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   ☐

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.
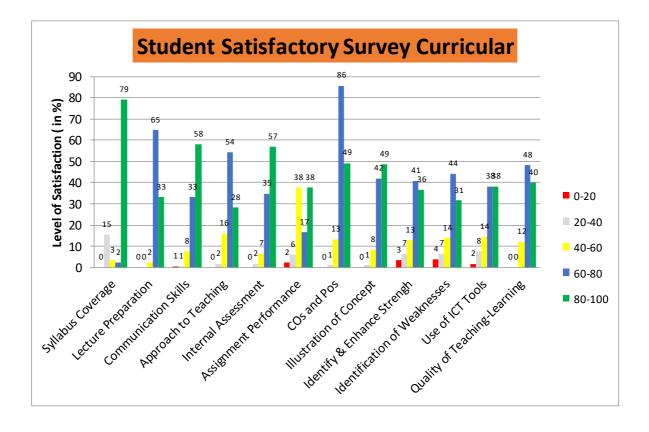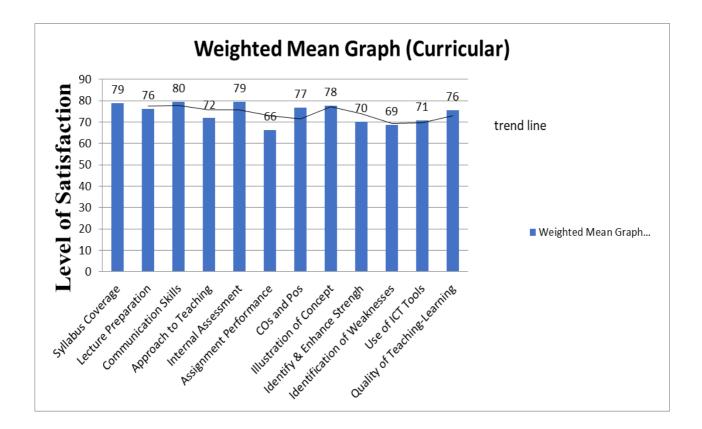
a)

b)

c)

Assessment of performance is an integral part of teaching and learning process. The institute adopts Continuous Internal Evaluation (CIE) to assess all aspects of a student's development on a continuous basis. The institute is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to upgrade the quality in higher education.

Random sample of 181 students was selected. These students are mare aware of the purpose of the survey through orientation program. A student will have to respond to all the questions given in the questionnaire format with her/his sincere effort and thought. Her/his identity will not be revealed. The questionnaire covers Teaching-Learning Process, Infra Structure, Curricular and Co- curricular Activities, Extra Curricular Activities and Best Practices in GIT.
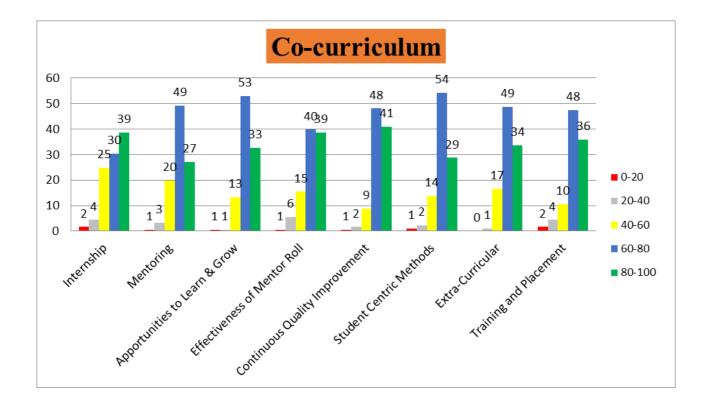
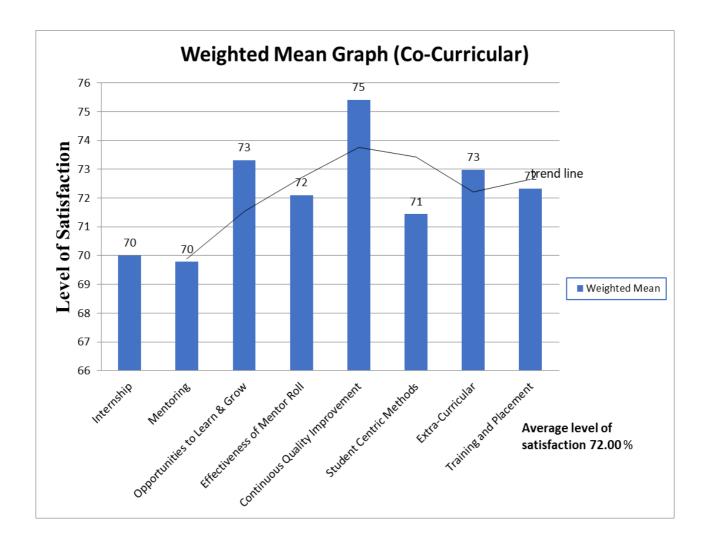The results graphs of the Survey are given below.

1) **Curricular Activity :**

Weighted Mean Graph (Curricular)

Level of Satisfaction / trend line

Categories: Syllabus Coverage (79), Lecture Preparation (76), Communication Skills (80), Approach to Teaching (72), Internal Assessment (79), Assignment Performance (66), COs and Pos (77), Illustration of Concept (78), Identify & Enhance Strength (70), Identification of Weaknesses (69), Use of ICT Tools (71), Quality of Teaching-Learning (76)

2) **Co Curricular Activity :**

Co-curriculum

Legend: 0-20, 20-40, 40-60, 60-80, 80-100

- Internship: 2, 4, 25, 30, 39
- Mentoring: 1, 3, 20, 49, 27
- Apportunities to Learn & Grow: 1, 1, 13, 53, 33
- Effectiveness of Mentor Roll: 1, 6, 15, 40, 39
- Continuous Quality Improvement: 1, 2, 9, 48, 41
- Student Centric Methods: 1, 2, 14, 54, 29
- Extra-Curricular: 0, 1, 17, 49, 34
- Training and Placement: 2, 4, 10, 48, 36

Weighted Mean Graph (Co-Curricular)

Y-axis: **Level of Satisfaction** (66 to 76)

Categories and Weighted Mean values:
- Internship: 70
- Mentoring: 70
- Opportunities to Learn & Grow: 73
- Effectiveness of Mentor Roll: 72
- Continuous Quality Improvement: 75
- Student Centric Methods: 71
- Extra-Curricular: 73
- Training and Placement: 72

Legend: ■ Weighted Mean — trend line

Average level of satisfaction 72.00 %

Conclusion:

- Overall satisfactory level of students with respect to Teaching & Learning in GIT is quite impressive and is 74 %
- A thorough survey made on random sample of 181 students indicates the categorical performance of Teaching & Learning in GIT.
- Students are highly satisfied with syllabus coverage, which is the strength of GIT.
- Other Teaching & Learning aspects are also giving remarkable satisfaction.
- To extract weak areas of individuals, more efforts on peer-to-peer interaction will lead to excellent satisfaction level and personality development of students.
- The satisfactory level of students with respect to co curricular activities in GIT is 72%, which is based on a thorough survey of random sample of 181 students.
- Students are more satisfied with curricular activities as compare to other aspects.
- Students also gave satisfactory result about Training & Placement, Individual Mentor Roll as well as Students Centric Methods practicing in GIT.
- Other aspects such as Internship, over all Mentoring and Learn & Grow need more focus to improve the level of satisfaction.