

STUDENT SATISFACTION SURVEY 2017-18

		Programme/Degree							
		BBA		BCOM		MA - THM		MCOM	
		Count	n N %	Count	n N %	Count	n N %	Count	N %
Teachers have a good command over their subject content.	I slightly agree	2	5.7%	14	16.5%	1	11.1%	0	0.0%
	I generally agree	11	31.4%	36	42.4%	2	22.2%	6	66.7%
	I completely agree	22	62.9%	32	37.6%	6	66.7%	3	33.3%
	I do not agree	0	0.0%	3	3.5%	0	0.0%	0	0.0%
I get sufficient information about matters related to my studies.	No experience	0	0.0%	1	1.2%	0	0.0%	0	0.0%
	I slightly agree	3	8.6%	15	17.6%	1	11.1%	2	22.2%
	I generally agree	13	37.1%	35	41.2%	3	33.3%	4	44.4%
	I completely agree	19	54.3%	28	32.9%	5	55.6%	3	33.3%
	I do not agree	0	0.0%	6	7.1%	0	0.0%	0	0.0%
I have been assigned a mentor to counsel and guide me on my academic and personal activities.	No experience	5	14.3%	8	9.4%	0	0.0%	0	0.0%
	I slightly agree	0	0.0%	18	21.2%	3	33.3%	2	22.2%
	I generally agree	13	37.1%	23	27.1%	1	11.1%	3	33.3%
	I completely agree	17	48.6%	26	30.6%	5	55.6%	2	22.2%
	I do not agree	0	0.0%	10	11.8%	0	0.0%	2	22.2%
There is a professional counsellor available at the campus in-case I wish to share my thoughts.	No experience	9	25.7%	5	5.9%	0	0.0%	0	0.0%
	I slightly agree	2	5.7%	16	18.8%	0	0.0%	1	11.1%
	I generally agree	8	22.9%	19	22.4%	1	11.1%	4	44.4%
	I completely agree	16	45.7%	39	45.9%	8	88.9%	3	33.3%
	I do not agree	0	0.0%	6	7.1%	0	0.0%	1	11.1%
The assessment criteria of the courses are been explained to me at the beginning of the course.	No experience	0	0.0%	1	1.2%	0	0.0%	0	0.0%
	I slightly agree	2	5.7%	12	14.1%	1	11.1%	0	0.0%
	I generally agree	7	20.0%	42	49.4%	3	33.3%	3	33.3%
	I completely agree	26	74.3%	28	32.9%	5	55.6%	4	44.4%
	I do not agree	0	0.0%	2	2.4%	0	0.0%	2	22.2%

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I get assessment results/marks within a reasonable period of time.	I slightly agree	6	17.1%	27	31.8%	2	22.2%	1	11.1%
	I generally agree	12	34.3%	22	25.9%	4	44.4%	1	11.1%
	I completely agree	13	37.1%	20	23.5%	2	22.2%	1	11.1%
	I do not agree	4	11.4%	16	18.8%	1	11.1%	6	66.7%
There is a forum to redress my evaluation related issues.	No experience	4	11.4%	5	5.9%	1	11.1%	0	0.0%
	I slightly agree	6	17.1%	24	28.2%	3	33.3%	1	11.1%
	I generally agree	11	31.4%	31	36.5%	2	22.2%	4	44.4%
	I completely agree	13	37.1%	14	16.5%	2	22.2%	1	11.1%
	I do not agree	1	2.9%	11	12.9%	1	11.1%	3	33.3%
I am treated respectfully by the faculty members	I slightly agree	3	8.6%	14	16.5%	0	0.0%	1	11.1%
	I generally agree	8	22.9%	35	41.2%	0	0.0%	4	44.4%
	I completely agree	23	65.7%	29	34.1%	9	100.0%	3	33.3%
	I do not agree	1	2.9%	7	8.2%	0	0.0%	1	11.1%
I am treated respectfully by the non-teaching members	No experience	0	0.0%	1	1.2%	0	0.0%	0	0.0%
	I slightly agree	4	11.4%	20	23.5%	0	0.0%	5	55.6%
	I generally agree	11	31.4%	25	29.4%	1	11.1%	1	11.1%
	I completely agree	19	54.3%	26	30.6%	6	66.7%	3	33.3%
	I do not agree	1	2.9%	13	15.3%	2	22.2%	0	0.0%
Punctuality and discipline is encouraged and maintained.	I slightly agree	2	5.7%	20	23.5%	0	0.0%	3	33.3%
	I generally agree	12	34.3%	35	41.2%	5	55.6%	2	22.2%
	I completely agree	18	51.4%	27	31.8%	4	44.4%	3	33.3%
	I do not agree	3	8.6%	3	3.5%	0	0.0%	1	11.1%
I receive timely communication about my timetable and schedule of classes.	I slightly agree	8	22.9%	18	21.2%	2	22.2%	2	22.2%
	I generally agree	7	20.0%	31	36.5%	2	22.2%	2	22.2%
	I completely agree	15	42.9%	19	22.4%	5	55.6%	2	22.2%
	I do not agree	5	14.3%	17	20.0%	0	0.0%	3	33.3%

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The food items are reasonably priced	No experience	0	0.0%	3	3.5%	0	0.0%	0	0.0%
	I slightly agree	9	25.7%	23	27.1%	0	0.0%	4	44.4%
	I generally agree	10	28.6%	15	17.6%	0	0.0%	0	0.0%
	I completely agree	9	25.7%	11	12.9%	0	0.0%	2	22.2%
	I do not agree	7	20.0%	33	38.8%	9	100.0%	3	33.3%
The operating hours are suitable to me.	No experience	1	2.9%	1	1.2%	0	0.0%	1	11.1%
	I slightly agree	6	17.1%	21	24.7%	1	11.1%	2	22.2%
	I generally agree	16	45.7%	30	35.3%	2	22.2%	4	44.4%
	I completely agree	10	28.6%	24	28.2%	5	55.6%	2	22.2%
	I do not agree	2	5.7%	9	10.6%	1	11.1%	0	0.0%
The availability of books, magazines and journals is sufficient.	No experience	3	8.6%	3	3.5%	0	0.0%	0	0.0%
	I slightly agree	3	8.6%	18	21.2%	1	11.1%	2	22.2%
	I generally agree	10	28.6%	31	36.5%	3	33.3%	3	33.3%
	I completely agree	19	54.3%	25	29.4%	5	55.6%	2	22.2%
	I do not agree	0	0.0%	8	9.4%	0	0.0%	2	22.2%
The library staff assists me in using the library services.	No experience	2	5.7%	1	1.2%	0	0.0%	0	0.0%
	I slightly agree	5	14.3%	17	20.0%	2	22.2%	2	22.2%
	I generally agree	12	34.3%	31	36.5%	1	11.1%	2	22.2%
	I completely agree	15	42.9%	27	31.8%	6	66.7%	0	0.0%
	I do not agree	1	2.9%	9	10.6%	0	0.0%	5	55.6%
The e- browsing facility provided is satisfactory	No experience	6	17.1%	2	2.4%	1	11.1%	1	11.1%
	I slightly agree	7	20.0%	18	21.2%	2	22.2%	4	44.4%
	I generally agree	8	22.9%	34	40.0%	4	44.4%	0	0.0%
	I completely agree	9	25.7%	19	22.4%	2	22.2%	2	22.2%
	I do not agree	5	14.3%	12	14.1%	0	0.0%	2	22.2%