

# STUDENT SATISFACTION SURVEY REPORT

# 2018



**GLOBAL ACADEMY OF TECHNOLOGY,  
BENGALURU - 560098**

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# About the Survey

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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 Chairman of IQAC has appointed a sub-committee consisting of Dr. Anil P N, Professor and Head- Department of Mathematics, Mr. Bharath V, Assistant Professor, Department of Mechanical Engineering and Mr. Ashwin HM, Assistant Professor – Department of Mechanical Engineering to conduct the survey and submit the report.

The Sub-committee, after deliberations came to a conclusion to elicit the opinion of students on different attributes broadly categorized into 7 dimensions viz. 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 sub-committee hopes that, 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.

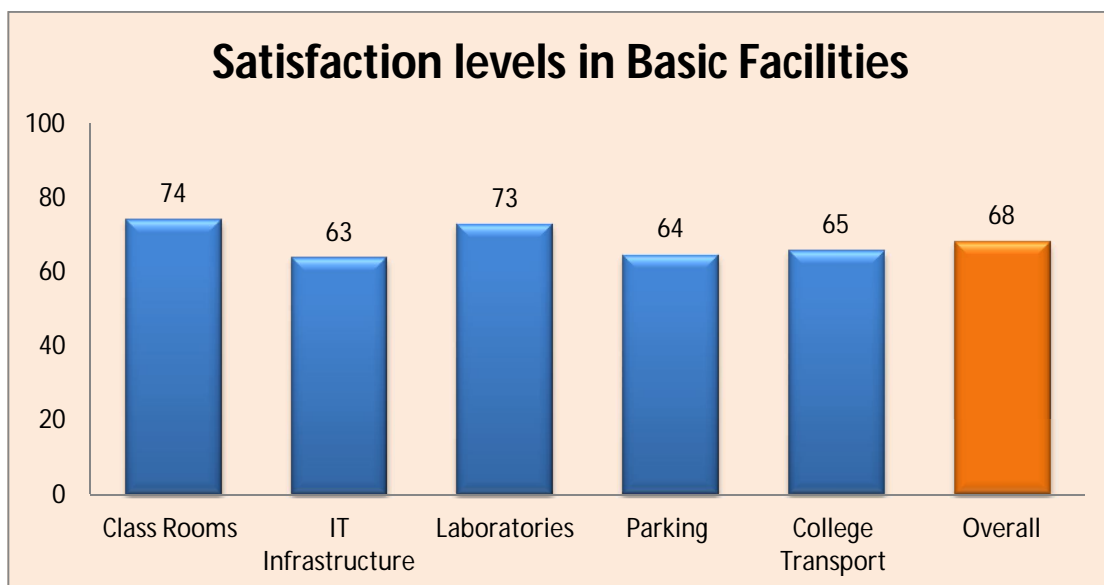
The sub-committee and IQAC sincerely thank all the members of the Management, Principal, and Heads of the Departments & Staff, coordinators of the Departments for permissions and implementation of the survey. IQAC conveys thanks to the students who have expressed their opinions and/or views sincerely.

## 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, Wifi,)
- 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 68%. 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".

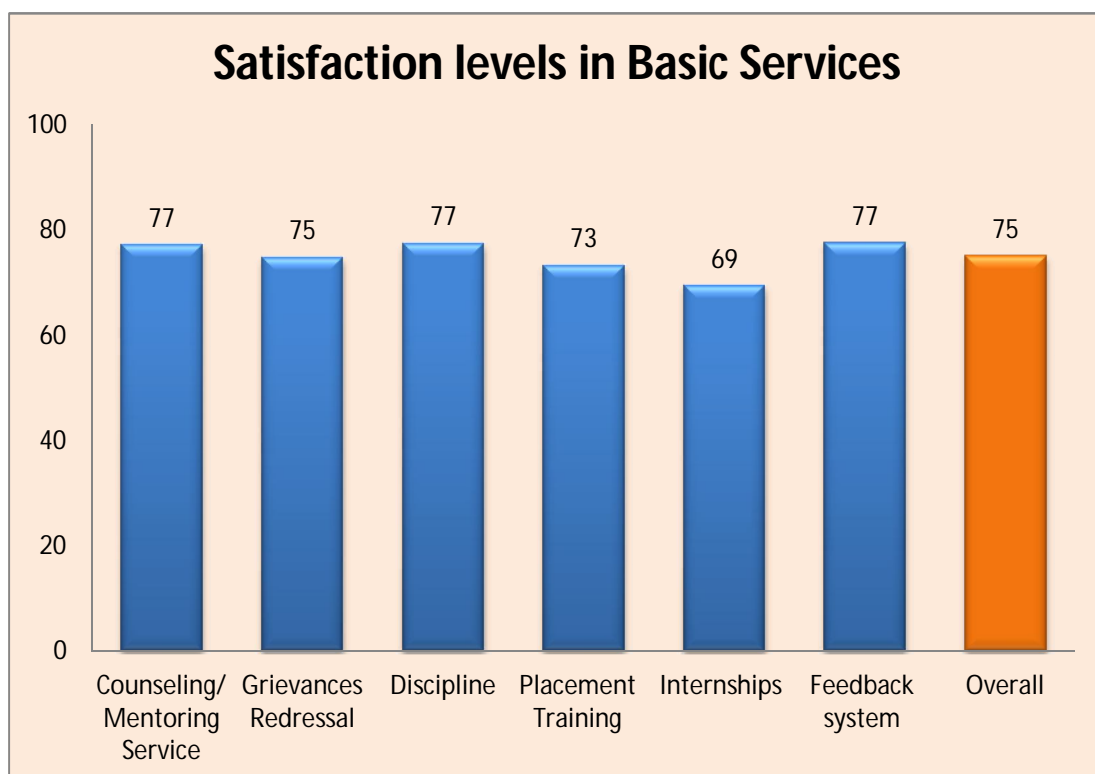


## Satisfaction level in Basic Services at the Campus

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 75%. 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".

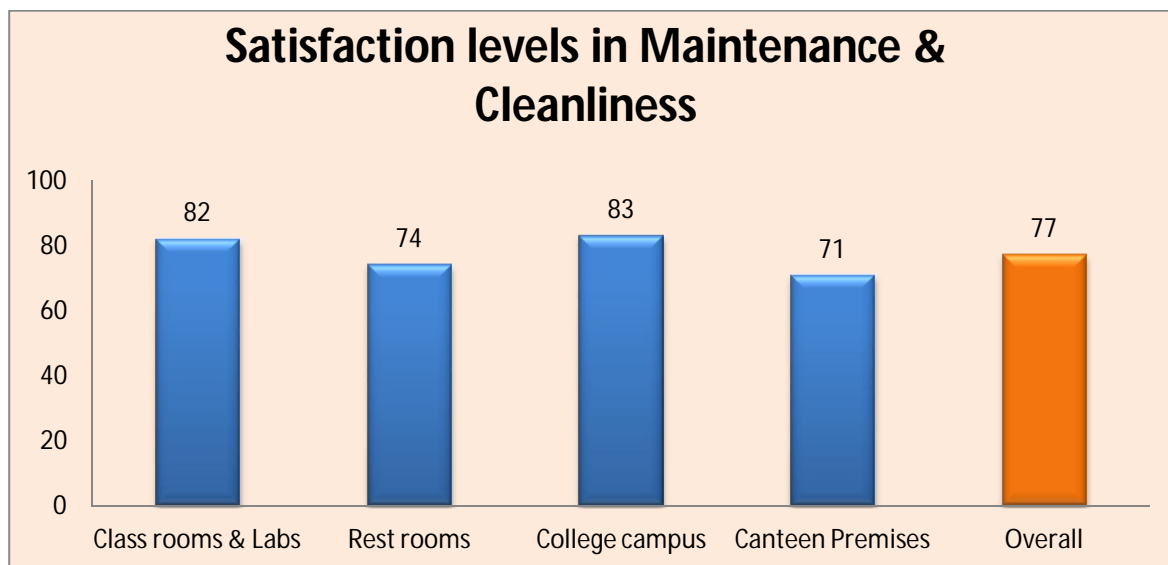


## Satisfaction level in Maintenance and Cleanliness

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 77%. 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".

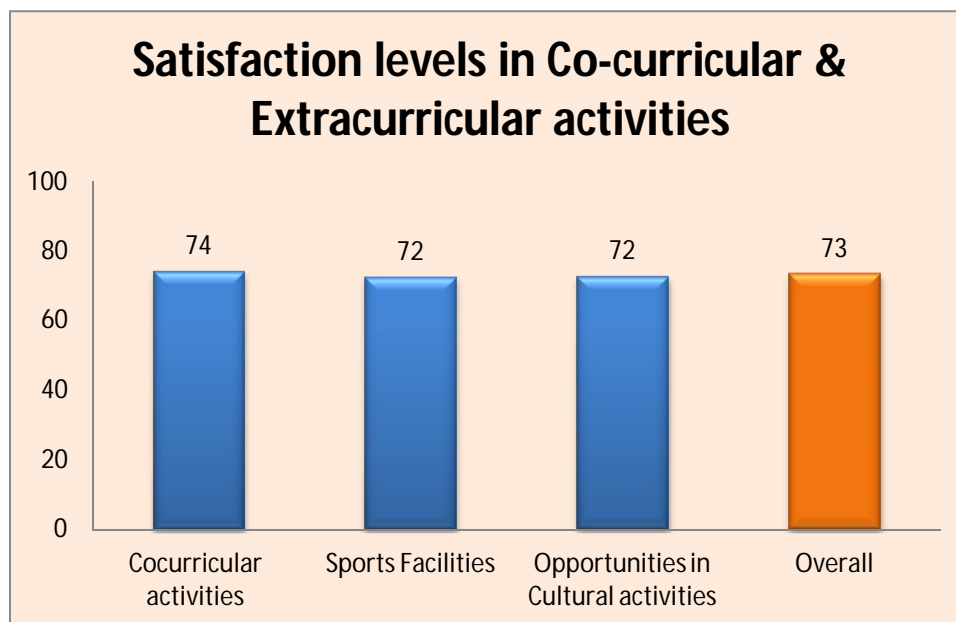


## Satisfaction level in Co-curricular and extracurricular activities

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 73%. 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".



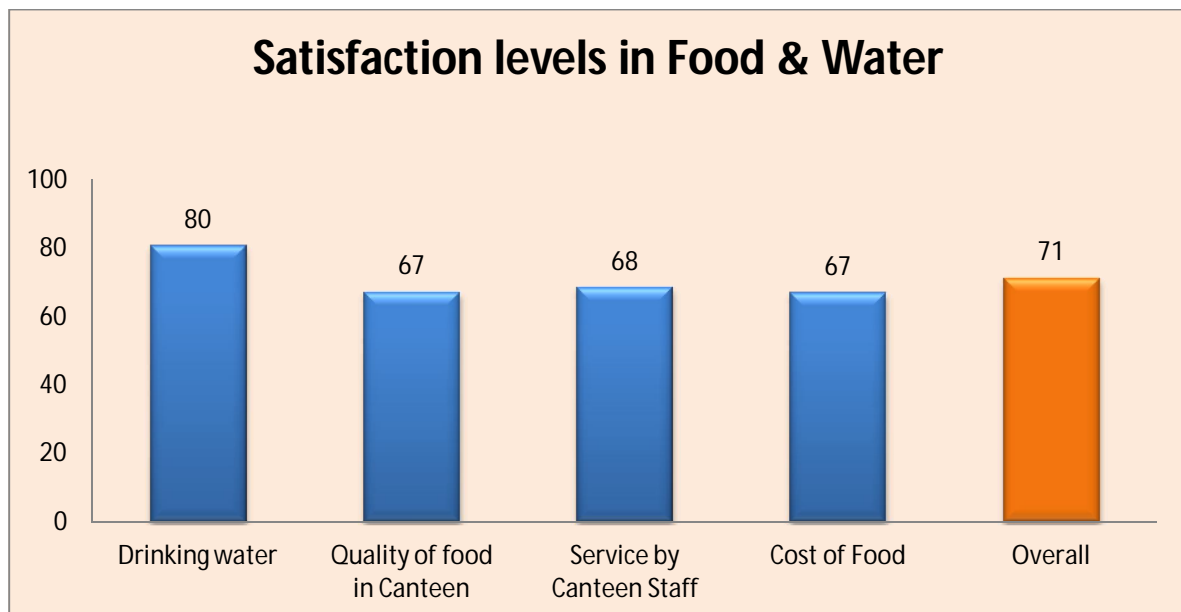


## Satisfaction level in Food and Water

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 71%. 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".

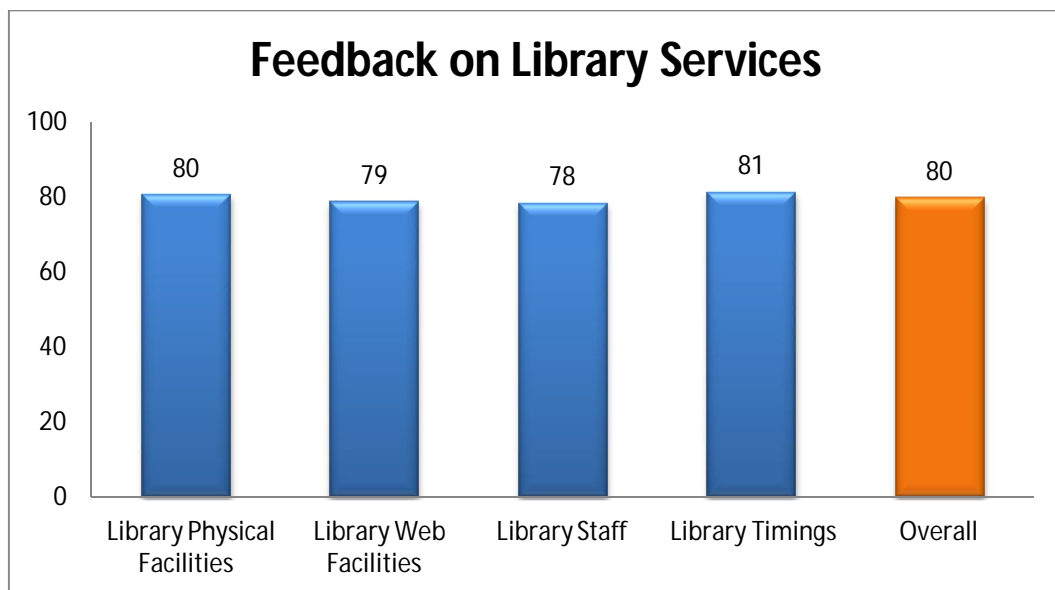


## Satisfaction level in library services

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 80%. 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.

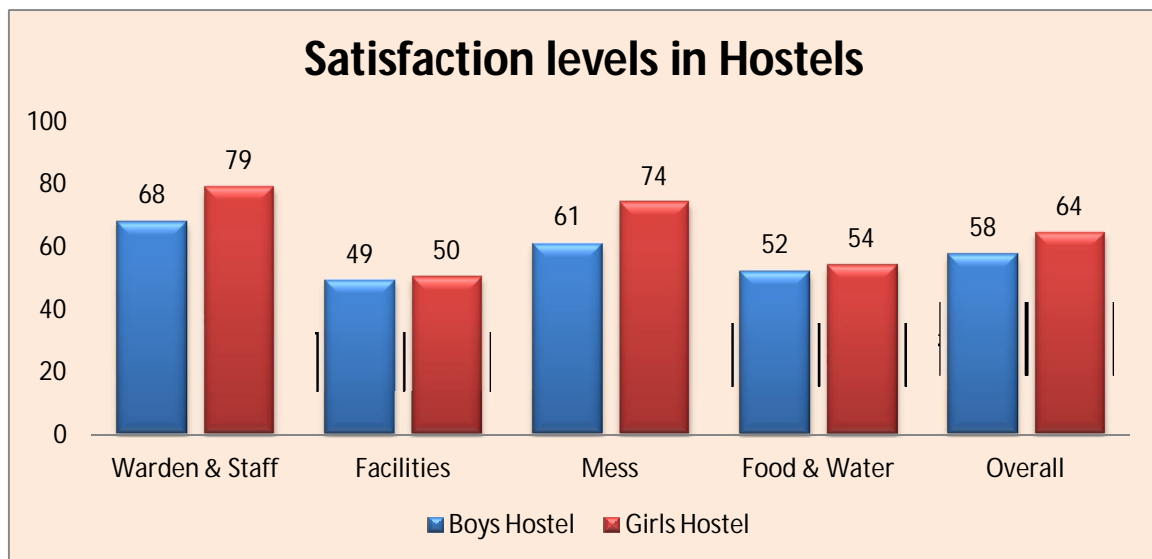


## Satisfaction Level of Hostel Students

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

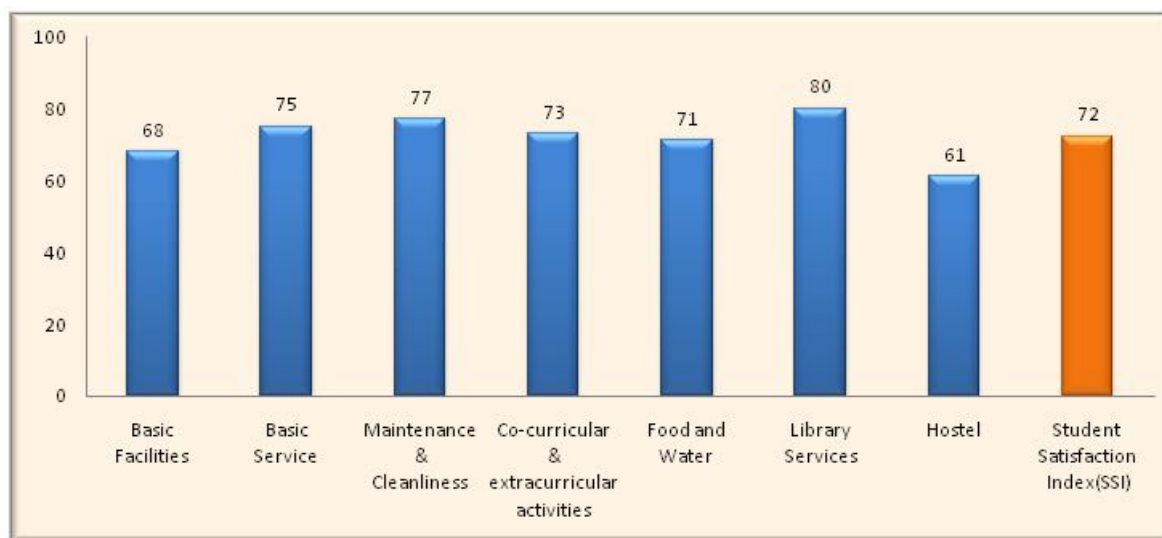
Based on the analysis it is revealed that, the satisfaction level in boys and girls hostels is around 61%. The parameter wise analysis shows that satisfaction level is the least in case of "Facilities provided in the hostel" followed by "Food and Water". The other two facilities are above average.



# 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 2017-18 is 72%.

Surveys	Feedback %	Weightage
Basic Facilities	68	20
Basic Service	75	20
Maintenance and Cleanliness	77	15
Co-curricular and extracurricular activities	73	15
Food and Water	71	10
Library Services	80	10
Hostel	61	10
<b>Student Satisfaction Index(SSI)</b>	<b>72</b>	



## Recommendations from the Survey

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The overall satisfaction level of students of Global Academy of Technology as seen by Student Satisfaction Index (SSI) is around 72%. The following are the main issues in which the Management of the Institute need to pay immediate attention:

- The improvement of some facilities in hostels is very much necessary
  - Quality of Food needs to be improved
  - Students at hostel may be provided with facilities such as indoor games and in-house library.
- The canteen facility inside the campus needs improvement
  - Number of food courts required to be increased.
  - The quality of food in the existing canteen may be monitored by a committee formed on a regular basis to check the quality of the food and make suggestions.
- The capacity of the IT facility may be increased to cater to the needs of large number of students, with internet browsing center
- The Management may look into providing covered parking facility.
- More number of extracurricular activities at the department level may be conducted and departments may monitor and encourage the active participation of students in such activities for overall development of student.
- Library advisory committee may interact with library users and understand the issues related library staff and support staff for initiating suitable corrective measures.