

# ADAMAS UNIVERSITY

## REPORT ON NET PROMOTER SCORE

AY 2021- 2022

# Preface

Adamas University is one of the premier institutions we have in the eastern part of the country and we, at Adamas University, have pledged to provide all sorts of support to you for the all-round development of your career.

Among all the student-directed initiatives that we have taken so far, perhaps the most notable one is the initiative of Implementing the Net Promoter Score in AU. NPS (Net Promoter Score) is an indication of the extent of satisfaction of each and every student with various organizations acting within the university. It is used to identify areas that need to be worked upon, and also the ones that are perfectly functioning.

Globally, the NPS scores are used to evaluate satisfaction level of consumers across various industries, educational institutions are no exception. However, the intention of conducting NPS survey in educational institutions is quite different from that for other industries. In higher education, the basic intention is to not to make profits but to build reputation among students, especially among prospective students.

In Adamas University, the NPS survey was launched on May 04, 2022 with an intention to understand students' perception about AU. The focus was on identifying the best practices at AU that the students appreciate, the areas of improvement and sources of their dissatisfaction. As part of the survey, students across all schools participated spontaneously and shared their concerns.

I am extremely thankful to the School Deans, Head of the Departments and the entire team of Student Affairs for facilitating the implementation process.

Sumona Datta  
Assistant Dean  
Student Affairs  
Adamas University

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## Executive summary

The survey was conducted among all the ten schools of Adamas University. Total number of participants were 3127 which comprises almost 88% of the entire student strength of AU.

NPS score for Adamas University is -4. Out of all respondents, 30% are promoters, 35% are passives and 35% are detractors. Highest number of promoters are from Ph.D. programs, highest number of passives are from postgraduate and Ph.D. programs and highest number of detractors are from Diploma programs. As per the school wise analysis, the highest number of promoters are from School of Education and the highest number of detractors are from School of Medical Sciences.

Analysis of the comments given by students revealed that the best things about AU as perceived by the students are Reputation, Faculty Quality, Academic Curriculum, Green Campus and Campus Life. Things that need improvement in AU as perceived by the students include Infrastructure, Management, Fee structure and payment process, Examination process and Placement. Based on the observations made, certain recommendations are given.

## About NPS

Net promoter score is a single question-based survey that is developed by Fred Reichheld in 2001. NPS was presented by Reichheld in the Harvard Business Review, in an article entitled 'The Only Number You Need to Grow'. The core idea of NPS is to focus on the concept of the loyalty of the stake holders in a business. The method is based on a simple core question which is based on "*How likely would you be to recommend...*" The response to this questions are based on an 11-point scale ranging from 0 to 10. The respondents are categorised into three segments.

- Promoters: Stakeholders who are rating their experience in the range of 9-10
- Passives: Stakeholders who rating their experience in the range of 7-8
- Detractors: Stakeholders who rating their experience in the range of 0-6

The promoters are the loyalist and preferably regard the organisation with high reputé and would be praising their association with the organisation. The passives would neither promote nor speak against the institute. The detractors are like to demotivate others for any of their future association. The NPS score is calculated as an integer by subtracting the percentage of the detractors from that of the promoters. The core question is frequently accompanied by open ended driver question.

This survey would create an attempt to generate a solution, where Fred Reichheld was the first to have established the Net Promoter Score in the year 2003. While he considered nearly using twenty different questions and assumptions, he hoped to generate the ultimate quality of students relations. At the end, various peoples' responses generate multiple survey questions with data about their individual referral behaviours after the stay at a certain academic centre. Satisfaction and loyalty in higher education needs to be taken into account. It is to make an assertion, like unlike any commercial companies any schools or universities do not primarily tend to achieve growth and profit. The students are classically not considered any customers. A university's most important factor and goal is a positive reputation. To expedite and start with, direct investments are like direct students experiences, by providing good teaching and facilitating student services. In the same university, repurchase rates are considerably having less relevancy since a Bachelor's degree decision to continue studying in

a masters course. Amongst all the online surveys, students' various fields of study, motivation, social, educational, vocational and evaluation of certain services are considered.

### **Why NPS?**

- Our Net Promoter Score reveals just how loyal and happy our students are with their experience at our University.
- It reflects our student's true and reactive feelings towards our service, educational experience, or University as a whole.
- While negative scores, or detractors, can deter future or prospective parents/students from choosing our University over another, positive scores, or promoters, often lead to unprompted word of mouth praise, testimonials, and references.

## NPS Survey at Adamas University

In Adamas University the NPS score has been a brain-child of Hon'ble Vice Chancellor, Dr Deependra Kumar Jha, to ponder upon a glimpse of the loyalty of students towards the university.

Under the guidance of Dr. Jha, the office of Student Affairs led by Dr. Sumona Datta, Assistant Dean, undertook this endeavour to implement NPS Survey in Adamas University. Accordingly, the activities were planned and executed.

- At the initial level, meetings were held with the Deans and Head of the Departments in order to sensitize them with the importance of NPS survey. This was done between 31<sup>st</sup> January – 4<sup>th</sup> February 2022.
- After the initial discussion, the form for the survey was prepared. Careful discussions were done to identify the facilitating and the inhibiting factors in this regard.
- This was followed by arranging meetings with the students. This was done in two phases: Meeting with final year students between 24<sup>th</sup> March – 31<sup>st</sup> March 2022. The DSA met with the students and explained the importance of NPS Survey. This was followed by another round of interaction with the 1<sup>st</sup> and 2<sup>nd</sup> year students during the first week of April, 2022. This entire process was facilitated by the Student Affairs SPOCs from each school.
- Finally, the NPS was launched on the 4<sup>th</sup> of May, 2022 by Hon'ble Vice Chancellor himself in the AU 1 Auditorium. Around 200 students participated in the launch ceremony of NPS and it was also attended by all Deans and senior officials.
- On 5<sup>th</sup> May, 2022, the form was circulated and a time frame of 8 days was provided to the students for taking part in the survey.
- The form was closed on 12<sup>th</sup> May, 2022. Around 88% of all AU students and scholars responded to the survey form.

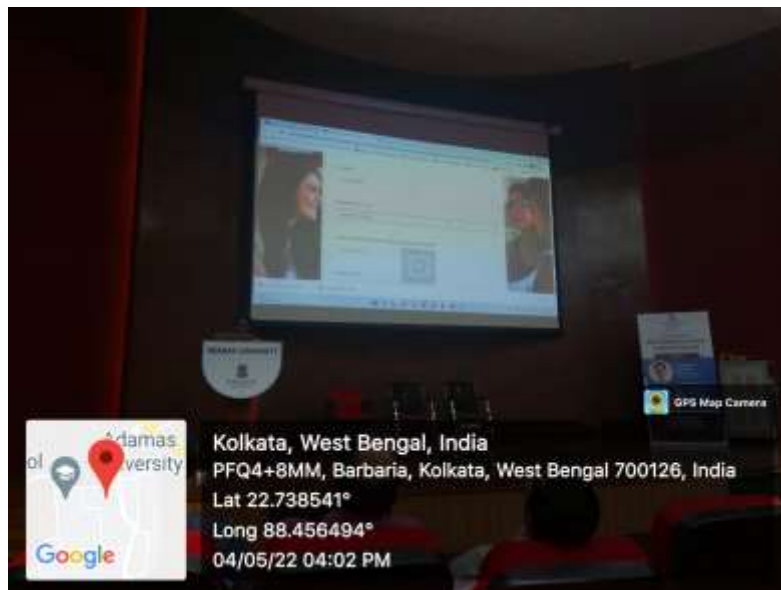


## Some glimpses of the interactive sessions with the students:



Some glimpses of the Launch Ceremony of NPS Survey:





Students attending the session



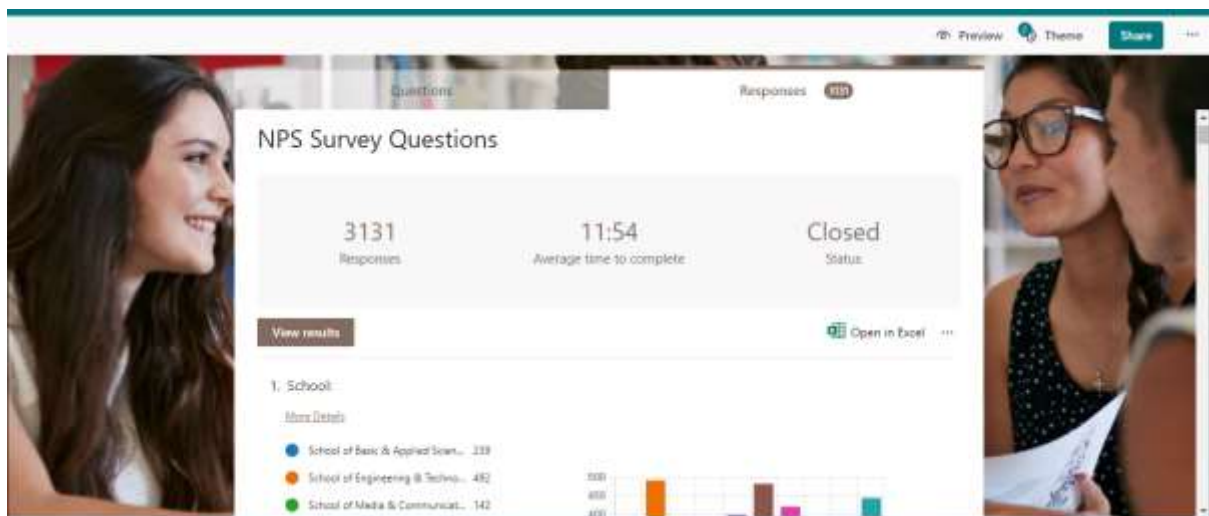
Introduction of NPS by Hon'ble Vice Chancellor Sir



## Screenshot of the NPS Form:

The screenshot shows a web application interface for an NPS survey. The top navigation bar is teal with a menu icon, the text 'Forms', and 'NPS Survey Questions' with a 'Save' button. On the right, there are links for 'Preview', 'Theme', and 'Share', along with a user profile for 'Dean Student Affs...'. The main content area is titled 'Questions' and 'NPS Survey Questions'. It includes a greeting 'Dear Student,' followed by a paragraph: 'Your feedback is valuable to us - we hope to make your journey enriching and valuable. Please share your opinion regarding the processes and services offered by the university. Your responses will be kept confidential, and will help us improve your experience at Adamas University.' Below this are the hashtags '#WeAreListening' and '#NPS@AdamasUniversity', and the closing 'Best wishes.' The form is flanked by two images of students. A 'Responses' tab with a count of 10 is visible on the right.

## Screenshot of the Response sheet:



APS Survey Questionnaire (1-198) - Excel

File Home Insert Page Layout Formulas Data Review View Help Tell me what you want to do

Font:Calibri, 11, Bold, Italic, Underline, Color, Background Color, Alignment, Number, Conditional Formatting, Styles, Cells, Editing

DB: anonymous

	A	B	C	D	E	F	G	H	I	J
	id	Start time	Completion time	Email	Name	School	Department	Program enrolled in	Level	Total time
1	1	3-15-22 22:31:55	3-15-22 22:33:13	student.affairs@adam	Dean Student Affairs	School of Liberal Arts & Culture Studies		F	Postgraduate	Less than
2	2	3-4-22 11:56:26	3-4-22 13:59:56	anonymous		School of Medical Sciences	B. Pharm		Undergraduate	2 years - 1
3	3	3-4-22 14:30:03	3-4-22 16:08:42	anonymous		School of Liberal Arts & Culture Studies	B.Sc. (Hons.) Psychology		Undergraduate	1 year - 2
4	4	3-4-22 21:55:05	3-4-22 23:56:25	anonymous		School of Engineering	Department of Pharm. Ba		Undergraduate	1 year - 2
5	5	3-5-22 9:53:34	3-5-22 9:55:55	anonymous		School of Business & E	Department of Manag BBA		Undergraduate	Less than
6	6	3-5-22 9:52:25	3-5-22 9:56:03	anonymous		School of Business & E	Department of Econom Mcom		Postgraduate	Less than
7	7	3-5-22 9:51:06	3-5-22 9:56:23	anonymous		School of Engineering	Department of Compu B Tech use (AI&ML)		Undergraduate	Less than
8	8	3-5-22 9:51:11	3-5-22 9:57:07	anonymous		School of Business & E	Department of Econom Bus. Economics		Undergraduate	1 year - 2
9	9	3-5-22 9:52:57	3-5-22 10:05:01	anonymous		School of Law & Justice	Department of Law, Sc AU/2020/0004627		Undergraduate	1 year - 2
10	10	3-5-22 9:58:06	3-5-22 10:07:04	anonymous		School of Life Sciences	Department of Biotech Microbiology		Undergraduate	1 year - 2
11	11	3-5-22 9:54:48	3-5-22 10:07:52	anonymous		School of Business & E	Department of Manag BBA(Hons)		Undergraduate	Less than
12	12	3-5-22 9:52:11	3-5-22 10:09:19	anonymous		School of Business & E	Department of Manag BBA(H)		Undergraduate	2 years - 1
13	13	3-5-22 10:09:37	3-5-22 10:12:54	anonymous		School of Engineering	Department of Civil En Civil Engineering		Undergraduate	1 year - 2
14	14	3-5-22 10:15:15	3-5-22 10:16:46	anonymous		School of Basic & Appl	Department of Geogra AU/2019/05/0003118		Undergraduate	2 years - 1
15	15	3-5-22 10:14:15	3-5-22 10:19:26	anonymous		School of Law & Justice	Department of Law, Sc BA LLB		Undergraduate	3 years - 1
16	16	3-5-22 10:08:24	3-5-22 10:26:19	anonymous		School of Media & Com	Department of Journal MBA in Communicatio		Postgraduate	1 year - 2
17	17	3-5-22 10:20:41	3-5-22 10:31:34	anonymous		School of Media & Com	Department of Journal BA Media and Commu		Undergraduate	1 year - 2
18	18	3-5-22 10:05:04	3-5-22 10:32:06	anonymous		School of Liberal Arts	Department of Social History		Postgraduate	Less than
19	19	3-5-22 10:28:55	3-5-22 10:32:55	anonymous		School of Media & Com	Department of Entert BSc media technology		Undergraduate	1 year - 2

Sheet1

Ready | Accessibility: Investigate

Screenshot of the data sheet

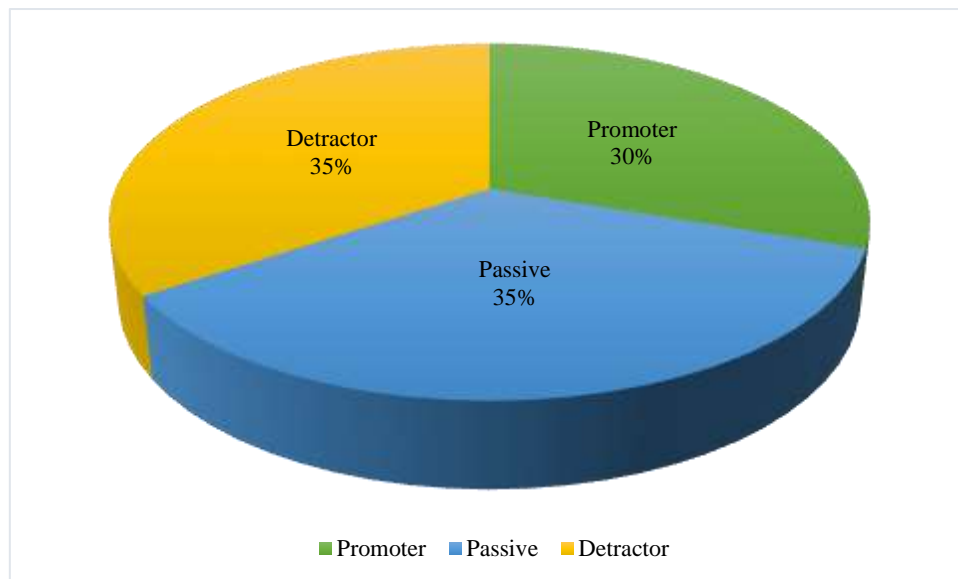
# DETAILED REPORT

## NPS Score of AU

**Duration of the survey = 5<sup>th</sup> May 2022 – 12<sup>th</sup> May 2022**

**Total responses received = 3127 (88% of all AU students)**

**Overall NPS Score = -4**



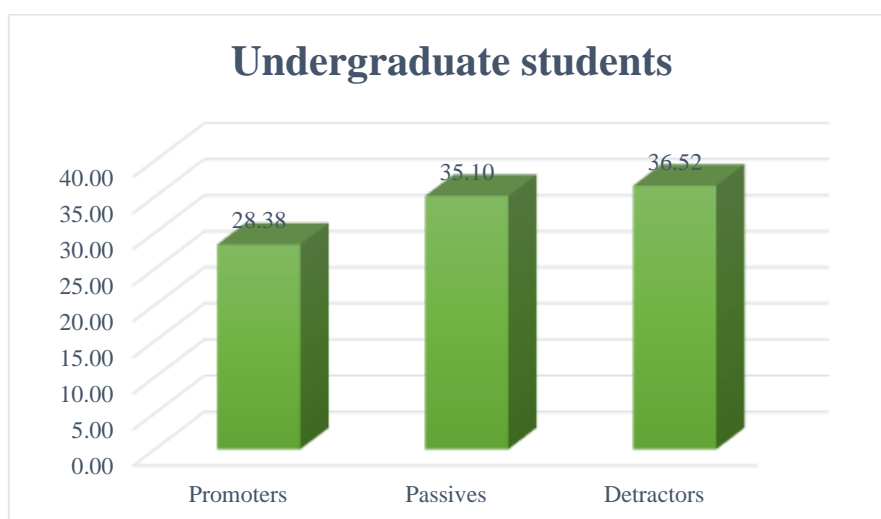
**Fig 1. Percentage of promoters, passives and detractors across the university**

Category	No. of students	Percentage
Promoters	947	30.28
Passives	1104	35.31
Detractors	1076	34.41

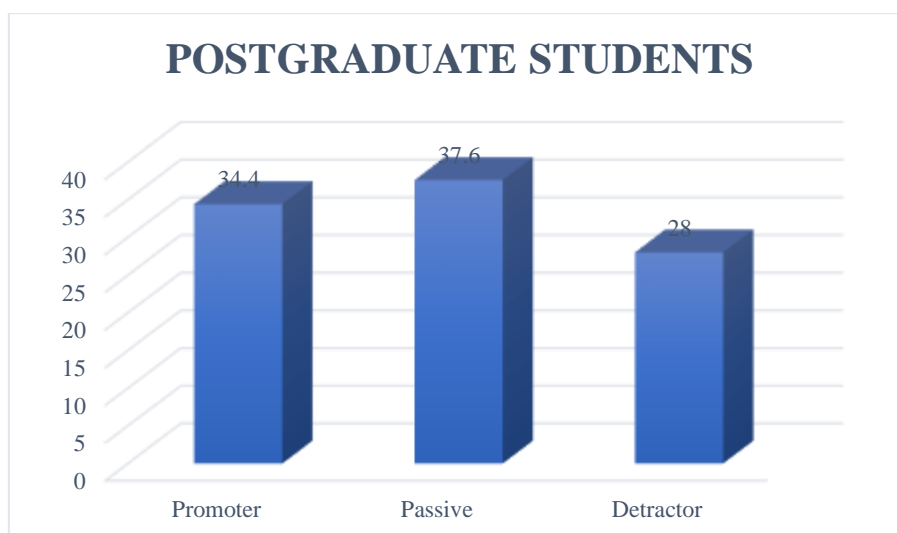


### NPS Score at different Levels

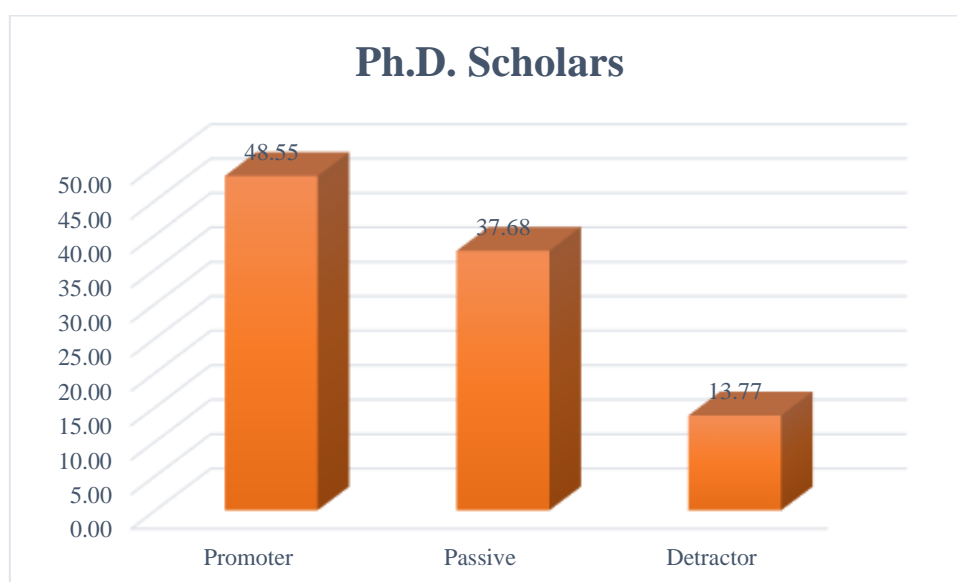
Level	Promoters	Passives	Detractors	Total	NPS Score
<b>Undergraduate</b>	676	836	870	2382	<b>-8</b>
<b>Postgraduate</b>	172	188	140	500	<b>+6.4</b>
<b>Diploma</b>	32	28	47	107	<b>-14</b>
<b>Ph.D.</b>	67	52	19	138	<b>+35</b>



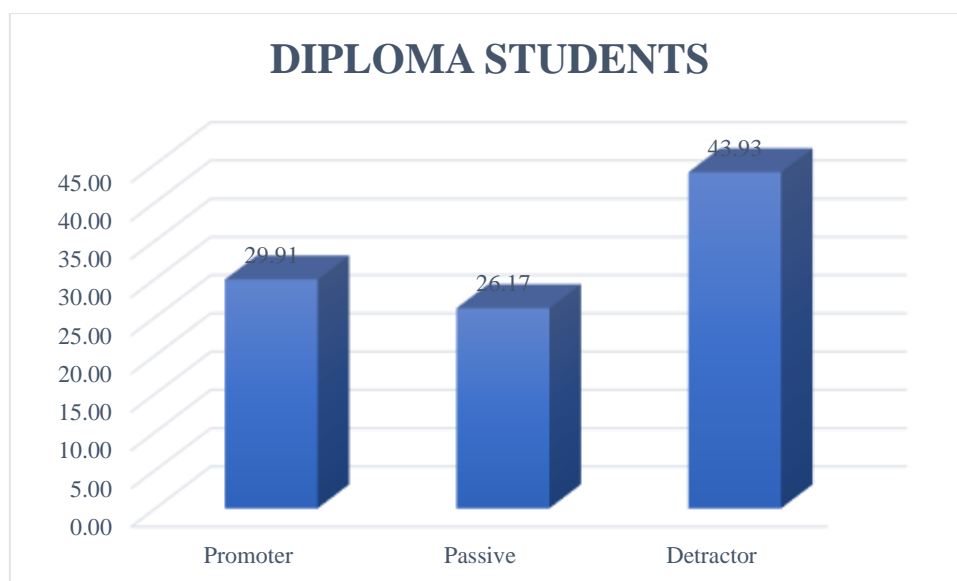
**Fig. 2 Percentage of promoters, passives and detractors at Undergraduate level**



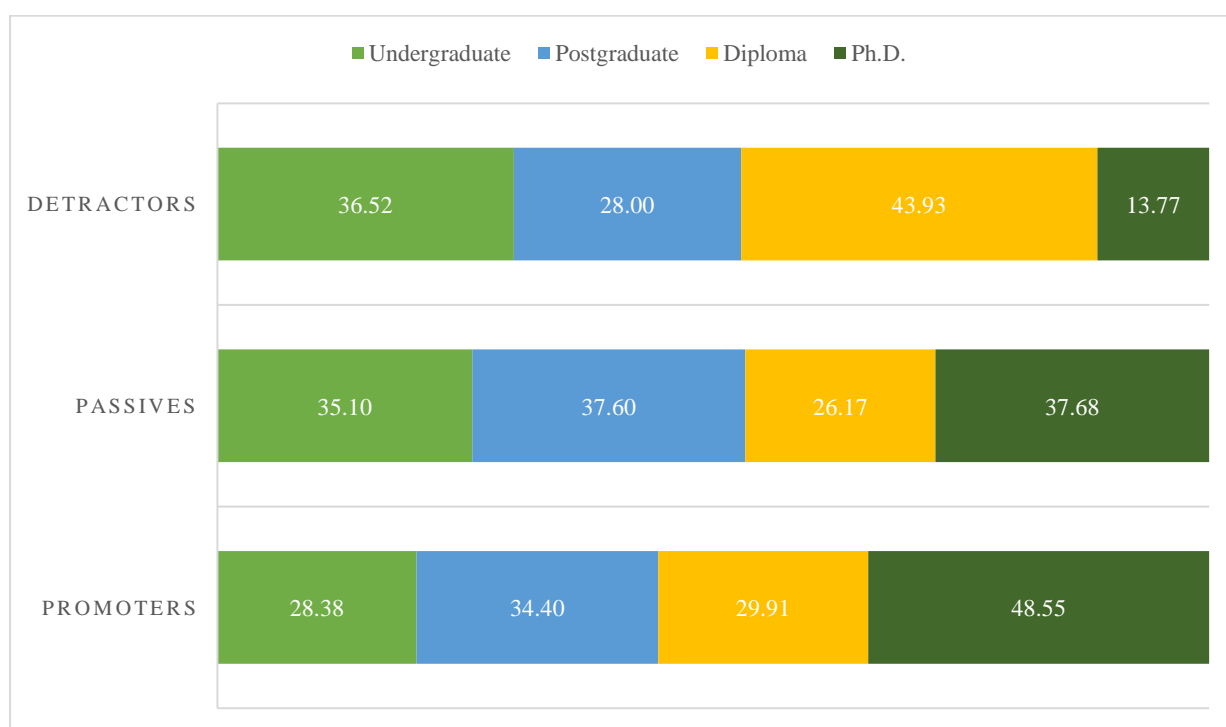
**Fig. 3 Percentage of promoters, passives and detractors at Postgraduate level**



**Fig. 4 Percentage of promoters, passives and detractors at Ph.D. level**



**Fig. 5 Percentage of promoters, passives and detractors at Diploma level**



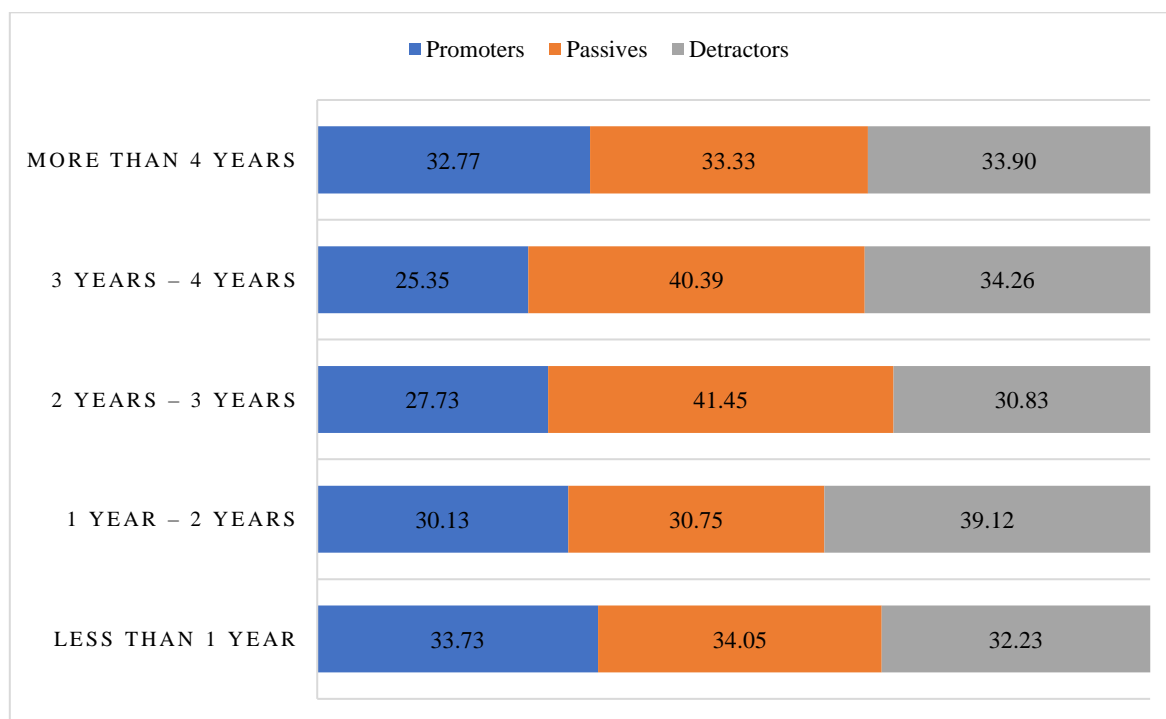
**Fig. 6 Percentage of promoters, passives and detractors at different levels**

**Key observations:**

- Highest number of promoters are at the Ph.D. Level
- Highest number of passives are at the Postgraduate and Ph.D. Level
- Highest number of detractors are at the Diploma level
- The postgraduate students and Ph.D. scholars are most likely to recommend AU to their friends and families.

## Satisfaction of students in terms of their stay in AU:

Duration	Promoters	Passives	Detractors	Total	NPS Score
Less than 1 year	315	318	301	934	+1
1 year – 2 years	295	301	383	979	-9
2 years – 3 years	188	281	209	678	-3
3 years – 4 years	91	145	123	359	-9
More than 4 years	58	59	60	177	-1



**Fig. 7 Percentage of promoters, passives and detractors in terms of their duration of studentship in AU**

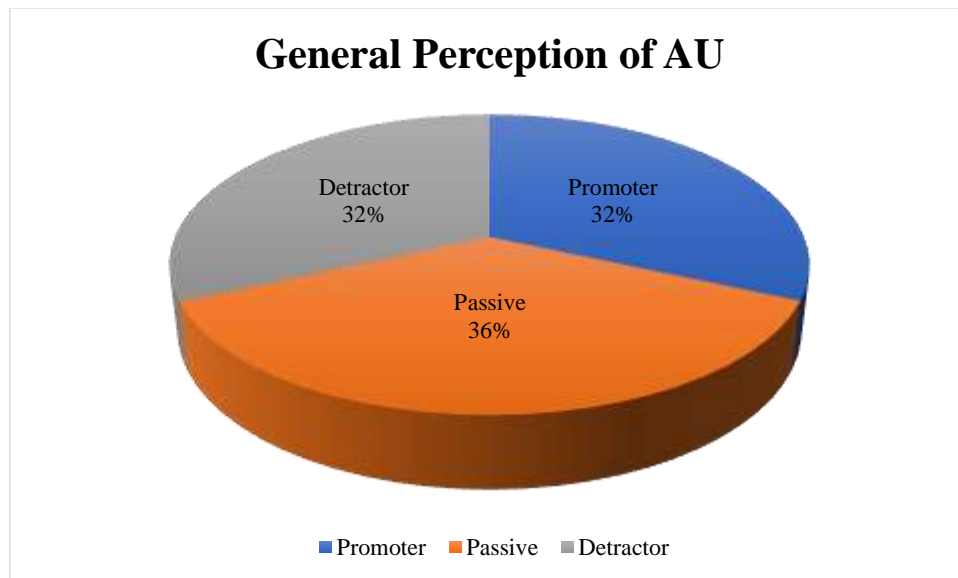
**Key observations:**

- Highest number of promoters are from 1<sup>st</sup> year (less than 1 year duration)
- Highest number of passives are from 3<sup>rd</sup> year students (2-3 years duration)
- Highest number of detractors are from 2<sup>nd</sup> year students (1- 2 years)
- The 1<sup>st</sup> year students and Ph.D. scholars are most likely to recommend AU to their friends and families.

## General perception of AU

Categories: Reputation of AU, recognition by industry, ranking

**NPS Score: 0**

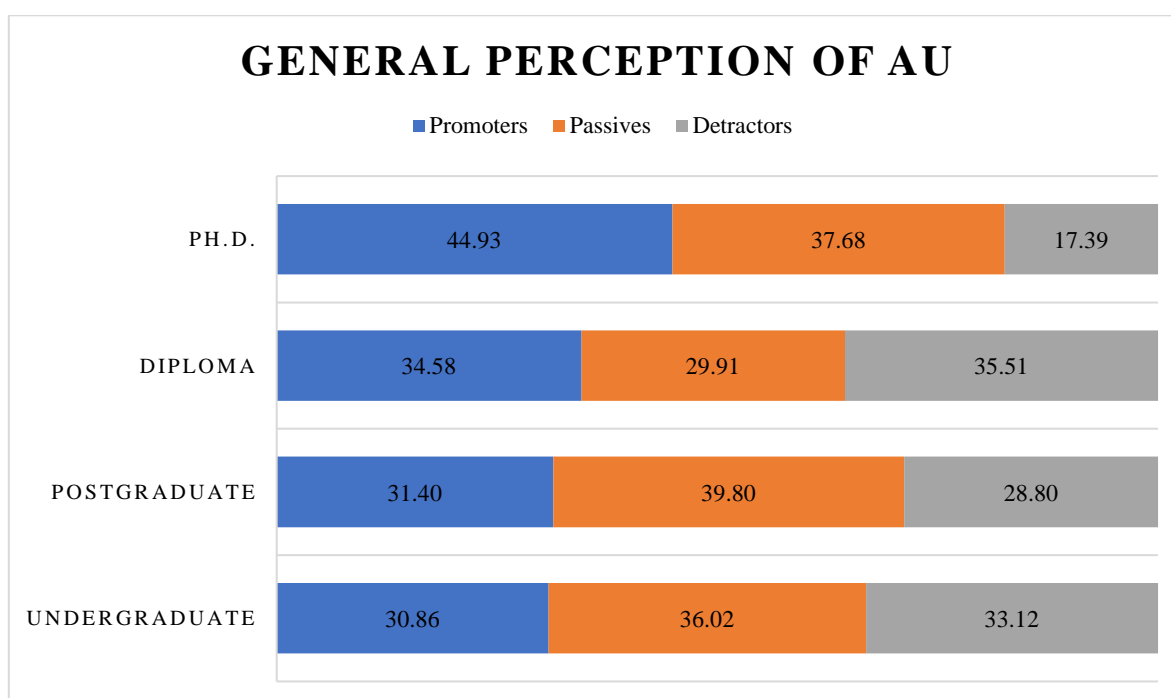


**Fig. 8 Percentage of promoters, passives and detractors in terms of general perception of AU**

Category	No. of students	Percentage
Promoters	991	31.69
Passives	1141	36.49
Detractors	995	31.82

General Perception of Students at different academic levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	30.86	36.02	33.12	2382	<b>-2</b>
Postgraduate	31.40	39.80	28.80	500	<b>+3</b>
Diploma	34.58	29.91	35.51	107	<b>-1</b>
Ph.D.	44.93	37.68	17.39	138	<b>+28</b>



**Fig. 9 Percentage of promoters, passives and detractors in terms of general perception of AU at different academic levels**

**Key Observations:**

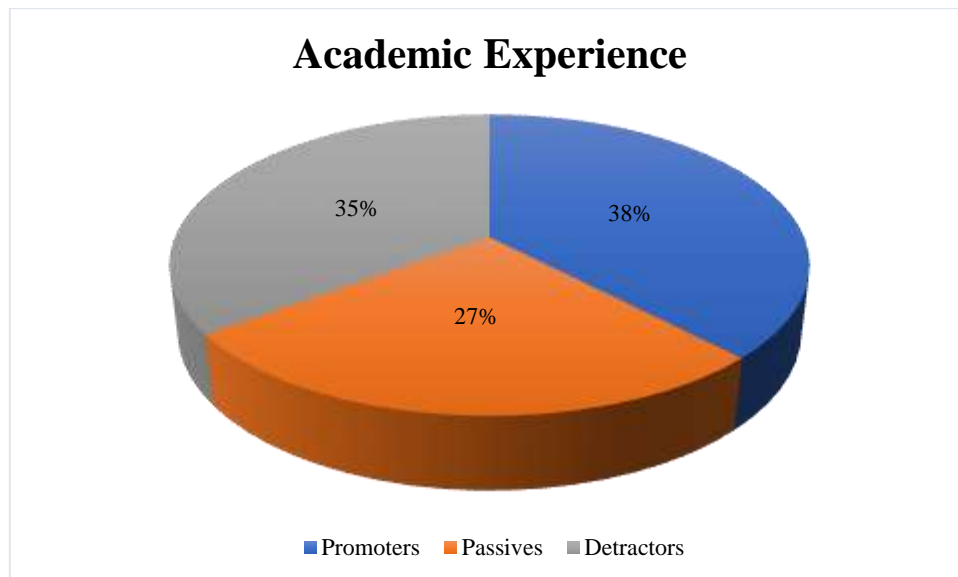
- About one-third students of AU are most likely to recommend AU due to the reputation and ranking.
- Most recommendations based upon ranking and reputation are from postgraduate level and Ph.D. level.
- The undergraduate and diploma students are not very impressed with the reputation and ranking of AU.



### Academic experience

Categories: Curriculum, focus on specialization, practical content of the course, teaching methods, evaluation system.

**NPS Score: +3**

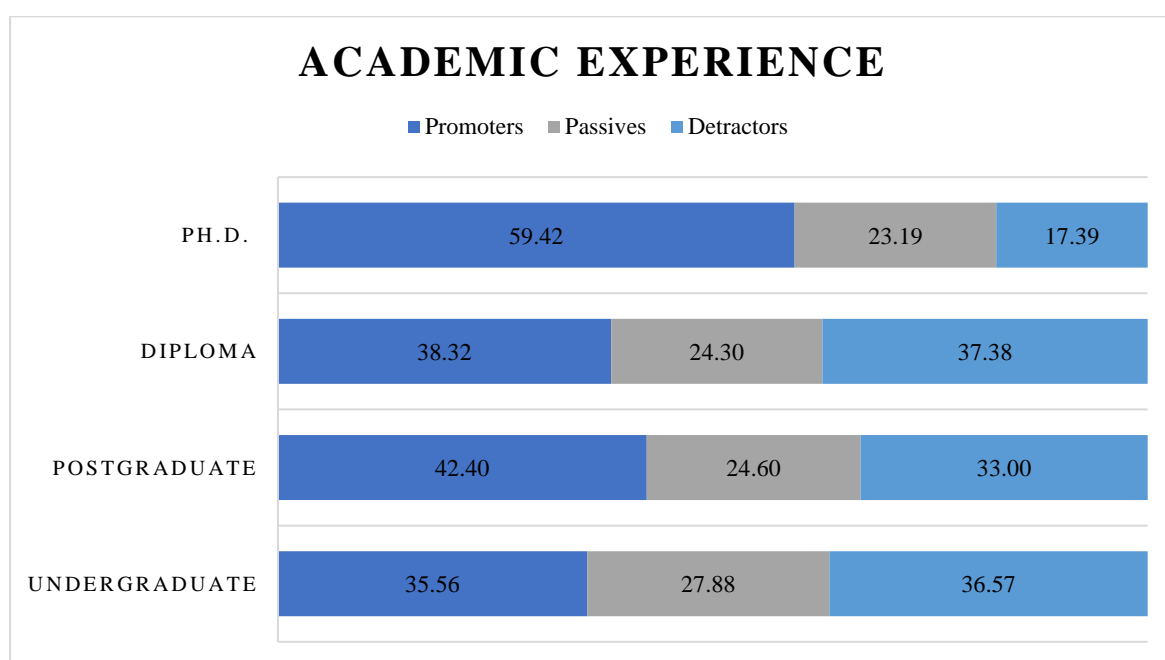


**Fig. 10 Percentage of promoters, passives and detractors in terms of their academic experience**

Category	No. of students	Percentage
Promoters	1182	37.80
Passives	845	27.02
Detractors	1100	35.18

## Academic Experience of Students at different academic levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
<b>Undergraduate</b>	847	664	871	2382	<b>-1</b>
<b>Postgraduate</b>	212	123	165	500	<b>+9</b>
<b>Diploma</b>	41	26	40	107	<b>+1</b>
<b>Ph.D.</b>	82	32	24	138	<b>+42</b>



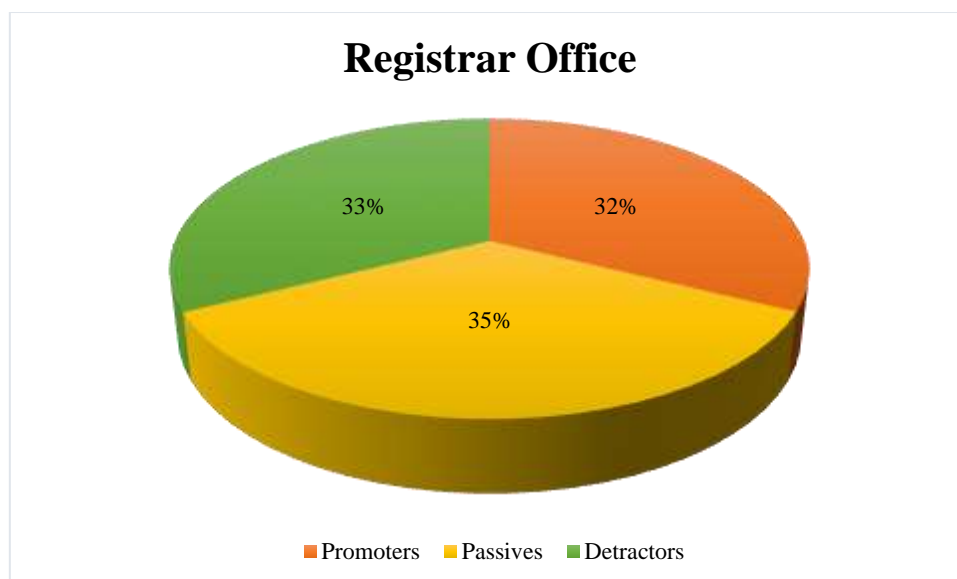
**Fig. 11 Percentage of promoters, passives and detractors in terms of academic experience at different academic levels**

### Key Observations:

- More than one-third students of AU are most likely to recommend AU due to their academic experience.
- Most recommendations based upon academic experience are from postgraduate level, diploma and Ph.D. level.
- The undergraduate students are not very impressed with the academic experience at AU.

## Registrar Office

NPS Score: 0

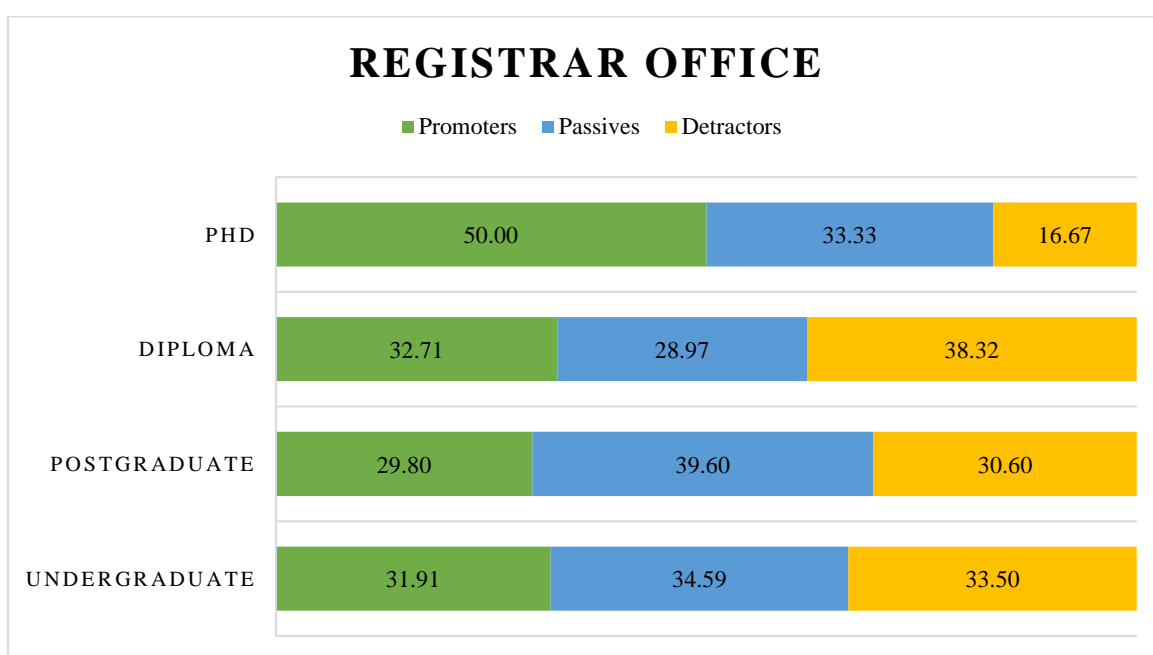


**Fig. 12 Percentage of promoters, passives and detractors in terms of their experience with Registrar Office**

Category	No. of students	Percentage
Promoters	1013	32.40
Passives	1099	35.15
Detractors	1015	32.46

Perception about Registrar Office across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	760	824	798	2382	-2
Postgraduate	149	198	153	500	-1
Diploma	35	31	41	107	-6
Ph.D.	69	46	23	138	+33



**Fig. 13 Percentage of promoters, passives and detractors in terms of experience with registrar office at different academic levels**

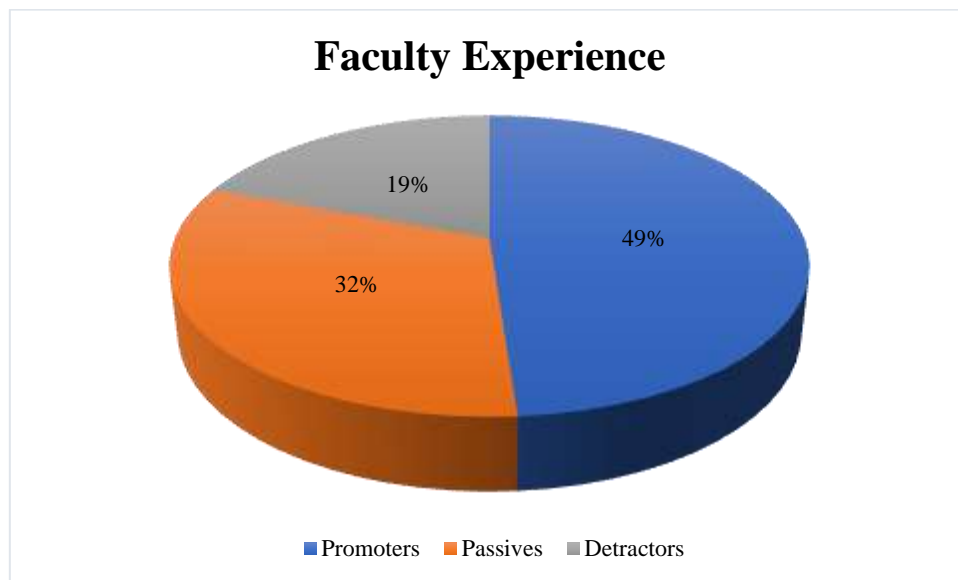
**Key Observations:**

- 32% students of AU are most likely to recommend AU due to their experience with Registrar Office.
- Most recommendations are from Ph.D. level.
- The undergraduate, Postgraduate and diploma students are not very impressed with the services from Registrar Office.

### Faculty Experience

Category: Faculty knowledge, Faculty qualification, Faculty professionalism & Helpfulness, general perception of faculty.

**NPS Score: +30**

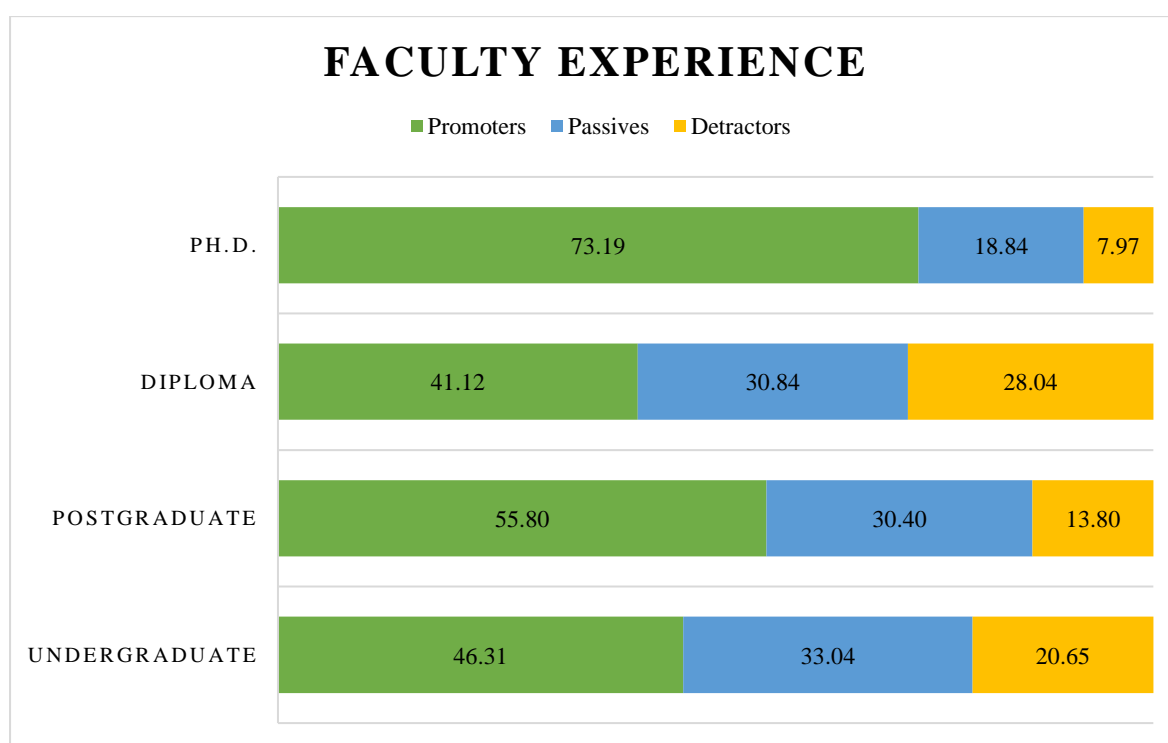


**Fig. 14 Percentage of promoters, passives and detractors in terms of their experience with Faculty members**

Category	No. of students	Percentage
Promoters	1527	48.83
Passives	998	31.92
Detractors	602	19.25

### Faculty experience at different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	1103	787	492	2382	<b>+26</b>
Postgraduate	279	152	69	500	<b>+42</b>
Diploma	44	33	30	107	<b>+13</b>
Ph.D.	101	26	11	138	<b>+65</b>



**Fig. 15 Percentage of promoters, passives and detractors in terms of experience with faculty members at different academic levels**

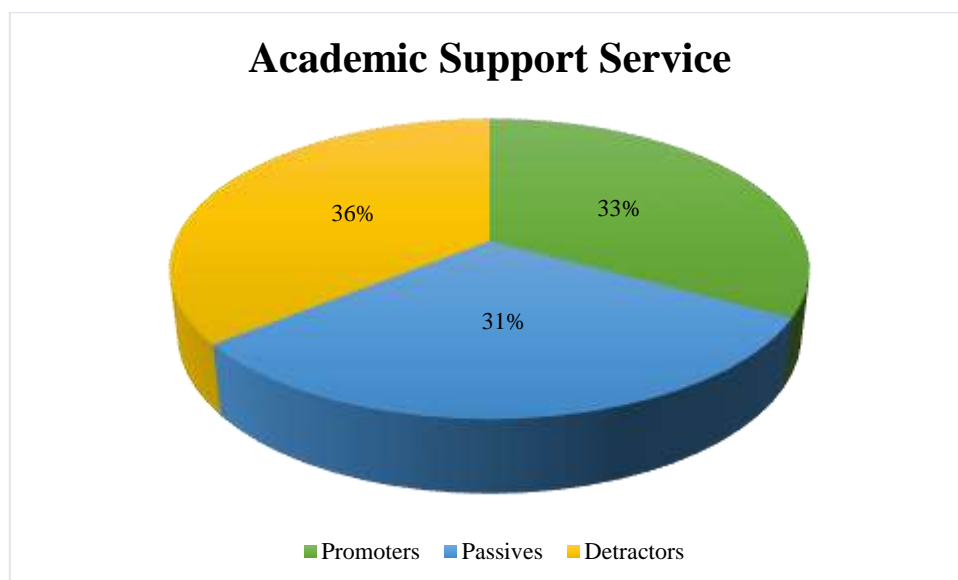
### Key Observations:

- Almost 50% students of AU are most likely to recommend AU due to their experience with faculty members.
- Recommendations are stemming from students across all levels of academics across the university.
- 20-30% students at undergraduate and diploma level are not very impressed with their experiences with faculty members.

# Academic Support Service

Categories: Timetable, Classroom availability, Labs

NPS Score: -3

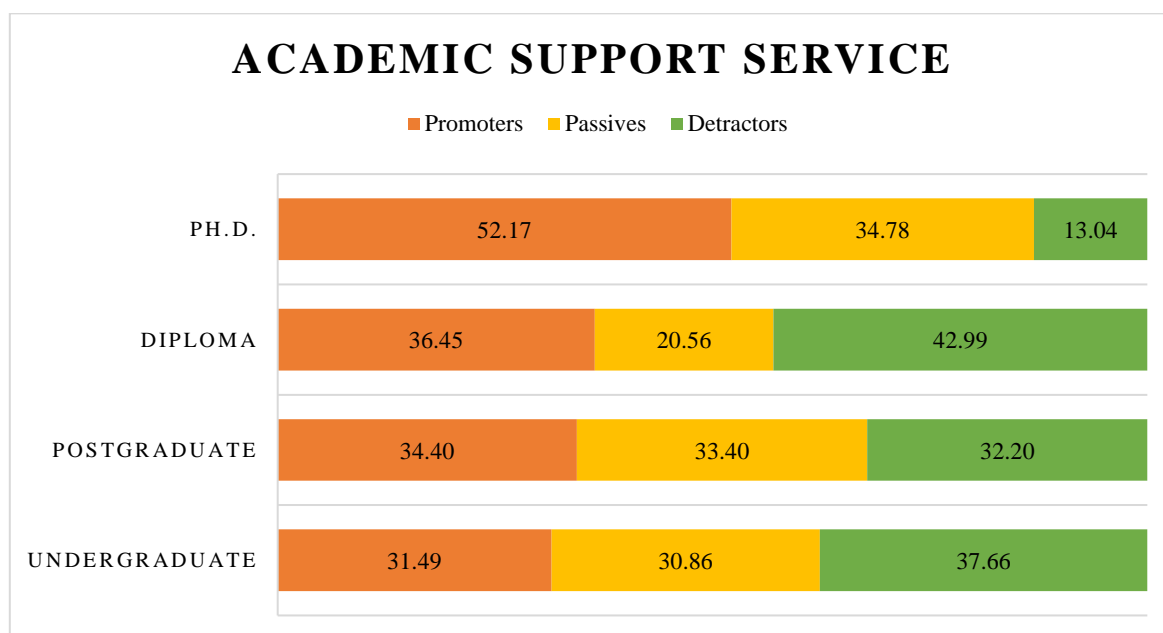


**Fig. 16 Percentage of promoters, passives and detractors in terms of their experience with academic support services**

Category	No. of students	Percentage
Promoters	1033	33.03
Passives	972	31.08
Detractors	1122	35.88

**Perception about Academic Support Service at different Levels:**

Level	Promoters	Passives	Detractors	Total	NPS Score
<b>Undergraduate</b>	750	735	897	2382	<b>-6</b>
<b>Postgraduate</b>	172	167	161	500	<b>+2</b>
<b>Diploma</b>	39	22	46	107	<b>-7</b>
<b>Ph.D.</b>	72	48	18	138	<b>+39</b>



**Fig. 17 Percentage of promoters, passives and detractors in terms of experience with academic support services at different academic levels**

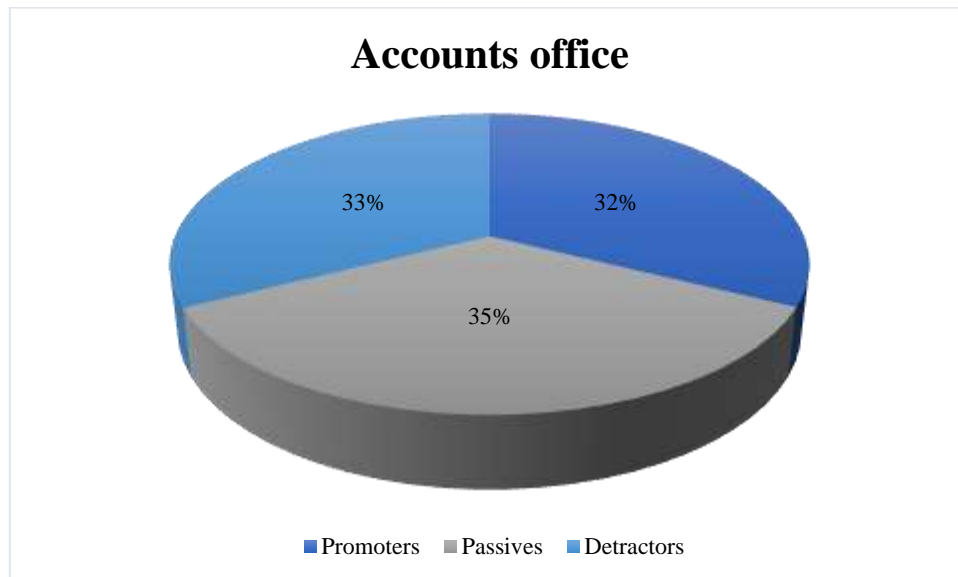
**Key Observations:**

- 33% students of AU are most likely to recommend AU due to their experience with academic support services.
- Most recommendations based upon academic experience are from undergraduate, postgraduate level, diploma and Ph.D. level.
- The diploma students are not very impressed with the experience of academic support services



## Accounts Office

NPS Score: 0

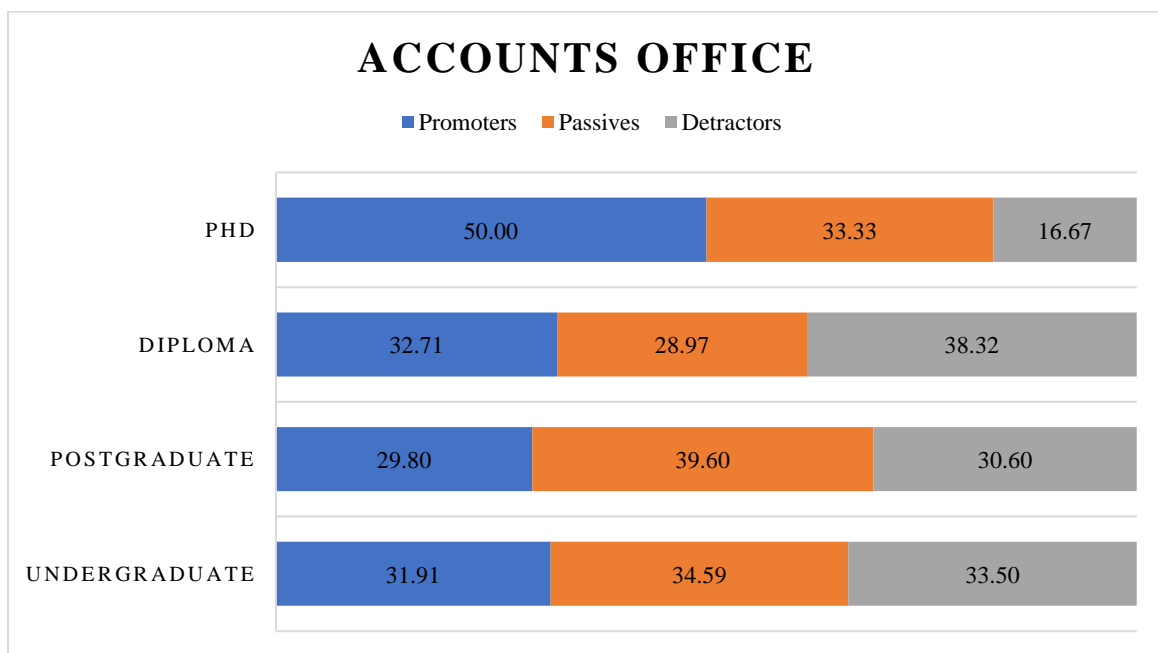


**Fig. 18 Percentage of promoters, passives and detractors in terms of their experience with Accounts Office**

Category	No. of students	Percentage
Promoters	1013	32.40
Passives	1099	35.15
Detractors	1015	32.46

Perception about Accounts office across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	760	824	798	2382	-2
Postgraduate	149	198	153	500	-1
Diploma	35	31	41	107	-6
Ph.D.	69	46	23	138	+33



**Fig. 19 Percentage of promoters, passives and detractors in terms of experience with accounts office at different academic levels**

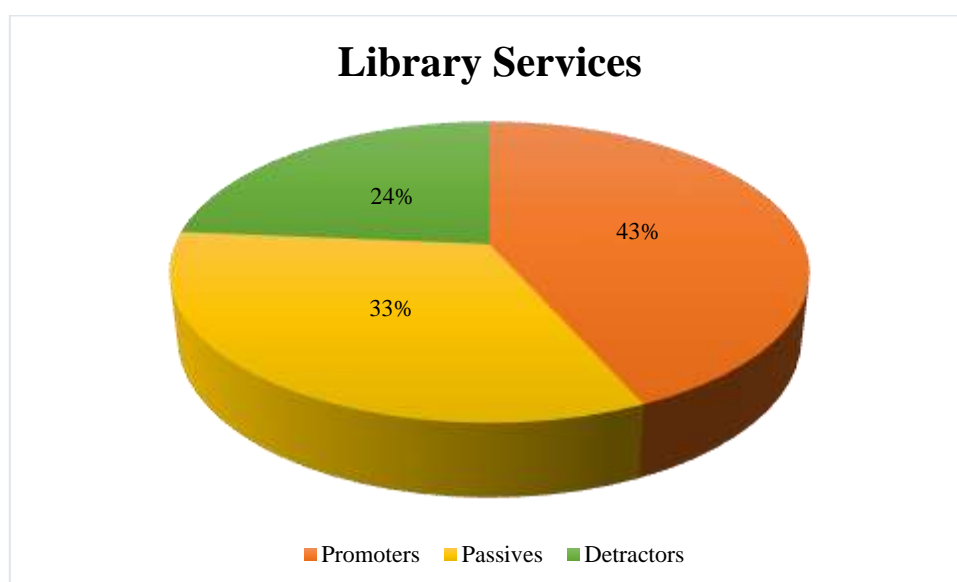
**Key Observations:**

- 32% students of AU are most likely to recommend AU due to their experience with Accounts Office.
- Most recommendations are from Ph.D. level.
- The undergraduate. Postgraduate and diploma students are not very impressed with the services from Accounts Office.

## Library

Categories: Availability of books, timings and automation

NPS Score: +20

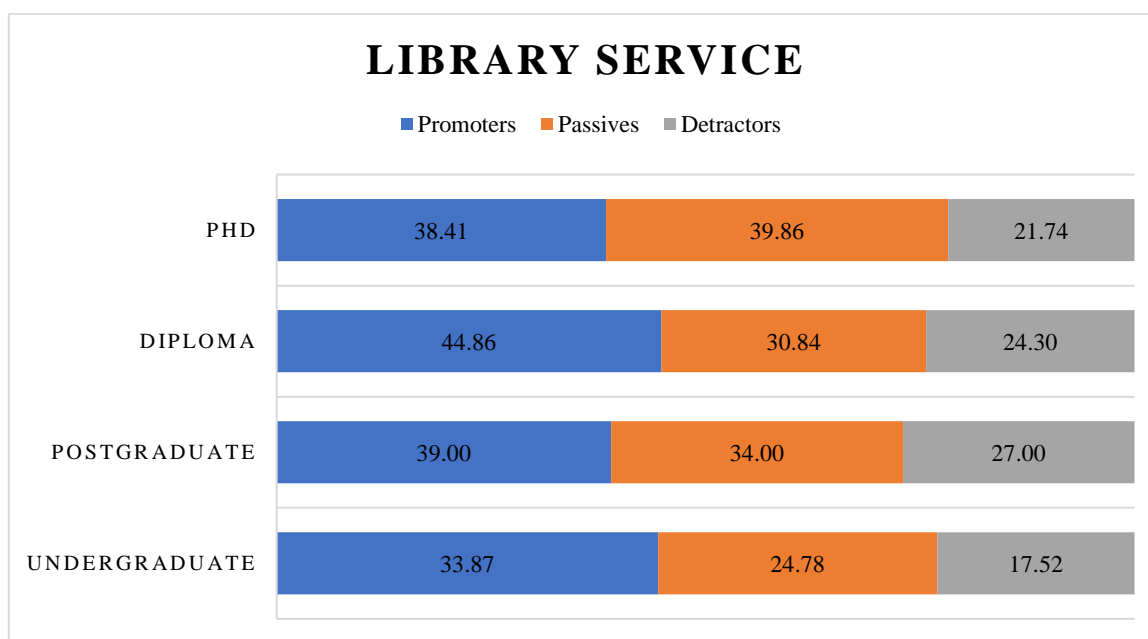


**Fig. 20 Percentage of promoters, passives and detractors in terms of their experience with Faculty members**

Category	No. of students	Percentage
Promoters	1355	43.33
Passives	1033	33.03
Detractors	739	23.63

Perception of Library services across different Levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	1059	775	548	2382	+16
Postgraduate	195	170	135	500	+12
Diploma	48	33	26	107	+21
Ph.D.	53	55	30	138	+17



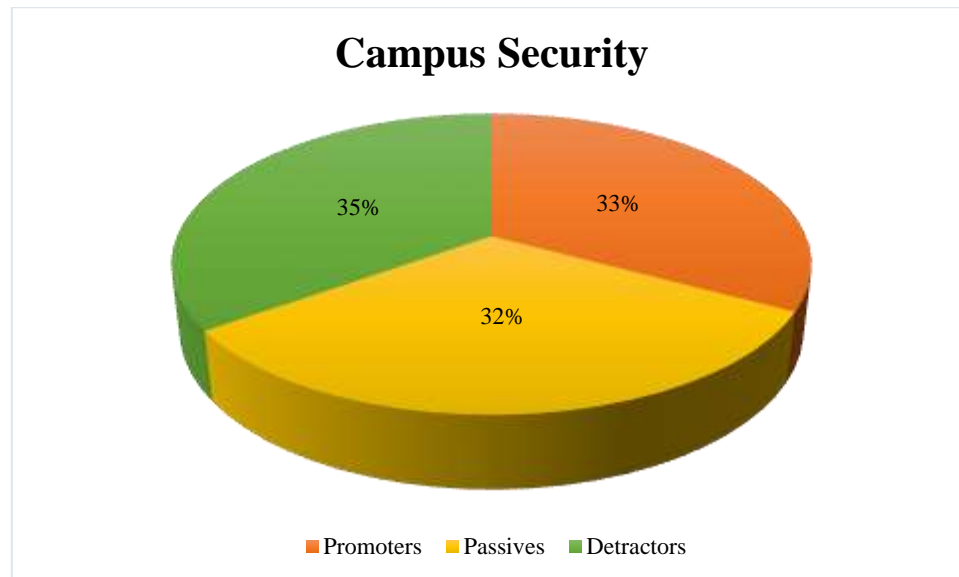
**Fig. 21 Percentage of promoters, passives and detractors in terms of library services at different academic levels**

**Key observations:**

- 43% students of AU are most likely to recommend AU due to their experience with library.
- Recommendations are stemming from students across all levels of academics across the university.
- Around 24-27% students at postgraduate and diploma level are not very impressed with their experiences with library.

## Campus Security

NPS Score: -2

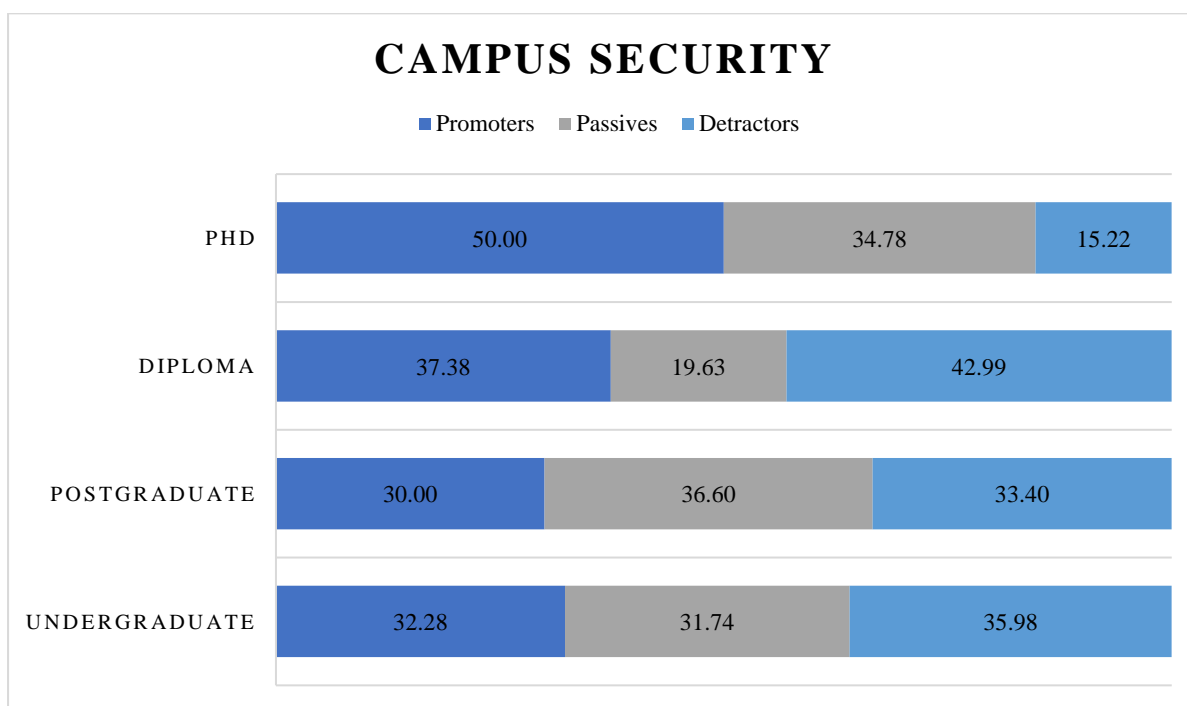


**Fig. 22 Percentage of promoters, passives and detractors in terms of their experience with Campus Security**

Category	No. of students	Percentage
Promoters	1028	32.87
Passives	1008	32.24
Detractors	1091	34.89

## Perception of Campus Security across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
<b>Undergraduate</b>	769	756	857	2382	<b>-4</b>
<b>Postgraduate</b>	150	183	167	500	<b>-3</b>
<b>Diploma</b>	40	21	46	107	<b>-6</b>
<b>Ph.D.</b>	69	48	21	138	<b>+35</b>



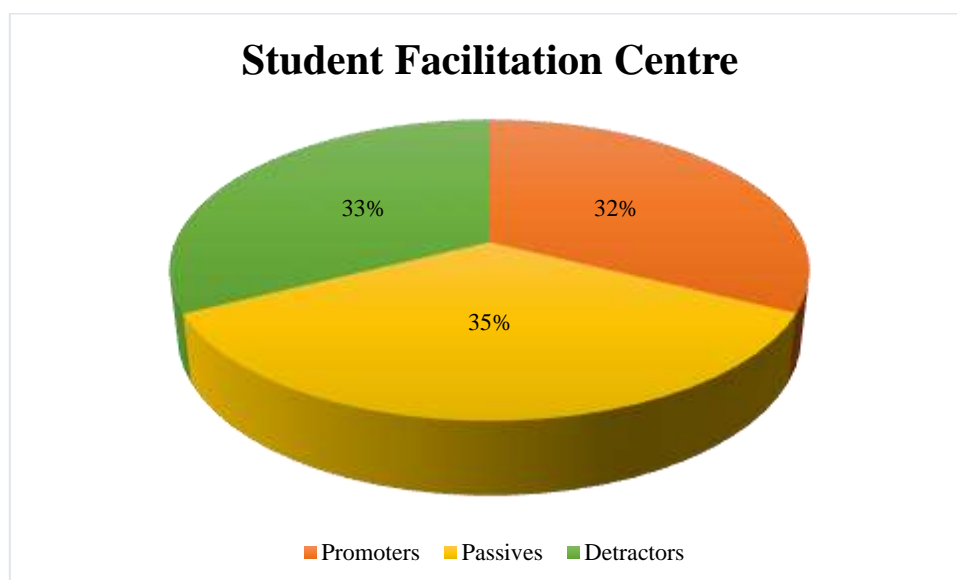
**Fig. 23 Percentage of promoters, passives and detractors in terms of experience with academic support services at different academic levels**

### Key Observations:

- 33% students of AU are most likely to recommend AU due to their experience with Campus Security.
- Most recommendations are from Ph.D. level.
- The undergraduate, Postgraduate and diploma students are not very impressed with the campus security.

## Student Facilitation Centre

NPS Score: 0

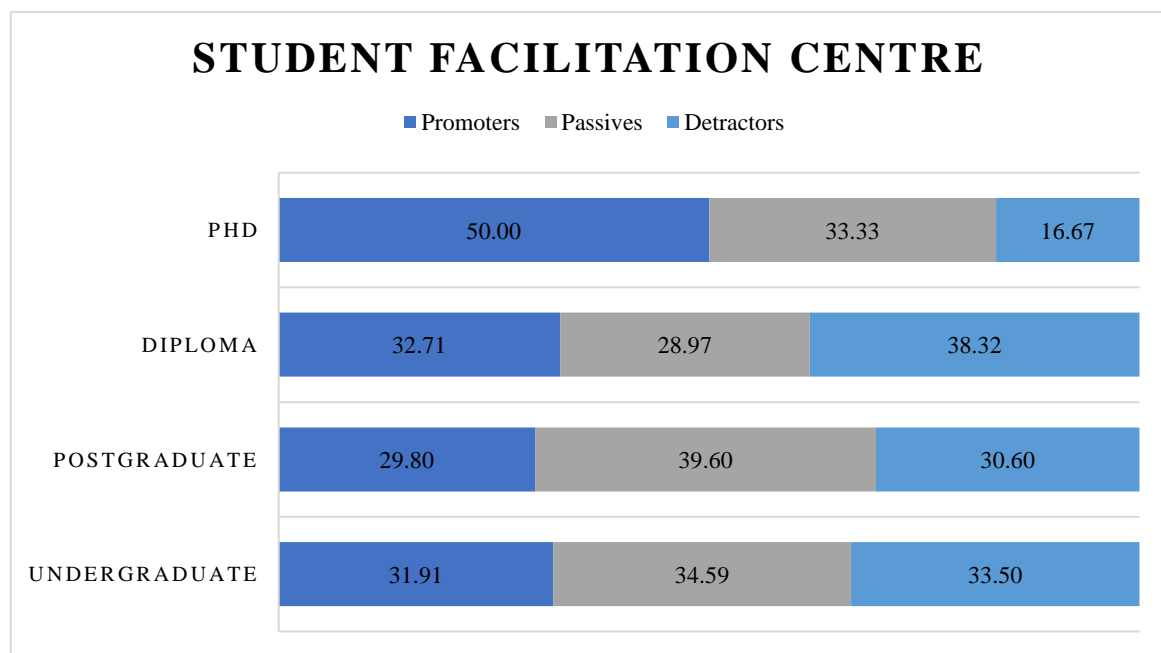


**Fig. 24 Percentage of promoters, passives and detractors in terms of their experience with Student Facilitation Centre**

Category	No. of students	Percentage
Promoters	1013	32.40
Passives	1099	35.15
Detractors	1015	32.46

Perception about Student facilitation Centre across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	760	824	798	2382	-2
Postgraduate	149	198	153	500	-1
Diploma	35	31	41	107	-6
Ph.D.	69	46	23	138	+33



**Fig. 25 Percentage of promoters, passives and detractors in terms of experience with SFC at different academic levels**

**Key Observations:**

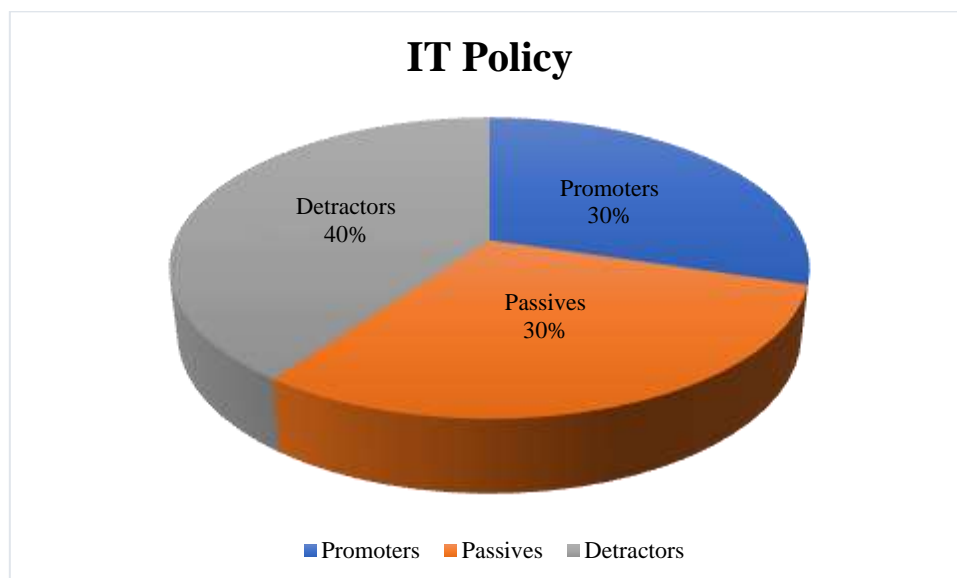
- 32% students of AU are most likely to recommend AU due to their experience with SFC.
- Most recommendations are from Ph.D. level.
- The undergraduate. Postgraduate and diploma students are not very impressed with the services from SFC.



## IT Services

Categories: Wi-Fi connectivity, Student Portal, LMS, IT Policy

**NPS Score: -10**

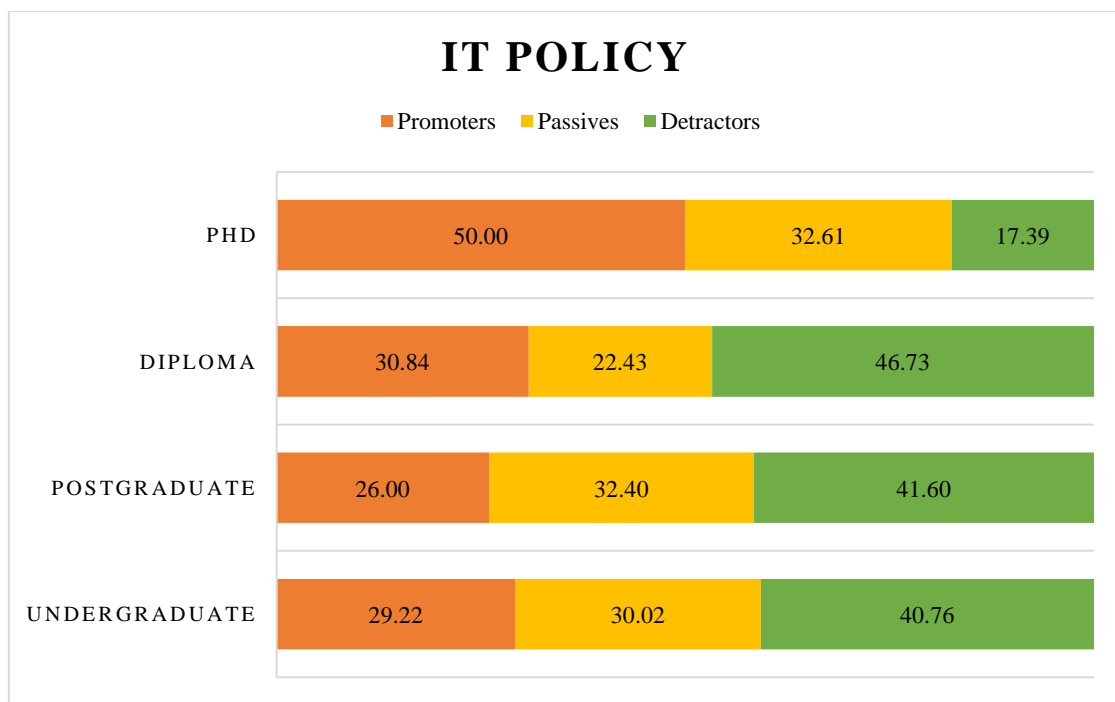


**Fig. 26 Percentage of promoters, passives and detractors in terms of their experience with IT Policy**

Category	No. of students	Percentage
Promoters	928	29.68
Passives	946	30.25
Detractors	1253	40.07

Perception about IT Policy across different academic levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	696	715	971	2382	-12
Postgraduate	130	162	208	500	-16
Diploma	33	24	50	107	-16
Ph.D.	69	45	24	138	+33



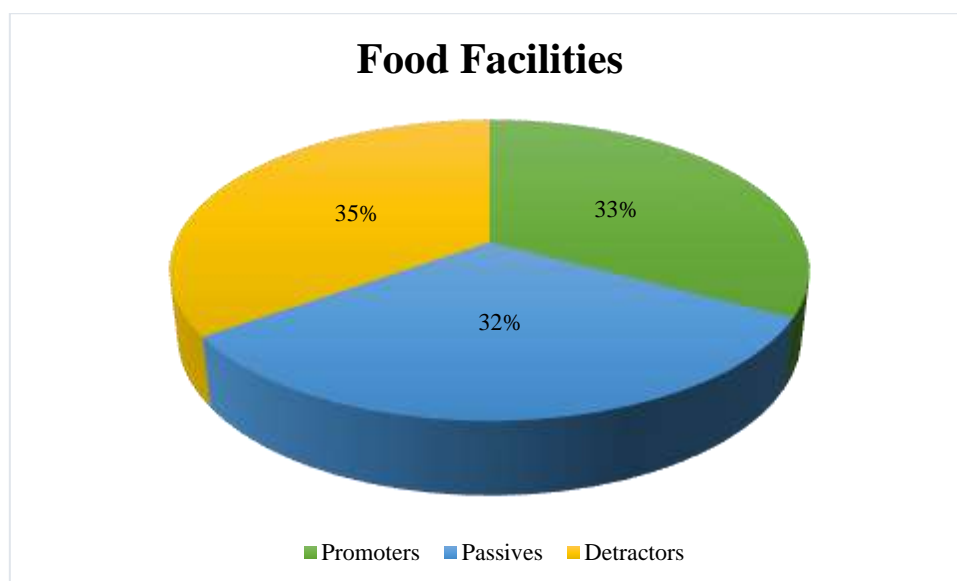
**Fig. 27 Percentage of promoters, passives and detractors in terms of experience with IT services at different academic levels**

**Key Observations:**

- 30% students of AU are most likely to recommend AU due to their experience with IT services.
- Most recommendations are from Ph.D. level.
- The undergraduate, Postgraduate and diploma students are not very impressed with the services from SFC.

## Food Facilities

**NPS Score: -2**

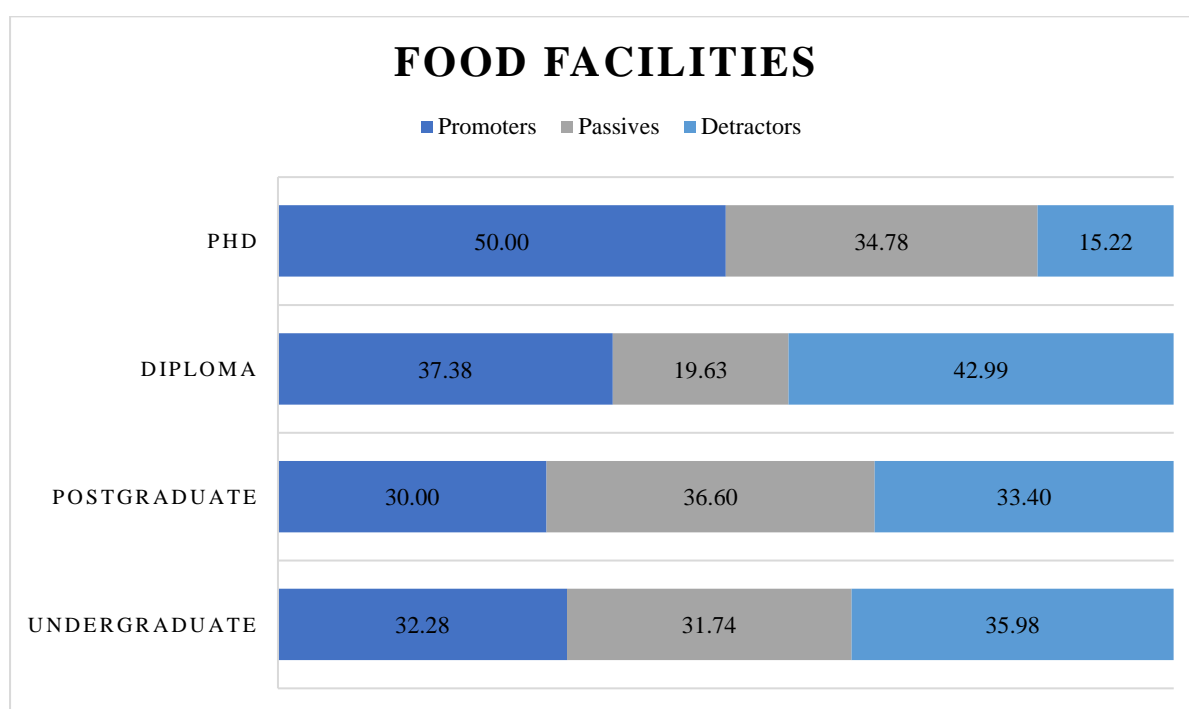


**Fig. 28 Percentage of promoters, passives and detractors in terms of their experience with Food facilities**

Category	No. of students	Percentage
Promoters	1028	32.87
Passives	1008	32.24
Detractors	1091	34.89

Perception of Food facilities across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
<b>Undergraduate</b>	769	756	857	2382	<b>-4</b>
<b>Postgraduate</b>	150	183	167	500	<b>-3</b>
<b>Diploma</b>	40	21	46	107	<b>-6</b>
<b>Ph.D.</b>	69	48	21	138	<b>+35</b>



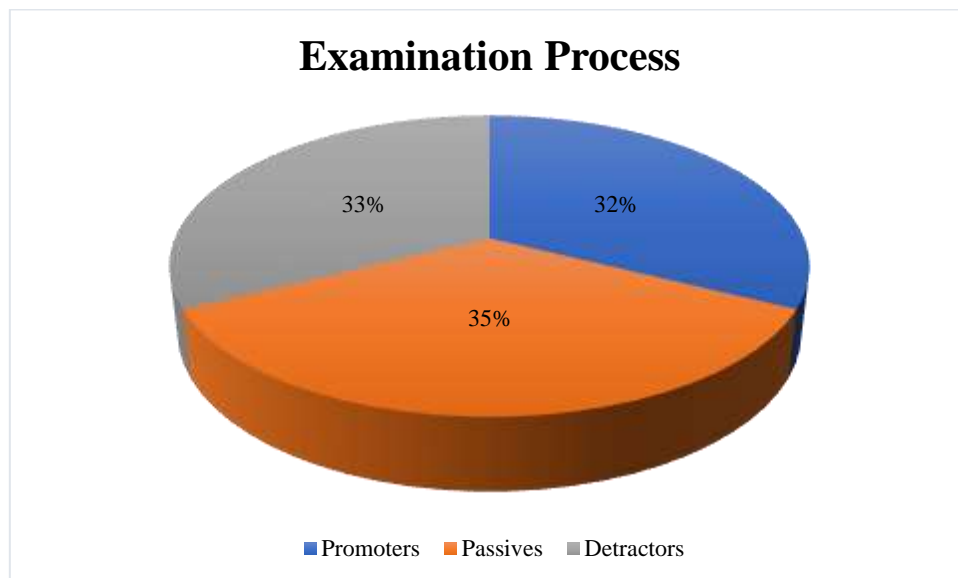
**Fig. 29 Percentage of promoters, passives and detractors in terms of experience with food facilities at different academic levels**

#### Key Observations:

- 33% students of AU are most likely to recommend AU due to their experience with Campus Security.
- Most recommendations are from Ph.D. level.
- The undergraduate, Postgraduate and diploma students are not very impressed with the campus security

## Examination Process

NPS Score: 0

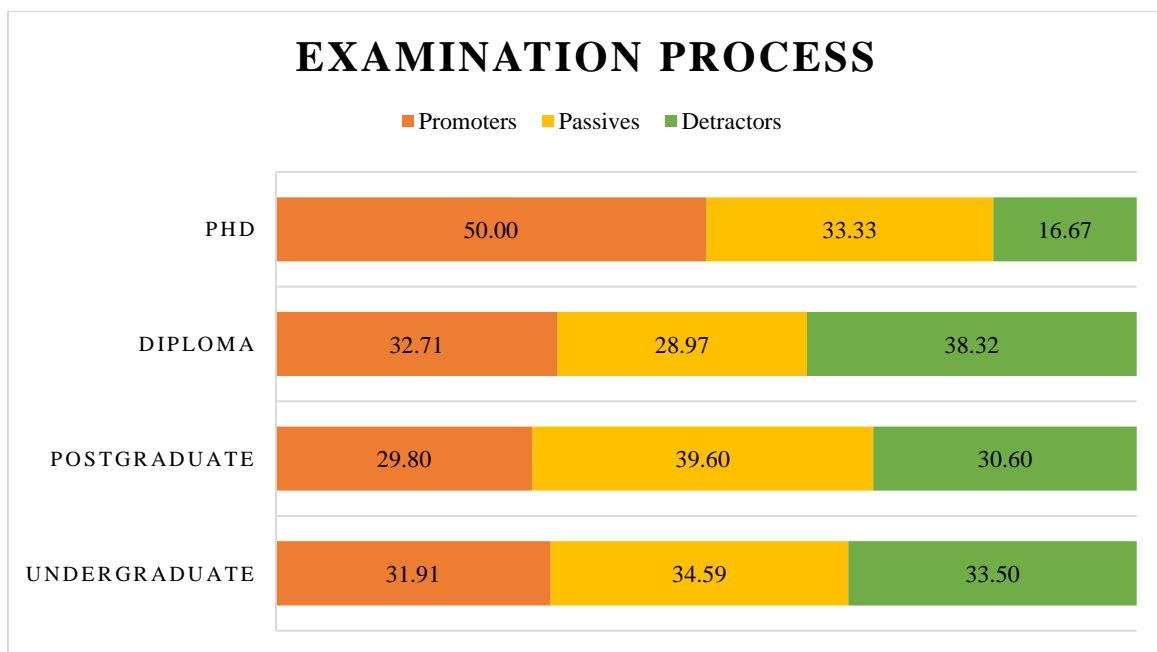


**Fig. 30 Percentage of promoters, passives and detractors in terms of their experience with Examination process**

Category	No. of students	Percentage
Promoters	1013	32.40
Passives	1099	35.15
Detractors	1015	32.46

Perception about Examination process across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	760	824	798	2382	-2
Postgraduate	149	198	153	500	-1
Diploma	35	31	41	107	-6
Ph.D.	69	46	23	138	+33



**Fig. 31 Percentage of promoters, passives and detractors in terms of experience with the examination process at different academic levels**

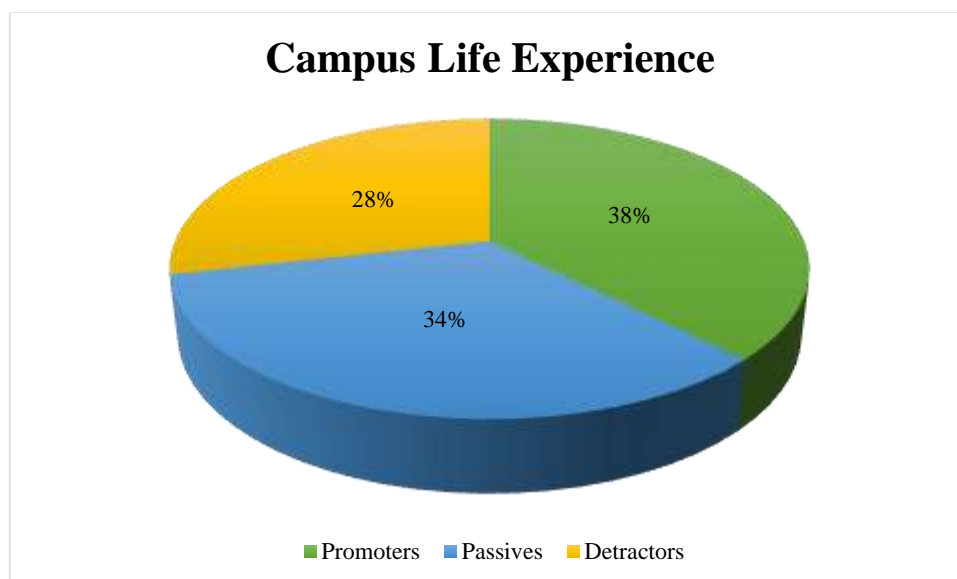
#### Key Observations:

- 32% students of AU are most likely to recommend AU due to their experience with examination process.
- Most recommendations are from Ph.D. level.
- The undergraduate, Postgraduate and diploma students are not very impressed with the examination process.

## Campus life experience

Categories: Culture, Campus life, opportunities for co-curricular and extra-curricular activities, Sports.

NPS Score: +9

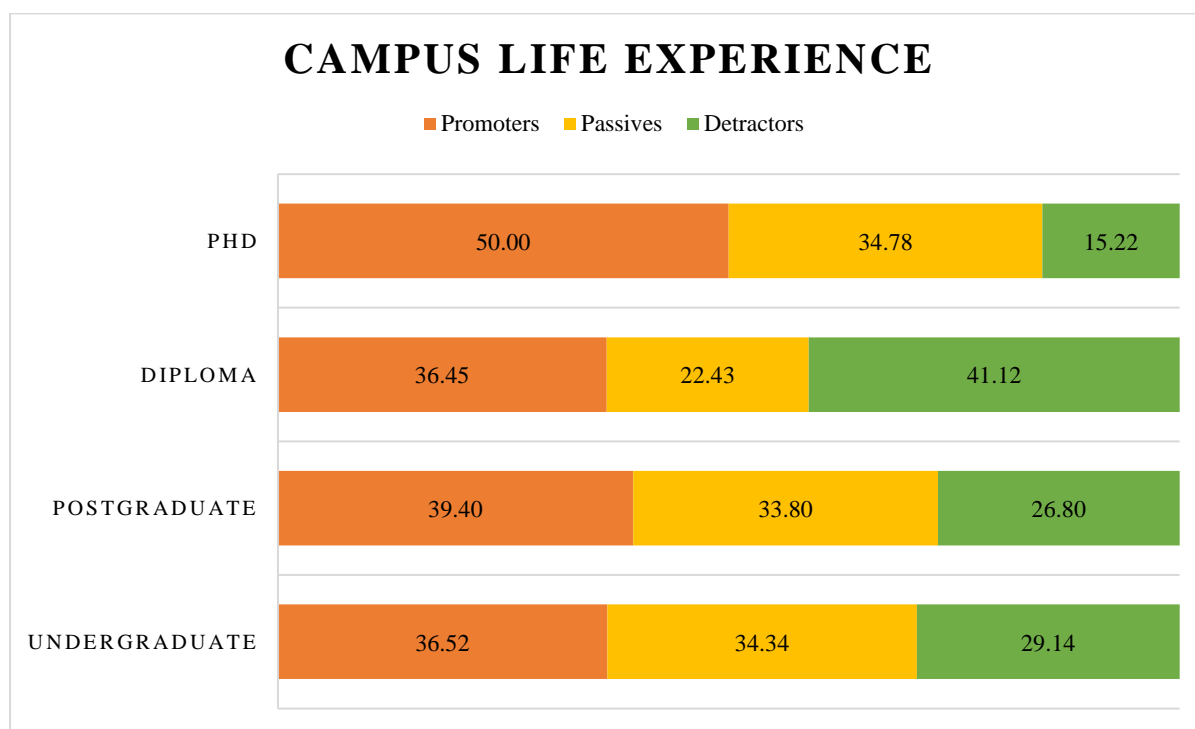


**Fig. 32 Percentage of promoters, passives and detractors in terms of campus life**

Category	No. of students	Percentage
Promoters	1175	37.58
Passives	1059	33.87
Detractors	893	28.56

Perception of Campus Life Experience across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	870	818	694	2382	+7
Postgraduate	197	169	134	500	+13
Diploma	39	24	44	107	-5
Ph.D.	69	48	21	138	+35



**Fig. 33 Percentage of promoters, passives and detractors in terms of campus life at different academic levels**

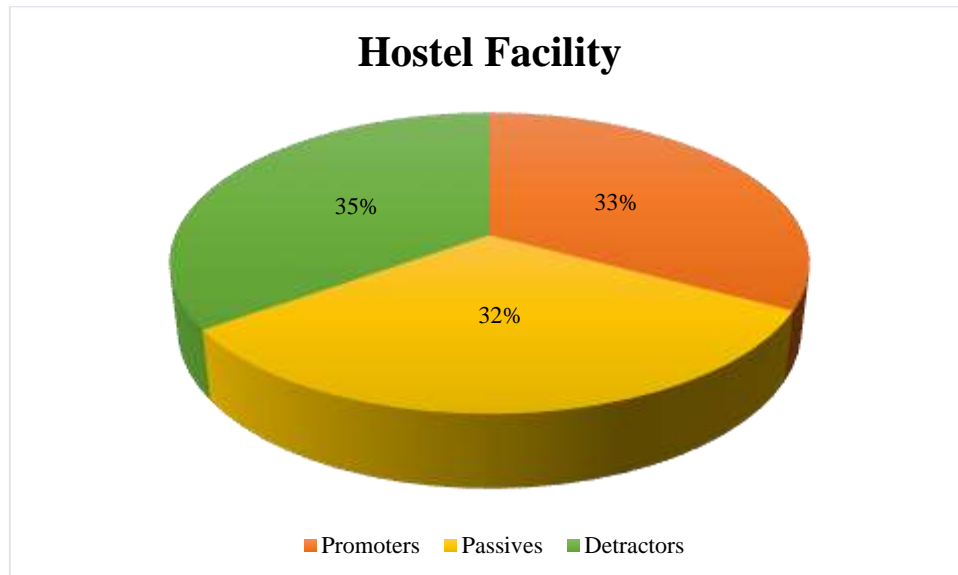
**Key Observations:**

- 38% students of AU are most likely to recommend AU due to the campus life.
- Most recommendations are from undergraduate, postgraduate, and Ph.D. level.
- The diploma students are not very impressed with the campus life.



## Hostel Facility

**NPS Score: -2**

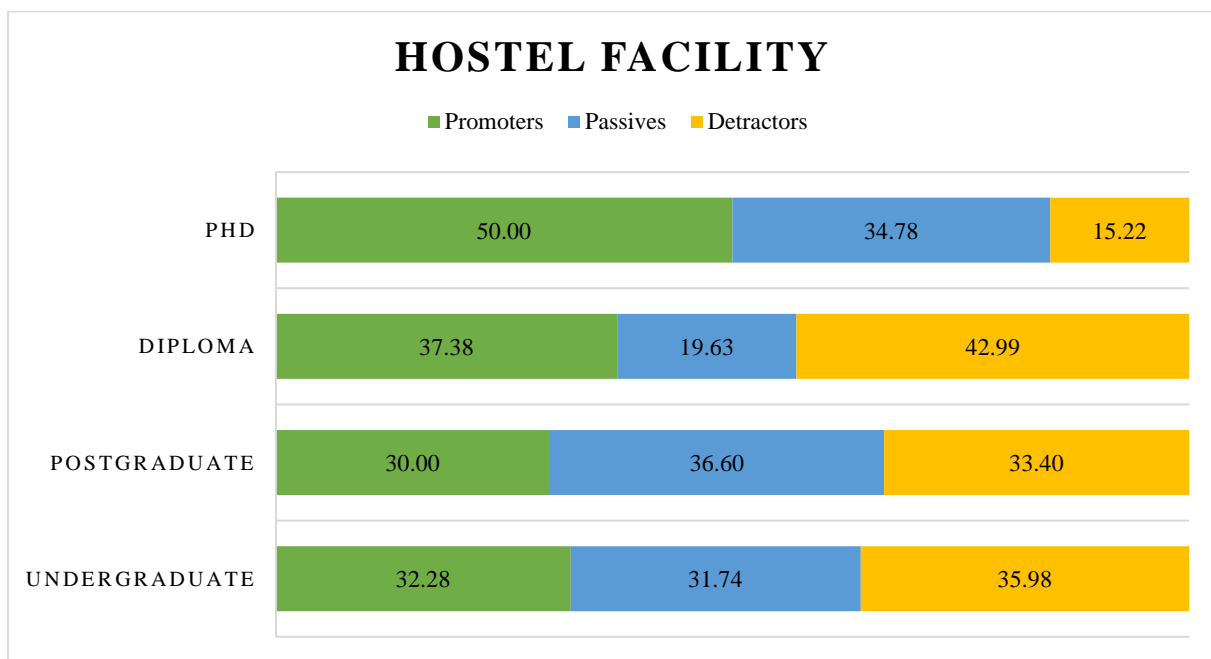


**Fig. 34 Percentage of promoters, passives and detractors in terms of campus life**

Category	No. of students	Percentage
Promoters	1028	32.87
Passives	1008	32.24
Detractors	1091	34.89

Perception of Hostel Facility across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
<b>Undergraduate</b>	769	756	857	2382	<b>-4</b>
<b>Postgraduate</b>	150	183	167	500	<b>-3</b>
<b>Diploma</b>	40	21	46	107	<b>-6</b>
<b>Ph.D.</b>	69	48	21	138	<b>+35</b>



**Fig. 35 Percentage of promoters, passives and detractors in terms of experience with hostel facility at different academic levels**

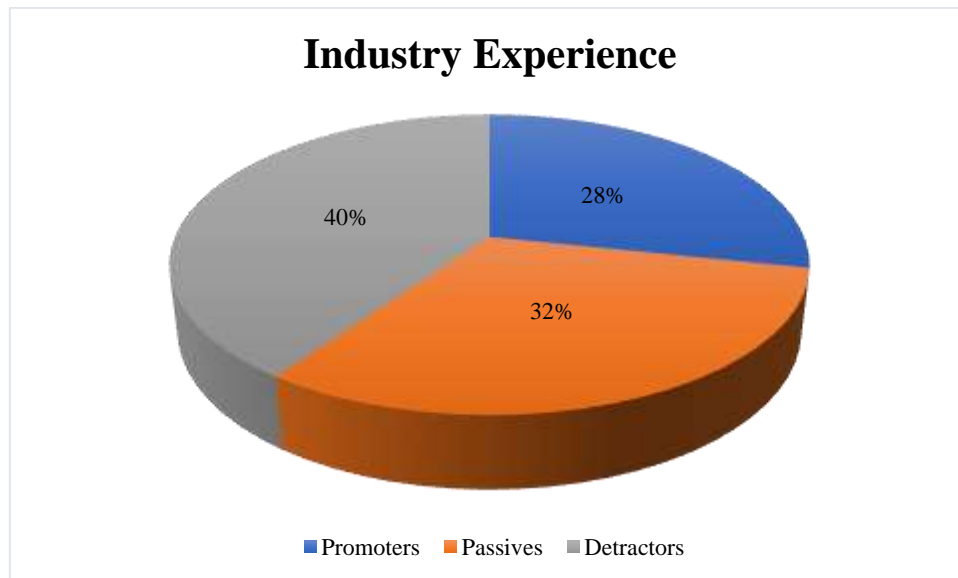
**Key Observations:**

- 33% students of AU are most likely to recommend AU due to their experience with Hostel Facility.
- Most recommendations are from Ph.D. level.
- The undergraduate, Postgraduate and diploma students are not very impressed with the Hostel facility.

## Industry Experience

Categories: CDC, Placement opportunities, internship opportunities, linkage with industry, opportunities for industry projects.

**NPS Score: -12**

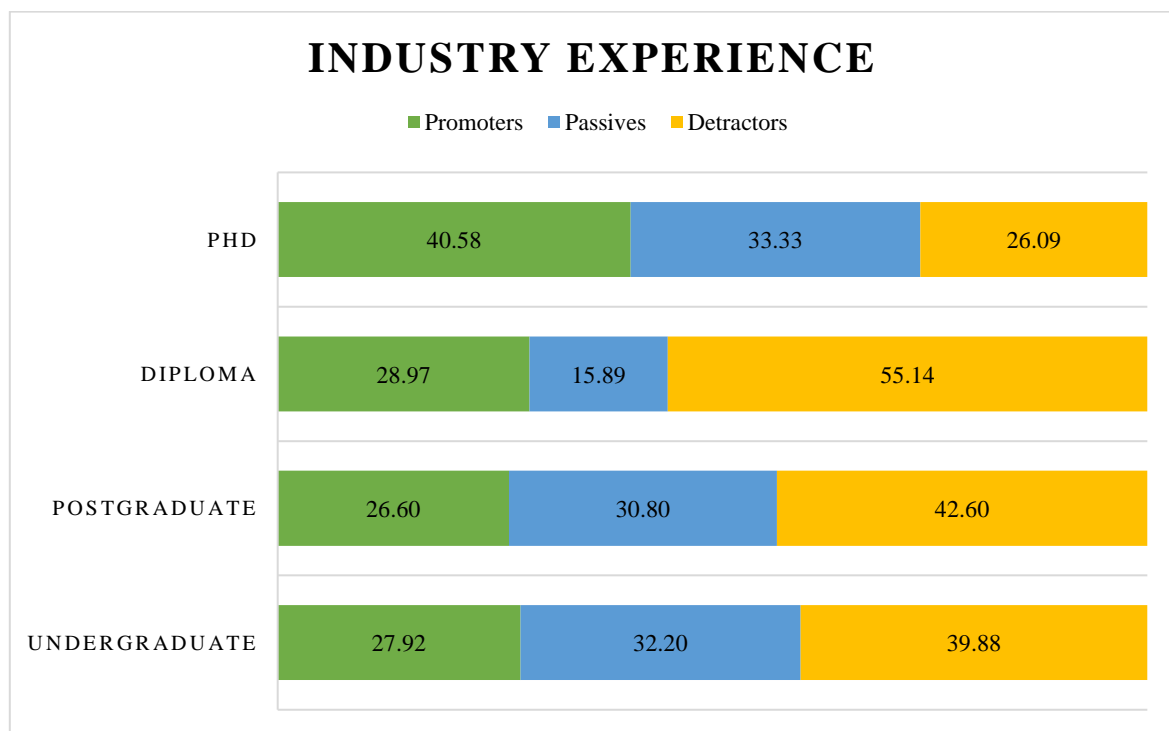


**Fig. 36 Percentage of promoters, passives and detractors in terms of Industry experience**

Category	No. of students	Percentage
Promoters	885	28.30
Passives	984	31.47
Detractors	1258	40.23

Industry experience across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	665	767	950	2382	-12
Postgraduate	133	154	213	500	-16
Diploma	31	17	59	107	-26
Ph.D.	56	46	36	138	+14



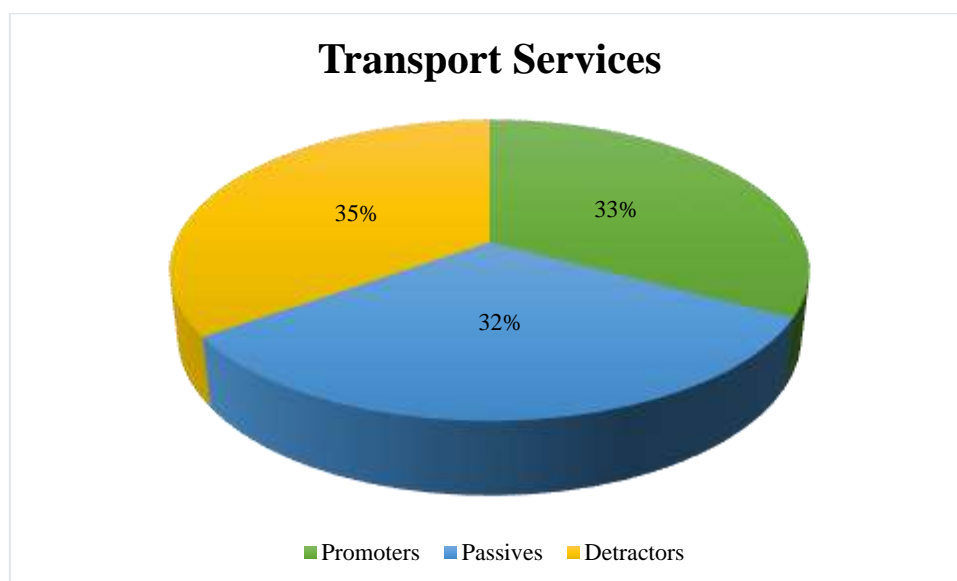
**Fig. 37 Percentage of promoters, passives and detractors in terms of Industry Experience at different academic levels**

**Key Observations:**

- 28% students of AU are most likely to recommend AU due to their industry experience and placement opportunities.
- Most recommendations are from Ph.D. level.
- The undergraduate, Postgraduate and diploma students are not very impressed with the industry experience.

## Transport Services

NPS Score: -2

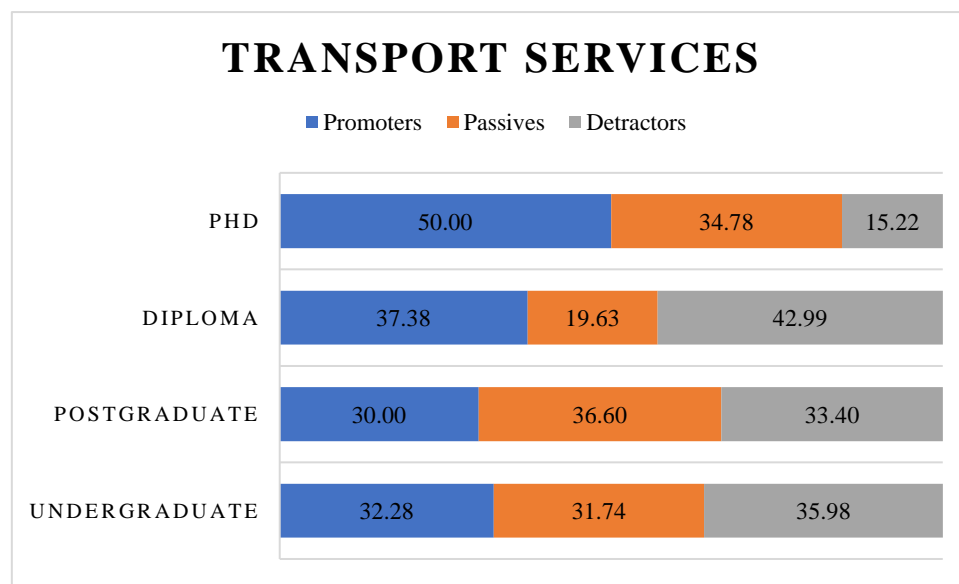


**Fig. 38 Percentage of promoters, passives and detractors in terms of transport services**

Category	No. of students	Percentage
Promoters	1028	32.87
Passives	1008	32.24
Detractors	1091	34.89

Perception of Transport services across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
Undergraduate	769	756	857	2382	-4
Postgraduate	150	183	167	500	-3
Diploma	40	21	46	107	-6
Ph.D.	69	48	21	138	+35



**Fig. 39 Percentage of promoters, passives and detractors in terms of experience with transport facilities at different academic levels**

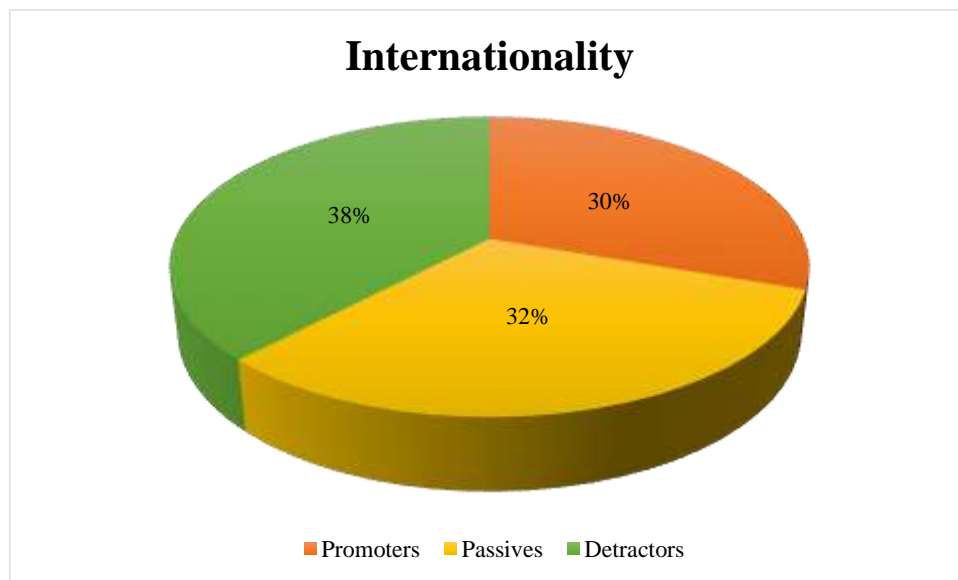
**Key Observations:**

- 33% students of AU are most likely to recommend AU due to their experience with Transport Facility.
- Most recommendations are from Ph.D. level.
- The undergraduate, Postgraduate and diploma students are not very impressed with the Transport facility.

## Internationality

Categories: International opportunities, exposure, exchange programs, collaboration with foreign institutions

NPS Score: -8

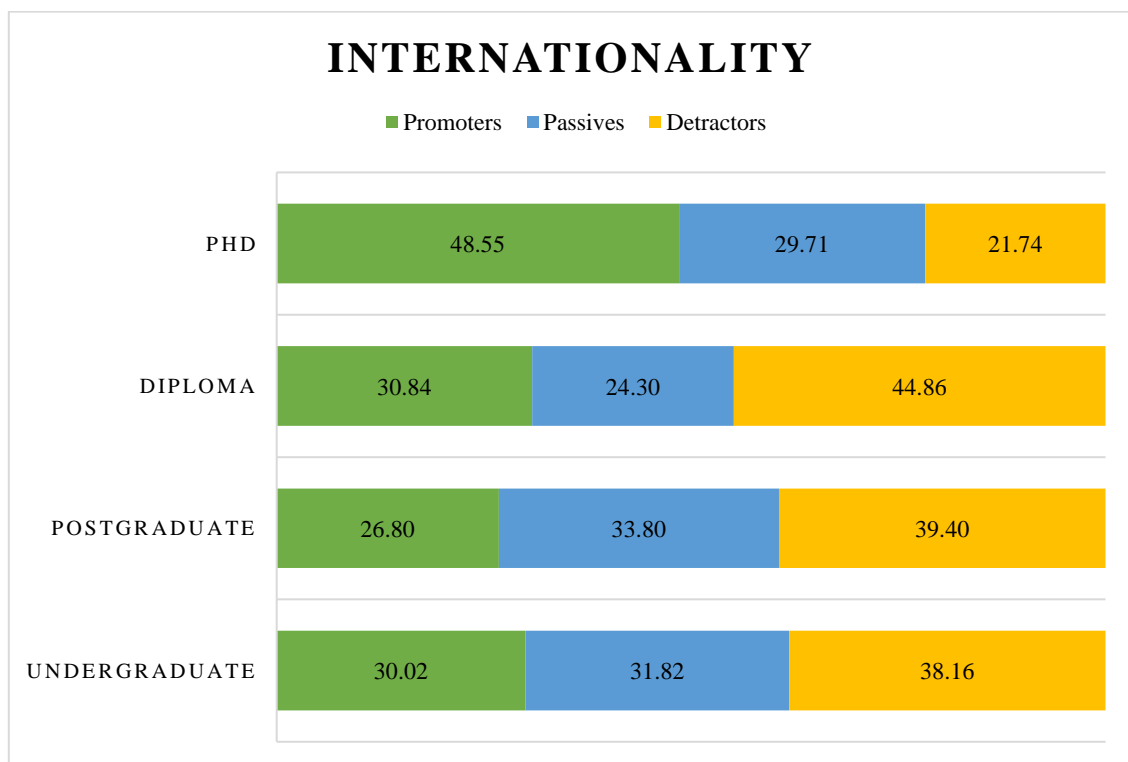


**Fig. 40 Percentage of promoters, passives and detractors in terms of Internationality**

Category	No. of students	Percentage
Promoters	949	30.35
Passives	994	31.79
Detractors	1184	37.86

Experience of Internationality across different academic levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
<b>Undergraduate</b>	715	758	909	2382	<b>-8</b>
<b>Postgraduate</b>	134	169	197	500	<b>-13</b>
<b>Diploma</b>	33	26	48	107	<b>-14</b>
<b>Ph.D.</b>	67	41	30	138	<b>+27</b>



**Fig. 40 Percentage of promoters, passives and detractors in terms of experience with transport facilities at different academic levels**

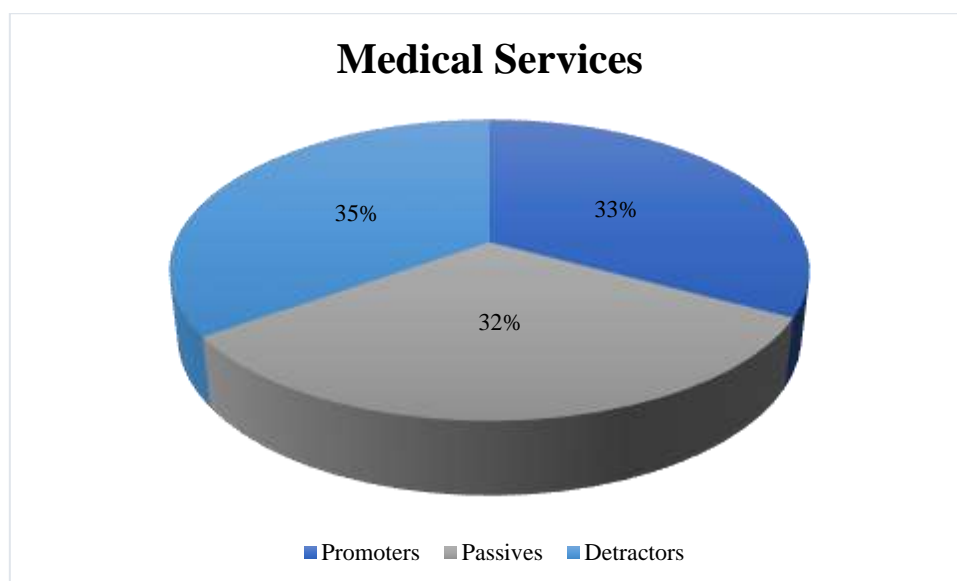
**Key Observations:**

- 30% students of AU are most likely to recommend AU in terms of the Internationality of AU.
- Most recommendations are from Ph.D. level.
- The undergraduate, Postgraduate and diploma students are not very impressed with the Transport facility.



## Medical Services

**NPS Score: -2**

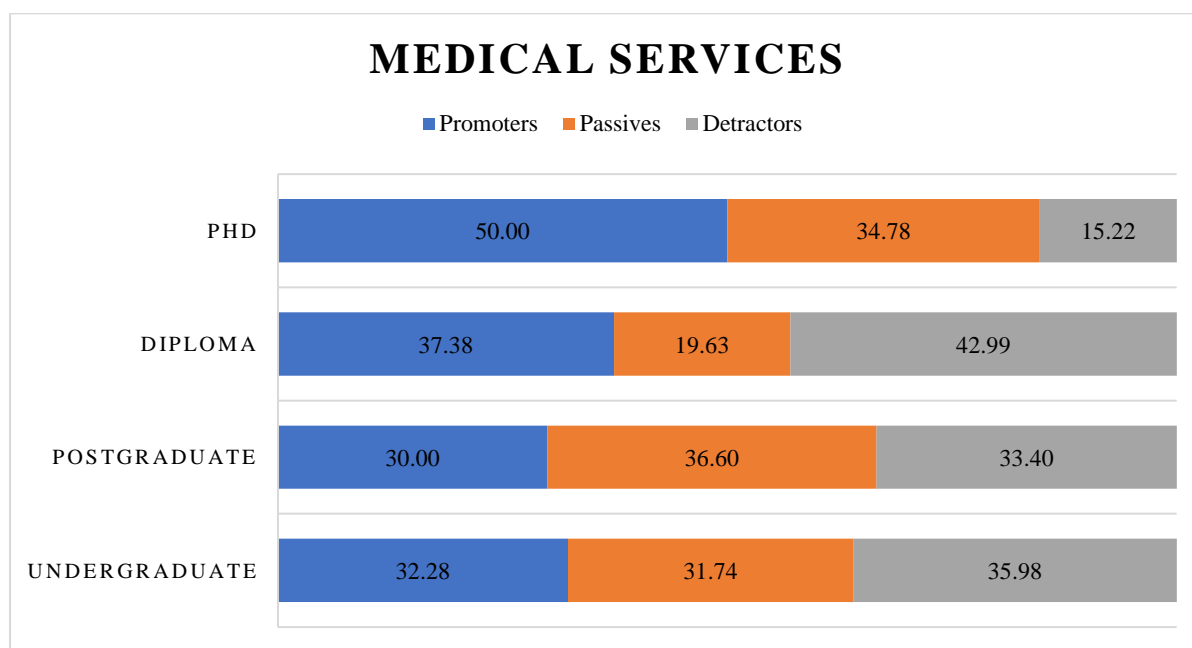


**Fig. 41 Percentage of promoters, passives and detractors in terms of Medical services**

Category	No. of students	Percentage
Promoters	1028	32.87
Passives	1008	32.24
Detractors	1091	34.89

Perception of Medical services across different levels:

Level	Promoters	Passives	Detractors	Total	NPS Score
<b>Undergraduate</b>	769	756	857	2382	<b>-4</b>
<b>Postgraduate</b>	150	183	167	500	<b>-3</b>
<b>Diploma</b>	40	21	46	107	<b>-6</b>
<b>Ph.D.</b>	69	48	21	138	<b>+35</b>



**Fig. 42 Percentage of promoters, passives and detractors in terms of medical services at different academic levels**

**Key Observations:**

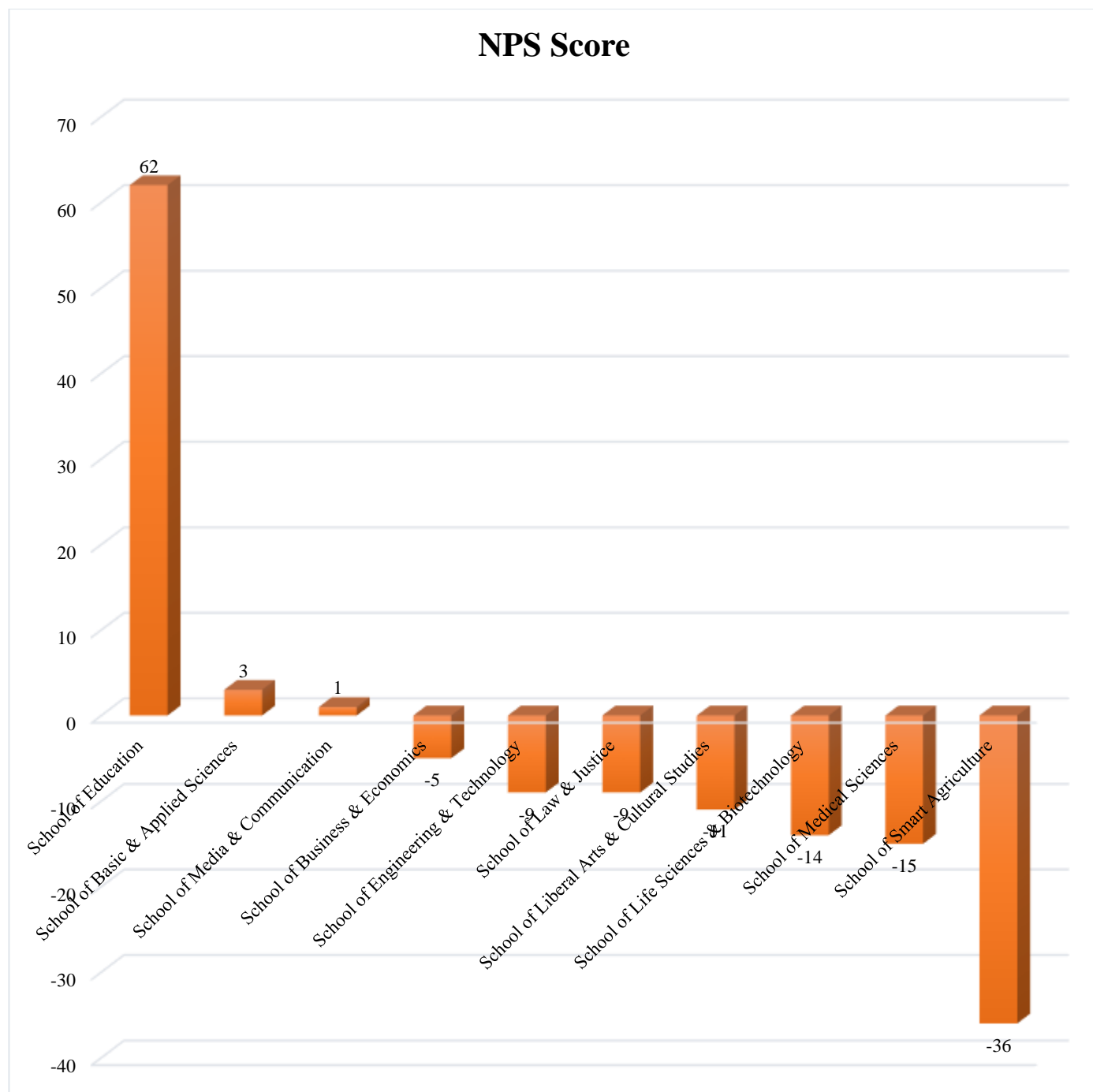
- 33% students of AU are most likely to recommend AU due to their experience with medical services.
- Most recommendations are from Ph.D. level.
- The undergraduate. Postgraduate and diploma students are not very impressed with the medical services.

# SCHOOL WISE ANALYSIS

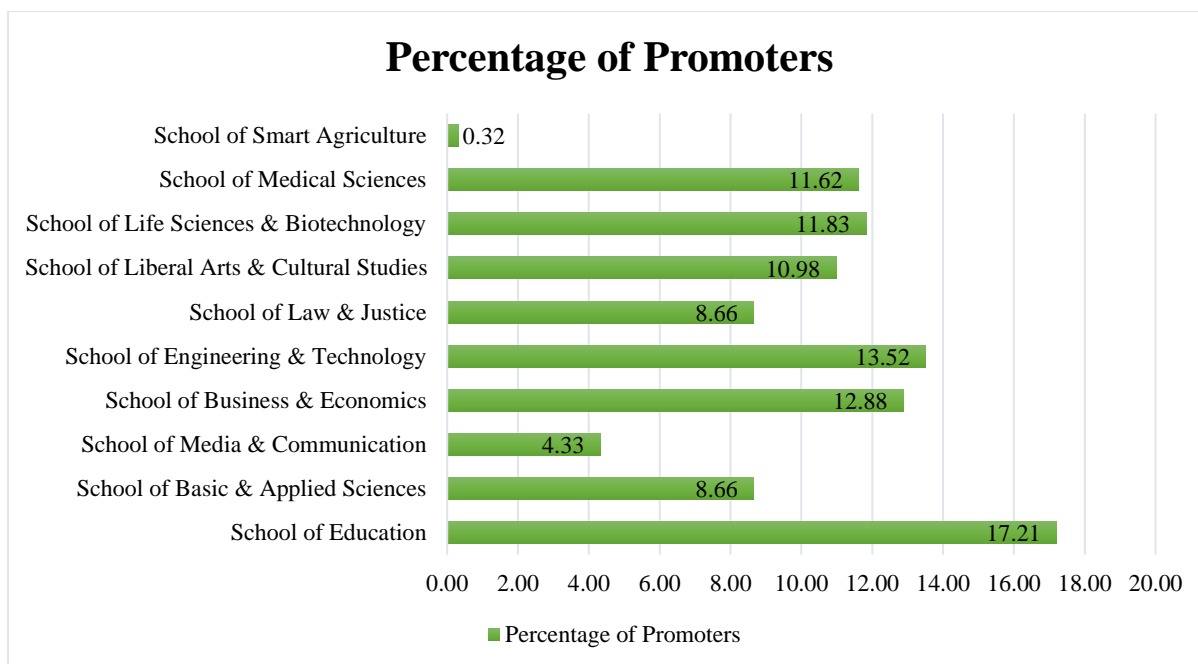
## Summary

### School wise NPS Score

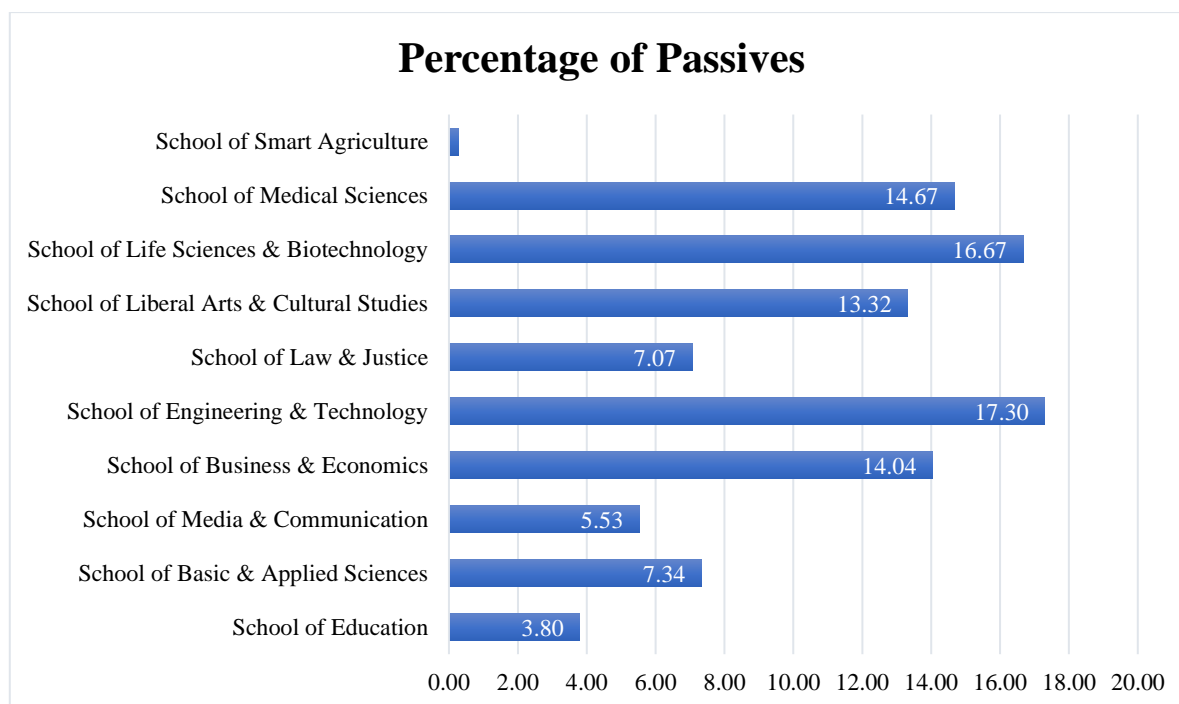
Schools	Total no. of response	No. of Promoters	No. of Detractors	No. of Passives	NPS Score
School of Education	227	163	22	42	<b>+62</b>
School of Basic & Applied Sciences	228	79	72	77	<b>+3</b>
School of Media & Communication	142	41	40	61	<b>+1</b>
School of Business & Economics	422	122	145	155	<b>-5</b>
School of Engineering & Technology	491	128	172	191	<b>-9</b>
School of Law & Justice	266	82	106	78	<b>-9</b>
School of Liberal Arts & Cultural Studies	402	105	149	148	<b>-11</b>
School of Life Sciences & Biotechnology	445	110	173	162	<b>-14</b>
School of Medical Sciences	484	113	187	184	<b>-15</b>
School of Smart Agriculture	14	3	8	3	<b>-36</b>



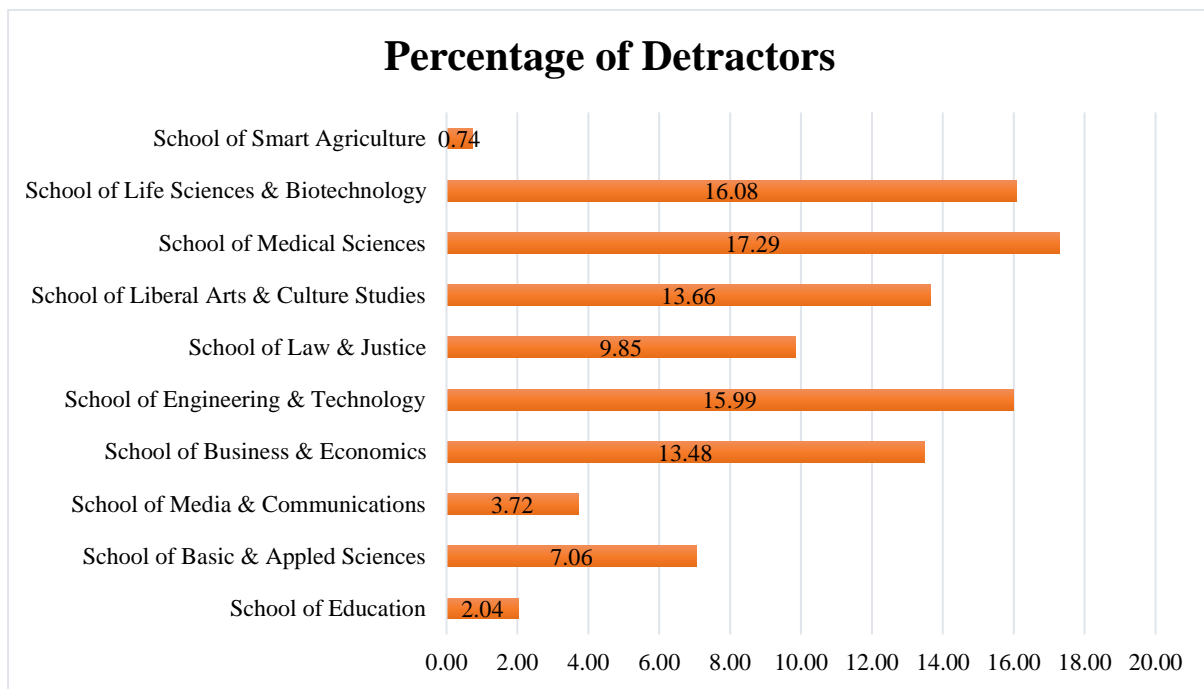
**Fig. 43 NPS Scores across different schools**



**Fig. 44 Percentage of Promoters across different schools**



**Fig. 45 Percentage of Passives across different schools**



**Fig. 46 Percentage of Detractors across different schools**

#### **Key Observations:**

- Highest number of promoters is from School of Education.
- Highest number of passives is from School of Engineering & Technology
- Highest number of detractors are from School of Medical Sciences

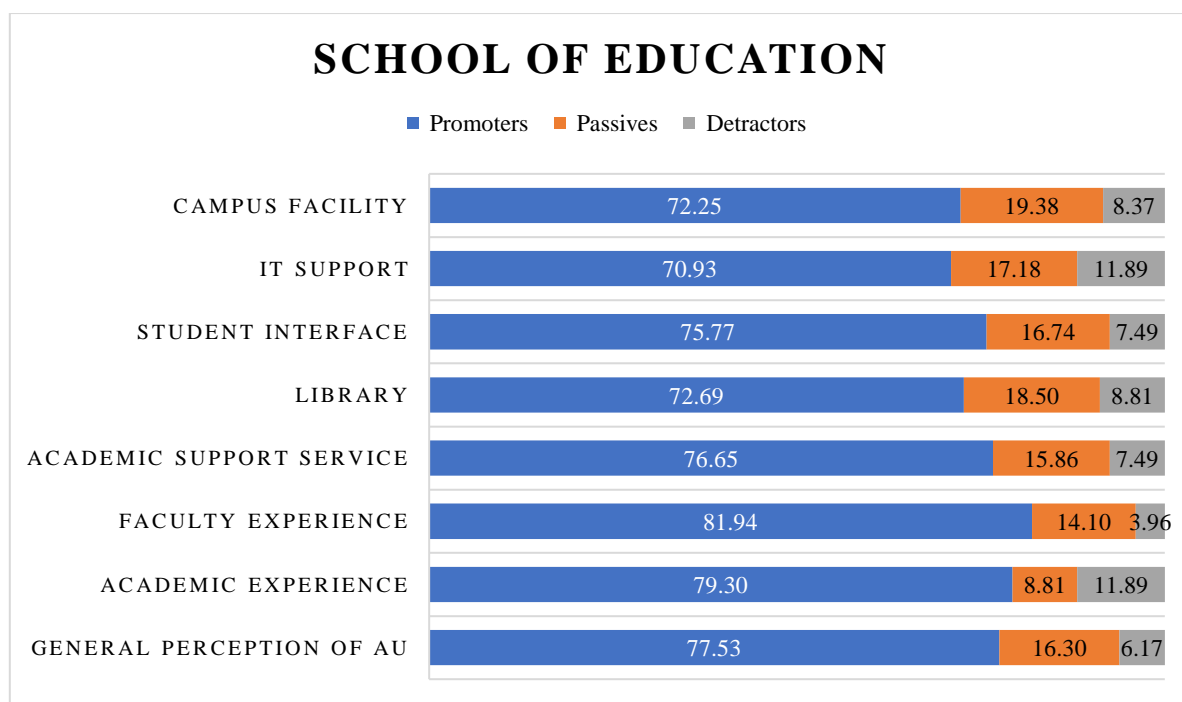
## **School of Education**



**Total response received: 227 (97% of all SOE students)**

Promoters	163	71.81
Passives	42	18.50
Detractors	22	9.69
<b>NPS SCORE</b>		<b>+62</b>

Category	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
<b>General Perception of AU</b>	176	37	14	<b>+71</b>
<b>Academic Experience</b>	180	20	27	<b>+67</b>
<b>Faculty Experience</b>	186	32	9	<b>+78</b>
<b>Academic Support Service</b>	174	36	17	<b>+69</b>
<b>Library</b>	165	42	20	<b>+64</b>
<b>Student Interface</b>	172	38	17	<b>+68</b>
<b>IT Support</b>	161	39	27	<b>+59</b>
<b>Campus Facility</b>	164	44	19	<b>+64</b>
<b>Campus Life</b>	183	30	14	<b>+74</b>
<b>Placement</b>	163	40	24	<b>+61</b>
<b>Internationality</b>	185	34	8	<b>+78</b>



**Fig. 47 Percentage of Promoters, Passives and Detractors in School of Education**

**Observations (based on student comments):**

Reasons for recommendation	Faculty members, International exposure
Areas of Improvement	Administration, Infrastructure

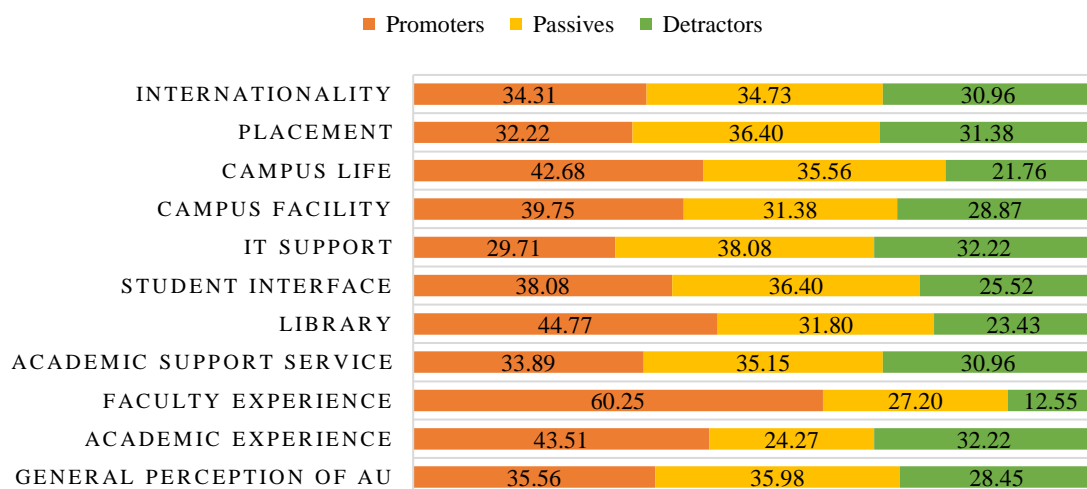
# **SCHOOL OF BASIC & APPLIED SCIENCES**

**Total response received: 228 (94% of all SOBAS students)**

Promoters	79	34.65
Passives	77	34.21
Detractors	72	31.58
<b>NPS SCORE</b>		<b>+3</b>

Category	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
<b>General Perception of AU</b>	85	86	68	7
<b>Academic Experience</b>	104	58	77	11
<b>Faculty Experience</b>	144	65	30	48
<b>Academic Support Service</b>	81	84	74	3
<b>Library</b>	107	76	56	21
<b>Student Interface</b>	91	87	61	13
<b>IT Support</b>	71	91	77	-3
<b>Campus Facility</b>	95	75	69	11
<b>Campus Life</b>	102	85	52	21
<b>Placement</b>	77	87	75	1
<b>Internationality</b>	82	83	74	3

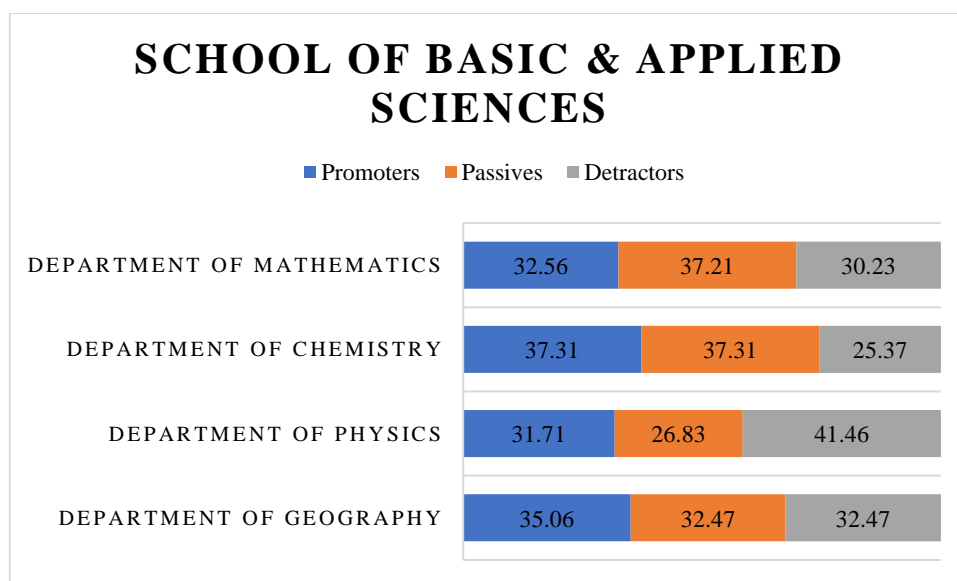
## SCHOOL OF BASIC & APPLIED SCIENCES



**Fig. 48 Percentage of Promoters, Passives and Detractors in School of Basic & Applied Sciences**

### Department wise Analysis

	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
Department of Geography	27	25	25	3
Department of Physics	13	11	17	-10
Department of Chemistry	25	25	17	12
Department of Mathematics	14	16	13	2



**Fig. 49 Percentage of Promoters, Passives and Detractors across the departments of School of Basic & Applied Sciences**

**Observations (based on student comments):**

Reasons for recommendation	Helpfulness and qualifications of Faculty members, peaceful environment
Areas of Improvement	Infrastructure (AC Classrooms), Fee structure

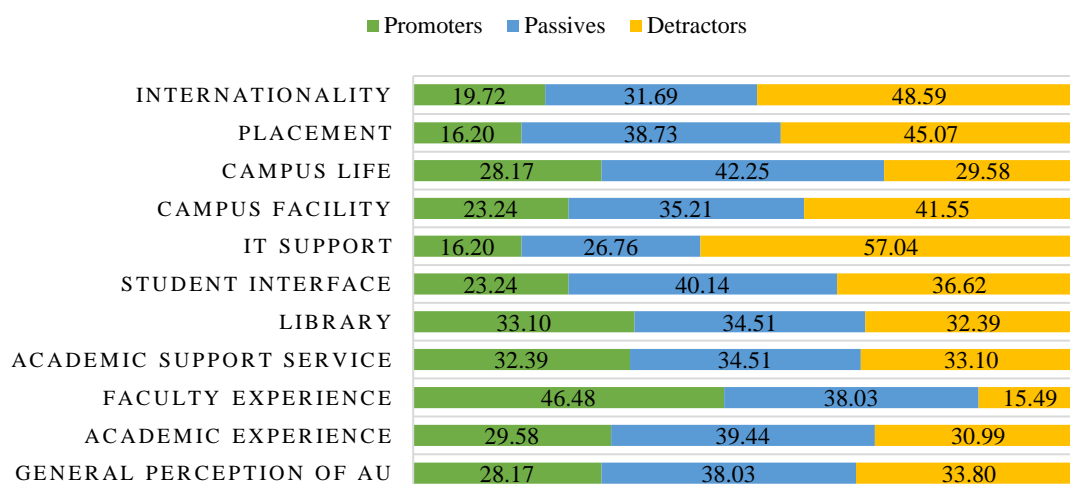
## **School of Media & Communications**

**Total response = 142 (92% of all SOMC students)**

Promoters	41	28.87
Passives	61	42.96
Detractors	40	28.17
<b>NPS SCORE</b>		<b>+1</b>

Category	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
General Perception of AU	40	54	48	-6
Academic Experience	42	56	44	-1
Faculty Experience	66	54	22	+31
Academic Support Service	46	49	47	-1
Library	47	49	46	+1
Student Interface	33	57	52	-13
IT Support	23	38	81	-41
Campus Facility	33	50	59	-18
Campus Life	40	60	42	-1
Placement	23	55	64	-29
Internationality	28	45	69	-29

## SCHOOL OF MEDIA & COMMUNICATIONS

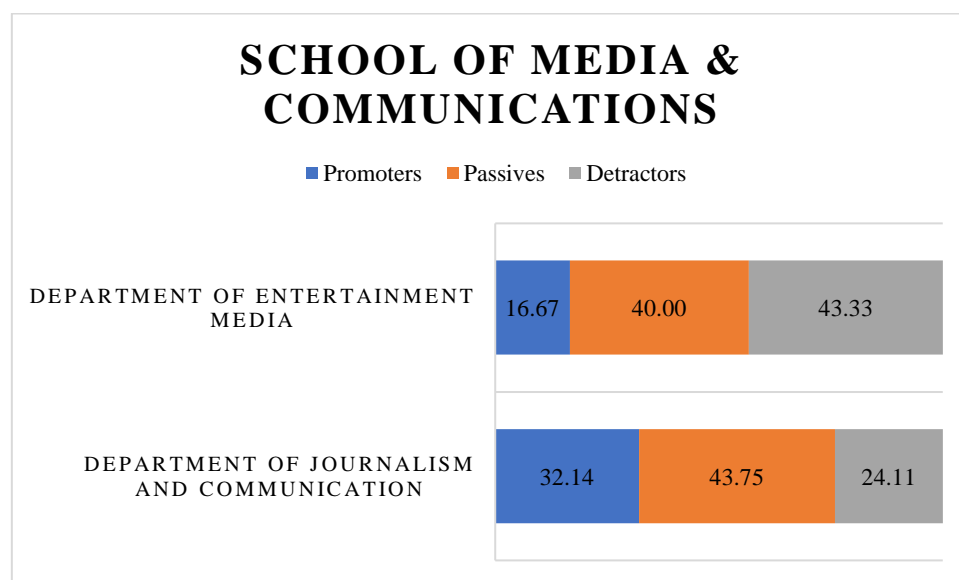




**Fig. 50 Percentage of Promoters, Passives and Detractors in School of Media & Communications**

**Department wise Analysis**

	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
Department of Journalism and Communication	36	49	27	8
Department of Entertainment Media	5	12	13	-27



**Fig. 51 Percentage of Promoters, Passives and Detractors across the departments of School of Media & Communications**

**Observations (based on student comments):**

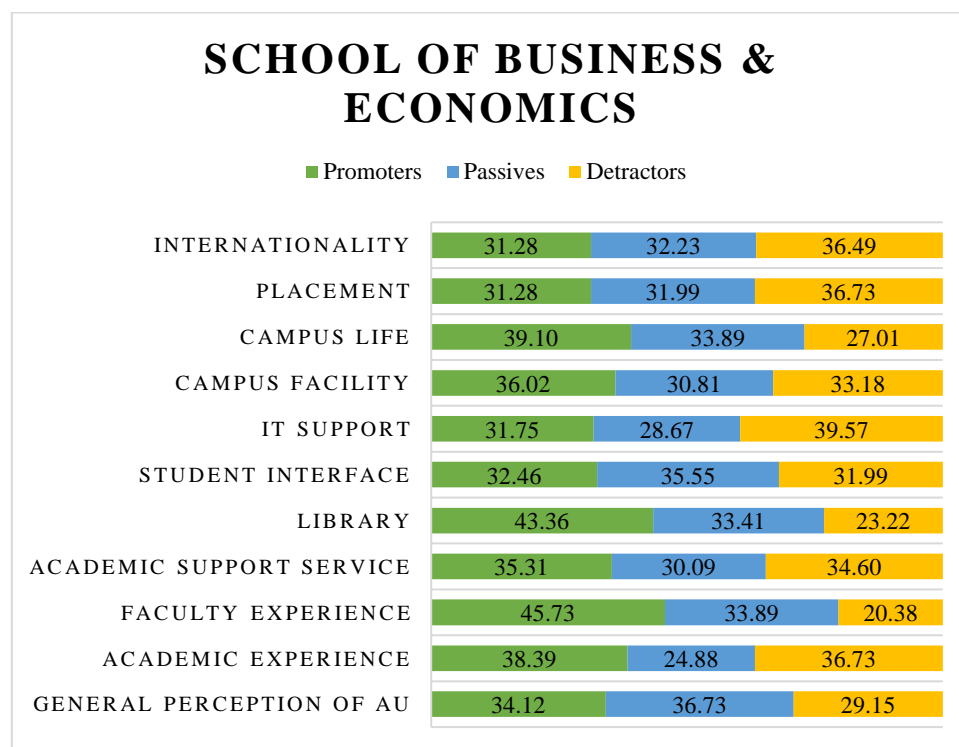
Reasons for recommendation	Approachable and helpful faculty members, placement opportunities
Areas of Improvement	Infrastructure, Management

## **School of Business & Economics**

**Total response: 422 (74% of all SOBE students)**

Promoters	122	28.91
Passives	155	36.73
Detractors	145	34.36
<b>NPS SCORE</b>		<b>-5</b>

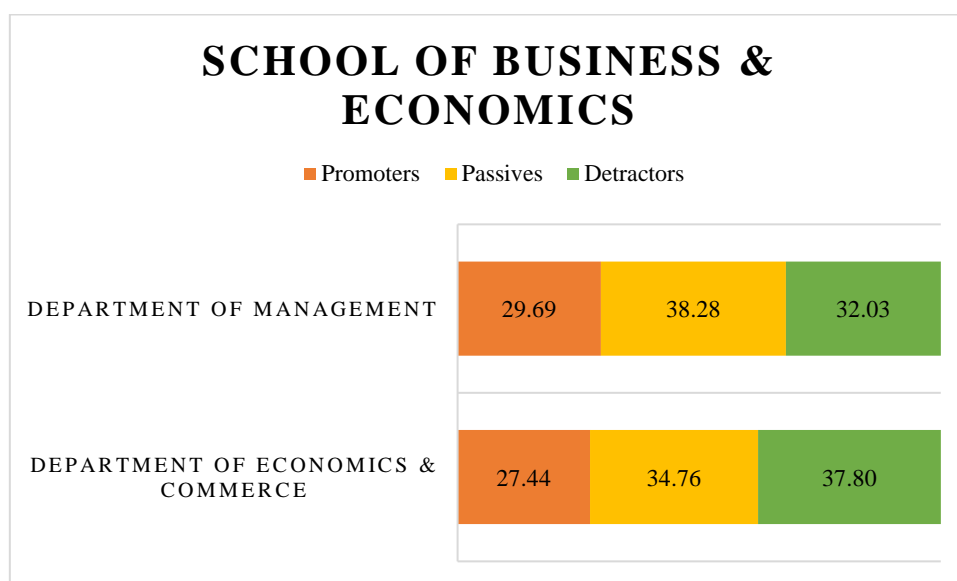
Category	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
General Perception of AU	144	155	123	5
Academic Experience	162	105	155	2
Faculty Experience	193	143	86	25
Academic Support Service	149	127	146	1
Library	183	141	98	20
Student Interface	137	150	135	0
IT Support	134	121	167	-8
Campus Facility	152	130	140	3
Campus Life	165	143	114	12
Placement	132	135	155	-5
Internationality	132	136	154	-5



**Fig. 52 Percentage of Promoters, Passives and Detractors in School of Business & Economics**

### Department wise Analysis

	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
Department of Economics & Commerce	45	57	62	-10
Department of Management	76	98	82	-2



**Fig. 53 Percentage of Promoters, Passives and Detractors across the departments of School of Business & Economics**

### Observations (based on student comments):

Reasons for recommendation	Education quality, Career scopes
Areas of Improvement	AC Classrooms, management system

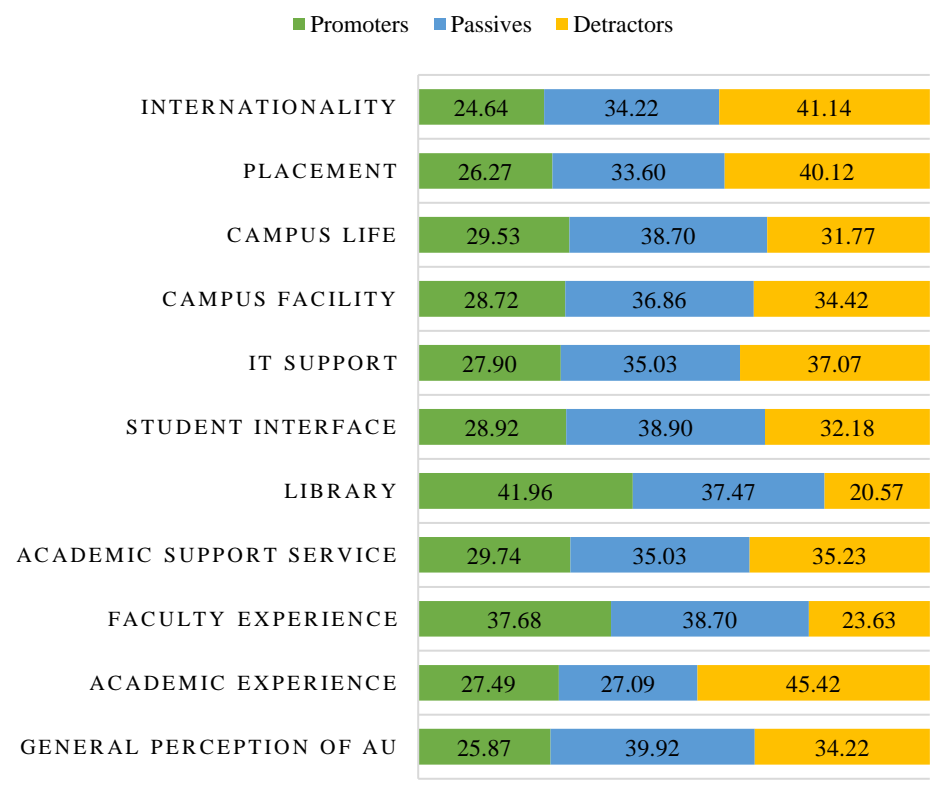
## **School of Engineering & Technology**

**Total response: 491 (77% of all SOET students)**

Promoters	128	26.07
Passives	191	38.90
Detractors	172	35.03
<b>NPS SCORE</b>		<b>-9</b>

Category	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
<b>General Perception of AU</b>	127	196	168	-8
<b>Academic Experience</b>	135	133	223	-18
<b>Faculty Experience</b>	185	190	116	14
<b>Academic Support Service</b>	146	172	173	-5
<b>Library</b>	206	184	101	21
<b>Student Interface</b>	142	191	158	-3
<b>IT Support</b>	137	172	182	-9
<b>Campus Facility</b>	141	181	169	-6
<b>Campus Life</b>	145	190	156	-2
<b>Placement</b>	129	165	197	-14
<b>Internationality</b>	121	168	202	-16

## SCHOOL OF ENGINEERING & TECHNOLOGY

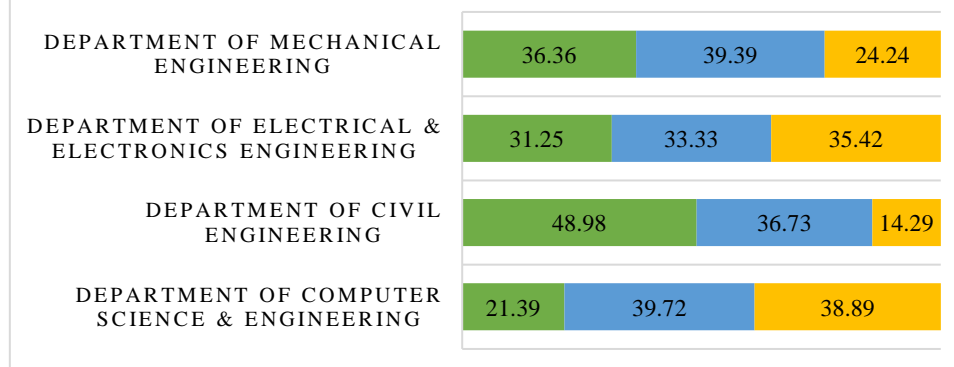


**Fig. 54 Percentage of Promoters, Passives and Detractors in School of Engineering & Technology**

	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
Department of Computer Science & Engineering	77	143	140	-18
Department of Civil Engineering	24	18	7	+35
Department of Electrical & Electronics Engineering	15	16	17	-4
Department of Mechanical Engineering	12	13	8	+12

## SCHOOL OF ENGINEERING & TECHNOLOGY

■ Promoters ■ Passives ■ Detractors



**Fig. 55 Percentage of Promoters, Passives and Detractors across the departments of School of Engineering & Technology**

### Observations (based on student comments):

Reasons for recommendation	Helpful faculty members, culturally rich and technologically advanced environment
Areas of Improvement	Infrastructure (AC Classrooms, Lab Equipment & Computers), Placement Trainings

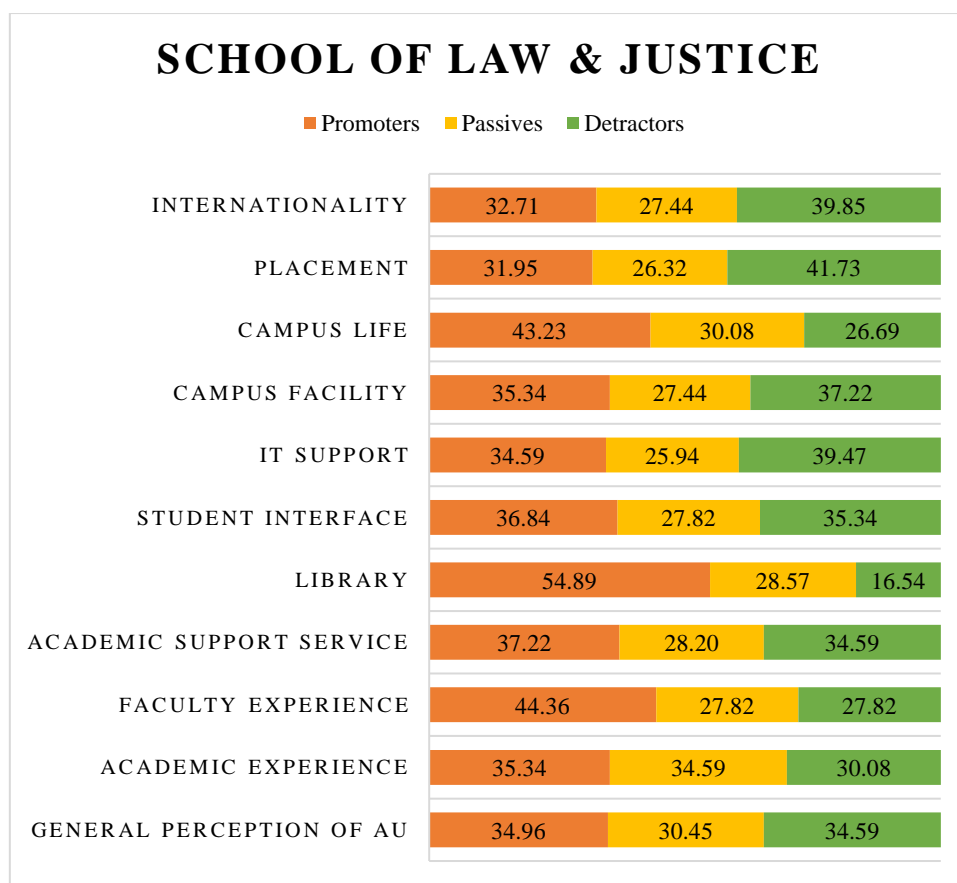


## **School of Law & Justice**

**Total response: 266 (67% of all SOLJ students)**

	<b>Numbers</b>	<b>Percentage</b>
Promoters	82	30.83
Passives	78	29.32
Detractors	106	39.85
<b>NPS SCORE</b>		<b>-9</b>

<b>Category</b>	<b>No. of Promoters</b>	<b>No. of Passives</b>	<b>No. of Detractors</b>	<b>NPS Score</b>
<b>General Perception of AU</b>	93	81	92	0
<b>Academic Experience</b>	94	92	80	5
<b>Faculty Experience</b>	118	74	74	17
<b>Academic Support Service</b>	99	75	92	3
<b>Library</b>	146	76	44	38
<b>Student Interface</b>	98	74	94	2
<b>IT Support</b>	92	69	105	-5
<b>Campus Facility</b>	94	73	99	-2
<b>Campus Life</b>	115	80	71	17
<b>Placement</b>	85	70	111	-10
<b>Internationality</b>	87	73	106	-7



**Fig. 56 Percentage of Promoters, Passives and Detractors in School of Law & Justice**

**Observations (based on student comments):**

Reasons for recommendation	Knowledgeable faculty members, facilities
Areas of Improvement	Communication between management and students, Frequent change in faculty

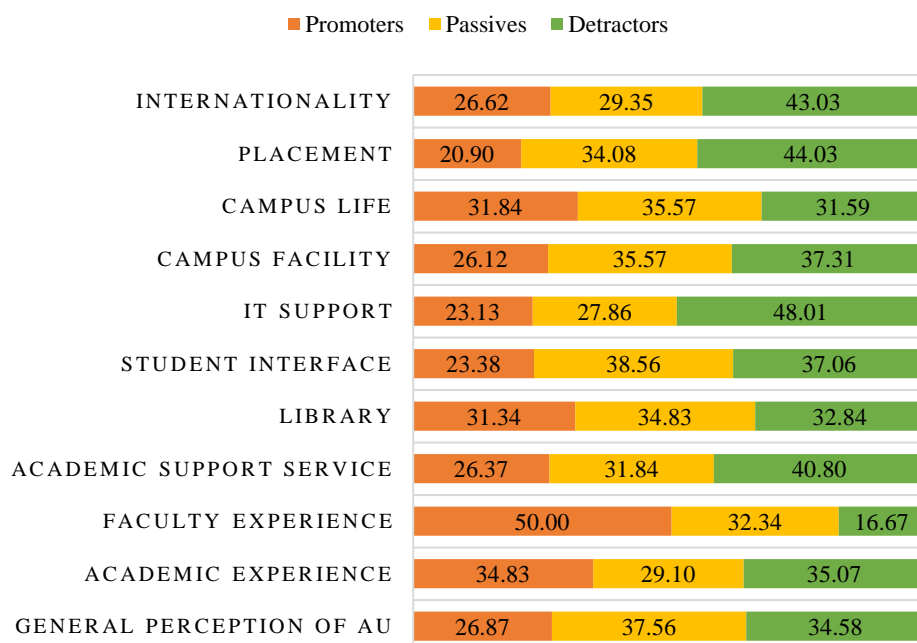
## **School of Liberal Arts & Culture Studies**

**Total response: 402 (72% of all SOLACS students)**

	<b>Numbers</b>	<b>Percentage</b>
Promoters	105	26.12
Passives	148	36.82
Detractors	149	37.06
<b>NPS SCORE</b>		<b>-11</b>

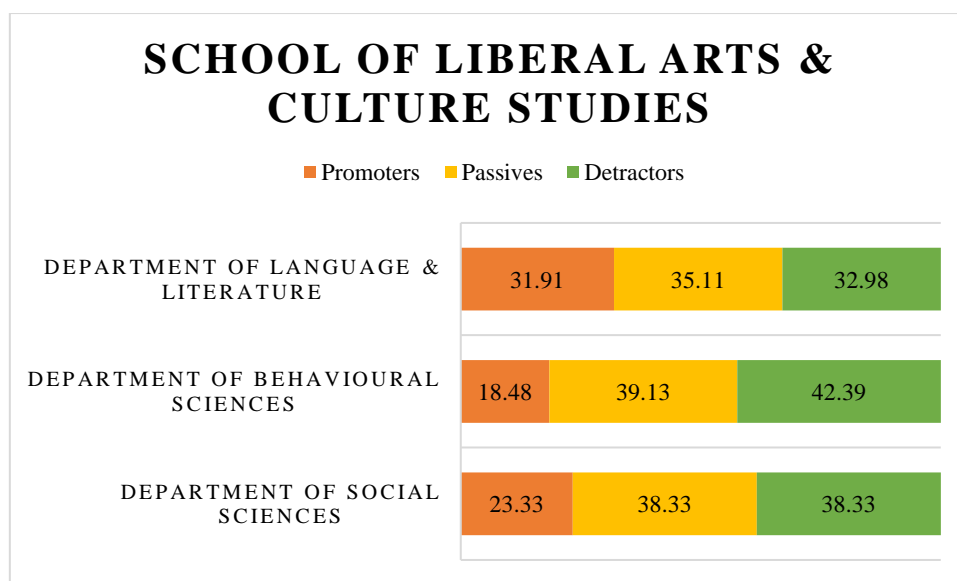
<b>Category</b>	<b>No. of Promoters</b>	<b>No. of Passives</b>	<b>No. of Detractors</b>	<b>NPS Score</b>
<b>General Perception of AU</b>	108	151	139	-8
<b>Academic Experience</b>	140	117	141	0
<b>Faculty Experience</b>	201	130	67	34
<b>Academic Support Service</b>	106	128	164	-15
<b>Library</b>	126	140	132	-2
<b>Student Interface</b>	94	155	149	-14
<b>IT Support</b>	93	112	193	-25
<b>Campus Facility</b>	105	143	150	-11
<b>Campus Life</b>	128	143	127	0
<b>Placement</b>	84	137	177	-23
<b>Internationality</b>	107	118	173	-17

## SCHOOL OF LIBERAL ARTS & CULTURE STUDIES



**Fig. 57 Percentage of Promoters, Passives and Detractors in School of Liberal Arts & Culture Studies**

	Promoters	Passives	Detractors	NPS Score
<b>Department of Social Sciences</b>	28	46	46	-15
<b>Department of Behavioural Sciences</b>	17	36	39	-24
<b>Department of Language &amp; Literature</b>	60	66	62	-1



**Fig. 58 Percentage of Promoters, Passives and Detractors across the departments of School of Liberal Arts & Culture Studies**

**Observations (based on student comments):**

Reasons for recommendation	Top-notch faculty members, Reputation
Areas of Improvement	Infrastructure (Lack of AC Classroom), Exam schedules, Fee payment process

## **School of Life Science & Biotechnology**

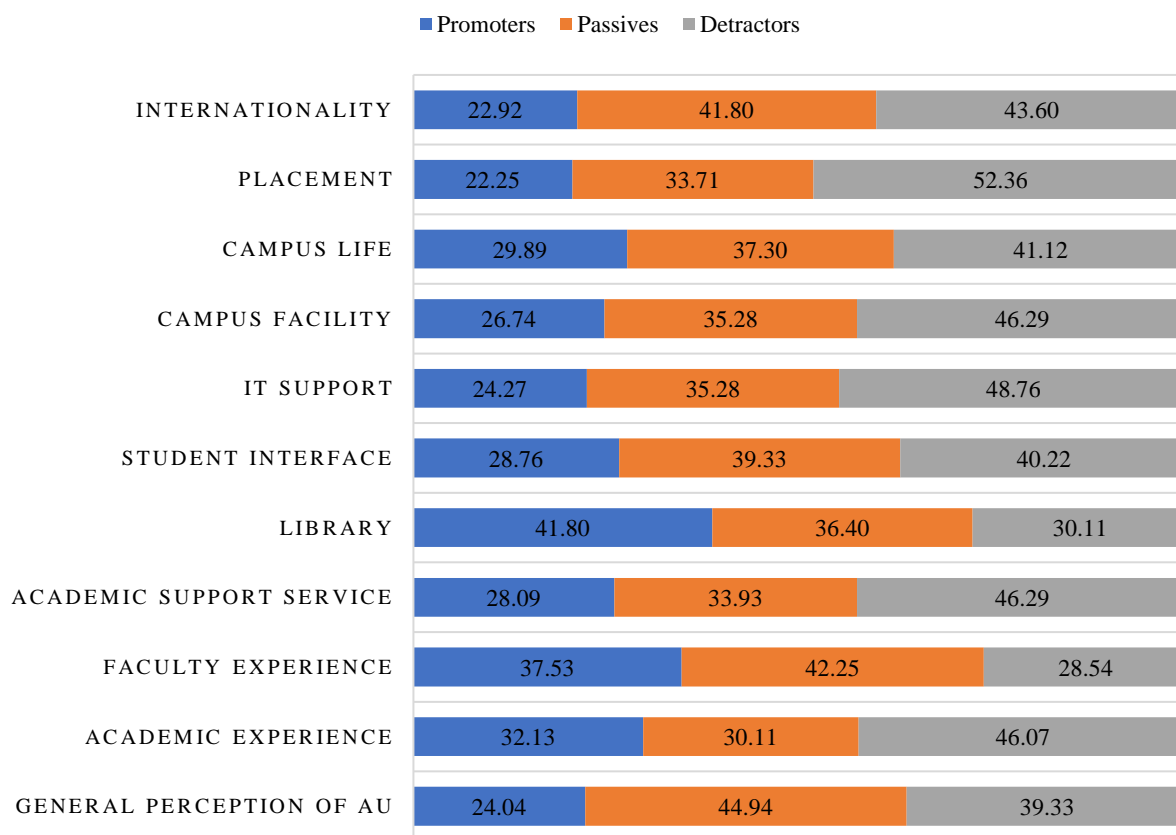


**Total response = 445 (94% of all SOLB students)**

Promoters	110	24.72
Passives	162	36.40
Detractors	173	38.88
<b>NPS SCORE</b>		<b>-14</b>

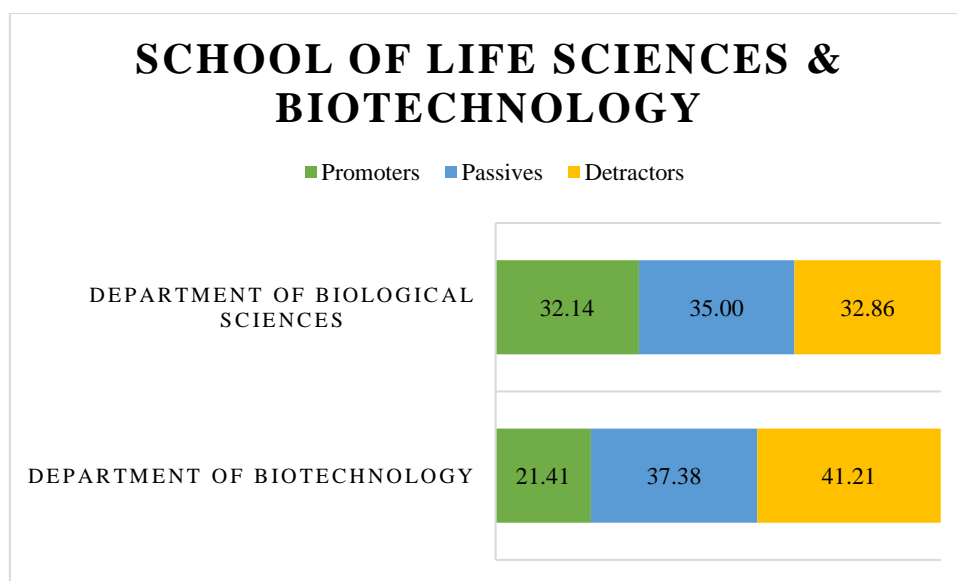
Category	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
<b>General Perception of AU</b>	107	200	175	-14
<b>Academic Experience</b>	143	134	205	-13
<b>Faculty Experience</b>	167	188	127	8
<b>Academic Support Service</b>	125	151	206	-17
<b>Library</b>	186	162	134	11
<b>Student Interface</b>	128	175	179	-11
<b>IT Support</b>	108	157	217	-23
<b>Campus Facility</b>	119	157	206	-18
<b>Campus Life</b>	133	166	183	-10
<b>Placement</b>	99	150	233	-28
<b>Internationality</b>	102	186	194	-19

## SCHOOL OF LIFE SCIENCES & BIOTECHNOLOGY



**Fig. 59 Percentage of Promoters, Passives and Detractors in School of Life Sciences & Biotechnology**

	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
Department of Biotechnology	67	117	129	-20
Department of Biological Sciences	45	49	46	-1



**Fig. 60 Percentage of Promoters, Passives and Detractors across the departments of School of Life Sciences & Biotechnology**

**Observations (based on student comments):**

Reasons for recommendation	Professionalism of Faculty members, Campus Life
Areas of Improvement	Infrastructure (AC Classrooms), Fee structure, Soft skill training for placements, Industrial visits

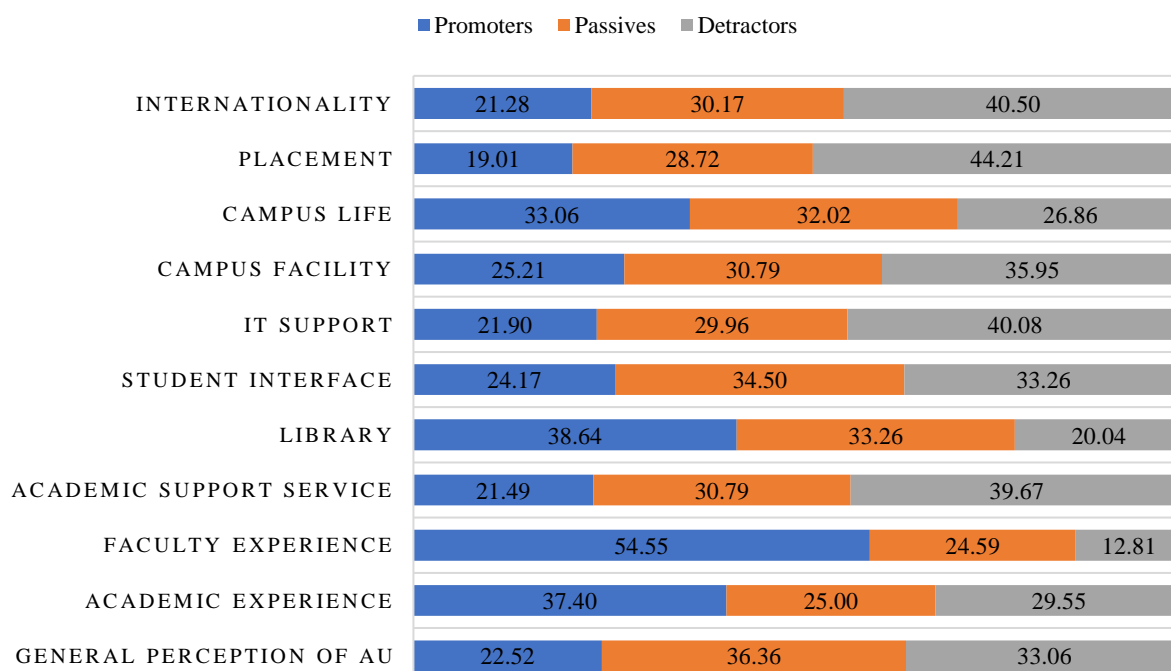
## **School of Medical Sciences**

**Total Response: 484 (88% of all SOMS students)**

Promoters	113	23.35
Passives	184	38.02
Detractors	187	38.64
<b>NPS SCORE</b>		<b>-15</b>

Category	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
<b>General Perception of AU</b>	109	176	160	-11
<b>Academic Experience</b>	181	121	143	9
<b>Faculty Experience</b>	264	119	62	45
<b>Academic Support Service</b>	104	149	192	-20
<b>Library</b>	187	161	97	20
<b>Student Interface</b>	117	167	161	-10
<b>IT Support</b>	106	145	194	-20
<b>Campus Facility</b>	122	149	174	-12
<b>Campus Life</b>	160	155	130	7
<b>Placement</b>	92	139	214	-27
<b>Internationality</b>	103	146	196	-21

## SCHOOL OF MEDICAL SCIENCES



**Fig. 61 Percentage of Promoters, Passives and Detractors in School of Medical Sciences**

### Observations (based on student comments):

Reasons for recommendation	Excellent faculty members, good labs, green campus, reputation of AU
Areas of Improvement suggested	Fee structure and Fee collection system, management, class load, Exam schedule

## **School of Smart Agriculture**

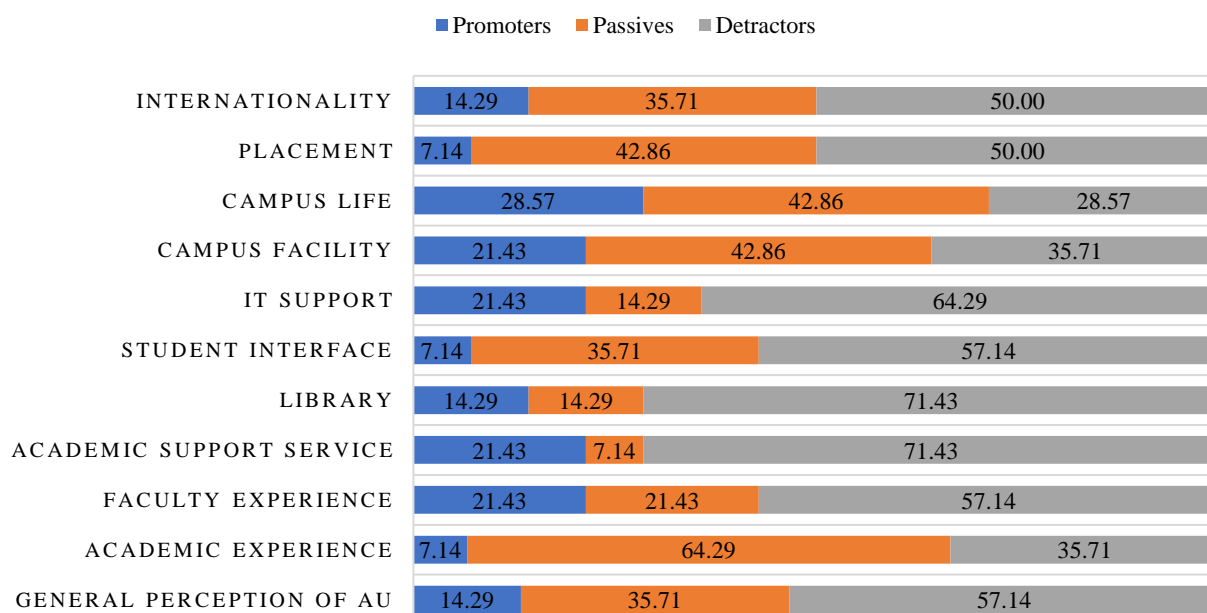
**Total response: 14 (100% of all SOSA students)**

Promoters	3	21.43
Passives	3	21.43
Detractors	8	57.14
<b>NPS SCORE</b>		<b>-36</b>

Category	No. of Promoters	No. of Passives	No. of Detractors	NPS Score
<b>General Perception of AU</b>	2	5	8	-43
<b>Academic Experience</b>	1	9	5	-29
<b>Faculty Experience</b>	3	3	8	-36
<b>Academic Support Service</b>	3	1	10	-50
<b>Library</b>	2	2	10	-57
<b>Student Interface</b>	1	5	8	-50
<b>IT Support</b>	3	2	9	-43
<b>Campus Facility</b>	3	6	5	-14
<b>Campus Life</b>	4	6	4	0
<b>Placement</b>	1	6	7	-43
<b>Internationality</b>	2	5	7	-36



## SCHOOL OF SMART AGRICULTURE



**Fig. 62 Percentage of Promoters, Passives and Detractors in School of Smart Agriculture**

### Observations (based on student comments):

Reasons for recommendation	Reputation
Areas of Improvement	Lack of teachers, Infrastructure (no AC Classroom, no Lab, poor location of classroom), non-availability of books in library

# Comments from Students

## Five best things in AU

### Best things about AU

#### REPUTATION

*“Adamas is reputed as one of the best private Universities of eastern India.”*

#### FACULTY

*“Best faculty member. Good environment for study with every facility provided to a student.”*

#### CURRICULUM

*“For study purpose,  
It's on another level.  
Proud to be a student of Adamas University.”*

#### CAMPUS LIFE

*“Sports and other cultural experience is really outstanding for me.”*

#### CAMPUS

*“The campus is beautiful. It gives students a healthy and peaceful environment to concentrate on their studies.”*

## Five things about AU that needs improvement:

### Things to improve in AU

#### INFRASTRUCTURE

*“Being aware that there is a clause for air conditioning in our fees structure, the quality of the classroom given to our batch makes no sense. There are two ceiling fans in a classroom that is relatively big, and a pedestal fan that stops working every 5 minutes, has been provided. In spite of constant requests and urges to the authorities, not much has improved. The physical environment is gradually becoming unbearable.”*

#### MANAGEMENT

*“Please improve our management system. If management was continue in this way, then University facing too much losses in future.”*

#### FEE

*“Fee is very high. And they didn't give any notification before 1 month of fee payment. They used to give reminder before 5 days of fee payment. It is difficult to arrange that much of money within few days. It is a major problem for us. Please give us reminder before 1month of payment last date.”*

#### EXAMINATION PROCESS

*“Exams dates have been pushed forward suddenly which creates a huge amount of anxiety amongst the students. This sort of mis-administration is not expected from a reputed University.”*

#### PLACEMENT

*“There is least industry experience we had no industrial visit, no industry project in course curriculum, excursion, job placements should also be improved. Because of course we are studying in this reputable University for getting placed in a good company.”*

## Detailed Comments

Category	Comments
General Reputation	<p><i>"Being a part of Adamas I can proudly say that even international universities recognise us. And this is possible because Adamas has always keep itself updated passing with outer world."</i></p> <p><i>"It's a complete package of education, talent, extra curricular activities and overall adamas university is very very good and one of the best university."</i></p> <p><i>"1. The campus is beautiful. It gives students a healthy and peaceful envioronment to concentrate on their studies. 2. Most of the faculties are really friendly in nature. They can help you whenever you need them. 3. Adamas provides students huge exposure in many of the fields."</i></p> <p><i>"I am very impressed so far and I'm confident that my future is under one of the very best in India( in my humble opinion)."</i></p> <p><i>"Adamas University has an excellent reputation. It is mostly because of excellent faculty and facility and a beautiful campus."</i></p> <p><i>"AU is still in the developing phase as it is still considered a tire 3 or less college. Many of the pvt. company tends to judge it as a new university which put us at disadvantage."</i></p> <p><i>"Good vision but need very practical execution."</i></p> <p><i>"No NAAC ranking, no NIRF Ranking".</i></p> <p><i>"Lacking many important things."</i></p> <p><i>"This university is highly conscious about its public image but doesn't care about its students at all."</i></p> <p><i>"Extremely dissatisfied"</i></p> <p><i>"See as a student who reads and gets to experience everything that happens.... all these rankings and reputation donot matter at all."</i></p> <p><i>"Don't think about students only think about money profits."</i></p>

## Management

*"Nothing goes according to what is planned. At last moment the plans are changed by the management. For any service related issue we are made to run from one corner of the university to the other. There is no fault in the faculty department. They give their best to serve us. But the Management of this University lacks a lot with proper arrangements and services."*

*"The university have to work with there mangement and their free comunication should be held with the management and students."*

*"Yes I recommend Adamas University for their education quality .it's too good.  
But I don't recommend if University have this type of management."*

*"Higher authorities don't listen to theirs student, in an understanding and genuine manner."*

*"We are not privileged enough to get AC like the rest of the classes despite of the fact that we r paying the same amount of fees."*

*"The management of Adamas has degraded a lot in these few years."*

*"Please improve our management system. If management was continue in this way..then University facing too much losses in future."*

*"My experience with Adamas university is mostly in online classes. But the problem are with the management. All the sudden changes are nothing other than just putting pressure on students."*

*"Before joining this institution, I'd a perception that the management is really friendly and cooperative with us. But now the situation is quite different. I'm sorry but this is the harsh truth".*

*"Worse management system. Every time we have to submit our fee earlier. Sudden exam date announced."*

*"Very bad fees collection timing and management system. Suddenly they mail us and tell us to complete our payment within 2 days. So, it's very difficult to collect a huge amount of money suddenly."*

*Improve:*

- 1. Managment System*
- 2. Class timing*
- 3. Fees collection timing*
- 4. Hostel fees payment timing*

	<p><i>Very worse management system...</i></p> <p><i>“SUDDEN DECISION IS TAKEN BY THE AUTHORITIES Which not suitable for all students...”</i></p> <p><i>“Very worst management system, the decisions taken by the authorities are not suitable for students, the organisation fees structure is not good and the class timing is not fine the rules and regulations of the institution is not good.”</i></p> <p><i>“1. Management system is poor.</i></p> <p><i>2. SUDDEN DECISION IS TAKEN BY THE AUTHORITIES WHICH NOT LIKELY SUITABLE FOR STUDENTS.</i></p> <p><i>3. University is collecting ACADEMIC FEES TOO MUCH EARLIER THAN THE USUAL TIME THAT IS ONE MONTH BEFORE BUT THEY ARE ASKING 3 MONTHS EARLIER THE NEW SEMESTER BEGINS.</i></p> <p><i>4. DEPARTMENT OF PHARMACEUTICAL DEPARTMENT ALWAYS SEND THE INFORMATION WAY TOO LATER THAN THE NOTICE. IS PUBLISHED</i></p> <p><i>5. Sudden examination date announced without informing previously and huge syllabus is left .</i></p> <p><i>6. Lodging charge is fine but the fooding charges is too expensive than the food we get. Also hosteller can't satisfy their Appetite.”</i></p>
Registrar Office	<p><i>“Very late in getting any official mail.</i></p> <p><i>No proper connection between respective school and Registrar office.</i></p> <p><i>Not so much facilities are there according to the fees taken from us.”</i></p> <p><i>“The register related works are very poor.”</i></p> <p><i>“There is no proper between the higher office and the students everything is messy, and the college also takes semester fee in 4 months.”</i></p> <p><i>“When i addmission in adamas University, in addmission time, seeing my 12th Standard result, told me that I'll be get a scholarship for my HS result. But now I'm in 6th sem in Pharmacy department. No one Scholarship getting by this university.”</i></p> <p><i>“Adamas University is not giving summer vacations.”</i></p> <p><i>“Fees must be in limit it is more and they suddenly changed the academic calendar.”</i></p> <p><i>“Could have worked better on managing overall yearly schedules”</i></p>



	<p><i>“Last moment declaration of exam dates, reducing the duration of semesters, bad quality of food provided during any events.”</i></p> <p><i>“Frequently changing routines, no uniformity, last moment information and date changes for important events.”</i></p> <p><i>“The Class timing is not good at all. We haven't got much time before Semester fees payment. And Many times I have seen SUDDEN DECISION HAS BEEN TAKEN BY AUTHORITIES. They don't give much time to prepare for exam.”</i></p> <p><i>“Improve the official matters regarding notification, certificate, payment issues, etc.”</i></p> <p><i>“Worst management I wouldn't recommend any one to take admission. This is my 4th semester and paid my fees nearly 2 months ago now they are asking to pay the 5th semester fees. The management of adamas University is becoming worse we have exam on 16th this month and some of our subject have no faculty for teaching but listed in the examination schedule management is telling that this week the new faculty for the remaining subjects are allotted. They are rushing to complete the syllabus. We are not learning anything we are paying fees and completing our syllabus in any cost.”</i></p>
Faculty experience	<p><i>“The faculty members of AU are very good . They teach us very well.”</i></p> <p><i>“I will definitely recommend people to get admission into Adamas University because in my experience I have been exposed to a brilliant faculty and facility.”</i></p> <p><i>“The teaching faculty is good and covers all the subjects decently.”</i></p> <p><i>“Very highly knowledgeable faculties and very helpful and build good student -teacher relationship.”</i></p> <p><i>“The faculty is good. In a college the main object should be studies hence I feel Adamas University has done a great thing of giving us a good faculty.”</i></p> <p><i>“This University motivates you in a lot ways , faculty members and our Dean listens to us.”</i></p> <p><i>“Collage is having a great number of professors who are always there for the betterment of the students.”</i></p> <p><i>“And all the faculty members are very good lecturer and knowledgeable.”</i></p>

	<p><i>“Our teaching faculties are not constant so it creates a lot of trouble for us students, also sometimes we get more than 2 teachers for a subject which creates a lot of confusion.”</i></p> <p><i>“The faculty are competitive to each other instead of being collaborative.”</i></p> <p><i>“The Faculty can be a little bit more concerned towards the new students so that they don't feel odd one out.”</i></p> <p><i>“All the faculties are very good here. Only problem with the management. Sometimes management should listen the students' opinion also. After Bsc I came here to do my postgraduate only for those beautiful faculty members. They are extremely helpful.”</i></p> <p><i>“All Teacher are soo Friendly..”</i></p> <p><i>“There are no teaching staffs available for agriculture only our HOD sir taking all the five agriculture subject , we should need atleast 3 teacher specialized on agriculture , there are no labs available for agriculture students, there are no books of agriculture available in central library .”</i></p> <p><i>“Few teachers are very helpful and good,whereas some teachers are not interested to know about students' welfare rather they try to impose their views on students restricting their personal growth.”</i></p> <p><i>“Very supportive and knowledgeable faculty and my teachers always help me in all possible ways.”</i></p> <p><i>Extremely happy with and fortunate to recieve our faculties in the Department of Behavioural Science.</i></p>
<b>Infrastructure</b>	<p><i>“Infrastructure is good.”</i></p> <p><i>“Very good infrastructure, and good faculties.”</i></p> <p><i>“My department assigned classroom is extremely small and it's always hot.”</i></p> <p><i>“The only problem I and all my classmates had to face were the electronic appliance related problems such as for the fans and the air conditions present in the class not working.”</i></p>

*“Being aware that there is a clause for air conditioning in our fees structure, the quality of the classroom given to our batch makes no sense. There are two ceiling fans in a classroom that is relatively big, and a pedestal fan that stops working every 5 minutes, has been provided. In spite of constant requests and urges to the authorities, not much has improved. The physical environment is gradually becoming unbearable.”*

*“We don't have ac in our class during this scorching heat of summer, only going here and there for classes. Other departments are having ac paying the same or lower/higher fee. Stand fan has been given and then in last week the fan has been taken by senior classes.”*

*“Basically, when we were taking admission we were told that the class rooms are very comfortable and we won't face any problem, but the reality is we are being provided with a classroom that have only two fans which are even not working properly and that's it. In our class there are people who got hospitalised due to this heat and uncomfortable classrooms and also have heat stroke. There should be a step taken for us because we are also paying fees on time like others do so why we don't have AC there in our classrooms while others do. We have tried a lot but our complaints were not taken seriously. As being a student of Adamas University I think we deserve a comfortable AC classroom like others have so that we can at least have some comfortable stage.”*

*“We don't have AC in our room 4202A, it's very difficult in summer times.*

*University declared the exam date suddenly where the exam was supposed to happen later.”*

*“I love to study here, I get to learn more. Professors are very helpful with doubts regarding any topics. During this tremendous amount of heat waves, it is being very difficult to attend classes in our campus in different buildings as most students are getting sick, also we don't have a classroom with air conditioning.”*

*“Improve your infrastructure.”*

*“The lights and fans are not always working. Rooms of the top floor of building are not spacious enough for 40 students to sit.”*

*“We are paying for AC, fans, projector but didn't get these facilities smoothly, we inform our department but they didn't take any action. So please resolve these problems and then expect from us to get good ratings....”*

	<p><i>“No specific AC classroom for our department and our class.”</i></p> <p><i>“Everything is okay but the class room ac even sometimes the fan also doesn't work. We all are suffocate in the class room in this summer.”</i></p> <p><i>“Please improve the classroom facilities....there are many rooms without AC and it's very difficult to attend classes in peak summer.”</i></p> <p><i>“University roads (hostel road) are not prepared , in case of indoor sports the convocation center always off and student time is too short(1hour) which is decreased recently.</i>  <i>The environment is good and all, the teachers are caring too, but our batch has been and is still facing a huge problem regarding the air conditioning. The temperatures are at record high during this time of the year and we are still having to attend the classes in the extreme heat without any cooling, and adding to that, we were given a small classroom as compared to our total strength. This makes the classes very unbearable and boring in the heat.”</i></p> <p><i>“We are promised to be provided with AC classrooms during Summer Season but unfortunately we are doing classes in non ac classes and no initiatives have been taken for installation of ACs.”</i></p> <p><i>“Before taking admission I was told that there was smart class with full Air - conditioned. But after taking admission there is no air - conditioned. We have requested many times for installing AC . Next thing is that we have never had a fixed room for doing classes. We have to roam here there for doing classes. Is this the way of studying in University?”</i></p> <p><i>“There is no facility to go to the gym for students not staying in hostel, faculty selection for subject teachers are taking too long and by the time it is selected exams come and we students fall in trouble. No proper sports facilities are provided for students not taking the hostel.”</i></p> <p><i>“One of the problems we are facing is the sitting arrangements of canteen( food court) dayscholars are always sent at top floor in this excessive summer where there is no AC at all. In this summer we are also having serious health issues.”</i></p>
<b>Accounts</b>	<p><i>“1.No reduction was made in the fees during pandemic.</i>  <i>2. Students who paid fees through tcsion portal didn't get the ₹2000/- concession.”</i></p>

*"We're paying each semester fees in 6 months advance we're not in 3rd year yet still we have to pay 5th semester fees when we have already paid the 4th semester fees before 2 months. I would not recommend anyone to get into this University unless they look after the management. All the students are frustrated with the system but can't complain to anyone that sad but truth. I've rated 2 star just because of the supported teachers."*

*"Fee is very high. And they didn't give any notification before 1 month of fee payment. They used to give reminder before 5 days of fee payment. It is difficult to arrange that much of money within few days. It is a major problem for us. Please give us reminder before 1 month of payment last date."*

*"I don't get my under graduation caution many."*

*"The fee rate is high."*

*The next semester fee is being asked 3 months before"*

*"The financial authority always asks for advance payment even before the present semester ends which really creates an economic burden."*

*"It's too costly than other colleges."*

*"Heavy Fees Structure."*

*Semester is 6 month but University give pressure to pay advanced semester fee before 2 month."*

*"Reduction of course fee structure."*

*"6 month before fees payment"*

*"Students do have problem, try to listen to them."*

*Everyone cannot be financially strong every time. There are ups and downs in life, where family become financially weak. Being from a middle class family sometimes it becomes difficult to pay fees on time, please give us some allowances or extension."*

*2. Keep your PROMISES*

*While taking admission in ADAMAS UNIVERSITY, I was told if student scores above 8 SGPA/ Semester he/she gets 25% discount/ Scholarship , i scored above 8 till date and has not received any subsidy. So please don't try to please people with promises that you cannot keep."*

*When i went to registrar office with this query, I just laughed on myself I was not*

*If you had any Terms & Condition , do let everyone know."*

	<i>So i don't recommend."</i>
Curriculum	<p><i>"Level of teaching is high."</i></p> <p><i>"Little bit timing of classes are lengthy."</i></p> <p><i>"Also they have very bad daily class timing 9.30 to 5.30 then we are not getting our study time at home."</i></p> <p><i>"Focusing on knowledge instead of taking continuous class. Students get bored by continuous classes."</i></p> <p><i>"Changes in academic procedures can be informed earlier to students."</i></p> <p><i>"Classroom availability should be checked, lab facilities needs an improvement."</i></p> <p><i>"Very much dissatisfied with the timetable because we only have classes in first half and in second half there isn't any class except one for which we have to wait for 2-3 hours for attending one class in second half, for which attendance may get declined in few subjects."</i></p> <p><i>"Regarding classroom availability its really disappointing because in 5years of my time period in college I never faced this.. We have one subject class in Admin building another subject class in AU1 building another subject class in some other room no."</i></p> <p><i>"It's really time consuming for both students and faculties to change classes from this building to another building (10-15 mins of time gets wasted)."</i></p> <p><i>"The college should provide more accurate and brief study materials and reduce the burden as compared to the most of the govt colleges. No need of extra subjects and reduce the no. Of classes."</i></p> <p><i>"The timings are quite lengthy. If possible please see that the classes are over by 4:30 because we stay at distant places and after returning to home at 7pm we don't have any more energy for studies."</i></p> <p><i>"The syllabus is extremely lengthy, Classes are too much classes from 9:30 totally not expected in 2nd year."</i></p> <p><i>"Proper class room management."</i></p> <p><i>"Unnecessary subjects in different semesters."</i></p>

	<p><i>“No time for self studying lots of class pressure.”</i></p> <p><i>“Too much pressure for students Extra subjects are there but classes not properly taken The course routine is not properly followed so we are delaying in completing our semester.”</i></p> <p><i>“Curriculum can be little more job oriented i,e real life application or job ready.”</i></p> <p><i>“University is giving more pressure, and also there are many other aspects other then pressures. Related to practicals, classrooms, favouritism etc.”</i></p> <p><i>“Teaching techniques needs to improved. Practical lab equipments and facilities need to be improved. Other basic facilities need to be improved.”</i></p> <p><i>“The attendance pressure on students should be decreased a bit so that they get time to groom and upskill themselves for their future. And more attention need to be paid to the comparatively weaker students in case of lab classes. Also, soft skill trainings should be provided the students like computer knowledge, foreign languages ,email etiquette, making presentations, and many more. Not just the clichéd learning it has to be made more informative and powerful. Also, as science students we need good internships which should also be provided, to everyone irrespective of their academic performances.”</i></p> <p><i>“We are not yet tagged in Canvas for any of our subjects with only a week to go for mid-sems. We cant view our course syllabus &amp; materials yet. The time for club activities clashes with classes for many, hence they cannot commit for the same.”</i></p>
Campus life	<p><i>“Its beautiful ambience, and friendly professor, co curricular activities”</i></p> <p><i>“Nothing will match with this.”</i></p> <p><i>“Always give us opportunity to show our talent.”</i></p> <p><i>“Great experience.”</i></p> <p><i>“Sports and other cultural experience is really outstanding for me.”</i></p> <p><i>“Well I don't participate in any of the sports ot any other activities for health reasons but what I see around me I feel that Adams University has done a great thing by giving a holistic teaching. A student along with</i></p>



	<p><i>studies needs to play, sing, dance then only he/she will be considered as a prospective candidate for any company."</i></p> <p><i>"AU always influence the students to participate in extra curricular activities and there are many opportunities in the university as well."</i></p> <p><i>"There is a huge scope of co-curricular activities."</i></p> <p><i>"Very colourful campus."</i></p> <p><i>"Students are always encouraged to participate in the events organised by the university. So quite satisfied with the campus life experience regarding co-curricular events."</i></p> <p><i>"Didn't get any sport activities to do."</i></p> <p><i>"Sports rooms not open in time, indoor sports are almost off, and timings are too low. (1 hour in evening) . Gym time are too irregular."</i></p> <p><i>"I think there is a lack of mentality among the students about the co and extra curriculum activities . Because There are clubs on various subjects but the club activities don't attract many students, they found it not interesting . So I think we should organise co curriculum, extra curriculum, and cultural activities on a regular basis where we tried to arrange it in a professional way , like as those who claimed any position they will awarded with well designed trophies, medals and other prizes some Times we can arrange inter University cultural competition where every universities best students can participate."</i></p> <p><i>"Gym should also be there for day's scholars, why there is discrimination that only hostel will use Gym."</i></p> <p><i>"Facilities like gym is only available for in campus students when we give same money."</i></p>
<b>Examination</b>	<p><i>"Exams dates have been pushed forward suddenly which creates a huge amount of anxiety amongst the students. This sort of mis-administration is not expected from a reputed University."</i></p> <p><i>"I have complain against examination.. Suddenly exam got prepond and we didn't get enough time to prepare for exam."</i></p> <p><i>"Diploma in Pharmacy is a 2 yr course with a newly updated large syllabus. The university suddenly decided to decrease the 12 month 1st year to 9 months it is nearly impossible for the students to be able to complete and prepare for the final exams let alone have knowledge to pass the exit exams it is an extremely unjust decision by the university against its students."</i></p>



*“Please improve the examination management system.”*

*“I don't like the system here at all. Suddenly I take the exam, I know two days before the exam, then when will we take the preparation for the exam !? The syllabus will end with classes 6 days a week but when will we read for end term? And term gave a month ahead, then how can I study so fast and bring good marks in the exam ??”*

*“In spite of the top-notch faculty and ample opportunities provided in the Department of Behavioural Sciences, the administration has failed to look after basic needs of the students, such as a comfortable study environment; some classrooms do not have a significant number of ceiling fans, let alone an AC. Apart from that, the sudden preponement of midterms, the reduction of time to be provided for writing the papers, and introduction of a brand new paper just a week before the exams has taken a serious toll on the mental health of students. The student body would appreciate some consideration from the administration and CoE.”*

*“Poor management. During our 1st sem end term examination, students received the exam link 1 hour after the exam started.”*

*“Our mid term was supposed to be held on 30th May but suddenly the university announced that it would be held on 16th May. We are mentally disturbed for the short notice so we request next time not to give the short notice.”*

*“The management of this University is worst, today is 8th of march we're having mid term exams from 16th and there are lot of subject which are not started yet but listed in the examination schedule and when there's a chaos among the students the University allotted some classes for those subjects for 1 week, here we're not learning anything we are just reading notes to score marks that's all, the teachers are supportive they understand our point of view but the management is worst.”*

*“Exam notification in very short span.. At least inform us in 1 month before the date.”.*

*“Sudden preponing of exams with no prior declarations. Leads to rushing of the syllabus and at the end of the day it is not about learning rather mugging it up.”*

*“The entire exam system felt like designed for failing students. Half of the classes are not conducted due the meetings called by the management. Especially the mid terms date have gotten closer just in a month of classes, too much of pressure.”*

<b>Student Facilitation Centre/Helpdesk</b>	<p><i>"Great experience".</i></p> <p><i>"I am happy with the students interface."</i></p> <p><i>"I am satisfied. Everyone is student friendly. And positive attitude and environment is there. I like it best."</i></p> <p><i>"Helpdesk hasn't been listening to us."</i></p>
<b>IT Support</b>	<p><i>"Wifi speed is more good.We can happy."</i></p> <p><i>"Extremely satisfied."</i></p> <p><i>"Doesn't work properly."</i></p> <p><i>"Student portal, LMS, IT policy seems pretty good. Though the wi-fi connection is very poor. Improvement needed."</i></p> <p><i>"Wifi is not working every classroom or everywhere."</i></p> <p><i>"The WiFi creates a lot of problems."</i></p> <p><i>"TCS ion website is trash."</i></p> <p><i>"Wifi we dont hv access to. Our teachers find it hard to connect to internet services sometimes though. The TCS ion portal is an utter nuisance. Its not user-friendly &amp; requires us to log in repeatedly. Plus its not very accessable in android. Pls shift to some other service, its highly inconvenient. Canvas Im fine with, it serves the purpose."</i></p> <p><i>"No wifi for day scholars, mobile data doesn't work at campus sometimes."</i></p> <p><i>"Wi-Fi connectivity is very bad , not work properly , internet speed is very poor."</i></p>
<b>Food</b>	<p><i>"The quality and quantity of the food is really up to the mark. The place is hygienic. Food served in the most hygienic way possible."</i></p> <p><i>"No proper food court, no proper cafeteria."</i></p> <p><i>"Canteen's food can be improved."</i></p> <p><i>"Hostel food is disgusting,"</i></p>

	<p><i>"Food quality is very poor."</i></p> <p><i>"The quality of food is not as expected in vegetable item the amount of potatoes are only very high..no milk based item or milk is available."</i></p> <p><i>"Cafeteria food is very expensive."</i></p> <p><i>"Food court is worst among all the food is really very bad sometimes they gave dal &amp;curry without salt potato is a common vegetable the menu should be changed at least once in two months hostellers get bored by eating that same food day by day."</i></p> <p><i>"Food Court food wowwee every week routine change with worse meal each and everything I am vegetarian no Vegetable in the meal routine only potatoes and pointed Gourd.and everyday potato."</i></p>
Hostel facilities	<p><i>"Hostel facilities is Good."</i></p> <p><i>"In boys hostel availability of water(bathroom uses)is not good ..."</i></p> <p><i>"In hostel the bathroom are not well maintained and the drainage creates problems. Attack of insects in room, even got bit several times and had to go to doctor."</i></p> <p><i>"the hostel facility is not very good at all if any problem occurs we inform the warden but they didn't take the immediate action saturday and sunday the house keeping service didn't come the food that is provided in the food court is bad when i joined the hostel first 2 months they gave good food but then the quality and taste gradually decrease and now they gave the worst food the curry which they made ....&amp; u can only find potatoes as if potatoes is our national vegetable ....another problem is in classroom the AC is not working properly ."</i></p> <p><i>"Don't give fake advertisement "Home far away from home"</i></p>

	<p><i>"The most worst facility is hostel facility... there have no security.. in lockdown periods I lost my everything in my hostel room...I will pay for this room but other people are using my room it's so bad... Don't recommend anyones. It's too much worst..too much expensive."</i></p>
Campus Security	<p><i>"The security system is good but there should be more humanity. They are at Adamas &amp; not at Wagha border. Wearing a fake Army like jersey they act like army which they are not. A private agency kept for that should always be told to looked after the welfare of students. At last we are not terrorist to be treated that way."</i></p> <p><i>"Security is too much irritating."</i></p> <p><i>"Regular bag checking is sometimes very frustrating. It feels like we are entering into a prison. Yes I agree that you are concerned about many activities such as drugs but I feel sometimes overdoing things will not help. Sometimes it is felt that the college authorities do not trust us."</i></p>
Library	<p><i>"One of the best aspects of the university is our library .Adequate books are stored here . that's why We have the advantage too."</i></p> <p><i>10 out of 10.</i></p> <p><i>"All the books are available in our library whenever you want you can issue."</i></p> <p><i>"The libraries are well equipped with books of all disciplines to solve any academic doubt ."</i></p> <p><i>"In the AU library maximum books are available."</i></p> <p><i>"Timing and automation is excellent but books are not available in quantity."</i></p> <p><i>"My university provides me with a rich library which helps me study and learn more about my subjects."</i></p> <p><i>"We face scarcity of specific books in library."</i></p> <p><i>"Student don't get desired books in library sometime"</i></p> <p><i>"University central library contain less number of books, number and types of books should be increased in central library."</i></p>

	<p><i>“Some specific book are only there. Some more upgradation is needed.”</i></p> <p><i>“Important competitive exam books are not available.”</i></p> <p><i>“Please add more "usable" books. Although the online library is satisfactory.”</i></p> <p><i>“Library doesn't allow students to sit with unissued books (not from library, Personally bought books)”</i></p>
<b>Placement/Industrial Exposure</b>	<p><i>“Here campusing is better than any other colleges.”</i></p> <p><i>“The college provides decent placement facilities as I have seen my seniors getting placed in good companies.”</i></p> <p><i>“We have lack of work experience because no industrial trainings have been executed so far and also the excursion, carrer developing skills like how to sit for an interview how to crack it somethinnngs definately lacks.”</i></p> <p><i>“Some good companies should come.”</i></p> <p><i>“It gives as opportunity to give interview in different industries and govt jobs.”</i></p> <p><i>“We need more MNC to connect”.</i></p> <p><i>“No coordination with placement news with students.”</i></p> <p><i>“Industrial visit would have been better to arrange it.”</i></p> <p><i>“By providing placement which are not upto the mark. No industry visit for management students at all.”</i></p> <p><i>“We have paid for industrial tour in every semester. But when the times come to go every time they demands for extra money.”</i></p> <p><i>“But actually industrial training and internship is required for us. That's the thing the problem is occurring. Please give us proper internship and industrial visit.”</i></p> <p><i>“For need industrial visit, need more good placements, more practical experiments, proper INTERNSHIP, job opportunities.”</i></p> <p><i>“Its been 5 years and we have got no Industrial Visit.”</i></p>

	<p><i>“There is least industry experience we had no industrial visit, no industry project in course curriculum, excursion, job placements should also be improved. Because of course we are studying in this reputable University for getting placed in a good company.”</i></p>
<b>Internationality</b>	<p><i>“I like the international connection of the university and the industrial recognition.”</i></p> <p><i>“One should choose Adamas because nit only because of its high class teaching quality but also for its foreign exposure”</i></p> <p><i>“Professors are invited from Foreign universities so that we get a good exposures related to our subjects.”</i></p> <p><i>“Adamas University provides collaboration with foreign universities and enhances our performances and knowledge on global basis.”</i></p> <p><i>“Don't know about this”</i></p> <p><i>“International collaboration is available but utilization scope is less.”</i></p> <p><i>“More International exchange programs, opportunities, collaborations, interactive programs &amp; Seminars with the Foreign Professors exposure to Foreign Universities and is needed in order to compete with other universities and to improve the Level of Academics &amp; Education.”</i></p> <p><i>“There should be more more exposure in student exchange programs so they need to organize more workshops and seminars those will be engaging for students.”</i></p> <p><i>“Not sure. International exposure is available but how far it's effective, is unpredictable.”</i></p> <p><i>“International collaboration with foreign university has given us opportunity to listen to the talks and lecture of eminent professors.”</i></p>
<b>Medical Facility</b>	<p><i>“Doctor's chamber is located only in the business and economics building if one is falling sick in other building they have to travel so far.”</i></p>
<b>Others</b>	<p><i>“I see a lot of dignified &amp; reputed guests at Adamas events. They do give us a lot to learn from. The perception among students is what im concerned about. None of the people i have met here said that they would recommend Adamas to a friend. There are a lot of collaborations &amp; credit where credit is due, the efforts are clearly visible.”</i></p>

*“Adamas University should regulate proper uniform for different school like we MBA (specific dress code ) in rules and regulations . It will be very lovely to see proper formal dress for Management Students.”*

*“Being a student from a different state other than West Bengal, I have faced lot of difficulties here. Especially being from North-East, I have felt people treating me and passing comments as if I belong to a different nation. I would not at all want any of my friends or family member to come here and feel the same.”*

*“University should declare holidays during extreme weather or climate changes.”*

# Major Observations

1. The biggest resource of AU as perceived by students, are the faculty members, across all schools, departments and programs.
2. Students have also placed importance on the reputation of AU.
3. Students are very satisfied with the lush green campus of AU.
4. Students are satisfied with the course curriculum and teaching methods.
5. Students have lot of expectation regarding the infrastructure of AU. They tend to compare the standard of the infrastructure provided as against the fees charged.
6. Students are particularly dissatisfied with the management here at AU.
7. Sudden changes in the management system, declarations of examination, change in the course curriculum are not being accepted.
8. Students are happy with the campus life, library, and to some extent, the placement opportunities.
9. Students have more expectations regarding industrial visits and internship opportunities.
10. International exposure is somewhat lacking. This area should be focused upon.
11. Students are dissatisfied with the campus facilities like food options, security in the campus, roads, etc.
12. Students are not very impressed with the hostel amenities and cleanliness.



### **Recommendations based on observations:**

1. Communication with students should be improved. Any change in exam schedule or fee payment should be communicated to all students well ahead of time by the competent authority.
2. Classrooms should be revamped urgently. Negative feedback regarding infrastructure can severely impact admissions.
3. In a few departments, the fee structure should be revised.
4. Class duration should be reduced as it is becoming overloading for students. If possible, classes should not be scheduled on Saturdays.
5. More focus should be given in practical works rather than theory.
6. Regular industry visits should be organized in STEM departments for providing more practical exposure.
7. Classes should not be scheduled during slots of club activities.
8. Frequent change in assigned faculty to a course should be avoided as much as possible.
9. Schools should be more proactive in communicating any essential information to the students well ahead of the last date.
10. Account section should update payment records regularly in order to avoid repeated verification from students even after payment.
11. Promises made during admission regarding concessions and scholarships should be provided later.
12. Placement opportunities should be more subject specific. Meetings should be organized with placement coordinators and students to understand their needs.
13. More soft skill training and grooming sessions should be organized for students.
14. Hostel facilities should be improved in terms of the timing, cleanliness, amenities etc.
15. More variation in food should be brought in the canteen food.
16. More options for having food should be introduced in the campus.
17. Security personnel should be more empathetic to students.
18. College Fest should be organized to engage students more.
19. Library should have more variety of books specific subject wise.
20. Gym should be available to day scholars.
21. Students should be allowed to stay back in the campus after 5.30 pm for sports.

22. Sports clubs with proper amenities should be introduced.
23. Medical facilities in the campus should be improved. Clinician should be present in the campus during night time as well.
24. More student centric initiatives should be undertaken.

# Appendix

Dear Student,

Your feedback is valuable to us - we hope to make your journey enriching and valuable. Please share your opinion regarding the processes and services offered by the university. Your responses will be kept confidential, and will help us improve your experience at Adamas University.

#WeAreListening

#NPS@AdamasUniversity

Best wishes.

#### Section 1

##### 1.School:

Select your answer

##### 2.Department:

- ☐ Department of Economics & Commerce, SoBE
- ☐ Department of Management, SoBE
- ☐ Department of Pharmaceutical Technology , SoMS
- ☐ Department of Law, SoLJ
- ☐ Department of Education, SoE
- ☐ Department of Language & Literature, SoLACS
- ☐ Department of Behavioural Sciences, SoLACS
- ☐ Department of Social Sciences, SoLACS
- ☐ Department of Civil Engineering, SoET
- ☐ Department of Computer Science & Engineering, SoET
- ☐ Department of Mechanical Engineering, SoET
- ☐ Department of Electrical & Electronics Engineering, SoET
- ☐ Department of Chemistry, SoBAS
- ☐ Department of Physics, SoBAS
- ☐ Department of Mathematics, SoBAS
- ☐ Department of Geography, SoBAS
- ☐ Department of Journalism and Communication, SoMC
- ☐ Department of Entertainment Media, SoMC
- ☐ Department of Biotechnology, SoLB

- ☐ Department of Biological Sciences, SoLB
- ☐ Department of Agricultural Sciences, SoSA

3.Program enrolled in:

4.Level:

Select your answer

5.How long have you been a student of Adamas University?

Select your answer

6.Your mail ID:

## Section 2

### Questions:

Please use a scale from 0 to 10, with 0 being "Not likely to recommend at all" and 10 being "Extremely Likely to recommend".

7.According to your experience at Adamas University, how likely are you to recommend it to a friend or family member?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Not at all likely to recommend

Extremely likely to recommend

8.In case you have rated between 0-6, please answer:

Where have we failed? Please let us know so that we can work into the same.

Please write NA if you have rated in a different category.

9.In case you have rated between 7 - 8, please answer:

What should we improve? Please let us know so that we can improve further.

Please write NA if you have rated in a different category.

10. In case you have rated between 9-10, please answer:  
What do you recommend of Adamas University? Please let us know why someone should choose Adamas University.

Please write NA if you have rated in a different category.

### Section 3

## Feedback Questions on Specific services:

Thank you for your feedback. We wish to know more about how we can improve our services and overall experience for you. Please continue on this survey to provide your feedback on our specific services.

Please rate the following items on a scale from 1 to 10 with 1 being "Extremely dissatisfied" and 10 being "Extremely satisfied".

11. General Perception (eg. Reputation of AU, recognition by industry, ranking etc.)

1=Extremely dissatisfied

10=Extremely satisfied

12. Please explain:

13. Academic experience (eg. Curriculum, focus on specialization, practical content of the course, teaching methods, evaluation system, etc.)

1=Extremely dissatisfied

10=Extremely satisfied

14. Please explain:

15.Faculty Experience (Faculty knowledge, Faculty qualification, Faculty professionalism & Helpfulness, general perception of faculty, etc.)

1=Extremely dissatisfied

10=Extremely satisfied

16.Please explain:

#### Section 4

### 4. General Experience

17.Academic Support Service (eg. Timetable, Classroom availability, Labs etc.)

1=Extremely dissatisfied

10=Extremely satisfied

18.Please explain:

19.Library (eg. availability of books, timings and automation etc.)

1=Extremely dissatisfied

10=Extremely satisfied

20.Please explain:

21.Student Interface (eg. Student Facilitation Centre- fairness, promptness, helpfulness; Examination process, Registrar's Office, Accounts etc.)

1=Extremely dissatisfied

10=Extremely satisfied

22.Please explain:



23.IT Services (eg. Wi-Fi connectivity, Student Portal, LMS, IT Policy)

1=Extremely dissatisfied

10=Extremely satisfied

24.Please explain:



25.Campus facilities (eg. Transport, Food court, Cafeteria, Campus Security, University Shop, Hostel facilities, Medical services etc.)

1=Extremely dissatisfied

10=Extremely satisfied

26.Please explain:



27.Campus life experience (Culture, Campus life, opportunities for co-curricular and extra-curricular activities, Sports etc.)

1=Extremely dissatisfied

10=Extremely satisfied

28.Please explain:



29.Industry Experience (CDC, Placement opportunities, internship opportunities, linkage with industry, opportunities for industry projects etc.)



1=Extremely dissatisfied

10=Extremely satisfied

30.Please explain:

A rectangular text input field with a thin border. On the right side, there is a vertical scroll bar with a small upward-pointing triangle at the top and a downward-pointing triangle at the bottom. In the bottom right corner of the field, there is a small, light gray square icon.

31.Internationality (eg. International opportunities, exposure, exchange programs, collaboration with foreign institutions etc.)

1=Extremely dissatisfied

10=Extremely satisfied

32.Please explain:

A rectangular text input field with a thin border. On the right side, there is a vertical scroll bar with a small upward-pointing triangle at the top and a downward-pointing triangle at the bottom. In the bottom right corner of the field, there is a small, light gray square icon.