

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

**2019 – 2020  
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 91.

Criteria	5		4		3		2		1		Mean
	No of Respondents	Percentage (%)	No of Respondents	Percentage (%)	No of Respondents	Percentage (%)	No of Respondents	Percentage (%)	No of Respondents	Percentage (%)	
A1	37	40.7	51	56.0	3	3.3	0	0	0	0	4.37
A2	15	16.5	55	60.4	21	23.1	0	0	0	0	3.93
A3	40	44.0	42	46.2	9	9.9	0	0	0	0	4.34
A4	28	30.8	45	49.5	15	16.5	3	3.3	0	0	4.08
A5	49	53.8	30	33.0	9	9.9	3	3.3	0	0	4.37
A6	40	44.0	24	26.4	15	16.5	12	13.2	0	0	4.01
<b>Total (A)</b>	<b>209</b>	<b>230%</b>	<b>247</b>	<b>272%</b>	<b>72</b>	<b>79%</b>	<b>18</b>	<b>20%</b>	<b>0</b>	<b>0%</b>	<b>25.1</b>
<b>Average</b>	<b>34.8</b>	<b>38%</b>	<b>41.8</b>	<b>45%</b>	<b>12</b>	<b>13%</b>	<b>3</b>	<b>3%</b>	<b>0</b>	<b>0%</b>	<b>4.18</b>
B1	22	24.2	33	36.3	30	33.0	6	6.6	0	0	3.78
B2	13	14.3	24	26.4	39	42.9	15	16.5	0	0	3.38
B3	52	57.1	33	36.3	6	6.6	0	0	0	0	4.51
<b>Total (B)</b>	<b>87</b>	<b>96%</b>	<b>90</b>	<b>99%</b>	<b>75</b>	<b>83%</b>	<b>21</b>	<b>23%</b>	<b>0</b>	<b>0%</b>	<b>11.67</b>
<b>Average</b>	<b>29</b>	<b>32%</b>	<b>30</b>	<b>33%</b>	<b>25</b>	<b>28%</b>	<b>7</b>	<b>8%</b>	<b>0</b>	<b>0%</b>	<b>3.89</b>
C1	37	40.7	36	39.6	18	19.8	0	0	0	0	4.21
C2	22	24.2	42	46.2	27	29.7	0	0	0	0	3.95
C3	34	37.4	51	56.0	6	6.6	0	0	0	0	4.31
C4	34	37.4	33	36.3	18	19.8	6	6.6	0	0	4.04
<b>Total (C)</b>	<b>127</b>	<b>140%</b>	<b>162</b>	<b>178%</b>	<b>69</b>	<b>76%</b>	<b>6</b>	<b>7%</b>	<b>0</b>	<b>0%</b>	<b>16.51</b>
<b>Average</b>	<b>31.7</b>	<b>35%</b>	<b>40.5</b>	<b>45%</b>	<b>17.2</b>	<b>19%</b>	<b>1.5</b>	<b>2%</b>	<b>0</b>	<b>0%</b>	<b>4.13</b>
D1	28	30.8	36	39.6	24	26.4	3	3.3	0	0	3.98
D2	28	30.8	21	23.1	27	29.7	15	16.5	0	0	3.68
D3	58	63.7	30	33.0	3	3.3	0	0	0	0	4.60
<b>Total (D)</b>	<b>114</b>	<b>125%</b>	<b>87</b>	<b>96%</b>	<b>54</b>	<b>59%</b>	<b>18</b>	<b>20%</b>	<b>0</b>	<b>0%</b>	<b>12.26</b>
<b>Average</b>	<b>38</b>	<b>42%</b>	<b>29</b>	<b>32%</b>	<b>18</b>	<b>20%</b>	<b>6</b>	<b>7%</b>	<b>0</b>	<b>0%</b>	<b>4.09</b>
E1	31	34.1	30	33.0	24	26.4	6	6.6	0	0	3.95
E2	25	27.5	39	42.9	18	19.8	9	9.9	0	0	3.88
E3	40	44.0	27	29.7	21	23.1	3	3.3	0	0	4.14
<b>Total (E)</b>	<b>96</b>	<b>106%</b>	<b>96</b>	<b>106%</b>	<b>63</b>	<b>69%</b>	<b>18</b>	<b>20%</b>	<b>0</b>	<b>0%</b>	<b>11.97</b>
<b>Average</b>	<b>32</b>	<b>35%</b>	<b>32</b>	<b>35%</b>	<b>21</b>	<b>23%</b>	<b>6</b>	<b>7%</b>	<b>0</b>	<b>0%</b>	<b>3.99</b>
F1	31	34.1	30	33.0	27	29.7	3	3.3	0	0	3.98
F2	25	27.5	48	52.7	9	9.9	9	9.9	0	0	3.98
<b>Total (F)</b>	<b>56</b>	<b>62%</b>	<b>78</b>	<b>86%</b>	<b>36</b>	<b>40%</b>	<b>12</b>	<b>13%</b>	<b>0</b>	<b>0%</b>	<b>7.96</b>
<b>Average</b>	<b>28</b>	<b>31%</b>	<b>39</b>	<b>43%</b>	<b>18</b>	<b>20%</b>	<b>6</b>	<b>7%</b>	<b>0</b>	<b>0%</b>	<b>3.98</b>
G1	31	34.1	51	56.0	6	6.6	3	3.3	0	0	4.21
G2	46	50.5	36	39.6	9	9.9	0	0	0	0	4.41
G3	40	44.0	45	49.5	3	3.3	3	3.3	0	0	4.34
<b>Total (G)</b>	<b>117</b>	<b>129%</b>	<b>132</b>	<b>145%</b>	<b>18</b>	<b>20%</b>	<b>6</b>	<b>7%</b>	<b>0</b>	<b>0%</b>	<b>12.96</b>
<b>Average</b>	<b>39</b>	<b>43%</b>	<b>44</b>	<b>48%</b>	<b>6</b>	<b>7%</b>	<b>2</b>	<b>2%</b>	<b>0</b>	<b>0%</b>	<b>4.32</b>

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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 (%)	
<b>Grand Total (A to G)</b>	819	901%	967	1063%	402	442%	87	96%	0	0%	<b>4.08</b>
<b>Average (A to G)</b>	34.13	38%	40.3	44%	16.8	18%	3.63	4%	0	0%	

Thus, Overall Mean = 4.08; 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:**

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