

Student Satisfaction Survey for Academic Year 2020-21

A Student Satisfaction Survey has been conducted during the Academic Year 2020-21. The survey is conducted involving all the 105 students studying at the Institute during the year i.e. 56 students from second year MBA and 49 students from first year MBA. Different questions included in the survey and students' response to them are as under:

1. How do you rate the different facilities available at the Library?

Options	No. of Students	Percentage
Excellent	70	67
Very Good	29	28
Good	06	5
Satisfactory		
Poor		
Total	105	100

2. How do you rate the service rendered by the Office staff?

Options	No. of Students	Percentage
Excellent	75	72
Very Good	15	14
Good	15	14
Satisfactory		
Poor		
Total	105	100

3. Your opinion about Computer Lab of the Institute

Options	No. of Students	Percentage
Excellent	55	52
Very Good	45	43
Good	5	5
Satisfactory		
Poor		
Total	105	100

4. Your opinion regarding the Quality of Food served and other Facilities in the Canteen

Options	No. of Students	Percentage
Excellent	40	38
Very Good	40	38
Good	18	17
Satisfactory	07	7
Poor		
Total	105	100

5. Your rating of Cleanliness and Hygiene maintained in the Institute

Options	No. of Students	Percentage
Excellent	80	76
Very Good	18	17
Good	07	7
Satisfactory		
Poor		
Total	105	100

6. How do you rate facilities like Drinking Water, Lighting, Fan etc. in the Institute?

Options	No. of Students	Percentage
Excellent	90	86
Very Good	13	12
Good	02	2
Satisfactory		
Poor		
Total	105	100

7. Availability of Faculty Members after the classes

Options	No. of Students	Percentage
Always Available	95	90
Mostly Available	10	10
Sometimes Available		
Not Available		
Total	105	100

8. Your rating of overall Academic Environment in the Institute

Options	No. of Students	Percentage
Excellent	89	85
Very Good	09	8
Good	07	7
Satisfactory		
Poor		
Total	105	100

9. Your opinion about Parking Facility available in the Campus

Options	No. of Students	Percentage
Very Good	30	29
Good	18	17
Satisfactory	02	2
Poor	02	2
Not Applicable	53	50
Total	105	100

10. According to you whether the Institute is located in Eco-friendly Green Campus?

Options	No. of Students	Percentage
Yes	91	87
No	14	13
Total	105	100

11. Whether you were able to Access Online Classes conducted during Lockdown?

Options	No. of Students	Percentage
Yes	95	90
No	10	10
Total	105	100

12. How do you rate Online Classes conducted during Lockdown?

Options	No. of Students	Percentage
Excellent	60	57
Very Good	20	19
Good	17	16
Satisfactory	8	8
Poor		
Total	105	100

13. Whether you were Able to Get your Doubts Clarified during Online Classes?

Options	No. of Students	Percentage
Yes	72	69
No	33	31
Total	105	100

14. Whether you were Able to Access your Teachers/Mentor during Lockdown or when you are not allowed to come to the Institute?

Options	No. of Students	Percentage
Always	59	56
Most of the Times	36	34
Occasionally	9	9
Rarely	1	1
Never		
Total	105	100

15. Whether you were Able to Access the Online Materials Uploaded by the Faculty during Lockdown?

Options	No. of Students	Percentage
Yes	101	96
No	4	4
Total	105	100

Major Findings of the Survey

- Vast majority of the students (95 percent) rate different facilities available in the Institute’s library as either ‘excellent’ or ‘very good’
- 86 percent of the students feel that service rendered by the Institute’s office is either ‘excellent’ or ‘very good’ and remaining 14 percent of students feel that it is ‘good’; no student rates it as either ‘satisfactory’ or ‘poor’
- While 95 percent of the students feel that computer lab of the Institute is either ‘excellent’ or ‘very good’; the remaining 5 percent feel that it is ‘good’
- 76 percent of the students feel that the quality of food served and other facilities in the canteen are either ‘excellent’ or ‘very good’; remaining 24 percent feel that they are either ‘good’ or ‘satisfactory’
- Percentage of students who rate cleanliness and hygiene maintained in the Institute as either ‘excellent’ or ‘very good’ is 93; only the remaining 7 percent feel that it is ‘good’
- As high as 98 percent of the students rate various facilities like drinking water, lighting, fan etc. provided in the Institute as either ‘excellent’ or ‘very good’; only 2 percent of the students fell that it is ‘good’
- While 90 percent of the students feel that the faculty members are ‘always available’ after the class hours, 10 percent of them feel that the faculty members are ‘sometimes available’
- 85 percent of the students feel that the overall academic environment in the Institute is ‘excellent’; remaining 15 percent feel that it is either ‘very good’ or ‘good’
- Regarding parking facility, 29 percent of the students rate it as ‘excellent’, 17 percent as ‘good’, and 2 percent each as ‘satisfactory’ and ‘poor’; remaining 50 percent

choose 'not applicable' as they use public mode of transportation for coming to the Institute

- The percentage of students who feel that the Institute is located in eco-friendly green campus is 87
- 90 percent of the students were able to access the online classes conducted during second wave of COVID-19 while the rest 10 percent had some difficulty in accessing online classes
- Percentage of students who rate online classes as either 'excellent' or 'very good' is 76; 24 percent rate them as either 'good' or 'satisfactory'
- While 69 percent of students could get their doubts clarified during online classes, the rest had difficulty in doing so
- 56 percent of students opined that they could 'always' access their teachers/mentors during lockdown and 34 percent opined that they could do so 'most of the times'
- Majority of the students i.e. 96 percent of them could access online materials uploaded by the faculty during lockdown