

**Student Satisfaction Survey**

**Guidelines for Students**

NAAC (National Assessment and Accreditation Council) is conducting a Student Satisfaction Survey regarding Teaching – Learning and Evaluation, which will help to assess the quality status of the institution. The identification of the respondent will not be revealed.

- A student will have to respond to all the questions given in the following format after careful thought and sincere effort.
- Each question has five responses, choose the most appropriate one.
- The response to the qualitative question no. 23, is student's opportunity to give suggestions for improvements. (The responses are to be restricted only to teaching learning and evaluation process).
- It may be noted that the total time required for filling up this questionnaire may be less than 20 minutes.

<b>Personal Information:-</b>			
A) Please confirm this is the first and only time you are participating in this survey -			
a) Yes <input checked="" type="checkbox"/>		b) No <input type="checkbox"/>	
B) Age:- <input type="text" value="18"/>			
C) University Name:- <input type="text" value="University of Mumbai"/>			
D) Gender:- a) Male <input checked="" type="checkbox"/> b) Female <input type="checkbox"/> c) Transgender <input type="checkbox"/>			
E) What degree program are you pursuing now?			
a) Bachelor's <input checked="" type="checkbox"/>		b) Master's <input type="checkbox"/>	
F) What program are you currently pursuing?			
a) Arts <input type="checkbox"/>	b) Science <input type="checkbox"/>	c) Commerce <input type="checkbox"/>	d) Professional <input checked="" type="checkbox"/>

Criterion II – Teaching–Learning and Evaluation

Online Student Satisfaction Survey on Teaching Learning and Evaluation Process

Following are the questions:

1. How much of the curricula and syllabi are covered in the Discipline in which you are studying?  
☒ 4 – 90 to 100%  
☐ 3 – 75 to 89%  
☐ 2 – 55 to 74%  
☐ 1 – 30 to 54%  
☐ 0 – Below 30%
2. What categories of teachers are involved in the theory and practical classes in your discipline?  
☐ 4 – Professors, Associated Professors, Assistant Professors and Others (Lecturers, Tutors, Demonstrators and Residents)  
☐ 3 – Associated Professors, Assistant Professors and others  
☒ 2 – Assistant Professors and others  
☐ 1 – Others  
☐ 0 – None of the above
3. What percentage of teachers is effectively communicating domain knowledge, IT skills and Soft Skills in the Teaching Learning Process?  
☐ 4 – 90 to 100%  
☐ 3 – 75 to 89%  
☒ 2 – 55 to 74%  
☐ 1 – 30 to 54%  
☐ 0 – Below 30%
4. Do the teachers build-up in you the expected curricular competencies, program outcomes and course outcomes?  
☐ 4 – 90 to 100%  
☐ 3 – 75 to 89%  
☒ 2 – 55 to 74%  
☐ 1 – 30 to 54%  
☐ 0 – Below 30%
5. Does your mentor do necessary follow up of the tasks assigned to you?  
☐ 4 – Every time  
☒ 3 – Usually  
☐ 2 – Occasionally  
☐ 1 – Rarely  
☐ 0 – I don't have a mentor
6. To what extent the mentoring process in your institution is beneficial to you for cognitive, social and emotional growth?  
☐ 4 – Highly Beneficial  
☐ 3 – Beneficial  
☒ 2 – Satisfactory  
☐ 1 – Marginally  
☐ 0 – Not at all
7. To what extent practical facilities related to your discipline have been made available to you?  
☐ 4 – 90 to 100%  
☒ 3 – 75 to 89%  
☐ 2 – 55 to 74%  
☐ 1 – 30 to 54%  
☐ 0 – Below 30%
8. What percentage of teachers use ICT-enabled methods like multimedia, web-based learning and national e-resources while teaching?  
☐ 4 – 90 to 100%  
☐ 3 – 75 to 89%  
☒ 2 – 55 to 74%  
☐ 1 – 30 to 54%  
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9. What is the extent of opportunities given to you for outdoor learning like internship, student exchanges, field visits and projects?  
☐ 4 – All of the above  
☐ 3 – Three of the above  
☒ 2 – Two of the above  
☐ 1 – One of the above  
☐ 0 – None of the above
10. Does the institution provide the opportunities for experiential learning, like problem-based learning, case-based learning, evidence-based learning, competency building, seminars, group discussions, to enhance knowledge and skills in your discipline?  
☐ 4 – All of the above  
☒ 3 – Any four of the above  
☐ 2 – Any three of the above  
☐ 1 – Any two of the above  
☐ 0 – Any one of the above

11. What is the level of opportunities provided by your institution to develop employability and entrepreneurship skills to prepare you for your career?

- 4 – High Level
- 3 – Appreciable Level
- ☒ 2 – Satisfactory Level
- 1 – Marginal Level
- 0 – No opportunity

12. What is the level of value-added courses / training given by your institution in the area of professional ethics and values, community service, preventive health care and rural health care?

- 4 – High Level
- 3 – Appreciable Level
- ☒ 2 – Satisfactory Level
- 1 – Marginal Level
- 0 – No opportunity given

13. What level of monitoring and evaluation is available in your institution for assessing the effectiveness and interactivity of the classroom/learning sessions?

- 4 – High Level
- 3 – Appreciable Level
- ☒ 2 – Satisfactory Level
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- 0 – No opportunity given

14. To what extent the institutional ambience and class room teaching has improved your creative thinking and analytical skills?

- 4 – High Level
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15. How frequently your performance in academic assignments are discussed and reviewed with you by the teachers?

- ☒ 4 – Regularly
- 3 – Often
- 2 – Sometimes
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- 0 – Never

16. What is your assessment about the fairness of the internal evaluation process by the teachers?

- ☒ 4 – Always fair
- 3 – More often fair
- 2 – Sometimes fair
- 1 – Usually unfair
- 0 – Always unfair

17. What is the average time taken by the institution for declaration of examination results?

- 4 – Within 15 days
- 3 – 16 days to 30 days
- ☒ 2 – 31 days to 45 days
- 1 – 46 days to 60 days
- 0 – Beyond 60 days

18. What are the mechanisms (issue of photocopy of answer sheet, re-totalling, re-evaluation and provision of grace marks) available in your institution for redressal of grievances with reference to examinations?

- 4 – All the above mechanisms
- ☒ 3 – Any three of them
- 2 – Any two of them
- 1 – Only one of them
- 0 – None

19. How do you rate the procedures involved in the pre examination, examination and post examination processes of the evaluation system adopted by your institution?

- ☒ 4 – Excellent
- 3 – Very Good
- 2 – Good
- 1 – Average
- 0 – Poor

20. Do your teachers enable you to identify your strengths and weaknesses and help you to develop your strengths and overcome your weaknesses by providing timely counseling and care?

- ☒ 4 – Every time
- 3 – Usually
- 2 – Occasionally
- 1 – Rarely
- 0 – Never

21. If you were to award rating of your institution in terms of "stars" in relation to quality of teaching learning and evaluation, what would be your rating?

- 4 - \*\*\*\*\*
- 3 - \*\*\*\*\*
- ✓ 2 - \*\*\*
- 1 - \*\*
- 0 - \*

22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

- a) Audio-visual learning
- b) white board
- c) Extra curricular activities

Date: 19/3/16

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Criterion II – Teaching–Learning and Evaluation

Online Student Satisfaction Survey on Teaching Learning and Evaluation Process

Following are the questions:

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3. What percentage of teachers is effectively communicating domain knowledge, IT skills and Soft skills in the Teaching Learning Process?  
4 – 90 to 100%  
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21. If you were to award rating of your institution in terms of "stars" in relation to quality of teaching learning and evaluation, what would be your rating?

4 - \*\*\*\*\*

3 - \*\*\*\*\*

2 - \*\*\*

1 - \*\*

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22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

a) Audio and visual features

b) White board

c) Extra curricular activities

Date: 12/3/16

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21. If you were to award rating of your institution in terms of "stars" in relation to quality of teaching learning and evaluation, what would be your rating?

4 - \*\*\*\*\*

3 - \*\*\*\*

2 - \*\*\*

1 - \*\*

0 - \*

22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

a) Audio - visual learning

b) white board

c) Extra Curricular activities

Date: 19/3/16



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4-\*\*\*\*\*

3-\*\*\*\*

2-\*\*\*

1-\*\*

0-

22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

a) Take regular tests

b) Proper water supply

c) Canteen

Date: 20/11/16



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<b>Personal Information:-</b>			
A) Please confirm this is the first and only time you are participating in this survey -			
a) Yes <input type="checkbox"/>		b) No <input type="checkbox"/>	
B) Age:- <input type="text" value="18"/>			
C) University Name:- <input type="text" value="University of Mumbai"/>			
D) Gender:- a) Male <input type="checkbox"/> b) Female <input type="checkbox"/> c) Transgender <input type="checkbox"/>			
E) What degree program are you pursuing now?			
a) Bachelor's <input checked="" type="checkbox"/>		b) Master's <input type="checkbox"/>	
F) What program are you currently pursuing?			
a) Arts <input type="checkbox"/>		b) Science <input type="checkbox"/>	
c) Commerce <input type="checkbox"/>		d) Professional <input checked="" type="checkbox"/>	

Criterion II – Teaching–Learning and Evaluation

Online Student Satisfaction Survey on Teaching Learning and Evaluation Process

Following are the questions:

1. How much of the curricula and syllabi are covered in the Discipline in which you are studying?

- 4 – 90 to 100%
- ☒ 3 – 75 to 89%
- 2 – 55 to 74%
- 1 – 30 to 54%
- 0 – Below 30%

2. What categories of teachers are involved in the theory and practical classes in your discipline?

- 4 – Professors, Associated Professors, Assistant Professors and Others (Lecturers, Tutors, Demonstrators and Residents)
- 3 – Associated Professors, Assistant Professors and others
- ☒ 2 – Assistant Professors and others
- 1 – Others
- 0 – None of the above

3. What percentage of teachers is effectively communicating domain knowledge, IT skills and Soft Skills in the Teaching Learning Process?

- ☒ 4 – 90 to 100%
- 3 – 75 to 89%
- 2 – 55 to 74%
- 1 – 30 to 54%
- 0 – Below 30%

4. Do the teachers build-up in you the expected curricular competencies, program outcomes and course outcomes?

- 4 – 90 to 100%
- ☒ 3 – 75 to 89%
- 2 – 55 to 74%
- 1 – 30 to 54%
- 0 – Below 30%

5. Does your mentor do necessary follow up of the tasks assigned to you?

- 4 – Every time
- ☒ 3 – Usually
- 2 – Occasionally
- 1 – Rarely
- 0 – I don't have a mentor

6. To what extent the mentoring process in your institution is beneficial to you for cognitive, social and emotional growth?

- 4 – Highly Beneficial
- 3 – Beneficial
- ☒ 2 – Satisfactory
- 1 – Marginally
- 0 – Not at all

7. To what extent practical facilities related to your discipline have been made available to you?

- 4 – 90 to 100%
- ☒ 3 – 75 to 89%
- 2 – 55 to 74%
- 1 – 30 to 54%
- 0 – Below 30%

8. What percentage of teachers use ICT enabled methods like multimedia, web-based learning and national e-resources while teaching?

- ☒ 4 – 90 to 100%
- 3 – 75 to 89%
- 2 – 55 to 74%
- 1 – 30 to 54%
- 0 – Below 30%

9. What is the extent of opportunities given to you for outdoor learning like internship, student exchanges, field visits and projects?

- 4 – All of the above
- ☒ 3 – Three of the above
- 2 – Two of the above
- 1 – One of the above
- 0 – None of the above

10. Does the institution provide the opportunities for experiential learning, like problem-based learning, case-based learning, evidence-based learning, competency building, seminars, group discussions, to enhance knowledge and skills in your discipline?

- 4 – All of the above
- ☒ 3 – Any four of the above
- 2 – Any three of the above
- 1 – Any two of the above
- 0 – Any one of the above

11. What is the level of opportunities provided by your institution to develop employability and entrepreneurship skills to prepare you for your career?

- 4 – High Level
- ☒ 3 – Appreciable Level
- 2 – Satisfactory Level
- 1 – Marginal Level
- 0 – No opportunity

12. What is the level of value-added courses / training given by your institution in the area of professional ethics and values, community service, preventive health care and rural health care?

- 4 – High Level
- ☒ 3 – Appreciable Level
- 2 – Satisfactory Level
- 1 – Marginal Level
- 0 – No opportunity given

13. What level of monitoring and evaluation is available in your institution for assessing the effectiveness and interactiveness of the classroom/learning sessions?

- 4 – High Level
- ☒ 3 – Appreciable Level
- 2 – Satisfactory Level
- 1 – Marginal Level
- 0 – No opportunity given

14. To what extent the institutional ambience and class room teaching has improved your creative thinking and analytical skills?

- 4 – High Level
- ☒ 3 – Appreciable Level
- 2 – Satisfactory Level
- 1 – Marginal Level
- 0 – No opportunity given

15. How frequently your performance in academic assignments are discussed and reviewed with you by the teachers?

- 4 – Regularly
- ☒ 3 – Often
- 2 – Sometimes
- 1 – Rarely
- 0 – Never

16. What is your assessment about the fairness of the internal evaluation process by the institution?

- ☒ 4 – Always fair
- 3 – More often fair
- 2 – Sometimes fair
- 1 – Usually unfair
- 0 – Always unfair

17. What is the average time taken by the institution for declaration of examination results?

- 4 – Within 15 days
- ☒ 3 – 16 days to 30 days
- 2 – 31 days to 45 days
- 1 – 46 days to 60 days
- 0 – Beyond 60 days

18. What are the mechanisms (issue of photocopy of answer sheet, retreating, re-evaluation and provision of grace marks) available in your institution for redressal of grievances prior to release of examinations?

- 4 – All the above mechanisms
- ☒ 3 – Any three of them
- 2 – Any two of them
- 1 – Only one of them
- 0 – None

19. How do you rate the procedures involved in the pre-examination, examination and post-examination processes of the evaluation system adopted by your institution?

- ☒ 4 – Excellent
- 3 – Very Good
- 2 – Good
- 1 – Average
- 0 – Poor

20. Do your teachers enable you to identify your strengths and weaknesses and help you to develop your strengths and overcome your weaknesses by providing timely counselling and care?

- ☒ 4 – Every time
- 3 – Usually
- 2 – Occasionally
- 1 – Rarely
- 0 – Never

21. If you were to award rating of your institution in terms of "stars" in relation to quality of teaching learning and evaluation, what would be your rating?

4 - \*\*\*\*\*

3 - \*\*\*\*

2 - \*\*\*

1 - \*\*

0 - \*

22. Give three suggestions to improve the overall teaching, learning and evaluation process in your institution.

a) Audio-visual learning

b) White board

c) Extra curriculum activities

Date

19/11/16

