

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

2021 – 2022

STUDENT SATISFACTION SURVEY (SSS)

The student satisfaction survey is measured with a 5-point scale which comprises of -
5 = Extremely Satisfied; 4 = Satisfied; 3 = Neutral; 2 = Dissatisfied; 1 = Extremely Dissatisfied.

1. Total number of respondents is 150.

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	4.44
A2	45	42.5	44	41.5	14	13.2	3	2.8	0	0	4.21
A3	39	36.8	49	46.2	17	16.0	1	0.9	0	0	4.17
A4	45	42.5	40	37.7	20	18.9	1	0.9	0	0	4.17
A5	46	43.4	36	34.0	21	19.8	2	1.9	1	0.9	3.89
A6	43	40.6	34	32.1	24	22.6	5	4.7	0	0	3.80
Total (A)	271	253%	251	237%	103	97%	13	12%	1	1%	25.28
Average	45.2	42%	41.8	39%	17	16%	2	2%	0	0%	4.12
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
Total (B)	117	109%	122	115%	60	57%	20	19%	0	0%	12.15
Average	19.5	36%	40.7	38%	20	19%	6.67	6%	0	0%	3.89
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
Total (C)	175	148%	182	172%	72	68%	10	9%	3	3%	16.51
Average	29.2	37%	45.5	43%	18	17%	2.5	2%	0.75	1%	4.00
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
Total (D)	136	117%	112	106%	56	53%	23	22%	3	3%	12.12
Average	22.6	39%	37.3	35%	18.7	18%	7.67	7%	1	1%	4.02
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
Total (E)	112	93%	121	114%	85	80%	12	11%	2	2%	11.85
Average	18.6	31%	40.3	38%	28.3	27%	4.00	4%	0.67	1%	3.85
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
Total (F)	65	55%	59	56%	53	50%	36	34%	6	6%	7.19
Average	10.8	27%	29.5	28%	26.5	25%	18	17%	3	3%	3.54
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
Total (G)	143	122%	137	129%	49	46%	3	3%	0	0%	12.7
Average	23.8	41%	45.7	43%	16.3	15%	1.00	1%	0.00	0%	4.00

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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)	876	858%	902	879%	450	439%	112	110%	15	14%	4.00
Average (A to G)	37.88	36%	38.8	37%	19.4	18%	4.88	5%	0.63	1%	

• **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