Consolidated Customer Feedback – 2020-2021

Stakeholder	Feedback	Action Taken	Proof of Record
Students	The students suggested that more number of initiatives of students be encouraged through TBI funding	54 entrepreneurship initiatives were registered through TBI 19 incubatees were indentified and encouraged for product development through TBI 8 student projects funded through TBI	Item no.59.5.9 – Board of Management (BOM)
	The students stated concern on the constraint on attending internships during the pandemic for their programmes.	For the academic year 2020-2021, online certification courses and online internships were considered for credits by the departments.	Item 59.2-BOM
	The third and final year students stated their interest to acquire hands on experience on latest technologies.	Laboratory infrastructure was setup for Cloud Computing, Edge computing, DataScience, Virtual Reality. Centre for Excellence for Embedded and Image processing was setup	Item no. Academic Council (AC):21-22 - 18:06
	Students appreciated the use of LMS to facilitate seamless learning during the period of pandemic	Sathyabama LMS was brought to use immediately. The mobile app made the usage more widely accepted	Item 59.1-BOM
	Students recorded concern as to whether the placements would be	1822 students out of the 1981 students who registered for placement	

	affected during this new normal post covid.	got placement in the first two cycles of the recruitment drive conducted completely online.	Item 59.3-BOM
	Hostel students wanted renovation of hostel facilities.	Hostels were refurbished during the holidays and made ready for students.	Item 59.4-BOM
Faculty	All faculty, provide feedback on updation/modification of syllabus taught by him/her to their respective HODs.	The BOS of individual departments collectively summarise the feedback and make revisions/updations every 6 months.	Item 59.2-BOM
		Revisions on following subjects were done this academic year 5G communications, Vehicle Body Engineering, Engineering Chemistry, AI and Robotics, Object oriented Analysis and Systems Engineering. Faculty are given cash awards for high impact publications.	Item no. AC:21-22 - 18:04, AC:21-22 - 18:05
	Though the institution recognizes credible work of faculty in publications, a reward for overall performance would be a motivating factor.	Staff Excellence award was accorded to faculty who showcased excellence in overall performance	Item no. 59.2 - BOM
		Sathyabama Score (SScore) system of qualitative performance evaluation system of faculty is introduced.	Item no.59.5.8 - BOM
	The faculty suggested the inclusion of subjects with hands on lab experiences	Subjects like Java Programming, Digital Image Processing for real time applications, Machine Learning Techniques were revised as 50% weightage for theory and 50%	Item no: AC:21-22- 18.03, AC:21-22 - 18:04

		weightage for laboratory	
	Faculty suggested that the support from Institution for faculty product ideas can be increased	Seed fund for faculty product ideas was increased to 25lakhs for 15 selected projects.	Item no. 59.2 - BOM
Employers	Employers forecasted the need of specialization programmes on Artificial Intelligence, Robotics, BioInformatics for better placement prospects.	Specialization programmes were introduced. • BE CSE with specialization in AI and ML • BE CSE with specialization in Blockchain • BE CSE with specialization in AI and Robotics • BE CSE with specialization in cybersecurity • BSc AI	Item no. 59.4.1 – BOM Item no: AC:21-22-18.03
	The employers suggested that the students should be extensively trained on softskills, critical thinking, design thinking.	Design thinking course introduced with tutorial component. The frequency of softskill training is increased to once a fortnight to third and final year students.	Item no: AC:21-22-18.03
	The employers suggested that the Students should have more exposure to product building, project management, and domain expertise to be placed for high packages.	Student's participation in HackerEarth, Codechef, HackerRanker are made mandatory. Students are encouraged to create Github repositories. Departments conducted number of hackathons, coding competitions, project exhibitions.	

	A collective suggestion from the Employers was to include new courses that would help students improve their programming knowledge.	Number of hands on sessions on various latest technologies through online were conducted	Item no: AC:21-22-18.03
Alumni	Alumni stressed on the importance of understanding market challenges, empathize problems and introspect on solutions.	Design thinking course is introduced for all branch of students	Item no:AC-21-22-18.03
		The Institution has initiated work towards acquiring CDIO membership.	Item no.59.5.4-BOM
	A multidisciplinary knowledge is expected from students for better product understanding, to generate new ideas.	The institution has a fully flexible credit system in place. New courses are added as part of CBCS to provide increased choices of subjects to students.	Item no. 59.5.11-BOM
	Our Alumni suggested to introduce forums for upskilling, reskilling for industry professionals.	Centre for Professional and Career Advancement was started. Certification courses on Artificial Intelligence and Data science were conducted online.	Item no. AC:21-22-18:01
		10 UGC NSQF skill based programs were imparted through blended learning	Item no. 59.2 – BOM
	The alumni appreciated the Semester Abroad Programmes(SAP) adding value to student learning	SAP programmes and interships were carried out through virtual mode.	Item 59.5.5-BOM

	experiences. They raised concern on the continuation of SAP due to the travel restrictions in the coming years	• Department of Mechatronics – 28 Inbound students from Ethiopia • Department of Mathematics – 28 outbound students to University of Malaysia, 2 inbound students from Daffodils university of Bangladesh • Department of MBA – 42 outbound students to University of Brazil	
Experts	Being an established and renowned institution, it is suggested that the institution with minimum efforts can achieve higher national and international rankings.	A core committee is setup to analyse, identify and suggest micro weaknesses to respective departments to improve performance in University Ranking framework • The Institution has been positioned 5th rank in ATAL ranking framework • Secured Excellence award in QS ranking for e-learning • 6 UG and 1 PG programme applied for NBA accreditation	Item 59.2 – BOM
	Centres of Research to work towards SDG goals were suggested by Dr.S.S.Patnaik	Courses on Green Technology, Smart materials for Industries are introduced. Course contents on Medical Robotics and wearable systems for healthcare were modified The following centers were targeted to work towards	Item no. AC:21-22 - 18:06 Item no.59.5.5-BOM

		Centre for Drug Discovery – SDG goal 3 Centre for Ocean Research – SDG goal 14 Centre for Climate Change Studies – SDG goal 13	
	The expert members during the academic council suggested to encourage good research work submissions.	To encourage good research work Dr.Jeppiaar Best Thesis Award is constituted.	Item no.59.1 - BOM
	Experts suggested that the institution to transit towards usage of renewable energy sources to become more energy sustainable.	A solar panel for power generation is constructed in the administration block and two other classroom blocks.	Item no.59.6- BOM
	Experts suggested the inclusion of Universal Human Values as per AICTE requirements.	UHV included as compulsory subject in the third semester for all students.	Item no.59.5.10-BOM
	Experts suggested start of online degree courses as per AICTE norms, as the institution has secured top 50 ATAL ranking consecutively for the last 3 years	Online Degree programs were started B.Com., B.Sc., M.B.A., M.A. English, M.Sc. Mathematics	Item no. 59.4.1 - BOM