



ACADEMIC YEAR 2018-19

Students' Satisfaction Survey is needed to know students' opinion about the efficiency of various facilities available in the university departments. It reflects the educational requirements of the higher studies and give an outline about how things can be planned to ensure better services and facilities. Hence, a satisfaction survey for the academic year 2018-19 was conducted based on various aspects such as courses, faculty, departmental activities, and infrastructure available for students.

A questionnaire was designed by IQAC for the students who are pursuing UG and PG in various departments. The report reflects an analysis of data converted into valid data points: 'Poor' is considered as data point of 1. 'Satisfactory' is considered as data point of 2, 'Good' is considered as data point of 3, 'Very Good' is considered as data point of 4 and 'Excellent' is considered as data point of 5.

Accordingly, the feedback received from students regarding courses offered in the department indicates that majority of the students marked 'very good' for the course content as it is relevant and in-tune with latest developments in the study area. Organized and timely completion of the syllabus by the teachers was highly appreciated by students. All students expressed 'good' response for the balance maintained in theory and practice content as per the courses in language and social science departments. However, students were concerned over practical based courses due the pandemic situation during the academic year.

With reference to faculty in the university, students registered their responses in terms of punctuality in engaging classes, subject expertise, and clarity, communication skills while disseminating subject matter, interactive nature of classes, classroom management and overall impression of the teachers in the department. Majority of the students marked 'very good' response as the departments received new and vibrant faculties on account of recruitment drive completed by the university during the academic year. The online teaching platform of Google meet enabled students and teachers get connected easily and exchange resources available online. The online teaching-learning paved way for closer contact among student and teacher.

Department is the place where students spend their valuable time. Every student should spend quality time and make use of all facilities; university has provided enough classrooms to the entire department. In the survey, the departmental activities aspect received above average responses from students. Prior to the suspension of classes from the month of March 2019, all the 27 departments were allotted with new building with sufficient classrooms. As the offline mode of teaching and learning was shifted to online teaching, departments took every step to keep students busy in curricular activities. As part of the courses, students were initially bit hesitant to present in online classes. Due to constant encouragement, guidance and training given by teachers, students started taking interest in online classroom seminars, guest lecture as departments encouraged use of teaching aids such as PPT, Google Meet, Active Presenter, Canva, Zoom, Discard, Cisco WebEx etc. As students were not in the campus, students did not respond about the Laboratory Facilities and Utilities, Drinking Water, Toilets, Supporting Staff. Students in the final year had to prepare for their



dissertations; hence, the central library offered online library resources for all the student by giving them Knimbus portal access IDs.

In case of infrastructure and support services, students expressed their responses between 'satisfaction' and 'very excellent'. The underlying reasons for this response are the well-planned and regularly utilized physical resources in the CUK campus. Games and sports activities are given due attention by Dean of Students Welfare, on account of which all students expressed 'very good' response. University organizes Ankur festival to provide students with a platform to showcase their hidden talent. Every year NGOs, Corporate companies hold placement camps in the campus. As a result, students expressed satisfaction for opening employment opportunities immediately after the final year courses. All students make use of free internet facilities available in campus, library, and classrooms. Despite being a university located far (25 km) from nearest city Kalaburagi, students are offered with well-equipped hostels and good quality food. The factors such as proper use of facilities, maintenance and focus on teaching learning process led students to mark 'excellent' remark in the survey. In other words, the excellent learning environment enabled the university administration to attract merit students, who, after staying in the campus are content with overall functioning of the university.