

International Institute of Information Technology Bangalore

Student Satisfaction Survey Report

For the period 2023-24

Submitted to NAAC



Introduction

IIIT Bangalore's top-most priority is the welfare and academic excellence of its students. In order to ensure that the administration is fully aware of the ground situation regarding the students, IIITB has designed a unique 360-degree approach to conducting Student Satisfaction Survey as required by NAAC.

The Student Satisfaction is divided into three separate surveys capturing three stages of the student life cycle:

1. Admissions survey
 - for getting feedback on the admissions process.
 - survey administered to only new students who joined that year
2. Student life survey
 - for getting feedback on their experience while they are students
 - survey administered to all active students
3. Student Exit Survey
 - for capturing feedback at the time of graduation
 - survey administered to only graduating students

Admissions Survey Report (2023-24)

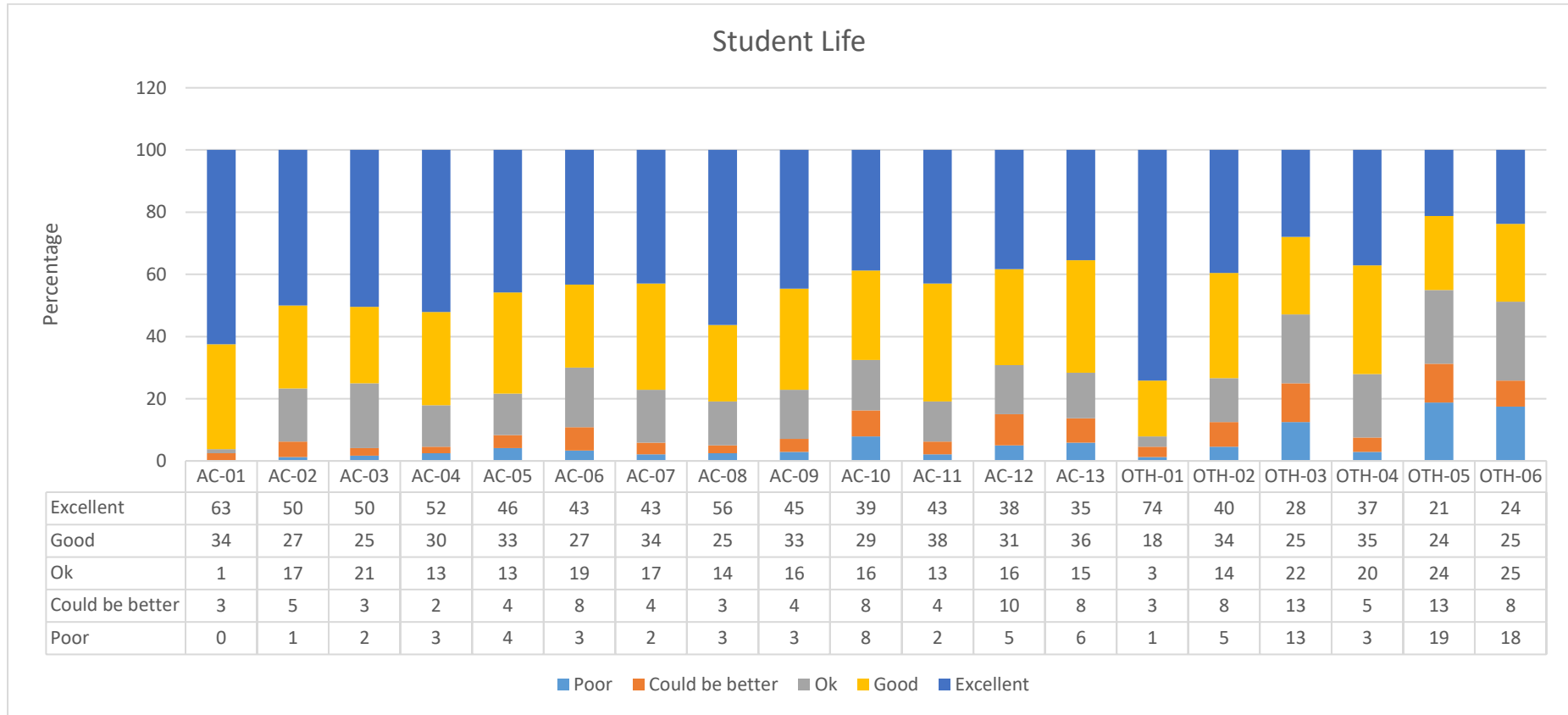


ID	Description	Option 1	Option 2	Option 3	Option 4	Option 5
AQ1	How did you come to know about IITB	Print Media	Online Media	Friends/Family	Seniors	Alumni
AQ2	Have you visited IITB website before applying			Never	Yes-Frequently	Yes-a few times
AQ3	Rate your overall admission process experience	1 – Least Satisfied	2	3	4	5 – Most Satisfied
AQ4	Rate your satisfaction regarding answers to your admission queries	1 – Least Satisfied	2	3	4	5 – Most Satisfied

Analysis

- There is an increase in the impact of the print media on our admissions
- Senior students seem to be having an increased influence
- There has been a significant jump in the usage of the website prior to applying
- Overall admissions experience is the highest in recent years

Student Life Survey Report (2023-24)



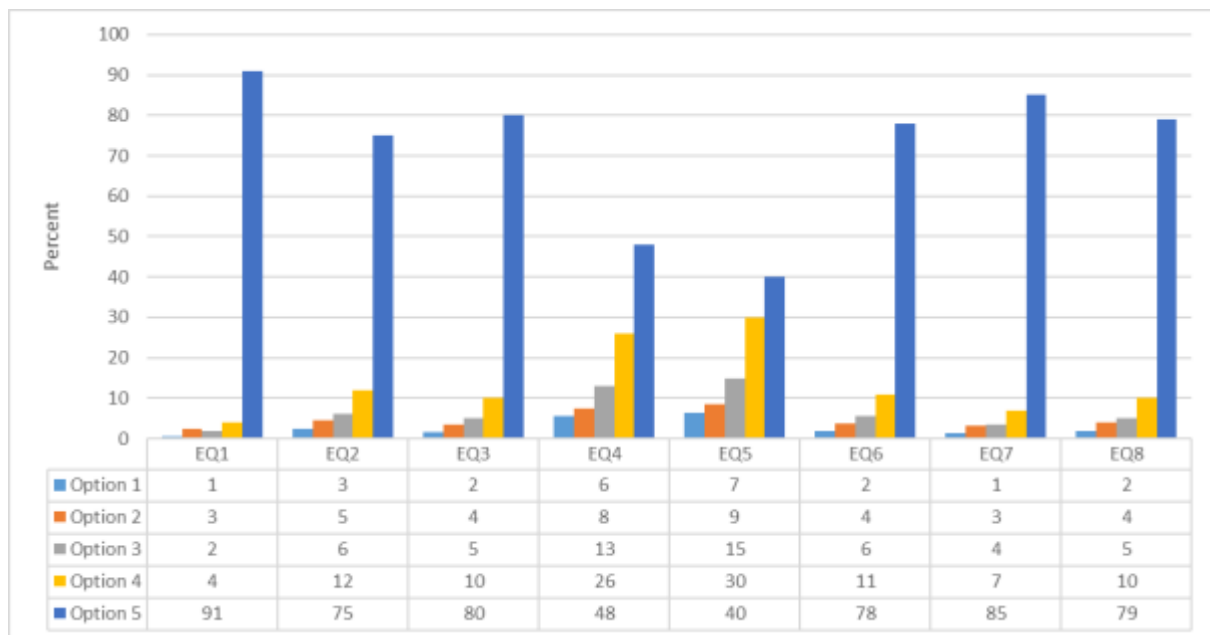
ID	Survey Question
AC-01	Faculty members are always punctual.

AC-02	Lecture engagement/adjustment is made when a teacher is on leave.
AC-03	Syllabus of the course is completed as per the schedule and academic calendar.
AC-04	Study material and resources are shared well in time,
AC-05	Teacher's communication is effective..
AC-06	Teachers explain concepts using relevant examples.
AC-07	Teachers refer to the current issues and advancements in the field of study.
AC-08	Course outcomes and program outcomes are communicated during the start of the session.
AC-09	I am fully aware of the Course Outcomes and Program Outcomes.
AC-10	Discussions, Case studies, role plays, games, quizzes and other tools are used judiciously to make concepts clear.
AC-11	Study material shared by teacher is relevant and helpful for exam and quizzes.
AC-12	Teachers discuss the test answers after conduct.
AC-13	Evaluation process of assignments and tests is fair and justified.
OTH-01	Staff does not discriminate among students based on gender, caste, ethnicity, socio-economic status, nationality etc.
OTH-02	Teachers focus on enhancing professional skills among students to make them employment ready.
OTH-03	Teachers encourage students to take up extra-curricular and co-curricular activities or pursue hobbies.
OTH-04	Library has sufficient resources related to course.
OTH-05	Quality of Service in Canteens is satisfactory
OTH-06	Washrooms and Drinking Water Facility is hygienic and available in each floor.

Analysis

- A rating of VERY GOOD or EXCELLENT has been given in all factors of student life
- On an average, above 70% of the students have rated all questions as Excellent or Good
- More than 15% of the students have voiced concern regarding frequent disruptions to internet facility in hostels
- From the qualitative feedback, the following key observations can be noted:
 - Food caterer needs to be given feedback to increase the variety of dishes especially for dinner
 - More options for sports coaching can be provided
 - More structured engagement of TAs in courses required
 - Quality of Wi-Fi facilities need to be improved

Student Exit Survey Report (2023-24)



ID	Description	Option 1	Option 2	Option 3	Option 4	Option 5
EQ1	How satisfied are you with the internship/placement process	Option 1 Least satisfied	Option 2 Moderately satisfied	Option 3 Neutral	Option 4 Reasonably satisfied	Option 5 Most satisfied
EQ2	How satisfied are you with student life experience (co-curricular activities etc.	Option 1 Least satisfied	Option 2 Moderately satisfied	Option 3 Neutral	Option 4 Reasonably satisfied	Option 5 Most satisfied
EQ3	How satisfied are you with internet facilities provided	Option 1 Least satisfied	Option 2 Moderately satisfied	Option 3 Neutral	Option 4 Reasonably satisfied	Option 5 Most satisfied
EQ4	How satisfied are you with quality of food provided on campus	Option 1 Least satisfied	Option 2 Moderately satisfied	Option 3 Neutral	Option 4 Reasonably satisfied	Option 5 Most satisfied
EQ5	How satisfied are you with hostel facilities provided	Option 1 Least satisfied	Option 2 Moderately satisfied	Option 3 Neutral	Option 4 Reasonably satisfied	Option 5 Most satisfied
EQ6	How satisfied are you with the international exposure provided?	Option 1 Least satisfied	Option 2 Moderately satisfied	Option 3 Neutral	Option 4 Reasonably satisfied	Option 5 Most satisfied
EQ7	Rate the quality of sports / gym facilities	Option 1 Least satisfied	Option 2 Moderately satisfied	Option 3 Neutral	Option 4 Reasonably satisfied	Option 5 Most satisfied
EQ8	Rate your overall satisfaction as student of IIITB	Option 1 Least satisfied	Option 2 Moderately satisfied	Option 3 Neutral	Option 4 Reasonably satisfied	Option 5 Most satisfied

Analysis:

- A majority of the students have given feedback of MOST SATISFIED for all the questions asked during EXIT.

- Satisfaction levels continue to be on the lower side although there is improvement seen compared to previous year feedback
- The students are most satisfied with internship / placement process.