IFTM UNIVERSITY
MORADABAD

CURRICULUM FEEDBACK REPORT
SCHOOL OF BIOTECHNOLOGY
2023-24

Curriculum adopted by the University provides not only a structure for teaching; instead, it is a measurable plan. It helps quantify the efforts being put by all the stakeholders of the ecosystem. Its acceptance amongst all the stakeholders and suitability is a pre requisite to the ultimate purpose of learning and development, at the University.

To bridge any gap between the expectations and the perception in regards to the curriculum, an annual survey is conducted for all the key stakeholders, viz., teachers, students, alumni, and employers.

The curriculum feedback collected from various stakeholders, provides valuable insights into the relevance and effectiveness of the University's academic programs. Stakeholders appreciate the inclusion of contemporary topics, practical exposure, and interdisciplinary approaches. However, recommendations suggest enhancing industry-academia collaboration, updating course content to align with current trends, and incorporating more skill-based and experiential learning opportunities. Faculty members have emphasized the need for more flexibility in course structures, while students advocate for improved access to digital learning tools. These suggestions will guide future curriculum revisions to ensure the programs remain robust, competitive, and aligned with academic and professional excellence.

SECTION - TEACHERS

RESEARCH METHODOLOGY

Data Type: Primary

Data Collection Tool: Survey (Online)

Sample Size: 33

Sample Frame: Teachers of IFTM University in 2023-24 in School of Biotechnology

Sampling: Probability Sampling
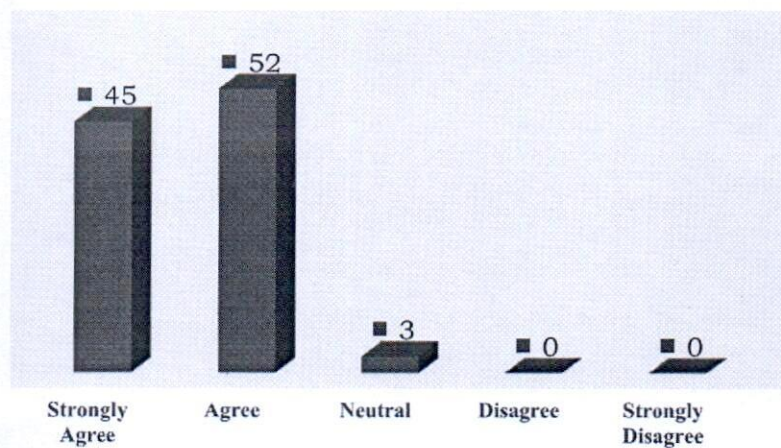
Questionnaire: Five-point Likert scale

PART – A

CURRICULUM DESIGN AND DEVELOPMENT

The syllabus is need-based and suitable to the course

Response	Percentage	Respondents
Strongly Agree	45	15
Agree	52	17
Neutral	3	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

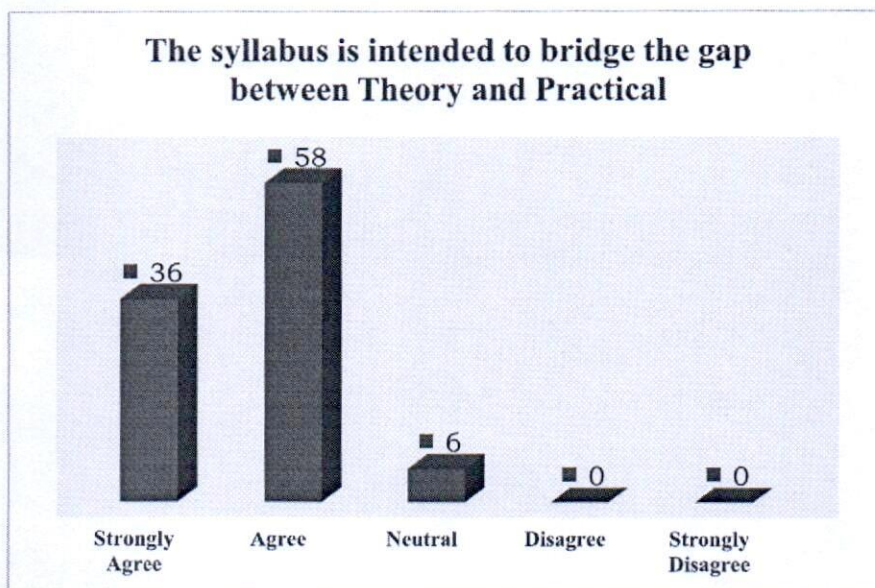### The syllabus is need-based and suitable to the course

While 97% of the faculty members agreed that the syllabus is need-based and it is suitable to the course; about 3% remained neutral to the statement.

The syllabus is intended to bridge the gap between Theory and Practical

Response	Percentage	Respondents
Strongly Agree	36	12
Agree	58	19
Neutral	6	2
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

The syllabus is intended to bridge the gap between Theory and Practical
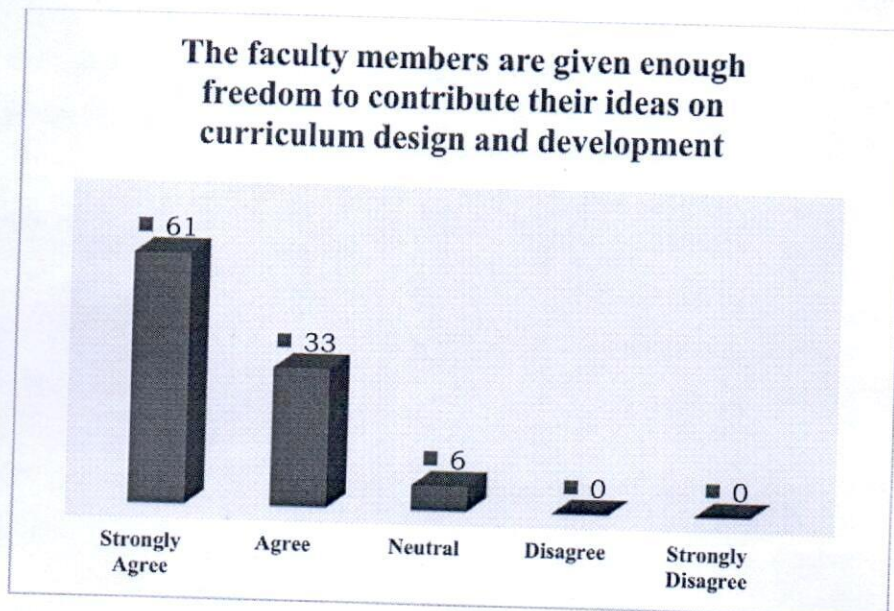

94% of the faculty members agreed that the syllabus is intended to bridge the gap between theory and practical; while 6% stayed neutral to the given statement.

The faculty members are given enough freedom to contribute their ideas on curriculum design and development

Response	Percentage	Respondents
Strongly Agree	61	20
Agree	33	11
Neutral	6	2
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

The faculty members are given enough freedom to contribute their ideas on curriculum design and development
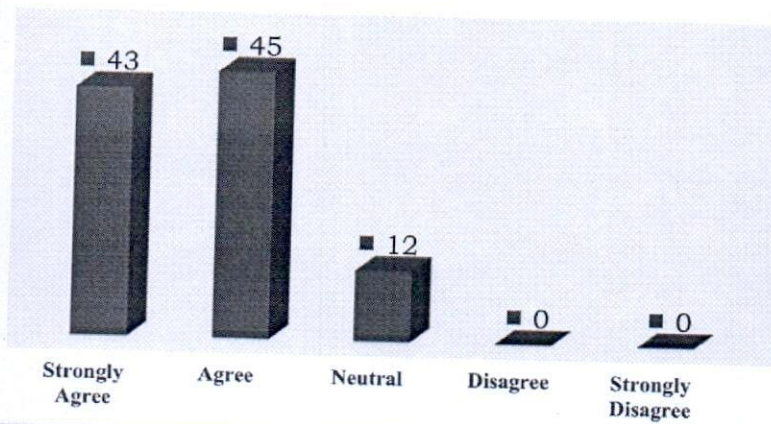
While 94 % of the faculty members agreed that they are given enough freedom to contribute their ideas on curriculum design and development; about 6% remained neutral.

Employability and skill development are given due weightage in curriculum design and development

Response	Percentage	Respondents
Strongly Agree	43	14
Agree	45	15
Neutral	12	4
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

Employability and skill development are given due weightage in curriculum design and development

Most of the faculty members (29 respondents) agreed that employability and skill development are given due weightage in curriculum design and development; while 12% kept their response neutral.
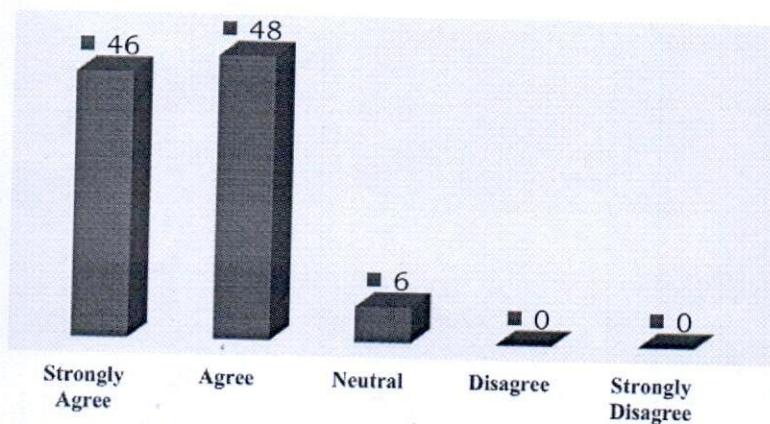
The system followed by the University in designing and developing the curriculum is effective

Response	Percentage	Respondents
Strongly Agree	46	15
Agree	48	16
Neutral	6	2
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

The system followed by the University in designing and developing the curriculum is effective
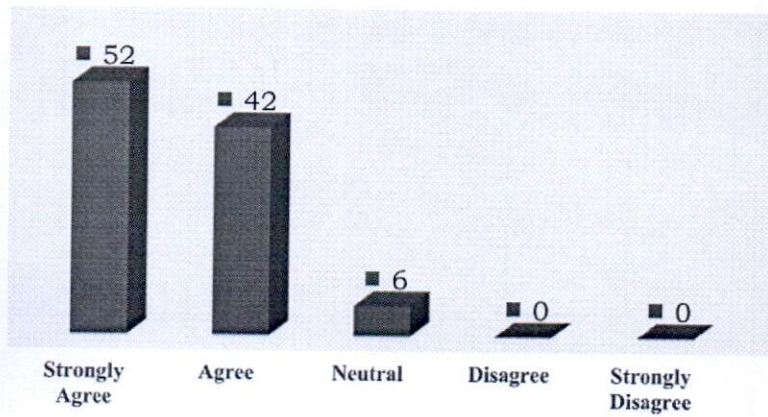
Most of the faculty members (31 respondents) agreed that the system followed by the University in designing and developing the curriculum is effective; while 6 % remained neutral.

Board of studies takes care of ensuring consensus and significance of the programme offering

Response	Percentage	Respondents
Strongly Agree	52	17
Agree	42	14
Neutral	6	2
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

Board of studies takes care of ensuring consensus and significance of the programme offering
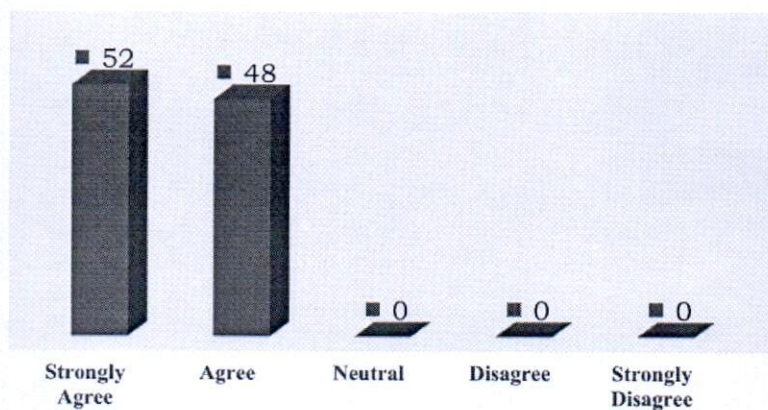

While 94% of the faculty members agreed that the board of studies takes care of ensuring consensus and significance of the programme offering; about 6% remained neutral with the given statement.

The objectives of the programme is clearly indicated in the Programme Specific Objectives (PSOs)

Response	Percentage	Respondents
Strongly Agree	52	17
Agree	48	16
Neutral	0	0
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

The objectives of the programme is clearly indicated in the Programme Specific Objectives (PSOs)
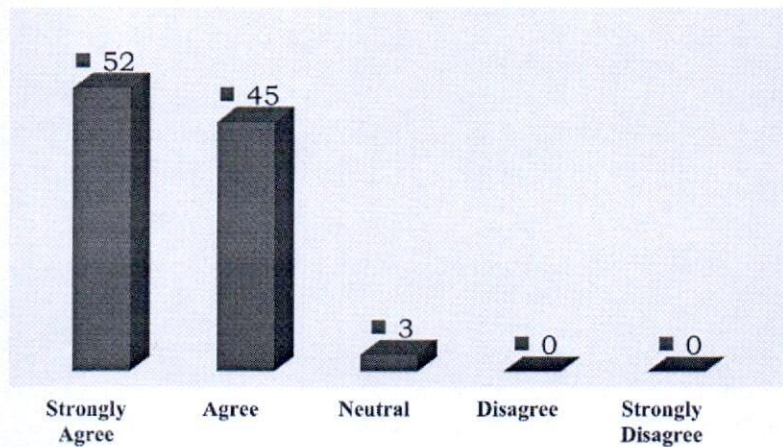

All the faculty members agreed that the objectives of the programme are clearly indicated in the Programme Specific Objectives (PSOs). None of the faculty members were found to disagree in this regard.

The curriculum is apprised to keep it up to date with the industrial and societal needs

Response	Percentage	Respondents
Strongly Agree	52	17
Agree	45	15
Neutral	3	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

The curriculum is apprised to keep it up to date with the industrial and societal needs

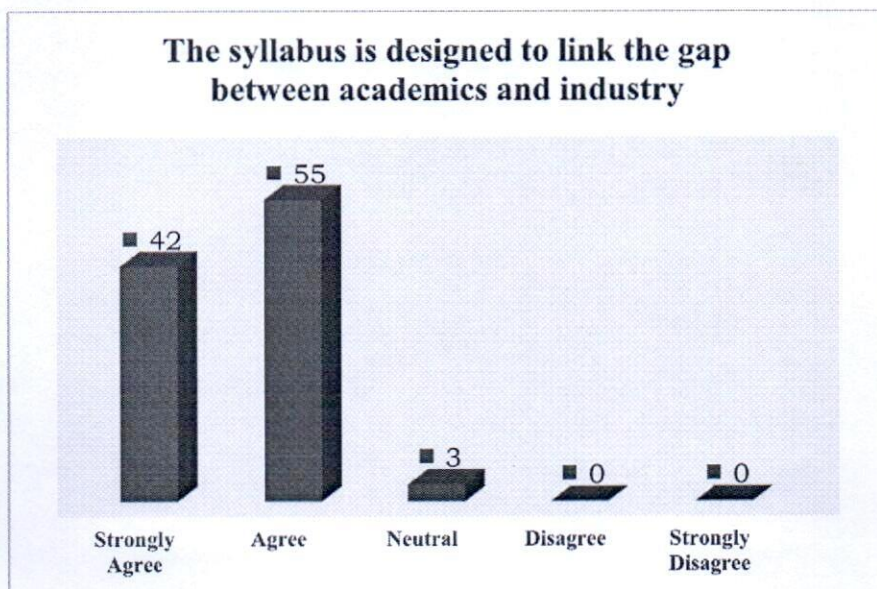While 97 % of the faculty members agreed that the curriculum is apprised to keep it up to date with the industrial and societal needs; about 3% remained neutral.

The syllabus is designed to link the gap between academics and industry

Response	Percentage	Respondents
Strongly Agree	42	14
Agree	55	18
Neutral	3	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

The syllabus is designed to link the gap between academics and industry
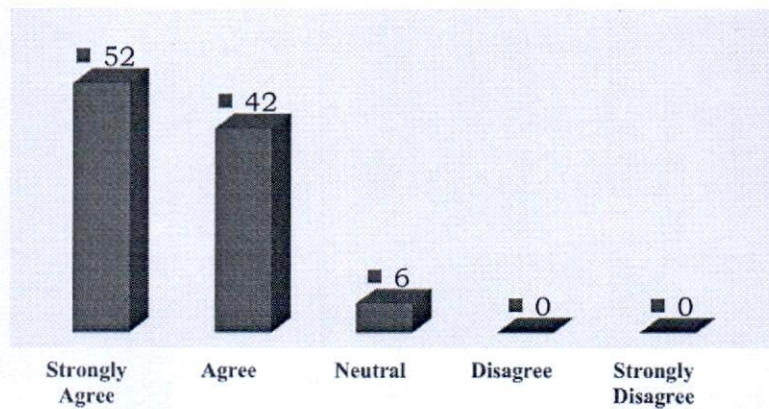

Most of the faculty members (32 respondents) agreed that the syllabus is designed to link the gap between academics and industry; while 3% stayed neutral to this.

The reference books/journals which are prescribed by University are relevant and updated to cover the whole syllabus

Response	Percentage	Respondents
Strongly Agree	52	17
Agree	42	14
Neutral	6	2
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

The reference books/journals which are prescribed by University are relevant and updated to cover the whole syllabus
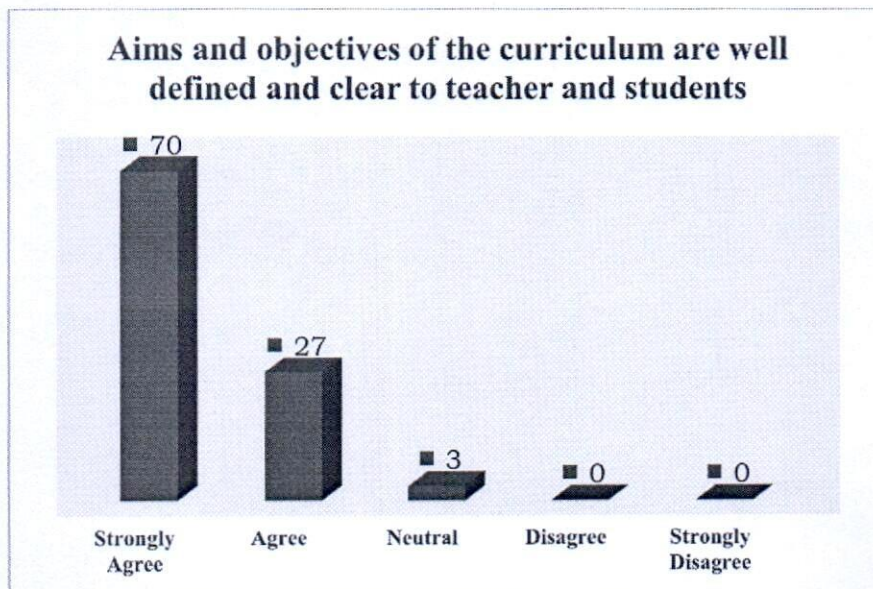

While 52% of the faculty members strongly agreed that the reference books/journals which are prescribed by University are relevant and updated to cover the whole syllabus; about 42% agreed with the given statement and the remainder stayed neutral.

Aims and objectives of the curriculum are well defined and clear to teacher and students

Response	Percentage	Respondents
Strongly Agree	70	23
Agree	27	9
Neutral	3	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

Aims and objectives of the curriculum are well defined and clear to teacher and students
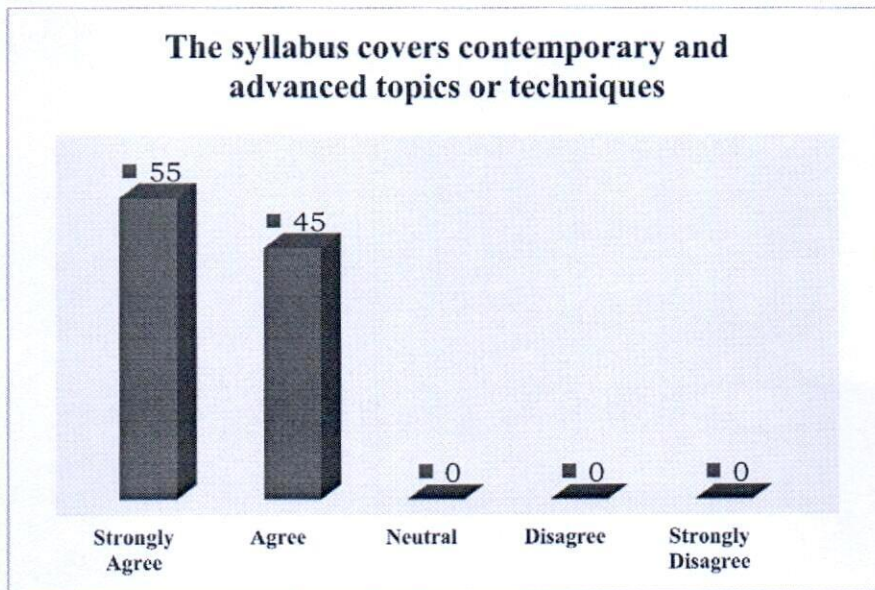

While 97% of the faculty members agreed that the aims and objectives of the curriculum are well defined and clear to teacher and students; about 3% remained neutral with the given statement.

The syllabus covers contemporary and advanced topics or techniques

Response	Percentage	Respondents
Strongly Agree	55	18
Agree	45	15
Neutral	0	0
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

The syllabus covers contemporary and advanced topics or techniques

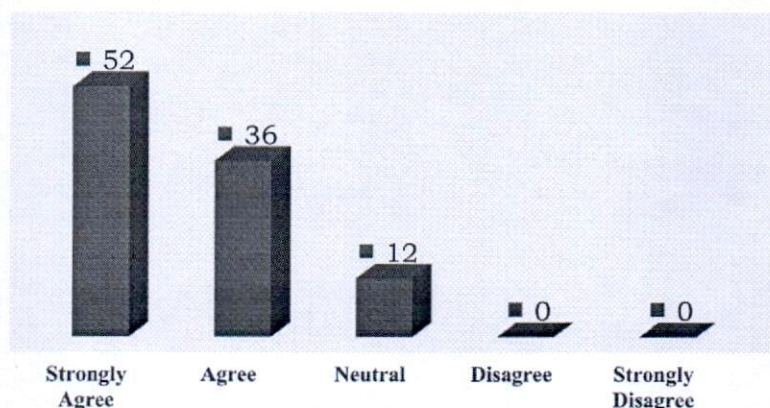All the faculty members agreed that the syllabus covers contemporary and advanced topics or techniques.

PART – B
TEACHING, LEARNING, AND INFRASTRUCTURE FACILITIES

Resources of learning which are student-centric in nature are available in the University

Response	Percentage	Respondents
Strongly Agree	52	17
Agree	36	12
Neutral	12	4
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

Resources of learning which are student-centric in nature are available in the University
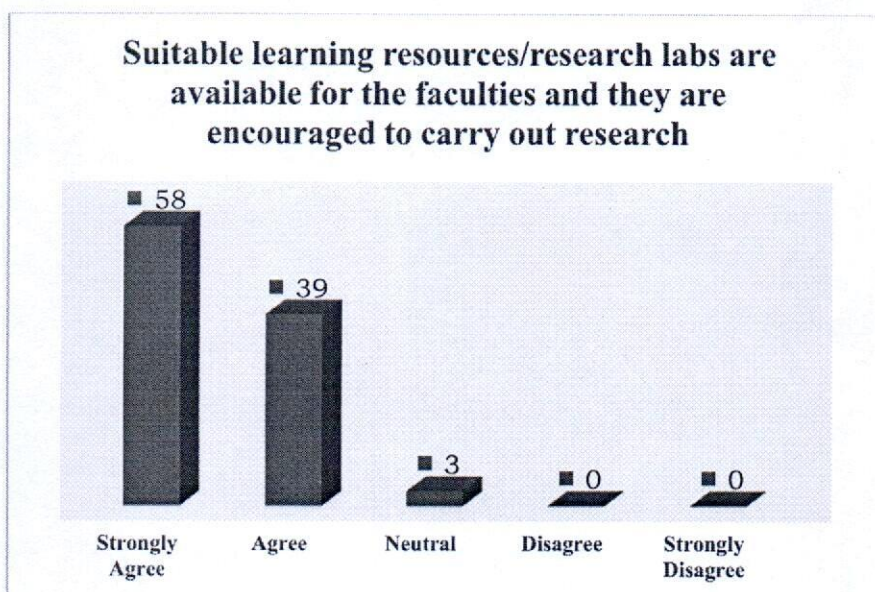

While 52% of the faculty members strongly agreed that the resources of learning which are student-centric in nature are available in the University; about 36% agreed with the given statement and 12% remained neutral.

Suitable learning resources/research labs are available for the faculties and they are encouraged to carry out research

Response	Percentage	Respondents
Strongly Agree	58	19
Agree	39	13
Neutral	3	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

Suitable learning resources/research labs are available for the faculties and they are encouraged to carry out research
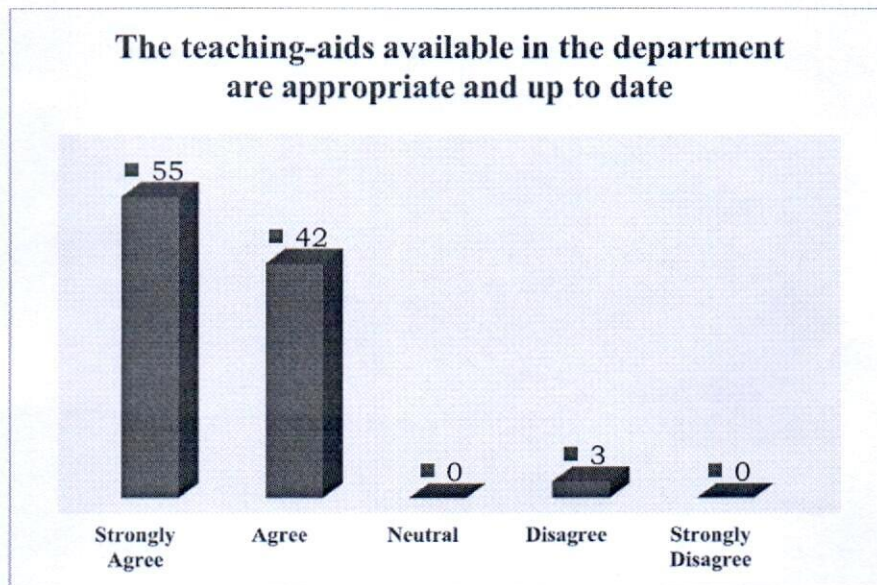

97% of the faculty members agreed that suitable learning resources/research labs are available for the faculties and they are encouraged to carry out research; about 3% remained neutral to the given statement.

The teaching-aids available in the department are appropriate and up to date

Response	Percentage	Respondents
Strongly Agree	55	18
Agree	42	14
Neutral	0	0
Disagree	3	1
Strongly Disagree	0	0
Total	100	33

The teaching-aids available in the department are appropriate and up to date
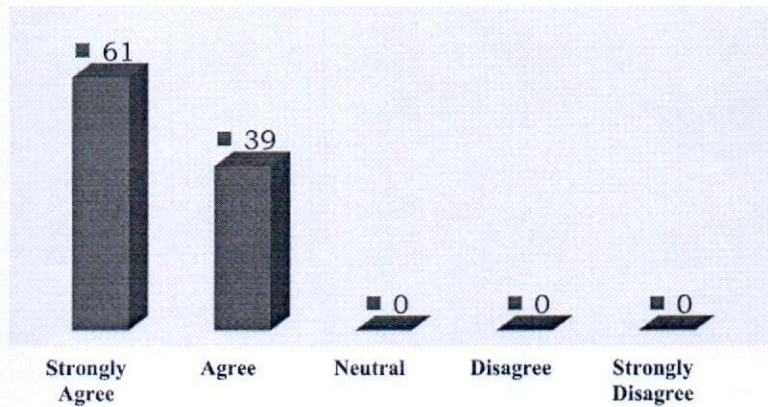

As per the table above, 97% of the faculty members agreed that the teaching-aids available in the department are appropriate and up to date; while 3% of the respondents were found to disagree in this regard.

The central library of the University is a major source of information for the faculty/ research scholars/ students and is optimally utilised

Response	Percentage	Respondents
Strongly Agree	61	20
Agree	39	13
Neutral	0	0
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

The central library of the University is a major source of information for the faculty/ research scholars/ students and is optimally utilised
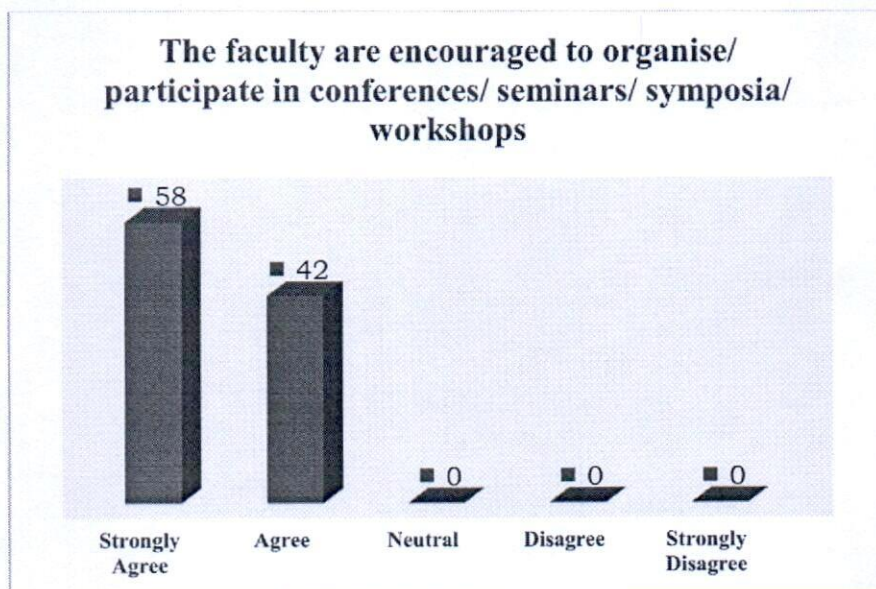

While 61% of the faculty members strongly agreed that the central library of the University is a major source of information for the faculty/ research scholars/ students and is optimally utilised; about 39% agreed with the given statement.

The faculty are encouraged to organise/ participate in conferences/ seminars/ symposia/ workshops

Response	Percentage	Respondents
Strongly Agree	58	19
Agree	42	14
Neutral	0	0
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

The faculty are encouraged to organise/ participate in conferences/ seminars/ symposia/ workshops
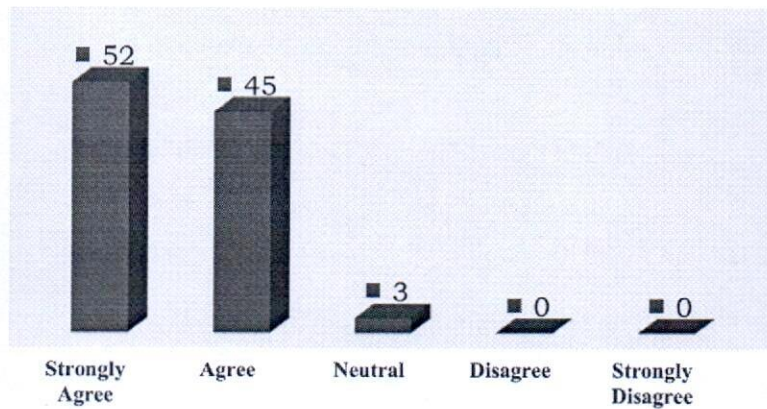

While 58% of the faculty members strongly agreed that they are encouraged to organise/ participate in conferences/ seminars/ symposia/ workshops; about 42% agreed with the given statement.

Faculty cabins, class rooms, reading rooms and toilets are appropriately available in the department

Response	Percentage	Respondents
Strongly Agree	52	17
Agree	45	15
Neutral	3	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

Faculty cabins, class rooms, reading rooms and toilets are appropriately available in the department
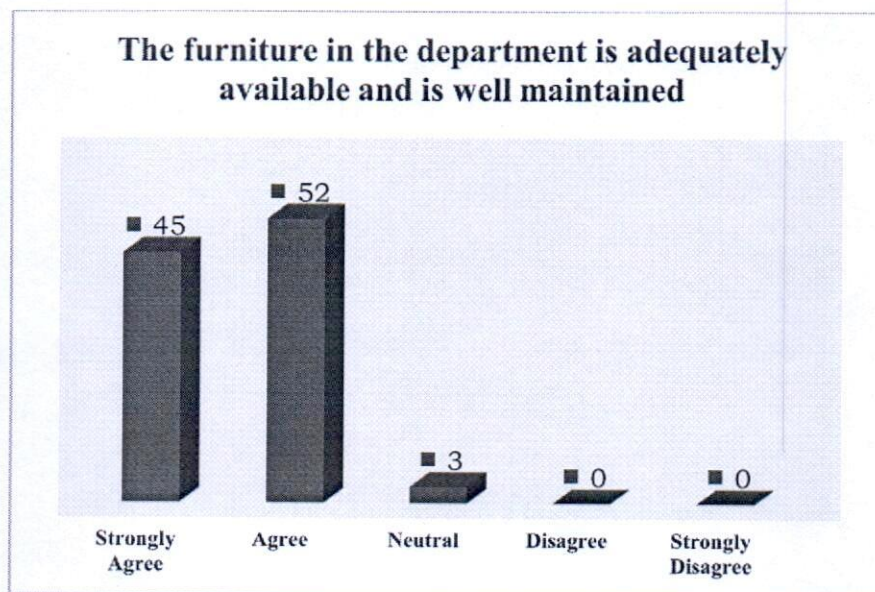

While 52% of the faculty members strongly agreed that the faculty cabins, class rooms, reading rooms and toilets are appropriately available in the department; about 45% agreed with the given statement and 3% remained neutral.

The furniture in the department is adequately available and is well maintained

Response	Percentage	Respondents
Strongly Agree	45	15
Agree	52	17
Neutral	3	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

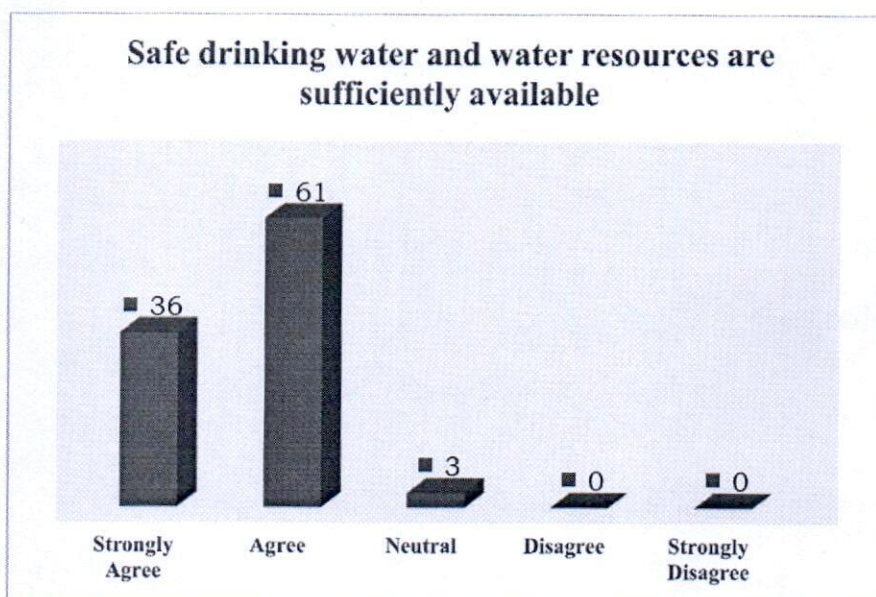**The furniture in the department is adequately available and is well maintained**

Most of the faculty members (32 respondents) agreed that the furniture in the department is adequately available and is well maintained; while 3% remained neutral in their responses.

Safe drinking water and water resources are sufficiently available

Response	Percentage	Respondents
Strongly Agree	36	12
Agree	61	20
Neutral	3	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

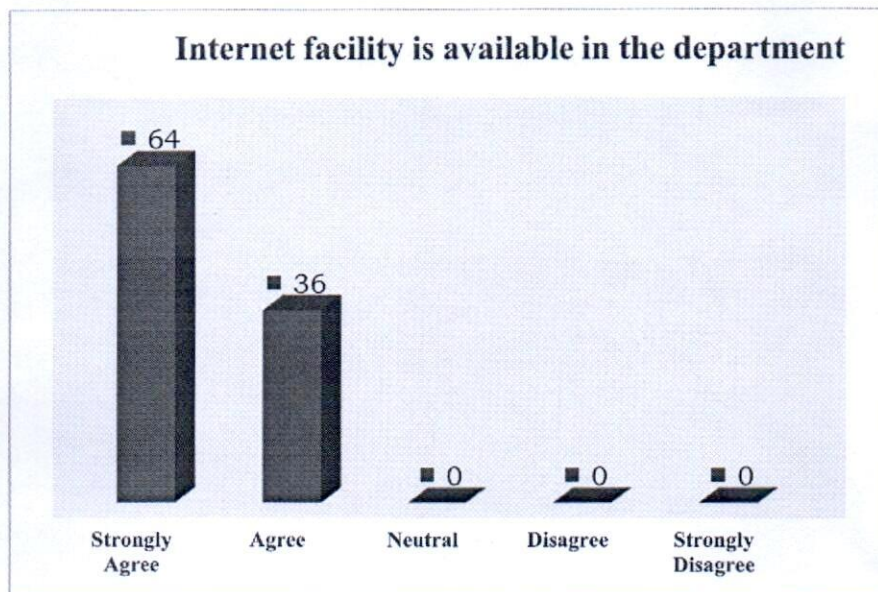**Safe drinking water and water resources are sufficiently available**

97% of the faculty members agreed that safe drinking water and water resources are sufficiently available; about 3% remained neutral to the given statement.

Internet facility is available in the department

Response	Percentage	Respondents
Strongly Agree	64	21
Agree	36	12
Neutral	0	0
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

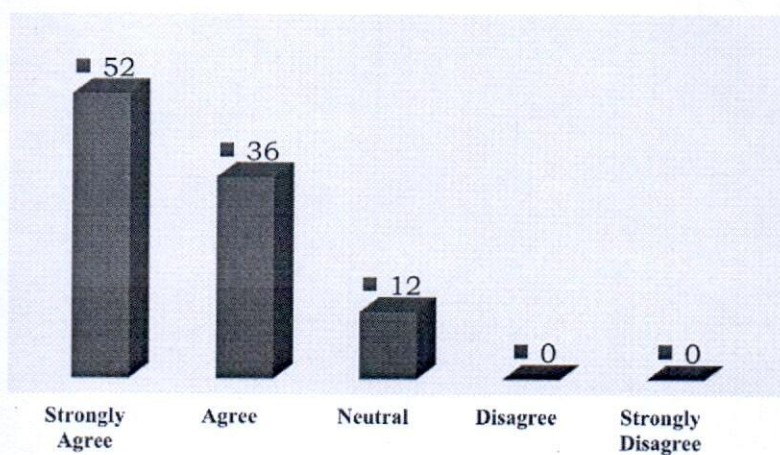**Internet facility is available in the department**

All the faculty members (33 respondents) agreed that internet facility is available in the department. None of the faculty members were found to disagree in this regard.

There are ample number of schemes/policies for the welfare of faculties

Response	Percentage	Respondents
Strongly Agree	52	17
Agree	36	12
Neutral	12	4
Disagree	0	0
Strongly Disagree	0	0
Total	100	33

There are ample number of schemes/policies for the welfare of faculties

While 88% of the faculty members agreed that there are ample number of schemes/policies for the welfare of faculties; about 12% stayed neutral to the given statement.

SECTION - STUDENTS

RESEARCH METHODOLOGY

Data Type: Primary

Data Collection Tool: Survey (Online)

Sample Size: 154

Sample Frame: Students of IFTM University studying in 2023-24 in School of Biotechnology

Sampling: Probability Sampling

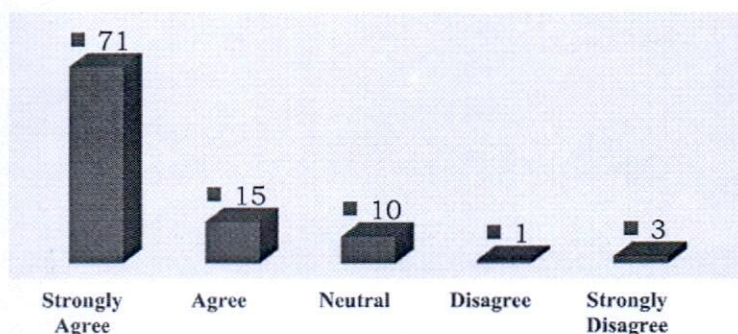**Questionnaire:**   Five-point Likert scale

PART – A
CURRICULM

The curriculum provides added flexibility and diversity among the offered courses across the programmes.

Response	Percentage	Respondents
Strongly Agree	71	110
Agree	15	23
Neutral	10	15
Disagree	1	2
Strongly Disagree	3	4
Total	100	154

The curriculum provides added flexibility and diversity among the offered courses across the programmes.
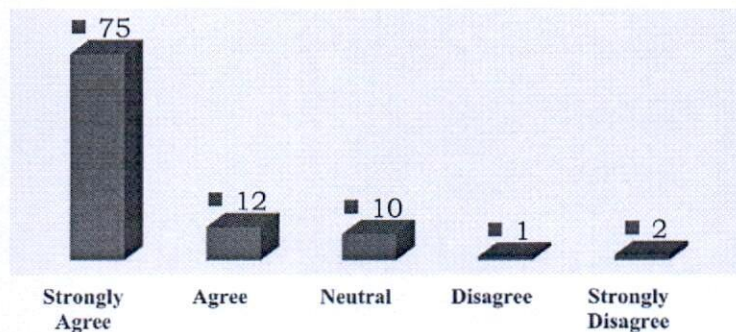

The majority (86%) either strongly agree or agree with the statement, highlighting that the curriculum is largely perceived as flexible and diverse by respondents. The few who disagree represent a very small portion of the sample.

The curriculum which is based on courses of the programme leads to employability, skill development and entrepreneurship.

Response	Percentage	Respondents
Strongly Agree	75	115
Agree	12	19
Neutral	10	15
Disagree	1	2
Strongly Disagree	2	3
Total	100	154

The curriculum which is based on courses of the programme leads to employability, skill development and entrepreneurship.
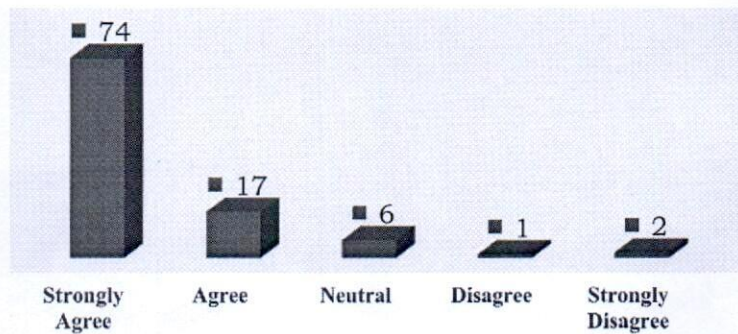

87% of respondents either strongly agree or agree with the statement, suggesting that the majority view the curriculum as beneficial for enhancing employability, skill development, and entrepreneurship. The disagreement is minimal, with only 3% expressing a negative opinion.

The elective courses offered are diverse and allow students to adapt their education to their interests.

Response	Percentage	Respondents
Strongly Agree	74	113
Agree	17	26
Neutral	6	10
Disagree	1	2
Strongly Disagree	2	3
Total	100	154

The elective courses offered are diverse and allow students to adapt their education to their interests.
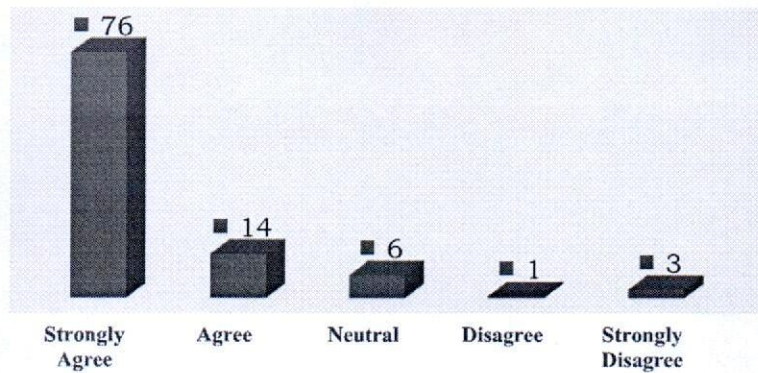

91% of respondents either strongly agree or agree with that the majority view the electives as diverse and valuable for personalizing education. Only 3% expressed disagreement, indicating minimal concerns about the offerings.

The course structure and syllabus is interesting and easy to understand.

Response	Percentage	Respondents
Strongly Agree	76	117
Agree	14	21
Neutral	6	11
Disagree	1	1
Strongly Disagree	3	4
Total	100	154

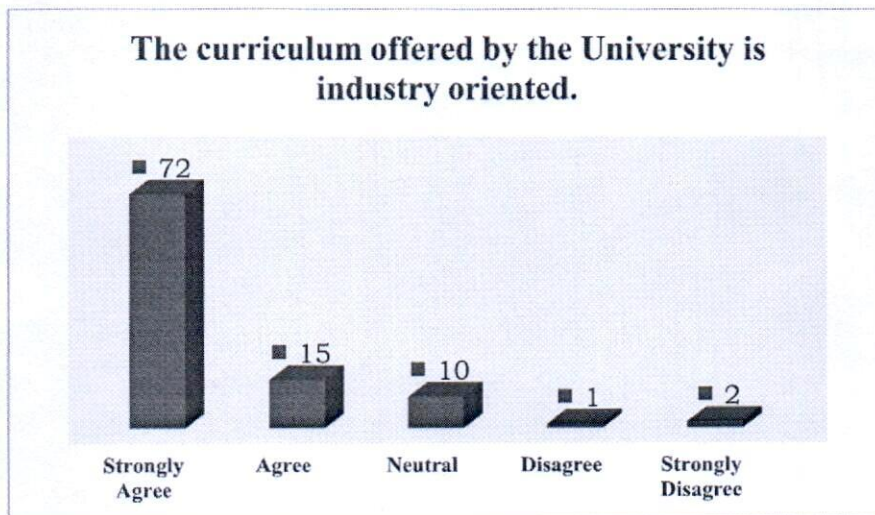**The course structure and syllabus is interesting and easy to understand.**

90% of respondents agree with the statement that students find the course structure and syllabus engaging and easy to follow and understand.

The curriculum offered by the University is industry oriented.

Response	Percentage	Respondents
Strongly Agree	72	111
Agree	15	23
Neutral	10	15
Disagree	1	2
Strongly Disagree	2	3
Total	100	154

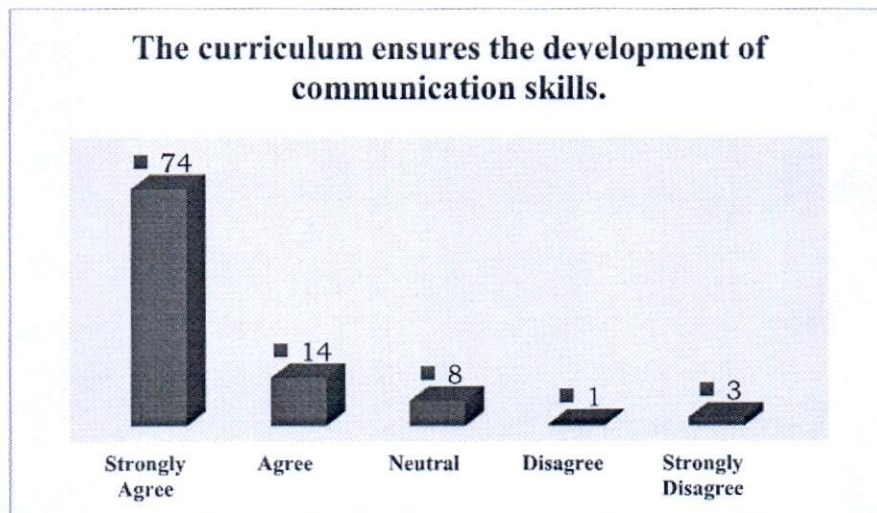### The curriculum offered by the University is industry oriented.

87% of respondents either strongly agree or agree that the curriculum is industry-oriented, highlighting that the majority view the program as being well-suited to the needs of the industry. Only 3% expressed disagreement, which suggests minimal concerns about the curriculum's industry relevance.

The curriculum ensures the development of communication skills.

Response	Percentage	Respondents
Strongly Agree	74	114
Agree	14	23
Neutral	8	12
Disagree	1	1
Strongly Disagree	3	4
Total	100	154

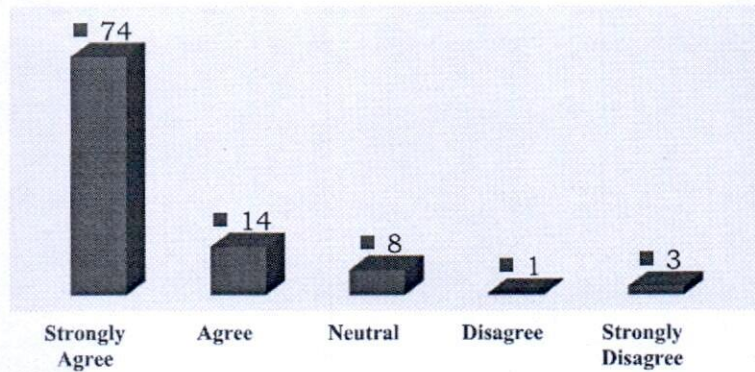**The curriculum ensures the development of communication skills.**

88% of respondents either strongly agree or agree on that the curriculum contributes to the development of communication skills, which reflects a positive overall perception.

The curriculum is designed to bridge the gap between theory and practical exercises.

Response	Percentage	Respondents
Strongly Agree	74	114
Agree	14	23
Neutral	8	12
Disagree	1	1
Strongly Disagree	3	4
Total	100	154

The curriculum is designed to bridge the gap between theory and practical exercises.
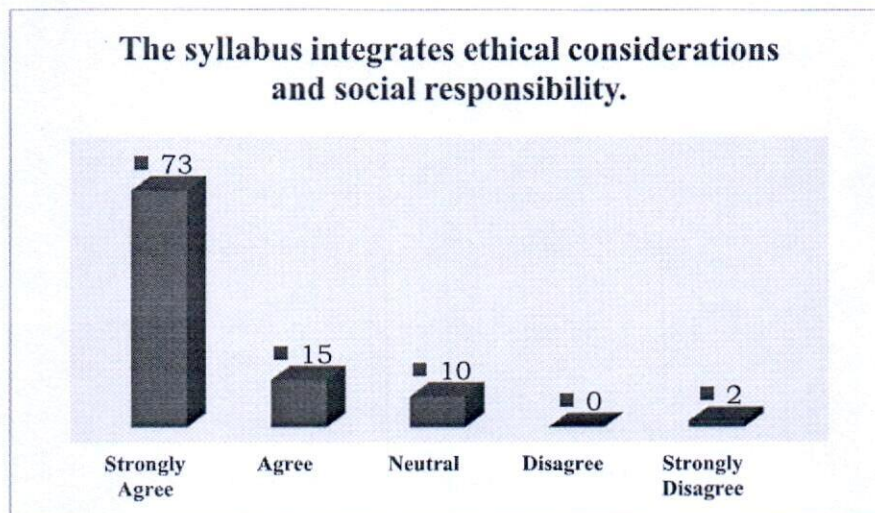

As per above table, 88% of respondents either strongly agree or agree with the statement, suggesting that the majority view the curriculum as successfully bridging the gap between theoretical knowledge and practical application. Only 4% expressed disagreement, indicating minimum concern about this aspect of the curriculum.

The syllabus integrates ethical considerations and social responsibility.

Response	Percentage	Respondents
Strongly Agree	73	113
Agree	15	23
Neutral	10	15
Disagree	0	0
Strongly Disagree	2	3
Total	100	154

The syllabus integrates ethical considerations and social responsibility.
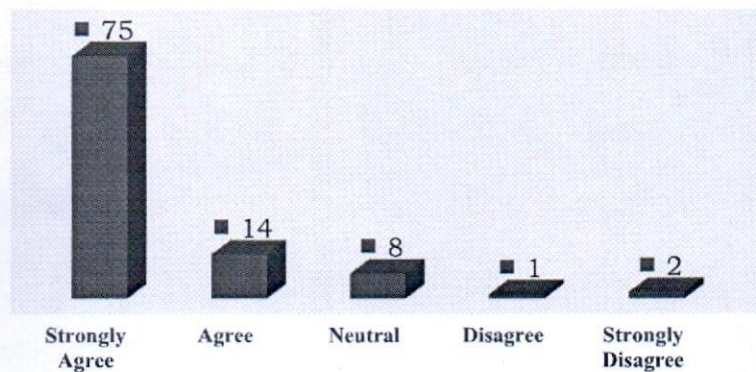

As per the above, overall, 88% of respondents agree that the syllabus successfully integrates ethical considerations and social responsibility, highlighting a strong consensus in favour of these aspects. It also indicating a strong and widespread belief that these important elements are effectively incorporated into the curriculum.

The courses offered in the programme are relevant to my future job ambitions.

Response	Percentage	Respondents
Strongly Agree	75	116
Agree	14	21
Neutral	8	12
Disagree	1	2
Strongly Disagree	2	3
Total	100	154

The courses offered in the programme are relevant to my future job ambitions.
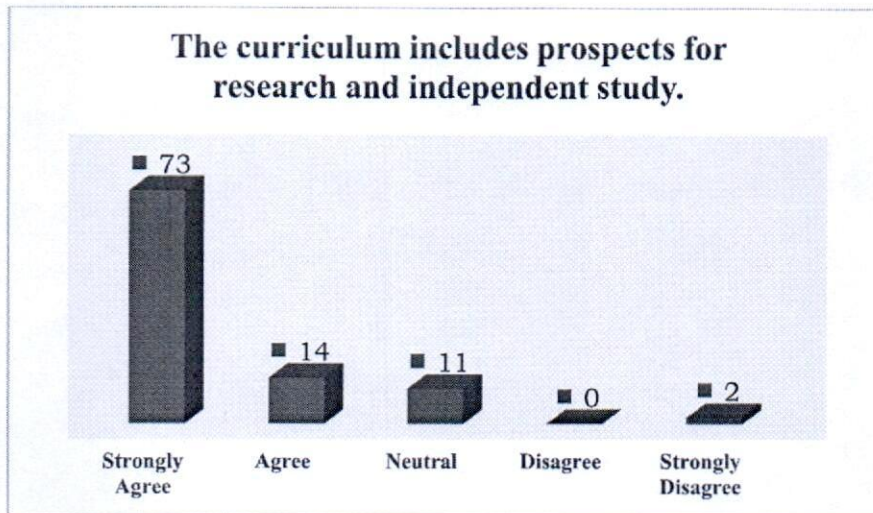

Overall, 89% of respondents either strongly agree or agree that the courses offered are relevant to their future job ambitions, indicating a strong alignment between the program's courses and students' career goals.

The curriculum includes prospects for research and independent study.

Response	Percentage	Respondents
Strongly Agree	73	112
Agree	14	22
Neutral	11	17
Disagree	0	0
Strongly Disagree	2	3
Total	100	154

The curriculum includes prospects for research and independent study.
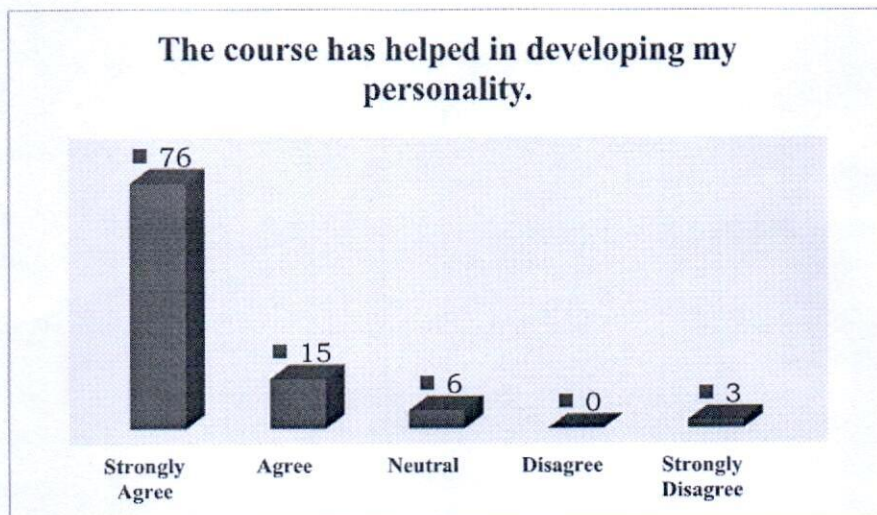

As per above, 87% students agree that the curriculum includes prospects for research and independent study, indicating a significant level of satisfaction with these opportunities.

The course has helped in developing my personality.

Response	Percentage	Respondents
Strongly Agree	76	117
Agree	15	24
Neutral	6	9
Disagree	0	0
Strongly Disagree	3	4
Total	100	154

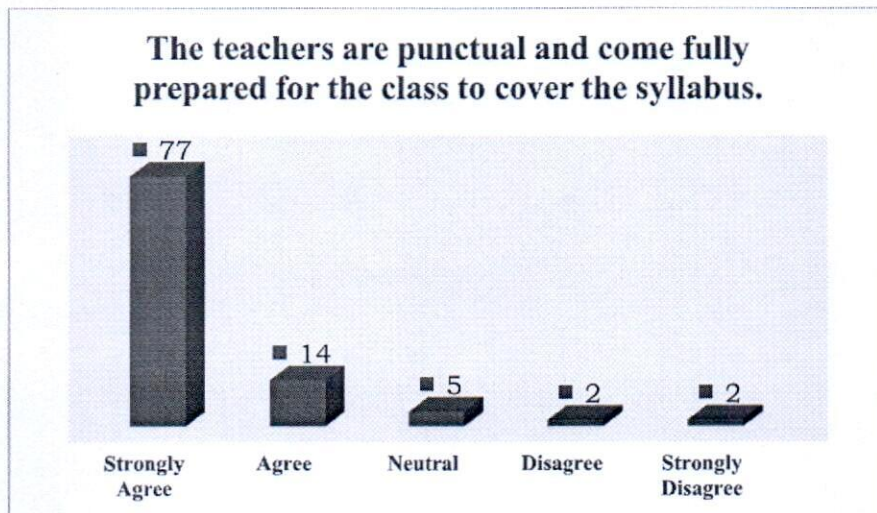**The course has helped in developing my personality.**

91% of respondents either strongly agree or agree that the course has positively influenced their personality, reflecting a broad consensus on its effectiveness for personal growth.

The teachers are punctual and come fully prepared for the class to cover the syllabus.

Response	Percentage	Respondents
Strongly Agree	77	119
Agree	14	22
Neutral	5	7
Disagree	2	3
Strongly Disagree	2	3
Total	100	154

The teachers are punctual and come fully prepared for the class to cover the syllabus.

77	
14	
5	
2	
2	

Strongly Agree   Agree   Neutral   Disagree   Strongly Disagree

Overall, 91% of respondents either strongly agree or agree that teachers are punctual and come fully prepared for class, indicating a strong endorsement of teachers' commitment.
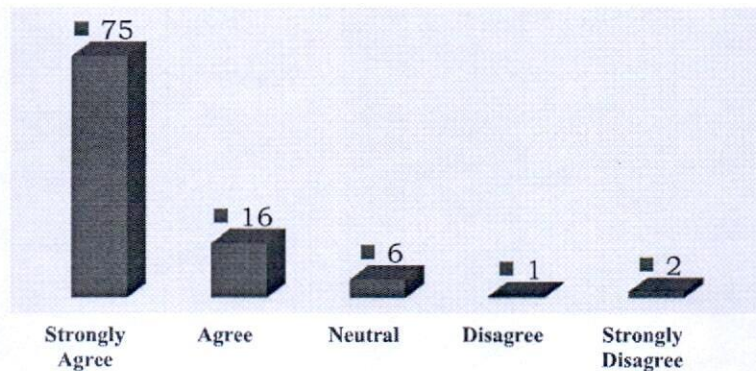
The teachers illustrate the concepts of the courses through examples and application.

Response	Percentage	Respondents
Strongly Agree	75	115
Agree	16	26
Neutral	6	9
Disagree	1	1
Strongly Disagree	2	3
Total	100	154

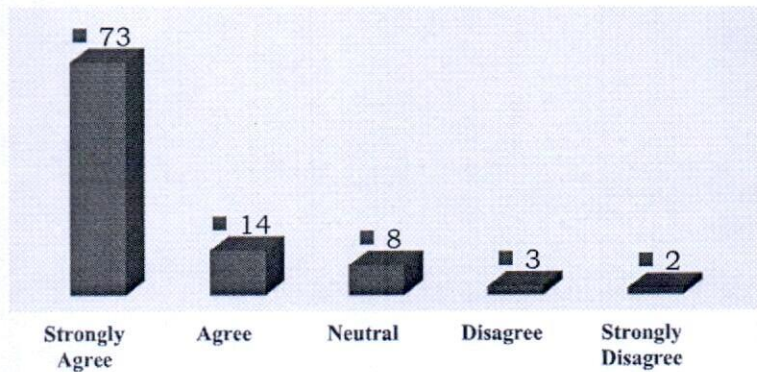### The teachers illustrate the concepts of the courses through examples and application.

As per the above table, 91% of respondents either strongly agree or agree that teachers effectively use examples, applications and illustrate concepts with examples and applications, reflecting a solid level of strong approval.

The teachers utilise modern ICT tools for teaching the curriculum.

Response	Percentage	Respondents
Strongly Agree	73	112
Agree	14	21
Neutral	8	14
Disagree	3	4
Strongly Disagree	2	3
Total	100	154

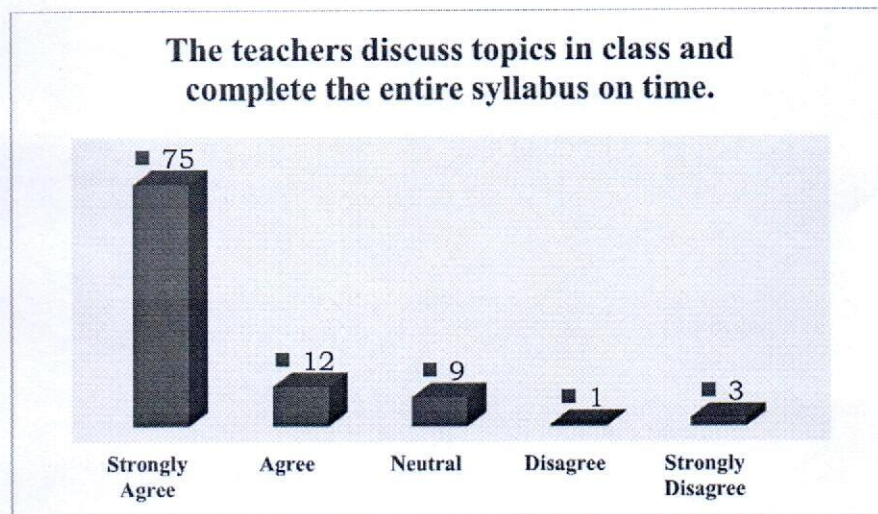### The teachers utilise modern ICT tools for teaching the curriculum.

Overall, 87% students agree that teachers effectively utilize modern ICT tools, indicating that a portion of respondents feel very positive about the integration of technology in teaching. However, 5% expressed disagreement, suggesting that a small group of respondents feel there is room for improvement in the integration of ICT tools in the curriculum delivery.

The teachers discuss topics in class and complete the entire syllabus on time.

Response	Percentage	Respondents
Strongly Agree	75	116
Agree	12	19
Neutral	9	14
Disagree	1	1
Strongly Disagree	3	4
Total	100	154

The teachers discuss topics in class and complete the entire syllabus on time.
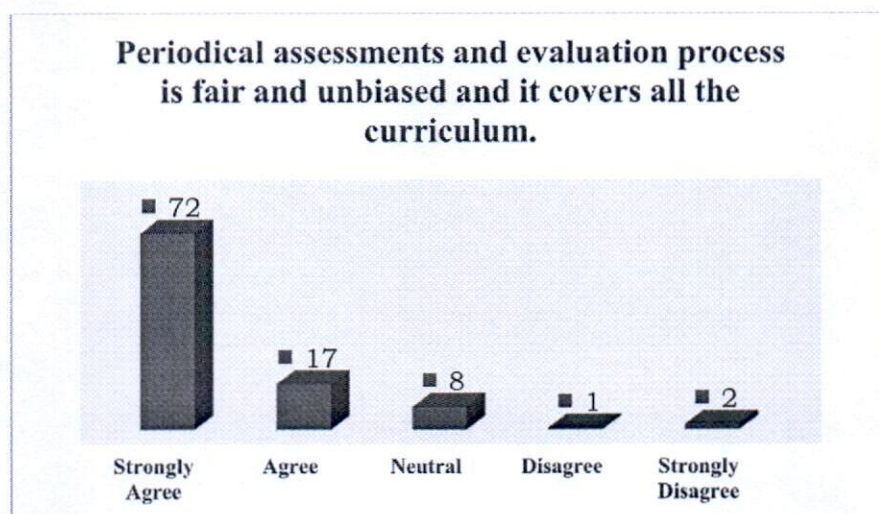

Overall, 87% agree that teachers discuss topics in class and complete the entire syllabus on time, showing a strong level of confidence in the teachers' ability to manage course content efficiently. Only 4% expressed disagreement, suggesting minimal concern about syllabus completion and topic discussion in class.

Periodical assessments and evaluation process is fair and unbiased and it covers all the curriculum.

Response	Percentage	Respondents
Strongly Agree	72	111
Agree	17	26
Neutral	8	13
Disagree	1	1
Strongly Disagree	2	3
Total	100	154

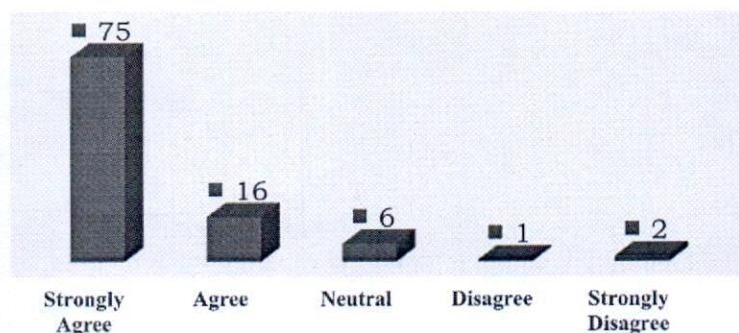**Periodical assessments and evaluation process is fair and unbiased and it covers all the curriculum.**

Overall, 89% of respondents either strongly agree or agree with the statement that the periodical assessments and evaluations are fair, unbiased, and cover the entire curriculum, highlighting a positive consensus on the fairness and completeness of the assessment process.

The Value added courses (VAC) offered by the University are relevant to develop more learning skills for future endeavours, etc.

Response	Percentage	Respondents
Strongly Agree	75	115
Agree	16	25
Neutral	6	10
Disagree	1	1
Strongly Disagree	2	3
Total	100	154

The Value added courses (VAC) offered by the University are relevant to develop more learning skills for future endeavours, etc.
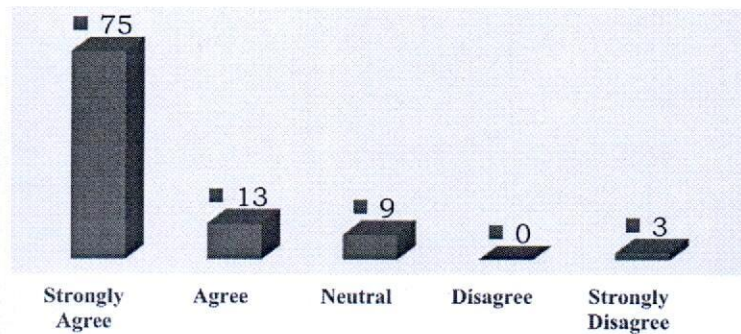

91% of respondents either strongly agree or agree that the Value-Added Courses are relevant for developing additional learning skills and are relevant for skill development and future growth, reflecting a solid level of strong approval. Only 3% expressed disagreement, suggesting minimal concern over the relevance of the VAC for skill-building and future opportunities.

The curriculum offered by the University is as per the latest UGC guidelines or National Education Policy (NEP) 2020.

Response	Percentage	Respondents
Strongly Agree	75	116
Agree	13	20
Neutral	9	14
Disagree	0	0
Strongly Disagree	3	4
Total	100	154

The curriculum offered by the University is as per the latest UGC guidelines or National Education Policy (NEP) 2020.

Overall, 88% of respondents agree that the curriculum follows the latest UGC or NEP 2020 guidelines and suggesting a high level of confidence in the curriculum's adherence to recent educational standards., reflecting a strong consensus in favour of its current relevance.
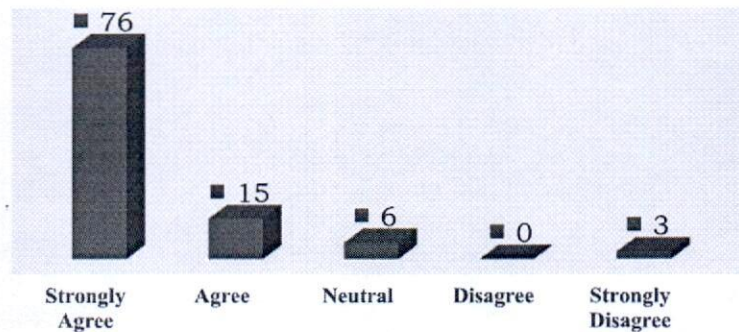
PART – B
INSTITUTIONAL FACILITIES

The central library of the university is a major source of information for the students and is optimally utilised.

Response	Percentage	Respondents
Strongly Agree	76	115
Agree	15	22
Neutral	6	9
Disagree	0	0
Strongly Disagree	3	4
Total	100	150

The central library of the university is a major source of information for the students and is optimally utilised.
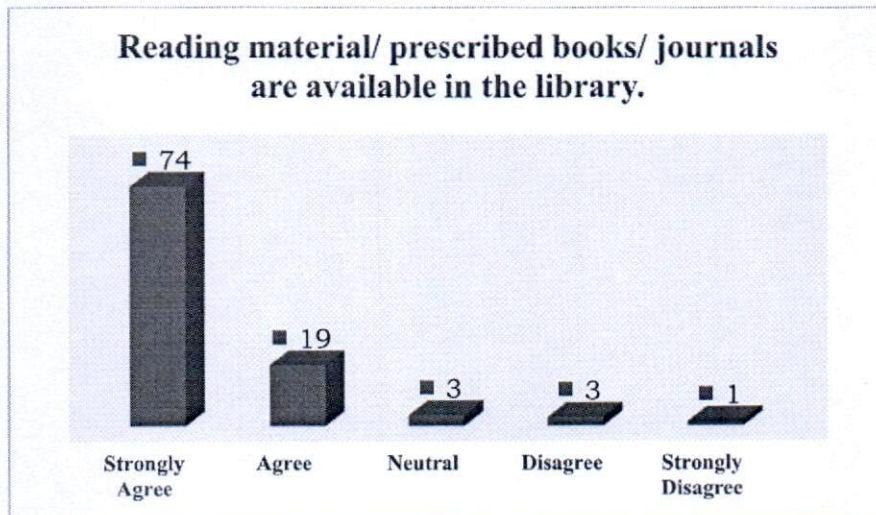

91% of respondents recognize the library as an important and effectively utilized resource, highlighting its central role in supporting academic success. 3% hold a negative view, suggesting areas for improvement to better serve this minority group.

Reading material/ prescribed books/ journals are available in the library.

Response	Percentage	Respondents
Strongly Agree	74	111
Agree	19	28
Neutral	3	5
Disagree	3	4
Strongly Disagree	1	2
Total	100	150

Reading material/ prescribed books/ journals are available in the library.
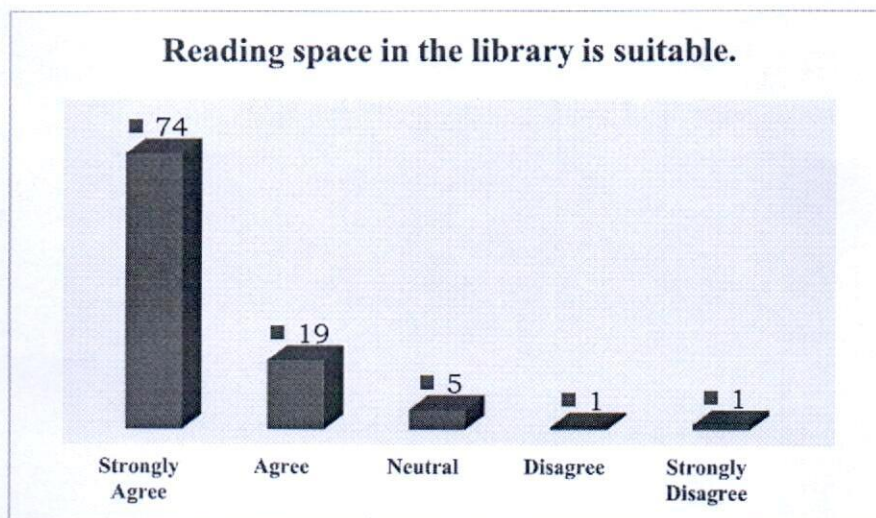

Overall, 93% of students (139 respondents) find the library adequately stocked with essential resources, demonstrating its effectiveness in meeting the majority's academic needs.

Reading space in the library is suitable.

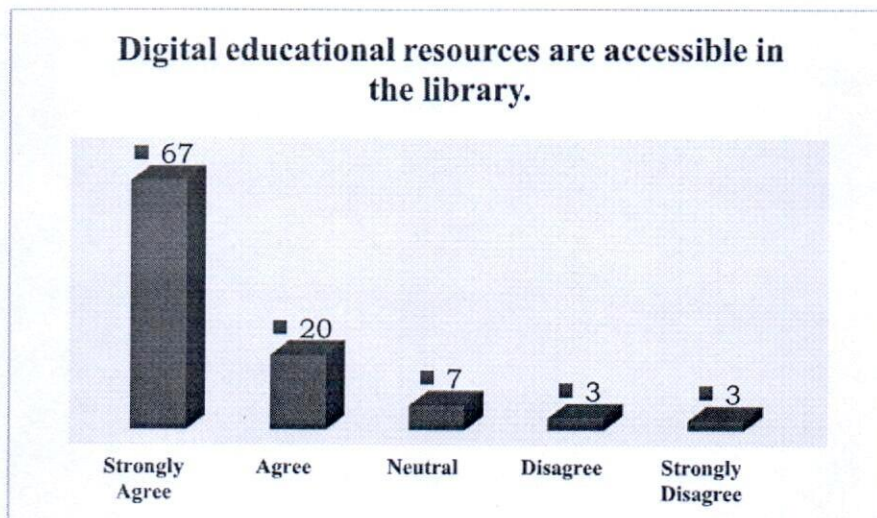| Response	Percentage	Respondents
Strongly Agree	74	111
Agree	19	28
Neutral	5	8
Disagree	1	1
Strongly Disagree	1	2
Total	100	150

Reading space in the library is suitable.

As per above table, 93% (139 respondents) expressing positive views, the data reflects general satisfaction with the library's reading space and environment, affirming it as conducive for study.

Digital educational resources are accessible in the library.

Response	Percentage	Respondents
Strongly Agree	67	101
Agree	20	30
Neutral	7	10
Disagree	3	5
Strongly Disagree	3	4
Total	100	150

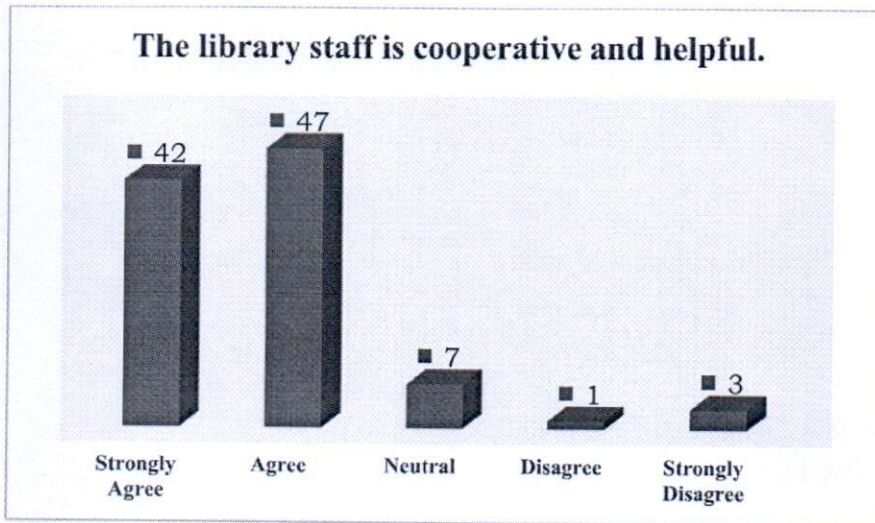### Digital educational resources are accessible in the library.

In total, 87% agree that digital resources are accessible, indicating general satisfaction while also highlighting an opportunity to enhance digital offerings for the remaining 13% who are either neutral or dissatisfied.

The library staff is cooperative and helpful.

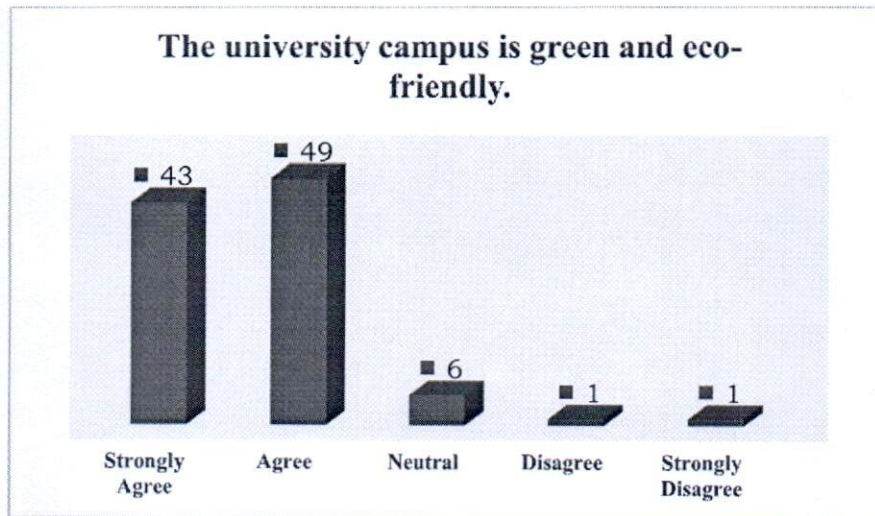| Response	Percentage	Respondents
Strongly Agree	42	62
Agree	47	70
Neutral	7	11
Disagree	1	2
Strongly Disagree	3	5
Total	100	150

The library staff is cooperative and helpful.

As per the above table, 89% students agrees that the library staff is cooperative and helpful, indicating a high level of appreciation for the staff's assistance.

The university campus is green and eco-friendly.

Response	Percentage	Respondents
Strongly Agree	43	65
Agree	49	72
Neutral	6	9
Disagree	1	2
Strongly Disagree	1	2
Total	100	150

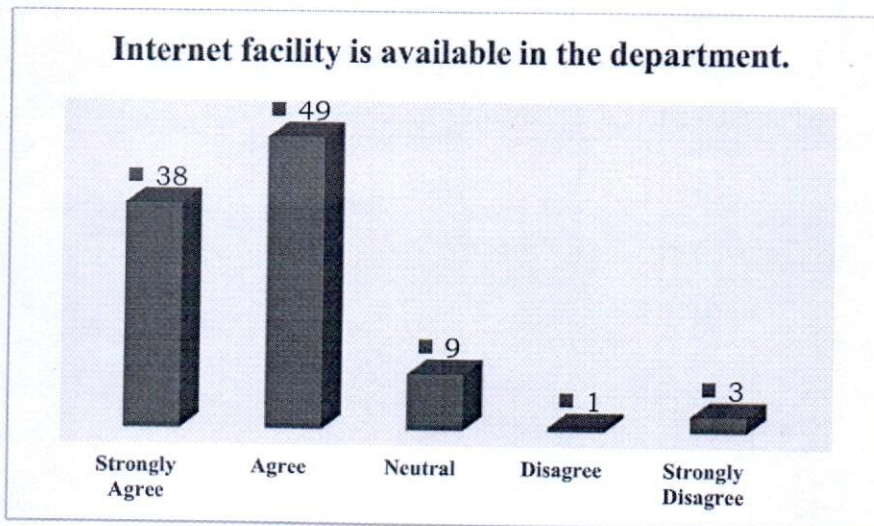The university campus is green and eco-friendly.

Overall, 92% hold a positive view of the campus's green and eco-friendly aspects, highlighting general satisfaction with the University's commitment to sustainability. A large portion of students are very pleased with the campus's environmental features.

Internet facility is available in the department.

Response	Percentage	Respondents
Strongly Agree	38	57
Agree	49	74
Neutral	9	14
Disagree	1	1
Strongly Disagree	3	4
Total	100	150

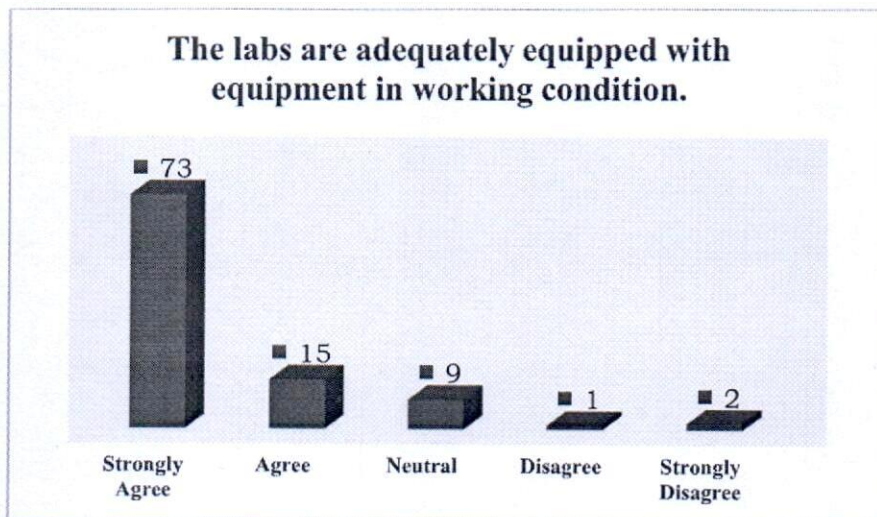## Internet facility is available in the department.

With 87% (131 people) expressing some level of agreement, while 4% (5 people) express disagreement, and 9% remain neutral. This suggests that a majority view the internet facility in the department positively, though some concerns or dissatisfaction exist among a minority.

The labs are adequately equipped with equipment in working condition.

Response	Percentage	Respondents
Strongly Agree	73	108
Agree	15	23
Neutral	9	14
Disagree	1	2
Strongly Disagree	2	3
Total	100	150

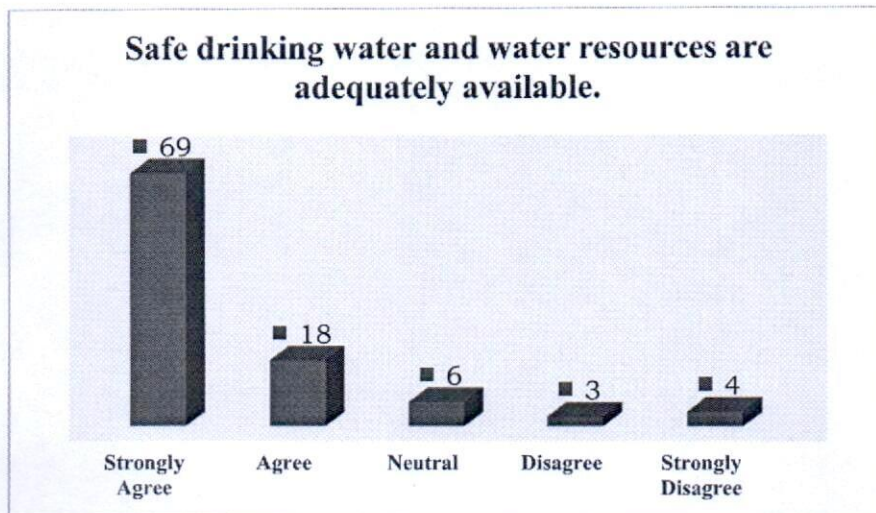**The labs are adequately equipped with equipment in working condition.**

88% students generally agree that lab equipment is adequate and in working condition, while 9% (14 people) are neutral. This indicates a positive overall perception of lab adequacy, with a strong majority agreeing that equipment is available and functional, though a very small portion of respondents feel otherwise.

Safe drinking water and water resources are adequately available.

Response	Percentage	Respondents
Strongly Agree	69	103
Agree	18	27
Neutral	6	10
Disagree	3	4
Strongly Disagree	4	6
Total	100	150

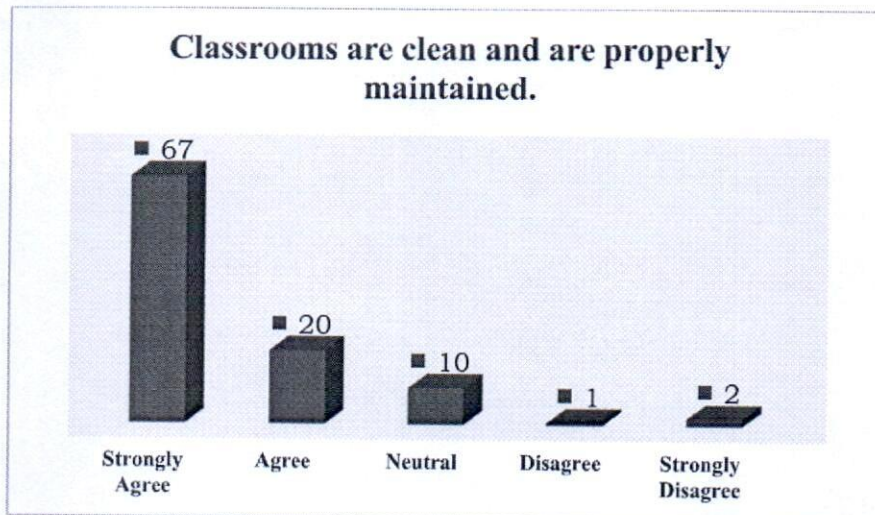Safe drinking water and water resources are adequately available.

87% students agree that safe drinking water and water resources are adequately available, while only 7% (10 people) express disagreement. The remaining 6% (10 people) are neutral. This shows a strong majority perceiving water availability as sufficient, with only a small minority indicating concerns or dissatisfaction.

Classrooms are clean and are properly maintained.

Response	Percentage	Respondents
Strongly Agree	67	101
Agree	20	30
Neutral	10	15
Disagree	1	1
Strongly Disagree	2	3
Total	100	150

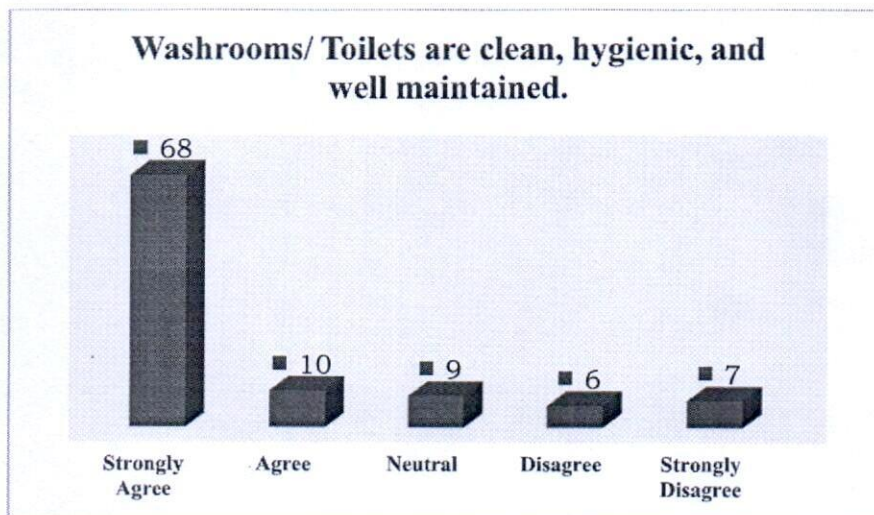**Classrooms are clean and are properly maintained.**

87% students agree that classrooms are clean and well-maintained, while only 3% express disagreement. This suggests that a strong majority view classroom maintenance positively, though a small segment feels there is room for improvement.

Washrooms/ Toilets are clean, hygienic, and well maintained.

Response	Percentage	Respondents
Strongly Agree	68	102
Agree	10	15
Neutral	9	13
Disagree	6	9
Strongly Disagree	7	11
Total	100	150

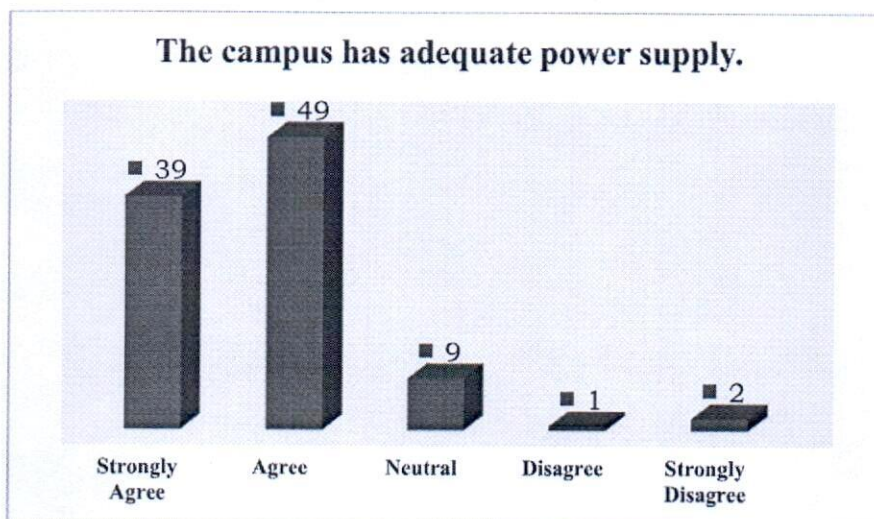Washrooms/ Toilets are clean, hygienic, and well maintained.

78% agree that the washrooms are adequately clean and maintained, while 13% express dissatisfaction with the statement. While a majority find the washrooms satisfactory, the relatively high percentage of disagreement indicates room for improvement in the cleanliness and maintenance of these facilities. This suggests that further attention to hygiene and upkeep may enhance overall satisfaction.

The campus has adequate power supply.

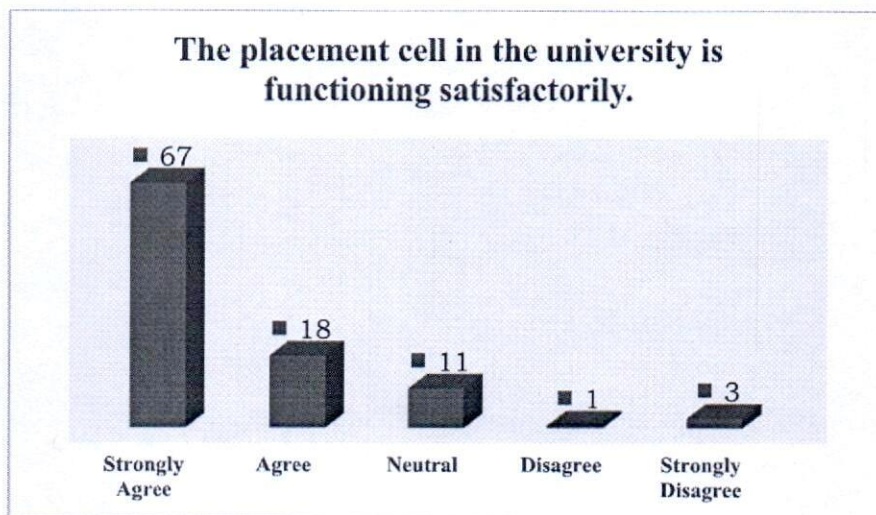| Response	Percentage	Respondents
Strongly Agree	39	59
Agree	49	74
Neutral	9	13
Disagree	1	1
Strongly Disagree	2	3
Total	100	150

The campus has adequate power supply.

88% (133 students) feel that the campus has a sufficient power supply, while 3% disagree. This suggests a strong overall satisfaction with that the campus has an adequate power supply.

The placement cell in the university is functioning satisfactorily.

Response	Percentage	Respondents
Strongly Agree	67	100
Agree	18	29
Neutral	11	16
Disagree	1	1
Strongly Disagree	3	4
Total	100	150

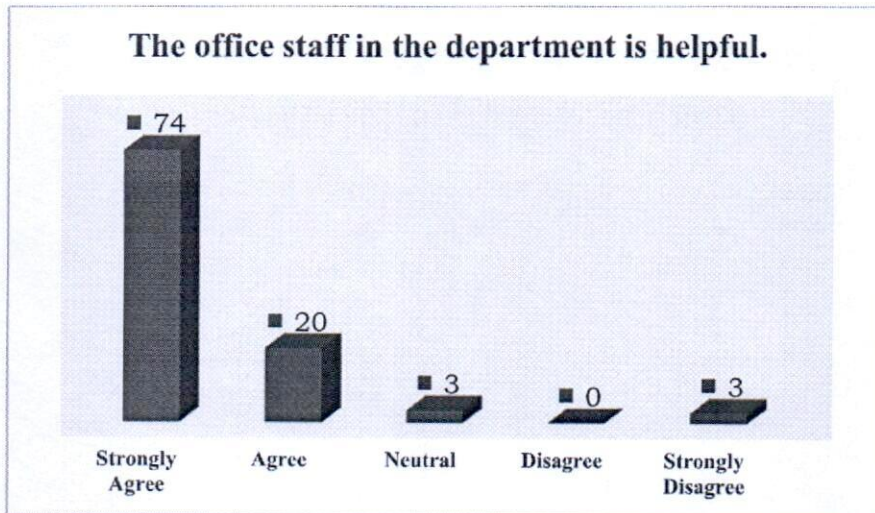**The placement cell in the university is functioning satisfactorily.**

As per the above table, 85% view the placement cell as satisfactory, while 4% express dissatisfaction. The remaining 11% hold a neutral stance. This indicates a generally positive perception of the placement cell's effectiveness, although a significant portion of respondents remain neutral or somewhat dissatisfied, suggesting there may be opportunities to improve its performance or outreach.

The office staff in the department is helpful.

Response	Percentage	Respondents
Strongly Agree	74	111
Agree	20	30
Neutral	3	5
Disagree	0	0
Strongly Disagree	3	4
Total	100	150

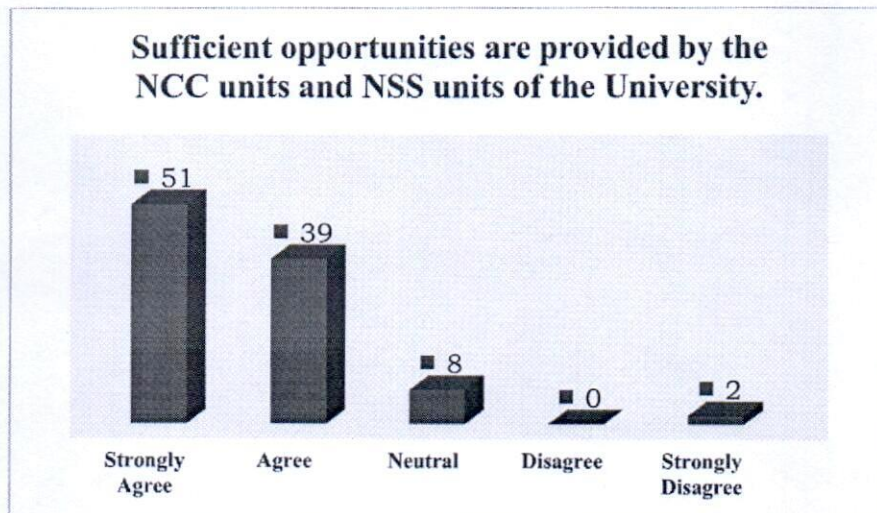### The office staff in the department is helpful.

The table shows responses regarding the helpfulness of the office staff in the department as 94% students agree that the office staff is helpful, while only 3% express disagreement. This indicates a strong positive perception of the office staff's helpfulness, with a high level of satisfaction overall and very few respondents expressing dissatisfaction.

Sufficient opportunities are provided by the NCC units and NSS units of the University.

Response	Percentage	Respondents
Strongly Agree	51	77
Agree	39	58
Neutral	8	12
Disagree	0	0
Strongly Disagree	2	3
Total	100	150

Sufficient opportunities are provided by the NCC units and NSS units of the University.
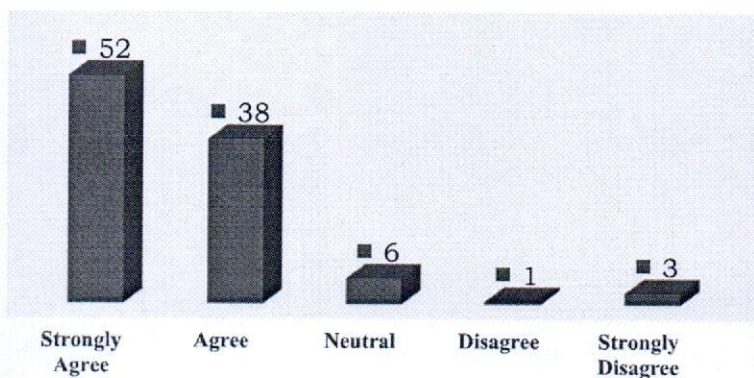

90% feel that the NCC and NSS units provide sufficient opportunities, while only 2% express dissatisfaction. This shows that there is a strong overall positive perception of the opportunities provided by the NCC and NSS units, with a majority affirming the sufficiency of these opportunities. This positive response reflects well on the University's efforts to support student development and extracurricular engagement through these units.

Opportunities are available under Curricular/ Extra-curricular activities for the students.

Response	Percentage	Respondents
Strongly Agree	52	79
Agree	38	57
Neutral	6	9
Disagree	1	1
Strongly Disagree	3	4
Total	100	150

Opportunities are available under Curricular/ Extra-curricular activities for the students.
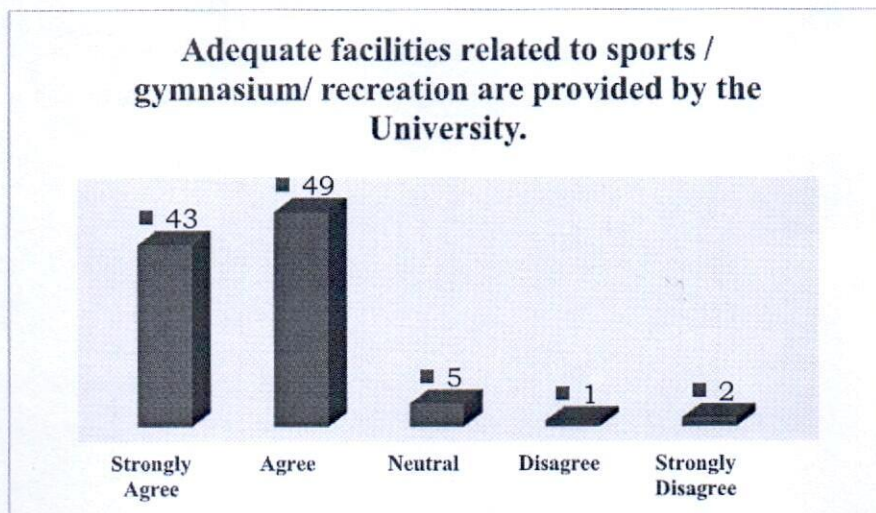

90% students agree that sufficient curricular and extracurricular opportunities are provided, while only 4% express dissatisfaction with this statement. The remaining 6% hold a neutral stance. Most respondents view the university's provision of curricular and extracurricular opportunities positively, indicating strong support for the range and accessibility of activities available to students. Overall, this high level of agreement reflects the university's success in fostering a well-rounded student experience.

Adequate facilities related to sports / gymnasium/ recreation are provided by the University.

Response	Percentage	Respondents
Strongly Agree	43	63
Agree	49	74
Neutral	5	8
Disagree	1	2
Strongly Disagree	2	3
Total	100	150

Adequate facilities related to sports / gymnasium/ recreation are provided by the University.
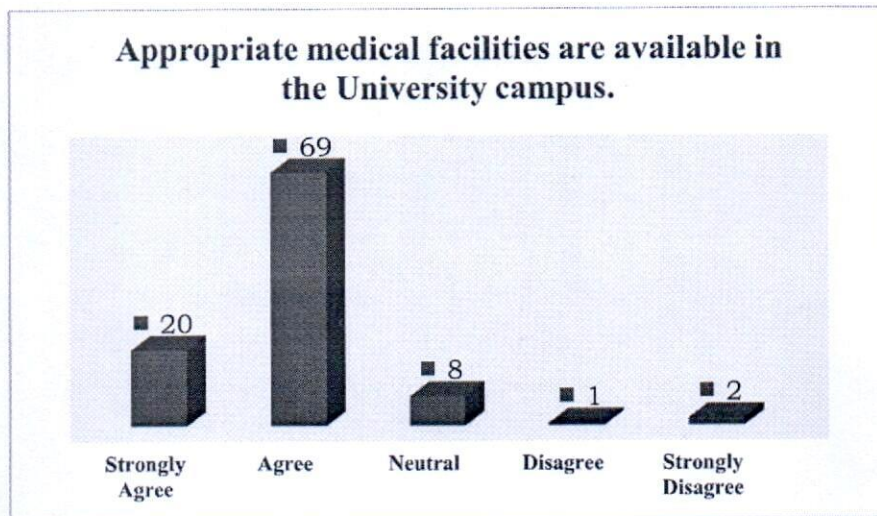

92% agree that the University provides sufficient facilities for sports, gymnasium, and recreation. This shows that the University's sports, gymnasium, and recreational facilities as adequate, with a strong consensus on their availability and quality.

Appropriate medical facilities are available in the University campus.

Response	Percentage	Respondents
Strongly Agree	20	31
Agree	69	103
Neutral	8	12
Disagree	1	1
Strongly Disagree	2	3
Total	100	150

Appropriate medical facilities are available in the University campus.

Most respondents (89%) are satisfied with the medical facilities provided on campus, indicating that the university has effectively addressed students' healthcare needs. The small proportion of disagreement and neutrality suggests that while most students are content, there may still be areas for improvement or awareness regarding these services.
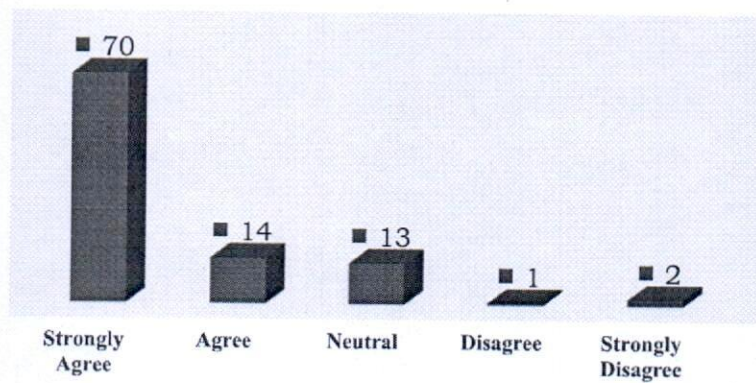
Facilities provided in the University hostels are adequate.

Response	Percentage	Respondents
Strongly Agree	70	106
Agree	14	21
Neutral	13	19
Disagree	1	1
Strongly Disagree	2	3
Total	100	150

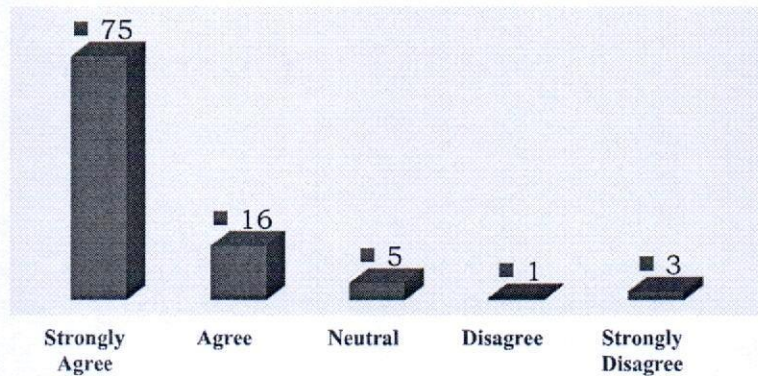Facilities provided in the University hostels are adequate.

Most students (84%) are satisfied with the hostel facilities, suggesting that the University is meeting the needs of most students in terms of accommodation. However, the 13% neutrality and 3% dissatisfaction indicate that there may be specific areas for improvement or that some students feel there is room for enhancement in hostel services. Overall, the response reflects a generally positive view, with most students finding the hostel facilities to be sufficient.

Bank/Post-office/ATM facilities are available in the University campus.

Response	Percentage	Respondents
Strongly Agree	75	112
Agree	16	25
Neutral	5	8
Disagree	1	1
Strongly Disagree	3	4
Total	100	150

Bank/Post-office/ATM facilities are available in the University campus.

The above table shows that the majority of students (91%) perceive the availability of bank, post-office, and ATM facilities on campus positively, indicating that these essential services are well-provided for students. However, the 4% dissatisfaction suggests that there may be areas for improvement, particularly in ensuring that these facilities meet all student needs. Overall, the response highlights a high level of satisfaction with these services on University campus.

SECTION - ALUMNI

RESEARCH METHODOLOGY

Data Type: Primary

Data Collection Tool: Survey (Online)

Sample Size: 67

Sample Frame: Students of IFTM University who passed out of the University before 2023-24 from School of Biotechnology

Sampling: Probability Sampling

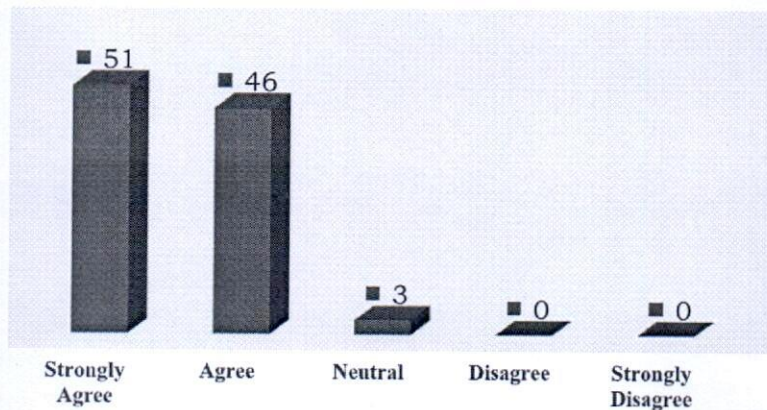**Questionnaire:**   Five-point Likert scale

PART – A
CURRICULUM

The curriculum provided added flexibility and diversity among the offered courses across the programmes.

Response	Percentage	Respondents
Strongly Agree	51	34
Agree	46	31
Neutral	3	2
Disagree	0	0
Strongly Disagree	0	0
Total	100	67

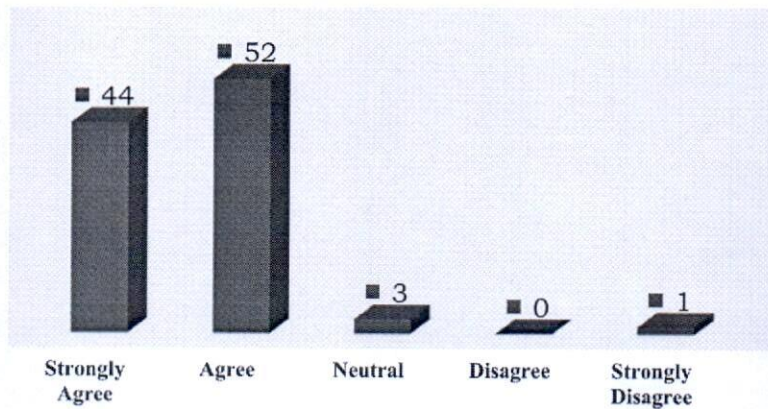### The curriculum provided added flexibility and diversity among the offered courses across the programmes.

While 97% of the alumni agreed that the curriculum provided added flexibility and diversity among the offered courses across the programmes; about 3% remained neutral to the given statement.

The curriculum based on courses of the programme led to employability, skill development and entrepreneurship.

Response	Percentage	Respondents
Strongly Agree	44	29
Agree	52	35
Neutral	3	2
Disagree	0	0
Strongly Disagree	1	1
Total	100	67

The curriculum based on courses of the programme led to employability, skill development and entrepreneurship.
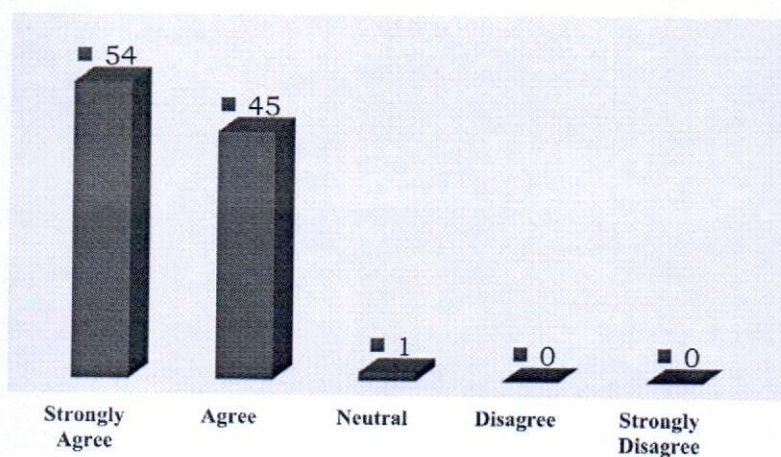

While 96% of the alumni agreed that the curriculum based on courses of the programme led to employability, skill development and entrepreneurship; about 3% remained neutral to the given statement and about 1% had disagreement with the statement.

The offered course structure and syllabus was interesting and easy to understand.

Response	Percentage	Respondents
Strongly Agree	54	36
Agree	45	30
Neutral	1	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	67

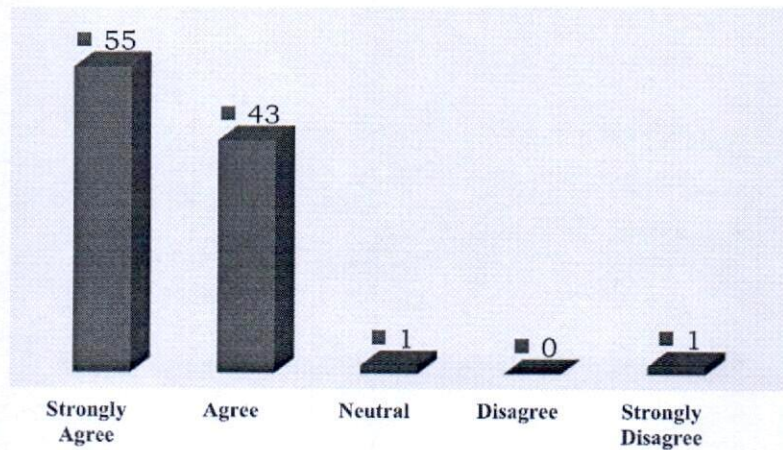**The offered course structure and syllabus was interesting and easy to understand.**

99% of the alumni agreed that the offered course structure and syllabus was interesting and easy to understand; about 1% could not form any opinion and so remained neutral to the given statement.

The curriculum offered by the University met with the industry requirements.

Response	Percentage	Respondents
Strongly Agree	55	37
Agree	43	28
Neutral	1	1
Disagree	0	0
Strongly Disagree	1	1
Total	100	67

The curriculum offered by the University met with the industry requirements.

While 98% of the alumni agreed that the curriculum offered by the University met with the industry requirements; about 2% either remained neutral or were found to strongly disagree with the given statement.
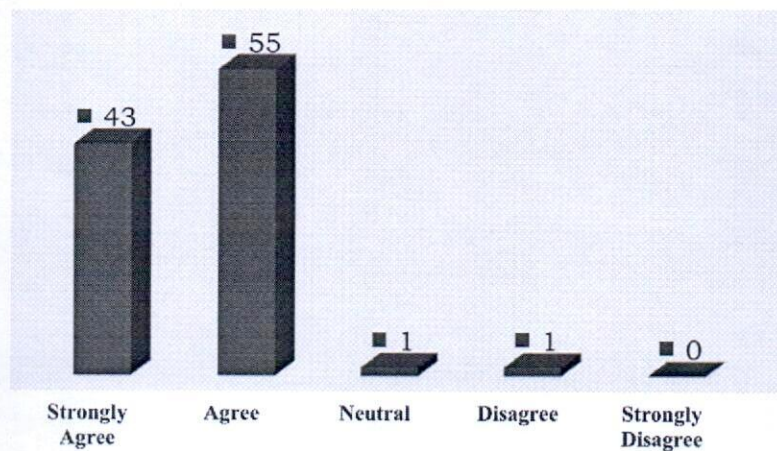
The offered curriculum ensured the development of communication skills.

Response	Percentage	Respondents
Strongly Agree	43	28
Agree	55	37
Neutral	1	1
Disagree	1	1
Strongly Disagree	0	0
Total	100	67

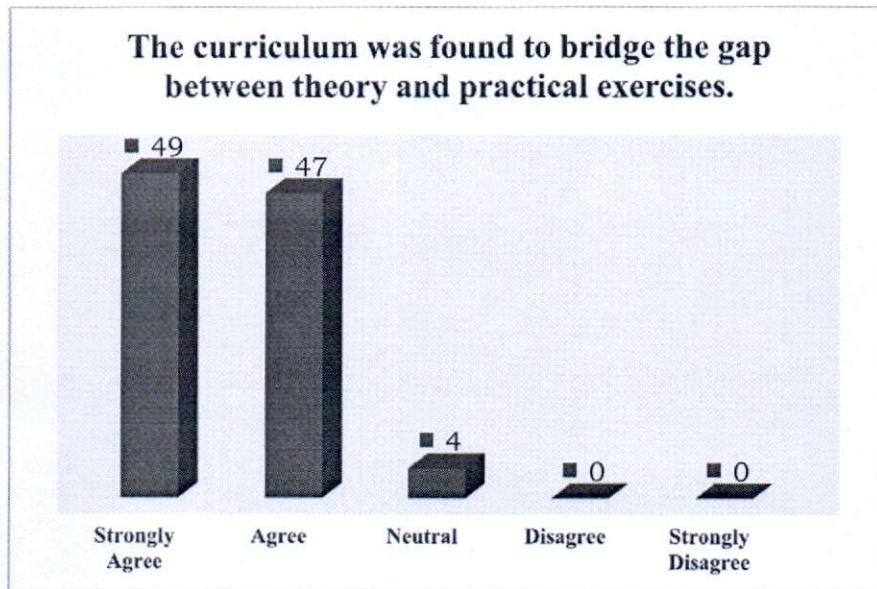### The offered curriculum ensured the development of communication skills.

While 98% of the alumni agreed that the offered curriculum ensured the development of communication skills of the students; about 2% either remained neutral or were found to disagree with the given statement.

The curriculum was found to bridge the gap between theory and practical exercises.

Response	Percentage	Respondents
Strongly Agree	49	33
Agree	47	31
Neutral	4	3
Disagree	0	0
Strongly Disagree	0	0
Total	100	67

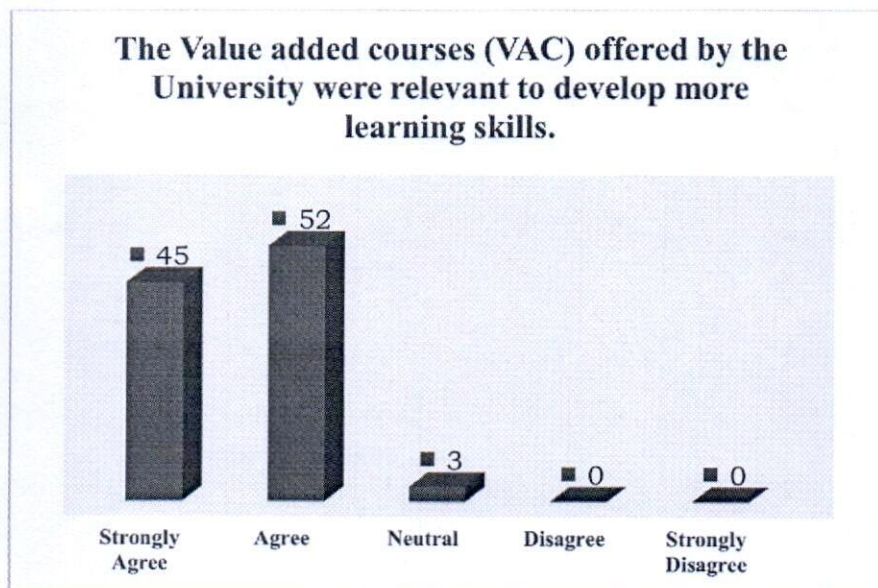**The curriculum was found to bridge the gap between theory and practical exercises.**

While 96% of the alumni agreed that the curriculum was found to bridge the gap between theory and practical exercises; about 4% remained neutral to the given statement.

The Value added courses (VAC) offered by the University were relevant to develop more learning skills.

Response	Percentage	Respondents
Strongly Agree	45	30
Agree	52	35
Neutral	3	2
Disagree	0	0
Strongly Disagree	0	0
Total	100	67

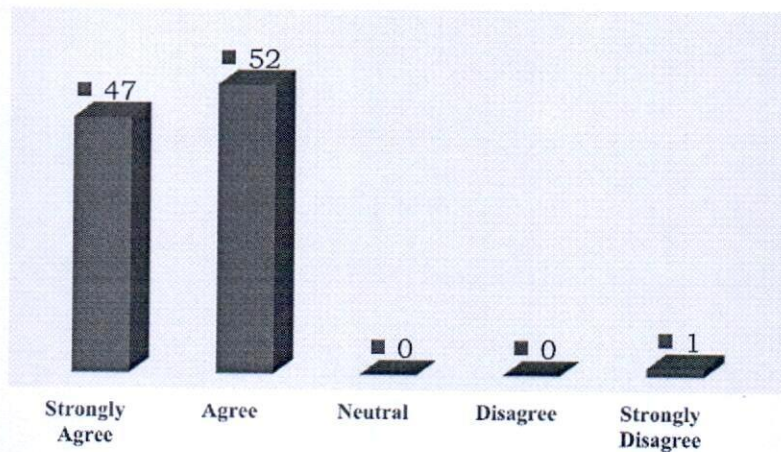**The Value added courses (VAC) offered by the University were relevant to develop more learning skills.**

97% of the alumni agreed that the value-added courses (VAC) offered by the University were relevant to develop more learning skills; about 3% kept their response neutral.

The courses offered in the programme were found to be relevant to my job ambitions.

Response	Percentage	Respondents
Strongly Agree	47	31
Agree	52	35
Neutral	0	0
Disagree	0	0
Strongly Disagree	1	1
Total	100	67

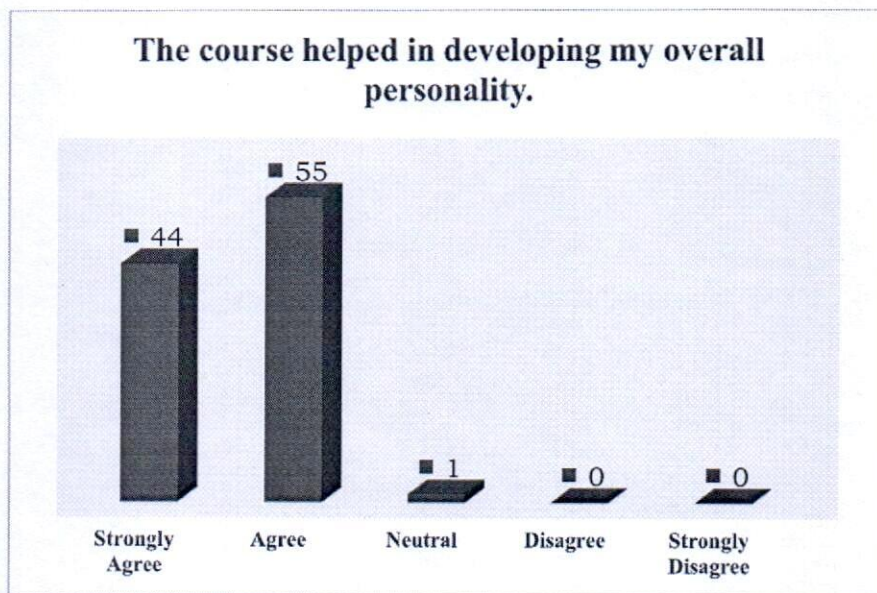**The courses offered in the programme were found to be relevant to my job ambitions.**

While 99% of the alumni agreed that the courses offered in the programme were found to be relevant to their job ambitions; about 1% were found in strong disagreement to the given statement.

The course helped in developing my overall personality.

Response	Percentage	Respondents
Strongly Agree	44	29
Agree	55	37
Neutral	1	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	67

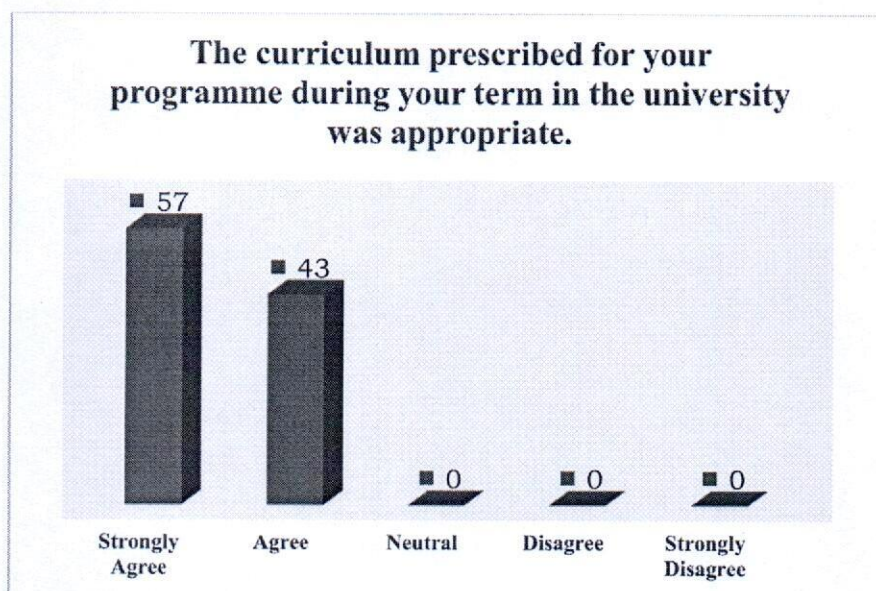### The course helped in developing my overall personality.

99% of the alumni agreed that the course helped in developing their overall personality; about 1% could not form any opinion and so remained neutral to the given statement.

The curriculum prescribed for your programme during your term in the university was appropriate.

Response	Percentage	Respondents
Strongly Agree	57	38
Agree	43	29
Neutral	0	0
Disagree	0	0
Strongly Disagree	0	0
Total	100	67

The curriculum prescribed for your programme during your term in the university was appropriate.
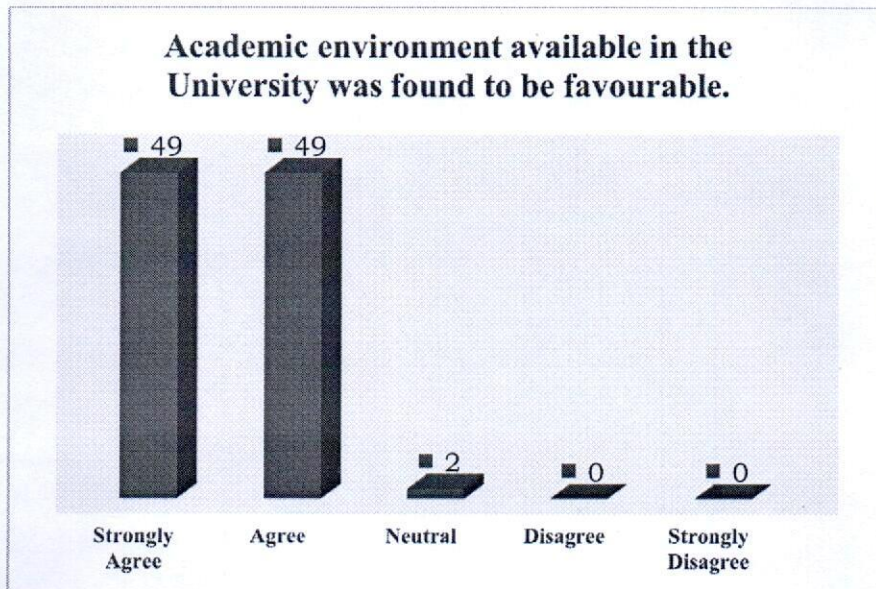

As per the table given above, all the alumni agreed that the curriculum prescribed for their programme during their term in the university was appropriate.

Academic environment available in the University was found to be favourable.

Response	Percentage	Respondents
Strongly Agree	49	33
Agree	49	33
Neutral	2	1
Disagree	0	0
Strongly Disagree	0	0
Total	100	67

Academic environment available in the University was found to be favourable.
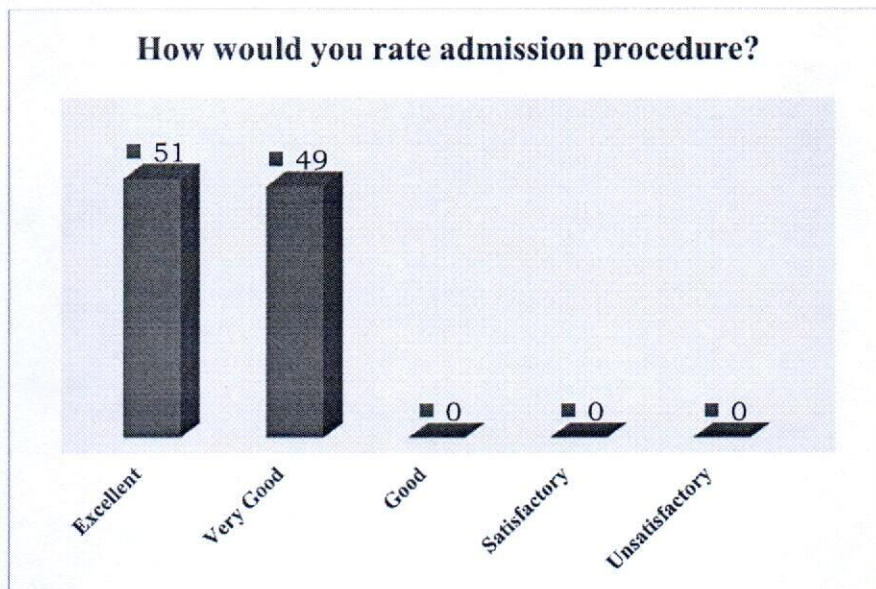

98% of the alumni agreed that the academic environment available in the University was found to be favourable; about 2% could not form any opinion and so remained neutral to the given statement.

PART – B
INSTITUTIONAL FACILITIES

How would you rate admission procedure?

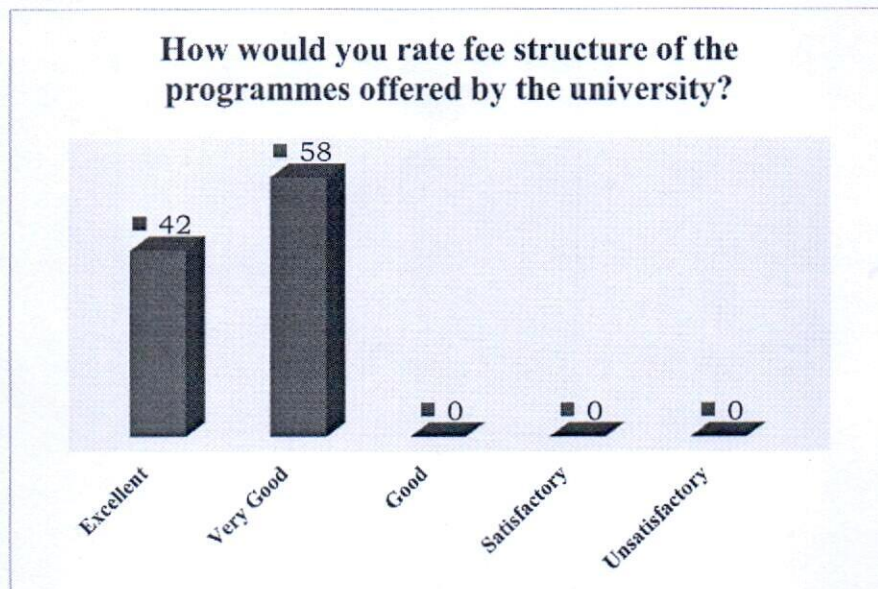| Response	Percentage	Respondents
Excellent	51	34
Very Good	49	33
Good	0	0
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	67

How would you rate admission procedure?

While 51% of the alumni rated the admission procedure as Excellent; about 49% found it to be Very Good.

How would you rate fee structure of the programmes offered by the university?

Response	Percentage	Respondents
Excellent	42	28
Very Good	58	39
Good	0	0
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	67

How would you rate fee structure of the programmes offered by the university?
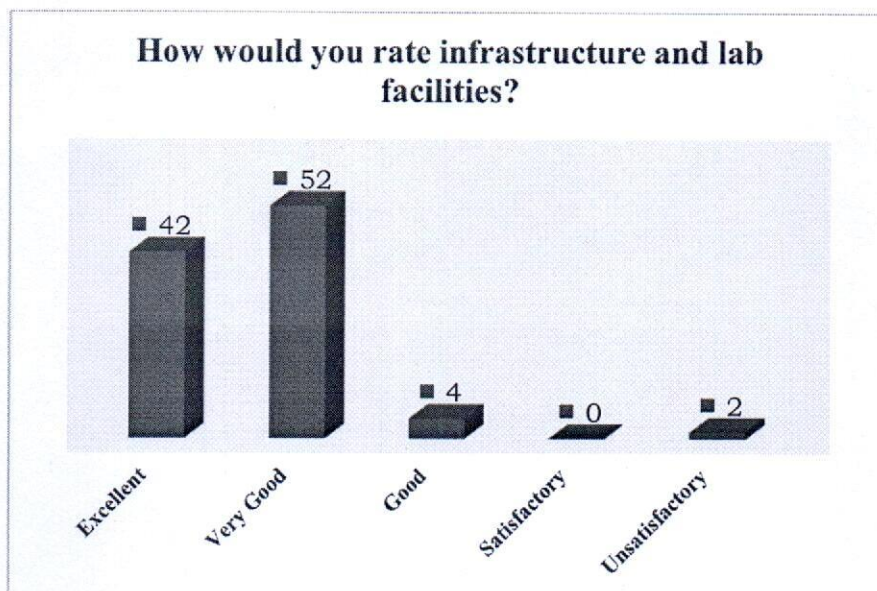

42% of the alumni found the fee structure of the programmes offered by the university to be Excellent; about 58% rated it as Very Good.

How would you rate infrastructure and lab facilities?

Response	Percentage	Respondents
Excellent	42	28
Very Good	52	35
Good	4	3
Satisfactory	0	0
Unsatisfactory	2	1
Total	100	67

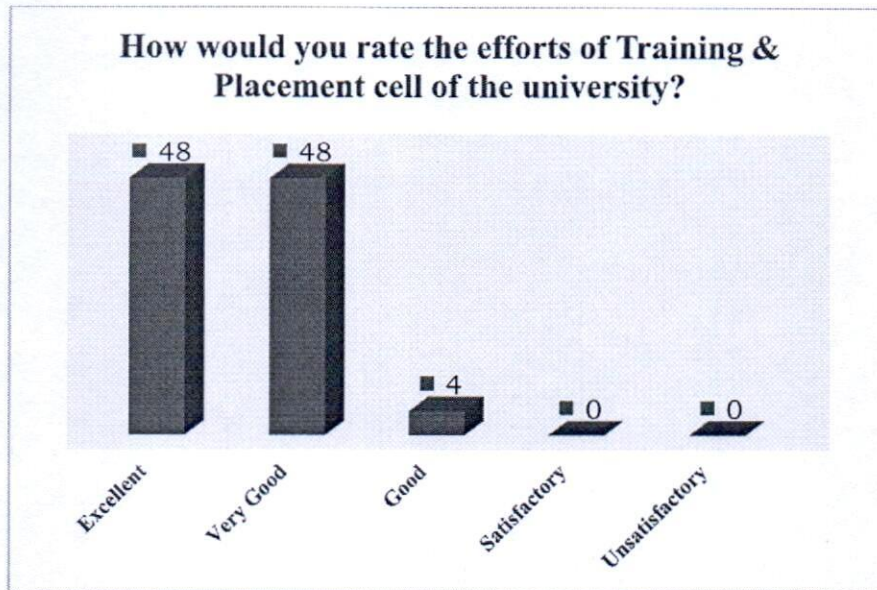How would you rate infrastructure and lab facilities?

While 42% of the alumni rated the infrastructure and lab facilities as Excellent; about 52% found them to be Very Good. 4% of the respondents rated them as Good and 2% rated them as Unsatisfactory.

How would you rate the efforts of Training & Placement cell of the university?

Response	Percentage	Respondents
Excellent	48	32
Very Good	48	32
Good	4	3
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	67

How would you rate the efforts of Training & Placement cell of the university?
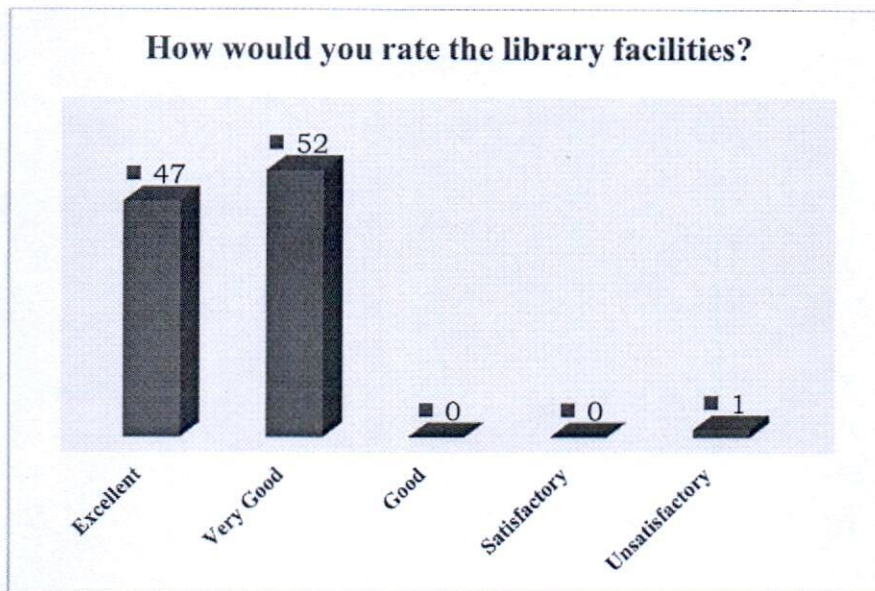

48% of the alumni found the efforts of Training & Placement cell of the university to be Excellent; about 48% rated it as Very Good and 4% found it to be Good.

How would you rate the library facilities?

Response	Percentage	Respondents
Excellent	47	31
Very Good	52	35
Good	0	0
Satisfactory	0	0
Unsatisfactory	1	1
Total	100	67

How would you rate the library facilities?

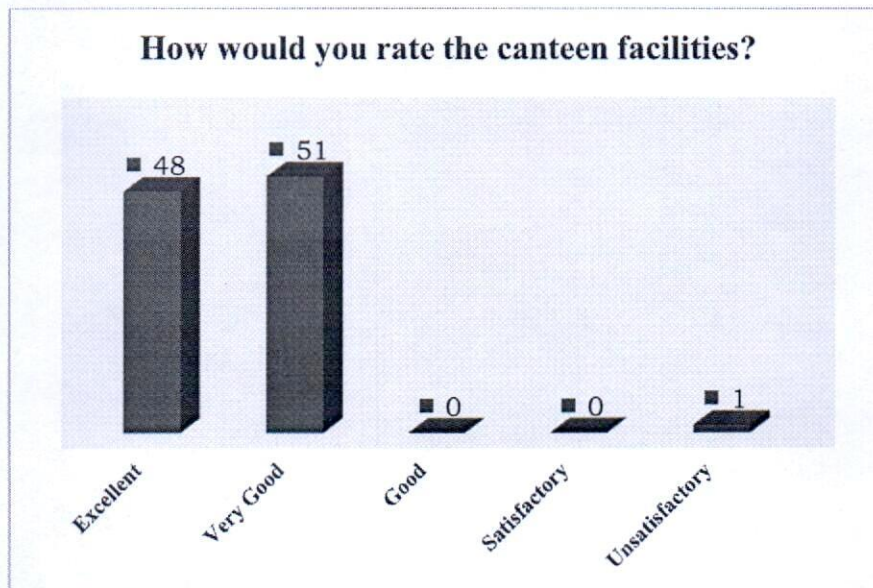While 47% of the alumni rated the library facilities as Excellent; about 52% found it to be Very Good and a respondent rated it as Unsatisfactory.

How would you rate the canteen facilities?

Response	Percentage	Respondents
Excellent	48	32
Very Good	51	34
Good	0	0
Satisfactory	0	0
Unsatisfactory	1	1
Total	100	67

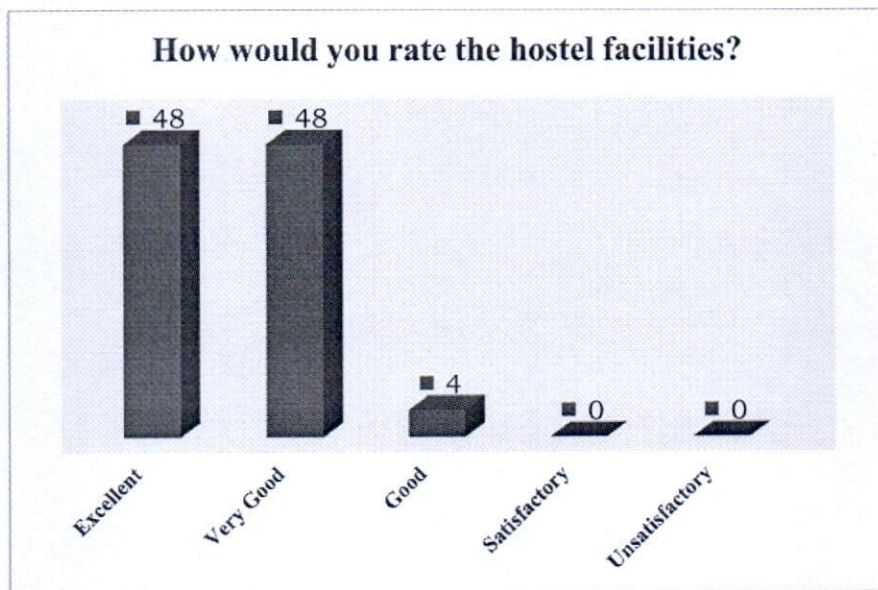**How would you rate the canteen facilities?**

48% of the alumni respondents found the canteen facilities to be Excellent; about 51% rated it as Very Good and a responded rated the facilities as Unsatisfactory.

How would you rate the hostel facilities?

Response	Percentage	Respondents
Excellent	48	32
Very Good	48	32
Good	4	3
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	67

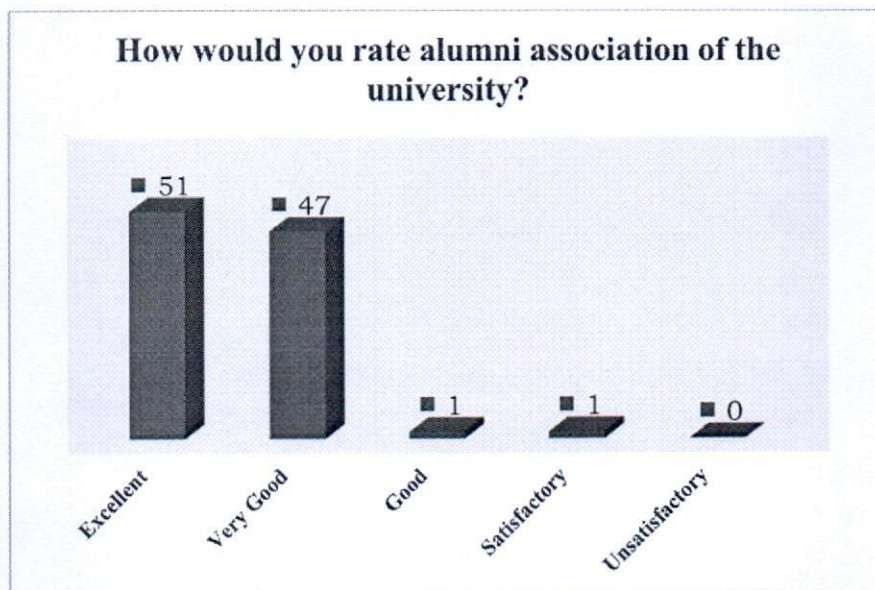### How would you rate the hostel facilities?

While 48% of the alumni rated the hostel facilities as Excellent; about 48% found it to be Very Good and 4% rated it as Good.

How would you rate alumni association of the university?

Response	Percentage	Respondents
Excellent	51	34
Very Good	47	31
Good	1	1
Satisfactory	1	1
Unsatisfactory	0	0
Total	100	67

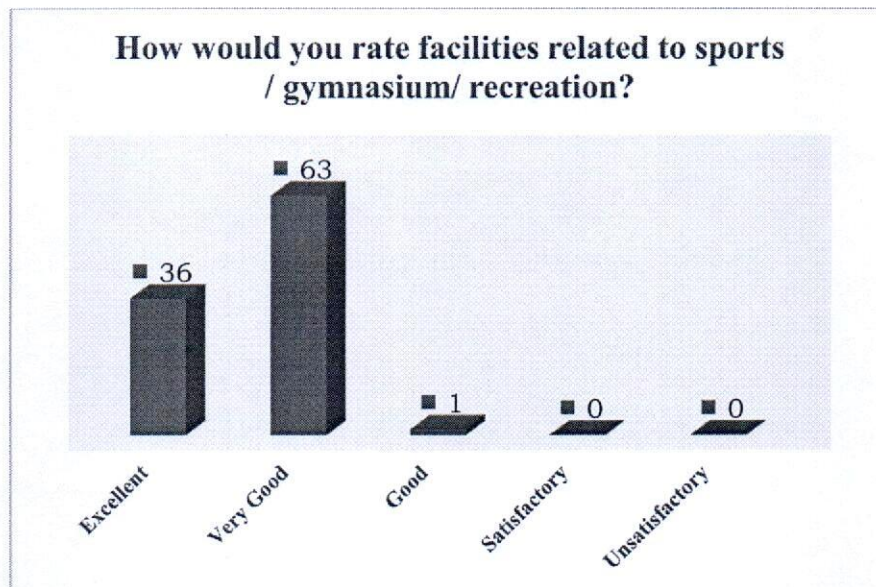### How would you rate alumni association of the university?

While 51% of the respondents found the alumni association of the university to be Excellent; about 47% rated it as Very Good and 1% each found it to be Good and Satisfactory.

How would you rate facilities related to sports / gymnasium/ recreation?

Response	Percentage	Respondents
Excellent	36	24
Very Good	63	42
Good	1	1
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	67

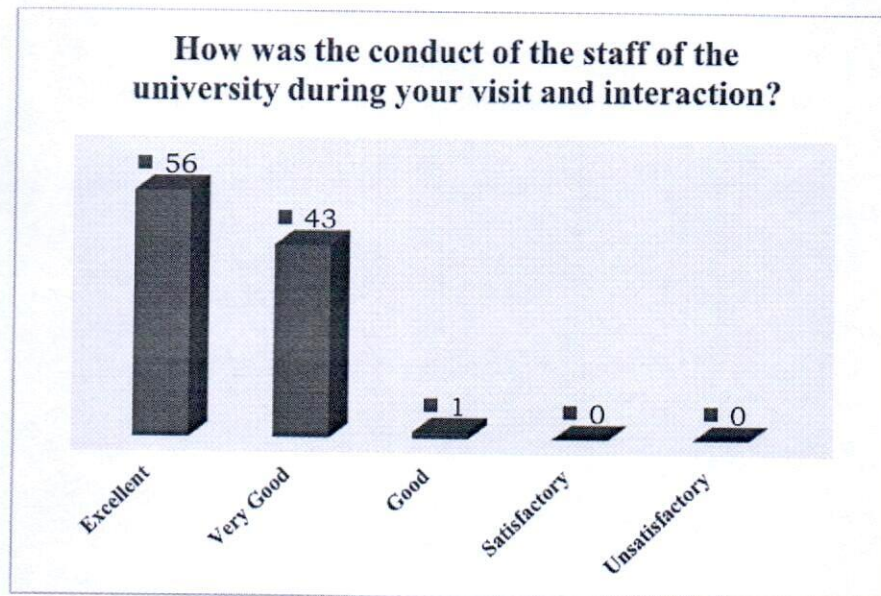### How would you rate facilities related to sports / gymnasium/ recreation?

36% of the alumni rated the facilities related to sports / gymnasium/ recreation as Excellent; about 63% found it to be Very Good and 1% rated it as Good.

How was the conduct of the staff of the university during your visit and interaction?

Response	Percentage	Respondents
Excellent	56	37
Very Good	43	29
Good	1	1
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	67

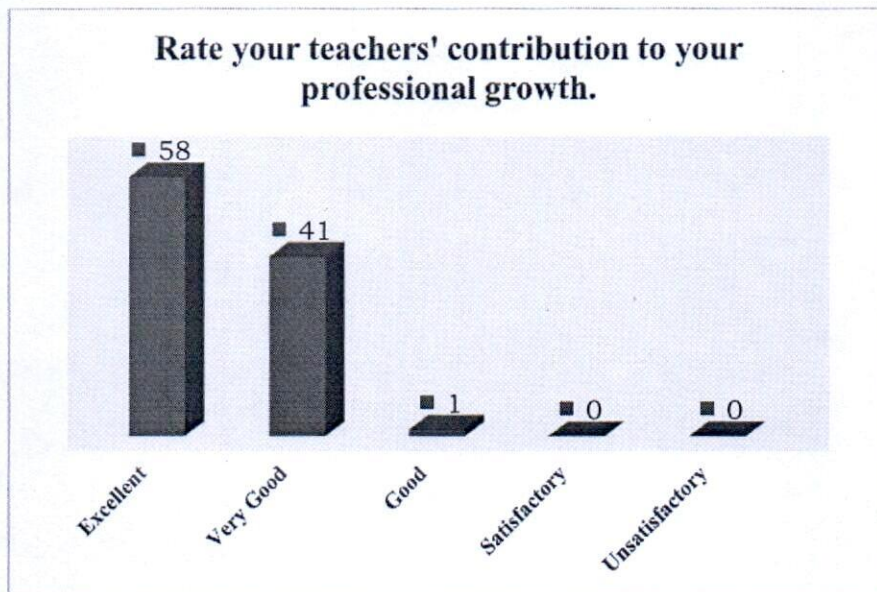### How was the conduct of the staff of the university during your visit and interaction?

While 56% of the respondents found the conduct of the staff of the university during their visits and interactions to be Excellent; about 43% rated it as Very Good and 1% found it to be Good.

Rate your teachers' contribution to your professional growth.

Response	Percentage	Respondents
Excellent	58	39
Very Good	41	27
Good	1	1
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	67

Rate your teachers' contribution to your professional growth.
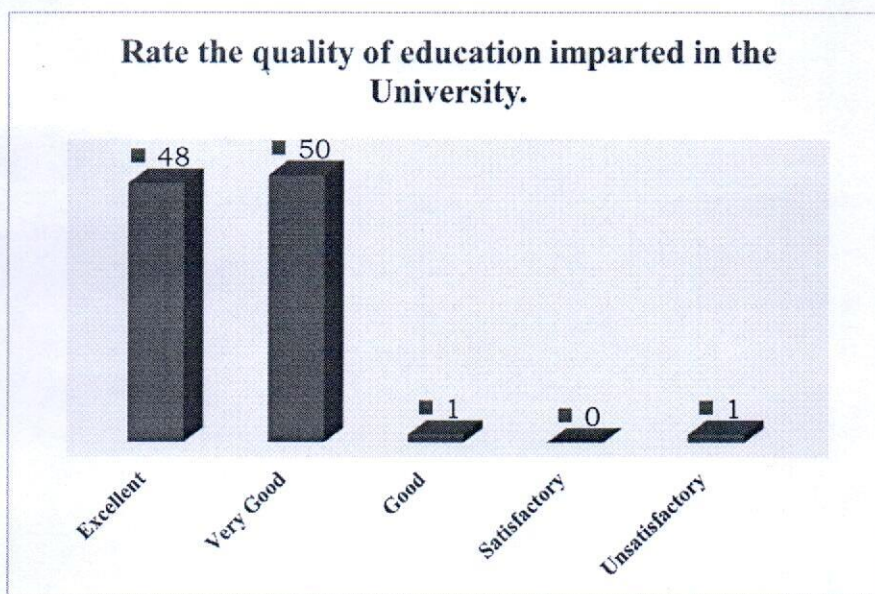

While 58% of the alumni rated their teachers' contribution to their professional growth as Excellent; about 41% found it to be Very Good and 1% rated it as Good.

Rate the quality of education imparted in the University.

Response	Percentage	Respondents
Excellent	48	32
Very Good	50	33
Good	1	1
Satisfactory	0	0
Unsatisfactory	1	1
Total	100	67

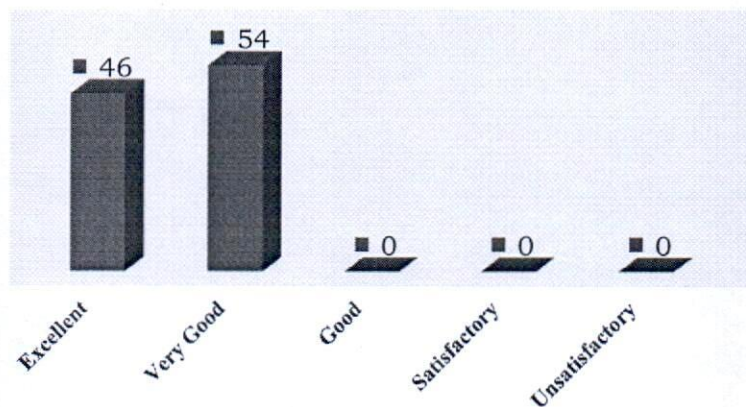### Rate the quality of education imparted in the University.

While 48% of the respondents found the quality of education imparted in the University to be Excellent; about 50% rated it as Very Good and 1% found it to be Good and a responded rated it as Unsatisfactory.

Rate the suitability of skills-related courses to the industry which were included in the programmes.

Response	Percentage	Respondents
Excellent	46	31
Very Good	54	36
Good	0	0
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	67

Rate the suitability of skills-related courses to the industry which were included in the programmes.
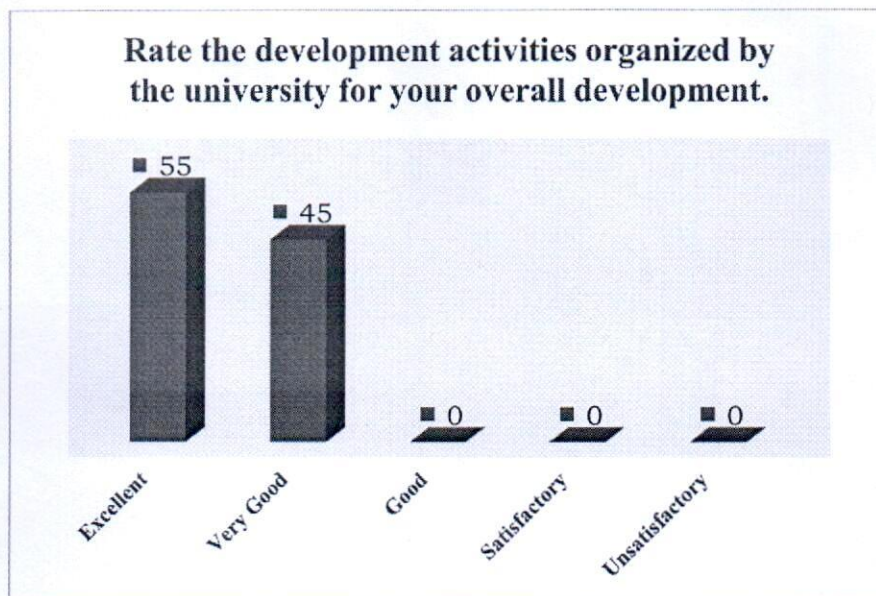

46% of the alumni rated the suitability of skills-related courses to the industry which were included in the programmes as Excellent; about 54% found it to be Very Good.

Rate the development activities organized by the university for your overall development.

Response	Percentage	Respondents
Excellent	55	37
Very Good	45	30
Good	0	0
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	67

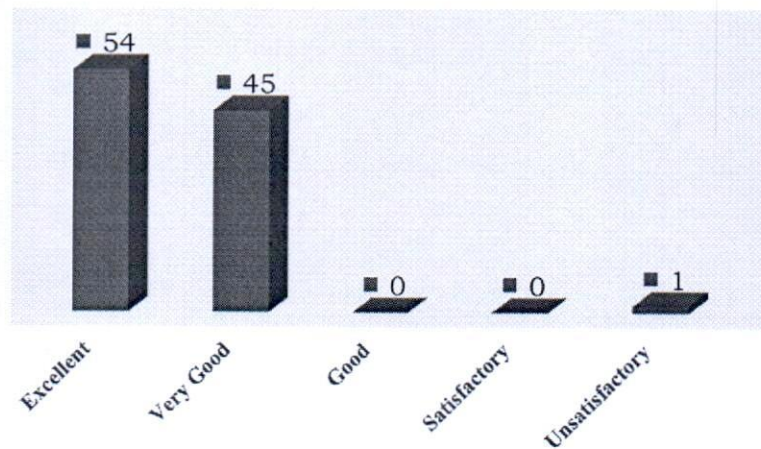### Rate the development activities organized by the university for your overall development.

While 55% of the alumni respondents found the development activities organized by the university for their overall development to be Excellent; about 45% rated it as Very Good.

Rate the relevance of your programme to your present job or undertaking.

Response	Percentage	Respondents
Excellent	54	36
Very Good	45	30
Good	0	0
Satisfactory	0	0
Unsatisfactory	1	1
Total	100	67

Rate the relevance of your programme to your present job or undertaking.
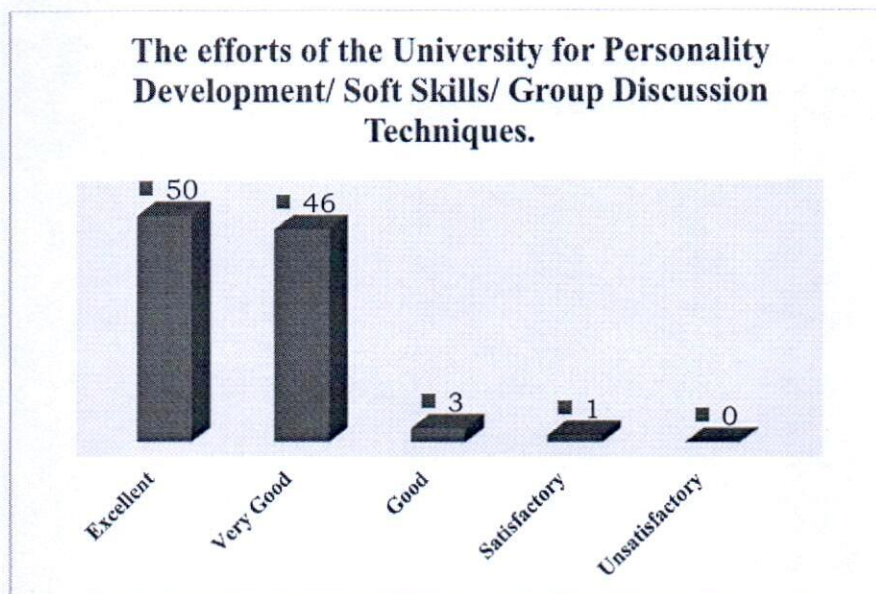

54% of the alumni rated the relevance of their programme to their present job or undertaking as Excellent; about 45% found it to be Very Good and a responded rated it as Unsatisfactory.

The efforts of the University for Personality Development/ Soft Skills/ Group Discussion Techniques.

Response	Percentage	Respondents
Excellent	50	33
Very Good	46	31
Good	3	2
Satisfactory	1	1
Unsatisfactory	0	0
Total	100	67

The efforts of the University for Personality Development/ Soft Skills/ Group Discussion Techniques.

50% of the alumni found the efforts of the University for Personality Development/ Soft Skills/ Group Discussion Techniques to be Excellent; about 46% rated it as Very Good and 3% found it to be Good. A respondent found it to be Satisfactory.

SECTION - EMPLOYER

RESEARCH METHODOLOGY

Data Type: Primary

Data Collection Tool: Survey (Online)

Sample Size: 5

Sample Frame: Business Organisations provided employment/ training to students of IFTM University from School of Biotechnology

Sampling: Probability Sampling

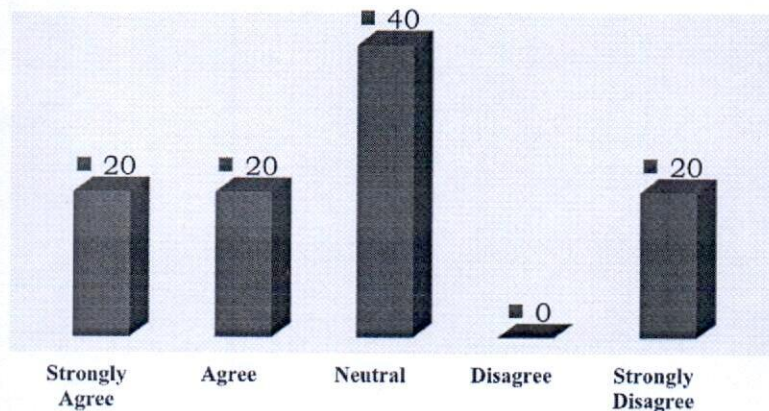**Questionnaire:**   Five-point Likert scale

PART – A
CURRICULUM

The programmes offered by IFTM university have applicability to real life situations and practical approach.

Response	Percentage	Respondents
Strongly Agree	20	1
Agree	20	1
Neutral	40	2
Disagree	0	0
Strongly Disagree	20	1
Total	100	5

The programmes offered by IFTM university have applicability to real life situations and practical approach.
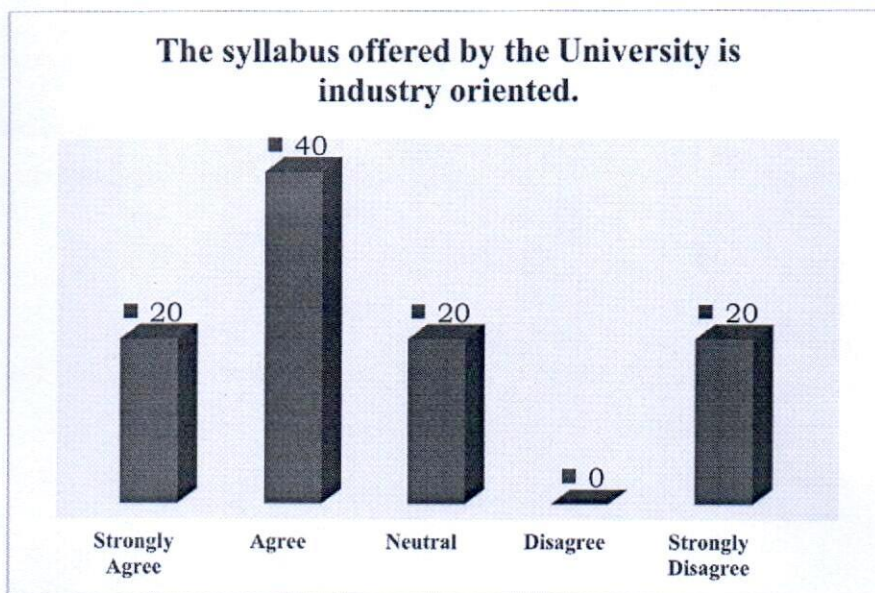

While a significant portion finds the programs practical, the high neutral response suggests room for improvement in demonstrating or enhancing real-world applicability. Addressing these neutral perceptions through more practical exposure, internships, or case studies could improve overall satisfaction.

The syllabus offered by the University is industry oriented.

Response	Percentage	Respondents
Strongly Agree	20	1
Agree	40	2
Neutral	20	1
Disagree	0	0
Strongly Disagree	20	1
Total	100	5

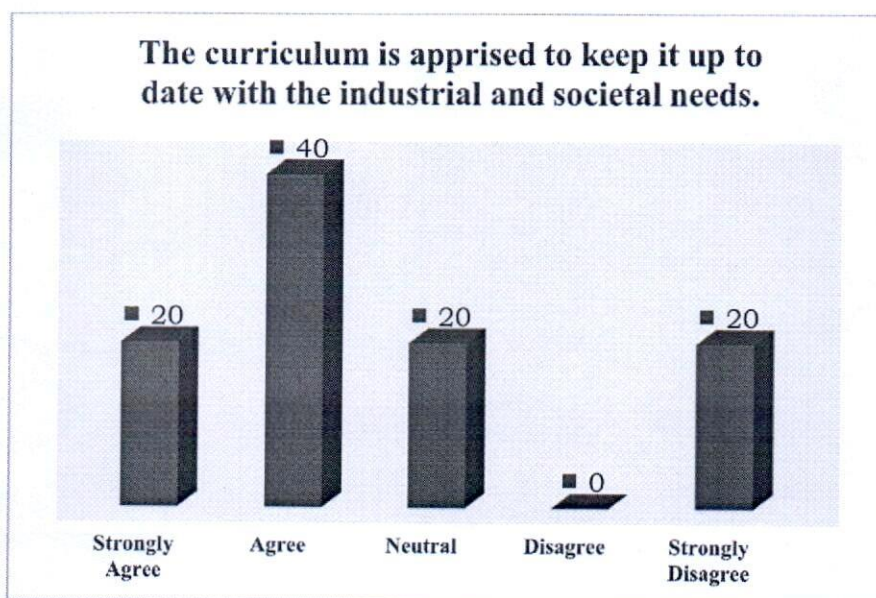The syllabus offered by the University is industry oriented.

While most respondents (60%) believe the syllabus aligns with industry needs, the presence of a strongly dissenting view suggests there might be inconsistencies or areas where the syllabus could be better tailored to industry expectations. Further feedback and perhaps curriculum reviews could help address these concerns.

The curriculum is apprised to keep it up to date with the industrial and societal needs.

Response	Percentage	Respondents
Strongly Agree	20	1
Agree	40	2
Neutral	20	1
Disagree	0	0
Strongly Disagree	20	1
Total	100	5

The curriculum is apprised to keep it up to date with the industrial and societal needs.
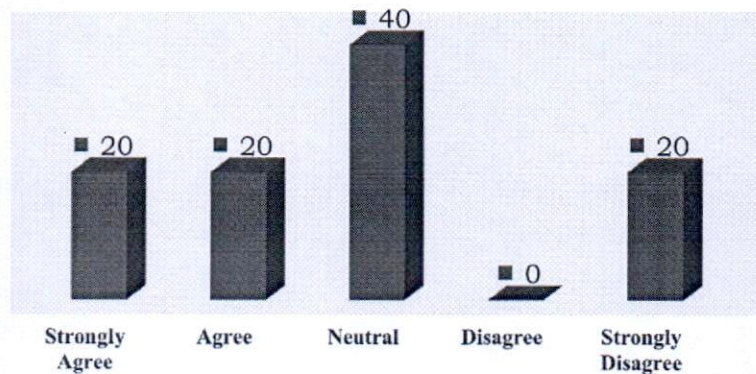
Most respondents (60%) feel that the curriculum is updated to address industry and societal changes, which is a positive indicator. However, the presence of a strong dissenting opinion (20%) suggests some gaps or inconsistencies that could be addressed.

The University gives weightage to employability, skill development and entrepreneurship in curriculum design and development.

Response	Percentage	Respondents
Strongly Agree	20	1
Agree	20	1
Neutral	40	2
Disagree	0	0
Strongly Disagree	20	1
Total	100	5

The University gives weightage to employability, skill development and entrepreneurship in curriculum design and development.
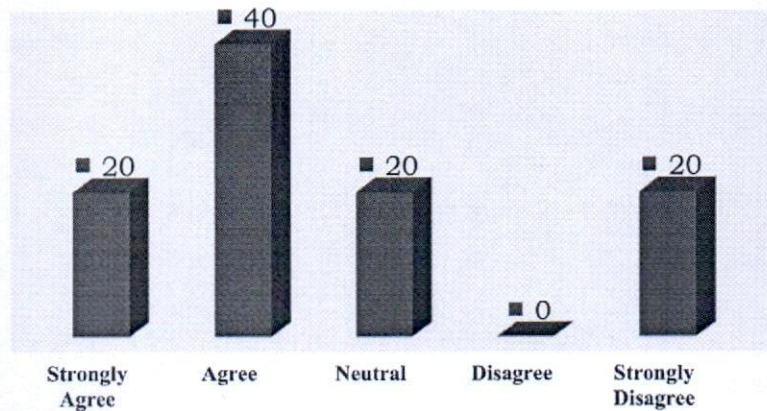

The responses reveal a diverse set of opinions, with an equal number of positive and neutral views. The strong disagreement highlights potential areas for the university to improve its approach or communication regarding employability, skills, and entrepreneurship in its curriculum.

The syllabus offered by the University is conducive for the students' readiness towards recruitment.

Response	Percentage	Respondents
Strongly Agree	20	1
Agree	40	2
Neutral	20	1
Disagree	0	0
Strongly Disagree	20	1
Total	100	5

The syllabus offered by the University is conducive for the students' readiness towards recruitment.

This feedback suggests the syllabus is generally seen as beneficial for recruitment, but there may be room for improvement or further evaluation to address the concerns of the minority who strongly disagree.
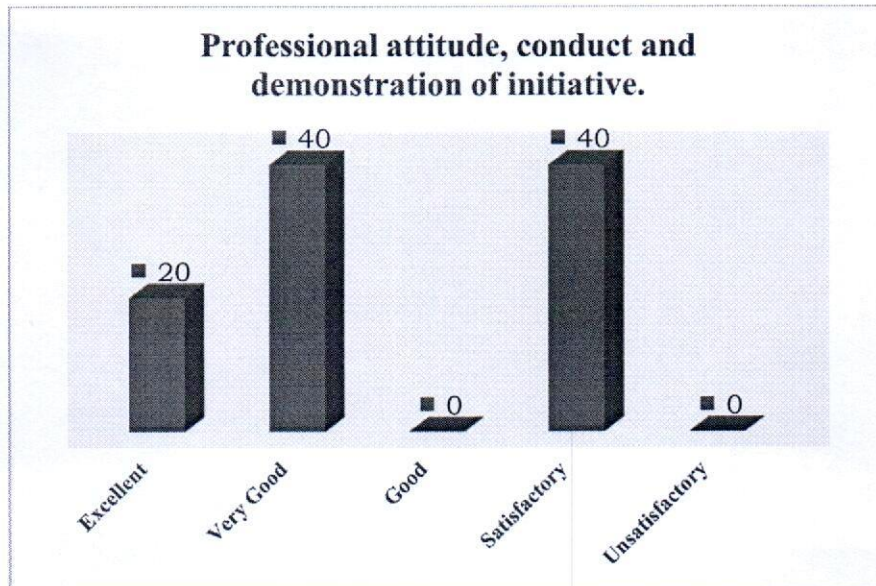
PART – B
WORK PERFORMANCE

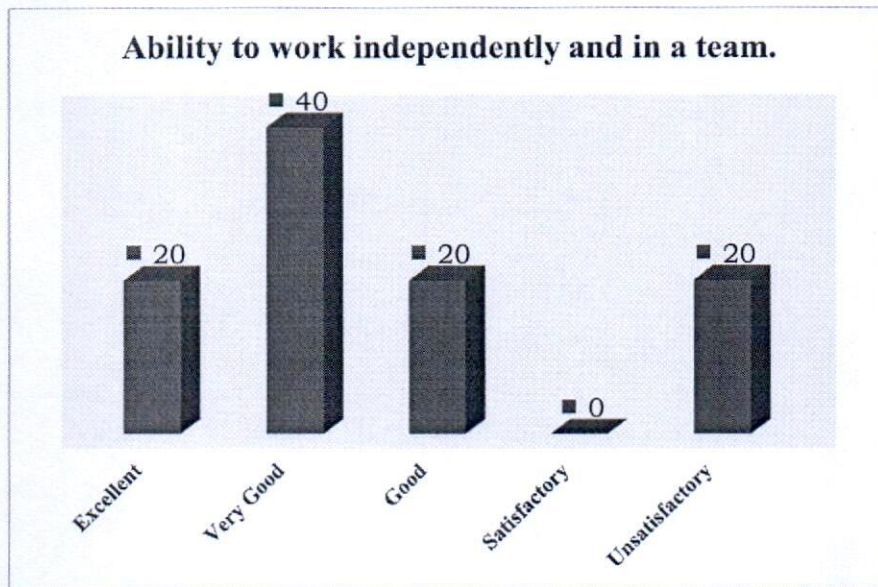**Professional attitude, conduct and demonstration of initiative.**

Response	Percentage	Respondents
Excellent	20	1
Very Good	40	2
Good	0	0
Satisfactory	40	2
Unsatisfactory	0	0
Total	100	5

Professional attitude, conduct and demonstration of initiative.

A majority (60%) rated the performance as either Excellent or Very Good, indicating a positive perception. 40% found the performance Satisfactory, suggesting room for improvement.

Ability to work independently and in a team.

Response	Percentage	Respondents
Excellent	20	1
Very Good	40	2
Good	20	1
Satisfactory	0	0
Unsatisfactory	20	1
Total	100	5

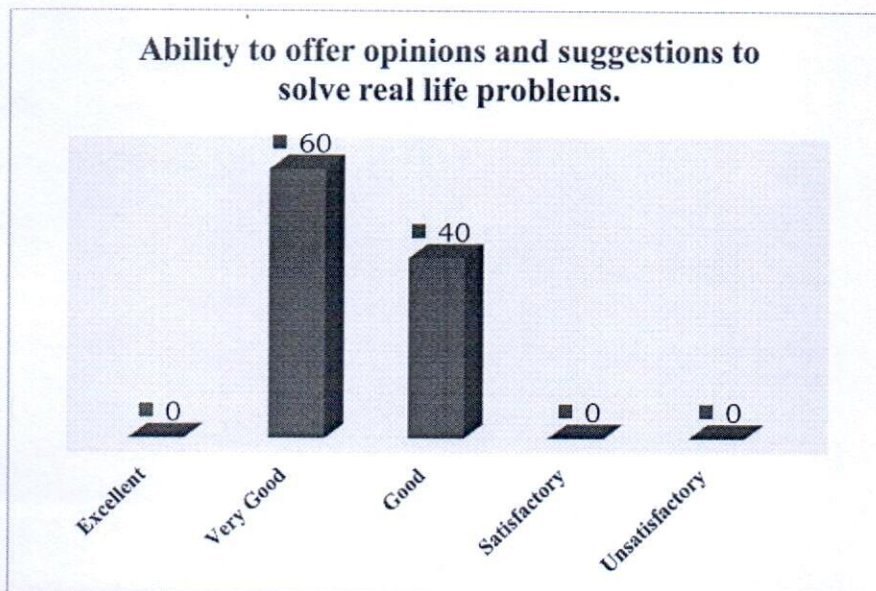## Ability to work independently and in a team.

While 80% of respondents view the ability positively (Good, Very Good, or Excellent), the presence of an "Unsatisfactory" rating points to a potential discrepancy or inconsistency in performance.

Ability to offer opinions and suggestions to solve real life problems.

Response	Percentage	Respondents
Excellent	0	0
Very Good	60	3
Good	40	2
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	5

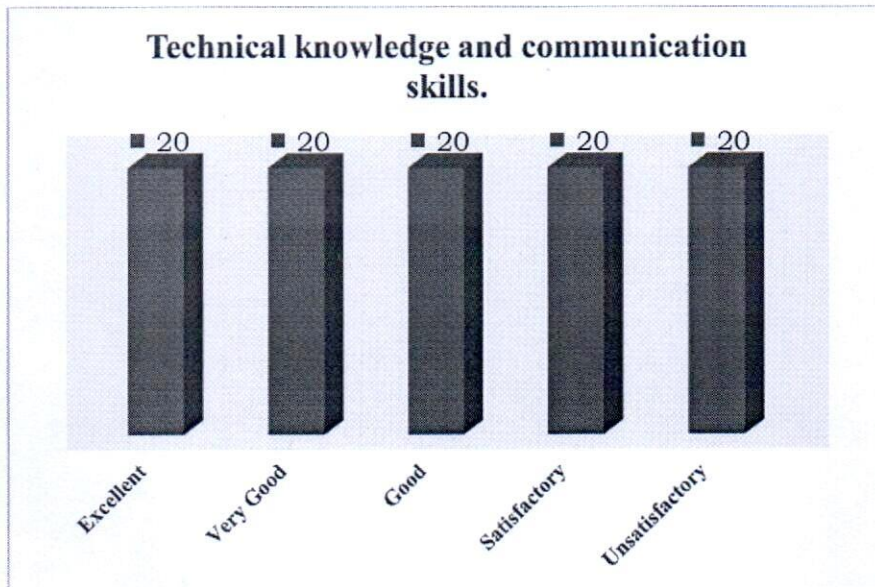**Ability to offer opinions and suggestions to solve real life problems.**

All respondents rated the ability positively. 60% considered it "Very Good," and 40% rated it as "Good." There were no "Excellent," "Satisfactory," or "Unsatisfactory" ratings.

Technical knowledge and communication skills.

Response	Percentage	Respondents
Excellent	20	1
Very Good	20	1
Good	20	1
Satisfactory	20	1
Unsatisfactory	20	1
Total	100	5

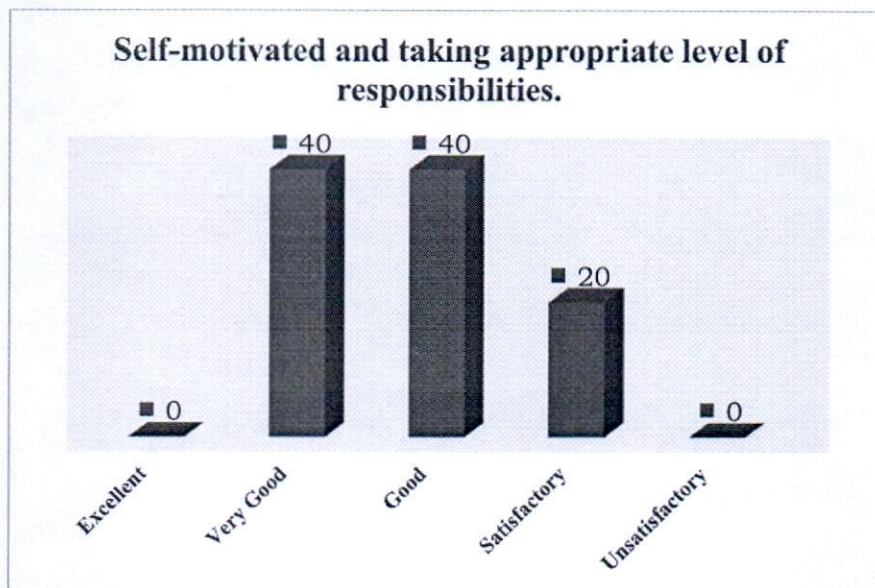### Technical knowledge and communication skills.

Each performance category received one response (20%), indicating a broad spectrum of opinions. This suggests varied perceptions or experiences among the respondents.

Self-motivated and taking appropriate level of responsibilities.

Response	Percentage	Respondents
Excellent	0	0
Very Good	40	2
Good	40	2
Satisfactory	20	1
Unsatisfactory	0	0
Total	100	5

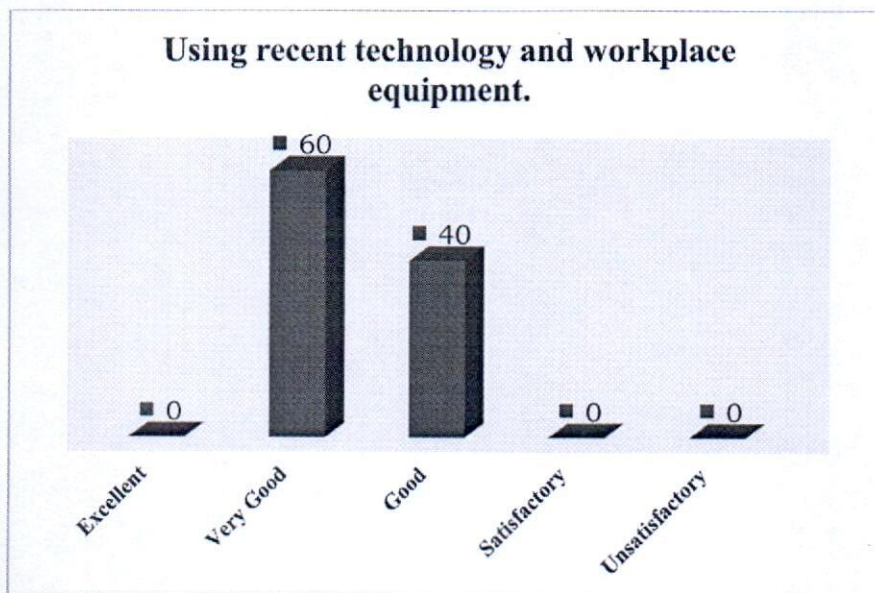Self-motivated and taking appropriate level of responsibilities.

The majority (80%) view the individual as performing well, but there is potential to move from "Good" and "Very Good" towards "Excellent" by further enhancing self-motivation and responsibility.

Using recent technology and workplace equipment.

Response	Percentage	Respondents
Excellent	0	0
Very Good	60	3
Good	40	2
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	5

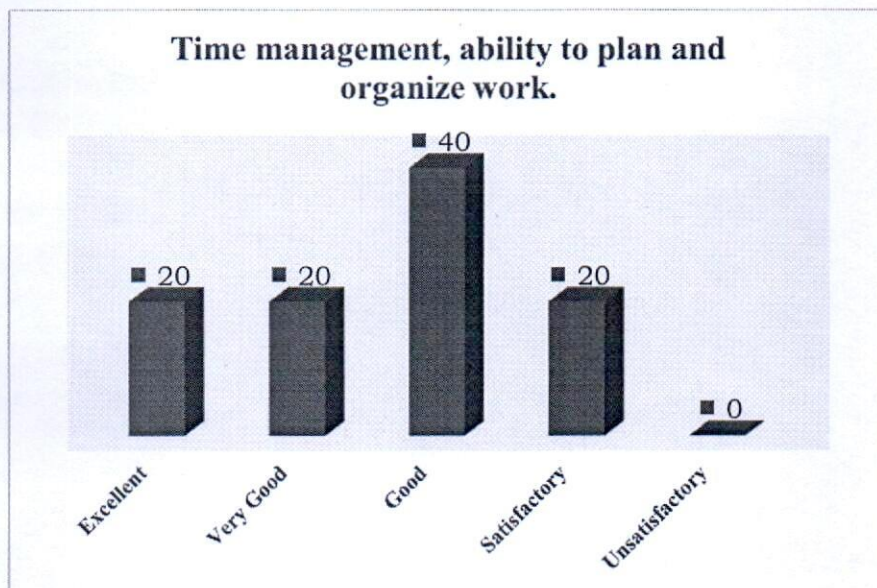**Using recent technology and workplace equipment.**

The feedback is positive, with all respondents finding the technology at least "Good." However, there is room for improvement to achieve an "Excellent" rating.

Time management, ability to plan and organize work.

Response	Percentage	Respondents
Excellent	20	1
Very Good	20	1
Good	40	2
Satisfactory	20	1
Unsatisfactory	0	0
Total	100	5

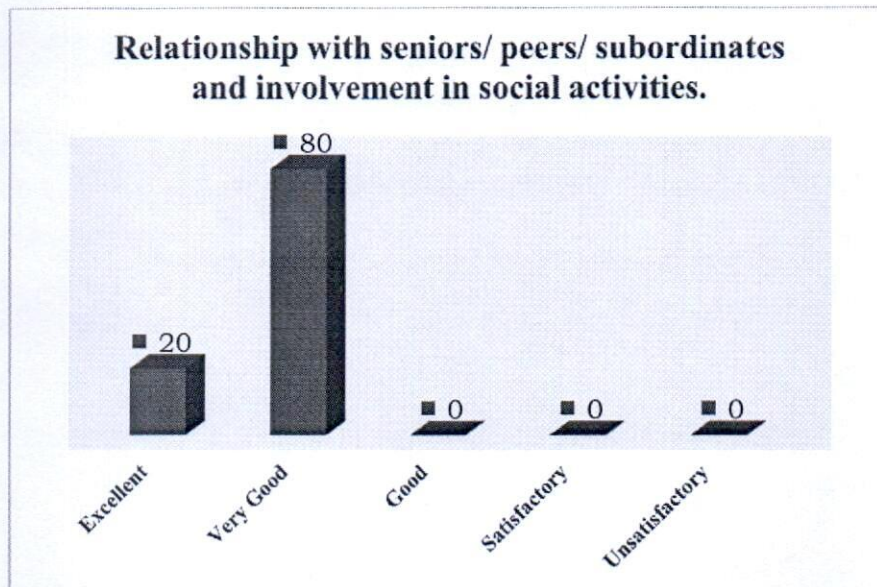Time management, ability to plan and organize work.

Overall, feedback indicates that time management and organizational abilities are generally well-regarded, with the majority rating them as good or better.

Relationship with seniors/ peers/ subordinates and involvement in social activities.

Response	Percentage	Respondents
Excellent	20	1
Very Good	80	4
Good	0	0
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	5

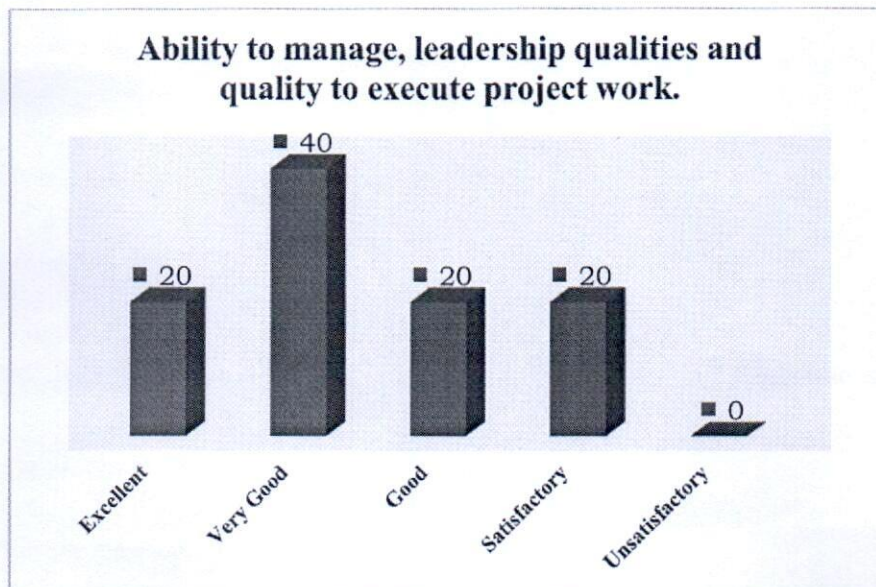### Relationship with seniors/ peers/ subordinates and involvement in social activities.

The feedback reflects an overwhelmingly positive perception of the individual's ability to build and maintain strong relationships with colleagues at different levels and their active involvement in social activities. This indicates effective interpersonal skills and a commendable level of engagement in the workplace or community.

Ability to manage, leadership qualities and quality to execute project work.

Response	Percentage	Respondents
Excellent	20	1
Very Good	40	2
Good	20	1
Satisfactory	20	1
Unsatisfactory	0	0
Total	100	5

Ability to manage, leadership qualities and quality to execute project work.
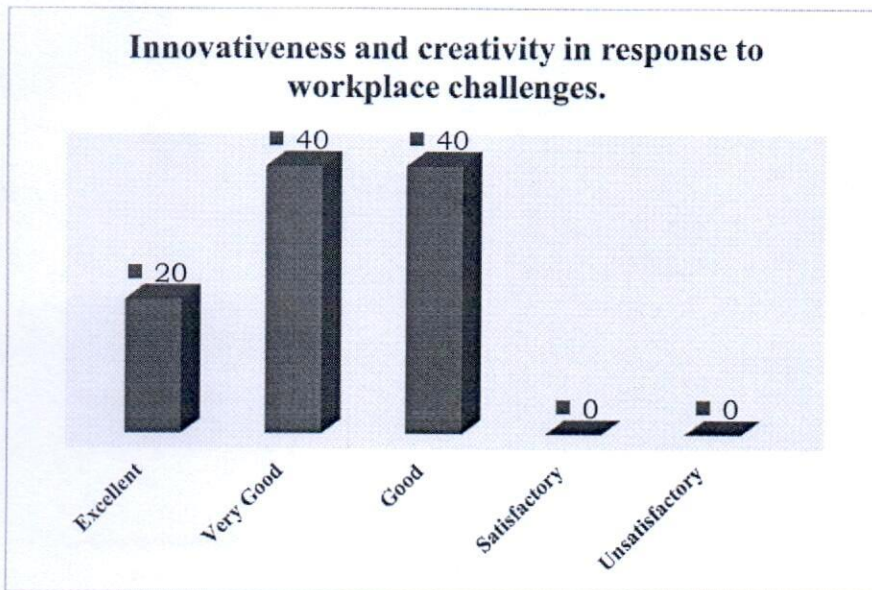

This suggests a generally favourable perception of the individual's leadership, management, and project execution abilities, with opportunities to move from "Very Good" to "Excellent" through targeted improvements.

Innovativeness and creativity in response to workplace challenges.

Response	Percentage	Respondents
Excellent	20	1
Very Good	40	2
Good	40	2
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	5

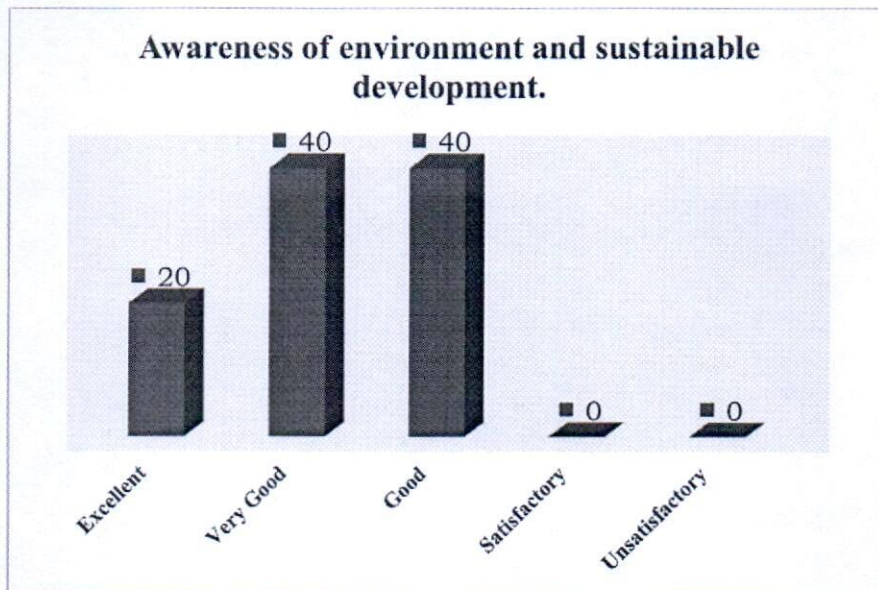**Innovativeness and creativity in response to workplace challenges.**

The responses are generally positive, with all ratings falling within the "Good" to "Excellent" range. This indicates a strong perception of innovative and creative approaches within the workplace.

Awareness of environment and sustainable development.

Response	Percentage	Respondents
Excellent	20	1
Very Good	40	2
Good	40	2
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	5

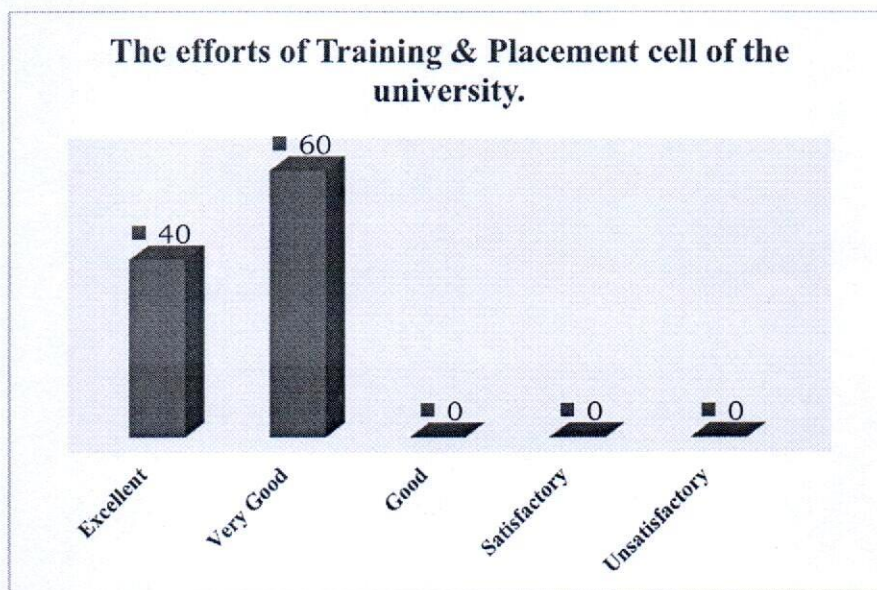Awareness of environment and sustainable development.

Collectively, 100% of respondents rated their awareness as "Good" or better. This indicates a strong understanding of environmental issues and sustainable development concepts.

The efforts of Training & Placement cell of the university.

Response	Percentage	Respondents
Excellent	40	2
Very Good	60	3
Good	0	0
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	5

The efforts of Training & Placement cell of the university.
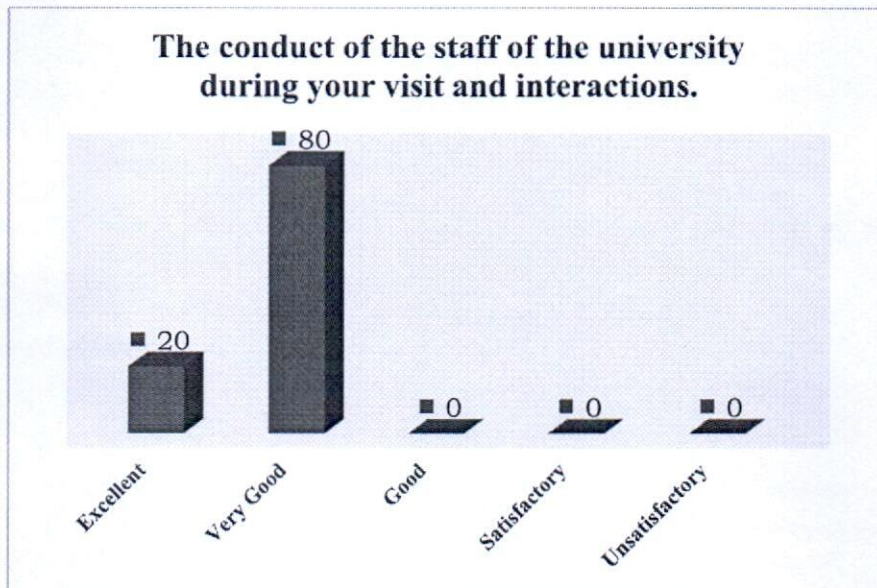

All respondents rated the T&P cell positively. This suggests that the Training & Placement cell is performing effectively, with room to aim for an even higher proportion of "Excellent" ratings.

The conduct of the staff of the university during your visit and interactions.

Response	Percentage	Respondents
Excellent	20	1
Very Good	80	4
Good	0	0
Satisfactory	0	0
Unsatisfactory	0	0
Total	100	5

The conduct of the staff of the university during your visit and interactions.

Overall, the university staff received exceptionally positive feedback, with all respondents expressing high satisfaction. This indicates that the staff demonstrated excellent professionalism, communication, and support during visits and interactions.