



NAAC

Participate in Student Satisfaction Survey (SSS) by NAAC

Dear Students,

NAAC (National Assessment and Accreditation Council) has endeavoured to conduct a **Student Satisfaction Survey (SSS)** the results of which will encompass the accreditation process. The Survey will capture student responses from the list of students provided by the Higher Education Institutes (HEIs). This survey is conducted directly by NAAC to give an opportunity to the students to have their say in assessment and quality improvement process.

NAAC will send online link of the survey to the email address of the student provided by the HEIs, and the student will have to complete and submit the survey in a stipulated time.



Have your say in quality improvement



• Rate your Institution

The questionnaire is based on the Likert type scale that means the students will have to give responses on a scale of 0 to 4, with the most positive response being rated as 4 and the most negative response being rated as 0. Analysis of the survey is done using software which will aggregate the responses and generate the score of Student Satisfaction Survey which is important Key Indicator in overall grade of institution.

• Suggest Improvements

In SSS, twenty of the twenty one questions will be objective in nature, while one question is open ended to elicit observations and suggestions for improvements thereby providing an opportunity to the student to give suggestions and criticisms in their own words. The questionnaire consists of several facets of the teaching learning process.

• Identity Not Disclosed

Students are randomly selected for the survey by system. Except particular student nobody will know which student has received the SSS email and what they have responded. Thus the students will remain anonymous throughout the process.

More details on survey are available on NAAC website <http://www.naac.gov.in/apply-now>

Student Survey has 30 to 60 weightage (as per type of institution) in the scoring of institutional Grade and hence responses from students can play a critical role in determining institutional grade. It is desired that active participation of students in survey will not only empower the students but also help institutions in continuous quality improvement through student engagement.



If you have any queries, kindly contact: Co-ordinator of IQAC (College/University)

Name: **Dr. R. M. Patil**

Email: iqacvbm2016@gmail.com

And/or

NAAC Helpdesk Tel: +91-080-23005192, 193

E-mail: naachelpdesk@gmail.com

**National Assessment and Accreditation Council (NAAC) Student
Satisfaction Survey
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–Below30%

2. How well did the teachers prepare for the classes?
 - 4–Thoroughly
 - 3–Satisfactorily
 - 2– Poorly
 - 1–Indifferently
 - 0– Won'tteach atall
3. How well were the teachers able to communicate?
 - 4–Always effective
 - 3 – Sometimes effective
 - 2–Justsatisfactorily
 - 1–Generallyineffective
 - 0–Verypoor 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 –Usuallyfair
 - 2 – Sometimes unfair
 - 1 – Usuallyunfair
 - 0–Unfair
6. Was your performance in assignments discussed with you?
 - 4 – Everytime
 - 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 incognitive, social and emotional growth.
 - 4 – Significantly
 - 3 – Verywell
 - 2 – Moderately
 - 1 – Marginally
 - 0–Not at all
9. The institution provides multiple opportunities to learn and grow.
 - 4 – Stronglyagree
 - 3–Agree
 - 2–Neutral
 - 1–Disagree
 - 0–Stronglydisagree

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– Everytime
- 3 – Usually
- 2–Occasionally/Sometimes
- 1 –Rarely
- 0 –Idon't haveamentor

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

- 4 – Everytime
- 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–Unableto

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

- 4 – Everytime
- 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 – Stronglyagree
- 3–Agree
- 2–Neutral
- 1–Disagree
- 0– Stronglydisagree

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 extra-curricular activities.

- 4– Stronglyagree
- 3–Agree
- 2–Neutral
- 1–Disagree
- 0–Stronglydisagree

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 observations / suggestions to improve the overall teaching – learning experience in your institution.

a.

b.