

**INTERNAL QUALITY ASSURANCE CELL (IQAC)
GOVERNMENT J. THANKIMA COLLEGE**

**2018 – 2019
ACADEMIC SESSION**

STUDENT SATISFACTION SURVEY (SSS)

1. Ratings are expressed as per the following Scale of Satisfaction: -
5 = Extremely Satisfied; 4 = Satisfied; 3 = Neutral; 2 = Dissatisfied; 1 = Extremely Dissatisfied.
2. Total number of respondents is 117.

Criteria	5		4		3		2		1		Mean
	No of Respondent	Percentage (%)	No of Respondent	Percentage (%)	No of Respondent	Percentage (%)	No of Respondent	Percentage (%)	No of Respondent	Percentage (%)	
A1	60	51.3	51	43.6	3	2.6	0	0	3	2.6	4.41
A2	39	33.3	66	56.4	6	5.1	6	5.1	0	0	4.18
A3	63	53.8	39	33.3	12	10.3	3	2.6	0	0	4.38
A4	54	46.2	51	43.6	12	10.3	0	0	0	0	4.36
A5	60	51.3	36	30.8	21	17.9	0	0	0	0	4.33
A6	60	51.3	30	25.6	24	20.5	0	0	3	2.6	4.23
Total (A)	336	287%	273	233%	78	67%	9	8%	6	5%	25.89
Average	56	48%	45.5	39%	13	11%	1.5	1%	1	1%	4.32
B1	42	35.9	48	41.0	21	17.9	3	2.6	3	2.6	4.05
B2	30	25.6	36	30.8	36	30.8	12	10.3	3	2.6	3.67
B3	81	69.2	24	20.5	12	10.3	0	0	0	0	4.59
Total (B)	153	131%	108	92%	69	59%	15	13%	6	5%	12.31
Average	51	44%	36	31%	23	20%	5	4%	2	2%	4.10
C1	51	43.6	48	41.0	18	15.4	0	0	0	0	4.28
C2	42	35.9	57	48.7	15	12.8	3	2.6	0	0	4.18
C3	57	48.7	54	46.2	6	5.1	0	0	0	0	4.44
C4	54	46.2	39	33.3	18	15.4	6	5.1	0	0	4.21
Total (C)	204	174%	198	169%	57	49%	9	8%	0	0%	17.11
Average	51	44%	49.5	42%	14.2	12%	2.25	2%	0	0%	4.28
D1	51	43.6	48	41.0	12	10.3	6	5.1	0	0	4.23
D2	51	43.6	39	33.3	21	17.9	3	2.6	3	2.6	4.13
D3	75	64.1	33	28.2	9	7.7	0	0	0	0	4.56
Total (D)	177	151%	120	103%	42	36%	9	8%	3	3%	12.92
Average	59	50%	40	34%	14	12%	3	3%	1	1%	4.31
E1	39	33.3	45	38.5	15	12.8	9	7.7	9	7.7	3.82
E2	51	43.6	30	25.6	30	25.6	6	5.1	0	0	4.08
E3	57	48.7	33	28.2	27	23.1	0	0	0	0	4.26
Total (E)	147	126%	108	92%	72	62%	15	13%	9	8%	12.6
Average	49	42%	36	31%	24	21%	5	4%	3	3%	4.05
F1	51	43.6	42	35.9	21	17.9	0	0	3	2.6	4.18
F2	51	43.6	33	28.2	24	20.5	6	5.1	3	2.6	4.05
Total (F)	102	87%	75	64%	45	38%	6	5%	6	5%	8.23
Average	51	44%	37.5	32%	22.5	19%	3	3%	3	3%	4.11
G1	66	56.4	33	28.2	15	12.8	3	2.6	0	0	4.38
G2	75	64.1	33	28.2	9	7.7	0	0	0	0	4.56
G3	60	51.3	42	35.9	12	10.3	3	2.6	0	0	4.36
Total (G)	201	172%	108	92%	36	31%	6	5%	0	0%	13.3
Average	67	57%	36	31%	12	10%	2	2%	0	0%	4.43

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Total Summary:

	5		4		3		2		1		OVERALL MEAN OF A to G
	No of Respondents	Percentage (%)	No of Respondents	Percentage (%)	No of Respondents	Percentage (%)	No of Respondents	Percentage (%)	No of Respondents	Percentage (%)	
Grand Total (A to G)	1320	64%	990	28%	399	7.7%	69	0%	30	0%	4.23
Average (A to G)	55	51%	41.2	35%	16.6	10%	2.87	2.6%	1.25	0%	

Thus, Overall Mean = 4.23; and as per the Ratings given on the Scale of Satisfaction overall respondents are Satisfied on the various Criteria laid down.

• **Table of Criterion Indicator:**

A. Satisfaction level on aspects of your educational experience	
A1	Quality of the teaching faculty
A2	Course availability
A3	Access to teaching faculty
A4	The academic reputation of your college
A5	Value of education for the price
A6	Library Staff and Facilities
B. Satisfaction level of Basic Facilities at the College Campus	
B1	Facilities in the class rooms (Furniture, Lighting, Ventilation, Projectors)
B2	Availability of IT infrastructure (Computing, Internet, Wi-fi,)
B3	Two / Four-Wheeler Parking
C. Satisfaction level in Basic Services at the Campus	
C1	Counselling/Mentoring Service
C2	Redressal of Grievances in the College/Department
C3	Discipline in the College
C4	Career Counselling and Placement related activities
D. Satisfaction level in Maintenance and Cleanliness	
D1	Class rooms and laboratories
D2	Restrooms / Toilets
D3	College Campus
E. Satisfaction level in Co-curricular and extracurricular activities	
E1	Co-curricular activities (Industry visits, Study Tour, workshops etc.,)
E2	Sports and Recreational Facilities
E3	Opportunities to participate in Cultural activities
F. Satisfaction level in Food and Water	
F1	Availability of Safe and Pure drinking water
F2	Quality of food supplied in the Canteen
G. Satisfaction level on aspects of student life at the College	
G1	Clubs and student organizations
G2	Campus and Student's safety
G3	College Policies and Administration