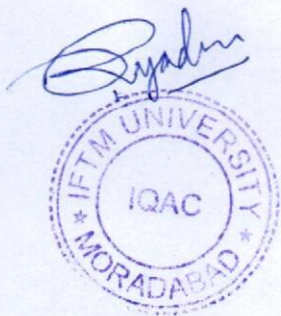आईएफटीएम विश्वविद्यालय, मुरादाबाद, उत्तर प्रदेश
IFTM University, Moradabad, Uttar Pradesh
NAAC ACCREDITED

STUDENT SATISFACTION
SURVEY
# 2022-23

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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 2022-23 was conducted to capture the feedback from students on the following key areas. 1178 students responded to 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

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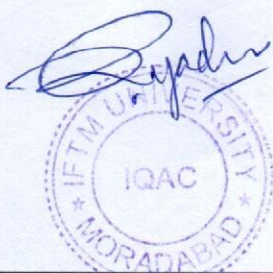
1. How much of the syllabus was covered in the class?		
Achievement	Assigned Rating	Response Count
Below 30%	0	23
30 to 54%	1	24
55 to 69%	2	59
70 to 84%	3	400
85 to 100%	4	672
Average Rating	3.42	1178

The weighted average score for this parameter was found 3.42. The survey revealed students' satisfaction and syllabus was found well covered during the session.

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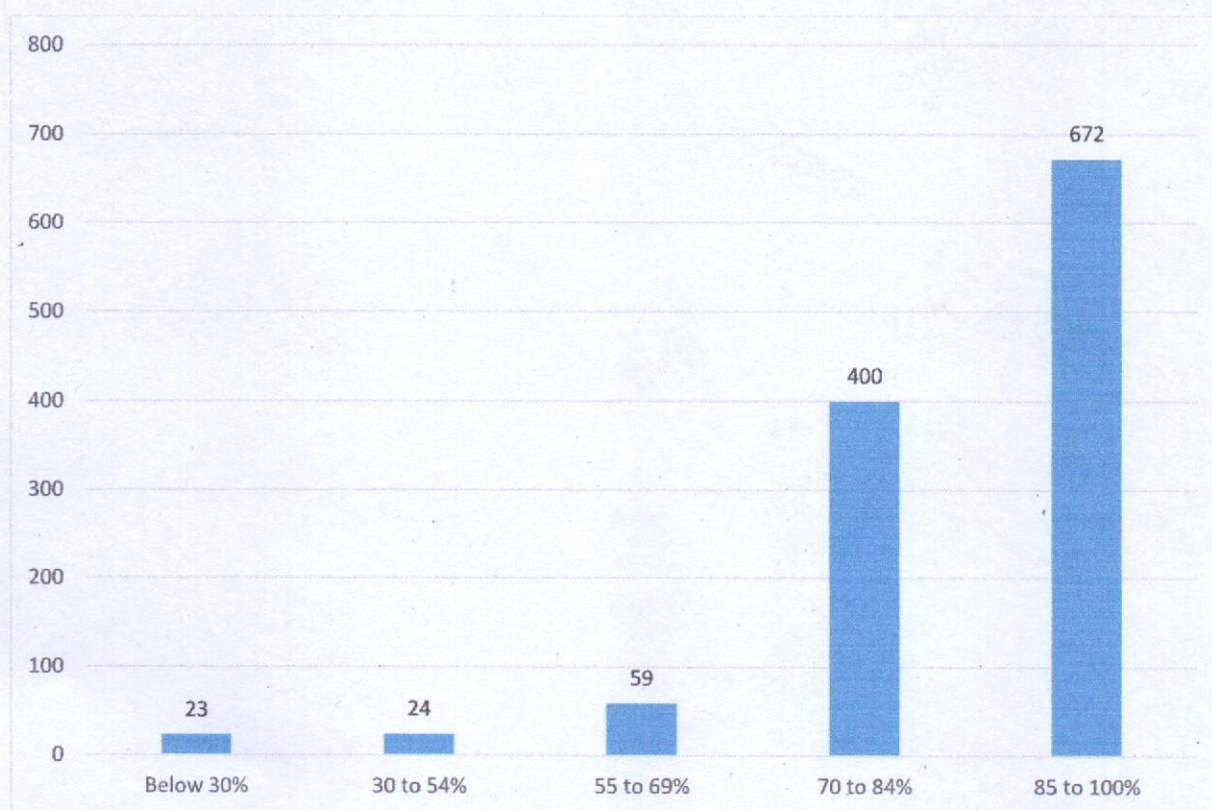
| 2. How well did the teachers prepare for the classes?		
Achievement	Assigned Rating	Response Count
Won't teach at all	0	23
Poorly	1	23
Indifferently	2	71
Satisfactorily	3	401
Thoroughly	4	660
Average Rating	3.40	1178

The weighted average found was 3.40 indicating that the teachers go to take classes after thorough preparation of their subjects.
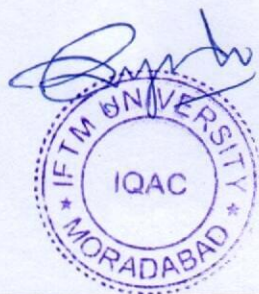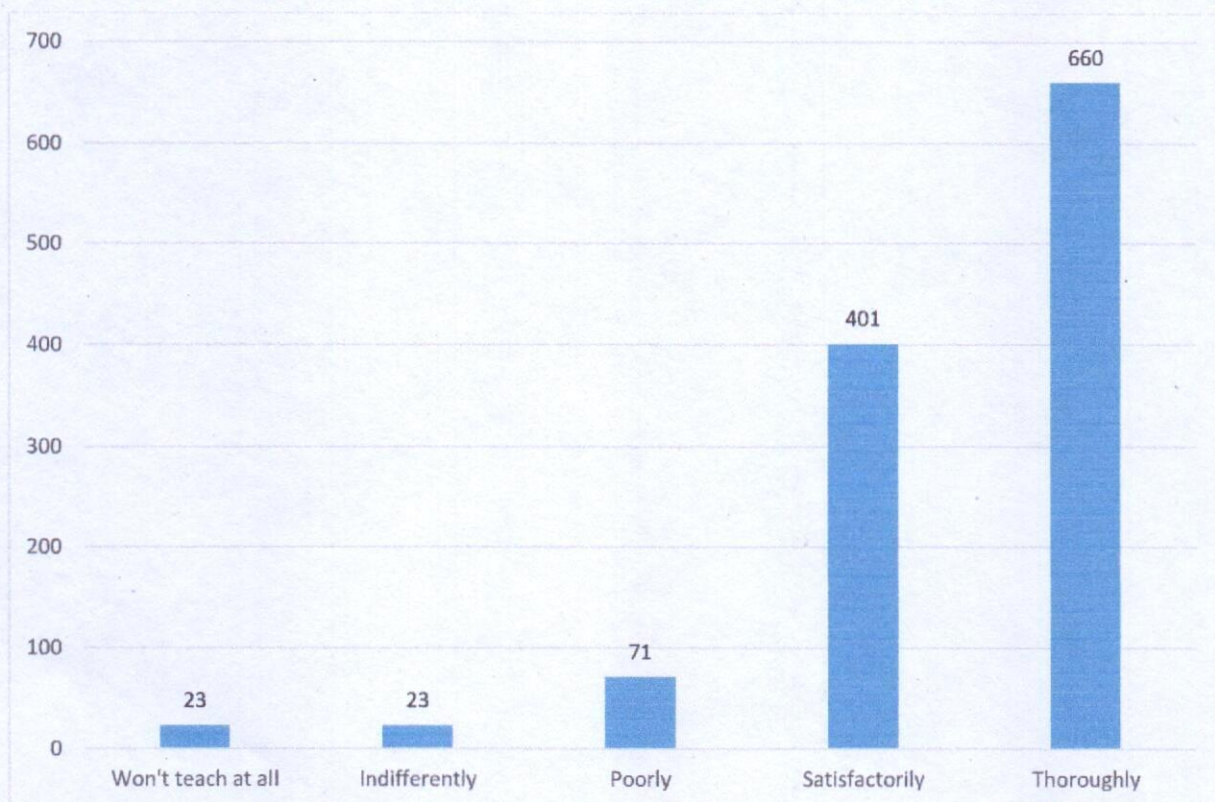
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3. How well were the teachers able to communicate?

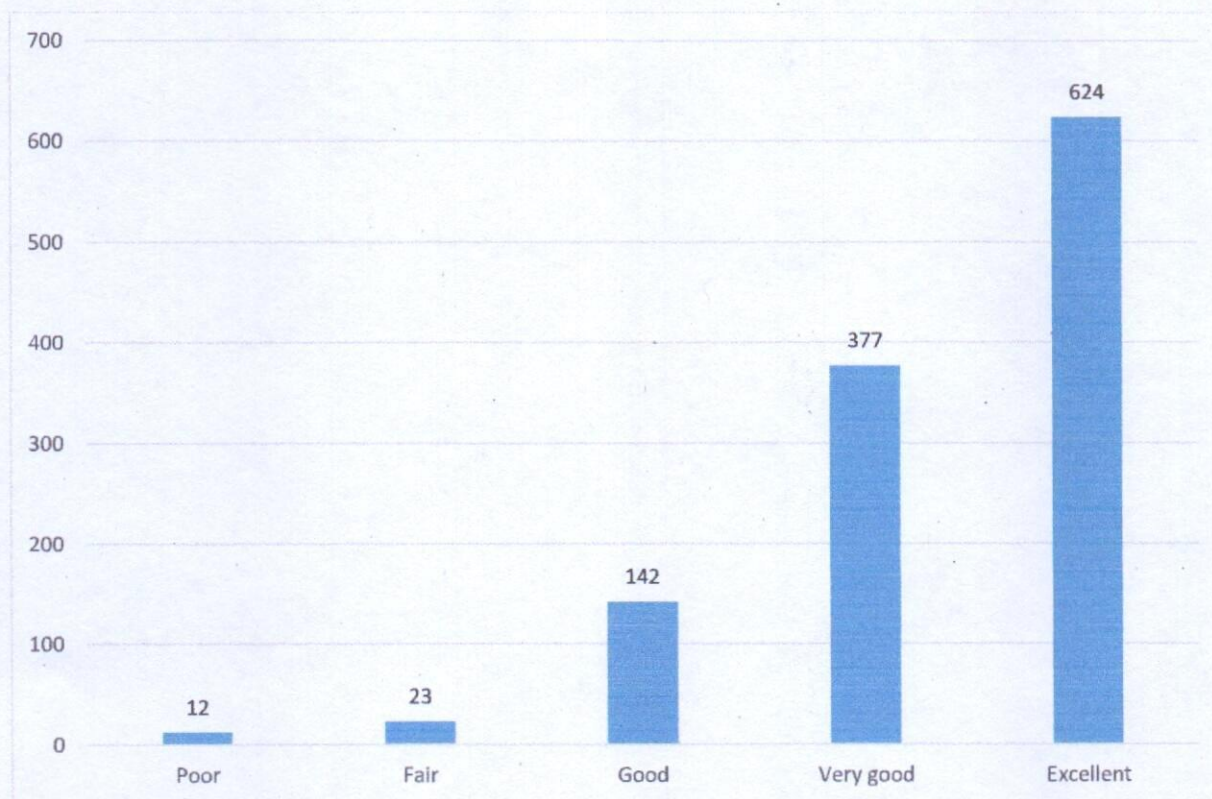| Achievement	Assigned Rating	Response Count
Very poor communication	0	23
Generally ineffective	1	48
Just satisfactorily	2	117
Sometimes effective	3	212
Always effective	4	778
Average Rating	3.42	1178

The weighted average was found 3.42 indicating that the teachers have been successful in communicating with the students and establish a productive meaningful relation with the students.

4
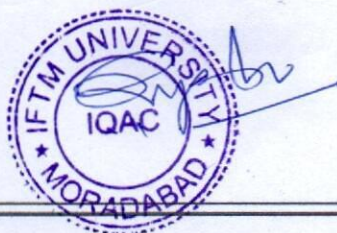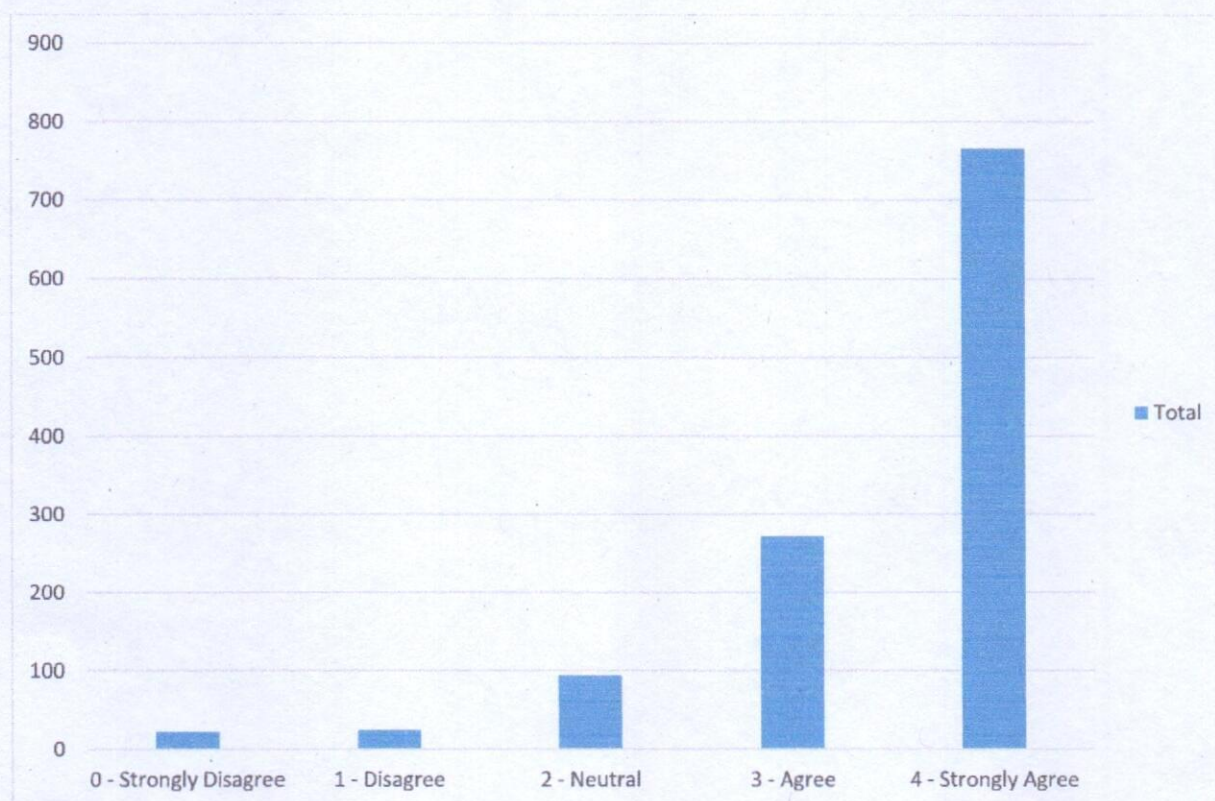
| 4. The teacher's approach to teaching can best be described as		
Achievement	Assigned Rating	Response Count
Poor	0	12
Fair	1	23
Good	2	142
Very good	3	377
Excellent	4	624
Average Rating	3.34	1178

The weighted average was found 3.34 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:

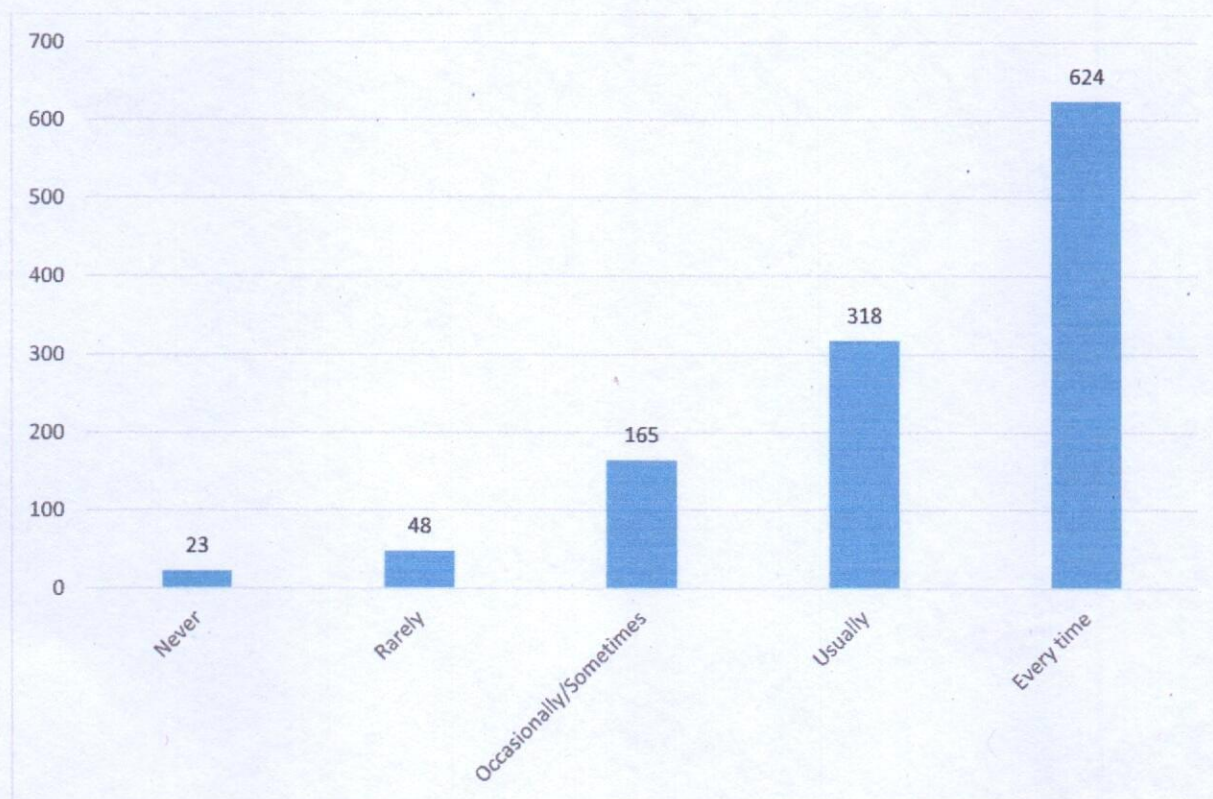| Achievement	Assigned Rating	Response Count
Unfair	0	25
Usually unfair	1	23
Sometimes unfair	2	82
Usually fair	3	247
Always fair	4	801
Average Rating	3.51	1178

The weighted average was found 3.51 for the degree of fairness in the opinion of students in regards to the internal evaluation done by the teachers.
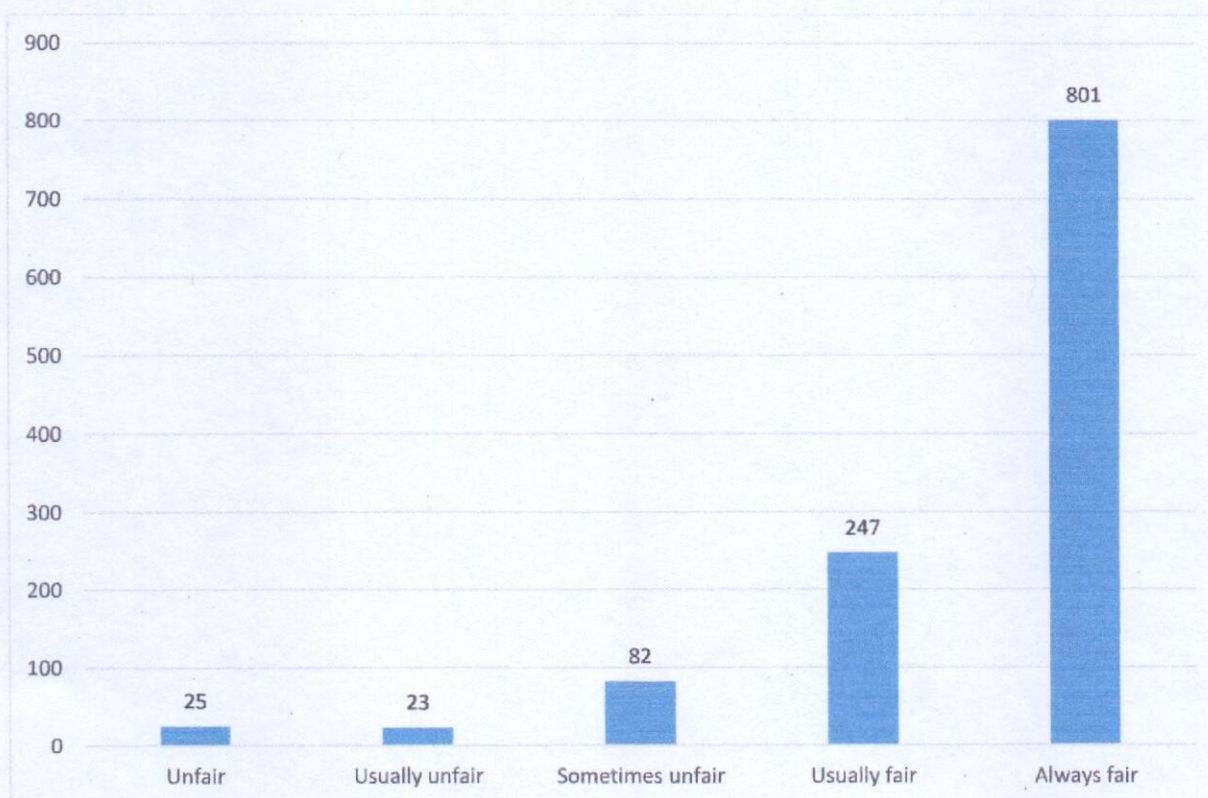
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6. Was your performance in assignments discussed with you?		
Achievement	Assigned Rating	Response Count
Never	0	23
Rarely	1	48
Occasionally/Sometimes	2	165
Usually	3	318
Every time	4	624
Average Rating	3.25	1178

The weighted average was found 3.25 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.
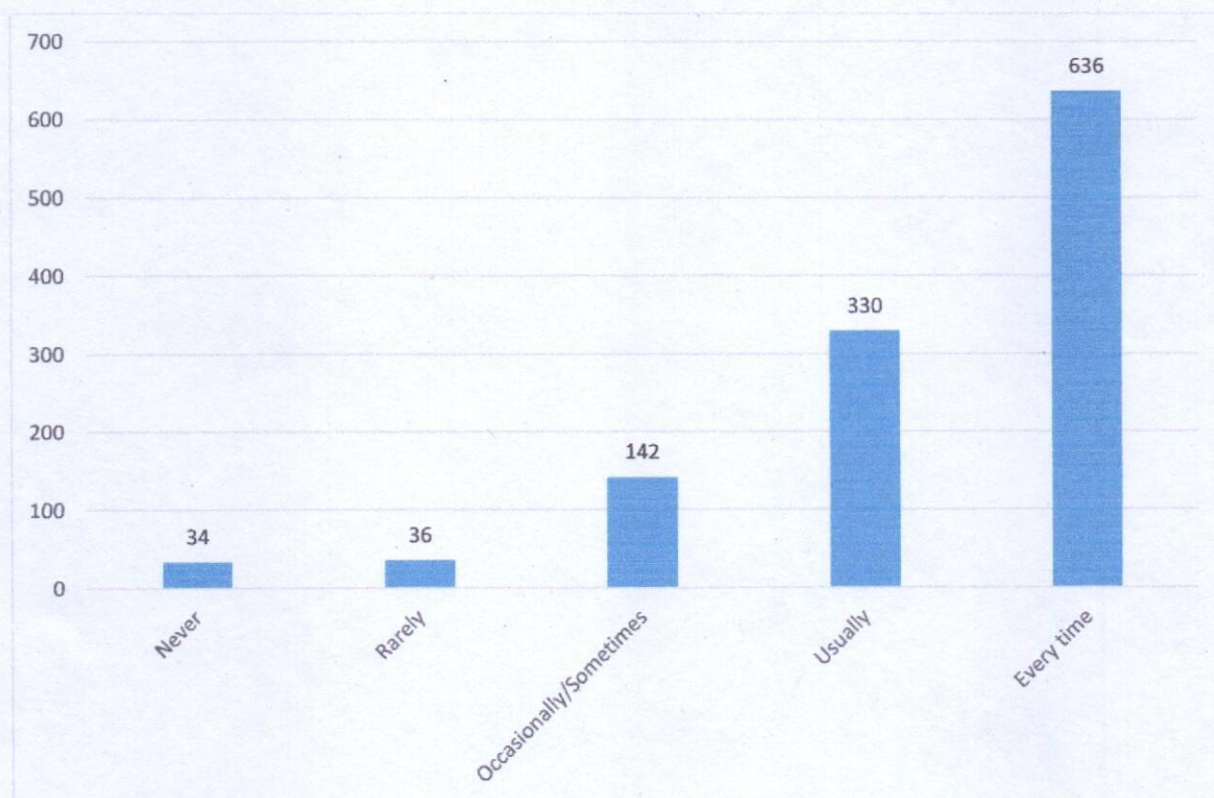
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7. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

Achievement	Assigned Rating	Response Count
Never	0	34
Rarely	1	36
Occasionally/Sometimes	2	142
Usually	3	330
Every time	4	636
Average Rating	3.27	1178

The weighted average was found 3.27 where students concurred that the faculty members inform students about their expected competencies required to achieve course and program outcomes.
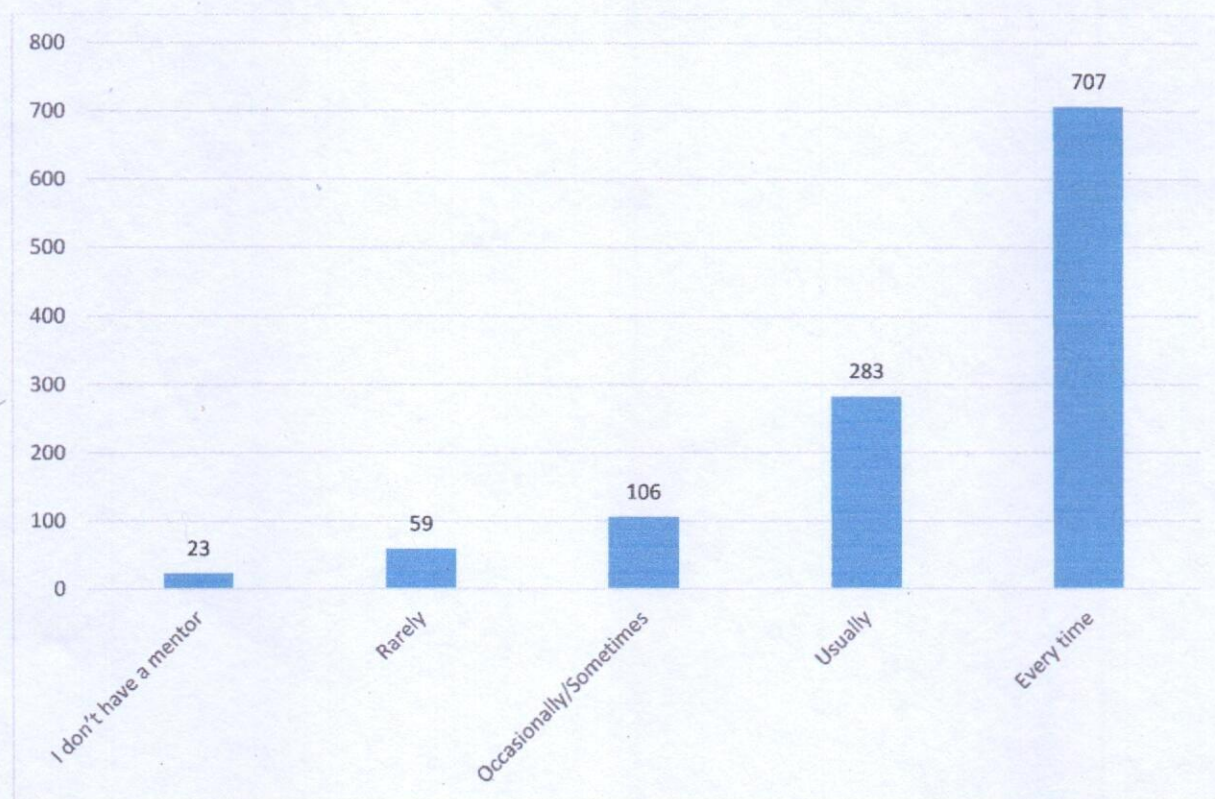
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8. Your mentor does a necessary follow-up with an assigned task to you.

Achievement	Assigned Rating	Response Count
I don't have a mentor	0	23
Rarely	1	59
Occasionally/Sometimes	2	106
Usually	3	283
Every time	4	707
Average Rating	3.35	1178

The weighted average was found 3.35 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.

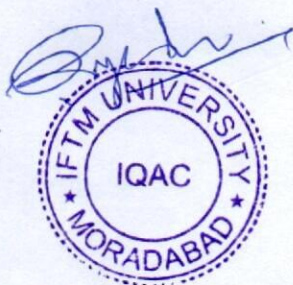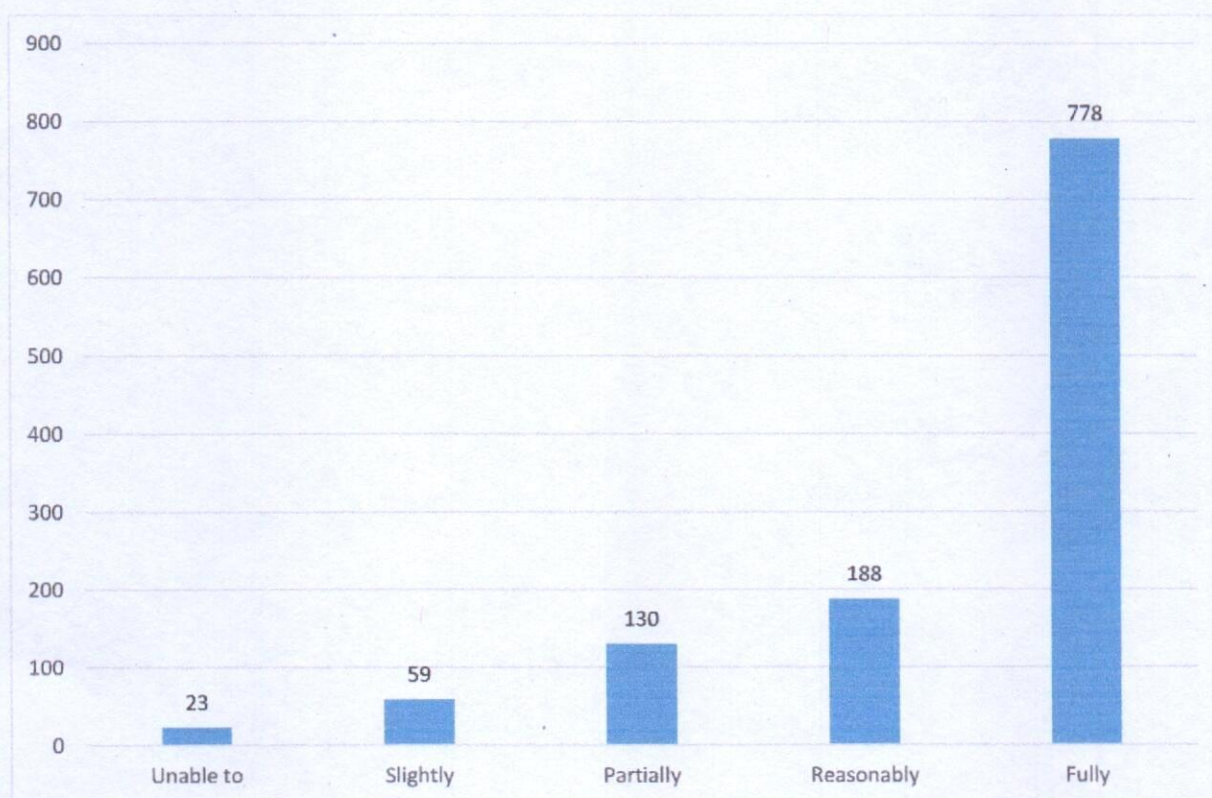| Achievement	Assigned Rating	Response Count
Never	0	12
Rarely	1	35
Occasionally/Sometimes	2	82
Usually	3	212
Every time	4	837
Average Rating	3.55	1178

The weighted average of 3.55 showed that the students were happy and satisfied with the explanations and overall class performance of the teachers.

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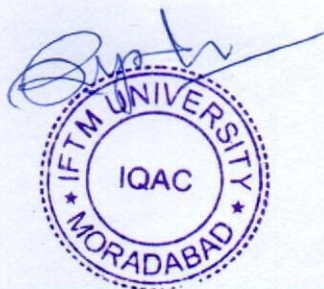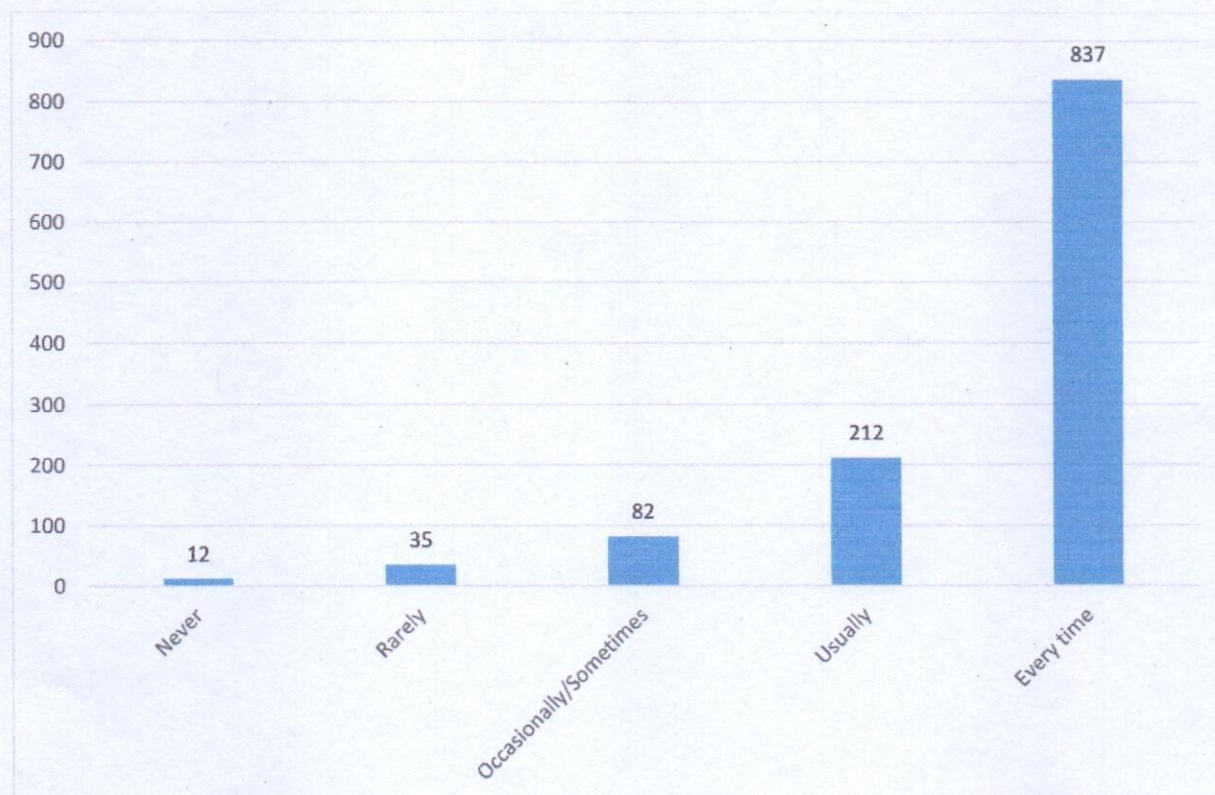
10. The teachers identify your strengths and encourage you with providing right level of challenges.

Achievement	Assigned Rating	Response Count
Unable to	0	23
Slightly	1	59
Partially	2	130
Reasonably	3	188
Fully	4	778
Average Rating	3.39	1178

The weighted average for this parameter was found 3.39 indicating strong ability of teachers to identify strong areas of students to help them aspire and achieve higher order goals.
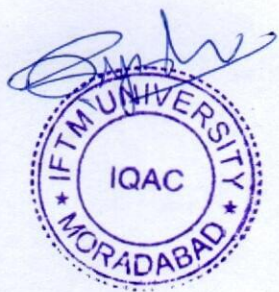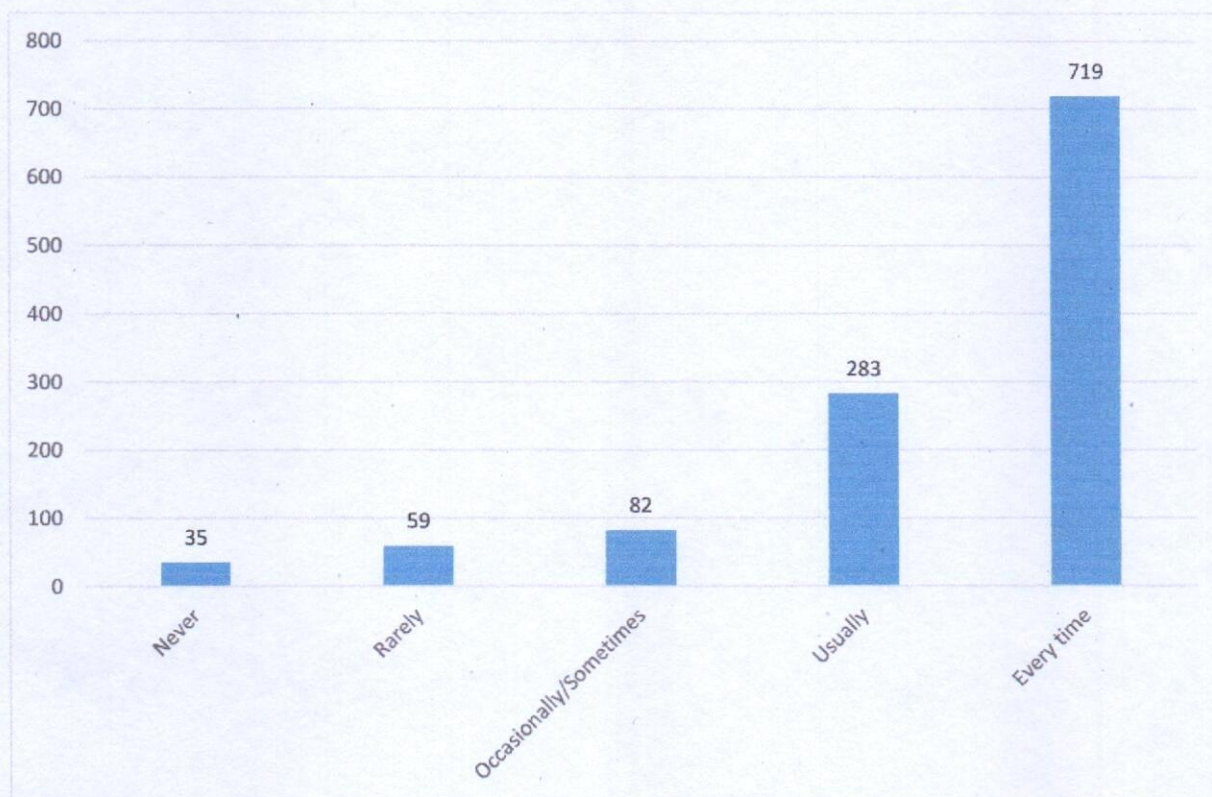
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11. Teachers are able to identify your weaknesses and help you to overcome them.

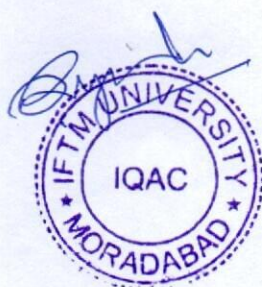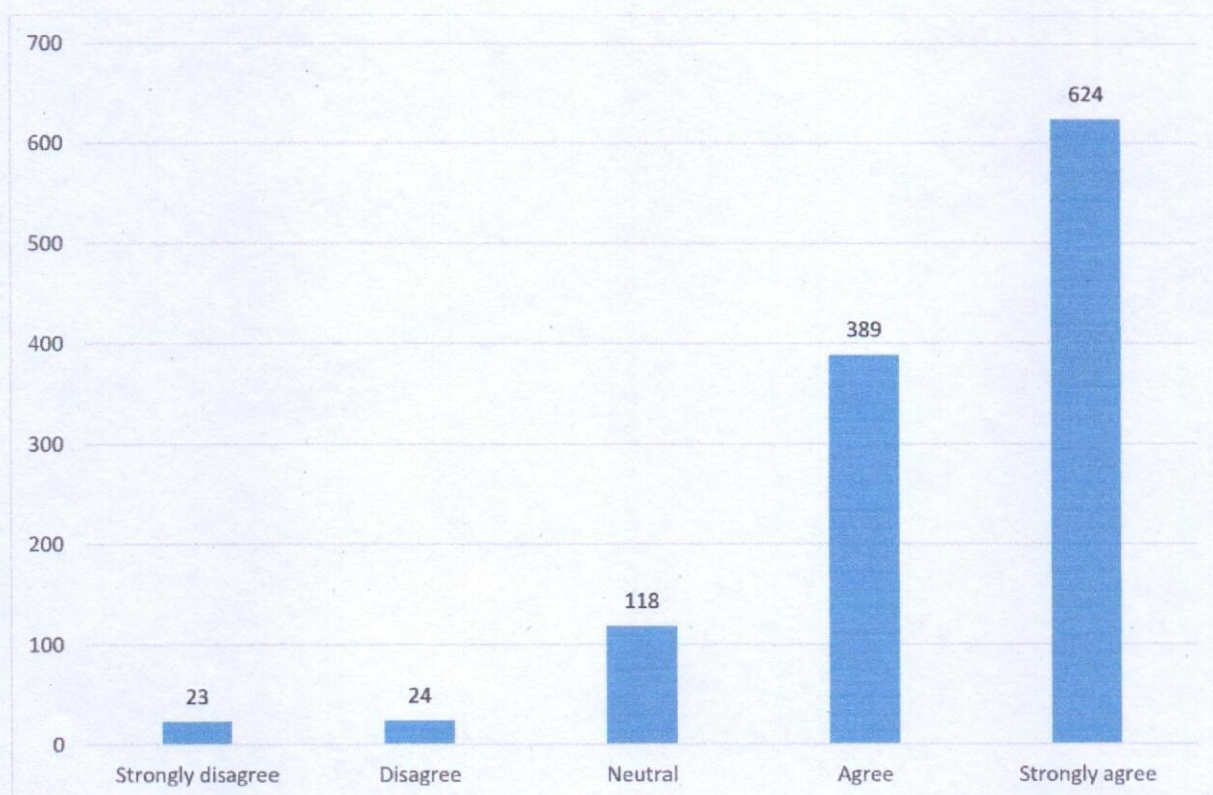| Achievement	Assigned Rating	Response Count
Never	0	35
Rarely	1	59
Occasionally/Sometimes	2	82
Usually	3	283
Every time	4	719
Average Rating	3.35	1178

The weighted average for this ability of teachers was found 3.35 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	Assigned Rating	Response Count
Strongly disagree	0	23
Disagree	1	24
Neutral	2	118
Agree	3	389
Strongly agree	4	624
Average Rating	3.33	1178

The weightage average was found 3.33 for this attribute of teachers highlighting their ability to encourage participation of students in extracurricular activities.


13

| 13. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?		
Achievement	Assigned Rating	Response Count
Below 30%	0	86
30 – 49%	1	19
50 – 69%	2	83
70 – 89%	3	318
Above 90%	4	672
Average Rating	3.25	1178

The weighted average was found 3.25 clearly showing that the students' need for learning through advanced multimedia tools is immense and the University has taken a long stride in improving this aspect.

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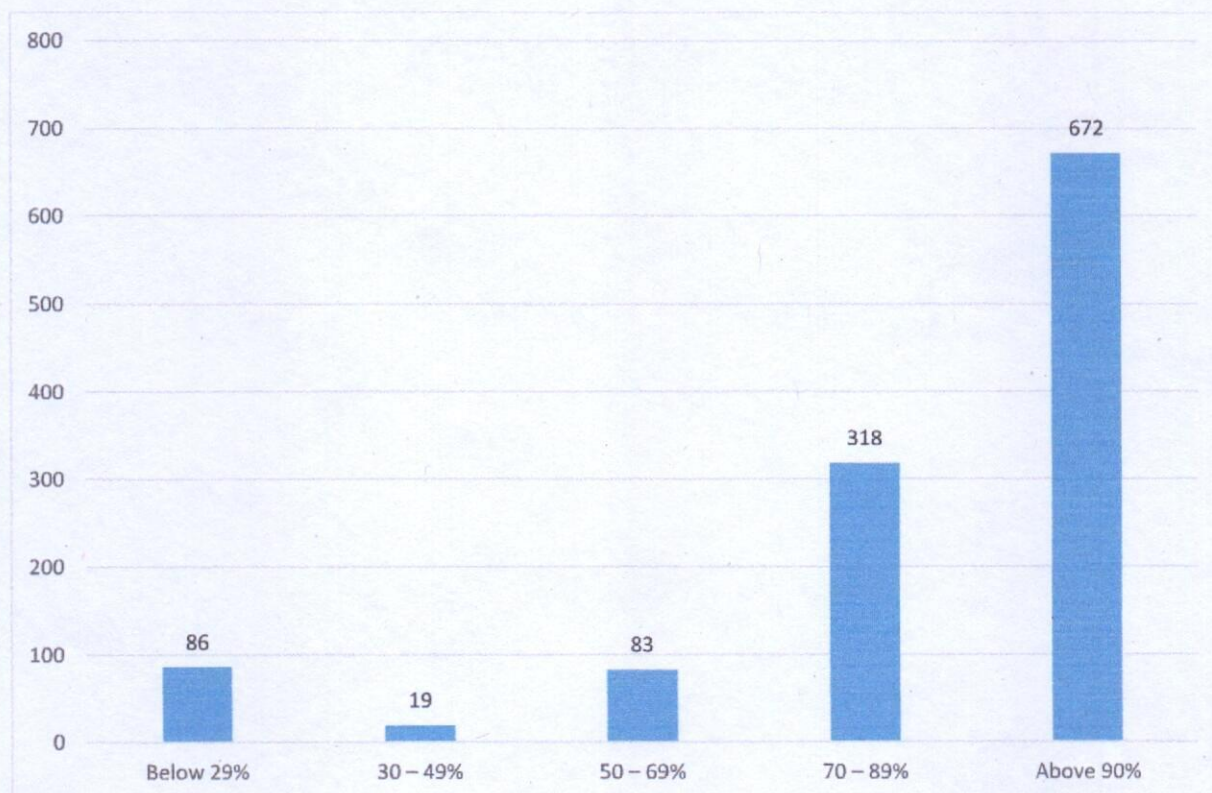
14. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

Achievement	Assigned Rating	Response Count
Never	0	47
Rarely	1	48
Sometimes	2	188
Often	3	188
Regularly	4	707
Average Rating	3.24	1178

The weighted average was found 3.24 indicating the institute take active interest in providing internship and field visit opportunities to its opportunities.
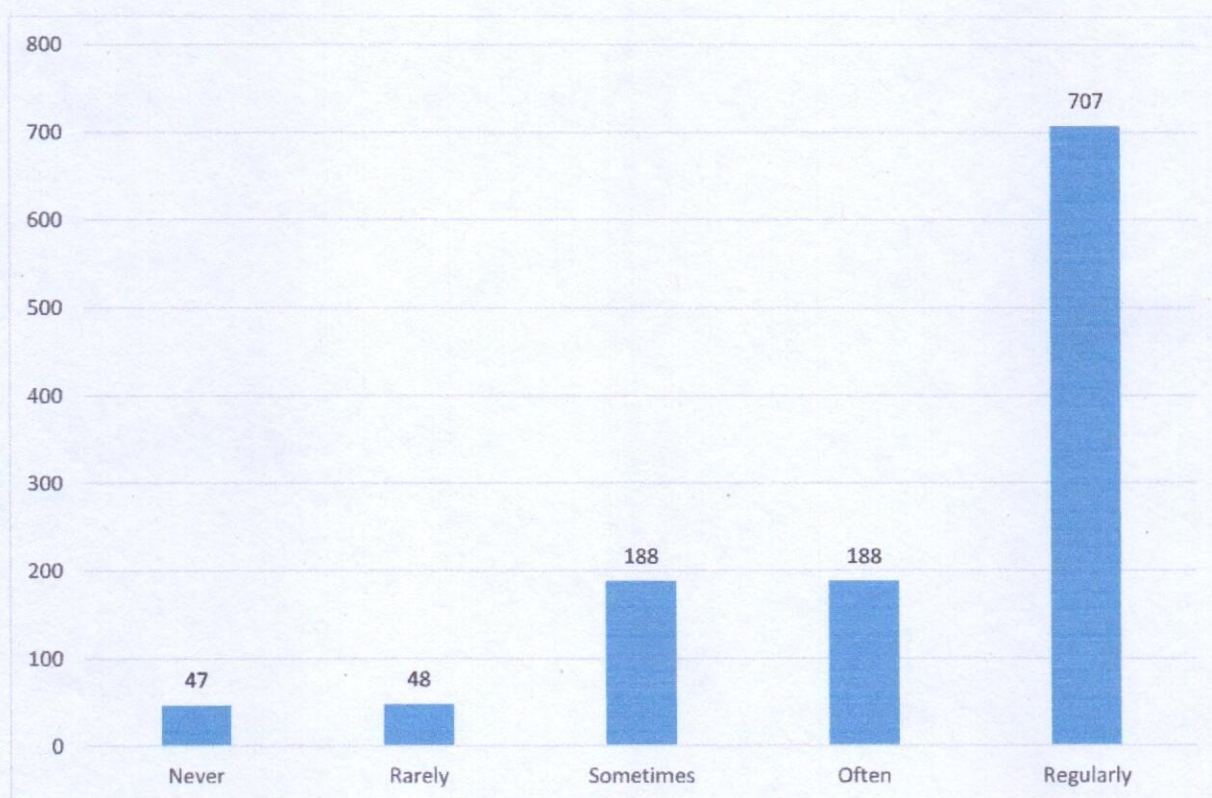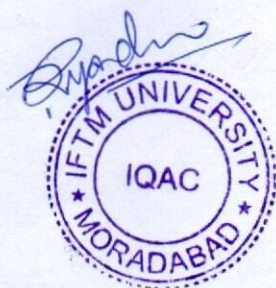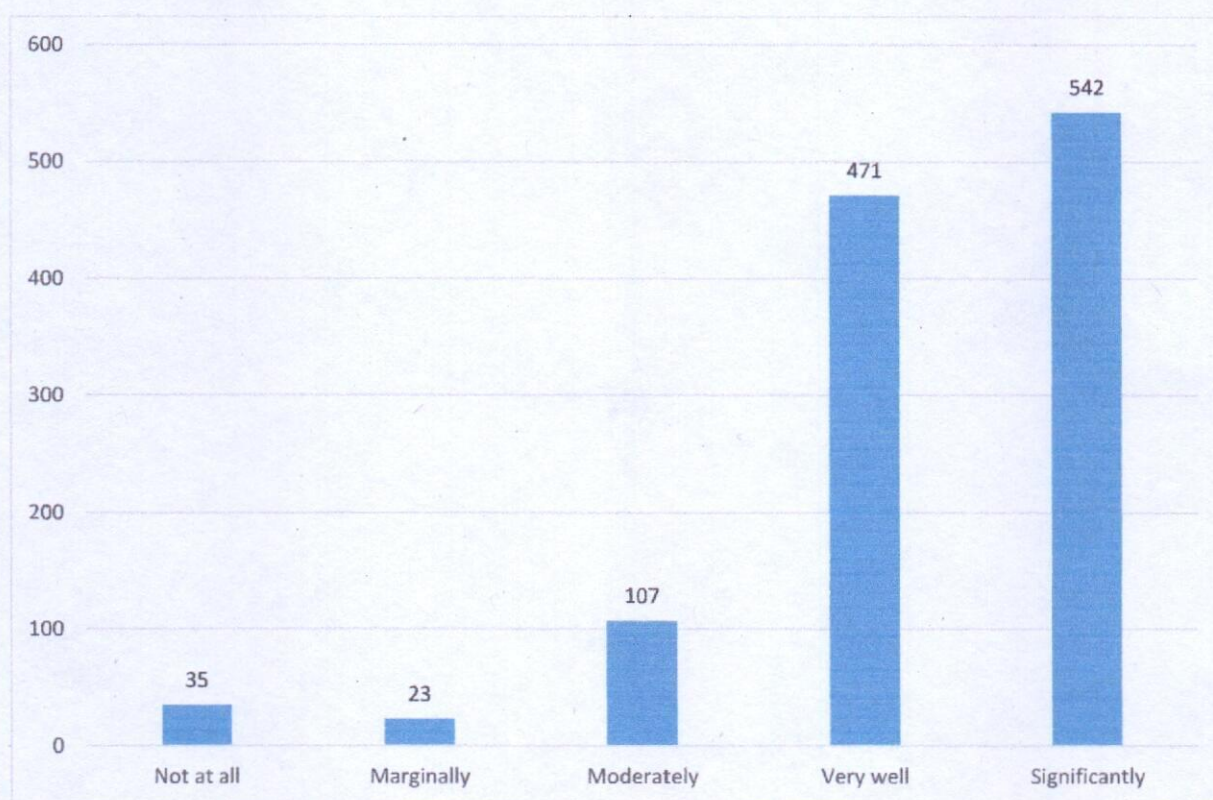

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| 15. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.		
Achievement	Assigned Rating	Response Count
Not at all	0	35
Marginally	1	23
Moderately	2	107
Very well	3	471
Significantly	4	542
Average Rating	3.24	1178

The weighted average was found 3.24 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	Assigned Rating	Response Count
Strongly disagree	0	23
Disagree	1	36
Neutral	2	165
Agree	3	459
Strongly agree	4	495
Average Rating	3.16	1178

The weighted average for this parameter was found 3.16. The score indicated that the University has been providing sufficient opportunities for learning and personal and professional growth.
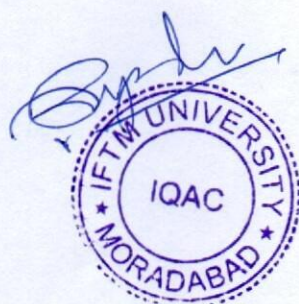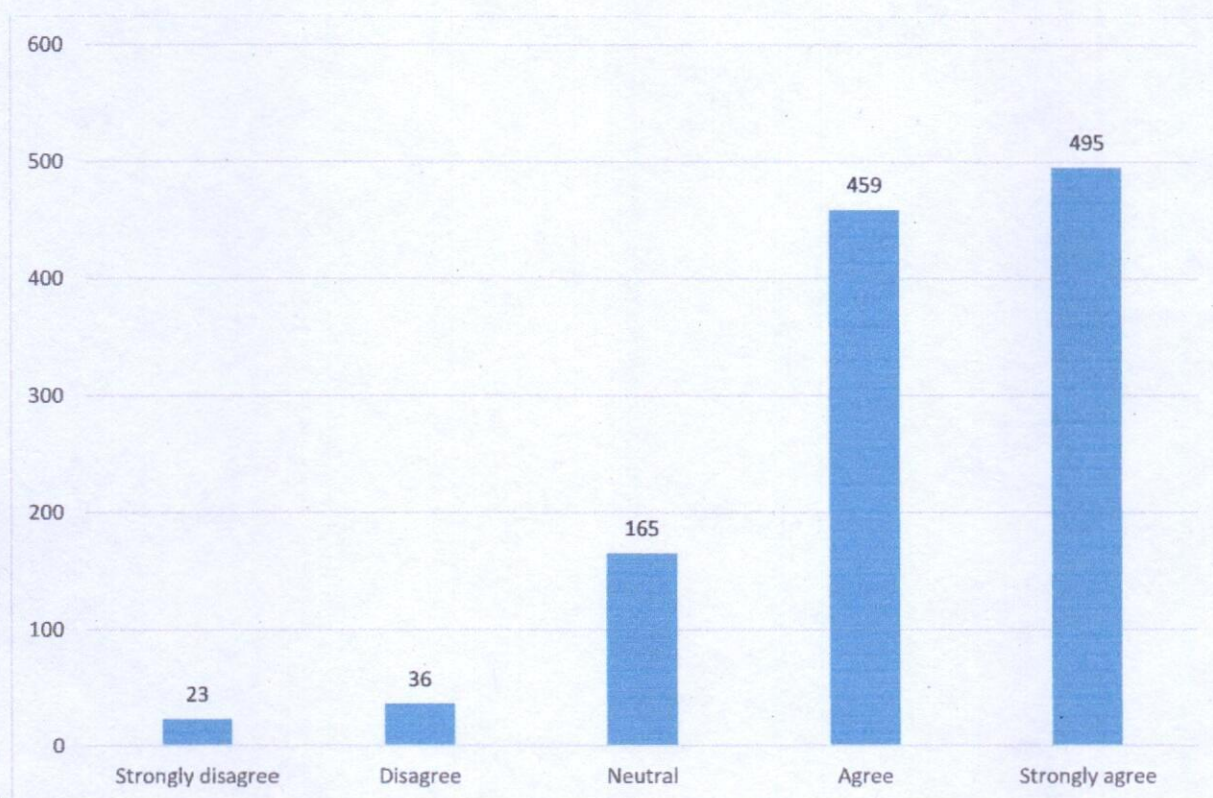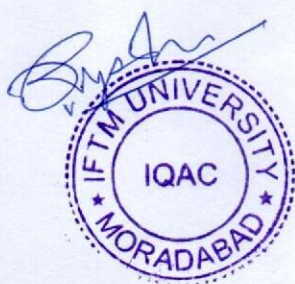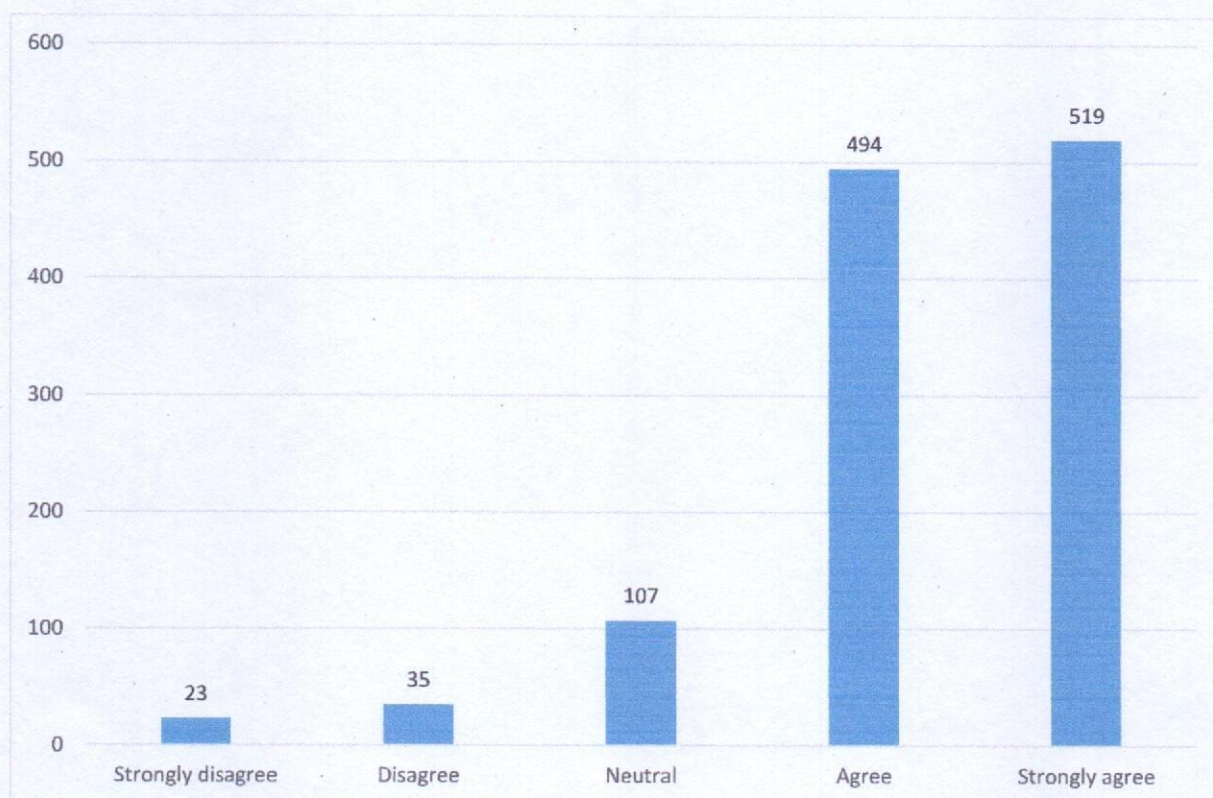
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17. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

Achievement	Assigned Rating	Response Count
Strongly disagree	0	23
Disagree	1	35
Neutral	2	107
Agree	3	494
Strongly agree	4	519
Average Rating	3.23	1178

The weighted average of 3.23 supported the fact that the University has been putting sincere efforts to involve students in improving its teaching learning process.
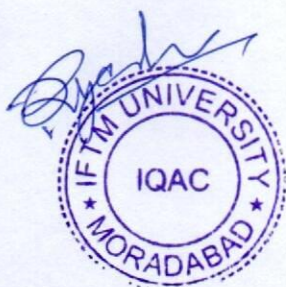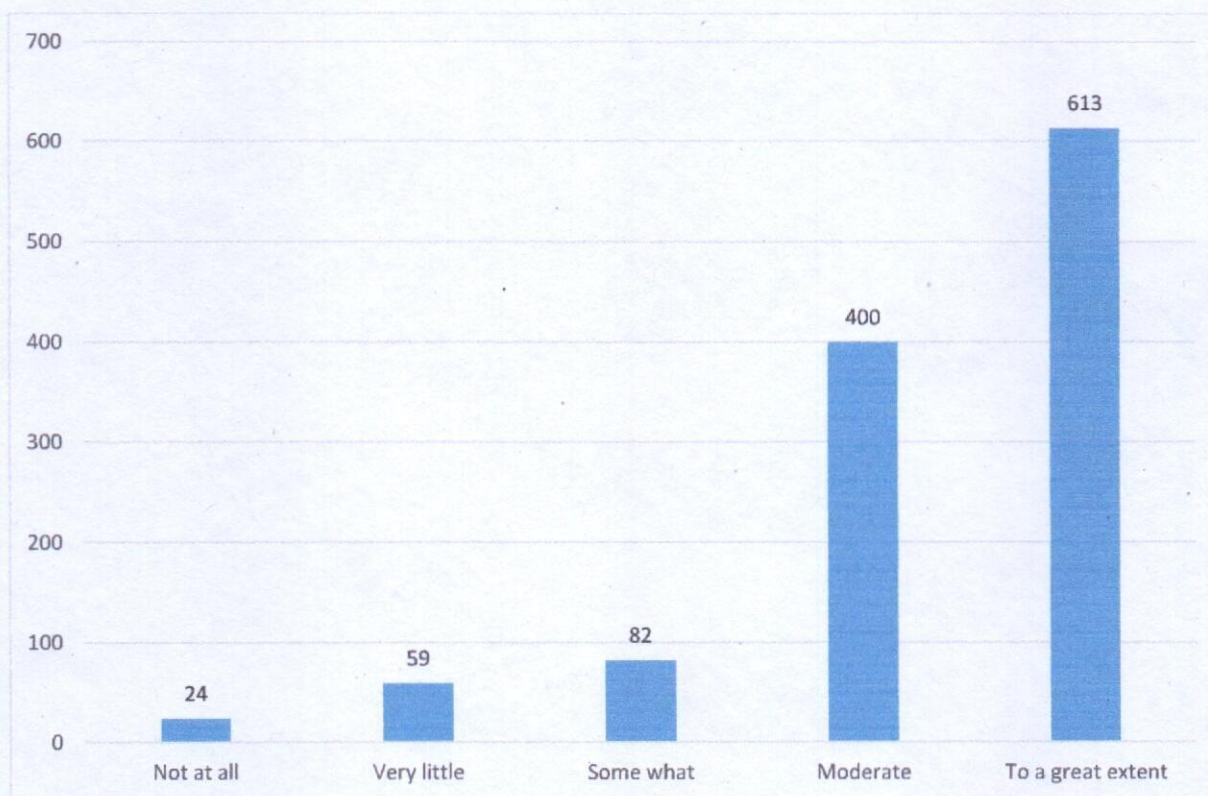
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18. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

Achievement	Assigned Rating	Response Count
Not at all	0	24
Very little	1	59
Some what	2	82
Moderate	3	400
To a great extent	4	613
Average Rating	3.29	1178

With a score of 3.29, it became evident that the University has adopted student centric methods for enhancing the learning experiences of its students.
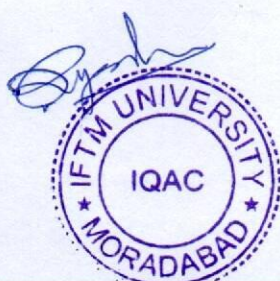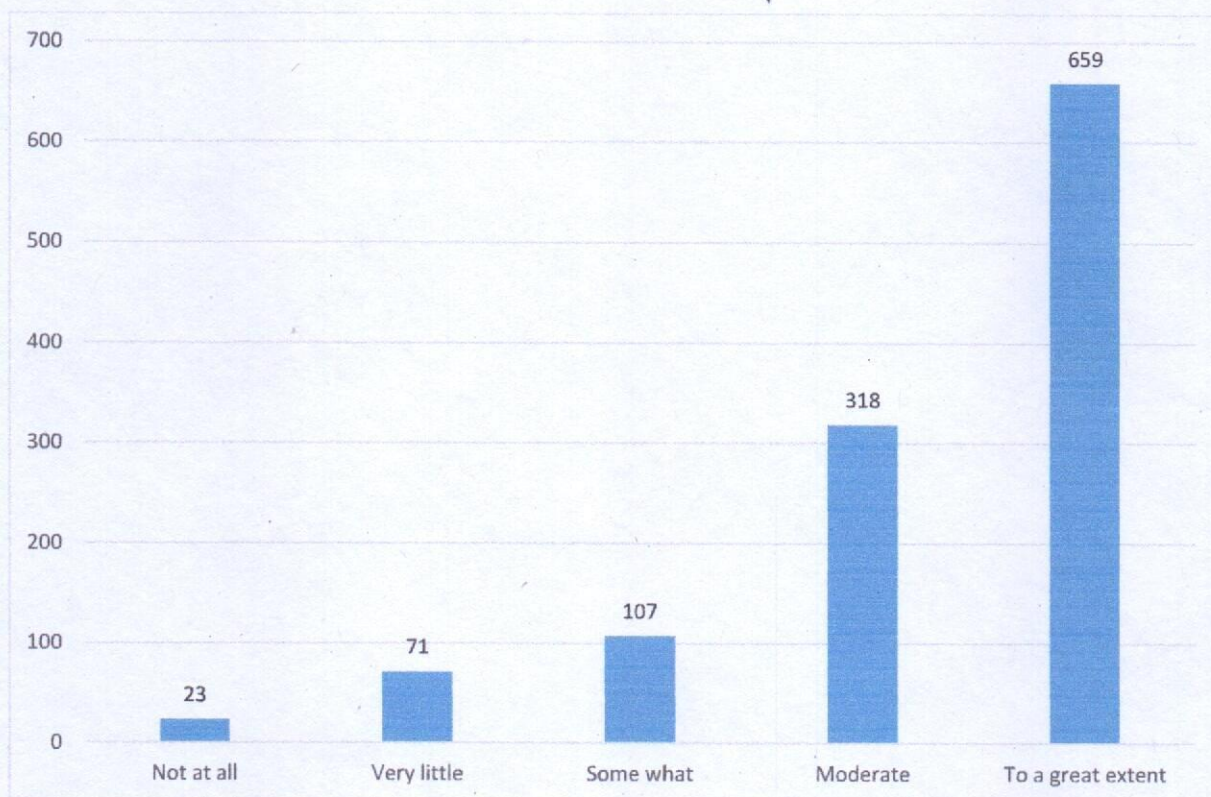
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19. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employ ability skills to make you ready for the world of work.

Achievement	Assigned Rating	Response Count
Not at all	0	23
Very little	1	71
Some what	2	107
Moderate	3	318
To a great extent	4	659
Average Rating	3.29	1178

The weighted average of 3.29 indicated that the University puts considerable efforts in skilling its students for improving their employability.
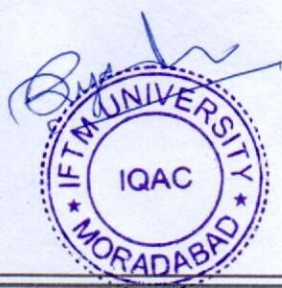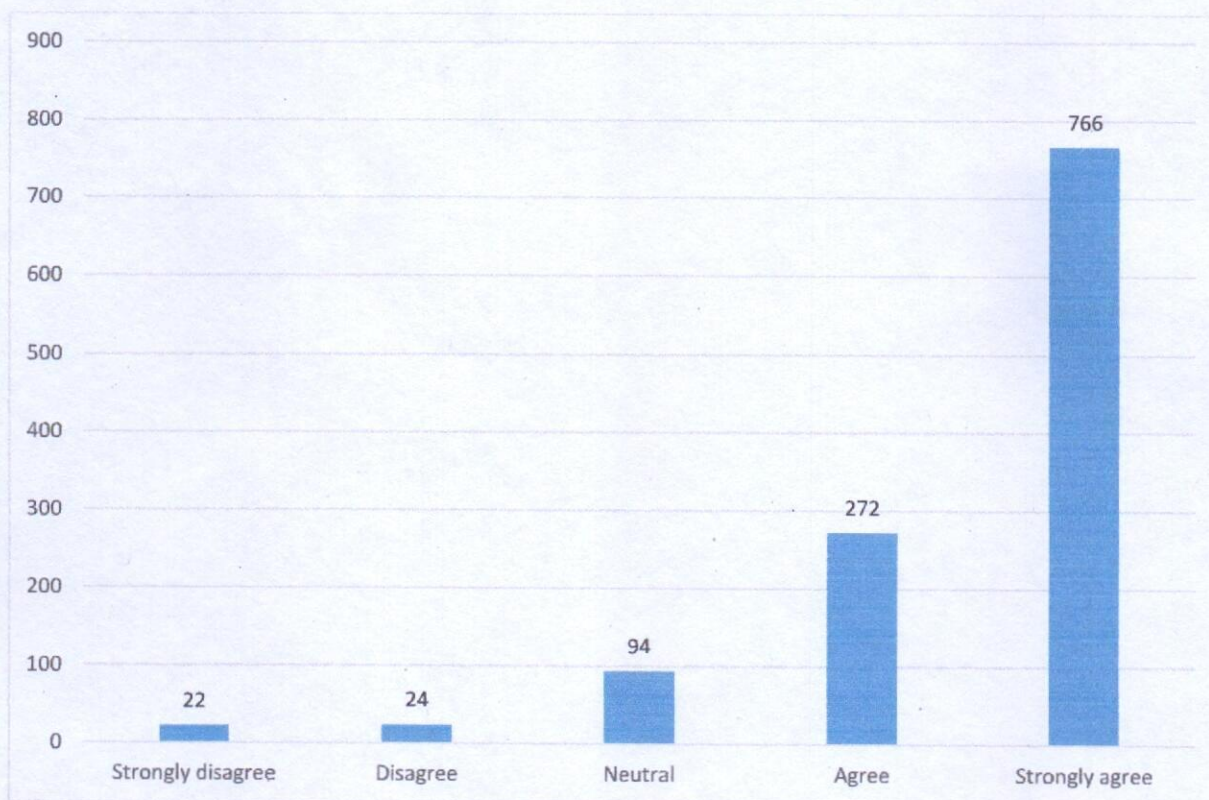
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20. The overall quality of teaching-learning process in your institute is very good.

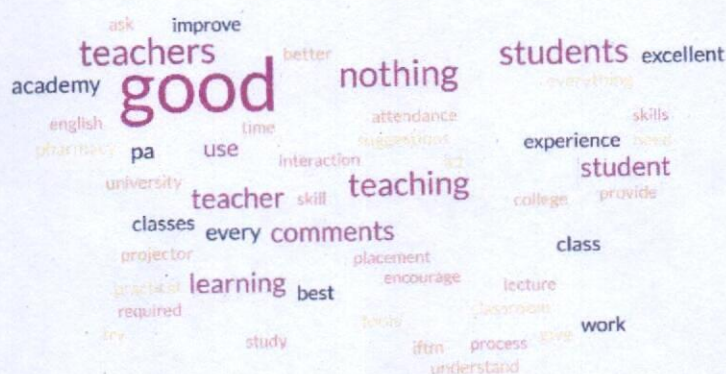| Achievement	Assigned Rating	Response Count
Strongly disagree	0	22
Disagree	1	24
Neutral	2	94
Agree	3	272
Strongly agree	4	766
Average Rating	3.47	1178

The weighted average of 3.47 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 2022-23. After due diligence, the most important areas were zeroed on for taking corrective actions.

ask improve
teachers better nothing students excellent
academy good everything
english time attendance skills
pharmacy pa use suggestions experience
university interaction student
teacher skill teaching college provide
classes every comments class
projector placement
practical learning best encourage lecture
required classroom
try tools work
study iftm process love
understand

General positive sentiments and comments were inferred from the generated word cloud used to analyze the subjective comments.