



## Internal Undergraduate Satisfaction Survey 2019

This survey is designed to find out students’ opinion on services and facilities provided by the South Eastern University of Sri Lanka. Conducted mainly by the Information and Statistics Unit (ISU)/SEUSL with the collaboration of Internal Quality Assurance Unit (IQAU)/SEUSL. Findings from the survey will be used to enhance services and facilities at the university to students.

### PART A – GENERAL INFORMATION

1. Gender:             Male             Female
2. Intake Academic Year: .....
3. Faculty: .....
4. Department: .....
5. Year of Study :.....
6. Degree type:
  - General (3 years)     General (4 years)             Special/Honors
  - 5.1 If “Special” please specify area of specialization: .....

### PART B – TEACHING & LEARNING

7. Based on your experience with teaching and learning at the Department/Faculty, please Mark with a “√” on your level of satisfaction with:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
The quality of Teaching methods used at the university	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Learning process is suitable for current job environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of lectures/ instructors/ demonstrators/ tutors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of optional (Elective) courses in relation to the number of compulsory (Core) courses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities in Lecture hall environment (sufficiently equipped: White board, multimedia with sound, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laboratory facilities (adequate lab equipment, furniture, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Practical knowledge is acquired through course work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Text books were used	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tutorials were used to help learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning Management System (LMS) was used in each course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to work in research activities /projects/ industrial training internship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Research skills are developed during the study period	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of academic advising and guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Student support services (Eg: Student union, academic assistance, counseling, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PART C –DEPARTMENT/FACULTY**

8. Based on your experience with other activities at the Department/Faculty, please Mark with a “√” on your level of satisfaction with:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Space for community collaboration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Space for soft skills development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities for enhancing extra-curricular activities and re-creational activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student counseling services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social life and university safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other facilities: such as water supply, no of toilets and it’s cleanliness and Separate toilets for handicappers, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness/ Support of:					
Academic Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic Supportive Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administrative staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Academic staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Faculty Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**PART D – LIBRARY SERVICES**

9. How frequently do you use the library?

Several times per month

Once a month or less

Several times per week

10. Based on your experience with Library services, please Mark with a “√” on your level of satisfaction with the:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Enough Books / journals /Periodicals etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The library's collection meets your research needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E- resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning environment of the Library	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computers and electronic equipment and Photocopy Services are accessible in the library.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opening hours are adequate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PART E - HEALTH SERVICES**

11. Have you ever obtained services from the Health/Medical Center of the university

Yes  No

12. Based on your experience with services of the Health/Medical Center of the university, please Mark with a “√” on your level of satisfaction with the:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Helpfulness and Approachability of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of care provided to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy of the Health/Medical Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of the office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**PART F - FOOD SERVICES / CAFETERIA**

13. Based on your experience with Food Services/ Cafeteria at the university, please Mark with a “√” on your level of satisfaction with the:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Cleanliness of food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of service area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PART G – STUDENT ACCOMMODATION**

14. Did you use Hostel in SEUSL during any time in your studies?

- Yes       No,      if No skip to question 18

15. Are all the facilities functioning well?       Yes       No

If your answer is no, please indicate what are the facilities that always not functioning well?

- Cafeteria       Bathroom       Electricity  
 Other;      Please specify \_\_\_\_\_

16. Are all the facilities adequate for all students accommodated in hostels?

- Yes       No

17. Based on your experience with Hostel facilities provided to you, please Mark with a “√” on your level of satisfaction with the:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Cleanliness of the hostel area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No of Toilets and Bathrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of Separate Toilets and Bathrooms for Handicappers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All Toilets and Shower tools functioning well and are in good condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of all Toilets and Bathrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of water supply and Quality of water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Supplies of Electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate furniture in study hall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approachability of warden/ sub warden or other staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PART G - SPORTS AND FITNESS FACILITIES**

18. No of Visits to Ground/ Sports center/ Gymnasium/ Fitness Center

- 1 - 2 days per week                       3 - 5 days per week  
 6 - 7 days per week                       Never Visit

19. Based on your experience with Sports facilities at SEUSL, please Mark with a “√” on your level of satisfaction with the:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Adequate space and sports equipment for Indoor Games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adequate space and sports equipment for Outdoor Games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports practices are taking place as per the schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Awareness about the sports events scheduled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coaching and guidance of instructors attached to Physical Education Unit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Approachability of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of Gymnasium in your desirable times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**PART H – CAREER GUIDANCE**

20. How satisfied are you in usefulness of services provided/ Programmes or workshops conducted by the Career Guidance Unit

- Very satisfied                                       Satisfied                                       Neutral  
 dissatisfied                                       Very dissatisfied



**PART I - OVERALL**

21. How satisfied are you overall with the:

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Education experience at SEUSL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Academic reputation of the university	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student life at SEUSL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

22. How likely are you to recommend this university to others?

- Extremely likely                       Very likely                       Somewhat likely  
 Not so likely                               Not at all likely

23. Please add any comments you may have:

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Thank you for completing this census. We appreciate the time you have spent in providing us with feedback that will help to improve the facilities and Services at the University. For additional information about this census, please email to [stat@seu.ac.lk](mailto:stat@seu.ac.lk) or Please contact the Information and Statistics Unit through: 067 2255185