

2014

Infova Consultancy Services Ltd.

Manual for Students - UG

[WEB BASED SATISFACTION SURVEY]

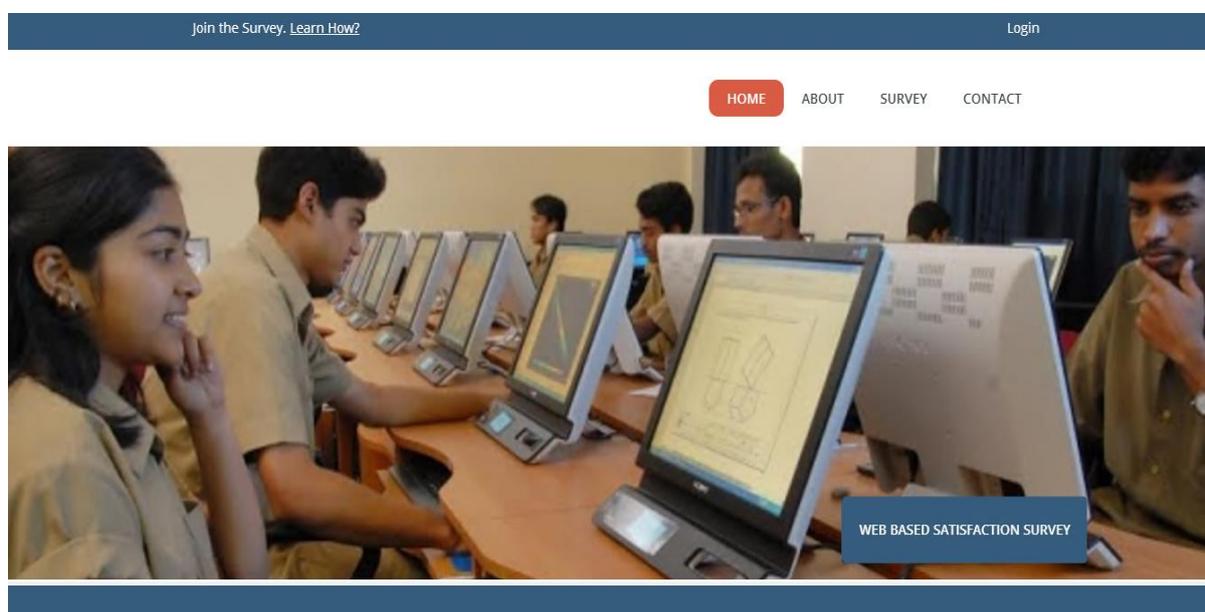
TEQIP - II

Manual for Student: Web Based Satisfaction Survey

Web Based Satisfaction Survey – Student [UG]

Dear Participants;

Student satisfaction survey 2014 is being conducted online across the country at all engineering institutions which are being chosen under TEQIP-II project. The survey gives a chance to register your feedback based on your experience. Your feedback is extremely helpful for the process of evaluation and then suggesting corrective measures for it. The overall survey results will be made public and will be available on the Institution and NPIU website. ‘However, your individual answers will not be identified; this survey is completely confidential. Your personal details are being collected only to verify your identity and avoid duplicate responses.’



The survey participant can access this home page primarily by using the URL www.teqipfs.in. The extension of this site link will be provided at every participating college website. This link will also be on the home page of EdCIL official website.

There are four tabs on the top right hand side of the home page. The tab “About” gives a snap shot of the survey. It describes the basic question related to the survey process, organisations involved in the entire exercise, and the very need of this survey.

The tab “Survey” links the participants to participate in the survey. The tab “Participate Now” on the lower left hand side also links the participant to the survey process. One can click on either tab to participate in the survey process.

The fourth tab “Contact” gives the contact details of the organisation directly participating in executing this entire process. The participant can use the contact from here for any communication related with the survey process.

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Welcome User

Select State	Select	▼
Select District	Select	▼
Select College	Select	▼

Once the participant clicks the tab “Survey” or “Participate Now”, lands to this web page. The survey participant needs to select the name of state where the institution exists from the given list of the states. Once the state is selected; the participant needs to select the district; where the institution exists from the given list of the districts within the states. Finally the participant needs to select the name of the institution from where he/she belongs and is participating in this survey. This selection will automatically navigate the participant to the next web page.

Survey

Faculty	Faculty Satisfaction Survey	Take Test
Non Technical Staff	Non-Technical & Admin Staff Satisfaction Survey	Take Test
Student-PG	STUDENT SATISFACTION SUVERY(PG)	Take Test
Student-Ph.D	STUDENT SATISFACTION SUVERY(PhD)	Take Test
Student-UG	Student Satisfaction Survey – Under Graduate	Take Test
Technical Staff	Technical Staff Satisfaction Survey	Take Test

This web page enlists the category of the survey participant. In this case the participant is Student-UG, of the respective institution hence will take the survey for Student-UG. The selection of type of survey will automatically navigate the participant to the next web page.

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Name of State	: Kerala	Name of District	: Alappuzha
Name of College	: COLLAGE OF ENGINEERING - PALLIPPURAM KERALA	Type of College	: PRIVATE
Name of Student	: <input type="text" value="M Ganesh"/>	Father Name	: <input type="text" value="M Mahesh"/>
Date of Birth	: <input type="text" value="08-08-1990"/> (dd-mm-yyyy)	Enrollement Number	: <input type="text" value="12345"/>
Data not found Proceed Anyway			<input type="button" value="Validate"/>

Specific details of the survey participants have been collected from the institution and have been uploaded to the server. Once the participant fills the details in this section, it basically validates the survey participant and allows participating in the survey. In case the details filled by the participant does not gets validated by the records on the survey, still the participant gets a chance to participate in the survey by clicking on the link “Proceed Anyway” which automatically appears by the side of validate button. This will navigate the participant to the next web page; carrying participant individual details.

Name of State	: Kerala	Name of District	: Alappuzha
Name of College	: COLLAGE OF ENGINEERING - PALLIPPURAM KERALA	Type of College	: PRIVATE
Name of Student	: M Ganesh	Father Name	: M Mahesh
Date of Birth	: 08/08/1990(dd-mm-yyyy)	Enrollement Number	: 12345
Name of Course	: <input type="text" value="Select"/>	Branch	: <input type="text" value="Select"/>
Year/Semester	: <input type="text" value="Select"/>	Gender	: <input type="text" value="Select"/>
Mobile Number	: <input type="text"/>	Email ID	: <input type="text"/>
Category	: <input type="text" value="Select"/>	Select Survey Language	: <input type="text" value="English"/>
<input type="button" value="Submit Option"/>			

Detailed information of the survey participant is recorded by this page. If the information gets validated earlier then most of the information automatically appears on this page. In later case i.e. in case of non-validation, the participant needs to fill the information manually. Most of the information asked for is self explanatory in nature. The last tab gives you a facility of taking the survey in native language. One can select the preferred language from the list given. Doing so will convert the questions in the selected language. The participant should note that in the section of comment, you can record your comment only in English. On submission; the participant will land to the response sheet.

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My level of Satisfaction	Importance to Me
<input type="radio"/> Not Satisfied at all	<input type="radio"/> Not important at All
<input type="radio"/> Not Very Satisfied	<input type="radio"/> Not Very Important
<input type="radio"/> Neutral	<input type="radio"/> Neutral
<input type="radio"/> Satisfied	<input type="radio"/> Important
<input type="radio"/> Very Satisfied	<input type="radio"/> Very Important

A. Pre-Admission Facilities and Student's counselling

The first section of the questionnaire deals with the pre-admission facilities and student's counselling available with the respective institution. Here access of information is anticipated to be given through institution's brochure or information shared on the institution's website.

1. Easy access of general information related to Institution campus.
2. Easy access of information related to the courses provided.
3. Easy access of information related to the teaching facilities
4. Easy access of information related to the teaching staff strength
5. Easy access general facilities like – laboratory, library, broadband connectivity, hostel, sports, medical facilities etc.
6. Easy access of information related to the placement past record.
7. Institution provides bus facility from the city.

Information related to campus means very generic information related to its location, accessibility, safety issues etc. Details related to all the courses provided by the institution. Teaching facilities means the modern techniques opted for teaching. Information related to the teaching staff strength means primary details related to their qualifications, nature of job i.e. part time or full time faculty etc. General facilities are self explanatory. Information related to the placement past record means the details of the students being placed through campus placement. Here bus facility means; a dedicated bus service to the campus from the nearest city centre.

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B. Infrastructure [Availability and Access]

The first section of the questionnaire deals with the premise and the essential infrastructure available and is easily accessible at the institution. This section has a broad head of institution premise and canteen services, library and laboratory.

I. Premises and Canteen services

8. The institute premise is neat, safe and environment friendly.
9. The institute environment is gender sensitive
10. The classroom is comfortable and user friendly.
11. The public utility is comfortable and user friendly.
12. The hostels are neat and clean with facility of mess.
13. The institute canteen offers good quality food.
14. Institution provides bus facility from the city.
15. Institution provides primary health facilities within the campus.
16. Institution provides web-portal for grievance redressal.

Here neat premise means general cleanliness and hygiene. Safety is termed as no unauthorised trespassing allowed and basic safety norms are ensured at the campus. Environmentally friendly means basic practice of safe disposal of the waste and fundamental practice to ensure clean environment at the campus. Gender sensitive means availability of enabling environment for the female folk within institution. Here mess facility means the regular food provided at the hostel which is only for the hostel occupant. Canteen refers to eatery within the campus where anyone within the campus can avail its services. Providing bus facility here mean; institution arranging transport facility to its students and staff members from the nearest town if the institution is in outskirts. Primary health facility at the campus means general first aid facility; a small clinic at the campus.

II. Library

17. The library services suit me.
18. The library is kept opened after office hours as per requirement.
19. Library has adequate collection of relevant text/reference books.
20. Library has facility of e-library (E-books, E-Journals, learning resources etc.)
21. The library has adequate supply of relevant software.

Services mean general services like timing, ambience etc. After the office hours means; does it have flexibility with respect to its timings as one is busy in classes during office hours. Adequate collection of relevant text/reference books means availability of material related to courseware and in adequate number. Facilities like availability of e-library relevant software are self explanatory.

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III. Laboratory

22. The Laboratories are comfortable, safe and user friendly.
23. The Laboratory services suit me.
24. The Laboratory is kept opened after office hours as per requirement.
25. The lab-equipments are modern and in working condition.
26. Obsolete equipment are removed and replaced.
27. Funding for proto type research machinery is available in our institution.
28. The lab-equipments are sufficient and easily accessible.
29. Computer lab is decent and has broadband connectivity.
30. I have enough access to computer lab and its timing suits me.
31. Lab in charge/Lab technician is efficient, well qualified and proactive.
32. The amount of work in laboratories and workshops satisfies me.

Laboratories are comfortable, safe and user friendly means that the ambience is nice, good sitting arrangement, sufficient availability of light and safety means level of comfort while working in odd hours. Obsolete equipment means useless equipment. Are these equipments lying in the laboratory and create irritant while working or are they being replaced with new and working equipment. Proto type research machinery mean availability demo models used for research work. Computer lab is decent means both in terms of its ambience and good connectivity. Enough access to the computer lab means availability of sufficient computer so that it is easily available. Last two questions are self explanatory.

❖ Comment

If the respondent feels to share any specific information in this section apart from the above query; one can do so mentioning in the comment section in bullet points. If there is no comment to share then one can write “No Comment”.

C. Support and Attitude towards students

I. General support & attitude

33. Attitude of the management [Principal/Dean/HOD/ coordinator] is encouraging and supportive.
34. Attitude of the teaching faculty/Guide is encouraging and supportive.
35. Attitude of the non-teaching technical staff is encouraging and supportive.

In this section; support and attitude of the management, faculty and staff members are being recorded. Statements are self explanatory in nature.

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II. Support & attitude towards teaching and learning

36. The course curriculum followed is updated.
37. The course curriculum followed is taught completely.
38. Interactive and modern teaching methodology is practiced in the Institution.
39. Teachers motivate learning with real life examples.
40. Theory classes and practical classes are aligned properly.
41. I get enough chance to interact, discuss my doubts and get their clarification.
42. I am aware and satisfied with the student's assessment system followed in my Institution.
43. Courses have helped to improve my communication skills.
44. Courses have helped me to improve team work skills.
45. Teachers are good at explaining things.
46. I am satisfied with the overall quality of instruction.
47. My teachers are competent and possess up-to-date technical knowledge.
48. Teachers provide prompt feedback on my work.
49. Clear guidance is provided in advance on the criteria used for grading.

In this section support and attitude towards teaching and learning at the institution is being recorded. First two question deals with course curriculum. Course curriculum updated means changes with respect to the industry need and taught completely means the course gets completed in the scheduled semester. Real life example means relating the theories with real life example to make subject interesting. Theory classes and practical classes are aligned properly means both classes are conducted as scheduled or there is mismatch in the theory and practical classes. I get enough chance to interact, discuss my doubts and get their clarification means, classes are participatory wherein the students freely interact for better understanding. Student's assessment system means system in place to assess the students academically and also the students are aware and satisfied with this system of assessment. A course on communication skills here means; dedicated courses for improving communication skills to better present one-self. Dedicated courses on management practice to improve and develop team work skills. Explaining things and overall quality of instruction here means quality of teaching practiced in the institution. My teachers are competent and possess up-to-date technical knowledge means that the faculty possess due qualification and are aware with the industry demand. Individual care and prompt feedback on my work is provided by the teachers. Clear guidance is shared with the students on the grading system to avoid any ambiguity.

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III. Support & attitude towards academically weaker section of the students.

50. General attitude of the Institution is very supportive towards the weaker section of students.
51. Handholding like special classes, soft and communications skill classes are organised for them.
52. There is a provision of mentoring by a faculty for the weaker section of students.
53. Personality development courses are conducted in the institution.

Weaker section of students here mean; students from the deprived section of societies who are socially, economically and traditionally backward. Handholding here means extra support apart from existing facilities at the institution. Mentoring by a faculty means a faculty assigned to help a particular student from this class. Personality development courses means courses designed for improving communication skills, making an individual more presentable before audience and other soft and business skills.

IV. School Management and Administration

54. The management of the institution is efficient.
55. The institution actively listens to student's opinions/ suggestions.
56. I am satisfied with overall process of registering for classes/ exams.

Efficiency of the management here means that it is capable of handling student's issues efficiently. There is a facility were in student's opinion and suggestions are taken in cognisance.

Comment

If the respondent feels to share any specific information in this section apart from the above query; one can do so mentioning in the comment section in bullet points. If there is no comment to share then one can write "No Comment".

D. Exposure and Opportunity

57. The Institution supports and funds for Research Development and innovative projects.
58. The Institution supports and funds for participation in seminars and paper presentations.
59. Sports, cultural and extra-curricular activities are organized in my institution.
60. Institution provides sufficient options for summer training/internship.
61. The Institution provides sufficient academic support for the final project report.

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Research Development and innovative projects here means independent projects taken. Supports and funds mean it is encouraged and financially expenses are reimbursed. Sufficient options for summer training/internship mean that there is a choice before every student to take summer training/internship from place of choice. Sufficient academic support for timely completion of final project report mean a faculty is dedicated as a mentor or guide to help the students.

Comment

If the respondent feels to share any specific information in this section apart from the above query; one can do so mentioning in the comment section in bullet points. If there is no comment to share then one can write "No Comment".

E. Associations, Placement cell and Employability

62. The Institution student's cell is active and resolves general campus issues.
63. Campus atmosphere is harmonious and least incident of student's ragging.
64. The Institution has strong alumni association.
65. The alumni association helps in building networks with respect to exposure and employability.
66. The placement cell has experts and is professionally managed.
67. The placement cell successfully attracts enough employers to the campus. (Core and IT services and others)
68. Institution provides opportunities for awareness about Higher Education.

Student's organisation is active helpful in solving general campus issues. Alumni association is active and interacts. Mean that there is a dedicated professional for this job which is capable of interacting and exploring industry demand. Number of companies participates in campus placement. Counselling for opportunities in higher education.

Comment

If the respondent feels to share any specific information in this section apart from the above query; one can do so mentioning in the comment section in bullet points. If there is no comment to share then one can write "No Comment".

Disclaimer: Please read and fill the form very carefully. After completion of survey the form will be protected and no one will be able to review their forms after submission, there will be no editing and resubmission of form.