

NAAC - 1.4.1& 1.4.2

STRUCTURED FEEDBACK FROM STAKEHOLDERS  
ANALYSIS REPORT



**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)*

2<sup>nd</sup> Floor, Training School  
Anushaktinagar, Mumbai – 400094  
Website: [www.hbni.ac.in](http://www.hbni.ac.in)

# Analysis Report

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 stake holders 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 stake holders 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.

## ANNEXURE I

### Student Feedback Analysis Report

Sr. No.	Parameters	Percentage (%) of Students					Average Score out of 4	Rating
		Strongly Agree (4)	Moderately Agree (3)	Agree (2)	Moderately Disagree (1)	Strongly Disagree (0)		
1.	The courses offered are stimulating & broadening and help in improving overall domain knowledge	24.14	24.97	39.23	7.68	3.98	2.58	Very Good
2.	There are adequate options for electives covering wide spectrum of subjects	17.59	23.86	31.08	17.59	9.88	2.22	Very Good
3.	The curriculum can be recommended to continue without change	10.58	20.33	25.96	30.22	12.91	1.85	Reasonably good, needs improvement
4.	The curriculum provides necessary foundation for employability	15.11	16.81	38.70	17.94	11.44	2.06	Very Good
5.	Associated projects and tutorials are useful	25.07	21.41	41.13	8.59	3.80	2.55	Very Good
6.	The courses are likely to encourage to take-up entrepreneurial activities/ start-ups	17.47	19.97	32.75	15.42	14.39	2.11	Very Good
7.	The examination system of the course does not put in any undue stress	18.93	15.78	36.08	18.66	10.56	2.14	Very Good
8.	I have come across any instance of ragging in my campus							Yes =15 No=400
9.	Availability of ICT resources (eg. Computer, Internet, projector..) in classroom	54.70	12.85	25.69	4.70	2.07	3.13	Excellent
10.	State-of-the-art facilities are available to carry out research	39.09	22.51	30.25	6.08	2.07	2.90	Very Good
11.	Faculty have up-to-date knowledge of the courses	36.63	20.58	31.69	8.09	3.02	2.80	Very Good
12.	Faculty have Very Good teaching capability	22.91	26.34	30.73	13.58	6.45	2.46	Very Good
13.	Faculty encourage questions to be raised in the class.	41.68	19.12	32.46	5.23	1.51	2.94	Very Good

<b>14.</b>	Non-teaching faculty are helpful and cooperative	33.70	19.14	36.89	6.52	3.74	2.73	Very Good
<b>15</b>	Hostel rooms are good, clean and have good facilities	34.69	17.43	26.22	11.93	9.73	2.55	Very Good
<b>16.</b>	Mess serves good and hygienic food	13.82	14.13	27.80	20.96	23.29	1.74	Reasonably good, needs improvement
<b>17.</b>	Recreation and common room facilities are adequate	19.91	15.60	32.24	15.75	16.49	2.07	Very Good
<b>18.</b>	Will recommend others to enrol for academic programs in HBNI	35.40	20.39	34.44	6.89	2.89	2.79	Very Good

The online feedback was obtained on 18 parameters from students of all CIs/OCC, out of which 17 parameters were measured on the scale of 0 to 4 and for one parameter, "instance of ragging on", the feedback was obtained as either Yes or No. 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. In the feedback of 732 students, 1 out of 17 parameters is rated as Excellent, 14 parameters are rated as Very Good and 2 as Reasonably Good, but needing improvement. 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  $\geq 2.8$  ( $\geq 70\%$ ). Most of the students opined the need for curriculum revision, a score of 1.85, and improvement of food quality in Mess, a score of 1.74. The feedback suggests the need to introduce more elective courses, skill/value-added courses and courses on entrepreneurship. An improvement in common room facility and recreation activities, and change in an examination system to reduce stress on students are also required. Detailed analysis indicates that these concerns are only in a few CI and for certain academic programmes. On a question " instance of ragging in the campus", about 4% answered affirmatively.

Overall, the students expressed satisfaction about their experience at HBNI and more than 90 % of the students indicated that they will recommend prospective students to enroll in academic programs of HBNI.

## Annexure II

### Feedback from Faculty members

The feedback from Faculty members was obtained on 24 parameters covering various aspects, which are important for the overall performance of an Institute. Feedback was received from 201 faculty members. Out of 24 parameters, the excellent rating (>3 on a 0-4 scale) was received on 20 parameters, and remaining got a very good rating. All the parameters received average score > 2.7. The highest rating ( $\geq 3.2$ ,  $\geq 80\%$ ) was received by fourteen parameters namely; (a) Selection of students for the academic programs and quality of students enrolled, (b) The academic calendar is followed meticulously, (c) The courses offered are stimulating & broadening and help in improving overall domain knowledge. (d) Associated projects and tutorials are useful, (e) Teachers have adequate freedom to adopt new methods of teaching and examination such as group discussions, open book exams, etc. (f) Adequate availability of ICT resources (For example, Computer, Internet, projector, etc.) in the classroom, (g) The environment in the University is conducive to teaching and research. (h) Availability of Modern library with adequate resources and facilities, (i) Availability of State-of-the-art facilities to carry out research, (j) The institution has a well-defined policy for promotion of research, (k) The governance of the University is in tune with its vision and mission, (l) The academic processes in the University are followed in a transparent and unbiased manner, (m) Decisions on academic processes are conveyed without undue delay, and (n) Adherence to UGC guidelines and Academic ordinances of the University are duly emphasized.

The above parameters indicate that the institute has excellent infrastructure and facilities to carry out research in the frontier areas. The lowest average score of 2.78 were received for the parameter on "availability of adequate number of support staff", this indicates that there is a scope for improvement in the research output in terms of quantity and quality by addressing the above parameter.

Sr. No.	Parameters	Percentage of Faculty					Average Score out of 4	Rating
		Strongly Agree (4)	Moderately Agree (3)	Agree (2)	Moderately Disagree (1)	Strongly Disagree (0)		
1.	Selection of students for the academic programs is broad-based and good	59.00	17.00	21.50	2.50	0.00	3.33	Excellent

	quality of students are enrolled.							
2.	The academic calendar is followed meticulously.	66.17	16.92	16.42	0.50	0.00	3.49	Excellent
3.	The courses offered are stimulating & broadening and help in improving overall domain knowledge.	49.50	25.00	23.00	2.00	0.50	3.21	Excellent
4.	The curriculum is being updated periodically.	37.37	35.35	24.75	2.02	0.51	3.07	Excellent
5.	The curriculum provides necessary foundation for further career advancement including employment.	42.64	25.89	27.92	3.05	0.51	3.07	Excellent
6.	Associated projects and tutorials are useful.	52.06	21.13	26.29	0.52	0.00	3.25	Excellent
7.	The courses have appropriate balance of theory, applications and practicals.	45.13	27.69	22.05	5.13	0.00	3.13	Excellent
8.	Students have adequate choices in elective and value addition courses.	38.30	27.13	28.19	5.32	1.06	2.96	Very Good
9.	Teachers have adequate freedom to adopt new methods of teaching and examination such as group discussions, open book exams, etc.	57.44	17.44	18.46	4.62	2.05	3.24	Excellent
10.	The examination system of the course does not put in any undue stress on the student.	47.96	19.39	26.53	5.10	1.02	3.08	Excellent

11.	Adequate availability of ICT resources (eg. Computer, Internet, projector..) in classroom.	67.50	11.00	19.00	2.00	0.50	3.43	Excellent
12.	The environment in the University is conducive to teaching and research.	67.68	13.64	16.16	2.53	0.00	3.46	Excellent
13	Modern library with adequate resources and facilities available.	77.39	9.05	12.56	0.50	0.50	3.62	Excellent
14.	State-of-the-art facilities are available to carry out research.	67.00	17.50	13.00	2.00	0.50	3.49	Excellent
15.	The institution has a well-defined policy for promotion of research.	54.77	18.59	20.10	6.03	0.50	3.21	Excellent
16.	Research projects are well funded by the department.	54.04	16.16	22.22	5.56	2.02	3.15	Excellent
17.	Adequate number of support staff available for education and research activities.	36.27	19.17	32.12	10.88	1.55	2.78	Very Good
18.	Non-teaching faculty are helpful and cooperative.	46.52	19.79	28.88	2.67	2.14	3.06	Excellent
19.	Teachers/researchers have opportunities to participate in international conferences and options for acquiring additional qualifications.	45.83	17.71	24.48	6.25	5.73	2.92	Very Good
20.	The governance of the University is in tune with its vision and mission.	53.61	17.01	25.77	2.58	1.03	3.20	Excellent

<b>21.</b>	<b>The academic processes in the University are followed in a transparent and unbiased manner.</b>	62.76	11.73	18.88	5.10	1.53	3.29	<b>Excellent</b>
<b>22.</b>	<b>Decisions on academic processes are conveyed without undue delay.</b>	52.76	19.10	25.13	2.01	1.01	3.21	<b>Excellent</b>
<b>23.</b>	<b>Adherence to UGC guidelines and Academic ordinances of the University are duly emphasized.</b>	65.45	8.38	21.99	3.14	1.05	3.34	<b>Excellent</b>
<b>24.</b>	<b>Suggestions for improvement made by faculty are given due attention.</b>	40.76	22.83	26.09	5.98	4.35	2.90	<b>Very Good</b>



**Annexure-III**

**Alumni Feedback Analysis**

Sr. No.	Parameters	Percentage (%) of Alumni					Average Score out of 4	Rating
		Strongly Agree (4)	Moderately Agree (3)	Agree (2)	Moderately Disagree (1)	Strongly Disagree (0)		
1.	Admission procedure and formalities were transparent and hassle free	70.25	14.05	14.05	0.83	0.83	3.50	Excellent
2.	Teaching and research guidance helped me to complete my academic programme successfully.	55.00	21.67	19.17	2.50	1.67	3.24	Excellent
3.	The courses offered were stimulating and broadening & helped in improving overall domain knowledge and personality.	41.03	31.62	18.80	5.98	2.56	3.01	Excellent
4.	The curriculum provided necessary foundation for further career advancement including employment.	38.26	33.91	17.39	6.09	4.35	2.97	Very Good
5.	Associated projects and tutorials were useful.	43.48	26.09	22.61	6.09	1.74	3.04	Excellent
6.	The courses had appropriate balance of theory, applications and practicals.	27.78	30.56	21.30	16.67	3.70	2.68	Very Good
7.	I had adequate choices in elective and value addition courses.	34.58	21.50	26.17	9.35	8.41	2.69	Very Good
8.	The examination system of the course did not put in any undue stress.	40.35	25.44	20.18	14.04	0.00	2.85	Very Good
9.	ICT resources (eg. Computer, Internet, Projector...) were available in class room.	62.93	12.07	17.24	4.31	3.45	3.34	Excellent
10.	The environment in the university was conducive to teaching and research.	57.26	20.51	17.09	4.27	0.85	3.24	Excellent
11.	State-of-the-art research facilities and library were available to me.	68.38	16.24	13.68	1.71	0.00	3.50	Excellent
12.	Faculty and administration were very supportive.	65.00	12.50	17.50	2.50	2.50	3.39	Excellent

<b>13</b>	The academic processes in the university are followed in a transparent and unbiased manner.	62.18	15.13	17.65	5.04	0.00	3.35	Excellent
<b>14.</b>	Decision on academic processes are conveyed without undue delay.	53.72	18.18	15.70	9.09	3.31	3.11	Excellent
<b>15.</b>	My organisation as well as university were receptive to my suggestions.	32.43	26.13	23.42	12.61	5.41	2.72	Very Good
<b>16.</b>	I will recommend HBNI as an Higher Education Institute of high value.	62.81	14.88	19.01	2.48	0.83	3.34	Excellent

The online feedback was obtained on a scale of 1 to 4 from former HBNI students of all CI/OCC. A set of 16 parameters were prepared to cover all important aspects. The rating of different parameters is defined on average score as follows: 0-1: Unsatisfactory, 1-2: Reasonably Good, Needs Improvement, 2-3: Very Good, 3-4: Excellent. Based on feedback received from 161 alumni, it is observed that 11 out of 16 parameters are rated as Excellent and rest 5 parameters are rated as Very Good. Teaching, courses, research facilities and research guides etc are rated with best grades. No alumni have rated any of the parameters below rating 'Very Good'. Like the present students of the university, former students are also happy with overall programmes and would like to recommend prospective students to join HBNI for higher education. However, there are rooms for improvements in designing course curriculum for employability, offering more elective courses and change in examination pattern to reduce stress related to examination. Overall, HBNI alumni have rated the academic programmes as 'Excellent'.

## Annexure IV

### Feedback from parents

The Indian parents are proactively involved, right from the selection of an Institute to selecting the branch of study of their wards. The parents are concerned about the well being of their children in terms of overall personality development, the comfort level their wards enjoy in the college campus and hostel, and last but not the least the carrier opportunity after completion of the selected program. Parents also expect complete transparency in the admission, administration and evaluation processes. Therefore, it is very important to obtain parents' feedback to evaluate performance of an Institute. To obtain the parent' feedback, ten parameters were selected covering the above mentioned important aspects. The feedback was obtained online on the google form platform. The response from the parents was quite encouraging; a total of 81 parents have so far provided their response by accessing the online form.

The feedback was obtained on a scale of 0-4, with Strongly Agreed and Strongly Disagreed assigned values 4 and 0, respectively. Feedback was received from 98 parents. Rating for all the parameters fell either in the excellent or very good category. Out of 10 parameters, the parents have given excellent rating (>3) on 4 parameters. More than 85% of the parents have given the rating Strongly agree/ Moderately Agree/Agree to all the parameters, except to the parameter at S. No. 3 relating to "Hostel and other infrastructure", for which it is about 78%. Excellent rating was given by maximum number of parents for the parameters dealing with transparency in the admission and academic process, supportive nature of faculty members and administrative staff. Based on several positive attributes of HBNI, more than 95% of the parents felt that the Institute is worth recommending to others.

### Parents Feedback Analysis

Sr. No.	Parameters	Percentage of Parents					Average Score out of 4	Rating
		Strongly Agree (4)	Moderately Agree (3)	Agree (2)	Moderately Disagree (1)	Strongly Disagree (0)		
1.	Admission procedure and formalities were transparent and hassle free	68.75	12.50	17.71	1.04	0.00	3.49	<b>Excellent</b>
2.	Teaching, Research Guidance were excellent	38.54	26.04	30.21	4.17	1.04	2.97	<b>Very Good</b>

3.	Hostel and other infrastructure were excellent	30.43	19.57	28.26	5.43	16.30	2.42	<b>Very Good</b>
4.	The courses offered were stimulating & broadening and helped in improving overall domain knowledge	34.74	26.32	34.74	2.11	2.11	2.89	<b>Very Good</b>
5.	The curriculum provided necessary foundation for further career advancement including employment	30.11	32.26	27.96	7.53	2.15	2.81	<b>Very Good</b>
6.	The examination system of the courses did not put any undue stress on my ward	37.23	25.53	26.60	7.45	3.19	2.86	<b>Very Good</b>
7.	My ward has been given opportunities for wholesome development	32.29	23.96	37.50	6.25	0.00	2.82	<b>Very Good</b>
8.	Faculty and administration were very supportive	44.79	23.96	25.00	5.21	1.04	3.06	<b>Excellent</b>
9.	The academic processes in the University are followed in a transparent and unbiased manner	55.79	17.89	24.21	1.05	1.05	3.26	<b>Excellent</b>
10.	I will recommend HBNI as an Higher Education Institute of high value	55.21	20.83	19.79	3.13	1.04	3.26	<b>Excellent</b>

## Annexure-V

### Response of HBNI to the feedback received with < 2.5 Average Score

Stakeholders	Parameters	Score	Response/Action To be taken
Students	There are adequate options for electives covering wide spectrum of subjects	2.22	BoS will be advised to re-look into the present course curriculum offered in various programs and introduce more elective courses after taking feedback from all the stakeholders.
	The curriculum can be recommended to continue without change	1.85	BoS will be advised to re-look into the present course curriculum offered in various programs and revise them after taking feedback from all the stakeholders.
	The curriculum provides necessary foundation for employability	2.06	BoS will be advised to look into the syllabus to see the possibility of the addition of more applicability component in the syllabus and also introduce some of the courses having high employability as elective subjects.
	The courses are likely to encourage to take-up entrepreneurial activities/ start-ups	2.11	Lectures by eminent entrepreneurs will be arranged regularly to create awareness to the students about opportunities and challenges in setting up start-ups.
	The examination system of the course does not put in any undue stress	2.14	The rigour in the course is purposefully introduced to maintain high academic standards. Lectures on stress management will be introduced to guide the students in

			handling the stress. A reasonable weightage will be given to continuous assessment, thereby reducing the stress on final examination.
	Faculty have Very Good teaching capability	2.46	The concerned CIs/OCC will be advised to take care of the feedback.
	Mess serves good and hygienic food	1.74	The concerned CIs/OCC will be advised to take care of the feedback.
	Recreation and common room facilities are adequate	2.07	The concerned CIs/OCC will be advised to take care of the feedback.
	I have come across any instance of ragging in my campus	About 4% answered affirmatively	The concerned CIs/OCC will be advised to take care of the feedback
Parents	Hostel and other infrastructure were excellent	2.42	The concerned CIs/OCC will be advised to take care of the feedback.