Survey on satisfaction of the students on the ICT facilities

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1. Prologue:

This report reveals the estimated statistics of the current level of satisfaction of students on the ICT facilities provided by the University.

The statistics are as at August 31, 2017.

2. Introduction:

The rapid development of the world has evolved the need of computer literate skillful graduates to innovate creative technological tools to ensure the well- being of the living of the world. As a leading University of Sri Lanka, it is the duty of University of Kelaniya to nurture the undergraduates with proper information technology knowledge.

Information technology industry, in other words, Computer industry is a volatile trade so that each and every day new technology is invented. Therefore to coach our undergraduates to compete with the technology world, it is needed to identify the ICT needs of undergraduates on the view of students as well as on the view of academic.

Under this circumstance, it is important to know the level of satisfaction of the students on the ICT facilities provided by the University in order to facilitate more in the required sections.

3. Methodology

The survey was conducted by distributing a questionnaire among students who utilize main ICT laboratories (ICTC and IT laboratories of other faculties). Following figure 1 shows the distribution of respondents by each ICT laboratory.
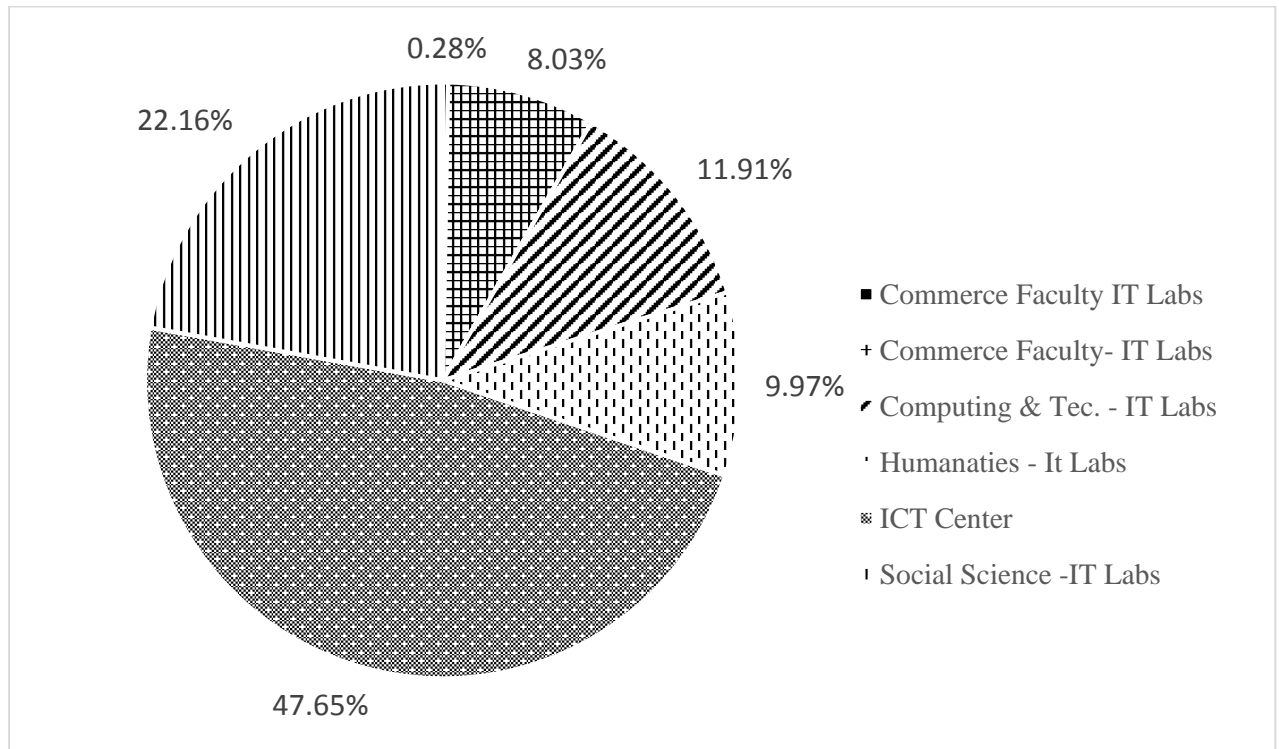

Figure 1: Distribution of respondents by ICT Laboratory

The questionnaire consisted twelve closed ended questions in which each had 5 point likert scale responses along with two alternative responses. Any responder who did not have any knowledge regarding a question asked in the questionnaire had the possibility to answer either "cannot evaluate" or "never heard of a service".

The questions were arranged in an order to cover the main areas such as, Computer facilities and IT lab facilities, computer software and hardware, printing facilities, IT staff, time given to use the IT labs, data storage facilities, internet, Wi-Fi and e-mail facilities, Learning Management System facility.

In this report, the figures which indicate the satisfaction level on ICT facilities provided by the University to the students are denoted on a scale of hundred.

4. University Figures

4.1.1. Overall figures

Level of overall satisfaction on ICT facilities provided by the University – 78.20%

4.1.2. *Key factor wise level of Satisfaction*

Factor	Figure (%)
Hardware/ Software	80
ICT Staff	78
Time	77
Internet/ Email/ Wi-Fi	79
Other facilities	80

Table 1: Overall Figure - Key factor wise level of satisfaction

5. Information Technology Laboratory Based Figures

5.1.1. Main Information and Communication Technology Centre/ Faculty of Science

Level of overall satisfaction on ICT facilities provided by the University – 79.23%

Key factor wise level of Satisfaction

Factor	Figure (%)
Hardware/ Software	82
ICT Staff	81
Time	79
Internet/ Email/ Wi-Fi	79
Other facilities	84

Table 2: Main Information and Communication Technology Centre/ Faculty of Science - Key factor wise level of satisfaction

5.1.2. ICT Laboratory – Faculty of Commerce and Management Studies

Level of overall satisfaction on ICT facilities provided by the University – 77.67%

Key factor wise level of Satisfaction

Factor	Figure (%)
Hardware/ Software	83
ICT Staff	82
Time	77
Internet/ Email/ Wi-Fi	76
Other facilities	95

Table 3: ICT Laboratory – Faculty of Commerce and Management Studies - Key factor wise level of satisfaction

5.1.3. ICT Laboratory – Faculty of Computing & Technology

Level of overall satisfaction on ICT facilities provided by the University – 70.08%

Key factor wise level of Satisfaction

Factor	Figure (%)
Hardware/ Software	83
ICT Staff	73
Time	67
Internet/ Email/ Wi-Fi	72
Other facilities	73

Table 4: ICT Laboratory – Faculty of Computing & Technology - Key factor wise level of satisfaction

5.1.4. ICT Laboratory – Faculty of Humanities

Level of overall satisfaction on ICT facilities provided by the University – 80.28%

Key factor wise level of Satisfaction

Factor	Figure (%)
Hardware/ Software	80
ICT Staff	85
Time	83
Internet/ Email/ Wi-Fi	81
Other facilities	87

Table 5: ICT Laboratory – Faculty of Humanities - Key factor wise level of satisfaction

5.1.5. ICT Laboratory – Faculty of Social Sciences

Level of overall satisfaction on ICT facilities provided by the University – 71.85%

Key factor wise level of Satisfaction

Factor	Figure (%)
Hardware/ Software	75
ICT Staff	71
Time	74
Internet/ Email/ Wi-Fi	79
Other facilities	73

Table 6: Faculty of Social Sciences - Key factor wise level of satisfaction

Notes