

Satisfaction Survey on Internet / Computer Facilities

Academic Year 2025-26

The summary of the Internet / Computer Facilities data indicates a strong institutional performance across all surveyed metrics Q1–Q6. Overall satisfaction levels remain high and relatively stable, with positive ratings consistently ranging between 77.18% Q2 and 83.03% Q5. The highest satisfaction is found in Q5 83.03%, suggesting that this specific aspect of the computer facilities is the most effectively managed. Across the board, about four out of five respondents are satisfied with the digital infrastructure provided by the institute.

1. Adequacy of internet facilities

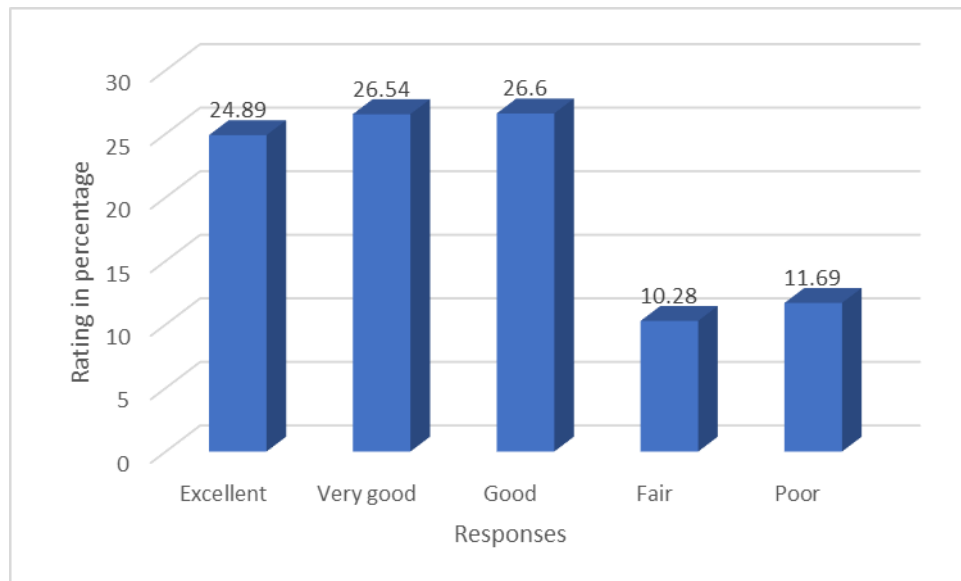


Figure 1: Adequacy of internet facilities

The figure 1 explains the adequacy of internet facilities Q1 indicates a generally positive consensus among the student body, though with notable room for improvement. A significant majority of 78.03% of respondents provided favorable ratings, with the feedback being almost evenly distributed between good 26.6%, very good 26.54%, and Excellent 24.89%. This data suggests that for nearly four-fifths of the population, the current internet infrastructure is reliable and sufficient for their academic and research needs.

Conversely, a critical segment of 21.97% expressed dissatisfaction with the service. Within this group, 11.69% of participants rated the facilities as poor, while 10.28% rated them as fair. This double-digit poor rating highlights a significant minority experiencing connectivity issues or bandwidth limitations. While the primary infrastructure is functional for the majority, these findings point to a need for the institute to investigate localized "dead zones" or peak-time congestion to ensure equitable digital access for all students.

2. Wi-Fi access in the classrooms / Laboratory

The figure 2 evaluating Wi-Fi access in the classrooms and laboratories Q2 indicates a generally positive student experience, with 77.19% of respondents providing favorable ratings.

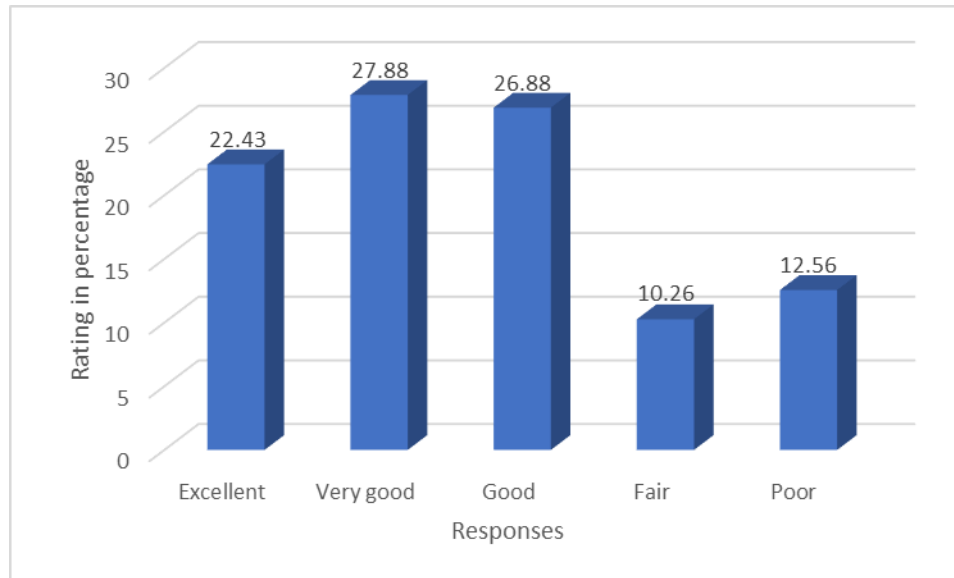


Figure 2: Wi-Fi access in the classrooms / Laboratory

The largest share of feedback is concentrated in the very good 27.88% and good 26.88% categories, while 22.43% of students rated the access as excellent. This suggests that the wireless infrastructure is sufficiently broad to support digital learning and research activities for the majority of the academic community.

However, dissatisfaction is notably present, with a combined 22.82% of respondents expressing critical views. Specifically, 12.56% of participants rated the Wi-Fi access as poor the highest poor rating seen among the IT metrics so far and 10.26% rated it as fair. This level of dissatisfaction indicates significant connectivity gaps or inconsistent signal strength within specific classrooms or laboratory environments. While the general network foundation is strong, the data highlights a clear need for the institute to optimize coverage and stability in high-use academic areas to eliminate these "dead zones."

3.Adequacy of desktop systems in the laboratory / Computer center



Figure 3: Adequacy of desktop systems in the laboratory / Computer center

The figure 3 explains the adequacy of desktop systems in the laboratory and computer center Q3 shows a strong positive consensus, with 81.39% of respondents rating the facilities favorably. The highest percentage of students, 28.96%, rated the adequacy as very good closely followed by 28.32% as good and 24.11% as excellent. This data indicates that for the vast majority of the student body, the available hardware and computing resources are sufficient to support their academic coursework and technical requirements.

Conversely, total dissatisfaction remains low at 18.6%. Within this group, 9.53% of respondents provided a fair rating, while 9.07% rated the adequacy as poor. While these figures represent a small minority, the near-parity between the fair and poor ratings suggests that a specific subset of users may be encountering outdated hardware or insufficient terminal availability during peak hours. Overall, however, the desktop infrastructure appears to be a well-maintained and reliable asset for the institute.

4.Provision for access to computer center beyond working hours



Figure 4: Provision for access to computer center beyond working hours

The figure 4 depicts the provision for access to the computer center beyond working hours Q4 indicates a largely positive student response regarding the flexibility of campus resources. A combined 80.18% of respondents provided favorable ratings, with the feedback being remarkably balanced between good 28.4%, very good 28.2%, and excellent 23.58%. This suggests that for the vast majority of the student body, the extended hours are sufficient and facilitate additional study or project work outside of the standard academic schedule.

On the other hand, 19.83% of respondents expressed some level of dissatisfaction. This group is split almost evenly between those who rated the provision as fair 9.79% and those who rated it as poor 10.04%. While the overall satisfaction is high, the double-digit poor rating suggests that a specific segment of students perhaps those with heavy evening workloads or specific research needs may find the current extended hours still too restrictive or inconsistent. Overall, while the current policy serves most students well, there is a minor but clear demand for further extending or better communicating these access periods.

5. Assistance of computer center staff

The figure 5 shows the assistance of computer center staff Q5 reflects a high level of professional satisfaction and is the strongest performing category within the IT service department.

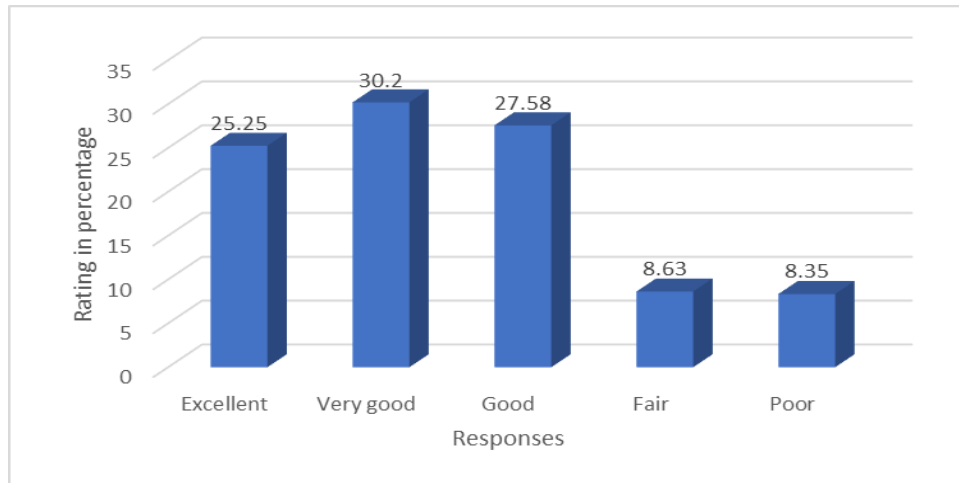


Figure 5: Assistance of computer center staff

A significant 83.03% of respondents provided positive feedback, with 30.2% rating the assistance as very good 27.58% as good, and 25.25% as excellent. This data indicates that the technical support team is perceived as approachable, knowledgeable, and effective in resolving user issues, forming a reliable support pillar for the institute's digital infrastructure.

Conversely, dissatisfaction is at its lowest in this category, totaling only 16.98%. Within this segment, 8.63% of participants rated the staff assistance as fair, and a mere 8.35% rated it as poor. These low critical figures suggest that any negative experiences are likely isolated incidents rather than a systemic failure in personnel management. Overall, the human element of the computer facilities is highly regarded, successfully offsetting some of the technical challenges noted in connectivity and hardware categories.

5. IT policy and e-mail etiquette

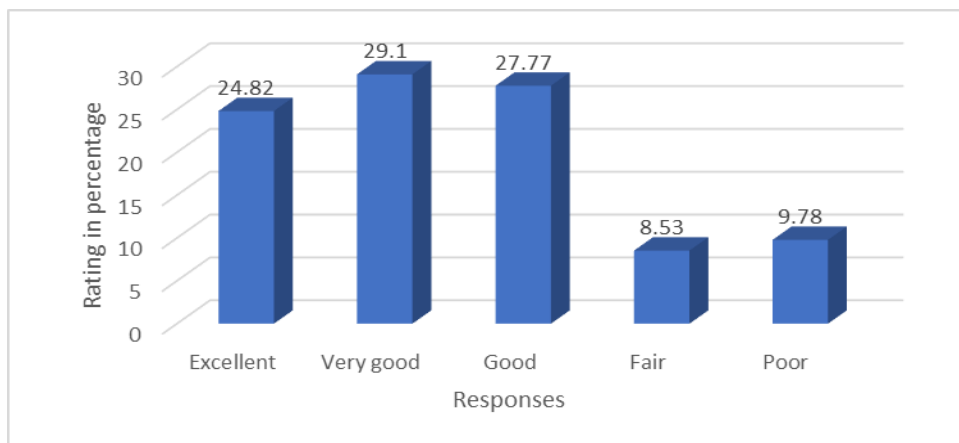


Figure 6: IT policy and e-mail etiquette

The figure 6 explains student awareness of the Institute IT policy and e-mail etiquette Q6 reveals a strong level of literacy regarding campus digital standards. A significant 81.69% of respondents provided positive ratings, with 29.1% characterizing their awareness as very good followed by 27.77% as good and 24.82% as excellent. This data suggests that the institute's efforts to communicate professional digital conduct and policy constraints have been broadly successful, ensuring that the vast majority of the student body understands the expectations for responsible technology use.

On the other hand, a minority of 18.31% expressed a lack of full awareness or dissatisfaction with the clarity of these policies. Specifically, 9.78% of participants rated their awareness as "Poor," and 8.53% rated it as "Fair." While these figures are relatively low, the fact that nearly one in ten students gave a "Poor" rating indicates a need for more proactive orientation sessions or more accessible documentation regarding IT guidelines to ensure total compliance and professional communication across the campus.

6. Overall Survey analysis on Internet / Computer Facilities

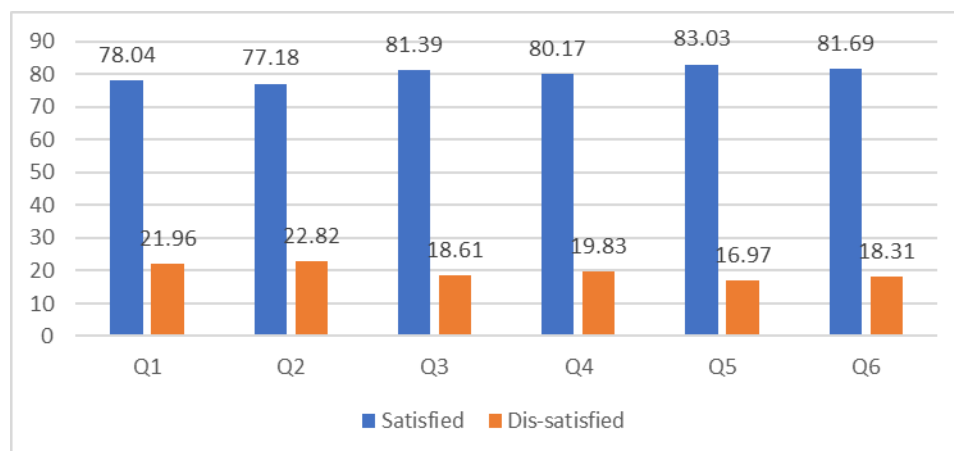


Figure 7: Overall Survey Analysis on Internet / Computer Facilities

The figure 7 shows the Survey on Internet / Computer Facilities levels across six questions Q1–Q6 related to library facilities. The results show a consistently high satisfaction rate, with values ranging from 77.18% to 83.03%, while dissatisfaction remains relatively low, between 16.97% and 22.82%.

The highest satisfaction is observed in Q5 at 83.03%, indicating strong approval of that particular aspect, while Q2 at 77.18% records the lowest satisfaction level, suggesting minor scope for improvement. Conversely, Q5 at 16.97% also shows the lowest dissatisfaction, reinforcing its positive performance.

Overall, the data reflects a strongly favorable perception of library facilities, with approximately four out of five respondents expressing satisfaction across all parameters.

Average Analysis on Internet / Computer Facilities

The figure 8 shows that the overall ratings are largely positive. very good has the highest average rating at 28.48, followed by good 27.59 and excellent 24.18. In comparison, poor has an average rating of 10.25, while fair has the lowest average at 9.50.

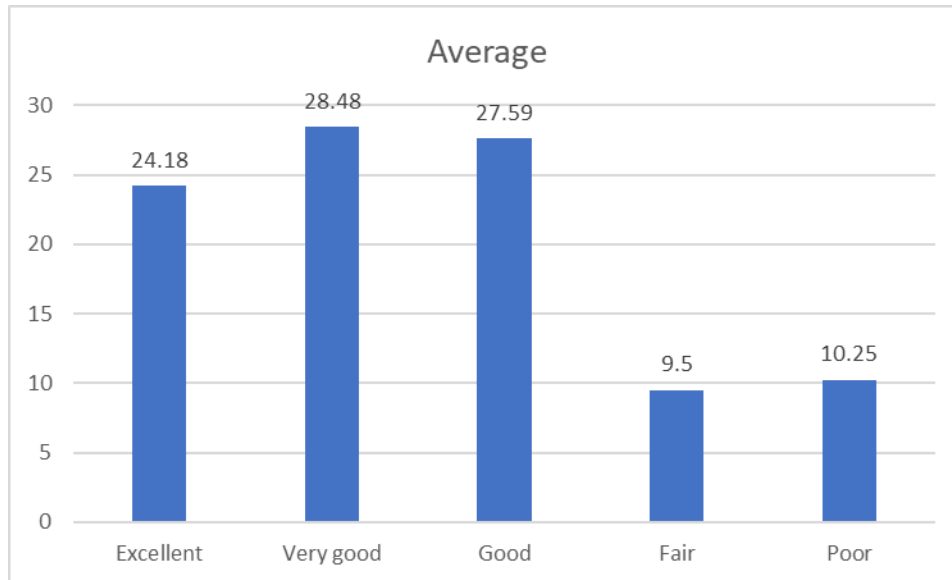


Figure 8: Survey on Internet / Computer Facilities

Overall, the findings indicate a high level of satisfaction, with most respondents rating the internet facilities as excellent, very good, or good, while comparatively fewer respondents gave fair or poor ratings.