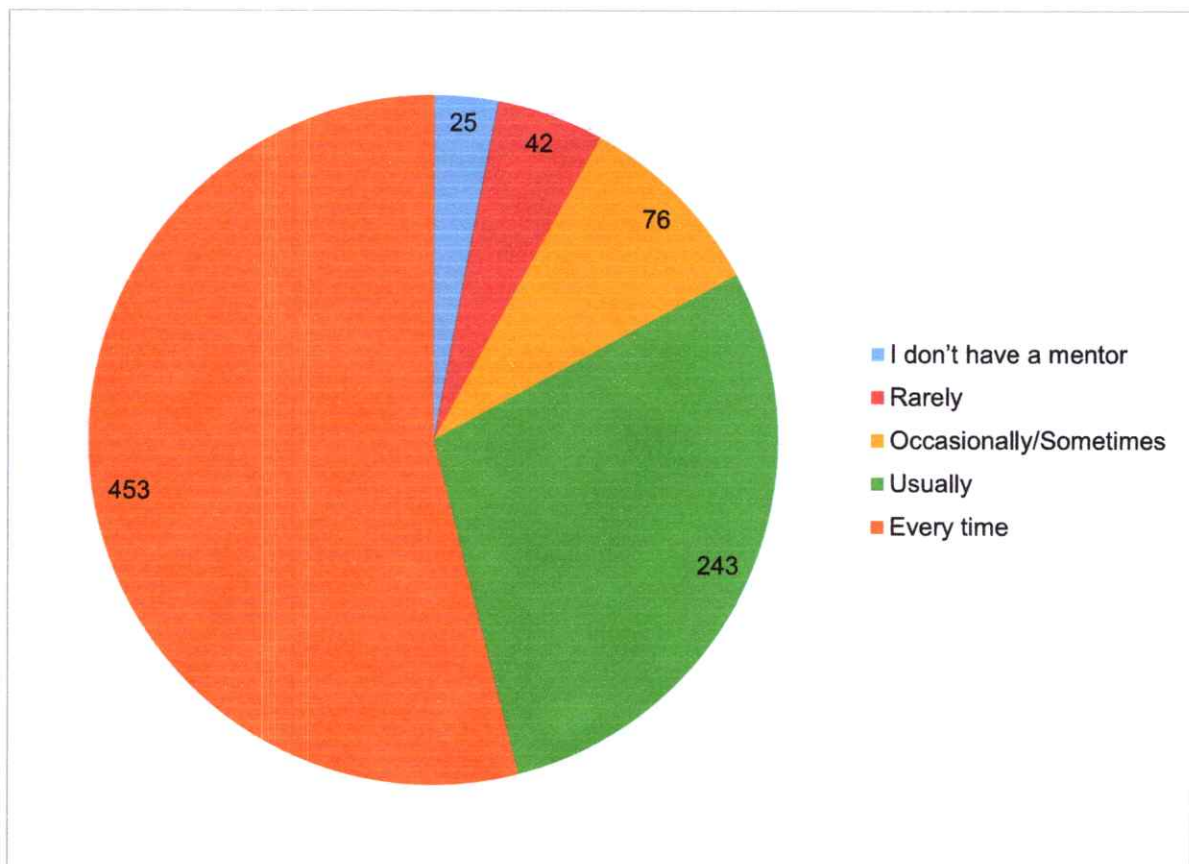


Sanjeev Anand

Registrar
IFTM University
Moradabad

8. Your mentor does a necessary follow-up with an assigned task to you.		
Achievement	Assigned Rating	Response Count
I don't have a mentor	0	25
Rarely	1	42
Occasionally/Sometimes	2	76
Usually	3	243
Every time	4	453
Average Rating	3.259833135	839

The weighted average was found 3.26 indicating that the mentor mentee system practiced by the faculty members helps students in staying on the right course and complete their assigned tasks.

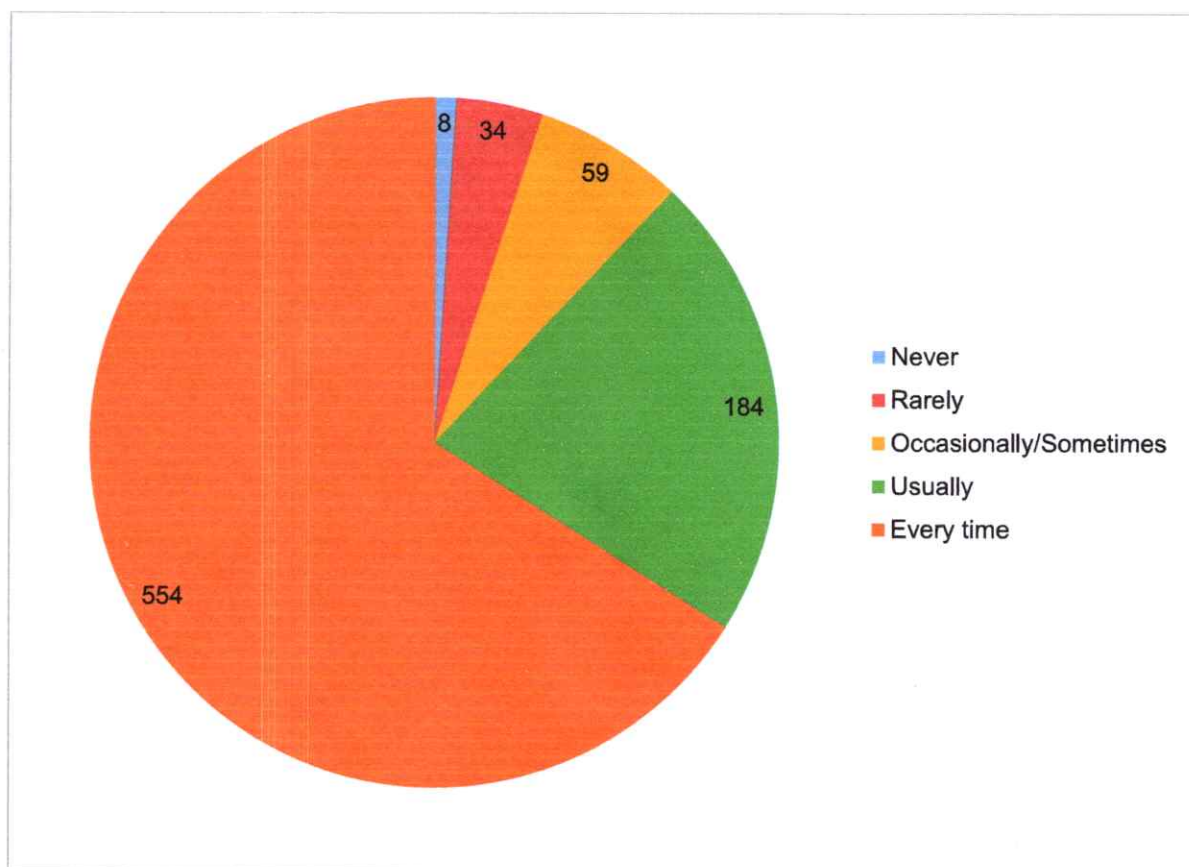


Sanjeev Brawaf

Registrar
IFTM University
Moradabad

9. The teachers illustrate the concepts through examples and applications.		
Achievement	Assigned Rating	Response Count
Never	0	8
Rarely	1	34
Occasionally/Sometimes	2	59
Usually	3	184
Every time	4	554
Average Rating	3.480333731	839

The weighted average was found 3.48 depicting the effective explanation methods adopted by the teachers and the overall pedagogy.

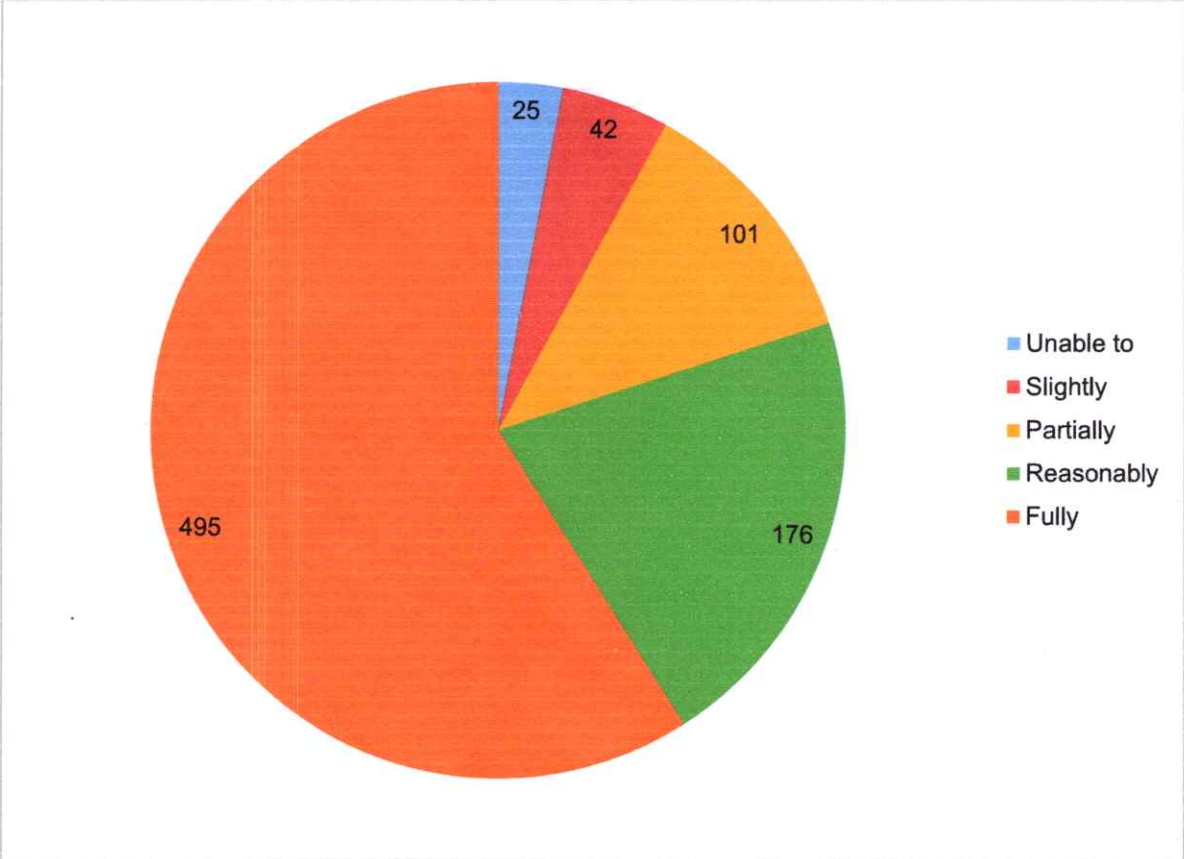


Sanjeev Arora

Registrar
IFTM University
Moradabad

10. The teachers identify your strengths and encourage you with providing right level of challenges.		
Achievement	Assigned Rating	Response Count
Unable to	0	25
Slightly	1	42
Partially	2	101
Reasonably	3	176
Fully	4	495
Average Rating	3.280095352	839

The weighted average was found 3.28 indicating students' satisfaction with the level of assignments given to them during the course and the appropriateness of its difficulty level.

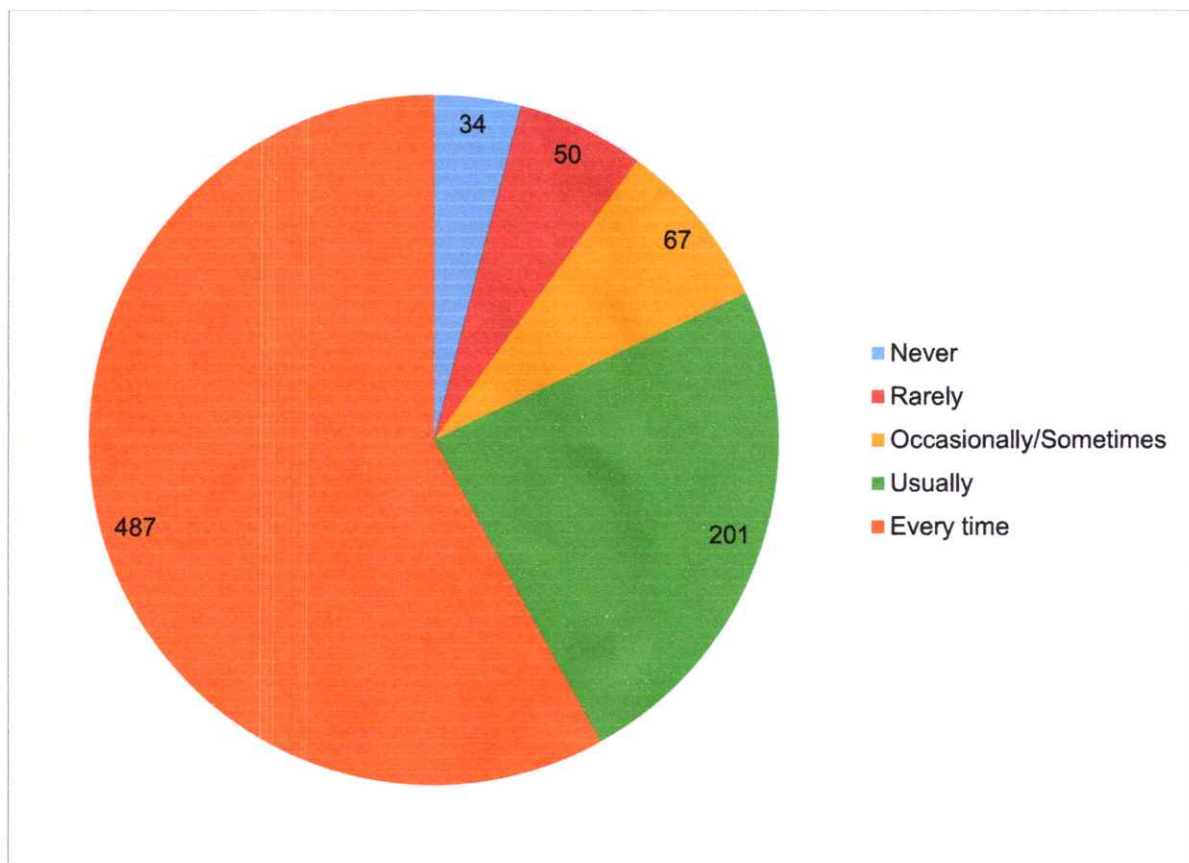


Sanjeev Dora

Registrar
IFTM University
Moradabad

11. Teachers are able to identify your weaknesses and help you to overcome them.		
Achievement	Assigned Rating	Response Count
Never	0	34
Rarely	1	50
Occasionally/Sometimes	2	67
Usually	3	201
Every time	4	487
Average Rating	3.259833135	839

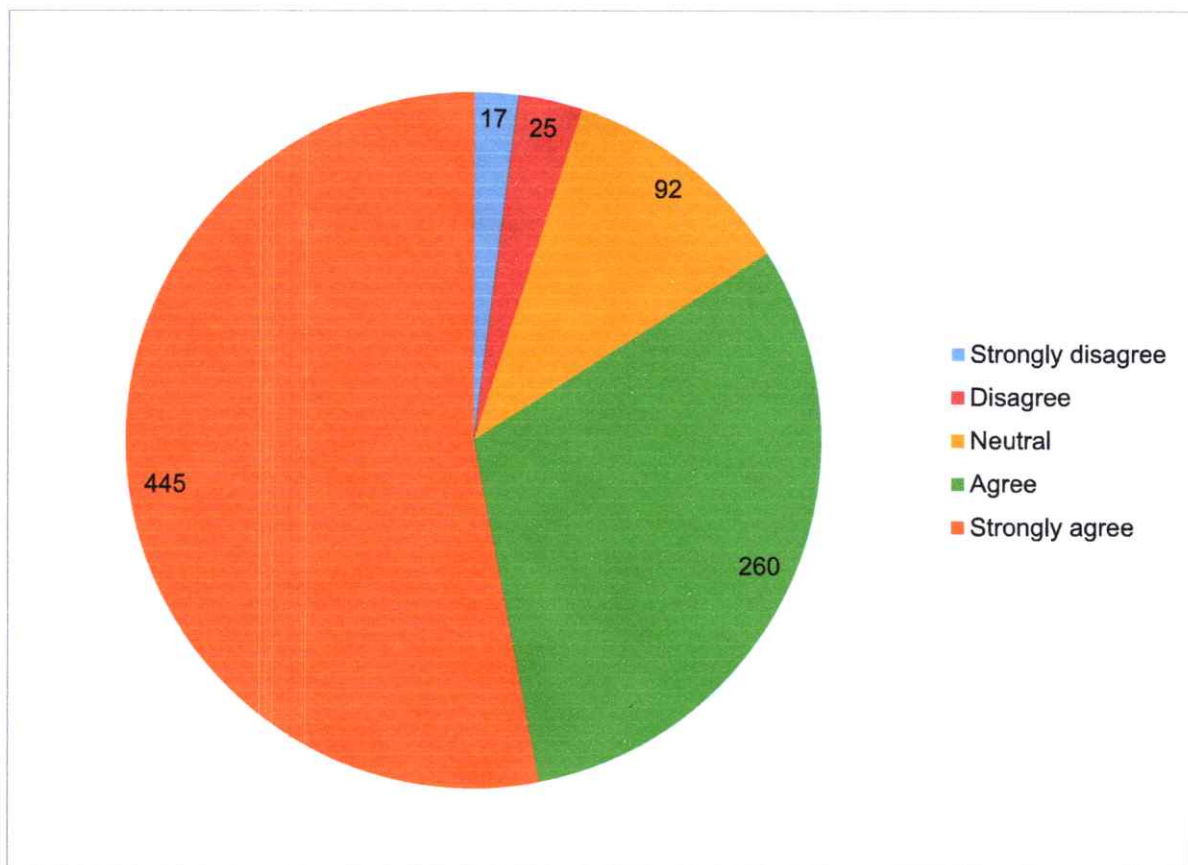
The weighted average was found 3.26 for teachers' ability to identify the areas of improvement in students and their guidance to help them over those weak areas.



Sanjeev Arora
 Registrar
 IFTM University
 Moradabad

12. Teachers encourage you to participate in extracurricular activities.		
Achievement	Assigned Rating	Response Count
Strongly disagree	0	17
Disagree	1	25
Neutral	2	92
Agree	3	260
Strongly agree	4	445
Average Rating	3.300357569	839

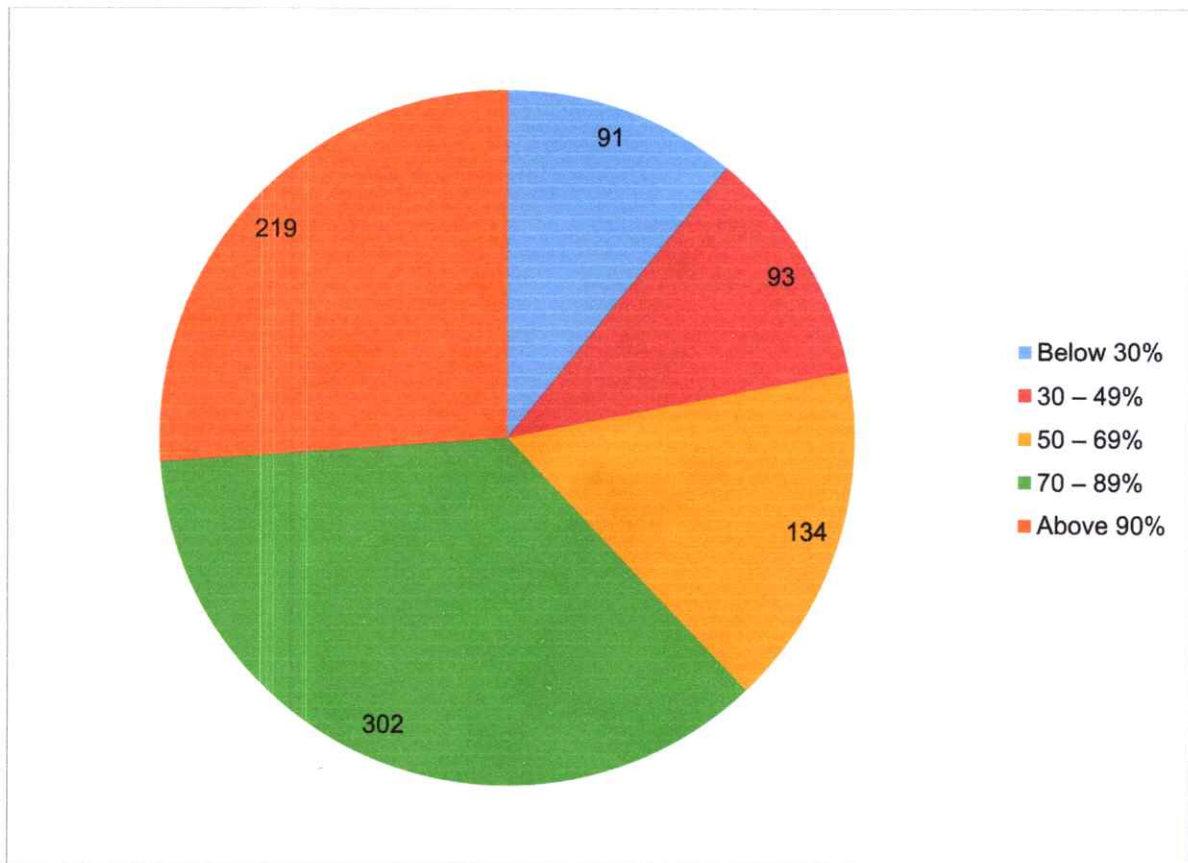
The weightage average was found 3.30 for teachers' ability to encourage students in participating in the extracurricular activities.



Sanjeev Bhasin
 Registrar
 IFTM University
 Moradabad

13. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?		
Achievement	Assigned Rating	Response Count
Below 30%	0	91
30 – 49%	1	93
50 – 69%	2	134
70 – 89%	3	302
Above 90%	4	219
Average Rating	2.554231228	839

The weightage was found 2.55 clearly showing the scope of improvement for teachers and the University administration.



Sanjeev Dora
 Registrar
 IFTM University
 Moradabad

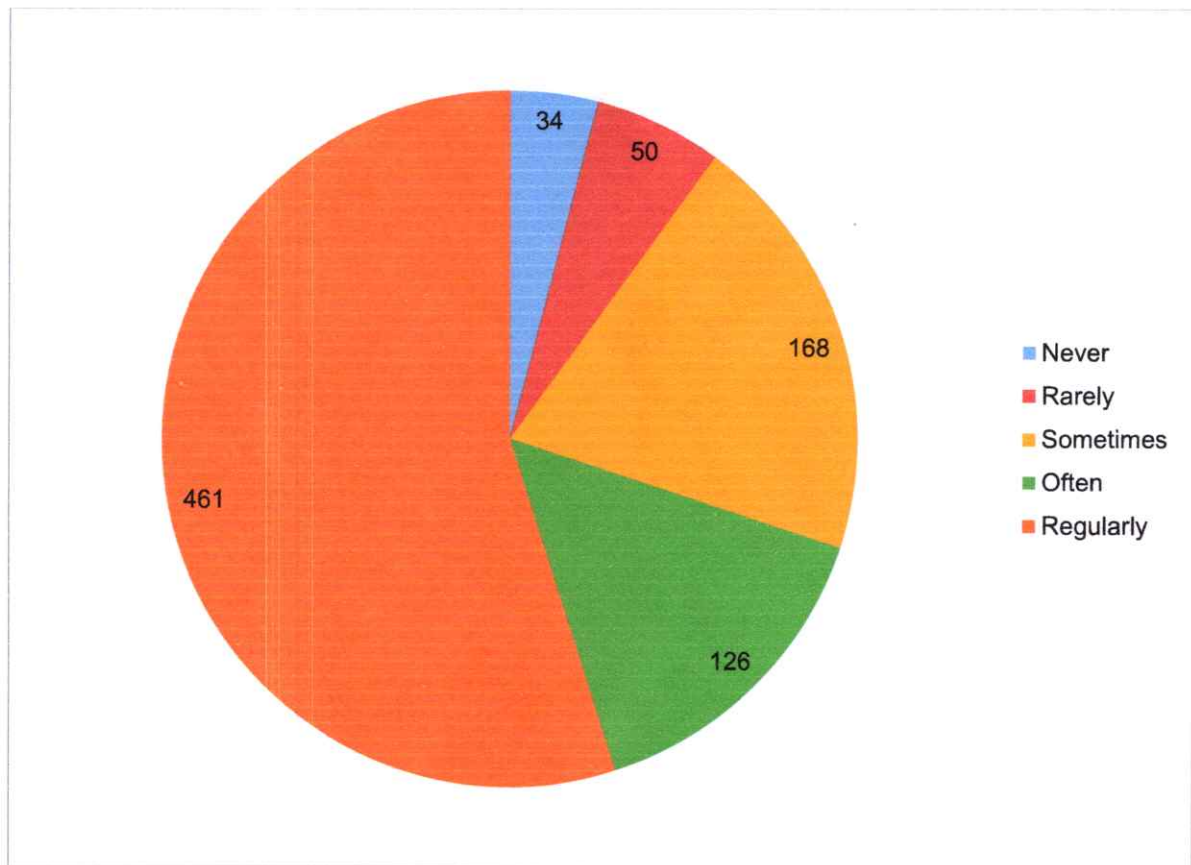
INSTITUTION

Sanjiv Bhowal
Registrar
IFTM University
Moradabad

14. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

Achievement	Assigned Rating	Response Count
Never	0	34
Rarely	1	50
Sometimes	2	168
Often	3	126
Regularly	4	461
Average Rating	3.108462455	839

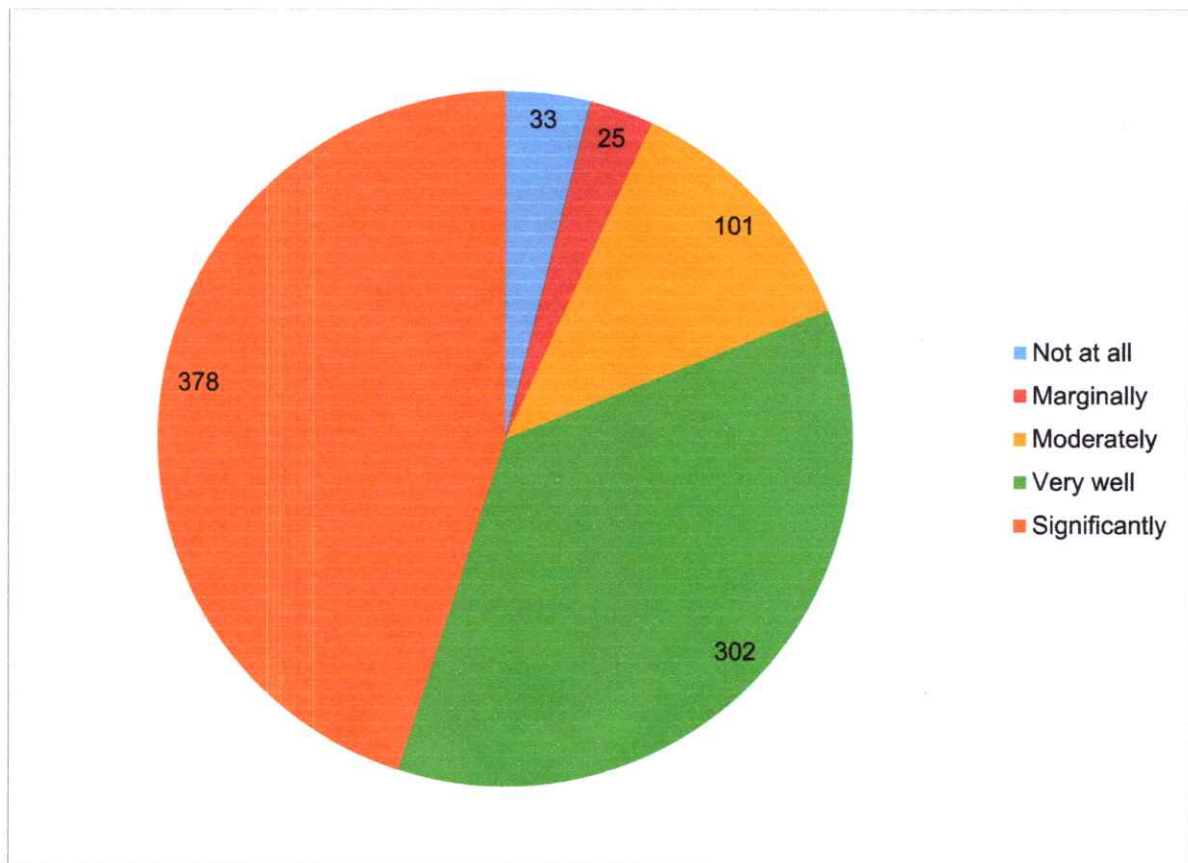
The weighted average was found 3.11 for provisions and efforts of the University in providing internships and field visit opportunities to the students.



Sanjay Arora
 Registrar
 IFTM University
 Moradabad

15. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.		
Achievement	Assigned Rating	Response Count
Not at all	0	33
Marginally	1	25
Moderately	2	101
Very well	3	302
Significantly	4	378
Average Rating	3.152562574	839

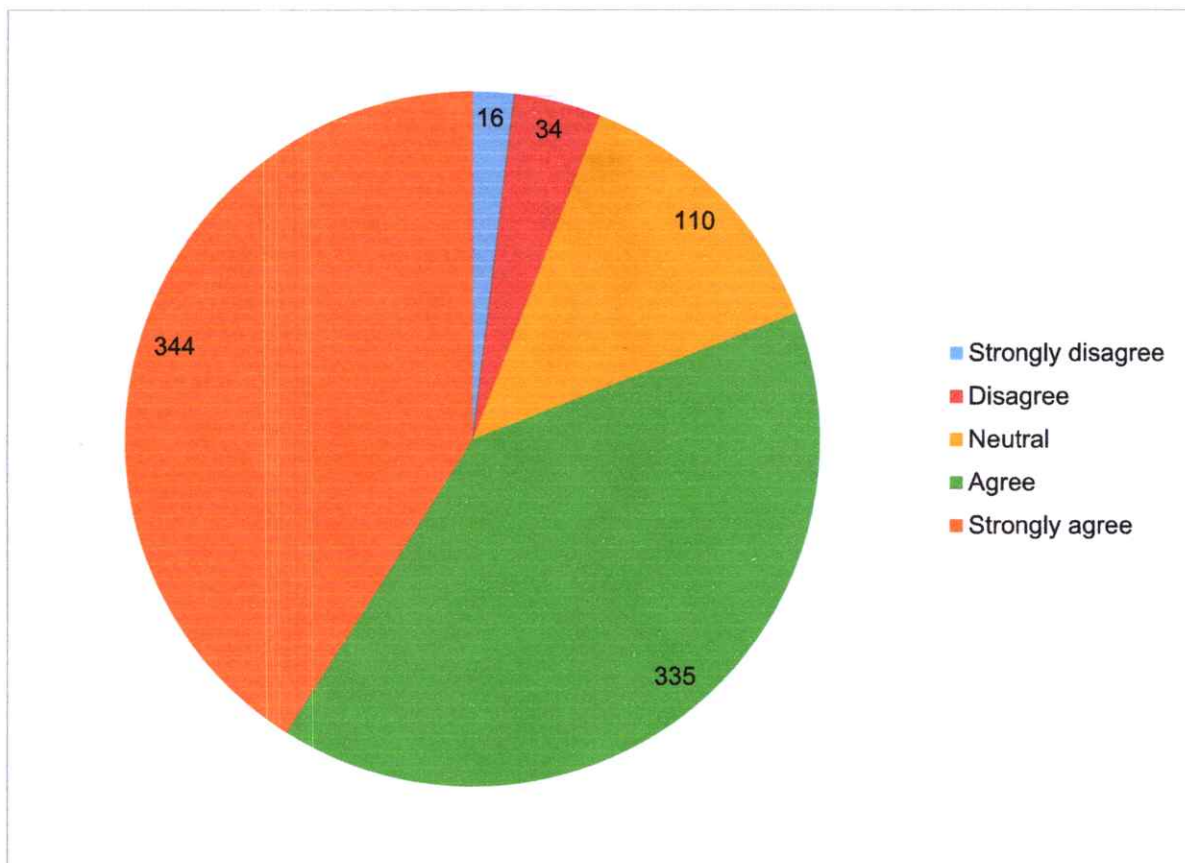
The weighted average was found 3.15 indicating the effective teaching and mentoring process of the departments enabling the holistic growth of its students.



Sanjeev Dora
 Registrar
 IFTM University
 Moradabad

16. The institution provides multiple opportunities to learn and grow.		
Achievement	Assigned Rating	Response Count
Strongly disagree	0	16
Disagree	1	34
Neutral	2	110
Agree	3	335
Strongly agree	4	344
Average Rating	3.140643623	839

The weighted average was found 3.14 highlighting the satisfaction of students towards opportunities provided to them to learn and grow.

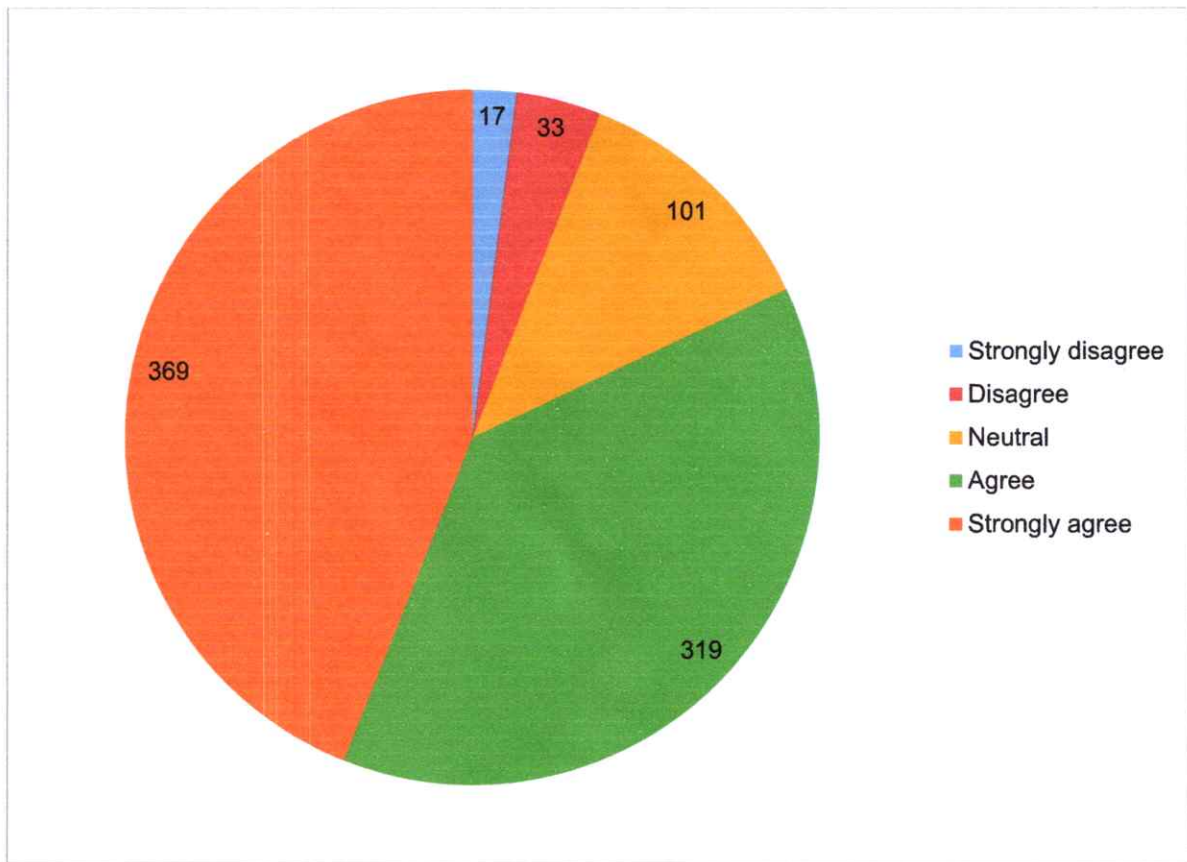


Sanjiv Prasad
 Registrar
 IFTM University
 Moradabad

17. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Achievement	Assigned Rating	Response Count
Strongly disagree	0	17
Disagree	1	33
Neutral	2	101
Agree	3	319
Strongly agree	4	369
Average Rating	3.179976162	839

The weightage average was found 3.18 validating that students' input are sought and legitimate inputs are incorporated in the curriculum.



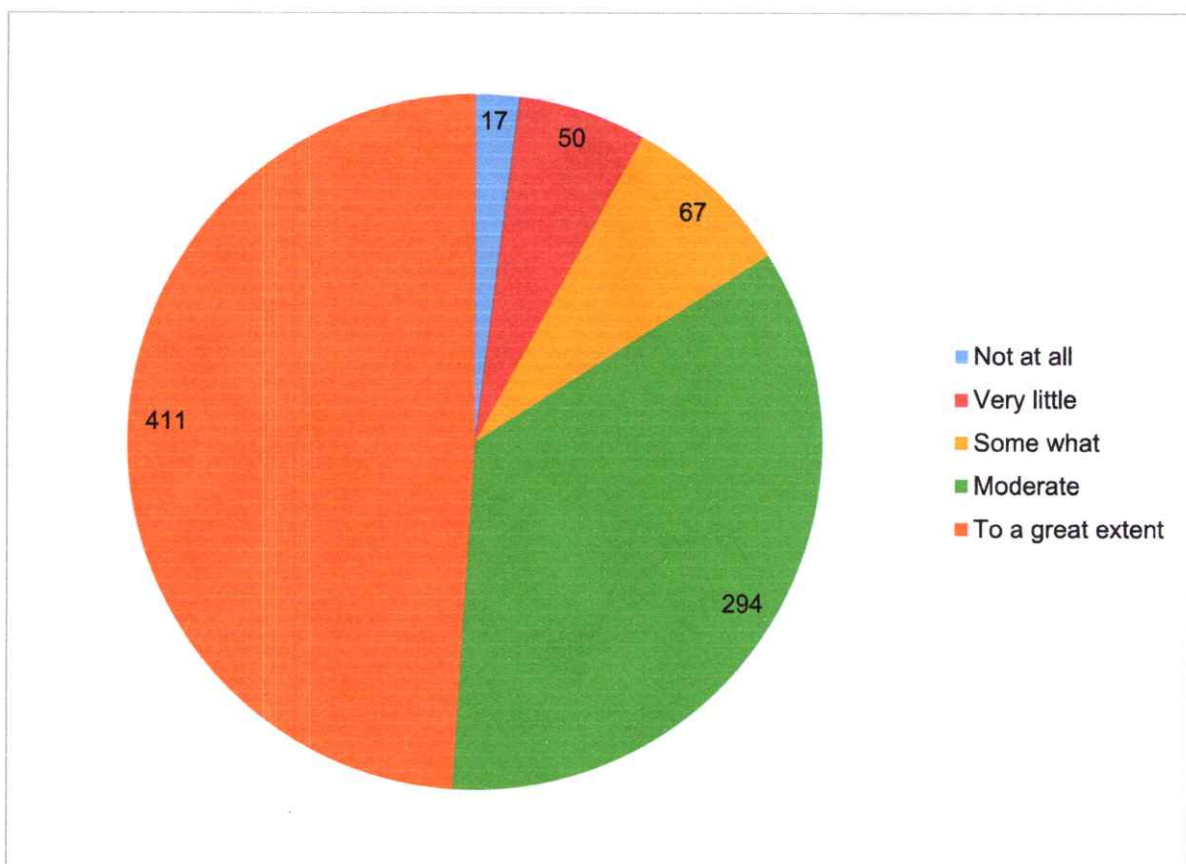
Sanjeev Arora

Registrar
IFTM University
Moradabad

18. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

Achievement	Assigned Rating	Response Count
Not at all	0	17
Very little	1	50
Some what	2	67
Moderate	3	294
To a great extent	4	411
Average Rating	3.230035757	839

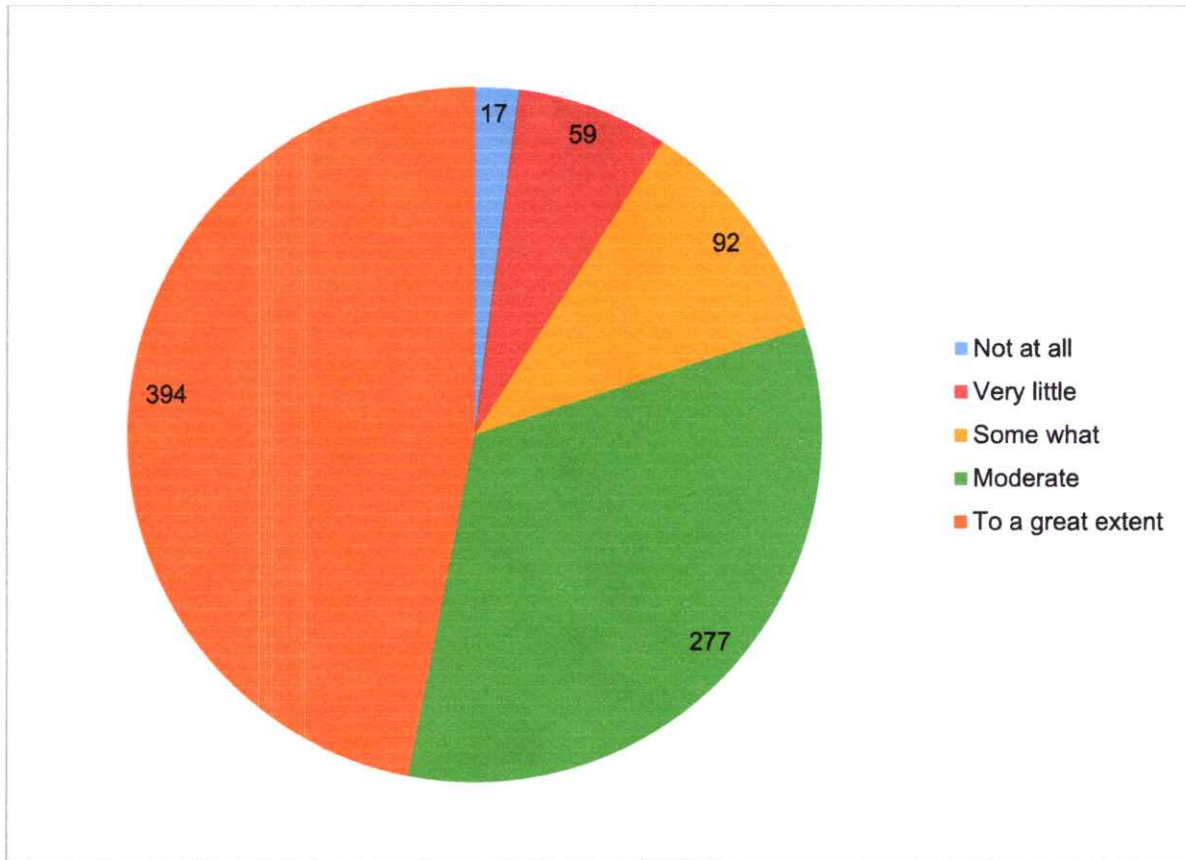
The weightage average was found 3.23 indicating the student centric methodologies adopted by the University for enhancing the learning experience of the students.



Sanjeev Dora
 Registrar
 IFTM University
 Moradabad

19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employ ability skills to make you ready for the world of work.		
Achievement	Assigned Rating	Response Count
Not at all	0	17
Very little	1	59
Some what	2	92
Moderate	3	277
To a great extent	4	394
Average Rating	3.15852205	839

The weightage average was found 3.16 resonating the efforts made by the University in skilling its students.

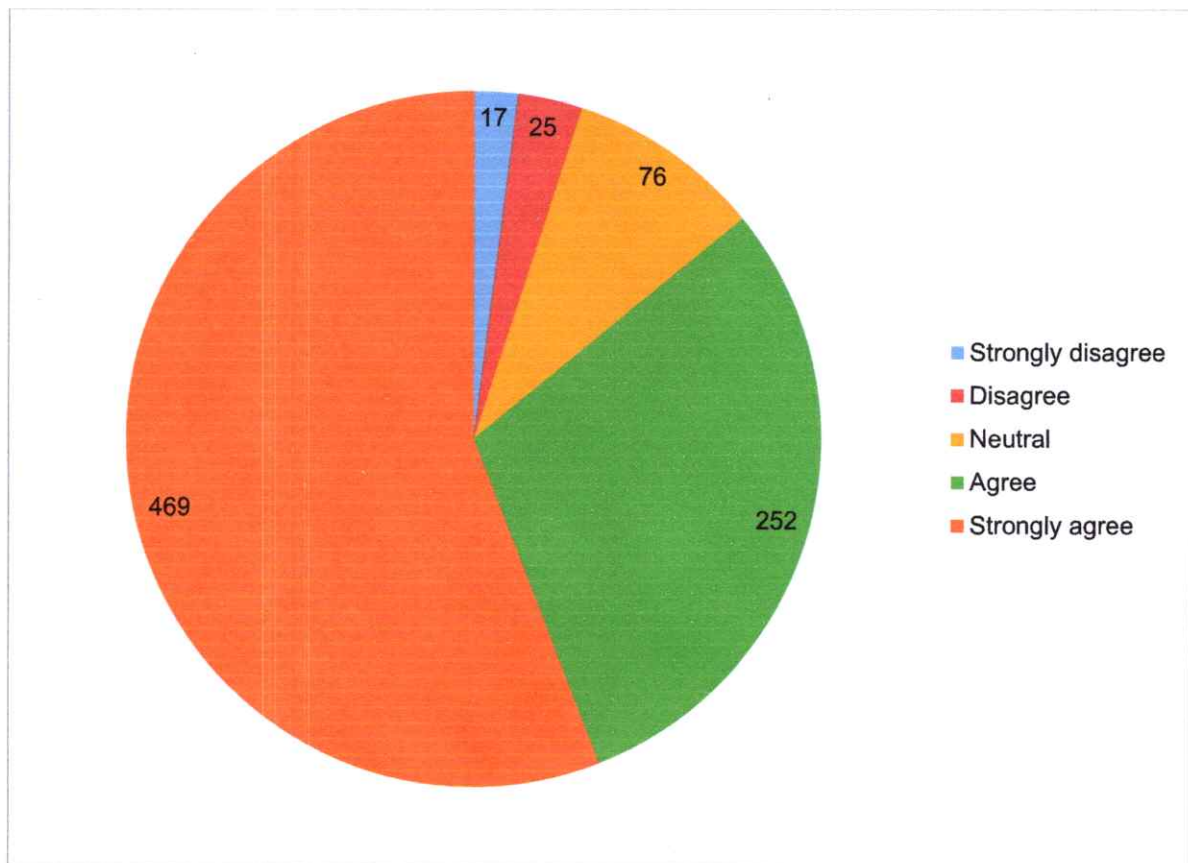


Sanjeev Bhardwaj

Registrar
IFTM University
Moradabad

20. The overall quality of teaching-learning process in your institute is very good.		
Achievement	Assigned Rating	Response Count
Strongly disagree	0	17
Disagree	1	25
Neutral	2	76
Agree	3	252
Strongly agree	4	469
Average Rating	3.348033373	839

The weighted average was found 3.35 that reinforced the fact that the University is working every day to enhance the teaching learning experience of its students.



Sanjeev Bora

Registrar
IFTM University
Moradabad

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

The word cloud helped us in learning the most talked about areas, in Student Satisfaction Survey 2019-20. After due diligence, the most important areas were zeroed on for taking corrective actions.



While there were many positive sentiments being shared by the students, some areas of improvement were also uncovered. viz.

1. Keywords “**ICT tools / tools use / media / ict / projector**”; all pertain to the use of smart devices and technologies in classrooms. It was inferred that demand for Audio-Visual aids has increased and there is a latent need felt by many students.
2. **Interactive Session and Syllabus completion** were the other 2 areas, demanding attention.
3. Students shared their **need for notes**.
4. Students shared their apprehensions in regards to **placements**.
5. Students emphasized on the need of more **practical courses**.
6. It was learnt that faculty needs to be **friendlier** and **engage** students.
7. The **classroom infrastructure** need an overhaul.

Sanjiv Arora

Registrar
IFTM University
Moradabad