



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

# **STUDENT SATISFACTION SURVEY 2018-19**

*Sanjeev Aswal*  
**Registrar**  
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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 2018-19 was conducted to capture the feedback from students on the following key areas. 329 hand filled forms were received from all the schools, which were organized, processed, and inferences were drawn.

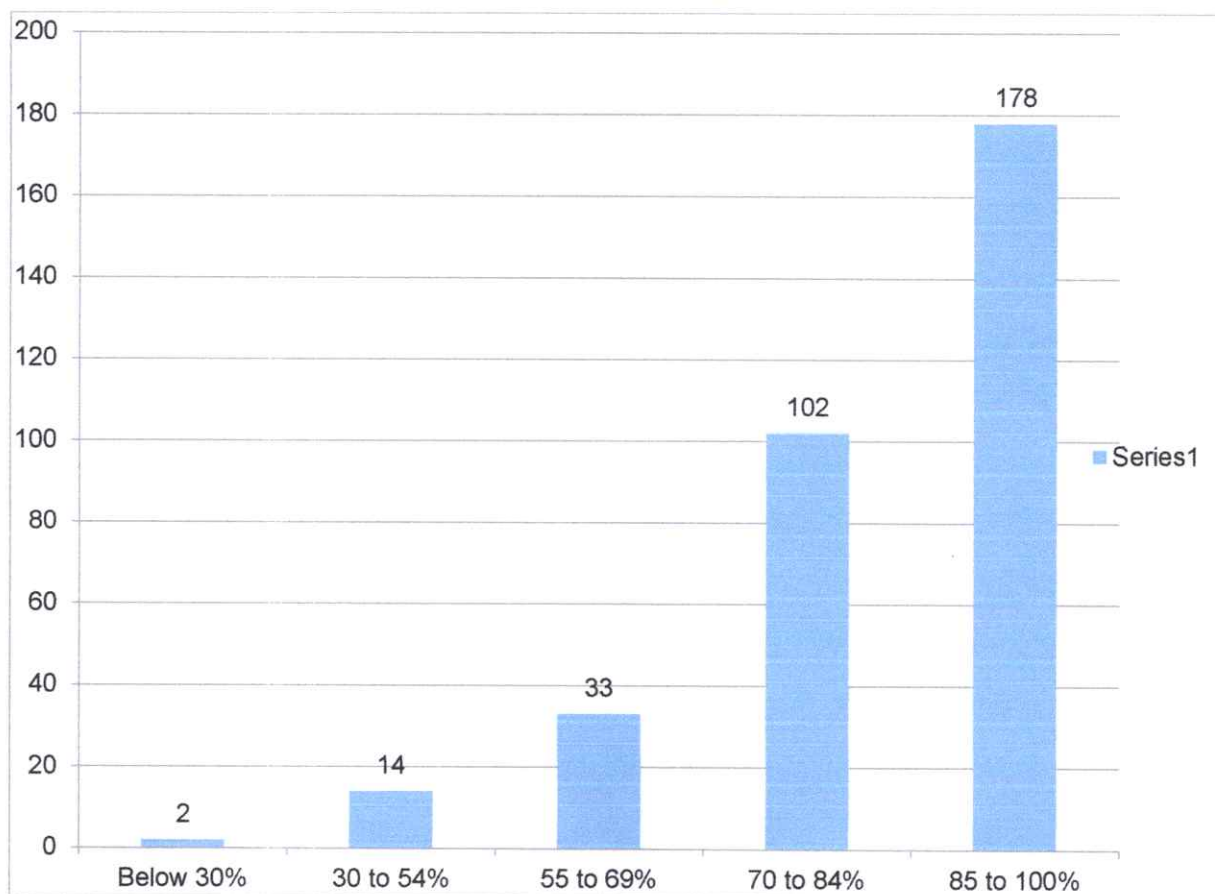
Following dimensions were covered in the questionnaire –

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%	2
30 to 54%	14
55 to 69%	33
70 to 84%	102
85 to 100%	178
Average Rating	3.337386018

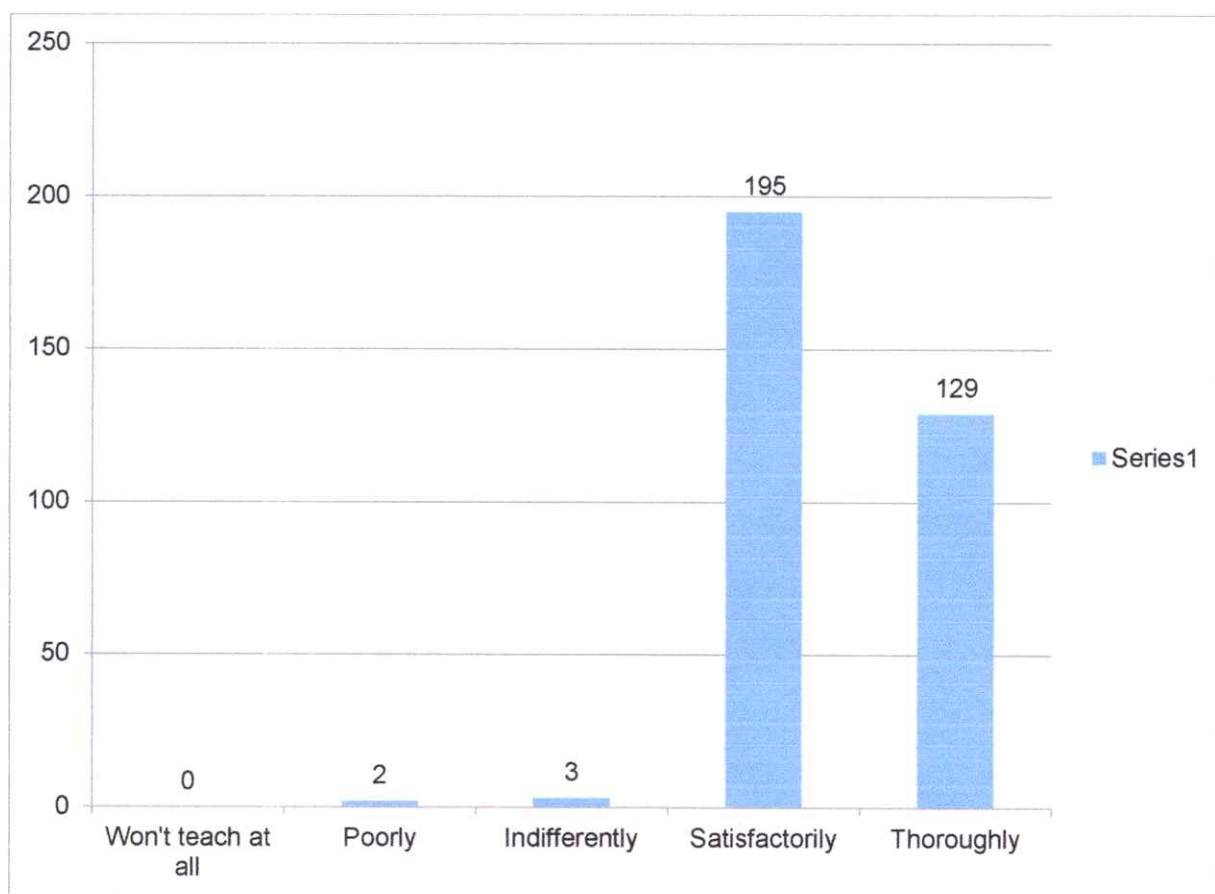
The weighted average score for this parameter was found 3.34. The survey revealed students' satisfaction and syllabus was found well covered during the session.



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**Registrar**  
 IFTM University  
 Moradabad.

2. How well did the teachers prepare for the classes?	
Achievement	Response Count
Won't teach at all	0
Poorly	2
Indifferently	3
Satisfactorily	195
Thoroughly	129
Average Rating	3.370820669

The weighted average found was 3.37 indicating that the teachers go to take classes after thorough preparation of their subjects.

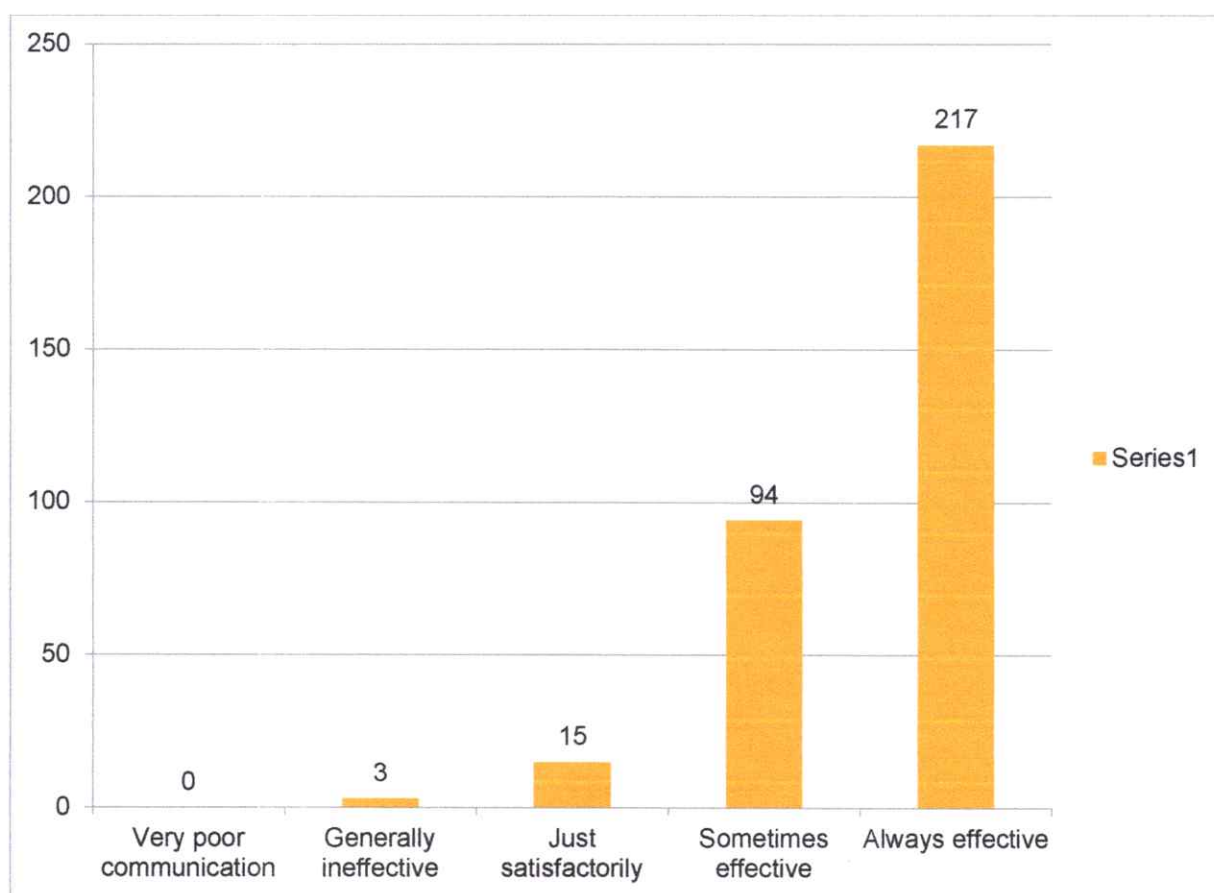


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 IFTM University  
 Moradabad.



3. How well were the teachers able to communicate?	
Achievement	Response Count
Very poor communication	0
Generally ineffective	3
Just satisfactorily	15
Sometimes effective	94
Always effective	217
Average Rating	3.595744681

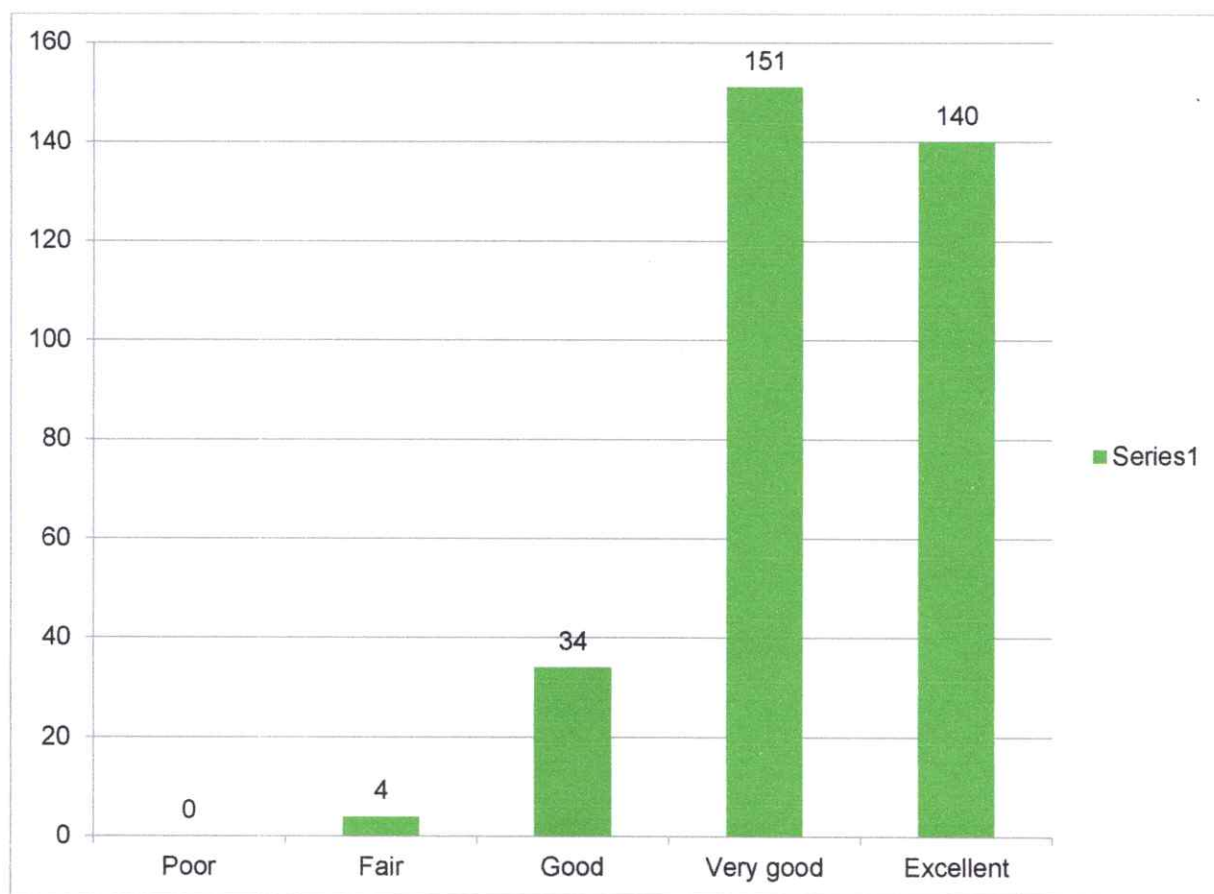
The weighted average was found 3.60 indicating that the teachers have been successful in communicating with the students and establish a productive meaningful relation with the students.



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 IFTM University  
 Moradabad.

4. The teacher's approach to teaching can best be described as	
Achievement	Response Count
Poor	0
Fair	4
Good	34
Very good	151
Excellent	140
Average Rating	3.29787234

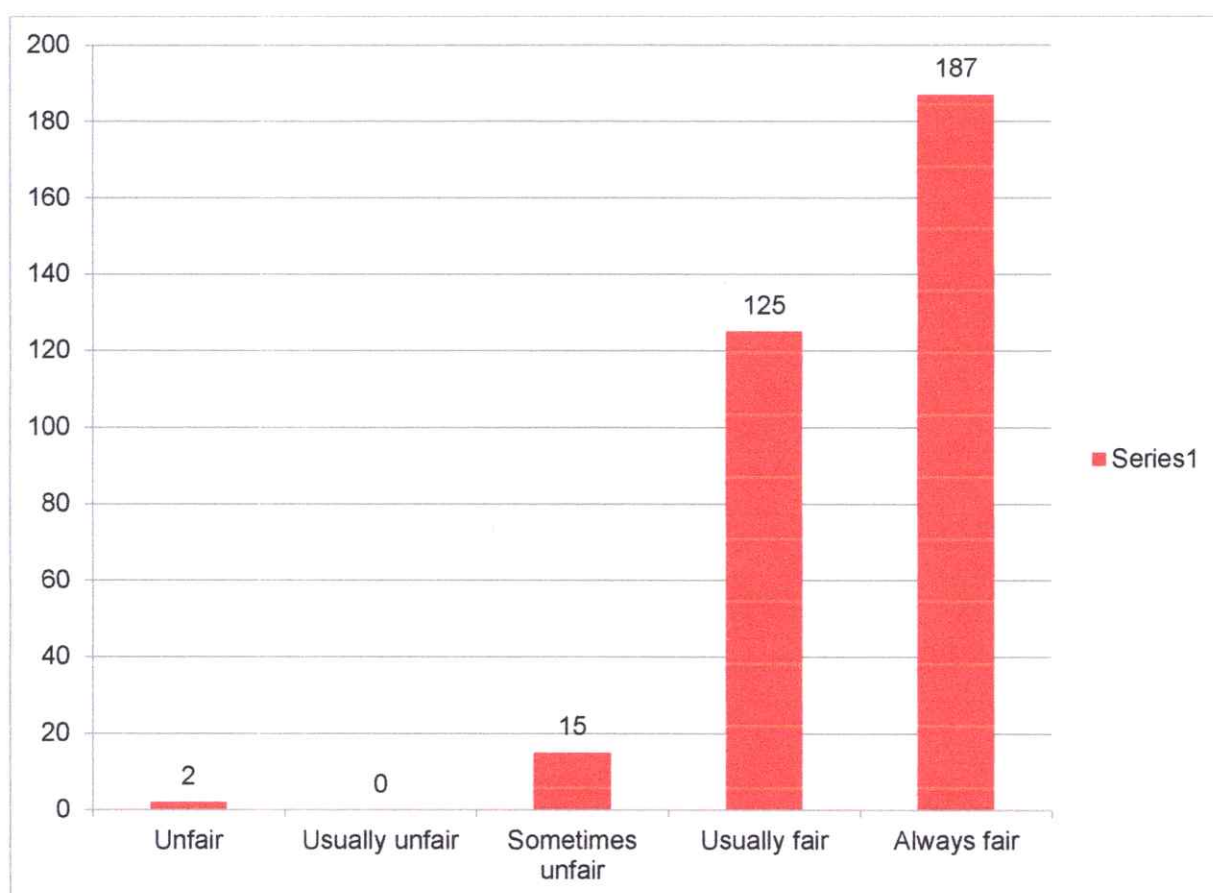
The weighted average was found 3.30 indicating that the teachers' approach was liked and appreciated by most of the students who responded to the survey.



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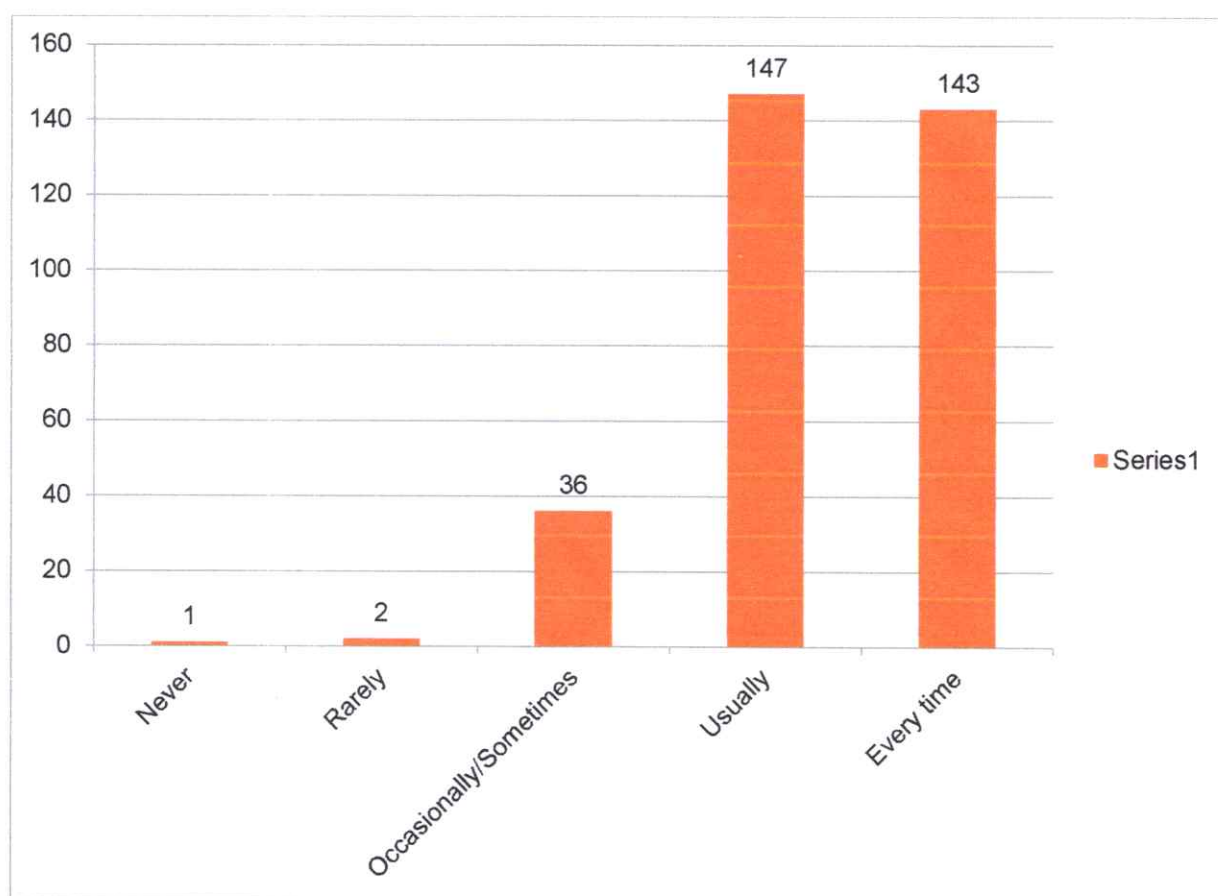
5. Fairness of the internal evaluation process by the teachers:	
Achievement	Response Count
Unfair	2
Usually unfair	0
Sometimes unfair	15
Usually fair	125
Always fair	187
Average Rating	3.504559271

The weighted average was found 3.50 for the degree of fairness in the opinion of students in regards to the internal evaluation done by the teachers.



6. Was your performance in assignments discussed with you?	
Achievement	Response Count
Never	1
Rarely	2
Occasionally/Sometimes	36
Usually	147
Every time	143
Average Rating	3.303951368

The weighted average was found 3.30 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.

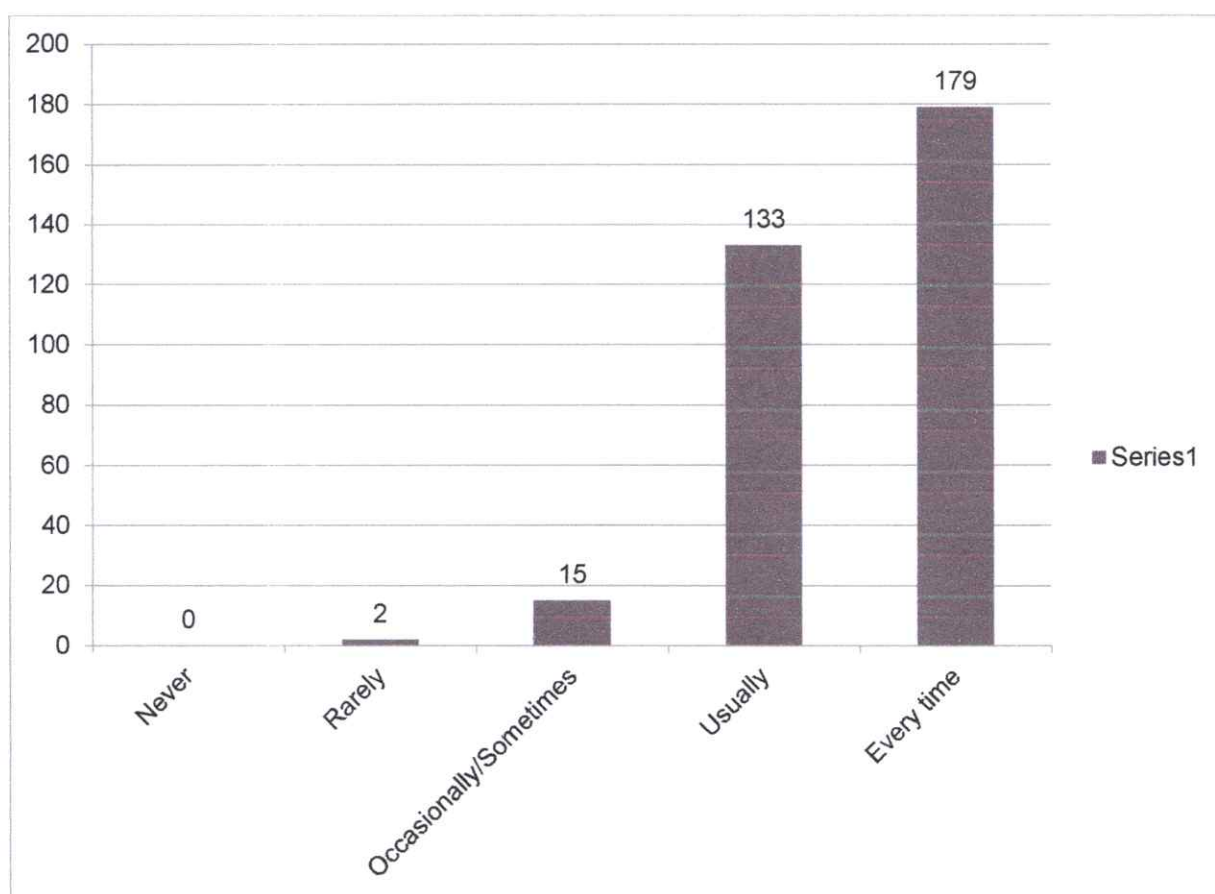




**7. Teachers inform you about your expected competencies, course outcomes and programme outcomes.**

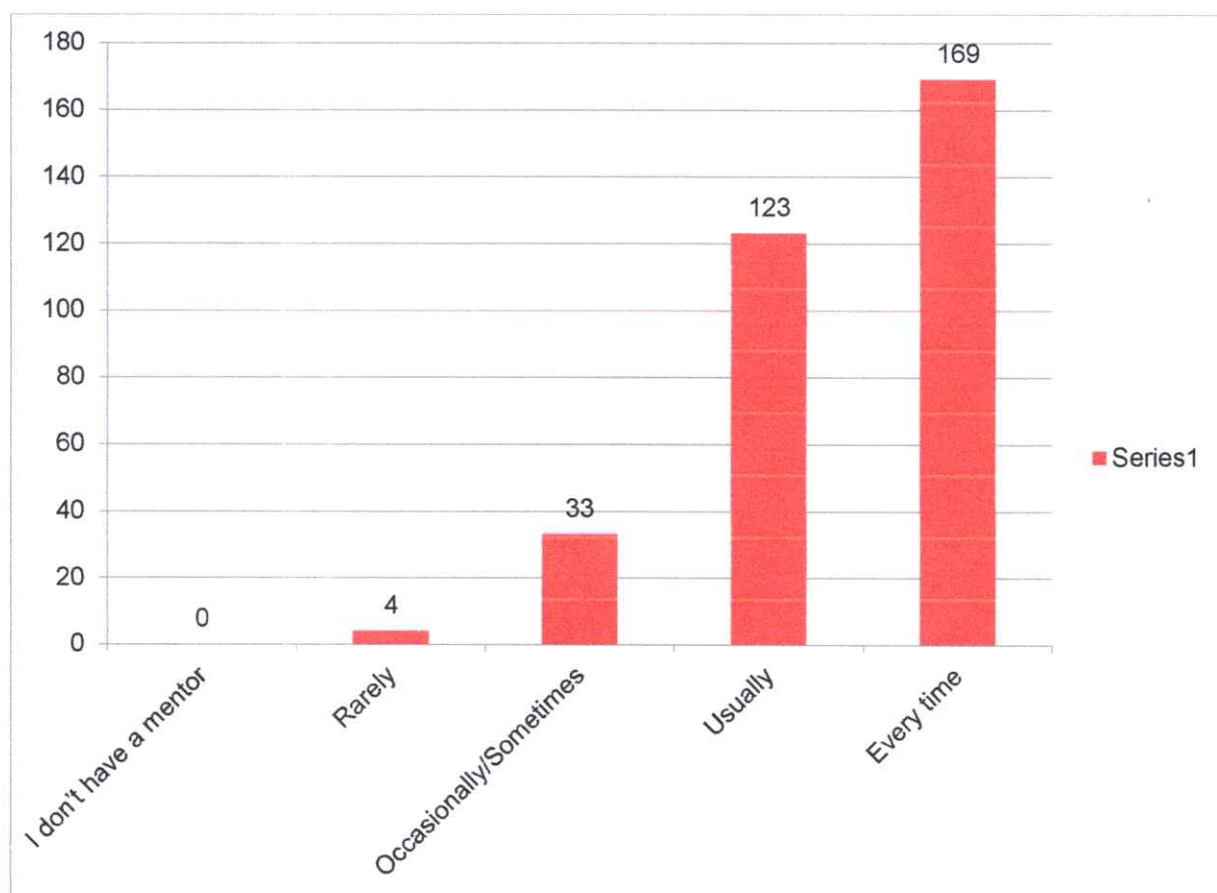
Achievement	Response Count
Never	0
Rarely	2
Occasionally/Sometimes	15
Usually	133
Every time	179
<b>Average Rating</b>	<b>3.486322188</b>

The weighted average was found 3.49 where students concurred that the faculty members inform students about their expected competencies required to achieve course and program outcomes.



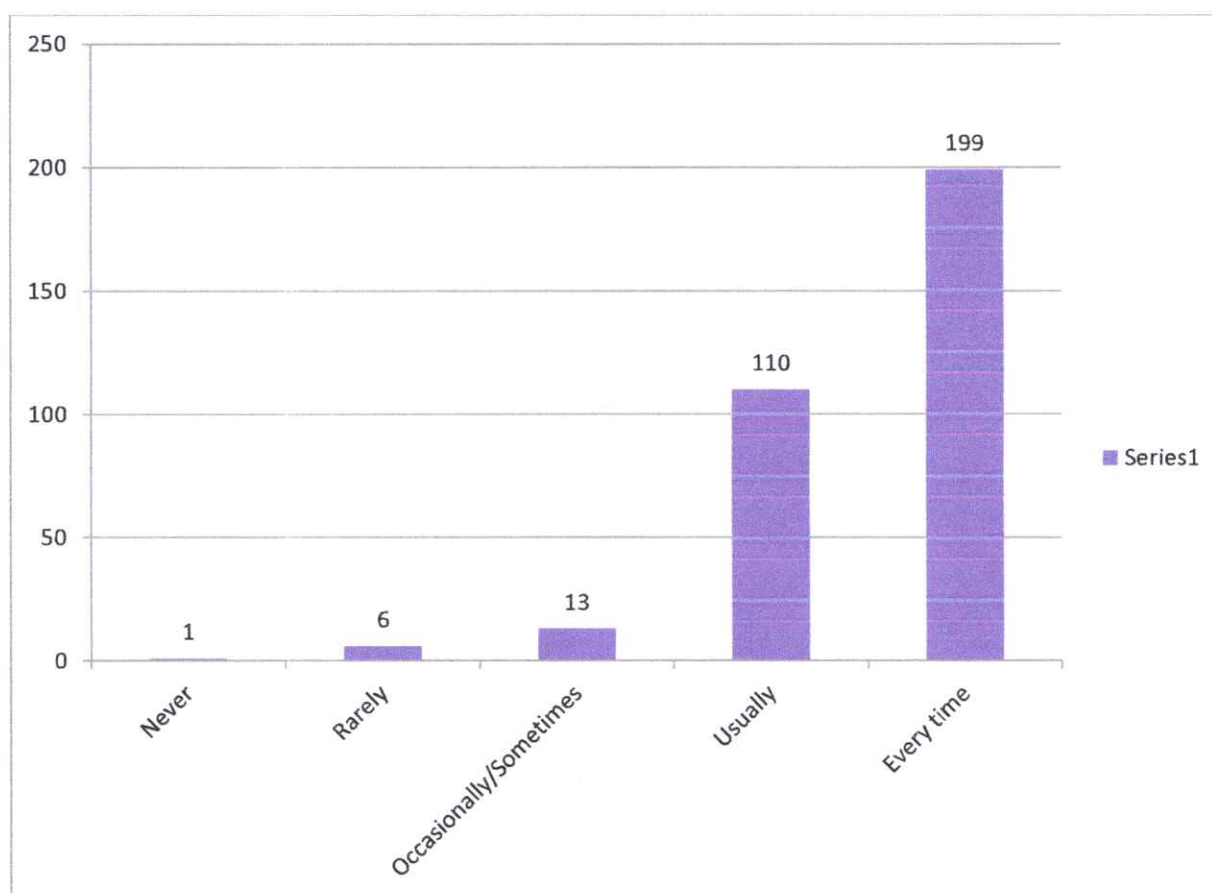
8. Your mentor does a necessary follow-up with an assigned task to you.	
Achievement	Response Count
I don't have a mentor	0
Rarely	4
Occasionally/Sometimes	33
Usually	123
Every time	169
Average Rating	3.389057751

The weighted average was found 3.39 conforming an effective mentor mentee practice in place here students concurred that the mentor do follow up for the assignment / task given to them.



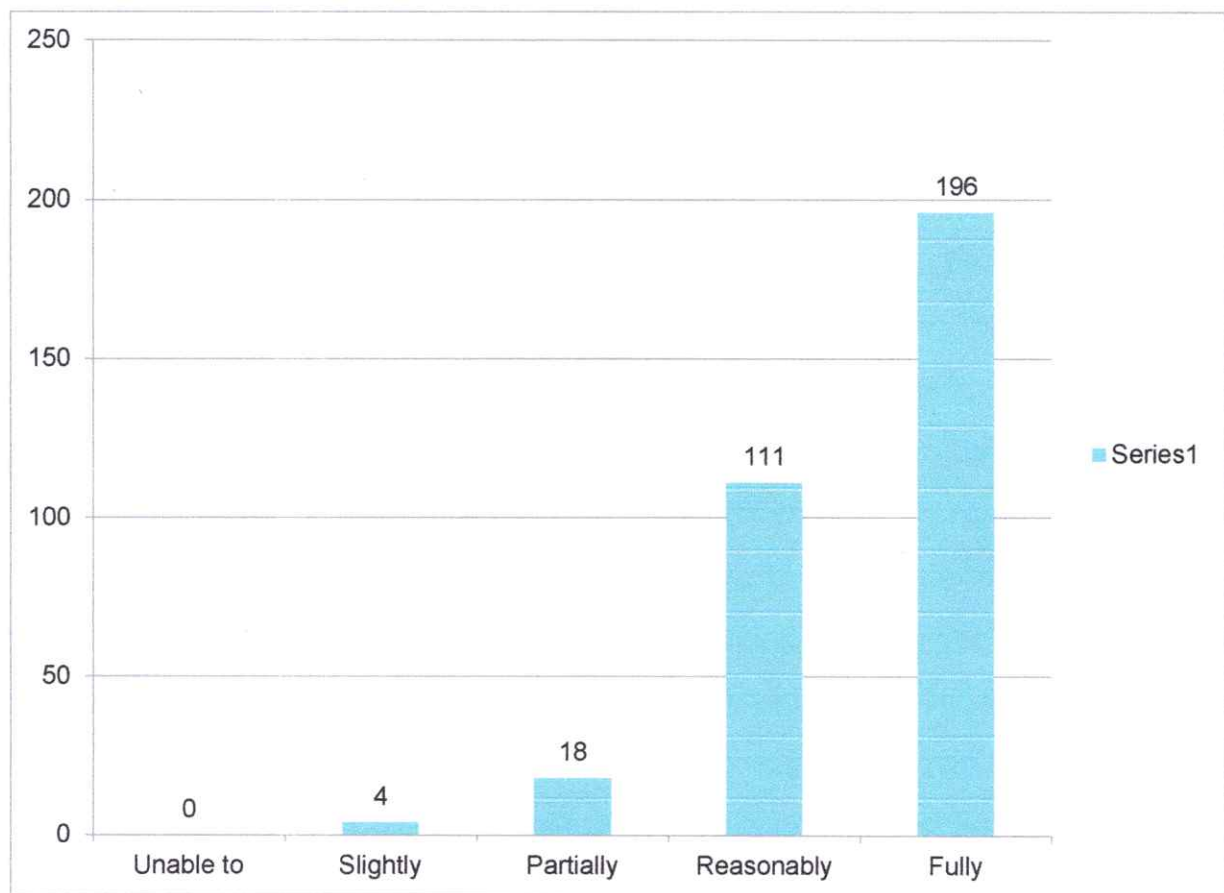
9. The teachers illustrate the concepts through examples and applications.	
Achievement	Response Count
Never	1
Rarely	6
Occasionally/Sometimes	13
Usually	110
Every time	199
Average Rating	3.519756839

The weighted average of 3.52 showed that the students were happy and satisfied with the explanations and overall class performance of the teachers.



10. The teachers identify your strengths and encourage you with providing right level of challenges.	
Achievement	Response Count
Unable to	0
Slightly	4
Partially	18
Reasonably	111
Fully	196
Average Rating	3.516717325

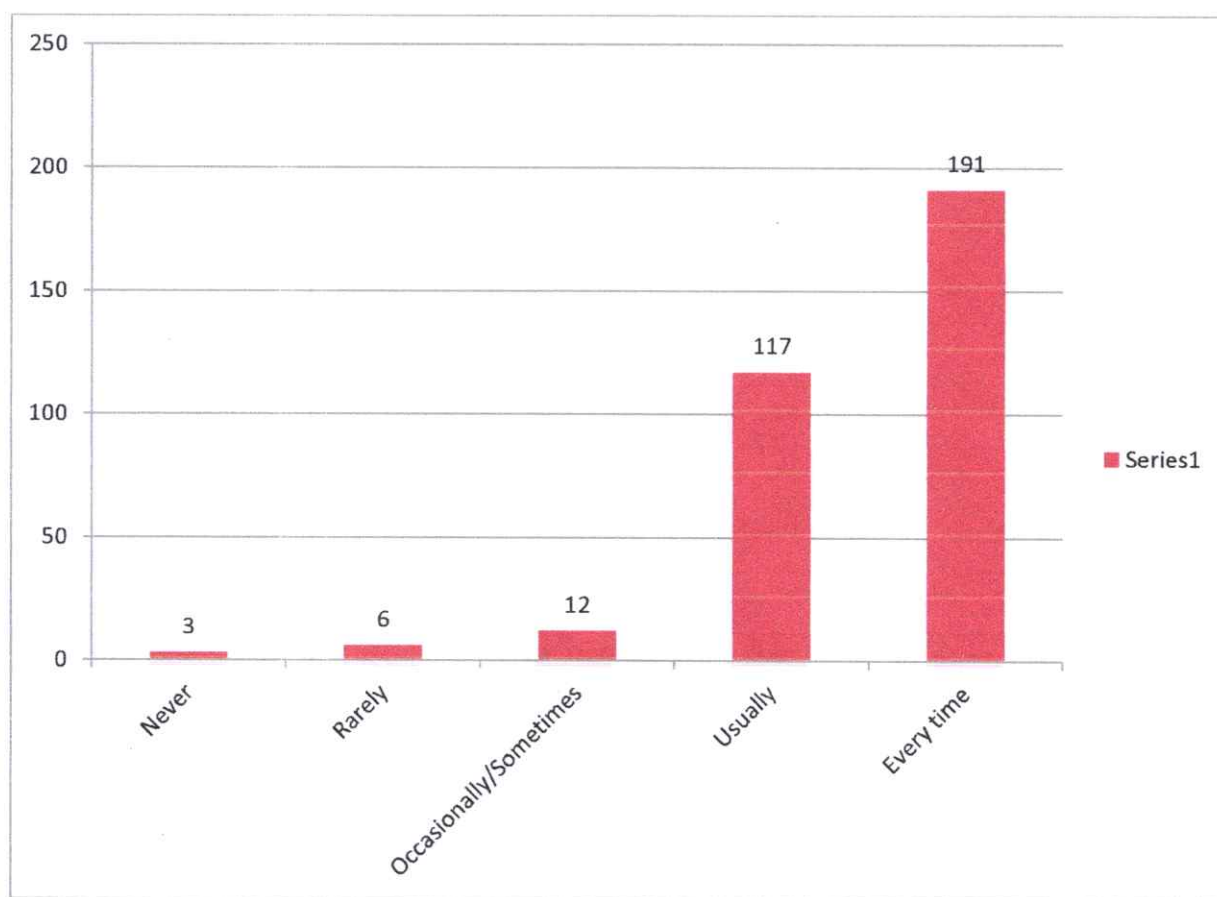
The weighted average for this parameter was found 3.52 indicating strong ability of teachers to identify strong areas of students to help them aspire and achieve higher order goals.





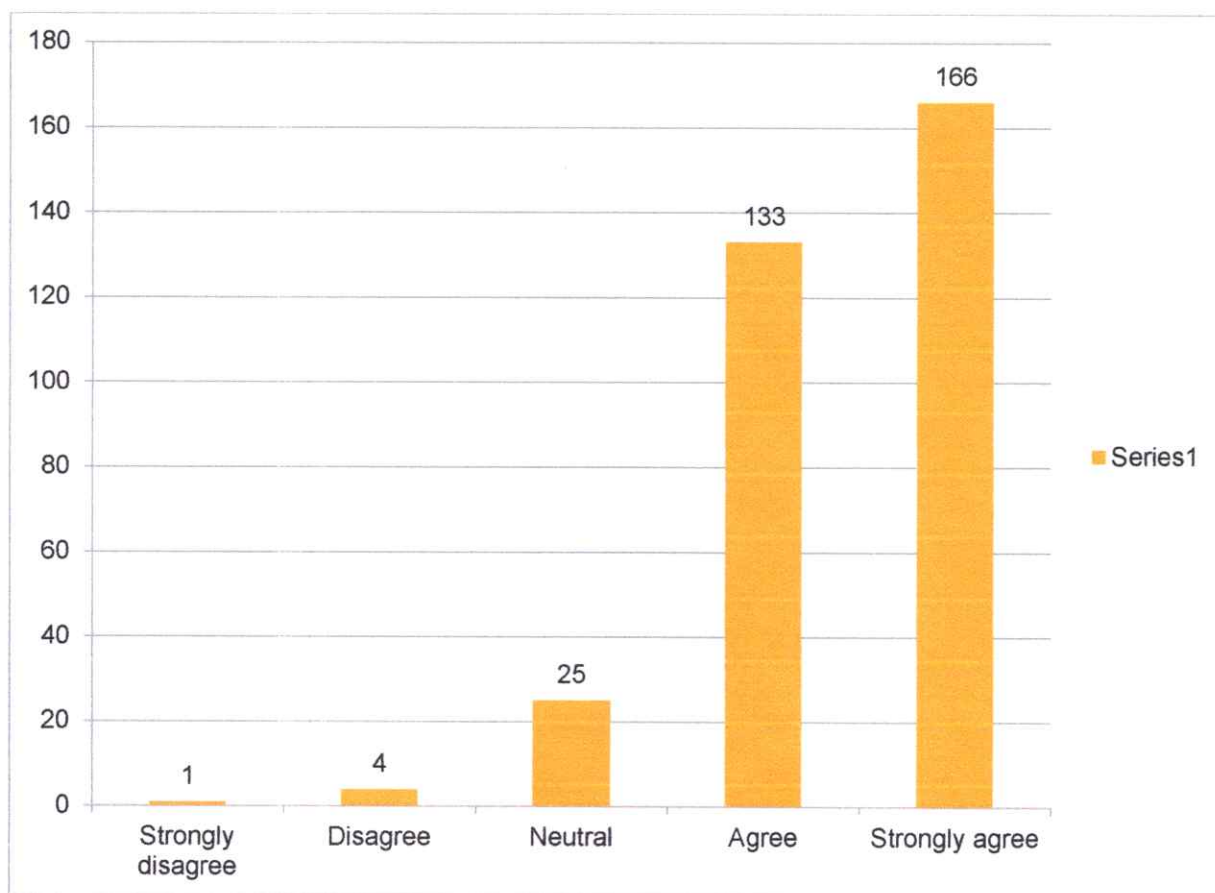
11. Teachers are able to identify your weaknesses and help you to overcome them.	
Achievement	Response Count
Never	3
Rarely	6
Occasionally/Sometimes	12
Usually	117
Every time	191
Average Rating	3.480243161

The weighted average for this ability of teachers was found 3.48 indicating the teachers' flair of identifying students' weaknesses and ability to help them overcome them.



12. Teachers encourage you to participate in extracurricular activities.	
Achievement	Response Count
Strongly disagree	1
Disagree	4
Neutral	25
Agree	133
Strongly agree	166
Average Rating	3.395136778

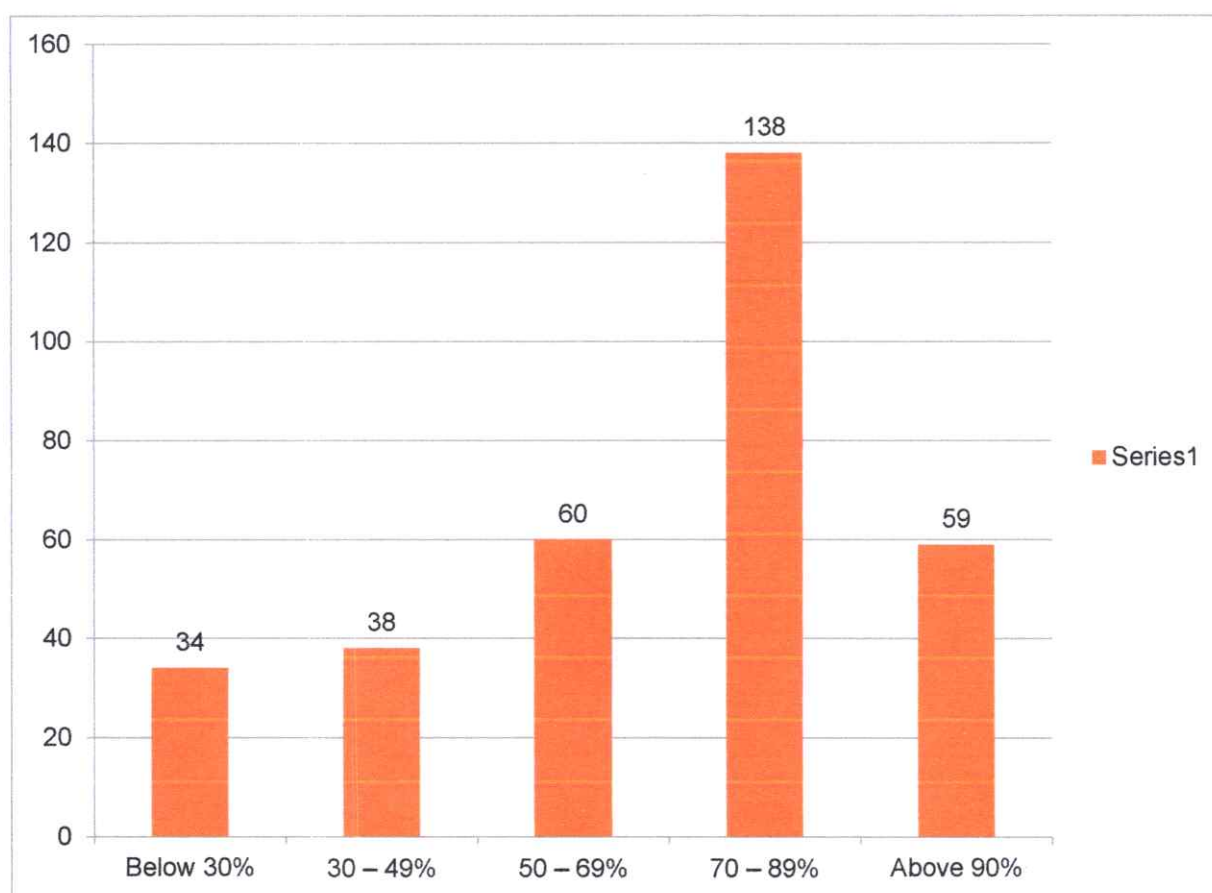
The weightage average was found 3.40 for this attribute of teachers highlighting their ability to encourage participation of students in extracurricular activities.



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

Achievement	Response Count
Below 30%	34
30 – 49%	38
50 – 69%	60
70 – 89%	138
Above 90%	59
Average Rating	2.455927052

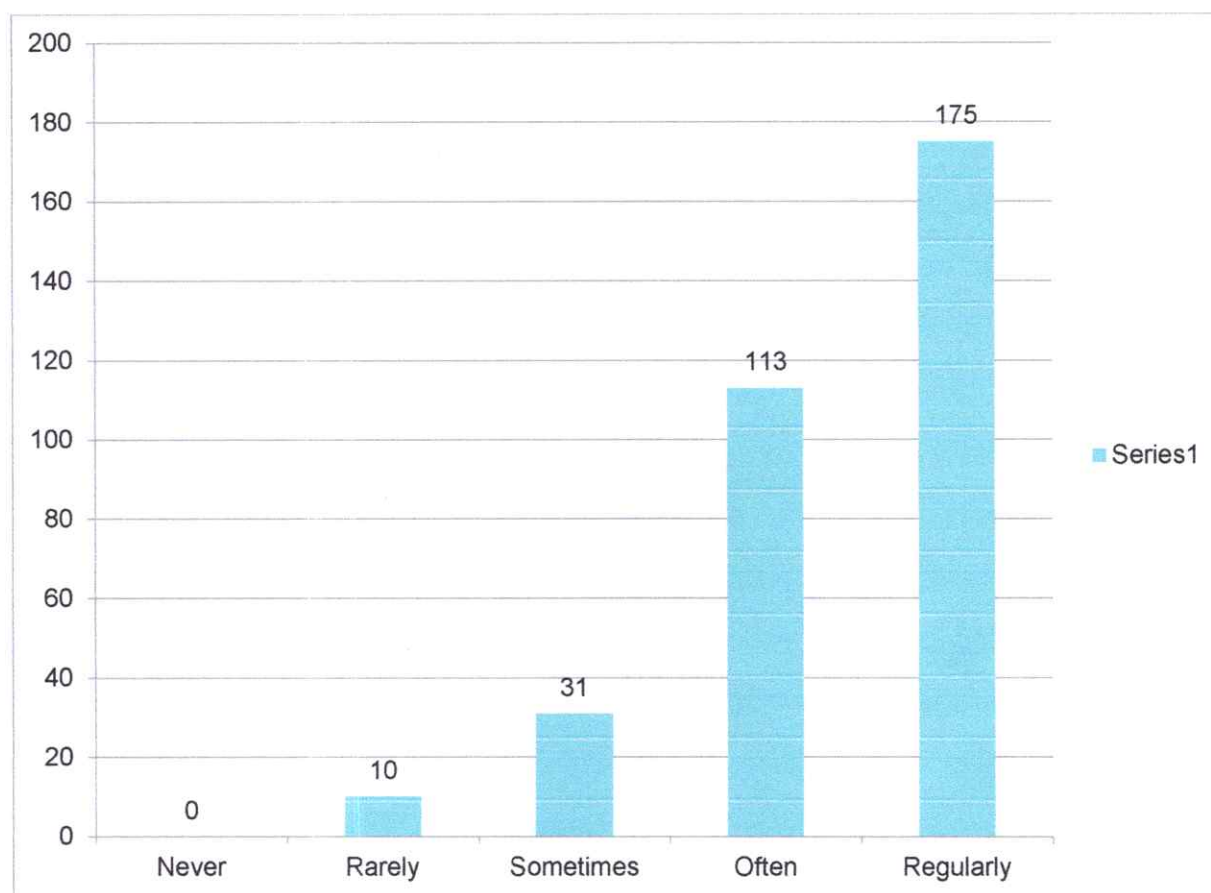
The weighted average was found 2.46 clearly showing that the students' need for learning through advanced multimedia tools is immense and there is scope for improvement on the part of the University.



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

Achievement	Response Count
Never	0
Rarely	10
Sometimes	31
Often	113
Regularly	175
Average Rating	3.376899696

The weighted average was found 3.38 indicating the institute take active interest in providing internship and field visit opportunities to its opportunities.

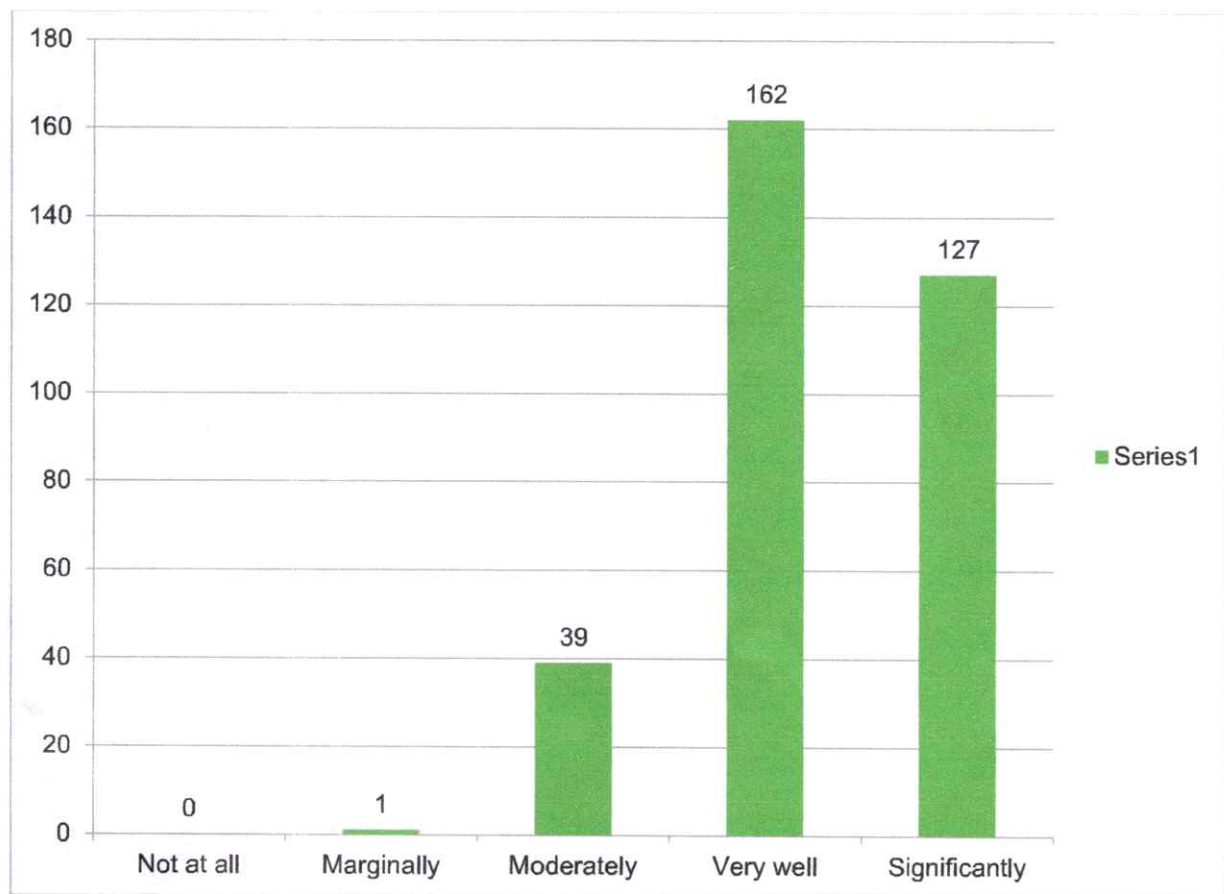




**15. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.**

Achievement	Response Count
Not at all	0
Marginally	1
Moderately	39
Very well	162
Significantly	127
<b>Average Rating</b>	<b>3.261398176</b>

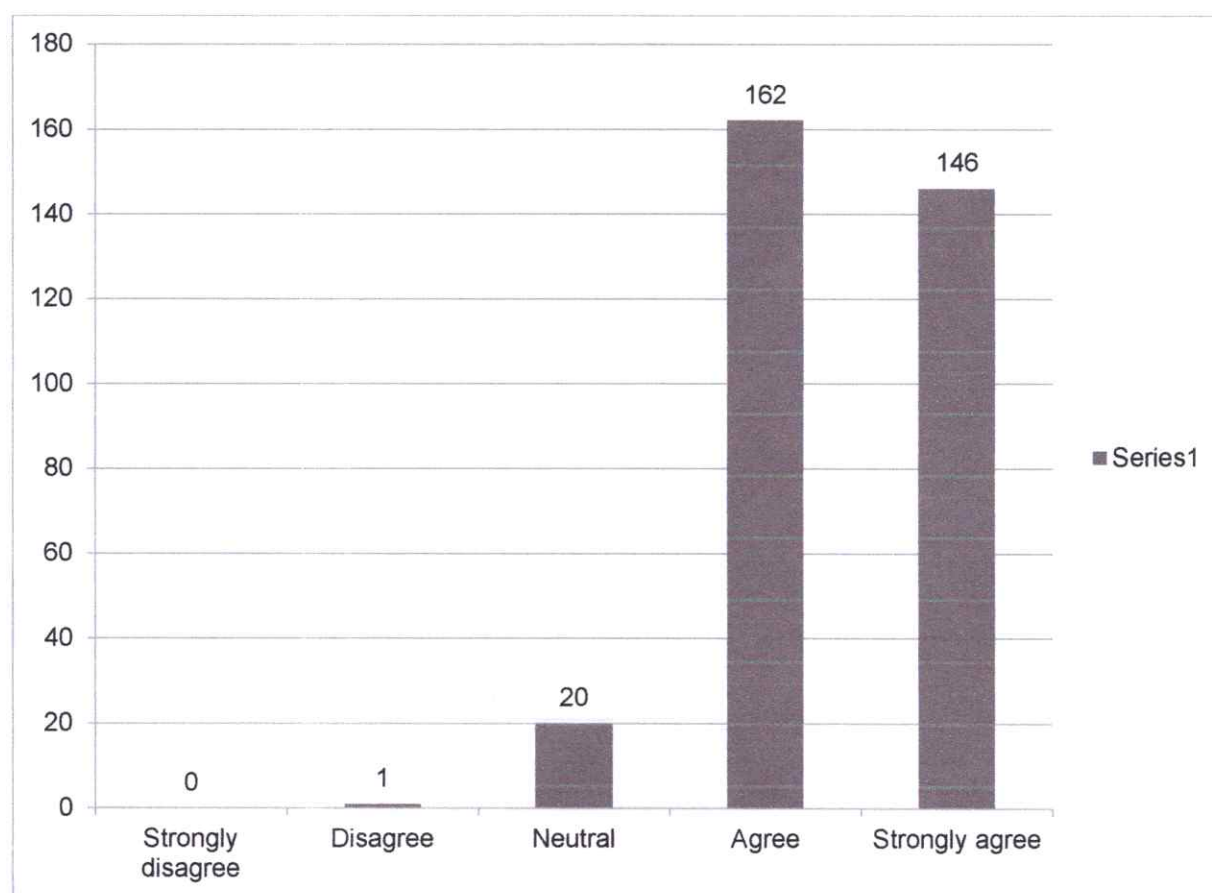
The weighted average was found 3.26 confirming institute is putting considerable efforts in providing holistic experience & growth opportunities to its students.



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16. The institution provides multiple opportunities to learn and grow.	
Achievement	Response Count
Strongly disagree	0
Disagree	1
Neutral	20
Agree	162
Strongly agree	146
Average Rating	3.376899696

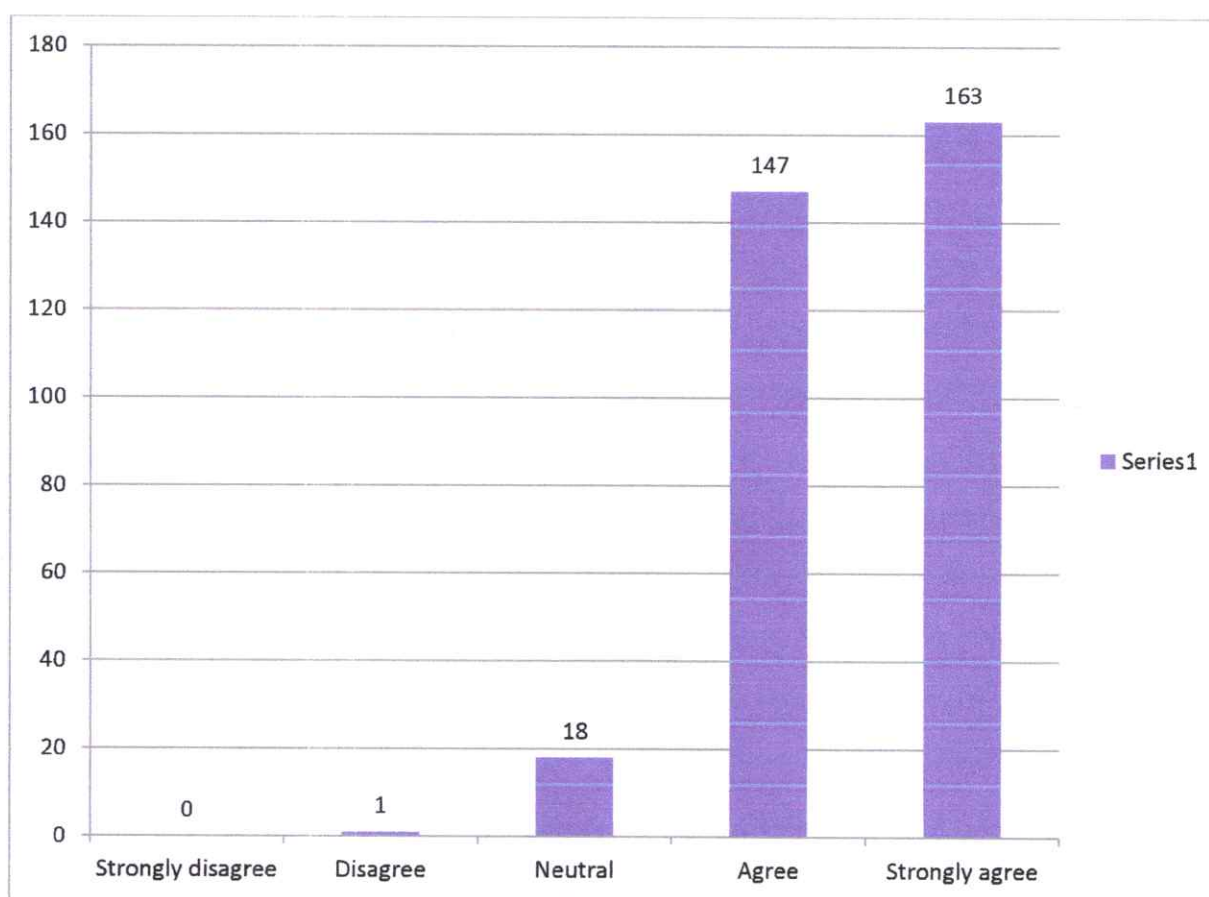
The weighted average for this parameter was found 3.38. The score indicated that the University has been providing sufficient opportunities for learning and personal and professional growth.



**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	1
Neutral	18
Agree	147
Strongly agree	163
Average Rating	3.434650456

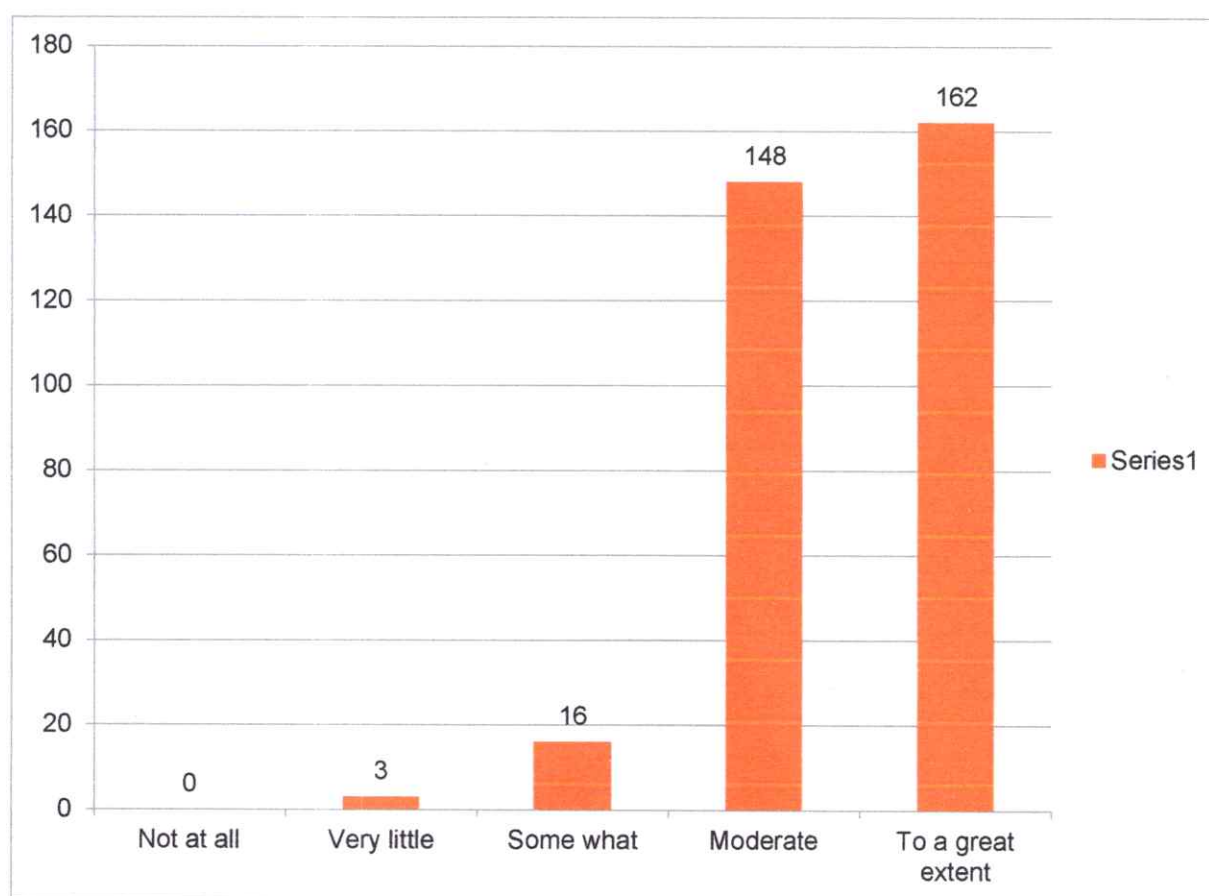
The weighted average of 3.43 supported the fact that the University has been putting sincere efforts to involve students in improving its teaching learning process.



**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	3
Some what	16
Moderate	148
To a great extent	162
<b>Average Rating</b>	<b>3.425531915</b>

With a score of 3.43, it became evident that the University has adopted student centric methods for enhancing the learning experiences of its students.

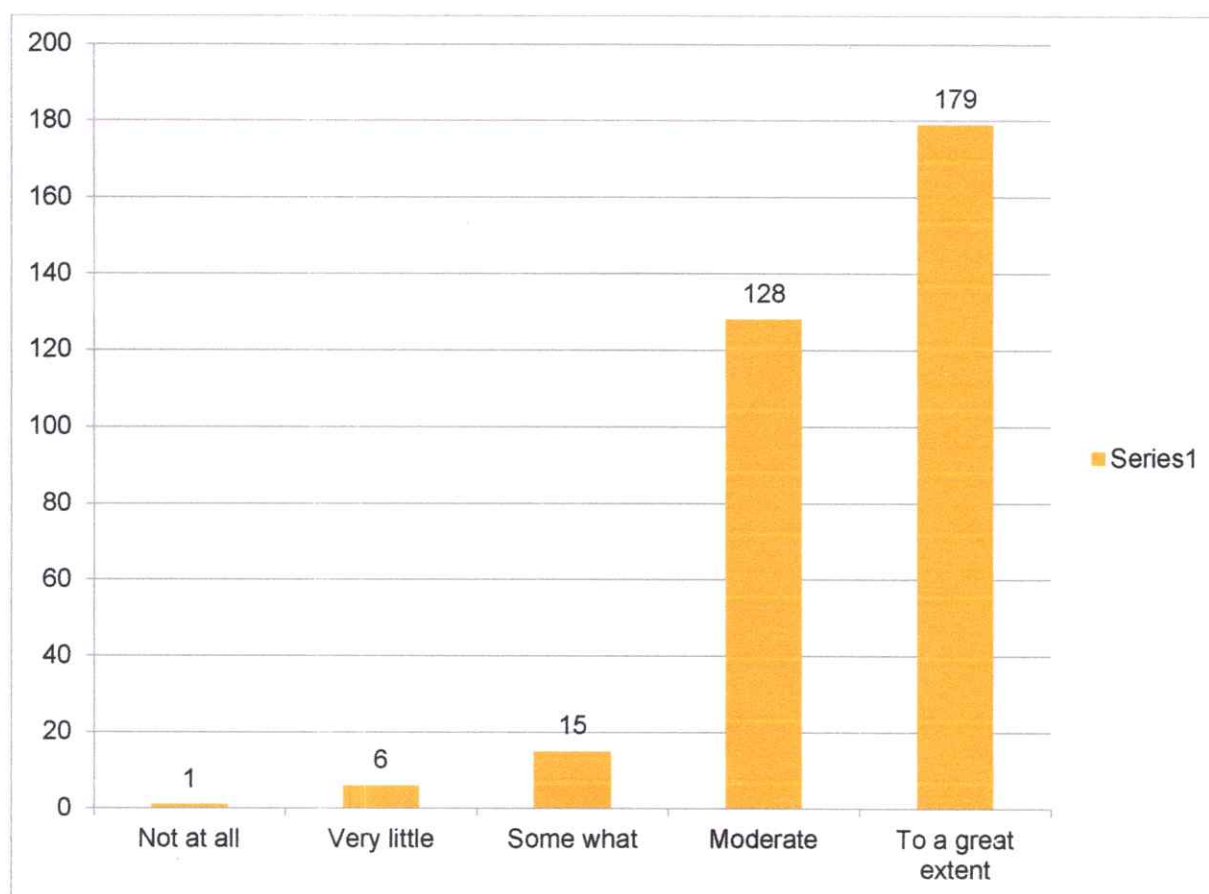




**19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employ ability skills to make you ready for the world of work.**

Achievement	Response Count
Not at all	1
Very little	6
Some what	15
Moderate	128
To a great extent	179
<b>Average Rating</b>	<b>3.452887538</b>

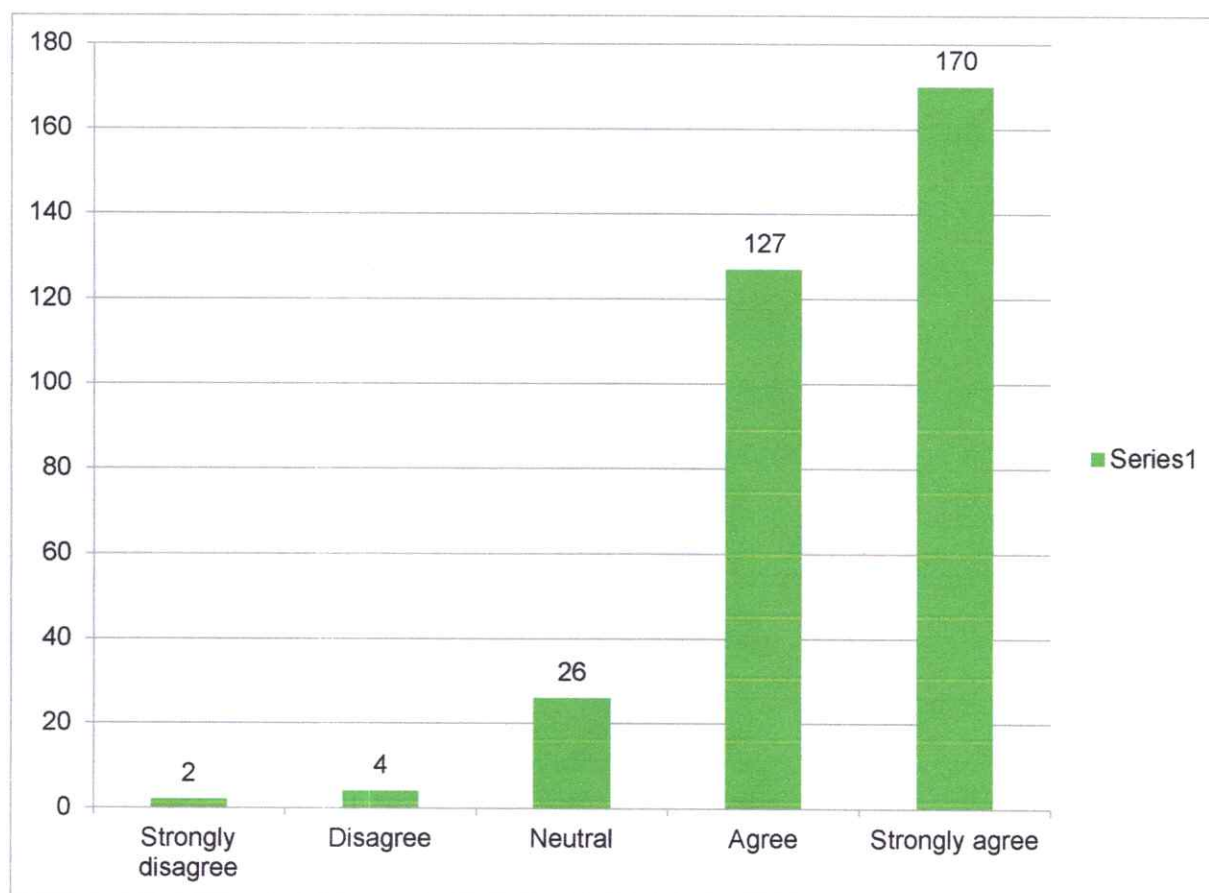
The weighted average of 3.45 indicated that the University puts considerable efforts in skilling its students for improving their employability.



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

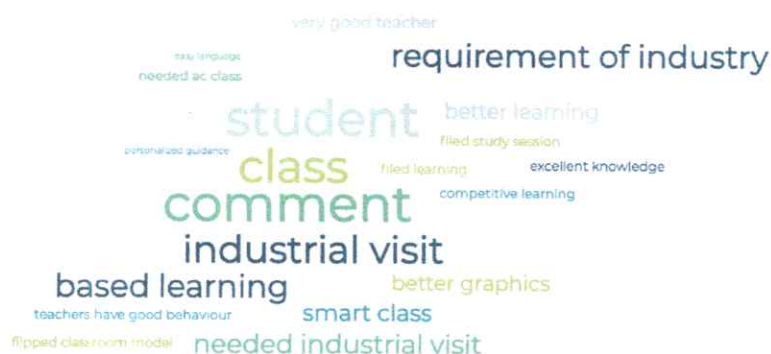
Achievement	Response Count
Strongly disagree	2
Disagree	4
Neutral	26
Agree	127
Strongly agree	170
Average Rating	3.395136778

The weighted average of 3.40 indicated that the students were happy with the teaching learning process at the University.



**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 2018-19. 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 **“easy language / personalized guidance”** were interpreted as that the University shall ensure that some students might need explanation in a more lucid manner and personal attention from teachers.
2. Keywords **“requirement of industry / filed study session / filed learning / industrial visit / needed industrial visit”** all pertains to use of smart devices and technologies in classrooms.

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