

**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.

- 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 institution
- 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) Teaching is highly commendable. Subject knowledge is excellent. ~~Majority~~
- b) Majority of teachers are good at explanation, narration and experimentation.
- c) The college is really good with highly committed and dedicated teachers. Mentorship is a pivotal part and parcel of the college. Above all, it fulfills the needs of students and all stakeholders.