

Student Satisfaction Survey (2020-21)

The University considers that students are the most important stakeholders in any educational enterprise. In tune with its vision, the University, since its inception has been striving to provide the best learning environment to its students—a task which is being continuously fine-tuned through a structured feedback system—the Students Satisfaction Survey (SSS)—an annually-implemented mechanism of gathering relevant information from the students on their experience of service provided by the university.

1. Procedure

- Duration : 6,7,8 September 2021
- Method : Voluntary – Online Form
- Population : 23821
- Eligibility - All PG + UG
- Campaign - SMS
- Respondents - 4106

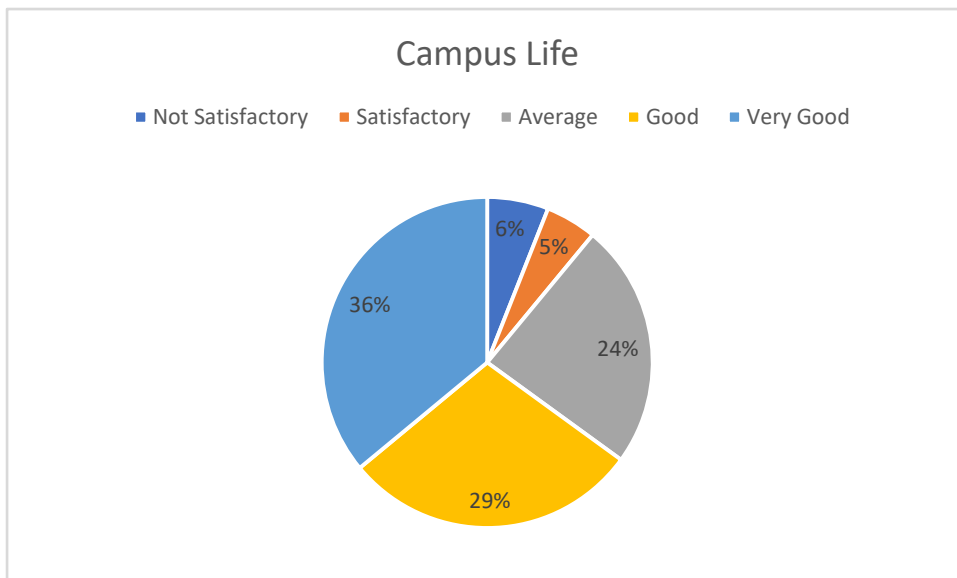
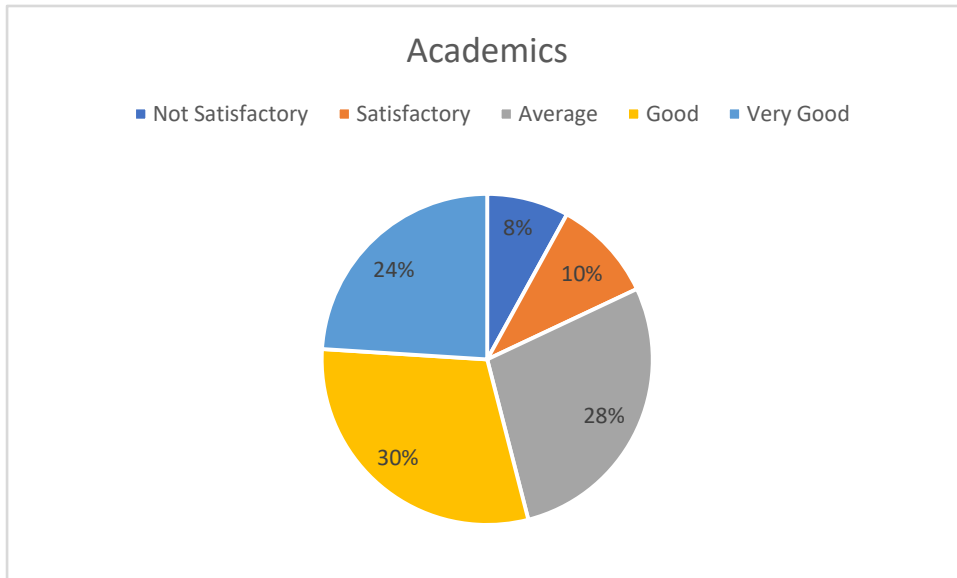
2. Categories of Evaluation

Type of Questions	Number of Qs
Demographic Characteristics	50
Academic Life: Faculty, Teaching Learning, Research, Evaluation and Testing, Overall Impression	25
Campus Life	10
Student Services	09
Computer and Networking	10
Library	10
Extra-Curricular Activities	08
Campus Facilities	15
Impact of Christ University Personal Life, Societal Life	18
Total	151

3. Methodology

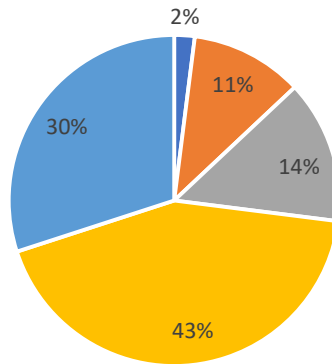
Very Good	Good	Average	Satisfactory (Fair)	Not Satisfactory
5	4	3	2	1
Satisfaction index = (frequency x point) / total respondents				

4. Summary of the responses



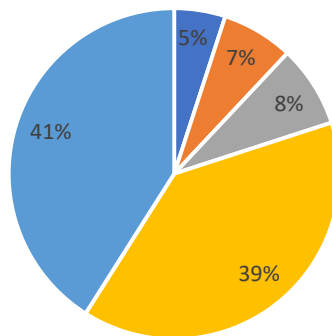
Campus Facilities

■ Not Satisfactory ■ Satisfactory ■ Average ■ Good ■ Very Good



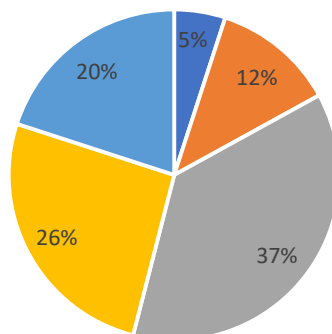
Computer/Networking

■ Not Satisfactory ■ Satisfactory ■ Average ■ Good ■ Very Good



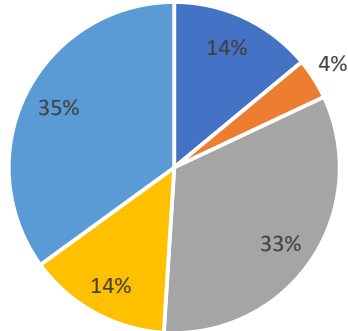
Student Services

■ Not Satisfactory ■ Satisfactory ■ Average ■ Good ■ Very Good



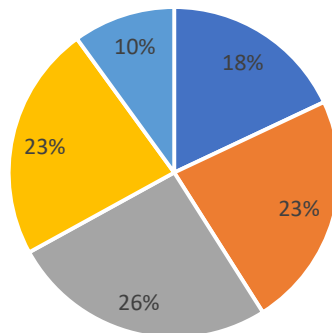
Library

■ Not Satisfactory ■ Satisfactory ■ Average ■ Good ■ Very Good



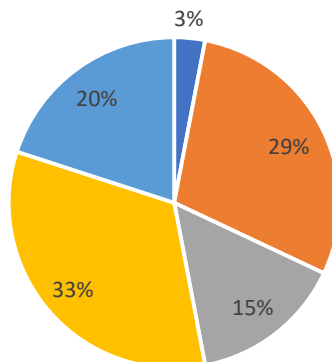
Extracurricular

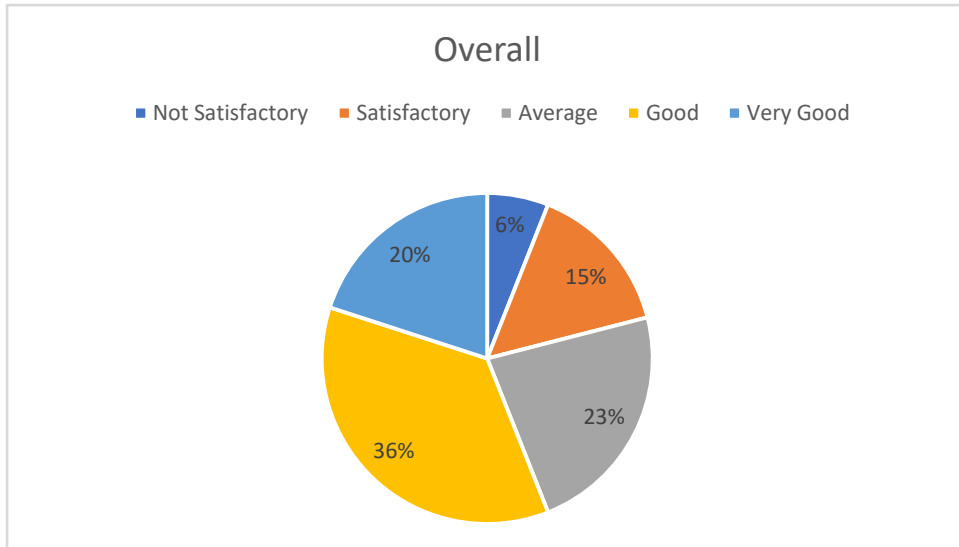
■ Not Satisfactory ■ Satisfactory ■ Average ■ Good ■ Very Good



Impact of CU

■ Not Satisfactory ■ Satisfactory ■ Average ■ Good ■ Very Good





5. Satisfaction

2020-21	
Academics	3.80
CampusLife	4.00
CampusFacilities	4.08
Computer /Networking	4.03
StudentServices	3.71
Library	3.91
Extracurricular	3.50
ImpactofCU	3.86
Overall	3.84