

Student Satisfaction Survey Analysis 2019-20

National Assessment and Accreditation Council (NAAC)

Student Satisfaction Survey 2019-20

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) M. Phil. 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.

- Q1. 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%
- Q2. How well did the teachers prepare for the classes?
4 –Thoroughly
3 – Satisfactorily
2 – Poorly
1 – Indifferently
0 – Won't teach at all
- Q3. How well were the teachers able to communicate?
4 – Always effective
3 – Sometimes effective
2 – Just satisfactorily
1– Generally ineffective
0– Very poor communication
- Q4. The teacher's approach to teaching can best be described as
4– Excellent
3 – Very good
2 – Good
1 – Fair
0– Poor
- Q5. Fairness of the internal evaluation process by the teachers.

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- 4 – Always fair
- 3 – Usually fair
- 2 – Sometimes unfair
- 1 – Usually unfair
- 0– Unfair

Q6. Was your performance in assignments discussed with you?

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1 – Rarely
- 0– Never

Q7. 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

Q8. 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

Q9. The institution provides multiple opportunities to learn and grow.

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

Q10. Teachers inform you about your expected competencies, course outcomes and programme outcomes.

- 4 – Every time
- 3 – Usually
- 2– Occasionally/Sometimes
- 1 – Rarely
- 0– Never

Q11. 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

Q12. The teachers illustrate the concepts through examples and applications.

- 4 – Every time
- 3 – Usually
- 2 – Occasionally/Sometimes
- 1– Rarely
- 0 – Never

Q13. 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

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Q14. 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

Q15. 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

Q16. 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

Q17. Teachers encourage you to participate in extracurricular activities.

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

Q18. 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

Q19. 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%

Q20. 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

Q21. Give three observation / suggestions to improve the overall teaching - learning experience in your institution.

- a) _____
- b) _____
- c) _____

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FEEDBACK DATA FROM STUDENT SATISFACTION SURVEYSSS-2019-20

Q.N.	Option -4	Option- 3	Option- 2	Option- 1	Option -0	Total
1	28	80	20	3	7	138
2	17	106	3	6	6	138
3	88	15	24	6	5	138
4	30	44	45	11	8	138
5	70	41	16	6	5	138
6	75	35	16	5	7	138
7	60	30	32	11	5	138
8	65	50	11	4	8	138
9	50	70	5	4	9	138
10	90	24	7	8	9	138
11	75	20	17	18	8	138
12	93	23	6	6	10	138
13	104	10	5	9	10	138
14	80	34	9	4	11	138
15	56	60	5	11	6	138
16	60	53	10	9	6	138
17	84	16	23	5	10	138
18	65	56	2	7	8	138
19	40	49	31	15	3	138
20	60	60	6	8	4	138

Student Satisfaction Survey Analysis 2019-20

GRAPHICAL ANALYSIS OF SSS 2019-20

Q1. How much of the syllabus was covered in the class?

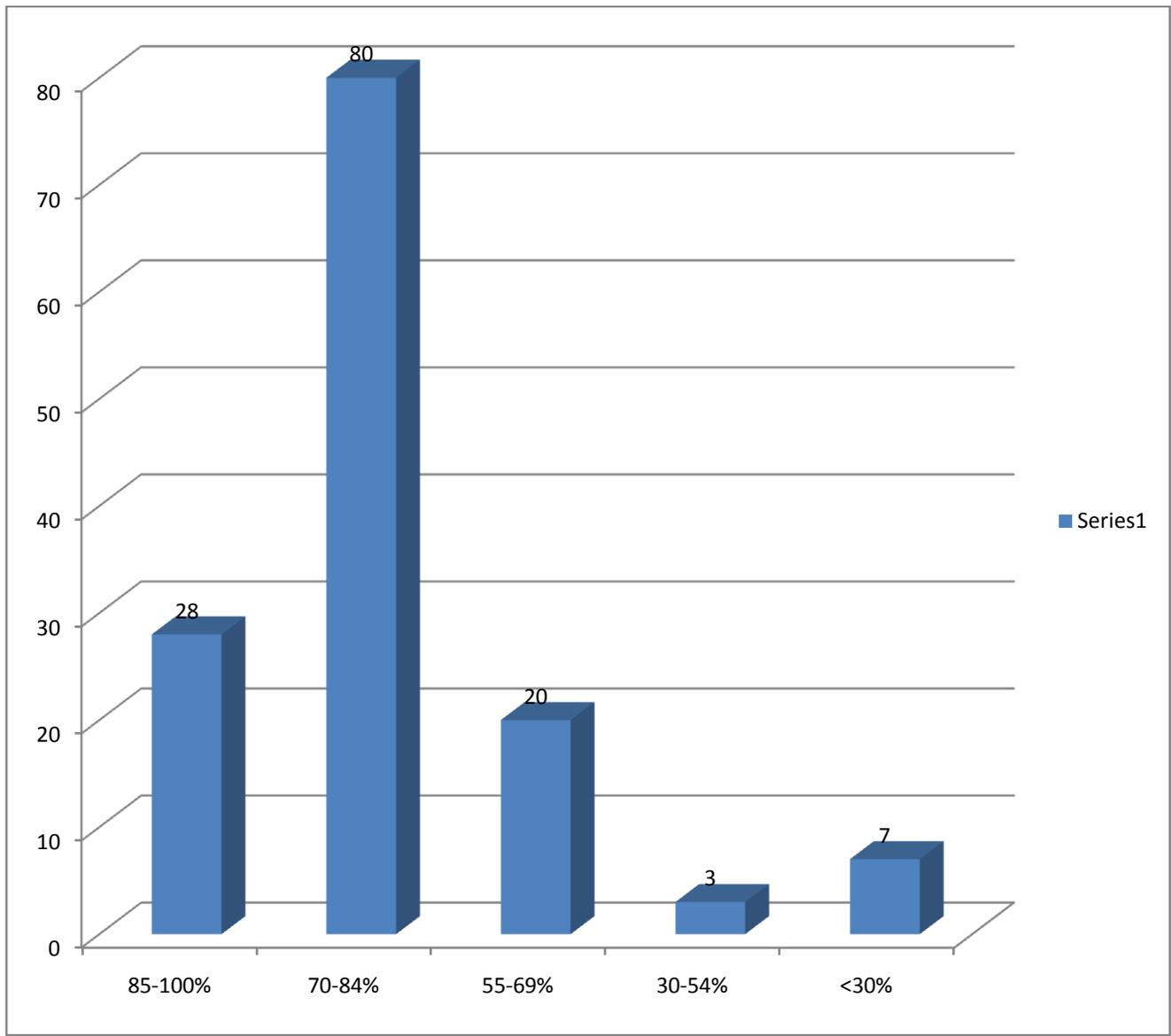
4 – 85 to 100%

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Q2. How well did the teachers prepare for the classes?

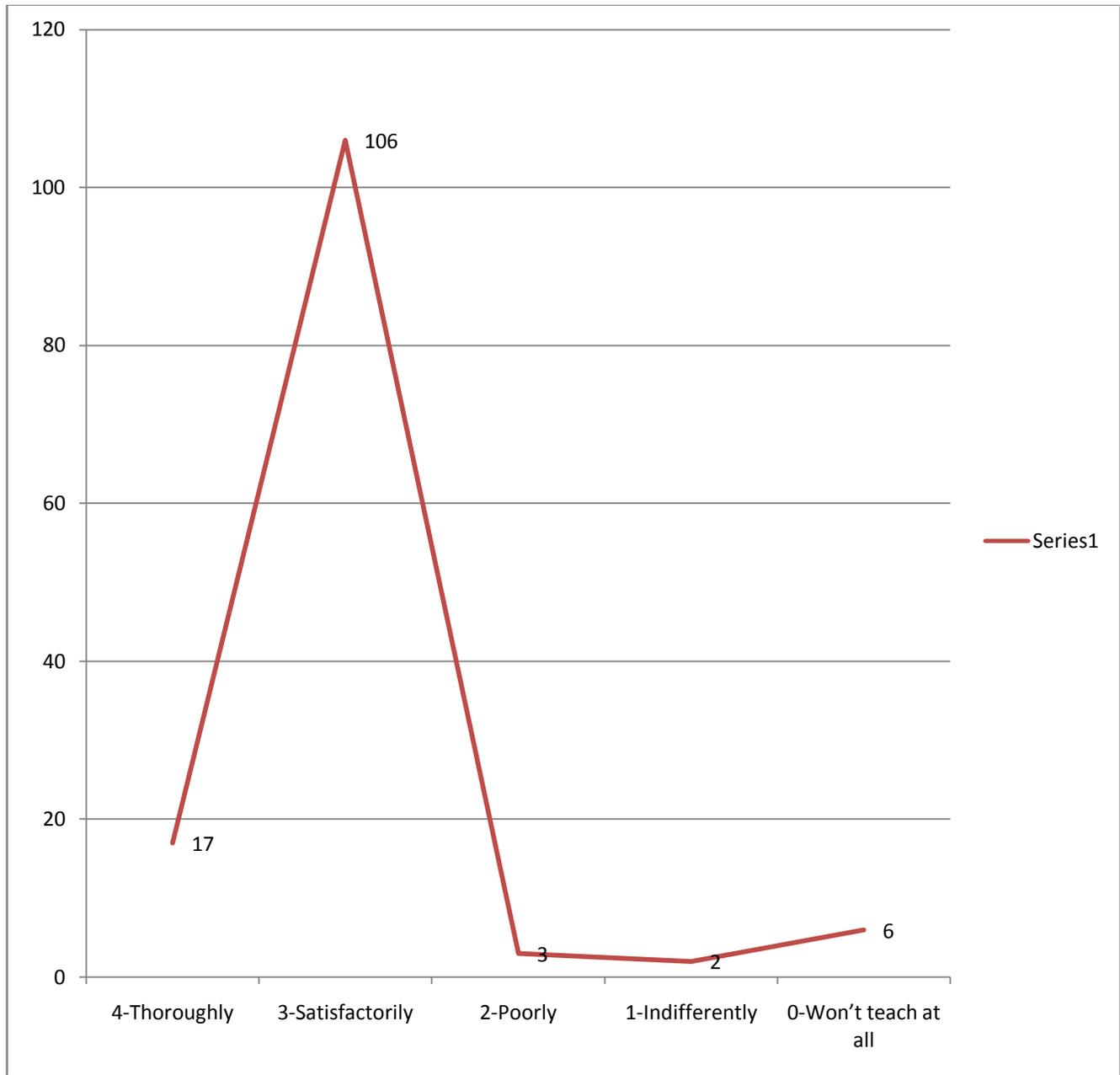
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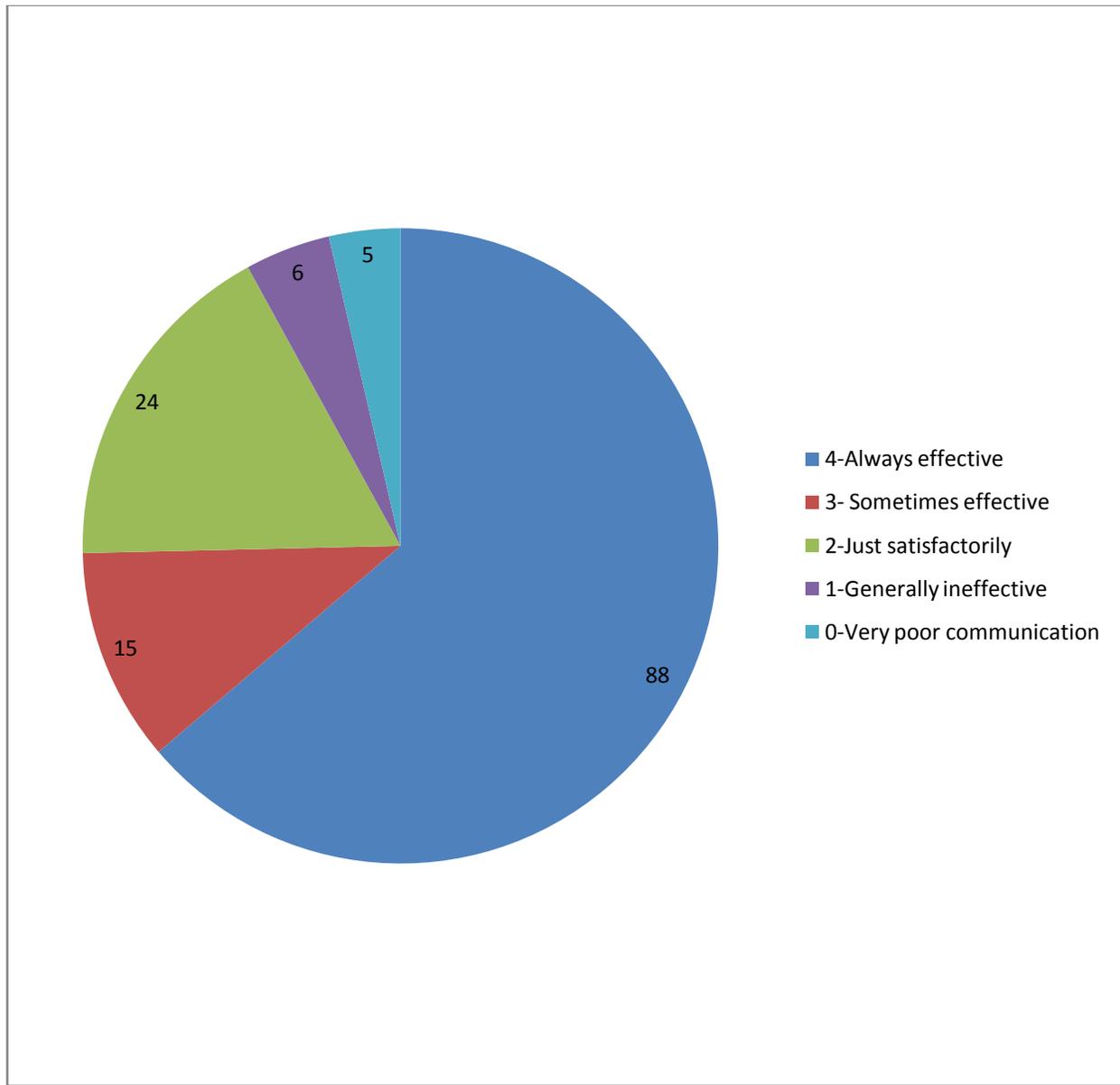
0 – Won't teach at all



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Q3. How well were the teachers able to communicate?

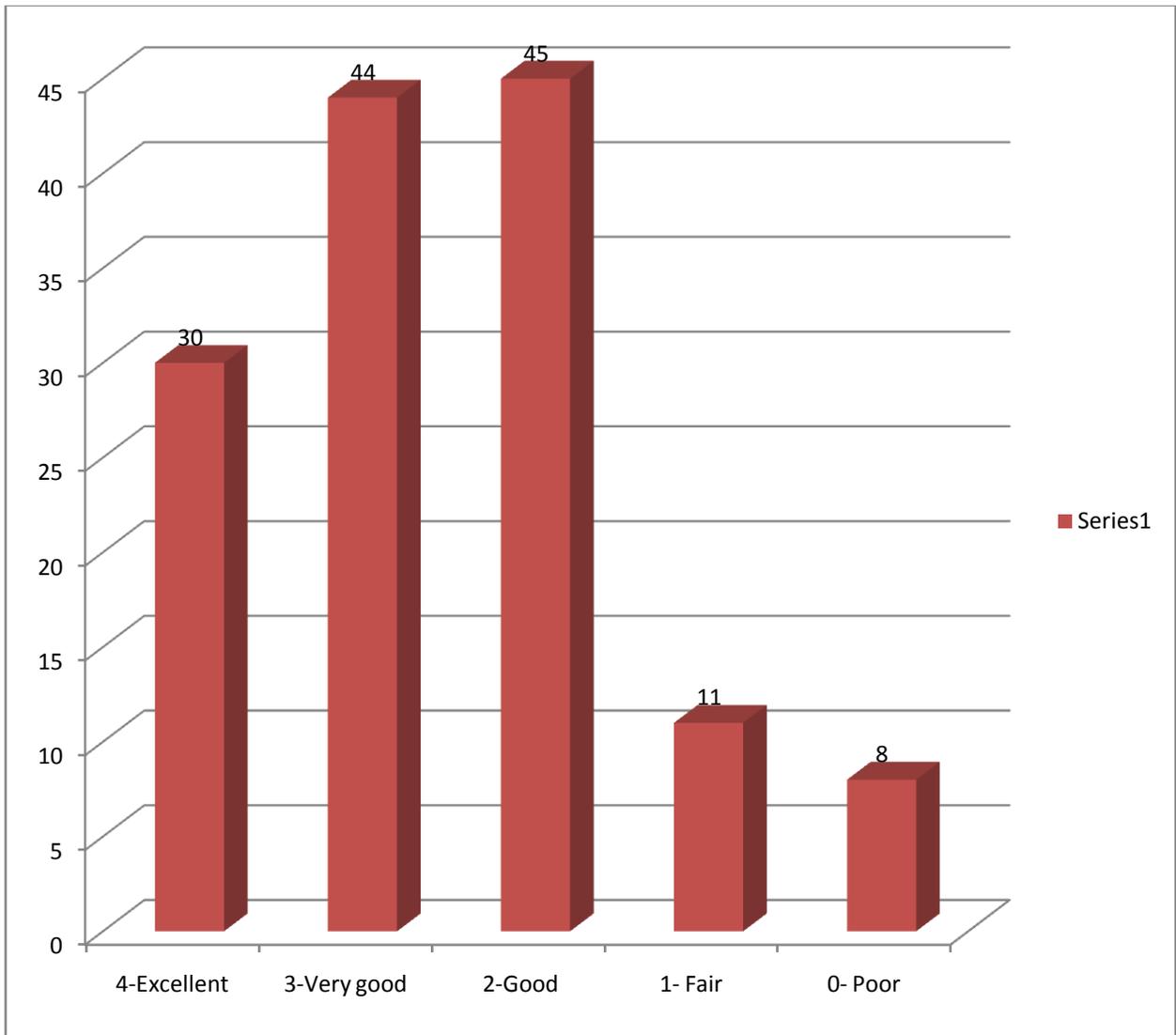
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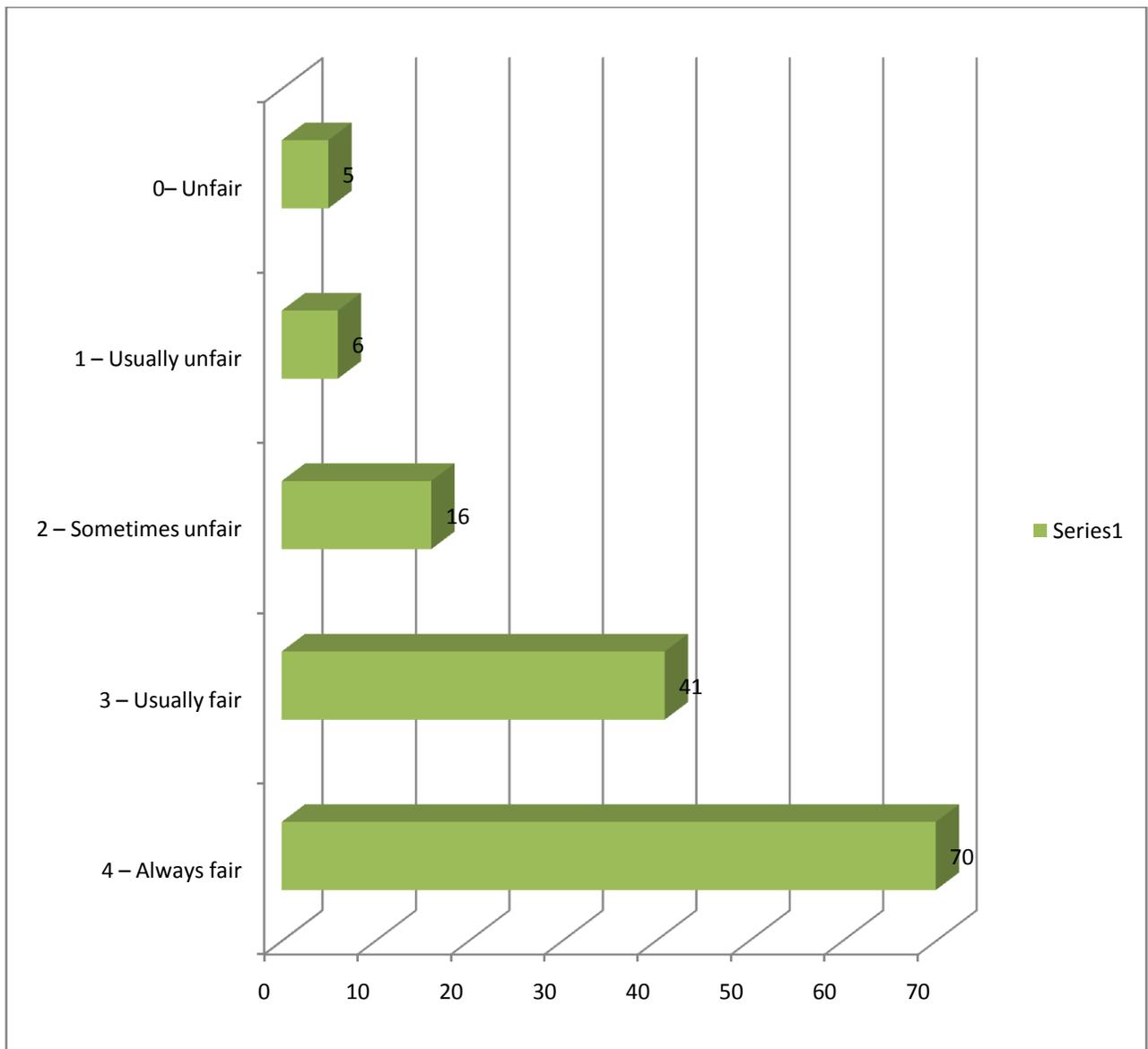
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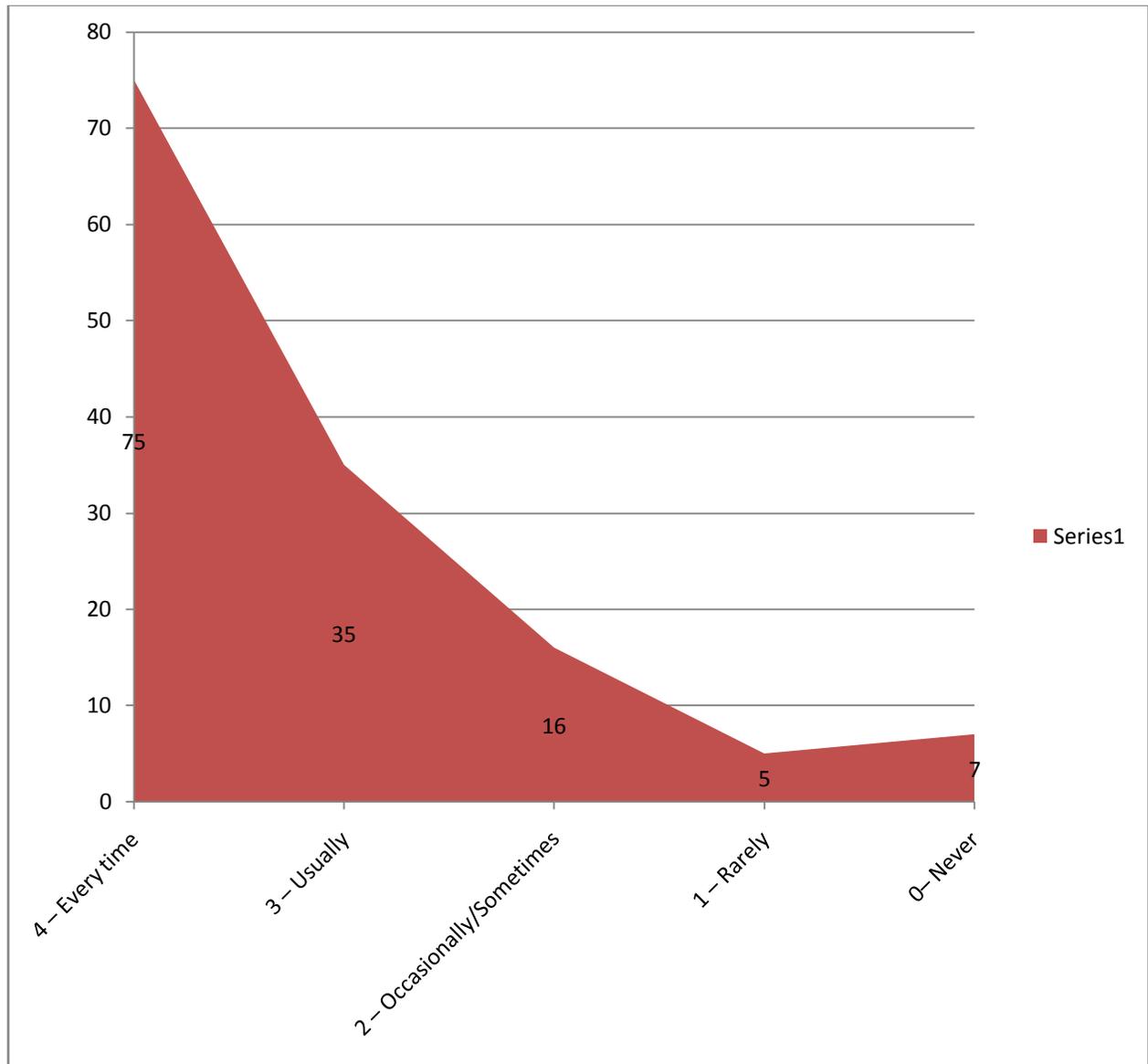
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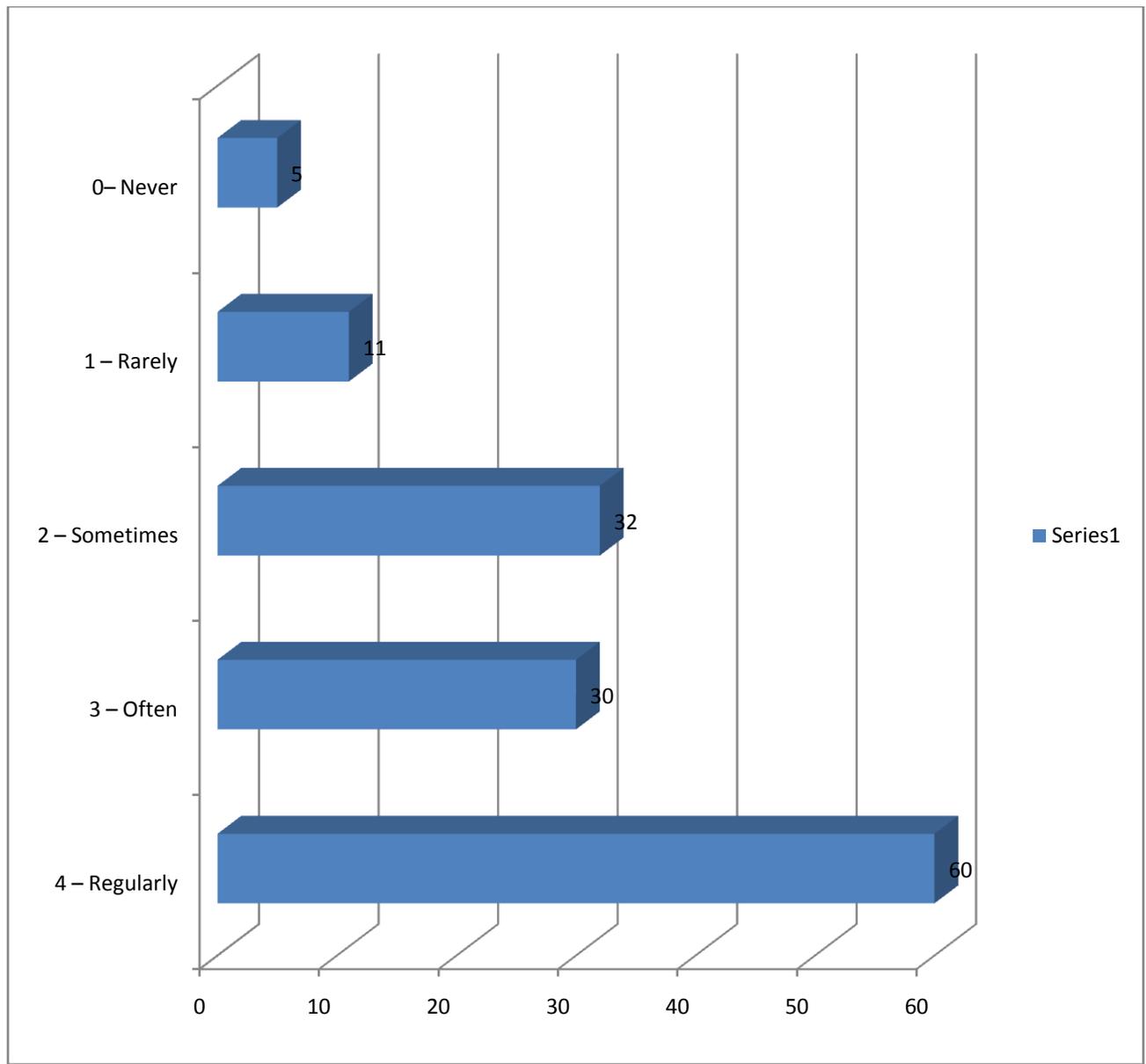
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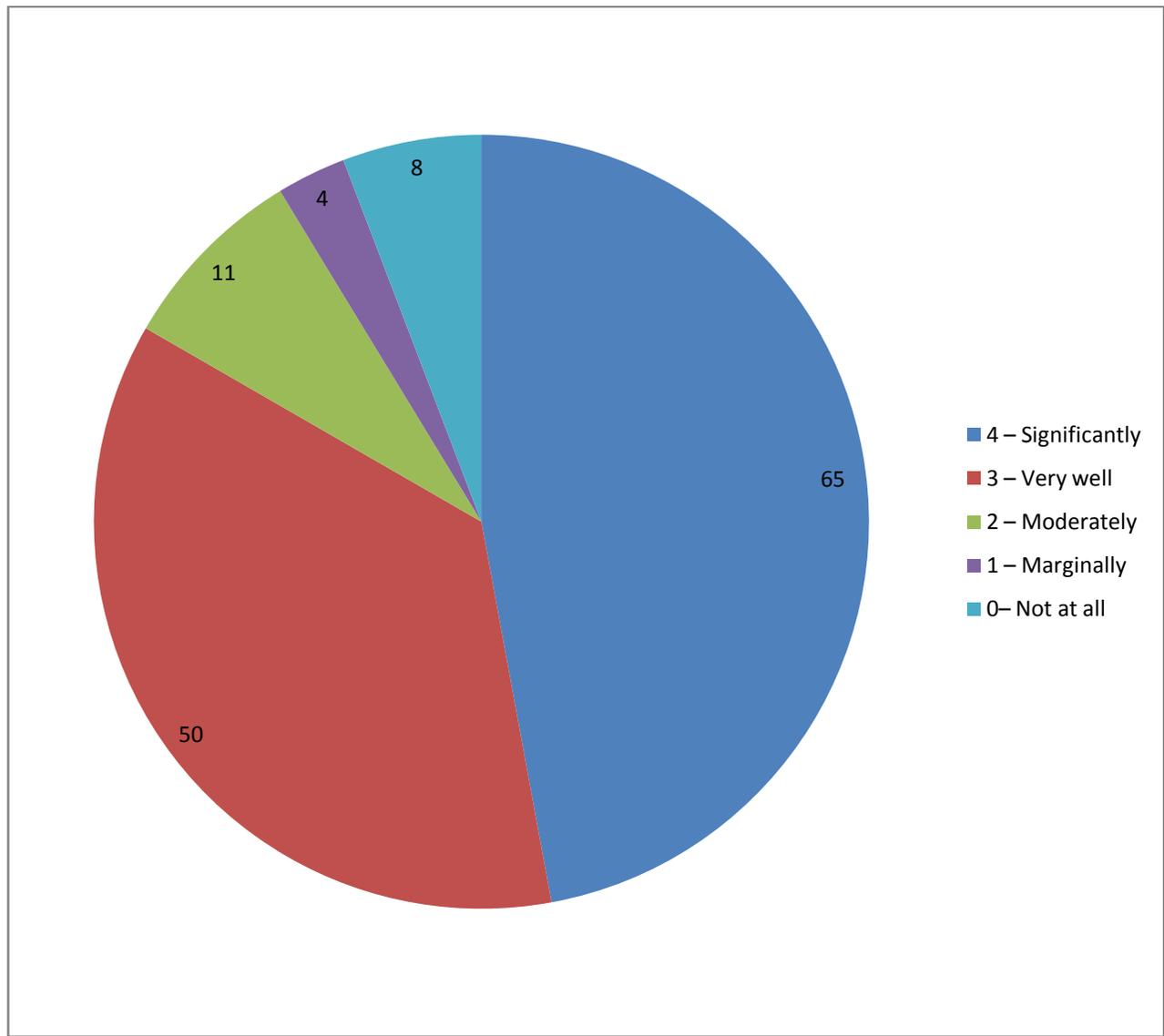
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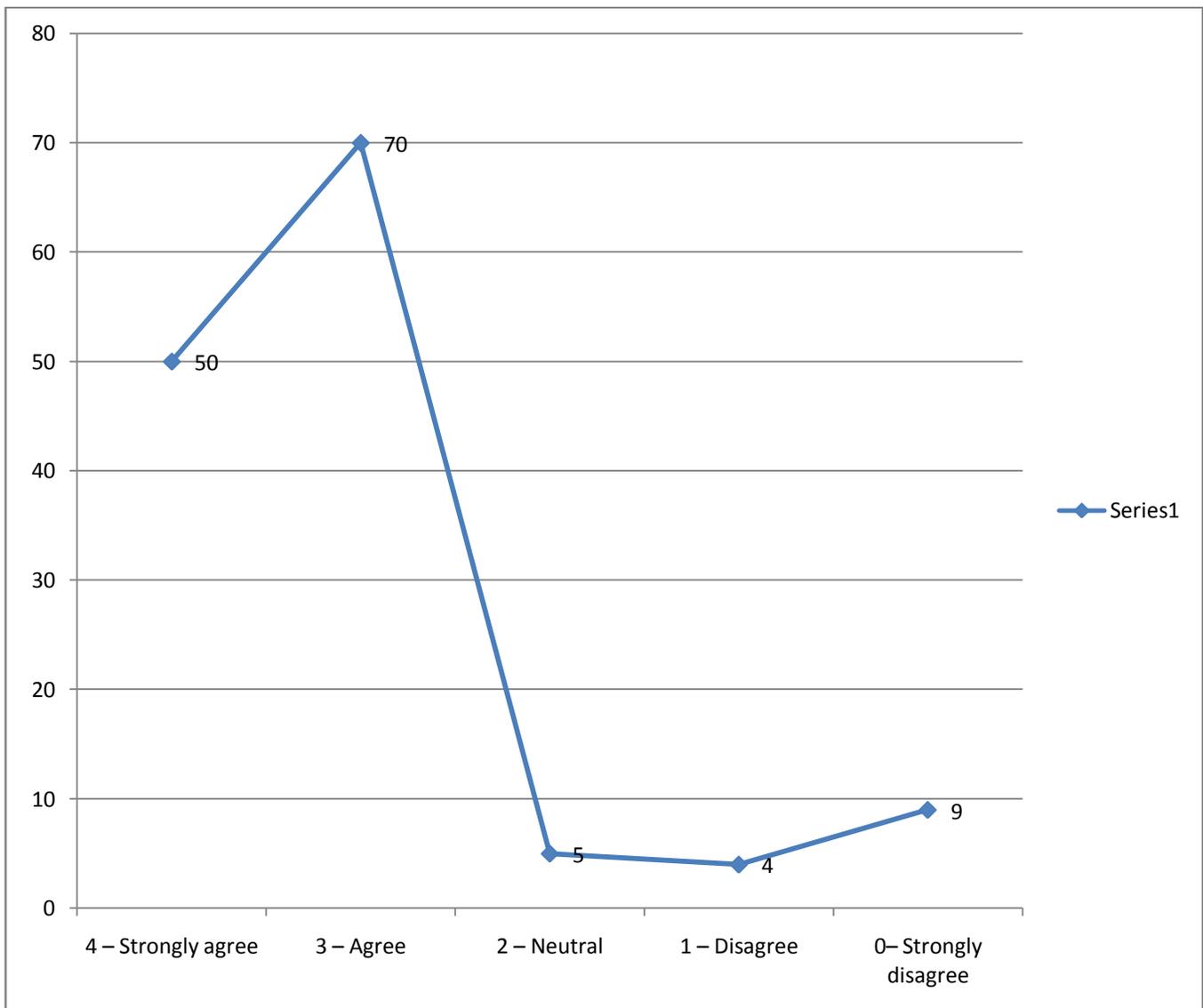
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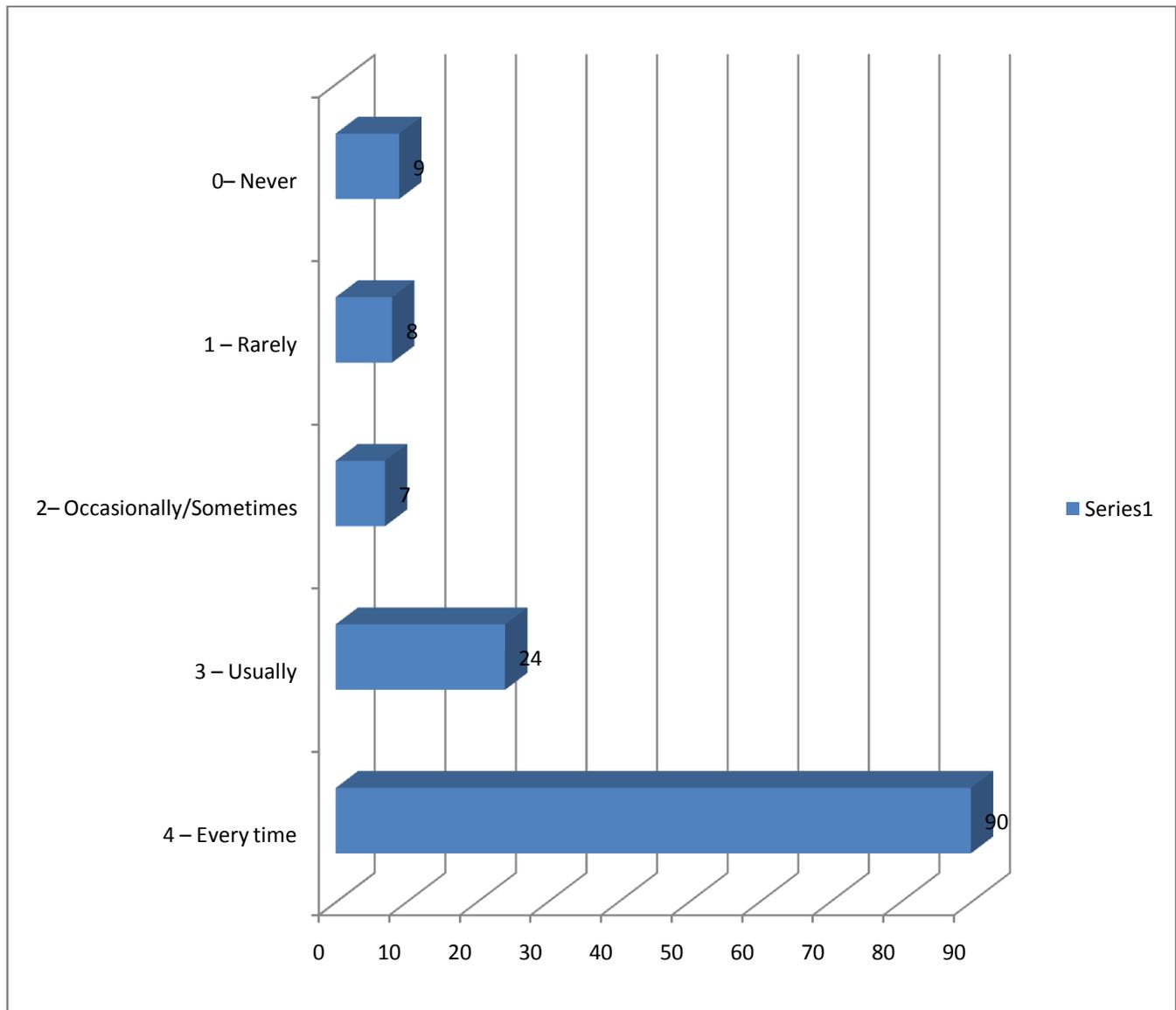
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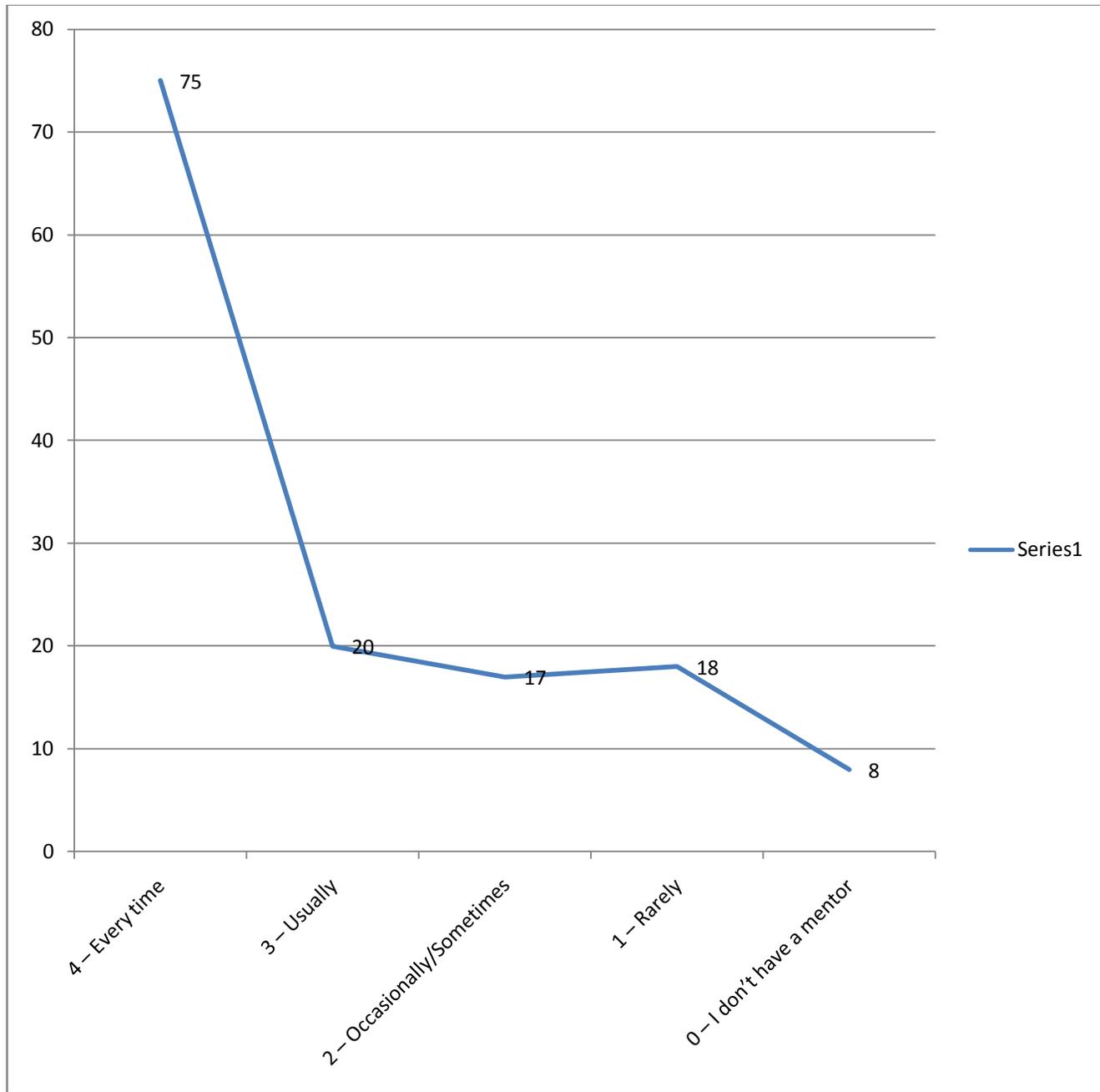
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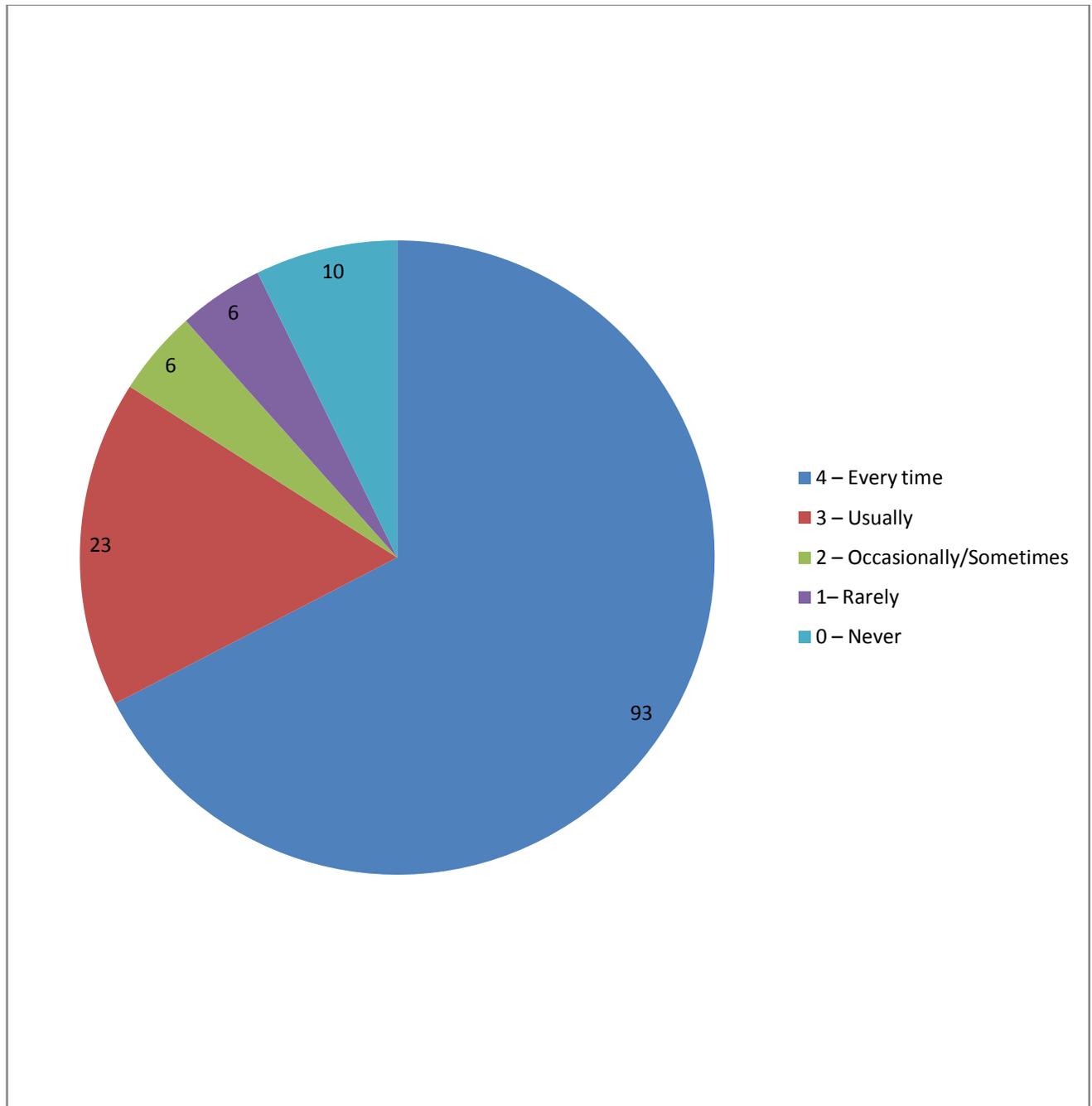
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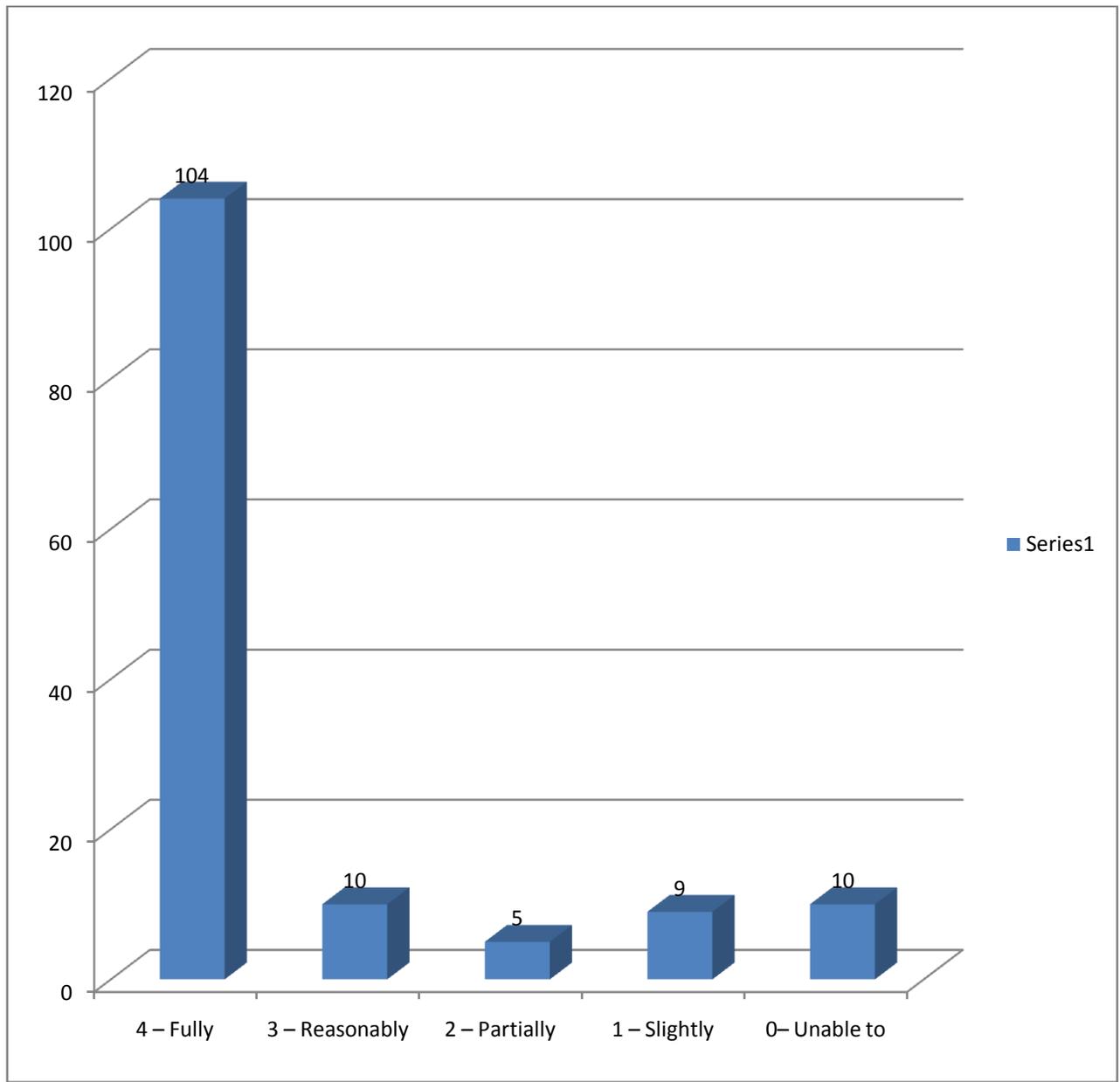
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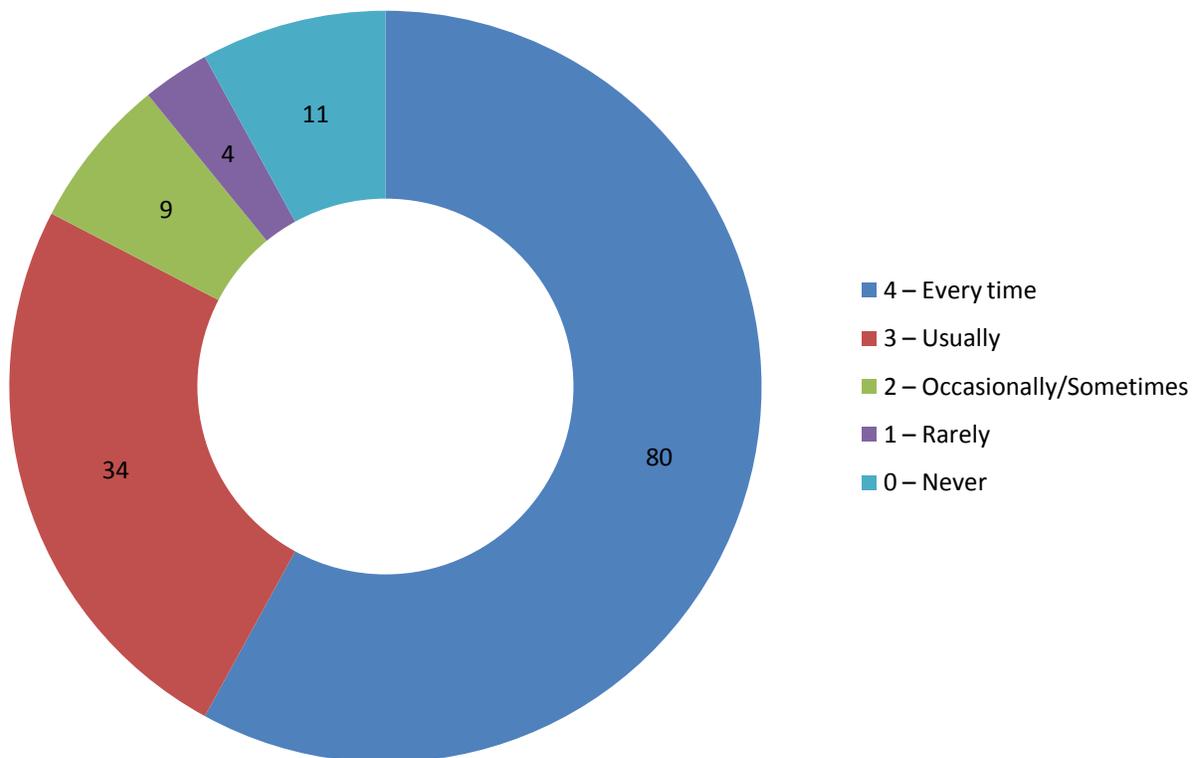
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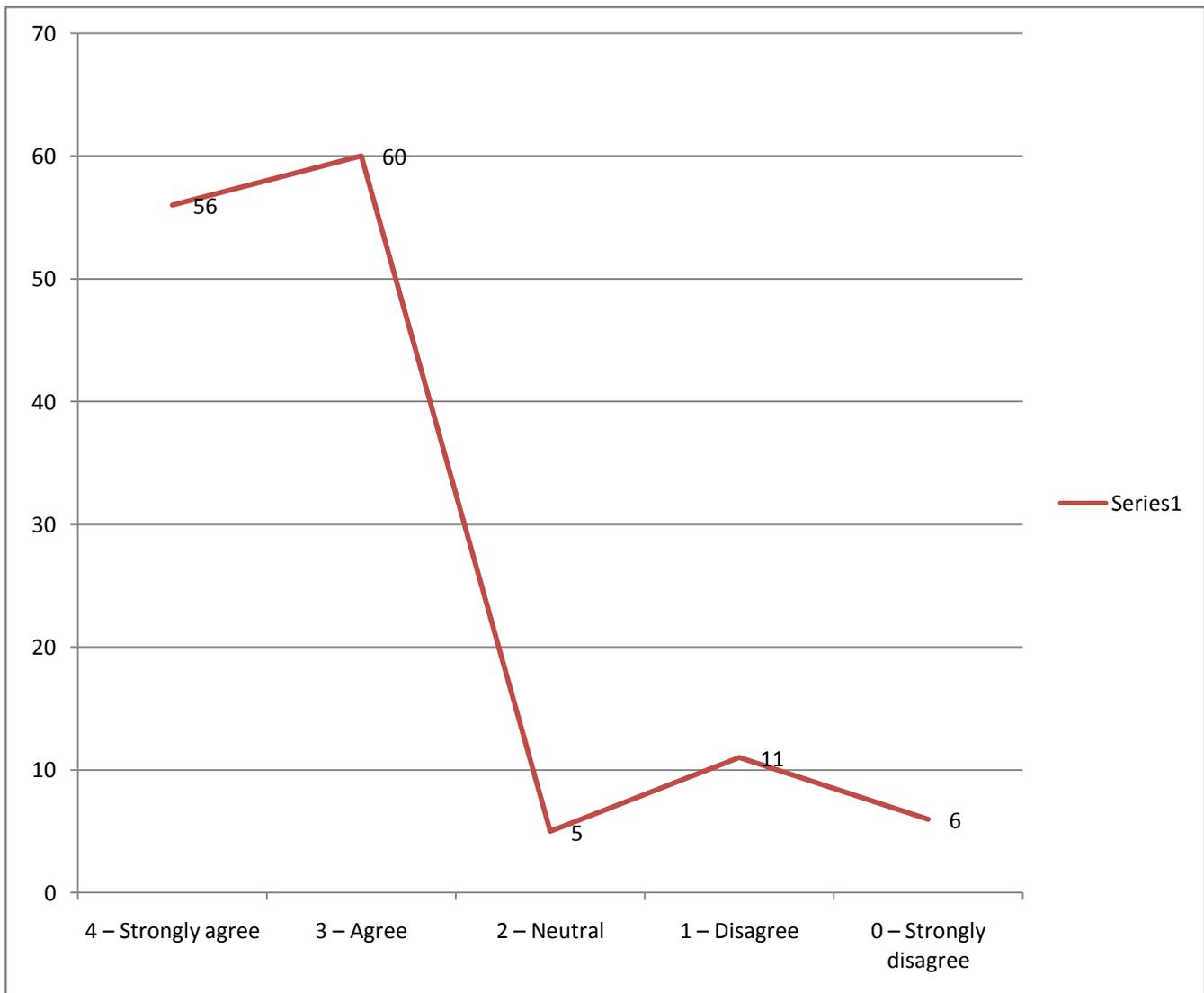
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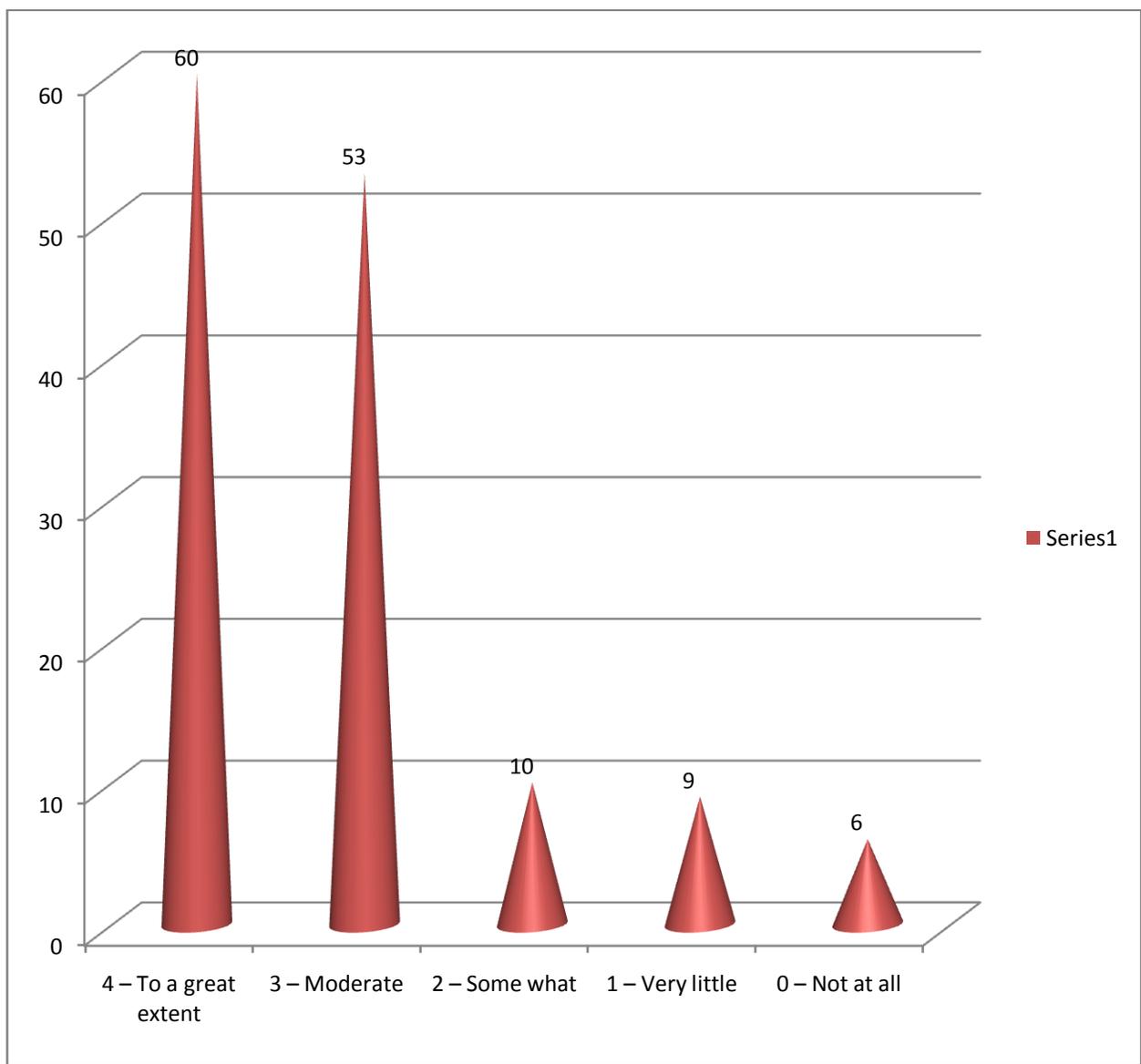
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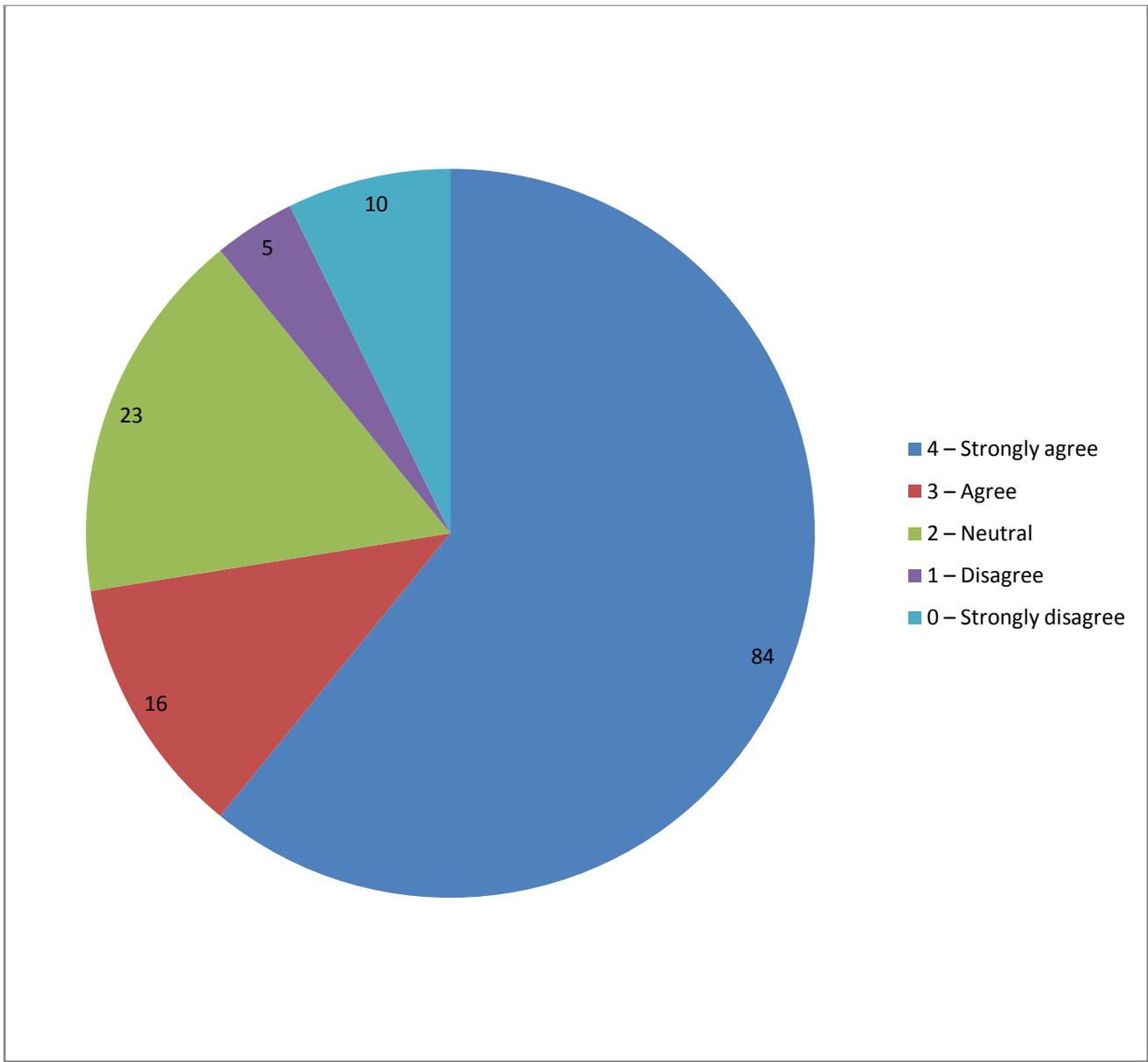
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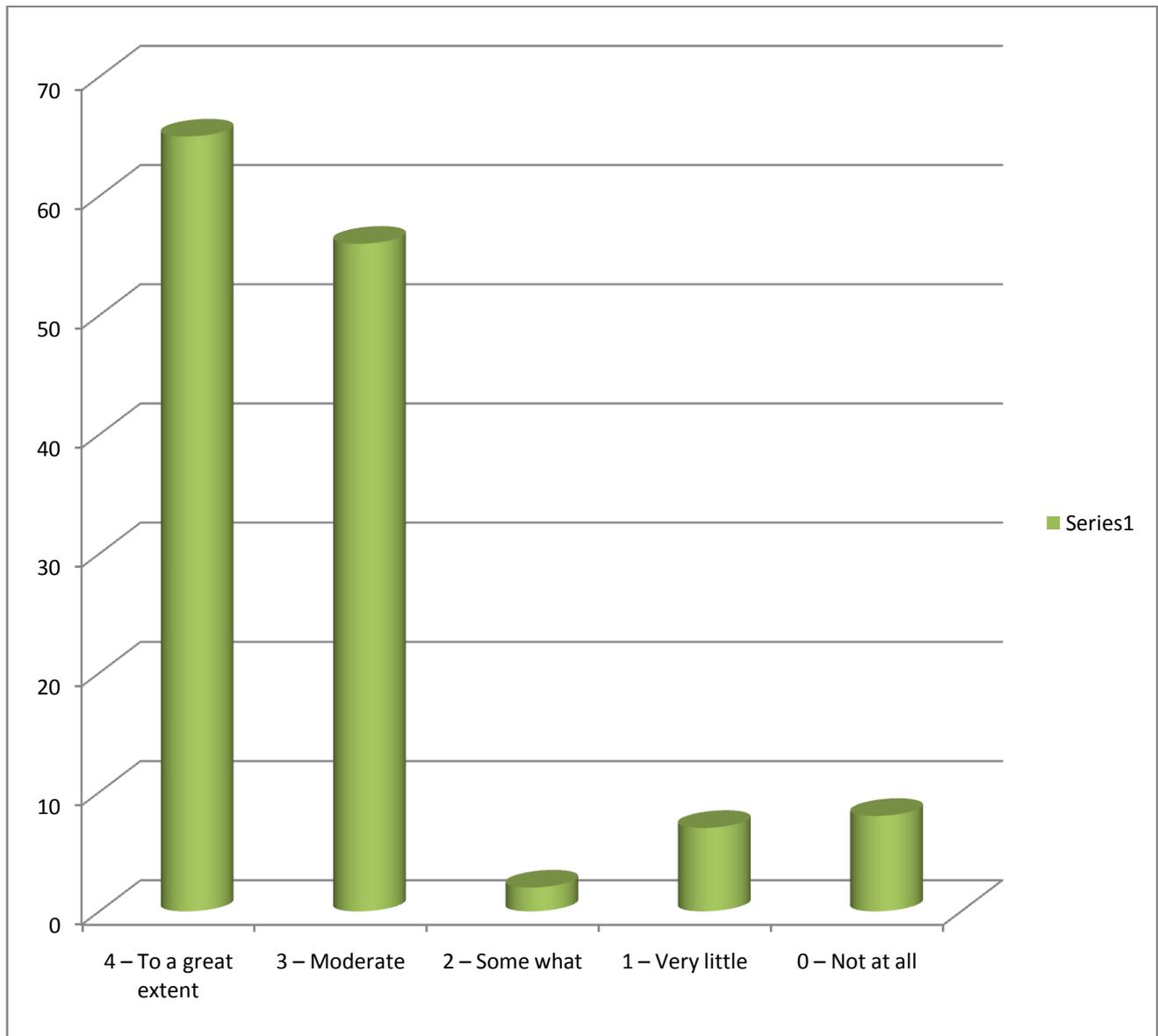
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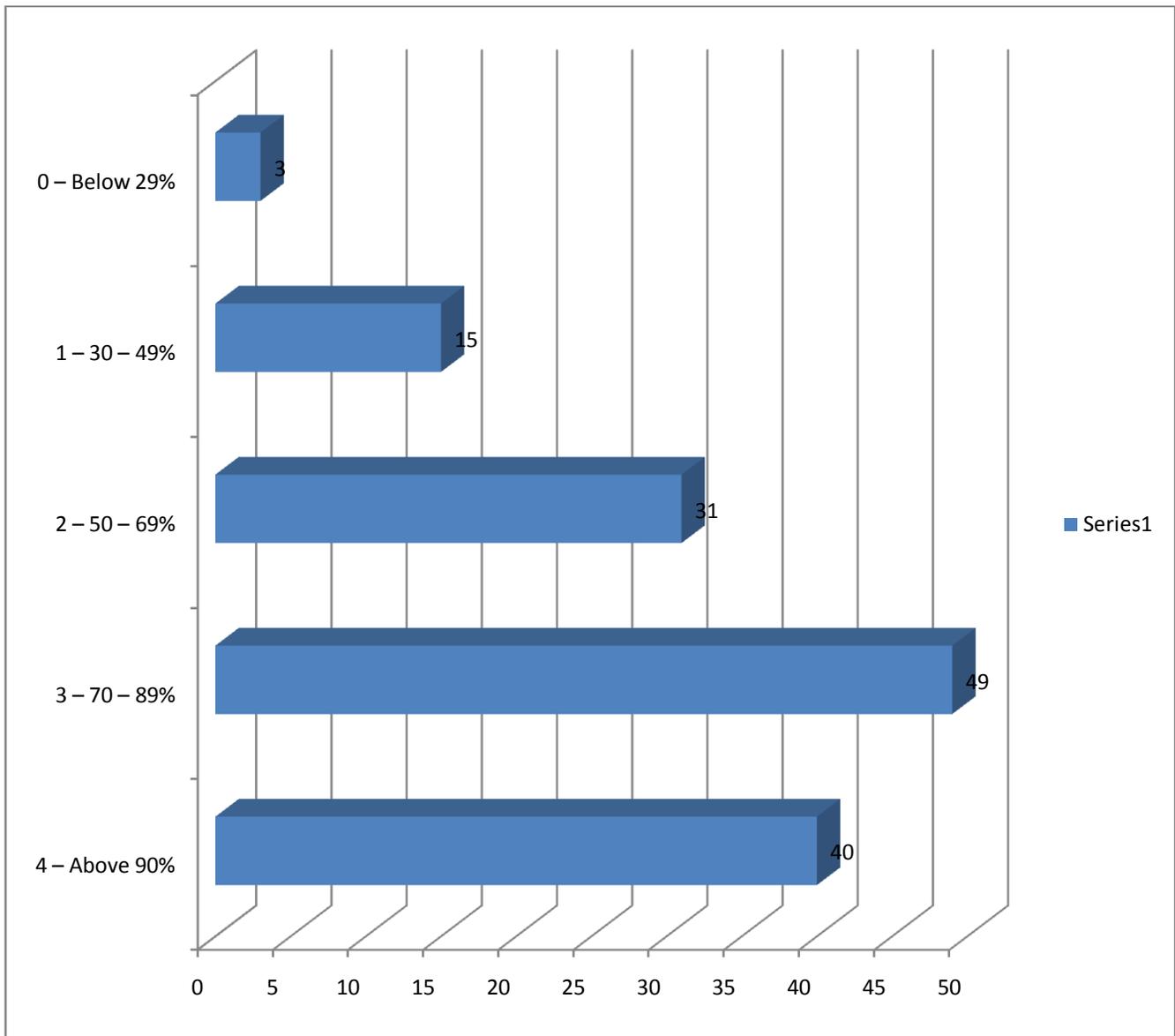
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