

School of Management Sciences, Lucknow

Report on Feedback from Stakeholders

Session 2021-22

With quality sustenance as its focus, the IQAC of School of Management Sciences, Lucknow has developed the feedback mechanism from various stakeholders – namely students, faculty, alumni, parents and employers. Questionnaires are used to collect feedback through a structured rating-based feedback form. On the basis of analysis of feedback received appropriate corrective action is taken in case of any negative deviations.

Major Findings of Feedback from Students

- About 24% student strongly agree while about 45% agree to the fact that the institute's environment is conducive for academic pursuit. Thus, majority of the students agree to the fact, about 24% neutral responses were received.
- Most of the students acknowledge that the faculty members of the institute are knowledgeable and competent. About 49% strongly agreed to this while 30% agreed to the fact. 15% neutral responses were received.
- Majority of students strongly agreed or agreed to the fact that cooperation and support was readily available from faculty members. 73% student accepted the fact. They also agreed that proper support and guidance related to project was available from faculty in the department, 24% strongly agreed to this, while 45% agreed that they received support and guidance on projects.
- About 21% students strongly agreed that enough development activities were conducted in the campus, while about 42% agreed to it. 22% neutral responses were received while the remaining felt that there is still scope of introducing more developmental activities.
- Around 60% students felt that the department office was providing sufficient help in administrative matters, about 26% neutral responses were received, the remaining student felt that the departmental office needs to provide more support and guidance in administrative matters.


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- Around 49% student agreed that matters relating to examination, marksheet, degree etc. resolved to satisfaction while 22% strongly agreed to it. 22% neutral responses were received. Around 7% student felt that matters relating to examination, marksheet, degree etc. are not resolved to satisfaction.
- High level of agreeableness was found among students about availability of classroom and its hygiene and cleanliness. About 86% students either agreed or strongly agreed that enough classrooms are available in the department. Around 80% felt that classroom are generally neat and clean.
- Around 28% student strongly agreed while 46% students agreed that fully functional placement cell is present in the campus which is able to provide them placement opportunities. Around 18% neutral responses were received. About 27% students strongly felt that they received proper guidance and support for training, internship and placements from the placement cell, while about 42% agreed on receiving guidance from placement cell.
- About 75% student responded that they visit library regularly to access its resources. While around 10% said that they did not visit library on regular basis. About 26% students strongly agree to the fact that sufficient number of titles are available in library while 47% agreed to this. About 68% students agreed that sufficient number of copies of titles are present in the library. Majority of students either strongly agreed or agreed to the fact that proper reading space is available. Majority of students were also found to be satisfied with the reprography facility of the library with about 73% agreeing of strongly agreeing to this fact. About 72% students were also found to be satisfied with the support and cooperation of the library staff and library timing, while about 16% neutral responses were received.
- About 53% students strongly agreed or agreed to the fact that matters related to fee are resolved within time, about 20% neutral responses were received while about 27% students felt that issues related to fee must be resolved in less time.
- About 24% students strongly agreed that sufficient number of computer lab are present in the institute while 47% agreed to this. Students were also found to be satisfied with number of computer systems in the lab with 27% strongly agreeing and 47% agreeing that sufficient numbers of computer systems are there in the lab. About

23% student strongly agreed that they have access to computers in computer lab when they required while about 43% agreed to this. 20% neutral responses were received.

- Around 26% students strongly agreed to the fact that proper hostel facility is available for students opting for hostel while around 46% agreed to this. About 21% neutral responses were received.
- Students were also found to be satisfied with the transport facility provided by the institute. About 27% strongly agreed and 47% agreed that proper transport facility is available for the day scholars.
- About 51% students either strongly agreed or agreed to that the fact that proper sports and recreation facilities are available in the campus. About 22% neutral responses were received while about 27% student felt that sports and recreational facilities needs improvement.
- Students were found to be satisfied with cleanliness and hygiene of the toilets. About 78% students strongly agreed of agreed to the fact that toilets are cleaned regularly.
- About 35% students strongly agreed while 50% agreed to the fact that clean drinking water is available in the department. About 11% neutral responses were received.
- About 17% students strongly agreed that the canteen in the campus is able to provide food as per their choice, while 36% agreed to this. Around 21% neutral responses were received while around 26% felt that more variety and options of food is required at the canteen.

Major Findings of Feedback from Faculty

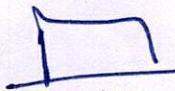
- Almost all of faculty members felt that they had freedom for adopting new techniques of teaching such as group discussions, seminar presentations, case study and learners' participation. 66% strongly agreed while 31% agreed to this fact. 3% neutral responses were received.
- Around 55% faculty strongly agreed and 40 % agreed to the fact that they have freedom to adopt new techniques & strategies of testing and assessment of students.
- 48% faculty members strongly agreed that the institute is able to provide an excellent environment for teaching-learning and research while 31% agreed to this, 2% neutral responses were received

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- 48% faculty strongly agreed to the fact that opportunities and support is available to faculty members for upgrading their skills and qualifications while 34% agreed to this, 6% faculty members felt that institute need to do more for upgradation of their knowledge and skills.
- About 69% faculty members either strongly agreed or agreed that institute is able to provide an environment that encourages and motivates them to write research papers, books, book chapter etc. 16% neutral responses were received, while 15% felt that more could be done to provide an environment that facilitate research.
- Majority of the faculty, about 86%, either strongly agreed or agreed to the fact that institute provide an environment that encourages and motivates them to organise and participate in workshops, conferences, seminars etc. 7% neutral responses were received while 7% felt that the is an environment that promotes organisation and participation in conferences, workshops and seminars is missing.
- 57% faculty strongly agreed to the fact that their capabilities are effectively utilised by the institute while 23% agreed to this. 11% neutral responses were received, while 9% faculty felt that the institute is not effectively utilising the capabilities of faculty members.
- 42% faculty strongly agreed to the fact that their contribution is properly recognised and rewarded by the institute while 27% agreed to this. Around 18% neutral responses were received while 13% were of the opinion that institute needs to do more in recognising and rewarding faculty contribution.
- Majority of the faculty strongly agreed of agreed that adequate library resources are available with about 82% giving a positive response to this. 10% faculty felt that library resources require improvement. 8% neutral responses were received.
- 37% faculty strongly agreed to the fact that proper ICT facilities are available in classroom while about 47% agreed to it. 10% neutral responses were received and 6% felt that ICT facility in classroom requires improvement.
- 40% faculty strongly agreed and 26% agreed that a proper appraisal and assessment system in adopted by the institute. 21% neutral responses were received while 13% faculty members felt that there is scope of improvement in appraisal and assessment system adopted by the institute.

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- About 56% faculty members either strongly agreed or agreed that appropriate canteen facility is available for them while 26% faculty either disagreed or strongly agreed to this. 18% neutral responses were received.
- About 45% strongly agreed and 39% agreed that Behaviour and attitude of people from administration towards teachers is appropriate and acceptable while 10% either disagreed or strongly disagreed to this. 6% neutral responses were received.
- 42% faculty were strongly satisfied and 29% were satisfied with career advancement received by them so far around 15% neutral responses were received. 14% faculty were not satisfied by the career advancement received by them so far.
- About 86% faculty either strongly agree or agreed that classrooms, toilets washrooms are generally well maintained, clean and hygienic while 8% faculty disagreed to this. About 6% neutral responses were received.
- Most of the faculty strongly agreed (52%) or agreed (40%) that they receive proper support from staff of the institute on official matters. 8% neutral responses were received.
- As far as welfare measures adopted by the institute in concerned 39% faculty were of the opinion that adequate welfare measures are adopted by the institute while 40% agreed to this. 13% felt that more can be done with respect to welfare measures adopted by the institute. 8 % neutral responses were received.
- 79% faculty members either strongly agreed or agreed to the fact that proper transport facility is available in the institute. 15% felt that transport facility needs improvement. 6% neutral responses were received.
- 48% faculty strongly agreed that they were able to maintain a balance between their personal and professional life while about 27% agreed to this. 16% faculty were on the opinion that they face difficulty in maintaining balance between personal and professional life.
- 55% faculty members strongly agreed that their overall experience at the institute has been satisfactory while 32% agreed to this. 7% neutral responses were received while 6% felt that their overall experience so far has not been satisfactory.
- Few of the additional suggestions received by faculty members were:


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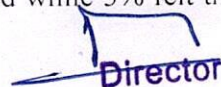
- Institute may rework its teaching time so as to give students time for self-study, recreation or pursue some hobby of their choice.
- Institute may look into taking measures to promote research and publications
- The institute may adopt career advancement policy to increase employee satisfaction and motivation.
- Proper break to be given to faculty members between the semesters

Major Findings of Feedback from Alumni

- Most of the alumni either strongly agree (49%) or agreed (35%) that the institute is able to provide an environment that is good for academic pursuit. About 10% neutral responses were received while 6% alumni felt that improvement is required in the institute's academic environment.
- About 46% alumni strongly agree while 40% agreed that proper infrastructure and lab facilities is available in the campus. Around 9% neutral responses were received while 5% alumni felt that institute must upgrade its infrastructure and lab facility.
- Around 37% alumni strongly agreed that education imparted at the institute is useful and relevant to their current job while 42% agreed to this. 11% neutral responses were received while about 10% disagreed to this.
- Most of the alumni either strongly agreed (49%) or agreed (32%) that cooperation and support from faculty for academic and overall growth was readily available. 9% neutral responses were received while about 10% expect more cooperation and support from faculty members.
- About 42% alumni strongly agreed that they were able to obtain sufficient theoretical and practical knowledge while 39% agreed to this. Around 10% neutral responses were received, while about 9% felt that they were unable to obtain sufficient theoretical and practical knowledge.
- 39% alumni strongly agreed while 34% agreed to the fact that institute provided sufficient skill development and value-added courses. 15% alumni felt that skill development and value-added courses should be increased while about 12% neutral responses were received.


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- 38% alumni strongly agreed, while an equal no. i.e. 38% agreed that the institute took sufficient steps to improve your knowledge through guest lectures, workshops and seminars etc. 12% neutral responses were received while 12% were of the opinion that more guest lectures, workshops and seminars must be organised.
- Proper support and guidance on projects is available in the institute, this is evident that about 40% alumni strongly agree while 37% agree to this. Around 7% neutral responses were received while 16% felt that more support and guidance should be provided.
- 39% alumni strongly agreed that enough developmental activities are conducted while 34% agreed to this. 16% neutral responses were received. 11% alumni felt that more developmental activities are needed to be organised.
- Around 33% alumni strongly agreed while 27% alumni agreed that training, internship support was provided by the institute. 21% neutral responses were received. About 19% alumni were of the opinion that institute can improve the support system with regard to training and internship. 40% alumni strongly agreed while 33% agreed that institute's placement cell was able to provide ample placement opportunities. 12% neutral responses were received while 15% were of the opinion that placement cell need to put in more efforts to improve placements.
- About 90% alumni either strongly agreed (51%) or agreed (39%) that proper library facilities are available in the institute. About 7% neutral responses were received while 3% either strongly disagreed or disagreed to this.
- 49% alumni strongly agreed that proper hostel facility was provided by the institute while 34% agreed to this. Around 15% neutral responses were received while 2% felt hostel facility provided by institute must be improved.
- 37% alumni strongly agreed that proper canteen facility is available in institute while 44% agreed to this. 12% neutral responses were received while 7% felt canteen facility must be improved.
- 52% alumni strongly agreed while 38% agreed that sufficient numbers of computer lab are present in the campus. 7% neutral responses were received while 3% felt that more computer labs must be created.


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- Few other suggestions received.
 - Introduce new and trending specialisation in field of energy and nanotechnology.
 - Introduce more skill-oriented value-added courses.
 - Increase industrial visits and workshops.
 - Take steps for collaborations with foreign institute and universities.

Major Findings of Feedback from Employer

- Majority of the employer expressed satisfaction with the coordination from placement cell during the drive and hospitality received by them at the campus, with almost all the recruiter rating it to be either excellent or good.
- Recruiters were of the opinion that the aptitude of students for corporate role require improvement so as to increase performance and job satisfaction. Majority of the students were rated to be average in aptitude for corporate role.
- Majority of the recruiter felt that students need to improve their skills, students' skills were rated to be either average. Few recruiters also found skill set to be good among students.
- Majority of recruiters were of the opinion that the resume of students were professionally prepared.
- Another important input received from the recruiters was that the students must take measures to improve their communication skills.
- Recruiters also felt that student must do more research and be more aware of the company's whose placement drive they are appearing for.
- Some other suggestions received from recruiters:
 - Students must take up more projects and improve coding skills.
 - Students must work on improving technical knowledge
 - Coding certifications must be introduced.
 - Students must keep themselves aware and updated about latest technology.
 - Students must have understanding of profile they are applying for.


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- Present day organisations look for student with skills in Core Java, J2Ee, JSP, Services. ORACLE, MS SQL, EJB Asp.Net, C#, SDLC, OOPS thus student must develop themselves in these areas.
- Resume may be standardised.

Major Findings of Feedback from Parents

- Majority of parents were satisfied with the admission process adopted by the institute. 24% strongly agreed while 53% agreed that the institute's admission process is properly streamlined. 9% neutral responses were received while 14% felt that admission process needs improvement.
- Most of the parents expressed satisfaction with academic discipline observed by the institute. About 40% strongly agreed while 48% agreed that proper academic discipline is maintained. 6% neutral responses were received while 6% felt that academic discipline require improvement.
- 40% parents strongly agreed while 42% agreed that institute have good work culture. 8% neutral responses were received 10% felt the requirement of improvement in work culture.
- Majority of parents were satisfied with the library facility at the institute, 46% strongly agreed while 48% agreed that proper library facility is present. 3% neutral responses were received while 3% parents felt that library facility require improvement.
- About 25% parents strongly agreed that institute provide proper counselling and guidance students when and as needed while 58% agreed to this. 11% neutral responses were received while 6% parents either disagreed or strongly disagreed to the fact that counselling and guidance is available to students.
- Around 54% parents strongly agreed while 39% agreed that institute have proper infrastructure facility that include classroom, labs and laboratories. 6% neutral responses were received while 1% felt that infrastructure facility of institute is not proper.
- Around 47% parents strongly agreed and 48% agreed that institute taken steps to improve soft skills, knowledge, morals, ethics & discipline of its students through

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EEP and other sessions. 3% neutral responses were received while 2% felt that more efforts are required in this regard.

- Around 36% parents strongly agreed and 43% agreed that proper examination and evaluation method is being adopted by the institute. 11% neutral responses were received while 10% parents disagreed or strongly disagreed to this.
- Most of parents were also satisfied with the feedback mechanism adopted by the institute. 48% strongly agreed while 44% agreed that there is proper feedback mechanism in the institute. 6% neutral responses were received while 2% parents felt that feedback mechanism must be improved.
- 42% parents strongly agreed while 39% agreed that placement opportunities are provided by the institute to students. 10% parents felt that institute must provide better placement opportunities while 9% neutral responses were received.
- 32% parent strongly agreed while 45% agreed that there is focus on sports and cultural activities 13% neutral responses were received while 10% parents felt that more sports and cultural activities must be organised.
- 32% parents strongly agreed to the fact that there is use of information and communication technology by the institute in its academic activities, 37% parents agreed to this fact while 13% neutral responses were received. 18% parents felt that more used of information and communication technology by the institute in its academic activities is needed.
- 35% parents strongly agreed that institute have proper canteen facility, while 47% agreed to this. 8% neutral responses were received while 10% parents didn't find canteen facility to be proper.
- Approximately 39% parents strongly agreed that they noticed a positive change in their ward since he/she took admission in the institute, while 52% agreed to this. 6% neutral responses were received while 3% disagreed to this.
- About 51% parents strongly agreed while around 38% agreed that their overall experience with the institute has been satisfactory, 8% neutral responses were received while 3% felt that their experience has not been satisfactory.


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