



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

STUDENT SATISFACTION SURVEY 2017-18

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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 2017-18 was conducted to capture the feedback from students on the following key areas. 327 hand filled forms were received from all the schools, which were organized, processed, and inferences were drawn.

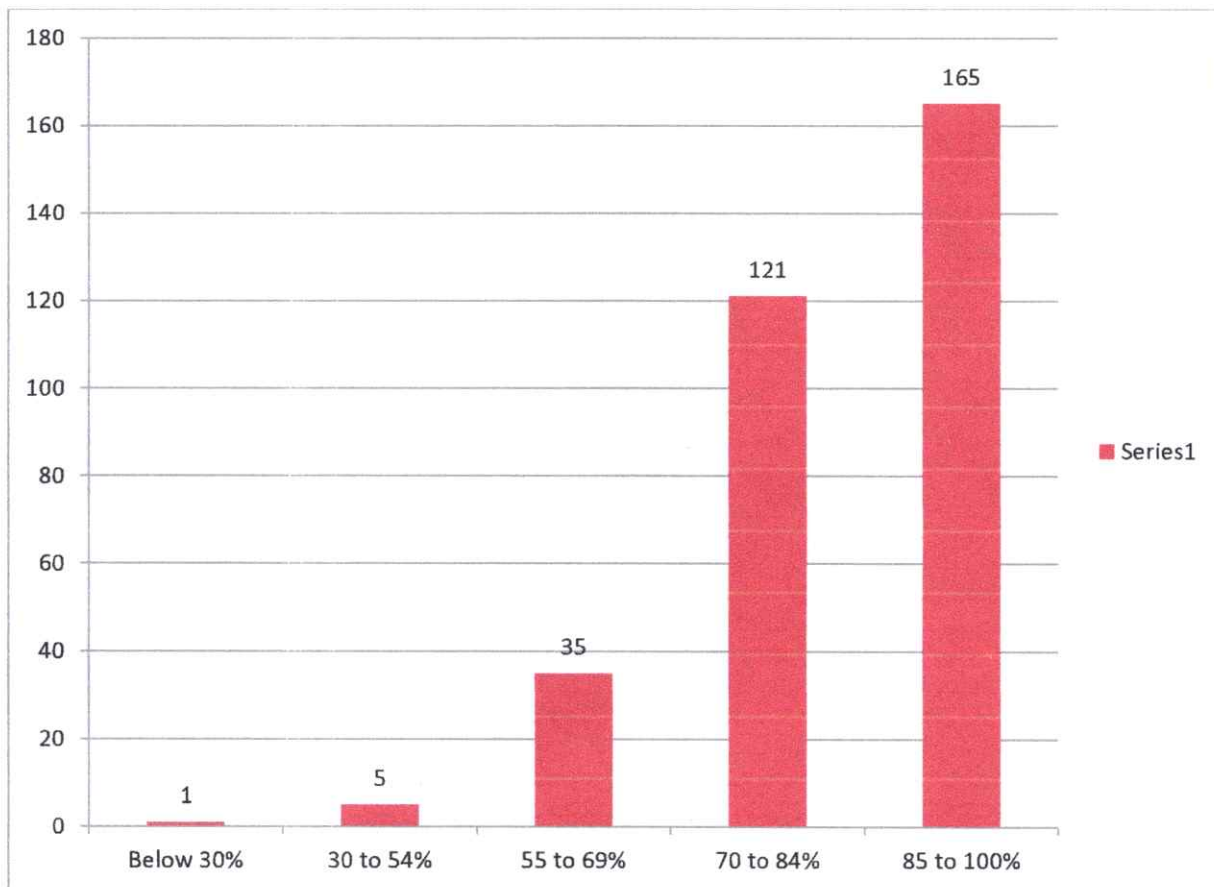
Following dimensions were covered in the questionnaire –

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
14. Provides Motivation
15. Provides cognitive, social and emotional growth.
16. Opportunities to learn and grow
17. Provides participation in improving teaching-learning process
18. Provides Student Centric methods of learning
19. Provides life skills and employability skills
20. Overall Quality
21. Suggestions

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1. How much of the syllabus was covered in the class?	
Achievement	Response Count
Below 30%	1
30 to 54%	5
55 to 69%	35
70 to 84%	121
85 to 100%	165
Average Rating	3.357798165

The weighted average score for this parameter was found 3.36. The survey revealed students' satisfaction and syllabus was found well covered during the session.

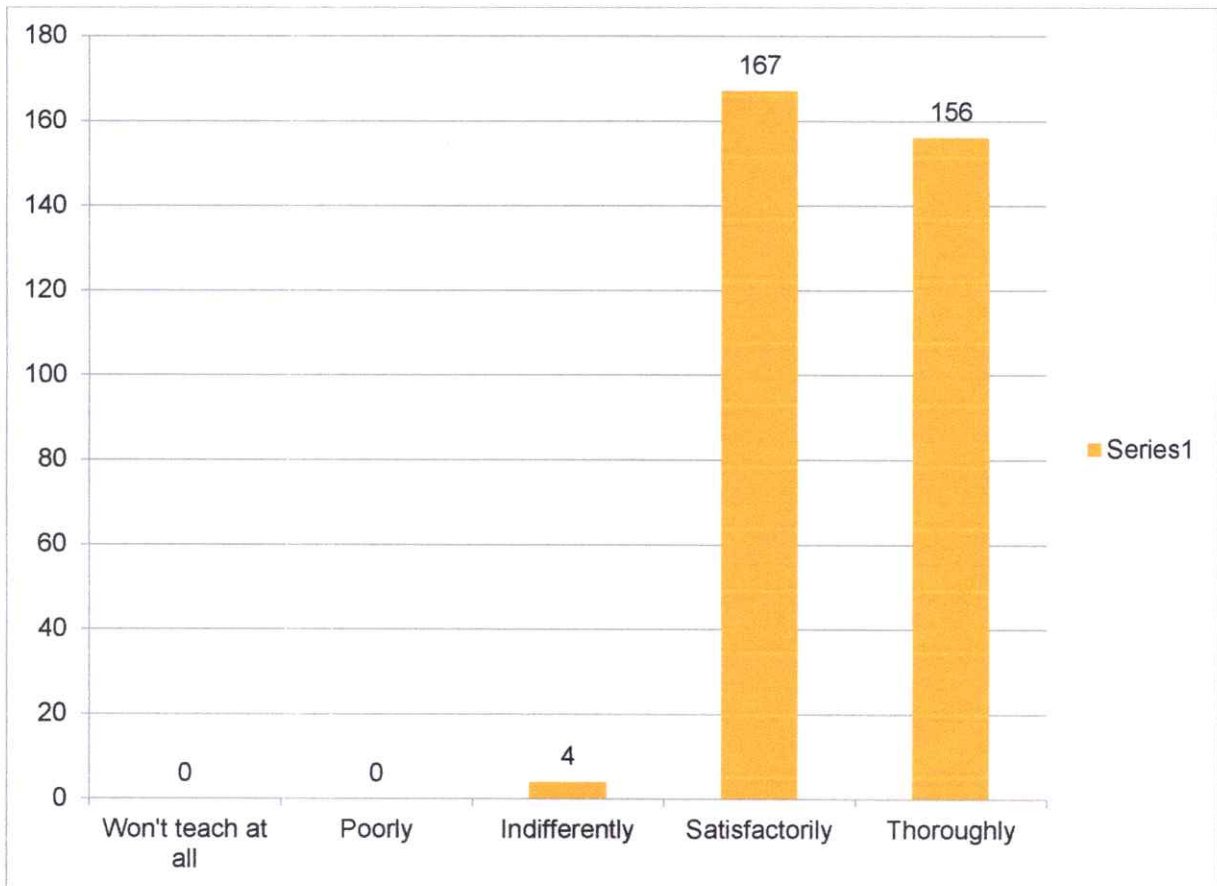


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2. How well did the teachers prepare for the classes?

Achievement	Response Count
Won't teach at all	0
Poorly	0
Indifferently	4
Satisfactorily	167
Thoroughly	156
Average Rating	3.464831804

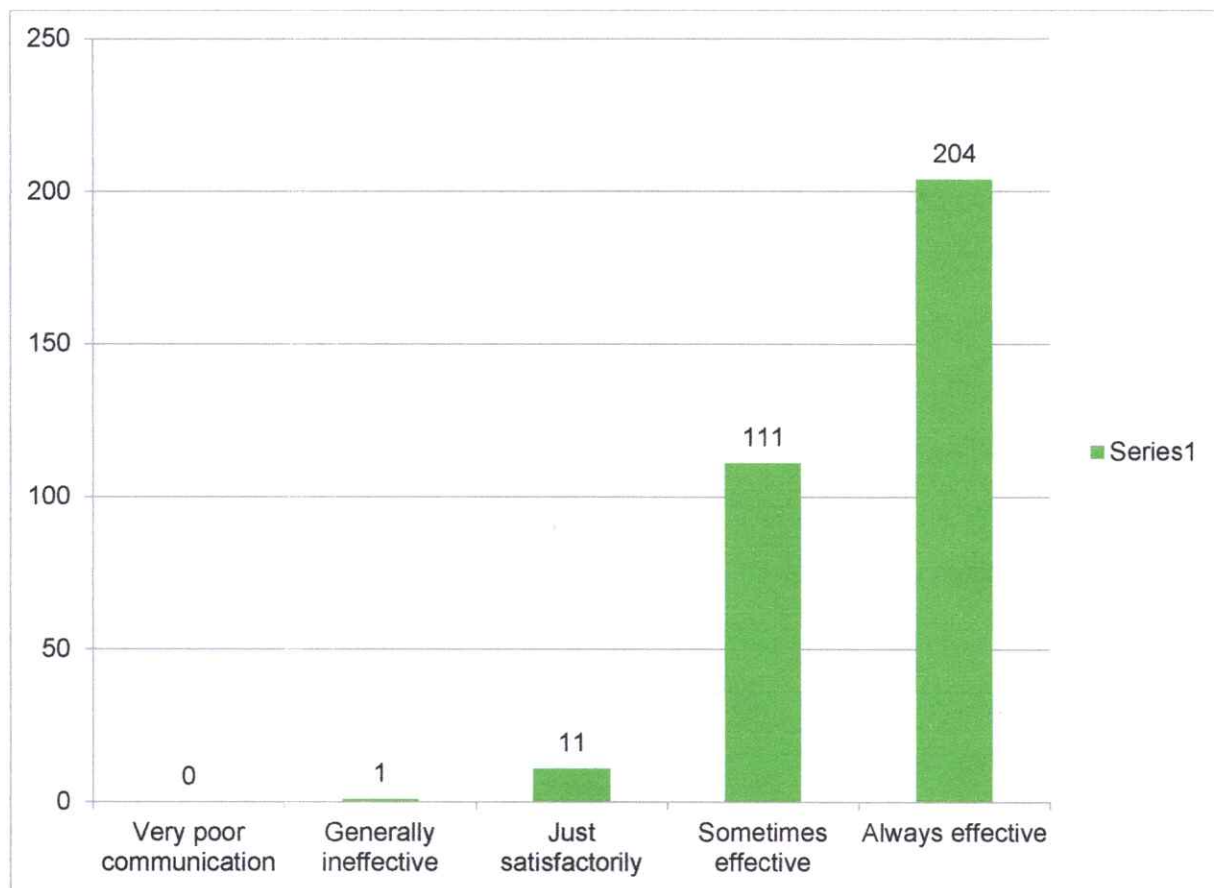
The weighted average found was 3.46 indicating that the teachers go to take classes after thorough preparation of their subjects.



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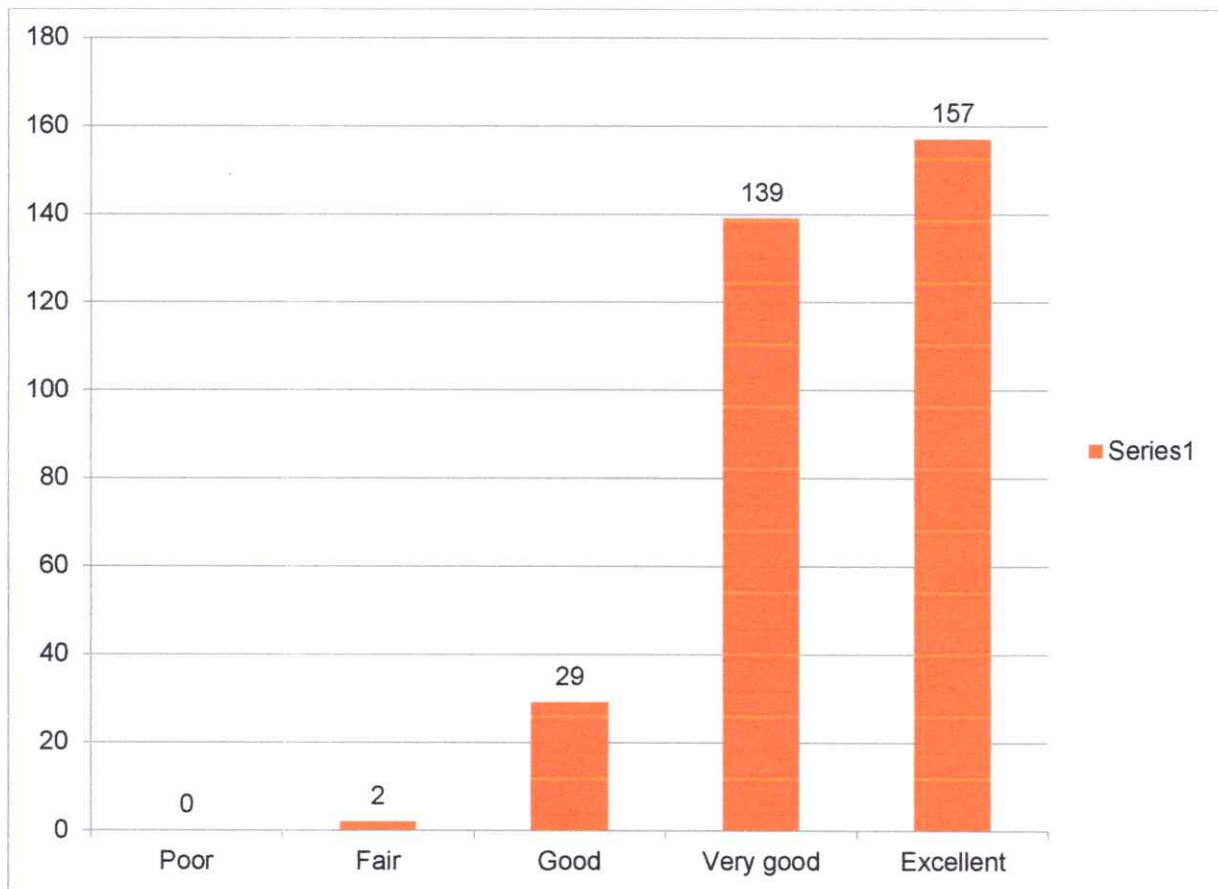
3. How well were the teachers able to communicate?	
Achievement	Response Count
Very poor communication	0
Generally ineffective	1
Just satisfactorily	11
Sometimes effective	111
Always effective	204
Average Rating	3.584097859

The weighted average was found 3.58 indicating that the teachers have been successful in communicating with the students and establish a productive meaningful relation with the students.



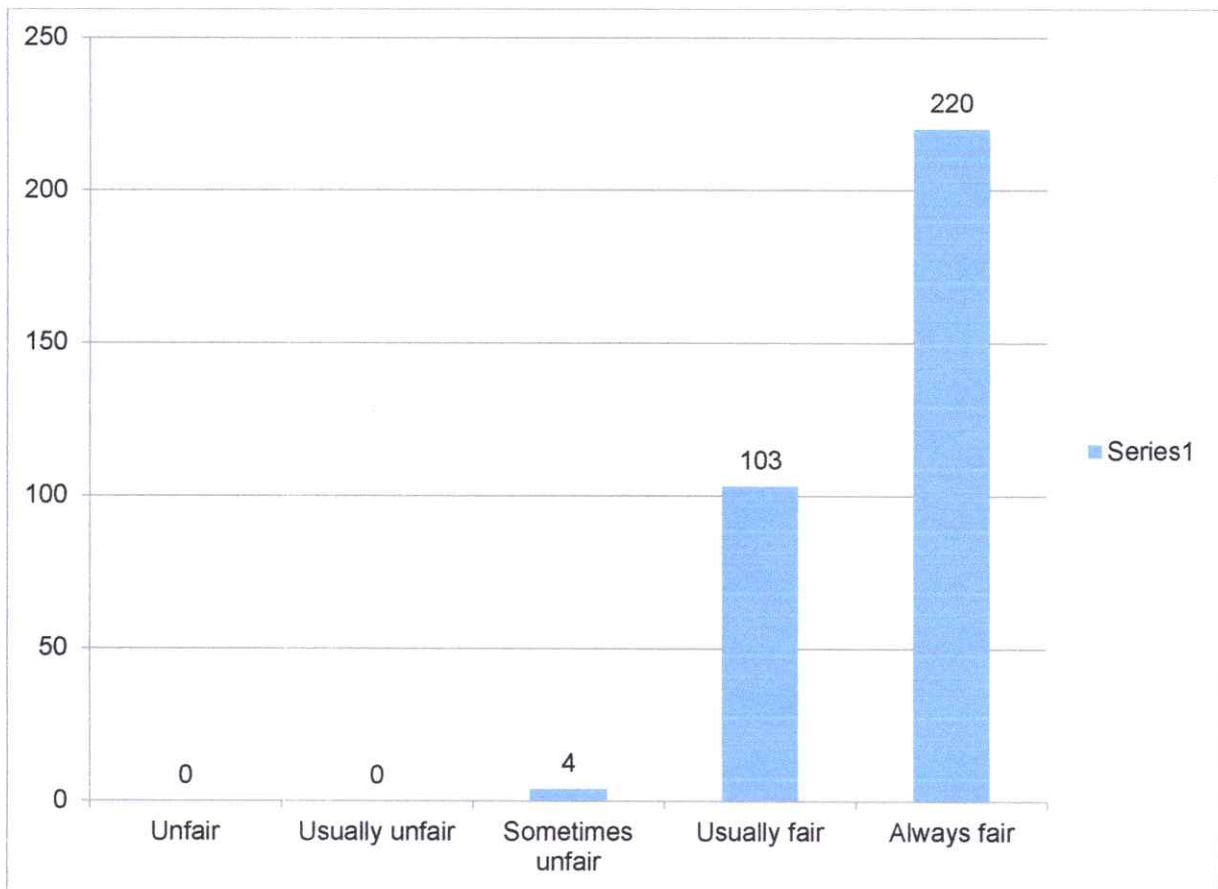
4. The teacher's approach to teaching can best be described as	
Achievement	Response Count
Poor	0
Fair	2
Good	29
Very good	139
Excellent	157
Average Rating	3.379204893

The weighted average was found 3.38 indicating that the teachers' approach was liked and appreciated by most of the students who responded to the survey.



5. Fairness of the internal evaluation process by the teachers:	
Achievement	Response Count
Unfair	0
Usually unfair	0
Sometimes unfair	4
Usually fair	103
Always fair	220
Average Rating	3.660550459

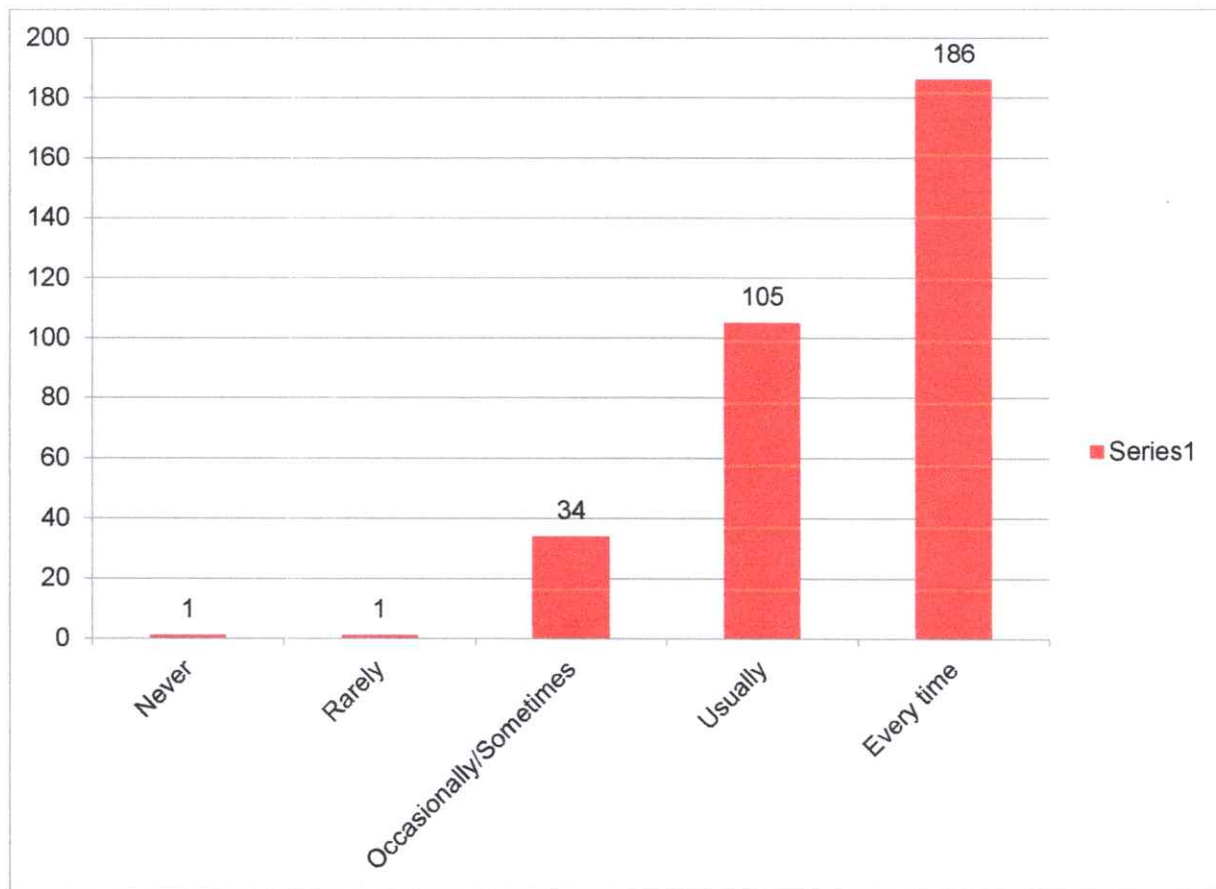
The weighted average was found 3.66 for the degree of fairness in the opinion of students in regards to the internal evaluation done by the teachers.



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6. Was your performance in assignments discussed with you?	
Achievement	Response Count
Never	1
Rarely	1
Occasionally/Sometimes	34
Usually	105
Every time	186
Average Rating	3.449541284

The weighted average was found 3.45 depicting that the feedback to the students about their assignments have been well in place and needs to change in the current approach of the faculty members.

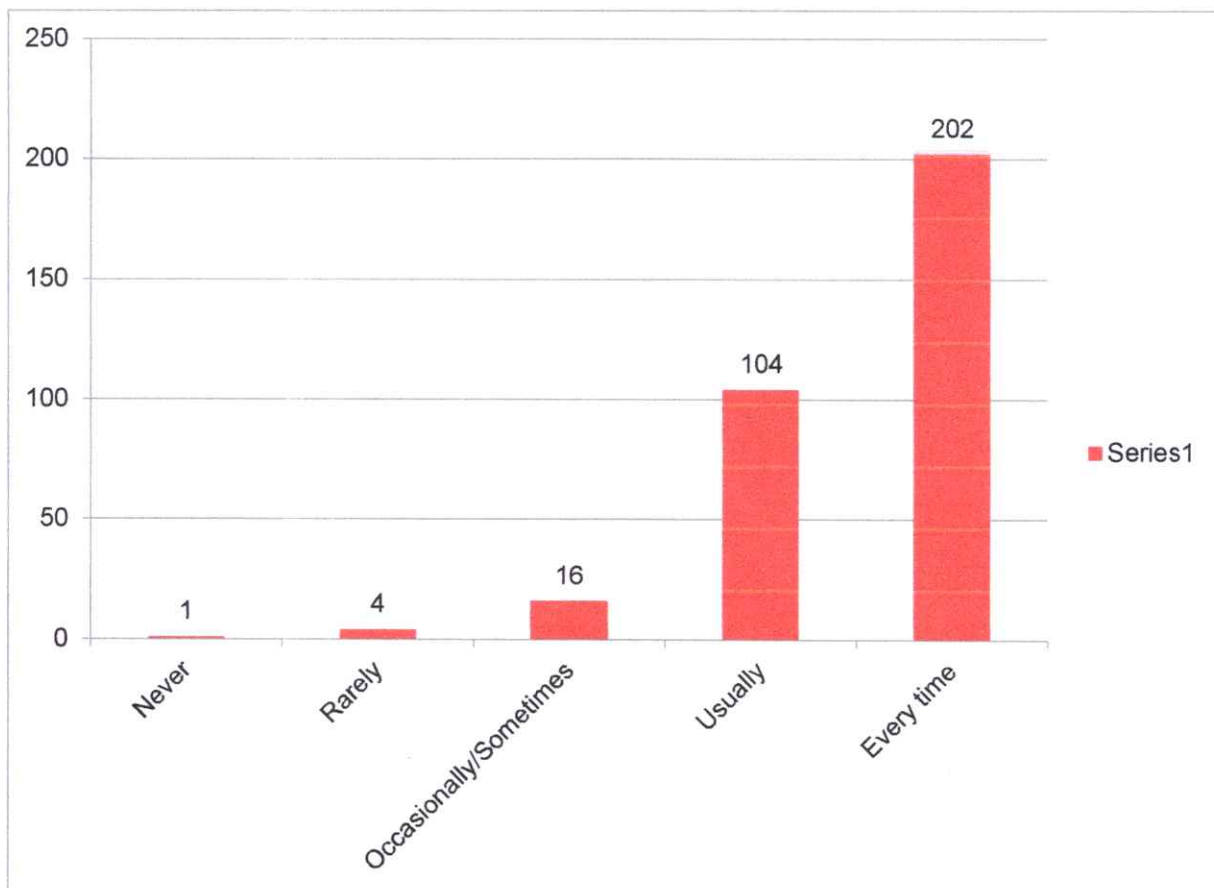


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7. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

Achievement	Response Count
Never	1
Rarely	4
Occasionally/Sometimes	16
Usually	104
Every time	202
Average Rating	3.535168196

The weighted average was found 3.54 where students concurred that the faculty members inform students about their expected competencies required to achieve course and program outcomes.

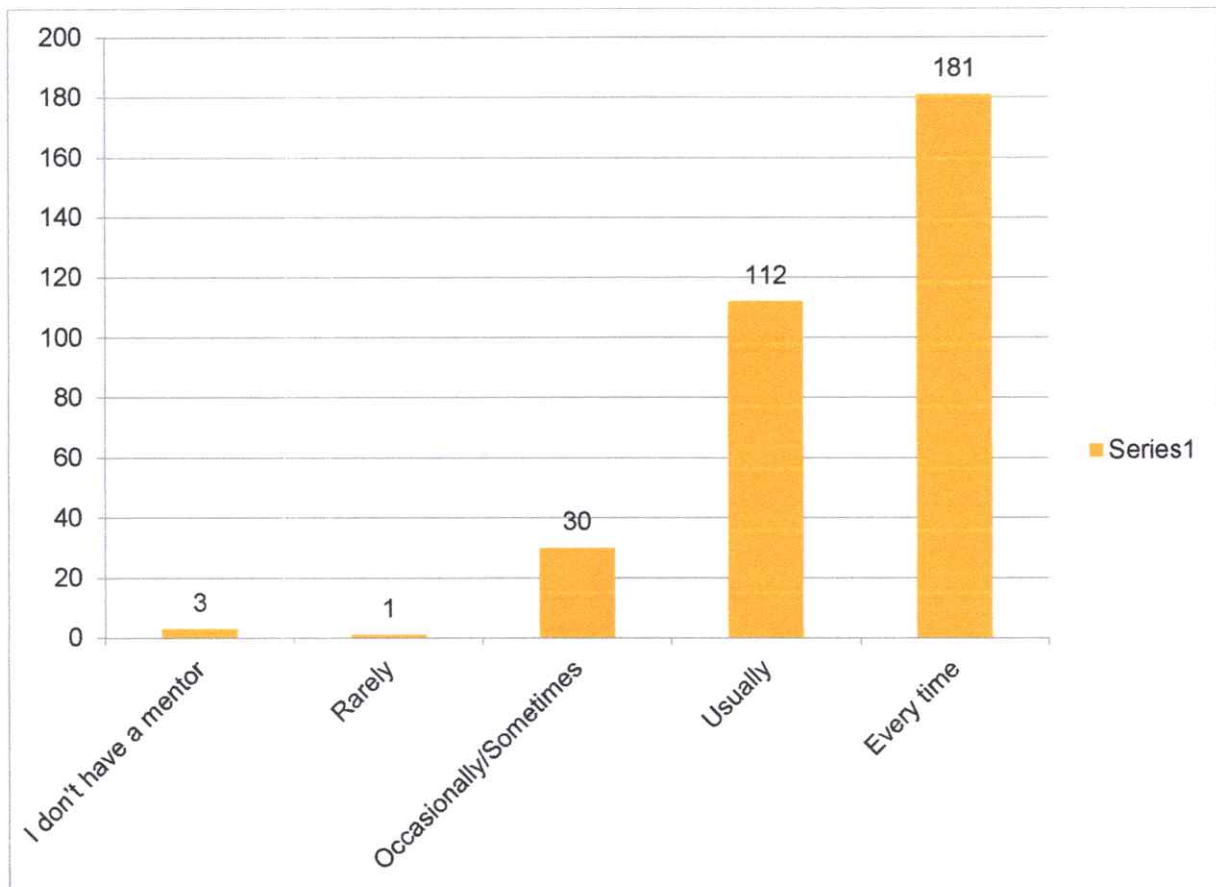


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8. Your mentor does a necessary follow-up with an assigned task to you.

Achievement	Response Count
I don't have a mentor	3
Rarely	1
Occasionally/Sometimes	30
Usually	112
Every time	181
Average Rating	3.428134557

The weighted average was found 3.43 conforming an effective mentor mentee practice in place here students concurred that the mentor do follow up for the assignment / task given to them.

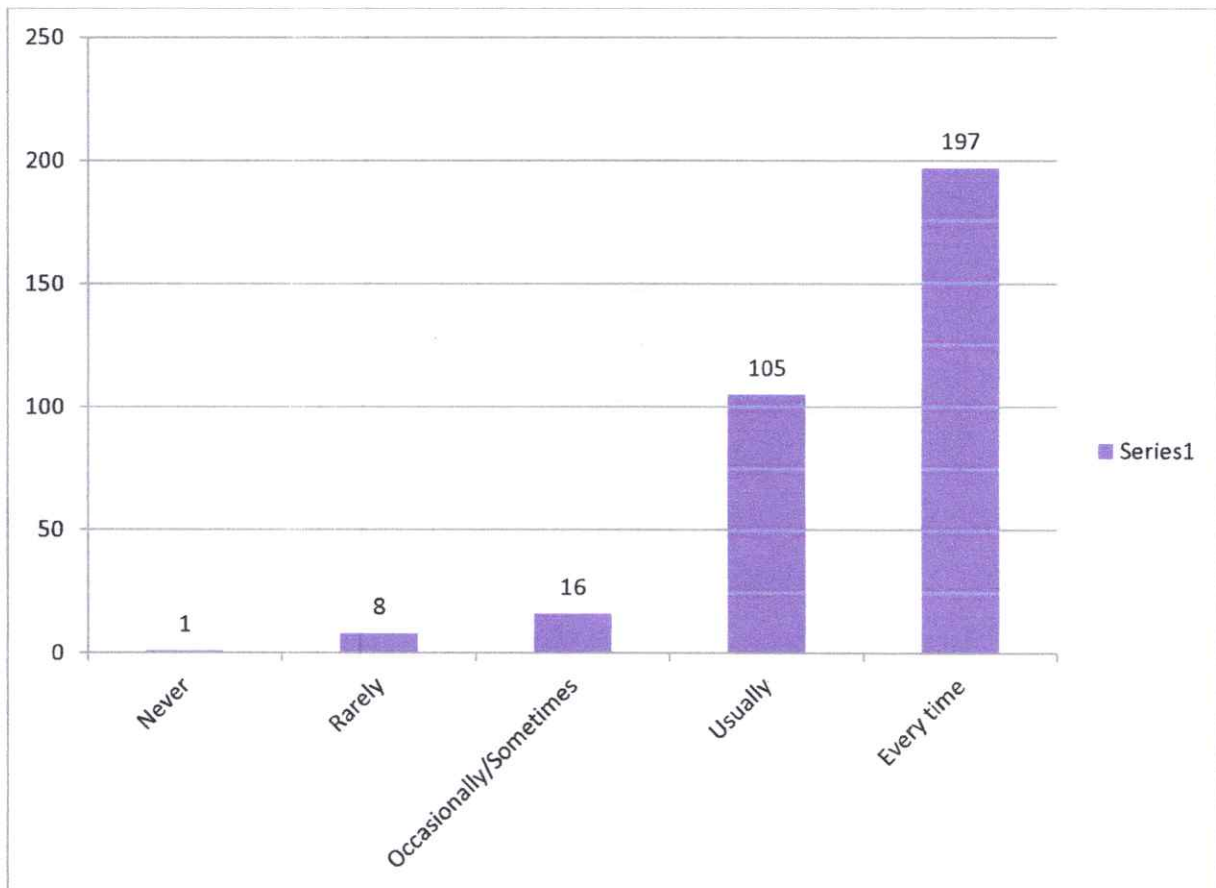


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9. The teachers illustrate the concepts through examples and applications.

Achievement	Response Count
Never	1
Rarely	8
Occasionally/Sometimes	16
Usually	105
Every time	197
Average Rating	3.495412844

The weighted average of 3.50 showed that the students were happy and satisfied with the explanations and overall class performance of the teachers.

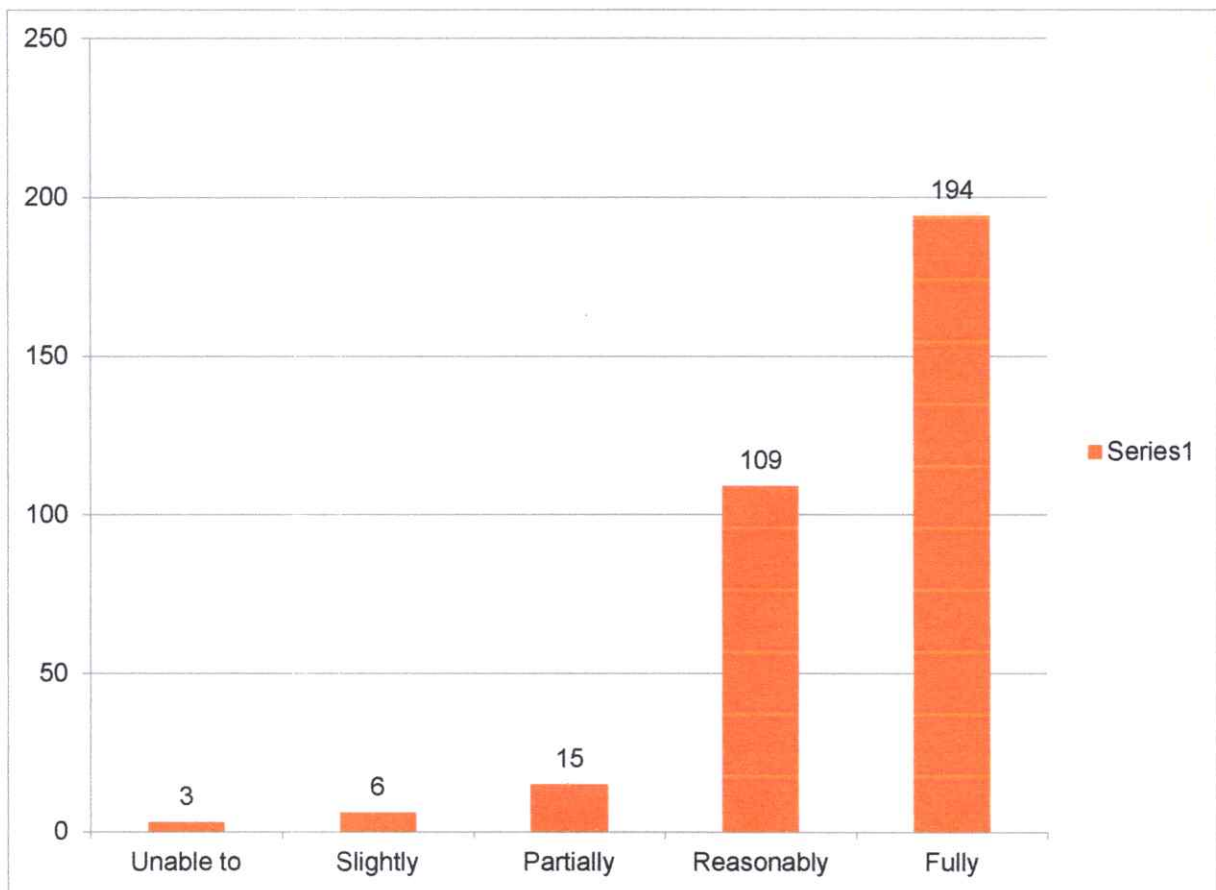


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10. The teachers identify your strengths and encourage you with providing right level of challenges.

Achievement	Response Count
Unable to	3
Slightly	6
Partially	15
Reasonably	109
Fully	194
Average Rating	3.483180428

The weighted average for this parameter was found 3.48 indicating strong ability of teachers to identify strong areas of students to help them aspire and achieve higher order goals.

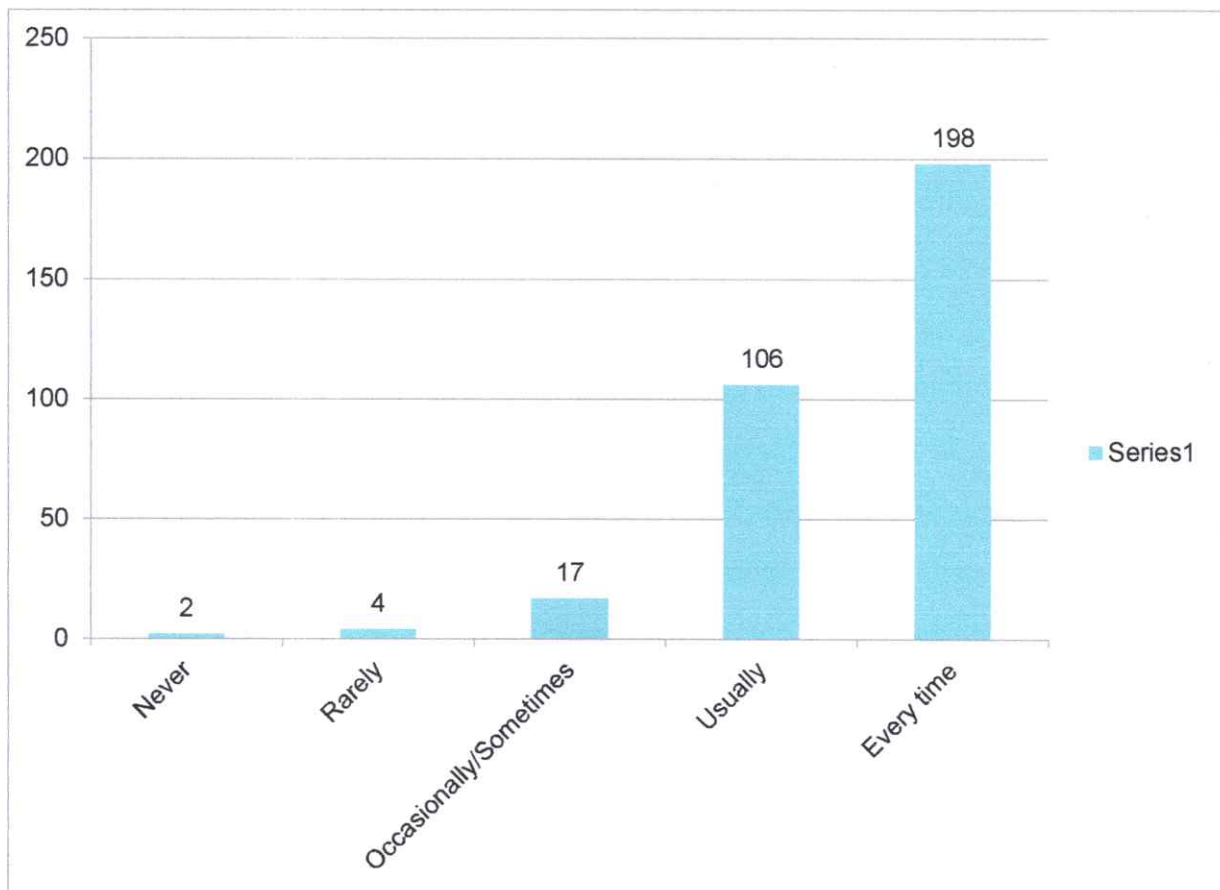


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11. Teachers are able to identify your weaknesses and help you to overcome them.

Achievement	Response Count
Never	2
Rarely	4
Occasionally/Sometimes	17
Usually	106
Every time	198
Average Rating	3.510703364

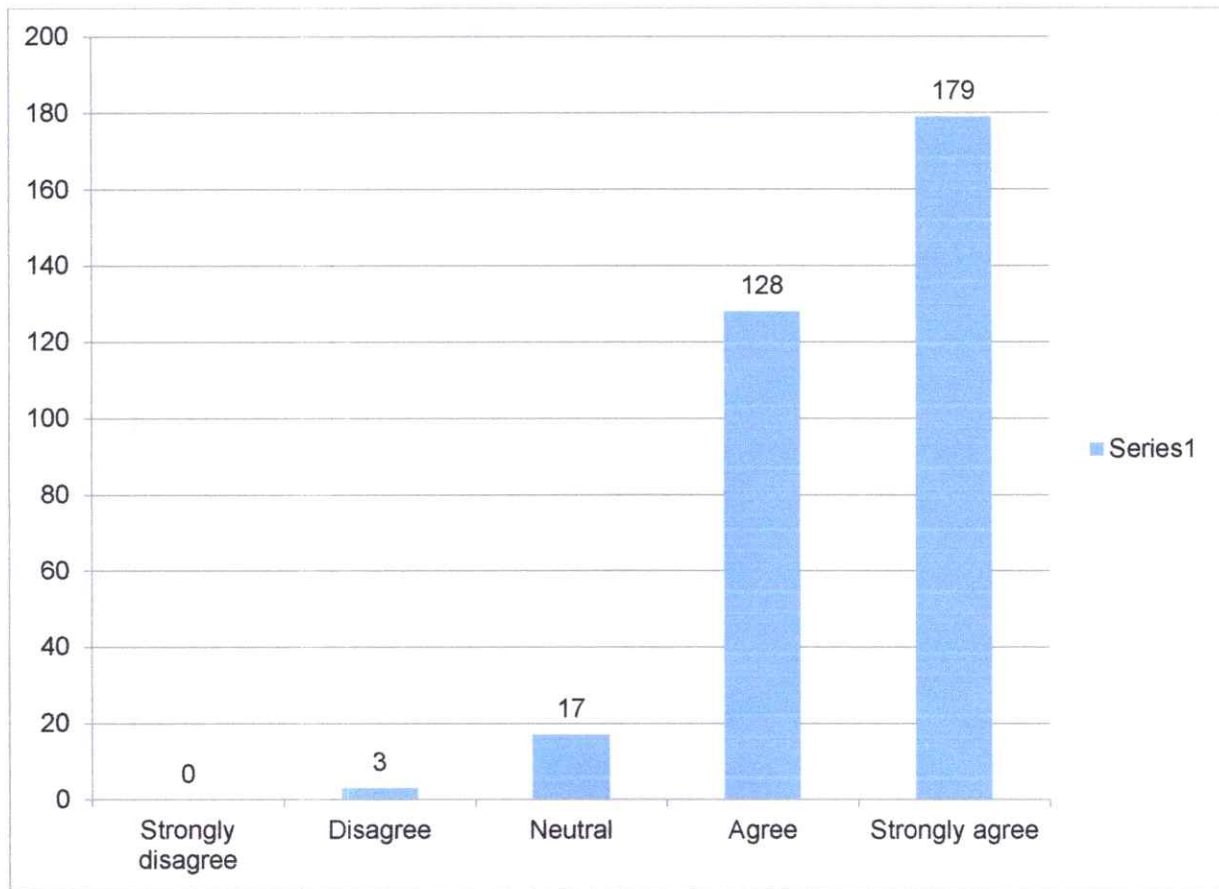
The weighted average for this ability of teachers was found 3.51 indicating the teachers' flair of identifying students' weaknesses and ability to help them overcome them.



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12. Teachers encourage you to participate in extracurricular activities.	
Achievement	Response Count
Strongly disagree	0
Disagree	3
Neutral	17
Agree	128
Strongly agree	179
Average Rating	3.47706422

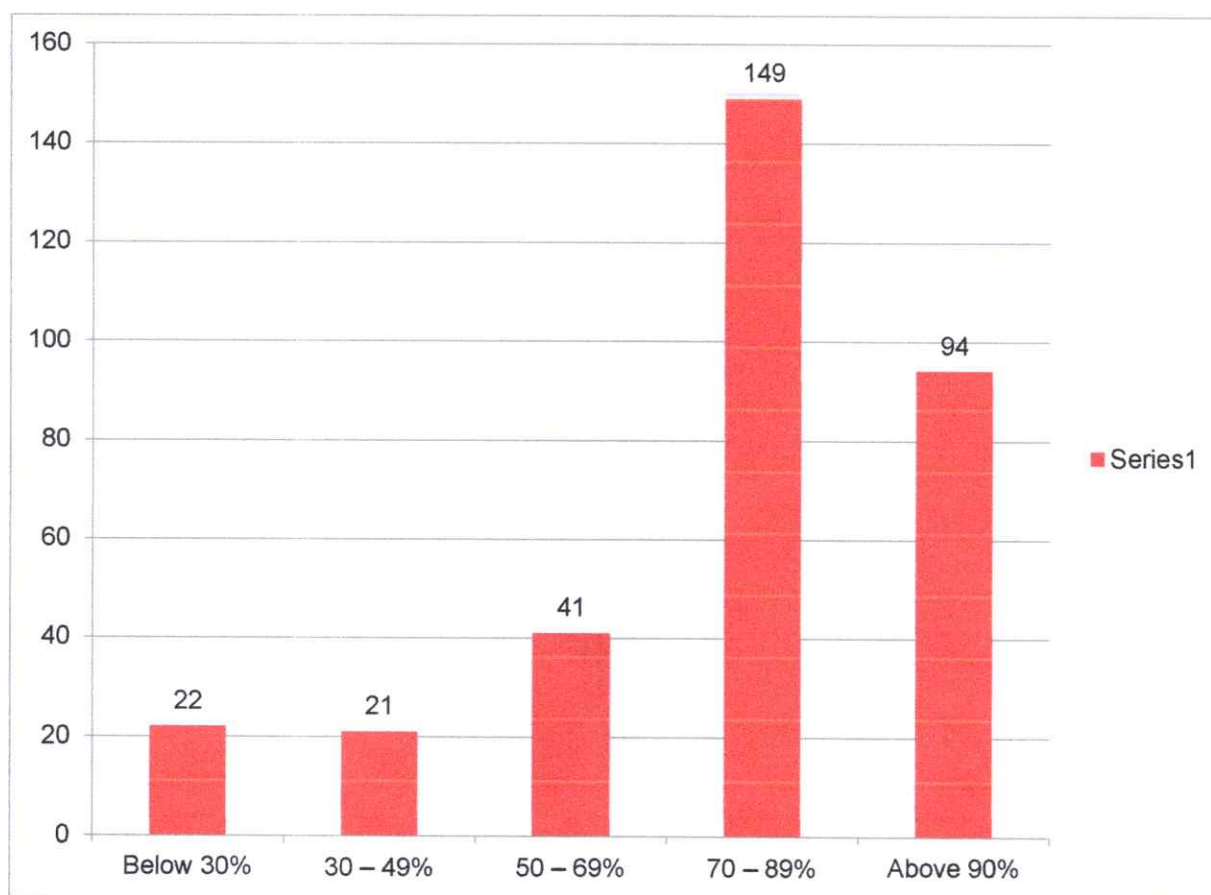
The weightage average was found 3.48 for this attribute of teachers highlighting their ability to encourage participation of students in extracurricular activities.



13. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?

Achievement	Response Count
Below 30%	22
30 – 49%	21
50 – 69%	41
70 – 89%	149
Above 90%	94
Average Rating	2.831804281

The weighted average was found 2.83 clearly showing that the students' need for learning through advanced multimedia tools is immense and there is scope for improvement on the part of the University.

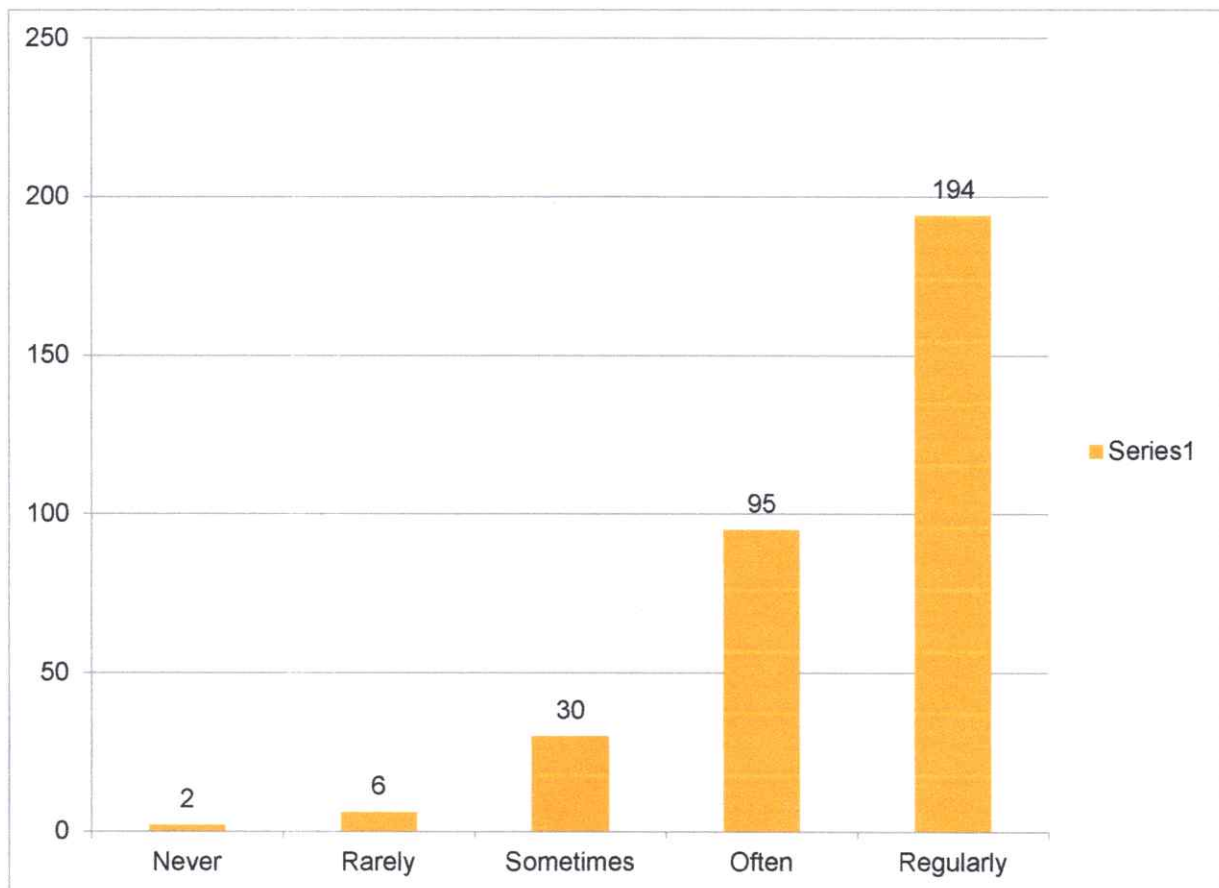


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14. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

Achievement	Response Count
Never	2
Rarely	6
Sometimes	30
Often	95
Regularly	194
Average Rating	3.44648318

The weighted average was found 3.45 indicating the institute take active interest in providing internship and field visit opportunities to its opportunities.

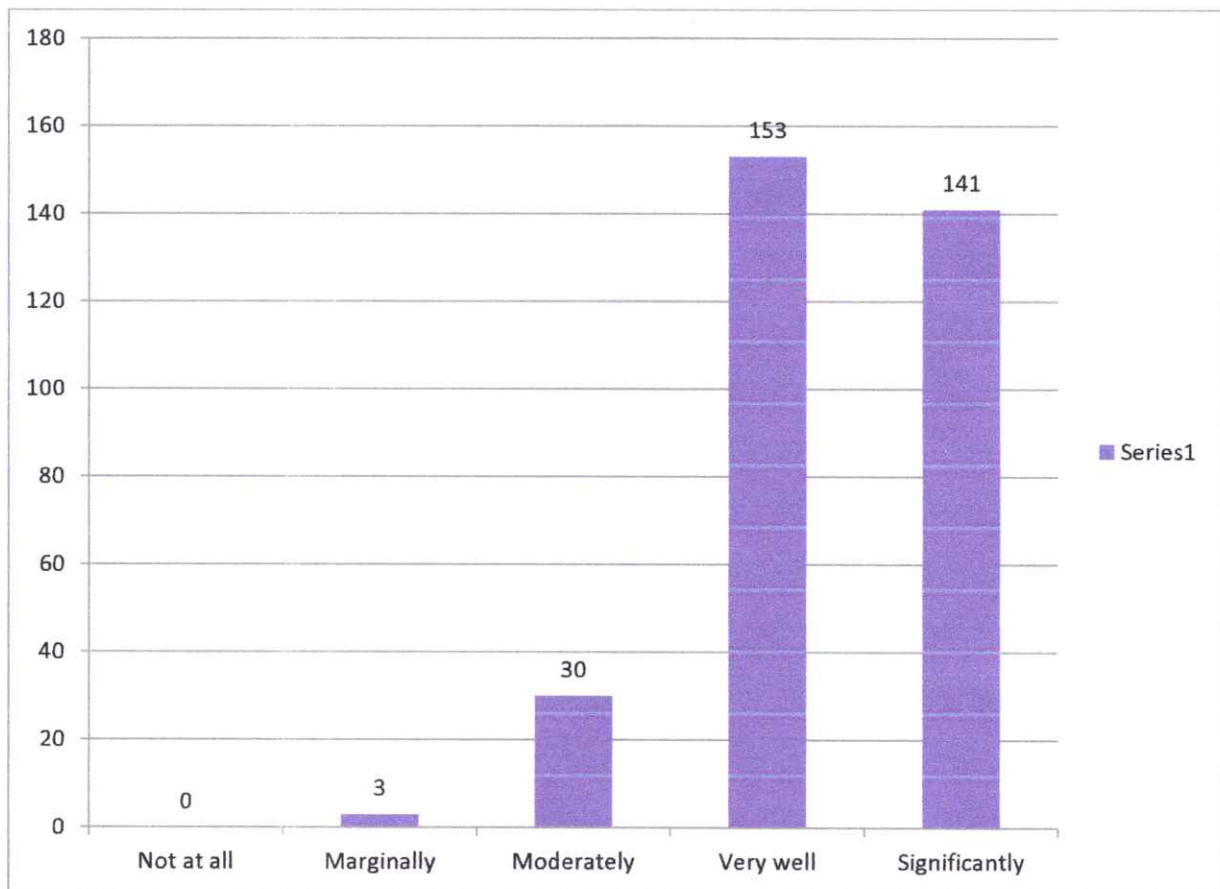


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15. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

Achievement	Response Count
Not at all	0
Marginally	3
Moderately	30
Very well	153
Significantly	141
Average Rating	3.321100917

The weighted average was found 3.32 confirming institute is putting considerable efforts in providing holistic experience & growth opportunities to its students.

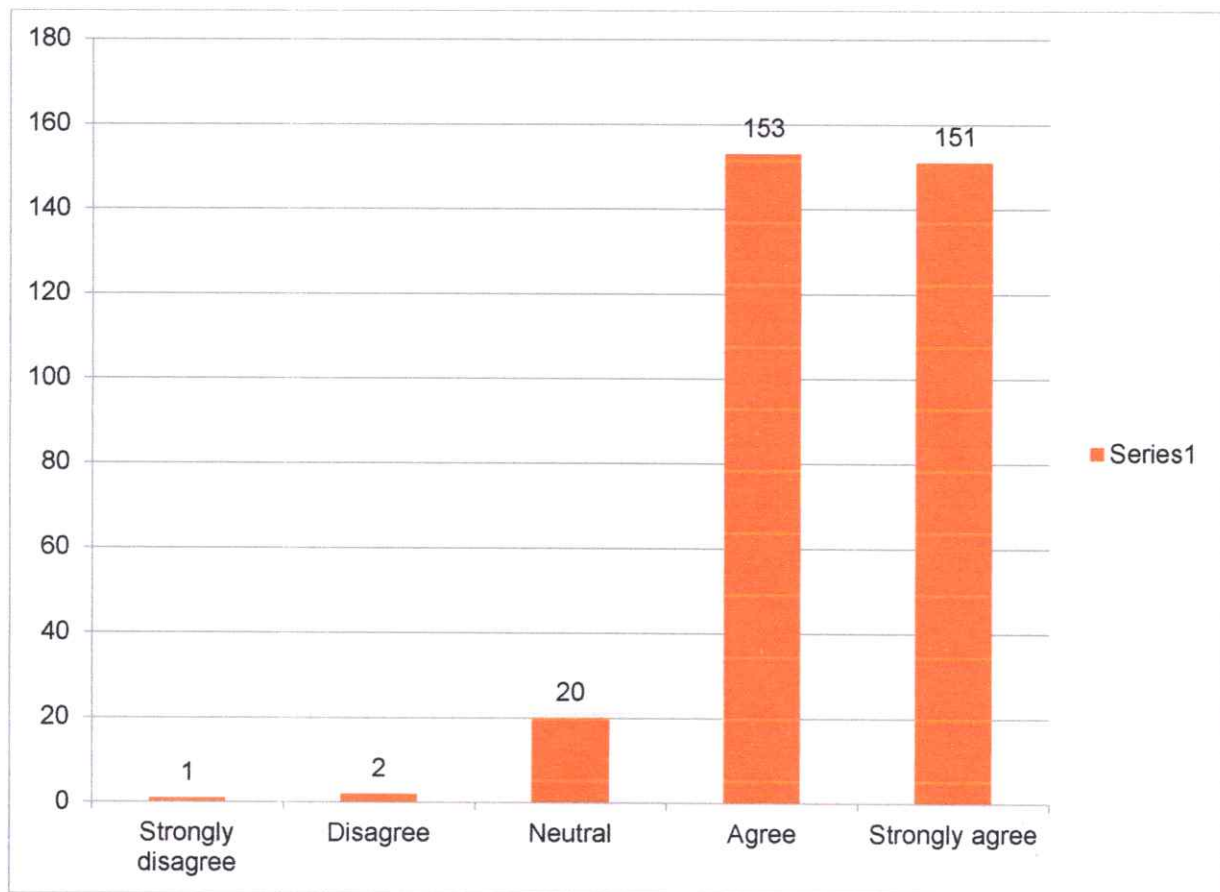


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16. The institution provides multiple opportunities to learn and grow.

Achievement	Response Count
Strongly disagree	1
Disagree	2
Neutral	20
Agree	153
Strongly agree	151
Average Rating	3.379204893

The weighted average for this parameter was found 3.38. The score indicated that the University has been providing sufficient opportunities for learning and personal and professional growth.

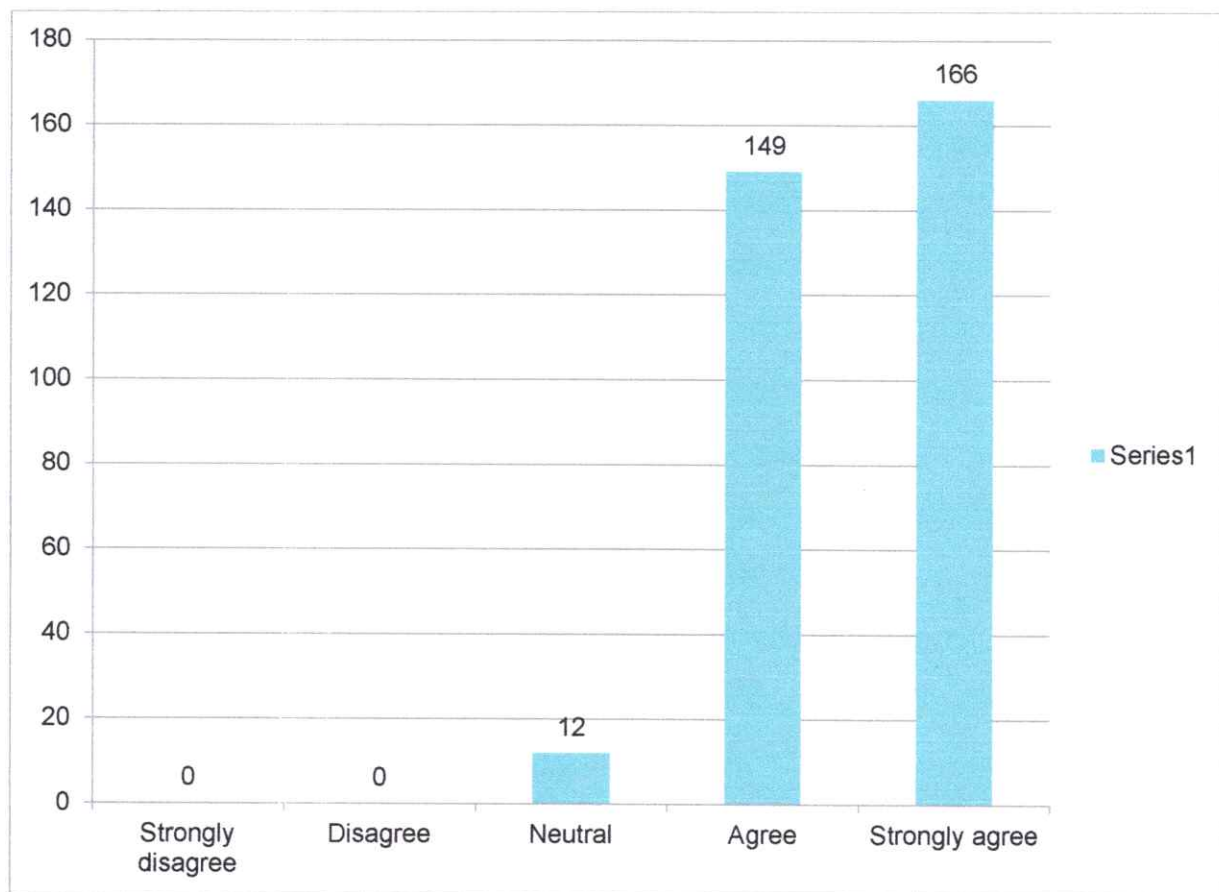


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17. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Achievement	Response Count
Strongly disagree	0
Disagree	0
Neutral	12
Agree	149
Strongly agree	166
Average Rating	3.470948012

The weighted average of 3.47 supported the fact that the University has been putting sincere efforts to involve students in improving its teaching learning process.

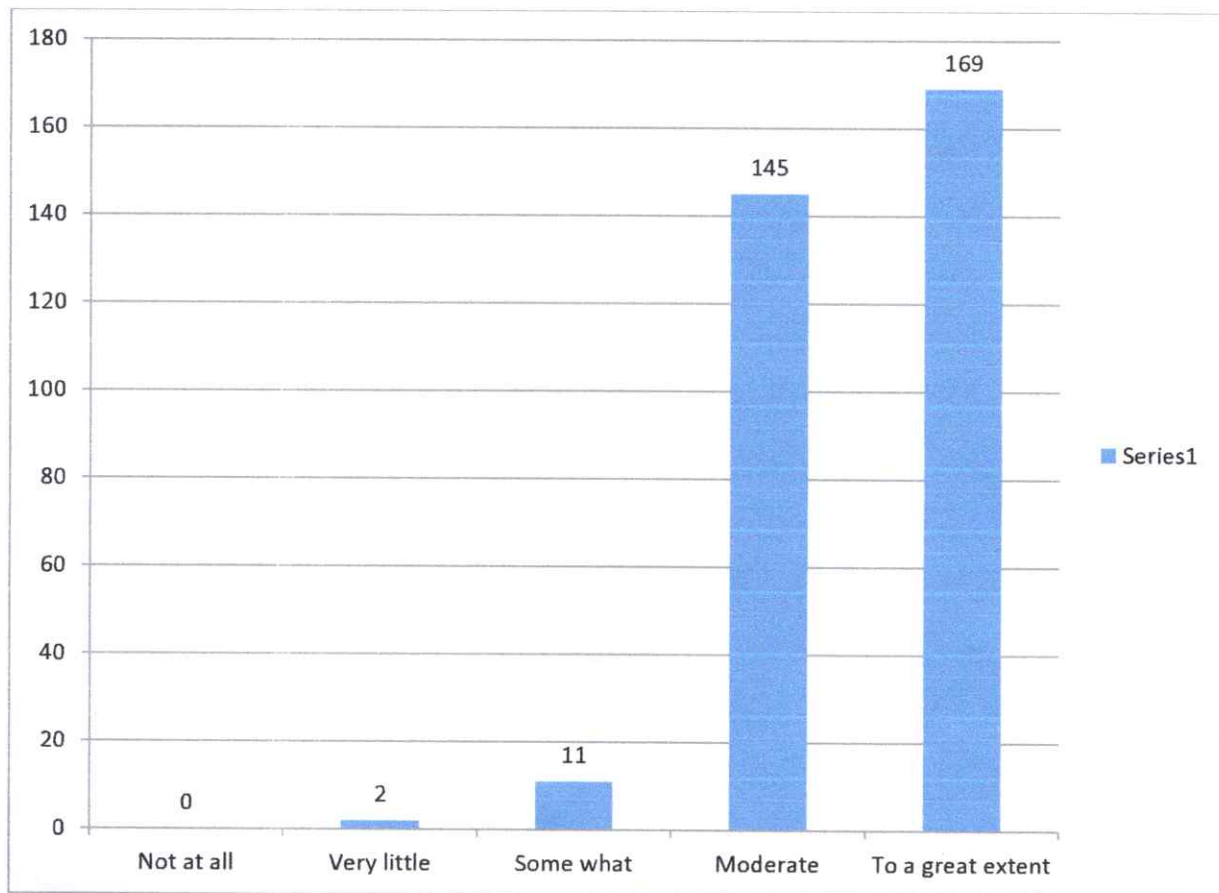


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18. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

Achievement	Response Count
Not at all	0
Very little	2
Some what	11
Moderate	145
To a great extent	169
Average Rating	3.470948012

With a score of 3.47, it became evident that the University has adopted student centric methods for enhancing the learning experiences of its students.

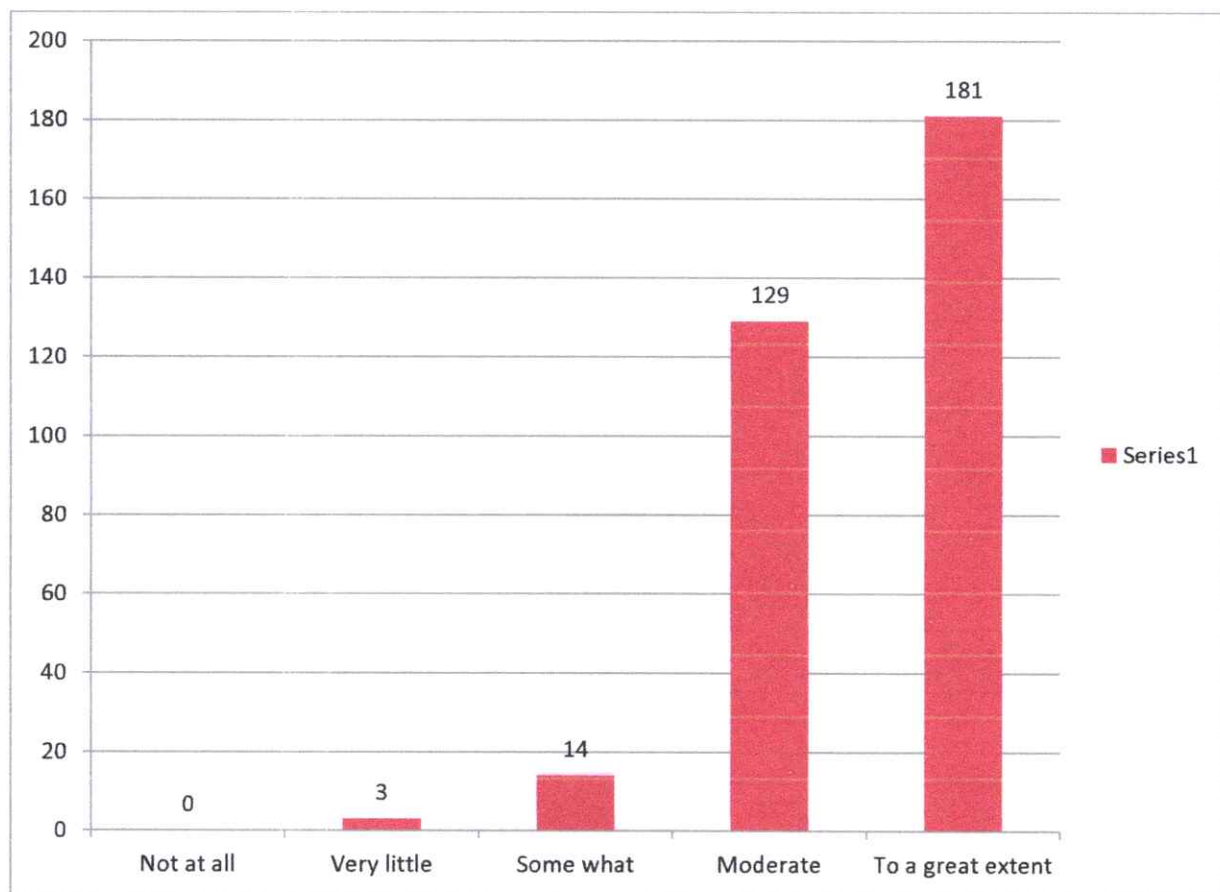


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19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employ ability skills to make you ready for the world of work.

Achievement	Response Count
Not at all	0
Very little	3
Some what	14
Moderate	129
To a great extent	181
Average Rating	3.49235474

The weighted average of 3.49 indicated that the University puts considerable efforts in skilling its students for improving their employability.

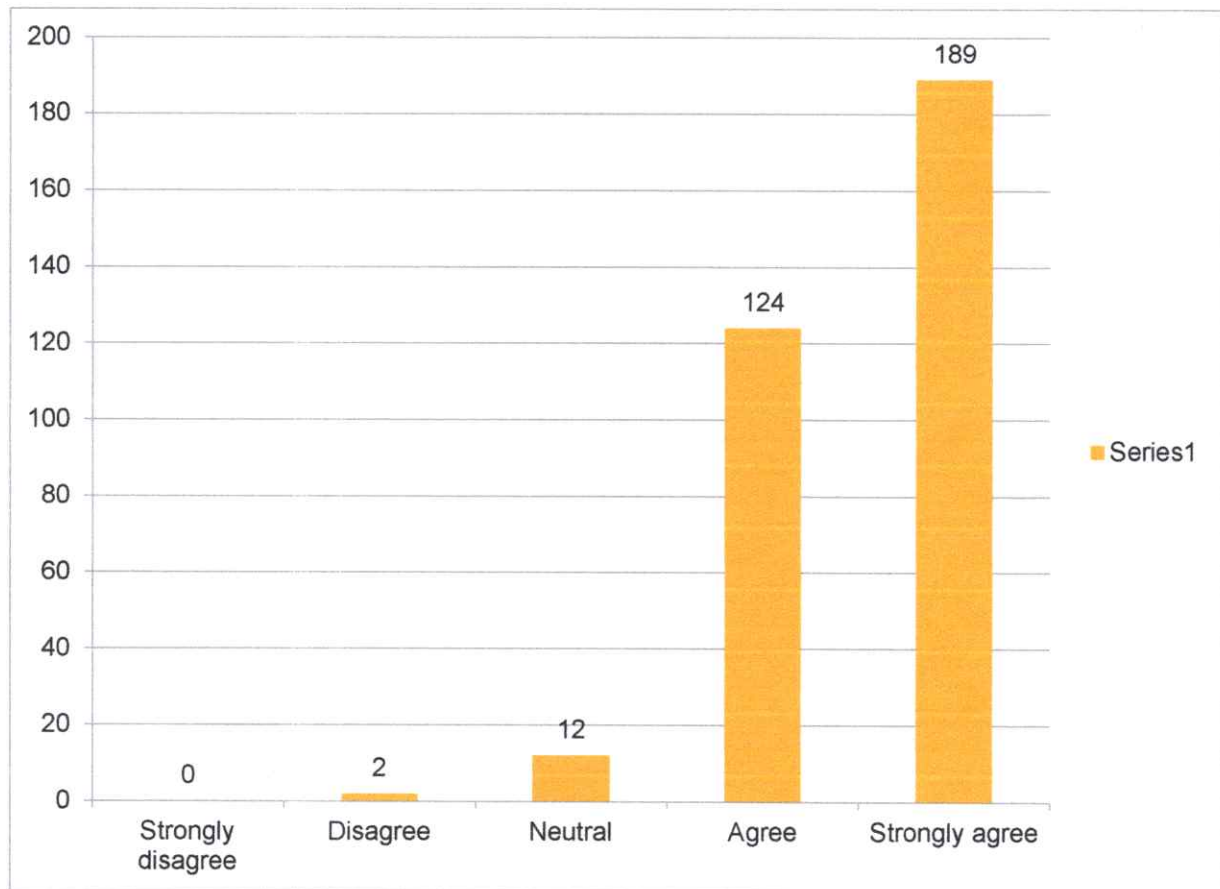


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20. The overall quality of teaching-learning process in your institute is very good.

Achievement	Response Count
Strongly disagree	0
Disagree	2
Neutral	12
Agree	124
Strongly agree	189
Average Rating	3.529051988

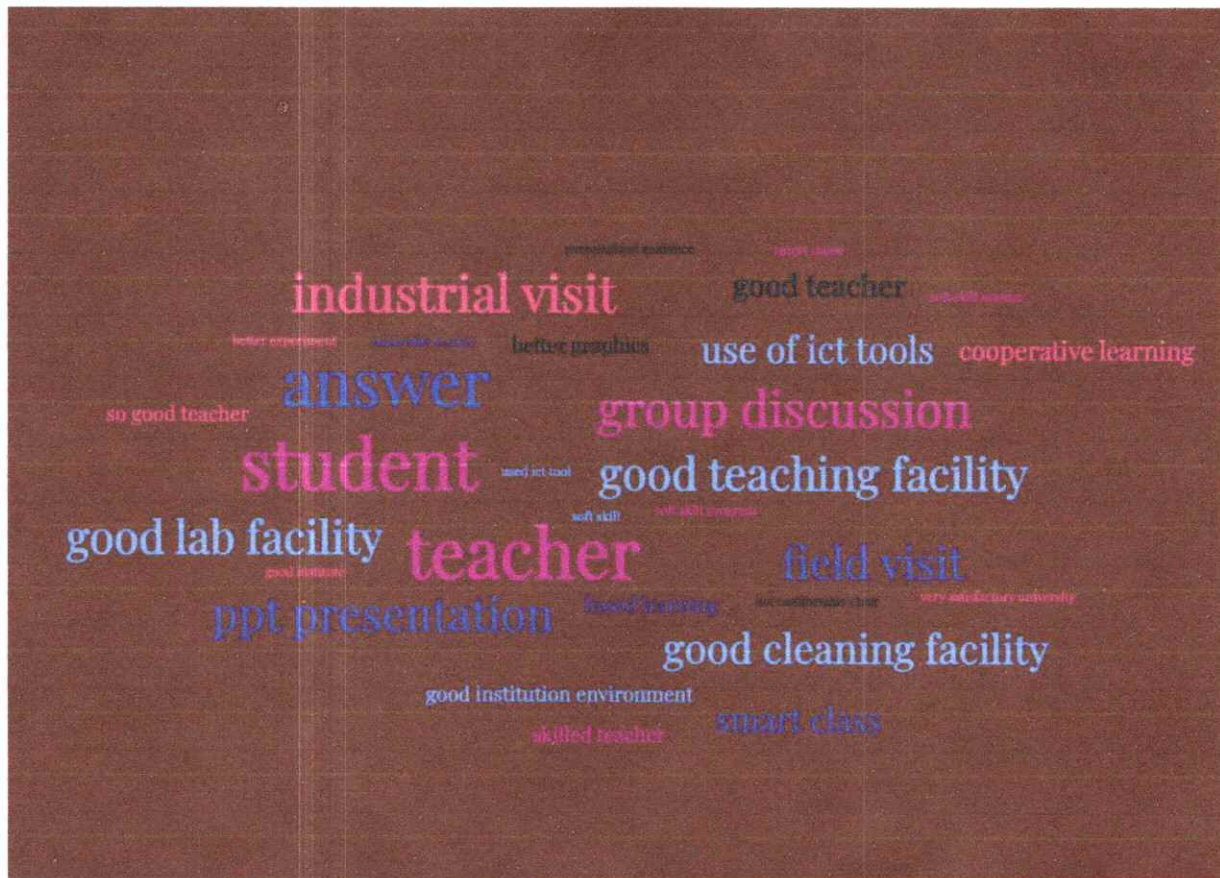
The weighted average of 3.53 indicated that the students were happy with the teaching learning process at the University.



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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 2017-18. 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 **“personalized guidance / skilled teacher”** were interpreted as that the University shall ensure that the students do get the personalized guidance through skilled teacher.
2. Keywords **“smart classe / better graphics / use of ict tools / used ict tool / ppt presentation / smart class”** all pertains to use of smart devices and technologies in classrooms.

3. Keywords “**industrial visit / better experiment / cooperative learning / good lab facility / field visit**” indicated that curriculum shall focus more on experiential and practical learning.

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