

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) 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 – Some what
- 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 – Some what
- 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.

The B.G. E Society's

Shri R.L.T College of Science, Akola

NAAC Re-accredited 'A' Grade (CGPA 3.14)

Report of Student Satisfaction Survey on Teaching-Learning process

(2018-19)

2.7 Student Satisfaction Survey

2.7.1 Student Satisfaction Survey (SSS) on overall institutional performance (Institution may design the questionnaire) (results and details be provided as web link)

In the academic session of 2018-19, a random group of 100 students was asked to complete the "Student Satisfaction Survey" included 21 questions regarding academics and overall facilities provided in college, assessment of teaching quality and teaching environment was part of survey. The interpretation of overall survey is as follows.

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

-- About 43% of students participated in survey answered 85-100% of syllabus is covered in class, while 45% of students answered that 70-84% of syllabus covered in class. About 7% and 5% of students answered syllabus is covered up to 55-69% and 30-54%, respectively. No students rated syllabus completion less than 30%.

2) How well did teachers prepare for the classes

--About 38% of student think teachers prepare thoroughly, 60% of student think teachers prepare satisfactorily. Only 2% of students think teachers prepare poorly or indifferently, while no student thinks that teachers don't teach at all.

3) How well were teachers able to communicate?

--Always effective ratings were given by 70% of students, while 23% of students think teachers effectively communicate sometimes. Just satisfactory and generally ineffective ratings were given by 6% and 1% students, respectively. No student rated for very poor communication.

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

--Teacher's approach to teaching was described as excellent by 37% of students, whereas 43% students described teacher's approach as very good. About 19% students described teacher's approach as good, and only 1% students voted for fair. No student described teacher's approach as poor.

5) Fairness for internal evaluation process by the teachers

--About 60% students find the internal evaluation process by the teachers as always fair and 32% found it usually fair. Only 5% and 3% students find the internal evaluation process by the teachers sometimes as unfair and usually unfair, respectively. No student described it as unfair.

6) Was performance in assignments discussed with you?

-- About 54% students approved that their performance in assignments is discussed every time. About 28% and 11% of students think their performance is discussed usually and sometimes, respectively. Only 7% students voted for rarely, and no student voted for never.

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

--About 50% students approved that the institution takes active interest in promoting internship, student exchange, and field visit opportunities for them regularly, whereas 18% students opted for often. About 22% students reveal that institute takes active interest sometimes. Only 5% students opted for rarely and never.

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

--About 30% students think that the teaching and mentoring process in the institution facilitates them in cognitive, social and emotional growth significantly and 48% think that it is very well. About 20% students opted for moderate facilitation and only 2% students think marginal facilitation. No student opted for not at all.

9) The institution provides multiple opportunities to learn and grow

--About 41% students strongly agree that the institution provides multiple opportunities to learn and grow and 43% agree. About 13% students have a neutral opinion, whereas only 2% and 1% students disagree and strongly disagree, respectively.

10) Teacher informs you about your expected competencies, course outcome, and program outcome

--About 54% students agree that teacher informs them about their expected competencies, course outcome, and program outcome every time and 27% students say that it happens usually. About 12% students think that teacher informs them occasionally-12%, and only 6% and 1% students opted for rarely and never, respectively.

11) Your mentor does a necessary follow up with an assigned task with you

--About 66% students feel that their mentor does a necessary follow up with an assigned task with them every time, and 22% feel that follow up happens usually-22%. Occasional follow up was observed by 7% students. Only 4% and 1% students opted for rarely and never, respectively.

12) The teacher illustrates the concept through examples and applications

--About 65% students agree that the teacher illustrates concepts through examples and applications every time, and 23% students think that it happens usually. Teacher illustrates concepts through examples and applications occasionally was opted by 7% students. Only 4% and 1% students opted for rarely and never.

13) The teacher identifies your strength and encourages you with providing right level of challenges

--About 57% students fully agree that the teacher identifies their strength and encourages them with

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providing right level of challenges, and 31% students reasonably agree. About 9% students partially agree and 2% students agree slightly. Only 1% students think that the teacher is unable to identify their strength and encourage them with providing right level of challenges.

14) The teachers are able to identify your weaknesses and help you to overcome them

--About 58% students feel that teachers are able to identify their weaknesses and help them to overcome them every time and 27% students agree that it happens usually. About 10% students think that teachers are occasionally able to identify their weaknesses and help them to overcome them. Only 1% and 4% students opted for rarely and never, respectively.

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

--About 40% students strongly agree that the institution makes effort to engage students in a monitoring review and continuous quality improvement of the teaching–learning process, whereas 46% students agree. About 12% students opted for neutral and only 1% opted for disagree and strongly disagree.

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

--About 46% students think that institution and teachers use student-centric methods to a great extent and 38% students opted for moderate use. About 10% students opted for somewhat and 2% for very little. About 4% students believe that institution and teachers do not at all use student-centric methods.

17) Teachers encourage you to participate in extra-curricular activities

--About 45% students strongly agree that they receive encouragement from teachers to participate in extra-curricular activities, and 39% students agree. About 11% students opted for neutral. Only 3% and 2% students disagree and strongly disagree, respectively.

18) Efforts are made by the institution or teachers to inculcate soft skills, life skills and employability skills to make you ready for the world of work.

--About 55% students agree that to a great extent effort are made by the institution or teachers to inculcate soft skills, life skills and employability skills to make them ready for the world of work. Moderate efforts were observed by 35% students and 7% students opted for somewhat. Only 3% students observed very little efforts and no student opted for not at all.

19) What percentage of teachers use ICT tool such as LCD projectors, multimedia, etc. while teaching?

--Around 49% of students rated for above 90%, while 35% of students rated for 70–89%, whereas 10% of students rated for 50–69% and 6% of students rated for less than 50%.

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20) The overall quality of teaching–learning process in your institute is very good

--About 48% students strongly agree that the overall quality of teaching–learning process in the institute is very good and 38% students agree-38%. About 13% students were neutral. No student opted for disagree and only 15 students strongly disagree.

21) Give three observations / suggestions to improve teaching–learning experience in your institution

Few important Suggestions from students:

- Syllabus should be upgraded to make it more applicable and career-oriented.
- Master's programme in Physics, Zoology, and Computer science should be offered.
- ICT based courses should be offered.
- Weekly assessment should be conducted for better evaluation and assessment process.
- More wash room facilities for male students should be installed.