UPES | 2019

NPS / SATISFACTION STUDY

UPES NPS & Satisfaction | Project Specs
Data Collection, Target & Sample Size

	NPS	Satisfaction
Data Collection Method	Online surveys (hosted by QuestionPro®)	Online surveys (hosted by QuestionPro®)
Questionnaire	Self-completion – 2 minutes length	Self-completion – 10 minutes length
FW Date	Feb 27th to April 1st, 2019	Feb 27th to April 1st, 2019
Target	UPES students currently enrolled who answered the NPS questions	UPES students currently enrolled who answered the optional Satisfaction questions.
Sampling Method	Stratified Random Sampling (weighted by campus, program, cycle of enrollment and degree)	Stratified Random Sampling (weighted by campus, program, cycle of enrollment and degree)
Sample Size	N = 12,399 | n = 9209 | Sampling Error: 0,5%	N = 12,399 | n = 8991 | Sampling Error: 0,5%

NPS

- The NPS Score for UPES 2019 is (**-1,6**), an increase of +21,6 points YoY from 2018 (**-23,2**).

- Across the various breakouts, there are notable opportunities for converting passives (scores of 7 or 8) into promoters (scores of 9 or 10). Focus on the open-ended responses for passives!

- NPS and Satisfaction rates appear higher at the Bidholi campus than the Kandoli campus. Consider the differences, strengths, and weaknesses between these two campuses that may drive this difference.

- NPS & Satisfaction rates are lowest among students who started their programs in 2015. This may be due to their programs lasting many years without yet completing.

- The school of Law has the lowest NPS score and satisfaction rates across all of the UPES schools. Consider exploring the reasons why this may be the case.

UPES NPS & Satisfaction | NPS & Satisfaction Executive Summary

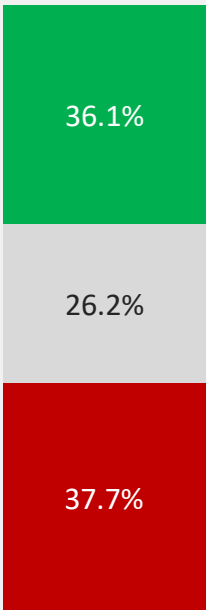| For NPS Metrics *Negative Score* *Positive Score*		CAMPUS		SCHOOL					TYPE		START YEAR					
	TOTAL	**BIDHOLI**	**KANDOLI**	**BUSINESS**	**COMPUTER SCIENCE**	**DESIGN**	**ENGINEERING**	**LAW**	**UG**	**PG**	**2013**	**2014**	**2015**	**2016**	**2017**	**2018**
NPS	-1,6	7,9	-20,1	-10,8	5	32	8,3	-29,4	-2,1	3,1	-19,8	-50	-33,6	-4,2	7,5	16,3
GENERAL PERCEPTION	70.7%	74.0%	64.4%	70.9%	71.8%	75.6%	75.8%	57.8%	70.0%	77.4%	74.8%	51.4%	58.7%	70.2%	74.0%	77.4%
ACADEMIC EXPERIENCE	66.3%	68.5%	62.2%	66.0%	66.8%	74.8%	69.3%	58.4%	65.6%	74.2%	63.3%	49.8%	50.8%	63.0%	70.8%	76.4%
INDUSTRY EXPERIENCE	59.8%	64.5%	50.5%	60.9%	64.9%	69.7%	63.6%	39.9%	59.1%	66.7%	42.5%	34.4%	46.3%	56.8%	63.0%	70.4%
FACULTY EXPERIENCE	69.6%	70.8%	67.3%	73.3%	66.3%	80.6%	73.9%	61.2%	68.6%	79.4%	78.4%	58.9%	57.0%	66.1%	73.3%	78.0%
INTERNATIONALITY	61.3%	67.8%	48.5%	55.9%	65.9%	65.2%	69.9%	41.1%	61.2%	61.5%	42.9%	30.0%	49.5%	62.2%	63.7%	69.0%
ACADEMIC SUPPORT	69.6%	75.9%	57.3%	60.8%	75.3%	71.6%	76.9%	53.8%	69.1%	74.5%	60.6%	53.8%	64.8%	66.7%	71.7%	74.5%
CAMPUS LIFE	73.3%	77.6%	64.9%	67.8%	76.6%	83.2%	77.8%	61.9%	72.6%	79.2%	66.6%	53.6%	65.7%	72.5%	75.0%	78.9%
LIBRARY	75.5%	80.8%	65.2%	75.8%	81.2%	86.8%	79.6%	54.5%	74.6%	84.1%	80.5%	47.6%	66.3%	71.6%	79.5%	83.1%
STUDENT RECORD & EVAL	69.7%	72.6%	64.1%	70.1%	70.3%	77.7%	74.2%	58.1%	69.0%	76.9%	72.3%	52.5%	59.5%	65.9%	71.8%	78.9%
CAMPUS FACILITIES	69.1%	76.2%	55.4%	59.0%	74.1%	77.5%	77.9%	51.8%	68.8%	72.0%	72.7%	48.1%	66.1%	68.6%	70.3%	72.0%
IT SERVICES	62.1%	65.4%	55.7%	59.5%	64.4%	60.0%	66.9%	51.9%	61.7%	65.6%	68.1%	52.3%	58.7%	61.9%	59.6%	67.7%

UPES NPS & Satisfaction | NPS

The overall UPES NPS score is -1,6. This gives UPES a YoY adjustment of +23,2, which is a notable accomplishment. The 'Bidholi' segment has a higher NPS score than the 'Kandoli' segment. The 'Law' segment has the lowest NPS score of all the segments profiled below.
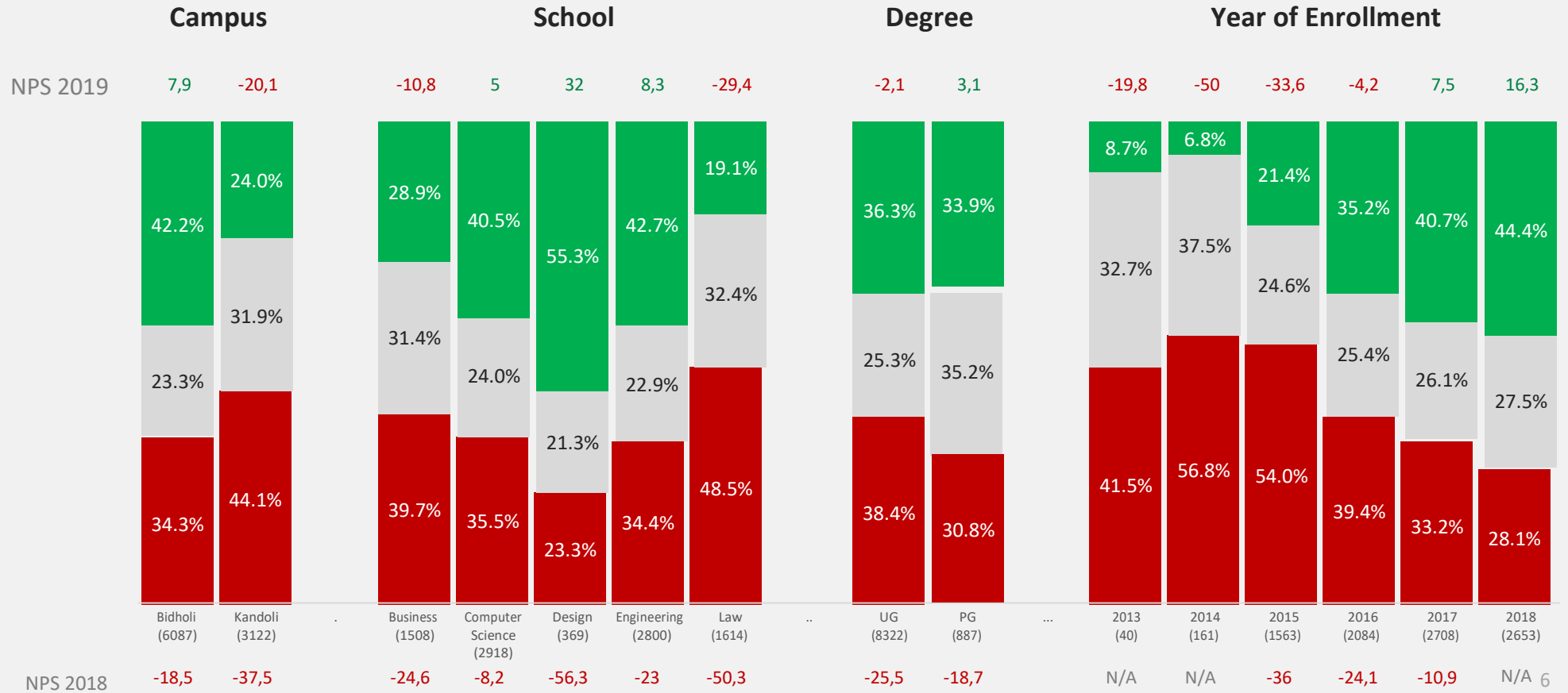
Overall NPS
(n =9209)

NPS Index: **-1,6**

2018 = -24,8
2019 = -1,6
YoY = +23,2

	Total
Promoters	36.1%
Neutral	26.2%
Detractor	37.7%

NPS by Breaks
(n = 9209)

■ Detractor   ■ Neutral   ■ Promoter

Campus

NPS 2019	Bidholi (6087)	Kandoli (3122)
	7,9	-20,1
Promoter	42.2%	24.0%
Neutral	23.3%	31.9%
Detractor	34.3%	44.1%
NPS 2018	-18,5	-37,5

School

NPS 2019	Business (1508)	Computer Science (2918)	Design (369)	Engineering (2800)	Law (1614)
	-10,8	5	32	8,3	-29,4
Promoter	28.9%	40.5%	55.3%	42.7%	19.1%
Neutral	31.4%	24.0%	21.3%	22.9%	32.4%
Detractor	39.7%	35.5%	23.3%	34.4%	48.5%
NPS 2018	-24,6	-8,2	-56,3	-23	-50,3

Degree

NPS 2019	UG (8322)	PG (887)
	-2,1	3,1
Promoter	36.3%	33.9%
Neutral	25.3%	35.2%
Detractor	38.4%	30.8%
NPS 2018	-25,5	-18,7

Year of Enrollment

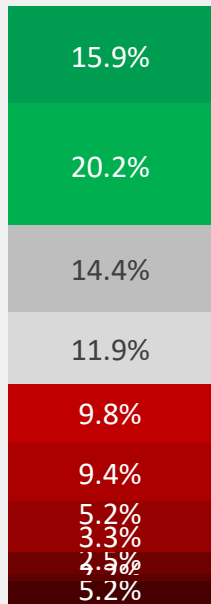| NPS 2019	2013 (40)	2014 (161)	2015 (1563)	2016 (2084)	2017 (2708)	2018 (2653)
	-19,8	-50	-33,6	-4,2	7,5	16,3
Promoter	8.7%	6.8%	21.4%	35.2%	40.7%	44.4%
Neutral	32.7%	37.5%	24.6%	25.4%	26.1%	27.5%
Detractor	41.5%	56.8%	54.0%	39.4%	33.2%	28.1%
NPS 2018	N/A	N/A	-36	-24,1	-10,9	N/A

6

UPES NPS & Satisfaction | NPS Detailed

The overall UPES NPS score is -1,6., a YoY adjustment of +23,2. NPS scores appear to decrease as students progresses through their courses and programs. There is a notable opportunity to convert many 'passives' into 'promoters' in the next NPS cycle.
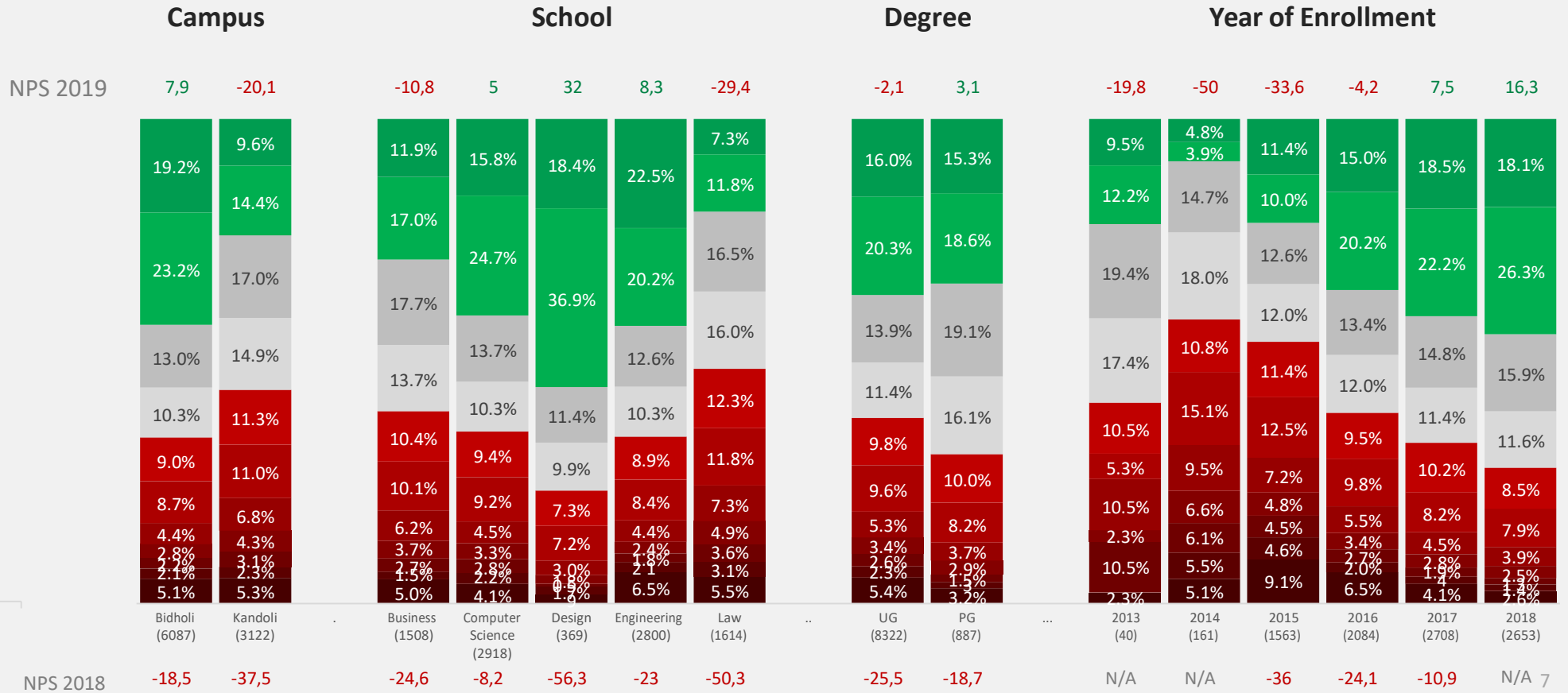
Overall NPS
(n = 9209)

NPS Index **-1,6**

2018 = -24,8
2019 = -1,6
YoY = +23,2

Total

15.9%	(10) Extremely Likely
20.2%	(9)
14.4%	(8)
11.9%	(7)
9.8%	(6)
9.4%	(5)
5.2%	(4)
3.3%	(3)
2.5%	(2)
4.9%	(1)
5.2%	(0)

NPS by Breaks
(n = 9209)

Legend: ■ (0) Not Likely at All ■ (1) ■ (2) ■ (3) ■ (4) ■ (5) ■ (6) ■ (7) ■ (8) ■ (9) ■ (10) Extremely Likely

Campus

NPS 2019	Bidholi (6087)	Kandoli (3122)
	7,9	-20,1
	19.2%	9.6%
	23.2%	14.4%
	13.0%	17.0%
	10.3%	14.9%
	9.0%	11.3%
	8.7%	11.0%
	4.4%	6.8%
	2.8%	4.3%
	2.1%	3.1%
	5.1%	2.3%
		5.3%
NPS 2018	-18,5	-37,5

School

NPS 2019	Business (1508)	Computer Science (2918)	Design (369)	Engineering (2800)	Law (1614)
	-10,8	5	32	8,3	-29,4
	11.9%	15.8%	18.4%	22.5%	7.3%
	17.0%				11.8%
	17.7%	24.7%	36.9%	20.2%	16.5%
	13.7%	13.7%		12.6%	16.0%
	10.3%	10.3%	11.4%	10.3%	12.3%
	10.4%	9.4%	9.9%	8.9%	11.8%
	10.1%	9.2%	7.3%	8.4%	7.3%
	6.2%	4.5%	7.2%	4.4%	4.9%
	3.7%	3.3%	3.0%	2.4%	3.6%
	2.7%	2.8%	0.8%	1.8%	3.1%
	1.5%	2.2%	0.5%	2.1%	5.5%
	5.0%	4.1%	1.6%	6.5%	
NPS 2018	-24,6	-8,2	-56,3	-23	-50,3

Degree

NPS 2019	UG (8322)	PG (887)
	-2,1	3,1
	16.0%	15.3%
	20.3%	18.6%
	13.9%	19.1%
	11.4%	16.1%
	9.8%	10.0%
	9.6%	8.2%
	5.3%	3.7%
	3.4%	2.9%
	2.5%	1.5%
	2.3%	3.2%
	5.4%	
NPS 2018	-25,5	-18,7

Year of Enrollment

| NPS 2019	2013 (40)	2014 (161)	2015 (1563)	2016 (2084)	2017 (2708)	2018 (2653)
	-19,8	-50	-33,6	-4,2	7,5	16,3
	9.5%	4.8%	11.4%	15.0%	18.5%	18.1%
	12.2%	3.9%	10.0%		22.2%	26.3%
	19.4%	14.7%	12.6%	20.2%		
	17.4%	18.0%	12.0%	13.4%	14.8%	15.9%
	10.5%	10.8%	12.5%	12.0%	11.4%	11.6%
	5.3%	15.1%	11.4%	9.5%	10.2%	8.5%
	10.5%	9.5%	7.2%	9.8%	8.2%	7.9%
	2.3%	6.6%	4.8%	5.5%	4.5%	3.9%
	10.5%	6.1%	4.5%	3.4%	2.8%	2.5%
	2.3%	5.5%	4.6%	2.7%	1.8%	1.4%
		5.1%	9.1%	2.0%	1.4%	2.6%
				6.5%	4.1%	
NPS 2018	N/A	N/A	-36	-24,1	-10,9	N/A

7

SATISFACTION

UPES NPS & Satisfaction | Satisfaction with General Perception

Overall satisfaction with 'General Perception' is above 70%. The segment with the highest satisfaction with 'General Perception' is '2018 year of Enrollment,' followed closely by 'Design' and 'Engineering. The segment with the lowest satisfaction with 'General Perception' is '2014 year of enrollment.'

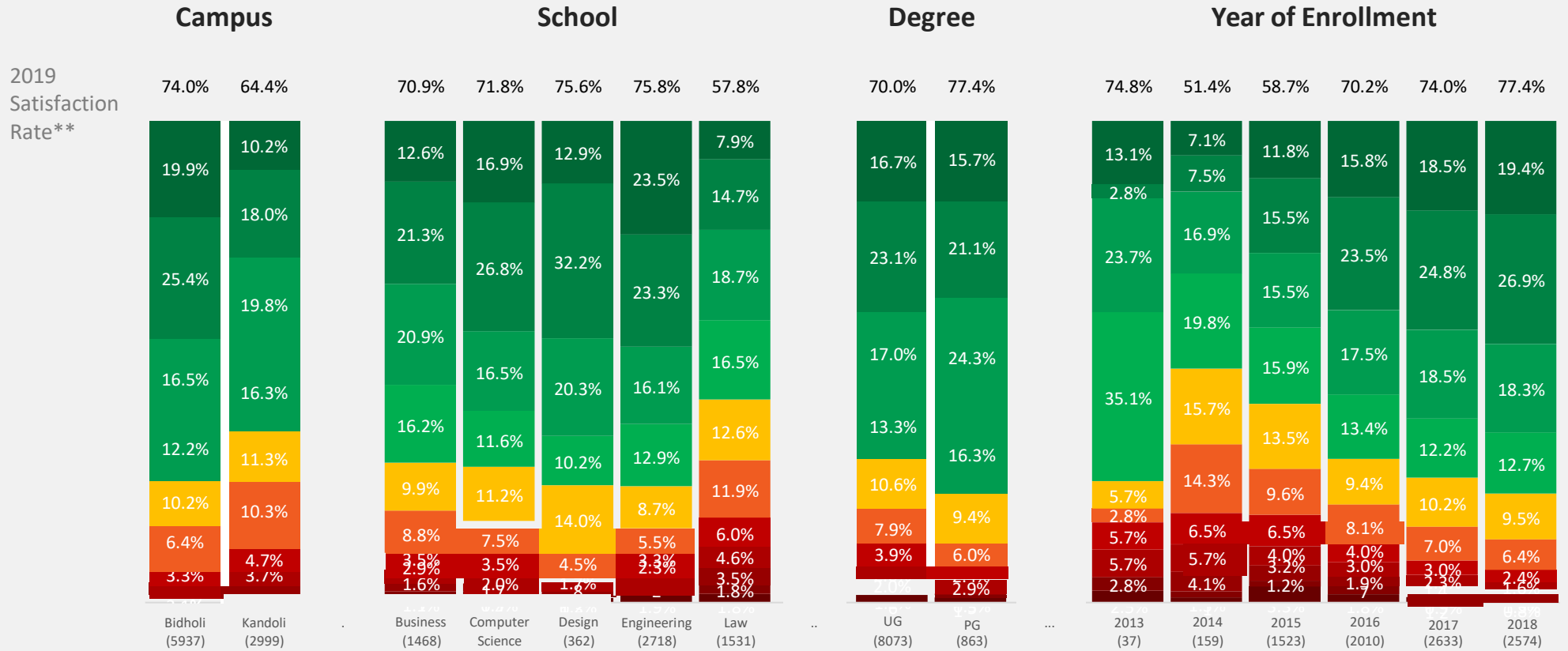Satisfaction with **General Perception by Total** (n = 8936)
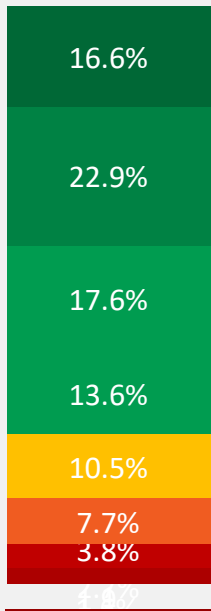
Satisfaction with **General Perception by Breaks**
(e.g. Reputation of UPES in India & Abroad, Recognition by Industry, Rankings, etc)
(n = 8936)

Legend: (0) Extremely Dissatisfied, (1), (2), (3), (4), (5), (6), (7), (8), (9), (10) Extremely Satisfied

70.7% Satisfaction Rate**

2018 = ?%
2019 = ?%
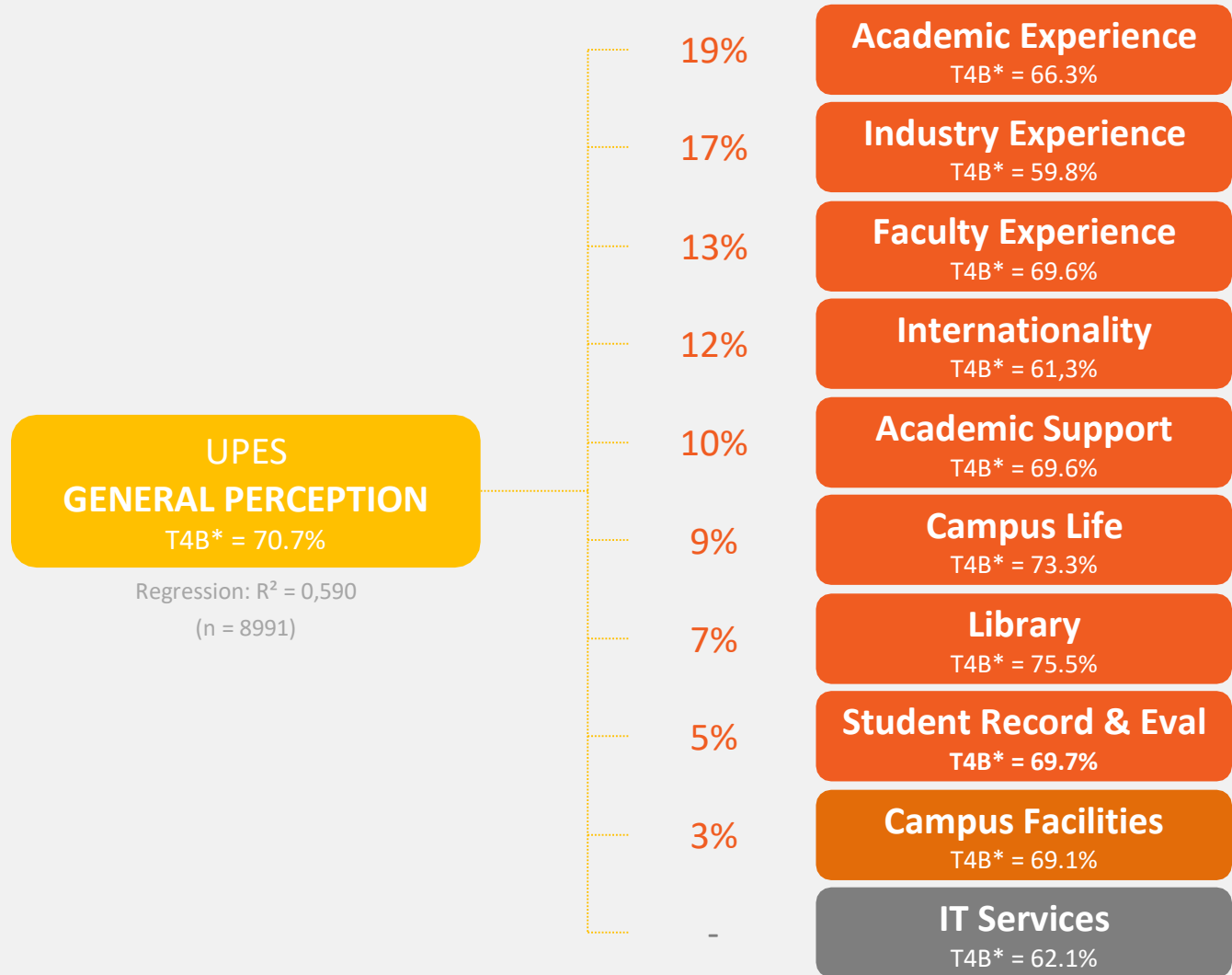YoY = ?%

** Answered 7, 8, 9 or 10 in a 10-point scale

UPES NPS & Satisfaction | Key Drivers of Satisfaction – Impact on Overall Satisfaction

Lorem ipsum

Regression Analysis is used to explore **the relationship among attributes**. It **verifies if there is** a functional relation between a dependent variable (here it is Overall Satisfaction) and independent variables (such as Career Services, Facilities, Faculty and so on).

The micro drivers' impact shows **how much each one contributes** to the overall satisfaction.

*The attributes without a % of impact **do not statistically contribute to the overall satisfaction**, since there was no correlation (association) enough between them and overall satisfaction.

UPES
GENERAL PERCEPTION
T4B* = 70.7%

Regression: R² = 0,590

(n = 8991)

%	Driver
19%	**Academic Experience** T4B* = 66.3%
17%	**Industry Experience** T4B* = 59.8%
13%	**Faculty Experience** T4B* = 69.6%
12%	**Internationality** T4B* = 61,3%
10%	**Academic Support** T4B* = 69.6%
9%	**Campus Life** T4B* = 73.3%
7%	**Library** T4B* = 75.5%
5%	**Student Record & Eval** T4B* = 69.7%
3%	**Campus Facilities** T4B* = 69.1%
-	**IT Services** T4B* = 62.1%

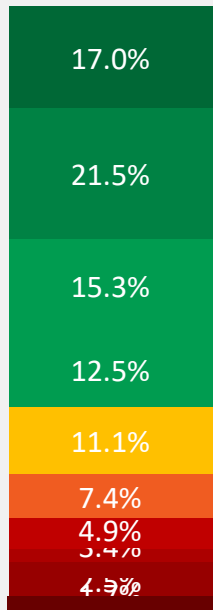* Answered 7, 8, 9 or 10 in a 10-point scale

10

UPES NPS & Satisfaction | Satisfaction with Academic Experience

Overall satisfaction with 'Academic Experience' is above 66%. The segment with the highest satisfaction with 'Academic Experience' is '2018 year of Enrollment,' followed closely by 'Design.' The segment with the lowest satisfaction with 'Academic Experience' is '2014 year of enrollment.'

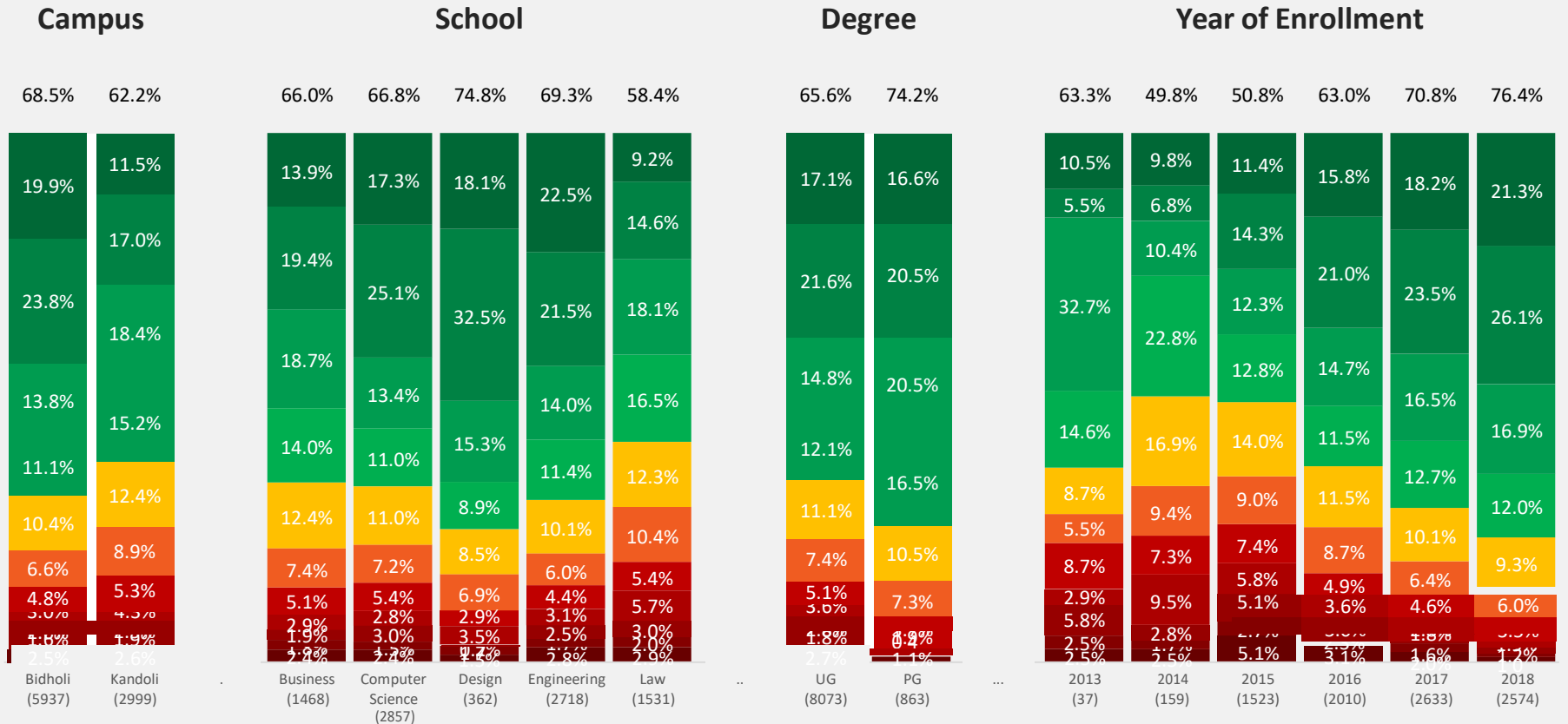## Satisfaction with Academic Experience by Total
(n = 8863)

Satisfaction Rate** **66.3%**

2018 = ?%
2019 = ?%
YoY = ?%

Satisfaction with Academic Experience by Breaks
(e.g. Curriculum, Focus on Specialization, Practical Content of the Course, Teaching Methods, Evaluation System, etc)
(n = 8863)

■ (0) Extremely Dissatisfied ■ (1) ■ (2) ■ (3) ■ (4) ■ (5) ■ (6) ■ (7) ■ (8) ■ (9) ■ (10) Extremely Satisfied

** Answered 7, 8, 9 or 10 in a 10-point scale

11

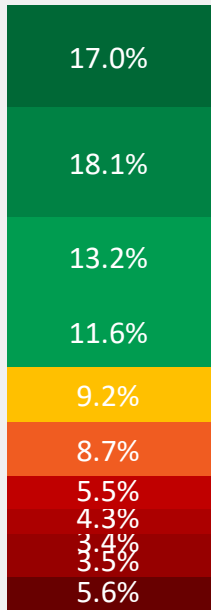# UPES NPS & Satisfaction | Satisfaction with Industry Experience

Overall satisfaction with 'Industry Experience' is above 59%. The segment with the highest satisfaction with 'Industry Experience' is '2018 year of enrollment,' followed closely by 'Design.' The segment with the lowest satisfaction with 'Industry Experience' is '2015 year of enrollment.'

Satisfaction with Industry Experience by Total
(n = 8867)

Satisfaction Rate

| 59.8% |

2018 = ?%
2019 = ?%
YoY = ?%

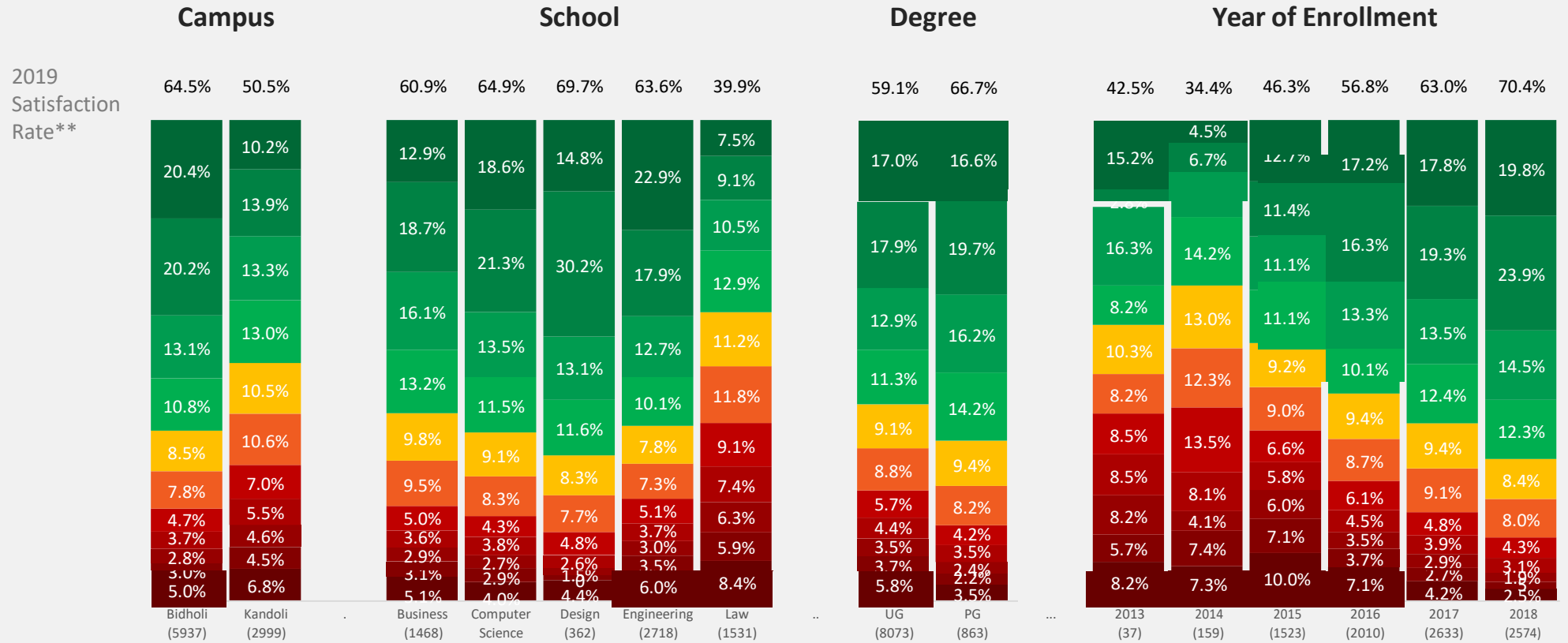## Satisfaction with Industry Experience by Breaks
(e.g. Career Services, Placement Opportunities, Internship Opportunities, Linkage with Industry, Opportunities for Industry Projects, etc)
(n = 8867)

Legend: ■ (0) Extremely Dissatisfied ■ (1) ■ (2) ■ (3) ■ (4) ■ (5) ■ (6) ■ (7) ■ (8) ■ (9) ■ (10) Extremely Satisfied

** Answered 7, 8, 9 or 10 in a 10-point scale

12

UPES NPS & Satisfaction | Satisfaction with Faculty Experience

Overall satisfaction with 'Faculty Experience' is above 69%. The segment with the highest satisfaction with 'Faculty Experience' is 'Design,' followed closely by 'UG.' The segment with the lowest satisfaction with 'Faculty Experience' is '2015 year of enrollment.'

Satisfaction with Faculty Experience by Total
(n = 8933)

Satisfaction Rate**

69.6%
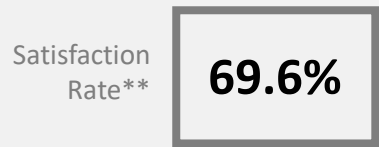
2018 = ?%
2019 = ?%
YoY = ?%
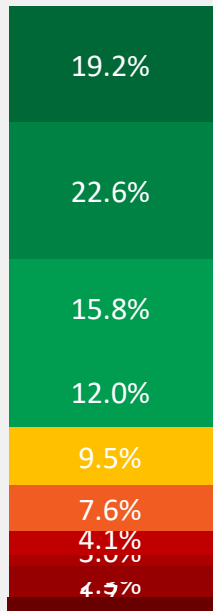
Satisfaction with Faculty Experience by Breaks
(e.g. Faculty Knowledge, Faculty Qualification, Faculty Professionalism & Helpfulness, General Perception of Faculty, etc)
(n = 8933)
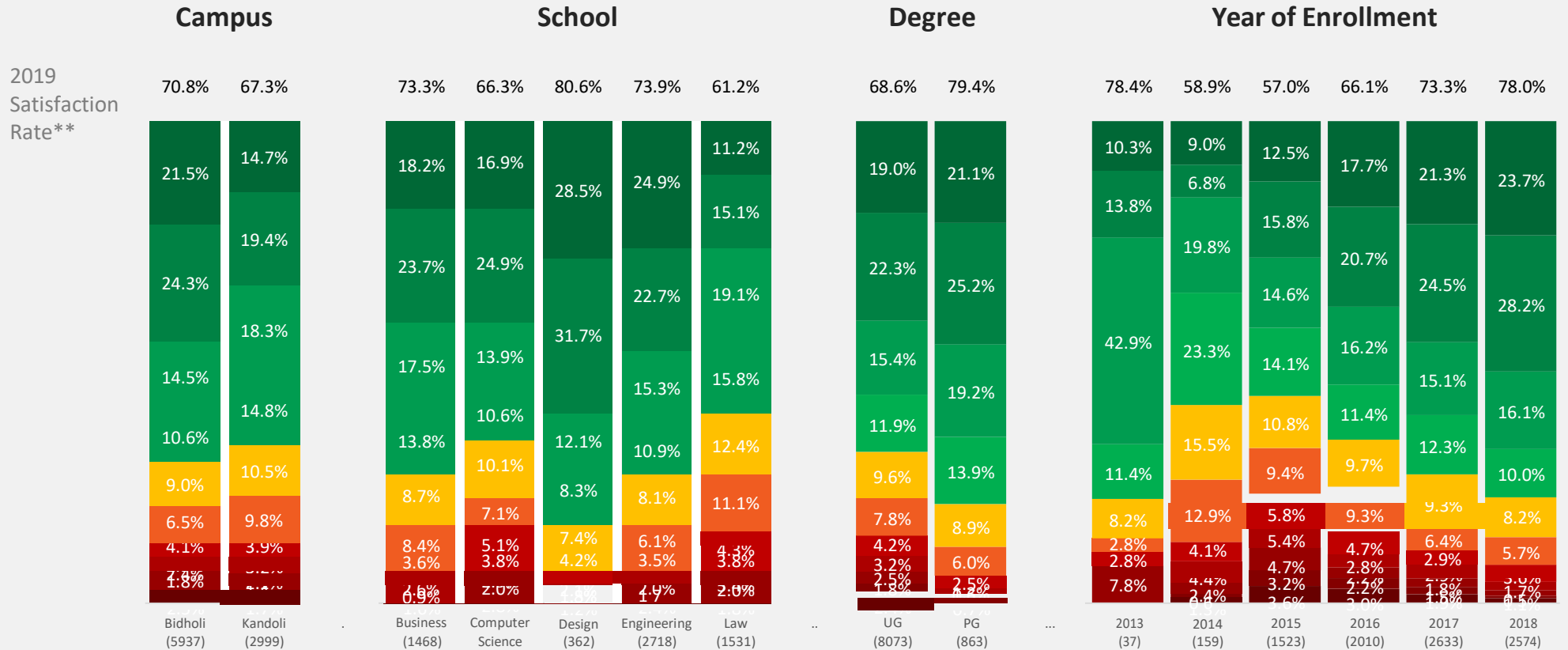
Legend: ■ (0) Extremely Dissatisfied ■ (1) ■ (2) ■ (3) ■ (4) ■ (5) ■ (6) ■ (7) ■ (8) ■ (9) ■ (10) Extremely Satisfied

** Answered 7, 8, 9 or 10 in a 10-point scale

13

UPES NPS & Satisfaction | Satisfaction with Internationality

Overall satisfaction with 'Internationality' is above 61%. The segment with the highest satisfaction with 'Internationality' is 'Engineering,' followed closely by '2018 year of enrollment.' The segment with the lowest satisfaction with 'Internationality' is '2015 year of enrollment.'

Satisfaction with Internationality by Total
(n = 8731)

Satisfaction Rate**

61.3%

2018 = ?%
2019 = ?%
YoY = ?%

	Total
	18.1%
	17.9%
	14.0%
	11.3%
	9.8%
	8.8%
	4.7%
	3.7%
	3.4%
	2.7%
	5.9%

Satisfaction with Internationality by Breaks
(e.g. International Opportunities, Exposure, Exchange Programmes, Collaboration with Foreign Institutions, etc)
(n = 8731)

Legend: ■ (0) Extremely Dissatisfied ■ (1) ■ (2) ■ (3) ■ (4) ■ (5) ■ (6) ■ (7) ■ (8) ■ (9) ■ (10) Extremely Satisfied

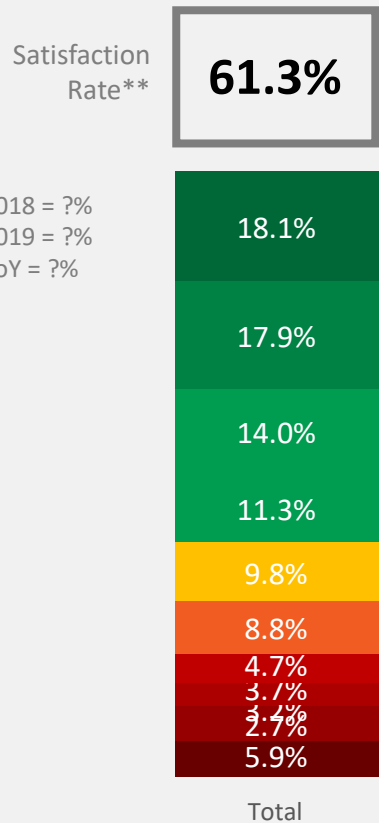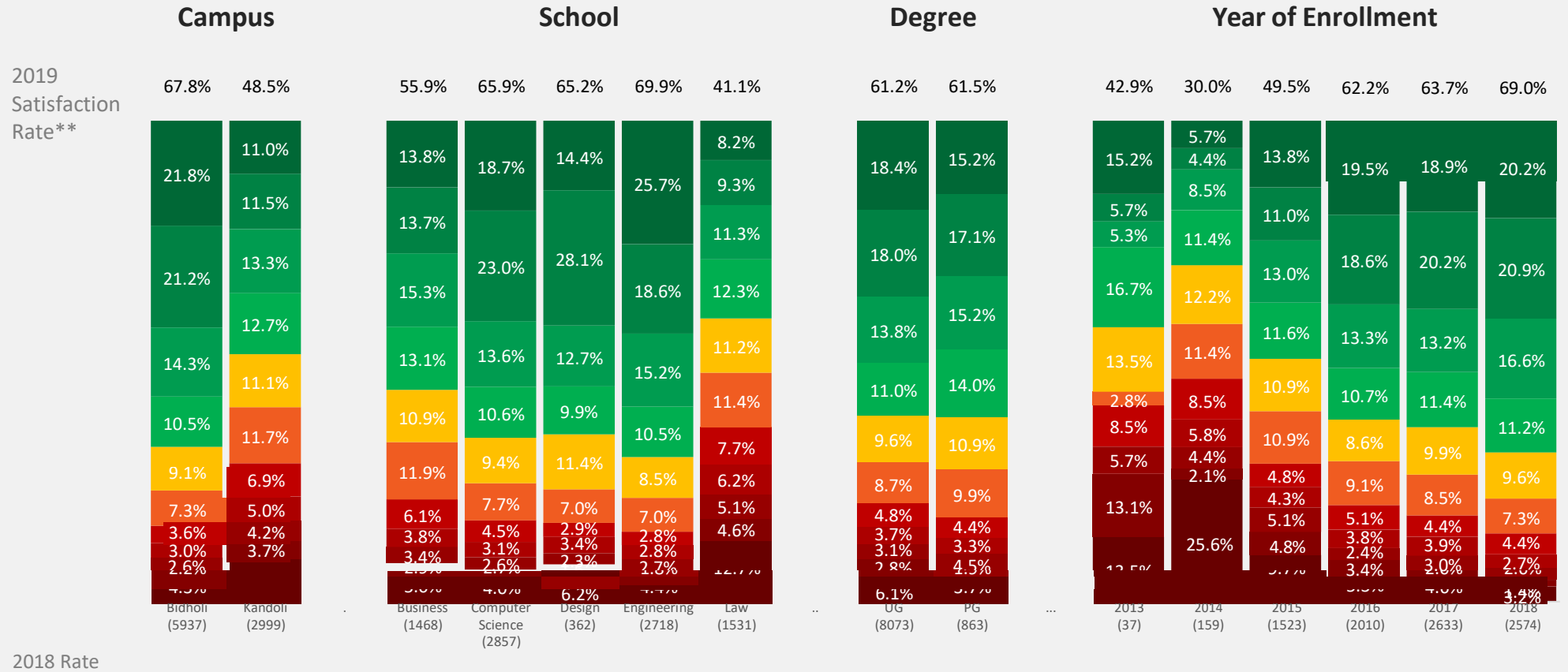2019 Satisfaction Rate**

Campus

	Bidholi (5937)	Kandoli (2999)
Sat. Rate**	67.8%	48.5%
	21.8%	11.0%
	21.2%	11.5%
	14.3%	13.3%
	10.5%	12.7%
	9.1%	11.1%
	7.3%	11.7%
	3.6%	6.9%
	3.0%	5.0%
	2.6%	4.2%
	4.3%	3.7%

School

	Business (1468)	Computer Science (2857)	Design (362)	Engineering (2718)	Law (1531)
Sat. Rate**	55.9%	65.9%	65.2%	69.9%	41.1%
	13.8%	18.7%	14.4%	25.7%	8.2%
	13.7%	23.0%	28.1%	18.6%	9.3%
	15.3%	13.6%	12.7%	15.2%	11.3%
	13.1%	10.6%	9.9%	10.5%	12.3%
	11.9%	9.4%	11.4%	8.5%	11.2%
	6.1%	7.7%	7.0%	7.0%	11.4%
	3.8%	4.5%	2.9%	2.8%	7.7%
	3.4%	3.1%	3.4%	2.8%	6.2%
		2.6%	2.3%	2.7%	5.1%
		4.0%	6.2%	4.4%	4.6%

Degree

	UG (8073)	PG (863)
Sat. Rate**	61.2%	61.5%
	18.4%	15.2%
	18.0%	17.1%
	13.8%	15.2%
	11.0%	14.0%
	9.6%	10.9%
	8.7%	9.9%
	4.8%	4.4%
	3.7%	3.3%
	3.1%	4.5%
	2.8%	3.7%
	6.1%	3.7%

Year of Enrollment

	2013 (37)	2014 (159)	2015 (1523)	2016 (2010)	2017 (2633)	2018 (2574)
Sat. Rate**	42.9%	30.0%	49.5%	62.2%	63.7%	69.0%
	15.2%	5.7%	13.8%	19.5%	18.9%	20.2%
	5.7%	4.4%	11.4%	18.6%	20.2%	20.9%
	5.3%	8.5%	13.0%	13.3%	13.2%	16.6%
	16.7%	11.0%	11.6%	10.7%	11.4%	11.2%
	13.5%	12.2%	10.9%	8.6%	9.9%	9.6%
	2.8%	11.4%	10.9%	9.1%	8.5%	7.3%
	8.5%	5.8%	5.1%	4.8%	4.4%	4.4%
	5.7%	4.4%	3.8%	4.3%	3.9%	2.7%
	2.1%		2.4%		3.0%	
	13.1%	25.6%	3.4%	5.3%	4.8%	3.4%

2018 Rate

** Answered 7, 8, 9 or 10 in a 10-point scale

14

UPES NPS & Satisfaction | Satisfaction with GENERAL EXPERIENCE | Academic Support Service

Overall satisfaction with 'Academic Support' is above 69%. The segment with the highest satisfaction with 'Academic Support' is 'Engineering,' followed closely by 'Bidholi.' The segment with the lowest satisfaction with 'Academic Support' is '2015 year of enrollment,' followed closely by 'Kandoli.'

Satisfaction with Academic Support by Total
(n = 8932)

Satisfaction Rate** **69.6%**

2018 = ?%
2019 = ?%
YoY = ?%

Satisfaction with GENERAL EXPERIENCE | Academic Support Service by Breaks
(e.g. Timetable, Classroom Availability, Labs, etc)
(n = 8932)

Legend: (0) Extremely Dissatisfied · (1) · (2) · (3) · (4) · (5) · (6) · (7) · (8) · (9) · (10) Extremely Satisfied

** Answered 7, 8, 9 or 10 in a 10-point scale

15

UPES NPS & Satisfaction | Satisfaction with GENERAL EXPERIENCE | Campus Life Experience
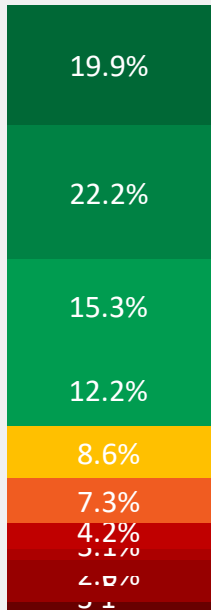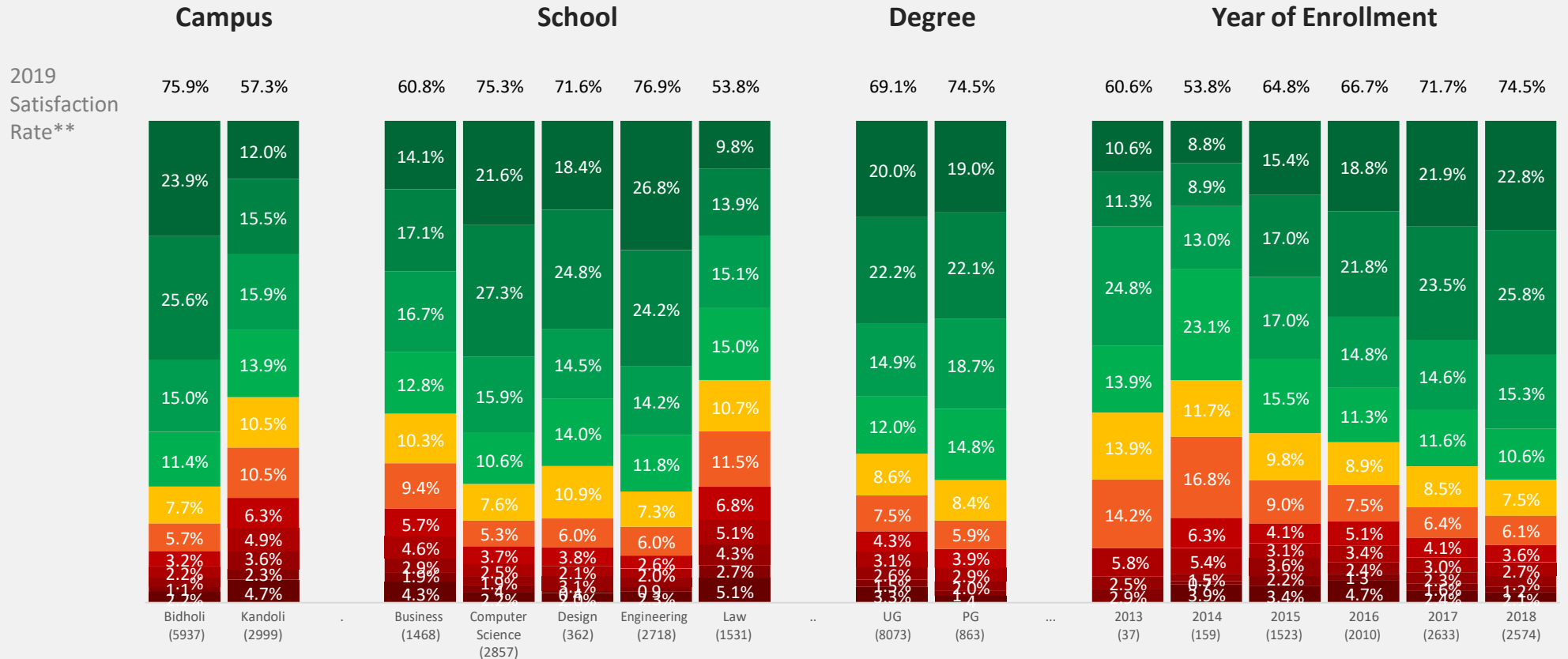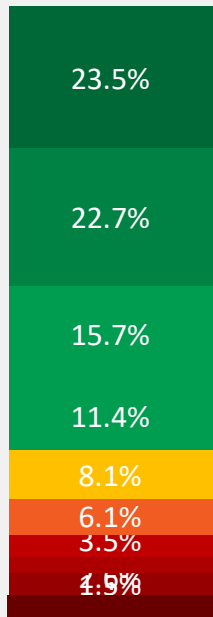
Overall satisfaction with 'Campus Life' is above 73%. The segment with the highest satisfaction with 'Campus Life' is 'Design.' The segment with the lowest satisfaction with 'Campus Life' is '2015 year of enrollment.'

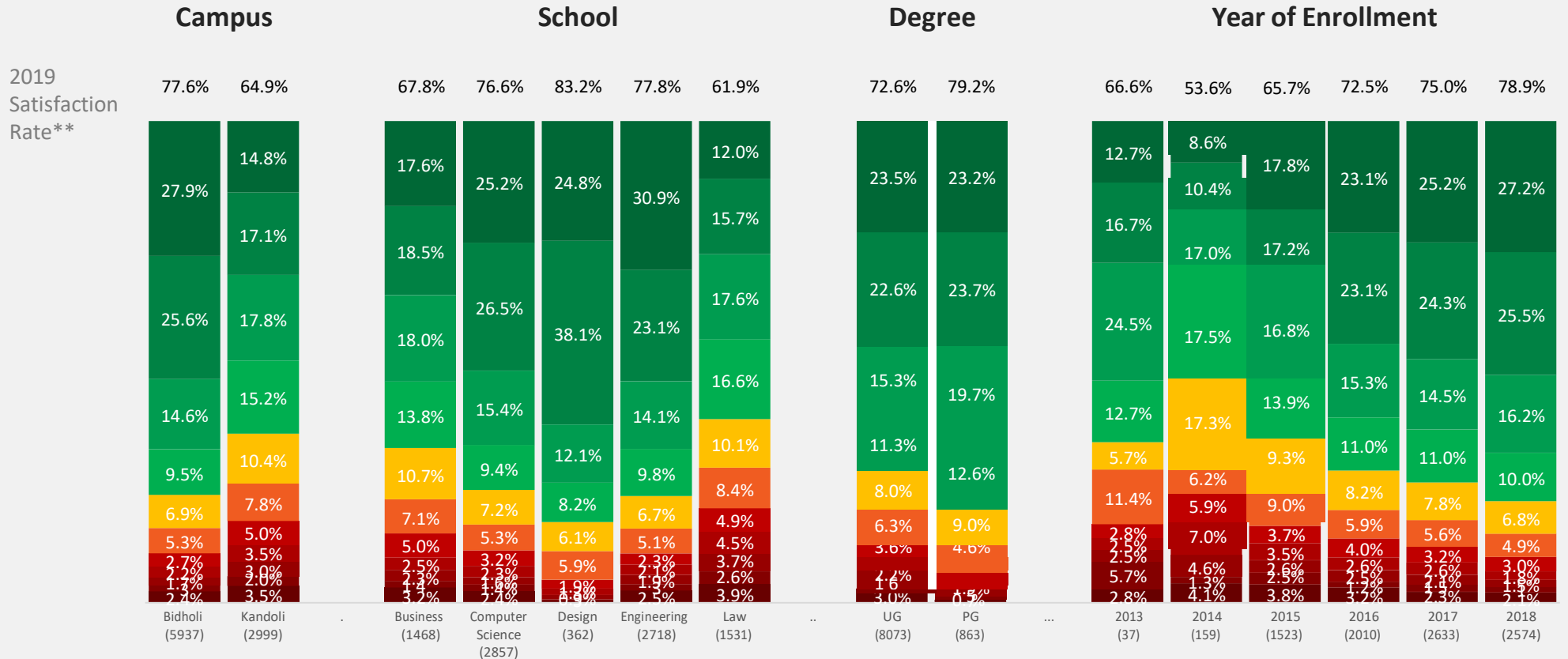## Satisfaction with Campus Life by Total
(n = 8907)

Satisfaction Rate**

73.3%

2018 = ?%
2019 = ?%
YoY = ?%

	Total
(10)	23.5%
(9)	22.7%
(8)	15.7%
(7)	11.4%
(6)	8.1%
(5)	6.1%
(4)	3.5%
(3)	1.9%

Satisfaction with GENERAL EXPERIENCE | Campus Life Experience by Breaks
(e.g. Culture, Campus Life, MAC, Opportunities for Co-curricular and Extra-curricular Activities, Sports, etc)
(n = 8907)

Legend: ■ (0) Extremely Dissatisfied ■ (1) ■ (2) ■ (3) ■ (4) ■ (5) ■ (6) ■ (7) ■ (8) ■ (9) ■ (10) Extremely Satisfied

2019 Satisfaction Rate**

Campus

	Bidholi (5937)	Kandoli (2999)
Rate	77.6%	64.9%
(10)	27.9%	14.8%
(9)	25.6%	17.1%
(8)	14.6%	17.8%
(7)	9.5%	15.2%
(6)	6.9%	10.4%
(5)	5.3%	7.8%
(4)	2.7%	5.0%
(3)	2.2%	3.5%
	1.2%	3.0%
	2.4%	3.5%

School

	Business (1468)	Computer Science (2857)	Design (362)	Engineering (2718)	Law (1531)
Rate	67.8%	76.6%	83.2%	77.8%	61.9%
(10)	17.6%	25.2%	24.8%	30.9%	12.0%
(9)	18.5%	26.5%	38.1%	23.1%	15.7%
(8)	18.0%	15.4%	12.1%	14.1%	17.6%
(7)	13.8%	9.4%	8.2%	9.8%	16.6%
(6)	10.7%	7.2%	6.1%	6.7%	10.1%
(5)	7.1%	5.3%	5.9%	5.1%	8.4%
(4)	5.0%	3.2%	1.9%	2.3%	4.9%
(3)	2.5%	2.3%	0.5%	1.9%	4.5%
	2.3%	1.6%		1.2%	3.7%
	4.4%	2.1%		2.5%	2.6%
	3.2%				3.9%

Degree

	UG (8073)	PG (863)
Rate	72.6%	79.2%
(10)	23.5%	23.2%
(9)	22.6%	23.7%
(8)	15.3%	19.7%
(7)	11.3%	12.6%
(6)	8.0%	9.0%
(5)	6.3%	4.6%
(4)	3.6%	0.5%
(3)	1.6%	
	1.4%	
	3.0%	

Year of Enrollment

	2013 (37)	2014 (159)	2015 (1523)	2016 (2010)	2017 (2633)	2018 (2574)
Rate	66.6%	53.6%	65.7%	72.5%	75.0%	78.9%
(10)	12.7%	8.6%	17.8%	23.1%	25.2%	27.2%
(9)	16.7%	10.4%	17.2%	23.1%	24.3%	25.5%
(8)	24.5%	17.0%	16.8%	15.3%	14.5%	16.2%
(7)	12.7%	17.5%	13.9%	11.0%	11.0%	10.0%
(6)	5.7%	17.3%	9.3%	8.2%	7.8%	6.8%
(5)	11.4%	6.2%	5.9%	5.9%	5.6%	4.9%
(4)	2.8%	7.0%	9.0%	4.0%	3.2%	3.0%
(3)	2.5%	5.9%	3.7%	2.6%	2.6%	1.8%
	5.7%	4.6%	3.5%	1.7%	1.5%	1.6%
	2.8%	3.8%	3.2%	3.2%	2.3%	2.1%
		4.1%				

Total

2018 Rate

** Answered 7, 8, 9 or 10 in a 10-point scale

16

UPES NPS & Satisfaction | Satisfaction with GENERAL EXPERIENCE | Library

Overall satisfaction with 'Library' is above 75%. The segment with the highest satisfaction with 'Library' is 'Design.' The segment with the lowest satisfaction with 'Library' is '2015 year of enrollment.'

Satisfaction with Library by Total
(n = 8913)

Satisfaction Rate = **75.5%**

2018 = ?%
2019 = ?%
YoY = ?%

Satisfaction with GENERAL EXPERIENCE | Library by Breaks
(e.g. Availability of Books, Timings, Automation, etc)
(n = 8913)

Legend: (0) Extremely Dissatisfied | (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) Extremely Satisfied

** Answered 7, 8, 9 or 10 in a 10-point scale

17

UPES NPS & Satisfaction | Satisfaction with GENERAL EXPERIENCE | Student Record and Evaluation

Overall satisfaction with 'Student Record and Evaluation' is above 69%. The segment with the highest satisfaction with 'Student Record and Evaluation' is '2018 year of enrollment,' followed closely by 'Design.' The segment with the lowest satisfaction with 'Student Record and Evaluation' is '2015 year of enrollment.'

Satisfaction with Student Record and Evaluation by Total (n = 8929)

Satisfaction Rate** **69.7%**
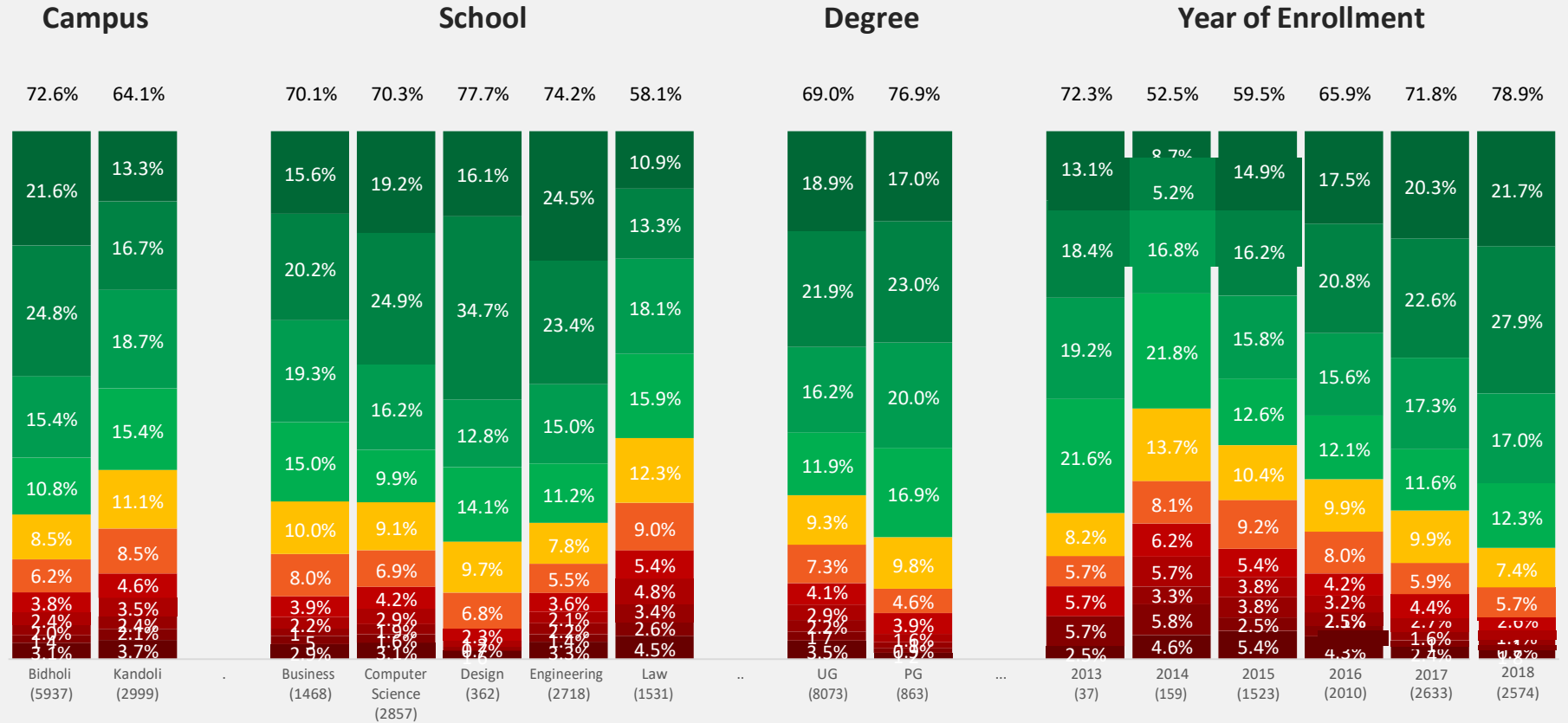
2018 = ?%
2019 = ?%
YoY = ?%

Satisfaction with GENERAL EXPERIENCE | Student Record and Evaluation by Breaks
(e.g. Student Facilitation Centre- Fairness, Promptness, Helpfulness; Examination Process, etc)
(n = 8929)

Legend: (0) Extremely Dissatisfied (1) (2) (3) (4) (5) (6) (7) (8) (9) (10) Extremely Satisfied
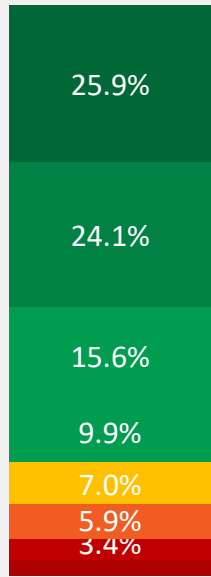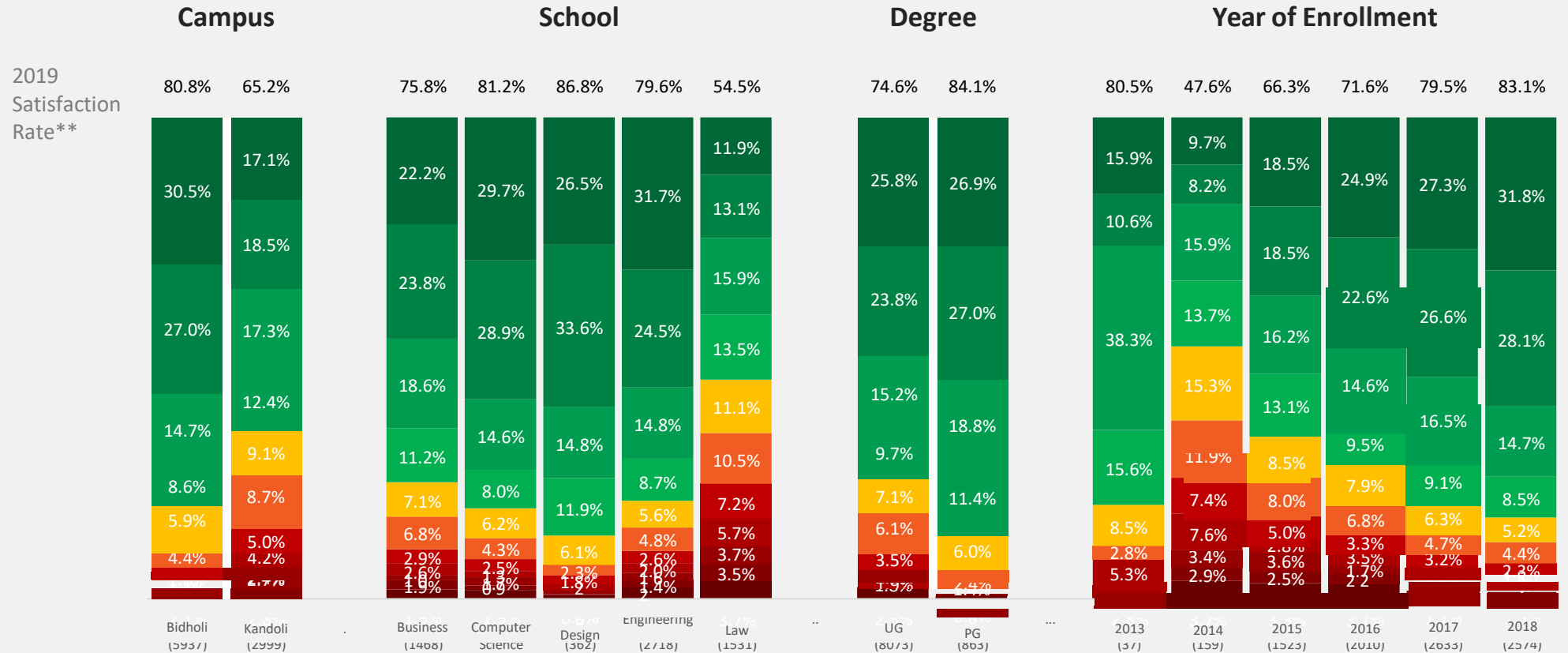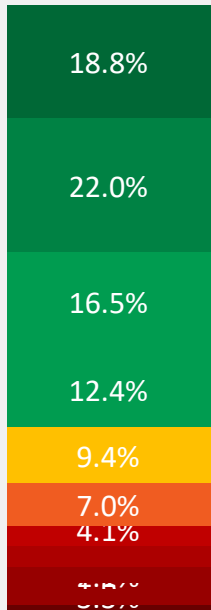
** Answered 7, 8, 9 or 10 in a 10-point scale

UPES NPS & Satisfaction | Satisfaction with GENERAL EXPERIENCE | Campus Facilities

Overall satisfaction with 'Campus Facilities' is above 69%. The segment with the highest satisfaction with 'Campus Facilities' is 'Engineering,' followed closely by 'Design.' The segment with the lowest satisfaction with 'Campus Facilities' is '2015 year of enrollment.'

Satisfaction with Campus Facilities by Total
(n = 8901)

Satisfaction Rate**

69.1%

2018 = ?%
2019 = ?%
YoY = ?%
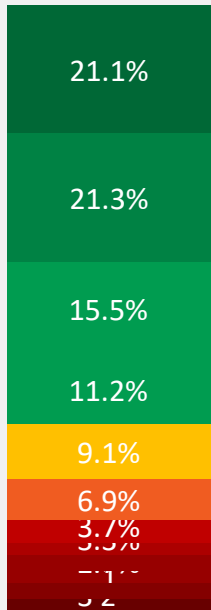
Satisfaction with GENERAL EXPERIENCE | Campus Facilities by Breaks
(e.g. Transport, Food Court, Campus Security, Shopping Complex, Lounging Areas, CIMG, Hostel Facilities, Medical Services, etc)
(n = 8901)

Legend: ■ (0) Extremely Dissatisfied ■ (1) ■ (2) ■ (3) ■ (4) ■ (5) ■ (6) ■ (7) ■ (8) ■ (9) ■ (10) Extremely Satisfied

	Total
	21.1%
	21.3%
	15.5%
	11.2%
	9.1%
	6.9%
	3.7%
	3.9%

Campus

2019 Satisfaction Rate**

	Bidholi (5937)	Kandoli (2999)
2019 Satisfaction Rate**	76.2%	55.4%
	25.9%	12.0%
	25.0%	14.1%
	15.3%	15.9%
	10.1%	13.5%
	7.6%	12.1%
	5.0%	10.6%
	2.9%	5.2%
	2.3%	5.0%
	1.9%	4.1%
	2.4%	2.8%
		4.7%

School

	Business (1468)	Computer Science (2857)	Design (362)	Engineering (2718)	Law (1531)
2019 Satisfaction Rate**	59.0%	74.1%	77.5%	77.9%	51.8%
	14.3%	22.4%	23.4%	29.4%	9.7%
	17.5%	26.6%	31.4%	22.6%	10.6%
	15.7%	15.0%	13.2%	15.8%	16.0%
	11.4%	10.2%	9.5%	10.1%	15.6%
	12.4%	8.2%	10.4%	6.8%	11.7%
	10.1%	5.8%	4.7%	4.3%	11.0%
	5.0%	3.0%	2.3%	2.9%	5.5%
	3.9%	2.6%	1.1%	1.9%	6.3%
	2.7%	2.0%	0.7%	2.0%	5.6%
	2.5%	1.0%		1.1%	3.1%
	4.4%	2.6%	0.7%	2.4%	5.0%

Degree

	UG (8073)	PG (863)
2019 Satisfaction Rate**	68.8%	72.0%
	21.3%	20.1%
	21.2%	21.5%
	15.2%	18.0%
	11.1%	12.4%
	9.1%	9.0%
	6.8%	7.9%
	3.6%	4.7%
	3.3%	2.4%
	2.8%	0.6%
	3.4%	

Year of Enrollment

|	2013 (37)	2014 (159)	2015 (1523)	2016 (2010)	2017 (2633)	2018 (2574)
2019 Satisfaction Rate**	72.7%	48.1%	66.1%	68.6%	70.3%	72.0%
	15.6%	7.5%	17.0%	21.0%	23.1%	23.3%
	11.0%	8.0%	16.7%	22.3%	23.0%	22.9%
	24.5%	14.0%	17.8%	15.5%	14.2%	15.1%
	21.6%	18.6%	14.5%	9.7%	10.1%	10.8%
	2.5%	15.6%	9.9%	10.2%	8.8%	7.6%
	5.7%	12.8%	8.1%	6.1%	6.9%	6.3%
	5.7%	7.7%	3.7%	3.2%	3.5%	3.9%
	5.7%	4.5%	2.6%	2.4%	2.9%	3.1%
	4.9%	5.3%	1.2%	2.1%	2.6%	2.2%
	2.8%	1.2%	2.5%	2.1%	1.9%	1.9%
	4.8%	3.6%	3.1%	3.1%	3.1%	3.0%

2018 Rate

** Answered 7, 8, 9 or 10 in a 10-point scale

19

UPES NPS & Satisfaction | Satisfaction with GENERAL EXPERIENCE | IT Services

Overall satisfaction with 'IT Services' is above 62%. The segment with the highest satisfaction with 'IT Services' is '2014 year of enrollment,' followed closely by '2014 year of enrollment.' The segment with the lowest satisfaction with 'IT Services' is 'Law,' followed closely by '2015 year of enrollment.'

Satisfaction with IT Services by Total
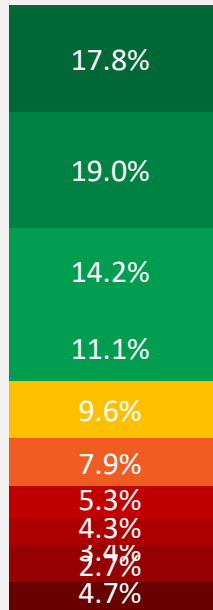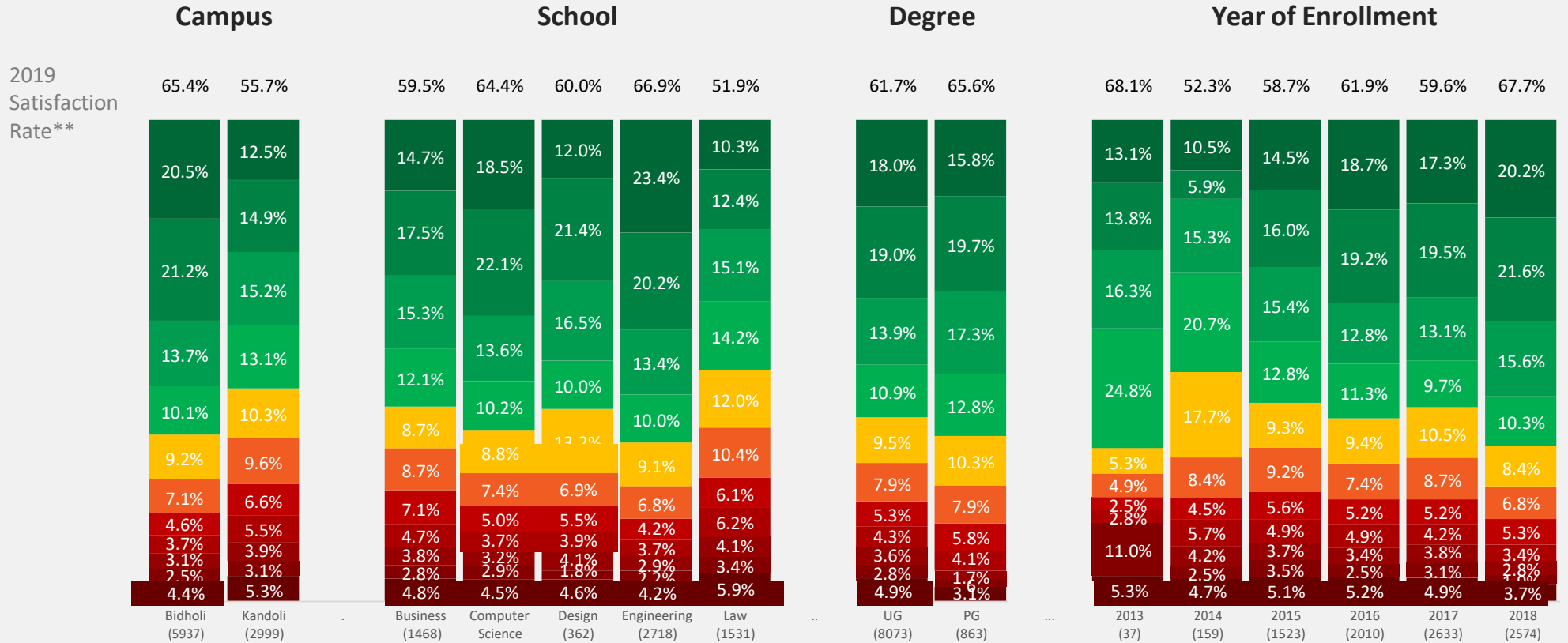(n = 8915)

Satisfaction with GENERAL EXPERIENCE | IT Services by Breaks
(e,g. Wi-Fi Connectivity, Student Portal, LMS/Black Board, UPES IT Policy)
(n = 8915)

Legend:
- (0) Extremely Dissatisfied
- (1)
- (2)
- (3)
- (4)
- (5)
- (6)
- (7)
- (8)
- (9)
- (10) Extremely Satisfied

Satisfaction Rate**

62.1%

2018 = ?%
2019 = ?%
YoY = ?%

Total
%
17.8%
19.0%
14.2%
11.1%
9.6%
7.9%
5.3%
4.3%
3.4%
2.7%
4.7%

Campus

2019 Satisfaction Rate**

	Bidholi (5937)	Kandoli (2999)
2019 Rate	65.4%	55.7%
	20.5%	12.5%
	17.5%	14.9%
	21.2%	15.2%
	13.7%	13.1%
	10.1%	10.3%
	9.2%	9.6%
	7.1%	6.6%
	4.6%	5.5%
	3.7%	3.9%
	3.1%	3.1%
	2.5%	
	4.4%	5.3%

School

	Business (1468)	Computer Science (2857)	Design (362)	Engineering (2718)	Law (1531)
2019 Rate	59.5%	64.4%	60.0%	66.9%	51.9%
	14.7%	18.5%	12.0%	23.4%	10.3%
	17.5%	22.1%	21.4%	20.2%	12.4%
	15.3%	13.6%	16.5%	13.4%	15.1%
	12.1%	10.2%	10.0%	10.0%	14.2%
	8.7%	8.8%	13.2%	9.1%	12.0%
	8.7%	7.4%	6.9%	6.8%	10.4%
	7.1%	5.0%	5.5%	4.2%	6.1%
	4.7%	3.7%	3.9%	3.7%	6.2%
	3.8%	3.2%	4.1%	2.9%	4.1%
	2.8%	2.9%	1.8%		3.4%
	4.8%	4.5%	4.6%	4.2%	5.9%

Degree

	UG (8073)	PG (863)
2019 Rate	61.7%	65.6%
	18.0%	15.8%
	19.0%	19.7%
	13.9%	17.3%
	10.9%	12.8%
	9.5%	10.3%
	7.9%	7.9%
	5.3%	5.8%
	4.3%	4.1%
	3.6%	1.7%
	2.8%	
	4.9%	3.1%

Year of Enrollment

	2013 (37)	2014 (159)	2015 (1523)	2016 (2010)	2017 (2633)	2018 (2574)
2019 Rate	68.1%	52.3%	58.7%	61.9%	59.6%	67.7%
	13.1%	10.5%	14.5%	18.7%	17.3%	20.2%
	13.8%	5.9%	16.0%	19.2%	19.5%	21.6%
	16.3%	15.3%	15.4%	12.8%	13.1%	15.6%
	24.8%	20.7%	12.8%	11.3%	9.7%	10.3%
		17.7%	9.3%	9.4%	10.5%	8.4%
	5.3%	8.4%	9.2%	7.4%	8.7%	6.8%
	4.9%	4.5%	5.6%	5.2%	5.2%	5.3%
	2.5%	5.7%	4.9%	4.9%	4.2%	3.4%
	2.8%	4.2%	3.7%	3.4%	3.8%	2.8%
	11.0%	3.5%	2.5%	2.5%	3.1%	1.8%
	5.3%	4.7%	5.1%	5.2%	4.9%	3.7%

2018 Rate

** Answered 7, 8, 9 or 10 in a 10-point scale

20

THANK YOU!