



# Students Satisfaction Survey 2017

Office of Research, Planning & Statistical Services

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## **Students Satisfaction Survey 2017 - Highlights**

In AY 2016-17, the Office of Research, Planning & Statistical Services administered a 'Student Satisfaction Survey' for the students in an effort to identify the features that encourage student learning, involvement, satisfaction, retention, and success, thereby enhancing academic and co-curricular programming leading to better understanding student learning and to help improve the quality of education. This survey collected information from students on a wide range of issues covering many aspects of their journey to Amity University. The survey questions were designed to capture attitudinal, behavioral, motivational, cognitive and affective measures, providing comprehensive institutional and comparative data for analyses of persistence, adjustment, and other student outcomes.

Subsequently, survey questionnaire was administered online through Amity Universities' internal intranet - Amizone. 31033 students completed the survey and submitted it online. 16137 male students and 14896 female students participated in the survey.

When students asked about Registration / Re-Registration process about 82.20% are satisfy with its policies, procedures, Web-accessible, information material and friendly and helpful staff.

On Teaching/learning aspect more than 82.40% students are found satisfied with quality of teaching and learning that they have received for Core, English & Business communication, Foreign language and Behavioural Sciences courses. 83.4% says that they are given opportunities of project works related to real life situation and related to industry. 84% are satisfied with the teaching commitment of academic staff.

While asking the students about the Academic Processes 82.2% responded that there are no class clashes on timetable, 84% students responded that time allocated for each lecture session is reasonable and Lectures always begin on time, 81.1% responded that changes in timetable are intimated timely.

On asking about the examination 80.60% said preparation time given for final semester examination is enough, 84.60% responded that examinations are conducted in a Fair, Disciplined and Organized manner, 87.80% said that Invigilators reach timely to the examination room, 78.80% say results declared on time 83.30% said that examination-related issues are promptly addressed.

On asking on students support/counselling 69.5% said they are aware of the student counseling department and 36.7% students ever availed any of their services, 81.3% said that students are aware of the Rules & Regulations provided in the student handbook on Amizone.

## Survey Response Rates and Background Information of Participants

| Respondent Category | Frequency | Percentage |
|---------------------|-----------|------------|
| <b>Respondents</b>  | 31033     | 100%       |
| <b>Gender</b>       |           |            |
| Male                | 16137     | 52         |
| Female              | 14896     | 48         |
| <b>Campus</b>       |           |            |
| Noida               | 26844     | 86.5       |
| Lucknow             | 4189      | 13.5       |
| <b>Degree Level</b> |           |            |
| Undergraduate       | 24640     | 79.4       |
| Postgraduate        | 6051      | 19.5       |
| Doctoral            | 342       | 1.1        |
| <b>Community</b>    |           |            |
| Gen                 | 26347     | 84.9       |
| OBC                 | 3786      | 12.2       |
| SC                  | 621       | 2          |
| ST                  | 279       | 0.9        |

## Registration/Re-Registration

|  | Rating* |       |        |        |        | Mean Rating |
|--|---------|-------|--------|--------|--------|-------------|
|  | 1       | 2     | 3      | 4      | 5      |             |
| <b>1.1</b> I am satisfied with the Registration / Re-Registration process at the beginning of the semester                                     | 13.70%  | 9.00% | 20.30% | 19.50% | 37.50% | 3.6         |
| <b>1.2</b> AMITY informed me well about Registration / Re-Registration policies and procedures   | 9.70%   | 9.10% | 22.20% | 18.30% | 40.70% | 3.7         |
| <b>1.3</b> On-line Registration / Re-Registration is clear and user friendly   | 9.70%   | 8.10% | 21.00% | 18.60% | 42.60% | 3.8         |
| <b>1.4</b> Web-accessible student information is complete and up to date   | 8.30%   | 8.10% | 22.30% | 19.50% | 41.80% | 3.8         |
| <b>1.5</b> Information materials are complete and up to date   | 8.40%   | 8.50% | 23.80% | 19.20% | 40.10% | 3.7         |
| <b>1.6</b> Registration assistance (registration for courses, eligibility requirements, verification of the documents, etc.) is well-organized | 8.90%   | 8.20% | 23.30% | 18.90% | 40.70% | 3.7         |
| <b>1.7</b> Registration staff is friendly and helpful  | 8.50%   | 7.90% | 22.30% | 18.50% | 42.80% | 3.8         |

\* The rating is on five-point scale where 1 is Strongly disagree and 5 is Strongly agree

## Teaching Learning

|   | Rating* |       |        |        |        | Mean Rating |
|---|---------|-------|--------|--------|--------|-------------|
|   | 1       | 2     | 3      | 4      | 5      |             |
| <b>2.1</b> I am satisfied with my decision to attend this university  | 9.50%   | 9.90% | 25.70% | 18.70% | 36.20% | 3.6         |
| <b>2.2</b> Faculty members are accessible outside of class to help students                                   | 9.70%   | 9.70% | 20.50% | 20.10% | 40.00% | 3.7         |
| <b>2.3</b> Faculty members encourage students to participate in class discussions                             | 7.80%   | 8.10% | 20.70% | 21.80% | 41.60% | 3.8         |
| <b>2.4</b> Faculty members treat students as individuals, not just numbers                                    | 9.50%   | 8.90% | 22.60% | 19.30% | 39.70% | 3.7         |
| <b>2.5</b> I get timely feedback on my academic progress  | 9.90%   | 9.90% | 25.20% | 19.50% | 35.50% | 3.6         |
| <b>2.6</b> Faculty members strictly follow the class timings  | 8.90%   | 7.90% | 23.40% | 19.60% | 40.20% | 3.7         |
| <b>2.7</b> Faculty members are academically qualified to teach the course assigned to them                    | 8.30%   | 8.30% | 24.10% | 19.10% | 40.20% | 3.7         |
| <b>2.8</b> Faculty members follow the programme learning objectives and syllabus strictly as per session plan | 8.00%   | 7.70% | 25.90% | 20.40% | 38.00% | 3.7         |
| <b>2.9</b> Faculty members are able to communicate in English   | 7.20%   | 6.90% | 22.20% | 21.50% | 42.20% | 3.8         |
| <b>2.1</b> Academic calendar, APW & Scheduled classes are timely uploaded on Amizone                          | 8.30%   | 7.40% | 21.50% | 19.80% | 43.00% | 3.8         |
| <b>2.11</b> Teaching aids (Projectors/LCD, Marker/Duster) are available on time                               | 10.70%  | 9.70% | 24.80% | 17.90% | 38.80% | 3.7         |
| <b>2.12</b> Laboratory equipment / Computers in computer labs are available and well Maintained               | 9.90%   | 8.90% | 26.30% | 18.00% | 36.90% | 3.6         |
| <b>2.13</b> I am well attended by my HOI/Faculty/Mentor in case I have any problem                            | 8.80%   | 7.80% | 25.60% | 18.10% | 39.70% | 3.7         |
| <b>2.14</b> Available course materials are clear and concise  | 8.40%   | 8.20% | 25.70% | 19.40% | 38.30% | 3.7         |
| <b>2.15</b> Programme Structure, course and syllabus are well organized                                       | 8.30%   | 7.80% | 25.50% | 19.20% | 39.20% | 3.7         |

|             |   |        |       |        |        |        |     |
|-------------|---|--------|-------|--------|--------|--------|-----|
| <b>2.16</b> | Courses allows adequate development of subject knowledge  | 7.90%  | 7.90% | 25.70% | 20.00% | 38.50% | 3.7 |
| <b>2.17</b> | I am able to contribute ideas and suggestions during the study.   | 7.50%  | 7.20% | 25.90% | 20.70% | 38.70% | 3.8 |
| <b>2.18</b> | The academic workload on my course is manageable.   | 9.80%  | 8.70% | 26.10% | 19.20% | 36.20% | 3.6 |
| <b>2.19</b> | Assessment criteria follow clear guideline.   | 7.90%  | 7.80% | 26.70% | 19.70% | 37.90% | 3.7 |
| <b>2.20</b> | Faculty are enthusiastic about what they are teaching.  | 8.20%  | 8.40% | 24.90% | 19.70% | 38.80% | 3.7 |
| <b>2.21</b> | I am satisfied with the teaching commitment of academic staff.  | 7.70%  | 8.30% | 24.20% | 19.40% | 40.40% | 3.8 |
| <b>2.22</b> | Faculty members are good at explaining concepts.  | 6.10%  | 8.20% | 26.80% | 19.60% | 39.30% | 3.8 |
| <b>2.23</b> | Feedback on my work is comprehensive.   | 7.80%  | 7.70% | 28.00% | 19.40% | 37.10% | 3.7 |
| <b>2.24</b> | Feedback on work is prompt.   | 7.90%  | 8.00% | 28.60% | 18.90% | 36.60% | 3.7 |
| <b>2.25</b> | Overall, I am satisfied with the quality of teaching and learning that I have received for Core Courses.                    | 8.80%  | 8.80% | 26.50% | 19.50% | 36.40% | 3.7 |
| <b>2.26</b> | Overall, I am satisfied with the quality of teaching and learning that I have received for English & Business communication | 8.80%  | 8.20% | 25.90% | 19.90% | 37.20% | 3.7 |
| <b>2.27</b> | Overall, I am satisfied with the quality of teaching and learning that I have received for Foreign language                 | 10.60% | 8.50% | 25.80% | 18.40% | 36.70% | 3.6 |
| <b>2.28</b> | Overall, I am satisfied with the quality of teaching and learning that I have received for Behavioural Sciences             | 8.70%  | 7.20% | 26.00% | 18.60% | 39.50% | 3.7 |
| <b>2.29</b> | I am given opportunities of project works related to real life situation and related to industry.                           | 9.50%  | 6.80% | 24.90% | 19.40% | 39.40% | 3.7 |

\* The rating is on five-point scale where 1 is Strongly disagree and 5 is Strongly agree

## Academic Processes

|   | Rating* |       |        |        |        | Mean Rating |
|---|---------|-------|--------|--------|--------|-------------|
|   | 1       | 2     | 3      | 4      | 5      |             |
| <b>There are no class clashes on timetable</b>                    | 9.40%   | 8.40% | 23.20% | 18.00% | 41.00% | 3.7         |
| <b>The time allocated for each lecture session is reasonable.</b> | 8.10%   | 7.90% | 23.90% | 19.20% | 40.90% | 3.8         |
| <b>Lectures always begin on time</b>                              | 8.90%   | 7.60% | 24.80% | 19.40% | 39.30% | 3.7         |
| <b>The student continuous evaluation methods are objective</b>    | 8.00%   | 7.40% | 24.10% | 21.10% | 39.40% | 3.8         |
| <b>Changes in timetable and intimated timely</b>                  | 10.40%  | 8.50% | 22.10% | 19.20% | 39.80% | 3.7         |

\* The rating is on five-point scale where 1 is Strongly disagree and 5 is Strongly agree

## Examination

|  | Rating* |       |        |        |        | Mean Rating |
|--|---------|-------|--------|--------|--------|-------------|
|  | 1       | 2     | 3      | 4      | 5      |             |
| <b>Preparation time given for final semester examination is enough.</b>  | 10.00%  | 9.40% | 25.70% | 18.60% | 36.30% | 3.6         |
| <b>Examinations are conducted in a Fair, Disciplined and Organized manner.</b>                                   | 7.80%   | 7.60% | 20.20% | 21.50% | 42.90% | 3.8         |
| <b>Invigilators reach timely to the examination room.</b>  | 6.80%   | 5.90% | 21.10% | 18.10% | 48.10% | 3.9         |
| <b>Results are timely declared</b>   | 12.00%  | 9.20% | 23.20% | 18.30% | 37.30% | 3.6         |
| <b>You get timely intimation and proper guidance, in case of Re-appear in any examination by the department.</b> | 8.60%   | 8.10% | 26.50% | 17.50% | 39.30% | 3.7         |
| <b>Examination-related issues are promptly addressed</b>   | 6.50%   | 8.40% | 26.90% | 18.00% | 40.20% | 3.8         |

\* The rating is on five-point scale where 1 is Strongly disagree and 5 is Strongly agree

## Student Support/Counselling

|  | Rating* |       | Yes % |
|--|---------|-------|-------|
|  | Yes     | No    |       |
| <b>Are you aware of the student counseling department?</b>                                       | 69.5%   | 30.5% | 69.5% |
| <b>Have you ever availed any of their services?</b>  | 36.7%   | 63.2% | 36.7% |
| <b>Were you benefitted with their Guidance and Support?</b>                                      | 48.5%   | 51.5% | 48.5% |
| <b>Are you aware of the Rules &amp; Regulations provided in the student handbook on Amizone?</b> | 81.3%   | 18.7% | 81.3% |

## Relationship with Staff (Non teaching)

|  | Rating* |       |        |        |        | Mean Rating |
|--|---------|-------|--------|--------|--------|-------------|
|  | 1       | 2     | 3      | 4      | 5      |             |
| <b>The non-teaching staff are courteous</b>  | 8.40%   | 7.40% | 27.10% | 19.80% | 39.30% | 3.8         |
| <b>Departmental staff provide sufficient information.</b>                            | 8.50%   | 7.70% | 26.10% | 19.60% | 38.40% | 3.7         |
| <b>Student complaints are handled in a timely manner.</b>                            | 10.40%  | 9.00% | 28.00% | 16.90% | 35.70% | 3.6         |
| <b>Staff responds to administrative queries promptly</b>                             | 8.90%   | 7.90% | 28.40% | 19.90% | 35.50% | 3.7         |
| <b>There is an appropriate communication channel between management and students</b> | 9.40%   | 8.10% | 28.00% | 17.00% | 36.50% | 3.6         |

\* The rating is on five-point scale where 1 is Strongly disagree and 5 is Strongly agree

## Personal Development

|   | Rating* |       |        |        |        | Mean Rating |
|---|---------|-------|--------|--------|--------|-------------|
|   | 1       | 2     | 3      | 4      | 5      |             |
| <b>My communication skills are now more effective</b>                         | 8.20%   | 7.80% | 26.30% | 20.20% | 37.50% | 3.7         |
| <b>I have developed personal confidence through my university experience.</b> | 7.80%   | 7.70% | 26.40% | 20.00% | 38.10% | 3.7         |
| <b>I have developed confidence to explore new ideas.</b>                      | 8.30%   | 7.30% | 25.90% | 20.20% | 38.00% | 3.7         |
| <b>My university experience has improved my employment prospects.</b>         | 9.20%   | 9.00% | 27.50% | 18.60% | 35.70% | 3.6         |

\* The rating is on five-point scale where 1 is Strongly disagree and 5 is Strongly agree

## Satisfaction with Amity University services

|  | Rating* |        |        |        |        | Mean Rating |
|--|---------|--------|--------|--------|--------|-------------|
|  | 1       | 2      | 3      | 4      | 5      |             |
| <b>Amizone.</b>  | 6.60%   | 6.20%  | 23.60% | 20.90% | 42.70% | 3.6         |
| <b>Sports facilities.</b>  | 9.40%   | 8.80%  | 30.20% | 17.90% | 33.70% | 2.9         |
| <b>Computer labs and support services.</b>   | 8.60%   | 8.50%  | 29.30% | 18.90% | 34.70% | 3.1         |
| <b>Recreational facilities.</b>  | 7.10%   | 8.20%  | 30.30% | 20.00% | 34.40% | 3.0         |
| <b>Facilities for student associations clubs, committees etc.</b>                            | 7.00%   | 8.80%  | 29.60% | 19.50% | 35.10% | 3.1         |
| <b>Amity Clinic.</b>   | 8.70%   | 8.10%  | 30.20% | 19.80% | 33.20% | 3.1         |
| <b>University-based social activities.</b>   | 6.90%   | 8.10%  | 30.20% | 19.30% | 35.50% | 3.1         |
| <b>Library facilities.</b>   | 6.10%   | 6.60%  | 22.70% | 19.30% | 45.30% | 3.6         |
| <b>On-campus Wi-Fi.</b>  | 16.60%  | 9.60%  | 24.70% | 16.30% | 32.80% | 3.1         |
| <b>Services for internship and other practical experiences.</b>                              | 12.10%  | 10.30% | 29.20% | 17.00% | 31.40% | 2.9         |
| <b>Services for students with disabilities.</b>  | 7.70%   | 6.40%  | 30.40% | 17.90% | 37.60% | 2.7         |
| <b>International student services.</b>   | 8.10%   | 6.60%  | 31.70% | 17.40% | 36.20% | 2.6         |
| <b>University Hostels.</b>   | 11.50%  | 9.70%  | 31.20% | 14.90% | 32.70% | 2.5         |
| <b>Services for students needing Scholarship.</b>  | 10.70%  | 8.90%  | 30.60% | 17.10% | 32.70% | 2.7         |
| <b>Campus bookstores.</b>  | 8.60%   | 8.70%  | 29.80% | 19.70% | 33.20% | 3.1         |
| <b>Parking facilities.</b>   | 9.80%   | 7.70%  | 28.30% | 18.70% | 35.50% | 3.0         |
| <b>Personal counseling services.</b>   | 8.50%   | 8.20%  | 31.10% | 17.30% | 34.90% | 2.8         |
| <b>Career counseling services.</b>   | 9.00%   | 8.60%  | 30.60% | 18.60% | 33.20% | 2.8         |
| <b>Cafeteria and Canteens.</b>   | 10.10%  | 9.80%  | 28.30% | 19.60% | 32.20% | 3.3         |
| <b>Banking Facilities.</b>   | 7.80%   | 8.00%  | 29.00% | 19.70% | 35.50% | 3.1         |
| <b>Cleanliness of toilets.</b>   | 15.50%  | 10.40% | 25.50% | 17.90% | 30.70% | 3.2         |
| <b>Cleanliness of classrooms.</b>  | 9.40%   | 8.70%  | 26.30% | 21.00% | 34.60% | 3.4         |
| <b>Cleanliness of public spaces (Galleries, parking, auditoriums, roads, canteens etc.).</b> | 7.30%   | 7.00%  | 24.80% | 21.80% | 39.10% | 3.5         |
| <b>Safety and Security measures.</b>   | 8.70%   | 7.80%  | 27.00% | 20.30% | 36.20% | 3.4         |



\* The rating is on five-point scale where 1 is Very Dissatisfied and 5 is Very Satisfied

## Overall

|   | Rating* |       |        |        |        | Mean Rating |
|---|---------|-------|--------|--------|--------|-------------|
|   | 1       | 2     | 3      | 4      | 5      |             |
| <b>Overall, I would recommend Amity University to my peers.</b>       | 13.70%  | 9.00% | 20.30% | 19.50% | 37.50% | 3.6         |
| <b>Overall, my university experience has fulfilled my objectives.</b> | 9.70%   | 9.10% | 22.20% | 18.30% | 40.70% | 3.7         |
| <b>Overall, I am satisfied with the quality of the course.</b>        | 9.20%   | 9.00% | 27.50% | 18.60% | 35.70% | 3.6         |

\* The rating is on five-point scale where 1 is Strongly disagree and 5 is Strongly agree