



STUDENT SATISFACTION SURVEY 2023-2024

National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey

KeyIndicator-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)



STUDENT SATISFACTION SURVEY 2023-2024

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



STUDENT SATISFACTION SURVEY 2023-2024

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



STUDENT SATISFACTION SURVEY 2023-2024

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



STUDENT SATISFACTION SURVEY 2023-2024

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-Somewhat
 - 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-Somewhat
 - 1 – Very little
 - 0-Not at all
19. What percentage of teachers use ICT tools such as LCD projector, Multimedia, etc. while teaching.
- 4 – Above90%
 - 3 – 70 –89%
 - 2 – 50 –69%
 - 1 – 30 –49%
 - 0 – Below29%



STUDENT SATISFACTION SURVEY 2023-2024

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)



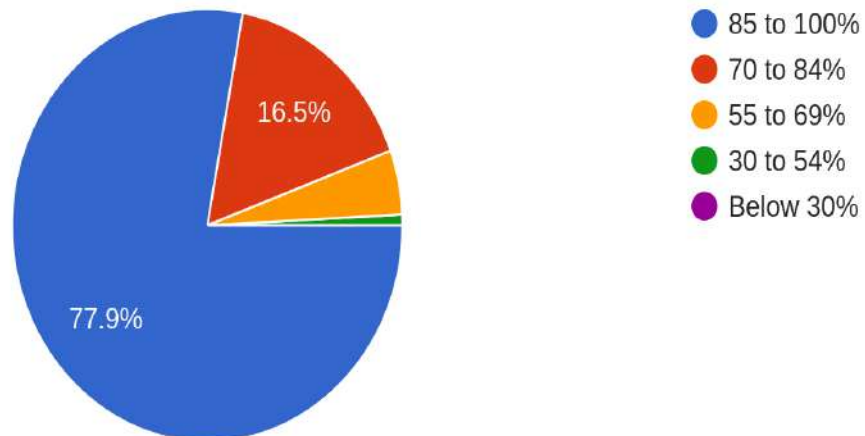
STUDENT SATISFACTION SURVEY 2023-2024

CRITERION II-TEACHING-LEARNING EVALUATION

SURVEY ON TEACHING

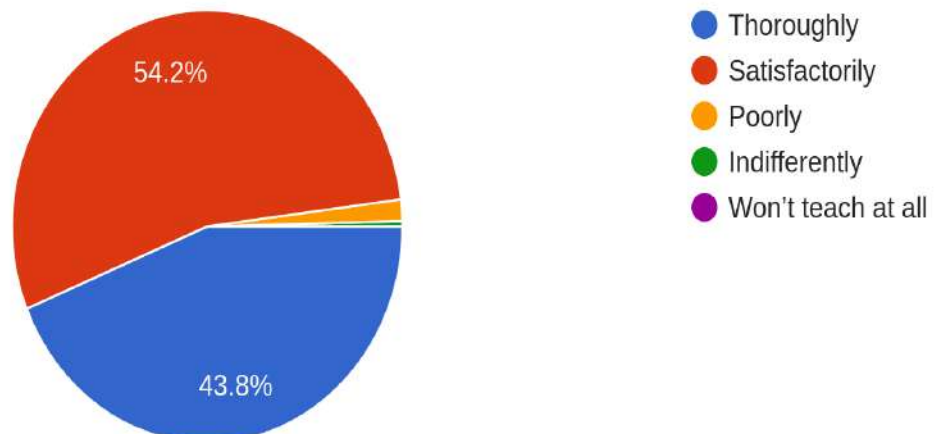
1. How much of the syllabus was covered in the class?

249 responses



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

249 responses

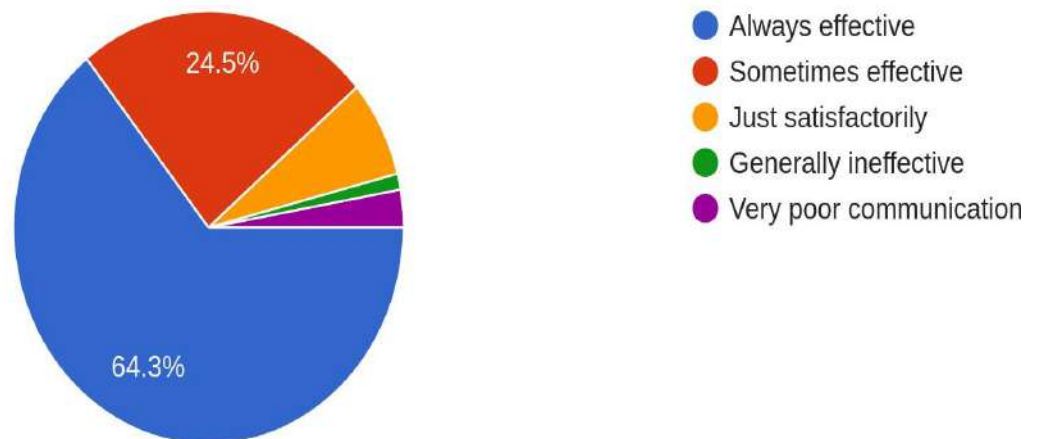




STUDENT SATISFACTION SURVEY 2023-2024

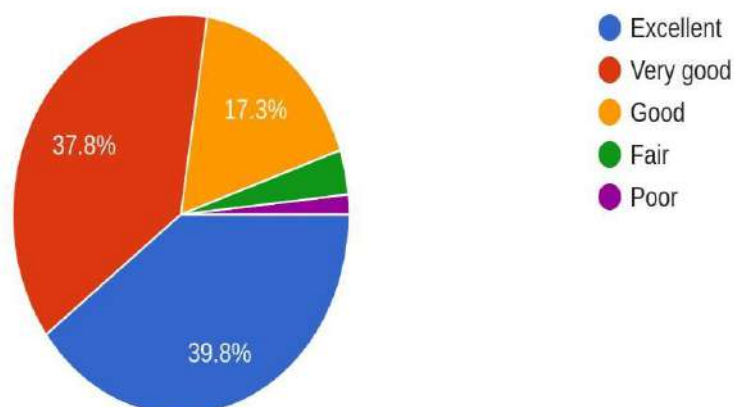
3. How well were the teachers able to communicate?

249 responses



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

249 responses

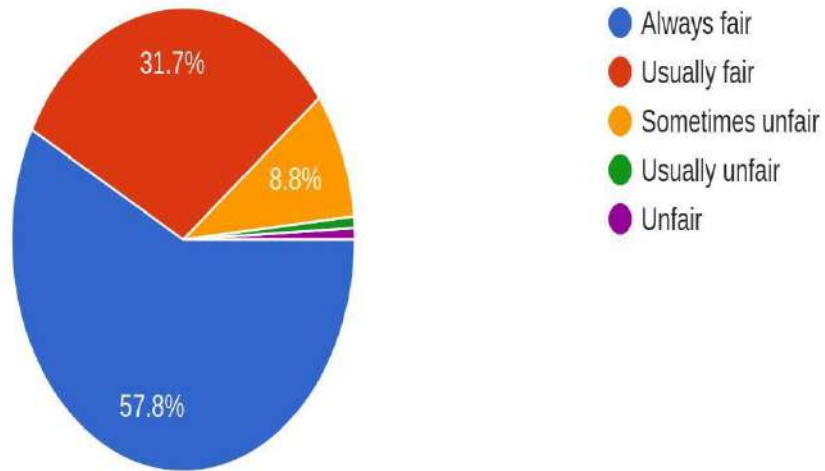




STUDENT SATISFACTION SURVEY 2023-2024

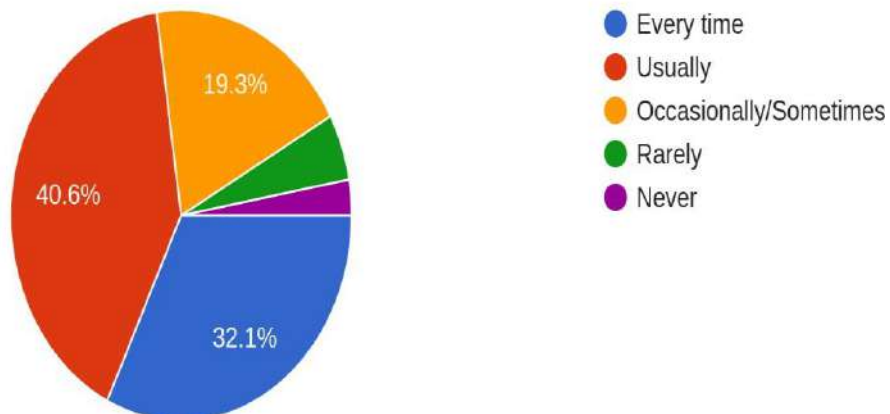
5. Fairness of the internal evaluation process by the teachers.

249 responses



6. Was your performance in assignments discussed with you?

249 responses

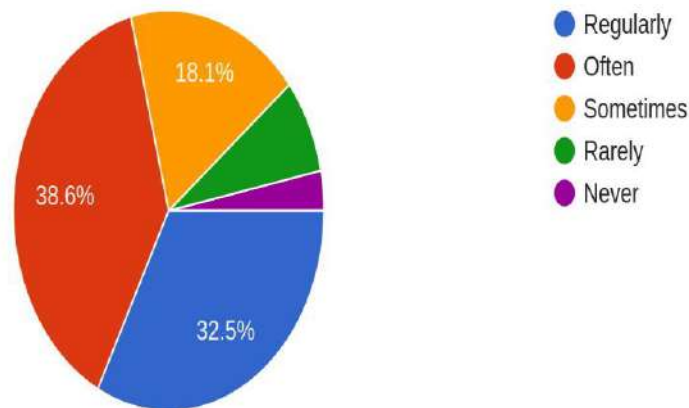




STUDENT SATISFACTION SURVEY 2023-2024

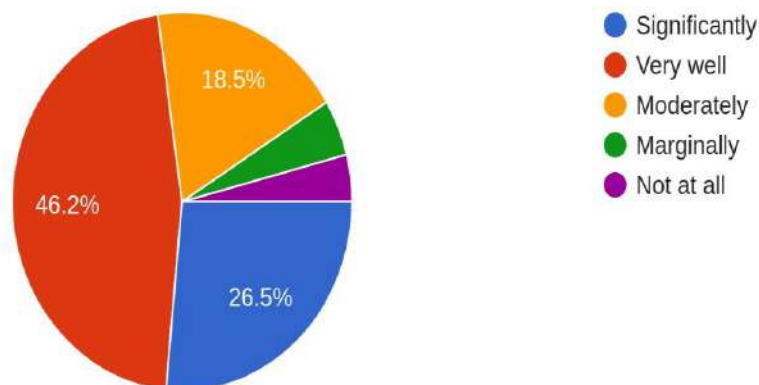
7. The institute takes active interest in promoting internship, student exchange, field visit opportunities for students.

249 responses



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

249 responses

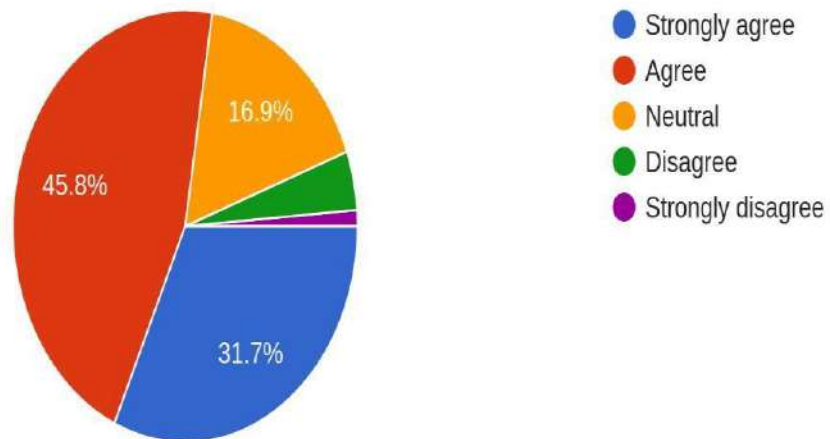




STUDENT SATISFACTION SURVEY 2023-2024

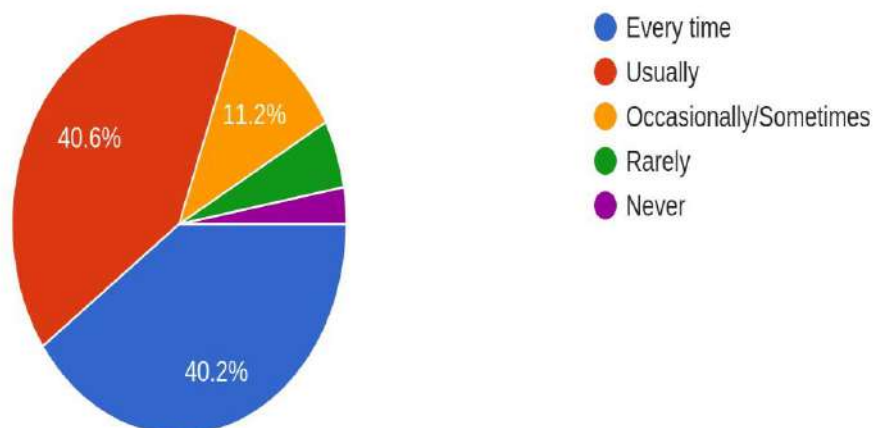
9. The institution provides multiple opportunities to learn and grow.

249 responses



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

249 responses

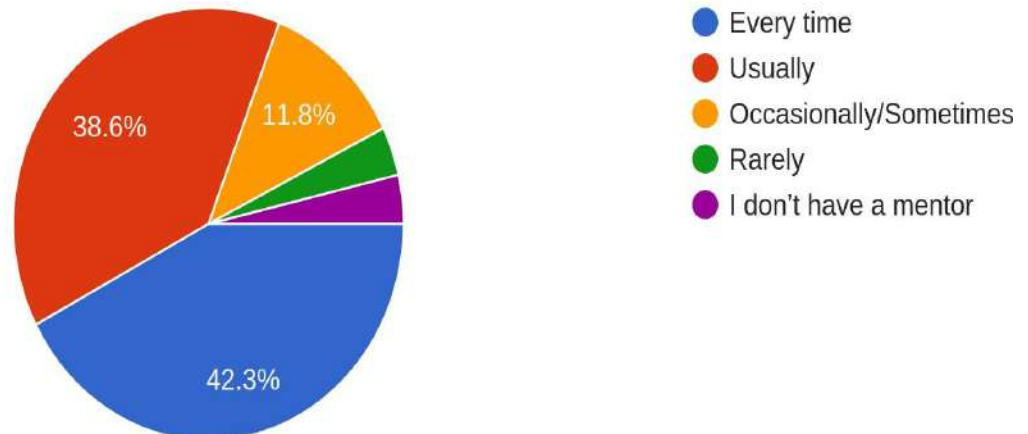




STUDENT SATISFACTION SURVEY 2023-2024

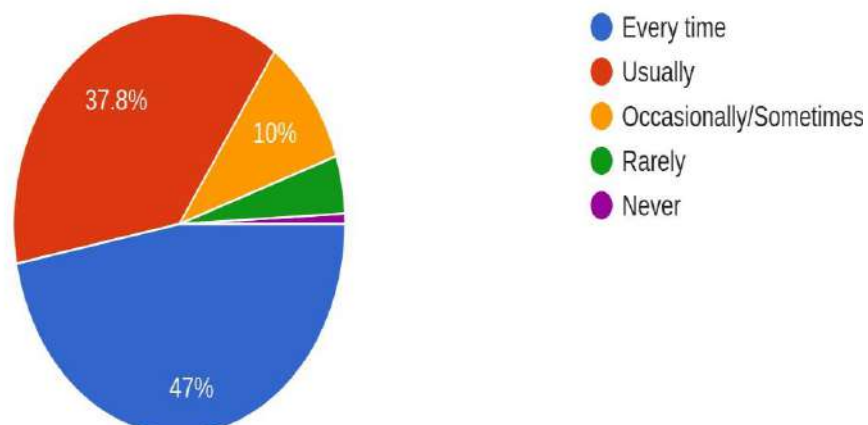
11. Your mentor does a necessary follow-up with an assigned task to you.

246 responses



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

249 responses

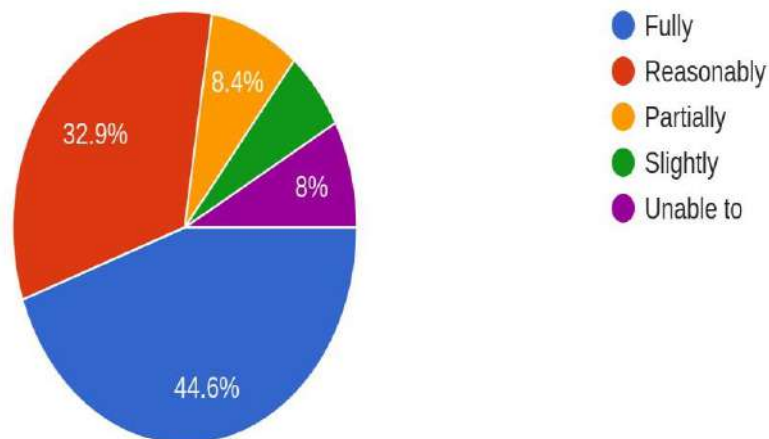




STUDENT SATISFACTION SURVEY 2023-2024

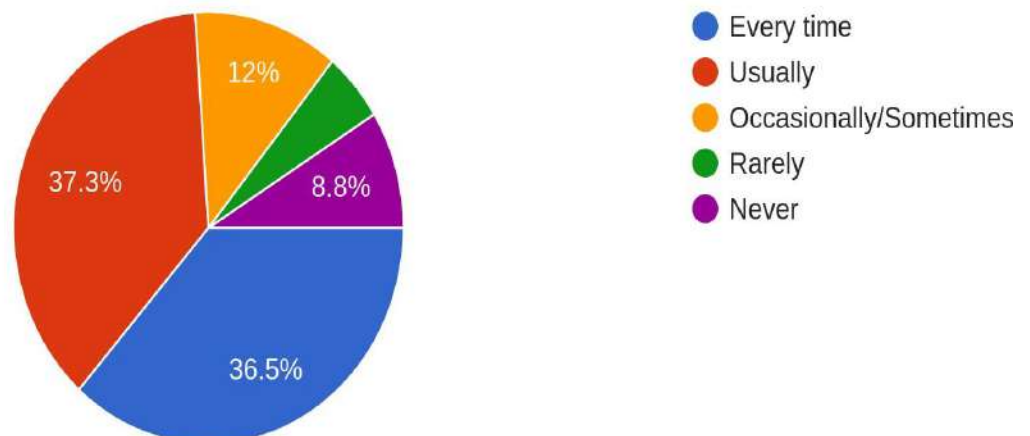
13. The teachers identify your strengths and encourage you with providing right level of challenges.

249 responses



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

249 responses

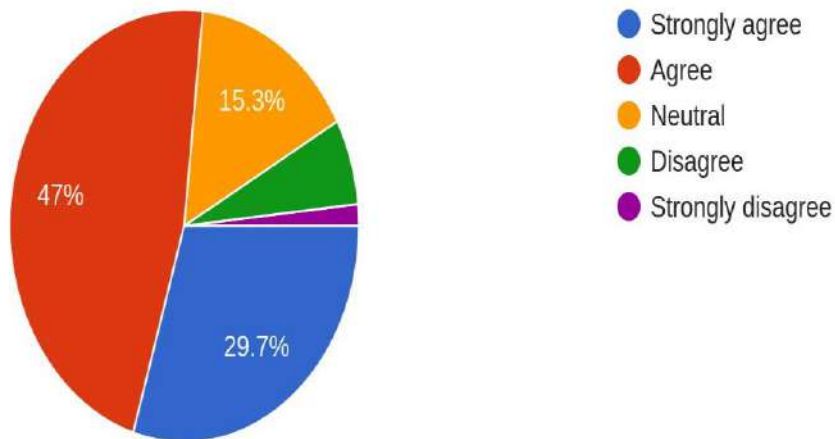




STUDENT SATISFACTION SURVEY 2023-2024

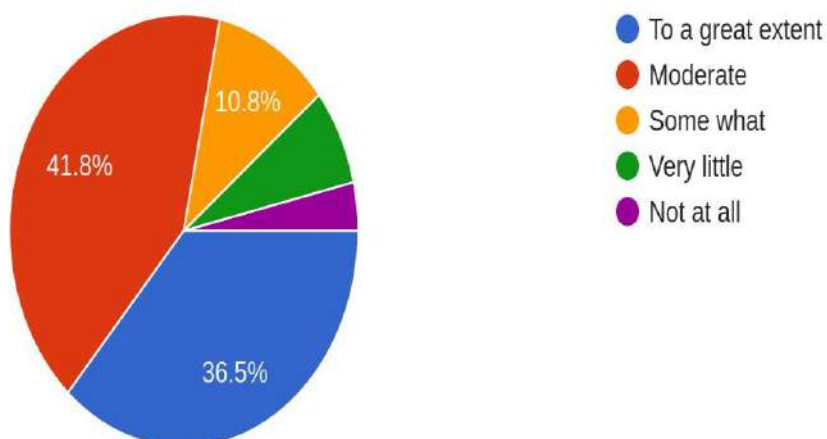
15. The institution makes effort to engage students in the monitoring, review and continuous quality improvement of the teaching learning process.

249 responses



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

249 responses

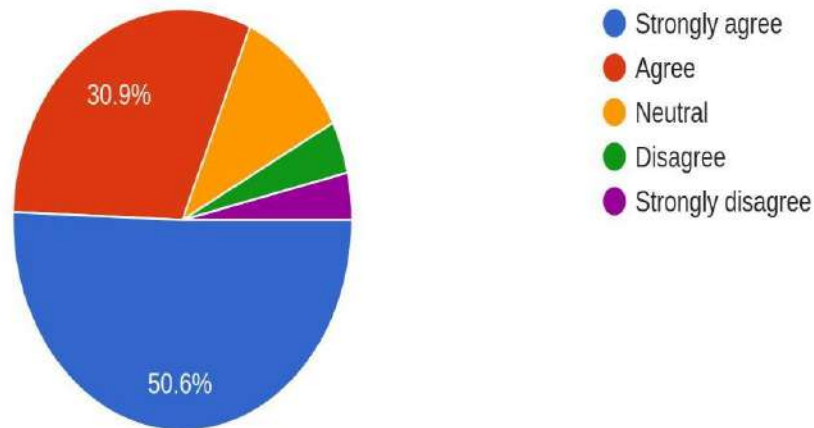




STUDENT SATISFACTION SURVEY 2023-2024

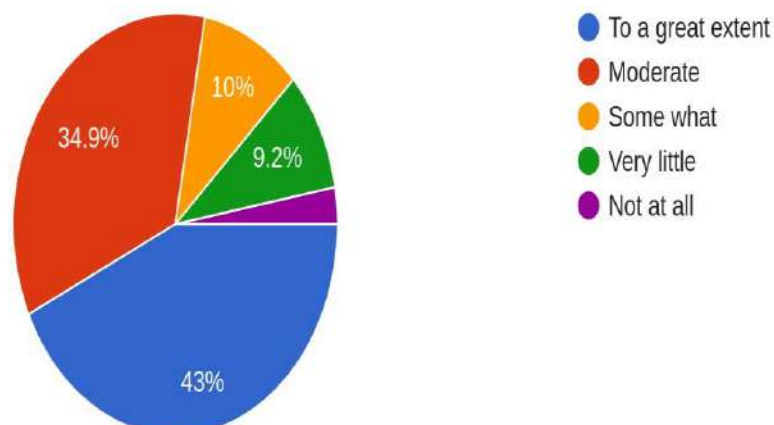
17. Teachers encourage you to participate in extracurricular activities.

249 responses



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.

249 responses

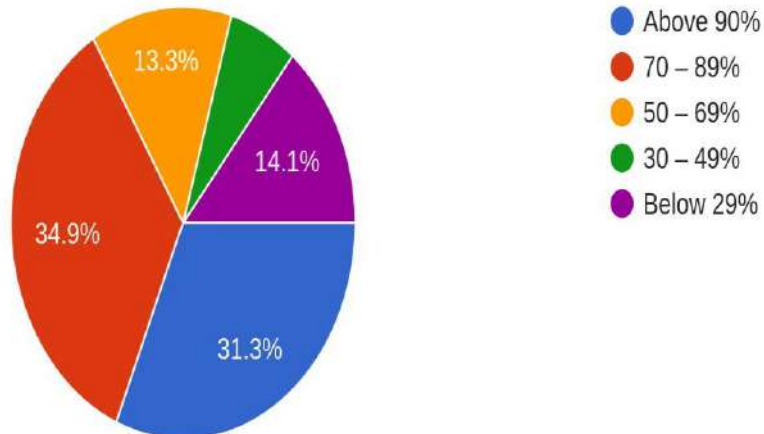




STUDENT SATISFACTION SURVEY 2023-2024

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

249 responses



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

249 responses

