Feedback Analysis on Internet and Computer Facilities
Academic Year 2024-25

Average

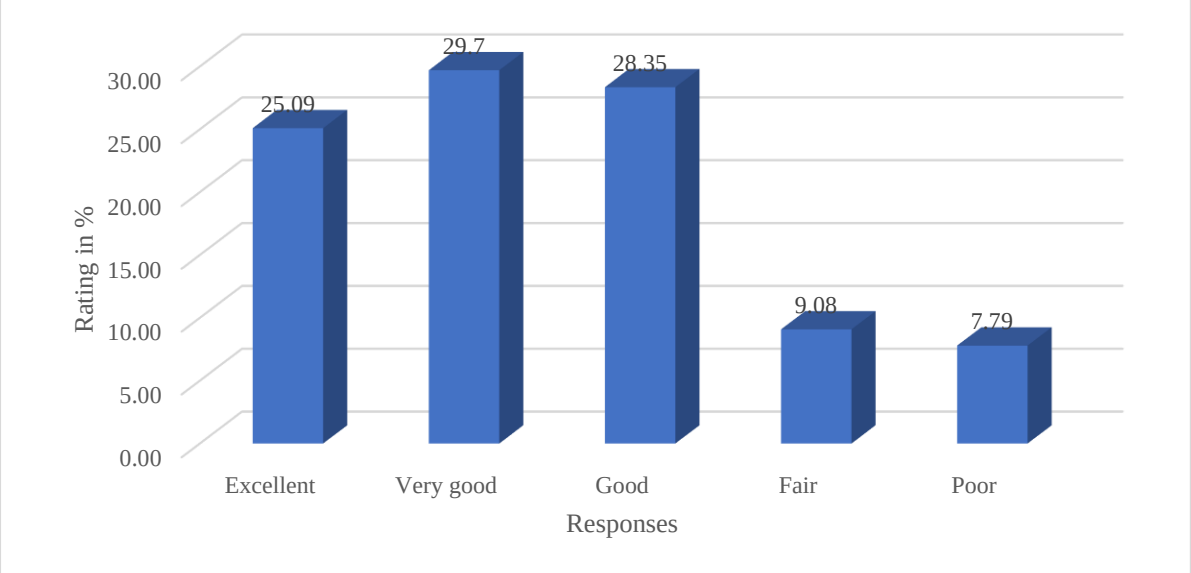

Figure 1

Figure 1 displays the feedback on internet and computer facilities shows a generally positive response, with over 83% of users rating them as Good, Very Good, or Excellent. The highest rating category is Very Good (29.7%), followed closely by Good (28.35%), indicating overall satisfaction. However, Fair (9.08%) and Poor (7.79%) ratings suggest some areas need improvement. While most users find the internet and facilities reliable, a small percentage experiences issues that could be addressed for better accessibility and efficiency. Enhancing weaker aspects could further boost user satisfaction and ensure a seamless experience.

The adequacy of internet facilities

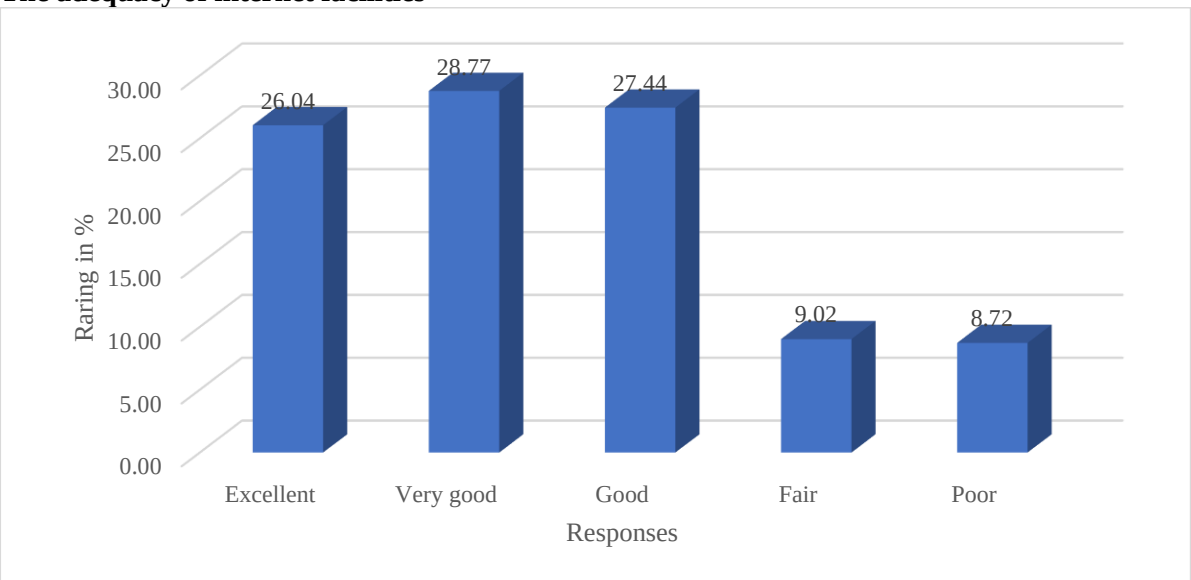

Figure 2

Figure 2 depicts the feedback on internet facilities indicates overall satisfaction, with the majority of users rating them as Very Good (28.77%) or Good (27.44%). A significant portion also considers them Excellent (26.04%), reinforcing a largely positive experience. However, Fair (9.02%) and Poor (8.72%)

ratings highlight areas where improvement is needed. While most users find the internet adequate, addressing weaker aspects could further enhance reliability and accessibility. Strengthening connectivity and optimizing performance may improve user satisfaction.

How would you rate the Wi-Fi access in the classrooms / Laboratory

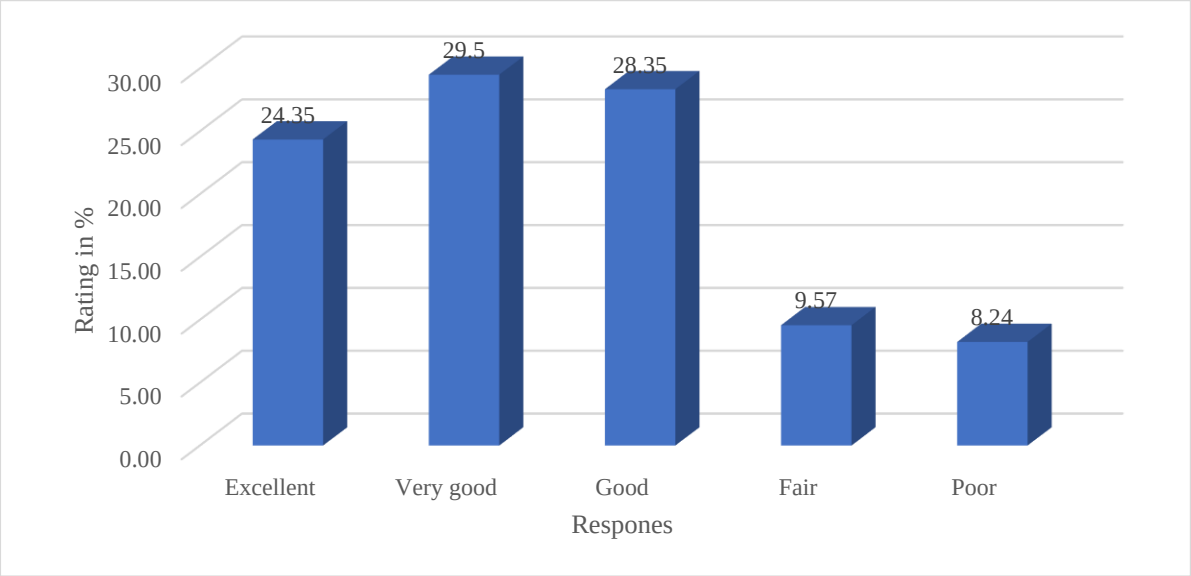

Figure 3

Figure 3 outlines the survey on Wi-Fi access in classrooms and laboratories shows that most respondents have a positive experience. The highest rating is Very Good (29.5%), followed by Good (28.35%), indicating overall satisfaction. Excellent (24.35%) also holds a significant share, reinforcing strong approval. However, Fair (9.57%) and Poor (8.24%) responses highlight some areas needing improvement. Strengthening connectivity in weaker zones could enhance reliability and user satisfaction further.

Adequacy of desktop systems in the laboratory / Computer centre

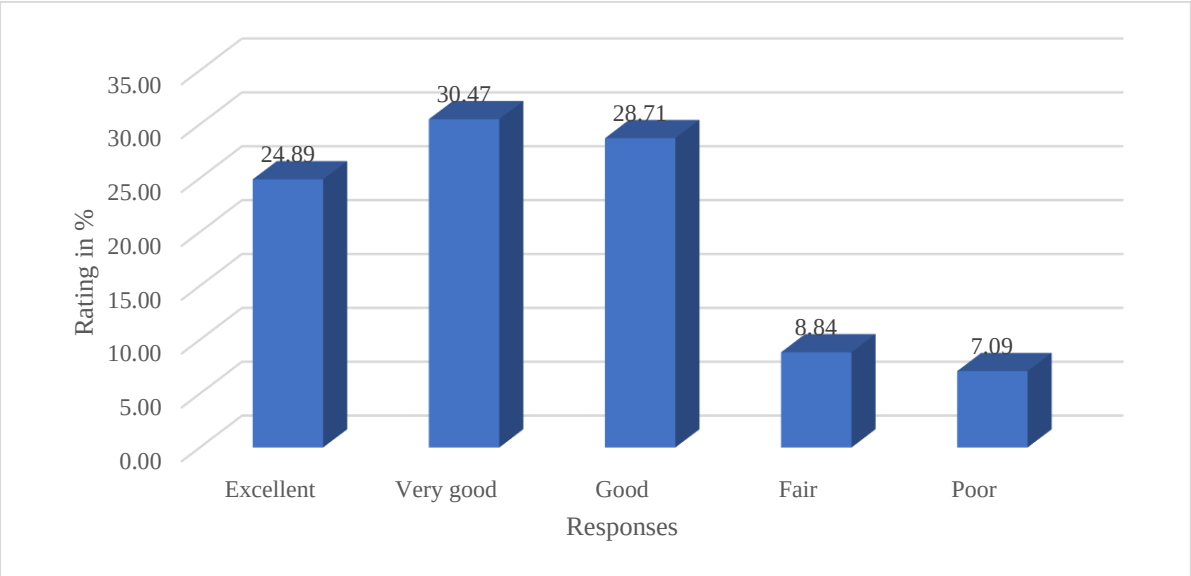

Figure 4

Figure 4 elucidates the adequacy of desktop systems in the laboratory and computer center is mostly positive, with the majority of responses falling in the Very Good (30.47%) and Good (28.71%) categories. Excellent (24.89%) also indicates strong satisfaction. However, Fair (8.84%) and Poor (7.09%) ratings highlight areas needing improvement. Addressing these concerns can enhance the overall user experience and ensure better accessibility.

Provision for access to computer centre beyond working hours

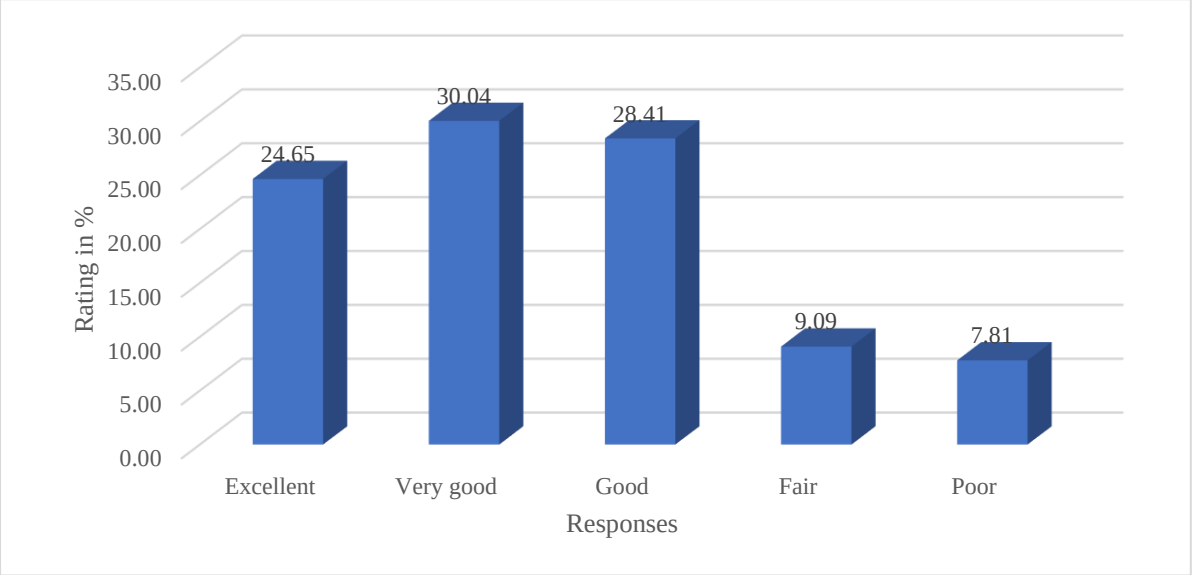

Figure 5

Figure 5 describes the provision for access to the computer center beyond working hours is mostly well-received, with Very Good (30.04%) and Good (28.41%) making up the majority of responses. Excellent (24.65%) further indicates strong approval. However, Fair (9.09%) and Poor (7.81%) ratings suggest room for improvement. Expanding availability and optimizing accessibility could enhance user satisfaction.

How would you rate the assistance of computer centre staff

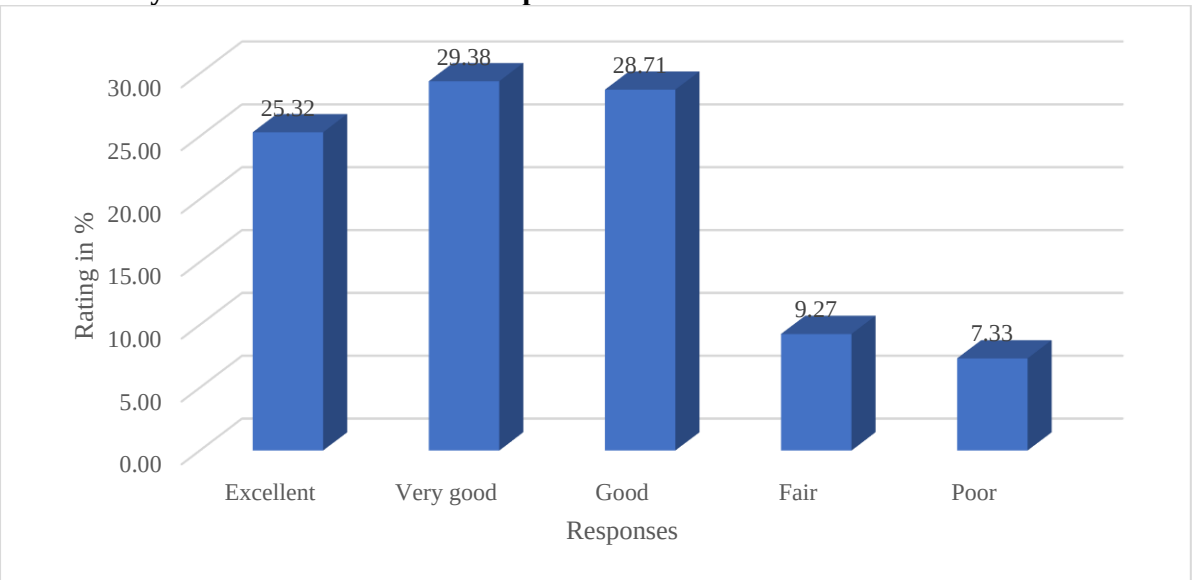

Figure 6

Figure 6 exhibits the assistance provided by the computer centre staff is mostly well-received, with Very Good (29.38%) and Good (28.71%) making up the majority of responses. Excellent (25.32%) also indicates strong approval. However, Fair (9.27%) and Poor (7.33%) ratings suggest room for improvement. Strengthening responsiveness and support could further enhance user satisfaction.

Are you aware about Institute IT policy and e mail etiquette

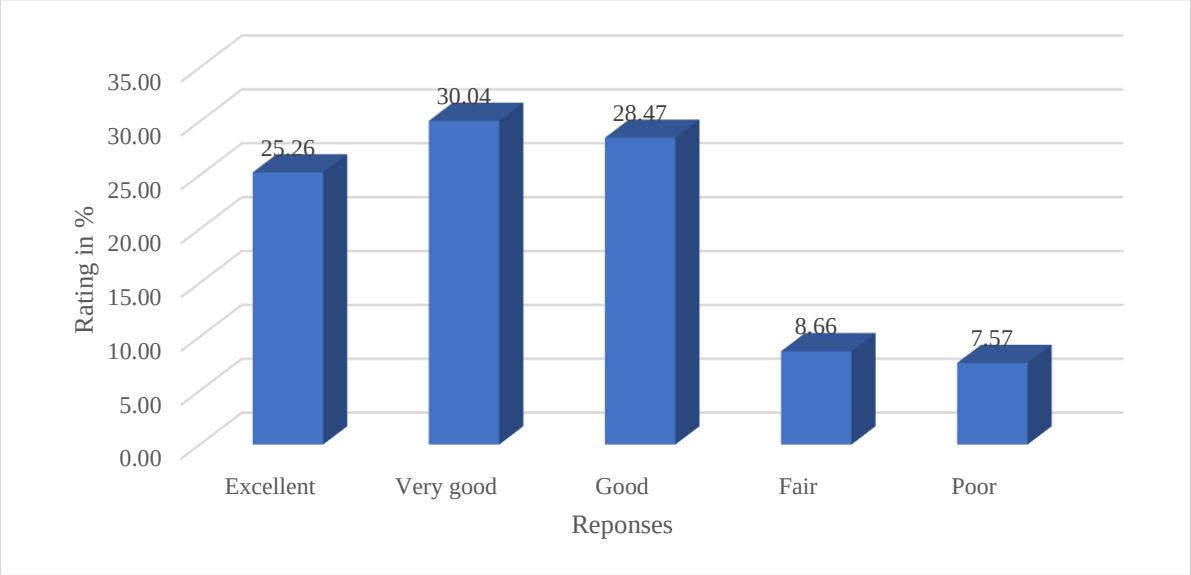

Figure 7

Figure 7 outlines the assistance of computer center staff is generally well-rated, with Very Good (29.38%) and Good (28.71%) being the majority. Excellent (25.32%) further reinforces strong approval. However, Fair (9.27%) and Poor (7.33%) ratings indicate areas for improvement. Enhancing responsiveness and support could boost user satisfaction.

Recommendations of Internal Quality Assurance Centre

S.No	Feedback received	Recommendations
1	Some users face connectivity issues	Improve network coverage and optimize bandwidth
2	Limited reliability in weaker zones	Enhance signal strength and upgrade access points
3	Some systems need improvement	Regular maintenance and timely upgrades
4	Limited availability beyond hours	Extend operating hours or provide remote access
5	Responsiveness needs enhancement	Conduct training sessions to improve support quality