

AQAR - 2020-21

1.4.1

STRUCTURAL FEEDBACK FROM STAKEHOLDERS



HOMI BHABHA NATIONAL INSTITUTE

(A Deemed to be University u/s 3 of UGC Act, MHRD & an Aided Institution of the DAE, Govt. of India)

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Homi Bhabha National Institute

Feedback from stakeholders – analysis and points for action

1. Preamble:

The Homi Bhabha National Institute (HBNI) is a unique Deemed-to-be University, offering academic programs in 11 different institutions. The students of HBNI come from a variety of backgrounds, and from different states; they pursue programs as diverse as M.Sc (at NISER and HRI), Ph.D (at several CIs/OCC), M.Tech (at BARC, IGCAR, RRCAT, VECC and IPR) and D.M (at TMC). Nearly 20% of the students are employees of DAE. The motivation, and the expectation of such employee-students is naturally different from students who join HBNI to acquire a degree/diploma and move further into academic / professional career. Also, many HBNI students pursue basic research in a variety of disciplines, while others pursue research programs that have a vector towards applications. While some of the students mainly use computational facilities, others use complex experimental facilities including mega facilities like nuclear reactors and accelerators. HBNI also has programs that address skill development, and programs that have direct benefit to society (eg. Cancer research).

Considering such diversity of students and programs, as a part of its quality initiatives, it is important that HBNI obtains, on a regular basis, feedback from its various stakeholders. This will ensure that the programs, processes, infrastructure, facilities and environment in its Central Office as well as the CIs/OCC are conducive to a healthy growth and also ensure that HBNI is able to meet the objectives with which it was established. With this in view, a feedback survey was conducted among a) students b) faculty c) parents and d) alumni. This report analyses the feedback and also the action taken / proposed to be taken by HBNI based on the feedback.

II. Methodology

The stakeholders were requested to provide the feedback, online, based on a set of specific questions. These questions were based on the specific domains where the feedback from the stakeholder will be of high value. The stakeholders were requested to give marks ranging from 0 (strongly disagree) to 4 (strongly agree). Considering the diversity with regard to programs and processes, the stakeholders also had the option of marking “Not applicable” where necessary. The feedback was obtained online, and the data were summarized in the form of an excel sheet for discussion and analysis. The response given by all stakeholders of a particular category (student/ faculty/ alumni/ parent) was averaged. A score of 0-1 was treated as “Unsatisfactory”, 1-2 as “reasonably good, needs improvement”, 2-3 as “very good” and 3-4 as “excellent”.

III. Analysis

The results of the feedback obtained from the stakeholders are presented and analysed in Annexures I-IV. Overall, the results indicate that all the stakeholders are generally happy with the curriculum, infrastructure and other aspects covered by the questionnaire, while there is still a good scope for improvement. In particular, the stakeholders are very happy with the research infrastructure and the committed efforts of the faculty.

The response of HBNI to the feedback, is provided in Annexure V. The response relates to the points where the average feedback score was less than 2.5. Some of the suggestions made by the stakeholders pertain to steps that need to be taken at HBNI, while others need redressal at the CI level (eg. Hostel and other facilities). HBNI would take necessary actions with regard to the issues in consultation with CIs/OCC, Boards of studies and Standing Committee of Deans.

Current Student Feedback Analysis Report

Sr. No.	Parameters	Percentage (%) of Students					Average Score out of 4	Rating
		Strongly Agree (4)	Moderately Agree (3)	Agree (2)	Moderately Disagree (1)	Strongly Disagree (0)		
1	The courses offered are stimulating and broadening and help in improving overall domain knowledge	38.39	16.96	33.93	7.14	3.57	2.79	Very Good
2	The curriculum can be recommended to continue without change	25.23	20.72	21.62	20.72	11.71	2.27	Very Good
3	The curriculum provides necessary foundation for employability	25.00	23.15	24.07	8.33	19.44	2.26	Very Good
4	Associated projects and tutorials are useful	38.68	25.47	24.53	9.43	1.89	2.90	Very Good
5	The courses are likely to encourage to take-up entrepreneurial activities / start-ups	16.16	23.23	19.19	16.16	25.25	1.89	Reasonably Good, needs improvement
6	The examination system of the course does not put in any undue stress	42.06	15.89	30.84	4.67	6.54	2.82	Very Good
7	Availability of ICT resources (eg. Computer, Internet, projector.. etc) in classroom	63.06	13.51	18.02	1.80	3.60	3.31	Excellent
8	State-of-the-art facilities are available to carry out research	46.09	18.26	27.83	2.61	5.22	2.97	Very Good

1	The courses offered are stimulating & broadening and help in improving overall domain knowledge	50.50	20.00	27.00	1.50	1.00	3.18	Excellent
2	There are adequate options for electives covering wide spectrum of subjects	46.36	16.36	33.64	3.64	0.00	3.05	Excellent
3	The curriculum can be recommended to continue without change (if you recommend any change(s) please give details through mail to Dean, HBNI)	36.11	19.44	37.04	5.56	1.85	2.78	Very Good
4	The curriculum provides necessary foundation and skill base for future career	41.59	23.01	30.97	2.65	1.77	3.01	Excellent
5	Associated projects and tutorials are useful	44.74	13.16	39.47	2.63	0.00	3.01	Excellent
6	The examination system of the course does not put in any undue stress	37.17	15.93	41.59	5.31	0.00	2.82	Very Good
7	I have NOT come across any instance of ragging in my campus	82.24	3.74	11.21	0.00	2.80	3.50	Excellent
8	All necessary ICT resources (eg. Computer, Internet, projector..) are available in classroom	64.29	10.71	23.21	1.79	0.00	3.35	Excellent
9	State-of-the-art facilities are available to carry out research	52.21	19.47	27.43	0.88	0.00	3.23	Excellent
10	Faculty have up-to-date knowledge of the courses	50.88	16.67	29.82	1.75	0.88	3.07	Excellent
11	Faculty have Very Good teaching capability	45.13	23.89	26.55	2.65	1.77	3.00	Excellent
12	Faculty encourage questions to be raised in the class.	56.25	10.71	31.25	1.79	0.00	3.18	Excellent

13	Non-teaching staff are helpful and cooperative	48.67	16.81	26.55	7.08	0.88	2.96	Very Good
14	Hostel rooms are good, clean and have good facilities	40.74	16.05	29.63	9.88	3.70	2.79	Very Good
15	Mess serves good and hygienic food	31.03	19.54	32.18	10.34	6.90	2.47	Very Good
16	Recreation and common room facilities are adequate	31.46	15.73	34.83	8.99	8.99	2.52	Very Good
17	Will recommend others to enrol for academic programs in HBNI	55.65	10.43	30.43	1.74	1.74	3.23	Excellent

The online feedback was obtained on 16 parameters from the active students and on 17 parameters from the outgoing students of all CIs/OCC, and measured on the scale of 0 to 4. The rating of different parameters was defined on the average score as follows: 0-1: Unsatisfactory, 1-2: Reasonably Good, needs improvement, 2-3: Very Good, 3-4: Excellent. In the feedback of 323 students (117 active students and 206 outgoing students), 3 out of 16 parameters are rated as Excellent by active students while 11 out of 17 parameters are rated as Excellent by outgoing students. 14 parameters are rated as Very Good and 2 as Reasonably Good, but needing improvement. The four parameters, i) Availability of ICT resources ii) State-of-the-art facilities are available to carry out research iii) Faculty have up-to-date knowledge of the courses and iv) Encouragements by faculty to ask questions, obtained a score of ≥ 2.8 ($\geq 70\%$). Most of the students opined the need to introduce courses related to entrepreneurship development, and improvement in Mess facilities. The feedback suggests the need to introduce more skill/value-added courses and revision of courses and improvement in common room facility and recreation activities.

Overall, the students expressed satisfaction about their experience at HBNI and more than 90 % of the students indicated that they will recommend prospective students to enrol in academic programs of HBNI.

Current Student Feedback

Q1	The courses offered are stimulating and broadening and help in improving overall domain knowledge																	
Q2	The curriculum can be recommended to continue without change																	
Q3	The curriculum provides necessary foundation for employability																	
Q4	Associated projects and tutorials are useful																	
Q5	The courses are likely to encourage to take-up entrepreneurial activities / start-ups																	
Q6	The examination system of the course does not put in any undue stress																	
Q7	Sufficient availability of ICT resourses (eg. Computer, Internet, projector.. etc) in classroom																	
Q8	State-of-the-art facilities are available to carry out research																	
Q9	Faculty members have up-to-date knowledge of the coursesz																	
Q10	Faculty members have good teaching capability																	
Q11	Faculty members encourage questions to be raised in the class																	
Q12	Non-teaching faculty members are helpful and cooperative																	
Q13	Hostel rooms are good, clean and have good facilities																	
Q14	Mess serves good and hygenic food																	
Q15	Recreation and common room facilities are adequate																	
Q16	Will recommend others to enrol for academic program in HBNI																	
Enrolment No	Student Name	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	TOT
		3	3	2	3	2	3	3	4	3	3	3	3	2	2	2	3	44
		4	4	4	4	3	4	4	4	3	3	-	4	-	-	4	4	49
		4	4	4	4	4	4	4	4	4	4	4	4	-	-	-	4	52
		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	32
		4	4	4	4	4	3	4	3	4	4	4	4	4	4	4	4	62
		2	1	3	1	-	0	2	2	4	4	4	-	-	-	-	4	27
		4	3	3	3	3	3	4	3	3	4	4	4	4	4	3	4	56
		2	1	0	-	0	2	4	4	3	2	3	3	2	3	1	2	32

		1	0	0	2	0	4	2	0	1	1	1	4	-	-	3	2	21
		4	4	4	4	4	4	4	4	4	4	4	4	-	-	4	4	56
		4	3	3	4	3	3	3	4	4	3	4	3	3	3	4	4	55
		-	-	-	-	-	-	4	4	-	-	-	2	-	-	-	2	12
		4	3	4	4	1	1	4	4	4	2	4	3	4	3	3	4	52
		2	1	0	2	0	3	4	2	2	3	4	2	0	0	0	1	26
		2	2	1	2	1	4	2	2	4	2	3	3	0	0	2	1	31
		4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	63
		2	1	3	3	3	4	4	4	3	1	4	1	0	1	1	2	37
		1	0	3	3	3	4	3	3	0	0	1	1	0	1	0	0	23
		4	3	3	4	2	4	4	4	4	4	4	3	-	-	-	4	47
		2	3	3	2	-	2	2	2	2	2	2	2	1	3	3	2	33
		3	2	0	3	0	2	4	3	3	3	2	4	3	0	3	2	37
		2	2	2	3	-	-	4	2	2	2	2	2	2	0	4	2	31
		3	3	3	3	3	3	4	2	2	3	2	3	3	3	2	2	44
		3	1	3	3	1	4	4	4	4	4	4	4	4	4	4	4	55
		2	2	2	3	-	3	3	3	4	3	4	3	-	-	3	4	39
		4	4	4	4	4	3	4	4	3	3	4	4	3	3	4	4	59
		4	2	1	2	1	2	4	4	4	4	2	2	4	2	4	4	46
		2	1	2	4	1	4	4	4	3	1	3	4	4	4	1	4	46
		4	4	4	4	4	4	4	4	4	4	4	4	-	-	-	4	52
		2	2	2	2	2	2	2	2	2	2	2	1	2	4	2	2	33
		2	2	3	3	1	2	4	3	2	3	2	2	0	1	4	2	36

		2	1	0	1	0	1	2	2	2	2	2	2	0	0	0	0	17
		2	0	0	1	0	3	4	4	0	3	3	3	1	4	4	1	33
		3	3	3	2	3	3	2	3	2	2	4	2	4	2	2	2	42
		1	0	0	2	0	0	4	2	1	1	2	2	4	2	3	1	25
		4	4	2	4	-	2	4	4	2	2	2	2	4	-	-	4	40
		4	4	-	-	4	4	4	4	4	3	4	3	-	-	-	4	42
		2	3	2	-	-	-	-	2	-	-	-	-	-	-	2	2	13
		4	4	3	4	3	2	4	4	4	3	4	4	4	-	-	4	51
		4	4	4	4	2	4	4	4	4	4	4	4	4	3	4	4	61
		4	4	4	4	4	2	4	4	4	4	4	4	-	-	4	4	54
		1	0	0	3	0	0	2	1	3	2	2	2	1	1	1	2	21
		4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	4	62
		3	3	2	3	2	3	3	3	3	3	3	3	3	3	3	3	46
		3	2	3	3	1	2	4	2	2	1	3	0	4	3	3	4	40
		4	4	4	4	4	4	4	4	4	4	4	4	-	-	-	4	52
		2	2	3	2	1	2	2	2	2	2	2	2	-	-	-	2	26
		3	3	4	4	2	4	3	4	4	-	3	3	4	4	3	2	50
		3	0	1	3	0	4	0	0	3	1	2	0	-	-	0	4	21
		-	1	1	-	-	-	3	-	2	1	2	2	1	1	-	2	16
		4	4	-	4	4	2	4	4	4	4	4	-	-	-	-	4	42
		4	4	4	4	4	4	4	3	3	3	4	4	0	0	0	4	49
		2	3	4	3	3	4	4	4	0	3	4	4	0	0	0	4	42
		0	0	0	1	0	0	1	0	1	1	2	1	1	0	1	0	9

		2	2	3	3	1	1	4	3	3	2	3	2	-	-	-	2	31
		1	0	0	1	0	4	0	0	2	1	0	2	0	1	0	0	12
		1	1	0	2	0	4	4	2	2	2	2	2	2	1	1	2	28
		-	-	-	-	-	-	-	3	-	-	-	3	4	2	3	3	18
		2	-	-	-	-	-	3	-	2	2	2	1	3	0	0	4	19
		3	3	2	3	3	2	3	3	4	4	4	3	3	3	3	3	49
		2	1	1	2	0	2	2	2	2	3	2	2	4	4	1	3	33
		-	-	-	2	-	-	-	2	2	2	2	2	2	2	2	2	20
		2	2	2	4	2	2	4	4	4	2	2	3	-	2	2	2	39
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		3	3	2	1	0	0	4	3	2	3	2	1	-	-	1	1	26
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		3	3	3	3	1	2	4	4	4	4	4	4	-	-	-	3	42
		0	0	0	0	0	0	2	2	3	3	3	3	3	3	3	2	27
		3	3	3	4	3	4	4	4	4	4	4	3	4	4	4	4	59
		3	1	0	4	3	2	0	4	4	4	4	3	4	4	3	4	47
		4	4	4	4	4	4	4	4	4	4	4	4	-	-	4	4	56
		4	4	4	4	0	3	4	3	3	3	4	-	-	-	-	3	39
		4	3	3	4	3	4	4	4	4	4	4	4	4	4	3	3	59
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		4	4	4	4	3	1	4	3	4	4	4	-	-	-	-	3	42
		2	2	2	4	2	4	4	2	4	2	2	2	1	4	2	4	43

		4	2	4	4	3	2	3	4	4	3	4	3	-	-	-	2	42
		4	4	4	4	2	4	4	3	4	2	2	4	-	-	-	4	45
		2	1	2	3	1	4	4	4	4	3	4	-	1	1	0	2	36
		2	1	1	3	1	1	4	2	2	2	2	2	1	1	1	2	28
		4	4	4	4	4	4	4	4	4	4	4	4	-	-	4	4	56
		2	1	2	-	0	2	4	1	4	4	2	2	1	-	-	-	25
		4	3	4	3	3	3	4	4	4	4	4	4	3	2	3	4	56
		3	1	2	2	2	2	4	4	2	3	2	4	2	2	1	3	39
		2	1	1	2	3	4	2	4	3	2	3	4	0	1	1	2	35
		2	1	0	2	0	4	1	0	3	1	3	3	1	0	1	1	23
		3	2	3	-	2	3	2	2	4	3	3	2	-	-	-	2	31
		4	4	4	4	2	3	4	4	3	2	4	2	-	-	-	4	44
		4	2	2	4	-	4	3	2	4	2	4	4	-	-	-	4	39
		2	3	3	3	1	2	2	3	2	3	2	2	-	-	-	3	31
		2	2	2	2	-	2	2	2	3	2	3	-	-	-	3	3	28
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
		4	4	3	4	3	4	-	3	4	4	3	2	-	-	-	3	41
Percentage (%) of Students	Strongly Agree (4)	38.39	25.23	25.00	38.68	16.16	42.06	63.06	46.09	46.49	31.25	47.32	38.32	32.05	29.11	28.89	41.38	
	Moderately Agree (3)	16.96	20.72	23.15	25.47	23.23	15.89	13.51	18.26	20.18	25.00	14.29	20.56	15.38	15.19	20.00	15.52	
	Agree (2)	33.93	21.62	24.07	24.53	19.19	30.84	18.02	27.83	25.44	28.57	33.93	32.71	17.95	20.25	16.67	31.03	
	Moderately Disagree (1)	7.14	20.72	8.33	9.43	16.16	4.67	1.80	2.61	4.39	13.39	3.57	6.54	19.23	18.99	18.89	6.90	
	Strongly Disagree (0)	3.57	11.71	19.44	1.89	25.25	6.54	3.60	5.22	3.51	1.79	0.89	1.87	15.38	16.46	15.56	5.17	
	Average Score out of 4	2.79	2.27	2.26	2.90	1.89	2.82	3.31	2.97	3.02	2.71	3.04	2.87	2.29	2.22	2.28	2.81	

		4	4	2	2	-	2	-	-	4	-	-	-	-	-	-	2	20
		4	4	3	3	3	0	4	4	4	4	3	4	4	4	4	3	59
		3	4	2	4	4	3	4	3	4	3	2	4	3	4	4	4	59
		1	3	2	1	1	4	0	4	4	1	1	4	4	-	2	0	34
		2	2	2	2	3	2	4	4	3	3	2	3	2	-	-	-	38
		3	3	3	3	3	3	4	3	4	3	3	4	3	4	3	1	54
		3	2	2	3	3	3	4	4	3	4	3	4	4	4	4	3	57
		3	3	3	4	4	4	4	4	1	3	3	4	4	3	2	2	55
		3	3	1	1	1	2	4	1	0	1	1	2	0	1	0	1	26
		4	4	4	4	4	4	-	4	4	4	4	4	4	-	-	-	52
		3	3	3	2	3	3	4	4	3	2	3	3	4	4	3	2	52
		3	3	3	3	3	4	4	4	4	4	3	3	4	4	3	4	60
		3	-	-	-	2	2	4	2	3	2	2	2	2	1	0	1	28
		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	36
		2	4	3	2	3	2	4	4	2	2	2	2	2	4	2	2	44
		2	1	2	2	2	2	4	4	4	2	2	2	1	2	2	1	37
		3	2	2	2	2	2	4	2	3	2	2	2	2	2	1	1	38
		2	-	2	2	2	2	-	2	2	2	3	2	2	-	-	-	25
		3	1	3	3	4	4	4	3	3	3	3	3	2	4	4	0	51
		4	3	3	4	3	4	4	2	4	0	0	0	1	2	0	4	42
		3	3	3	3	4	1	2	2	2	4	3	4	4	4	3	3	50
		4	4	4	4	4	4	4	4	4	3	3	4	4	3	3	4	64
		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
		4	4	3	4	-	4	4	4	2	3	3	4	2	3	3	2	53
		4	2	1	2	4	4	4	4	4	3	3	3	1	-	-	2	44
		4	4	1	4	4	2	4	4	4	4	4	4	4	-	2	3	56
		4	4	4	4	4	4	4	4	4	4	4	4	4	-	-	-	56
		4	2	2	2	-	2	-	-	4	-	-	-	-	-	-	-	18
		3	3	3	3	4	4	4	4	4	4	3	4	4	1	1	2	55
		2	4	1	3	3	2	4	4	3	4	3	4	0	0	1	3	43
		4	4	3	3	-	4	-	4	4	4	4	4	4	-	-	-	46
		3	4	2	3	4	4	4	4	4	4	3	3	3	3	2	3	56
		0	1	0	1	1	3	4	4	3	0	0	3	3	2	0	0	27
		3	3	3	3	3	4	4	4	2	2	2	2	3	4	4	2	52
		3	2	2	2	3	1	1	2	2	2	3	3	2	4	3	3	41

		4	2	2	2	4	4	4	2	2	4	4	4	2	2	2	2	2	48
		4	4	4	4	4	4	-	4	4	4	4	4	4	-	-	-	4	52
		4	4	3	2	3	3	-	3	4	2	2	2	2	-	-	-	4	38
		3	4	2	4	3	3	4	4	3	3	3	4	3	2	2	1	4	52
		4	4	4	4	3	3	4	3	3	3	3	3	4	3	3	2	3	56
		2	2	2	2	2	2	4	2	2	2	2	2	2	2	2	2	2	36
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		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
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		4	4	4	4	4	4	4	4	4	4	4	4	4	-	-	-	4	56
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		-	-	2	4	2	2	-	2	4	4	4	4	2	-	2	2	4	38
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		-	-	-	-	-	-	-	-	3	2	-	-	2	-	-	-	2	9
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		-	-	-	2	2	-	4	2	3	2	2	2	2	2	2	2	2	29
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		4	4	4	4	4	2	4	3	4	4	3	4	4	4	3	3	4	62
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		3	3	3	3	4	2	4	4	3	3	3	4	4	-	2	2	3	50
		2	2	2	2	2	2	4	4	3	3	2	4	4	2	3	2	4	47

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		-	-	-	4	4	4	3	3	3	2	2	2	1	1	1	0	0	30
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		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
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		3	1	1	2	2	2	4	4	4	4	1	3	4	4	3	2	2	46
		-	-	-	4	4	4	3	3	3	2	2	2	1	1	1	0	0	30
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		4	4	4	4	4	4	4	4	4	4	4	4	4	2	2	2	4	62
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		1	3	1	3	3	1	4	2	2	2	3	4	4	-	-	1	2	36
		4	4	4	4	3	3	4	4	4	4	3	4	3	1	3	1	2	55
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		2	2	-	2	2	2	2	2	2	2	2	2	2	2	3	2	2	33
		4	4	2	2	2	2	4	4	4	4	4	4	2	4	4	3	4	57
		2	2	2	2	2	2	4	3	2	2	2	2	3	3	2	2	2	39
		4	4	3	4	4	3	4	4	4	4	4	4	4	3	3	4	4	64
		4	2	3	4	2	2	4	4	2	4	4	4	1	2	2	3	4	51
		2	2	2	1	1	1	4	2	2	2	2	2	3	1	1	0	3	31
		3	2	2	2	2	2	4	2	2	2	2	2	1	1	0	1	2	32
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
		2	2	2	3	2	2	4	3	2	3	2	2	2	2	1	2	3	39
		2	1	2	3	2	2	0	4	4	2	2	2	1	4	2	2	2	37
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
		3	3	2	2	2	2	4	4	4	4	4	4	4	-	-	-	4	46
		4	4	4	3	3	3	2	2	2	1	1	1	0	0	0	-	-	30
		4	4	2	2	2	2	4	4	2	4	4	2	2	2	2	2	2	46
		3	4	1	2	3	3	4	4	4	2	3	4	3	2	3	2	4	51
		2	2	2	3	2	3	3	2	3	3	3	3	2	-	-	-	2	35
		4	3	2	4	4	2	4	2	2	4	3	2	4	4	4	1	4	53
		0	1	0	0	2	2	4	4	2	2	1	2	2	0	2	2	3	29
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
		4	3	4	4	4	4	4	4	4	4	4	4	4	-	-	-	4	55

		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
		2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
		4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	67
		3	4	3	3	3	2	4	4	4	3	3	3	3	-	-	-	3	45
		2	2	-	-	-	-	-	-	2	-	-	-	-	-	-	-	4	10
		2	2	2	2	2	2	2	2	2	2	2	2	2	-	-	-	2	28
Percentage (%) of Students	Strongly Agree (4)	50.50	46.36	36.11	41.59	44.74	37.17	82.24	64.29	52.21	50.88	45.13	56.25	48.67	40.74	31.03	31.46	55.65	
	Moderately Agree (3)	20.00	16.36	19.44	23.01	13.16	15.93	3.74	10.71	19.47	16.67	23.89	10.71	16.81	16.05	19.54	15.73	10.43	
	Agree (2)	27.00	33.64	37.04	30.97	39.47	41.59	11.21	23.21	27.43	29.82	26.55	31.25	26.55	29.63	32.18	34.83	30.43	
	Moderately Disagree (1)	1.50	3.64	5.56	2.65	2.63	5.31	0.00	1.79	0.88	1.75	2.65	1.79	7.08	9.88	10.34	8.99	1.74	
	Strongly Disagree (0)	1.00	0.00	1.85	1.77	0.00	0.00	2.80	0.00	0.00	0.88	1.77	0.00	0.88	3.70	6.90	8.99	1.74	
	Average Score out of 4	3.18	3.05	2.78	3.01	3.01	2.82	3.50	3.35	3.23	3.07	3.00	3.18	2.96	2.79	2.47	2.52	3.23	

Feedback from Faculty members

Sr. No.	Parameters	Percentage (%) of Students					Average Score out of 4	Rating
		Strongly Agree (4)	Moderately Agree (3)	Agree (2)	Moderately Disagree (1)	Strongly Disagree (0)		
1	Selection of students for the academic programs is broad-based and good quality of students are enrolled	70.77	13.85	13.85	1.54	0.00	3.54	Excellent
2	The academic calendar is followed meticulously	80.00	6.15	12.31	1.54	0.00	3.65	Excellent
3	The courses offered are stimulating & broadening and help in improving overall domain knowledge	69.23	18.46	10.77	1.54	0.00	3.55	Excellent
4	The curriculum is being updated periodically	56.92	26.15	15.38	1.54	0.00	3.38	Excellent
5	The curriculum provides necessary foundation for further career advancement including employment	53.85	26.15	16.92	1.54	1.54	3.29	Excellent
6	Associated projects and tutorials are useful	67.19	21.88	10.94	0.00	0.00	3.56	Excellent
7	The courses have appropriate balance of theory, applications and practicals	64.06	23.44	10.94	1.56	0.00	3.50	Excellent
8	Students have adequate choices in elective and value addition courses	58.73	22.22	19.05	0.00	0.00	3.40	Excellent
9	Teachers have adequate freedom to adopt new methods of teaching and examination such as group discussions, open book exams, etc.	68.75	15.63	14.06	1.56	0.00	3.52	Excellent

10	The examination system of the course does not put in any undue stress on the student	59.38	25.00	14.06	1.56	0.00	3.42	Excellent
11	Adequate availability of ICT resources (eg. Computer, Internet, projector..) in classroom	75.38	13.85	9.23	1.54	0.00	3.63	Excellent
12	The environment in the University is conducive to teaching and research	80.30	10.61	7.58	1.52	0.00	3.70	Excellent
13	Modern library with adequate resources and facilities available	75.76	16.67	6.06	1.52	0.00	3.67	Excellent
14	State-of-the-art facilities are available to carry out research	78.46	13.85	6.15	1.54	0.00	3.69	Excellent
15	The institution has a well-defined policy for promotion of research	70.77	15.38	10.77	0.00	3.08	3.51	Excellent
16	Research projects are well funded by the department	72.73	15.15	10.61	1.52	0.00	3.59	Excellent
17	Adequate number of support staff available for education and research activities	60.94	18.75	15.63	3.13	1.56	3.34	Excellent
18	Non-teaching faculty are helpful and cooperative	66.67	18.33	15.00	0.00	0.00	3.52	Excellent
19	Teachers /researchers have opportunities to participate in international conferences and options for acquiring additional qualifications	60.00	21.54	13.85	1.54	3.08	3.34	Excellent
20	The governance of the University is in tune with its vision and mission	75.00	14.06	10.94	0.00	0.00	3.64	Excellent
21	The academic processes in the University are followed in a transparent and unbiased manner	80.00	7.69	12.31	0.00	0.00	3.68	Excellent

22	Decisions on academic processes are conveyed without undue delay	72.31	10.77	13.85	3.08	0.00	3.52	Excellent
23	Adherence to UGC guidelines and Academic ordinances of the University are duly emphasised	83.08	6.15	10.77	0.00	0.00	3.72	Excellent
24	Suggestions for improvement made by faculty are given due attention	54.69	20.31	25.00	0.00	0.00	3.30	Excellent

The feedback from Faculty members was obtained on 24 parameters covering various aspects, which are important for the overall performance of an Institute. Feedback was received from 66 faculty members. The rating of different parameters is defined on average score as follows: 0-1: Unsatisfactory, 1-2: Reasonably Good, Needs Improvement, 2-3: Very Good, 3-4: Excellent. Out of 24 parameters, the excellent rating (>3 on a 0-4 scale) was received all the parameters.

The above parameters indicate that the institute has excellent infrastructure and facilities to carry out research in the frontier areas. The lowest average score of 3.29 were received for the parameter on " The curriculum provides necessary foundation for further career advancement including employment ", this indicates that there is a scope for improvement in the curriculum by addressing the above parameter.

			4	4	4	3	4	4	4	4	3	4	4	4	4	4	4	4	3	4	3	4	4	4	4	3	91	
			3	1	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	4	4	4	4	4	75
			2	2	2	2	3	4	3	-	3	3	4	2	4	2	2	1	2	2	3	2	2	2	2	2	56	
			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	95	
			4	4	4	4	2	4	2	4	4	2	4	4	4	3	4	4	3	3	2	4	4	4	4	4	85	
Percentage (%) of Faculty	Strongly Agree (4)	70.77	80.00	69.23	56.92	53.85	67.19	64.06	58.73	68.75	59.38	75.38	80.30	75.76	78.46	70.77	72.73	60.94	66.67	60.00	75.00	80.00	72.31	83.08	54.69			
	Moderately Agree (3)	13.85	6.15	18.46	26.15	26.15	21.88	23.44	22.22	15.63	25.00	13.85	10.61	16.67	13.85	15.38	15.15	18.75	18.33	21.54	14.06	7.69	10.77	6.15	20.31			
	Agree (2)	13.85	12.31	10.77	15.38	16.92	10.94	10.94	19.05	14.06	14.06	9.23	7.58	6.06	6.15	10.77	10.61	15.63	15.00	13.85	10.94	12.31	13.85	10.77	25.00			
	Moderately Disagree (1)	1.54	1.54	1.54	1.54	1.54	0.00	1.56	0.00	1.56	1.56	1.54	1.52	1.52	1.54	0.00	1.52	3.13	0.00	1.54	0.00	0.00	3.08	0.00	0.00			
	Strongly Disagree (0)	0.00	0.00	0.00	0.00	1.54	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.08	0.00	1.56	0.00	3.08	0.00	0.00	0.00	0.00			
	Average Score out of 4	3.54	3.65	3.55	3.38	3.29	3.56	3.50	3.40	3.52	3.42	3.63	3.70	3.67	3.69	3.51	3.59	3.34	3.52	3.34	3.64	3.68	3.52	3.72	3.30			

Annexure-III

Alumni Feedback Analysis

Sr. No.	Parameters	Percentage (%) of Students					Average Score out of 4	Rating
		Strongly Agree (4)	Moderately Agree (3)	Agree (2)	Moderately Disagree (1)	Strongly Disagree (0)		
1	Admission procedure and formalities were transparent and hassle free	75.51	8.16	12.24	0.00	4.08	3.51	Excellent
2	Teaching and research guidance helped me to complete my academic programme successfully.	63.27	14.29	16.33	4.08	2.04	3.33	Excellent
3	The courses offered were stimulating and broadening & helped in improving overall domain knowledge and personality.	57.14	18.37	16.33	6.12	2.04	3.22	Excellent
4	The curriculum provided necessary foundation for further career advancement including employment.	44.90	22.45	14.29	8.16	10.20	2.84	Very Good
5	Associated projects and tutorials were useful.	44.90	16.33	18.37	8.16	4.08	2.98	Very Good
6	The courses had appropriate balance of theory, applications and practicals.	42.86	24.49	12.24	12.24	6.12	2.88	Very Good
7	I had adequate choices in elective and value addition courses.	36.73	18.37	18.37	12.24	8.16	2.67	Very Good
8	The examination system of the course did not put in any undue stress.	38.78	20.41	28.57	8.16	4.08	2.82	Very Good
9	ICT resources (eg. Computer, Internet, Projector...) were available in class room.	69.39	8.16	8.16	6.12	4.08	3.38	Excellent

10	The environment in the university was conducive to teaching and research.	53.06	24.49	14.29	4.08	4.08	3.18	Excellent
11	State-of-the-art research facilities and library were available to me.	65.31	10.20	22.45	0.00	2.04	3.37	Excellent
12	Faculty and administration were very supportive.	55.10	24.49	14.29	2.04	4.08	3.24	Excellent
13	The academic processes in the university are followed in a transparent and unbiased manner.	65.31	14.29	16.33	2.04	2.04	3.39	Excellent
14	Decision on academic processes are conveyed without undue delay.	59.18	18.37	10.20	10.20	2.04	3.22	Excellent
15	My organisation as well as university were receptive to my suggestions.	38.78	20.41	24.49	6.12	6.12	2.83	Very Good
16	I will recommend HBNI as an Higher Education Institute of high value.	67.35	12.24	12.24	4.08	4.08	3.35	Excellent

The online feedback was obtained on a scale of 1 to 4 from former HBNI students of all CI/OCC. A set of 16 parameters were prepared to cover all important aspects. The rating of different parameters is defined on average score as follows: 0-1: Unsatisfactory, 1-2: Reasonably Good, Needs Improvement, 2-3: Very Good, 3-4: Excellent. Based on feedback received from 49 alumni, it is observed that 10 out of 16 parameters are rated as Excellent and rest 6 parameters are rated as Very Good. Teaching, courses, research facilities and research guides etc are rated with best grades. No alumni have rated any of the parameters below rating 'Very Good'. Like the present students of the university, former students are also happy with overall programmes and would like to recommend prospective students to join HBNI for higher education. However, there are rooms for improvements in designing course curriculum for employability, offering more elective courses and change in examination pattern to reduce stress related to examination. Overall, HBNI alumni have rated the academic programmes as 'Excellent'.

		4	4	3	3	3	2	3	1	4	2	2	3	3	2	1	3	43
		4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	63
		2	2	2	0	2	2	2	2	1	3	4	2	1	1	2	3	31
		4	3	4	2	3	4	4	4	4	3	3	3	3	4	3	4	55
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
		0	3	3	0	-	-	-	3	-	2	2	1	2	1	2	2	21
		3	3	3	1	-	3	3	2	2	2	2	2	2	1	-	2	31
		4	4	3	3	4	3	4	3	4	3	4	3	3	4	3	4	56
		4	4	4	4	4	4	2	2	4	4	4	4	4	4	4	4	60
		4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	4	62
		4	4	4	4	4	3	4	4	4	3	3	3	4	4	3	4	59
		4	3	2	0	-	1	0	3	4	3	3	3	2	3	2	2	35
		3	1	2	0	0	0	0	1	4	0	2	0	4	3	0	0	20
		4	4	3	3	3	3	1	3	4	4	4	4	4	4	0	3	51
		4	4	4	3	4	4	4	4	4	4	4	4	4	4	3	4	62
		4	4	4	2	4	4	4	4	4	4	4	4	4	4	4	4	62
		2	4	4	3	2	3	3	2	2	2	4	3	4	2	2	3	45
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
		2	2	2	4	2	2	2	2	2	2	2	2	2	2	2	4	36
		4	4	3	3	3	3	3	4	0	4	4	4	4	4	4	4	55
		4	4	3	4	2	1	2	4	4	4	4	4	4	4	3	4	55
		4	2	1	1	1	0	2	0	2	2	3	2	2	1	1	2	26
		4	4	3	2	2	2	2	4	4	4	4	4	4	4	3	4	54
		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
		3	2	2	1	2	2	2	2	3	2	2	2	2	2	2	3	34
		3	4	4	4	3	4	3	4	4	3	2	3	3	3	3	4	54

		4	2	2	2	2	1	3	1	4	3	2	3	2	3	2	1	37	
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64	
		4	4	4	3	3	4	1	3	4	4	4	4	4	4	3	4	57	
		4	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	63	
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64	
		4	4	4	4	4	3	3	3	4	4	4	3	4	4	2	4	58	
		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64	
		2	2	4	2	2	4	-	2	4	4	2	2	2	2	-	4	38	
		4	4	4	4	1	3	3	1	4	3	4	3	4	3	2	2	49	
		2	1	1	1	2	1	1	2	1	1	2	2	3	3	1	1	25	
Percentage (%) of Alumni	Strongly Agree (4)	75.51	63.27	57.14	44.90	48.89	43.75	39.13	38.78	72.34	53.06	65.31	55.10	65.31	59.18	40.43	67.35		
	Moderately Agree (3)	8.16	14.29	18.37	22.45	17.78	25.00	19.57	20.41	8.51	24.49	10.20	24.49	14.29	18.37	21.28	12.24		
	Agree (2)	12.24	16.33	16.33	14.29	20.00	12.50	19.57	28.57	8.51	14.29	22.45	14.29	16.33	10.20	25.53	12.24		
	Moderately Disagree (1)	0.00	4.08	6.12	8.16	8.89	12.50	13.04	8.16	6.38	4.08	0.00	2.04	2.04	10.20	6.38	4.08		
	Strongly Disagree (0)	4.08	2.04	2.04	10.20	4.44	6.25	8.70	4.08	4.26	4.08	2.04	4.08	2.04	2.04	2.04	6.38	4.08	
	Average Score out of 4	3.51	3.33	3.22	2.84	2.98	2.88	2.67	2.82	3.38	3.18	3.37	3.24	3.39	3.22	2.83	3.35		

Feedback from parents

Sr. No.	Parameters	Percentage (%) of Students					Average Score out of 4	Rating
		Strongly Agree (4)	Moderately Agree (3)	Agree (2)	Moderately Disagree (1)	Strongly Disagree (0)		
1	Admission procedure and formalities were transparent and hassle free	45.00	10.00	40.00	0.00	5.00	2.90	Very Good
2	Teaching, Research Guidance were excellent	38.10	28.57	23.81	0.00	9.52	2.86	Very Good
3	Hostel and other infrastructure were excellent	20.00	26.67	20.00	20.00	13.33	2.20	Very Good
4	The courses offered were stimulating & broadening and helped in improving overall domain knowledge	21.05	36.84	31.58	5.26	5.26	2.63	Very Good
5	The curriculum provided necessary foundation for further career advancement including employment	27.78	22.22	33.33	11.11	5.56	2.56	Very Good
6	The examination system of the courses did not put any undue stress on my ward	23.81	28.57	28.57	9.52	9.52	2.48	Very Good
7	My ward has been given opportunities for wholesome development	27.78	33.33	22.22	5.56	11.11	2.61	Very Good
8	Faculty and administration were very supportive	38.10	19.05	33.33	4.76	4.76	2.81	Very Good

9	The academic processes in the University are followed in a transparent and unbiased manner	55.00	10.00	25.00	5.00	5.00	3.05	Excellent
10	I will recommend HBNI as an Higher Education Institute of high value	42.86	14.29	33.33	0.00	9.52	2.81	Very Good

The Indian parents are proactively involved, right from the selection of an Institute to selecting the branch of study of their wards. The parents are concerned about the well being of their children in terms of overall personality development, the comfort level their wards enjoy in the college campus and hostel, and last but not the least the carrier opportunity after completion of the selected program. Parents also expect complete transparency in the admission, administration and evaluation processes. Therefore, it is very important to obtain parents' feedback to evaluate performance of an Institute. To obtain the parent' feedback, ten parameters were selected covering the above mentioned important aspects.

The feedback was obtained on a scale of 0-4, with Strongly Agreed and Strongly Disagreed assigned values 4 and 0, respectively. Feedback was received from 21 parents. Rating for all the parameters fell either in the excellent or very good category. Out of 10 parameters, the parents have given excellent rating (>3) on 1 parameter. More than 80% of the parents have given the rating Strongly agree/ Moderately Agree/Agree to all the parameters, except to the parameter at S. No. 3 relating to "Hostel and other infrastructure", for which it is about 67%. Excellent rating was given by maximum number of parents for the parameters dealing with transparency in the admission and academic process, supportive nature of faculty members and administrative staff. Based on several positive attributes of HBNI, more than 90% of the parents felt that the Institute is worth recommending to others.

Parent Feedback

Q1	Admission procedure and formalities were transparent and hassle free												
Q2	Teaching, Research Guidance were excellent												
Q3	Hostel and other infrastructure were excellent												
Q4	The courses offered were stimulating & broadening and helped in improving overall domain knowledge												
Q5	The curriculum provided necessary foundation for further career advancement including employment												
Q6	The examination system of the courses did not put any undue stress on my ward												
Q7	My ward has been given opportunities for wholesome development												
Q8	Faculty and administration were very supportive												
Q9	The academic processes in the University are followed in a transparent and unbiased manner												
Q10	I will recommend HBNI as an Higher Education Institute of high value												
Enrolment No	Student Name	Parent Name	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	TOT
			4	3	3	3	2	1	3	3	3	3	28
			4	4	4	4	4	3	4	4	4	4	39
			3	4	3	4	3	4	4	4	4	4	37
			4	4	4	2	2	4	3	4	4	4	35
			2	3	1	3	3	2	2	2	2	2	22
			2	2	2	2	2	4	2	2	2	2	22
			4	3	3	3	4	3	3	4	4	4	35
			2	3	0	2	3	2	3	3	1	2	21
			4	4	4	3	4	3	4	4	4	4	38
			2	2	2	3	2	3	1	2	3	3	23
			2	2	2	1	1	1	2	2	2	2	17
			2	0	0	2	1	0	0	1	2	0	8
			4	4	-	-	-	3	-	4	4	4	23
			4	4	1	4	2	4	4	4	4	4	35
			4	2	1	2	3	3	3	4	4	4	30

			3	4	-	3	4	2	3	2	4	4	29
			2	3	-	4	4	4	4	3	4	2	30
			4	4	3	3	2	2	2	3	4	2	29
			2	2	-	-	-	2	-	2	2	2	12
			0	0	-	0	0	0	0	0	0	0	0
			-	3	-	2	-	2	-	2	-	3	12
Percentage (%) of Parents	Strongly Agree (4)		45.00	38.10	20.00	21.05	27.78	23.81	27.78	38.10	55.00	42.86	
	Moderately Agree (3)		10.00	28.57	26.67	36.84	22.22	28.57	33.33	19.05	10.00	14.29	
	Agree (2)		40.00	23.81	20.00	31.58	33.33	28.57	22.22	33.33	25.00	33.33	
	Moderately Disagree (1)		0.00	0.00	20.00	5.26	11.11	9.52	5.56	4.76	5.00	0.00	
	Strongly Disagree (0)		5.00	9.52	13.33	5.26	5.56	9.52	11.11	4.76	5.00	9.52	
	Average Score out of 4		2.90	2.86	2.20	2.63	2.56	2.48	2.61	2.81	3.05	2.81	

Response and action taken by HBNI to the feedback received with < 2.5 Average Score

Students Feedback	Parameters	Score	Response/Action taken
	The curriculum can be recommended to continue without change	2.27	BoS has been advised to re-look into the present course curriculum offered in various programs and revise them after taking feedback from all the stakeholders.
	The curriculum provides necessary foundation for employability	2.26	BoS has been advised to look into the syllabus to see the possibility of the addition of more applicability component in the syllabus and also introduce some of the courses having high employability as elective subjects.
	The courses are likely to encourage to take-up entrepreneurial activities/ start-ups	1.89	Lectures by eminent entrepreneurs has been arranged regularly to create awareness to the students about opportunities and challenges in setting up start-ups. A module on IPR has been introduced in Research Methodology Course, offered by HBNI Central Office. A consultant

			has been appointed to guide students on IPR related issues.
	Mess serves good and hygienic food	2.22	The concerned CIs/OCC will be advised to take care of the feedback
	Hostel rooms are good, clean and have good facilities	2.29	The concerned CIs/OCC will be advised to take care of the feedback.
	Recreation and common room facilities are adequate	2.28	The concerned CIs/OCC will be advised to take care of the feedback.