

## Student Satisfaction Survey (2019-20)

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	-15 -17 July 2020
Method	- Voluntary-Online Form
Population	- 21974
Eligibility	- All PG + UG
Campaign	- SMS
Respondents	- 1345

### 2. Categories of Evaluation

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

### 3. Methodology

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

#### 4. Summary of the responses

Very Good	Good	Average	Satisfactory	Not Satisfactory
37%	36%	14%	06%	07%

#### 5. Satisfaction

2019-20	
Academics	3.53
Campus Life	3.71
Campus Facilities	4.12
Computer / Networking	3.93
Student Services	3.66
Library	4.16
Extracurricular	3.82
Impact of CU	3.85
Overall	3.82

#### Additional questions in this year

1. How did you cope up with situation created by CORONA-19?
2. Could you share about your experience of taking the online end semester examination conducted by CU?

Answer to “Could you share about your experience of taking the online end semester examination conducted by CU?”

Good (327), Better (34), Best (28) Useful (25), Satisfactory (38), peace (13), comfort (26)

