

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

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
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		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
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		4	4	4	4	4	3	4	4	3	3	4	4	3	3	4	4	59
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		2	3	4	3	3	4	4	4	0	3	4	4	0	0	0	4	42
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		1	1	0	2	0	4	4	2	2	2	2	2	2	1	1	2	28
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		4	4	3	4	3	4	-	3	4	4	3	2	-	-	-	3	41
<b>Percentage (%) of Students</b>	<b>Strongly Agree (4)</b>	<b>38.39</b>	<b>25.23</b>	<b>25.00</b>	<b>38.68</b>	<b>16.16</b>	<b>42.06</b>	<b>63.06</b>	<b>46.09</b>	<b>46.49</b>	<b>31.25</b>	<b>47.32</b>	<b>38.32</b>	<b>32.05</b>	<b>29.11</b>	<b>28.89</b>	<b>41.38</b>	
	<b>Moderately Agree (3)</b>	<b>16.96</b>	<b>20.72</b>	<b>23.15</b>	<b>25.47</b>	<b>23.23</b>	<b>15.89</b>	<b>13.51</b>	<b>18.26</b>	<b>20.18</b>	<b>25.00</b>	<b>14.29</b>	<b>20.56</b>	<b>15.38</b>	<b>15.19</b>	<b>20.00</b>	<b>15.52</b>	
	<b>Agree (2)</b>	<b>33.93</b>	<b>21.62</b>	<b>24.07</b>	<b>24.53</b>	<b>19.19</b>	<b>30.84</b>	<b>18.02</b>	<b>27.83</b>	<b>25.44</b>	<b>28.57</b>	<b>33.93</b>	<b>32.71</b>	<b>17.95</b>	<b>20.25</b>	<b>16.67</b>	<b>31.03</b>	
	<b>Moderately Disagree (1)</b>	<b>7.14</b>	<b>20.72</b>	<b>8.33</b>	<b>9.43</b>	<b>16.16</b>	<b>4.67</b>	<b>1.80</b>	<b>2.61</b>	<b>4.39</b>	<b>13.39</b>	<b>3.57</b>	<b>6.54</b>	<b>19.23</b>	<b>18.99</b>	<b>18.89</b>	<b>6.90</b>	
	<b>Strongly Disagree (0)</b>	<b>3.57</b>	<b>11.71</b>	<b>19.44</b>	<b>1.89</b>	<b>25.25</b>	<b>6.54</b>	<b>3.60</b>	<b>5.22</b>	<b>3.51</b>	<b>1.79</b>	<b>0.89</b>	<b>1.87</b>	<b>15.38</b>	<b>16.46</b>	<b>15.56</b>	<b>5.17</b>	
	<b>Average Score out of 4</b>	<b>2.79</b>	<b>2.27</b>	<b>2.26</b>	<b>2.90</b>	<b>1.89</b>	<b>2.82</b>	<b>3.31</b>	<b>2.97</b>	<b>3.02</b>	<b>2.71</b>	<b>3.04</b>	<b>2.87</b>	<b>2.29</b>	<b>2.22</b>	<b>2.28</b>	<b>2.81</b>	



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







			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			



		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
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		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
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		4	4	4	4	4	4	4	3	3	4	4	4	4	4	4	4	62
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		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
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		4	4	3	3	3	3	3	4	0	4	4	4	4	4	4	4	55
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		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
<b>Percentage (%) of Alumni</b>	<b>Strongly Agree (4)</b>	<b>75.51</b>	<b>63.27</b>	<b>57.14</b>	<b>44.90</b>	<b>48.89</b>	<b>43.75</b>	<b>39.13</b>	<b>38.78</b>	<b>72.34</b>	<b>53.06</b>	<b>65.31</b>	<b>55.10</b>	<b>65.31</b>	<b>59.18</b>	<b>40.43</b>	<b>67.35</b>	
	<b>Moderately Agree (3)</b>	<b>8.16</b>	<b>14.29</b>	<b>18.37</b>	<b>22.45</b>	<b>17.78</b>	<b>25.00</b>	<b>19.57</b>	<b>20.41</b>	<b>8.51</b>	<b>24.49</b>	<b>10.20</b>	<b>24.49</b>	<b>14.29</b>	<b>18.37</b>	<b>21.28</b>	<b>12.24</b>	
	<b>Agree (2)</b>	<b>12.24</b>	<b>16.33</b>	<b>16.33</b>	<b>14.29</b>	<b>20.00</b>	<b>12.50</b>	<b>19.57</b>	<b>28.57</b>	<b>8.51</b>	<b>14.29</b>	<b>22.45</b>	<b>14.29</b>	<b>16.33</b>	<b>10.20</b>	<b>25.53</b>	<b>12.24</b>	
	<b>Moderately Disagree (1)</b>	<b>0.00</b>	<b>4.08</b>	<b>6.12</b>	<b>8.16</b>	<b>8.89</b>	<b>12.50</b>	<b>13.04</b>	<b>8.16</b>	<b>6.38</b>	<b>4.08</b>	<b>0.00</b>	<b>2.04</b>	<b>2.04</b>	<b>10.20</b>	<b>6.38</b>	<b>4.08</b>	
	<b>Strongly Disagree (0)</b>	<b>4.08</b>	<b>2.04</b>	<b>2.04</b>	<b>10.20</b>	<b>4.44</b>	<b>6.25</b>	<b>8.70</b>	<b>4.08</b>	<b>4.26</b>	<b>4.08</b>	<b>2.04</b>	<b>4.08</b>	<b>2.04</b>	<b>2.04</b>	<b>6.38</b>	<b>4.08</b>	
	<b>Average Score out of 4</b>	<b>3.51</b>	<b>3.33</b>	<b>3.22</b>	<b>2.84</b>	<b>2.98</b>	<b>2.88</b>	<b>2.67</b>	<b>2.82</b>	<b>3.38</b>	<b>3.18</b>	<b>3.37</b>	<b>3.24</b>	<b>3.39</b>	<b>3.22</b>	<b>2.83</b>	<b>3.35</b>	

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