

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)

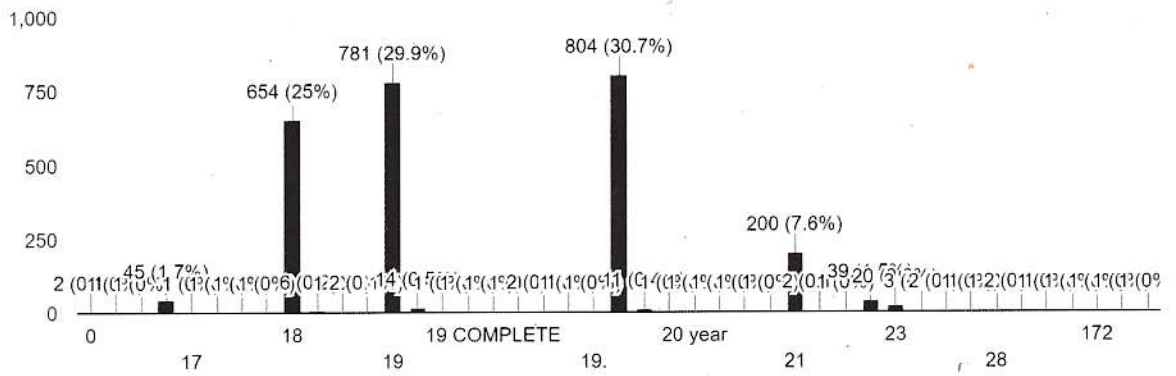


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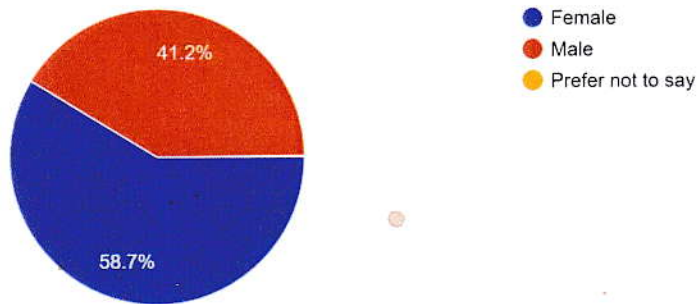
Age

2,615 responses



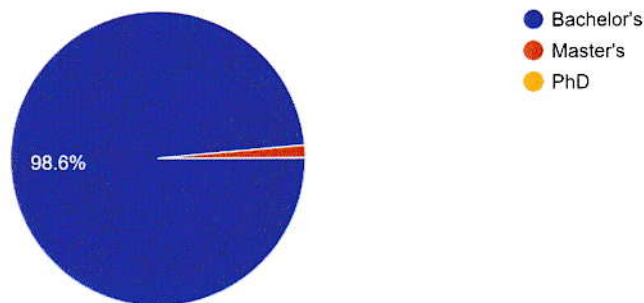
Gender

2,615 responses



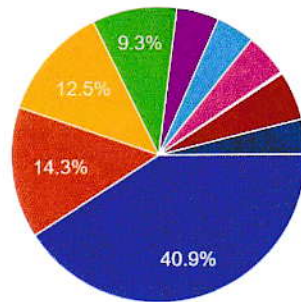
What degree program are you pursuing now?

2,615 responses



What course are you studying in?

2,615 responses

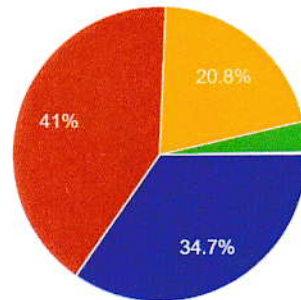


- BCom
- BA
- BMS
- BAF
- BBI
- BFM
- BMM/BAMMC
- BMS (E-COMMERCE)

▲ 1/2 ▼

How much of the syllabus was covered in the class?

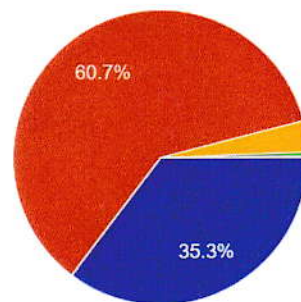
2,615 responses



- 4 – 85 to 100%
- 3 – 70 to 84%
- 2 – 55 to 69%
- 1 – 30 to 54%
- 0 – Below 30%

How well did the teachers prepare for the classes?

2,615 responses

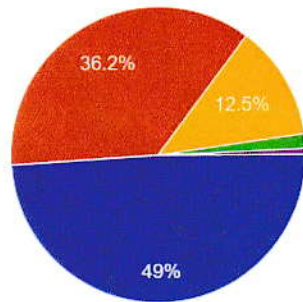


- 4 – Thoroughly
- 3 – Satisfactorily
- 2 – Poorly
- 1 – Indifferently
- 0 – Won't teach at all



How well were the teachers able to communicate?

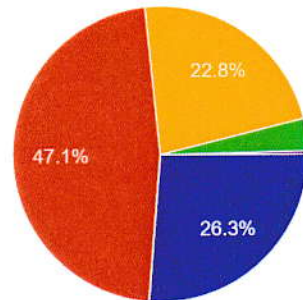
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- 4 - Always effective
- 3 - Sometimes effective
- 2 - Just satisfactorily
- 1 - Generally ineffective
- 0 - Very poor communication

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

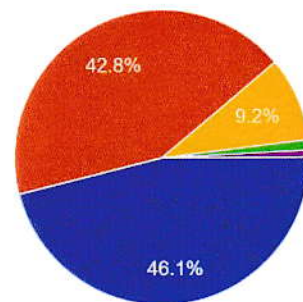
2,615 responses



- 4 - Excellent
- 3 - Very good
- 2 - Good
- 1 - Fair
- 0 - Poor

Fairness of the internal evaluation process by the teachers.

2,615 responses

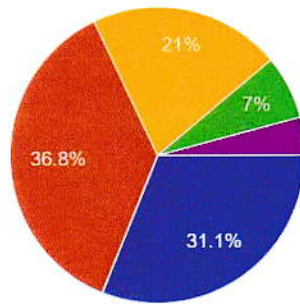


- 4 - Always fair
- 3 - Usually fair
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- 0 - Unfair



Was your performance in assignments discussed with you?

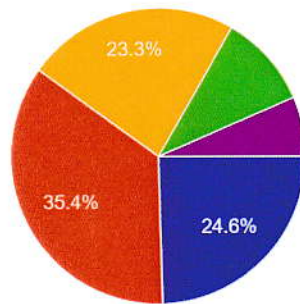
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- 4 - Every time
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The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

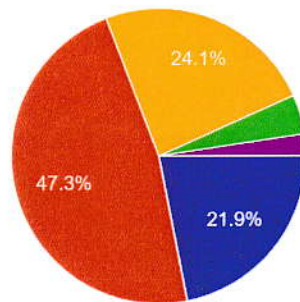
2,615 responses



- 4 - Regularly
- 3 - Often
- 2 - Sometimes
- 1 - Rarely
- 0 - Never

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

2,615 responses

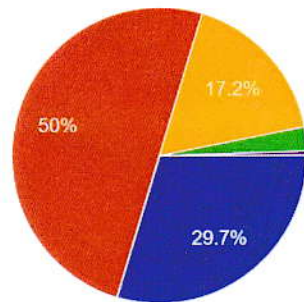


- 4 - Significantly
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- 0 - Not at all



The institution provides multiple opportunities to learn and grow.

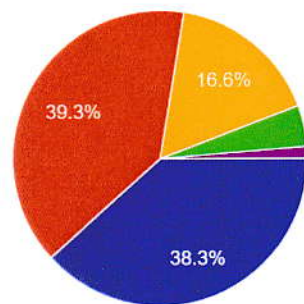
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- 4 - Strongly agree
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- 1 - Disagree
- 0 - Strongly disagree

Teachers inform you about your expected competencies, course outcomes and programme outcomes.

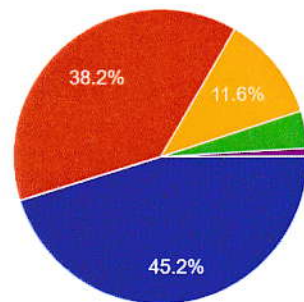
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Your mentor does a necessary follow-up with an assigned task to you.

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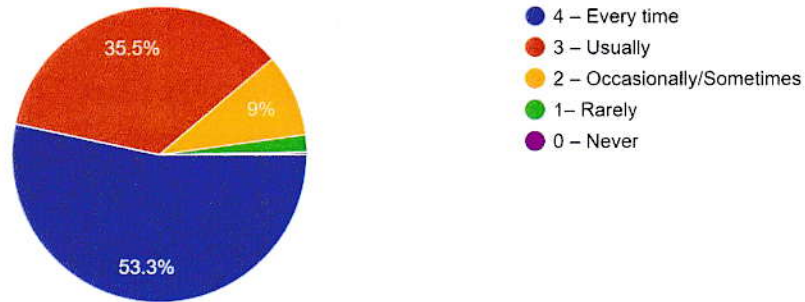


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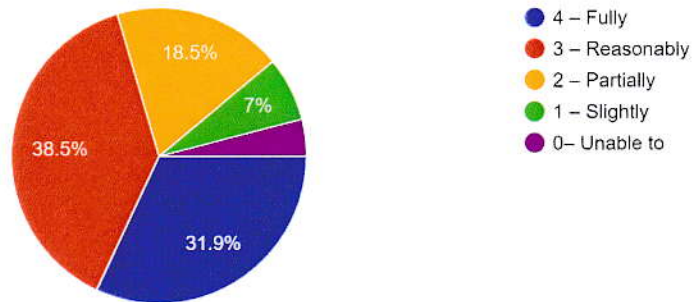
The teachers illustrate the concepts through examples and applications.

2,615 responses



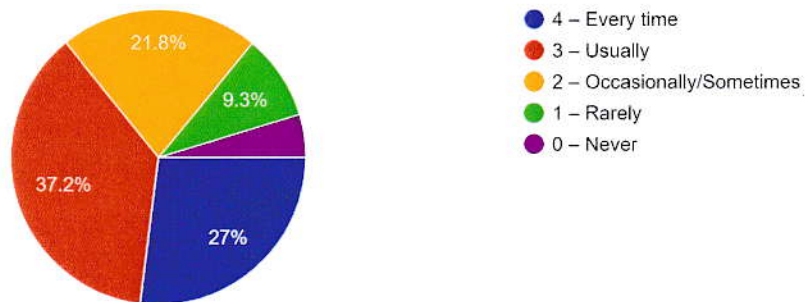
The teachers identify your strengths and encourage you with providing right level of challenges.

2,615 responses



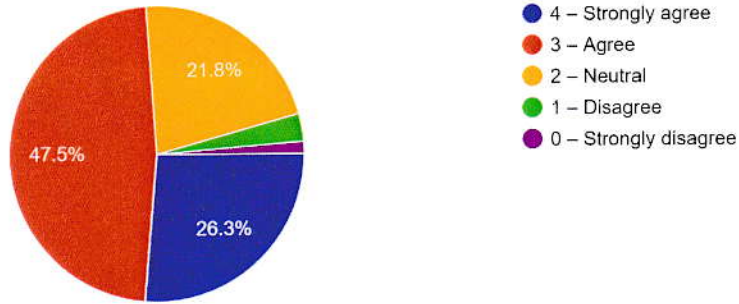
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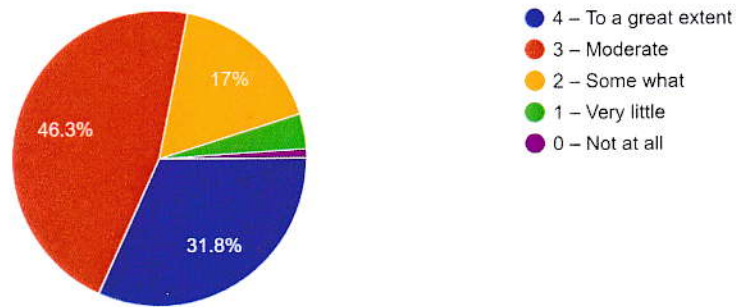
The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

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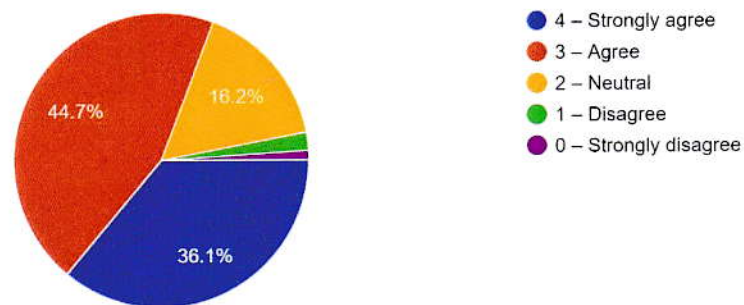
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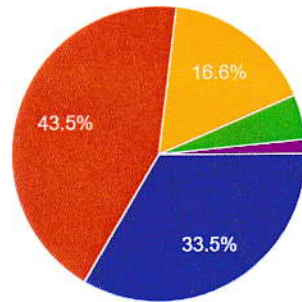
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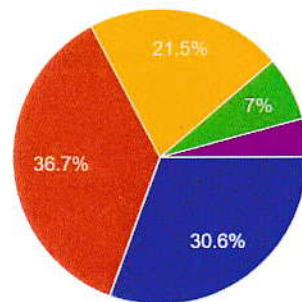
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- 4 - To a great extent
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What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.

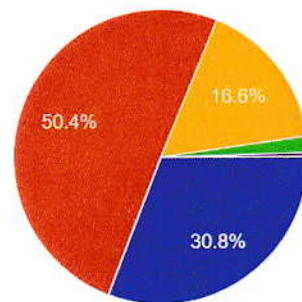
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- 4 - Above 90%
- 3 - 70 - 89%
- 2 - 50 - 69%
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The overall quality of teaching-learning process in your institute is very good.

2,615 responses



- 4 - Strongly agree
- 3 - Agree
- 2 - Neutral
- 1 - Disagree
- 0 - Strongly disagree

Feedback Collected on 5th March 2020



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