INTERNAL QUALITY ASSURANCE CELL
BIRLA INSTITUTE OF TECHNOLOGY,
MESRA, RANCHI-835215
FEEDBACK 2024

Respondents: Students who graduated in 2024

Methodology: Responses collected through an online questionnaire

Type of Questionnaire: Feedback was sought on 17 parameters on a 4-point Likert Scale ranging from "*Excellent*" to "*Poor*"

Responses: 1984

Parameters and Calculation:

Section A (40% Weightage)
1. Admission Process
2. Faculty
3. Learning Experience
4. Program Structure
5. Course Curriculum
6. Training and Placement

Section B (25% Weightage)
7. Classrooms
8. Laboratories/Infrastructure
9. Computer/Internet facilities
10. Library

Section C (25% Weightage)
11. Hostels
12. Canteen
13. Campus and Cleanliness
14. Environment

Section D (10% Weightage)
15. Clubs and Societies
16. Sports and Cultural Activities
17. Administration

Overall Experience – *Calculated from Students' responses by assigning following marks and weightage:*
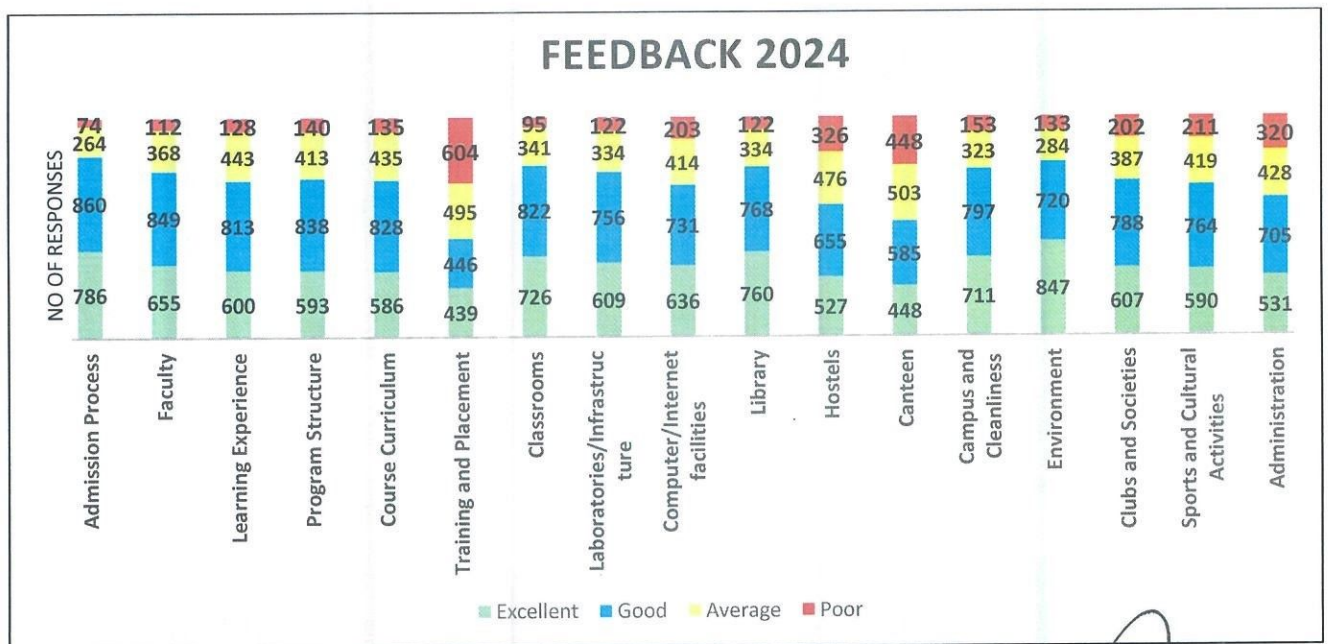*Excellent = 4 points; Good = 3 points; Average = 2 points; Poor = 1 point*
Section A Weightage = 40%   Section B Weightage = 25%
Section C Weightage = 25%   Section D Weightage = 10%

ANALYSIS OF FEEDBACK
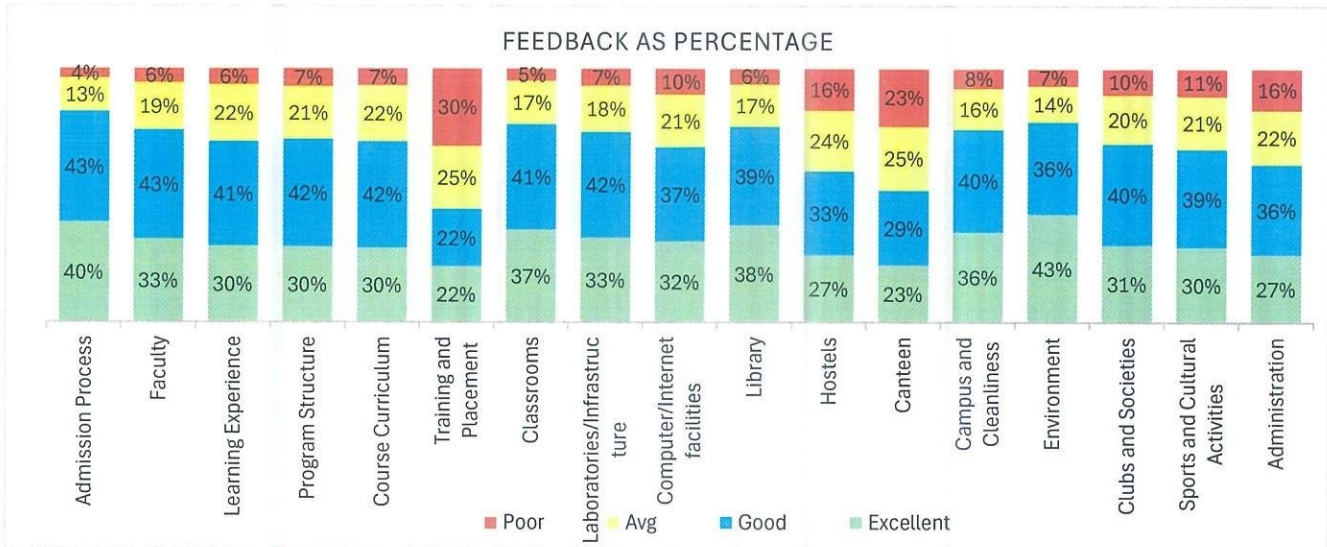**Chart 1: Number of Responses under "Excellent", "Good", "Average" and "Poor" across parameters**

FEEDBACK 2024

Parameter	Poor	Average	Good	Excellent
Admission Process	74	264	860	786
Faculty	112	368	849	655
Learning Experience	128	443	813	600
Program Structure	140	413	838	593
Course Curriculum	135	435	828	586
Training and Placement	604	495	446	439
Classrooms	95	341	822	726
Laboratories/Infrastructure	122	334	756	609
Computer/Internet facilities	203	414	731	636
Library	122	334	768	760
Hostels	326	476	655	527
Canteen	448	503	585	448
Campus and Cleanliness	153	323	797	711
Environment	133	284	720	847
Clubs and Societies	202	387	788	607
Sports and Cultural Activities	211	419	764	590
Administration	320	428	705	531

Legend: ■ Excellent ■ Good ■ Average ■ Poor

Chart 2: Percentage of Responses under "Excellent", "Good", "Average" and "Poor" across parameters

FEEDBACK AS PERCENTAGE

Parameter	Excellent	Good	Avg	Poor
Admission Process	40%	43%	13%	4%
Faculty	33%	43%	19%	6%
Learning Experience	30%	41%	22%	6%
Program Structure	30%	42%	21%	7%
Course Curriculum	30%	42%	22%	7%
Training and Placement	22%	22%	25%	30%
Classrooms	37%	41%	17%	5%
Laboratories/Infrastructure	33%	42%	18%	7%
Computer/Internet facilities	32%	37%	21%	10%
Library	38%	39%	17%	6%
Hostels	27%	33%	24%	16%
Canteen	23%	29%	25%	23%
Campus and Cleanliness	36%	40%	16%	8%
Environment	43%	36%	14%	7%
Clubs and Societies	31%	40%	20%	10%
Sports and Cultural Activities	30%	39%	21%	11%
Administration	27%	36%	22%	16%

■ Poor ■ Avg ■ Good ■ Excellent

Chart 3: Feedback Distribution of "Admission Process"

Admission Process

- Avg, 13%
- Poor, 4%
- Excellent, 40%
- Good, 43%

Chart 4: Feedback Distribution of "Faculty"

Faculty

- Poor, 6%
- Avg, 19%
- Excellent, 33%
- Good, 43%
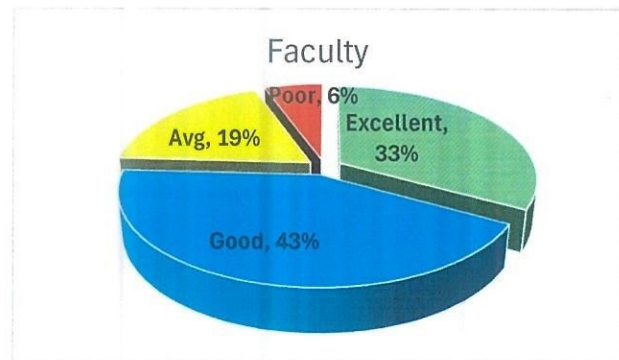
Chart 5: Feedback Distribution of "Learning Experience"

Learning Experience

- Poor, 6%
- Avg, 22%
- Excellent, 30%
- Good, 41%
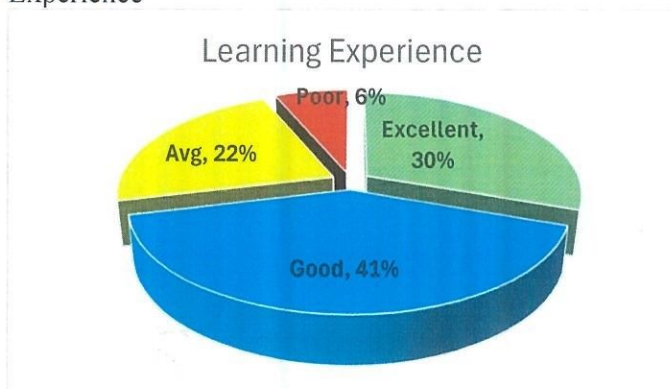
Chart 6: Feedback Distribution of "Program Structure"
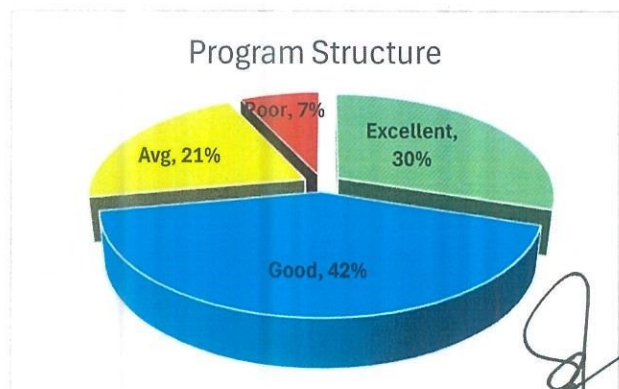
Program Structure

- Poor, 7%
- Avg, 21%
- Excellent, 30%
- Good, 42%

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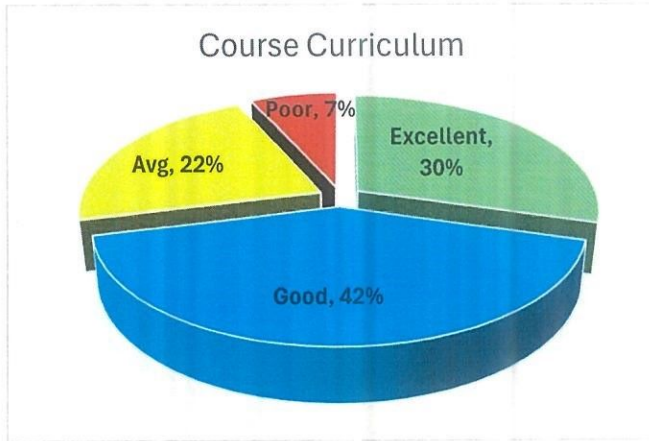
Chart 7: Feedback Distribution of "Course Curriculum"

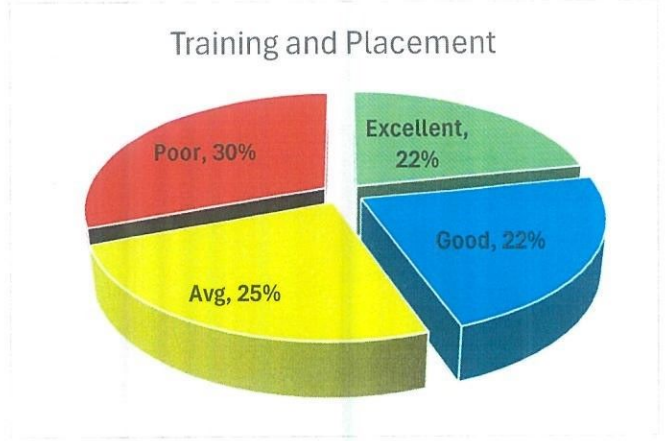Chart 8: Feedback Distribution of "Training and Placement"

Course Curriculum

- Poor, 7%
- Avg, 22%
- Excellent, 30%
- Good, 42%

Training and Placement

- Poor, 30%
- Excellent, 22%
- Good, 22%
- Avg, 25%

Chart 9: Feedback Distribution of "Classrooms"
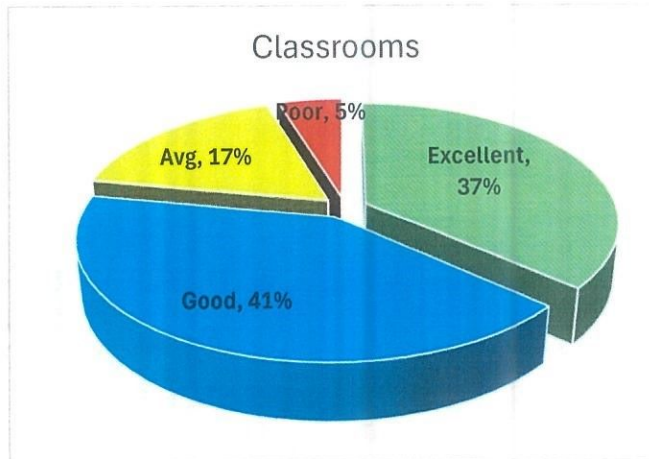
Chart 10: Feedback Distribution of "Laboratories/Infrastructure"

Classrooms

- Poor, 5%
- Avg, 17%
- Excellent, 37%
- Good, 41%

Laboratories/Infrastructure

- Poor, 7%
- Avg, 18%
- Excellent, 33%
- Good, 42%
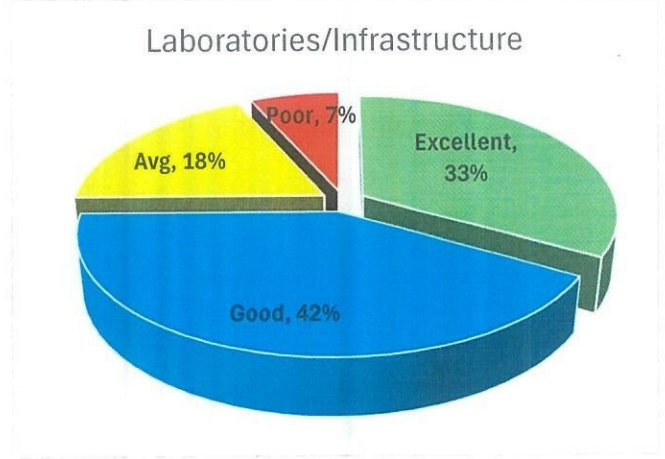
Chart 11: Feedback Distribution of "Computer/Internet facilities"
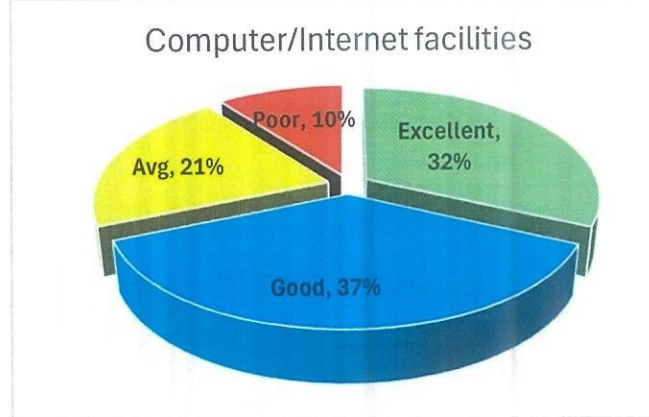
Chart 12: Feedback Distribution of "Library"
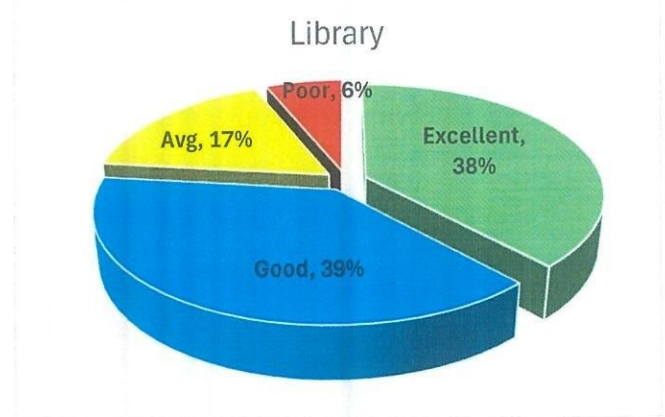
Computer/Internet facilities

- Poor, 10%
- Avg, 21%
- Excellent, 32%
- Good, 37%

Library

- Poor, 6%
- Avg, 17%
- Excellent, 38%
- Good, 39%

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Chart 13: Feedback Distribution of "Hostels"

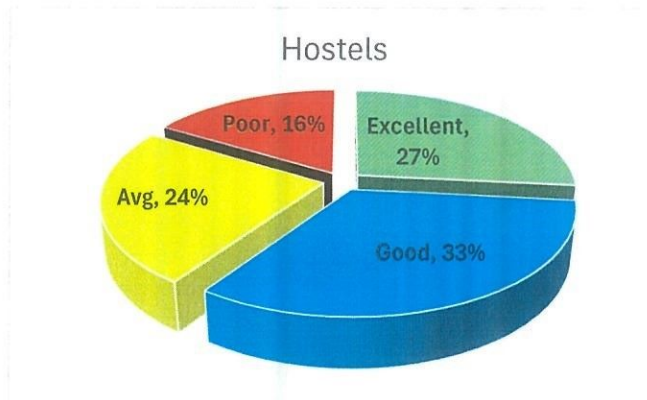**Hostels**

- Poor, 16%
- Avg, 24%
- Excellent, 27%
- Good, 33%

Chart 14: Feedback Distribution of "Canteen"

Canteen

- Poor, 23%
- Avg, 25%
- Excellent, 23%
- Good, 29%
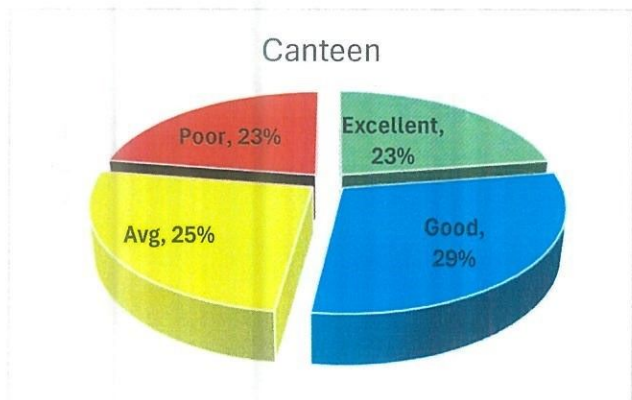
Chart 15: Feedback Distribution of "Campus and Cleanliness"

Campus and Cleanliness

- Poor, 8%
- Avg, 16%
- Excellent, 36%
- Good, 40%
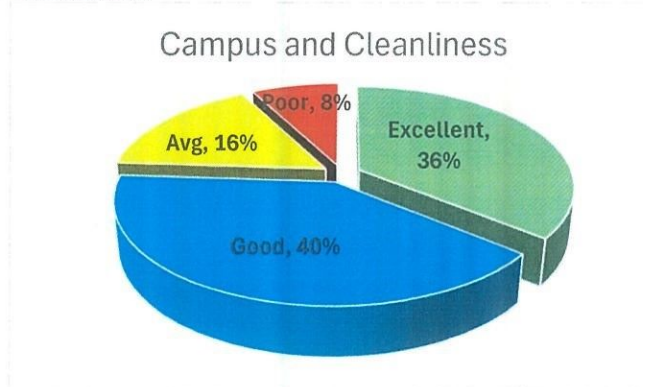
Chart 16: Feedback Distribution of "Environment"
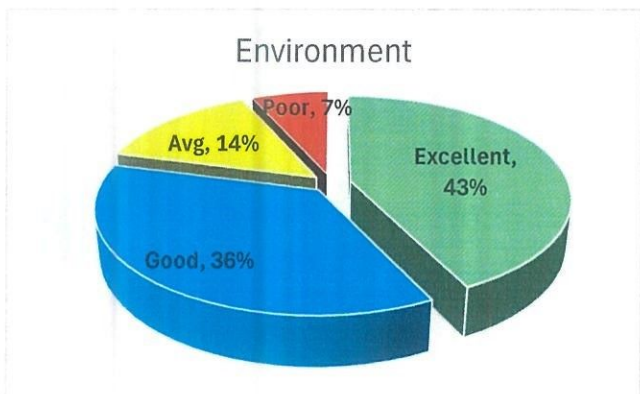
Environment

- Poor, 7%
- Avg, 14%
- Excellent, 43%
- Good, 36%

Chart 17: Feedback Distribution of "Clubs and Societies"

Clubs and Societies

- Poor, 10%
- Avg, 20%
- Excellent, 31%
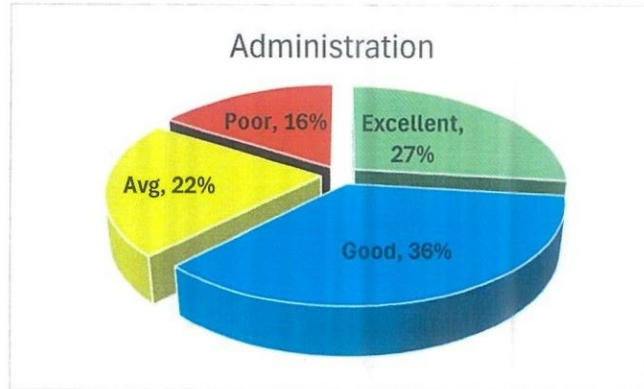- Good, 40%
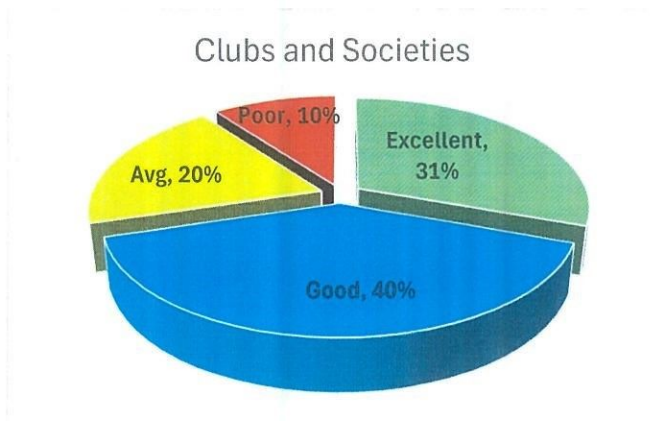
Chart 18: Feedback Distribution of "Sports and Cultural Activities"
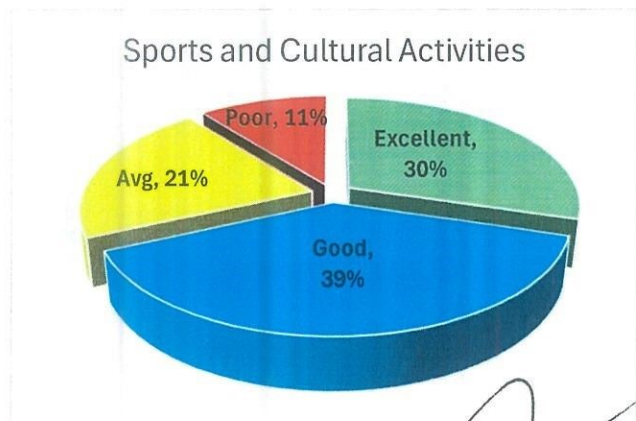
Sports and Cultural Activities

- Poor, 11%
- Avg, 21%
- Excellent, 30%
- Good, 39%

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Chart 19: Feedback Distribution of "Administration"

Administration

Calculation of Overall Score:

Parameters	Excellent Score (4 x No. of Respondents)	Good Score (3 x No. of Respondents)	Average Score (2 x No. of Respondents)	Poor Score (1 x No. of Respondents)	Total	Score with Weightage
Admission Process	3144	2580	528	74	6326	
Faculty	2620	2547	736	112	6015	
Learning Experience	2400	2439	886	128	5853	
Program Structure	2372	2514	826	140	5852	
Course Curriculum	2344	2484	870	135	5833	
Training and Placement	1756	1338	990	604	4688	
Section A (40% Weightage)					34567	Score Recd. / Max Score= 13827 / 19047
Classrooms	2904	2466	682	95	6147	
Laboratories/Infrastructure	2436	2268	668	122	5494	
Computer/Internet facilities	2544	2193	828	203	5768	
Library	3040	2304	668	122	6134	
Section B (25% Weightage)					23543	Score Recd. / Max Score = 5886 / 7936
Hostels	2108	1965	952	326	5351	
Canteen	1792	1755	1006	448	5001	
Campus and Cleanliness	2844	2391	646	153	6034	
Environment	3388	2160	568	133	6249	
Section C (25% Weightage)					22635	Score Recd. / Max Score = 5659 / 7936
Clubs and Societies	2428	2364	774	202	5768	
Sports and Cultural Activities	2360	2292	838	211	5701	
Administration	2124	2115	856	320	5415	

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		Score Recd. /
Section D (10% Weightage)	16884	Max Score = 1688 / 2381
Total Weighted Score		27060
Maximum Weighted Score		37300
Overall Score (Total Weighted Score / Maximum Weighted Score)		73%

Observations:

1. The Overall Satisfaction percentage is 73%. "Admission Process", "Library" and "Environment" are the top parameters with the most "Excellent" ratings

2. Ratings of "Excellent" and "Good" form more than half of the responses across all parameters. In 15/17 parameters, this feedback together contributes to more than 60% of the total feedback.

3. Areas of Improvement come out as "Training and Placement", "Canteen" and "Hostels" as these have the highest share of "Poor" response.

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