**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) 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.

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

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)