आईएफटीएम विश्वविद्यालय, मुरादाबाद, उत्तर प्रदेश

IFTM University, Moradabad, Uttar Pradesh

NAAC ACCREDITED

STUDENT SATISFACTION SURVEY

2020-21

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 2020-21 was conducted to capture the feedback from students on the following key areas. 878 students participated in the survey.

The students' responses were sought in reference to their experience; and covered 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
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

1. How much of the syllabus was covered in the class?		
Achievement	**Assigned Rating**	**Response Count**
Below 30%	0	11
30 to 54%	1	27
55 to 69%	2	54
70 to 84%	3	282
85 to 100%	4	504
Average Rating	**3.413439636**	**878**

The weighted average score for this parameter was found 3.41. The survey revealed students' satisfaction and syllabus was found well covered during the session.
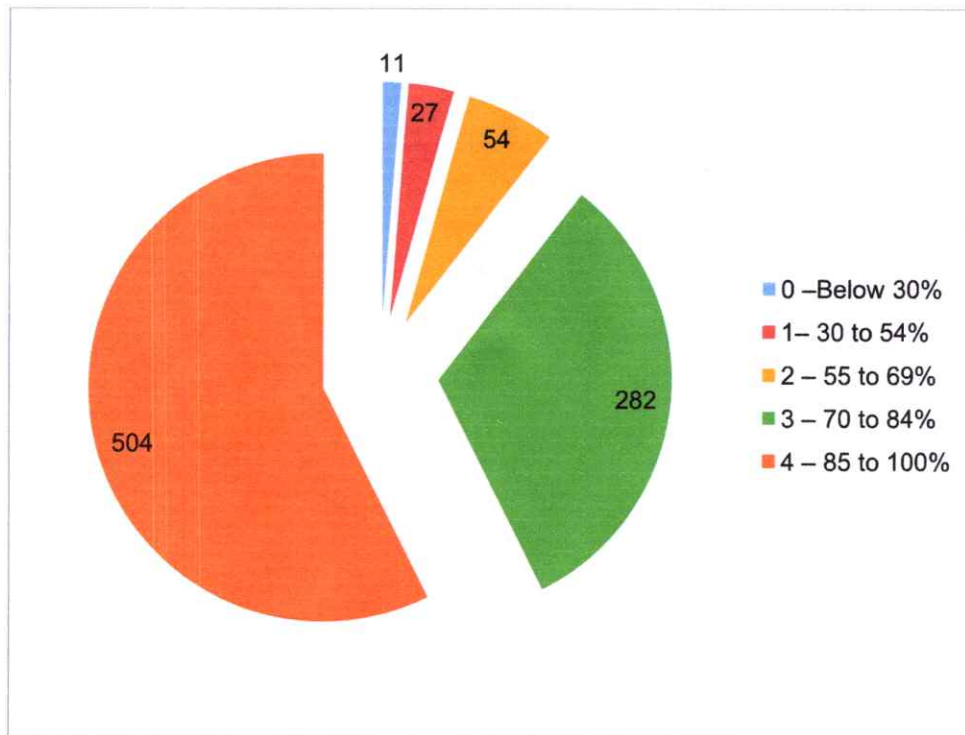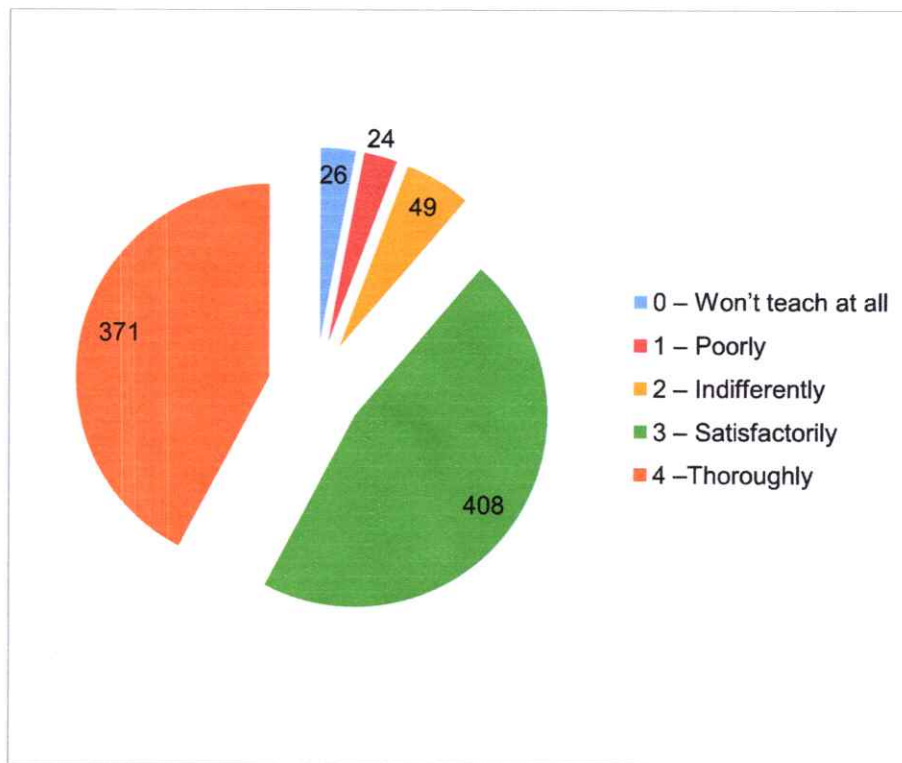
2. How well did the teachers prepare for the classes?		
Achievement	**Assigned Rating**	**Response Count**
Won't teach at all	0	26
Poorly	1	24
Indifferently	2	49
Satisfactorily	3	408
Thoroughly	4	371
Average Rating	**3.223234624**	**878**

The weighted average found was 3.22 reflecting the desired performance levels.

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3. How well were the teachers able to communicate?		
Achievement	Assigned Rating	Response Count
Very poor communication	0	20
Generally ineffective	1	34
Just satisfactorily	2	77
Sometimes effective	3	157
Always effective	4	590
Average Rating	3.438496583	878

The weighted average was found 3.44 reflecting the teachers' sound ability to communicate with their students.
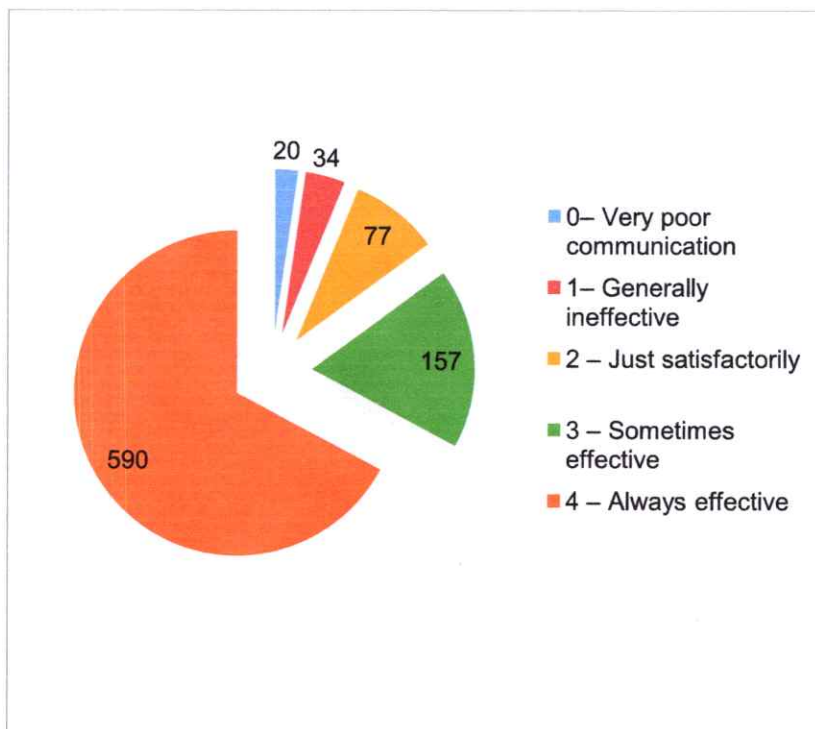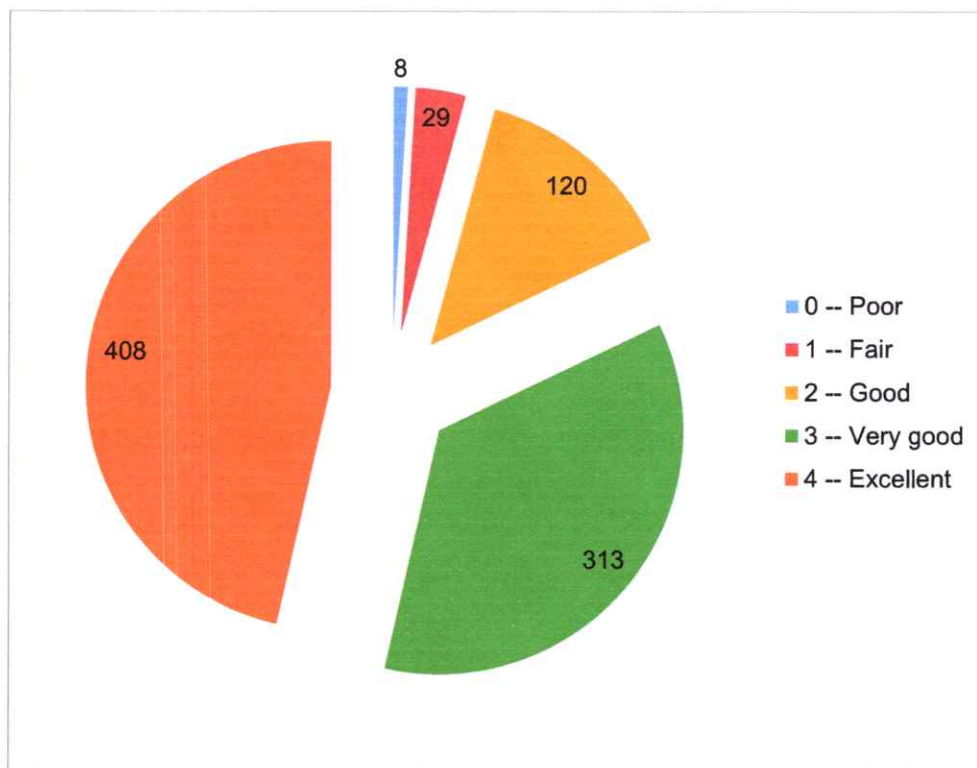
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4. The teacher's approach to teaching can best be described as		
Achievement	**Assigned Rating**	**Response Count**
Poor	0	8
Fair	1	29
Good	2	120
Very good	3	313
Excellent	4	408
Average Rating	**3.234624146**	**878**

The weighted average was found 3.23 indicating an ideal approach of teachers towards teaching.

5. Fairness of the internal evaluation process by the teachers:		
Achievement	Assigned Rating	Response Count
Unfair	0	22
Usually unfair	1	24
Sometimes unfair	2	71
Usually fair	3	233
Always fair	4	528
Average Rating	3.390660592	878

The weighted average was found 3.39 and students found the internal evaluation process as fair.
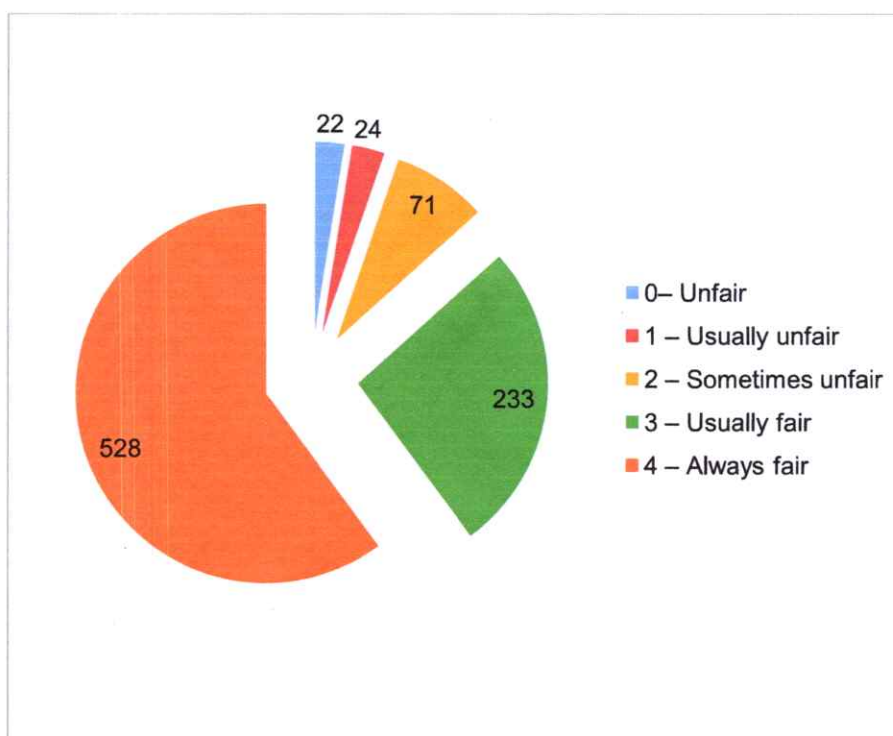
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6. Was your performance in assignments discussed with you?		
Achievement	**Assigned Rating**	**Response Count**
Never	0	26
Rarely	1	38
Occasionally/Sometimes	2	96
Usually	3	200
Every time	4	518
Average Rating	**3.30523918**	**878**

The weighted average was found 3.31 and students shared their satisfaction with the guidance and feedback being provided to them on their assignments.


Pie chart legend:
- 0– Never
- 1 – Rarely
- 2 – Occasionally/Sometimes
- 3 – Usually
- 4 – Every time
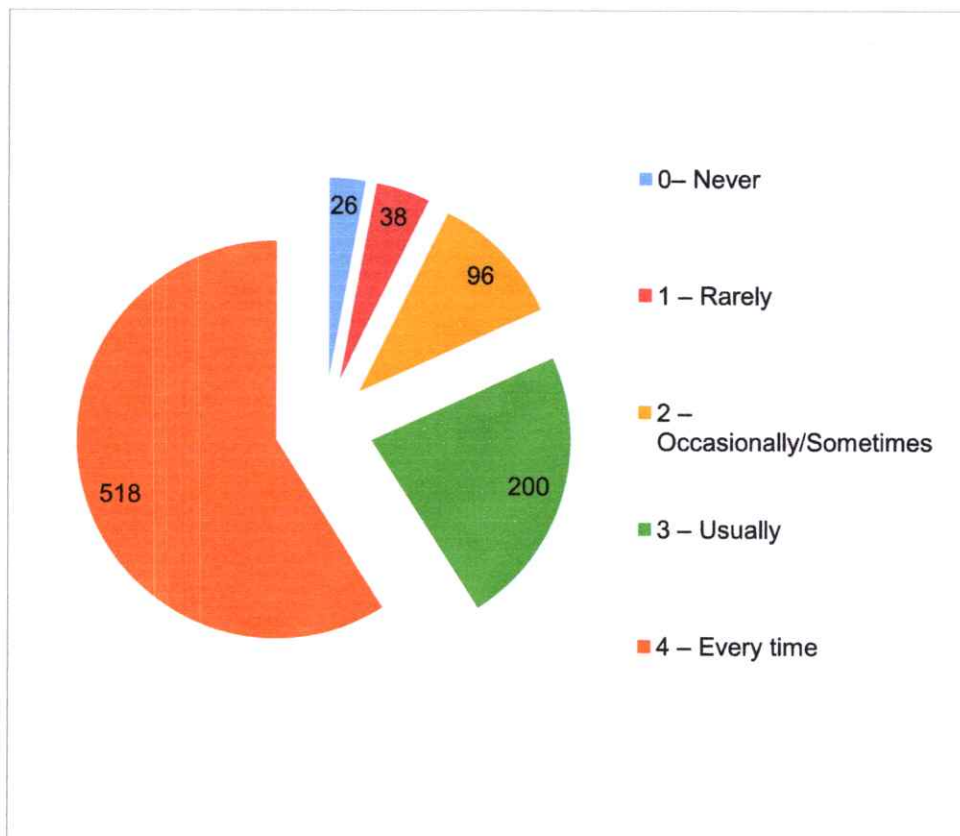
| 7. Teachers inform you about your expected competencies, course outcomes and programme outcomes.		
Achievement	Assigned Rating	Response Count
Never	0	23
Rarely	1	33
Occasionally/Sometimes	2	85
Usually	3	219
Every time	4	518
Average Rating	3.339407745	878

The weighted average was found 3.34.

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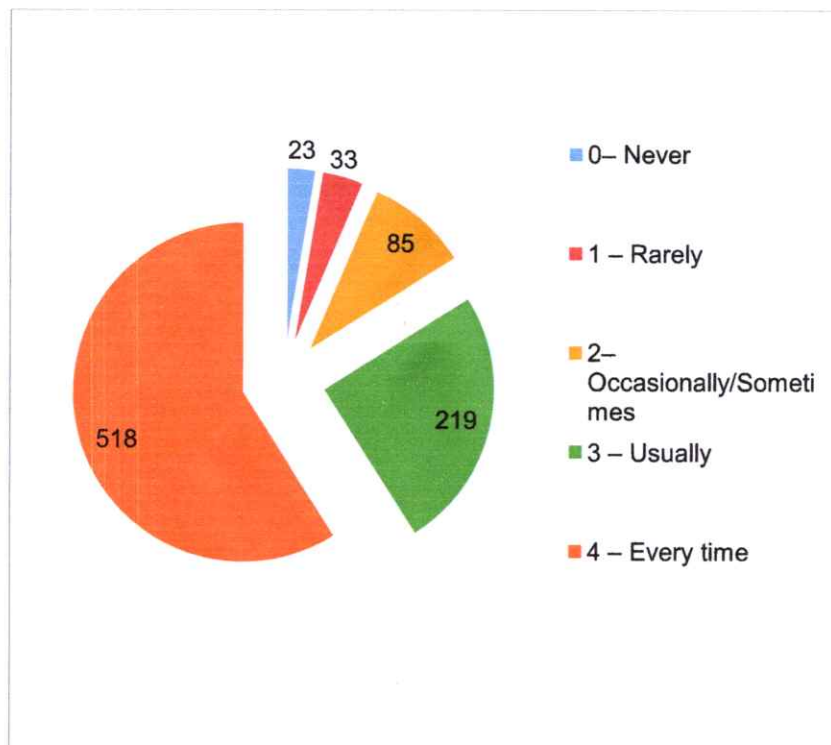
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8. Your mentor does a necessary follow-up with an assigned task to you.

Achievement	Assigned Rating	Response Count
I don't have a mentor	0	23
Rarely	1	48
Occasionally/Sometimes	2	83
Usually	3	230
Every time	4	494
Average Rating	3.280182232	878

The weighted average was found 3.28 and the survey revealed that teachers do follow up (remind) students about the assignment given.


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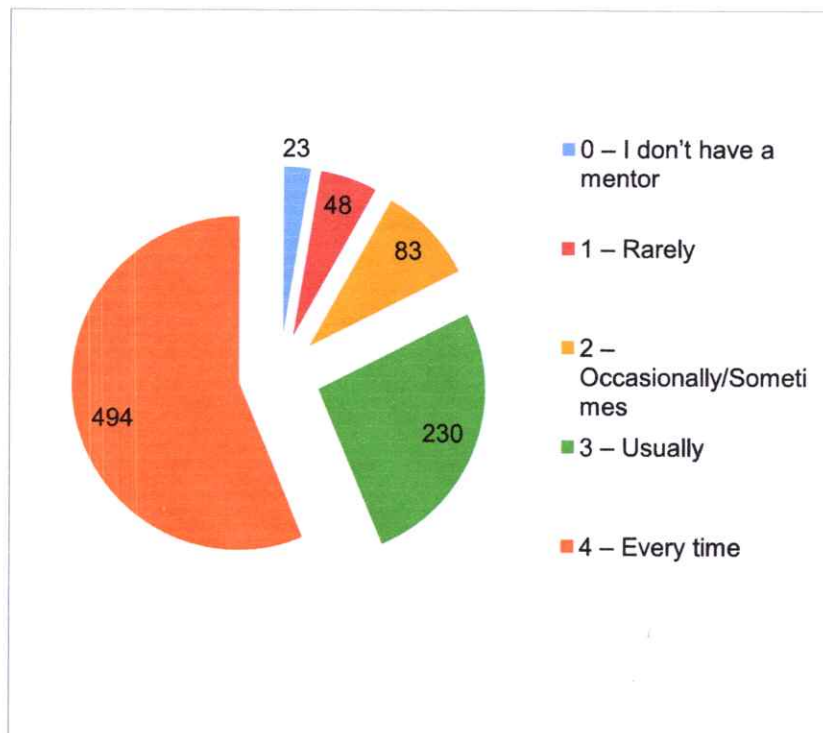
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9. The teachers illustrate the concepts through examples and applications.		
Achievement	Assigned Rating	Response Count
Never	0	7
Rarely	1	31
Occasionally/Sometimes	2	73
Usually	3	240
Every time	4	527
Average Rating	3.422551253	878

The weighted average on this parameter was found 3.42 and students concurred that teachers use appropriate examples during the classroom discussion.
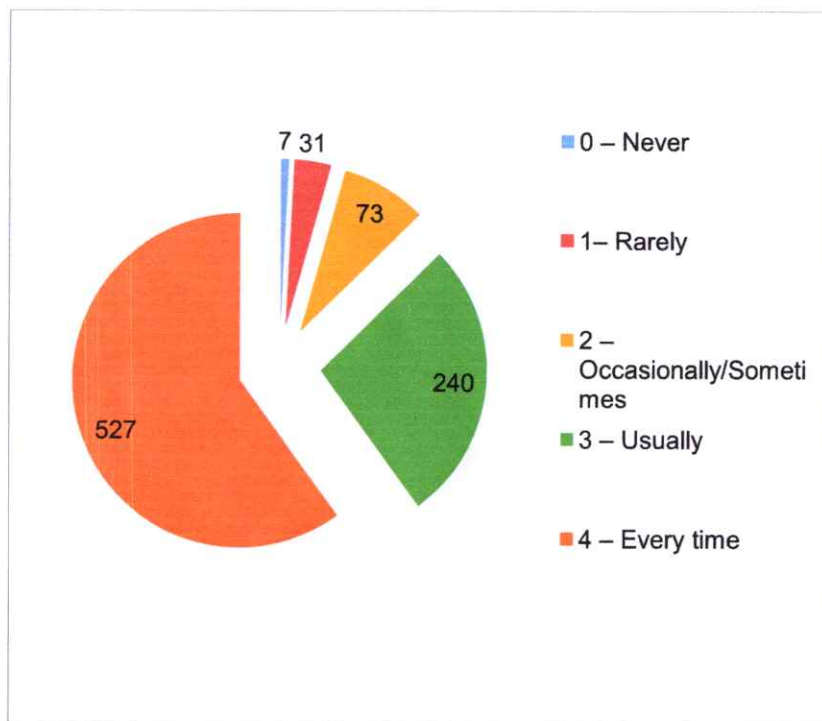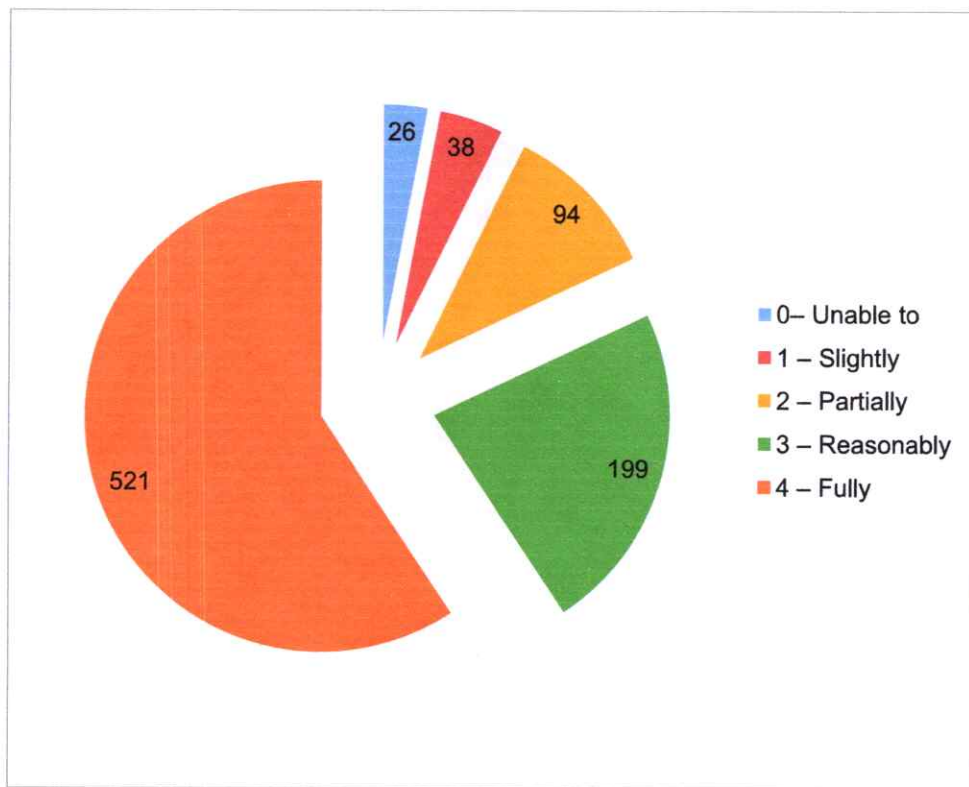
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| 10. The teachers identify your strengths and encourage you with providing right level of challenges.		
Achievement	Assigned Rating	Response Count
Unable to	0	26
Slightly	1	38
Partially	2	94
Reasonably	3	199
Fully	4	521
Average Rating	3.310933941	878

The weighted average was found 3.31 and students found their tasks / assignments of appropriate difficulty level.

- 0– Unable to
- 1 – Slightly
- 2 – Partially
- 3 – Reasonably
- 4 – Fully

| 11.Teachers are able to identify your weaknesses and help you to overcome them.		
Achievement	Assigned Rating	Response Count
Never	0	36
Rarely	1	50
Occasionally/Sometimes	2	79
Usually	3	198
Every time	4	515
Average Rating	3.259681093	878

The weighted average was found 3.26 and students shared that the teachers provide counseling and help them identify their weaknesses.
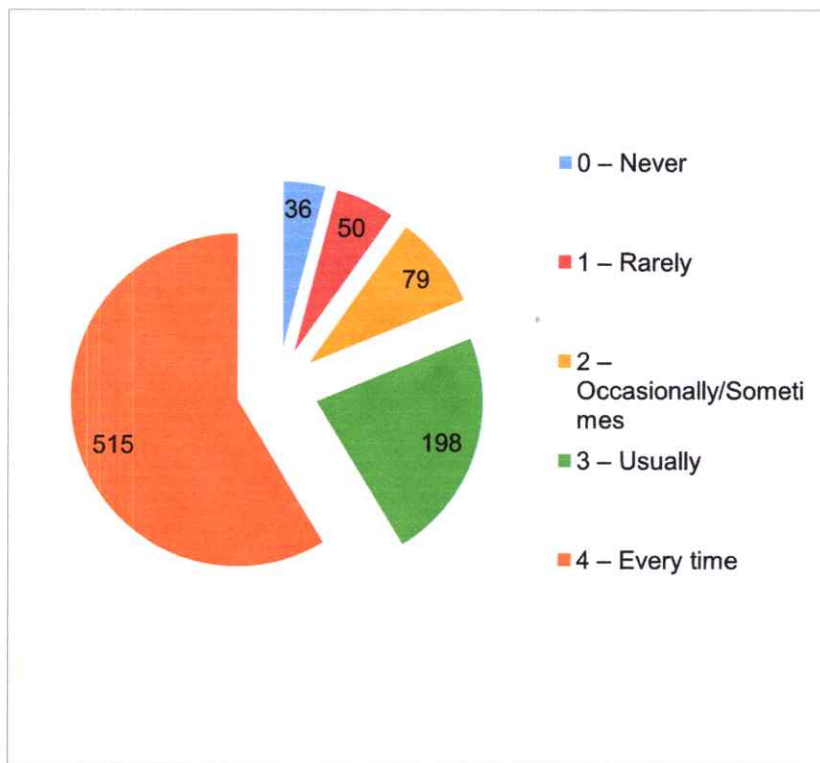
12. Teachers encourage you to participate in extracurricular activities.		
Achievement	**Assigned Rating**	**Response Count**
Strongly disagree	0	18
Disagree	1	29
Neutral	2	82
Agree	3	288
Strongly agree	4	461
Average Rating	**3.304100228**	878

The weightage average was found 3.30 and teachers were found encouraging their students to participate in extracurricular activities.
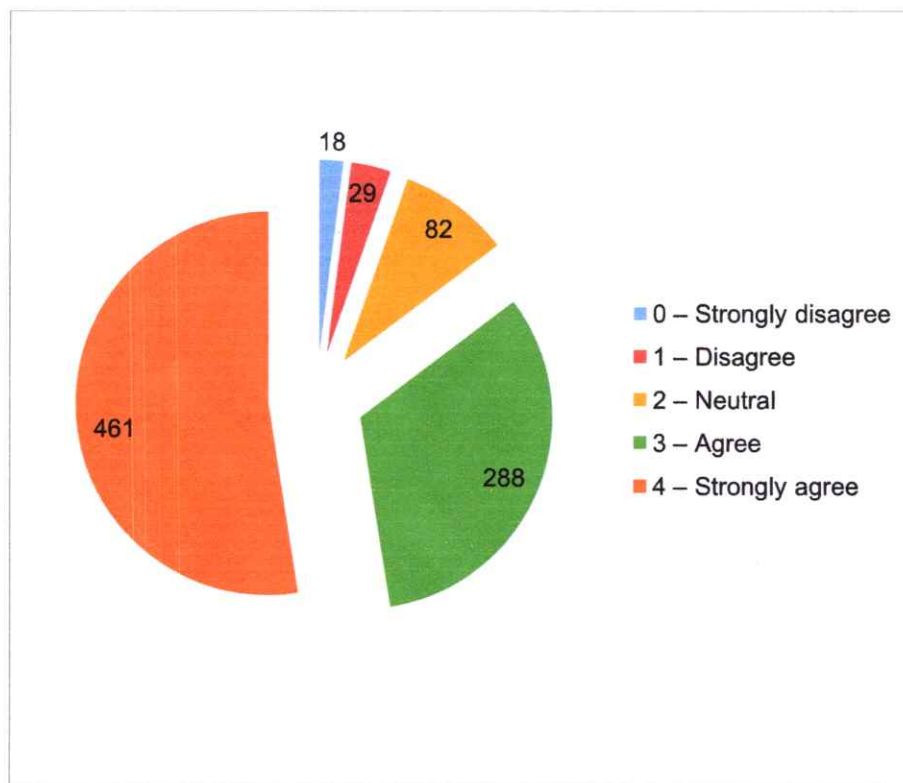
13. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?		
Achievement	Assigned Rating	Response Count
Below 30%	0	120
30 – 49%	1	77
50 – 69%	2	125
70 – 89%	3	253
Above 90%	4	303
Average Rating	2.617312073	878

The weightage mean response for this parameter was found 2.62. The survey outcome revealed that provisioning of ICT tools is an agenda that requires attention of the concerned stake holders.
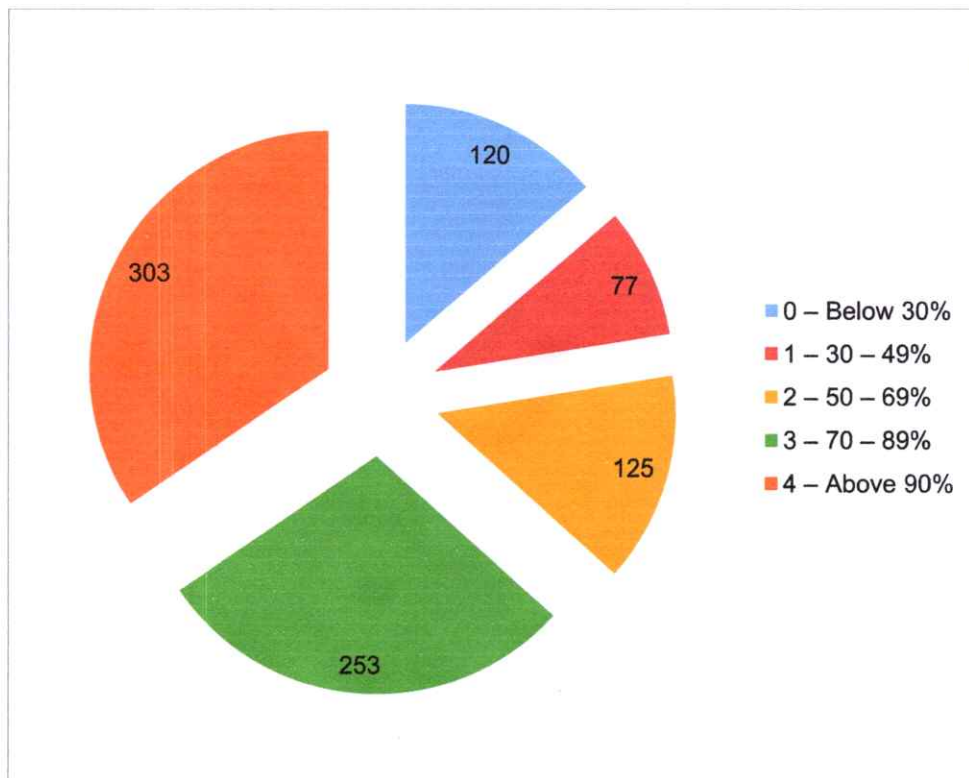
14. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.		
Achievement	Assigned Rating	Response Count
Never	0	37
Rarely	1	47
Sometimes	2	146
Often	3	142
Regularly	4	506
Average Rating	3.176537585	878

The weighted average was found 3.18. The score indicated that the internship and field visit opportunities needs to be scaled up.
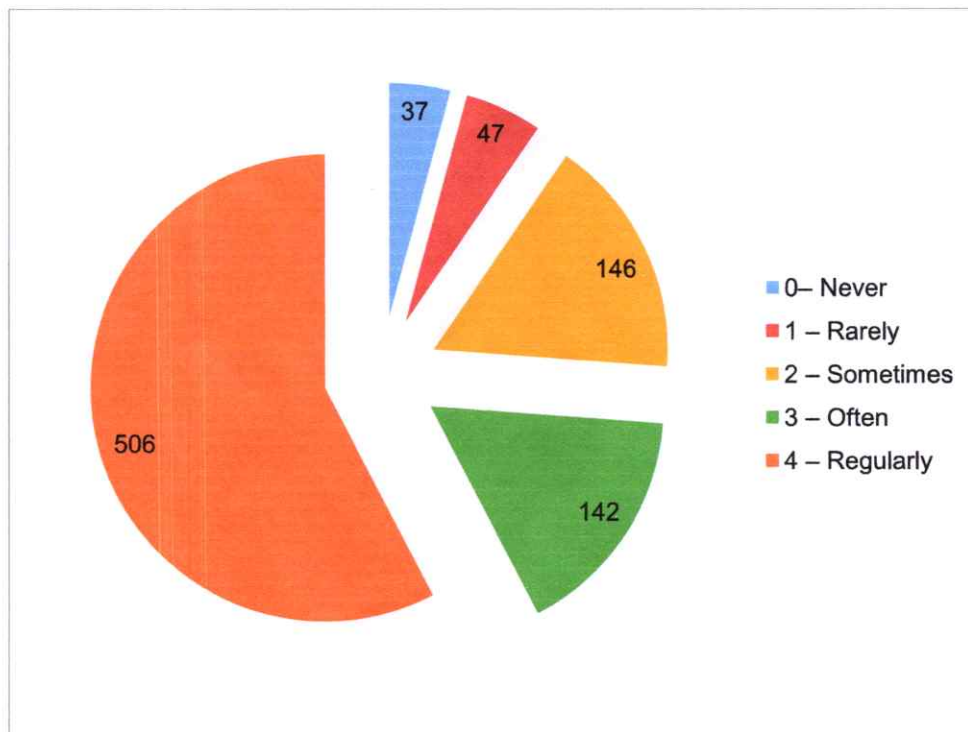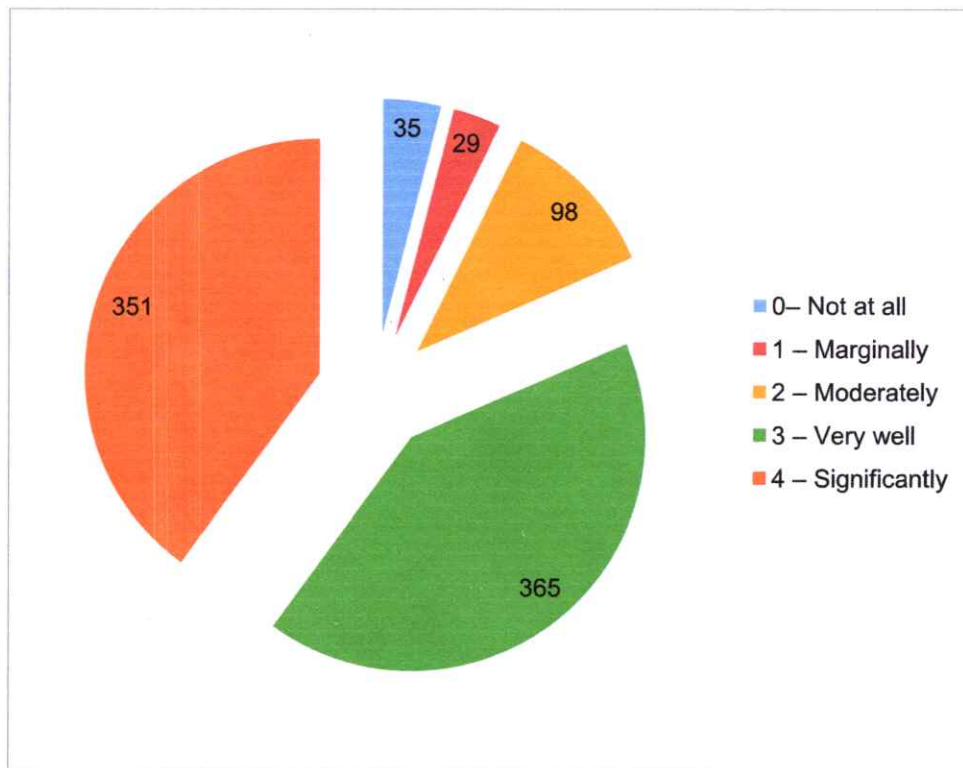

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| 15. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.		
Achievement	Assigned Rating	Response Count
Not at all	0	35
Marginally	1	29
Moderately	2	98
Very well	3	365
Significantly	4	351
Average Rating	3.102505695	878

The weighted average was found 3.10. A considerable number of students found that the institution facilitates them in their cognitive, social and emotional growth.

Legend:
- 0 – Not at all
- 1 – Marginally
- 2 – Moderately
- 3 – Very well
- 4 – Significantly

16. The institution provides multiple opportunities to learn and grow.		
Achievement	Assigned Rating	Response Count
Strongly disagree	0	16
Disagree	1	37
Neutral	2	94
Agree	3	334
Strongly agree	4	397
Average Rating	3.206150342	878

The weighted average was found 3.21 and students agreed that their institution provides multiple opportunities to learn and grow.
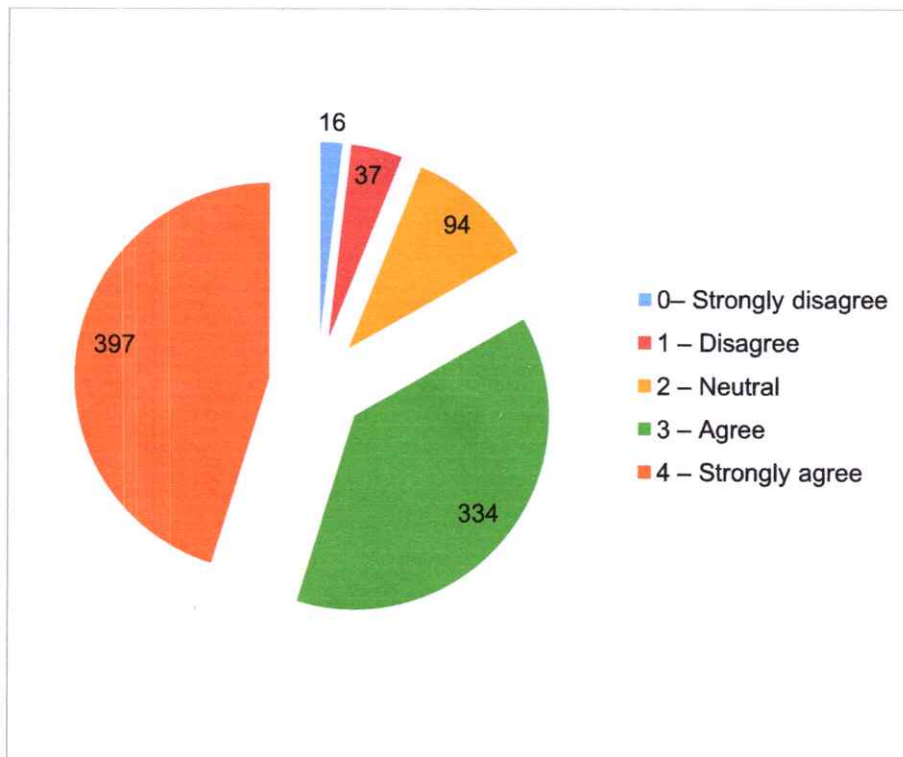
17. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.		
Achievement	Assigned Rating	Response Count
Strongly disagree	0	17
Disagree	1	28
Neutral	2	96
Agree	3	321
Strongly agree	4	416
Average Rating	3.242596811	878

The weightage average was found 3.24 and most of the students agreed that institution makes effort to engage students in the quality improvement of the teaching learning process.


0 – Strongly disagree
1 – Disagree
2 – Neutral
3 – Agree
4 – Strongly agree
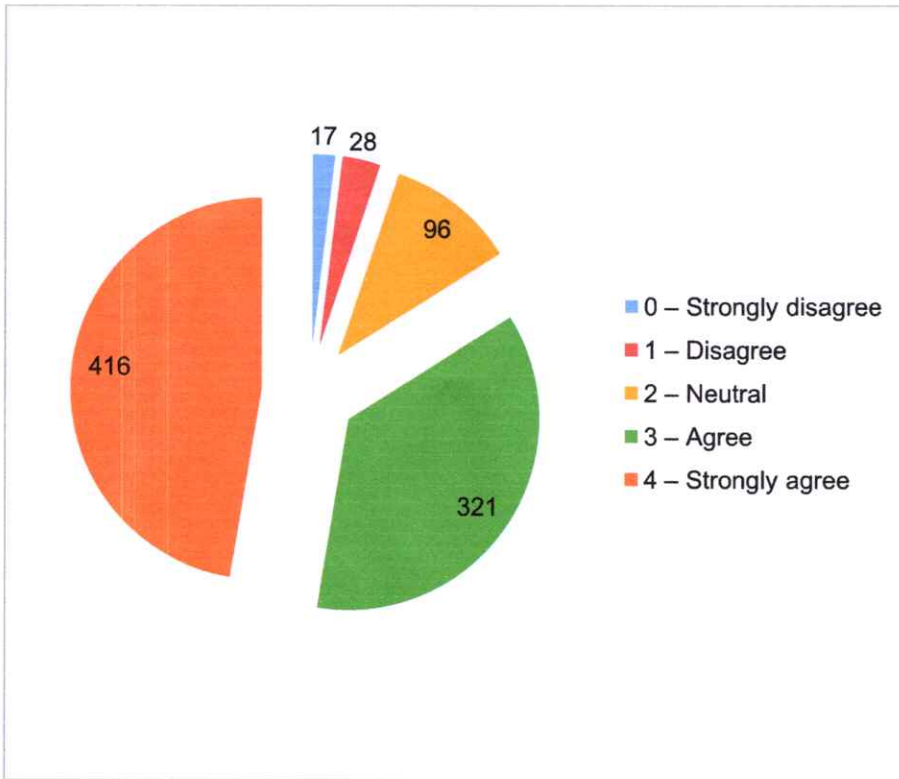
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18. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.		
Achievement	Assigned Rating	Response Count
Not at all	0	19
Very little	1	63
Some what	2	76
Moderate	3	276
To a great extent	4	444
Average Rating	3.21070615	878

The weighted average was found 3.21 indicating that student centric methods are used by teachers for enhancing the learning experiences of students.
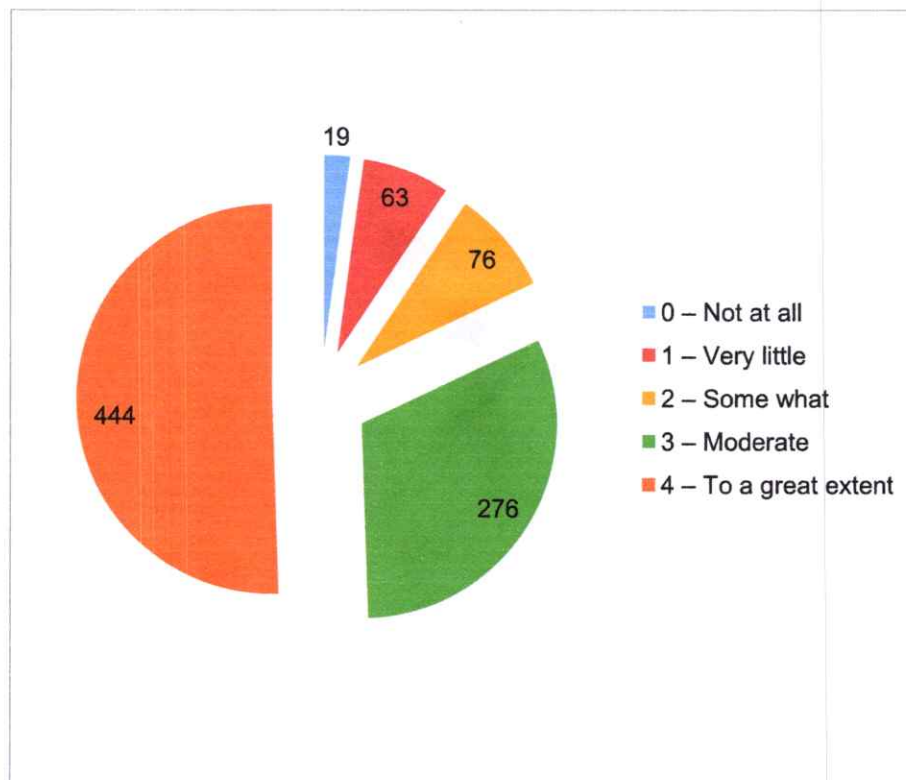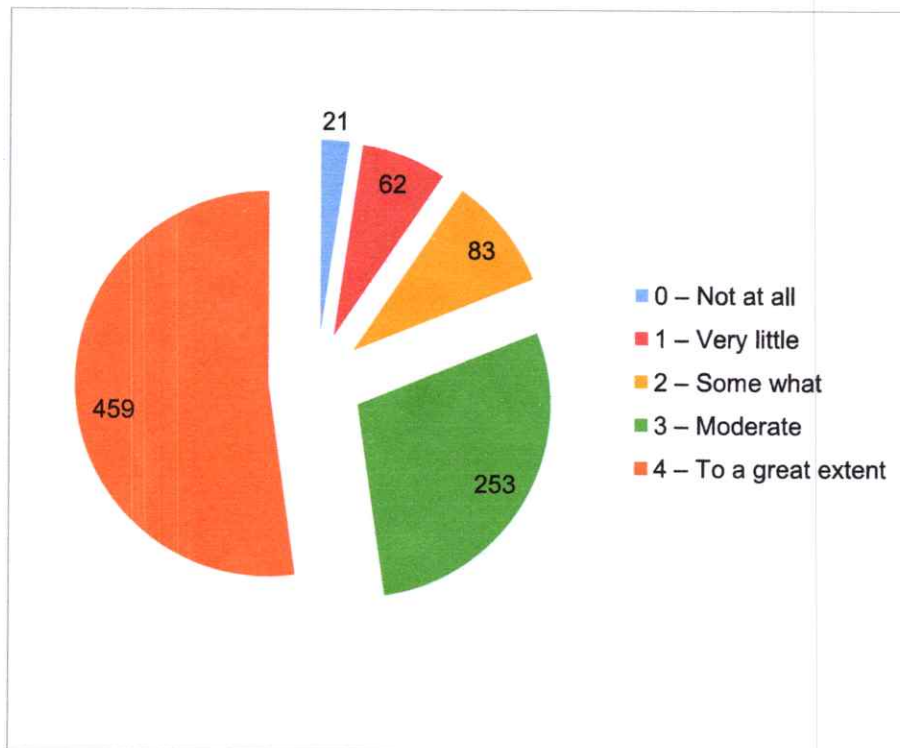
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| 19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employ ability skills to make you ready for the world of work.		
Achievement	Assigned Rating	Response Count
Not at all	0	21
Very little	1	62
Some what	2	83
Moderate	3	253
To a great extent	4	459
Average Rating	3.215261959	878

The weightage average was found 3.22 indicating considerable efforts being made by the teachers in skilling the students and making them ready for work life.

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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	32
Neutral	2	98
Agree	3	317
Strongly agree	4	414
Average Rating	3.228929385	878

The weighted average was found 3.23 indicating that most of the students agree that the overall quality of the teaching-learning process at the University is very good.
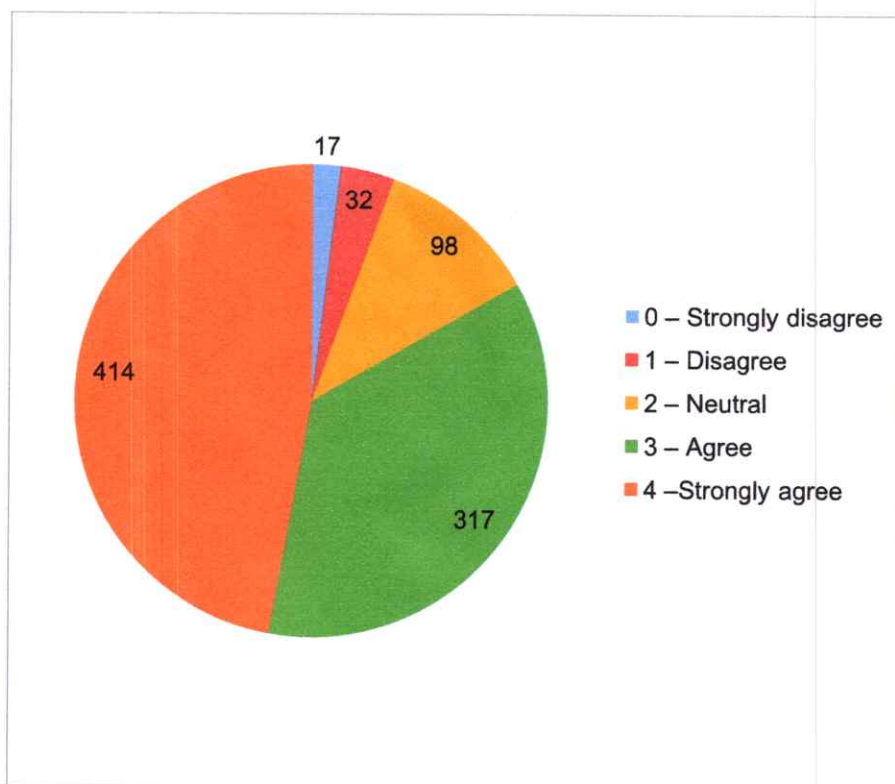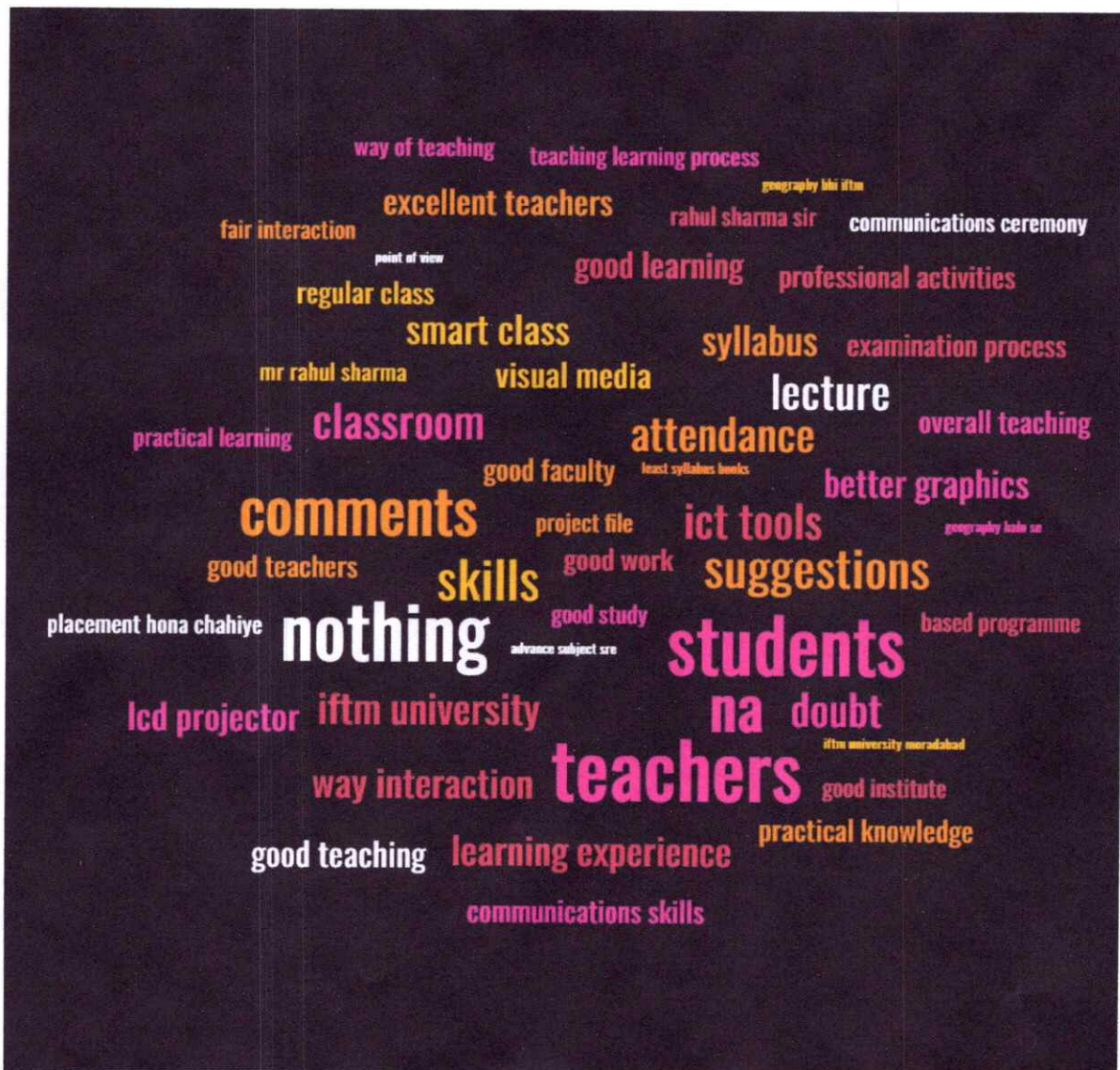
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21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

To unveil the most talked about (buzz words) from the survey, a word cloud of 50 words was formed. It helped us learn about the themes, on which most suggestions were received and corrective measures were taken.

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

1. Keywords **"New Technology / use ICT tools / smart class / visual media / lcd projector / projector / better graphics / ICT tools"**; all pertain to use of smart devices and technologies in classrooms. It was inferred that demand for Audio-Visual aids has increased.
2. **Extra-curricular activities** count needs to be increased.
3. More **industrial visits** have been sought by students.
4. The students have emphasized on need for **practical learning**.
5. The survey revealed that students expect better **placements**.

Sanjeev Agrawal

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