

**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**  
**Session 2018-19**

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 – 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 – 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.

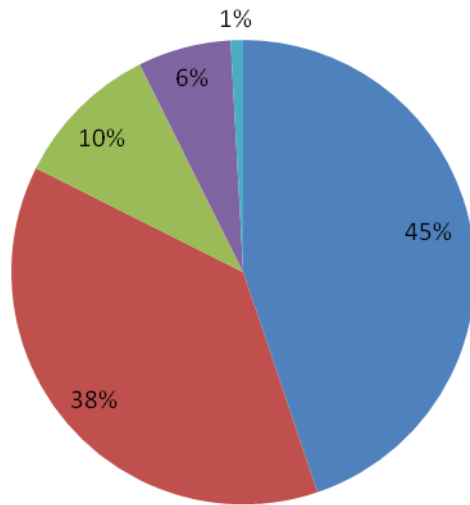
a)

b)

c)

**Result of Students Satisfaction Survey on Institution  
2018-19  
Faculty of Science**

■ A ■ B ■ C ■ D ■ E



**Result of Students Satisfaction Survey on Institution  
2018-19  
Faculty of Art**

■ A ■ B ■ C ■ D ■ E

