

# STUDENT SATISFACTION SURVEY REPORT

2023



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**GLOBAL ACADEMY OF TECHNOLOGY**  
Autonomous institution affiliated to VTU, Belagavi.  
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# About the Survey

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The students of an institution play a central role as stakeholders, and all the institute's efforts are directed towards creating an inclusive and supportive environment to foster academic excellence. To cater to the students' needs, the institution has implemented various facilities such as hostels, drinking water, canteen services, housekeeping, transportation, and more. These provisions are just a few examples of the institution's commitment to fulfilling its program objectives as outlined in the policy document.

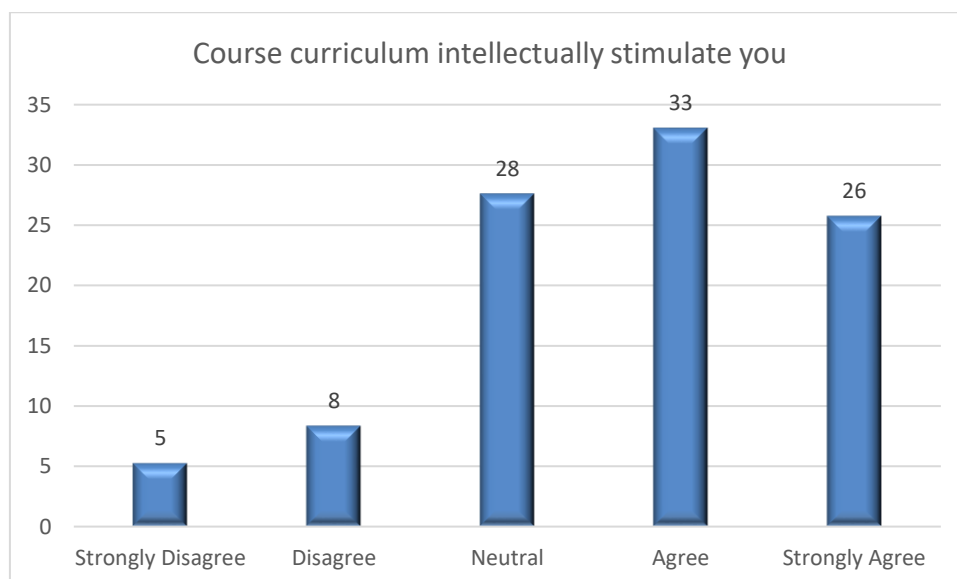
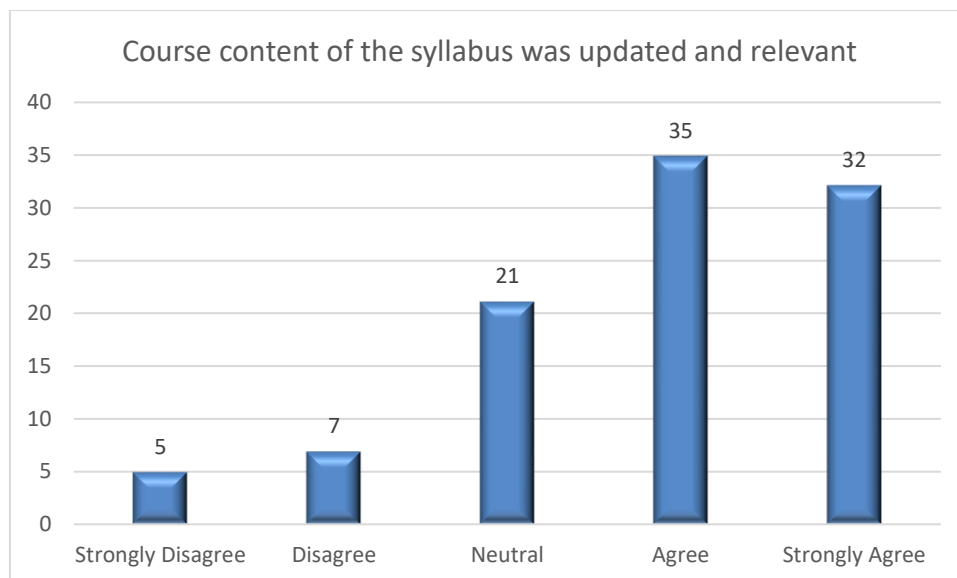
In order to ensure that the institution is effectively accomplishing its predetermined goals, it is crucial to periodically assess the perceptions and opinions of the students, who are the primary stakeholders. This assessment helps identify any areas where the institution may be deviating from its objectives and enables the implementation of necessary improvements. Consequently, a survey is currently being conducted to gather feedback from the students and gain valuable insights to enhance the overall system.

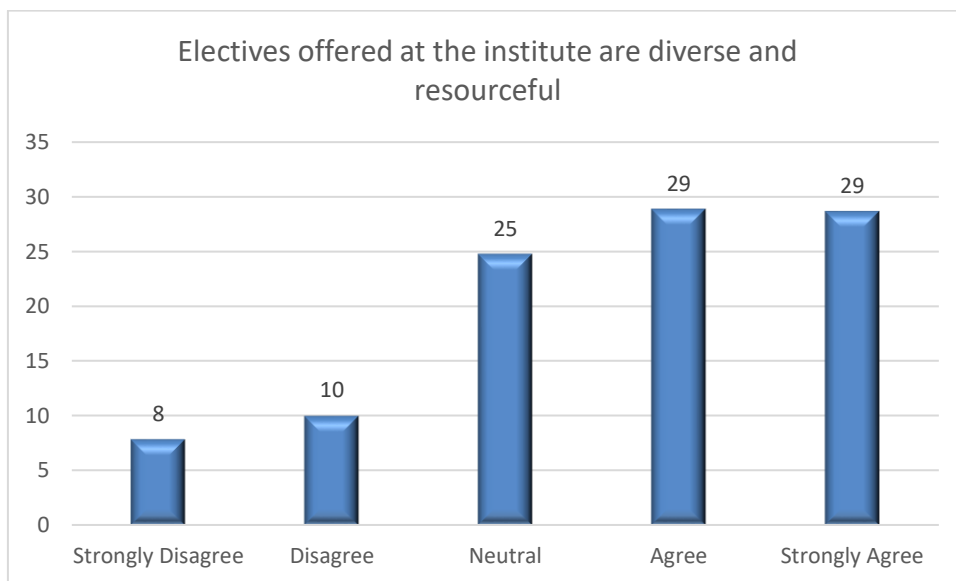
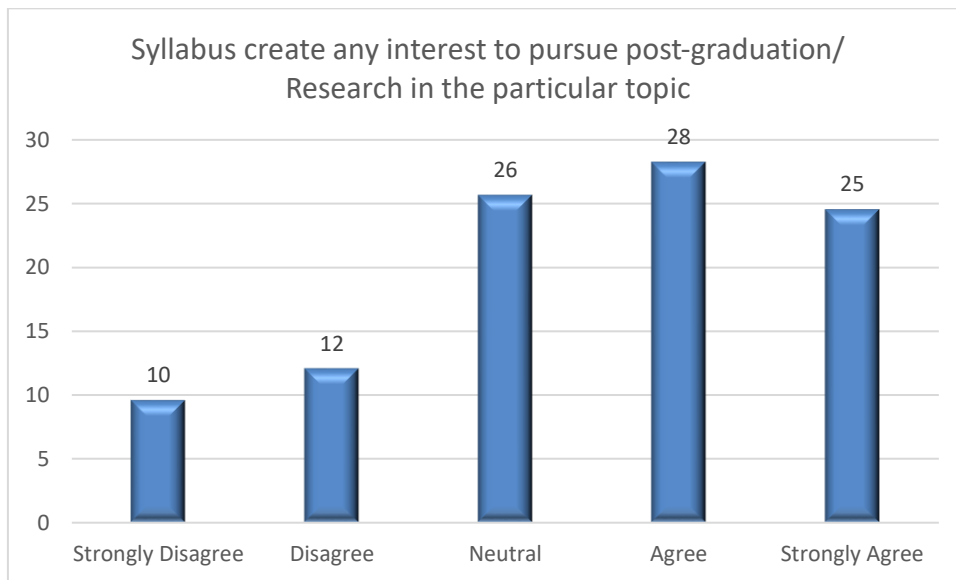
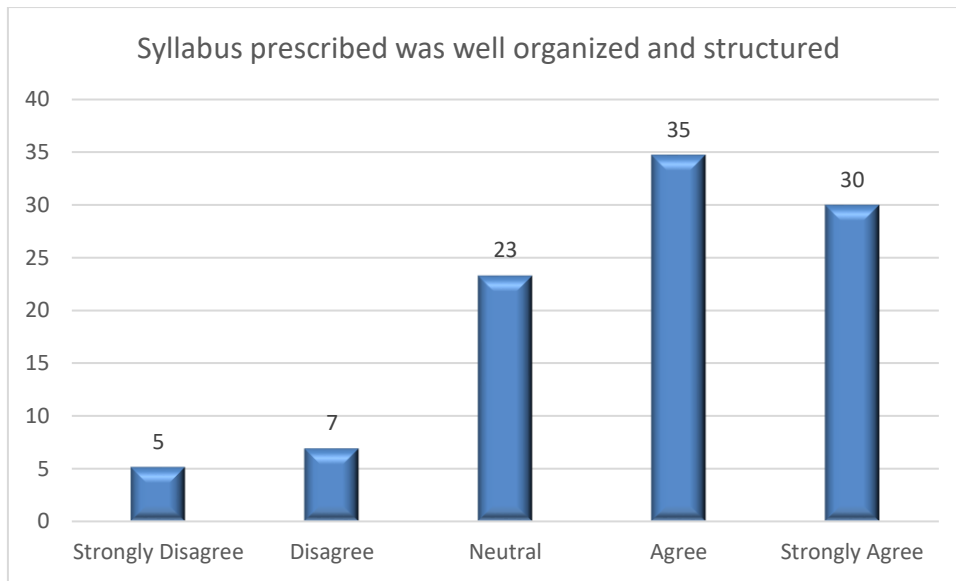
## **Survey Process:**

The survey was conducted among a diverse group of students from different branches and various semesters. A carefully crafted questionnaire was designed to collect responses on various dimensions. The survey was administered electronically, ensuring anonymity and encouraging honest responses. A large sample size was targeted to ensure representativeness and reliability of the findings.

## Analysis of Student Feedback on Curriculum

Curriculum plays a vital role in shaping the educational experience of students. It serves as a blueprint for learning, outlining the subjects, content, and teaching methods employed within an educational institution. Recognizing the significance of students' opinions and perspectives, we conducted a comprehensive survey to gather insights on the curriculum from students themselves. Below is a detailed analysis of the various parameters considered in the student survey on curriculum:





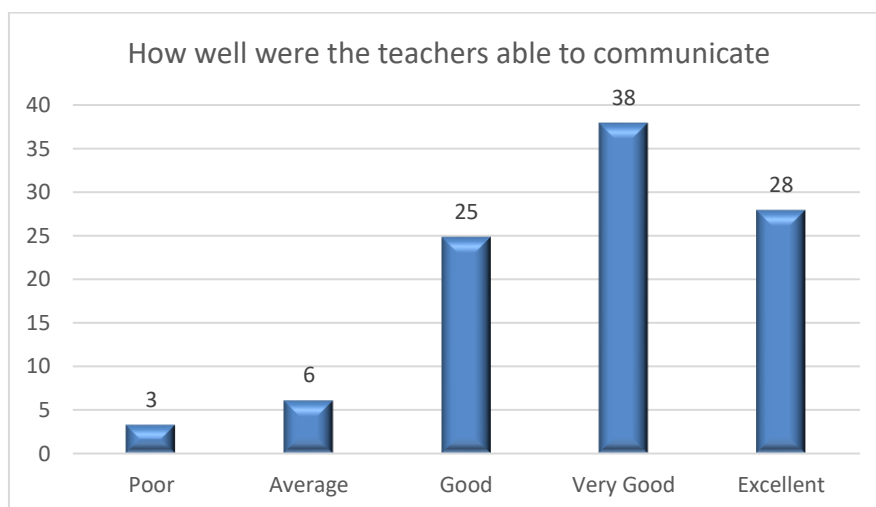
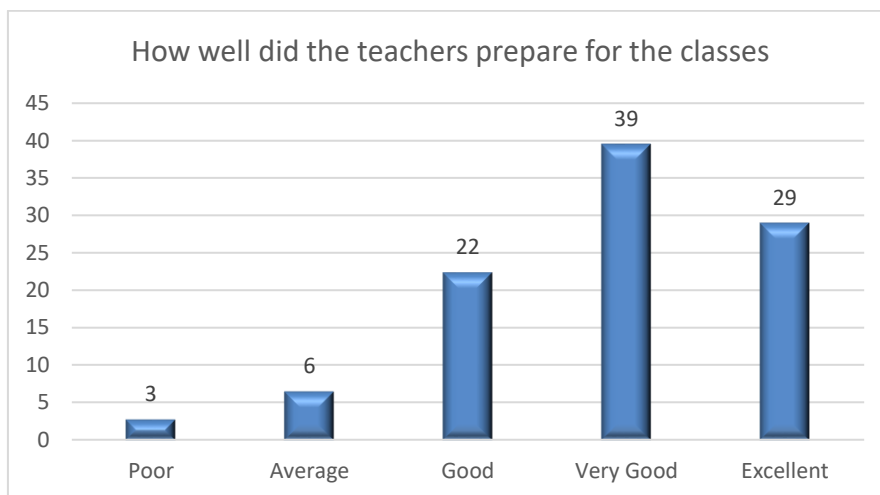
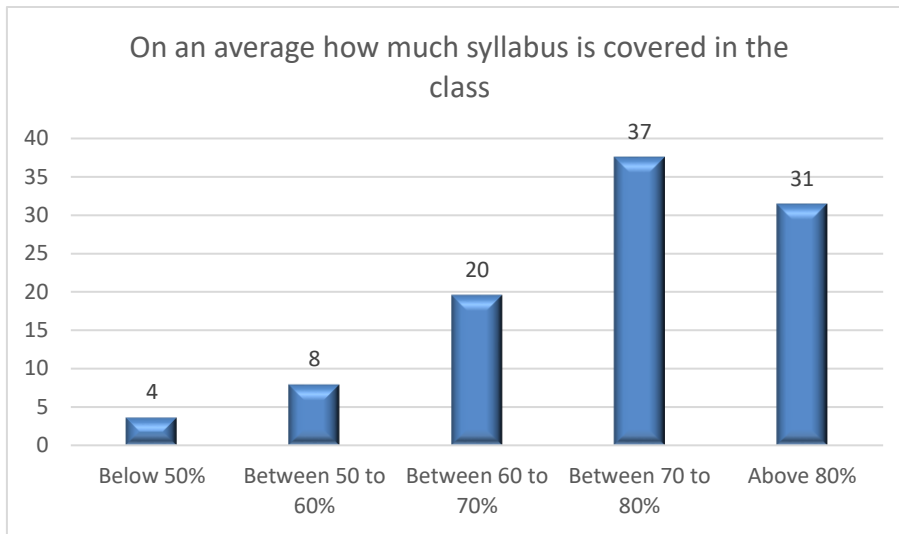
The student survey on curriculum provided valuable insights into the perspectives, preferences, and suggestions of students regarding their educational experience. The findings highlight the importance of a student-centric approach in curriculum development, incorporating relevant subjects, interactive teaching methodologies, diversified assessments, technology integration, and personalization. By considering these parameters and incorporating the feedback from students, institute can develop a curriculum that better meets the needs and expectations of the students. An engaging and relevant curriculum will not only enhance the learning experience but also better prepare students for their future endeavors.

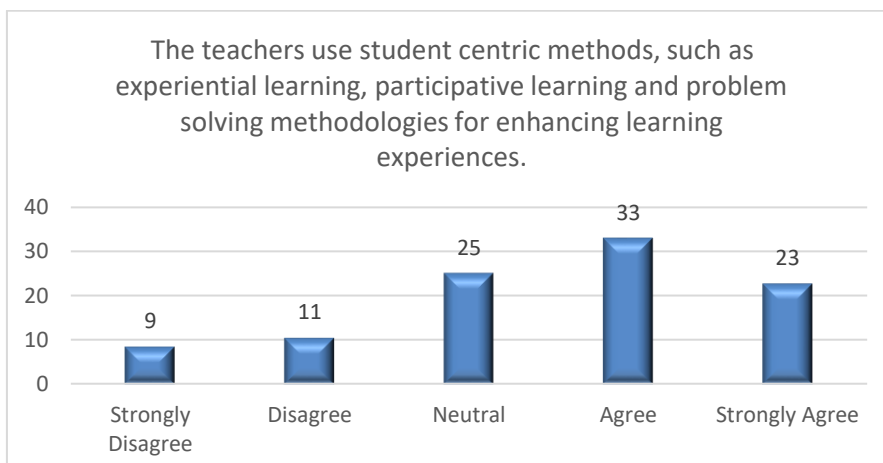
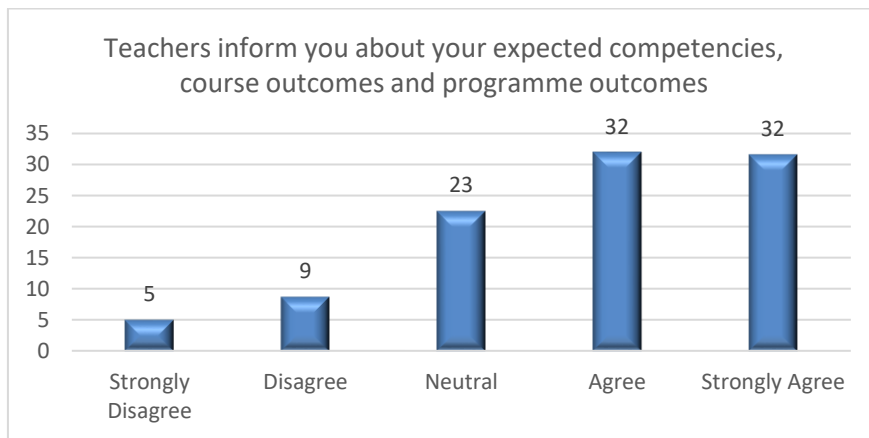
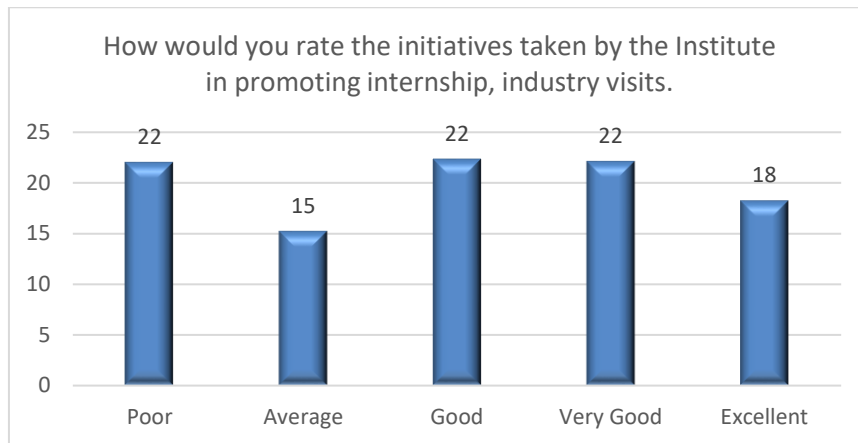
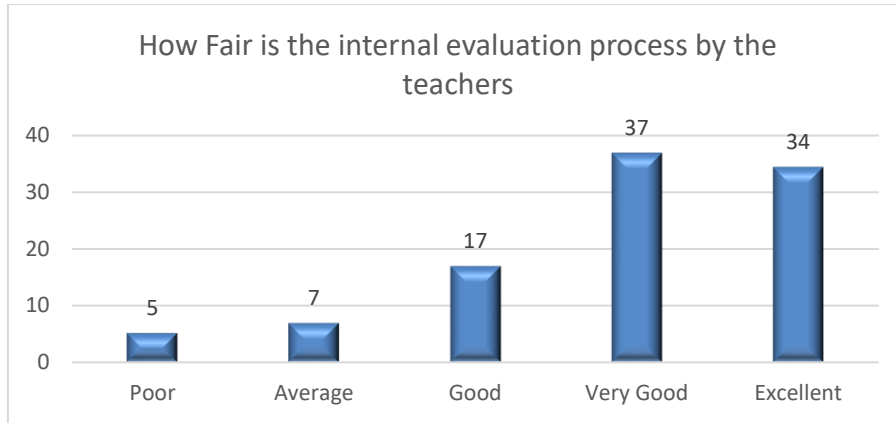
## Analysis of Feedback on Teaching Learning Process

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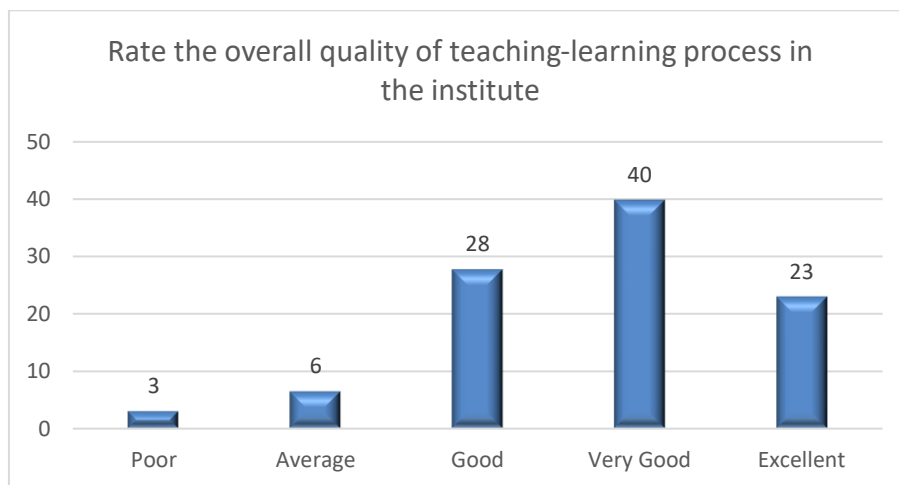
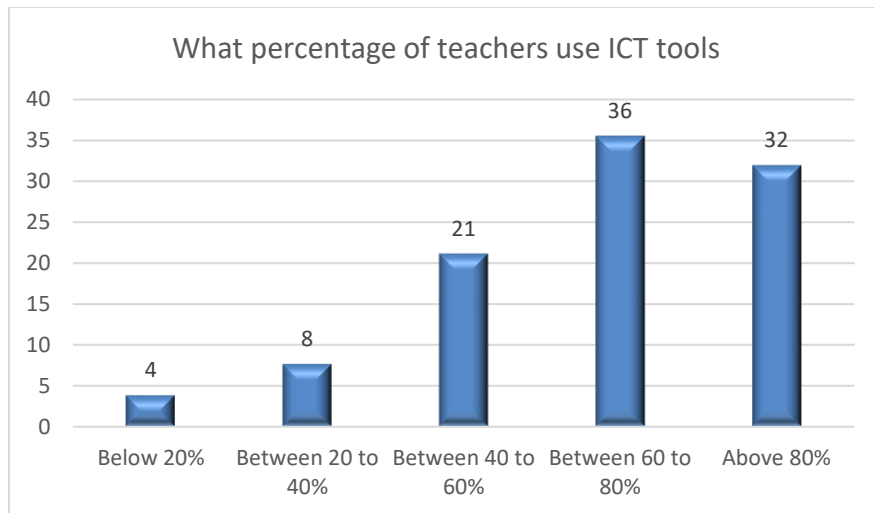
The teaching-learning process is at the core of education, shaping students' understanding, skills, and overall development. To gain a deeper understanding of students' perspectives and experiences regarding the teaching-learning process, a comprehensive survey was conducted. A well-designed questionnaire was used to gather responses on various dimensions of the teaching-learning process, including teaching methods, classroom environment, student engagement, teacher-student interaction, and overall satisfaction. The survey on the teaching-learning process shed light on students' perspectives and feedback regarding various aspects of their educational experience. The findings emphasized the importance of employing a variety of teaching methods, creating a positive classroom environment, promoting student engagement, fostering teacher-student interaction, integrating technology, and providing meaningful assessment and feedback. The key

insights and feedback obtained from the survey, shedding light on various aspects of the teaching-learning process are presented below.







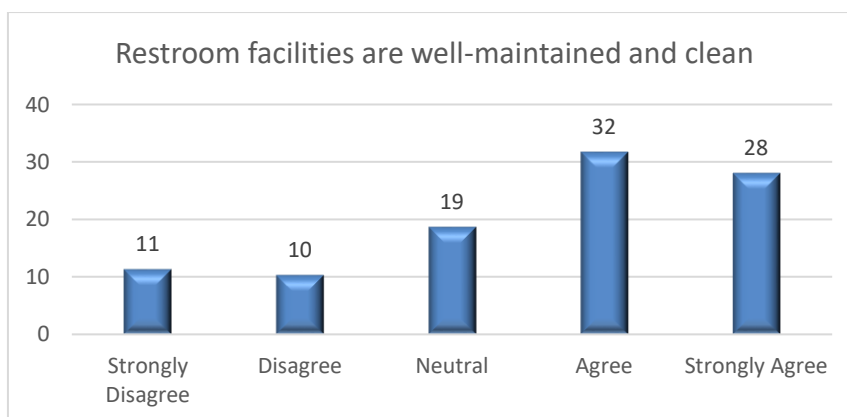
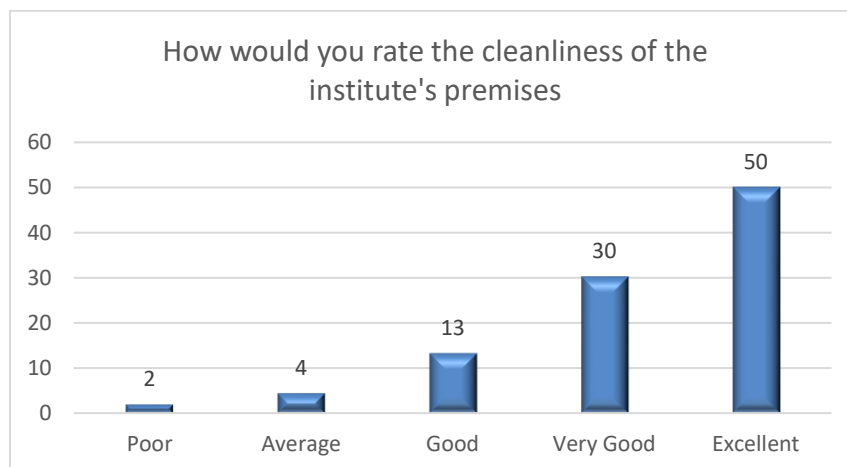


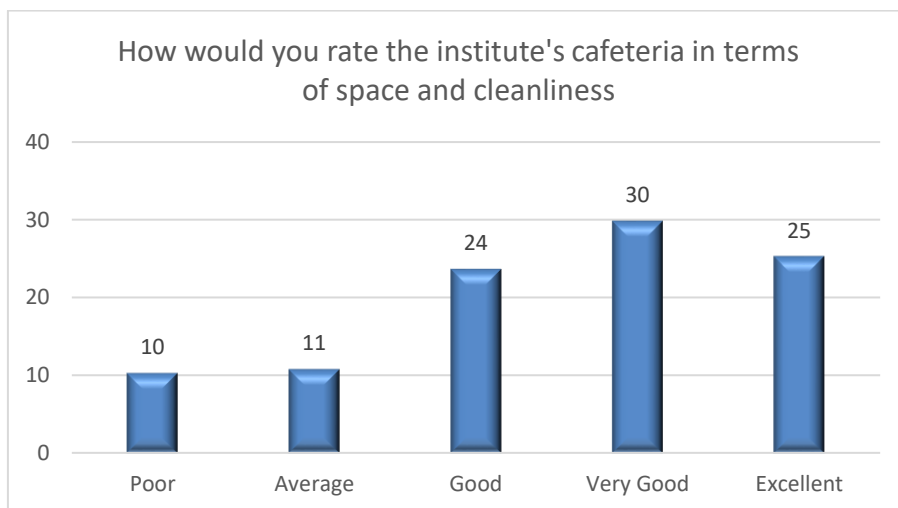
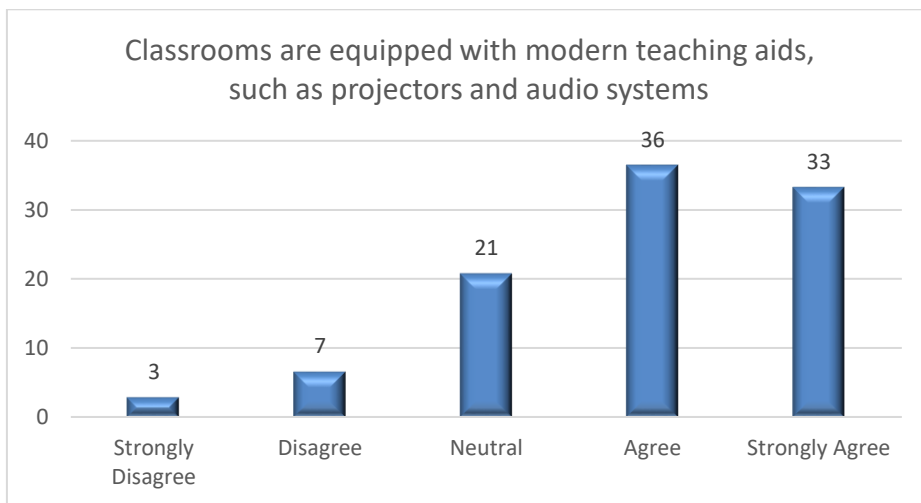
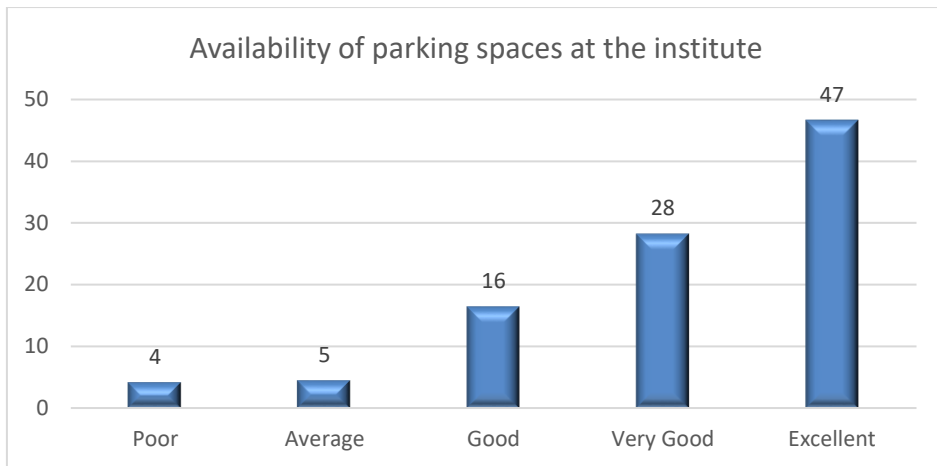
The survey revealed that students favor a variety of teaching methods that promote active learning. While traditional lectures were still valued, students expressed a preference for interactive methods such as discussions, group work, hands-on activities, and multimedia presentations. Students emphasized the importance of a positive and inclusive classroom environment. They valued a supportive and respectful atmosphere that encouraged collaboration and open communication. The findings indicated that students highly valued meaningful interactions with their teachers. They appreciated teachers who were approachable, supportive, and responsive to their questions and concerns. They appreciated assessments that evaluated their understanding, critical thinking, problem-solving, and creativity.

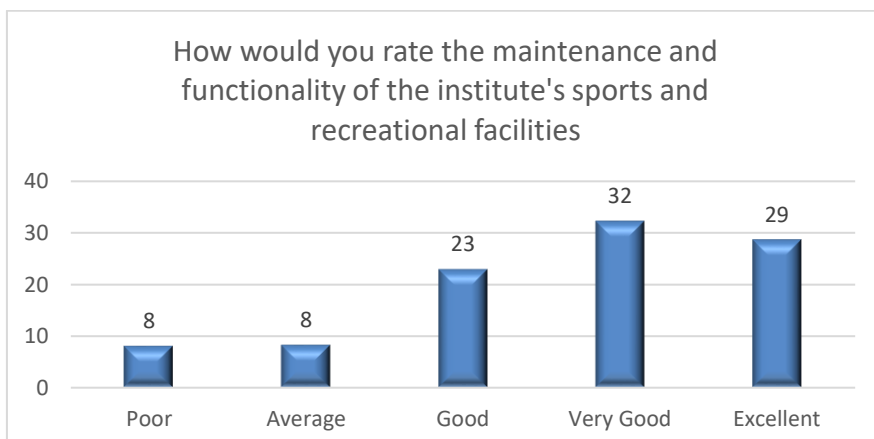
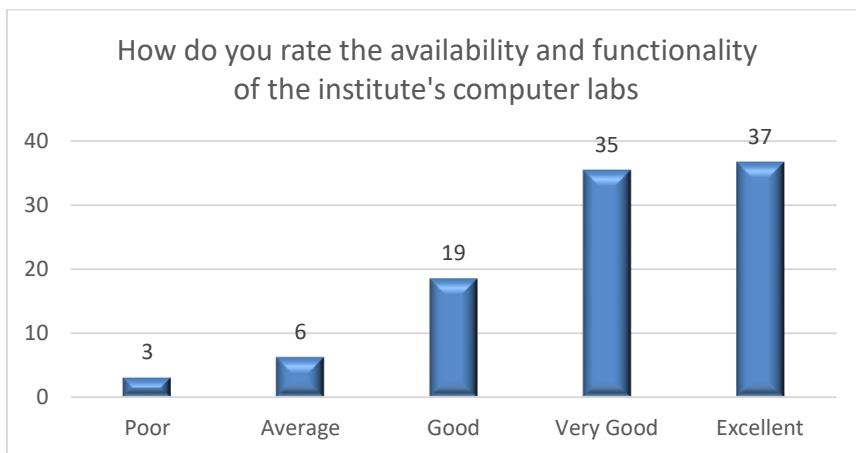
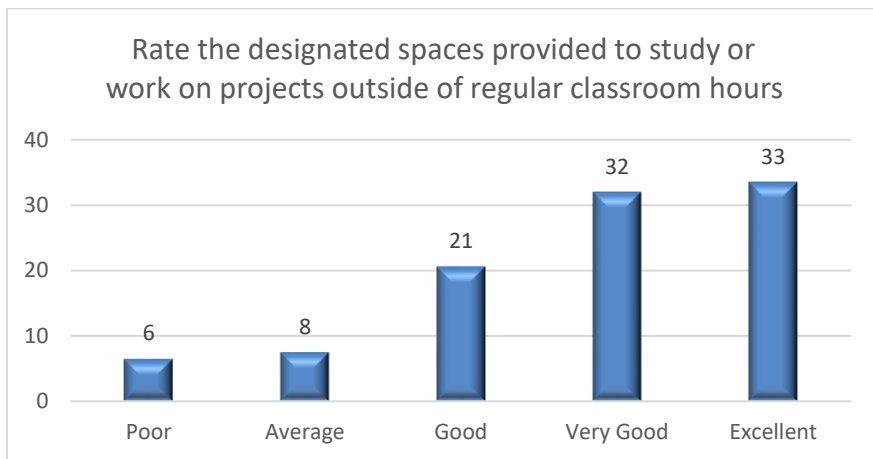
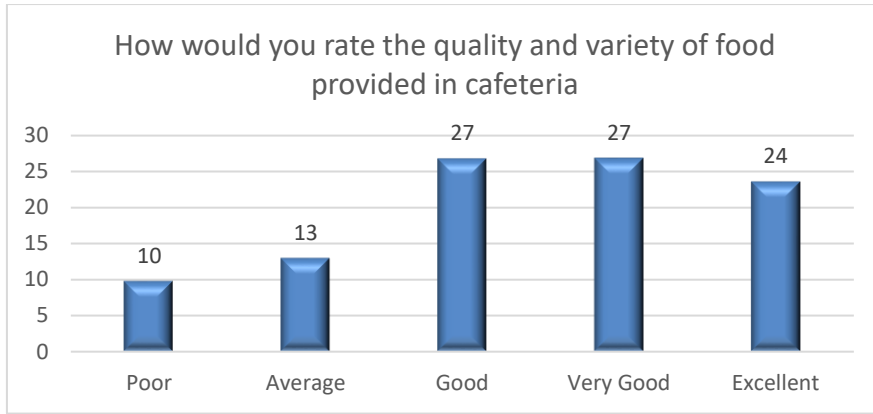
Additionally, timely and constructive feedback from teachers was seen as essential for their learning and improvement.

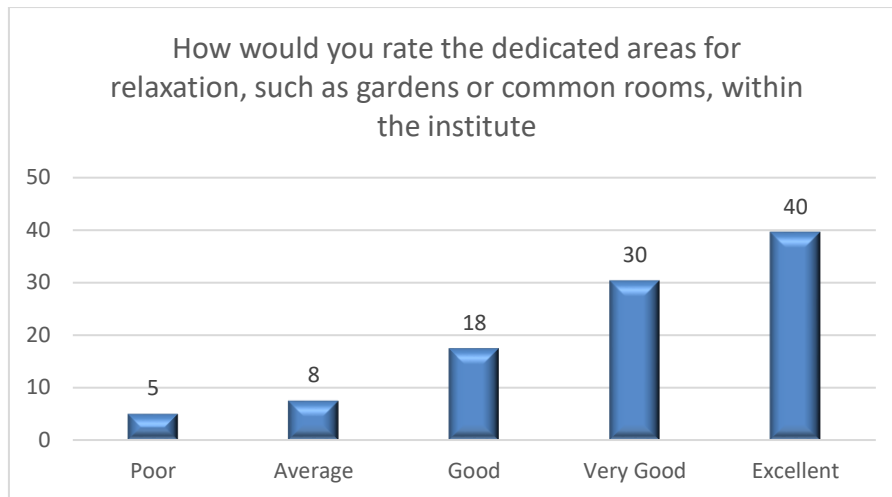
## Analysis of Feedback on Facilities at the Campus

In order to gauge student satisfaction with the basic facilities provided on campus, a comprehensive survey was conducted. The survey focused on various aspects of campus facilities, including classroom amenities, IT infrastructure availability, laboratory resources, parking facilities, cafeteria, and sports. Students were asked to rate their satisfaction levels based on their experiences with the provided facilities. The survey aimed to collect both quantitative ratings and qualitative feedback to obtain a comprehensive understanding of student satisfaction.









The analysis of student satisfaction with campus facilities, encompassing classrooms, IT infrastructure, cafeteria services, and sports amenities, provided the valuable insights into students' experiences and preferences.

The analysis of the conducted survey reveals that the average satisfaction level of students regarding the aforementioned facilities is approximately 76%. This indicates that there is room for improvement in meeting students' expectations and enhancing their overall satisfaction with the provided facilities. By identifying specific areas where satisfaction levels may be lower, institute can focus on implementing measures to address any concerns and raise the satisfaction levels among students. Continuous efforts to improve the quality of classrooms, IT infrastructure, cafeteria services, and sports amenities can lead to a more positive and rewarding campus experience for students.

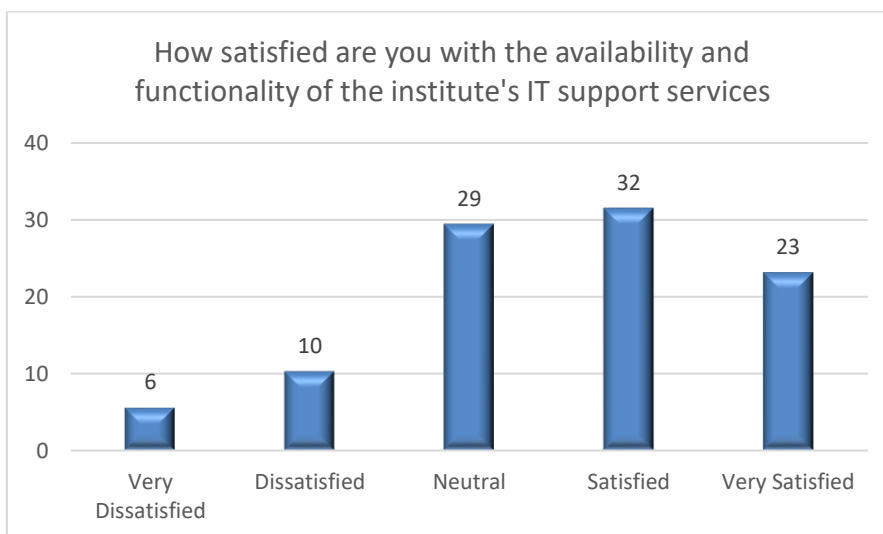
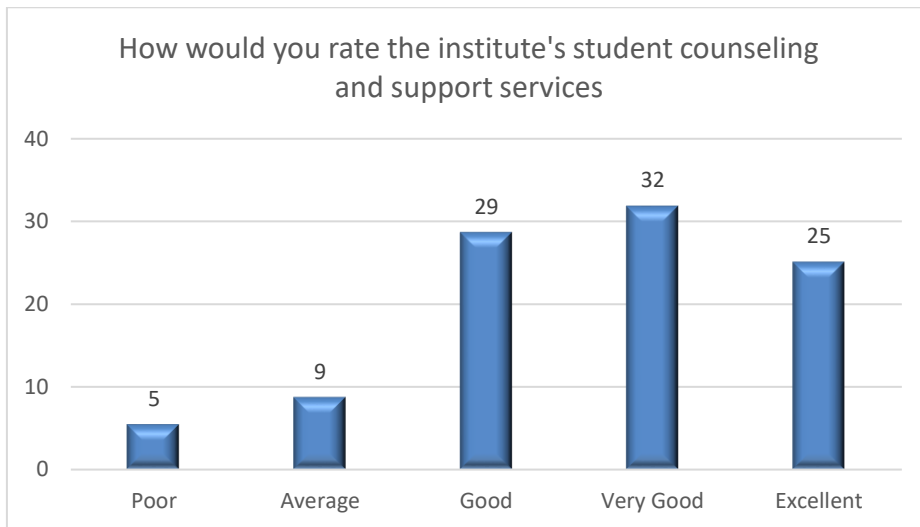
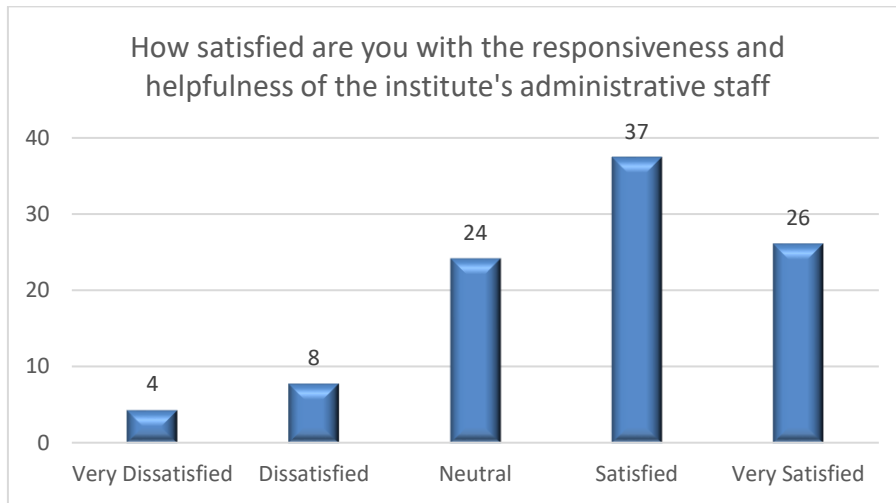
## Analysis of Feedback on Services at the Campus

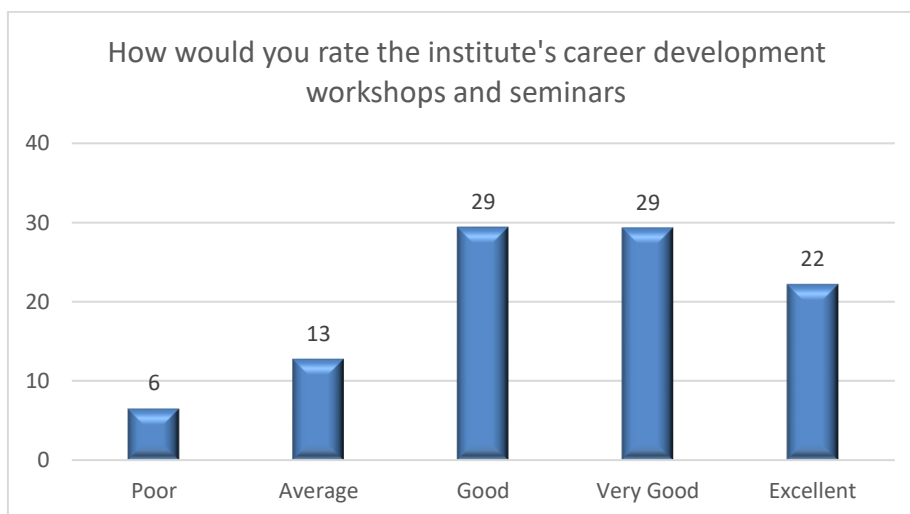
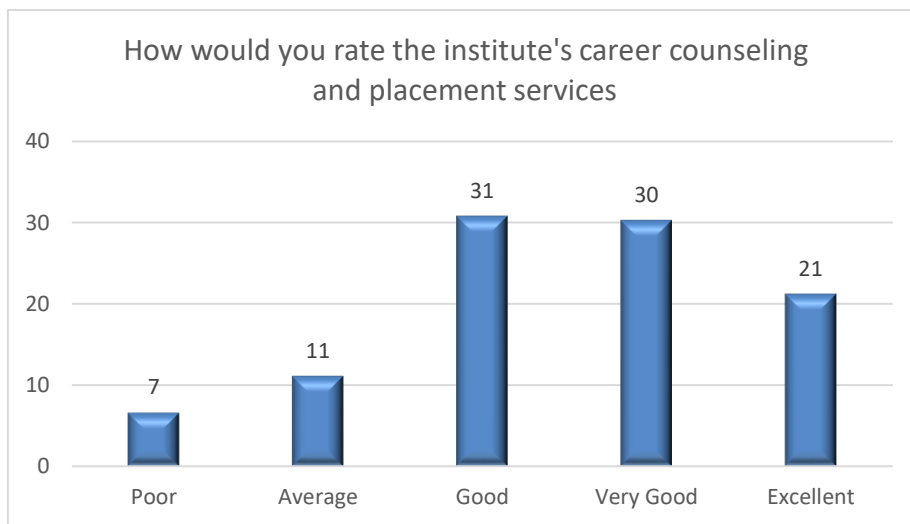
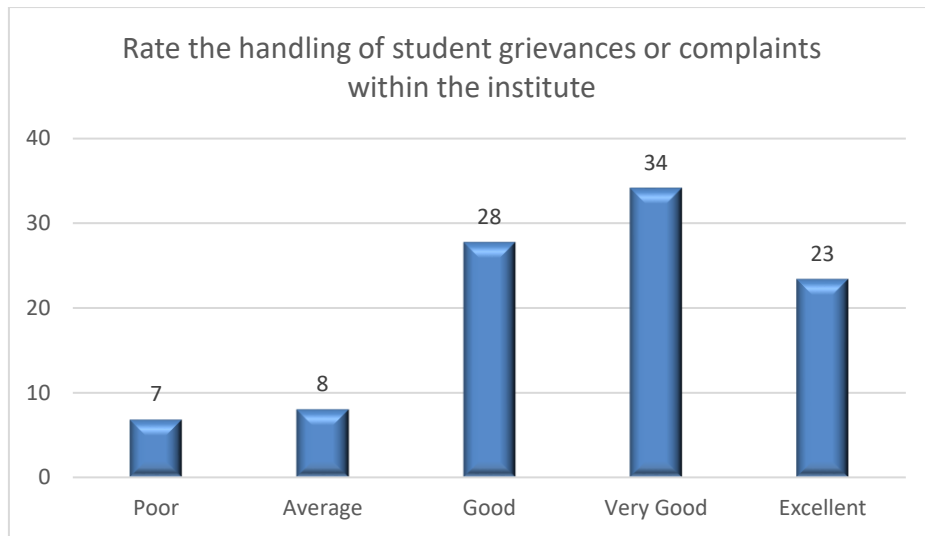
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The evaluation of student-related services at the institute is conducted using the following parameters:

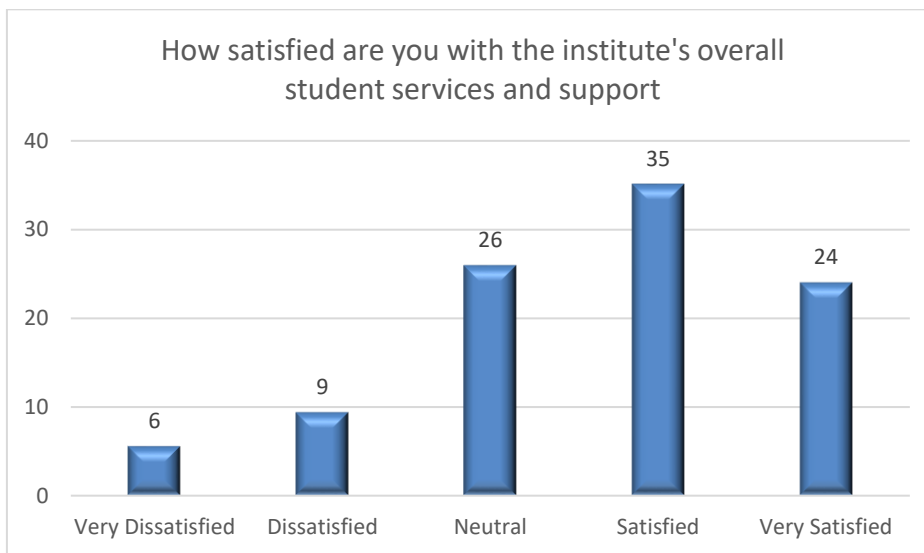
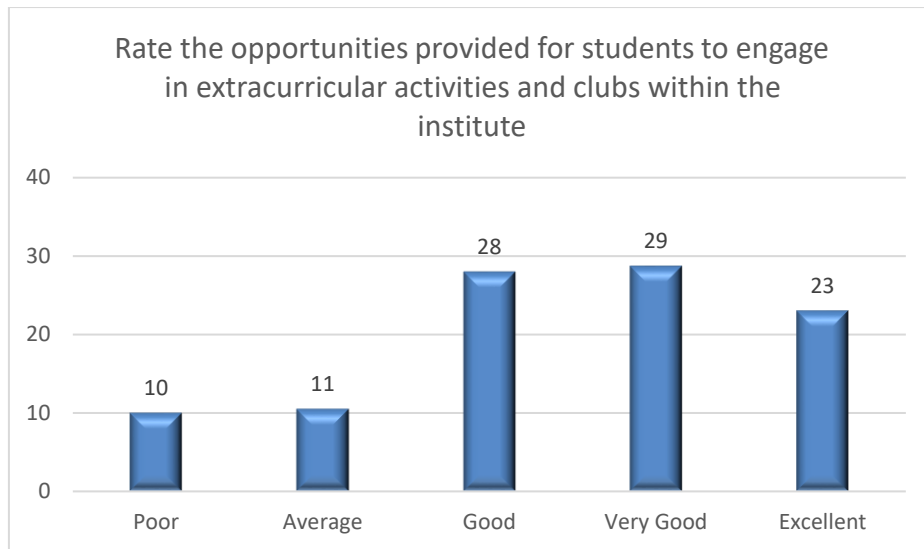
1. **Counselling/Mentoring Service:** This parameter assesses the quality and effectiveness of the institute's counselling and mentoring services. It focuses on the support provided to students in addressing their academic, personal, and emotional needs.
2. **Redressal of Grievances in the College:** This parameter measures how efficiently and promptly the institute addresses and resolves student grievances and complaints. It evaluates the responsiveness and effectiveness of the grievance redressal mechanism.
3. **Institute's Administrative Staff:** This parameter assesses the performance and professionalism of the institute's administrative staff. It includes factors such as responsiveness, helpfulness, and efficiency in handling administrative tasks and student queries.
4. **IT Support:** This parameter evaluates the quality and availability of IT support services provided by the institute. It includes aspects such as technical assistance, access to computer resources, and overall support for technology-related needs.
5. **Placement Training and Career Guidance:** This parameter assesses the effectiveness of the institute's efforts in providing placement training and career guidance to students. It focuses on activities such as resume building, interview preparation, and internships that enhance students' employability.
6. **Extracurricular Activities:** This parameter evaluates the range and quality of extracurricular activities available to students. It includes sports, cultural events, clubs, and other recreational opportunities that contribute to the overall development of students.

The parameter wise analysis is shown below:









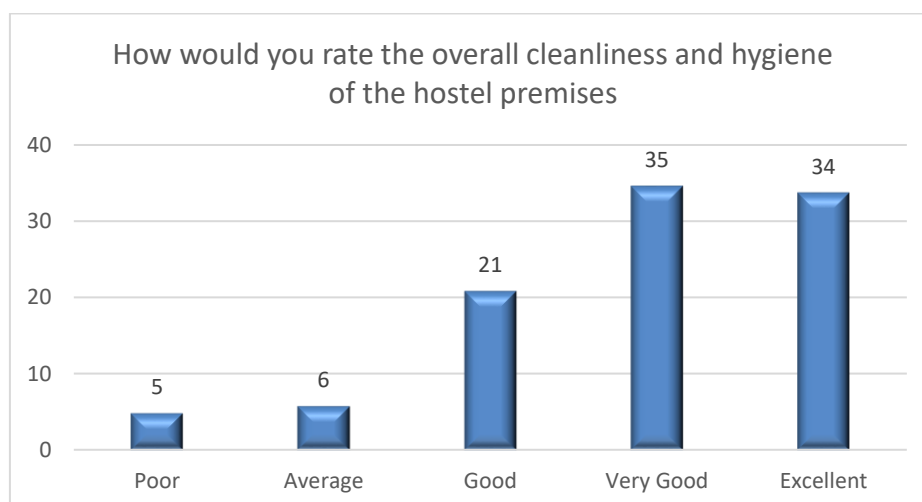
Based on the survey conducted on these parameters, the overall satisfaction level among students is approximately 71%. This indicates a moderate level of satisfaction with the student-related services provided by the institute.

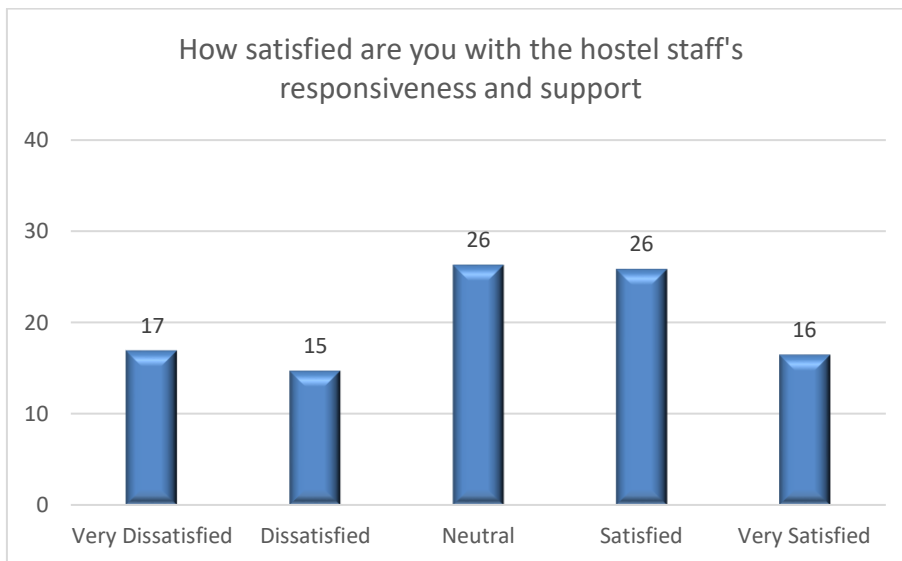
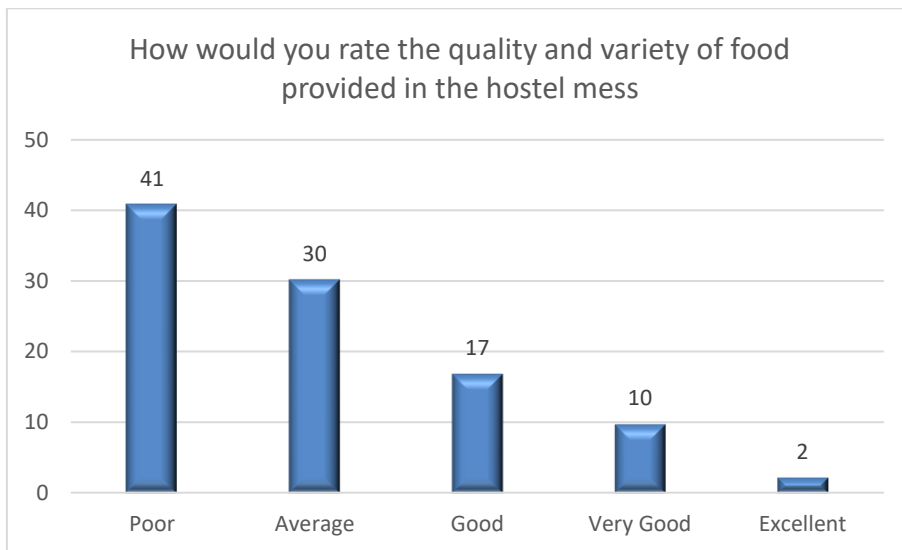
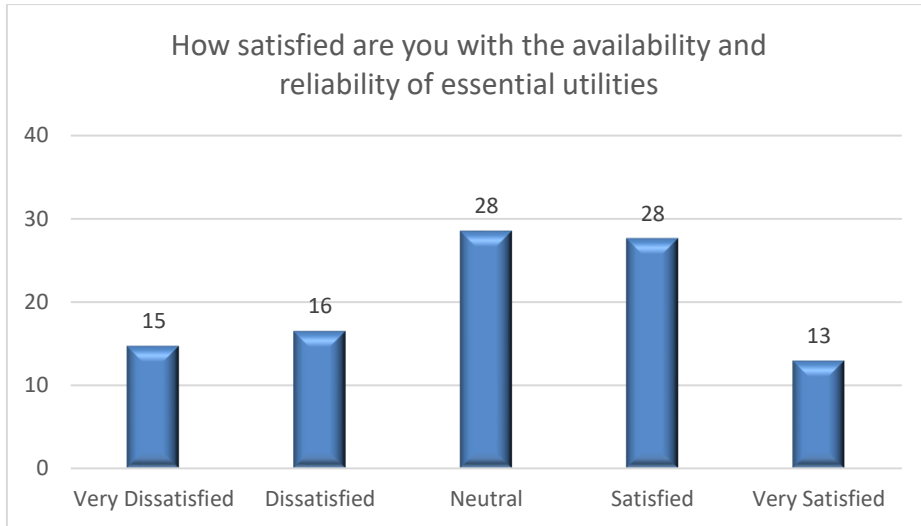
## Analysis of Student Feedback on Hostel Facilities

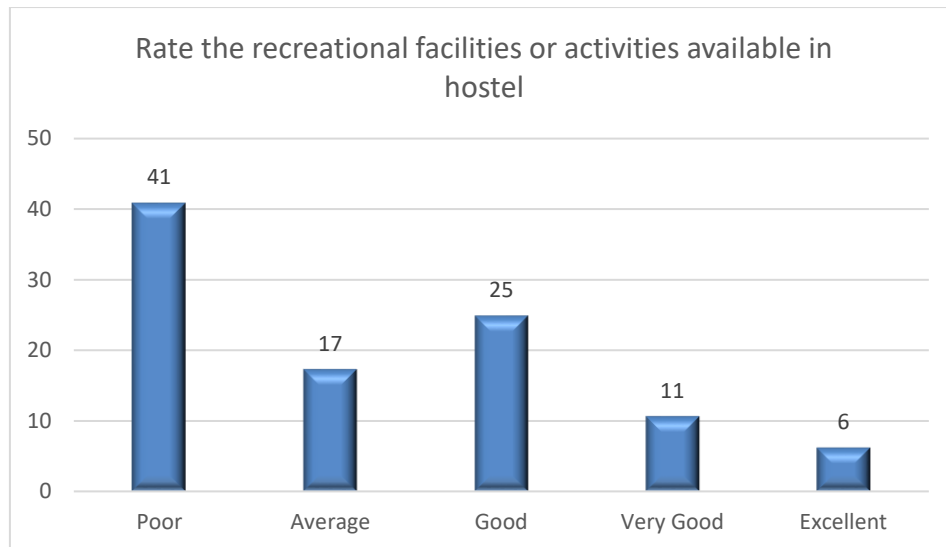
The Global Academy of Technology has two hostels, one for male students and one for female students. The satisfaction level in these hostels is measured using the following sub-parameters:

1. **Warden and Other Staff Members:** This sub-parameter assesses the satisfaction level with the behaviour, responsiveness, and support provided by the warden and other staff members in the hostels.
2. **Hostel Facilities and Cleanliness:** This sub-parameter evaluates the satisfaction level regarding the overall facilities and cleanliness of the hostels. It includes factors such as the condition of rooms, bathrooms, common areas, and the availability of basic amenities.
3. **Mess Facilities:** This sub-parameter measures the satisfaction level with the mess facilities, including the quality and variety of food, hygiene standards, and the availability of meals as per schedule.
4. **Recreational Facilities:** This sub-parameter assesses the satisfaction level with the recreational facilities provided in the hostels

The detailed analysis of feedback obtained from students is presented below







Based on the analysis, it is revealed that the overall satisfaction level in both the boys and girl's hostels is around 57%. Further analysis of the parameters shows that the satisfaction level is the lowest in terms of the Quality of Food.

This indicates that students are generally less satisfied with the quality of food provided in the hostels. It suggests a need for improvement in the mess facilities to enhance the overall satisfaction level among the residents.

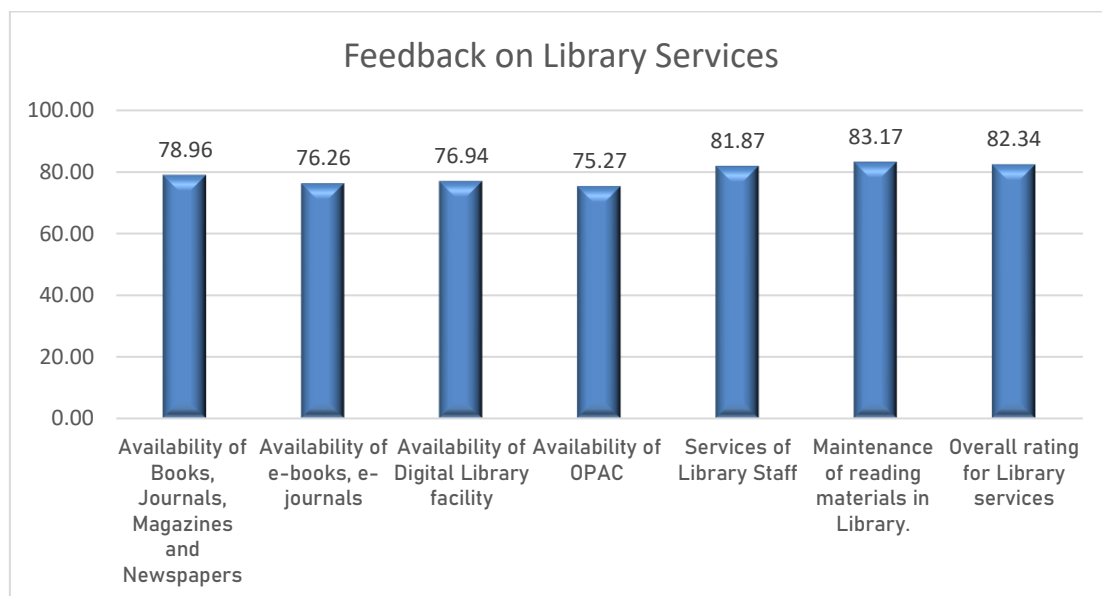
## Analysis of Feedback on Library services

The feedback with respect to library services was evaluated using the following parameters:

1. Availability of Books and E-books: This parameter assesses the satisfaction level with the availability and accessibility of both physical books and electronic books (e-books) in the library. It includes factors such as the range and variety of books, the adequacy of the collection in different subject areas, and the availability of e-books for digital reading.
2. Library Physical Facilities: This parameter measures the satisfaction level regarding the physical infrastructure and facilities of the library. It includes factors such as the layout and design of the library, seating

arrangements, study spaces, noise levels, lighting, temperature control, and overall comfort and convenience of the library environment.

3. **Library Web Facilities:** This parameter evaluates the satisfaction level with the digital resources and online services provided by the library. It includes factors such as the functionality and user-friendliness of the library's website, ease of searching for books and other resources online, availability of electronic databases, and access to online journals and articles.
4. **Library Staff:** This parameter assesses the satisfaction level with the behavior, knowledge, and helpfulness of the library staff. It includes factors such as the responsiveness of the staff to inquiries and requests for assistance, their expertise in guiding users in finding resources, and their overall professionalism and friendliness.



Based on the survey conducted on these parameters, the overall satisfaction level with library services is approximately 80%. This indicates a high level of satisfaction among users of the library. The positive feedback suggests that the availability of books and e-books, library physical facilities, web facilities, and staff, are meeting the needs and expectations of the students and other library users.

# Student Satisfaction Index

The student satisfaction index (SSI) is a metric used to measure the level of satisfaction among students regarding various aspects of their educational experience. It provides insights into students' opinions, perceptions, and overall satisfaction with different aspects of their academic journey. The index takes into account multiple factors that contribute to student satisfaction, such as teaching quality, curriculum, student support services, campus facilities, extracurricular activities, and overall institutional environment. The SSI is arrived by taking weighted average with weights being the number of students who participated in respective surveys.

Surveys	Feedback %	Number of Participants
Curriculum	73.28	971
Teaching Learning Process	73.86	971
Facilities @ GAT	76.66	971
Services @ GAT	71.36	971
Hostel	57.23	225
Library Services	79.26	385
<b>Student Satisfaction Index(SSI)</b>	<b>73.42</b>	

## Recommendations from the Survey

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According to the Student Satisfaction Index (SSI), the overall satisfaction level of students at Global Academy of Technology is approximately 72%. However, there are several key areas that require immediate attention from the institute's management. These areas include:

### 1. Hostel Facilities:

- The improvement of certain facilities in the hostels is highly necessary.
- The quality of food provided to students needs to be improved.
- Students residing in the hostels would greatly benefit from additional facilities such as indoor games and an in-house library.

### 2. Canteen Facility:

- The canteen facility within the campus is in need of improvement.
- Increasing the number of food courts would help accommodate the students' needs better.

### 3. Extracurricular Activities:

- It is advisable to conduct a greater number of department-level extracurricular activities.
- Departments should actively monitor and encourage students' participation in such activities to foster their overall development.

### 4. Department Club Activities:

- The department club activities require strengthening to enhance student engagement and participation.

### 5. Industry Visits and Workshops:

- Departments should organize a higher number of industry visits and workshops for students.
- These initiatives will provide students with practical exposure and industry-relevant knowledge.

## 6. Library Fine Collection:

- Implementing student ERP or online payment modes for collecting library fines would streamline the process and make it more convenient.

## 7. Library Timing:

- During examination time, it is recommended to extend the library's operating hours at least until 6:30 PM.
- This would allow students to utilize the library's resources for their studies during crucial periods.

By addressing these issues, the management of Global Academy of Technology can contribute to improving the overall satisfaction level of its students.

Date of submission of Report: 4<sup>th</sup> September 2023



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