

Institute Quality Assurance Cell
Stakeholder Relationship Subcommittee

Report for Academic Year 2019-20

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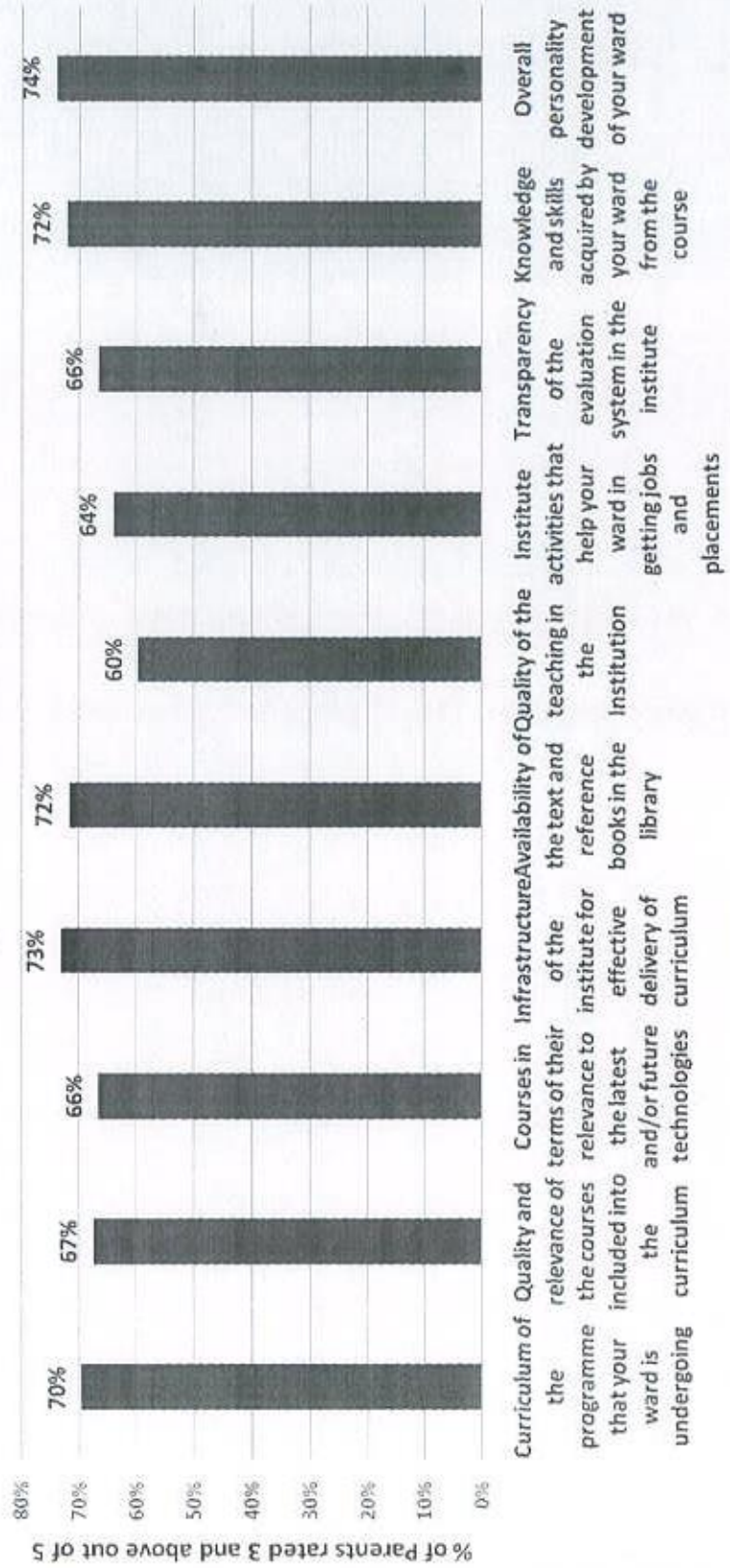
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1. PARENTS' FEEDBACK-

The parents of students are important stakeholders for JIIT. We seek the feedback of all the parents through online feedback form sent through email. This year total 361 parents responded to our request for feedback. The responses received are from parents of B.Tech, Integrated M.Tech, M.Tech, MBA and PhD students. They were asked to rate JIIT on 10 parameters. The ratings are: 5= "Outstanding"; 4 = "Excellent"; 3= "Very Good"; 2 = "Good" and 1= "Fair". The average rating given by parents is 3 = "Very Good" on all the parameters. The percentage of parents who rated 3 and above have been summarised in the below figure no.1:



Figure 1: Parents Feedback



R. Gupta

2. FACULTY FEEDBACK-

The annual feedback is sought from all faculty members of JIIT, on total 24 parameters. They were asked to rate the parameters on 1 to 5 scale where 1 means Fair, 2 means Good, 3 means Very Good, 4 means Excellent and 5 means Outstanding. On the basis of feedback collected from total 131 faculty members, department-wise average score and weighted average score have been prepared and shown in Table 1.

Table 1- Faculty Feedback Average Scores

S.No	Parameters	ioTech	CS&IT	ECE	HSS	JBS	Maths	PMSE	Overall
1	Infrastructural facilities-[Computer]	4	4	4	4	4	4	3	4
2	Scope of flexibility and innovation in [Teaching]	4	4	4	3	4	4	4	4
3	Infrastructural facilities-[Cabin]	3	4	4	4	4	4	3	4
4	Infrastructural facilities-[Internet]	4	4	4	4	4	4	3	4
5	Infrastructural facilities-[Telephone]	4	4	4	4	3	3	3	4
6	Casual and other leaves	3	4	4	3	4	4	3	3
7	Financial assistance to attend conferences, workshops etc	3	3	3	4	4	3	3	3
8	Consultation / Grievances mechanisms	3	3	3	3	3	3	4	3
9	Scope of flexibility and innovation in [Research]	4	3	3	3	3	3	3	3
10	Administrative support	3	3	3	3	4	3	3	3
11	Medical reimbursement benefit	3	3	3	3	3	4	3	3
12	Scope of flexibility and innovation in [Extra-curricular Activities]	3	3	3	3	2	3	3	3
13	Salary as compared to AICTE norms	3	3	3	3	3	3	3	3
14	Experience gained from Faculty development/training programs	3	2	3	3	3	3	3	3
15	Salary as compared to other private teaching and research organizations	3	3	3	3	3	2	3	3
16	Opportunity extended to participate in Faculty development/ training programs	3	2	3	3	3	3	3	3
17	Research Environment and support	3	3	3	3	3	3	2	3
18	ERP and Examination	3	3	3	3	2	3	3	3

	system support								
19	Technical support (lab staff or Teaching assistants)	2	3	3	3	3	3	3	3
20	Leave Travel Allowance benefit	2	2	3	3	3	2	3	3
21	Scope of flexibility and innovation in [Consultancy]	3	3	3	2	2	3	2	3
22	Working environment such as the relationship with co-workers and superiors, organizational culture, etc.	3	2	2	3	2	2	2	2
23	Library resources	2	2	2	2	2	2	2	2
24	Employee Provident Fund	2	2	2	2	3	2	2	2

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3. NON-TEACHING STAFF FEEDBACK-

Feedback has been collected from non-teaching staff of JIIT on 11 parameters. On the basis of responses received from 50 respondents, the results have been shown in Table 2.

Table 2: Non-teaching staff feedback average scores

S.No.	Parameter	Average Score	Rating
1	Working environment such as relationship with co-workers and supervisors etc.	4	Excellent
2	Infrastructural facilities- [Internet]	4	Excellent
3	Job profile in terms of competency, workload, diversity of work etc.	4	Excellent
4	Infrastructural facilities- [Computer]	4	Excellent
5	Consultation/ Grievances mechanisms	4	Excellent
6	Infrastructural facilities- [Telephone]	4	Excellent
7	Training provided for your job	4	Excellent
8	Career advancement opportunities	4	Excellent
9	Infrastructural facilities- [Cabin]	3	Very Good
10	Salary as compared to [Minimum wages notified by Govt. of India]	3	Very Good
11	Salary as compared to [Other private teaching and research organisations]	3	Very Good



4. STUDENTS EXIT FEEDBACK-

It is a common practice of IQAC to take feedback of final year students on the last day of their college. This year the exit feedback of final year MBA students has been taken before lockdown as their classes ended in February 2020. However for rest of the students, because of nation-wide lockdown due COVID-19 pandemic in March 2020, the feedback has been taken through online forms mailed to final year students. The feedback form has been updated to include feedback on online classes also. They were asked to rate nine parameters on a 5 point scales where 1 means Fair, 2 means Good, 3 means Very Good, 4 means Excellent and 5 means Outstanding. Out of around 694 forms filled up by students, average scores have been calculated and shown in Table 3 and 4.

Table 3: Students' Exit Feedback Rating of Jaypee Business School

SN	Items	Average Score	Rating
1	Curriculum structure	3.0	Very Good
2	Teaching and learning	3.0	Very Good
4	Examination and evaluation system	3.0	Very Good
5	LRC (Including digital library)	3.0	Very Good
7	Mess facilities	2.6	Very Good
3	Laboratory & IT facilities	2.5	Very Good
6	Hostel facilities	2.3	Good
9	Services/interaction with Registry	2.2	Good
10	Services/interaction with Accounts	2.1	Good
8	Extracurricular activities	1.8	Good



Table 4: Students' Exit Feedback Rating of various programs of JIIT

Name of program	B.Tech						Integrated M.Tech			M.Tech.		Over all
	CSE	ECE	Biotech	CSE	ECE	IT	Biotech	ECE	Biotech	CSE		
	Sector-128						Sector-62					
Campus of study												
Parameters												
Average Scores												
Curriculum Structure	[How do you rate the Programme in terms of the curriculum syllabi in different semesters?]	3.2	3.0	3.3	3.1	2.9	2.9	3.7	3.2	3.3	2.3	3.1
	[How do you rate the courses in terms of their relevance to the latest and/or future technologies?]	3.0	2.7	3.1	2.9	3.0	3.5	3.2	3.3	2.7	3.0	3.0
	[How do you rate the quality and relevance of the courses included into the curriculum?]	3.0	2.9	3.2	2.9	2.8	3.5	3.2	3.3	2.4	3.0	3.0
Teaching and Learning	[How do you rate the quality of teaching during the entire Program?]	2.7	2.8	3.1	2.5	2.9	3.6	3.0	4.0	2.2	3.0	3.0
	[How do you rate the online classes conducted in Even semester 2020?]	2.8	2.9	2.6	2.6	2.8	3.9	2.9	3.0	2.4	2.9	2.9
	[How do you rate the teacher's approach about your overall development?]	2.7	2.6	2.8	2.5	2.7	3.9	2.9	3.7	2.3	2.9	2.9
	[How do you rate the infrastructure of the class rooms for effective delivery of the lectures?]	3.2	3.2	3.3	3.4	3.5	3.9	3.5	3.2	3.1	3.3	3.3
	[How do you rate the laboratories and other IT facilities for effective	3.2	3.2	2.9	3.3	3.2	4.1	3.4	3.3	3.1	3.3	3.3

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	learning?]																		
LRC (Including digital library)	[How do you rate the availability of the text and reference books in the library]	3.0	2.9	3.0	3.0	3.4	3.8	3.4	3.8	3.4	3.8	3.5	3.5	3.5	3.3	3.3	3.3	3.4	3.4
Examination and evaluation system	[How do you rate the transparency of the evaluation system in the university?]	3.1	3.0	3.0	3.0	3.1	3.3	3.1	3.5	3.1	3.5	3.8	3.3	3.0	3.0	3.0	3.2	3.2	3.0
	[How do you rate fairness of the internal evaluation process by the teachers]	2.8	2.7	2.5	2.7	2.7	3.0	2.9	3.2	2.9	3.2	4.0	3.1	2.8	2.8	3.0	3.0	3.0	3.0
Hostel facilities	[How do you rate the infrastructure, cleanliness and other facilities in hostel?]	3.6	3.6	3.4	3.4	3.8	4.1	3.8	3.7	3.8	3.7	3.8	4.1	3.4	3.4	3.4	3.7	3.7	3.7
Mess facilities	[How do you rate the quality of food, hygiene maintenance in the mess and cafeterias?]	3.3	3.3	2.7	2.7	3.1	3.5	3.0	3.7	3.1	3.7	3.8	3.3	3.2	3.2	3.2	3.3	3.3	3.3
Training and Placement	[How do you rate the Institute activities that help in getting jobs and placements]	3.2	3.2	2.4	2.4	3.3	3.3	3.1	4.1	3.3	4.1	3.2	3.4	2.8	2.8	3.2	3.2	3.2	3.2
Registry department	[How do you rate the services and your interaction with Registry department?]	3.0	2.7	2.9	2.9	3.0	3.2	2.9	3.4	3.0	3.4	3.8	3.3	2.7	2.7	3.1	3.1	3.1	3.1
Accounts department	[How do you rate the services and your interaction with Accounts department?]	2.9	2.7	2.9	2.9	3.0	3.2	2.9	3.5	3.0	3.5	3.4	3.3	2.4	2.4	3.0	3.0	3.0	3.0

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5. EMPLOYERS' FEEDBACK-

Employers' feedback has been collected from 29 employers on 10 parameters related to various program outcomes of B. Tech. program.

The employers were asked to rate these parameters on a 4 point scale, where 3 means 'very satisfied', 2 means 'Satisfied', 1 means 'Somewhat Satisfied' and 0 means 'Dissatisfied'. The average scores on all ten parameters have been listed below in Table no. 5.

Table 5: Employers' Feedback

S.No.	Employer Survey Parameters	Average Score
1	Social etiquettes	2.2
2	Communication skill	2.0
3	Earnest and level of confidence	2.0
4	Involvement in a team	2.0
5	Being Self Motivated and taking on appropriate level of responsibility	2.0
6	Being open to new ideas and learning new techniques	2.0
7	Usage of Technology	1.9
8	Planning and management skill	1.9
9	Ability to handle criticism	1.9
10	Being Creative in response/ innovation in thinking	1.8



6. ALUMNI FEEDBACK-

Feedback of alumni have been collected through online formed shared through mail. Total 46 alumni responded to our request for feedback out of which 79% were enrolled in B. Tech program while 21% were enrolled in MBA program. Name of alumni, name of organisation in which he/she is working and designation have been given in Table no. 6.

S.No.	Name	Year of completion of degree	Name of Course	Name of current organization and designation
1	Nishtha Garg	2014	B.Tech	ZS Associates
2	Varnika Joshi	2014	B.Tech	Bharat Petroleum Corporation Limited
3	Shivamprakash	2014	B.Tech	Amazon sde2
4	Shashank Kumar Rai	2015	B.Tech	HCL TECHNOLOGIES / SOFTWARE ENGINEER
5	Prerna Asthana	2014	B.Tech	Amazon, Business intelligence engineer
6	Chirag Bhalla	2014	B.Tech	Amazon
7	Rishabh Malhotra	2014	B.Tech	Equity Research Analyst at J.P. Morgan
8	Nishant Juneja	2015	B.Tech	Mylan Pharmaceuticals, Assistant Manager - IT Compliance
9	Mohammad ImdadSadi	2015	B.Tech	Singapore Airlines(Senior software engineer)
10	PoorvaSinghai	2015	B.Tech	Associate Consultant, Business Strategies and Insights, IQVIA
12	Shubham	2015	B.Tech	Ministry of Home Affairs, Assistant Section Officer
14	Aditya Singh	2014	B.Tech	Jefferies LLC, Investment Banking Associate
15	Aparna Dutt	2015	B.Tech	Pursuing MS in CS from Stony Brook University
16	Ananya	2015	B.Tech	Amazon, Software Development Engineer 2
17	Ankush Gupta	2015	B.Tech	Questel Inc.
18	Aman Kumar	2014	B.Tech	Business Consultant at Cognizant Consulting
19	abhishek	2014	B.Tech	Airtel, SSE
20	Monica Raghuwanshi	2015	B.Tech	Nutanix, Member of Technical Staff
21	Ashish Bansal	2015	B.Tech	SocieteGenerale
22	Arpit Garg	2015	B.Tech	EXL Service Ltd
23	Srashti Varshney	2015	B.Tech	System developer analyst at Accenture solution Pvt Ltd
24	Nitish Raizada	2015	B.Tech	Product Manager, Zoomcar
25	Nishil Bisht	2015	B.Tech	SAP Concur, Devops Engineer
26	Shalabh Mittal	2014	B.Tech	Cars.com/ Data Engineer

27	Arnav Gupta	2014	B.Tech	AMD , Sr. GPU Design Engineer
28	Vasundhra Gupta	2015	B.Tech	Self-employed writer at My Spiritual Shenanigans
30	Sakshi Saxena	2014	B.Tech	AdNovum Singapore Pte Ltd, Senior Software Engineer
31	Ridhima Madan	2014	B.Tech	Ericsson, ESS Engineer
32	Akshay	2014	B.Tech	NXP Semiconductors, Sr Software Engineer
33	AanchalBudhraj	2015	B.Tech	Kumon , working as instructor
34	Simran	2015	B.Tech	Assistant Manager - Analytics in WNS, Gurgaon
35	Manik Malhotra	2015	B.Tech	Infosys, Technical Analyst
36	Prakhar Kulshreshtha	2015	B.Tech	Wmall
37	Madan Mohan	2014	B.Tech	Paytm Money
38	Priya dhaka	2012	MBA	Ihsmarkit
39	Mrinmoy Kumar sarma	2013	MBA	Lead business analyst with American express
40	Bharat sharma	2013	MBA	Ultratech cement ltd
41	Vivek Verma	2013	MBA	WNS Global Services - GSK Knowledge Centre
42	Manisha ahuja	2013	MBA	PTC India Ltd as a senior Relationship Manager
43	Tanmay Srivastava	2013	MBA	Design De Luxe
44	Ankit Sharma	2012	MBA	QA Manager - Shaw communications (Freedom Mobile)
45	Sanyog Chandra	2013	MBA	Altem Technologies Pvt Ltd - Business Development Manager
46	MohdMaizban Khan	2012	MBA	Vishal Mega Mart

As per the responses of B.Tech. alumni, the courses that have helped in their development are courses of HSS department such as Knowledge management, Financial management, economics, project management, company law, Data Mining, Fundamentals of Algorithms, Human Computer Interaction, Machine learning and Big data, Algorithms and data structure, data structure, Clinical trials, Object Oriented Programming, Database Management Systems, Data Structures, VLSI design, Computer Org and Arch, Distributed Systems, Cloud Computing, Digital Communication, Embedded Systems. The MBA students responded that all the courses especially, Finance and Guest Lectures, Management perspectives, Media Planning and Marketing courses helped in their development.

Alumni suggested that the following courses should be included in the curriculum of JIIT: Business analytics, Information Security and IT Auditing, Pharmaceutical management, Drug Development, Epidemiology, Data Science and Analytics, teaching more courses in R and Python, Big data, AI, Cloud platforms, Advanced Microsoft excel course, Machine learning,

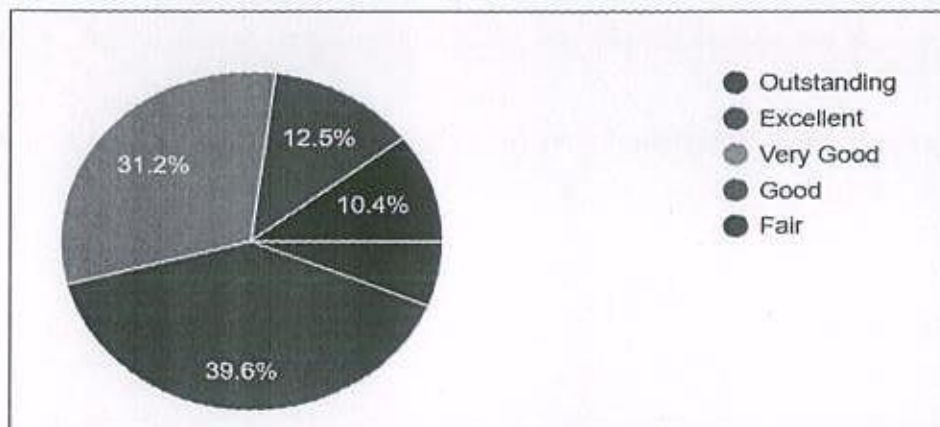
Computer Architecture, Parallel Computer Architecture, System Verilog, System Security, Operating Systems Business Intelligence, SQL, Python.

They also suggest that there should be more courses on Soft skills and Management of money, tax and filing IT return as that is the first hurdle they face after entering the corporate life.

An alumni of MBA program said, "There should be a separate course or a free project in the curriculum which should not specific to any of the subject, rather it has to be chosen by the Student. Like, if I had that opportunity, my Father is a businessman and I have seen a clear difference b/w the ways of business done in Delhi NCR Region (Metropolitan city) or at my hometown (Tier 2 or 3 city). So, I would have done a project on different ways of business and how that's create an opportunity in small place/city".

The alumni responded that the competency levels of JIITians at their current organization is generally very good. They are more confident and smart.

The overall rating given by the alumni is shown in Figure 2.



Many alumni liked to take an extra step for providing their suggestions for improvement of JIIT. The suggestions are listed below:

1. Some more tool based courses can be included for automation knowledge like,blue prism , automation anywhere or UI Path .
2. Include more courses on personal development and financial management, most importantly personal finance
3. We should have more placements for biotechnology students in pharma related roles. Not all students want to pursue research thus more pharma consulting firms should be invited
4. Sports, Politics, Debates should be encouraged
5. Include more subjects considering the evolving job market and relevant industry trends.
6. More workshops on current emerging fields like Data science, ML
7. JIIT is superb institution. 2 of my cousins have also enrolled in JIIT after my graduation. I think by adding few more industry relevant courses in ECE dept, we can

increase the overall competency of ECE graduates. CSE dept is already up-to-date with latest courses.

8. Keep alumnus connected with the institute, can be done in many ways, e.g Provide monthly newsletter for the institute excellence, Have regular virtual/physical hangouts/meeting of the alumnus
9. Decrease the response time for queries coming under the contact us section.
10. The faculty needs to be improved. There are faculty members who are brilliant at their jobs while there are some who are not at par with them.
11. There should be more corporate exposure to develop professional schools. More weightage to Practical and Corporate Workshops than on theoretical exams.



7. RECOMMENDATIONS-

Report for Academic Year 2019-20

On the basis of feedback reports of various stakeholders, the following recommendations are given by the subcommittee:

1. Parents have expressed a view that important subjects like Data Structures and Algorithm should re-taught be in the semester before placements sessions (On need basis for interested students).
2. Parents have expressed a view that major companies come in to the campus are more oriented towards CSE&IT. Students from ECE & BT, who are willing to go for such company placements, be given additional assistance to prepare. Teaching of relevant subjects on need basis may be considered.
3. Based on the feedback of parents, one day in a semester might be reserved for parent to interact with faculty/registry/etc. More communication and Update to parents be sent about institute and their wards on performance.
4. Increase in Library may be taken up for sector 128 students. Also access to various databases like web of science and Scopus is given to research students and faculty.
5. Quality of Services/Interaction with Registry & Accounts of students and faculty may be improved.
6. Curricula may be farther aligned with the current and futuristic needs of industries.
7. More efforts may be made to improve the placements of ECE/Biotech students.



8. More transparency is required in the evaluation of Major/Minor Projects like marks distribution etc.
9. Space on Lotus mail may be enhanced for faculty.
10. While doing a research project of external funding agency, the Principal Investigators may be facilitated by defining the procedures by the Accounts Department.
11. There are many comments from students and parents regarding the scale of feedback forms as the lowest rating defined on scale are 'fair'. The scale may be revised.

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