TEQIP-II Web Based Satisfaction Survey for Faculty and Staff

INFOVA Consultancy Services

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# Need of Survey

To get real feedback from end users to constantly improve existing facilities. Series of broad assertive statements with multiple choice responses via radio buttons. Response on its importance level and satisfaction wrt that statement.

## Faculty Group (incl. technical and support staff):

* 1. Available infrastructure at Institution
  2. Facilities on campus
  3. Management support systems
  4. Workplace environment
  5. Workload and support
  6. Opportunities and Performance Appraisal
  7. Governance and Institutional Reform

Each broad area has questions. Faculty need to answer about 60 odd questions.

# Security of Information Shared

Responses used solely for research purpose (no commercial activity). Participation and individual responses will be kept strictly confidential. Results of research will be anonymous: no personal identification of any response; not even for comments. All NPIU knows is that such a comment came from this institution but no way of determining who made the comment. Information by participant is confidential. No individual specific information of recorded feedback. Result not accessible to even the participant once the answers are submitted: there is no way of linking a certain answer to a particular participant: not even to NPIU. **No way an individual response can be identified.** Everyone should therefore participate without any fear. Result of the survey in the form of a report will be in the public domain (e.g. on a website).

# Survey Application

Paste the URL: [www.teqipsfss.in](http://www.teqipsfss.in) in the browser or by accessing the link from the institution’s website. There you have to login : No ID or password required the first time, just share you basic information and a USERID and PASSWORD are automatically assigned to you. If there is a disruption you have to use the user ID and password to re-login. Password, if forgotten, can be regenerated. FAQs and Demo available. The About contains brief description of the survey, Survey links to survey details and the Support is the point of contact for survey related questions. Survey can be taken in 10 regional languages in addition to English and Hindi. 190 Institutions participating in survey.

Language can be changed at any time (every page) during the survey.

To take the survey, just click the “Survey” Tab: State, District and Name of Institution. A list of surveys is uploaded: three for student group (Student-UG, Student-PG, Student-PhD) and three for staff group (Faculty, Technical Staff, Non-Technical Staff). Select one for which you qualify and go ahead. Some details are already filled in the form that appears while some basic details have to be added: name, date of birth and employment ID and then you have to VALIDATE this information with the VALIDATE button. The data of employment has been gathered and added to the database. But some institutions have not had their data added: hence the data cannot be validated. But you can participate even so with a warning “Data Not Found: Proceed Anyway” and in this case you have to manually enter the data. This will make the database more robust.

In this form: “Subject” stands for Department. The “Category” is a drop-down list. Click “Submit” to navigate to next page.

UserID and Password will be shared on the mobile number provided. Make sure you share you OWN mobile number. While logging out, your USERID and password are provided. You cannot change the randomly generated password: if you have forgotten it, ask for a new password using the FORGOT PASSWORD link.

Your userID and password becomes invalid after the survey is submitted.

# Survey Description

Once you get in, you go to the survey proper. There is a timer: each time you login you get a slot of 45 minutes (survey can be finished in 20 mins odd): if time runs out, all responses will be saved automatically and the user can re-login and complete the survey. There are sections from A to G and an indicator shows the degree of completion. There are two responses to each question: Importance to Me and Level of Satisfaction. BOTH have to be addressed. Additional comments HAVE to be put in the comment box. If you have no comment, put “NC” or “No Comment” in the comment box. All responses have to be addressed before the system takes you to the next question. Once you click SUBMIT, you CANNOT go back to the question you just submitted.

If a survey is incomplete, a reminder will be sent to the emailID and mobile number shared by the participant.

Each section (from A to G) is stand-alone and does not require the other sections to complete any section. A completed section is automatically saved: saving is section wise. E.g. if A and B are completed while three questions of C have been done and your session is interrupted, then when you login, section A and B will be saved but section C will have to be STARTED OVER AGAIN! Hence complete sections at one go: complete the FULL survey at one go preferably. It only takes 20 minutes.

# Support

Separate manuals for survey participants developed: Faculty, Technical, Admin Staff manuals

Separate links/phone-numbers for technical and non-technical queries. LiveCHAT and telephonic (number displayed on home page: separate for technical and non-technical problems) support (8:00am to 8:00pm) also available. If the query is raised after this time, a ticket can be raised and responded to the next day.

There is a “help” link besides each question which will elucidate the question more clearly.

Stepwise interactive videos have been uploaded demonstrating the survey process (which cannot be accessed after the submission). Your userID and password becomes invalid after the survey is submitted.

**Students:**

Please ask students to PARTICIPATE IN THEIR OWN COLLEGE! Please ask students not to experiment with these things.

If students have no enrollment number but have a roll number that remains constant across semesters then that can be used. Alphanumeric enrollment numbers are fine.

# IT Checklist

IT should be available during the scheduled survey. Minimum internet speed should be enough to allow 5-7 users per MB at any time. Prefer latest jQuery supported browsers like Chrome. Please make sure to allow <http://www.teqipsfss.in> on each system/network.

# Survey Management

Please send course detail like Branch, Course, Duration, Semester/Year, for your colleges at [support@teqipsfss.in](mailto:support@teqipsfss.in) .