

Institute Quality Assurance Cell
Stakeholder Relationship Subcommittee

Report for Academic Year 2020-21

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1. PARENTS' FEEDBACK-

The parents of students are important stakeholders for JIIT. We seek the feedback of all the parents through online feedback form sent through email. This year, a total of 119 parents of B. Tech, BBA, Integrated M. Tech, M. Tech, MBA and PhD course students have responded to our request for feedback. They were asked to rate JIIT as Outstanding, Excellent, Very Good, Good and Fair on 12 parameters. The response given by parents has been presented in the Table 1, Figure 1 and Figure 2. Approximately 21% parents have rated the parameters as outstanding while 34% have regarded it as excellent and 45% have considered these parameters as good or fair.

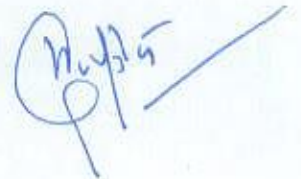
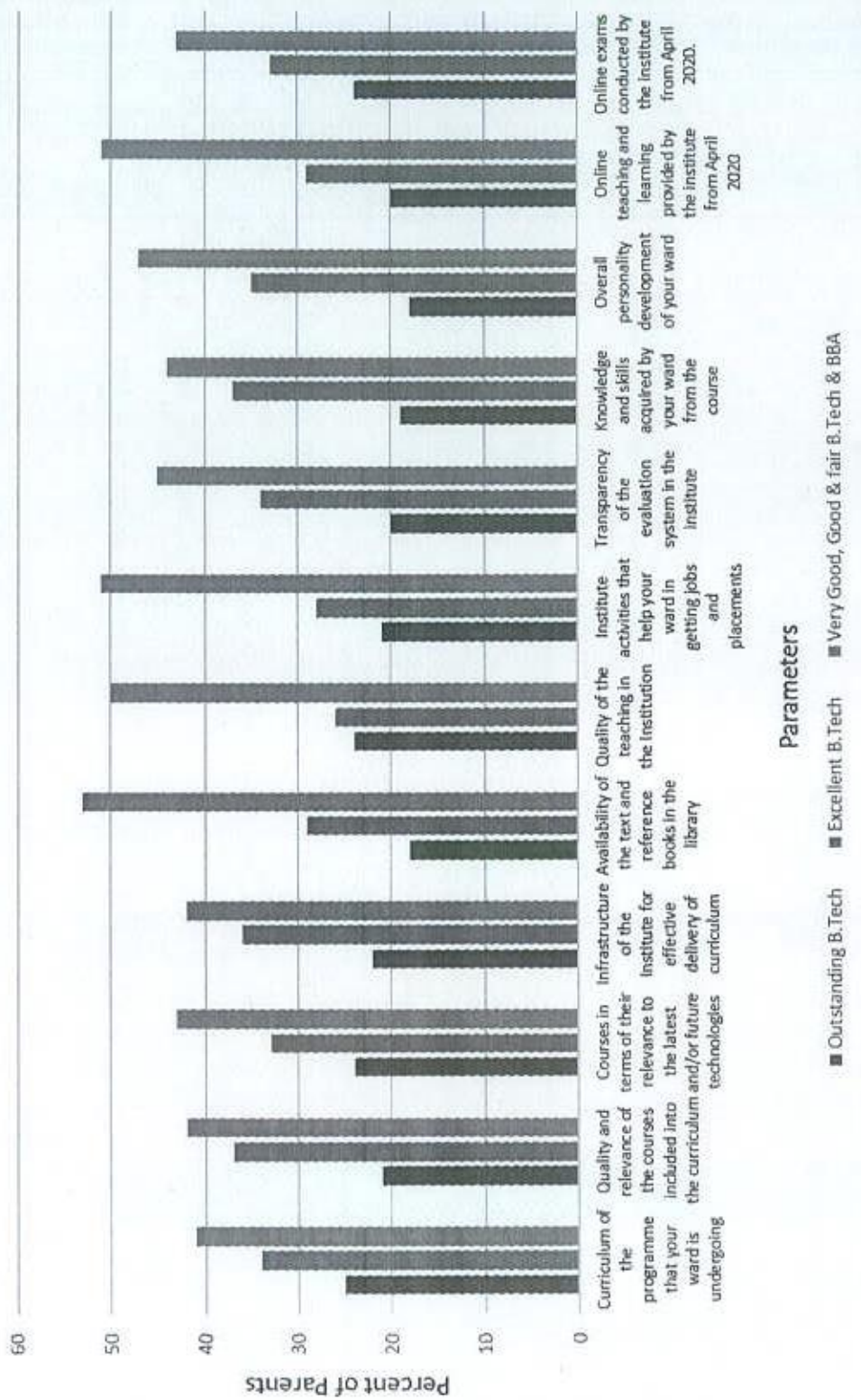


Table 1: Parents' Feedback

	Parameters	Percentage of Parents (Total No. 100)- B. Tech & BBA			Percentage of Parents (Total No. 19)- M. Tech, Intg. M. Tech, MBA & PhD		
		Outstanding	Excellent	Very Good, Good and fair	Outstanding	Excellent	Very Good, Good and fair
1	Curriculum of the programme that your ward is undergoing	25	34	41	10.53	52.63	36.84
2	Quality and relevance of the courses included into the curriculum	21	37	42	15.79	47.37	36.84
3	Courses in terms of their relevance to the latest and/or future technologies	24	33	43	26.32	26.32	47.37
4	Infrastructure of the institute for effective delivery of curriculum	22	36	42	10.53	73.68	15.79
5	Availability of the text and reference books in the library	18	29	53	15.79	36.84	47.37
6	Quality of the teaching in the Institution	24	26	50	21.05	26.32	52.63
7	Institute activities that help your ward in getting jobs and placements	21	28	51	5.26	57.89	36.84
8	Transparency of the evaluation system in the institute	20	34	45	21.05	36.84	47.37
9	Knowledge and skills acquired by your ward from the course	19	37	44	21.05	52.63	26.32
10	Overall personality development of your ward	18	35	47	10.53	52.63	36.84
11	Online teaching and learning provided by the institute from April 2020	20	29	51	15.79	26.32	57.89
12	Online exams conducted by the institute from April 2020.	24	33	43	5.26	31.58	63.16

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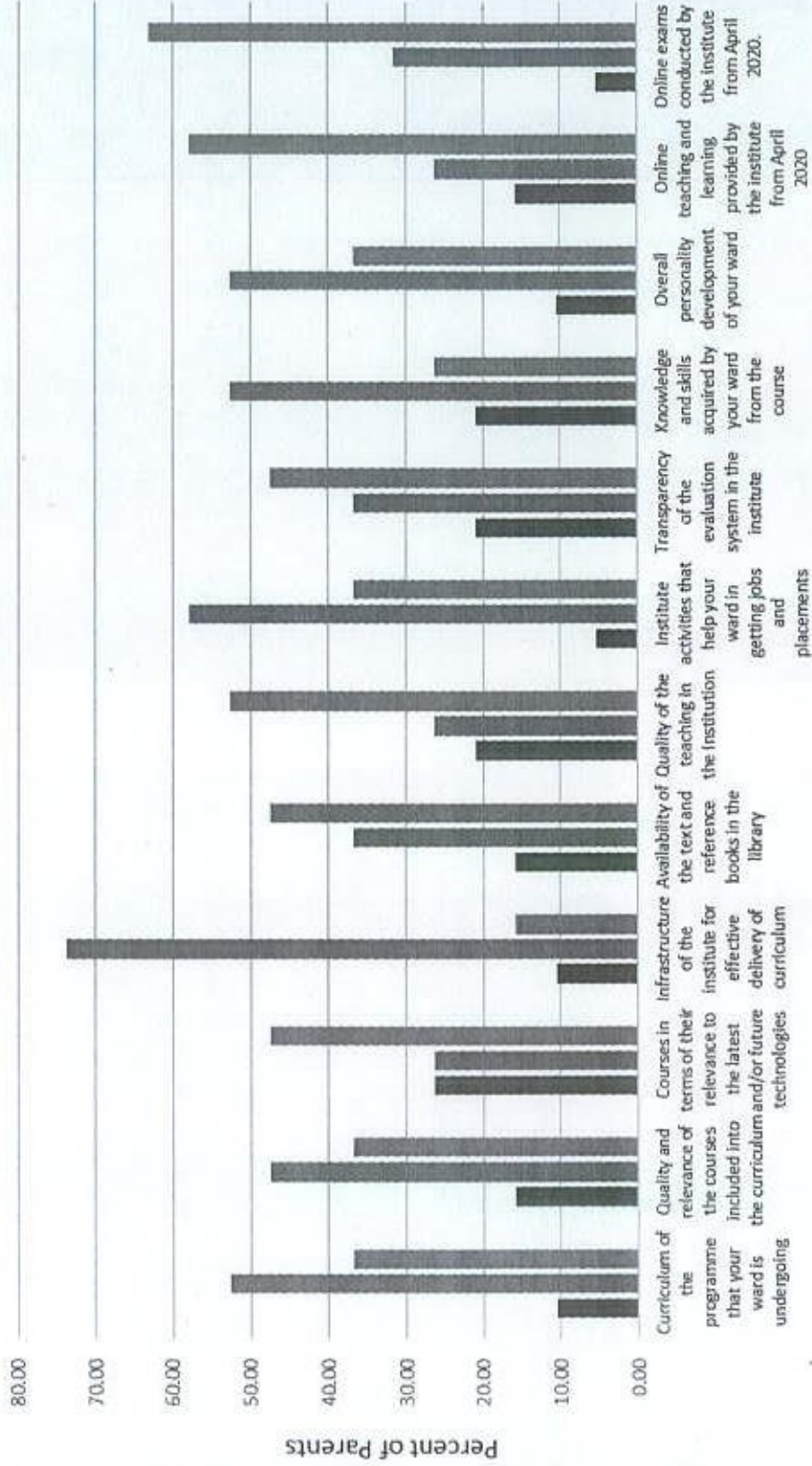
Feedback of UG Students's Parents



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Figure 1: Parents' Feedback (Undergraduate Students)

Feedback of PG Students's Parents



Parameters

■ Outstanding M.Tech, Intg. M.Tech, MBA & PhD
 ■ Excellent M.Tech, Intg. M.Tech, MBA & PhD
 ■ Very Good, Good & fair M.Tech, Intg. M.Tech, MBA & PhD

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Figure 2: Parents' Feedback (Post Graduate Students)

2. ALUMNI FEEDBACK-

Feedback of alumni have been collected through online form shared through mail. Total 399 alumni responded to our request for feedback out of which 85.04% were enrolled in B. Tech program, 9.23% in M.Tech. program, while 5.24% were enrolled in MBA & Doctoral programs.

As per the responses of B.Tech/Int. M.Tech. alumni, the courses that have helped in their development are courses Data Structures and Algorithms, AI, Machine Learning, computer networks, DBMS, Programming courses OOPS, Software development fundamentals, Analog Electronics, control system, communication system, VLSI, Telecommunication and mobile communication, Economics, Financial Management, marketing management, Life Skills, Managerial and Organizational Behavior, Operations management, Bioinformatics Algorithms, Minor and Major Projects,

The MBA students responded that all the courses especially, Research methodology, Media Planning and Marketing courses helped in their development.

Alumni suggested that the following courses should be included in the curriculum of IIIT: Advanced Software Development courses, Finance related courses (investing, tax, managing wealth), Advance SQL, Basic Web Designing, AI, Blockchain, Data Science, emphasis on Competitive Coding Competitions, Biostatistics may be made compulsory, similarly market research, Communication Skills, Competitive Programming, Data Analytics courses, languages like R, Python for data science, Digital Payments and Finance course, Digital Product Management, Entrepreneurship, Business analytics, FPGA lab and CMOS design + CAD for VLSI, Verilog, FPGA should be taught, and VLSI/ 4G-5G Architecture and Applications / ML / Data Science, Wealth Management, Web Development using latest frameworks, AWS may be included.

They also suggest that there may be more courses on Soft skills and Management of money, tax and filing IT return as that is the first hurdle they face after entering the corporate life.

A good number of alumni have qualified GATE, CAT and one alumni Sushmita Shree Batch-2017 has also selected in Indian Engineering Services.

The alumni responded that the competency level of IIITians at their current organization is generally very good. They are more confident and smart.

The overall rating given by the alumni is shown in Figure 1 below.



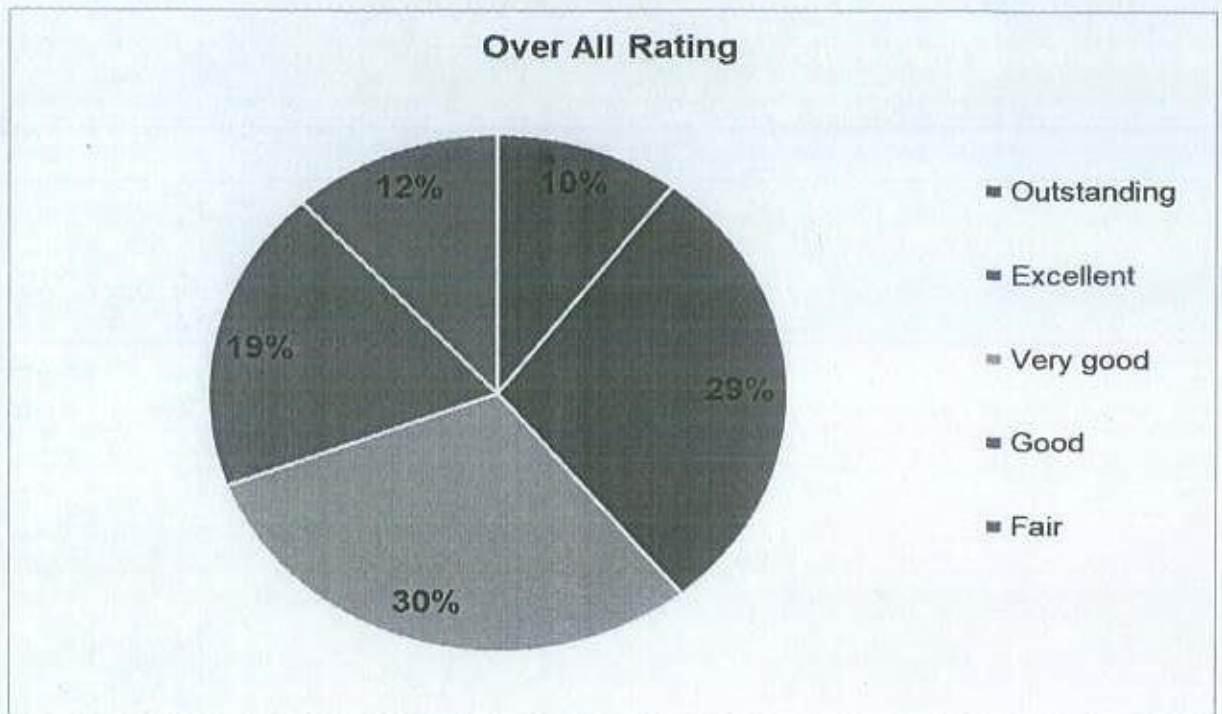


Figure 3: Alumni feedback

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3. FACULTY FEEDBACK-

The annual feedback is sought from all faculty members of JIIT, on total 28 parameters. They were asked to rate the parameters on 1 to 5 scale where 1 means Fair, 2 means Good, 3 means Very Good, 4 means Excellent and 5 means Outstanding. On the basis of feedback collected from total 175 faculty members, department-wise average score and weighted average score have been prepared and shown in Table 2.

Table 2: Department-wise faculty feedback

S.No	Parameters	Biotec hnolo gy	CSE & IT	ECE	HSS	Jaypee Business School	Mathe matics	PMS E	Avera ge overall score (Out of 5)
	No. of respondents	18	53	49	16	5	17	17	175
1	Online teaching from home	4.2	3.7	4.0	3.3	4.0	3.8	4.2	3.9
2	Employee Provident Fund	3.9	4.1	4.1	3.6	3.8	3.7	4.0	3.9
3	Library resources	4.0	3.9	4.0	3.4	4.0	3.2	4.1	3.8
4	Working environment such as the relationship with co-workers and superiors, organizational culture, etc.	3.5	3.8	3.6	3.6	3.6	3.7	4.1	3.7
5	Infrastructural facilities- Telephone	3.9	3.5	3.9	3.8	3.0	3.4	3.9	3.6
6	Infrastructural facilities- Cabin	3.2	3.6	3.9	3.4	4.0	3.4	3.8	3.6
7	Infrastructural facilities- Computer	3.6	3.6	3.7	3.6	3.8	3.4	3.6	3.6
8	Infrastructural	3.4	3.5	3.5	3.3	3.6	3.5	4.1	3.6

	facilities- Internet								
9	Scope of flexibility and innovation in teaching	3.7	3.7	3.7	3.1	4.0	2.6	3.7	3.5
10	Experience gained from Faculty development/ training programs	3.8	3.6	3.6	3.3	3.2	2.9	3.6	3.4
11	ERP and Examination system support	3.4	3.2	3.5	3.3	3.8	2.8	3.9	3.4
12	Technical support (lab staff or Teaching assistants)	4.1	2.9	3.6	2.8	3.6	2.9	3.9	3.4
13	Opportunity extended to participate in Faculty development/ training programs	3.7	3.7	3.6	3.0	3.0	2.9	3.6	3.4
14	Administrative support	3.4	3.1	3.3	3.3	2.8	3.1	3.4	3.2
15	Salary as compared to other private teaching and research organizations	3.2	3.1	3.2	3.0	3.0	3.5	3.2	3.2
16	Purchase, repair and maintenance	3.0	2.9	3.4	3.1	3.6	2.6	3.2	3.1
17	Scope of flexibility and innovation in Research and R&D projects	3.3	3.1	3.0	2.6	3.6	2.5	2.9	3.0

18	Scope of flexibility and innovation in extracurricular and social activities	3.0	3.0	3.3	3.0	2.8	2.4	3.4	3.0
19	Salary as compared to AICTE norms	2.9	3.1	3.1	2.9	2.8	3.2	2.9	3.0
20	Leave Travel Allowance benefit	3.1	2.8	3.0	2.7	3.2	2.8	2.9	2.9
21	Research environment and support	3.2	3.1	3.0	2.6	2.8	2.5	3.1	2.9
22	Online teaching from the Institute campus	2.6	2.8	3.0	2.6	2.6	2.9	3.5	2.9
23	Consultation / Grievances mechanisms	3.0	2.9	3.1	2.6	2.2	2.7	3.1	2.8
24	Balance between your teaching and research workload	2.9	3.1	3.3	2.1	2.0	2.4	2.9	2.7
25	Leaves benefit	2.7	2.2	2.7	2.6	2.8	2.5	3.0	2.6
26	Scope of flexibility and innovation in consultancy and industry interaction	3.1	2.7	2.7	2.3	3.0	2.2	2.4	2.6
27	Financial assistance to attend conferences, workshops etc	3.1	2.8	2.6	2.2	2.0	2.4	2.5	2.5
28	Medical Insurance benefit	3.1	2.1	3.0	2.2	2.0	2.2	2.7	2.5

1.

4. NON-TEACHING STAFF FEEDBACK-

Feedback has been collected from non-teaching staff of JIIT on 12 parameters. On the basis of responses received from 57 respondents, the results have been shown in Table 2.



Table 3: Department-wise feedback of Non-teaching staff

S.No.	Parameters	Biotechnology	CSE and IT	ECE	Engineering and Construction	Finance and Accounts	General administration	Library	PMSE	Purchase	Registrar office	Training and Placement	VC/Director office	Overall score
	No. of respondents	2	14	10	2	2	3	7	2	1	8	3	3	57
1	Infrastructural facilities-Internet	4	3.8	4.4	4.0	4.0	4.3	4.0	4.0	4	3.9	4.5	3.3	4.0
2	Infrastructural facilities-Computer	4	3.6	4.3	4.0	4.5	4.0	3.7	3.5	4	3.9	4.3	3.3	3.9
3	Infrastructural facilities-Telephone	4	3.5	3.7	4.0	4.5	4.3	3.7	2.0	4	3.6	4.0	3.0	3.7
4	Working environment such as relationship with co-workers and supervisors etc.	4.5	3.6	4.1	3.0	4.5	4.0	3.1	3.0	4	3.9	4.3	2.3	3.7
5	Your contribution during the year considering disturbances due to Covid	2	3.2	3.6	2.5	4.5	4.3	3.1	2.5	4	3.6	4.7	2.7	3.4
6	Salary as compared to other private teaching and research organisations	2.5	2.5	3.3	2.5	4.5	4.0	2.9	3.0	4	3.6	3.7	3.3	3.3
7	Infrastructural facilities-Cabin	3.5	3.1	3.9	4.5	4.5	4.3	2.9	2.0	1	3.9	3.0	3.0	3.3
8	Job profile in terms of competency, workload, diversity of work etc.	3.5	2.8	3.8	4.0	4.5	3.3	2.7	2.5	2	3.4	3.7	3.0	3.3
9	Salary as compared to minimum wages notified by Govt. of India	2.5	2.5	3.2	2.5	4.0	4.0	2.6	3.0	4	3.6	3.7	3.3	3.2
10	Training provided for your job	2	3.5	3.2	3.0	4.5	2.7	3.1	2.5	1	3.4	3.0	2.3	2.9
11	Consultation/ Grievances mechanisms	2.5	2.8	3.3	3.0	4.0	2.7	2.7	2.0	1	3.3	3.3	2.0	2.7
12	Career advancement opportunities	2.5	2.5	2.7	3.0	4.0	2.7	2.9	2.0	1	3.9	3.0	2.0	2.7

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5. STUDENT SATISFACTION SURVEY

Table 4: Summary of Feedback on Teaching and Learning in Academic Year 2020-21

1	How much of the syllabus was covered in the classes?	100 to 85%	85 to 70%	70 to 54%	54 to 30%
	No of people responded	530	282	62	29
	Percentage	59%	31%	7%	3%
2	How well did the teachers prepare for the classes?	Perfectly	Thoroughly	Moderately	Satisfactorily
	No of people responded	131	361	272	135
	Percentage	15%	40%	30%	15%
3	How well were the teachers able to communicate?	Always effective	Fairly effective	Sometimes effective	Just satisfactorily
	No of people responded	143	412	212	132
	Percentage	16%	46%	24%	15%
4	The teacher's approach to teaching can best be described as	Excellent	Very good	Good	Fair
	No of people responded	107	292	290	210
	Percentage	12%	32%	32%	23%
5	Fairness of the internal evaluation process by the teachers.	Always fair	Usually fair	Sometimes fair	Occasionally fair
	No of people responded	165	335	199	200
	Percentage	18%	37%	22%	22%
6	Was your performance in assignments discussed with you?	Every time	Usually	Sometimes	Occasionally
	No of people responded	103	190	213	393
	Percentage	11%	21%	24%	44%
7	The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.	Regularly	Often	Sometimes	Occasionally
	No of people responded	161	222	205	311
	Percentage	18%	25%	23%	35%
8	The teaching and mentoring process in your institution facilitates you in cognitive,	Very Significantly	Significantly	Moderately	Marginally

	social and emotional growth.				
	No of people responded	110	254	287	248
	Percentage	12%	28%	32%	28%
9	The institution provides multiple opportunities to learn and grow.	Strongly agree	Agree	Moderately agree	Neutral
	No of people responded	135	295	250	219
	Percentage	15%	33%	28%	24%
10	Teachers inform you about your expected competencies, course outcomes and programme outcomes.	Every time	Usually	Sometimes	Occasionally
	No of people responded	315	308	149	127
	Percentage	35%	34%	17%	14%
11	Your mentor does a necessary follow-up with an assigned task to you.	Every time	Usually	Sometimes	Occasionally
	No of people responded	170	296	184	249
	Percentage	19%	33%	20%	28%
12	The teachers illustrate the concepts through examples and applications.	Every time	Usually	Sometimes	Occasionally
	No of people responded	174	357	225	143
	Percentage	19%	40%	25%	16%
13	The teachers identify your strengths and encourage you with providing right level of challenges.	Fully	Reasonably	Partially	Slightly
	No of people responded	114	237	224	324
	Percentage	13%	26%	25%	36%
14	Teachers are able to identify your weaknesses and help you to overcome them.	Every time	Usually	Sometimes	Occasionally
	No of people responded	107	199	233	360
	Percentage	12%	22%	26%	40%
15	The institution makes effort to engage students in the monitoring, review, and continuous quality	Strongly agree	Agree	Moderately Agree	Neutral

	improvement of the teaching learning process.				
	No of people responded	133	276	223	267
	Percentage	15%	31%	25%	30%
16	The institute/ teachers use student centric methods, such as experiential learning, project-based learning, participative learning, and problem-solving methodologies for enhancing learning experiences.	Always	To a great extent	Moderate	Some what
	No of people responded	162	316	250	171
	Percentage	18%	35%	28%	19%
17	Teachers encourage you to participate in extracurricular activities.	Strongly agree	Agree	Moderately Agree	Neutral
	No of people responded	110	214	219	356
	Percentage	12%	24%	24%	40%
18	Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.	Always	To a great extent	Moderate	Some what
	No of people responded	136	281	238	244
	Percentage	15%	31%	26%	27%
19	What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching?	Above 90%	90 – 70%	70 – 50%	50 – 30%
	No of people responded	278	272	143	206
	Percentage	31%	30%	16%	23%
20	The overall quality of teaching learning process in your institute is very good.	Strongly agree	Agree	Moderately Agree	Neutral
	No of people responded	124	319	257	199
	Percentage	14%	35%	29%	22%

Table 5: Summary of Students' Feedback on Institutional Facilities

S.No	Parameters	Questions	outstanding	Excellent	Very Good	Good	Fair	NA
1	LRC (Including digital library)	How do you rate the availability of the text and reference books in the library?	22%	30%	20%	12%	15%	0%
2	Hostel facilities	How do you rate the infrastructure, cleanliness, and other facilities in hostel?	26%	29%	14%	9%	7%	14%
3	Mess facilities	How do you rate the quality of food, hygiene maintenance in the mess and cafeterias?	23%	30%	17%	10%	10%	10%
4	Training and Placement	How do you rate the Institute activities that help in getting jobs and placements?	19%	28%	20%	12%	14%	10%
5	Registry department	How do you rate the services and your interaction with Registry department?	15%	25%	19%	12%	19%	10%
6	Accounts department	How do you rate the services and your interaction with Accounts department?	18%	25%	19%	13%	16%	10%

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6. EMPLOYERS' FEEDBACK-

NBA committee of JIIT has collected feedback from 88 employers on 10 parameters related to various program outcomes of B. Tech. program.

The employers were asked to rate these parameters on a 4 point scale, where 3 means 'very satisfied', 2 means 'Satisfied', 1 means 'Somewhat Satisfied' and 0 means 'Dissatisfied'. The average scores on all ten parameters have been listed below in Table no. 5.

Table 5: Employers' Feedback

S.No.	Employer Survey Parameters	Average Score
1	Communication Skills of the Students	2.6
2	Usage of Technology	2.5
3	Earnest and Level of Confidence	2.5
4	Open to new Ideas and Learning New Techniques	2.4
5	Self-Motivation and Responsibility	2.4
6	Social Etiquettes	2.4
7	Planning and Management Skill	2.4
8	Innovation and Creativity	2.4
9	Involvement in a Team	2.4
10	Ability to Handle Criticism	2.2

Employers' comments on skills need to be improved to meet the future requirements-

1. Students who are interested in Non tech profiles should focus on sales & Marketing skills and Customer Relationship Management
2. More preparedness and thoroughness about the organization one is applying to
3. Students should have proficiency in Ms Excel
4. Students need training on communication skills
5. Ability to handle pressure situation during interview
6. ECE students must learn programming languages apart from their core subjects
7. Students need to work on soft skills as well as focus on their domain knowledge
8. Students need to have strong knowledge of finance domain
9. Students should work on problem-solving skills, go-getter attitude and attention to details

6. RECOMMENDATIONS:-

1. On the basis of feedback from Employers and Alumni it is highly recommended that the curricula may further be aligned with needs of industries.
2. More efforts are required to improve the placements of M.Tech./ECE/Biotech students.
3. More faculty development programs may be conducted for faculty members to improve quality of teaching.
4. Use the modern practices of teaching and give students some space to learn new things on their own.
5. Hostel facilities may be improved. Cafeteria food quality may further improve.
6. Library may be equipped with more books.
7. T&P cell may conduct some long sessions for helping students prepare for interviews and stuff.
8. Old and outdated computers of faculty member may be upgraded or replaced with better computers to enhance efficiency of working.
9. Policy may be formulated to provide an option to faculty members to work from home for some days in a week.
10. Post-doc students may be provided better seating place and good internet, library and other facilities.
11. Some funds may be allocated to each faculty member for spending on career and professional development activities.
12. Faculty may be motivated to provide research output by providing some monetary rewards on publications.
13. Laptops, E-writing pads, Camera enabled systems, Smart Board could be provided for better online teaching from campus/ home.
14. WI-FI availability/ Internet facility may be enhanced in campus.



15. Capacity of lotus mail may be enhanced.
16. More E-books may be purchased.
17. Accessories like headphones etc. may be provided individually, as they may not be shared due to covid-19.
18. Career advancement opportunities may be provided to non-teaching staff.
19. NT-8 staff with required qualification and job may be considered for NT-7.
20. On the basis of employers' feedback, it is suggested that the students may be provided more training on communication skills.
21. Research/innovation based projects may be given to the students.
22. Number of assignments might be reduced in online classes.
23. Faculty members may be given training in latest tools and technologies related to online teaching.

