

## National Report of Web based student, faculty and staff Surveys

Three Web based Student, Faculty and Staff satisfaction surveys were conducted in all the institutions participated in TEQIP-II. **These were aimed to collect the feedback from the end users at the participating institutions.** In this light; feedback questionnaires were designed to administer the beneficiaries (Student, Faculty and staff) to capture their opinion on the existing facilities at their institutions. The surveys were conducted at three different time durations:

**Table 1: Web based student, faculty and staff satisfaction survey:**

S. No.	Student Staff Satisfaction Survey	Time Duration
1	Ist Survey	23 <sup>rd</sup> August to 19 September 2017
2	2 <sup>nd</sup> Survey	16 <sup>th</sup> December to 16 <sup>th</sup> January 2017
3	3 <sup>rd</sup> Survey	2 <sup>nd</sup> March to 31 <sup>st</sup> March 2017

**Table 2a: The surveys were conducted on 5 point scale. Degree of satisfaction used in the survey :**

S. No.	Degree of Satisfaction	Assigned Value
1	Very Satisfied	5
2	Satisfied	4
3	Neutral	3
4	Not very satisfied	2
5	Not Satisfied at all	1

**Table 2: The average satisfaction index achieved for each category (Student, Faculty and staff) of the stakeholders for 1<sup>st</sup>, IInd and IIIrd survey at National level:**

Stakeholders	Baseline	1 <sup>st</sup> Survey	2 <sup>nd</sup> Survey	3 <sup>rd</sup> Survey
Faculty	3.9	3.8	4.1	4.1
Student		3.8	3.8	3.8
Non-teaching staff		3.8	4.1	4
<b>Overall satisfaction Index</b>		<b>3.8</b>	<b>4</b>	<b>4</b>

**Table 2a. : The average Satisfaction index score achieved by faculty in the major areas of the feedback questionnaire:**

<b>Stakeholders</b>	<b>1<sup>st</sup> Survey</b>	<b>2<sup>nd</sup> Survey</b>	<b>3<sup>rd</sup> survey</b>
Premise & Infrastructure (Availability & Access)	3.8	4.2	4.1
Workplace Environment	3.8	4.1	4.1
Pedagogy & research activity	3.9	4.1	3.8
Workload and support	3.7	4.2	4.2
Opportunities & performance appraisal	4	4	4.1
General Administration	3.7	4.1	4.1
Governance and institutional reforms	3.5	4.1	4
Overall, I am satisfied with my institution	3.8	4.2	4.1
<b>Average Satisfaction Index</b>	<b>3.8</b>	<b>4.1</b>	<b>4.1</b>

**Table 2b. : The average Satisfaction index score achieved by the students (UG, PG and Ph.D) in the major areas of the feedback questionnaire :**

<b>Stakeholders</b>	<b>1<sup>st</sup> Survey</b>	<b>2<sup>nd</sup> Survey</b>	<b>3<sup>rd</sup> survey</b>
Pre-Admission Facilities and Students counselling	3.8	3.8	3.8
Infrastructure (Availability and Access)	3.8	3.8	3.8
Support and Attitude towards students	3.7	3.8	3.7
Exposure and Opportunity	3.7	3.7	3.7
Associations, Placement cell and Employability	3.8	3.8	3.7
Preparatory support and Research Activity	4.1	4.1	4.1
Exposure and Opportunity and Placement	3.6	3.7	3.8
Overall, I am satisfied with my Institution	3.8	3.8	3.8
<b>Average Satisfaction Index</b>	<b>3.8</b>	<b>3.8</b>	<b>3.8</b>

**Table 2c. : The average Satisfaction index score achieved by non-teaching staff in the major areas of the feedback questionnaire:**

Stakeholders	1 <sup>st</sup> Survey	2 <sup>nd</sup> Survey	3 <sup>rd</sup> survey
Premise & Infrastructure (Availability & Access)	3.8	4.1	4.2
Workplace Environment	3.5	4.1	3.8
Pedagogy & research activity	3.7	4.1	4.1
Workload and support	3.6	4.2	4
Opportunities & performance appraisal	3.9	4.1	4.1
Overall, I am satisfied with my institution	4.2	4.2	4
<b>Average Satisfaction index</b>	<b>3.8</b>	<b>4.1</b>	<b>4</b>

**Table 3. Average satisfaction index: State wise:**

S. No.	State wise satisfaction index	1 <sup>st</sup> Survey	2 <sup>nd</sup> Survey	3 <sup>rd</sup> survey
1	Andhra Pradesh	4	4.1	4.1
2	Bihar	2.8	Did not participated	
3	Chhattisgarh	3.5	3.7	3.9
4	Gujarat	3.7	3.9	3.9
5	Haryana	3.8	3.9	
6	Himachal Pradesh	3.6	3.8	3.8
7	Jharkhand	3.5	4	4.1
8	Karnataka	3.8	4.1	4
9	Kerala	4.1	4	4
10	Madhya Pradesh	4.1	4	4
11	Maharashtra	4	4.1	4.1
12	NCT Delhi	3.8	Did not participated	
13	Odisha	3.7		
14	Punjab	3.9	3.9	3.9
15	Rajasthan	3.4	3.7	3.9
16	Tamil Nadu	4	4	4
17	Telangana	4	3.8	4.1
18	Tripura	3.1	Did not participated	
19	UT- Chandigarh	3.7	3.7	4
20	UT-Puducherry	3.9	4.1	4.1
21	Uttar Pradesh	3.8	Did not participated	4
22	Uttarakhand	3.3		3.7
23	West Bengal	3.8	3.9	3.9
24	CFIs	3.7	3.7	3.8

## Conclusion:

1. Satisfaction index score in 1<sup>st</sup> Survey (3.8) was less than the baseline (3.9).
2. After sharing the reports of the 1st Survey with all the TEQIP-II institutions, Satisfaction index got increased in the 2<sup>nd</sup> (4) and 3<sup>rd</sup> (4) survey. Hence the increased index of 2<sup>nd</sup> and 3<sup>rd</sup> survey shows that the institutions took corrective measures after receiving the reports of 1<sup>st</sup> survey.
3. The faculty was more satisfied in the 2<sup>nd</sup> and 3<sup>rd</sup> Survey.
  - (i) However, out of 7 major areas (**Premise & Infrastructure (Availability & Access), Workplace Environment, Pedagogy & research activity, Workload and support, Opportunities & performance appraisal, General Administration, Governance and institutional reform**) the faculties in the first survey are more satisfied in the **Opportunities & performance appraisal**.
  - (ii) In the 2<sup>nd</sup> survey faculty are more satisfied for **the Premise & Infrastructure (Availability & Access), workload and support**.
  - (iii) In 3<sup>rd</sup> survey faculty are more satisfied for **workload and support**.
4. Students' satisfaction index remained same in all the three surveys.
  - (i) out of 5 major areas (**Pre-Admission Facilities and Student's counseling, Infrastructure [Availability and Access, Support and Attitude towards students, Preparatory support and Research Activity, Exposure and Opportunity and Placement ]**), In all the three surveys Ph.D students are more satisfied for **preparatory support and research activity**.
  - (ii) out of 5 major areas (**Pre-Admission Facilities and Student's counseling, Infrastructure [Availability and Access, Support and Attitude towards students, Exposure and Opportunity, Associations, Placement cell and Employability ]**) UG and PG students are more satisfied in **Pre-Admission Facilities and Students counseling, Infrastructure (Availability and Access)**.
5. Out of 5 major areas (**Premise & Infrastructure [(Premise & Infrastructure [Availability & Access, Workplace Environment, Pedagogy & Research activity , Workload & Support , Opportunities & Performance Appraisal** non-teaching staff was more satisfied for the 2<sup>nd</sup> survey as compared to the 1<sup>st</sup> and 3<sup>rd</sup> survey.
  - (i) In the 1<sup>st</sup> survey Non-teaching staff is more satisfied in the **opportunities and performance appraisal**.
  - (ii) In the 2<sup>nd</sup> survey Non-teaching staff is more satisfied for the **workload and support**.
  - (iii) In the 3<sup>rd</sup> survey Non-teaching staff is more satisfied for the **pedagogy and research activity**
6. In the 1<sup>st</sup> survey top scoring satisfaction index is of Kerala and MP while Bihar is neutral.
7. In the 2<sup>nd</sup> survey top scoring satisfaction goes to Andhra Pradesh, Karnataka, Maharashtra and UT -Puducherry.
8. In the 3<sup>rd</sup> survey top scoring satisfaction goes to Andhra Pradesh , Jharkhand, Telangana and UT- Puducherry.