



**कुमाऊँ विश्वविद्यालय, नैनीताल-263001 (उत्तराखण्ड)**  
**KUMAUN UNIVERSITY, NAINITAL (UTTARAKHAND) INDIA**  
**(Accredited "A" Grade by NAAC)**

पत्रांक :

दिनांक 21/04/2024

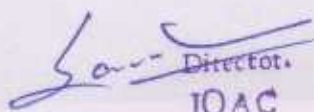
**Student Feedback Survey, Kumaun University, Nainital, 2023-2024**

Student Satisfaction Survey was conducted at Kumaun University for the academic year 2023-2024 yielded insights into various aspects of student satisfaction. With 748 responses collected, the survey evaluates teaching quality, resource availability, support services, campus facilities, extracurricular activities, communication channels, tuition fees, hostel amenities, canteen services, career development opportunities, and overall campus culture. The participants represented diverse academic backgrounds across departments such as Pharmaceutical Sciences, Management Studies, Biotechnology, Commerce, Zoology, Law, Agriculture, among others.

Teaching quality emerged as a notable aspect, with 34% very satisfied and 43% satisfied with the overall quality of teaching. The majority acknowledged the standards maintained in teaching. Resource availability raised concerns, as 12.6% of respondents expressed dissatisfied feelings about the accessibility of resources.

Support services, particularly academic advising and counselling, highlighted the scope for improvement, as 27.4% reported high satisfaction and 39.4% of students reported satisfaction, while 11.2% indicated areas needing enhancement. Campus facilities, including cleanliness and maintenance, reported mixed responses, with 31.8% expressing high satisfaction and 11.9% expressing dissatisfaction. In extracurricular activities, the only 60% expressed satisfaction, indicating a desire for more diverse offerings. Communication channels also highlighted areas for improvement, with 29% reporting high satisfaction and 45% were satisfied while 7.1% expressed dissatisfaction, emphasizing the need for better communication between students and faculty/administration.

Concerns regarding tuition fees affordability were raised, with 72.8% satisfied and 27.1% expressing neutrality or dissatisfaction. Hostel facilities and canteen/cafe services similarly showed opportunities for improvement, with 54.4% and 45% satisfaction rates,

  
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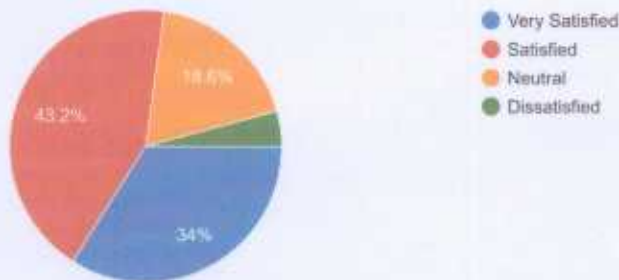
respectively. Overall, 68% of students expressed likelihood to recommend Kumaun University to others, indicating potential for enhanced satisfaction levels. Suggestions for improvement included better placement/internship opportunities, facility maintenance, academic resource enhancement, timely communication, and teaching standards improvement.

The student satisfaction survey provides valuable insights into areas of strength and areas needing improvement at Kumaun University. Addressing the identified concerns and implementing suggested improvements will contribute to enhancing the overall student experience and satisfaction levels.

### Graphical representation of the responses of the students

1. How satisfied are you with the overall quality of teaching at Kumaun University?

748 responses



2. How satisfied are you with the availability of resources (library, labs, Wi-Fi, etc.) at Kumaun University?

748 responses

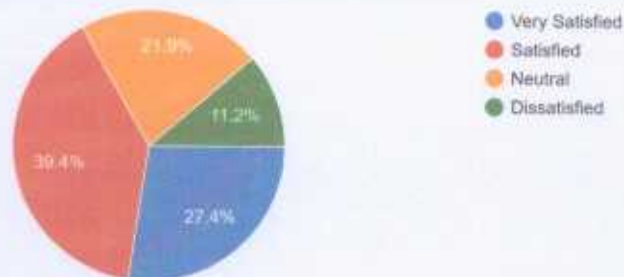


  
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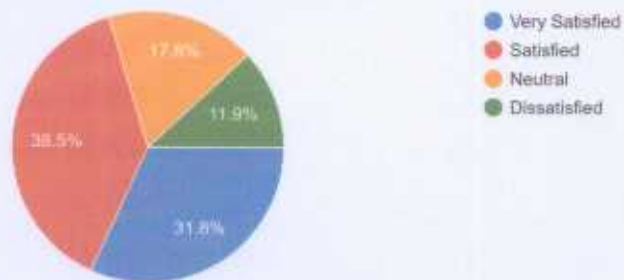
3. How satisfied are you with the support services (academic advising, counselling, etc.) provided by Kumaun University?

748 responses



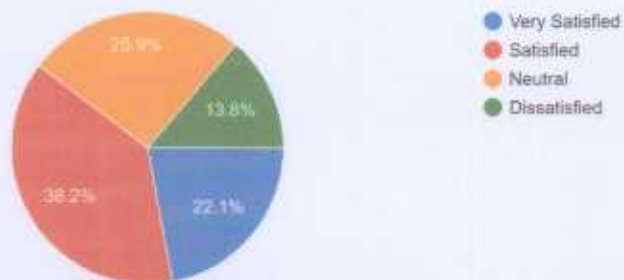
4. How satisfied are you with the cleanliness and maintenance of campus facilities at Kumaun University?

748 responses



5. How satisfied are you with the variety of extracurricular activities available at Kumaun University?

748 responses



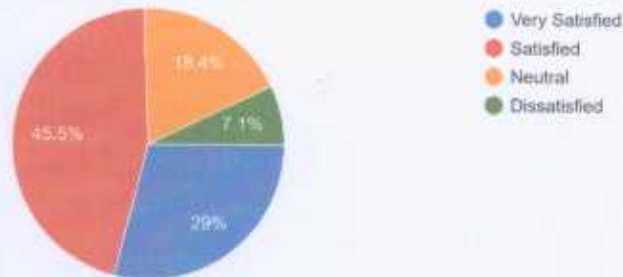
  
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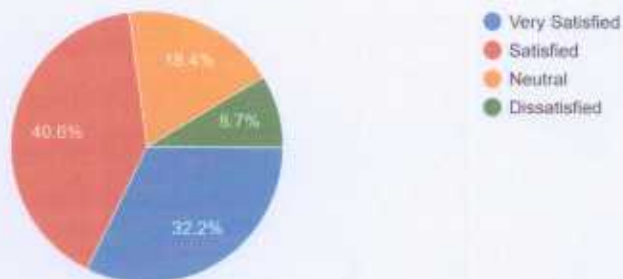
6. How satisfied are you with the communication channels between students and faculty/administration at Kumaun University?

748 responses



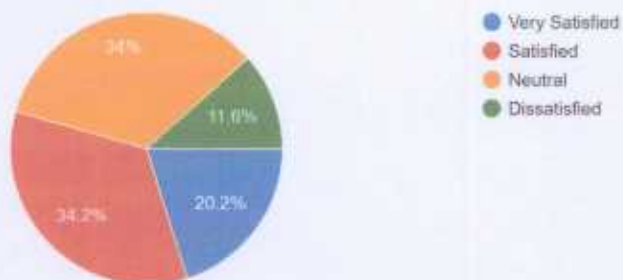
7. How satisfied are you with the affordability of tuition fees at Kumaun University?

748 responses



8. How satisfied are you with the hostel's facilities at Kumaun University?

748 responses

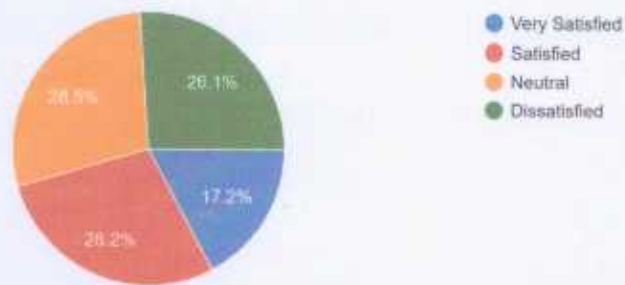


  
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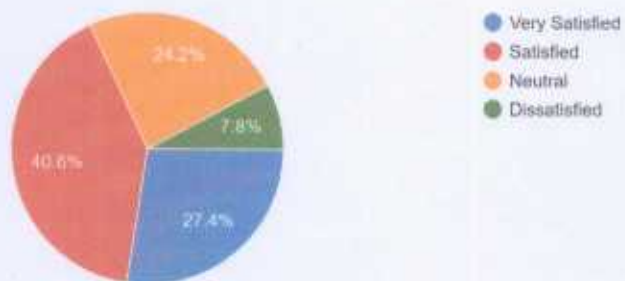
9. How satisfied are you with the Canteen/Cafe facility at Kumaun University?

748 responses



10. How likely are you to recommend Kumaun University to a friend or family member?

748 responses

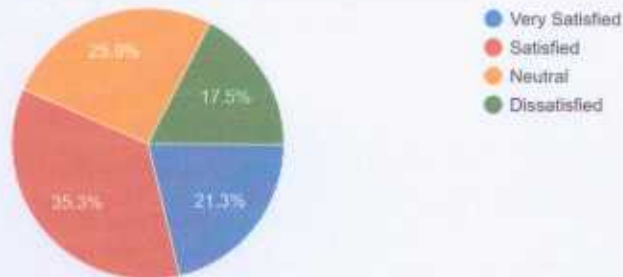


  
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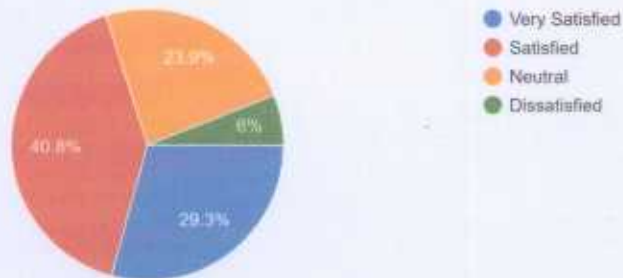
11. How satisfied are you with the opportunities for career development (internships, workshops, etc.) provided by Kumaun University?

748 responses



12. How satisfied are you with the overall campus culture and sense of community at Kumaun University?

748 responses



  
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**ACTION TAKEN REPORT**


S.No.	Concern raised	Action taken
1	There's a strong demand for internship and placement programs, as well as campus recruitment opportunities	Placement cell have been instructed to initiate placement / campus selection.  We have strengthened partnerships with industry for internship and placement opportunities.  Visiting Professor Directorate have been established and mentoring students.
2	Students demanded doubt sessions, practical works, innovative infrastructure and technology, and a modernized syllabus designed to meet current skill requirements.	We have started to conduct regular doubt-clearing sessions, remedial classes and practical workshops.  University is investing in upgrading infrastructure and technology. We recently received 100 Crore under MERU scheme.  Syllabus of several subjects have been revised in consultation with industry experts.
3	Students desire a friendly and supportive approach from faculty.	Faculty training on empathy and communication skills is being provided with MMTTP, Kumaun University, Nainital.  Regular feedback is being taken from the students.
4	There's a call for improved facilities such as water, sports, and canteen services, as well as better access to resources like sports equipment, books, and notes.	We are committed to upgrade infrastructure to improve facilities.  Expansion of canteen services and sports facilities is in progress.  Number of available resources such as books and sport equipments are being upgraded.
5	Students emphasize the importance of receiving information on time, timely	We have implemented efficient communication channels for timely updates to students through WhatsApp.

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6	Concerns about sanitation and hygiene, particularly in restrooms, are raised, with a call for cleaner facilities and reliable water supply.	<p>The Director of D.S.B. Campus is asked to</p> <ul style="list-style-type: none"> <li>i) ensure reliable water supply.</li> <li>ii) Increase the number of sanitation staff.</li> <li>iii) install hygiene stations and provide education on personal hygiene.</li> <li>iv) Improve cleanliness protocols and regular maintenance of restrooms.</li> </ul>
7	Agriculture students specifically highlight issues such as delayed exams and results, lack of counselling and placement support, high fees, and irregular classes.	<p>We have informed the Head of Agriculture Department</p> <ul style="list-style-type: none"> <li>i) to address scheduling issues to minimize exam and result delays.</li> <li>ii) to provide specialized counselling and placement support for agriculture students.</li> <li>iii) to review fee structures and consider subsidies or scholarships.</li> <li>iv) ensure regular and consistent class schedules.</li> </ul>
8	Students demanded for improving laboratory instruments, introducing more modern technology like smart boards, and making online platforms available for various activities.	<p>We have upgraded laboratory equipment and facilities in several departments.</p> <p>Funds are already allocated to respective departments.</p> <p>Smart boards are installed in all the department.</p>
9	Students desire more extracurricular opportunities, such as sports events, clubs, and personality development activities, to foster holistic development.	<p>We are expanding extracurricular offerings including sports events and clubs.</p> <p>We are also providing funding and logistical support for extracurricular activities.</p>
10	Improvements in communication channels, including timely notifications via WhatsApp groups, are requested, along with increased student engagement in decision-making processes.	<p>We have established official communication channels including WhatsApp groups.</p> <p>Information and updates are timely disseminated.</p> <p>Regular feedback sessions are being conducted to address communication needs.</p>

  
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