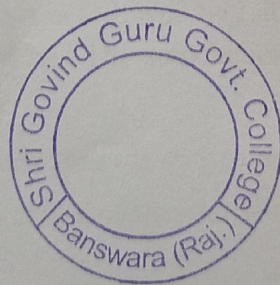


Shri Govind Guru Government College Banswara (Rajasthan)



STUDENT SATISFACTION SURVEY REPORT

2020 - 21



Internal Quality Assessment Cell
(IQAC)

Pertaining to the Corona Pandemic in this session a short survey was conducted and reported by Internal Quality Assessment Cell (IQAC) with support of Heads and Coordinators of all the departments. The questioners were prepared and circulated to all the departments and then to students through incharge.

The feedback was taken on different attributes like; Basic Facilities, Basic Services, Maintenance and Cleanliness, Co-curricular and Extracurricular activities, Food and water, Library Services. The responses obtained on these dimensions are compiled into a spread sheet, analyzed and logical conclusions are drawn there from. As all the values are represented in terms of percentage, a value above 50 indicates an above average satisfaction. The weighted average value of student satisfaction is obtained after assigning weightage to the parameters on the basis of judgment applied by the members of IQAC.

The results of the survey will help the institution to understand both short term and long term needs of the students and initiate remedial action to improve the facilities wherever it is required. The outcome of this survey will provide a base for planning for the future.

1. Satisfaction level of Basic Facilities/Infrastructure at the Campus

The satisfaction of students in the campus with respect to basic facilities provided are measured on the basis of

- Facilities in the class rooms (Furniture, Lighting, Ventilation, Projectors)
- Availability of IT infrastructure (Computing, Internet, Wi-Fi)
- Availability of software, hardware or instruments in laboratories
- Two / Four-wheeler parking

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is was found around 80%. The detailed analysis shows that the satisfaction level with respect to it is followed by Laboratories with around 70%, followed by parking and class rooms with 82%. The satisfaction level in case of "IT infrastructure" is minimum with 70%.

2. Satisfaction level in Basic Services at the Campus

The satisfaction level with respect to student related activities/facilities are measured based on the following parameters

- Counseling/Mentoring Service
- Discipline in the College
- Placement Training and related activities
- Feedback system on faculty and Lab Instructors

The survey conducted on these parameters reveals that the overall satisfaction level is around

70%. In the parameter wise breakup, it is seen that satisfaction level is least in case of “Placement Training and related activities”. Due to Corona Pandemic the activities in the campus was restricted.

3. Satisfaction level in Maintenance and Cleanliness

The satisfaction of students in the campus with respect to basic facilities provided are measured on the basis of

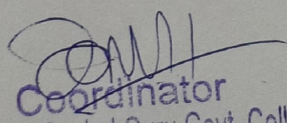
- Class rooms and laboratories
- Girls Common Room
- College Campus
- Staff Room
- Canteen Premises

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is around 75%. The detailed analysis shows that the satisfaction level with respect to Cleanliness of the campus is maximum followed by Girls common room. It is also seen that the satisfaction level is the least in case of cleanliness of “Canteen premises”

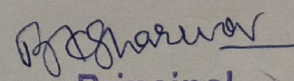
Student Satisfaction Index

The overall Student Satisfaction Index (SSI) is calculated based on all the surveys made with due weightage to each survey. After discussions with members of IQAC weightage for each survey is decided and are presented in the following table. The SSI is calculated using weighted average and it is observed that the overall SSI for the year 2020-21 is 74.70%.

Item Surveyed	Feedback %	Weightage
Basic Facilities	80.0	40
Basic Service	69.5	35
Maintenance and Cleanliness	74.6	25
Student Satisfaction Index (SSI)	74.70	100


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