

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

**2020 – 2021  
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 106.

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	50	47.2	48	45.3	7	6.6	1	0.9	0	0	4.39
A2	45	42.5	44	41.5	14	13.2	3	2.8	0	0	4.24
A3	39	36.8	49	46.2	17	16.0	1	0.9	0	0	4.19
A4	45	42.5	40	37.7	20	18.9	1	0.9	0	0	4.21
A5	46	43.4	36	34.0	21	19.8	2	1.9	1	0.9	4.17
A6	43	40.6	34	32.1	24	22.6	5	4.7	0	0	4.08
<b>Total (A)</b>	268	253%	251	237%	103	97%	13	12%	1	1%	25.28
<b>Average</b>	44.7	42%	41.8	39%	17	16%	2	2%	0	0%	<b>4.22</b>
B1	38	35.8	48	45.3	17	16.0	3	2.8	0	0	4.14
B2	24	22.6	34	32.1	31	29.2	17	16.0	0	0	3.61
B3	54	50.9	40	37.7	12	11.3	0	0	0	0	4.40
<b>Total (B)</b>	116	109%	122	115%	60	57%	20	19%	0	0%	12.15
<b>Average</b>	38.7	36%	40.7	38%	20	19%	6.67	6%	0	0%	<b>4.05</b>
C1	39	36.8	45	42.5	19	17.9	3	2.8	0	0	4.13
C2	35	33.0	48	45.3	22	20.8	1	0.9	0	0	4.09
C3	50	47.2	38	35.8	14	13.2	3	2.8	1	0.9	4.25
C4	33	31.1	51	48.1	17	16.0	3	2.8	2	1.9	4.04
<b>Total (C)</b>	157	148%	182	172%	72	68%	10	9%	3	3%	16.51
<b>Average</b>	39.3	37%	45.5	43%	18	17%	2.5	2%	0.75	1%	<b>4.13</b>
D1	38	35.8	45	42.5	21	19.8	2	1.9	0	0	4.12
D2	28	26.4	30	28.3	25	23.6	20	18.9	3	2.8	3.57
D3	58	54.7	37	34.9	10	9.4	1	0.9	0	0	4.43
<b>Total (D)</b>	124	117%	112	106%	56	53%	23	22%	3	3%	12.12
<b>Average</b>	41.3	39%	37.3	35%	18.7	18%	7.67	7%	1	1%	<b>4.04</b>
E1	39	36.8	40	37.7	23	21.7	3	2.8	1	.9	4.07
E2	30	28.3	40	37.7	29	27.4	6	5.7	1	.9	3.87
E3	29	27.4	41	38.7	33	31.1	3	2.8	0	0	3.91
<b>Total (E)</b>	98	93%	121	114%	85	80%	12	11%	2	2%	11.85
<b>Average</b>	32.7	31%	40.3	38%	28.3	27%	4.00	4%	0.67	1%	<b>3.95</b>
F1	32	30.2	25	23.6	27	25.5	20	18.9	2	1.9	3.61
F2	26	24.5	34	32.1	26	24.5	16	15.1	4	3.8	3.58
<b>Total (F)</b>	58	55%	59	56%	53	50%	36	34%	6	6%	7.19
<b>Average</b>	29	27%	29.5	28%	26.5	25%	18	17%	3	3%	<b>3.60</b>
G1	37	34.9	43	40.6	23	21.7	3	2.8	0	0	4.08
G2	51	48.1	42	39.6	13	12.3	0	0	0	0	4.36
G3	41	38.7	52	49.1	13	12.3	0	0	0	0	4.26
<b>Total (G)</b>	129	122%	137	129%	49	46%	3	3%	0	0%	12.7
<b>Average</b>	43.0	41%	45.7	43%	16.3	15%	1.00	1%	0.00	0%	<b>4.23</b>

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**Total Summary:**

	5		4		3		2		1		<b>OVERALL MEAN OF A to G</b>
	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>	909	858%	932	879%	465	439%	117	110%	15	14%	<b>4.03</b>
<b>Average (A to G)</b>	37.88	36%	38.8	37%	19.4	18%	4.88	5%	0.63	1%	

Thus, Overall Mean = 4.03; 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>	
<b>A1</b>	Quality of the teaching faculty
<b>A2</b>	Course availability
<b>A3</b>	Access to teaching faculty
<b>A4</b>	The academic reputation of your college
<b>A5</b>	Value of education for the price
<b>A6</b>	Library Staff and Facilities
<b>B. Satisfaction level of Basic Facilities at the College Campus</b>	
<b>B1</b>	Facilities in the class rooms (Furniture, Lighting, Ventilation, Projectors)
<b>B2</b>	Availability of IT infrastructure (Computing, Internet, Wi-fi,)
<b>B3</b>	Two / Four-Wheeler Parking
<b>C. Satisfaction level in Basic Services at the Campus</b>	
<b>C1</b>	Counselling/Mentoring Service
<b>C2</b>	Redressal of Grievances in the College/Department
<b>C3</b>	Discipline in the College
<b>C4</b>	Career Counselling and Placement related activities
<b>D. Satisfaction level in Maintenance and Cleanliness</b>	
<b>D1</b>	Class rooms and laboratories
<b>D2</b>	Restrooms / Toilets
<b>D3</b>	College Campus
<b>E. Satisfaction level in Co-curricular and extracurricular activities</b>	
<b>E1</b>	Co-curricular activities (Industry visits, Study Tour, workshops etc..)
<b>E2</b>	Sports and Recreational Facilities
<b>E3</b>	Opportunities to participate in Cultural activities
<b>F. Satisfaction level in Food and Water</b>	
<b>F1</b>	Availability of Safe and Pure drinking water
<b>F2</b>	Quality of food supplied in the Canteen
<b>G. Satisfaction level on aspects of student life at the College</b>	
<b>G1</b>	Clubs and student organizations
<b>G2</b>	Campus and Student's safety
<b>G3</b>	College Policies and Administration