SHARDA UNIVERSITY

32, 34, Knowledge Park-III, Greater Noida-201310 (U.P.)

OFFICE OF THE REGISTRAR

SU/Reg./Notification/2023/011   March 02, 2023

Notification

Policy & Procedure for conducting' Satisfaction Survey & Audit for Students, Faculty, Staff, Resources and Facilities' (1st revision) is hereby notified to all concerned.

This bears the approval of the Competent Authority.

(Vivek Kumar Gupta)
Registrar

Enclosure: As above

Copy to;
- Chancellor/ Pro-Chancellor/ CEO
- Vice-Chancellor
- Advisor
- All Deans
- Controller of Examinations/Finance Officer/Chief Proctor
- All Directors
- All Administrative Heads of the respective Department and School
- Notification file

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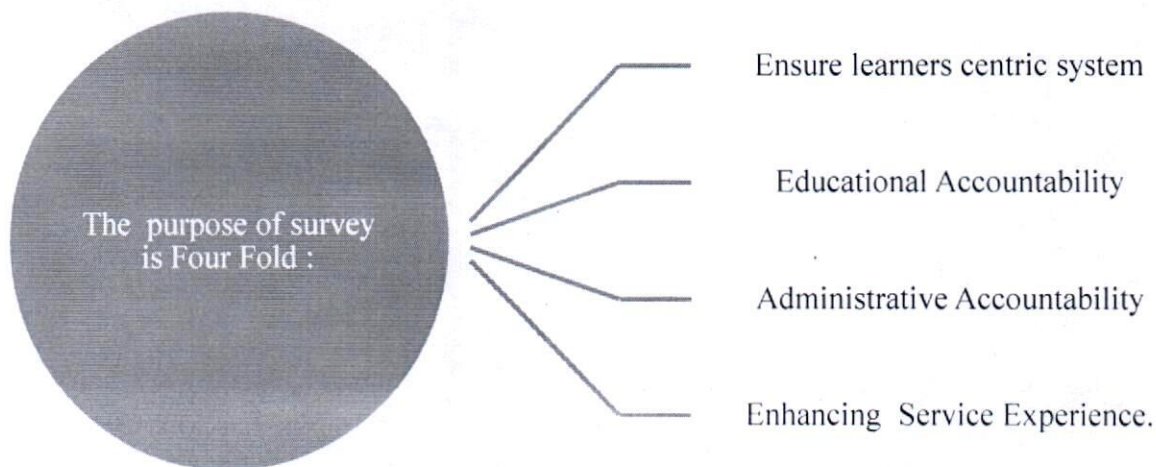*Beyond Boundaries*

Policy & Procedure

For Conducting Satisfaction Survey

& Audit

Revision	Date	Description
1	07-02-2023	**Updation of Questionnaire and Process**

1.Purpose

Sharda University undertakes satisfaction survey and Audit for multiple reasons. Among these reasons the quintessential purpose is to identify and measure overall perception and satisfaction towards various dimensions and services.

The purpose of survey is Four Fold :

- Ensure learners centric system
- Educational Accountability
- Administrative Accountability
- Enhancing Service Experience.

Additionally, NAAC along with other accreditation agencies mandates requires that HEI's should have in place structured satisfaction research and audit procedures. That needs to be capable of providing evidence-based data appropriate to accreditation and the evaluation of educational and institutional outcomes.

2. Objective

The objective of conducting student satisfaction survey and audit is many folds. The essential aspect of conducting SS and audit is to enhance the overall quality of services offered to its students, Faculty and Staff. Prime objective of conducting SS is not only limited to classroom teaching rather it includes various interfaces which a students, Faculty and Staff is going through during his learning curve in the institution. Following broad objectives are kept in mind while doing the survey and audit

- Identifying the areas where a students, Faculty and Staff is interfacing with the various departments in the University.
- Identifying and Measuring students, Faculty and Staff satisfaction on Academic and non-academic areas.
- Collecting, tabulating and analyzing the data.
- Preparing reports and sharing it with various stakeholders.
- Measuring overall students, Faculty and Staff service experience in the institution.
- Corrective action solicited from various stakeholders.
- Benchmarking and analyzing service experience over a period of time.

3.Methdology

3.1   Data Collection Tools:

Satisfaction survey and audit uses various methodological tools to measure

- Physical Process (Questionnaire in hardcopy)
- Online Process (Through ERP)
- Photoshoot (taking snapshot and report writing)

3.2.   Type of questions and scale used to develop the questionnaire

- Dichotomous questions
- Multiple choice questions
- Open ended questions
- Likert Scale Questions

4.Analysis

The following statistical tools will be used to carry out the analysis of the survey questionnaire:

- Count
- Percentage
- Graph

Based on the type of question/items the data will be analyzed and proper statistical tool would be used for generating MIS report.

5.MIS Report

- Written report will be prepared for taking corrective actions and improvement in the service delivery.

Type of Satisfaction Survey

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          |                           |
1- Students Satisfaction Survey   2- Employee Satisfaction Survey
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Students Satisfaction Survey	
1.1 Support Functions and Services	Annexure to follow
• Hostel Students Satisfactory Survey	A

• Academic and Physical Support Facilities
 	
     ○ IT Services
     ○ Physical support
     ○ House keeping
     ○ Security
     ○ Transport
	B

Employee Satisfaction Survey	
2.1 Support Functions and Services	Annexure to follow

• Academic and Physical Support Facilities
 	
     ○ IT Services
     ○ Physical support
     ○ House keeping
     ○ Security
     ○ Transport
	B

[signature]

Type of Audit and Process

1- Infrastructure Audit (support services) 2- Mess Audit 3- Campus and other Service Audit

1.1 Infrastructure Audit (Support Services)	Process

• Academic Building
   ○ Classroom/seminar hall/seminar room/studio/demo room/lecture hall - teaching resources & facilities (projector, podium, chair, table, fan, lights, door, windows, curtain, floor, cleanliness and hygiene, frequency of cleaning, etc.)
   ○ Departmental/school Library (availability of library timing, statistics, new arrival displays, e-resource utilization flow chart, complain handling process chart, etc.)
   ○ Labs (cleanliness, table chair, fan, AC, lights, projector, equipment working and its naming, Policy, SOP, guidelines, equipment list, Lab name, vision mission banner, stock register)
   ○ Corridor (cleanliness, informative banners and poster)
   ○ Washroom (cleanliness and hygiene, frequency of cleaning)
   ○ Stairs (cleanliness and hygiene, frequency of cleaning)
   ○ Auditorium (cleanliness and hygiene, frequency of cleaning)
   ○ Waste Management (disposal and frequency of upkeep)
   ○ Playground/courts (readiness and upkeep)
	Based on the snapshots, feedback and written report

• Non-Academic Building
   ○ Hostel
   ○ Corridor
   ○ Washroom
   ○ Stairs
   ○ Fire and safety system (system information displays and area cleanliness)
   ○ Energy efficient system
   ○ Solar Panels (system information displays and area cleanliness)
	Based on the snapshots, feedback, documents verification and written report

2.1 Mess Audit	Annexure & Process

• Mess and Dining Area
   ○ Quality of food and ingredients
   ○ Mess resources and facilities
   ○ Cleanliness and Hygiene
   ○ Verification of student feedback
	C
	(include snapshots, feedback, documents verification and written report)

3.1 Campus and Other Service Audit	Annexure to follow
o Cleanliness and Hygiene at campus o Playground, court readiness o Support Function (Green practices and green house, ATM, stationary shop, Cafeteria, etc.) o Misplacement o Fire and safety system (sprinkles, water hydrants, fire alarm, fire extinguishers, etc.) o Solar Panels o ETP o STP o Bio-medical waste o Compost plant o AMCs o IT scrap disposal (verification) o Hazardous waste (MoUs verification and disposal documentation)	**D** (include snapshots, feedback, documents verification and written report)

Satisfaction Survey & Audit

Students, Faculty, Staff, Resources, Facilities

(Annexure – A)

Hostel Students Satisfactory Survey

Participants - Students

Student ID…………..……………. Course & Year………….….…..…… Mobile no………..……….……………….

State/Country of Origin……………..………….. Hostel room no……….……………………….. Hostel/Mess Name………….………..

Based on your experience with the resources, quality, facilities, physical Support, cleanliness, hygiene, maintenance, IT services, security, and medical Support, please indicate you level of satisfaction

1: Extremely Unsatisfied, 2: Unsatisfied, 3: Neutral, 4: Satisfied, 5: Extremely Satisfied

	Quality	
1	Quality of	
	✓ Breakfast	1 2 3 4 5
	✓ Lunch	1 2 3 4 5
	✓ Snacks / refreshment	1 2 3 4 5
	✓ Dinner	1 2 3 4 5
2	Drinking water quality	1 2 3 4 5
	Cleanliness and Hygiene	
1	Drinking water area cleanliness, hygiene	1 2 3 4 5
2	Cleanliness of utensils provided at the time of meal/refreshment	1 2 3 4 5
3	Hygiene and cleanliness of:	
	✓ floor	1 2 3 4 5
	✓ table	1 2 3 4 5
	✓ chair	1 2 3 4 5
	✓ ac & fan	1 2 3 4 5
4	Hygiene and cleanliness of:	
	✓ room	1 2 3 4 5
	✓ corridor & Stairs	1 2 3 4 5
	✓ washroom	1 2 3 4 5
	✓ Lift	1 2 3 4 5
	Facilities	
1	Variety of choosing menu	1 2 3 4 5
2	Mess timings	1 2 3 4 5
3	Working condition of hostel lifts	1 2 3 4 5
4	Behavior of:	
	✓ warden	1 2 3 4 5
	✓ managers	1 2 3 4 5
	✓ mess manager / staff etc.	1 2 3 4 5
	Physical Support	
1	Availability of:	
	✓ ATM	1 2 3 4 5
	✓ photocopier centers	1 2 3 4 5
	✓ stationary store	1 2 3 4 5
	✓ grocery store	1 2 3 4 5
	✓ Laundry	1 2 3 4 5
2	Availability of :	
	✓ Sport equipment	1 2 3 4 5
	✓ Play ground	1 2 3 4 5
	✓ gymnasium	1 2 3 4 5

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	IT Services	
1	Wi-Fi/ Internet: ✓ connectivity ✓ speed	1 2 3 4 5 1 2 3 4 5
	Security	
1	Security: ✓ inside the hostel ✓ around the hostel	1 2 3 4 5
	Maintenance	
1	Complication / Problem responsiveness- ✓ elevator/lift, ✓ tap, ✓ bathrooms fittings, ✓ fan, ✓ AC, ✓ electric board	1 2 3 4 5
	Grievances	
1	Have you ever faced any 'bullying' issues, bordering to ragging	Yes / No
	Medical Support	
1	If got any medical emergency, how was it addressed	Good/Fair/Poor/NA

Any particular suggestion would you like to raise pertaining to support, services and facilities given in mess, hostel: ....
....

Satisfaction Survey & Audit

Students, Faculty, Staff, Resources, Facilities

(Annexure – B)

Academic and Physical Support Facilities

Participants – Students, Faculty, Staff

Student Name and ID .... Course & Year / Department ....
Mobile no... State/Country of Origin.......................................

1: Extremely Unsatisfied, 2: Unsatisfied, 3: Neutral, 4: Satisfied, 5: Extremely Satisfied

Academic Facilities

a)	Wi-Fi connectivity and Speed	1 2 3 4 5
b)	PeopleSoft (software complication)	1 2 3 4 5
c)	LMS	1 2 3 4 5
d)	Digital-Attendance	1 2 3 4 5
e)	Resources:	
	✓ Projector (alignment, audio and video)	1 2 3 4 5
	✓ Whiteboard	1 2 3 4 5
	✓ Table Chair	1 2 3 4 5
	✓ AC	1 2 3 4 5
	✓ Fan	1 2 3 4 5
	✓ Light	1 2 3 4 5
	✓ Podium etc	1 2 3 4 5
f)	Central and Departmental Library	
	✓ Infrastructure of Library	1 2 3 4 5
g)	✓ Collection of Books Journals and reading material	1 2 3 4 5
	✓ Availability of E-Resources	1 2 3 4 5
	Computer Laboratory	
	✓ Infrastructure of computer labs	1 2 3 4 5
	✓ Availability of hardware and software	1 2 3 4 5

Physical Support

a)	Availability of:	
	✓ ATM	1 2 3 4 5
	✓ photocopier centers	1 2 3 4 5
	✓ stationary store	1 2 3 4 5
	✓ grocery store	1 2 3 4 5
	✓ Laundry	1 2 3 4 5
	✓ Eateries or canteen	1 2 3 4 5
	✓ Drinking Water Facilities	1 2 3 4 5
b)	Availability of :	
	✓ Sport equipment	1 2 3 4 5
	✓ Play ground	1 2 3 4 5
	✓ Music room	1 2 3 4 5
	✓ Gymnasium	1 2 3 4 5

Hygiene and Cleanliness

a)	Hygiene and Cleanliness of:	
	✓ class rooms	1 2 3 4 5
	✓ stairs	1 2 3 4 5
	✓ lift	1 2 3 4 5
	✓ corridor	1 2 3 4 5
b)	Hygiene and Cleanliness of:	
	✓ washroom	1 2 3 4 5
	✓ frequency of cleaning the washroom	1 2 3 4 5
c)	Waste management	
	✓ cleaning of dustbins	1 2 3 4 5

Departmental Support Service (Security)

a)   Is the security staff are assisting with care and giving correct advice   Yes / No

b)   Is there any incident happened in concern with you and the solution given by security
Personal   Satisfied/Unsatisfied

d)   Are you aware about the security/emergency contact numbers   Yes / No

Departmental support Services (Transport)

a)   Are you satisfied/aware with the
   ✓   Transport support   Yes / No
   ✓   seats   Yes / No
   ✓   AC   Yes / No
   ✓   cleanliness   Yes / No
   ✓   availability of first aid box   Yes / No

b)   Your interaction with (if any)
   a)   Bus Driver   (Happy / Unhappy)
   b)   Bus Coordinator   (Happy / Unhappy)
   c)   Transport Officer   (Happy / Unhappy)

Any particular improvement (in any area) that you would like to suggest in regard you feedback given:

....
....
....
....

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(Annexure – C)

Mess: Audit Form
Checklist - Mess Audit

Hostel:
IHA manager:
Mess manager:
Kitchen Staff:

Warden:

Vendor:
Feeding strength in hostel:

Cook	Dishwasher	Serving men

Faculty	Staff	Student

1. Dry Rations Inspection as per approved quality:

Products	Rice	Pulses	Oil	Bread	Atta	Butter			
Quality/brand									
Manufacture/Expiry									
Storage Duration									

2. Kitchen –	3. Kitchen-	4. Dining area-
quality, hygiene and cleanliness of: a) Dishwasher- b) Atta grinder- c) Mixer grinder- d) Peelers/knifes- e) Exhaust - f) Fly catcher- g) Drainage system of mess- h) Electrical switch boards - i) Kitchen floor and shelf- j) Fridge k) Vegetable l) Dustbins (waste management) m) Firefighting equipment	Inspection of working staff: a) Proper dress up- b) Gloves- c) Hair mask-	a) Firefighting equipment b) Fly catcher machine- c) Air curtains- d) Dustbins (waste management) e) disposal of balance food in dish plates / utensil f) Drinking water area
5. Hostel- Attach the copy of: a) Water testing report b) Pest control report c) Fogging report m d) Menu followed e) Students feedback	6. Support Services: Complication / Problems a) Maintenance b) IT c) Security d) Sport	7. Verification of feedback report a) Vetting of student feedback through online process b) Action taken

Campus and Other Service Audit Checklist

Food Vendor Checklist

1. Verification of FSSAI certificate
2. Verification of Medical Certificate
3. Police Verification
4. Hygiene and Cleanliness around the shops, cafeteria, food joints etc.
5. Include snapshots, feedback, documents verification and written report

STP Check list:

1. Running status of the pumps
2. Condition of the water pipes
3. Records of the water sample
4. Oil status in the Greece chamber
5. Sludge status in the Filter press
6. MLSS status in the MBBR
7. Records of the PH Status
8. Records of the use of Jageri, Uria & DAP
9. Include snapshots, feedback, documents verification and written report

ETP Check list:

1. Running status of the pumps
2. Smooth running of blower
3. Status of MGF, ACF, MLSS
4. Status of Sludge
5. Records of the use of chemicals (Castic, Polly & Alam)
6. Include snapshots, feedback, documents verification and written report

Solar Plant Check list:

1. Cleaning status of the Solar panel
2. Fitting condition of the panel
3. Energy Generation unit status
4. Display of information
5. Include snapshots, feedback, documents verification and written report

Fire Safety Check list:
1. Status of the pump in pump house
2. Status of water in water tanks
3. Update status of the fire extinguishers
4. Overhead pump status
5. NOC status of the buildings
6. Fire extinguishers in the Bus and other vehicles
7. Include snapshots, feedback, documents verification and written report

Bio-Medical Waste Check list:

1. Proper Segregation of waste
2. Timely collection of waste
3. Verification of Record/document
4. Availability of disposal, segregation and upkeep flowchart
5. Include snapshots, feedback, documents verification and written report

Hazardous Waste Check list:

1. Verification of Process and proper Segregation of waste
2. Timely collection of waste
3. Verification of Record/document
4. Include snapshots, feedback, documents verification and written report

E-Waste Check list:

1. Verification of e-waste committee
2. Verification of discard certificate of e-waste/equipment
3. Proper Segregation of waste
4. Timely collection of waste
5. Verification of Record/document
6. If required include snapshots, feedback, documents verification and written report

Compost Plant Check list:

1. Verification of Agreement
2. Verification of Registration
3. Verification of Plant capacity
4. Verification of raw received
5. Verification of process (development of pre-compost/compost)
6. Verification and cleanliness and hygiene
7. Verification of documentation/monthly report
8. If required include snapshots, feedback, documents verification and written report

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Approved By

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