

# Shri Govind Guru Government College Banswara (Rajasthan)



## STUDENT SATISFACTION SURVEY REPORT

2019 - 2020

Internal Quality Assessment Cell  
(IQAC)

## **The Survey**

Students of an Institution forms the core of the stakeholders and all the activities govern by the institute are focused on creating a barrier free and conducive environment for excelling in their academics. In this regard the institution has provided many facilities for the benefit of students such as Clean and equipped Class Rooms, Smart Class Rooms, Library, Drinking Water, Canteen, Separate Common Room for Girls, Parking etc. to name a few. It becomes imperative for any institution to reiterate that, it is achieving its set goals and therefore it becomes necessary to elicit perceptions and opinions of the students who are the foremost stakeholders and identify the deviations if any, to improve the system and hence this survey is being carried on.

## **Method of Survey :**

The survey is 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.

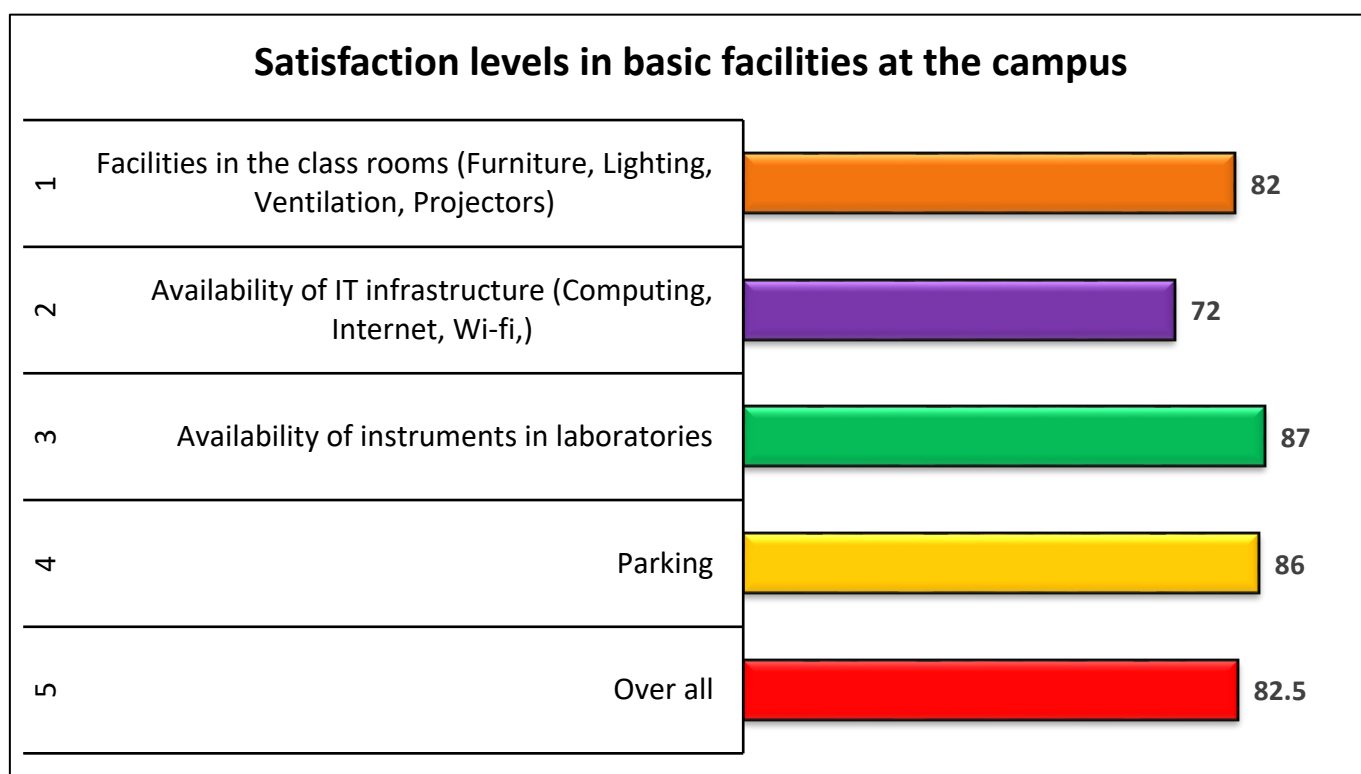
The IQAC sincerely thank all the members of the CDC, Principal, and Heads of the Departments & Staff, for permissions and implementation of the survey. IQAC conveys thanks to the students who have expressed their opinions and/or views sincerely.

## 1. Satisfaction level of Basic Facilities 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 improved as compare to the last academic session, it was found around 82%. The detailed analysis shows that the satisfaction level with respect to Laboratories followed by parking and class rooms. The satisfaction level in case of “IT infrastructure” is slightly improved in this session but still requires more additions.



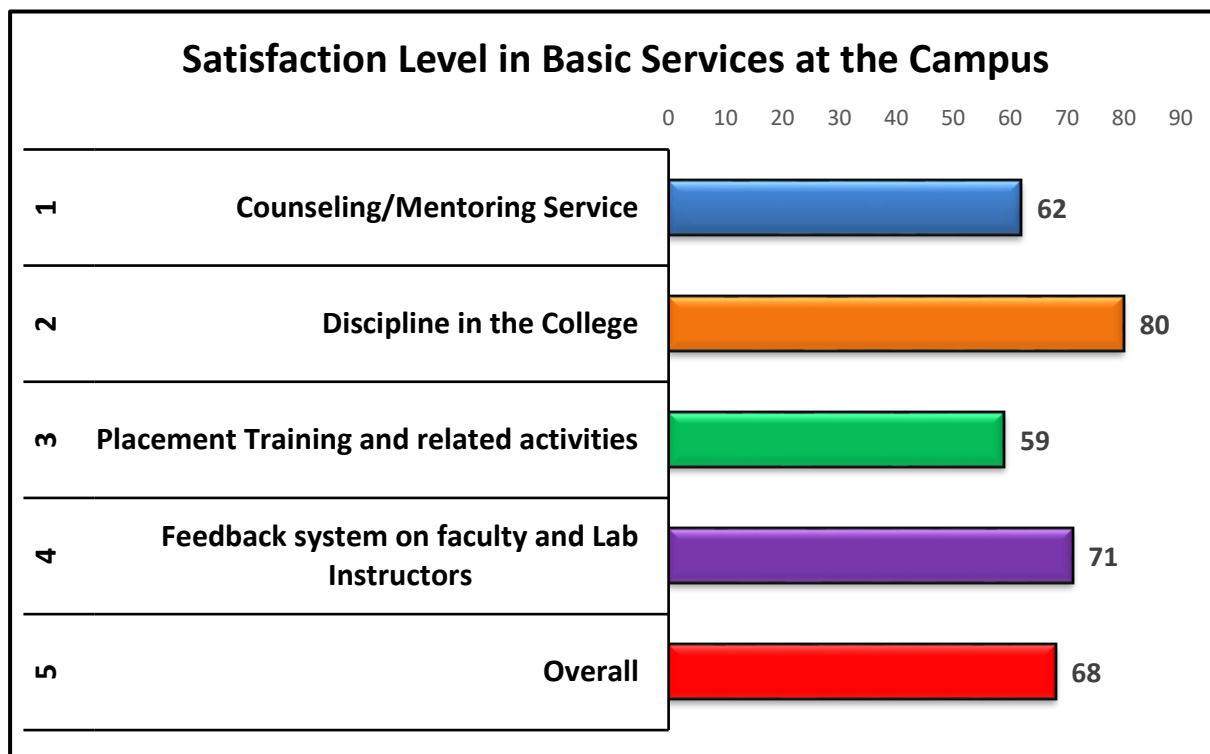
## 2. Satisfaction level in Basic Services at the Campus

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 68%. In the parameter wise breakup, it is seen that satisfaction level is least in case of “Placement Training and related activities” and maximum in case of “Discipline”.

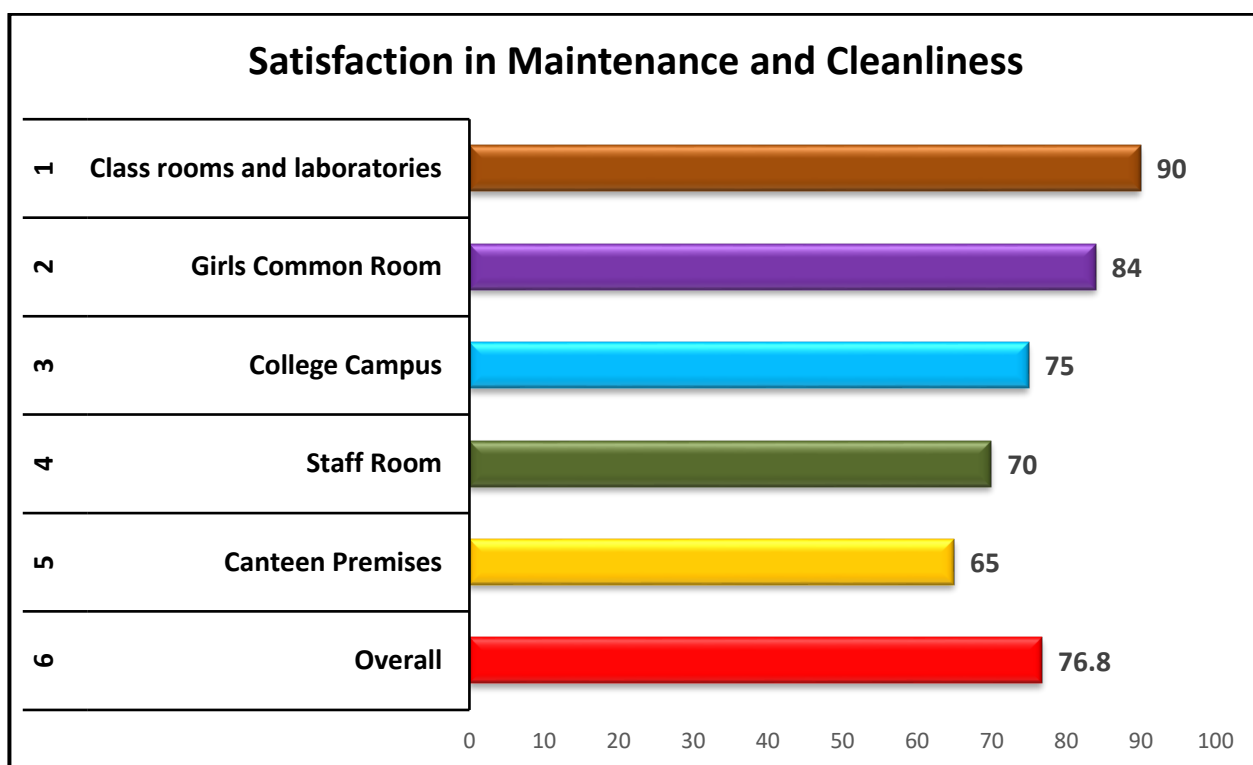


### 3. Satisfaction level in Maintenance and Cleanliness

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 77%. 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”

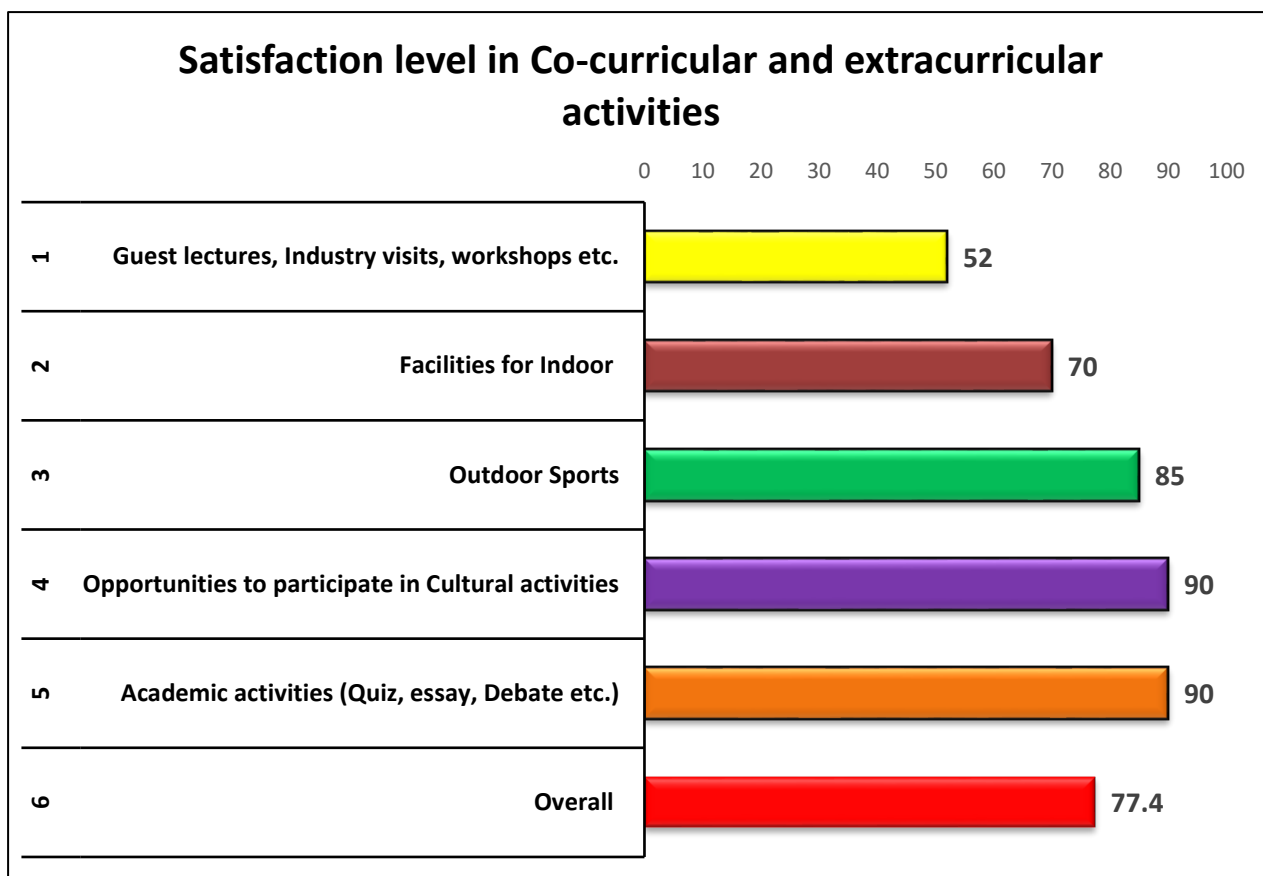


#### **4. Satisfaction level in Co-curricular and extracurricular activities**

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

- Co-curricular activities (Guest lectures, Industry visits, workshops etc..)
- Facilities for Indoor
- Outdoor Sports
- Opportunities to participate in Cultural activities
- Opportunities to participate in Academic activities (Quiz, essay, Debate etc.)

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above activities is around 78.4%. The detailed analysis shows that the satisfaction level with respect to Co-curricular activities is maximum is least in case of “Academic and Cultural activities”.

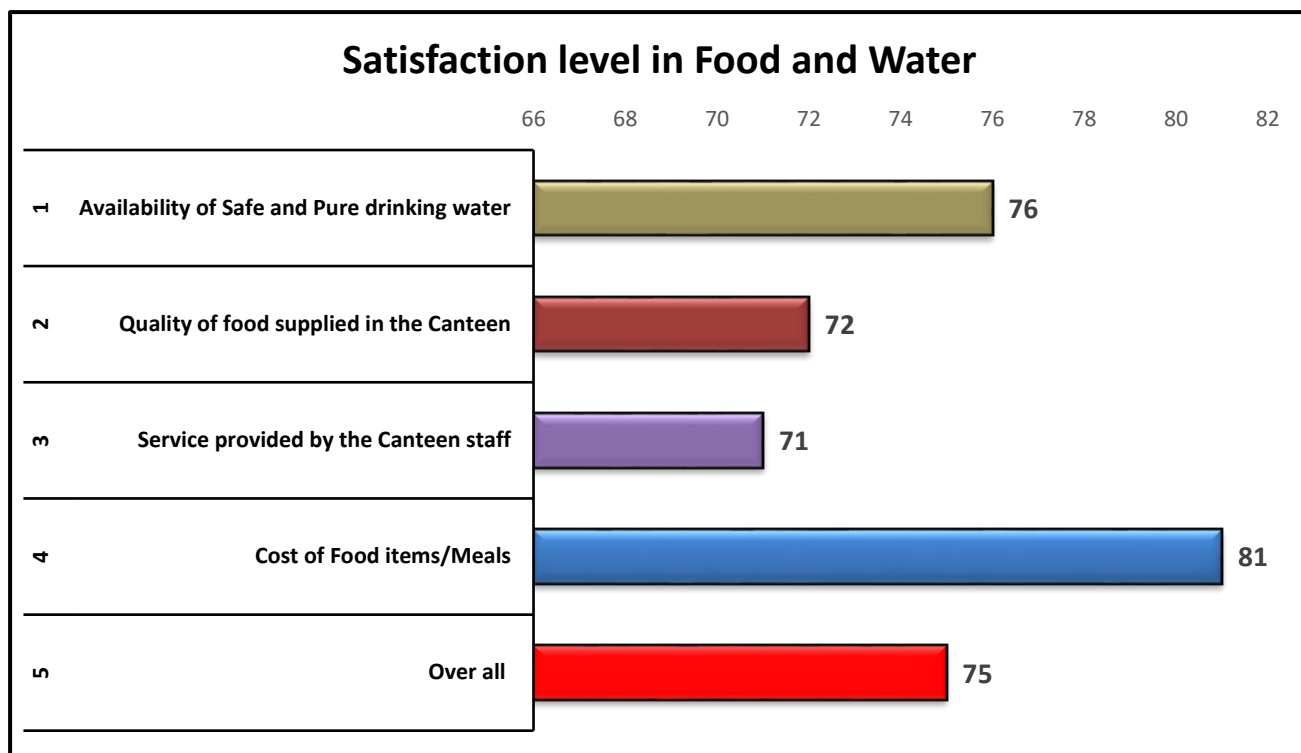


## **5. Satisfaction level in Food and Water**

The satisfaction of students in the campus with respect to Food and Water provided are measured on the basis of

- Availability of Safe and Pure drinking water
- Quality of food supplied in the Canteen
- Service provided by the Canteen staff
- Cost of Food items/Meals

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is around 74.25%. The detailed analysis shows that the satisfaction level with respect to cost of food items and Drinking water provided in the campus is maximum. It is least in case of “Services of staff in the canteen”.



## **6. Satisfaction level in library services**

The satisfaction level with respect to library services was measured on the basis of the following parameters

- Library Physical Facilities
- Library Web Facilities
- Library Staff
- Library Timings

The survey conducted on these parameters reveals that the overall satisfaction level is only 52.375%. In the parameter wise breakup it is seen that satisfaction level is the least in case of support by library staff and highest in case of Physical facilities in library.

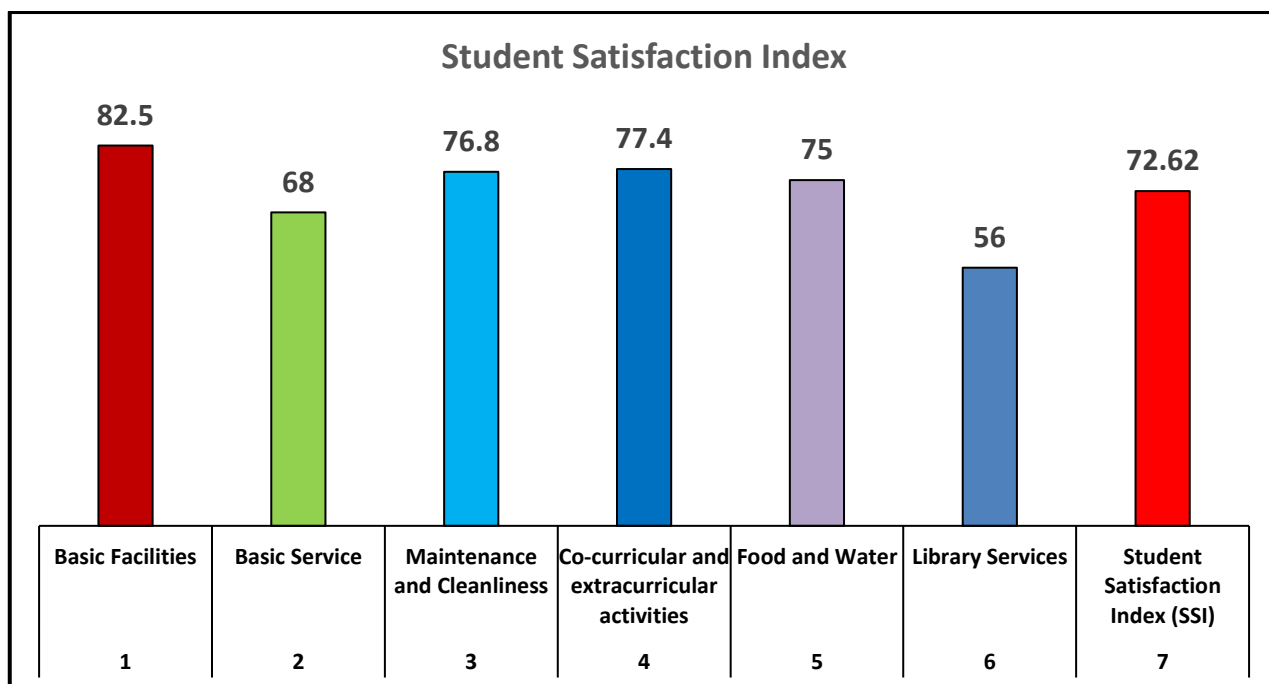


### **Student Satisfaction Index**

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 2018-19 is 70.86%.

Item Surveyed	Feedback %	Weightage
Basic Facilities	82.5	25
Basic Service	68.0	25
Maintenance and Cleanliness	76.8	15
Co-curricular and extracurricular activities	77.4	15
Food and Water	75.0	10
Library Services	56.0	10
<b>Student Satisfaction Index (SSI)</b>	<b>72.61</b>	<b>100</b>





### **Recommendations from the Survey**

The overall satisfaction level of students of Global Academy of Technology as seen by Student Satisfaction Index (SSI) is around 73%. The following are the issues on which the students have shown concern:

- The canteen facility inside the campus needs improvement
- Library – Basic Library Services has to be improved at large level, Internet facility in the library may be improved.
- The capacity of the IT facility to be increased with wi-fi facility to students and internet browsing center.


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
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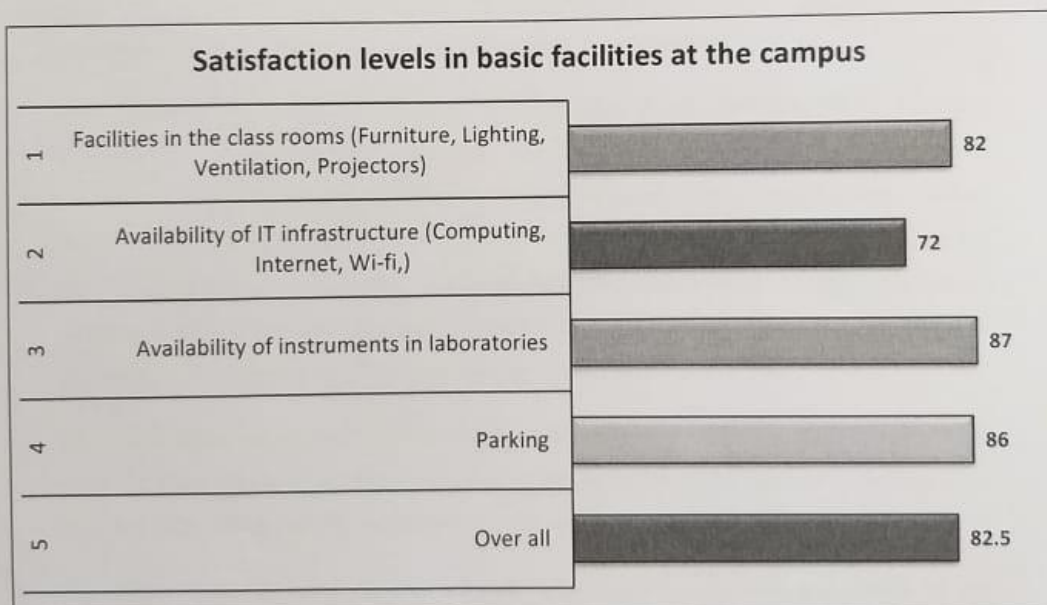
  
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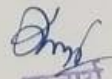
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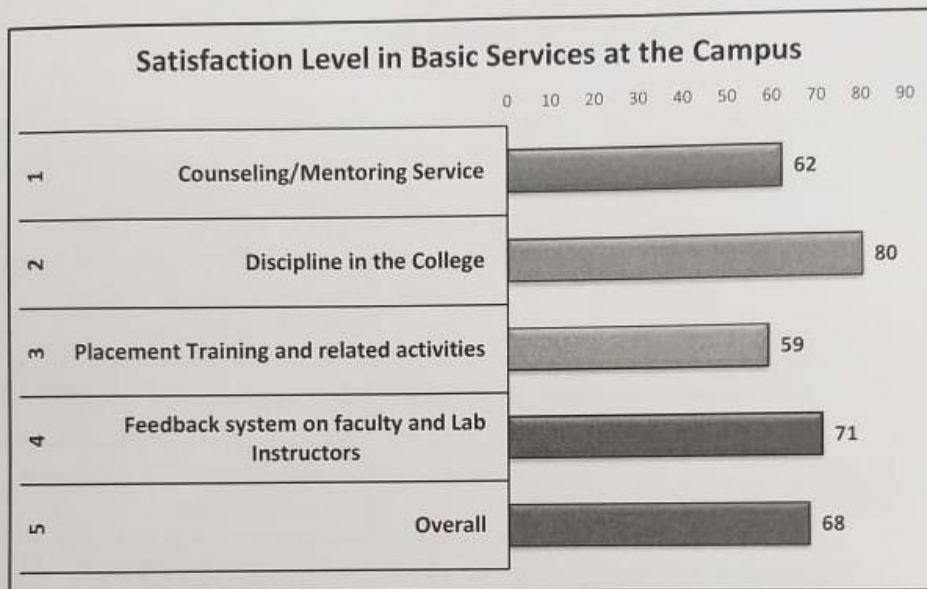
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*Student Satisfaction Survey 2019 - 20 Shri Govind Guru Govt. College, Banswara*

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


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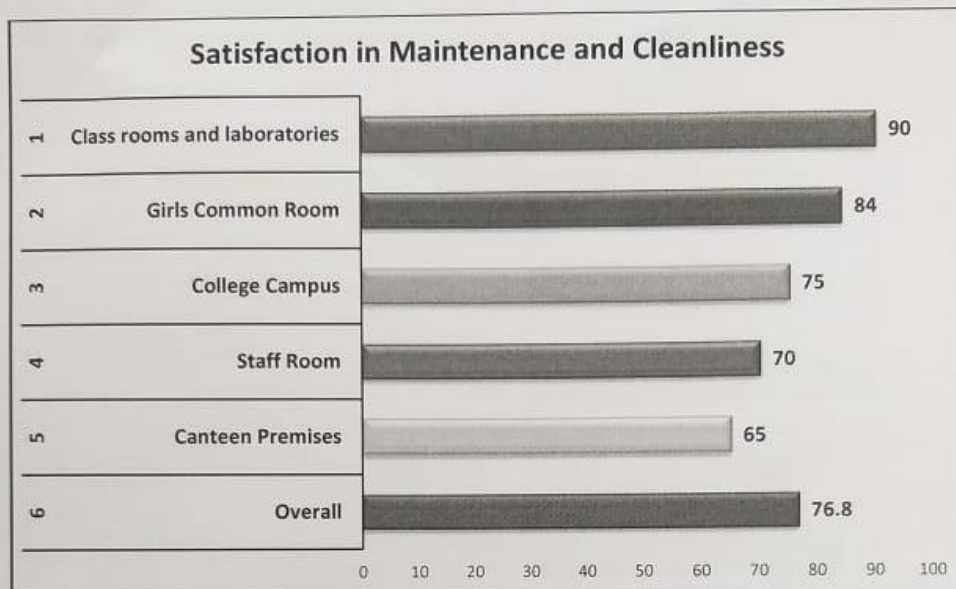
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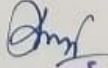


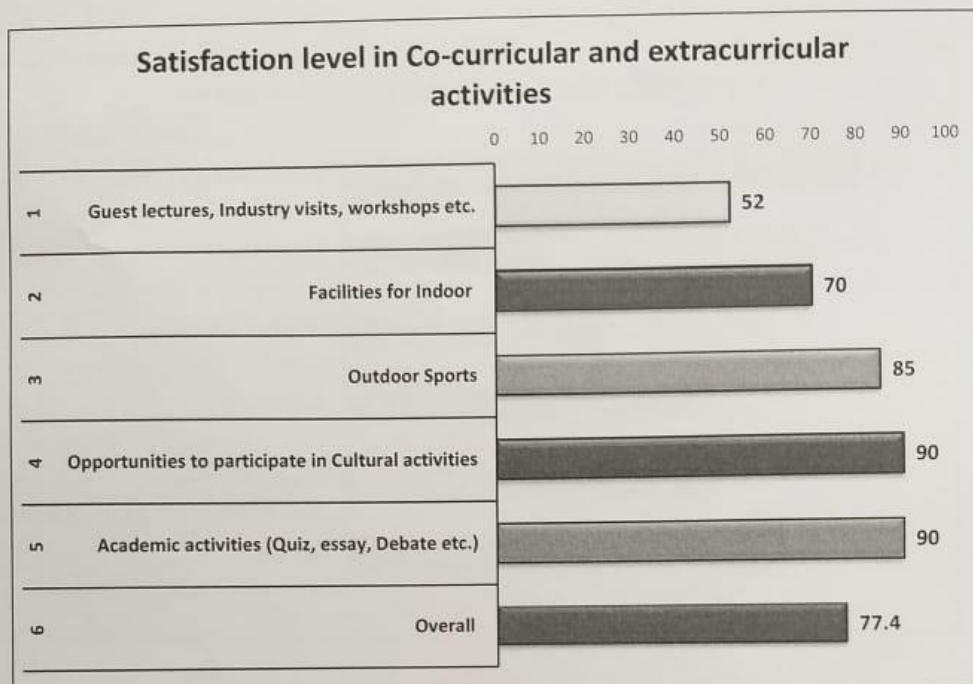
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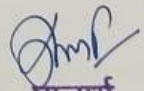


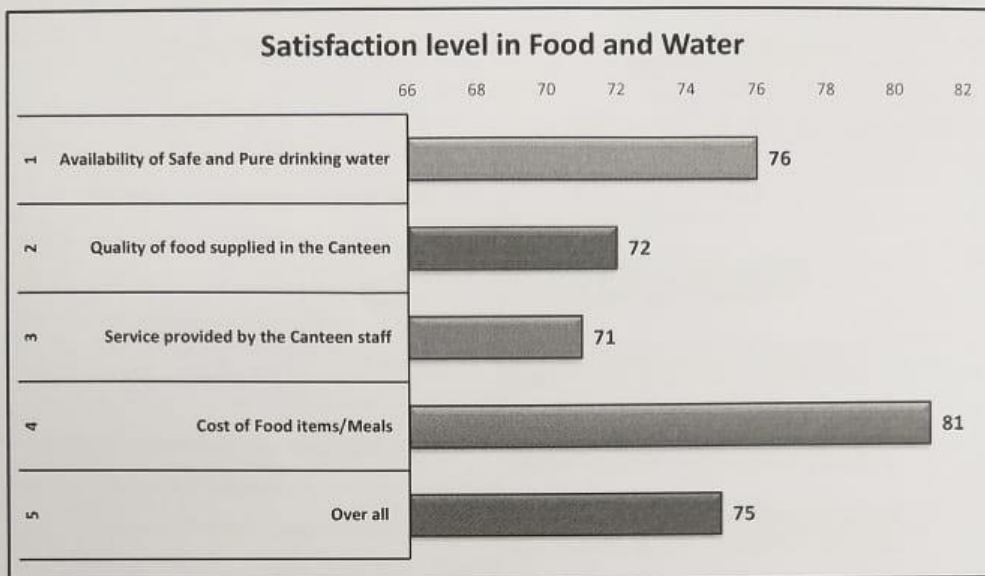
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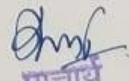


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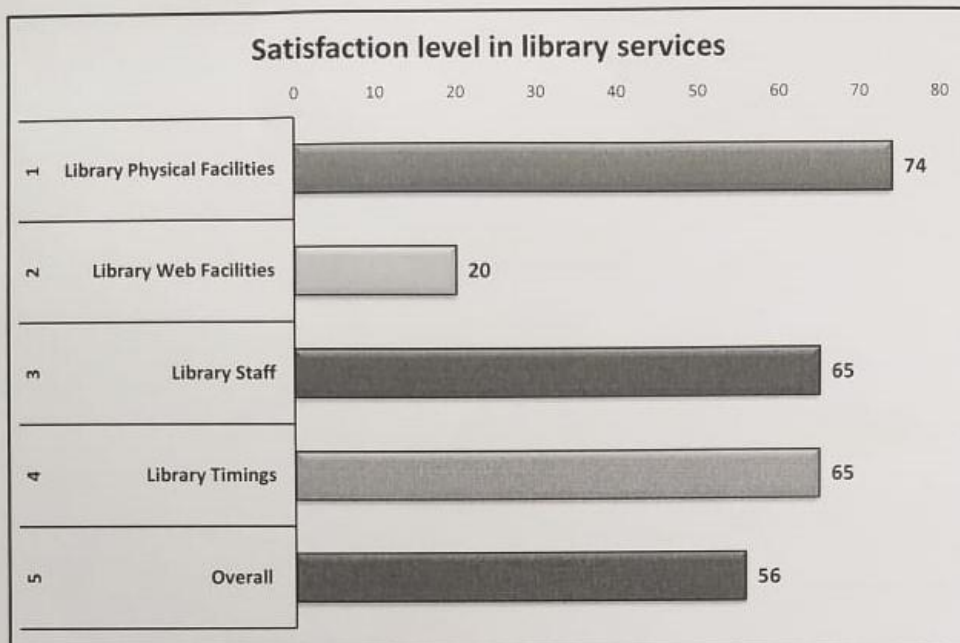
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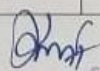


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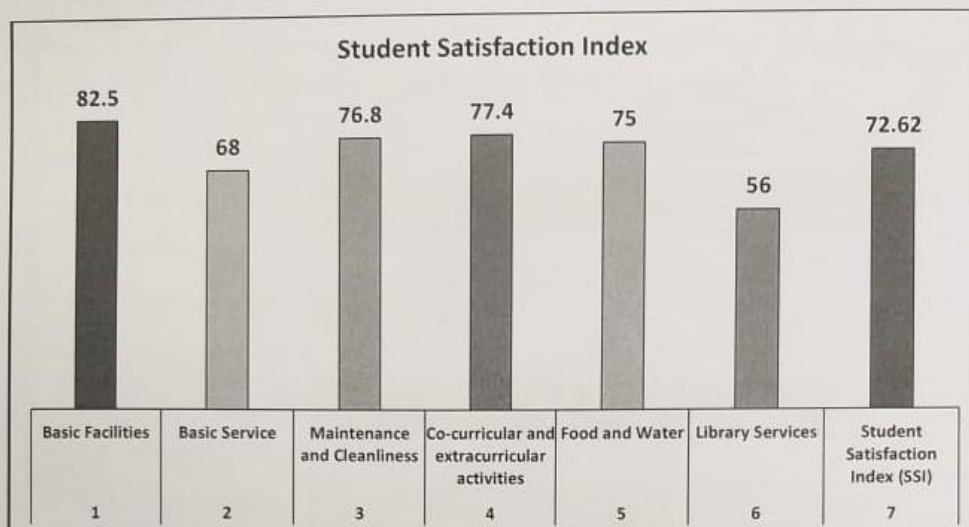
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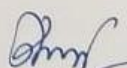
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