

AQAR - 2021-22

2.7.1

Student Satisfaction Survey



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 Students – 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 students. 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 students . This report analyses the feedback and also the action taken / proposed to be taken by HBNI based on the feedback.

II. Methodology

The students 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 students will be of high value. The students 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 students 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 students are presented and analysed in Annexures I-IV. Overall, the results indicate that all the students 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 students 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 2.7. Some of the suggestions made by the students 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.

Students Feedback (Current and Outgoing students) Analysis

Sr No	Parameters	Strongly Disagree (0)	Moderately Disagree (1)	Agree(2)	Moderately Agree(3)	Strongly Agree(4)	Average Score out of 4	Rating
1	The courses offered are stimulating & broadening and help in improving overall domain knowledge	0.71	1.77	24.73	17.31	55.48	3.25	Excellent
2	There are adequate options for electives covering wide spectrum of subjects	2.15	7.89	25.09	17.92	46.95	3.00	Very good
3	The curriculum can be recommended to continue without change (if you recommend any change(s) please give details through mail to Dean, HBNI)	1.79	8.21	28.21	21.43	40.36	2.90	Very good
4	The curriculum provides necessary foundation and skill base for future career	2.49	4.98	24.20	20.28	48.04	3.06	Excellent
5	Associated projects and tutorials are useful	1.43	2.50	25.36	20.00	50.71	3.16	Excellent
6	The examination system of the course does not put in any undue stress	2.50	5.36	30.36	19.29	42.50	2.94	Very good
7	I have NOT come across any instance of ragging in my campus	2.24	0.00	14.18	0.37	83.21	3.62	Excellent
8	All necessary ICT resources (eg. Computer, Internet, projector..) are available in classroom	1.07	1.43	19.29	10.71	67.50	3.42	Excellent
9	State-of-the-art facilities are available to carry out research	0.70	2.45	20.28	16.78	59.79	3.33	Excellent
10	Faculty have up-to-date knowledge of the courses	0.35	1.75	24.91	10.53	62.46	3.33	Excellent
11	Faculty have Very Good teaching capability	1.77	4.59	27.21	18.73	47.70	3.06	Excellent
12	Faculty encourage questions to be raised in the class.	0.36	1.07	25.98	10.68	61.92	3.33	Excellent
13	Non-teaching staff are helpful and cooperative	1.06	3.90	26.24	14.18	54.61	3.17	Excellent
14	Hostel rooms are good, clean and have good facilities	5.26	10.53	21.53	17.70	44.98	2.87	Very good
15	Mess serves good and hygienic food	8.33	10.65	30.09	18.06	32.87	2.56	Very good

16	Recreation and common room facilities are adequate	6.33	9.05	33.48	14.93	36.20	2.66	Very good
17	Will recommend others to enrol for academic programs in HBNI	1.40	1.40	23.86	10.53	62.81	3.32	Excellent

The online feedback was obtained on 17 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.

Feedback was received from 288 students (35 active students and 253 outgoing students); the analysis of the feedback is given below.

- 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 ≥ 3.3 ($\geq 83\%$).
- 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 85 % of the students indicated that they will recommend prospective students to enroll in academic programs of HBNI.

Students Feedback (Current and Outgoing students)

SrNo	Student Name	Enrolment No	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Q16	Q17
1			4	4	4	4	4	4	9	9	4	4	4	4	4	9	9	9	4
2			2	4	4	2	4	1	9	2	4	2	2	2	2	9	9	9	4
3			3	2	2	2	2	2	2	1	2	2	4	2	2	2	2	2	2
4			4	4	4	4	4	4	4	4	4	4	3	4	2	2	2	2	4
5			4	3	3	4	3	3	4	4	2	3	2	4	1	1	3	1	3
6			4	4	4	4	4	4	4	4	4	4	4	4	4	9	9	9	4
7			4	4	3	2	3	0	9	9	4	3	3	2	2	9	9	9	3
8			2	2	2	2	2	2	2	2	2	2	2	2	2	9	9	9	2
9			4	4	4	4	4	4	4	4	4	4	4	4	4	9	9	9	4
10			4	4	4	4	3	3	9	4	4	4	3	4	3	9	9	9	3
11			4	3	3	4	3	4	4	4	3	4	4	4	4	3	3	3	4
12			2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
13			4	4	4	4	4	4	9	9	4	4	4	4	9	9	9	9	4
14			4	1	2	2	2	2	9	2	2	2	0	2	9	9	9	9	2
15			4	4	9	4	2	2	2	4	4	4	4	4	4	9	9	9	4
16			4	4	4	4	4	4	4	4	4	4	4	4	4	9	4	9	4
17			2	3	2	3	2	2	4	4	4	4	2	4	4	2	3	2	2
18			9	9	9	9	9	9	9	9	2	9	9	9	9	9	9	9	2
19			4	4	4	4	3	3	4	4	4	4	3	4	3	1	3	1	2
20			2	3	1	3	3	2	4	4	4	4	3	3	3	9	9	9	2
21			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
22			1	3	1	1	2	0	4	4	3	2	1	2	2	1	0	1	1
23			2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
24			3	4	3	4	4	3	4	4	4	4	2	4	2	2	2	2	2
25			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
26			4	4	4	4	4	3	4	4	4	4	3	4	4	4	3	4	4
27			4	2	4	4	4	4	4	4	4	4	3	4	4	4	3	4	4
28			4	3	2	1	2	4	4	4	4	3	2	4	4	4	4	4	4

29			4	2	2	4	4	4	4	4	4	4	2	2	2	2	1	2	4
30			4	4	3	4	4	4	4	4	4	4	4	4	4	4	4	4	4
31			2	2	2	2	2	2	2	4	4	4	2	2	2	1	2	2	4
32			2	2	3	3	3	1	2	3	1	2	1	2	1	0	2	1	2
33			4	4	4	4	4	4	0	4	4	4	4	4	4	4	4	4	4
34			4	3	3	4	3	3	4	2	4	4	4	2	2	9	9	9	4
35			2	9	2	4	4	9	9	9	4	4	9	9	2	9	9	9	4
36			3	3	3	3	4	4	4	4	4	3	3	3	2	2	3	3	3
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38			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
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40			4	3	2	4	4	2	4	2	2	4	3	2	4	4	4	1	4
41			4	4	2	4	2	1	9	2	4	2	2	2	4	9	9	9	4
42			2	4	4	4	4	2	9	4	2	4	2	3	3	9	9	9	4
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46			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
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48			3	3	3	3	3	4	4	4	3	3	4	4	3	9	2	2	4
49			3	3	4	4	3	3	4	4	3	3	3	4	3	1	1	1	4
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51			3	3	1	2	2	4	4	3	3	2	2	2	2	0	3	1	4
52			2	2	2	0	2	2	4	2	1	2	1	2	4	9	9	1	2

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87			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
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90			4	4	4	4	4	4	4	4	4	4	4	4	9	9	9	4	
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92			2	1	1	1	1	1	4	2	4	2	1	2	4	1	1	4	2
93			2	1	2	3	2	2	0	4	4	2	2	2	1	4	2	2	2
94			1	0	1	1	0	0	4	2	2	1	1	0	2	0	0	0	1
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105			2	2	2	2	4	3	4	3	3	2	3	4	0	9	9	9	2
106			4	4	3	4	4	4	4	4	4	4	2	3	4	3	1	2	4
107			2	2	2	2	4	4	4	4	4	4	4	4	4	3	1	1	2
108			4	4	4	4	3	3	4	4	4	4	4	4	3	9	9	9	4
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110			4	4	2	3	4	4	4	2	4	4	4	4	4	2	2	2	2
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116			4	3	3	1	1	1	4	2	2	4	1	2	1	4	3	2	3
117			2	2	2	2	2	2	4	2	3	2	2	2	2	4	2	4	3
118			2	1	0	2	2	1	4	2	3	2	2	2	1	3	2	3	3
119			3	4	2	4	4	3	0	3	4	4	3	4	3	4	3	4	4
120			1	1	1	1	2	1	4	2	3	2	1	2	2	4	2	2	2
121			2	2	3	3	3	2	4	1	2	2	2	2	2	9	9	9	2
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123			2	2	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2
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125			3	2	0	0	2	2	4	2	4	2	3	4	1	3	3	1	3
126			4	4	4	3	4	4	4	3	4	4	4	4	4	4	3	4	4
127			3	3	4	3	2	4	4	1	3	3	3	4	4	0	4	0	4
128			2	2	2	3	2	2	2	2	3	2	3	2	3	1	1	0	2
129			4	4	3	4	4	4	4	4	3	4	3	4	4	1	1	2	3
130			4	4	2	2	4	4	4	2	2	4	4	4	4	2	2	2	4
131			0	1	1	0	0	2	2	0	2	0	0	1	9	9	9	9	0
132			2	2	2	2	2	2	4	4	3	2	2	3	3	2	2	2	3
133			2	2	1	3	3	2	4	2	2	4	4	4	2	4	4	4	4
134			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
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137			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
138			4	3	3	4	4	4	4	4	4	4	4	4	4	4	3	4	4
139			2	2	2	2	2	2	4	4	4	2	2	2	3	3	3	2	2

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141			3	2	4	4	3	3	4	4	3	4	4	4	4	3	3	4	4
142			2	2	2	3	2	2	4	4	4	2	2	2	2	2	2	2	2
143			4	4	4	4	4	4	4	4	4	4	4	4	4	9	9	4	4
144			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
145			3	2	2	2	2	3	4	4	3	2	2	2	2	2	2	2	2
146			2	2	2	2	2	4	4	4	2	2	2	2	4	9	2	1	4
147			3	2	3	4	2	2	2	4	2	3	3	3	4	4	4	2	2
148			2	4	2	4	4	2	4	4	2	3	3	4	4	9	9	9	4
149			2	4	4	4	4	4	4	4	4	4	4	4	4	3	3	4	4
150			3	2	2	3	2	2	4	4	2	2	2	2	3	9	2	2	4
151			3	3	3	2	3	2	4	2	2	4	4	4	2	1	1	1	2
152			2	3	3	3	2	2	2	3	3	2	3	2	2	3	3	2	2
153			4	4	4	4	4	4	4	4	4	4	4	4	3	4	3	3	4
154			4	4	4	4	4	4	4	4	4	4	4	4	3	3	3	3	4
155			4	2	2	2	2	2	4	2	2	4	4	4	2	1	1	1	4
156			3	1	2	3	3	3	4	3	3	2	3	4	2	0	1	3	3
157			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
158			2	2	2	2	2	2	2	2	2	2	2	2	2	9	2	2	2
159			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
160			3	4	2	3	2	3	4	4	4	4	4	4	4	2	2	2	2
161			4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4
162			4	4	2	4	4	0	4	2	4	4	1	4	4	4	1	0	4
163			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
164			0	1	0	0	2	2	4	4	2	2	1	2	2	0	2	2	3
165			4	2	2	2	4	2	4	4	2	4	3	4	2	1	1	0	3
166			2	2	3	2	3	2	2	2	2	2	3	2	2	2	0	2	2
167			4	4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	4
168			3	3	3	3	3	1	4	4	2	3	3	3	3	1	0	1	2

169			2	2	2	2	3	9	4	4	2	2	2	2	2	2	0	4	2
170			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
171			2	2	2	2	2	2	4	2	3	2	2	2	4	4	2	2	2
172			4	4	4	4	4	4	4	4	4	4	4	4	4	3	4	4	4
173			9	4	3	3	4	4	4	4	4	4	4	4	4	4	1	4	4
174			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
175			4	4	4	4	4	3	4	4	4	4	4	4	4	9	9	9	3
176			4	3	3	4	4	4	4	4	4	4	4	4	4	3	2	3	4
177			4	4	3	3	3	4	4	4	4	4	3	4	3	4	2	3	3
178			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
179			4	4	4	3	3	4	4	4	2	2	3	2	2	2	3	3	4
180			4	4	3	3	2	4	4	4	3	4	4	4	4	3	4	2	4
181			4	4	4	4	4	4	4	4	9	4	4	4	4	4	4	3	4
182			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
183			4	3	3	3	4	2	4	4	4	4	1	4	4	4	3	2	4
184			4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
185			2	2	2	2	2	2	2	2	3	2	2	2	2	2	2	2	2
186			3	3	3	2	2	2	4	3	3	3	2	2	3	3	3	2	3
187			2	1	3	3	2	2	2	2	2	2	1	2	2	2	2	2	2
188			2	1	2	2	1	1	4	4	2	1	2	2	2	2	2	2	2
189			4	4	4	4	4	2	4	4	4	4	4	4	2	9	9	9	4
190			4	3	3	4	3	2	4	4	4	4	2	3	1	4	4	2	4
191			4	4	2	2	2	2	9	2	2	2	2	2	2	9	9	9	2
192			2	4	2	2	2	2	4	4	2	2	2	4	2	9	9	9	2
193			4	4	4	4	4	4	9	4	4	4	4	4	4	9	9	9	9
194			2	2	2	2	2	2	2	2	2	2	2	2	2	9	9	2	2
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199			2	2	9	9	9	9	9	9	2	9	9	9	9	9	9	4	
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212			3	3	3	2	3	3	0	4	4	2	2	3	3	3	3	4	
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225			4	3	4	4	4	4	2	3	3	4	3	4	4	9	9	9	4
226			4	3	3	4	4	3	4	4	4	4	4	4	4	4	4	4	4
227			3	3	3	3	3	3	4	4	4	4	4	4	3	3	3	2	4

228			2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
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237			2	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	2
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265			9	9	9	9	9	9	4	0	1	3	3	2	1	1	4	0	0
266			3	0	1	1	0	0	4	4	3	1	0	1	2	4	4	0	1
267			4	4	4	4	4	4	4	4	4	4	4	4	3	3	2	3	4
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279			3	3	1	3	3	2	4	1	2	4	2	4	4	1	1	1	2
280			1	0	1	1	1	0	4	4	4	9	9	9	9	9	9	9	9
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283			2	2	1	2	2	4	4	4	4	4	2	2	2	9	9	9	2
284			2	1	1	1	2	2	4	2	2	2	2	2	2	1	9	9	9
285			3	1	1	0	1	4	4	3	1	2	0	3	2	4	0	9	0

286			2	9	2	2	2	2	4	2	2	2	2	2	2	0	0	1	2
287			9	9	9	9	9	9	4	9	3	3	3	9	3	1	0	0	3
288			3	0	3	2	9	4	4	3	3	4	4	4	4	4	4	4	4

Response and action taken by HBNI to the feedback received with < 2.8 (70%) Average Score

Students Feedback

Parameters	Score	Response/Action taken
Mess serves good and hygienic food	2.56	The concerned CIs/OCC will be advised to take care of the feedback.
Recreation and common room facilities are adequate	2.66	The concerned CIs/OCC will be advised to take care of the feedback