

# Student Satisfaction Survey

## 2023 - 24

### ■ Methodology

- Duration - April 4 – 26, 2024
- Method - Voluntary Response Sampling –  
Google Form
- Population - 24713 Students
- Eligibility -  $\geq 85\%$  Attendance
- Campaign - Knowledge Pro Link
- Respondents - 3620 unique (14.56%)

## ■ Campus-wise Participants

Deanery	Gender		Total
	Female	Male	
<b>Delhi NCR Campus</b>	<b>462</b>	<b>316</b>	<b>778</b>
<b>Bangalore Central Campus</b>	<b>1106</b>	<b>786</b>	<b>1892</b>
<b>Bangalore Kengeri Campus</b>	<b>109</b>	<b>213</b>	<b>322</b>
<b>Bangalore Yeshwanthpur Campus</b>	<b>244</b>	<b>154</b>	<b>398</b>
<b>Bangalore Bannerghatta Road Campus</b>	<b>71</b>	<b>58</b>	<b>129</b>
<b>Pune Lavasa Campus</b>	<b>36</b>	<b>59</b>	<b>95</b>
<b>Total</b>	<b>2028</b>	<b>1586</b>	<b>3614</b>

- Student Satisfaction Survey Categories

Type of Questions	Number of Qs
<b>Demographic Characteristics</b>	<b>12</b>
<b>Academic Life</b> <i>Faculty, Teaching Learning, Research, Evaluation and Testing, Overall Impression</i>	<b>25</b>
<b>Campus Life</b>	<b>10</b>
<b>Student Services</b>	<b>09</b>
<b>Computer and Networking</b>	<b>10</b>
<b>Library</b>	<b>10</b>
<b>Extra Curricular Activities</b>	<b>08</b>
<b>Campus Facilities</b>	<b>15</b>
<b>Impact of Christ University</b> <i>Personal Life, Societal Life</i>	<b>22</b>
<b>General Feedback</b>	<b>07</b>
<b>Total</b>	<b>128</b>

## ■ Data Evaluation

### ■ Likert Scale Questions

Very Good	Good	Average	Satisfactory (Fair)	Not Satisfactory
5	4	3	2	1

# Satisfaction Index

$$\frac{\text{(FREQUENCY * POINT)}}{\text{TOTAL RESPONDENTS}}$$

- **Satisfaction Index of 2023-24 - 3.57**

Categories	2023-24	Rank	2022-23	Rank
Library	3.88	<b>1</b>	3.75	<b>1</b>
Campus Facilities	3.77	<b>2</b>	3.63	<b>2</b>
Extracurricular Activities	3.66	<b>3</b>	3.45	<b>3</b>
Impact of Christ University	3.58	<b>4</b>	3.34	<b>5</b>
Computer and Networking	3.55	<b>5</b>	3.43	<b>4</b>
Student Services	3.42	<b>6</b>	3.17	<b>7</b>
Campus Life	3.41	<b>7</b>	3.19	<b>6</b>
Academics	3.40	<b>8</b>	3.16	<b>8</b>
<b>Overall</b>	<b>3.57</b>		<b>3.37</b>	

■ Salient Features of the Ratings - Overall



•**24% - Very Good**

•**37% - Good**

•**20% - Average**

•**11% - Satisfactory**

•**09% - Not Satisfactory**

- Questions that received highest rating (Very Good)

<b>[Cleanliness of the Campus]</b>	<b>1730</b>	<b>48%</b>
<b>[Waste Management System in the University]</b>	<b>1683</b>	<b>46%</b>
<b>[Helpfulness of CU non-Teaching staff]</b>	<b>1503</b>	<b>42%</b>
<b>[Library open hours for the use of students]</b>	<b>1460</b>	<b>40%</b>
<b>[Provision of quiet study areas in library]</b>	<b>1314</b>	<b>36%</b>

- Questions which received the lowest ratings  
(Not Satisfactory)

<b>[Wi-Fi facility inside the buildings]</b>	<b>1002</b>	<b>28%</b>
<b>[Christ University is supportive to the students]</b>	<b>702</b>	<b>19%</b>
<b>[My expectation of Academic Life meets with what is provided at Christ University]</b>	<b>640</b>	<b>18%</b>
<b>[Fairness of rules concerning student conduct]</b>	<b>621</b>	<b>17%</b>