

## Student Satisfaction Survey

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 - April 12–May 6, 2019
- Method - Voluntary–Online Form
- Population - 20286 Students
- Eligibility - All PG + UG
- Campaign - SMS
- Respondents - 1501 unique (Female: 830, Male: 671)

### 2. Categories of Evaluation

Type of Questions	Number of Qs
<b>Demographic Characteristics</b>	<b>46</b>
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

