



Internal Quality Assurance Cell

A report on the second survey among students on online classes at TERI

SAS

In continuation of the first survey among the students on online classes, a second survey was initiated on 13th April to capture the feedback on classes between 28th March-10th April 2020. 123 students have participated in it. Responses against all the ten questions are below:

Sl no	Question	Responses				
		Too Difficult	Difficult	Easy	Too Easy	
1	Did you find any difficulty in joining the lecture on MS-Team?					
		2	15	90	16	
2	Did you find the audio and video streams were sufficiently clear?	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
		15	41	35	27	5
3	How Satisfied you are with the classes through MS-Team?	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
		16	46	33	19	9
4	How many class hours have you attended online in last two weeks in total (2020)?	10 hours	10-20 hours	20-30 hours	30-40 hours	> 40 hours
		6	14	29	37	37
5	The pedagogy (method of teaching) employed in online classes was effective in communicating the contents covered in the syllabus (excluding practical and hands-on training based ones).	Completely agree	Somewhat agree	Neutral	Somewhat disagree	Completely disagree
		20	42	31	23	7
6	Leaving aside the infrastructural hurdles (internet speed, call drop, etc.) I was able to follow the classes reasonably well in comparison to	Completely agree	Somewhat agree	Neutral	Somewhat disagree	Completely disagree
		18	35	30	28	12

	classroom based ones.					
7	Online classes, in comparison to offline classes are more demanding, in terms of intensity of attention and number of hours of engagement with the subject.	Completely agree	Somewhat agree	Neutral	Somewhat disagree	Completely disagree
		53	26	23	12	9
8	I am comfortable in appearing in examinations in online mode (open book written examination; written assignment such as term papers, essays; presentations, etc.).	Completely agree	Somewhat agree	Neutral	Somewhat disagree	Completely disagree
		26	31	25	28	13
9	There has not been any compromise in meeting the objectives of the course (as included in course outline) in the delivery through online mode in comparison to classroom based one.	Completely agree	Somewhat agree	Neutral	Somewhat disagree	Completely disagree
		28	31	29	23	12
10	Extent of meeting the learning outcomes (as included in course outline) is/will be same in online delivery in comparison to classroom based one.	Completely agree	Somewhat agree	Neutral	Somewhat disagree	Completely disagree
		8	33	30	32	20

Excerpts from qualitative feedback (against 'Any Comments or suggestions?') follow.

1. I would request if we could discuss the mode of examination in more detail. It would be helpful to have MCQs or assignments than write mathematical equations in document in an hour test given we have to solve them as well. Some leniency in grading of presentations because of lack of coordination and delivery of work from other members and combining it.
Most us have applied for internship and it turns out they have closed/retracted the internship position because of pandemic. If University can do something about it or provide us online course with a certificate or some work under professors would be helpful.

2. Expect to find means of involving the whole class for a discussion, which can not be accommodated in the normal online class hours. So, new methods to improve class participation is required.

Sometimes unable to provide feedback to the question posed due to lack of internet stability, which may create a distrust in teachers. This can be avoided if we have a separate panel for asking questions in the class, as most of them answer simultaneously.

3. A lot of connectivity issues happen often from the lecturers' end, specifically during [XX] online classes. Still, a lot of unnecessary assignments are being given that carry absolutely no weight. I'm trying really hard to take out time for online courses. Do look into this issue. Rest is going well.

4. Although online classes are the best possible situation during these times, the lectures cannot be equated to the classroom teaching. There are quite a few exercises and numericals that we cannot grasp well because of the discontinuity. Would not be in the favour of exams as the learning and grasping speed itself is quite slow as compared to the classroom lessons.

Professors are trying their best to solve our doubts and problems but the online classes cannot go at the same pace as classroom teaching.

5. As our course is more Technical we are having some issues for the completion of practicals syllabus and sometimes, theory as well.
6. Assignments are more and during online presentations we feel problem due to network issues and as we can't go out often due to lockdown.
7. Assignments would be a better option than online tests in this kind of situation because it is very difficult to concentrate completely. Also, there are a lot of technical issues such as poor internet connectivity, random drop of Wi-Fi connection and random power cuts. So I feel that preparing assignments would be a better option in these kind of conditions.
8. Because of the connectivity issues the call get disconnected a lot many times due to which it gets difficult to recollect what has been taught. and it gets difficult to watch a laptop screen with continuous lectures from 8:30 am to 6pm..
9. Can't do science practicals/tutorials via online. Online classes are stressful for eyes and physical health. You cannot expect anyone to sit for 10 hours continuously taking classes. Classroom teaching must not be compared with online teaching as you cannot create a decorum of class in your bedroom. How can you judge whether a student is

paying attention or he/she just logged in and goes away from screen.

Old ways of teaching in the classrooms are the best ones. though the times are hard now a days we have to compromise. Please don not take online exams. Its easy for anyone to Google the answers without knowing that. It will be unfair as the grading system is relative and it's a matter of cheating yourself, not the university/course co-ordinator. I urge university to held the exams offline mode once the lockdown is over or as per the UGC suggest.

10. Classes are understandable and effective.
11. Connection is the main issue due to which there is loss of data. Apart from that some subjects are better understood when we are in a classroom due to which understanding them is difficult.
12. Due to long lecture hours we are not able to become productive as most of our projects require laptop usage and due to online classes our screen time has largely increased which affects our efficiency immensely.
The conditions prevailing and the difficulties faced like which I mentioned is making difficult for us to cope up.
13. Exams will be a bit difficult to appear in online mode assignments and presentations are fine.
14. Excessive screen exposure. But at this point of time I gather that it is unavoidable. Now it's pretty much the end of the semester but we should have reduced the online lectures. There is as it is loads of work to be done online.
15. For majors written exams preferable is offline mode but if not at all possible because of the current situation then I guess online is ok but marking pattern should be lenient as we might face some network issues or cannot fully concentrate during the exams as living in home..
16. Given the severity of the situation, time table could have been made light and curriculum adjusted.
17. I am not comfortable in appearing in examinations in online mode because it becomes very difficult to meet the requirements of the examination when the learning is based on virtual parameters and follows a one-way communication. For an effective learning, the communication has to be both ways. For slow learners like me it would be very difficult to appear for the exam in online mode and meet the universities criterion for appearing and passing the semesters. I hope the university would be humble and fair enough for deciding on the methodology to adopt for conducting

examinations, and be kind enough on slow learners like me and others as well. Hope my request would be considered, as it has become very much difficult to adapt and survive on the online methodology of learning for a person like me, who had always been an old-school and fully dependent on conventional methods of education/teaching/learning.

18. I think the time we had for lab hours/ subjects that are over should be utilised for imparting useful skills to students. Having assigned work would encourage productive use of free time. The ongoing webinars are really helpful. I hope more such initiatives will be taken.
19. I understand the network glitches that occur because of the locations. But apart from that if the teacher knows about the glitch then other modes could be used. For example: the teacher may send an Audio/Video Note in case of a class is missed. Also, a lot of online tools are available on Internet like online black/white boards etc that could be used to make the lectures interesting!
20. I understand the situation is demanding these online mode of classes, still it is difficult for us to pay attention for a long stretch of time. Practical classes in which the screens need to be switched continuously is a major problem. There is not much learning happening as there is lack of focus, hence it is much different than the regular classes. Other than that rest can be managed. Thanks.
21. I would like to suggest that in such times its better if we are given assignments instead of written exams as it would be a bit difficult via online mode to give subjective exam. Also, we can have objective online tests instead of subjective ones, so that we can be judged accordingly for the learning done so far.
22. I would prefer assignments rather than conducting the test online as there is always an issue with the network connectivity or something or the other.
23. I would recommend that even during regular classes, at least once or twice in a week online classes to be arranged compulsorily. It will the help the students to avert unnecessary commutation from a distance, to ensure maximum attendance and more focused study.
24. If the class hours can be reduced then it will be good.
25. It becomes really difficult to follow in online lectures when there's math involved. Teachers have to make slides or notes for their mathematical portion or explain to us using paint as they would do on a chalkboard. They can't possibly write every single step involved and a lot of it is missed in transition (which is understood). Those who

use MS-Paint have a difficult time writing equations using a mouse for drag-and-drop. The best way to overcome this is to use a tablet or a touch display along with a stylus (we will be really happy if the college can provide those to the teachers in case the online lectures extend till the next semester). Online classes require us to pay more attention and put in more efforts compared to regular lectures. Some of our professors are considerate enough to adjust the test schedule/pattern to ease our burden but others refuse to cooperate. This has started to take a toll on many of the students' mental health. The situation which we are in right now is stressful enough for everyone and on top of it, some teachers aren't willing to move an inch on the test pattern/schedule.

26. It is difficult to concentrate and get things done. Other than internet and connectivity issues, the pace of teaching has increased and we cannot process this much amount of information at a time. We spend most of the time with our laptops whole day for classes and assignments and yet don't get time to process information and for further reading after lectures.
27. It is difficult to concentrate in online classes as compared to offline classes.
28. It really hard to cope with this. I am not able to understand most off things because of problem from teachers connection. Thought it's tough time for all every teacher is trying to complete their part by taking extra class. Plus assignment we don't have that time. We do have only 24 hrs a day. Plus we are at home we have other engagements too. Please try to understand. And exam on this online lecture will be really difficult. I don't think any one can give this way. Pressure has been increased.....much much badly.It would be really helpful if we can have some kind of demonstration or explanation of online mode of examination beforehand rather than getting confused at the time of the examination.
29. It's a new thing but exciting and challenging at the same time and the best part about challenges is that they help you push yourself thereby expanding your capabilities.
30. It's hard to cope with online lectures. The attention is divided and it's not very beneficial for a course like ours.
31. It's very difficult to give exam online as it's not a perfect way of giving the examination. Due to technical problems and also pace of different student has lead to affecting the marks of minor 2. I think what we can perform in pen-paper is less on online exam.

32. Lockdown has brought immense discomfort not just to the students but also to the faculties. Subjects which require practical's are majorly getting effected during this period. One needs to understand that a class room set up will always remain an ideal place to conduct any lessons or exams. Online exams (written paper) can be a taxing on the students especially to those who don't have good bandwidth or network in their areas. Having said so, I understand there are limited option to work with and assignment based exams can be a good option in a situation like this.
- The university should be more proactive in giving information about the respective course outline in this lockdown as a lot of us have been curious and rather unknown as to how and when will be the exams conducted? A little information will go a long way in maintaining peace with oneself.
33. I am not ok with online exam procedure, as I am facing a lot of issues with my system and connectivity. My bandwidth is not good anywhere, my webcam and mic as well as not working.
34. Most teachers have been very understanding and accommodating which has helped smoothen the process of learning online. However, learning online has not been as effective as classroom teaching. Our learning outcomes may be negatively affected. It's more challenging to keep focus and connect to the subject and the teacher while they teach. But given the circumstances, I would like to appreciate the effort by the university and the teachers for maintaining the flow of our courses with such dedication. Thanks!
35. Need to improve the audio issue as most of the time it is broken while faculty is saying something during the session. Also what are the plans after lockdown for conducting our minor internship in summer.
36. No such concerns. All good so far!
37. Infrastructural issues can still be managed for classes but not for exams. I really don't understand the obsession of having exams because it seems like we're being punished for things we can't control. Also, sharing MHRD guidelines doesn't imply that students mental health is taken into account. I have nothing against my professor's (most of them are understanding) or the administration because I feel like it's nobody's fault but maybe give students a break(?).
38. Not about the online classes but a general comment. The schedule of assessments was a little too demanding. Attending classes the entire week, only to be submerged in

assignments on the weekends left with no time to study for tests. The online classes themselves were fine. But the general time table was extremely exhausting.

39. Not comfortable in giving online exams for finals, as these days the bandwidth is also very low and if something bad happens during the exam time like internet not working or my laptop malfunctions then no one will listen to me and it will be declared as an excuse and I would be told you should have checked it beforehand. Our laptops are also old and I don't know when they will malfunction. I am not comfortable with this method of examination, but if the rest will want to have it this way then I am also ready to face the music.
40. Nothing. All is good.
41. Online classes are wonderful but appearing for an online exam from home would be a problem as internet speed sometimes is not good, which can make it difficult to write the exam.
42. Online classes is a very good alternative during this pandemic time. Although, we face internet or other technical issue sometimes but we are actually saving a lot of travelling time and energy here. All the faculties are also delivering their best.
43. Online classes schedule is too hectic, we do not get time for self study and just sitting in front of the screen without self study is totally waste! We are just completing the deadlines of assignments which is just like we are completing the work without any thorough research and quality of work is not being done by us. Most of us have no books at home, my laptop charger is broken and I'm not able to do practicals so I would like to suggest please extend some time for practicals and for major please give us questionnaire or assignment with sufficient time limit so that it will be productive, we get time to study and learn things.
- Online learning is NOT the same as in-class learning. There are obvious drawbacks and my performance is not the same. And all of us are put in different situations and each has different mental strength to cope up with this time.
44. Please don't keep online examination. I understand the situation and I do know that this phase is harder for the administration than us but we haven't learnt much from online classes. Retention of information is hard, there has been no proper resources for studying such as textbooks and reading material. Appearing for an exam in such a situation is extremely hard.
45. Please provide recorded lectures to us which would be more helpful otherwise I'm ok with it coping with the situation.

46. Since the screen time has increased, it is quite difficult to work as efficiently as we used to do .
47. Some faculties simply read through the presentations by sharing their screens with us. If teaching is only about reading out the presentations, we can be mailed the presentations and we can read them ourselves.
48. Some teachers just read from the PPT in a monotonous way which makes it hard to pay attention for longer periods. Classes must be more interactive.
49. Some time environment is required for learning or peer learning, which is truly possible in the classroom.
50. The classes are good but the problem is internet connection and many time the classes get interrupted because of the internet.
51. The duration of classes is so long and also it is quite difficult to sit for 6 hours with our laptop attending online classes. And also most of the teachers are conducting assignments and online exams consecutively which reduces our efficiency. We are not able to concentrate after spending so much time attending online classes and also given the current circumstances it is very difficult to put our 100 percent in doing assignments.
52. The online classes need comparatively more concentration than the classroom based one. Sometimes there are connectivity problems which causes difficulty in understanding the topics properly. I also think assignments would be better than the online exams. Due to connectivity issues and also audio and video problems (as in my laptop) giving online exams can become difficult.
53. The pace of teaching must slow down. It cannot be the same as it is for regular teaching. There is no reference at all to inaccessibility of resources in the questionnaire! This factor severely impacts effectiveness of the classes. Presentations alone cannot be reference sources. This time we have no access even to online libraries. E-books of major publishers are not easy to come by. We just see abstracts of papers and rarely get access to them, especially for journals that matter. Too much of screen time. This is unhealthy. And then again we need to sit in front of the screen for doing assignments as we have no books. Internet connectivity issues also cannot be overlooked especially on days when we have classes all day long. By the time its second half, all data for the day is exhausted. Plus everybody in the house is relying on data. Ironically, the classes are not effective enough for us to feel confident about appearing

for an exam. Like one of our classmates mentioned in a meeting with XX teacher, it feels like some certificate course that we are doing. I would say that at least there some materials are provided.

54. The schedule of offline classes is demanding. Expecting us to follow the same in offline classes is unfair
55. Theoretical subjects are quite manageable. But regarding practical based subjects, it's quite difficult to follow-up due to infrastructural hurdles(slow internet, call drop, laptop not supporting softwares).
56. Things going good till so far.. But there is some lack in our concentration also during the class. For online exams, I still wish to get back to college and give exams. But how ever I am fine with assignments and open book.
Certain issues are faced by faculties also I feel. Many a times it is difficult for them when no one in the class responds immediately to the questions and discussion. Participation from students has decreased in online classes (I feel It's our limitation only, faculties are trying best to indulge all in the discussions.)
And obviously it takes more time to teach and specially to understand the topic compared to offline classes.
57. This is a good option and it is effective too. But I like classroom lectures more. I can't focus in online lectures.
58. This is working fine.
59. Unable to join the lectures of some classes and I have to ask someone else to send me an invite for it. Sometimes it's hard to join those classes.
60. We have to power through this...so this method is good enough.
61. With so many technical issues, it is not possible to catch everything that the professors are trying to convey. The professors are trying their best no complaints from them but the technical issues are unavoidable. Only problem with online examination is that unavailability of the web cam to some of the students and frequent disconnection of the call which can create a problem during the exam.

Summary observation: Most students pointed at internet speed and hardware related matters. There has been a concern over the online examinations, which is expected. At the same time, there has been a general appreciation of the efforts made by the teachers and also the fact that online teaching was taking place even if it was putting a lot of strain on the students. It may be added that each of the concerns were addressed in due course of time.