

**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)

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

## 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

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 Students Satisfaction Survey - Academic Year 2018-19**

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

Indicators	Students Response
4-85 to 100%	77.5 % students are agree
3-70 to 84%	20 % Students are agree
2-55 to 69%	2.5 % students are agree
1-30 to 54%	No Student is agree
0- Below 30%	No Student is agree

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

Indicators	Students Response
4- Thoroughly	82.5 % students are agree
3- Satisfactorily	15% Students are agree
2- Poorly	No Student is agree
1- Indifferently	2.5 % Students are agree
0- Won't teach at all	No Student is agree

3. How well were the teachers able to communicate?

Indicators	Students Response
4- Always Effective	92.5 % students are agree
3-Sometimes effective	5% Students are agree
2-Just satisfactorily	2.5 % Students are agree
1-Generally ineffective	No Student is agree
0-Very poor communication	No Student is agree

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

Indicators	Students Response
4- Excellent	52.5 % students are agree
3-Very Good	42.5 % Students are agree
2- Good	5 % Students are agree
1-Fair	No Student is agree
0-Poor	No Student is agree

5. Fairness of the internal evaluation process by the teachers.

Indicators	Students Response
4- Always fair	70 % students are agree
3-Usually fair	22.5% Students are agree
2-Sometime fair	7.5 % Students are agree
1- Usually unfair	No Student is agree
0- Unfair	No Student is agree

6. Was your performance in assignments discussed with you?

Indicators	Students Response
4- Every time	82.5 % students are agree
3-Usually	12.5% Students are agree
2-Occasionally	2.5 % Students are agree
1- Rarely	2.5 % Students are agree
0- Never	No Student is agree

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

Indicators	Students Response
4- Regularly	55% students are agree
3-Often	20% Students are agree
2-Sometimes	25 % Students are agree
1- Rarely	No Student is agree
0- Never	No Student is agree

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

Indicators	Students Response
4- Significantly	32.5% students are agree
3-Very well	62.5% Students are agree
2-Moderatly	5 % Students are agree
1- Marginally	No Student is agree
0- Not at all	No Student is agree



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

Indicators	Students Response
4- Strongly agree	42.5% students are agree
3-Agree	52.5% Students are agree
2-Neutral	5 % Students are agree
1- Disagree	No Student is agree
0- Strongly disagree	No Student is agree

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

Indicators	Students Response
4- Every Time	85% students are agree
3-Usaually	12.5% Students are agree
2- Occasionally	2.5 % Students are agree
1- Rarely	No Student is agree
0- Never	No Student is agree

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

Indicators	Students Response
4- Every Time	35% students are agree
3-Usaually	62.5% Students are agree
2- Occasionally	2.5 % Students are agree
1- Rarely	No Student is agree
0- I don't have a mentor	No Student is agree

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

Indicators	Students Response
4- Every Time	80% students are agree
3-Usaually	17.5% Students are agree
2- Occasionally	2.5 % Students are agree
1- Rarely	No Student is agree
0- Never	No Student is agree

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

Indicators	Students Response
4- Fully	85% students are agree
3-Reasonably	12.5% Students are agree
2- Partially	2.5 % Students are agree
1- Slightly	No Student is agree
0- Unable to	No Student is agree

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

Indicators	Students Response
4- Every Time	90% students are agree
3-Usaually	7.5% Students are agree
2- Occasionally	2.5 % Students are agree
1- Rarely	No Student is agree
0- Never	No Student is agree

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

Indicators	Students Response
4- Strongly agree	42.5% students are agree
3-Agree	55% Students are agree
2-Neutral	2.5 % Students are agree
1- Disagree	No Student is agree
0- Strongly disagree	No Student is agree

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

Indicators	Students Response
4- To a great extent	50.5% students are agree
3-Moderate	47.5% Students are agree
2-Some what	2.5 % Students are agree
1- Very little	No Student is agree
0- Not at all	No Student is agree

17. Teachers encourage you to participate in extracurricular activities.

Indicators	Students Response
4- Strongly agree	40% students are agree
3-Agree	57.5% Students are agree
2-Neutral	2.5 % Students are agree
1- Disagree	No Student is agree
0- Strongly disagree	No Student is agree

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.

Indicators	Students Response
4- To a great extent	47.5% students are agree
3-Moderate	50% Students are agree
2-Some what	2.5 % Students are agree
1- Very little	No Student is agree
0- Not at all	No Student is agree

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

Indicators	Students Response
4-Above 90%	15 % students are agree
3-70 to 89%	70 % Students are agree
2-50 to 69%	15 % students are agree
1-30 to 49%	No Student is agree
0- Below 29%	No Student is agree

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

Indicators	Students Response
4- Strongly agree	75% students are agree
3-Agree	22.5% Students are agree
2-Neutral	2.5 % Students are agree
1- Disagree	No Student is agree
0- Strongly disagree	No Student is agree

21. Give three observation / suggestions to improve the overall teaching learning experience in your institution.

Following suggestion has given by student.

1. Skill based programme should be organized in our college.
2. Ready notes should be given on all topics.
3. Teachers should increase use of ICT based tools in teaching.
4. Need weekly test on all topics.



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