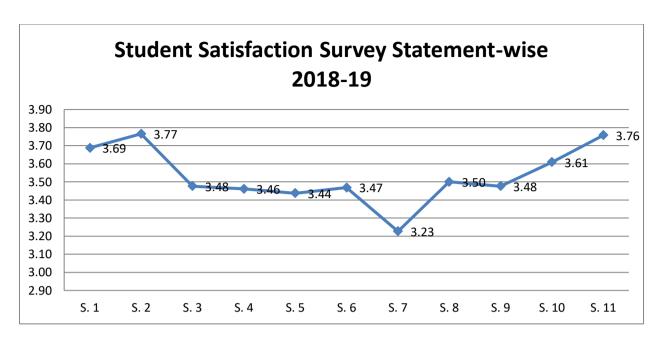# Students Satisfaction Survey

Students Satisfaction is the ultimate goal of an organization. The result of survey so conducted reveals the efforts made by the college for the satisfaction of students. Students Satisfaction Survey was conducted in the year 2018-19 and got responses from 128 respondents on various aspects such as: Time-table, Language lab, Computer labs, Guest lectures, Cafeteria/Tuck shop, Co-curricular activities, Academic celebrations, etc. The feedback so obtained is analyzed with the help of various tools and techniques and arranged in the form of table 3. The responses of the students were taken on a four-point scale i.e. 1 to 4. The rating provided to various parameters is based on their mean scores and categorizes as follows: Very Good ($3 \leq M.S. \geq 4$), Good ($2 \leq M.S. \geq 3$), Satisfactory ($1.5 \leq M.S. \geq 2$) and Unsatisfactory ($M.S. < 1.5$).

It can be examined through the table 3 that students were satisfied with all the parameters i.e. 11 included in the Students satisfaction survey form as their mean score is greater than 3. The highest mean score was obtained by parameter 'Time-Table' i.e. 3.77 which indicates that most of the students were satisfied with the time-table followed in the college during the year 2018-19 whereas the lowest score was obtained by the parameter 'Cafeteria/Tuck shop' i.e. 3.23 which depicts that most of the students were unsatisfied with the Cafeteria of the college.

Table: 3
Students Satisfaction Survey Analysis
(2018-19)

S. NO.	Parameters	Percentage of Students				Average Score out of 4	Rating
		Unsatisfactory (1)	Satisfactory (2)	Good (3)	Very Good(4)		
1	Gain from Classes	0.78	3.91	21.09	74.22	3.69	Very Good
2	Time-Table		3.91	17.96	78.13	3.77	Very Good
3	Language Lab	1.56	11.72	24.22	62.5	3.48	Very Good
4	Classes of Computers	4.69	7.03	25.78	62.5	3.46	Very Good
5	Computer Labs	2.34	12.5	24.22	60.94	3.44	Very Good
6	Guest Lectures	3.91	9.38	22.66	64.05	3.47	Very Good
7	Cafeteria/Tuck Shop	6.25	19.53	19.53	54.69	3.23	Very Good
8	Mentoring System	3.13	10.15	20.31	66.41	3.50	Very Good
9	Co-curricular Activities	2.34	10.16	25.00	62.50	3.48	Very Good
10	Academic Celebrations	0.78	7.03	22.66	69.53	3.61	Very Good
11	Cultural Activities	0.78	4.69	12.50	82.03	3.76	Very Good

Student Satisfaction Survey Statement-wise 2018-19

The above graph depicts the mean scores of various parameters related to Students satisfaction. It clearly shows that the mean score of S.7 (related to Cafeteria/Tuck shop) is lowest i.e. 3.23 among all the statements, followed by S.3, S.4, S.5, S.6, S.8 and S.9, while the highest mean score belongs to S.2.