



STUDENT SATISFACTION SURVEY REPORT -2019

Internal Quality Assessment Cell (IQAC)



Global Academy of Technology, Bengaluru - 560098

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About the Survey

Students of an Institution form the core of the stakeholders and all the activities undertaken 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 Hostels, Drinking Water, Canteen, House Keeping, Transportation etc. to name a few. In the process the institution strives to achieve its program objectives as laid down in the policy document.

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.

Survey Process:

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 in the form of Google form and circulated to all the departments and then to students through coordinators. Parallely feedback was also collected by Librarian on library facilities.

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 and Hostels. 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.

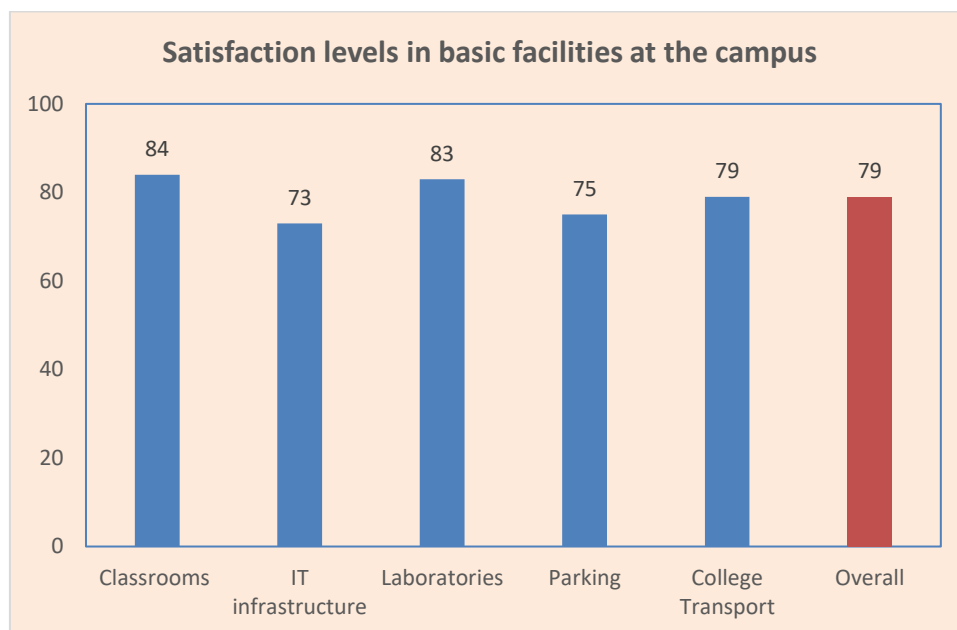
The IQAC sincerely thank all the members of the Management, Principal, and Heads of the Departments & Staff, coordinators of the Departments for permissions and implementation of the survey. IQAC conveys thanks to the students who have expressed their opinions and/or views sincerely.

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
- College Transport (if opted)

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is around 79%. The detailed analysis shows that the satisfaction level with respect to Class rooms is maximum followed by Laboratories. It is also seen that the satisfaction level is the least in case of "IT infrastructure" "Parking Facility" and "Transportation".

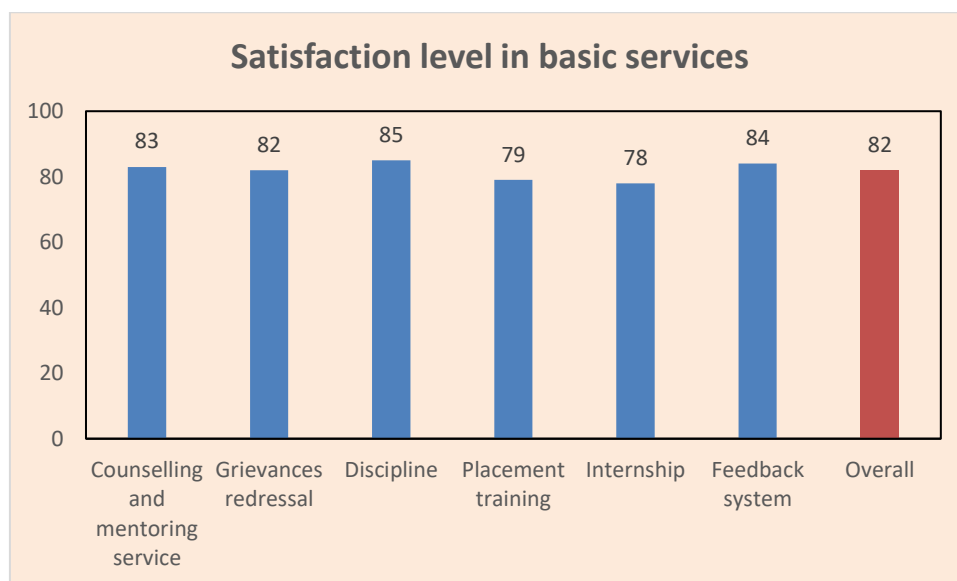


Satisfaction level in Basic Services at the Campus

The satisfaction level with respect to student related activities/facilities are measured based on the following parameters

- Counseling/Mentoring Service
- Redressal of Grievances in the College/Department
- Discipline in the College
- Placement Training and related activities
- Internships and related activities
- Feedback system on faculty and Lab Instructors

The survey conducted on these parameters reveals that the overall satisfaction level is around 82%. In the parameter wise breakup it is seen that satisfaction level is the least in case of “Internships” and maximum in case of “Feedback System”, “Discipline in the campus” and “Counseling Service”.

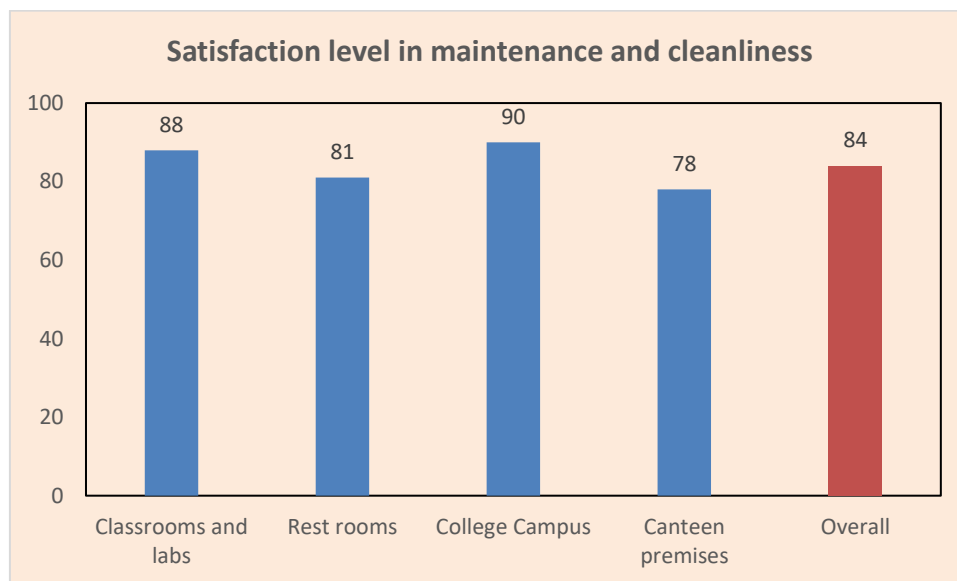


Satisfaction level in Maintenance and Cleanliness

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

- Class rooms and laboratories
- Rest rooms
- College campus
- Canteen Premises

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above said facilities is around 84%. The detailed analysis shows that the satisfaction level with respect to Cleanliness of the campus is maximum followed by Class rooms and Labs. It is also seen that the satisfaction level is the least in case of cleanliness of “Canteen premises”.

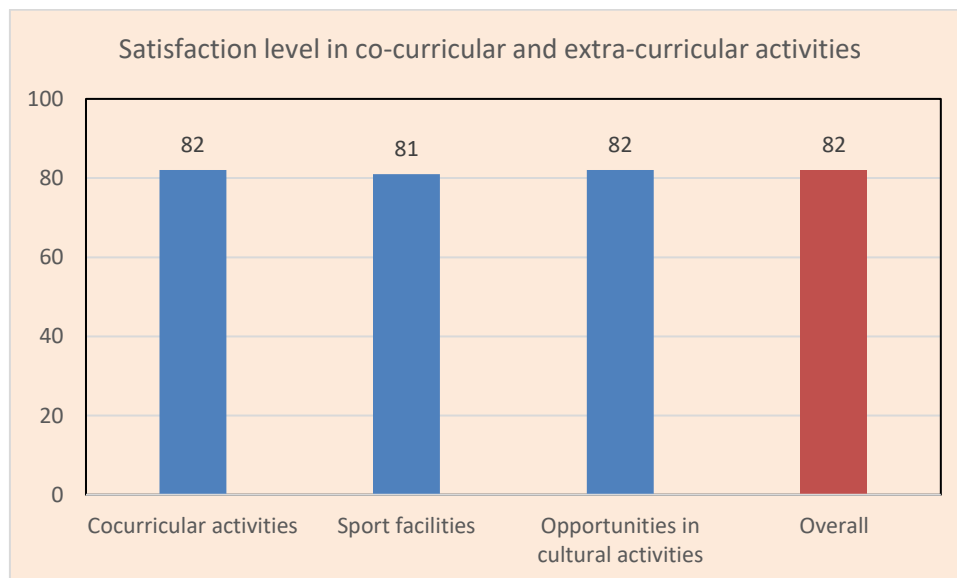


Satisfaction level in Co-curricular and extracurricular activities

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 and Outdoor Sports
- Opportunities to participate in Cultural activities

The analysis of the survey conducted shows that, the average satisfaction level of students with respect to above activities is around 82%. The detailed analysis shows that the satisfaction level with respect to Co-curricular activities is maximum is least in case of "Sports and Cultural activities".

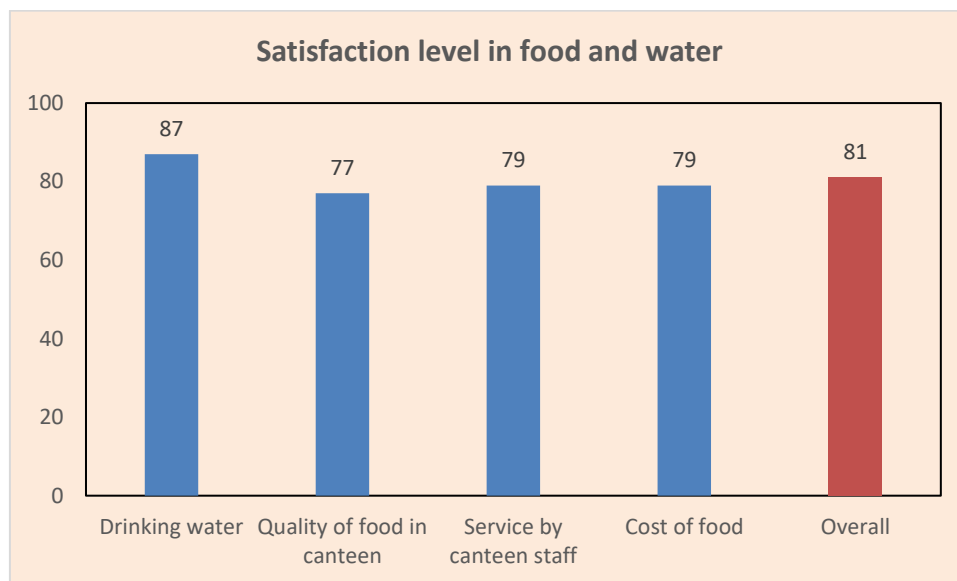


Satisfaction level in Food and Water

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 81%. The detailed analysis shows that the satisfaction level with respect to Drinking water provided in the campus is maximum. It is also seen that the satisfaction level is the least in case of “Canteen food” and “Cost of food in the canteen”.

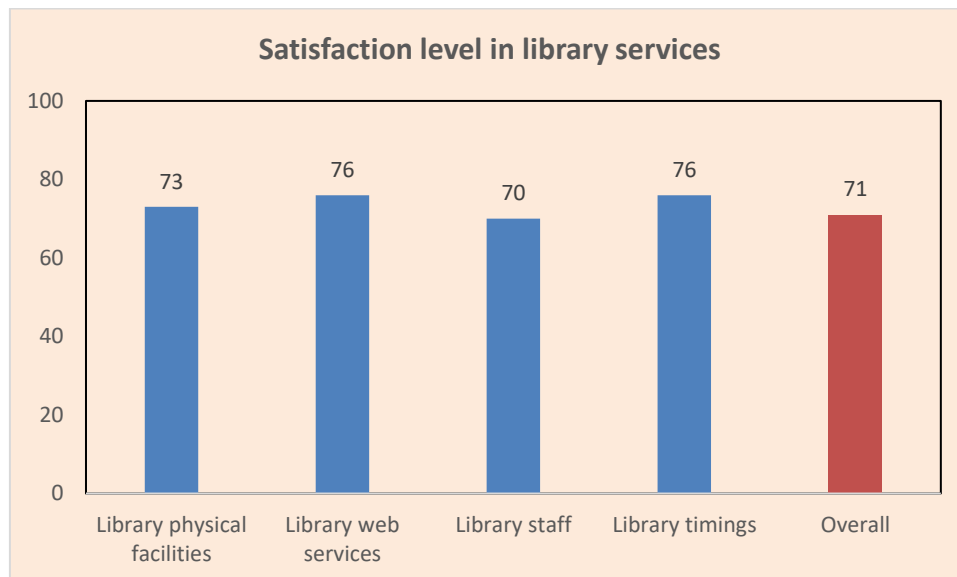


Satisfaction level in library services

The satisfaction level with respect to library services was measured based on 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 above 71%. 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.

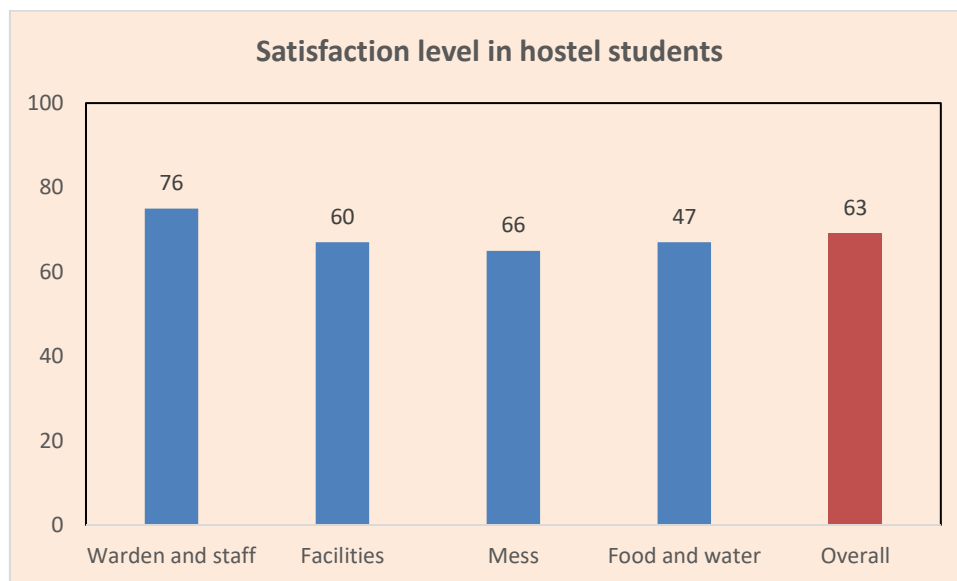


Satisfaction Level of Hostel Students

Global Academy of Technology has 5 hostels, three of them are for boys and two are for girl students. The satisfaction level is measured based on the following sub-parameters

- Warden and other Staff members
- Hostel Facilities and Cleanliness
- Mess Facilities
- Food and Water

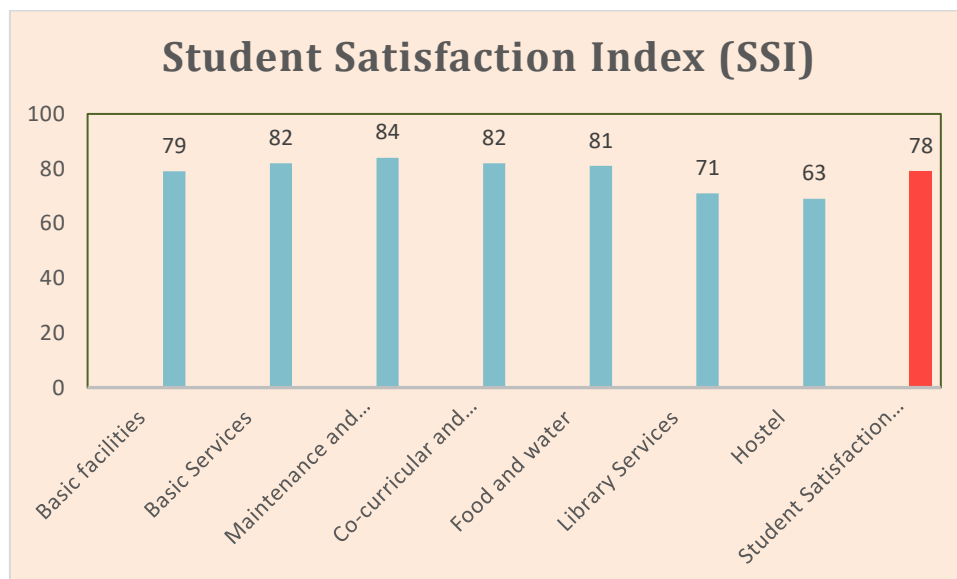
Based on the analysis it is revealed that, the satisfaction level in boys and girls hostels is around 69%. The parameter wise analysis shows that satisfaction level is the least in case of “Facilities provided in the hostel” followed by “Food and Water”. The other two facilities are above average.



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 78%.

Surveys	Feedback %	Weightage
Basic Facilities	79	20
Basic Service	82	20
Maintenance and Cleanliness	84	15
Co-curricular and extracurricular activities	82	15
Food and Water	81	10
Library Services	71	10
Hostel	63	10
Student Satisfaction Index (SSI)	78	



Recommendations from the Survey

The overall satisfaction level of students of Global Academy of Technology as seen by Student Satisfaction Index (SSI) is around 78%. The following are the issues on which the students have shown concern:

- The canteen facility inside the campus needs improvement
 - The quality of food to be improved
 - The canteen ambience needs to be improved
- The proper parking facility is essential
- Internship, industrial visits and industry-institute interaction need to be increased. Proper arrangements are required for internship activities
- Increase number of quality guest lectures and workshops
- Provide scope for cultural activities
- Library – Number of books to be increased
- The capacity of the IT facility to be increased with wi-fi facility to students and internet browsing center
- The internet facility and quality of food to be improved in hostel