

Students' Expectation and Satisfaction Survey

An expectation – Satisfaction Survey was conducted among the students to understand the their expectation from the campus life along with the measurement of level of satisfaction they experience after being part of the institution. The details of the survey are given below.

Expectation Survey

The expectation survey measured major five areas of expectations of students while joining the college. The detailed findings are given below

1. Motivation to join the college

21 percent of students were motivated by the previous academic achievements of the college about which they were aware. 23 percent were prompted by the proximity to the college and 48.6 percent of students did not have any specific reason for choosing the college. The facility for coeducation and the maintenance of discipline in the college motivated 3.6 and 2.9 percent students respectively.

2. Reason for choosing the programme

Preference and demand of the programme was the major reason for choosing the programme to which they are admitted in the college. 46.4 percent said that demand of the programme as the reason and 23.9 percent did not have any other option. 18.8 percent were influenced by parents/friends in choosing the programme.

3. First experience in the college

32.6 percent consider their first experience as good and 30.4 percent perceive the experience as average and 36.9 percent of students consider their first experience as not so good.

4. Expectations from the college

37.7 percent of students expected a student friendly and vibrant campus and 20.3 percent expected that the campus would contribute to their all round development. Formation for life and career was anticipated by 20.3 percent and 15.2 percent of students had the expectation that their level of skills and knowledge would be enhanced.

5. Type of activities, opportunities and exposure

49.3 percent of students expected academic activities and opportunities from the college, 17.4 percent expected development of their soft skills, 15.2 percent expected exposure in sports and 11.6 percent expected opportunities for cultural activities also. This shows diverse expectations from the students about the college in which they choose to study.

Satisfaction Survey

A satisfaction survey was conducted among the students to know their level of satisfaction with respect to various facilities available in the campus. The findings of the survey are given below.

Mean Satisfaction Scores

The mean satisfaction scores of students on various facilities are given in the table. The maximum score is 5 and the minimum score is 1

Sl. No.	Facility	Mean Score	Standard Deviation
1	Library Facility	4.19	0.96
2	Class room/Common room	3.50	0.96
3	Lab/ Computer/Internet Facility	3.23	1.11
4	Extra-curricular facility	2.95	1.01
5	Career Guidance and Placement	3.07	1.20
6	Mentoring	3.01	1.17
7	Skill Enhancement Opportunities	2.96	1.14
8	Add on/ Bridge/Remedial Courses	3.04	1.12
9	Innovations and Best practices	2.91	1.07
10	Extension Activities	2.96	1.21

The data reveals that library facilities in the college provides high satisfaction to the students with a mean score of 4.19 with a standard deviation of 0.96 and the least satisfying facility is the innovations and best practices with the mean score of 2.91 with standard deviation of 1.07. The details of the opinion expressed by students are given below.

Library Facility

83.1 percent of students satisfied with the library facility offered by the institution, 10.1 percent has the opinion that the facility is average 6.8 percent of students are dissatisfied with the facilities in the library.

Class Room/Common Room Facility

61.49 percent of students are satisfied with the facilities of class rooms and common rooms, 20.3 percent consider the facility as average and 18.24 percent are dissatisfied with the facilities in class rooms and common rooms.

Lab/ Computer/Internet Facility

52.7 percent of students are satisfied with the facilities in various laboratories internet facilities and 12.2 percent consider the facility as average and 35.14 percent perceive such facilities as not satisfying.

Extra-curricular facility

33.78 percent of students consider facilities in the college for extra-curricular activities as satisfactory, 28.4 percent consider it as average and 37.84 percent perceive the facility as not satisfying.

Career Guidance and Placement

42.57 percent of students evaluate the Career guidance and placement facility as satisfactory, 22.3 percent evaluate as average and 35.14 percent consider the facility as not satisfying.

Mentoring

42.57 percent of students are satisfied with the personal counselling and mentoring offered by the institution, 18.2 percent perceive it as average and 39.19 percent of students are not satisfied with the facility.

Skill Enhancement Opportunities

36.49 percent of students are satisfied with the opportunities available in the college of the enhancement of skill, 24.3 percent evaluate the facility as average and 39.19 percent are not satisfied with the facilities available in the college for the development of their skills.

Add on/ Bridge/Remedial Courses

39.86 percent of students evaluate facilities for add on courses/Bridge courses/Remedial courses as satisfactory, 29.1 percent evaluate it as average and 31.08 percent consider the facility as inadequate.

Innovations and Best practices

33.78 percent of students are satisfied with the innovations and best practices followed by the institution. 23.6 percent consider it as average and 42.57 percent consider the facility as inadequate.

Extension Activities

40.54 percent of students evaluate the extension activities of students as satisfactory, 21.6 percent evaluate as average and 37.16 percent of students perceive the extension activities as inadequate.