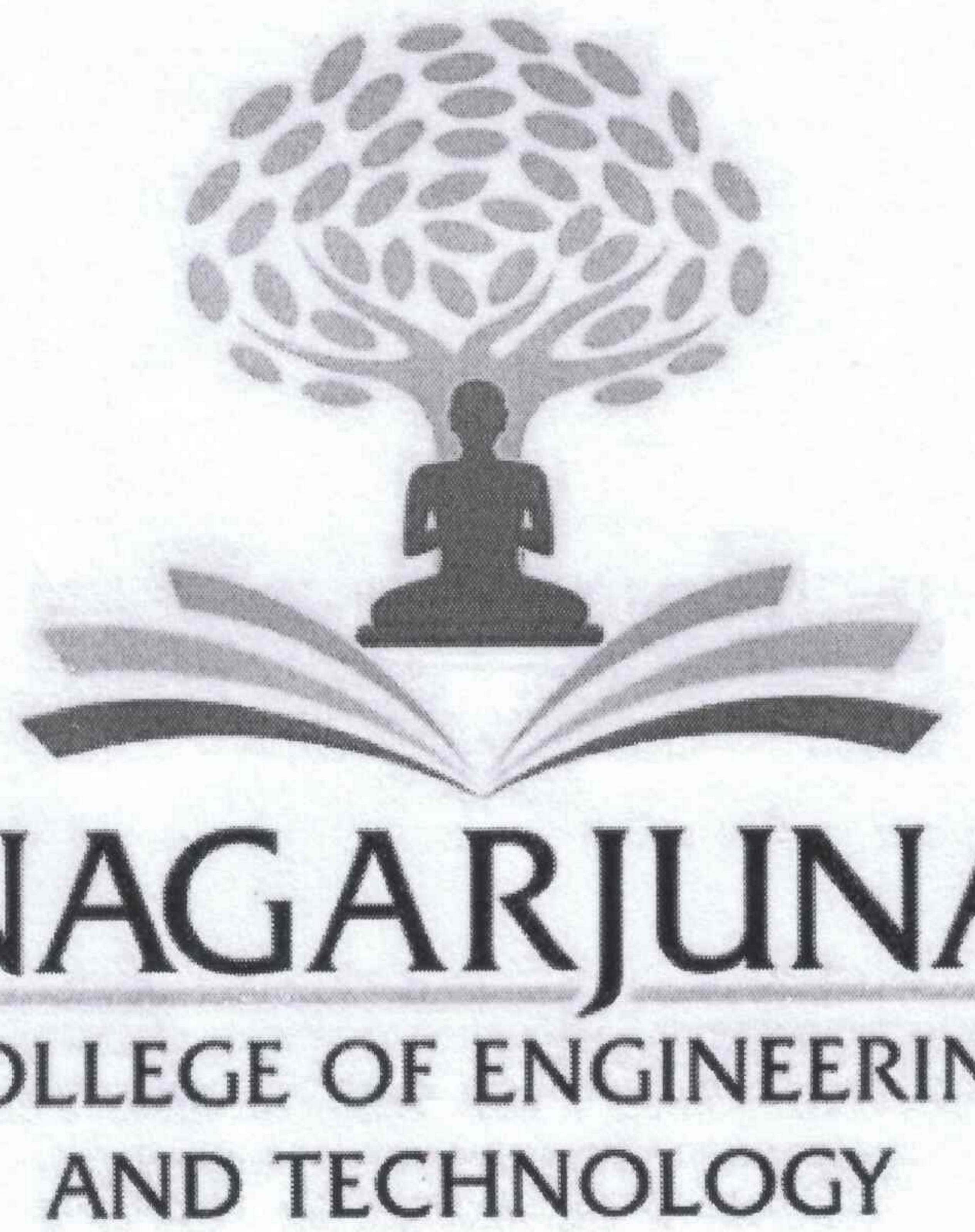


Nagarjuna College of Engineering & Technology

Bengaluru-562162

(An Autonomous Institution under VTU, Approved by AICTE
NAAC Accredited with A+ Grade



ELEVENTH MEETING OF INTERNAL QUALITY ASSURANCE CELL (IQAC)

Minutes of the Meeting

Day & Date : Tuesday, 26th July, 2022

Time : 11.00 AM

Venue : Chamber of Principal. NCET

Tel: 080-6746 2700 Fax: 080-6746 2799.

Email: iqac@ncetmail.com Website: www.ncet.co.in

**MINUTES OF THE 11th MEETING OF IQAC
HELD ON 26.07.2022 AT 11.00 AM**

AGENDA

1. To confirm the Minutes & to consider for approval of Action Taken Report on the decisions of the Previous Meeting of IQAC.
2. To note the NAAC accreditation with A+ Grade for the institution
3. To consider for approval of Feedback Report on the Teaching Learning Process for the Even Semester of AY 2021-22.
4. To consider for approval of the Action Plan for the preparation of AQAR for the year 2021-22.
5. To discuss the modalities for conducting Student Satisfaction Survey for the year 2021-22.
6. To discuss the modalities for conducting Academic & Administrative Audit by the External Peer Team members nominated by the university.
7. To discuss the suggestions to be given by IQAC to the Governing Body for quality improvements
8. To discuss the Action Plan of IQAC for the year 2022-23.
9. Any other matter with the permission of the chair.



Dr. Yogeesha H C

Associate Director-IQAC & Member Secretary

Members Present:

Sl. No.	Name	Designation	Position
1.	Dr. B V Ravishankar	Principal, NCET	Chairman
2.	Dr. S G Gopala Krishna	Director, Nagarjuna Education Society, Bengaluru	Governing Body Nominee
3.	Sri Madan Mohan	Sr. Vice President, Human Resource, Aequus Pvt. Ltd., Hatragi Village, Hukkeri Taluk, Belagavi	VTU Nominee
4.	Dr. Dinesh H A	HOD – Computer Science & Engg.	Member
5.	Dr. Sarvesha M.V.	Controller of Examinations	Member
6.	Mr. Periyaswamy	Placements Department	Member
7.	Dr. Anil Kannur	Prof & Head–ISE	Member
8.	Dr. Ramesh C S	Prof & Head–CV	Member
9.	Mrs. Pankaja K	Associate Professor - CSE	Member
10.	Dr. Rohith S	Associate Professor, Dept. of E&C	Member
11.	Mr. Srinivas S	1NC20EC041, IV Sem, Dept. of EC	Student Member
12.	Mrs. Sandhya L	Alumni of NCET	Alumni Member
13.	Mr. M Rajanna	Parent of Tejas Sachin (21CV006)	Parent Member

Sl. No.	Name	Designation	Position
14.	Mr. Bhaskar Reddy	Chief Financial Officer	Members, Non-Teaching Staff of the College
15.	Mr. Manjunath J	Student Welfare Officer	
16.	Mrs. Brunda N	Head-HR	
17.	Dr. Yogeesha H C	Prof & Head-Mech & Associate Director(IQAC)	Member Secretary/Coordinator Special Invitees
18.	Dr. Nagesh K N	HOD-EC	
19.	Dr. Vijayanand	HOD-AIML	
20.	Dr. Manjunath K	HOD-Chemistry	
21.	Prof. Sharada T	HOD – Physics	
22.	Prof. Ramesh K	HOD- SS &FL	
23.	Mr. Subhakar K	I/c HOD – DS	
24.	Dr. Geethanjali G	HOD-MBA	

MEMBERS SOUGHT LEAVE OF ABSENCE:

1.	Mr. M.C. Varadaraja	Head, Human Resource Development, Central Food Technology Research Institute (CSIR-CFTRI), Mysore	VTU Nominees
2.	Prof. Shiv Govind Singh	A-609, Academic Block-A, Indian Institute of Technology, Hyderabad	
3.	Dr. Gopalakrishnan K	Advisor-R&D	Member

Minutes of 11th Meeting of IQAC

Eleventh Meeting of IQAC was held on 26-07-2022 in the Chamber of Principal at 11.00 am. Dr. B V Ravishankar, Principal and Chairman of IQAC extended a warm welcome to all the members and called the meeting to order. He cordially welcomed the VTU nominee Mr. Madan Mohan and introduced him to the members of the IQAC. Chairman then informed HODs and all other members to introduce themselves. VTU nominee Mr. Modan Mohan, introduced himself to the members by giving his brief profile. Chairman instructed Dr. Yogeesha H C, Associate Director-IQAC and Member Secretary, IQAC to proceed with the agenda. Member Secretary then introduced the new members nominated and mentioned the functions of the IQAC in brief to all the members.

Section 1: Information about the new members

Members Secretary informed that, VTU has nominated following experts as the members of the IQAC for a period of three years w.e.f .

1. Mr. M.C. Varadaraja, Head, Human Resource Development, Central Food Technology Research Institute (CSIR-CFTRI), Mysore
2. Sri Madan Mohan, Vice President, Human Resource Aequus Pvt. Ltd., Hattragi Village, Hukkeri Taluk, Belagavi
3. Prof. Shiv Govind Singh, A-609, Academic Block-A, Indian Institute of Technology, Hyderabad

Further, he informed that, with the resignation of some teaching staff members who are serving as members of IQAC, following staff members are nominated to the vacant positions as members of IQAC by Principal/Chairman of IQAC.

1. Mrs. Pankaja K, Associate Professor, CSE
2. Mr. Periyaswamy, Placements Department
3. Mr. Srinivas S, 1NC20EC041, IV Sem EC, as the student member

For kind information of the members and IQAC noted that same.

Section 2: Items for Confirmation and Action Taken Report

2.1 Confirmation of the minutes of the 10th Meeting of IQAC held on 16.07.2021

The minutes of the 10th meeting of the IQAC held on 16th July 2021 were circulated to all the members. Since there are no matters arising, the same is placed for confirmation by the members of IQAC.

IQAC confirmed the minutes of the 10th Meeting.

2.2 To Note the Action Taken Report on the suggestions/recommendations of the 10th Meeting of IQAC held on 16.07.2021.

The action taken note on the decisions/resolutions taken in the 10th meeting of the IQAC held on 16th July 2021 are as under.

Sl. No	Suggestions	Action Taken
1.	To improve the results by taking corrective measures	Remedial Classes were conducted to improve the results
2.	To calculate the attainments of COs & POs	Attainment of COs & POs are computed

3.	To improve the industry-institute interactions	Industry Institute Interaction and Innovation Cell (I4 Cell) established to improve Industry institute interactions
4.	To encourage faculty for participating in FDPs/Workshops/Seminars	More number of Workshops/Seminars are organized
5.	To strengthen the process of documentation so as to enable for NBA/NAAC accreditation.	IQAC office established and documentation process is streamlined

Members discussed the suggestions and action taken point by point.

The matter is placed before the IQAC and IQAC approved the same.

Section 3: Items for Information

3.1 To note the NAAC accreditation with A+ grade for the institution

NAAC accreditation of NCET was expired on 30.12.2021 during the first cycle. Hence, we have submitted SSR, completed DVV Process and NAAC Peer Team Visit under cycle-2 was held on 20.06.2022 and 21.06.2022. We are happy to place before the members that the institution is accredited by NAAC with A+ grade with a CGPA of 3.38. The grade sheet is attached as Annexure-1.

The observations/suggestions of the NAAC Peer Team are as under.

1. Faculties should make more efforts in taking up funded research projects
2. Active participation of faculty and students in Entrepreneurship projects is recommended
3. Interaction of students and faculty with other institutions and R&D labs should be explored
4. Alumni services should be utilized to get internship and placement for the students.
5. Motivate students to participate in academics and sports events at national level.
6. Publication in high impact factor journals, and patents should be enhanced.
7. Students' participation and involvement in decision making process need to be improved.
8. Incubation center may be registered, and its functioning be strengthened
9. Advanced equipment should be made available in labs for better research output.

Members

The matter is placed before members for information and IQAC noted the same.

Section 4: Items for Discussion and Approval

4.1 Approval of Feedback Report for the Even Semester of AY 2021-22

Feedback is collected from the students on TLP for II, IV and VI Semester BE students after their CIE-1 in online mode. Software is used to analyze the collected data and generate the

reports. Feedback points in % (Student Satisfaction Index is computed). Based on the SSI, faculty performance is measured:

Greater than 85 %	- Good
70 - 85 %	- Satisfactory
Less than 70%	- Needs Improvement

Faculty members having less feedback are called for counselling session and suggestions are given to improve their teaching skills and student engagements.

Member Secretary informed that, it is proposed to take Second Feedback after CIE-2 to measure the improvement after counselling session. Further, Chairman informed the members that 360 degree feedback system will be implemented from the next academic session.

The matter is placed before the members for approval and IQAC approved the same.

4.2 To consider for approval of the Action Plan for the preparation of AQAR for the year 2021-22

AQAR for the year 2021-22 is to be submitted to NAAC in online mode after the completion of the AY. Following Action plan is proposed for the preparation & Submission of AQAR

- A Committee will be constituted to collect and collate the data
- One faculty member from each department shall be the member of the committee and assigned with a particular criteria.
- Excel sheet containing the AQAR data template will be shared to each department for submission of data.
- AQAR data will be entered online in NAAC portal and report will be generated.
- The draft AQAR report will be placed before the GB for approval
- Approved AQAR will be then submitted to the NAAC & uploaded in the college website.

The matter is placed before the members for approval and IQAC approved the same.

4.3 To discuss the modalities for conducting Student Satisfaction Survey (SSS) for the year 2021-22

Student Satisfaction Survey for the year 2021-22 is to be conducted after the completion of the Academic Year.

Following Action plan is proposed for conducting SSS:

- A committee will be constituted for the said purpose by nominating one faculty member from each department
- Questionnaire as per NAAC format will be prepared and the same is attached as Annexure-II.
- The google form will be circulated to all students for data collection
- The collected data from google form will be collated and analyzed.
- The findings of the SSS will be discussed in the next IQAC meeting
- Action taken report will be prepared and submitted to the IQAC for approval in the next IQAC meeting

The matter is placed before the Members for approval and IQAC approved the same.

4.4 To discuss the modalities for conducting Academic & Administrative Audit by the External Peer Team members nominated by the university

Member Secretary informed the members that, VTU has constituted external Peer Team with the following members

1. Dr. Nagesh Kumar D, Prof in CV, IISc, Bengaluru
2. Dr. M B Saidutta, Prof in Chemical Engg, NITK, Surathkal
3. Dr. V Ramasubramaniam, IIIT, Bengaluru

External Peer Team will conduct the Academic & Administrative Audit after the completion of the academic year. Member Secretary informed the members that it proposed to conduct internal audit of the departmental activities before the External Peer Team audit.

The matter is placed before the members for approval and IQAC approved the same.

4.5 To discuss the suggestions to be given by IQAC to the Governing Body for quality improvements

Member Secretary informed the members that, IQAC is required to suggest suitable measures to the Governing Body of the institution for enhancing the quality of education. Hence, following suggestions are proposed for improvement in quality of education being provided by the institution:

- Compulsory Faculty Induction Programme for recently recruited faculty with less than 5 years of teaching experience.
- Recruitment of faculty members with Ph.D from 25% to 30% and above as per the NBA/AICTE requirements.
- Enhancement of departmental computer labs facilities with latest configurations.
- Mandatory MOOC Courses by faculty members during a year.

The matter is placed before the members for approval and IQAC approved the same.

4.6 To discuss the Action Plan of IQAC for the year 2022-23

It is proposed to conduct the following activities by IQAC during the academic year 2022-23.

- Academic Audit of all departments at end of the Academic year
- Preparing Annual Report of the college
- Preparing and Submitting NAAC AQAR at the end of AY
- Collecting and furnishing data for NIRF, ARIIA, NBA, UGC, AICTE & VTU
- Collecting Feedback from all the stakeholders. Implementing 360 degree feedback.
- Encouraging faculty members to involve in active research with funding
- Facilitating/Organizing awareness programmes/seminars/workshops for teaching and non-teaching staff members on emerging technologies, human values, professionalism and student engagements

- Conducting periodic meeting with HODs and faculty members to improve the quality of education imparted to the students.
- Facilitating green audit, environmental audit and SWOC analysis of the institution

The matter is placed before the members for approval and IQAC approved the same.

Section 5: Any other Items

VTU nominee Mr. Madan Mohan, expressed his appreciation and satisfaction that the college is taking right steps in promoting the quality engineering education. He mentioned that most of his suggestions are being implemented in the college in the right spirit and fruits of such efforts are to be seen in the near future. Mr. Rajanna, member representing parents, expressed his happiness that under the leadership of Principal, lot of activities are being carried out in the college and students are expressing their satisfaction about the energetic atmosphere in the college.

5.1. Suggestions by IQAC Members

Mr. Madan Mohan, VTU Nominee:

- Students should have more practical knowledge and hence they should be sent to workshops, seminars, conferences and internships.
- Civil students should have frequent field visit at least once in a month to gain more practical knowledge.
- Best students should be used as tutors and they should guide slow learners. Group of students with one fast learner and three slow learners shall be formulated to have collaborative learning environment.
- All heads of the department are to prepare the budget carefully so as to accommodate all requirements of the department.
- Need to improve the placements and aim for 100% placements
- Faculty members are to be encouraged to prepare and submit project proposals to various agencies for funding. Target should be fixed for each faculty for undertaking funded projects.
- More emphasis shall be given to Activity oriented/project based learning.
- Expressed his happiness over the various initiatives being undertaken to improve the quality of education. He suggested for the effective implementation of all the initiatives.

Mr. Rajanna, Member representing parents:

- Expressed his happiness over the working of the institution.
- He also expressed his happiness about the recent activities in the college and requested for organizing tutorials by fast learners to slow learners.
- Suggested to include a “zero period” in the time table to have interaction among different group of students.

Dr. S G Gopala Krishna , Director, NCET:

- Informed that peer tutoring is practiced in the college and tutors are being paid for helping their tutees in achieving the intended learning outcomes.

Mr. Bhaskar Reddy, Chief Finance Officer, NES:

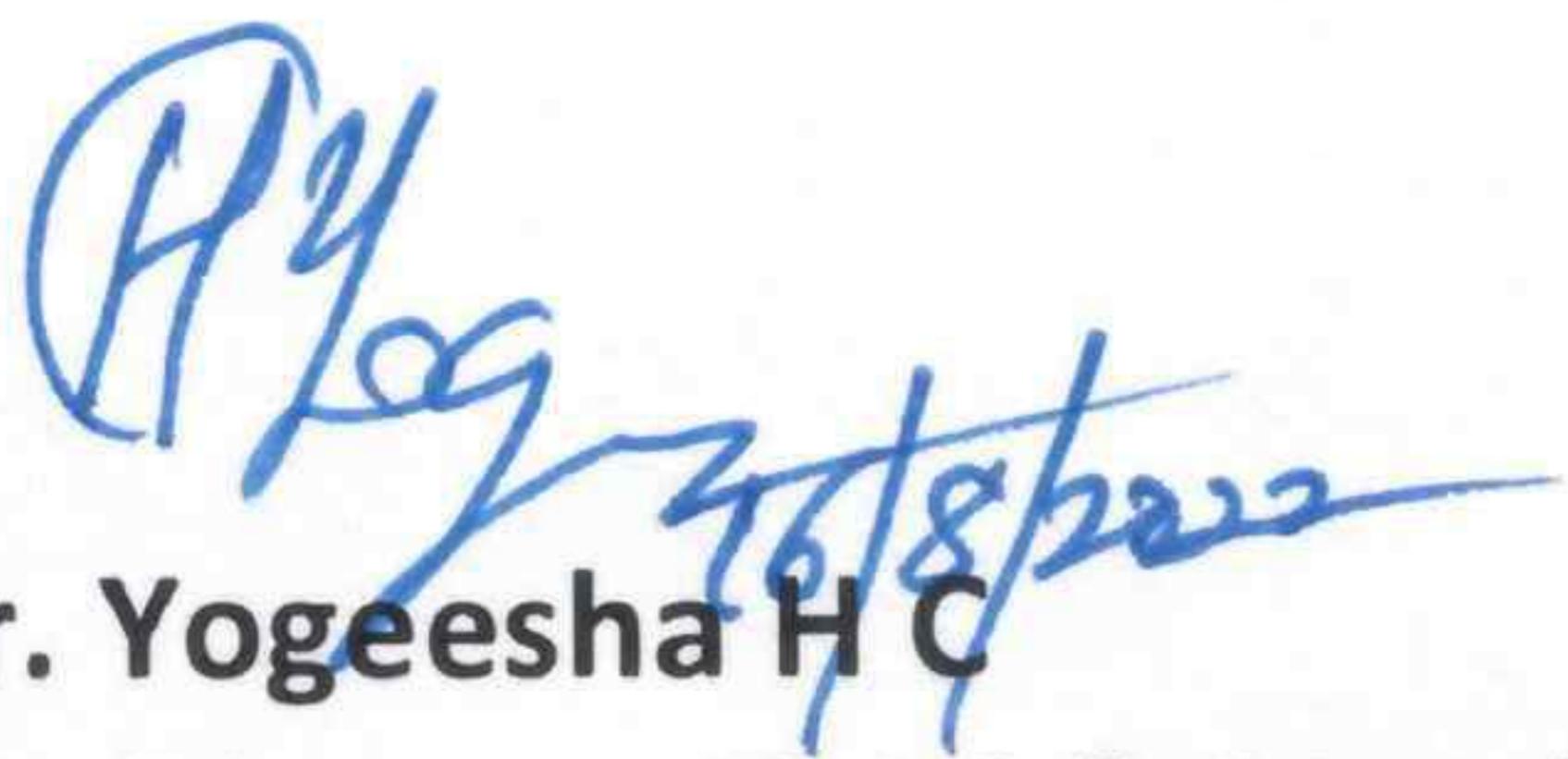
- Informed that he will extend support & cooperation from the accounts department for all activities of the college.
- Informed that budget prepared by the HODs will be scrutinized and required approvals will be given at the earliest.

Dr. B V Ravishankar, Principal:

- Informed that HODs should engage more with the students by taking classes
- Informed that all faculty members should prepare and submit project proposals for funding from external agencies.
- Informed that the concept of “earn while you learn” is implemented in the college wherein the students are encouraged to take up teaching of foreign languages.
- Informed that best performing department will be encouraged with Rs. 25,000/- incentive
- Research Promotion policy encourages the faculty members to involve themselves in publishing quality papers in referred & peer reviewed journals of repute.
- Seed money is being provided to the extent of 2.00 lakhs for research activities and up gradation of research facilities in the department.
- Suggested all HODs to involve the alumni members for the overall development of the department.
- Informed that 360 degree feedback will be implemented in the college
- Suggested the HODs to increase the number of industrial visits, workshops and seminars by expert members by industry.

Member Secretary:

Thanked the Chairman and all the other members for participating in the meeting by providing their inputs/suggestions.



Dr. Yogeesh H C

Associate Director-IQAC & Member Secretary

Internal Quality Assurance Cell
Nagarjuna College of Engineering & Technology
Mangaluru Kote Post, Devanahalli,
Bengaluru - 562 154.



Dr. B V Ravishankar

Principal & Chairman

PRINCIPAL

Nagarjuna College of Engineering & Technology
Devanahalli (Tq) Bengaluru (Dt)-Pin: 562164

Annexure – I

NAAC Grade Sheet

Name of the Institution: NAGARJUNA COLLEGE OF ENGINEERING AND TECHNOLOGY

Type of the Institution: Autonomous colleges

Dates of Visit: 20 - 06 - 2022 to 21 - 06 - 2022

No	Criteria	Weightage (W _i)	Criterion-wise weighted Grade Point (CrWGP _i)	Criterion-wise Grade Point Averages (CrWGP _i /W _i)
1	Curricular Aspects	150	570	3.8
2	Teaching-learning and Evaluation	300	967	3.22
3	Research, Innovations and Extension	142	470	3.31
4	Infrastructure and Learning Resources	100	362	3.62
5	Student Support and Progression	90	264	2.93
6	Governance, Leadership and Management	90	324	3.6
7	Institutional Values and Best Practices	100	332	3.32
Total		$\sum_{i=1}^7 (W_i) = 972$	$\sum_{i=1}^7 (CrWGP_i) = 3289$	3.38

$$\text{Institutional CGPA} = \frac{\sum_{i=1}^7 (CrWGP_i)}{\sum_{i=1}^7 (W_i)} = \frac{3289}{972} = 3.38$$

Grade: A+

Name of the Institution: NAGARJUNA COLLEGE OF ENGINEERING AND TECHNOLOGY

Type of the Institution: Autonomous colleges

Dates of Visit: 20 - 06 - 2022 to 21 - 06 - 2022

No	Criteria and Key Indicators	Key Indicator Weightage (W _i)	Key Indicator Wise Weighted Grade Points (KIWGP) _i
Criterion 1: Curricular Aspects			
1.1	Curriculum Design and Development	50	200
1.2	Academic Flexibility	40	140
1.3	Curriculum Enrichment	40	150
1.4	Feedback System	20	80
Total		$\sum W_1 = 150$	$\sum (KIWGP)_1 = 570$
$\text{Calculated CrGPA}_1 = \sum (KIWGP)_1 / \sum W_1 = 570 / 150 = 3.8$			
Criterion 2: Teaching-learning and Evaluation			
2.1	Student Enrollment and Profile	20	70
2.2	Catering to Student Diversity	30	105
2.3	Teaching- Learning Process	50	170
2.4	Teacher Profile and Quality	50	60
2.5	Evaluation Process and Reforms	50	200
2.6	Student Performance and Learning Outcomes	50	170
2.7	Student Satisfaction Survey	50	192
Total		$\sum W_2 = 300$	$\sum (KIWGP)_2 = 967$
$\text{Calculated CrGPA}_2 = \sum (KIWGP)_2 / \sum W_2 = 967 / 300 = 3.22$			
Criterion 3: Research, Innovations and Extension			
3.1	Promotion of Research and Facilities	20	44
3.2	Resource Mobilization for Research	7	26
3.3	Innovation Ecosystem	10	30
3.4	Research Publications and Awards	25	65
3.5	Consultancy	10	40
3.6	Extension Activities	50	185
3.7	Collaboration	20	80
Total		$\sum W_3 = 142$	$\sum (KIWGP)_3 = 470$
$\text{Calculated CrGPA}_3 = \sum (KIWGP)_3 / \sum W_3 = 470 / 142 = 3.31$			
Criterion 4: Infrastructure and Learning Resources			
4.1	Physical Facilities	30	120
4.2	Library as a Learning Resource	20	60
4.3	IT Infrastructure	30	112
4.4	Maintenance of Campus	20	70

No	Criteria and Key Indicators	Key Indicator Weightage (W _i)	Key Indicator Wise Weighted Grade Points (KIWGP) _i
	Infrastructure		
	Total	$\sum W_4=100$	$\sum (KIWGP)_4 = 362$
$\text{Calculated CrGPA}_4 = \sum (KIWGP)_4 / \sum W_4 = 362 / 100 = 3.62$			
Criterion 5: Student Support and Progression			
5.1	Student Support	30	114
5.2	Student Progression	20	40
5.3	Student Participation and Activities	30	80
5.4	Alumni Engagement	10	30
	Total	$\sum W_5=90$	$\sum (KIWGP)_5 = 264$
$\text{Calculated CrGPA}_5 = \sum (KIWGP)_5 / \sum W_5 = 264 / 90 = 2.93$			
Criterion 6: Governance, Leadership and Management			
6.1	Institutional Vision and Leadership	10	40
6.2	Strategy Development and Deployment	10	34
6.3	Faculty Empowerment Strategies	30	116
6.4	Financial Management and Resource Mobilization	10	34
6.5	Internal Quality Assurance System	30	100
	Total	$\sum W_6=90$	$\sum (KIWGP)_6 = 324$
$\text{Calculated CrGPA}_6 = \sum (KIWGP)_6 / \sum W_6 = 324 / 90 = 3.6$			
Criterion 7: Institutional Values and Best Practices			
7.1	Institutional Values and Social Responsibilities	50	182
7.2	Best Practices	30	90
7.3	Institutional Distinctiveness	20	60
	Total	$\sum W_7=100$	$\sum (KIWGP)_7 = 332$
$\text{Calculated CrGPA}_7 = \sum (KIWGP)_7 / \sum W_7 = 332 / 100 = 3.32$			
Grand Total		972	3289

$\text{Institutional CGPA} = \sum_{i=1}^7 (\text{CrWGP}_i) / \sum_{i=1}^7 (W_i) = 3289 / 972 = 3.38$		

Annexure – II

Questionnaire for Student Satisfaction Survey(SSS)

Criterion II – Teaching–Learning and Evaluation

Student Satisfaction Survey on Teaching Learning Process

Following are questions for online student satisfaction survey regarding teaching learning process.

1. How much of the syllabus was covered in the class?
4 – 85 to 100%
3 – 70 to 84%
2 – 55 to 69%
1 – 30 to 54%
0 – Below 30%

2. How well did the teachers prepare for the classes?
4 – Thoroughly
3 – Satisfactorily
2 – Poorly
1 – Indifferently
0 – Won't teach at all

3. How well were the teachers able to communicate?
4 – Always effective
3 – Sometimes effective
2 – Just satisfactorily
1 – Generally ineffective
0 – Very poor communication

4. The teacher's approach to teaching can best be described as
4 – Excellent
3 – Very good
2 – Good
1 – Fair
0 – Poor

5. Fairness of the internal evaluation process by the teachers.

- 4 – Always fair
- 3 – Usually fair
- 2 – Sometimes unfair
- 1 – Usually unfair
- 0 – Unfair

6. Was your performance in assignments discussed with you?

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

- 4 – Regularly
- 3 – Often
- 2 – Sometimes
- 1 – Rarely
- 0 – Never

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth.

- 4 – Significantly
- 3 – Very well
- 2 – Moderately
- 1 – Marginally
- 0 – Not at all

9. The institution provides multiple opportunities to learn and grow.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

11. Your mentor does a necessary follow-up with an assigned task to you.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – I don't have a mentor

12. The teachers illustrate the concepts through examples and applications.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

13. The teachers identify your strengths and encourage you with providing right level of challenges.

- 4 – Fully
- 3 – Reasonably
- 2 – Partially
- 1 – Slightly
- 0 – Unable to

14. Teachers are able to identify your weaknesses and help you to overcome them.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0 – Never

15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

17. Teachers encourage you to participate in extracurricular activities.

- 4 – Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

- 4 – To a great extent
- 3 – Moderate
- 2 – Some what
- 1 – Very little
- 0 – Not at all

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

- 4 – Above 90%
- 3 – 70 – 89%
- 2 – 50 – 69%
- 1 – 30 – 49%
- 0 – Below 29%

20. The overall quality of teaching-learning process in your institute is very good.

- 4 –Strongly agree
- 3 – Agree
- 2 – Neutral
- 1 – Disagree
- 0 – Strongly disagree

21. Give three observation / suggestions to improve the overall teaching – learning experience in your institution.

a)

b)

c)