

Eastern University, Sri Lanka



2024

GRADUATE SATISFACTION SURVEY

This Graduate Satisfaction Survey was designed, conducted and reported by the Strategic Planning and Statistical Unit (SPSU). The report was compiled and reviewed by a dedicated team, including Prof. N. Rajeshwaran, Director of SPSU, Mrs. S R M H Senanayake, Assistant Registrar/ SPSU, and Mrs. J A Baweithra, Assistant Statistician/ SPSU, who ensured the accuracy and relevance of the findings. The survey involved online data collection method to maximize response rates. At its ____ meeting, which took place on _____, the University Council approved it.

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Executive Summary

Since 2016, the Graduate Satisfaction Survey has been conducted annually by the Strategic Planning and Statistical Unit of Eastern University, Sri Lanka (EUSL) during the General Convocation. This year's survey evaluated the overall graduate satisfaction across faculties and associated campus, including the Trincomalee Campus (TC) and Swami Vipulananda Institute of Aesthetic Studies (SVIAS), focusing on six critical aspects: faculty and department performance, library services, food and cafeteria quality, health services, hostel facilities, and sports and fitness amenities.

Overall Satisfaction Levels:

- In Eastern University, Sri Lanka, 96% of graduates have the above-average satisfaction level in their educational experience and their student life in our university.
- In Trincomalee Campus, 88% and 90% of graduates have the above-average satisfaction level in their educational experience and their student life respectively in our campus.
- In Swami Vipulananda Institute of Aesthetic Studies, 99% and 100% of graduates have the above-average satisfaction level in their educational experience and their student life respectively in our institute.

Faculty Highlights:

- In the key area of Educational Experience, Faculty of Commerce and Management has received the highest rating of 98% above-average satisfaction level. Whereas, Faculty of Agriculture, Faculty of Arts and Culture, Faculty of Health-care Sciences, Faculty of Science, and Faculty of Technology have received 97%, 97%, 94%, 87%, and 90% of above-average satisfaction level rating on their educational experience is Eastern University, Sri Lanka respectively.
- In Trincomalee Campus, Faculty of Applied Science, Faculty of Communication and Business Studies, and Faculty of Siddha Medicine have received 71%, 95%, and 93% of above-average satisfaction level rating on their educational experience respectively.

Areas of Excellence:

- Under the critical aspects, EUSL graduates have 94%, 92%, 76%, 84%, 82%, and 88% above-average satisfaction levels in faculty and department performance, library services, food and cafeteria quality, health services, hostel facilities, and sports and fitness amenities Library services respectively.
- Whereas, above-average satisfaction levels of 85%, 86%, 73%, 83%, 70%, and 77% have received from the graduates of TC, and the above-average satisfaction levels of 91%, 80%, 79%, 89%, 80%, and 82% have received from the graduates of SVIAS respectively in the critical aspects of faculty and department performance, library services, food and cafeteria quality, health services, hostel facilities, and sports and fitness amenities Library services.

Opportunities for Improvement:

- Food services and cafeteria satisfaction levels varied widely, with cleanliness and food quality highlighted as areas needing enhancement.
- Hostel amenities and maintenance also revealed mixed feedback, particularly concerning sanitation and furniture availability.

The survey outcomes provide actionable insights, emphasizing areas of strength and those requiring focused improvement to enhance the graduate experience. Continued attention to these findings will foster a more engaging and supportive environment for EUSL's diverse student.

Graduate's Satisfaction Survey

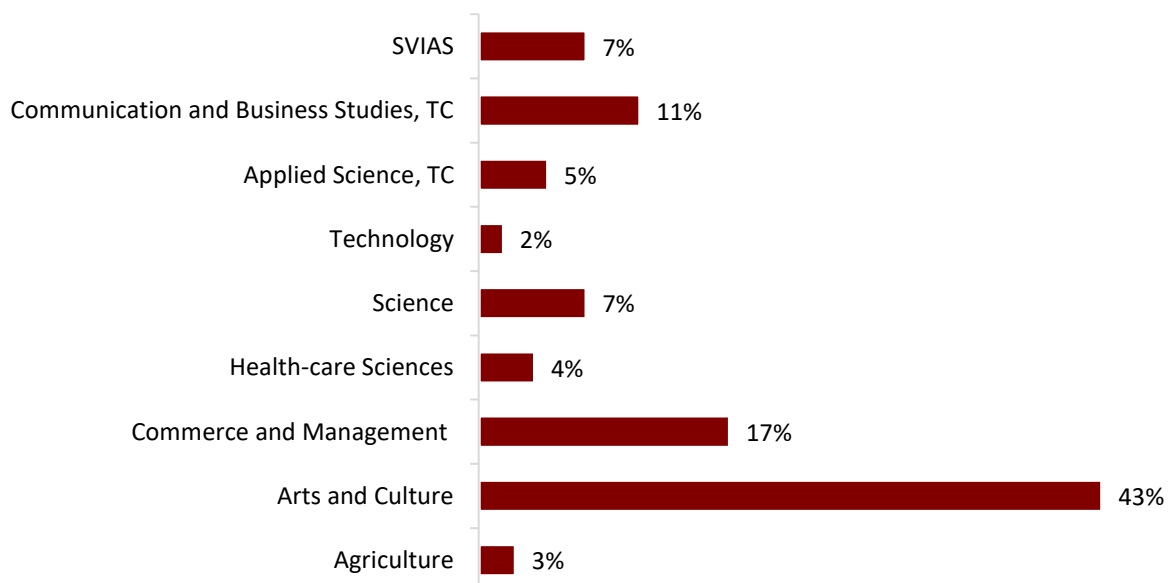
The office of the Strategic Planning and Statistical Unit annually conducted the Graduates' Satisfaction Survey on the General Convocation in each from 2016. The report is prepared based on the responses from the graduates in all faculties.

This survey was conducted at the period of general convocation held on 5th and 6th October, 2024 to find out the level of satisfaction and quality of Eastern University, Sri Lanka's (EUSL) services and facilities among the students. The census of the graduates included six faculties in EUSL, three faculties in Trincomalee Campus (TC) and Swami Vipulananda Institute of Aesthetic Studies (SVIAS).

Statistics of Respondents

Faculty wise respondents

Faculty	Questionnaires Received	
	Count	Percentage
Agriculture	31	3%
Arts and Culture	521	42%
Commerce and Management	210	17%
Health-care Sciences	47	4%
Science	90	7%
Technology	21	2%
Applied Science, TC	58	5%
Communication and Business Studies, TC	135	11%
Siddha Medicine, TC	30	2%
SVIAS	90	7%
Total	1233	100%



Summary of Satisfaction Rate

	Faculties	Rate of Satisfaction				
		Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Faculty/ Departments	Agriculture	44.80%	39.43%	11.47%	3.94%	0.36%
	Arts and Culture	40.75%	46.51%	7.19%	4.54%	1.00%
	Commerce and Management	31.43%	54.02%	10.58%	3.02%	0.95%
	Health-care Sciences	28.61%	49.17%	13.95%	6.38%	1.89%
	Science	21.85%	45.19%	17.41%	13.33%	2.22%
	Technology	23.81%	58.73%	7.94%	7.41%	2.12%
	Applied Science, TC	19.73%	35.63%	18.58%	18.39%	7.66%
	Communication and Business Studies, TC	35.31%	40.66%	12.76%	10.53%	0.74%
	Siddha Medicine, TC	20.00%	48.89%	18.15%	9.26%	3.70%
	SVIAS	34.94%	45.68%	10.62%	6.42%	2.35%
Library	Agriculture	30.32%	37.42%	11.61%	14.19%	6.45%
	Arts and Culture	41.34%	43.92%	7.75%	5.34%	1.65%
	Commerce and Management	33.24%	49.62%	11.90%	3.62%	1.62%
	Health-care Sciences	28.09%	53.19%	7.66%	8.09%	2.98%
	Science	25.78%	44.44%	16.22%	9.78%	3.78%
	Technology	22.86%	69.52%	0.95%	4.76%	1.90%
	Applied Science, TC	13.45%	44.83%	19.66%	17.24%	4.83%
	Communication and Business Studies, TC	34.07%	40.74%	14.81%	7.70%	2.67%
	Siddha Medicine, TC	24.00%	50.00%	12.67%	10.67%	2.67%
	SVIAS	28.44%	41.78%	9.33%	10.00%	10.44%
Food Services & Cafeteria	Agriculture	14.52%	36.29%	12.10%	19.35%	17.74%
	Arts and Culture	19.91%	43.04%	15.16%	15.69%	6.19%
	Commerce and Management	16.90%	45.71%	20.12%	11.31%	5.95%
	Health-care Sciences	15.96%	31.91%	13.83%	27.13%	11.17%
	Science	13.89%	29.72%	16.67%	27.50%	12.22%
	Technology	4.76%	44.05%	22.62%	15.48%	13.10%
	Applied Science, TC	4.74%	31.90%	19.83%	29.74%	13.79%
	Communication and Business Studies, TC	20.74%	46.48%	14.44%	14.81%	3.52%
	Siddha Medicine, TC	5.83%	35.83%	22.50%	23.33%	12.50%
	SVIAS					

	Faculties	Rate of Satisfaction				
		Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Health Services	Agriculture	19.35%	27.96%	11.83%	29.03%	11.83%
	Arts and Culture	32.37%	47.79%	9.47%	7.81%	2.56%
	Commerce and Management	17.62%	54.44%	16.67%	8.25%	3.02%
	Health-care Sciences	17.02%	46.10%	7.09%	20.57%	9.22%
	Science	17.78%	23.33%	16.67%	26.67%	15.56%
	Technology	30.16%	44.44%	14.29%	7.94%	3.17%
	Applied Science, TC	11.49%	39.08%	20.11%	17.24%	12.07%
	Communication and Business Studies, TC	30.86%	38.27%	16.79%	10.37%	3.70%
	Siddha Medicine, TC	15.56%	56.67%	18.89%	5.56%	3.33%
	SVIAS	30.37%	45.56%	12.96%	7.41%	3.70%
Hostel Facilities	Agriculture	21.43%	39.52%	15.71%	15.71%	7.14%
	Arts and Culture	26.07%	43.86%	14.32%	11.72%	3.54%
	Commerce and Management	14.77%	46.07%	22.79%	11.32%	4.57%
	Health-care Sciences	24.32%	36.29%	9.27%	18.92%	7.72%
	Science	16.45%	35.22%	18.77%	21.10%	8.31%
	Technology	10.88%	49.66%	23.13%	8.16%	8.16%
	Applied Science, TC	12.56%	26.60%	18.72%	24.88%	17.24%
	Communication and Business Studies, TC	18.66%	38.06%	18.98%	17.48%	6.61%
	Siddha Medicine, TC	6.35%	37.04%	21.16%	22.75%	12.17%
	SVIAS	18.59%	44.90%	16.33%	15.19%	2.95%
Sports & Fitness Facilities	Agriculture	15.03%	35.29%	21.57%	22.88%	5.23%
	Arts and Culture	29.34%	53.78%	8.64%	7.08%	1.16%
	Commerce and Management	15.40%	51.20%	23.46%	7.08%	2.86%
	Health-care Sciences	19.66%	39.32%	23.50%	11.97%	5.56%
	Science	14.70%	35.21%	19.32%	20.17%	10.60%
	Technology	12.12%	80.81%	6.06%	1.01%	0.00%
	Applied Science, TC	12.20%	33.12%	29.19%	17.86%	7.63%
	Communication and Business Studies, TC	19.21%	42.16%	15.89%	17.45%	5.30%
	Siddha Medicine, TC	14.29%	55.56%	11.64%	14.29%	4.23%
	SVIAS	22.92%	49.31%	9.55%	15.10%	3.13%

Report of Satisfaction for EUSL

Faculty/ Department

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	447	416	25	29	3	48.59%	45.22%	2.72%	3.15%	0.33%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	266	549	61	39	5	28.91%	59.67%	6.63%	4.24%	0.54%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	319	430	107	53	11	34.67%	46.74%	11.63%	5.76%	1.20%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	296	437	112	61	14	32.17%	47.50%	12.17%	6.63%	1.52%
Opportunity to engage in research project/ industrial training internship	339	425	89	47	20	36.85%	46.20%	9.67%	5.11%	2.17%
Opportunity/ encouragement for community engagement/ interaction	302	445	113	48	12	32.83%	48.37%	12.28%	5.22%	1.30%
Quality of academic advising and guidance	376	404	88	41	11	40.87%	43.91%	9.57%	4.46%	1.20%
Opportunity to interact intellectually across discipline	330	454	80	50	6	35.87%	49.35%	8.70%	5.43%	0.65%
Space for developing extra curricular activities	298	437	109	62	14	32.39%	47.50%	11.85%	6.74%	1.52%
Percentage of Overall satisfaction						35.91%	48.27%	9.47%	5.19%	1.16%

Library

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	360	433	75	44	8	39.13%	47.07%	8.15%	4.78%	0.87%
On-line resources	253	478	110	62	17	27.50%	51.96%	11.96%	6.74%	1.85%
Learning Environment	431	390	62	33	4	46.85%	42.39%	6.74%	3.59%	0.43%
Photocopy Service	258	422	109	78	53	28.04%	45.87%	11.85%	8.48%	5.76%
Enough furniture	377	398	81	50	14	40.98%	43.26%	8.80%	5.43%	1.52%
Percentage of Overall satisfaction						36.50%	46.11%	9.50%	5.80%	2.09%

Food Services & Cafeteria

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	228	448	113	95	36	24.78%	48.70%	12.28%	10.33%	3.91%
Cleanliness of food & service area	148	372	173	139	88	16.09%	40.43%	18.80%	15.11%	9.57%
Food Quality level	134	338	164	182	102	14.57%	36.74%	17.83%	19.78%	11.09%
Prices	149	372	155	193	51	16.20%	40.43%	16.85%	20.98%	5.54%
Percentage of Overall satisfaction						17.91%	41.58%	16.44%	16.55%	7.53%

Health Services

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	286	433	96	74	31	31.09%	47.07%	10.43%	8.04%	3.37%
On-site Pharmacy	191	419	130	122	58	20.76%	45.54%	14.13%	13.26%	6.30%
Cleanliness and appeal of building and office	249	420	102	111	38	27.07%	45.65%	11.09%	12.07%	4.13%
Percentage of Overall satisfaction						26.30%	46.09%	11.88%	11.12%	4.60%

Hostel Facilities

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	158	385	105	89	42	20.26%	49.36%	13.46%	11.41%	5.38%
No of bathrooms & Toilets	169	338	144	104	23	21.67%	43.33%	18.46%	13.33%	2.95%
All the toilets & the shower tools functioning well & in good condition	116	289	157	138	74	14.87%	37.05%	20.13%	17.69%	9.49%
Sanitation of Toilet and Bathrooms	146	320	144	120	46	18.72%	41.03%	18.46%	15.38%	5.90%
Supplies of water (Availability & Quality)	170	340	140	98	23	21.79%	43.59%	17.95%	12.56%	2.95%
Enough furniture in study hall	178	329	139	97	32	22.82%	42.18%	17.82%	12.44%	4.10%
Friendliness & helpfulness of warden/ staff	251	349	88	67	20	32.18%	44.74%	11.28%	8.59%	2.56%
Percentage of Overall satisfaction						21.76%	43.04%	16.79%	13.06%	4.76%

Sports & Fitness Facilities

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	168	323	56	43	6	28.19%	54.19%	9.40%	7.21%	1.01%
Enough Sports equipment for Outdoor Games	115	304	98	54	25	19.30%	51.01%	16.44%	9.06%	4.19%
Enough Sports equipment for Indoor Games	128	281	99	58	30	21.48%	47.15%	16.61%	9.73%	5.03%
Enough Space for Outdoor Games	139	312	82	49	14	23.32%	52.35%	13.76%	8.22%	2.35%
Enough Space for Indoor Games	127	271	106	65	27	21.31%	45.47%	17.79%	10.91%	4.53%
Sports Practices are occurring by the schedule	123	311	91	56	15	20.64%	52.18%	15.27%	9.40%	2.52%
Getting information about the sports events	142	299	91	52	12	23.83%	50.17%	15.27%	8.72%	2.01%
Coaching from the EUSL Coachers	142	297	90	53	14	23.83%	49.83%	15.10%	8.89%	2.35%
Availability of Fitness Center/ Indoor Stadium in your preferable times	128	303	93	56	16	21.48%	50.84%	15.60%	9.40%	2.68%
Percentage of Overall satisfaction						22.60%	50.35%	15.03%	9.06%	2.96%

Overall Satisfaction

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	426	408	50	31	5	46.30%	44.35%	5.43%	3.37%	0.54%
Student life at EUSL	426	421	39	28	6	46.30%	45.76%	4.24%	3.04%	0.65%

Faculty of Agriculture

The Faculty of Agriculture is one of the oldest Faculty of the EUSL. It was a response to the long-felt need for the development of the three districts in the Eastern region with respect to Higher Education. It conducts the bachelor degree program of Bachelor of Science Honours in Agriculture, and conducts the postgraduate degree programs of Master of Science in Agriculture, Master of Philosophy, and Doctor of Philosophy through the Faculty of Graduate Studies. The Faculty has six Academic Departments, centre, farm and unit as mentioned below.

Departments		
Agriculture Biology	Agriculture Chemistry	Agricultural Economics
Agricultural Engineering	Animal Science	Crop Science

Report of Satisfaction for Faculty of Agriculture

Faculty/ Department (Faculty of Agriculture)										
	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	18	13	0	0	0	58.06%	41.94%	0.00%	0.00%	0.00%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	11	17	1	2	0	35.48%	54.84%	3.23%	6.45%	0.00%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	16	10	3	2	0	51.61%	32.26%	9.68%	6.45%	0.00%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	13	12	4	2	0	41.94%	38.71%	12.90%	6.45%	0.00%
Opportunity to engage in research project/ industrial training internship	14	12	3	1	1	45.16%	38.71%	9.68%	3.23%	3.23%
Opportunity/ encouragement for community engagement/ interaction	10	12	8	1	0	32.26%	38.71%	25.81%	3.23%	0.00%
Quality of academic advising and guidance	18	9	4	0	0	58.06%	29.03%	12.90%	0.00%	0.00%
Opportunity to interact intellectually across discipline	14	13	3	1	0	45.16%	41.94%	9.68%	3.23%	0.00%
Space for developing extra curricular activities	11	12	6	2	0	35.48%	38.71%	19.35%	6.45%	0.00%
Percentage of Overall satisfaction						44.80%	39.43%	11.47%	3.94%	0.36%

Library (Faculty of Agriculture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	12	11	3	4	1	38.71%	35.48%	9.68%	12.90%	3.23%
On-line resources	6	13	4	6	2	19.35%	41.94%	12.90%	19.35%	6.45%
Learning Environment	14	11	4	2	0	45.16%	35.48%	12.90%	6.45%	0.00%
Photocopy Service	5	11	5	6	4	16.13%	35.48%	16.13%	19.35%	12.90%
Enough furniture	10	12	2	4	3	32.26%	38.71%	6.45%	12.90%	9.68%
Percentage of Overall satisfaction						30.32%	37.42%	11.61%	14.19%	6.45%

Food Services & Cafeteria (Faculty of Agriculture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	5	14	3	5	4	16.13%	45.16%	9.68%	16.13%	12.90%
Cleanliness of food & service area	6	8	5	6	6	19.35%	25.81%	16.13%	19.35%	19.35%
Food Quality level	4	10	3	7	7	12.90%	32.26%	9.68%	22.58%	22.58%
Prices	3	13	4	6	5	9.68%	41.94%	12.90%	19.35%	16.13%
Percentage of Overall satisfaction						14.52%	36.29%	12.10%	19.35%	17.74%

Health Services (Faculty of Agriculture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	7	11	4	6	3	22.58%	35.48%	12.90%	19.35%	9.68%
On-site Pharmacy	5	7	3	11	5	16.13%	22.58%	9.68%	35.48%	16.13%
Cleanliness and appeal of building and office	6	8	4	10	3	19.35%	25.81%	12.90%	32.26%	9.68%
Percentage of Overall satisfaction						19.35%	27.96%	11.83%	29.03%	11.83%

Hostel Facilities (Faculty of Agriculture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	6	13	5	4	2	20.00%	43.33%	16.67%	13.33%	6.67%
No of bathrooms & Toilets	6	12	7	4	1	20.00%	40.00%	23.33%	13.33%	3.33%
All the toilets & the shower tools functioning well & in good condition	3	8	6	7	5	10.00%	26.67%	20.00%	23.33%	16.67%
Sanitation of Toilet and Bathrooms	7	13	6	3	1	23.33%	43.33%	20.00%	10.00%	3.33%
Supplies of water (Availability & Quality)	4	12	6	6	2	13.33%	40.00%	20.00%	20.00%	6.67%
Enough furniture in study hall	6	12	3	5	4	20.00%	40.00%	10.00%	16.67%	13.33%
Friendliness & helpfulness of warden/ staff	13	13	0	4	0	43.33%	43.33%	0.00%	13.33%	0.00%
Percentage of Overall satisfaction						21.43%	39.52%	15.71%	15.71%	7.14%

Sports & Fitness Facilities (Faculty of Agriculture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	3	8	4	2	0	17.65%	47.06%	23.53%	11.76%	0.00%
Enough Sports equipment for Outdoor Games	2	5	4	4	2	11.76%	29.41%	23.53%	23.53%	11.76%
Enough Sports equipment for Indoor Games	2	5	5	3	2	11.76%	29.41%	29.41%	17.65%	11.76%
Enough Space for Outdoor Games	4	6	3	3	1	23.53%	35.29%	17.65%	17.65%	5.88%
Enough Space for Indoor Games	2	5	3	5	2	11.76%	29.41%	17.65%	29.41%	11.76%
Sports Practices are occurring by the schedule	3	5	4	4	1	17.65%	29.41%	23.53%	23.53%	5.88%
Getting information about the sports events	3	6	3	5	0	17.65%	35.29%	17.65%	29.41%	0.00%
Coaching from the EUSL Coachers	2	7	4	4	0	11.76%	41.18%	23.53%	23.53%	0.00%
Availability of Fitness Center/ Indoor Stadium in your preferable times	2	7	3	5	0	11.76%	41.18%	17.65%	29.41%	0.00%
Percentage of Overall satisfaction						15.03%	35.29%	21.57%	22.88%	5.23%

Overall Satisfaction (Faculty of Agriculture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	13	15	2	1	0	41.94%	48.39%	6.45%	3.23%	0.00%
Student life at EUSL	13	16	1	0	1	41.94%	51.61%	3.23%	0.00%	3.23%

Faculty of Arts and Culture

The Faculty of Arts and Culture is the largest Faculty in terms of student population with comprising of 15 departments and a disciplines. It conducts the bachelor degree programs of Bachelor of Arts (General), Bachelor of Education, Bachelor of Translation Studies, and Bachelor of Arts Honours degree programs in Arabic, Comparative Religion, Drama and Theatre, Economics, Fine Arts, Geography, Hindu Civilization, History, Philosophy, Political Science, Sociology, Tamil, and conducts the postgraduate degree programs of Master of Arts, Master of Philosophy, and Doctor of Philosophy through the Faculty of Graduate Studies.

Departments & Disciplines			
Arabic	Comparative Religion	Economics and Statistics	Education and Childcare
English Language Teaching	Fine Arts	Geography	Hindu Civilization
History	Information Technology	Islamic Studies	Languages
Philosophy and Value Studies	Social Sciences	Tamil Studies	Discipline of Christianity

Report of Satisfaction for Faculty of Arts and Culture

Faculty/ Department (Faculty of Arts and Culture)										
	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	288	212	6	13	2	55.28%	40.69%	1.15%	2.50%	0.38%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	168	308	23	19	3	32.25%	59.12%	4.41%	3.65%	0.58%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	195	235	55	30	6	37.43%	45.11%	10.56%	5.76%	1.15%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	195	241	48	32	5	37.43%	46.26%	9.21%	6.14%	0.96%
Opportunity to engage in research project/ industrial training internship	229	222	39	25	6	43.95%	42.61%	7.49%	4.80%	1.15%
Opportunity/ encouragement for community engagement/ interaction	193	255	44	22	7	37.04%	48.94%	8.45%	4.22%	1.34%
Quality of academic advising and guidance	236	222	36	21	6	45.30%	42.61%	6.91%	4.03%	1.15%
Opportunity to interact intellectually across discipline	210	248	35	25	3	40.31%	47.60%	6.72%	4.80%	0.58%
Space for developing extra curricular activities	197	238	51	26	9	37.81%	45.68%	9.79%	4.99%	1.73%
Percentage of Overall satisfaction						40.75%	46.51%	7.19%	4.54%	1.00%

Library (Faculty of Arts and Culture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	229	224	39	24	5	43.95%	42.99%	7.49%	4.61%	0.96%
On-line resources	155	278	50	33	5	29.75%	53.36%	9.60%	6.33%	0.96%
Learning Environment	274	201	26	19	1	52.59%	38.58%	4.99%	3.65%	0.19%
Photocopy Service	172	231	54	36	28	33.01%	44.34%	10.36%	6.91%	5.37%
Enough furniture	247	210	33	27	4	47.41%	40.31%	6.33%	5.18%	0.77%
Percentage of Overall satisfaction						41.34%	43.92%	7.75%	5.34%	1.65%

Food Services & Cafeteria (Faculty of Arts and Culture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	148	251	61	47	14	28.41%	48.18%	11.71%	9.02%	2.69%
Cleanliness of food & service area	94	220	89	72	46	18.04%	42.23%	17.08%	13.82%	8.83%
Food Quality level	80	207	84	99	51	15.36%	39.73%	16.12%	19.00%	9.79%
Prices	93	219	82	109	18	17.85%	42.03%	15.74%	20.92%	3.45%
Percentage of Overall satisfaction						19.91%	43.04%	15.16%	15.69%	6.19%

Health Services (Faculty of Arts and Culture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	199	246	40	27	9	38.20%	47.22%	7.68%	5.18%	1.73%
On-site Pharmacy	134	251	64	50	22	25.72%	48.18%	12.28%	9.60%	4.22%
Cleanliness and appeal of building and office	173	250	44	45	9	33.21%	47.98%	8.45%	8.64%	1.73%
Percentage of Overall satisfaction						32.37%	47.79%	9.47%	7.81%	2.56%

Hostel Facilities (Faculty of Arts and Culture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	101	208	52	43	23	23.60%	48.60%	12.15%	10.05%	5.37%
No of bathrooms & Toilets	117	193	62	47	9	27.34%	45.09%	14.49%	10.98%	2.10%
All the toilets & the shower tools functioning well & in good condition	75	174	74	75	28	17.52%	40.65%	17.29%	17.52%	6.54%
Sanitation of Toilet and Bathrooms	94	186	65	65	17	21.96%	43.46%	15.19%	15.19%	3.97%
Supplies of water (Availability & Quality)	114	188	68	44	8	26.64%	43.93%	15.89%	10.28%	1.87%
Enough furniture in study hall	120	185	62	45	13	28.04%	43.22%	14.49%	10.51%	3.04%
Friendliness & helpfulness of warden/ staff	160	180	46	32	8	37.38%	42.06%	10.75%	7.48%	1.87%
Percentage of Overall satisfaction						26.07%	43.86%	14.32%	11.72%	3.54%

Sports & Fitness Facilities (Faculty of Arts and Culture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	112	155	17	21	1	36.60%	50.65%	5.56%	6.86%	0.33%
Enough Sports equipment for Outdoor Games	77	180	27	19	3	25.16%	58.82%	8.82%	6.21%	0.98%
Enough Sports equipment for Indoor Games	81	166	31	23	5	26.47%	54.25%	10.13%	7.52%	1.63%
Enough Space for Outdoor Games	87	173	25	17	4	28.43%	56.54%	8.17%	5.56%	1.31%
Enough Space for Indoor Games	83	163	31	25	4	27.12%	53.27%	10.13%	8.17%	1.31%
Sports Practices are occurring by the schedule	88	169	23	21	5	28.76%	55.23%	7.52%	6.86%	1.63%
Getting information about the sports events	97	154	30	20	5	31.70%	50.33%	9.80%	6.54%	1.63%
Coaching from the EUSL Coachers	97	155	24	26	4	31.70%	50.65%	7.84%	8.50%	1.31%
Availability of Fitness Center/ Indoor Stadium in your preferable times	86	166	30	23	1	28.10%	54.25%	9.80%	7.52%	0.33%
Percentage of Overall satisfaction						29.34%	53.78%	8.64%	7.08%	1.16%

Overall Satisfaction (Faculty of Arts and Culture)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	274	214	19	12	2	52.59%	41.07%	3.65%	2.30%	0.38%
Student life at EUSL	267	227	12	12	3	51.25%	43.57%	2.30%	2.30%	0.58%

Faculty of Commerce and Management

The Faculty of Commerce and Management is one of the leading faculty in the Eastern University, Sri Lanka. The key Intended Learning outcome of the offered degree programs through this faculty are to brand the students to be excellent in management and business studies and practices. It conducts the bachelor degree programs of Bachelor of Commerce Honours, Bachelor of Commerce Honours degrees in Accounting and Finance, Enterprise Development, and Business Economics, Bachelor of Business Administration Honours, and Bachelor of Business Administration Honours degree in Human Resource Management, and Marketing Management, and conducts the postgraduate degree programs of Postgraduate Diploma in Management, Master of Business Administration, Master of Development Economics, Master of Philosophy, and Doctor of Philosophy through Faculty of Graduate Studies.

Departments		
Commerce	Economics	Management

Report of Satisfaction for Faculty of Commerce and Management

Faculty/ Department (Faculty of Commerce and Management)										
	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	89	111	7	3	0	42.38%	52.86%	3.33%	1.43%	0.00%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	51	134	18	7	0	24.29%	63.81%	8.57%	3.33%	0.00%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	67	111	22	7	3	31.90%	52.86%	10.48%	3.33%	1.43%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	53	119	28	6	4	25.24%	56.67%	13.33%	2.86%	1.90%
Opportunity to engage in research project/ industrial training internship	67	114	23	4	2	31.90%	54.29%	10.95%	1.90%	0.95%
Opportunity/ encouragement for community engagement/ interaction	64	111	27	5	3	30.48%	52.86%	12.86%	2.38%	1.43%
Quality of academic advising and guidance	81	95	28	4	2	38.57%	45.24%	13.33%	1.90%	0.95%
Opportunity to interact intellectually across discipline	66	114	20	7	3	31.43%	54.29%	9.52%	3.33%	1.43%
Space for developing extra curricular activities	56	112	27	14	1	26.67%	53.33%	12.86%	6.67%	0.48%
Percentage of Overall satisfaction						31.43%	54.02%	10.58%	3.02%	0.95%

Library (Faculty of Commerce and Management)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	75	116	12	6	1	35.71%	55.24%	5.71%	2.86%	0.48%
On-line resources	56	106	34	9	5	26.67%	50.48%	16.19%	4.29%	2.38%
Learning Environment	90	98	17	4	1	42.86%	46.67%	8.10%	1.90%	0.48%
Photocopy Service	53	108	31	12	6	25.24%	51.43%	14.76%	5.71%	2.86%
Enough furniture	75	93	31	7	4	35.71%	44.29%	14.76%	3.33%	1.90%
Percentage of Overall satisfaction						33.24%	49.62%	11.90%	3.62%	1.62%

Food Services & Cafeteria (Faculty of Commerce and Management)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	48	118	27	11	6	22.86%	56.19%	12.86%	5.24%	2.86%
Cleanliness of food & service area	30	100	48	19	13	14.29%	47.62%	22.86%	9.05%	6.19%
Food Quality level	32	80	47	33	18	15.24%	38.10%	22.38%	15.71%	8.57%
Prices	32	86	47	32	13	15.24%	40.95%	22.38%	15.24%	6.19%
Percentage of Overall satisfaction						16.90%	45.71%	20.12%	11.31%	5.95%

Health Services (Faculty of Commerce and Management)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	45	123	26	11	5	21.43%	58.57%	12.38%	5.24%	2.38%
On-site Pharmacy	26	111	43	22	8	12.38%	52.86%	20.48%	10.48%	3.81%
Cleanliness and appeal of building and office	40	109	36	19	6	19.05%	51.90%	17.14%	9.05%	2.86%
Percentage of Overall satisfaction						17.62%	54.44%	16.67%	8.25%	3.02%

Hostel Facilities (Faculty of Commerce and Management)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	27	104	29	13	5	15.17%	58.43%	16.29%	7.30%	2.81%
No of bathrooms & Toilets	22	75	49	26	5	12.36%	42.13%	27.53%	14.61%	2.81%
All the toilets & the shower tools functioning well & in good condition	18	66	50	27	16	10.11%	37.08%	28.09%	15.17%	8.99%
Sanitation of Toilet and Bathrooms	23	72	46	22	14	12.92%	40.45%	25.84%	12.36%	7.87%
Supplies of water (Availability & Quality)	28	81	41	19	7	15.73%	45.51%	23.03%	10.67%	3.93%
Enough furniture in study hall	23	84	44	20	7	12.92%	47.19%	24.72%	11.24%	3.93%
Friendliness & helpfulness of warden/ staff	43	92	25	14	3	24.16%	51.69%	14.04%	7.87%	1.69%
Percentage of Overall satisfaction						14.77%	46.07%	22.79%	11.32%	4.57%

Sports & Fitness Facilities (Faculty of Commerce and Management)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	31	109	23	4	4	18.13%	63.74%	13.45%	2.34%	2.34%
Enough Sports equipment for Outdoor Games	20	85	46	14	6	11.70%	49.71%	26.90%	8.19%	3.51%
Enough Sports equipment for Indoor Games	31	74	44	13	9	18.13%	43.27%	25.73%	7.60%	5.26%
Enough Space for Outdoor Games	31	84	37	16	3	18.13%	49.12%	21.64%	9.36%	1.75%
Enough Space for Indoor Games	28	68	50	17	8	16.37%	39.77%	29.24%	9.94%	4.68%
Sports Practices are occurring by the schedule	19	94	42	13	3	11.11%	54.97%	24.56%	7.60%	1.75%
Getting information about the sports events	26	93	38	11	3	15.20%	54.39%	22.22%	6.43%	1.75%
Coaching from the EUSL Coachers	27	92	40	8	4	15.79%	53.80%	23.39%	4.68%	2.34%
Availability of Fitness Center/ Indoor Stadium in your preferable times	24	89	41	13	4	14.04%	52.05%	23.98%	7.60%	2.34%
Percentage of Overall satisfaction						15.40%	51.20%	23.46%	7.08%	2.86%

Overall Satisfaction (Faculty of Commerce and Management)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	94	103	9	2	2	44.76%	49.05%	4.29%	0.95%	0.95%
Student life at EUSL	100	100	8	1	1	47.62%	47.62%	3.81%	0.48%	0.48%

Faculty of Health-care Sciences

The Faculty of Health-Care Sciences was established by Gazette notification on 23rd November, 2004. A diverse student population are provided equal opportunities in a conducive environment where all of them can excel and contribute to improving the health and well-being of people. It conducts the bachelor degree programs of Bachelor of Medicine and Bachelor of Surgery (MBBS), and Bachelor of Science in Nursing, and conducts the postgraduate degree programs of Master of Philosophy, and Doctor of Philosophy through Faculty of Graduate Studies.

Departments		
Clinical Science	Human Biology	Medical Education and Research
Pathophysiology	Primary Healthcare	Supplementary health Sciences

Report of Satisfaction for Faculty of Health-care Sciences

Faculty/ Department (Faculty of Health-care Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	16	24	4	2	1	34.04%	51.06%	8.51%	4.26%	2.13%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	13	24	9	0	1	27.66%	51.06%	19.15%	0.00%	2.13%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	14	23	6	4	0	29.79%	48.94%	12.77%	8.51%	0.00%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	13	19	10	5	0	27.66%	40.43%	21.28%	10.64%	0.00%
Opportunity to engage in research project/ industrial training internship	14	22	8	3	0	29.79%	46.81%	17.02%	6.38%	0.00%
Opportunity/ encouragement for community engagement/ interaction	14	21	8	3	1	29.79%	44.68%	17.02%	6.38%	2.13%
Quality of academic advising and guidance	13	25	3	4	2	27.66%	53.19%	6.38%	8.51%	4.26%
Opportunity to interact intellectually across discipline	13	25	6	3	0	27.66%	53.19%	12.77%	6.38%	0.00%
Space for developing extra curricular activities	11	25	5	3	3	23.40%	53.19%	10.64%	6.38%	6.38%
Percentage of Overall satisfaction						28.61%	49.17%	13.95%	6.38%	1.89%

Library (Faculty of Health-care Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	15	24	6	2	0	31.91%	51.06%	12.77%	4.26%	0.00%
On-line resources	12	28	3	2	2	25.53%	59.57%	6.38%	4.26%	4.26%
Learning Environment	15	28	2	2	0	31.91%	59.57%	4.26%	4.26%	0.00%
Photocopy Service	9	19	4	10	5	19.15%	40.43%	8.51%	21.28%	10.64%
Enough furniture	15	26	3	3	0	31.91%	55.32%	6.38%	6.38%	0.00%
Percentage of Overall satisfaction						28.09%	53.19%	7.66%	8.09%	2.98%

Food Services & Cafeteria (Faculty of Health-care Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	8	20	6	10	3	17.02%	42.55%	12.77%	21.28%	6.38%
Cleanliness of food & service area	7	13	8	12	7	14.89%	27.66%	17.02%	25.53%	14.89%
Food Quality level	7	11	7	15	7	14.89%	23.40%	14.89%	31.91%	14.89%
Prices	8	16	5	14	4	17.02%	34.04%	10.64%	29.79%	8.51%
Percentage of Overall satisfaction						15.96%	31.91%	13.83%	27.13%	11.17%

Health Services (Faculty of Health-care Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	8	24	3	8	4	17.02%	51.06%	6.38%	17.02%	8.51%
On-site Pharmacy	8	19	4	11	5	17.02%	40.43%	8.51%	23.40%	10.64%
Cleanliness and appeal of building and office	8	22	3	10	4	17.02%	46.81%	6.38%	21.28%	8.51%
Percentage of Overall satisfaction						17.02%	46.10%	7.09%	20.57%	9.22%

Hostel Facilities (Faculty of Health-care Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	9	13	2	9	4	24.32%	35.14%	5.41%	24.32%	10.81%
No of bathrooms & Toilets	7	16	2	10	1	18.92%	43.24%	5.41%	27.03%	2.70%
All the toilets & the shower tools functioning well & in good condition	8	10	4	9	5	21.62%	27.03%	10.81%	24.32%	13.51%
Sanitation of Toilet and Bathrooms	8	12	5	7	3	21.62%	32.43%	13.51%	18.92%	8.11%
Supplies of water (Availability & Quality)	9	14	6	5	2	24.32%	37.84%	16.22%	13.51%	5.41%
Enough furniture in study hall	9	15	4	4	3	24.32%	40.54%	10.81%	10.81%	8.11%
Friendliness & helpfulness of warden/ staff	13	14	1	5	2	35.14%	37.84%	2.70%	13.51%	5.41%
Percentage of Overall satisfaction						24.32%	36.29%	9.27%	18.92%	7.72%

Sports & Fitness Facilities (Faculty of Health-care Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	5	13	5	3	0	19.23%	50.00%	19.23%	11.54%	0.00%
Enough Sports equipment for Outdoor Games	5	9	6	3	3	19.23%	34.62%	23.08%	11.54%	11.54%
Enough Sports equipment for Indoor Games	5	10	5	3	3	19.23%	38.46%	19.23%	11.54%	11.54%
Enough Space for Outdoor Games	5	12	5	2	2	19.23%	46.15%	19.23%	7.69%	7.69%
Enough Space for Indoor Games	5	8	8	3	2	19.23%	30.77%	30.77%	11.54%	7.69%
Sports Practices are occurring by the schedule	5	11	6	3	1	19.23%	42.31%	23.08%	11.54%	3.85%
Getting information about the sports events	6	11	6	3	0	23.08%	42.31%	23.08%	11.54%	0.00%
Coaching from the EUSL Coachers	5	9	8	3	1	19.23%	34.62%	30.77%	11.54%	3.85%
Availability of Fitness Center/ Indoor Stadium in your preferable times	5	9	6	5	1	19.23%	34.62%	23.08%	19.23%	3.85%
Percentage of Overall satisfaction						19.66%	39.32%	23.50%	11.97%	5.56%

Overall Satisfaction (Faculty of Health-care Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	13	23	8	2	1	27.66%	48.94%	17.02%	4.26%	2.13%
Student life at EUSL	13	24	6	3	1	27.66%	51.06%	12.77%	6.38%	2.13%

Faculty of Science

The Faculty of Science runs since the establishment of the Batticaloa University College on 1st August 1981. It offers the subjects Botany, Chemistry, Applied Mathematics, Pure Mathematics, Computer Science, Physics and Zoology. It conducts the bachelor degree programs of Bachelor of Science (General), and Bachelor of Science Honours degrees in Botany, Chemistry, Computer Science, Mathematics, Physics, and Zoology, and conducts the postgraduate degree programs of Master of Science in Science Education Master of Science in Environmental Science, Master of Philosophy, and Doctor of Philosophy through Faculty of Graduate Studies.

Departments		
Botany	Chemistry	Computing
Mathematics	Physics	Zoology

Report of Satisfaction for Faculty of Science

Faculty/ Department (Faculty of Science)										
	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	28	45	8	9	0	31.11%	50.00%	8.89%	10.00%	0.00%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	20	53	8	9	0	22.22%	58.89%	8.89%	10.00%	0.00%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	21	40	18	9	2	23.33%	44.44%	20.00%	10.00%	2.22%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	18	35	21	13	3	20.00%	38.89%	23.33%	14.44%	3.33%
Opportunity to engage in research project/ industrial training internship	12	38	16	14	10	13.33%	42.22%	17.78%	15.56%	11.11%
Opportunity/ encouragement for community engagement/ interaction	16	35	23	15	1	17.78%	38.89%	25.56%	16.67%	1.11%
Quality of academic advising and guidance	22	41	14	12	1	24.44%	45.56%	15.56%	13.33%	1.11%
Opportunity to interact intellectually across discipline	21	42	14	13	0	23.33%	46.67%	15.56%	14.44%	0.00%
Space for developing extra curricular activities	19	37	19	14	1	21.11%	41.11%	21.11%	15.56%	1.11%
Percentage of Overall satisfaction						21.85%	45.19%	17.41%	13.33%	2.22%

Library (Faculty of Science)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	22	46	14	7	1	24.44%	51.11%	15.56%	7.78%	1.11%
On-line resources	19	38	19	11	3	21.11%	42.22%	21.11%	12.22%	3.33%
Learning Environment	30	39	13	6	2	33.33%	43.33%	14.44%	6.67%	2.22%
Photocopy Service	17	38	15	12	8	18.89%	42.22%	16.67%	13.33%	8.89%
Enough furniture	28	39	12	8	3	31.11%	43.33%	13.33%	8.89%	3.33%
Percentage of Overall satisfaction						25.78%	44.44%	16.22%	9.78%	3.78%

Food Services & Cafeteria (Faculty of Science)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	17	33	13	20	7	18.89%	36.67%	14.44%	22.22%	7.78%
Cleanliness of food & service area	10	22	19	26	13	11.11%	24.44%	21.11%	28.89%	14.44%
Food Quality level	10	23	16	26	15	11.11%	25.56%	17.78%	28.89%	16.67%
Prices	13	29	12	27	9	14.44%	32.22%	13.33%	30.00%	10.00%
Percentage of Overall satisfaction						13.89%	29.72%	16.67%	27.50%	12.22%

Health Services (Faculty of Science)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	19	21	19	21	10	21.11%	23.33%	21.11%	23.33%	11.11%
On-site Pharmacy	13	20	14	26	17	14.44%	22.22%	15.56%	28.89%	18.89%
Cleanliness and appeal of building and office	16	22	12	25	15	17.78%	24.44%	13.33%	27.78%	16.67%
Percentage of Overall satisfaction						17.78%	23.33%	16.67%	26.67%	15.56%

Hostel Facilities (Faculty of Science)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	13	35	12	19	7	15.12%	40.70%	13.95%	22.09%	8.14%
No of bathrooms & Toilets	15	29	19	17	6	17.44%	33.72%	22.09%	19.77%	6.98%
All the toilets & the shower tools functioning well & in good condition	12	23	17	17	16	13.95%	26.74%	19.77%	19.77%	18.60%
Sanitation of Toilet and Bathrooms	12	27	17	21	9	13.95%	31.40%	19.77%	24.42%	10.47%
Supplies of water (Availability & Quality)	13	35	15	21	2	15.12%	40.70%	17.44%	24.42%	2.33%
Enough furniture in study hall	17	26	18	21	4	19.77%	30.23%	20.93%	24.42%	4.65%
Friendliness & helpfulness of warden/ staff	17	37	15	11	6	19.77%	43.02%	17.44%	12.79%	6.98%
Percentage of Overall satisfaction						16.45%	35.22%	18.77%	21.10%	8.31%

Sports & Fitness Facilities (Faculty of Science)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	14	30	7	13	1	21.54%	46.15%	10.77%	20.00%	1.54%
Enough Sports equipment for Outdoor Games	9	17	14	14	11	13.85%	26.15%	21.54%	21.54%	16.92%
Enough Sports equipment for Indoor Games	8	17	13	16	11	12.31%	26.15%	20.00%	24.62%	16.92%
Enough Space for Outdoor Games	10	28	12	11	4	15.38%	43.08%	18.46%	16.92%	6.15%
Enough Space for Indoor Games	8	18	13	15	11	12.31%	27.69%	20.00%	23.08%	16.92%
Sports Practices are occurring by the schedule	8	22	15	15	5	12.31%	33.85%	23.08%	23.08%	7.69%
Getting information about the sports events	9	27	13	12	4	13.85%	41.54%	20.00%	18.46%	6.15%
Coaching from the EUSL Coachers	10	25	13	12	5	15.38%	38.46%	20.00%	18.46%	7.69%
Availability of Fitness Center/ Indoor Stadium in your preferable times	10	22	13	10	10	15.38%	33.85%	20.00%	15.38%	15.38%
Percentage of Overall satisfaction						14.70%	35.21%	19.32%	20.17%	10.60%

Overall Satisfaction (Faculty of Science)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	26	42	10	12	0	28.89%	46.67%	11.11%	13.33%	0.00%
Student life at EUSL	26	43	11	10	0	28.89%	47.78%	12.22%	11.11%	0.00%

Faculty of Technology

Faculty of Technology is the youngest faculty in EUSL and it was established in 2017 with two academic departments. It conducts the degree program of Bachelor of Biosystems Technology in Agricultural Technology and Entrepreneurship (BBST)

Departments	
Biosystems Technology	Multidisciplinary Studies

Report of Satisfaction for Faculty of Technology

Faculty/ Department (Faculty of Technology)										
	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	8	11	0	2	0	38.10%	52.38%	0.00%	9.52%	0.00%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	3	13	2	2	1	14.29%	61.90%	9.52%	9.52%	4.76%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	6	11	3	1	0	28.57%	52.38%	14.29%	4.76%	0.00%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	4	11	1	3	2	19.05%	52.38%	4.76%	14.29%	9.52%
Opportunity to engage in research project/ industrial training internship	3	17	0	0	1	14.29%	80.95%	0.00%	0.00%	4.76%
Opportunity/ encouragement for community engagement/ interaction	5	11	3	2	0	23.81%	52.38%	14.29%	9.52%	0.00%
Quality of academic advising and guidance	6	12	3	0	0	28.57%	57.14%	14.29%	0.00%	0.00%
Opportunity to interact intellectually across discipline	6	12	2	1	0	28.57%	57.14%	9.52%	4.76%	0.00%
Space for developing extra curricular activities	4	13	1	3	0	19.05%	61.90%	4.76%	14.29%	0.00%
Percentage of Overall satisfaction						23.81%	58.73%	7.94%	7.41%	2.12%

Library (Faculty of Technology)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	7	12	1	1	0	33.33%	57.14%	4.76%	4.76%	0.00%
On-line resources	5	15	0	1	0	23.81%	71.43%	0.00%	4.76%	0.00%
Learning Environment	8	13	0	0	0	38.10%	61.90%	0.00%	0.00%	0.00%
Photocopy Service	2	15	0	2	2	9.52%	71.43%	0.00%	9.52%	9.52%
Enough furniture	2	18	0	1	0	9.52%	85.71%	0.00%	4.76%	0.00%
Percentage of Overall satisfaction						22.86%	69.52%	0.95%	4.76%	1.90%

Food Services & Cafeteria (Faculty of Technology)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	2	12	3	2	2	9.52%	57.14%	14.29%	9.52%	9.52%
Cleanliness of food & service area	1	9	4	4	3	4.76%	42.86%	19.05%	19.05%	14.29%
Food Quality level	1	7	7	2	4	4.76%	33.33%	33.33%	9.52%	19.05%
Prices	0	9	5	5	2	0.00%	42.86%	23.81%	23.81%	9.52%
Percentage of Overall satisfaction						4.76%	44.05%	22.62%	15.48%	13.10%

Health Services (Faculty of Technology)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	8	8	4	1	0	38.10%	38.10%	19.05%	4.76%	0.00%
On-site Pharmacy	5	11	2	2	1	23.81%	52.38%	9.52%	9.52%	4.76%
Cleanliness and appeal of building and office	6	9	3	2	1	28.57%	42.86%	14.29%	9.52%	4.76%
Percentage of Overall satisfaction						30.16%	44.44%	14.29%	7.94%	3.17%

Hostel Facilities (Faculty of Technology)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	2	12	5	1	1	9.52%	57.14%	23.81%	4.76%	4.76%
No of bathrooms & Toilets	2	13	5	0	1	9.52%	61.90%	23.81%	0.00%	4.76%
All the toilets & the shower tools functioning well & in good condition	0	8	6	3	4	0.00%	38.10%	28.57%	14.29%	19.05%
Sanitation of Toilet and Bathrooms	2	10	5	2	2	9.52%	47.62%	23.81%	9.52%	9.52%
Supplies of water (Availability & Quality)	2	10	4	3	2	9.52%	47.62%	19.05%	14.29%	9.52%
Enough furniture in study hall	3	7	8	2	1	14.29%	33.33%	38.10%	9.52%	4.76%
Friendliness & helpfulness of warden/ staff	5	13	1	1	1	23.81%	61.90%	4.76%	4.76%	4.76%
Percentage of Overall satisfaction						10.88%	49.66%	23.13%	8.16%	8.16%

Sports & Fitness Facilities (Faculty of Technology)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	3	8	0	0	0	27.27%	72.73%	0.00%	0.00%	0.00%
Enough Sports equipment for Outdoor Games	2	8	1	0	0	18.18%	72.73%	9.09%	0.00%	0.00%
Enough Sports equipment for Indoor Games	1	9	1	0	0	9.09%	81.82%	9.09%	0.00%	0.00%
Enough Space for Outdoor Games	2	9	0	0	0	18.18%	81.82%	0.00%	0.00%	0.00%
Enough Space for Indoor Games	1	9	1	0	0	9.09%	81.82%	9.09%	0.00%	0.00%
Sports Practices are occurring by the schedule	0	10	1	0	0	0.00%	90.91%	9.09%	0.00%	0.00%
Getting information about the sports events	1	8	1	1	0	9.09%	72.73%	9.09%	9.09%	0.00%
Coaching from the EUSL Coachers	1	9	1	0	0	9.09%	81.82%	9.09%	0.00%	0.00%
Availability of Fitness Center/ Indoor Stadium in your preferable times	1	10	0	0	0	9.09%	90.91%	0.00%	0.00%	0.00%
Percentage of Overall satisfaction						12.12%	80.81%	6.06%	1.01%	0.00%

Overall Satisfaction (Faculty of Technology)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	6	11	2	2	0	28.57%	52.38%	9.52%	9.52%	0.00%
Student life at EUSL	7	11	1	2	0	33.33%	52.38%	4.76%	9.52%	0.00%

Report of Satisfaction for Trincomalee Campus

Trincomalee Campus of the Eastern University was originally established as Trincomalee Affiliated University College in April 1993 at Trincomalee subsequently it was affiliated to the Eastern University, Sri Lanka. When the University College system was abolished, Trincomalee Affiliated University College was upgraded as Trincomalee Campus of the Eastern University, Sri Lanka which was established with effect from 15th June 2001 by Gazette notification dated 6th June 2001. It has the Faculty of Applied Sciences; and Faculty of Communication and Business Studies.

Faculty/ Department (Trincomalee Campus)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	87	97	22	16	1	39.01%	43.50%	9.87%	7.17%	0.45%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	69	93	37	18	6	30.94%	41.70%	16.59%	8.07%	2.69%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	63	89	31	35	5	28.25%	39.91%	13.90%	15.70%	2.24%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	60	95	31	31	6	26.91%	42.60%	13.90%	13.90%	2.69%
Opportunity to engage in research project/ industrial training internship	55	88	36	31	13	24.66%	39.46%	16.14%	13.90%	5.83%
Opportunity/ encouragement for community engagement/ interaction	59	83	44	29	8	26.46%	37.22%	19.73%	13.00%	3.59%
Quality of academic advising and guidance	67	90	35	25	6	30.04%	40.36%	15.70%	11.21%	2.69%
Opportunity to interact intellectually across discipline	64	93	32	30	4	28.70%	41.70%	14.35%	13.45%	1.79%
Space for developing extra curricular activities	62	84	33	34	10	27.80%	37.67%	14.80%	15.25%	4.48%
Percentage of Overall satisfaction						29.20%	40.46%	15.00%	12.41%	2.94%

Library (Trincomalee Campus)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	65	95	28	26	9	29.15%	42.60%	12.56%	11.66%	4.04%
On-line resources	42	86	50	31	14	18.83%	38.57%	22.42%	13.90%	6.28%
Learning Environment	71	100	32	18	2	31.84%	44.84%	14.35%	8.07%	0.90%
Photocopy Service	71	101	26	22	3	31.84%	45.29%	11.66%	9.87%	1.35%
Enough furniture	56	98	40	21	8	25.11%	43.95%	17.94%	9.42%	3.59%
Percentage of Overall satisfaction						27.35%	43.05%	15.78%	10.58%	3.23%

Food Services & Cafeteria (Tincomalee Campus)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	45	106	34	28	10	20.18%	47.53%	15.25%	12.56%	4.48%
Cleanliness of food & service area	29	92	38	45	19	13.00%	41.26%	17.04%	20.18%	8.52%
Food Quality level	22	80	38	56	27	9.87%	35.87%	17.04%	25.11%	12.11%
Prices	34	90	41	48	10	15.25%	40.36%	18.39%	21.52%	4.48%
Percentage of Overall satisfaction						14.57%	41.26%	16.93%	19.84%	7.40%

Health Services (Tincomalee Campus)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	62	97	39	18	7	27.80%	43.50%	17.49%	8.07%	3.14%
On-site Pharmacy	44	83	39	30	27	19.73%	37.22%	17.49%	13.45%	12.11%
Cleanliness and appeal of building and office	53	94	42	29	5	23.77%	42.15%	18.83%	13.00%	2.24%
Percentage of Overall satisfaction						23.77%	40.96%	17.94%	11.51%	5.83%

Hostel Facilities (Tincomalee Campus)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	40	96	35	38	10	18.26%	43.84%	15.98%	17.35%	4.57%
No of bathrooms & Toilets	33	89	46	39	12	15.07%	40.64%	21.00%	17.81%	5.48%
All the toilets & the shower tools functioning well & in good condition	27	64	41	50	37	12.33%	29.22%	18.72%	22.83%	16.89%
Sanitation of Toilet and Bathrooms	30	67	43	56	22	13.70%	30.59%	19.63%	25.57%	10.05%
Supplies of water (Availability & Quality)	21	70	44	53	29	9.59%	31.96%	20.09%	24.20%	13.24%
Enough furniture in study hall	33	61	47	41	37	15.07%	27.85%	21.46%	18.72%	16.89%
Friendliness & helpfulness of warden/ staff	54	88	38	31	8	24.66%	40.18%	17.35%	14.16%	3.65%
Percentage of Overall satisfaction						15.53%	34.90%	19.18%	20.09%	10.11%

Sports & Fitness Facilities (Tincomalee Campus)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	36	92	28	21	2	20.11%	51.40%	15.64%	11.73%	1.12%
Enough Sports equipment for Outdoor Games	24	72	33	28	22	13.41%	40.22%	18.44%	15.64%	12.29%
Enough Sports equipment for Indoor Games	26	61	33	32	27	14.53%	34.08%	18.44%	17.88%	15.08%
Enough Space for Outdoor Games	33	76	38	26	6	18.44%	42.46%	21.23%	14.53%	3.35%
Enough Space for Indoor Games	28	70	32	37	12	15.64%	39.11%	17.88%	20.67%	6.70%
Sports Practices are occurring by the schedule	30	66	40	36	7	16.76%	36.87%	22.35%	20.11%	3.91%
Getting information about the sports events	30	82	35	26	6	16.76%	45.81%	19.55%	14.53%	3.35%
Coaching from the EUSL Coachers	31	72	34	34	8	17.32%	40.22%	18.99%	18.99%	4.47%
Availability of Fitness Center/ Indoor Stadium in your preferable times	30	72	36	37	4	16.76%	40.22%	20.11%	20.67%	2.23%
Percentage of Overall satisfaction						16.64%	41.15%	19.18%	17.19%	5.83%

Overall Satisfaction (Tincomalee Campus)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	68	94	35	23	3	30.49%	42.15%	15.70%	10.31%	1.35%
Student life at EUSL	69	101	31	20	2	30.94%	45.29%	13.90%	8.97%	0.90%

Faculty of Applied Sciences

Faculty of Applied Science was gazetted in the mid of 2001 and it has started its academic activities from October 2008. It has two departments and a unit. It conducts the degree programs of Bachelor of Computer Science; Bachelor of Science in Applied Physics and Electronics; and Bachelor of Siddha Medicine and Surgery.

Departments	
Computer Science	Physical Science

Report of Satisfaction for Faculty of Applied Science

Faculty/ Department (Faculty of Applied Sciences)										
	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	16	18	11	12	1	27.59%	31.03%	18.97%	20.69%	1.72%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	8	20	15	9	6	13.79%	34.48%	25.86%	15.52%	10.34%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	15	24	11	6	2	25.86%	41.38%	18.97%	10.34%	3.45%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	14	29	4	10	1	24.14%	50.00%	6.90%	17.24%	1.72%
Opportunity to engage in research project/ industrial training internship	6	21	9	13	9	10.34%	36.21%	15.52%	22.41%	15.52%
Opportunity/ encouragement for community engagement/ interaction	11	17	12	11	7	18.97%	29.31%	20.69%	18.97%	12.07%
Quality of academic advising and guidance	12	16	14	11	5	20.69%	27.59%	24.14%	18.97%	8.62%
Opportunity to interact intellectually across discipline	11	22	11	10	4	18.97%	37.93%	18.97%	17.24%	6.90%
Space for developing extra curricular activities	10	19	10	14	5	17.24%	32.76%	17.24%	24.14%	8.62%
Percentage of Overall satisfaction						19.73%	35.63%	18.58%	18.39%	7.66%

Library (Faculty of Applied Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	9	27	8	12	2	15.52%	46.55%	13.79%	20.69%	3.45%
On-line resources	3	19	17	14	5	5.17%	32.76%	29.31%	24.14%	8.62%
Learning Environment	11	25	12	8	2	18.97%	43.10%	20.69%	13.79%	3.45%
Photocopy Service	9	29	10	8	2	15.52%	50.00%	17.24%	13.79%	3.45%
Enough furniture	7	30	10	8	3	12.07%	51.72%	17.24%	13.79%	5.17%
Percentage of Overall satisfaction						13.45%	44.83%	19.66%	17.24%	4.83%

Food Services & Cafeteria (Faculty of Applied Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	7	22	13	11	5	12.07%	37.93%	22.41%	18.97%	8.62%
Cleanliness of food & service area	1	19	11	16	11	1.72%	32.76%	18.97%	27.59%	18.97%
Food Quality level	0	15	9	21	13	0.00%	25.86%	15.52%	36.21%	22.41%
Prices	3	18	13	21	3	5.17%	31.03%	22.41%	36.21%	5.17%
Percentage of Overall satisfaction						4.74%	31.90%	19.83%	29.74%	13.79%

Health Services (Faculty of Applied Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	7	25	13	9	4	12.07%	43.10%	22.41%	15.52%	6.90%
On-site Pharmacy	5	19	10	11	13	8.62%	32.76%	17.24%	18.97%	22.41%
Cleanliness and appeal of building and office	8	24	12	10	4	13.79%	41.38%	20.69%	17.24%	6.90%
Percentage of Overall satisfaction						11.49%	39.08%	20.11%	17.24%	12.07%

Hostel Facilities (Faculty of Applied Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	9	18	11	13	7	15.52%	31.03%	18.97%	22.41%	12.07%
No of bathrooms & Toilets	5	21	14	13	5	8.62%	36.21%	24.14%	22.41%	8.62%
All the toilets & the shower tools functioning well & in good condition	5	10	10	13	20	8.62%	17.24%	17.24%	22.41%	34.48%
Sanitation of Toilet and Bathrooms	7	13	9	16	13	12.07%	22.41%	15.52%	27.59%	22.41%
Supplies of water (Availability & Quality)	6	16	9	16	11	10.34%	27.59%	15.52%	27.59%	18.97%
Enough furniture in study hall	7	12	9	20	10	12.07%	20.69%	15.52%	34.48%	17.24%
Friendliness & helpfulness of warden/ staff	12	18	14	10	4	20.69%	31.03%	24.14%	17.24%	6.90%
Percentage of Overall satisfaction						12.56%	26.60%	18.72%	24.88%	17.24%

Sports & Fitness Facilities (Faculty of Applied Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	10	20	16	4	1	19.61%	39.22%	31.37%	7.84%	1.96%
Enough Sports equipment for Outdoor Games	6	13	12	12	8	11.76%	25.49%	23.53%	23.53%	15.69%
Enough Sports equipment for Indoor Games	5	10	15	11	10	9.80%	19.61%	29.41%	21.57%	19.61%
Enough Space for Outdoor Games	4	22	13	9	3	7.84%	43.14%	25.49%	17.65%	5.88%
Enough Space for Indoor Games	4	20	11	13	3	7.84%	39.22%	21.57%	25.49%	5.88%
Sports Practices are occurring by the schedule	7	13	19	10	2	13.73%	25.49%	37.25%	19.61%	3.92%
Getting information about the sports events	8	20	14	7	2	15.69%	39.22%	27.45%	13.73%	3.92%
Coaching from the EUSL Coachers	6	15	17	7	6	11.76%	29.41%	33.33%	13.73%	11.76%
Availability of Fitness Center/ Indoor Stadium in your preferable times	6	19	17	9	0	11.76%	37.25%	33.33%	17.65%	0.00%
Percentage of Overall satisfaction						12.20%	33.12%	29.19%	17.86%	7.63%

Overall Satisfaction (Faculty of Applied Sciences)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	9	22	10	14	3	15.52%	37.93%	17.24%	24.14%	5.17%
Student life at EUSL	12	24	10	10	2	20.69%	41.38%	17.24%	17.24%	3.45%

Faulty of Communication and Business Studies

Faculty of Communication and Business Studies was founded in 2001. It is the pioneer faculty in the Trincomalee Campus offering degree programs since 2001. There are three academic departments in the Faculty. It conducts the degree programs of Bachelor of Science in Management; Bachelor of Science Honours in Accounting and Finance; Bachelor of Science Honours in Human Resource Management; Bachelor of Science Honours in Information Systems; Bachelor of Science Honours in Marketing Management; Bachelor of Science Honours in Management; Bachelor of Arts in Communication Studies; Bachelor of Arts in Language; Bachelor of Arts Honours in Communication Studies; Bachelor of Arts Honours in Languages.

Departments		
Business and Management Studies	Languages and Communication Studies	Information Technology

Report of Satisfaction for Faculty of Communication and Business Studies

Faculty/ Department (Faculty of Communication and Business Studies)										
	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	62	62	9	2	0	45.93%	45.93%	6.67%	1.48%	0.00%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	53	58	17	7	0	39.26%	42.96%	12.59%	5.19%	0.00%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	43	48	16	26	2	31.85%	35.56%	11.85%	19.26%	1.48%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	42	54	21	16	2	31.11%	40.00%	15.56%	11.85%	1.48%
Opportunity to engage in research project/ industrial training internship	42	54	20	17	2	31.11%	40.00%	14.81%	12.59%	1.48%
Opportunity/ encouragement for community engagement/ interaction	44	51	24	15	1	32.59%	37.78%	17.78%	11.11%	0.74%
Quality of academic advising and guidance	49	57	16	12	1	36.30%	42.22%	11.85%	8.89%	0.74%
Opportunity to interact intellectually across discipline	47	55	16	17	0	34.81%	40.74%	11.85%	12.59%	0.00%
Space for developing extra curricular activities	47	55	16	16	1	34.81%	40.74%	11.85%	11.85%	0.74%
Percentage of Overall satisfaction						35.31%	40.66%	12.76%	10.53%	0.74%

Library (Faculty of Communication and Business Studies)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	48	54	18	9	6	35.56%	40.00%	13.33%	6.67%	4.44%
On-line resources	37	53	26	13	6	27.41%	39.26%	19.26%	9.63%	4.44%
Learning Environment	51	57	18	9	0	37.78%	42.22%	13.33%	6.67%	0.00%
Photocopy Service	52	58	13	11	1	38.52%	42.96%	9.63%	8.15%	0.74%
Enough furniture	42	53	25	10	5	31.11%	39.26%	18.52%	7.41%	3.70%
Percentage of Overall satisfaction						34.07%	40.74%	14.81%	7.70%	2.67%

Food Services & Cafeteria (Faculty of Communication and Business Studies)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	35	73	15	11	1	25.93%	54.07%	11.11%	8.15%	0.74%
Cleanliness of food & service area	26	63	21	21	4	19.26%	46.67%	15.56%	15.56%	2.96%
Food Quality level	21	56	21	27	10	15.56%	41.48%	15.56%	20.00%	7.41%
Prices	30	59	21	21	4	22.22%	43.70%	15.56%	15.56%	2.96%
Percentage of Overall satisfaction						20.74%	46.48%	14.44%	14.81%	3.52%

Health Services (Faculty of Communication and Business Studies)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	50	55	20	8	2	37.04%	40.74%	14.81%	5.93%	1.48%
On-site Pharmacy	35	47	23	17	13	25.93%	34.81%	17.04%	12.59%	9.63%
Cleanliness and appeal of building and office	40	53	25	17	0	29.63%	39.26%	18.52%	12.59%	0.00%
Percentage of Overall satisfaction						30.86%	38.27%	16.79%	10.37%	3.70%

Hostel Facilities (Faculty of Communication and Business Studies)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	30	63	22	17	2	22.39%	47.01%	16.42%	12.69%	1.49%
No of bathrooms & Toilets	26	57	24	21	6	19.40%	42.54%	17.91%	15.67%	4.48%
All the toilets & the shower tools functioning well & in good condition	21	46	25	32	10	15.67%	34.33%	18.66%	23.88%	7.46%
Sanitation of Toilet and Bathrooms	22	45	30	32	5	16.42%	33.58%	22.39%	23.88%	3.73%
Supplies of water (Availability & Quality)	14	47	26	28	17	10.45%	35.07%	19.40%	20.90%	12.69%
Enough furniture in study hall	24	41	31	18	20	17.91%	30.60%	23.13%	13.43%	14.93%
Friendliness & helpfulness of warden/ staff	38	58	20	16	2	28.36%	43.28%	14.93%	11.94%	1.49%
Percentage of Overall satisfaction						18.66%	38.06%	18.98%	17.48%	6.61%

Sports & Fitness Facilities (Faculty of Communication and Business Studies)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	22	61	10	13	1	20.56%	57.01%	9.35%	12.15%	0.93%
Enough Sports equipment for Outdoor Games	15	48	17	14	13	14.02%	44.86%	15.89%	13.08%	12.15%
Enough Sports equipment for Indoor Games	19	39	17	17	15	17.76%	36.45%	15.89%	15.89%	14.02%
Enough Space for Outdoor Games	25	44	21	14	3	23.36%	41.12%	19.63%	13.08%	2.80%
Enough Space for Indoor Games	22	36	19	22	8	20.56%	33.64%	17.76%	20.56%	7.48%
Sports Practices are occurring by the schedule	20	40	20	23	4	18.69%	37.38%	18.69%	21.50%	3.74%
Getting information about the sports events	19	50	19	17	2	17.76%	46.73%	17.76%	15.89%	1.87%
Coaching from the EUSL Coachers	22	46	13	24	2	20.56%	42.99%	12.15%	22.43%	1.87%
Availability of Fitness Center/ Indoor Stadium in your preferable times	21	42	17	24	3	19.63%	39.25%	15.89%	22.43%	2.80%
Percentage of Overall satisfaction						19.21%	42.16%	15.89%	17.45%	5.30%

Overall Satisfaction (Faculty of Communication and Business Studies)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	54	55	19	7	0	40.00%	40.74%	14.07%	5.19%	0.00%
Student life at EUSL	53	60	15	7	0	39.26%	44.44%	11.11%	5.19%	0.00%

Faulty of Siddha Medicine

The Faculty of Siddha Medicine is the foremost Higher Education Institute in Sri Lanka that provides instructions in the Siddha system of Medicine in English medium for undergraduates. It was established in 2008 at Trincomalee Campus, Eastern University, Sri Lanka with the approval of the University Grants Commission and Ministry of Higher Education for training and research in Siddha Medicine. The Faculty of Siddha Medicine produce qualified graduates to maximize the contribution of Siddha Medicine to global health and sustainable development. Furthermore, the Faculty of Siddha Medicine has focused on evidence-based learning with research. At the same time, the Faculty of Siddha Medicine maintains its local heritages, resources, and traditional principles. In addition, the syllabi contain study material on Siddha Medicine and other integrative medicine approaches to produce a competent Siddha Medical graduate to enhance the Siddha Medical system in Sri Lanka and meet the current challenges in health.

Departments		
Gunapadam (Siddha Pharmacology)	Moola Thathuvam (Basic Philosophy)	Noinadaal Chikitsai (Pathology & Clinical Sciences)

Faculty/ Department (Faculty of Siddha Medicine)										
	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	9	17	2	2	0	30.00%	56.67%	6.67%	6.67%	0.00%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	8	15	5	2	0	26.67%	50.00%	16.67%	6.67%	0.00%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	5	17	4	3	1	16.67%	56.67%	13.33%	10.00%	3.33%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	4	12	6	5	3	13.33%	40.00%	20.00%	16.67%	10.00%
Opportunity to engage in research project/ industrial training internship	7	13	7	1	2	23.33%	43.33%	23.33%	3.33%	6.67%
Opportunity/ encouragement for community engagement/ interaction	4	15	8	3	0	13.33%	50.00%	26.67%	10.00%	0.00%
Quality of academic advising and guidance	6	17	5	2	0	20.00%	56.67%	16.67%	6.67%	0.00%
Opportunity to interact intellectually across discipline	6	16	5	3	0	20.00%	53.33%	16.67%	10.00%	0.00%
Space for developing extra curricular activities	5	10	7	4	4	16.67%	33.33%	23.33%	13.33%	13.33%
Percentage of Overall satisfaction						20.00%	48.89%	18.15%	9.26%	3.70%

Library (Faculty of Siddha Medicine)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	8	14	2	5	1	26.67%	46.67%	6.67%	16.67%	3.33%
On-line resources	2	14	7	4	3	6.67%	46.67%	23.33%	13.33%	10.00%
Learning Environment	9	18	2	1	0	30.00%	60.00%	6.67%	3.33%	0.00%
Photocopy Service	10	14	3	3	0	33.33%	46.67%	10.00%	10.00%	0.00%
Enough furniture	7	15	5	3	0	23.33%	50.00%	16.67%	10.00%	0.00%
Percentage of Overall satisfaction						24.00%	50.00%	12.67%	10.67%	2.67%

Food Services & Cafeteria (Faculty of Siddha Medicine)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	3	11	6	6	4	10.00%	36.67%	20.00%	20.00%	13.33%
Cleanliness of food & service area	2	10	6	8	4	6.67%	33.33%	20.00%	26.67%	13.33%
Food Quality level	1	9	8	8	4	3.33%	30.00%	26.67%	26.67%	13.33%
Prices	1	13	7	6	3	3.33%	43.33%	23.33%	20.00%	10.00%
Percentage of Overall satisfaction						5.83%	35.83%	22.50%	23.33%	12.50%

Health Services (Faculty of Siddha Medicine)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	5	17	6	1	1	16.67%	56.67%	20.00%	3.33%	3.33%
On-site Pharmacy	4	17	6	2	1	13.33%	56.67%	20.00%	6.67%	3.33%
Cleanliness and appeal of building and office	5	17	5	2	1	16.67%	56.67%	16.67%	6.67%	3.33%
Percentage of Overall satisfaction						15.56%	56.67%	18.89%	5.56%	3.33%

Hostel Facilities (Faculty of Siddha Medicine)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	1	15	2	8	1	3.70%	55.56%	7.41%	29.63%	3.70%
No of bathrooms & Toilets	2	11	8	5	1	7.41%	40.74%	29.63%	18.52%	3.70%
All the toilets & the shower tools functioning well & in good condition	1	8	6	5	7	3.70%	29.63%	22.22%	18.52%	25.93%
Sanitation of Toilet and Bathrooms	1	9	4	8	4	3.70%	33.33%	14.81%	29.63%	14.81%
Supplies of water (Availability & Quality)	1	7	9	9	1	3.70%	25.93%	33.33%	33.33%	3.70%
Enough furniture in study hall	2	8	7	3	7	7.41%	29.63%	25.93%	11.11%	25.93%
Friendliness & helpfulness of warden/ staff	4	12	4	5	2	14.81%	44.44%	14.81%	18.52%	7.41%
Percentage of Overall satisfaction						6.35%	37.04%	21.16%	22.75%	12.17%

Sports & Fitness Facilities (Faculty of Siddha Medicine)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	4	11	2	4	0	19.05%	52.38%	9.52%	19.05%	0.00%
Enough Sports equipment for Outdoor Games	3	11	4	2	1	14.29%	52.38%	19.05%	9.52%	4.76%
Enough Sports equipment for Indoor Games	2	12	1	4	2	9.52%	57.14%	4.76%	19.05%	9.52%
Enough Space for Outdoor Games	4	10	4	3	0	19.05%	47.62%	19.05%	14.29%	0.00%
Enough Space for Indoor Games	2	14	2	2	1	9.52%	66.67%	9.52%	9.52%	4.76%
Sports Practices are occurring by the schedule	3	13	1	3	1	14.29%	61.90%	4.76%	14.29%	4.76%
Getting information about the sports events	3	12	2	2	2	14.29%	57.14%	9.52%	9.52%	9.52%
Coaching from the EUSL Coachers	3	11	4	3	0	14.29%	52.38%	19.05%	14.29%	0.00%
Availability of Fitness Center/ Indoor Stadium in your preferable times	3	11	2	4	1	14.29%	52.38%	9.52%	19.05%	4.76%
Percentage of Overall satisfaction						14.29%	55.56%	11.64%	14.29%	4.23%

Overall Satisfaction (Faculty of Siddha Medicine)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	5	17	6	2	0	16.67%	56.67%	20.00%	6.67%	0.00%
Student life at EUSL	4	17	6	3	0	13.33%	56.67%	20.00%	10.00%	0.00%

Report of Satisfaction for Swami Vipulananda Institute of Aesthetic Studies

The Swami Vipulananda College of Music and Dance was officially affiliated to the EUSL with effect from 14th March 2005 through the Extra Ordinary Gazette notification. After that Institute had been named as Swami Vipulananda Institute of Aesthetic Studies (SVIAS). It conducts the degrees programs of Bachelor of Fine Arts in Dance; Bachelor of Fine Arts in Drama & Theatre; Bachelor of Fine Arts in Music; Bachelor of Fine Arts in Visual & Technological Arts.

Departments		
Carnatic Music	Dance, Drama and Theatre Arts	Visual and Technological Arts

Faculty/ Department (SVIAS)										
	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Quality of Teaching & Learning Activity	45	41	4	0	0	50.00%	45.56%	4.44%	0.00%	0.00%
Number of optional (Elective) modules in relation to the number of compulsory (Core) modules	30	42	14	4	0	33.33%	46.67%	15.56%	4.44%	0.00%
Quality of Lecture hall environment (sufficiently equipped: choke board, multimedia with sound, etc.)	26	39	7	7	11	28.89%	43.33%	7.78%	7.78%	12.22%
Quality of Laboratory (sufficiently lab equipment, furniture, etc)	22	36	12	15	5	24.44%	40.00%	13.33%	16.67%	5.56%
Opportunity to engage in research project/ industrial training internship	27	49	5	7	2	30.00%	54.44%	5.56%	7.78%	2.22%
Opportunity/ encouragement for community engagement/ interaction	28	48	6	8	0	31.11%	53.33%	6.67%	8.89%	0.00%
Quality of academic advising and guidance	34	40	12	4	0	37.78%	44.44%	13.33%	4.44%	0.00%
Opportunity to interact intellectually across discipline	34	41	12	3	0	37.78%	45.56%	13.33%	3.33%	0.00%
Space for developing extra curricular activities	37	34	14	4	1	41.11%	37.78%	15.56%	4.44%	1.11%
Percentage of Overall satisfaction						34.94%	45.68%	10.62%	6.42%	2.35%

Library (SVIAS)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Enough Books / journals etc.	34	43	7	4	2	37.78%	47.78%	7.78%	4.44%	2.22%
On-line resources	21	40	13	12	4	23.33%	44.44%	14.44%	13.33%	4.44%
Learning Environment	33	41	6	9	1	36.67%	45.56%	6.67%	10.00%	1.11%
Photocopy Service	12	32	10	4	32	13.33%	35.56%	11.11%	4.44%	35.56%
Enough furniture	28	32	6	16	8	31.11%	35.56%	6.67%	17.78%	8.89%
Percentage of Overall satisfaction						28.44%	41.78%	9.33%	10.00%	10.44%

Food Services & Cafeteria (SVIAS)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	22	40	17	6	5	24.44%	44.44%	18.89%	6.67%	5.56%
Cleanliness of food & service area	23	36	17	10	4	25.56%	40.00%	18.89%	11.11%	4.44%
Food Quality level	10	39	16	14	11	11.11%	43.33%	17.78%	15.56%	12.22%
Prices	5	49	11	23	2	5.56%	54.44%	12.22%	25.56%	2.22%
Percentage of Overall satisfaction						16.67%	45.56%	16.94%	14.72%	6.11%

Health Services (SVIAS)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Helpfulness of staff	35	47	3	5	0	38.89%	52.22%	3.33%	5.56%	0.00%
On-site Pharmacy	18	38	19	7	8	20.00%	42.22%	21.11%	7.78%	8.89%
Cleanliness and appeal of building and office	29	38	13	8	2	32.22%	42.22%	14.44%	8.89%	2.22%
Percentage of Overall satisfaction						30.37%	45.56%	12.96%	7.41%	3.70%

Hostel Facilities (SVIAS)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Cleanliness of food & service area	15	27	7	13	0	23.81%	42.86%	11.11%	20.63%	0.00%
No of bathrooms & Toilets	7	33	12	8	2	11.11%	52.38%	19.05%	12.70%	3.17%
All the toilets & the shower tools functioning well & in good condition	6	29	11	13	3	9.52%	46.03%	17.46%	20.63%	4.76%
Sanitation of Toilet and Bathrooms	8	27	14	10	3	12.70%	42.86%	22.22%	15.87%	4.76%
Supplies of water (Availability & Quality)	17	26	9	8	0	26.98%	41.27%	14.29%	12.70%	0.00%
Enough furniture in study hall	11	25	13	9	4	17.46%	39.68%	20.63%	14.29%	6.35%
Friendliness & helpfulness of warden/ staff	18	31	6	6	1	28.57%	49.21%	9.52%	9.52%	1.59%
Percentage of Overall satisfaction						18.59%	44.90%	16.33%	15.19%	2.95%

Sports & Fitness Facilities (SVIAS)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Courteousness & Friendliness of staff	22	33	6	3	0	34.38%	51.56%	9.38%	4.69%	0.00%
Enough Sports equipment for Outdoor Games	11	34	6	13	0	17.19%	53.13%	9.38%	20.31%	0.00%
Enough Sports equipment for Indoor Games	13	34	6	7	4	20.31%	53.13%	9.38%	10.94%	6.25%
Enough Space for Outdoor Games	12	28	9	9	6	18.75%	43.75%	14.06%	14.06%	9.38%
Enough Space for Indoor Games	12	31	5	13	3	18.75%	48.44%	7.81%	20.31%	4.69%
Sports Practices are occurring by the schedule	14	28	7	13	2	21.88%	43.75%	10.94%	20.31%	3.13%
Getting information about the sports events	16	34	3	10	1	25.00%	53.13%	4.69%	15.63%	1.56%
Coaching from the EUSL Coachers	18	32	5	8	1	28.13%	50.00%	7.81%	12.50%	1.56%
Availability of Fitness Center/ Indoor Stadium in your preferable times	14	30	8	11	1	21.88%	46.88%	12.50%	17.19%	1.56%
Percentage of Overall satisfaction						22.92%	49.31%	9.55%	15.10%	3.13%

Overall Satisfaction (SVIAS)

	Highly Satisfactory	Satisfactory	Above Average	Average	Poor	Highly Satisfactory	Satisfactory	Above Average	Average	Poor
Education experience at EUSL	36	47	6	1	0	40.00%	52.22%	6.67%	1.11%	0.00%
Student life at EUSL	33	50	7	0	0	36.67%	55.56%	7.78%	0.00%	0.00%