

# STUDENT SATISFACTION 2022

University of Kelaniya



Centre for Statagic Planning & Uiversity Statistics



# **Student Satisfaction with welfare facilities 2022**

**University of Kelaniya**

**CENTRE FOR STRATEGIC PLANNING & UNIVERSITY STATISTICS**

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2023

## PROLOGUE

This report reveals the statistics on the current level of satisfaction of the students with the facilities offered by the University of Kelaniya to the undergraduates of the University.

The statistics of this report are from November 2021 to December 2022.

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# INTRODUCTION

In a nutshell, the satisfaction of students is of paramount importance in ensuring a conducive and enriching University experience. In this study, the University of Kelaniya delves into various aspects of welfare facilities and services to gauge student satisfaction and identify areas for improvement.

The university examined key areas that greatly impact student life to understand and enhance student satisfaction. This report focuses on the evaluation of library services, IT lab facilities, the learning environment, hostel accommodations, the medical center, sports facilities, and the canteen facilities. These elements play vital roles in fostering a holistic and rewarding educational journey for students. The primary goals of this study are to assess the quality and effectiveness of the library services, IT lab facilities, learning environment, hostel accommodations, medical center services, sports facilities, and canteen offerings. By evaluating these areas, it aims to identify strengths and areas of improvement, enabling us to enhance the overall university experience for students.

As the university embarks on this comprehensive evaluation, it emphasizes our dedication to ensuring that our university provides an exceptional environment for learning and personal growth. By addressing any shortcomings and building upon our strengths, it strives to create a university experience that promotes student success and satisfaction. Now, let us delve into the evaluation of each area to gain valuable insights and chart a path toward further enhancement.

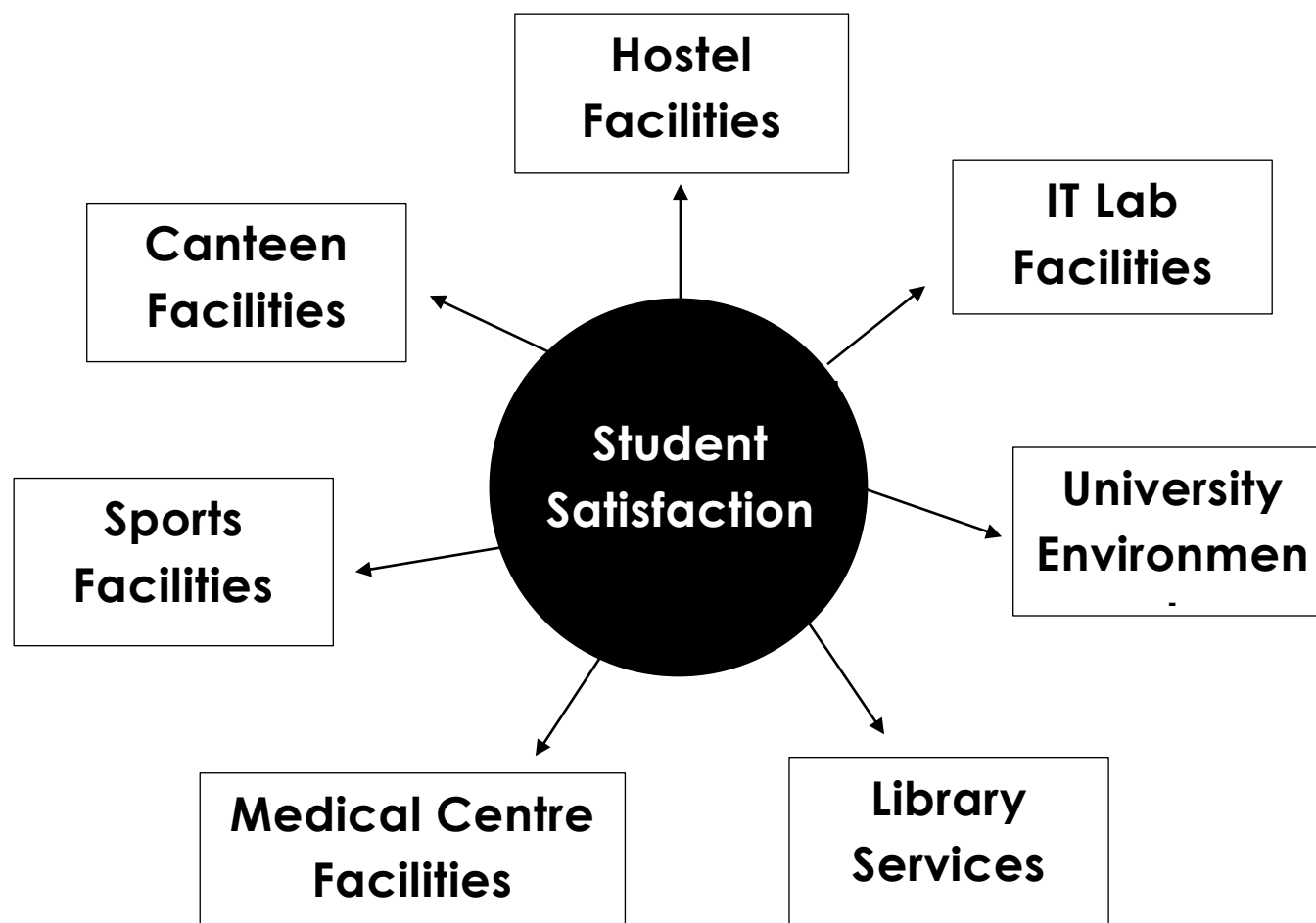
## METHODOLOGY

The survey was carried out to calculate the level of satisfaction of the undergraduates with the welfare facilities provided by the University.

The data collection for the survey was conducted using an online questionnaire that was circulated among the undergraduates of the university. The questionnaire consisted of 70 closed-ended questions and 12 open-ended questions covering the library facilities, IT facilities, learning environment, hostel facilities, medical center facilities, sports facilities, and canteen facilities. Among the responses, a proportional sample with respect to the total enrollment of each Faculty was selected using a simple random sampling technique under the stratified sampling method. In this report, the overall level of satisfaction with welfare and satisfaction of the above sections was included under each faculty.

The figures indicated in this report are calculated on a scale of a hundred.

## CONCEPTUAL FRAMEWORK OF STUDENT SATISFACTION



*Figure 1: Conceptual Framework of Student Satisfaction*

## CRITERIA USED TO EVALUATE THE QUALITY OF WELFARE FACILITIES

The level of satisfaction was measured based on several criteria for each of the major facilities provided by the university for its undergraduates. The corresponding criteria are listed below.

### 1. Library Service

- Availability of library materials right at the time it is needed.
- Arrangement system of the library collections
- Maintenance of the Library collections
- Maintenance of the Library resources
- Responsiveness of the staff
- Opening times of the library
- Adequateness of the number of books issued.

### 2. IT lab facilities

- Responsiveness of the staff
- Knowledgeability of the lab staff
- Adequateness and accessibility for computer labs
- Adequateness and accessibility of up-to-date computers and software
- Effectiveness of the learning opportunities

### 3. Learning Environment

- Space availability of outside classroom works (for discussion)
- Security system of the University

### 4. Hostel facilities

- Security
- Cleanness and comfortability

- Responsiveness of the staff

5. Medical Center facilities

- Availability of emergency medical support and treatments
- Dental services and facilities
- Pharmacy and laboratory facilities
- Responsiveness of the staff
- Cleanliness and arrangements
- Satisfaction with the treatments and medicines

6. Sports facilities

- Interest in the existing sports events
- Quality of the sports equipment
- Space availability
- Responsiveness of the staff

7. Canteen Facilities

- Availability of canteens
- Quality of foods
- Prices of foods
- Environment of the canteen
- Responsiveness of the staff

## RESULTS & INTERPRETATION

### LIBRARY SERVICE

#### USAGE OF THE LIBRARY

*Table 1: Usage of the Library*

Faculty	At least once a month	At least once a week	Do not Use	During Examination Period	Everyday
Commerce and Management Studies	28.33%	23.51%	34.78%	36.36%	17.86%
Computing and Technology	10.00%	1.98%	33.33%	10.39%	0.00%
Humanities	5.00%	23.51%	5.80%	12.99%	18.75%
Medicine	13.33%	2.55%	5.80%	6.49%	0.00%
Science	20.00%	20.40%	17.39%	20.78%	32.14%
Social Sciences	23.33%	28.05%	2.90%	12.99%	31.25%

The table illustrates the library usage patterns of students across six faculties. The Faculty of Science has the highest daily usage, with 32.14% of its students using the library daily. The Faculty of Commerce and Management Studies shows the highest percentage of students using the library during the examination period at 36.36%, though 34.78% only visit the library during registration. The Faculty of Social Sciences follows closely behind in daily usage, with 31.25%.

#### OVERALL SATISFACTION

*Table 2: Overall Satisfaction of Library Service*

Survey Question	Satisfaction Proportion (%)
Number of books available in the library	55.1
Electronic resources(E-Books/E-Journals/E-Database) available in the library	53
Number of Theses available in the library	51.4
Opening hours of the library	53.9
Library Orientation Program	55

Survey Question	Satisfaction Proportion (%)
Answering your queries by the library staff	53.6
Photocopying service provided by the library	49
Number of books that can be borrowed	48.8
Waiting time for borrowing and returning	49.2
OPAC (Online Public Access Catalogue) System	49.7
Seating capacity in the library	51.9
Sanitary facilities in the library	50.9
Lighting inside the library	54.4
Ventilation inside the library	51.9
Quietness inside the library	53.6
Clean lines in the library	56.3
Arrangement of books on shelves	54.9
Overall Satisfaction	53.8

Overall satisfaction with the library services is 53.8%. Whereas each criterion of the library maintains above 45% satisfaction which is satisfied.

## ISSUES IDENTIFIED

- **Insufficient Charging Points:** Need for more plug points across study areas for charging laptops and devices.
- **Limited Seating Availability:** Increase seating capacity to accommodate more students, especially during busy hours.
- **Limited Access to E-Resources:** Increase availability of e-books, past papers, and online resources.
- **Short Library Operating Hours:** Extend library hours, especially around exams, and consider opening earlier.
- **Poor Ventilation and Temperature Control:** Improve ventilation and consider installing additional fans or air conditioning.
- **Weak Wi-Fi Connection:** Improve Wi-Fi speed and coverage in the library for consistent access.
- **Restrictions on Study Materials:** Allow students to bring necessary items, like files and water bottles, into the library.



- Lack of Computer Facilities: Provide computers for students, especially those studying technical subjects that require powerful software.
- Limited Group Study Spaces: Extend hours and availability of group study areas to support collaborative learning.

To improve the library facilities, several measures can be taken. First, increasing the number of charging points across study areas would better support students' device usage. Expanding seating would help accommodate more students, especially during peak times and group discussions. Extending library hours, particularly around exams, and opening earlier would provide students with more time to study. Upgrading Wi-Fi connectivity would ensure better access to online resources.

## LEARNING ENVIRONMENT

### OVERALL SATISFACTION

*Table 3: Overall Satisfaction on Learning Environment*

Survey Question	Satisfaction Proportion (%)
University Security System	63.9
Lecture halls and their facilities	62.6
Support from teaching staff	70.3
Support from other staff	67.3
Support from Senior students	60.8
Adequacy of spaces for individual work outside the classroom	57.9
Adequacy of space for teamwork (discussion) outside the classroom	58
Cleanliness and orderliness of the University premises	66.2
Overall Satisfaction	64.8

Overall satisfaction with the Learning Environment is 64.8%, whereas each criterion is satisfied.

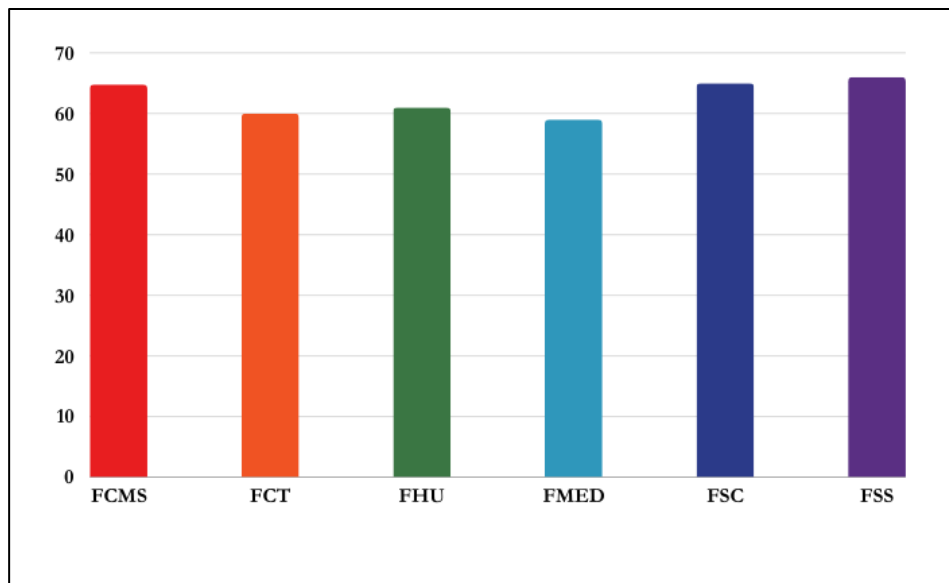
### SATISFACTION BY FACULTY

*Table 4: Satisfaction on Learning Environment by Faculty*

Faculty	Satisfaction Proportion (%)
Commerce & Management Studies	66.4
Computing & Technology	52.3
Humanities	61.7
Medicine	64
Science	67.5
Social Sciences	67.5

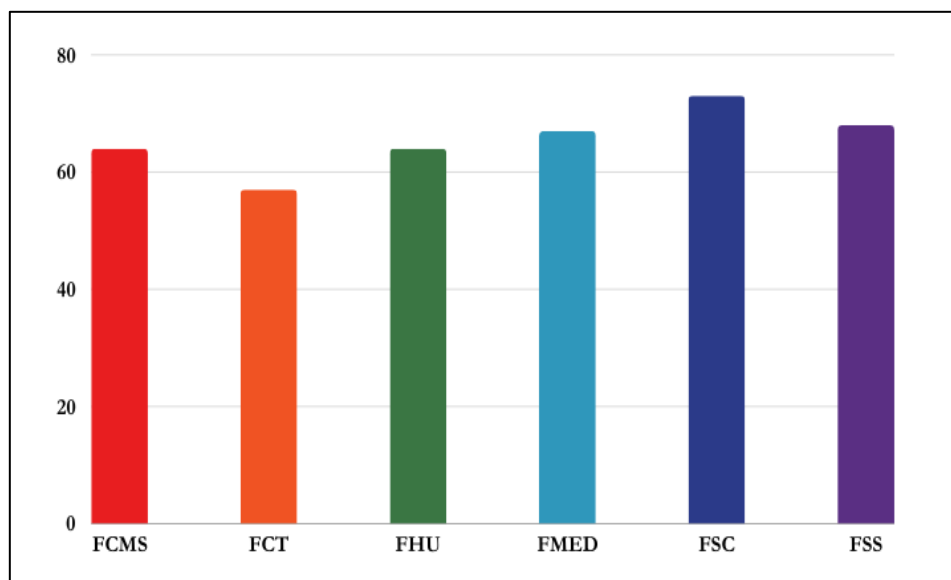
Table depicts the proportion of students satisfied with each faculty. The Faculty of Science and the Faculty of Social Sciences both have equal peak satisfaction rates of 67.5%. Following closely are the Faculty of Commerce and Management Studies at 66.4%

and the Faculty of Medicine at 64.0%. The Faculty of Humanities has a satisfaction rate of 61.7%. In contrast, the lowest satisfaction percentage is represented by the Faculty of Computing and Technology, which stands at 52.3%.



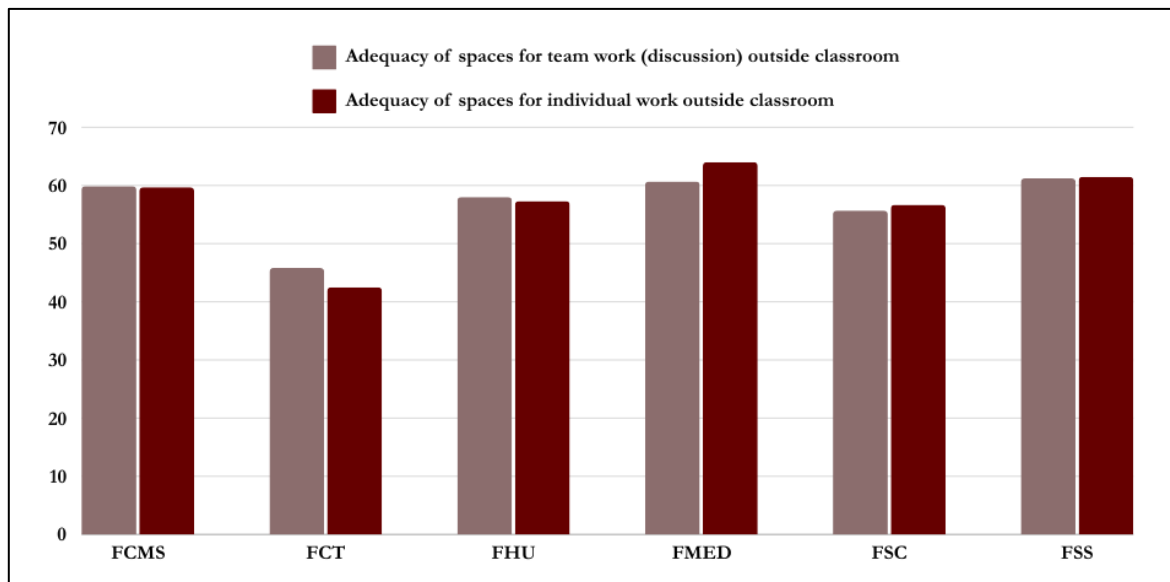
*Figure 2: Security of Learning Environment*

All faculties maintain a satisfaction level of nearly sixty percent regarding the university security system. Figure 2 illustrates that the Faculty of Medicine has the lowest satisfaction with the learning environment security system, at approximately 58%. In contrast, students from the Faculty of Social Sciences reported a significantly higher satisfaction rate of 75%.



*Figure 3: Cleanliness and Orderliness of the university premises*

The bar chart illustrates the satisfaction levels regarding the cleanliness and orderliness of the university premises across each faculty. All faculties maintain a satisfaction rate above sixty percent, except for the Faculty of Computing and Technology, which stands at approximately 58%. The Faculty of Science exhibits the highest satisfaction proportion among the six faculties, reaching 74%.



*Figure 4: Space Availability*

Figure 4 illustrates the satisfaction levels regarding the adequacy of spaces for individual work outside and for teamwork (discussion) outside the classroom. Both individual and team proportions demonstrate approximately equal values across each faculty, with the Faculty of Commerce and Management Studies and the Faculty of Social Sciences showing notably similar satisfaction rates. Additionally, the Faculty of Computing and Technology exhibits the lowest satisfaction levels for individual work and teamwork spaces, at 42% and 46%, respectively.

#### ISSUES IDENTIFIED

- Lack of Study Spaces: There are not enough dedicated areas with the necessary facilities for group discussions or quiet study.

- Outdated Lecture Halls: Lecture halls need better projectors, air conditioning, and clearer whiteboards.
- Unreliable Wi-Fi: Wi-Fi coverage is inconsistent, especially in study areas, and connection can be difficult.
- High Student Workload: Students feel overworked and need more support for stress management and mental health.
- Poor Campus Cleanliness: Muddy areas, overflowing trash bins, and untidy common areas detract from the campus environment.
- Noisy and Unpleasant Campus Environment: Need for more greenery, quiet areas, and control of construction noise to create a more peaceful campus.

The above issues were identified through the student comments under the section of Learning Environment. There is a significant shortage of dedicated study spaces, particularly those equipped for group discussions and quiet individual study. Additionally, many of the lecture halls are outdated, with inadequate projectors, air conditioning, and unclear whiteboards, all of which negatively impact the learning environment. Wi-Fi connectivity is another issue, as the network is unreliable, especially in study areas, which can disrupt students' access to online resources. Furthermore, the campus suffers from poor cleanliness. Finally, the noise levels, particularly from ongoing construction, as well as the lack of quiet spaces, create a disruptive environment. Addressing these concerns would greatly enhance the quality of the learning environment for all students.

## SPORTS FACILITIES

### OVERALL SATISFACTION

*Table 5: Overall Satisfaction of Sports Facilities*

Survey Question	Satisfaction Proportion (%)
Available sports activities	81.6
Quality of the sport equipment	75.3
Space allocated for sports activities	74
Changing rooms and shower cubicles	70.4
Helpfulness and support of the sports complex staff	77.3
Overall Satisfaction	75.7

The table presents the satisfaction proportions for various aspects of sports facilities. The availability of sports activities received the highest satisfaction rate at 81.6%. The helpfulness and support of the sports complex staff followed closely with a satisfaction rate of 77.3%. Other aspects include the quality of sports equipment at 75.3%, space allocated for sports activities at 74%, and changing rooms and shower cubicles at 70.4%. Overall, the satisfaction rate for sports facilities stands at 75.7%, indicating a generally positive perception among users.

### SATISFACTION BY FACULTY

*Table 6: Satisfaction of Sports Facilities by Faculty*

Faculty	Satisfaction Proportion (%)
Commerce & Management Studies	75.9
Computing & Technology	74
Humanities	75.4
Medicine	71.3
Science	77.6
Social Sciences	75.4

The table presents the satisfaction proportions for various faculties. The Faculty of Science achieved the highest satisfaction rate at 77.6%. The following closely are the

Faculty of Commerce and Management Studies at 75.9% and the Faculty of Humanities at 75.4%. The Faculty of Social Sciences also shares a satisfaction rate of 75.4%. In contrast, the Faculty of Medicine recorded the lowest satisfaction rate at 71.3%, indicating potential areas for improvement in student satisfaction.

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#### ISSUES IDENTIFIED

- **Space and Scheduling Conflicts:** The lack of sufficient space for various sports like hockey, cricket, and football creates obstacles for proper practice. The use of the same ground for multiple sports during practice sessions is particularly problematic. There is also a need for more specific practice time allocation to avoid clashes with academic schedules, especially for science students who have tight lecture hours.
- **Facilities and Equipment:** Several sports equipment items, including gym machines and equipment for sports like karate and badminton, are either damaged or of poor quality. Additionally, there is a shortage of equipment for some sports, such as carrom and badminton, which hinders the ability to practice effectively. The gymnasium also requires more exercise machines, improved ventilation, and better maintenance of current facilities.
- **Safety and Security:** There are concerns about the security of personal belongings, such as mobile phones and wallets, which are often stolen from changing rooms during practice.
- **Infrastructure Improvements:** Other requests include the need for additional water taps at strategic locations on the field, improvement of changing room and washroom facilities, and better maintenance of the basketball and tennis courts.

To improve sports facilities, upgrading damaged equipment, adding more machines, and improving ventilation and maintenance are essential. Installing secure lockers, upgrading washrooms, and maintaining courts would enhance safety and convenience. Additionally, building a swimming pool and an indoor basketball court would address space and practice needs. These improvements would create a better, more supportive environment for student athletes.

## HOSTEL FACILITIES

### OVERALL SATISFACTION

*Table 7: Satisfaction of Hostel Facilities*

Survey Question	Satisfaction Proportion (%)
Hostel cafeteria facilities are adequate	57.1
Hostel environment is peaceful	64.5
Hostels are clean	60.3
Hostel sanitary facilities are good	62.8
Hostel environment is secure	66.7
Hostels are well-furnished	61.7
Hostels are renovated when necessary	63.2
Overall Satisfaction	62.9

The table presents the satisfaction proportions regarding various aspects of hostel facilities. The overall satisfaction rate is recorded at 62.9%. Among the individual categories, the hostel environment is considered the most secure, achieving a satisfaction rate of 66.7%. This is followed by hostel sanitary facilities, which received a rating of 62.8%, and the renovation of hostels, when necessary, at 63.2%. However, satisfaction with hostel cafeteria facilities is the lowest at 57.1%, indicating a need for improvement. Other aspects include the peacefulness of the hostel environment at 64.5%, the cleanliness of hostels at 60.3%, and the adequacy of furnishings at 61.7%.

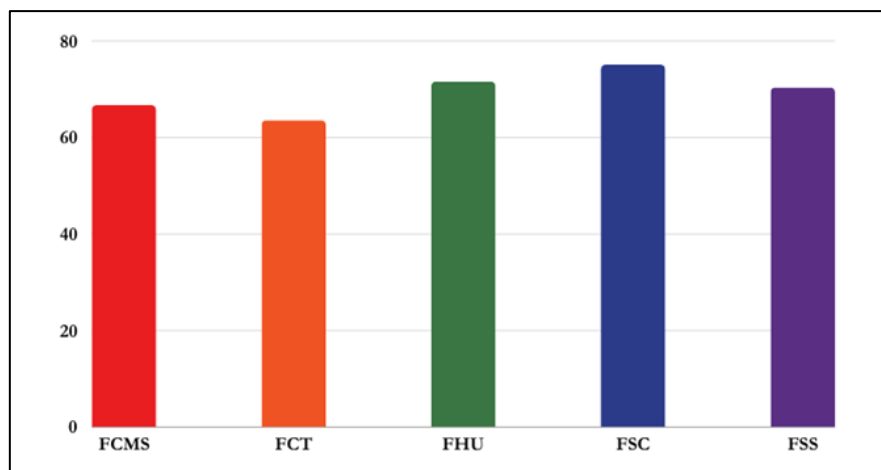
### SATISFACTION BY FACULTY

*Table 8: Satisfaction of Hostel Facilities by Faculty*

Faculty	Satisfaction Proportion (%)
Commerce & Management Studies	71.7
Computing & Technology	60.9
Humanities	68.8
Medicine	0
Science	71
Social Sciences	64.5

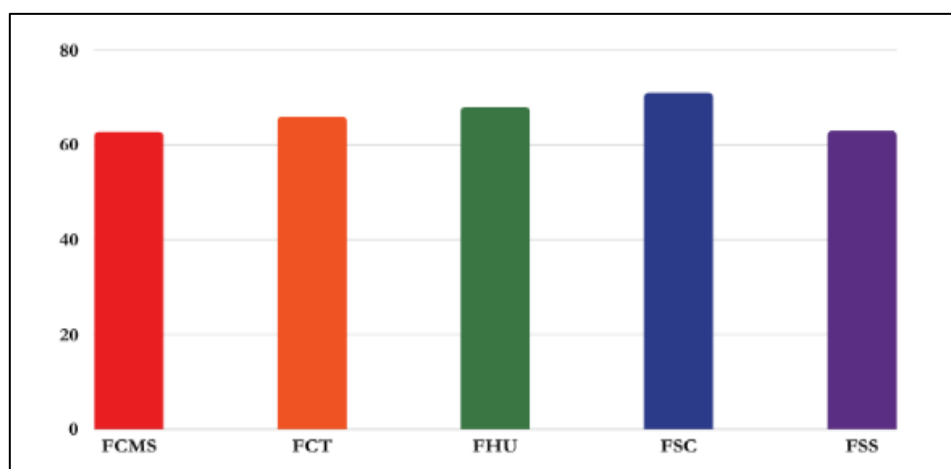


The table presents the satisfaction proportions for hostel facilities across various faculties. The Faculty of Commerce and Management Studies records the highest satisfaction rate at 71.7%, followed closely by the Faculty of Science at 71%. The Faculty of Humanities has a satisfaction proportion of 68.8%, while the Faculty of Social Sciences stands at 64.5%. In contrast, the Faculty of Computing and Technology has a lower satisfaction rate of 60.9%. Notably, the Faculty of Medicine shows a satisfaction proportion of 0%, highlighting significant concerns regarding hostel facilities that need to be addressed.



*Figure 5: Security of Hostel Environment*

The bar chart illustrates the satisfaction levels regarding hostel environment security across different faculties. The Faculty of Science reports the highest satisfaction rate at approximately 75%, while all faculties maintain satisfaction proportions above 60%. This indicates a generally positive perception of hostel security among students, with the Faculty of Science leading in satisfaction levels.



*Figure 6: Hostel Sanitary Facilities*

The bar chart illustrates the satisfaction levels concerning hostel sanitary facilities across various faculties. The Faculty of Science has the highest satisfaction proportion, while the Faculty of Commerce and Management Studies (FCMS) shows the lowest percentage, standing at approximately 70% and 62%, respectively. This indicates a significant disparity in satisfaction levels among the faculties, with the Faculty of Science leading in student satisfaction.

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#### ISSUES IDENTIFIED

- **Maintenance and Space Issues:** Many hostels suffer from broken beds, inadequate space, and poor maintenance in rooms and washrooms.
- **Food and Canteen Facilities in the Hostels:** The quality and quantity of food provided in the hostels are a major concern, with reports of food not being fresh, tasty, or enough for the students.
- **Wi-Fi and Security:** Wi-fi connectivity in the hostels is poor, making it difficult for students to study or access online resources. Security is another issue, with students expressing concerns about unauthorized access and safety inside the hostels.

**Hostel Allocation:** The allocation of hostel spaces seems inadequate, with some students unable to secure accommodation, especially those from long distances.

To address these issues, the university should prioritize hostel renovations, including fixing broken facilities, improving food quality, and ensuring better sanitation. Increasing the number of canteens, improving Wi-fi services, and enhancing security are also crucial. Additionally, the university could consider allocating more space in the hostels and creating designated study areas for students. Ensuring that these improvements are made will help create a safer, more comfortable, and conducive environment for all students living in the hostels.

## MEDICAL CENTRE FACILITIES

### OVERALL SATISFACTION

*Table 9: Overall Satisfaction of Medical Centre Facilities*

Survey Question	Satisfaction Proportion (%)
Medical Centre cleanliness and arrangement	80.7
Emergency treatment facilities	73.2
Day treatment facility	75.3
Pharmacy and Laboratory Services	71.1
Dental Service	62.3
Availability of doctors	72.4
Courtesy and competency of the doctors and nurses	70
Courtesy and competency of the other staff	69.7
Overall	72.6

The table presents the satisfaction proportions regarding various services at the university's medical center. The highest satisfaction is with the cleanliness and arrangement of the medical center, which stands at 80.7%. The day treatment facility follows at 75.3%, while emergency treatment facilities and availability of doctors receive satisfaction rates of 73.2% and 72.4%, respectively. Overall satisfaction is recorded at 72.6%. Other areas, such as the courtesy and competency of doctors and nurses, scored 70%, while pharmacy and laboratory services are rated at 71.1%. The dental service has the lowest satisfaction at 62.3%, indicating potential areas for improvement.

### SATISFACTION BY FACULTY

*Table 10: Satisfaction of Medical Centre Facilities by Faculty*

Faculty	Satisfaction Proportion (%)
Commerce & Management Studies	75
Computing & Technology	75.7
Humanities	75.2
Medicine	68.3
Science	73.8
Social Sciences	67.2

The table presents the satisfaction proportions for medical center facilities across different faculties. The Faculty of Computing and Technology reports the highest satisfaction rate at 75.7%, followed by the Faculty of Humanities at 75.2% and the Faculty of Commerce and Management Studies at 75%. The Faculty of Science shows a satisfaction rate of 73.8%. In contrast, the Faculty of Medicine and the Faculty of Social Sciences report lower satisfaction levels at 68.3% and 67.2%, respectively. These proportions reflect varying perceptions of medical center facilities among the faculties, indicating possible areas for improvement in certain faculties.

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## ISSUES IDENTIFIED

- **Dental Services:** Many students have requested the addition of a dental doctor or dental services at the medical center.
- **Medical Facilities and Access:** While the general medical facilities are considered adequate, there is a need for more comprehensive emergency services. Additionally, a system that allows students to make appointments or receive quicker medical assessments would alleviate frustration.
- **Pharmacy and Ambulance Services:** Establishing a pharmacy at the medical center to provide necessary medications alongside medical consultations. Furthermore, ensuring that ambulance services are accessible at all times, rather than functioning based on convenience, is crucial for emergencies.
- **Transportation for Medical Emergencies:** A suggestion has been made to arrange transportation, such as a three-wheeler or another vehicle, to quickly transport injured students to the medical center.

To improve the overall healthcare experience, the university should consider expanding medical services to include dental care and a pharmacy. The emergency response system should be enhanced, with better access to ambulances and more efficient processes for medical documentation. Additionally, improving the accessibility of medical services during lunch breaks and providing transportation for students in need of urgent care would create a more supportive and student-friendly environment.

## ICT FACILITIES

### OVERALL SATISFACTION

*Table 11: Overall Satisfaction of ICT Facilities*

Survey Question	Satisfaction Proportion (%)
Adequacy of computer lab	51.6
Adequacy of computers in the main IT Centre computer labs	50.3
Adequacy of computers in the computer labs	50.1
Performance of computers in computer labs at the University	49.7
Available software (Windows, Ms-Office, etc..) installed on the computers	52.2
Opportunities to learn and use computers	50.8
Allocated time period per day for students for working in IT labs in the University	48.5
Facilities provided for the students to store their data on the university server	49.6
Internet facility provided by the University	49.2
Wi-Fi facility provided by the University	47.3
Email service provided by the University	53.4
eKel (eKelaniya LMS) service provided by the university	52.1
Assistance of the technical officers in computer labs	51.2
Knowledge and skills of computer lab staff	52.2
Overall Satisfaction	52.4

The table presents the satisfaction proportions for various aspects of ICT facilities at the university. The overall satisfaction rate stands at 52.4%. The email service provided by the university received the highest satisfaction at 53.4%, followed by the knowledge and skills of computer lab staff and available software installed on the computers, both at 52.2%. Other areas, such as eKel (LMS) service and the adequacy of computer labs, have similar satisfaction rates around 51%. However, certain aspects like the Wi-Fi facility (47.3%) and allocated time period for students in IT labs (48.5%) show lower satisfaction levels, indicating areas that may require improvement.

## SATISFACTION BY FACULTY

*Table 12: Satisfaction of ICT Facilities by Faculty*

Faculty	Satisfaction Proportion (%)
Commerce & Management Studies	52.4
Computing & Technology	45.8
Humanities	48.1
Medicine	62
Science	60
Social Sciences	53.3

The table presents the satisfaction proportions for ICT facilities across various faculties. The Faculty of Medicine reports the highest satisfaction rate at 62%, followed by the Faculty of Science at 60%. The Faculty of Social Sciences stands at 53.3%, while the Faculty of Commerce and Management Studies records a satisfaction rate of 52.4%. In contrast, the Faculty of Humanities reports a lower satisfaction level of 48.1%, with the Faculty of Computing and Technology showing the lowest satisfaction rate at 45.8%. These results highlight varying levels of satisfaction with IT facilities among the faculties, with certain areas needing improvement, particularly in the Faculty of Computing and Technology.

## ISSUES IDENTIFIED

- Lack of Wi-Fi coverage and Speed
- Reliability: The eKel system is down during critical times (e.g., assignment submissions).
- Insufficient computers in labs, especially during peak times.
- Extending hours for lab use and offering more flexible access for academic work.

To improve the IT facilities students are seeking improved Wi-Fi coverage and speed, better support for the eKel system, and more computer lab resources to enhance their academic work. Addressing these issues will lead to a more efficient and supportive learning environment for all students.

## CANTEEN FACILITIES

### OVERALL SATISFACTION

*Table 13: Overall Satisfaction of Canteen Facilities*

Survey Question	Satisfaction Proportion (%)
Adequacy of canteens in the University	41.5
Prices in canteens are acceptable	41.3
The environment in canteens is pleasant	40.4
Friendliness of canteen staff	45.1
Overall Satisfaction	41.7

The table presents the satisfaction proportions regarding canteen facilities at the university. The overall satisfaction rate stands at 41.7%. The highest satisfaction is with the friendliness of canteen staff, at 45.1%. However, other aspects, such as the adequacy of canteens (41.5%) and the acceptability of prices (41.3%), show lower satisfaction. The environment in canteens has the lowest satisfaction rate at 40.4%. These figures suggest that there are significant areas for improvement in the university's canteen facilities.

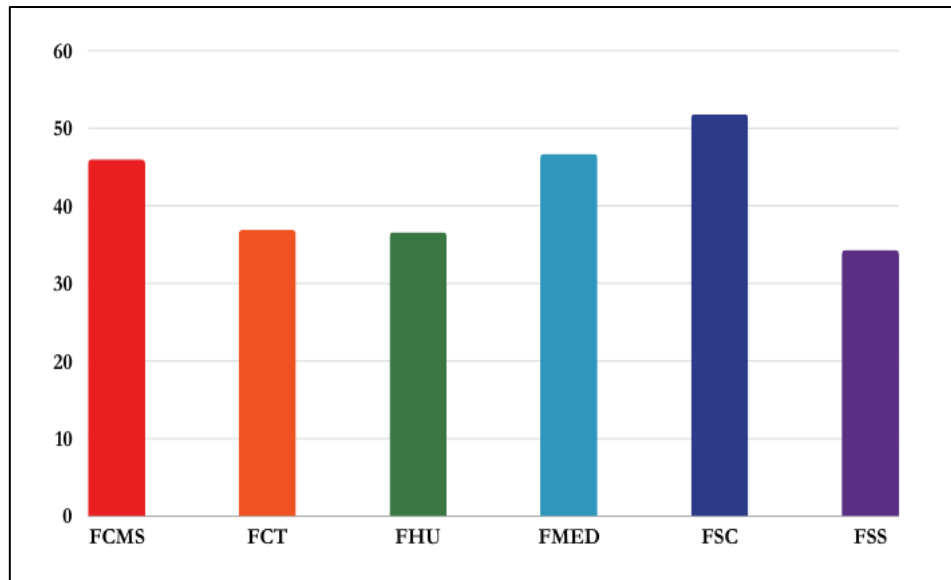
### SATISFACTION BY FACULTY

*Table 14: Satisfaction of Canteen Facilities by Faculty*

Faculty	Satisfaction Proportion (%)
Commerce & Management Studies	44.3
Computing & Technology	37.5
Humanities	36.7
Medicine	52
Science	51.8
Social Sciences	34.4

The table presents the satisfaction proportions by faculty regarding university facilities. The Faculty of Medicine has the highest satisfaction rate at 52%, followed closely by the Faculty of Science at 51.8%. The Faculty of Commerce and Management Studies reports

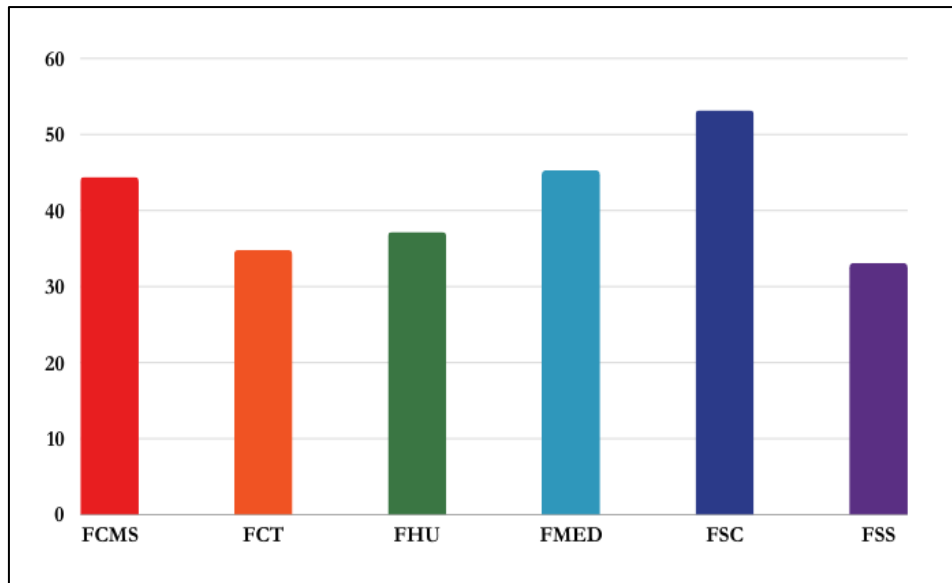
a satisfaction rate of 44.3%. In contrast, the Faculty of Computing and Technology has a lower satisfaction level at 37.5%, and the Faculty of Humanities stands at 36.7%. Notably, the Faculty of Social Sciences has the lowest satisfaction rate at 34.4%, indicating potential areas for improvement across various faculties.



*Figure 7: Adequacy of Canteen Facilities*

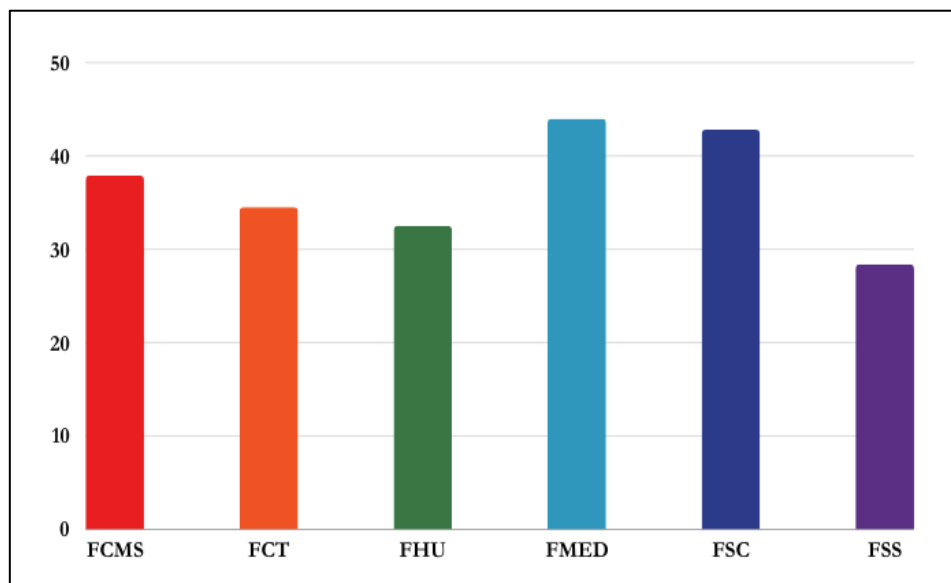
The chart illustrates satisfaction levels concerning the adequacy of canteen facilities across various faculties at the university. Apart from the Faculty of Science, satisfaction rates in the other five faculties range between 30% and 50%. The Faculty of Science reports the highest satisfaction level, approximately 53%, while the Faculty of Social Sciences has the lowest, at around 34%. The Faculties of Commerce and Management and Medicine show similar satisfaction levels, each close to 45%.





*Figure 8: Prices of foods*

The graph shows satisfaction levels regarding canteen prices across different faculties, which overall are relatively low. Only the Faculty of Science reports satisfaction above 50%, while satisfaction in other faculties ranges from 30% to 50%. The Faculty of Social Sciences has the lowest satisfaction rate, around 34%.



*Figure 9: Environment of the Canteen*

The graph illustrates satisfaction levels regarding the canteen environment, which are generally low across all faculties, with no faculty reaching 50%. The Faculty of Medicine shows the highest satisfaction at 43%, followed closely by the Faculty of Science at 42%. These are the only two faculties with satisfaction levels above 40%.

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**ISSUES IDENTIFIED**

- The canteen's food quality is poor, and healthier, tastier options should be provided.
- The canteens are not open on Sundays, leaving students with limited food options and forcing them to spend more on meals outside.
- There is not enough seating space in some canteens, leading to overcrowding.
- The prices of meals in the canteens are high and need to be reduced.
- The hygiene standards of some canteens are not up to par, with issues such as the presence of animals in the area.
- The hostel canteen prices are unaffordable for many students.
- Some canteens, like the Hilton canteen, are not open regularly.

To improve canteen facilities, it is essential to focus on enhancing food quality, affordability, and variety, ensuring healthier and tastier options for all students. Also, extending canteen hours, particularly on weekends, would provide continuous access to meals. Moreover, should increase seating capacity and maintain high hygiene standards. Additionally, introducing diverse menu options and a feedback system will help cater to student needs and continuously improve canteen services.

## CONCLUSION

Overall, satisfaction across university facilities varies, with high marks in sports (75.7%) and medical center facilities (72.6%), where cleanliness, available services, and supportive staff received positive feedback. The learning environment is also well-regarded (64.8%), particularly for teaching staff support and cleanliness of premises, though individual and teamwork spaces could improve. Hostel facilities (62.9%) scored moderately, with security and peacefulness rated higher than furnishing and cafeteria adequacy. Library satisfaction is average (53.8%). ICT facilities (52.4%) and canteen services (41.7%) showed the most room for improvement, particularly in Wi-Fi and canteen environment.

# Questionnaire 2022

Form 01

Current instrument: Student Satisfaction Survey 2022

## PART A: GENERAL INFORMATION

1. What is your faculty?

- |  |   |
|--|---|
| <input type="checkbox"/> Commerce & Management studies | <input type="checkbox"/> Computing & Technology |
| <input type="checkbox"/> Graduate Studies              | <input type="checkbox"/> Humanities             |
| <input type="checkbox"/> Medicine                      | <input type="checkbox"/> Science                |
| <input type="checkbox"/> Social science                |   |

2. What is your year of study:

- |                                 |                                 |
|---------------------------------|---------------------------------|
| <input type="checkbox"/> Year 1 | <input type="checkbox"/> Year 2 |
| <input type="checkbox"/> Year 3 | <input type="checkbox"/> Year 4 |
| <input type="checkbox"/> Year 5 |                                 |

3. Gender:

- |                               |                                 |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

4. Are you a first-generation student?

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

## PART B: WELFARE SATISFACTION

### UNIVERSITY ENVIRONMENT

1. Please give your satisfaction level

No	Questions	Very Poor	Poor	Neither good nor poor	Good	Very good
1	Security					
2	Lecture halls and their facilities					
3	Support from teaching staff					
4	Support from other staff					
5	Support from senior students					
6	Adequacy of spaces for individual work outside classroom					
7	Adequacy of spaces for teamwork (discussion) outside classroom					
8	Cleanliness and orderliness of the University premises					
9	What is your overall assessment of the learning environment in the university?					

2. Please mention your suggestions to improve the learning environment of the University:

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## LIBRARY FACILITIES

1. How often do you use the library facility?

- ☐ Every day
 ☐ At least once a week  
☐ At least once a month
 ☐ During examination period  
☐ Do not use (only went to the library during the registration)

2. Please give your satisfaction level

No	Questions	Very Poor	Poor	Neither good nor poor	Good	Very good
1	Number of books available in the library:					
2	Electronic resources (E-Books/ E-Journals/ E-Database) available in the library:					
3	Number of Thesis available in the library:					
4	Opening hours of the library:					
5	Library Orientation Programme:					
6	Answering your queries (questions) by the library staff:					
7	Photocopying service provided by the library:					
8	Amount of books that can be borrowed:					
9	Waiting time for borrowing and returning:					
10	OPAC (Online Public Access Catalogue) system:					
11	Seating capacity in the library:					
12	Sanitary facilities in the library:					
13	Lighting inside the library:					
14	Ventilation inside the library:					
15	Quietness inside the library:					
16	Cleanliness in the library:					
17	Arrangement of books on shelves:					
18	What is your overall assessment of the library services and resources provided by the library?					

## SPORTS FACILITIES

1. Do you involve in sports at the university?

☐ Yes

☐ No

2. Please give your satisfaction level

No	Questions	Very Poor	Poor	Neither good nor poor	Good	Very good
1	Available sports activities					
2	Quality of the sport equipment					
3	Space allocated for sport activities					
4	Changing rooms and shower cubicles					
5	Helpfulness and support of sport complex staff					

3. Please comment your suggestions to improve the sports facilities:

--

## HOSTEL FACILITIES

1. Do you currently stay in hostels or have you ever stayed in the hostels?

☐ Yes

☐ No

2. Name of the hostel? Please select the current or most recent hostel you stayed.

☐ Bandaranayke Hostel

☐ Vihara Mahadevi Hostel

☐ Sangamiththa Hostel

☐ Hemachandra Rai Hostel

☐ EW-Adikaram Hostel

☐ Ediriweera sarachchandra Hostel

☐ Gunapala malalasekara Hostel

☐ DB Jayathilaka Hostel

☐ Rev Dharmarama Hostel

☐ CWW Kannangara Hostel

☐ Rev. Yakkaduwe pragnarama Hostel

☐ Rev. Sri Prannasara Hostel

3. Name of the hostel? Please select the current or most recent hostel you stayed.

☐ B1

☐ C1

☐ D3

☐ B3

☐ C4

☐ D5

☐ B4

☐ C7

☐ D6

☐ B5

☐ C8

☐ D8

☐ B6☐ D1☐ D10

4. Please give your satisfaction level

No	Questions	Totally disagree	somewhat disagree	Neither disagree nor agree	Somewhat agree	Totally agree
1	Hostel cafeteria facilities are adequate					
2	Hostel environment is peaceful					
3	Hostels are clean					
4	Hostel sanitary facilities are good					
5	Hostel environment is secure					
6	Hostels are well furnished					
7	Hostels are renovated when necessary					
8	What is your overall assessment of the hostel facility in the university?					

5. Please comment your suggestions to improve hostel facilities:

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## UNIVERSITY MEDICAL CENTRE

1. Have you ever got the service from the medical center?

☐ Yes☐ No

2. Please give your satisfaction level

No	Questions	Very Poor	Poor	Neither good nor poor	Good	Very good
1	Medical centre cleanliness and arrangement					
2	Emergency treatment facilities					
3	Day treatment facility					
4	Pharmacy and Laboratory services					
5	Hos Dental Service					
6	Availability of doctors					
7	Courtesy and competency of the other staff					

8	What is your overall assessment of the medical centre?					
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3. Please comment your suggestions to improve the facilities and services which provide by the medical:

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## ICT FACILITIES

1. Please give your satisfaction level

No	Questions	Very Poor	Poor	Neither good nor poor	Good	Very good
1	Adequacy of computers in the main IT centre computer labs					
2	Adequacy of computers in the main IT centre computer labs					
3	Performance of computers in computer labs in the University					
4	available software (Windows, MS-Office, ect.) installed in the computers					
5	Opportunities to learn and use computers					
6	Allocated time period per day for students for working in IT labs in the University					
7	Facilities provided for the students to store their data in University server Internet facility provided by the University					
8	Wi-Fi facility provided by the University					
9	Email service provided by the University					
10	eKel (eKelaniya LMS) service provided by the University					
11	Assistance of the technical officers in computer labs					
12	Knowledgeable and skill of computer lab staff					
13	What is your overall assessment of the IT facilities in the university?					

2. Please state any other comments to upgrade the facilities provided to the students by the University :



### CANTEEN FACILITIES

1. Which canteen do you mostly use?

- ☐ Main student canteen (at the gymnasium)
- ☐ Science faculty canteen
- ☐ Management faculty canteen (Hilton)
- ☐ Staff canteen
- ☐ Faculty of Medicine canteen - Hostel
- ☐ Faculty of Medicine canteen - Faculty premises
- ☐ Faculty of Computing and Technology canteen

2. Please give your satisfaction level

No	Questions	Very Poor	Poor	Neither good nor poor	Good	Very good
1	Adequacy of canteens in the University					
2	Quality of foods					
3	Prices in canteens are acceptable					
4	Environment in canteens are pleasant					
5	Friendliness of canteen staff					
6	What is your overall assessment of the canteen facilities in the university?					

### OTHER COMMENTS

Please state any other comments to upgrade the facilities provided to the students by the University:

### PART C: OTHER INFORMATION

1. What type of lectures do you prefer?

- ☐ Online
- ☐ Physical
- ☐ Hybrid

2. What is your average monthly expenditure to physically attend university?

- ☐ Less than LKR 10,000
- ☐ LKR 10,000 - LKR 20,000
- ☐ LKR 20,000 - LKR 30,000
- ☐ More than LKR 30,000

3. Do you have difficulty to find monthly expenses (the amount mentioned above):

☐ Yes

☐ No

4. Are you feel distressed?

☐ Yes

☐ No

4.1. If yes, what is the reason?

☐ Due to the academic workload

☐ Due to a family matter

☐ Both of above

5. Do you involve in income generation activity apart from your studies?

☐ Yes

☐ No

6. What type of job is it:

☐ Part-time job

☐ Freelancing

☐ Tuition

☐ Other

7. How much do you earn:

☐ Less than LKR 10,000

☐ LKR 10,000 - LKR 50,000

☐ More than LKR 50,000

8. What currency is your income:

☐ Sri Lankan Rupee

☐ Foreign Currency

### **Future Plans**

1.What are your future plans after completing the degree?

☐ Find a job - local

☐ Find a job - foreign

☐ Migrate to another country

☐ Go on to further studies - local

☐ Go on to further studies - foreign

☐ Other

2. What are your future plans after completing the degree?

☐ Find a job - local

☐ Find a job - foreign

☐ Migrate to another country

☐ Go on to further studies - local

☐ Go on to further studies - foreign

☐ Become a full-time general practitioner

☐ Other

3. Specify other:

4. Apart from the prescribed studies, how could the university help to enhance your employability/ career progress/ higher studies/ start-ups/ etc.?