



# ST.MARY'S GROUP OF INSTITUTIONS GUNTUR

(Approved By AICTE, New Delhi, Permitted By Govt of A.P & Affiliated to JNTU, Kakinada)

Chebrolu (V&M), Guntur (Dt), Andhra Pradesh-522212, INDIA.

Ref.No: SMGIG/IQAC/SEC/18-19/1

Date: 26/02/2019

To

The Principal,  
SMGIG.

Dear Sir,

Sub : **Submission of Report - Summary and Analysis of Student Experience (Satisfaction) Survey – Reg.**

You are kindly aware that the Student Experiences Committee (SEC) has been assigned the task of designing a structured Questionnaire for the conduct of 'Student Experience / Satisfaction Survey'. As per your instructions and the guidelines of IQAC, the survey has been conducted by sampling the students (10 approx.) from each department for all the years and all courses offered in our college. The summary, report on analysis, observations, and recommendations of the survey are herewith presented for your kind reference.

## Summary of Student Satisfaction Survey at SMGIG

Number of Surveys conducted in 2018-19 : 1  
Periodicity of survey : One per year  
Duration of survey : One Week  
Date(s) of survey : 6 days (11<sup>th</sup> Feb to 16<sup>th</sup> Feb 2019)  
No. of students participated in the survey : 400

### Parameter-based Analysis

#### 1. Summary of Student (400) responses for 'TEACHING' in SMGIG :

| Parameter                               | No. of responses and Percentages in Total sample |            |           |            |      |            |      |            |      |            |
|---|--|------------|-----------|------------|------|------------|------|------------|------|------------|
|   | Excellent  | % of Total | Very Good | % of Total | Good | % of Total | Fair | % of Total | Poor | % of Total |
| Quality of teaching faculty             | 186  | 46.50      | 112       | 28.00      | 49   | 12.25      | 31   | 7.75       | 22   | 5.50       |
| Academic advising                       | 301  | 75.25      | 56        | 14.00      | 28   | 7.00       | 4    | 1.00       | 11   | 2.75       |
| Access to teaching faculty              | 320  | 80.00      | 38        | 9.50       | 16   | 4.00       | 10   | 2.50       | 16   | 4.00       |
| Clarification of Doubts                 | 255  | 63.75      | 101       | 25.25      | 27   | 6.75       | 5    | 1.25       | 12   | 3.00       |
| Enrichment of Ethical and Social Values | 274  | 68.50      | 88        | 22.00      | 15   | 3.75       | 7    | 1.75       | 16   | 4.00       |

**2. Summary of Student (400) responses for 'LABS' in SMGIG :**

| Parameter                                       | No. of responses and Percentages in Total sample |            |           |            |      |            |      |            |      |            |
|---|--|------------|-----------|------------|------|------------|------|------------|------|------------|
|   | Excellent  | % of Total | Very Good | % of Total | Good | % of Total | Fair | % of Total | Poor | % of Total |
| Equipment / Machinery / Computers / Accessories | 168  | 42.00      | 67        | 16.75      | 72   | 18.00      | 43   | 10.75      | 50   | 12.50      |
| Time for Lab hours                              | 278  | 69.50      | 63        | 15.75      | 28   | 7.00       | 10   | 2.50       | 21   | 5.25       |
| Lab Faculty Explanation                         | 211  | 52.75      | 108       | 27.00      | 19   | 4.75       | 28   | 7.00       | 34   | 8.50       |
| Practical Experience                            | 157  | 39.25      | 76        | 19.00      | 85   | 21.25      | 33   | 8.25       | 49   | 12.25      |

**3. Summary of Student (400) responses for 'LIBRARY' in SMGIG :**

| Parameter                             | No. of responses and Percentages in Total sample |            |           |            |      |            |      |            |      |            |
|---------------------------------------|--|------------|-----------|------------|------|------------|------|------------|------|------------|
|                                       | Excellent  | % of Total | Very Good | % of Total | Good | % of Total | Fair | % of Total | Poor | % of Total |
| Availability of Books                 | 159  | 39.75      | 118       | 29.50      | 46   | 11.50      | 28   | 7.00       | 49   | 12.25      |
| Availability of Journals              | 133  | 33.25      | 104       | 26.00      | 58   | 14.50      | 66   | 16.50      | 39   | 9.75       |
| Sufficiency of Time for Library hours | 95   | 23.75      | 88        | 22.00      | 67   | 16.75      | 93   | 23.25      | 57   | 14.25      |

**4. Summary of Student (400) responses for 'EXTRA-CURRICULAR / VALUE-ADDED ACTIVITIES' in SMGIG :**

| Parameter                   | No. of responses and Percentages in Total sample |            |           |            |      |            |      |            |      |            |
|-----------------------------|--|------------|-----------|------------|------|------------|------|------------|------|------------|
|                             | Excellent  | % of Total | Very Good | % of Total | Good | % of Total | Fair | % of Total | Poor | % of Total |
| Frequency and Encouragement | 199  | 49.75      | 85        | 21.25      | 27   | 6.75       | 47   | 11.75      | 42   | 10.50      |
| Support from the Faculty    | 177  | 44.25      | 90        | 22.50      | 74   | 18.50      | 20   | 5.00       | 39   | 9.75       |
| Time provided               | 156  | 39.00      | 121       | 30.25      | 59   | 14.75      | 18   | 4.50       | 46   | 11.50      |

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**5. Summary of Student (400) responses for 'ENVIRONMENT and AMBIENCE' in SMGIG :**

| Parameter             | No. of responses and Percentages in Total sample |            |           |            |      |            |      |            |      |            |
|-----------------------|--|------------|-----------|------------|------|------------|------|------------|------|------------|
|                       | Excellent  | % of Total | Very Good | % of Total | Good | % of Total | Fair | % of Total | Poor | % of Total |
| Infrastructure        | 211  | 52.75      | 85        | 21.25      | 36   | 9.00       | 42   | 10.50      | 26   | 6.50       |
| Classroom Ambience    | 195  | 48.75      | 94        | 23.50      | 58   | 14.50      | 12   | 3.00       | 41   | 10.25      |
| Cleanliness in Campus | 208  | 52.00      | 136       | 34.00      | 21   | 5.25       | 9    | 2.25       | 26   | 6.50       |
| Space and Ventilation | 223  | 55.75      | 109       | 27.25      | 31   | 7.75       | 14   | 3.50       | 23   | 5.75       |
| Maintenance           | 257  | 64.25      | 66        | 16.50      | 43   | 10.75      | 15   | 3.75       | 19   | 4.75       |

**6. Summary of Student (400) responses for 'TRAINING & PLACEMENTS' in SMGIG :**

| Parameter                              | No. of responses and Percentages in Total sample |            |           |            |      |            |      |            |      |            |
|--|--|------------|-----------|------------|------|------------|------|------------|------|------------|
|  | Excellent  | % of Total | Very Good | % of Total | Good | % of Total | Fair | % of Total | Poor | % of Total |
| Time Provided for Training             | 153  | 38.25      | 58        | 14.50      | 51   | 12.75      | 54   | 13.50      | 84   | 21.00      |
| Quality of Training provided           | 142  | 35.50      | 79        | 19.75      | 66   | 16.50      | 43   | 10.75      | 70   | 17.50      |
| Training Material                      | 189  | 47.25      | 101       | 25.25      | 39   | 9.75       | 29   | 7.25       | 42   | 10.50      |
| Knowledge enhancement through training | 166  | 41.50      | 73        | 18.25      | 47   | 11.75      | 71   | 17.75      | 43   | 10.75      |
| Placement process and awareness        | 235  | 58.75      | 81        | 20.25      | 39   | 9.75       | 22   | 5.50       | 23   | 5.75       |
| Type of Companies sourced              | 134  | 33.50      | 84        | 21.00      | 31   | 7.75       | 82   | 20.50      | 69   | 17.25      |
| Salary scale through Placements        | 155  | 38.75      | 101       | 25.25      | 81   | 20.25      | 27   | 6.75       | 36   | 9.00       |

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**7. Summary of Student (400) responses for 'GAMES and SPORTS' in SMGIG :**

| Parameter                           | No. of responses and Percentages in Total sample |            |           |            |      |            |      |            |      |            |
|-------------------------------------|--|------------|-----------|------------|------|------------|------|------------|------|------------|
|                                     | Excellent  | % of Total | Very Good | % of Total | Good | % of Total | Fair | % of Total | Poor | % of Total |
| Sports Equipment's availability     | 139  | 34.75      | 106       | 26.50      | 45   | 11.25      | 47   | 11.75      | 63   | 15.75      |
| Time For sports                     | 111  | 27.75      | 78        | 19.50      | 75   | 18.75      | 92   | 23.00      | 44   | 11.00      |
| Courts and Play Grounds             | 276  | 69.00      | 55        | 13.75      | 48   | 12.00      | 12   | 3.00       | 9    | 2.25       |
| PDs Encouragement for Participation | 229  | 57.25      | 81        | 20.25      | 55   | 13.75      | 18   | 4.50       | 17   | 4.25       |

**8. Summary of Student (400) responses for 'CANTEEN and HOSTEL' in SMGIG :**

| Parameter    | No. of responses and Percentages in Total sample |            |           |            |      |            |      |            |      |            |
|--------------|--|------------|-----------|------------|------|------------|------|------------|------|------------|
|              | Excellent  | % of Total | Very Good | % of Total | Good | % of Total | Fair | % of Total | Poor | % of Total |
| Food Quality | 108  | 27.00      | 128       | 32.00      | 37   | 9.25       | 61   | 15.25      | 66   | 16.50      |
| Price        | 248  | 62.00      | 78        | 19.50      | 31   | 7.75       | 22   | 5.50       | 21   | 5.25       |
| Availability | 231  | 57.75      | 85        | 21.25      | 38   | 9.50       | 27   | 6.75       | 19   | 4.75       |
| Cleanliness  | 93   | 23.25      | 110       | 27.50      | 81   | 20.25      | 45   | 11.25      | 71   | 17.75      |
| Space        | 88   | 22.00      | 97        | 24.25      | 84   | 21.00      | 48   | 12.00      | 83   | 20.75      |

**9. Summary of Student (400) responses for 'TRANSPORTATION FACILITIES' in SMGIG :**

| Parameter                   | No. of responses and Percentages in Total sample |            |           |            |      |            |      |            |      |            |
|-----------------------------|--|------------|-----------|------------|------|------------|------|------------|------|------------|
|                             | Excellent  | % of Total | Very Good | % of Total | Good | % of Total | Fair | % of Total | Poor | % of Total |
| Bus Service Timings         | 29   | 33.33      | 18        | 20.69      | 11   | 12.64      | 16   | 18.39      | 13   | 14.94      |
| Cost of Service Utilization | 23   | 26.44      | 21        | 24.14      | 10   | 11.49      | 24   | 27.59      | 9    | 10.34      |
| Seating Capacity            | 19   | 21.84      | 17        | 19.54      | 16   | 18.39      | 21   | 24.14      | 14   | 16.09      |
| Cleanliness                 | 10   | 11.49      | 8         | 9.20       | 25   | 28.74      | 15   | 17.24      | 29   | 33.33      |
| Bus Staff Behavior          | 5  | 5.75       | 8         | 9.20       | 21   | 24.14      | 22   | 25.29      | 31   | 35.63      |

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#### 10. Summary of Student (400) responses for 'WASHROOMS' in SMGIG :

| Parameter      | No. of responses and Percentages in Total sample |            |           |            |      |            |      |            |      |            |
|----------------|--|------------|-----------|------------|------|------------|------|------------|------|------------|
|                | Excellent  | % of Total | Very Good | % of Total | Good | % of Total | Fair | % of Total | Poor | % of Total |
| Cleanliness    | 50   | 12.50      | 71        | 17.75      | 89   | 22.25      | 101  | 25.25      | 89   | 22.25      |
| Maintenance    | 118  | 29.50      | 82        | 20.50      | 74   | 18.50      | 51   | 12.75      | 75   | 18.75      |
| Water Facility | 141  | 35.25      | 99        | 24.75      | 76   | 19.00      | 28   | 7.00       | 56   | 14.00      |

#### Observations from the Survey :

##### 1. Teaching

- Majority of the students have given a positive response on the existing teaching-learning practices and the teaching faculty
- There is still scope for improvement in the quality of teaching.

##### 2. Labs

- Most of the students gave satisfactory responses regarding the availability of equipment in the laboratories, lab instructors' explanation, time allotted for lab sessions, and their learning experiences with respect to practical sessions.
- Some of the students requested for the arrangement of multiple copies of lab manuals in labs.

##### 3. Library

- Most of the students gave positive response with respect to the library services in the college.

##### 4. Extra-curricular / Value-Added Activities

- Most of the students gave positive response about the college's initiatives in conducting extra-curricular and value-added activities during the academic year.
- It is observed by the committee of SEC that some of the faculty is not permitting the students to attend/participate in such activities due to the lack of formal communication and in the apprehension that the students may misuse the permissions injudiciously. Hence, there is a slight dissatisfaction among the students in this aspect.

##### 5. Environment and Ambience

- Most of the students gave positive responses about the college environment and ambience. The general maintenance and classroom ambience are the two factors which needs special attention of the Purchase and General Maintenance Committee (PGMC)

##### 6. Training and Placements

- Observations from the responses on factors listed under this head for the survey are as under :
  - Inadequacy in duration and type of training material provided
  - Need for improvement in quality of training
  - Some students do not have clarity on training objectives
  - Less number of core company drives/placements
  - Moderate salary offerings by companies during the drives

## 7. Sports

- Some students gave negative response with respect to the availability of sports equipment and the duration given for sports in the regular time tables.
- Majority of the students are very happy on the encouragement given by the Physical Directors and the maintenance of courts and playgrounds in the college.

## 8. Canteen and Hostel

- Some students gave negative responses with respect to the availability and quality of food, cleanliness of hostel and canteen, and the space available in canteen.
- Majority are of the opinion that the items in the menu are at affordable cost.

## 9. Transportation Facilities

- Among the students (400, the sample size used for this survey), only 87 are utilizing the transportation facilities provided by the college in different routes.
- Most of the students are of the opinion that the arrival of buses at the fixed stops is mostly on-time.
- Many students gave their positive response with respect to the cost of bus services offered by the college.
- Majority of the students are unhappy with the seating capacity, cleanliness, and behavior of bus staff.

## 10. Washrooms

- Many students gave negative responses with respect to the cleanliness and maintenance of washrooms.

In light of the observations listed above, the Student Experience Committee (SEC) would like to forward the following recommendations to your kind perusal and necessary initiation to resolve the issues and enhance the student satisfaction in the college :

- All the department heads are advised to perform periodical checks on the quality of teaching, and teaching material provided to the students.
- Lab manuals are recommended to be maintained in the ratio of 1:5 [i.e. 1 manual for every 5 students]. The lab faculty / incharges shall be instructed accordingly.
- Although many students gave satisfactory responses in terms of availability of books, journals, and duration of library hours, the committee observes that there is a greater need for the subscription of e-journals, etc. and the duration of library hours is recommended to be increased and the departments are to be informed to encourage students for optimal utilization of literary resources available in the library.
- The students are very much delighted with their experiences in value-added programmes and extra-curricular events conducted in and outside the college. SEC has identified there existed a gap of communication among the event coordinators and other faculty members. SEC recommends implementing a mechanism of intimating the faculty by forwarding the list of students to be allowed for participating in extra-curricular activities held in and outside the college.
- SEC observed that the general maintenance committee is quite active in maintaining the cleanliness and ambience of the institute. SEC recommends the committee to perform periodical checks on the classroom infrastructure such as desks, fans, lights, blackboard/whiteboards, availability of dustbins, etc.
- SEC recommends the Training and Placement Cell to distribute the objectives of training among the students, provide quality training material, and schedule the training sessions in coordination with the departments so as to maintain adequacy of training duration.
- SEC also recommends the training and placement cell to train the students on 'Negotiation Skills' as they should not be prone for 'Low-selling' during the drives both on- and off-campus.
- There should be a substantial improvement in attracting core companies (for EEE, Mech., and Civil branches).



- SEC recommends the Sports Council (SC) to place a request for purchase of sports equipment for the current academic year, as quickly as possible and follow-up for their procurement.
- SEC brings it to the notice of all concerned that there is a need for increasing the built-up space for the Canteen as the student strength is growing every year, and special attention is to be given for the general maintenance and cleanliness of both canteen and hostel.
- SEC recommends the Transport Committee (TC) to immediately make an alternative arrangement by replacing the Bus Staff (both driver and the assistant) for the services run by the college in the routes of Vijayawada, Amaravathi, and Ponnuru.
- SEC requests the TC to perform surprise checks on the cleanliness and hygiene maintained in all the bus services of the college.
- SEC also recommends the TC to check for the feasibility of replacing the services that has problems such as over occupancy with another service that can accommodate more number of service users.
- SEC recommends instructing the general maintenance supervisor for giving special attention to the cleanliness of washrooms in the entire campus.

With reference to these observations and recommendations made by the SEC, we request your kind office to instruct the respective committees and departments to ensure the best practices and enhance the student satisfaction at the earliest.

Thanking you Sir.

Yours faithfully,



**[Dr. K.N.V. Ratna Kumar]**  
**For Student Experiences Committee**

**CC :**

- IQAC, for information and records.
- Campus Incharge, for information and records.
- IT Support and Maintenance Cell, for uploading in college website.
- Administrative Office, for information and records.

**Attachment(s) :**

- Student Experience/Satisfaction Survey Form

## STUDENT EXPERIENCE / SATISFACTION SURVEY

Name of the Student : \_\_\_\_\_ Roll / HT. No: \_\_\_\_\_

Program : Diploma / B.Tech / B.Pharmacy / MBA / MCA / M.Tech / M.Pharmacy

Department : Civil / EEE / ECE / Mechanical / CSE / Pharmacy Year: I / II / III / IV Semester : I / II

### 1. TEACHING

How would you rate the following aspects of your educational experience ?

|   | Excellent | Very Good | Good | Fair | Poor |
|---|-----------|-----------|------|------|------|
| Quality of teaching faculty             |           |           |      |      |      |
| Academic advising                       |           |           |      |      |      |
| Access to teaching faculty              |           |           |      |      |      |
| Clarification of Doubts                 |           |           |      |      |      |
| Enrichment of Ethical and Social Values |           |           |      |      |      |

### 2. LABS

|   | Excellent | Very Good | Good | Fair | Poor |
|---|-----------|-----------|------|------|------|
| Equipment / Machinery / Computers / Accessories |           |           |      |      |      |
| Time for Lab hours                              |           |           |      |      |      |
| Lab Faculty Explanation                         |           |           |      |      |      |
| Practical Experience                            |           |           |      |      |      |

### 3. LIBRARY

|                                       | Excellent | Very Good | Good | Fair | Poor |
|---------------------------------------|-----------|-----------|------|------|------|
| Availability of Books                 |           |           |      |      |      |
| Availability of Journals              |           |           |      |      |      |
| Sufficiency of Time for Library hours |           |           |      |      |      |

### 4. EXTRA CURRICULAR / VALUE-ADDED ACTIVITIES (Workshops/Seminars/Project Expo/Fests etc.,)

|                             | Excellent | Very Good | Good | Fair | Poor |
|-----------------------------|-----------|-----------|------|------|------|
| Frequency and Encouragement |           |           |      |      |      |
| Support from the Faculty    |           |           |      |      |      |
| Time provided               |           |           |      |      |      |

### 5. COLLEGE ENVIRONMENT and AMBIENCE

|                       | Excellent | Very Good | Good | Fair | Poor |
|-----------------------|-----------|-----------|------|------|------|
| Infrastructure        |           |           |      |      |      |
| Classroom Ambience    |           |           |      |      |      |
| Cleanliness in Campus |           |           |      |      |      |
| Space and Ventilation |           |           |      |      |      |
| Maintenance           |           |           |      |      |      |



**6. TRAINING and PLACEMENTS**

|  | Excellent | Very Good | Good | Fair | Poor |
|--|-----------|-----------|------|------|------|
| Time Provided for Training             |           |           |      |      |      |
| Quality of Training provided           |           |           |      |      |      |
| Training Material                      |           |           |      |      |      |
| Knowledge enhancement through training |           |           |      |      |      |
| Placement process and awareness        |           |           |      |      |      |
| Type of Companies sourced              |           |           |      |      |      |
| Salary scale through Placements        |           |           |      |      |      |

**7. GAMES and SPORTS**

|                                     | Excellent | Very Good | Good | Fair | Poor |
|-------------------------------------|-----------|-----------|------|------|------|
| Sports Equipment's availability     |           |           |      |      |      |
| Time For sports                     |           |           |      |      |      |
| Courts and Play Grounds             |           |           |      |      |      |
| PDs Encouragement for Participation |           |           |      |      |      |

**8. CANTEEN and HOSTEL**

|              | Excellent | Very Good | Good | Fair | Poor |
|--------------|-----------|-----------|------|------|------|
| Food Quality |           |           |      |      |      |
| Price        |           |           |      |      |      |
| Availability |           |           |      |      |      |
| Cleanliness  |           |           |      |      |      |
| Space        |           |           |      |      |      |

**9. TRANSPORTATION FACILITIES**

|                             | Excellent | Very Good | Good | Fair | Poor |
|-----------------------------|-----------|-----------|------|------|------|
| Bus Service Timings         |           |           |      |      |      |
| Cost of Service Utilization |           |           |      |      |      |
| Seating Capacity            |           |           |      |      |      |
| Cleanliness                 |           |           |      |      |      |
| Bus Staff Behavior          |           |           |      |      |      |

**10. WASHROOMS**

|                | Excellent | Very Good | Good | Fair | Poor |
|----------------|-----------|-----------|------|------|------|
| Cleanliness    |           |           |      |      |      |
| Maintenance    |           |           |      |      |      |
| Water Facility |           |           |      |      |      |

**Any other Suggestions or Comments, please mention here :**

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