

National Assessment and Accreditation Council (NAAC) Student Satisfaction Survey Key Indicator -
2.7.1 Under Criterion II of Teaching – Learning and Evaluation

Guidelines for Students

NAAC (National Assessment and Accreditation Council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education. A student will have to respond to all the questions given in the following format with her/his sincere effort and thought. Her/his identity will not be revealed.

- A) Please confirm this is the first and only time you answer this survey. a) Yes b) No
- B) Age:
- C) College Name:
- D) Gender: a) Female b) Male c) Transgender
- E) What degree program are you pursuing now? a) Bachelor's b) Master's c) MPhil d) Doctorate e) Other
()
- F) What subject area are you currently pursuing?
a) Arts b) Commerce c) Science d) Professional e) Other: ()

Instructions to fill the questionnaire

- All questions should be compulsorily attempted.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 21 is student's opportunity to give suggestions or improvements; she/he can also mention weaknesses of the institute here.

(Kindly restrict your response to teaching learning process only)

Criterion II – Teaching–Learning and Evaluation Student

Satisfaction Survey on Teaching Learning Process

Following are questions for online student satisfaction survey regarding teaching learning process.

1. How much of the syllabus was covered in the class?
4 – 85 to 100% 3 – 70 to 84% 2 – 55 to 69% 1– 30 to 54% 0 –Below 30%

2. How well did the teachers prepare for the classes?
4 –Thoroughly 3 – Satisfactorily 2 – Poorly 1 – Indifferently 0 – Won't teach at all

3. How well were the teachers able to communicate?
4 – Always effective 3 – Sometimes effective 2 – Just satisfactorily
1– Generally ineffective 0– Very poor communication

4. The teacher's approach to teaching can best be described as
4– Excellent 3 – Very good 2 – Good 1 – Fair 0– Poor

5. Fairness of the internal evaluation process by the teachers.
4 – Always fair 3 – Usually fair 2 – Sometimes unfair
1 – Usually unfair 0– Unfair

6. Was your performance in assignments discussed with you? 4 – Every time 3 – Usually 2 –
Occasionally/Sometimes 1 – Rarely 0– Never

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.
4 – Regularly 3 – Often 2 – Sometimes 1 – Rarely 0– Never

8. The teaching and mentoring process in your institution facilitates you in cognitive, social and emotional growth. 4 – Significantly 3 – Very well 2 – Moderately 1 – Marginally 0– Not at all

9. The institution provides multiple opportunities to learn and grow.
4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0– Strongly disagree

10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.
4 – Every time 3 – Usually 2– Occasionally/Sometimes 1 – Rarely 0– Never

11. Your mentor does a necessary follow-up with an assigned task to you.
4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – I don't have a mentor

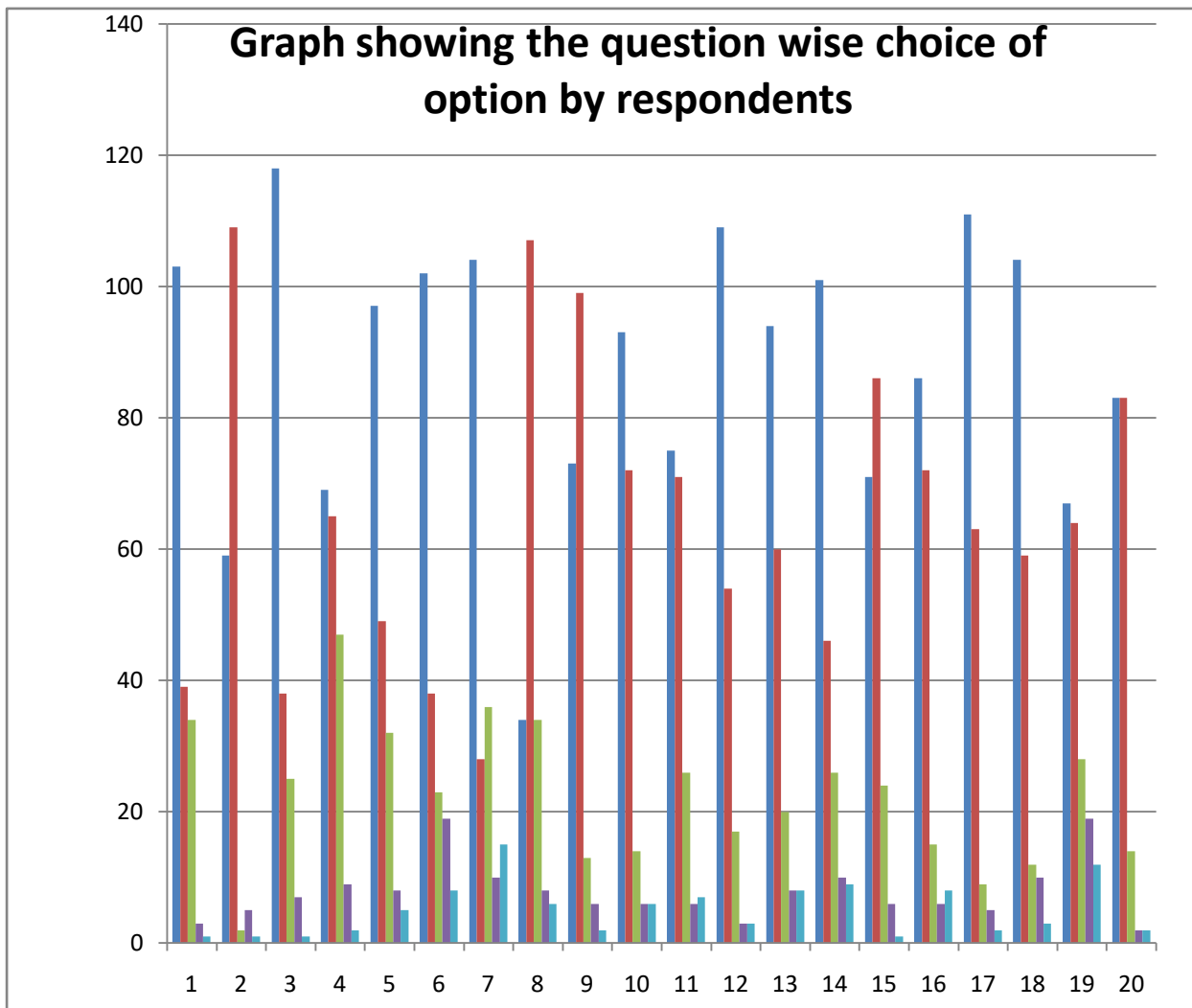
12. The teachers illustrate the concepts through examples and applications.
4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – Never
13. The teachers identify your strengths and encourage you with providing right level of challenges.
4 – Fully 3 – Reasonably 2 – Partially 1 – Slightly 0 – Unable to
14. Teachers are able to identify your weaknesses and help you to overcome them.
4 – Every time 3 – Usually 2 – Occasionally/Sometimes 1 – Rarely 0 – Never
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.
4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree
16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.
4 – To a great extent 3 – Moderate 2 – Some what 1 – Very little 0 – Not at all
17. Teachers encourage you to participate in extracurricular activities.
4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree
18. Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.
4 – To a great extent 3 – Moderate 2 – Some what 1 – Very little 0 – Not at all
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
4 – Above 90% 3 – 70 – 89% 2 – 50 – 69% 1 – 30 – 49% 0 – Below 29%
20. The overall quality of teaching-learning process in your institute is very good.
4 – Strongly agree 3 – Agree 2 – Neutral 1 – Disagree 0 – Strongly disagree
21. Give three observation / suggestions to improve the overall teaching – learning

experience in your institution.

- a)
- b)
- c)

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Analysis of the
Student Satisfaction Survey 2019-20

Q. No.	4	%	3	%	2	%	1	%	0	%	Total Respondents
1	103	57%	39	22%	34	19%	3	1%	1	1%	180
2	59	34%	109	62%	2	1%	5	2%	1	1%	176
3	118	63%	38	21%	25	14%	7	1%	1	1%	189
4	69	37%	65	36%	47	25%	9	1%	2	1%	192
5	97	53%	49	27%	32	18%	8	1%	5	1%	191
6	102	54%	38	20%	23	12%	19	10%	8	4%	190
7	104	54%	28	15%	36	19%	10	5%	15	7%	193
8	34	18%	107	57%	34	18%	8	4%	6	3%	189
9	73	39%	99	51%	13	6%	6	3%	2	1%	193
10	93	49%	72	38%	14	7%	6	3%	6	3%	191
11	75	41%	71	38%	26	14%	6	3%	7	4%	185
12	109	59%	54	29%	17	10%	3	1%	3	1%	186
13	94	49%	60	32%	20	11%	8	4%	8	4%	190
14	101	53%	46	24%	26	13%	10	4%	9	4%	192
15	71	38%	86	46%	24	13%	6	2%	1	1%	188
16	86	46%	72	39%	15	8%	6	3%	8	4%	187
17	111	58%	63	33%	9	5%	5	3%	2	1%	190
18	104	56%	59	32%	12	6%	10	5%	3	1%	188
19	67	35%	64	34%	28	15%	19	10%	12	6%	190
20	83	45%	83	45%	14	8%	2	1%	2	1%	184



SSS Survey was conducted for the students of II year and the following were the observations.

1. How much of the syllabus was covered in the class?

Around 57% of the students have given their response as **85% to 100%** of syllabus was covered.

2. How well did the teachers prepare for the classes?

Around **62%** of the students found the preparation of the teachers to be “Satisfactorily”.

3. How well were the teachers able to communicate?

Around **63%** of the students have responded to be “**Always effective**” and the communication

was effective in class.

4. The teacher's approach to teaching can best be described as

The approach was equally classified as **"Excellent"** by **37%** and **very good** by **36%** .

5. Fairness of the internal evaluation process by the teachers

The response from **53%** of the students was **"Always Fair"**.

6. Was your performance in assignments discussed with you?

Around **54%** of the students have responded that the assignments were discussed with them **everytime**

7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

For this around **54%** of the students responded that they were taken **"regularly"** to field and industrial visits.

8. The teaching and mentoring process in your institution facilitates you incognitive, social and emotional growth.

57% of students have responded that the mentoring process was done **"verywell"**.

9. The institution provides multiple opportunities to learn and grow.

51% of the students have **"agreed"** and **39%** of the students have **"stronglyagreed"** that the institution provides multiple opportunities.

10. Teachers inform you about your expected competencies, course outcomes and program me outcomes.

Around **49%** of the students have given **"every time"** as their choice and **38%** of them have given it as **"usually"**

11. Your mentor does a necessary follow-up with an assigned task to you.

41% of the students have responded as **"Everytime"** and around **38%** have responded as **"usually"**

12. The teachers illustrate the concepts through examples and applications.

59% of the students have responded as **"Everytime"**.

13. The teachers identify your strengths and encourage you with providing right level of challenges

49% of the students have responded as **"Fully"** and **32%** of the students as **"reasonably"**.

14. Teachers are able to identify your weaknesses and help you to overcome them.

53% of the students have **"Every time "** and **24%** of the students **"Usually"** to the above.

15. The institution makes effort to engage students in the monitoring, review and continuous quality

improvement of the teaching learning process

46% of the students have **“Agreed”** and **38%** of the students have **“strongly agreed”**.

16. The institute/ teachers use student centric methods, such as experiential learning, participative learning and problem solving methodologies for enhancing learning experiences.

Around **46%** of the students have responded **“ to a great extent”** and **39%** as **“moderate”**.

17. Teachers encourage you to participate in extracurricular activities.

58% of the students have **“Strongly agreed”** that the teachers encourage them to participate in extracurricular activities.

18. . Efforts are made by the institute/ teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

Around **56%** of the students have responded as **“To a great extent”** and **32%** as **“Moderate”**.

19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

35% - **“Above 90%”**

34% - **“70 – 89%”**

15% - **“50 – 69%”**

10% - **“30 – 49%”**

6% - **“Below 29%”**

20. The overall quality of teaching-learning process in your institute is very good.

45% of the students have given their response as **“Strongly agree”** and **45%** of the students as **“Agree”**.