



AMITY UNIVERSITY
HARYANA

Established vide Government of Haryana Act No.10 of 2010

(Accredited with Grade 'A' by NAAC)

Supporting Documents Metric No- 2.7.1

2.7.1 - Student Satisfaction Survey (SSS) on overall institutional performance.

A handwritten signature in blue ink, appearing to read 'M. Manoj', is written over a yellow rectangular stamp.

Registrar
Amity University Haryana
Manesar Gurgaon-122413

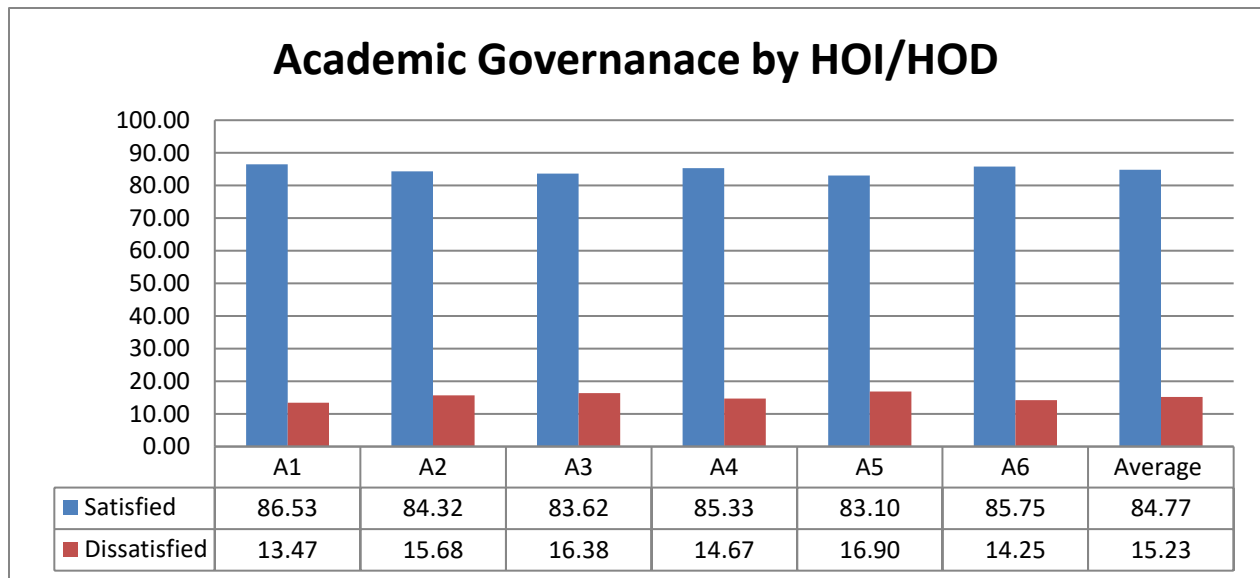


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Internal Quality Assurance Cell –IQAC Students Satisfaction Survey Graphical Analysis -2023-2024

A- Academic Governance by HOI/HOD

Range	A1	A2	A3	A4	A5	A6	Rating
0	0	0	0	0	0	0	
1	30	29	33	31	39	32	
2	19	26	32	22	31	24	
3	81	121	114	103	120	98	
4	235	232	242	229	231	211	
5	487	444	431	467	431	487	
G. Total	852	852	852	852	852	852	Average
Satisfied	86.53	84.32	83.62	85.33	83.10	85.75	84.77
Dissatisfied	13.47	15.68	16.38	14.67	16.90	14.25	15.23





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A-1	Does the Institute provide written information in advance about the aims, objectives, learning outcomes, and methods of assessment of the Program?
A-2	Is the Institute providing a healthy learning environment in which scholarly and creative achievements are nurtured?
A-3	Is fairness and transparency in all Academic decisions maintained?
A-4	Proper assistance / guidance is given at the time of Admission / Registration.
A-5	Are student's opinions and grievances regarding academic and extra academic matters treated properly?
A-6	Are you well attended by your HOI/HOD/faculty/Mentor in case you have any problem?

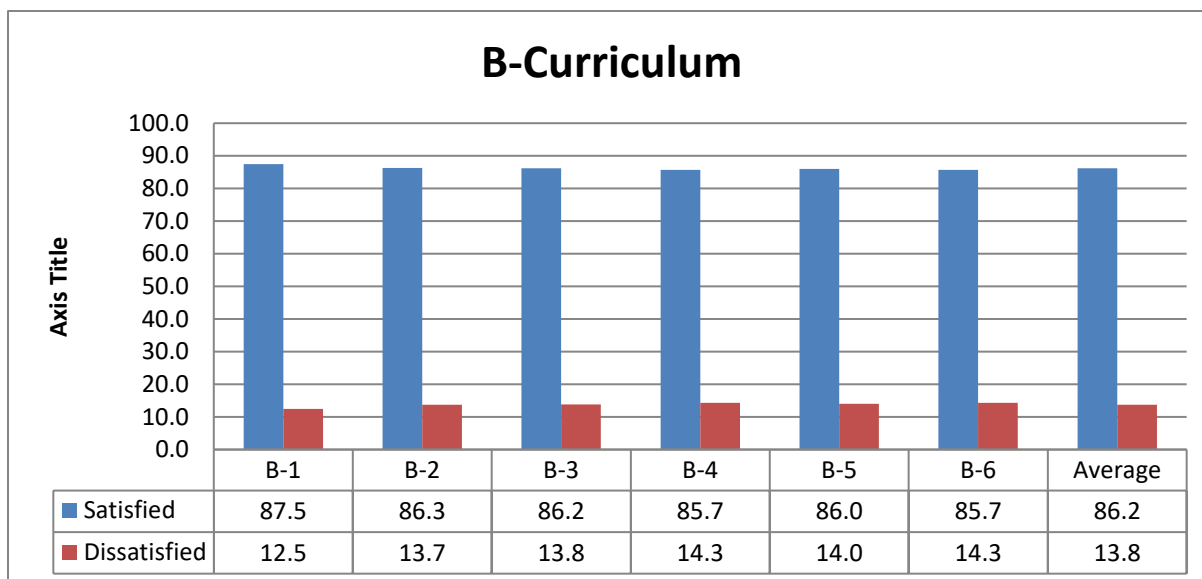
IQAC Analysis: - 84.77% of students are satisfied with the governance including proper assistance/guidance provided in the department. 15.23 % of students are demanding improvement in handling grievances and resolving them timely by HOI/HOD. IQAC will work towards closing this gap.

B-Curriculum

Range	B-1	B-2	B-3	B-4	B-5	B-6	Rating
0	0	0	0	0	0	0	
1	21	25	25	28	24	30	
2	11	17	22	19	21	21	
3	87	94	83	91	91	99	
4	241	247	257	257	252	226	
5	492	469	465	457	464	476	
G. Total	852	852	852	852	852	852	Average
Satisfied	87.5	86.3	86.2	85.7	86.0	85.7	86.2
Dissatisfied	12.5	13.7	13.8	14.3	14.0	14.3	13.8



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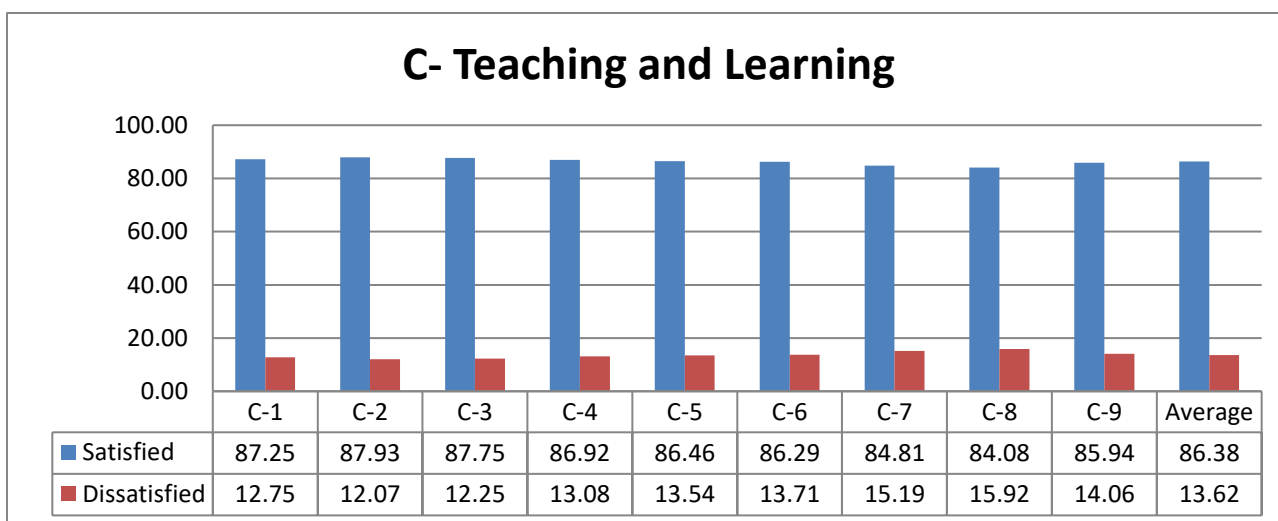
B-1	Curriculum is structured, comprehensive, relevant, and arranged properly.
B-2	Curriculum is effective in enhancing teamwork
B-3	Curriculum is effective in developing analytical and problem-solving skills.
B-4	Curriculum is effective in enhancing constructive learning
B-5	Curriculum is effective in developing ICT & communication Skills.
B-6	Curriculum has relevance to real life situations, reflects current trends and practices in the respective disciplines.

IQAC Analysis: -86.2% students found curriculum to be very effective in enhancing teamwork, developing analytical skills, constructive learning. It shows a marked improvement w.r.t last year feedback. IQAC has suggested HOD and HOIs to organize interactive sessions for faculties and students with eminent intellectuals of their domain and industry representatives to further enrich the curriculum without losing its core essence.



C- Teaching- Learning

Range	C-1	C-2	C-3	C-4	C-5	C-6	C-7	C-8	C-9	Rating
0	0	0	0	0	0	0	0	0	0	
1	22	20	22	28	25	33	39	38	34	
2	18	11	13	16	23	16	24	30	18	
3	76	77	83	83	83	79	89	108	86	
4	249	247	229	231	242	246	241	220	237	
5	487	497	505	494	479	478	459	456	477	
G. Total	852	852	852	852	852	852	852	852	852	Average
Satisfied	87.25	87.93	87.75	86.92	86.46	86.29	84.81	84.08	85.94	86.38
Dissatisfied	12.75	12.07	12.25	13.08	13.54	13.71	15.19	15.92	14.06	13.62



C-1	Session Plan is evenly covering the whole syllabus.
C-2	Faculty comes well prepared for the class.
C-3	Faculty provide additional practical examples from real life situations apart from the textbook.
C-4	Faculty gives an updated list of study material for reference i.e. textbooks / journals / magazines etc.
C-5	Teaching-learning approach is interactive and supportive and digital teaching aids are used.
C-6	Diverse teaching-learning methods like group discussion, class discussion, case study etc. are adopted to achieve intended learning outcomes
C-7	Field interaction/ Guest lecturers / Lab session / Industrial vi



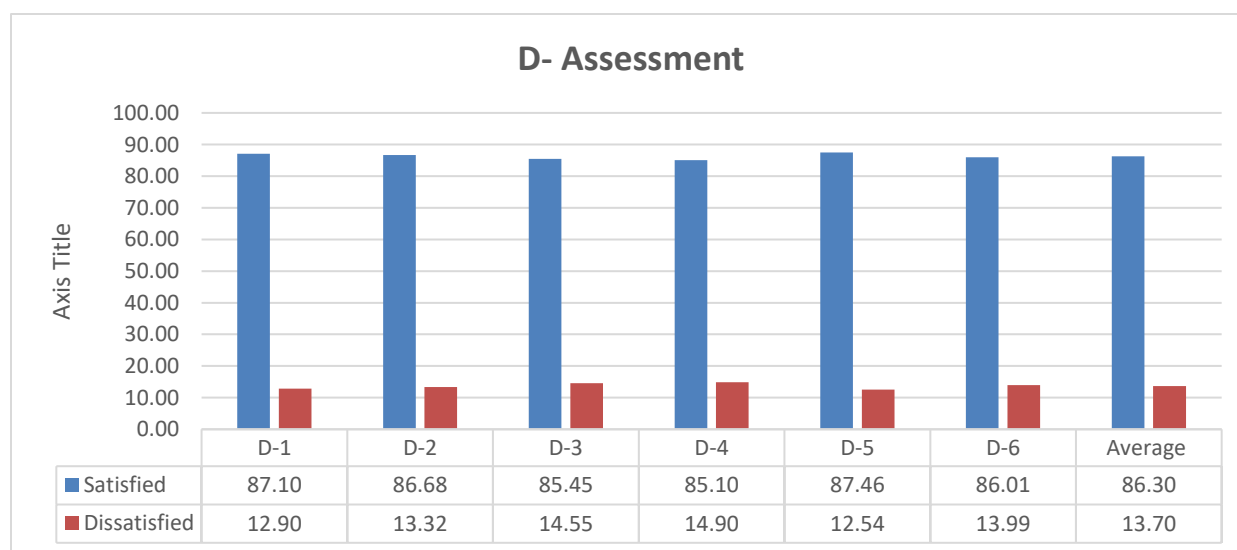
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	are sufficient to cover the syllabus.
C-8	Do the faculty motivate you to apply for patents and funded projects?
C-9	Session Plan is evenly covering the whole syllabus.

IQAC Analysis: - 86.38% are satisfied with the Teaching and Learning system of the University as it shows an improvement in comparison to previous years data.13.62% of students are of the opinion that more diverse teaching-learning methods should be adopted. IQAC will suggest this to HOIs / HODs.

D- Assessment /Continuous Evaluation/Examination

Range	D-1	D-2	D-3	D-4	D-5	D-6	Rating
0	0	0	0	0	0	0	
1	26	25	32	33	23	31	
2	17	13	23	24	16	17	
3	79	83	90	91	77	89	
4	228	255	234	239	230	231	
5	489	465	461	452	490	467	
G. Total	839	841	840	839	836	835	Average
Satisfied	87.10	86.68	85.45	85.10	87.46	86.01	86.30
Dissatisfied	12.90	13.32	14.55	14.90	12.54	13.99	13.70





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D-1	Frequency, methods, and criteria of assessment, including the grading criteria are clearly communicated to students on the commencement of the term/sem.
D-2	Assignment / Projects given are relevant, useful and help in improving the understanding and application of the subject matter.
D-3	Is fair and timely feedback provided on each assessment before the next one?
D-4	The Internal evaluation system as it exists is effective, without any discrimination and prejudices.
D-5	Examinations are conducted in a Fair, disciplined, and organized manner.
D-6	Are you provided timely intimation and proper guidance in case of Reappear in any examination by the department?

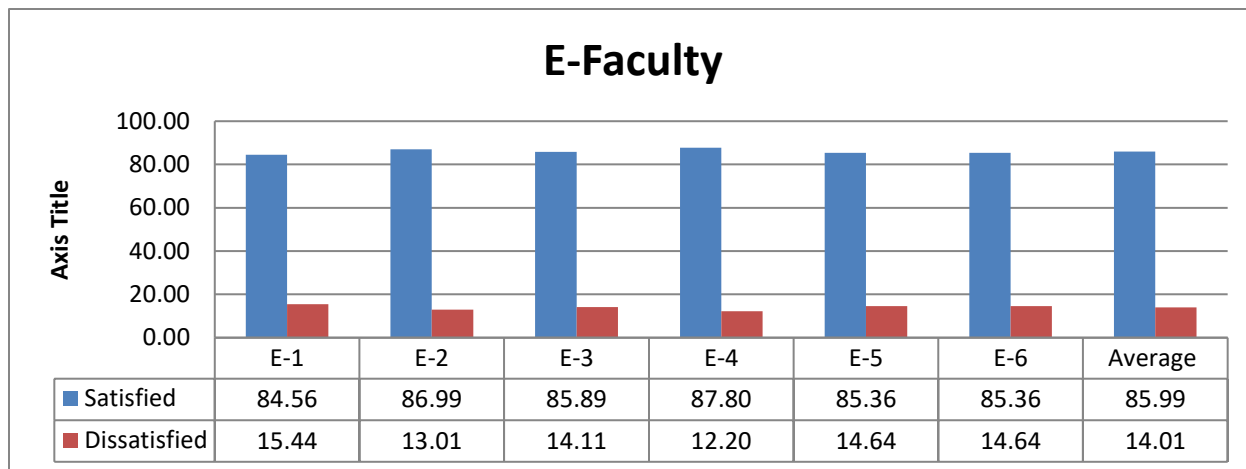
IQAC Analysis: - 86.30% of students are satisfied with the assessment which shows a marked improvement from last year data. 13.70 % of students are still of the opinion that improvement is required in the internal evaluation system. IQAC will suggest the matter to the HOIs / HODs for unbiased internal evaluation.

E-Faculty

Range	E-1	E-2	E-3	E-4	E-5	E-6	Rating
0	0	0	0	0	0	0	
1	44	21	34	23	34	29	
2	19	21	16	15	24	28	
3	96	81	88	72	88	87	
4	225	236	231	229	230	238	
5	458	479	469	497	463	454	
G. Total	842	838	838	836	839	836	Average
Satisfied	84.56	86.99	85.89	87.80	85.36	85.36	85.99
Dissatisfied	15.44	13.01	14.11	12.20	14.64	14.64	14.01



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E-1	Number of faculty is adequate.
E-2	Instructor/Faculty has been regular throughout the course.
E-3	Are faculty fair, transparent, objective and just?
E-4	Do all faculty upload the attendance within 24 hrs. of the class held?
E-5	Would you like to do another course with these faculty or recommend these faculty to other students for doing the course?
E-6	Are faculty members aware and responsive to students learning difficulties?

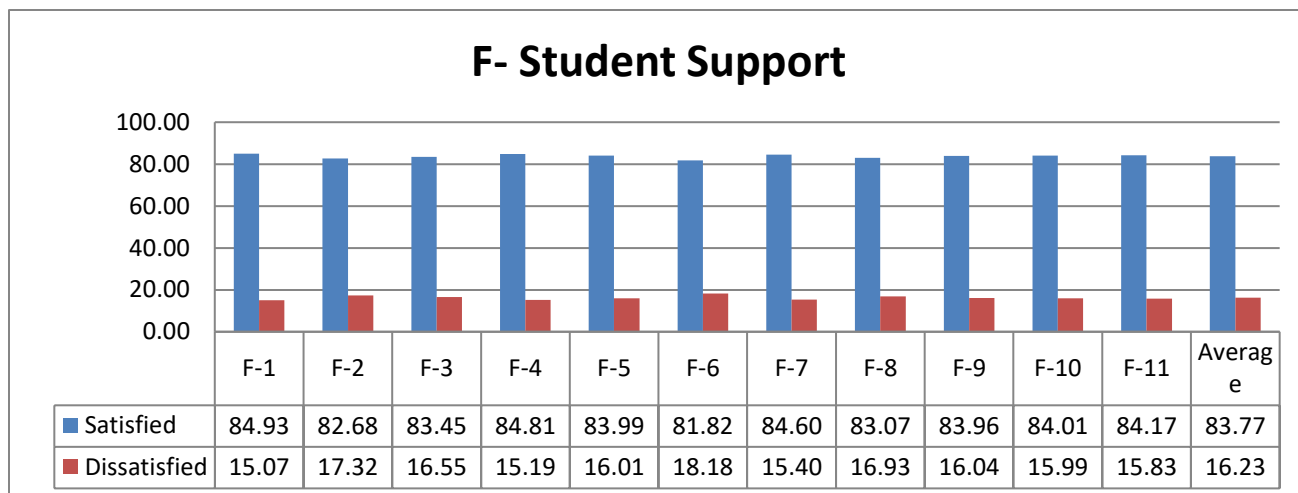
IQAC Analysis: -85.99% students are satisfied with the faculty at AUH. IQAC will monitor the teaching learning process for further enhancement.

F-Student Support

Range	F-1	F-2	F-3	F-4	F-5	F-6	F-7	F-8	F-9	F-10	F-11	Rating
0	0	0	0	0	0	0	0	0	0	0	0	
1	38	48	40	36	42	53	34	42	43	46	45	
2	20	26	32	22	23	33	32	35	30	24	23	
3	92	103	103	94	95	109	92	104	95	95	101	
4	239	253	234	240	243	232	231	231	221	223	210	
5	454	412	432	448	434	410	451	429	450	449	456	
G. Total	843	842	841	840	837	837	840	841	839	837	835	Average
Satisfied	84.93	82.68	83.45	84.81	83.99	81.82	84.60	83.07	83.96	84.01	84.17	83.77
Dissatisfied	15.07	17.32	16.55	15.19	16.01	18.18	15.40	16.93	16.04	15.99	15.83	16.23



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F-1	Is there an arrangement to provide guidance and counseling for academic improvement?
F-2	Is special care given to weak students and are the teachers able to identify your weaknesses and help you to overcome them?
F-3	Is there an arrangement to provide remedial and diagnostic teaching for academic improvement?
F-4	The students are encouraged to involve in co-and extra- curricular activities.
F-5	There are opportunities and students are encouraged to get involved with community services.
F-6	Are you aware of the single window help for any grievance academic & non-academic?
F-7	Do teachers inform you about your expected competencies, course outcomes and programme outcomes?
F-8	In case grievance is not resolved timely, does the institute / department take any follow up action with the single window?
F-9	Is mentor mentee programme being conducted regularly?
F-10	Have you been counseled by your mentor on any problematic issue faced by you?
F-11	Does your mentor do a necessary follow up with an assigned task to you?

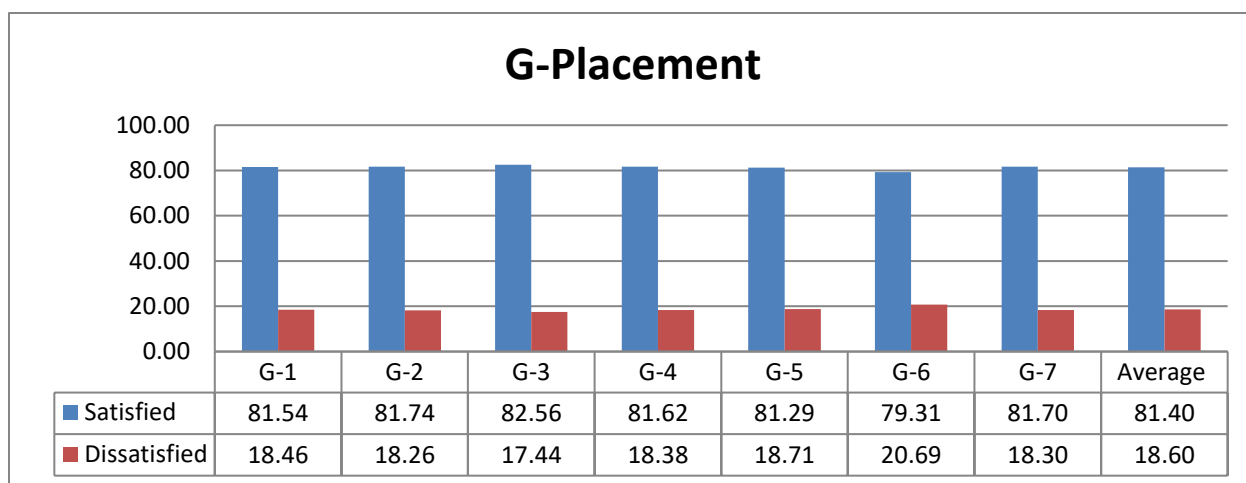
IQAC Analysis: - 83.77% of students are satisfied and 16.23% of students are of the opinion that more remedial and diagnostic arrangement should be provided. IQAC will present this feedback to the Dean office for further improvement.



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G- Placement

Range	G-1	G-2	G-3	G-4	G-5	G-6	G-7	Rating
0	0	0	0	0	0	0	0	
1	59	54	49	56	61	74	63	
2	28	25	24	28	33	42	25	
3	114	122	119	114	107	119	106	
4	230	231	224	233	223	211	224	
5	412	407	421	406	410	396	416	
G. Total	843	839	837	837	834	842	834	Average
Satisfied	81.54	81.74	82.56	81.62	81.29	79.31	81.70	81.40
Dissatisfied	18.46	18.26	17.44	18.38	18.71	20.69	18.30	18.60



G-1	Companies visiting the campus are intimated to students timely during summer internship and Placements.
G-2	There is proper intimation about the criteria of short listing.
G-3	Selection process is Fair/ Unbiased.
G-4	Does the institute take active interest in promoting internship, students exchange and field visit opportunities for students?
G-5	Industry feedback is given to students in time.
G-6	Are Mock interviews & GDs conducted before companies visit the campus?
G-7	Do institute / teachers make efforts to include soft skills, life skills and employability skills to make you ready for the world of work?



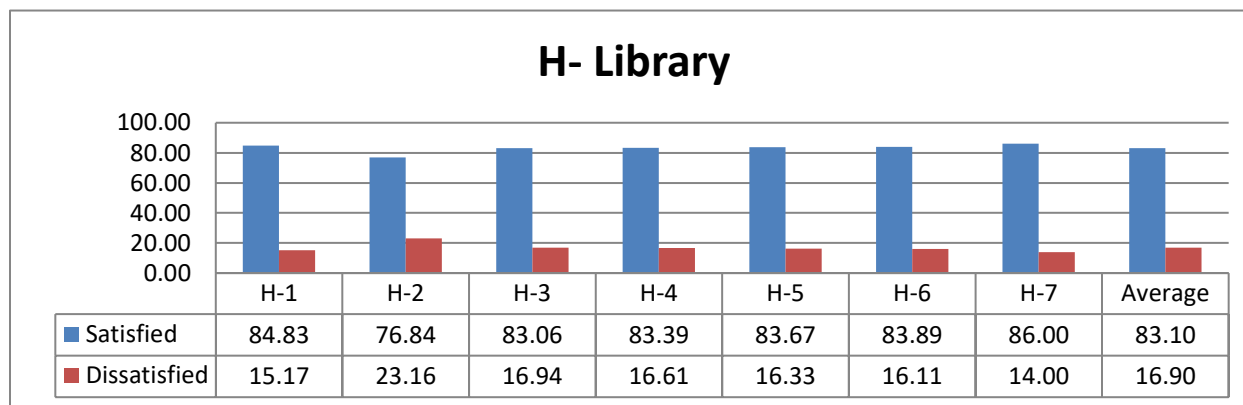
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IQAC Analysis: - 81.40 % of students are satisfied with the Placement. To further improve the status IQAC will give suggestions to CRC to conduct more Mock interviews & GDs to make them industry ready.

ADMINISTRATIVE CRITERIA

H- Library

Range	H-1	H-2	H-3	H-4	H-5	H-6	H-7	Rating
0	0	0	0	0	0	0	0	
1	49	114	49	42	41	37	34	
2	24	39	36	34	29	33	20	
3	84	105	99	99	103	100	90	
4	204	193	212	227	229	228	205	
5	483	392	447	435	438	440	481	
G. Total	844	843	843	837	840	838	830	Average
Satisfied	84.83	76.84	83.06	83.39	83.67	83.89	86.00	83.10
Dissatisfied	15.17	23.16	16.94	16.61	16.33	16.11	14.00	16.90



H-1	Is Internet facility available for downloading or reading study material?
H-2	Is a photocopier available in the library?
H-3	Is there proper availability of updated Textbooks/ Reference books / General Knowledge books/ Common Entrance Exam books?
H-4	Are appropriate ICT-mediated reference materials available in the library?
H-5	There is proper availability of National / International Journals,



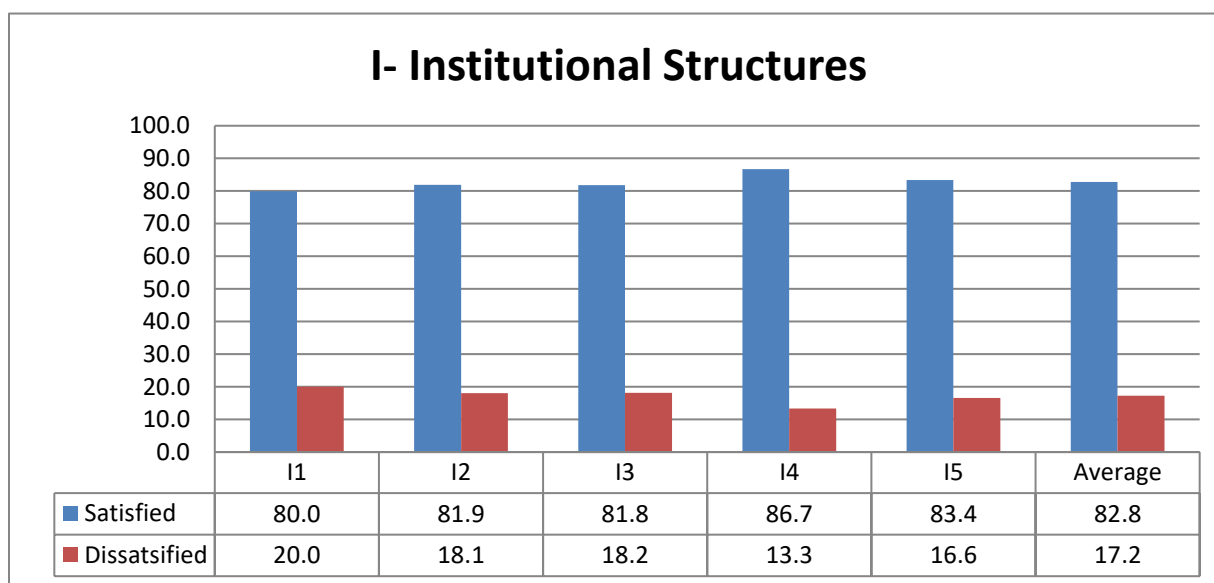
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H-6	There is easy accessibility to e-resources.
H-7	Library timings are adequate.

IQAC Analysis: - 83.10 % of students are satisfied with Library services. IQAC will ensure further improvement in library services to bring it to par with the best practices of other libraries.

I- Institutional Structures

Range	I1	I2	I3	I4	I5	Rating
0	0	0	0	0	0	
1	80	53	51	28	45	
2	32	34	43	14	24	
3	107	105	109	87	113	
4	213	236	211	231	213	
5	410	412	425	479	437	
G. Total	842	840	839	839	832	Average
Satisfied	80.0	81.9	81.8	86.7	83.4	82.8
Dissatisfied	20.0	18.1	18.2	13.3	16.6	17.2





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I-1	Classrooms are equipped with LCD projectors to facilitate teaching and learning.
I-2	Are the laboratories properly maintained for healthy teaching and learning?
I-3	Do the labs possess all the necessary software / testing materials/ equipment to cover the syllabus?
I-4	The auditoriums and Seminar Halls are well spaced, well equipped, and well maintained.
I-5	Are the computer labs accessible as and when required?

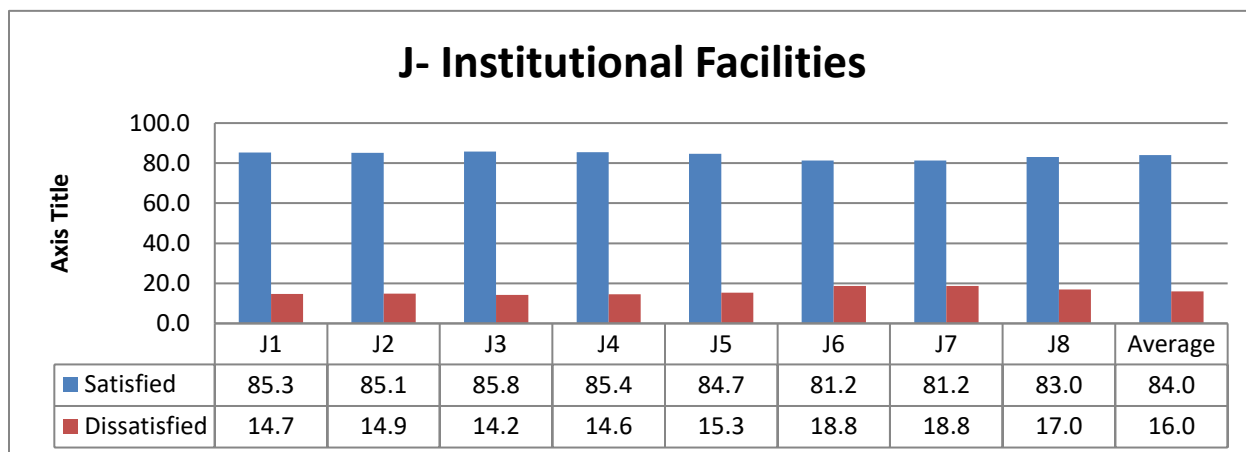
IQAC Analysis: -82.8% students are satisfied with physical facilities at AUH. Students are of the opinion that more LCD projectors, necessary software / testing materials/ equipment's should be provided for better learning experience. IQAC will share the feedback with HOI/HODs for necessary action.

J- Institutional Facilities

Range	J1	J2	J3	J4	J5	J6	J7	J8	Rating
0	0	0	0	0	0	0	0	0	
1	37	34	33	33	40	63	65	49	
2	20	21	20	13	18	31	38	26	
3	84	87	84	97	91	113	96	104	
4	241	254	239	249	245	218	223	224	
5	460	445	466	450	445	416	419	428	
G. Total	842	841	842	842	839	841	841	831	Average
Satisfied	85.3	85.1	85.8	85.4	84.7	81.2	81.2	83.0	84.0
Dissatisfied	14.7	14.9	14.2	14.6	15.3	18.8	18.8	17.0	16.0



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J-1	Supporting staffs in the laboratories and fields are adequate, efficient, and supportive.
J-2	Adequate office room facilities along with relevant equipment's and competent manpower are available to support the students' need.
J-3	Inter and Intra Institutional activities / events / games are organized in your institution.
J-4	There is cleanliness and proper maintenance of classrooms / washrooms / common areas.
J-5	Are Indoor and Outdoor Sports facilities adequate?
J-6	Quality of food provided in cafeterias is good and hygienic.
J-7	Are you provided with 24*7 internet facility?
J-8	There is timely redressal of IT related problems.

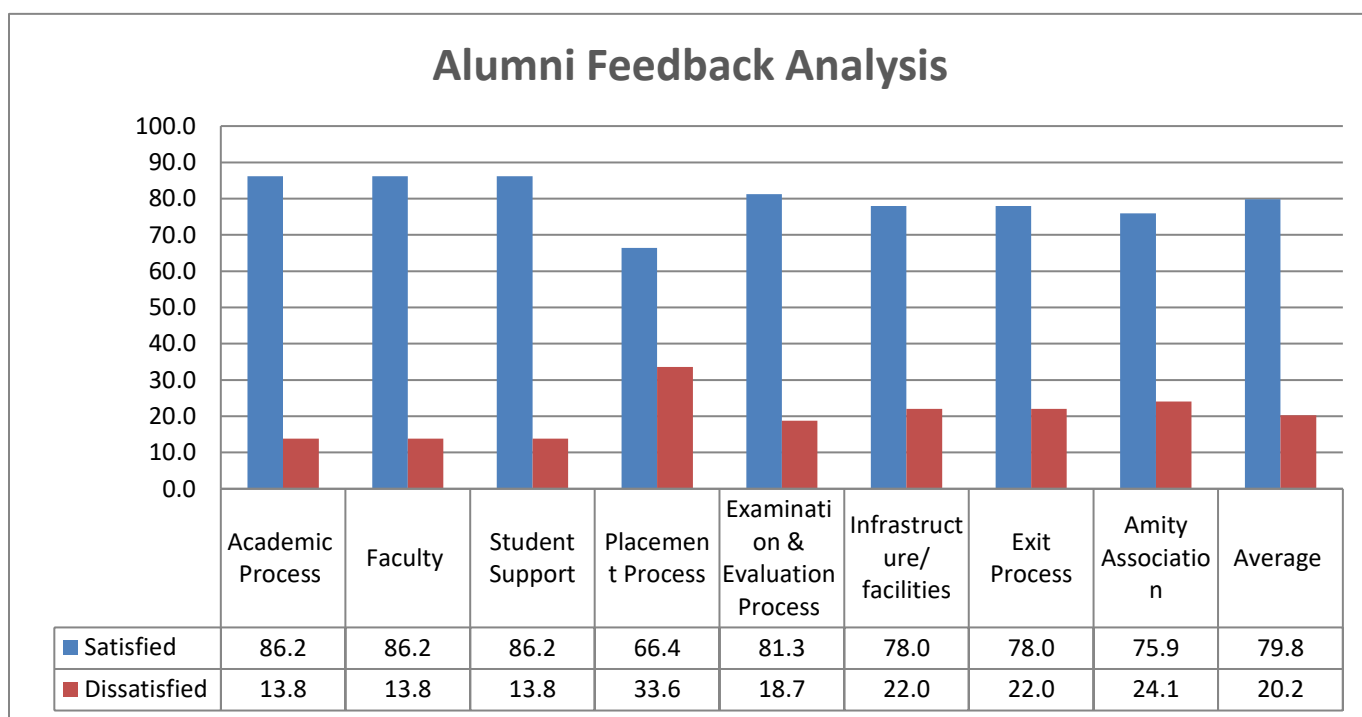
IQAC Analysis: -84 % of students are satisfied. To remove the gap IQAC will present the report to the concerned for providing more sports and recreational facilities. IQAC will periodically audit the mess and cafeterias for improving the services and resolving student's issues on food.



Internal Quality Assurance Cell –IQAC

Alumni Feedback Analysis

Session-2023-2024

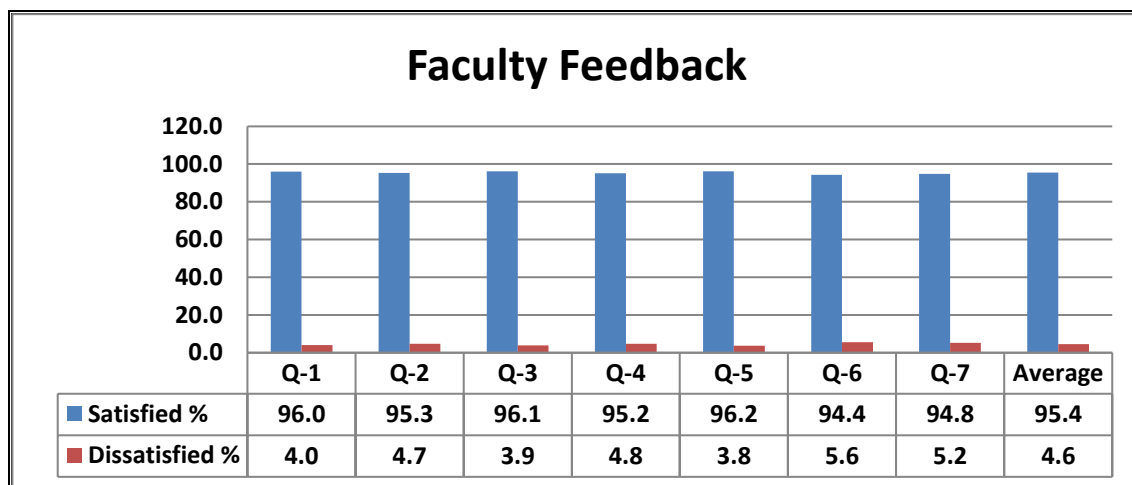


IQAC Analysis: - 79.8 % Alumni are Satisfied. IQAC will give suggestions to CRC to conduct more Mock interviews & GD's to make them industry ready.



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Internal Quality Assurance Cell Faculty Feedback - Curriculum Design & Development Session -2023-2024



S. No	Key Performance Areas	Average rating (1-5) with 1 as Very Unhappy and 5 as Very Happy
Q1	Board of Studies (BoS) is taking care to ensure the current relevance of the programme being offered.	4.80
Q2	Employability is given weightage in curriculum design and development.	4.76
Q3	I am given enough freedom to contribute my ideas on curriculum design and development.	4.81
Q4	The system followed by the University for the design and development of curriculum is effective.	4.76
Q5	The curriculum has been updated from time to time.	4.81
Q6	Departmental level subject expert committee meeting are held for reviewing the syllabus.	4.72
Q7	Representation from business and industry in UG/ PG Boards of studies is helpful in designing and improving the courses.	4.74

IQAC Analysis: -AUH promotes the inputs from faculty members for introduction /revision of curriculum as per the current industry demands. Faculty as members are actively involved in the Board of Studies, Academic Council and are instrumental in providing feedback on current curriculum to foster any change whenever required. It is evident from the feedback received that 95.4 % of faculty members are satisfied with the process followed for the revision/ design of the curriculum.



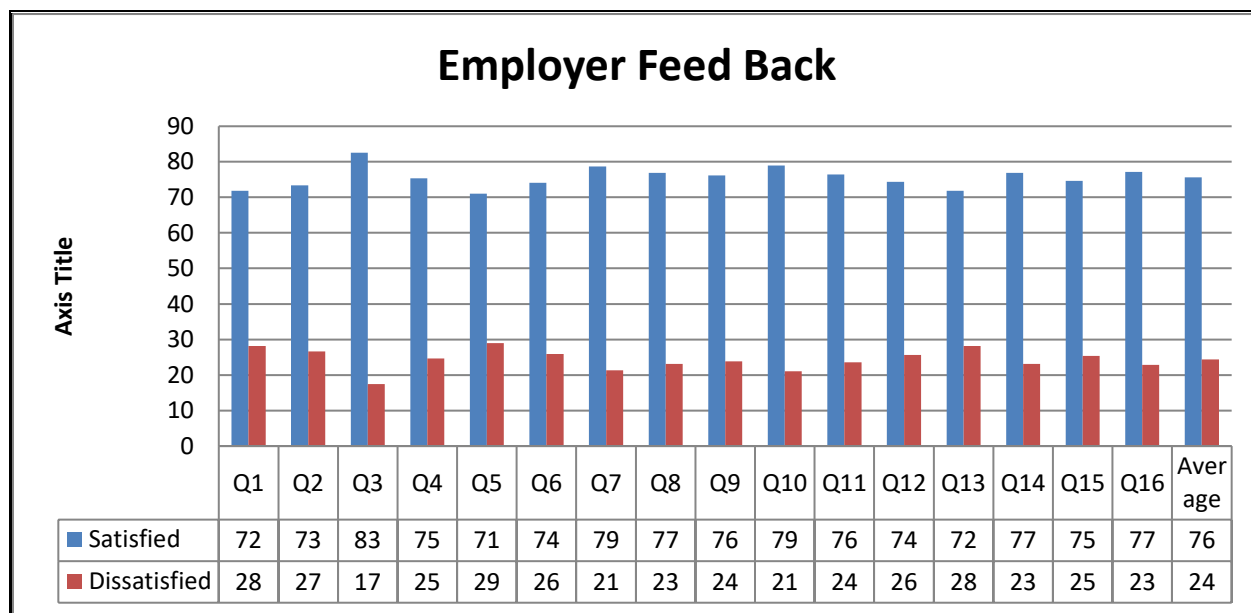
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**Internal Quality Assurance Cell –IQAC
Employer Feedback Graphical Analysis- 2023-24**

S. No	Key Performance Areas
Q1	General Communication Skills
Q2	Developing Practical Solutions to work-place problems
Q3	Working as Part of Team
Q4	Creative in response to workplace challenges
Q5	Their Planning and Organization skills
Q6	Self-motivated and taking on appropriate level of responsibility
Q7	Open to new ideas and learning new techniques
Q8	Using technology and workplace equipment
Q9	Ability to contribute to the goal of the organization
Q10	Technical knowledge/skill
Q11	Ability to manage /leadership qualities
Q12	Innovativeness, creativity
Q13	Relationship with senior/peers/subordinates
Q14	Involvement in social activities
Q15	Ability to take up extra responsibility
Q16	Obligation to work beyond schedule if required



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IQAC Analysis: Employer feedback was obtained by CRC (Placement Cell) from recruiters. The graphical analysis shows that on average 76 % of the employers are satisfied with the performance of the students as per the requirements of the visiting company.