

Student Satisfaction Survey (SSS) on overall institutional performance

(Enhancement of Overall Student Experience in the Campus 2018-19)

To enhance the overall student experience in the campus, the Student Council, the Student Senate, Student Office bearers and members (about 40+ people) representing the whole student community, met in the first week of October, 2018 to deliberate on the issue. The meeting had following key out comes:

1. There were 35 Student Issues listed out by the Member's present in the meeting. The SC then conducted a poll wherein every Student member present was asked to select most important three topics out of the 35 listed.
2. Based on the poll and mutual consultation, seven most important issues were picked up for action. Later two more Focus Groups (FG) were created to address issues related to Tower Hostels, and specifics of Masters and PhD students, thus the total FG count went up to nine. The FG membership was voluntary, each FG had Three to Five student members, and they selected a leader from amongst themselves. The groups also had Faculty and/or a senior staff member as advisors.

Issues List and Votes Polled							
Sl No.	Issues	No. of Votes	%age of Votes	Sl No.	Issues	No. of Votes	%age of Votes
1	Hostel Processes (Room Cleaning, replacement of tubelights, latches, Washing Machines, coolers etc.)	13	31.0%	16	ATM	4	9.5%
2	Automation - Gate Pass and outer gate Entry	9	21.4%	17	Recreational Areas (Long Term - Identifying areas)	3	7.1%
3	Eating Outlets and Vendors	8	19.0%	18	Extending Gym Usage	3	7.1%
4	Hostel Maintenance Complaints Registering process (OTRS)	8	19.0%	19	Library meeting room issues	3	7.1%
5	Hostel Toilets	7	16.7%	20	Spaces for Clubs Strategy	2	4.8%
6	Food delivery point from outside vendors	7	16.7%	21	Hangout Spaces (Outdoor - Near Hostel Area)	2	4.8%
7	Hangout/Collaborative Spaces (Indoor)	6	14.3%	22	Animals on campus	2	4.8%
8	Academic Areas (Classroom, toilets, Kiosks, Photocopiers etc)	6	14.3%	23	Hostel Areas (Lift, corridor, reception, etc)	1	2.4%
9	Study Rooms in hostels	5	11.9%	24	Collaborative Spaces (Near Academic Blocks)(eg: DSW office corridor)	1	2.4%
10	Hostel Pantry	5	11.9%	25	Local Transport (Daily commute to Dadri)	1	2.4%
11	Student Activity Center (movement to ISC)	5	11.9%	26	Transport (Weekly commute to Noida)	1	2.4%
12	LAN Ports/ internet	5	11.9%	27	Student Applications like HMS, Blackboard, ERP, SAMS, etc.	1	2.4%
13	Hostel Common Rooms utilisation	4	9.5%	28	Library bag counter	1	2.4%
14	Recreational Areas (Defining Specs - Short Term)	4	9.5%	29	Sports facilities (lighting)	1	2.4%
15	Security Guards Sensitisation	4	9.5%	30	Laundry Process	1	2.4%
				31	Dining Hall related infra issues	1	2.4%
				32	Pest control	1	2.4%
				33	Garbage control	1	2.4%
				34	Cloak Room structuring	0	0.0%
				35	Path Ways (eg: Lighting, roof structuring etc)	0	0.0%

9 Focus Groups
New Focus Groups

3. Agile Methodology was used to address each issue as it is quick, iterative and proven to deliver better and quicker solutions.

4. It was agreed that each Focus Group will –

- a. Define the problem statement
- b. Describe the existing state – with supporting data where needed
- c. Define Desired and Sustainable Solution
- d. Make quick prototype and take feedback where needed
- e. Define Measure of Success for 30 day sprint
- f. Create a Parking Lot for issues that are discovered on the way, but are not aligned to the FG goal

5. Focus Groups had flexibility to add new team members, based on the expertise requirements

6. Most important, each Focus Group was committed to deliver results in 30 days, i.e. by 5th November 2018.

The entire process was owned and implemented by the Students, hence was successful as it gave them a feeling of being equal stakeholders in enhancing the overall student experience at the campus.

11 out of 12 Focus Groups completed their tasks by December 2018 and the following outcomes were achieved:

Student Activity Center

It is a space provided for the clubs for their meetings, activities and performance. It is situated inside Indoor Sports Complex. The operation started from the month of November. A cafeteria (with indoor and outdoor seating areas) and lounge were created for the recreational purpose.



Gate Pass- Fast Track Entry / Exit

New Paperless system launched for Student Exit / Entry into campus. It is a hassle free, fast and permits analysis with Biometric readers deployed at both sides of main gate. The Fastrack application launched for Wardens & Administration with a facility to view logs and weekly/daily reports.

Online Maintenance Ticketing System: Call Bob

The system replaced complaint register and has a QR Code based location identifier. Hostellers can just scan and report any issue. Students innovated CallBob – the repair man that has speeded up the process of raising tickets. It also helps in accurately identifying location of fault area.



Vending Machines

Six vending machines installed in hostels, faculty towers and academic blocks to dispense packed food and drinks. Operate on cash and PayTM.

Shuttle Services

Four shuttle services started:

- Greater Noida (Daily trip, 2 trips on Fridays)
- Noida (Sat & Sun)
- Dadri (Daily 2 trips)
- Campus Shuttle (Between 8 AM and 6 PM every 15 mins)

On the weekends, the shuttles to Noida and G. Noida have almost 100% occupancy.
