

**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) Books in the library are sufficient but reading room is not spacious, provide comfortable space for reading.
- b) Well equipped Laboratories,
- c) Many teachers are using ICT for teaching.