



CMR TECHNICAL CAMPUS
(Sponsored by CMR Technical Education Society)
UGC AUTONOMOUS
Accredited by NBA & NAAC with 'A' Grade
Approved by AICTE, NEW Delhi and JNTU Hyderabad



STUDENT SATISFACTION SURVEY REPORT A.Y. 2018-19

About the Survey

Students of an Institution form the core of the stakeholders and all the activities are 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 survey is conducted and reported by the Internal Quality Assessment Cell (IQAC) with support of Heads and Coordinators of all the departments. The questioners were prepared in the form of Google form and circulated to all the departments and then to students through coordinators. Parallely feedback was also collected by the Librarian on library facilities.

The feedback was taken on different attributes like; 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 spreadsheet, analyzed and logical conclusions are drawn therefrom. 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 based on judgment applied by the members of IQAC.

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.

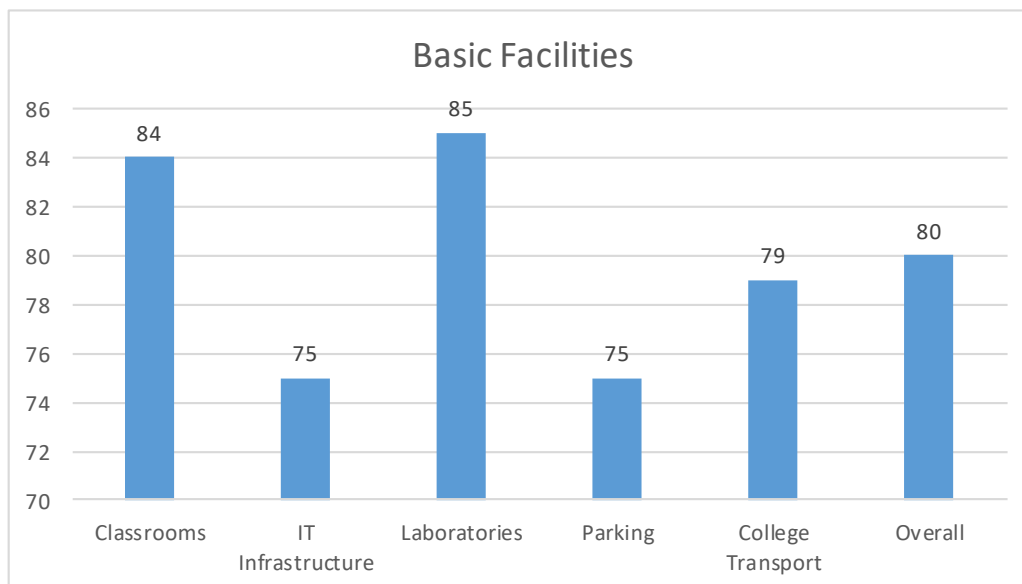
The IQAC sincerely thank all the members of the Management, Principal, and Heads of the Departments & Staff, coordinators of the Departments for permissions and implementation of the survey. IQAC conveys thanks to the students who have expressed their opinions and/or views sincerely.

Satisfaction level of Basic Facilities at the Campus

The satisfaction of students on the campus concerning basic facilities provided are measured based on

- Facilities in the classrooms (Furniture, Lighting, Ventilation, Projectors)
- Availability of IT infrastructure (Computing, Internet, Wi-Fi,)
- 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 concerning the above-said facilities is around 80%. The detailed analysis shows that the satisfaction level for Classrooms is maximum followed by Laboratories. It is also seen that the satisfaction level is the least in the case of “IT infrastructure” “Parking Facility” and “Transportation”.

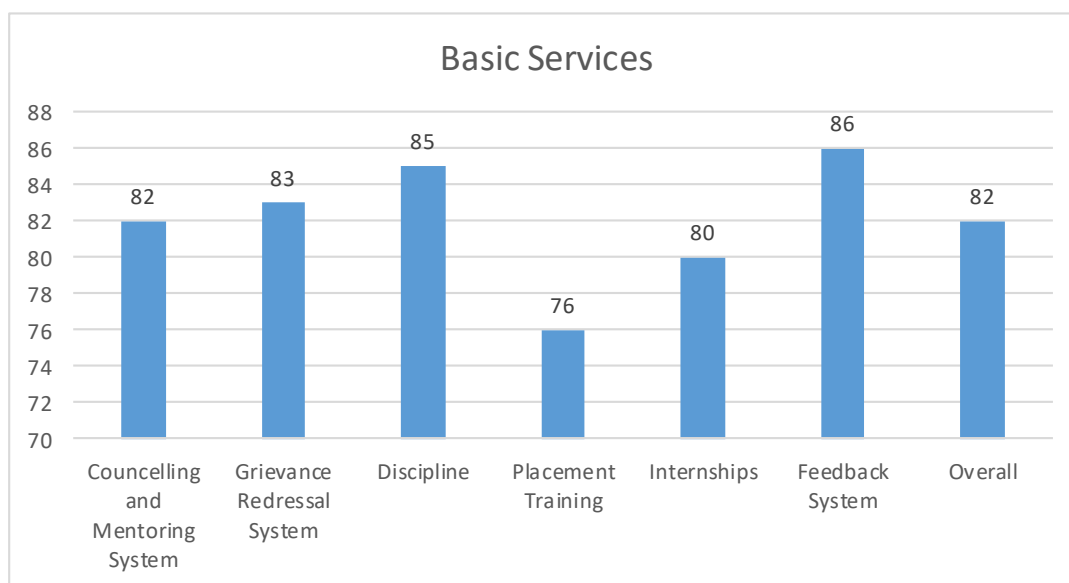


Satisfaction level in Basic Services at the Campus

The satisfaction level to student-related activities/facilities are measured based on the following parameters

- Counselling/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 82%. 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”.

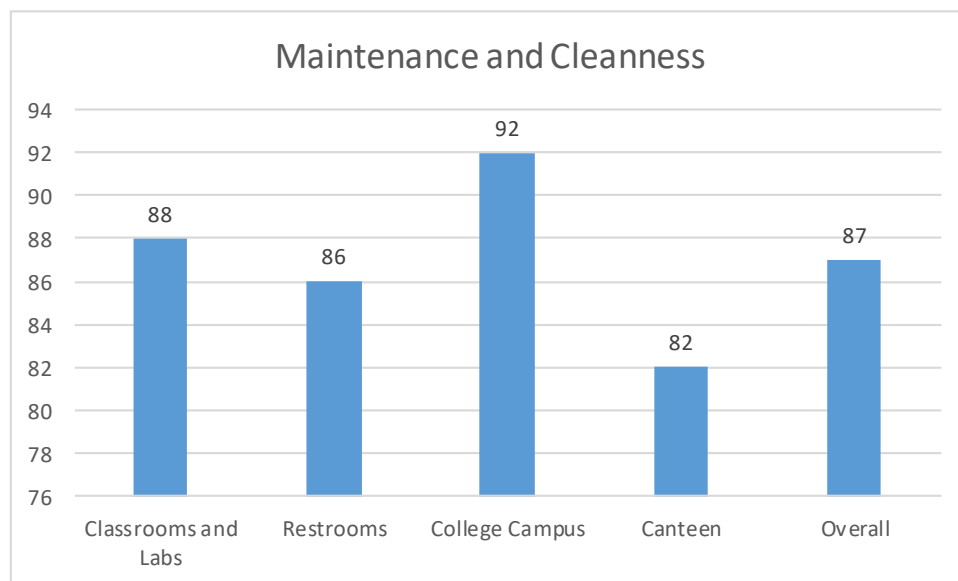


Satisfaction level in Maintenance and Cleanliness

The satisfaction of students on the campus to basic facilities provided are measured based on

- Classrooms and laboratories
- Restrooms
- College campus
- Canteen Premises

The analysis of the survey conducted shows that the average satisfaction level of students for above-said facilities is around 87%. The detailed analysis shows that the satisfaction level concerning Cleanliness of the campus is maximum followed by Classrooms and Labs. It is also seen that the satisfaction level is the least in the case of the cleanliness of “Canteen premises”.

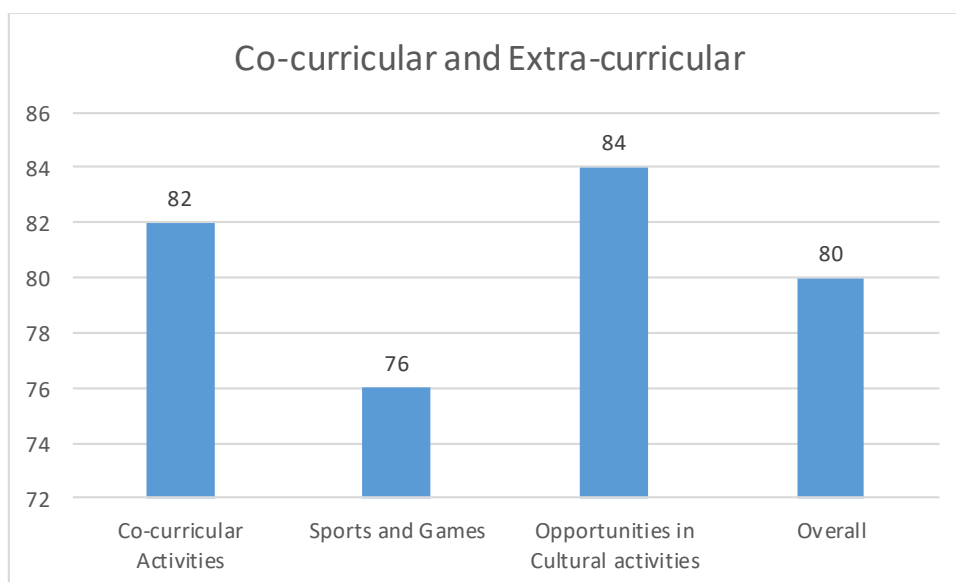


Satisfaction level in Co-curricular and extracurricular activities

The satisfaction of students on the campus concerning basic facilities provided are measured based on

- 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 concerning the above activities is around 80%. The detailed analysis shows that the satisfaction level to Co-curricular activities is maximum is least in the case of “Sports and Cultural activities”.

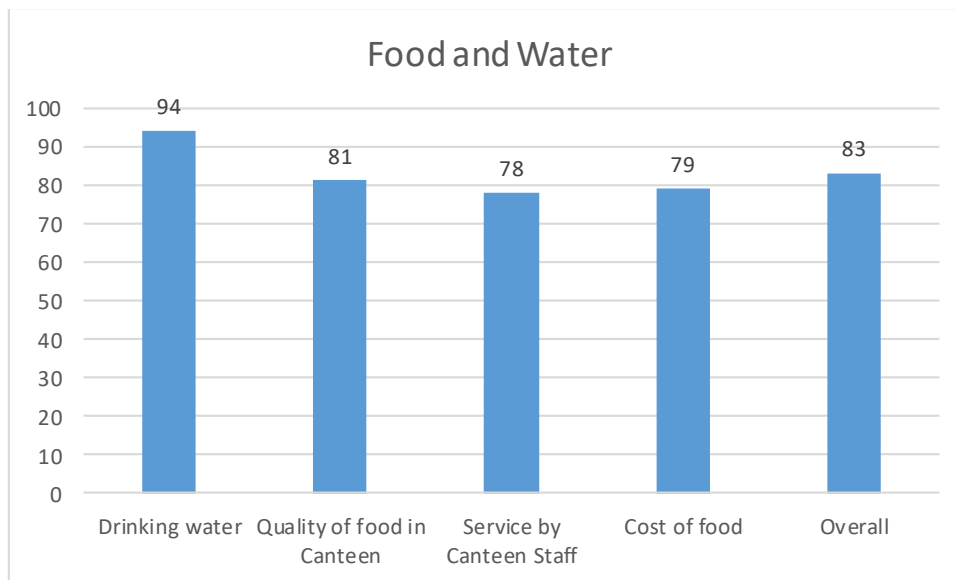


Satisfaction level in Food and Water

The satisfaction of students on the campus concerning Food and Water provided are measured based on

- 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 concerning the above-said facilities is around 83%. The detailed analysis shows that the satisfaction level concerning Drinking water provided on the campus is maximum. It is also seen that the satisfaction level is the least in the case of “Canteen food” and “Cost of food in the canteen”.

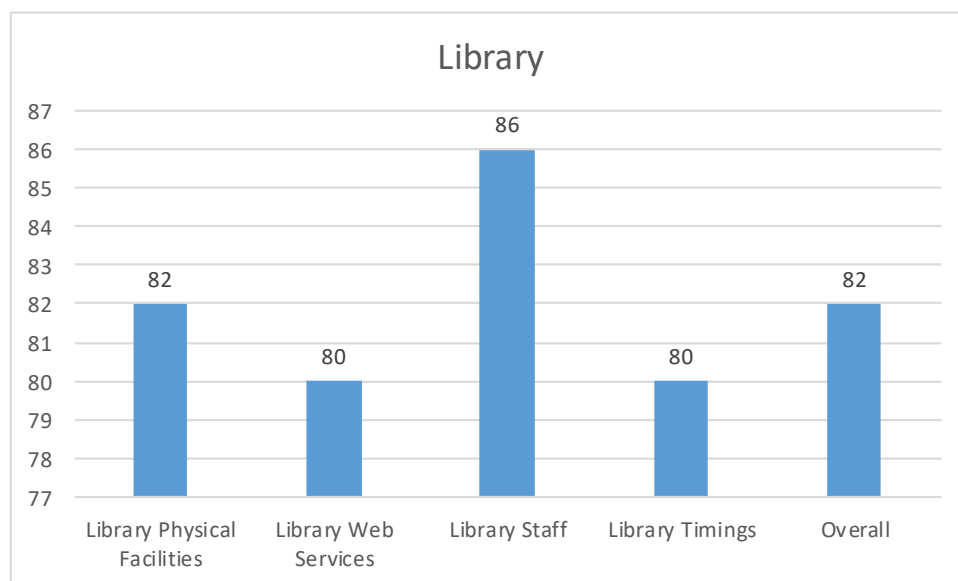


Satisfaction level in library services

The satisfaction level concerning 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 82%. In the parameter wise breakup, it is seen that satisfaction level is the least in case of support by library staff and highest in the case of Physical library facilities.

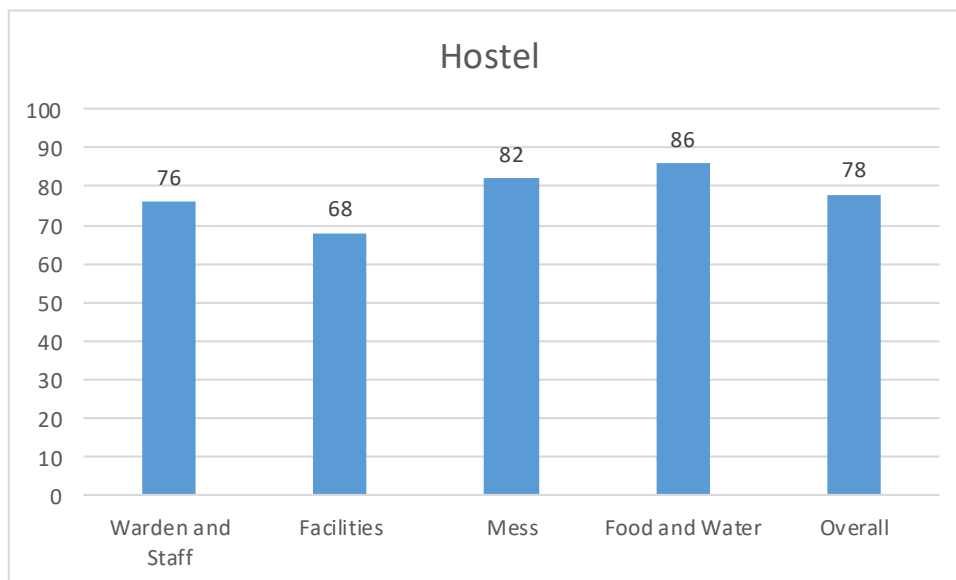


Satisfaction Level of Hostel Students

CMR Technical Campus has 2 hostels, one for boys and the other 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

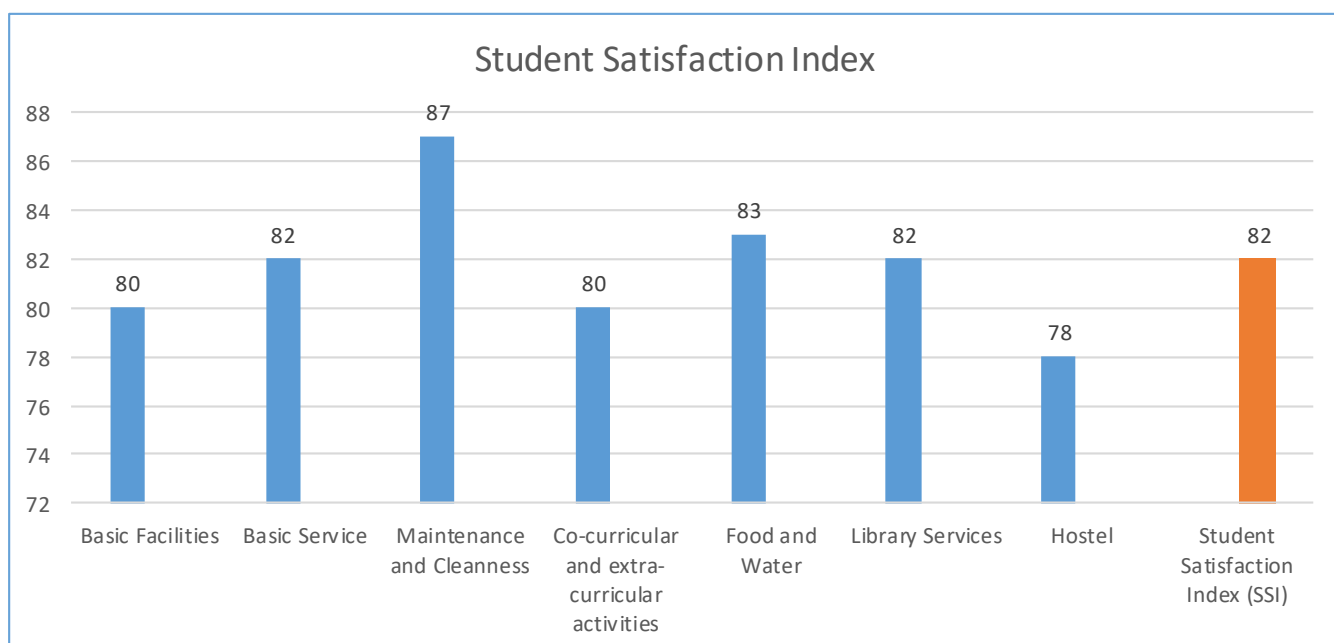
Based on the analysis it is revealed that the satisfaction level in boys and girls hostels is around 78%. The parameter wise analysis shows that satisfaction level is the least in case of “Facilities provided in the hostel” followed by “Food and Water”. The other two facilities are above average.



Student Satisfaction Index (SSI)

The overall Student Satisfaction Index (SSI) is calculated based on all the survey 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 a weighted average and it is observed that the overall SSI for the year 2019-20 is 82%.

S. No.	Survey	Feedback %	Weightage %
1	Basic Facilities	80	20
2	Basic Service	82	20
3	Maintenance and Cleanness	87	15
4	Co-curricular and extra-curricular activities	80	15
5	Food and Water	83	10
6	Library Services	82	10
7	Hostel	78	10
Student Satisfaction Index (SSI)		82%	100%



Recommendations

The overall satisfaction level of students of CMR Technical Campus as seen by Student Satisfaction Index (SSI) is around 82%. The following are the issues on which the students have shown concern:

- The canteen facility inside the campus needs improvement
 - The quality of food to be improved
 - The canteen ambience needs to be improved
- The proper parking facility is essential
- Internship, industrial visits and industry-institute interaction need to be increased. Proper arrangements are required for internship activities
- Provide scope for cultural activities
- Library – Issue of number of books to be increased
- The internet and Wi-Fi facility to be increased
- Reprographic Facility
- Quality of food to be improved in the hostel