

Student Satisfaction Survey

2017-18

Prepared by IQAC, BELDA COLLEGE

Introduction

The college intends to conduct a newly designed Student Satisfaction Survey starting from the current academic year 2019-20. However, since 2014-15, we have been collecting student feedback on overall programme of study, which to an extent resembles a student satisfaction survey and therefore we use this as proxy for student satisfaction survey on overall institutional performance for the academic year 2017-18 . The questionnaire for the overall programme of study for 2017-18 consisted of 12 queries and students were asked to put their responses to each query into one of the following five categories: *Very Good, Good, Average, Poor and Very Poor*.

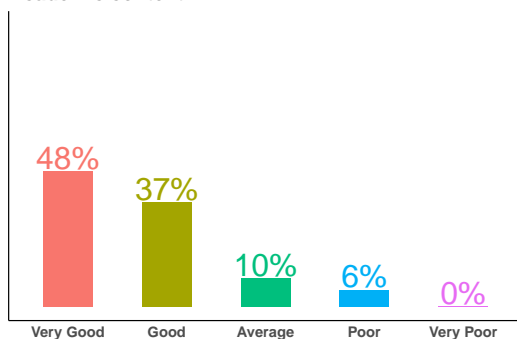
Results of The Survey

The following table gives the detailed results for the academic year 2017-18 obtained from 1355 students who participated in this survey. The surveys were conducted by the academic departments during regular class hours. The numbers reported here are in percent of the total responses received. For example, 44 per cent of all students who participated in the survey rated the computer facilities in campus to be *very good* followed by 34 per cent student respondents who considered them to be *good* etc. In addition to a tabular representation, we also provide an alternative representation of the results using column charts, one for each of the 12 queries. Finally, kindly note that the numbers may not always add up to 100 due to rounding off error.

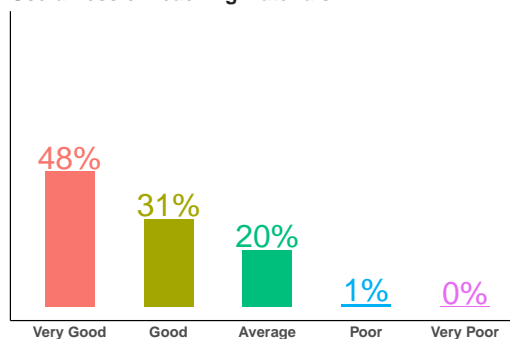
Table 1: Results for Academic Year 2017-18

Query	Very Good	Good	Average	Poor	Very Poor
Academic content	48	37	10	6	0
Computer facilities	44	34	20	2	0
Extra-curricular activities	26	52	16	4	2
Fairness of evaluation	59	29	6	3	3
Hostel facilities	26	44	27	4	0
Interaction with administration	49	38	10	2	1
Interaction with faculty	61	29	9	1	0
Library facilities	40	46	11	2	1
Recreational facilities	37	41	17	4	1
Sports facilities	38	47	9	2	3
Timeliness of practical work	47	35	13	4	1
Usefulness of Teaching Materials	48	31	20	1	0

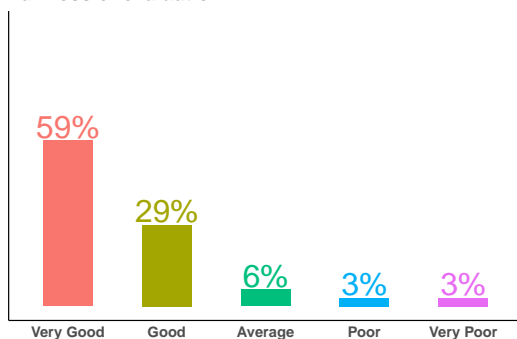
Academic content



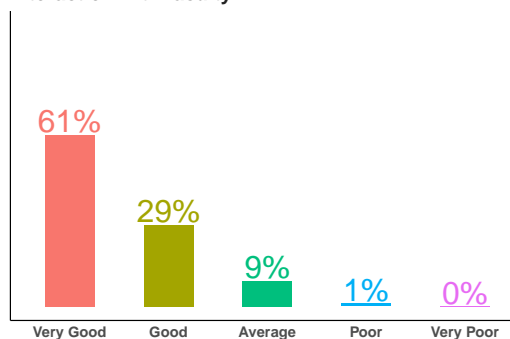
Usefulness of Teaching Materials



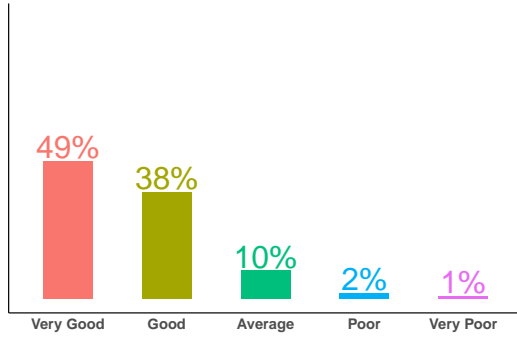
Fairness of evaluation



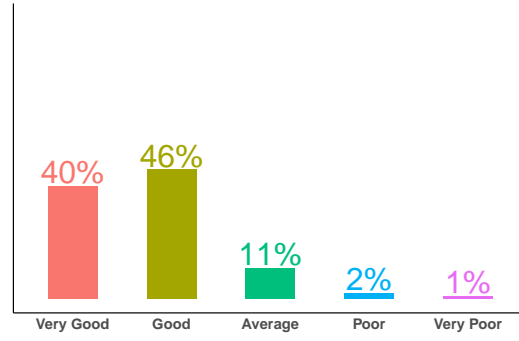
Interaction with faculty



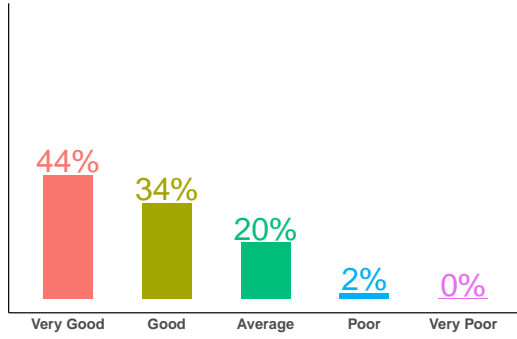
Interaction with administration



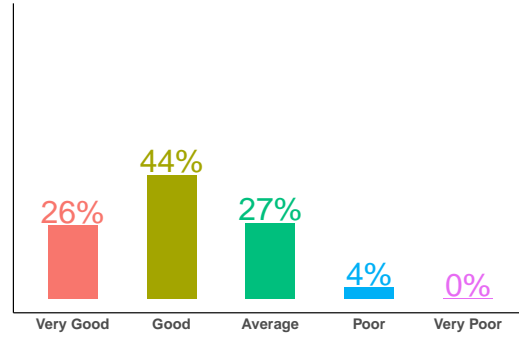
Library facilities



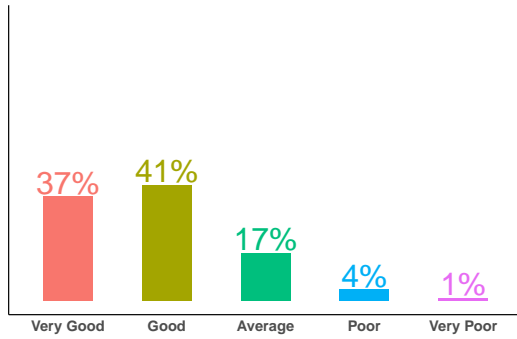
Computer facilities



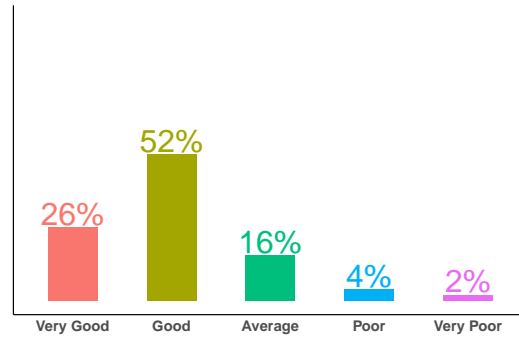
Hostel facilities

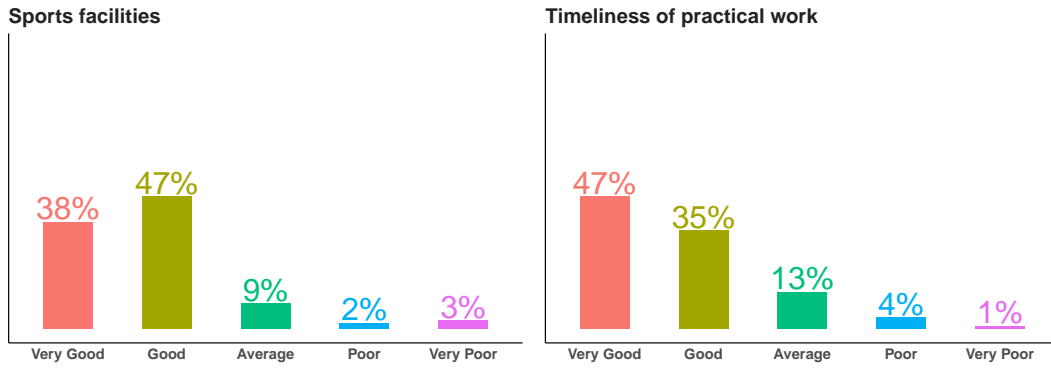


Recreational facilities



Extra-curricular activities





So, the majority of the students seem to be satisfied with the overall institutional performance. However, only 26 percent of the students rated the hostel facilities to be *very good* and 31 percent of the students clearly found them to be deficient. Also, facilities for extra-curricular activities, sports and recreational activities got lower ratings (*very good* ratings from 26, 38 and 37 percent of students respectively) than what we had expected.