



Online Classes Survey Report

Spring 2020

Prepared by:
Quality Enhancement Cell (QEC)

Introduction

Due to the pandemic situation, as per the HEC guidelines, CUST adopted the online mode of teaching to save students' precious time. The university faculty and administration staff try their best to ensure the quality of education and to facilitate students.

A survey was conducted by Quality Enhancement Cell (QEC) to get the feedback of students regarding online classes. The survey presented questions about the efficacy of a Learning Management System (LMS) in general, technical and other support, complaints system and future needs. This can help the university management to find the areas where improvement is required and then prepare a strategy for future.

A total of 657 responses were received from all the departments of university. This report contains the summary data for all respondents.

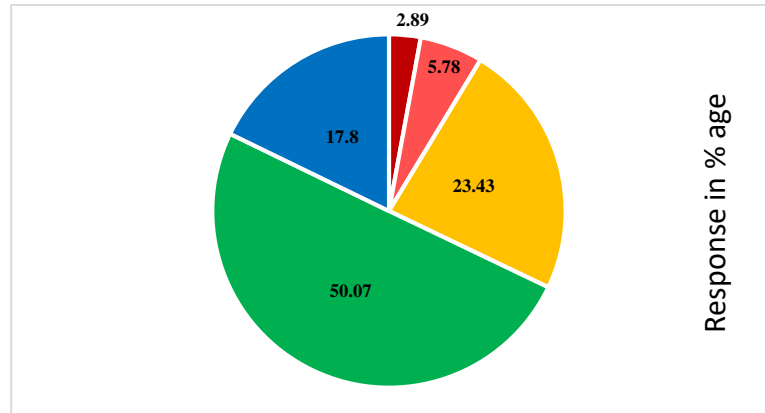
SUMMARY OF RESULTS:

No.	Questions	Percentage of Satisfied + Highly Satisfied
1	University provided software tools (MS Teams) and technical support, when required, for online classes.	67.87%
2	Microsoft Teams software was helpful and supported me in online classes.	64.68%
3	Support was provided by the IT department whenever there was any technical problem (Team Account, login etc.).	57.37%
4	The university portal was informative and it contained the basic information required.	66.8%
5	I was able to get the required reading material and assignments through digital means (portal, Teams, email, etc.)	69.55%
6	Faculty was cooperative and they put in their efforts to make online classes successful.	66.81%
7	Classes were held regularly, and as per the time table.	88.42%
8	All activities, including midterm and final exam, were held as per the Academic Calendar.	85.53%
9	My complaints were heard and replied by the university administration, to facilitate my online learning.	68.03%
10	Academic assessment was effectively done through assignments, mid-term and final exams.	65.28%

Online Classes Survey

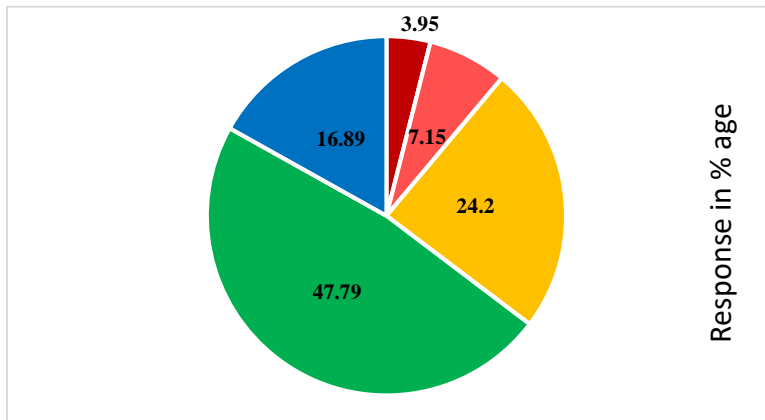
1. University provided software tools (MS Teams) and technical support, when required, for online classes.

Highly Dissatisfied	19
Dissatisfied	38
Neutral	154
Satisfied	329
Highly Satisfied	117



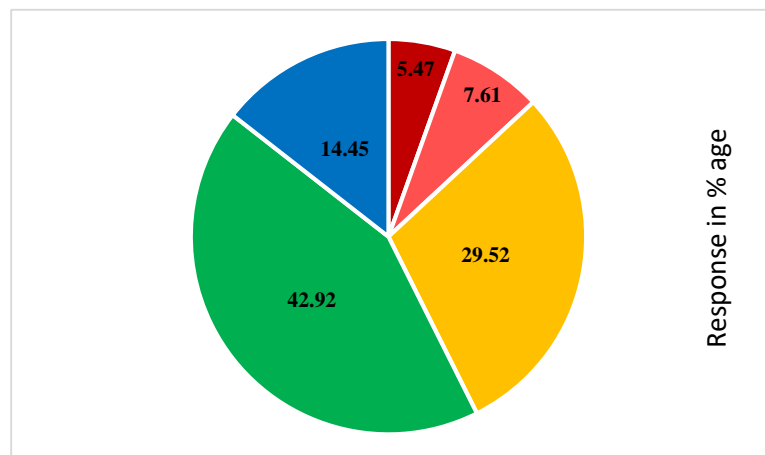
2. Microsoft Teams software was helpful and supported me in online classes.

Highly Dissatisfied	26
Dissatisfied	47
Neutral	159
Satisfied	314
Highly Satisfied	111



3. Support was provided by the IT department whenever there was any technical problem (Team Account, login etc.).

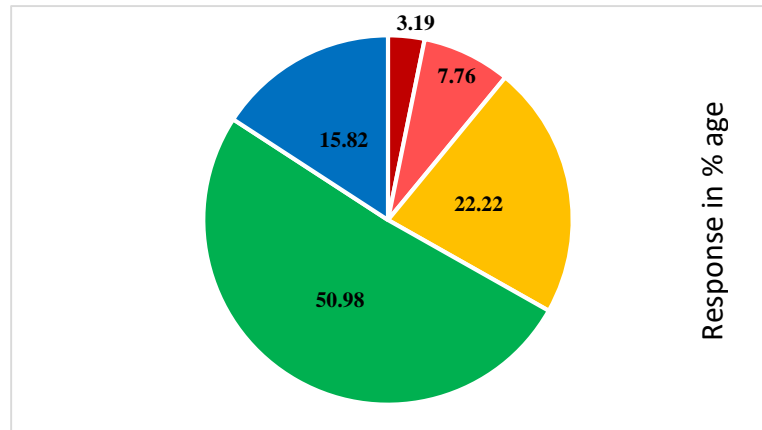
Highly Dissatisfied	36
Dissatisfied	50
Neutral	194
Satisfied	281
Highly Satisfied	96



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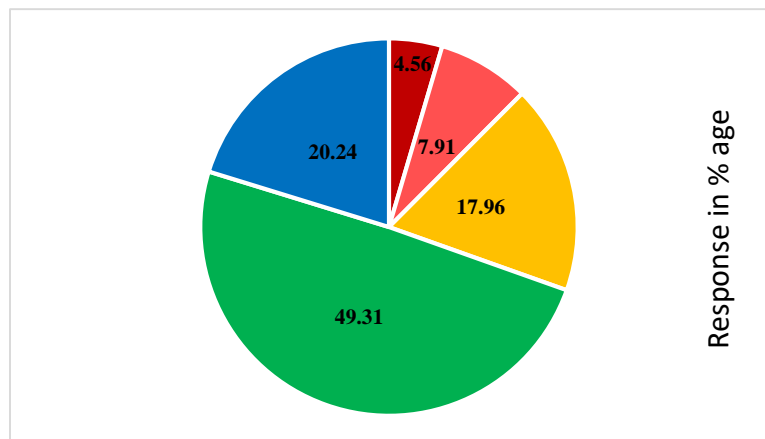
4. The university portal was informative and it contained the basic information required.

■ Highly Dissatisfied	21
■ Dissatisfied	51
■ Neutral	146
■ Satisfied	335
■ Highly Satisfied	104



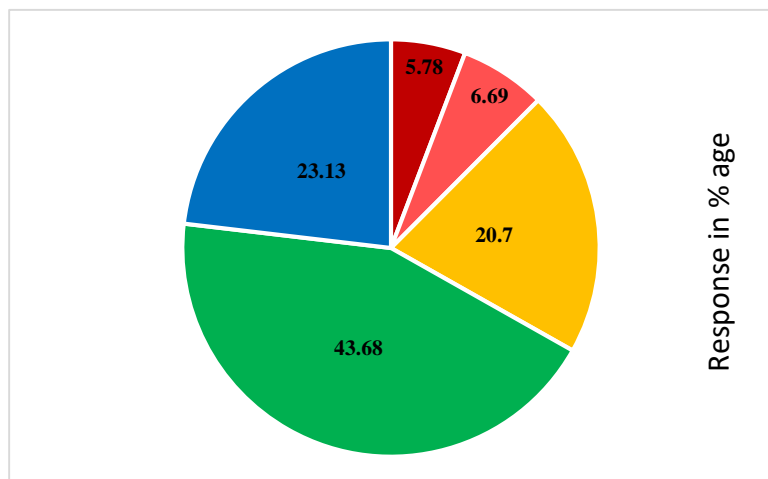
5. I was able to get the required reading material and assignments through digital means (portal, Teams, email, etc.).

■ Highly Dissatisfied	30
■ Dissatisfied	52
■ Neutral	118
■ Satisfied	324
■ Highly Satisfied	133



6. Faculty was cooperative and they put in their efforts to make online classes successful.

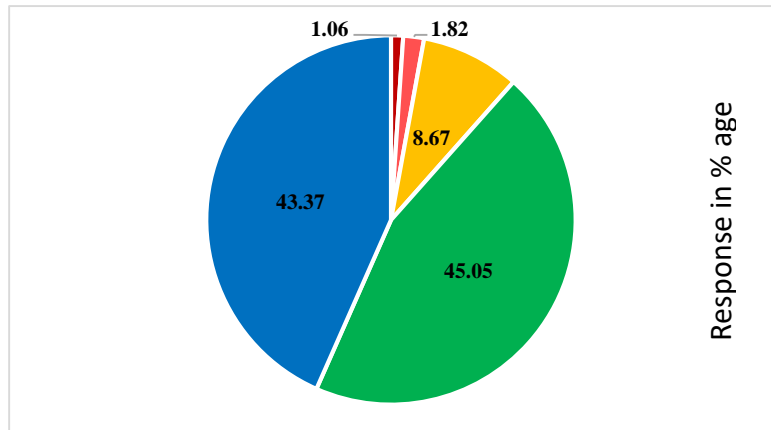
■ Highly Dissatisfied	38
■ Dissatisfied	44
■ Neutral	136
■ Satisfied	287
■ Highly Satisfied	152



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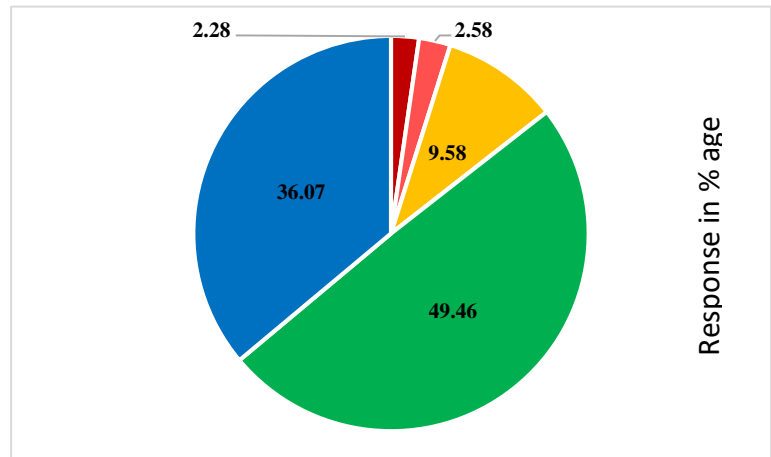
7. Classes were held regularly, and as per the time table.

Highly Dissatisfied	7
Dissatisfied	12
Neutral	57
Satisfied	296
Highly Satisfied	285



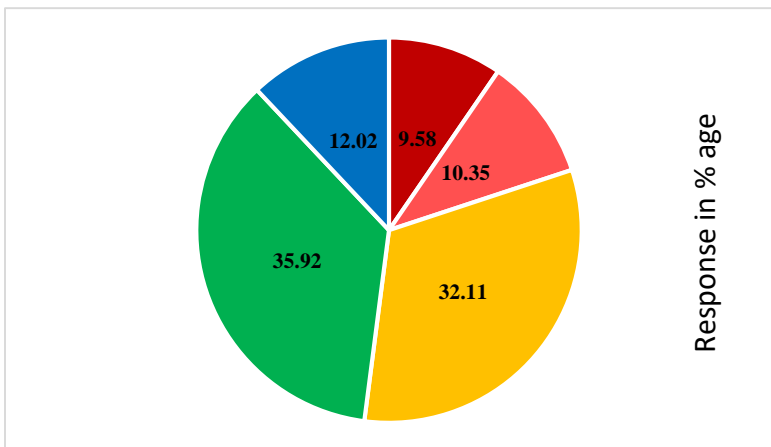
8. All activities, including midterm and final exam, were held as per the Academic Calendar.

Highly Dissatisfied	15
Dissatisfied	17
Neutral	63
Satisfied	325
Highly Satisfied	237



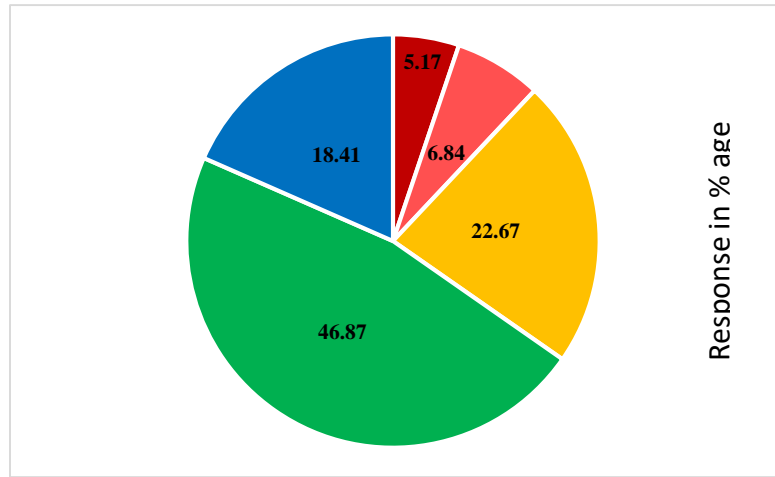
9. My complaints were heard and replied by the university administration, to facilitate my online learning.

Highly Dissatisfied	63
Dissatisfied	68
Neutral	211
Satisfied	236
Highly Satisfied	79



10. Academic assessment was effectively done through assignments, mid-term and final exams.

Highly Dissatisfied	34
Dissatisfied	45
Neutral	149
Satisfied	308
Highly Satisfied	121



11. If you are given a choice, which option you will follow?

Online Learning System	149
Traditional On-campus Teaching System	508

