



# RAJADHANI INSTITUTE OF ENGINEERING AND TECHNOLOGY

Rajadhani Hills, Nagaroor, Attingal, Thiruvananthapuram,  
Kerala, India 695102

APPROVED BY AICTE &  
AFFILIATED TO THE  
AFI ABDUL KALAM  
TECHNOLOGICAL UNIVERSITY

College Code: RIE



## Student Satisfaction Survey

Rajadhani Institute of Engineering & Technology is the institute which got embedded with the inherent closed loop system corrects itself through the feedbacks/surveys on continuous basis. Students Satisfaction Survey (SSS) is one among these surveys. This survey includes majorly the questionnaire recommended by NAAC. Apart from Teaching-Learning and Evaluation aspects, the survey has included the institution infrastructural and welfare aspects too. The organisation of survey, guidelines, questionnaire and the results are provided as follows.

### About the survey

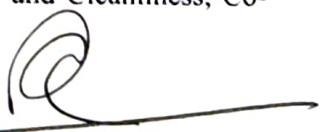
Students of an Institution form the core of the stakeholders and all the activities undertaken by the institute are focused on creating a barrier free and conducive environment for excelling in their academics. In this regard the institution has provided many facilities for the benefit of students such as Hostels, Drinking Water, Canteen, House Keeping, Transportation etc. to name a few. In the process the institution strives to achieve its program objectives as laid down in the policy document.

It becomes imperative for any institution to reiterate that, it is achieving its set goals and therefore it becomes necessary to elicit perceptions and opinions of the students who are the foremost stakeholders and identify the deviations if any, to improve the system and hence this survey is being carried on.

### Survey Process:

The survey is conducted and reported by Internal Quality Assessment Cell (IQAC) with support of Heads and Coordinators of all the departments. The questioners were prepared in the form of Google form and circulated to all the departments and then to students through coordinators. Parallely feedback was also collected by Librarian on library facilities. The feedback was taken on different attributes like; Basic Facilities, Basic Services, Maintenance and Cleanliness, Co-



  
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curricular and Extracurricular activities, Food and water, Library Services and Hostels. The responses obtained on these dimensions are compiled into a spread sheet, analyzed and logical conclusions are drawn there from. As all the values are represented in terms of percentage, a value above 50 indicates an above average satisfaction. The weighted average value of student satisfaction is obtained after assigning weightage to the parameters on the basis of judgment applied by the members of IQAC. The results of the survey will help the institution to understand both short term and long term needs of the students and initiate remedial action to improve the facilities wherever it is required. The outcome of this survey will provide a base for planning for the future. The IQAC sincerely thank all the members of the Management, Principal, and Heads of the Departments & Staff, coordinators of the Departments for permissions and implementation of the survey. IQAC conveys thanks to the students who have expressed their opinions and/or views sincerely.

### **Evaluation Rating**

Excellent - 5

Good - 3

Fair - 2

Poor - 1

## Student Satisfaction Survey

(Includes the questionnaire suggested by National Assessment and Accreditation Council (NAAC))

### Guidelines for Students:

The Higher Education sector is highly competitive. To impart quality Technical education and provide competent resources to the society, stakeholder's inputs create a cutting edge in achieving this. RIET being on the top amongst the private engineering colleges with accreditation in NBA & ISO strives to reach high altitudes with continuous inputs especially from the major stakeholder's, i.e. the students. Your genuine input and suggestions will take it to the greater heights. Please join us in reaching this goal and setting up a bench mark in the society in creating & nurturing world's best engineers.

A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed. This survey is being conducted by RIET and its motto is to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

A) Please confirm this is the first and only time you answer this survey.

a) Yes b) No

B) Age:

C) Branch /Department:

D) Gender:

a) Female      b) Male      c) Transgender

F) What degree program are you pursuing now? a) Bachelor's      b) Master's      c) Other

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.



# RAJADHANI INSTITUTE OF ENGINEERING & TECHNOLOGY

## STUDENT SATISFACTION SURVEY – SAMPLE QUESTIONNAIRE

### 1. Satisfaction level of Basic Facilities at the Campus

Facilities in the classrooms (Furniture, Lighting, Ventilation, Projectors)

- Excellent
- Good
- Fair
- Poor

Availability of IT infrastructure (Computing, Internet, Wi-fi.)

- Excellent
- Good
- Fair
- Poor

Availability of software, hardware or instruments in laboratories

- Excellent
- Good
- Fair
- Poor

Two / Four-wheeler parking

- Excellent
- Good
- Fair
- Poor

College Transport (if opted)

- Excellent
- Good

- Fair
- Poor

## **2. Satisfaction level of Basic services at the Campus**

### Counseling/Mentoring Service

- Excellent
- Good
- Fair
- Poor

### Redressal of Grievances in the College/Department

- Excellent
- Good
- Fair
- Poor

### Discipline in the College

- Excellent
- Good
- Fair
- Poor

### Placement Training and related activities

- Excellent
- Good
- Fair
- Poor

### Internships and related activities

- Excellent
- Good
- Fair
- Poor

### Feedback system on faculty

- Excellent
- Good
- Fair
- Poor

### **3. Satisfaction level of maintenance and cleanliness**

Classrooms and laboratories\*

- Excellent
- Good
- Fair
- Poor

Rest rooms\*

- Excellent
- Good
- Fair
- Poor

College campus\*

- Excellent
- Good
- Fair
- Poor

Canteen Premises\*

- Excellent
- Good
- Fair
- Poor

### **4. Satisfaction level in co-curricular and extracurricular activities**

Co-curricular activities ( Guest lectures, Industry visits, workshops etc.)

- Excellent
- Good



- Fair
- Poor

Facilities of Indoor and outdoor Sports

- Excellent
- Good
- Fair
- Poor

Opportunities to participate in cultural activities

- Excellent
- Good
- Fair
- Poor

Opportunities to participate in cultural activities

- Excellent
- Good
- Fair
- Poor

### **5. Satisfaction level on Library services**

Books & Journals availability

- Excellent
- Good
- Fair
- Poor

Facility of E-journals

- Excellent
- Good
- Fair
- Poor

Library staff

- Excellent
- Good
- Fair
- Poor

#### Library timings

- Excellent
- Good
- Fair
- Poor

### **6. Satisfaction level on Library services**

#### Warden and other staff members

- Excellent
- Good
- Fair
- Poor

#### Hostel facilities and Cleanliness

- Excellent
- Good
- Fair
- Poor

#### Mess facilities

- Excellent
- Good
- Fair
- Poor

#### Food and water

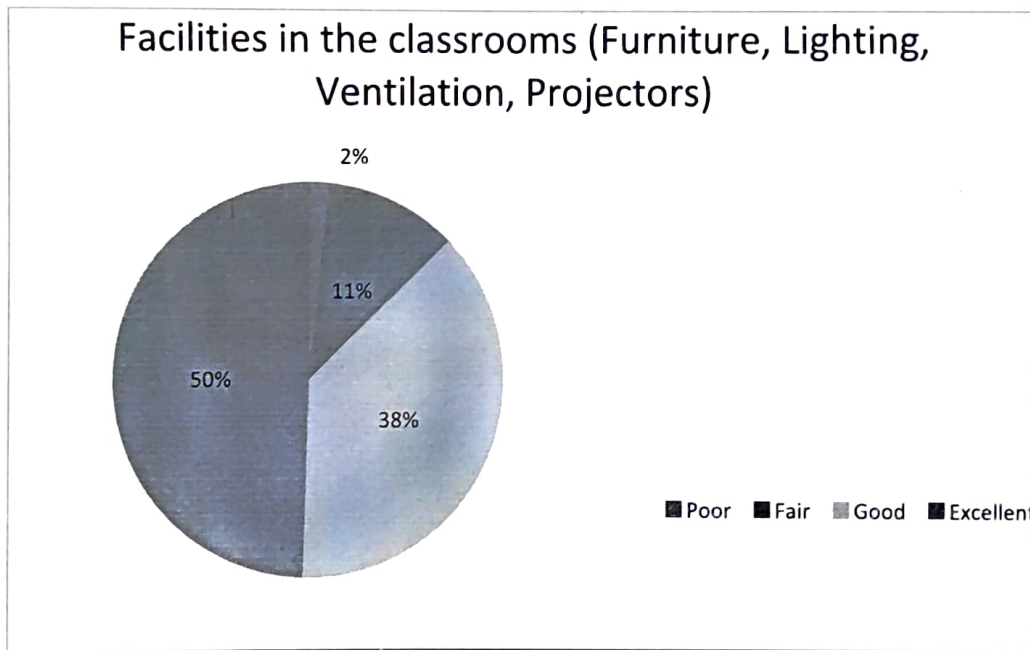
- Excellent
- Good



- Fair
- Poor

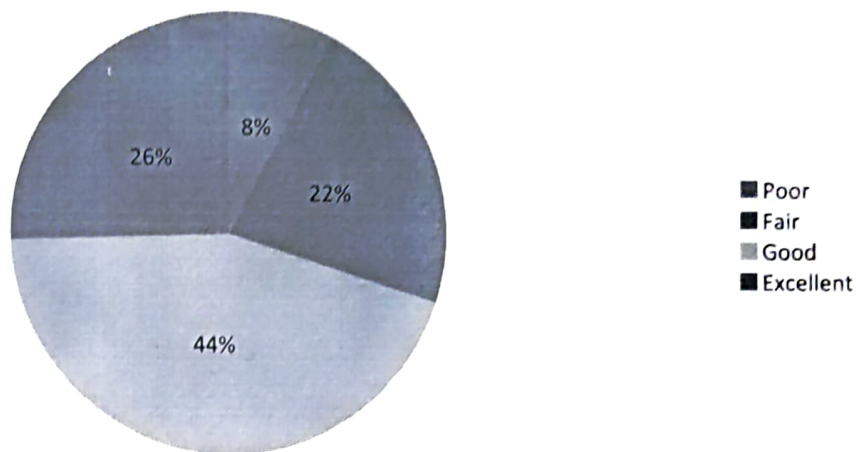
### Student Satisfaction Survey Report

The responses given by the students for the questionnaire provided to the students are given below. The chart title shows the item on which the survey has been conducted. For each of the item specified/given for the survey, the students were allowed to mark options from the following: Excellent/good/fair/ poor. The responses were consolidated and made in the form of PIE chart for easy understanding.



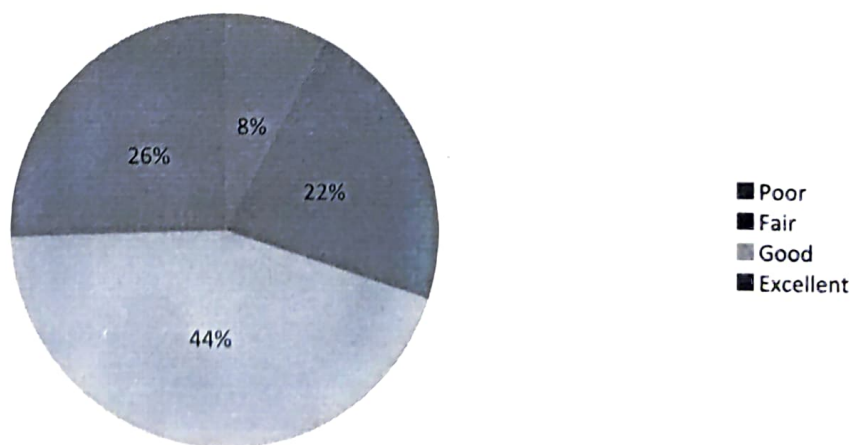
More than 90% of the students were satisfied about the facilities in the classrooms like Furniture, lighting, Ventilation an projectors. The comments from the students were also good in this item.

### Availability of IT infrastructure (Computing, Internet, Wi-fi,)

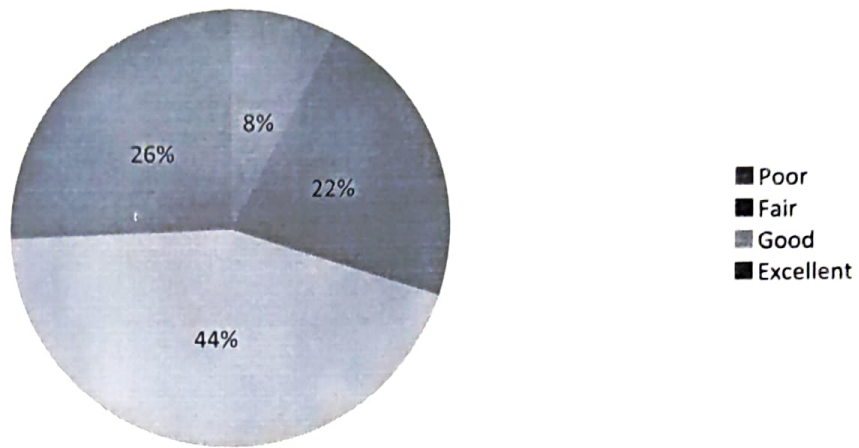


Almost 91% of the students were satisfied regarding the availability of IT infrastructure including Computing, Internet, Wi-fi etc. More than 95 % of the students were satisfied with the availability of software, hardware or instruments in the laboratories.

### Availability of software, hardware or instruments in laboratories

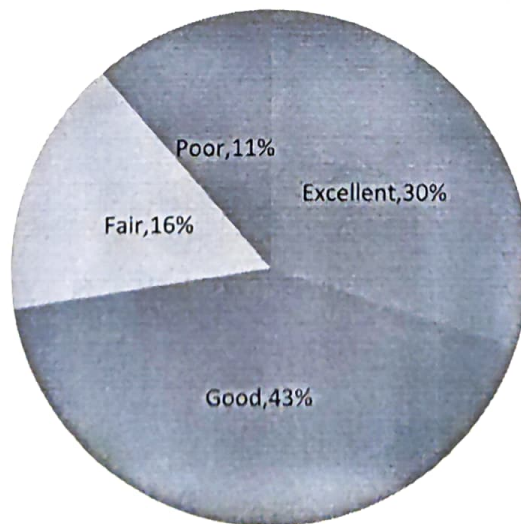


### Two / Four-wheeler parking

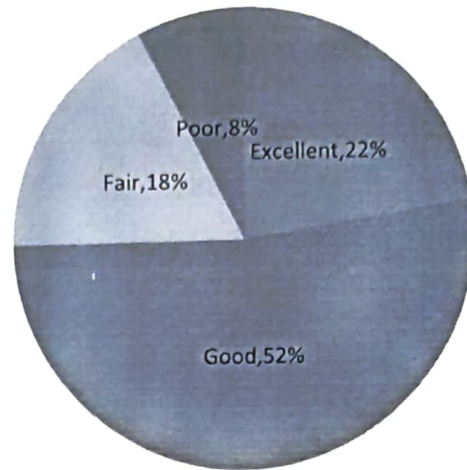


Regarding vehicle parking and college transport, almost 87 % of the students appreciated the facilities provided b the college.

### College Transport (if opted)

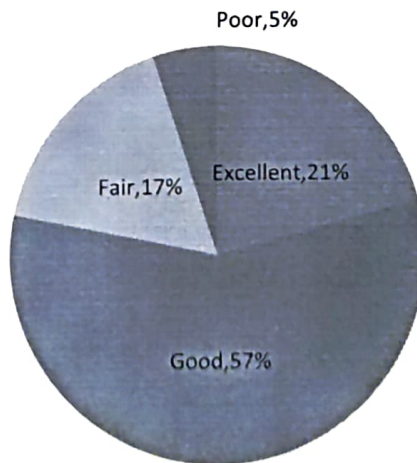


### Counseling/Mentoring Service

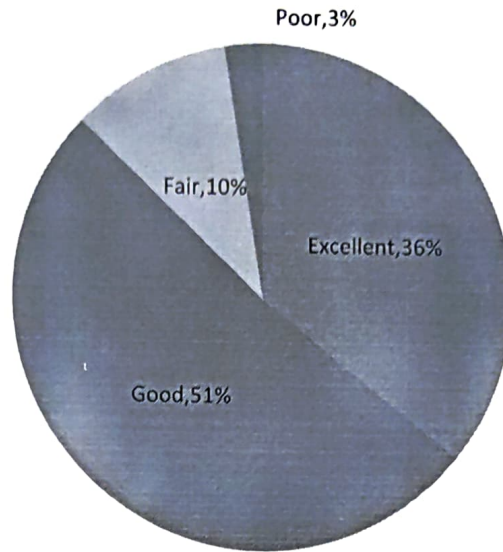


90% of the students appreciated the Counseling /Mentoring service. 95 % of the students strongly agrees the effort put by the institute / Department regarding Redressal of Grievances in the college.

### Redressal of Grievances in the College/Department



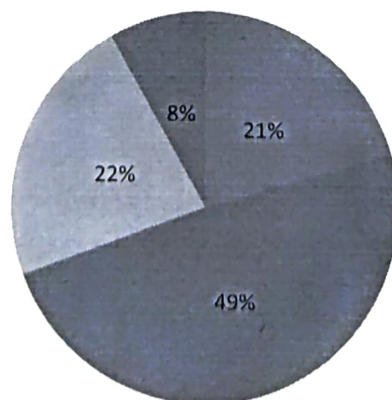
## Discipline in the College



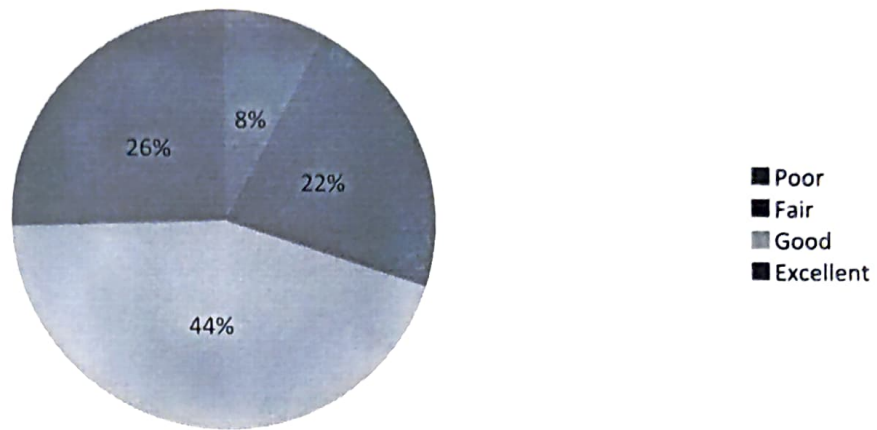
Discipline in the college was well applauded by 97% of the students. The Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work are appreciated to great extent by 92% students.

## Placement Training and related activities

■ Excellent ■ Good ■ Fair ■ Poor

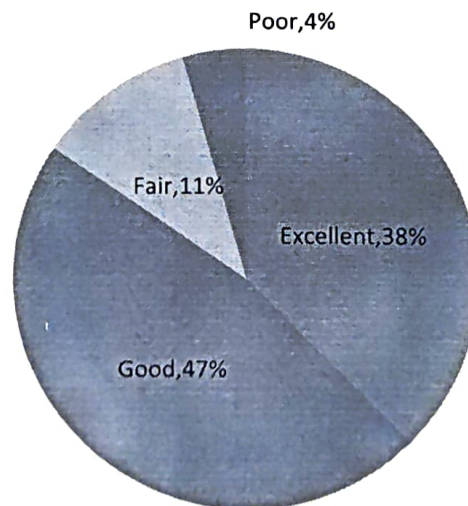


## Internships and related activities



Having the continuous efforts put by institute, 88% of students appreciated the field trips/internships activities. 96 % of the students were satisfied about feedback system on faculty.

## Feedback system on faculty



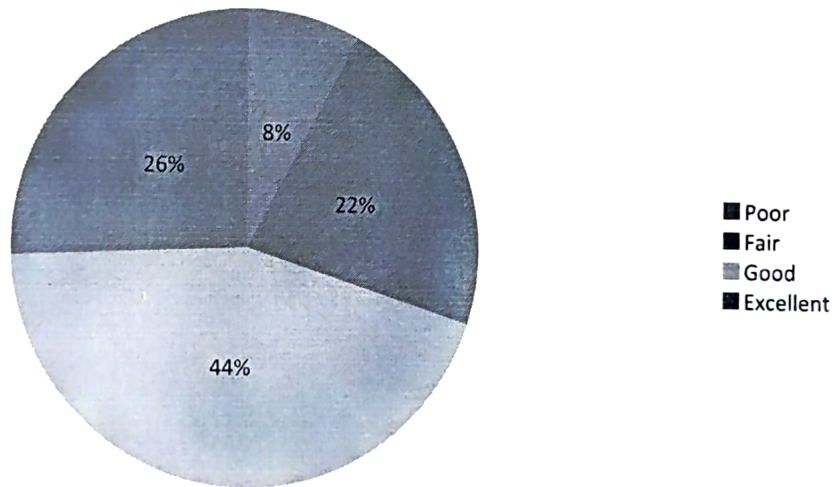


### Classrooms and laboratories



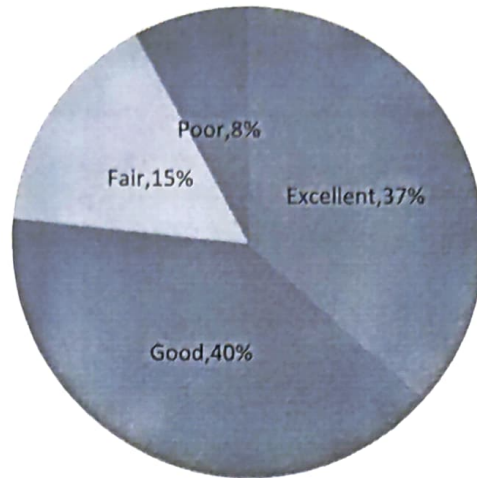
More than 90 % of the students well appreciated the classroom, restrooms and Laboratory facilities.

### Rest rooms



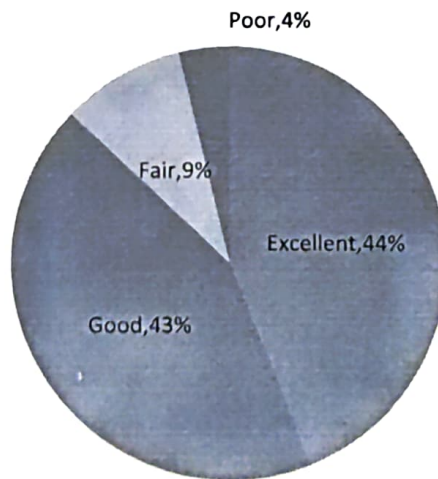


### College campus

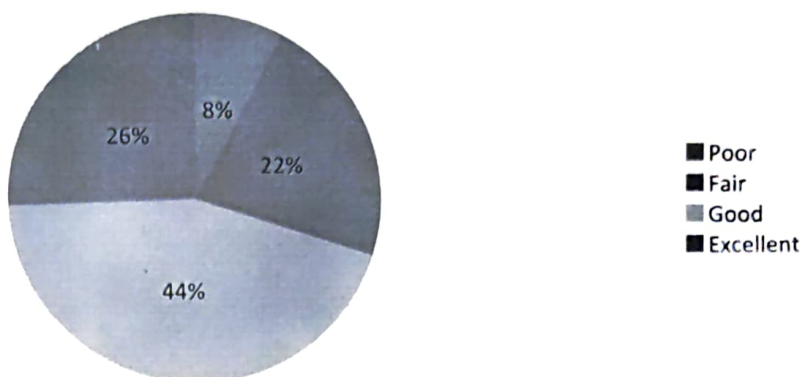


Regarding college campus and canteen premises, more than 90 % of the students appreciated to great extent.

### Canteen Premises



### Co-curricular activities ( Guest lectures, Industry visits, workshops etc.)

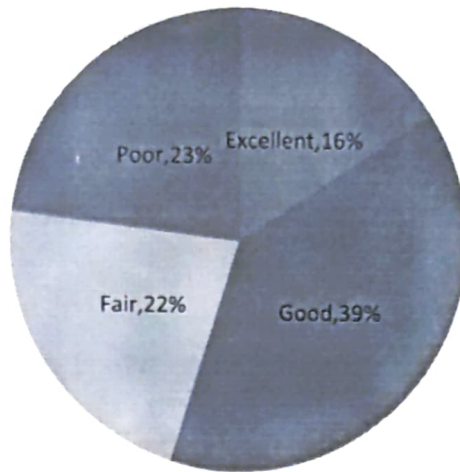


92% of the students were satisfied with the steps taken by the institute for arranging Co-curricular Activities. 88 % of the students are satisfied with the facilities of Indoor and Outdoor Sports

### Facilities of Indoor and outdoor Sports

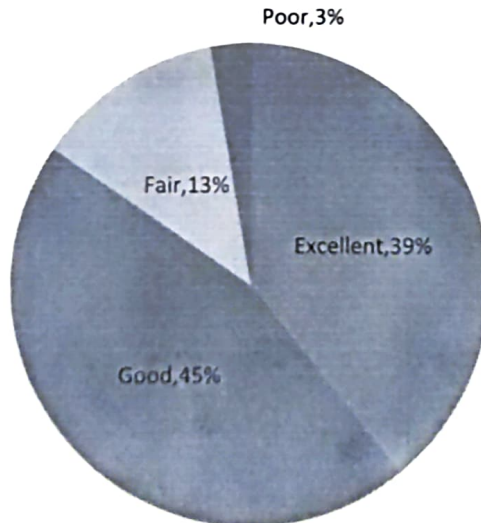


### Opportunities to participate in cultural activities



77 % of the students give positive comments for their opportunities to participate in cultural activities.

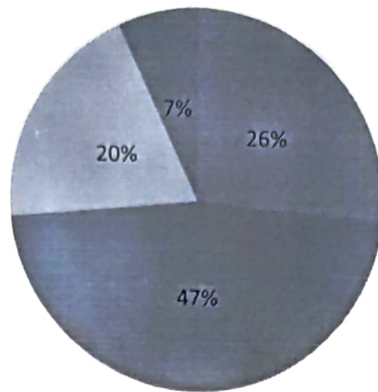
### Books & Journals availability



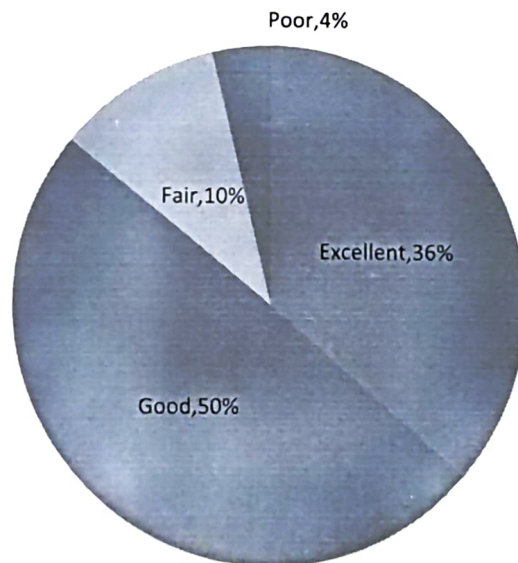
The library facility like the facility of E journals, Books and Journal availability was appreciated by more than 90% of the students.

### Facility of E-journals

■ Excellent ■ Good ■ Fair ■ Poor

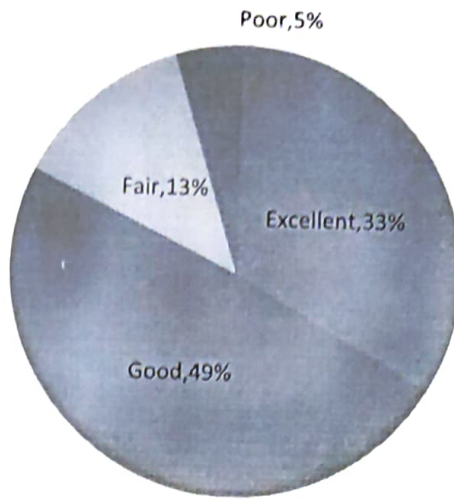


### Library staff

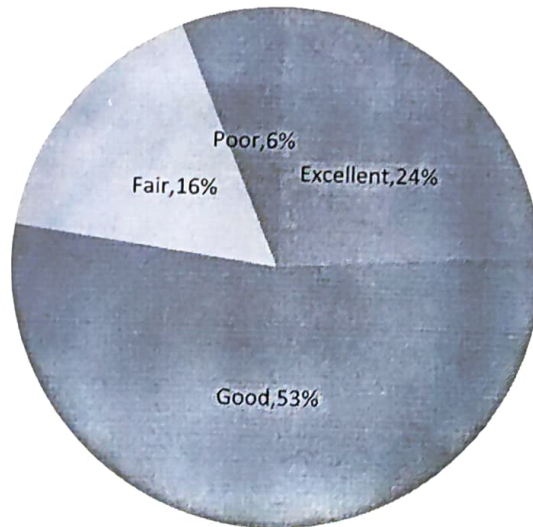


95% of the students appreciated the library timing and performance of library staff.

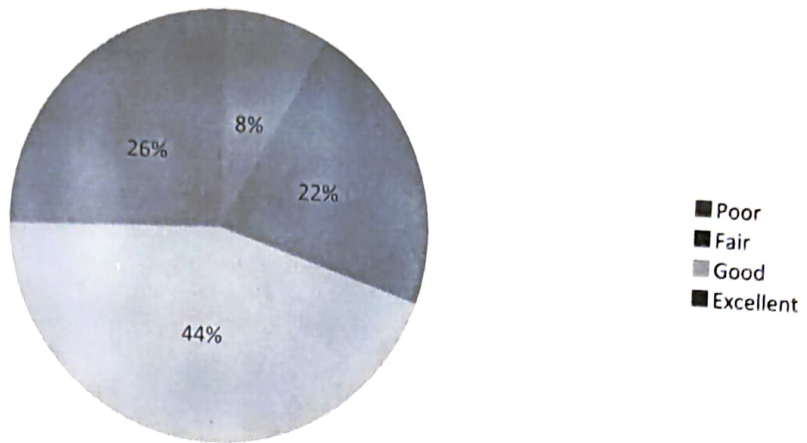
### Library timings



### Warden and other staff members

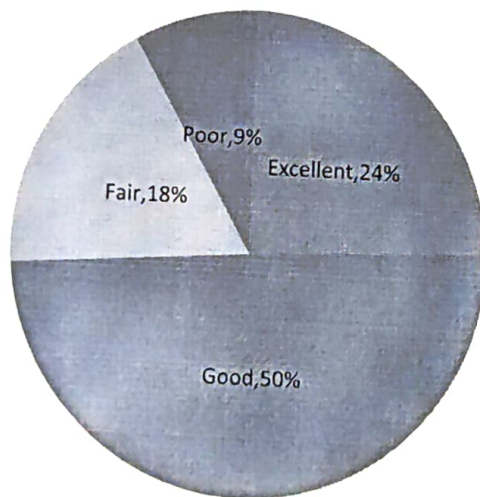


## Hostel facilities and Cleanliness



More than 90% of the students appreciated the Hostel related facilities, mess facilities, and the performance of warden and other staff.

## Mess facilities





## Food and water



The Efforts are made by the institute for the arrangement of food and water are appreciated to great extent by 90% students.

Provide observation / suggestions to improve the overall teaching – learning experience in your institution.

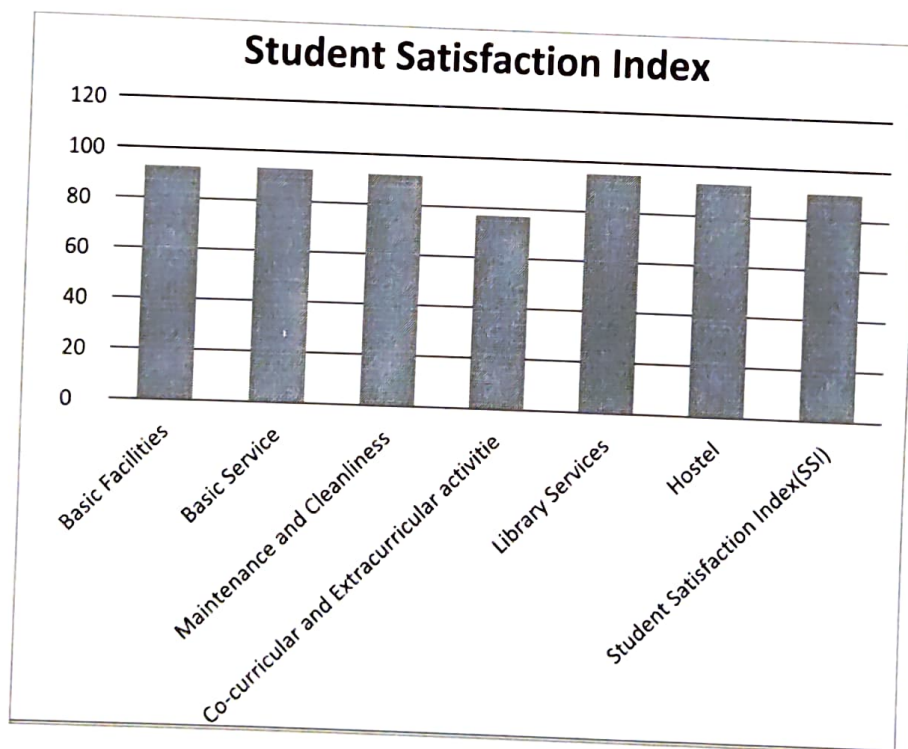
- Over-all good... nothing special.
- Good and satisfied
- Good atmosphere for studying
- Excellent
- Around good
- All are going well.
- Overall good
- Doing well, not bad.
- It's simply good.
- Satisfactory
- Riet is the best campus..good atmosphere for study
- Good atmosphere for studying
- Overall good



### Student Satisfaction Index

The overall student satisfaction Index (SSI) is calculated based on all the surveys made with due weightage to each survey. After Discussions with members of IQAC, weightage for each survey is decided and are presented in the following table. The SSI is calculated using weighted average and it is observed that the overall SSI for the year 2022-23 is 90.67%.

Surveys	Feedback %	Weightage
Basic Facilities	92.67	20
Basic Service	93	20
Maintenance and Cleanliness	92	20
Co-curricular and Extracurricular activities	77	15
Library Services	95.25	15
Hostel	93	10
<b>Student Satisfaction Index (SSI)</b>	<b>90.67</b>	




### Recommendations from the Survey

The overall satisfaction level of students of Rajadhani Institute of Engineering & Technology as seen by Student Satisfaction survey is around 90%. The following are the issues on which the students have shown concern:

- Provide scope for Co-curricular activities (Guest lectures, Industry visits, workshops etc.)
- Facilities for Indoor and Outdoor Sports need to be improved
- Increase Opportunities to participate in Cultural activities
- Rest rooms cleanliness need to be improved
- Internships and related activities needs improvement



  
10/5/24

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